



Primary Care Trends Analysis Report

GP Patient Experience (Walthamstow Cluster)

healthwatch
Waltham Forest

ABOUT THIS REPORT

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

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.

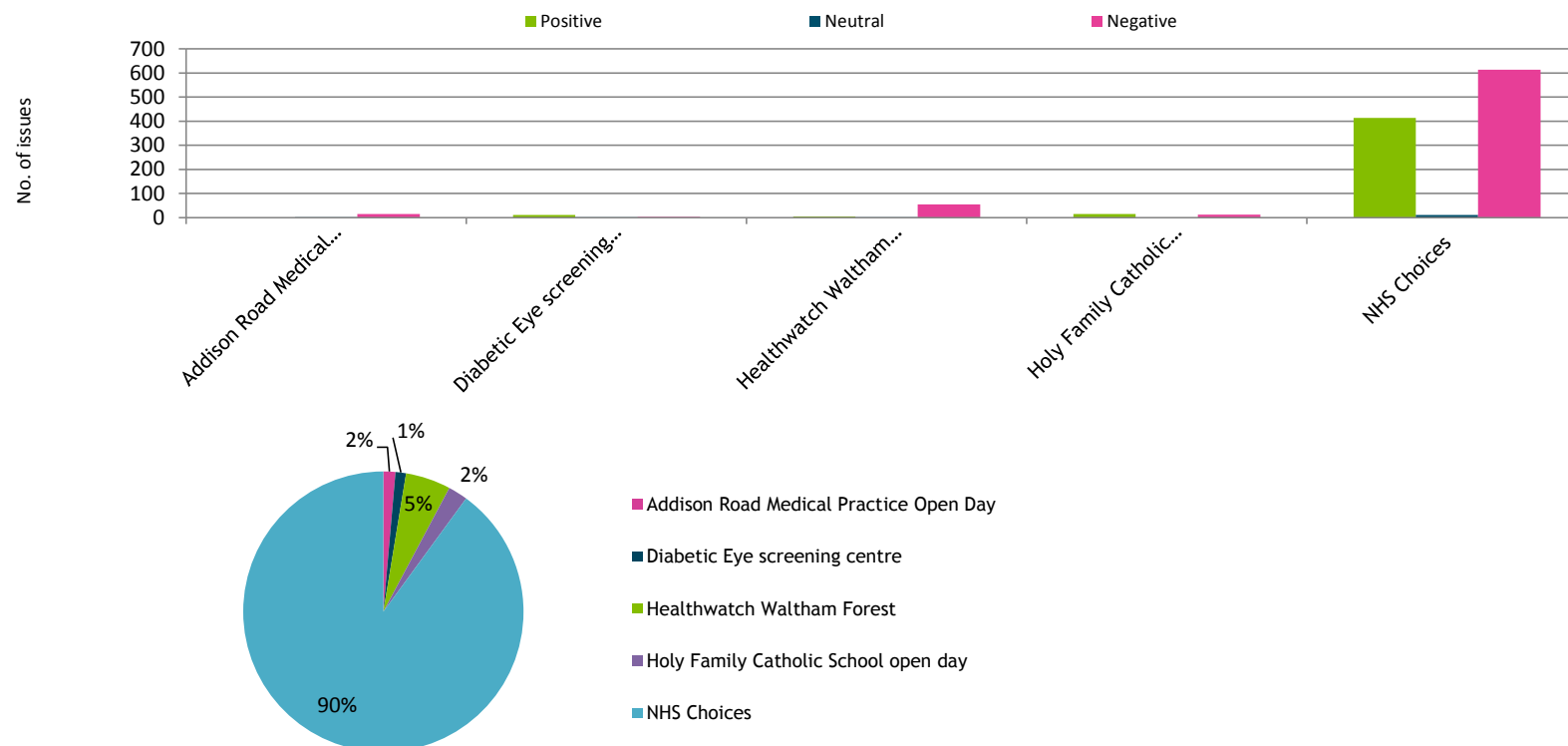
SECTION 1: REPORT CONTENT

Healthwatch Waltham Forest has identified 1207 issues about GP services in Walthamstow during the reporting period. This report identifies the data origin (Section 1.2), the top trends (Section 2) and analyses each trend (Section 3).

1.1: Reporting Period:

From: 01/01/2016
To: 31/12/2016

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.

