# 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.
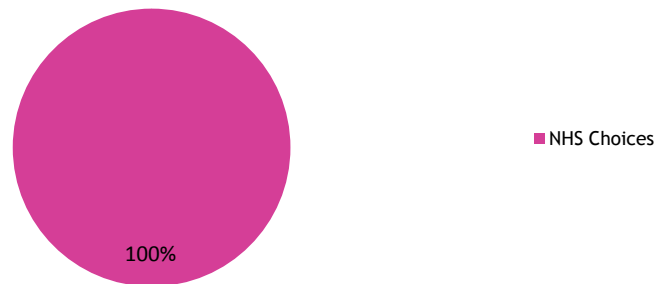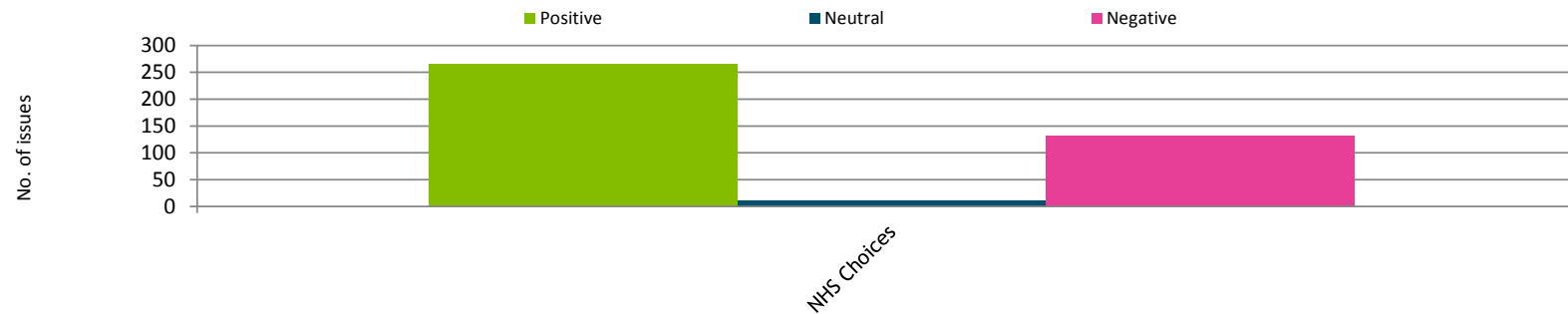
**1.1: Reporting Period:**

Healthwatch Waltham Forest has identified 407 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:** | 01/10/2017 |
| **To:** | 30/09/2018 |

**1.2: Data Origin**





**The Data in this Report**
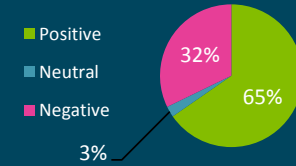This analysis is based on comments obtained from NHS Choices.

Please note that comments obtained may not be representative of all service users experiences or opinions.
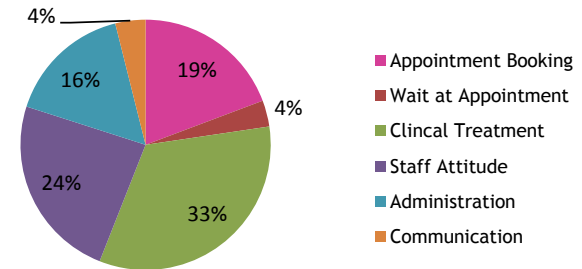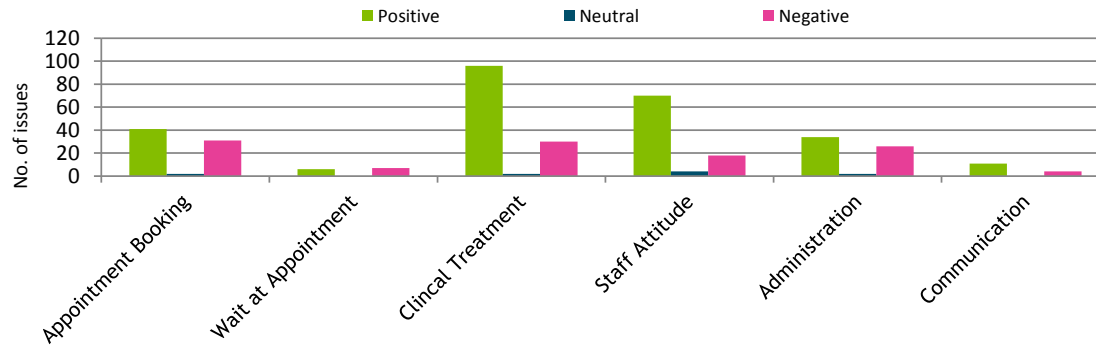
| | |
|---|---|
| Report Date: | 25/10/2018 |

