



Primary Care Trends Analysis Report

GP Patient Experience (Chingford Cluster)

healthwatch
Waltham Forest

ABOUT THIS REPORT

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

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.

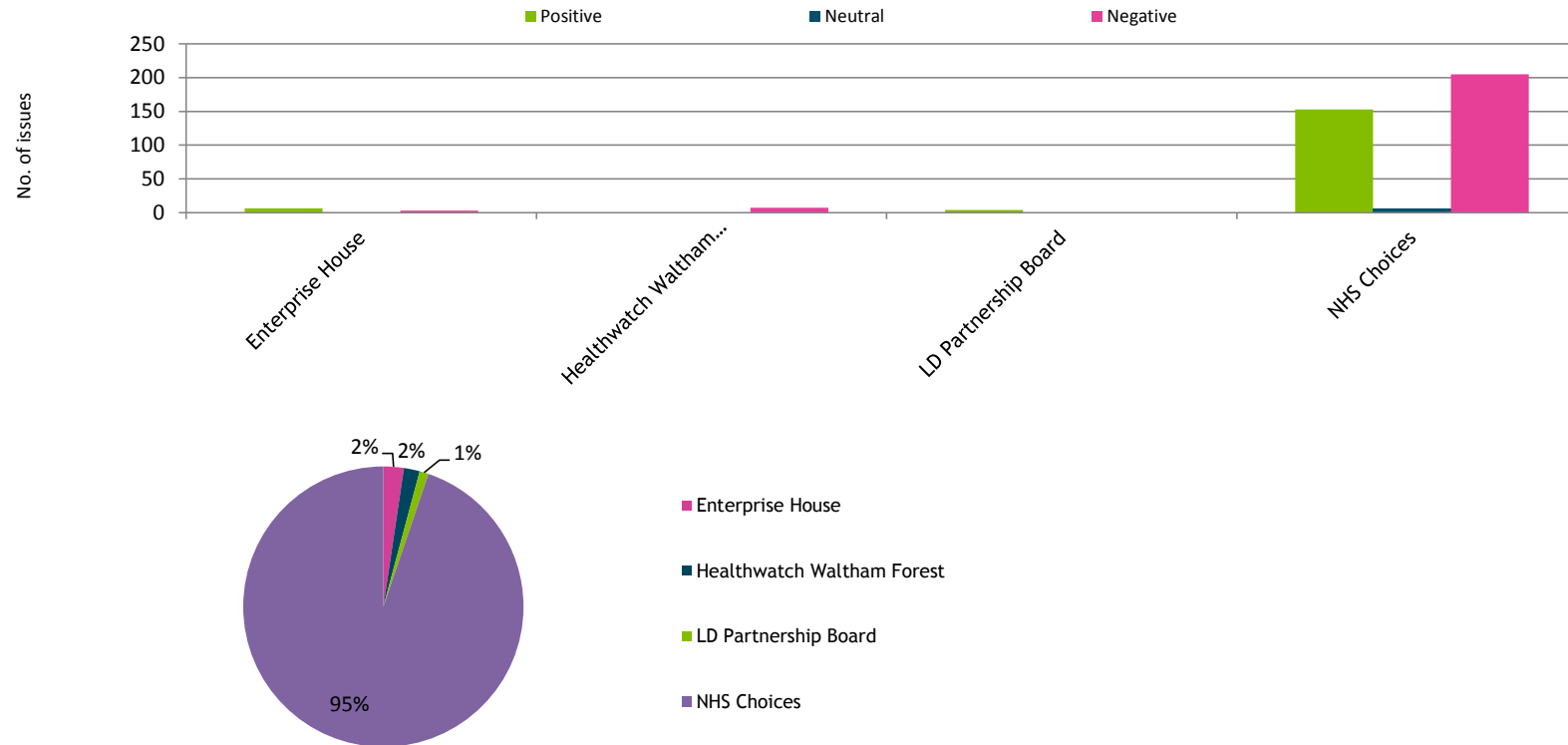
SECTION 1: REPORT CONTENT

1.1: Reporting Period:

Healthwatch Waltham Forest has identified 399 issues about GP services in Chingford 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

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.

