



## Primary Care Trends Analysis Report

GP Patient Experience (Leyton & Leytonstone  
Cluster)

**healthwatch**  
Waltham Forest

### ABOUT THIS REPORT

This report examines the patient experience of GP Practices in Leyton and 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 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.

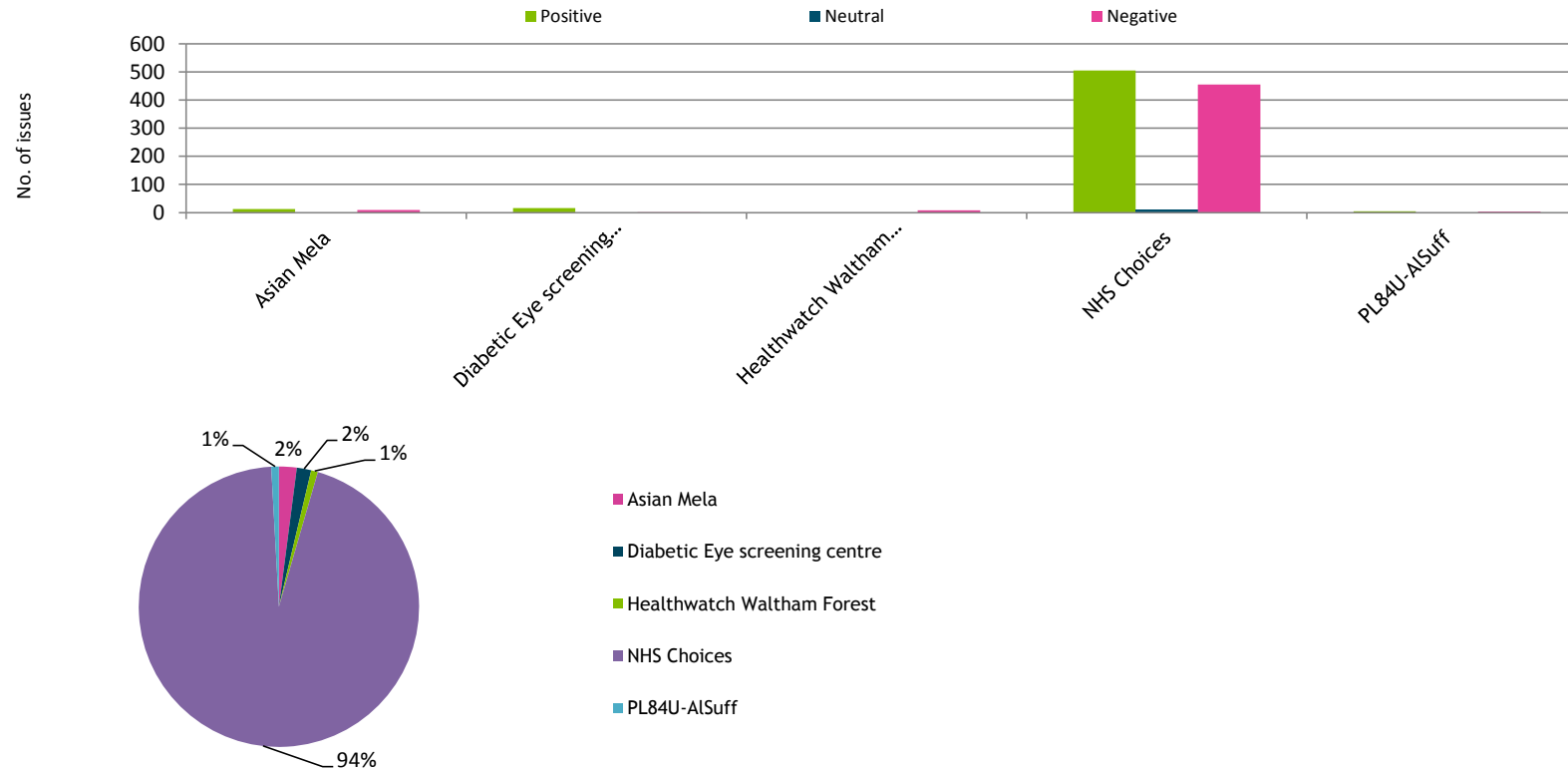
## SECTION 1: REPORT CONTENT

1.1: Reporting Period:

Healthwatch Waltham Forest has identified 1037 issues about GP services in Leyton & Leytonstone 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: 01/04/2016  
To: 31/03/2017

### 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.

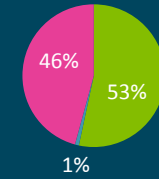
Report Date: 07/06/2017

## SECTION 2: TOP OVERALL TRENDS

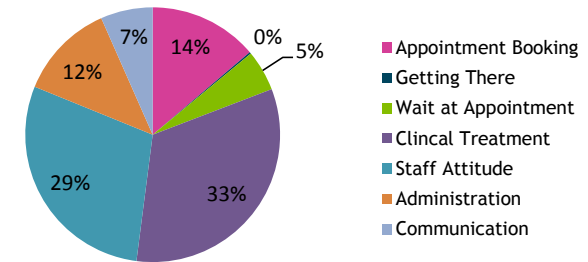
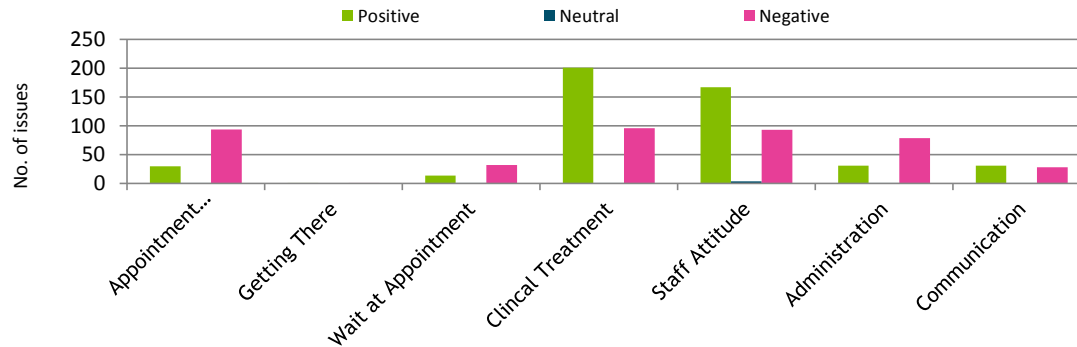
Overall patient sentiment is 53% positive.  
 Clinical Treatment, Staff Attitude and Appointment Booking are considered the most important aspects of service.  
 Sentiment about Clinical Treatment and Staff Attitude is broadly positive.  
 Appointment Booking, Administration and Wait at Appointment are broadly negative in sentiment, comments suggest.

