



## Primary Care Trends Analysis Report

GP Patient Experience (Waltham Forest)

**healthwatch**  
Waltham Forest

### ABOUT THIS REPORT

This report examines the patient experience of GP Practices in Waltham Forest.

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.

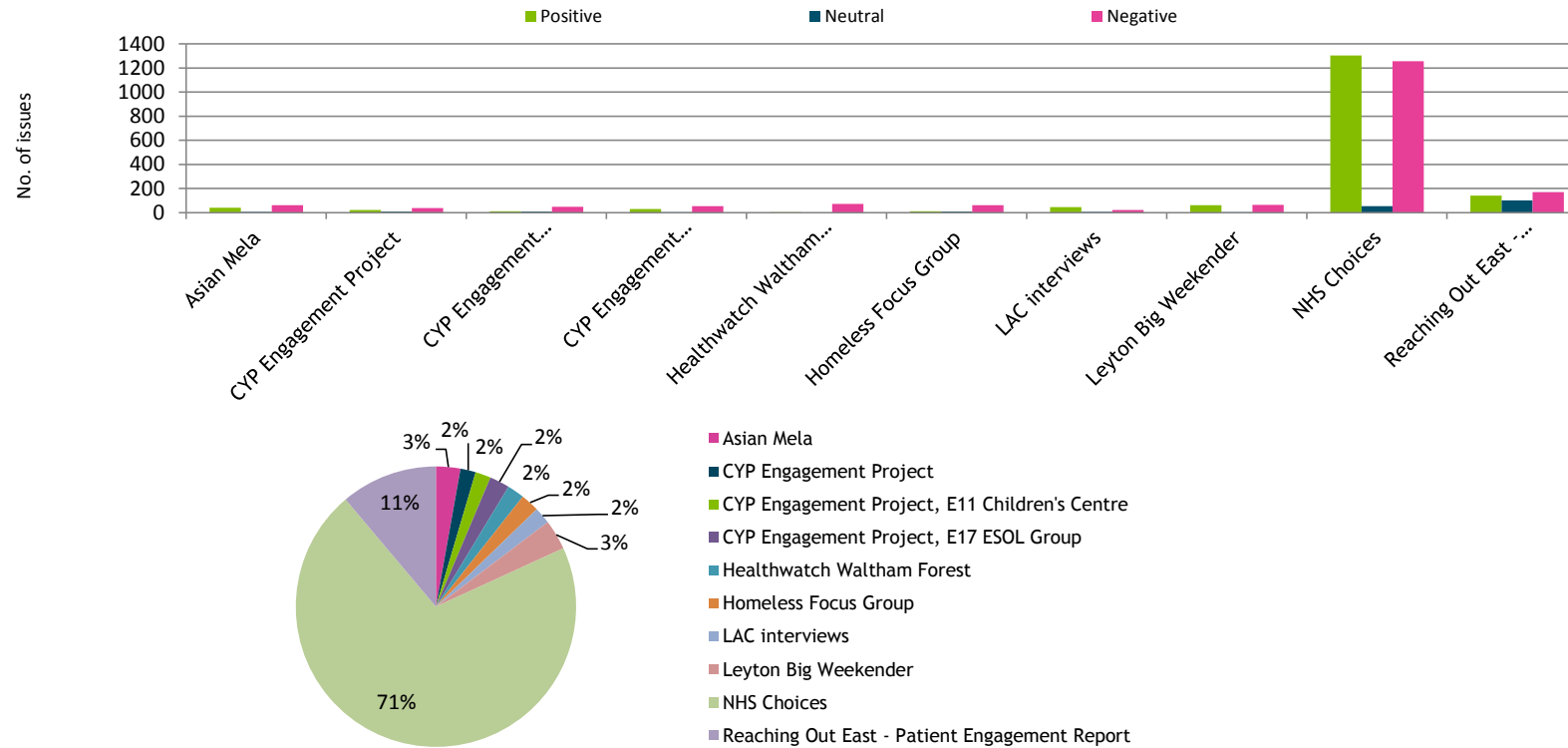
## SECTION 1: REPORT CONTENT

1.1: Reporting Period:

Healthwatch Waltham Forest has identified 4316 issues about local GP services 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

71% 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.

