



Primary Care Trends Analysis Report

Dentist Patient Experience (Waltham Forest)

healthwatch
Waltham Forest

ABOUT THIS REPORT

This report examines the patient experience Dental Practices in Waltham Forest, presented in a 'league table' format.

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.

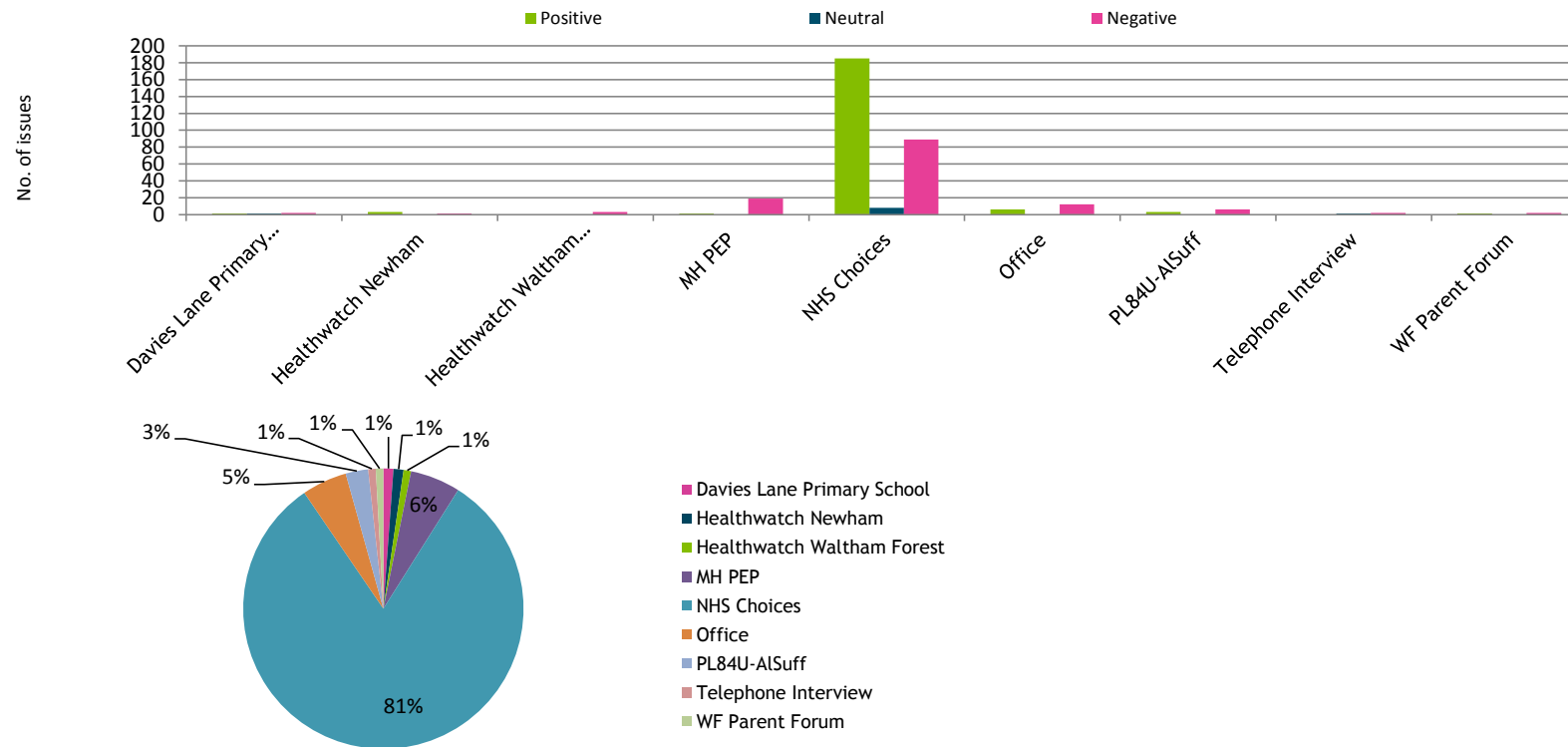
SECTION 1: REPORT CONTENT

1.1: Reporting Period:

Healthwatch Waltham Forest has identified 360 issues about local dental services during the reporting period. This report identifies the data origin (Section 1.2) and the top trends (Section 2).

From: 01/04/2013
To: 31/03/2015

1.2: Data Origin



The Data in this Report

81% of the service user comments originate from NHS Choices, with the remainder from Healthwatch Waltham Forest activity.