# SECTION 2: TOP OVERALL TRENDS

## 2.1 Sentiment:

Overall patient sentiment is 65% positive.
At 33%, Clinical Treatment is the most commented on service aspect, followed by Staff Attitude (24%) and Appointment Booking (19%).
Comments suggest sentiment is broadly positive on Clinical Treatment and Staff Attitude, while mixed on Appointment Booking and Administration.
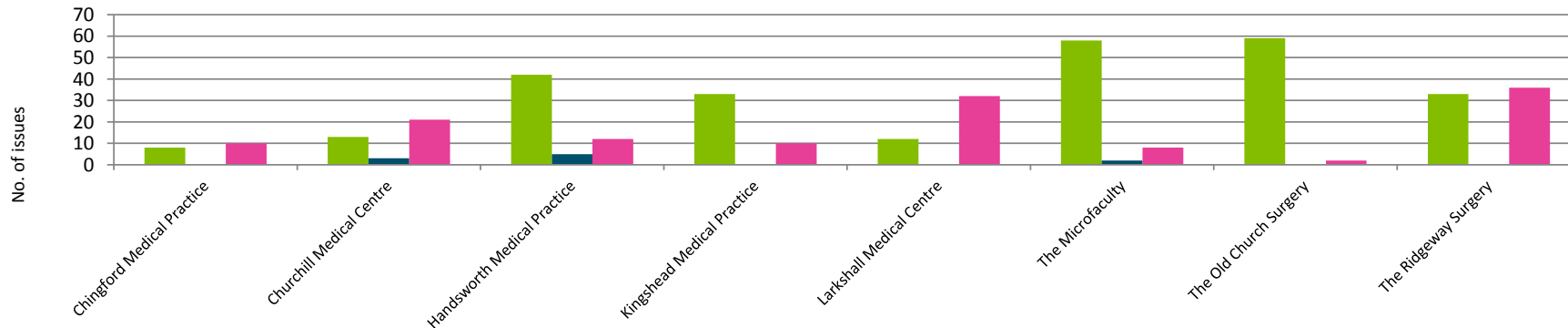
Pie chart legend:
- Positive
- Neutral
- Negative

Pie values: 65% Positive, 3% Neutral, 32% Negative

## 2.2 Most Reported Aspects of Service:

Bar chart legend: Positive, Neutral, Negative

Y-axis: No. of issues (0–120)

Categories: Appointment Booking, Wait at Appointment, Clincal Treatment, Staff Attitude, Administration, Communication

Pie chart legend:
- Appointment Booking
- Wait at Appointment
- Clincal Treatment
- Staff Attitude
- Administration
- Communication

Pie values: 19%, 4%, 33%, 24%, 16%, 4%

## 2.3 Practices Receiving the Most Issues Overall:

Y-axis: No. of issues (0–70)

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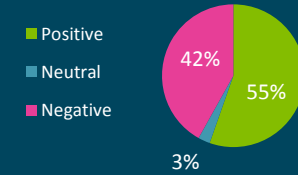
## Practices
The Old Church Surgery, The Microfaculty, Handsworth Medical Practice and Kingshead Medical Practice receive a notable volume and ratio of positive comments.
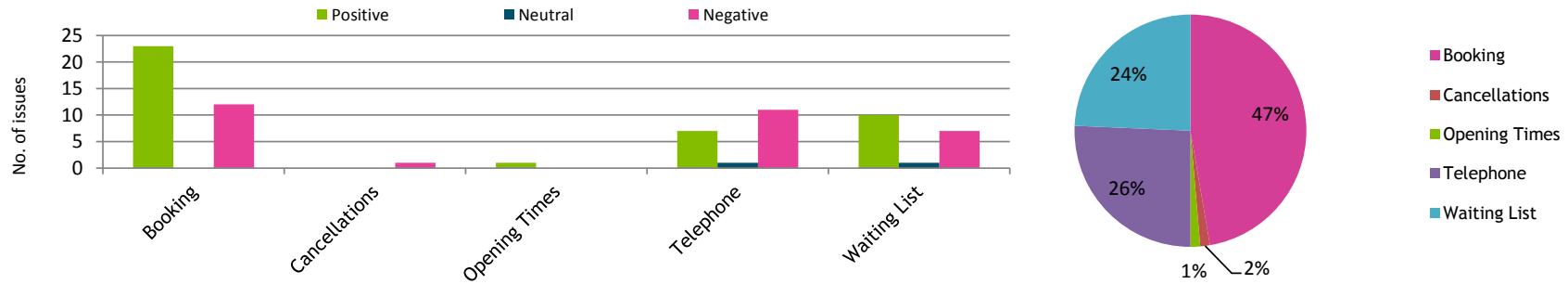Comments suggest sentiment at The Ridgeway Surgery is mixed.

