

The Experience of GP Services: Babylon GP at Hand

A trends analysis report by Healthwatch Hammersmith & Fulham



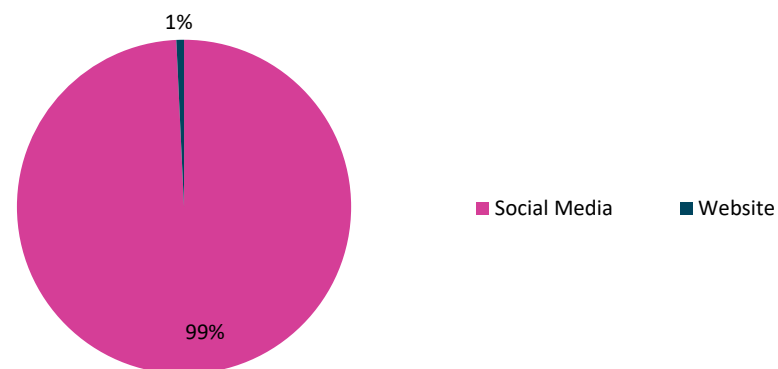
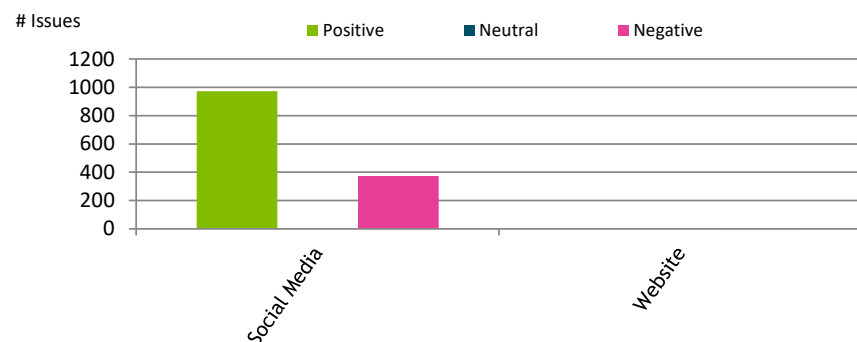
Healthwatch is the official consumer champion for users of health and social care services. We listen to people's stories, good and bad, and report on their collective experience. In this report, we examine the experience of local GP services.

Qualitative Feedback, 1 January 2025 - 31 December 2025



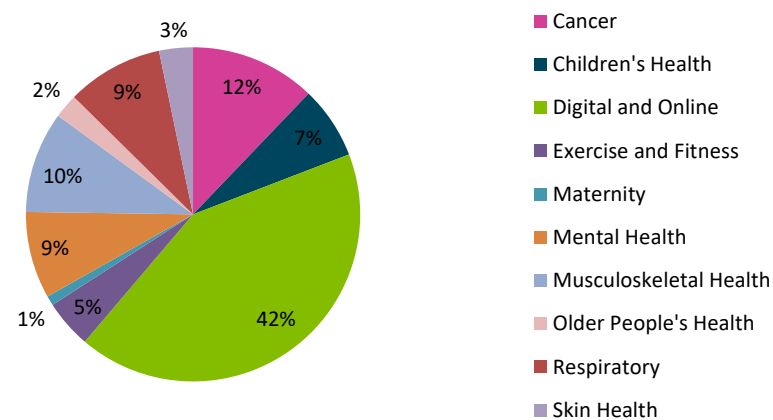
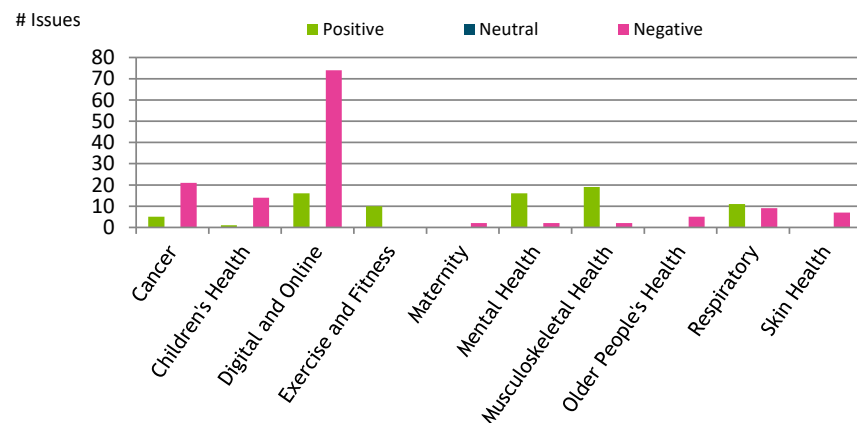
1. Data Source and Conditions/Topics

