



## 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.

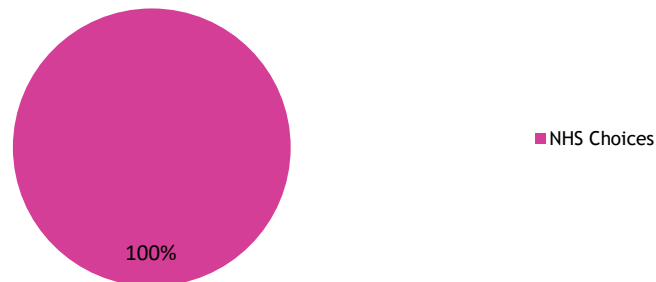
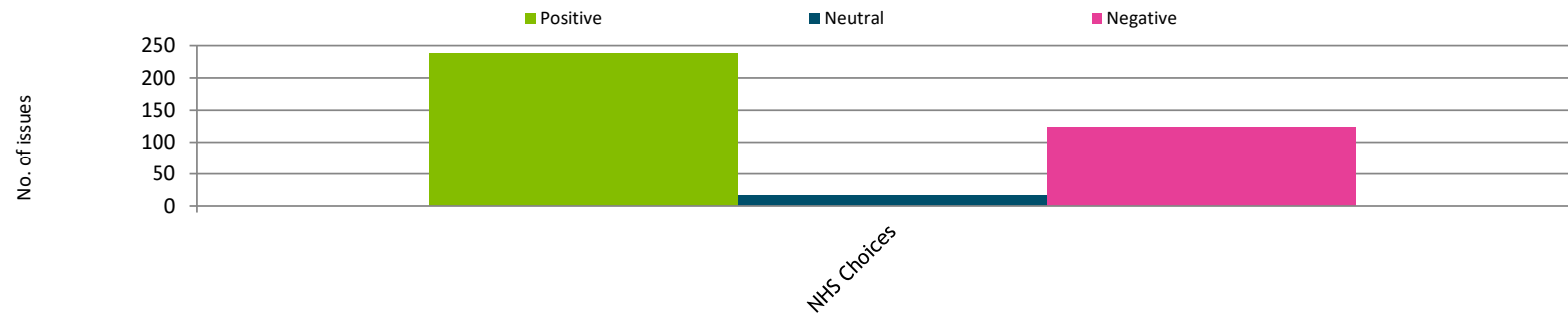
## SECTION 1: REPORT CONTENT

1.1: Reporting Period:

Healthwatch Waltham Forest has identified 377 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: 01/07/2017  
To: 30/06/2018

### 1.2: Data Origin



### The Data in this Report

This analysis is based on comments obtained from NHS Choices.

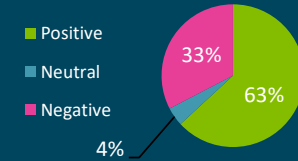
Please note that comments obtained may not be representative of all service users experiences or opinions.

Report Date: 20/06/2018

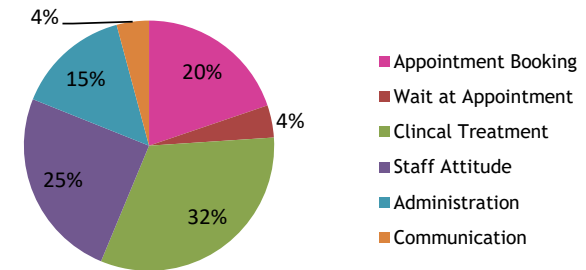
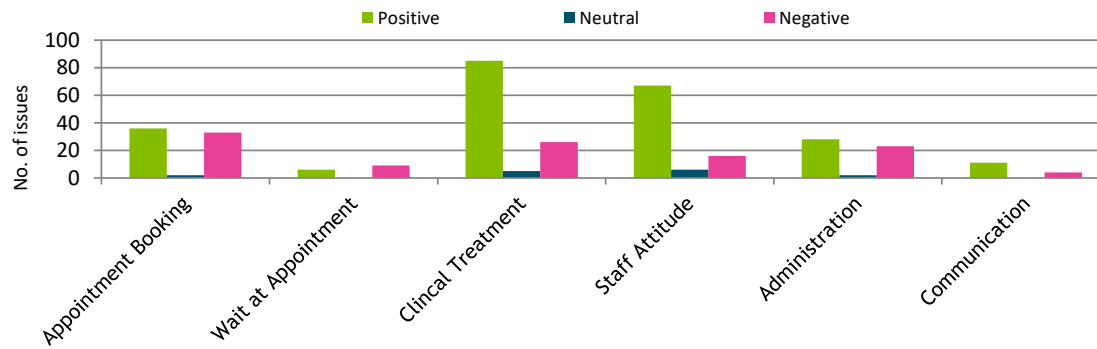
## SECTION 2: TOP OVERALL TRENDS

