

Trends Analysis Report

Provider

Queen's Road Partnership (Baby Clinic)

Date

30 June 2011 - 21 July 2011 (3 Sessions)

Narrative

Lewisham LINK conducted outreach at Queen's Road Partnership (Baby Clinic) from 30 June 2011 - 21 July 2011 and recorded 38 service user comments, 33 of which related to the Clinic.

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)
- Outreach questionnaire survey results (Annex 3)

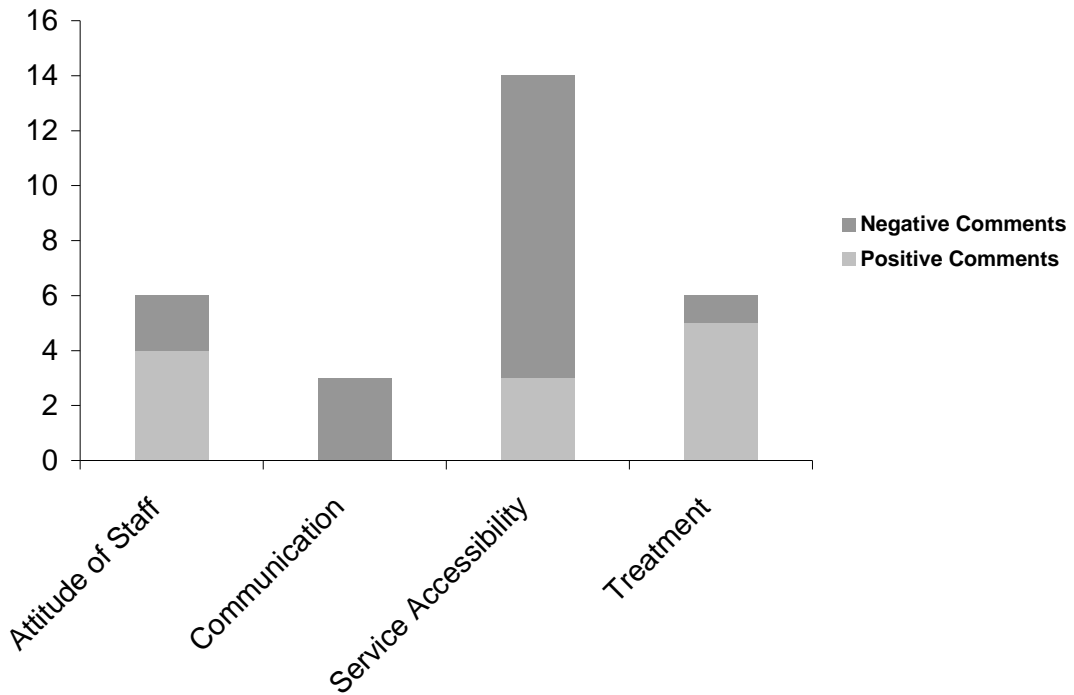
Report Author

Lewisham Local Involvement Network, 3 August 2011

Section 1 Top Overall Trends

TREND	Positive Comments	Negative Comments	TOTAL	TOTAL %
Attitude of Staff	4	2	6	18
Communication	0	3	3	9
Service Accessibility	3	11	14	42
Treatment	5	1	6	18

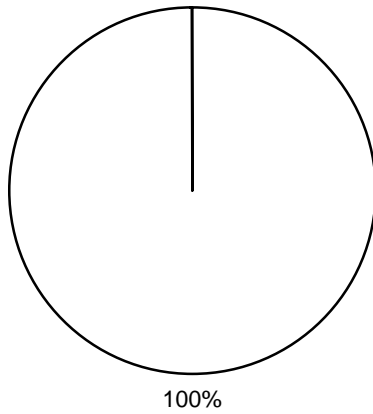
Positive Comments **12**
Negative Comments **21**
Total Comments **33**



