



Primary Care Trends Analysis Report

League Table of GP Practice Performance

healthwatch
Newham

ABOUT THIS REPORT

This report examines the service delivery of GP Practices, presented in a 'league table' format.

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 Newham 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.

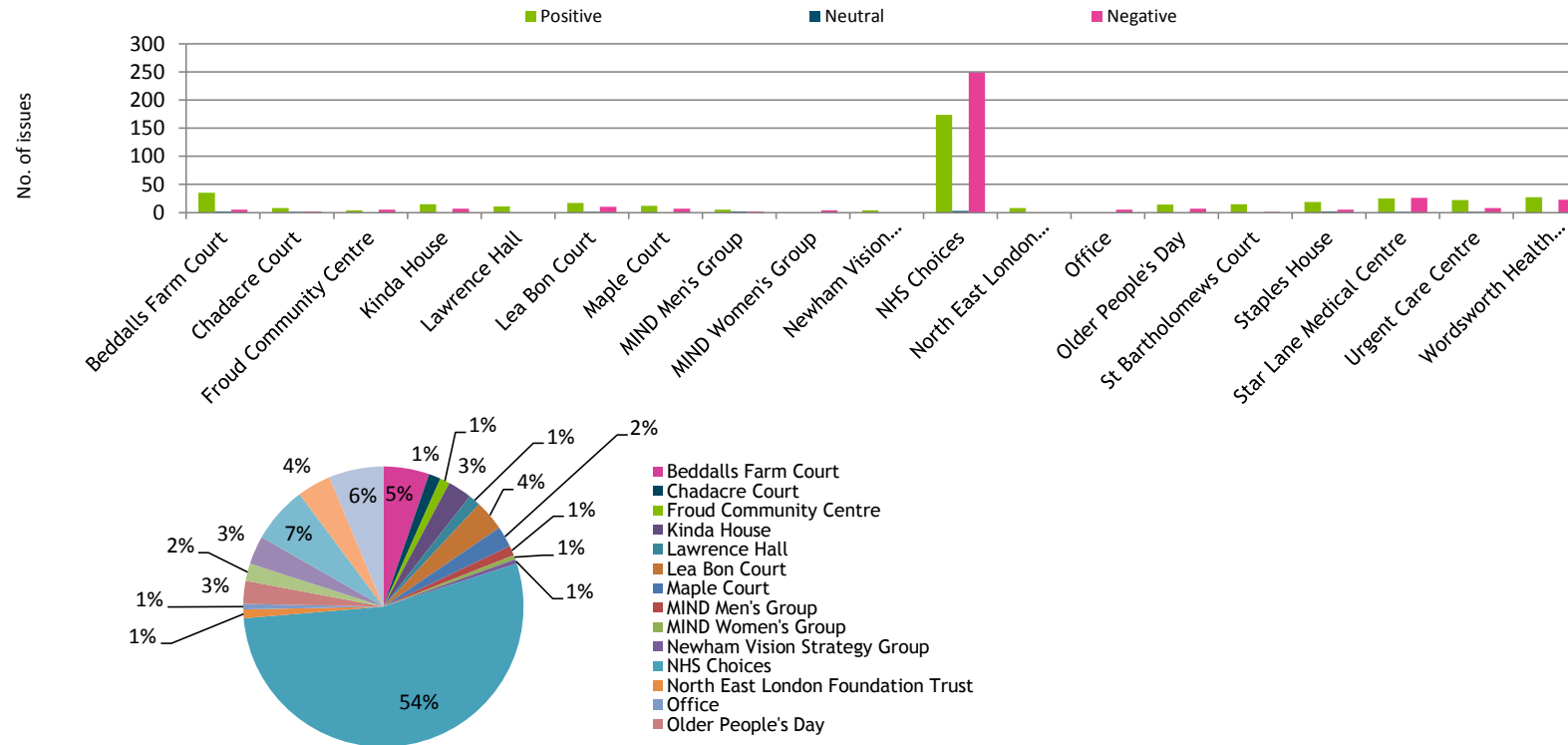
SECTION 1: REPORT CONTENT

1.1: Reporting Period:

Healthwatch Newham has identified 813 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: 01/08/2014
To: 31/10/2014

1.2: Data Origin



The Data in this Report

54% of the service user comments originate from NHS Choices, with the remainder from Healthwatch Newham activity.

