

Trends Analysis Report

Provider

Boundfield Road Surgery

Date

3 March 2011 – 24 March 2011 (4 Sessions)

Narrative

Lewisham LINK conducted outreach at Boundfield Road Surgery from 3 March 2011 – 24 March 2011 and recorded 147 service user comments, 117 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

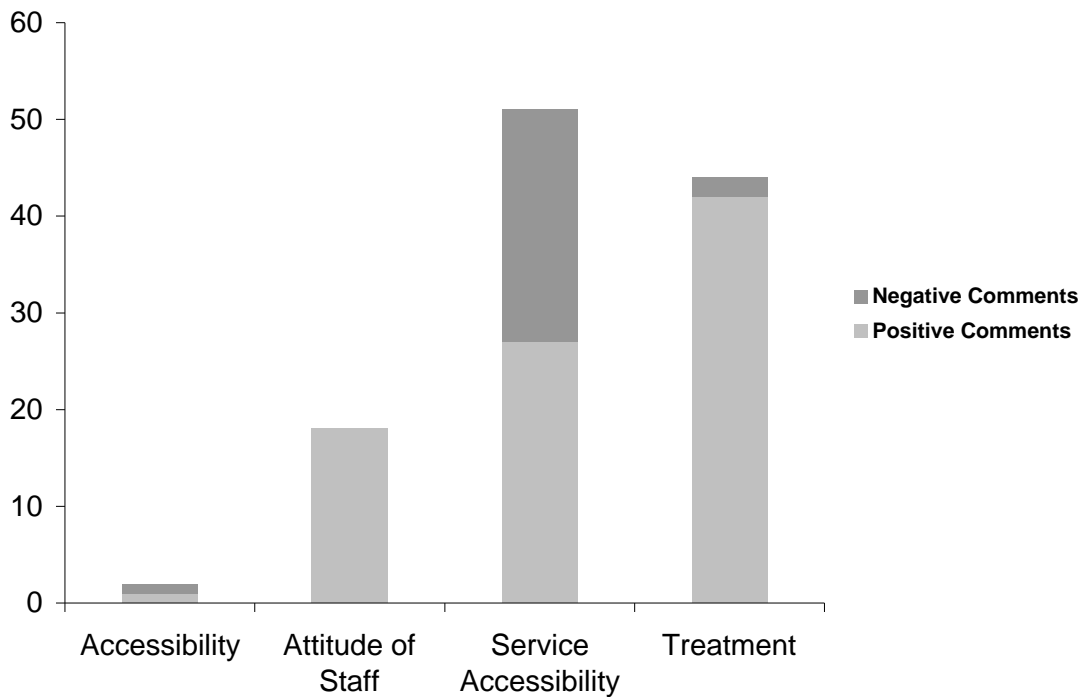
Lewisham Local Involvement Network, 1 April 2011



Section 1 Top Overall Trends

TREND	Positive Comments	Negative Comments	TOTAL	TOTAL %
Accessibility	1	1	2	2
Attitude of Staff	18	0	18	15
Service Accessibility	27	24	51	44
Treatment	42	2	44	38

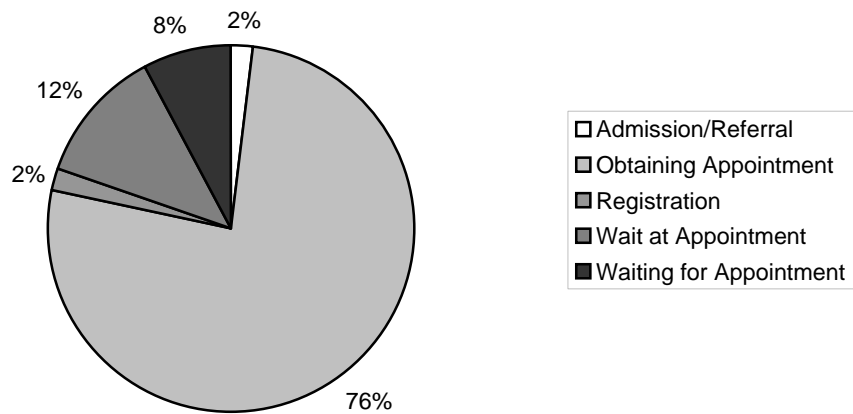
Positive Comments **89** **100 %**
Negative Comments **28**
Total Comments **117**