## SECTION 3.1: APPOINTMENT BOOKING

Appointment Booking receives 19% of issues overall, and is 55% positive 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.
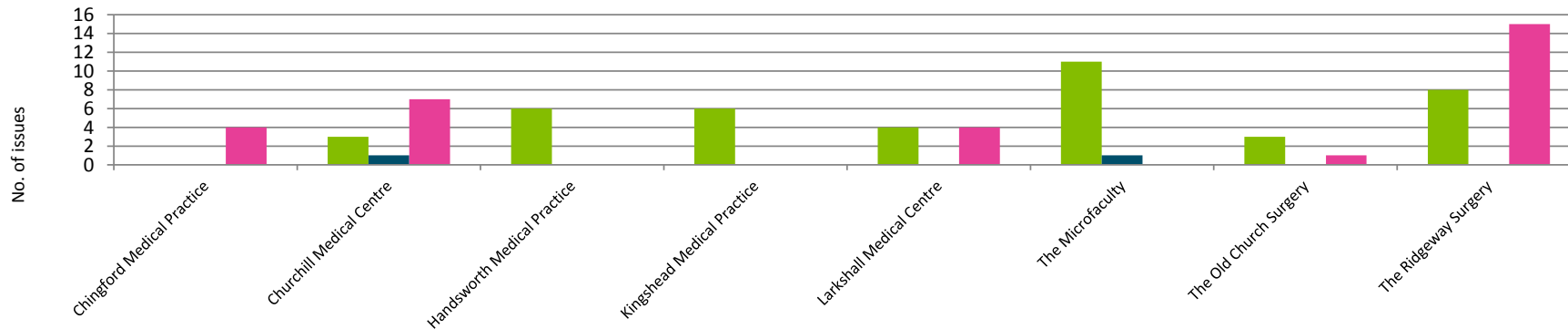
**3.1.1 Sentiment:**



- Positive
- Neutral
- Negative

55%
42%
3%

### 3.1.2: All Aspects of Appointment Booking:



- Positive
- Neutral
- Negative

- Booking 47%
- Cancellations 2%
- Opening Times 1%
- Telephone 26%
- Waiting List 24%

### 3.1.3 Practices Receiving the Most Issues Overall:
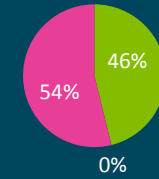


### Practices
Sentiment at The Ridgeway Surgery is marginally negative, according to comments.
The Microfaculty receives a notable volume and ratio of positive comments.
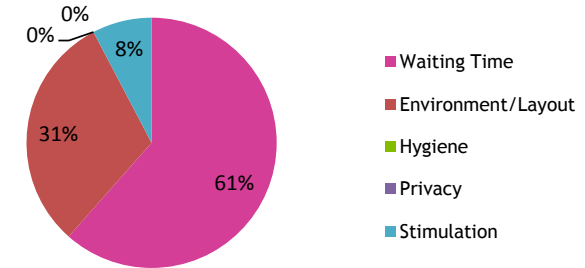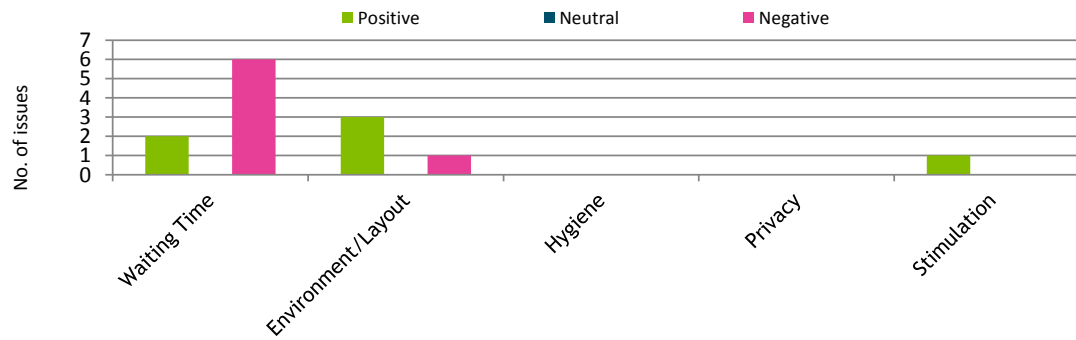
## SECTION 3.3: WAIT AT APPOINTMENT

