

The Experience of GP Services

A trends analysis report by Healthwatch Halton



Healthwatch is your local independent health and social care champion. We listen to people's stories, good and bad, and report on their collective experience. In this report, we examine the experience of local GP services.

Qualitative Feedback, 1 January 2025 - 31 March 2025

Index and overview of findings

Data Source (Page 4)

This report is based on the experience of 529 people. Feedback has been obtained from a variety of sources, including engagement, surveys and comments posted online (NHS, Care Opinion and social media).

Top Themes (Page 5)

A majority of people receive good quality treatment and nursing care, on the whole. According to feedback, patients would like greater levels of service access, involvement, communication and support.

Overall sentiment is 40% positive, 58% negative and 2% neutral.

Trends...

Overall satisfaction has declined by 3% this quarter, comments suggest.

Grove House Practice (St Pauls) and Castlefields Health Centre receive a notable volume and ratio of positive comments.

Service Access (Page 6)

People continue to report difficulties with telephone access, associated problems with booking, and longer than expected waits for routine appointments.

Trends...

Satisfaction on service access has improved by 3%, comments suggest. Complaints are down by 3% on waiting times, while up by 6% on telephone access and by 2% on ability to book appointments.

Feedback about most practices is negative, overall.

Clinical Treatment and Staff Attitude (Pages 7-8)

Experiences indicate patients would like greater levels of support, involvement and empathy. Choice (of in-person appointments or preferred clinician) is also an issue.

Trends...

This quarter, complaints are up by 11% on staff attitude, and by 9% on treatment and care.

Grove House Practice (St Pauls) and Castlefields Health Centre receive a notable volume and ratio of positive comments.

Administration and Communication (Pages 9-10)

Many people complain of general administration, and some would like greater levels of support from reception staff, and levels of communication service wide. Repeat prescriptions, test results and staff training are also cited as issues.

Trends...

Complaints are up by 42% on communication and by 12% on administration.

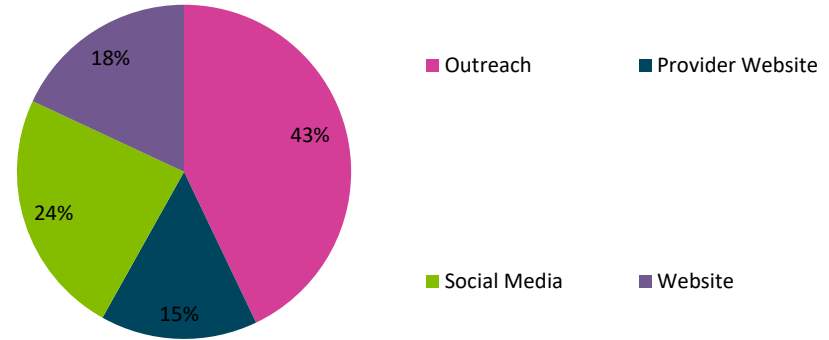
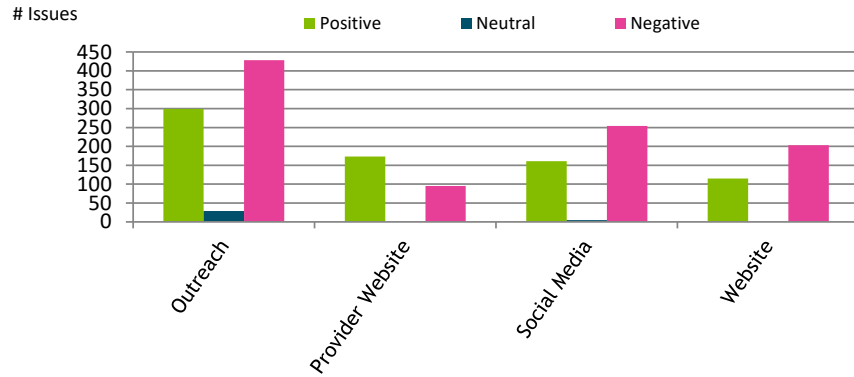
Grove House Practice (St Pauls) receives a notable volume and ratio of positive comments.

Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 4. Comments obtained from these sources may not be representative of all service users experiences or opinions.

1. Data Source and Conditions/Topics

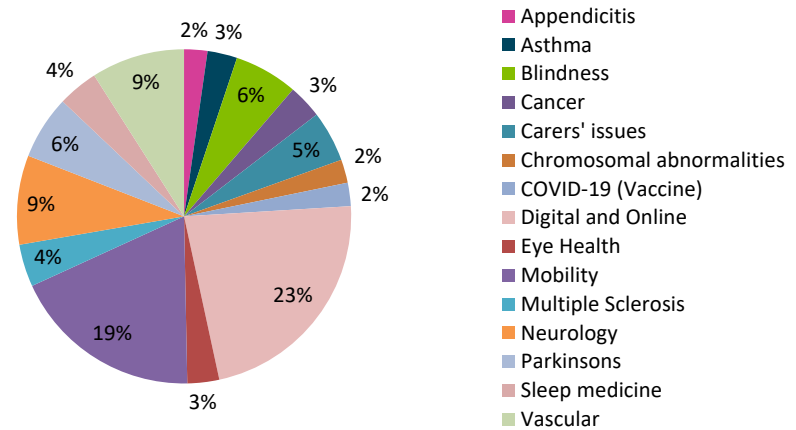
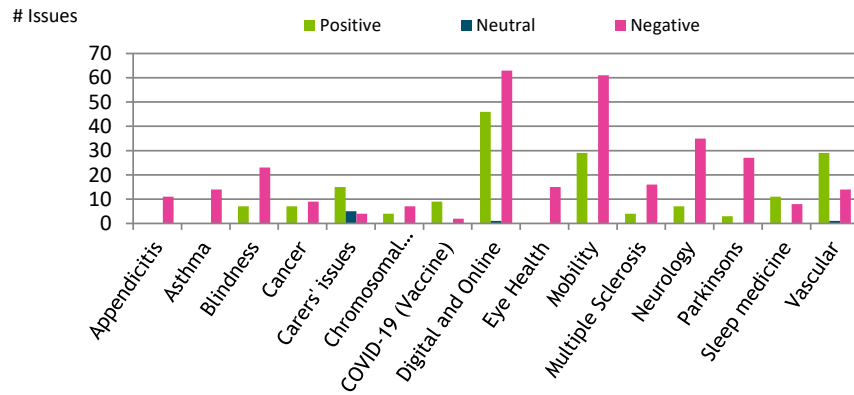


