



Primary Care Trends Analysis Report

GP Patient Experience (Brent)

healthwatch
Brent

ABOUT THIS REPORT

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

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.

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.

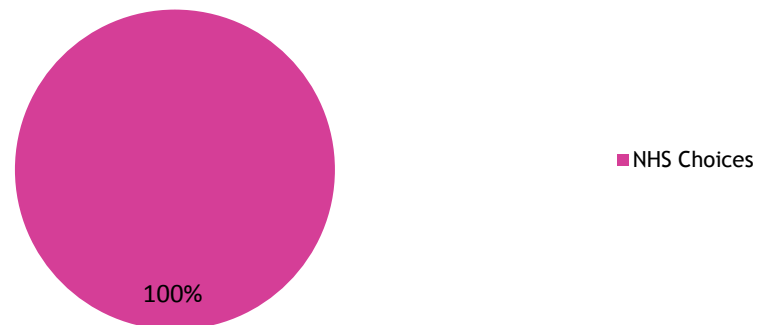
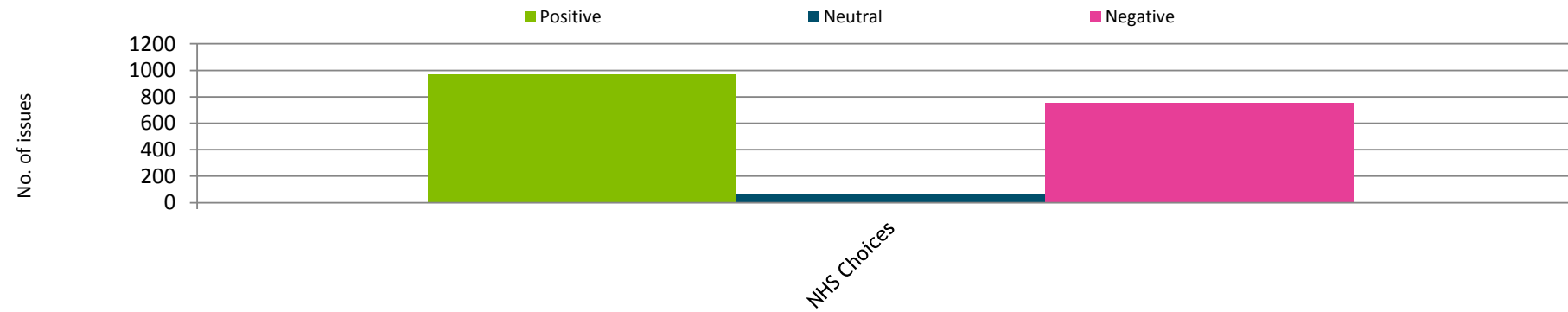
SECTION 1: REPORT CONTENT

1.1: Reporting Period:

Healthwatch Brent has identified 1789 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: 01/10/2015
To: 30/09/2016

1.2: Data Origin



The Data in this Report

This analysis is based on comments obtained from NHS Choices.

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

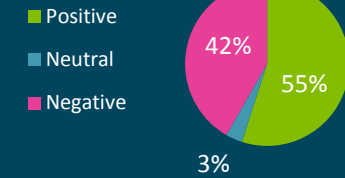
Report Date: 08/12/2016

SECTION 2: TOP OVERALL TRENDS

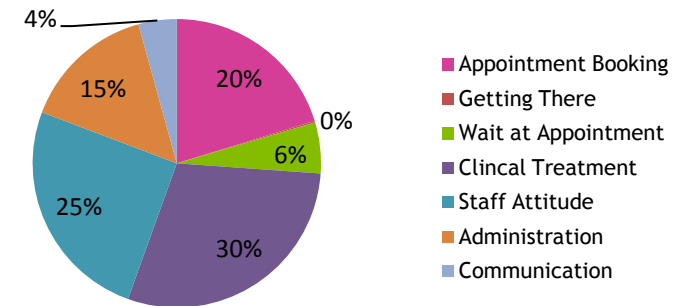
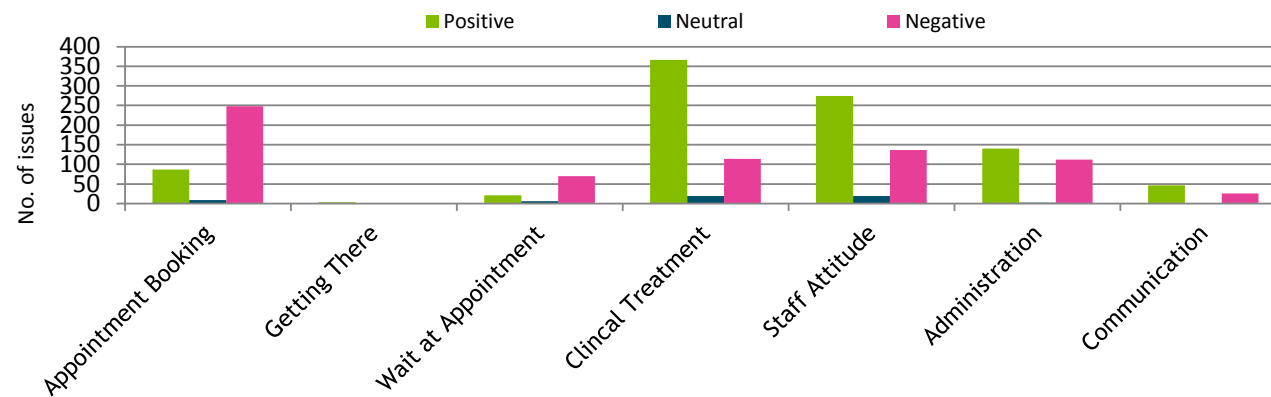
Overall patient sentiment is 55% positive.