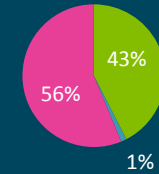
Report Date: 23/06/2015

SECTION 2: TOP OVERALL TRENDS

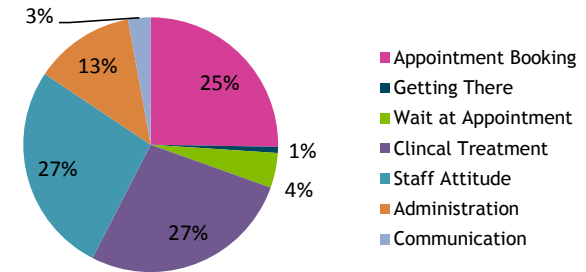
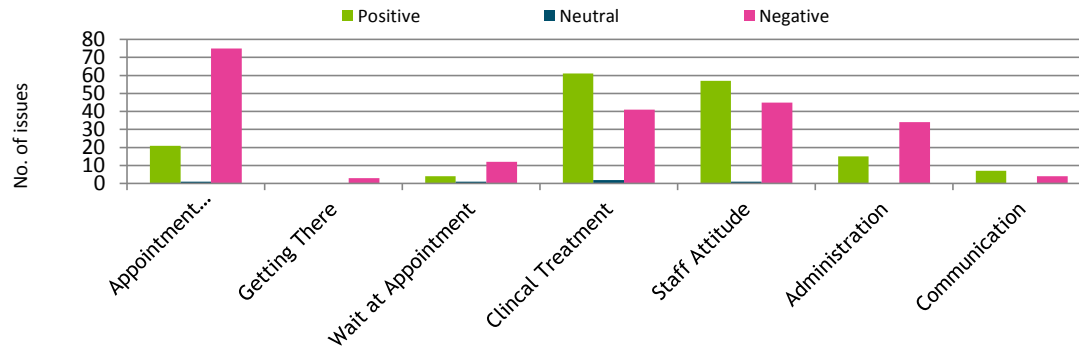
Overall patient sentiment is 56% negative. Appointment booking receives the most negativity by some margin, with Administration also notably negative in sentiment overall. Sentiment about Staff Attitude is mixed, and marginally positive on Clinical Treatment, according to comments.

2.1 Sentiment:

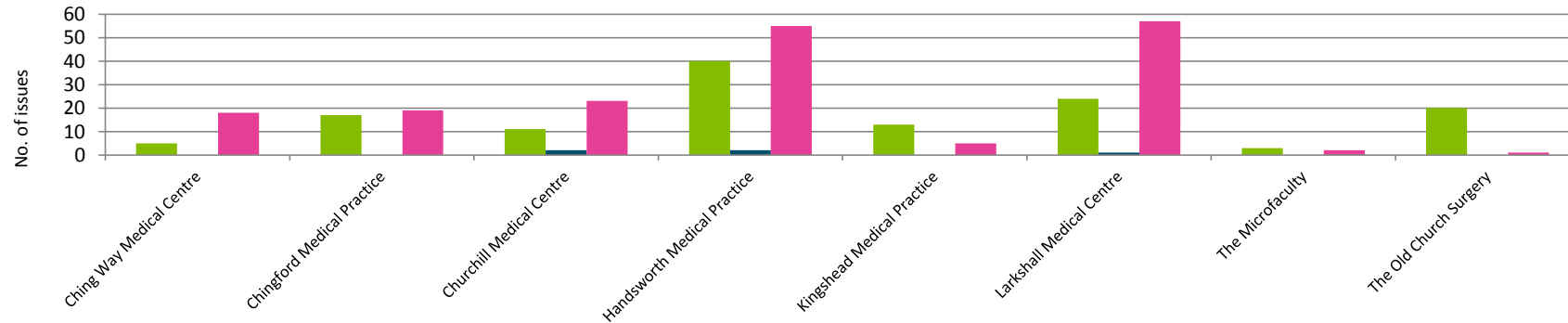
■ Positive
■ Neutral
■ Negative



2.2 Most Reported Aspects of Service:



2.3 Practices Receiving the Most Issues Overall:



Practices to Watch

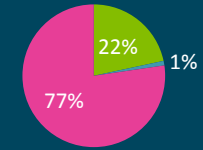
Comments received about Larkshall Medical Centre are broadly negative, and marginally negative on Handsworth Medical Practice. The Old Church Surgery receives fewer comments, but sentiment is notably positive.

