



## Primary Care Trends Analysis Report

GP Patient Experience (Leyton & Leytonstone  
Cluster)

### ABOUT THIS REPORT

This report examines the patient experience of GP Practices in Leyton & Leytonstone.

Service categories analysed include 'Appointment Booking' (the ability to get appointments), 'Getting There' (catchment and travel), 'Wait at Appointment' (waiting times and environment), 'Clinical Treatment' (quality of treatment including choice and involvement in decisions), 'Staff Attitude' (attitude of receptionists, clinicians & nurses), 'Administration' (back office/administrative functions) and 'Communication' (advice and information including language and sensory requirements). These categories have been chosen by GP Practice Managers.

#### The Coding

The comments have been coded using a nationally recognised coding matrix, which applies issue, care pathway location, and (positive, neutral or negative) sentiment. Quality assurance of coding is ensured through the Healthwatch Waltham Forest Patient Experience Panel.

#### The Tables

The Practices receiving the largest quantities of issues are displayed at each of the tables. This will mean different Practices feature on different tables, dependent on how many issues have been received on any given topic. See Annex 1 for a summary of all Practices.

#### Disclaimer

The trends within this report are based on service user comments we have obtained from sources outlined in Section 1. Comments obtained from these sources may not be representative of all service users experiences or opinions.

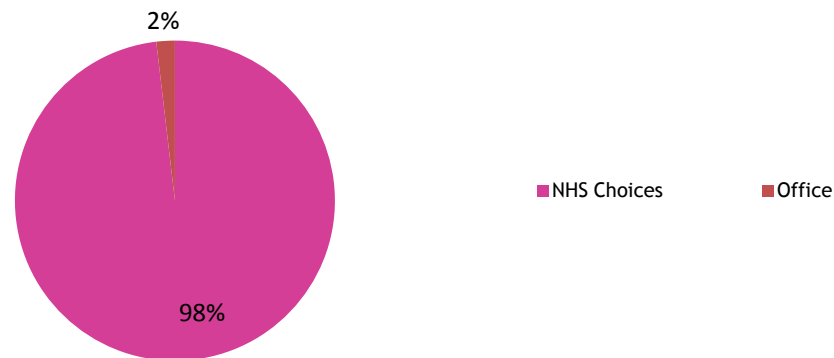
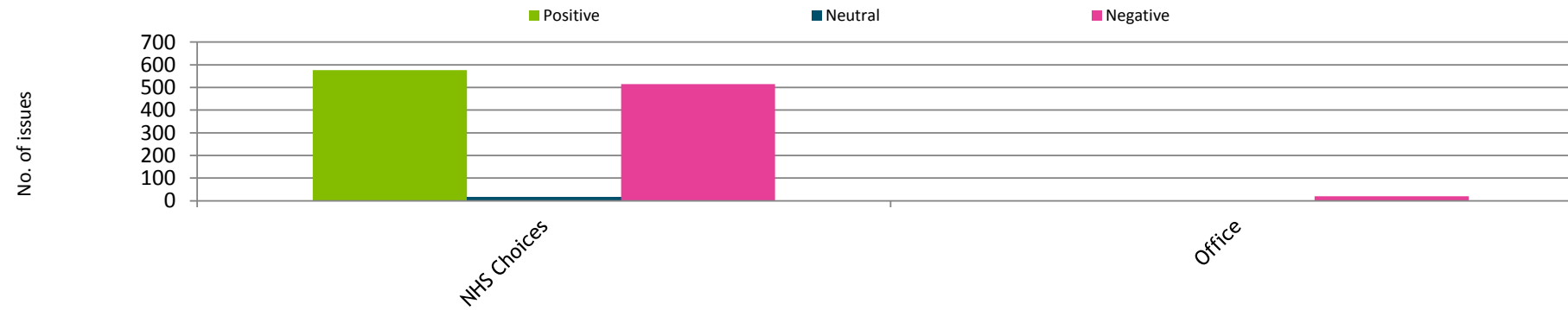
## SECTION 1: REPORT CONTENT

1.1: Reporting Period:

Healthwatch Waltham Forest has identified 1134 issues about local GP services during the reporting period. This report identifies the data origin (Section 1.2), the top trends (Section 2) and analyses each trend (Section 3).

From: 01/01/2018  
To: 31/12/2018

### 1.2: Data Origin



### The Data in this Report

The majority of comments were obtained through the NHS website.

Please note that comments obtained may not be representative of all service users experiences or opinions.

Report Date: 25/01/2019

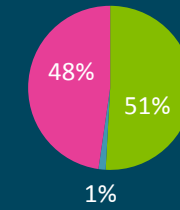
## SECTION 2: TOP OVERALL TRENDS

Overall patient sentiment is 51% positive.

