



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.

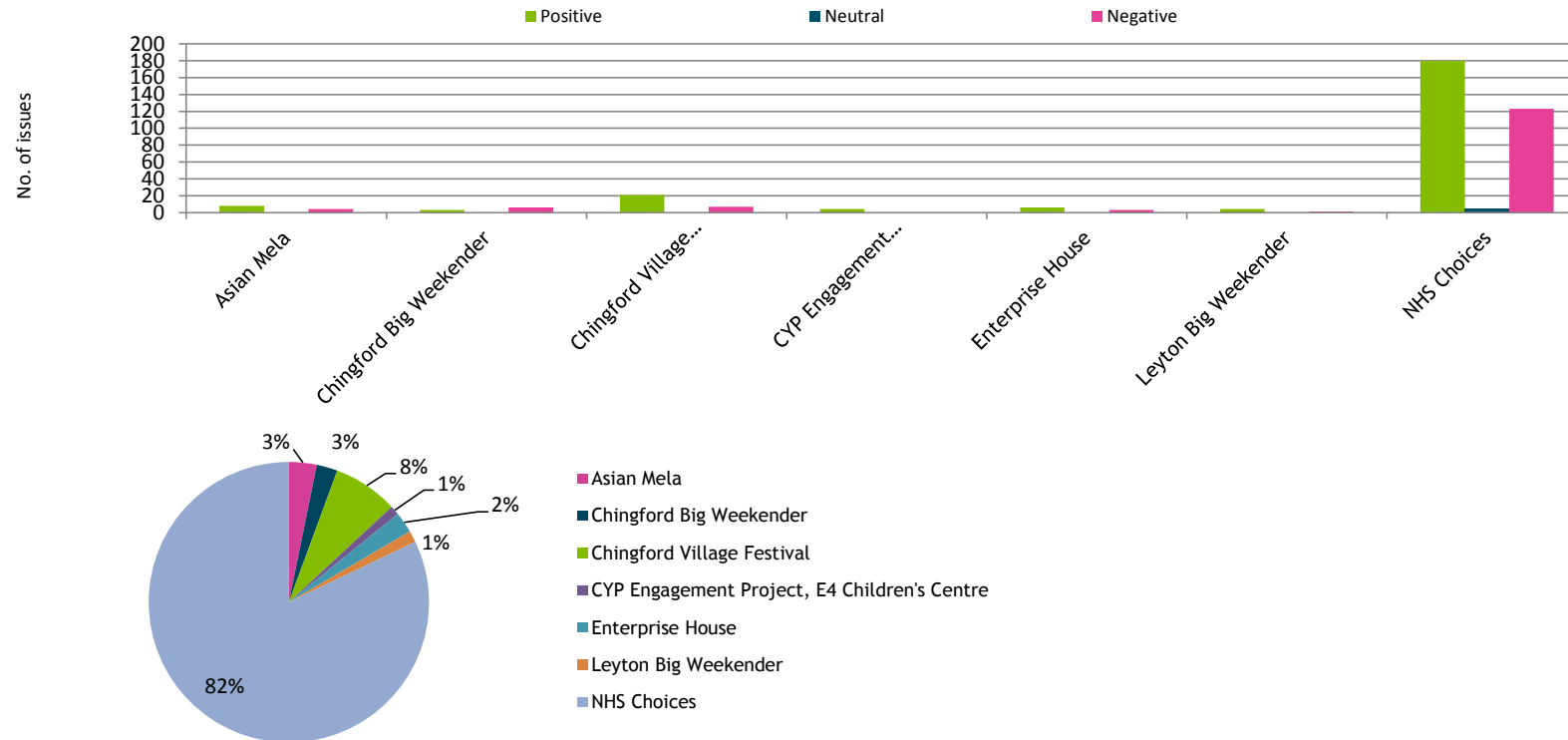
SECTION 1: REPORT CONTENT

1.1: Reporting Period:

Healthwatch Waltham Forest has identified 624 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: 01/01/2015
To: 31/12/2015

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.