SECTION 3.1: APPOINTMENT BOOKING

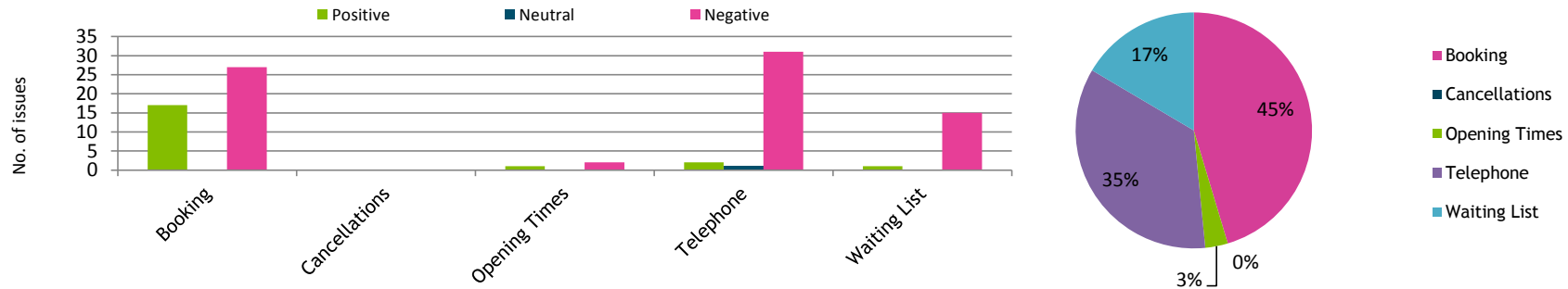
Appointment Booking is the largest negative trend overall, with positivity at just 22%. Many patients express discontent about booking systems and the inability to get appointments when required. There is also widespread dissatisfaction with telephone systems, which become congested at certain times of day. 17% of issues indicate that patients sometimes wait over a day to see their GP.

3.1.1 Sentiment:

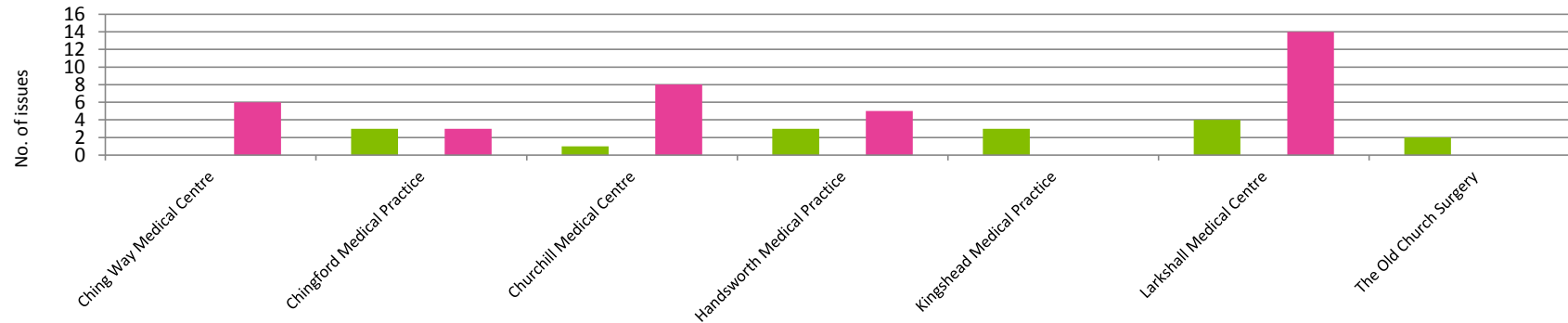
■ Positive
■ Neutral
■ Negative



3.1.2: All Aspects of Appointment Booking:



3.1.3 Practices Receiving the Most Issues Overall:



Practices to Watch

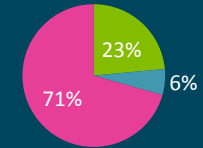
Larkshall Medical Centre receives the largest volume of negative comments, with sentiment at Ching Way Medical Centre and Churchill Medical Centre also notably negative.

