



Primary Care Trends Analysis Report

GP Patient Experience (Walthamstow Cluster)

healthwatch
Waltham Forest

ABOUT THIS REPORT

This report examines the patient experience of GP Practices in Walthamstow.

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.

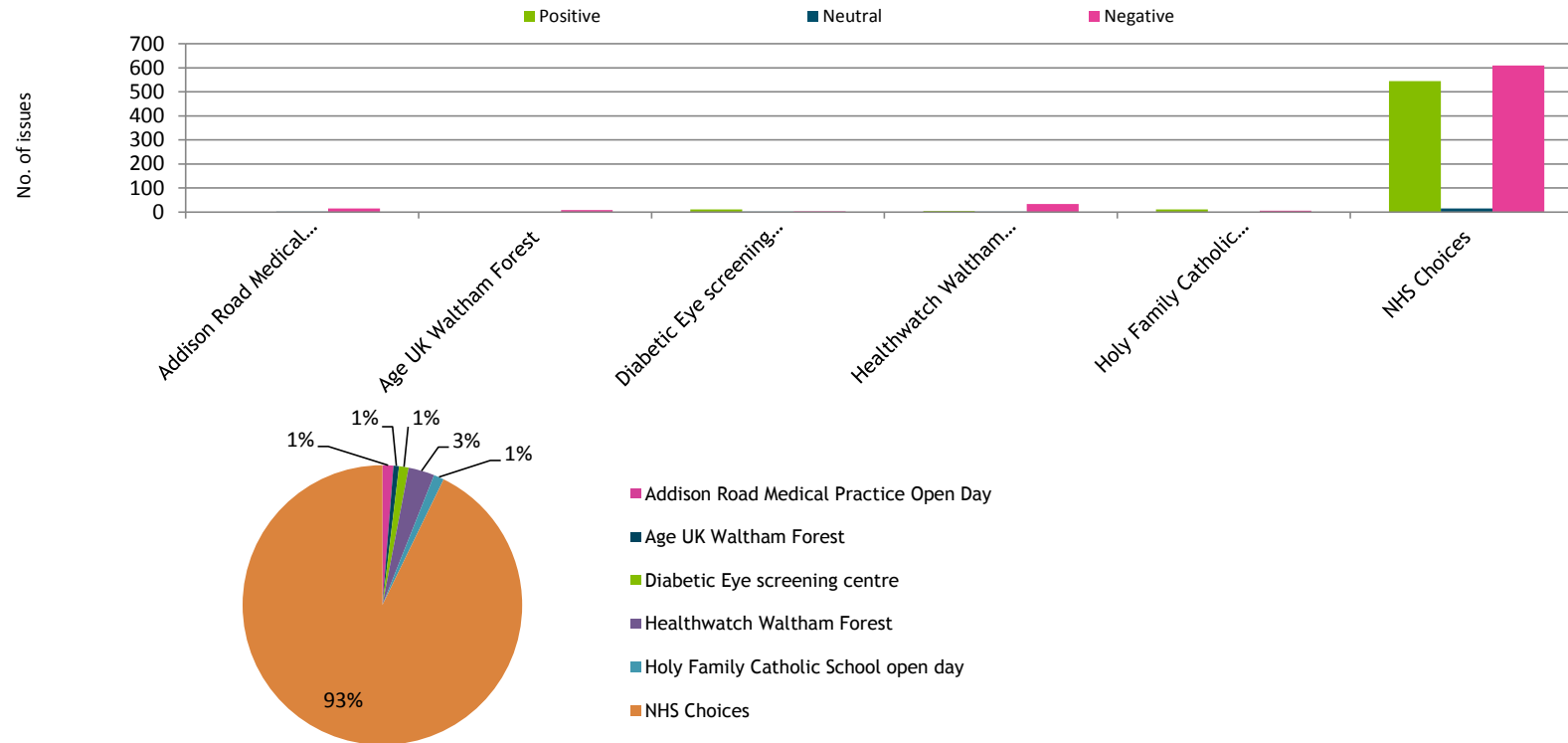
SECTION 1: REPORT CONTENT

1.1: Reporting Period:

Healthwatch Waltham Forest has identified 1297 issues about GP services in Walthamstow 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.

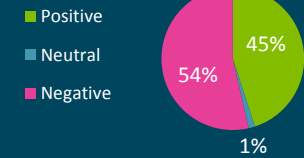
Please note that comments obtained from these sources may not be representative of all service users experiences or opinions.