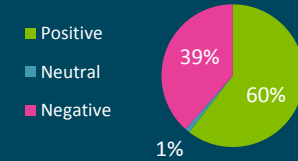
Please note that comments obtained from these sources may not be representative of all service users experiences or opinions.

Report Date: 05/04/2016

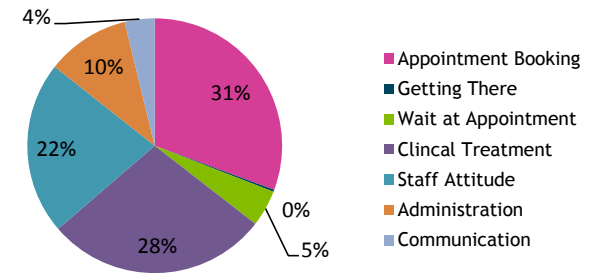
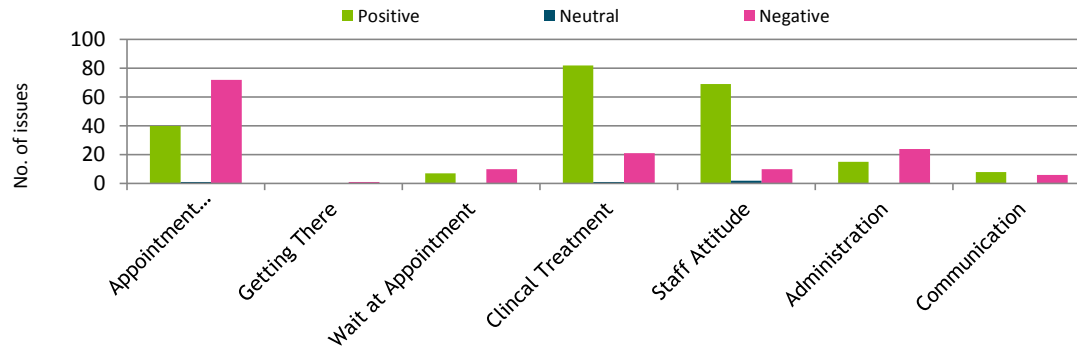
SECTION 2: TOP OVERALL TRENDS

Overall patient sentiment is 60% positive.
 Appointment Booking, Clinical Treatment and Staff Attitude are considered the most important aspects of service.
 Sentiment about Clinical Treatment and Staff Attitude is clearly positive.
 Appointment Booking is broadly negative in sentiment.

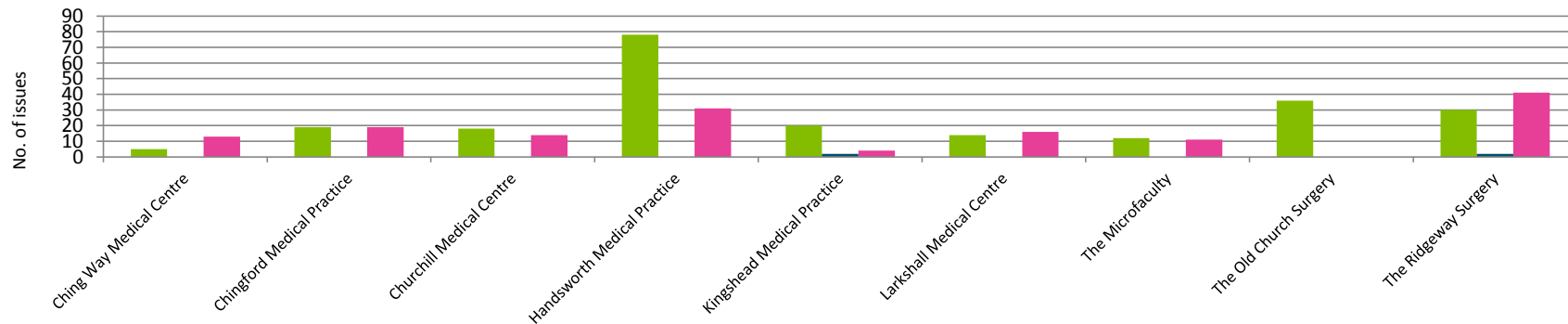
2.1 Sentiment:



2.2 Most Reported Aspects of Service:



2.3 Practices Receiving the Most Issues Overall:



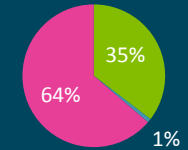
Practices to Watch

Handsworth Medical Practice receives the largest volume of comments, and sentiment is broadly positive overall.
 The Old Church Surgery and Kingshead Medical Practice also receive a good volume of positive comments, while sentiment at The Ridgeway Surgery is mixed, according to comments.

