



## Primary Care Trends Analysis Report

Parkway Health 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.

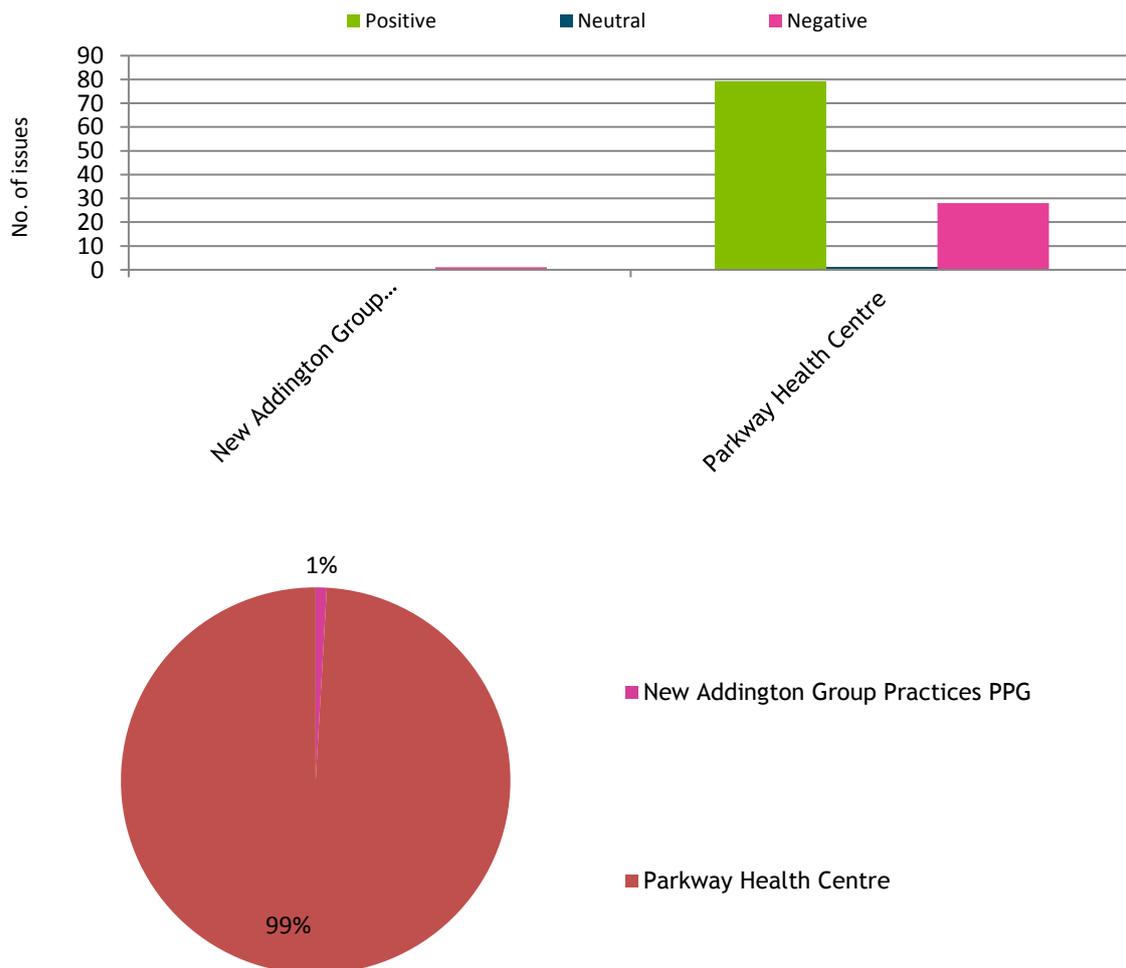
## SECTION 1: REPORT CONTENT

Healthwatch Croydon has identified 109 issues about services provided by Parkway Health Centre during the period below:

**1.1: Reporting Period:** From: 01/01/2015  
To: 31/12/2015

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

The vast majority of service user comments were obtained during outreach at Parkway Health Centre.