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

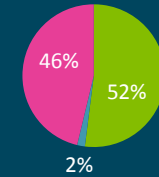
Report Date: 18/11/2014

SECTION 2: TOP OVERALL TRENDS

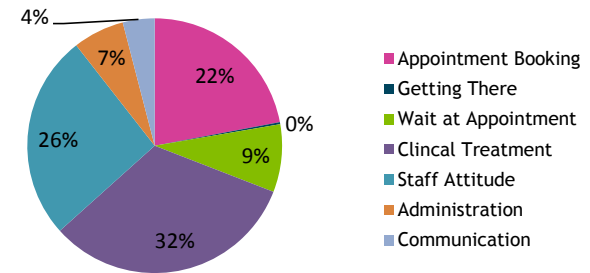
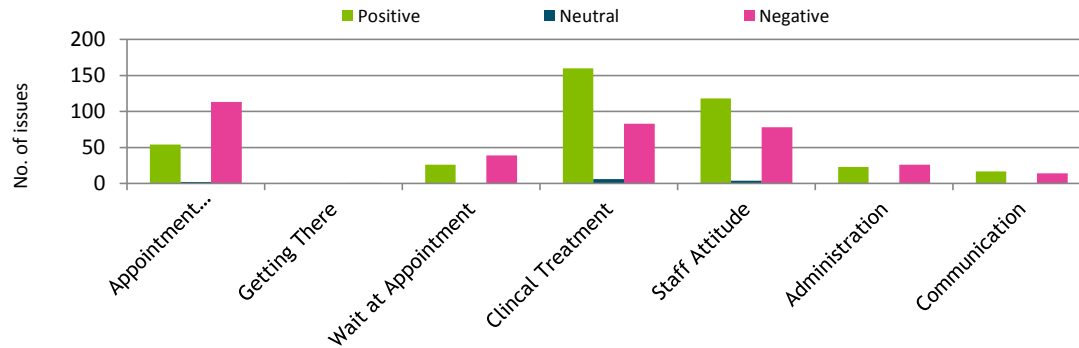
Overall patient sentiment is 52% positive.
 At 32%, Clinical Treatment is the top service aspect, followed by Staff Attitude (26%) and Appointment Booking (22%).
 Appointment Booking receives the most negativity.

2.1 Sentiment:

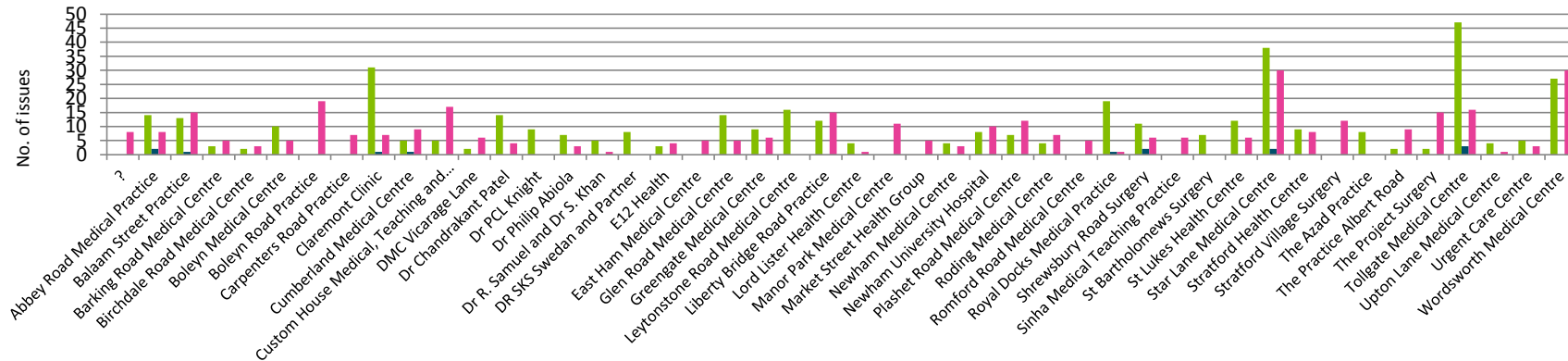
■ Positive
 ■ Neutral
 ■ Negative



2.2 Most Reported Aspects of Service:



2.3 Practices Receiving the Most Issues Overall:



Practices to Watch

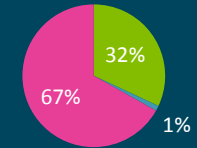
Comments about Boleyn Road, Custom House and The Project Surgery are generally negative. Patients at Claremont Clinic and Royal Docks Medical Centre appear to be generally satisfied. Other Practices receive mixed reviews, or a low quantity of feedback.