SECTION 3.1: APPOINTMENT BOOKING

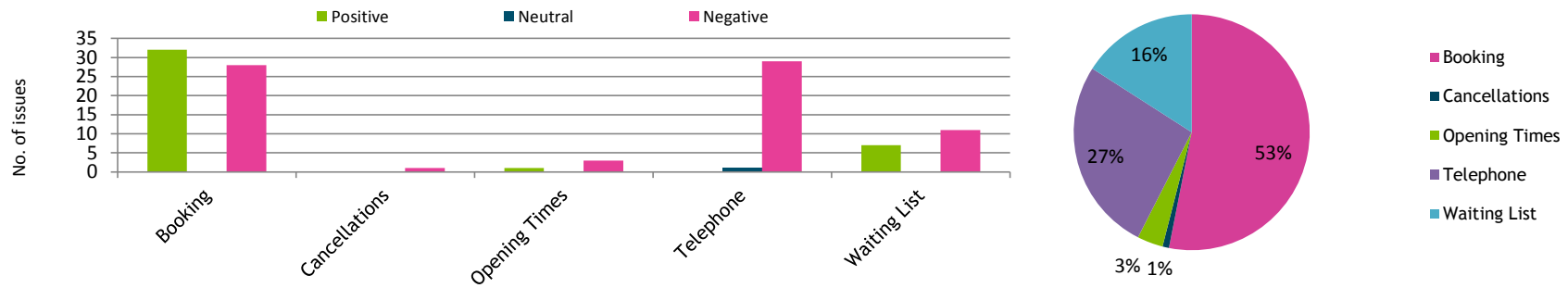
3.1.1 Sentiment:

- Positive
- Neutral
- Negative

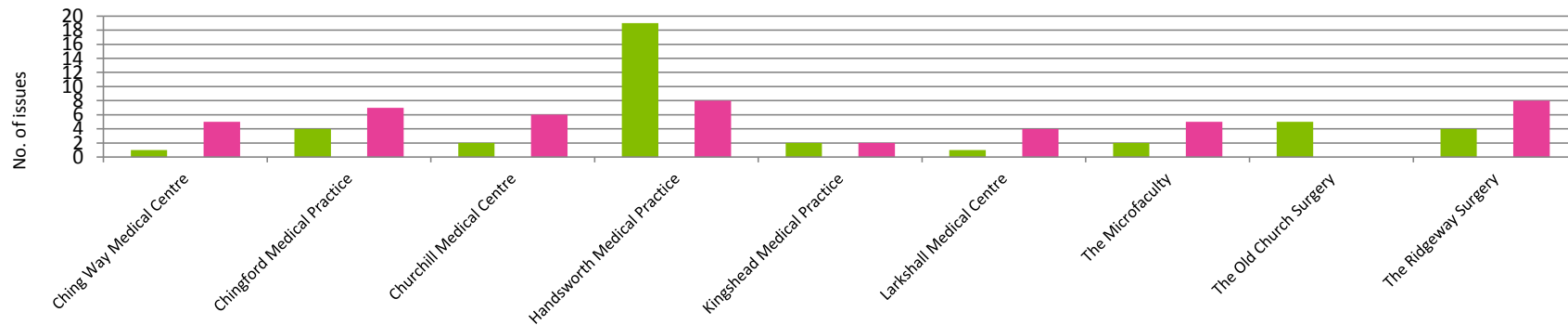


Appointment Booking is the largest negative trend overall, with positivity at 35%. Comments about booking processes are mixed, but there is widespread dissatisfaction with telephone systems, which become congested at certain times of day.

