

Healthwatch Board meeting
13 June 2016
Trend analysis - paper 6
Presented by: Steph Edusei

Members of the Board 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 and from MoodRaker (trawls all online sources for intelligence about services in Newcastle) from March to May 2016.

A summary of key data is also included, covering 1 January 2016 to 31 March 2016.

Services reviewed March to May 2016

115

reviews this period

Total reviews

301

(Since September 2014)

30

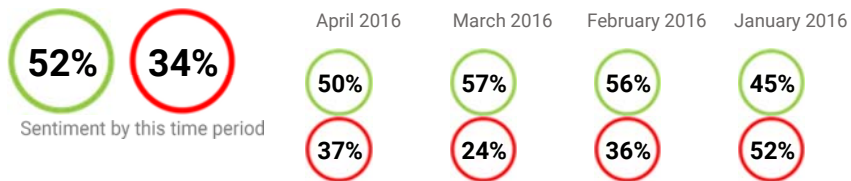
services reviewed this period

Total Services reviewed

55

(Since September 2014)

Sentiment



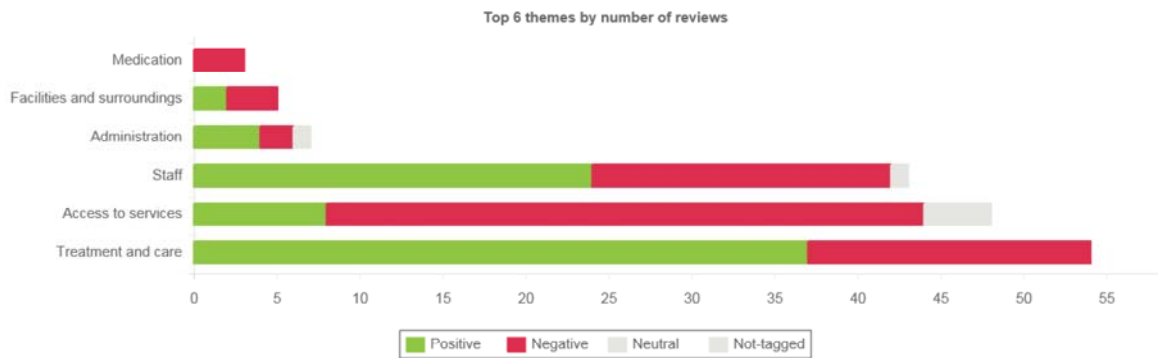
Average Healthwatch rating
Average individual Healthwatch ratings




















































































Average rating for March 2016-May 2016 (3.1043)

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

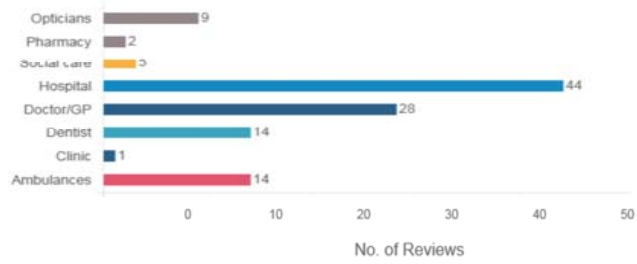
Themes



Theme name	Reviews	Positive	Negative	Neutral	
● Treatment and care	54	69%	31%	-	Sub-Themes >
Effectiveness		5	80%	20%	0%
Experience		34	62%	35%	3%
Quality		8	63%	38%	0%
Treatment explanation		2	100%	0%	0%
General		10	80%	20%	0%
● Access to services	48	17%	75%	8%	Sub-Themes >
Convenience/distance to travel		2	0%	50%	50%
Information and advice		2	0%	100%	0%
Suitability of provider		8	0%	100%	0%
Waiting times		27	19%	74%	7%
Dentistry		2	0%	50%	50%
GPs		1	100%	0%	0%
Hospital services		2	50%	0%	50%
Pharmacies		2	50%	50%	0%
For people with a sensory disability		2	0%	100%	0%
General		3	0%	100%	0%
● Staff	43	56%	42%	2%	Sub-Themes >

