



## 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.

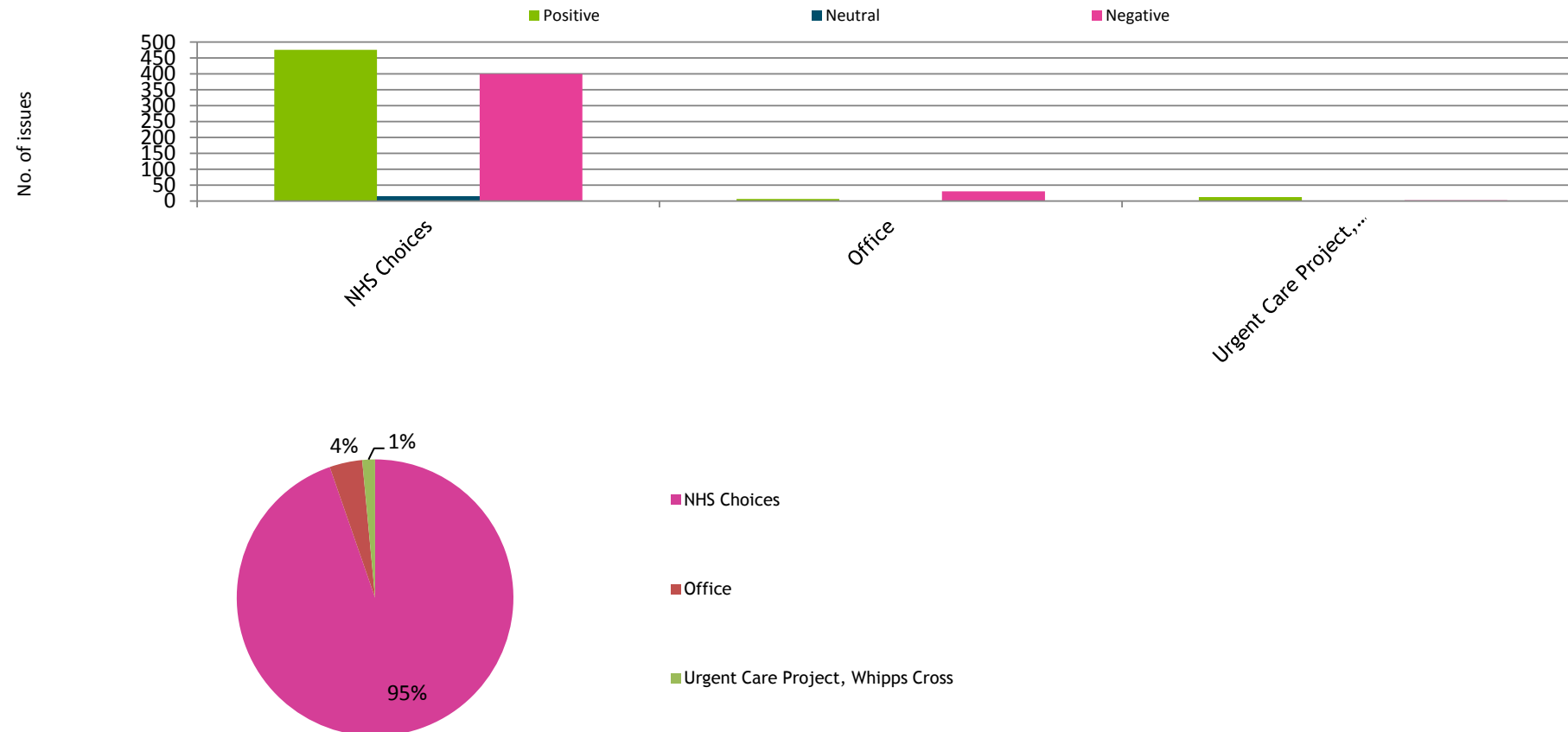
## SECTION 1: REPORT CONTENT

1.1: Reporting Period:

Healthwatch Waltham Forest has identified 941 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: 01/10/2018  
To: 30/09/2019

### 1.2: Data Origin



#### The Data in this Report

The majority of comments were obtained through the NHS website.

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

Report Date: 03/10/2019

## SECTION 2: TOP OVERALL TRENDS

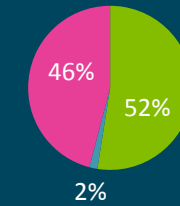
Overall patient sentiment is 52% positive.

At 31%, Clinical Treatment is the most commented on service aspect, followed by Staff Attitude (24%) and Administration (18%). Comments suggest sentiment on Staff Attitude and Clinical Treatment is broadly positive.

