

Trends Analysis Report

Provider

Brockley Road Surgery

Date

23 May 2011 – 20 June 2011 (4 Sessions)

Narrative

Lewisham LINK conducted outreach at Brockley Road Surgery from 23 May 2011 – 20 June 2011 and recorded 164 service user comments, 151 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

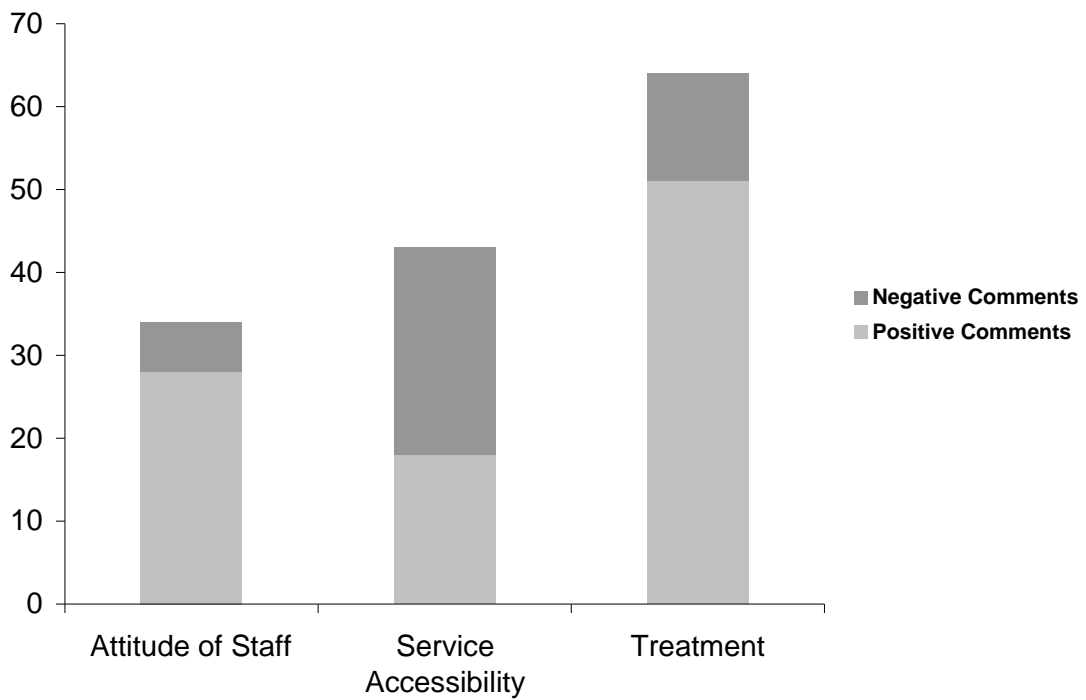
Lewisham Local Involvement Network, 23 June 2011



Section 1 Top Overall Trends

TREND	Positive Comments	Negative Comments	TOTAL	TOTAL %
Attitude of Staff	28	6	34	23
Service Accessibility	18	25	43	28
Treatment	51	13	64	42

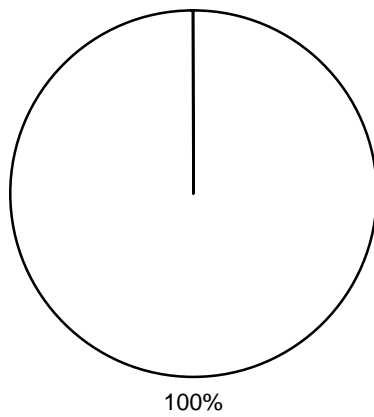
Positive Comments **100**
Negative Comments **51**
Total Comments **151**



Trend Attitude of Staff

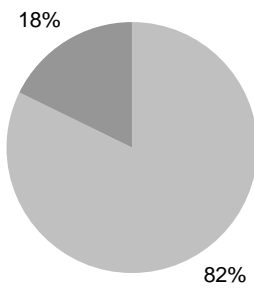
TREND	Positive Comments	Negative Comments	TOTAL
General Comment	28	6	34