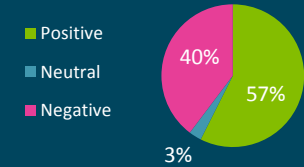
Please note that comments obtained from these sources may not be representative of all service users experiences or opinions.

Report Date: 11/08/2015

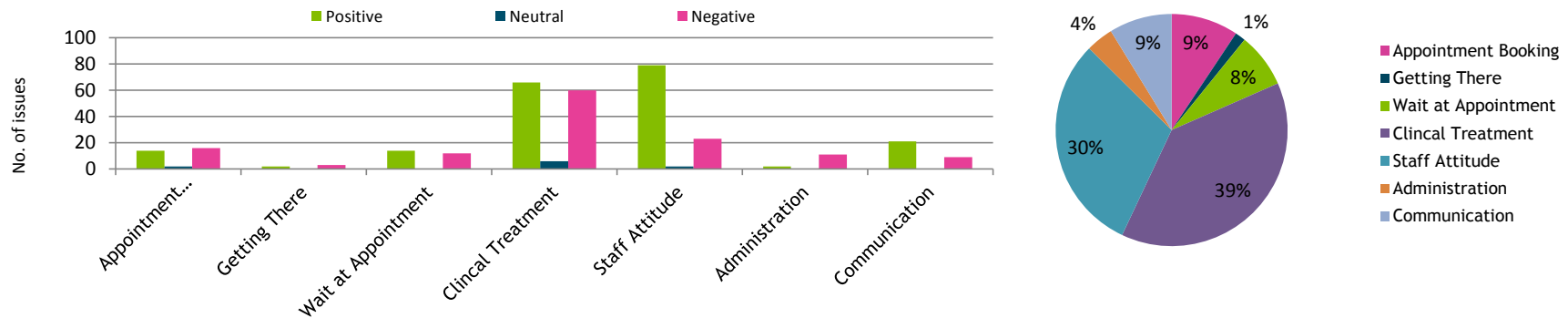
SECTION 2: TOP OVERALL TRENDS

According to comments, sentiment is 57% positive overall. Comments suggest sentiment on Staff Attitude is clearly positive, but mixed on the quality of Clinical Treatment received. Sentiment is also mixed on Appointment Booking and Wait at Appointment, but broadly positive on Communication.

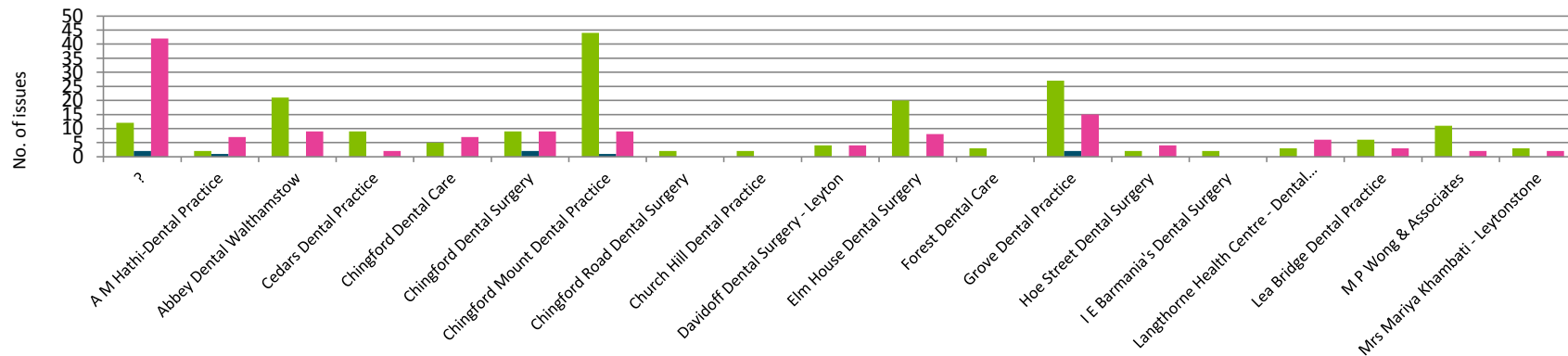
2.1 Sentiment:



2.2 Most Reported Aspects of Service:



2.3 Practices Receiving the Most Issues Overall:



Practices to Watch:

Chingford Mount Dental Practice receives a very good volume of positive comments, indicating that patients are pleased with the service. At most other Practices, sentiment is broadly positive according to comments, with some exceptions.