Report Date: 07/06/2017

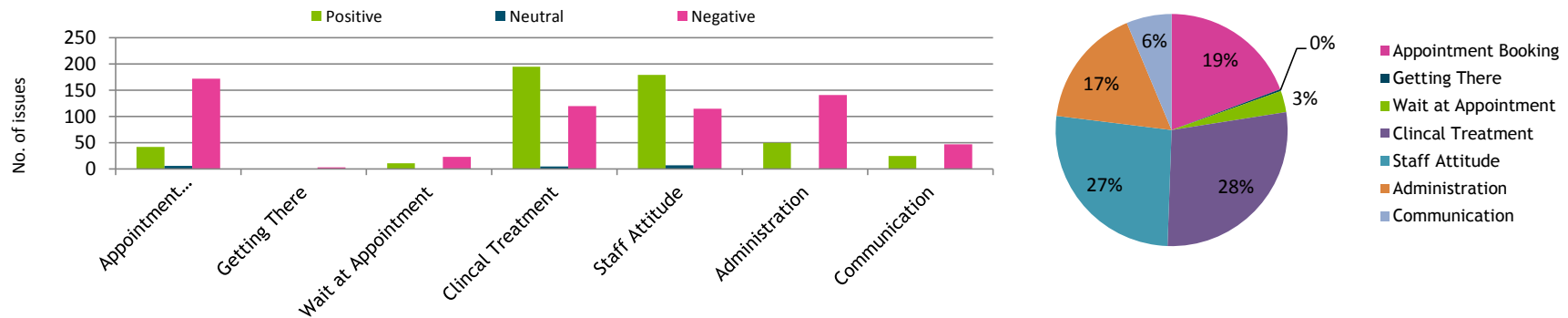
SECTION 2: TOP OVERALL TRENDS

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

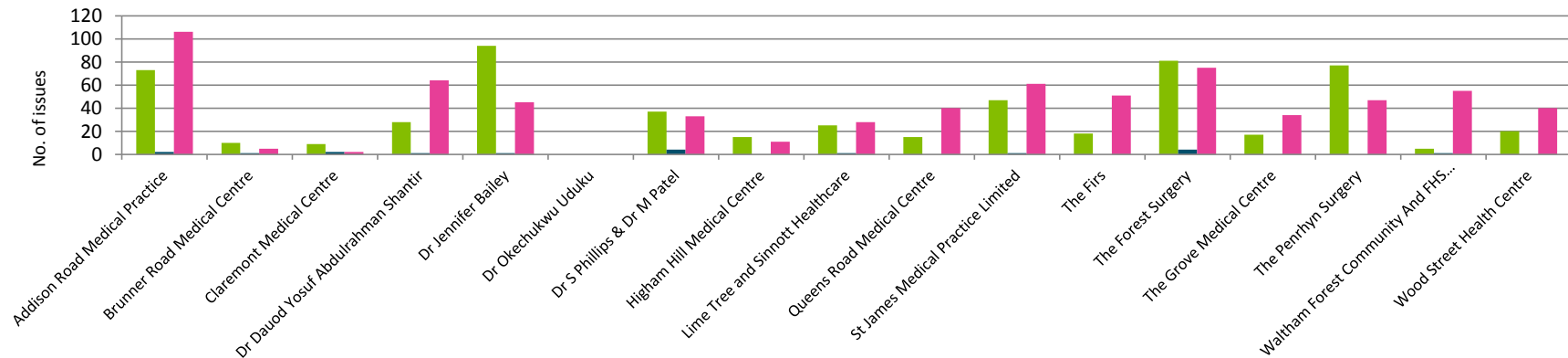
2.1 Sentiment:



2.2 Most Reported Aspects of Service:



2.3 Practices Receiving the Most Issues Overall:



Practices to Watch

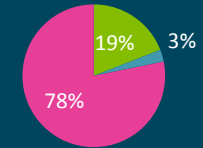
Sentiment at Dr Shantir and Waltham Forest Community/FHS and The Firs is broadly negative, according to comments. Comments suggest sentiment at The Bailey Practice and Penrhyn Surgery is broadly positive.

