



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.

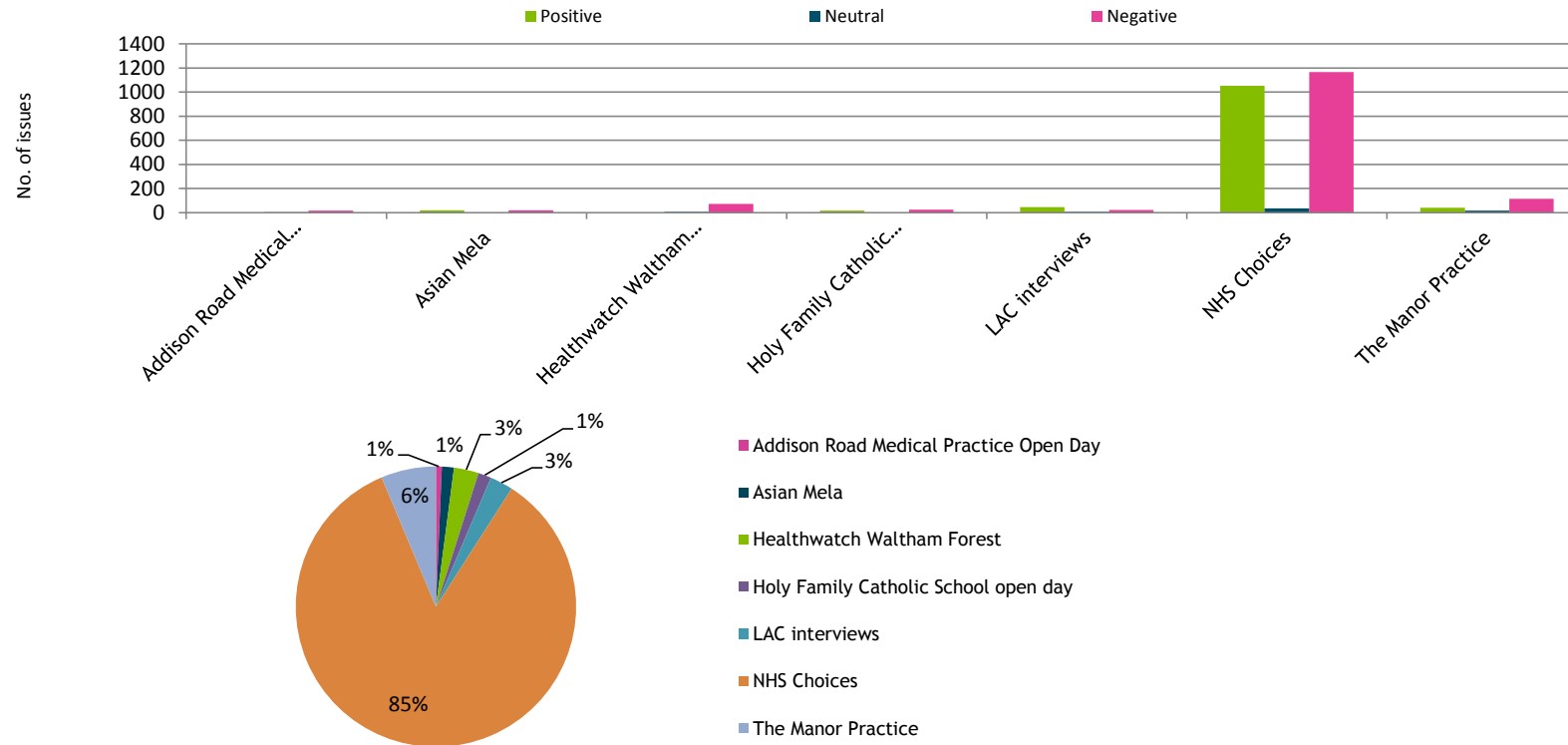
SECTION 1: REPORT CONTENT

1.1: Reporting Period:

Healthwatch Waltham Forest has identified 2820 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: 01/10/2015
To: 30/09/2016

1.2: Data Origin



The Data in this Report

The majority of 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.

