



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.

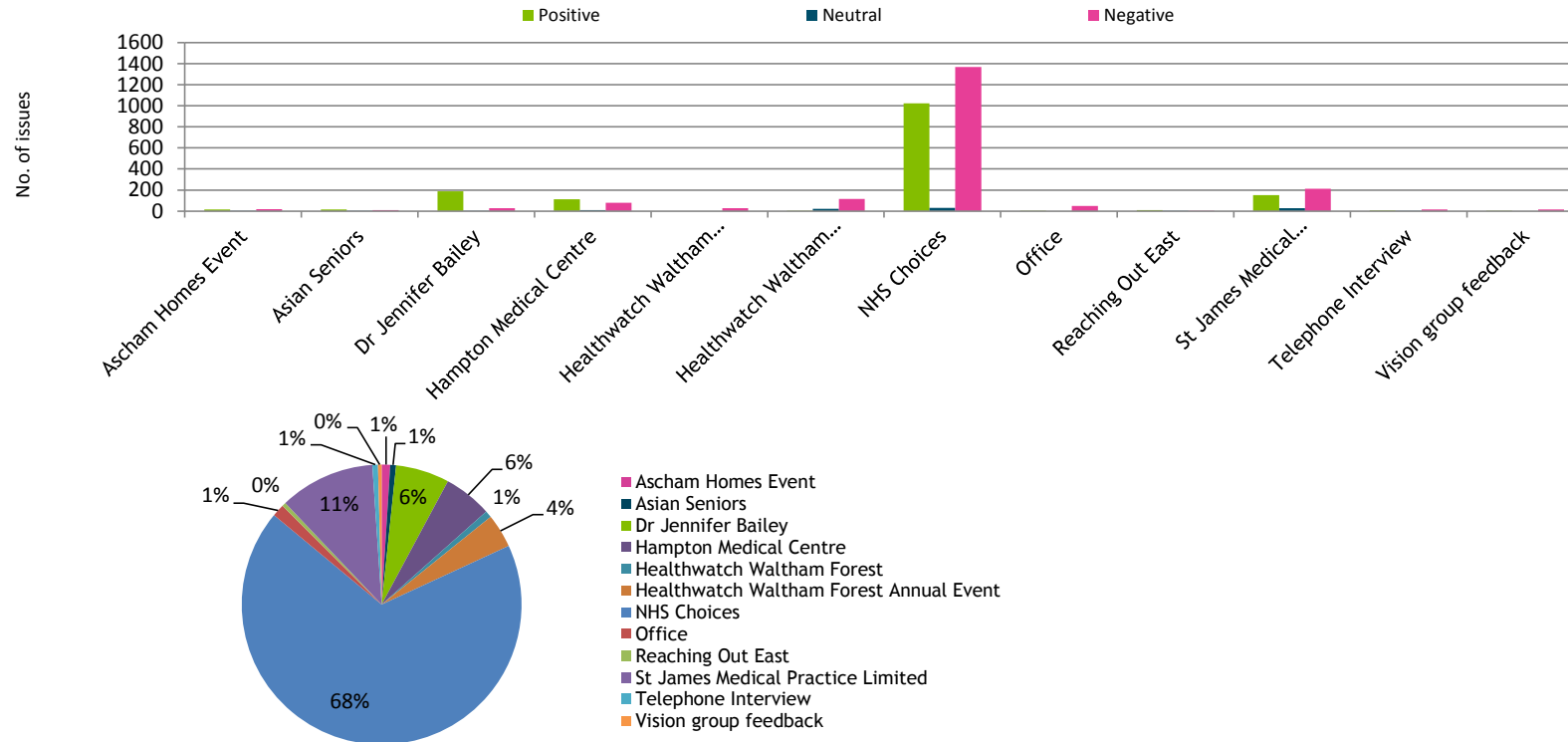
SECTION 1: REPORT CONTENT

1.1: Reporting Period:

Healthwatch Waltham Forest has identified 4131 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: 01/04/2014
To: 31/03/2015

1.2: Data Origin



The Data in this Report

68% of the service user comments originate from NHS Choices, with the remainder from Healthwatch Waltham Forest activity.

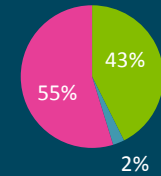
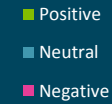
Please note that comments obtained from these sources may not be representative of all service users experiences or opinions.