3.1.2: All Aspects of Appointment Booking:



3.1.3 Practices Receiving the Most Issues Overall:



Practices to Watch

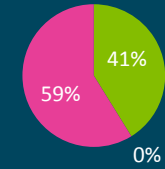
Handsworth Medical Practice receives the largest volume of comments, and sentiment is broadly positive overall.

SECTION 3.3: WAIT AT APPOINTMENT

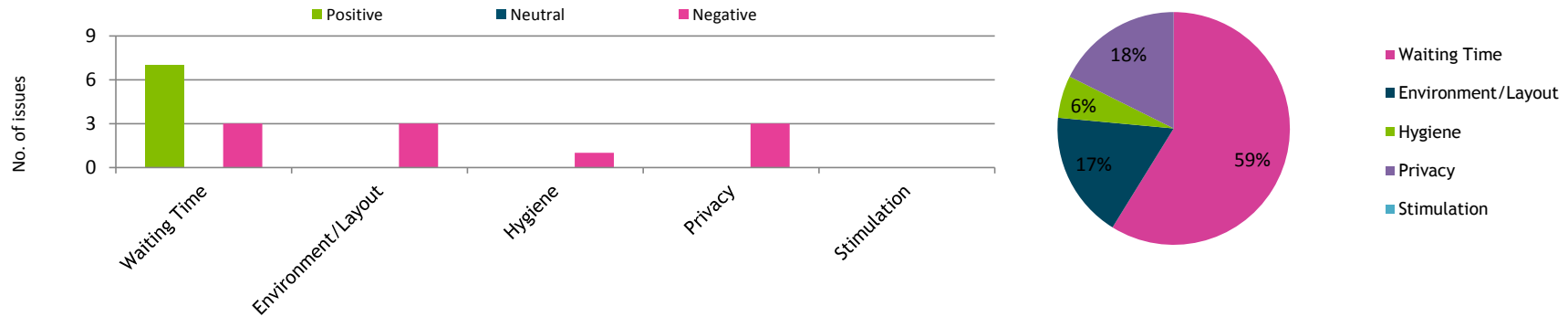
5% of issues overall are about Wait at Appointment, which is 59% negative as a topic. Sentiment about waiting times is broadly positive.

3.3.1 Sentiment:

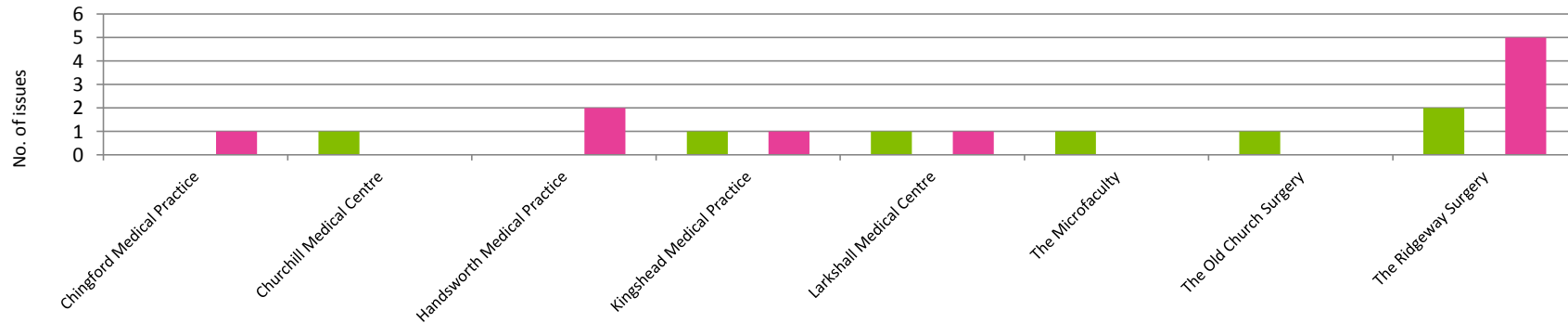
- Positive
- Neutral
- Negative



3.3.2: All Aspects of Wait at Appointment:



3.3.3 Practices Receiving the Most Issues Overall:



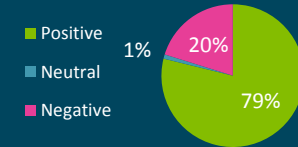
Practices to Watch

The Ridgeway Surgery receives the largest volume of comments and sentiment is broadly negative.