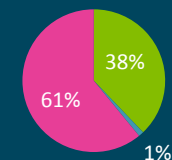
Report Date: 06/03/2017

SECTION 2: TOP OVERALL TRENDS

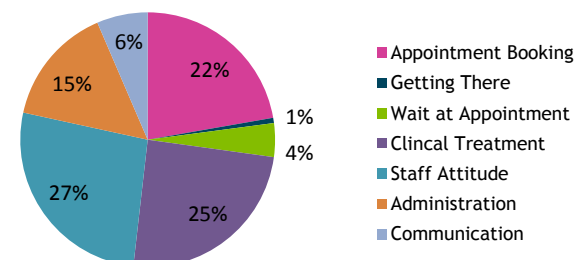
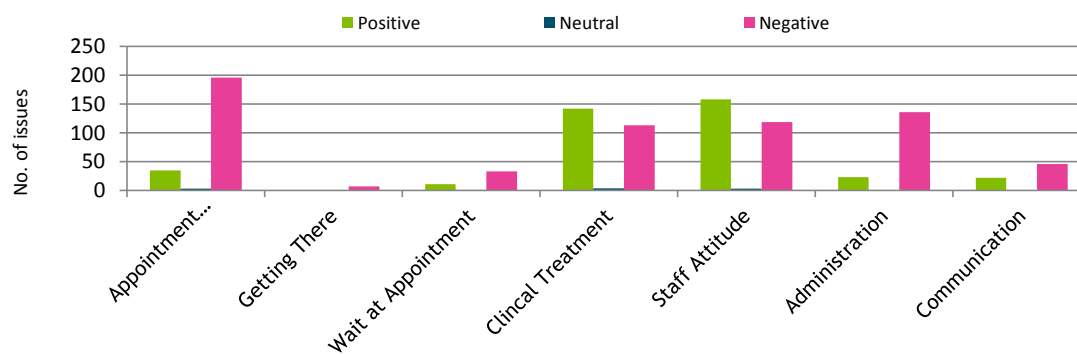
Overall patient sentiment is 61% negative.
Staff Attitude, Clinical Treatment and Appointment Booking are considered the most important aspects of service.
Sentiment about Staff Attitude and Clinical Treatment is positive overall, while clearly negative on Appointment Booking and Administration.

2.1 Sentiment:

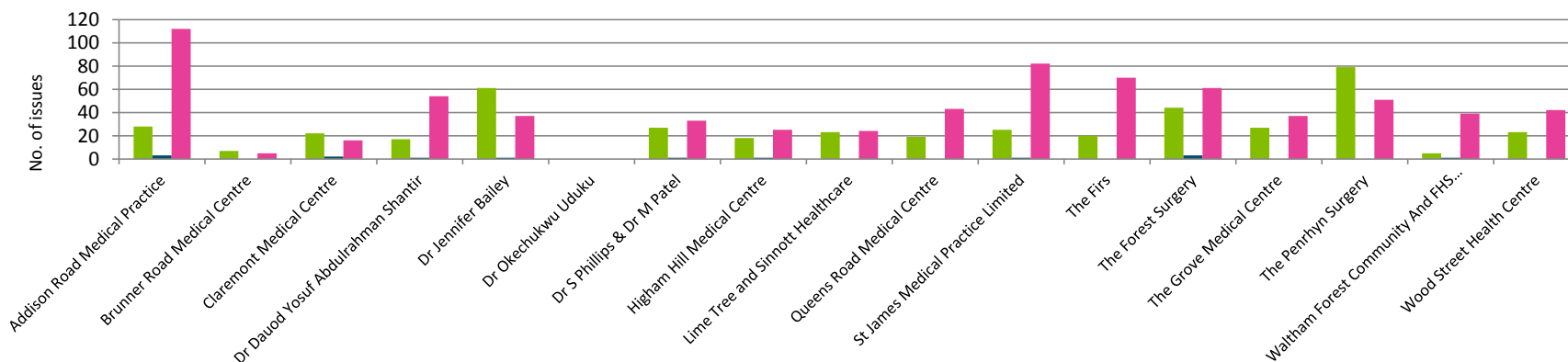
■ Positive
■ Neutral
■ Negative



2.2 Most Reported Aspects of Service:



2.3 Practices Receiving the Most Issues Overall:



Practices to Watch

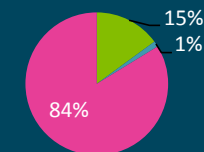
Sentiment at Addison Road Medical Practice, St James Medical Practice and The Firs is clearly negative, according to comments .
Comments suggest sentiment at the Penrhyn Surgery and The Bailey Practice is marginally positive.

