



## 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.

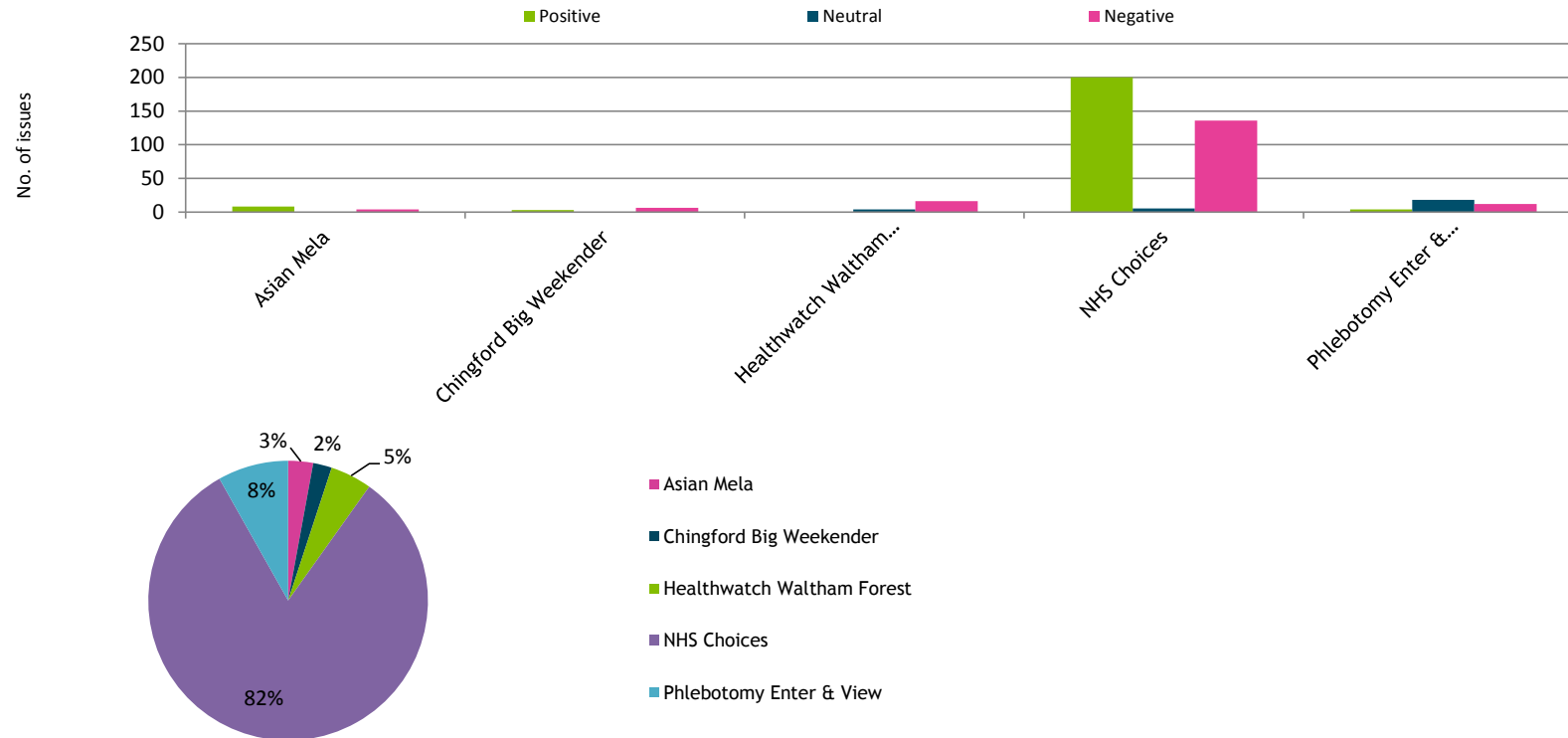
## SECTION 1: REPORT CONTENT

1.1: Reporting Period:

Healthwatch Waltham Forest has identified 635 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: 01/07/2015  
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.

