

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 2018 to 31 August 2019.

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

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

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

Experience of treatment and care within this period was very positive, with the majority of reviewers focussing on their experience of the care provided (86% positive).

In the staff theme, the overwhelming majority of comments related to staff attitudes and the majority were positive (84%).

Most of the reviews relating to access to services continue to be around waiting times (59% negative).

Selection of review comments

“Waited 1.30 hours. Other people who came in after me went in before me. No appointments either.”

Molineux Street Walk in Centre

“Unable to make same day appointments unless going in person first thing, telephone usually busy, otherwise GPs offer a good service and staff are friendly and approachable.”

Biddlestone Health Group

“The waiting time is too long. The care you receive is outstanding though!”

Royal Victoria Infirmary (RVI)

“Excellent GPs. Just had my flu jab. They were very organised in sending out letters, etc.”

The Grove Medical Group

“Friendly staff. They really explain what the options are and tell you what they are going to do.”

Mydentist - Kenton Road

“Seen straight away. Had a PET + CAT scan and blood tests and biopsy's. Dr Azizi is amazing.”

Freeman Hospital

“Hearing problems on phone, can't wait through lots of waiting calls. Too many different doctors come on visits not always aware of the numerous conditions and medication of patient so don't always give the same medication.”

Thornfield Medical Group

“Very busy department but happy with my care.”

Freeman Hospital

“Healthcare staff are great. Sometimes long waits for appointments.”

Cruddas Park Surgery

“As opposed to last time I used this service, they have been brilliant and they have done everything I wanted them to do.”

Adult social care - Newcastle City Council



Reviews

Services

208

reviews for
September 2018-
August 2019

Total Reviews

991

(Since July 1905)

67

services reviewed this
period

Total Services reviewed

127

(Since July 1905)

Sentiment for September 2018 - August 2019

Positive

Negative

Neutral

57%

27%

16%

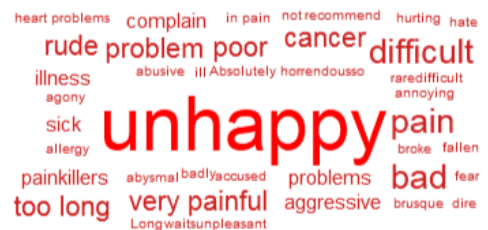
■ Negative
 ■ Positive
 ■ Neutral



Positive Words



Negative Words



Average Rating

Average rating for September 2018 - August 2019 (3.5728155339806)



Overall average (3.2032355915066)

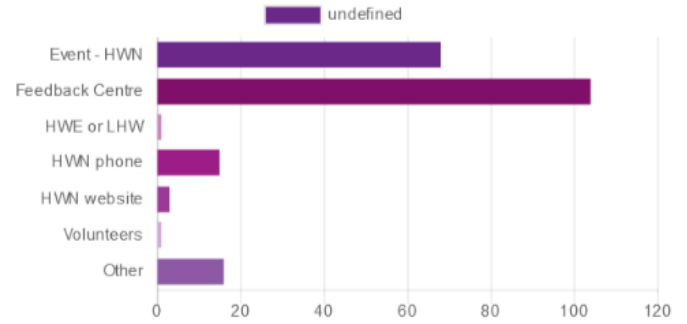
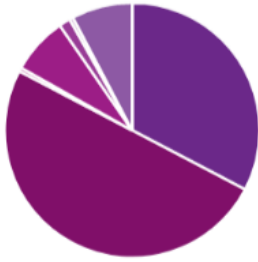


