

Trends Analysis Report

Provider

South Lewisham Group Practice

Date

28 February 2011 – 28 March 2011 (5 Sessions)

Narrative

Lewisham LINK conducted outreach at South Lewisham Group Practice from 28 February 2011 – 28 March 2011 and recorded 338 service user comments, 292 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

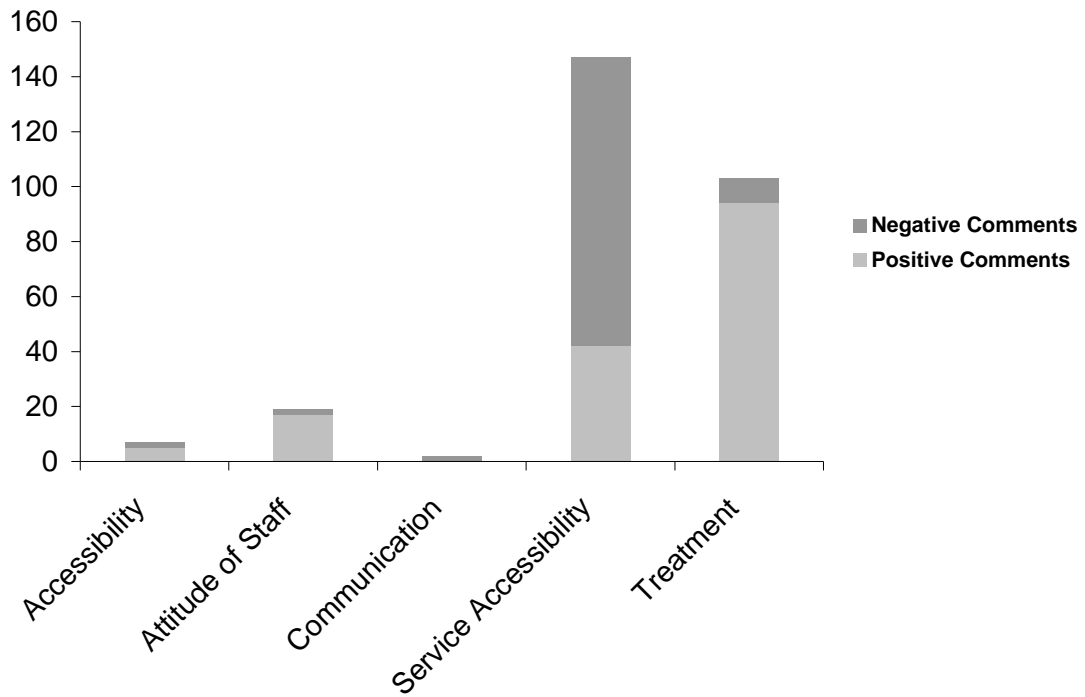
Lewisham Local Involvement Network, 1 April 2011



Section 1 Top Overall Trends

TREND	Positive Comments	Negative Comments	TOTAL	TOTAL %
Accessibility	5	2	7	2
Attitude of Staff	17	2	19	7
Communication	0	2	2	1
Service Accessibility	42	105	147	50
Treatment	94	9	103	35

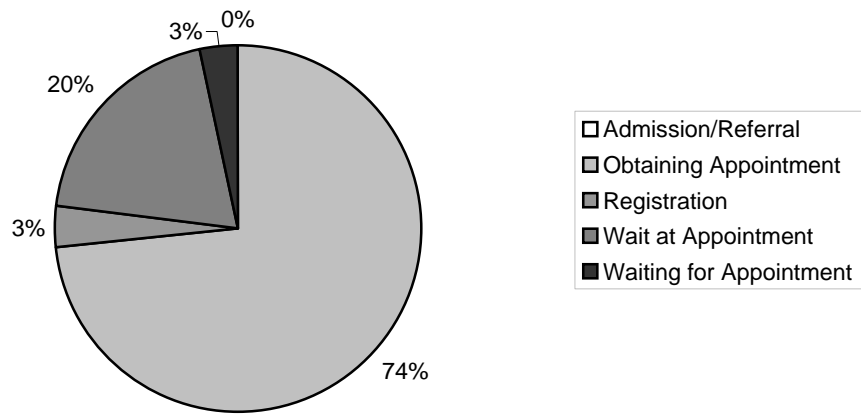
Positive Comments 163 100 %
Negative Comments 129
Total Comments 292



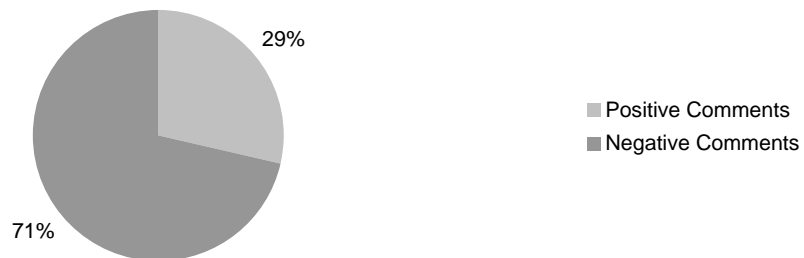
Section 2 Service Accessibility

TREND	Positive Comments	Negative Comments	TOTAL
Admission/Referral	0	0	0
Obtaining Appointment	37	71	108
Registration	2	3	5
Wait at Appointment	3	26	29
Waiting for Appointment	0	5	5

