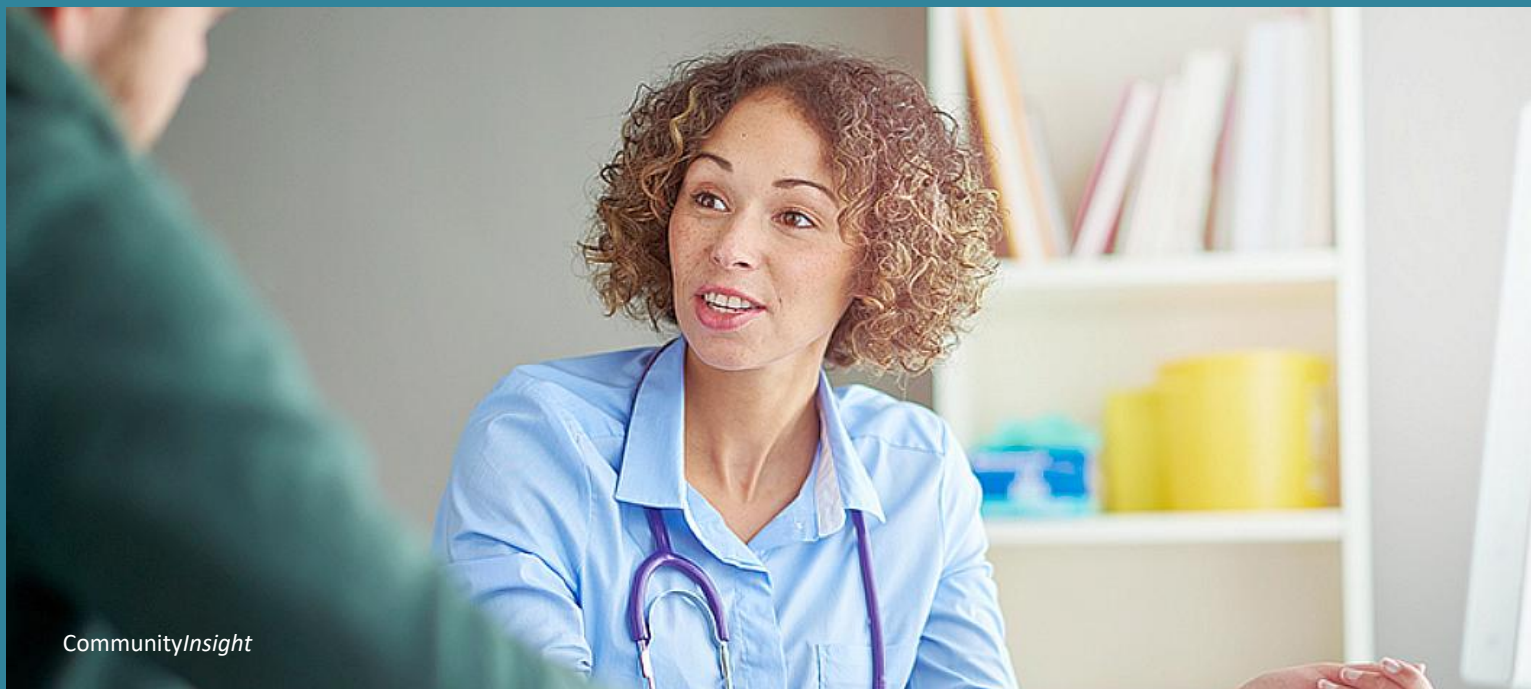# The Experience of GP Services

A trends analysis report by Healthwatch Halton

Community*Insight*

Healthwatch is your local independent health and social care champion. We listen to people's stories, good and bad, and repor t on their collective experience. In this report, we examine the experience of local GP services.

Qualitative Feedback, 1 July 2024 - 30 June 2025

healthw∂tch
Halton

Index and overview of findings

Data Source (Page 4)

This report is based on the experience of 562 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 41% positive, 56% negative and 3% neutral.

Trends...

Overall satisfaction has improved by 9% 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 ability to book appointments, while up by 2% on waiting times.

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 down by 19% on treatment and care, while up by 1% on staff attitude.

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...

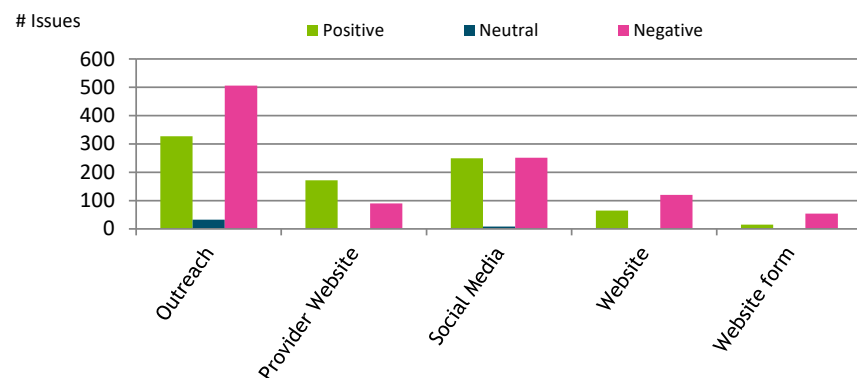*Complaints are down by 30% on communication and by 2% on administration.*

Castlefields Health Centre receives a notable ratio of positive comments.

1. Data Source and Conditions/Topics

1.1 Source

Issues

Legend: Positive · Neutral · Negative

[Bar chart showing # Issues by source, y-axis 0 to 600]
- Outreach
- Provider Website
- Social Media
- Website
- Website form

Sources providing the most comments overall

[Pie chart]
- Outreach 46%
- Provider Website 14%
- Social Media 27%
- Website 10%
- Website form 3%

Legend:
- Outreach
- Provider Website
- Social Media
- Website
- Website form
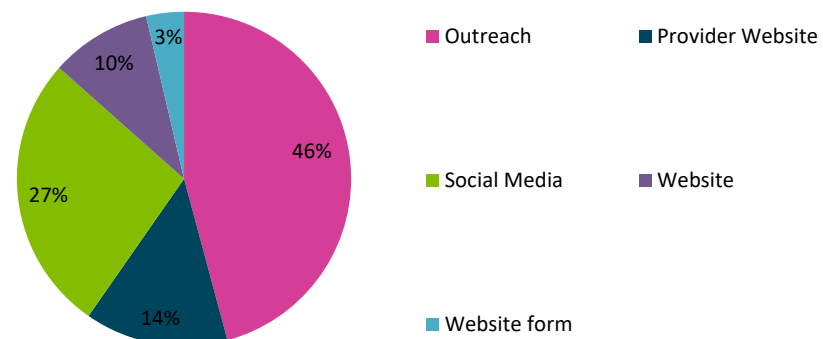
1.2 Stated medical conditions/topics