### 2.1 Sentiment:

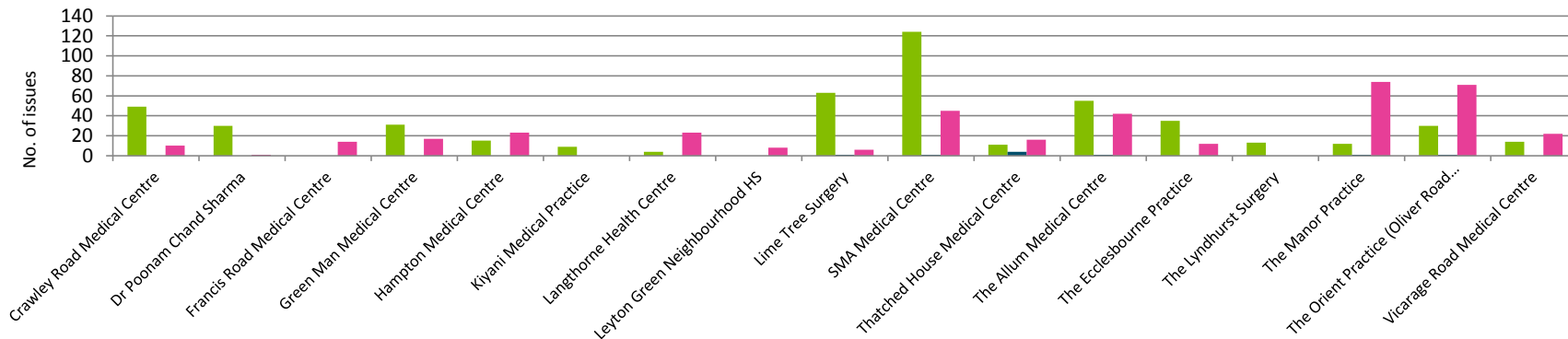
- Positive
- Neutral
- Negative



### 2.2 Most Reported Aspects of Service:



### 2.3 Practices Receiving the Most Issues Overall:

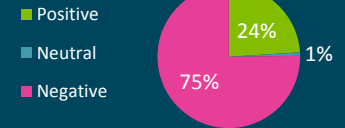


### Practices to Watch

SMA Medical Centre, Lime Tree Surgery and Crawley Road Medical Centre receive a good volume and ratio of positive comments. Comments suggest sentiment at The Manor Practice The Orient Practice is clearly negative.

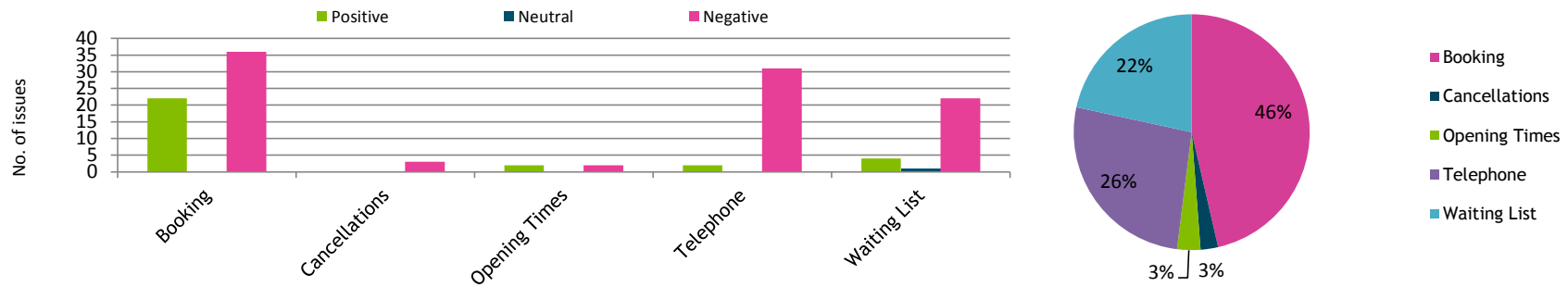
## SECTION 3.1: APPOINTMENT BOOKING

### 3.1.1 Sentiment:

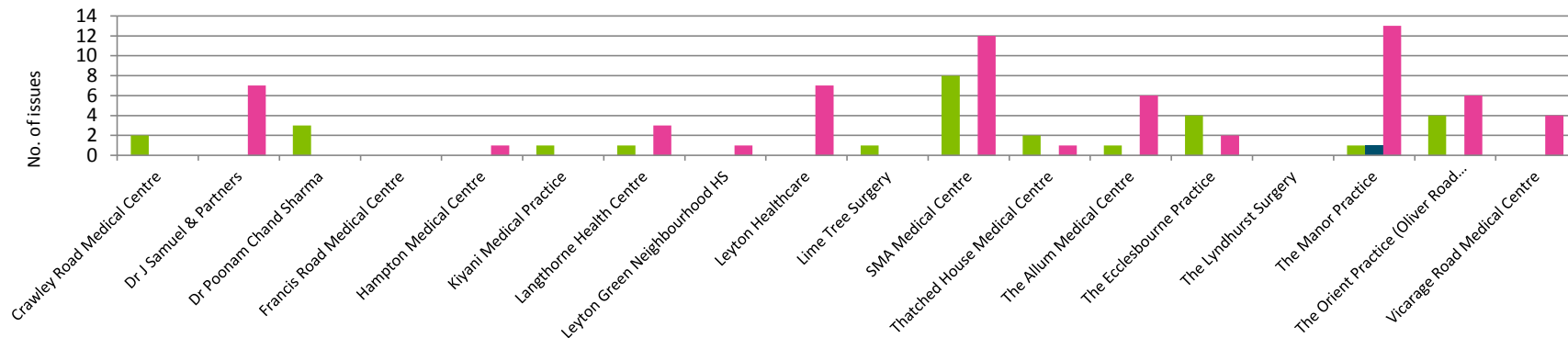


Appointment Booking is the largest negative trend overall, with positivity at just 24%. Comments suggest sentiment on booking processes is marginally negative, and clearly so on telephone systems, which become congested at certain times of day. 22% of issues indicate that patients sometimes wait over a day to see their GP.

