



Primary Care Trends Analysis Report

London Road Medical Practice

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.

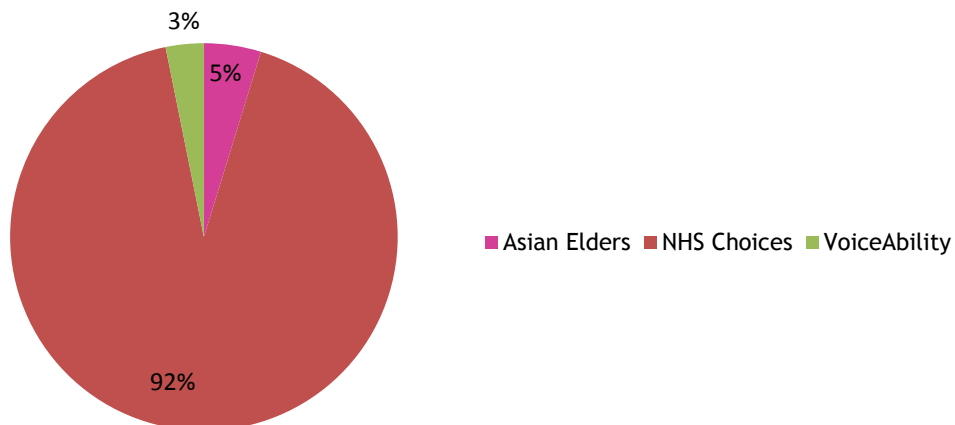
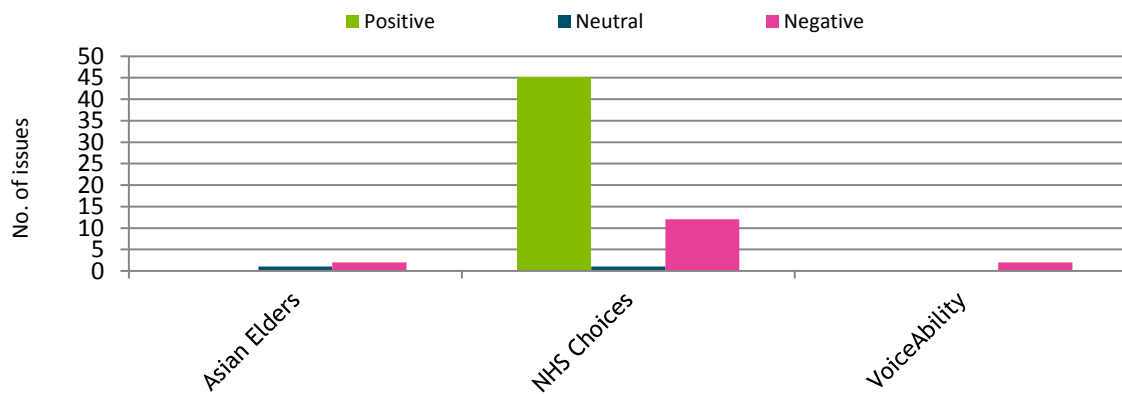
SECTION 1: REPORT CONTENT

Healthwatch Croydon has identified 63 issues about services provided by London Road Medical Practice during the period below:

1.1: Reporting Period: From: 01/07/2014
To: 31/01/2016

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

92% of the data originates from NHS Choices, with the remainder from other sources.

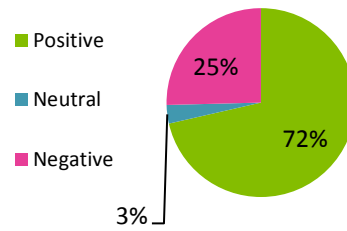
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Report Date: 11/02/2016