Issues

Legend: Positive · Neutral · Negative

[Bar chart showing # Issues by condition/topic, y-axis 0 to 90]
- Appendicitis
- Blindness
- Cancer
- Carers' issues
- Digital and Online
- Ear, Nose & Throat
- Eye Health
- Mental Health
- Mobility
- Musculoskeletal Health
- Older People's Health
- Skin Health
- Vaccination
- Vascular
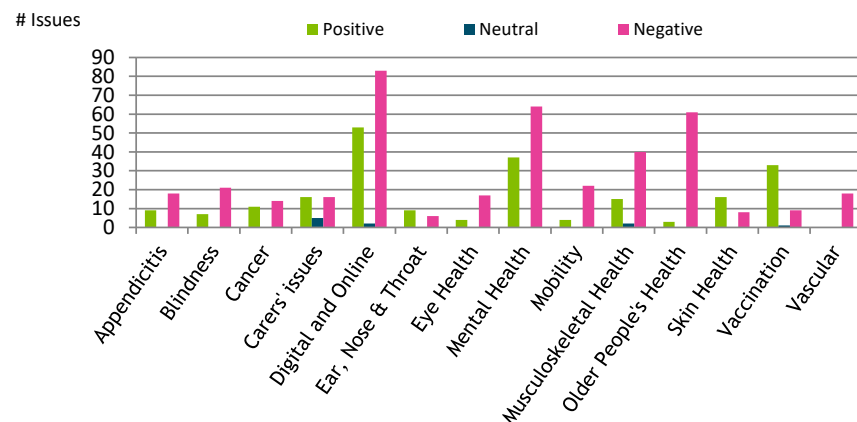
Medical conditions/topics receiving the most comments overall

[Pie chart with percentages: 4%, 5%, 4%, 6%, 22%, 3%, 3%, 16%, 4%, 9%, 10%, 4%, 7%, 3%]

Legend:
- Appendicitis
- Blindness
- Cancer
- Carers' issues
- Digital and Online
- Ear, Nose & Throat
- Eye Health
- Mental Health
- Mobility
- Musculoskeletal Health
- Older People's Health
- Skin Health
- Vaccination
- Vascular
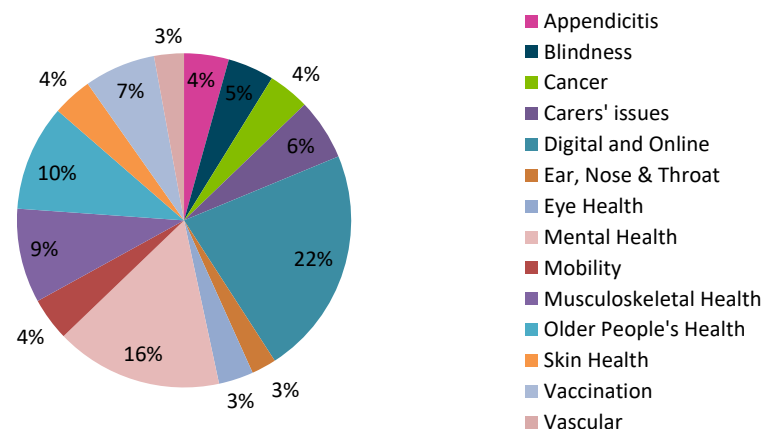
2.1 Overall Themes and Sentiment

2.1.1 Overall, Top Trends: 2036 issues from 562 people
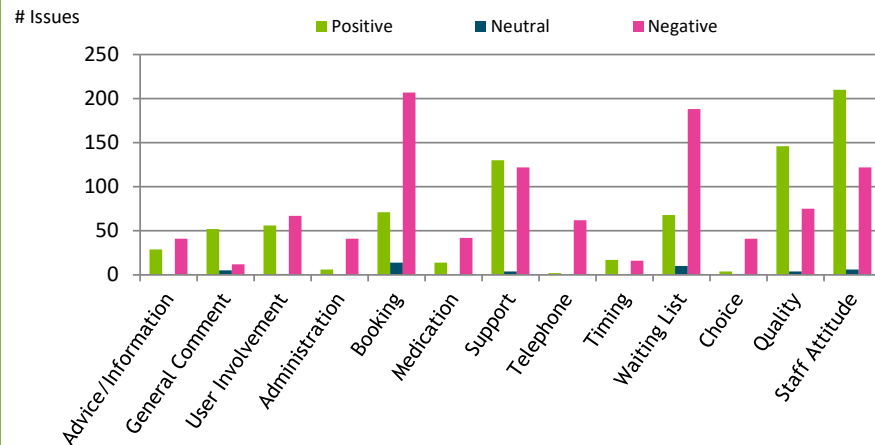
Issues receiving the most comments overall. See pages 14-15 for issue descriptions

