

Healthwatch Board meeting  
19 September 2016  
Trend analysis - paper 4  
Presented by: Steph Edusei

Members of the Board are asked to:

- Note the contents of the report

This report covers trend data from June to August 2016. It includes user reviews and Friends and Family Test ratings on the feedback centre. The top three themes that people commented on during this period were treatment and care, access to services and staff.

Data from MoodRaker is also included. MoodRaker trawls all online sources for intelligence about services in Newcastle.

Finally, there is a summary of key figures covering the last two quarters.

### Snapshot (June 2016-August 2016)

#### Reviews

53

reviews this period

Total reviews

364

(Since September  
2014)

#### Services reviewed

21

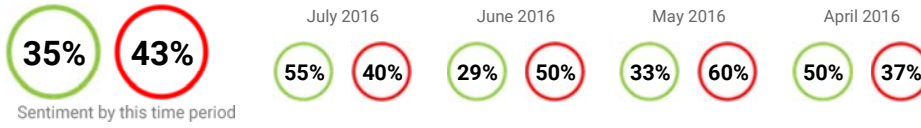
services reviewed this  
period

Total Services  
reviewed

63

(Since September  
2014)

#### Sentiment



#### Average Healthwatch rating



Average rating for June 2016-August 2016 (2.7736)

#### Average individual Healthwatch ratings

[View all](#)

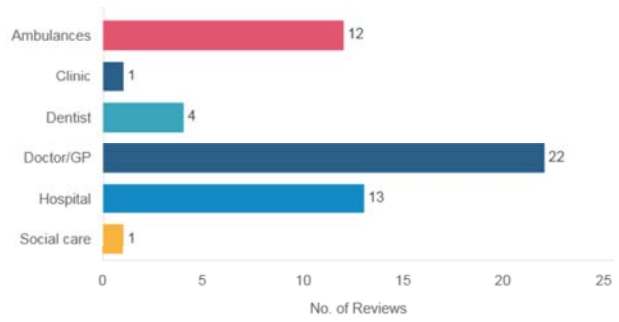


Overall average (2.8846)

#### Average individual Healthwatch ratings

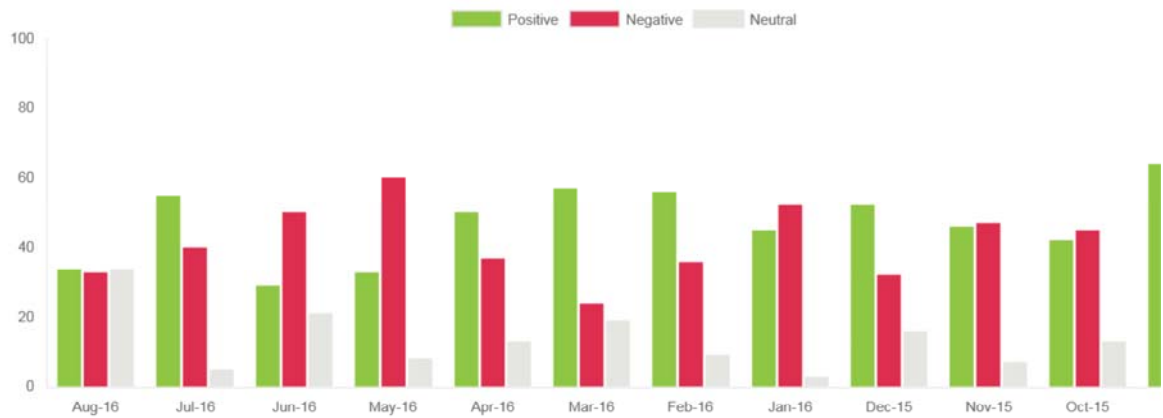
Cleanliness	★★★★★
Food and drink	★★★★☆
Having a say in my care	★★★★☆
Quality of care	★★★★☆
Staff attitude	★★★★☆
Staffing levels	★★★★☆

## Service Type

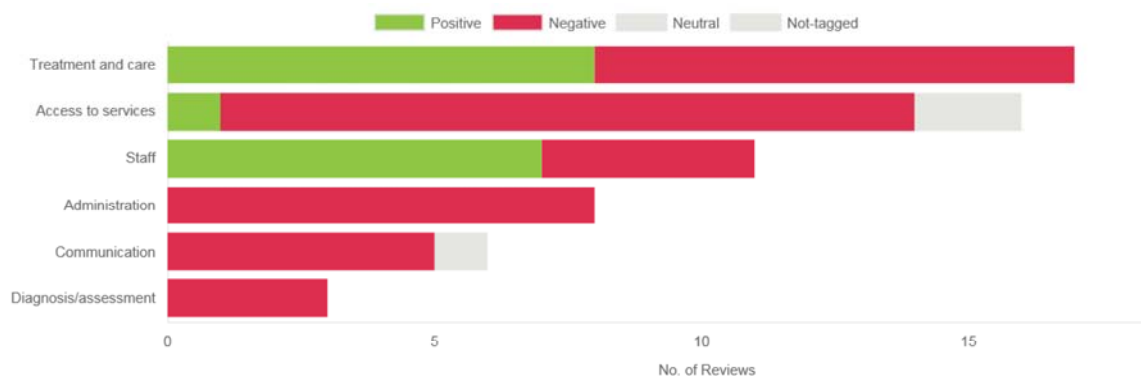


Type	Total Reviews	Average Rating	Positive	Negative	Neutral
● Doctor/GP	22	★★★★☆ 22 Review(s)	31%	50%	19%
● Hospital	13	★★★★☆ 13 Review(s)	47%	41%	12%
● Ambulances	12	★★★★☆ 12 Review(s)	21%	33%	47%
● Dentist	4	★★★★☆ 4 Review(s)	47%	44%	9%
● Social care	1	★★★★★ 1 Review(s)	38%	60%	2%
● Clinic	1	★★★★★ 1 Review(s)	91%	0%	9%

