



## Primary Care Trends Analysis Report

GP Patient Experience (Chingford Cluster)

### ABOUT THIS REPORT

This report examines the patient experience of GP Practices in Chingford.

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.

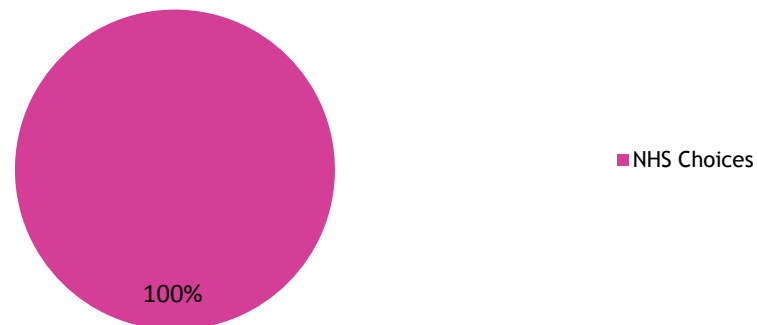
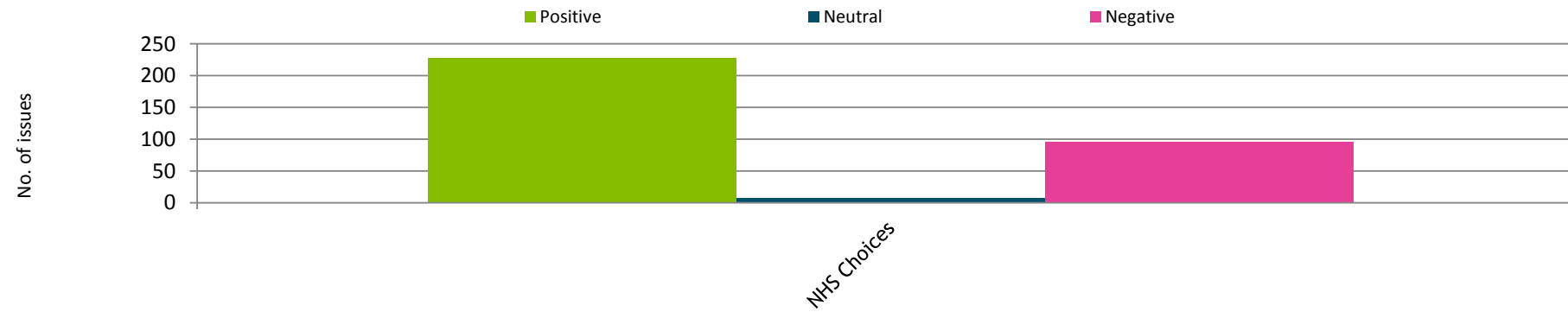
## SECTION 1: REPORT CONTENT

1.1: Reporting Period:

Healthwatch Waltham Forest has identified 336 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: 01/04/2018  
To: 31/03/2019

### 1.2: Data Origin



#### The Data in this Report

The majority of comments were obtained through the NHS website.

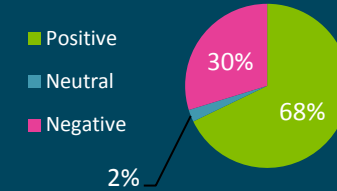
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Report Date: 23/04/2019

