



## 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.

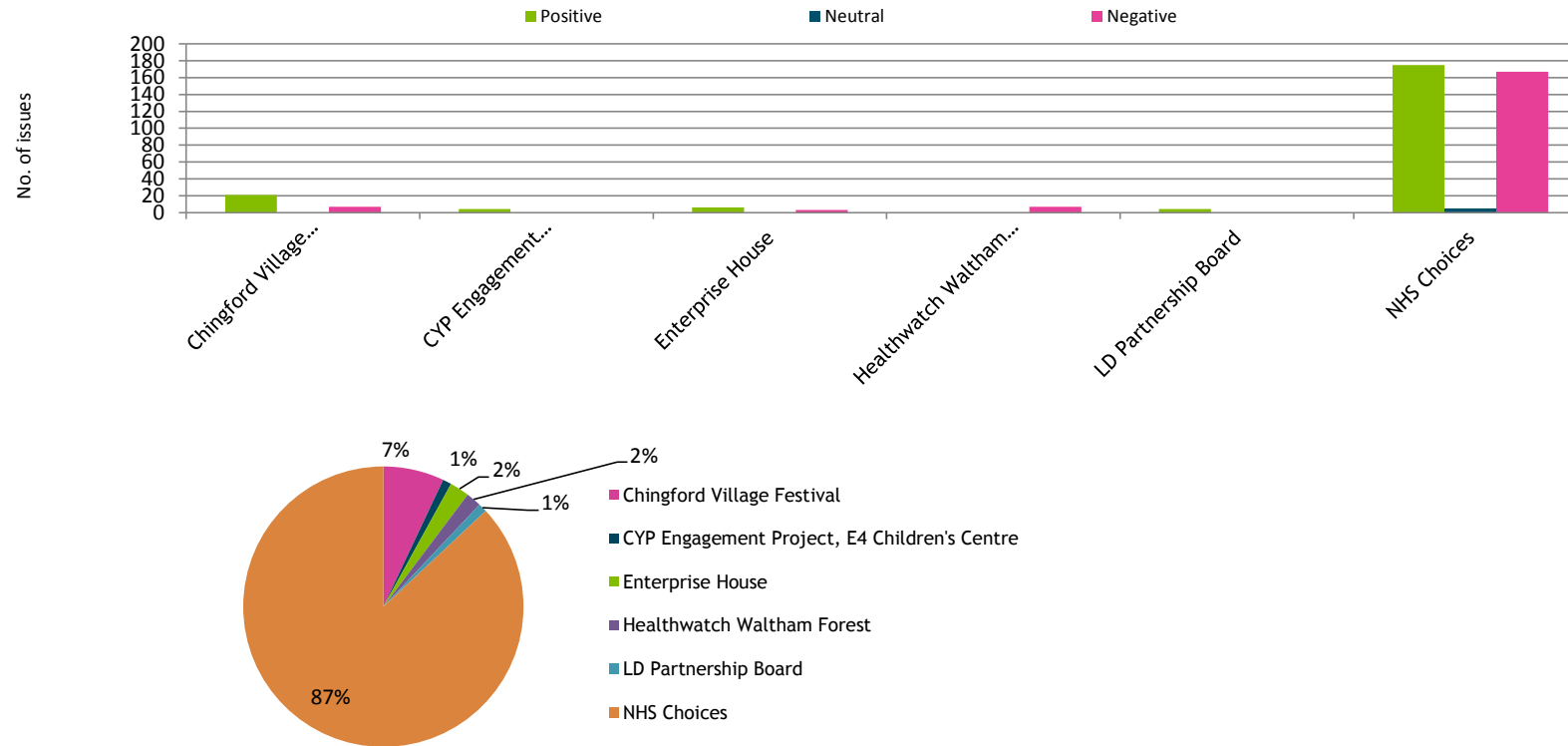
## SECTION 1: REPORT CONTENT

1.1: Reporting Period:

Healthwatch Waltham Forest has identified 409 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: 01/07/2014  
To: 30/06/2015

