

Trends Analysis Report

Provider

Downham Way Surgery

Date

21 February 2011 - 14 March 2011 (4 Sessions)

Narrative

Lewisham LINK conducted outreach at Downham Way Surgery from 21 February 2011 - 14 March 2011 and recorded 289 service user comments, 255 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

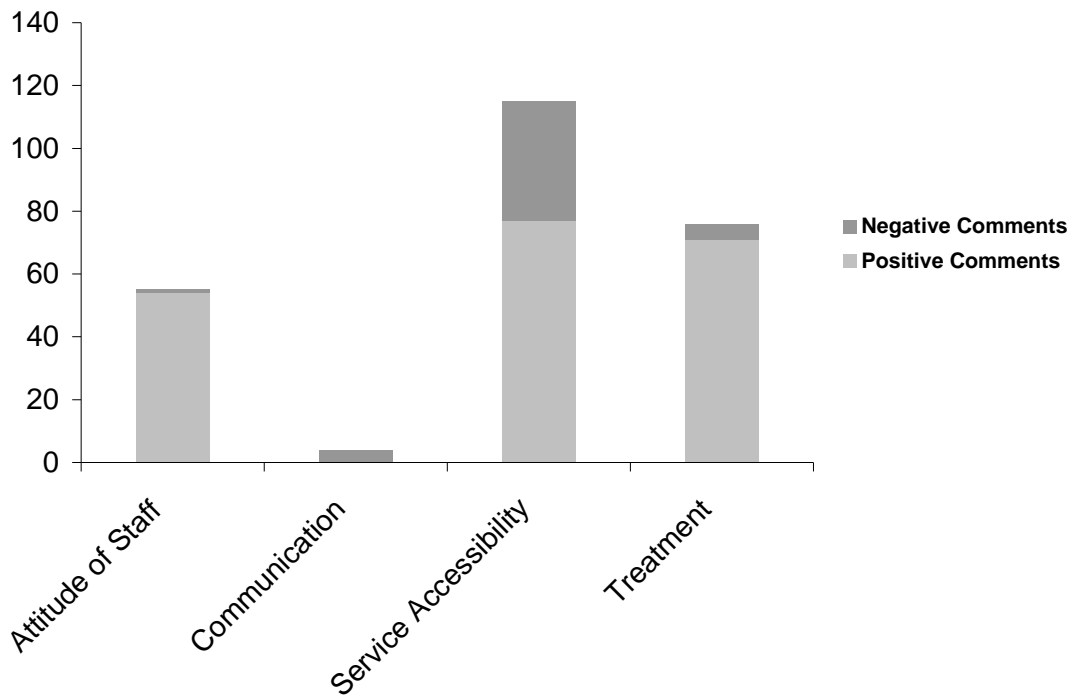
Lewisham Local Involvement Network, 13 April 2011



Section 1 Top Overall Trends

TREND	Positive Comments	Negative Comments	TOTAL	TOTAL %
Attitude of Staff	54	1	55	22
Communication	0	4	4	2
Service Accessibility	77	38	115	45
Treatment	71	5	76	30

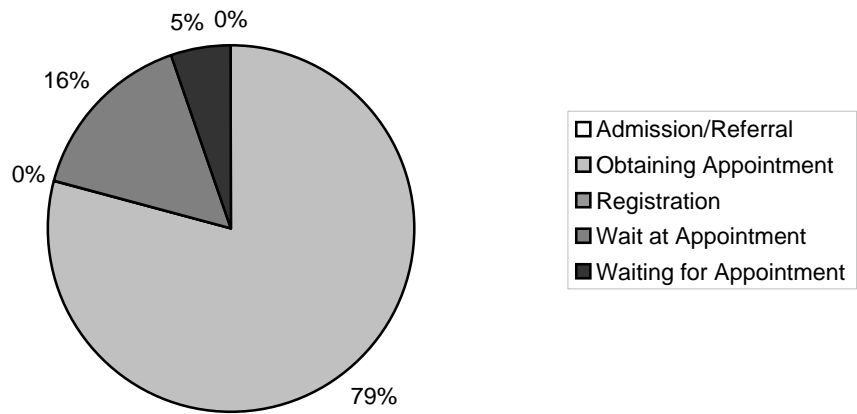
Positive Comments **204** **100 %**
Negative Comments **51**
Total Comments **255**



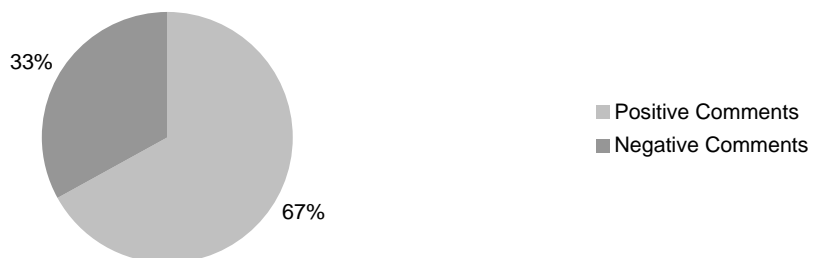
Section 2 Service Accessibility

TREND	Positive Comments	Negative Comments	TOTAL
Admission/Referral	0	0	0
Obtaining Appointment	65	26	91
Registration	0	0	0
Wait at Appointment	8	10	18
Waiting for Appointment	4	2	6