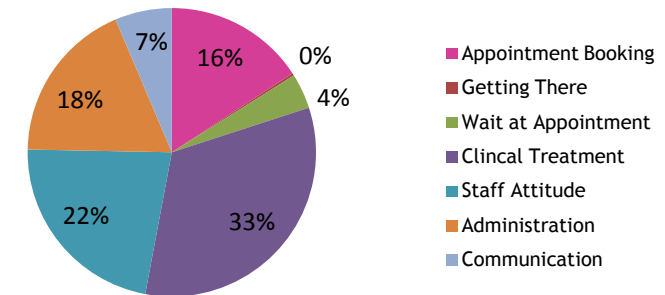
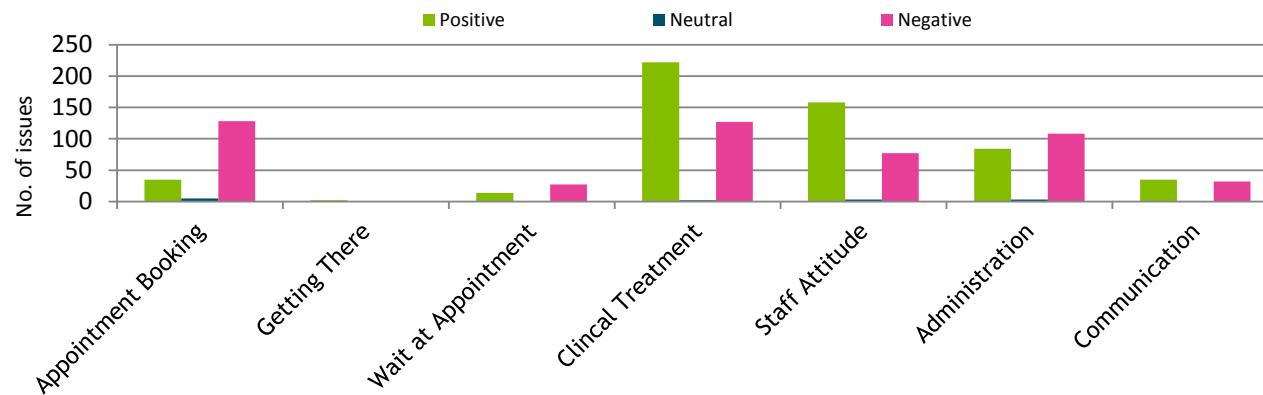
At 33%, Clinical Treatment is the most commented on service aspect, followed by Staff Attitude (22%) and Administration (18%). Appointment Booking receives the most negativity as a topic.

### 2.1 Sentiment:

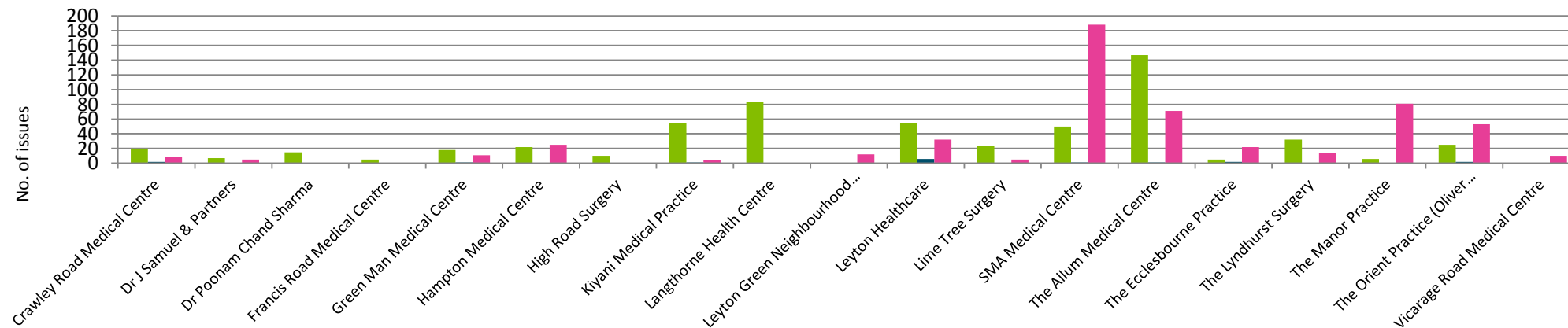
Positive  
Neutral  
Negative



### 2.2 Most Reported Aspects of Service:



### 2.3 Practices Receiving the Most Issues Overall:



#### Practices

The Allum Medical Centre, Langthorne Health Centre and Kiyani Medical Practice receive a notable volume and ratio of positive comments.

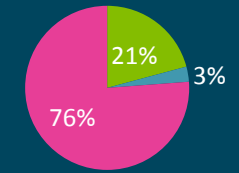
SMA Medical Centre and The Manor Practice receive a notable volume and ratio of negative comments.

