



## Primary Care Trends Analysis Report

GP Patient Experience (Leyton & Leytonstone  
Cluster)

**healthwatch**  
Waltham Forest

### ABOUT THIS REPORT

This report examines the patient experience of GP Practices in Leyton and Leytonstone.

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 1532 issues about GP services in Leyton & Leytonstone 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

84% of the 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.

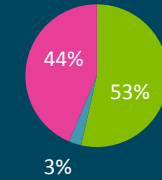
Report Date: 05/04/2016

## SECTION 2: TOP OVERALL TRENDS

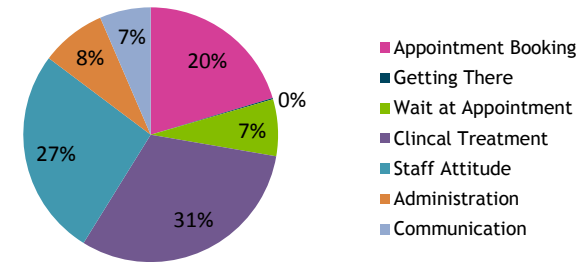
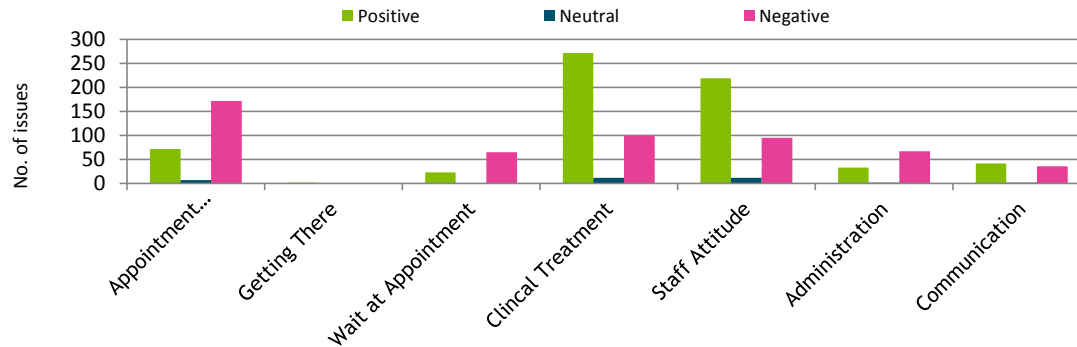
Overall patient sentiment is 53% positive. Clinical Treatment, Staff Attitude and Appointment Booking are considered the most important aspects of service. Sentiment about Clinical Treatment and Staff Attitude is broadly positive. Appointment Booking is broadly negative in sentiment.