Positive Comments **42**
 Negative Comments **105**
 Total Comments **147**



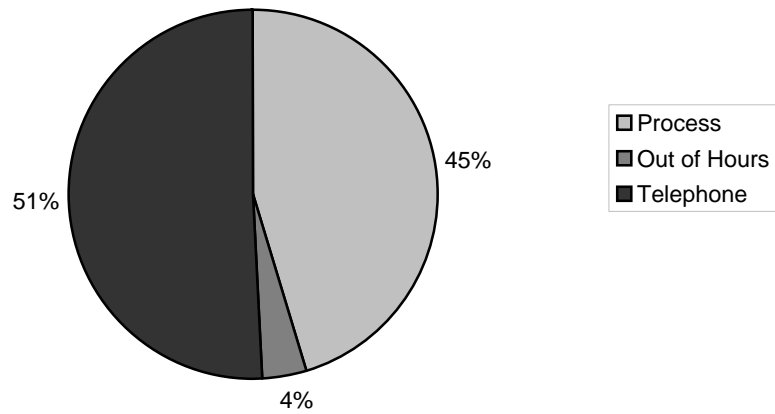
Ratio of Positive to Negative Comments



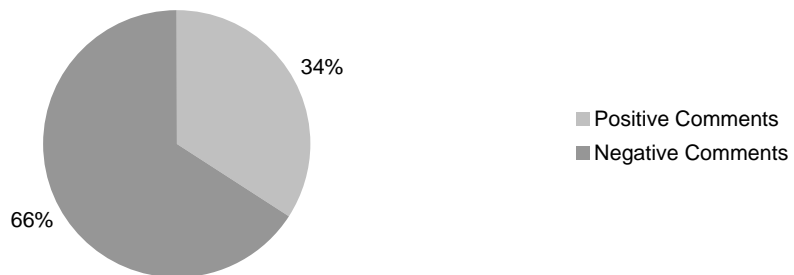
Section 2 Obtaining Appointment

TREND	Positive Comments	Negative Comments	TOTAL
Process	26	23	49
Out of Hours	2	2	4
Telephone	9	46	55

Positive Comments **37**
 Negative Comments **71** (See Patient Survey Tab)
 Total Comments **108**



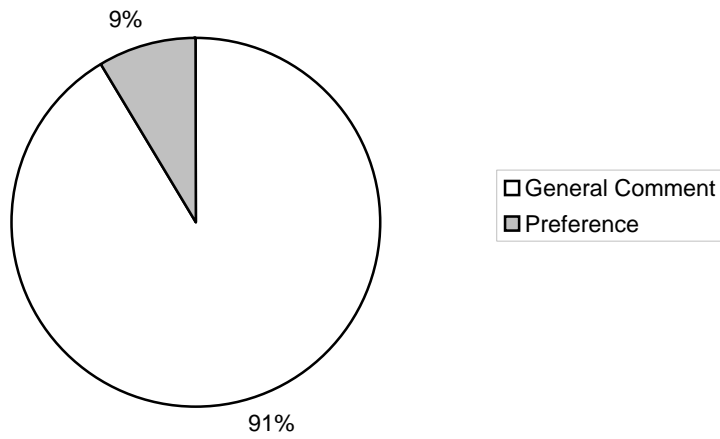
Ratio of Positive to Negative Comments



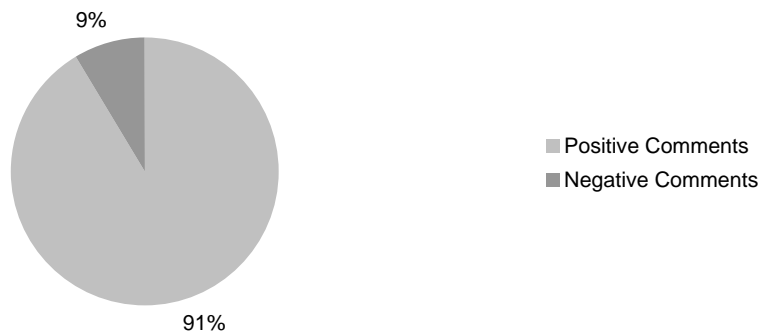
Section 2 Treatment

TREND	Positive Comments	Negative Comments	TOTAL
General Comment	88	6	94
Preference	6	3	9

Positive Comments	94
Negative Comments	9
Total Comments	103



Ratio of Positive to Negative Comments



Section 3

Observations

General Observations

The waiting area: clean, tidy and bright, but only an adequate seating layout, the clock not centrally located, also, it lacks a water fountain or children's play facilities/area. Air conditioning not always sufficient, especially on warm days.

Reception: the receptionist staff friendly and helpful (esp. Val, Mary), however, due to the fact that only one person services this post in the busy times am, the long queues in the registration area blocks the main entry to the waiting room, plus the ticket system not clear to all patients, leading to frustration and confrontation.

Patient's names on the electronic display, not clearly visible enough due to the brightness of the room.

Toilets: good, but require regular checking, as on some occasions bins were full, floors were wet.

Signposting: poor information display, some of the leaflets displays are bare, for example no information about PALS, etc, signposting to consulting rooms is poor and the lack of GP nameplates is confusing.

Update online information, the old number has not been changed.

Main lobby inner doors present access challenges for frail, wheelchair and buggy users.

Some reading material, magazines could be provided.

Service users reported that Phlebotomy Clinic has longer waiting times since staffing reduced.

Observations from Trends Analysis

There were 71 negative comments about the process of obtaining appointments, with 46 referring to the telephone system.

There were also 26 negative comments about prolonged waits for appointments.

91% of patients commenting on treatment were satisfied.