



Primary Care Trends Analysis Report

Fieldway Medical Centre

ABOUT THIS REPORT

This report examines important aspects of the service.

Service Categories

Service categories analysed include 'Appointment Booking' (the ability to get appointments), '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

Service user 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 Croydon Patient Experience Panel.

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.

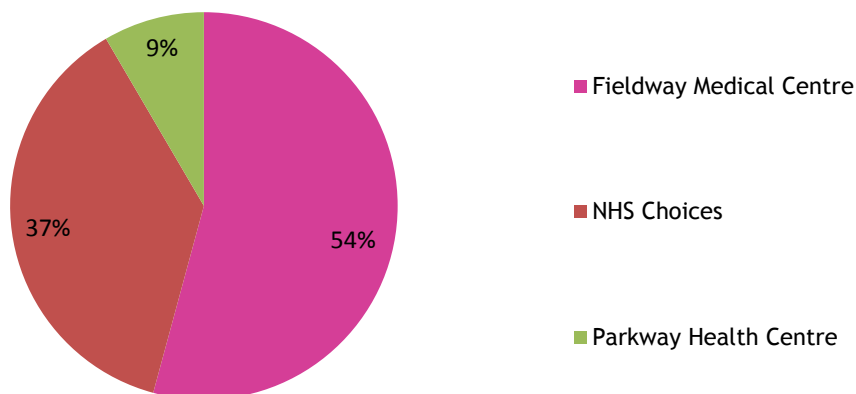
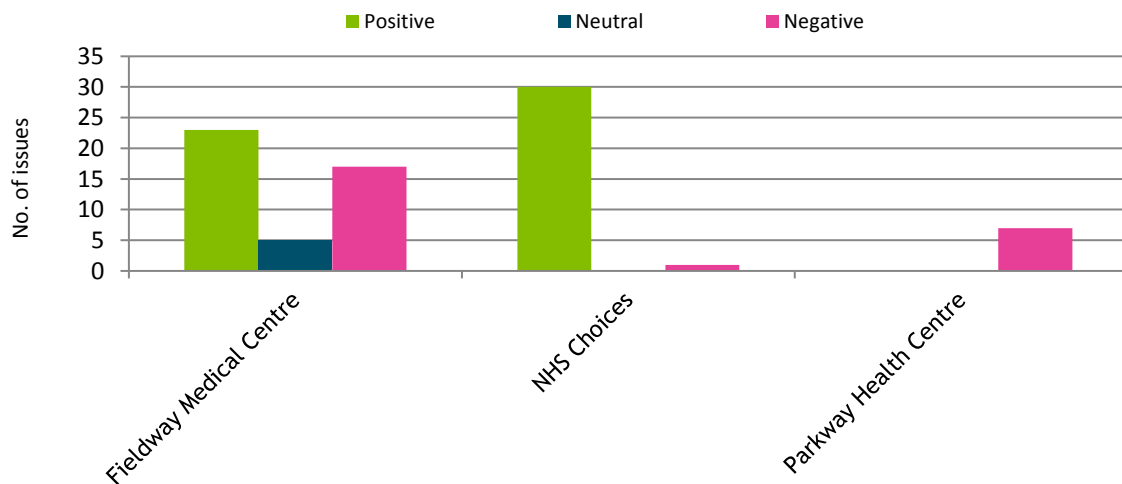
SECTION 1: REPORT CONTENT

Healthwatch Croydon has identified 83 issues about services provided by Fieldway Medical Centre during the period below:

1.1: Reporting Period: From: 01/08/2014
To: 10/09/2015

This report identifies the data origin (Section 1.2), the top trends (Section 2) and analyses each trend (Section 3).

1.2: Data Origin



The Data in this Report

63% of the service user comments were obtained at outreach, with the remainder from NHS Choices.