### 2.1 Sentiment:

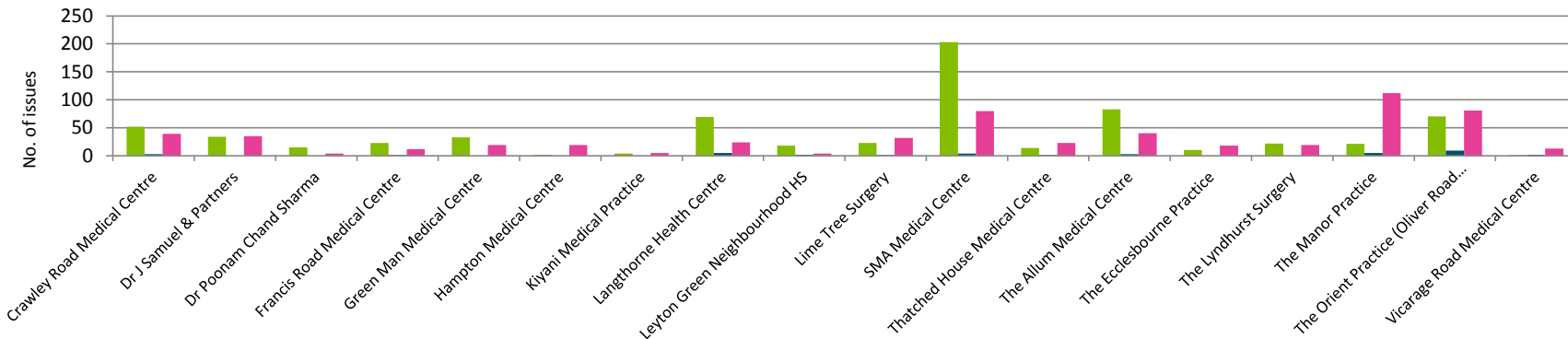
■ Positive  
■ Neutral  
■ Negative



### 2.2 Most Reported Aspects of Service:



### 2.3 Practices Receiving the Most Issues Overall:



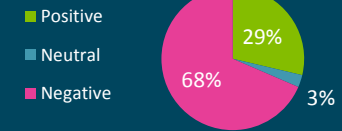
### Practices to Watch

SMA Medical Centre receives a good volume of positive comments and sentiment at The Allum Medical Centre and Langthorne Health Centre is also broadly positive. Comments suggest sentiment at The Manor Practice is clearly negative.

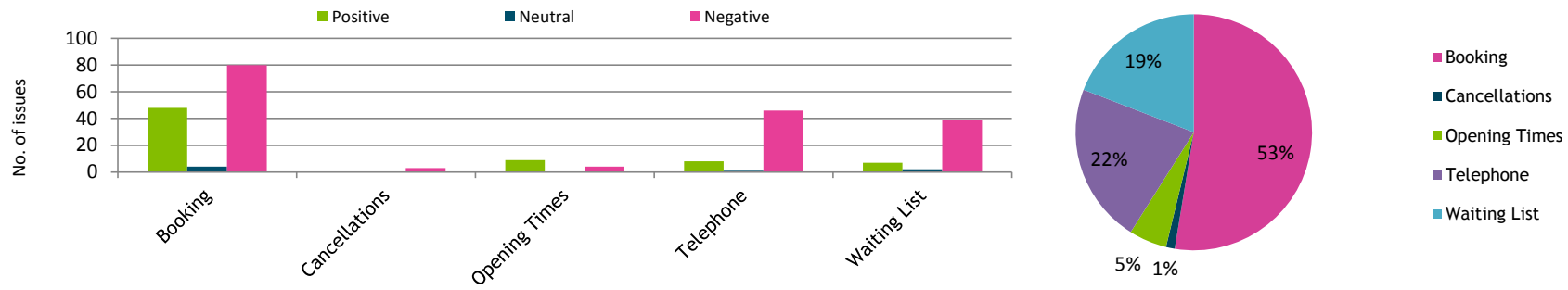
## SECTION 3.1: APPOINTMENT BOOKING

Appointment Booking is the largest negative trend overall, with positivity at just 29%. Many patients express discontent about booking systems and the inability to get appointments when required. There is also dissatisfaction with telephone systems, which become congested at certain times of day. 19% of issues indicate that patients sometimes wait over a day to see their GP.

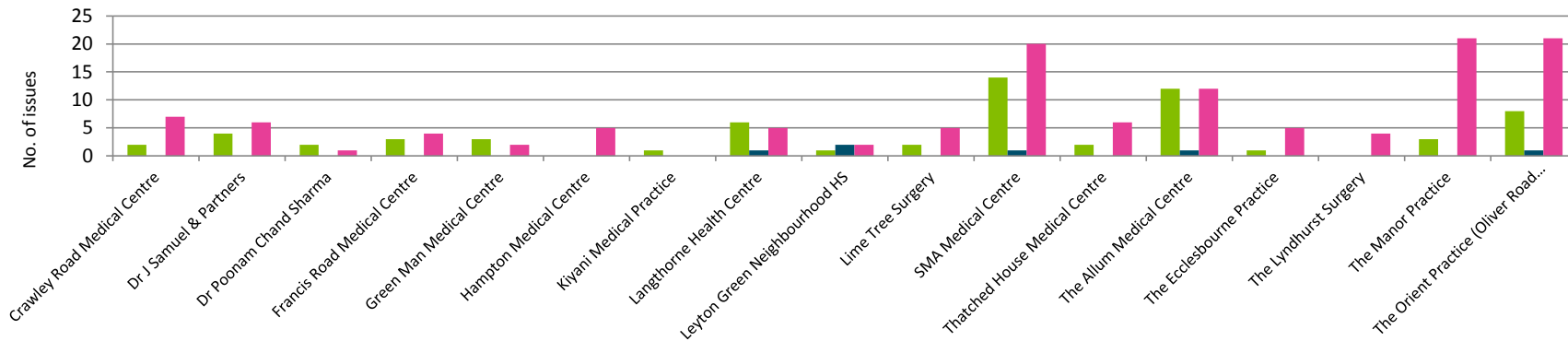
### 3.1.1 Sentiment:



### 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 or mixed, with The Manor Practice and The Orient Practice receiving a notable ratio of negative comments.

