



## 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.

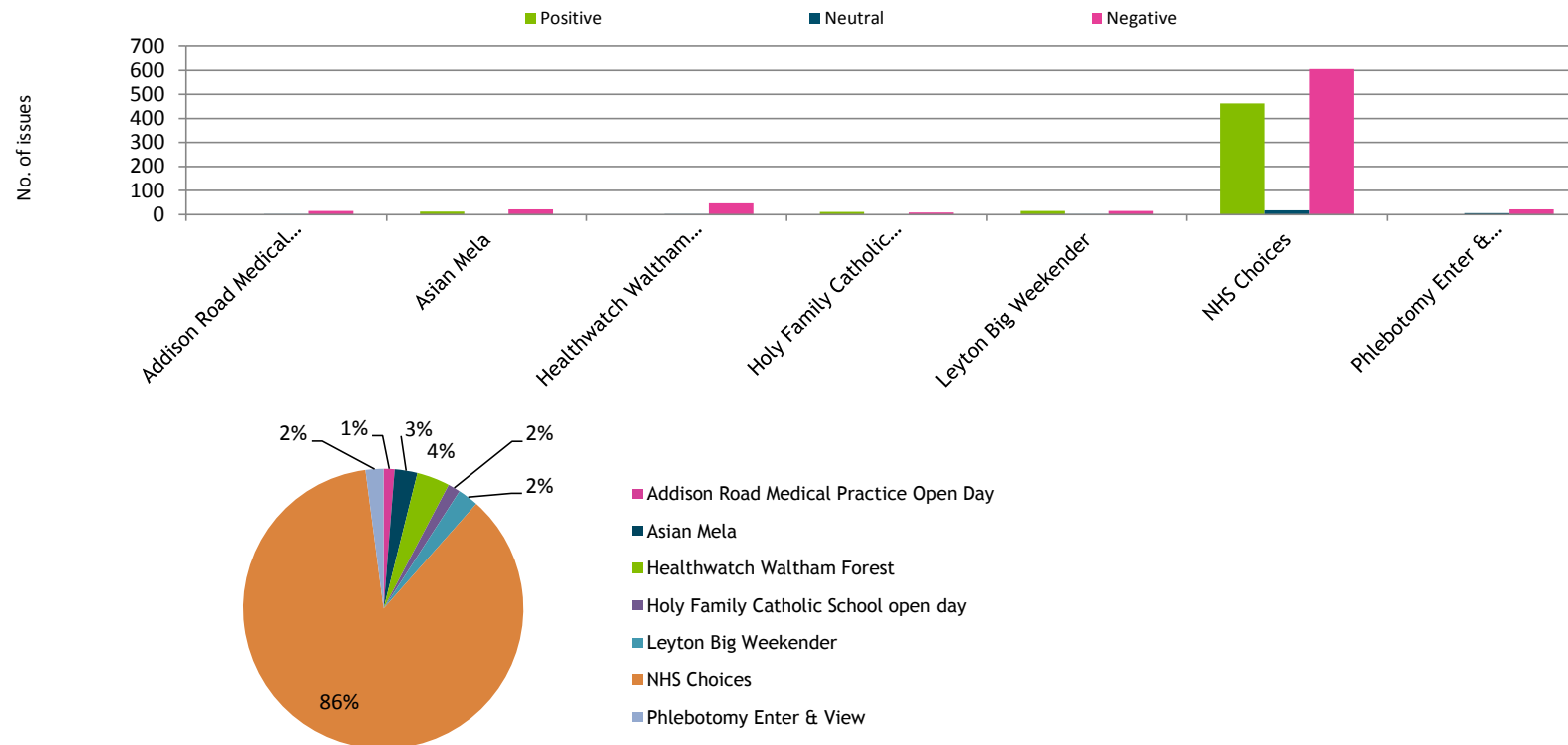
## SECTION 1: REPORT CONTENT

1.1: Reporting Period:

Healthwatch Waltham Forest has identified 1570 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).

