Members of the Committee are asked to:
- Note the contents of the report

This report includes data from user reviews and Friends and Family Test ratings on the feedback centre from 1 March 2016 to 28 February 2017.

The top three themes that people commented on during this period were:

1. Access to services
2. Staff
3. Treatment and care

Sentiment for access to services was largely negative: the majority of comments in this area related to waiting times and 72% were negative.

People's experience of treatment and care within this period was more positive (especially around the themes of experience and quality) as were comments on staff (particularly around staff attitudes). Most comments over the 12 month period relate to hospitals (the majority are about the RVI), GPs and ambulance services.

Regarding the sentiment tracker, we received a high number of negative comments about hospital services in January of this year. These arose from a focus group held for BME women on maternity services; attendees had concerns about sharing same bays, patient choice, and having other patients' husband on the wards.

Snapshot (March 2016-February 2017)

Reviews

248
reviews this period

Total reviews
434
(Since September 2014)

Services reviewed

54
services reviewed this period

Total Services reviewed
73
(Since September 2014)

Sentiment

40% **26%**

Sentiment by this time period

January 2017
19% **78%**

December 2016
0% **0%**

November 2016
0% **0%**

October 2016
47% **16%**

Average Healthwatch rating

★★★☆☆

Average rating for March 2016-February 2017 *(3.0081)*

★★★☆☆

Overall average *(2.9286)*

Average individual Healthwatch ratings

Cleanliness	★★★★½
Food and drink	★★★½☆
Having a say in my care	★★★★☆
Quality of care	★★★★☆
Staff attitude	★★★★☆
Staffing levels	★★★★☆

Source
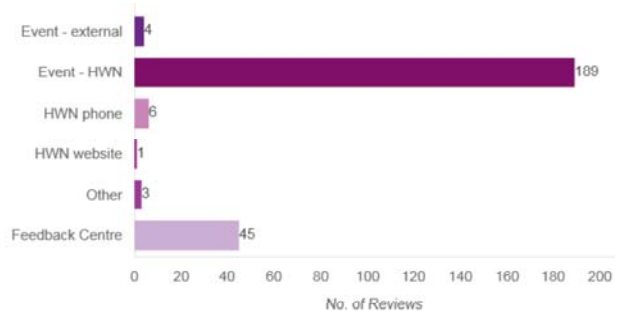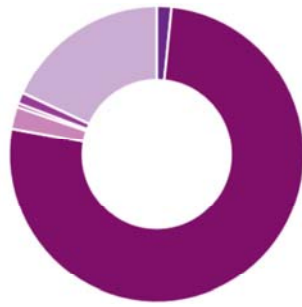
	Source name	Total Reviews	Average Rating	Positive	Negative	Neutral
❯	**Event - HWN**	189	★★★☆☆	33%	28%	39%
❯	**Feedback Centre**	45	★★★★☆	62%	18%	18%
❯	**HWN phone**	6	★★⯨☆☆	33%	50%	17%
❯	**Event - external**	4	★★★★⯨	75%	0%	25%
❯	**Other**	3	★★★☆☆	67%	33%	0%
❯	**HWN website**	1	★★★★★	0%	0%	0%

Service Type
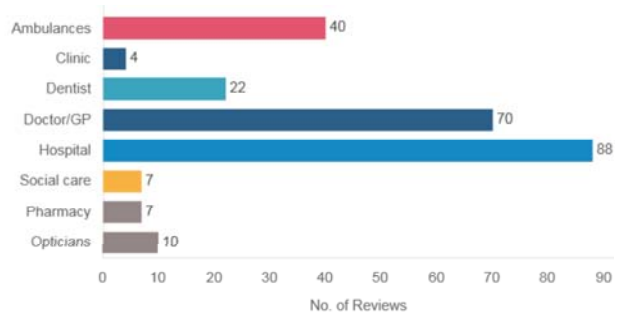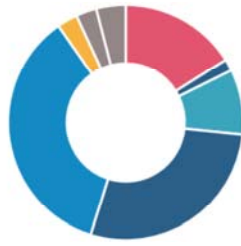
	Service Type	Total Reviews	Average Rating	Positive	Negative	Neutral
❯	**Hospital**	88	★★★☆☆	36%	28%	35%
❯	**Doctor/GP**	70	★★★½☆	37%	20%	41%
❯	**Ambulances**	40	★★½☆☆	33%	33%	35%
❯	**Dentist**	22	★★★☆☆	32%	41%	27%
❯	**Opticians**	10	★★★★☆	70%	20%	10%
❯	**Pharmacy**	7	★★★☆☆	57%	14%	29%
❯	**Social care**	7	★★★½☆	86%	14%	0%
❯	**Clinic**	4	★★★½☆	100%	0%	0%

