The Experience of GP Services: Well Street Common

A trends analysis report by Healthwatch Hackney



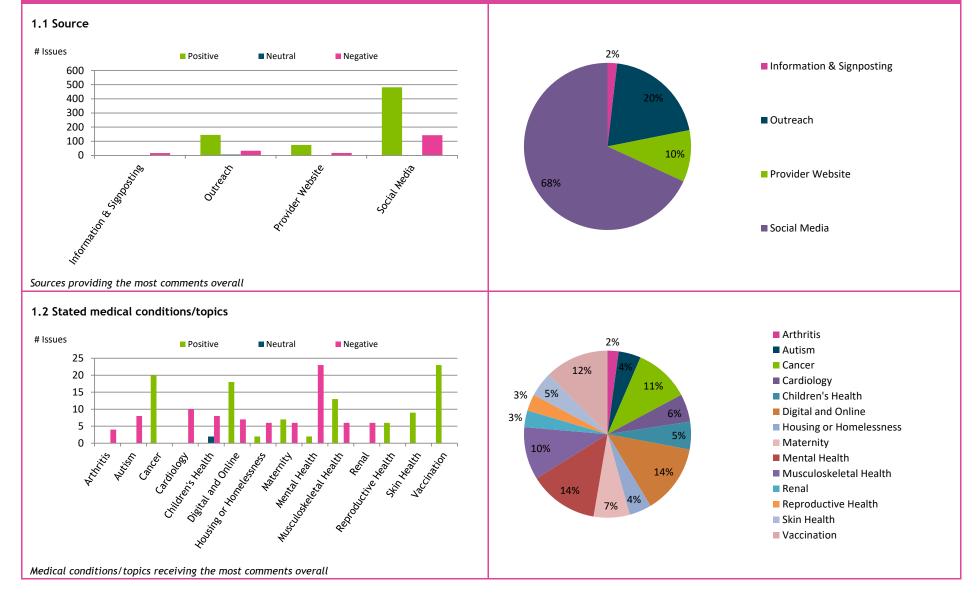
Healthwatch is the official consumer champion for users of health and social care services. We listen to people's stories, go od and bad, and report on their collective experience. In this report, we examine the experience of local GP services.

