



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.

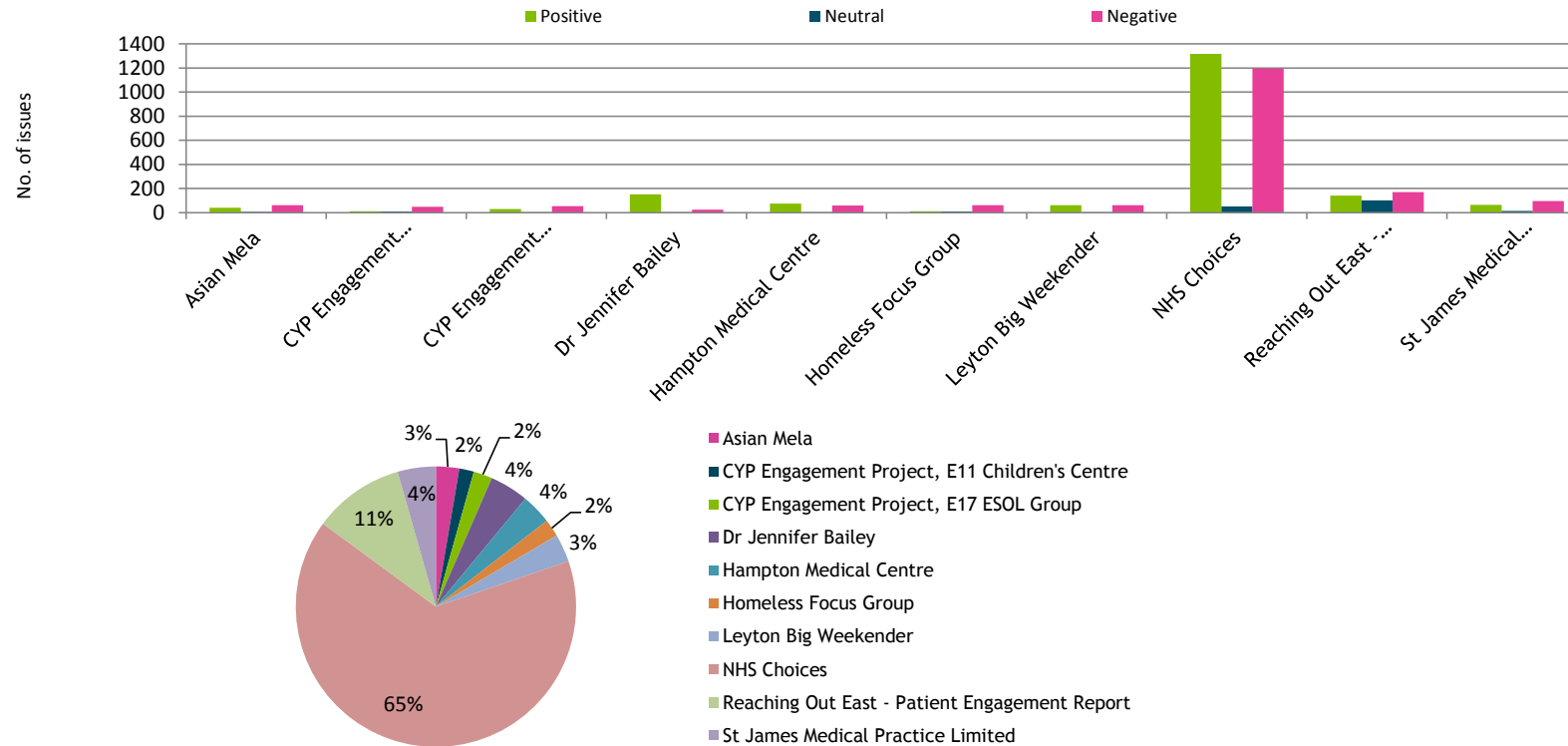
SECTION 1: REPORT CONTENT

1.1: Reporting Period:

Healthwatch Waltham Forest has identified 4684 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: 01/10/2014
To: 30/09/2015

1.2: Data Origin



The Data in this Report

65% of the service user comments originate from NHS Choices, with the remainder from Healthwatch Waltham Forest activity.

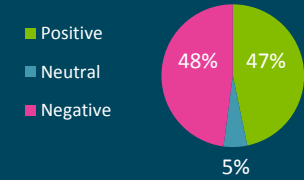
Please note that comments obtained from these sources may not be representative of all service users experiences or opinions.