### 2.1 Sentiment:

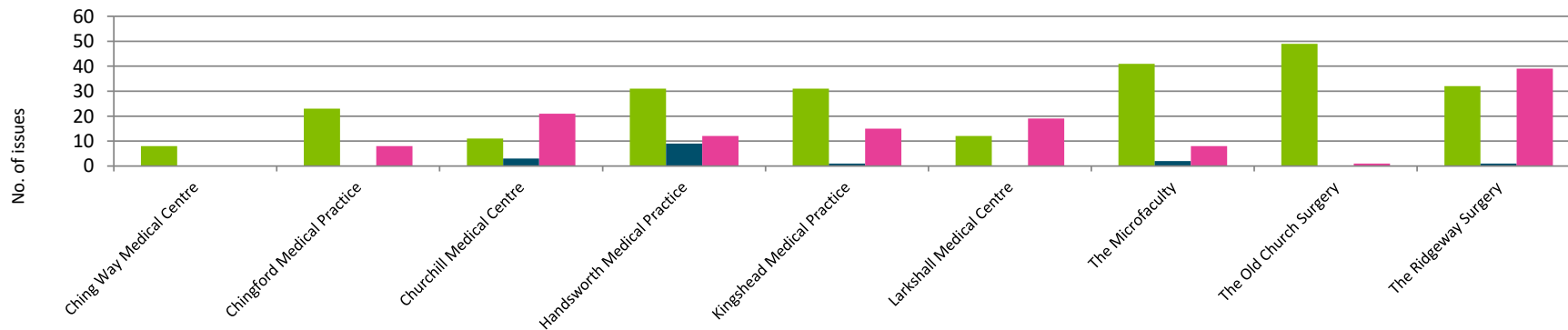
Overall patient sentiment is 63% positive. At 32%, Clinical Treatment is the most commented on service aspect, followed by Staff Attitude (25%) and Appointment Booking (20%). Comments suggest sentiment is broadly positive on Clinical Treatment and Staff Attitude, while mixed on Appointment Booking and Administration.



### 2.2 Most Reported Aspects of Service:



### 2.3 Practices Receiving the Most Issues Overall:



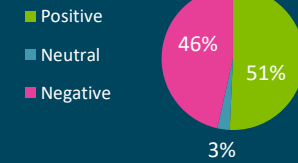
#### Practices

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

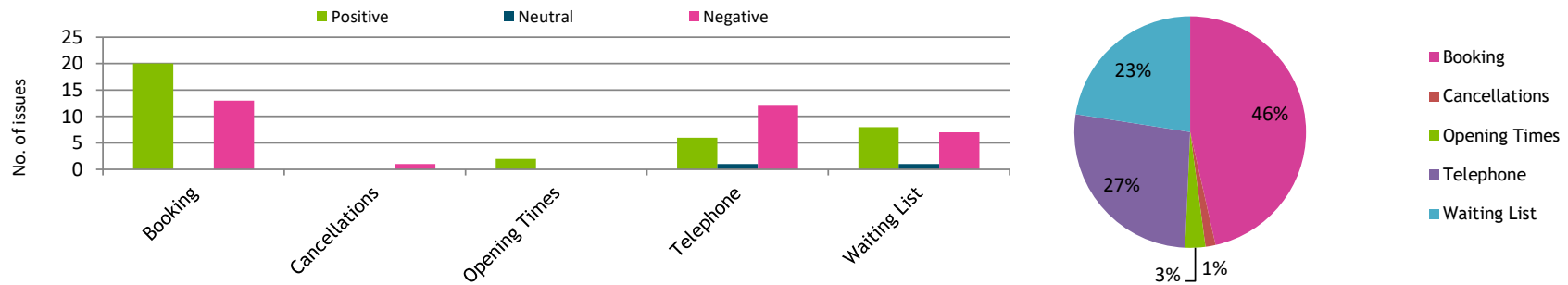
## SECTION 3.1: APPOINTMENT BOOKING

Appointment Booking is the largest negative trend overall, with positivity at 46%. Patients express discontent about booking systems and the inability to get appointments when required. There is also dissatisfaction with telephone systems, which become congested at certain times of day.