Attitudes	23	70% 	30% 	0% 
Staffing levels	4	0% 	100% 	0% 
Suitability	2	0% 	100% 	0% 
Training & development	5	20% 	80% 	0% 
General	11	73% 	18% 	9% 
● Administration	7	57% 	29% 	14%  Sub-Themes >
Appointment availability	5	60% 	20% 	20% 
Booking appointments	2	50% 	50% 	0% 
Management of service	1	100% 	0% 	0% 
● Facilities and surroundings	5	40% 	60% 	-  Sub-Themes >
Buildings and infrastructure	2	0% 	100% 	0% 
Equipment	2	100% 	0% 	0% 
General	1	0% 	100% 	0% 
● Medication	3	- 	100% 	-  Sub-Themes >
Medicines management	2	0% 	100% 	0% 
Pharmacy repeat prescriptions	1	0% 	100% 	0% 
● Finance	2	- 	100% 	-  Sub-Themes >
Fees/charges	2	0% 	100% 	0% 
● Dignity and respect	2	- 	100% 	-  Sub-Themes >
Privacy	1	0% 	100% 	0% 
Death of a service user	1	0% 	100% 	0% 
● Transport	2	- 	100% 	-  Sub-Themes >
Patient Transport Service	2	0% 	100% 	0% 
● Diagnosis/assessment	1	100% 	- 	-  Sub-Themes >
General	1	100% 	0% 	0% 
● Communication	1	- 	100% 	-  Sub-Themes >
Lack of	1	0% 	100% 	0% 

Service Type



Type	Total Reviews	Average Rating	Sentiment
● Hospital	44	★★★★☆ 44 Review(s)	56% (30%)
● Doctor/GP	28	★★★★☆ 28 Review(s)	50% (29%)
● Ambulances	14	★★★★☆ 14 Review(s)	36% (58%)
● Dentist	14	★★★★☆ 14 Review(s)	50% (42%)
● Opticians	9	★★★★☆ 9 Review(s)	76% (13%)
● Social care	3	★★★★☆ 3 Review(s)	54% (38%)
● Pharmacy	2	★★★★☆ 2 Review(s)	61% (35%)
● Clinic	1	★★★★☆ 1 Review(s)	0% (0%)

Source

Source name	Total reviews	Average Rating	Sentiment
● Event - HWN	90	★★★★☆ 90 Reviews	53% (31%)
● Feedback Centre	21	★★★★☆ 21 Reviews	54% (37%)
● Other	2	★★★★☆ 2 Reviews	28% (71%)
● HWN website	1	★★★★☆ 1 Reviews	34% (59%)
● HWN phone	1	★★★★☆ 1 Reviews	33% (65%)

Service Experience Watchlist

Sentiment - Positive

👁 Prospect Medical Group	96%
👁 Grange Dental Centre	96%
👁 Keyes Eyecare	96%
👁 Vision Express UK Ltd	88%
👁 F Robson & Co	86%

Sentiment - Negative

👁 Absolute Quality Care	78%
👁 Tyneview Dental Practice	66%
👁 D.P. Rundle Dentalcare- Fenham	63%
👁 North East Ambulance Service NHS Foundat...	59%
👁 Westerhope Medical Group	59%

