



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.

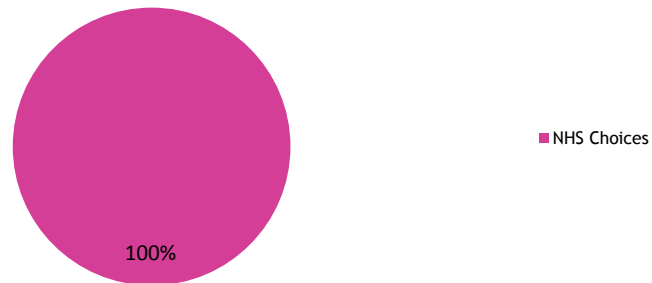
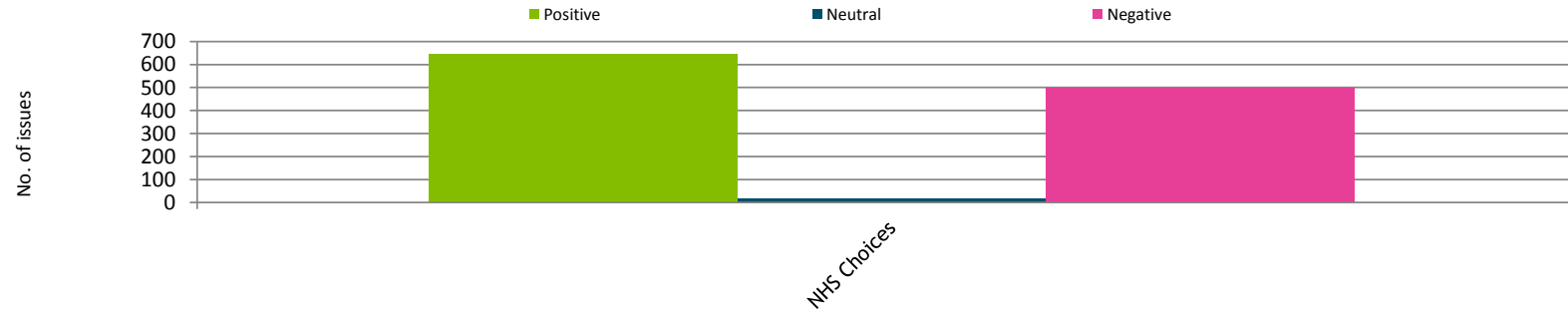
SECTION 1: REPORT CONTENT

1.1: Reporting Period:

Healthwatch Waltham Forest has identified 1171 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.

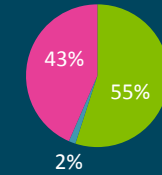
Report Date: 25/10/2018

SECTION 2: TOP OVERALL TRENDS

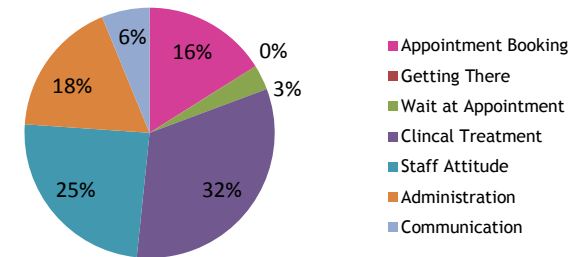
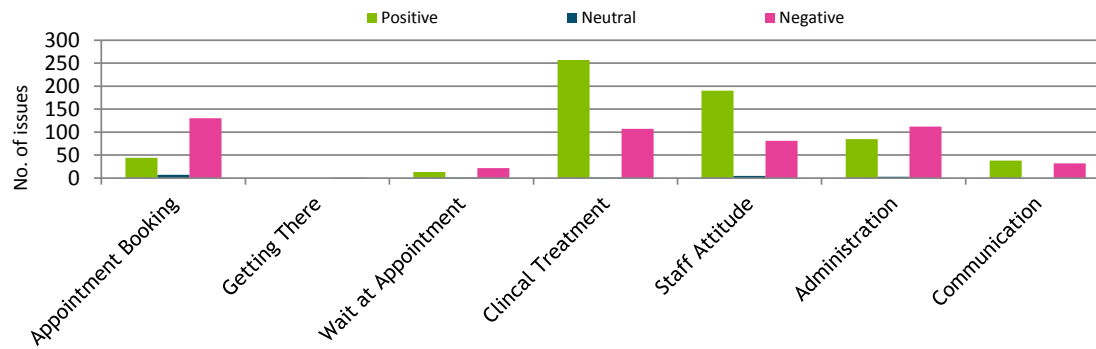
Overall patient sentiment is 55% positive.
 At 32%, Clinical Treatment is the most commented on service aspect, followed by Staff Attitude (25%) and Administration (18%).
 Appointment Booking receives the most negativity as a topic.