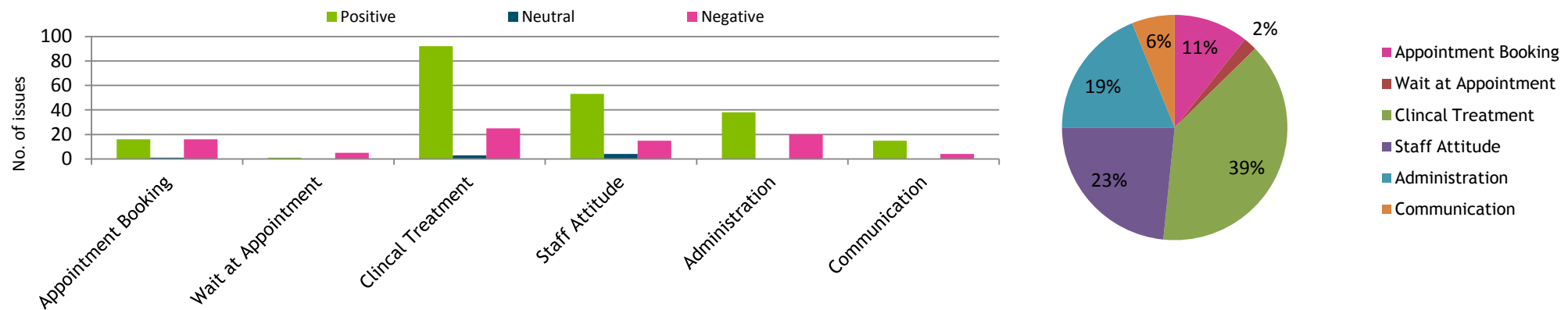
## SECTION 2: TOP OVERALL TRENDS

Overall patient sentiment is 68% positive.  
 At 39%, Clinical Treatment is the most commented on service aspect, followed by Staff Attitude (23%) and Administration (19%).  
 Comments suggest sentiment is broadly positive on Clinical Treatment, Staff Attitude and Administration while mixed on Appointment Booking.

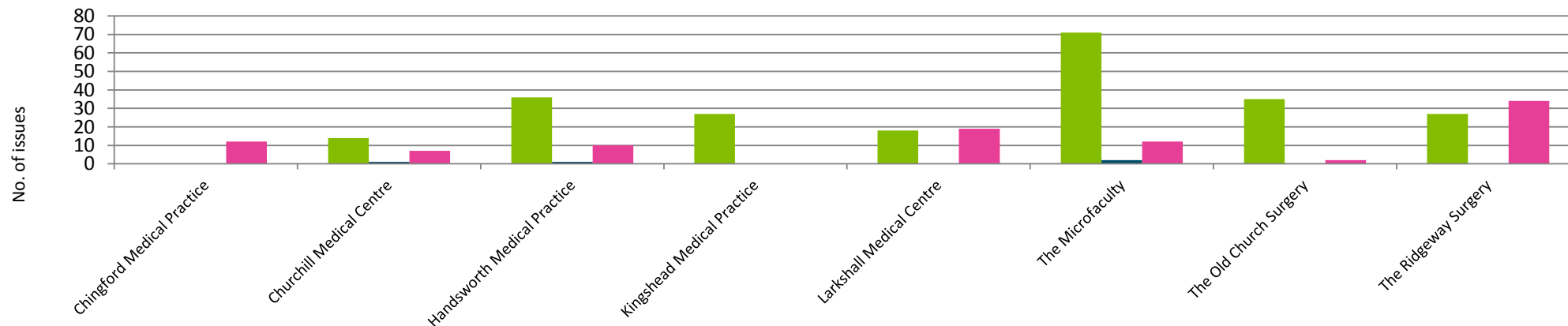
### 2.1 Sentiment:



### 2.2 Most Reported Aspects of Service:



### 2.3 Practices Receiving the Most Issues Overall:



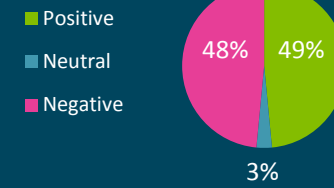
### Practices

The Microfaculty, The Old Church Surgery, Handsworth Medical Practice and Kingshead Medical Practice receive a notable volume and ratio of positive comments.  
 Comments suggest sentiment at The Ridgeway Surgery and Larkshall Medical Centre is mixed.

