The Experience of GP Services

A trends analysis report by Healthwatch Newham

CommunityInsight

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.

Qualitative Feedback, 1 October 2024 - 30 September 2025

healthwatch
Newham

Index and overview of findings

Data Source (Page 4)

This report is based on the experience of 2,259 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)

The vast majority of people receive good quality, compassionate treatment and care, with good levels of support and involvement. According to feedback, patients would like greater levels of service access.

Overall sentiment is 72% positive and 28% negative.

> Trends...
>
> *According to feedback, overall satisfaction has declined marginally by 1% this quarter.*
>
> *Claremont Clinic, E7 Health, Glen Road Surgery, Stratford Village Surgery and Upton Lane Medical 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...
>
> *Overall satisfaction on service access has improved by 5% this quarter, comments suggest. Complaints are down by 7% on telephone access, by 6% on booking processes and by 2% on waiting times.*
>
> *Comments suggest satisfaction at most practices is noticeably negative overall.*

Clinical Treatment and Staff Attitude (Pages 7-8)

Experiences indicate a broad majority of people receive good quality treatment & nursing care, however user involvement is in cases lacking. On staff attitude, there is general praise for clinicians, while notable criticism of reception staff.

Trends...

This quarter, complaints are down by 1% on staff attitude while up by 1% on treatment and care.

Claremont Clinic, E7 Health, Glen Road Surgery, Stratford Village Surgery and Upton Lane Medical 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...

This quarter, complaints are down by 2% on administration while up by 8% on communication.

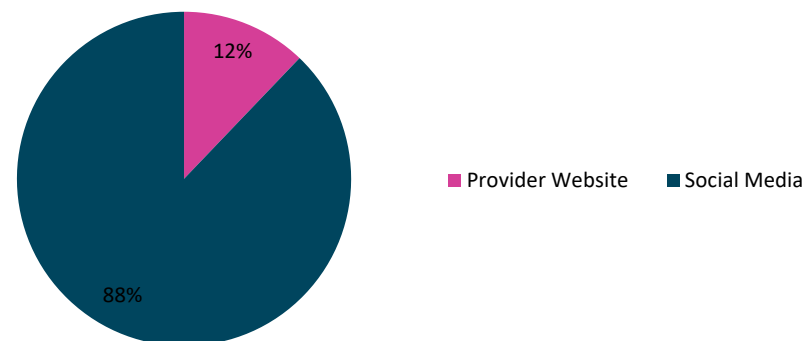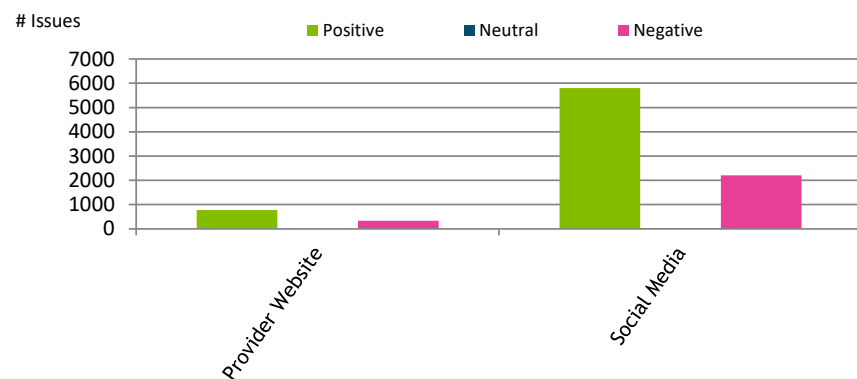*Claremont Clinic, E7 Health, Glen Road Surgery, Stratford Village Surgery and Upton Lane Medical Centre receive a notable volume and ratio of positive comments.*

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

Issues

Legend: Positive, Neutral, Negative

Bar chart showing Provider Website and Social Media sources with values up to 7000.

Sources providing the most comments overall

Pie chart:
- 12% Provider Website
- 88% Social Media

1.2 Stated medical conditions/topics

Issues

Legend: Positive, Neutral, Negative

Bar chart showing issues (0–200) across: Allergies, Arthritis, Asthma, Autism, Children's Health, COVID-19 (Vaccine), Diabetes, Digital and Online, Ear Health/Hearing, Maternity, Mental Health, Musculoskeletal Health, Older People's Health, Skin Health, Vaccination.
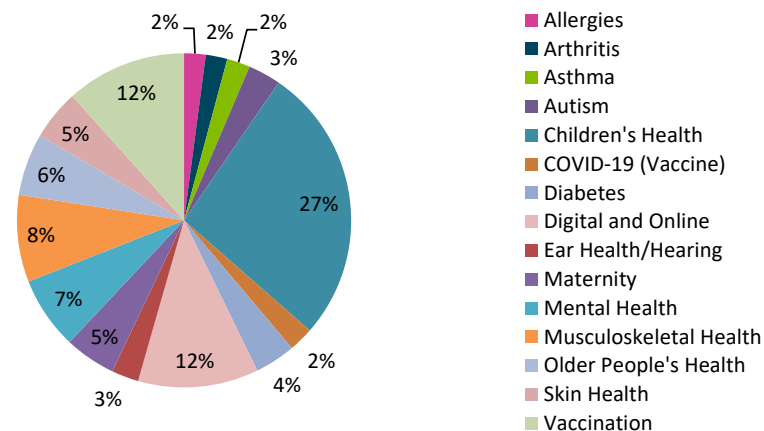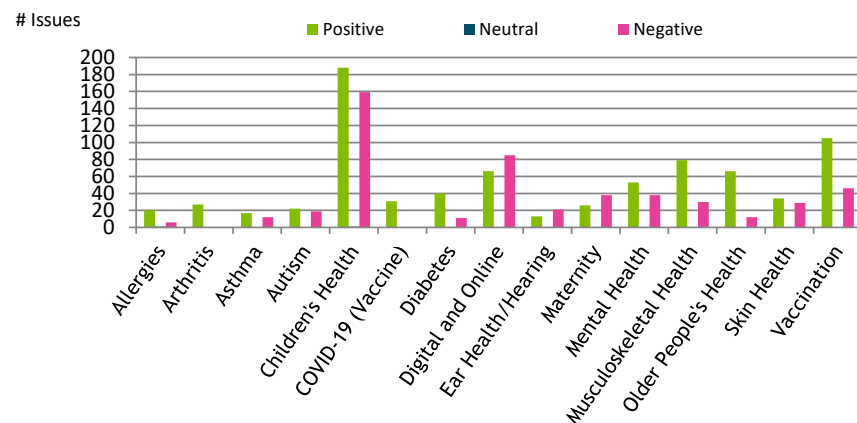
Medical conditions/topics receiving the most comments overall