From: 01/07/2015  
To: 30/06/2016

### 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.

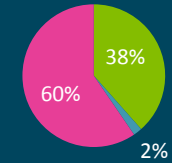
Report Date: 30/08/2016

## SECTION 2: TOP OVERALL TRENDS

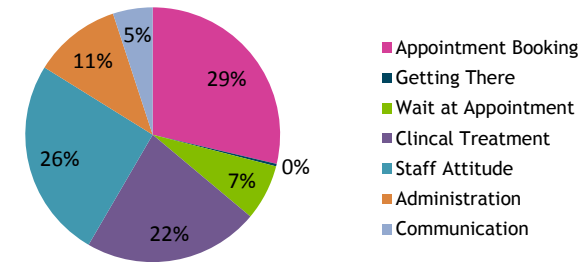
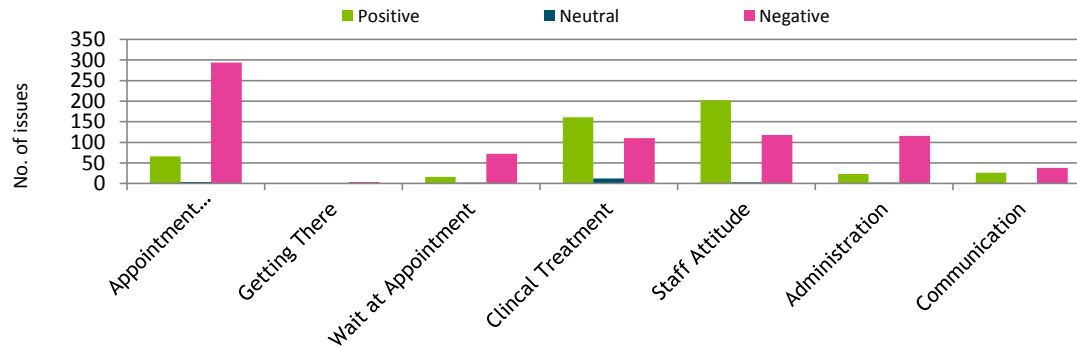
Overall patient sentiment is 60% negative. Appointment Booking, Staff Attitude and Clinical Treatment are considered the most important aspects of service. Sentiment about Staff Attitude and Clinical Treatment is positive overall, but clearly negative on Appointment Booking. Administration and Wait at Appointment also receive a notable volume of negative comments.

### 2.1 Sentiment:

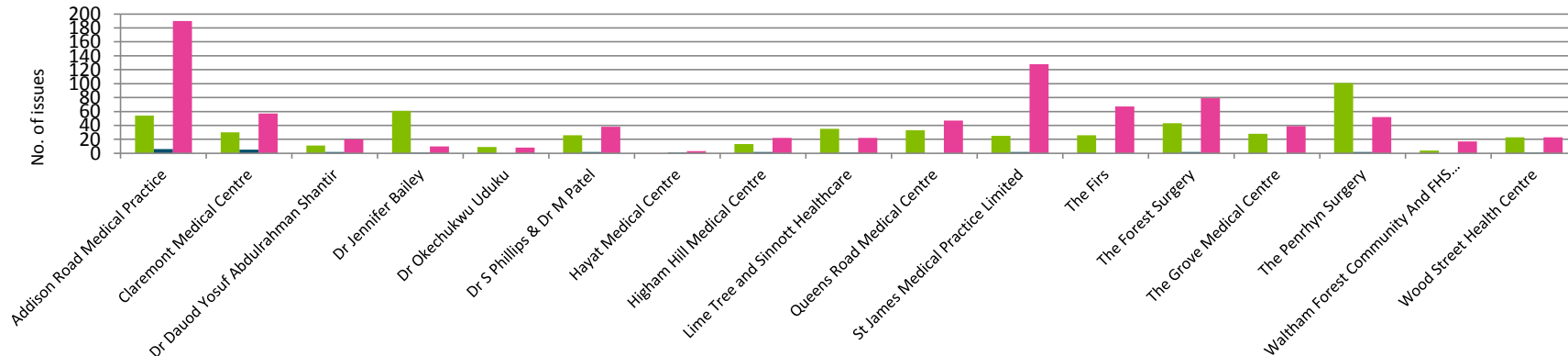
■ Positive  
■ Neutral  
■ Negative



### 2.2 Most Reported Aspects of Service:



### 2.3 Practices Receiving the Most Issues Overall:



### Practices to Watch

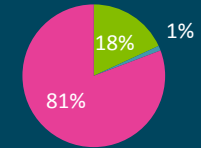
Sentiment at Addison Road Medical Practice and St James Medical Practice is broadly negative, according to comments. Comments suggest patients at Dr Jennifer Bailey appear to be the most satisfied with the service overall, with The Penrhyn Surgery also receiving a good volume of positive comments.

