

Healthwatch Committee meeting
14 December 2017
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 December 2016 to 30 November 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 very positive (80%). Most comments on staff related to staff attitudes and the majority were mainly positive (77% against 20% negative).

The majority of comments over this 12 month period relate to hospitals (53 comments) and GPs. Most hospital comments are about the RVI, with a sentiment analysis of 38% positive, 30% negative and 28% neutral.

Reviews

137

reviews this period

Total reviews

583

(Since September

2014)

Services reviewed

50

services reviewed this period

Total Services reviewed

96

(Since September

2014)

Sentiment



Sentiment by this time period

September 2017



July 2017



May 2017



March 2017



Average Healthwatch rating



Average rating for December 2016-November 2017 (3.2409)

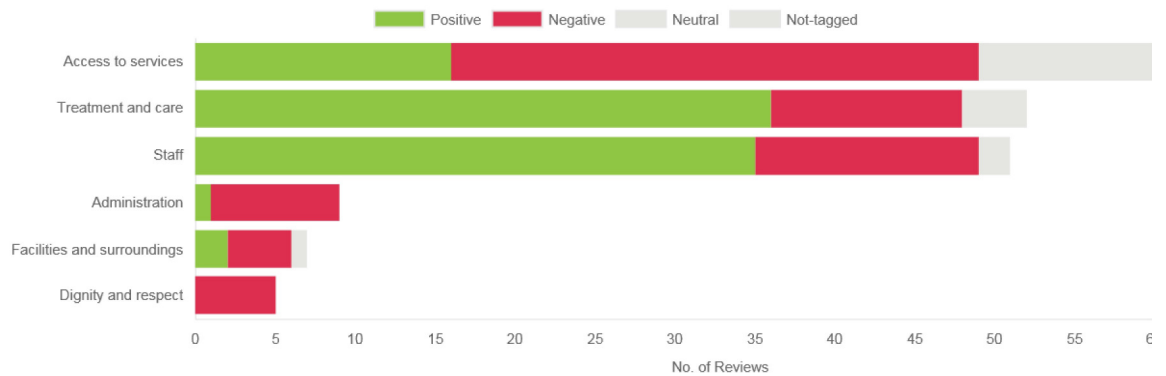


Overall average (3.0034)

Average individual Healthwatch ratings

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

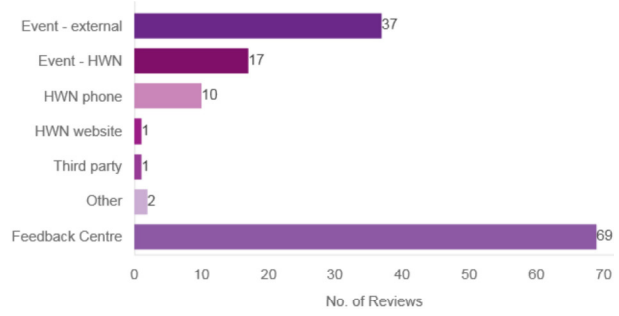
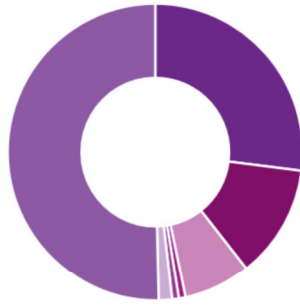
Themes Tagging



Theme name	Reviews	Positive	Negative	Neutral	Not Tagged
Access to services	67	25%	52%	23%	0%
Information and advice	9	56%	33%	11%	0%
Lack of	6	0%	67%	33%	0%
Patient choice	14	0%	29%	71%	0%
Suitability of provider	6	83%	17%	0%	0%
Waiting times	27	26%	67%	7%	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	55	69%	23%	8%	0%
Effectiveness	4	50%	50%	0%	0%
Experience	41	80%	12%	7%	0%
Quality	4	50%	25%	25%	0%
Safety of care/treatment	3	0%	100%	0%	0%
Treatment explanation	3	67%	33%	0%	0%
Staff	57	69%	27%	4%	0%
Attitudes	44	77%	20%	2%	0%
Capacity	2	0%	50%	50%	0%
Staffing levels	2	0%	100%	0%	0%
Suitability	3	33%	67%	0%	0%

