



Primary Care Trends Analysis Report

GP Patient Experience (Walthamstow Cluster)

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 of the tables. This will mean different Practices feature on different tables, dependent on how many issues have been received on any given topic. See Annex 1 for a summary of all 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.

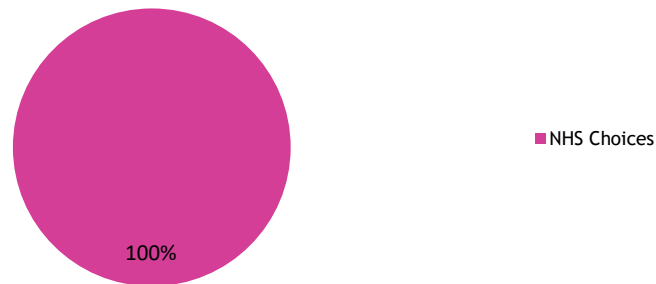
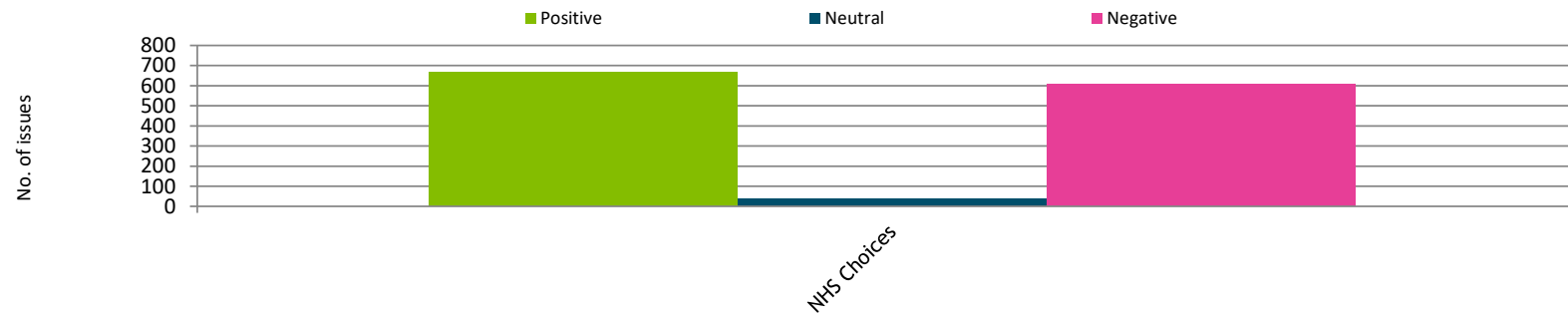
SECTION 1: REPORT CONTENT

1.1: Reporting Period:

Healthwatch Waltham Forest has identified 1318 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: 01/07/2017
To: 30/06/2018

1.2: Data Origin



The Data in this Report

This analysis is based on comments obtained from NHS Choices.

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

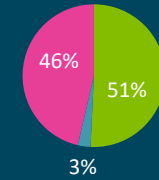
Report Date: 20/06/2018

SECTION 2: TOP OVERALL TRENDS

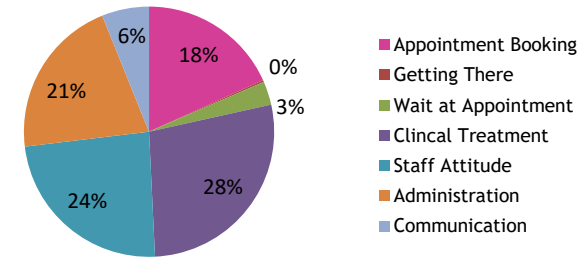
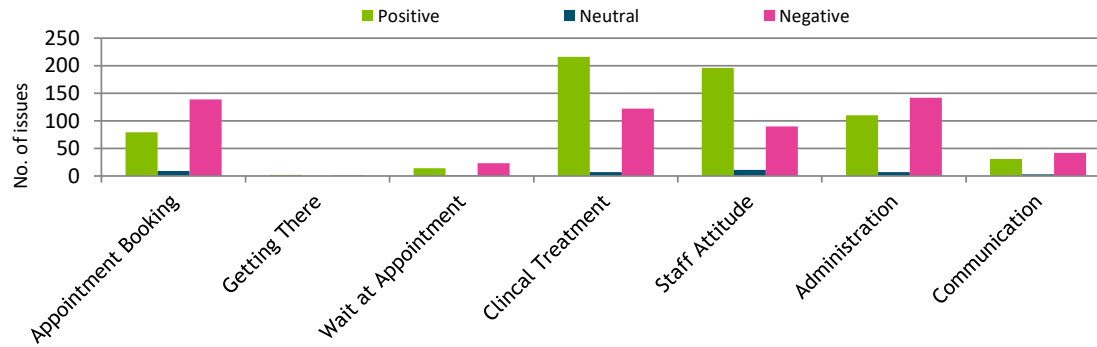
Overall patient sentiment is 51% positive.
 At 28%, Clinical Treatment is the most commented on service aspect, followed by Staff Attitude (24%) and Administration (21%).
 Comments suggest sentiment on Staff Attitude is broadly positive, and marginally so on Clinical Treatment.
 Sentiment on Appointment Booking and Administration is marginally negative, according to comments.

