

Trends Analysis Report

Provider

Amersham Vale Training Practice

Date

14 June 2011 - 5 July 2011 (4 Sessions)

Narrative

Lewisham LINK conducted outreach at Amersham Vale Training Practice from 14 June 2011 - 5 July 2011 and recorded 132 service user comments, 126 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)
- Correlates data with the 2010 Patient Survey (Section 4)

ANNEXES

- All user comments (Annexes 1 & 2)
- Outreach questionnaire survey results (Annex 3)

Report Author

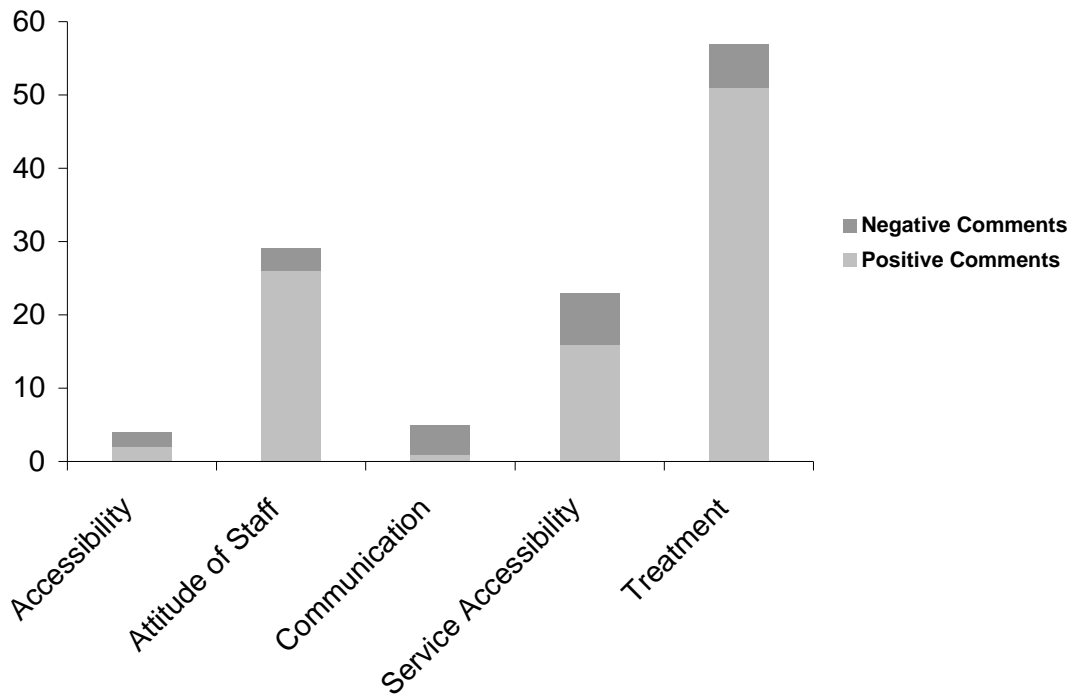
Lewisham Local Involvement Network, 15 July 2011



Section 1 Top Overall Trends

TREND	Positive Comments	Negative Comments	TOTAL	TOTAL %
Accessibility	2	2	4	3
Attitude of Staff	26	3	29	23
Communication	1	4	5	4
Service Accessibility	16	7	23	18
Treatment	51	6	57	45

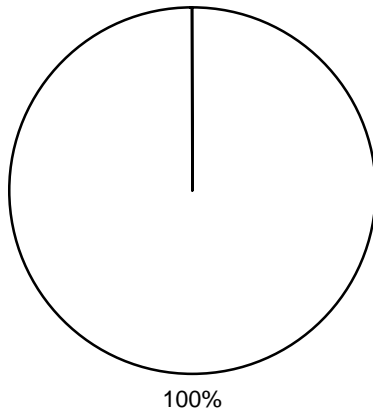
Positive Comments **100**
Negative Comments **26**
Total Comments **126**



Trend Attitude of Staff

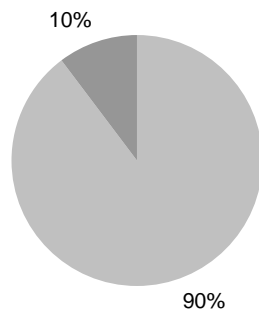
TREND	Positive Comments	Negative Comments	TOTAL
General Comment	26	3	29

