



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.

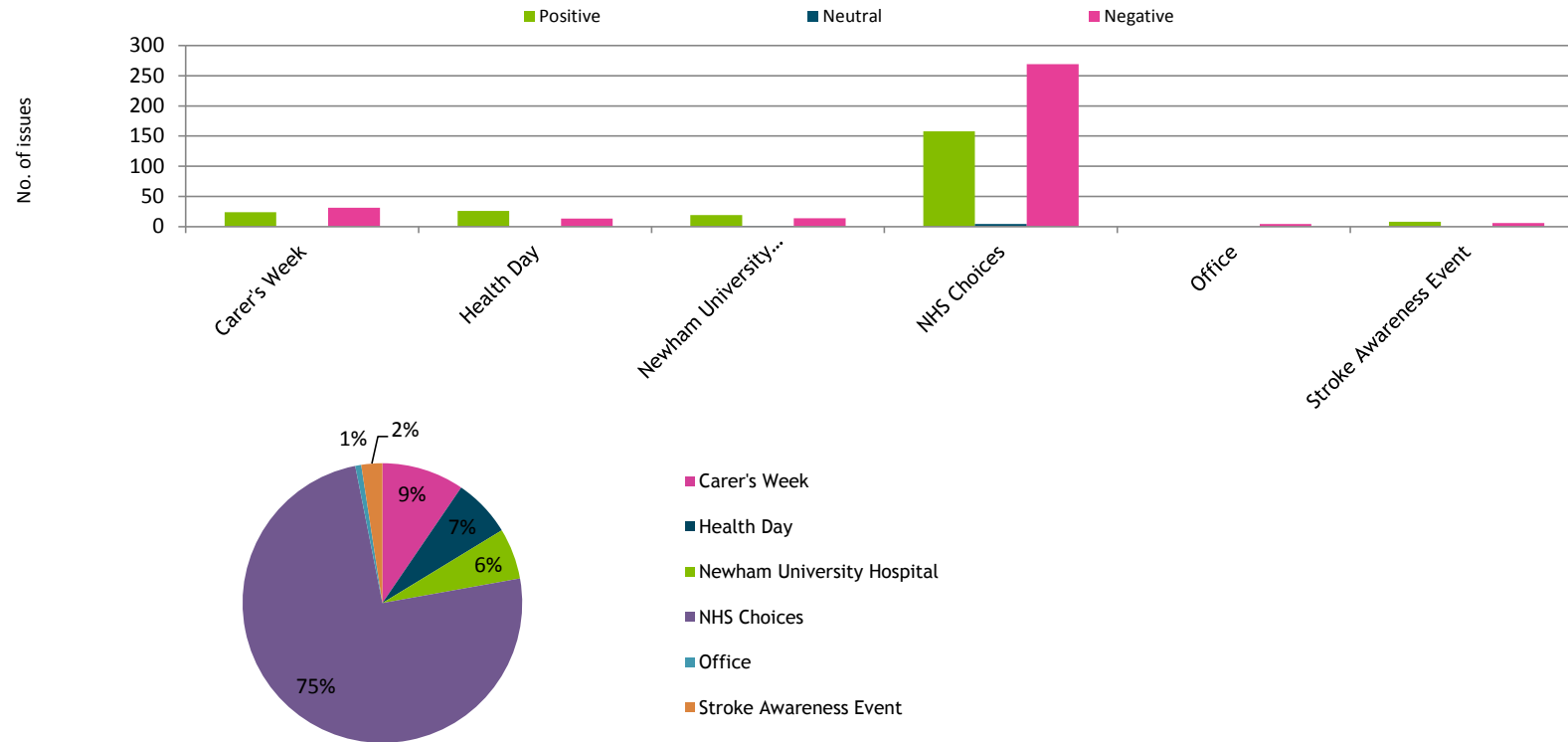
SECTION 1: REPORT CONTENT

1.1: Reporting Period:

Healthwatch Newham has identified 592 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: 01/04/2014
To: 30/06/2014

1.2: Data Origin



The Data in this Report

75% of the service user comments originate from NHS Choices, with the remaining 25% from Healthwatch Newham activity.

