



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.

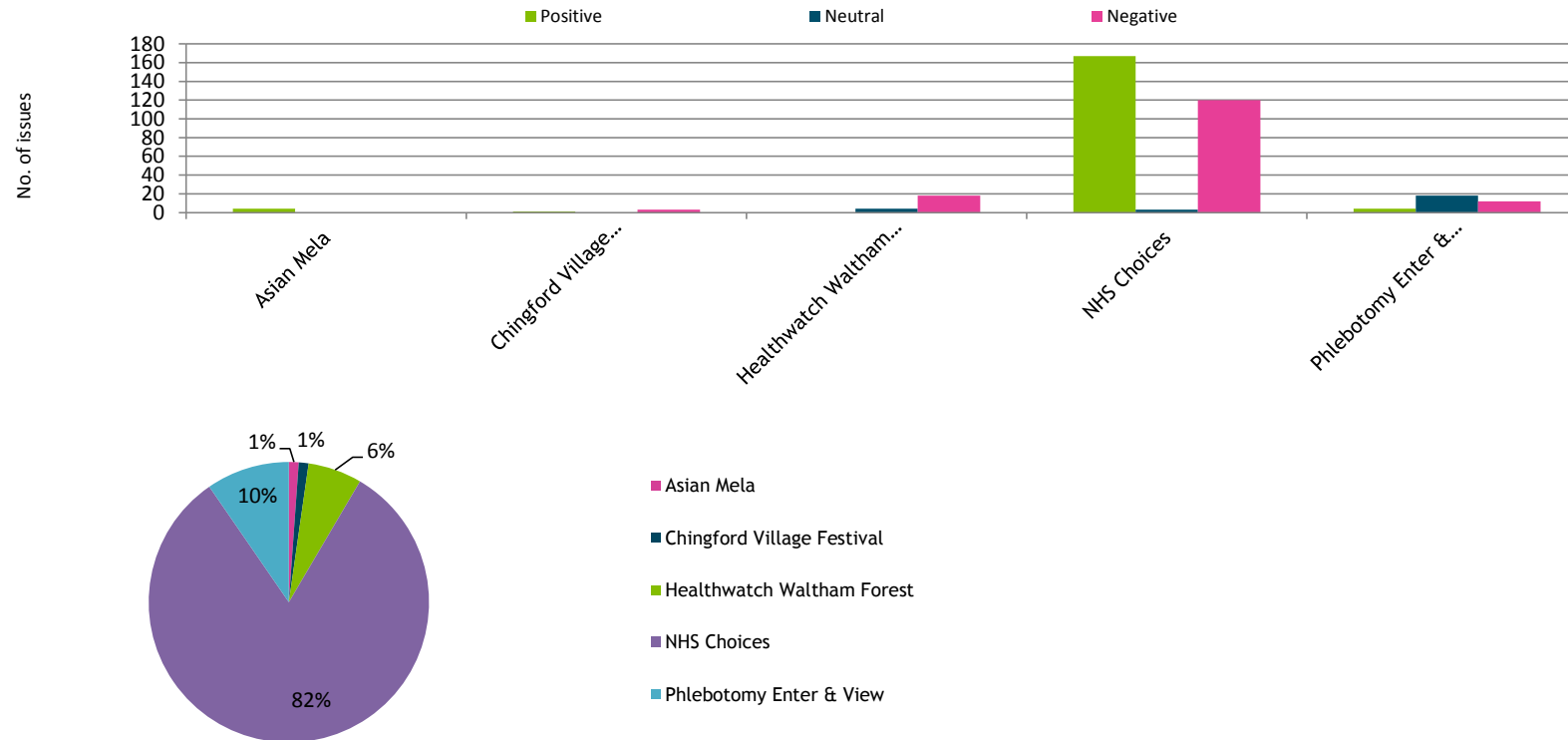
SECTION 1: REPORT CONTENT

1.1: Reporting Period:

Healthwatch Waltham Forest has identified 562 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: 01/10/2015
To: 30/09/2016

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.