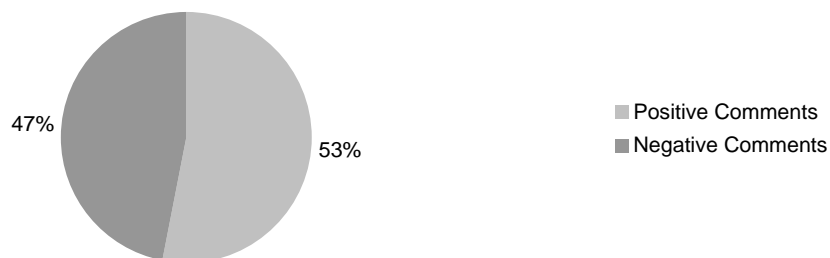
Section 2 Service Accessibility

TREND	Positive Comments	Negative Comments	TOTAL
Admission/Referral	1	0	1
Obtaining Appointment	23	16	39
Registration	0	1	1
Wait at Appointment	2	4	6
Waiting for Appointment	1	3	4

Positive Comments **27**
 Negative Comments **24**
 Total Comments **51**



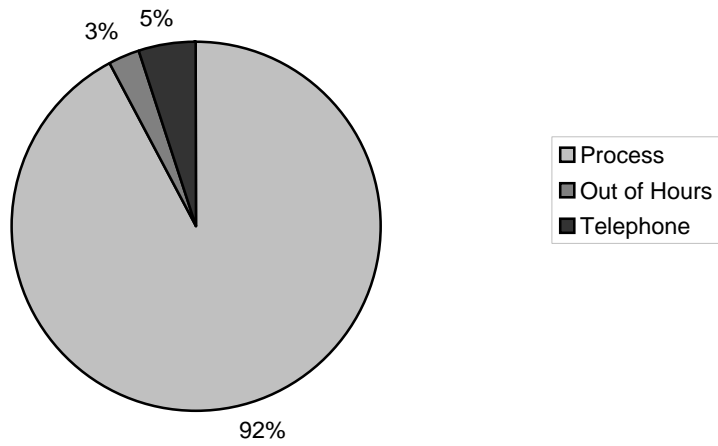
Ratio of Positive to Negative Comments



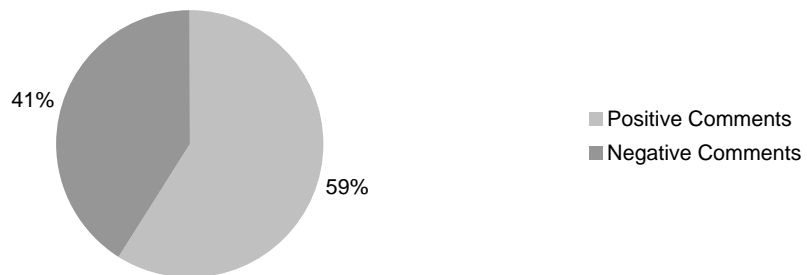
Section 2 Obtaining Appointment

TREND	Positive Comments	Negative Comments	TOTAL
Process	22	14	36
Out of Hours	0	1	1
Telephone	1	1	2

Positive Comments **23**
 Negative Comments **16**
 Total Comments **39**



Ratio of Positive to Negative Comments



Section 3

Observations

General Observations

Excellent signage and information display, good reading material provided. 2 video screens showing health services, plenty of information available but some of it is dated. 3 notice boards, again some of the information displayed is out of date.

Very good access for wheelchair and buggy users.

The waiting room is kept clean and tidy, however, some chairs are in need of replacement.

One toilet is out of use, the one that is open is kept clean and tidy.

There is a lack of a waiting room clock, along with no drinking fountain or a child play section/materials.