

Healthwatch Committee meeting
5 October 2018
Trend analysis - paper 2
Presented by: Steph Edusei

Members of the Committee are asked to:

- Note the contents of the report

Quality statement: 1, 6, 7, 10, 13, 14

This report includes data from user reviews and Friends and Family Test ratings on the feedback centre from 1 September 2017 to 31 August 2018.

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

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

Most comments about staff related to staff attitudes and the majority were positive (78%).

Experience of treatment and care within this period was also very positive, with the majority of reviewers focussing on their experience of the care provided (93% positive).

Most of the comments relating to access to services were around information and advice (87% positive), and waiting times (75% negative).

The majority of comments over this 12 month period relate to GPs and hospitals.

Feedback centre promotion

From 1 July to 30 September we are running a promotion to encourage people to review services on our feedback centre. All those who do so will be entered into a random draw to win a £25 shopping voucher.

This paper includes a graph comparing the number of reviews received from 1 July to 30 September 2017, with those for the same period this year. Please note that the full figures for September 2018 were not available at the time this paper was written; as can be seen from the figures to date, the promotion has not had an impact on the number of reviews gathered. A verbal update on the final figures will be provided at the Committee meeting.

Snapshot

Reviews

235

reviews for
September
2017-August
2018

Total Reviews

786

(Since July 1905)

Sentiment for September 2017-August 2018

Positive

Negative

Neutral

51%

27%

22%

■ Negative ■ Positive ■ Neutral



Average Rating

Average rating for September 2017-August 2018
(3.5234042553191)



Overall average (3.1234096692112)



Services

73

services
reviewed this
period

Total Services
reviewed

113

(Since July 1905)

Positive Words



Negative Words



Average Individual Ratings

Cleanliness ★★★★★

Food and drink ★★★★☆

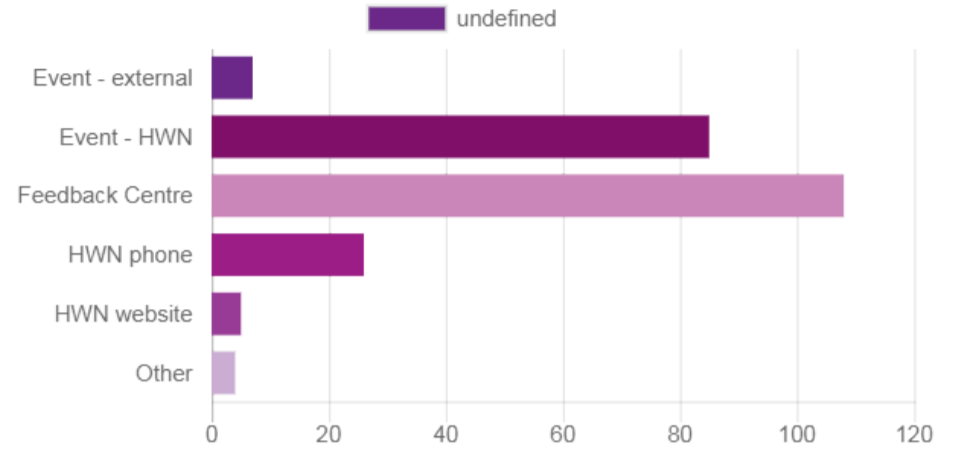
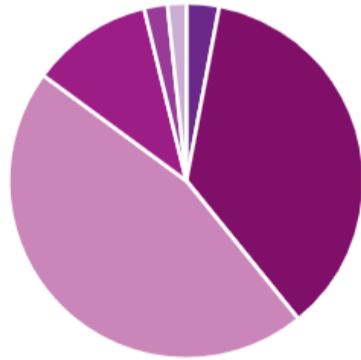
Having a say in my care ★★★★★

