# The Experience of GP Services

A trends analysis report by Healthwatch Halton

CommunityInsight

CommunityInsight

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 October 2024 - 30 September 2025*

**healthwatch**
Halton

# Index and overview of findings

## Data Source (Page 4)

This report is based on the experience of 559 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 6%, comments suggest. Complaints are down by 5% on waiting times, while up by 1% 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 down by 9% on staff attitude, while up by 8% on treatment and care.*

*Grove House Practice (St Pauls), Castlefields Health Centre, Peelhouse Medical Plaza and Upton Rocks Surgery 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 6% on administration and by 5% on communication.*

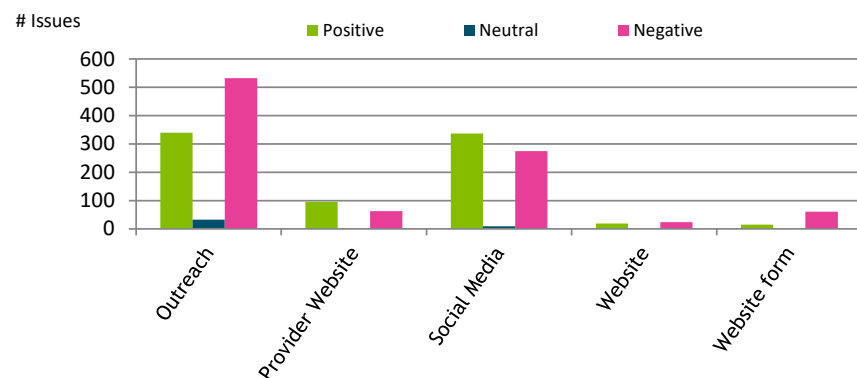*Castlefields Health Centre receives a notable ratio of positive comments.*

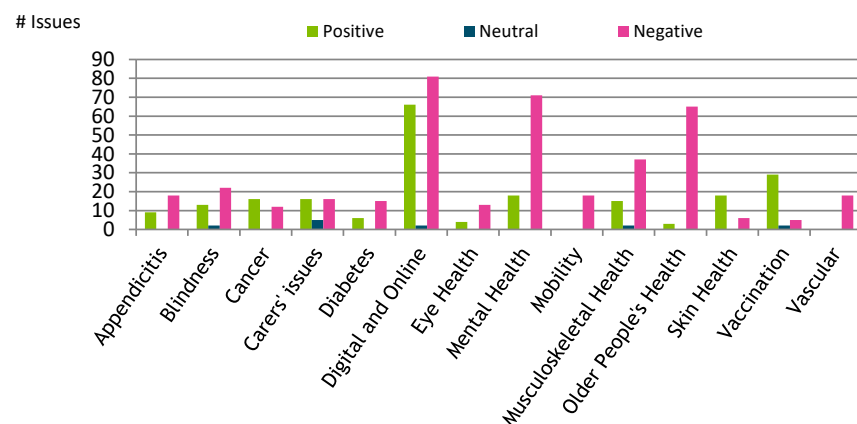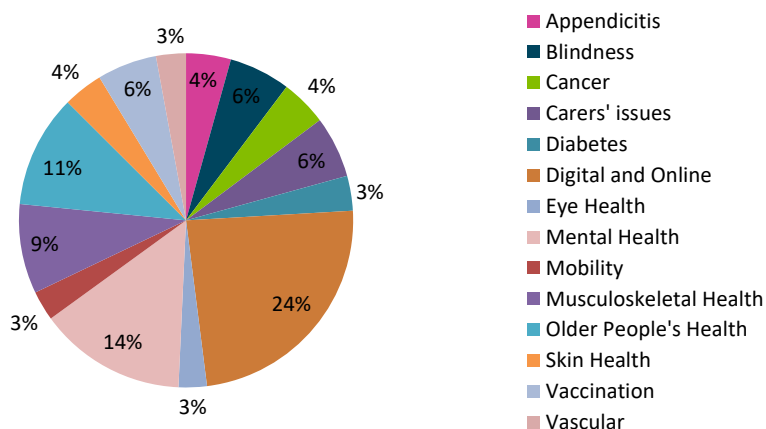## 1.1 Source

# Issues



*Sources providing the most comments overall*
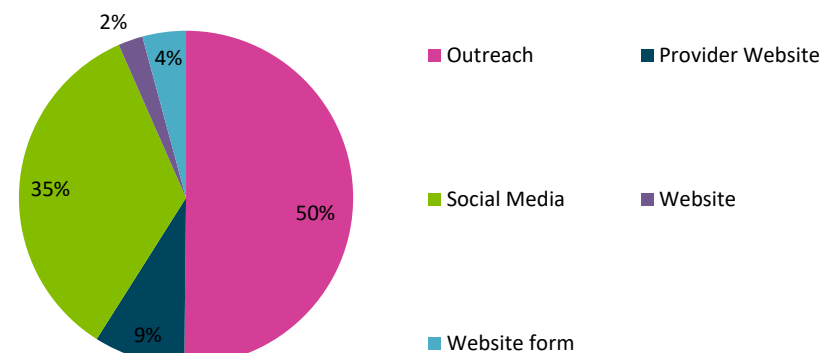
## 1.2 Stated medical conditions/topics

# Issues



*Medical conditions/topics receiving the most comments overall*

## 2.1 Overall Themes and Sentiment

### 2.1.1 Overall, Top Trends: 2006 issues from 559 people

# Issues

Legend: Positive, Neutral, Negative

Categories (x-axis): Advice/Information, General Comment, User Involvement, Administration, Booking, Referral, Medication, Support, Telephone, Waiting List, Choice, Quality, Staff Attitude
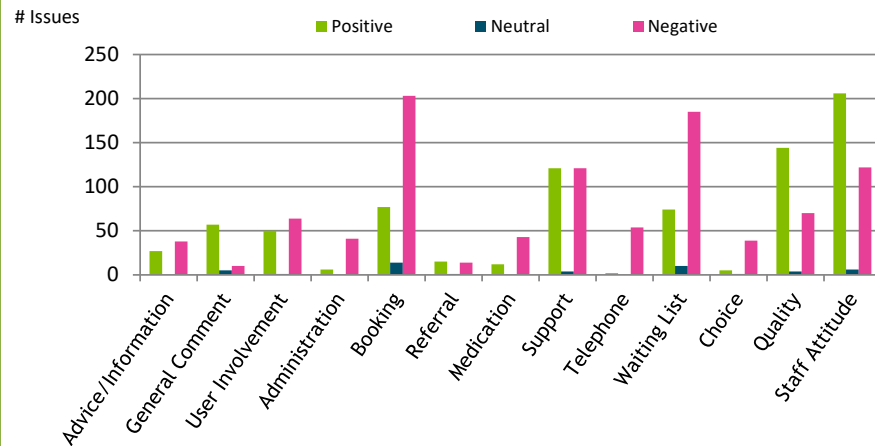
*Issues receiving the most comments overall. See pages 14-15 for issue descriptions*

