

Primary Care Patient Experience – Access

November 2019

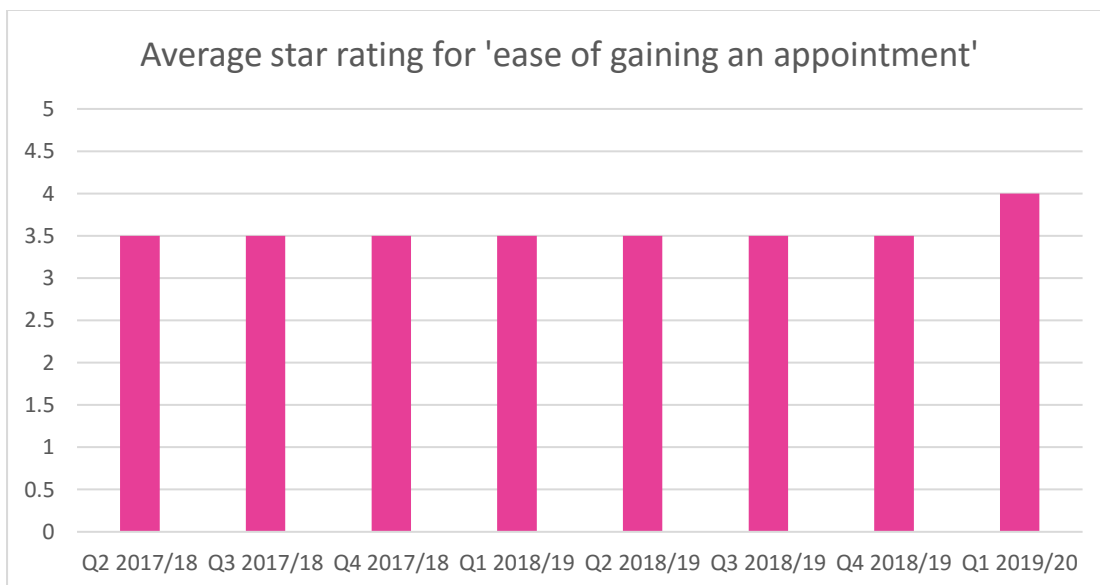
The Healthwatch Ealing Patient Experience Team has been visiting health and social care settings across the borough since July 2017, gathering feedback from patients on their experience of General Practice and other services.

The below data examines changes to feedback in relation to Access for GP services. In doing so it looks at specific data sets, including star ratings given by patients against a number of domain areas and analysis of themes and trends relevant to Access. The below tables and charts is based on the following number of patient experience comments collected for GP services during the period:

	Q2 17-18	Q3 17-18	Q4 17-18	Q1 18-19	Q2 18-19	Q3 18-19	Q4 18-19	Q1 19-20
No. of comments	537	941	729	734	668	626	475	412

