

## Trends Analysis Report

**Provider**

Triangle Group Practice

**Date**

13 January 2011 – 17 February 2011 (4 Sessions)

**Narrative**

Lewisham LINK conducted outreach at Triangle Group Practice from 13 January 2011 – 17 February 2011 and recorded 87 service user comments, 62 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)
- Outreach questionnaire survey results (Annex 3)

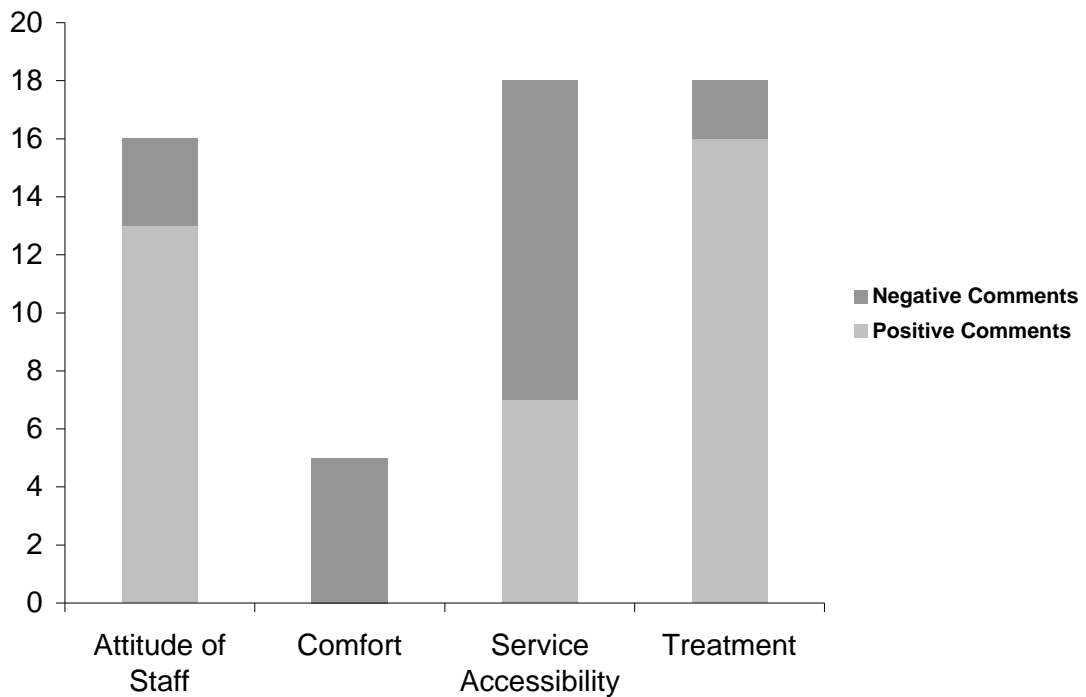
**Report Author**

Lewisham Local Involvement Network, 22 February 2011

## Section 1 Top Overall Trends

TREND	Positive Comments	Negative Comments	TOTAL	TOTAL %
Attitude of Staff	13	3	16	26
Comfort	0	5	5	8
Service Accessibility	7	11	18	29
Treatment	16	2	18	29

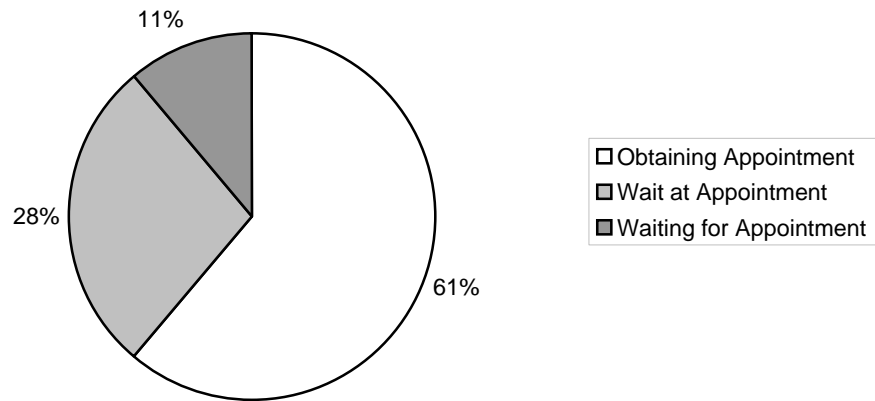
**Positive Comments**      **38**      **100 %**  
**Negative Comments**    **24**  
**Total Comments**        **62**



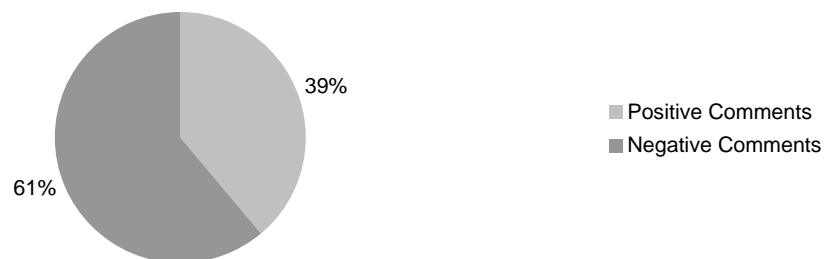
## Section 2 Service Accessibility

TREND	Positive Comments	Negative Comments	TOTAL
Obtaining Appointment	6	5	11
Wait at Appointment	1	4	5
Waiting for Appointment	0	2	2

