



## Primary Care Trends Analysis Report

GP Patient Experience

**healthwatch**  
Harrow

### ABOUT THIS REPORT

This report examines the patient experience of GP Practices in Harrow.

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 Harrow Patient Experience Panel.

#### **The Tables**

The Practices receiving the largest quantities of issues are displayed at each of the tables. This will mean different Practices feature on different tables, dependent on how many issues have been received on any given topic. See Annex 1 for a summary of all 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.

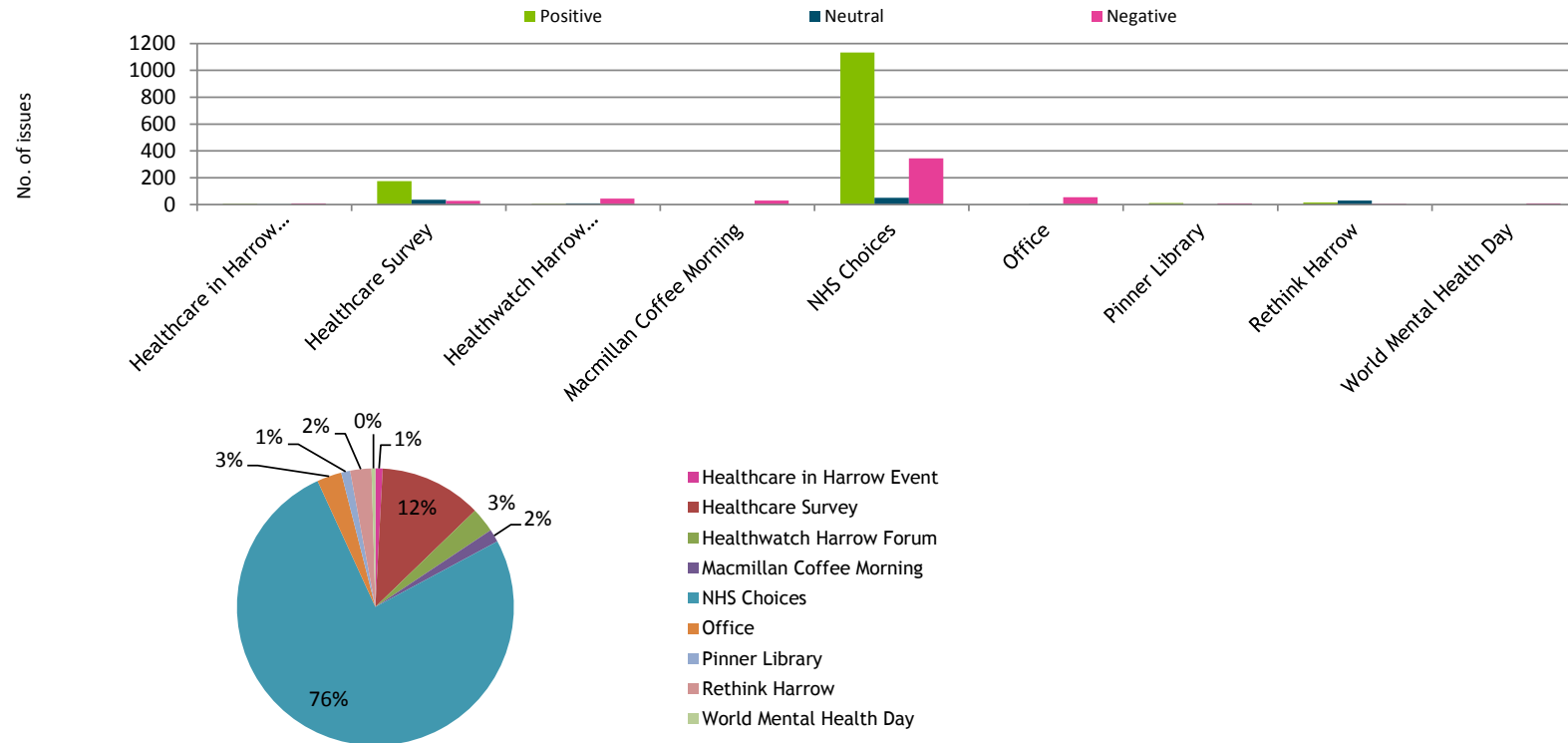
## SECTION 1: REPORT CONTENT

1.1: Reporting Period:

Healthwatch Harrow has identified 2018 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: 01/04/2018  
To: 31/03/2019

### 1.2: Data Origin



### The Data in this Report

Comments have been obtained from a variety of sources.

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

Report Date: 11/04/2019

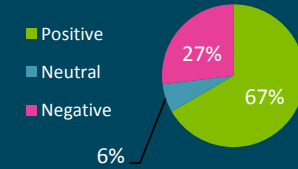
## SECTION 2: TOP OVERALL TRENDS

Overall patient sentiment is 67% positive, according to comments.