1.1 Source



Sources providing the most comments overall

1.2 Stated medical conditions/topics

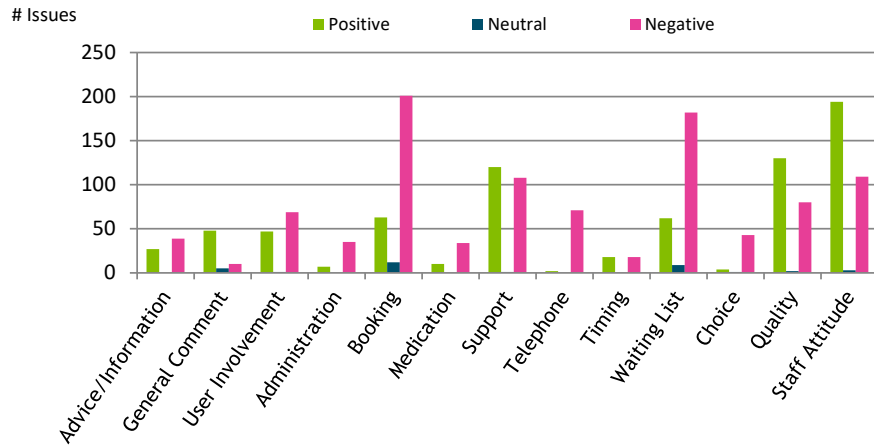


Medical conditions/topics receiving the most comments overall

2.1 Overall Themes and Sentiment

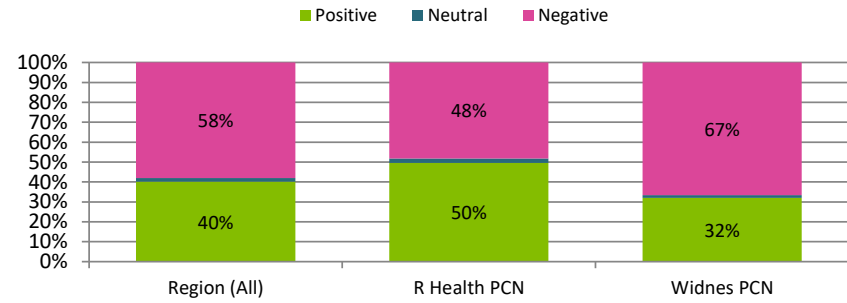


2.1.1 Overall, Top Trends: 1904 issues from 529 people



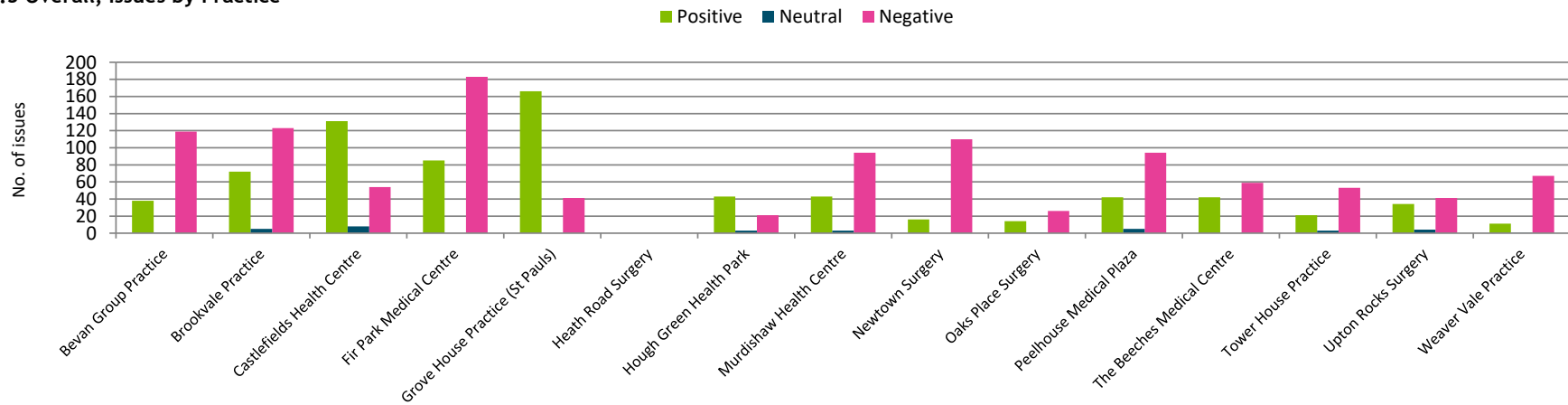
Issues receiving the most comments overall. See pages 14-15 for issue descriptions

