

## Trends Analysis Report

### Provider

Queen's Road Practice

### Date

27 June 2011 - 18 July 2011 (4 Sessions)

### Narrative

Lewisham LINK conducted outreach at Queen's Road Practice from 27 June 2011 - 18 July 2011 and recorded 125 service user comments, 111 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

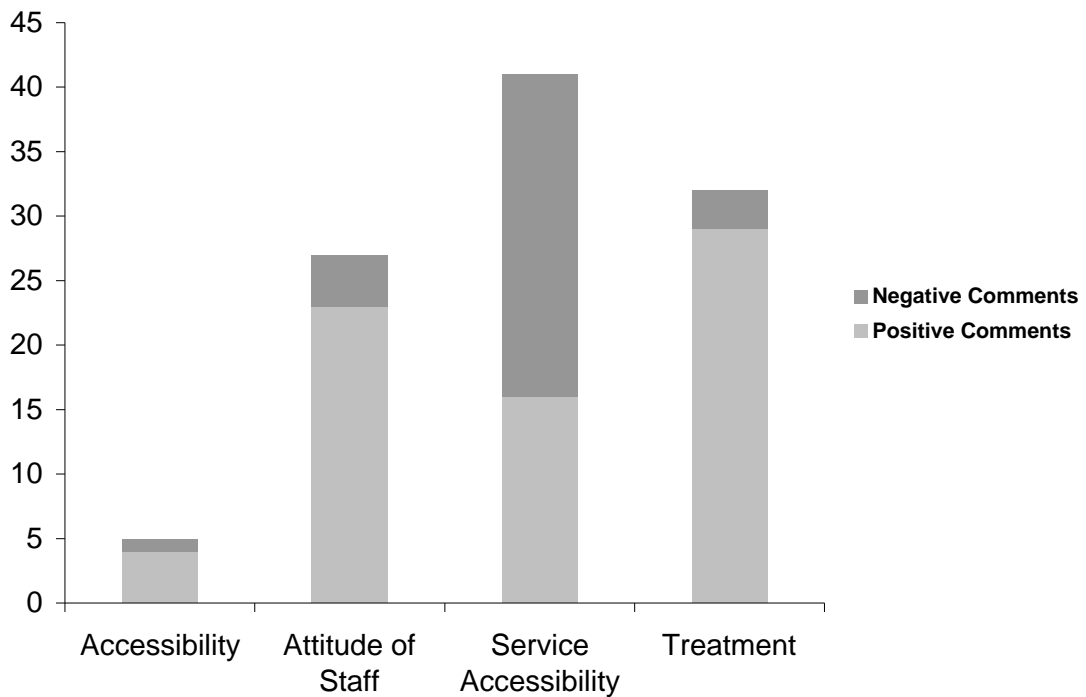
Lewisham Local Involvement Network, 21 July 2011



## Section 1 Top Overall Trends

TREND	Positive Comments	Negative Comments	TOTAL	TOTAL %
Accessibility	4	1	5	5
Attitude of Staff	23	4	27	24
Service Accessibility	16	25	41	37
Treatment	29	3	32	29

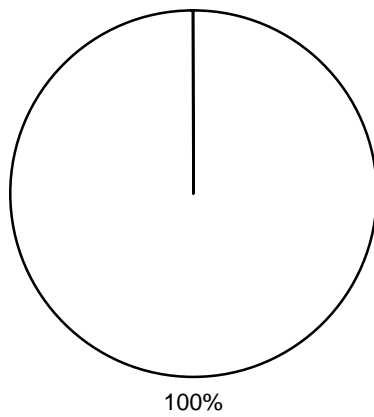
**Positive Comments**      **74**  
**Negative Comments**    **37**  
**Total Comments**        **111**



## Trend Attitude of Staff

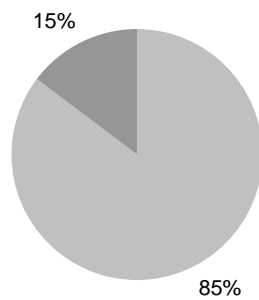
TREND	Positive Comments	Negative Comments	TOTAL
General Comment	23	4	27