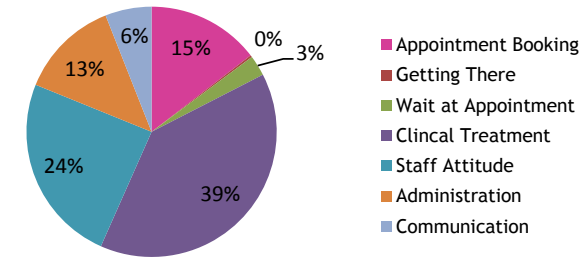
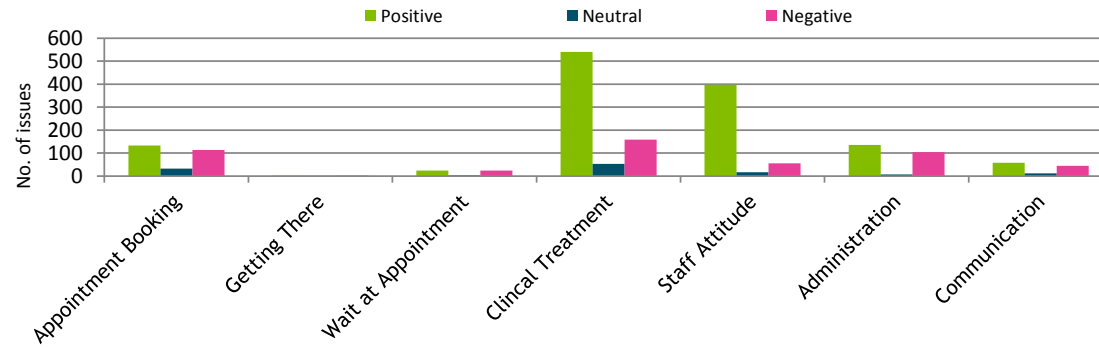
At 39%, Clinical Treatment is the most commented on service aspect, followed by Staff Attitude (24%) and Appointment Booking (15%).

Feedback is generally positive about customer service (quality and staff attitude) while mixed on ability to access services, general administration and communication.

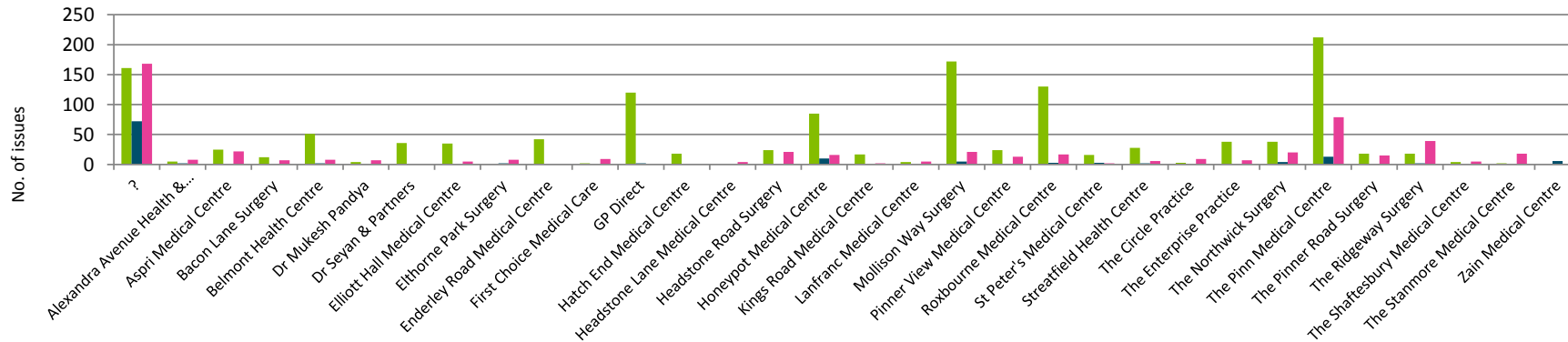
### 2.1 Sentiment:



### 2.2 Most Reported Aspects of Service:



### 2.3 Practices Receiving the Most Issues Overall:



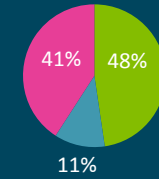
### Practices

The Pinn Medical Centre, Mollison Way Surgery, Roxbourne Medical Centre and GP Direct receive a notable volume and ratio of positive comments. Comments suggests sentiment at The Ridgeway Surgery is broadly negative.