2.1.2 Overall, Sentiment by Primary Care Network

Sentiment by PCN

2.1.3 Overall, Issues by Practice
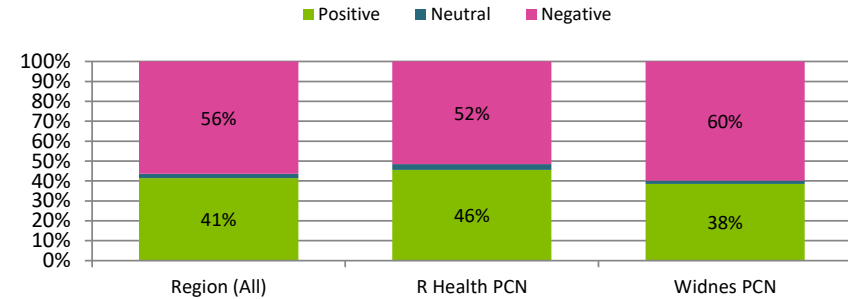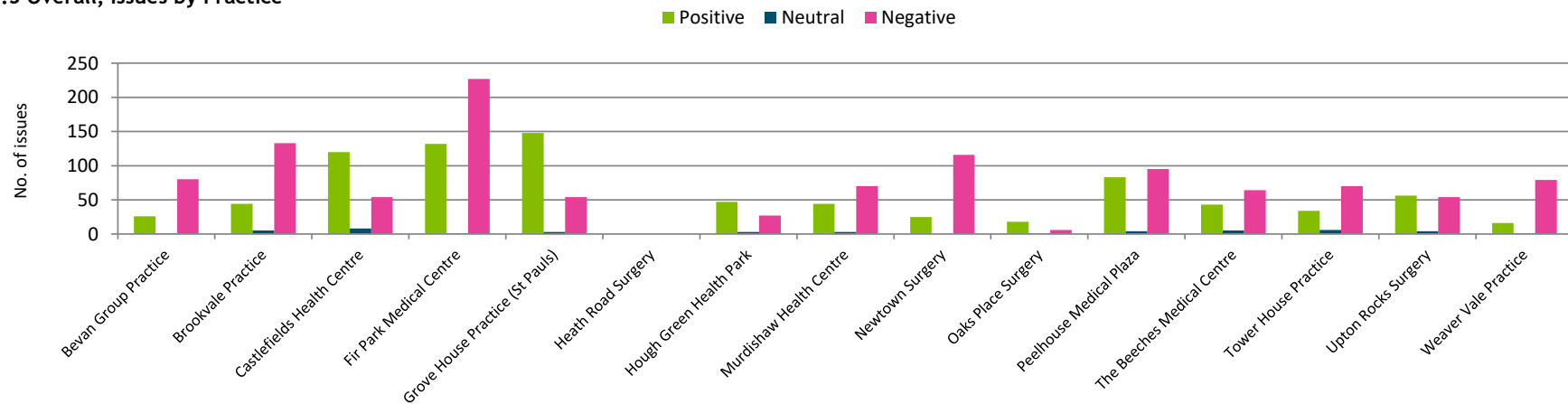

Practices receiving the most comments overall

2.2 Service Access

2.2.1 Service Access: 626 issues detected

Issues

Legend: Positive, Neutral, Negative

Categories: Booking, Cancellations, Opening Times, Online Systems, Telephone, Waiting List
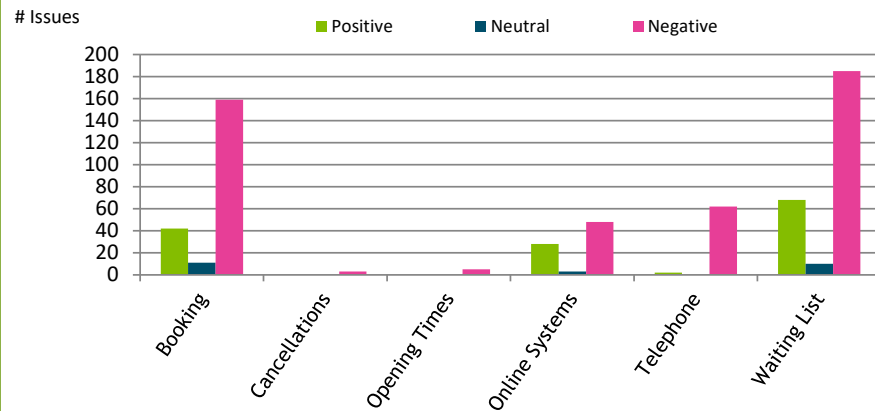
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.2.2 Service Access, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

	Region (All)	R Health PCN	Widnes PCN
Negative	74%	67%	80%
Positive	22%	29%	17%
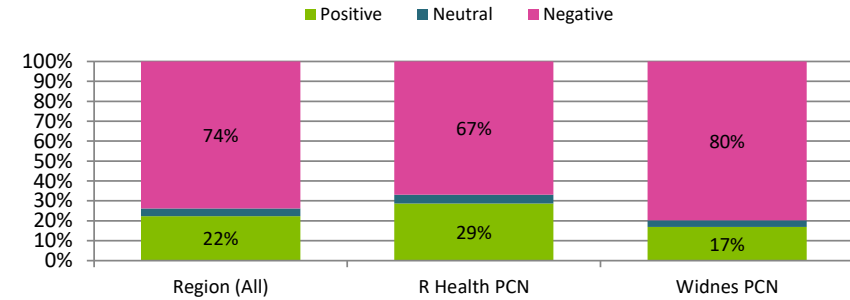
Sentiment by PCN

2.2.3 Service Access, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Practices: Bevan Group Practice, Brookvale Practice, Castlefields Health Centre, Fir Park Medical Centre, Grove House Practice (St Pauls), Hough Green Health Park, Murdishaw Health Centre, Newtown Surgery, Oaks Place Surgery, Peelhouse Medical Plaza, The Beeches Medical Centre, Tower House Practice, Upton Rocks Surgery, Weaver Vale Practice

Practices receiving the most comments overall

2.3 Clinical Treatment and Care

2.3.1 Treatment: 622 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
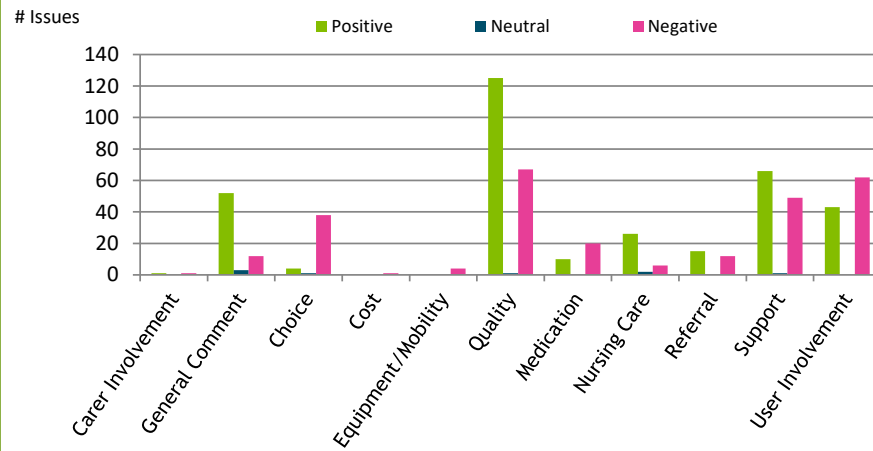
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.3.2 Treatment, Sentiment by Primary Care Network
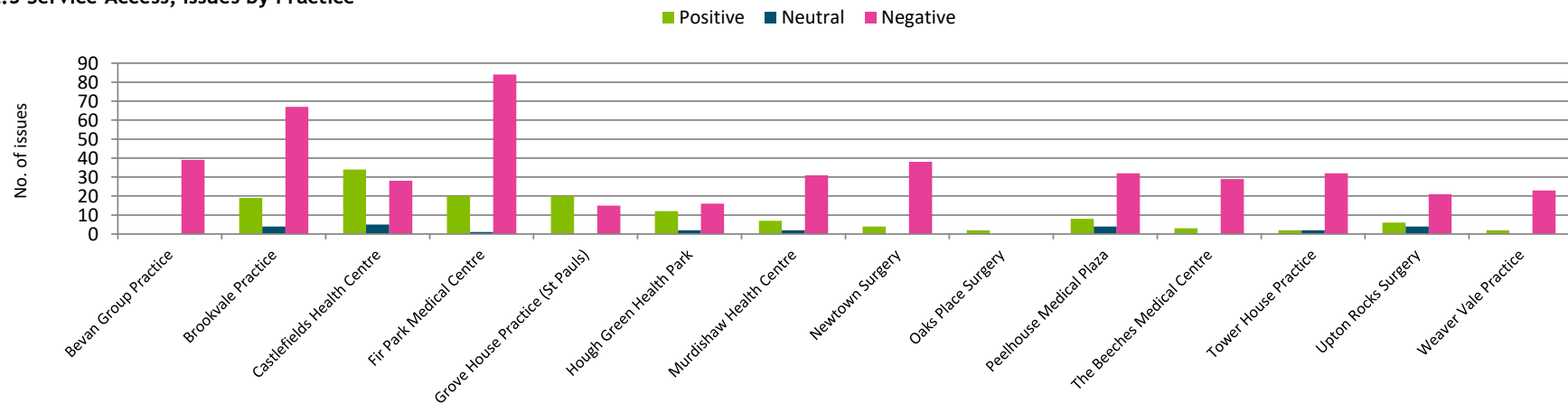
Legend: Positive, Neutral, Negative