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

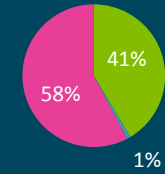
Report Date: 02/10/2014

SECTION 2: TOP OVERALL TRENDS

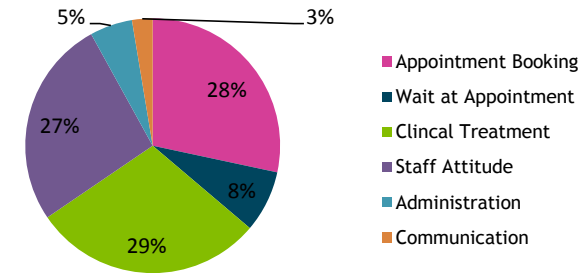
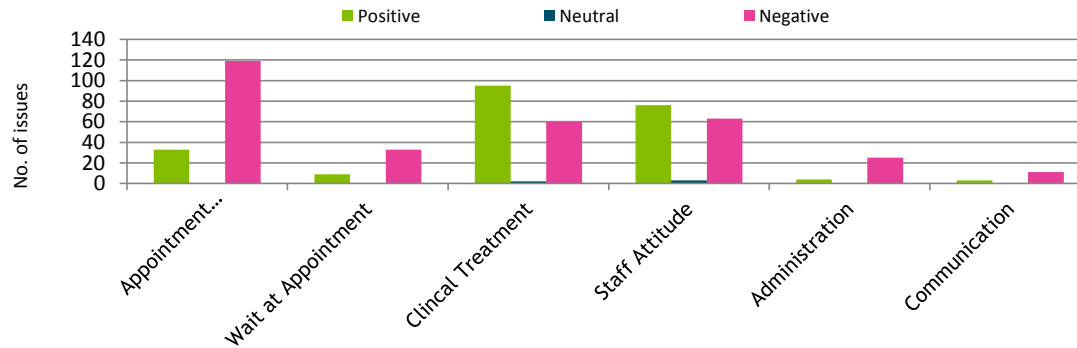
Overall patient sentiment is 58% negative.
At 29%, Clinical Treatment is the top service aspect, followed by Appointment Booking (28%) and Staff Attitude (27%).
Appointment Booking receives the most negativity.

2.1 Sentiment:

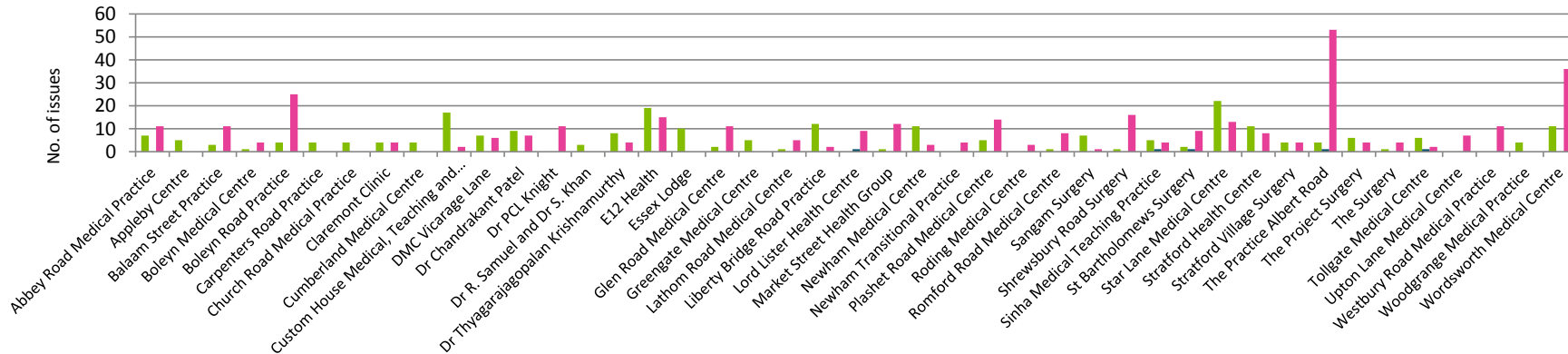
■ Positive
■ Neutral
■ Negative



2.2 Most Reported Aspects of Service:



2.3 Practices Receiving the Most Issues Overall:



Practices to Watch

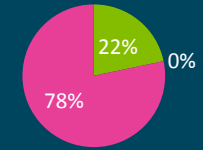
The Practice Albert Road, Wordsworth Medical Centre and Boleyn Medical Centre receive the most negative comments.
Patients at Custom House teaching Practice appear to be the most satisfied, according to ratio of positive/negative sentiment.