2.1.2 Overall, Sentiment by Primary Care Network



Sentiment by PCN

2.1.3 Overall, Issues by Practice

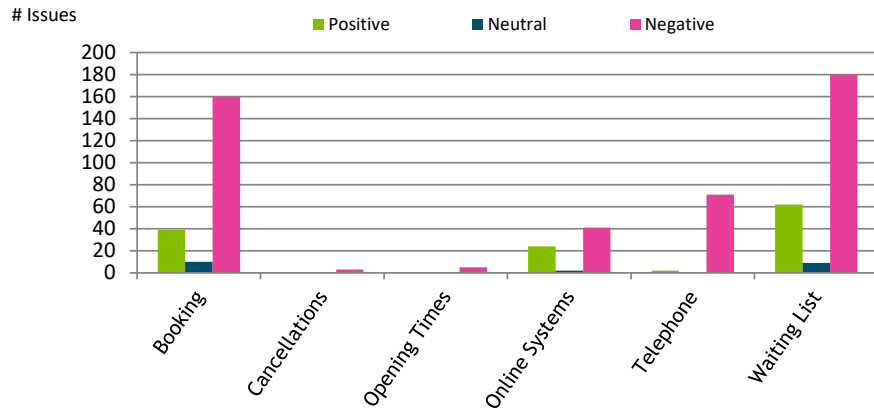


Practices receiving the most comments overall

2.2 Service Access

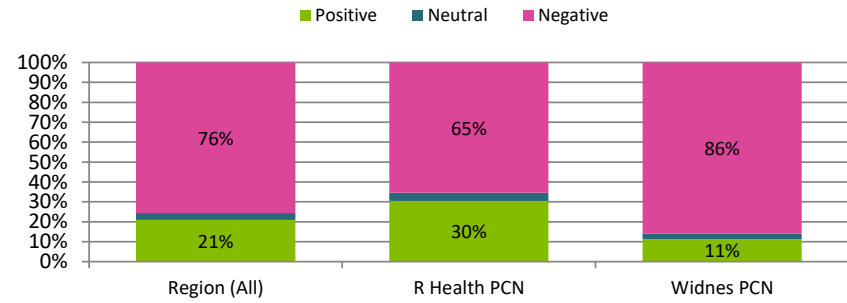


2.2.1 Service Access: 608 issues detected



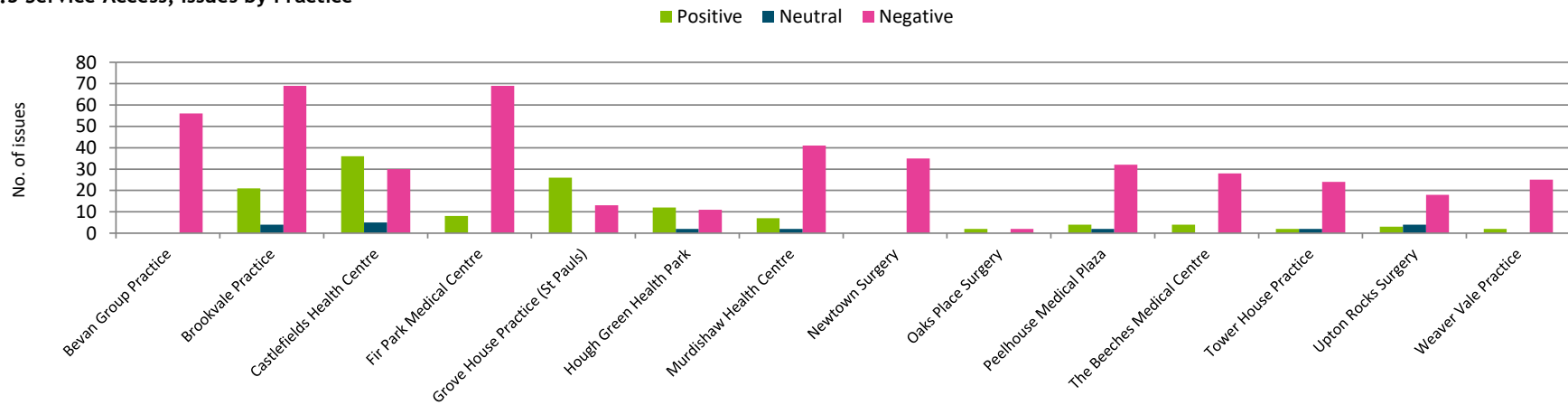
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.2.2 Service Access, Sentiment by Primary Care Network