Report Date: 10/11/2015

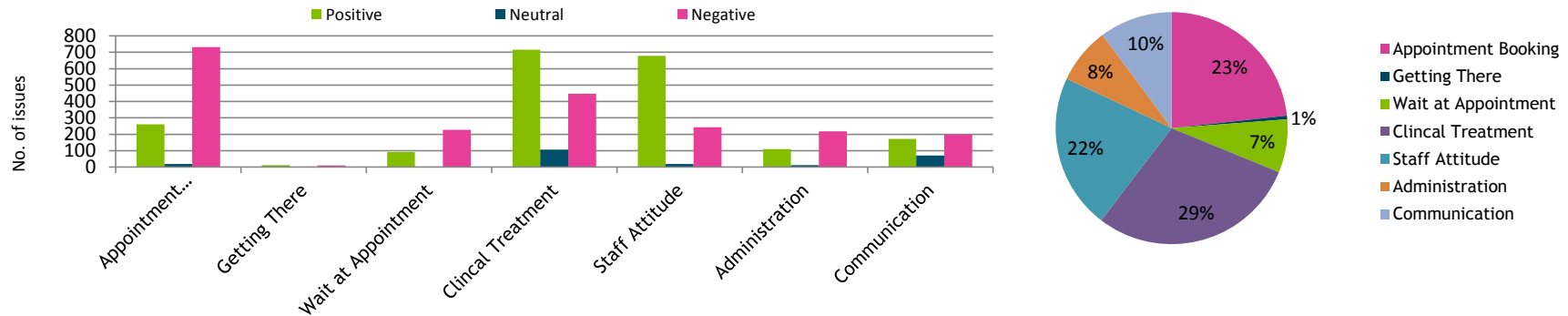
SECTION 2: TOP OVERALL TRENDS

Overall patient sentiment is mixed. 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.

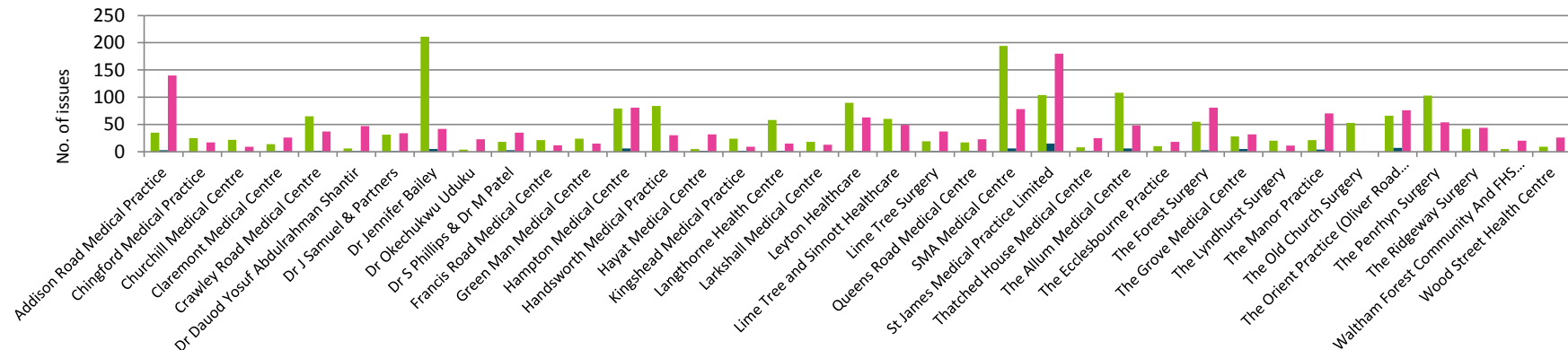
2.1 Sentiment:



2.2 Most Reported Aspects of Service:



2.3 Practices Receiving the Most Issues Overall:



Practices to Watch

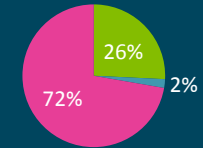
Patients at Dr Jennifer Bailey appear to be the most satisfied with the service overall, with SMA Medical Centre also receiving a good volume of positive comments. Sentiment at Addison Road Medical Practice is broadly negative, and marginally so at St James Medical Practice, according to comments.