2.1 Sentiment:

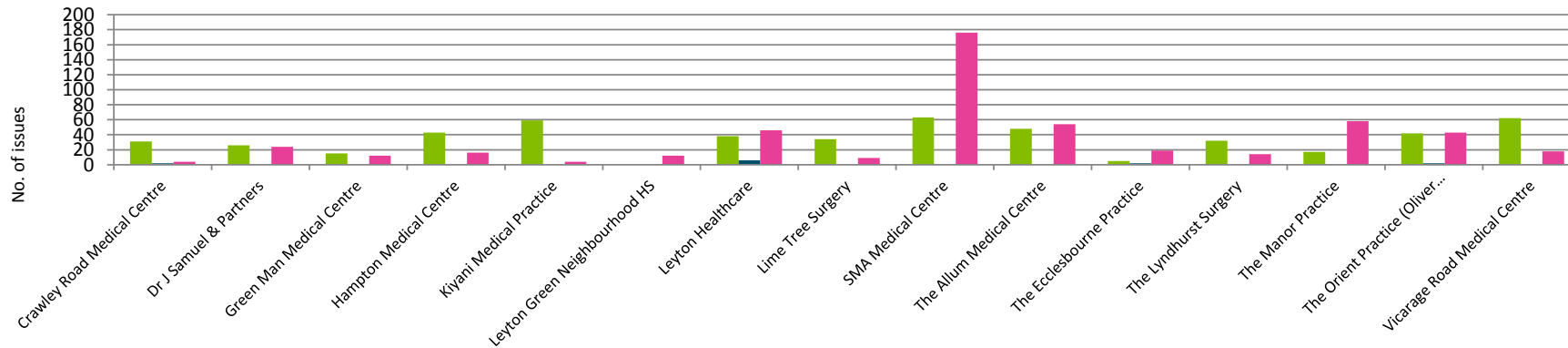
■ Positive
 ■ Neutral
 ■ Negative



2.2 Most Reported Aspects of Service:



2.3 Practices Receiving the Most Issues Overall:



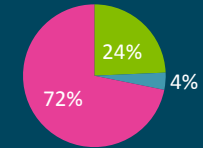
Practices

Langthorne Health Centre receives a notable volume and ratio of positive comments.
 SMA Medical Centre receives a notable volume and ratio of negative comments.

SECTION 3.1: APPOINTMENT BOOKING

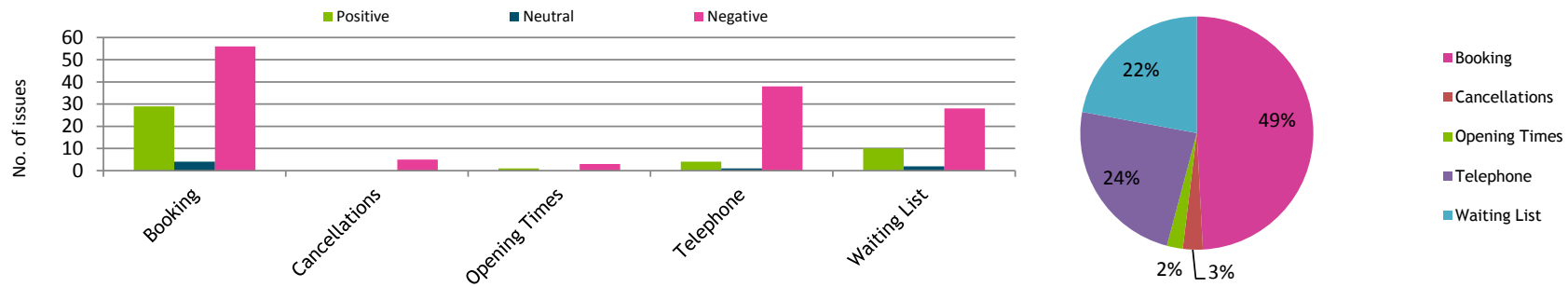
3.1.1 Sentiment:

■ Positive
■ Neutral
■ Negative

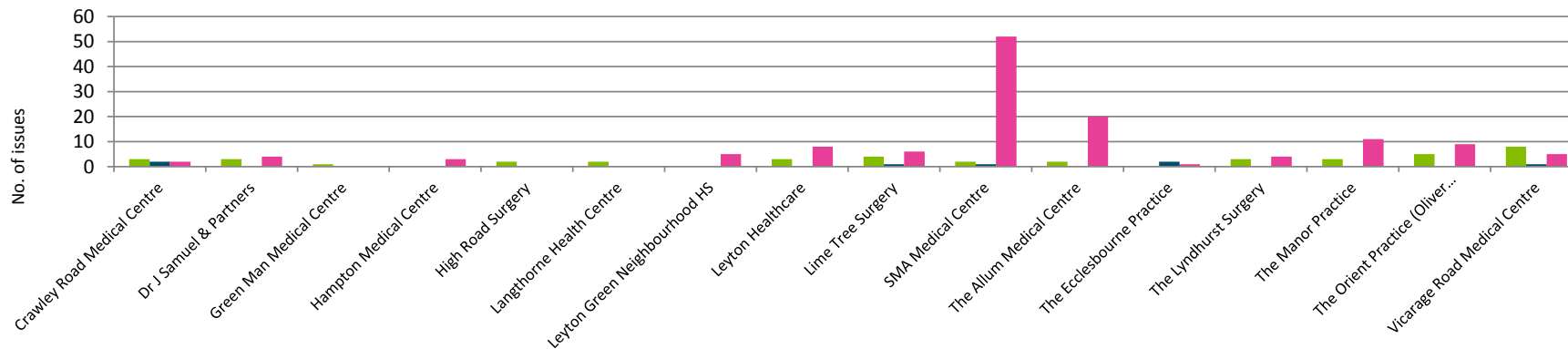


Appointment Booking is the largest negative trend overall, with positivity at just 24%. Many patients express discontent about booking systems and the inability to get appointments when required. There is also widespread dissatisfaction with telephone systems, which become congested at certain times of day. Some patients wait days (or more) to see a GP.

3.1.2: All Aspects of Appointment Booking:



3.1.3 Practices Receiving the Most Issues Overall:



Practices

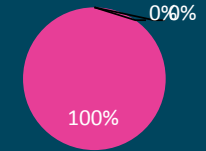
SMA Medical Centre receives a notable volume and ratio of negative comments.

SECTION 3.2: GETTING THERE

Just 1 comment is about getting to appointments/catchment. Therefore, this is not considered a major issue locally for patients.

3.2.1 Sentiment:

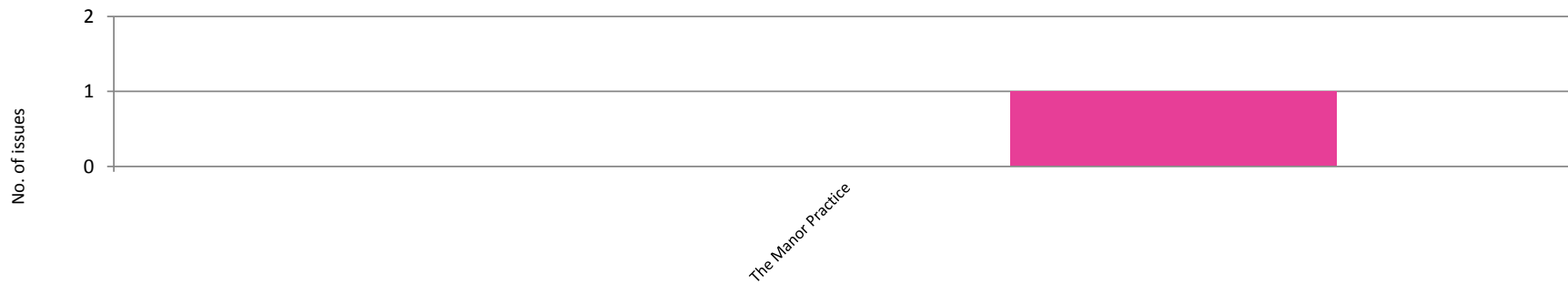
■ Positive
■ Neutral
■ Negative



3.2.2: All Aspects of Getting There:



3.2.3 Practices Receiving the Most Issues Overall:



Practices

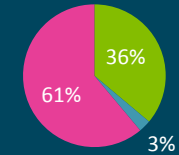
No practices receive a notable quantity of comments.

SECTION 3.3: WAIT AT APPOINTMENT

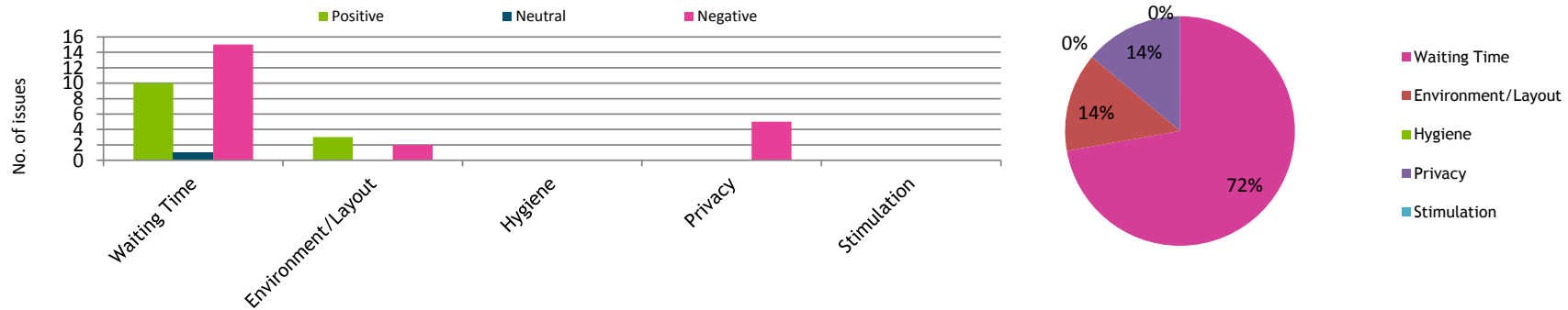
Wait at Appointment receives 3% of issues overall and is 61% negative in sentiment. Sentiment about waiting times at appointments is mixed, comments suggest. Some patients comment on a lack of privacy in reception.

3.3.1 Sentiment:

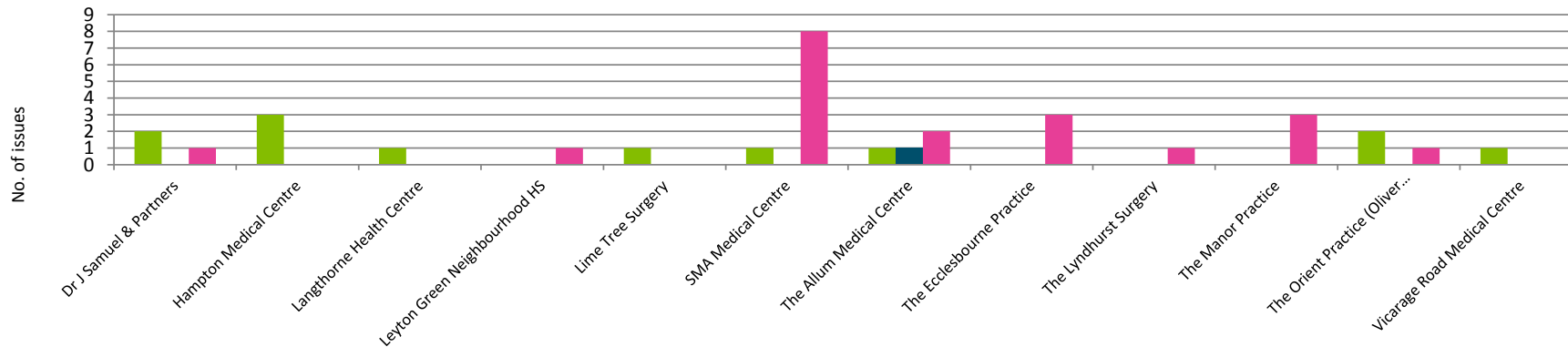
■ Positive
■ Neutral
■ Negative



3.3.2: All Aspects of Wait at Appointment:



3.3.3 Practices Receiving the Most Issues Overall:



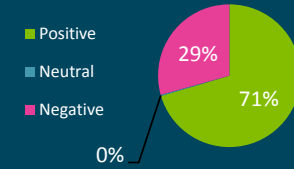
Practices

SMA Medical Centre receives a notable volume and ratio of negative comments.

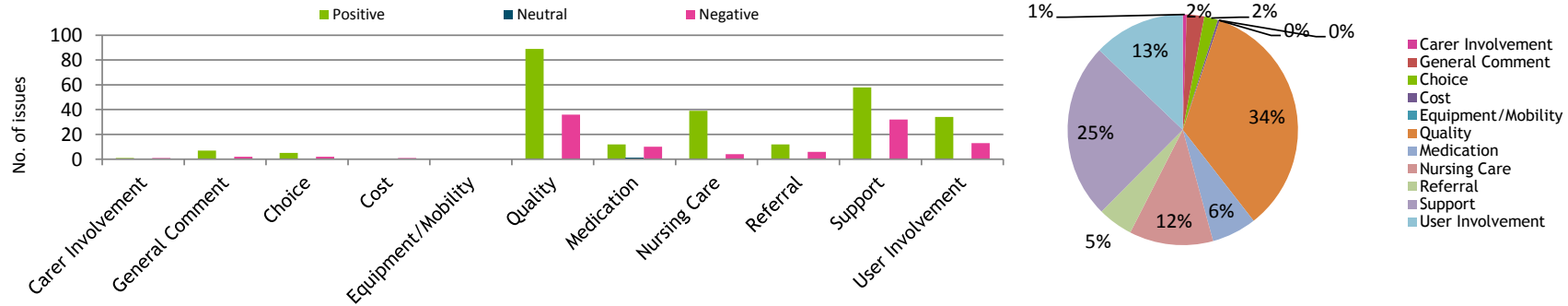
SECTION 3.4: CLINICAL TREATMENT

Receiving 32% 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, nursing care and support received, and feel involved in decisions.

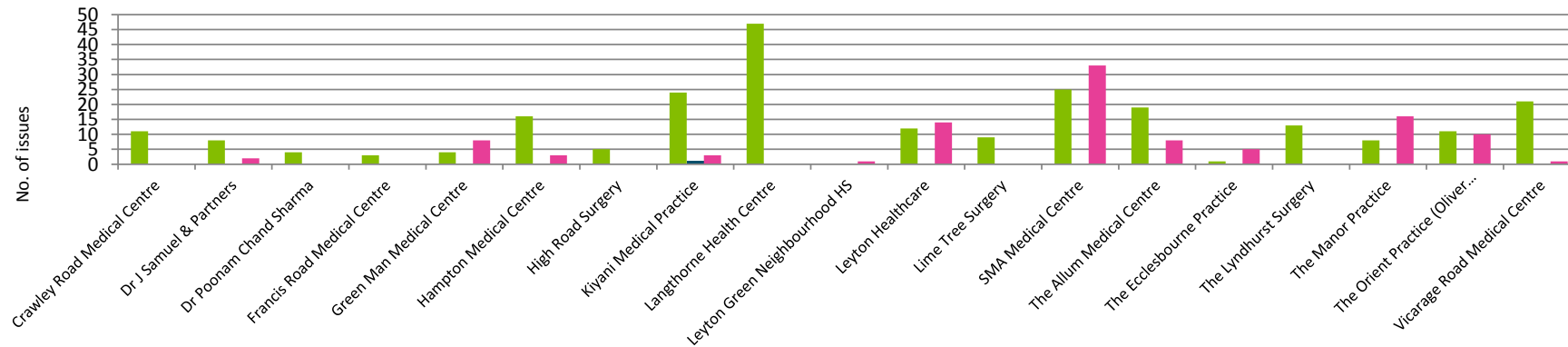
3.4.1 Sentiment:



3.4.2: All Aspects of Clinical Treatment:



3.4.3 Practices Receiving the Most Issues Overall:



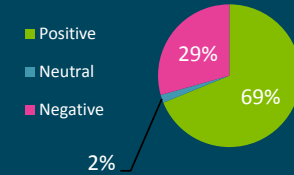
Practices

Langthorne Health Centre and Kiyani Medical Practice receive a notable volume and ratio of positive comments. Comments suggest sentiment at SMA Medical Centre is mixed.

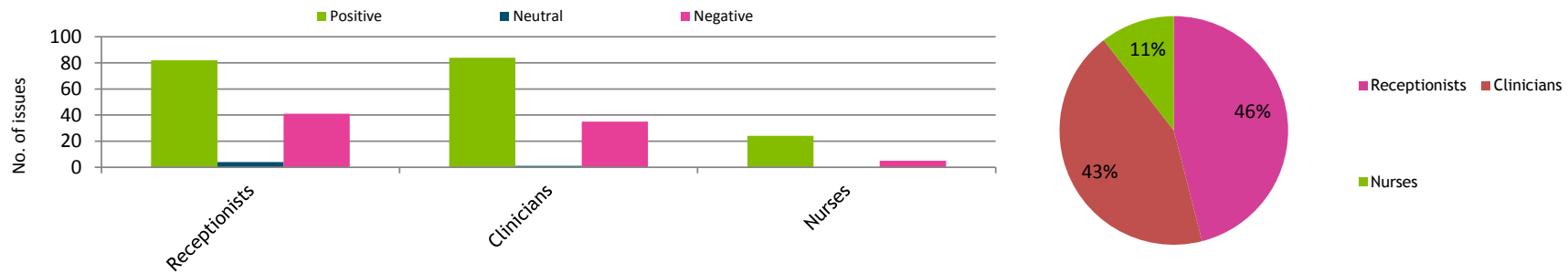
SECTION 3.5: STAFF ATTITUDE

With 25% 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.

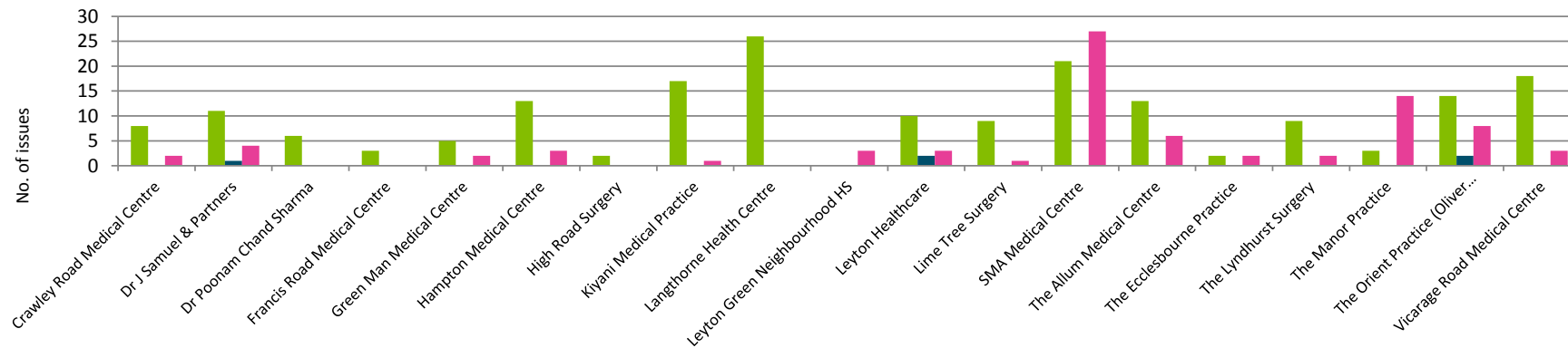
3.5.1 Sentiment:



3.5.2: All Aspects of Staff Attitude:



3.5.3 Practices Receiving the Most Issues Overall:



Practices

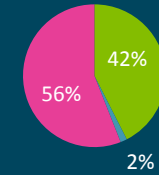
Langthorne Health Centre receives a notable volume and ratio of positive comments.