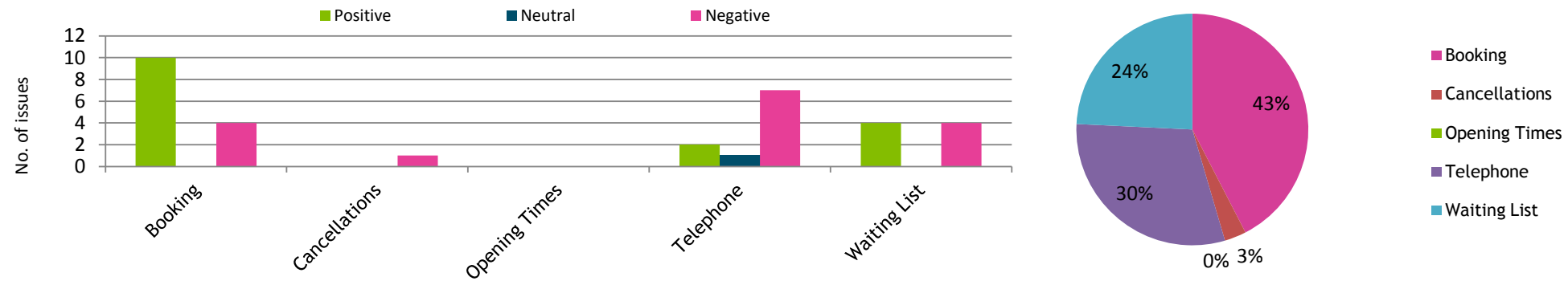
## SECTION 3.1: APPOINTMENT BOOKING

Appointment Booking receives 11% of issues overall, and is mixed in sentiment. Some patients express discontent about booking systems and the inability to get appointments when required. There is also some dissatisfaction with telephone systems, which become congested at certain times of day.

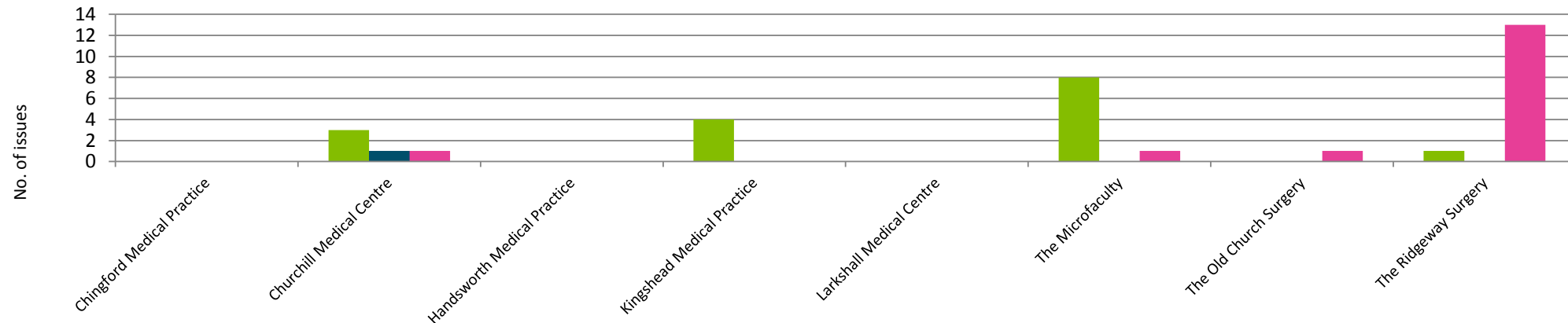
### 3.1.1 Sentiment:



### 3.1.2: All Aspects of Appointment Booking:



### 3.1.3 Practices Receiving the Most Issues Overall:



### Practices

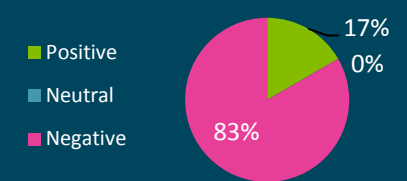
The Ridgeway Surgery receives a notable volume and ratio of negative comments.