Positive Comments	28	82 %
Negative Comments	6	18 %
Total Comments	34	



□ General Comment

Ratio of Positive to Negative Comments

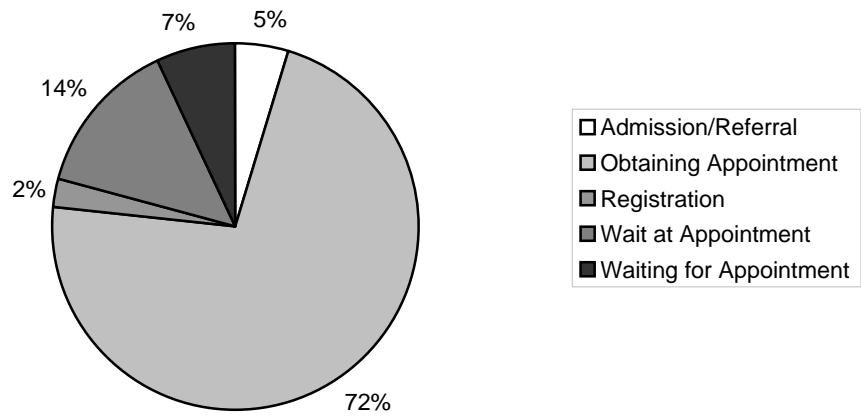


■ Positive Comments
■ Negative Comments

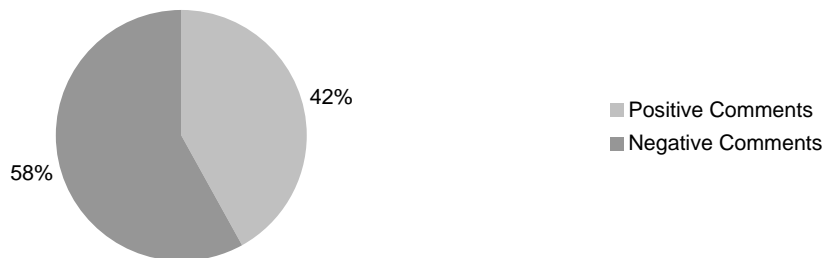
Section 2 Service Accessibility

TREND	Positive Comments	Negative Comments	TOTAL
Admission/Referral	0	2	2
Obtaining Appointment	13	18	31
Registration	1	0	1
Wait at Appointment	3	3	6
Waiting for Appointment	1	2	3

Positive Comments **18**
 Negative Comments **25**
 Total Comments **43**



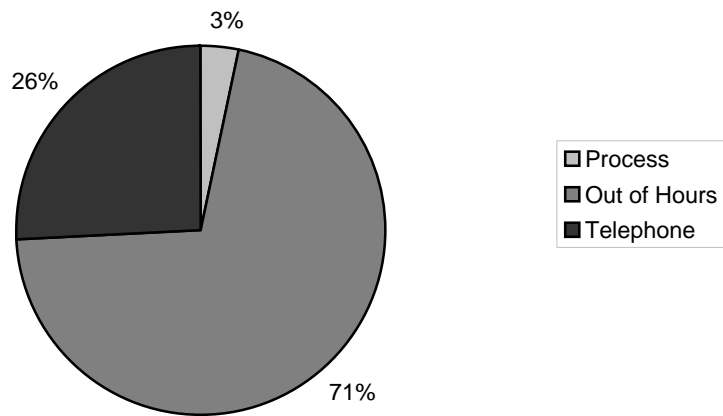
Ratio of Positive to Negative Comments



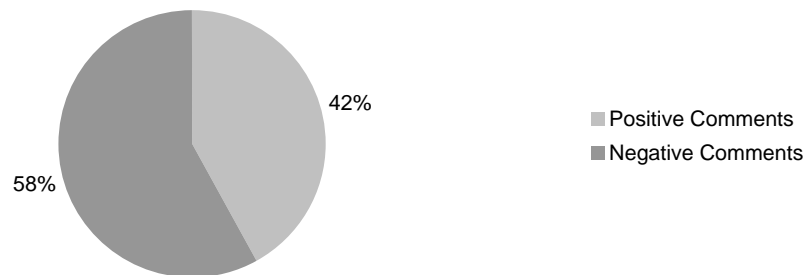
Section 2 Obtaining Appointment

TREND	Positive Comments	Negative Comments	TOTAL
Process	0	1	1
Out of Hours	12	10	22
Telephone	1	7	8