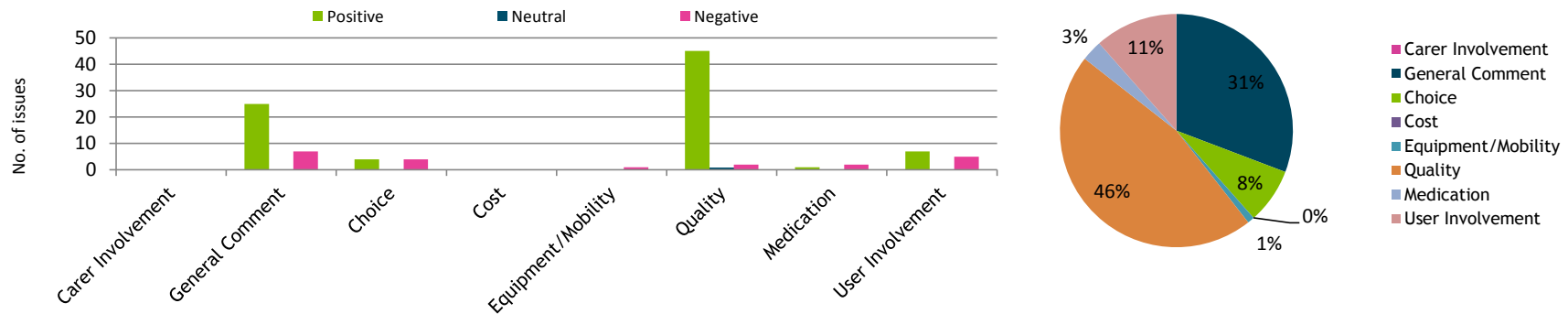
SECTION 3.4: CLINICAL TREATMENT

Clinical Treatment receives 28% of issues overall and sentiment is broadly positive. Patients are broadly positive about the quality of treatment received.

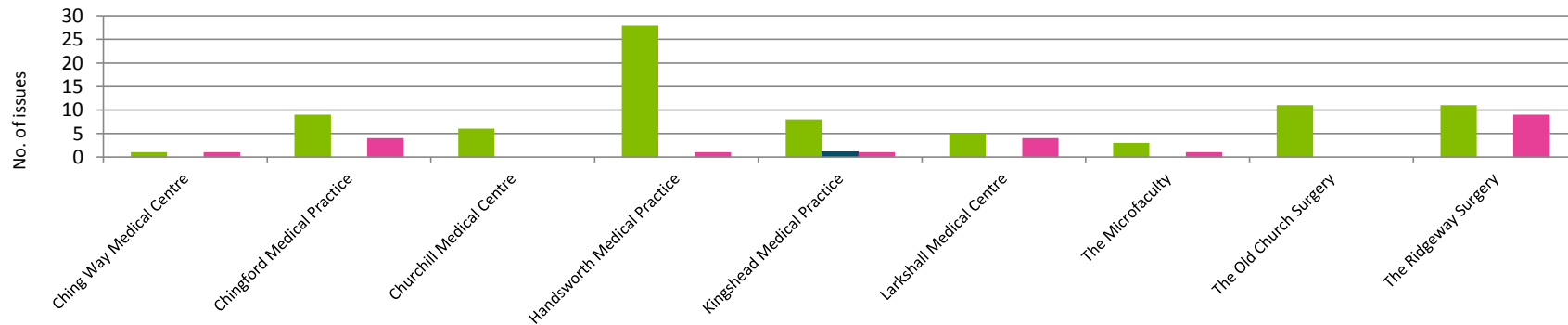
3.4.1 Sentiment:



3.4.2: All Aspects of Clinical Treatment:



3.4.3 Practices Receiving the Most Issues Overall:



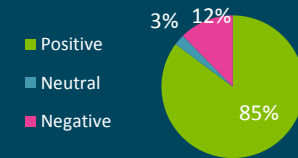
Practices to Watch

Handsworth Medical Practice receives a good volume of positive comments and sentiment at The Old Church Surgery is also broadly positive. Comments suggest sentiment at The Ridgeway Surgery is mixed.