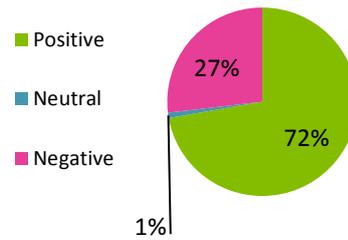
Please note that comments obtained from these sources may not be representative of all service users experiences or opinions.

Report Date: 12/01/2016

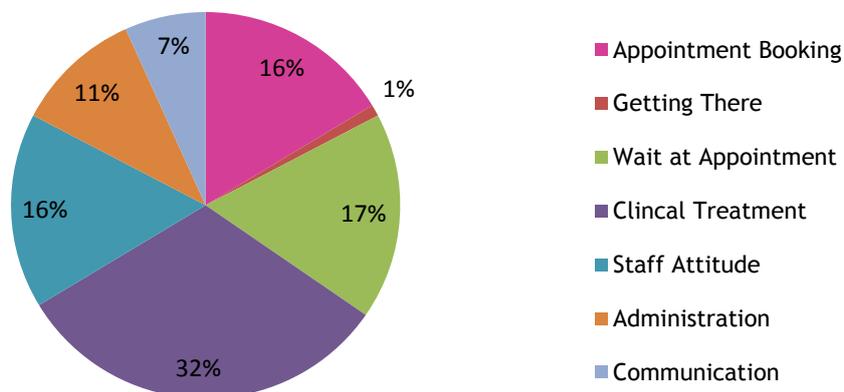
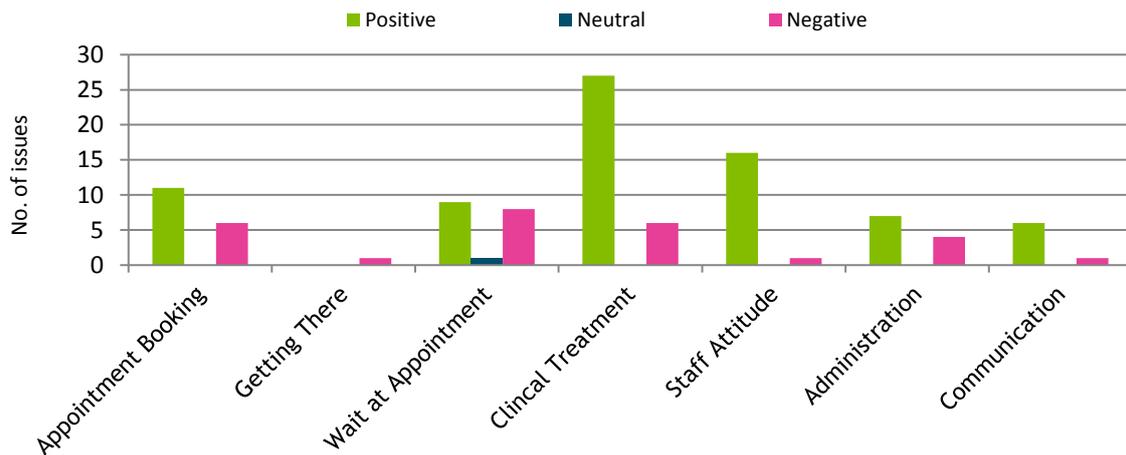
## SECTION 2: TOP OVERALL TRENDS

### 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:



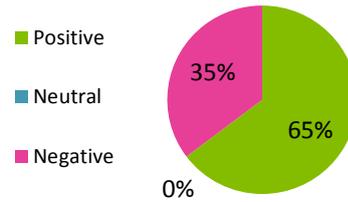
### Trends to Watch:

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. Comments suggest sentiment on Communication and Appointment Booking is broadly positive, marginally so on Administration, and mixed on Wait at Appointment.