SECTION 3.1: APPOINTMENT BOOKING

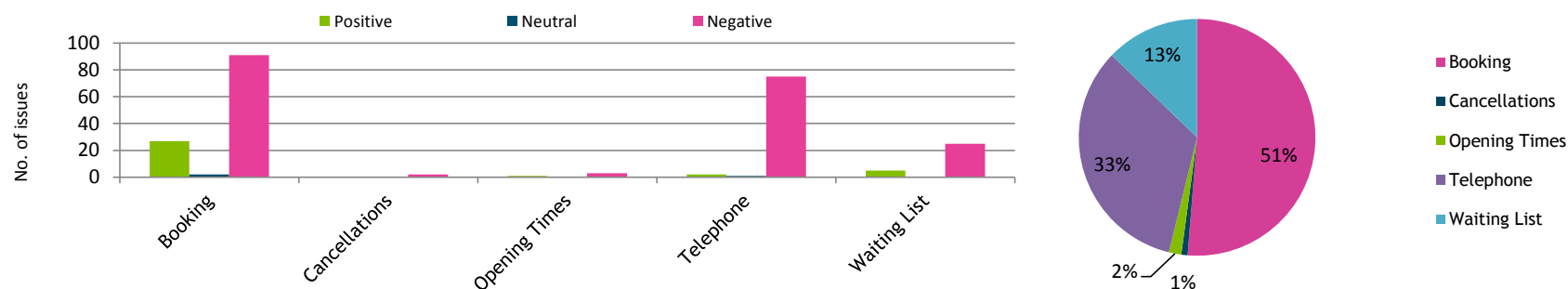
Appointment Booking is the largest negative trend overall, with positivity at just 15%. Many patients express discontent about booking systems and the inability to get appointments when required. There is also widespread dissatisfaction with telephone systems, which become congested at certain times of day. 13% of issues indicate that patients sometimes wait over a day to see their GP.

3.1.1 Sentiment:

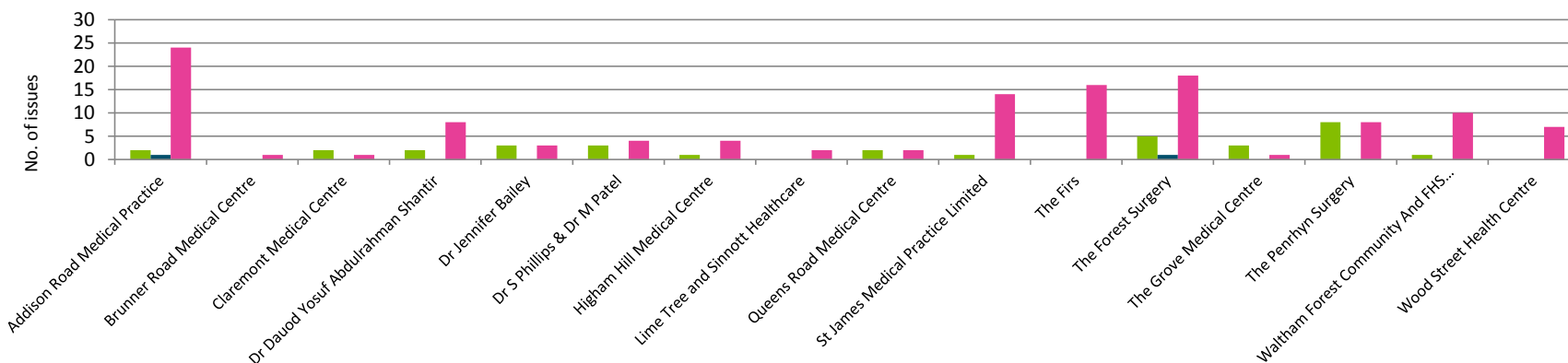
■ Positive
■ Neutral
■ Negative



3.1.2: All Aspects of Appointment Booking:



3.1.3 Practices Receiving the Most Issues Overall:



Practices to Watch

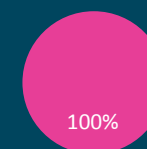
At most practices, sentiment around Appointment Booking is largely negative, and clearly so at Addison Road Medical Practice, The Forest Surgery, The Firs and St James Medical Practice, according to comments.

SECTION 3.2: GETTING THERE

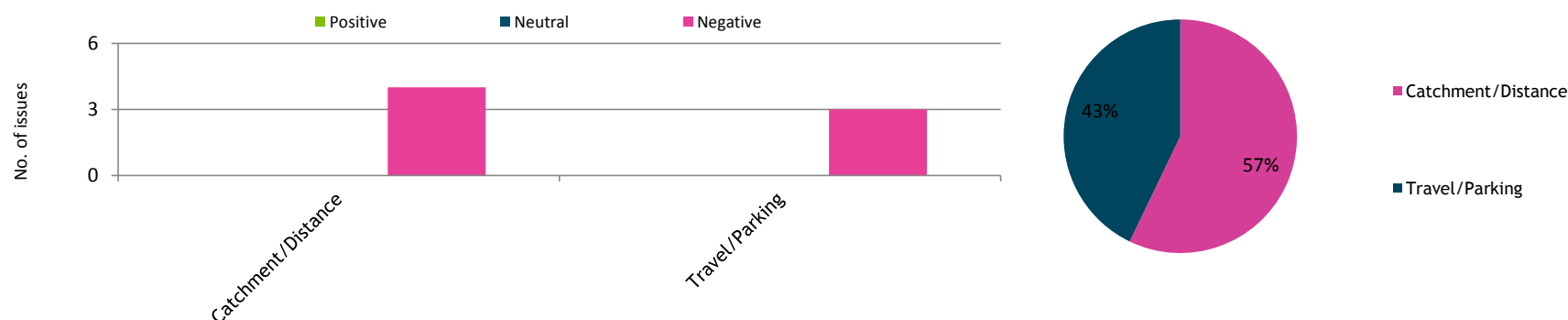
Just 1% of issues are about getting to-and-from appointments.