SECTION 3.1: APPOINTMENT BOOKING

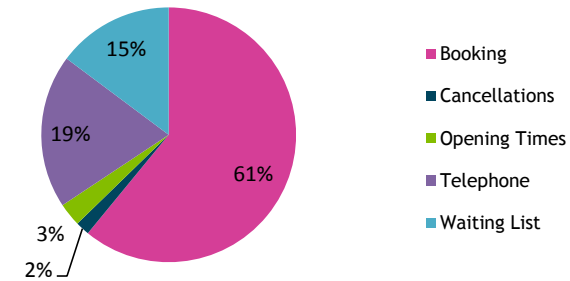
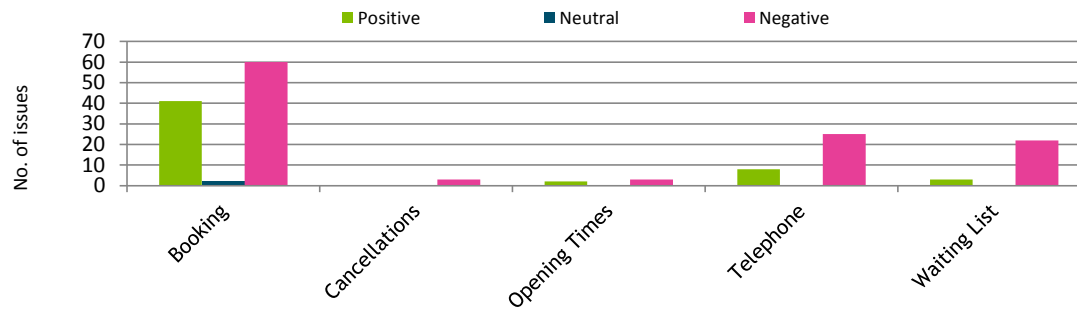
3.1.1 Sentiment:

Appointment Booking is the largest negative trend overall, with positivity at 32%. Our annual analysis records negativity at 25%, so sentiment has improved in this quarter by 7%. 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.

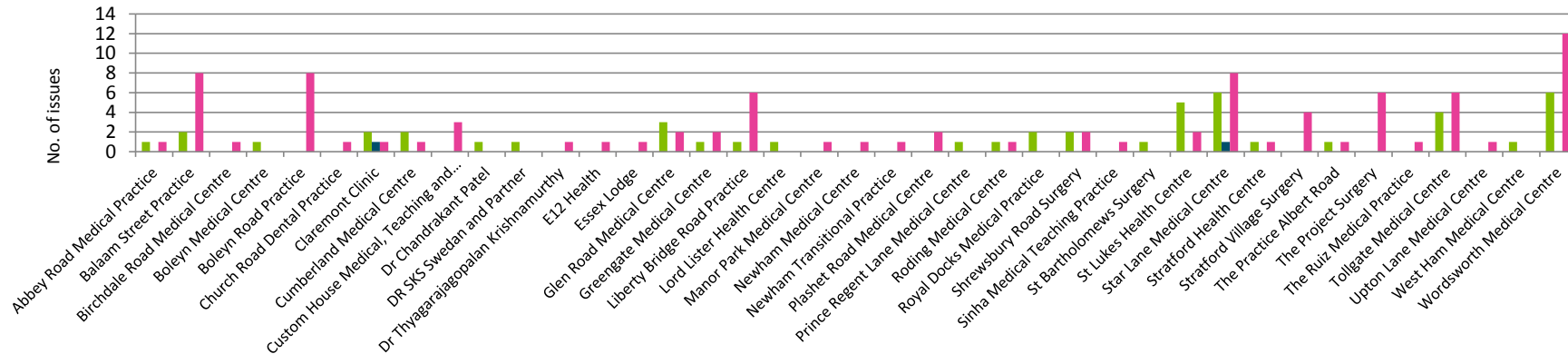
■ Positive
■ Neutral
■ Negative



3.1.2: All Aspects of Appointment Booking:



3.1.3 Practices Receiving the Most Issues Overall:



Practices to Watch

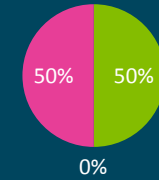
At most Practices, sentiment around Appointment Booking is generally negative. Comments suggest that patients at Balaam Street Practice and Boleyn Road are dissatisfied on the whole. Wordsworth Medical Centre receives the largest quantity of negative comments by volume, with sentiment negative overall.