	Region (All)	R Health PCN	Widnes PCN
Negative	44%	42%	45%
Positive	55%	56%	54%
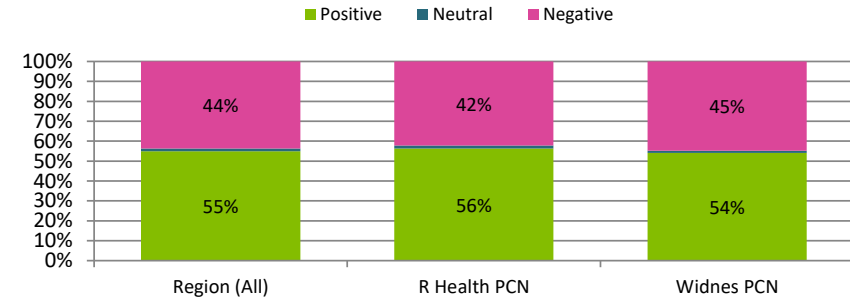
Sentiment by PCN

2.3.3 Treatment, Issues by Practice

No. of issues

Legend: Positive, Neutral, Negative

Practices (x-axis): Bevan Group Practice, Brookvale Practice, Castlefields Health Centre, Fir Park Medical Centre, Grove House Practice (St Pauls), Hough Green Health Park, Murdishaw Health Centre, Newtown Surgery, Oaks Place Surgery, Peelhouse Medical Plaza, The Beeches Medical Centre, Tower House Practice, Upton Rocks Surgery, Weaver Vale Practice

Practices receiving the most comments overall

2.4 Staff Attitude

2.4.1 Staff Attitude: 335 issues detected

Issues

Legend: Positive, Neutral, Negative

Chart showing number of issues by staff type:
- Receptionists: Positive ~77, Neutral ~4, Negative ~71
- Clinicians: Positive ~119, Neutral ~3, Negative ~48
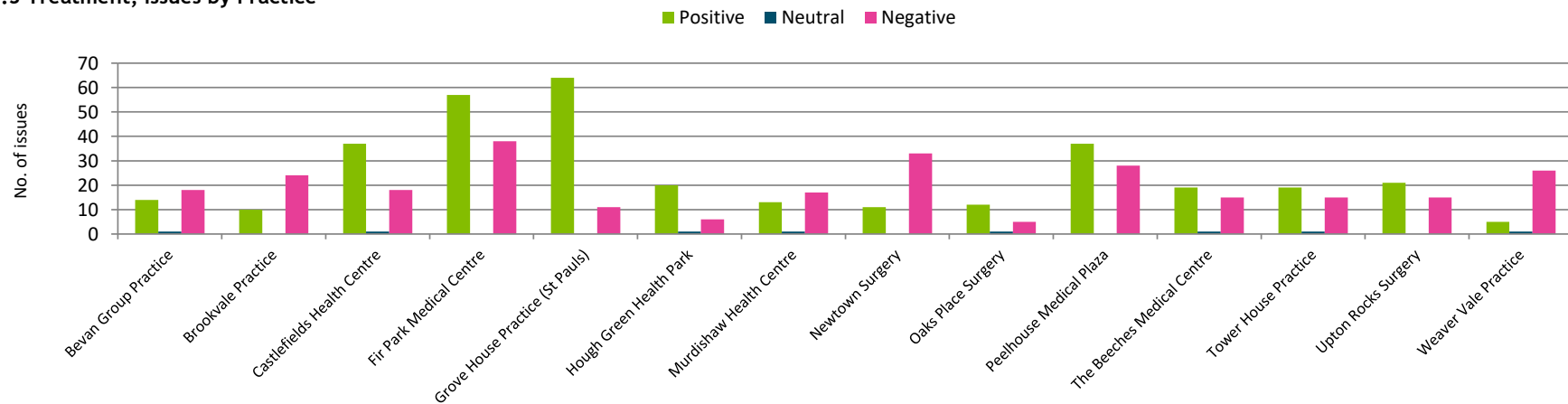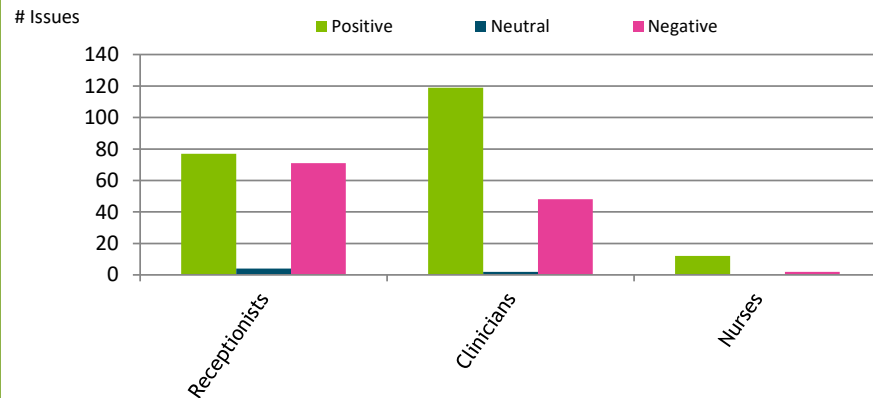- Nurses: Positive ~12, Neutral ~0, Negative ~3

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

Chart showing sentiment by PCN:
- Region (All): Positive 62%, Negative 36%
- R Health PCN: Positive 67%, Negative 30%
- Widnes PCN: Positive 59%, Negative 40%
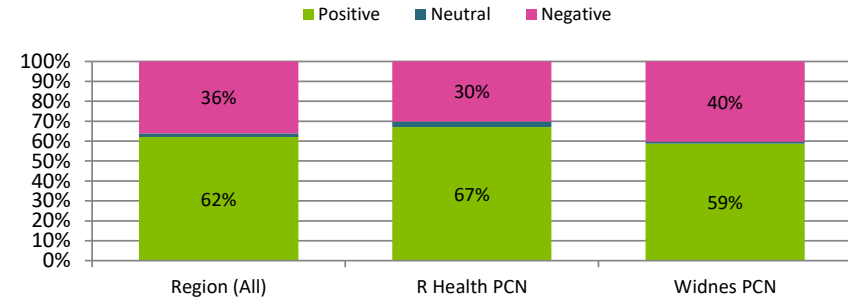
Sentiment by PCN