### 2.1.2 Overall, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

| | Region (All) | R Health PCN | Widnes PCN |
|---|---|---|---|
| Negative | 56% | 53% | 58% |
| Positive | 41% | 44% | 40% |
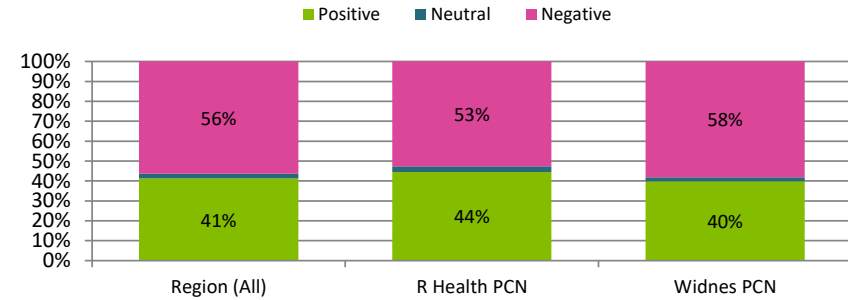
*Sentiment by PCN*

### 2.1.3 Overall, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Categories (x-axis): 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*

## 2.2 Service Access

### 2.2.1 Service Access: 624 issues detected

# Issues



Legend: Positive, Neutral, Negative

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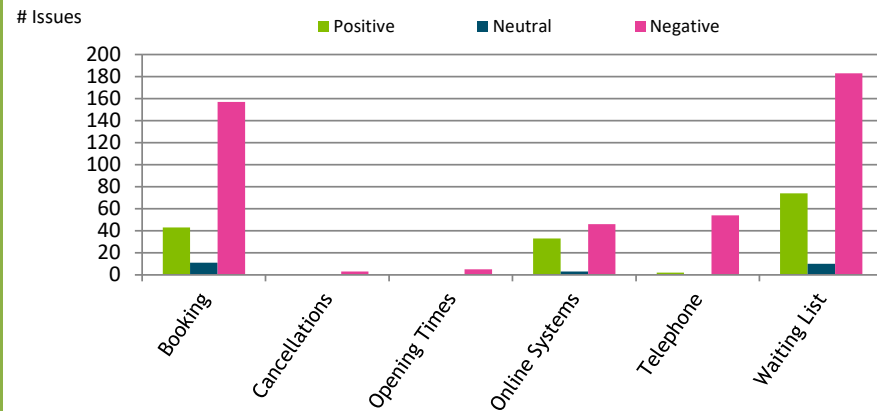
*Issues receiving the most comments overall. See pages 12-13 for issue descriptions*

### 2.2.2 Service Access, Sentiment by Primary Care Network



Legend: Positive, Neutral, Negative

| Region (All) | R Health PCN | Widnes PCN |
|---|---|---|
| 72% | 65% | 77% |
| 24% | 30% | 20% |
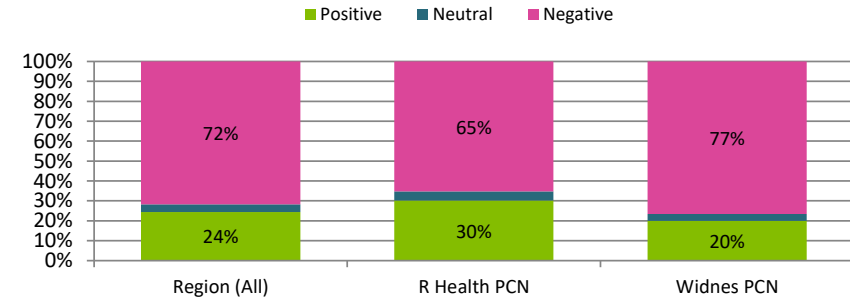
*Sentiment by PCN*

### 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: 609 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
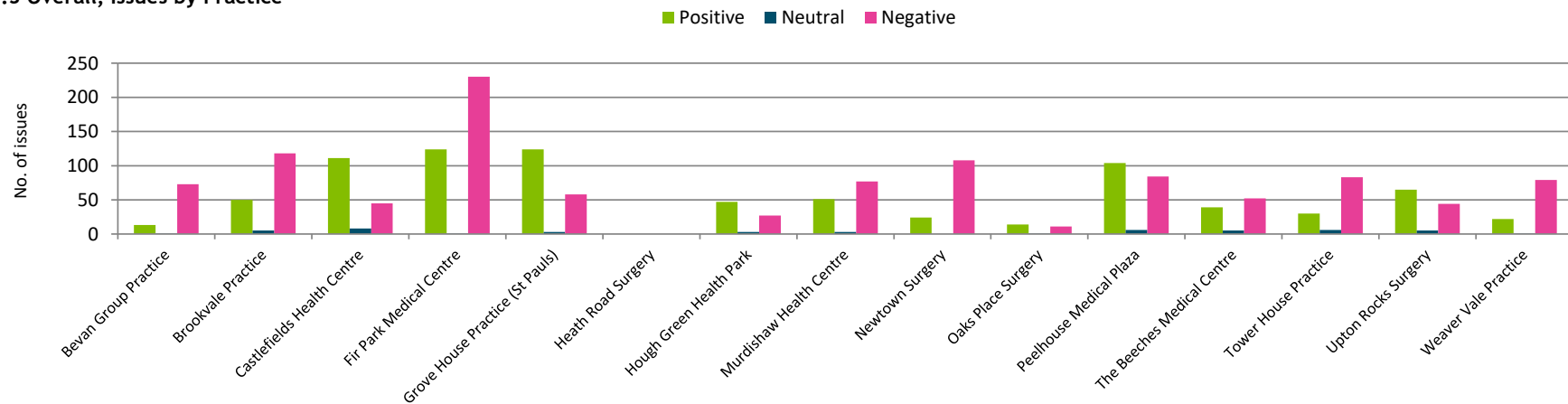
y-axis: 0 to 140