At 30%, Clinical Treatment is the most commented on service aspect, followed by Staff Attitude (25%) and Appointment Booking (20%). Appointment Booking receives the most negativity by some margin.

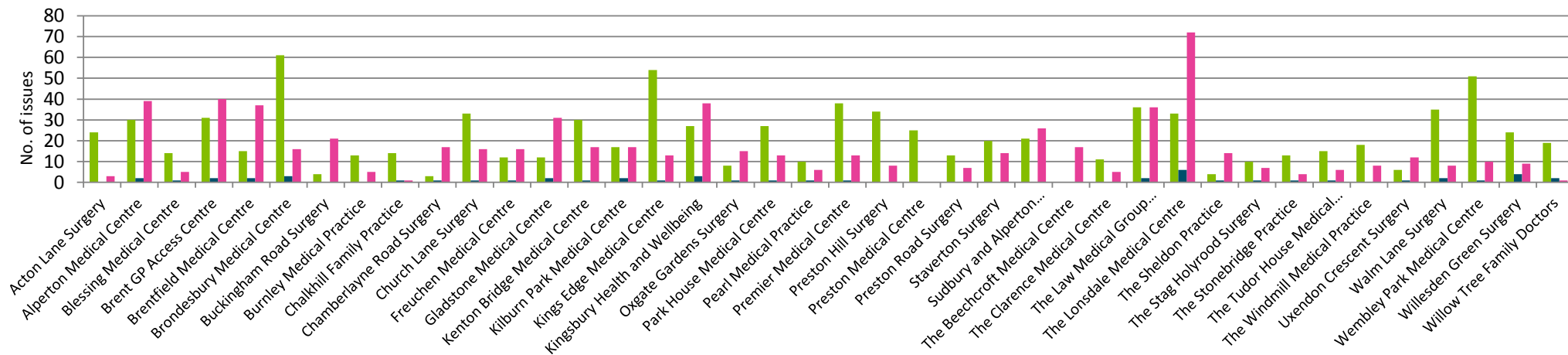
2.1 Sentiment:



2.2 Most Reported Aspects of Service:



2.3 Practices Receiving the Most Issues Overall:



Practices

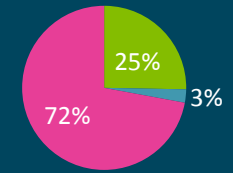
Brondesbury Medical Centre, Kings Edge Medical Centre and Wembley Park Medical Centre receive a good volume and ratio of positive comments. The Lonsdale Medical Centre receives a notable volume of negativity.

SECTION 3.1: APPOINTMENT BOOKING

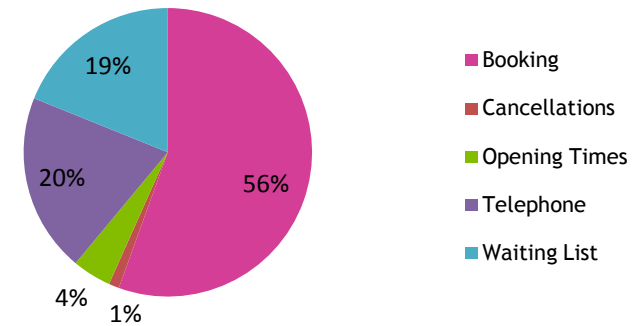
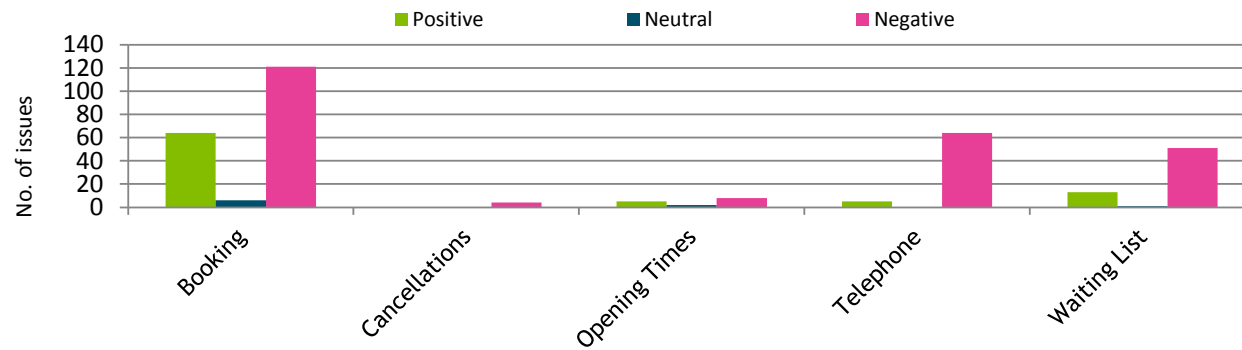
Appointment Booking is the largest negative trend overall, with positivity at just 25%. Many patients express discontent about booking systems and the inability to get appointments when required. There is also widespread dissatisfaction with telephone systems, which become congested at certain times of day. 19% of issues indicate that patients sometimes wait over a day to see their GP.