Positive Comments	23
Negative Comments	4
Total Comments	27



□ General Comment

### Ratio of Positive to Negative Comments

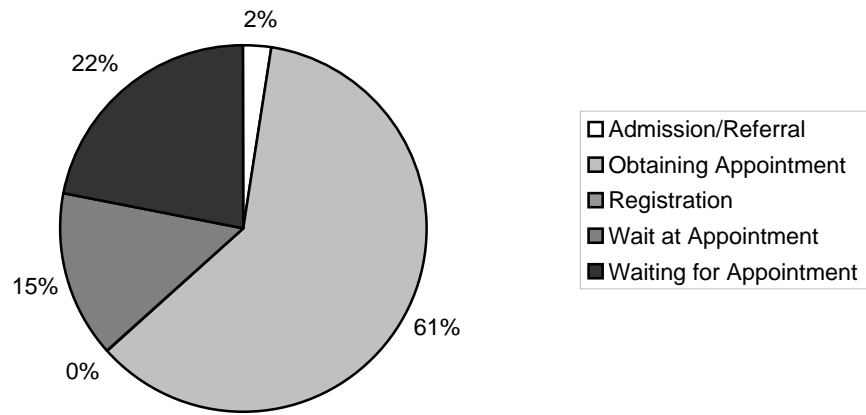


■ Positive Comments  
■ Negative Comments

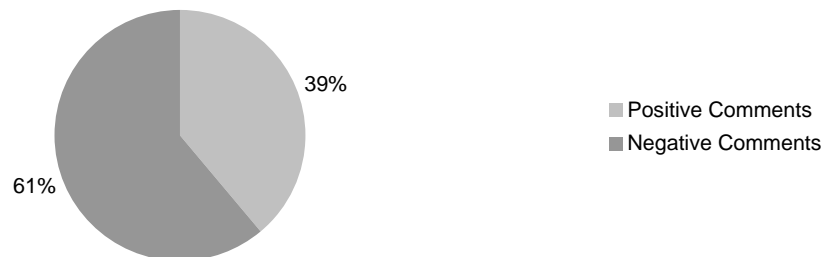
## Section 2 Service Accessibility

TREND	Positive Comments	Negative Comments	TOTAL
Admission/Referral	1	0	1
Obtaining Appointment	10	15	25
Registration	0	0	0
Wait at Appointment	3	3	6
Waiting for Appointment	2	7	9

Positive Comments           **16**  
 Negative Comments         **25**  
 Total Comments             **41**



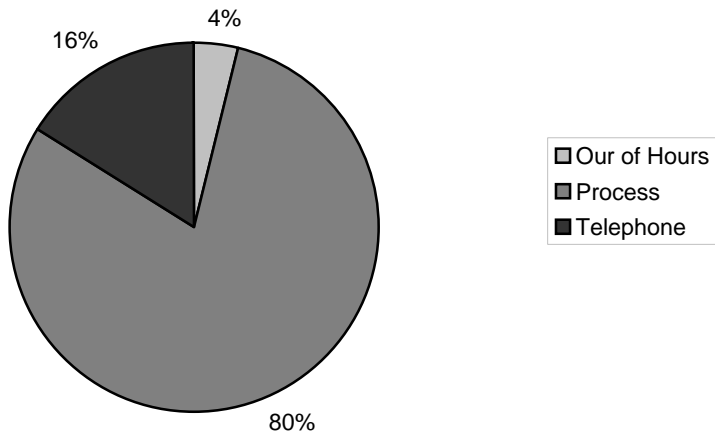
**Ratio of Positive to Negative Comments**



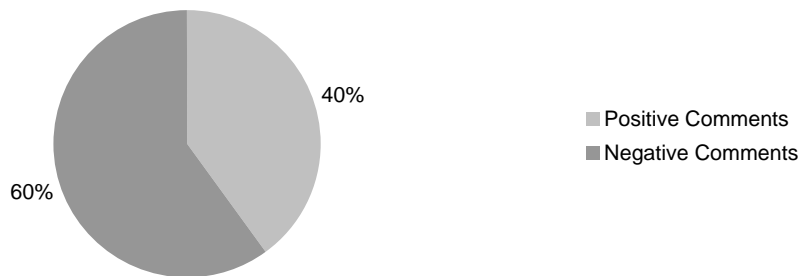
## Section 2 Obtaining Appointment

TREND	Positive Comments	Negative Comments	TOTAL
Our of Hours	1	0	1
Process	8	12	20
Telephone	1	3	4

