

Trends Analysis Report

Provider

Grove Medical Centre

Date

1 March 2011 - 22 March 2011 (4 Sessions)

Narrative

Lewisham LINK conducted outreach at Grove Medical Centre from 1 March 2011 - 22 March 2011 and recorded 349 service user comments, 334 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)
- Correlation with the GP Patient Survey (Annex 3)

Report Author

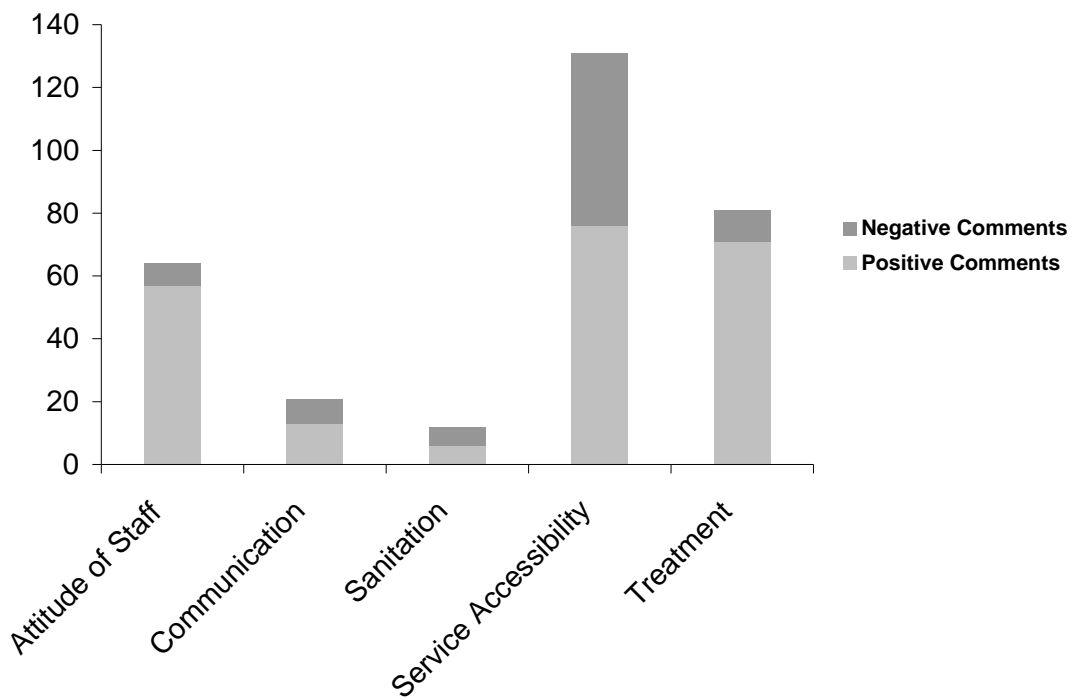
Lewisham Local Involvement Network, 11 April 2011



Section 1 Top Overall Trends

TREND	Positive Comments	Negative Comments	TOTAL	TOTAL %
Attitude of Staff	57	7	64	19
Communication	13	8	21	6
Sanitation	6	6	12	4
Service Accessibility	76	55	131	39
Treatment	71	10	81	24

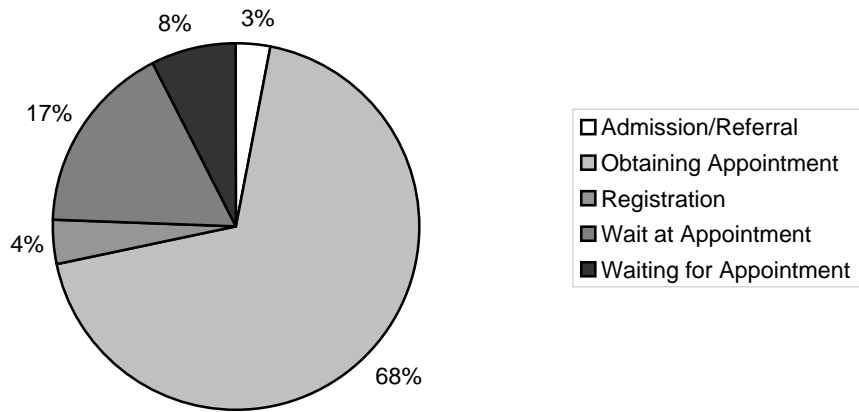
Positive Comments 234 100 %
Negative Comments 100
Total Comments 334



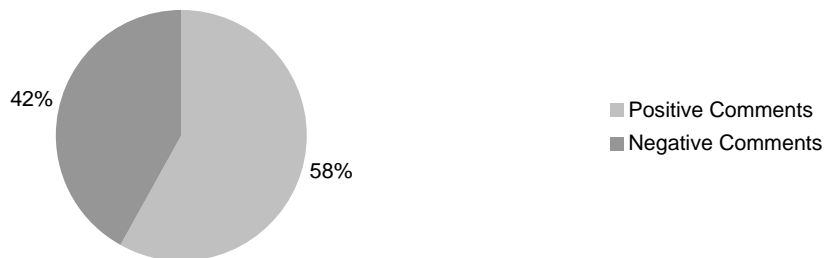
Section 2 Service Accessibility

TREND	Positive Comments	Negative Comments	TOTAL
Admission/Referral	0	4	4
Obtaining Appointment	64	26	90
Registration	4	1	5
Wait at Appointment	6	16	22
Waiting for Appointment	2	8	10