SECTION 3.1: APPOINTMENT BOOKING

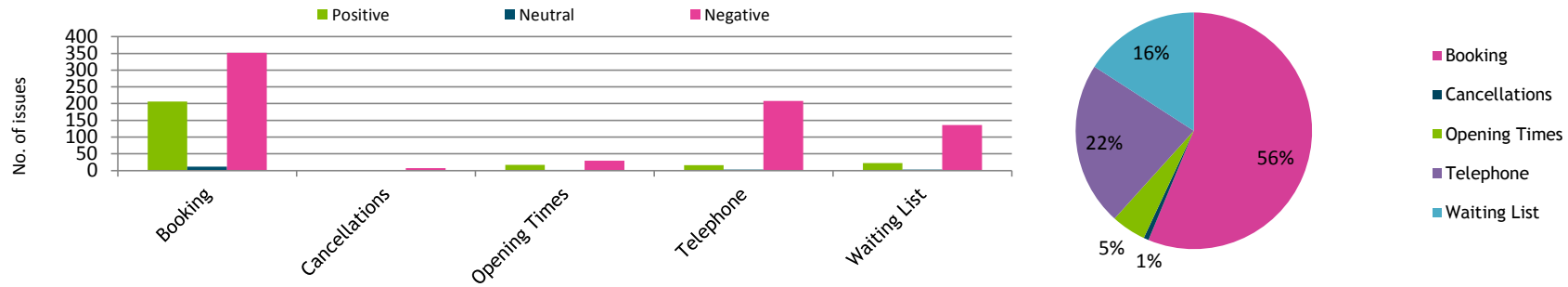
Appointment Booking is the largest negative trend overall, with positivity at just 26%. Many patients express discontent about booking systems and the inability to get appointments when required. There is widespread dissatisfaction with telephone systems, which become congested at certain times of day. 16% of issues indicate that patients sometimes wait over a day to see their GP.

3.1.1 Sentiment:

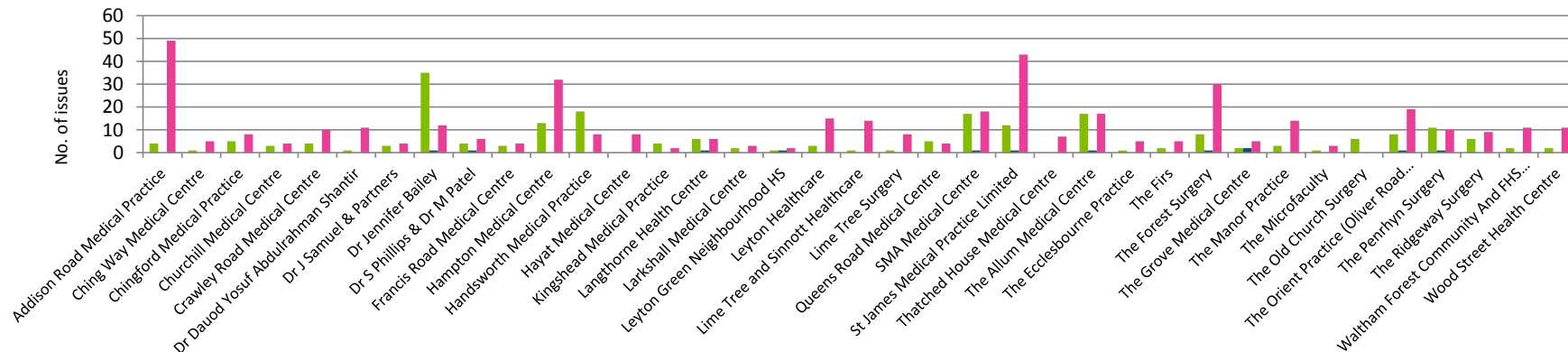
■ Positive
■ Neutral
■ Negative



3.1.2: All Aspects of Appointment Booking:



3.1.3 Practices Receiving the Most Issues Overall:



Practices to Watch

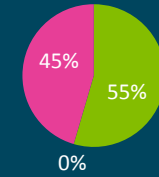
With the exception of Dr Jennifer Bailey, no Practices receive a notable amount of positivity. Addison Road Medical Practice and St James Medical Practice receive the largest volume of comments, with The Forest Surgery and Hampton Medical Centre also receiving a notable volume of negativity.

SECTION 3.2: GETTING THERE

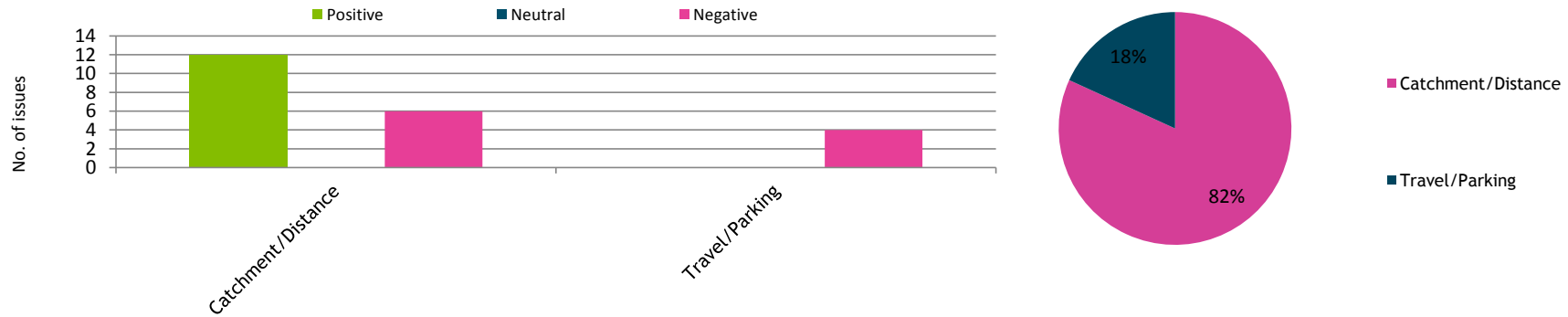
Just 1% of issues are about getting to-and-from appointments, with sentiment 55% positive overall. Comments are clearly negative on Travel/Parking, but marginally positive on Catchment/Distance.