SECTION 3.1: APPOINTMENT BOOKING

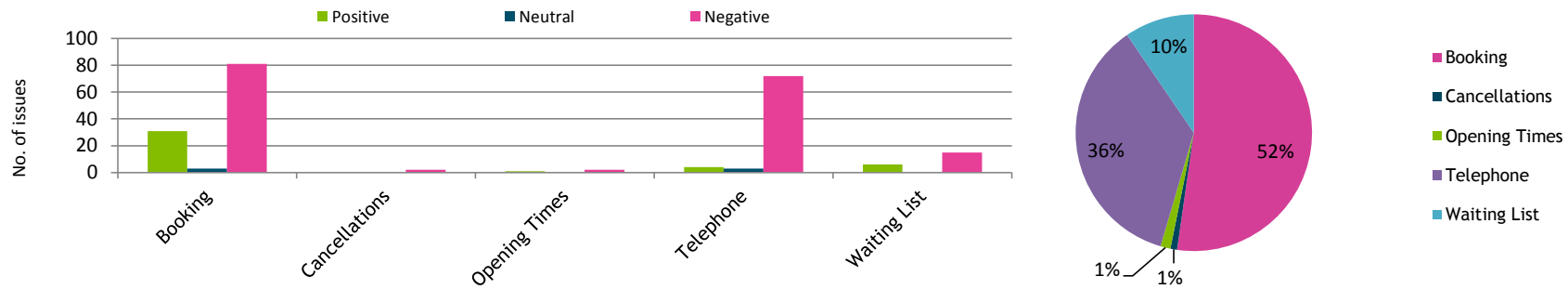
Appointment Booking is the largest negative trend overall, with positivity at just 19%. Many patients express discontent about booking systems and the inability to get appointments when required. There is also widespread dissatisfaction with telephone systems, which become congested at certain times of day. 10% of issues indicate that patients sometimes wait over a day to see their GP.

3.1.1 Sentiment:

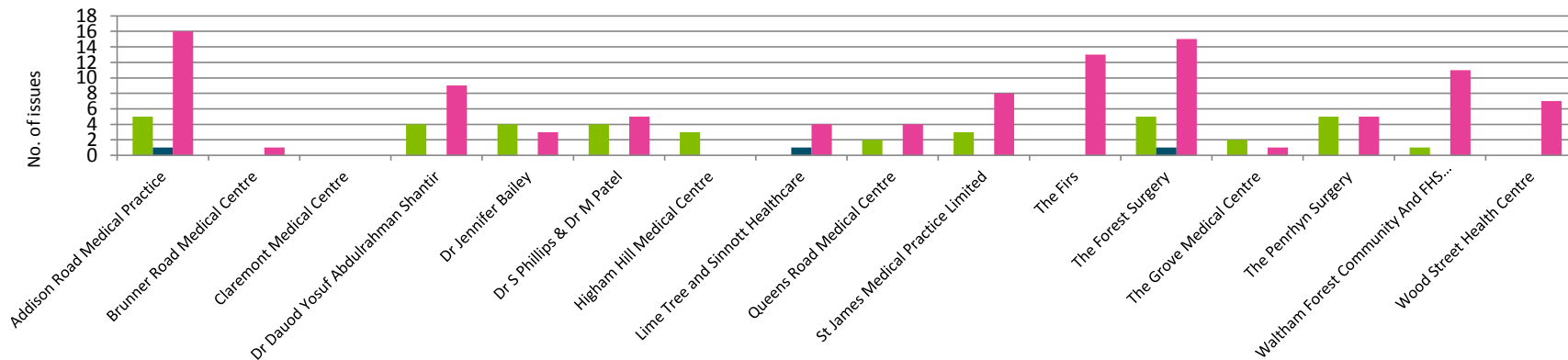
■ Positive
■ Neutral
■ Negative



3.1.2: All Aspects of Appointment Booking:



3.1.3 Practices Receiving the Most Issues Overall:



Practices to Watch

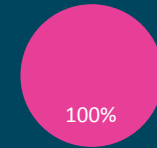
At most practices, sentiment around Appointment Booking is largely negative, clearly so at Addison Road Medical Practice, The Forest Surgery and The Firs, according to comments.

SECTION 3.2: GETTING THERE

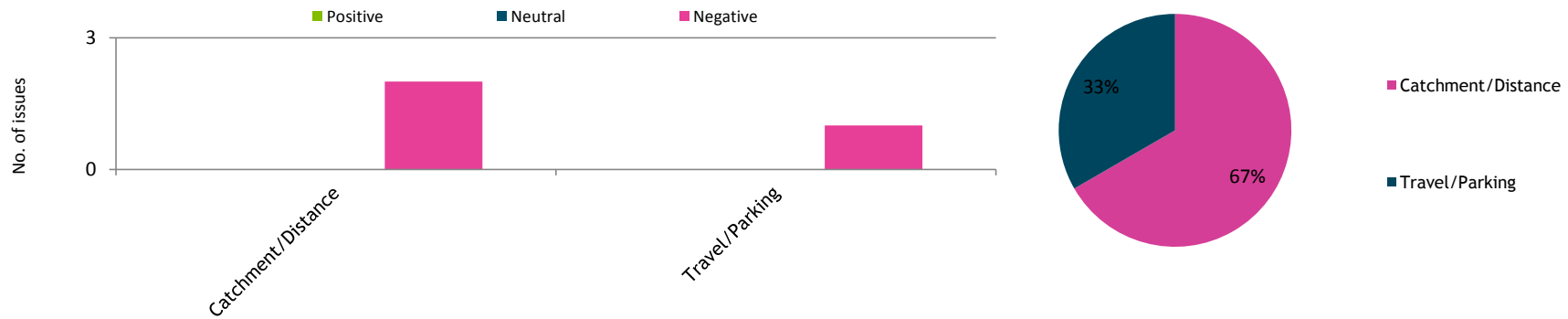
Just 1% of issues are about getting to-and-from appointments.