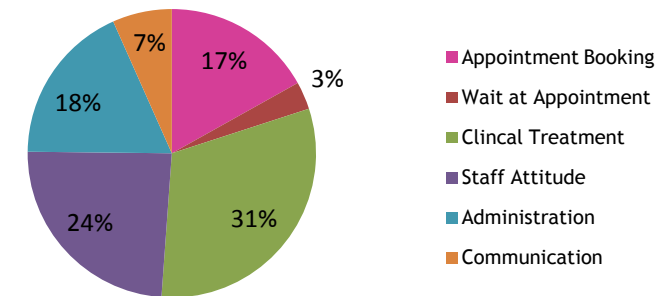
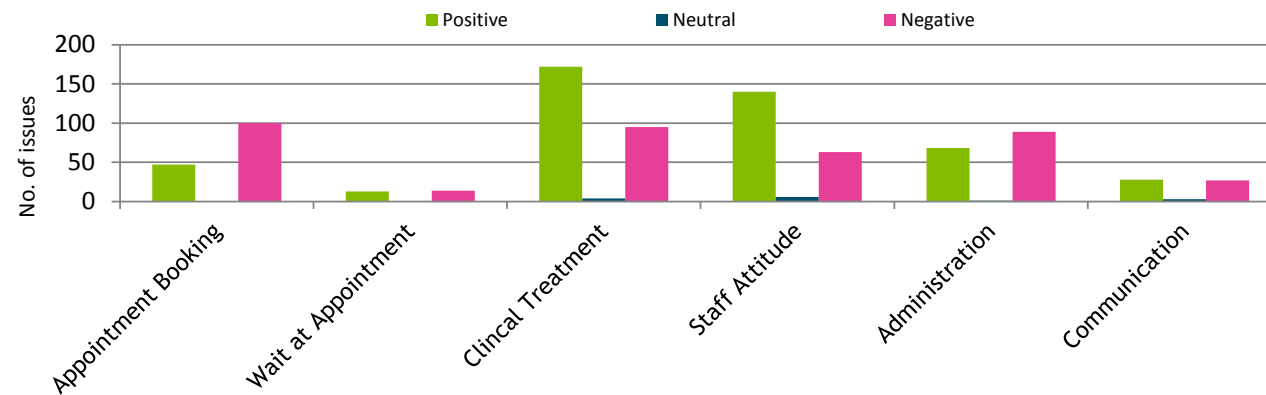
Sentiment on Appointment Booking is broadly negative, while marginally so on Administration according to comments.

### 2.1 Sentiment:

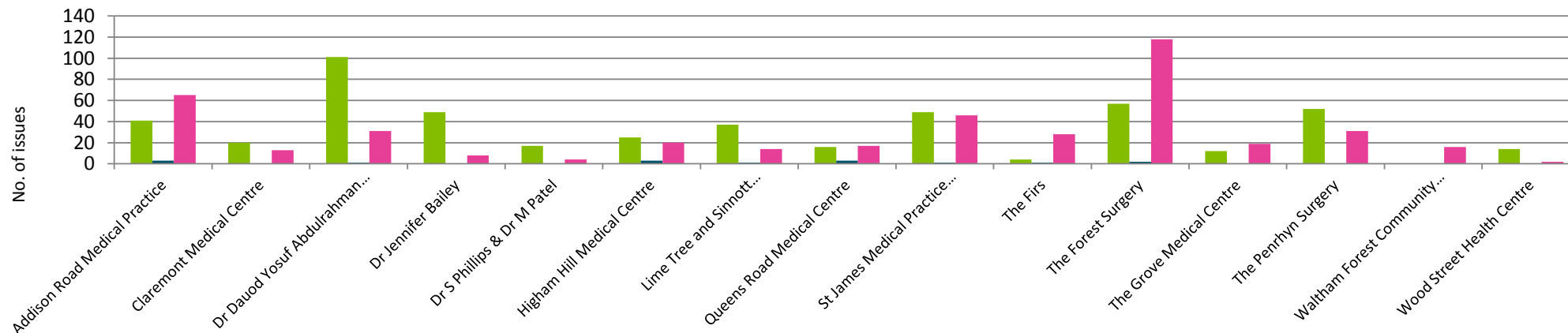
Positive  
Neutral  
Negative



### 2.2 Most Reported Aspects of Service:



### 2.3 Practices Receiving the Most Issues Overall:



#### Practices

Dr Shantir and Dr Jennifer Bailey receive a notable volume and ratio of positive comments.

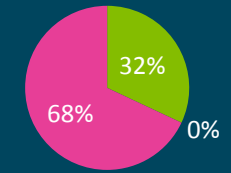
The Forest Surgery receives a notable volume of negative comments.

