



## Primary Care Trends Analysis Report

GP Patient Experience (Waltham Forest)

**healthwatch**  
Waltham Forest

### ABOUT THIS REPORT

This report examines the patient experience of GP Practices in Waltham Forest.

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 table. This means different Practices feature on different tables, dependent on how many issues have been received on any given topic. Please see Annex 1 for a full breakdown of 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.

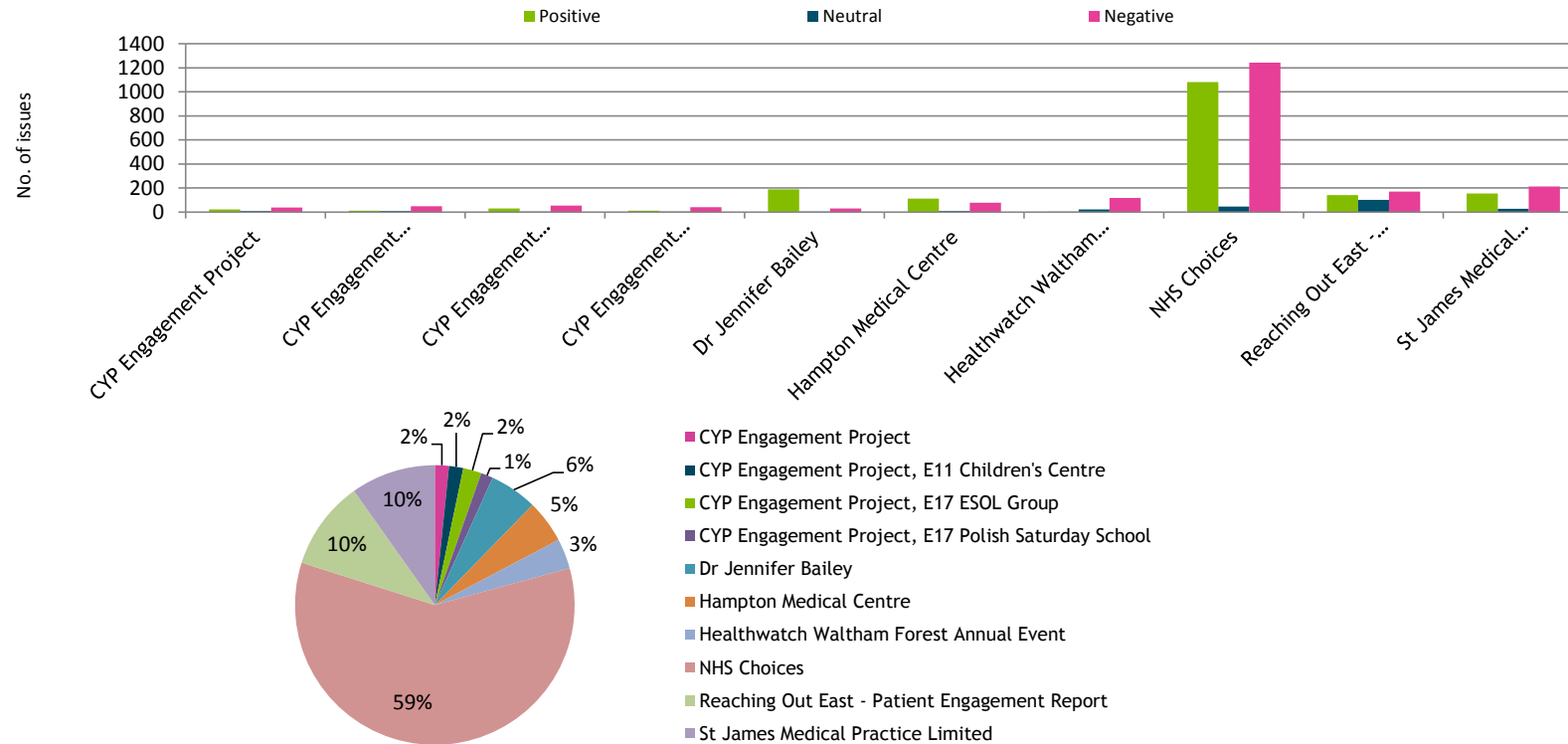
## SECTION 1: REPORT CONTENT

1.1: Reporting Period:

Healthwatch Waltham Forest has identified 4727 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: 01/07/2014  
To: 30/06/2015

### 1.2: Data Origin



#### The Data in this Report

59% of the service user comments originate from NHS Choices, with the remainder from Healthwatch Waltham Forest activity.