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

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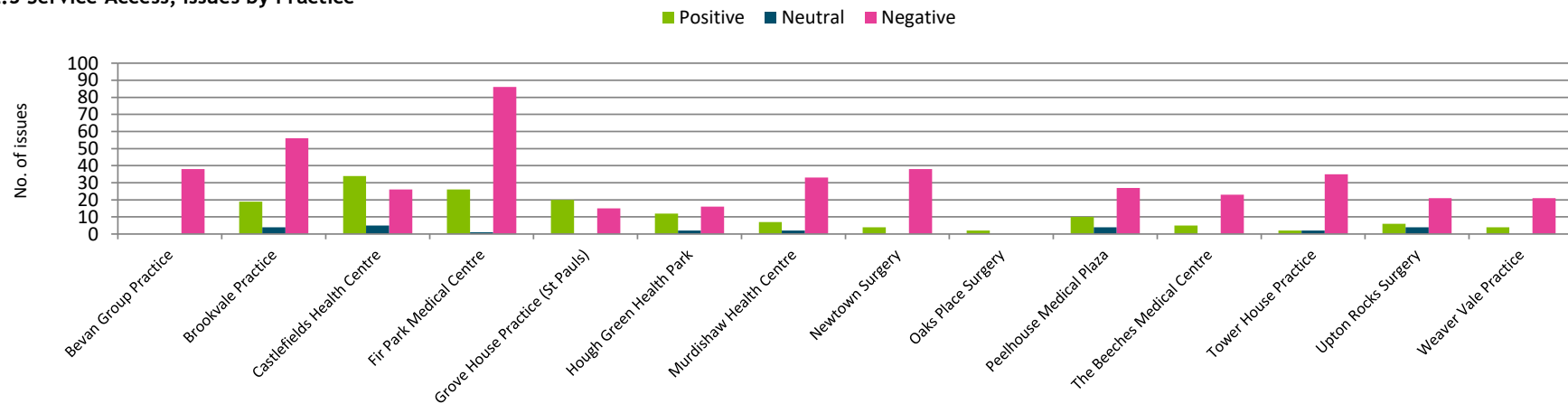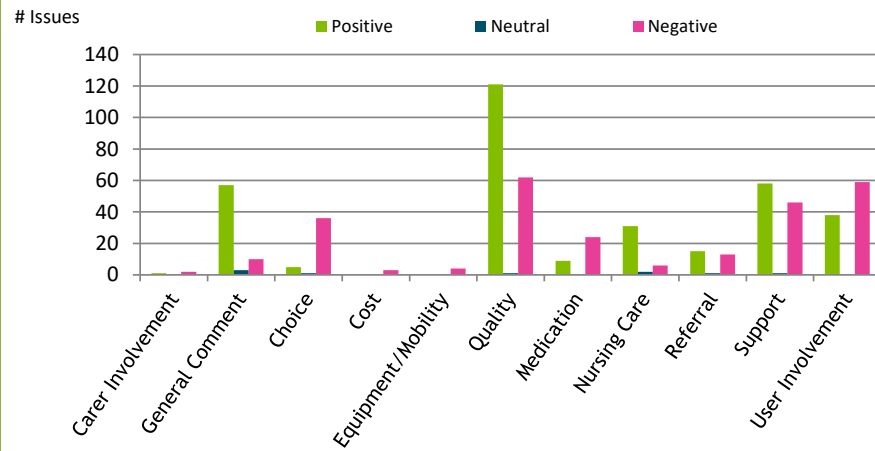
Legend: Positive | Neutral | Negative

| | Positive | Negative |
|---|---|---|
| Region (All) | 55% | 44% |
| R Health PCN | 52% | 47% |
| Widnes PCN | 58% | 41% |
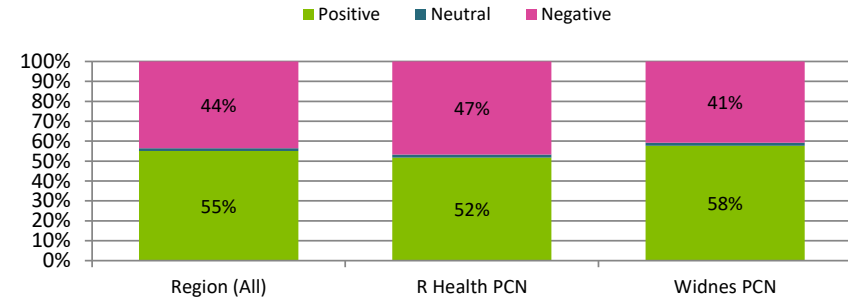
*Sentiment by PCN*

### 2.3.3 Treatment, Issues by Practice

Legend: Positive | Neutral | Negative

No. of issues (y-axis: 0 to 60)

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*

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## 2.4 Staff Attitude

### 2.4.1 Staff Attitude: 332 issues detected

# Issues

Legend: Positive, Neutral, Negative

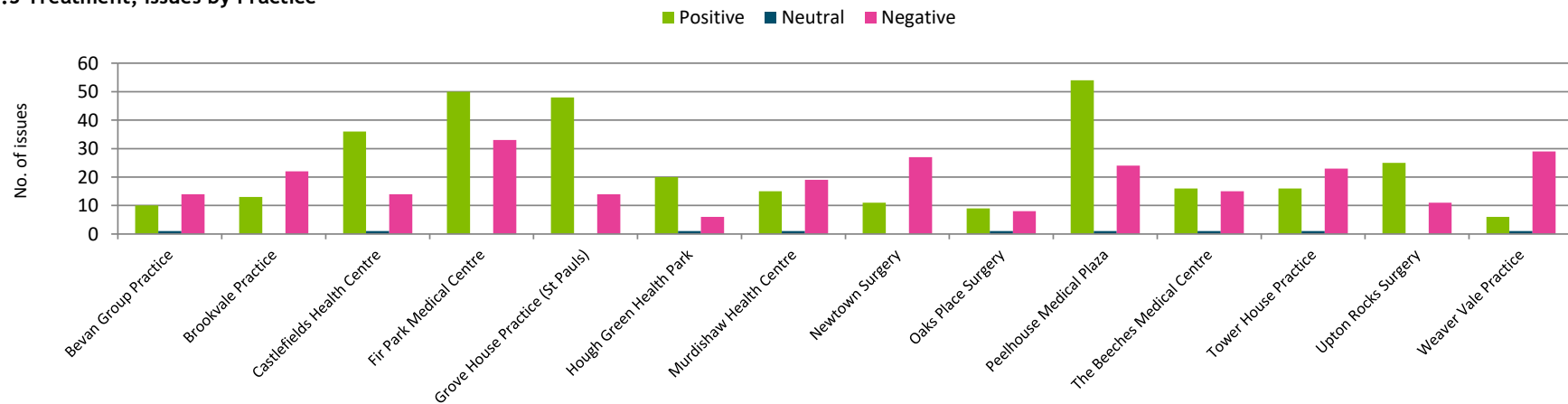Bar chart with categories: Receptionists, Clinicians, Nurses (y-axis 0 to 140)
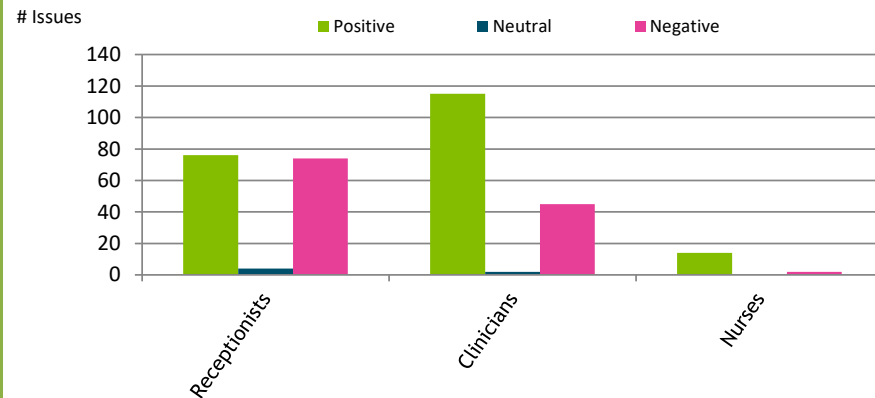
*Issues receiving the most comments overall. See pages 12-13 for issue descriptions*