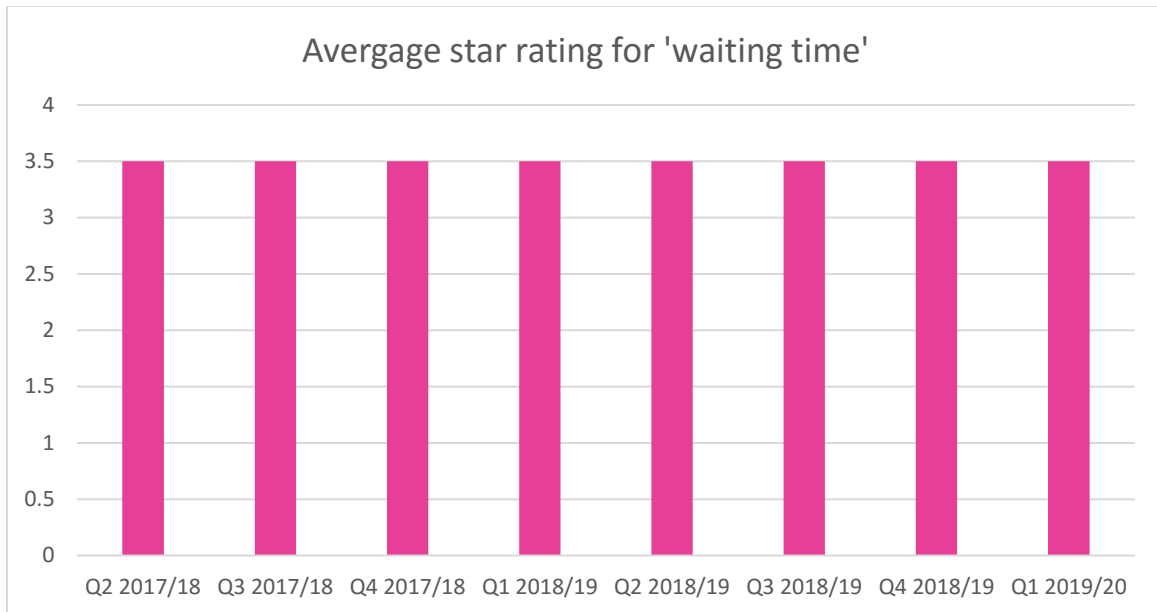
Star ratings

Figure 1:



The star rating for this domain area remains consistent. It is one of the lowest star rating domain areas. The recent increase for Q1 2018-19 is interesting to note after such consistency and may be reflective of our focus on obtaining feedback from smaller GPs during this period.