2.1 Sentiment:

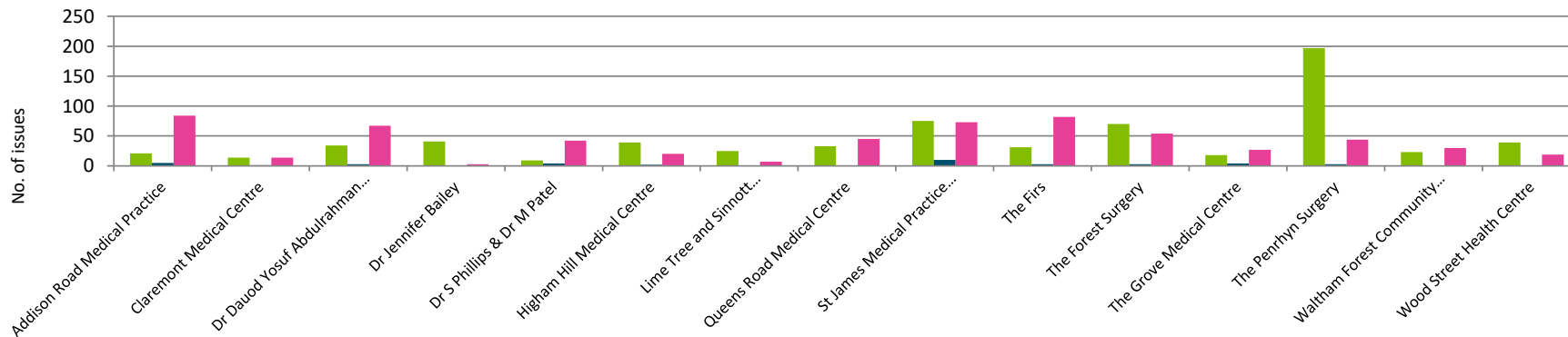
■ Positive
 ■ Neutral
 ■ Negative



2.2 Most Reported Aspects of Service:



2.3 Practices Receiving the Most Issues Overall:



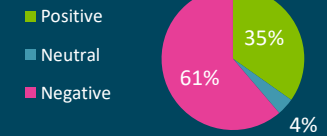
Practices

The Penrhyn Surgery receives a notable volume and ratio of positive comments.
 Comments suggest sentiment on Addison Road Medical Practice and The Firs is broadly negative.

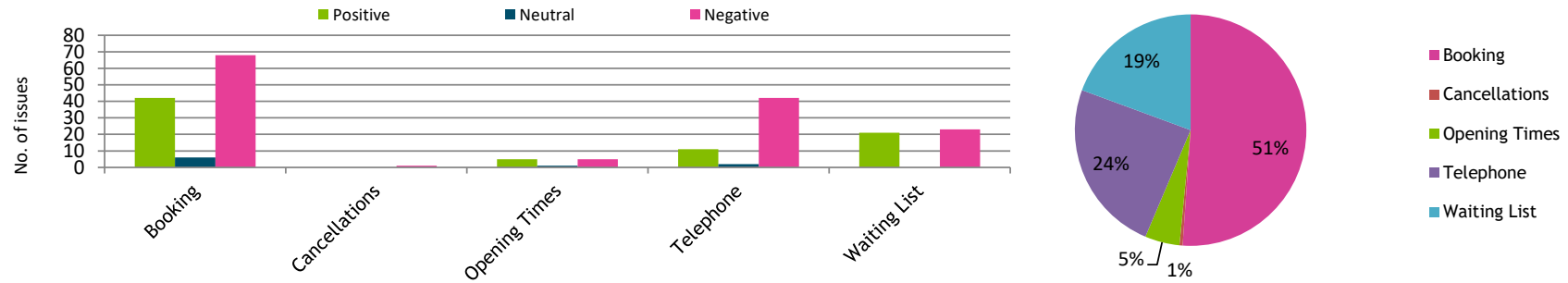
SECTION 3.1: APPOINTMENT BOOKING

Appointment Booking is the largest negative trend overall, with positivity at just 35%. 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.