### 2.4.2 Staff Attitude, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

Stacked bar chart (0% to 100%):
- Region (All): Positive 62%, Negative 36%
- R Health PCN: Positive 65%, Negative 32%
- Widnes PCN: Positive 59%, Negative 40%
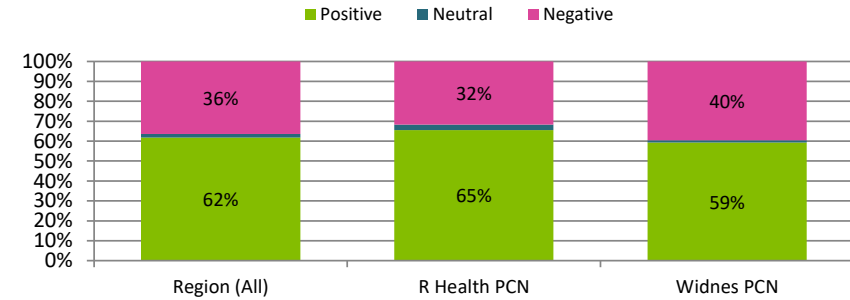
*Sentiment by PCN*

### 2.4.3 Staff Attitude, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues (y-axis 0 to 40)

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*

## 2.5 Administration

### 2.5.1 Administration: 267 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
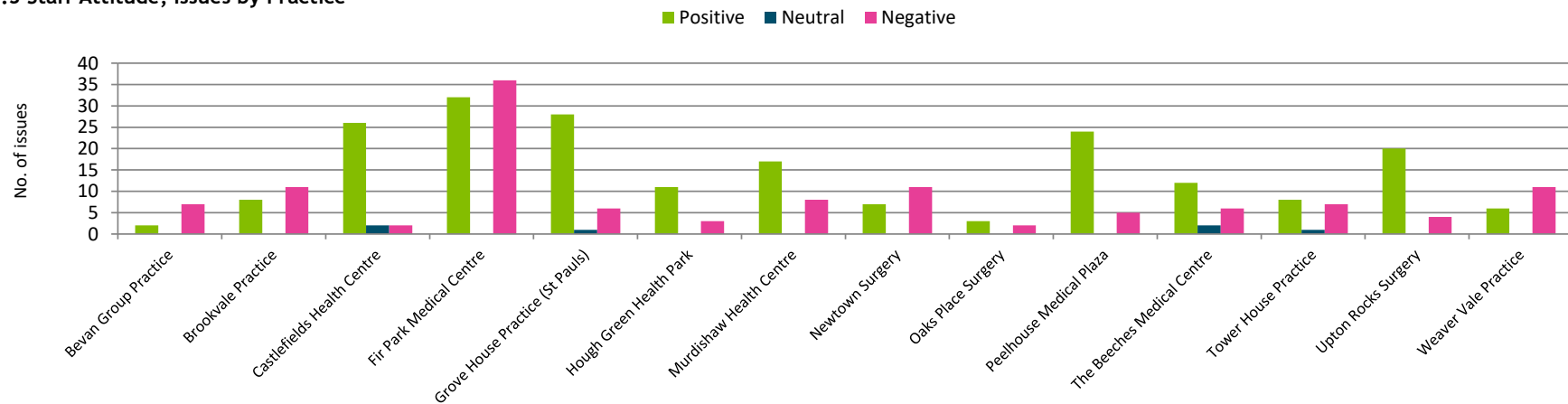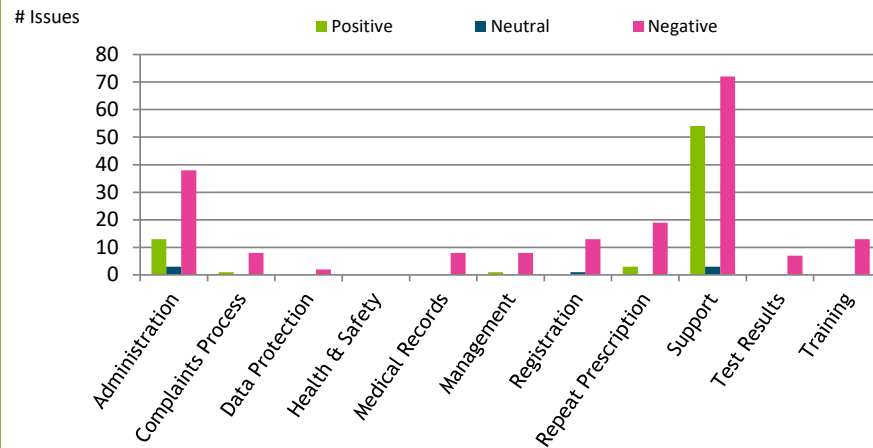
*Issues receiving the most comments overall. See pages 12-13 for issue descriptions*

### 2.5.2 Administration, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

| | Region (All) | R Health PCN | Widnes PCN |
|---|---|---|---|
| Negative | 70% | 56% | 75% |
| Positive | 27% | 40% | 23% |
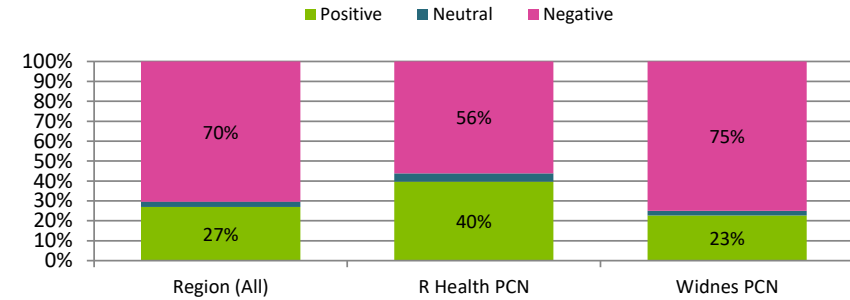
*Sentiment by PCN*

### 2.5.3 Administration, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Practices (x-axis): 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*