Reporting Period: 1 July 2023 - 30 June 2024

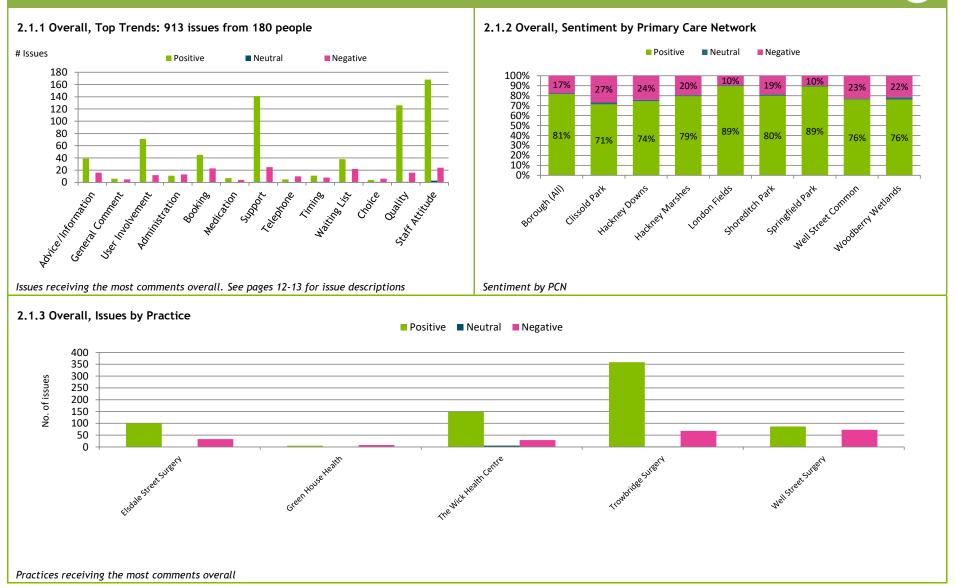


1. Data Source and Conditions/Topics





2.1 Overall Themes and Sentiment



2.2 Service Access

2.2.1 Service Access: 142 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 40 100% 90% 80% 35 30 80% 70% 60% 50% 40% 30% 20% 10% 0% 25 20 61% 74% 15 69% 62% 61% 61 56% 50% 10 5 woodberrywetterds 0 Boroughtail clissold Park AD BAT HOCKNEL HOSKEL HORSELE LONDON HEADS STORED TO BAT HOCKEL WASHELE WASHEL W altige List 800 1100 800 Contraction of the second seco elonologie Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.2.3 Service Access, Issues by Practice ■ Positive ■ Neutral ■ Negative 35 30 25 No. of issues 20 15 10 5 The Wat Health centre 0 Elsale Steel Suitery Tionoride Street WellStreet Surger. Green House Healt Practices receiving the most comments overall

2.3 Clinical Treatment and Care

2.3.1 Treatment: 251 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Negative Neutral 70 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 189 60 50 89% 40 95% 94% 90% 88% 30 81% 81% 20 10 woodberrywettends 0 Borough (All) Dissold Part Hackney Down's London Field's Storeditch Part Hackney Down's London Field's Storeditch Part Ned Street Common Linite Linit Macion Control of Cont William William Stoods Les Indiana in a second Contin and the service of th croice Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.3.3 Treatment, Issues by Practice ■ Positive ■ Neutral ■ Negative 90 80 70 No. of issues 60 50 40 30 20 10 0 The Michteath Centre tistale street sufferi Towhide Sureen Green House Health WellStreet Surger. Practices receiving the most comments overall

2.4 Staff Attitude

2.4.1 Staff Attitude: 195 issues detected 2.4.2 Staff Attitude, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 100 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 90 10% 12% 13% 14% 16% 80 70 89% 60 50 40 95% 93% 88% 86% 85% 84% 83% 30 20 10 woolbernweitands 0 BoroughtAll isout tachen power has the tondon fields stored to be the softweet of the soft tes testing Cinicon Constraints Miles Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.4.3 Staff Attitude, Issues by Practice ■ Positive ■ Neutral ■ Negative 100 90 80 70 60 50 40 30 20 10 No. of issues Ō the with teath centre tishe steel unger Troubide Sureen Green House Health WellStreet Surger. Practices receiving the most comments overall

2.5 Administration

2.5.1 Administration: 196 issues detected 2.6.2 Communication, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Negative Neutral 90 100% 90% 80% 80 14% 28% 339 70 80% 70% 60% 50% 40% 30% 20% 10% 0% 60 ____ ____ 76% ____ 50 40 899 85% 80% 74% 72% 71% 65% 30 20 10 woodberrywettends Strand Strand 0 BoroughtAll isout tachen power hachen hastes tondon fields storedict part welsteet connon welsteet woode and a second Colores - Colore opto opto teally & all a Medical Action of the second and the second What was a standard with the standard Person and a series of the ser Stood Stood Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.5.3 Administration, Issues by Practice ■ Positive ■ Neutral ■ Negative 140 120 100 No. of issues 80 60 40 20 0 The Med Health centre Geenhouse Health Tronoidee Surgery tisdae street suger WellStreet Sufer. Practices receiving the most comments overall