3.2.1 Sentiment:

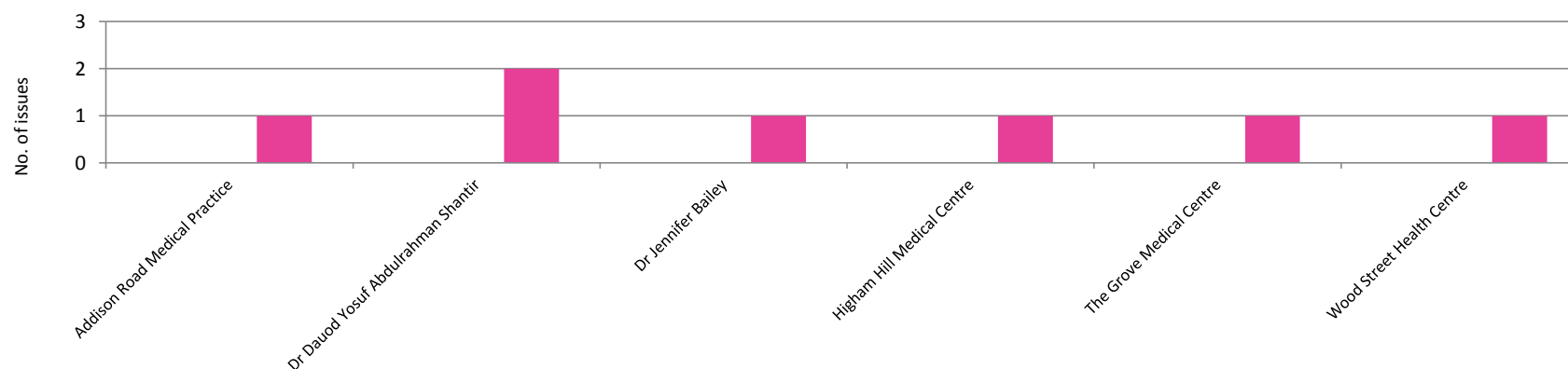
■ Positive
■ Neutral
■ Negative



3.2.2: All Aspects of Getting There:



3.2.3 Practices Receiving the Most Issues Overall:



Practices to Watch

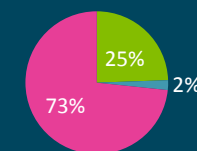
No practices receive a notable volume of comments.

SECTION 3.3: WAIT AT APPOINTMENT

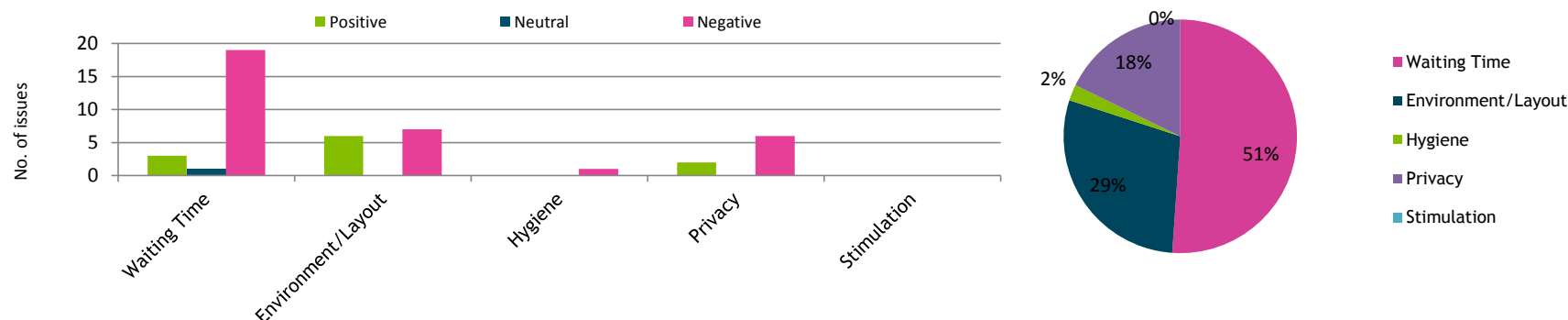
4% of issues overall are about Wait at Appointment, which is 73% negative as a topic. Many patients express discontent about waiting times, while privacy is also cited as an issue.

