

## Trends Analysis Report

**Provider**

Woodlands Health Centre

**Date**

27 April 2011 - 18 May 2011 (4 Sessions)

**Narrative**

Lewisham LINK conducted outreach at Woodlands Health Centre from 27 April 2011 - 18 May 2011 and recorded 239 service user comments, 226 of which related to the Practice.

**This Report**

- Identifies the top overall trends (Section 1)
- Analyses the top trends (Section 2)
- Offers observations made while on the premises and makes recommendations (Section 3)

**ANNEXES**

- All user comments (Annexes 1 & 2)
- Outreach questionnaire survey results (Annex 3)
- Correlation with the GP Patient Survey (Annex 4)

**Report Author**

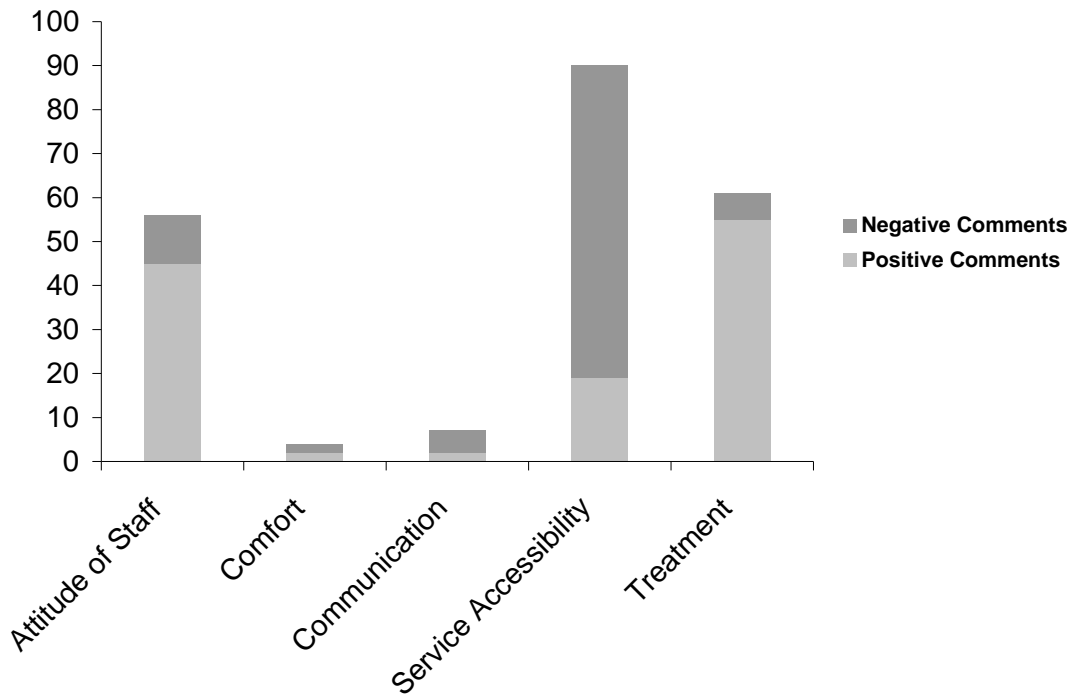
Lewisham Local Involvement Network, 24 May 2011



## Section 1 Top Overall Trends

TREND	Positive Comments	Negative Comments	TOTAL	TOTAL %
Attitude of Staff	45	11	56	25
Comfort	2	2	4	2
Communication	2	5	7	3
Service Accessibility	19	71	90	40
Treatment	55	6	61	27

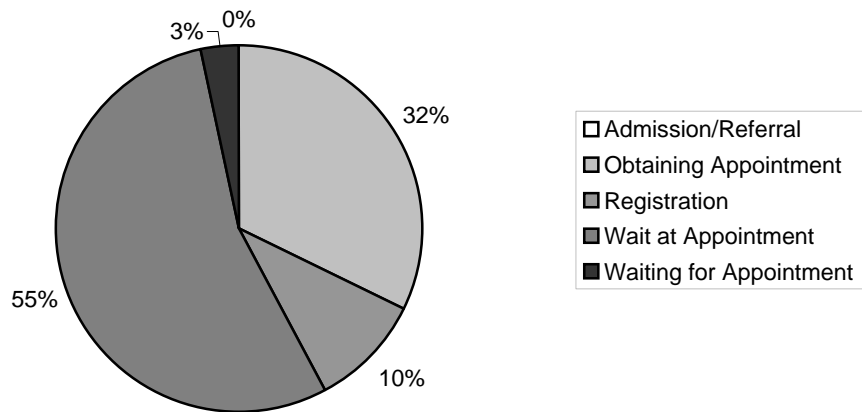
**Positive Comments**      **126**      **100 %**  
**Negative Comments**      **100**  
**Total Comments**      **226**



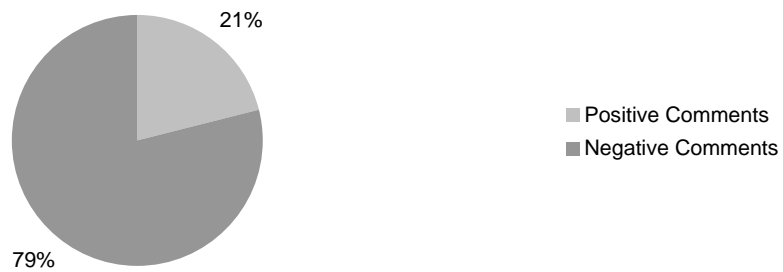
## Section 2 Service Accessibility

TREND	Positive Comments	Negative Comments	TOTAL
Admission/Referral	0	0	0
Obtaining Appointment	9	20	29
Registration	3	6	9
Wait at Appointment	7	42	49
Waiting for Appointment	0	3	3

Positive Comments                    **19**  
 Negative Comments                   **71**  
 Total Comments                        **90**



**Ratio of Positive to Negative Comments**



## **Section 3**

### **Observations**

#### **Appointments**

Patients with booked appointments waited a long time to be seen - patients observed waiting over 60 minutes and in some cases over 90 minutes. As a result some patients queried reception on reasons for the delays, adding to their workload.

Consultations appeared to take over 10 minutes and some patients were in with the doctor or practice nurse for over 90 minutes.

#### **Customer Service**

Some patients commented that the ante and post-natal clinics were not run by a midwife.

The general trend from patients was that doctors and the practice nurse were very good.

#### **Environment**

The electronic queuing system called patients to a named room, (ie Oak, Palm) which was straightforward.

No PALS information was on display.

The video screen was located in a good position and the volume was good.

The open layout, with the waiting area a distance from reception was pleasant and helped to ensure confidentiality.

Drinking water was not available but would help to relieve patient discomfort, particularly for those attending the ante and post-natal clinics.