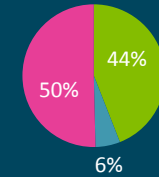
Report Date: 15/04/2016

## SECTION 2: TOP OVERALL TRENDS

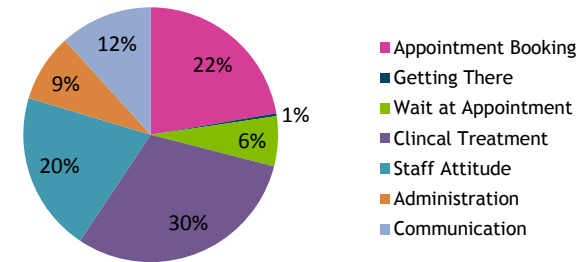
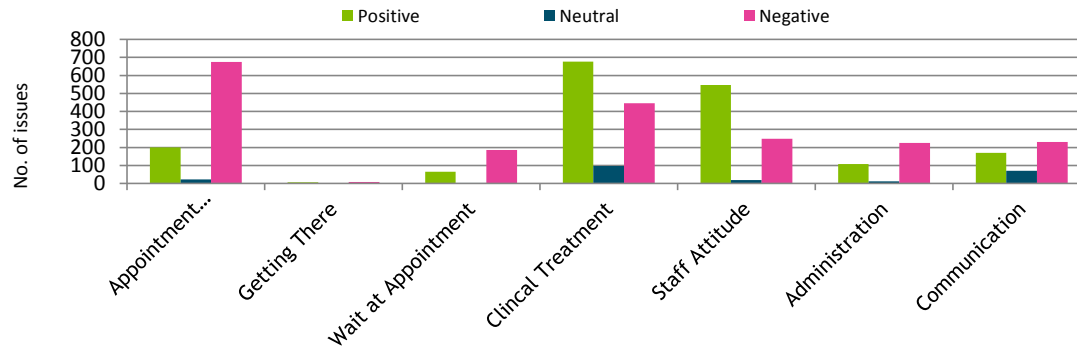
Overall patient sentiment is mixed. Clinical Treatment, Appointment Booking and Staff Attitude are considered the most important aspects of service. Sentiment about Staff Attitude is broadly positive, and marginally so on Clinical Treatment. Appointment Booking is clearly negative in sentiment.

### 2.1 Sentiment:

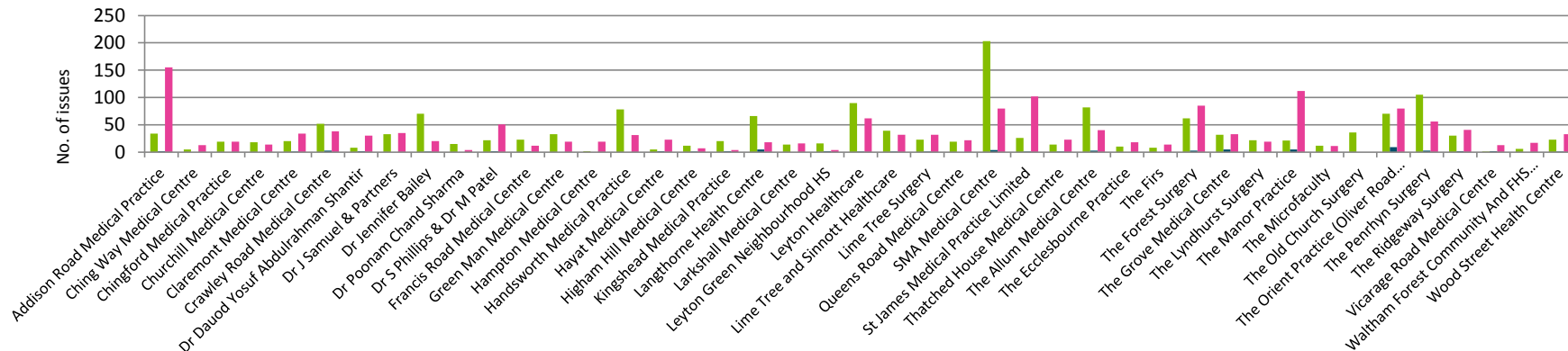
■ Positive  
■ Neutral  
■ Negative



### 2.2 Most Reported Aspects of Service:



### 2.3 Practices Receiving the Most Issues Overall:



### Practices to Watch

SMA Medical Centre receives a notable volume of positive feedback with patients at Handsworth Medical Practice, Langthorne Health Centre and Dr Jennifer Bailey also satisfied, according to comments.

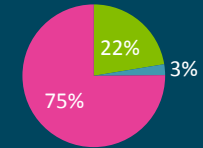
Comments suggest sentiment at Addison Road Medical Practice, The Manor Practice and St James Medical Practice is broadly negative.

