



## Primary Care Trends Analysis Report

Brigstock Medical Centre

### ABOUT THIS REPORT

This report examines important aspects of the service.

#### **Service Categories**

Service categories analysed include 'Appointment Booking' (the ability to get appointments), '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**

Service user 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 Croydon Patient Experience Panel.

#### **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.

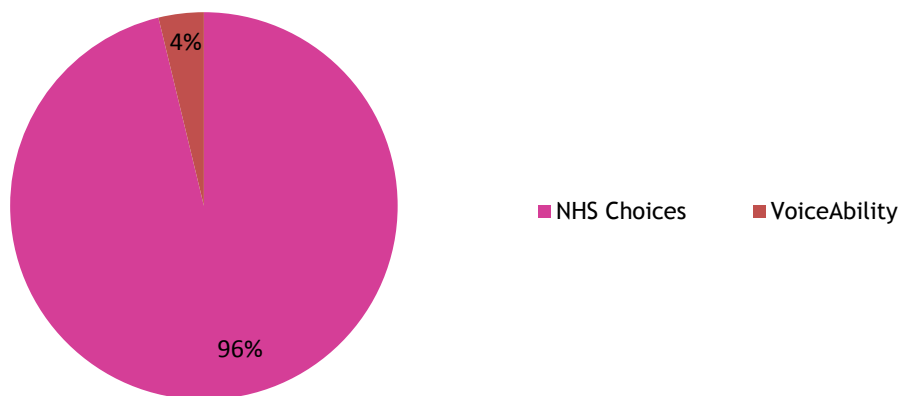
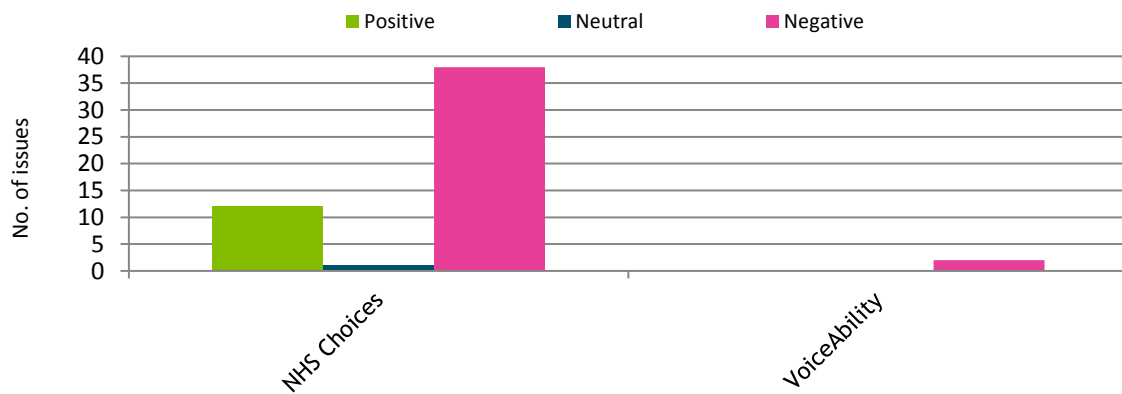
## SECTION 1: REPORT CONTENT

Healthwatch Croydon has identified 53 issues about services provided by Brigstock Medical Centre during the period below:

**1.1: Reporting Period:** From: 01/08/2014  
To: 27/10/2015

This report identifies the data origin (Section 1.2), the top trends (Section 2) and analyses each trend (Section 3).

### 1.2: Data Origin



### The Data in this Report

96% of the comments were obtained from NHS Choices, with the remainder from VoiceAbility.

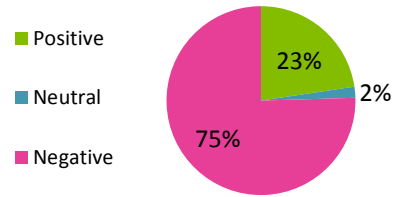
Please note that comments obtained from these sources may not be representative of all service users experiences or opinions.