## 2.6 Communication

### 2.6.1 Communication: 67 issues detected

# Issues

Legend: Positive, Neutral, Negative

Bar chart with y-axis from 0 to 40:
- Advice/Information: Positive ~27, Negative ~38
- Language/Interpret...: Negative ~1
- Sensory (Deaf/Blind): Negative ~1
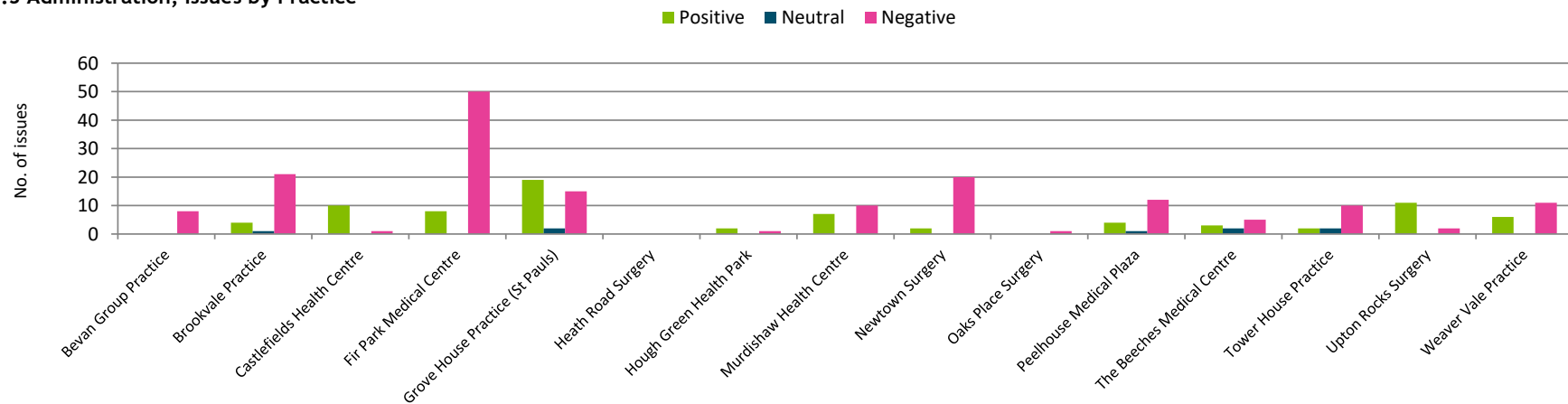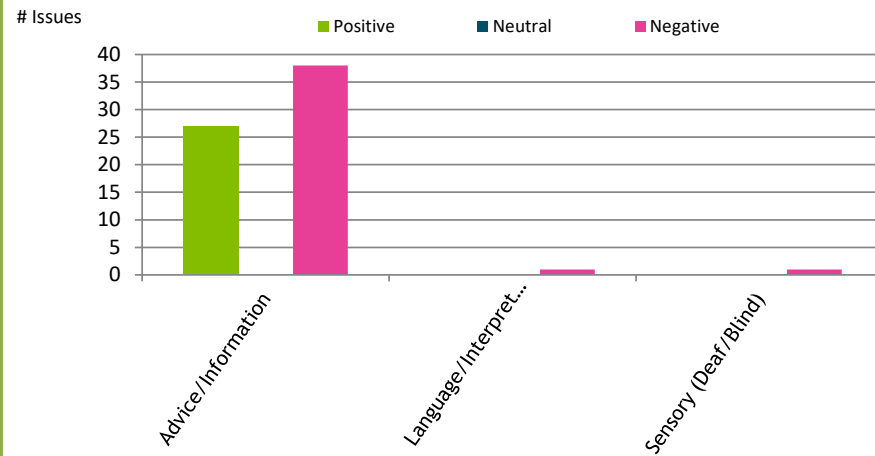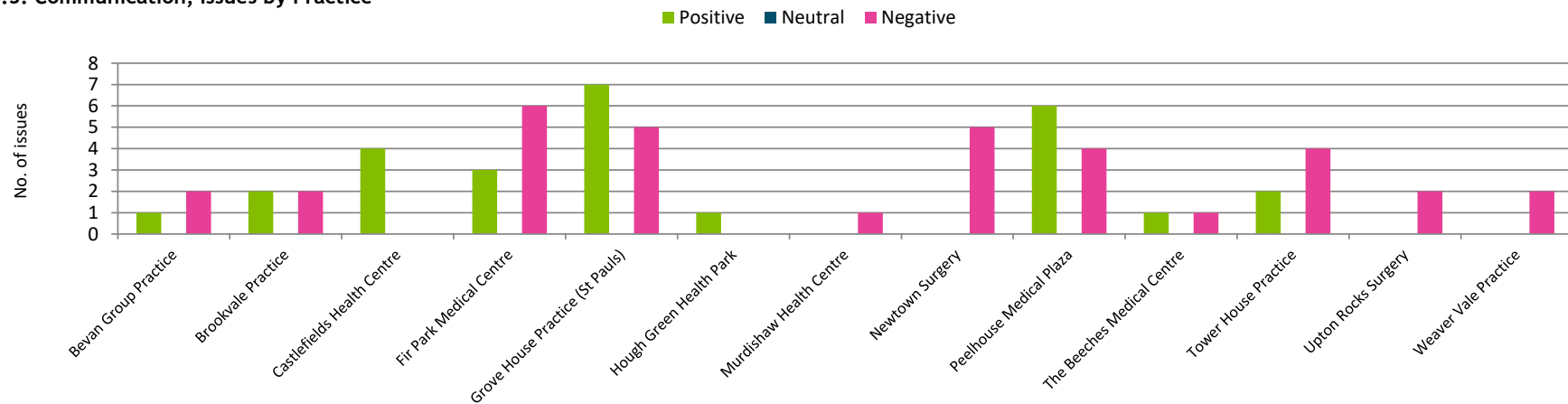
*Issues receiving the most comments overall. See pages 12-13 for issue descriptions*

### 2.6.2 Communication, Sentiment by Primary Care Network

Legend: Positive, Neutral, Negative

100% stacked bar chart:
- Region (All): Positive 40%, Negative 60%
- R Health PCN: Positive 52%, Negative 48%
- Widnes PCN: Positive 38%, Negative 63%
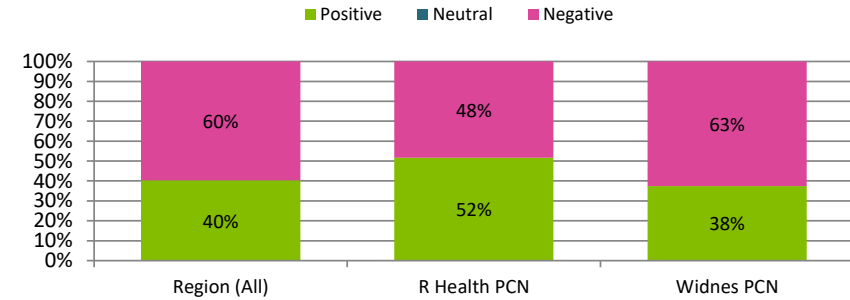
*Sentiment by PCN*