Wait at Appointment receives 4% of issues overall and is 54% negative as a topic.
Some patients comment negatively about waiting times at appointments.

**3.3.1 Sentiment:**

- Positive
- Neutral
- Negative

46%
54%
0%

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

Positive   Neutral   Negative

No. of issues

Waiting Time | Environment/Layout | Hygiene | Privacy | Stimulation

- Waiting Time
- Environment/Layout
- Hygiene
- Privacy
- Stimulation

0%  0%  0%  8%  31%  61%

**3.3.3 Practices Receiving the Most Issues Overall:**

No. of issues

Churchill Medical Centre | Handsworth Medical Practice | Kingshead Medical Practice | The Microfaculty | The Ridgeway Surgery

### Practices
No practices receive a notable volume of comments.

5
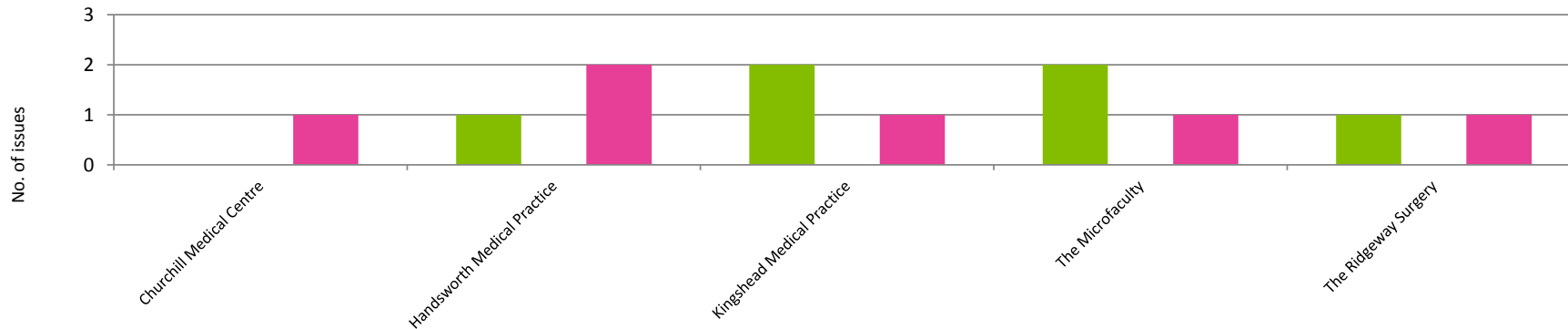