### 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.

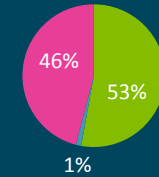
Report Date: 21/09/2015

## SECTION 2: TOP OVERALL TRENDS

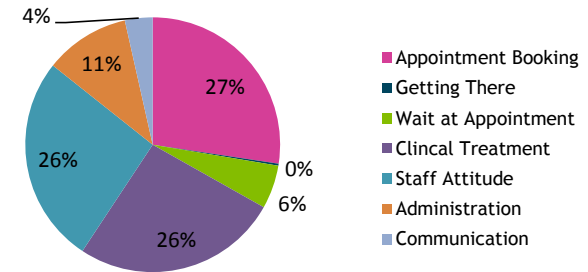
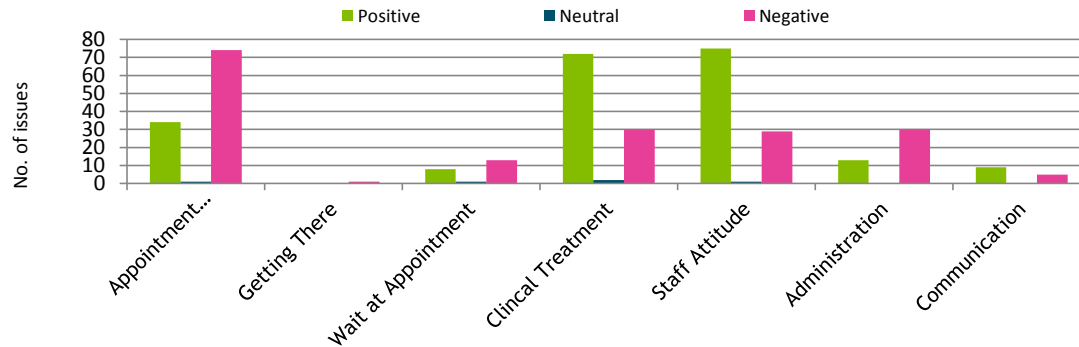
Overall patient sentiment is 53% positive.  
 Appointment Booking, Clinical Treatment and Staff Attitude are considered the most important aspects of service.  
 Sentiment about Clinical Treatment and Staff Attitude is broadly positive.  
 Appointment Booking is clearly negative in sentiment.