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

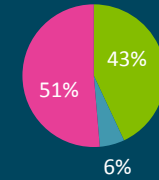
Report Date: 21/09/2015

## SECTION 2: TOP OVERALL TRENDS

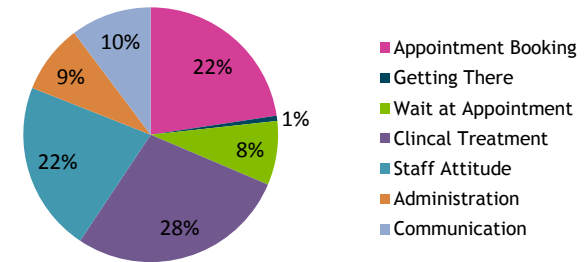
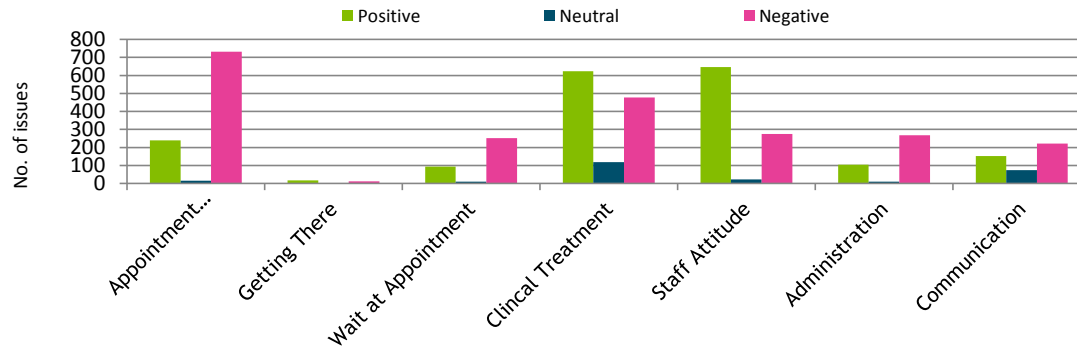
Overall patient sentiment is 51% negative. Clinical Treatment, Appointment Booking and Staff Attitude are considered the most important aspects of service. Sentiment about Staff Attitude is broadly positive, and marginally positive on Clinical Treatment. Appointment Booking is clearly negative in sentiment.

### 2.1 Sentiment:

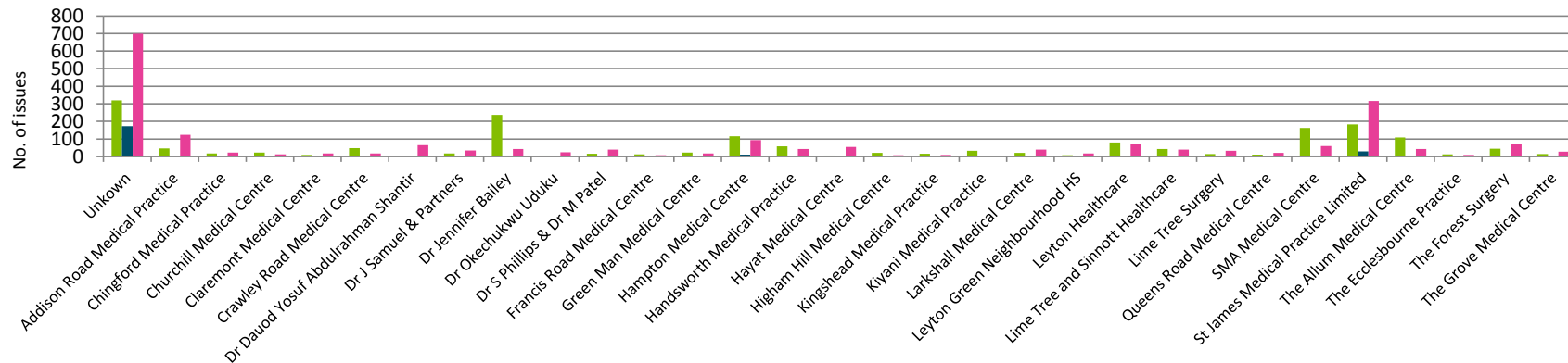
■ Positive  
■ Neutral  
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### 2.2 Most Reported Aspects of Service:



### 2.3 Practices Receiving the Most Issues Overall:



### Practices to Watch

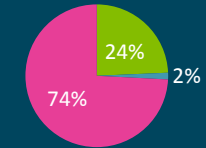
Comments about Addison Road Medical Practice and Dr Shantir are broadly negative in sentiment overall. Hayat Medical Centre closed earlier in 2015. Patients at Dr Jennifer Bailey appear to be the most satisfied with the service overall, with SMA Medical Centre and The Allum Medical Centre also receiving a good volume of positive comments.