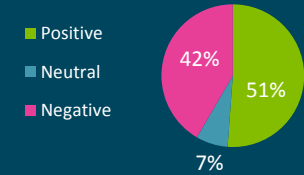
Please note that comments obtained from these sources may not be representative of all service users experiences or opinions.

Report Date: 22/11/2016

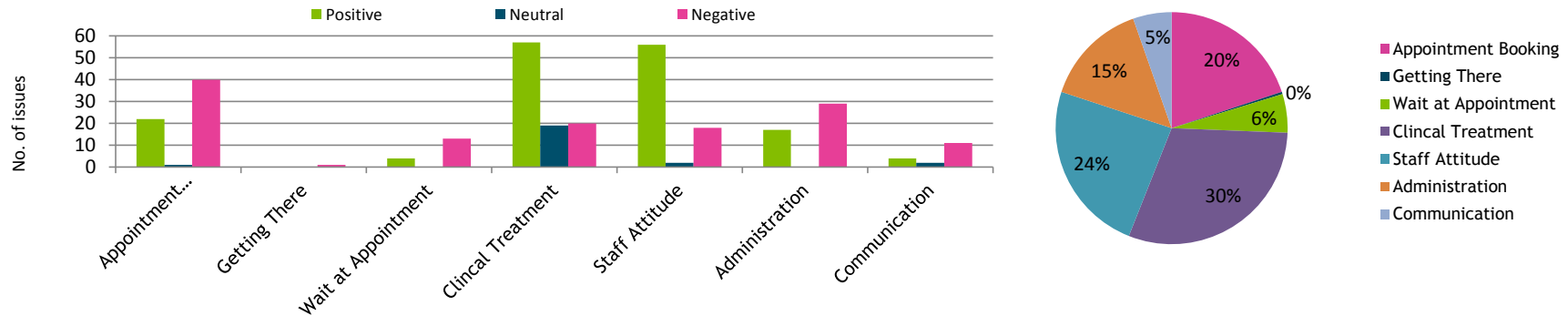
SECTION 2: TOP OVERALL TRENDS

Overall patient sentiment is 51% positive. Clinical Treatment, Staff Attitude and Appointment Booking are considered the most important aspects of service. Sentiment about Clinical Treatment and Staff Attitude is clearly positive. Comments suggest sentiment on Appointment Booking is broadly negative, while marginally so on Administration.

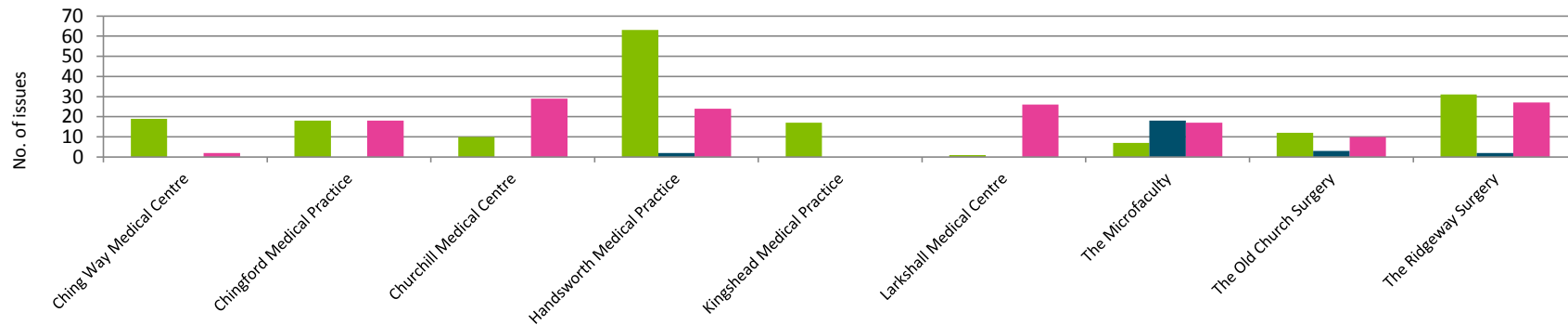
2.1 Sentiment:



2.2 Most Reported Aspects of Service:



2.3 Practices Receiving the Most Issues Overall:



Practices to Watch

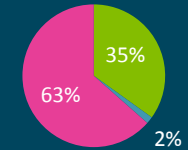
Handsworth Medical Practice receives the largest volume of comments, and sentiment is broadly positive overall. Comment suggest sentiment and The Ridgeway Surgery is mixed, while broadly negative at Churchill Medical Centre, according to comments.