1.1 Source



Sources providing the most comments overall

1.2 Stated medical conditions/topics

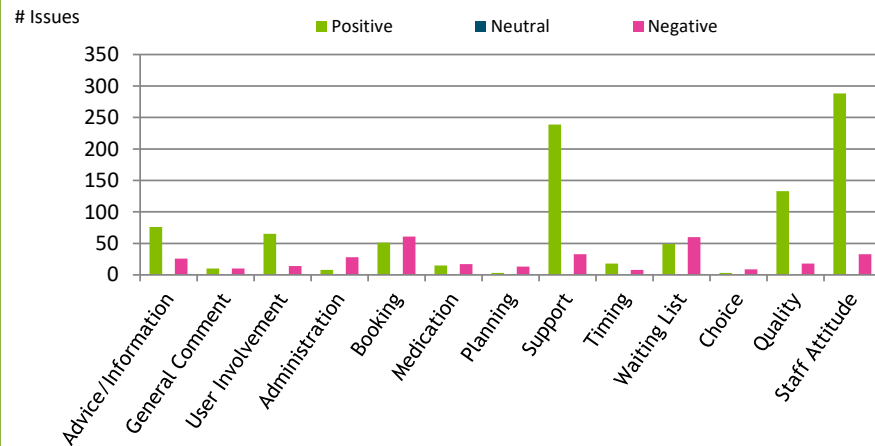


Medical conditions/topics receiving the most comments overall



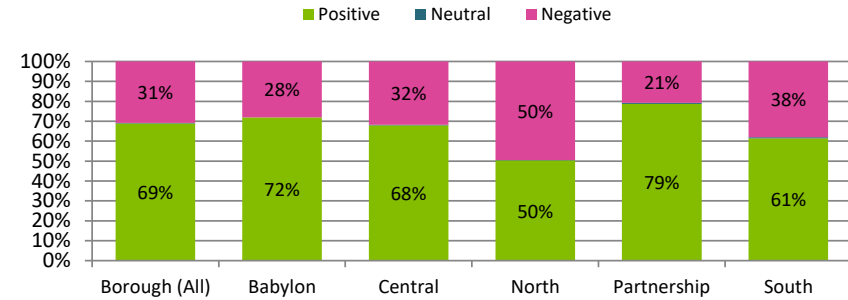
2.1 Overall Themes and Sentiment

2.1.1 Overall, Top Trends: 1355 issues from 376 people



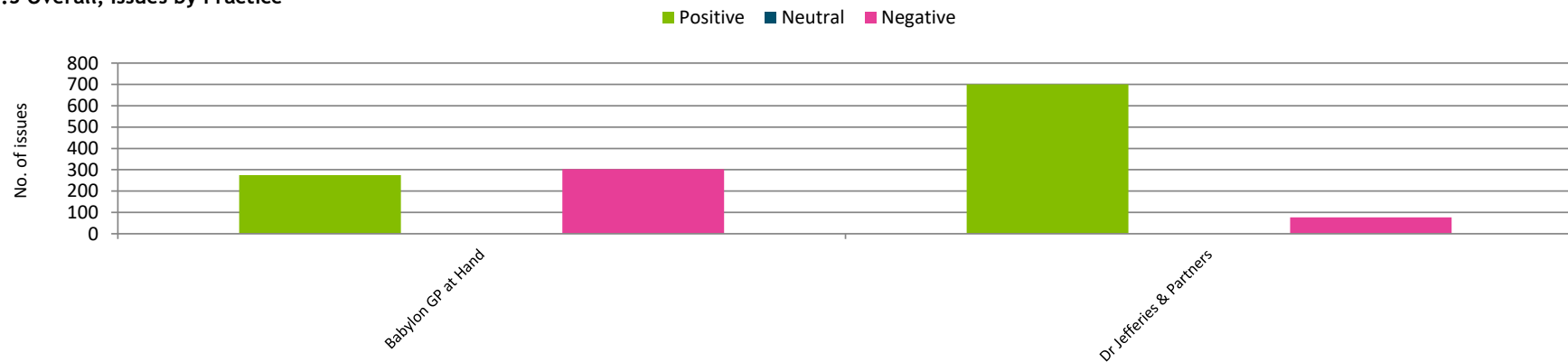
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.1.2 Overall, Sentiment by Primary Care Network