3.1.1 Sentiment:

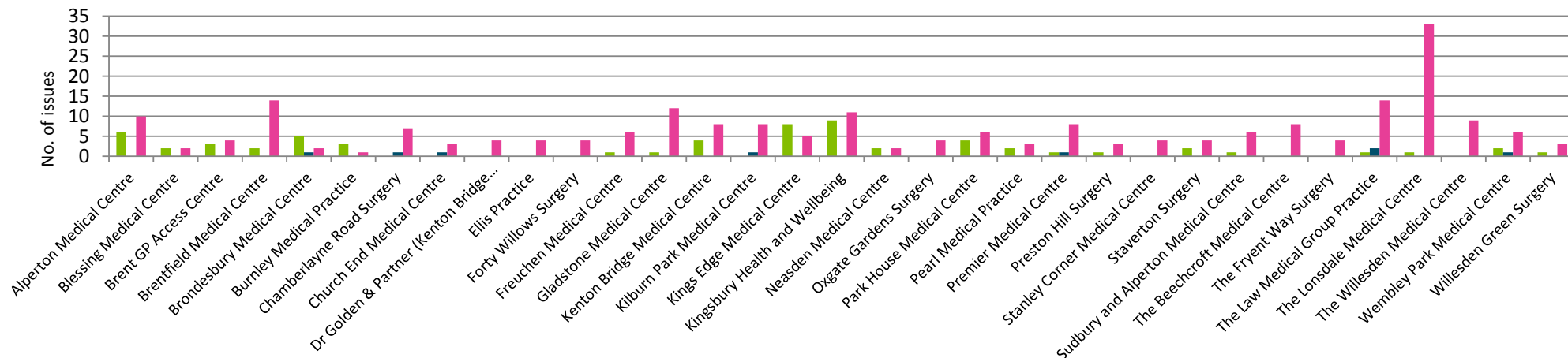
■ Positive
■ Neutral
■ Negative



3.1.2: All Aspects of Appointment Booking:



3.1.3 Practices Receiving the Most Issues Overall:



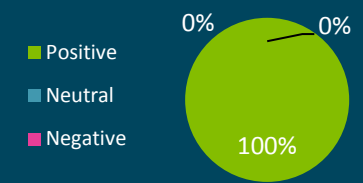
Practices

According to comments, sentiment at the vast majority of practices is negative, particularly so at The Lonsdale Medical Centre.

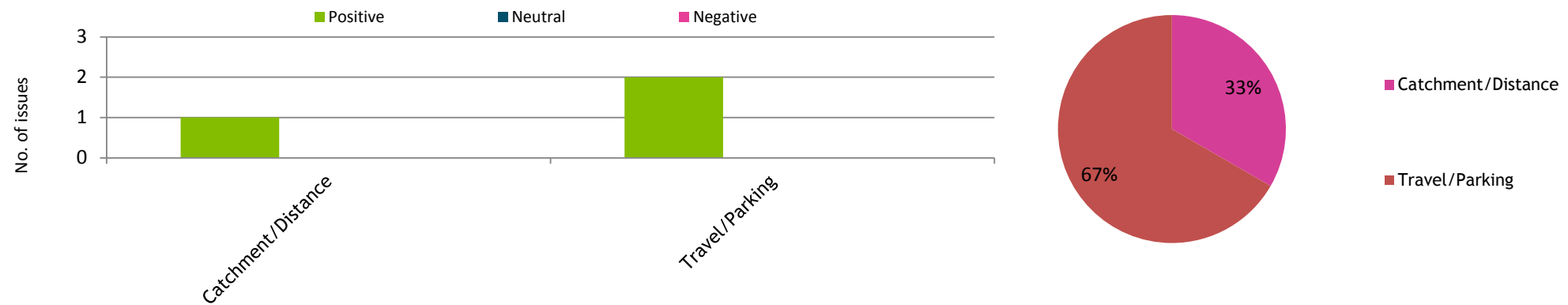
SECTION 3.2: GETTING THERE

Just 3 comments are about getting to appointments/catchment. Therefore, this is not considered a major issue locally for patients.