Quality of care ★★★★★

Staff attitude ★★★★★
 Staffing levels ★★★★★

Sources

Event - external Event - HWN Feedback Centre
 HWN phone HWN website Other

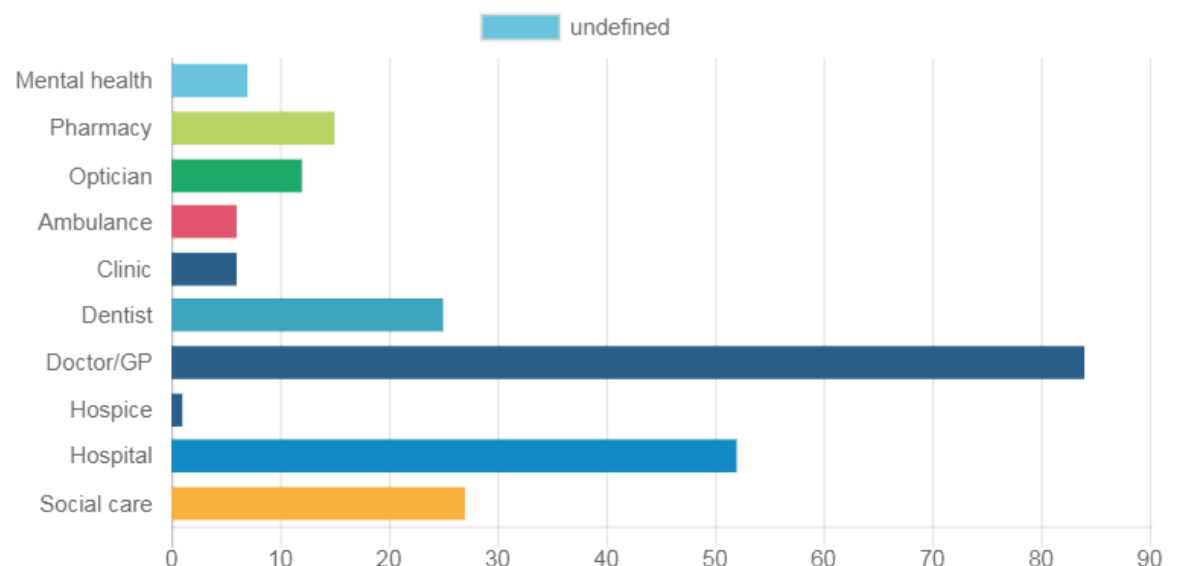


Search for source











>	Source	Count	Rating	Positive	Negative	Neutral
+	Event - external	7	★★★★☆	43%	43%	14%
+	Event - HWN	85	★★★★☆	51%	25%	25%
+	Feedback Centre	108	★★★★☆	67%	18%	16%
+	HWN phone	26	★★★★☆	8%	54%	38%
+	HWN website	5	★★★☆☆	0%	60%	40%
+	Other	4	★★★☆☆	0%	75%	25%