3.2.1 Sentiment:

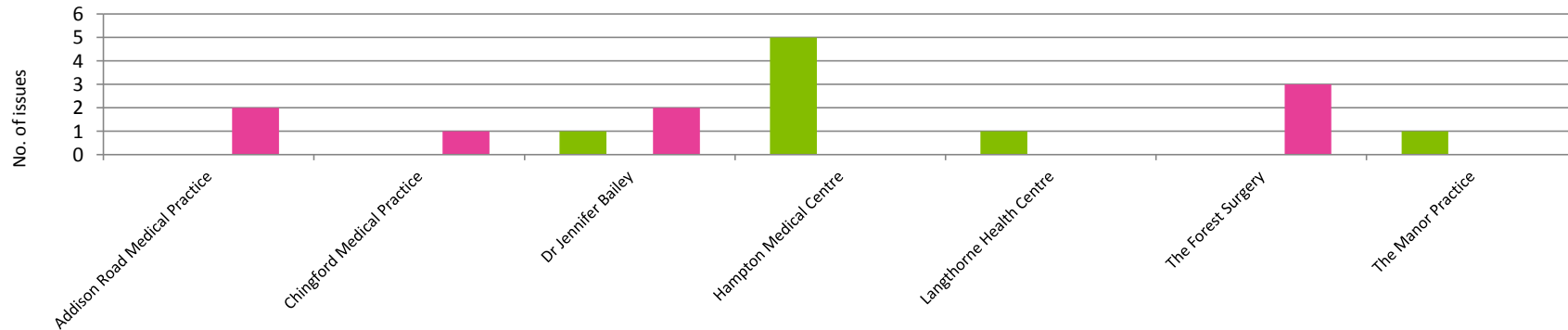
■ Positive
■ Neutral
■ Negative



3.2.2: All Aspects of Getting There:



3.2.3 Practices Receiving the Most Issues Overall:



Practices to Watch

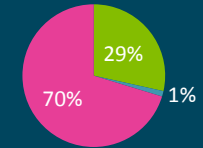
Hampton Medical Centre receives a good volume of positive comments.

SECTION 3.3: WAIT AT APPOINTMENT

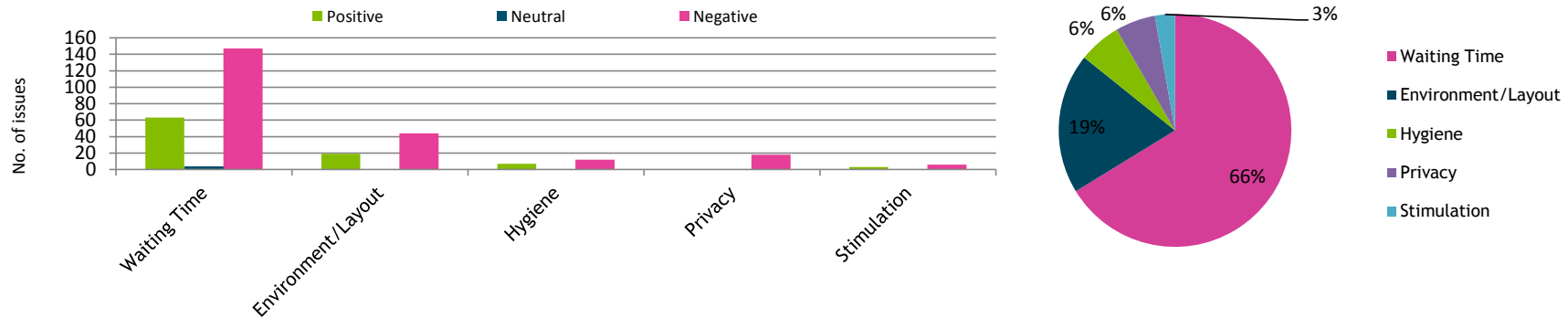
7% of issues overall are about Wait at Appointment, which is 70% negative as a topic. Many patients express discontent about waiting times.