## SECTION 3.1: APPOINTMENT BOOKING

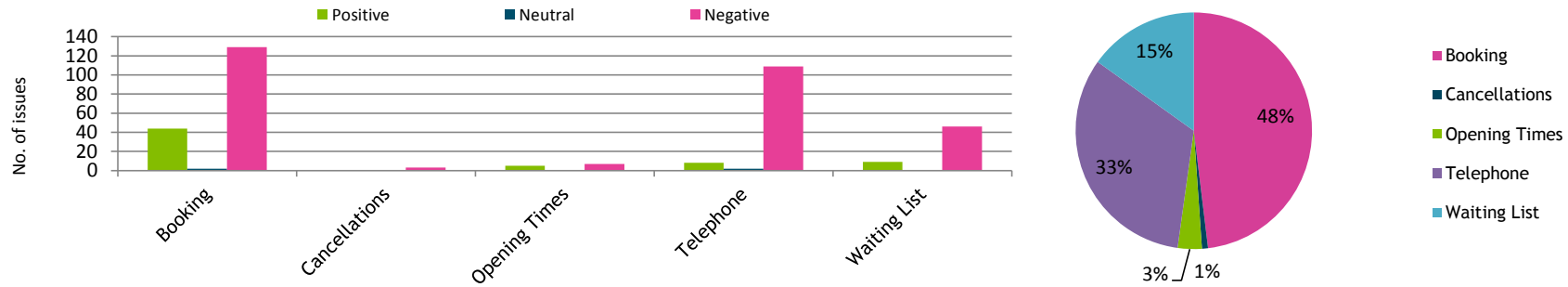
Appointment Booking is the largest negative trend overall, with positivity at just 18%. Many patients express discontent about booking systems and the inability to get appointments when required. There is also widespread dissatisfaction with telephone systems, which become congested at certain times of day. 15% of issues indicate that patients sometimes wait over a day to see their GP.

### 3.1.1 Sentiment:

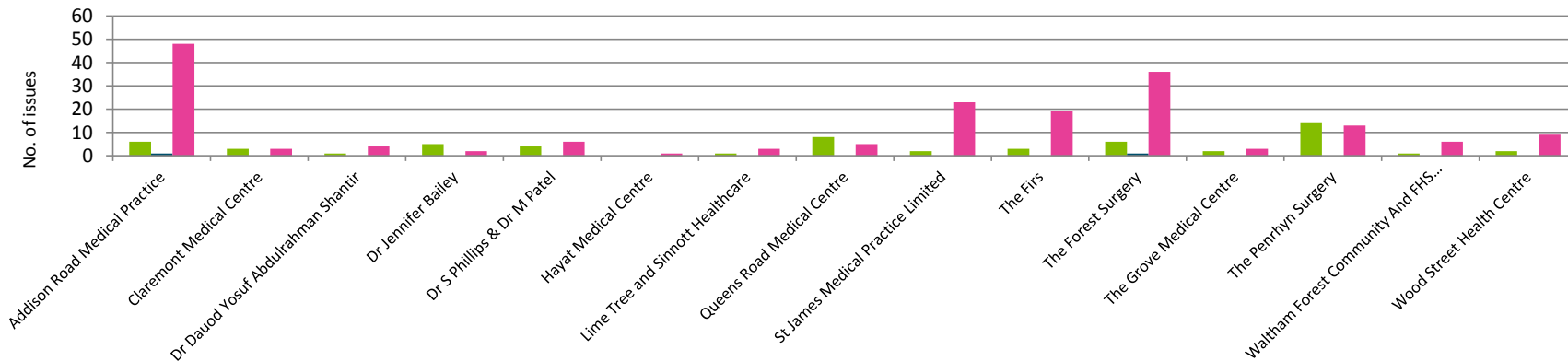
■ Positive  
■ Neutral  
■ Negative



### 3.1.2: All Aspects of Appointment Booking:



### 3.1.3 Practices Receiving the Most Issues Overall:



#### Practices to Watch

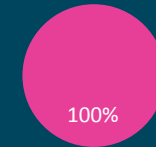
At most practices, sentiment around Appointment Booking is largely negative, and clearly so at Addison Road Medical Practice, The Forest Surgery and St James Medical Practice, according to comments.

## SECTION 3.2: GETTING THERE

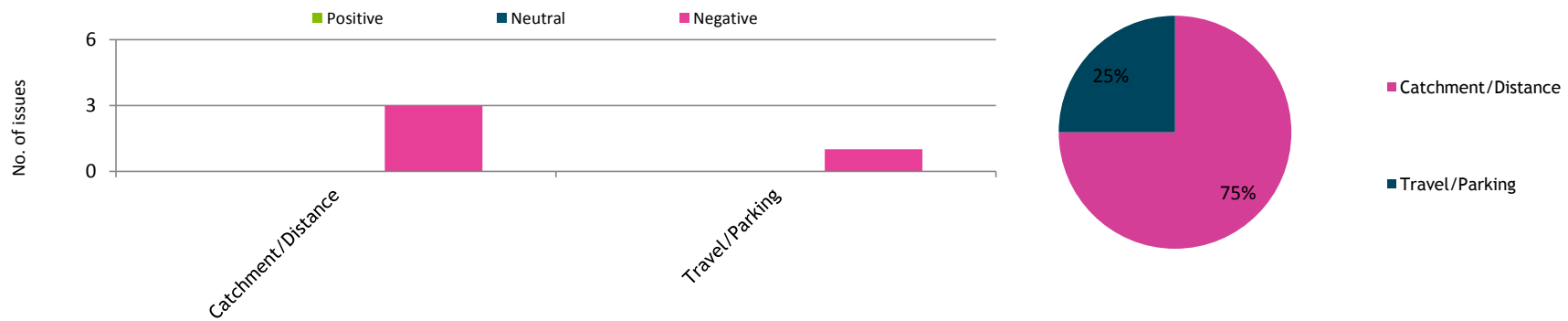
Just 1% of issues are about getting to-and-from appointments.