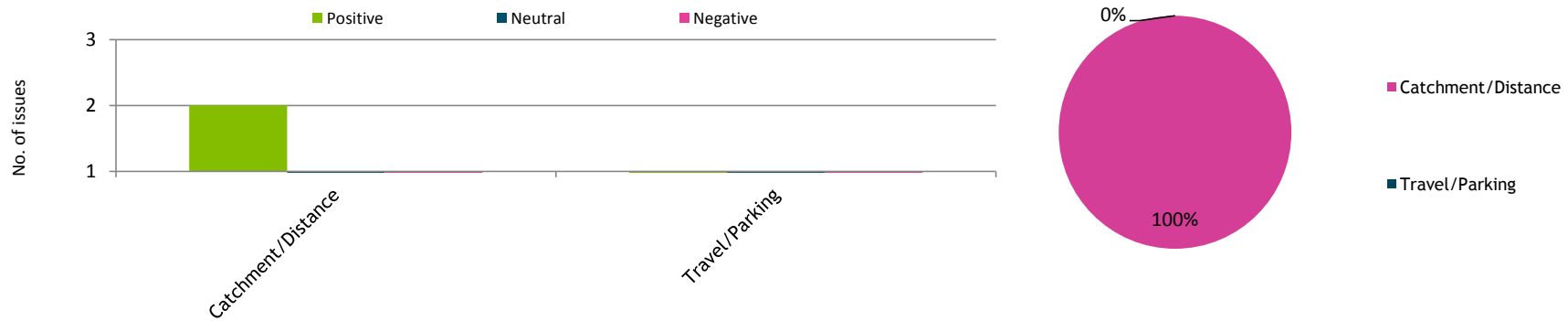
## SECTION 3.2: GETTING THERE

Just 1% of issues are about getting to-and-from appointments and sentiment is entirely positive. There are no recorded issues on the ability to travel and park.

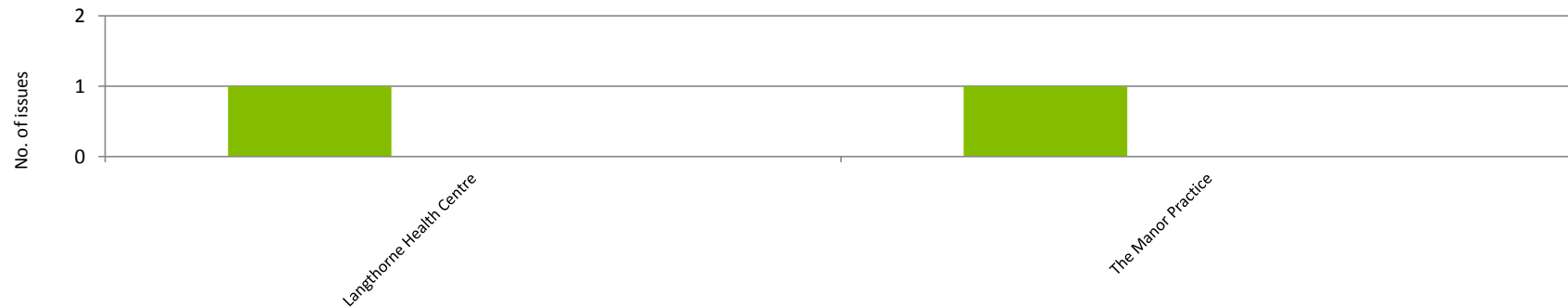
### 3.2.1 Sentiment:



### 3.2.2: All Aspects of Getting There:



### 3.2.3 Practices Receiving the Most Issues Overall:



### Practices to Watch

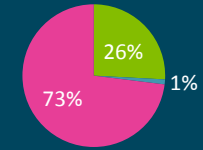
No practices receive a notable volume of comments.