## Sentiment Tracker



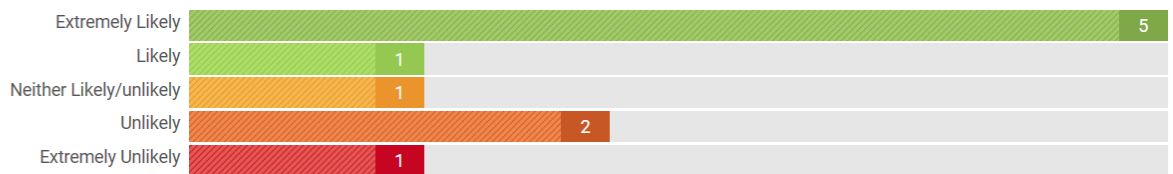
## Themes



Theme name	Reviews	Positive	Negative	Neutral	
● <b>Treatment and care</b>	17	47%	53%	0	Sub-Themes >
Effectiveness		1	0%	100%	0%
Experience		12	42%	58%	0%
Quality		2	100%	0%	0%
Safety of care/treatment		1	0%	100%	0%
Treatment explanation		2	100%	0%	0%
● <b>Access to services</b>	16	6%	81%	13%	Sub-Themes >
Information and advice		1	0%	0%	100%
Patient choice		2	0%	100%	0%
Suitability of provider		3	0%	100%	0%
Waiting times		6	0%	100%	0%
Dentistry		1	0%	100%	0%
GPs		3	33%	33%	33%
● <b>Staff</b>	11	64%	36%	0	Sub-Themes >
Attitudes		11	64%	36%	0%
Suitability		1	100%	0%	0%
● <b>Administration</b>	8	0	100%	0	Sub-Themes >

Appointment availability	5	0%	100%	0%
Booking appointments	1	0%	100%	0%
Management of service	1	0%	100%	0%
Quality/risk management	2	0%	100%	0%
<b>● Communication</b>	<b>6</b>	<b>0</b>	<b>83%</b>	<b>17%</b>
Interpretation services	4	0%	100%	0%
Lack of	1	0%	100%	0%
General	1	0%	0%	100%
<b>● Diagnosis/assessment</b>	<b>3</b>	<b>0</b>	<b>100%</b>	<b>0</b>
Late	2	0%	100%	0%
Misdiagnosis	1	0%	100%	0%
<b>● Home care</b>	<b>1</b>	<b>100%</b>	<b>0</b>	<b>0</b>
General	1	100%	0%	0%
<b>● Facilities and surroundings</b>	<b>1</b>	<b>0</b>	<b>100%</b>	<b>0</b>
Nutrition and hydration	1	0%	100%	0%
<b>● Finance</b>	<b>1</b>	<b>0</b>	<b>100%</b>	<b>0</b>
General	1	0%	100%	0%

## Friends and Family



## June-August Moodraker report

Service	Total documents	Positive documents	Negative documents	Total mentions	Negative mentions	Positive mentions
Ambulance	111	51	6	138	70	11
Care Homes	179	70	11	248	154	14
Clinics	957	369	118	1120	576	127
Dentists	364	146	34	796	451	101
Domiciliary care	47	18	0	55	38	3
GPs	3344	1042	170	3368	2161	236
Hospitals	1235	497	173	1513	740	154
Nurses/nursing	1462	509	27	1448	980	28
Opticians	21	13	1	18	10	1
Pharmacy	630	282	67	862	479	122

**Mentions:** Each occurrence of the topic words that wholly occurs within a noun phrase is identified as a specific mention. These are assigned sentiment scores which contribute to the document level sentiment score.

**Emotions:** Each document is scored for the emotions that are detected within it. Below is a pair of charts showing the distribution of emotions over the entire 30 day period and also over the last 7 days.