Sentiment by PCN

2.1.3 Overall, Issues by Practice

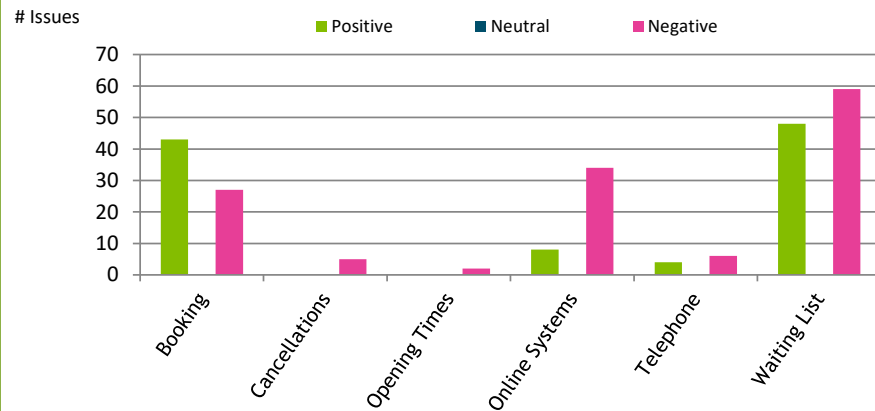


Practices receiving the most comments overall



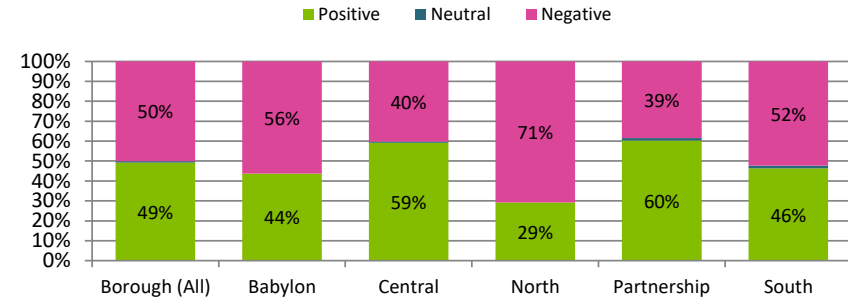
2.2 Service Access

2.2.1 Service Access: 236 issues detected



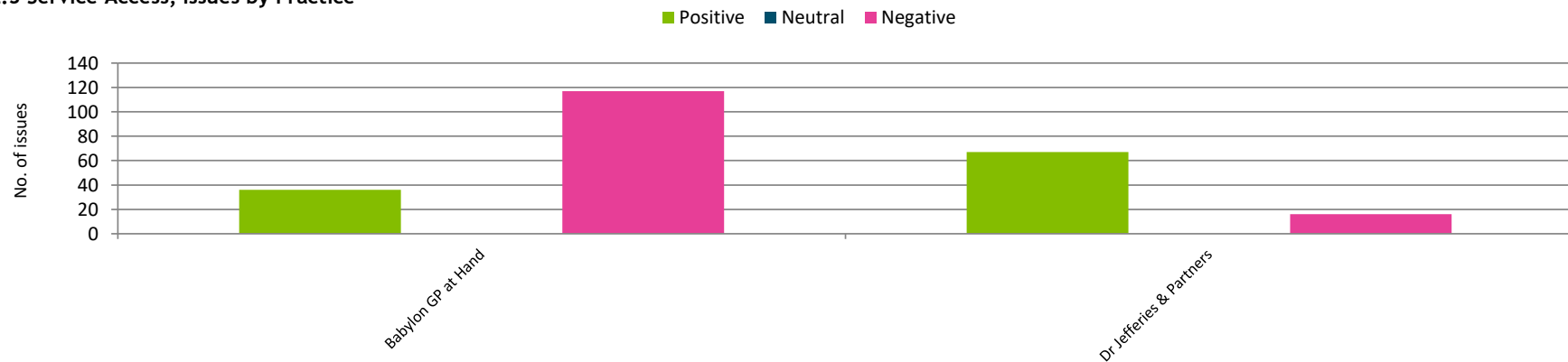
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.2.2 Service Access, Sentiment by Primary Care Network