## SECTION 3.3: WAIT AT APPOINTMENT

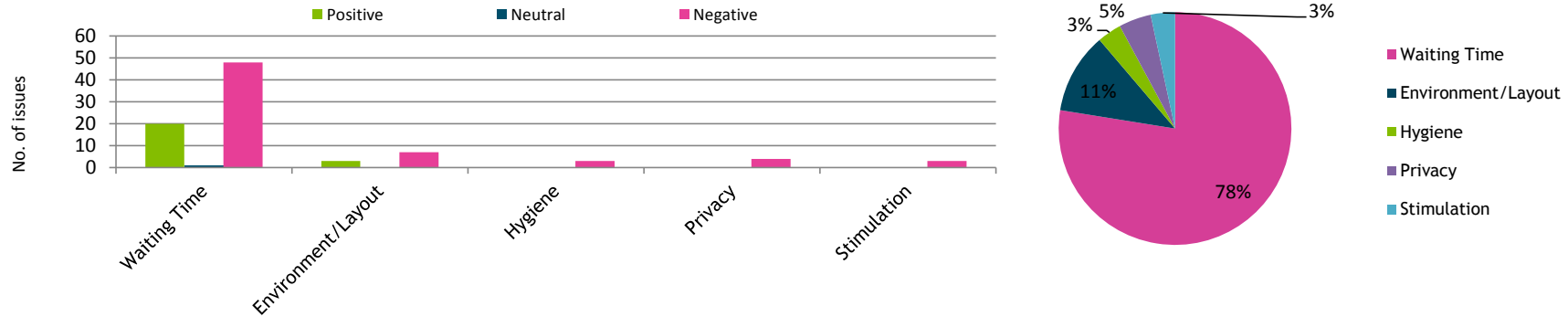
7% of issues overall are about Wait at Appointment, which is 73% negative as a topic. Many patients express discontent about waiting times.

### 3.3.1 Sentiment:

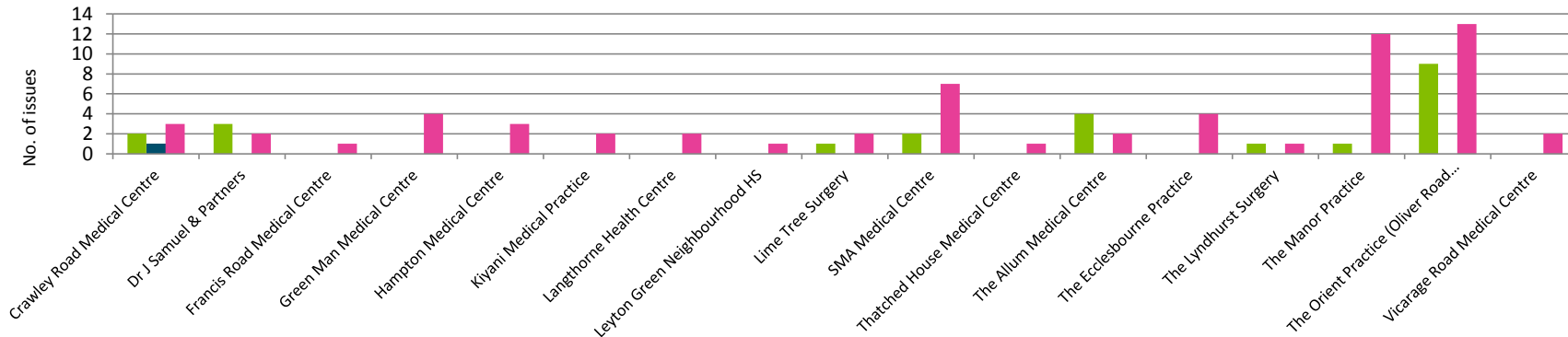
■ Positive  
■ Neutral  
■ Negative



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



### 3.3.3 Practices Receiving the Most Issues Overall:



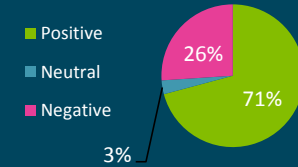
#### Practices to Watch

Patients at the Manor Practice express long waiting times at appointments. Comments suggest sentiment at The Orient Practice is mixed.