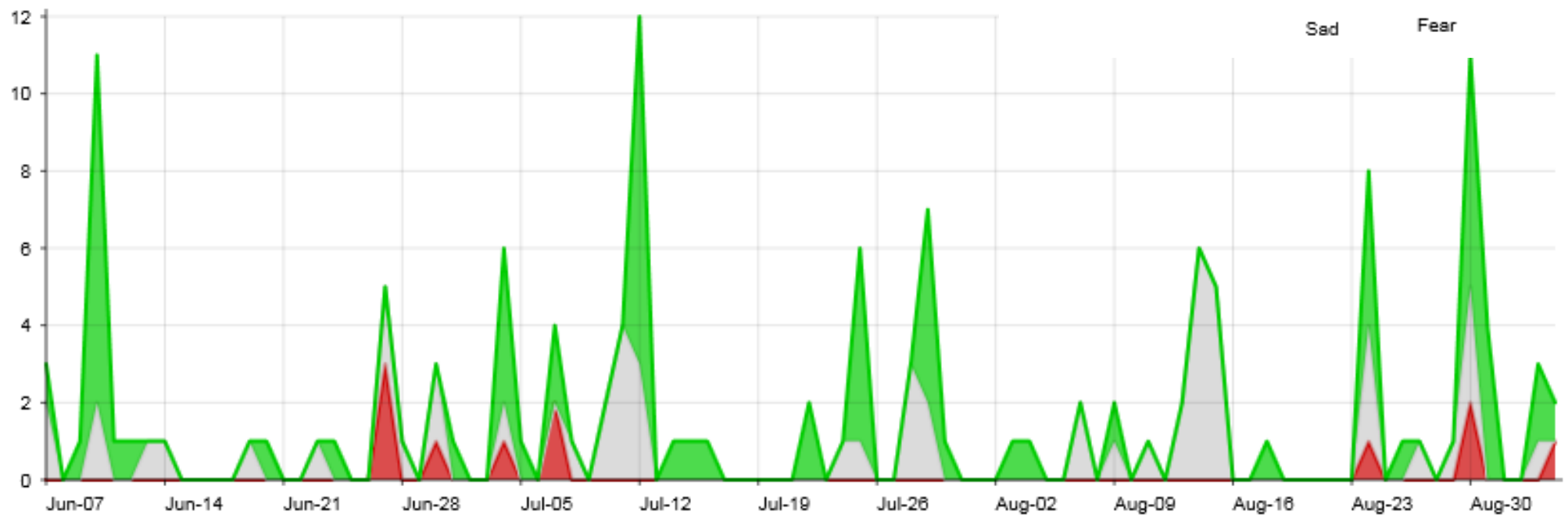
## Ambulance

### Mentions

Positive Mentions peaked at 9 on 10 June. It was as low as 0 on 8 June.  
Negative Mentions peaked at 3 on 27 June. It was as low as 0 on 7 June.



Sentiment Mentions each day



■ Negatives ■ Neutral ■ Positives

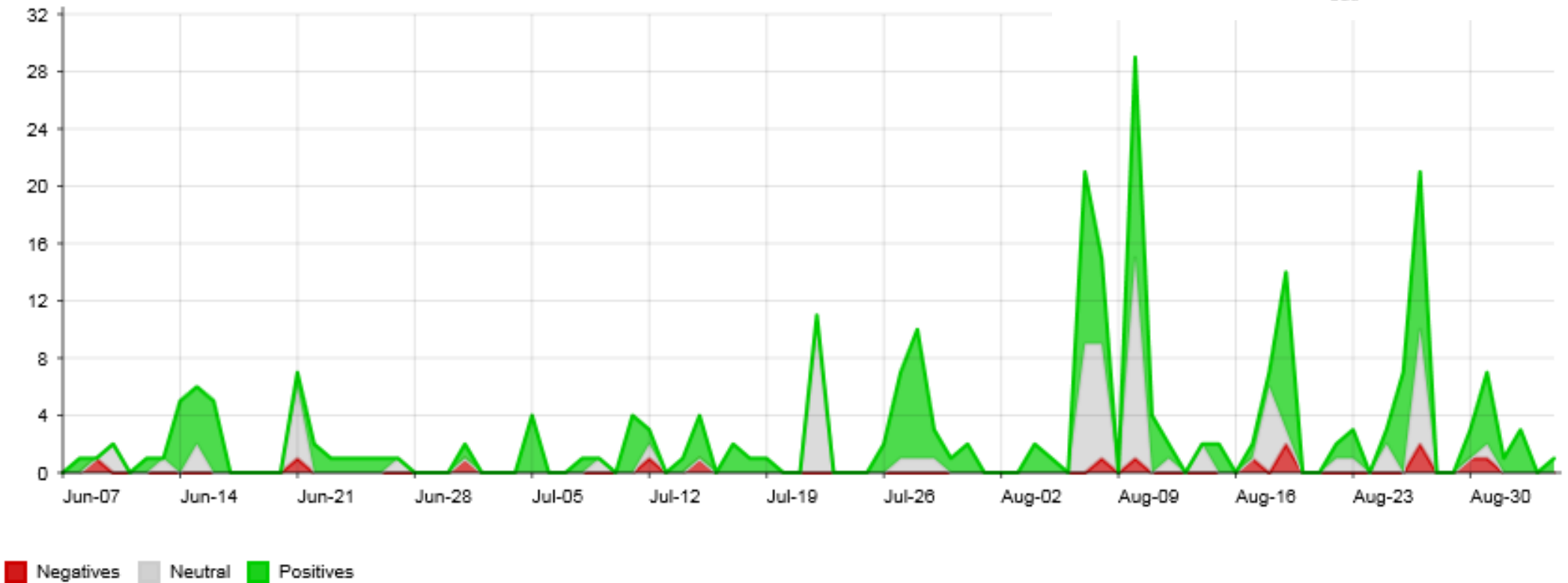
## Care homes

### Mentions

Positive Mentions peaked at 14 on 10 August. It was as low as 0 on 7 June.  
Negative Mentions peaked at 2 on 19 August. It was as low as 0 on 7 June.