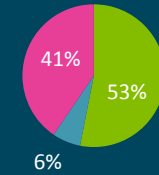
Report Date: 30/08/2016

## SECTION 2: TOP OVERALL TRENDS

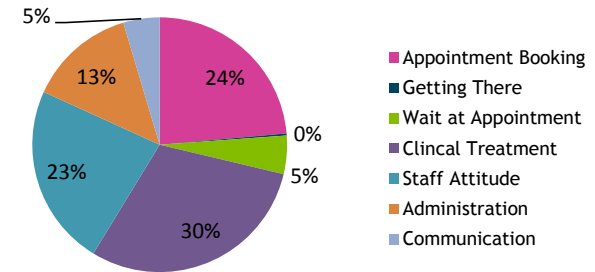
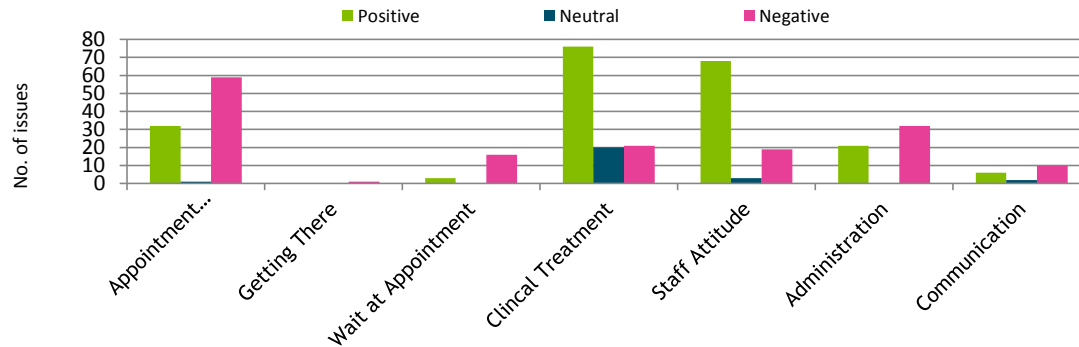
Overall patient sentiment is 53% positive. Clinical Treatment, Appointment Booking and Staff Attitude are considered the most important aspects of service. Sentiment about Clinical Treatment and Staff Attitude is clearly positive. Appointment Booking is broadly negative in sentiment.