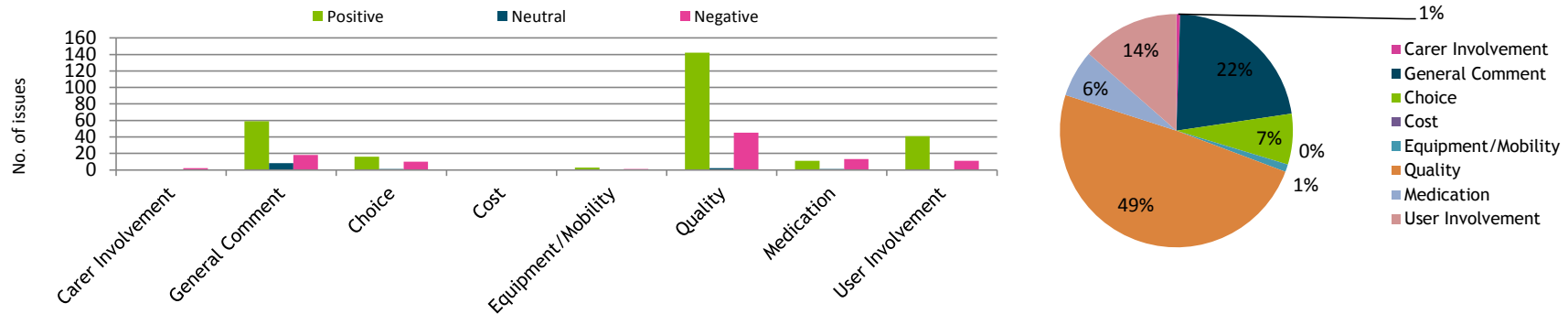
## SECTION 3.4: CLINICAL TREATMENT

Clinical Treatment receives 31% of issues overall and is broadly positive in sentiment. Patients are broadly positive about the quality of treatment received, and many feel involved in their care.

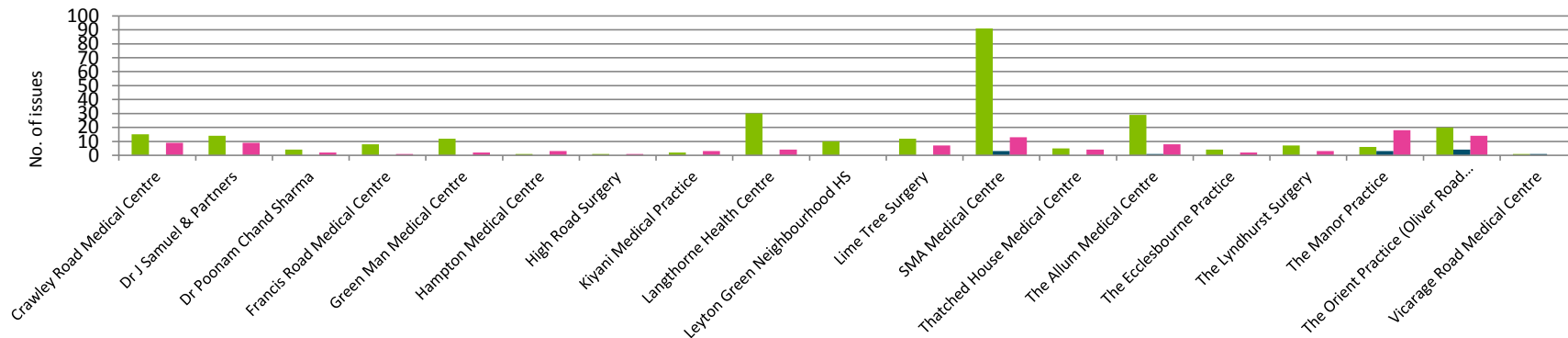
### 3.4.1 Sentiment:



### 3.4.2: All Aspects of Clinical Treatment:



### 3.4.3 Practices Receiving the Most Issues Overall:



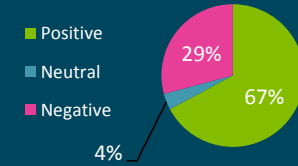
#### Practices to Watch

SMA Medical Centre receives a notable volume of positive comments. Sentiment at Langthorne Health Centre and The Allum Medical Centre is also broadly positive, according to comments.

