

Healthwatch Committee meeting
13 March 2018
Trend analysis - paper 3
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 March 2017 to 28 February 2018.

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

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

Most comments on staff related to staff attitudes and the majority were positive (81% against 17% negative).

Sentiment for access to services continues to be negative on the whole: the majority of comments in this area related to waiting times, of which 68% were negative.

Overall, experience of treatment and care within this period was very positive (84%) and the majority of people praised their experience of the care provided (92%).

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

Snapshot (March 2017-February 2018)

Reviews

128

reviews this period

Total reviews

615

(Since September
2014)

Services reviewed

53

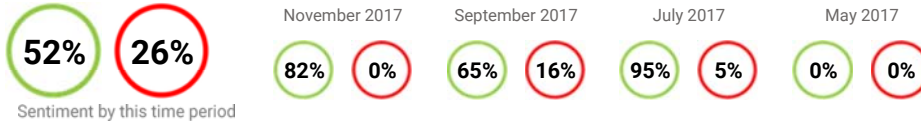
services reviewed this
period

Total Services
reviewed

100

(Since September
2014)

Sentiment



Average Healthwatch rating



Average rating for March 2017-February 2018 (3.6484)

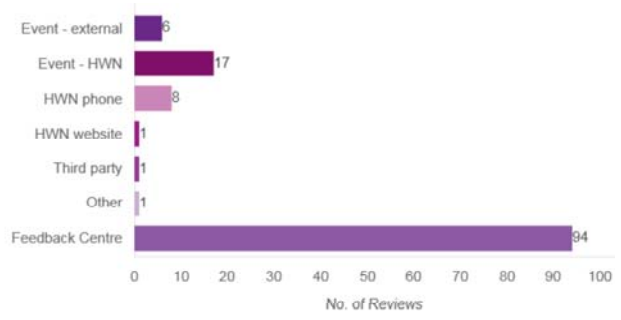


Overall average (3.0797)

Average individual Healthwatch ratings

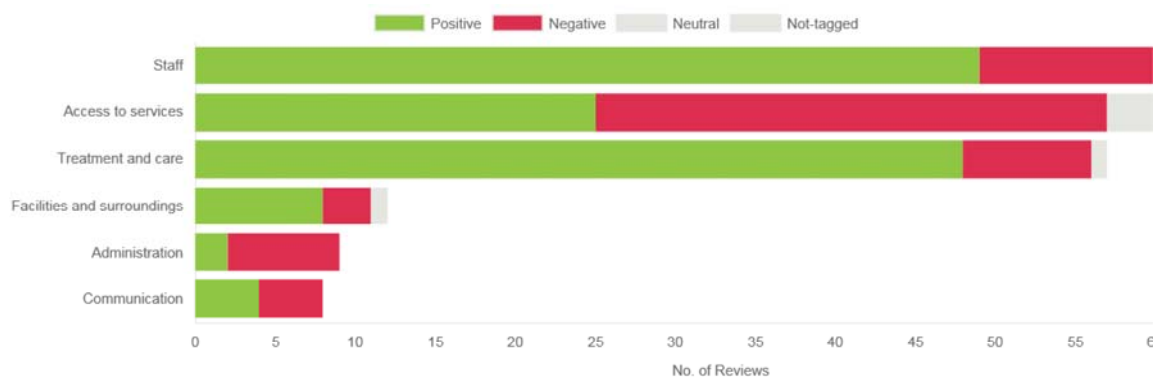
Average individual Healthwatch ratings	
Cleanliness	★★★★★
Food and drink	★★★★☆
Having a say in my care	★★★★☆
Quality of care	★★★★☆
Staff attitude	★★★★☆
Staffing levels	★★★★☆

Source



Source name	Total Reviews	Average Rating	Positive	Negative	Neutral
Feedback Centre	94	★★★★☆	63%	23%	14%
Event - HWN	17	★★★★☆	18%	29%	53%
HWN phone	8	★★★☆☆	13%	38%	50%
Event - external	6	★★★★☆	33%	50%	17%
Other	1	★★★★☆	0%	0%	0%
HWN website	1	★★★★☆	0%	0%	0%
Third party	1	★★☆☆☆	0%	0%	0%