3.3.1 Sentiment:

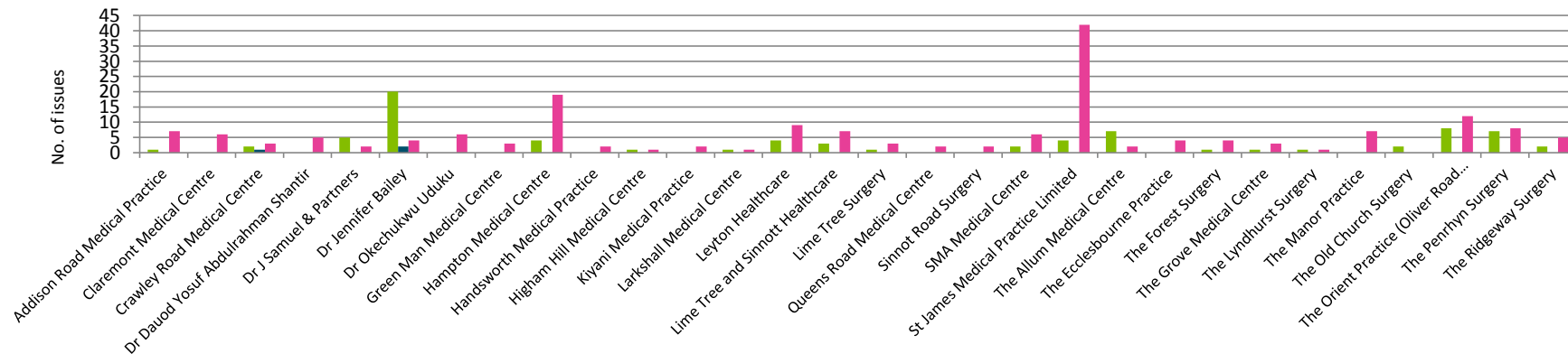
■ Positive
■ Neutral
■ Negative



3.3.2: All Aspects of Wait at Appointment:



3.3.3 Practices Receiving the Most Issues Overall:



Practices to Watch

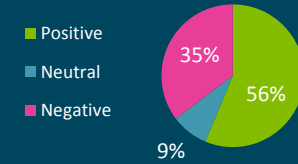
With the exception of Dr Jennifer Bailey, no Practices receive a notable amount of positivity.

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.

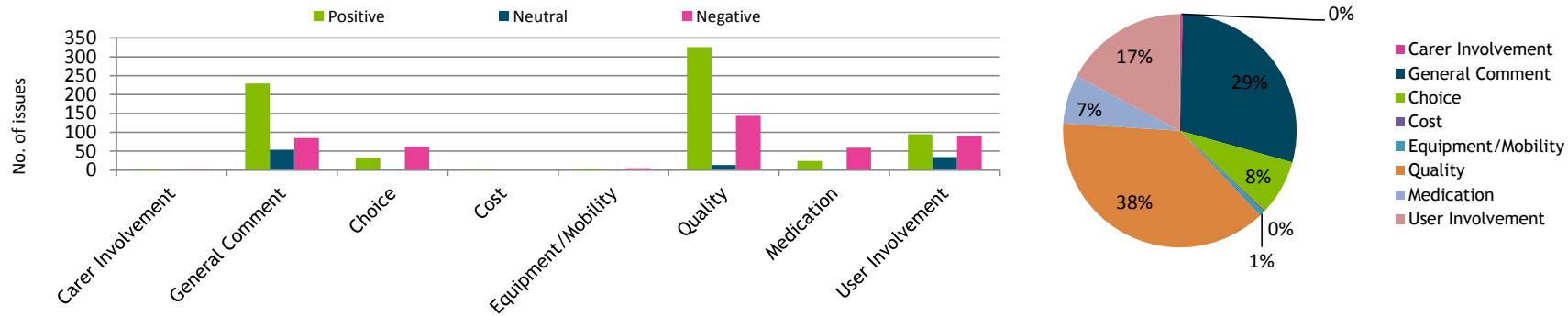
SECTION 3.4: CLINICAL TREATMENT

Clinical Treatment receives 29% of issues overall and is 56% positive in sentiment. Patients are broadly positive about the quality of treatment received, while many made positive general comments.