Sentiment Mentions each day

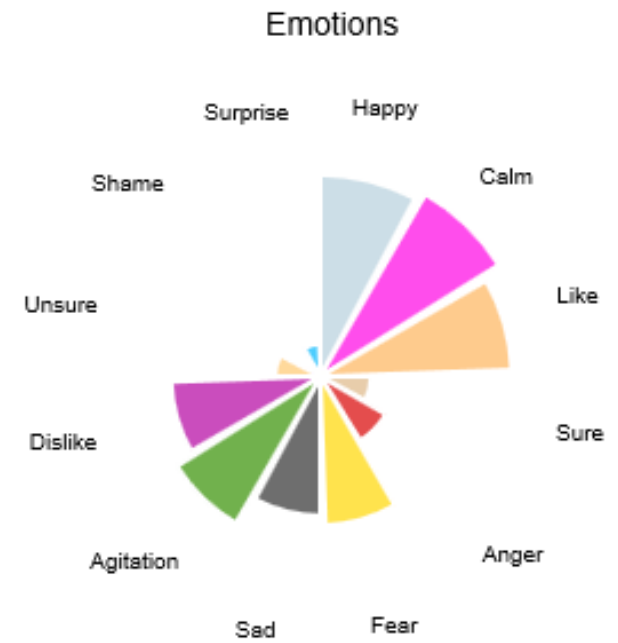




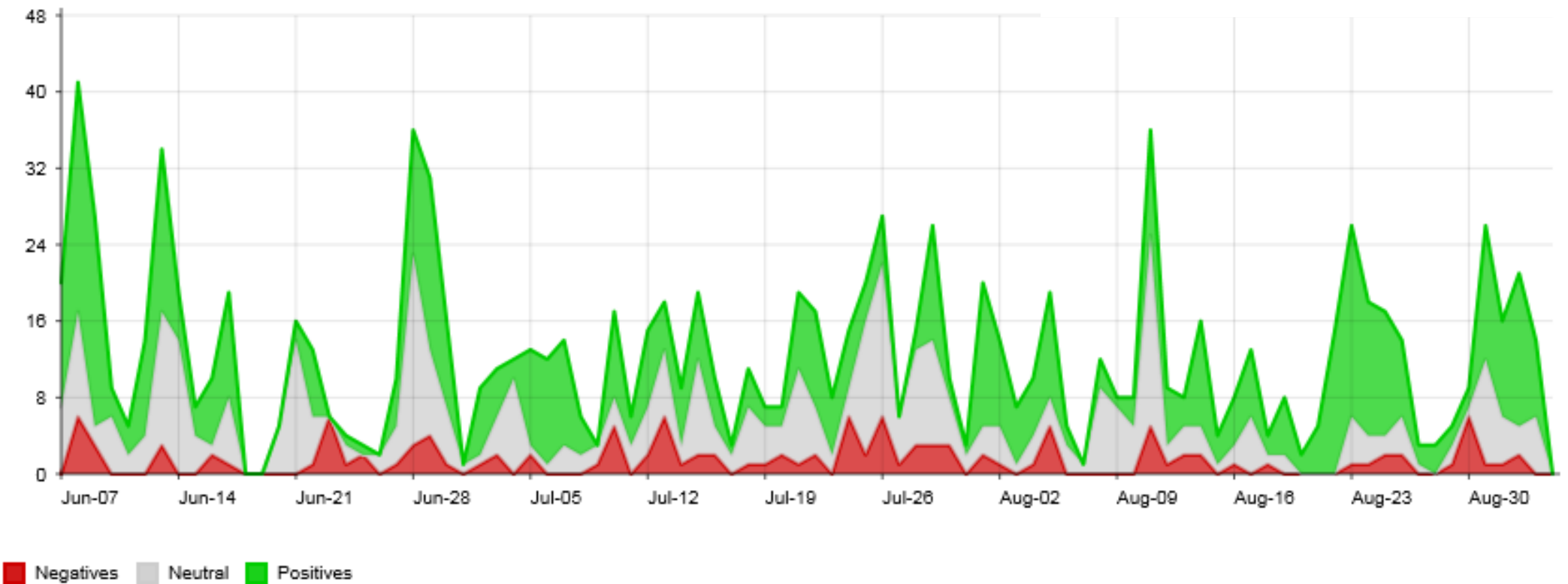
## Clinics

### Mentions

Positive Mentions peaked at 24 on 8 June. It was as low as 0 on 18 June.  
Negative Mentions peaked at 6 on 9 June. It was as low as 0 on 7 June.