SECTION 3.3: WAIT AT APPOINTMENT

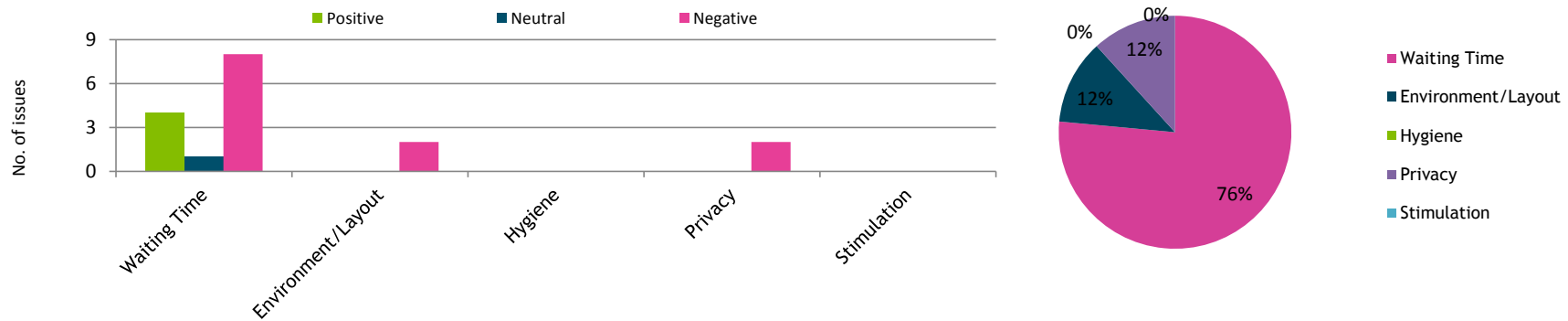
4% of issues overall are about Wait at Appointment, which is 71% negative as a topic. Comments are broadly negative about waiting times.

3.3.1 Sentiment:

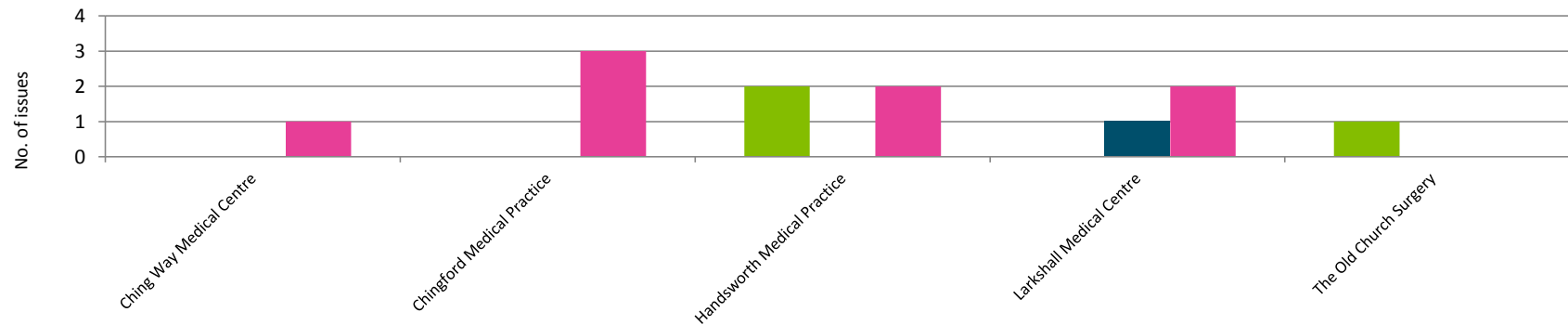
■ Positive
■ Neutral
■ Negative



3.3.2: All Aspects of Wait at Appointment:



3.3.3 Practices Receiving the Most Issues Overall:



Practices to Watch

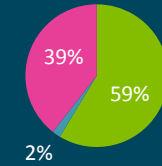
No practices received a notable volume of comments.