## SECTION 3.1: APPOINTMENT BOOKING

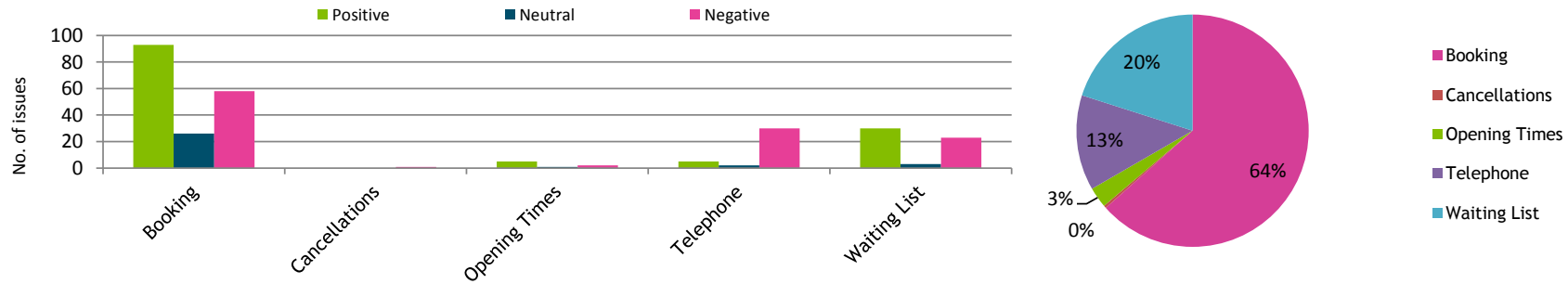
### 3.1.1 Sentiment:

- Positive
- Neutral
- Negative

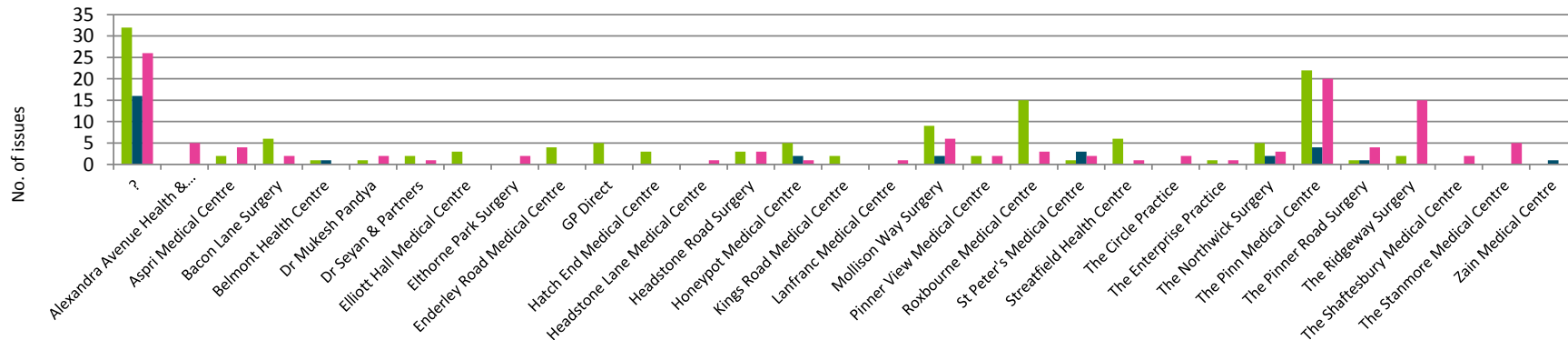


Appointment Booking is the largest negative trend overall, with positivity at 41%. Some patients express discontent about booking systems and the inability to get appointments when required. There is also some dissatisfaction with telephone systems, which become congested at certain times of day. Feedback also indicates that patients sometimes wait over a day to see their GP.

### 3.1.2: All Aspects of Appointment Booking:



### 3.1.3 Practices Receiving the Most Issues Overall:



#### Practices

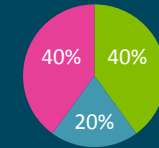
Roxbourne Medical Centre receives a notable volume and ratio of positive comments. Comments suggest sentiment at The Pinn Medical Centre is mixed, while broadly negative at The Ridgeway Surgery.