## SECTION 3.1: APPOINTMENT BOOKING

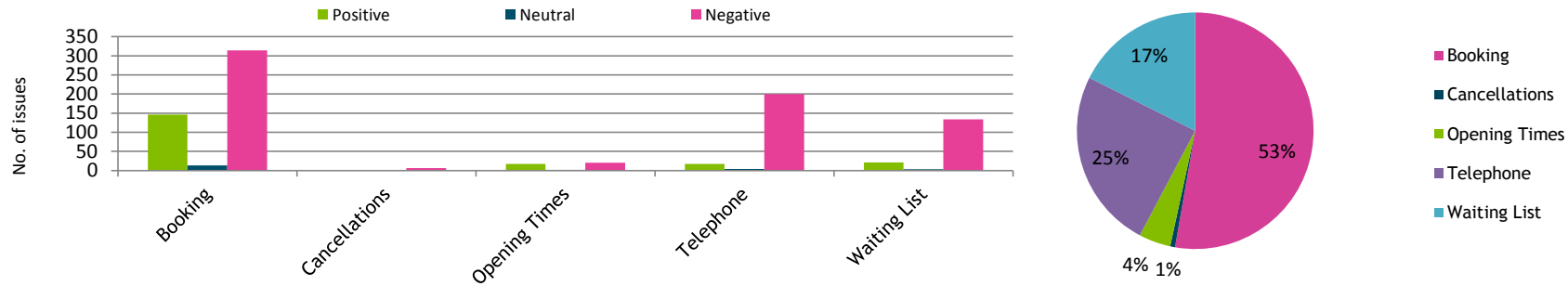
Appointment Booking is the largest negative trend overall, with positivity at just 22%. Many patients express discontent about booking systems and the inability to get appointments when required. There is widespread dissatisfaction with telephone systems, which become congested at certain times of day. 17% of issues indicate that patients sometimes wait over a day to see their GP.

### 3.1.1 Sentiment:

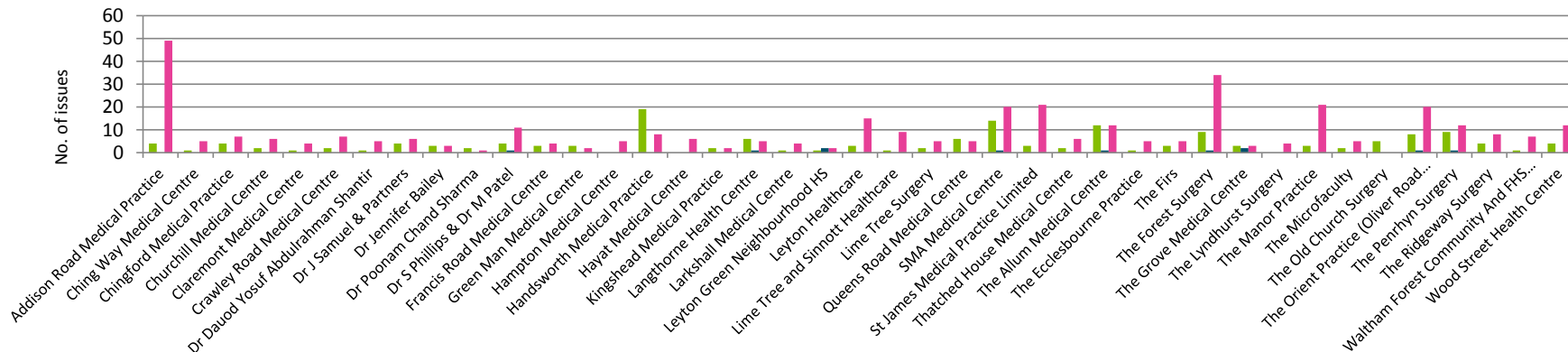
■ Positive  
■ Neutral  
■ Negative



### 3.1.2: All Aspects of Appointment Booking:



### 3.1.3 Practices Receiving the Most Issues Overall:



### Practices to Watch

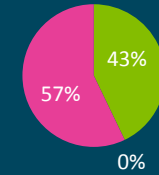
With the exception of Handsworth Medical Practice, no practices receive a notable amount of positivity. Addison Road Medical Practice and The Forest Surgery receive a notable volume of negative comments.

## SECTION 3.2: GETTING THERE

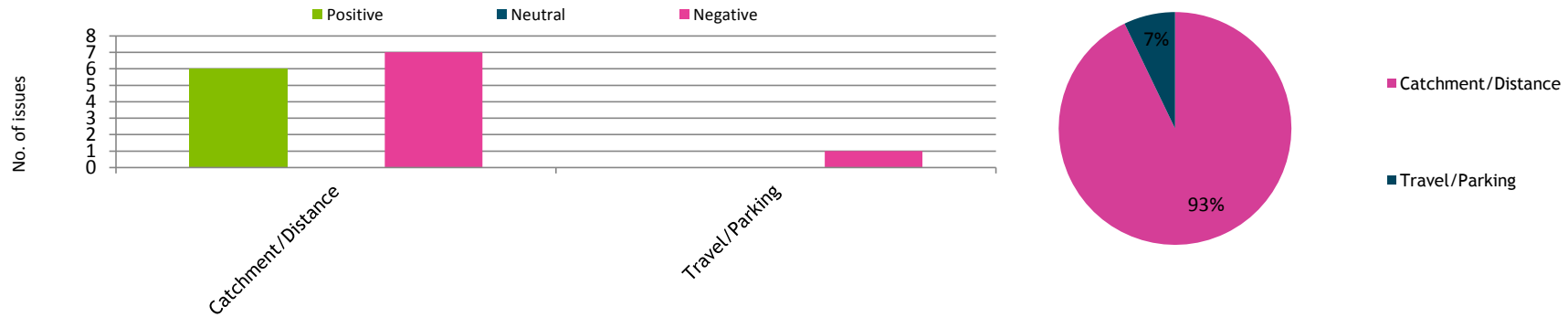
Just 1% of issues are about getting to-and-from appointments, with sentiment 57% negative overall. Sentiment on Catchment/Distance is mixed.