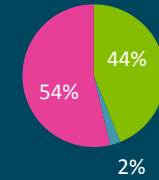
Report Date: 22/11/2016

SECTION 2: TOP OVERALL TRENDS

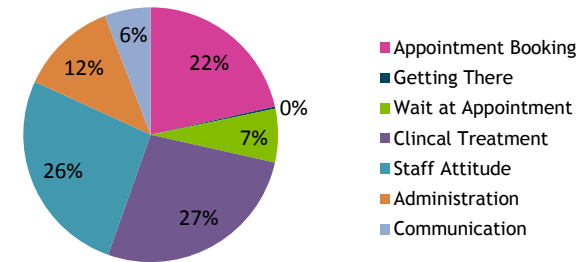
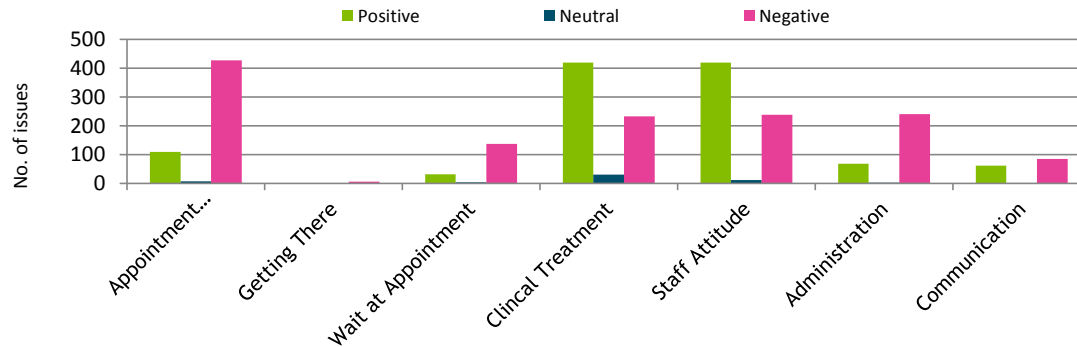
Overall patient sentiment is 54% negative. Clinical Treatment, Staff Attitude and Appointment Booking are considered the most important aspects of service. Sentiment on Clinical Treatment and Staff Attitude is broadly positive, while clearly negative on Appointment Booking, Administration and Wait at Appointment.

2.1 Sentiment:

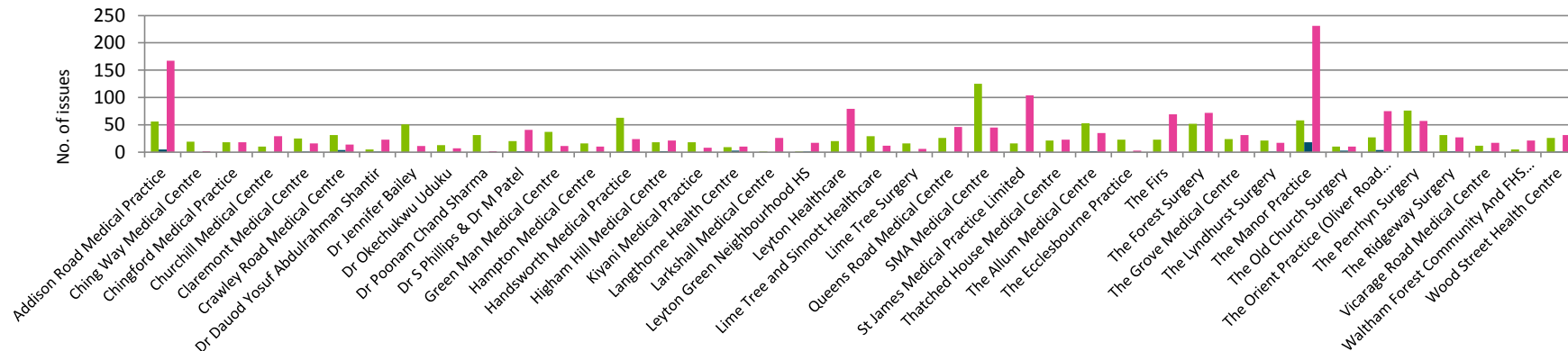
■ Positive
■ Neutral
■ Negative



2.2 Most Reported Aspects of Service:



2.3 Practices Receiving the Most Issues Overall:



Practices to Watch

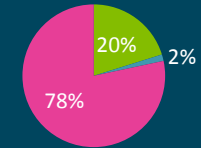
SMA Medical Centre receives a notable volume of positive feedback. Comments suggest sentiment at The Manor Practice, Addison Road Medical Practice and St James Medical Practice is broadly negative.