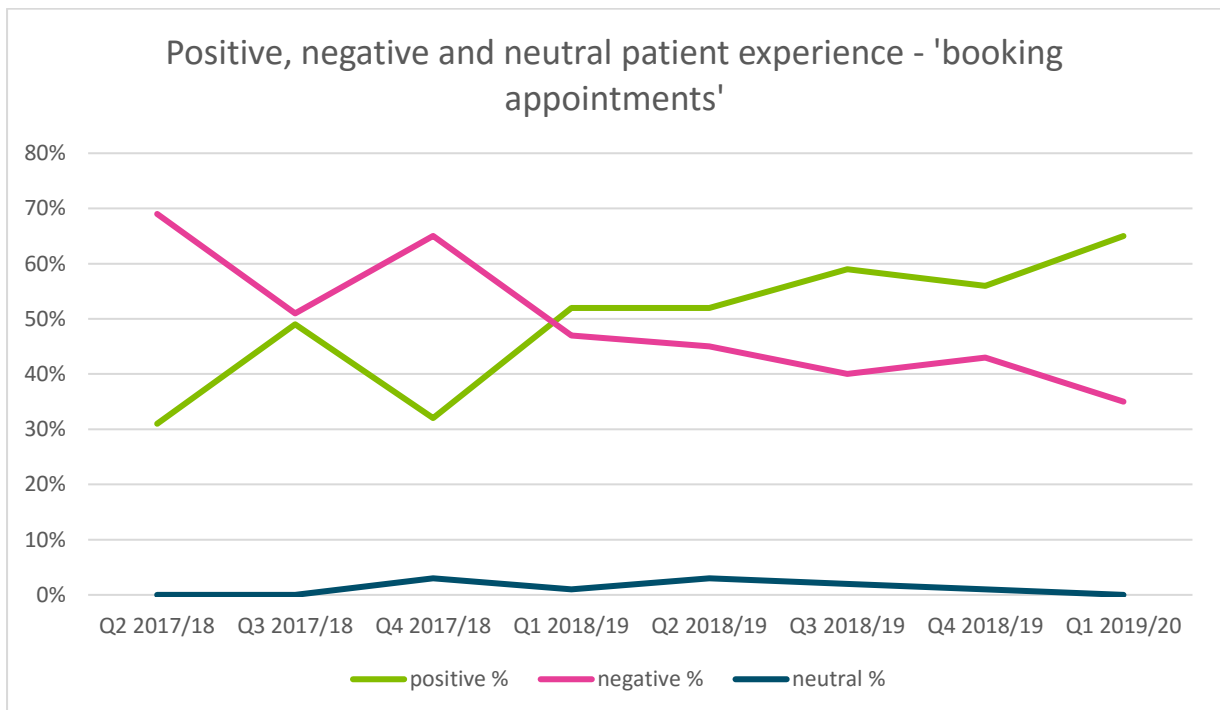
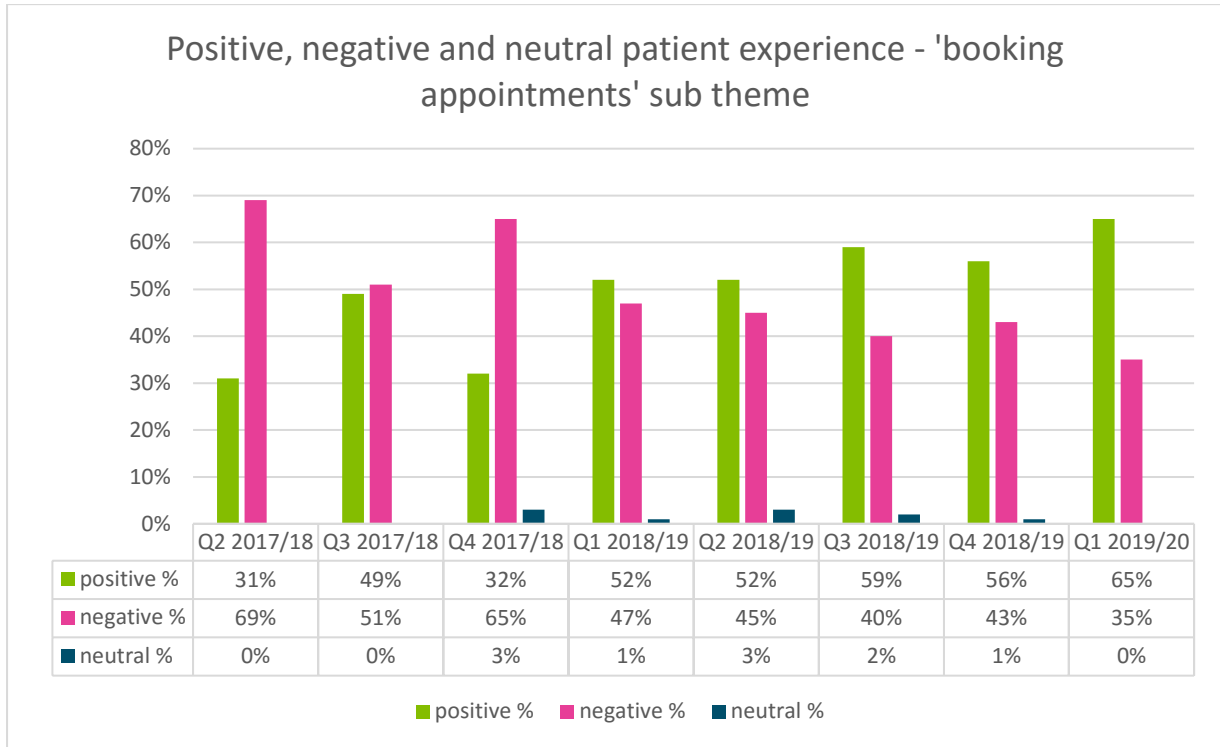
Figure 2:



The star rating for this domain area remains consistent. It is one of the lowest star rating areas that we receive feedback on.