### 3.2.1 Sentiment:

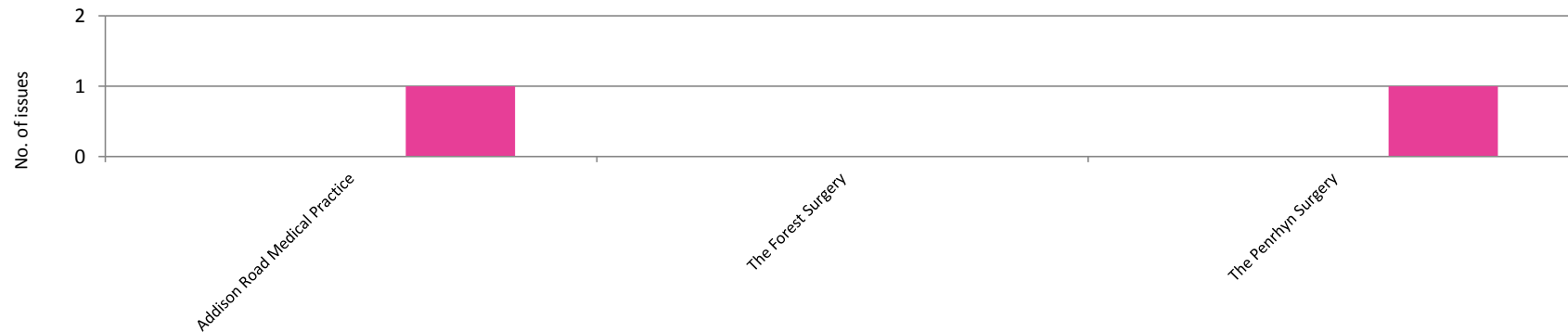
■ Positive  
■ Neutral  
■ Negative



### 3.2.2: All Aspects of Getting There:



### 3.2.3 Practices Receiving the Most Issues Overall:



### Practices to Watch

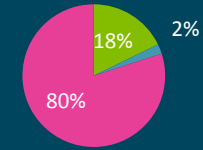
No practices receive a notable volume of comments.

## SECTION 3.3: WAIT AT APPOINTMENT

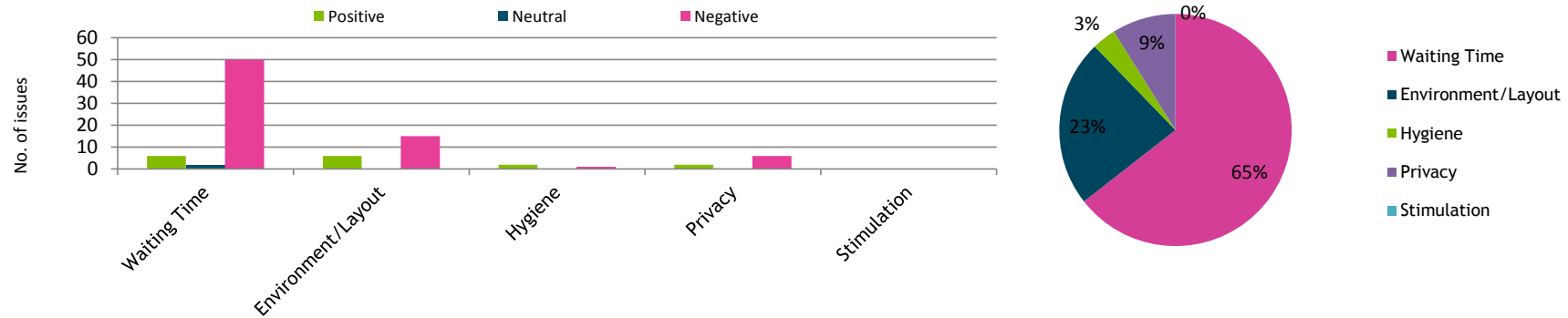
7% of issues overall are about Wait at Appointment, which is 80% negative as a topic. Many patients express discontent about waiting times.