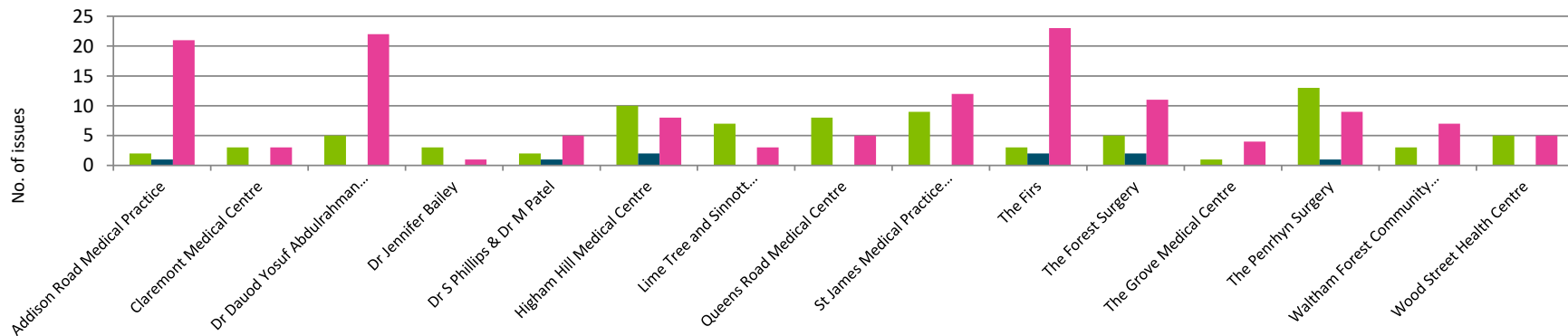
3.1.1 Sentiment:



3.1.2: All Aspects of Appointment Booking:



3.1.3 Practices Receiving the Most Issues Overall:



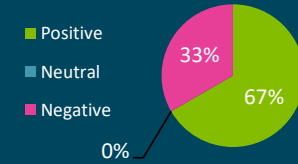
Practices

The Firs, Dr Shantir and Addison Road Medical Practice receive a notable volume and ratio of negative comments.

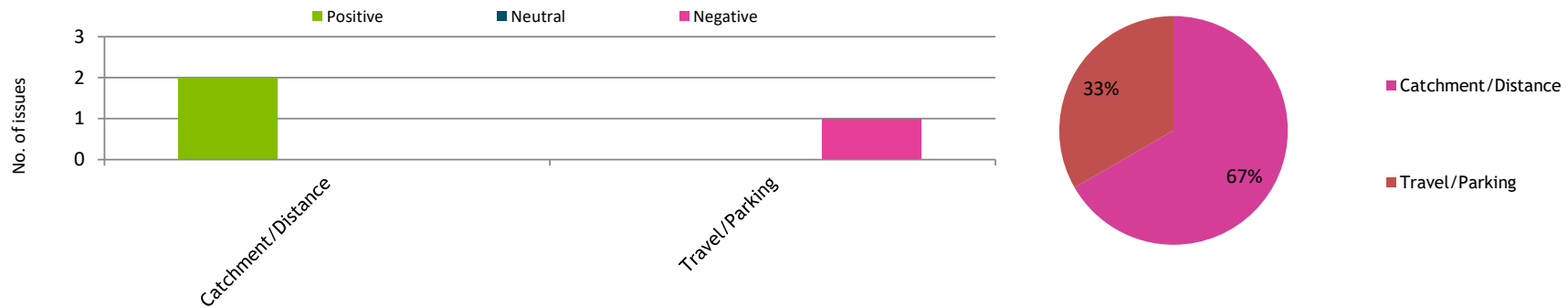
SECTION 3.2: GETTING THERE

Just 3 comments are about getting to appointments/catchment. Therefore, this is not considered a major issue locally for patients.