Pie chart with legend:
- Allergies — 2%
- Arthritis — 2%
- Asthma — 2%
- Autism — 3%
- Children's Health — 27%
- COVID-19 (Vaccine) — 2%
- Diabetes — 4%
- Digital and Online — 12%
- Ear Health/Hearing — 3%
- Maternity — 5%
- Mental Health — 7%
- Musculoskeletal Health — 8%
- Older People's Health — 6%
- Skin Health — 5%
- Vaccination — 12%

2.1 Overall Themes and Sentiment

2.1.1 Overall, Top Trends: 9174 issues from 2259 people

Issues

Legend: Positive, Neutral, Negative

Categories (x-axis): Advice/Information, General Comment, User Involvement, Administration, Booking, Referral, Medication, Support, Telephone, Timing, Waiting List, Quality, Staff Attitude

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

2.1.2 Overall, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	72%	28%
Central 1	60%	40%
Docklands	61%	39%
Newham Central	56%	43%
North East 1	76%	24%
North East 2	65%	35%
North Newham	91%	9%
North West 2	88%	12%
South One Newham	56%	44%
Stratford	74%	26%

Sentiment by PCN

2.1.3 Overall, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

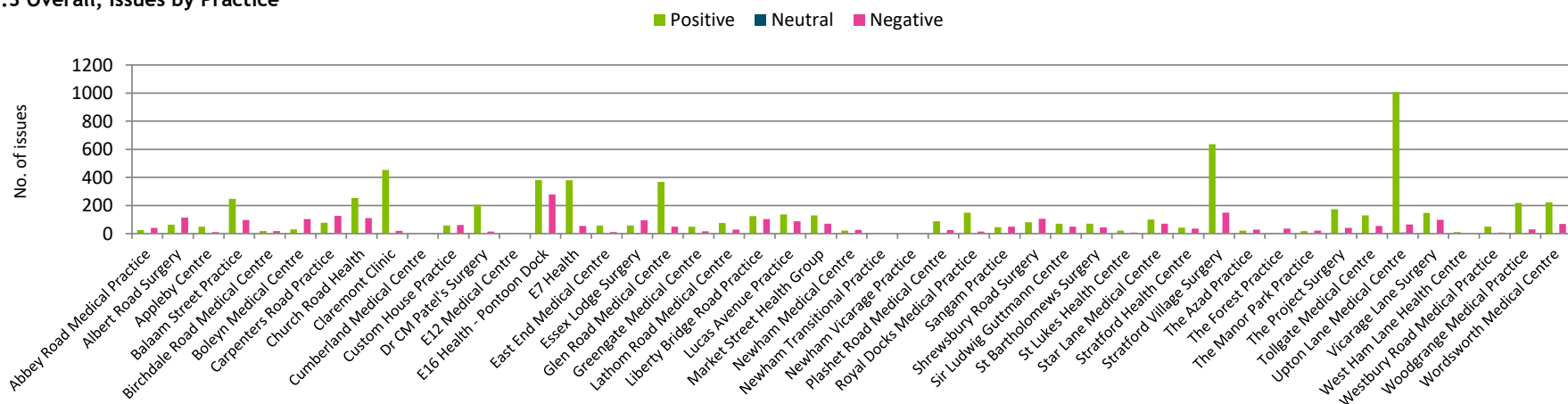Practices (x-axis): Abbey Road Medical Practice, Albert Road Surgery, Appleby Centre, Balaam Street Practice, Birchdale Road Medical Centre, Boleyn Medical Centre, Carpenters Road Practice, Church Road Health, Claremont Clinic, Cumberland Medical Centre, Custom House Practice, Dr CM Patel's Surgery, E12 Medical Centre, E16 Health - Pontoon Dock, E7 Health, East End Medical Centre, Essex Lodge Surgery, Glen Road Medical Centre, Greengate Medical Centre, Lathom Road Medical Centre, Liberty Bridge Road Practice, Lucas Avenue Practice, Market Street Health Group, Newham Medical Centre, Newham Transitional Practice, Newham Vicarage Practice, Plashet Road Medical Centre, Royal Docks Medical Practice, Sangam Practice, Shrewsbury Road Surgery, Sir Ludwig Guttmann Centre, St Bartholomews Surgery, St Lukes Health Centre, Star Lane Medical Centre, Stratford Health Centre, Stratford Village Surgery, The Azad Practice, The Forest Practice, The Manor Park Practice, The Project Surgery, Tollgate Medical Centre, Upton Lane Medical Centre, Vicarage Lane Surgery, West Ham Lane Health Centre, Westbury Road Medical Practice, Woodgrange Medical Practice, Wordsworth Medical Centre

Practices receiving the most comments overall

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2.2 Service Access

2.2.1 Service Access: 1206 issues detected

Issues

Legend: Positive, Neutral, Negative

Bar chart with x-axis categories: Booking, Cancellations, Opening Times, Online Systems, Telephone, Waiting List. Y-axis # Issues from 0 to 350.
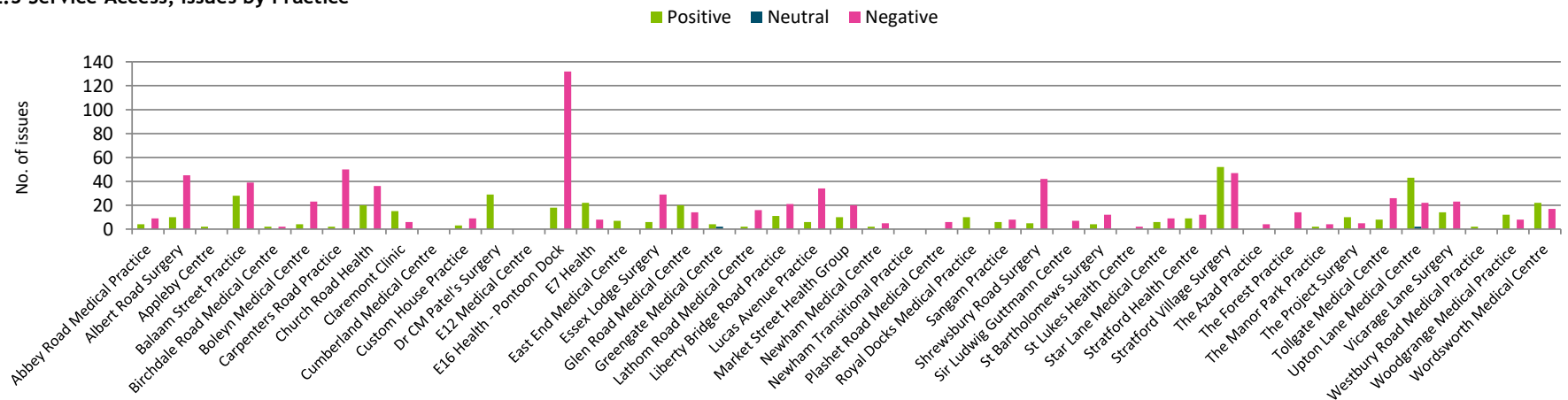
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.2.2 Service Access, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