SECTION 3.1: APPOINTMENT BOOKING

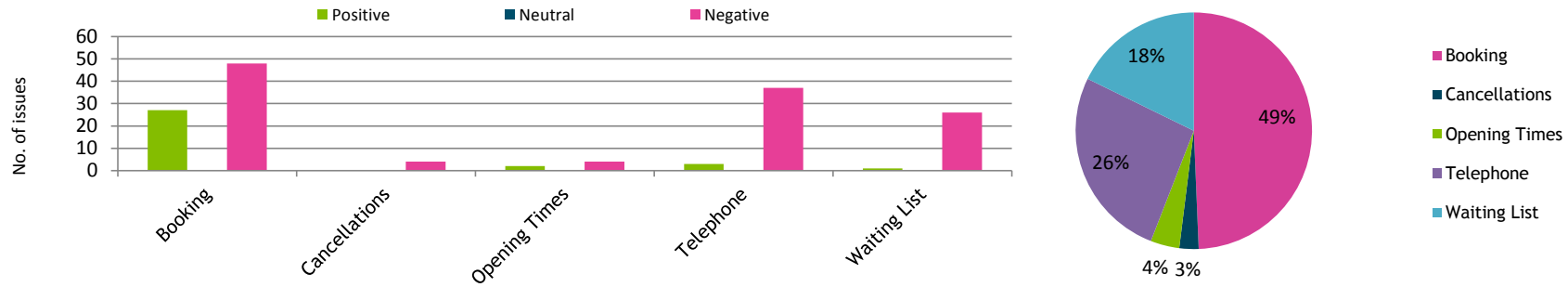
Appointment Booking is the largest negative trend overall, with positivity at just 22%. Many patients express discontent about booking systems and the inability to get appointments when required. There is also widespread dissatisfaction with telephone systems, which become congested at certain times of day. 18% of issues indicate that patients have to wait a number of days for their appointments.

3.1.1 Sentiment:

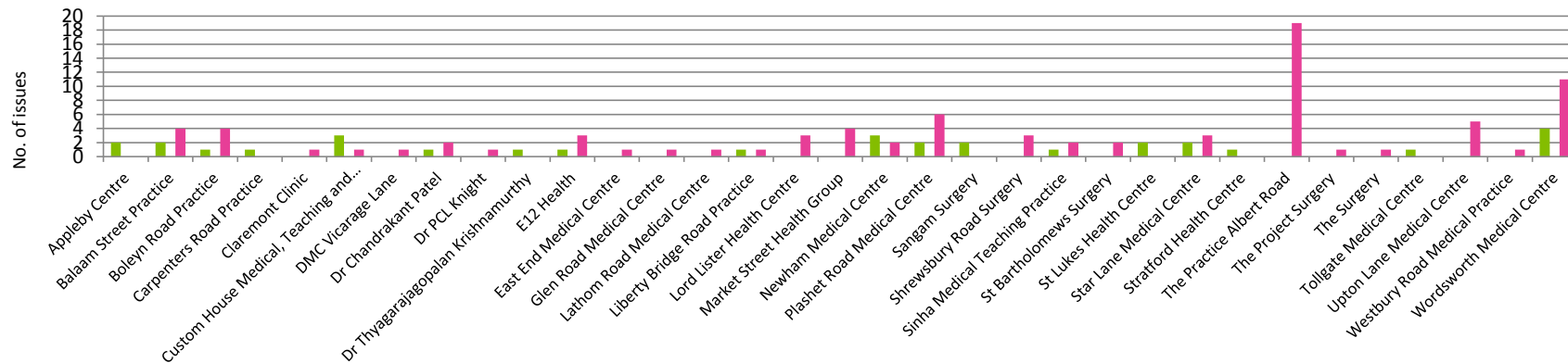
■ Positive
■ Neutral
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3.1.2: All Aspects of Appointment Booking:



3.1.3 Practices Receiving the Most Issues Overall:



Practices to Watch

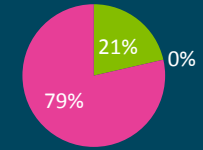
At most Practices, sentiment around Appointment Booking is largely negative. The Practice Albert Road (by far) receives the largest quantity of negative comments about Appointment Booking.