Sentiment by PCN

2.2.3 Service Access, Issues by Practice

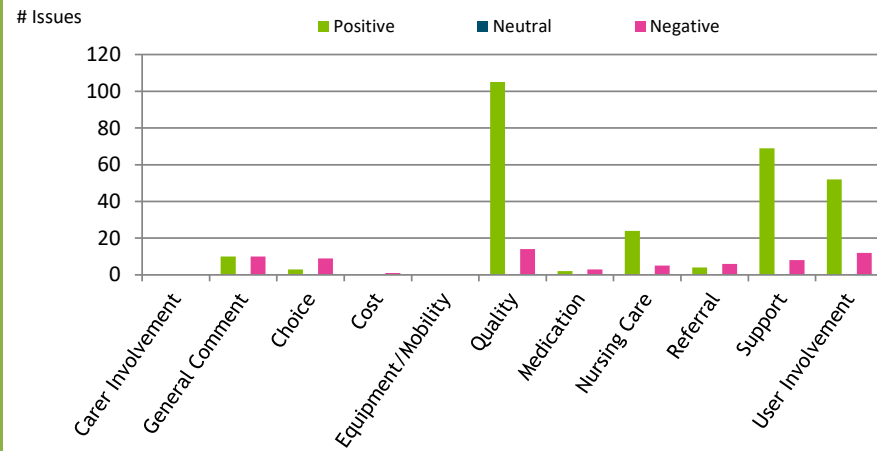


Practices receiving the most comments overall



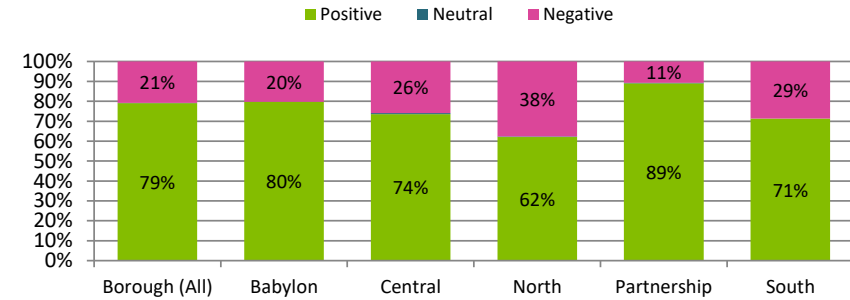
2.3 Clinical Treatment and Care

2.3.1 Treatment: 337 issues detected



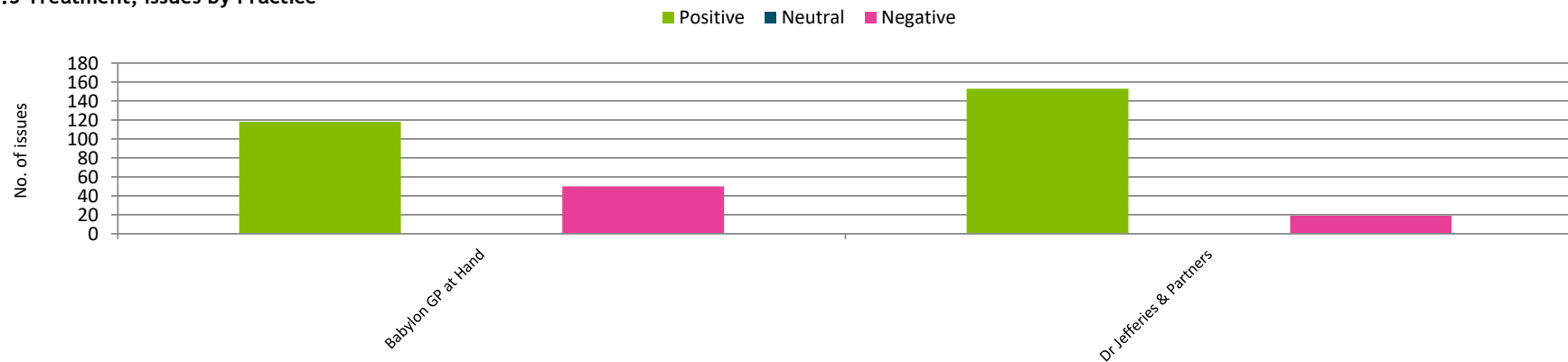
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.3.2 Treatment, Sentiment by Primary Care Network



Sentiment by PCN

2.3.3 Treatment, Issues by Practice

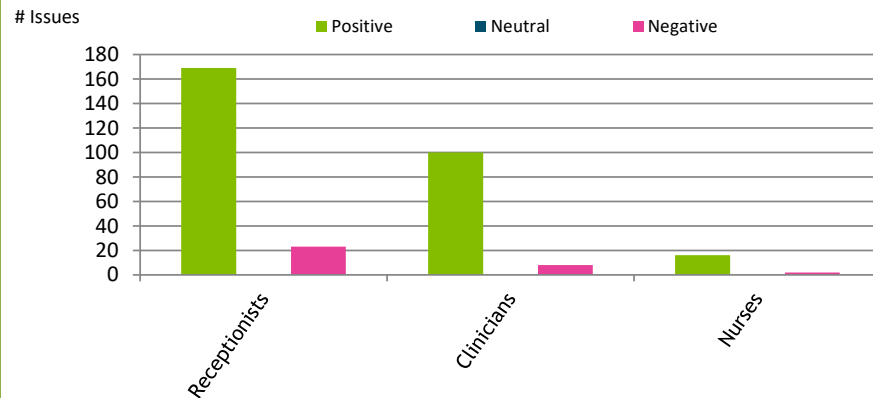


Practices receiving the most comments overall



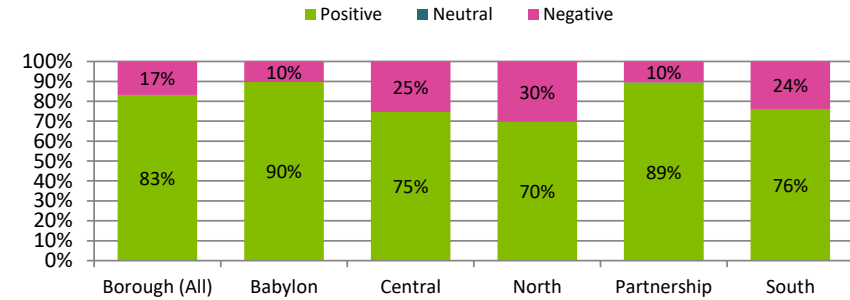
2.4 Staff Attitude

2.4.1 Staff Attitude: 318 issues detected



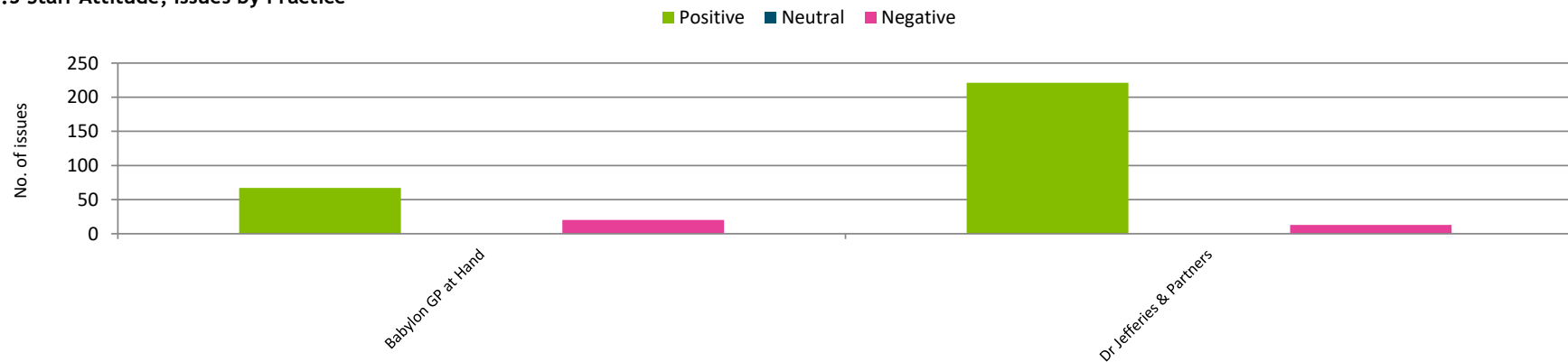
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.4.2 Staff Attitude, Sentiment by Primary Care Network