## SECTION 3.2: GETTING THERE

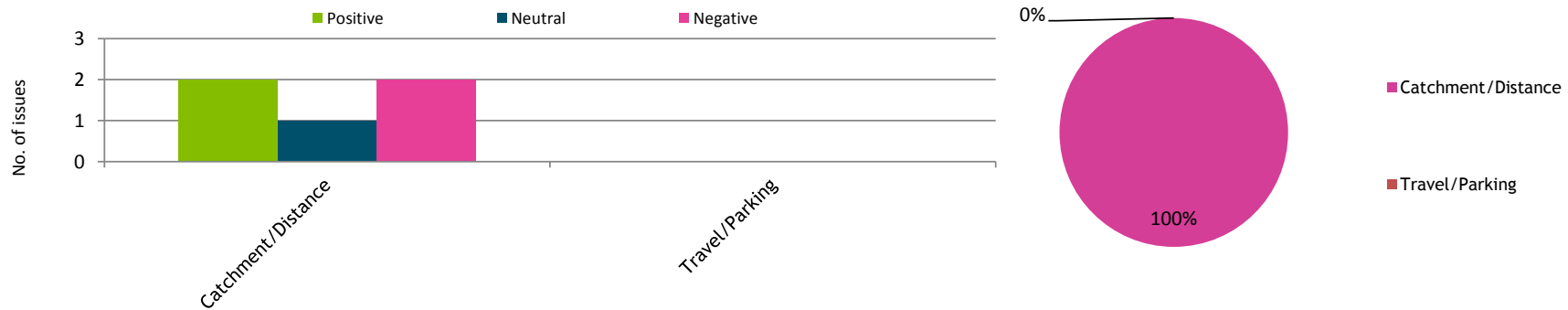
Just 5 comments are about getting to appointments/catchment. Therefore, this is not considered a major issue locally for patients.

### 3.2.1 Sentiment:

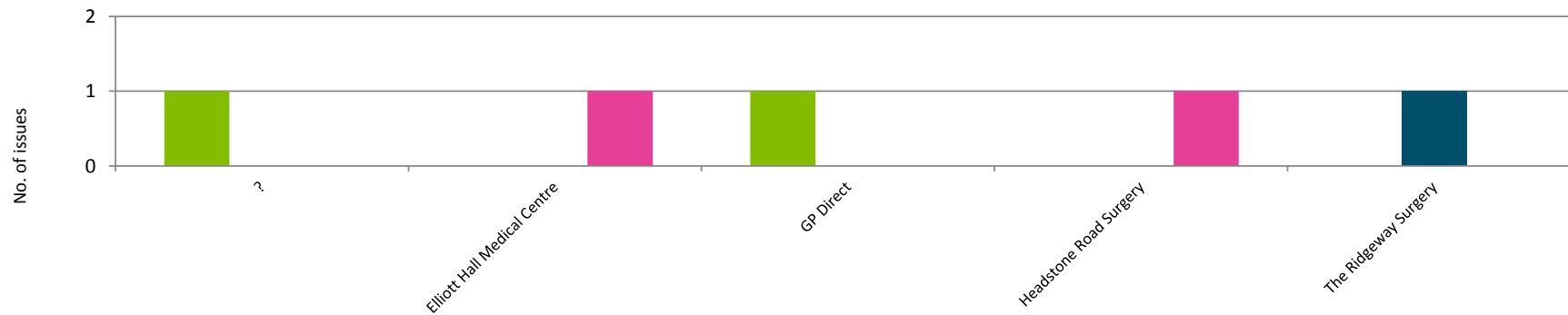
■ Positive  
■ Neutral  
■ Negative



### 3.2.2: All Aspects of Getting There:



### 3.2.3 Practices Receiving the Most Issues Overall:



### Practices

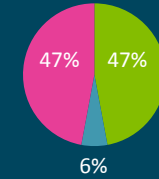
No practices receive a notable quantity of comments.

## SECTION 3.3: WAIT AT APPOINTMENT

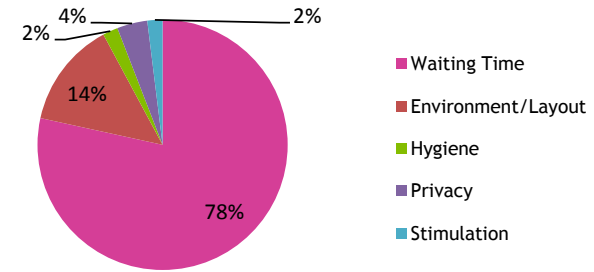
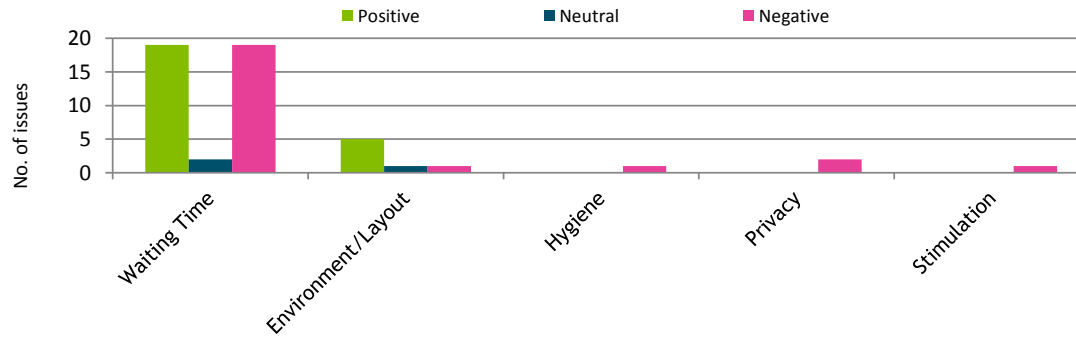
Wait at Appointment receives 3% of issues overall and sentiment is mixed. Some patients comment negatively about waiting times at appointments.