Friends and Family

Sentiment Tracker
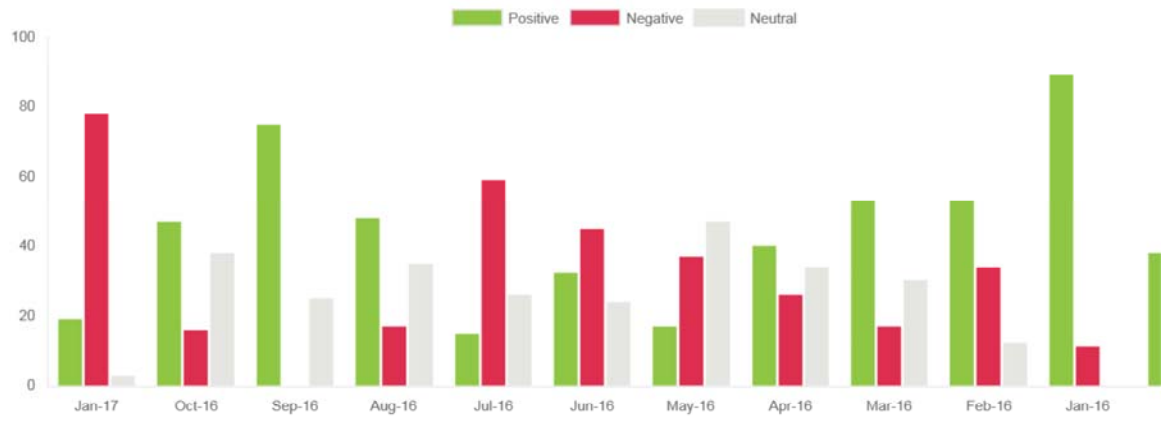
Themes Tagging
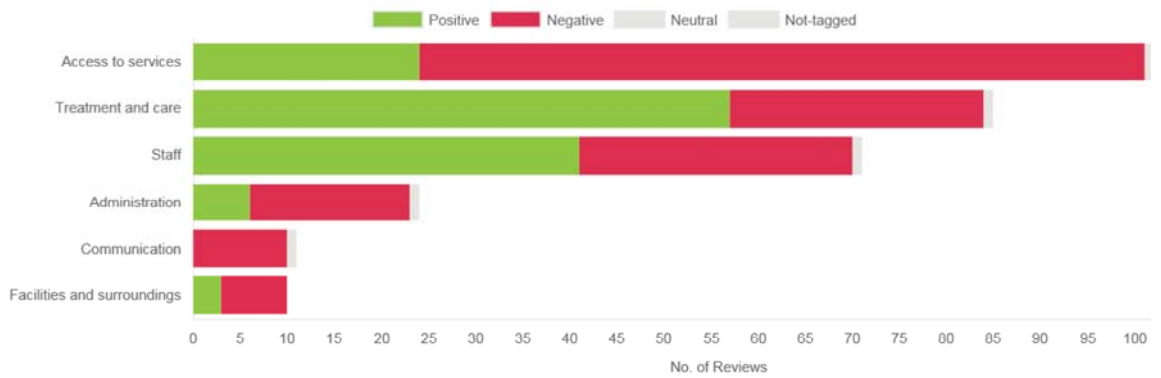
Theme name	Reviews	Positive	Negative	Neutral	Not Tagged	
Access to services	111	**22%** 👍	**72%** 👎	**6%**	**0%**	Sub-Themes >
Convenience/distance to travel	2			**0%** 👍	**50%** 👎	**50%** 0%
Information and advice	9			**33%** 👍	**44%** 👎	**11%** 11%
Patient choice	4			**0%** 👍	**100%** 👎	**0%** 0%
Suitability of provider	16			**6%** 👍	**94%** 👎	**0%** 0%
Waiting times	60			**25%** 👍	**72%** 👎	**3%** 0%
Community services	1			**0%** 👍	**100%** 👎	**0%** 0%
Dentistry	3			**0%** 👍	**67%** 👎	**33%** 0%
GPs	5			**40%** 👍	**40%** 👎	**20%** 0%
Hospital services	4			**50%** 👍	**25%** 👎	**25%** 0%
Pharmacies	2			**50%** 👍	**50%** 👎	**0%** 0%
For people with a sensory disability	2			**0%** 👍	**100%** 👎	**0%** 0%
General	3			**0%** 👍	**100%** 👎	**0%** 0%
Treatment and care	91	**67%** 👍	**32%** 👎	**1%**	**0%**	Sub-Themes >