### 3.1.2: All Aspects of Appointment Booking:



### 3.1.3 Practices Receiving the Most Issues Overall:



### Practices to Watch

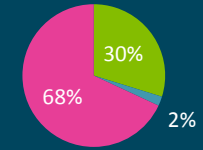
The Manor Practice receives a notable volume and ratio of negative comments.

## SECTION 3.3: WAIT AT APPOINTMENT

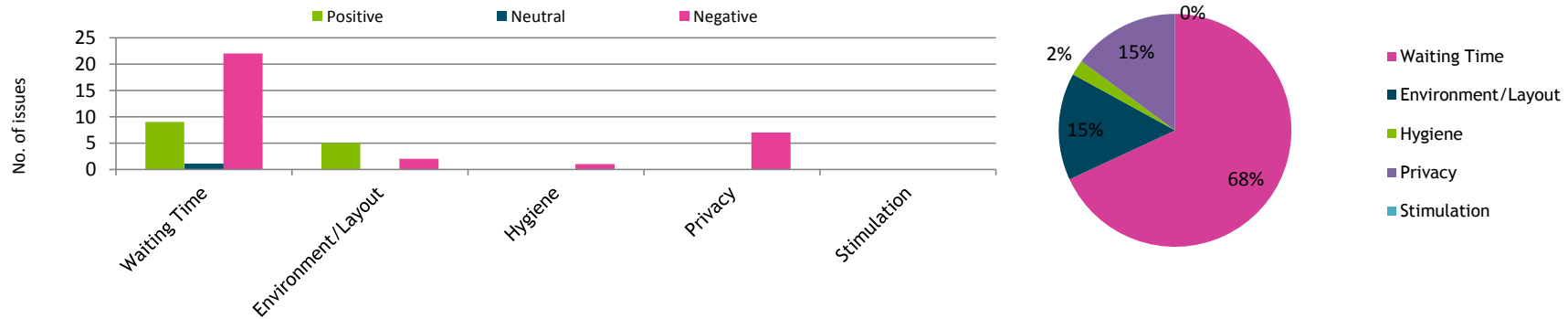
5% of issues overall are about Wait at Appointment, which is 68% negative as a topic. Many patients express discontent about waiting times.