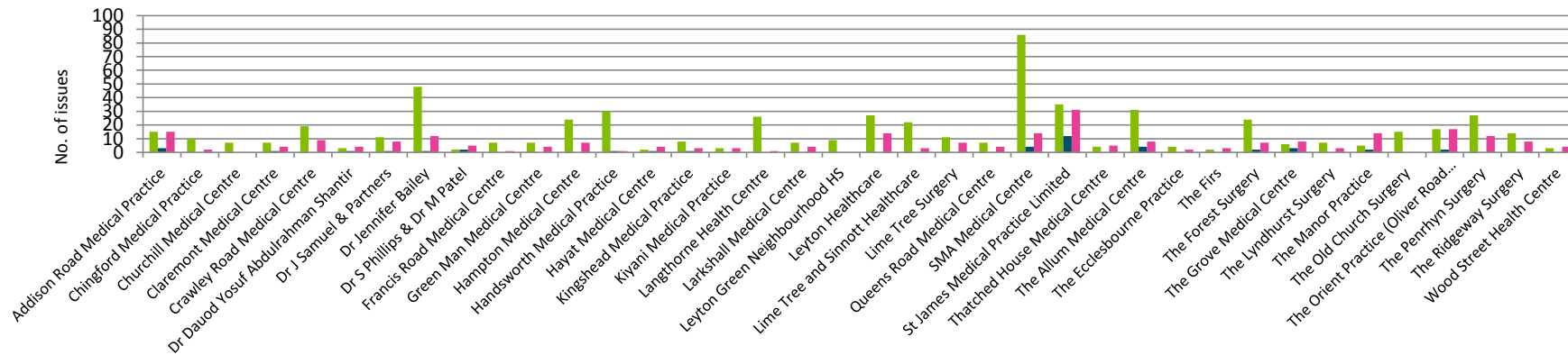
3.4.1 Sentiment:



3.4.2: All Aspects of Clinical Treatment:



3.4.3 Practices Receiving the Most Issues Overall:



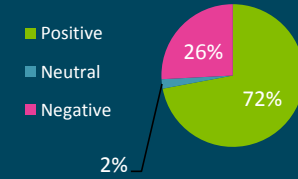
Practices to Watch

Comments suggest sentiment at most Practices is largely positive, with SMA Medical Centre (by far) receiving the largest volume of comments. Dr Jennifer Bailey also receives a notable volume of positivity. Sentiment at St James Medical Practice is mixed, according to comments.

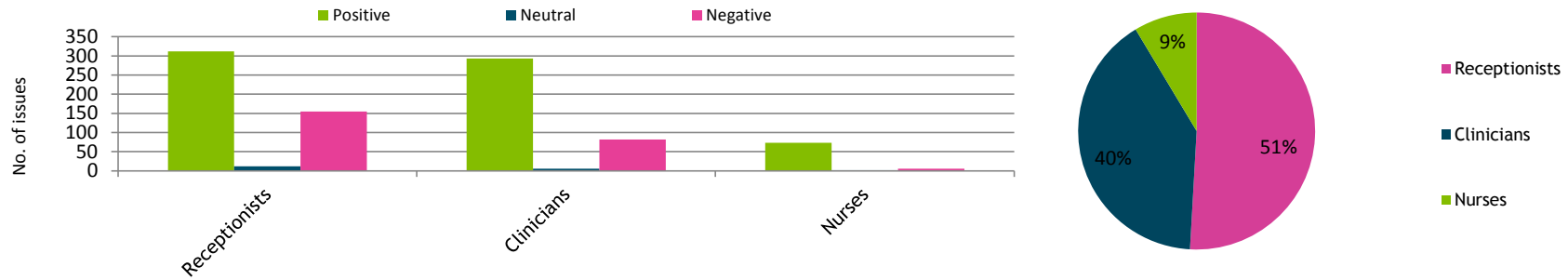
SECTION 3.5: STAFF ATTITUDE

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

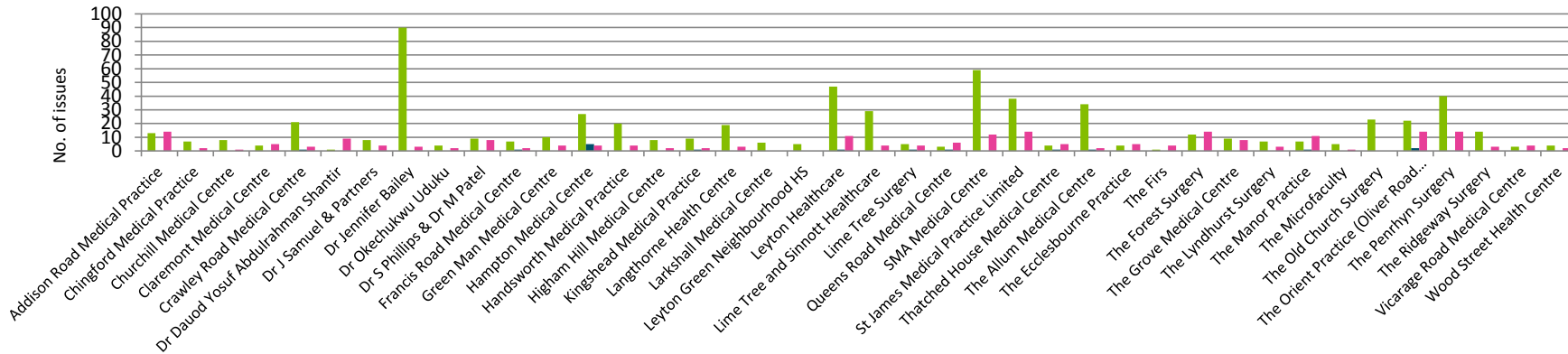
3.5.1 Sentiment:



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. SMA Medical Centre, Leyton Healthcare, The Penrhyn Surgery, St James Medical Practice and The Allum Medical Centre also receive a good volume of positive comments.