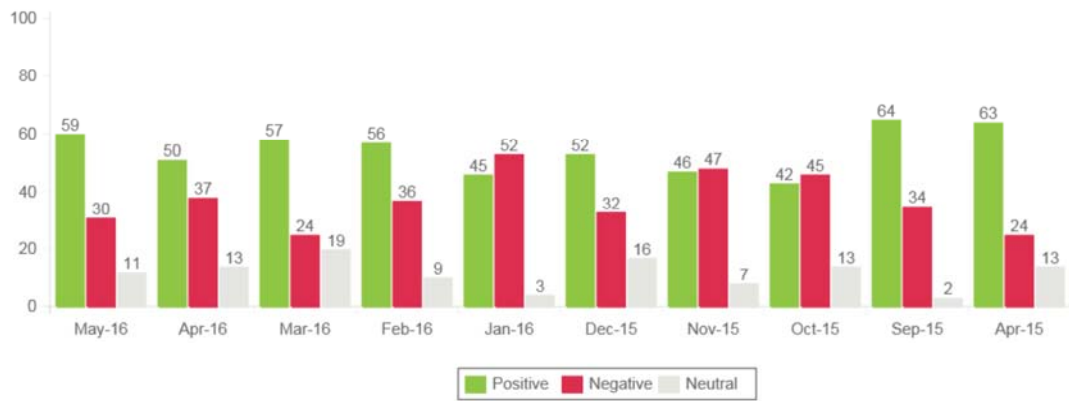
Top 5 Healthwatch ratings

👁 Grange Dental Centre	★★★★★ (Based on 2 Reviews)
👁 Keyes Eyecare	★★★★★ (Based on 1 Reviews)
👁 Benfield Park Medical Group	★★★★★ (Based on 1 Reviews)
👁 F Robson & Co	★★★★★ (Based on 1 Reviews)
👁 Watch Dental - Grainger	★★★★★ (Based on 2 Reviews)

Bottom 5 Healthwatch ratings

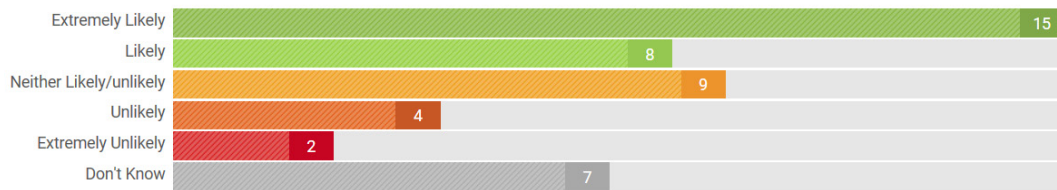
👁 Tyneview Dental Practice	☆☆☆☆☆ (Based on 6 Reviews)
👁 Absolute Quality Care	☆☆☆☆☆ (Based on 1 Reviews)
👁 Cruddas Park Surgery	☆☆☆☆☆ (Based on 1 Reviews)
👁 D.P. Rundle Dentalcare- Fenham	☆☆☆☆☆ (Based on 3 Reviews)
👁 Westgate Walk in Centre	☆☆☆☆☆ (Based on 1 Reviews)

Sentiment Tracker



Friends and Family

Friends and Family



March – May 2016 Moodraker reports

Service	Total documents	Positive documents	Negative documents	Total mentions	Positive mentions	Negative mentions
Ambulance	124	57	10	166	93	4
Care home	186	88	5	225	168	10
Clinics	890	301	104	1069	491	137
Dentists	339	105	39	612	294	123
Domiciliary care	48	19	1	49	37	3
GPs	4998	1858	165	4797	3350	243
Hospitals	1226	445	197	1429	529	195
Nurses/nursing	1539	613	37	1595	1214	78
Opticians	32	15	3	68	48	4
Pharmacy	924	250	49	1537	701	164

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.

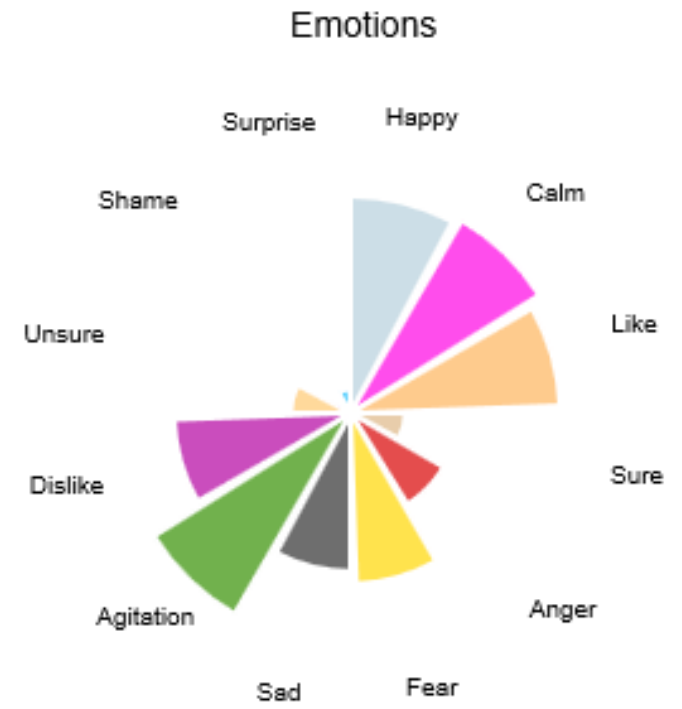
Emotions: Each document is scored for the emotions that are detected within it. Below is a pair of charts showing the distribution of emotions over the entire 30 day period and also over the last 7 days.