### 3.2.1 Sentiment:

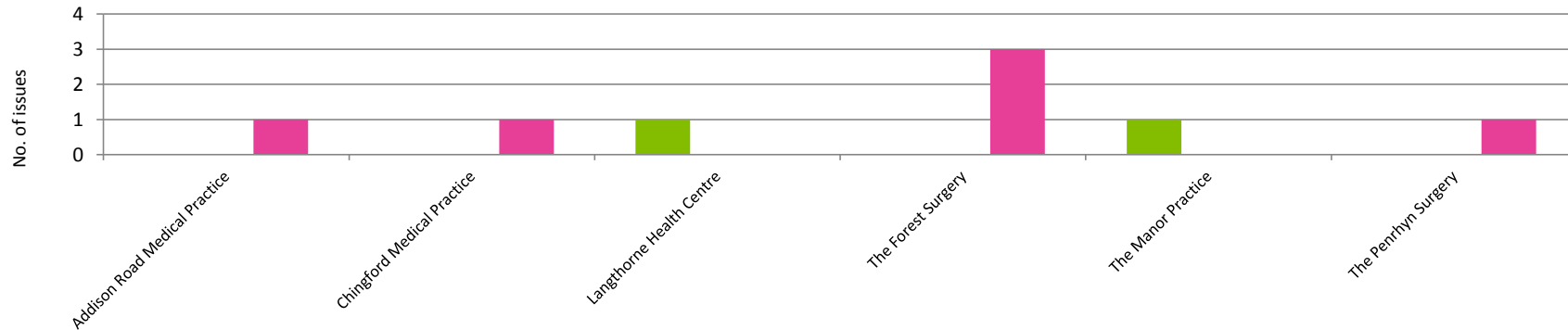
■ Positive  
■ Neutral  
■ Negative



### 3.2.2: All Aspects of Getting There:



### 3.2.3 Practices Receiving the Most Issues Overall:



### Practices to Watch

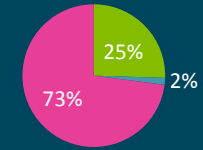
No practices receive a notable volume of comments.

## SECTION 3.3: WAIT AT APPOINTMENT

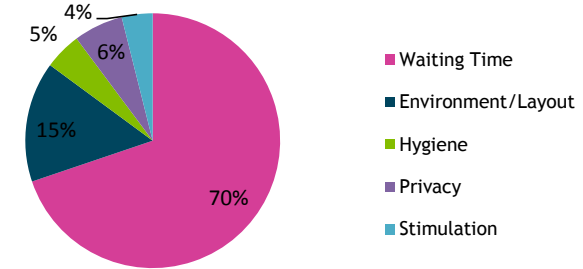
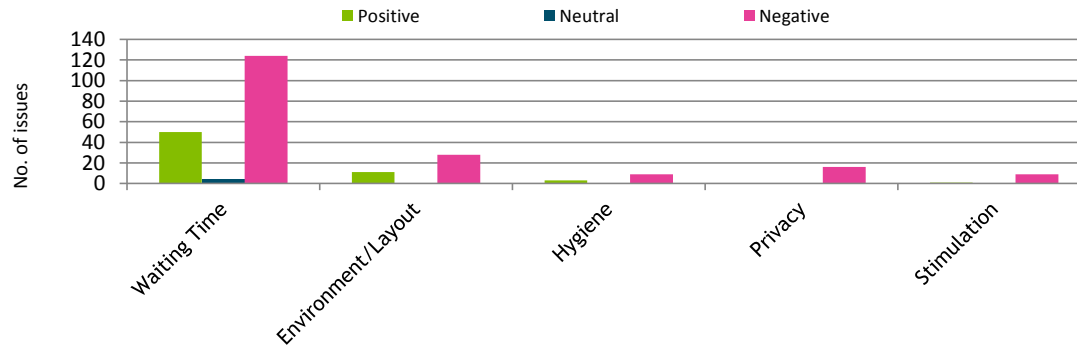
6% of issues overall are about Wait at Appointment, which is 73% negative as a topic. Many patients express discontent about waiting times.