SECTION 3.1: APPOINTMENT BOOKING

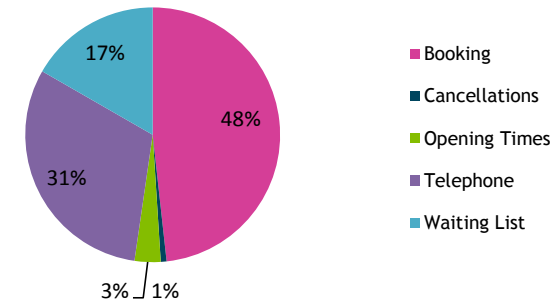
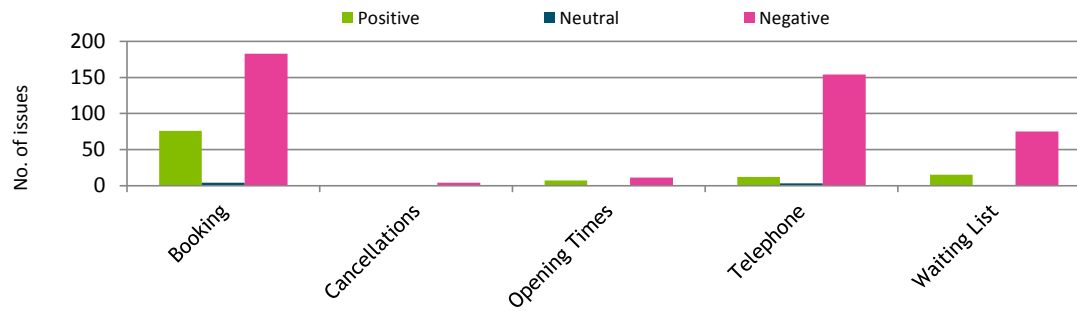
Appointment Booking is the largest negative trend overall, with positivity at just 20%. Many patients express discontent about booking systems and the inability to get appointments when required. There is widespread dissatisfaction with telephone systems, which become congested at certain times of day. 17% of issues indicate that patients sometimes wait over a day to see their GP.

3.1.1 Sentiment:

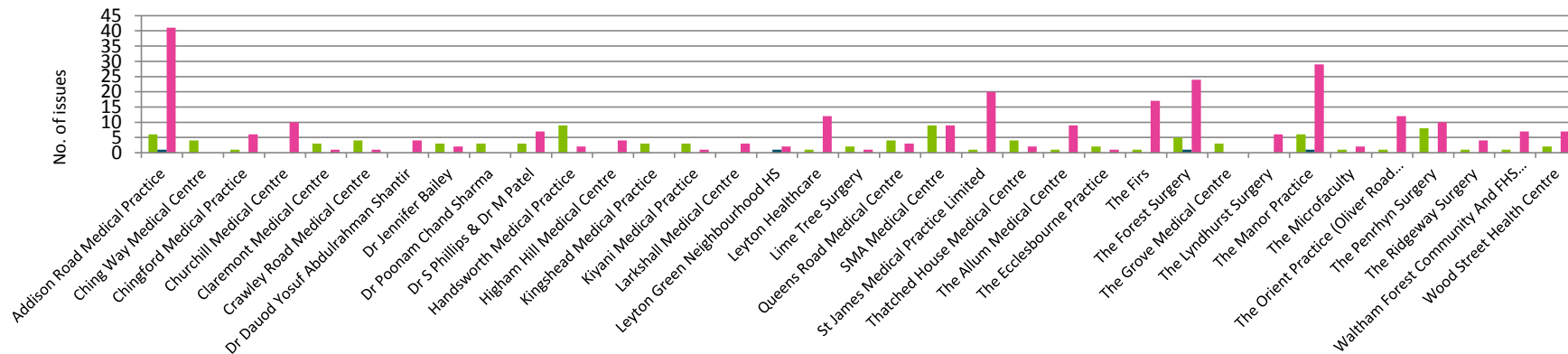
■ Positive
■ Neutral
■ Negative



3.1.2: All Aspects of Appointment Booking:



3.1.3 Practices Receiving the Most Issues Overall:



Practices to Watch

With the exception of Handsworth Medical Practice, no practices receive a notable volume of positivity. Addison Road Medical Practice, The Manor Practice and The Forest Surgery receive a notable volume of negative comments.