Report Date: 24/07/2015

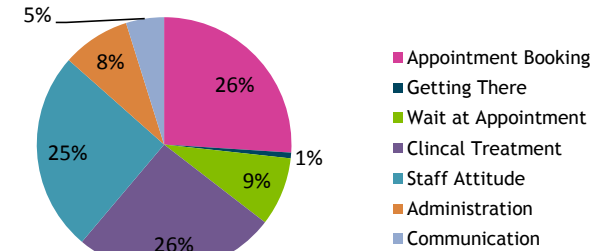
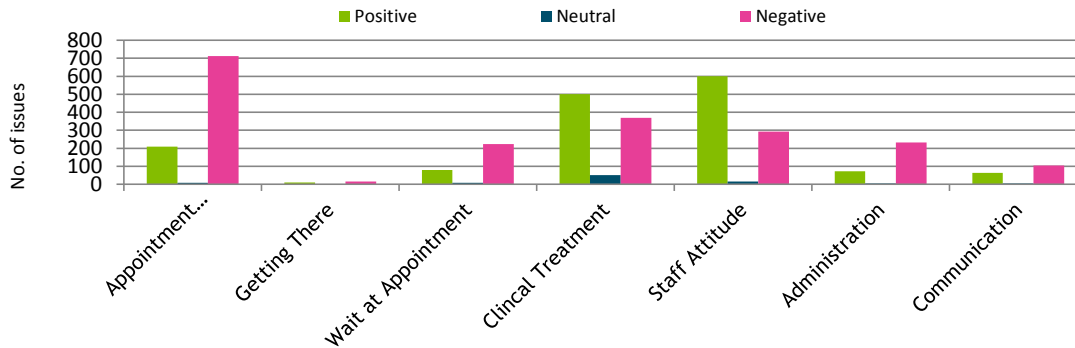
SECTION 2: TOP OVERALL TRENDS

Overall patient sentiment is 55% negative, an improvement of 4% on 2013/14. At 26% each, Appointment Booking and Clinical Treatment are the most commented on service aspects, with Staff Attitude at 25%. Appointment Booking receives the most negativity, by some margin.

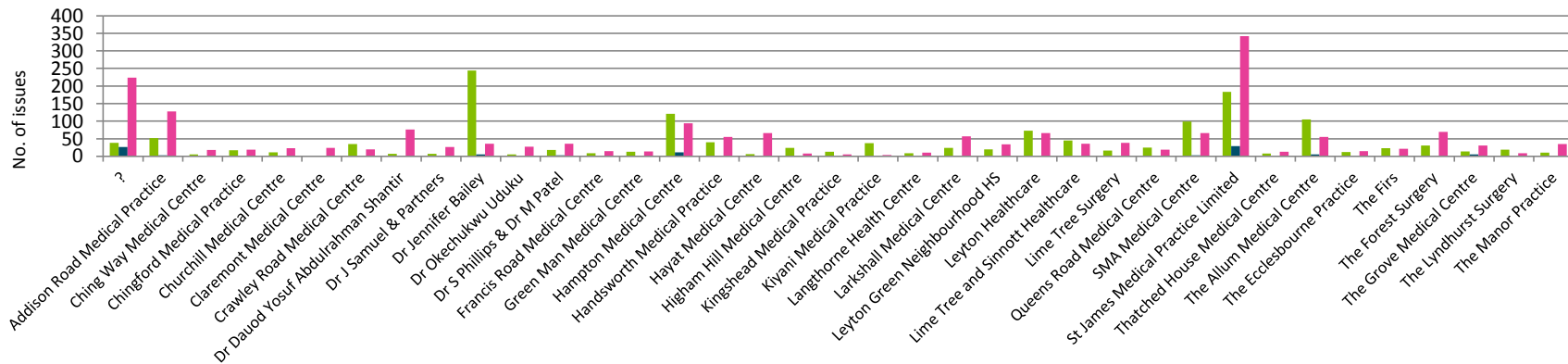
2.1 Sentiment:



2.2 Most Reported Aspects of Service:



2.3 Practices Receiving the Most Issues Overall:



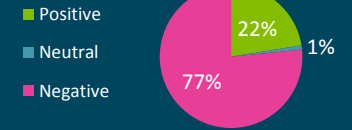
Practices to Watch

Addison Road Medical Practice, Dr Shantir, Hayat Medical Centre, St James Medical Practice and The Forest Surgery receive a notable ratio of negative comments. Comments suggest patients at Dr Jennifer Bailey are extremely satisfied with the service, while SMA Medical Centre and the Al lum Medical Centre also receive a notable ratio of positivity.