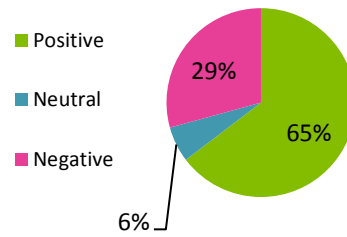
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Report Date: 10/09/2015

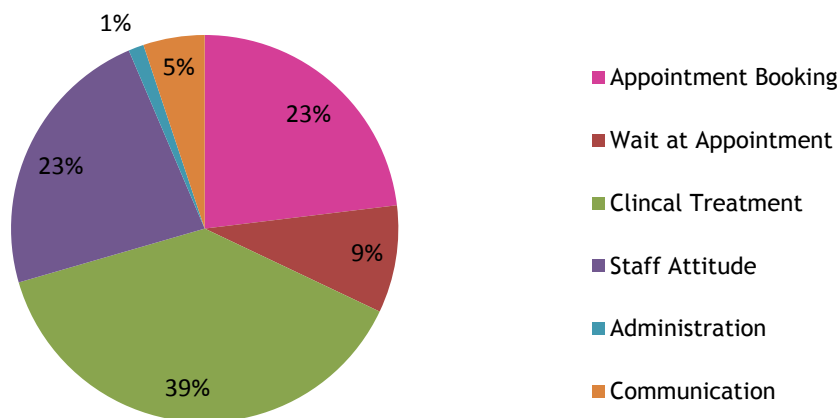
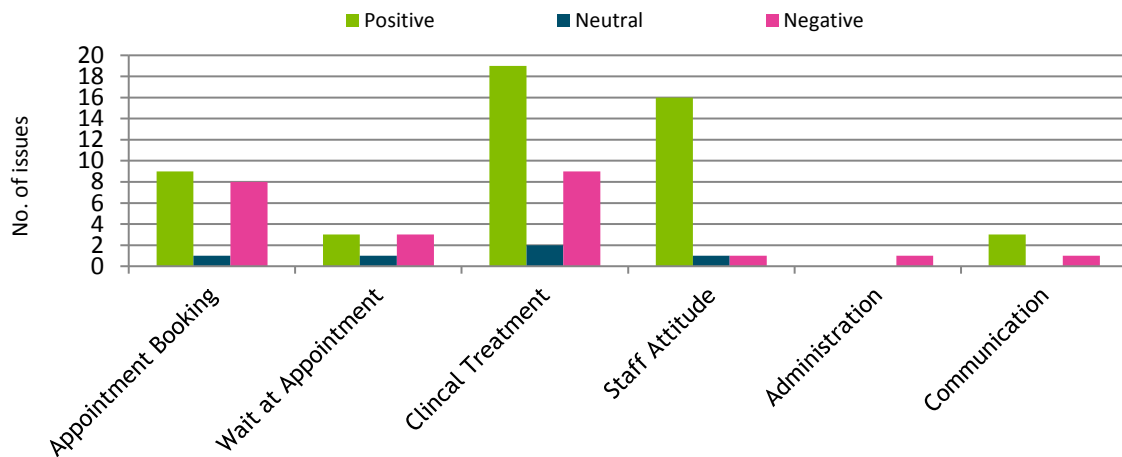
SECTION 2: TOP OVERALL TRENDS

2.1. Sentiment:

According to the comments, the overall sentiment about the service as a whole is 65% positive.



2.1. Most Reported Aspects of Service:



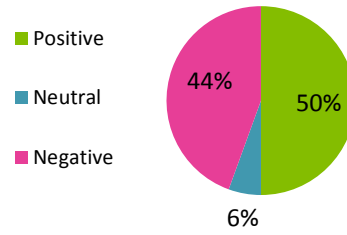
Trends to Watch:

Clinical Treatment is the most commented on service aspect, and is broadly positive in sentiment. Staff Attitude is also a popular topic and is clearly positive in sentiment, according to comments. Comments suggest sentiment on Appointment Booking and Wait at Appointment is mixed.