2.4.3 Staff Attitude, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Chart showing issues by practice:
- Bevan Group Practice: Positive ~8, Negative ~7
- Brookvale Practice: Positive ~6, Negative ~12
- Castlefields Health Centre: Positive ~31, Neutral ~2, Negative ~3
- Fir Park Medical Centre: Positive ~35, Negative ~33
- Grove House Practice (St Pauls): Positive ~34, Neutral ~1, Negative ~5
- Hough Green Health Park: Positive ~11, Negative ~3
- Murdishaw Health Centre: Positive ~14, Negative ~7
- Newtown Surgery: Positive ~7, Negative ~13
- Oaks Place Surgery: Positive ~4, Negative ~1
- Peelhouse Medical Plaza: Positive ~18, Negative ~7
- The Beeches Medical Centre: Positive ~12, Neutral ~2, Negative ~7
- Tower House Practice: Positive ~9, Neutral ~1, Negative ~6
- Upton Rocks Surgery: Positive ~16, Negative ~5
- Weaver Vale Practice: Positive ~4, Negative ~11

Practices receiving the most comments overall

2.5 Administration

2.5.1 Administration: 263 issues detected

Issues

Legend: Positive, Neutral, Negative

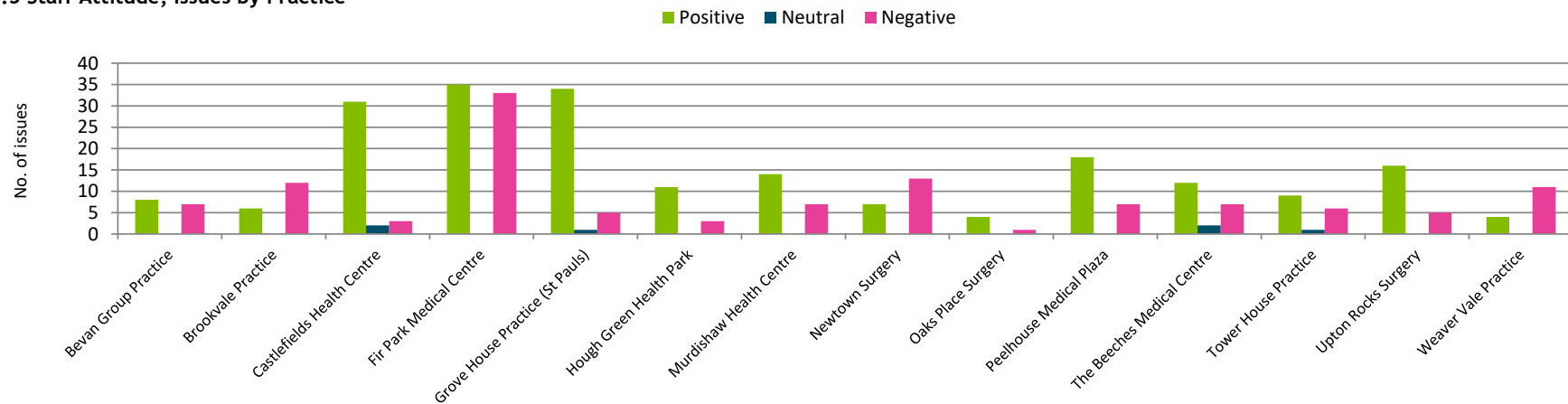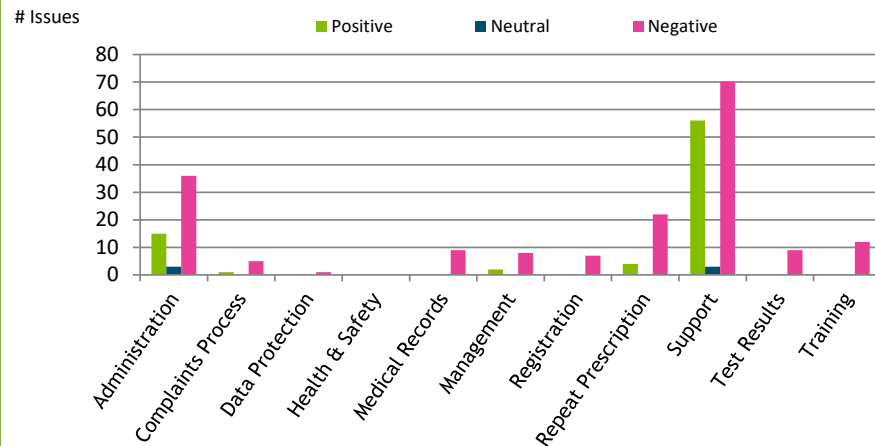Categories: Administration, Complaints Process, Data Protection, Health & Safety, Medical Records, Management, Registration, Repeat Prescription, Support, Test Results, Training
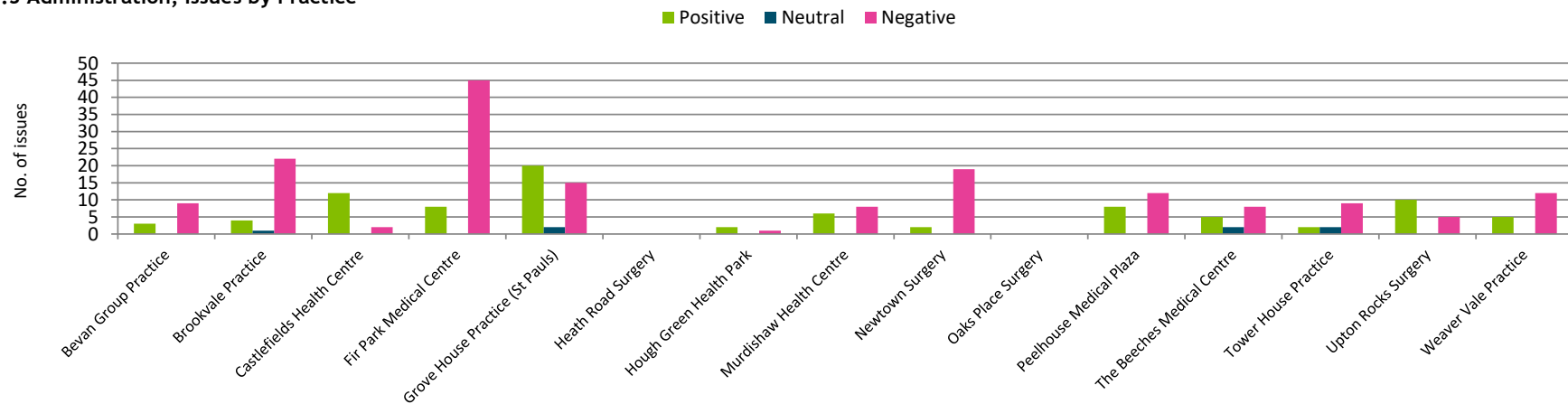
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.5.2 Administration, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