Ambulance

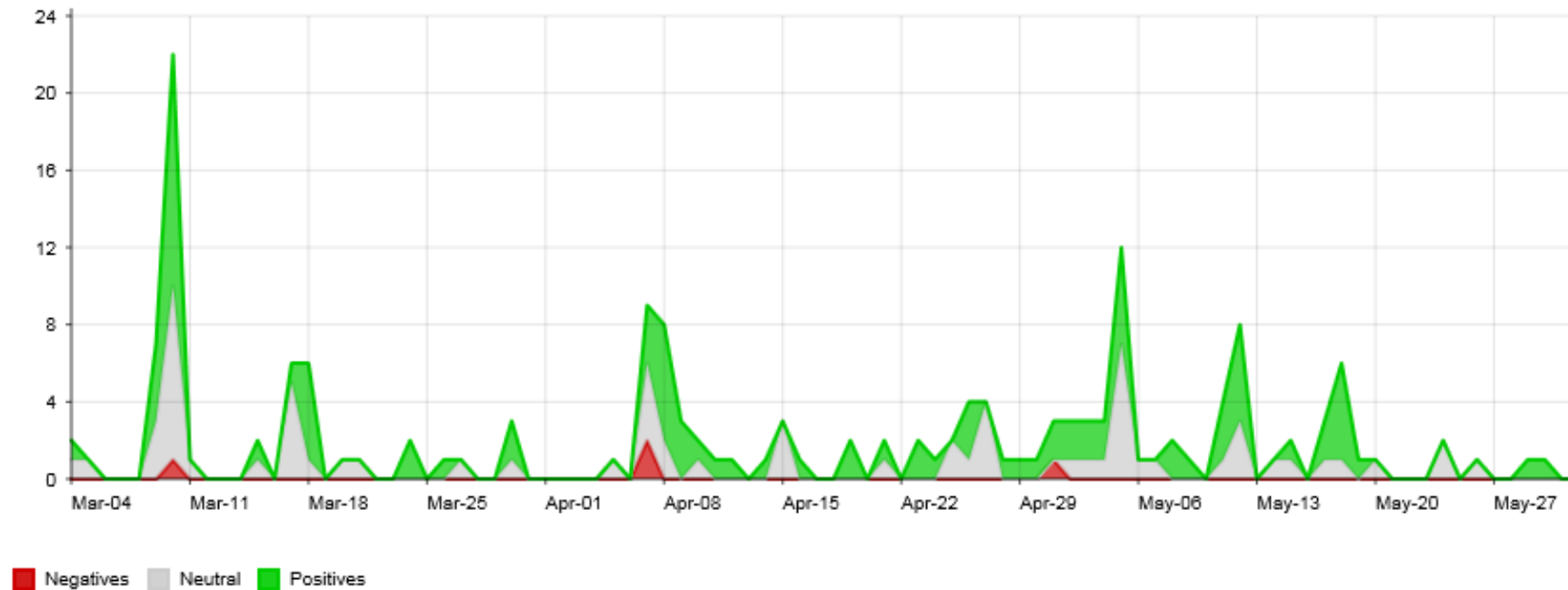
Mentions

Positive mentions peaked at 12 on 10 March. It was as low as 0 on 5 March.

Negative mentions peaked at 2 on 7 April. It was as low as 0 on 4 March.