## SECTION 3.1: APPOINTMENT BOOKING

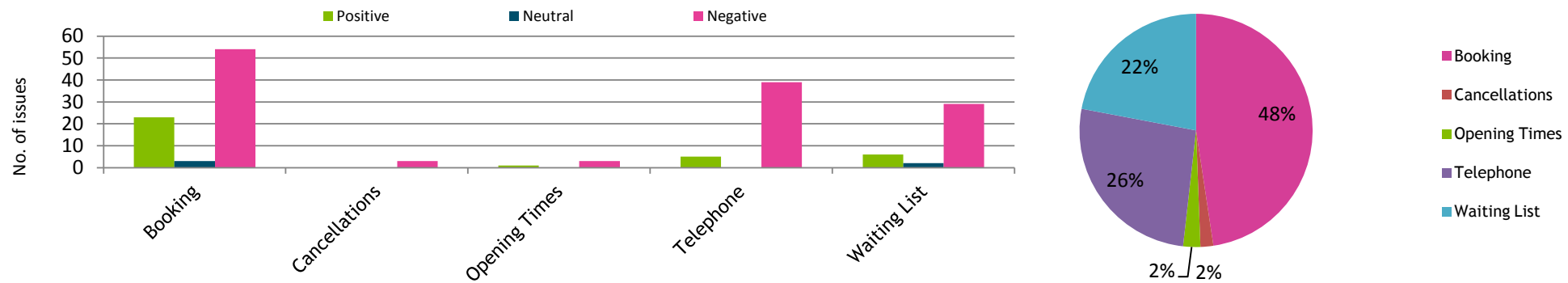
Appointment Booking is the largest negative trend overall, with positivity at just 21%. Many patients express discontent about booking systems and the inability to get appointments when required. There is also widespread dissatisfaction with telephone systems, which become congested at certain times of day. Some patients wait days (or more) to see a GP.

### 3.1.1 Sentiment:

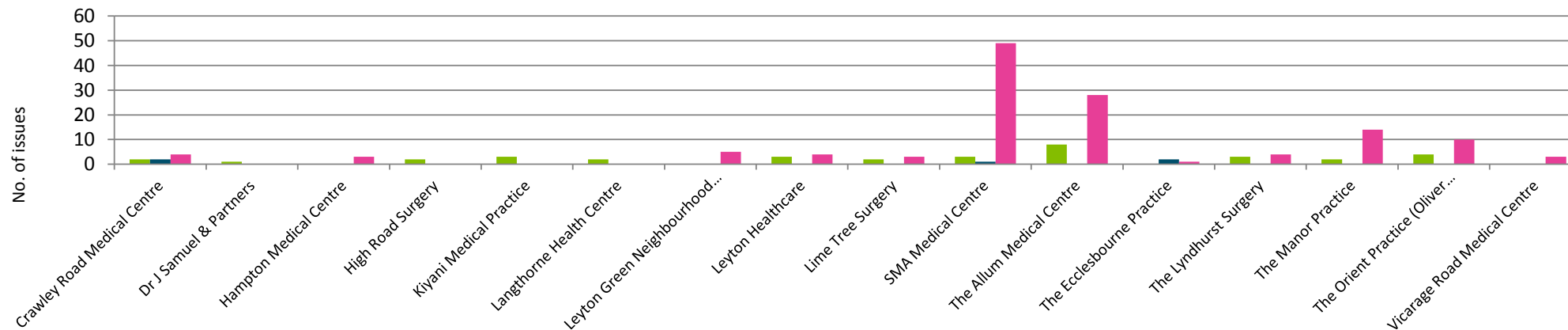
■ Positive  
■ Neutral  
■ Negative



### 3.1.2: All Aspects of Appointment Booking:



### 3.1.3 Practices Receiving the Most Issues Overall:



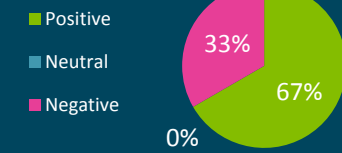
#### Practices

SMA Medical Centre and The Allum Medical Centre receive a notable volume and ratio of negative comments.