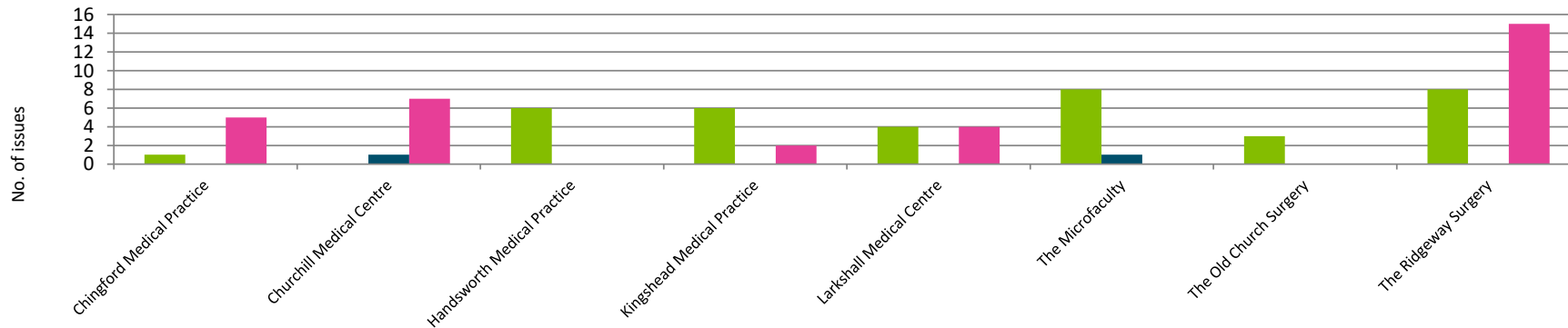
### 3.1.1 Sentiment:



### 3.1.2: All Aspects of Appointment Booking:



### 3.1.3 Practices Receiving the Most Issues Overall:



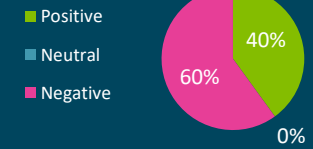
### Practices

Sentiment at The Ridgeway Surgery is broadly negative, according to comments.

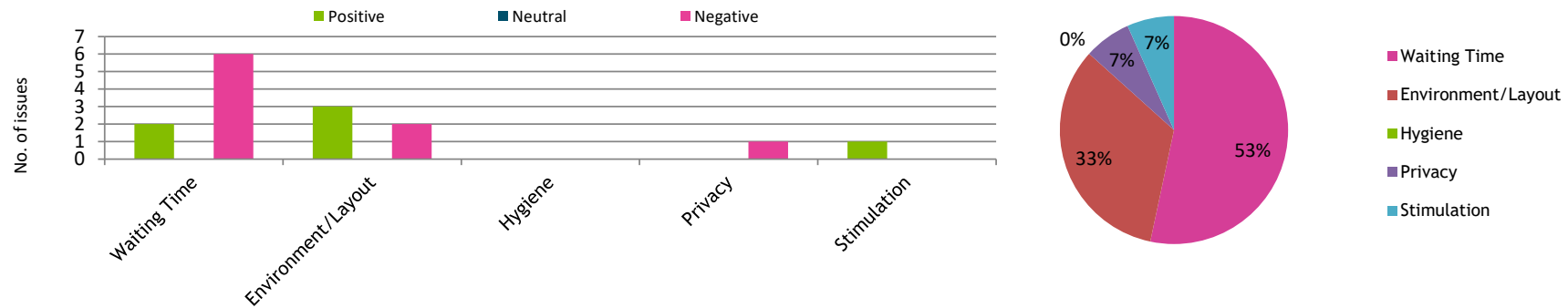
## SECTION 3.3: WAIT AT APPOINTMENT

Wait at Appointment receives 4% of issues overall and is 60% negative as a topic. Some patients comment negatively about waiting times at appointments.