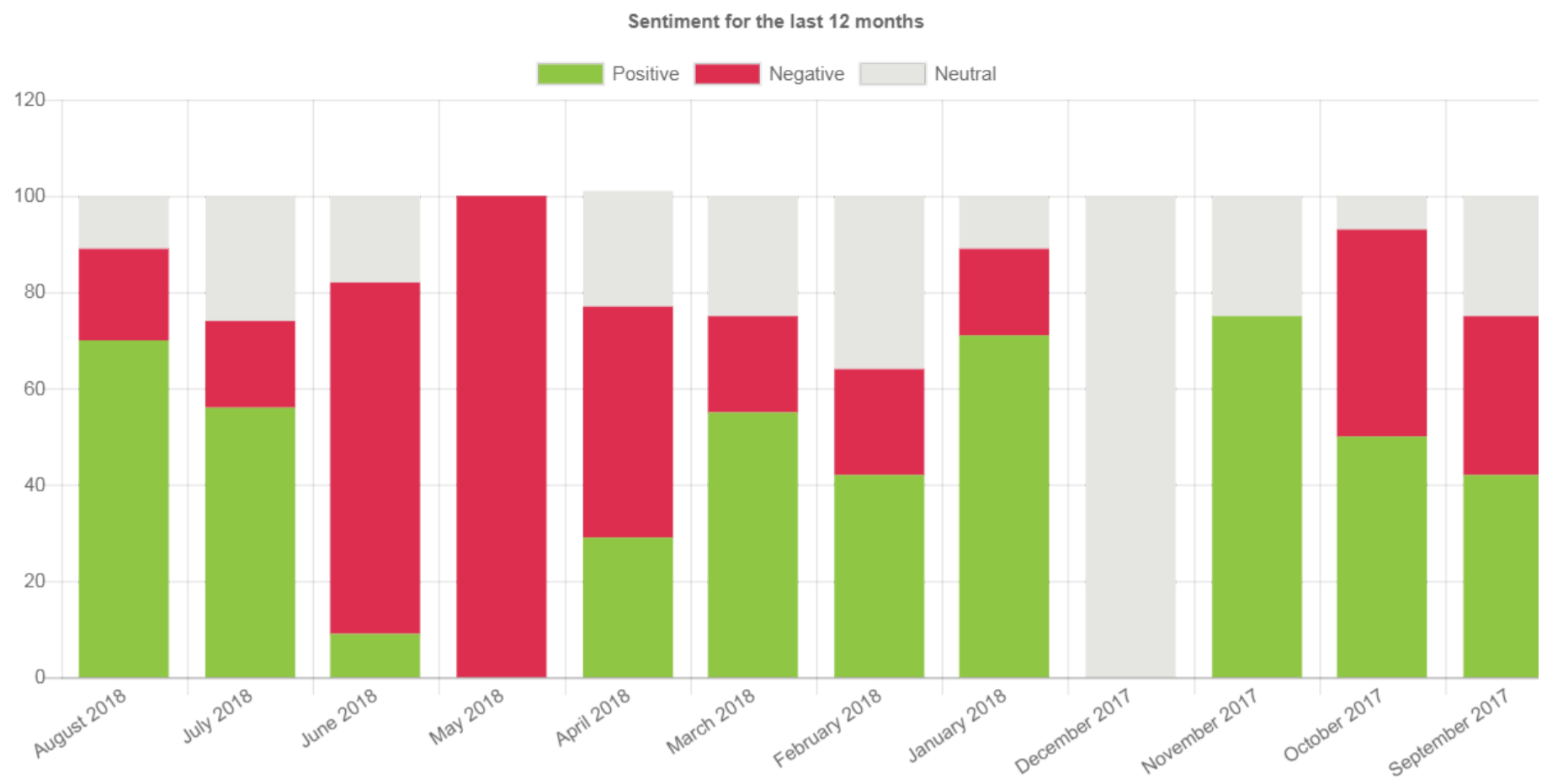
Categories

Mental health Pharmacy Optician
 Ambulance Clinic Dentist Doctor/GP
 Hospice Hospital Social care