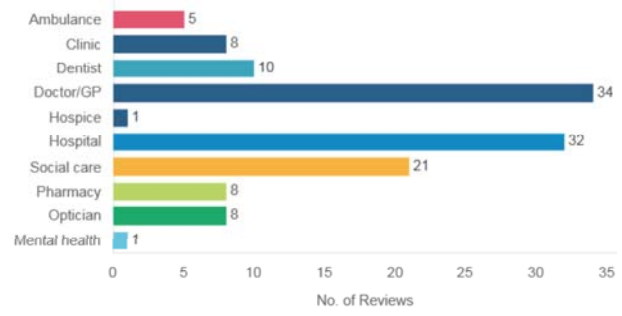
Themes Tagging



Theme name	Reviews	Positive	Negative	Neutral	Not Tagged	
Staff	69	78%	21%	2%	0%	Sub-Themes >
Attitudes	58	81%	17%	2%	0%	
Capacity	2	0%	50%	50%	0%	
Staffing levels	2	0%	100%	0%	0%	
Suitability	3	67%	33%	0%	0%	
Training & development	3	67%	33%	0%	0%	
General	1	100%	0%	0%	0%	
Access to services	65	40%	52%	8%	0%	Sub-Themes >
Information and advice	18	72%	22%	6%	0%	
Lack of	7	0%	71%	29%	0%	
Patient choice	1	0%	100%	0%	0%	
Suitability of provider	5	100%	0%	0%	0%	
Waiting times	28	25%	68%	7%	0%	
GPs	1	100%	0%	0%	0%	
Hospital services	1	100%	0%	0%	0%	
For people with a sensory disability	3	33%	67%	0%	0%	
General	1	0%	100%	0%	0%	
Treatment and care	64	84%	14%	2%	0%	Sub-Themes >
Effectiveness	3	67%	33%	0%	0%	
Experience	48	92%	6%	2%	0%	

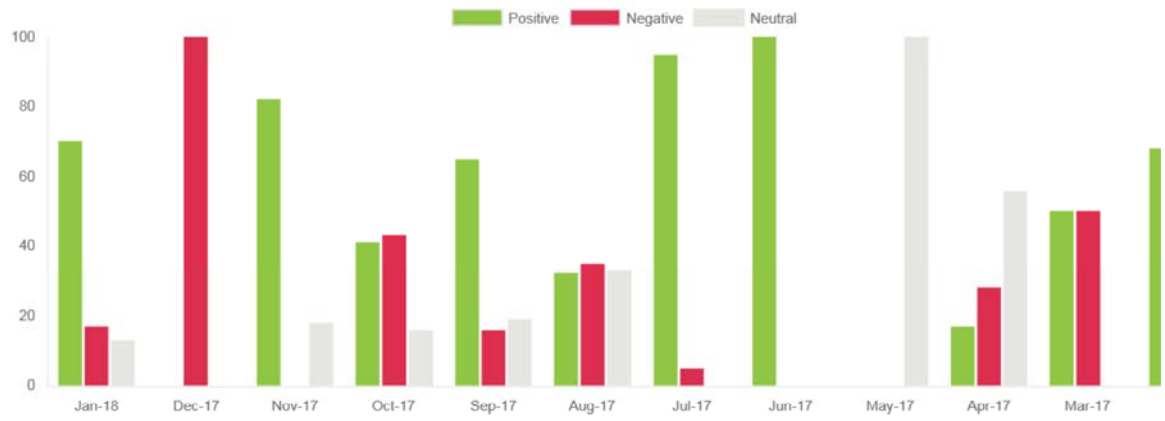
	Quality	5	80%	20%	0%	0%	
	Safety of care/treatment	3	0%	100%	0%	0%	
	Treatment explanation	5	80%	20%	0%	0%	
🔍	Facilities and surroundings	12	67%	25%	8%	0%	Sub-Themes >
	Buildings and infrastructure	1	100%	0%	0%	0%	
	Car parking	1	0%	100%	0%	0%	
	Cleanliness (environment)	2	50%	50%	0%	0%	
	Equipment	5	80%	0%	20%	0%	
	General	3	67%	33%	0%	0%	
🔍	Administration	9	22%	78%	0	0	Sub-Themes >
	Appointment availability	2	0%	100%	0%	0%	
	Booking appointments	6	17%	83%	0%	0%	
	General	1	100%	0%	0%	0%	
🔍	Communication	8	50%	50%	0	0	Sub-Themes >
	Lack of	4	0%	100%	0%	0%	
	General	4	100%	0%	0%	0%	
🔍	Medication	3	67%	33%	0	0	Sub-Themes >
	Medicines management	1	100%	0%	0%	0%	
	Pharmacy repeat prescriptions	2	50%	50%	0%	0%	
🔍	Complaints	2	0	100%	0	0	Sub-Themes >
	Complaints management	1	0%	100%	0%	0%	
	General	1	0%	100%	0%	0%	
🔍	Dignity and respect	2	0	100%	0	0	Sub-Themes >
	Privacy	1	0%	100%	0%	0%	
	Stigma	1	0%	100%	0%	0%	
🔍	Diagnosis/assessment	1	0	100%	0	0	Sub-Themes >
	Misdiagnosis	1	0%	100%	0%	0%	

Service Type



Service Type	Total Reviews	Average Rating	Positive	Negative	Neutral
🔍 Doctor/GP	34	★★★★☆	41%	26%	32%
🔍 Hospital	32	★★★★☆	41%	38%	22%
🔍 Social care	21	★★★★★	86%	5%	10%
🔍 Dentist	10	★★★★☆	40%	30%	30%
🔍 Pharmacy	8	★★★★☆	75%	0%	25%
🔍 Clinic	8	★★★★☆	25%	50%	25%
🔍 Optician	8	★★★★★	75%	13%	13%
🔍 Ambulance	5	★★★★☆	40%	40%	20%
🔍 Mental health	1	★★☆☆☆	0%	100%	0%
🔍 Hospice	1	★★★★★	100%	0%	0%

Sentiment Tracker



Friends and Family