## SECTION 3.3: WAIT AT APPOINTMENT

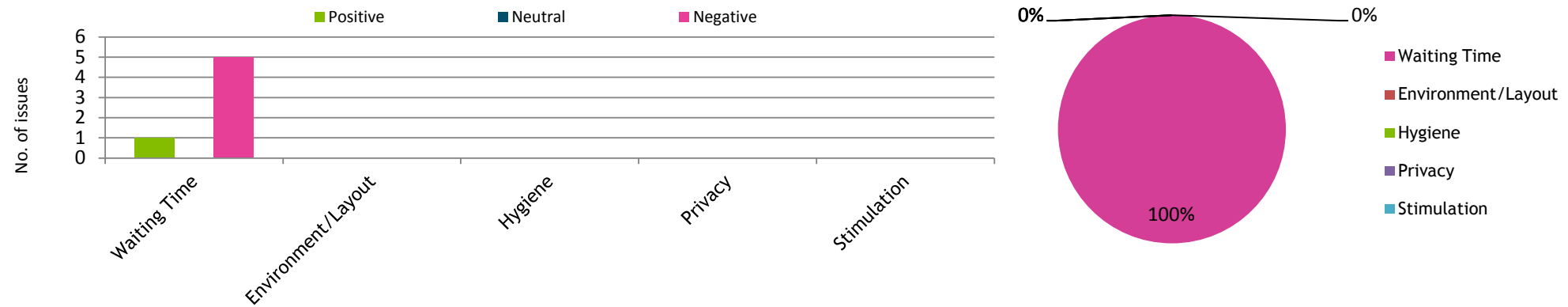
Wait at Appointment receives 2% of issues overall and is 83% negative as a topic.

Some patients comment negatively about waiting times at appointments.

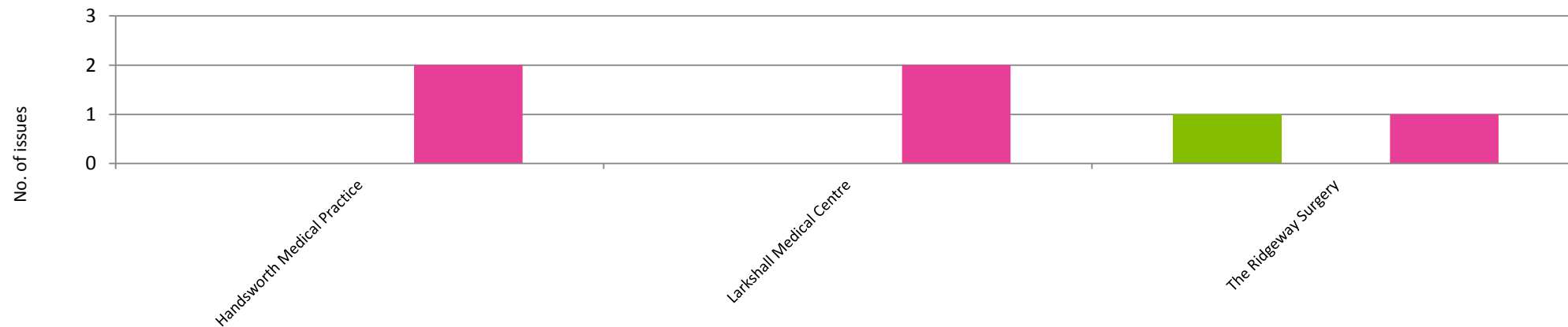
### 3.3.1 Sentiment:



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



### 3.3.3 Practices Receiving the Most Issues Overall:



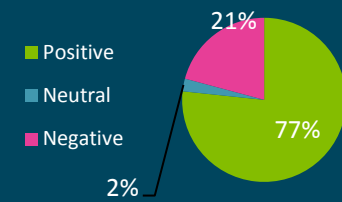
### Practices

No practices receive a notable volume of comments.