### 3.3.1 Sentiment:

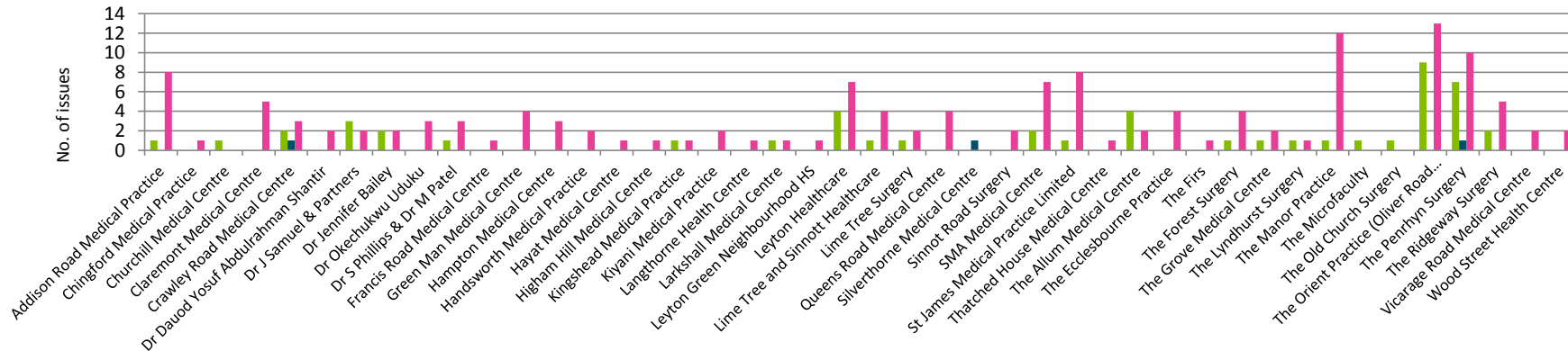
■ Positive  
■ Neutral  
■ Negative



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



### 3.3.3 Practices Receiving the Most Issues Overall:



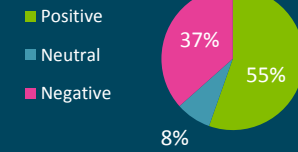
### Practices to Watch

No practices receive a notable ratio of positivity with sentiment at The Manor Practice clearly negative, according to comments.

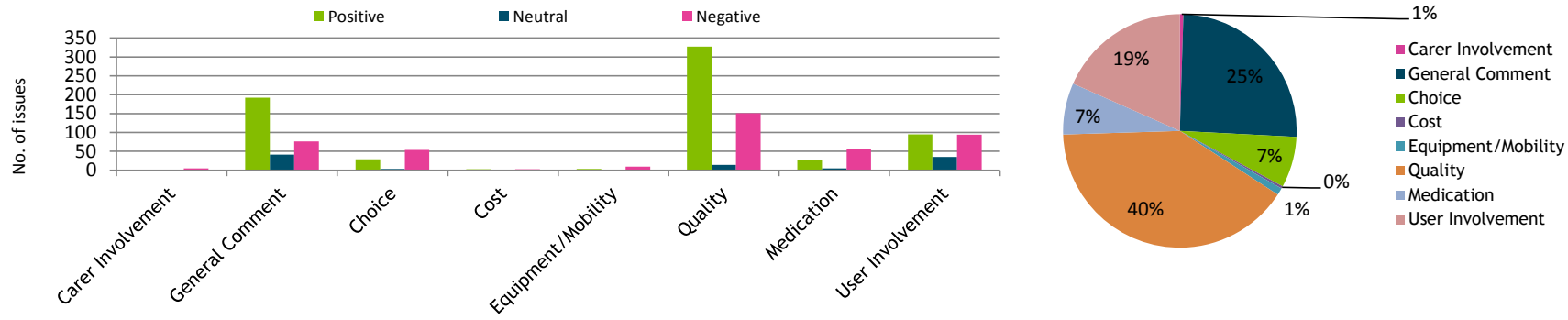
## SECTION 3.4: CLINICAL TREATMENT

Clinical Treatment receives 30% of issues overall and is 55% positive in sentiment. Patients are broadly positive about the quality of treatment received, while many made positive general comments. Sentiment on User Involvement is mixed, while marginally negative on Medication and Choice (of GP).