	Region (All)	R Health PCN	Widnes PCN
Negative	68%	56%	71%
Positive	30%	40%	27%
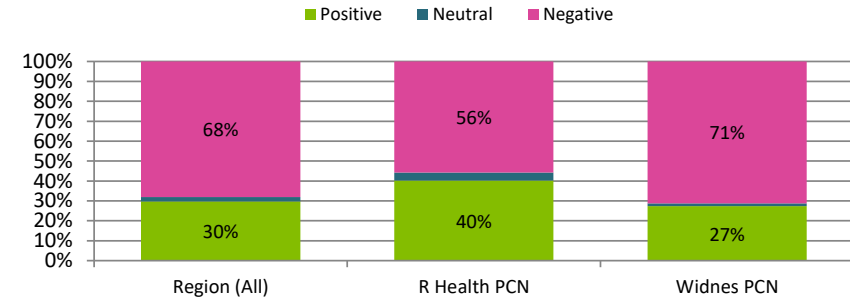
Sentiment by PCN

2.5.3 Administration, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Practices: Bevan Group Practice, Brookvale Practice, Castlefields Health Centre, Fir Park Medical Centre, Grove House Practice (St Pauls), Heath Road Surgery, Hough Green Health Park, Murdishaw Health Centre, Newtown Surgery, Oaks Place Surgery, Peelhouse Medical Plaza, The Beeches Medical Centre, Tower House Practice, Upton Rocks Surgery, Weaver Vale Practice
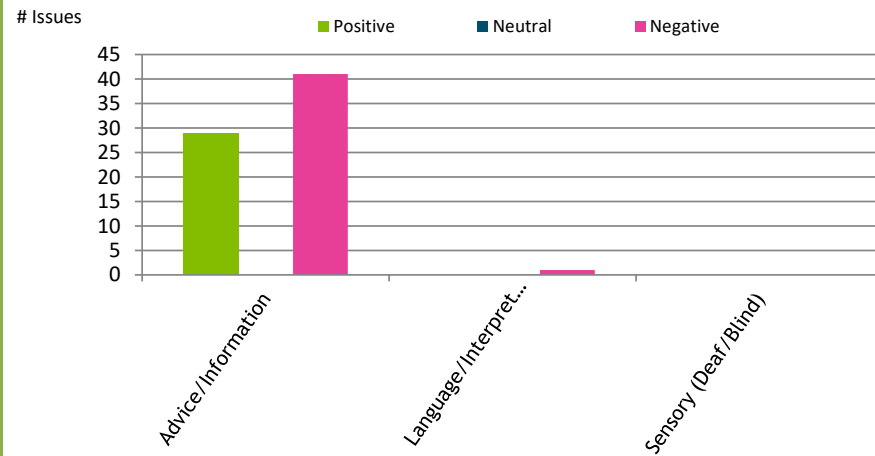
Practices receiving the most comments overall

9

2.6 Communication

2.6.1 Communication: 71 issues detected

Issues

Legend: ■ Positive ■ Neutral ■ Negative

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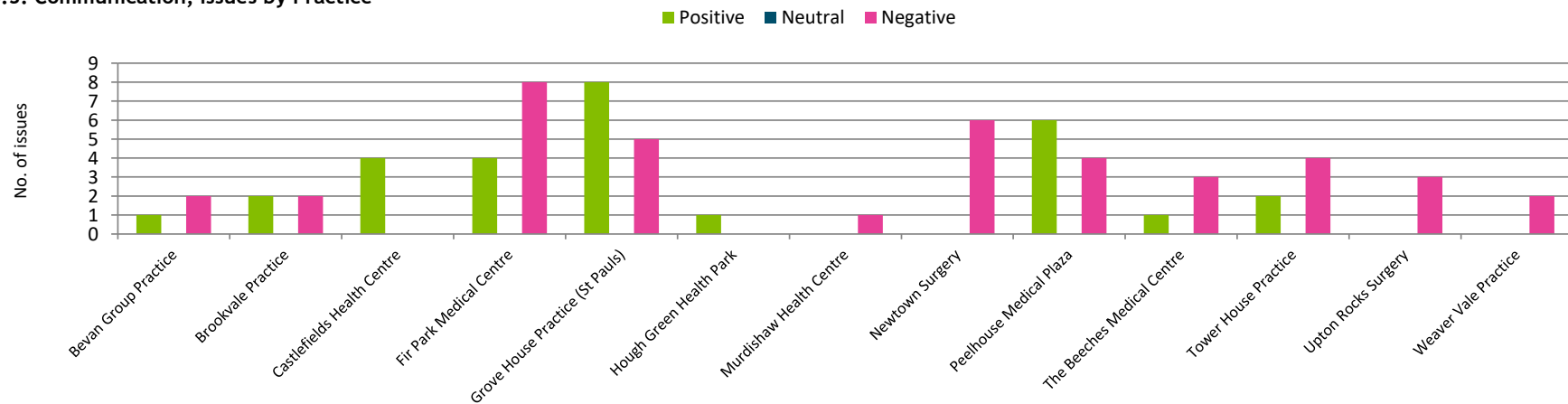
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.6.2 Communication, Sentiment by Primary Care Network

Legend: ■ Positive ■ Neutral ■ Negative

	Region (All)	R Health PCN	Widnes PCN
Negative	59%	47%	67%
Positive	41%	53%	33%
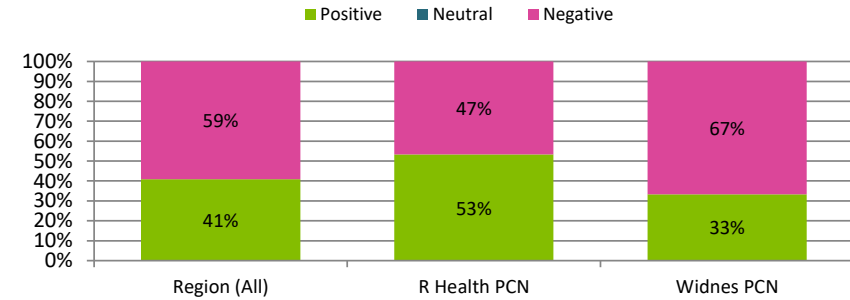
Sentiment by PCN

2.6.3: Communication, Issues by Practice

Legend: ■ Positive ■ Neutral ■ Negative

No. of issues (y-axis: 0 to 9)

