



## Primary Care Trends Analysis Report

Portland 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.

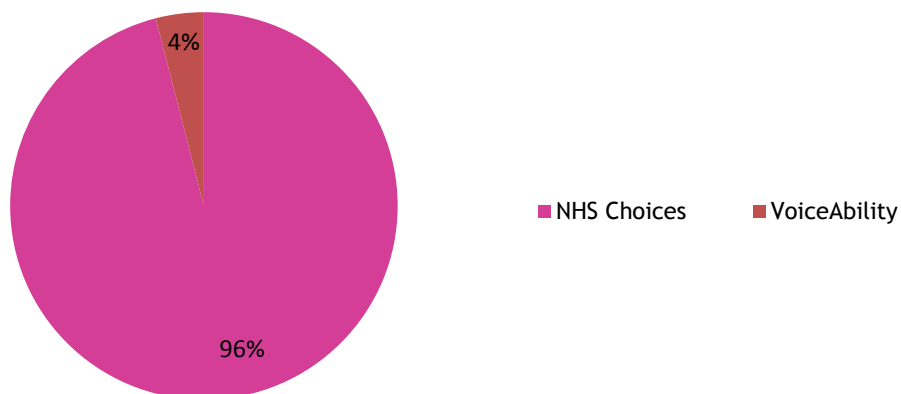
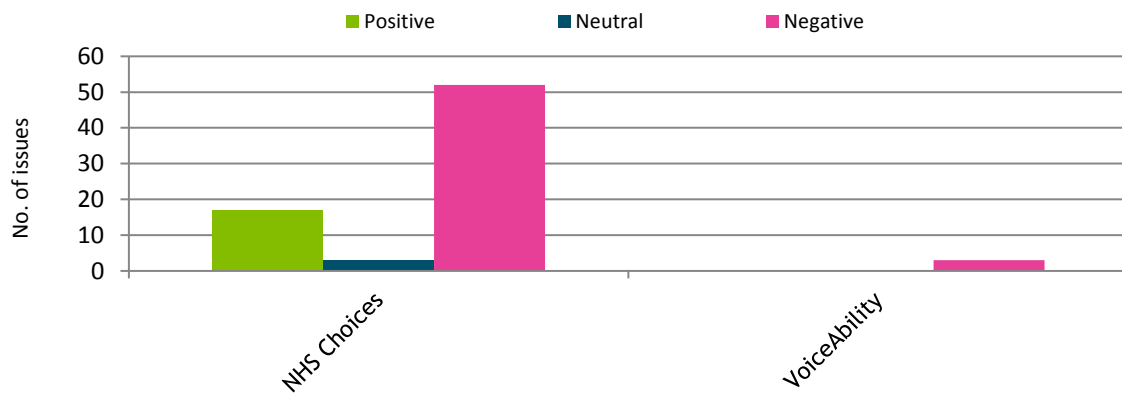
## SECTION 1: REPORT CONTENT

Healthwatch Croydon has identified 75 issues about services provided by Portland Medical Centre during the period below:

**1.1: Reporting Period:** From: 01/08/2014  
To: 27/10/2015

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

96% of comments were obtained from NHS Choices, with the remainder from VoiceAbility.

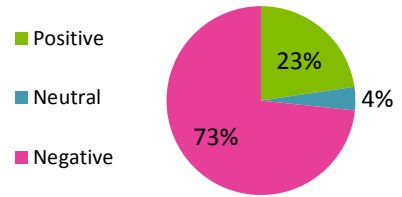
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Report Date: 27/10/2015