## SECTION 3.1: APPOINTMENT BOOKING

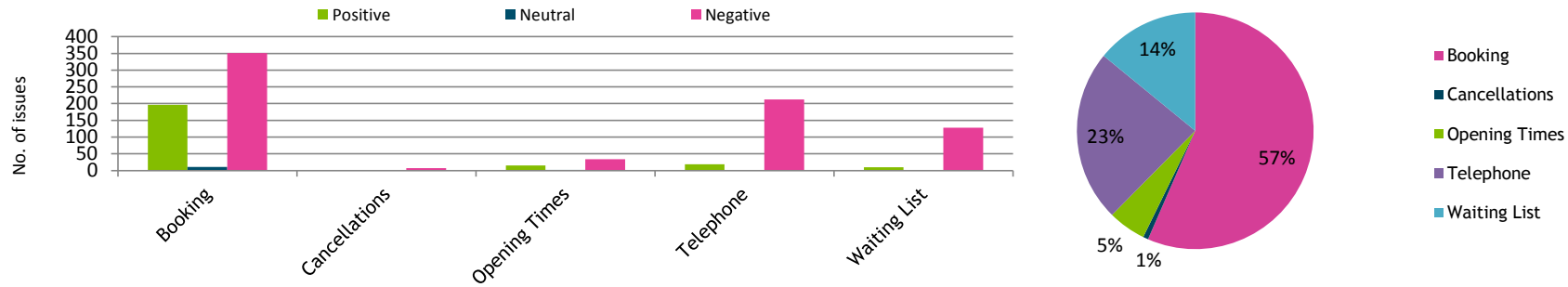
Appointment Booking is the largest negative trend overall, with positivity at just 24%. Many patients express discontent about booking systems and the inability to get appointments when required. There is widespread dissatisfaction with telephone systems, which become congested at certain times of day. 14% of issues indicate that patients sometimes wait over a day to see their GP.

### 3.1.1 Sentiment:

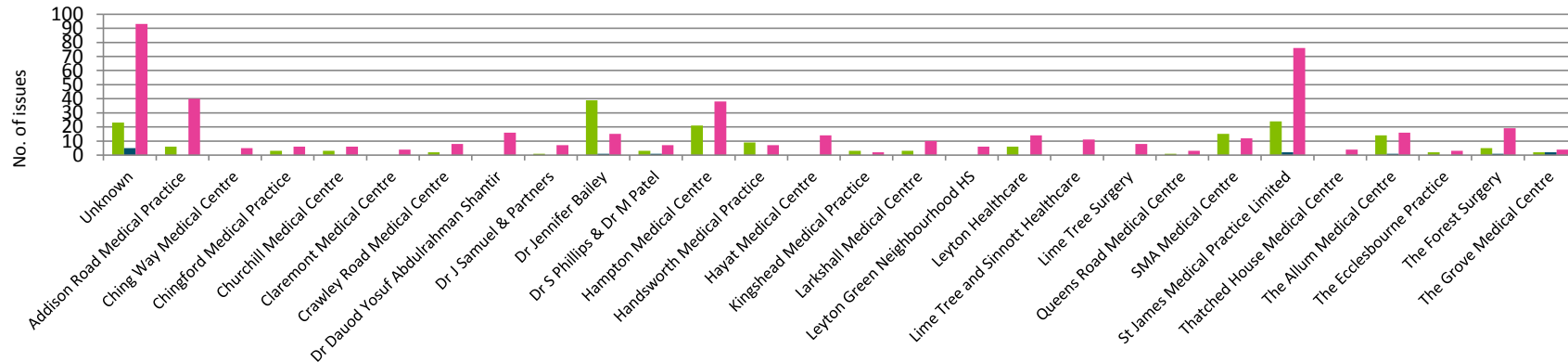
■ Positive  
■ Neutral  
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### 3.1.2: All Aspects of Appointment Booking:



### 3.1.3 Practices Receiving the Most Issues Overall:



### Practices to Watch

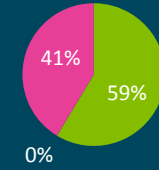
At most Practices, sentiment around Appointment Booking largely negative, with Addison Road Medical Practice, St James Medical Practice and The Forest Surgery receiving the most negativity. Hampton Medical Centre receives a large volume of negative comments, but sentiment is mixed. Comments suggest patients at Dr Jennifer Bailey are clearly positive about the ability to get appointments.

## SECTION 3.2: GETTING THERE

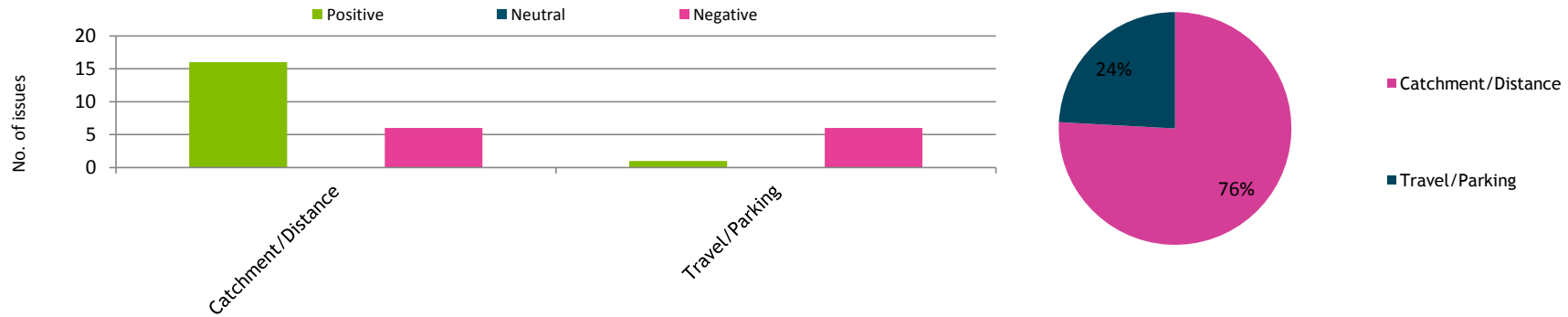
Just 1% of issues are about getting to-and-from appointments, with sentiment 59% positive overall. Comments are clearly negative on Travel/Parking, but broadly positive on Catchment/Distance.