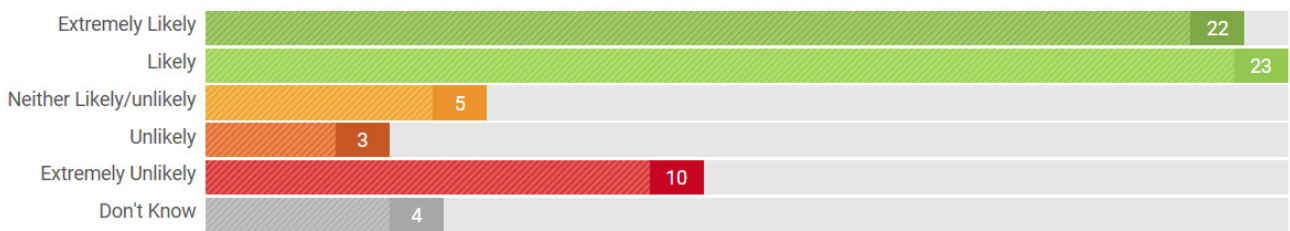
	Training & development	6	50%	50%	0%	0%
▶	Administration	9	11%	89%	0	0
	Appointment availability	2	0%	100%	0%	0%
	Booking appointments	5	0%	100%	0%	0%
	Medical records	1	0%	100%	0%	0%
	General	1	100%	0%	0%	0%
▶	Facilities and surroundings	7	29%	57%	14%	0%
	Buildings and infrastructure	2	0%	100%	0%	0%
	Cleanliness (environment)	2	50%	50%	0%	0%
	Equipment	2	50%	0%	50%	0%
	General	1	0%	100%	0%	0%
▶	Communication	5	40%	60%	0	0
	Lack of	3	0%	100%	0%	0%
	General	2	100%	0%	0%	0%
▶	Dignity and respect	5	0	100%	0	0
	Confidentiality	1	0%	100%	0%	0%
	Privacy	3	0%	100%	0%	0%
	Stigma	1	0%	100%	0%	0%
▶	Diagnosis/assessment	3	33%	67%	0	0
	Misdiagnosis	2	0%	100%	0%	0%
	General	1	100%	0%	0%	0%
▶	Medication	3	67%	33%	0	0
	Medicines management	1	100%	0%	0%	0%
	Pharmacy repeat prescriptions	2	50%	50%	0%	0%
▶	Complaints	2	0	100%	0	0
	Complaints management	1	0%	100%	0%	0%
	General	1	0%	100%	0%	0%
▶	Home care	3	0	100%	0	0
	Suitability of staff	1	0%	100%	0%	0%
	Staff training & development	2	0%	100%	0%	0%
▶	Safeguarding/abuse	1	0	0	100%	0%
	Adult	1	0%	0%	100%	0%

Source

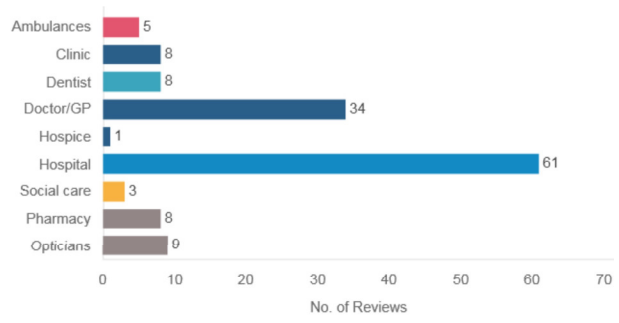


Source name	Total Reviews	Average Rating	Positive	Negative	Neutral
Feedback Centre	69	★★★★☆	49%	28%	13%
Event - external	37	★★★★☆	38%	19%	27%
Event - HWN	17	★★★★☆	18%	29%	53%
HWN phone	10	★★★☆☆	20%	40%	40%
Other	2	★★★★☆	0%	0%	100%
HWN website	1	★★★★☆	0%	0%	0%
Third party	1	★☆☆☆☆	0%	0%	0%

Friends and Family



Service Type



Service Type	Total Reviews	Average Rating	Positive	Negative	Neutral
Hospital	61	★★★★☆	39%	28%	30%
Doctor/GP	34	★★★★☆	38%	21%	26%
Opticians	9	★★★★☆	44%	11%	11%
Clinic	8	★★★★☆	38%	38%	25%
Dentist	8	★★★★☆	38%	25%	38%
Pharmacy	8	★★★★☆	50%	0%	0%
Ambulances	5	★★★★☆	40%	40%	20%
Social care	3	★★☆☆☆	0%	100%	0%
Hospice	1	★★★★★	100%	0%	0%

Sentiment Tracker