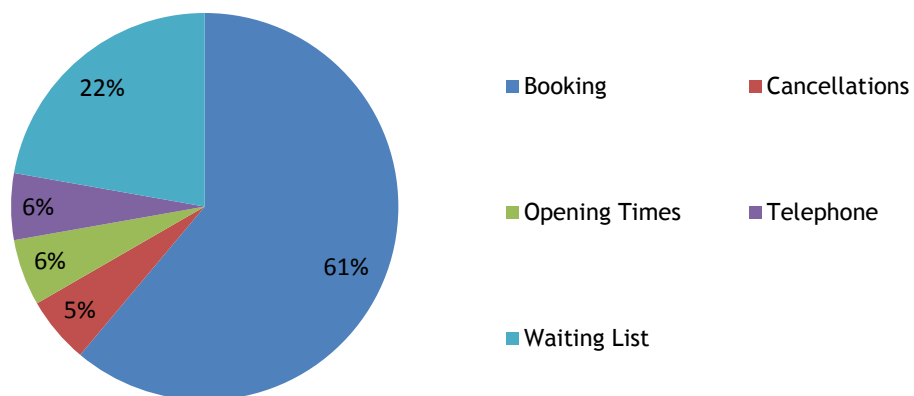
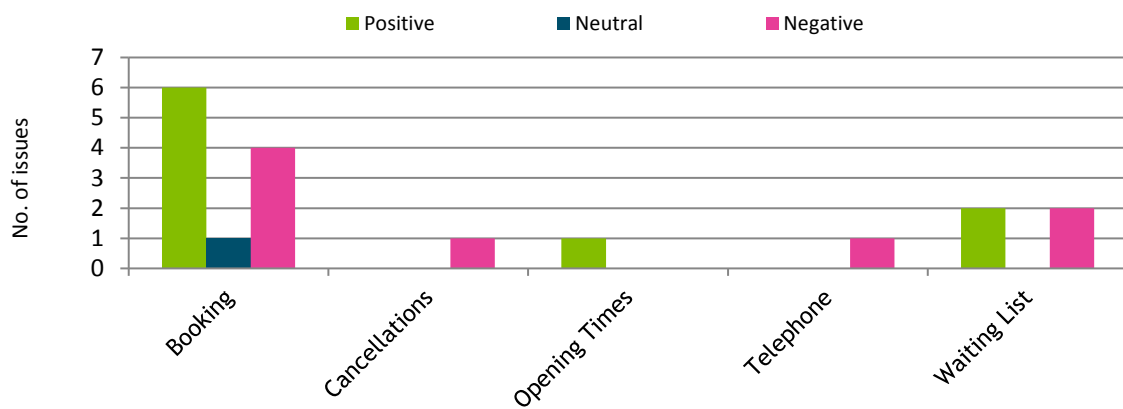
SECTION 3.1: APPOINTMENT BOOKING

3.1.1. Sentiment:

Overall sentiment about Appointment Booking is mixed.



3.1.2. Most Reported Aspects of Appointment Booking:



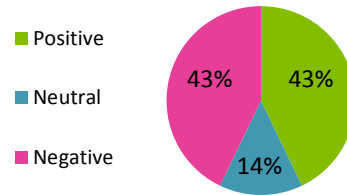
Trends to Watch:

Sentiment about Booking (the ability to obtain appointments) is mixed, according to comments.