SECTION 3.3: WAIT AT APPOINTMENT

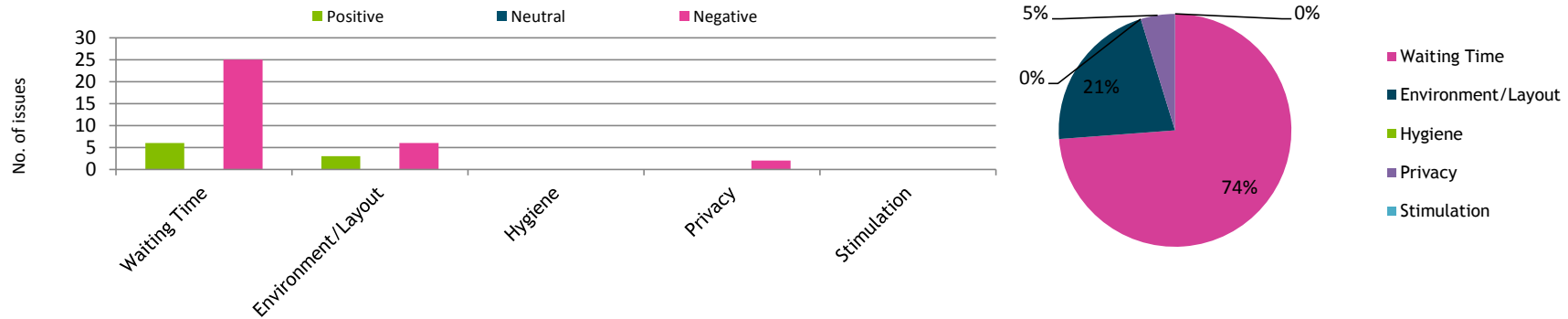
Wait at Appointment receives 8% of issues overall and is 79% negative as a topic. Many patients commented negatively about waiting times in the surgery.

3.3.1 Sentiment:

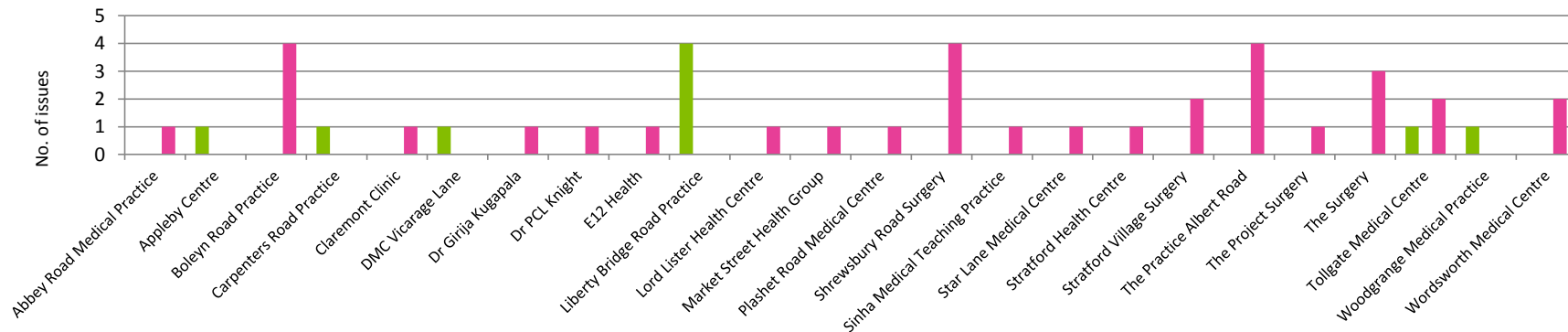
■ Positive
■ Neutral
■ Negative



3.3.2: All Aspects of Wait at Appointment:



3.3.3 Practices Receiving the Most Issues Overall:



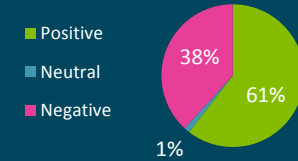
Practices to Watch

Boleyn Road Practice, Shrewsbury Road Surgery and the Practice Albert Road receive the largest quantity of negative comments. Liberty Bridge Road Practice receives the largest quantity of positive comments.