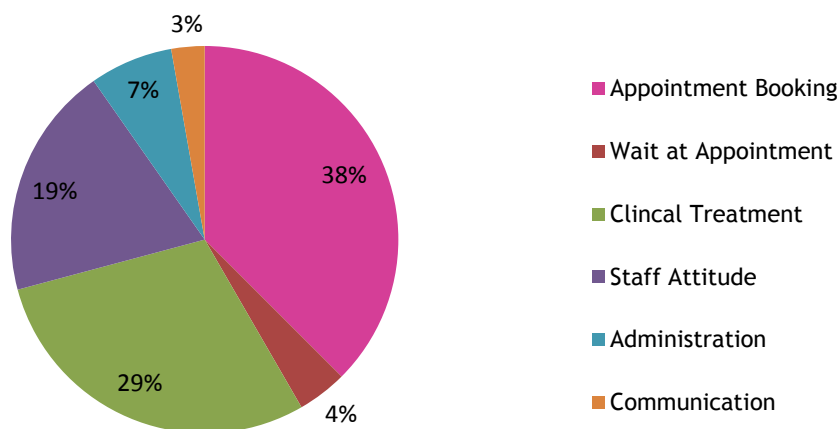
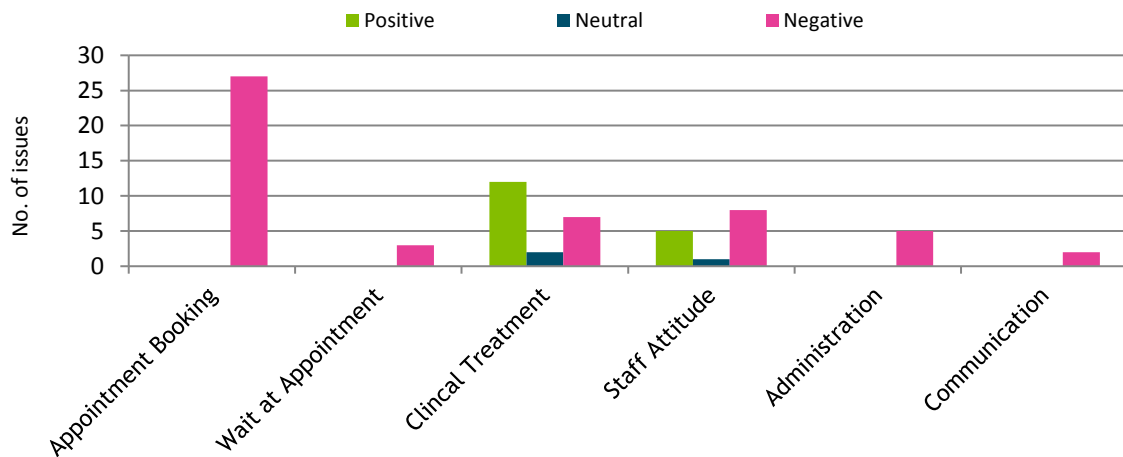
## SECTION 2: TOP OVERALL TRENDS

### 2.1. Sentiment:

According to the comments, the overall sentiment about the service as a whole is 73% negative.



### 2.1. Most Reported Aspects of Service:



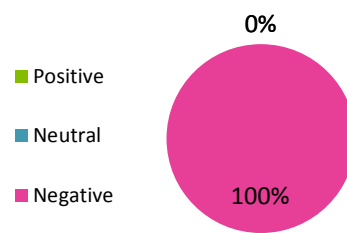
### Trends to Watch:

Comments suggest the largest trend by far is Appointment Booking and sentiment is entirely negative. Sentiment is broadly positive on Clinical Treatment, while broadly negative on Staff Attitude, according to comments.