### 2.1 Sentiment:

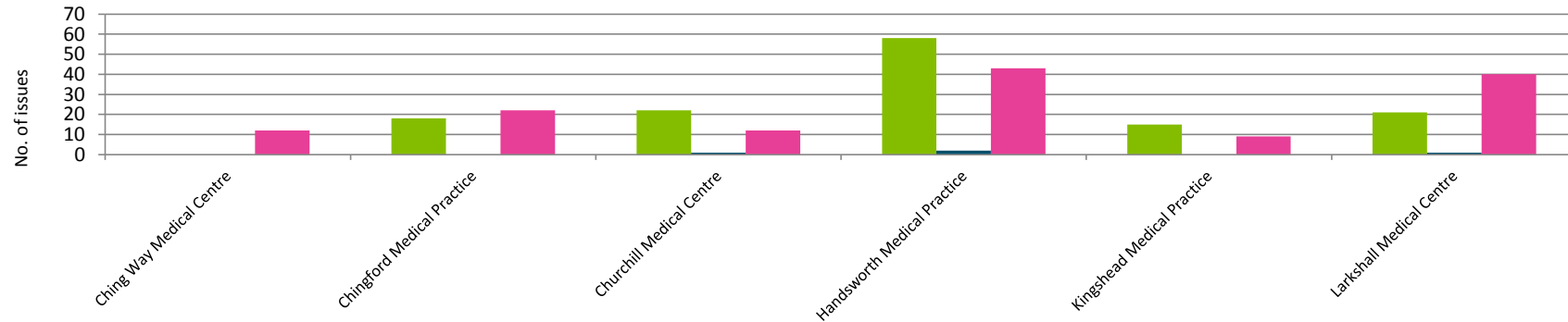
- Positive
- Neutral
- Negative



### 2.2 Most Reported Aspects of Service:



### 2.3 Practices Receiving the Most Issues Overall:



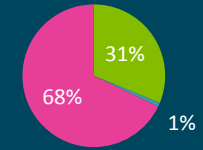
### Practices to Watch

Handsworth Medical Practice receives the largest volume of comments, and sentiment is marginally positive overall.  
 Comments suggest sentiment at Churchill Medical Centre and Kingshead Medical Practice is also marginally positive.  
 Sentiment at Larkshall Medical Centre is broadly negative, according to comments.

## SECTION 3.1: APPOINTMENT BOOKING

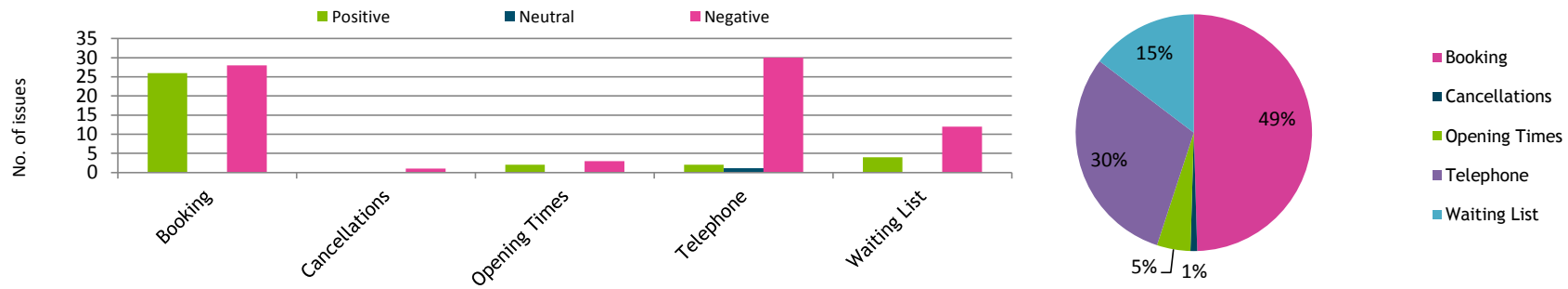
### 3.1.1 Sentiment:

■ Positive  
■ Neutral  
■ Negative

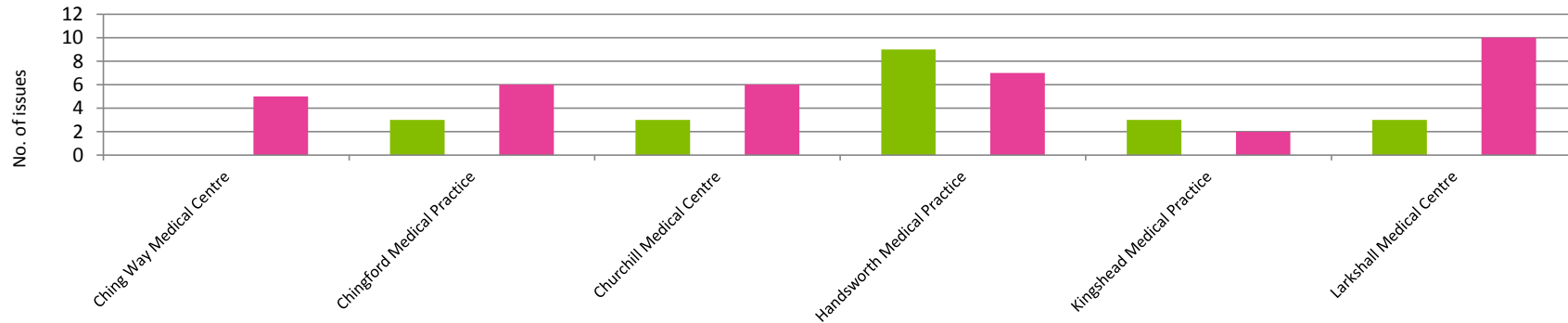


Appointment Booking is the largest negative trend overall, with positivity at just 31%. Comments about booking processes are mixed, but there is widespread dissatisfaction with telephone systems, which become congested at certain times of day. Around 15% of issues indicate that patients sometimes wait 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