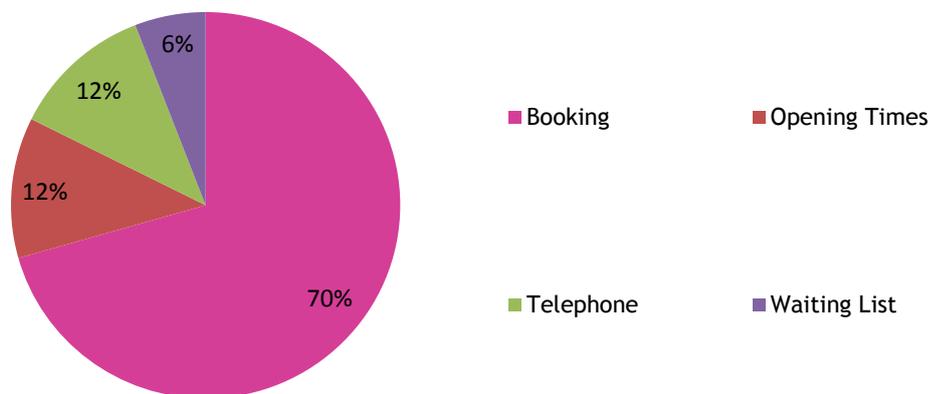
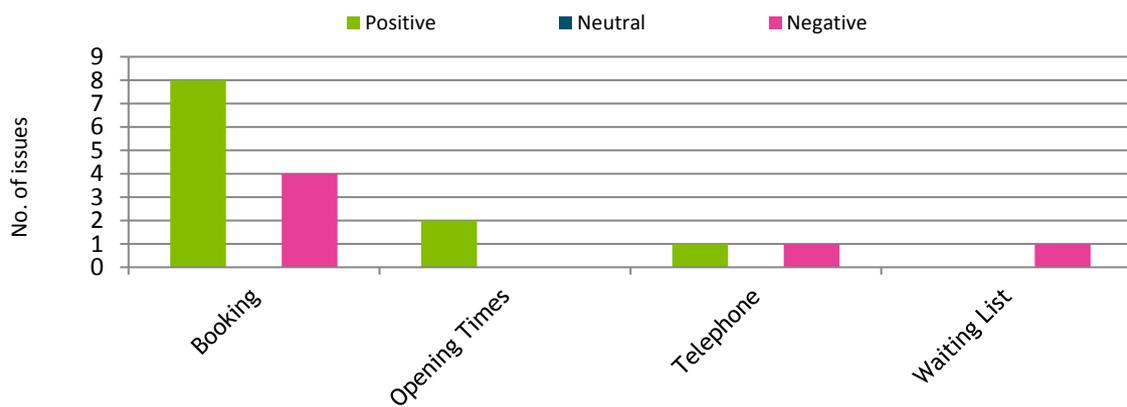
## SECTION 3.1: APPOINTMENT BOOKING

### 3.1.1. Sentiment:

Overall sentiment about Appointment Booking is 65% positive.



### 3.1.2. Most Reported Aspects of Appointment Booking:



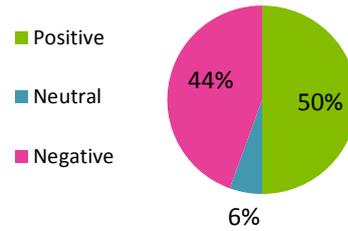
#### Trends to Watch:

Sentiment about the booking process is broadly positive, according to comments.