### 2.1 Sentiment:

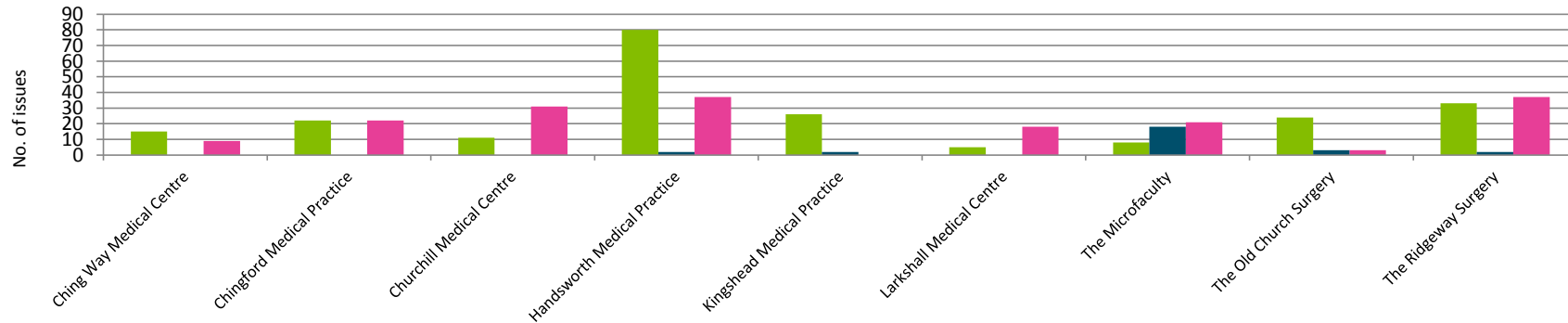
■ Positive  
■ Neutral  
■ Negative



### 2.2 Most Reported Aspects of Service:



### 2.3 Practices Receiving the Most Issues Overall:



### Practices to Watch

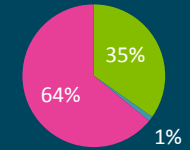
Handsworth Medical Practice receives the largest volume of comments, and sentiment is broadly positive overall. The Old Church Surgery and Kingshead Medical Practice also receive a good volume of positive comments. Sentiment at The Ridgeway Surgery is marginally negative, while broadly so at Churchill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

## SECTION 3.1: APPOINTMENT BOOKING

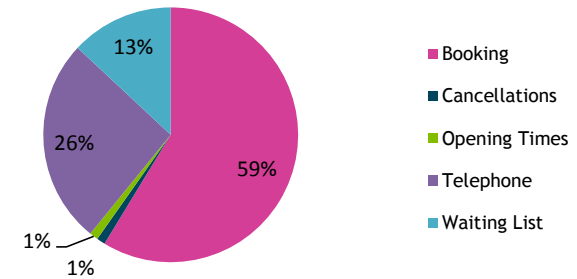
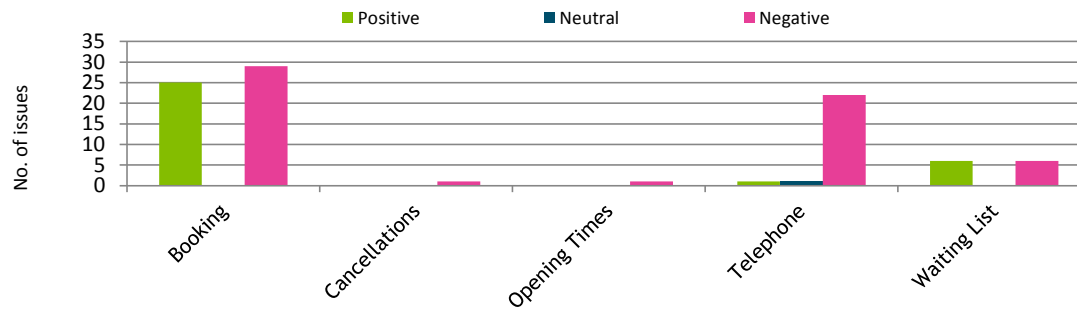
### 3.1.1 Sentiment:

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.