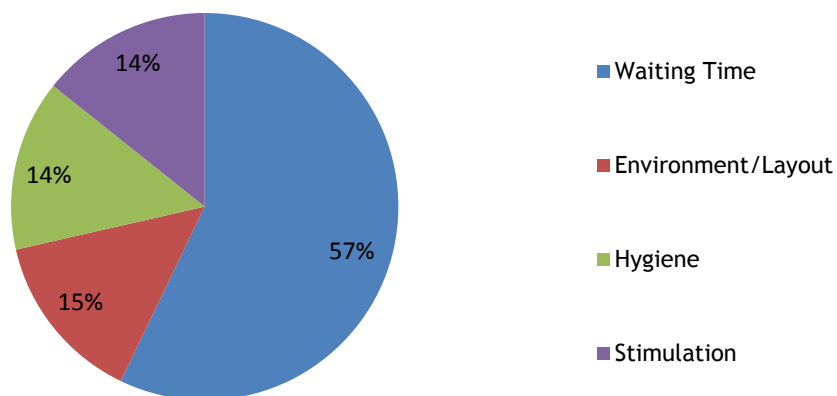
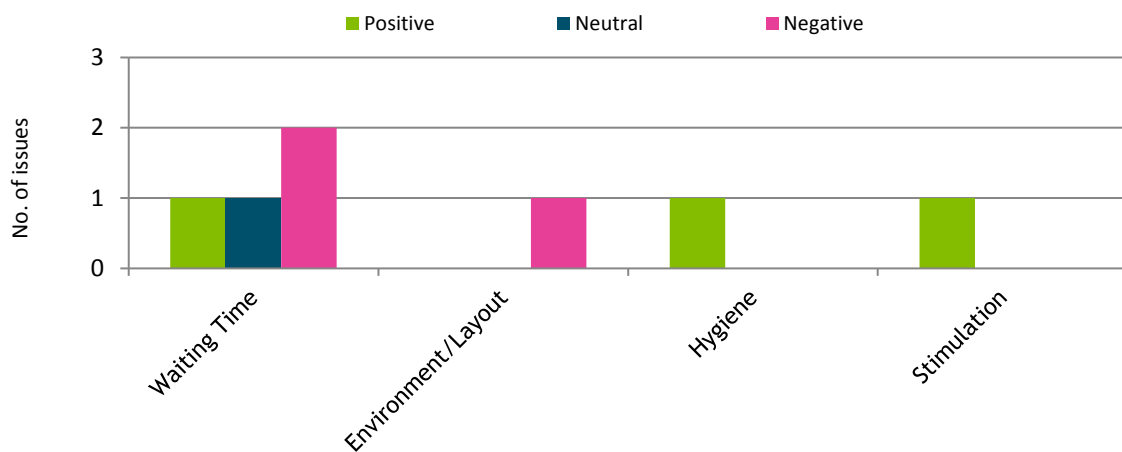
SECTION 3.2: WAIT AT APPOINTMENT

3.2.1. Sentiment:

Overall sentiment about Wait at Appointment is mixed.



3.2.2. Most Reported Aspects of Wait at Appointment:



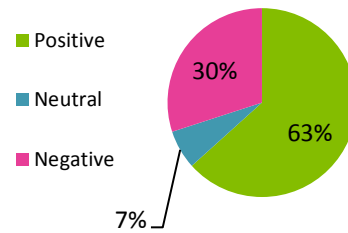
Trends to Watch:

We did not receive many comments on Waiting Time at appointments. It is commented that the waiting area itself is small, but clean, and has plenty of reading material.

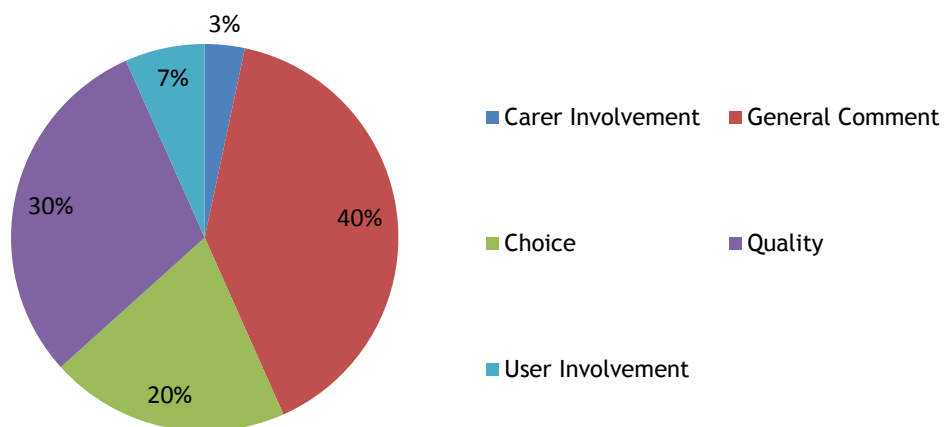
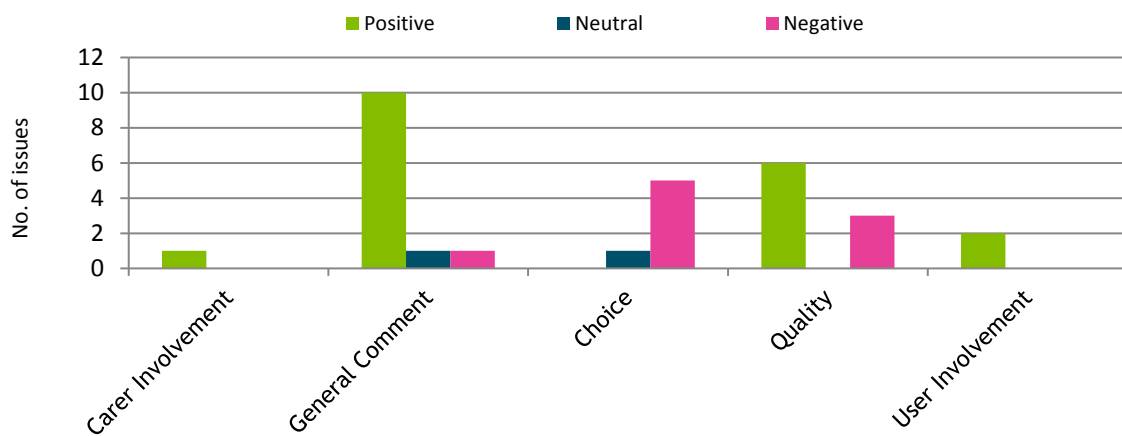
SECTION 3.3: CLINICAL TREATMENT