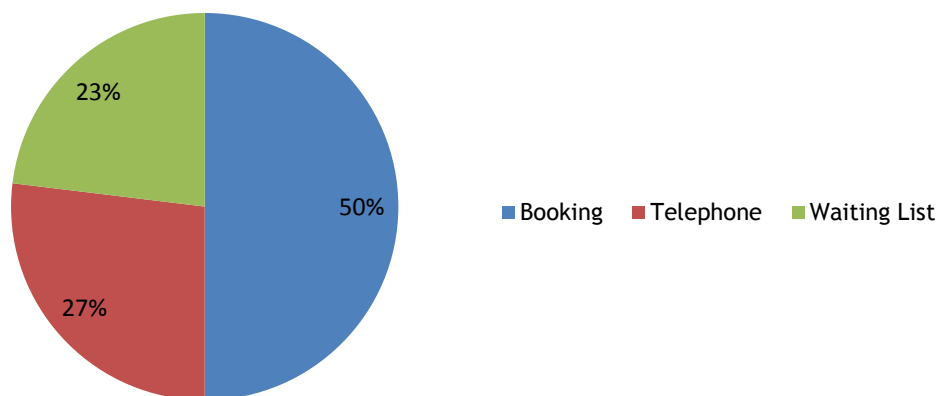
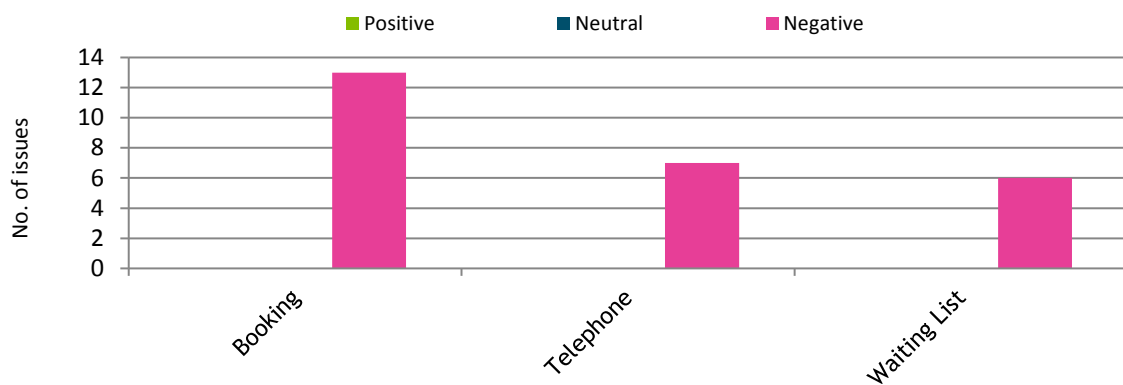
## SECTION 3.1: APPOINTMENT BOOKING

### 3.1.1. Sentiment:

Overall sentiment about Appointment Booking is 100% negative.



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



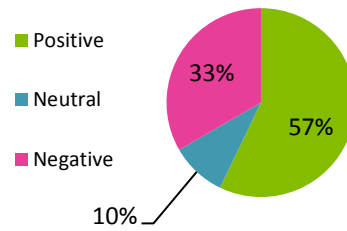
### Trends to Watch:

Comments suggest patients are dissatisfied with the booking process and ability to get through on the phone. Some patients also comment on having to wait days (or more) to be seen.

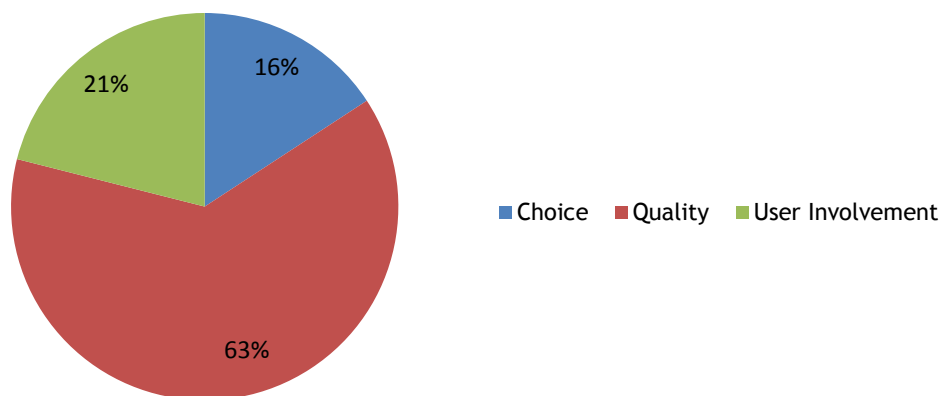
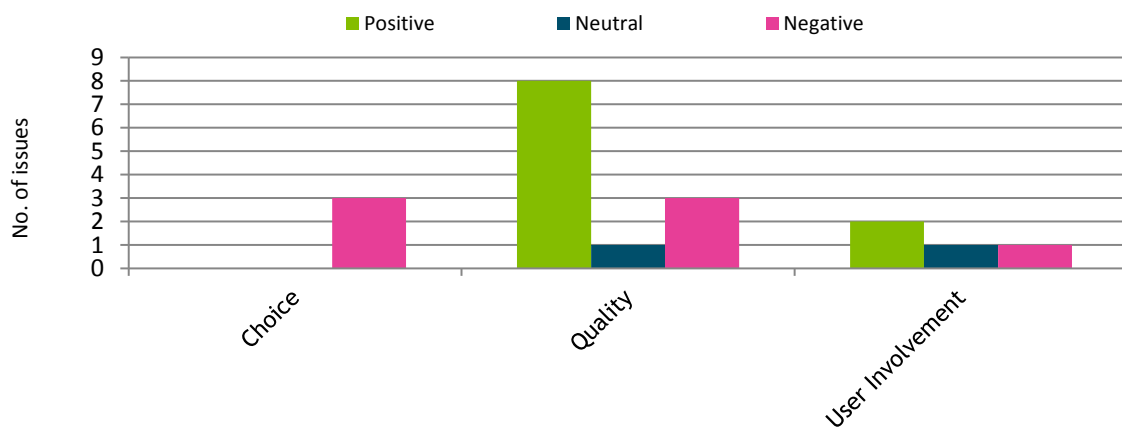
## SECTION 3.3: CLINICAL TREATMENT