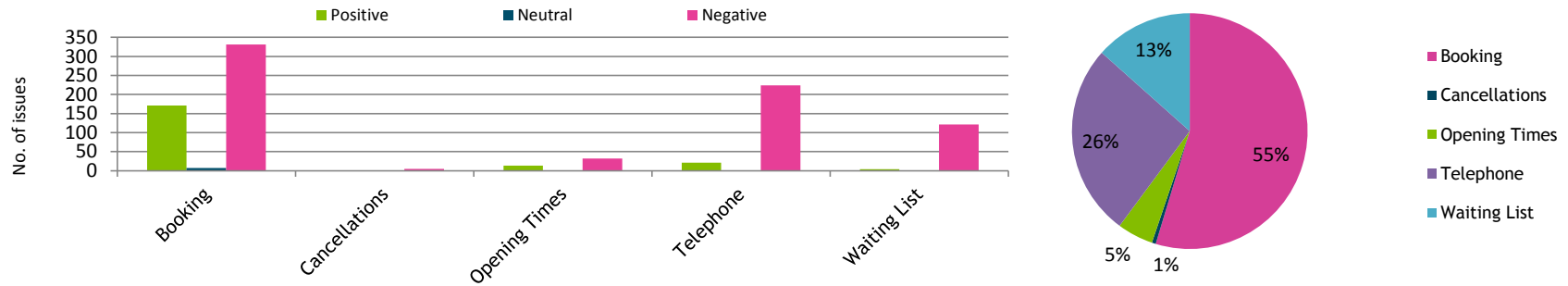
SECTION 3.1: APPOINTMENT BOOKING

3.1.1 Sentiment:

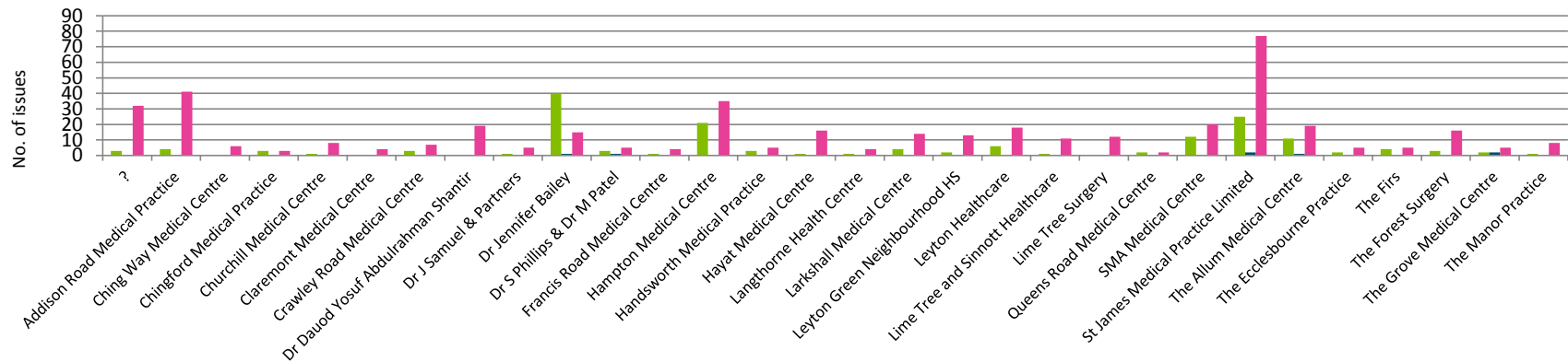
Appointment Booking is the largest negative trend overall, with positivity at just 22%. This is an improvement of 3% on 2013/14. Many patients express discontent about booking systems and the inability to get appointments when required. There is also widespread dissatisfaction with telephone systems, which become congested at certain times of day. 13% 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

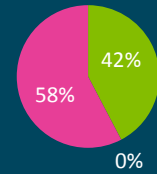
At most Practices, sentiment around Appointment Booking largely negative, particularly so at Addison Road Medical Practice and St James Medical Practice. Sentiment at Dr Jennifer Bailey, where a walk-in style system operates, is clearly positive according to comments.

SECTION 3.2: GETTING THERE

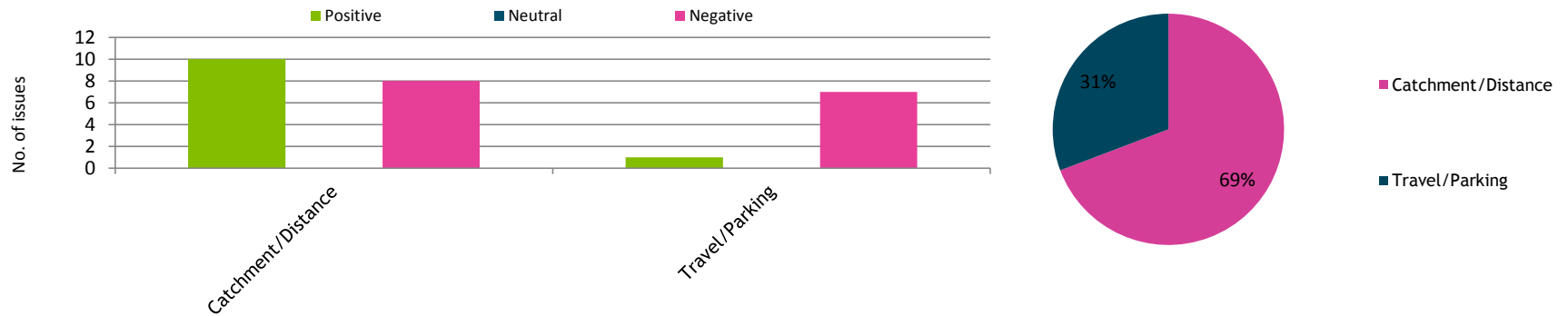
Just 1% of issues are about getting to-and-from appointments.
Sentiment on Catchment/Distance is mixed, but clearly negative on the ability to park.