### 2.6.3: Communication, Issues by Practice

Legend: Positive, Neutral, Negative

No. of issues

Bar chart with y-axis from 0 to 8:
- Bevan Group Practice: Positive 1, Negative 2
- Brookvale Practice: Positive 2, Negative 2
- Castlefields Health Centre: Positive 4
- Fir Park Medical Centre: Positive 3, Negative 6
- Grove House Practice (St Pauls): Positive 7, Negative 5
- Hough Green Health Park: Positive 1
- Murdishaw Health Centre: Negative 1
- Newtown Surgery: Negative 5
- Peelhouse Medical Plaza: Positive 6, Negative 4
- The Beeches Medical Centre: Positive 1, Negative 1
- Tower House Practice: Positive 2, Negative 4
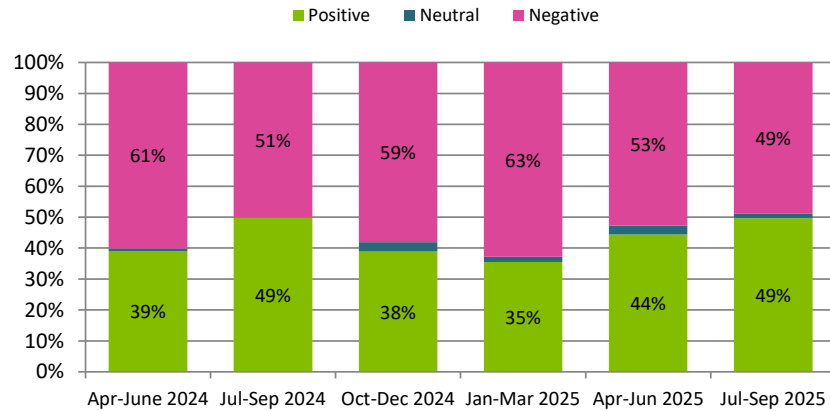- Upton Rocks Surgery: Negative 2
- Weaver Vale Practice: Negative 2

*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 | 61% | 51% | 59% | 63% | 53% | 49% |
| Positive | 39% | 49% | 38% | 35% | 44% | 49% |

## 3.2 Service Access, Sentiment

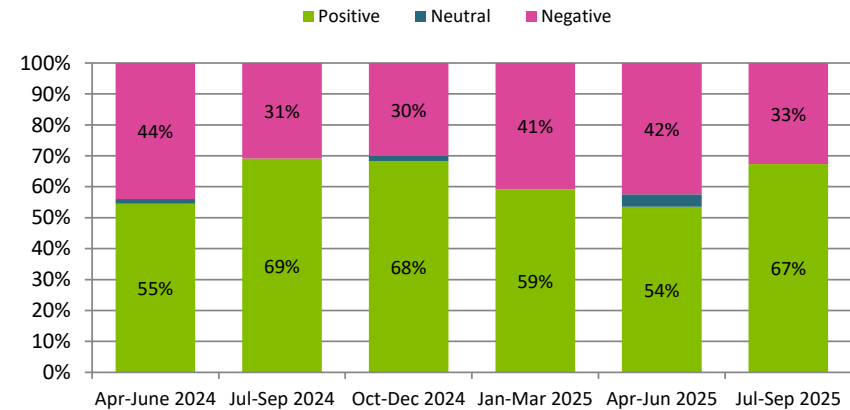Legend: ■ Positive ■ Neutral ■ Negative

| | Apr-June 2024 | Jul-Sep 2024 | Oct-Dec 2024 | Jan-Mar 2025 | Apr-Jun 2025 | Jul-Sep 2025 |
|---|---|---|---|---|---|---|
| Negative | 80% | 87% | 74% | 71% | 70% | 67% |
| Positive | 20% | 13% | 21% | 24% | 27% | 33% |
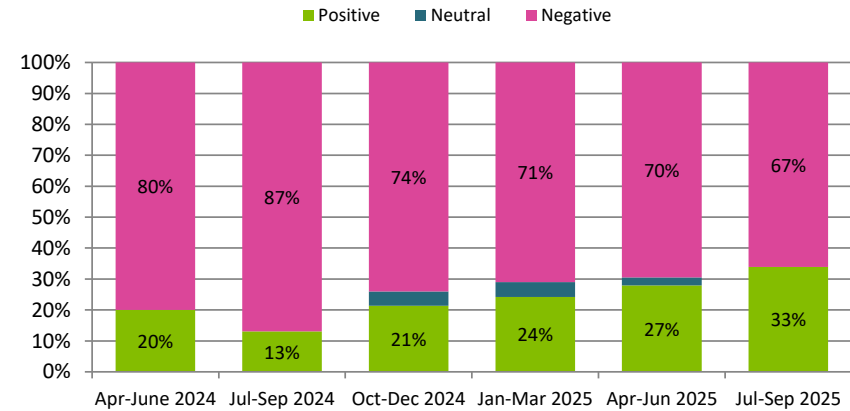
## 3.3 Treatment and Care, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

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

## 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 | 44% | 31% | 30% | 41% | 42% | 33% |
| Positive | 55% | 69% | 68% | 59% | 54% | 67% |
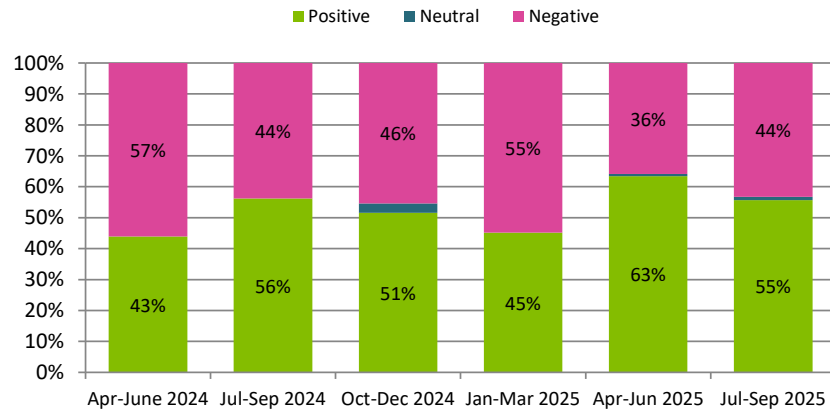
# 3. Timeline: 18 Month Tracker