Average Individual Ratings

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

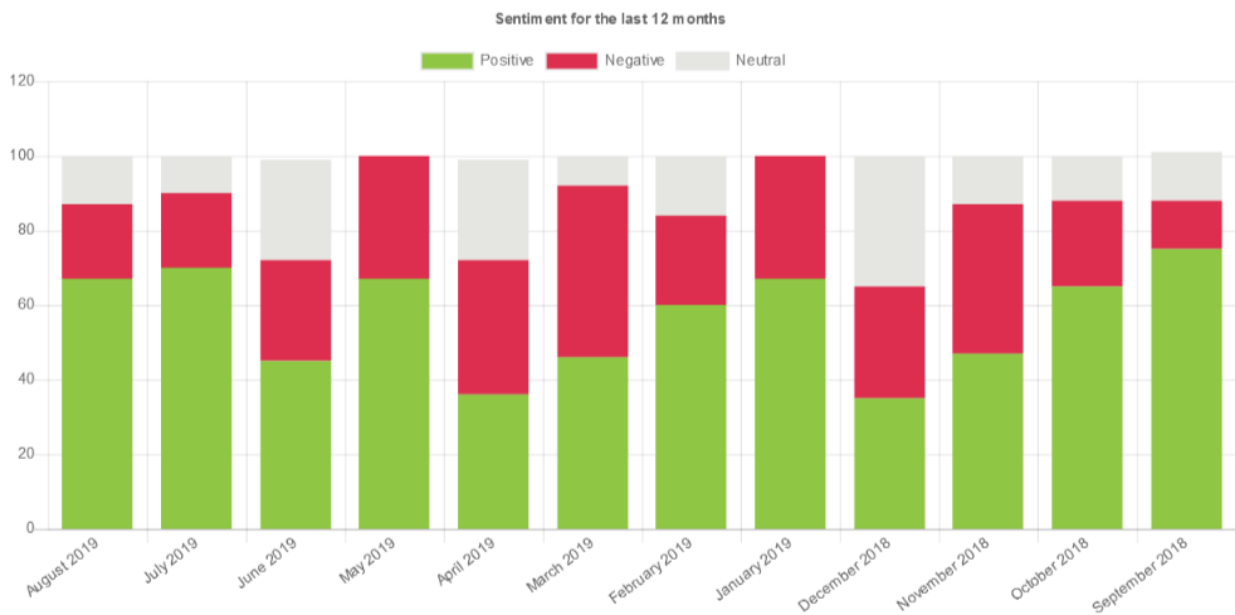


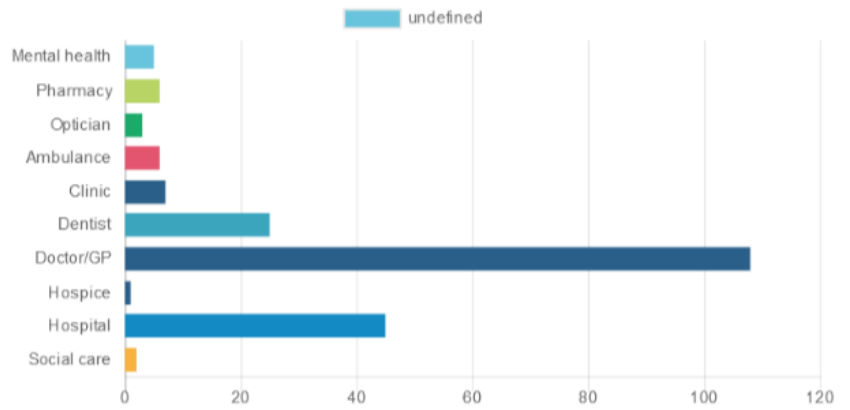
Event - HWN Feedback Centre HWE or LHW
 HWN phone HWN website Volunteers Other



Search for source

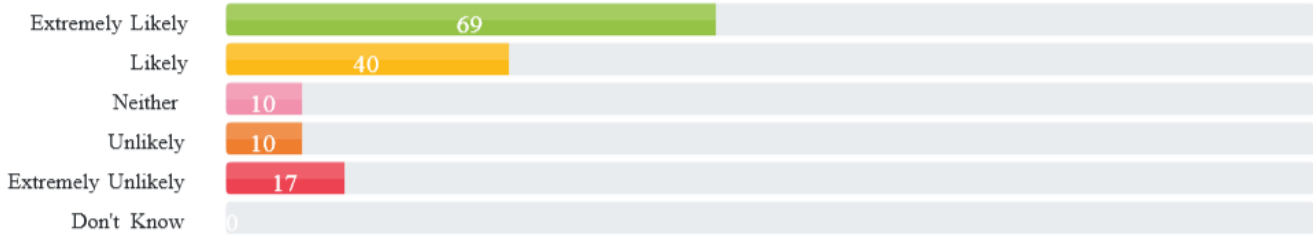
>	Source	Count	Rating	Positive	Negative	Neutral
+	Event - HWN	68	★★★★☆	72%	18%	10%
+	Feedback Centre	104	★★★★☆	61%	24%	15%
+	HWE or LHW	1	★★☆☆☆	0%	100%	0%
+	HWN phone	15	★★☆☆☆	7%	87%	7%
+	HWN website	3	★★☆☆☆	0%	67%	33%
+	Volunteers	1	★★★★★	0%	100%	0%
+	Other	16	★★★★☆	38%	13%	50%



