

Trends Analysis Report

Provider

Vale Medical Centre

Date

6 - 27 September 2011 (4 Sessions)

Narrative

Lewisham LINK conducted outreach at Vale Medical Centre from 6 - 27 September 2011 and recorded 230 service user comments, 207 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

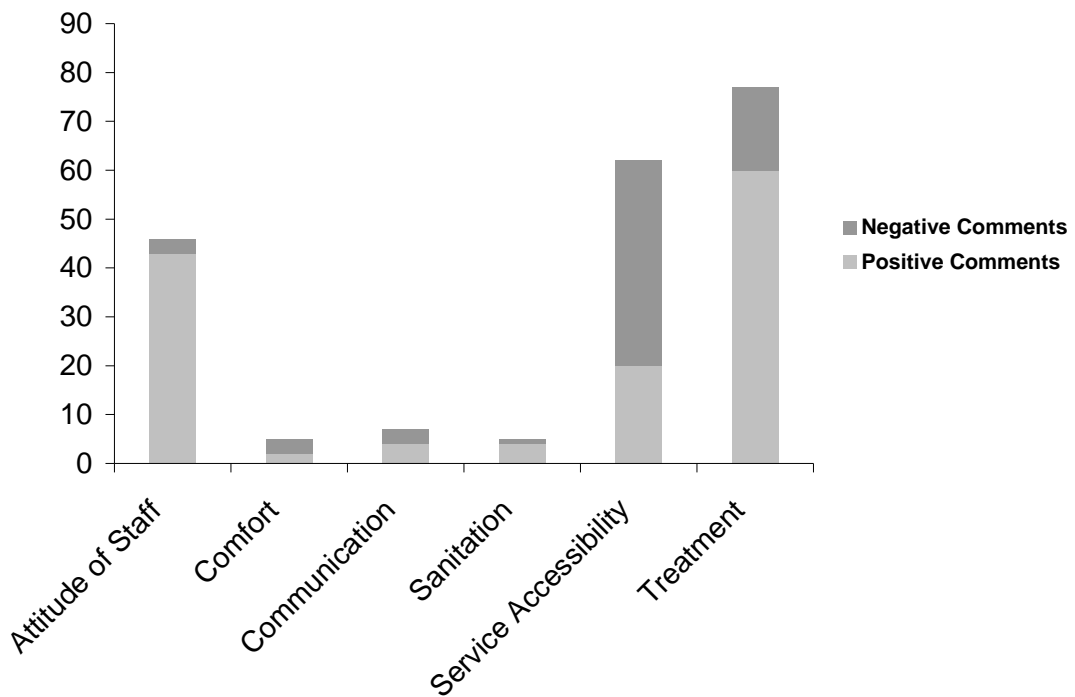
Lewisham Local Involvement Network, 10 October 2011