SECTION 3.2: GETTING THERE

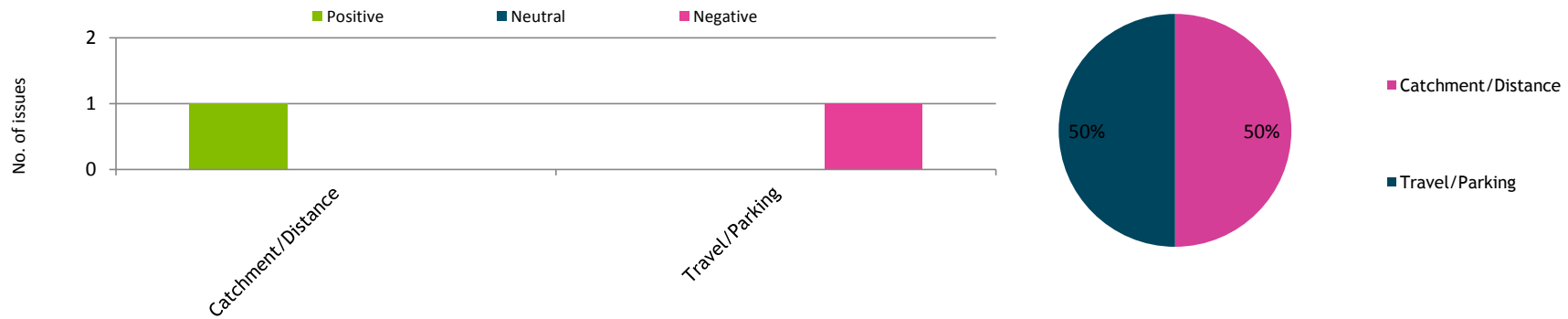
Just 2 comments are about getting to appointments/catchment. Therefore, this is not considered a major issue locally for patients.

3.2.1 Sentiment:

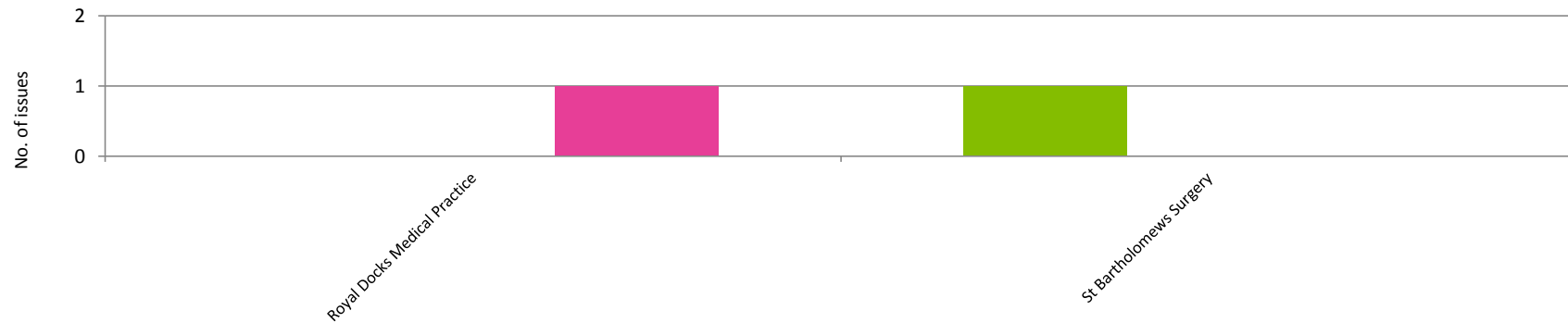
■ Positive
■ Neutral
■ Negative



3.2.2: All Aspects of Getting There:



3.2.3 Practices Receiving the Most Issues Overall:



Practices to Watch

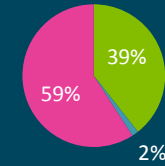
No Practices receive a notable quantity of comments.

SECTION 3.3: WAIT AT APPOINTMENT

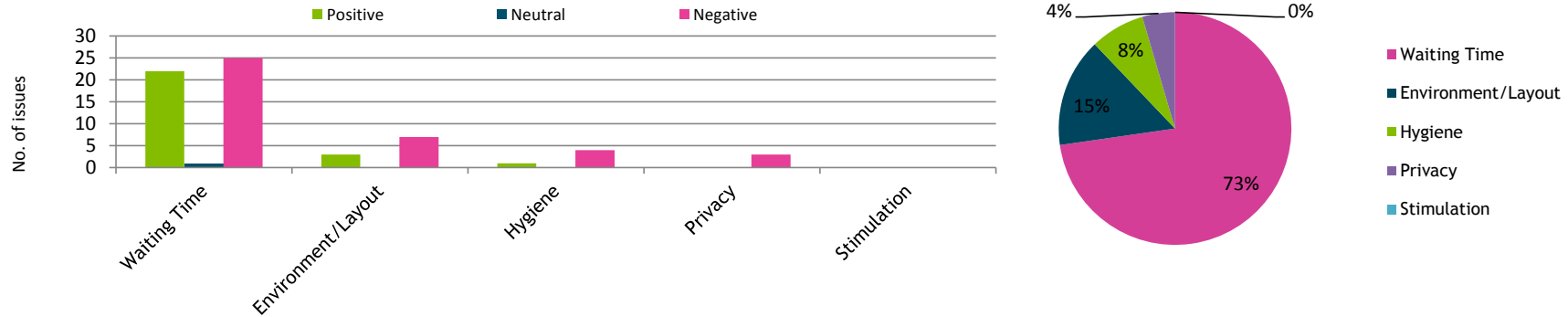
Wait at Appointment receives 9% of issues overall and is 59% negative as a topic. Our annual analysis records negativity at 66%, so sentiment has improved in this quarter by 7%. Comments about waiting times in the surgery are evenly split in sentiment.