Sentiment by PCN

2.2.3 Service Access, Issues by Practice

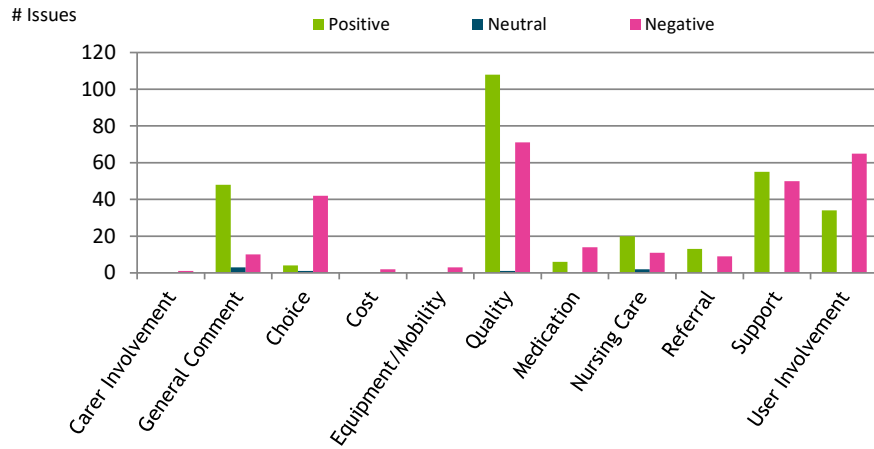


Practices receiving the most comments overall

2.3 Clinical Treatment and Care

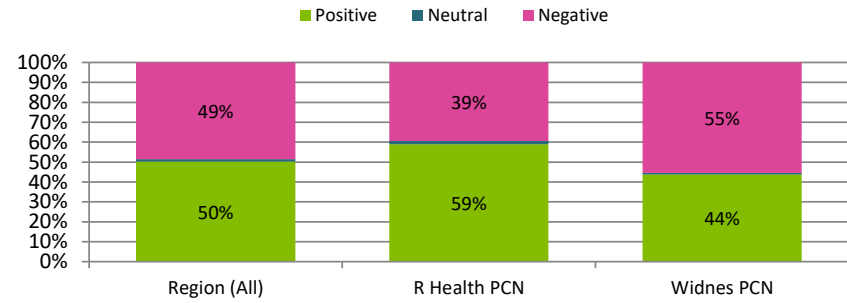


2.3.1 Treatment: 573 issues detected



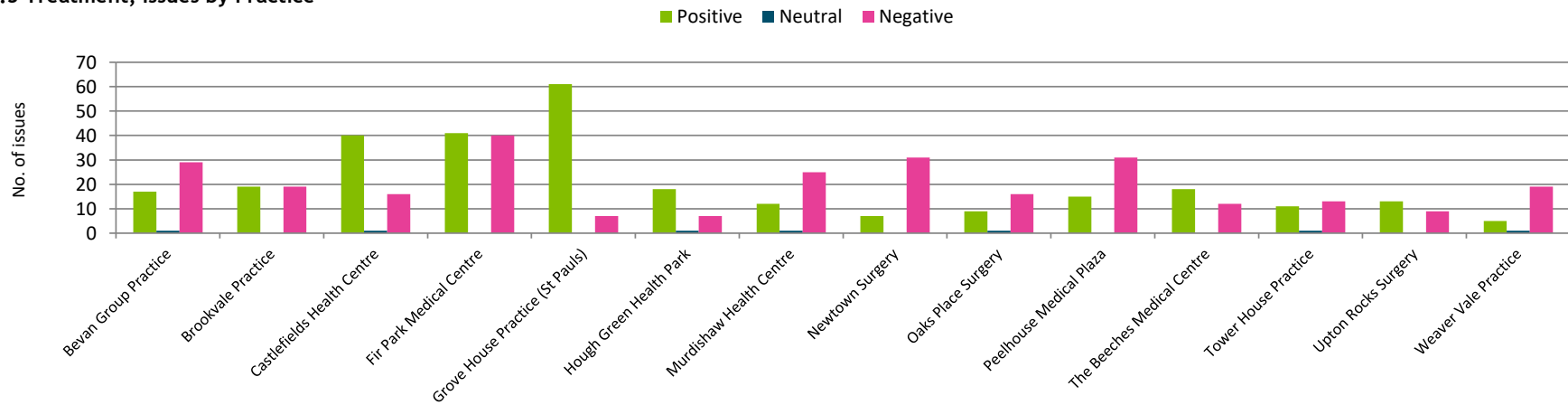
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.3.2 Treatment, Sentiment by Primary Care Network