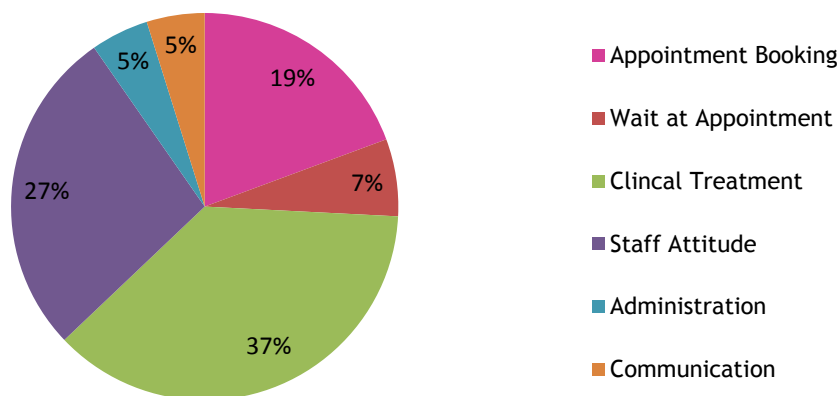
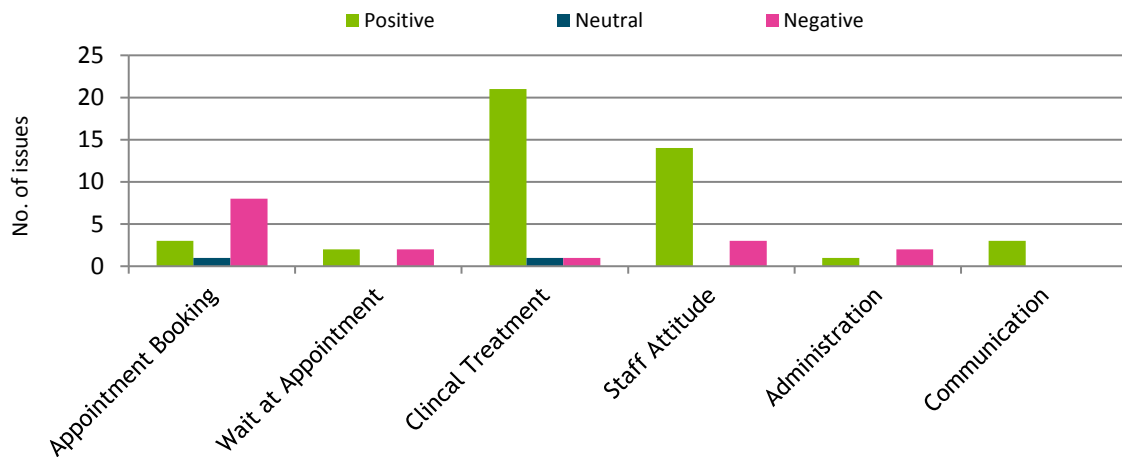
SECTION 2: TOP OVERALL TRENDS

2.1. Sentiment:

According to the comments, the overall sentiment about the service as a whole is 72% positive.



2.1. Most Reported Aspects of Service:



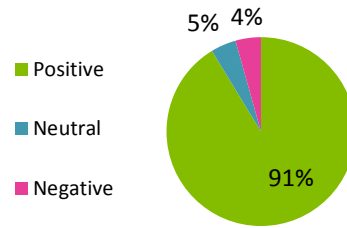
Trends to Watch:

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.

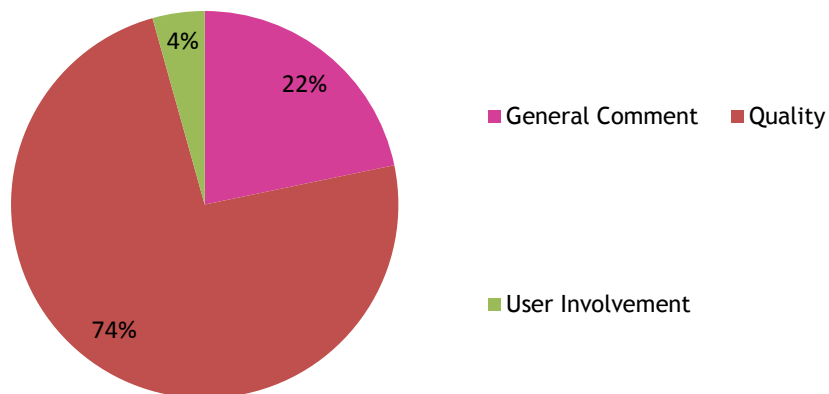
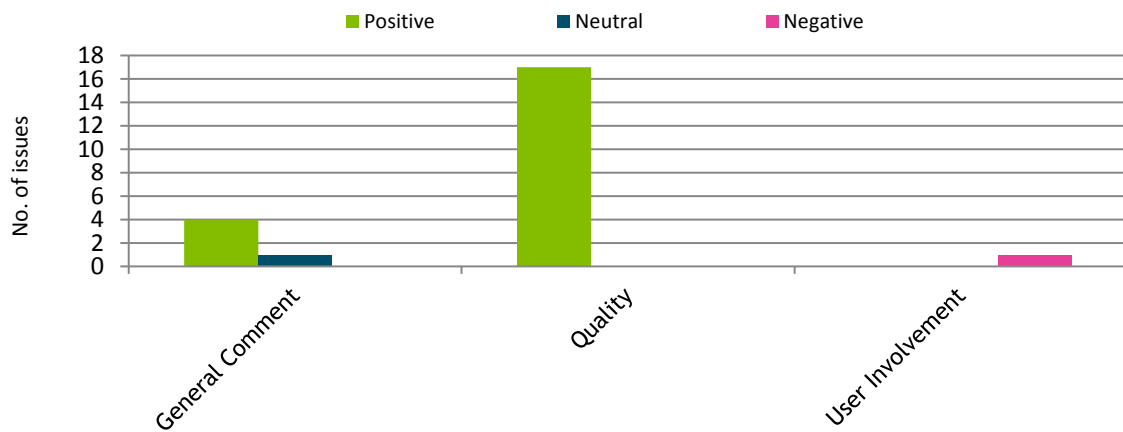
SECTION 3.3: CLINICAL TREATMENT