Sentiment by PCN

2.4.3 Staff Attitude, Issues by Practice

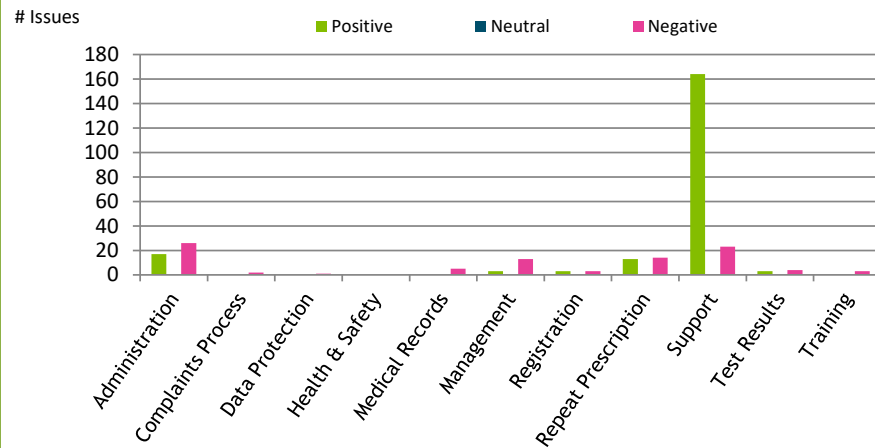


Practices receiving the most comments overall



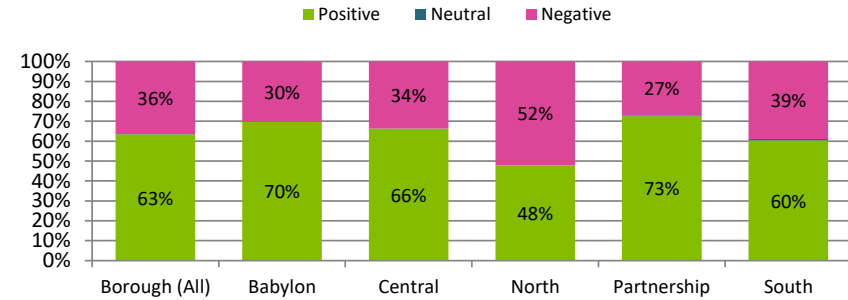
2.5 Administration

2.5.1 Administration: 297 issues detected



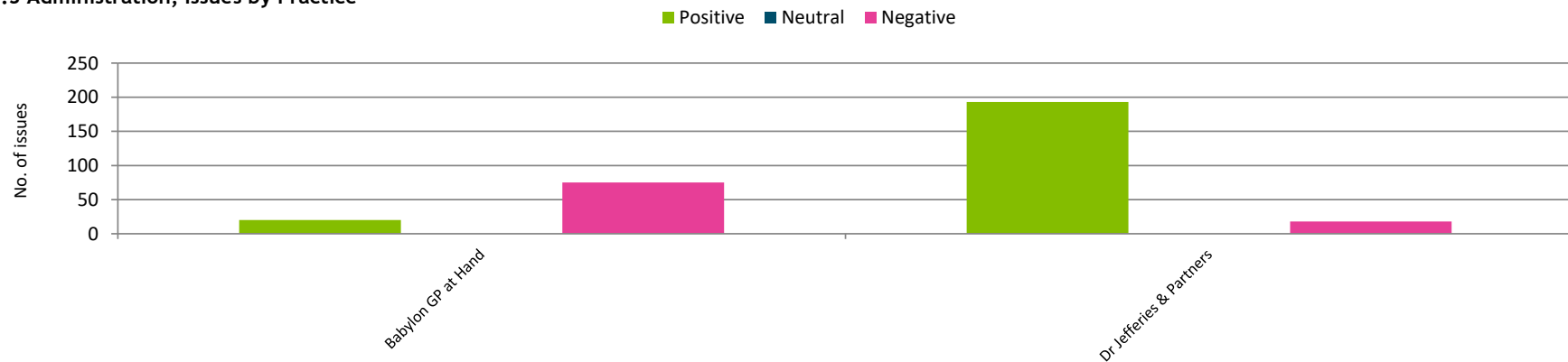
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.5.2 Administration, Sentiment by Primary Care Network