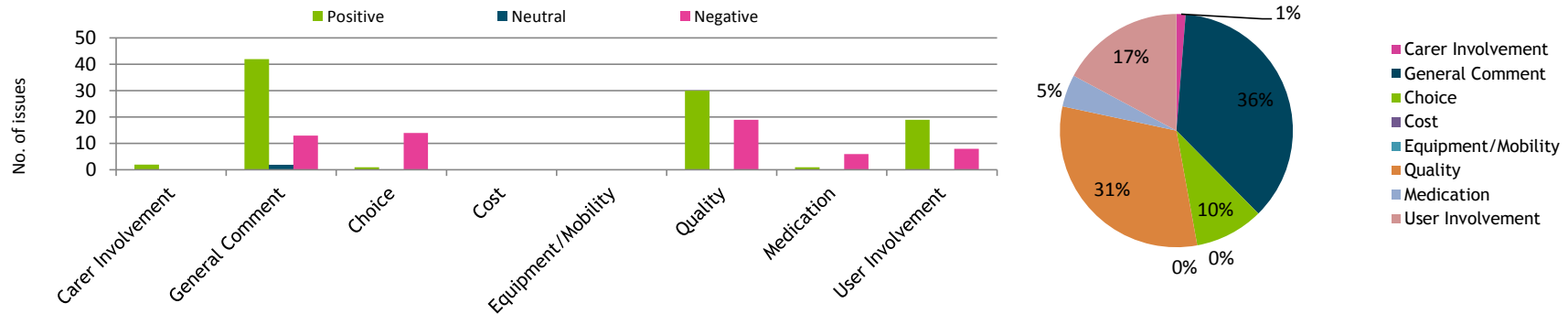
SECTION 3.4: CLINICAL TREATMENT

Receiving 29% 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. Medication and Choice (of GP) are notably negative in sentiment overall.

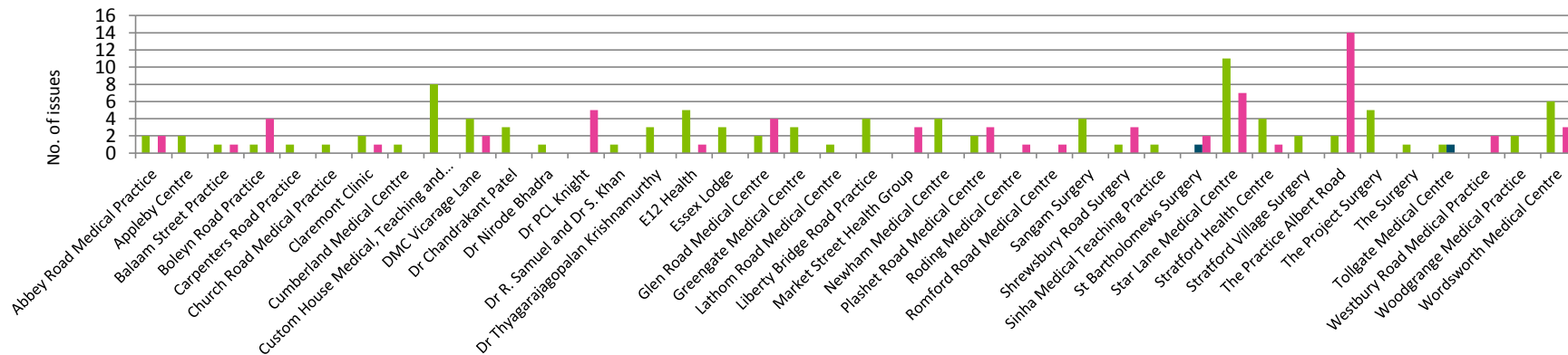
3.4.1 Sentiment:



3.4.2: All Aspects of Clinical Treatment:



3.4.3 Practices Receiving the Most Issues Overall:



Practices to Watch

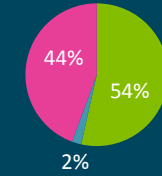
At most Practices, sentiment is largely positive, with Custom House Teaching Practice and Star Lane Medical receiving a good quantity of positive feedback. According to comments, patients at The Practice Albert Road are broadly dissatisfied with the treatment received.