SECTION 3.4: CLINICAL TREATMENT

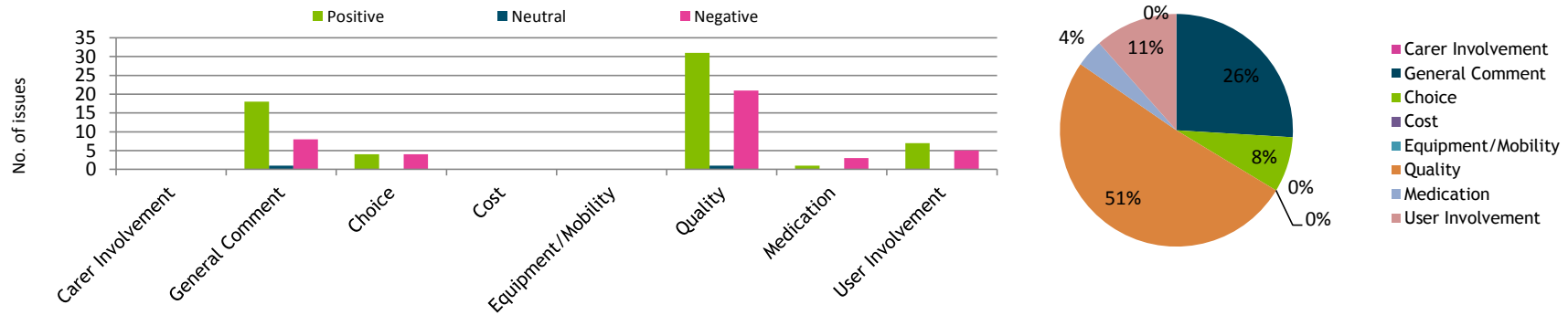
Receiving 27% of issues overall, Clinical Treatment is the joint-largest trend (along with Staff Attitude) and is marginally positive in sentiment. Patients are marginally positive about the quality of treatment received.

3.4.1 Sentiment:

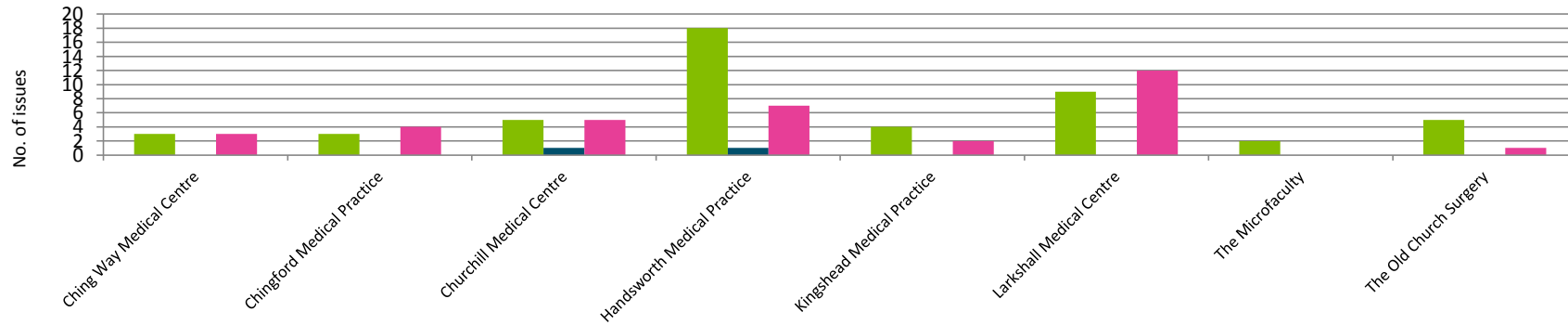
■ Positive
■ Neutral
■ Negative



3.4.2: All Aspects of Clinical Treatment:



3.4.3 Practices Receiving the Most Issues Overall:



Practices to Watch

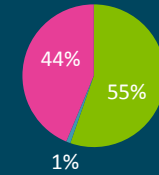
According to comments, sentiment at Handsworth Medical Practice is broadly positive, while marginally negative at Larkshall Medical Centre.