Sentiment by PCN

2.5.3 Administration, Issues by Practice

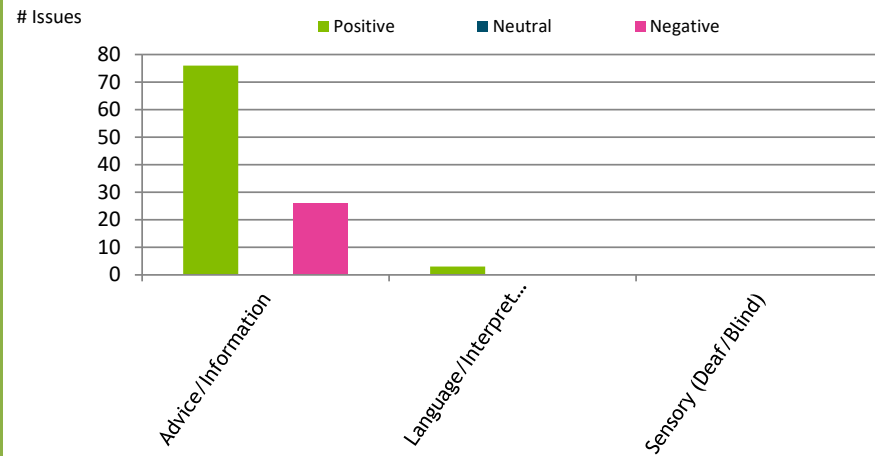


Practices receiving the most comments overall



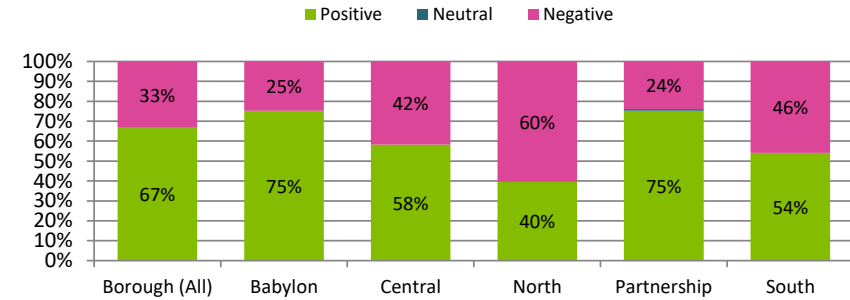
2.6 Communication

2.6.1 Communication: 105 issues detected



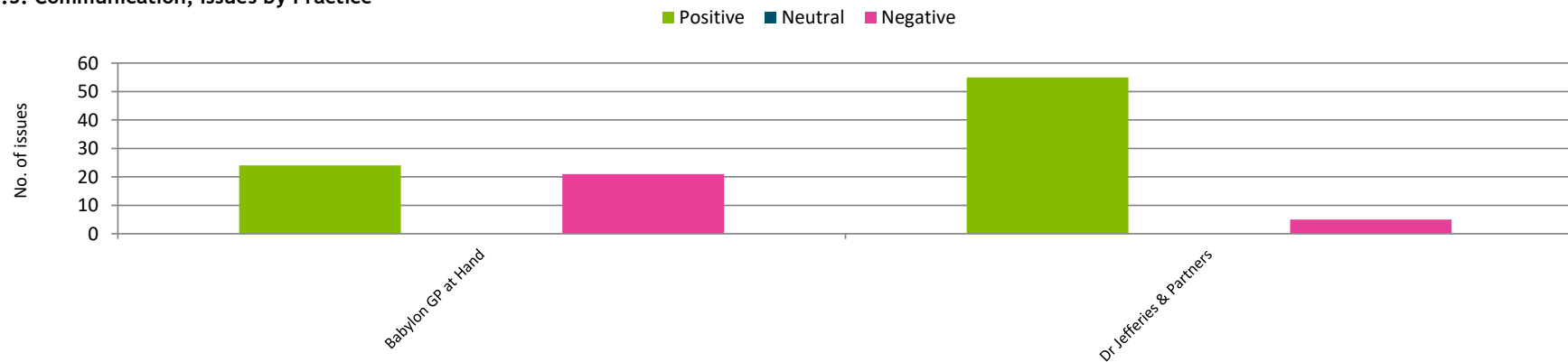
Issues receiving the most comments overall. See pages 12-13 for issue descriptions