100% stacked bar chart by PCN:

PCN	Positive	Negative
Borough (All)	36%	64%
Central 1	32%	66%
Docklands	18%	82%
Newham Central	22%	78%
North East 1	67%	33%
North East 2	28%	72%
North Newham	69%	31%
North West 2	54%	44%
South One Newham	31%	69%
Stratford	45%	55%
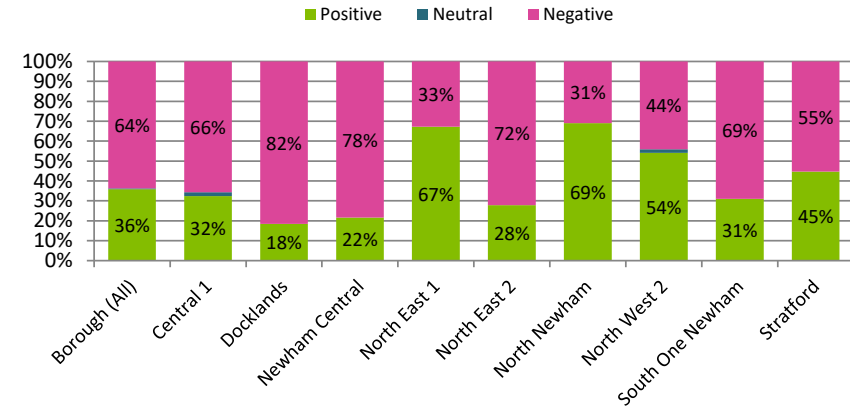
Sentiment by PCN

2.2.3 Service Access, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Bar chart with practices along x-axis: Abbey Road Medical Practice, Albert Road Surgery, Appleby Centre, Balaam Street Practice, Birchdale Road Medical Centre, Boleyn Medical Centre, Carpenters Road Practice, Church Road Health, Claremont Clinic, Cumberland Medical Centre, Custom House Practice, Dr CM Patel's Surgery, E12 Medical Centre, E16 Health - Pontoon Dock, E7 Health, East End Medical Centre, Essex Lodge Surgery, Glen Road Medical Centre, Greengate Medical Centre, Lathom Road Medical Centre, Liberty Bridge Road Practice, Lucas Avenue Practice, Market Street Health Group, Newham Medical Centre, Newham Transitional Practice, Plashet Road Medical Centre, Royal Docks Medical Practice, Sangam Practice, Shrewsbury Road Surgery, Sir Ludwig Guttmann Centre, St Bartholomews Surgery, St Lukes Health Centre, Star Lane Medical Centre, Stratford Health Centre, Stratford Village Surgery, The Azad Practice, The Forest Practice, The Manor Park Practice, The Project Surgery, Tollgate Medical Centre, Upton Lane Medical Centre, Vicarage Lane Surgery, Westbury Road Medical Practice, Woodgrange Medical Practice, Wordsworth Medical Centre. Y-axis No. of issues from 0 to 140.
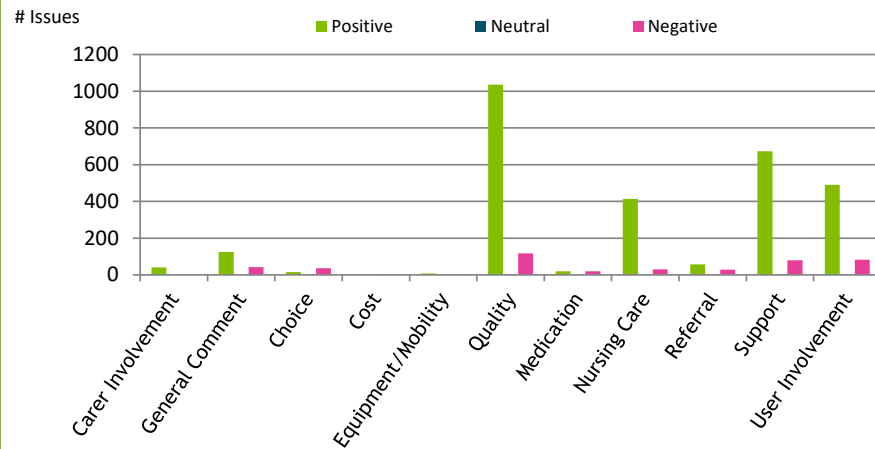
Practices receiving the most comments overall

2.3 Clinical Treatment and Care

2.3.1 Treatment: 3335 issues detected

Issues

Legend: Positive, Neutral, Negative

Categories (x-axis): Carer Involvement, General Comment, Choice, Cost, Equipment/Mobility, Quality, Medication, Nursing Care, Referral, Support, User Involvement

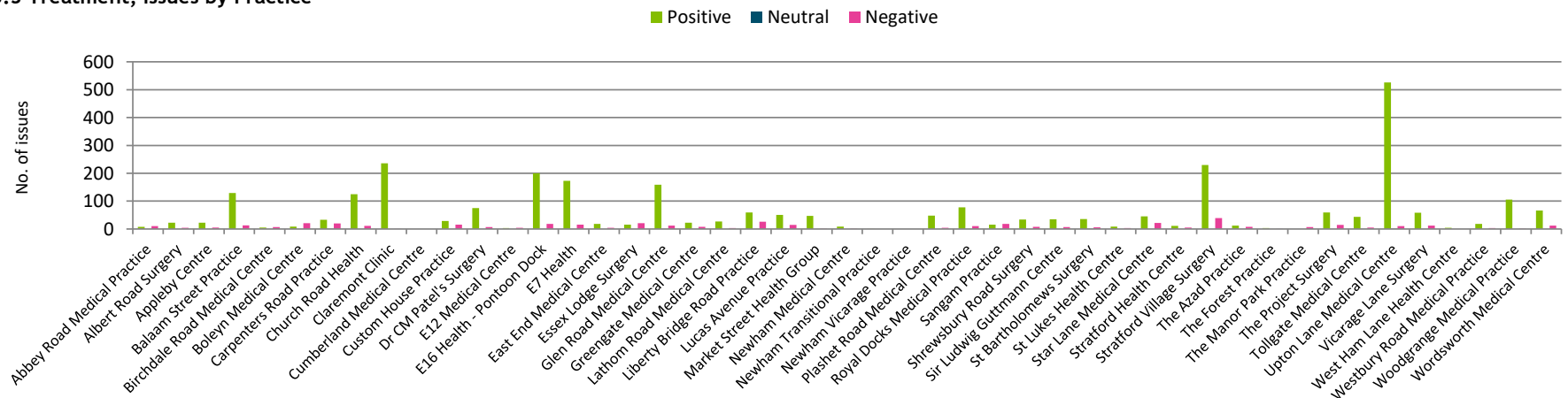*Issues receiving the most comments overall. See pages 12-13 for issue descriptions*