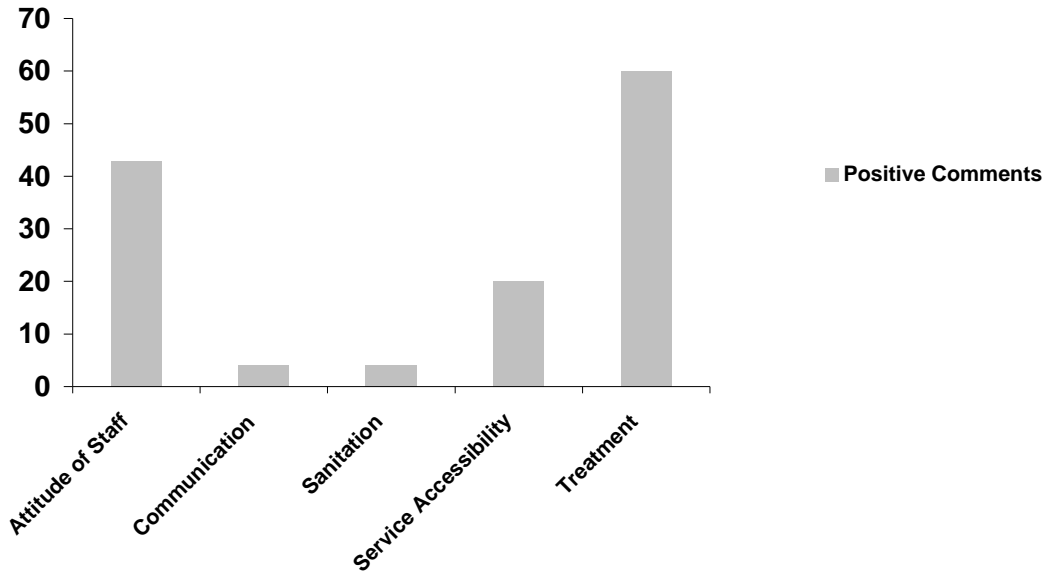
Section 1 Top Overall Trends

TREND	Positive Comments	Negative Comments	TOTAL	TOTAL %
Attitude of Staff	43	3	46	22
Comfort	2	3	5	2
Communication	4	3	7	3
Sanitation	4	1	5	2
Service Accessibility	20	42	62	30
Treatment	60	17	77	37

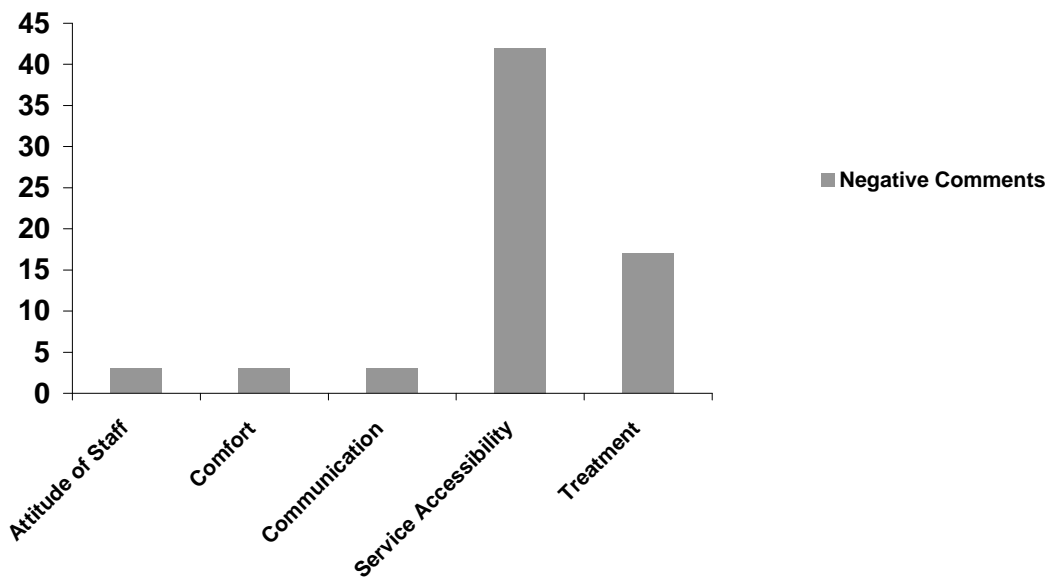
Positive Comments **133**
Negative Comments **74**
Total Comments **207**



