



Primary Care Trends Analysis Report

Shirley 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.

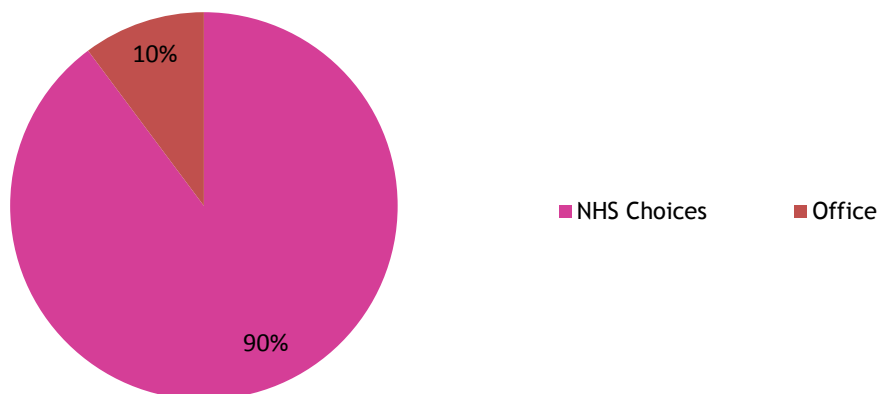
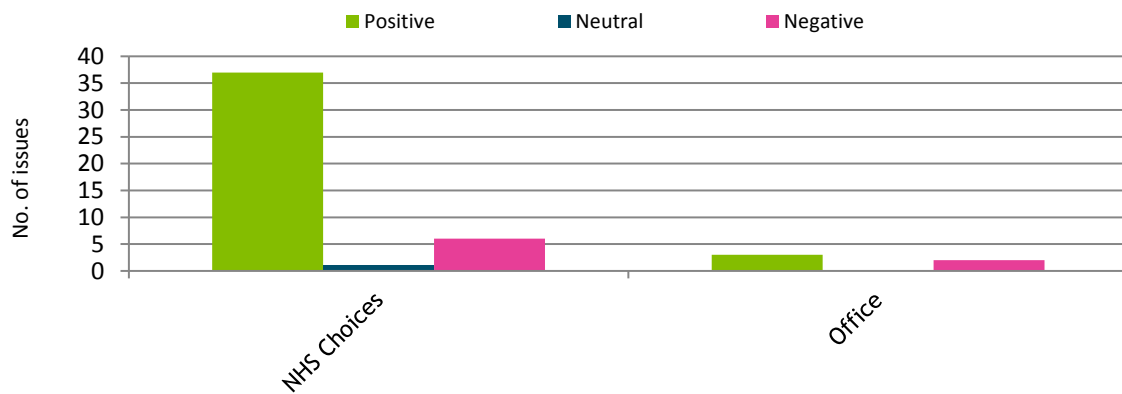
SECTION 1: REPORT CONTENT

Healthwatch Croydon has identified 49 issues about services provided by Shirley Medical Centre during the period below:

1.1: Reporting Period: From: 01/07/2014
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

90% of the service user comments were obtained from NHS Choices, with the remainder from other sources.

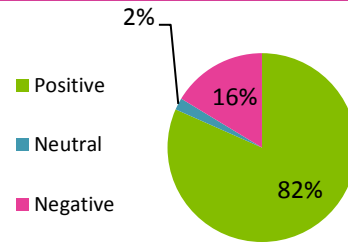
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Report Date: 26/01/2016