Sentiment Mentions each day



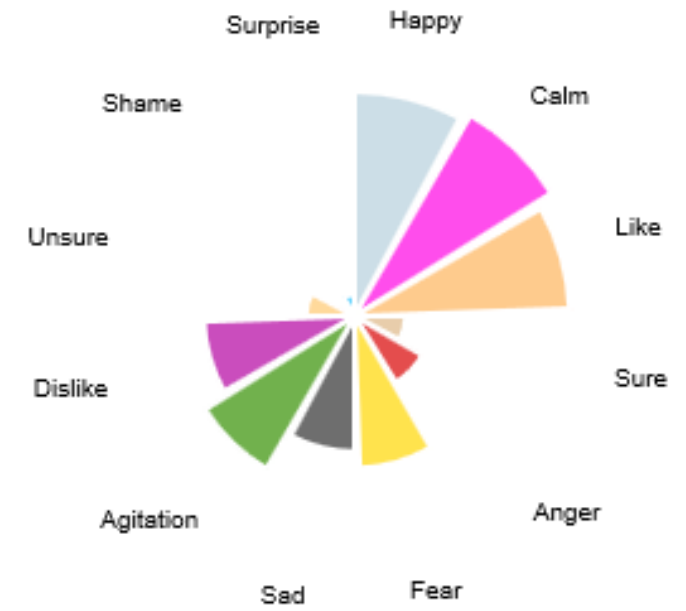
Care homes

Mentions

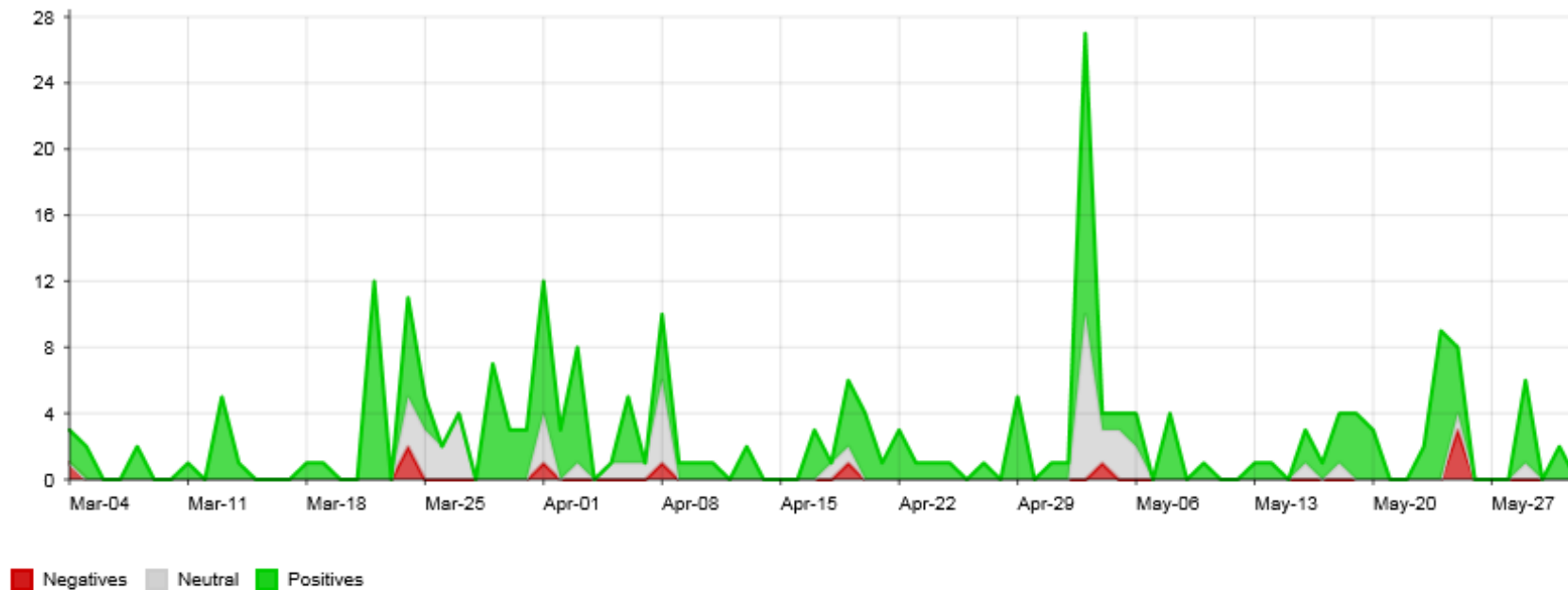
Positive mentions peaked at 17 on 3 May. It was as low as 0 on 6 May.