2.6.2 Communication, Sentiment by Primary Care Network



Sentiment by PCN

2.6.3: Communication, Issues by Practice

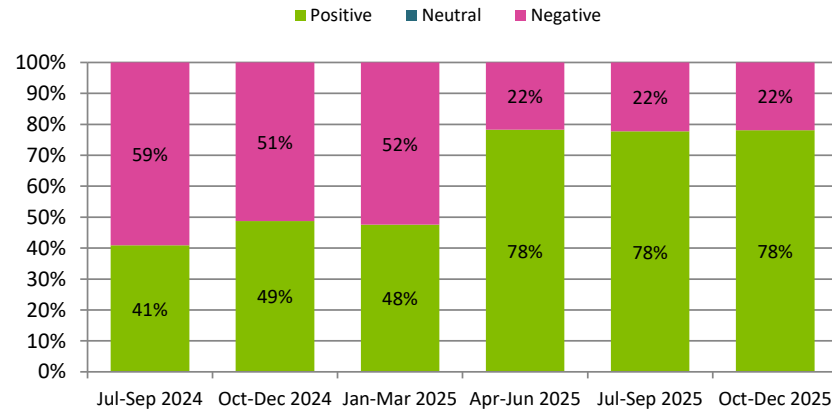


Practices receiving the most comments overall

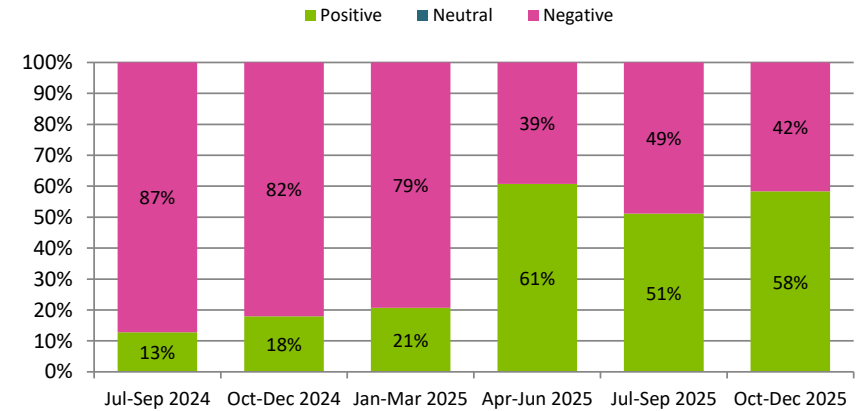


3. Timeline: 18 Month Tracker

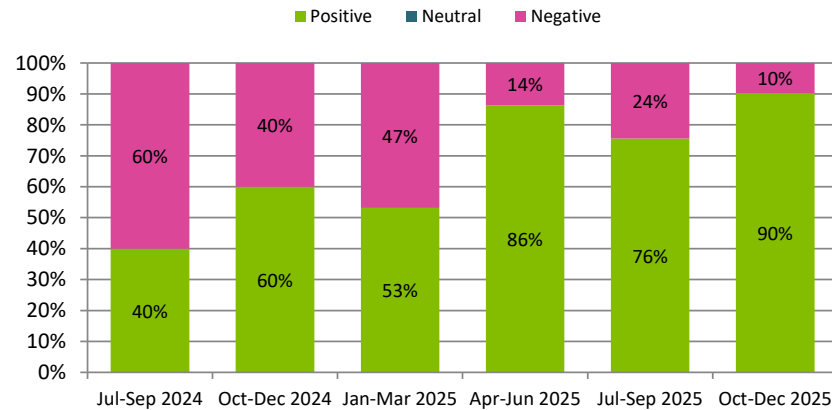
3.1 Overall Sentiment



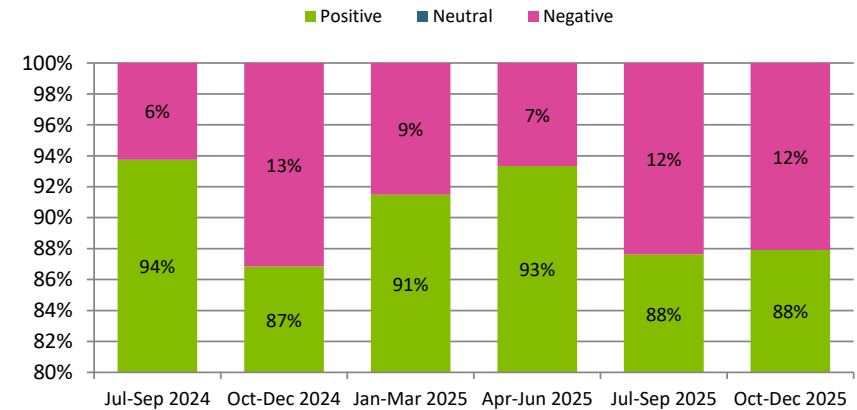
3.2 Service Access, Sentiment



3.3 Treatment and Care, Sentiment



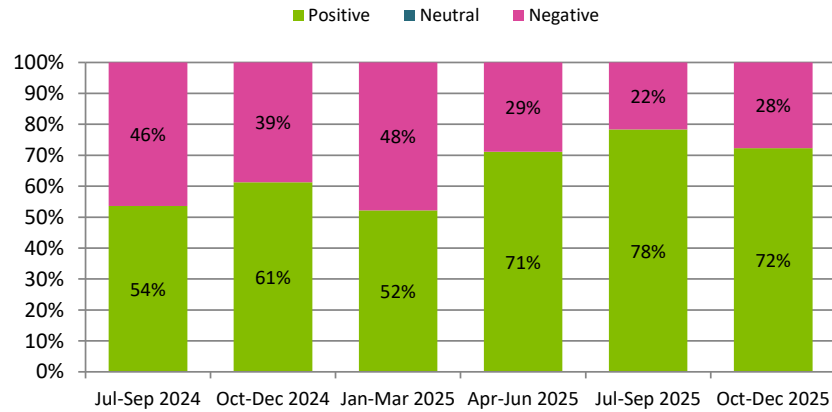
3.4 Staff Attitude, Sentiment



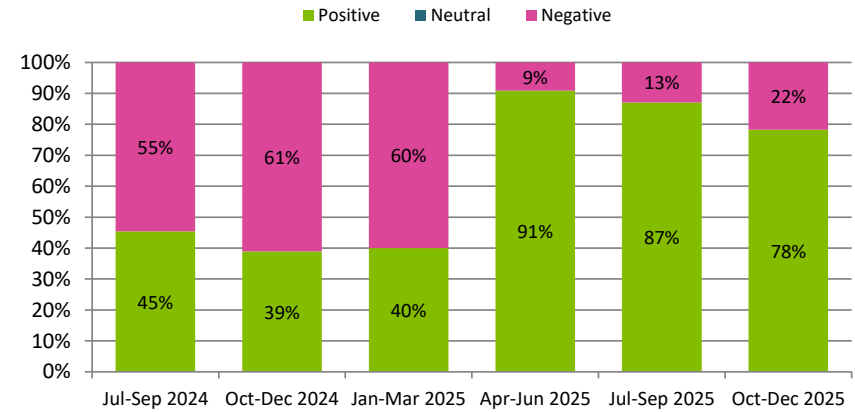
3. Timeline: 18 Month Tracker



3.5 Administration, Sentiment



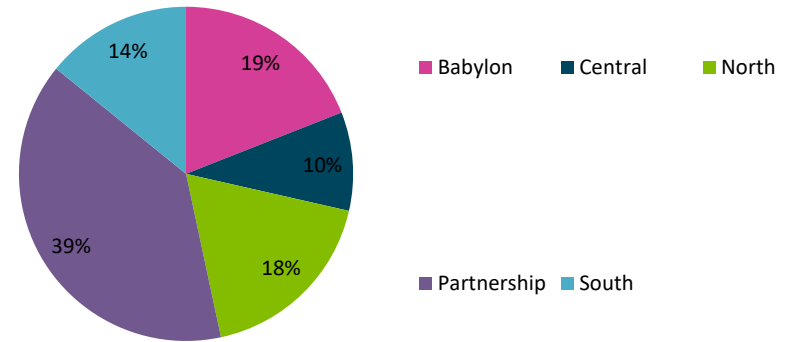
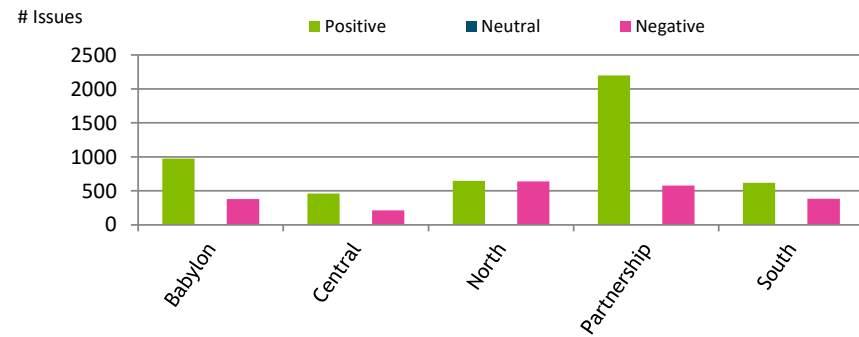
3.6 Communication, Sentiment



4. Volume by Primary Care Network



4.1 PCN



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.	76	0	26	102
	Carer Involvement	Involvement of carers, friends or family members.	1	0	0	1
	General Comment	A generalised statement (ie; "The doctor was good.")	10	0	10	20
	User Involvement	Involvement of the service user.	65	0	14	79
Systems	Administration	Administrative processes and delivery.	8	0	28	36
	Booking	Ability to book, reschedule or cancel appointments.	51	0	61	112
	Cancellations	Cancellation of appointment by the service provider.	0	0	5	5
	Data Protection	General data protection (including GDPR).	0	0	1	1
	Referral	Referral to a service.	4	0	6	10
	Medical Records	Management of medical records.	0	0	5	5
	Medication	Prescription and management of medicines.	15	0	17	32