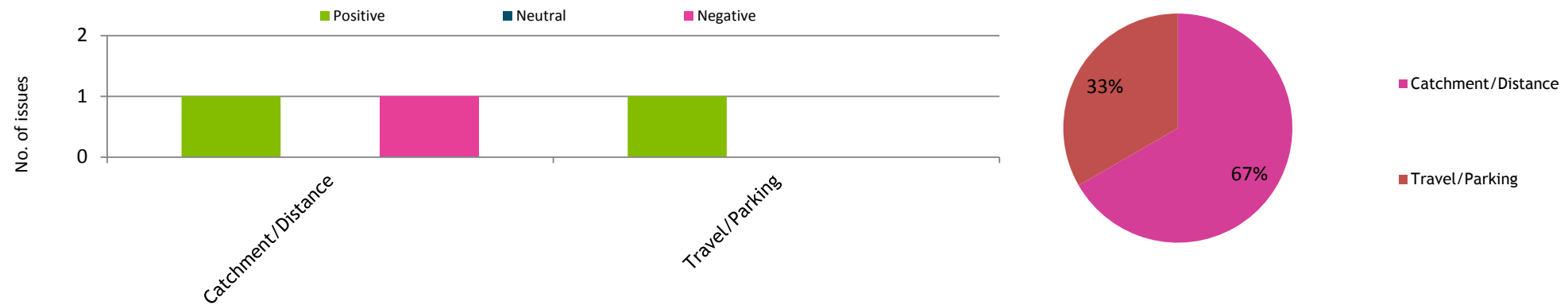
## SECTION 3.2: GETTING THERE

Just 3 comments are about getting to appointments/catchment. Therefore, this is not considered a major issue locally for patients.

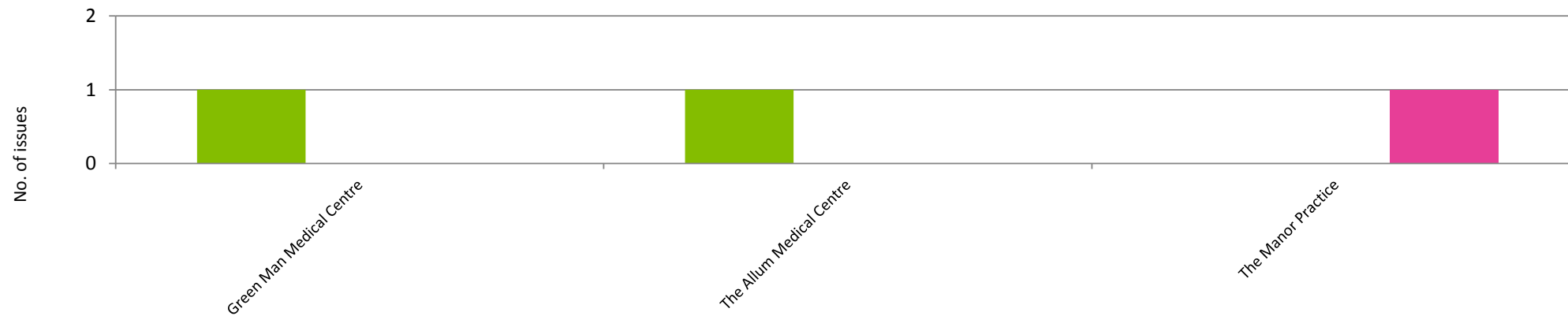
### 3.2.1 Sentiment:



### 3.2.2: All Aspects of Getting There:



### 3.2.3 Practices Receiving the Most Issues Overall:



### Practices

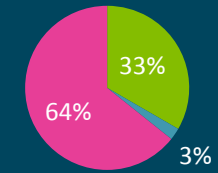
No practices receive a notable quantity of comments.

## SECTION 3.3: WAIT AT APPOINTMENT

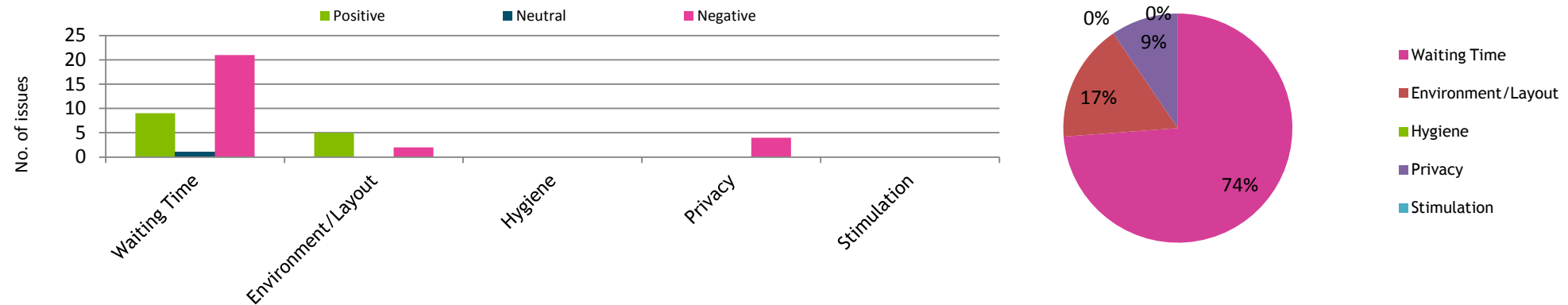
Wait at Appointment receives 4% of issues overall and is 64% negative in sentiment. Some patients experience long waits at appointments.