SECTION 3.5: STAFF ATTITUDE

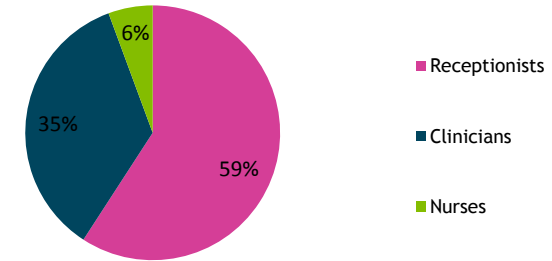
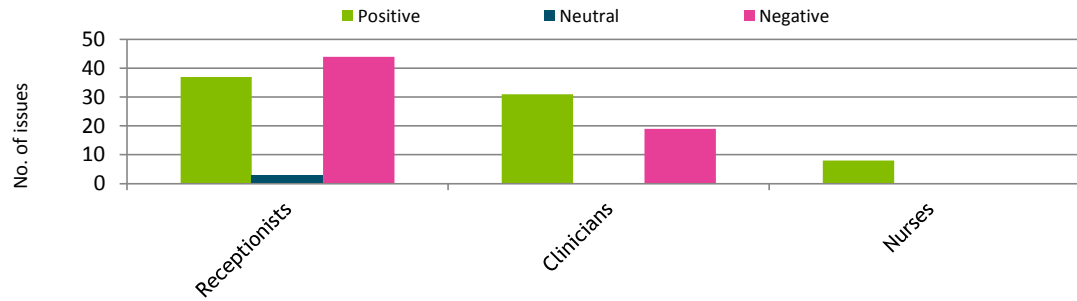
With 27% of issues overall, patients consider Staff Attitude to be an important aspect of service. Sentiment is marginally positive overall, with sentiment about reception staff marginally negative.

3.5.1 Sentiment:

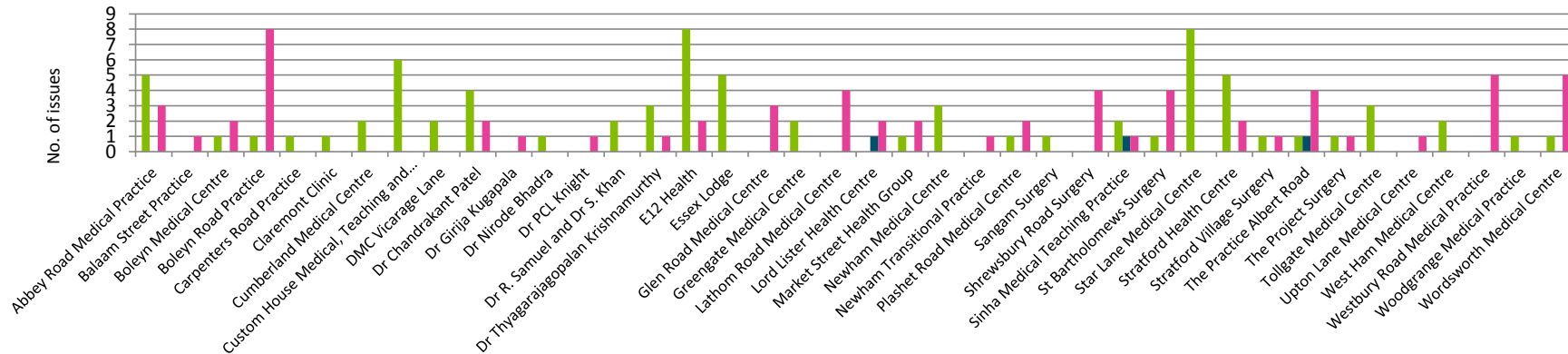
■ Positive
■ Neutral
■ Negative



3.5.2: All Aspects of Staff Attitude:



3.5.3 Practices Receiving the Most Issues Overall:



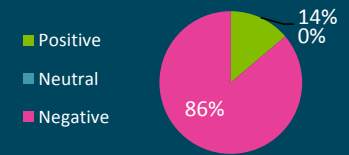
Practices to Watch

According to comments, patients at Boleyn Road Practice are clearly not satisfied with the attitude of staff. Comments suggest patients at Custom House Teaching Practice, E12 Health and Star Lane Medical Centre are broadly positive.