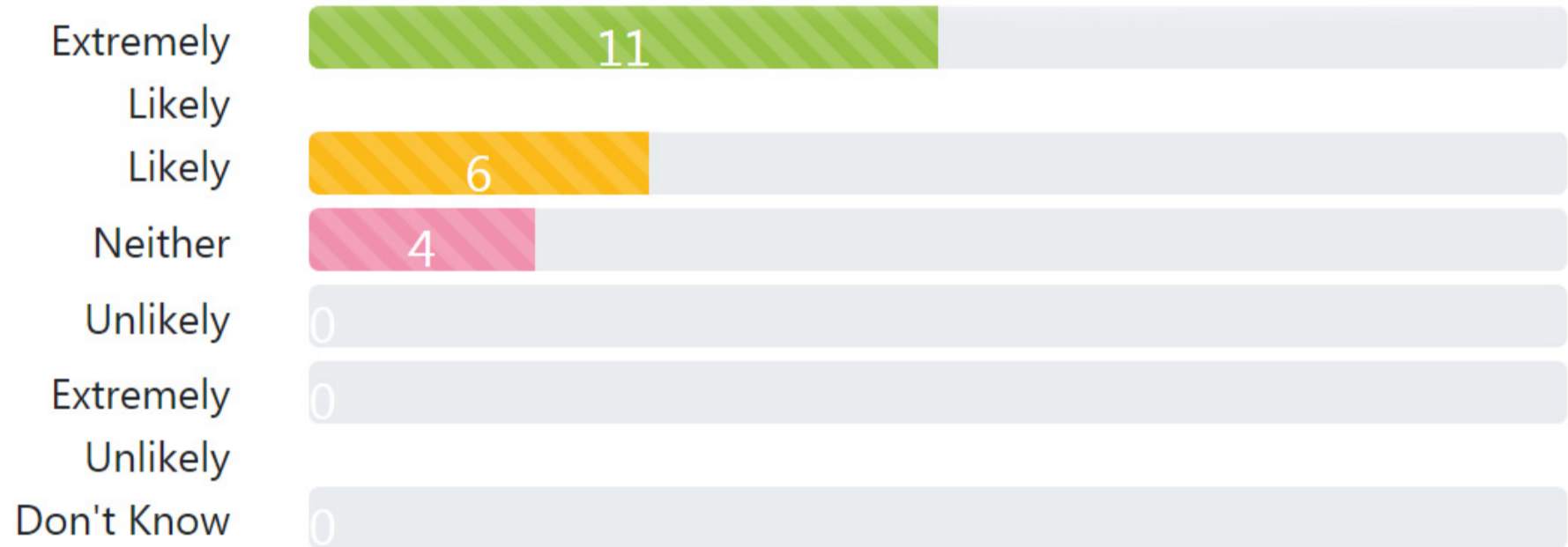


Search for Category

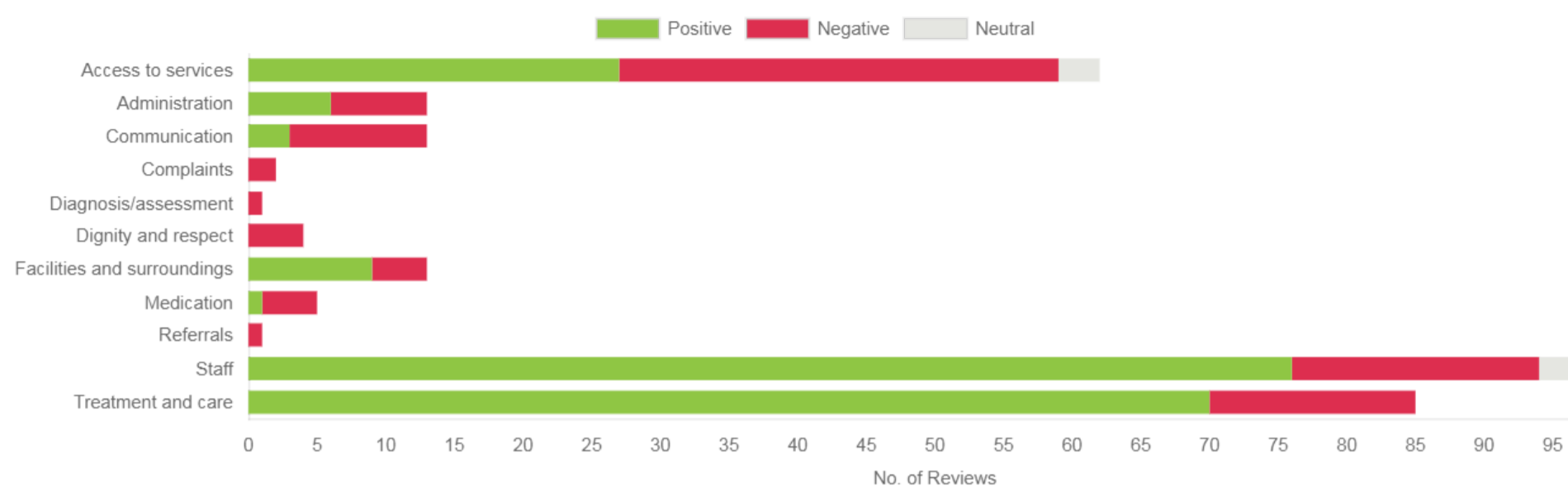
>	<u>Category</u>	<u>Count</u>	<u>Rating</u>	<u>Positive</u>	<u>Negative</u>	<u>Neutral</u>
	Mental health	7	★ ★ ★ ☆ ☆	0%	57%	43%
	Pharmacy	15	★ ★ ★ ☆ ☆	53%	20%	27%
	Optician	12	★ ★ ★ ☆ ☆	67%	8%	25%
	Ambulance	6	★ ★ ★ ☆ ☆	50%	33%	17%
	Clinic	6	★ ★ ★ ☆ ☆	83%	17%	0%
	Dentist	25	★ ★ ★ ☆ ☆	60%	24%	16%
	Doctor/GP	84	★ ★ ★ ☆ ☆	40%	30%	30%
	Hospice	1	★ ★ ★ ☆ ☆	100%	0%	0%
	Hospital	52	★ ★ ★ ☆ ☆	54%	27%	19%
	Social care	27	★ ★ ★ ☆ ☆	67%	26%	7%