3.2.1 Sentiment:

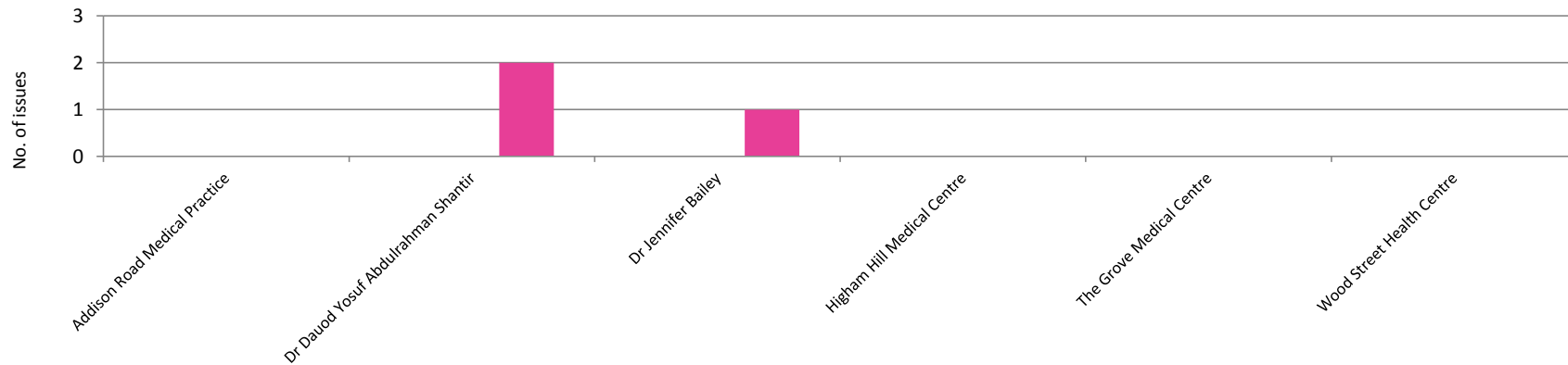
- Positive
- Neutral
- Negative



3.2.2: All Aspects of Getting There:



3.2.3 Practices Receiving the Most Issues Overall:



Practices to Watch

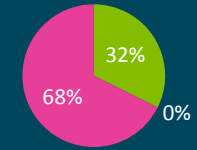
No practices receive a notable volume of comments.

SECTION 3.3: WAIT AT APPOINTMENT

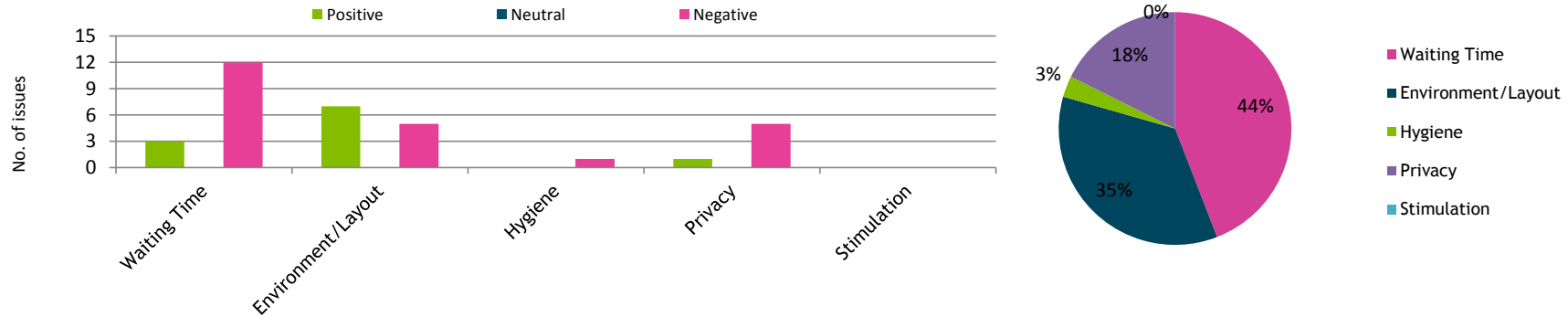
3% of issues overall are about Wait at Appointment, which is 68% negative as a topic. Many patients express discontent about waiting times, while privacy is also cited as an issue.