2.3.2 Treatment, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	86%	13%
Central 1	75%	24%
Docklands	90%	10%
Newham Central	76%	23%
North East 1	78%	22%
North East 2	83%	17%
North Newham	96%	4%
North West 2	96%	3%
South One Newham	67%	33%
Stratford	85%	15%
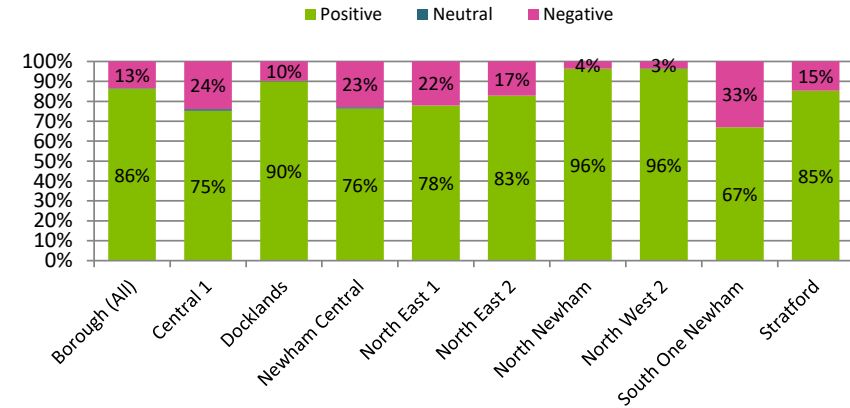
Sentiment by PCN

2.3.3 Treatment, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Practices (x-axis): Abbey Road Medical Practice, Albert Road Surgery, Appleby Centre, Balaam Street Practice, Birchdale Road Medical Centre, Boleyn Medical Centre, Carpenters Road Practice, Church Road Health, Claremont Clinic, Cumberland Medical Centre, Custom House Practice, Dr CM Patel's Surgery, E12 Medical Centre, E16 Health - Pontoon Dock, E7 Health, East End Medical Centre, Essex Lodge Surgery, Glen Road Medical Centre, Greengate Medical Centre, Lathom Road Medical Centre, Liberty Bridge Road Practice, Lucas Avenue Practice, Market Street Health Group, Newham Medical Centre, Newham Transitional Practice, Newham Vicarage Practice, Plashet Road Medical Centre, Royal Docks Medical Practice, Sangam Practice, Shrewsbury Road Surgery, Sir Ludwig Guttmann Centre, St Bartholomews Surgery, St Lukes Health Centre, Star Lane Medical Centre, Stratford Health Centre, Stratford Village Surgery, The Azad Practice, The Forest Practice, The Manor Park Practice, The Project Surgery, Tollgate Medical Centre, Upton Lane Medical Centre, Vicarage Lane Surgery, West Ham Lane Health Centre, Westbury Road Medical Practice, Woodgrange Medical Practice, Wordsworth Medical Centre

Practices receiving the most comments overall

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2.4 Staff Attitude

2.4.1 Staff Attitude: 2160 issues detected
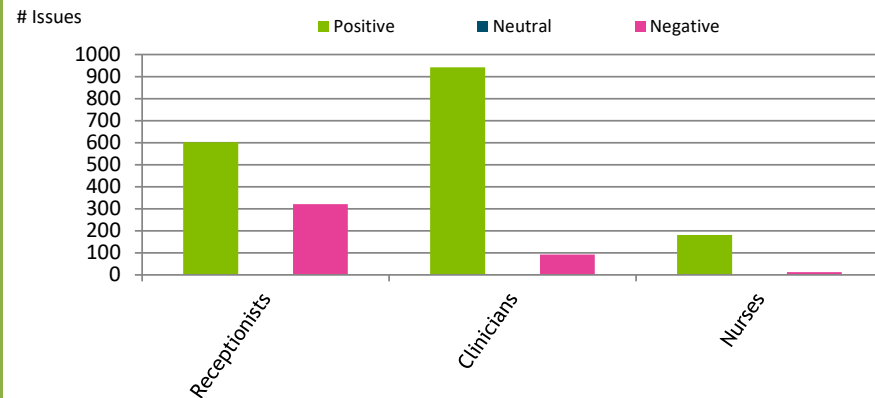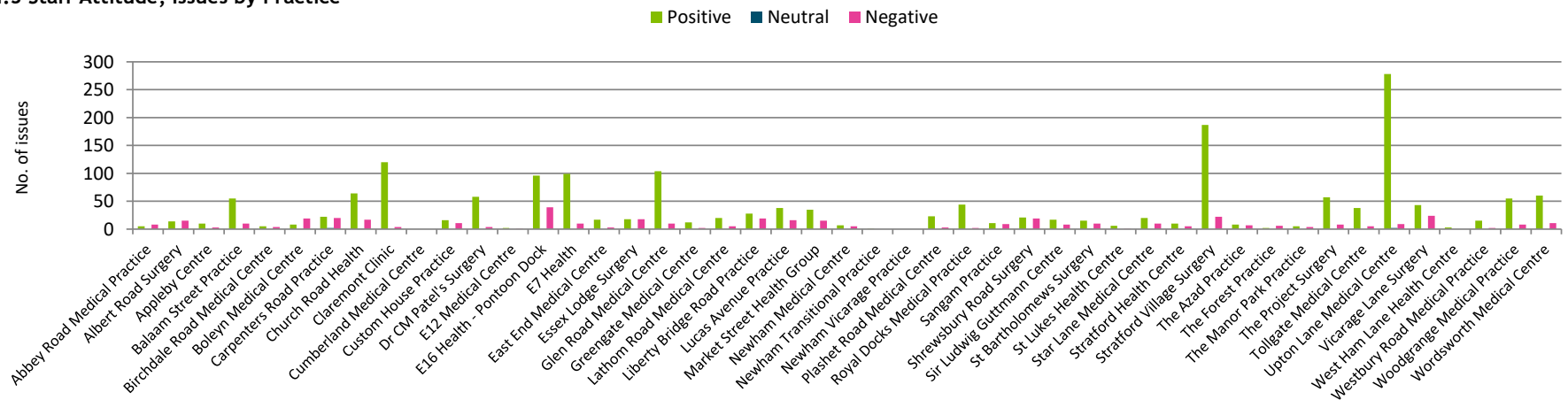
Issues