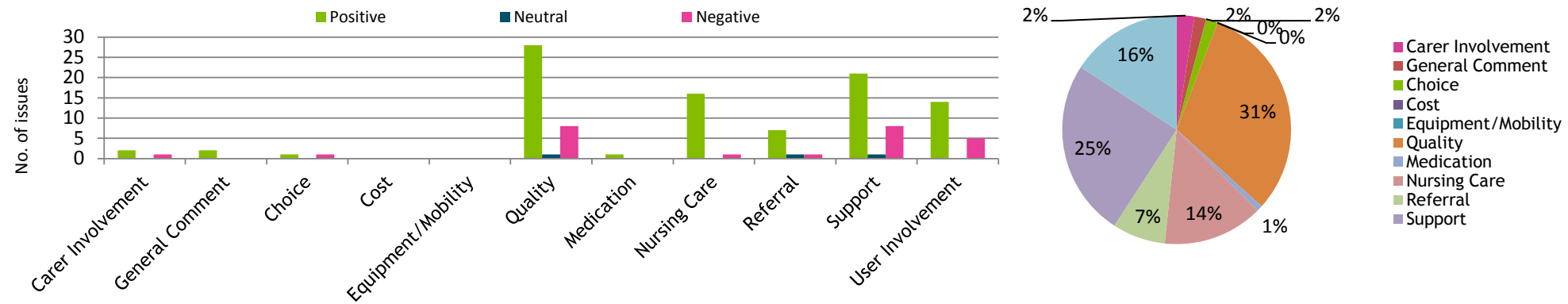
## SECTION 3.4: CLINICAL TREATMENT

Receiving 39% of issues overall, Clinical Treatment is the largest trend, and clearly positive in sentiment. Comments suggest patients are broadly positive about the quality of treatment, nursing care and support received, and feel involved in decisions.

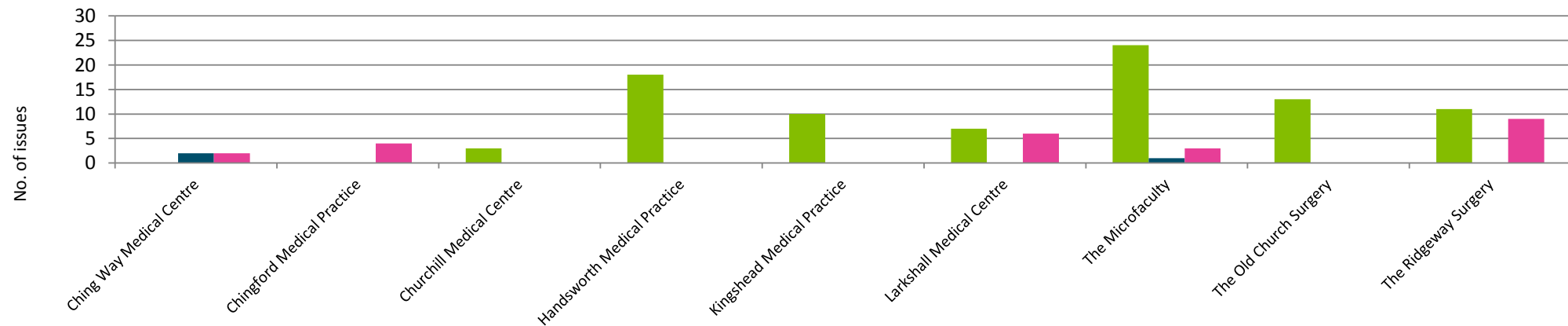
### 3.4.1 Sentiment:



### 3.4.2: All Aspects of Clinical Treatment:



### 3.4.3 Practices Receiving the Most Issues Overall:



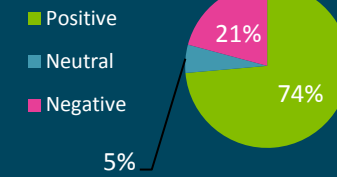
### Practices

The Microfaculty, Handsworth Medical Practice, The Old Church Surgery and Kingshead Medical Practice receive a notable volume and ratio of positive comments. Comments suggest sentiment at The Ridgeway Surgery is mixed.