### 3.3.1 Sentiment:

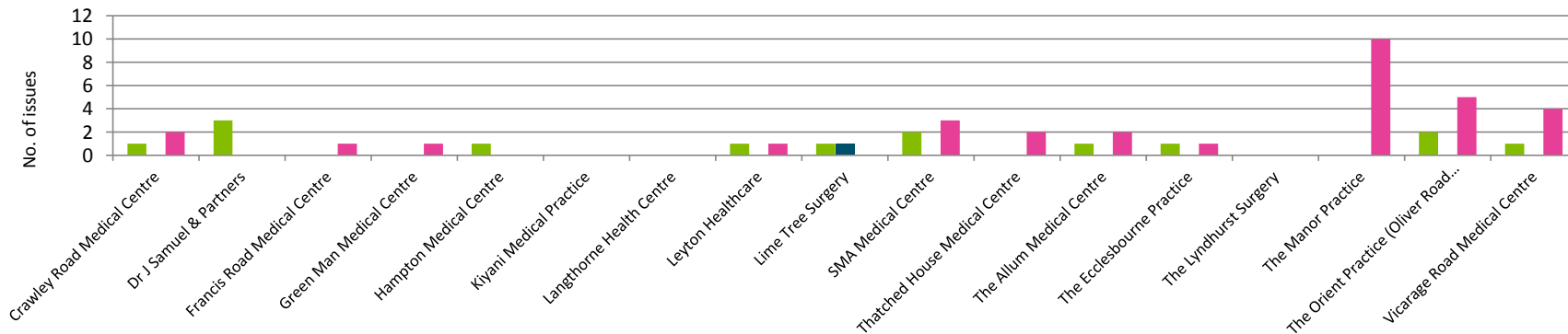
■ Positive  
■ Neutral  
■ Negative



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



### 3.3.3 Practices Receiving the Most Issues Overall:



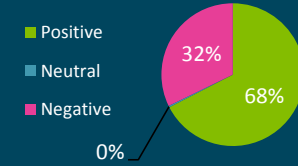
### Practices to Watch

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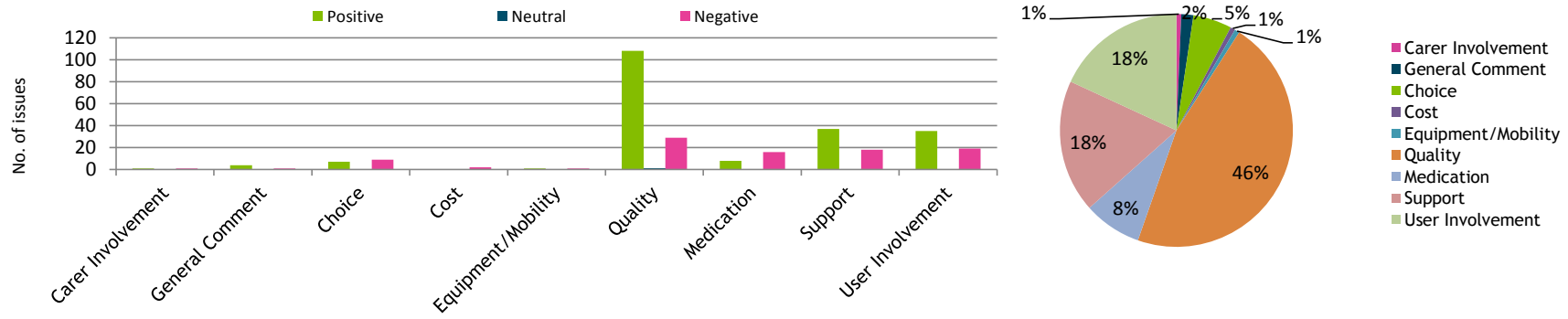
## SECTION 3.4: CLINICAL TREATMENT

Clinical Treatment receives 33% of issues overall and is broadly positive in sentiment. Patients are broadly positive about the quality of treatment received, and feel supported and involved.

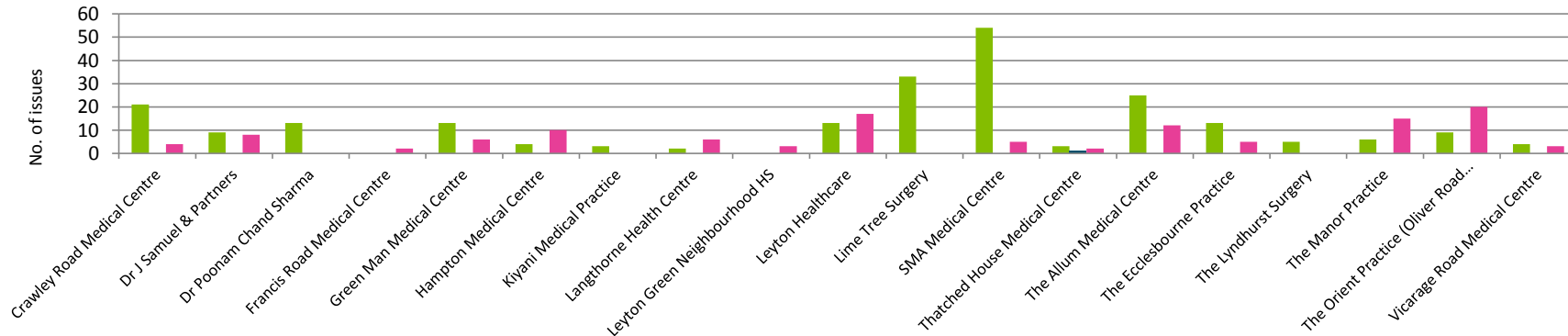
### 3.4.1 Sentiment:



### 3.4.2: All Aspects of Clinical Treatment:



### 3.4.3 Practices Receiving the Most Issues Overall:



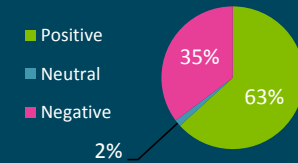
### Practices to Watch

SMA Medical Centre and Lime Tree Surgery receive a notable volume of positive comments.