Sentiment Mentions each day



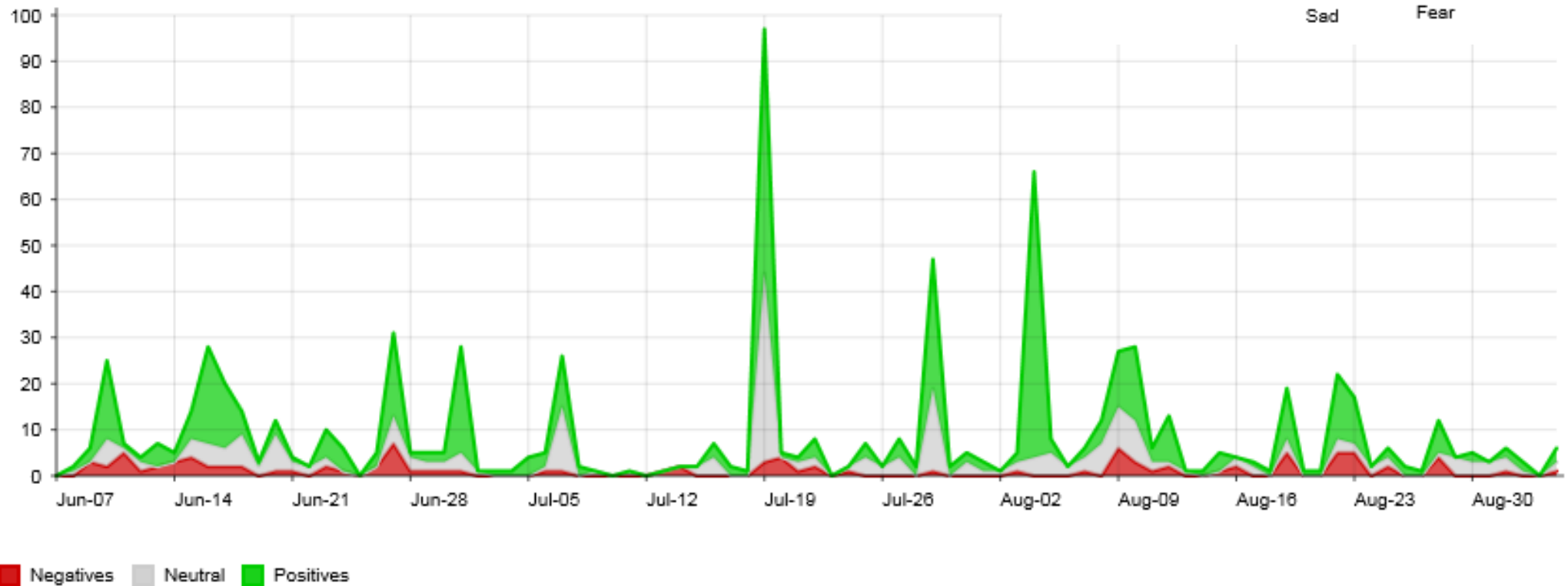
## Dentists

### Mentions

Positive Mentions peaked at 62 on 4 August. It was as low as 0 on 7 June.  
Negative Mentions peaked at 7 on 27 June. It was as low as 0 on 7 June.



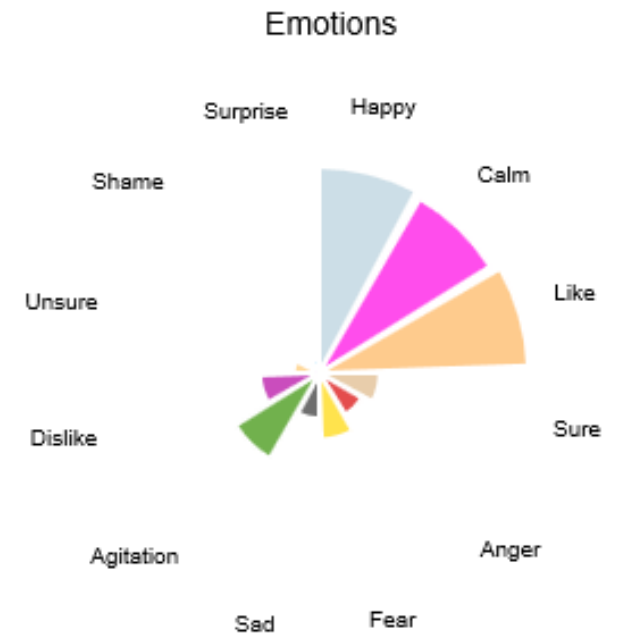
Sentiment Mentions each day



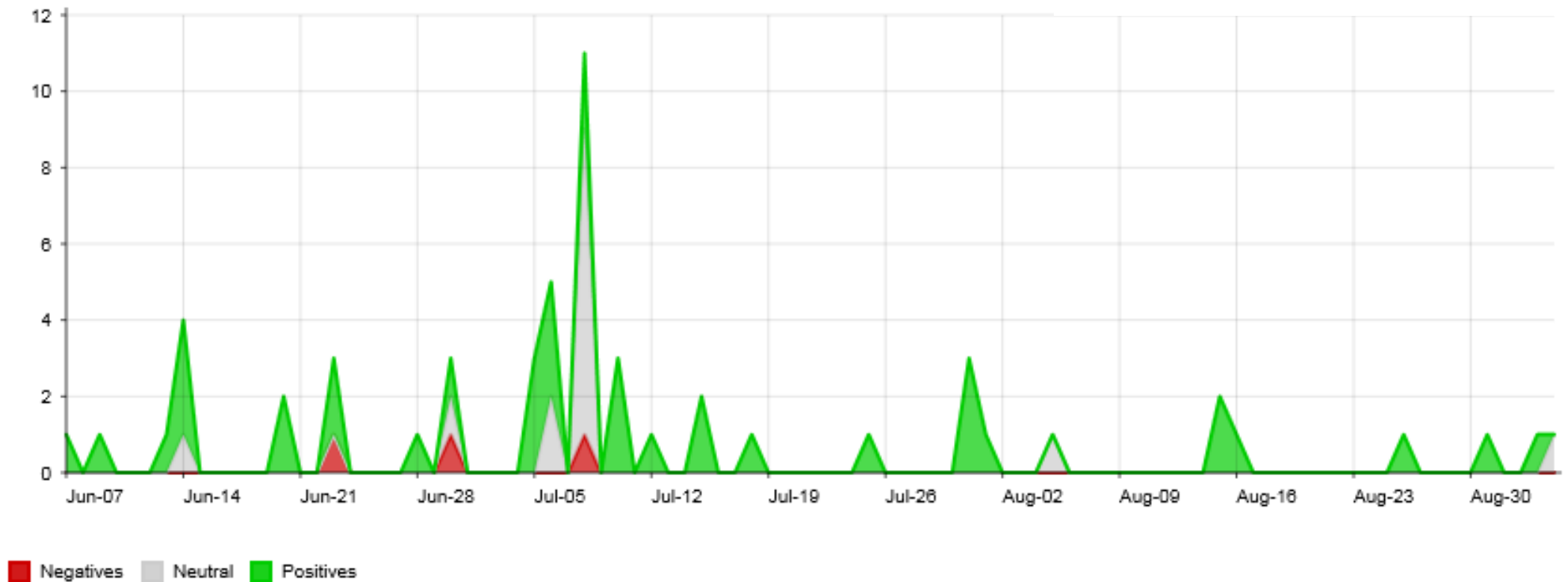
## Domiciliary care

### Mentions

Positive Mentions peaked at 3 on 14 June. It was as low as 0 on 8 June.  
Negative Mentions peaked at 1 on 23 June. It was as low as 0 on 7 June.