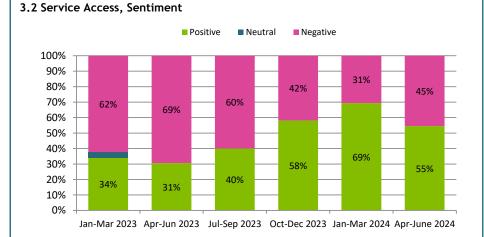
2.6 Communication

2.6.1 Communication: 59 issues detected 2.6.2 Communication, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Negative Neutral 45 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 40 20% 339 35 30 25 20 85% 80% 89% 59% 65% 15 22 10 5 Woohernwetents 0 BoroughtAll Dissold Patt Hachney Down's London field's shore the spine end patt we woode and the second s Control Control Control Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.6.3: Communication, Issues by Practice ■ Positive ■ Neutral ■ Negative 30 25 No. of issues 20 15 10 5 0 the wid teath centre Geenhouse Health Tronbide Surgery Ushe street suger Weilstreet Suffer Practices receiving the most comments overall

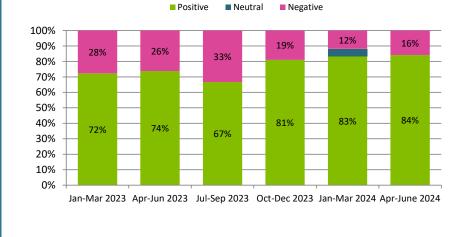
3. Timeline: 18 Month Tracker

Positive Neutral Negative 100% 16% 90% 24% 26% 32% 38% 80% 39% 70% 60% 50% 82% 40% 74% 76% 66% 61% 30% 59% 20% 10% 0% Jan-Mar 2023 Apr-Jun 2023 Jul-Sep 2023 Oct-Dec 2023 Jan-Mar 2024 Apr-June 2024

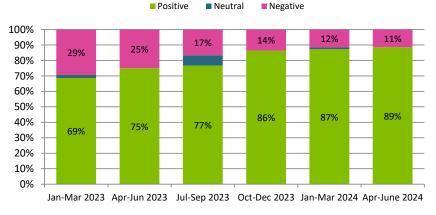
3.1 Overall Sentiment



3.3 Treatment and Care, Sentiment



3.4 Staff Attitude, Sentiment



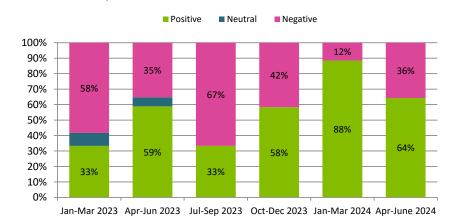
Positive Neutral

3. Timeline: 18 Month Tracker

3.5 Administration, Sentiment

Positive Neutral Negative 100% 17% 90% 20% 28% 37% 80% 39% 57% 70% 60% 50% 83% 40% 80% 72% 63% 61% 30% 43% 20% 10% 0% Jan-Mar 2023 Apr-Jun 2023 Jul-Sep 2023 Oct-Dec 2023 Jan-Mar 2024 Apr-June 2024

