

Trends Analysis Report

Provider

Bellingham Green Surgery

Date

10 January 2011 – 8 February 2011 (5 Sessions)

Narrative

Lewisham LINK conducted outreach at Bellingham Green Surgery from 10 January 2011 - 8 February 2011 and recorded 172 service user comments, 127 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)

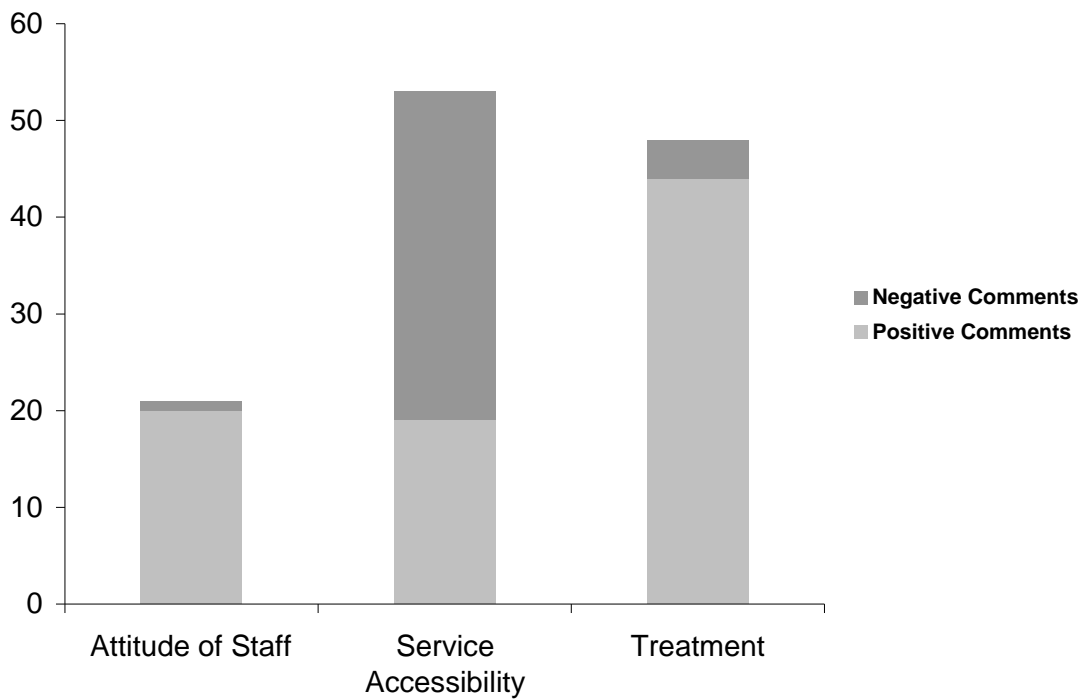
Report Author

Lewisham Local Involvement Network, 22 February 2011

Section 1 Top Overall Trends

TREND	Positive Comments	Negative Comments	TOTAL	TOTAL %
Attitude of Staff	20	1	21	17
Service Accessibility	19	34	53	42
Treatment	44	4	48	38

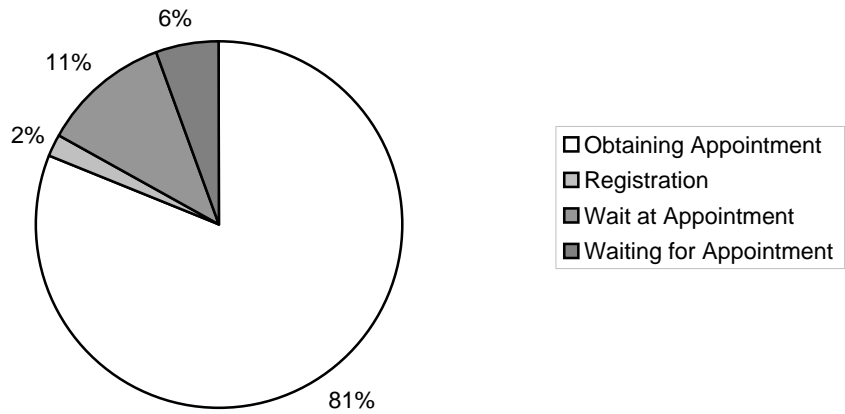
Positive Comments **85** **100 %**
Negative Comments **42**
Total Comments **127**



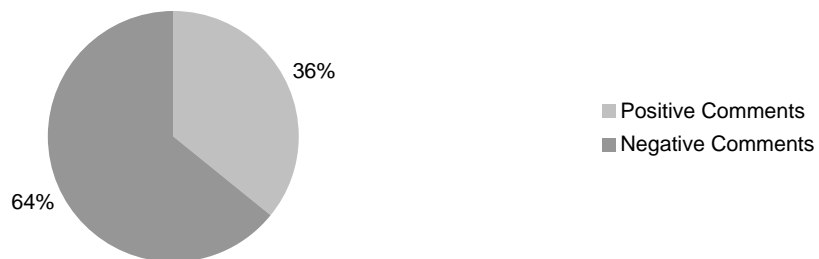
Section 2 Service Accessibility

TREND	Positive Comments	Negative Comments	TOTAL
Obtaining Appointment	16	27	43
Registration	1	0	1
Wait at Appointment	2	4	6
Waiting for Appointment	0	3	3