Trend Attitude of Staff

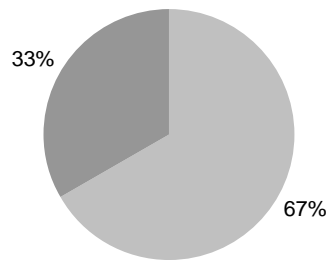
TREND	Positive Comments	Negative Comments	TOTAL
General Comment	4	2	6

Positive Comments	4
Negative Comments	2
Total Comments	6



□ General Comment

Ratio of Positive to Negative Comments

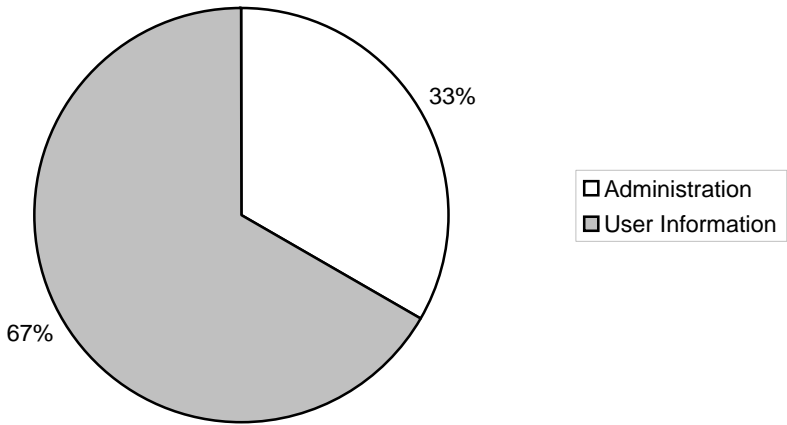


■ Positive Comments
■ Negative Comments

Section 2 Communication/Information

TREND	Positive Comments	Negative Comments	TOTAL
Administration	0	1	1
User Information	0	2	2

Positive Comments **0**
 Negative Comments **3**
 Total Comments **3**



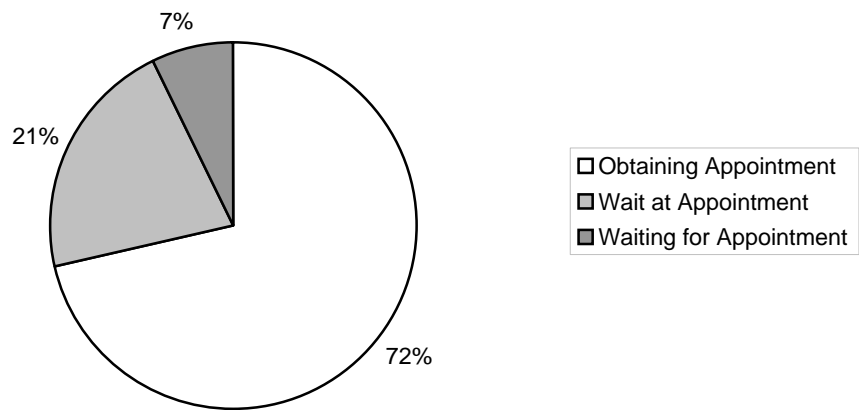
Ratio of Positive to Negative Comments



Section 2 Service Accessibility

TREND	Positive Comments	Negative Comments	TOTAL
Obtaining Appointment	3	7	10
Wait at Appointment	0	3	3
Waiting for Appointment	0	1	1