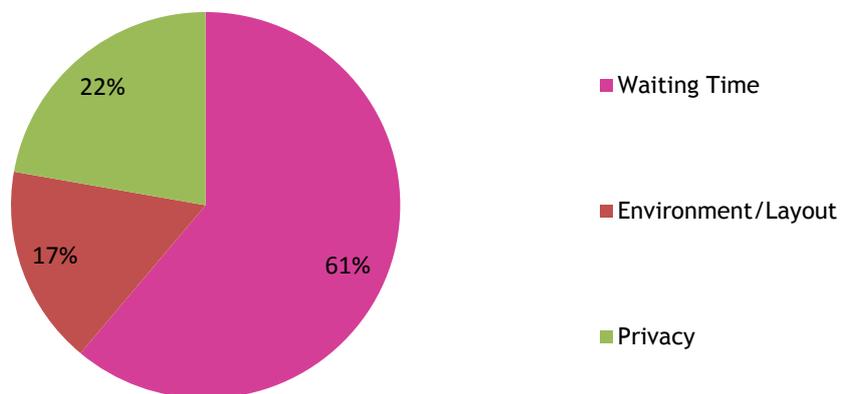
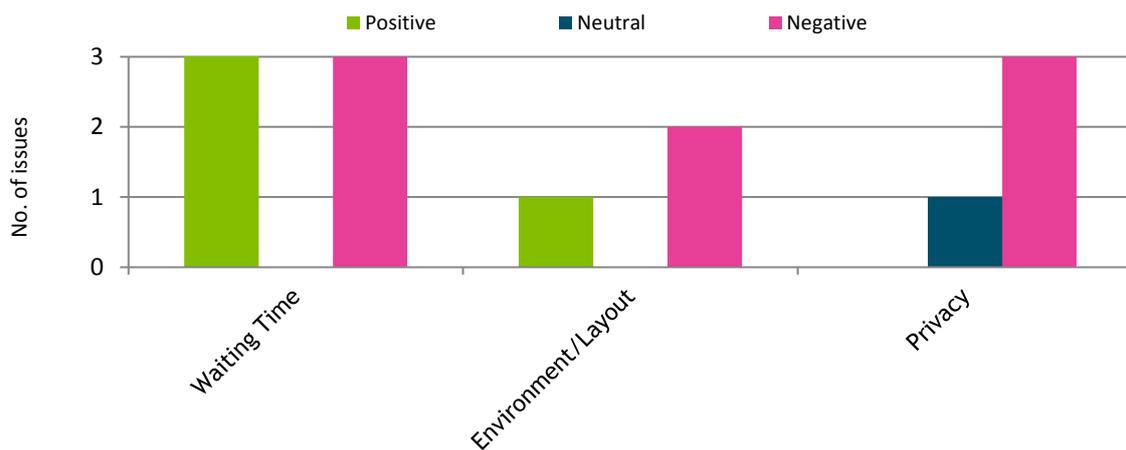
## SECTION 3.2: WAIT AT APPOINTMENT

### 3.2.1. Sentiment:

Overall sentiment about Wait at Appointment is mixed.



### 3.2.2. Most Reported Aspects of Wait at Appointment:



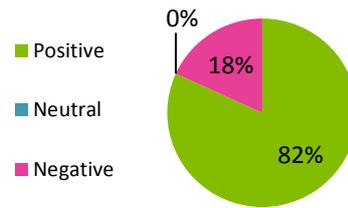
#### Trends to Watch:

Comments suggest sentiment on Waiting Times is mixed. It is commented that the waiting area itself is cluttered, with lack of privacy.