3.3.1 Sentiment:

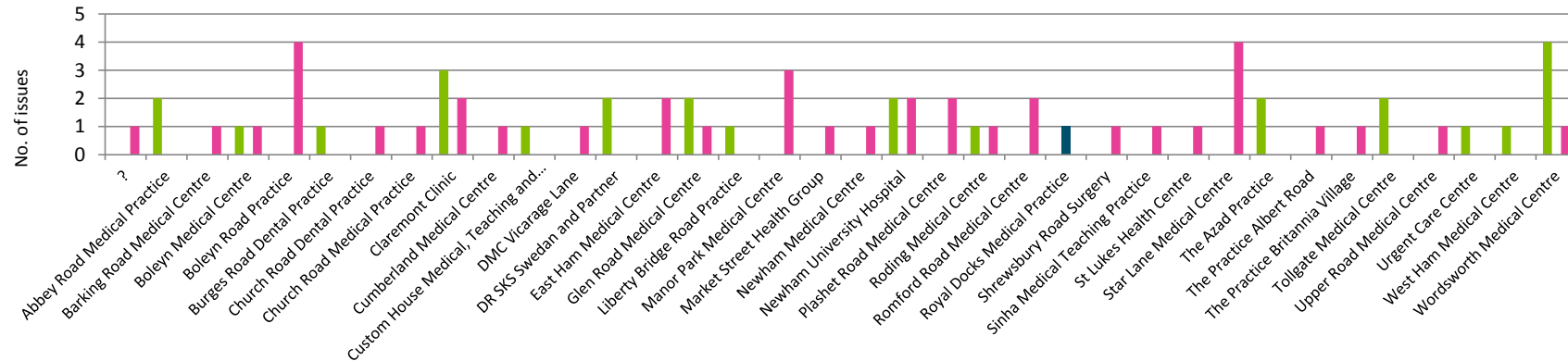
■ Positive
■ Neutral
■ Negative



3.3.2: All Aspects of Wait at Appointment:



3.3.3 Practices Receiving the Most Issues Overall:



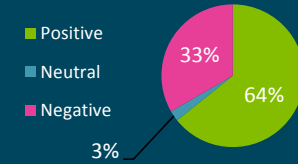
Practices to Watch

According to comments, patients at Boleyn Road Practice and Star Lane Medical Centre are most likely to experience longer waits. Wordsworth Medical Centre receives notably more positive than negative comments.

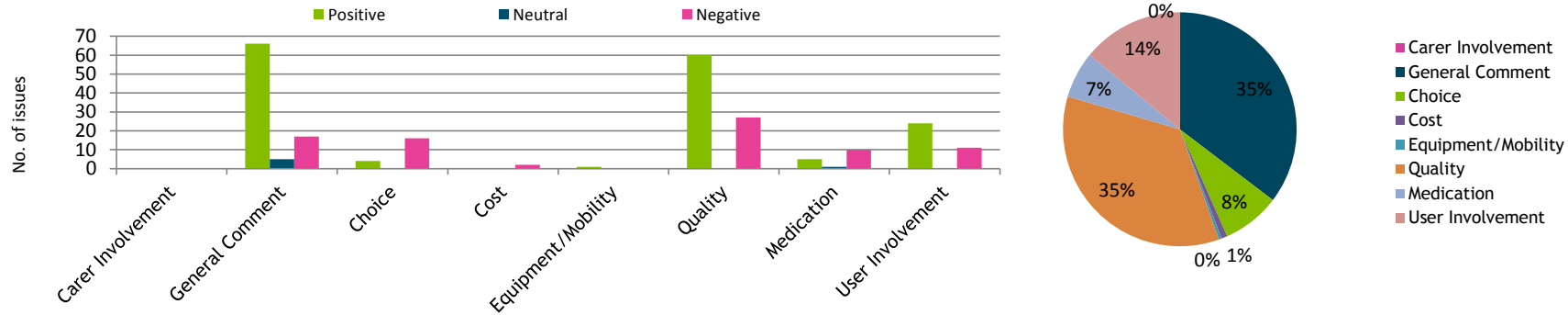
SECTION 3.4: CLINICAL TREATMENT

Receiving 32% 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 received. Patients are also broadly positive about user involvement. Choice (of GP) is notably negative in sentiment overall.