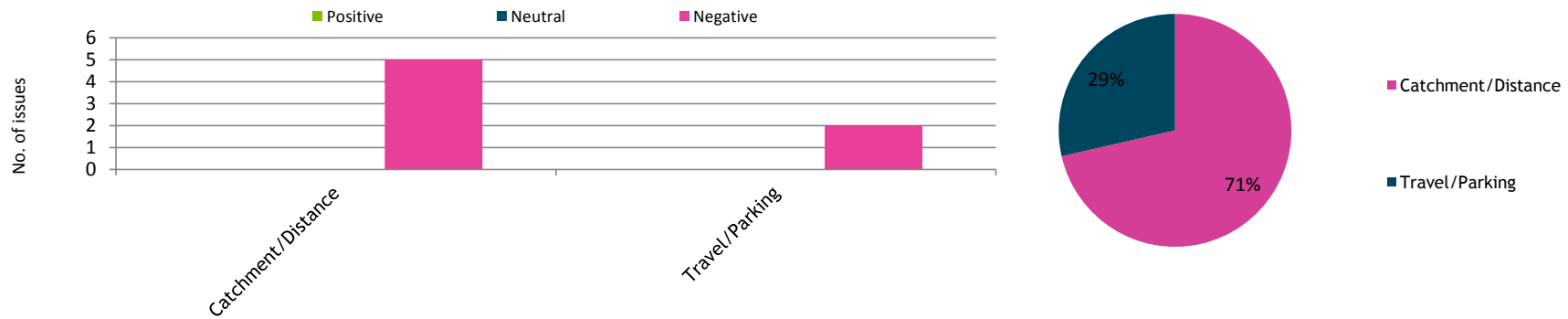
SECTION 3.2: GETTING THERE

Just 1% of issues are about getting to-and-from appointments. Sentiment on Catchment/Distance is broadly negative, comments suggest.

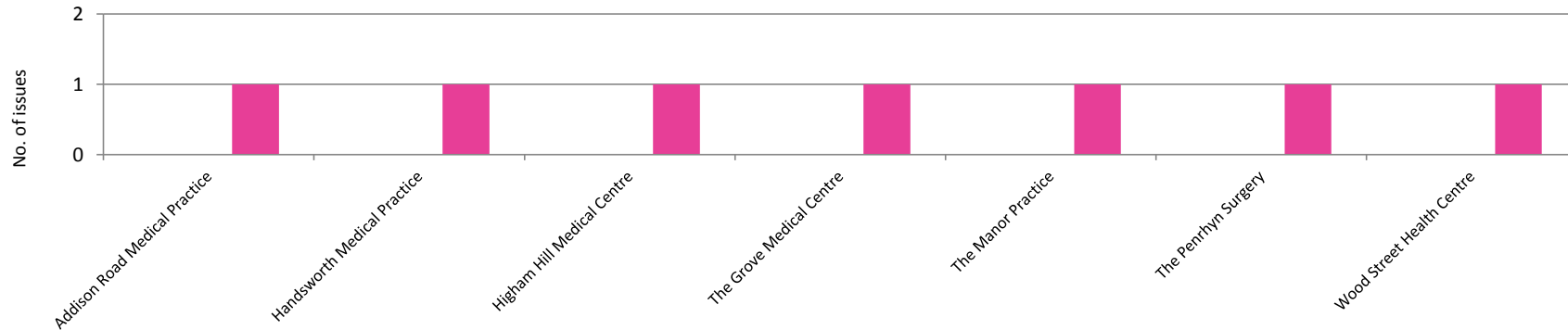
3.2.1 Sentiment:



3.2.2: All Aspects of Getting There:



3.2.3 Practices Receiving the Most Issues Overall:



Practices to Watch

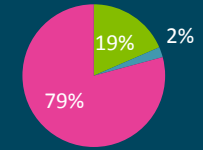
No practices receive a notable volume of comments.

SECTION 3.3: WAIT AT APPOINTMENT

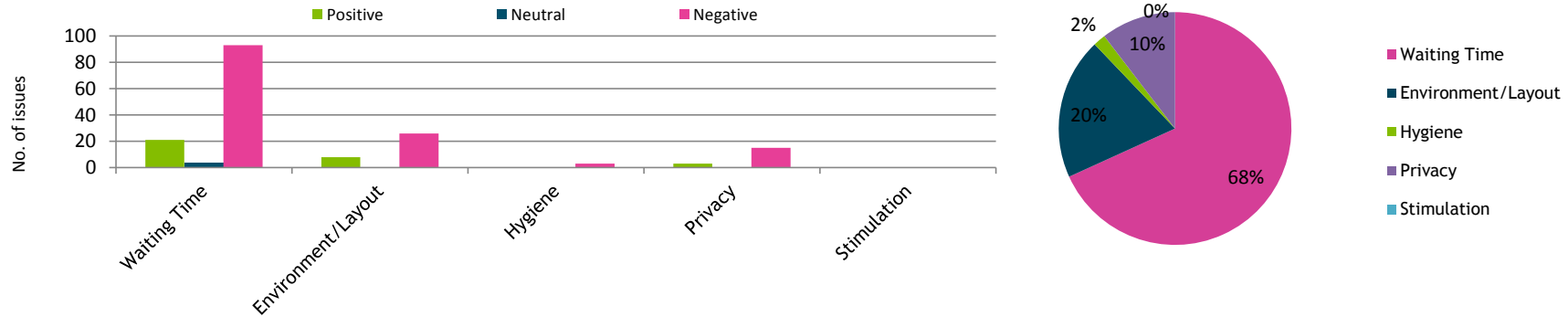
7% of issues overall are about Wait at Appointment, which is 79% negative as a topic. Many patients express discontent about waiting times, while some comment negatively on environment and privacy.