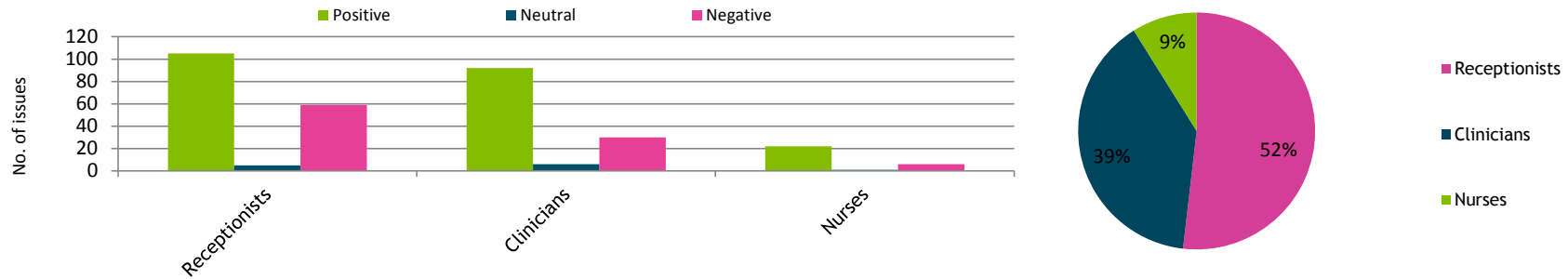
## SECTION 3.5: STAFF ATTITUDE

Staff Attitude receives 27% of issues overall and is broadly positive in sentiment. Sentiment is broadly positive on receptionists, clinicians and nurses.

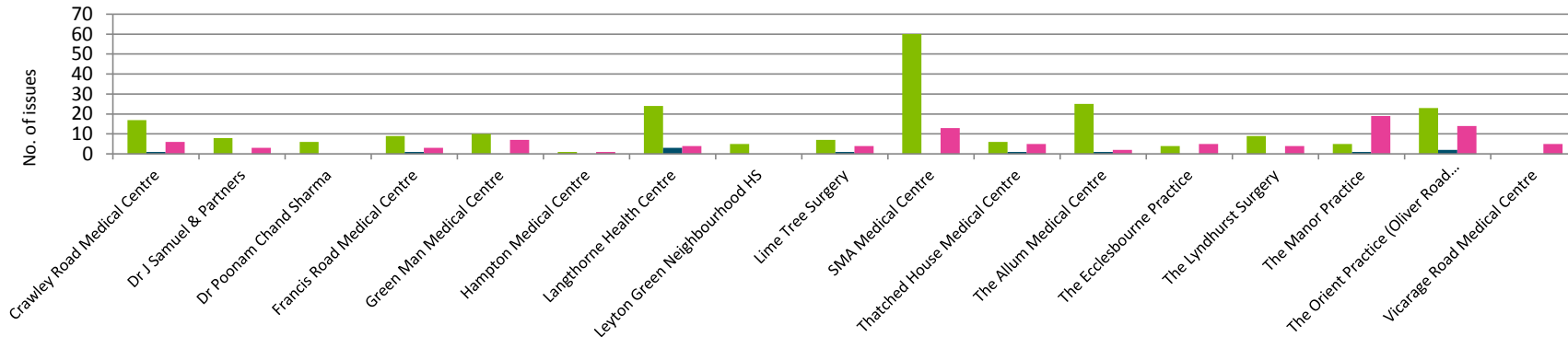
### 3.5.1 Sentiment:



### 3.5.2: All Aspects of Staff Attitude:



### 3.5.3 Practices Receiving the Most Issues Overall:



### Practices to Watch

Sentiment at most Practices is positive, and clearly so at SMA Medical Centre, Langthorne Health Centre and The Allum Medical Centre, according to comments.