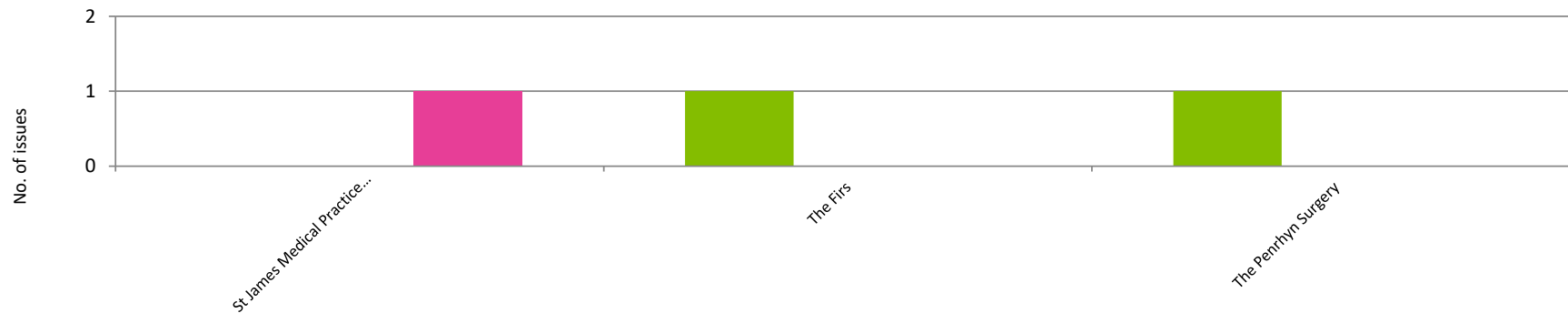
3.2.1 Sentiment:



3.2.2: All Aspects of Getting There:



3.2.3 Practices Receiving the Most Issues Overall:



Practices

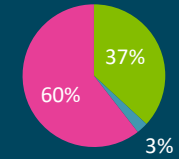
No practices receive a notable quantity of comments.

SECTION 3.3: WAIT AT APPOINTMENT

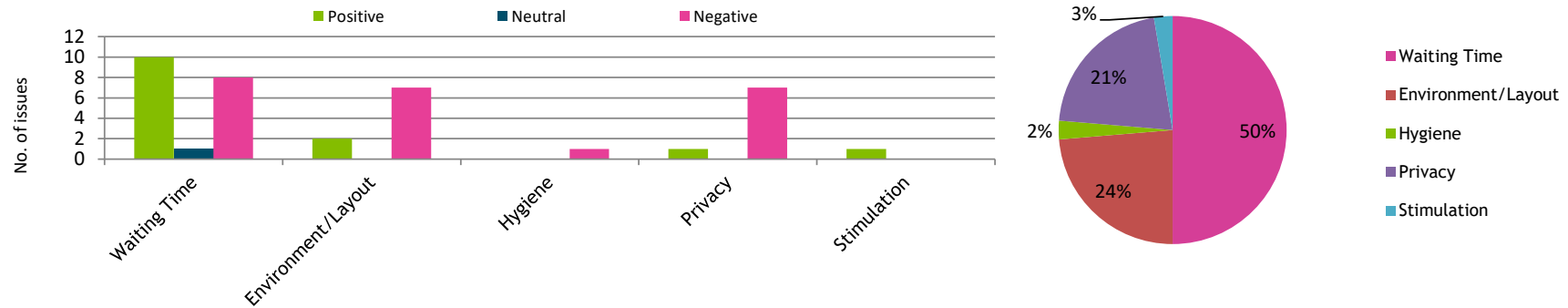
Wait at Appointment receives 3% of issues overall and is 60% negative as a topic. Some patients comment negatively about the condition of premises, and lack of privacy in waiting areas.