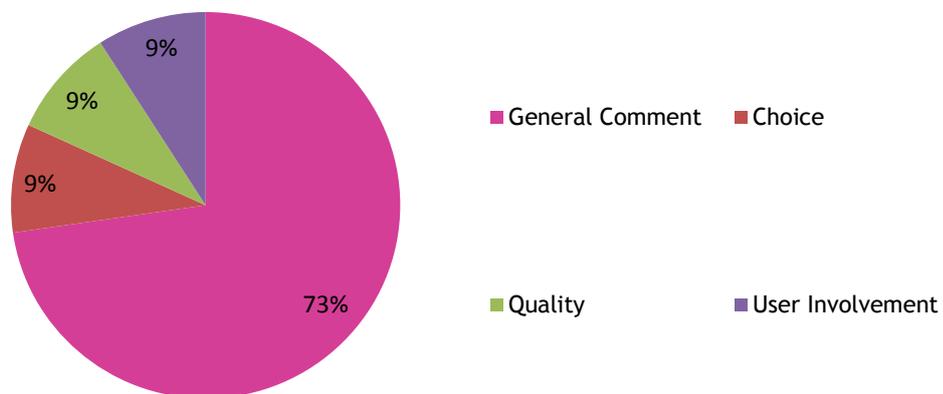
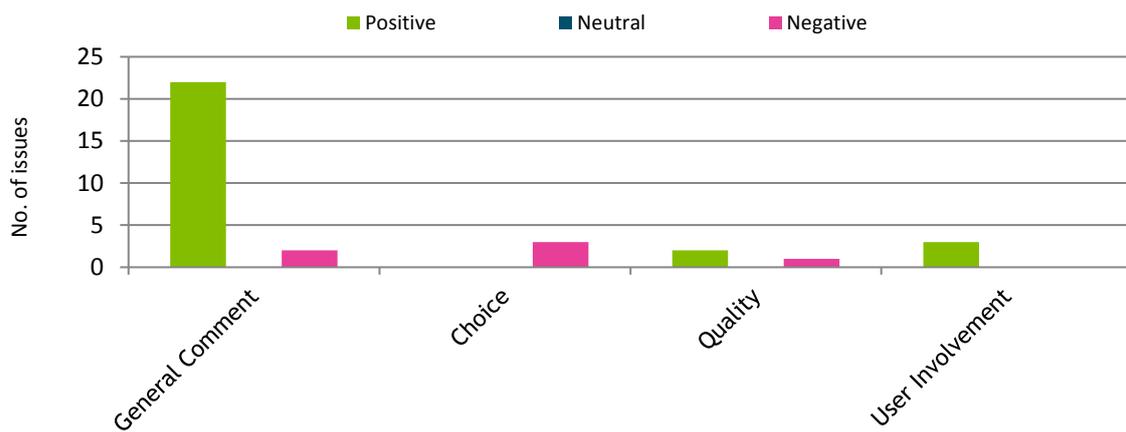
## SECTION 3.3: CLINICAL TREATMENT

### 3.3.1. Sentiment:

Overall sentiment about Clinical Treatment is 82% positive.



### 3.3.2. Most Reported Aspects of Clinical Treatment:



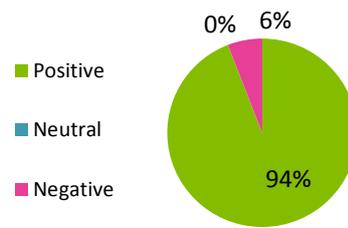
#### Trends to Watch:

We received a good quantity of general compliments about the treatment, suggesting patients are satisfied on the whole.

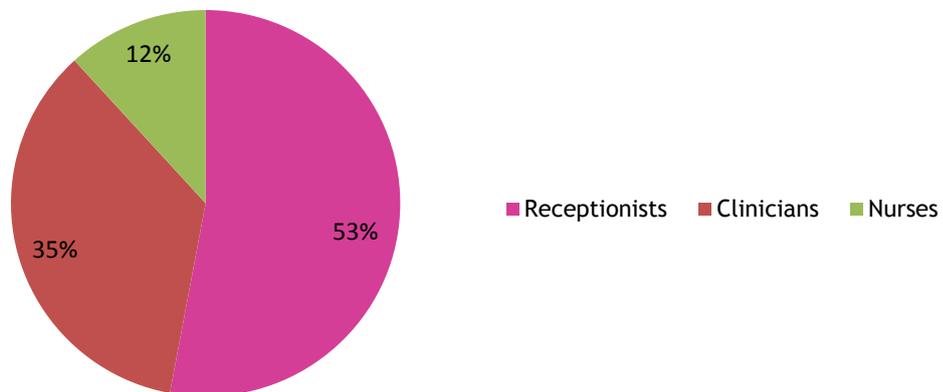
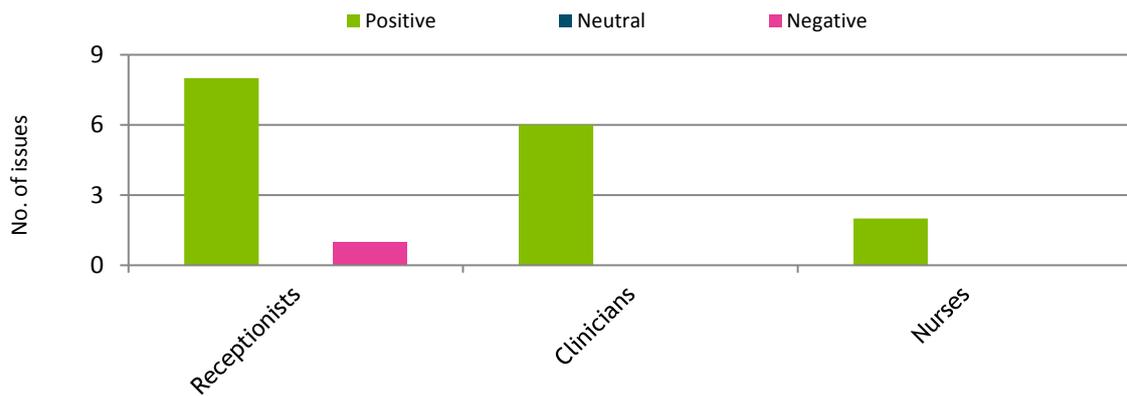
## SECTION 3.4: STAFF ATTITUDE