Legend: Positive, Neutral, Negative

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

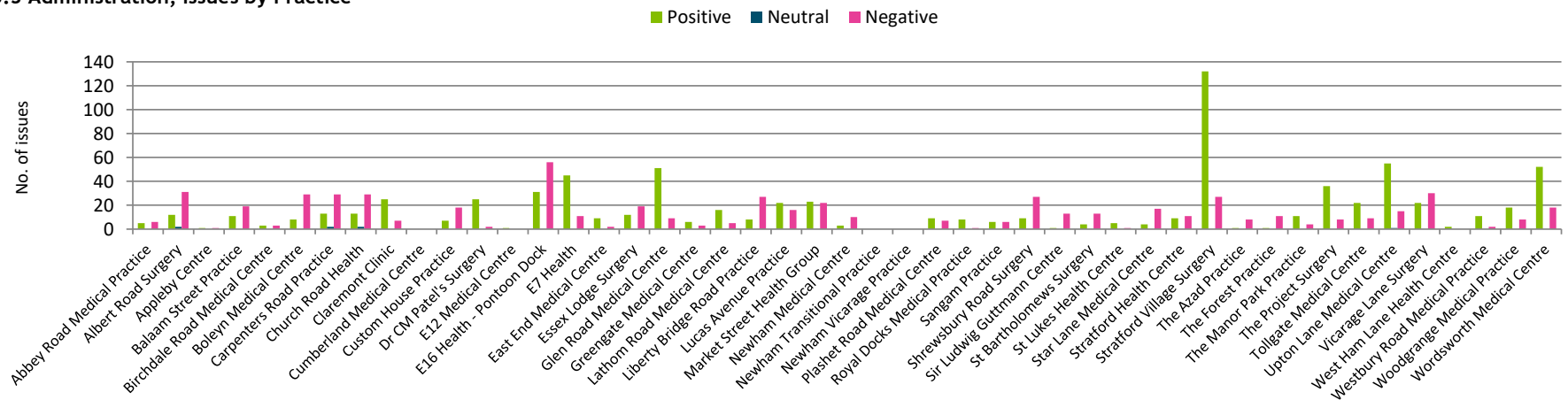### 2.4.2 Staff Attitude, Sentiment by Primary Care Network
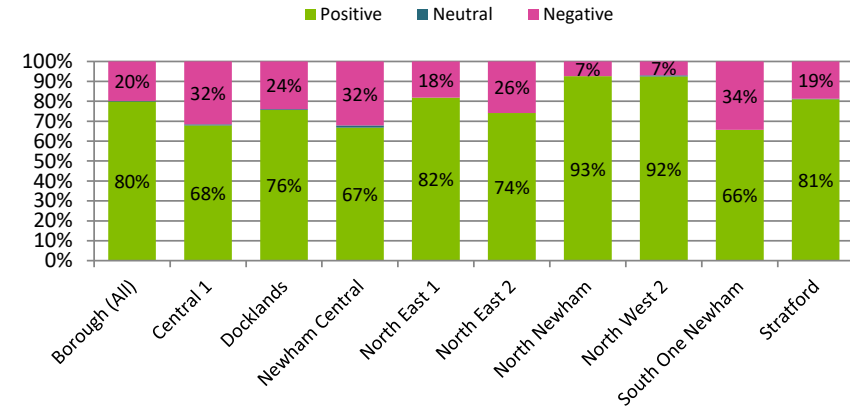
Legend: Positive, Neutral, Negative

PCN	Negative	Positive
Borough (All)	20%	80%
Central 1	32%	68%
Docklands	24%	76%
Newham Central	32%	67%
North East 1	18%	82%
North East 2	26%	74%
North Newham	7%	93%
North West 2	7%	92%
South One Newham	34%	66%
Stratford	19%	81%

Sentiment by PCN

2.4.3 Staff Attitude, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Practices receiving the most comments overall

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2.5 Administration

2.5.1 Administration: 1324 issues detected

Issues

Legend: Positive, Neutral, Negative

Categories (x-axis): Administration, Complaints Process, Data Protection, Health & Safety, Medical Records, Management, Registration, Repeat Prescription, Support, Test Results, Training
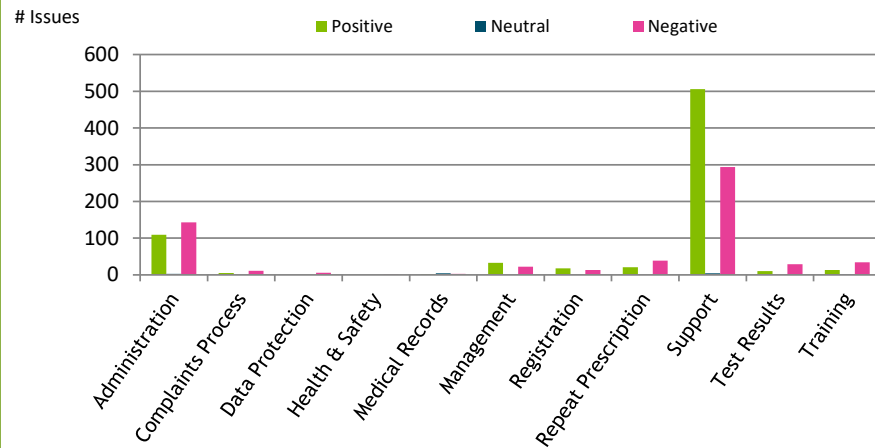
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.5.2 Administration, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	54%	45%
Central 1	47%	53%
Docklands	42%	56%
Newham Central	41%	58%
North East 1	73%	27%
North East 2	61%	39%
North Newham	77%	23%
North West 2	65%	34%
South One Newham	31%	69%
Stratford	64%	35%
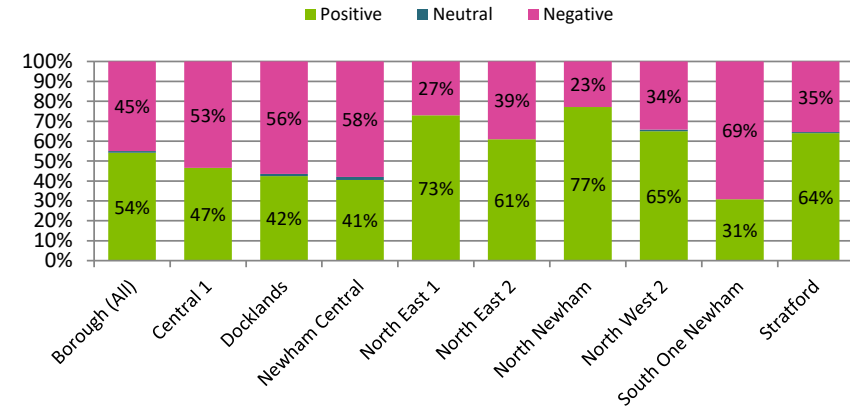
Sentiment by PCN