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

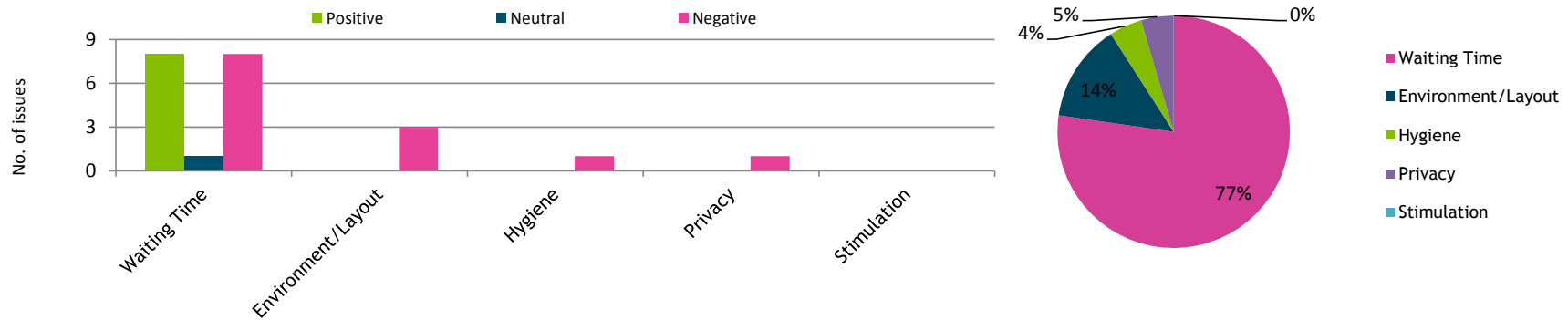
## SECTION 3.3: WAIT AT APPOINTMENT

6% of issues overall are about Wait at Appointment, which is 59% negative as a topic. Sentiment is mixed about waiting times.

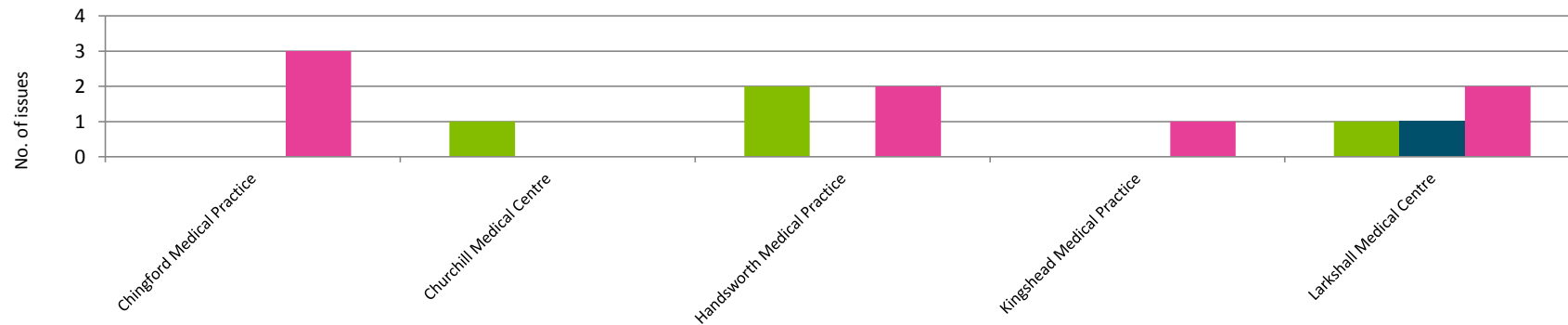
### 3.3.1 Sentiment:



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



### 3.3.3 Practices Receiving the Most Issues Overall:



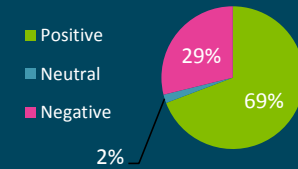
### Practices to Watch

No practices received a notable volume of comments.