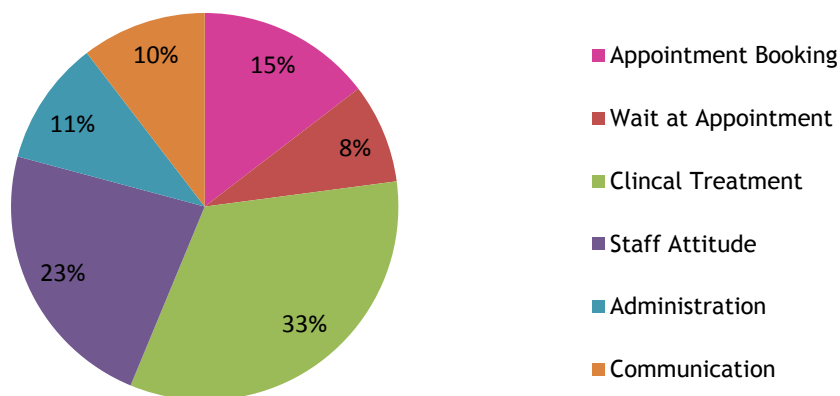
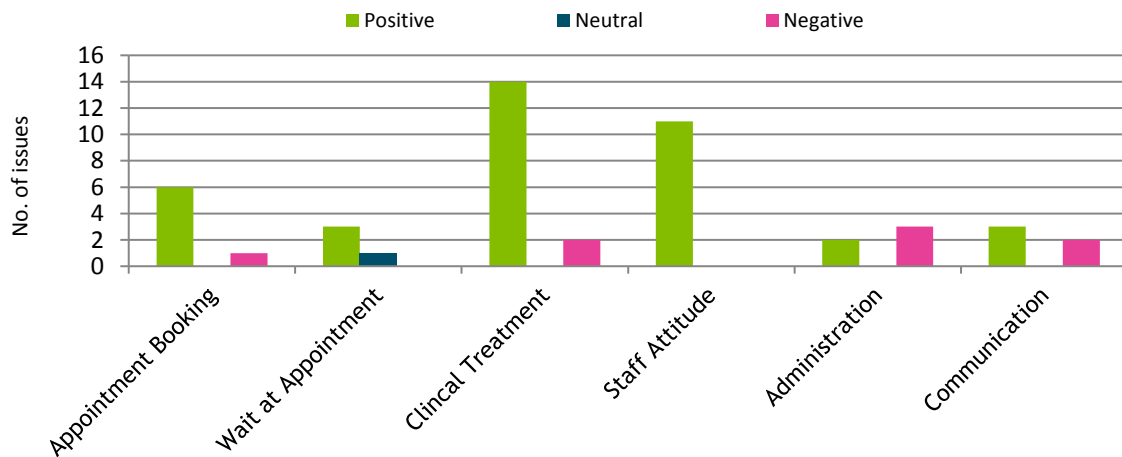
SECTION 2: TOP OVERALL TRENDS

2.1. Sentiment:

According to the comments, the overall sentiment about the service as a whole is 82% positive.



2.1. Most Reported Aspects of Service:



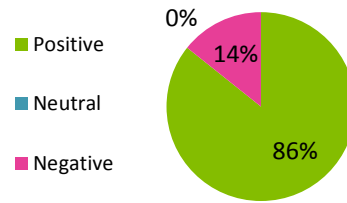
Trends to Watch:

Comments suggest patients are clearly satisfied with Clinical Treatment and Staff Attitude. Patients are also positive about the ability to book appointments, according to comments.