Chart categories (x-axis): Bevan Group Practice, Brookvale Practice, Castlefields Health Centre, Fir Park Medical Centre, Grove House Practice (St Pauls), Hough Green Health Park, Murdishaw Health Centre, Newtown Surgery, Peelhouse Medical Plaza, The Beeches Medical Centre, Tower House Practice, Upton Rocks Surgery, Weaver Vale Practice
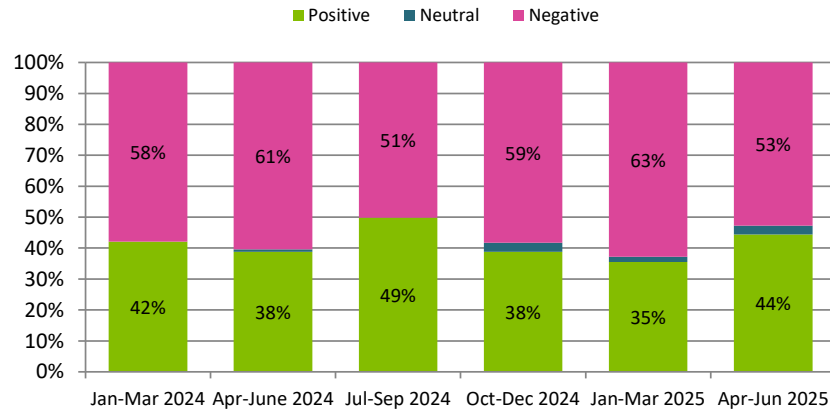
Practices receiving the most comments overall

3. Timeline: 18 Month Tracker

3.1 Overall Sentiment

Legend: Positive, Neutral, Negative

	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025
Negative	58%	61%	51%	59%	63%	53%
Positive	42%	38%	49%	38%	35%	44%

3.2 Service Access, Sentiment
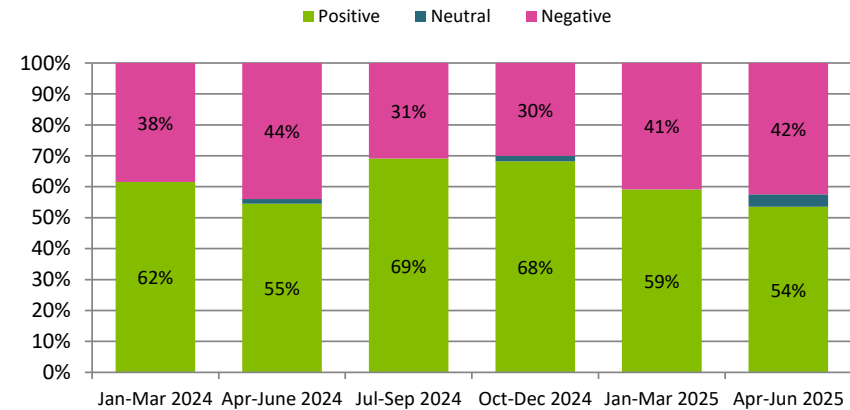

Legend: Positive, Neutral, Negative

	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025
Negative	88%	80%	87%	74%	71%	70%
Positive	12%	20%	13%	21%	24%	27%
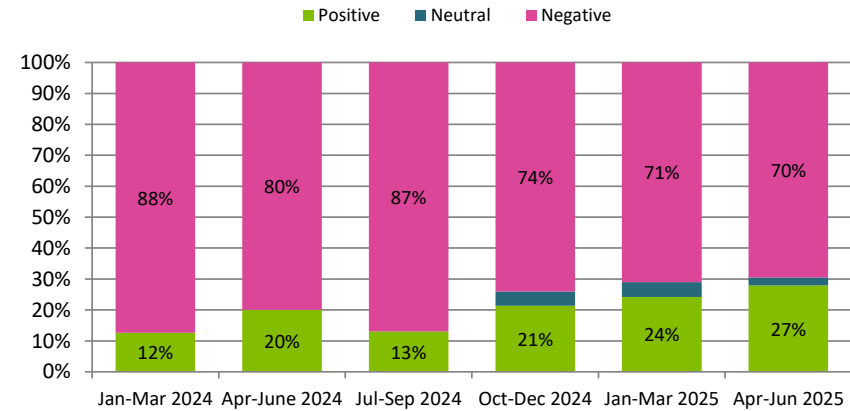
3.3 Treatment and Care, Sentiment

Legend: Positive, Neutral, Negative

	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025
Negative	39%	57%	44%	46%	55%	36%
Positive	61%	43%	56%	51%	45%	63%

3.4 Staff Attitude, Sentiment

Legend: Positive, Neutral, Negative

	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025
Negative	38%	44%	31%	30%	41%	42%
Positive	62%	55%	69%	68%	59%	54%
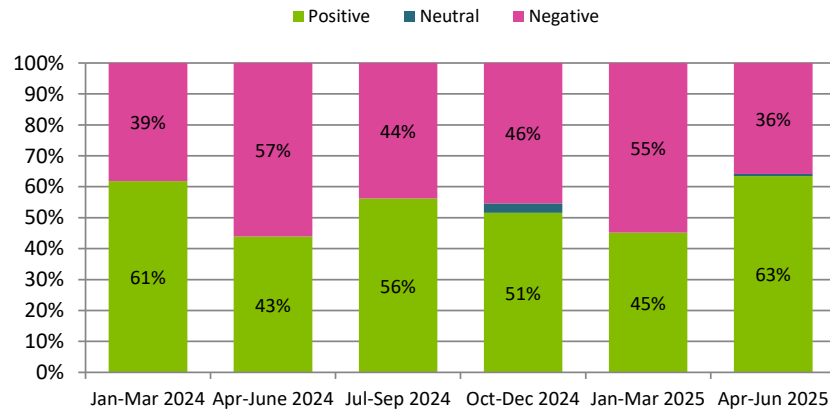
3. Timeline: 18 Month Tracker

3.5 Administration, Sentiment

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jan-Mar 2024	41%	59%
Apr-June 2024	41%	55%
Jul-Sep 2024	50%	50%
Oct-Dec 2024	37%	63%
Jan-Mar 2025	25%	75%
Apr-Jun 2025	20%	73%

3.6 Communication, Sentiment

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jan-Mar 2024	67%	33%
Apr-June 2024	27%	73%
Jul-Sep 2024	50%	50%
Oct-Dec 2024	50%	50%
Jan-Mar 2025	8%	92%
Apr-Jun 2025	38%	62%

3.7 Booking, Snapshot

Legend: Positive, Neutral, Negative

	Positive	Negative
A Year Ago	16%	84%
Last Quarter	16%	76%
This Quarter	24%	73%

3.8 Telephone, Snapshot

Legend: Positive, Neutral, Negative

	Positive	Negative
A Year Ago	0%	100%
Last Quarter	0%	100%
This Quarter	0%	100%

3.9 Online Access, Snapshot

Legend: Positive, Neutral, Negative

	Positive	Negative
A Year Ago	80%	20%
Last Quarter	41%	55%
This Quarter	47%	47%
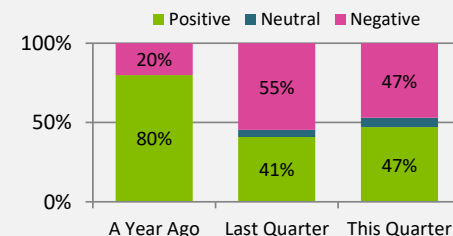
3.10 Waiting List, Snapshot