SECTION 3.1: APPOINTMENT BOOKING

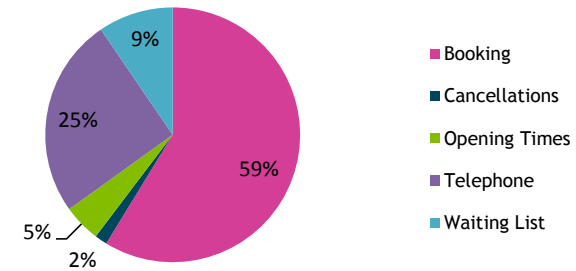
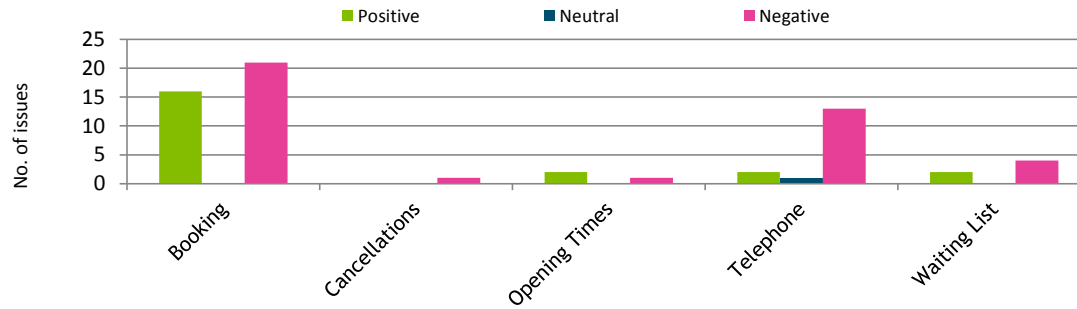
3.1.1 Sentiment:

Appointment Booking is the largest negative trend overall, with positivity at 35%. Comments about booking processes are mixed, but there is widespread dissatisfaction with telephone systems, which become congested at certain times of day.

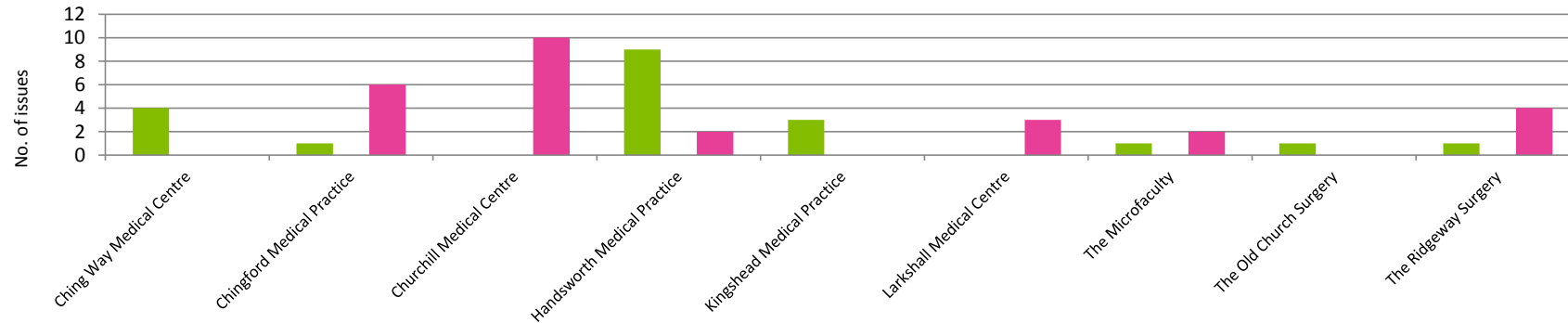
■ Positive
■ Neutral
■ Negative



3.1.2: All Aspects of Appointment Booking:



3.1.3 Practices Receiving the Most Issues Overall:



Practices to Watch

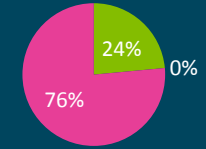
Handsworth Medical Practice receives the largest volume of comments, and sentiment is broadly positive overall. Comments suggest sentiment at Churchill Medical Centre is broadly negative.

SECTION 3.3: WAIT AT APPOINTMENT

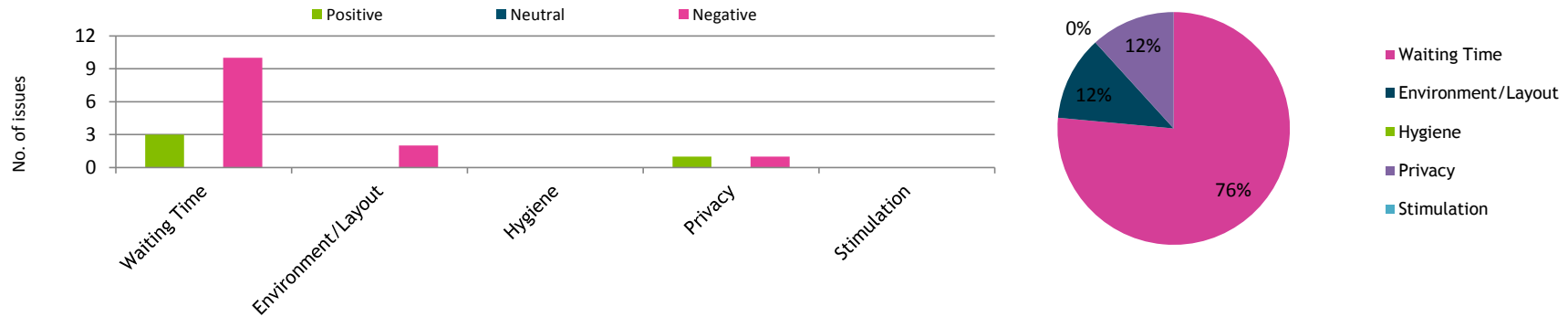
6% of issues overall are about Wait at Appointment, which is 76% negative as a topic. Sentiment about waiting times is broadly negative.

3.3.1 Sentiment:

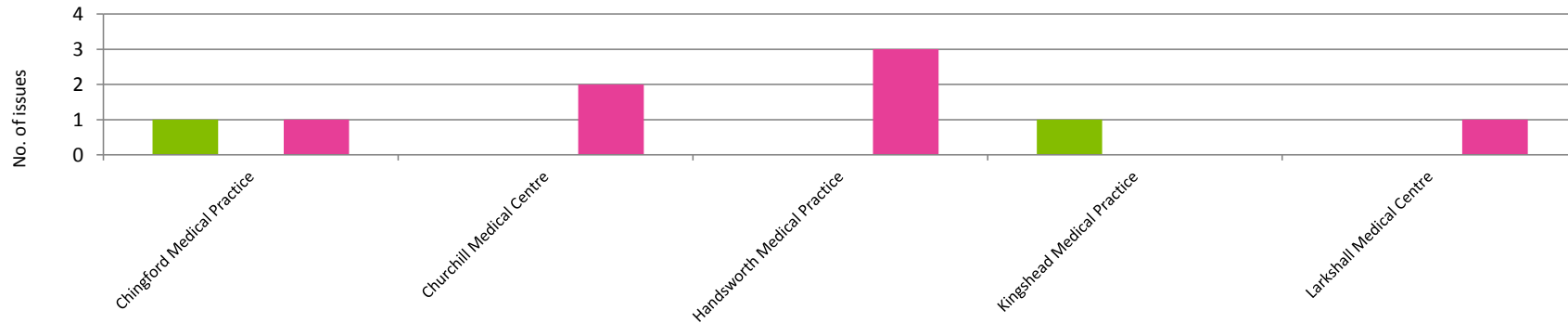
■ Positive
■ Neutral
■ Negative



3.3.2: All Aspects of Wait at Appointment:



3.3.3 Practices Receiving the Most Issues Overall:



Practices to Watch

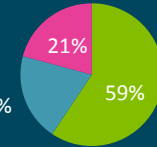
No practices receive a notable volume of comments.