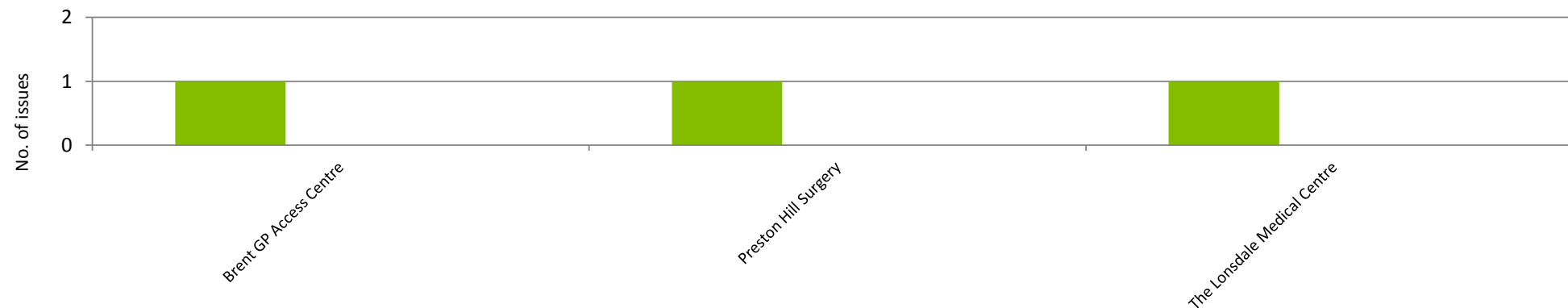
3.2.1 Sentiment:



3.2.2: All Aspects of Getting There:



3.2.3 Practices Receiving the Most Issues Overall:



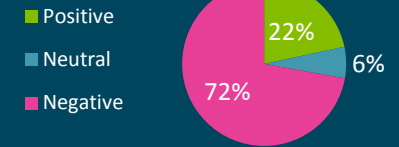
Practices

No practices receive a notable quantity of comments.

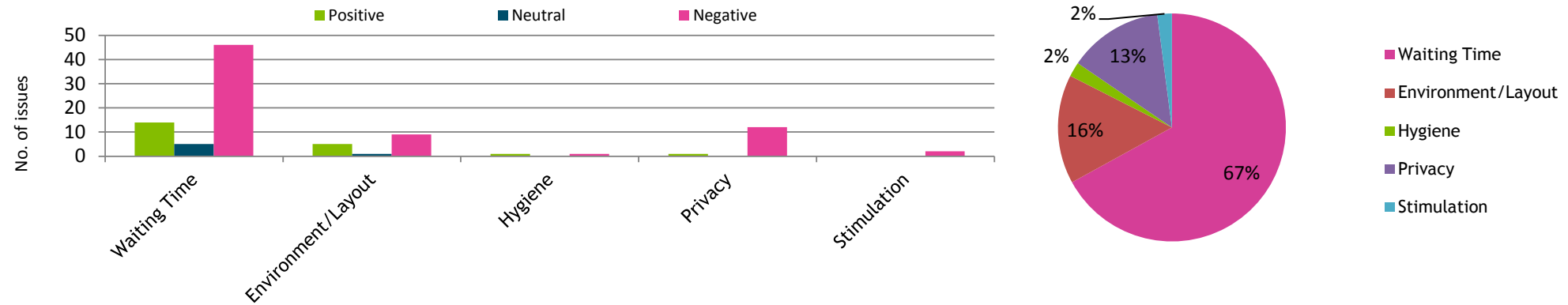
SECTION 3.3: WAIT AT APPOINTMENT

Wait at Appointment receives 6% of issues overall and is 72% negative as a topic. Patients comment negatively about waiting times at appointments.

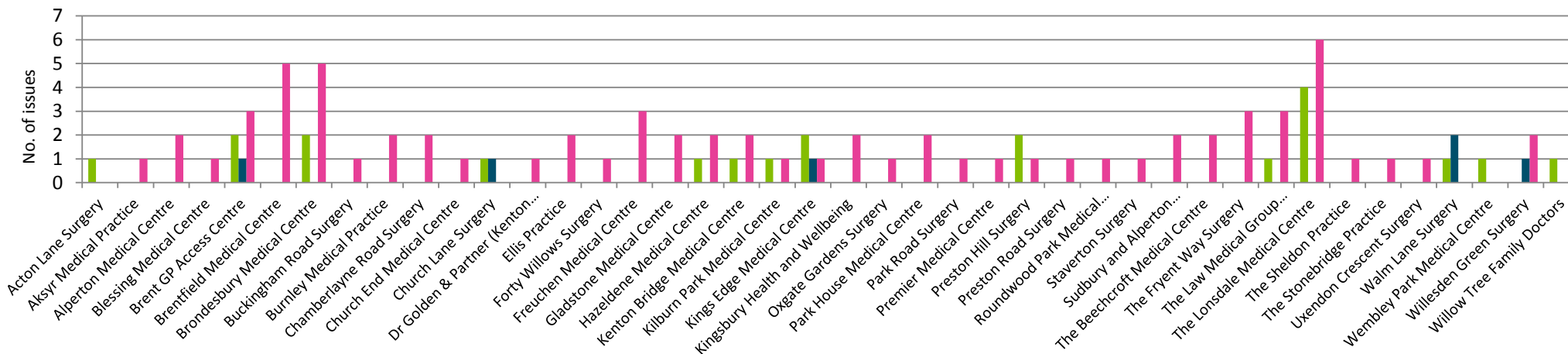
3.3.1 Sentiment:



3.3.2: All Aspects of Wait at Appointment:



3.3.3 Practices Receiving the Most Issues Overall:



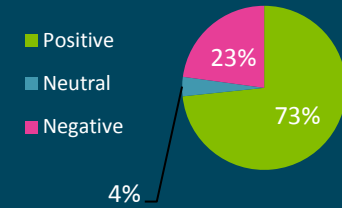
Practices

Sentiment at most practices is negative according to comments.

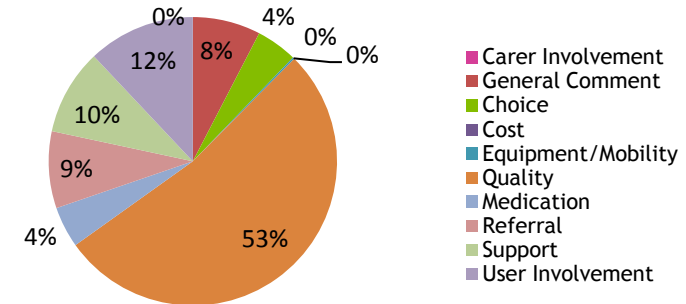
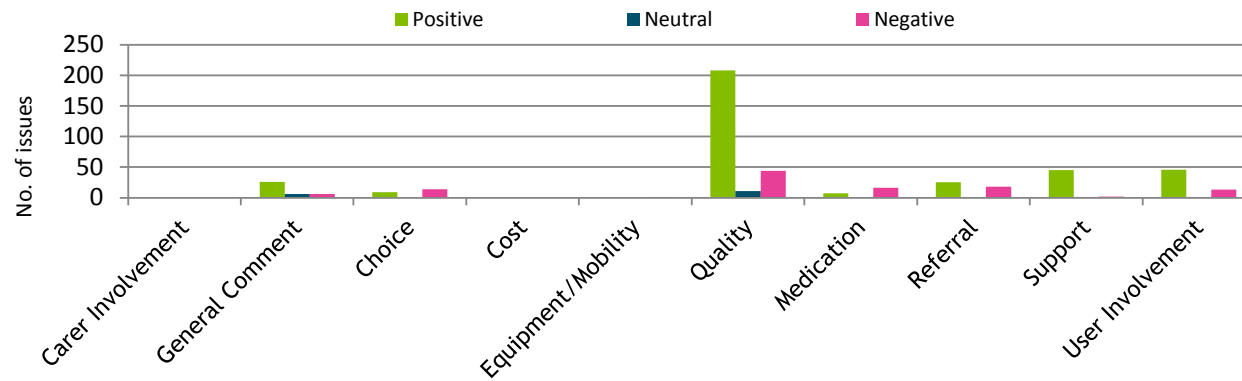
SECTION 3.4: CLINICAL TREATMENT

Receiving 30% 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 and support received, and feel involved in decisions.

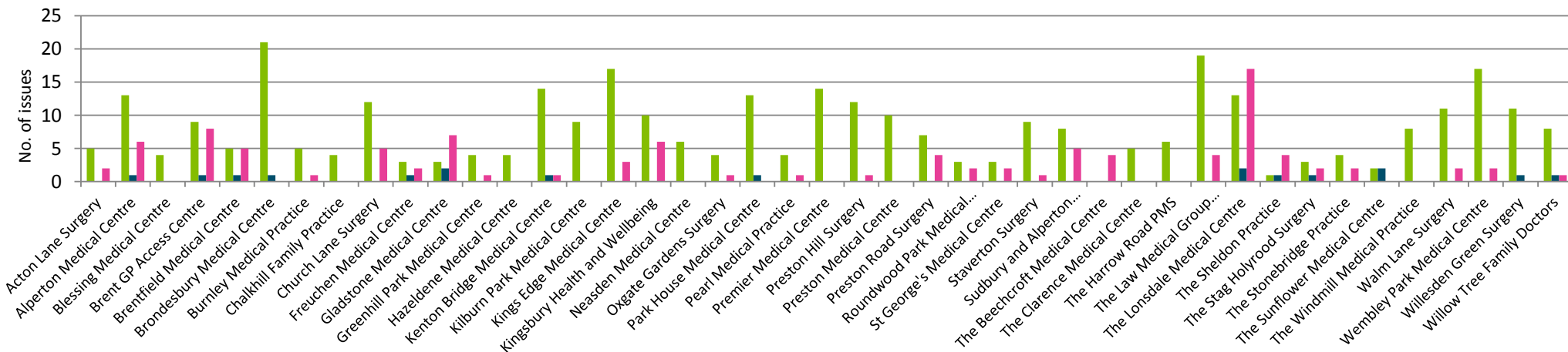
3.4.1 Sentiment:



3.4.2: All Aspects of Clinical Treatment:



3.4.3 Practices Receiving the Most Issues Overall:



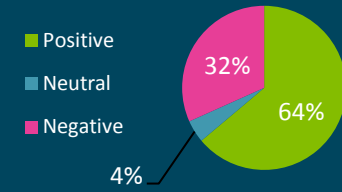
Practices

Comments suggest sentiment at The Lonsdale Medical Centre is mixed, while largely positive at most other practices.

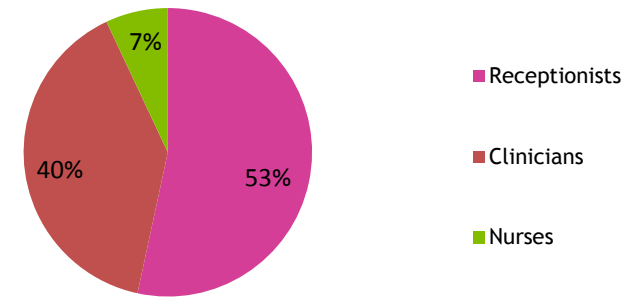
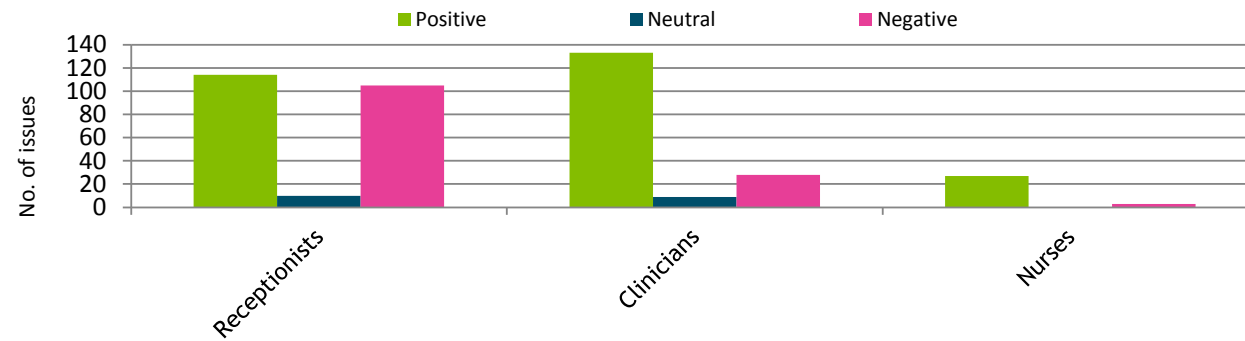
SECTION 3.5: STAFF ATTITUDE

With 25% of issues overall, patients consider Staff Attitude to be an important aspect of service. Sentiment is clearly positive for Clinicians and Nurses, and mixed for Receptionists, according to comments.

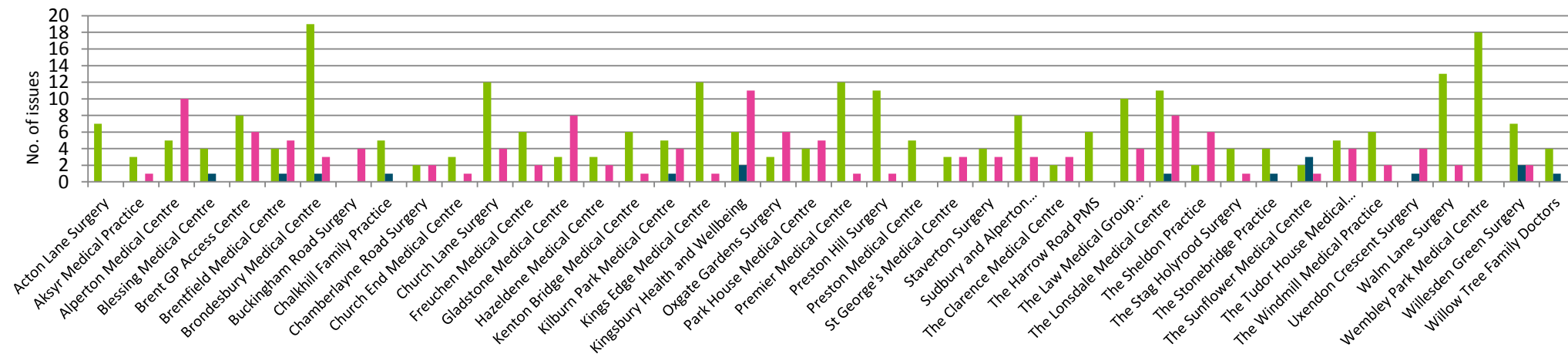
3.5.1 Sentiment:



3.5.2: All Aspects of Staff Attitude:



3.5.3 Practices Receiving the Most Issues Overall:



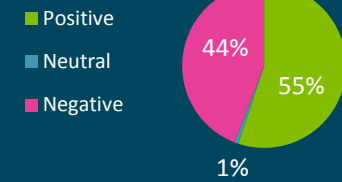
Practices

Comments suggest sentiment at most practices is positive, particularly so at Brondesbury Medical Centre and Wembley Park Medical Centre.