Sentiment Mentions each day



GPs

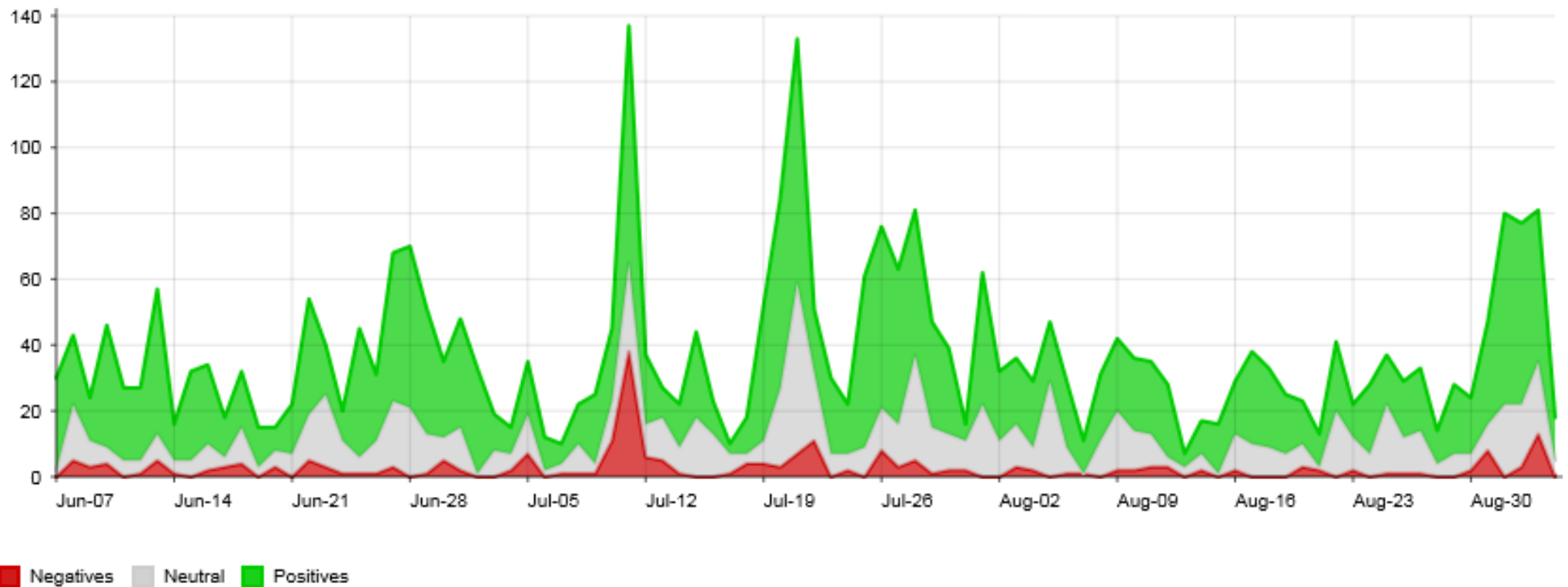
Mentions

Positive Mentions peaked at 74 on 21 July. It was as low as 3 on 17 July.  
Negative Mentions peaked at 38 on 11 July. It was as low as 0 on 7 June.