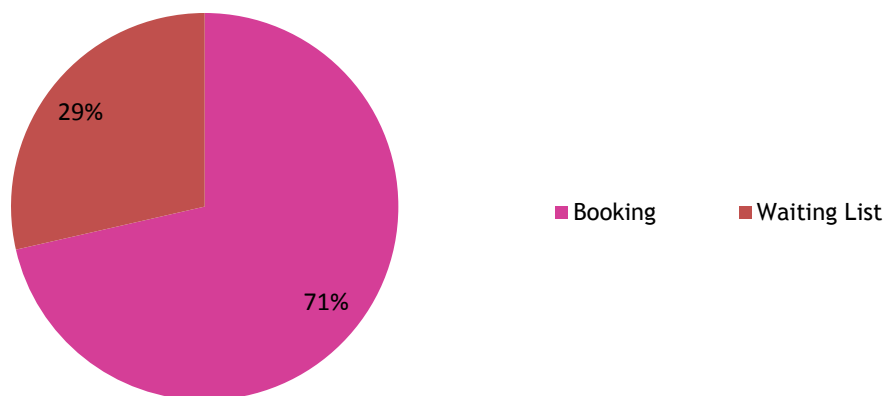
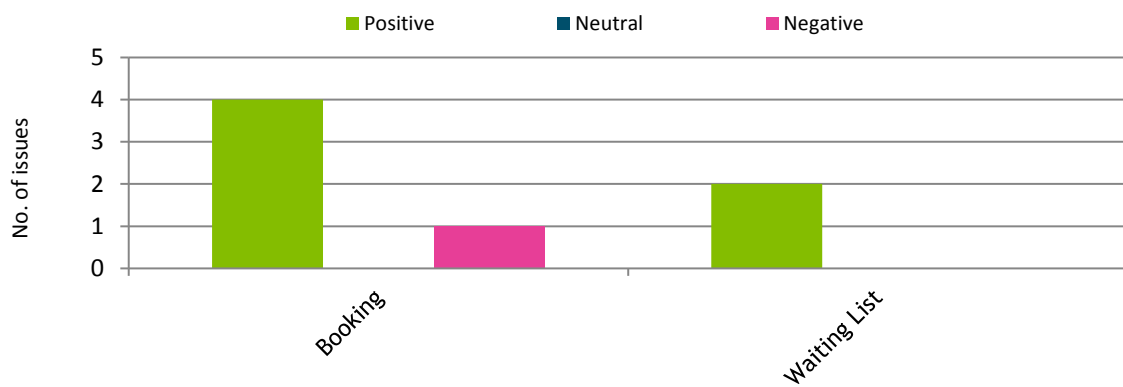
SECTION 3.1: APPOINTMENT BOOKING

3.1.1. Sentiment:

Overall sentiment about Appointment Booking is 86% positive.



3.1.2. Most Reported Aspects of Appointment Booking:



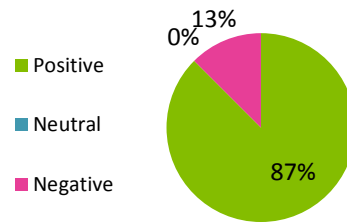
Trends to Watch:

Sentiment about the booking process is broadly positive, according to comments. Some people also comment they are able to see a GP quickly.

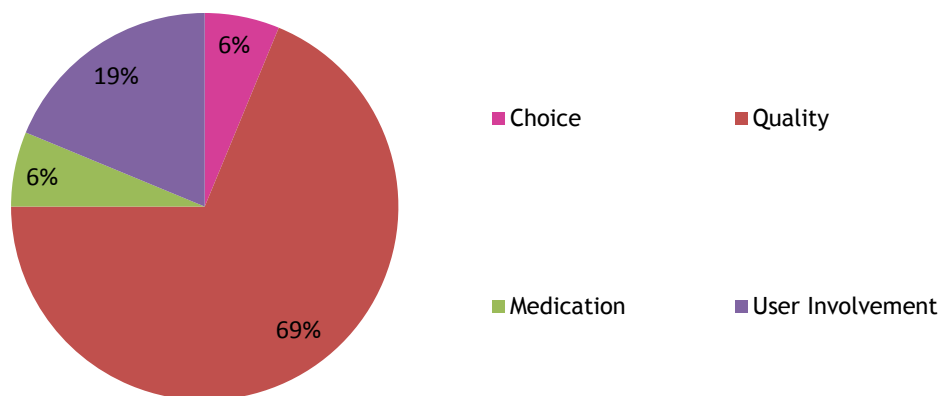
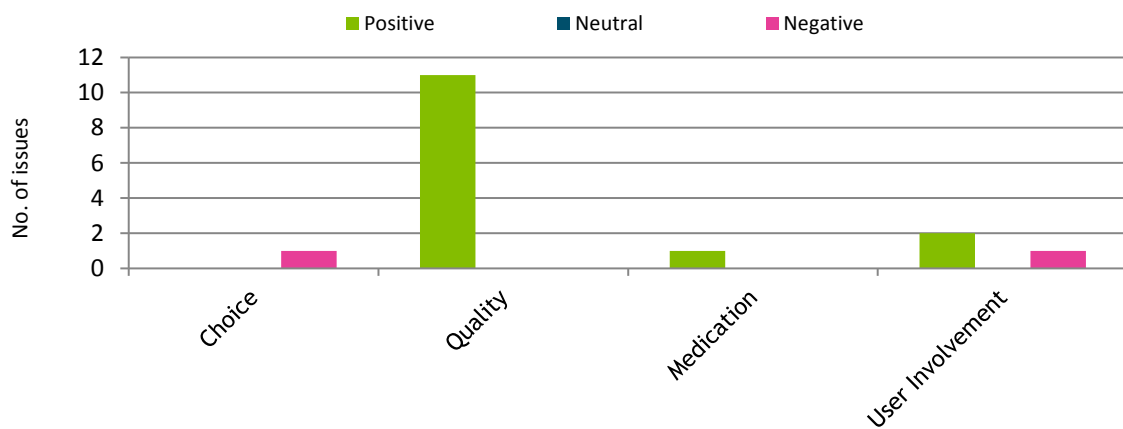
SECTION 3.3: CLINICAL TREATMENT