3.3.1 Sentiment:

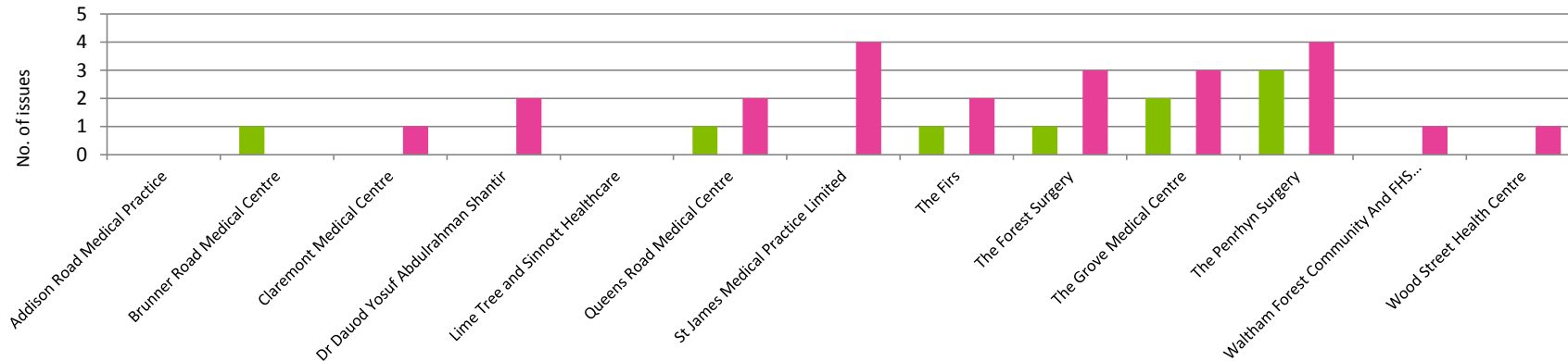
■ Positive
■ Neutral
■ Negative



3.3.2: All Aspects of Wait at Appointment:



3.3.3 Practices Receiving the Most Issues Overall:



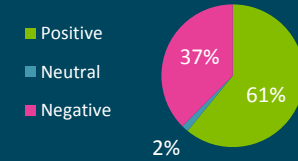
Practices to Watch

St. James Medical Practice receives the largest ratio of negative comments - these are largely about the waiting environment with comments about the condition of the premises, plus overcrowding at the phlebotomy service. No practices receive a notable ratio of positivity.

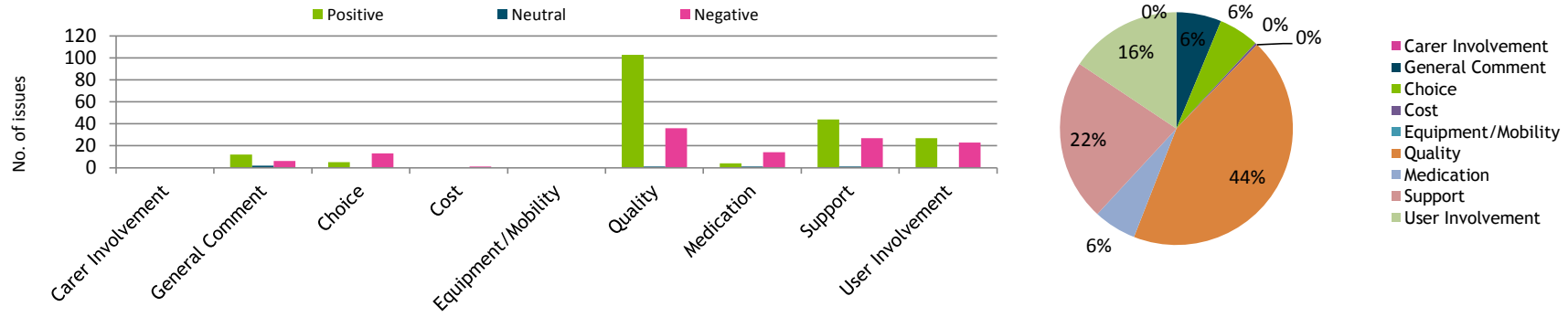
SECTION 3.4: CLINICAL TREATMENT

Clinical Treatment receives 28% of issues overall, and is 61% positive as a topic. Sentiment is broadly positive about the quality of treatment and support received, while mixed on user involvement.