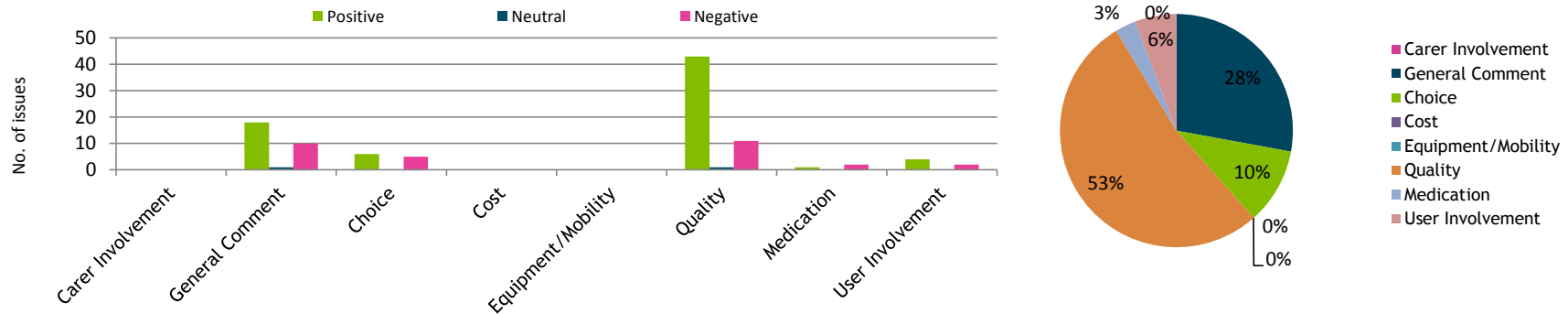
## SECTION 3.4: CLINICAL TREATMENT

Clinical Treatment receives 26% of issues overall and sentiment is broadly positive. Patients are broadly positive about the quality of treatment received.

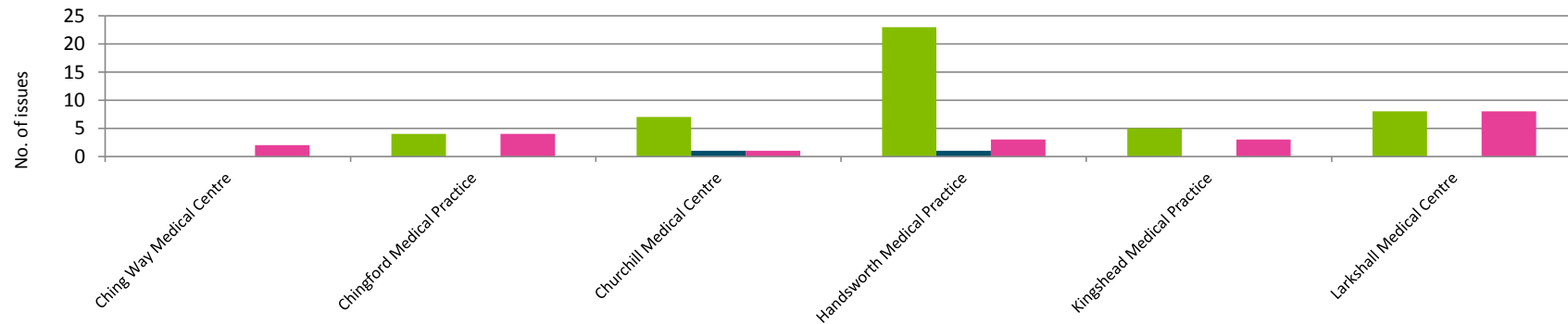
### 3.4.1 Sentiment:



### 3.4.2: All Aspects of Clinical Treatment:



### 3.4.3 Practices Receiving the Most Issues Overall:



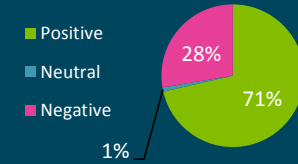
### Practices to Watch

Handsworth Medical Practice receives a good volume of positive comments and sentiment at Churchill Medical Centre is also broadly positive.