3.3.1. Sentiment:

Overall sentiment about Clinical Treatment is 63% positive.



3.3.2. Most Reported Aspects of Clinical Treatment:



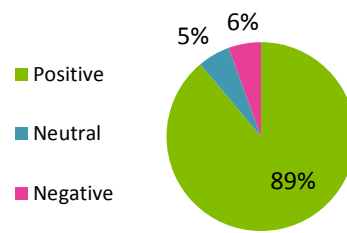
Trends to Watch:

Comments suggest patients are satisfied with the Quality of treatment received. On Choice, some patients comment they do not have a named GP, and often see different clinicians, affecting continuity of care. Another patient said there is limited access to a female practitioner.

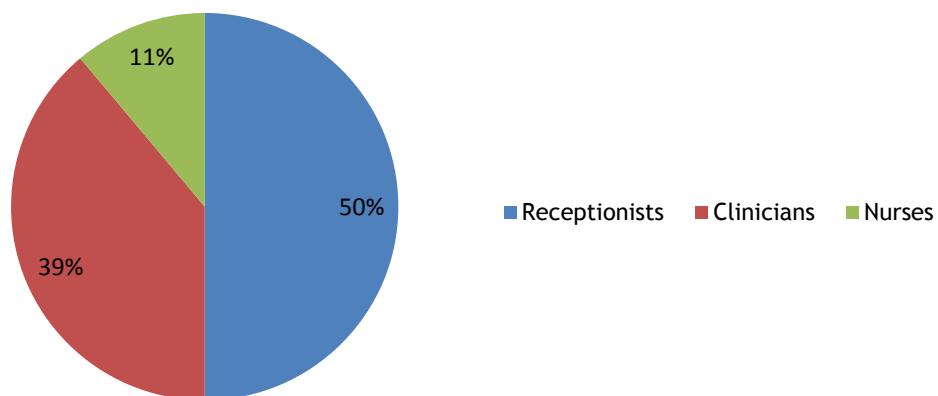
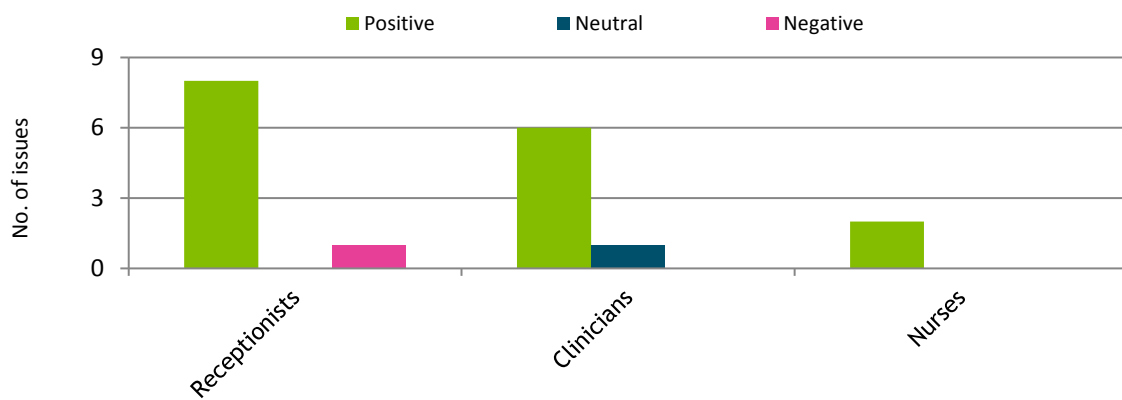
SECTION 3.4: STAFF ATTITUDE