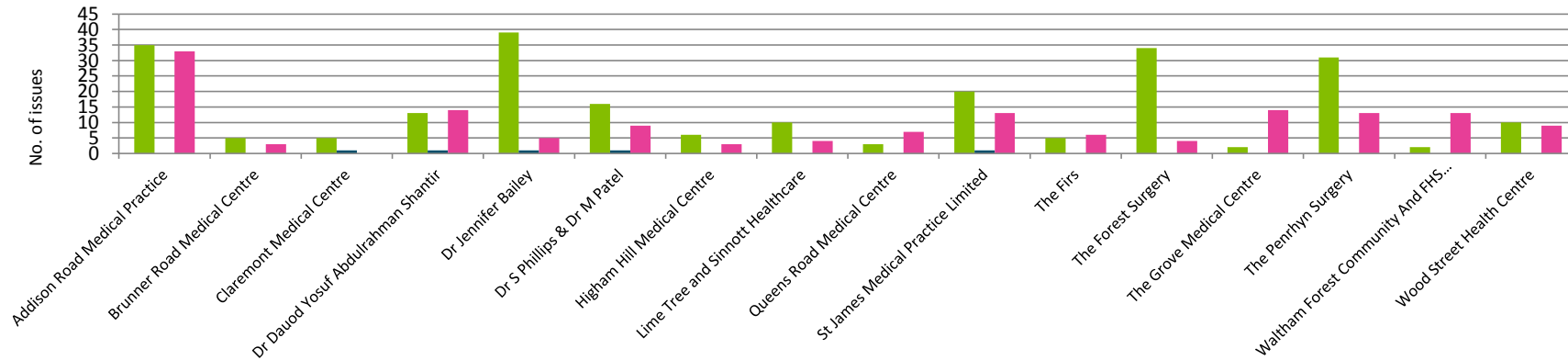
3.4.1 Sentiment:



3.4.2: All Aspects of Clinical Treatment:



3.4.3 Practices Receiving the Most Issues Overall:



Practices to Watch

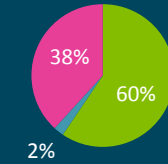
The Bailey Practice and The Forest Surgery receive a notable volume and ratio of positive comments. Comments suggest sentiment at Addison Road Medical Practice is mixed.

SECTION 3.5: STAFF ATTITUDE

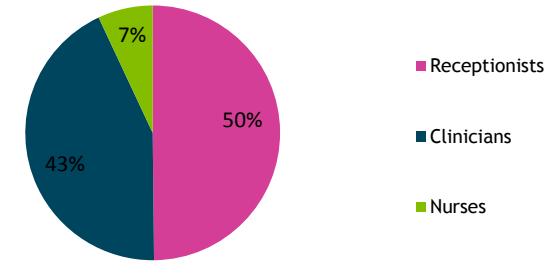
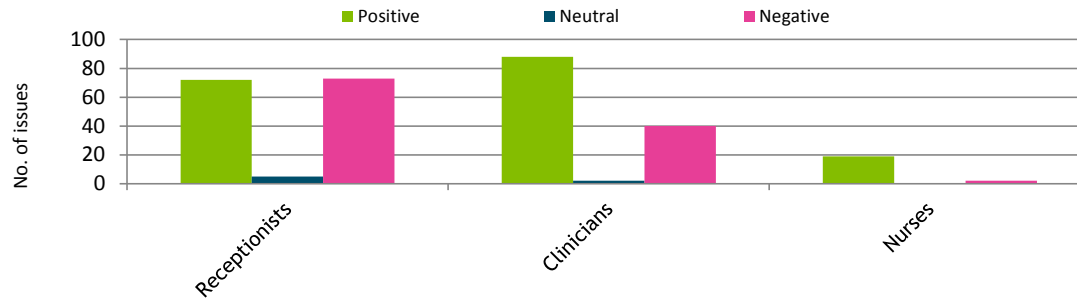
Staff Attitude receives 27% of comments overall and is 60% positive as a topic. Sentiment is broadly positive for clinicians and nurses, while marginally negative for receptionists.