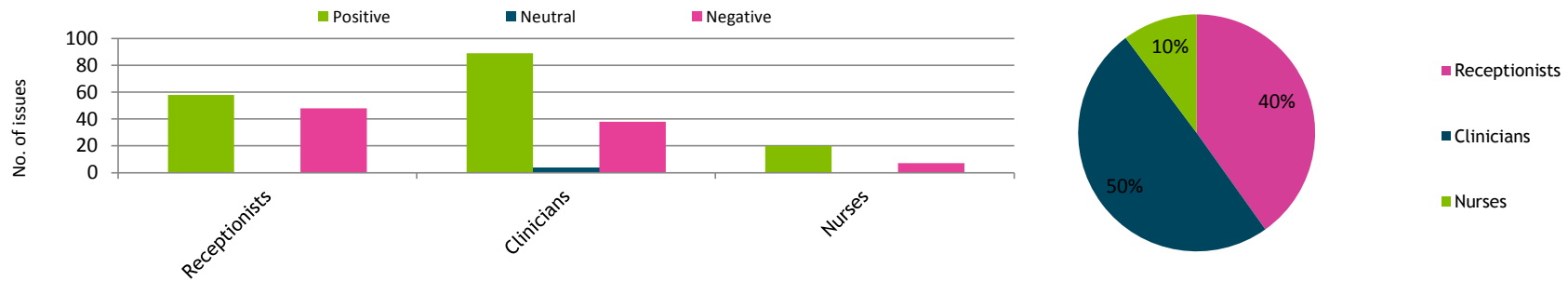
## SECTION 3.5: STAFF ATTITUDE

Staff Attitude receives 29% of issues overall and is broadly positive in sentiment. Sentiment is broadly positive on clinicians and nurses, and marginally so on receptionists.

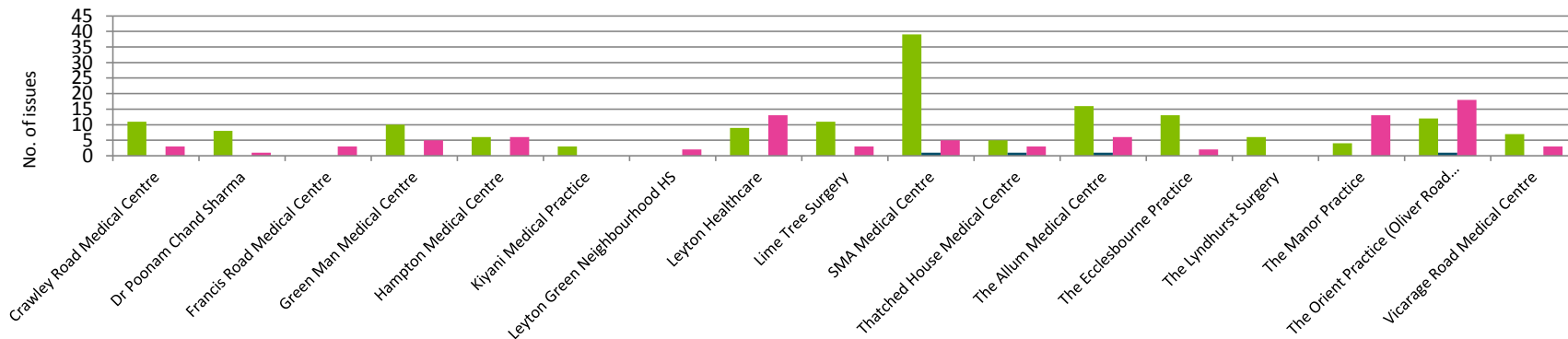
### 3.5.1 Sentiment:



### 3.5.2: All Aspects of Staff Attitude:



### 3.5.3 Practices Receiving the Most Issues Overall:



### Practices to Watch

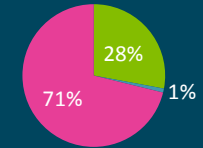
Sentiment at most practices is positive, and clearly so at SMA Medical Centre according to comments. Comments suggest sentiment at The Manor Practice and The Orient Practice is marginally negative.