SECTION 3.4: CLINICAL TREATMENT

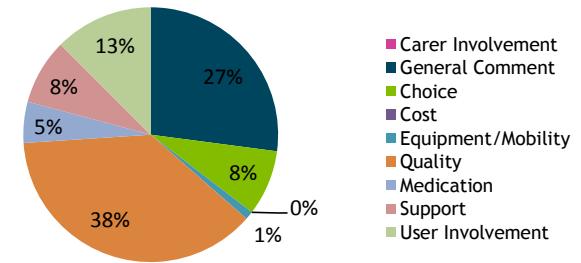
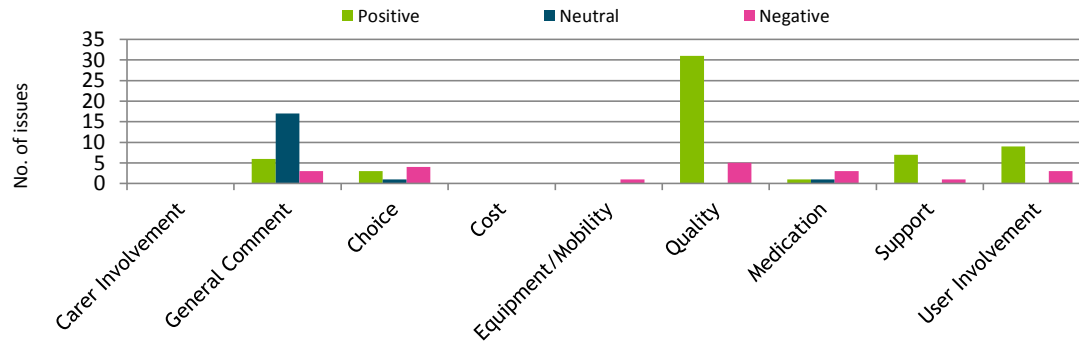
Clinical Treatment receives 30% of issues overall and sentiment is broadly positive in sentiment. Patients are broadly positive about the quality of treatment, support and involvement received.

3.4.1 Sentiment:

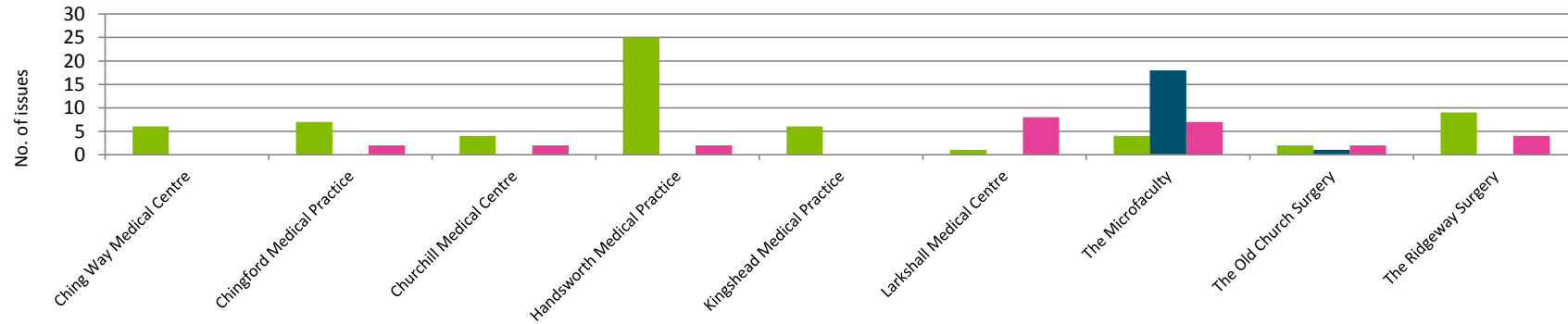
Positive
Neutral
Negative 20%



3.4.2: All Aspects of Clinical Treatment:



3.4.3 Practices Receiving the Most Issues Overall:



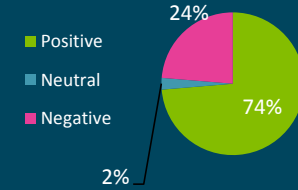
Practices to Watch

Handsworth Medical Practice receives a good volume of positive comments, while sentiment at The Microfactory is mixed, according to comments.

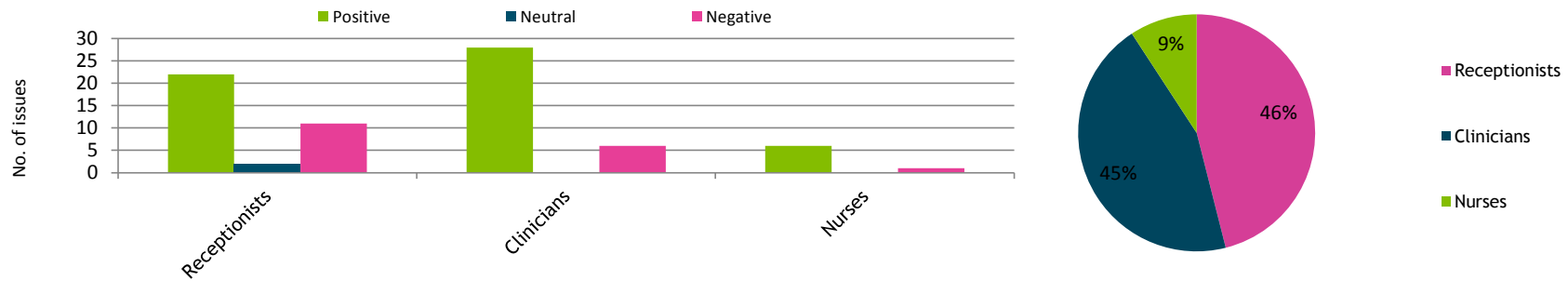
SECTION 3.5: STAFF ATTITUDE

Staff Attitude receives 24% of issues overall and sentiment is broadly positive in sentiment.

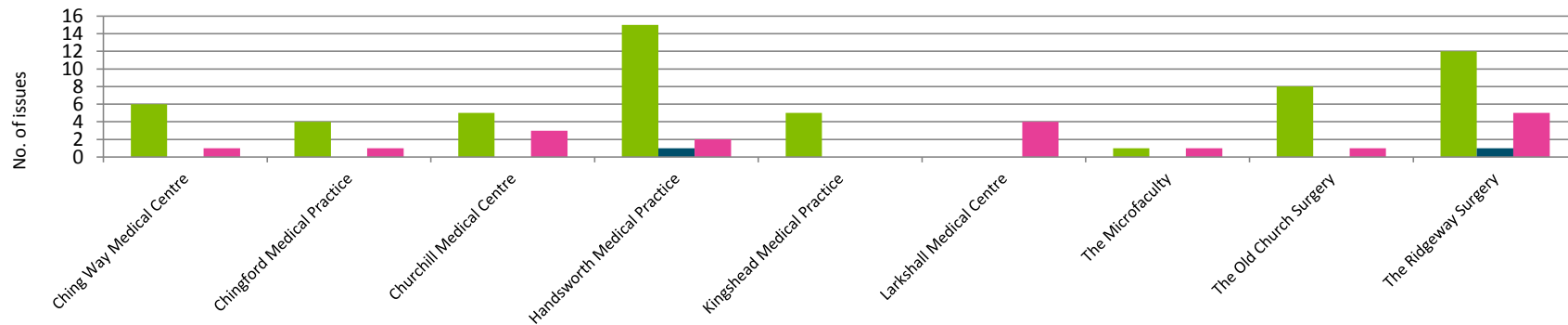
3.5.1 Sentiment:



3.5.2: All Aspects of Staff Attitude:



3.5.3 Practices Receiving the Most Issues Overall:



Practices to Watch

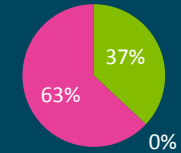
Comments suggest sentiment at most practices is broadly positive, particularly so at Handsworth Medical Practice.