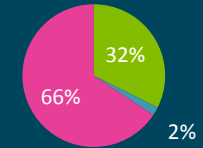


## SECTION 3.6: ADMINISTRATION

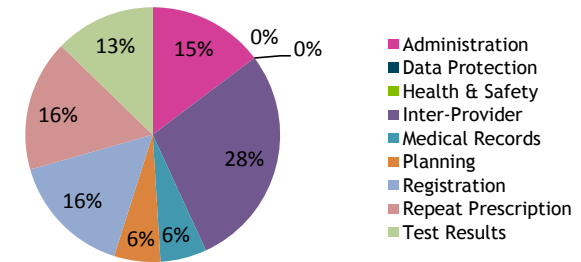
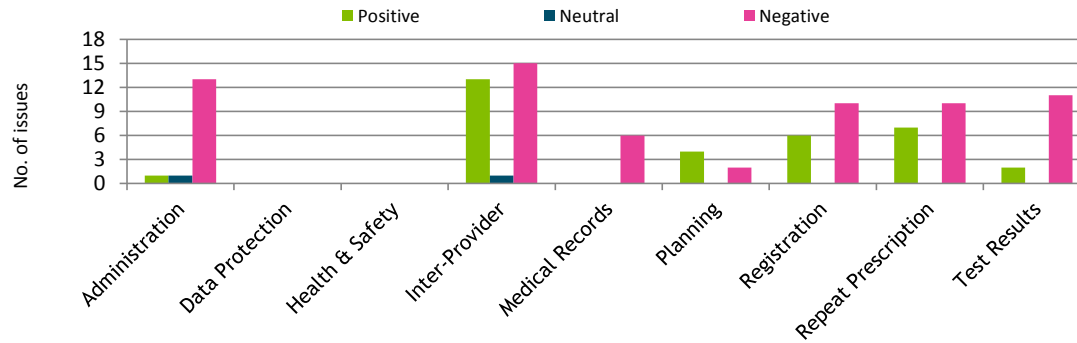
Administration receives 8% of issues overall. It is expected that patients will generally comment about Administration when dissatisfied. Sentiment is 66% negative. Sentiment is mixed on inter-provider involvement (this includes referrals), repeat prescriptions and registration, and clearly negative on administration and ability to get test results.

### 3.6.1 Sentiment:

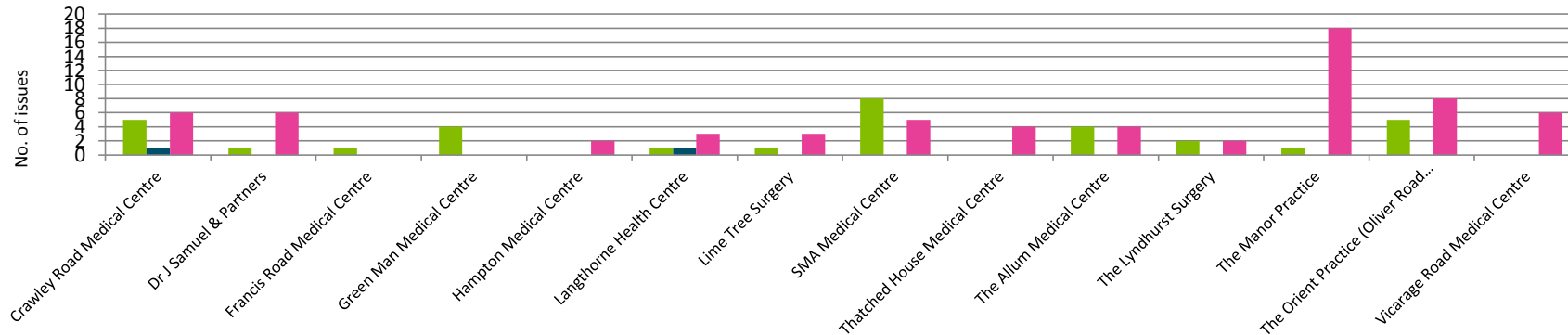
■ Positive  
■ Neutral  
■ Negative



### 3.6.2: All Aspects of Administration:



### 3.6.3 Practices Receiving the Most Issues Overall:



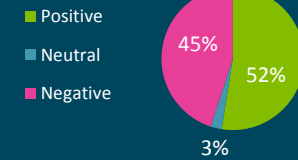
#### Practices to Watch

The Manor Practice receives a notable volume of negativity.