3.3.1. Sentiment:

Overall sentiment about Clinical Treatment is 87% positive.



3.3.2. Most Reported Aspects of Clinical Treatment:



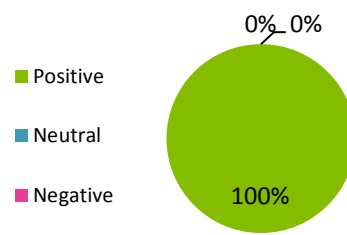
Trends to Watch:

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

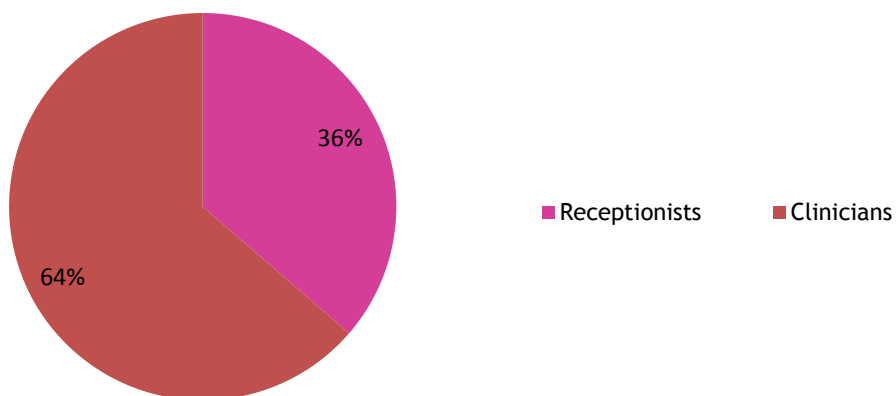
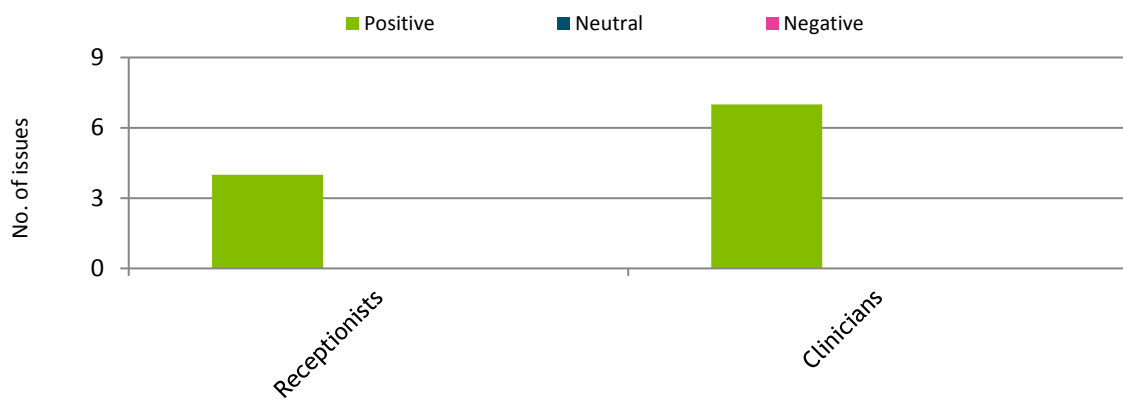
SECTION 3.4: STAFF ATTITUDE

3.4.1. Sentiment:

Overall sentiment about Staff Attitude is entirely 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.