3.3.1 Sentiment:

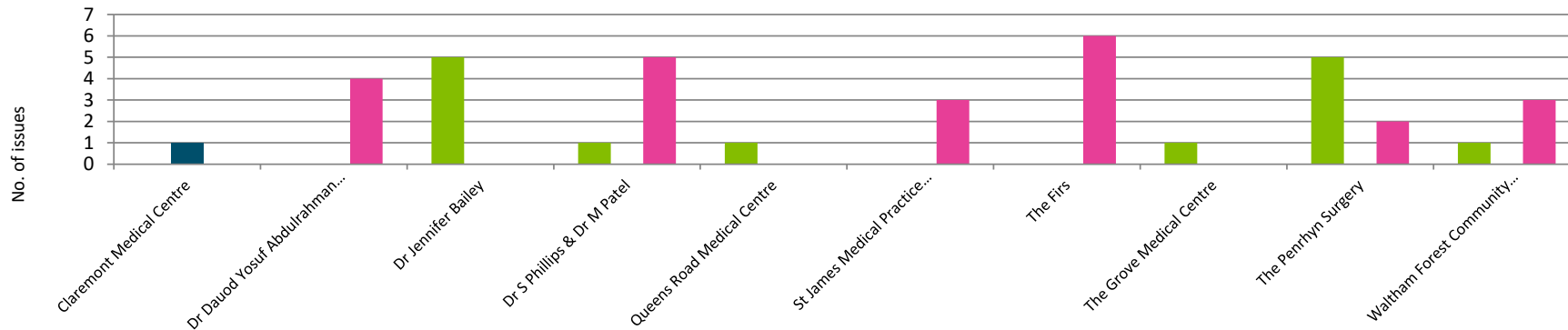
- Positive
- Neutral
- Negative



3.3.2: All Aspects of Wait at Appointment:



3.3.3 Practices Receiving the Most Issues Overall:



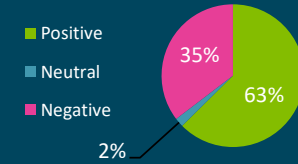
Practices

The Firs receives a notable volume and ratio of negative comments.

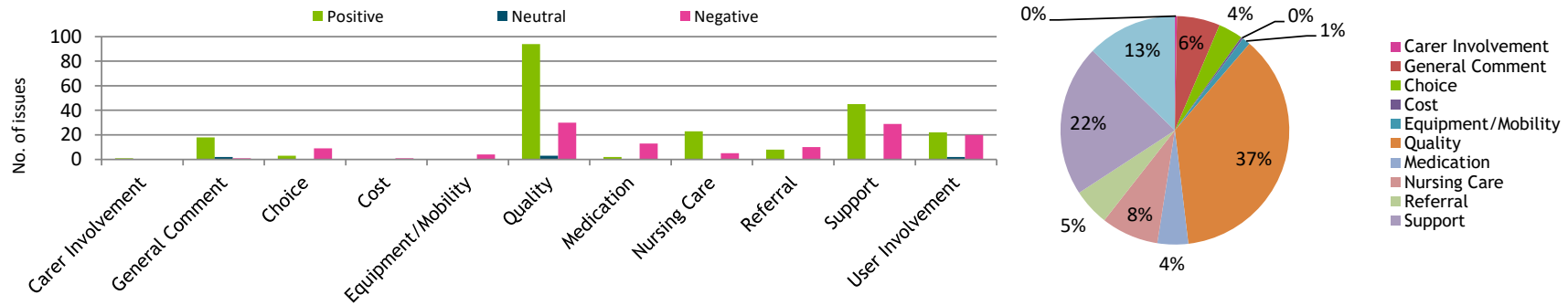
SECTION 3.4: CLINICAL TREATMENT

Receiving 28% of issues overall, Clinical Treatment is the largest trend, and broadly positive in sentiment. Comments suggest patients are largely positive about the quality of treatment and nursing care. Sentiment on user involvement is mixed, according to comments.

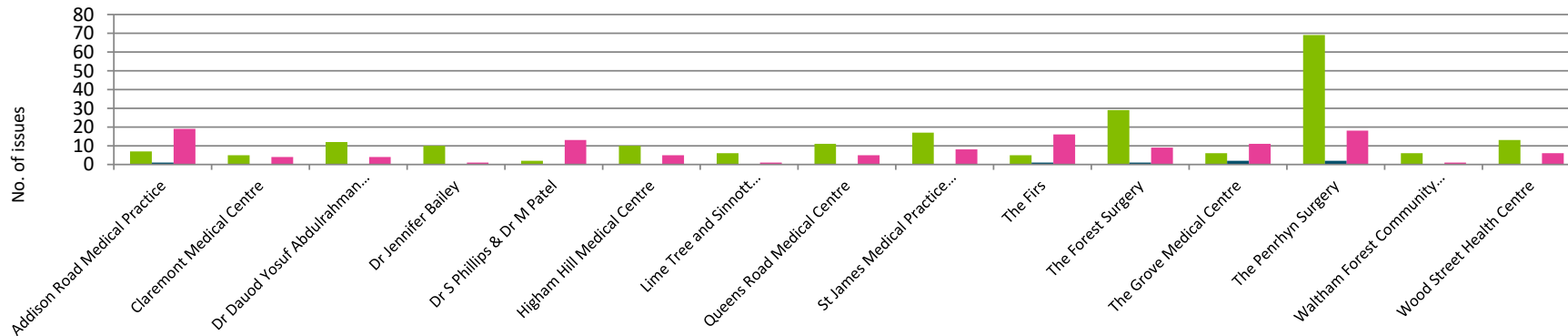
3.4.1 Sentiment:



3.4.2: All Aspects of Clinical Treatment:



3.4.3 Practices Receiving the Most Issues Overall:



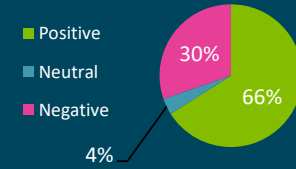
Practices

The Penrhyn Surgery receives a notable volume and ratio of positive comments.

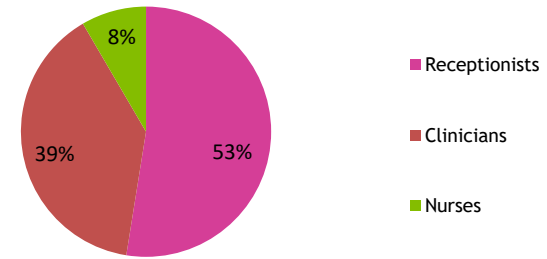
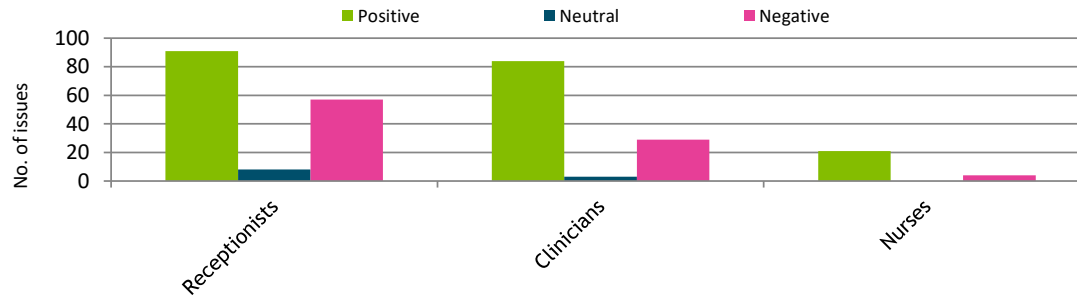
SECTION 3.5: STAFF ATTITUDE

With 24% of issues overall, patients consider Staff Attitude to be an important aspect of service. Sentiment is clearly positive for Clinicians and Nurses, and marginally so for Receptionists, according to comments.

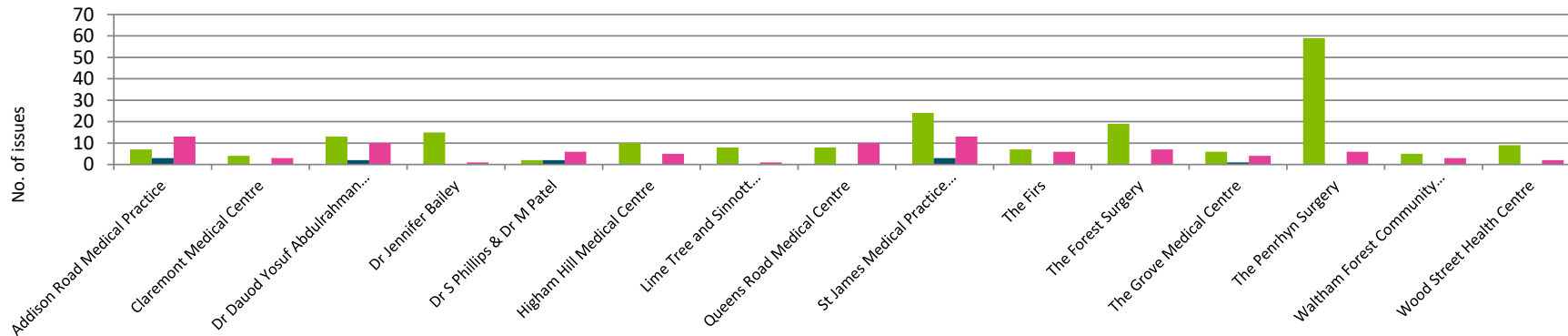
3.5.1 Sentiment:



3.5.2: All Aspects of Staff Attitude:



3.5.3 Practices Receiving the Most Issues Overall:



Practices

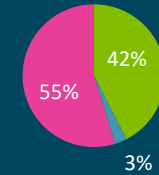
The Penrhyn Surgery receives a notable volume and ratio of positive comments.

SECTION 3.6: ADMINISTRATION

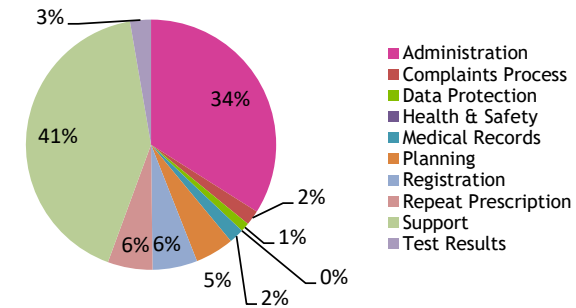
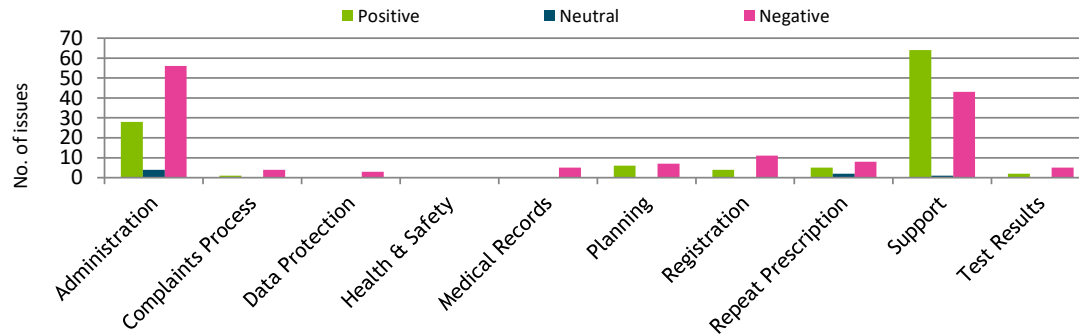
Administration receives 21% of issues overall and sentiment is 55% negative. Many patients comment on administrative errors. Sentiment on support (at the front desk) is marginally positive, comments suggest.

3.6.1 Sentiment:

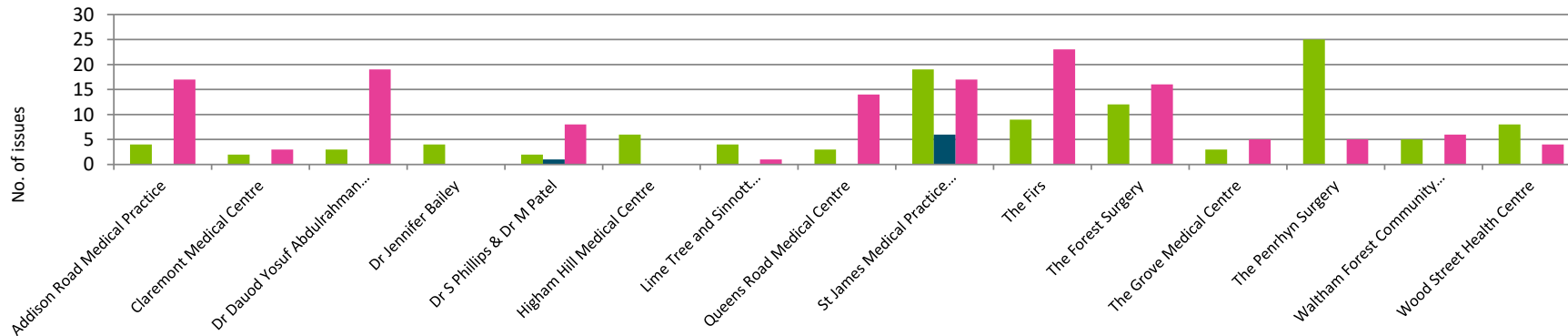
- Positive
- Neutral
- Negative



3.6.2: All Aspects of Administration:



3.6.3 Practices Receiving the Most Issues Overall:



Practices

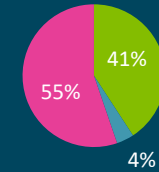
The Penrhyn Surgery receives a notable volume and ratio of positive comments. The Firs, Dr Shantir and Addison Road Medical Practice receive a notable volume and ratio of negative comments.

