

Healthwatch Committee meeting  
12 June 2017  
Trend analysis - paper 3  
Presented by: Steph Edusei

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 June 2016 to 31 May 2017.

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

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

Sentiment for access to services continues to be largely negative: the majority of comments in this area related to waiting times, of which 67% were negative.

In contrast, experience of treatment and care within this period was positive. Most comments on staff related to staff attitudes and the majority were mainly positive (65% against 35%).

The majority comments over this 12 month period relate to hospitals, GPs and ambulance services. Most hospital comments are about the RVI, with a sentiment analysis of 16% positive, 14% negative and 17% neutral. Ambulance services comments were 25% positive and 25% neutral, and 40% were negative.

### Snapshot (June 2016-May 2017)

#### Reviews

**175**

reviews this period

Total reviews

**502**

(Since September  
2014)

#### Services reviewed

**43**

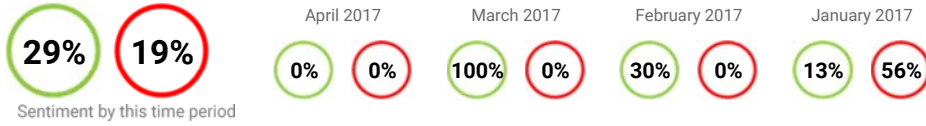
services reviewed this  
period

Total Services  
reviewed

**81**

(Since September  
2014)

#### Sentiment



#### Average Healthwatch rating



Average rating for June 2016-May 2017 (3,011)

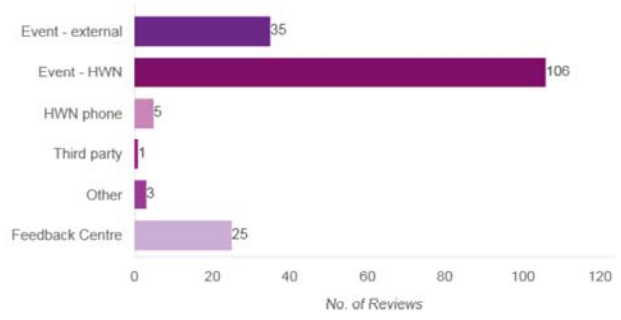


Overall average (2,944)

#### Average individual Healthwatch ratings

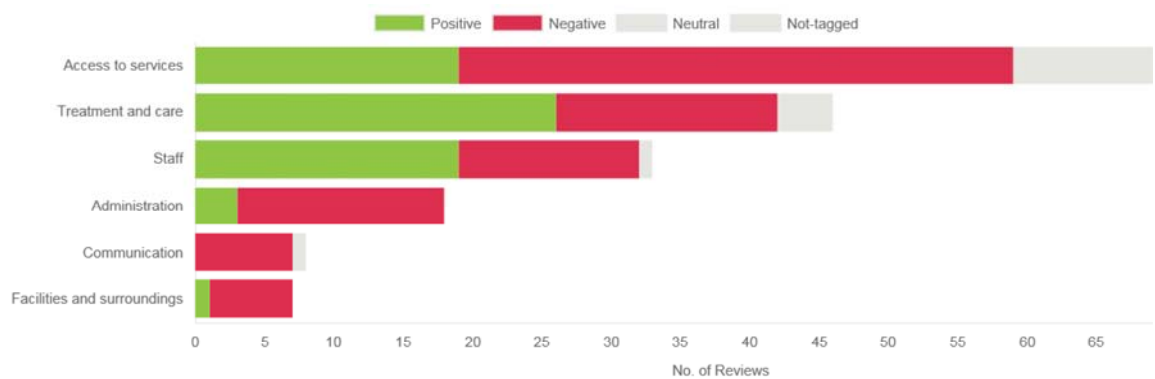
Cleanliness	★★★★★
Food and drink	★★★★☆
Having a say in my care	★★★★☆
Quality of care	★★★★☆
Staff attitude	★★★★☆
Staffing levels	★★★★☆

Source



Source name	Total Reviews	Average Rating	Positive	Negative	Neutral
🔍 Event - HWN	106	★★★★☆	25%	25%	33%
🔍 Event - external	35	★★★★☆	9%	0%	3%
🔍 Feedback Centre	25	★★★★☆	68%	16%	16%
🔍 HWN phone	5	★★★★☆	40%	40%	20%
🔍 Other	3	★★★★☆	33%	0%	0%
🔍 Third party	1	★★☆☆☆	0%	0%	0%

## Themes Tagging

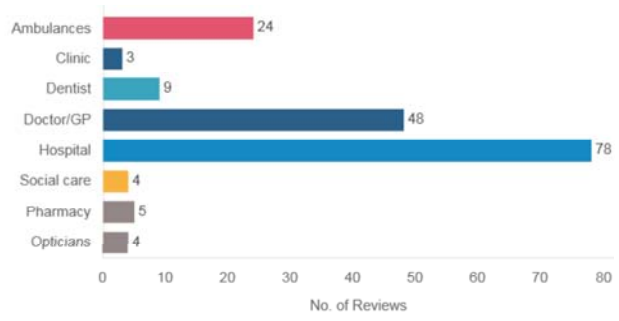


Theme name	Reviews	Positive	Negative	Neutral	Not Tagged		
<b>Access to services</b>	73	26%	55%	19%	0%	Sub-Themes >	
Information and advice			7	57%	14%	29%	0%
Lack of			2	0%	50%	50%	0%
Patient choice			16	0%	38%	63%	0%
Suitability of provider			8	25%	75%	0%	0%
Waiting times			33	33%	67%	0%	0%
Community services			1	0%	100%	0%	0%
Dentistry			1	0%	100%	0%	0%
GPs			3	33%	33%	33%	0%
Hospital services			2	50%	50%	0%	0%