### 3.2.1 Sentiment:

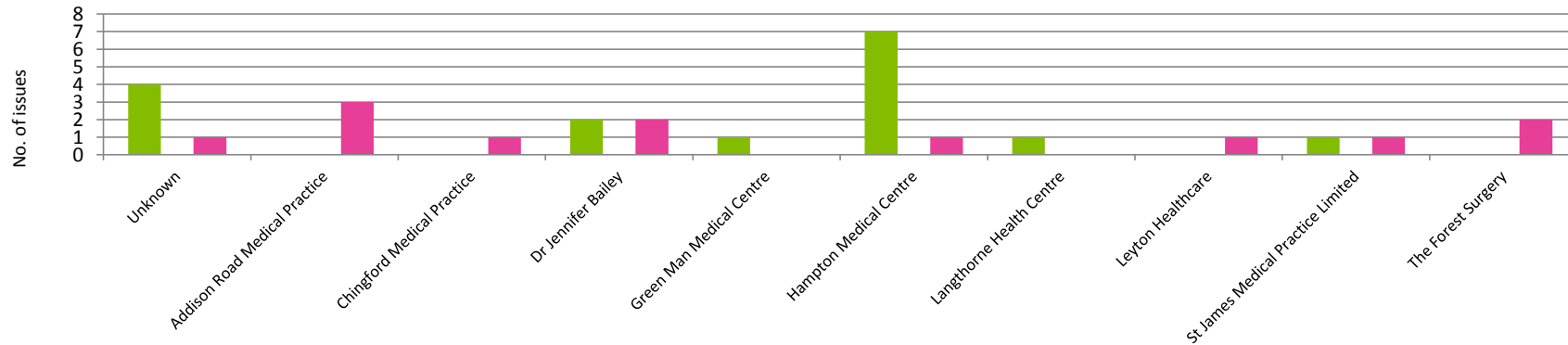
■ Positive  
■ Neutral  
■ Negative



### 3.2.2: All Aspects of Getting There:



### 3.2.3 Practices Receiving the Most Issues Overall:



### Practices to Watch

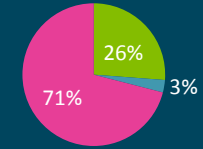
Hampton Medical Centre receives a good volume of positive comments.

## SECTION 3.3: WAIT AT APPOINTMENT

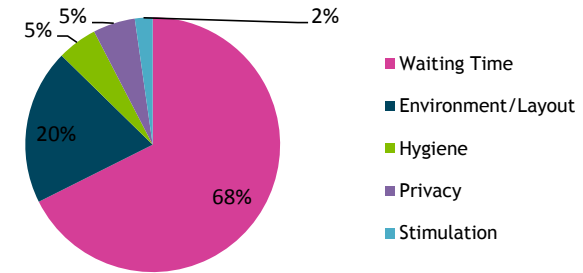
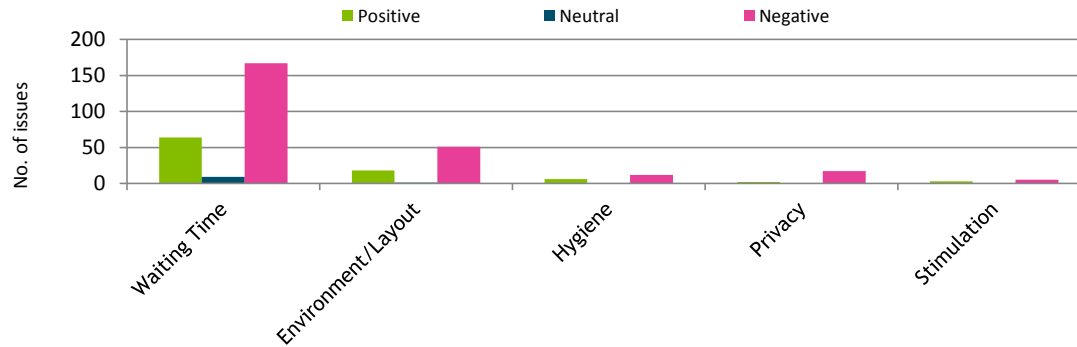
8% of issues overall are about Wait at Appointment, which is 71% negative as a topic. Many patients express discontent about waiting times.