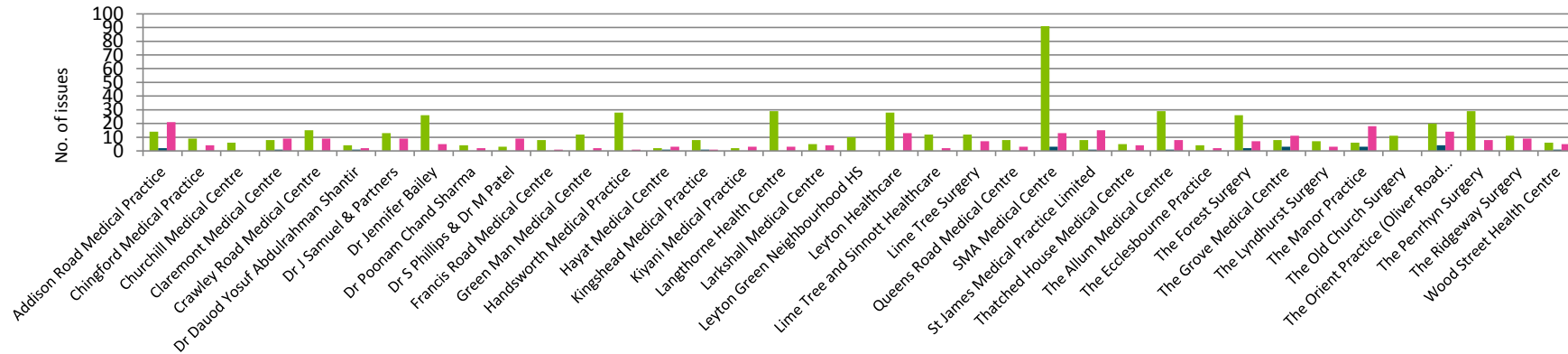
### 3.4.1 Sentiment:



### 3.4.2: All Aspects of Clinical Treatment:



### 3.4.3 Practices Receiving the Most Issues Overall:



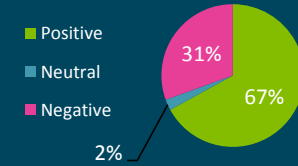
### Practices to Watch

Comments suggest sentiment at most practices is largely positive, with SMA Medical Centre (by far) receiving the largest volume of comments.

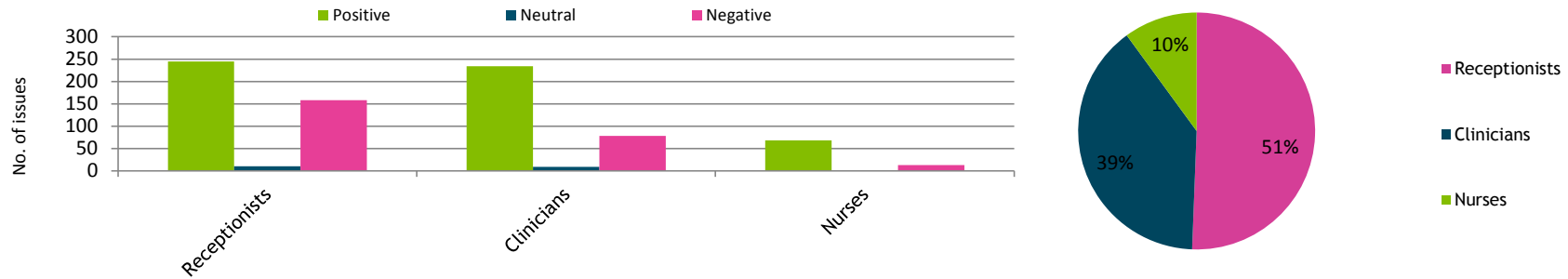
## SECTION 3.5: STAFF ATTITUDE

With 20% of issues overall, patients consider Staff Attitude to be an important aspect of service. Sentiment is broadly positive.

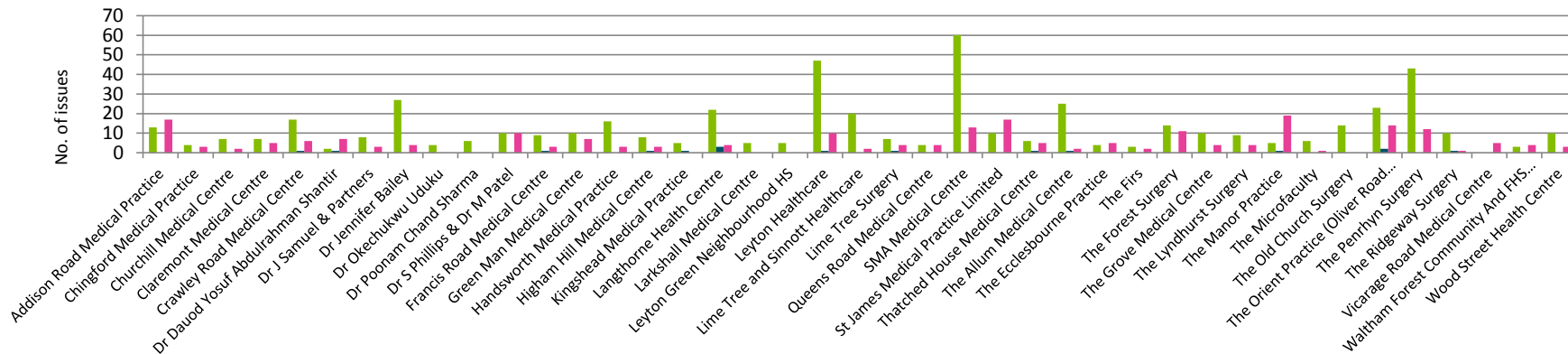
### 3.5.1 Sentiment:



### 3.5.2: All Aspects of Staff Attitude:



### 3.5.3 Practices Receiving the Most Issues Overall:



### Practices to Watch

Comments suggest sentiment at most practices is broadly positive, with patients at SMA Medical Centre, Leyton Healthcare and The Penrhyn Surgery clearly satisfied.

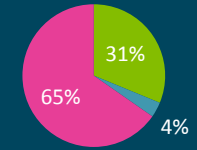


## SECTION 3.6: ADMINISTRATION

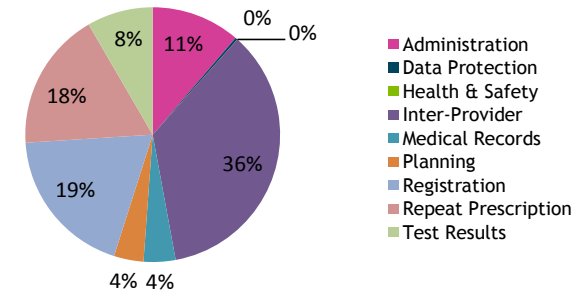
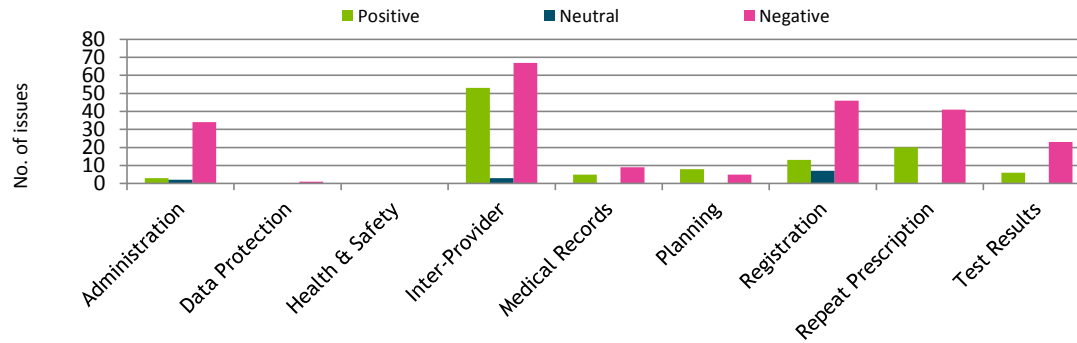
Administration receives 9% of issues overall. It is expected that patients will generally comment about Administration when dissatisfied. Sentiment is 65% negative. Sentiment is mixed about Inter-Provider Involvement (this includes Referrals), and broadly negative on Registration, Repeat Prescription and Administration.