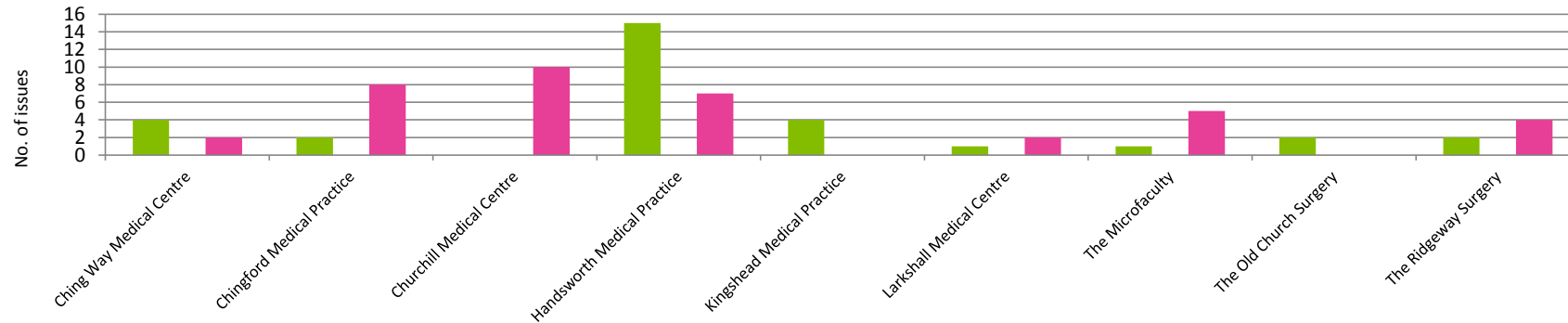
■ Positive  
■ Neutral  
■ Negative



### 3.1.2: All Aspects of Appointment Booking:



### 3.1.3 Practices Receiving the Most Issues Overall:



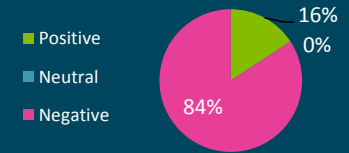
#### Practices to Watch

Handsworth Medical Practice receives the largest volume of comments, and sentiment is broadly positive overall. Comments suggest sentiment at Churchill Medical Centre is broadly negative.

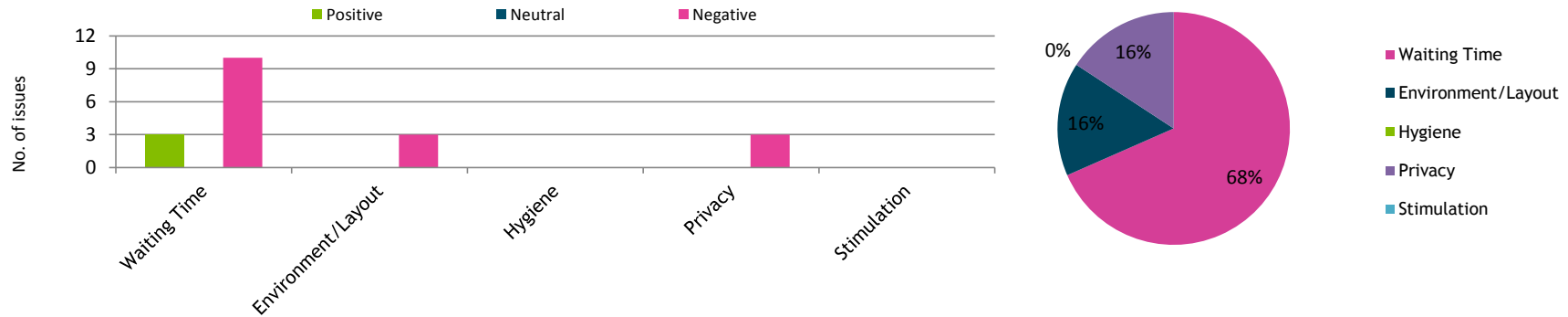
## SECTION 3.3: WAIT AT APPOINTMENT

5% of issues overall are about Wait at Appointment, which is 84% negative as a topic. Sentiment about waiting times is broadly negative.

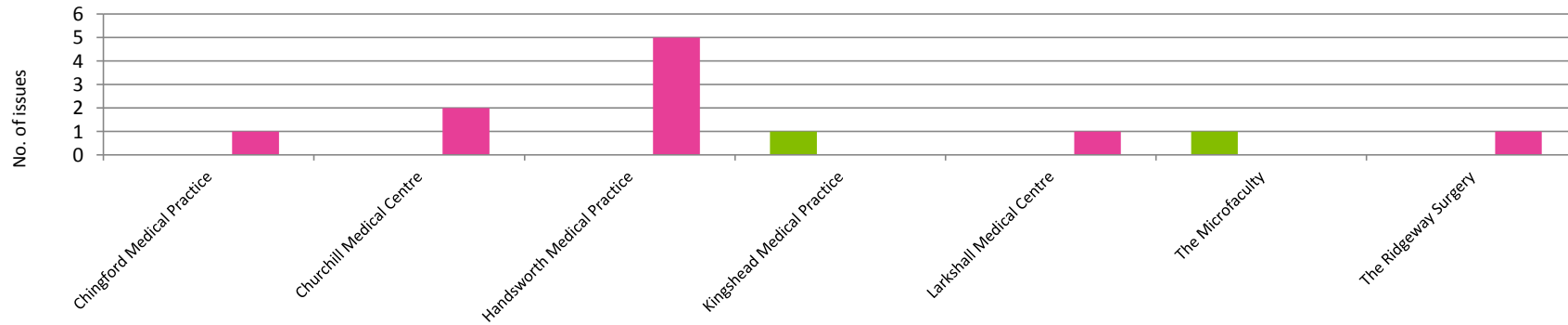
### 3.3.1 Sentiment:



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



### 3.3.3 Practices Receiving the Most Issues Overall:



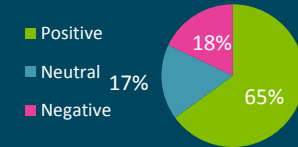
#### Practices to Watch

Comments suggest sentiment at Handsworth Medical Practice is broadly negative.

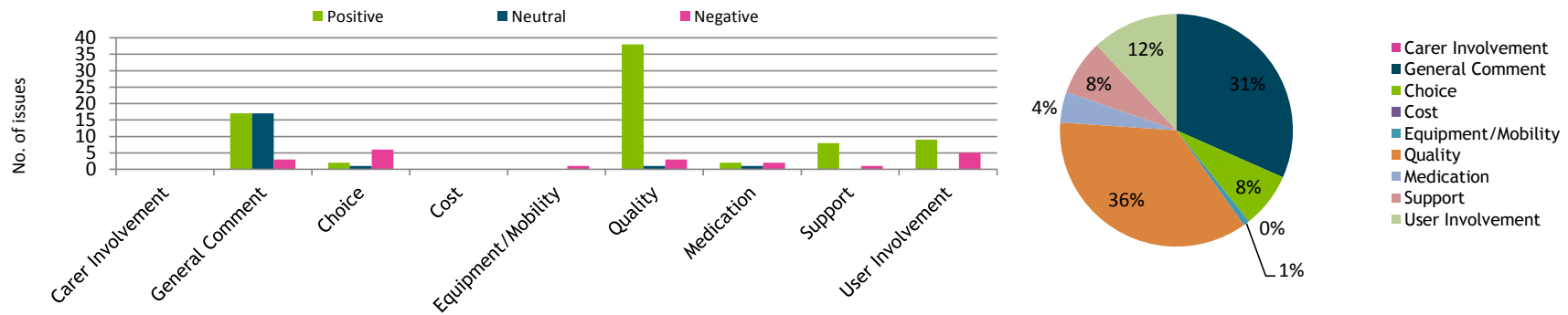
## SECTION 3.4: CLINICAL TREATMENT

Clinical Treatment receives 30% of issues overall and sentiment is broadly positive. Patients are broadly positive about the quality of treatment received.

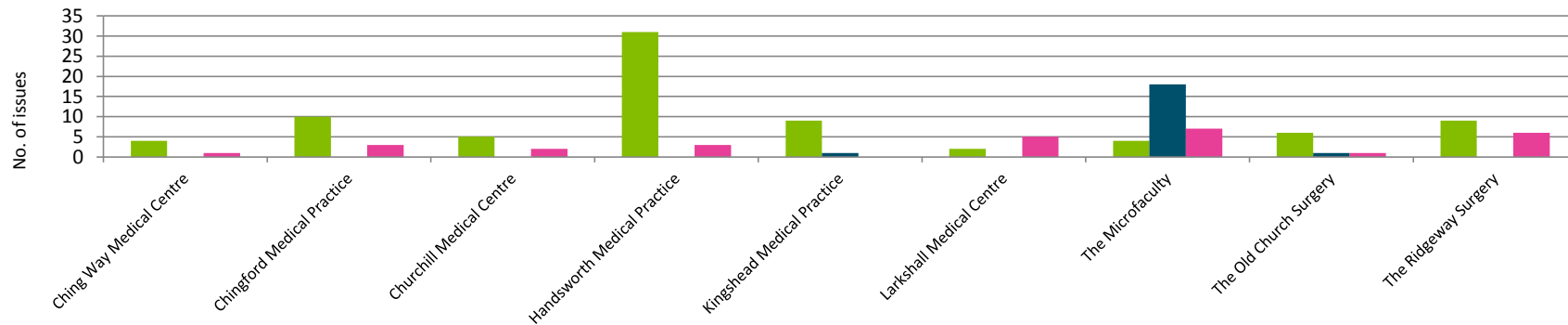
### 3.4.1 Sentiment:



### 3.4.2: All Aspects of Clinical Treatment:



### 3.4.3 Practices Receiving the Most Issues Overall:



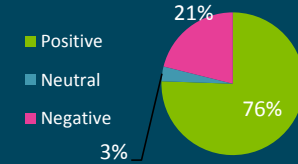
### Practices to Watch

Handsworth Medical Practice receives a good volume of positive comments, while sentiment at The Microfaculty is mixed, according to comments.

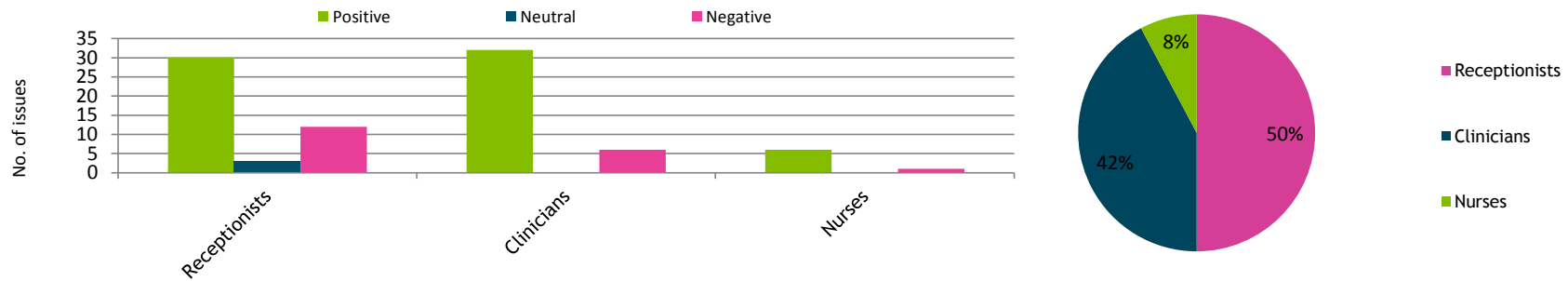
## SECTION 3.5: STAFF ATTITUDE

Staff Attitude receives 23% of issues overall and sentiment is broadly positive.

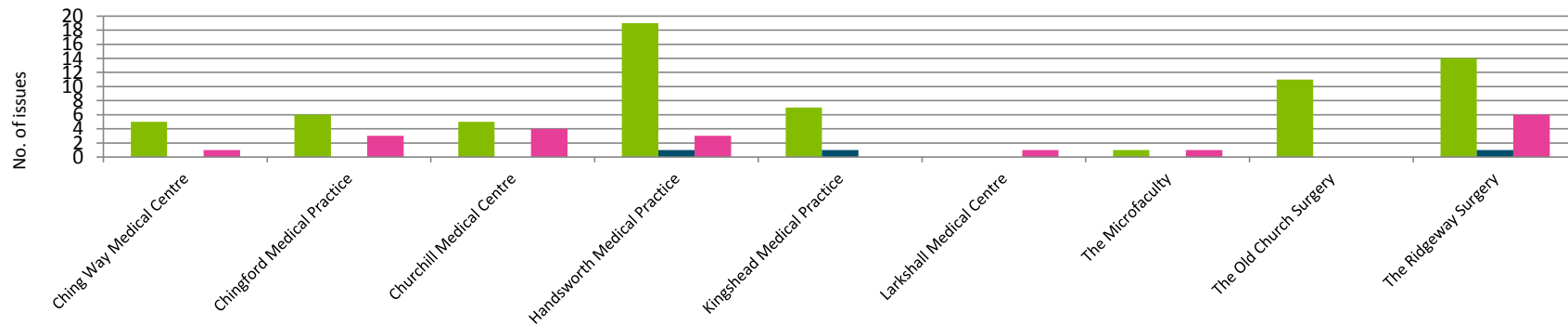
### 3.5.1 Sentiment:



### 3.5.2: All Aspects of Staff Attitude:



### 3.5.3 Practices Receiving the Most Issues Overall:



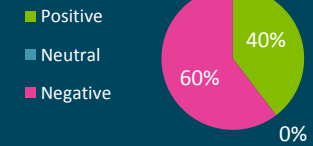
#### Practices to Watch

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.