3.3.1 Sentiment:

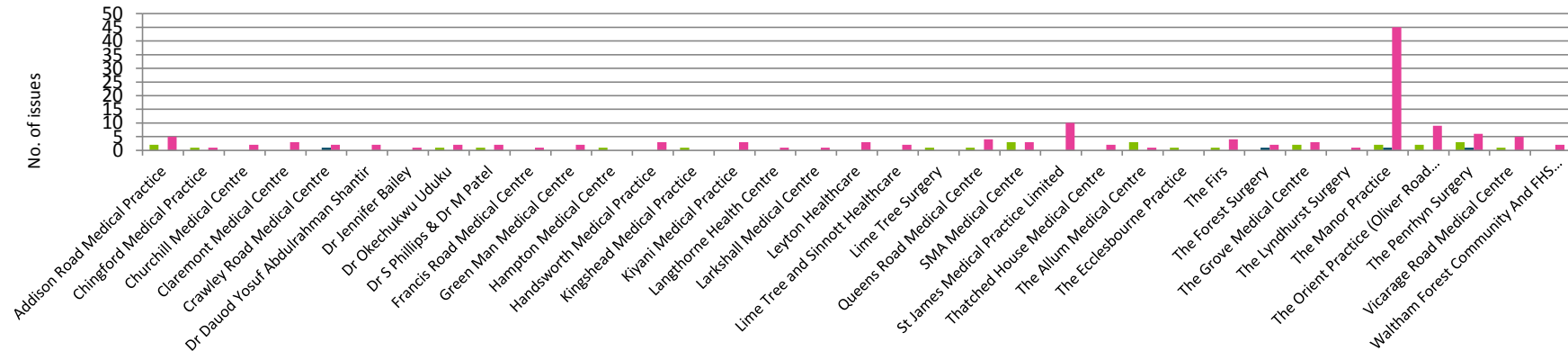
■ Positive
■ Neutral
■ Negative



3.3.2: All Aspects of Wait at Appointment:



3.3.3 Practices Receiving the Most Issues Overall:



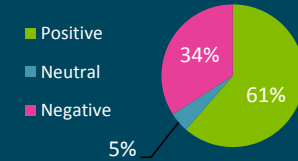
Practices to Watch

The Manor Practice receives a notable volume of negative comments.

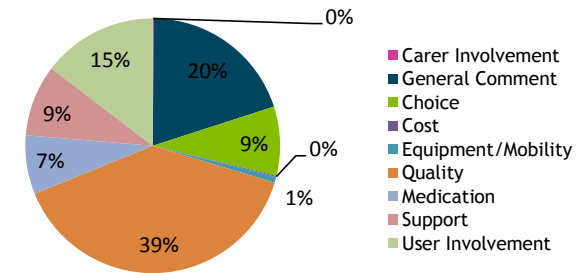
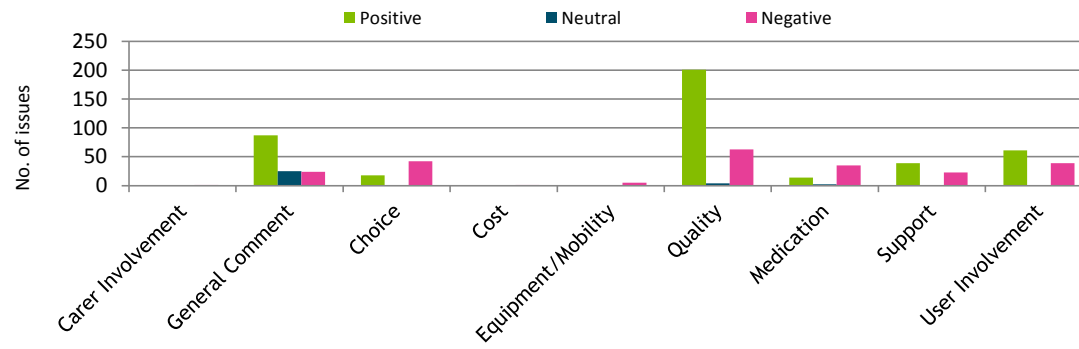
SECTION 3.4: CLINICAL TREATMENT

Clinical Treatment receives 27% of issues overall and is 61% positive in sentiment. Patients are broadly positive about the quality of treatment and support received. Comments suggest sentiment on user involvement is marginally positive, while broadly negative on medication and choice of practitioner.