Positive Comments **19**
 Negative Comments **34**
 Total Comments **53**



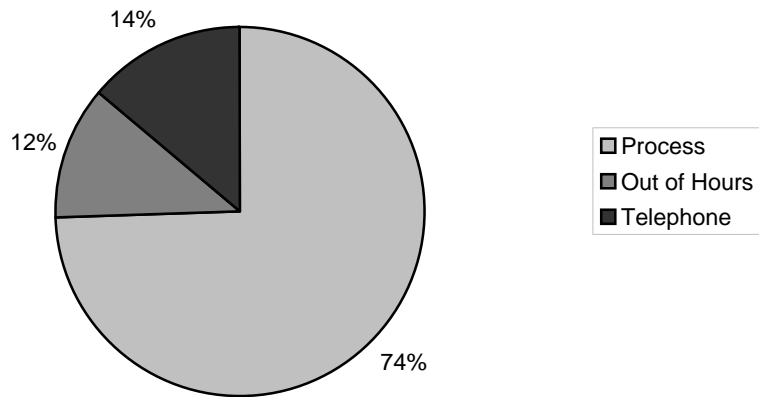
Ratio of Positive to Negative Comments



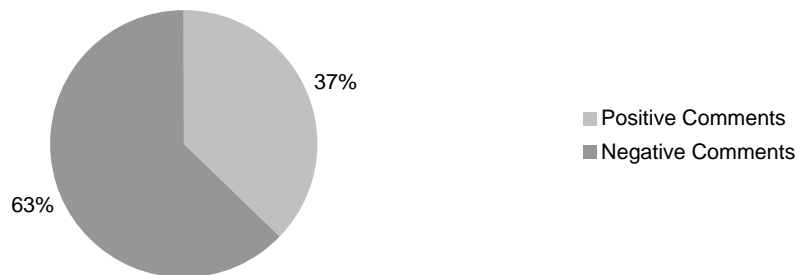
Section 2 Obtaining Appointment

TREND	Positive Comments	Negative Comments	TOTAL
Process	15	17	32
Out of Hours	0	5	5
Telephone	1	5	6

Positive Comments **16**
 Negative Comments **27**
 Total Comments **43**



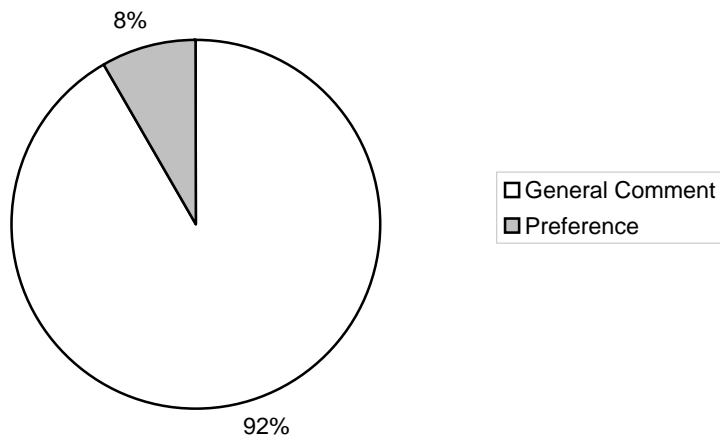
Ratio of Positive to Negative Comments



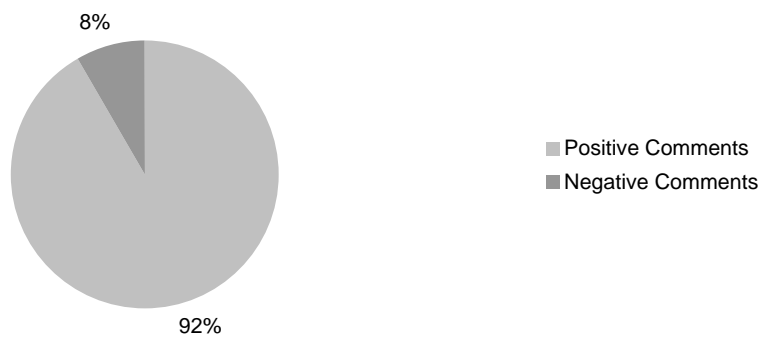
Section 2 Treatment

TREND	Positive Comments	Negative Comments	TOTAL
General Comment	43	1	44
Preference	1	3	4

Positive Comments **44**
 Negative Comments **4**
 Total Comments **48**



Ratio of Positive to Negative Comments



Section 3

Observations

1. Reception staff very good, friendly and helpful.
2. Poor leaflet and information display, very cluttered.
3. Waiting area noisy and busy at times, high-ceiling, thus can be difficult for GP's and practice nurses to call-out patients names. A scrolling sign/beeper would be useful.
4. Lack of clock in waiting area.
5. House-keeping, dusty & cob-webs in skylight area.
6. Main door access problematic (unwieldy) for baby buggies, elderly & wheelchairs.