3.3.1. Sentiment:

Overall sentiment about Clinical Treatment is 91% positive.



3.3.2. Most Reported Aspects of Clinical Treatment:



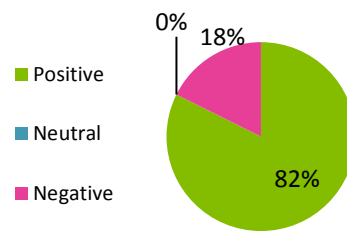
Trends to Watch:

Comments suggest patients are clearly satisfied with the quality of treatment received.

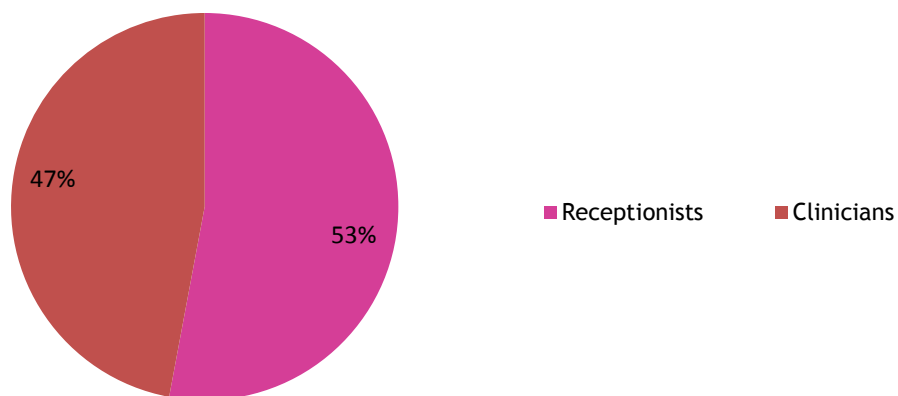
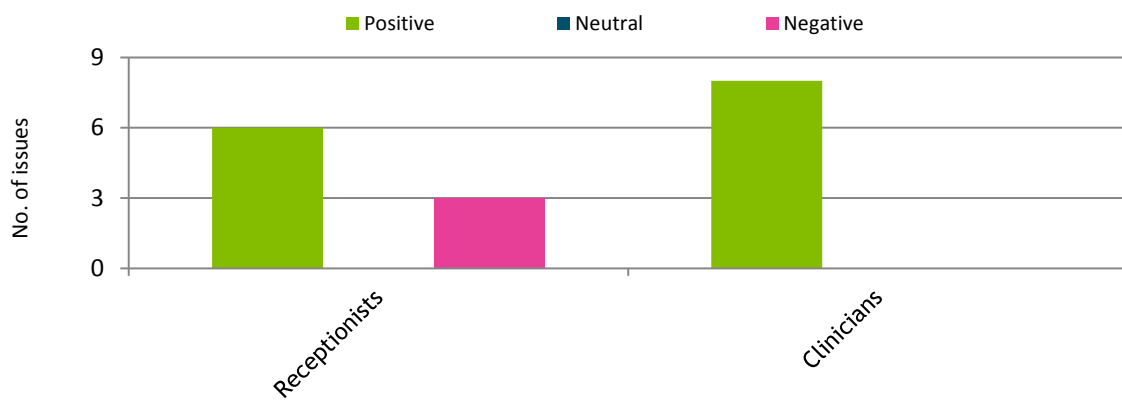
SECTION 3.4: STAFF ATTITUDE

3.4.1. Sentiment:

Overall sentiment about Staff Attitude is 82% positive.



3.4.2. Most Reported Aspects of Staff Attitude:



Trends to Watch:

Sentiment about Clinicians is clearly positive, and broadly so on Receptionists.