SECTION 3.6: ADMINISTRATION

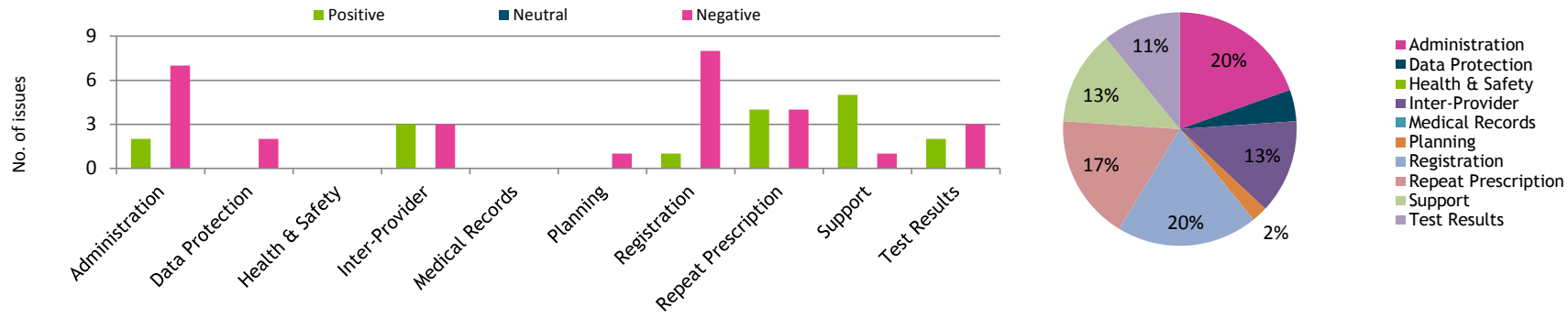
Administration receives 15% of issues overall and sentiment is broadly negative. Some patients comment negatively on ability to register.

3.6.1 Sentiment:

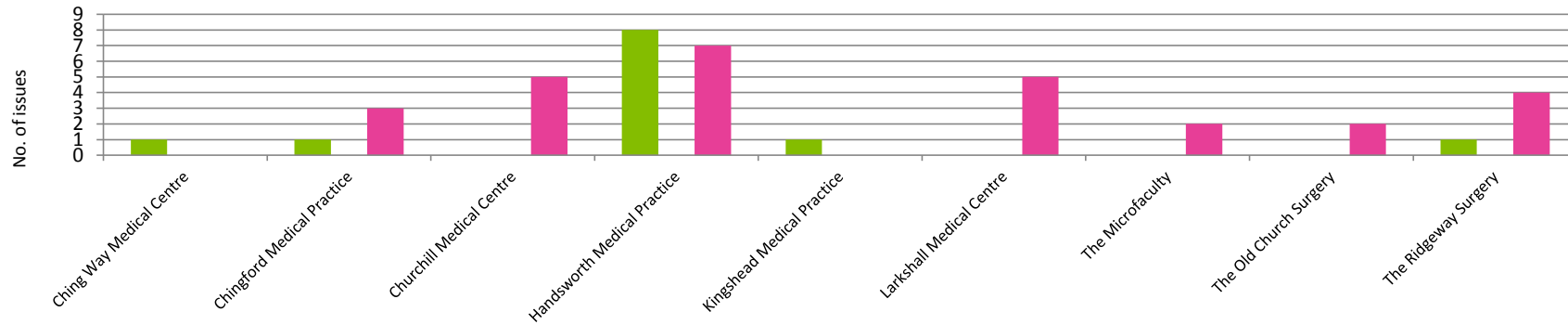
- Positive
- Neutral
- Negative



3.6.2: All Aspects of Administration:



3.6.3 Practices Receiving the Most Issues Overall:



Practices to Watch

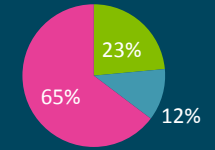
Comments suggest sentiment at Handsworth Medical Practice is marginally positive.