### 3.3.1 Sentiment:

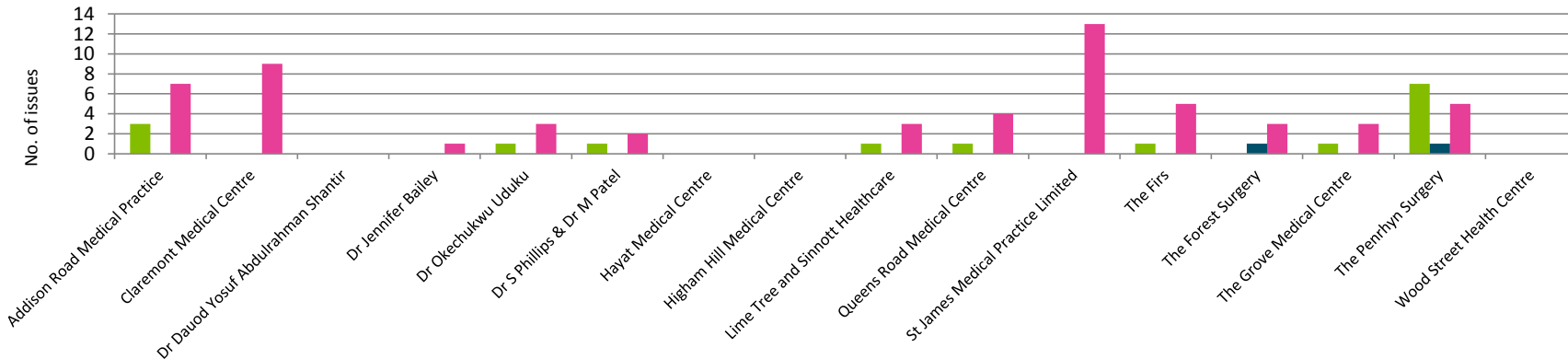
■ Positive  
■ Neutral  
■ Negative



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



### 3.3.3 Practices Receiving the Most Issues Overall:



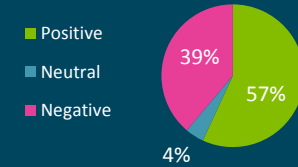
#### Practices to Watch

St. James Medical Practice receives the largest ratio of negative issues - 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.

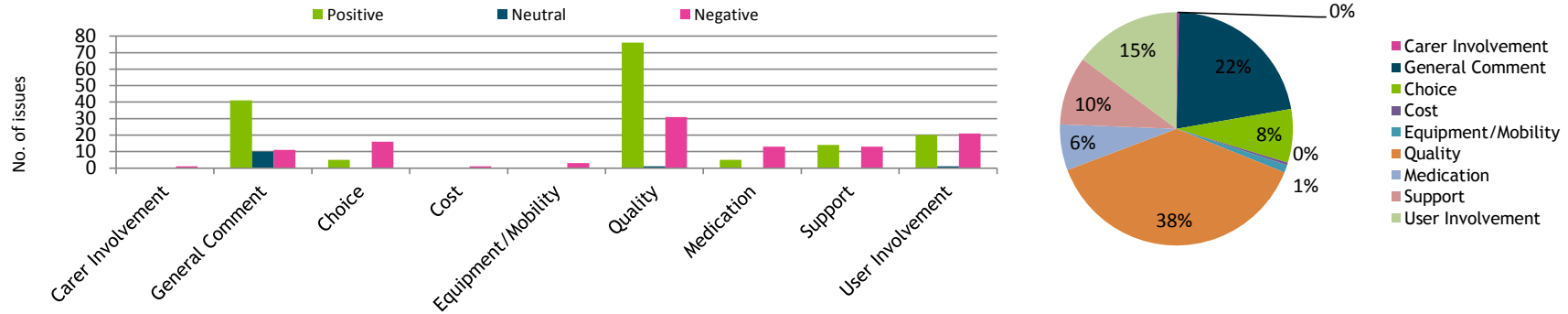
## SECTION 3.4: CLINICAL TREATMENT

Clinical Treatment receives 22% of issues overall, and is 57% positive as a topic. Sentiment is broadly positive about the quality of treatment received, while mixed on user involvement.