Positive Comments	26
Negative Comments	3
Total Comments	29



□ General Comment

Ratio of Positive to Negative Comments

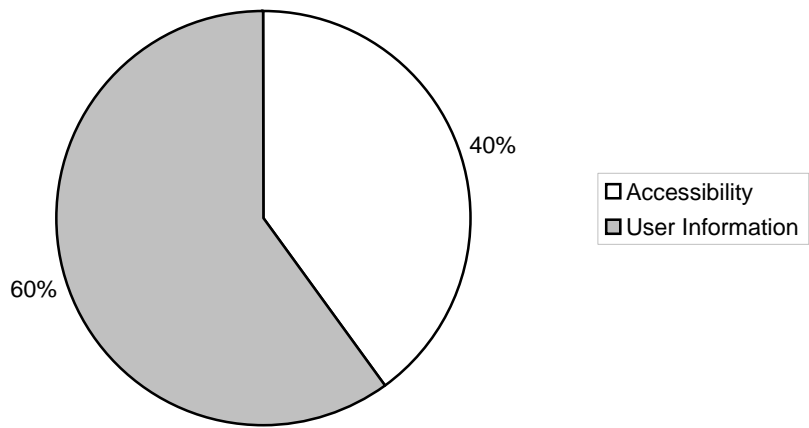


■ Positive Comments
■ Negative Comments

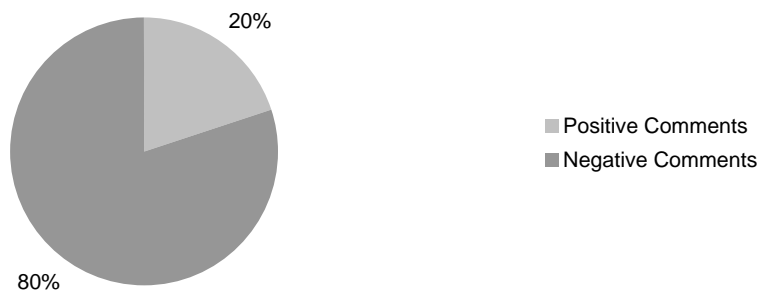
Section 2 Communication/Information

TREND	Positive Comments	Negative Comments	TOTAL
Accessibility	0	2	2
User Information	1	2	3

Positive Comments 1
 Negative Comments 4
 Total Comments 5



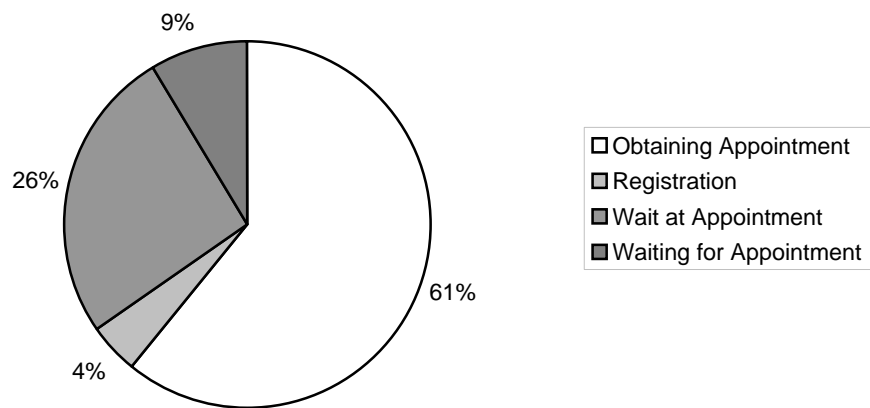
Ratio of Positive to Negative Comments



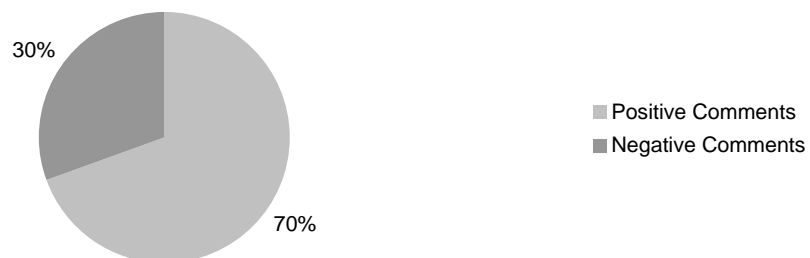
Section 2 Service Accessibility

TREND	Positive Comments	Negative Comments	TOTAL
Obtaining Appointment	12	2	14
Registration	1	0	1
Wait at Appointment	3	3	6
Waiting for Appointment	0	2	2