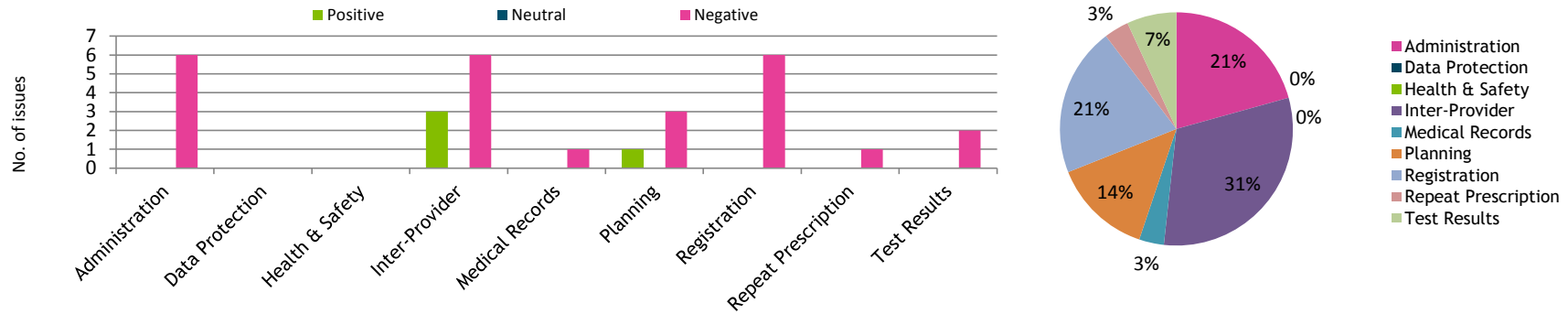
SECTION 3.6: ADMINISTRATION

Administration receives 5% of issues overall. It is expected that patients will generally comment about Administration when dissatisfied. Sentiment is 86% negative. Most negativity is about administrative errors, inter-provider communication (GP's liaising with the Hospital in particular), and registration processes.

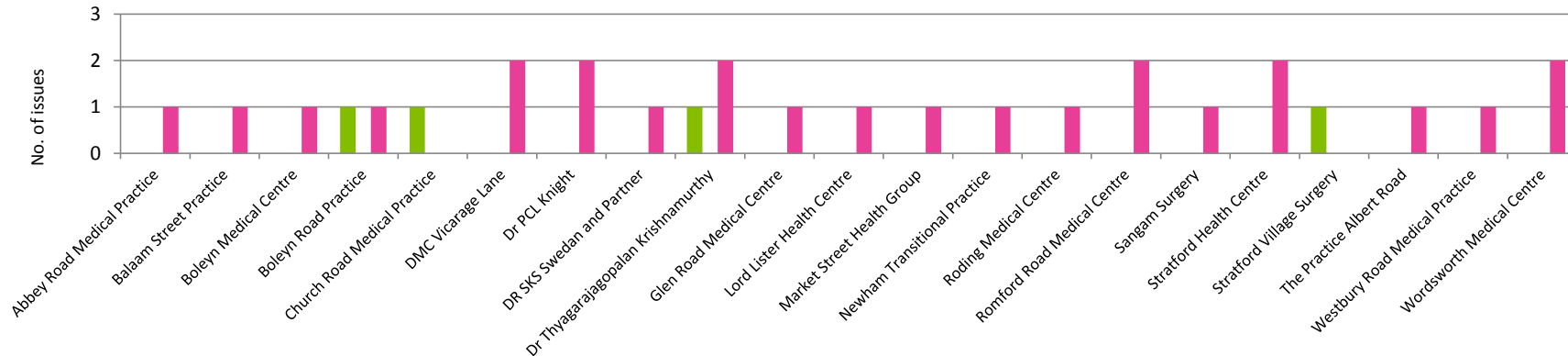
3.6.1 Sentiment:



3.6.2: All Aspects of Administration:



3.6.3 Practices Receiving the Most Issues Overall:



Practices to Watch

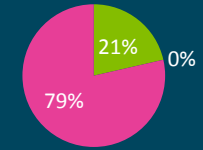
No practices have received a large quantity of comments.