### Emotions



Sentiment Mentions each day



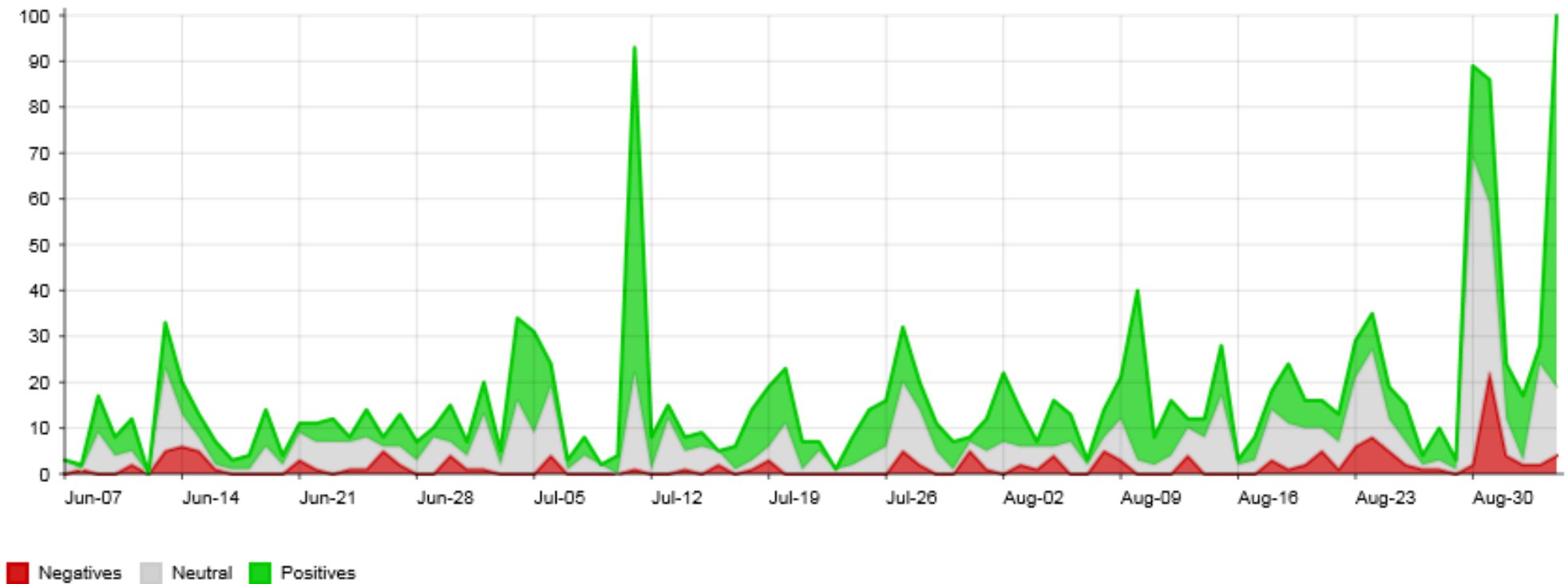
## Hospital

### Mentions

Positive Mentions peaked at 81 on 4 September. It was as low as 0 on 7 June.  
Negative Mentions peaked at 22 on 31 August. It was as low as 0 on 7 June.



Sentiment Mentions each day

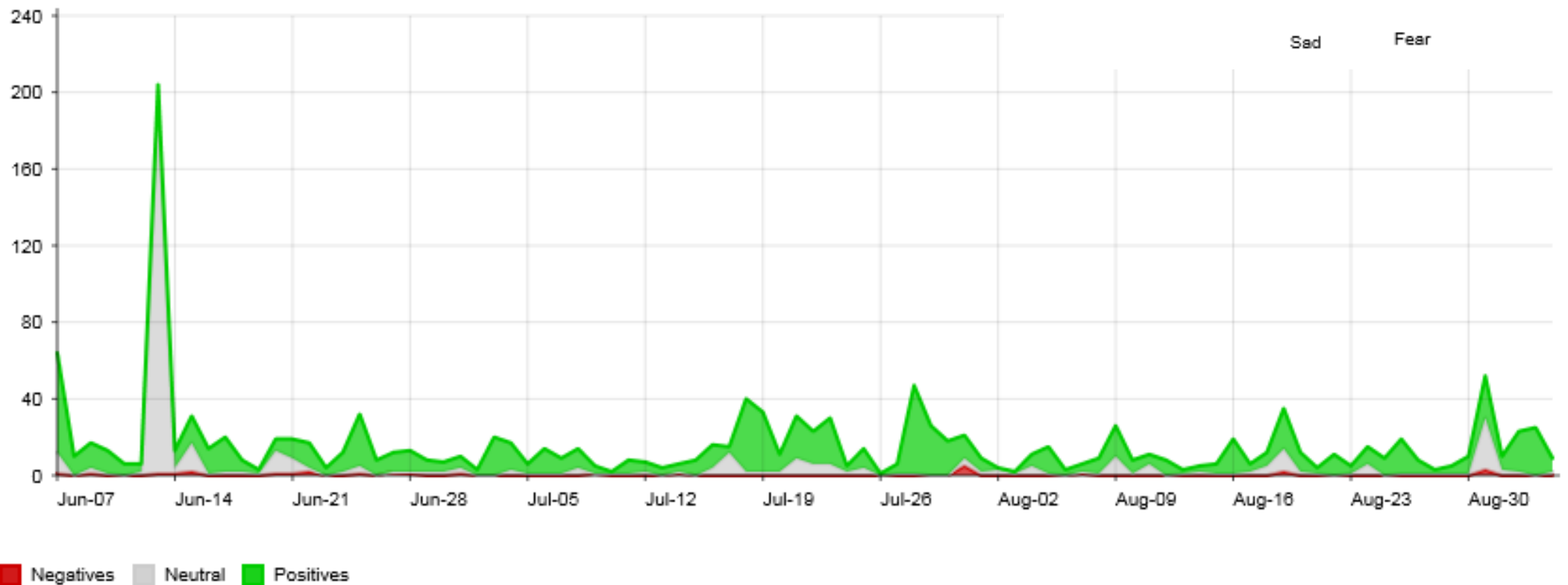


## Nurses and nursing

### Mentions

Positive Mentions peaked at 52 on 7 June. It was as low as 1 on 10 July.  
Negative Mentions peaked at 5 on 31 July. It was as low as 0 on 8 June.