2.5.3 Administration, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Practices (x-axis): Abbey Road Medical Practice, Albert Road Surgery, Appleby Centre, Balaam Street Practice, Birchdale Road Medical Centre, Boleyn Medical Centre, Carpenters Road Practice, Church Road Health, Claremont Clinic, Cumberland Medical Centre, Custom House Practice, Dr CM Patel's Surgery, E12 Medical Centre, E16 Health - Pontoon Dock, E7 Health, East End Medical Centre, Essex Lodge Surgery, Glen Road Medical Centre, Greengate Medical Centre, Lathom Road Medical Centre, Liberty Bridge Road Practice, Lucas Avenue Practice, Market Street Health Group, Newham Medical Centre, Newham Transitional Practice, Newham Vicarage Practice, Plashet Road Medical Centre, Royal Docks Medical Practice, Sangam Practice, Shrewsbury Road Surgery, Sir Ludwig Guttmann Centre, St Bartholomews Surgery, St Lukes Health Centre, Star Lane Medical Centre, Stratford Health Centre, Stratford Village Surgery, The Azad Practice, The Forest Practice, The Manor Park Practice, The Project Surgery, Tollgate Medical Centre, Upton Lane Medical Centre, Vicarage Lane Surgery, West Ham Lane Health Centre, Westbury Road Medical Practice, Woodgrange Medical Practice, Wordsworth Medical Centre
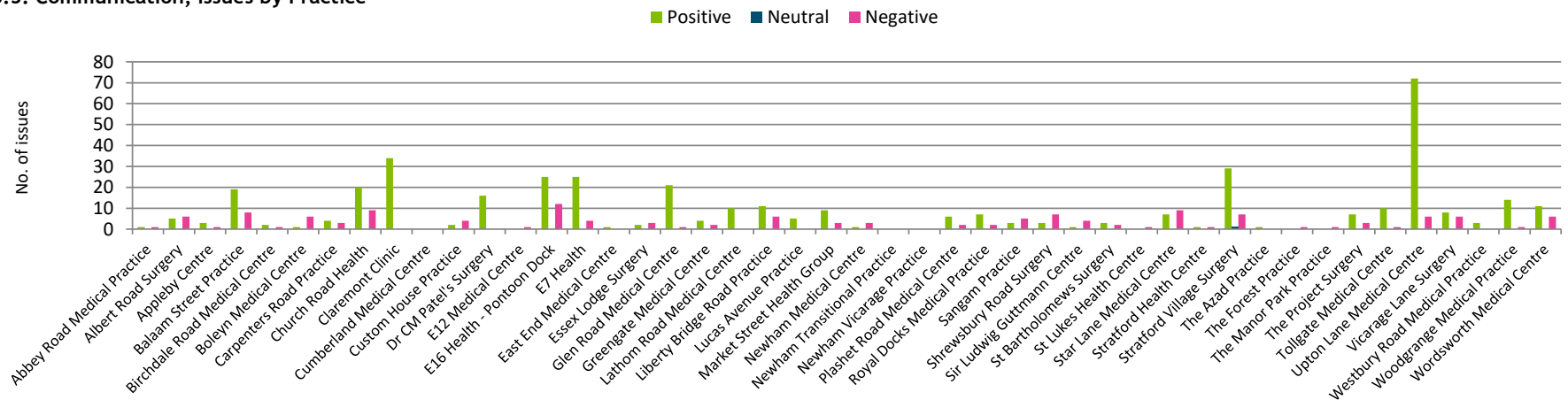
Practices receiving the most comments overall

2.6 Communication

2.6.1 Communication: 555 issues detected

Issues

Legend: Positive, Neutral, Negative

Categories (x-axis): Advice/Information, Language/Interpret..., Sensory (Deaf/Blind)
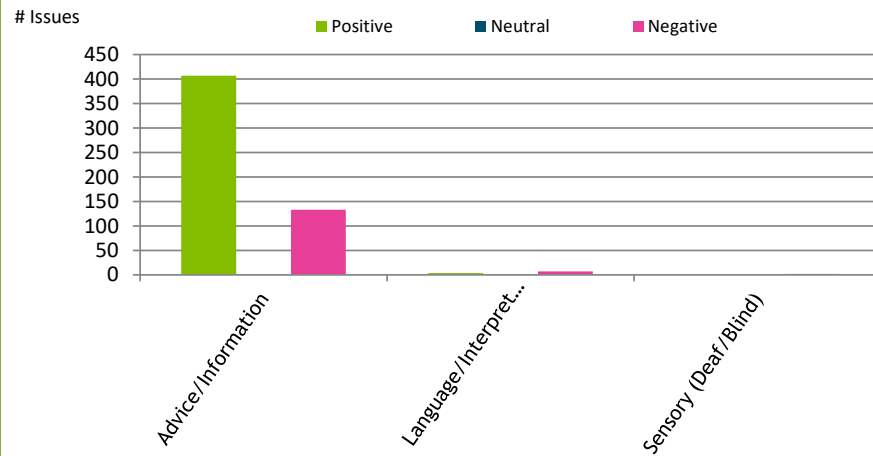
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.6.2 Communication, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

PCN	Positive	Negative
Borough (All)	74%	26%
Central 1	58%	42%
Docklands	69%	31%
Newham Central	68%	32%
North East 1	77%	23%
North East 2	63%	37%
North Newham	94%	6%
North West 2	90%	10%
South One Newham	39%	61%
Stratford	74%	25%
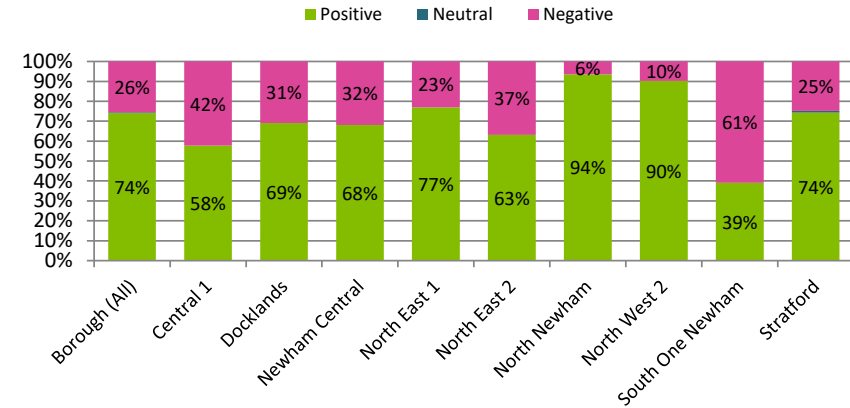
Sentiment by PCN

2.6.3: Communication, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Practices (x-axis): Abbey Road Medical Practice, Albert Road Surgery, Appleby Centre, Balaam Street Practice, Birchdale Road Medical Centre, Boleyn Medical Centre, Carpenters Road Practice, Church Road Health, Claremont Clinic, Cumberland Medical Centre, Custom House Practice, Dr CM Patel's Surgery, E12 Medical Centre, E16 Health - Pontoon Dock, E7 Health, East End Medical Centre, Essex Lodge Surgery, Glen Road Medical Centre, Greengate Medical Centre, Lathom Road Medical Centre, Liberty Bridge Road Practice, Lucas Avenue Practice, Market Street Health Group, Newham Medical Centre, Newham Transitional Practice, Newham Vicarage Practice, Plashet Road Medical Centre, Royal Docks Medical Practice, Sangam Practice, Shrewsbury Road Surgery, Sir Ludwig Guttmann Centre, St Bartholomews Surgery, St Lukes Health Centre, Star Lane Medical Centre, Stratford Health Centre, Stratford Village Surgery, The Azad Practice, The Forest Practice, The Manor Park Practice, The Project Surgery, Tollgate Medical Centre, Upton Lane Medical Centre, Vicarage Lane Surgery, Westbury Road Medical Practice, Woodgrange Medical Practice, Wordsworth Medical Centre