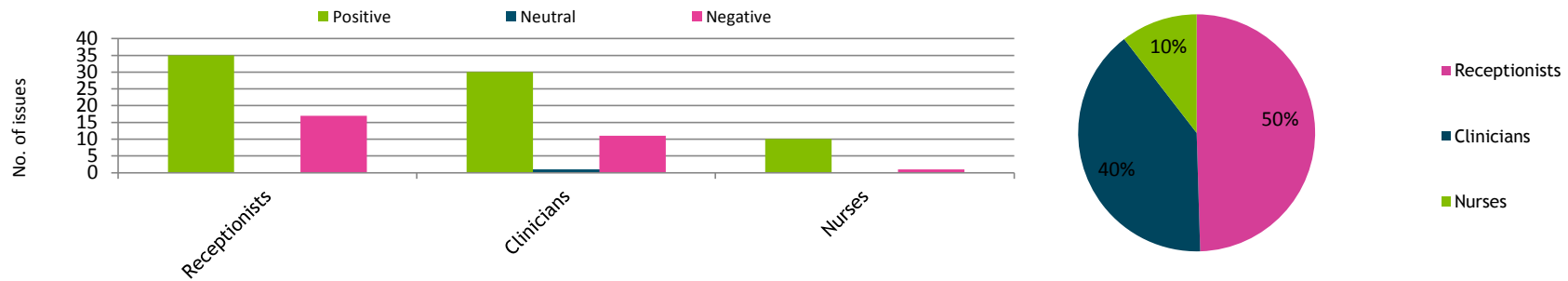
## SECTION 3.5: STAFF ATTITUDE

Staff Attitude receives 26% of issues overall and sentiment is broadly positive.

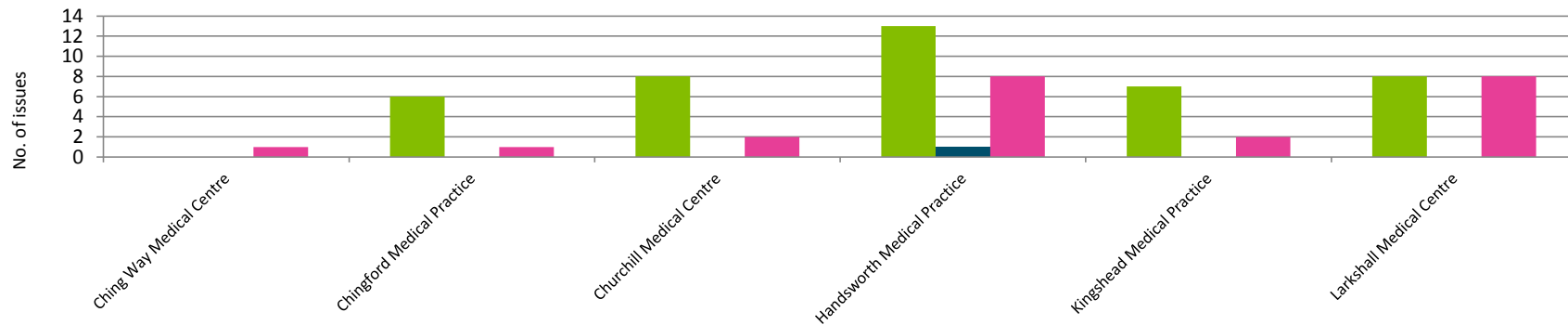
### 3.5.1 Sentiment:



### 3.5.2: All Aspects of Staff Attitude:



### 3.5.3 Practices Receiving the Most Issues Overall:



### Practices to Watch

Comments suggest sentiment at Larkshall Medical Centre is mixed, but broadly positive at most other Practices.