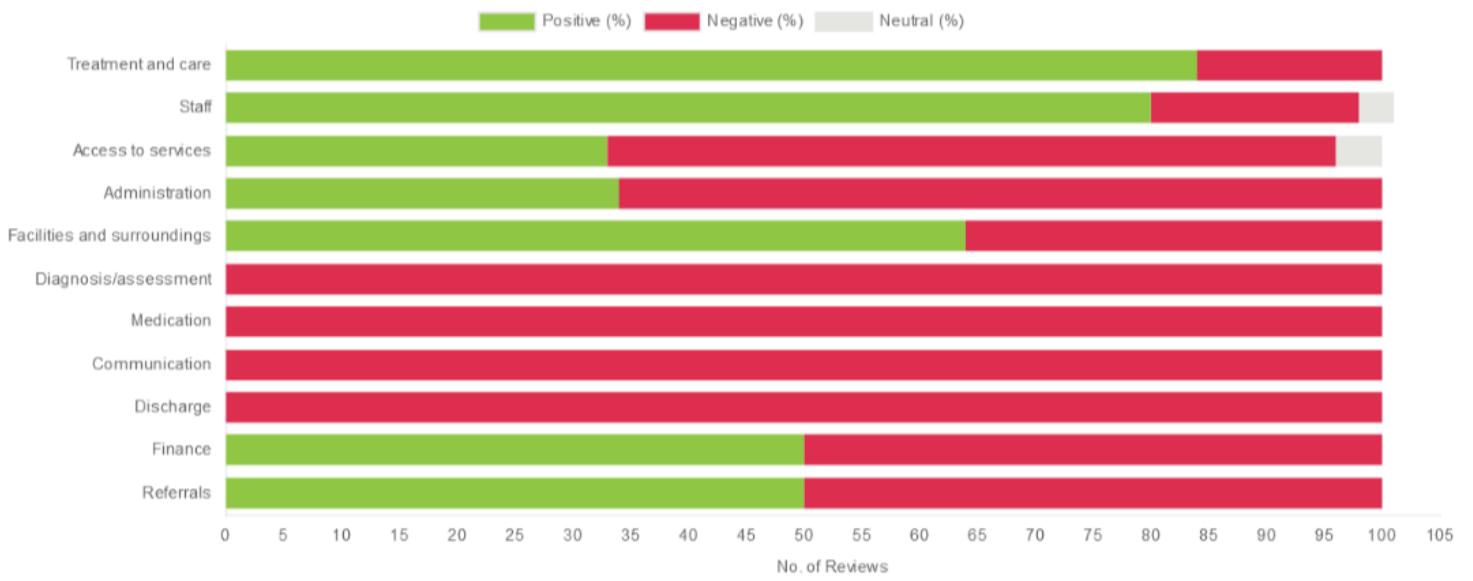


Search for Category

>	Category	Count	Rating	Positive	Negative	Neutral	Subcategories
+	Mental health	5	★★★★☆	60%	20%	20%	
+	Pharmacy	6	★★★★☆	67%	17%	17%	
+	Optician	3	★★★★☆	67%	0%	33%	
+	Ambulance	6	★★★★☆	67%	33%	0%	
+	Clinic	7	★★★★☆	29%	57%	14%	
+	Dentist	25	★★★★☆	60%	20%	20%	
+	Doctor/GP	108	★★★★☆	55%	31%	15%	
+	Hospice	1	★★★★★	100%	0%	0%	
+	Hospital	45	★★★★☆	62%	22%	16%	
+	Social care	2	★★★★☆	50%	0%	50%	



Top 10 Themes



>	Theme	Count	Positive	Negative	Neutral	Subthemes
+	Treatment and care	114	84%	16%	0%	Sub-Themes >
+	Effectiveness	3	67%	33%	0%	
+	Experience	80	86%	14%	0%	
+	Quality	16	88%	13%	0%	
+	Treatment explanation	7	100%	0%	0%	
+	Staff	108	80%	18%	3%	Sub-Themes >
+	Attitudes	98	84%	14%	2%	
+	Staffing levels	3	33%	33%	33%	
+	Suitability	2	50%	50%	0%	
+	Training & development	3	67%	33%	0%	
+	Access to services	73	33%	63%	4%	Sub-Themes >
+	Information and advice	7	57%	43%	0%	
+	Lack of	1	0%	100%	0%	
+	Patient choice	4	0%	100%	0%	
+	Waiting times	41	39%	59%	2%	
+	GPs	2	0%	100%	0%	
+	General	1	0%	100%	0%	
+	Administration	32	34%	66%	0%	Sub-Themes >
+	Appointment availability	17	47%	53%	0%	
+	Booking appointments	10	20%	80%	0%	
+	Medical records	1	0%	100%	0%	
+	General	3	33%	67%	0%	
+	Facilities and surroundings	14	64%	36%	0%	Sub-Themes >
+	Buildings and infrastructure	4	75%	25%	0%	
+	Cleanliness (environment)	6	67%	33%	0%	
+	Equipment	3	33%	67%	0%	
+	Nutrition and hydration	1	100%	0%	0%	

+	Diagnosis/assessment	5	0%	100%	0%	Sub - Themes >
+	Lack of	2	0%	100%	0%	
+	Misdiagnosis	1	0%	100%	0%	
+	Medication	4	0%	100%	0%	Sub - Themes >
+	Medicines management	4	0%	100%	0%	
+	Communication	2	0%	100%	0%	Sub - Themes >
+	Lack of	1	0%	100%	0%	
+	General	1	0%	100%	0%	
+	Discharge	2	0%	100%	0%	Sub - Themes >
+	Preparation	1	0%	100%	0%	
+	General	1	0%	100%	0%	
+	Finance	2	50%	50%	0%	Sub - Themes >
+	Transparency of fees	1	100%	0%	0%	
+	Referrals	2	50%	50%	0%	Sub - Themes >
+	Waiting times	1	100%	0%	0%	
+	General	1	0%	100%	0%	
+	Complaints	1	0%	100%	0%	
+	Dignity and respect	1	0%	100%	0%	Sub - Themes >
+	Confidentiality	1	0%	100%	0%	
+	Transport	1	0%	100%	0%	Sub - Themes >
+	Patient Transport Service	1	0%	100%	0%	