## 3.5 Administration, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

| | Apr-June 2024 | Jul-Sep 2024 | Oct-Dec 2024 | Jan-Mar 2025 | Apr-Jun 2025 | Jul-Sep 2025 |
|---|---|---|---|---|---|---|
| Negative | 55% | 50% | 63% | 75% | 73% | 67% |
| Positive | 41% | 50% | 37% | 25% | 20% | 30% |

## 3.6 Communication, Sentiment

Legend: ■ Positive ■ Neutral ■ Negative

| | Apr-June 2024 | Jul-Sep 2024 | Oct-Dec 2024 | Jan-Mar 2025 | Apr-Jun 2025 | Jul-Sep 2025 |
|---|---|---|---|---|---|---|
| Negative | 62% | 50% | 50% | 92% | 62% | 57% |
| Positive | 38% | 50% | 50% | 8% | 38% | 43% |

## 3.7 Booking, Snapshot

Legend: ■ Positive ■ Neutral ■ Negative

| | A Year Ago | Last Quarter | This Quarter |
|---|---|---|---|
| Negative | 80% | 73% | 74% |
| Positive | 20% | 24% | 26% |
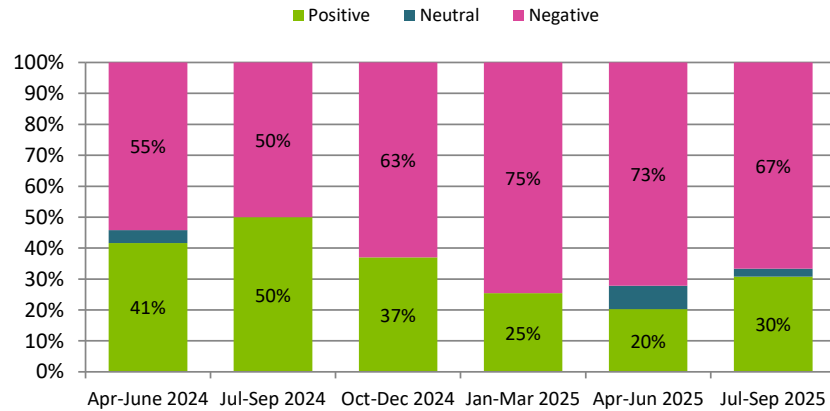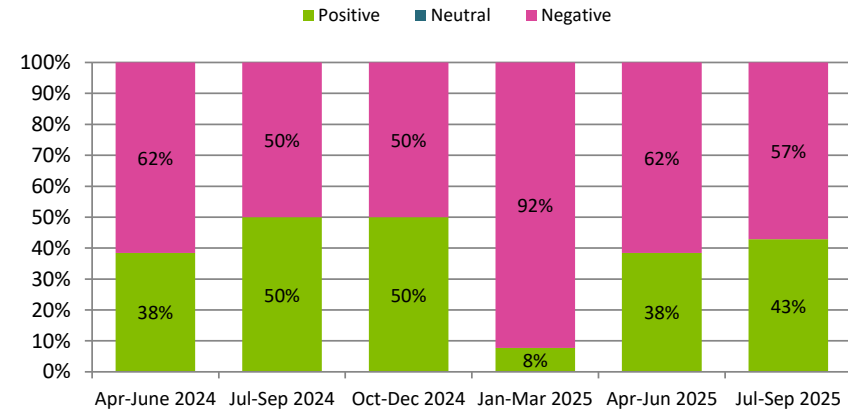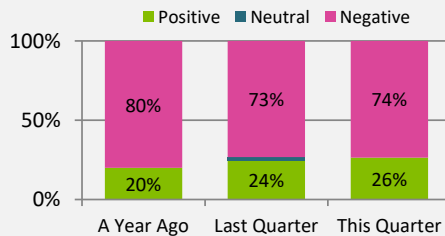
## 3.8 Telephone, Snapshot

## 3.9 Online Access, Snapshot

Legend: ■ Positive ■ Neutral ■ Negative

| | A Year Ago | Last Quarter | This Quarter |
|---|---|---|---|
| Negative | 100% | 47% | 50% |
| Positive | 0% | 47% | 50% |
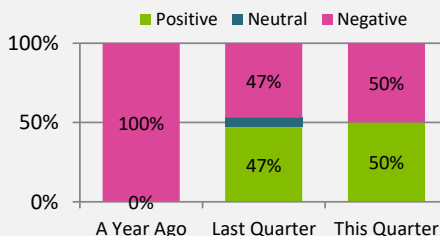
## 3.10 Waiting List, Snapshot

Legend: ■ Positive ■ Neutral ■ Negative

| | A Year Ago | Last Quarter | This Quarter |
|---|---|---|---|
| Negative | 84% | 69% | 64% |
| Positive | 16% | 29% | 36% |
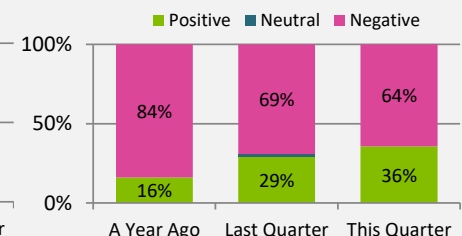
## 3.11 Involvement Snapshot

Legend: ■ Positive ■ Neutral ■ Negative

| | A Year Ago | Last Quarter | This Quarter |
|---|---|---|---|
| Negative | 37% | 34% | 42% |
| Positive | 63% | 66% | 58% |

## 3.12 Support, Snapshot

Legend: ■ Positive ■ Neutral ■ Negative

| | A Year Ago | Last Quarter | This Quarter |
|---|---|---|---|
| Negative | 37% | 51% | 43% |
| Positive | 63% | 45% | 57% |
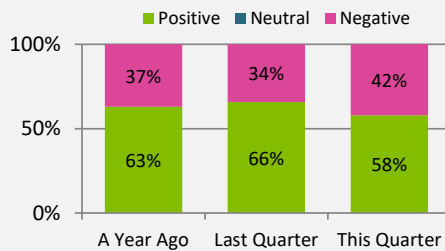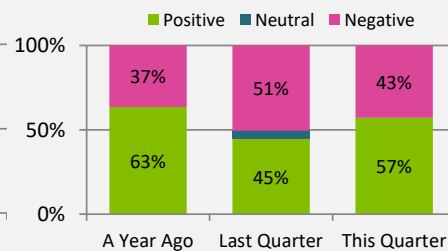
## 3.13 Staff Attitude, Snapshot

Legend: ■ Positive ■ Neutral ■ Negative

| | A Year Ago | Last Quarter | This Quarter |
|---|---|---|---|
| Negative | 30% | 42% | 33% |
| Positive | 70% | 54% | 67% |