SECTION 3.5: STAFF ATTITUDE

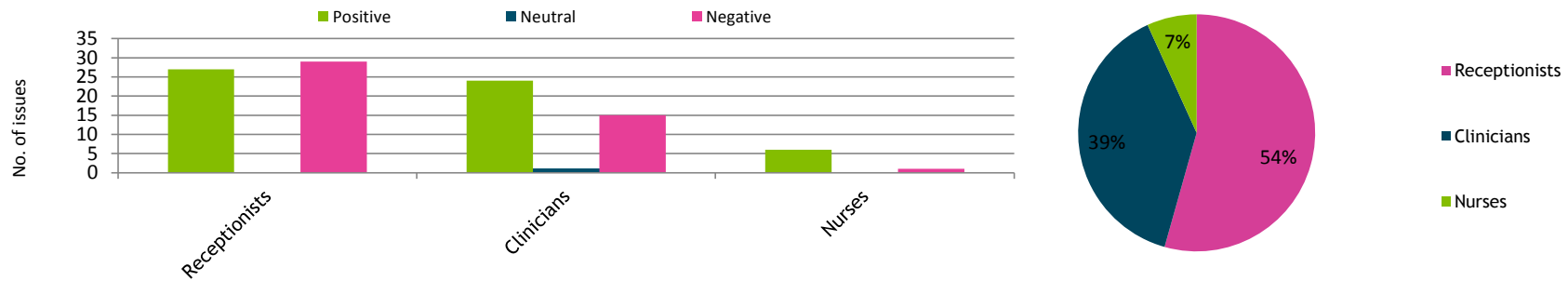
With 27% of issues overall, patients consider Staff Attitude to be as important as Clinical Treatment. Sentiment is marginally positive on Clinicians, but mixed on Receptionists.

3.5.1 Sentiment:

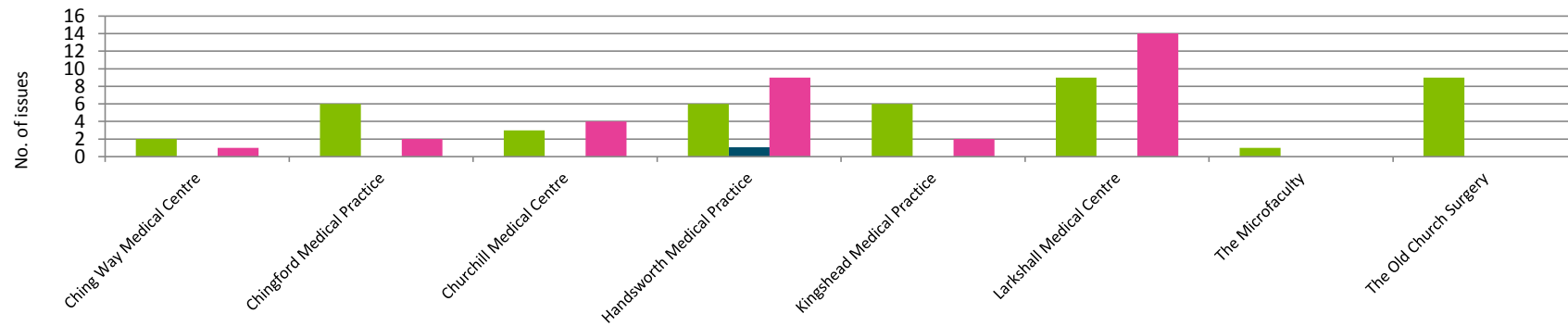
■ Positive
■ Neutral
■ Negative



3.5.2: All Aspects of Staff Attitude:



3.5.3 Practices Receiving the Most Issues Overall:



Practices to Watch

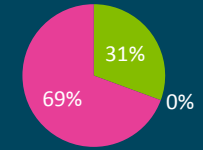
It is notable that sentiment at the Old Church Surgery is entirely positive, while comments suggest more mixed sentiment at other practices.