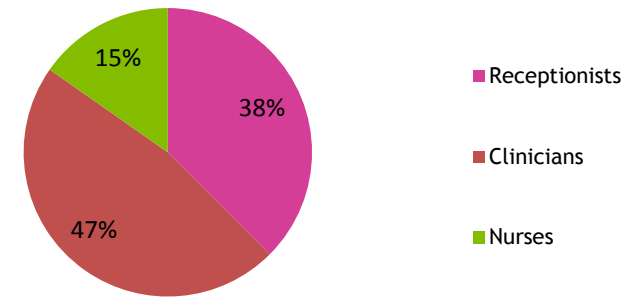
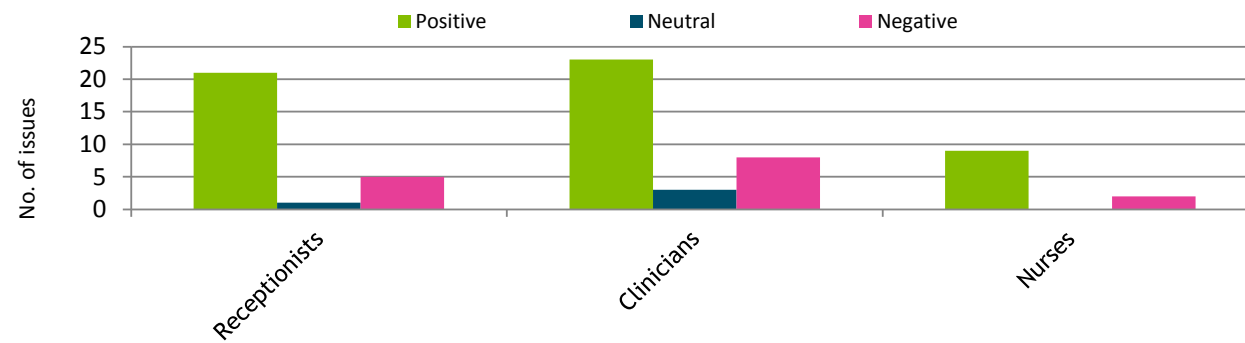
## SECTION 3.5: STAFF ATTITUDE

With 23% of issues overall, patients consider Staff Attitude to be an important aspect of service. Comments suggest patients are clearly satisfied with the attitude of staff.

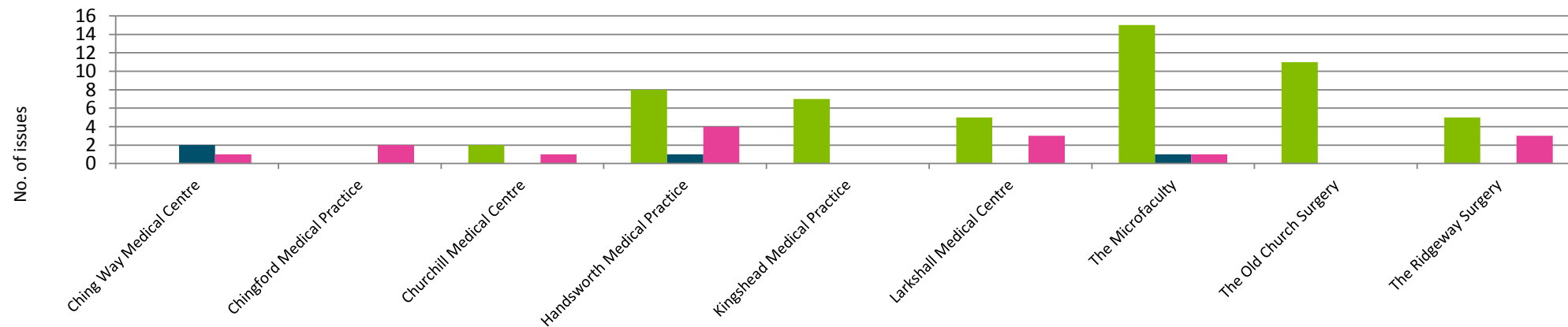
### 3.5.1 Sentiment:



### 3.5.2: All Aspects of Staff Attitude:



### 3.5.3 Practices Receiving the Most Issues Overall:



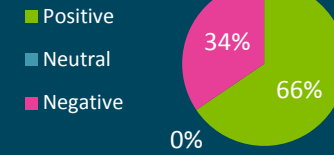
### Practices

The Microfaculty and The Old Church Surgery receive a notable volume and ratio of positive comments.