## SECTION 3.1: APPOINTMENT BOOKING

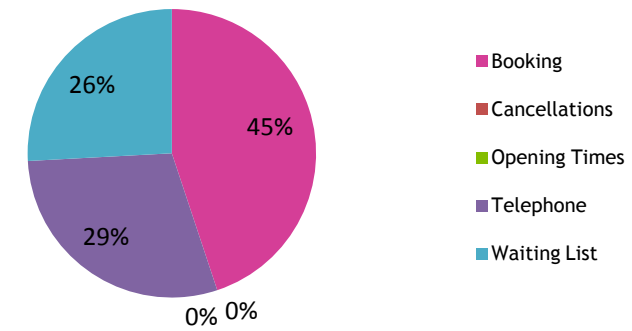
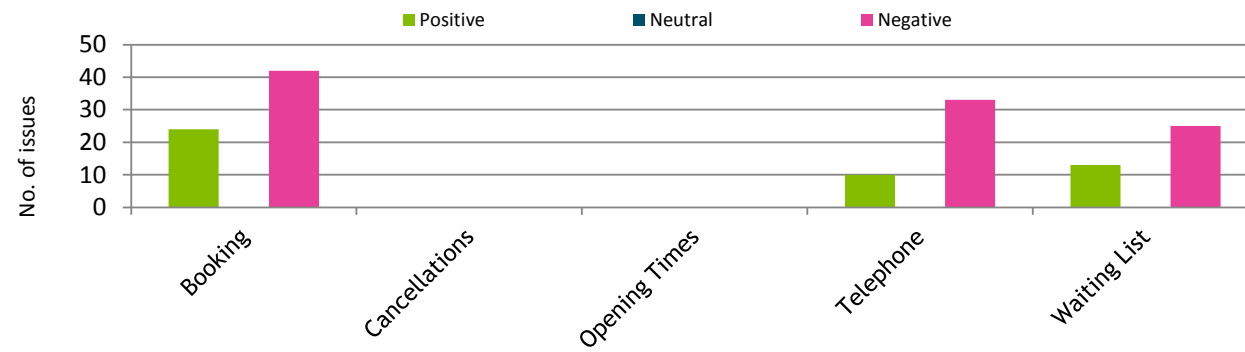
Appointment Booking is the largest negative trend overall, with positivity at just 32%. Patients express discontent about booking systems and the inability to get appointments when required. There is also widespread dissatisfaction with telephone systems, which become congested at certain times of day. Some patients complain of having to wait days (or more) to see a GP.

### 3.1.1 Sentiment:

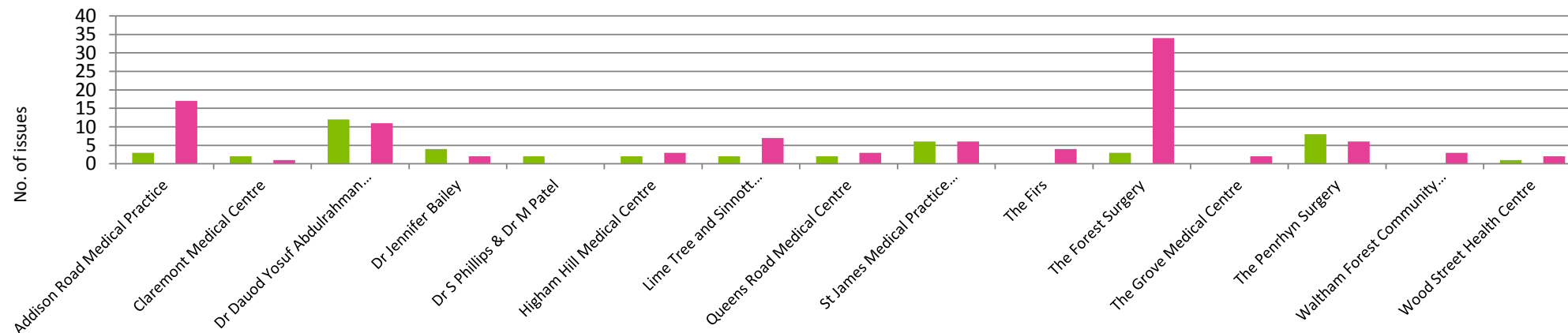
■ Positive  
■ Neutral  
■ Negative



### 3.1.2: All Aspects of Appointment Booking:



### 3.1.3 Practices Receiving the Most Issues Overall:



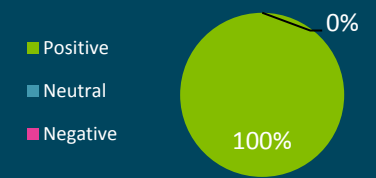
#### Practices

The Forest Surgery receives a notable volume and ratio of negative comments.