3.2.1 Sentiment:

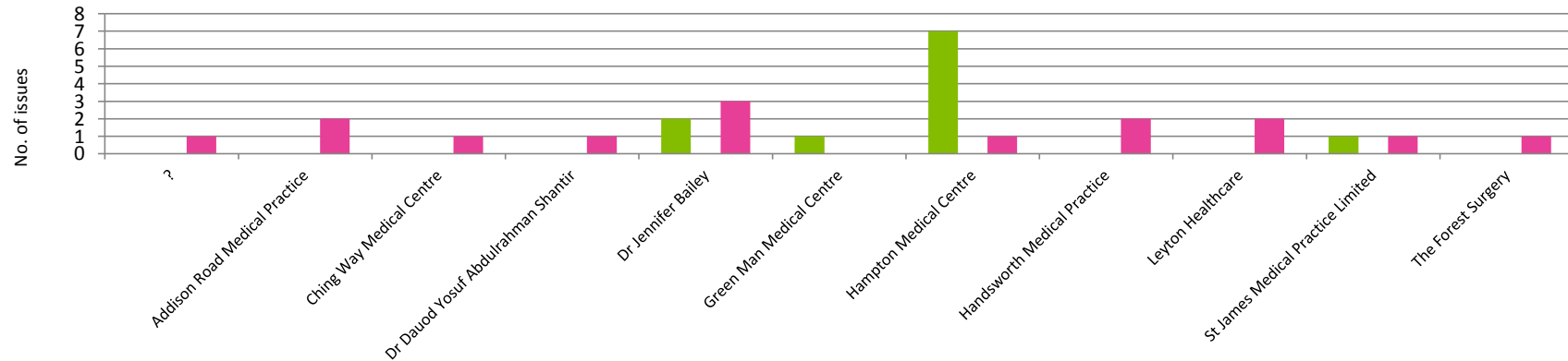
■ Positive
■ Neutral
■ Negative



3.2.2: All Aspects of Getting There:



3.2.3 Practices Receiving the Most Issues Overall:



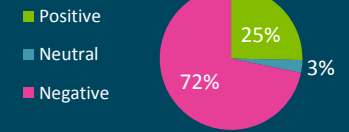
Practices to Watch

Comments suggest patients at Hampton Medical Centre find its location convenient.

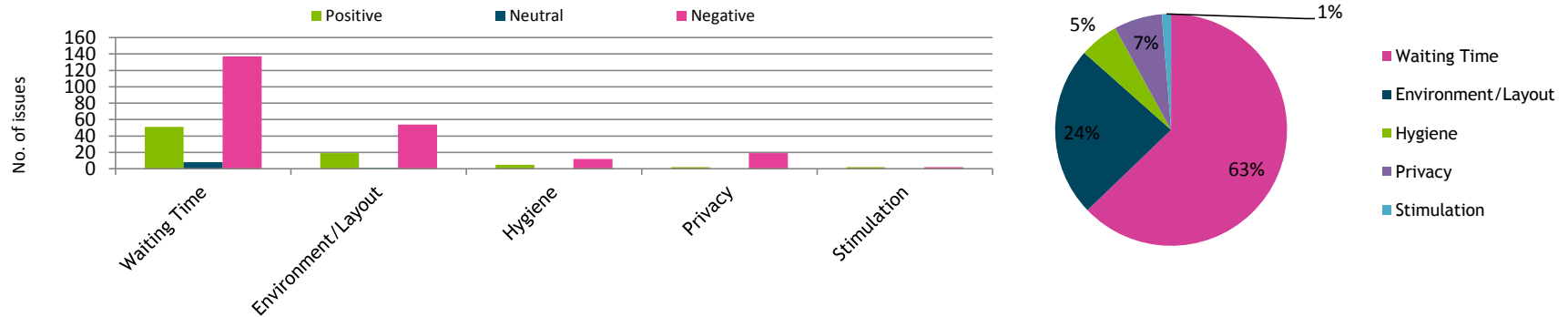
SECTION 3.3: WAIT AT APPOINTMENT

9% of issues overall are about Wait at Appointment, which is 72% negative as a topic (no change from 2013/14). Many patients express discontent about waiting times.