SECTION 3.6: ADMINISTRATION

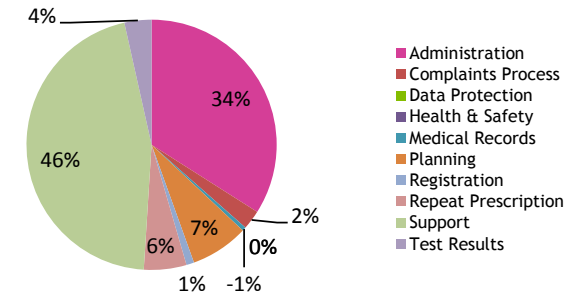
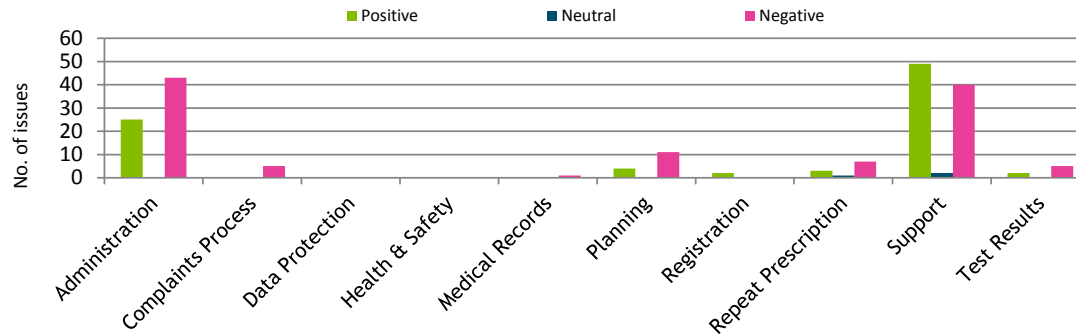
Administration receives 18% of issues overall and sentiment is 56% negative. Sentiment on general administration is marginally negative, while mixed on (front desk) support.

3.6.1 Sentiment:

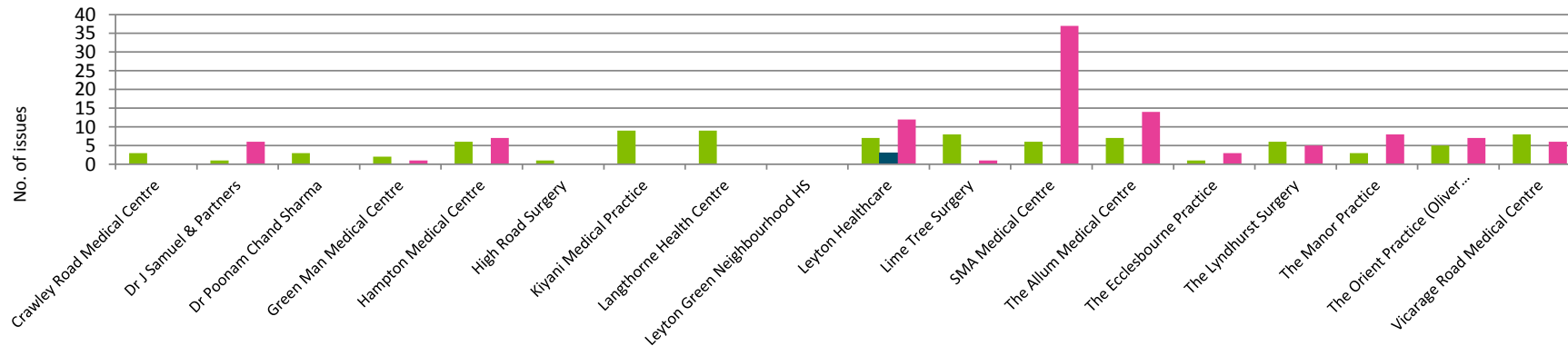
■ Positive
■ Neutral
■ Negative



3.6.2: All Aspects of Administration:



3.6.3 Practices Receiving the Most Issues Overall:



Practices

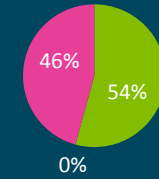
SMA Medical Centre receives a notable volume and ratio of negative comments.