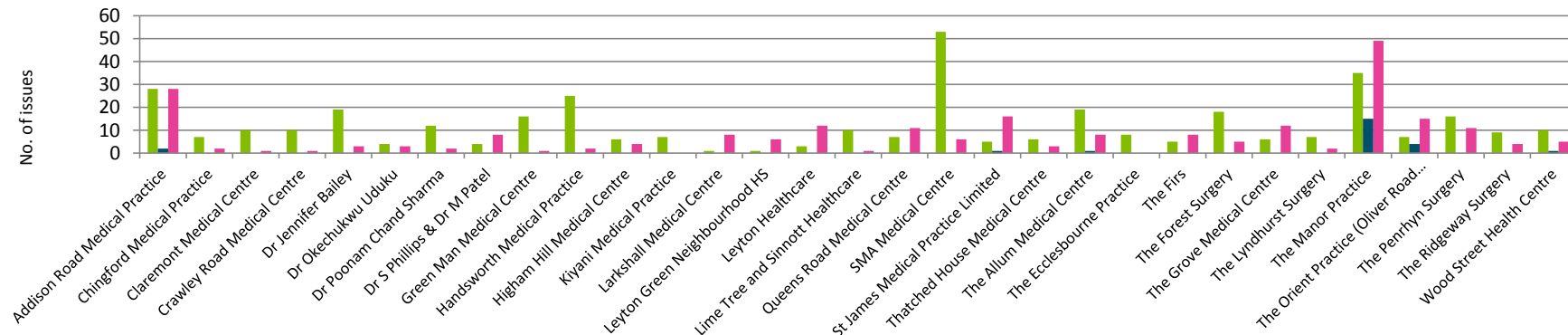
3.4.1 Sentiment:



3.4.2: All Aspects of Clinical Treatment:



3.4.3 Practices Receiving the Most Issues Overall:



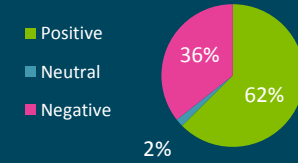
Practices to Watch

Comments suggest sentiment at most practices is largely positive, with SMA Medical Centre (by far) receiving the largest volume of comments. Sentiment at The Manor Practice and Addison Road Medical Practice is mixed, according to comments.

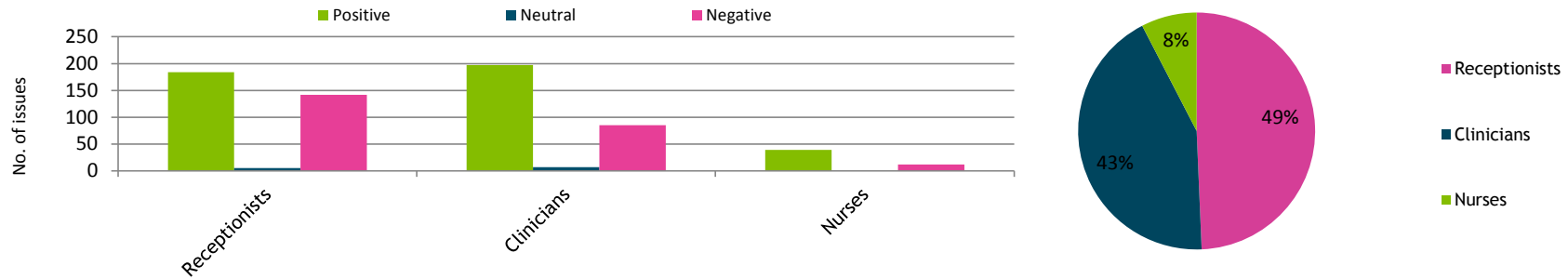
SECTION 3.5: STAFF ATTITUDE

With 26% of issues overall, patients consider Staff Attitude to be an important aspect of service. Sentiment is broadly positive on clinicians and nurses, while marginally so on receptionists, according to comments.

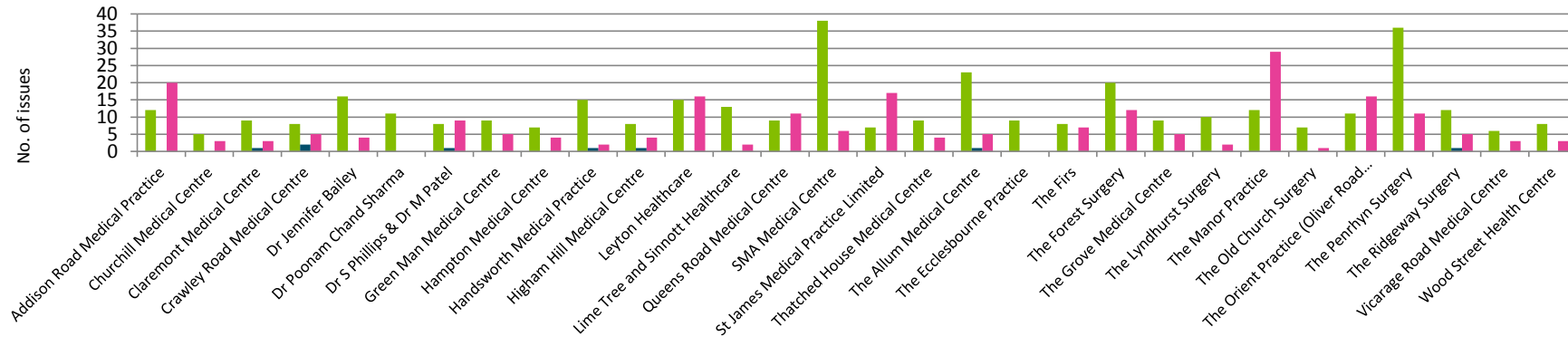
3.5.1 Sentiment:



3.5.2: All Aspects of Staff Attitude:



3.5.3 Practices Receiving the Most Issues Overall:

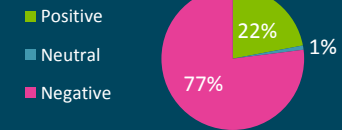


Practices to Watch

Comments suggest sentiment at most practices is broadly positive, with patients at The Penrhyn Surgery and SMA Medical Centre clearly satisfied. Sentiment at The Manor Practice and Addison Road Medical Practice is broadly negative, according to comments.

SECTION 3.6: ADMINISTRATION

3.6.1 Sentiment:

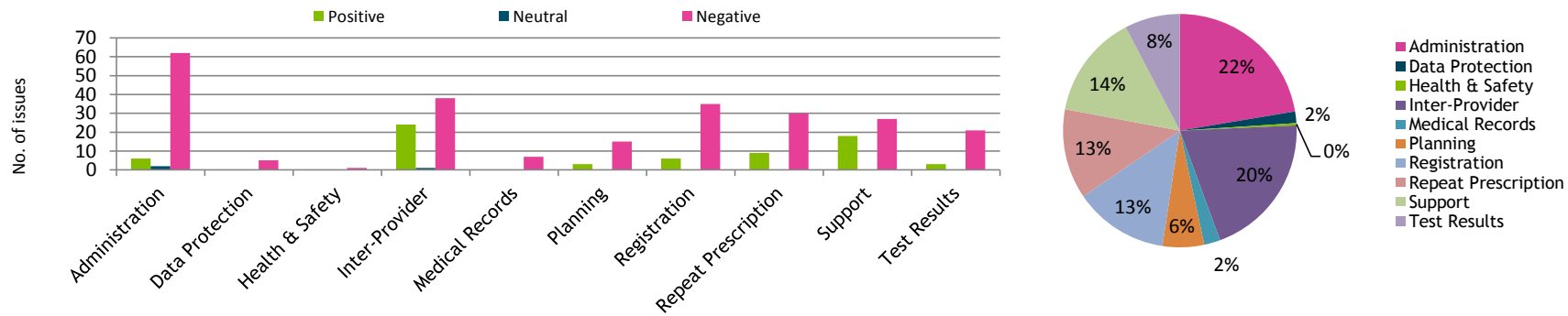


Administration receives 12% of issues overall.

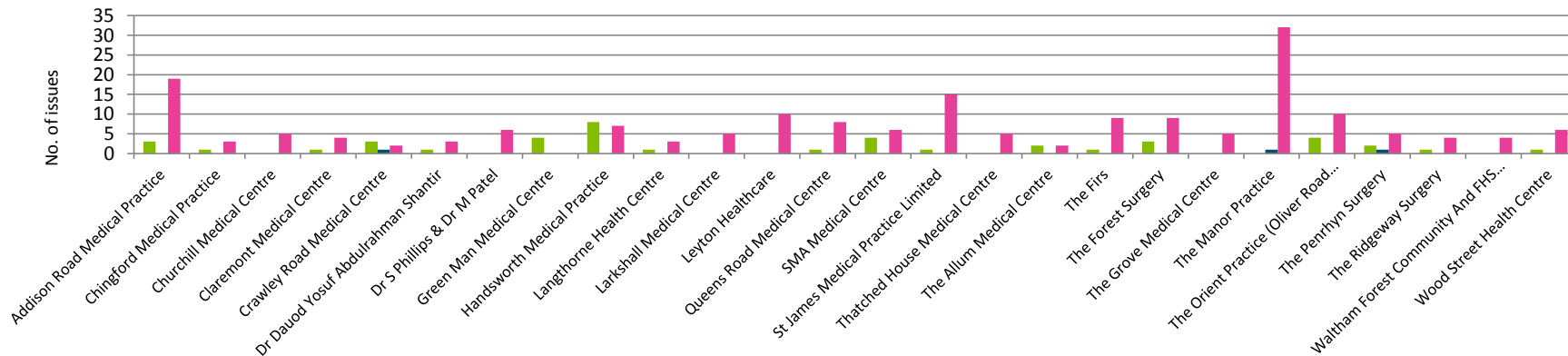
It is expected that patients will generally comment about Administration when dissatisfied. Sentiment is 77% negative.