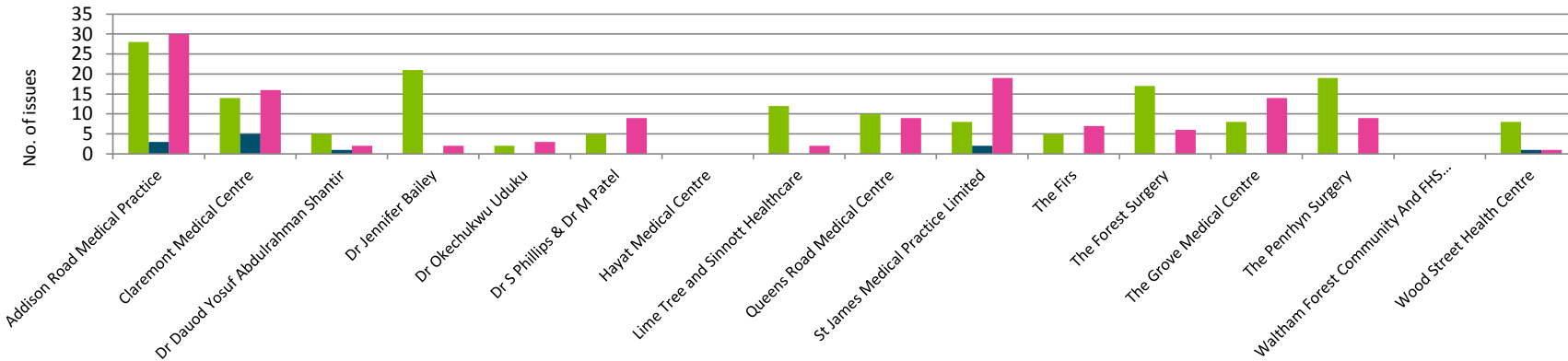
### 3.4.1 Sentiment:



### 3.4.2: All Aspects of Clinical Treatment:



### 3.4.3 Practices Receiving the Most Issues Overall:



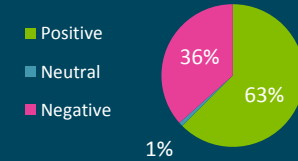
#### Practices to Watch

According to comments, patients at Dr Jennifer Bailey are the most satisfied with the treatment received, with The Penrhyn Surgery and The Forest Surgery also receiving a good volume of positive comments. Comments suggest sentiment at St James Medical Practice is broadly negative, and marginally so at Addison Road Medical Practi ce.

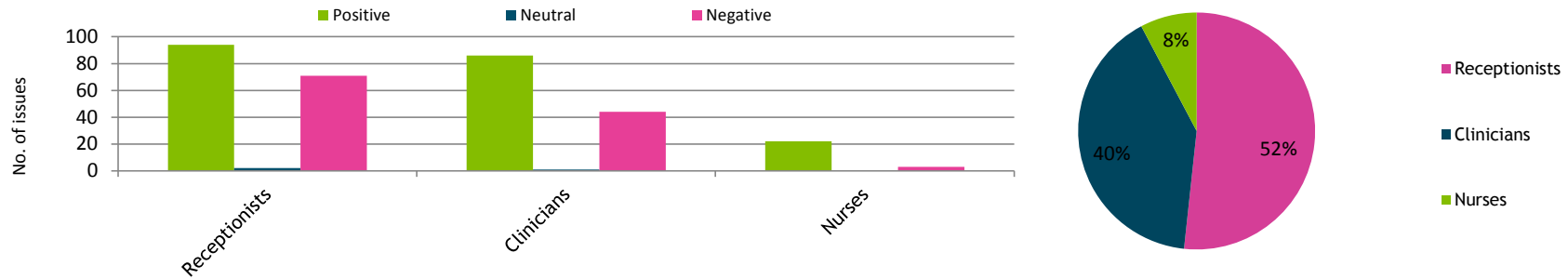
## SECTION 3.5: STAFF ATTITUDE

Staff Attitude receives 26% of comments overall and is 63% positive as a topic. Sentiment is broadly positive for Clinicians and Nurses, while marginally so for Receptionists.

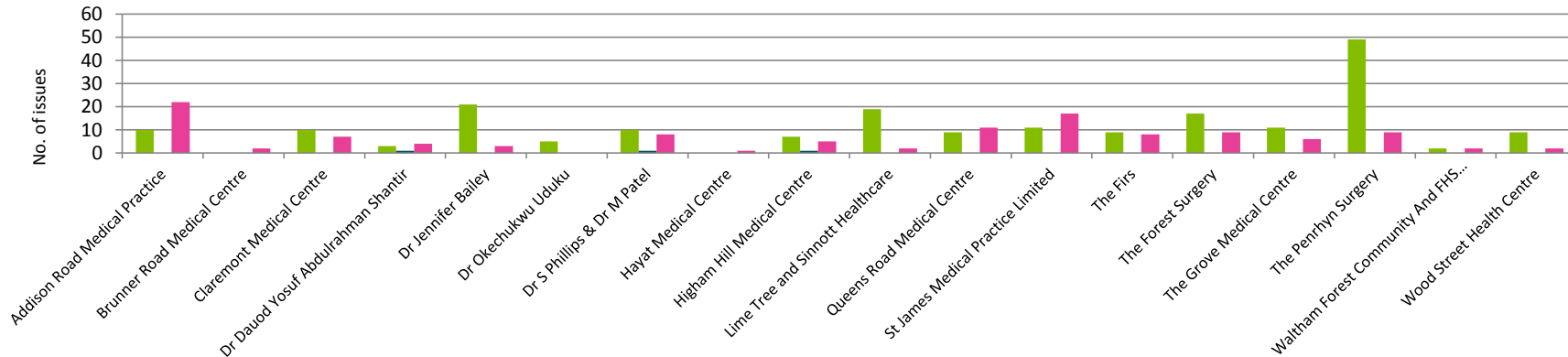
### 3.5.1 Sentiment:



### 3.5.2: All Aspects of Staff Attitude:



### 3.5.3 Practices Receiving the Most Issues Overall:



#### Practices to Watch

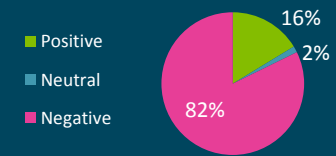
The Penrhyn Surgery receives a notable volume of positive comments, with sentiment at Dr Jennifer Bailey and Lime Tree and Sinnott Healthcare also broadly positive. Comments suggest sentiment at Addison Road Medical Practice is broadly negative.



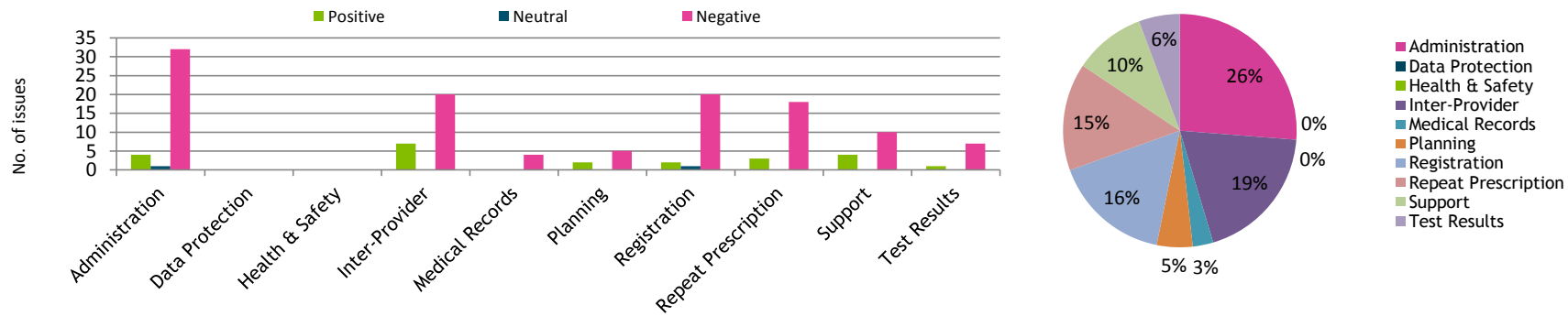
## SECTION 3.6: ADMINISTRATION

Administration receives 11% of issues overall. It is expected that patients will generally comment about Administration when dissatisfied. Sentiment is 82% negative. Most negativity is about administrative processes, inter-provider (this includes referrals), and ability to register, and get repeat prescriptions.

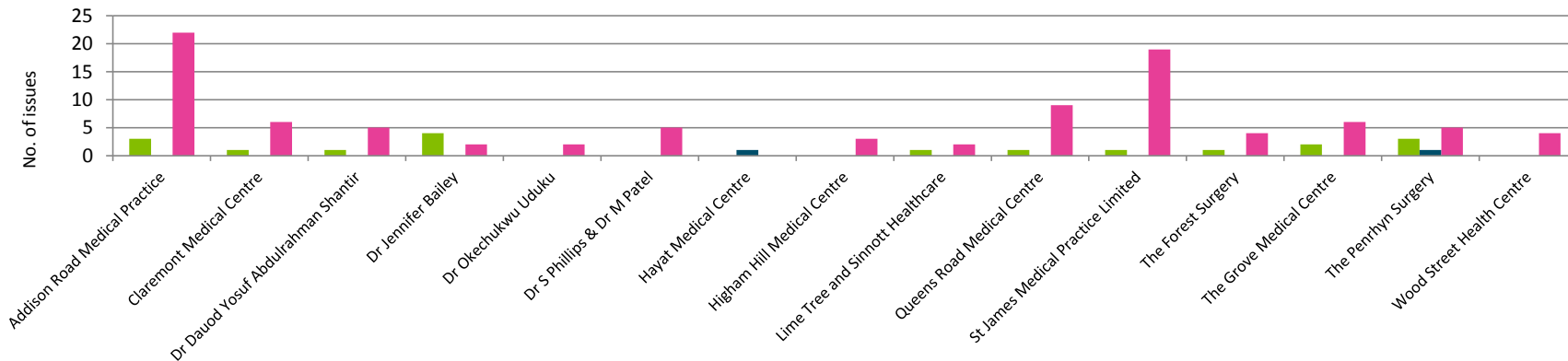
### 3.6.1 Sentiment:



### 3.6.2: All Aspects of Administration:



### 3.6.3 Practices Receiving the Most Issues Overall:



#### Practices to Watch

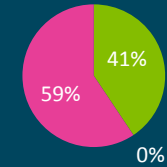
Addison Road Medical Practice and St James Medical Practice receive the largest volume of negative comments, by some margin.

## SECTION 3.7: COMMUNICATION

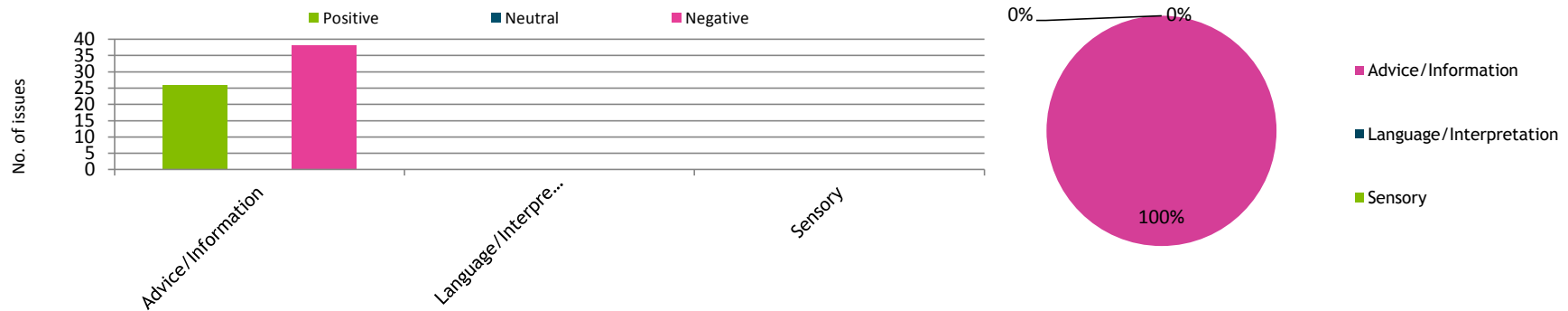
Communication receives 5% of issues overall.  
All issues are about access to advice and information, which marginally negative in sentiment.

### 3.7.1 Sentiment:

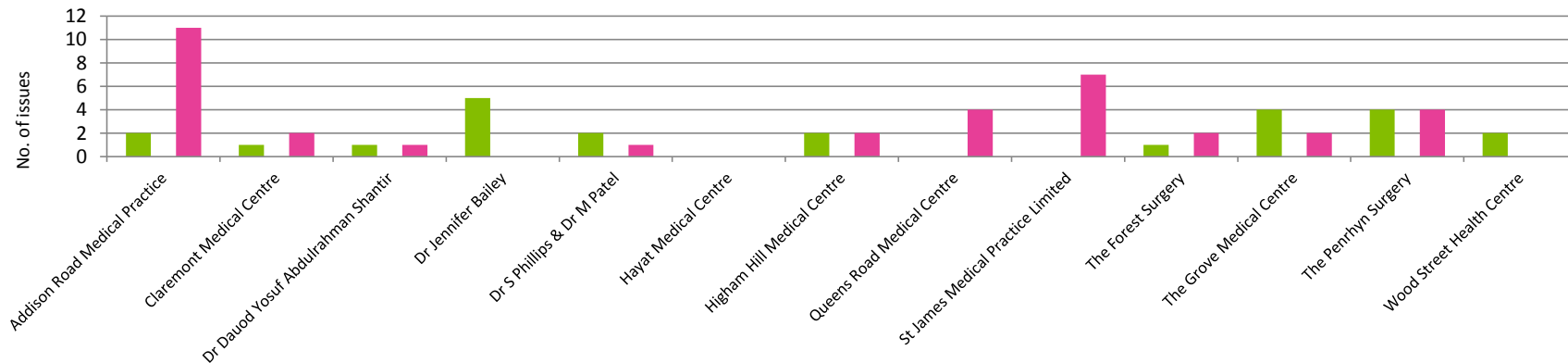
■ Positive  
■ Neutral  
■ Negative



### 3.7.2: All Aspects of Communication:



### 3.7.3 Practices Receiving the Most Issues Overall:



#### Practices to Watch

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