Negative mentions peaked at 3 on 25 May. It was as low as 0 on 5 March.

Emotions



Sentiment Mentions each day

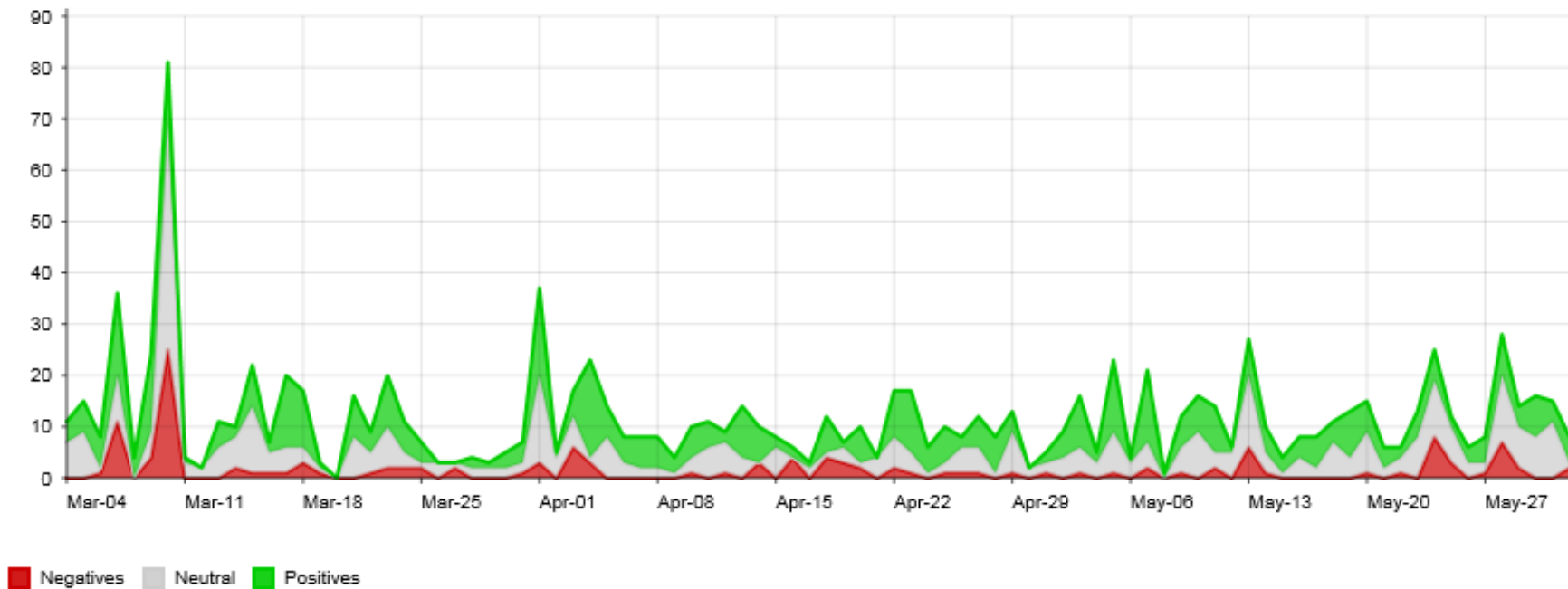


Clinics Mentions

Mentions peaked at 19 on 4 April. It was as low as 0 on 12 March. Negative mentions peaked at 25 on 10 March. It was as low as 0 on 4 March.