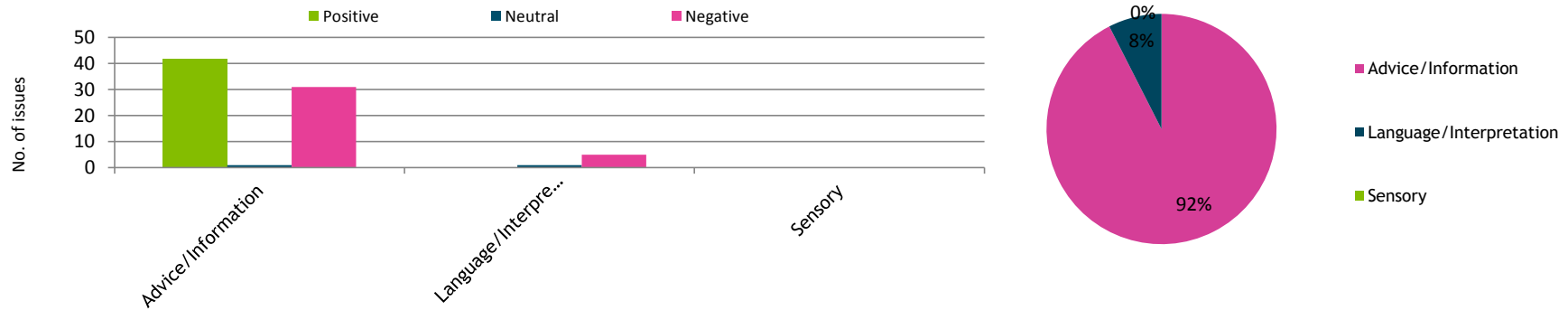
## SECTION 3.7: COMMUNICATION

Communication receives 7% of issues overall and is 52% positive. The vast majority of issues are about access to advice and information, and sentiment is marginally positive.

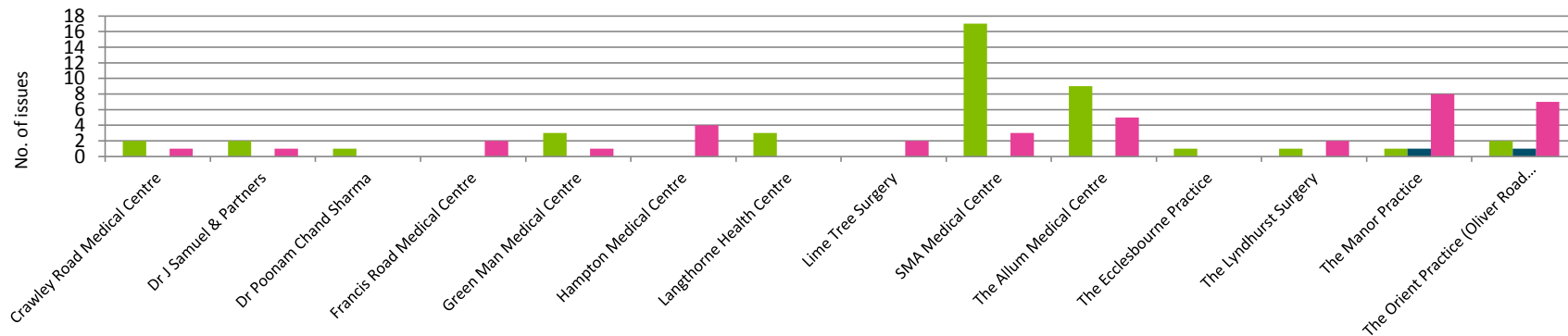
### 3.7.1 Sentiment:



### 3.7.2: All Aspects of Communication:



### 3.7.3 Practices Receiving the Most Issues Overall:



#### Practices to Watch

Comments suggest sentiment at SMA Medical Centre is clearly positive, and marginally so at The Allum Medical Centre. Sentiment at The Manor Practice and The Orient Practice is broadly negative, according to comments.