Sentiment by PCN

2.3.3 Treatment, Issues by Practice

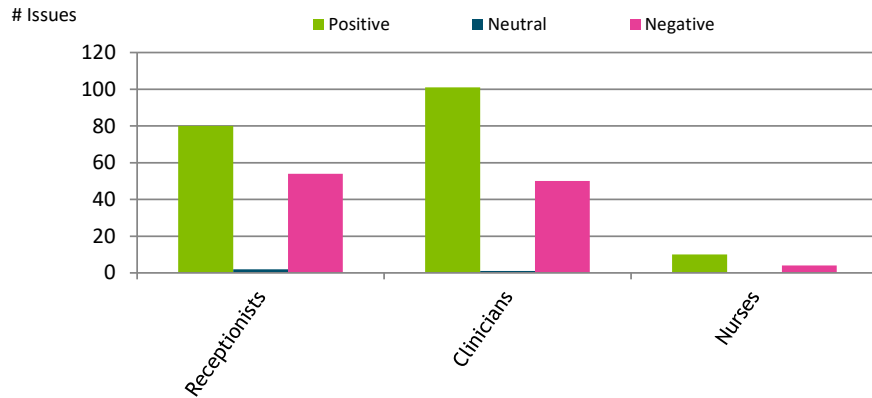


Practices receiving the most comments overall

2.4 Staff Attitude

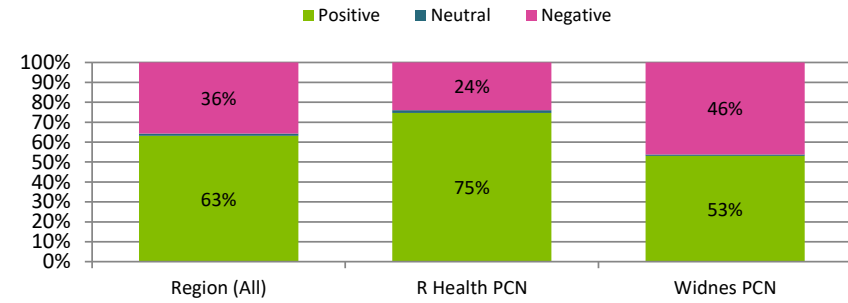


2.4.1 Staff Attitude: 302 issues detected



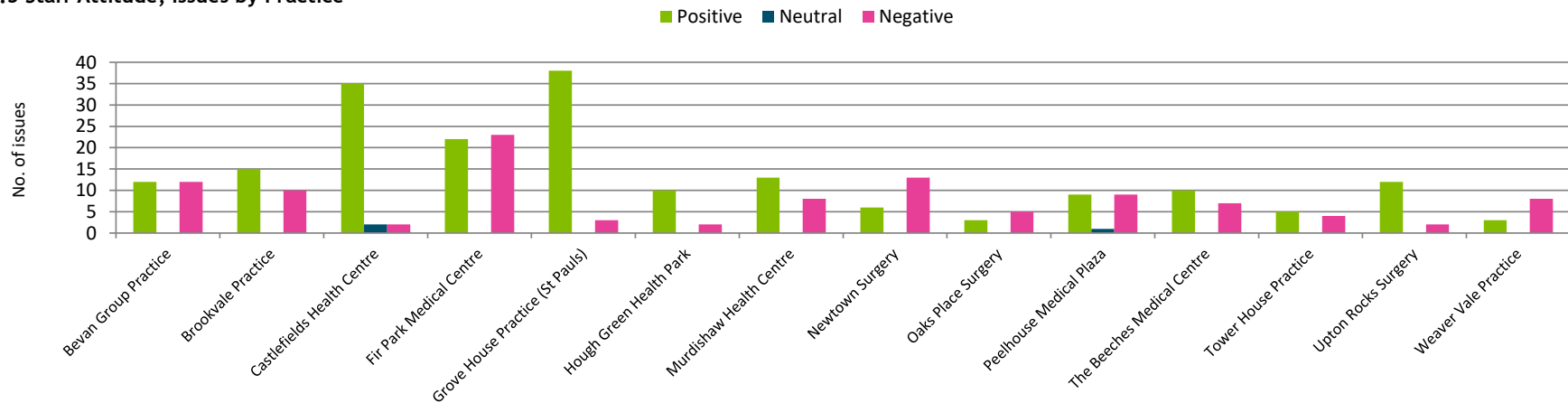
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.4.2 Staff Attitude, Sentiment by Primary Care Network



Sentiment by PCN

2.4.3 Staff Attitude, Issues by Practice

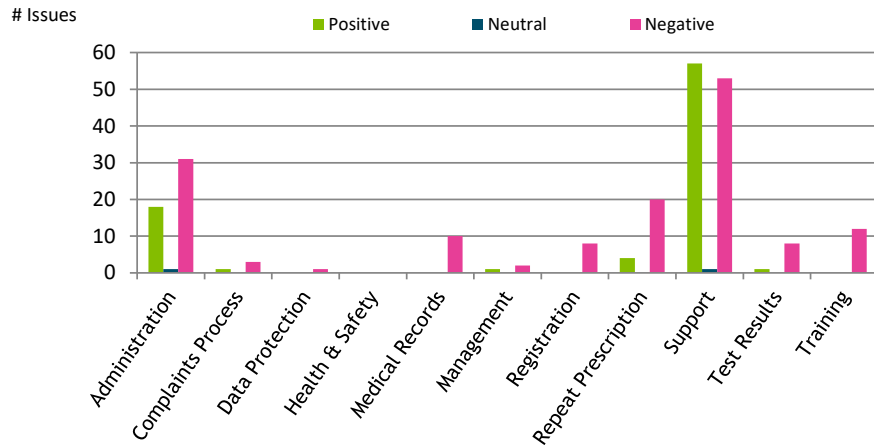


Practices receiving the most comments overall

2.5 Administration

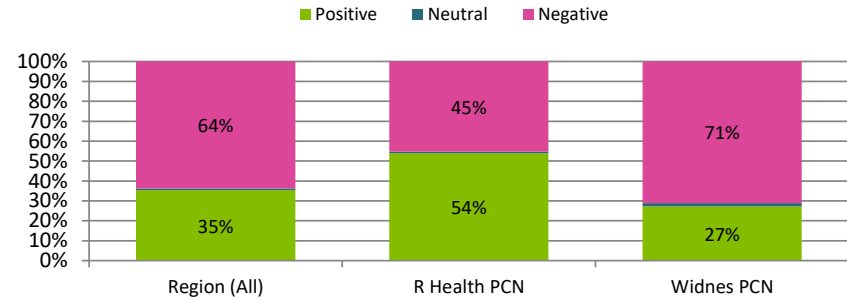


2.5.1 Administration: 232 issues detected



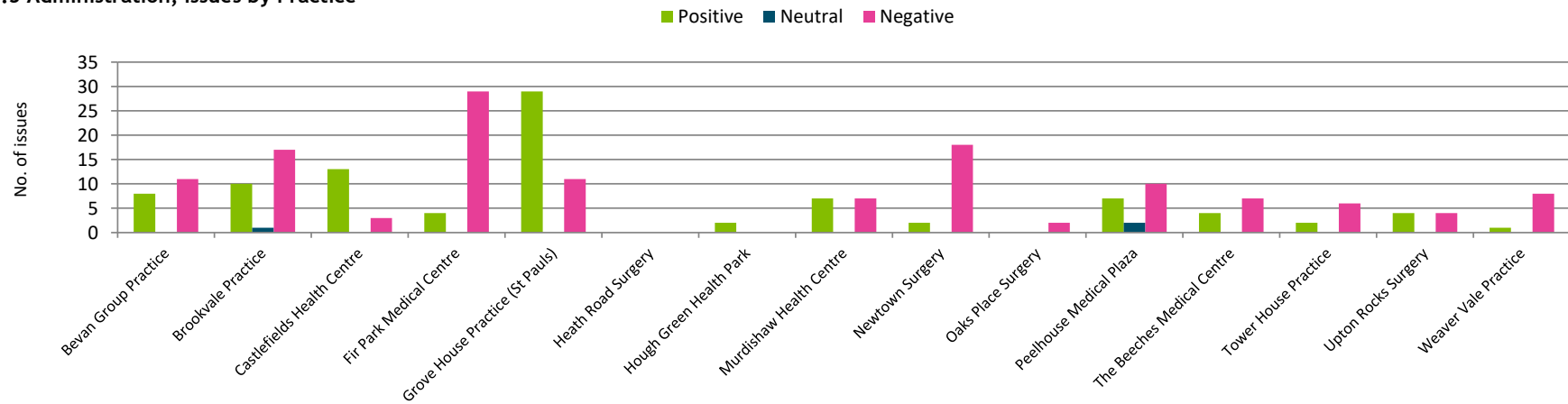
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.5.2 Administration, Sentiment by Primary Care Network