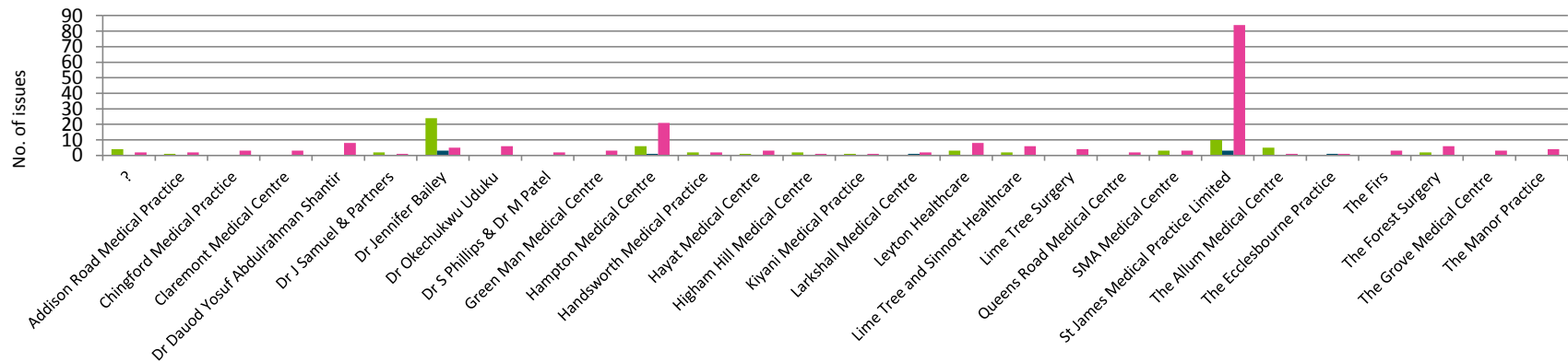
3.3.1 Sentiment:



3.3.2: All Aspects of Wait at Appointment:



3.3.3 Practices Receiving the Most Issues Overall:



Practices to Watch

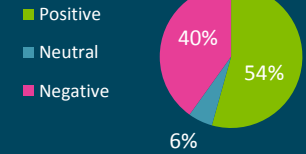
St. James Medical Practice (by far) receives the largest quantity of negative issues - these are largely about the waiting environment with comments about the condition of the premises, plus overcrowding.

No Practices receive a notable amount of positivity, with the clear exception of Dr Jennifer Bailey.

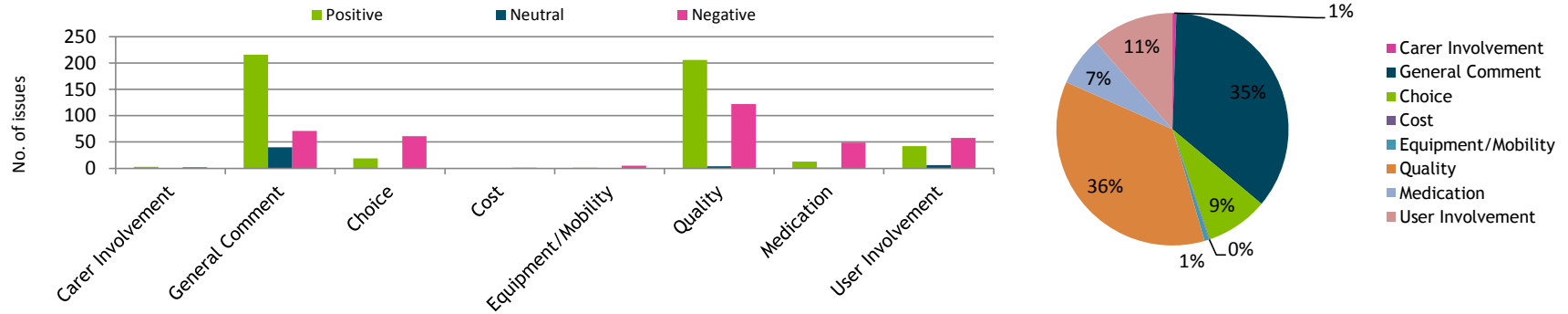
SECTION 3.4: CLINICAL TREATMENT

Receiving 26% of issues overall, Clinical Treatment is the joint largest trend. Sentiment is 54% positive, an improvement of 5% on 2013/14. Patients are marginally positive about the quality of treatment received. Choice is the clearest negative issue, with some patients commenting on the availability of their preferred GP. Medication and User Involvement (being listened to) are also issues.