Positive Comments **77**
 Negative Comments **38**
 Total Comments **115**



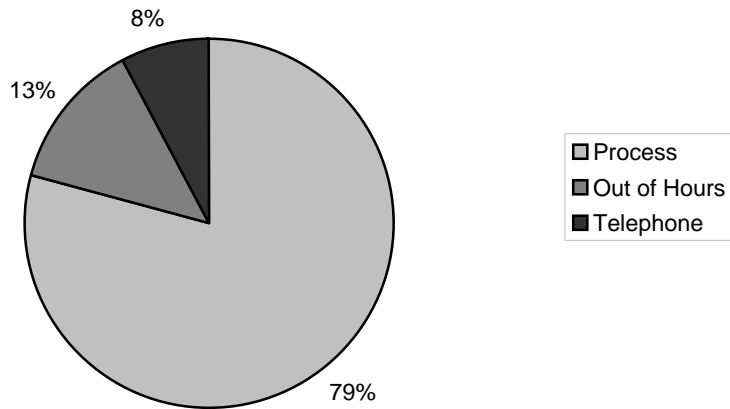
Ratio of Positive to Negative Comments



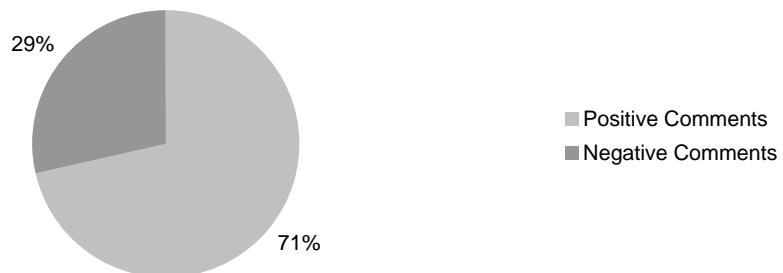
Section 2 Obtaining Appointment

TREND	Positive Comments	Negative Comments	TOTAL
Process	57	15	72
Out of Hours	5	7	12
Telephone	3	4	7

Positive Comments	65
Negative Comments	26
Total Comments	91



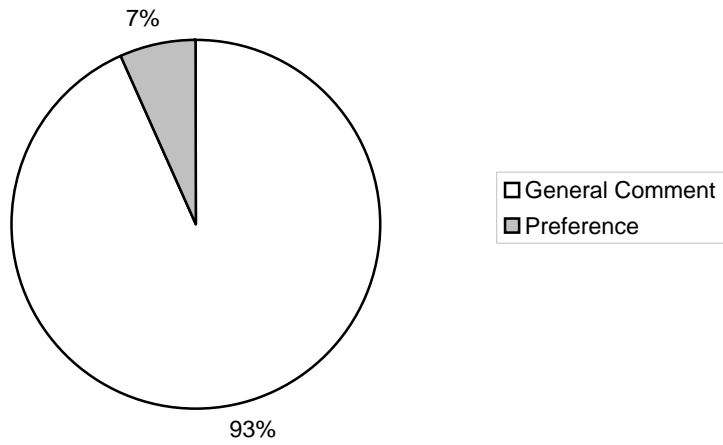
Ratio of Positive to Negative Comments



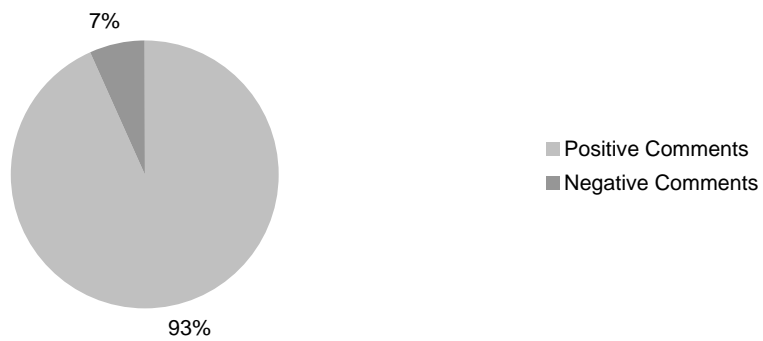
Section 2 Treatment

TREND	Positive Comments	Negative Comments	TOTAL
General Comment	71	0	71
Preference	0	5	5

Positive Comments	71
Negative Comments	5
Total Comments	76



Ratio of Positive to Negative Comments



Section 3

Observations

Overall, the patients are happy with the practice.

There is no electronic system to call patients. The doctors or receptionists call the patients into the consulting rooms, providing a personal touch.

Reception team very friendly and helpful - generally it is possible to obtain an emergency appointment the same or next day.

However there were comments about the difficulty of making an appointment to see the preferred doctor.

Waiting times to actually see the doctors is good.