Sentiment by PCN

2.5.3 Administration, Issues by Practice

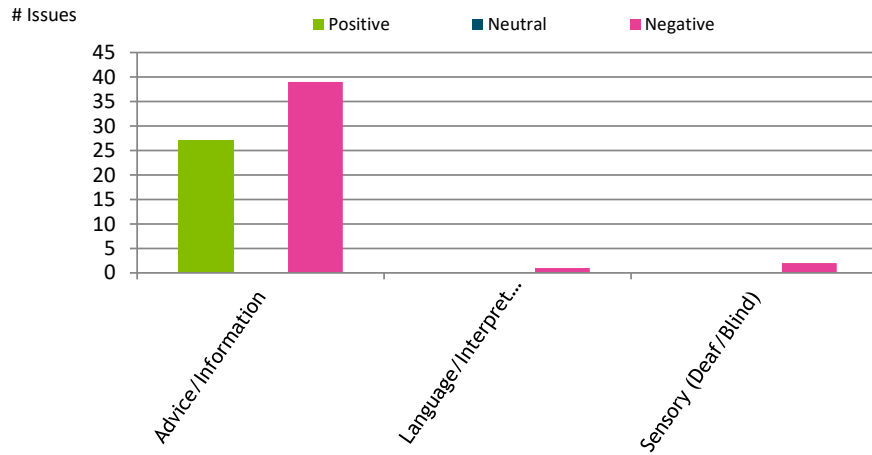


Practices receiving the most comments overall

2.6 Communication

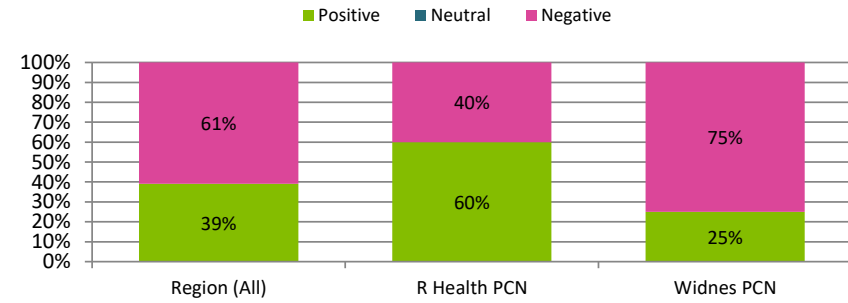


2.6.1 Communication: 69 issues detected



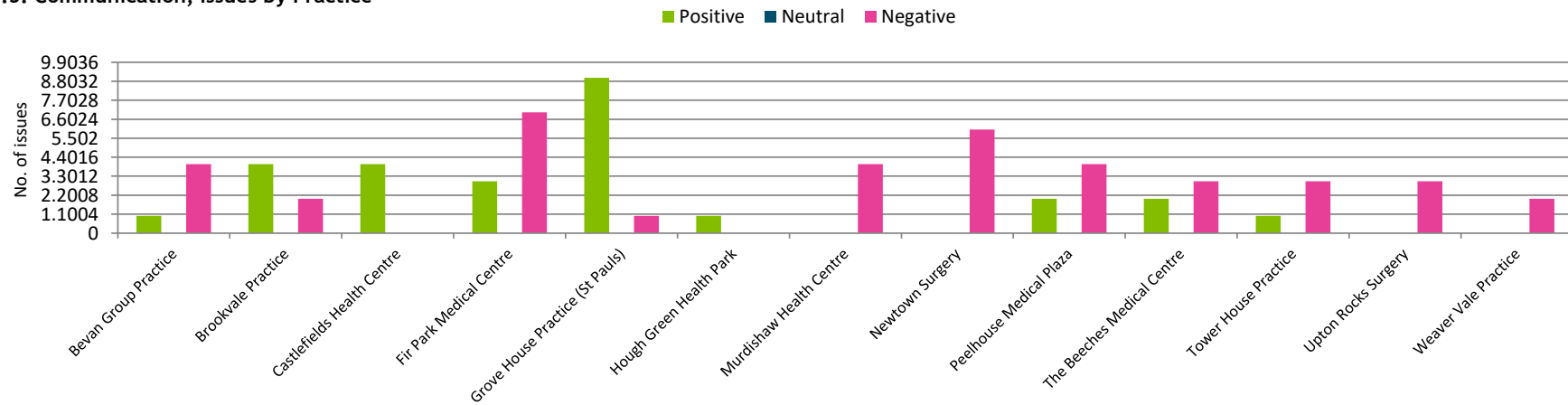
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.6.2 Communication, Sentiment by Primary Care Network