Positive Comments	7
Negative Comments	11
Total Comments	18



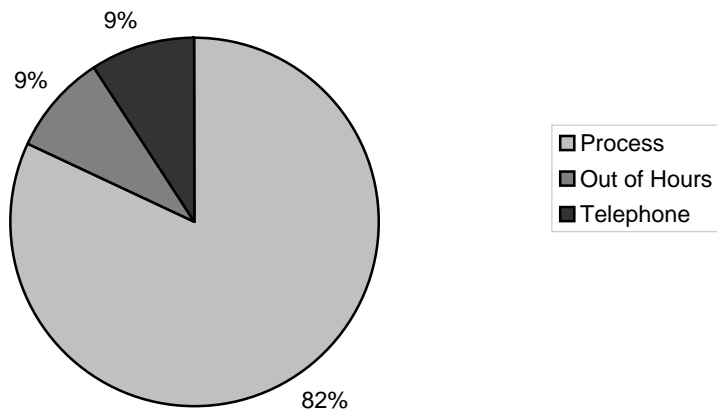
**Ratio of Positive to Negative Comments**



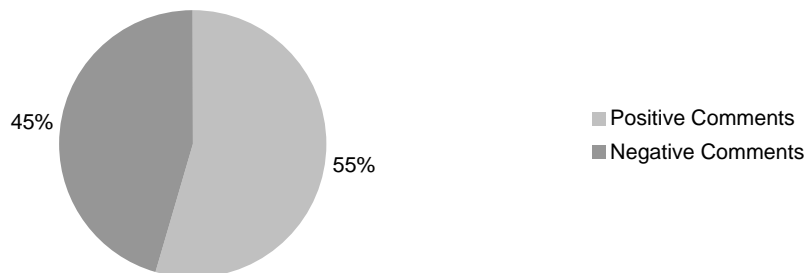
## Section 2 Obtaining Appointment

TREND	Positive Comments	Negative Comments	TOTAL
Process	6	3	9
Out of Hours	0	1	1
Telephone	0	1	1

Positive Comments	6
Negative Comments	5
Total Comments	11



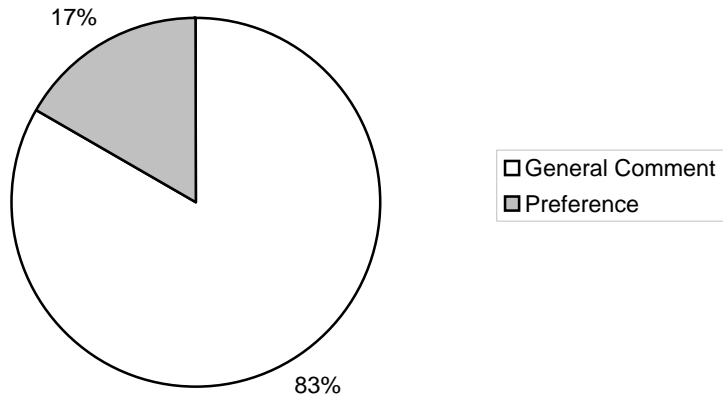
**Ratio of Positive to Negative Comments**



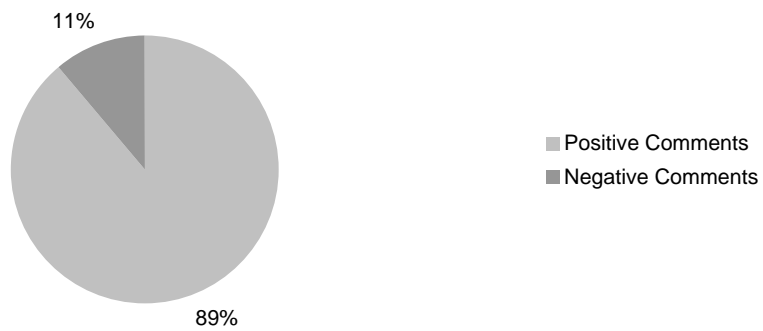
## Section 2 Treatment

TREND	Positive Comments	Negative Comments	TOTAL
General Comment	14	1	15
Preference	2	1	3

Positive Comments	<b>16</b>
Negative Comments	<b>2</b>
Total Comments	<b>18</b>



**Ratio of Positive to Negative Comments**



### **Section 3**

#### **Observations**

1. Reception staff very friendly and helpful.
2. Excellent signage, leaflets and display of information.
3. Service users very satisfied with access to the Emergency Appointment process.
4. Very good feedback concerning the walk-in facility for the Baby & Children's Clinic.
5. Lack of fan/extractor in ground-floor bathroom.
6. Wet slip/trip hazard in ground floor bathroom, small basin splashes onto floor.  
Regular mopping required.
7. Little in the way of creche-type facilities in ground floor waiting area, little distraction for children.
8. With no pushchairs/buggies in lift, belongings must be left unattended downstairs.
9. Main desk area can fill-up quite rapidly, phones can be distracting and unanswered.  
Little confidentiality maintained, personal details discussed openly. esp., elderly & foreign nationals.
10. No clock in waiting area, plus inadequate loudspeaker for calling patients upstairs.