3.5.1 Sentiment:

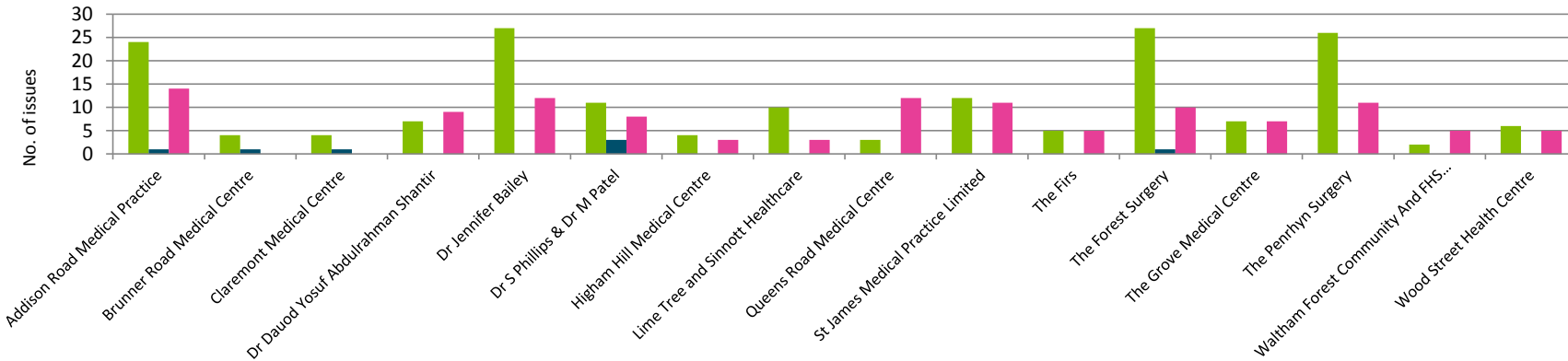
■ Positive
■ Neutral
■ Negative



3.5.2: All Aspects of Staff Attitude:



3.5.3 Practices Receiving the Most Issues Overall:



Practices to Watch

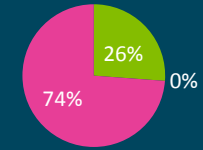
Comments suggest sentiment at most practices is positive overall, with some exceptions.

SECTION 3.6: ADMINISTRATION

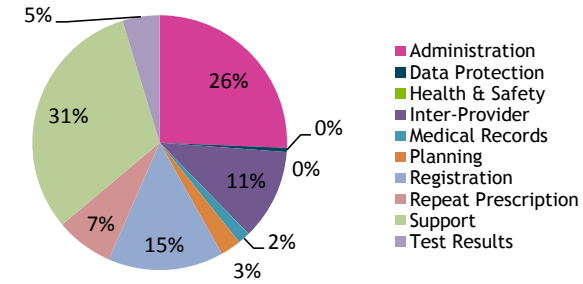
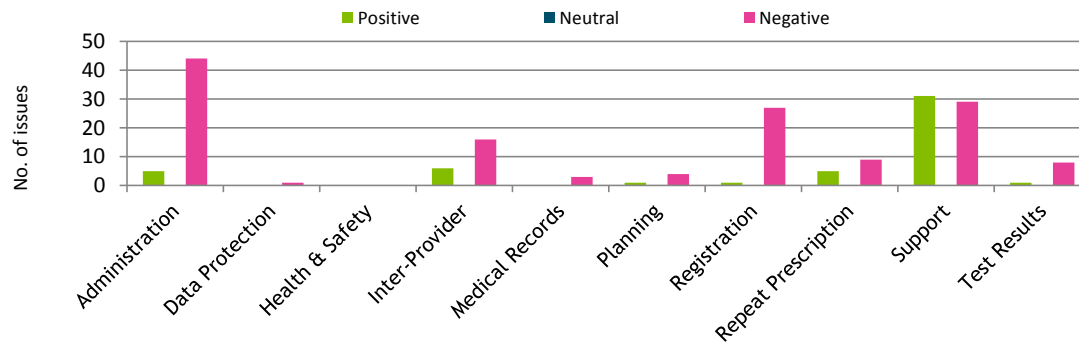
Administration receives 17% of issues overall and is 74% negative in sentiment. Patients comment negatively on administrative errors and ability to register.