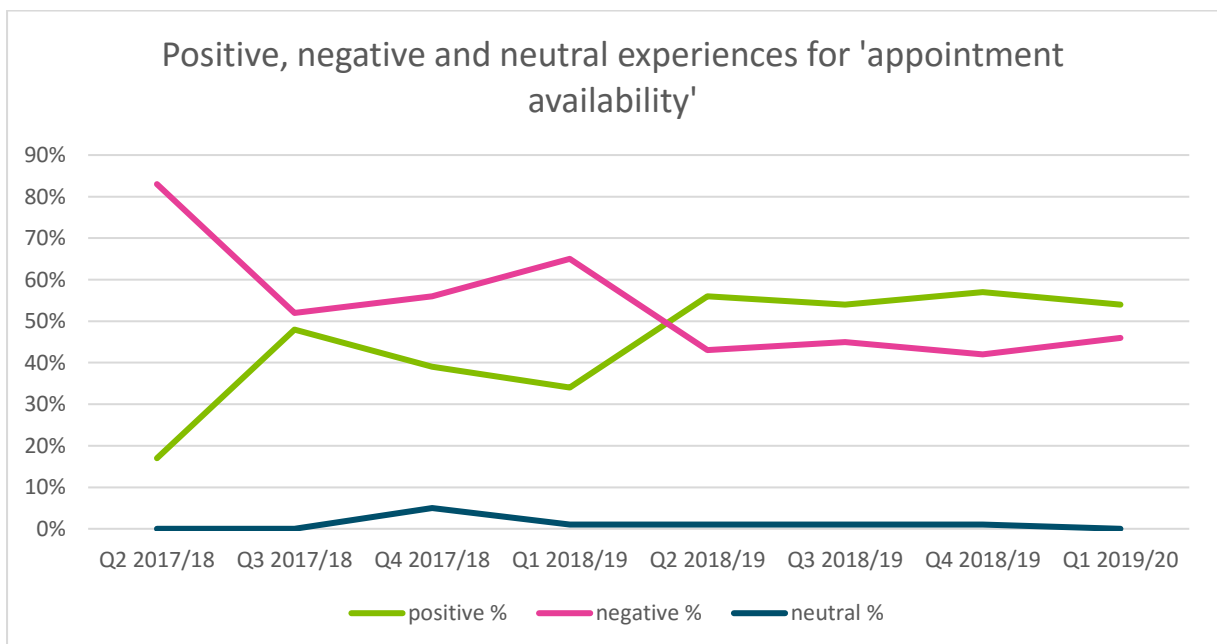
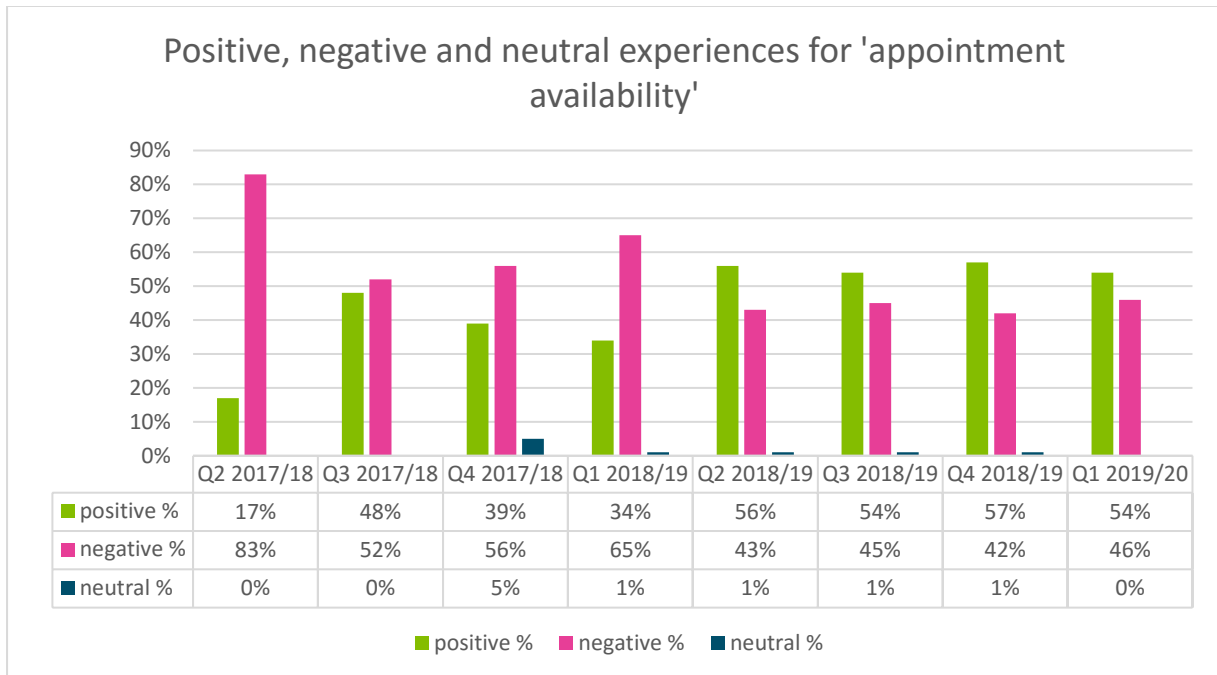
Themes and subthemes