SECTION 3.6: ADMINISTRATION

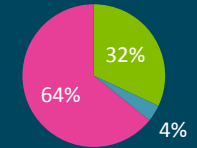
Administration receives 8% of issues overall.

It is expected that patients will generally comment about Administration when dissatisfied. Sentiment is 64% negative.

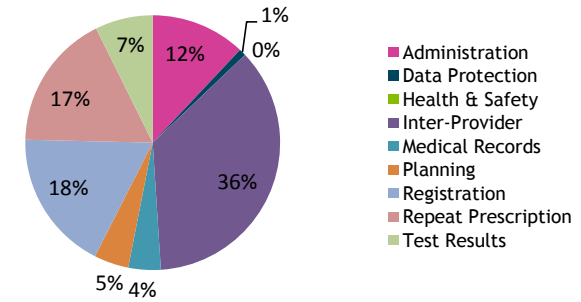
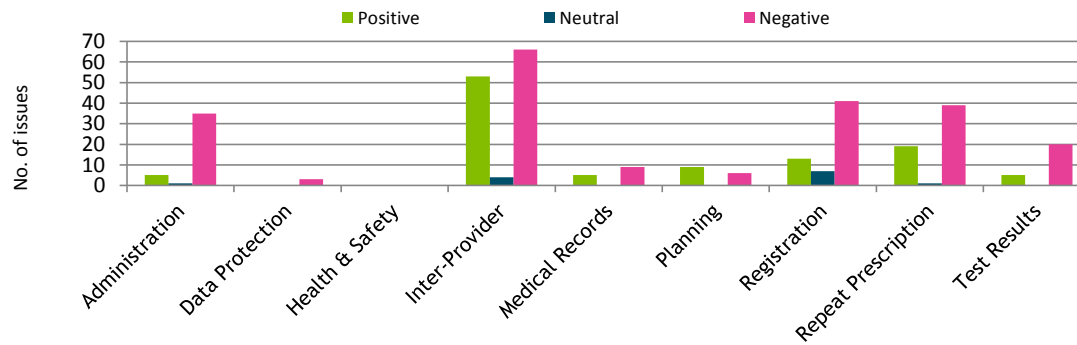
Sentiment is mixed about Inter-Provider Involvement (this includes Referrals), and broadly negative on Registration, Administration and Repeat Prescription.

3.6.1 Sentiment:

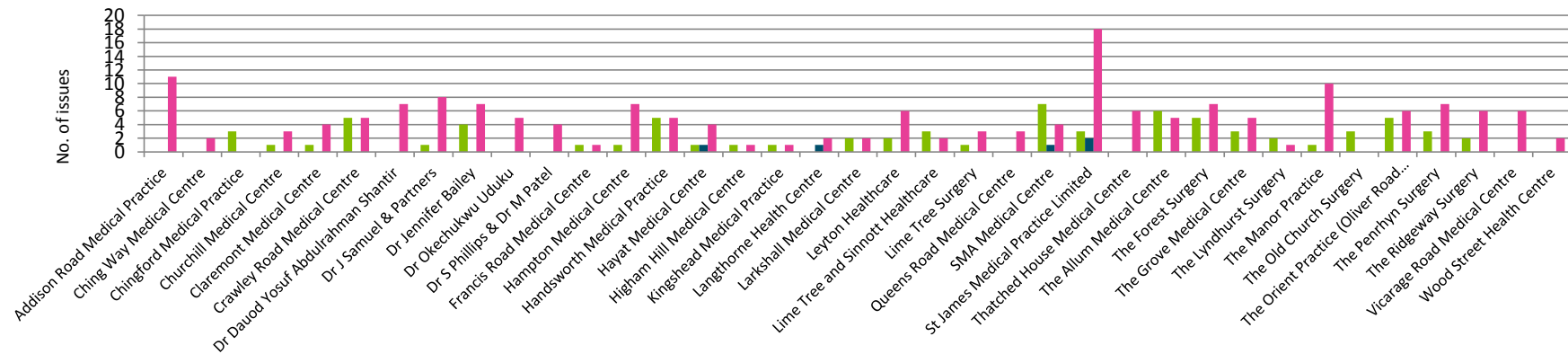
■ Positive
■ Neutral
■ Negative



3.6.2: All Aspects of Administration:



3.6.3 Practices Receiving the Most Issues Overall:



Practices to Watch

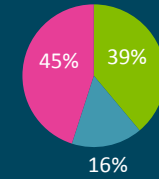
Comments suggest sentiment at most Practices is negative, particularly so at St James Medical Practice. The Manor Practice and Addison Road Medical Practice also receive a notable volume of negative comments.