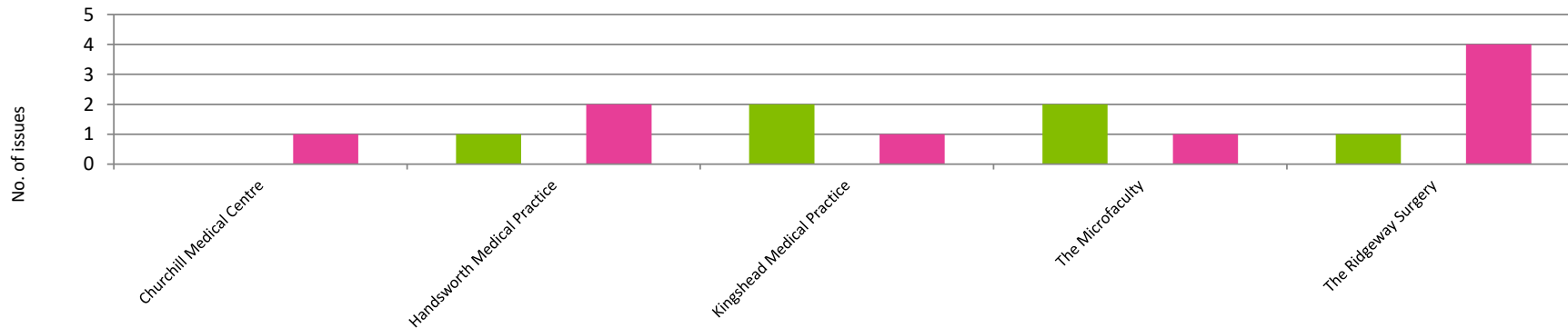
### 3.3.1 Sentiment:



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



### 3.3.3 Practices Receiving the Most Issues Overall:



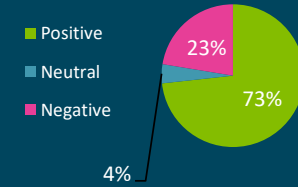
### Practices

The Ridgeway Surgery receives a notable ratio of negative comments.

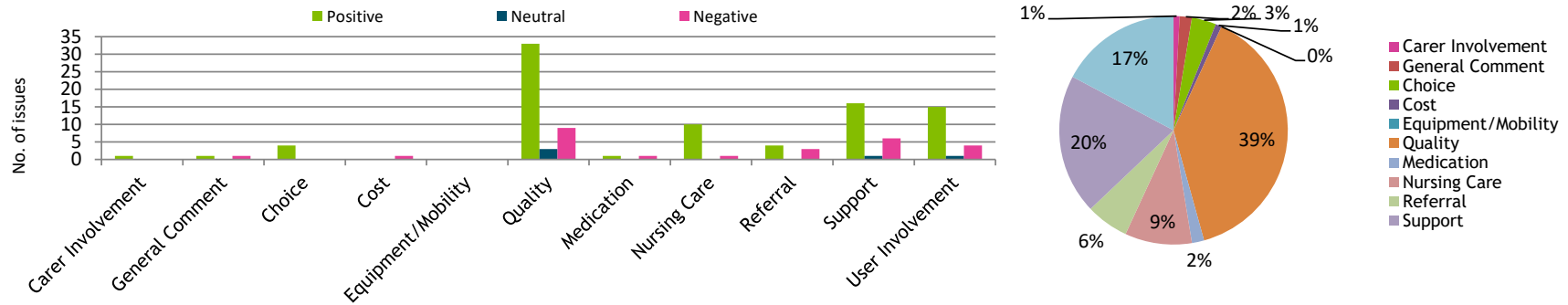
## SECTION 3.4: CLINICAL TREATMENT

Receiving 32% of issues overall, Clinical Treatment is the largest trend, and clearly positive in sentiment. Comments suggest patients are largely positive about the quality of treatment and support received, and feel involved in decisions. Sentiment on referral is mixed, according to comments.