Sentiment Mentions each day

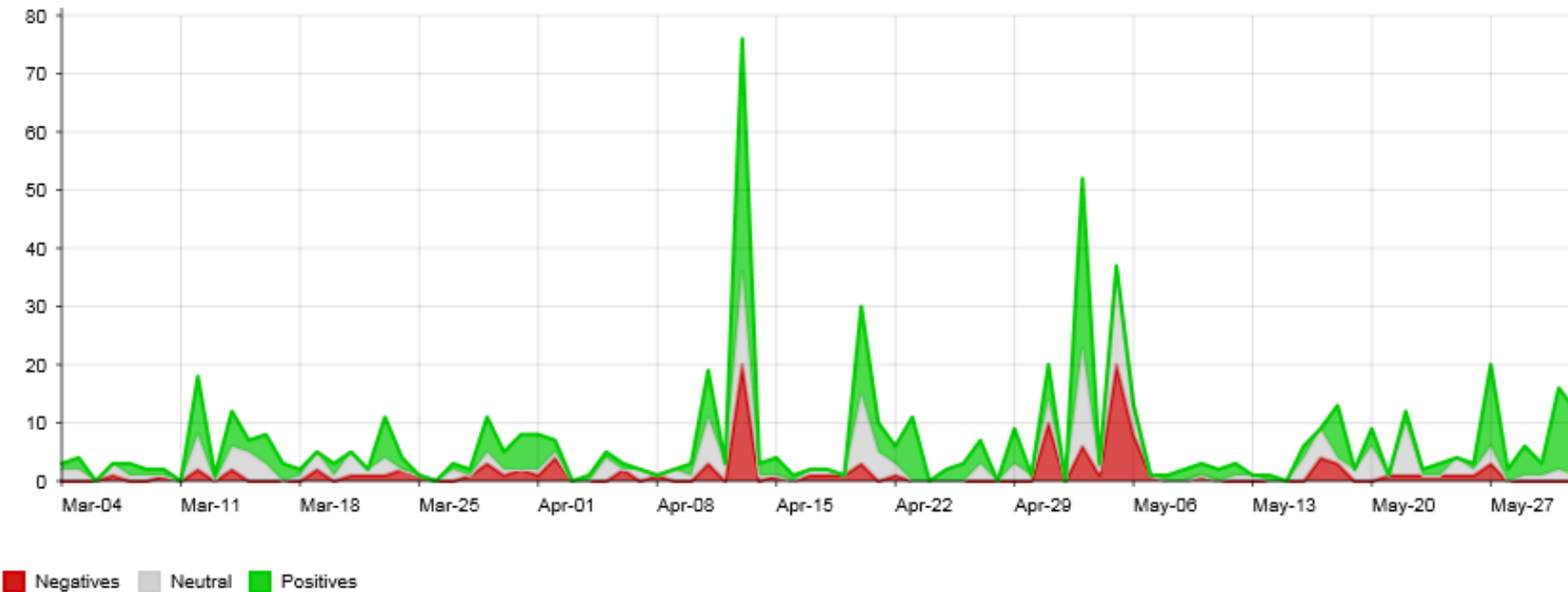


Dentists Mentions

Positive mentions peaked at 40 on 13 April. It was as low as 0 on 6 March.
Negative mentions peaked at 20 on 13 April. It was as low as 0 on 4 March.