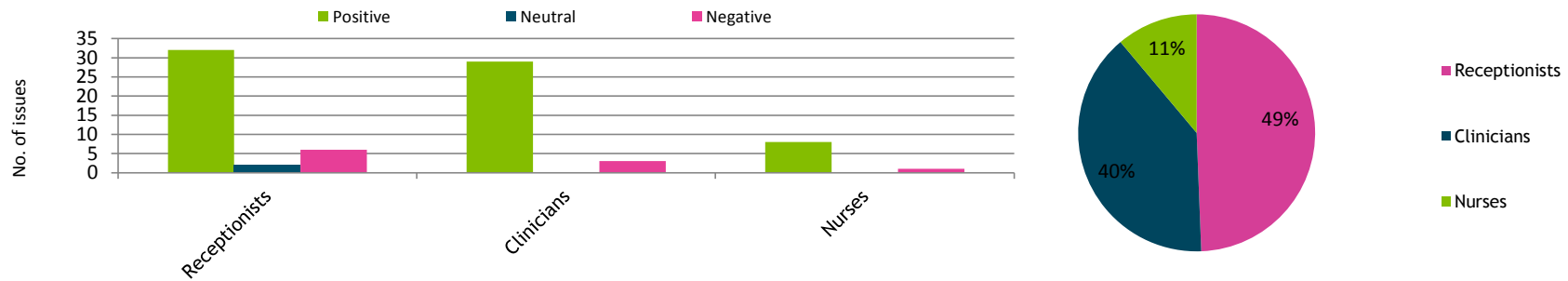
SECTION 3.5: STAFF ATTITUDE

Staff Attitude receives 22% of issues overall and sentiment is broadly positive.

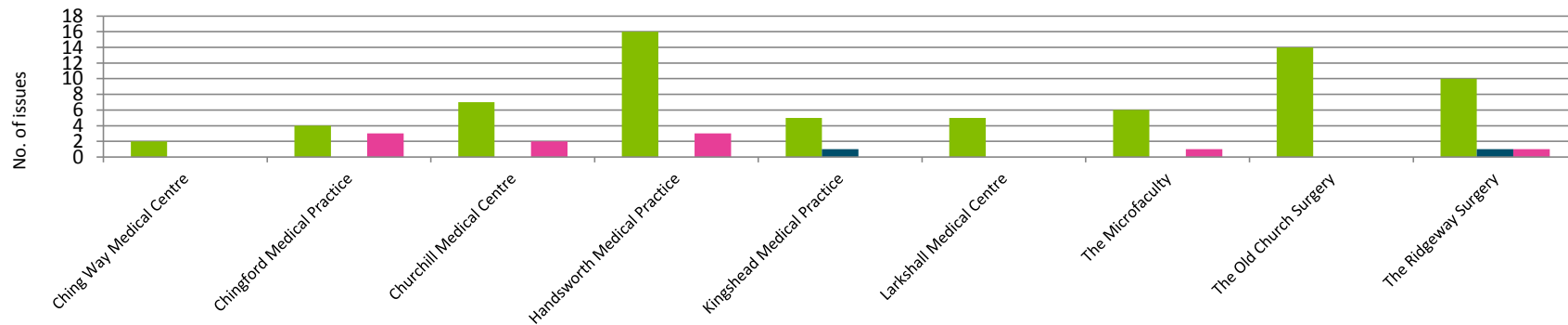
3.5.1 Sentiment:



3.5.2: All Aspects of Staff Attitude:



3.5.3 Practices Receiving the Most Issues Overall:



Practices to Watch

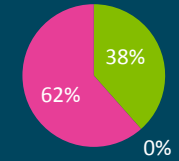
Comments suggest sentiment at all Practices is broadly positive, with Handsworth Medical Practice, The Old Church Surgery and The Ridgeway Surgery receiving a notable volume.