			Positive	Negative		
Effectiveness		6	67%	33%	0%	0%
Experience		58	64%	33%	3%	0%
Quality		12	67%	33%	0%	0%
Safety of care/treatment		1	0%	100%	0%	0%
Treatment explanation		4	100%	0%	0%	0%
General		10	80%	20%	0%	0%
❂ **Staff**	75	58%	41%	1%	0%	Sub-Themes >
Attitudes		45	69%	31%	0%	0%
Capacity		2	0%	100%	0%	0%
Staffing levels		4	0%	100%	0%	0%
Suitability		7	43%	57%	0%	0%
Training & development		6	33%	67%	0%	0%
General		11	73%	18%	9%	0%
❂ **Administration**	26	25%	71%	4%	0%	Sub-Themes >
Appointment availability		15	33%	60%	7%	0%
Booking appointments		5	20%	80%	0%	0%
Management of service		2	50%	50%	0%	0%
Medical records		2	0%	100%	0%	0%
Quality/risk management		2	0%	100%	0%	0%
❂ **Communication**	11	0	91%	9%	0%	Sub-Themes >

			👍	👎		
Interpretation services	6	0% 👍	100% 👎	0%	0%	
Lack of	3	0% 👍	100% 👎	0%	0%	
General	2	0% 👍	50% 👎	50%	0%	
❯ Facilities and surroundings	**10**	**30% 👍**	**70% 👎**	**0**	**0**	Sub-Themes >
Buildings and infrastructure	2	0% 👍	100% 👎	0%	0%	
Car parking	1	0% 👍	100% 👎	0%	0%	
Cleanliness (environment)	1	0% 👍	100% 👎	0%	0%	
Equipment	3	100% 👍	0% 👎	0%	0%	
Nutrition and hydration	2	0% 👍	100% 👎	0%	0%	
General	1	0% 👍	100% 👎	0%	0%	
❯ Medication	**7**	**14% 👍**	**86% 👎**	**0**	**0**	Sub-Themes >
Medicines management	5	0% 👍	100% 👎	0%	0%	
Pharmacy repeat prescriptions	2	50% 👍	50% 👎	0%	0%	
❯ Diagnosis/assessment	**6**	**33% 👍**	**67% 👎**	**0**	**0**	Sub-Themes >
Late	2	0% 👍	100% 👎	0%	0%	
Misdiagnosis	2	0% 👍	100% 👎	0%	0%	
General	2	100% 👍	0% 👎	0%	0%	
❯ Dignity and respect	**4**	**25% 👍**	**75% 👎**	**0**	**0**	Sub-Themes >
Privacy	3	0% 👍	100% 👎	0%	0%	
Stigma	1	100% 👍	0% 👎	0%	0%	
❯ Finance	**3**	**0 👍**	**100% 👎**	**0**	**0**	Sub-Themes >

Fees/charges		2		0% 👍	100% 👎	0%	0%
General		1		0% 👍	100% 👎	0%	0%
❯ **Transport**	2	0 👍	100% 👎	0	0	Sub-Themes >	
Patient Transport Service		2		0% 👍	100% 👎	0%	0%
❯ **Safeguarding/abuse**	1	0 👍	100% 👎	0	0	Sub-Themes >	
Adult		1		0% 👍	100% 👎	0%	0%
❯ **Home care**	1	100% 👍	0 👎	0	0	Sub-Themes >	
General		1		100% 👍	0% 👎	0%	0%