Positive Comments	13
Negative Comments	18
Total Comments	31



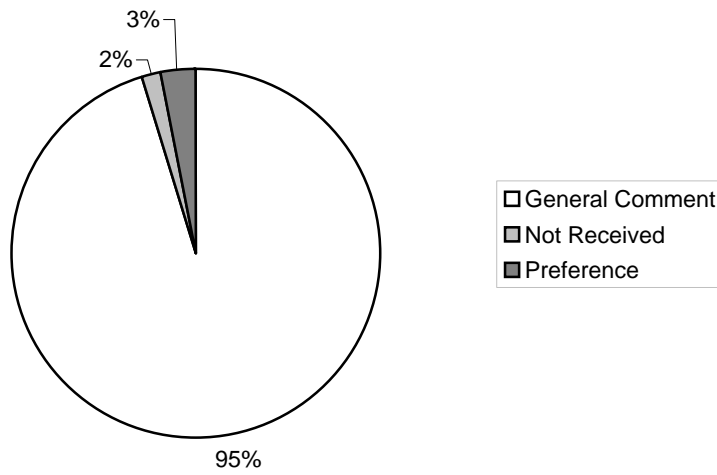
Ratio of Positive to Negative Comments



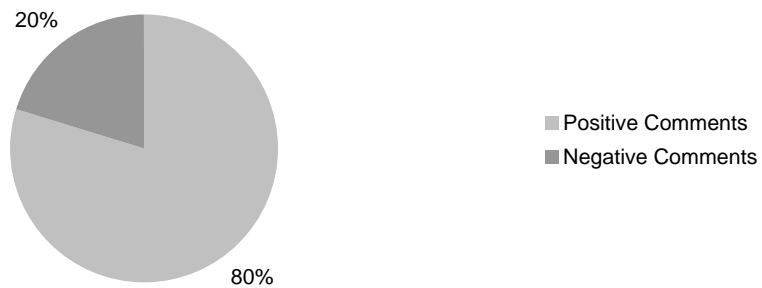
Section 2 Treatment

TREND	Positive Comments	Negative Comments	TOTAL
General Comment	51	10	61
Not Received	0	1	1
Preference	0	2	2

Positive Comments	51
Negative Comments	13
Total Comments	64



Ratio of Positive to Negative Comments



Section 3

Observations

Overall patients comments were very positive – several patients mentioned that there has been a vast improvement in the day to day management of the medical centre.

This has happened since new management took over the Practice approximately a year ago, the day to day running of the surgery has become much more efficient in relation to booking appointments, waiting times and the doctors are more approachable. It is much easier to see the doctor of one's choice.

During my observations during the 4 weeks patients listed to see Dr Clement and the practice nurse waited much longer to be seen – appointments running late consequently over half hour delays.

I believe that Dr Clements is a trainee GP and she took much longer than the ten minutes per consultation, often over half an hour on some occasions – patients waiting became frustrated and would go back to reception to ask what was happening – patients should be warned about the delay. Dr Majid and Dr Sharma averaged about ten minutes per patient.

I suggest that if the doctor is a trainee, or a junior GP, more time is allocated per patient and this should be communicated to patients (as is the case at Amersham Vale Training Practice).

The practice nurse took longer to see patients, patients generally spoke highly of her but frequently had a long wait to be seen. It would be advisable for the receptionist to inform patients of any delays.

One or two patients complained about the telephone appointment system, the line was often engaged and if patients left a message no one got back to them.

Patients spoke highly of reception staff stating they were polite and courteous.

Section 4

Data Correlation with 2010 Patient Survey

The data collected in last year's patient survey highlighted some variances to the recent data collected by Lewisham LINK. Access to and the time allowed with the practice nurse showed as an issue with patients last year but this year the comments suggest that this has improved and the practice nurse is highly regarded even if some delays have been noted.

The comments on treatment in 2010 showed that 88% of patients reported as being fairly or very satisfied with their treatment. This is supported by a majority of patients engaged during this survey with a high ratio of positive comments around treatment and attitude of staff. The data from both surveys shows an improving practice with good support and comments from patients.