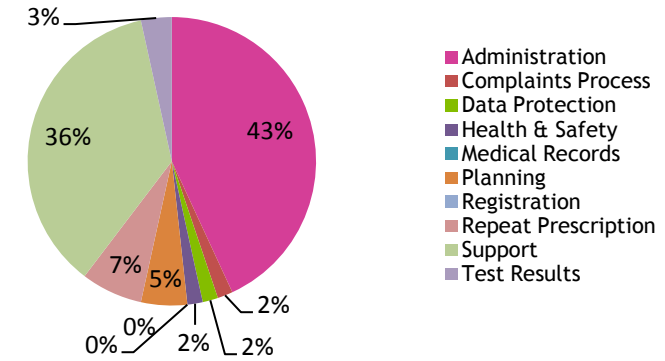
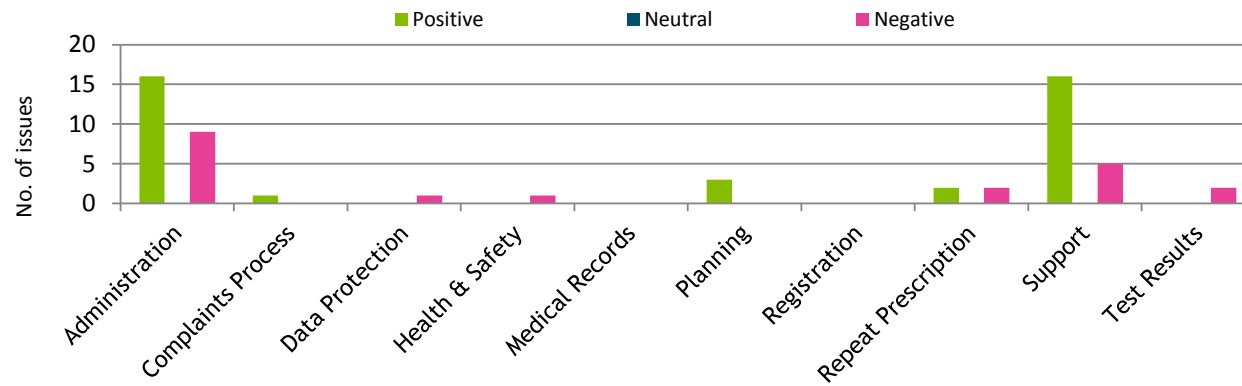
## SECTION 3.6: ADMINISTRATION

Administration receives 19% of issues overall and sentiment is 66% positive. Most patients find reception staff to be supportive and informative, on the whole.

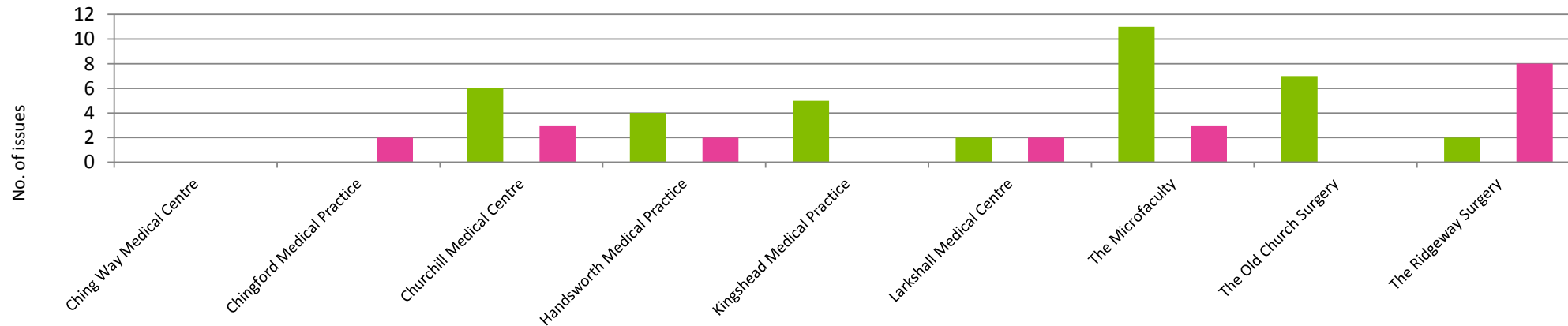
### 3.6.1 Sentiment:



### 3.6.2: All Aspects of Administration:



### 3.6.3 Practices Receiving the Most Issues Overall:



### Practices

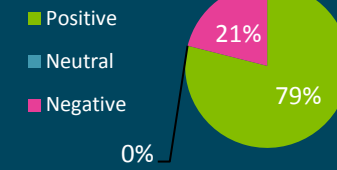
The Microfaculty receives a notable volume and ratio of positive comments.