## SECTION 3.6: ADMINISTRATION

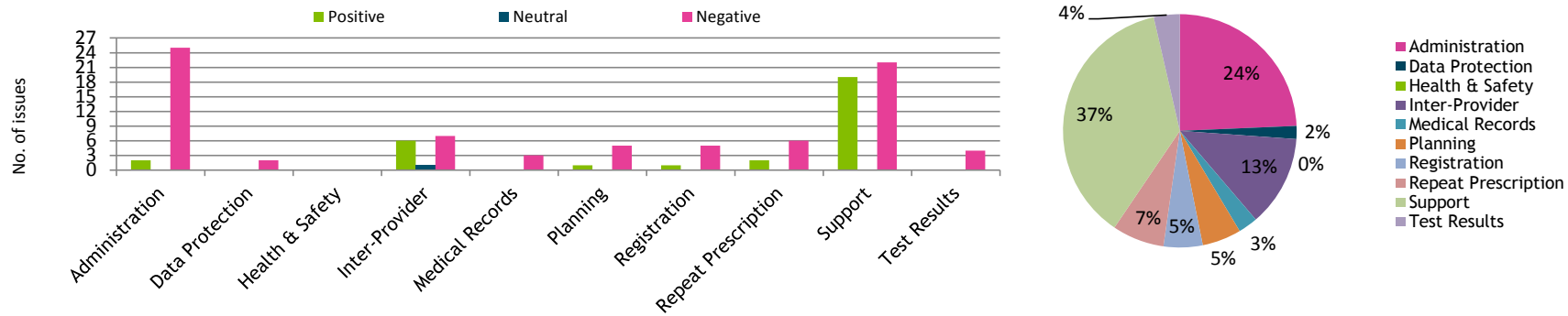
Administration receives 12% of issues overall. Patients comment on administrative errors, while test results, registration and repeat prescription are also cited as issues. Comments suggest sentiment on support and inter-provider involvement (referrals) is mixed.

### 3.6.1 Sentiment:

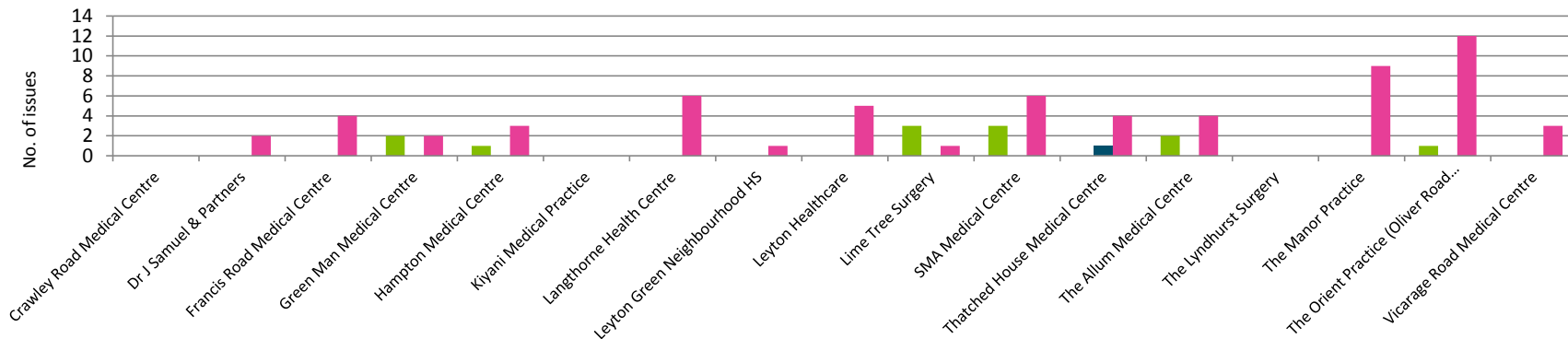
- Positive
- Neutral
- Negative



### 3.6.2: All Aspects of Administration:



### 3.6.3 Practices Receiving the Most Issues Overall:



#### Practices to Watch

The Orient Practice and The Manor Practice receive a notable volume of negativity.