### 3.3.1 Sentiment:

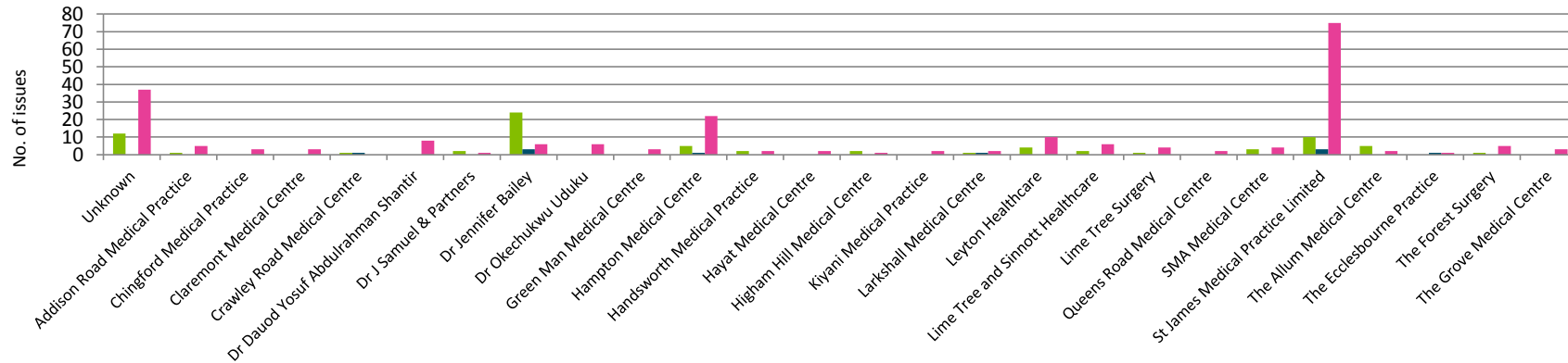
■ Positive  
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### 3.3.2: All Aspects of Wait at Appointment:



### 3.3.3 Practices Receiving the Most Issues Overall:



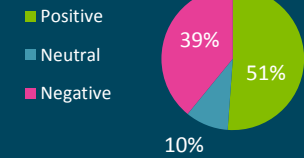
#### Practices to Watch

St. James Medical Practice (by far) receives the largest quantity of negative issues - these are largely about the waiting environment with comments about the condition of the premises, plus overcrowding at the phlebotomy service. With the exception of Dr Jennifer Bailey, no practices receive a notable amount of positivity.

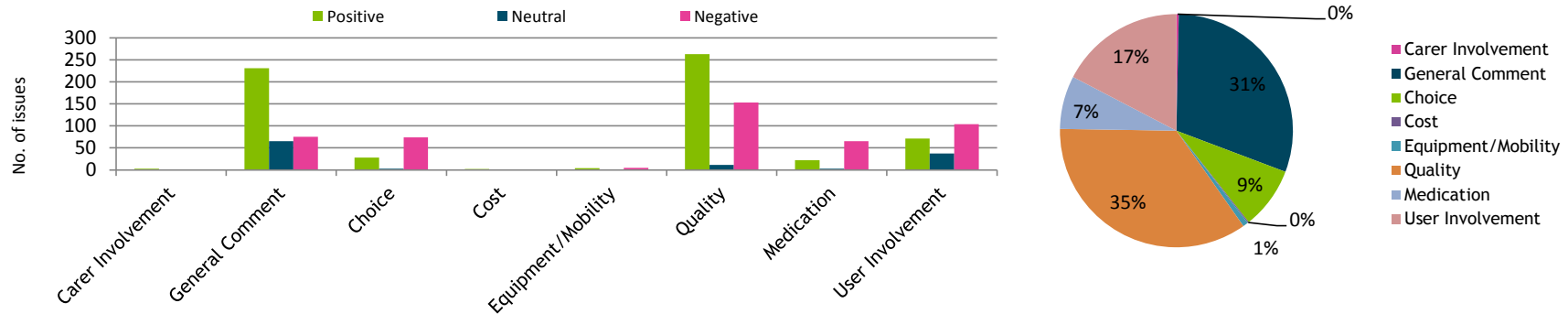
## SECTION 3.4: CLINICAL TREATMENT

Clinical Treatment receives 28% of issues overall and is marginally positive in sentiment. Patients are marginally positive about the quality of treatment received, while many made positive general comments. Choice is the clearest negative issue, with some patients commenting on the availability of their preferred GP. Sentiment about Medication is also largely negative, while mixed on User Involvement.