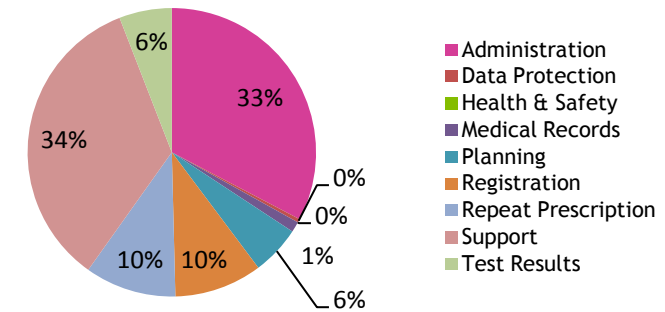
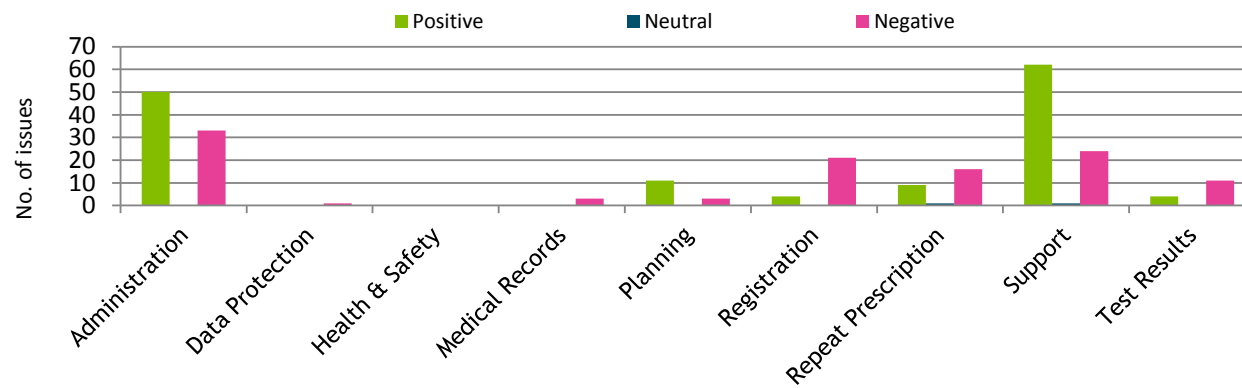
SECTION 3.6: ADMINISTRATION

Administration receives 15% of issues overall and sentiment is 55% positive. Comments suggest patients are clearly positive about administrative support received, while marginally positive on quality of administration. Some patients express difficulty in being able to register.

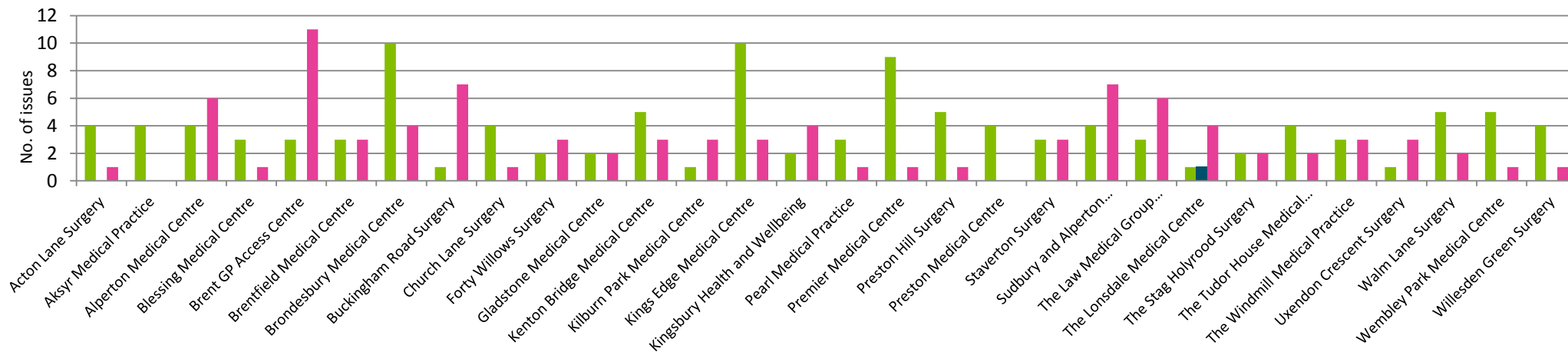
3.6.1 Sentiment:



3.6.2: All Aspects of Administration:



3.6.3 Practices Receiving the Most Issues Overall:



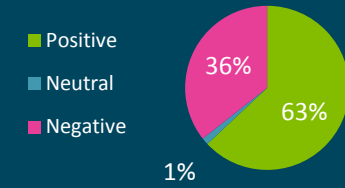
Practices

Brent GP Access Centre receives a notable volume of negative comments.