SECTION 3.7: COMMUNICATION

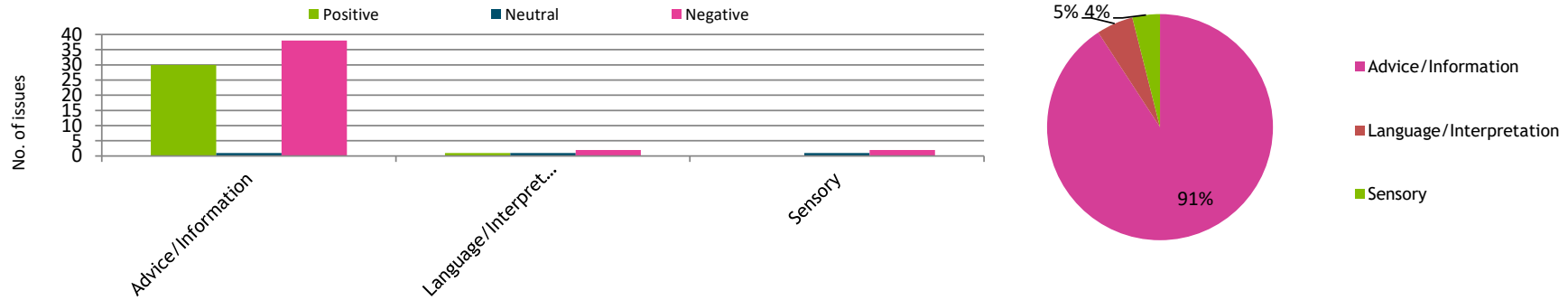
Communication receives 6% of issues overall and is 55% negative in sentiment. The vast majority of issues are about access to advice and information and sentiment is mixed.

3.7.1 Sentiment:

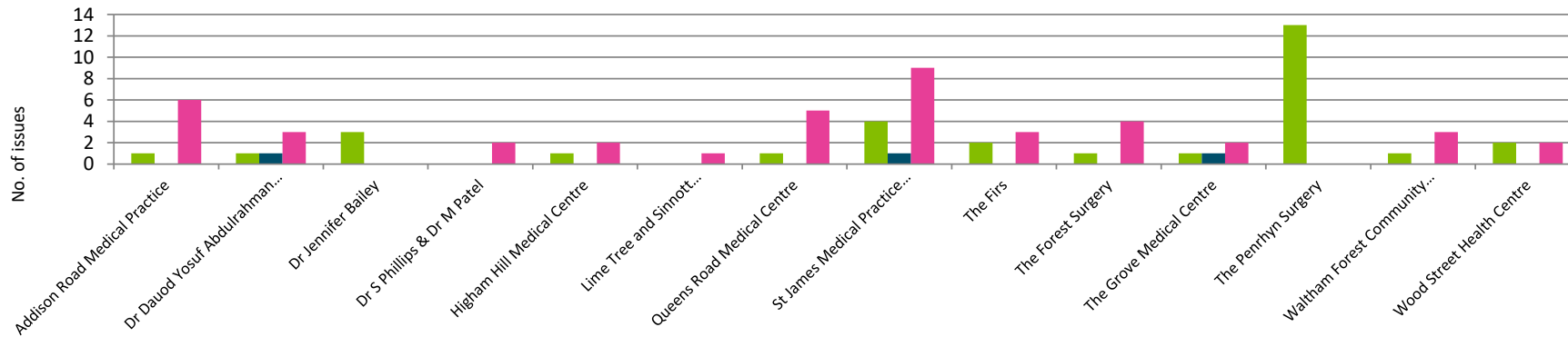
Positive
Neutral
Negative



3.7.2: All Aspects of Communication:



3.7.3 Practices Receiving the Most Issues Overall:



Practices

The Penrhyn Surgery receives a notable volume and ratio of positive comments.