### 3.3.1. Sentiment:

Overall sentiment about Clinical Treatment is 57% positive.



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



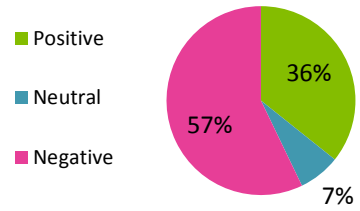
#### Trends to Watch:

Sentiment about the quality of treatment received is broadly positive, according to comments. Some patients express difficulty in being able to see their GP of choice.

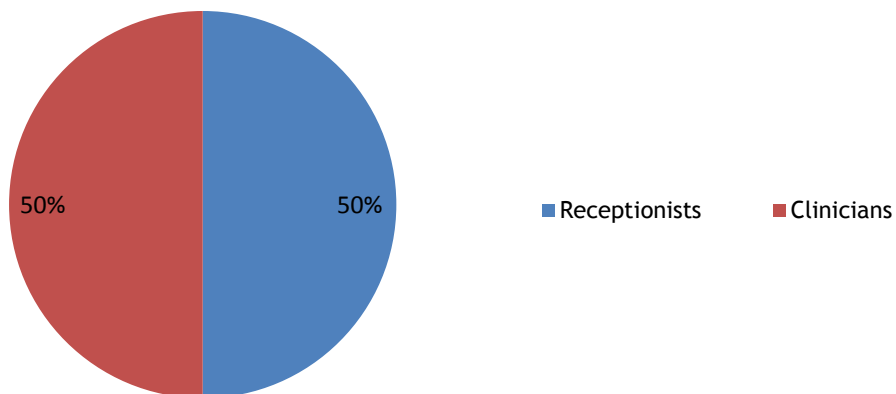
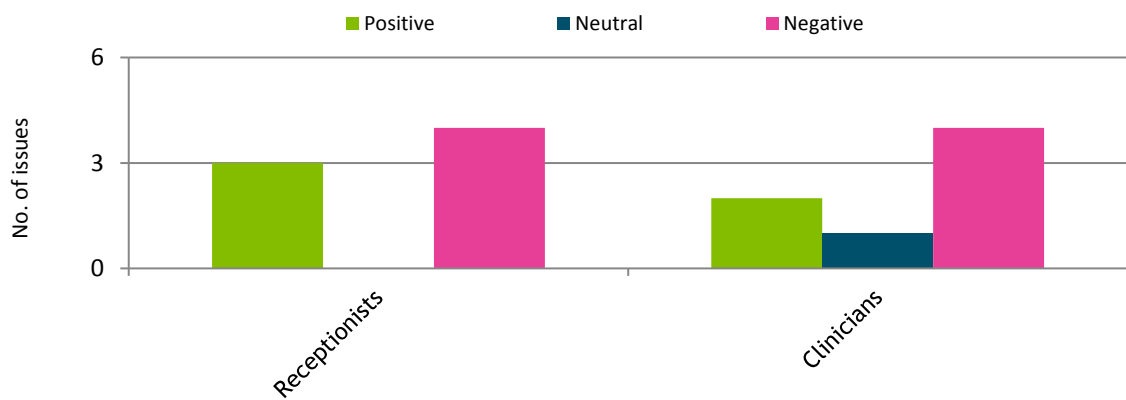
## SECTION 3.4: STAFF ATTITUDE

### 3.4.1. Sentiment:

Overall sentiment about Staff Attitude is 57% negative.



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



### Trends to Watch:

Comments suggest sentiment about GP's is broadly negative, and marginally so on Receptionists.