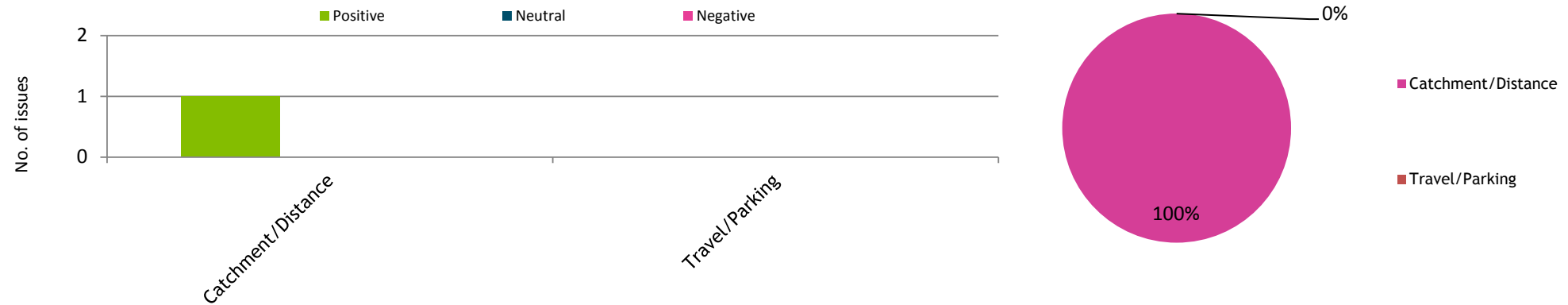
## SECTION 3.2: GETTING THERE

Just 1 comment is about getting to appointments/catchment. Therefore, this is not considered a major issue locally for patients.

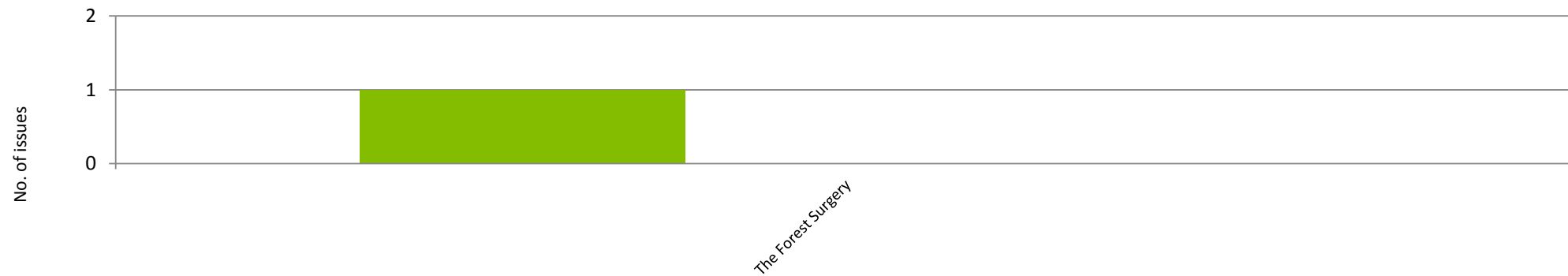
### 3.2.1 Sentiment:



### 3.2.2: All Aspects of Getting There:



### 3.2.3 Practices Receiving the Most Issues Overall:



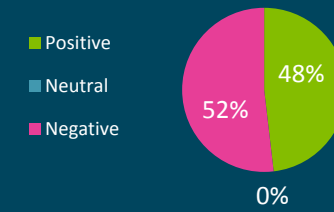
### Practices

No practices receive a notable quantity of comments.

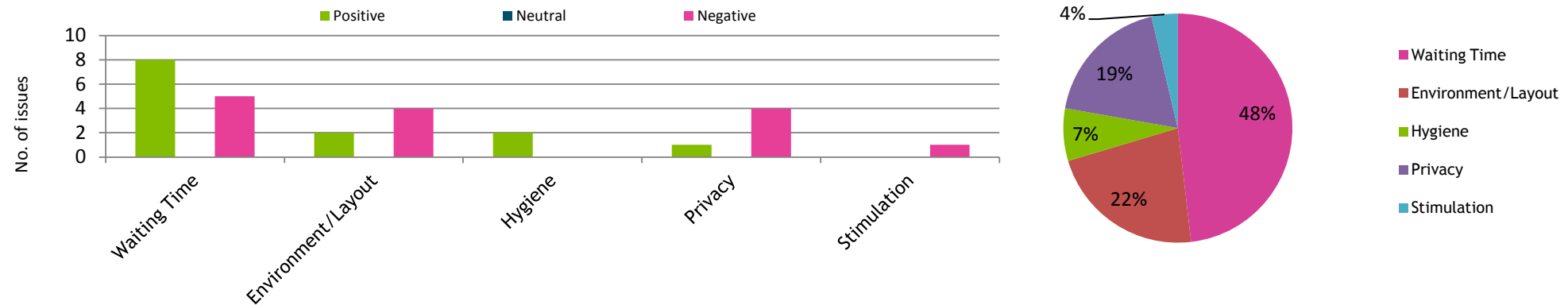
## SECTION 3.3: WAIT AT APPOINTMENT

Wait at Appointment receives 3% of issues overall and is mixed in sentiment.