## SECTION 3.4: CLINICAL TREATMENT

Receiving 33% of issues overall, Clinical Treatment is the largest trend, and clearly positive in sentiment.
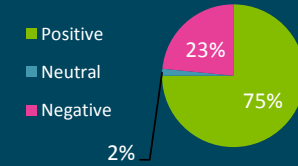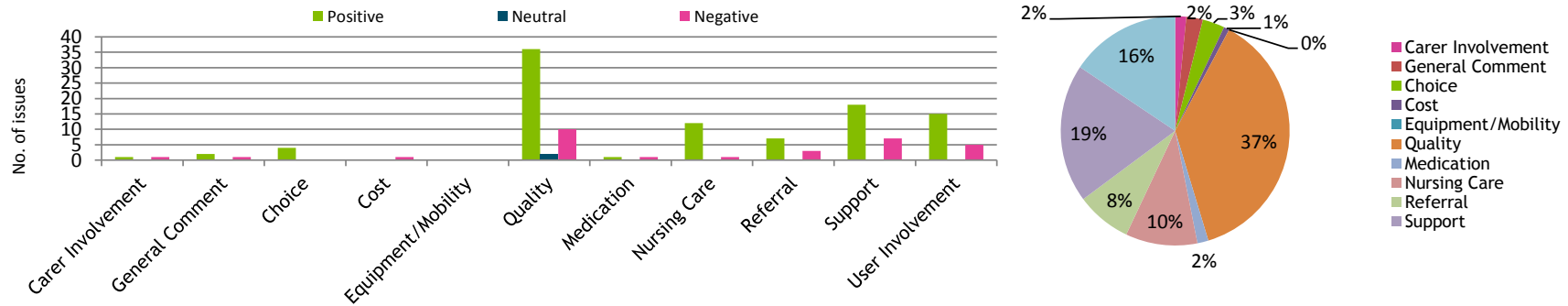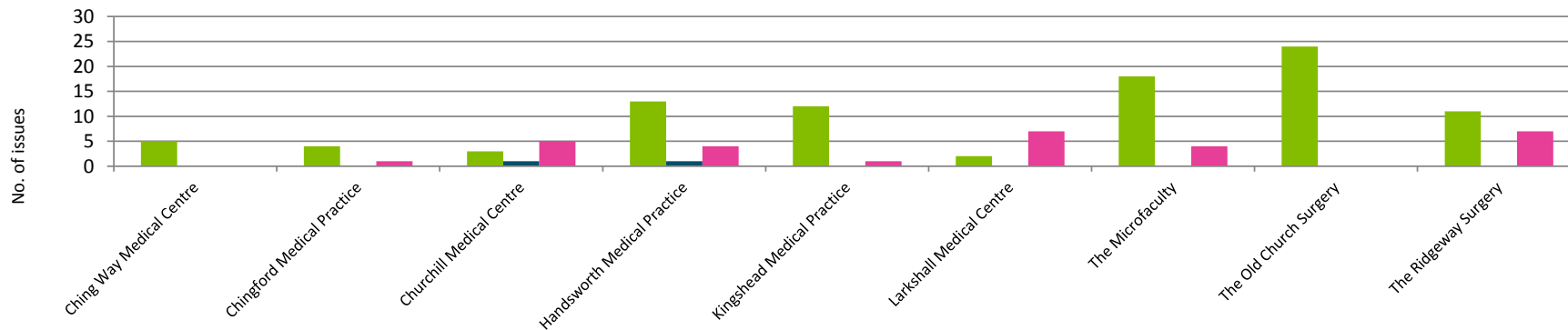Comments suggest patients are largely positive about the quality of treatment, nursing care and support received, and feel involved in decisions.

**3.4.1 Sentiment:**

- Positive
- Neutral
- Negative

23%
75%
2%

### 3.4.2: All Aspects of Clinical Treatment:



- Positive
- Neutral
- Negative

No. of issues

Carer Involvement, General Comment, Choice, Cost, Equipment/Mobility, Quality, Medication, Nursing Care, Referral, Support, User Involvement

- Carer Involvement
- General Comment
- Choice
- Cost
- Equipment/Mobility
- Quality
- Medication
- Nursing Care
- Referral
- Support