	Opening Times	Opening times of a service.	0	0	2	2
	Planning	Leadership and general organisation.	3	0	13	16
	Registration	Ability to register for a service.	3	0	3	6
	Support	Levels of support provided.	239	0	33	272
	Telephone	Ability to contact a service by telephone.	4	0	6	10
	Timing	Physical timing (ie; length of wait at appointments).	18	0	8	26
	Waiting List	Length of wait while on a list.	49	0	60	109
Values	Choice	General choice.	3	0	9	12
	Cost	General cost.	0	0	1	1
	Language	Language, including terminology.	3	0	0	3
	Nutrition	Provision of sustenance.	0	0	0	0
	Privacy	Privacy, personal space and property.	0	0	0	0
	Quality	General quality of a service, or staff.	133	0	18	151
	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	<i>Distance to a service (and catchment area for eligibility).</i>	0	0	5	5
	Environment/Layout	<i>Physical environment of a service.</i>	0	0	1	1
	Equipment	<i>General equipment issues.</i>	0	0	2	2
	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>	2	0	0	2
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	0	0
	Travel/Parking	<i>Ability to travel or park.</i>	0	0	0	0
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	6	6
	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>	288	0	33	321
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	2	2
	Staff Training	<i>Training of staff.</i>	0	0	3	3
	Staffing Levels	<i>General availability of staff.</i>	0	0	2	2
Total:			975	0	380	1355

Disclaimer:

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.