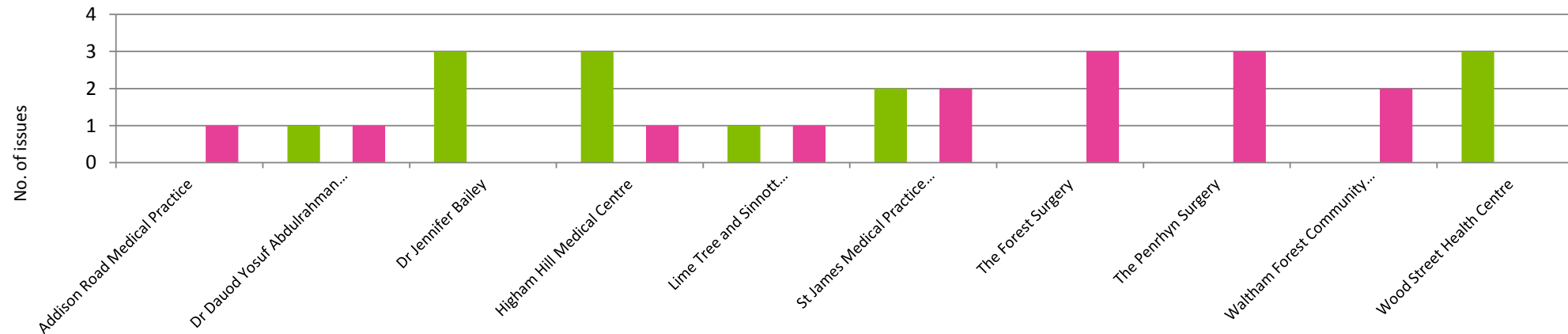
### 3.3.1 Sentiment:



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



### 3.3.3 Practices Receiving the Most Issues Overall:



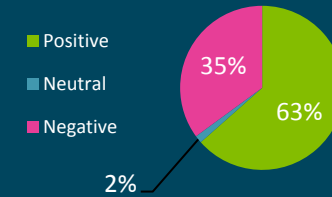
### Practices

No practices receive a notable quantity of comments.

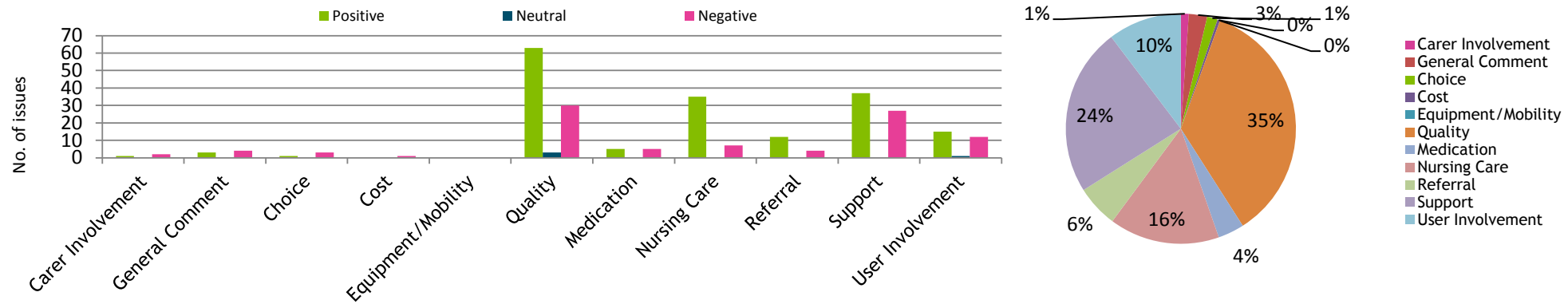
## SECTION 3.4: CLINICAL TREATMENT

Receiving 31% 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. Some patients would like to be more supported and involved.