SECTION 3.6: ADMINISTRATION

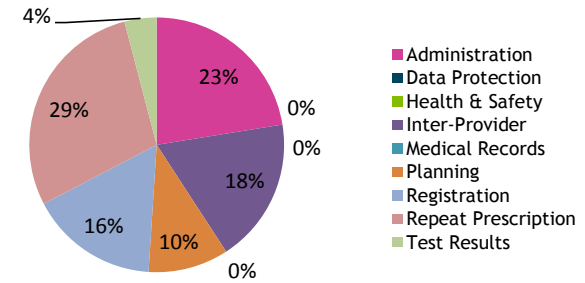
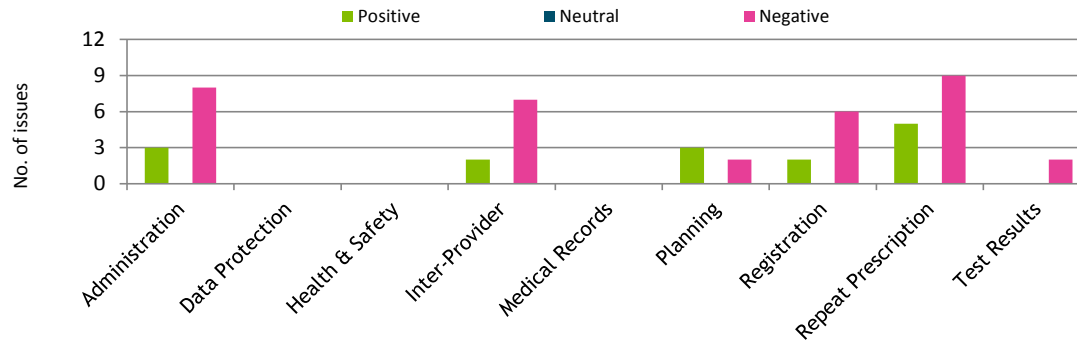
Administration receives 13% of issues overall. It is expected that patients will generally comment about Administration when dissatisfied. Sentiment is 69% negative. Most negativity is about administrative errors, inter-provider communication (GP's liaising with the Hospital in particular), registration processes and the ability to get repeat prescriptions.

3.6.1 Sentiment:

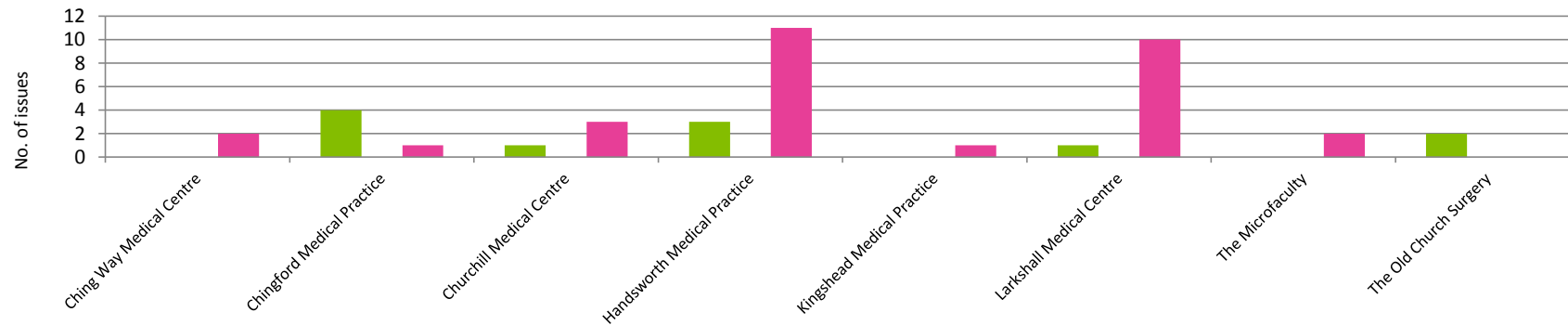
■ Positive
■ Neutral
■ Negative



3.6.2: All Aspects of Administration:



3.6.3 Practices Receiving the Most Issues Overall:



Practices to Watch

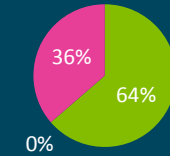
Handsworth Medical Practice and Larkshall Medical Centre receive the largest volume of negative comments, by some margin.