## 3.14 Quality, Snapshot

Legend: ■ Positive ■ Neutral ■ Negative

| | A Year Ago | Last Quarter | This Quarter |
|---|---|---|---|
| Negative | 36% | 27% | 30% |
| Positive | 64% | 68% | 70% |
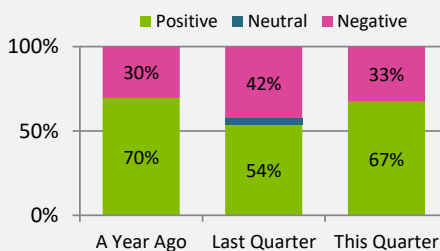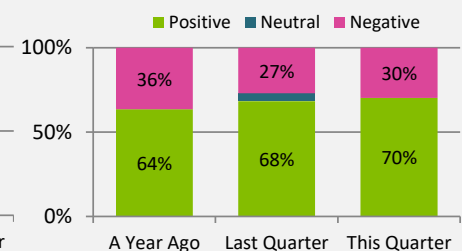
# 4. Volume by Primary Care Network

## 4.1 PCN

# Issues

Legend: ■ Positive ■ Neutral ■ Negative





R Health PCN — 45%
Widnes PCN — 55%

Legend: ■ R Health PCN ■ Widnes PCN
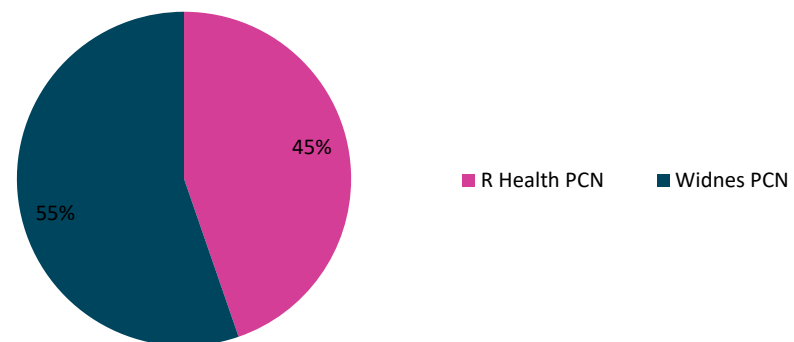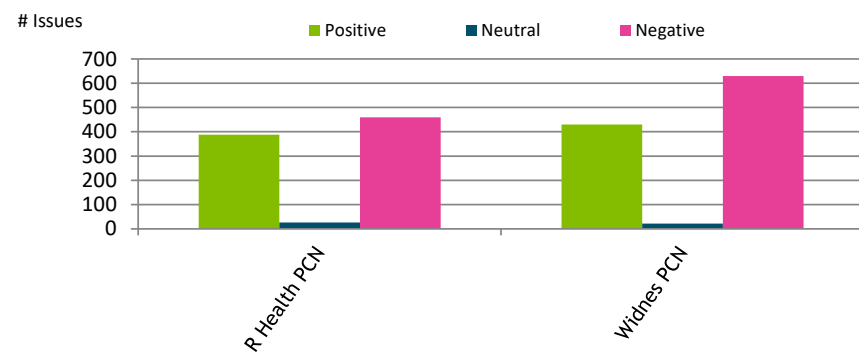
## 5. Data Table: Number of issues

| | Issue Name | Descriptor | Positive | Neutral | Negative | Total |
|---|---|---|---|---|---|---|
| **Patients/Carers** | Advice/Information | *Communication, including access to advice and information.* | 27 | 0 | 38 | 65 |
| | Carer Involvement | *Involvement of carers, friends or family members.* | 3 | 0 | 4 | 7 |
| | General Comment | *A generalised statement (ie; "The doctor was good.")* | 57 | 5 | 10 | 72 |
| | User Involvement | *Involvement of the service user.* | 50 | 1 | 64 | 115 |
| **Systems** | Administration | *Administrative processes and delivery.* | 6 | 0 | 41 | 47 |
| | Booking | *Ability to book, reschedule or cancel appointments.* | 77 | 14 | 203 | 294 |
| | Cancellations | *Cancellation of appointment by the service provider.* | 0 | 0 | 3 | 3 |
| | Data Protection | *General data protection (including GDPR).* | 0 | 0 | 2 | 2 |
| | Referral | *Referral to a service.* | 15 | 1 | 14 | 30 |
| | Medical Records | *Management of medical records.* | 0 | 0 | 8 | 8 |
| | Medication | *Prescription and management of medicines.* | 12 | 0 | 43 | 55 |
| | Opening Times | *Opening times of a service.* | 0 | 0 | 5 | 5 |
| | Planning | *Leadership and general organisation.* | 1 | 0 | 8 | 9 |
| | Registration | *Ability to register for a service.* | 0 | 2 | 16 | 18 |
| | Support | *Levels of support provided.* | 121 | 4 | 121 | 246 |
| | Telephone | *Ability to contact a service by telephone.* | 2 | 0 | 54 | 56 |
| | Timing | *Physical timing (ie; length of wait at appointments).* | 13 | 0 | 15 | 28 |
| | Waiting List | *Length of wait while on a list.* | 74 | 10 | 185 | 269 |
| **Values** | Choice | *General choice.* | 5 | 1 | 39 | 45 |
| | Cost | *General cost.* | 0 | 0 | 4 | 4 |
| | Language | *Language, including terminology.* | 0 | 0 | 1 | 1 |
| | Nutrition | *Provision of sustainance.* | 0 | 0 | 0 | 0 |
| | Privacy | *Privacy, personal space and property.* | 1 | 0 | 4 | 5 |
| | Quality | *General quality of a service, or staff.* | 144 | 4 | 70 | 218 |
| | Sensory | *Deaf/blind or other sensory issues.* | 0 | 0 | 1 | 1 |
| | Stimulation | *General stimulation, including access to activities.* | 0 | 0 | 0 | 0 |

| | Issue Name | Descriptor | # Issues | | | |
|---|---|---|---|---|---|---|
| | | | Positive | Neutral | Negative | Total |
| **Environment** | Catchment/Distance | *Distance to a service (and catchment area for eligability).* | 3 | 0 | 10 | 13 |
| | Environment/Layout | *Physical environment of a service.* | 3 | 1 | 2 | 6 |
| | Equipment | *General equipment issues.* | 0 | 0 | 1 | 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 | 6 | 6 |
| | Security/Conduct | *General security of a service, including conduct of staff.* | 0 | 0 | 0 | 0 |
| | Staff Attitude | *Attitude, compassion and empathy of staff.* | 206 | 6 | 122 | 334 |
| | Complaints | *Ability to log and resolve a complaint.* | 1 | 0 | 8 | 9 |
| | Staff Training | *Training of staff.* | 0 | 0 | 13 | 13 |
| | Staffing Levels | *General availability of staff.* | 0 | 0 | 9 | 9 |
| | **Total:** | | **827** | **49** | **1130** | **2006** |

Community*Insight* CRM