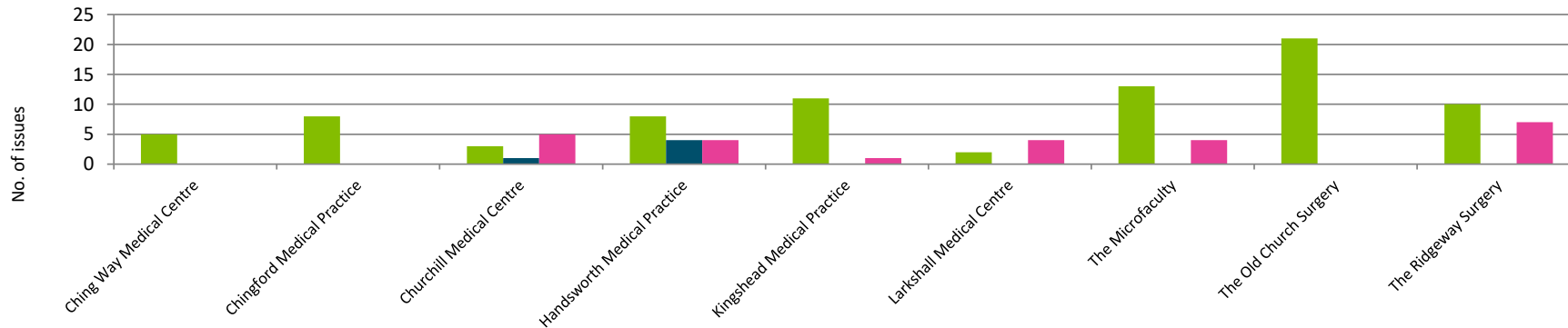
### 3.4.1 Sentiment:



### 3.4.2: All Aspects of Clinical Treatment:



### 3.4.3 Practices Receiving the Most Issues Overall:



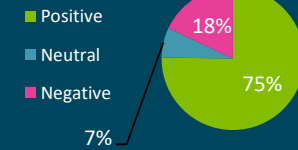
### Practices

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

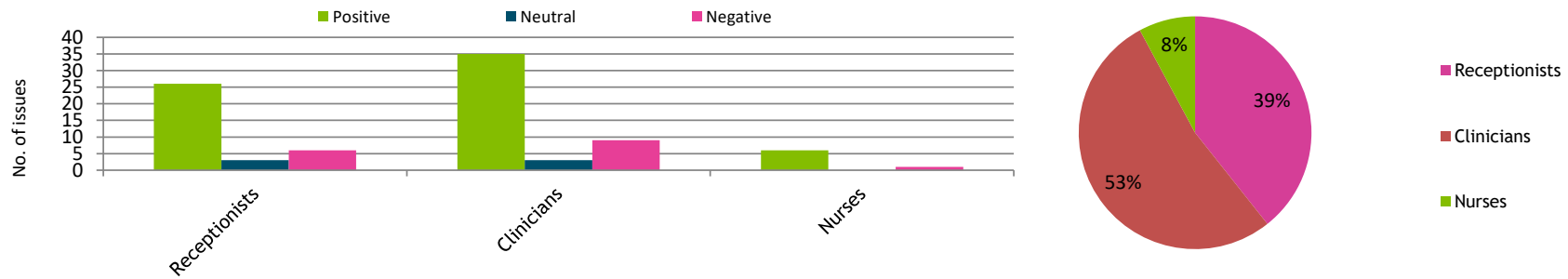
## SECTION 3.5: STAFF ATTITUDE

With 25% 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.

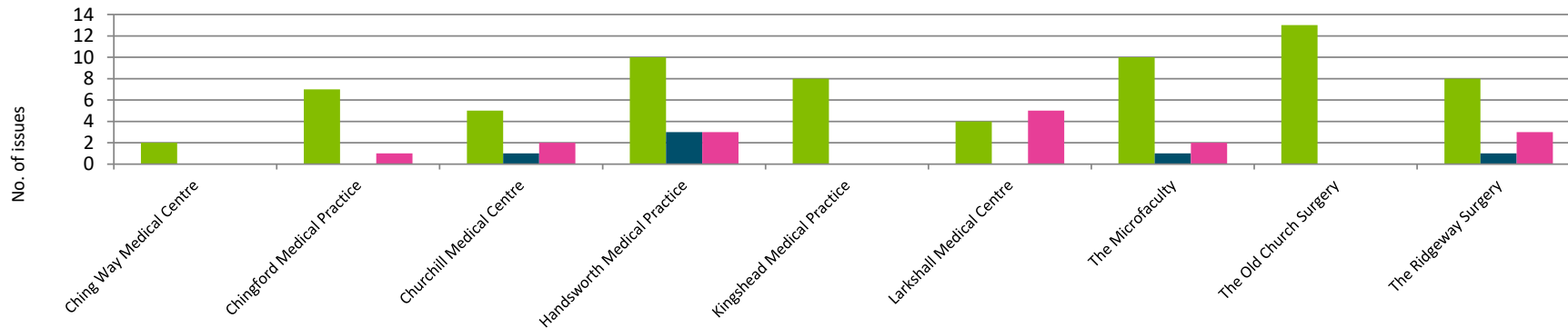
### 3.5.1 Sentiment:



### 3.5.2: All Aspects of Staff Attitude:



### 3.5.3 Practices Receiving the Most Issues Overall:



### Practices

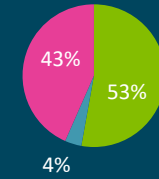
Comments suggest sentiment at most practices is positive overall, with one exception.

## SECTION 3.6: ADMINISTRATION

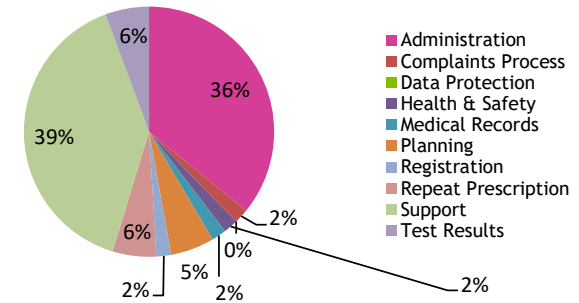
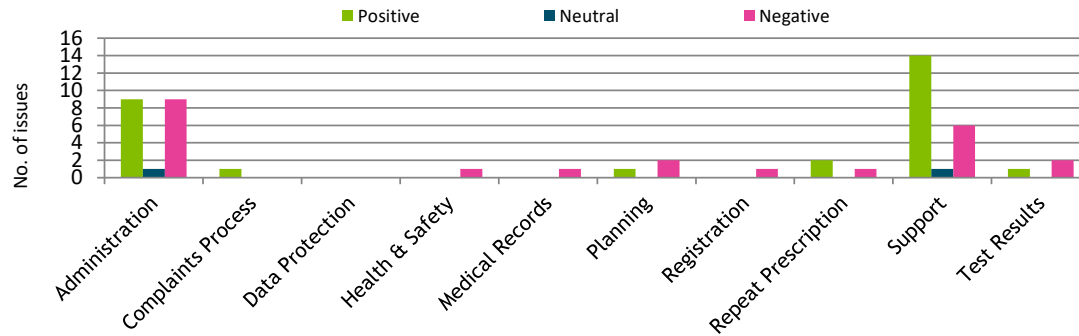
Administration receives 15% of issues overall and sentiment is 53% positive. Most patients find reception staff to be supportive, however some comment on administrative errors.