SECTION 3.7: COMMUNICATION

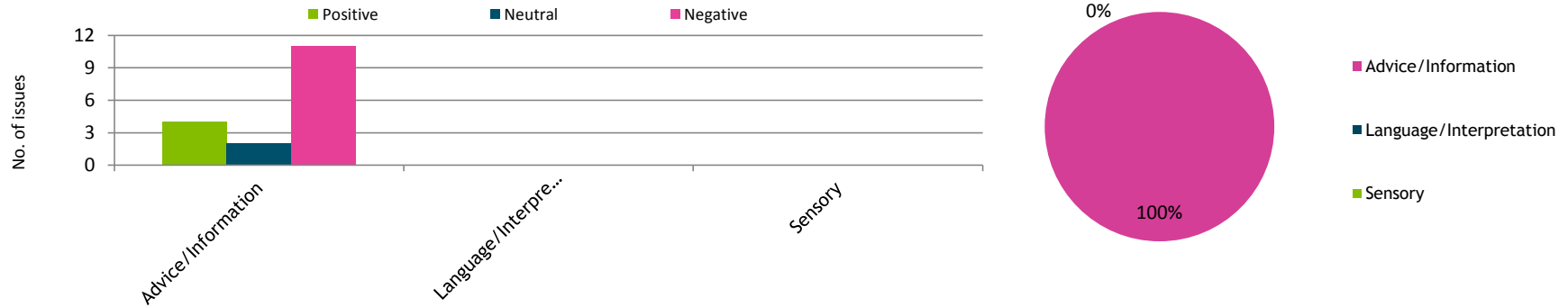
Communication receives 5% of issues overall and is broadly negative in sentiment. All issues are about access to advice and information.

3.7.1 Sentiment:

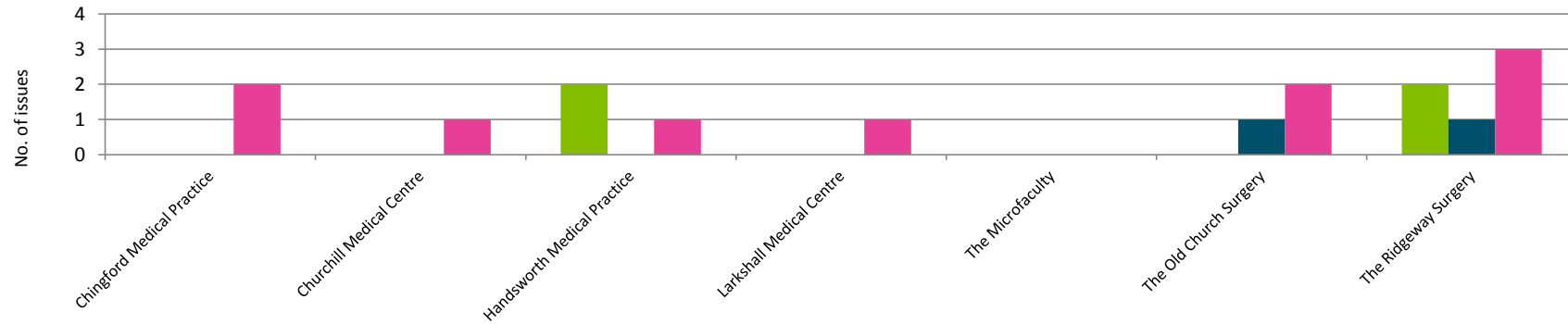
■ Positive
■ Neutral
■ Negative



3.7.2: All Aspects of Communication:



3.7.3 Practices Receiving the Most Issues Overall:



Practices to Watch

No practices receive a notable volume of comments.