SECTION 3.7: COMMUNICATION

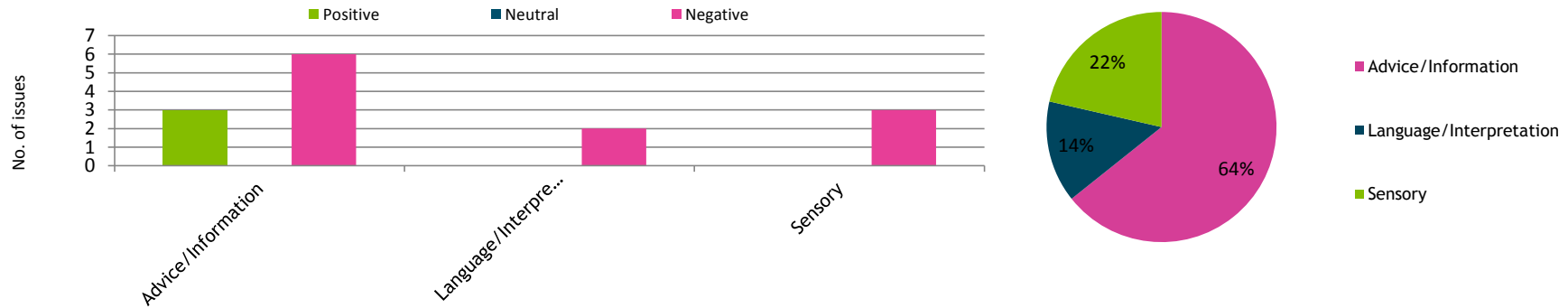
Communication receives 3% of issues overall and is largely negative as a topic. The majority of issues are about access to advice and information, with slightly more negative than positive comments.

3.7.1 Sentiment:

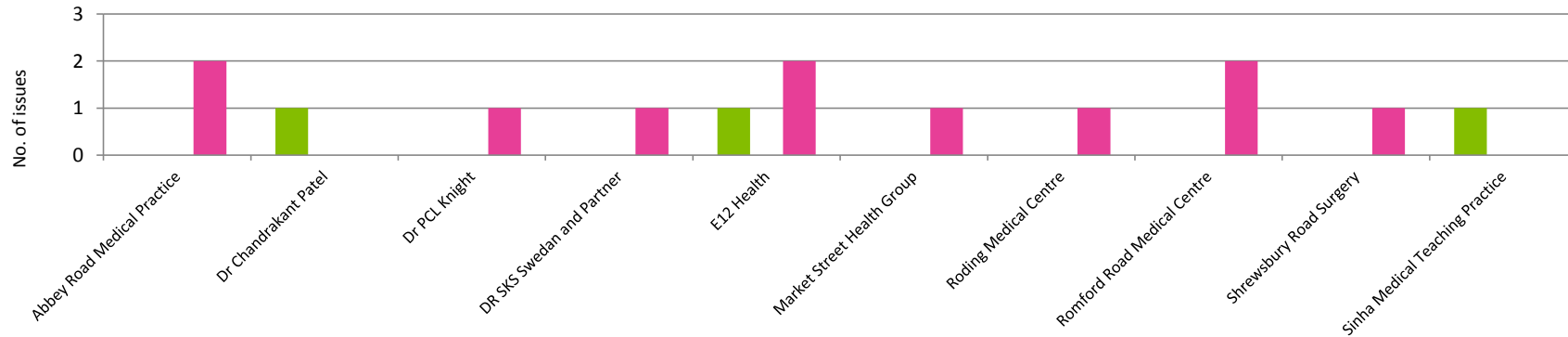
■ Positive
■ Neutral
■ Negative



3.7.2: All Aspects of Communication:



3.7.3 Practices Receiving the Most Issues Overall:



Practices to Watch

No practices have received a large quantity of comments.