Figure 3:



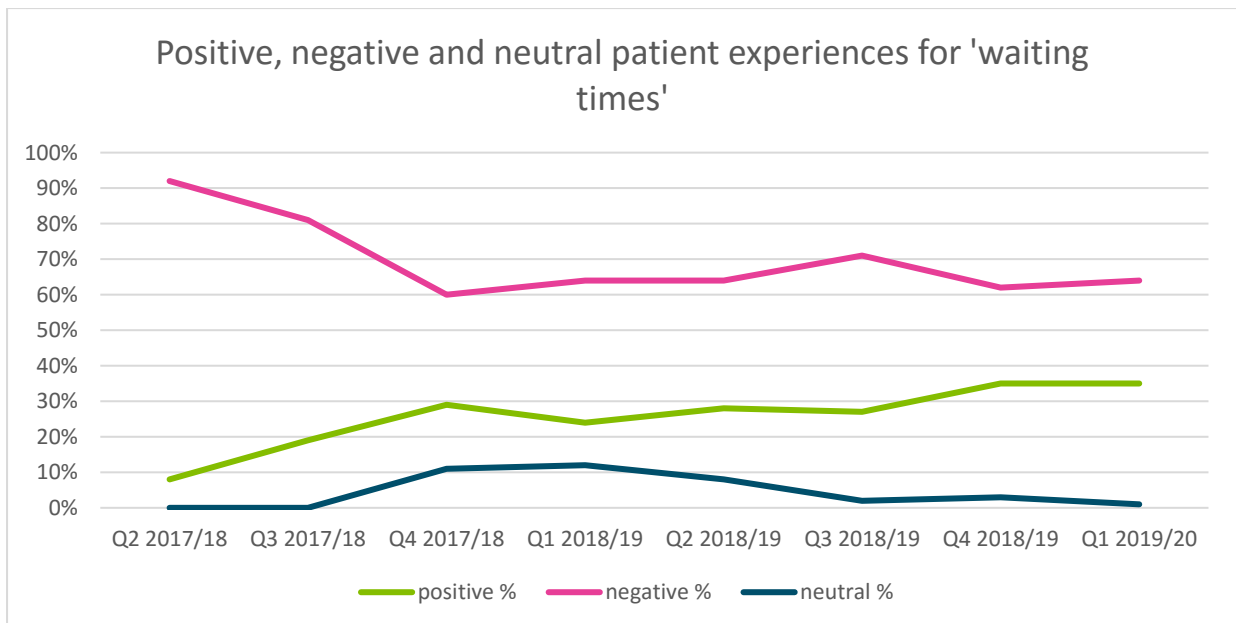
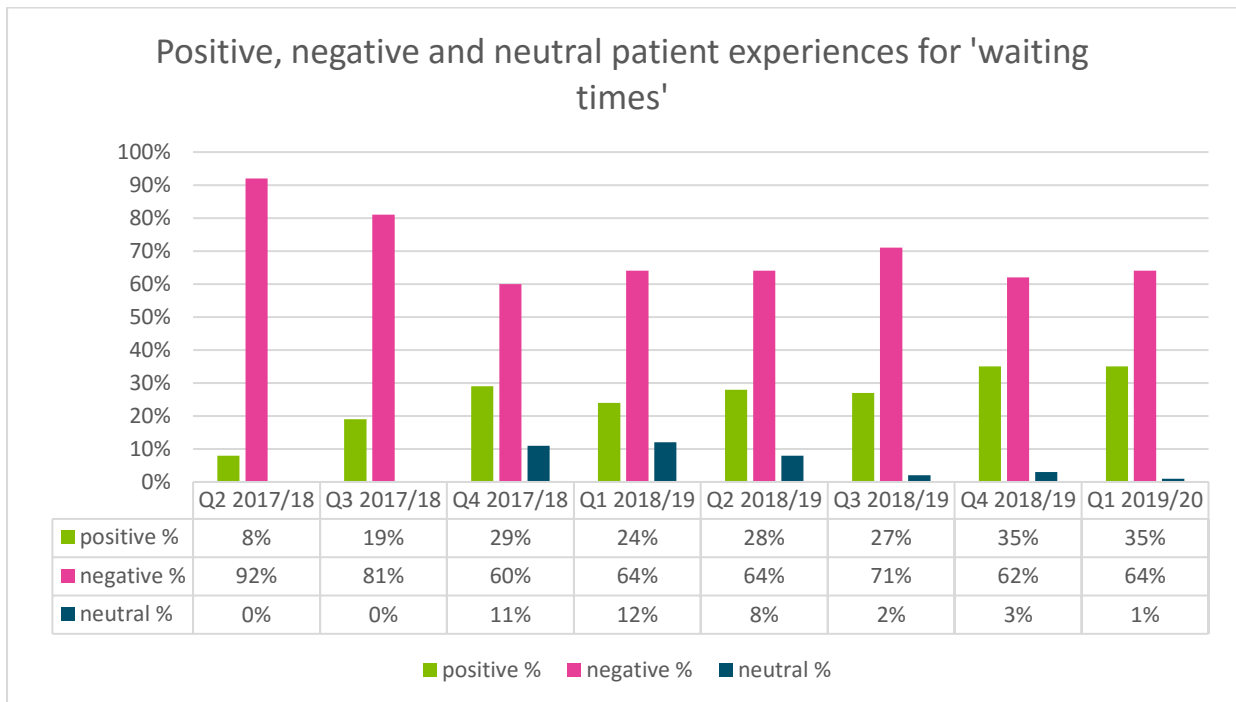
For the past year there has been a general upward trend in the amount of positive patient experience feedback Healthwatch has received in relation to booking appointments.