Positive Comments **3**
 Negative Comments **11**
 Total Comments **14**



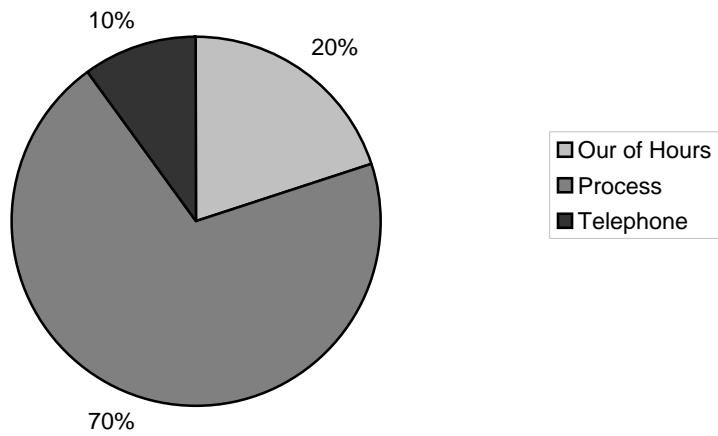
Ratio of Positive to Negative Comments



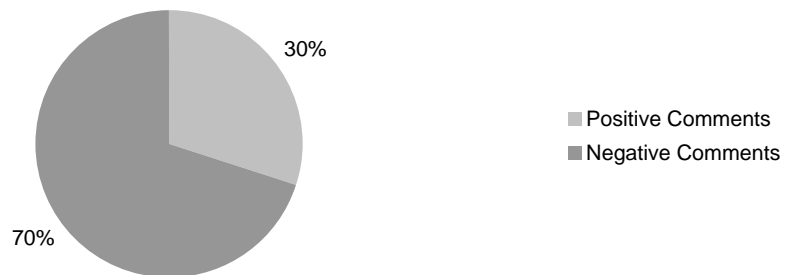
Section 2 Obtaining Appointment

TREND	Positive Comments	Negative Comments	TOTAL
Our of Hours	0	2	2
Process	3	4	7
Telephone	0	1	1

Positive Comments	3
Negative Comments	7
Total Comments	10



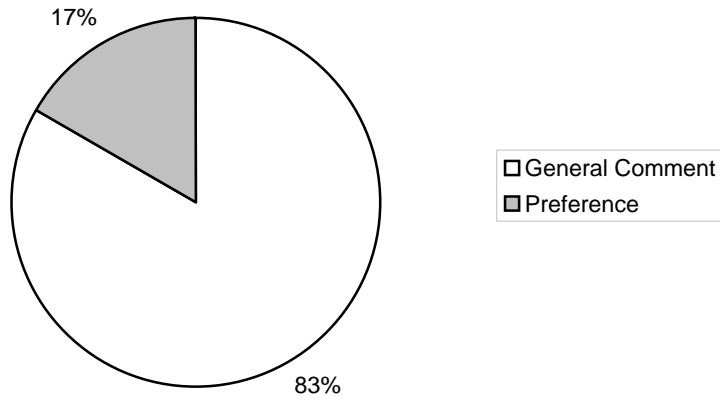
Ratio of Positive to Negative Comments



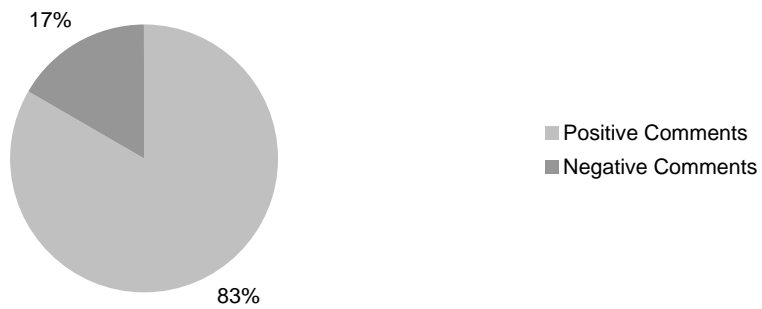
Section 2 Treatment

TREND	Positive Comments	Negative Comments	TOTAL
General Comment	5	0	5
Preference	0	1	1

Positive Comments	5
Negative Comments	1
Total Comments	6



Ratio of Positive to Negative Comments



Section 3

Observations

Staff Attitude/Treatment

Patients were satisfied with staff attitude and very satisfied with the treatment received.

Waiting Area

It was observed that children (especially the boys) became restless quickly and were soon running around. Provision of amusements would help to prevent this, however there may not be sufficient space in the present waiting area.

Also the doors were very awkward for people with push chairs.

Waiting Times

Some mothers waited for over an hour – and when the doctor was ready to see them they were actually being seen by someone else.

Communication

Translation capabilities seemed excellent with many languages catered for.