3.3.1 Sentiment:

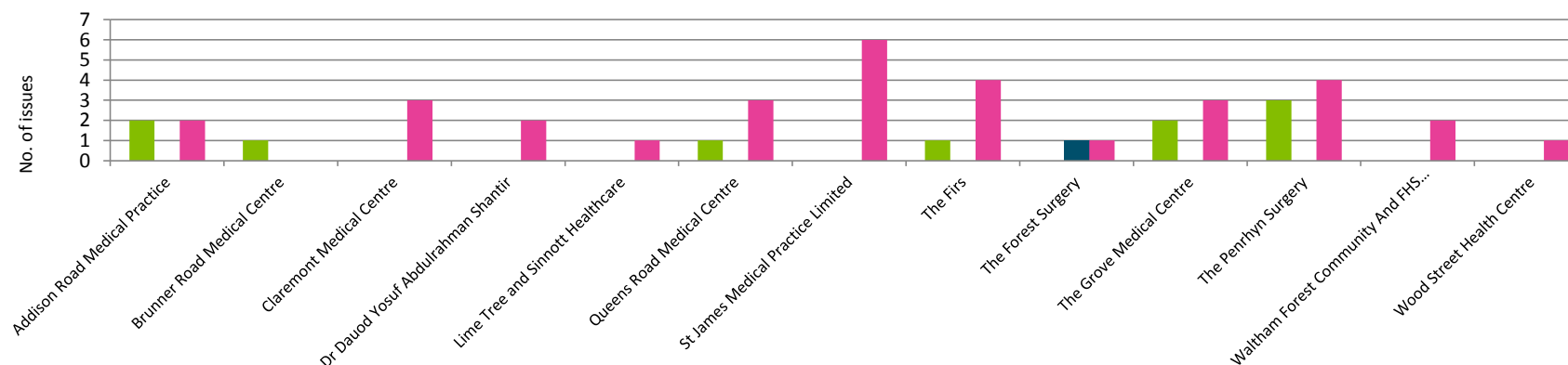
■ Positive
■ Neutral
■ Negative



3.3.2: All Aspects of Wait at Appointment:



3.3.3 Practices Receiving the Most Issues Overall:



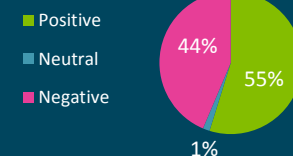
Practices to Watch

St. James Medical Practice receives the largest ratio of negative comments - these are largely about the waiting environment with comments about the condition of the premises, plus overcrowding at the phlebotomy service. No practices receive a notable ratio of positivity.

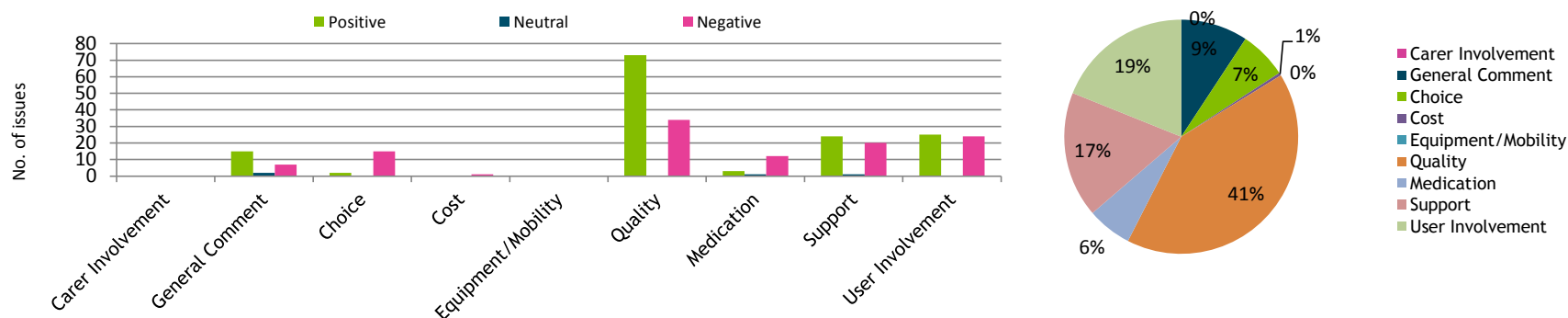
SECTION 3.4: CLINICAL TREATMENT

Clinical Treatment receives 25% of issues overall, and is 55% positive as a topic. Sentiment is broadly positive about the quality of treatment received, while mixed on user involvement and support.