SECTION 3.6: ADMINISTRATION

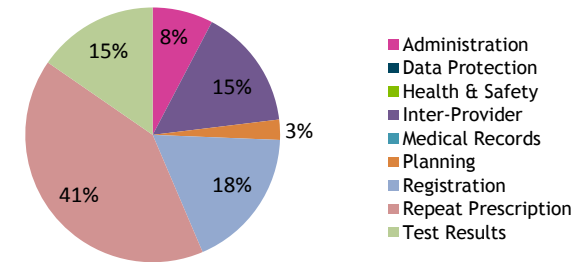
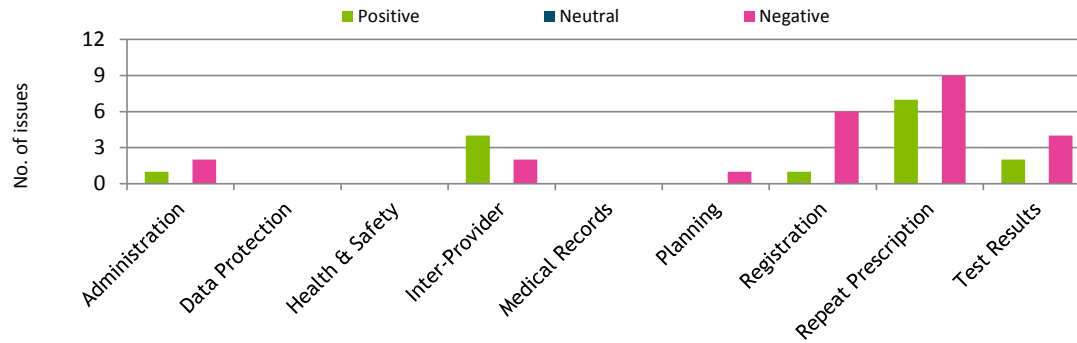
Administration receives 10% of issues overall and sentiment is broadly negative. Repeat Prescription is the largest topic and sentiment is mixed. Some people comment negatively on the ability to register.

3.6.1 Sentiment:

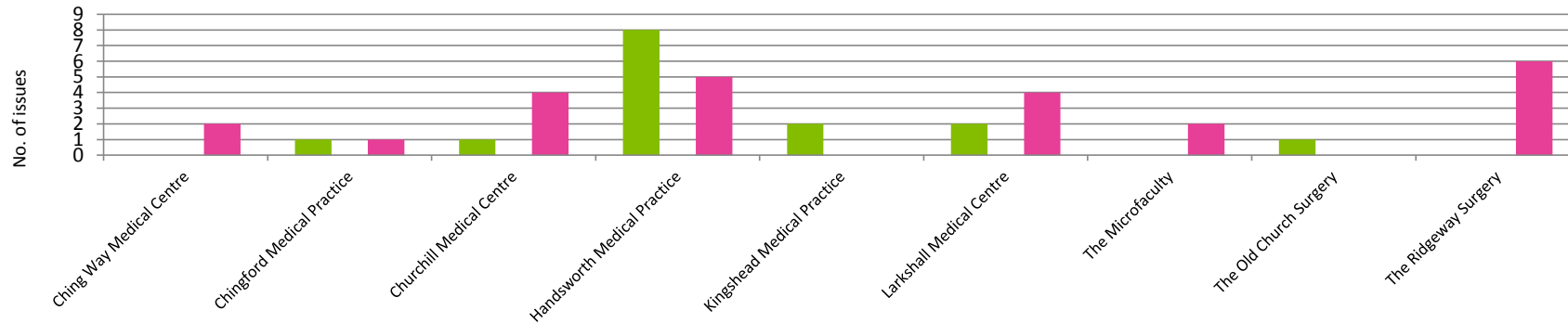
■ Positive
■ Neutral
■ Negative



3.6.2: All Aspects of Administration:



3.6.3 Practices Receiving the Most Issues Overall:



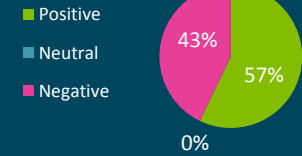
Practices to Watch

Comments suggest sentiment at The Ridgeway Surgery is broadly negative, while marginally positive at Handsworth Medical Practice.