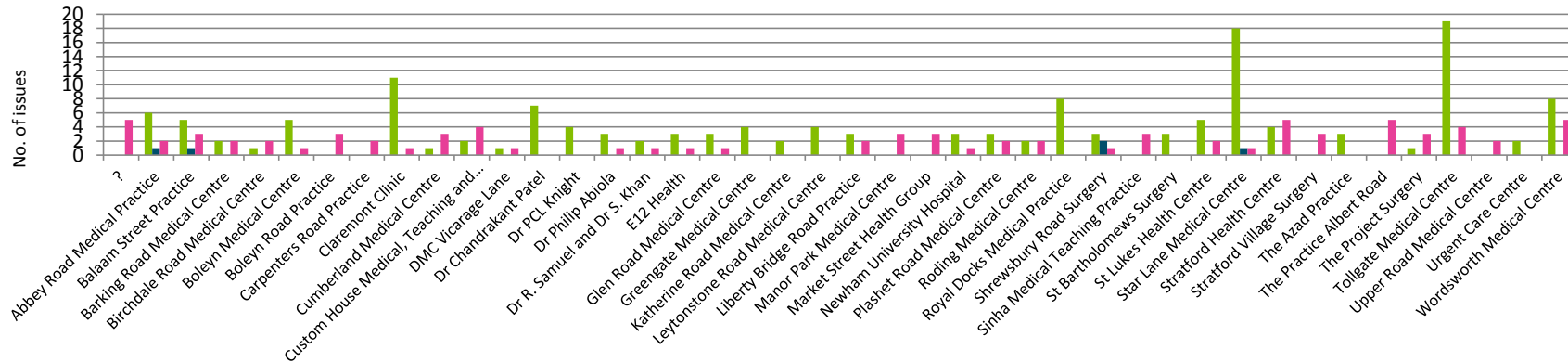
3.4.1 Sentiment:



3.4.2: All Aspects of Clinical Treatment:



3.4.3 Practices Receiving the Most Issues Overall:



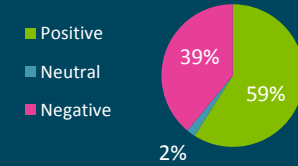
Practices to Watch

At most Practices, sentiment is largely positive, with Claremont Clinic, Star Lane Medical Centre and Tollgate Medical Centre receiving a good quantity of positive feedback.

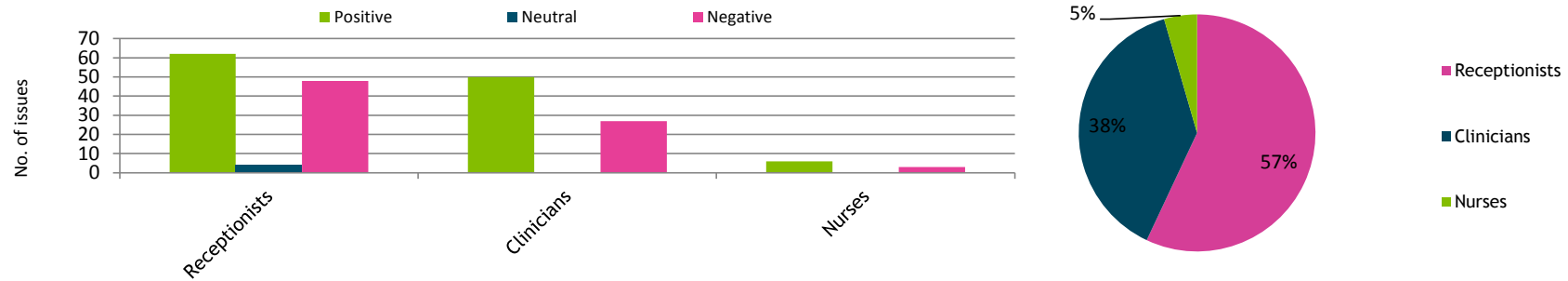
SECTION 3.5: STAFF ATTITUDE

With 26% of issues overall, patients consider Staff Attitude to be an important aspect of service. Sentiment is 59% positive, an improvement of 7% on our annual analysis. Sentiment about receptionists is marginally negative, and broadly positive for clinicians.