3.6.1 Sentiment:

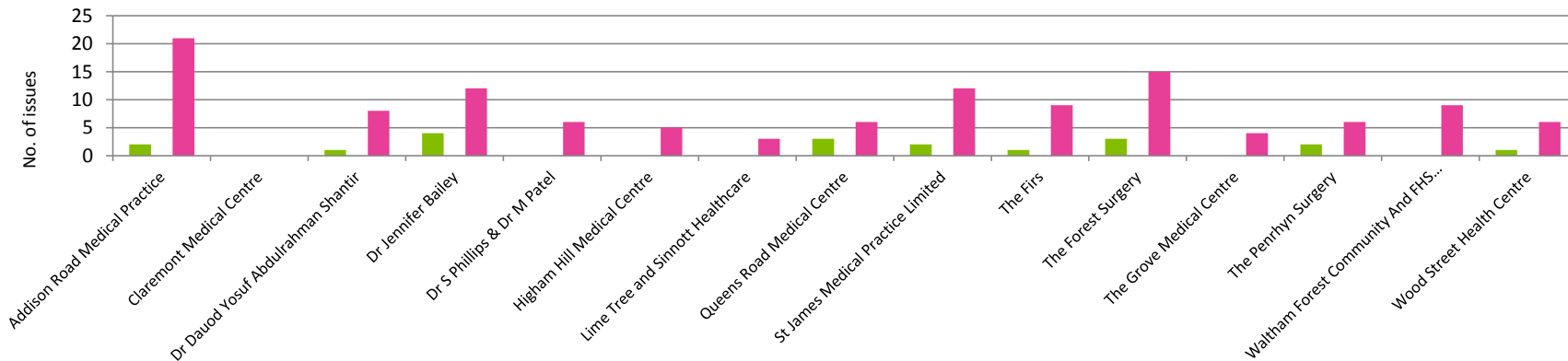
- Positive
- Neutral
- Negative



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 overall, particularly so at Addison Road Medical Practice.

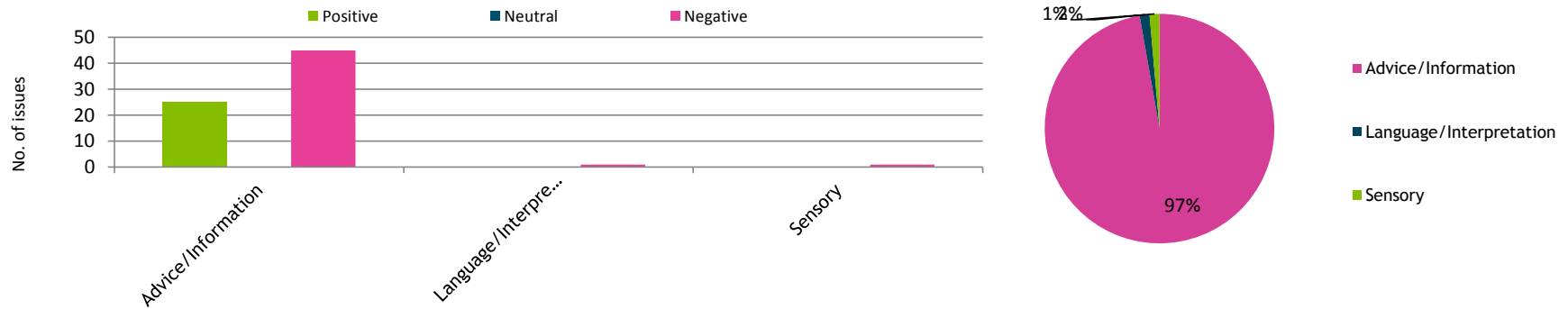
SECTION 3.7: COMMUNICATION

Communication receives 6% of issues overall and is 65% negative in sentiment. The majority of issues are about access to advice and information, which is broadly negative in sentiment.

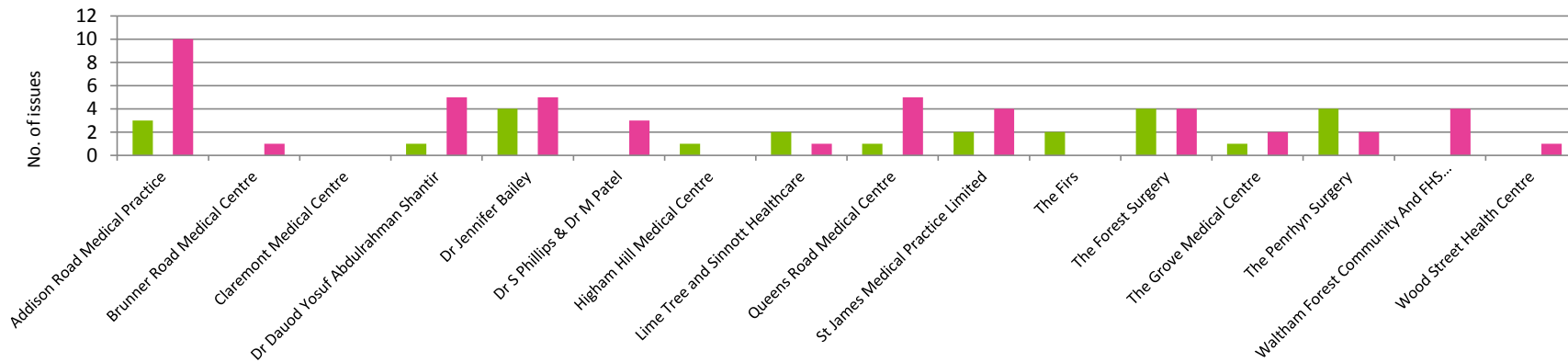
3.7.1 Sentiment:



3.7.2: All Aspects of Communication:



3.7.3 Practices Receiving the Most Issues Overall:



Practices to Watch

Addison Road Medical Practice receives the largest volume of comments, and sentiment is clearly negative.