Practices receiving the most comments overall

3. Timeline: 18 Month Tracker

3.1 Overall Sentiment

Legend: Positive ■ Neutral ■ Negative

	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025	Jul-Sep 2025
Negative	28%	30%	29%	32%	26%	26%
Positive	71%	70%	70%	68%	74%	73%

3.2 Service Access, Sentiment

Legend: Positive ■ Neutral ■ Negative

	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025	Jul-Sep 2025
Negative	68%	68%	66%	67%	64%	59%
Positive	31%	31%	33%	33%	36%	41%
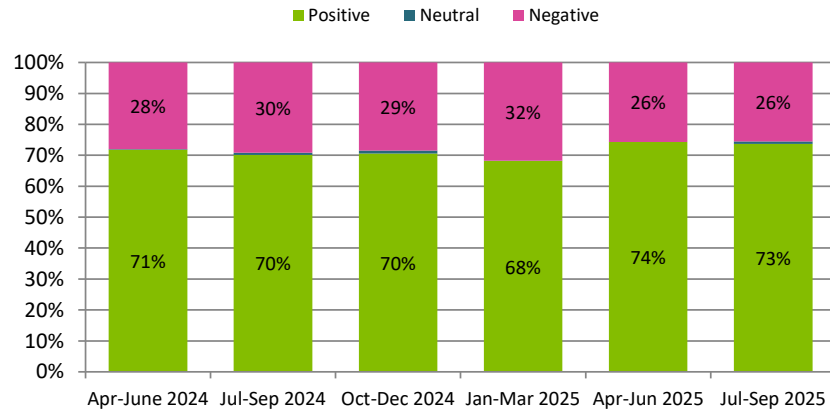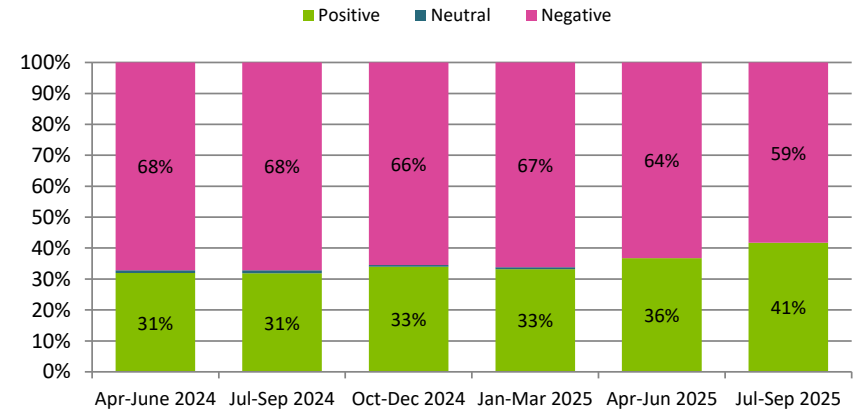
3.3 Treatment and Care, Sentiment

Legend: Positive ■ Neutral ■ Negative

	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025	Jul-Sep 2025
Negative	16%	15%	14%	15%	14%	15%
Positive	84%	84%	85%	85%	86%	85%

3.4 Staff Attitude, Sentiment

Legend: Positive ■ Neutral ■ Negative

	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025	Jul-Sep 2025
Negative	19%	20%	20%	23%	18%	17%
Positive	80%	80%	78%	77%	82%	83%

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3. Timeline: 18 Month Tracker

3.5 Administration, Sentiment

Legend: Positive, Neutral, Negative

Quarter	Positive	Negative
Apr-June 2024	57%	43%
Jul-Sep 2024	52%	47%
Oct-Dec 2024	54%	44%
Jan-Mar 2025	44%	56%
Apr-Jun 2025	60%	40%
Jul-Sep 2025	61%	38%

3.6 Communication, Sentiment

Legend: Positive, Neutral, Negative

Quarter	Positive	Negative
Apr-June 2024	77%	23%
Jul-Sep 2024	72%	28%
Oct-Dec 2024	78%	21%
Jan-Mar 2025	70%	30%
Apr-Jun 2025	78%	22%
Jul-Sep 2025	69%	30%

3.7 Booking, Snapshot

Legend: Positive, Neutral, Negative

	Positive	Negative
A Year Ago	39%	60%
Last Quarter	38%	62%
This Quarter	44%	56%

3.8 Telephone, Snapshot

Legend: Positive, Neutral, Negative

	Positive	Negative
A Year Ago	5%	95%
Last Quarter	11%	89%
This Quarter	18%	82%

3.9 Online Access, Snapshot

Legend: Positive, Neutral, Negative

	Positive	Negative
A Year Ago	29%	67%
Last Quarter	45%	55%
This Quarter	47%	53%
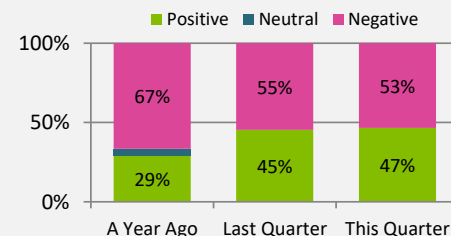
3.10 Waiting List, Snapshot

Legend: Positive, Neutral, Negative

	Positive	Negative
A Year Ago	37%	62%
Last Quarter	41%	59%
This Quarter	43%	57%
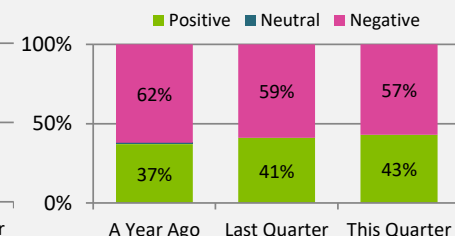
3.11 Involvement Snapshot