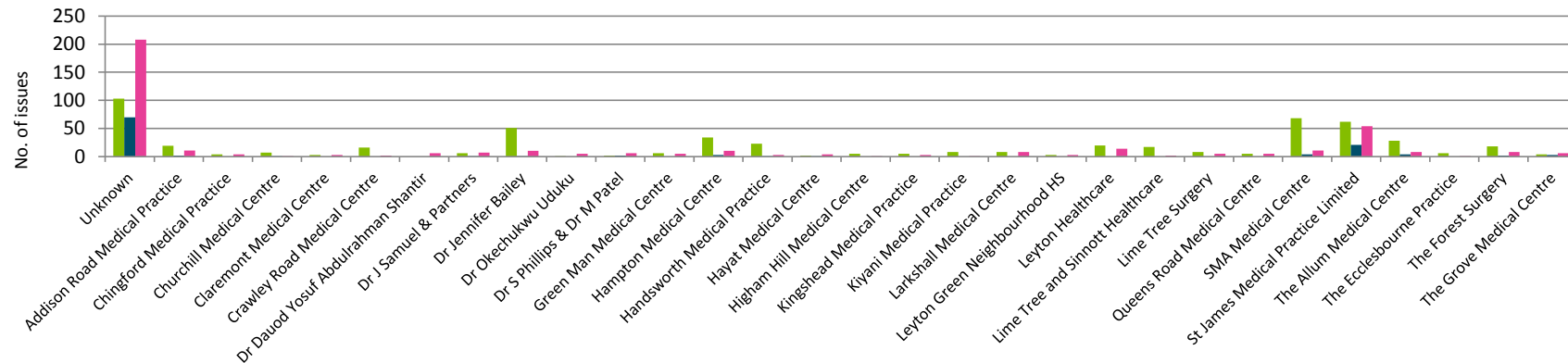
### 3.4.1 Sentiment:



### 3.4.2: All Aspects of Clinical Treatment:



### 3.4.3 Practices Receiving the Most Issues Overall:



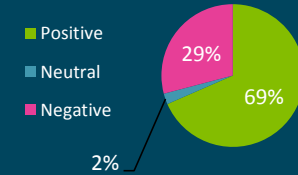
### Practices to Watch

Comments suggest sentiment at most Practices is marginally or broadly positive, with Dr Jennifer Bailey, Hampton Medical Centre and SMA Medical Centre receiving a large volume of positive comments. Sentiment about St James Medical Practice, which receives the largest volume of comments, is mixed.

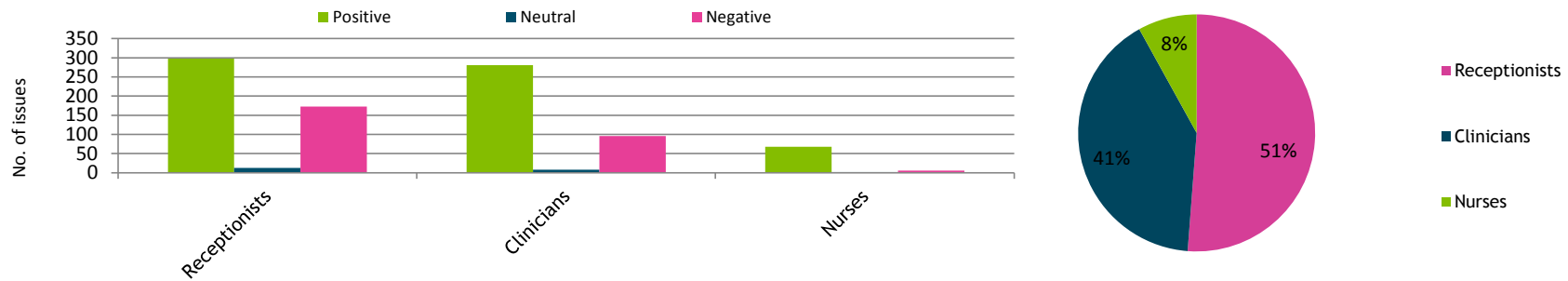
## SECTION 3.5: STAFF ATTITUDE

With 22% of issues overall, patients consider Staff Attitude to be an important aspect of service. Sentiment is broadly positive.

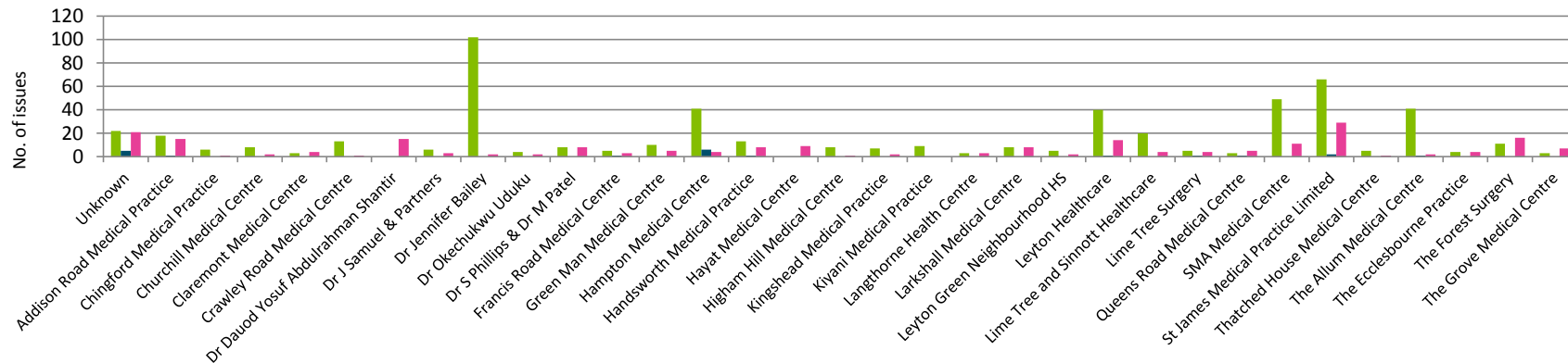
### 3.5.1 Sentiment:



### 3.5.2: All Aspects of Staff Attitude:



### 3.5.3 Practices Receiving the Most Issues Overall:



#### Practices to Watch

Comments suggest sentiment at most Practices is broadly positive, with patients at Dr Jennifer Bailey clearly satisfied. Hampton Medical Centre, Leyton Healthcare, SMA Medical Centre and The Allum Medical Centre also receive a good volume of positive comments. According to comments, patients at Dr Shantir are not satisfied with the attitude of staff.

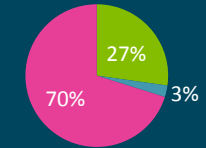


## SECTION 3.6: ADMINISTRATION

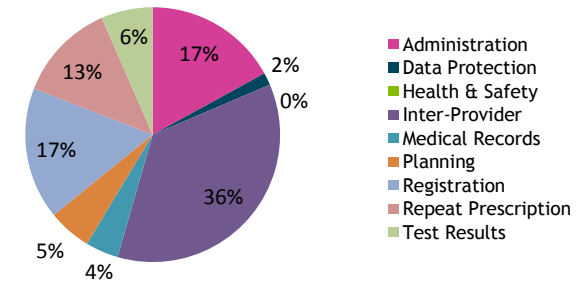
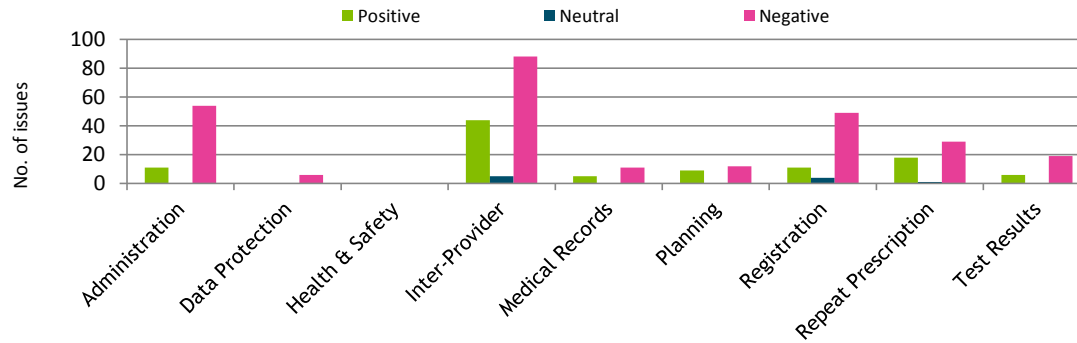
Administration receives 9% of issues overall. It is expected that patients will generally comment about Administration when dissatisfied. Sentiment is 70% negative. Most negativity is about inter-provider communication (GP's liaising with the Hospital in particular), administration errors, registration processes and the ability to get repeat prescriptions.

### 3.6.1 Sentiment:

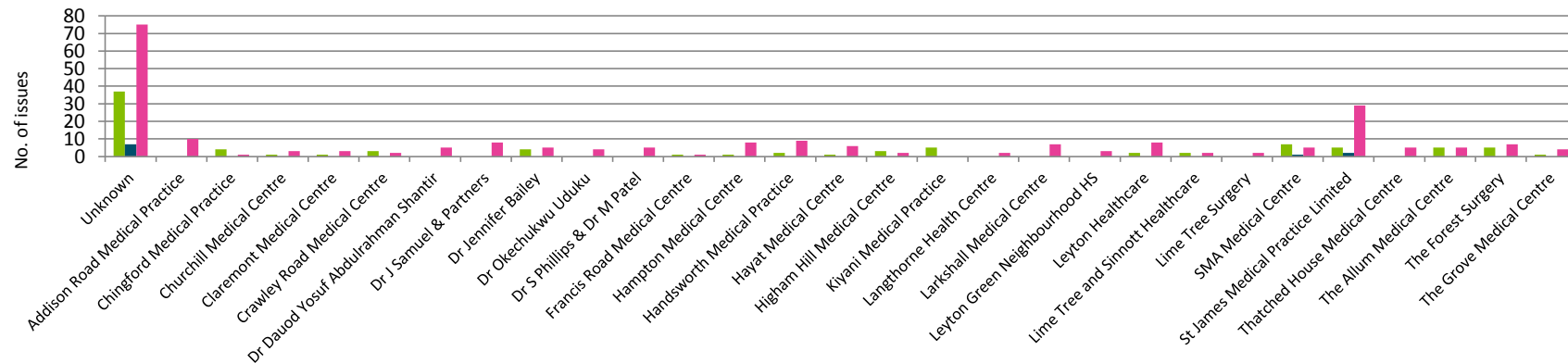
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### 3.6.2: All Aspects of Administration:



### 3.6.3 Practices Receiving the Most Issues Overall:



### Practices to Watch

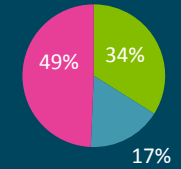
St. James Medical Practice receives a notable quantity of negative comments. No practices have received a notable level of positivity, but this is expected.

## SECTION 3.7: COMMUNICATION

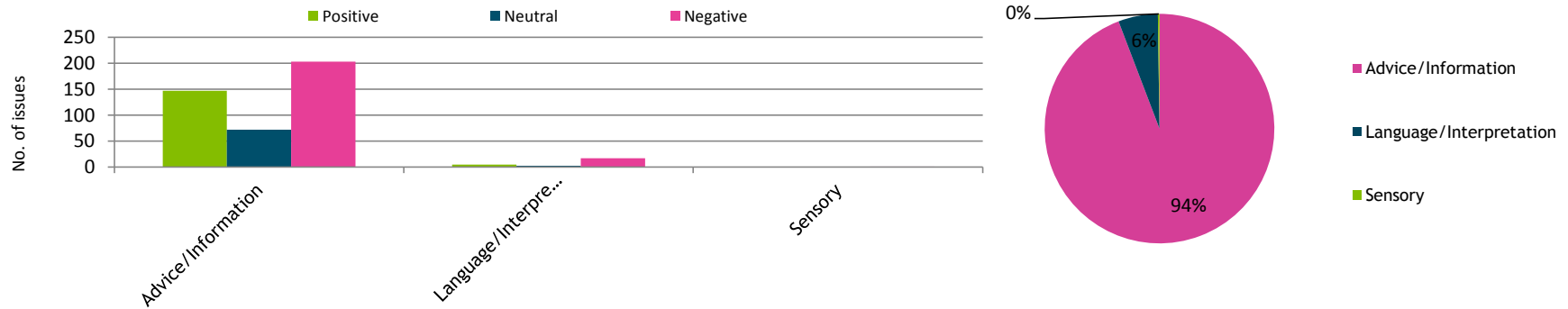
Communication receives 10% of issues overall and is mixed in sentiment. The vast majority of issues are about access to advice and information, which is marginally negative in sentiment.

### 3.7.1 Sentiment:

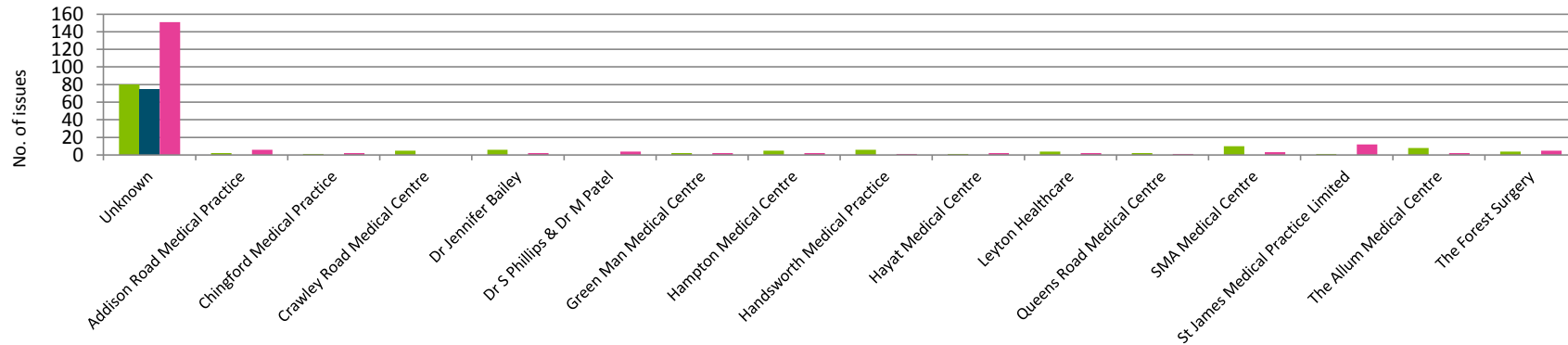
■ Positive  
■ Neutral  
■ Negative



### 3.7.2: All Aspects of Communication:



### 3.7.3 Practices Receiving the Most Issues Overall:



#### Practices to Watch

St. James Medical Practice receives a notable quantity of negative comments. SMA Medical Centre receives a good quantity of positive comments.