Top Positive Issues



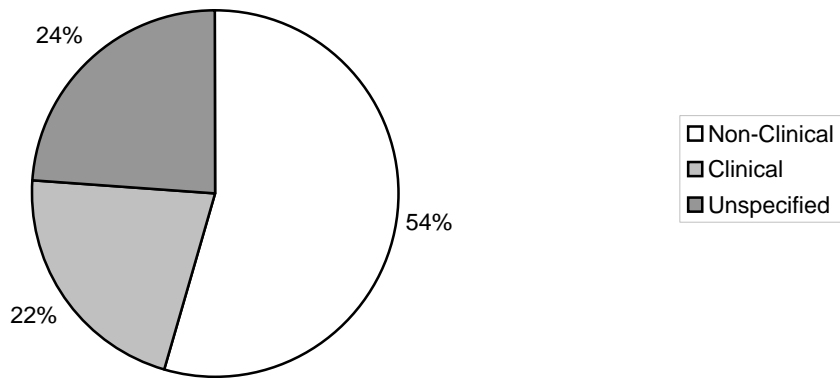
Top Negative Issues



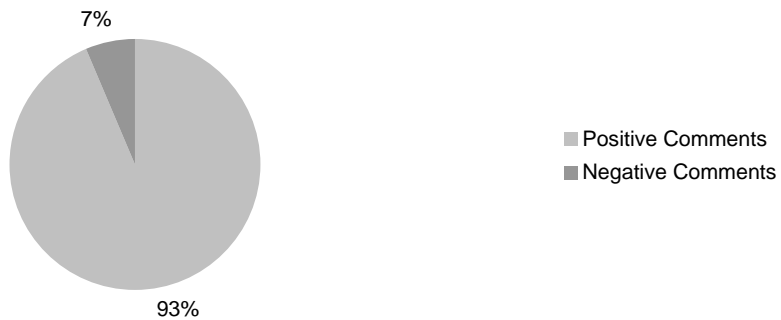
Trend Attitude of Staff

TREND	Positive Comments	Negative Comments	TOTAL
Non-Clinical	23	2	25
Clinical	9	1	10
Unspecified	11	0	11

Positive Comments	43	93 %
Negative Comments	3	7 %
Total Comments	46	



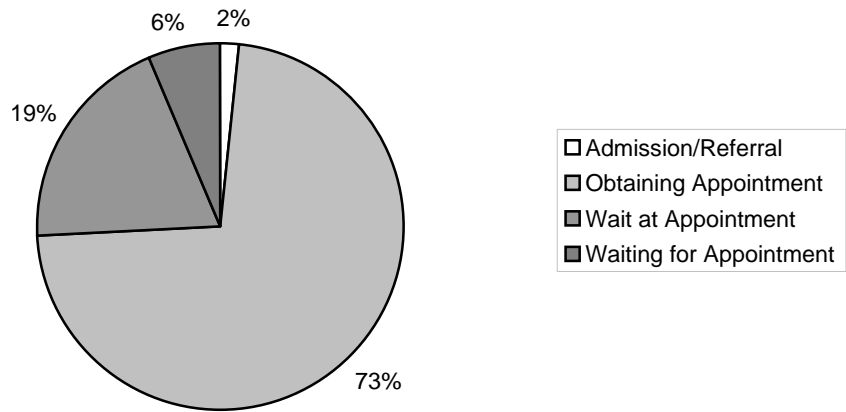
Ratio of Positive to Negative Comments



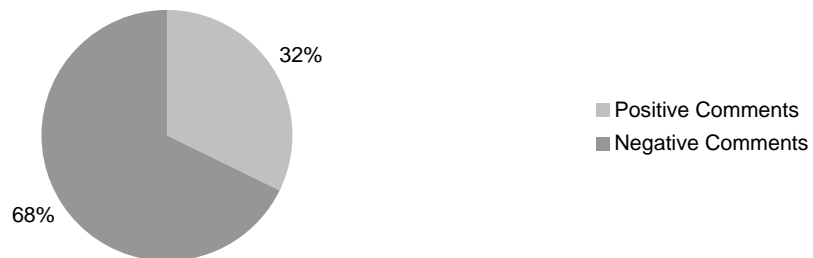
Section 2 Service Accessibility

TREND	Positive Comments	Negative Comments	TOTAL
Admission/Referral	0	1	1
Obtaining Appointment	13	32	45
Wait at Appointment	5	7	12
Waiting for Appointment	2	2	4