### 3.3.1 Sentiment:

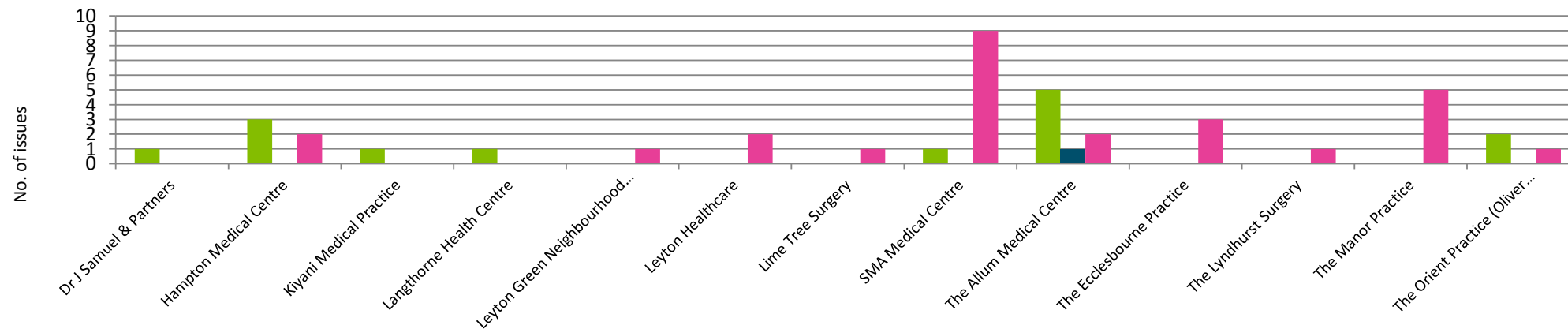
■ Positive  
■ Neutral  
■ Negative



### 3.3.2: All Aspects of Wait at Appointment:



### 3.3.3 Practices Receiving the Most Issues Overall:



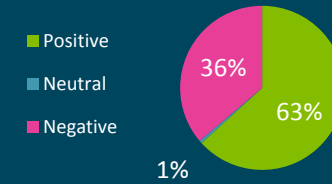
#### Practices

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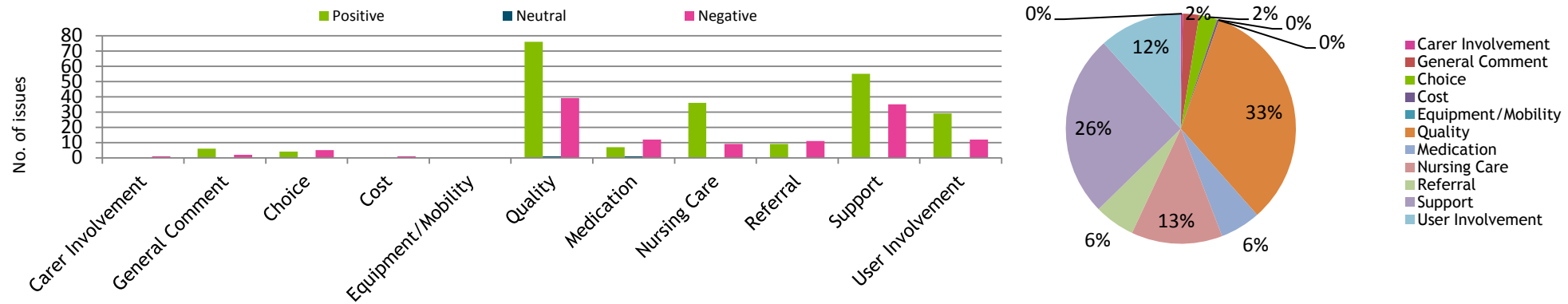
## SECTION 3.4: CLINICAL TREATMENT

Receiving 33% of issues overall, Clinical Treatment is the largest trend, and broadly positive in sentiment. Comments suggest patients are largely positive about the quality of treatment and nursing care received, and feel involved in decisions. Some patients would like to be more supported.