2% — 2% — 3% — 1% — 0%
16%
19%
8%
10%
2%
37%

### 3.4.3 Practices Receiving the Most Issues Overall:



No. of issues

Ching Way Medical Centre, Chingford Medical Practice, Churchill Medical Centre, Handsworth Medical Practice, Kingshead Medical Practice, Larkshall Medical Centre, The Microfaculty, The Old Church Surgery, The Ridgeway Surgery
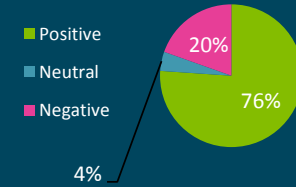
### Practices
The Old Church Surgery and The Microfaculty receive a notable volume and ratio of positive comments.
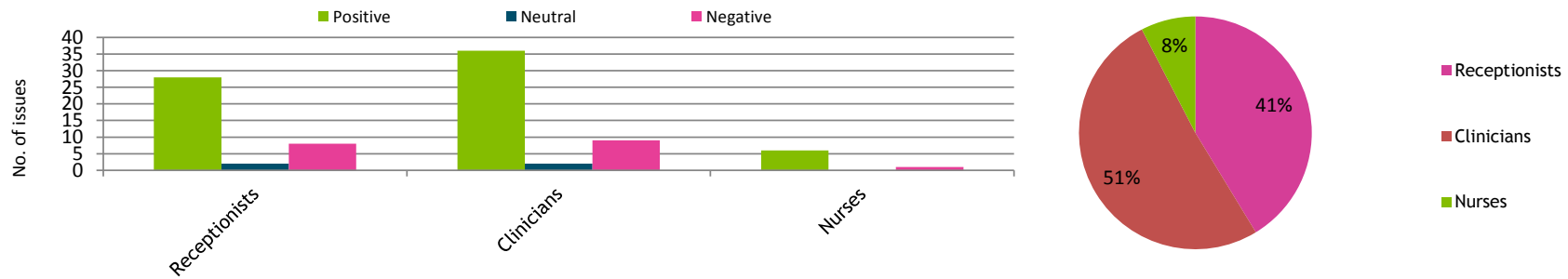
6

## SECTION 3.5: STAFF ATTITUDE

With 24% 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.
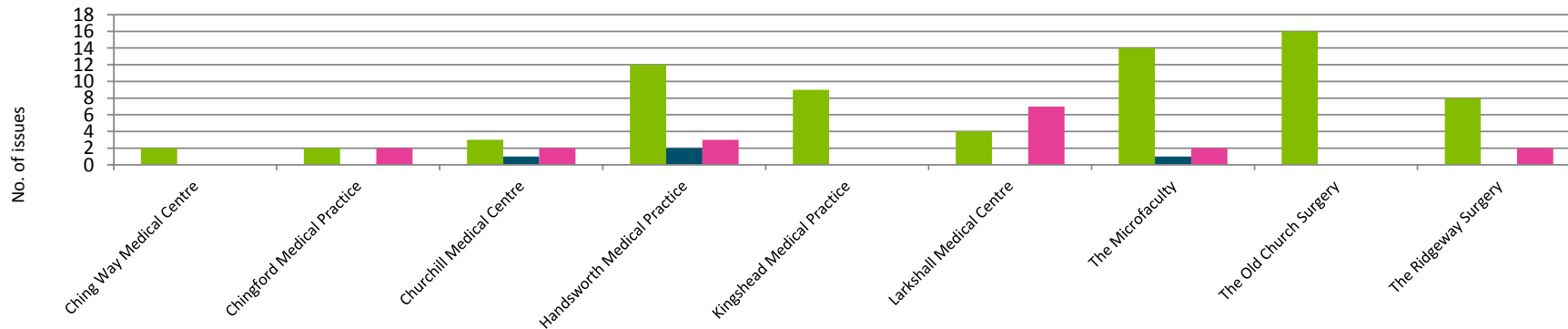
**3.5.1 Sentiment:**