Positive Comments **20**
 Negative Comments **42**
 Total Comments **62**



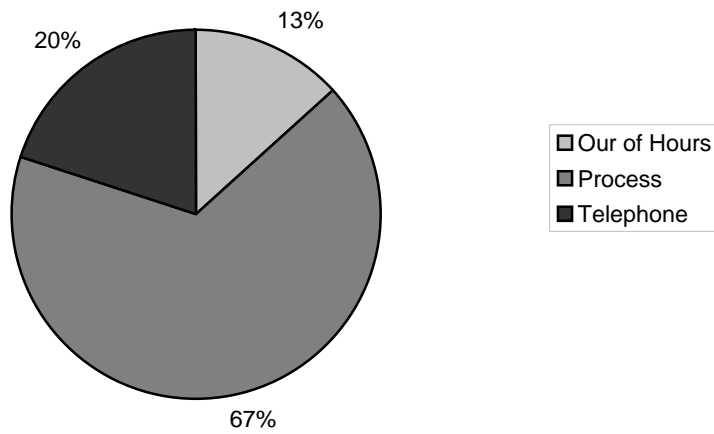
Ratio of Positive to Negative Comments



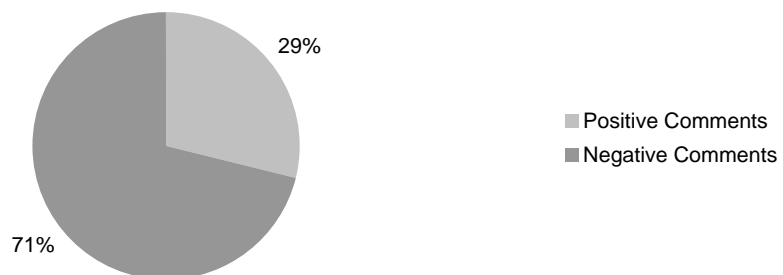
Section 2 Obtaining Appointment

TREND	Positive Comments	Negative Comments	TOTAL
Our of Hours	3	3	6
Process	10	20	30
Telephone	0	9	9

Positive Comments **13**
 Negative Comments **32**
 Total Comments **45**



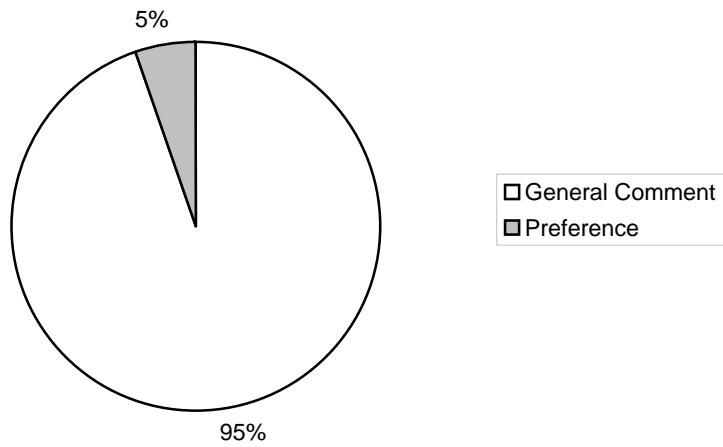
Ratio of Positive to Negative Comments



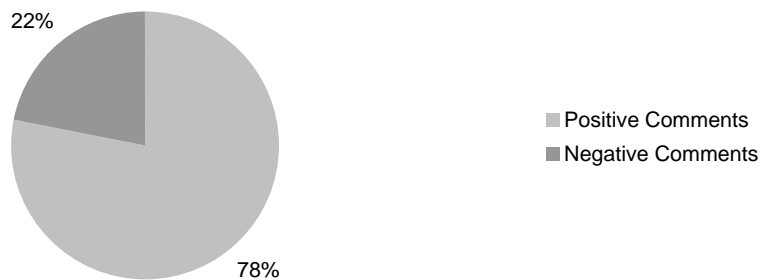
Section 2 Treatment

TREND	Positive Comments	Negative Comments	TOTAL
General Comment	59	14	73
Preference	1	3	4

Positive Comments	60
Negative Comments	17
Total Comments	77



Ratio of Positive to Negative Comments



Section 3

Observations

Positive Aspects:

Designated, separated play area with some children's books, brightly decorated.
Digital sign-posting board.
Disabled access.
Offering and promoting stop smoking services.
Privacy request advertised and possible ton request at reception.
Covered small outdoors area (initially assumed this was for buggies but don't think it's intended for storage).
Home visits available and advertised.
Range of magazines in waiting area (i.e Psychologies).
LINK poster and advertising of our visits, encouraging patient participation.
Health promotion videos in waiting area.
Signposting/ information leaflets varied and visible at entrance.
Posters changed during my three visits, i.e. seasonal health issues - from travel.
Vaccinations to flu prevention and vaccination.
Text reminder for appointments available.
Early bird clinic available.
Female GPs available.
Flu vaccination reminders in practice (bright and visible).
Low power outlets in waiting room were covered (health & safety, near children's play area).
Displays were regularly updated.

Negative Aspects:

No rails in disabled toilet, loose seat and facilities fairly dirty (all 3 visits).
One patient was very upset about not being able to get an appointment.
2 ante-natal patients had to wait for more than 45min.
No buggy storage.
One patient claimed it is impossible/very difficult to book appointments in advance (unable to verify what she meant as she had only very basic English).
On 20th September some patients complained about long waiting times, at least 20min - more likely 30min, complained no apologies received.
No water dispenser (one patient felt very unwell and had to go up to and wait at reception to get water).