### 3.4.1. Sentiment:

Overall sentiment about Staff Attitude is 94% positive.



### 3.4.2. Most Reported Aspects of Staff Attitude:



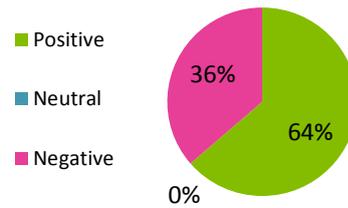
### Trends to Watch:

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

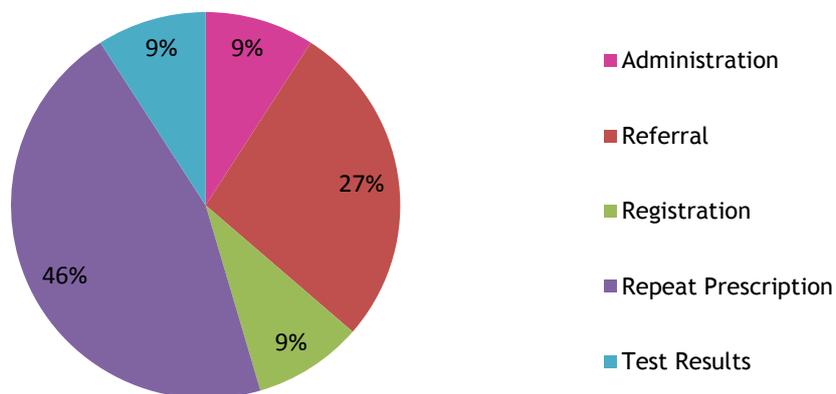
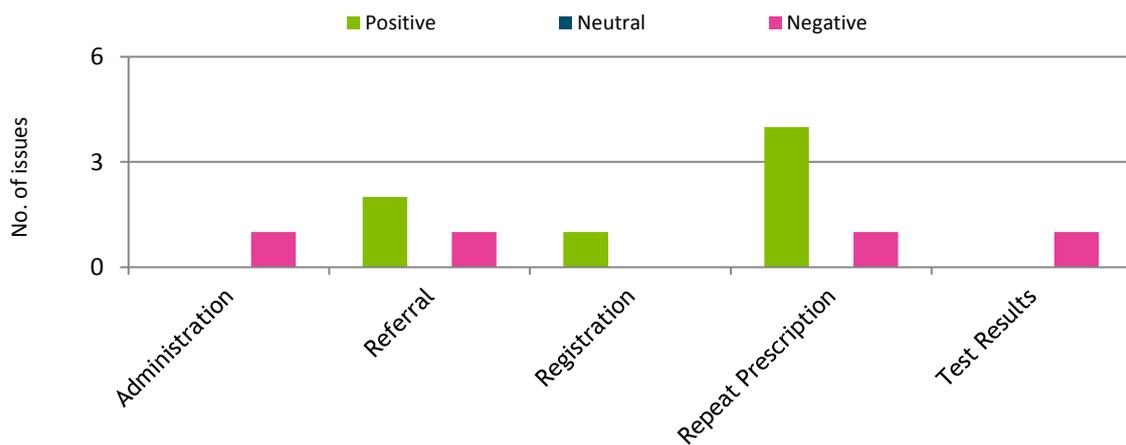
## SECTION 3.5: ADMINISTRATION

### 3.5.1. Sentiment:

Overall sentiment about Administration is 64% positive.