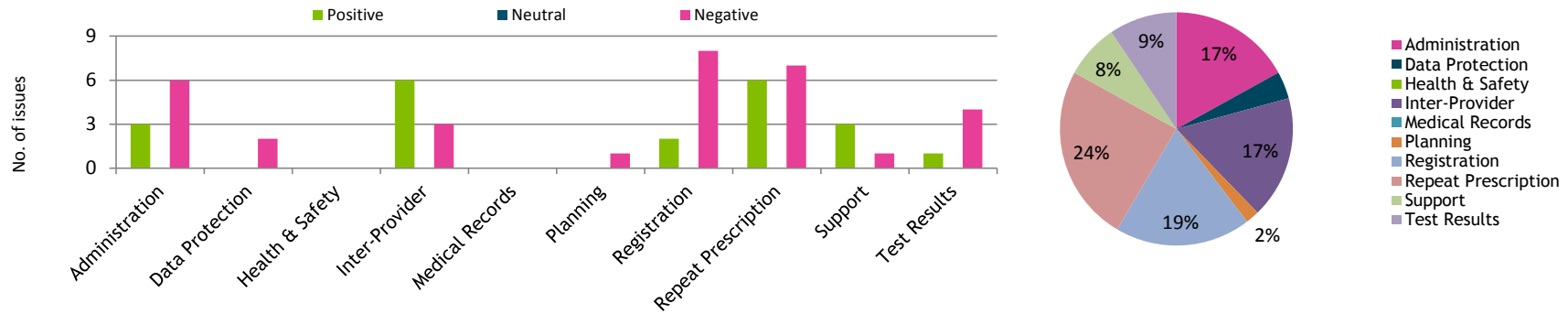
## SECTION 3.6: ADMINISTRATION

Administration receives 13% 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.

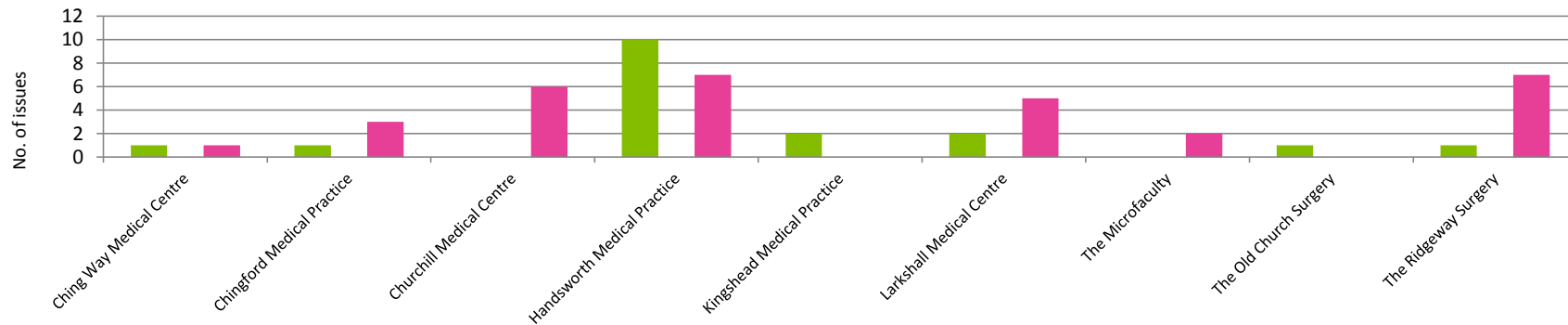
### 3.6.1 Sentiment:



### 3.6.2: All Aspects of Administration:



### 3.6.3 Practices Receiving the Most Issues Overall:



#### Practices to Watch

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

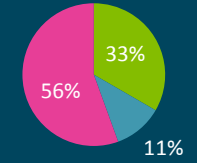


## SECTION 3.7: COMMUNICATION

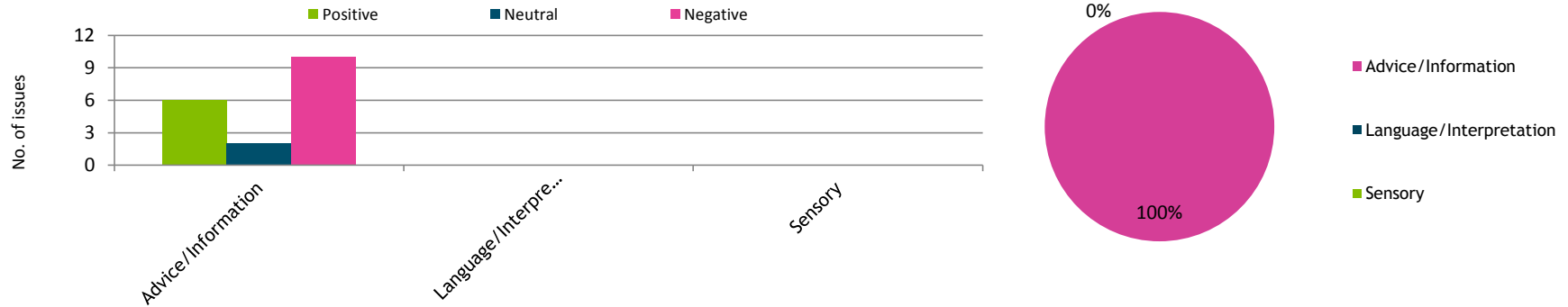
Communication receives 5% of issues overall and is marginally negative in sentiment. All issues are about access to advice and information.

### 3.7.1 Sentiment:

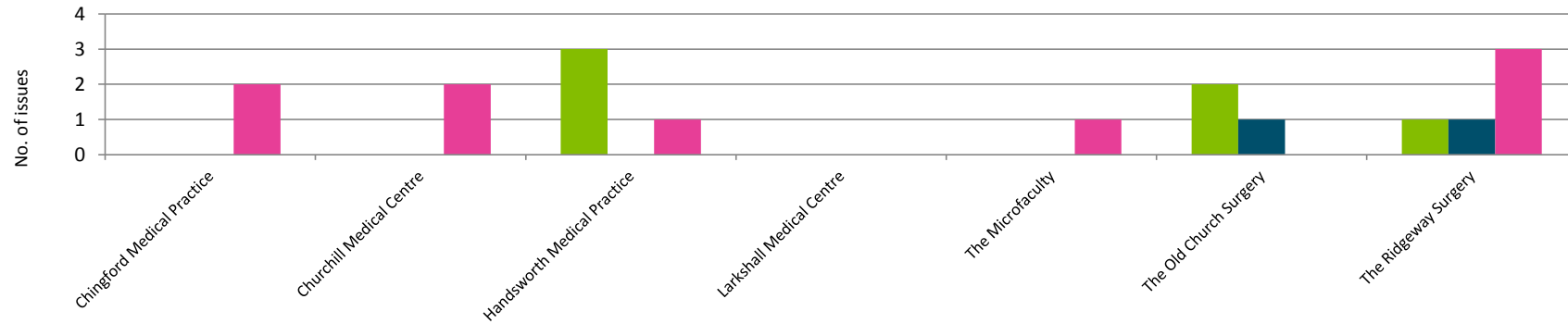
■ Positive  
■ Neutral  
■ Negative



### 3.7.2: All Aspects of Communication:



### 3.7.3 Practices Receiving the Most Issues Overall:



### Practices to Watch

No practices receive a notable volume of comments.