### 3.3.1 Sentiment:

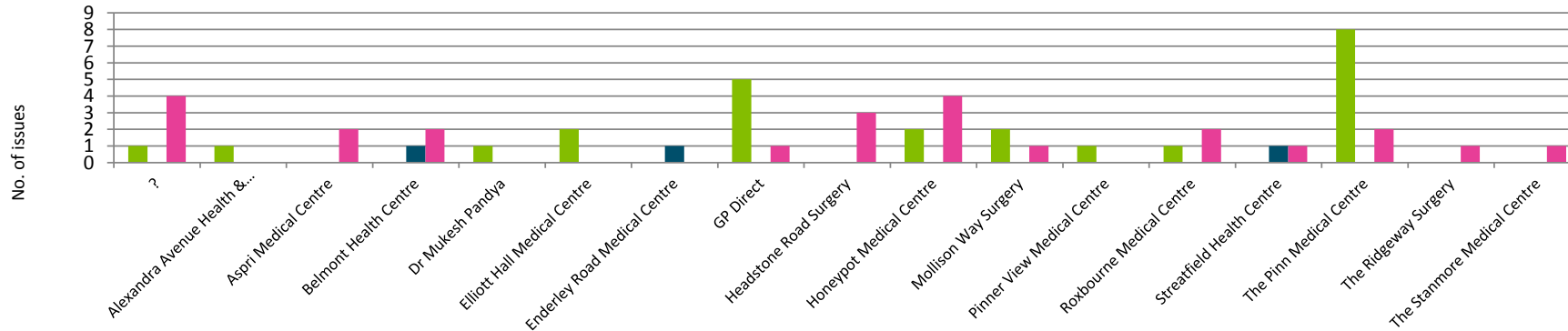
■ Positive  
■ Neutral  
■ Negative



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



### 3.3.3 Practices Receiving the Most Issues Overall:



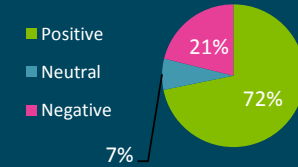
### Practices

The Pinn Medical Centre receives a notable volume and ratio of positive comments.

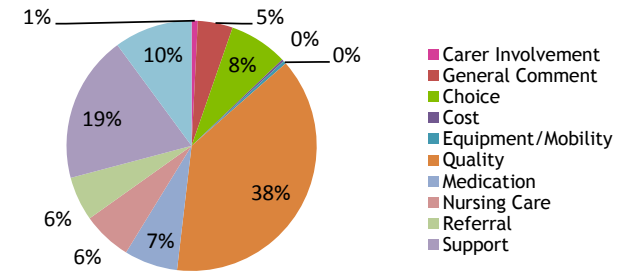
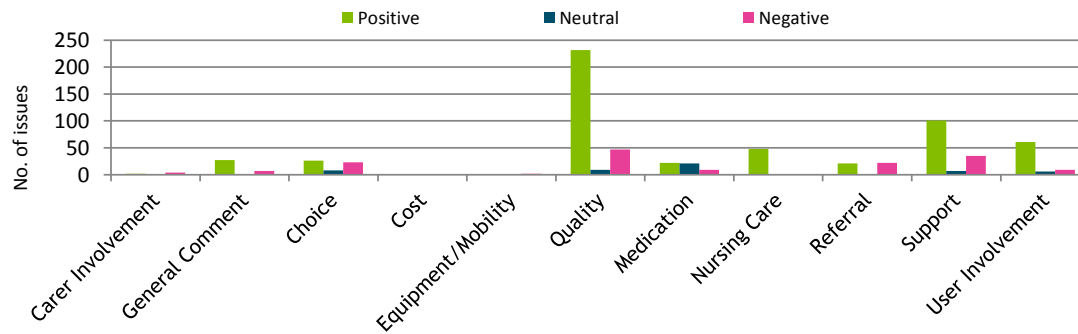
## SECTION 3.4: CLINICAL TREATMENT