3.4.1. Sentiment:

Overall sentiment about Staff Attitude is 89% positive.



3.4.2. Most Reported Aspects of Staff Attitude:



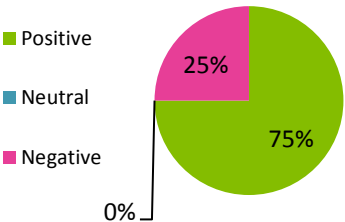
Trends to Watch:

Comments suggest patients are clearly satisfied with the level of customer service received.

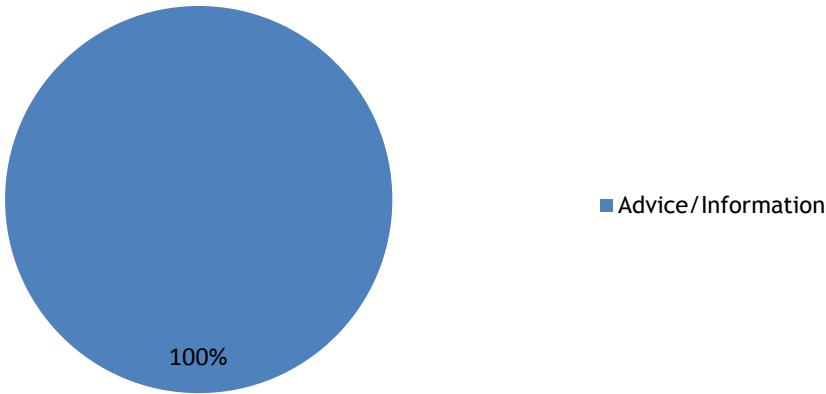
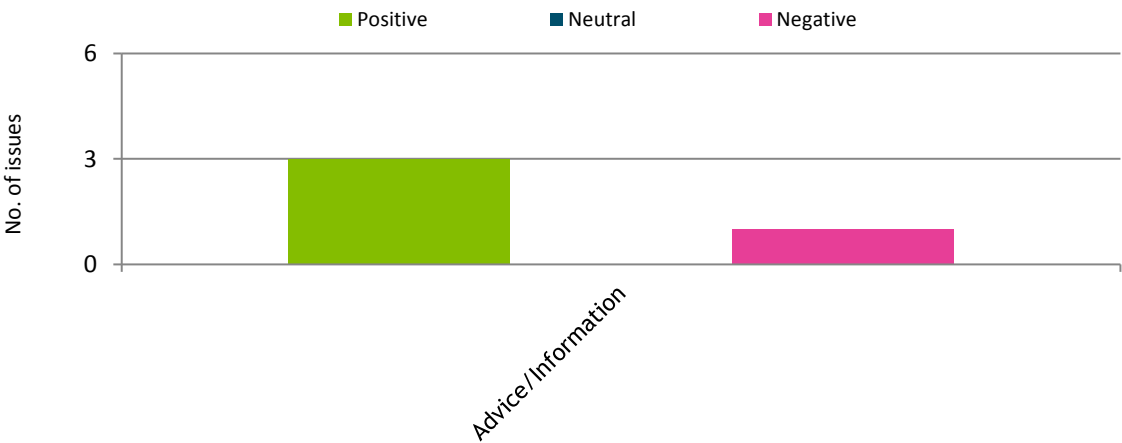
SECTION 3.5: COMMUNICATION

3.5.1. Sentiment:

Overall sentiment about Communication is 75% positive.



3.5.2. Most Reported Aspects of Communication



Trends to Watch:

Comments suggest patients are satisfied with the level of Advice/Information received.