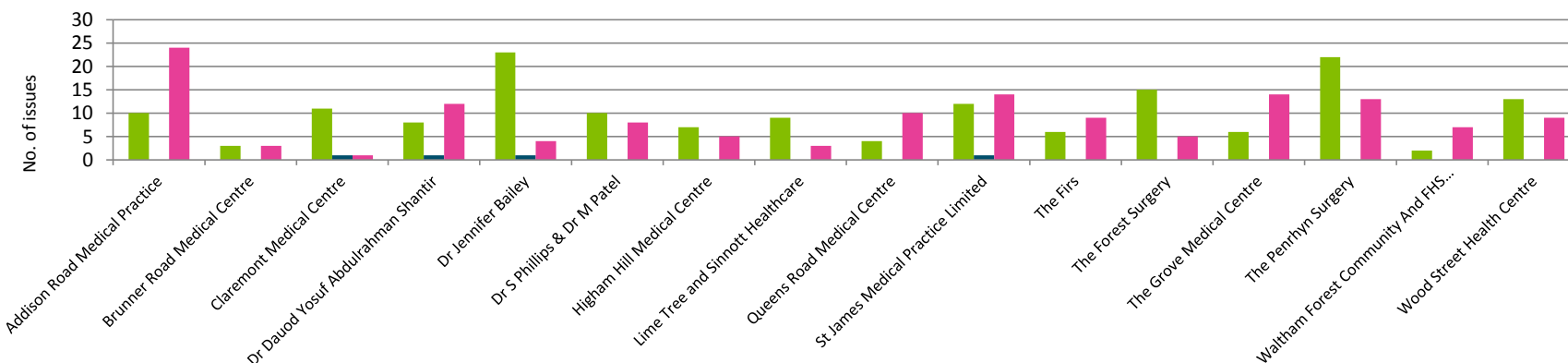
3.4.1 Sentiment:



3.4.2: All Aspects of Clinical Treatment:



3.4.3 Practices Receiving the Most Issues Overall:



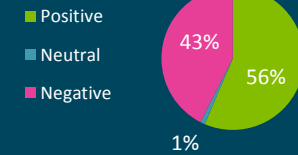
Practices to Watch

According to comments, patients at The Bailey Practice are the most satisfied with the treatment received. Addison Road Medical Practice receives a notable volume and ratio of negativity.

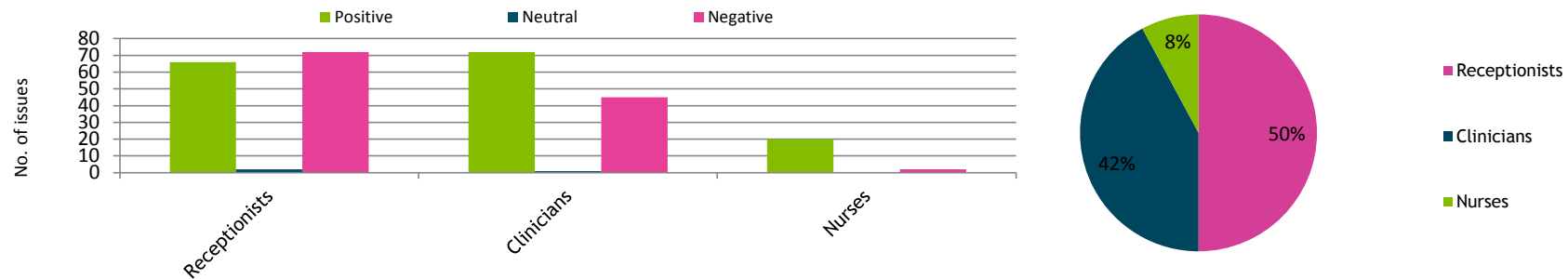
SECTION 3.5: STAFF ATTITUDE

Staff Attitude receives 27% of comments overall and is 56% positive as a topic. Sentiment is broadly positive for clinicians and nurses, while marginally negative for receptionists.