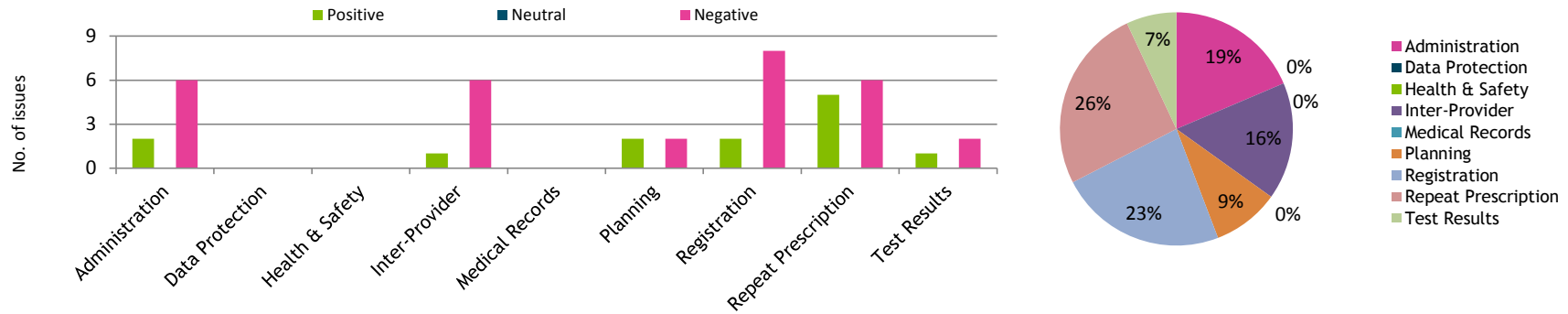
## SECTION 3.6: ADMINISTRATION

Administration receives 11% of issues overall. It is expected that patients will generally comment about Administration when dissatisfied. Sentiment is 70% negative. Most negativity is about the ability to register, administrative errors and inter-provider communication (GP's liaising with the Hospital in particular). Repeat prescriptions are also an issue, where sentiment is mixed.

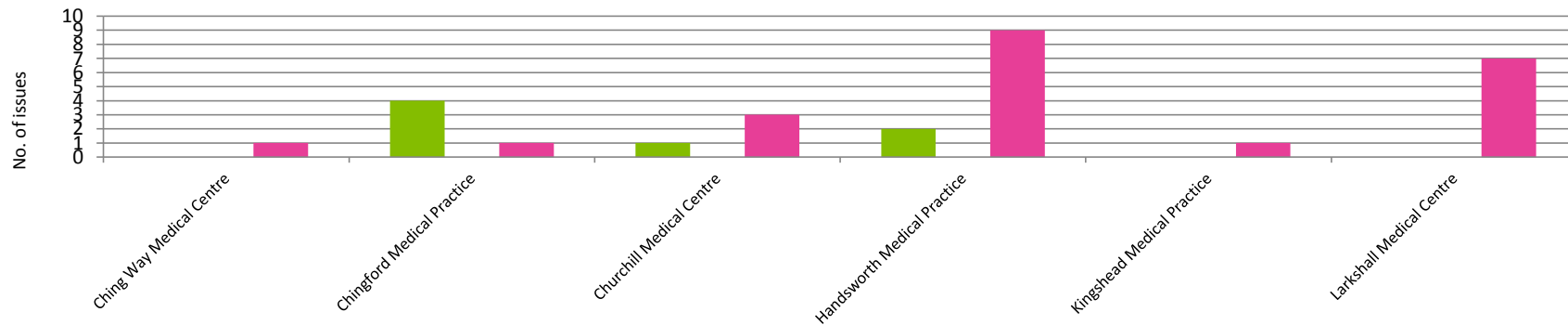
### 3.6.1 Sentiment:



### 3.6.2: All Aspects of Administration:



### 3.6.3 Practices Receiving the Most Issues Overall:



#### Practices to Watch

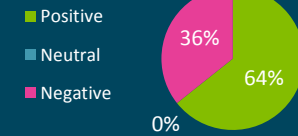
Handsworth Medical Practice and Larkshall Medical Centre receive the largest volume of negative comments, by some margin. Sentiment at Chingford Medical Practice is broadly positive, according to comments.