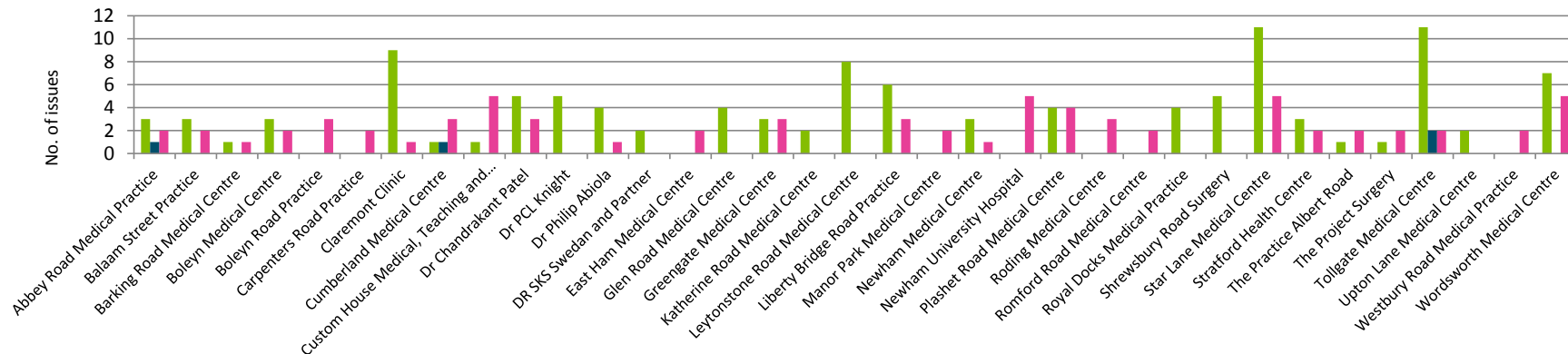
3.5.1 Sentiment:



3.5.2: All Aspects of Staff Attitude:



3.5.3 Practices Receiving the Most Issues Overall:



Practices to Watch

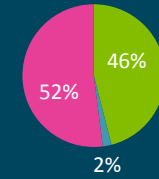
Claremont Clinic, Leytonstone Road Medical Centre and Tollgate Medical Centre receive a good quantity of positive comments. No Practice has received a large amount of negativity.

SECTION 3.6: ADMINISTRATION

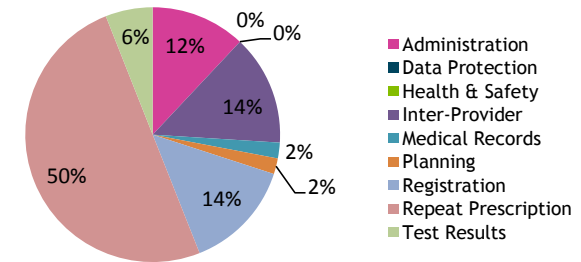
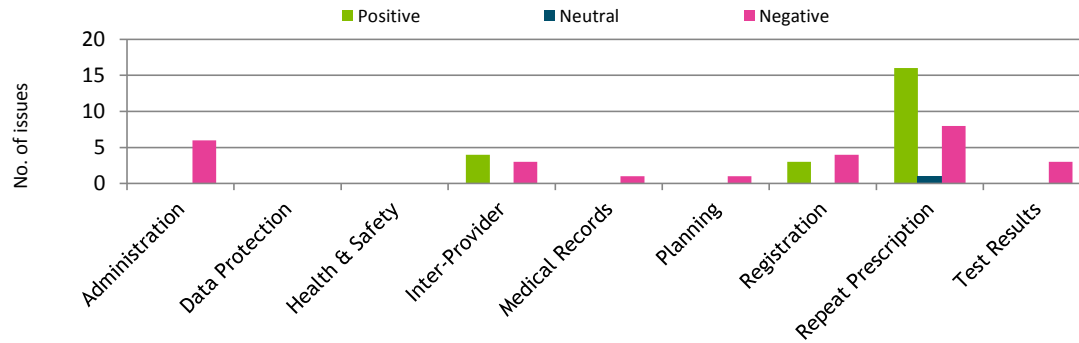
Administration receives 7% of issues overall and sentiment is 52% negative. Patients are broadly positive about repeat prescription services.

3.6.1 Sentiment:

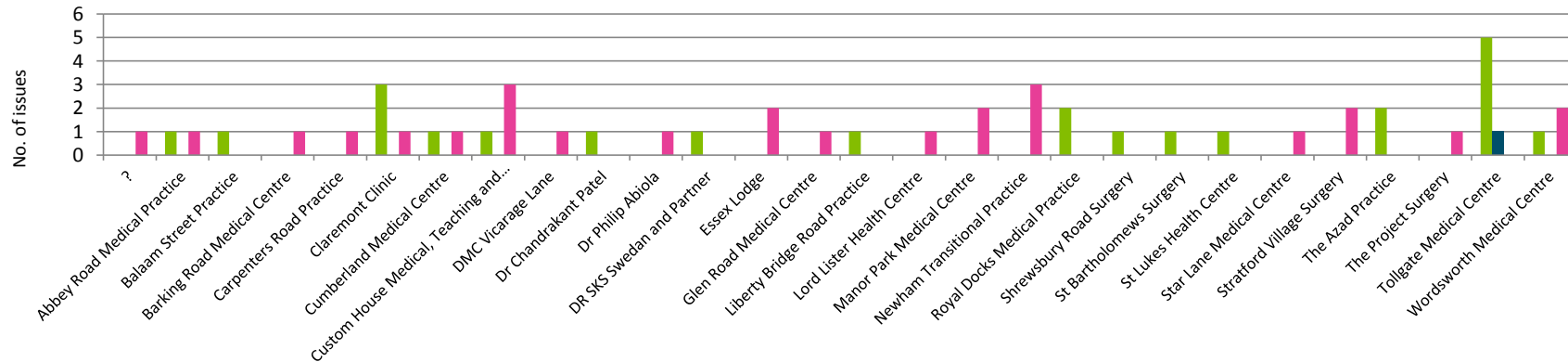
■ Positive
■ Neutral
■ Negative



3.6.2: All Aspects of Administration:



3.6.3 Practices Receiving the Most Issues Overall:



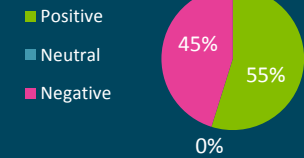
Practices to Watch

Tollgate Medical Centre receives the most compliments.

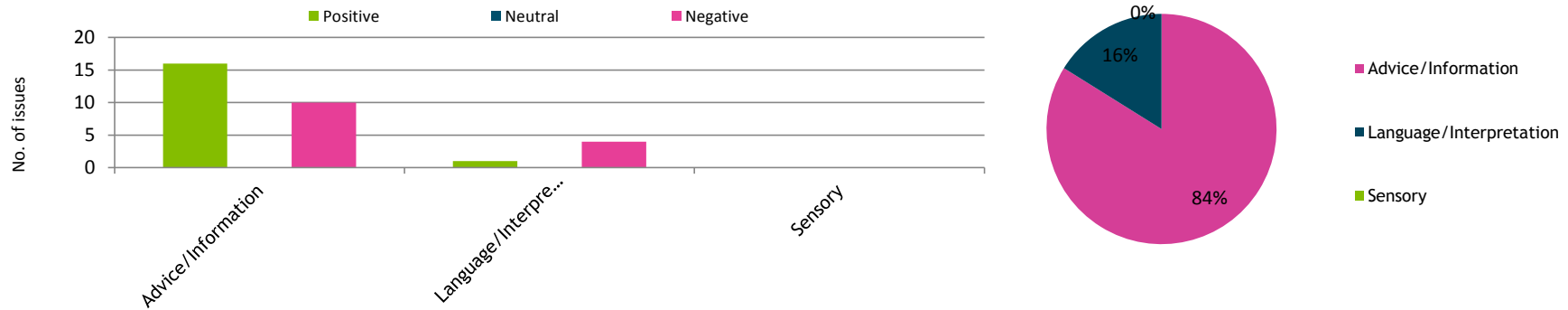
SECTION 3.7: COMMUNICATION

Communication receives 4% of issues overall and sentiment is 55% positive. Comments about Advice/Information are largely positive in sentiment.

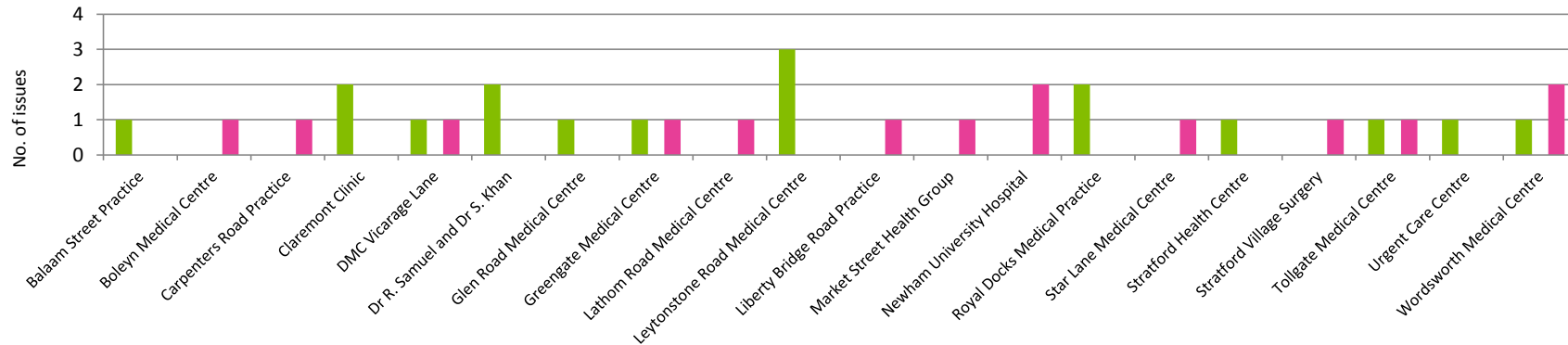
3.7.1 Sentiment:



3.7.2: All Aspects of Communication:



3.7.3 Practices Receiving the Most Issues Overall:



Practices to Watch

No Practices have received a large quantity of comments.