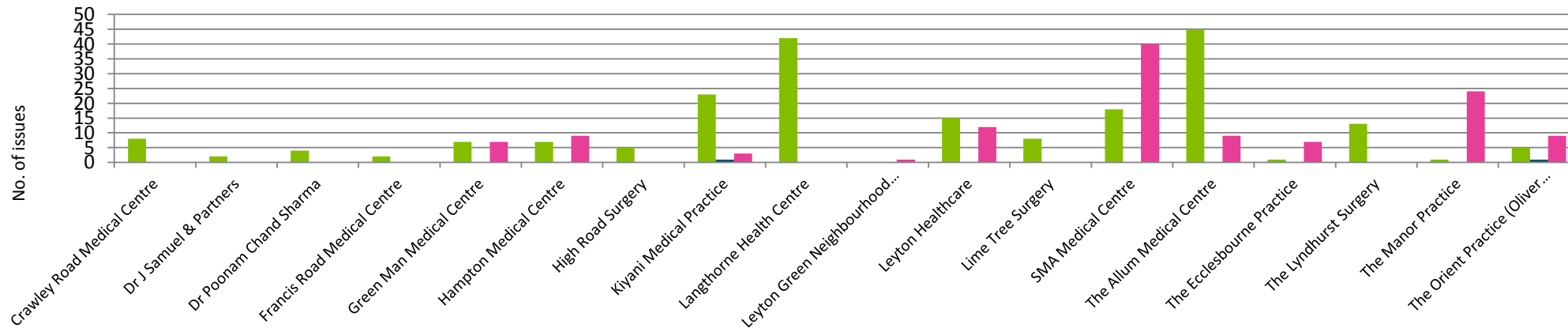
### 3.4.1 Sentiment:



### 3.4.2: All Aspects of Clinical Treatment:



### 3.4.3 Practices Receiving the Most Issues Overall:



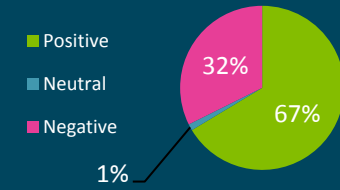
#### Practices

The Allum Medical Centre, Langthorne Health Centre and Kiyani Medical Practice receive a notable volume and ratio of positive comments. SMA Medical Centre and The Manor Practice receive a notable volume and ratio of negative comments.

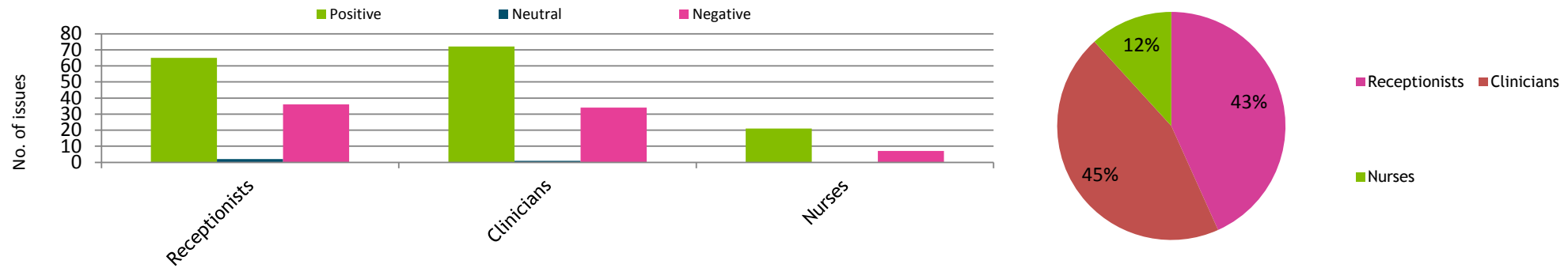
## SECTION 3.5: STAFF ATTITUDE

With 22% of issues overall, patients consider Staff Attitude to be an important aspect of service. Comments suggest sentiment is broadly positive for Receptionists and GPs, and clearly so for Nurses.

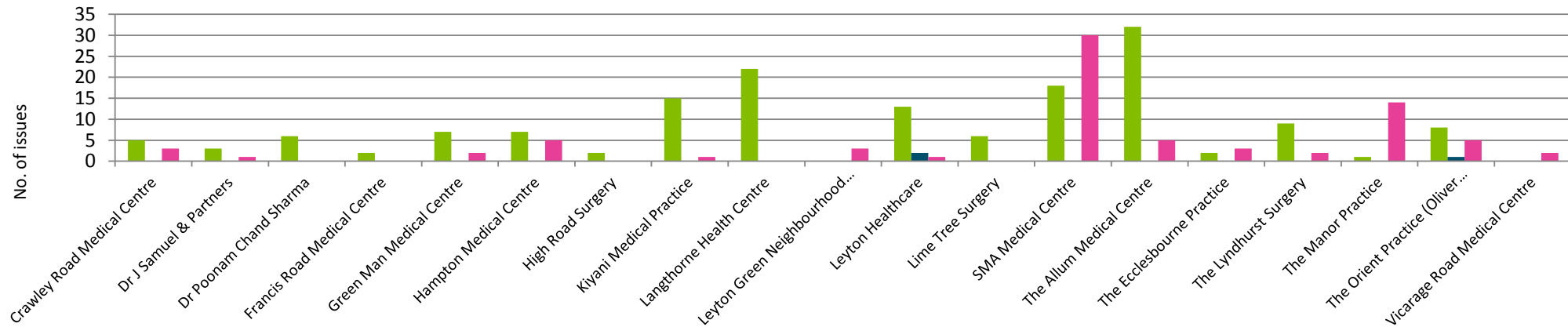
### 3.5.1 Sentiment:



### 3.5.2: All Aspects of Staff Attitude:



### 3.5.3 Practices Receiving the Most Issues Overall:



#### Practices

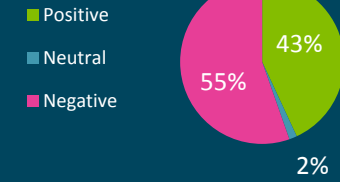
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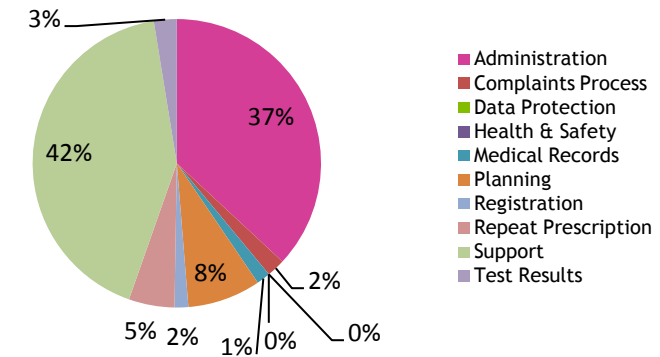
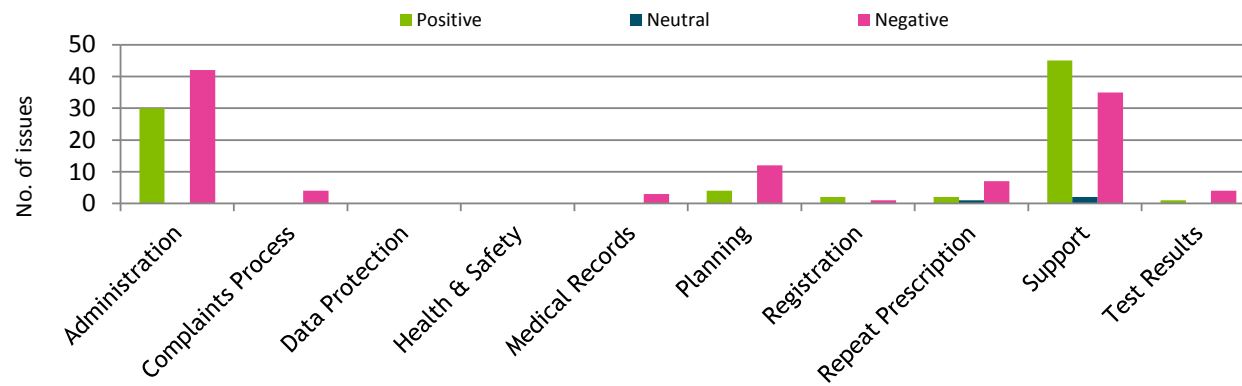
## SECTION 3.6: ADMINISTRATION

Administration receives 18% of issues overall and sentiment is 55% negative. Sentiment on general administration is marginally negative, while mixed on (front desk) support.

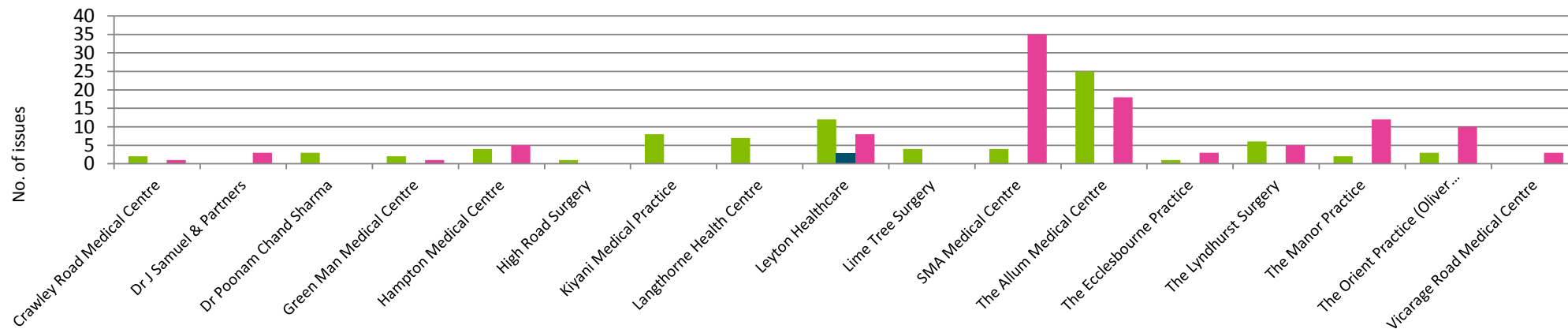
### 3.6.1 Sentiment:



### 3.6.2: All Aspects of Administration:



### 3.6.3 Practices Receiving the Most Issues Overall:



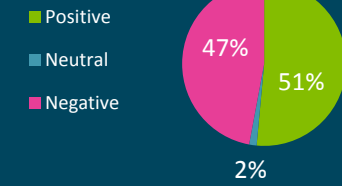
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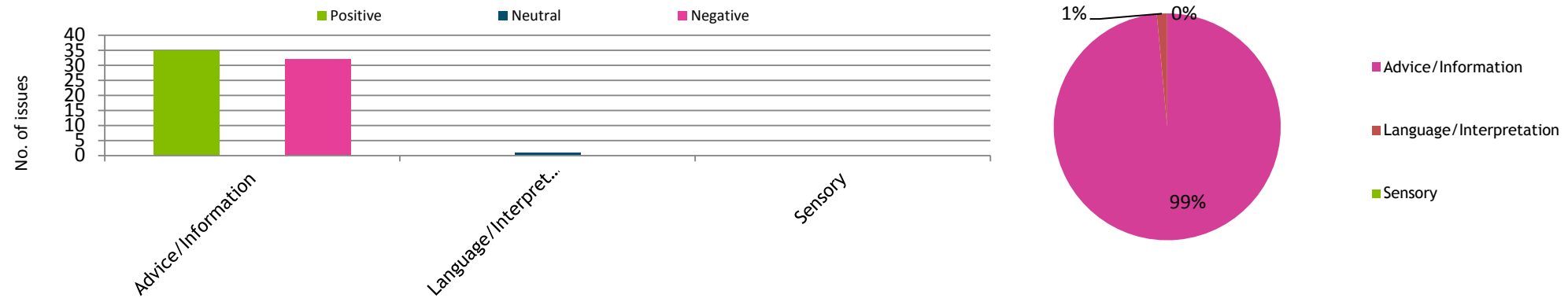
## SECTION 3.7: COMMUNICATION

Communication receives 7% of issues overall and is 51% positive in sentiment. The vast majority of issues are about access to advice and information and sentiment is mixed.

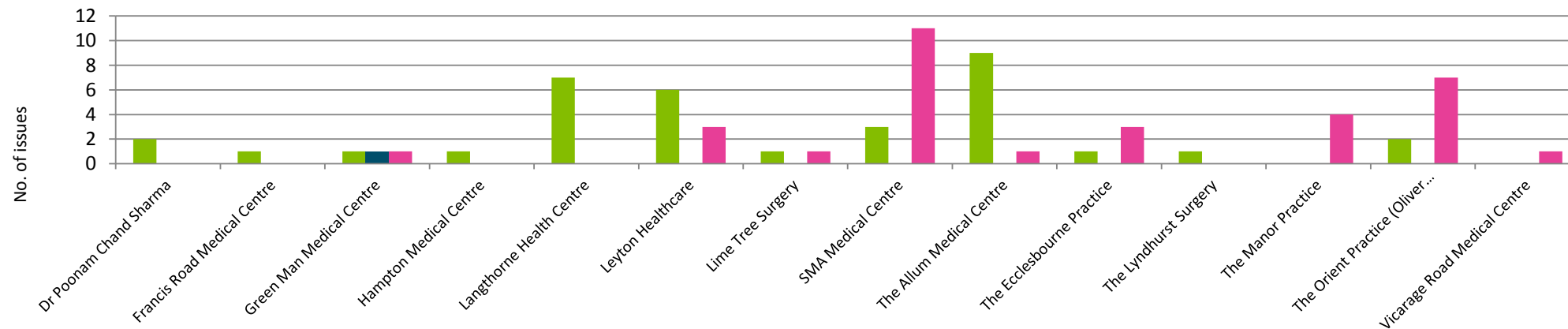
### 3.7.1 Sentiment:



### 3.7.2: All Aspects of Communication:



### 3.7.3 Practices Receiving the Most Issues Overall:



#### Practices

The Allum Medical Centre receives a notable volume of positive comments.  
SMA Medical Centre receives a notable volume of negative comments.

## SECTION 4.1: QUARTERLY BENCHMARK

### Practices

Comments suggest sentiment at The Allum Medical Centre has improved notably over the quarter.

#### 4.1.1: Q2 and Q3 Positive Sentiment