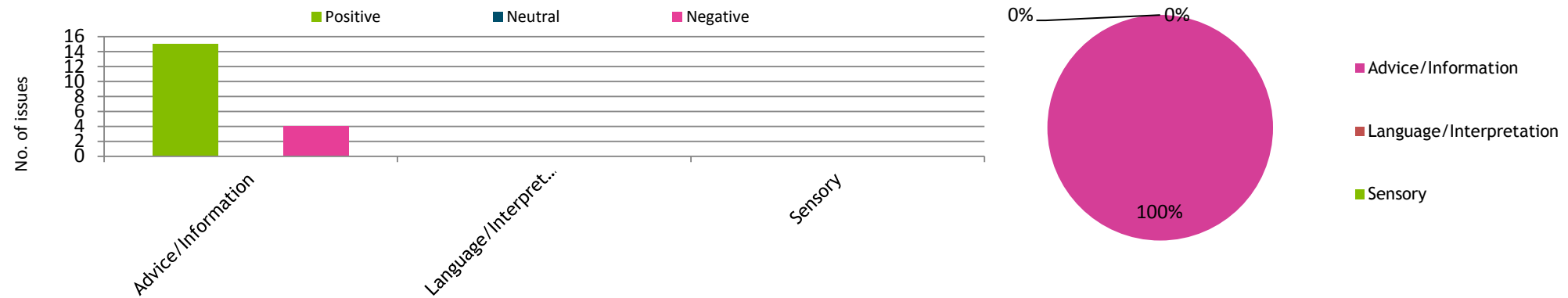
## SECTION 3.7: COMMUNICATION

Communication receives 6% of issues overall and is 79% positive in sentiment. The vast majority of issues are about access to advice and information and sentiment is broadly positive.

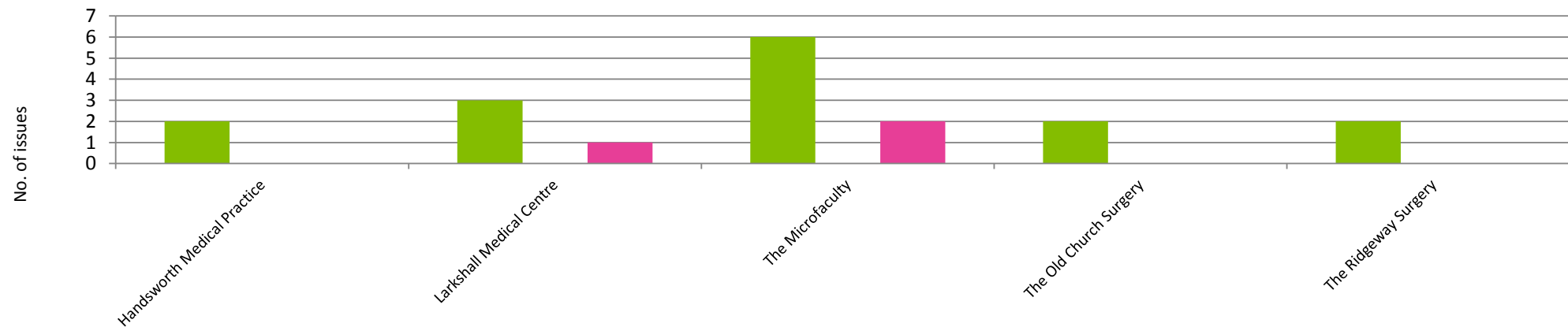
### 3.7.1 Sentiment:



### 3.7.2: All Aspects of Communication:



### 3.7.3 Practices Receiving the Most Issues Overall:



### Practices

No practices receive a notable volume of comments.

## SECTION 4.1: QUARTERLY BENCHMARK

### Practices

Comments suggest sentiment at Larkshall Medical Centre has improved over the quarter.

#### 4.1.1: Q3 and Q4 Positive Sentiment