Sentiment by PCN

2.6.3: Communication, Issues by Practice

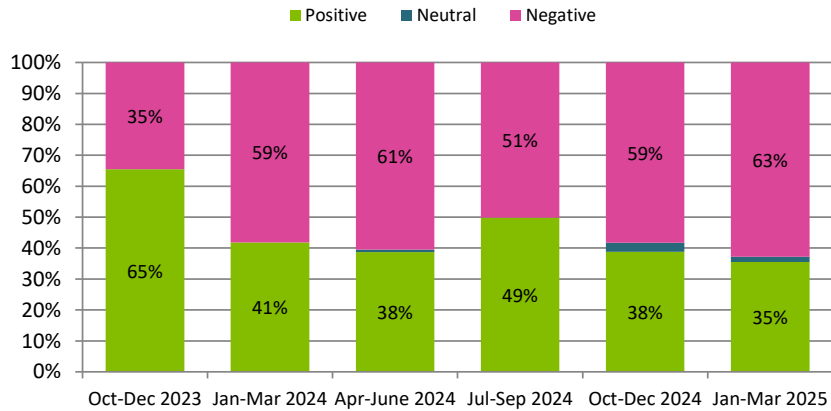


Practices receiving the most comments overall

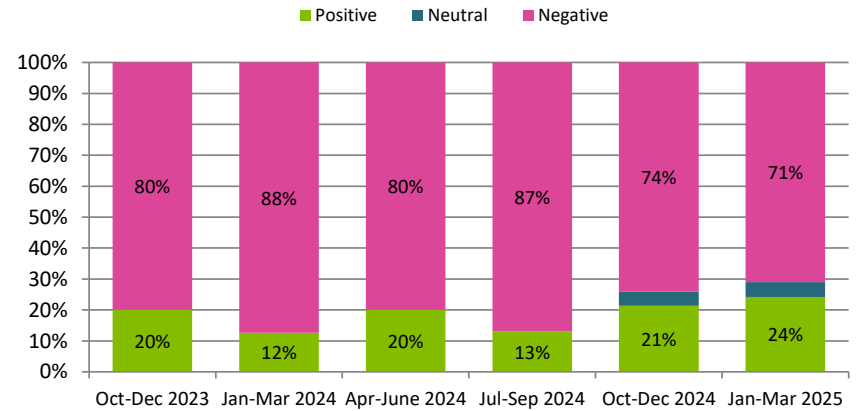
3. Timeline: 18 Month Tracker



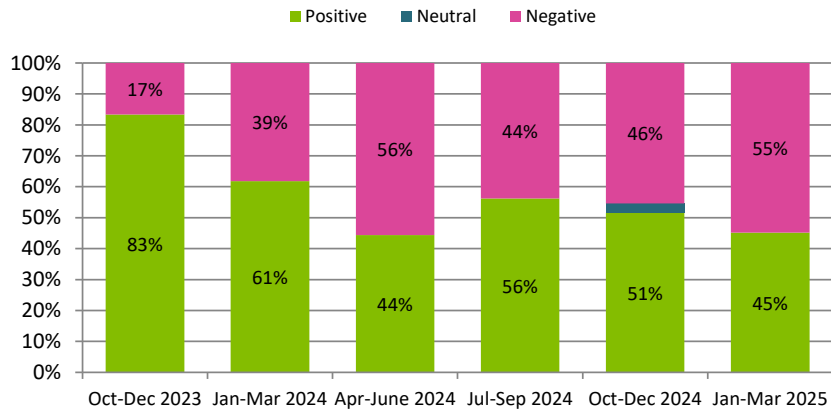
3.1 Overall Sentiment



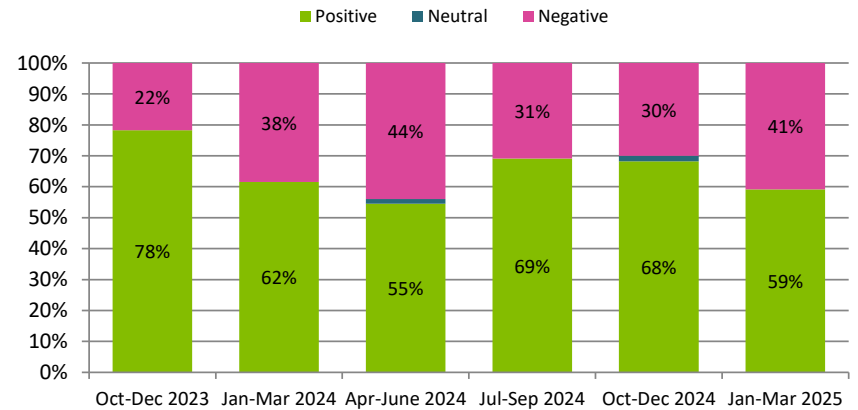
3.2 Service Access, Sentiment



3.3 Treatment and Care, Sentiment



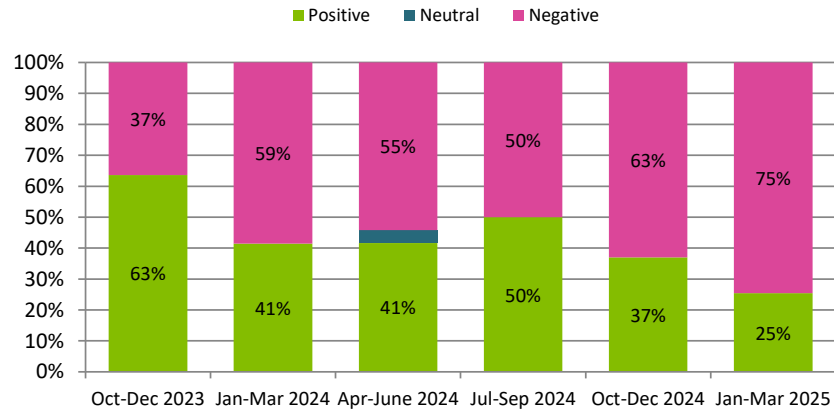
3.4 Staff Attitude, Sentiment



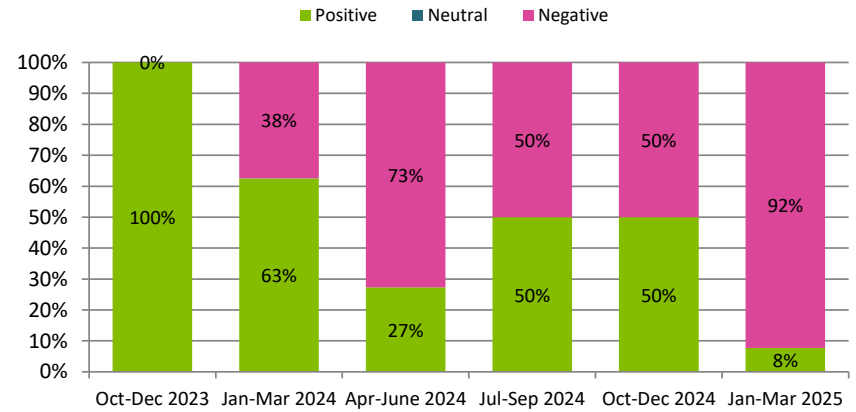
3. Timeline: 18 Month Tracker



3.5 Administration, Sentiment



3.6 Communication, Sentiment

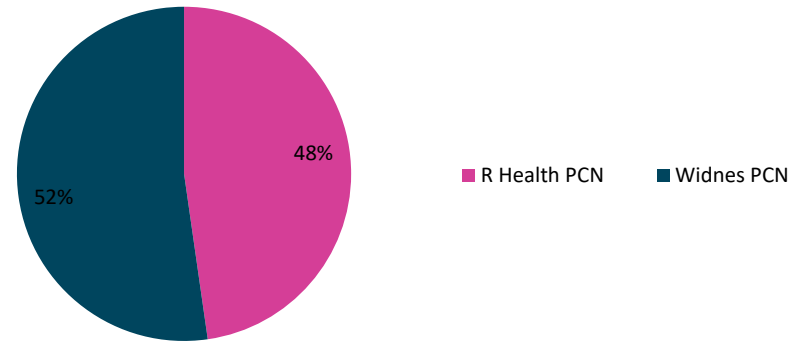
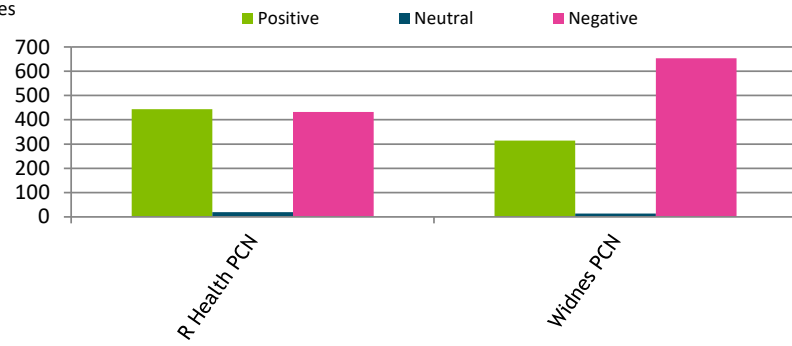


4. Volume by Primary Care Network



4.1 PCN

Issues



5. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	<i>Communication, including access to advice and information.</i>	27	0	39	66
	Carer Involvement	<i>Involvement of carers, friends or family members.</i>	1	0	3	4
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	48	5	10	63
	User Involvement	<i>Involvement of the service user.</i>	47	1	69	117
Systems	Administration	<i>Administrative processes and delivery.</i>	7	0	35	42
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	63	12	201	276
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	3	3
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	1	1
	Referral	<i>Referral to a service.</i>	13	0	9	22
	Medical Records	<i>Management of medical records.</i>	0	0	10	10
	Medication	<i>Prescription and management of medicines.</i>	10	0	34	44
	Opening Times	<i>Opening times of a service.</i>	0	0	5	5
	Planning	<i>Leadership and general organisation.</i>	1	0	2	3