Legend: Positive, Neutral, Negative

	Positive	Negative
A Year Ago	88%	12%
Last Quarter	87%	13%
This Quarter	86%	13%

3.12 Support, Snapshot

Legend: Positive, Neutral, Negative

	Positive	Negative
A Year Ago	77%	22%
Last Quarter	81%	19%
This Quarter	82%	18%
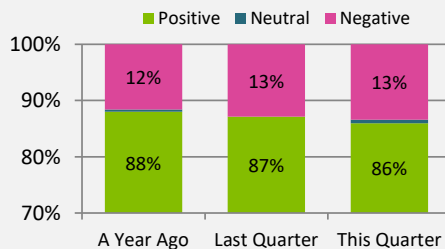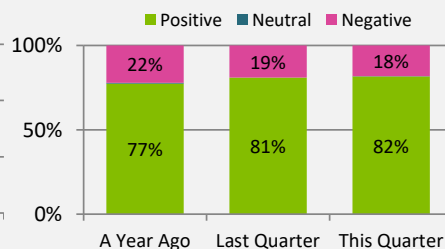
3.13 Staff Attitude, Snapshot
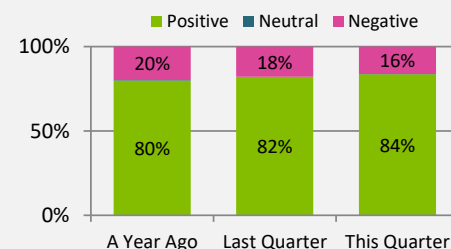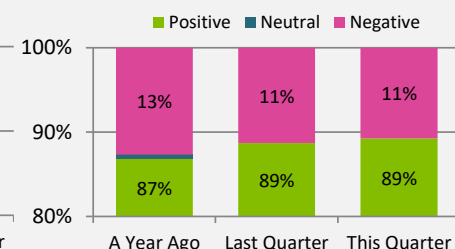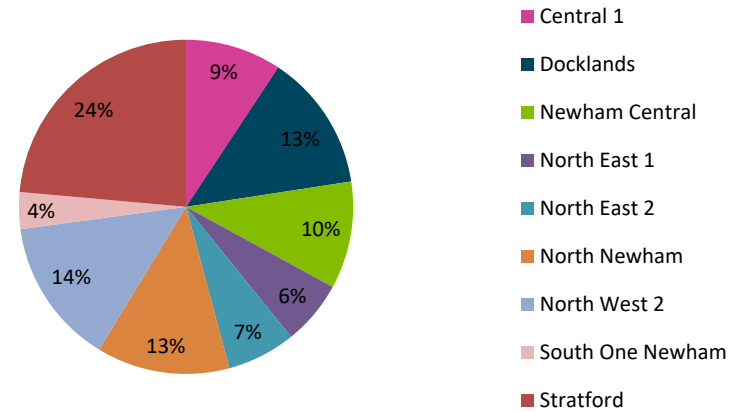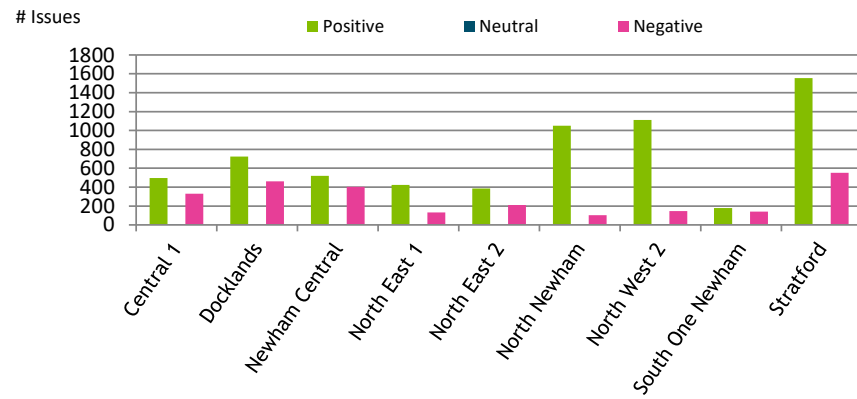
Legend: Positive, Neutral, Negative

	Positive	Negative
A Year Ago	80%	20%
Last Quarter	82%	18%
This Quarter	84%	16%

3.14 Quality, Snapshot

Legend: Positive, Neutral, Negative

	Positive	Negative
A Year Ago	87%	13%
Last Quarter	89%	11%
This Quarter	89%	11%

4.1 PCN

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Central 1, Docklands, Newham Central, North East 1, North East 2, North Newham, North West 2, South One Newham, Stratford

Pie chart:
- Central 1: 9%
- Docklands: 13%
- Newham Central: 10%
- North East 1: 6%
- North East 2: 7%
- North Newham: 13%
- North West 2: 14%
- South One Newham: 4%
- Stratford: 24%

5. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	407	1	133	541
	Carer Involvement	*Involvement of carers, friends or family members.*	55	0	7	62
	General Comment	*A generalised statement (ie; "The doctor was good.")*	126	0	44	170
	User Involvement	*Involvement of the service user.*	661	1	107	769
Systems	Administration	*Administrative processes and delivery.*	30	0	133	163
	Booking	*Ability to book, reschedule or cancel appointments.*	216	2	330	548
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	16	16
	Data Protection	*General data protection (including GDPR).*	0	0	6	6
	Referral	*Referral to a service.*	59	4	29	92
	Medical Records	*Management of medical records.*	2	4	5	11
	Medication	*Prescription and management of medicines.*	44	0	58	102
	Opening Times	*Opening times of a service.*	5	0	4	9
	Planning	*Leadership and general organisation.*	34	0	23	57
	Registration	*Ability to register for a service.*	18	0	13	31
	Support	*Levels of support provided.*	1351	8	384	1743
	Telephone	*Ability to contact a service by telephone.*	9	0	107	116
	Timing	*Physical timing (ie; length of wait at appointments).*	99	0	71	170
	Waiting List	*Length of wait while on a list.*	215	2	318	535
Values	Choice	*General choice.*	16	0	36	52
	Cost	*General cost.*	0	0	8	8
	Language	*Language, including terminology.*	4	1	7	12
	Nutrition	*Provision of sustainance.*	1	0	2	3
	Privacy	*Privacy, personal space and property.*	1	0	5	6
	Quality	*General quality of a service, or staff.*	1328	6	174	1508
	Sensory	*Deaf/blind or other sensory issues.*	0	0	2	2
	Stimulation	*General stimulation, including access to activities.*	3	1	1	5

5. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
			# Issues			
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	11	2	4	17
	Environment/Layout	*Physical environment of a service.*	42	1	6	49
	Equipment	*General equipment issues.*	5	1	2	8
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	0	2	2
	Hygiene	*Levels of hygiene and general cleanliness.*	25	0	4	29
	Mobility	*Physical mobility to, from and within services.*	5	0	3	8
	Travel/Parking	*Ability to travel or park.*	2	0	4	6
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	22	22
	Security/Conduct	*General security of a service, including conduct of staff.*	0	0	11	11
	Staff Attitude	*Attitude, compassion and empathy of staff.*	1785	8	421	2214
	Complaints	*Ability to log and resolve a complaint.*	5	0	11	16
	Staff Training	*Training of staff.*	13	1	34	48
	Staffing Levels	*General availability of staff.*	1	2	4	7
	Total:		**6578**	**45**	**2551**	**9174**

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