SECTION 3.7: COMMUNICATION

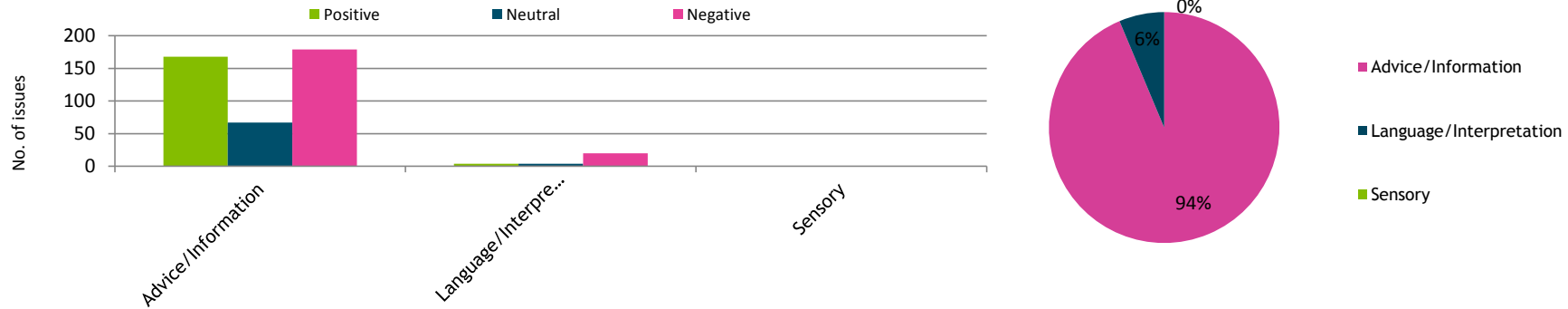
Communication receives 10% of issues overall and is mixed in sentiment. The vast majority of issues are about access to advice and information, which is marginally negative in sentiment.

3.7.1 Sentiment:

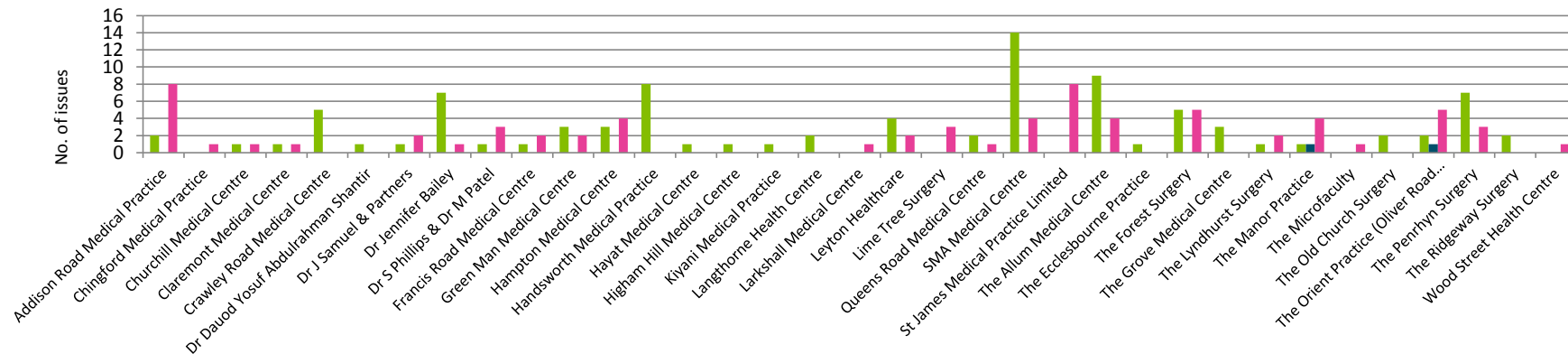
■ Positive
■ Neutral
■ Negative



3.7.2: All Aspects of Communication:



3.7.3 Practices Receiving the Most Issues Overall:



Practices to Watch

Comments suggest sentiment at SMA Medical Centre is clearly positive. Handsworth Medical Practice and Dr Jennifer Bailey also receive a good ratio of positive comments. Sentiment at St James Medical Practice is clearly negative, according to comments.