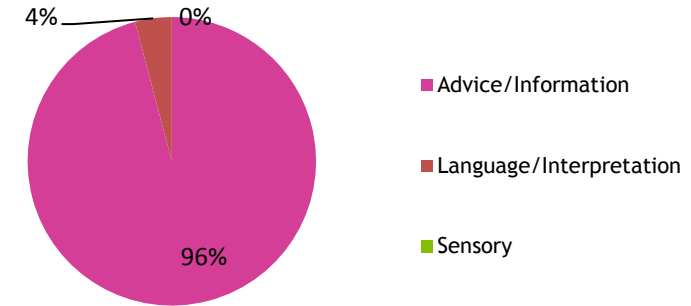
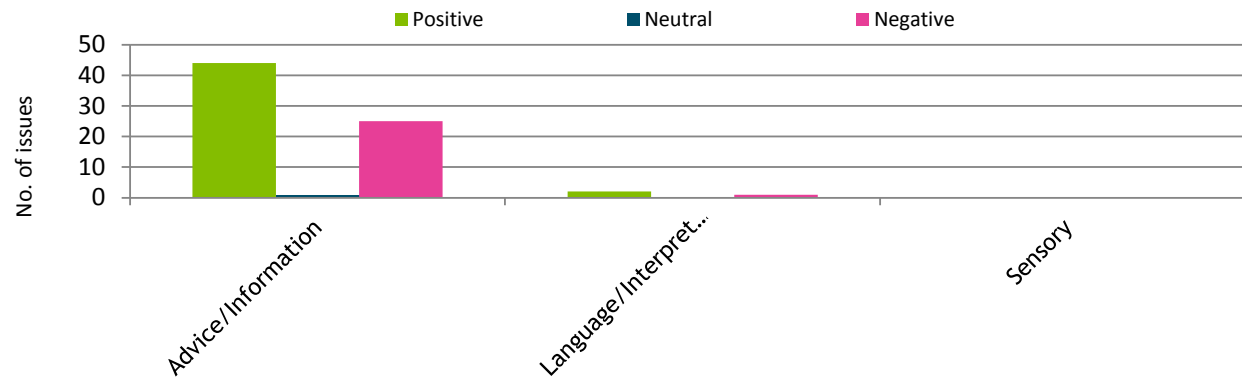
SECTION 3.7: COMMUNICATION

Communication receives 4% of issues overall and is 63% positive in sentiment. The vast majority of issues are about access to advice and information and sentiment is broadly positive.

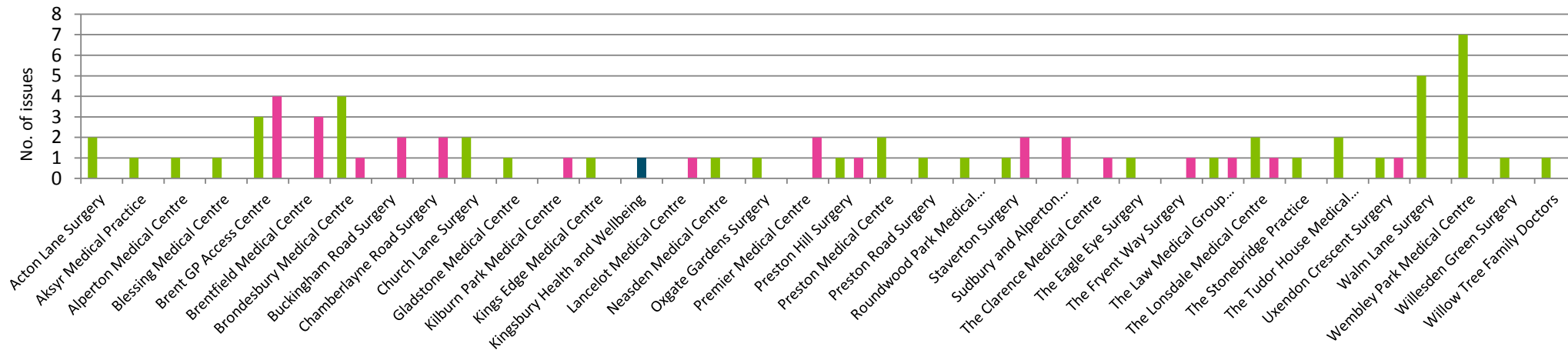
3.7.1 Sentiment:



3.7.2: All Aspects of Communication:



3.7.3 Practices Receiving the Most Issues Overall:



Practices

Wemley Park Medical Centre receives a notable volume of positive comments..