<b>Treatment and care</b>	47	57%	35%	9%	0%	Sub-Themes >	
Effectiveness	3	0%	100%	0%	0%		
Experience	36	61%	31%	8%	0%		
Quality	5	60%	20%	20%	0%		
Safety of care/treatment	1	0%	100%	0%	0%		
Treatment explanation	2	100%	0%	0%	0%		
<b>Staff</b>	35	58%	39%	3%	0%	Sub-Themes >	
Attitudes	26	65%	35%	0%	0%		
Capacity	3	0%	67%	33%	0%		
Suitability	5	60%	40%	0%	0%		
Training & development	1	100%	0%	0%	0%		
<b>Administration</b>	19	17%	83%	0	0	Sub-Themes >	
Appointment availability	8	25%	75%	0%	0%		
Booking appointments	5	0%	100%	0%	0%		
Management of service	1	0%	100%	0%	0%		
Medical records	2	0%	100%	0%	0%		
Quality/risk management	2	0%	100%	0%	0%		
General	1	100%	0%	0%	0%		
<b>Communication</b>	8	0	88%	13%	0%	Sub-Themes >	
Interpretation services	4	0%	100%	0%	0%		
Lack of	2	0%	100%	0%	0%		
General	2	0%	50%	50%	0%		

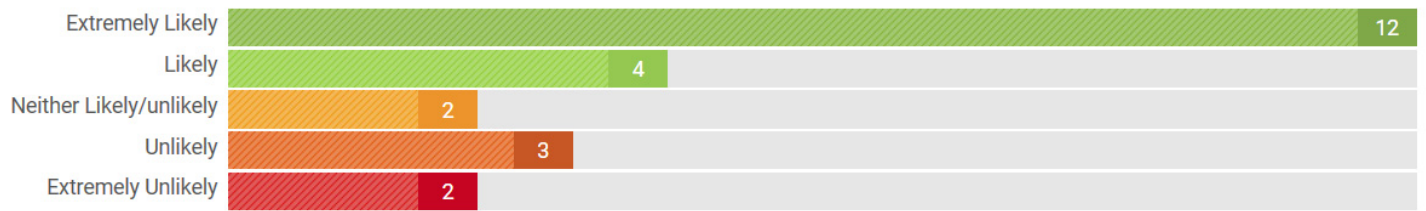
<b>Facilities and surroundings</b>	7	14% 	86% 	0	0	Sub-Themes >
Buildings and infrastructure	2	0% 	100% 	0%	0%	
Car parking	1	0% 	100% 	0%	0%	
Cleanliness (environment)	1	0% 	100% 	0%	0%	
Equipment	1	100% 	0% 	0%	0%	
Nutrition and hydration	2	0% 	100% 	0%	0%	
<b>Diagnosis/assessment</b>	6	33% 	67% 	0	0	Sub-Themes >
Late	2	0% 	100% 	0%	0%	
Misdiagnosis	2	0% 	100% 	0%	0%	
General	2	100% 	0% 	0%	0%	
<b>Dignity and respect</b>	5	20% 	80% 	0	0	Sub-Themes >
Confidentiality	1	0% 	100% 	0%	0%	
Privacy	3	0% 	100% 	0%	0%	
Stigma	1	100% 	0% 	0%	0%	
<b>Medication</b>	3	33% 	67% 	0	0	Sub-Themes >
Medicines management	2	0% 	100% 	0%	0%	
Pharmacy repeat prescriptions	1	100% 	0% 	0%	0%	
<b>Safeguarding/abuse</b>	2	0 	50% 	50%	0%	Sub-Themes >
Adult	2	0% 	50% 	50%	0%	
<b>Finance</b>	1	0 	100% 	0	0	Sub-Themes >
General	1	0% 	100% 	0%	0%	
<b>Home care</b>	1	100% 	0 	0	0	Sub-Themes >
General	1	100% 	0% 	0%	0%	

## Service Type



Service Type	Total Reviews	Average Rating	Positive	Negative	Neutral
Hospital	78	★★★★☆	19%	14%	21%
Doctor/GP	48	★★★★☆	29%	25%	31%
Ambulances	24	★★★★☆	29%	38%	21%
Dentist	9	★★★★☆	44%	11%	22%
Pharmacy	5	★★★★☆	60%	0%	40%
Social care	4	★★★★☆	100%	0%	0%
Opticians	4	★★★★☆	25%	0%	25%
Clinic	3	★★★★☆	100%	0%	0%

### Friends and Family



### Sentiment Tracker