### 3.4.1 Sentiment:

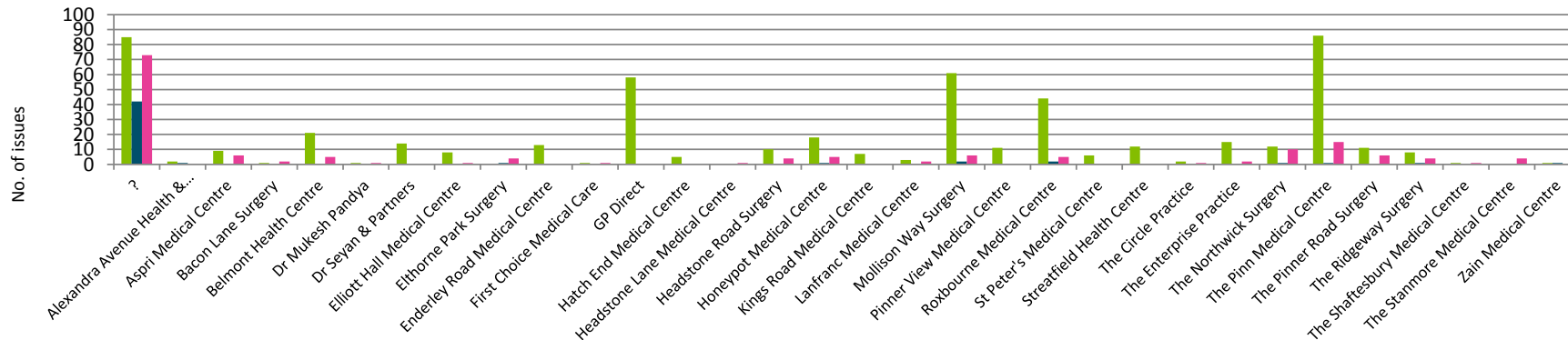
Receiving 39% of issues overall, Clinical Treatment is the largest trend, and broadly positive in sentiment. Comments suggest patients are largely positive about the quality of treatment, nursing care and support received, and feel involved in decisions. Sentiment on choice (of GP) and referral is mixed, according to comments.



### 3.4.2: All Aspects of Clinical Treatment:



### 3.4.3 Practices Receiving the Most Issues Overall:



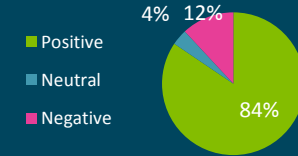
### Practices

The Pinn Medical Centre, Mollison Way Surgery, GP Direct and Roxbourne Medical Centre receive a notable volume and ratio of positive comments.

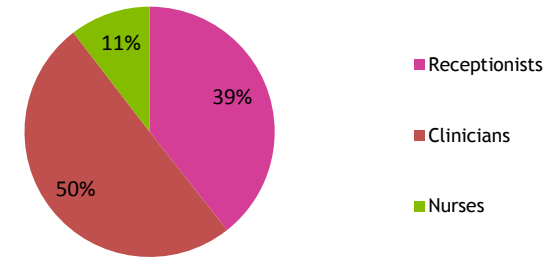
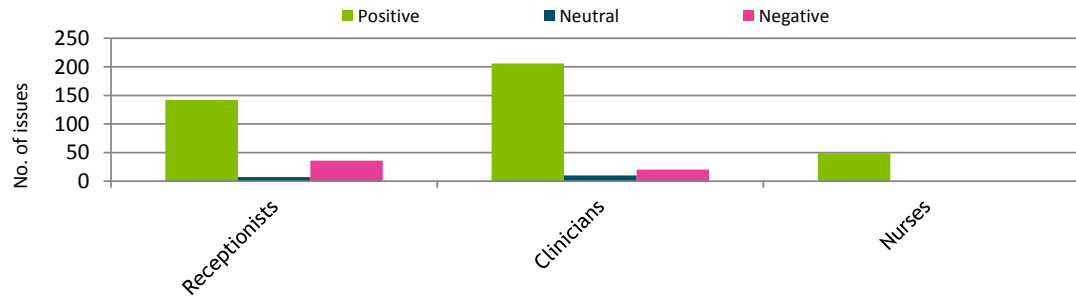
## SECTION 3.5: STAFF ATTITUDE

With 24% of issues overall, patients consider Staff Attitude to be an important aspect of service. Sentiment is clearly positive for all staff groups.

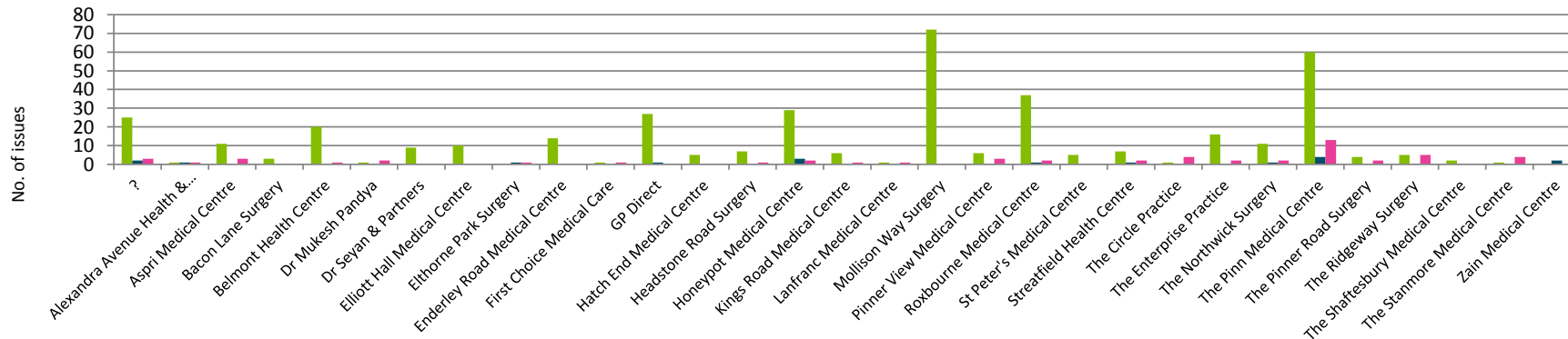
### 3.5.1 Sentiment:



### 3.5.2: All Aspects of Staff Attitude:



### 3.5.3 Practices Receiving the Most Issues Overall:



### Practices

Mollison Way Surgery, The Pinner Medical Centre and Roxbourne Medical Centre receive a notable volume and ratio of positive comments.

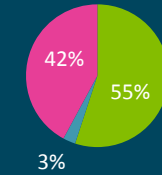


## SECTION 3.6: ADMINISTRATION

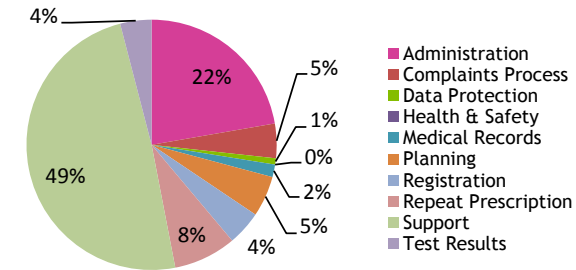
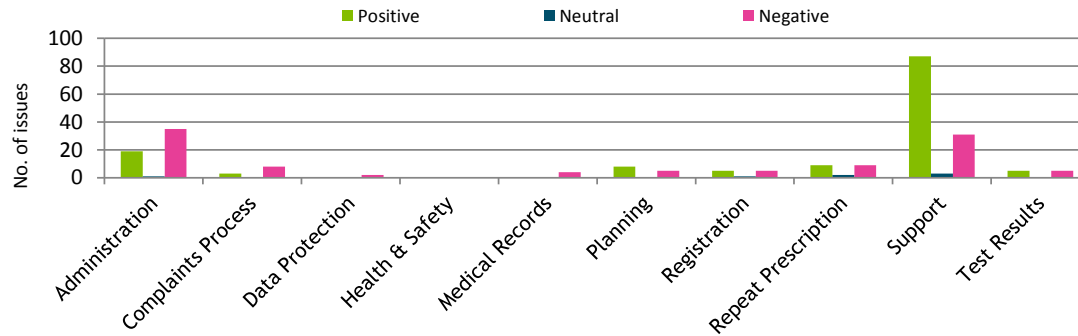
Administration receives 13% of issues overall and sentiment is 55% positive. Comments suggest patients are broadly satisfied with support from reception staff, however some complain about administrative processes.