SECTION 3.7: COMMUNICATION

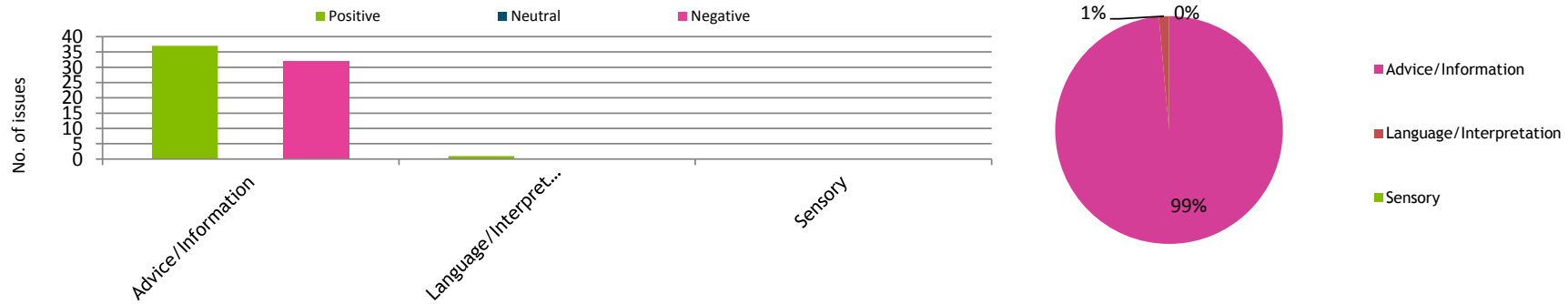
Communication receives 6% of issues overall and is 54% positive in sentiment. The vast majority of issues are about access to advice and information and sentiment is mixed.

3.7.1 Sentiment:

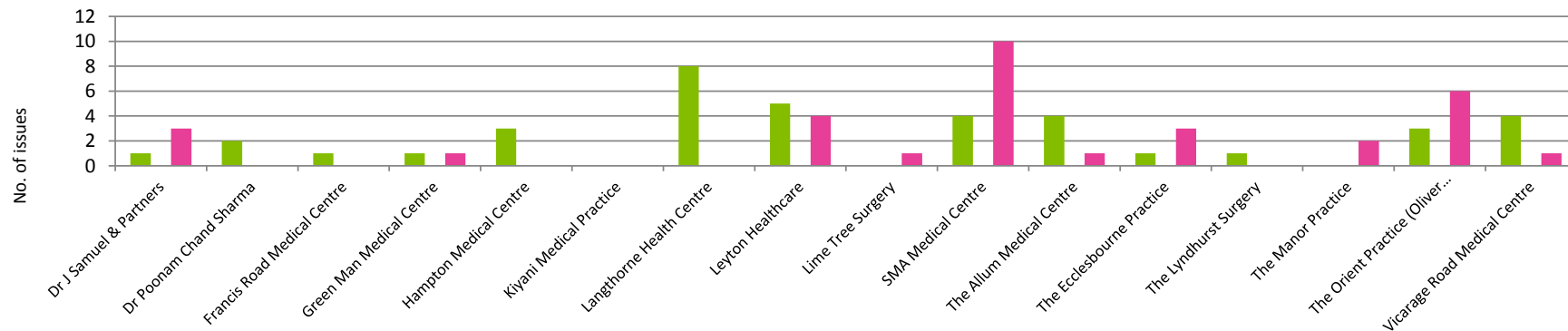
Positive
Neutral
Negative



3.7.2: All Aspects of Communication:



3.7.3 Practices Receiving the Most Issues Overall:



Practices

No practices receive a notable quantity of comments.

SECTION 4.1: QUARTERLY BENCHMARK

Practices

Comments suggest sentiment at SMA Medical Centre has declined notably over the quarter.

4.1.1: Q1 and Q2 Positive Sentiment