Positive Comments **76**
 Negative Comments **55**
 Total Comments **131**



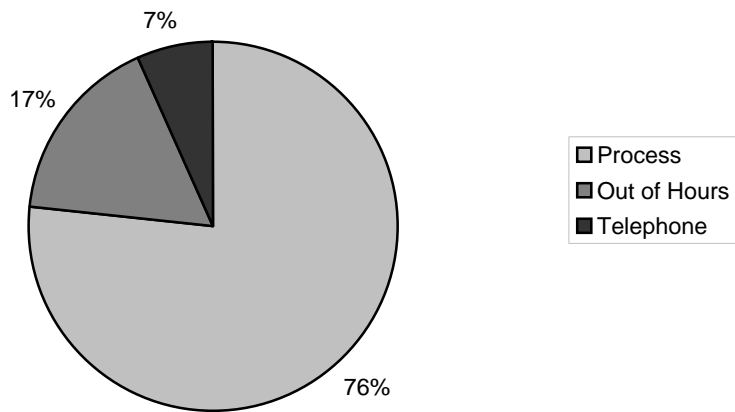
Ratio of Positive to Negative Comments



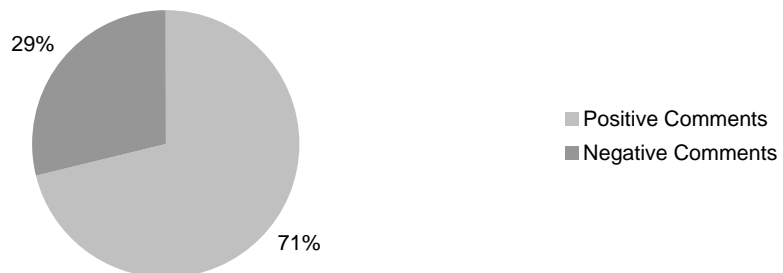
Section 2 Obtaining Appointment

TREND	Positive Comments	Negative Comments	TOTAL
Process	56	13	69
Out of Hours	6	9	15
Telephone	2	4	6

Positive Comments	64
Negative Comments	26
Total Comments	90



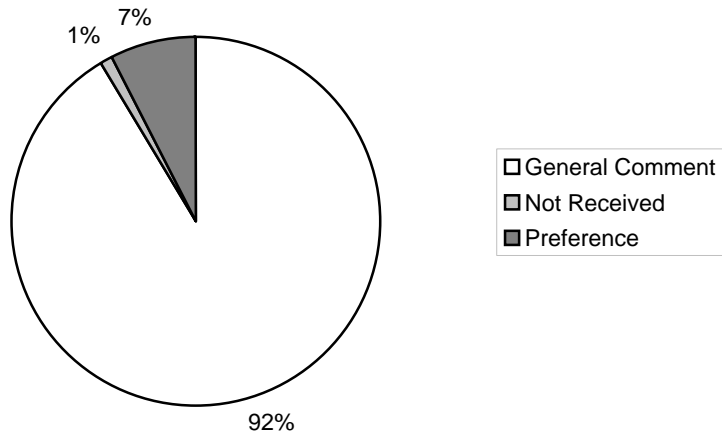
Ratio of Positive to Negative Comments



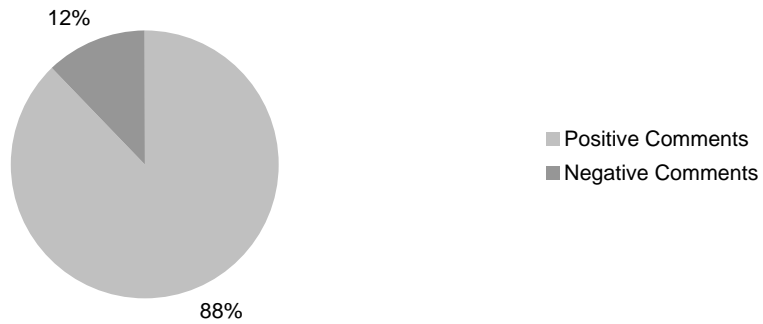
Section 2 Treatment

TREND	Positive Comments	Negative Comments	TOTAL
General Comment	71	3	74
Not Received	0	1	1
Preference	0	6	6

Positive Comments	71
Negative Comments	10
Total Comments	81



Ratio of Positive to Negative Comments



Section 3

Observations

Waiting Area

Clean, tidy and bright, very warm feeling almost home like, nice décor. Two TV screens with educational programme located in perfect positioning keep waiting patients captivated. However, not enough signposting, leaflets, literature on health conditions. Information board in one of the rooms could be made more interesting and literature (magazines, papers, etc.) could be provided.

Down to the fact that 2 waiting rooms are small, they can get overheated with large numbers of patients. AC is in working condition, however it does not keep rooms in comfortable temperature, especially on warm days.

Toilets

Toilets clean and regularly checked but over the period of 4 weeks there was no hot water in both facilities.

Accessibility

Self check system in several languages - reflection and recognition of diversity of local population. Special hours designed to serve Vietnamese community.

Self Check

Self check area with blood pressure, weight linked to computerised health record at practice. Located in a good position, isolated from the main waiting area.

General

Water fountains could be provided.

Notice board behind the receptionist with photos of the practice management and staff seems to be a nice and personalised touch.