### 3.6.1 Sentiment:

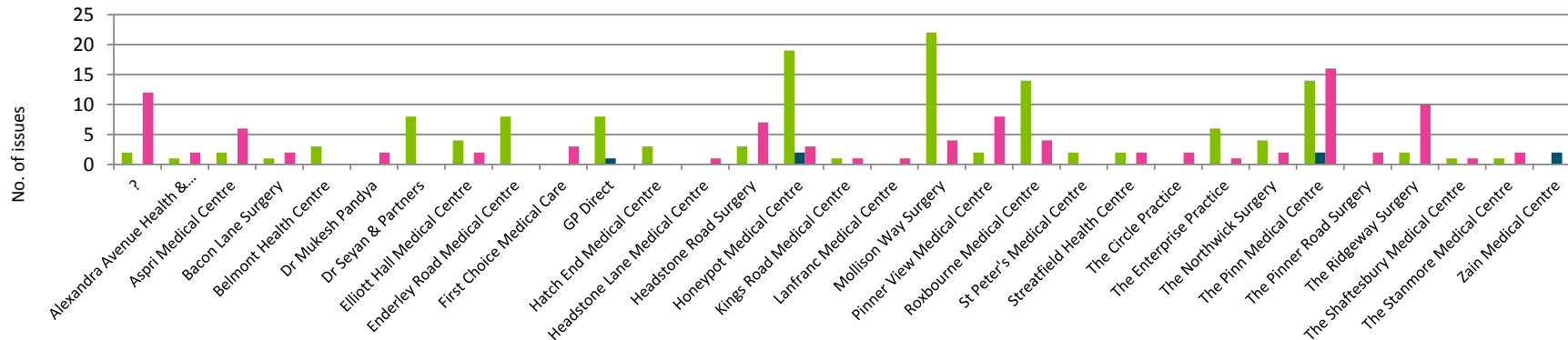
- Positive
- Neutral
- Negative



### 3.6.2: All Aspects of Administration:



### 3.6.3 Practices Receiving the Most Issues Overall:



#### Practices

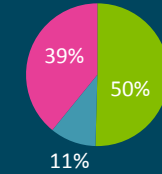
Mollison Way Surgery, Honeypot Medical Centre and Roxbourne Medical Centre receive a notable volume and ratio of positive comments. Comments suggest sentiment at The Pinn Medical Centre is mixed, while broadly negative at The Ridgeway Surgery.

## SECTION 3.7: COMMUNICATION

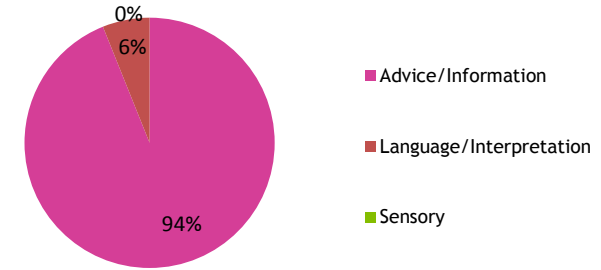
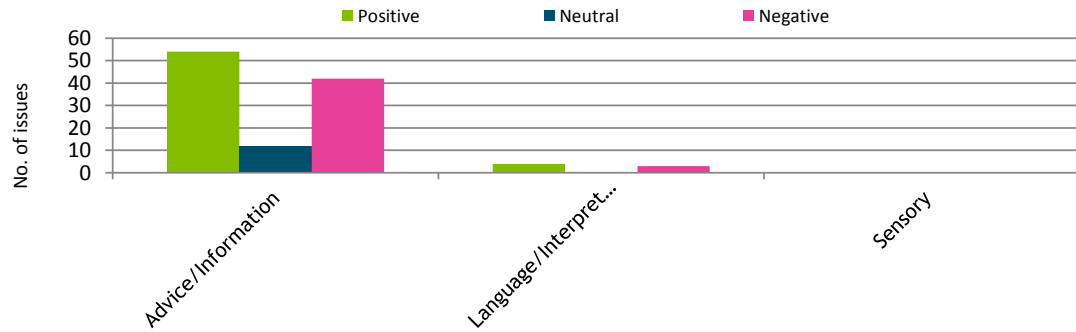
Communication receives 6% of issues overall and is 50% positive in sentiment. The vast majority of issues are about access to advice and information and sentiment is marginally positive.

### 3.7.1 Sentiment:

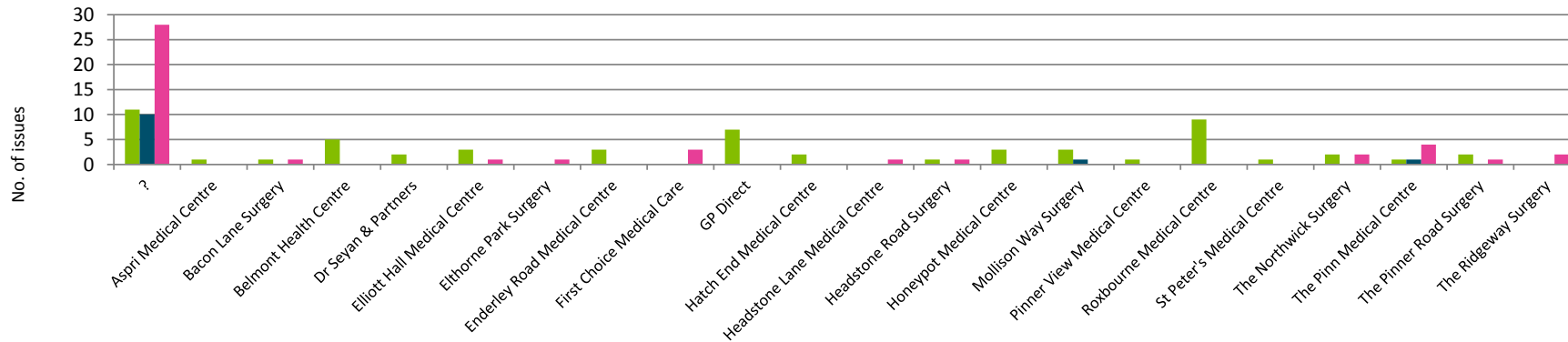
Positive  
Neutral  
Negative



### 3.7.2: All Aspects of Communication:



### 3.7.3 Practices Receiving the Most Issues Overall:



### Practices

No practices receive a notable quantity of comments.