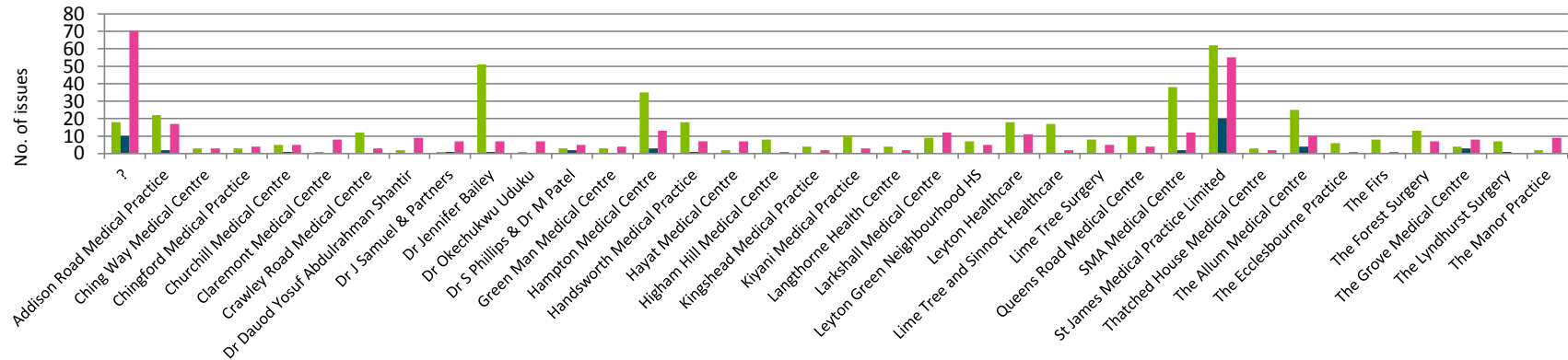
3.4.1 Sentiment:



3.4.2: All Aspects of Clinical Treatment:



3.4.3 Practices Receiving the Most Issues Overall:



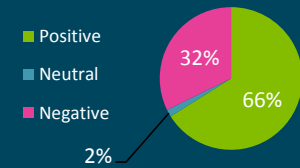
Practices to Watch

Patients at Dr Jennifer Bailey, Hampton Medical Centre and SMA Medical Centre are clearly satisfied with treatment quality, according to comments. With the exception of St James Medical Practice, where sentiment is mixed, no Practice has received a large volume of negative comments.

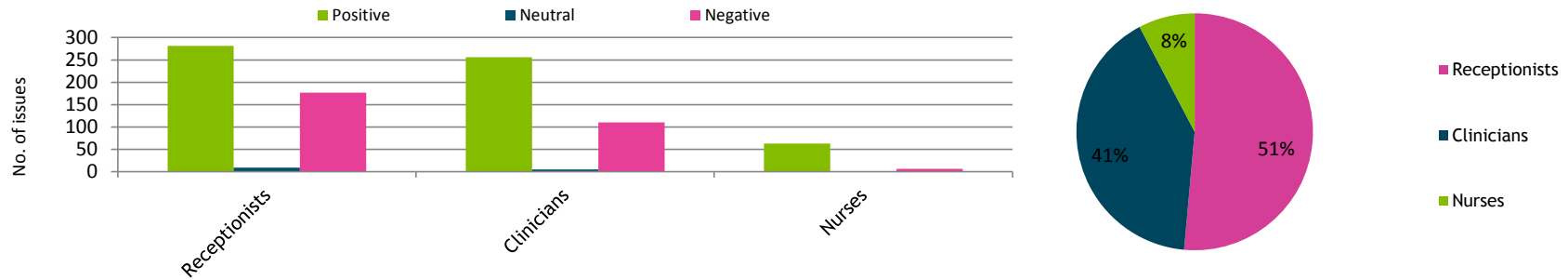
SECTION 3.5: STAFF ATTITUDE

With 25% of issues overall, patients consider Staff Attitude to be as important as Booking, and Clinical Treatment. Sentiment is 66% positive, an improvement of 11% on 2013/14. This year has seen a particular improvement in sentiment about Reception staff.

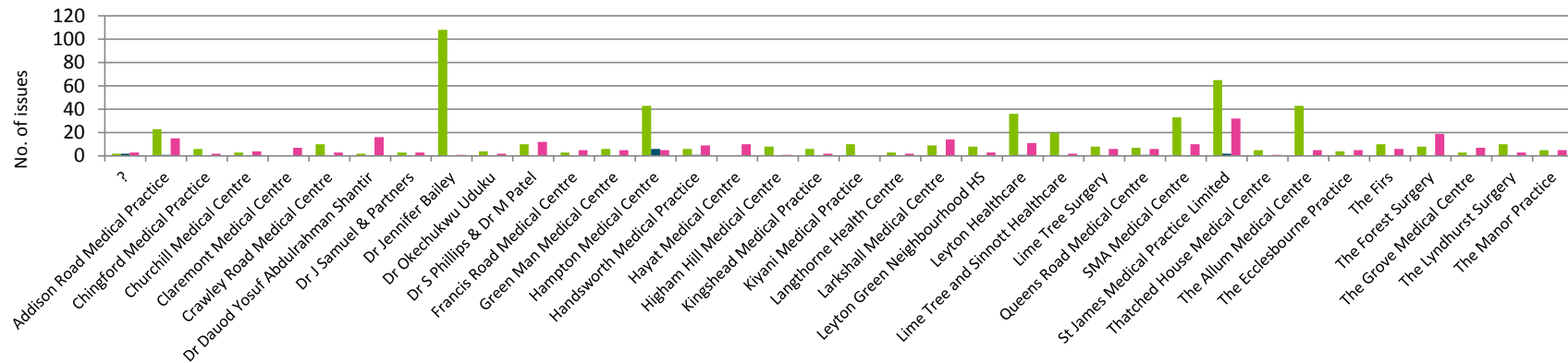
3.5.1 Sentiment:



3.5.2: All Aspects of Staff Attitude:



3.5.3 Practices Receiving the Most Issues Overall:



Practices to Watch

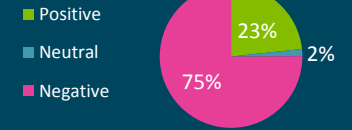
At most Practices, sentiment is largely positive according to comments, clearly so at Dr Jennifer Bailey, Hampton Medical Centre, Leyton Healthcare SMA Medical Centre, St James Medical Practice and The Allum Medical Centre.

Sentiment is notably negative overall at Dr Shantir, Hayat Medical Centre, Larkshall Medical Centre and The Forest Surgery.

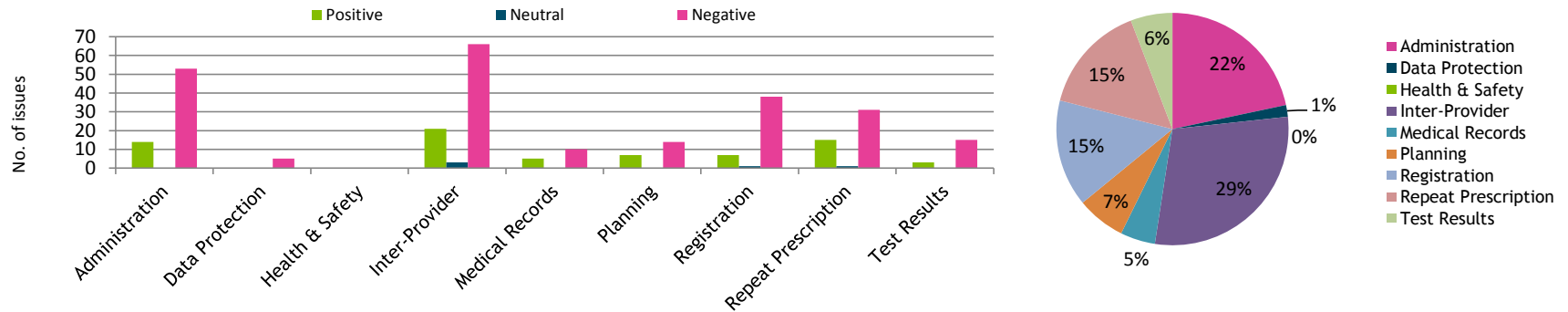
SECTION 3.6: ADMINISTRATION

Administration receives 8% of issues overall and sentiment is 75% negative, an improvement of 4% on 2013/14. Most negativity is about inter-provider communication (GP's liaising with the Hospital in particular), administrative errors, registration processes and the ability to get repeat prescriptions.

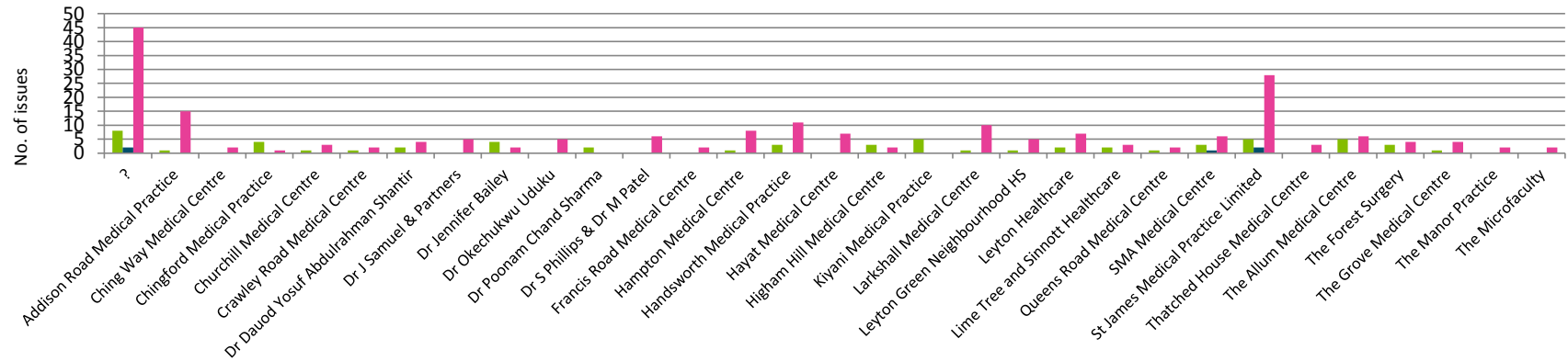
3.6.1 Sentiment:



3.6.2: All Aspects of Administration:



3.6.3 Practices Receiving the Most Issues Overall:



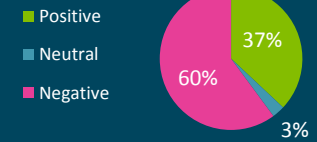
Practices to Watch

Addison Road Medical Practice and St James Medical Practice receive a notable volume of negative comments.

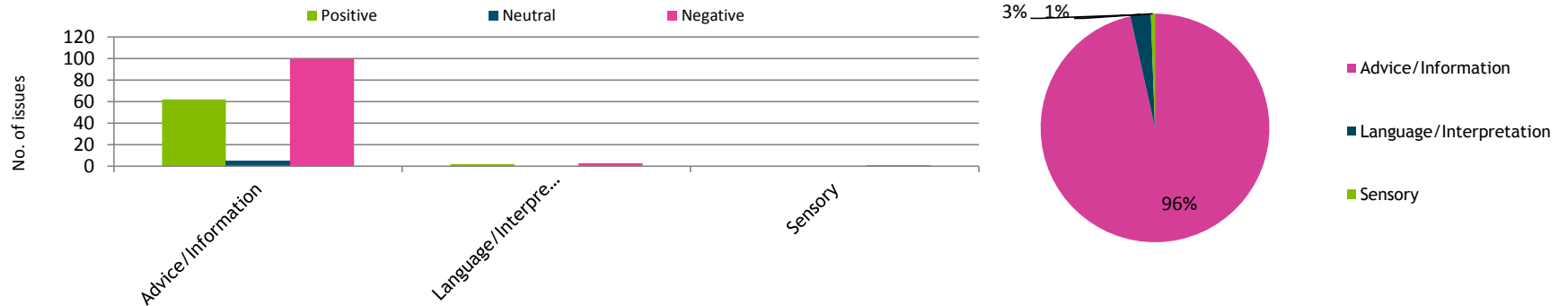
SECTION 3.7: COMMUNICATION

Communication receives 5% of issues overall and sentiment is 60% negative, a decline of 7% on 2013/14. The vast majority of issues are about access to advice and information, with sentiment broadly negative.

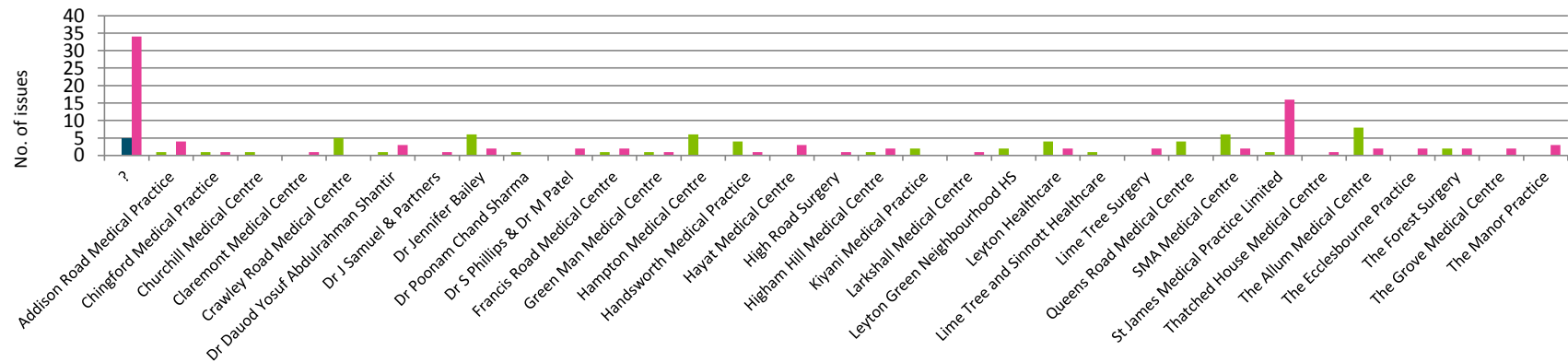
3.7.1 Sentiment:



3.7.2: All Aspects of Communication:



3.7.3 Practices Receiving the Most Issues Overall:



Practices to Watch

St. James Medical Practice receives the largest volume of negative comments, by some margin.