Figure 4:



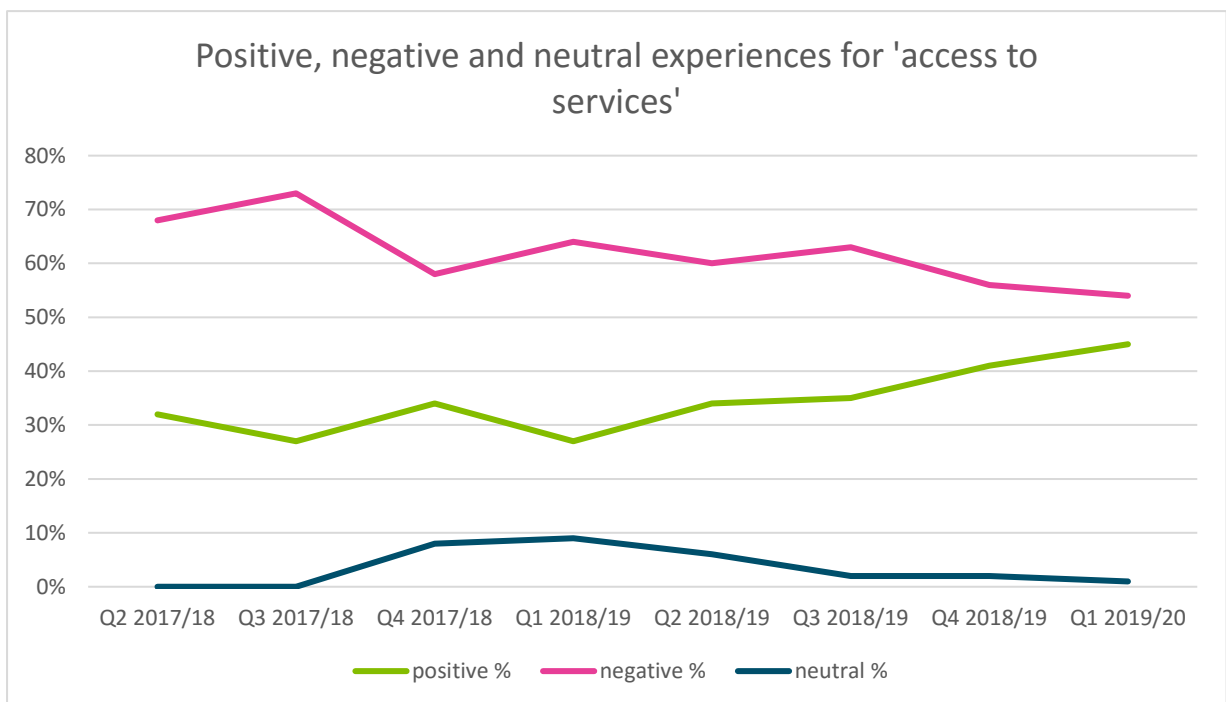
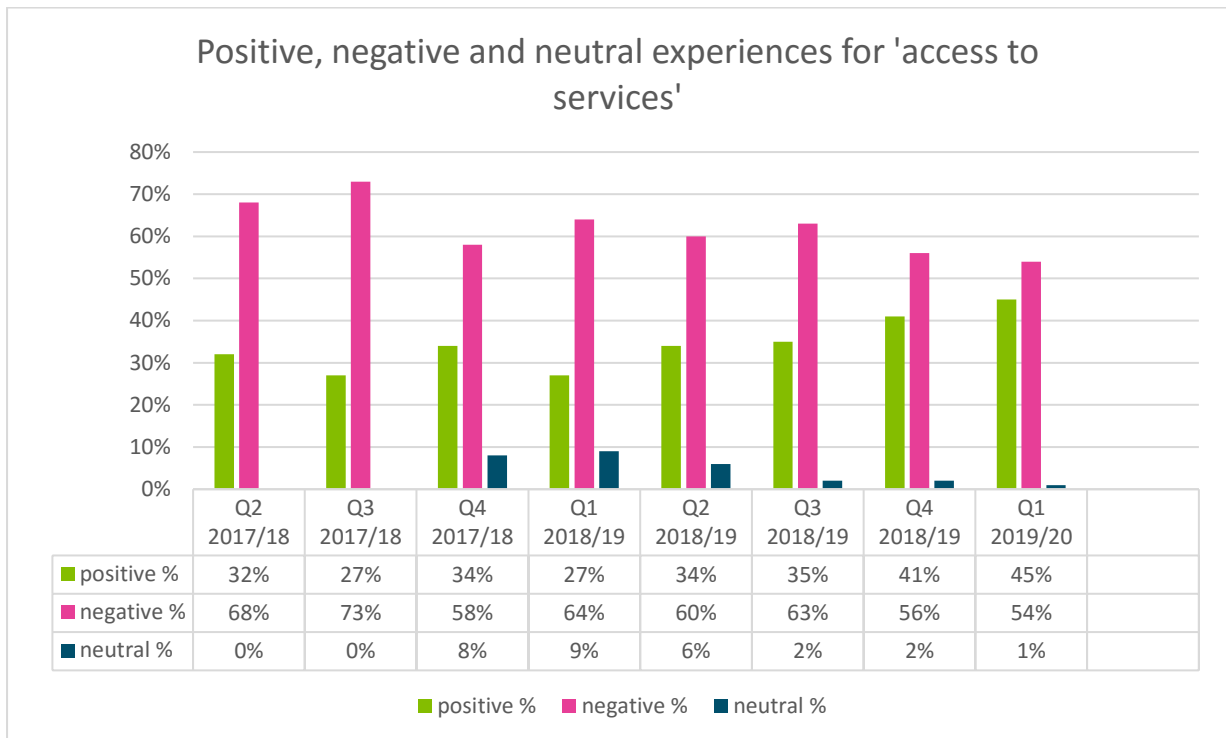
Positive patient experience in relation to appointment availability has improved over the period, taking over from negative patient experience since Q2 2018-19, as the highest category. Although the margin is narrow, positive patient experience now consistently outweighs negative patient experience by approximately 9-15%.

Figure 5:



Negative patient experience in relation to waiting times consistently outweighs positive patient experience. However, there has been some narrowing of the gap with positive patient experience increasing from 24% at the start of 2018-19 to 35% at the start of 2019/20.

Figure 6:



Negative patient experience outweighs positive patient experience in relation to access, however there has been some significant narrowing of the gap during the period.