### 3.6.1 Sentiment:

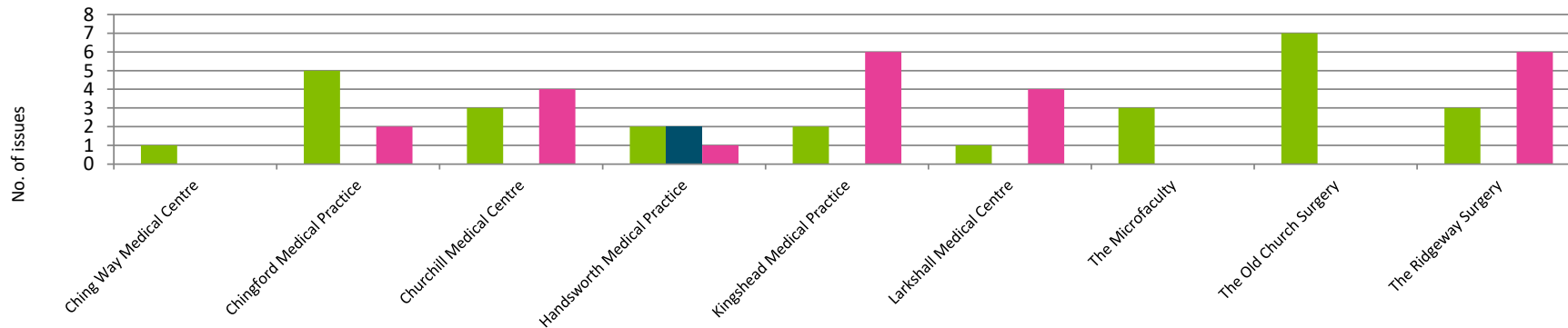
■ Positive  
■ Neutral  
■ Negative



### 3.6.2: All Aspects of Administration:



### 3.6.3 Practices Receiving the Most Issues Overall:



### Practices

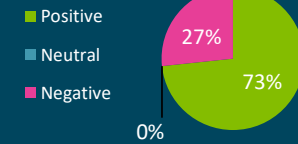
The Old Church Surgery receives a notable ratio of positive comments, while Kingshead Medical Practice receives a notable ratio of negative comments.



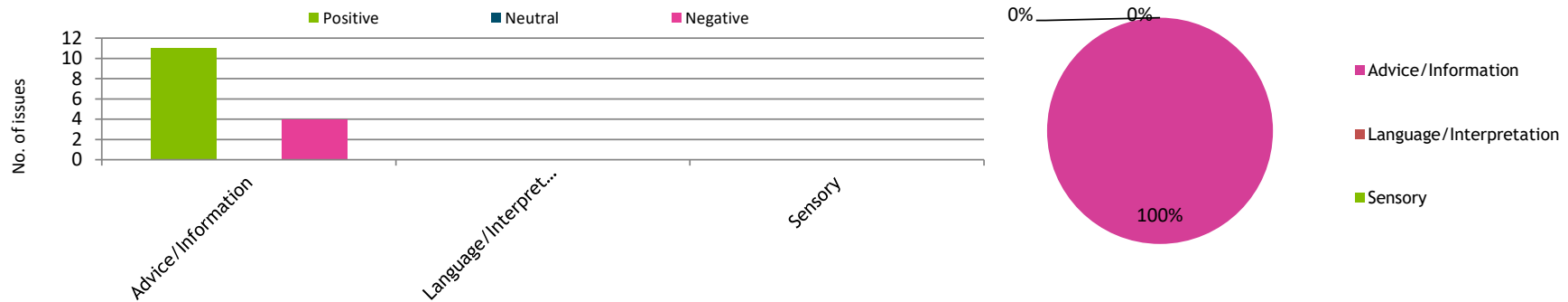
## SECTION 3.7: COMMUNICATION

Communication receives 4% of issues overall and is 73% positive in sentiment. The vast majority of issues are about access to advice and information and sentiment is broadly positive.

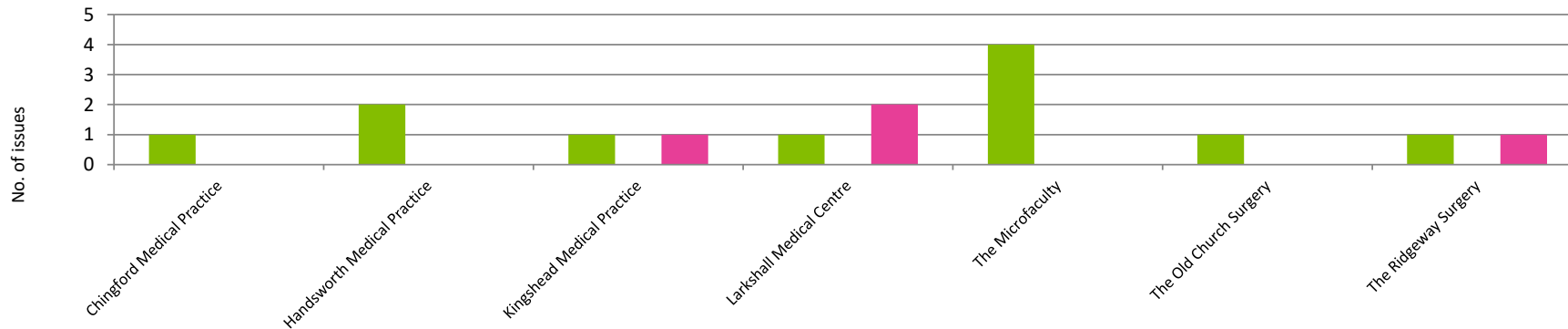
### 3.7.1 Sentiment:



### 3.7.2: All Aspects of Communication:



### 3.7.3 Practices Receiving the Most Issues Overall:



### Practices

The Microfaculty receives a notable ratio of positive comments.