SECTION 3.7: COMMUNICATION

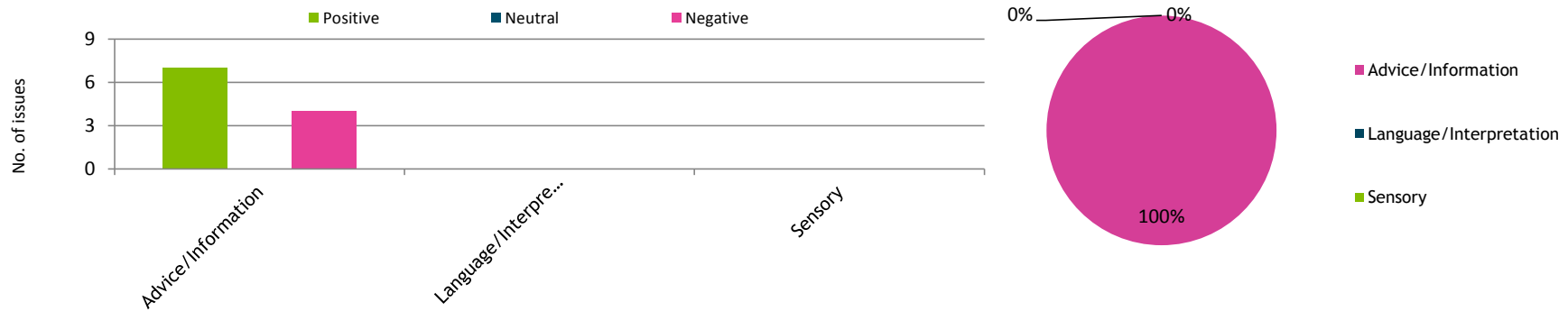
Communication receives 3% of issues overall and is broadly positive in sentiment. The majority of issues are about access to advice and information.

3.7.1 Sentiment:

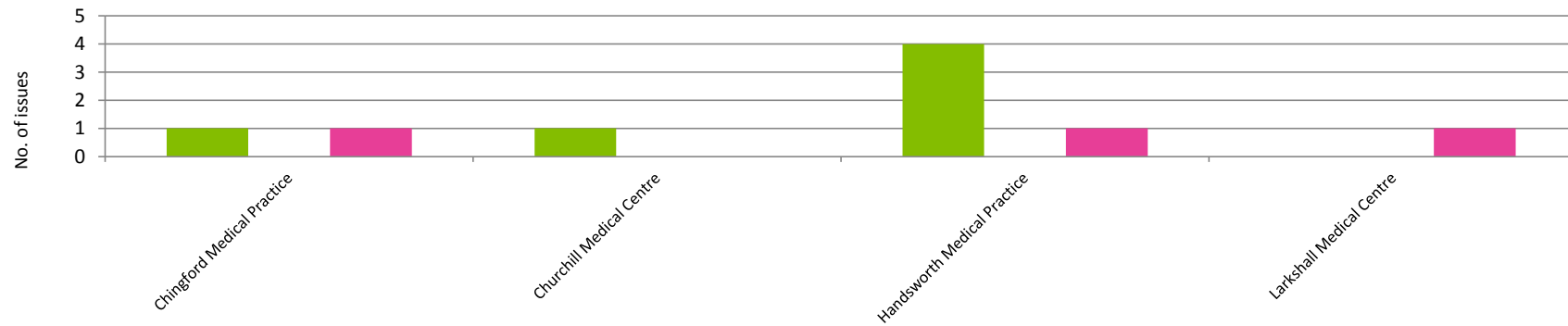
■ Positive
■ Neutral
■ Negative



3.7.2: All Aspects of Communication:



3.7.3 Practices Receiving the Most Issues Overall:



Practices to Watch

Few practices received comments about Communication. According to comments, sentiment at Handsworth Medical Practice is clearly positive.