Many patients cite administrative errors, while others comment negatively on ability to register and obtain repeat prescriptions and test results. Sentiment on inter-provider involvement (referrals) and support is marginally negative, according to comments.

3.6.2: All Aspects of Administration:



3.6.3 Practices Receiving the Most Issues Overall:



Practices to Watch

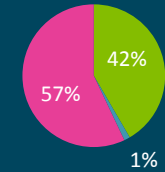
Comments suggest sentiment at most practices is negative, particularly so at Manor Practice, Addison Road Medical Practice and St James Medical Practice.

SECTION 3.7: COMMUNICATION

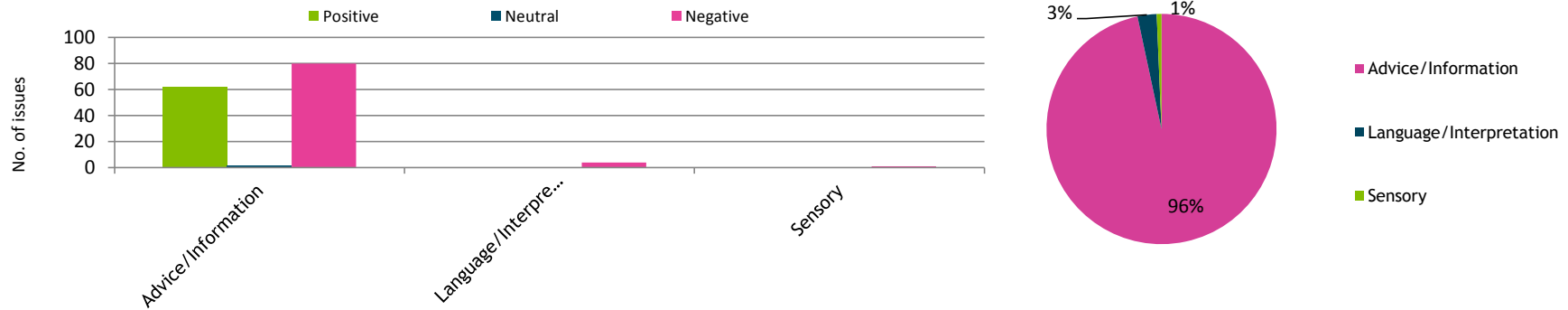
Communication receives 6% of issues overall and is 57% negative in sentiment. The vast majority of issues are about access to advice and information.

3.7.1 Sentiment:

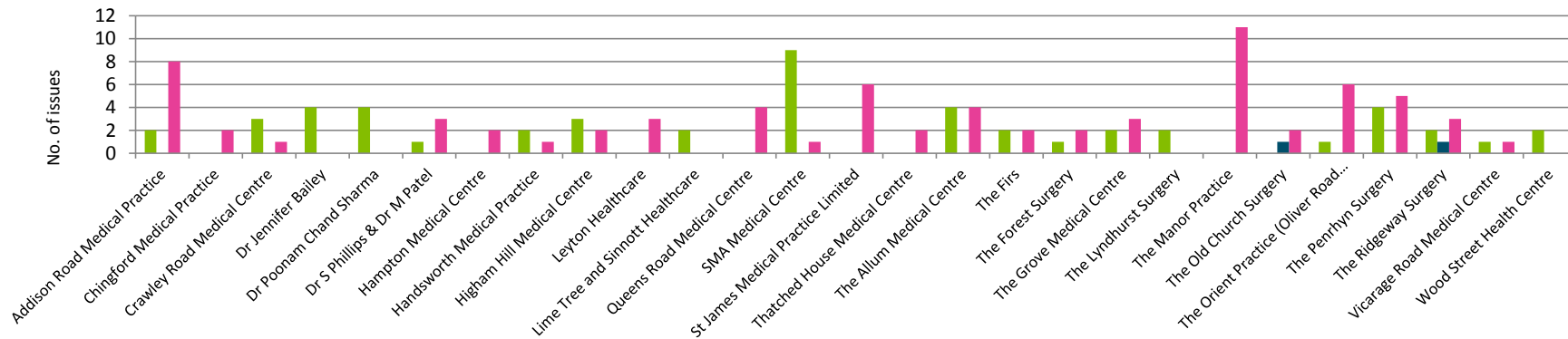
■ Positive
■ Neutral
■ Negative



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 broadly positive, while clearly negative at The Manor Practice and Addison Road Medical Practice.