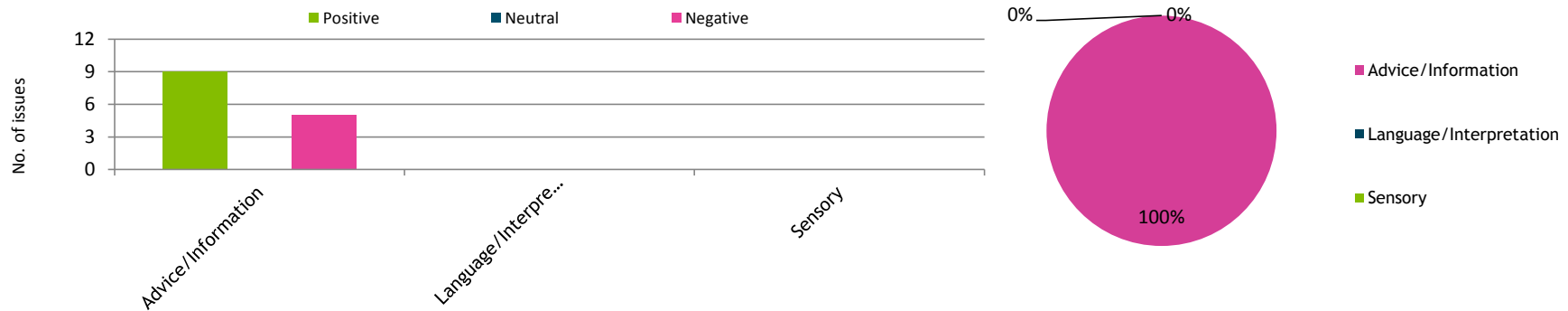
## SECTION 3.7: COMMUNICATION

Communication receives 4% of issues overall and is broadly positive in sentiment. The majority of issues are about access to advice and information.

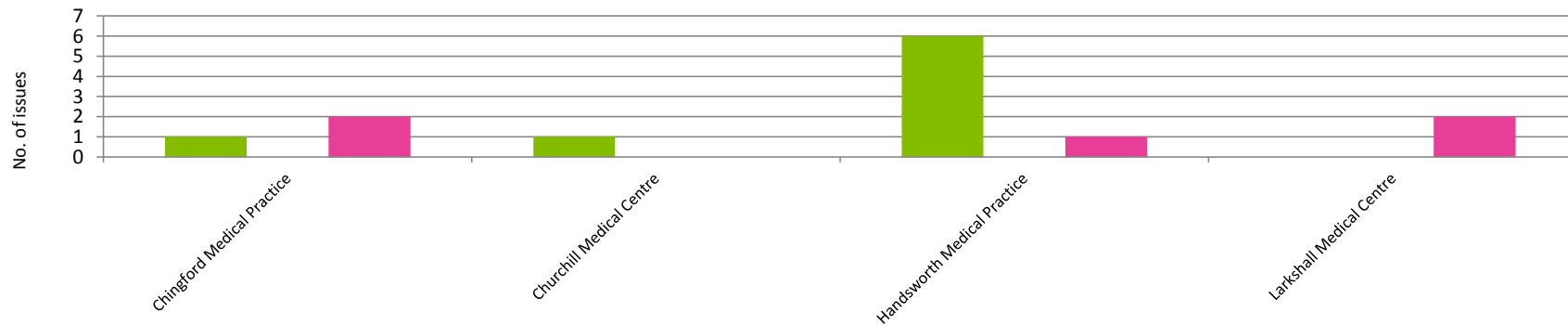
### 3.7.1 Sentiment:



### 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.