### 3.5.2. Most Reported Aspects of Administration



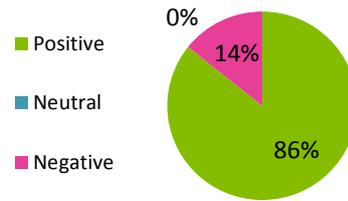
### Trends to Watch:

Comments suggest sentiment about the ability to get Repeat Prescriptions is broadly positive.

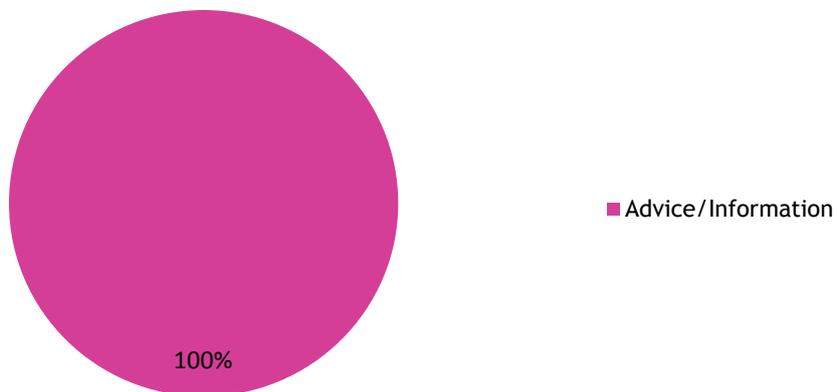
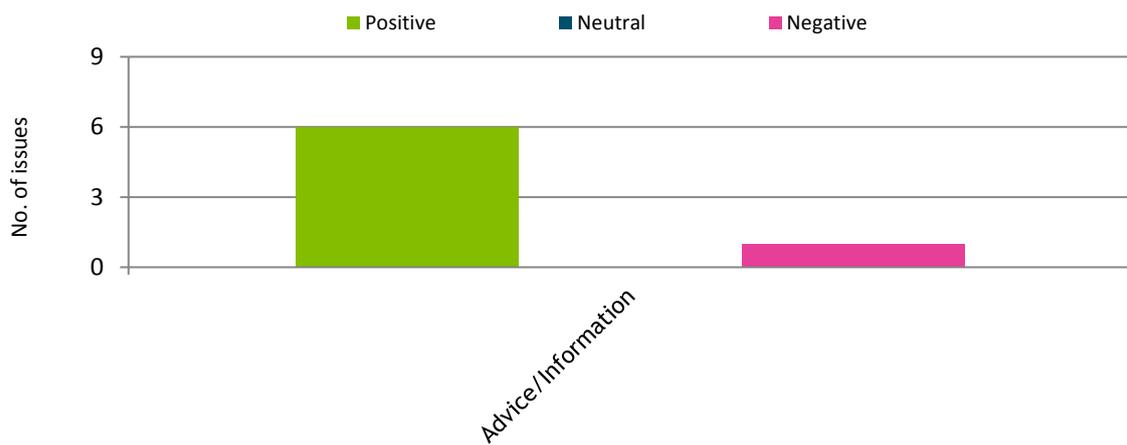
## SECTION 3.6: COMMUNICATION

### 3.6.1. Sentiment:

Overall sentiment about Communication is 86% positive.



### 3.6.2. Most Reported Aspects of Communication



#### Trends to Watch:

In addition to communication from personnel, it is observed that the Practice waiting area itself is a very informative environment, with good use of wall space and the electronic display.