### 3.6.1 Sentiment:

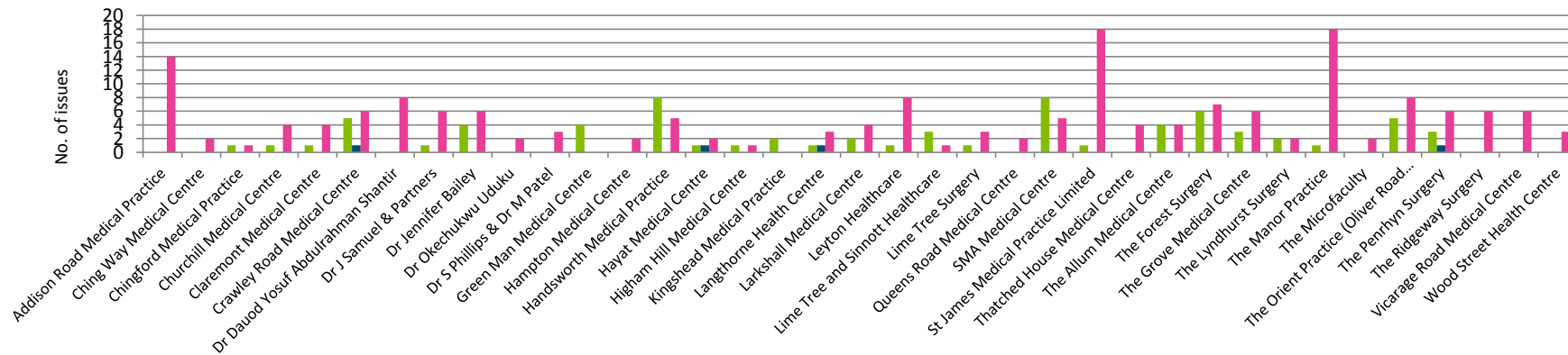
■ Positive  
■ Neutral  
■ Negative



### 3.6.2: All Aspects of Administration:



### 3.6.3 Practices Receiving the Most Issues Overall:



### Practices to Watch

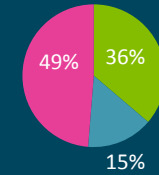
Comments suggest sentiment at most practices is negative, particularly so at St James Medical Practice, The Manor Practice and Addison Road Medical Practice.

## SECTION 3.7: COMMUNICATION

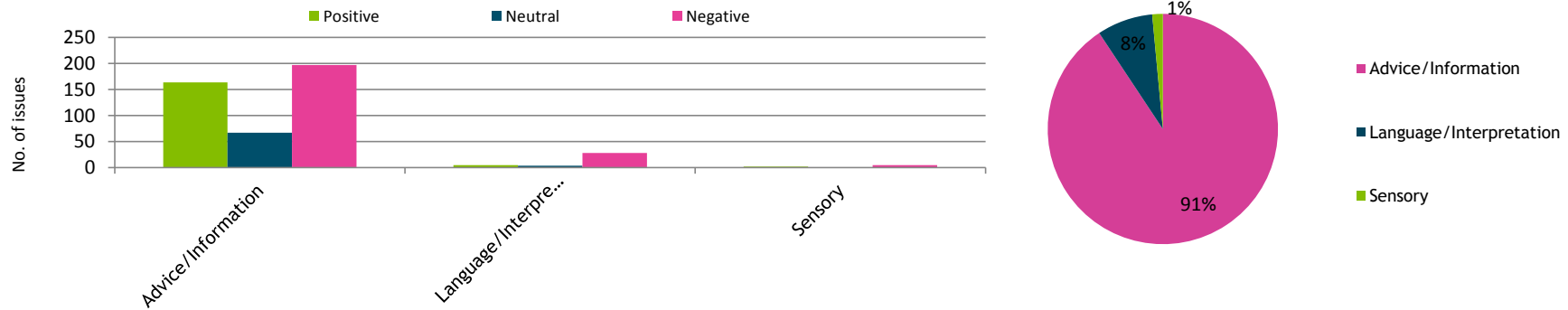
Communication receives 12% of issues overall and is marginally negative in sentiment. The vast majority of issues are about access to advice and information, which is marginally negative in sentiment.

### 3.7.1 Sentiment:

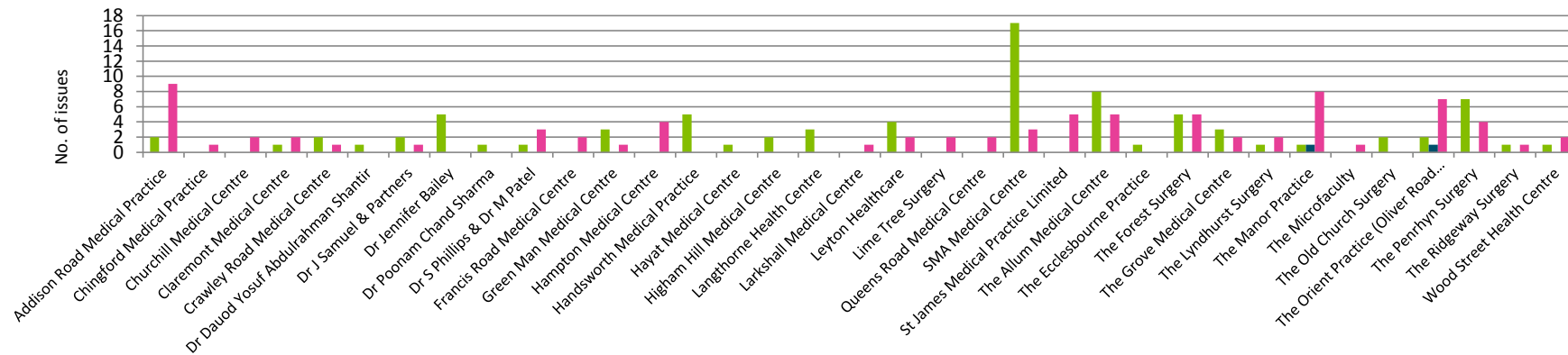
Positive  
Neutral  
Negative



### 3.7.2: All Aspects of Communication:



### 3.7.3 Practices Receiving the Most Issues Overall:



### Practices to Watch

Comments suggest sentiment at SMA Medical Centre is clearly positive.