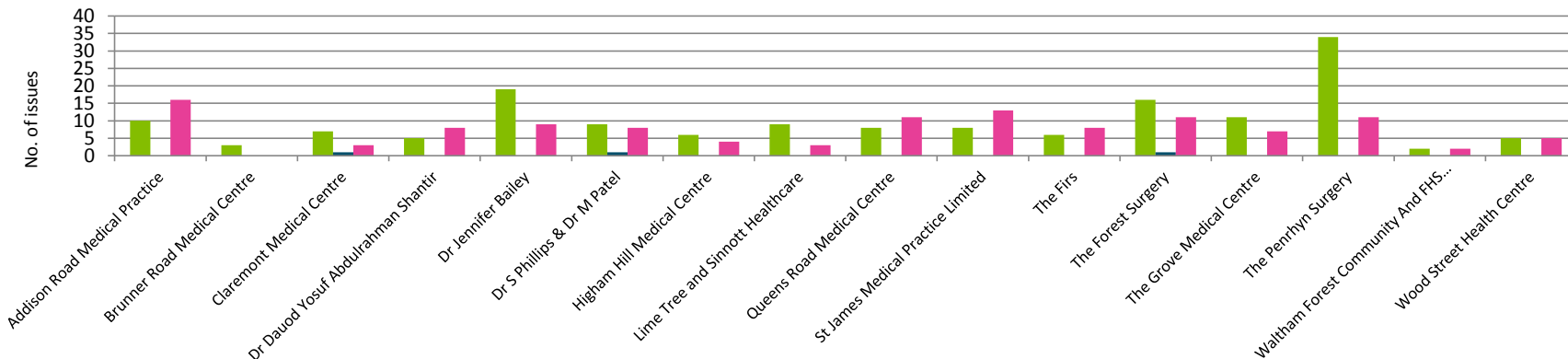
3.5.1 Sentiment:



3.5.2: All Aspects of Staff Attitude:



3.5.3 Practices Receiving the Most Issues Overall:



Practices to Watch

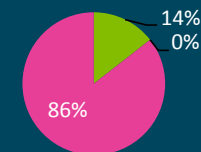
The Penrhyn Surgery receives a notable volume of positive comments. Comments suggest sentiment at Addison Road Medical Practice, St James Medical Practice and Queens Road Medical Centre is marginally negative.

SECTION 3.6: ADMINISTRATION

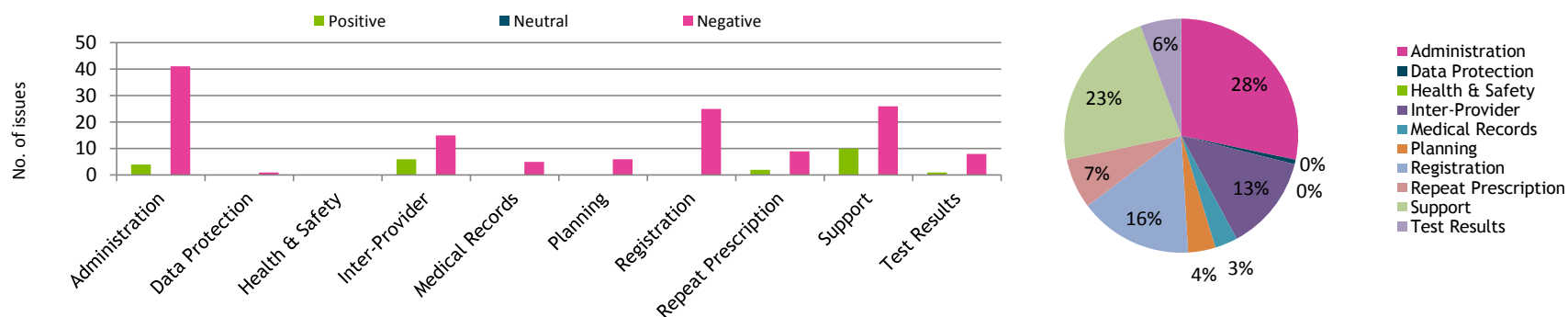
Administration receives 15% of issues overall and is 86% negative in sentiment. Patients comment negatively on administrative errors, inter-provider involvement (referrals), support, registration and repeat prescription.

3.6.1 Sentiment:

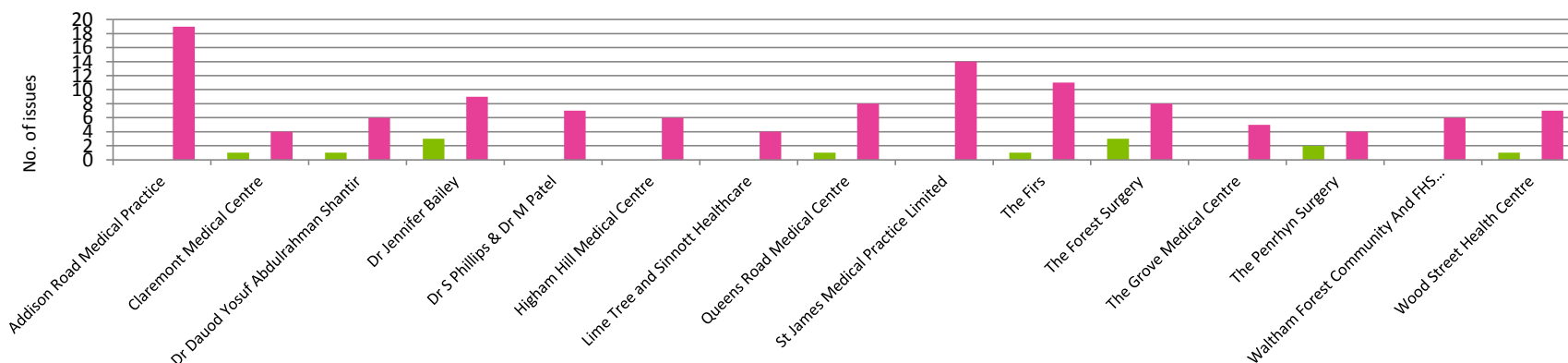
■ Positive
■ Neutral
■ Negative



3.6.2: All Aspects of Administration:



3.6.3 Practices Receiving the Most Issues Overall:



Practices to Watch

Addison Road Medical Practice and St James Medical Practice receive the largest volume of negative comments.

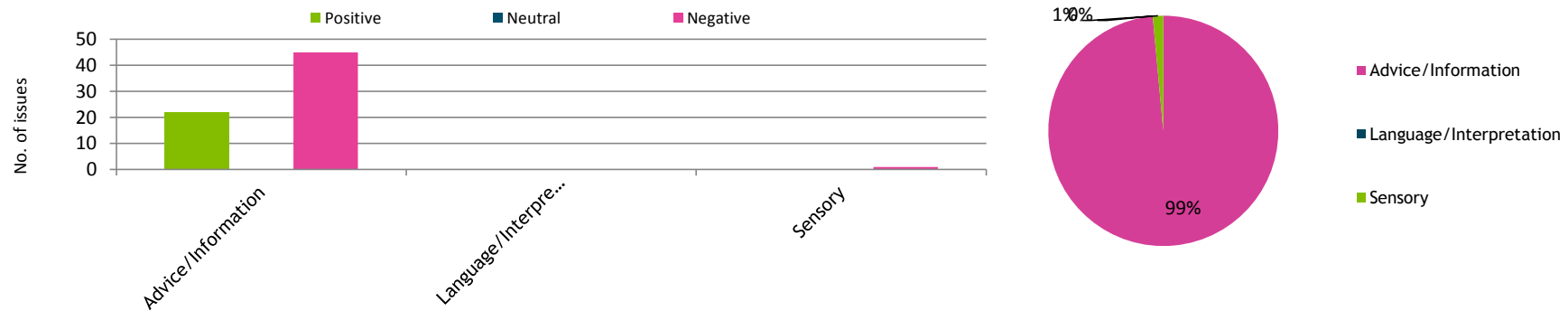
SECTION 3.7: COMMUNICATION

Communication receives 5% of issues overall and is 68% negative in sentiment.
The majority of issues are about access to advice and information, which is broadly negative in sentiment.

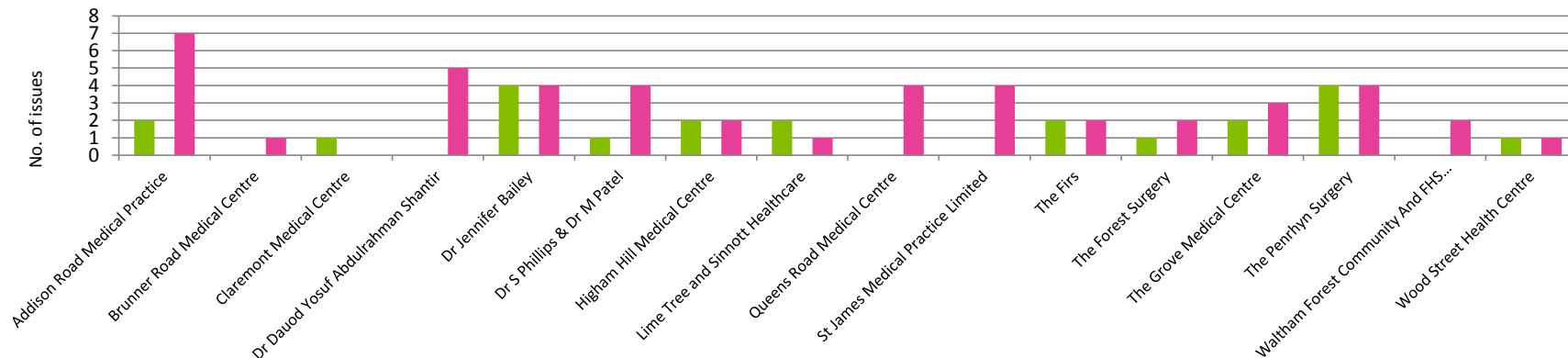
3.7.1 Sentiment:



3.7.2: All Aspects of Communication:



3.7.3 Practices Receiving the Most Issues Overall:



Practices to Watch

Addison Road Medical Practice receives the largest volume of comments, and sentiment is clearly negative.