	Registration	<i>Ability to register for a service.</i>	0	0	10	10
	Support	<i>Levels of support provided.</i>	120	1	108	229
	Telephone	<i>Ability to contact a service by telephone.</i>	2	0	71	73
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	18	0	18	36
	Waiting List	<i>Length of wait while on a list.</i>	62	9	182	253
Values	Choice	<i>General choice.</i>	4	1	43	48
	Cost	<i>General cost.</i>	0	0	3	3
	Language	<i>Language, including terminology.</i>	0	0	1	1
	Nutrition	<i>Provision of sustenance.</i>	0	0	0	0
	Privacy	<i>Privacy, personal space and property.</i>	1	0	5	6
	Quality	<i>General quality of a service, or staff.</i>	130	2	80	212
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	2	2
	Stimulation	<i>General stimulation, including access to activities.</i>	0	0	0	0

5. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Environment	Catchment/Distance	<i>Distance to a service (and catchment area for eligibility).</i>	3	0	9	12
	Environment/Layout	<i>Physical environment of a service.</i>	5	0	2	7
	Equipment	<i>General equipment issues.</i>	1	0	0	1
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	0	0
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	5	0	0	5
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	3	3
	Travel/Parking	<i>Ability to travel or park.</i>	1	0	2	3
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	10	10
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	0	0	0
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	194	3	109	306
	Complaints	<i>Ability to log and resolve a complaint.</i>	1	0	3	4
	Staff Training	<i>Training of staff.</i>	0	0	12	12
	Staffing Levels	<i>General availability of staff.</i>	0	0	12	12
Total:			764	34	1106	1904