Sentiment Mentions each day



### Emotions



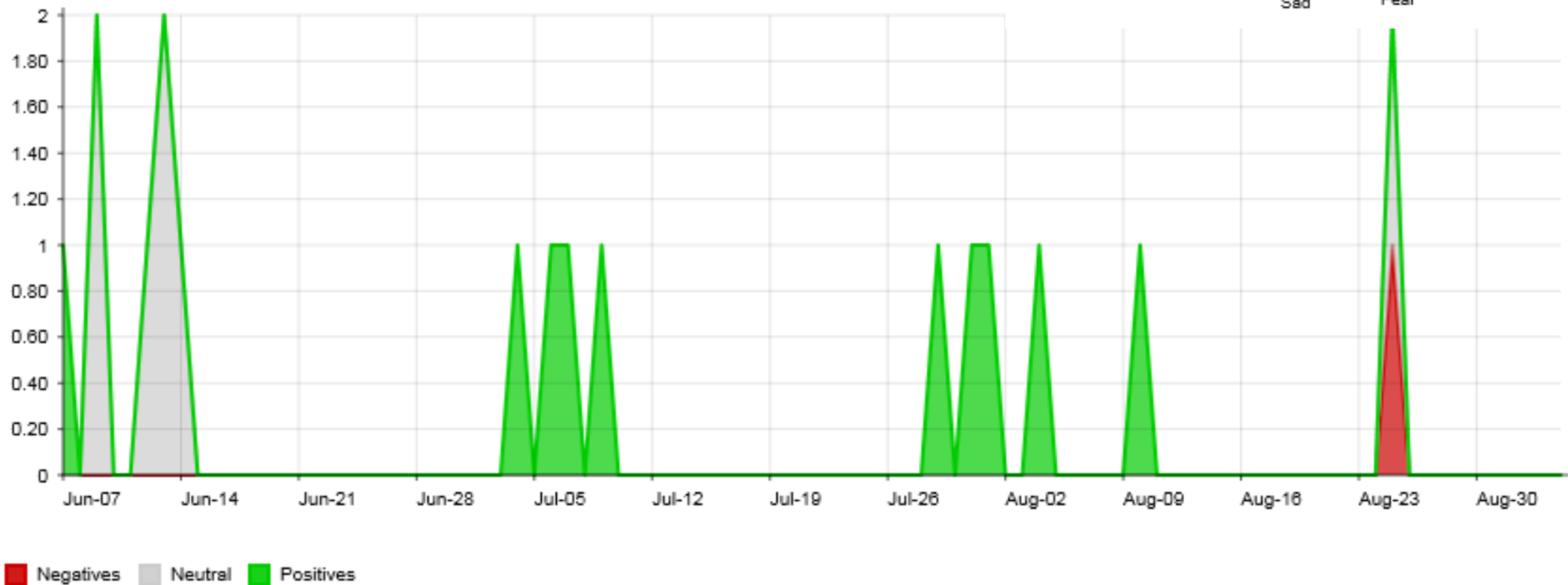
## Opticians

### Mentions

Positive Mentions peaked at 1 on 7 June. It was as low as 0 on 8 June.  
Negative Mentions peaked at 1 on 25 August. It was as low as 0 on 7 June.



### Sentiment Mentions each day

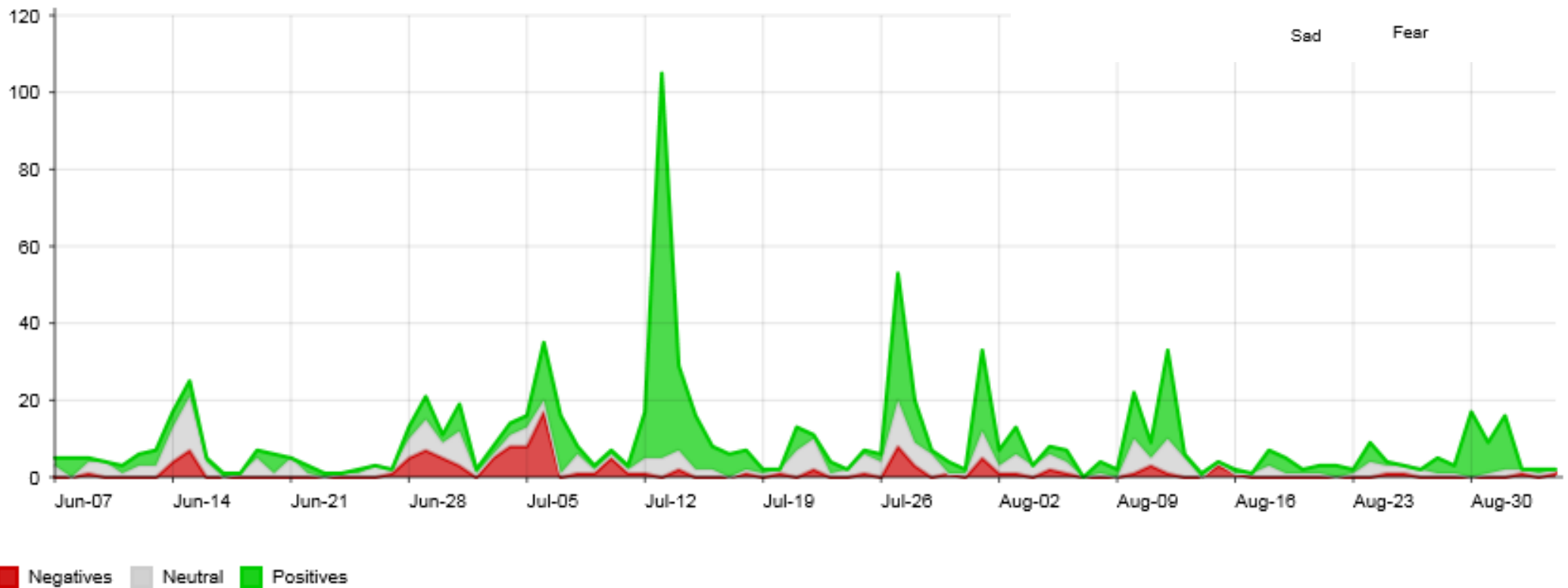


## Pharmacy

### Mentions

Positive Mentions peaked at 100 on 13 July. It was as low as 0 on 10 June.  
Negative Mentions peaked at 17 on 6 July. It was as low as 0 on 7 June.

Sentiment Mentions each day



## Emotions





Key figures	Quarter 4 2015/16	Quarter 1 2016
Contacts via information and signposting service	19 in total - phone (15), emails (2) and letter (2)	16 in total - phone (13), emails (3)
Health and social care survey - young people	177	n/a
Priorities for 2016/17 public survey	24	n/a
What is Healthwatch Newcastle stakeholder survey?	80	12
Ambulance CQC inspection survey	80	n/a
'Keeping my smile' leaflet - give us your feedback	n/a	3
Care Quality Commission inspection - NTW NHS Foundation Trust	n/a	42
SEND poll issues	n/a	22
Community outreach stalls	18	12
Press articles	18	14
Number of active volunteers contributions	27	25