Positive Comments            **10**  
 Negative Comments         **15**  
 Total Comments              **25**



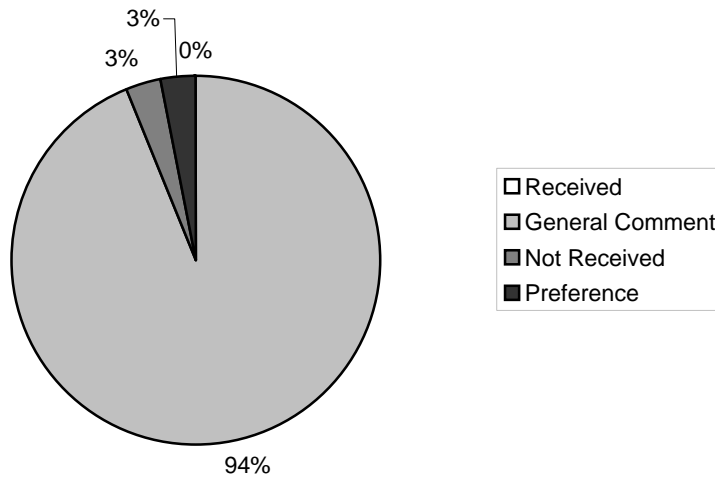
**Ratio of Positive to Negative Comments**



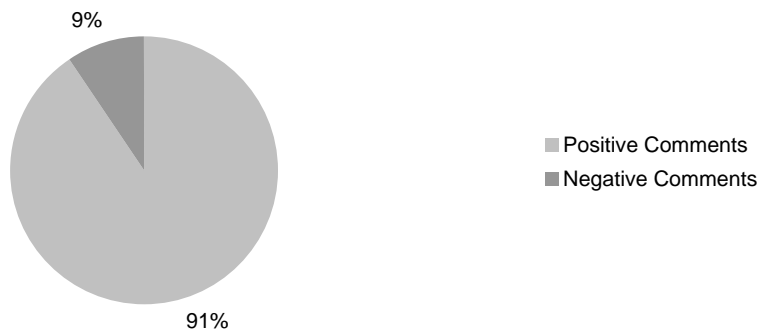
## Section 2 Treatment

TREND	Positive Comments	Negative Comments	TOTAL
Received	0	0	0
General Comment	29	1	30
Not Received	0	1	1
Preference	0	1	1

Positive Comments            **29**  
 Negative Comments         **3**  
 Total Comments             **32**



**Ratio of Positive to Negative Comments**



### **Section 3**

### **Observations**

Suggested improvements:

- A) Rearranging the chairs, as some of these are near to the self check-in which is on the wall very close to the entrance door. Patients queuing to collect prescriptions from the reception or making appointments results in lots of activities happening in this particular point.
- B) The entrance door itself needs urgent attention because it is difficult to open particularly for patients with wheel chairs and prams.
- C) The self-check in has a notice beside it for patients to sanitise their hands after checking in, but the sanitizer is some distance from the reception desk.
- D) Leaflets on the racks are not in order.

## **Section 4**

### **Data Correlation with 2010 Patient Survey**

The patient satisfaction levels shown in our data and the national patient survey is evidence of the number of people who may or definitely would be willing to recommend the service to others.

With 91% of patients completing the LINK commentaries being positive about the treatment they received. Data from the patient survey also shows that 88% of patients are fairly/very satisfied with the overall care received.

The main area that received negative responses during the LINK survey was that of obtaining an appointment with a common theme relating to the actual process of getting an appointment. This is also supported by the patient survey, in that 35% of people reported that it was not very easy/not at all easy to get through on the phone. The patient survey would also suggest that 31% of patients would prefer on-line booking.