Friends and family



Themes



>	Theme	Count	Positive	Negative	Neutral	Subthemes
+	Access to services	62	44%	52%	5%	Sub-Themes >
	Information and advice	23	87%	13%	0%	
	Lack of	1	0%	100%	0%	
	Patient choice	3	33%	67%	0%	
	Suitability of provider	1	100%	0%	0%	
	Waiting times	24	17%	75%	8%	
	GPs	1	100%	0%	0%	
	For people with a sensory disability	1	0%	100%	0%	
+	Administration	13	46%	54%	0%	Sub-Themes >
	Appointment availability	7	57%	43%	0%	
	Booking appointments	6	33%	67%	0%	
+	Communication	13	23%	77%	0%	Sub-Themes >
	Lack of	6	0%	100%	0%	
	General	4	75%	25%	0%	
+	Complaints	2	0%	100%	0%	
+	Diagnosis/assessment	1	0%	100%	0%	Sub-Themes >
	Misdiagnosis	1	0%	100%	0%	
+	Dignity and respect	4	0%	100%	0%	Sub-Themes >
	Stigma	2	0%	100%	0%	

>	Theme	Count	Positive	Negative	Neutral	Subthemes
	Facilities and surroundings	13	69%	31%	0%	Sub-Themes >
	Buildings and infrastructure	1	100%	0%	0%	
	Car parking	1	0%	100%	0%	
	Cleanliness (environment)	3	67%	33%	0%	
	Equipment	3	100%	0%	0%	
	Nutrition and hydration	1	0%	100%	0%	
	General	4	75%	25%	0%	
	Medication	5	20%	80%	0%	Sub-Themes >
	Medicines management	2	0%	100%	0%	
	Availability	1	0%	100%	0%	
	Pharmacy repeat prescriptions	2	50%	50%	0%	
	Referrals	1	0%	100%	0%	
	Staff	97	78%	19%	3%	Sub-Themes >
	Attitudes	75	88%	11%	1%	
	Capacity	2	0%	50%	50%	
	Staffing levels	3	0%	100%	0%	
	Suitability	5	60%	20%	20%	
	Training & development	6	67%	33%	0%	
	General	3	100%	0%	0%	
	Treatment and care	85	82%	18%	0%	Sub-Themes >
	Effectiveness	3	100%	0%	0%	
	Experience	61	93%	7%	0%	
	Quality	9	78%	22%	0%	
	Safety of care/treatment	2	0%	100%	0%	
	Treatment explanation	4	75%	25%	0%	

Feedback centre comparison

79

reviews for July
2017-September
2017

28

services reviewed this
period

74

reviews for July
2018-September
2018

38

services reviewed this
period