- Positive
- Neutral
- Negative

76%
20%
4%

### 3.5.2: All Aspects of Staff Attitude:



- Positive
- Neutral
- Negative

Receptionists · Clinicians · Nurses



- Receptionists 41%
- Clinicians 51%
- Nurses 8%

### 3.5.3 Practices Receiving the Most Issues Overall:



Ching Way Medical Centre · Chingford Medical Practice · Churchill Medical Centre · Handsworth Medical Practice · Kingshead Medical Practice · Larkshall Medical Centre · The Microfaculty · The Old Church Surgery · The Ridgeway Surgery
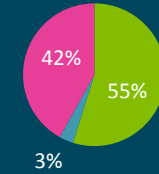
**Practices**
Comments suggest sentiment at most practices is positive overall, with one exception.
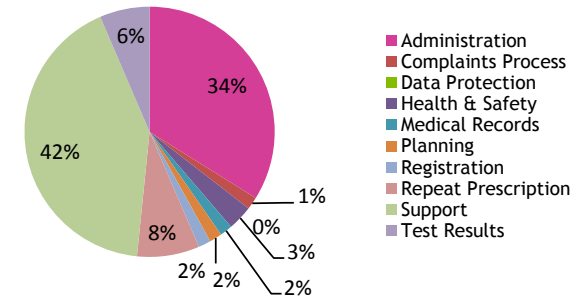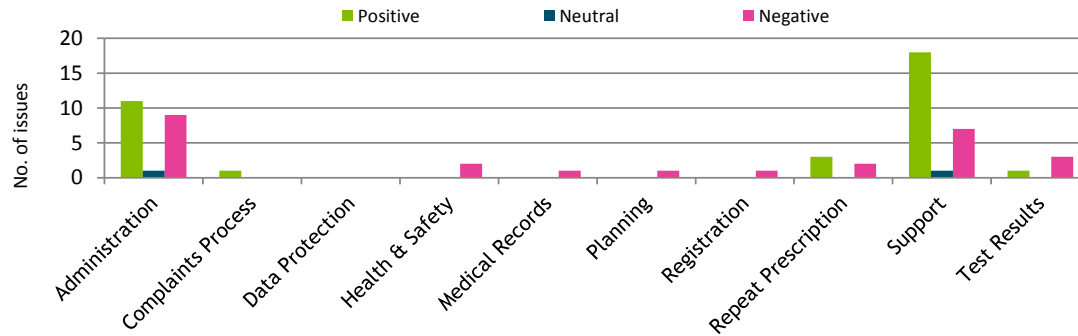
## SECTION 3.6: ADMINISTRATION

Administration receives 16% of issues overall and sentiment is 55% positive.
Most patients find reception staff to be supportive, however sentiment on general administration is mixed, comments suggest.
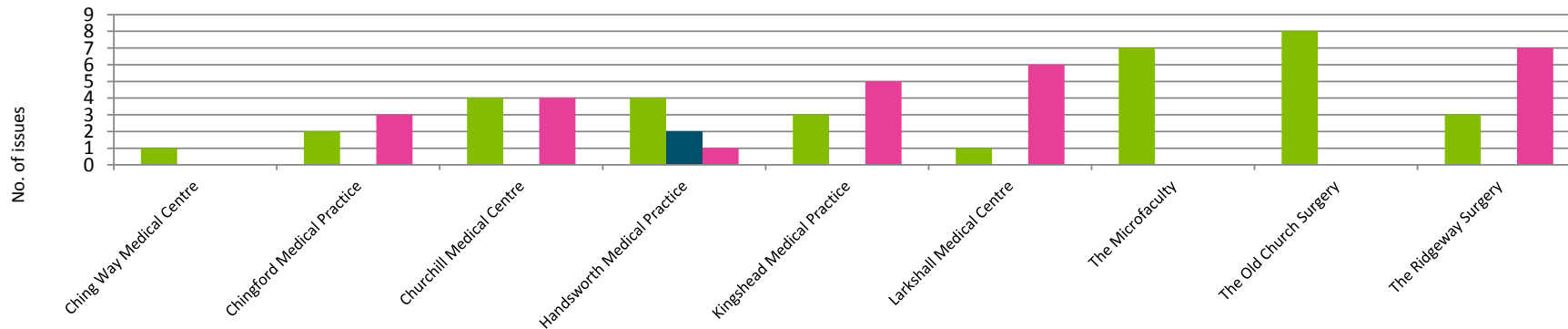
**3.6.1 Sentiment:**

- Positive
- Neutral
- Negative



42%
55%
3%

### 3.6.2: All Aspects of Administration:



Positive | Neutral | Negative

No. of issues

Administration, Complaints Process, Data Protection, Health & Safety, Medical Records, Planning, Registration, Repeat Prescription, Support, Test Results



- Administration — 34%
- Complaints Process — 0%
- Data Protection — 42%
- Health & Safety — 1%
- Medical Records — 3%
- Planning — 2%
- Registration — 2%
- Repeat Prescription — 8%
- Support — 2%
- Test Results — 6%