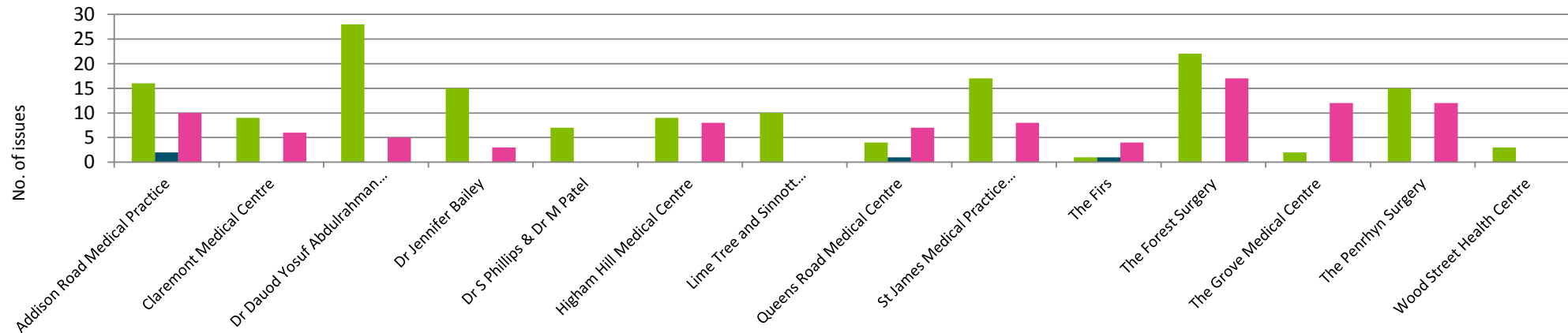
### 3.4.1 Sentiment:



### 3.4.2: All Aspects of Clinical Treatment:



### 3.4.3 Practices Receiving the Most Issues Overall:



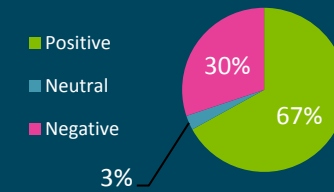
#### Practices

Dr Shantir receives a notable volume and ratio of positive comments.

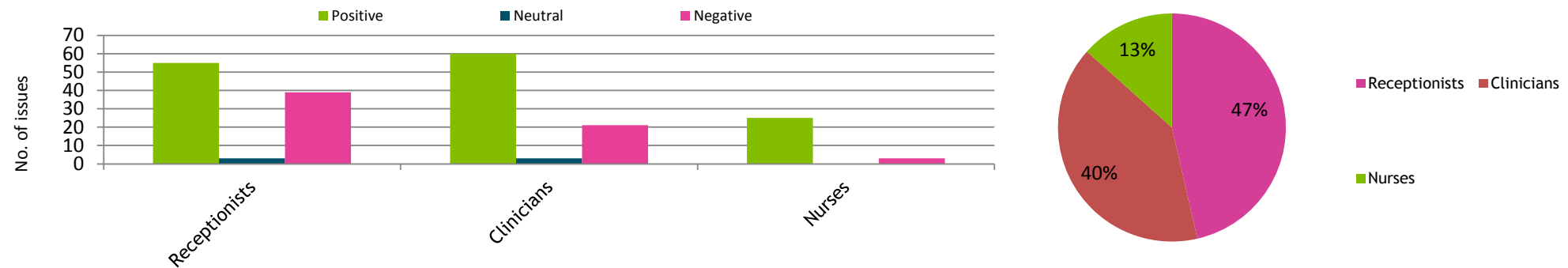
## SECTION 3.5: STAFF ATTITUDE

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.

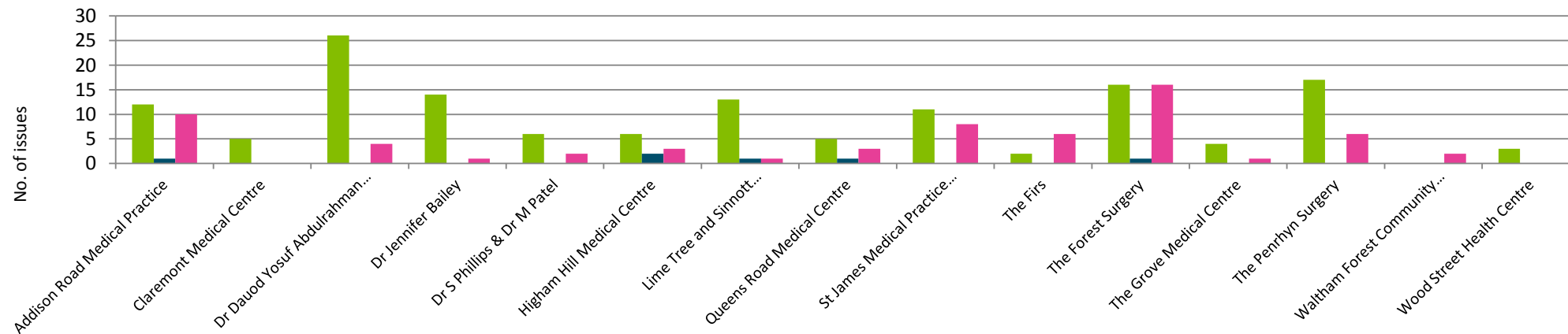
### 3.5.1 Sentiment:



### 3.5.2: All Aspects of Staff Attitude:



### 3.5.3 Practices Receiving the Most Issues Overall:



#### Practices

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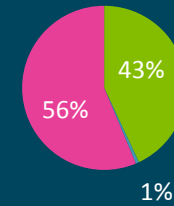


## SECTION 3.6: ADMINISTRATION

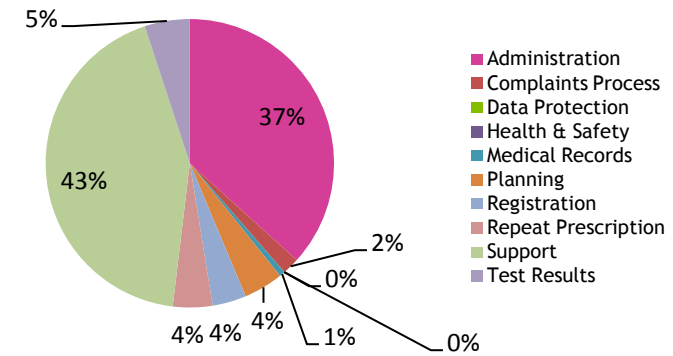
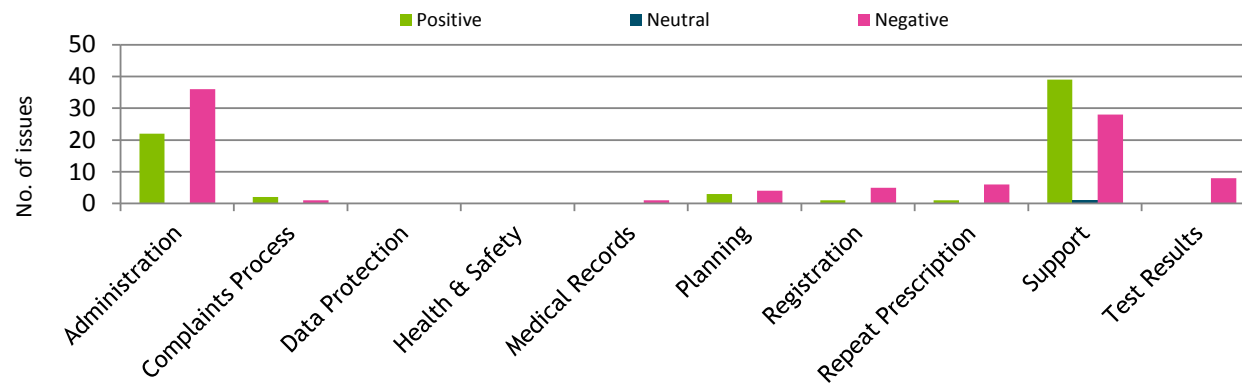
Administration receives 18% of issues overall and sentiment is marginally negative. Sentiment on support is marginally positive, while marginally negative on general administration, comments suggest.