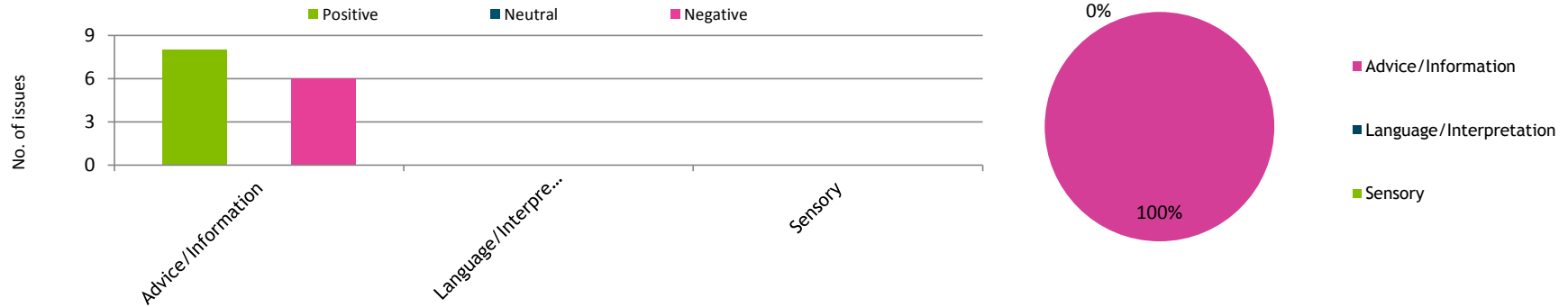
SECTION 3.7: COMMUNICATION

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

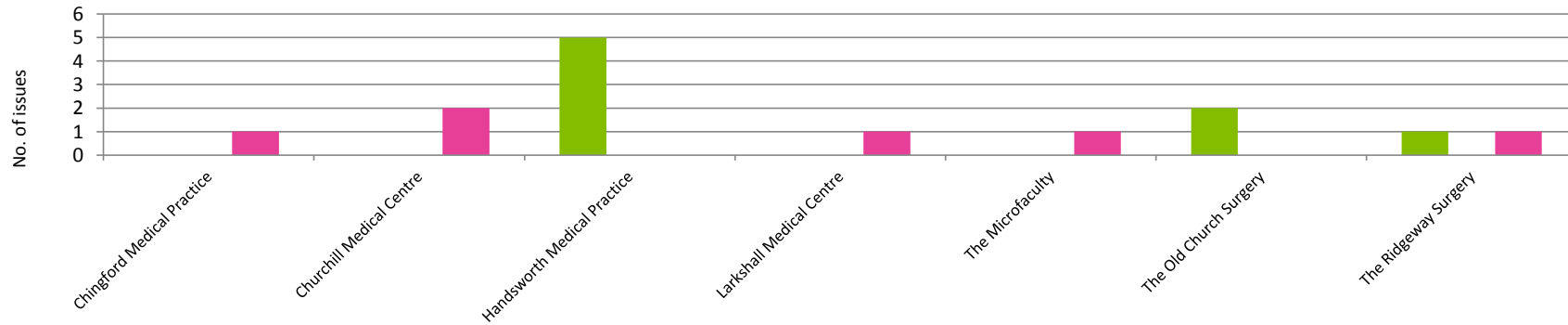
3.7.1 Sentiment:



3.7.2: All Aspects of Communication:



3.7.3 Practices Receiving the Most Issues Overall:



Practices to Watch

Handsworth Medical Practice receives a good volume of positive comments.