Legend: Positive, Neutral, Negative

	Positive	Negative
A Year Ago	24%	76%
Last Quarter	29%	67%
This Quarter	29%	69%
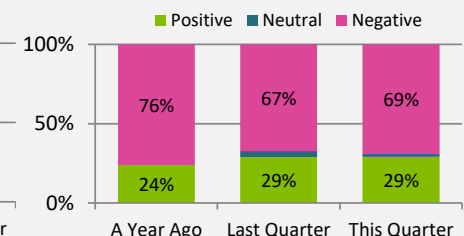
3.11 Involvement Snapshot

Legend: Positive, Neutral, Negative

	Positive	Negative
A Year Ago	48%	52%
Last Quarter	35%	61%
This Quarter	66%	34%

3.12 Support, Snapshot

Legend: Positive, Neutral, Negative

	Positive	Negative
A Year Ago	48%	50%
Last Quarter	43%	57%
This Quarter	45%	51%
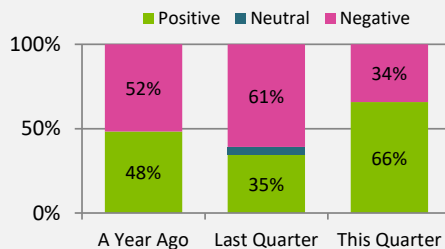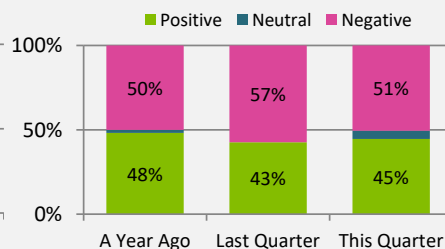
3.13 Staff Attitude, Snapshot
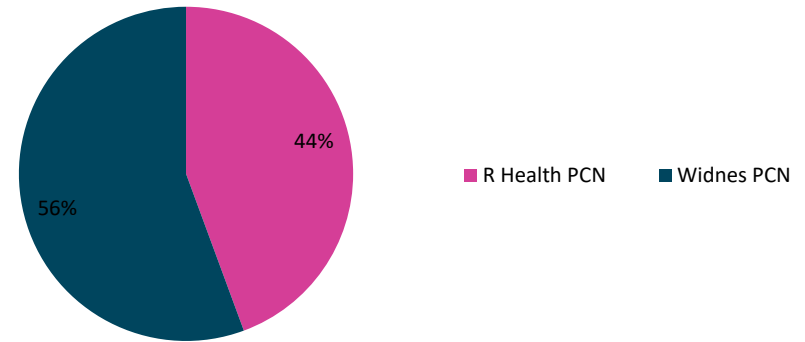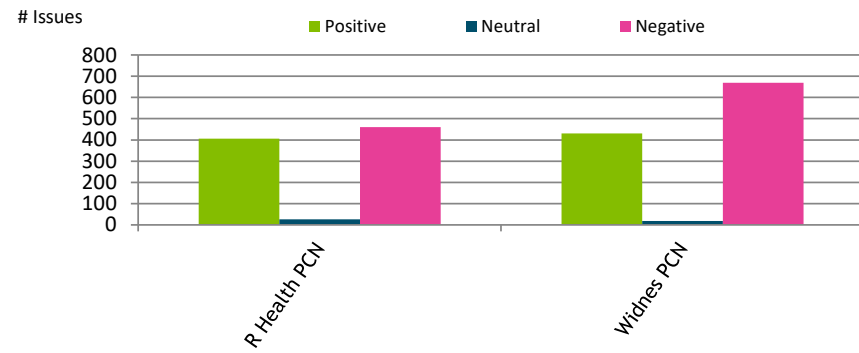
Legend: Positive, Neutral, Negative

	Positive	Negative
A Year Ago	55%	43%
Last Quarter	59%	41%
This Quarter	54%	42%

3.14 Quality, Snapshot

Legend: Positive, Neutral, Negative

	Positive	Negative
A Year Ago	54%	44%
Last Quarter	54%	46%
This Quarter	68%	27%

4. Volume by Primary Care Network

4.1 PCN

Issues

Legend: Positive (green), Neutral (dark blue), Negative (pink)

Bar chart axis: 0, 100, 200, 300, 400, 500, 600, 700, 800

Categories: R Health PCN, Widnes PCN

Pie chart: R Health PCN 44%, Widnes PCN 56%

5. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	**Neutral**	**Negative**	**Total**
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	29	0	41	70
	Carer Involvement	*Involvement of carers, friends or family members.*	3	0	3	6
	General Comment	*A generalised statement (ie; "The doctor was good.")*	52	5	12	69
	User Involvement	*Involvement of the service user.*	56	1	67	124
Systems	Administration	*Administrative processes and delivery.*	6	0	41	47
	Booking	*Ability to book, reschedule or cancel appointments.*	71	14	207	292
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	3	3
	Data Protection	*General data protection (including GDPR).*	0	0	1	1
	Referral	*Referral to a service.*	15	0	13	28
	Medical Records	*Management of medical records.*	0	0	9	9
	Medication	*Prescription and management of medicines.*	14	0	42	56
	Opening Times	*Opening times of a service.*	0	0	5	5
	Planning	*Leadership and general organisation.*	2	0	8	10
	Registration	*Ability to register for a service.*	0	0	10	10
	Support	*Levels of support provided.*	130	4	122	256
	Telephone	*Ability to contact a service by telephone.*	2	0	62	64
	Timing	*Physical timing (ie; length of wait at appointments).*	17	0	16	33
	Waiting List	*Length of wait while on a list.*	68	10	188	266
Values	Choice	*General choice.*	4	1	41	46
	Cost	*General cost.*	0	0	2	2
	Language	*Language, including terminology.*	0	0	1	1
	Nutrition	*Provision of sustainance.*	0	0	0	0
	Privacy	*Privacy, personal space and property.*	1	0	3	4
	Quality	*General quality of a service, or staff.*	146	4	75	225
	Sensory	*Deaf/blind or other sensory issues.*	0	0	0	0
	Stimulation	*General stimulation, including access to activities.*	0	0	0	0

5. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligibility).*	5	0	11	16
	Environment/Layout	*Physical environment of a service.*	4	0	2	6
	Equipment	*General equipment issues.*	1	0	0	1
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	0	0	0
	Hygiene	*Levels of hygiene and general cleanliness.*	5	0	0	5
	Mobility	*Physical mobility to, from and within services.*	0	0	4	4
	Travel/Parking	*Ability to travel or park.*	1	0	2	3
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	8	8
	Security/Conduct	*General security of a service, including conduct of staff.*	0	0	0	0
	Staff Attitude	*Attitude, compassion and empathy of staff.*	210	6	122	338
	Complaints	*Ability to log and resolve a complaint.*	1	0	5	6
	Staff Training	*Training of staff.*	0	0	12	12
	Staffing Levels	*General availability of staff.*	0	0	10	10
	Total:		**843**	**45**	**1148**	**2036**

Community*Insight* CRM