Report Date: 27/10/2015

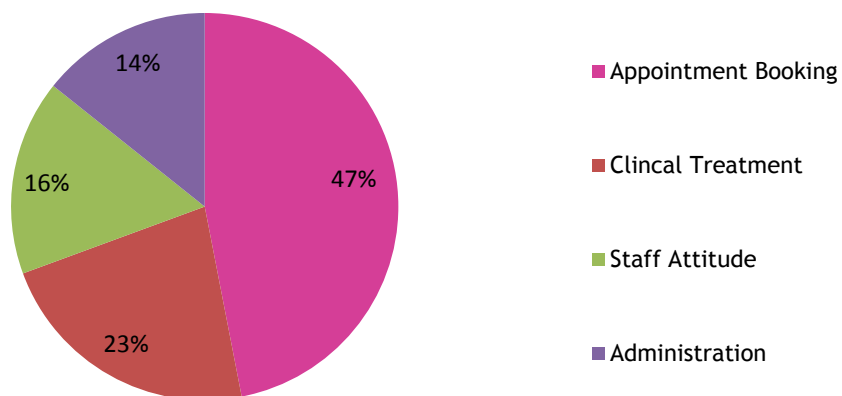
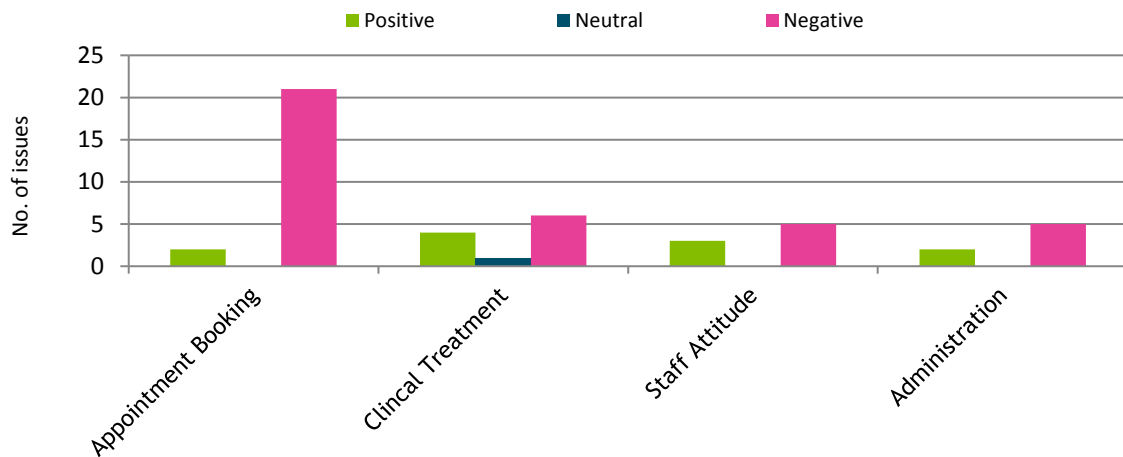
## SECTION 2: TOP OVERALL TRENDS

### 2.1. Sentiment:

According to the comments, the overall sentiment about the service as a whole is 75% negative.



### 2.1. Most Reported Aspects of Service:



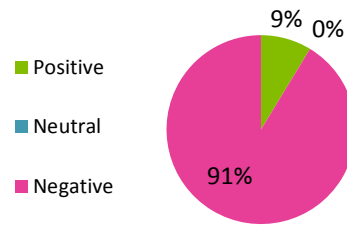
### Trends to Watch:

According to comments the clearest trend by some margin is Appointment Booking, and sentiment is clearly negative.

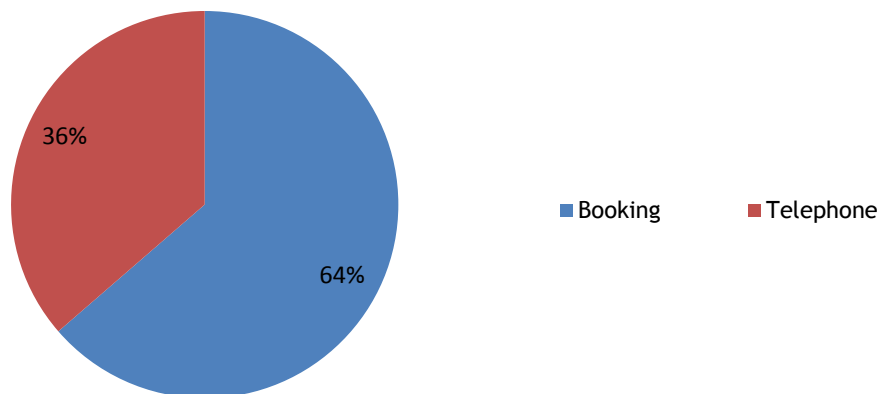
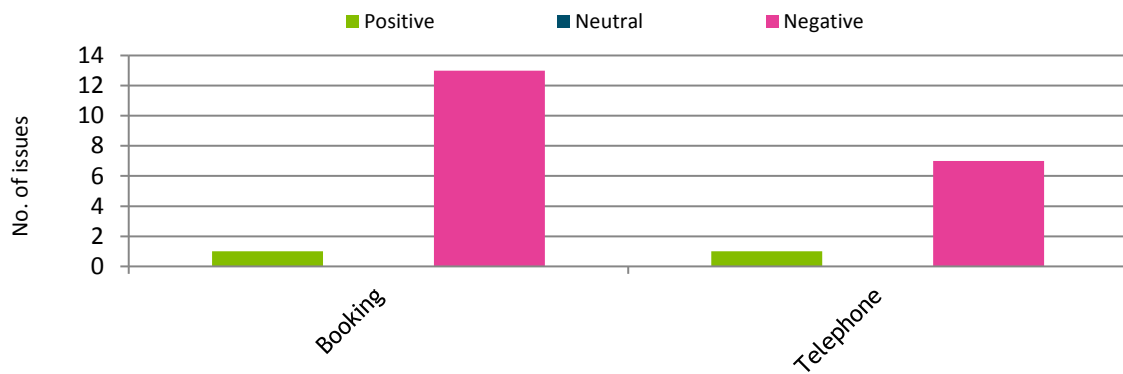
## SECTION 3.1: APPOINTMENT BOOKING

### 3.1.1. Sentiment:

Overall sentiment about Appointment Booking is 91% negative.



### 3.1.2. Most Reported Aspects of Appointment Booking:



### Trends to Watch:

Comments suggest patients are dissatisfied with the booking process and ability to get through on the phone.