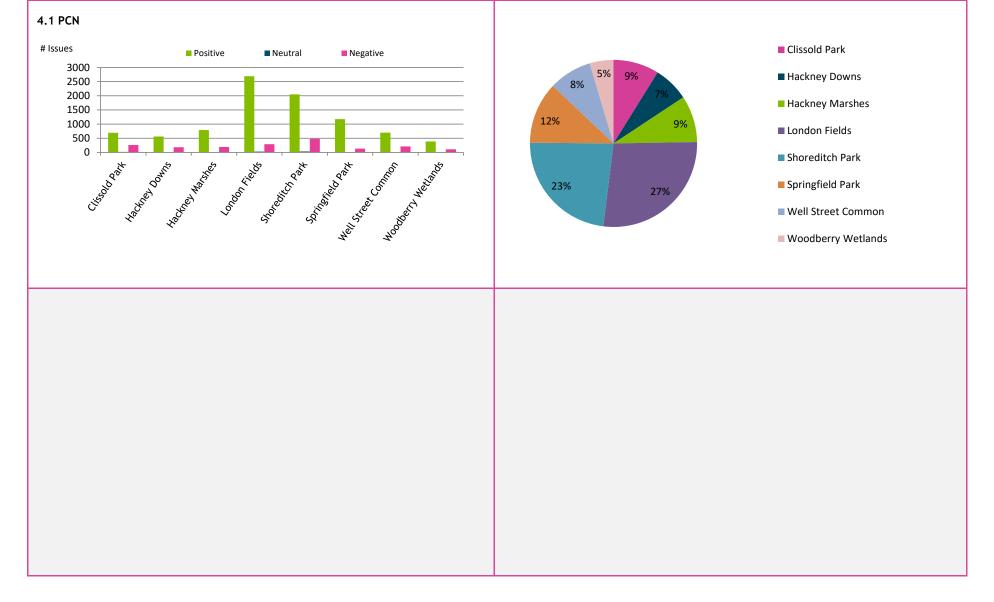
3.6 Communication, Sentiment



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4. Volume by Primary Care Network





5. Data Table: Number of issues

	Issue Name	Descriptor		# Issues			
(0			_	Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	Communication, including access to advice and information.		39	0	16	55
	Carer Involvement	Involvement of carers, friends or family members.		0	0	2	2
lts/	General Comment	A generalised statement (ie; "The doctor was good.")		6	0	5	11
Patie	User Involvement	Involvement of the service user.		71	1	12	84
	Administration	Administrative processes and delivery.		11	0	13	24
	Booking	Ability to book, reschedule or cancel appointments.		45	0	23	68
Values Systems Pa	Cancellations	Cancellation of appointment by the service provider.		0	0	1	1
	Data Protection	General data protection (including GDPR).		0	0	0	0
	Referral	Referral to a service.		8	0	2	10
	Medical Records	Management of medical records.		0	0	0	0
	Medication	Prescription and management of medicines.		7	0	4	11
	Opening Times	Opening times of a service.		1	0	0	1
	Planning	Leadership and general organisation.		3	0	2	5
	Registration	Ability to register for a service.		1	0	1	2
	Support	Levels of support provided.		141	1	25	167
Values	Telephone	Ability to contact a service by telephone.		5	0	10	15
	Timing	Physical timing (ie; length of wait at appointments).		11	1	8	20
	Waiting List	Length of wait while on a list.		38	0	22	60
	Choice	General choice.		4	1	6	11
	Cost	General cost.		0	0	0	0
	Language	Language, including terminology.		3	0	1	4
	Nutrition	Provision of sustainance.		0	0	2	2
	Privacy	Privacy, personal space and property.		0	0	1	1
	Quality	General quality of a service, or staff.		126	1	16	143
	Sensory	Deaf/blind or other sensory issues.		0	0	0	0
	Stimulation	General stimulation, including access to activities.		1	0	0	1

5. Data Table: Number of issues

Issue Name	Descriptor		# Issues					
			Positive	Neutral	Negative	Total		
Catchment/Distance	Distance to a service (and catchment area for eligability).		0	0	0	0		
Environment/Layout	Physical environment of a service.		4	0	1	5		
Equipment	General equipment issues.		0	0	0	0		
Hazard	General hazard to safety (ie; a hospital wide infection).		0	0	0	0		
Hygiene	Levels of hygiene and general cleanliness.		5	0	1	6		
Mobility	Physical mobility to, from and within services.		0	0	0	0		
Travel/Parking	Ability to travel or park.		0	0	0	0		
Omission	General omission (ie; transport did not arrive).		0	0	1	1		
Security/Conduct	General security of a service, including conduct of staff.		0	0	1	1		
Staff Attitude	Attitude, compassion and empathy of staff.		168	3	24	195		
Complaints	Ability to log and resolve a complaint.		0	0	3	3		
Staff Training	Training of staff.		2	0	2	4		
Staffing Levels	General availability of staff.		0	0	0	0		
		Total:	700	8	205	913		

Disclaimer:

Environment

Staff

The trends within this report are based on service user comments we have obtained from sources outlined on Page 2. Comments obtained from these sources may not be representative of all service users experiences or opinions.

Community Insight CRM