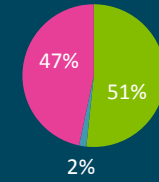


## SECTION 3.7: COMMUNICATION

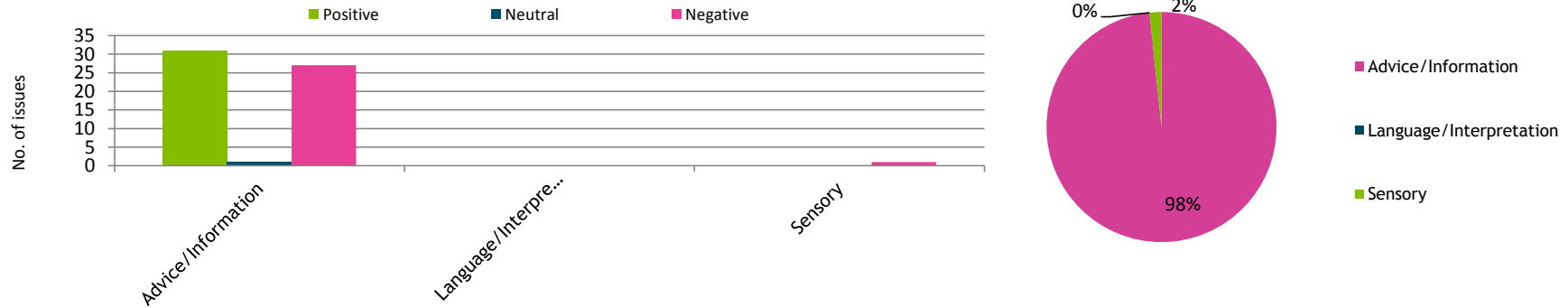
Communication receives 7% of issues overall and is marginally positive in sentiment. The vast majority of issues are about access to advice and information, and sentiment is marginally positive.

### 3.7.1 Sentiment:

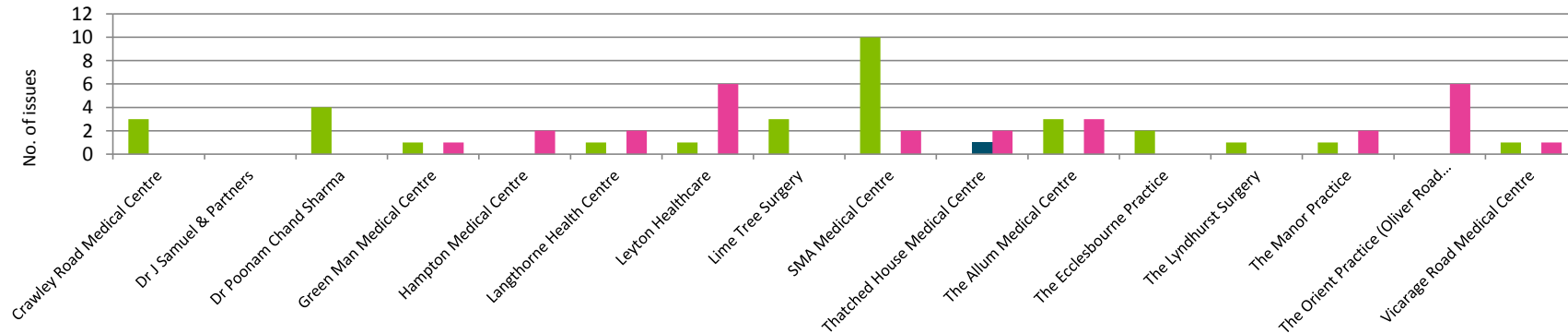
Positive  
Neutral  
Negative



### 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.