### 3.6.3 Practices Receiving the Most Issues Overall:



No. of issues

Ching Way Medical Centre, Chingford Medical Practice, Churchill Medical Centre, Handsworth Medical Practice, Kingshead Medical Practice, Larkshall Medical Centre, The Microfaculty, The Old Church Surgery, The Ridgeway Surgery
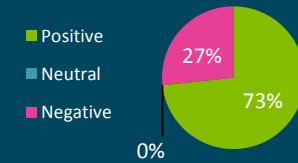
**Practices**
The Old Church Surgery and The Microfaculty receive a notable ratio of positive comments, while The Ridgeway Surgery and Larkshall Medical Centre receive a notable ratio of negative comments.
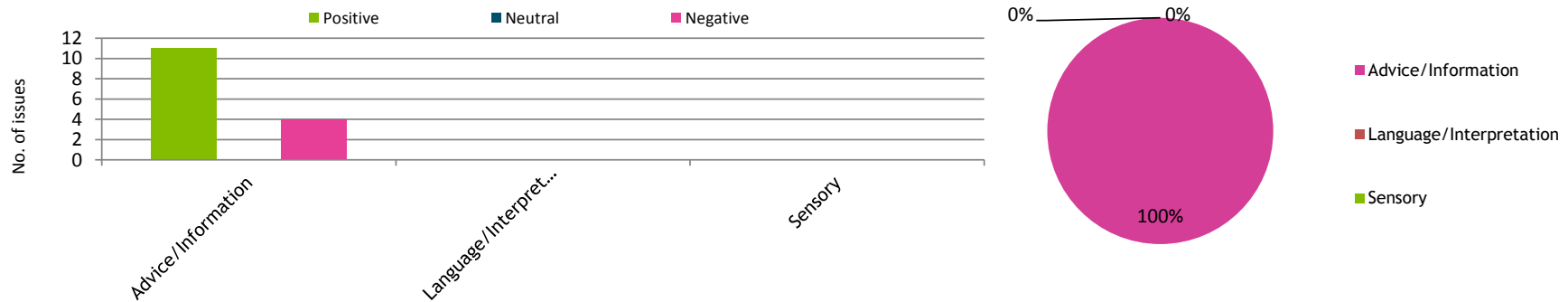
## SECTION 3.7: COMMUNICATION

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.
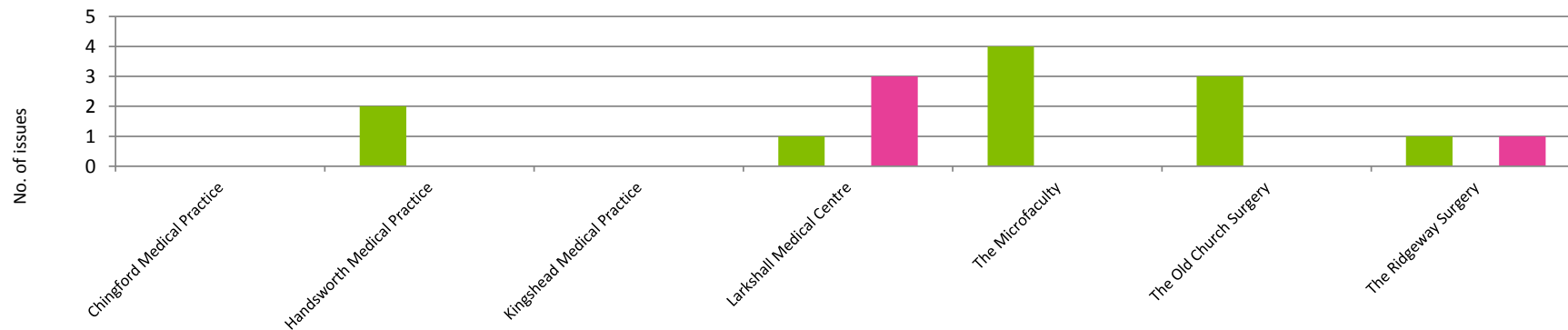
**3.7.1 Sentiment:**

- Positive
- Neutral
- Negative

27%
73%
0%

### 3.7.2: All Aspects of Communication:

- Positive
- Neutral
- Negative

No. of issues (0, 2, 4, 6, 8, 10, 12)

Advice/Information
Language/Interpret...
Sensory

0%          0%

- Advice/Information
- Language/Interpretation
- Sensory

100%

### 3.7.3 Practices Receiving the Most Issues Overall:

No. of issues (0, 1, 2, 3, 4, 5)

Chingford Medical Practice
Handsworth Medical Practice
Kingshead Medical Practice
Larkshall Medical Centre
The Microfaculty
The Old Church Surgery
The Ridgeway Surgery

**Practices**
No practices receive a notable volume of comments.

Practices
Comments suggest sentiment at Chingford Medical Practice has declined marginally over the quarter.

**4.1.1: Q1 and Q2 Positive Sentiment**