### 3.6.1 Sentiment:

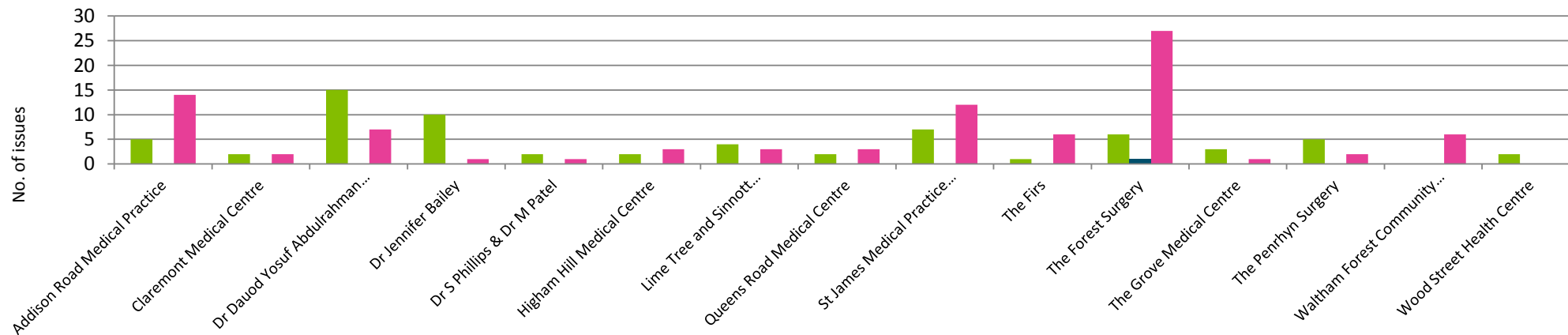
■ Positive  
■ Neutral  
■ Negative



### 3.6.2: All Aspects of Administration:



### 3.6.3 Practices Receiving the Most Issues Overall:



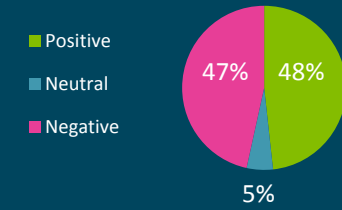
#### Practices

The Forest Surgery receives a notable volume and ratio of negative comments.

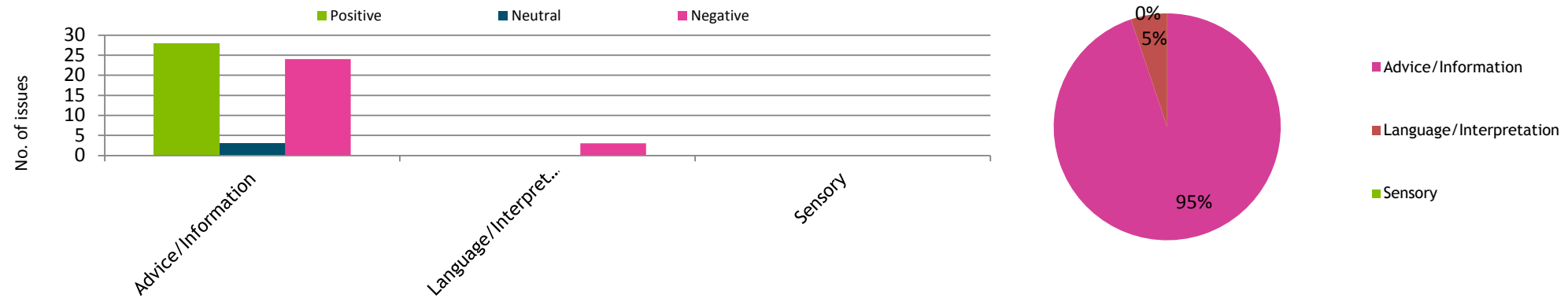
## SECTION 3.7: COMMUNICATION

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

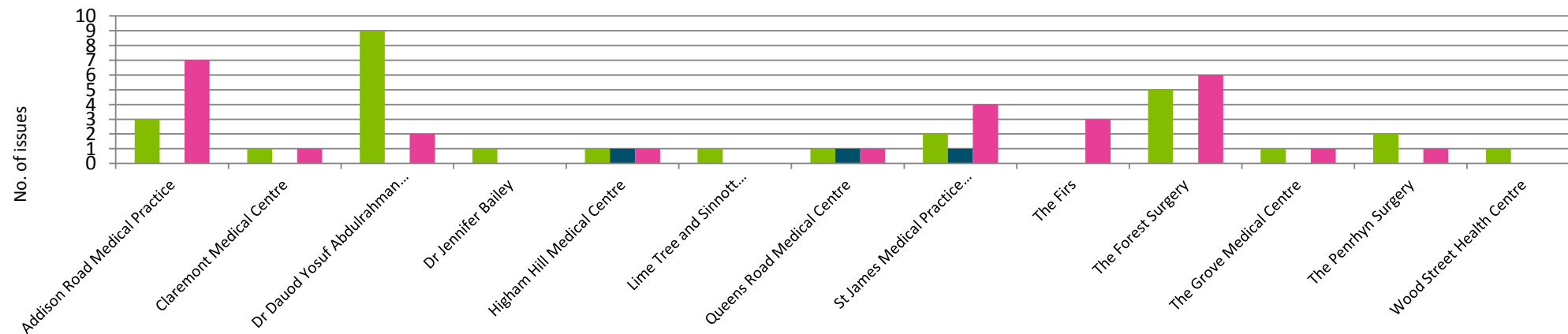
### 3.7.1 Sentiment:



### 3.7.2: All Aspects of Communication:



### 3.7.3 Practices Receiving the Most Issues Overall:



#### Practices

Dr Shantir receives a notable ratio of positive comments.

## SECTION 4.1: QUARTERLY BENCHMARK

Comments suggest sentiment has fluctuated moderately at most practices.

### 4.1.1: Q4 2018 and Q2 2019 Positive Sentiment