Positive Comments **16**
 Negative Comments **7**
 Total Comments **23**



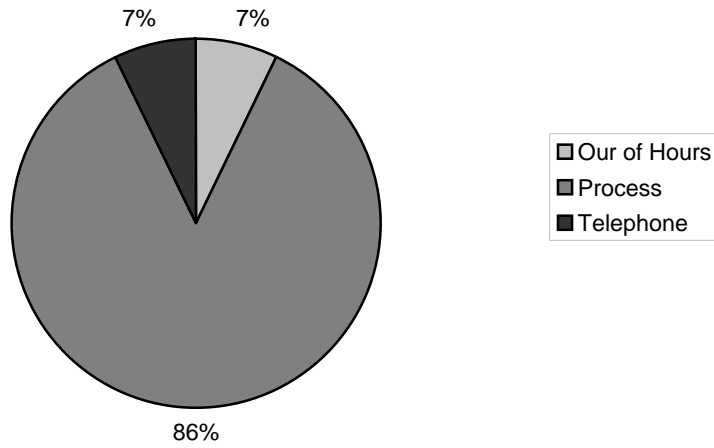
Ratio of Positive to Negative Comments



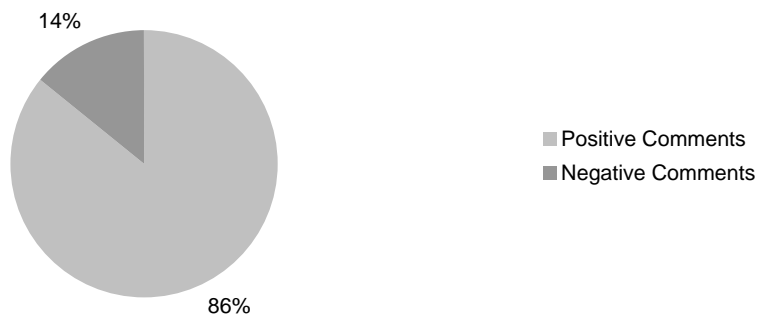
Section 2 Obtaining Appointment

TREND	Positive Comments	Negative Comments	TOTAL
Our of Hours	1	0	1
Process	10	2	12
Telephone	1	0	1

Positive Comments	12
Negative Comments	2
Total Comments	14



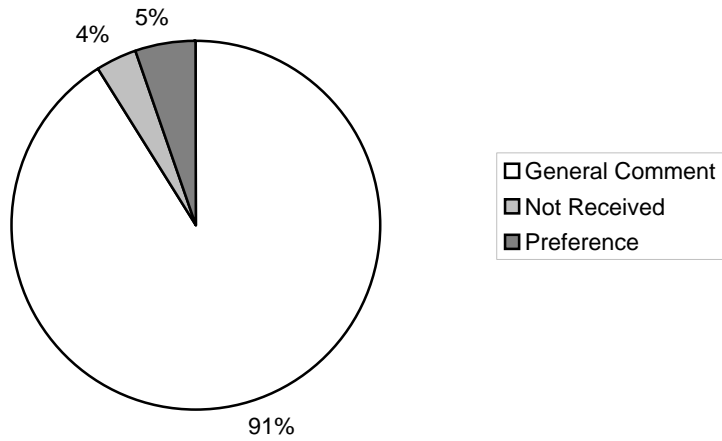
Ratio of Positive to Negative Comments



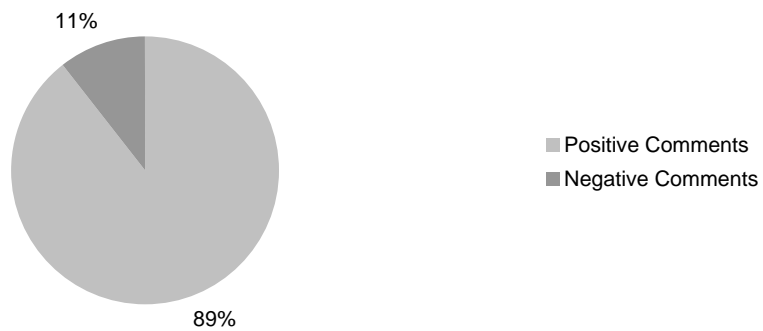
Section 2 Treatment

TREND	Positive Comments	Negative Comments	TOTAL
General Comment	49	3	52
Not Received	0	2	2
Preference	2	1	3

Positive Comments	51
Negative Comments	6
Total Comments	57



Ratio of Positive to Negative Comments



Section 3

Observations

Environment

The practice has a large open waiting area, with ample seating, and a small area for children to play.

There is no air conditioning, so the atmosphere can be humid and airless. There was drinking water available and toilets.

Customer Service

The general feedback from patients and observations were very positive. The receptionists are very friendly, welcoming and helpful.

Patients spoke highly of the doctors and practice nurses stating that they listened and treated them with respect.

Service Accessibility

On the whole waiting times were good, however if patients requested a same day appointment in person, often they had to wait an hour or more.

Information

The practice is a training practice, training the next generation of doctors. There was an article in the winter newsletter 2010 outlining exactly what a trainee GP was and their qualifications, this is an example of good practice and the patients are informed.

I was impressed with the practice's newsletters issued quarterly - they were informative and updated patients about relevant issues e.g. Healthy Hearts checks advising patients aged between 45-75 to book an appointment for cardiovascular disease and advising on how to reduce it. Also updated patients about staff changes.

Overall

Trends analysis and observations indicate that this is a very good practice in all areas.

Section 4

Correlation with National Patient Survey 2010/11

The evidence from the most recent patient survey shows that this is a highly regarded practice with 95% positive comments about customer service.

It may be worth advertising the opening times more vigorously. Some 46% of people either thought the practice was closed or did not know about Saturday opening and 27% suggesting that they would like the practice to be open at this time.

The overall satisfaction ratings from both surveys support the level of care and treatment provided in this practice and staff should be commended for this effective and efficient service.