Sentiment Mentions each day

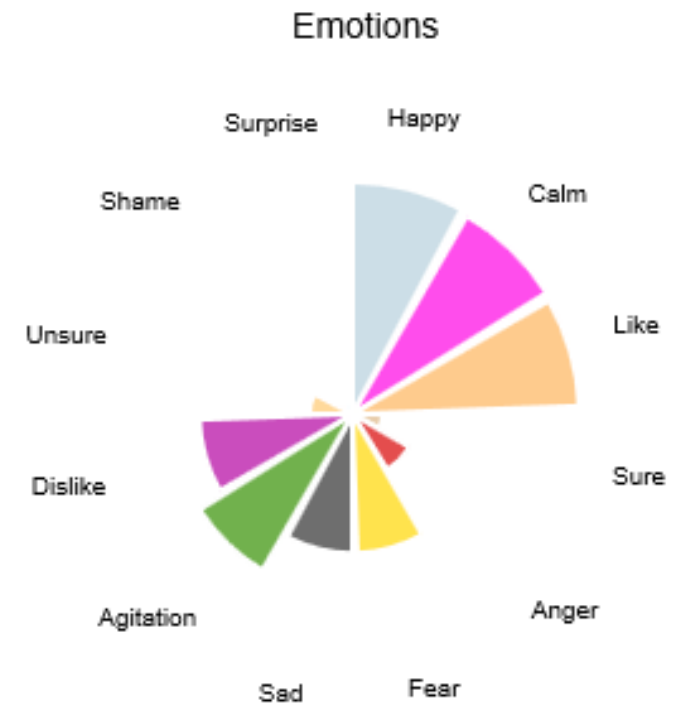


Domiciliary care

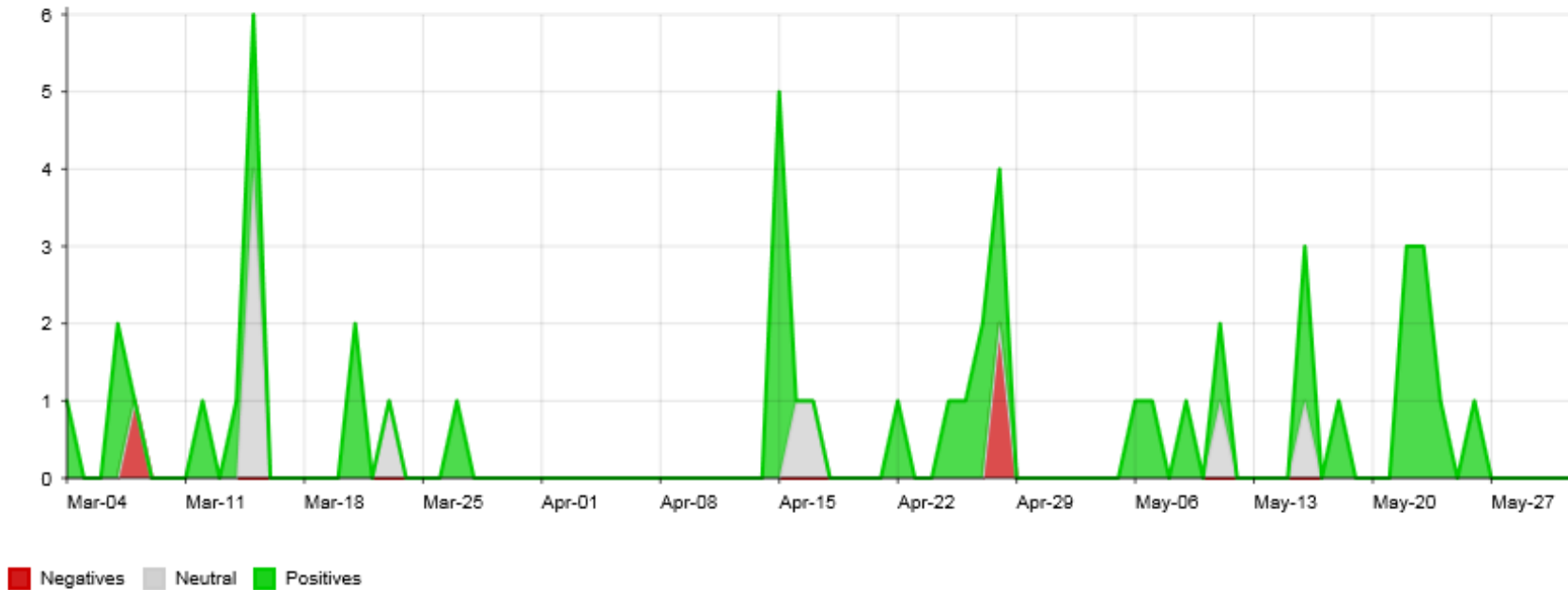
Mentions

Positive mentions peaked at 5 on 15 April. It was as low as 0 on 5 March.

Negative mentions peaked at 2 on 28 April. It was as low as 0 on 4 March.



Sentiment Mentions each day

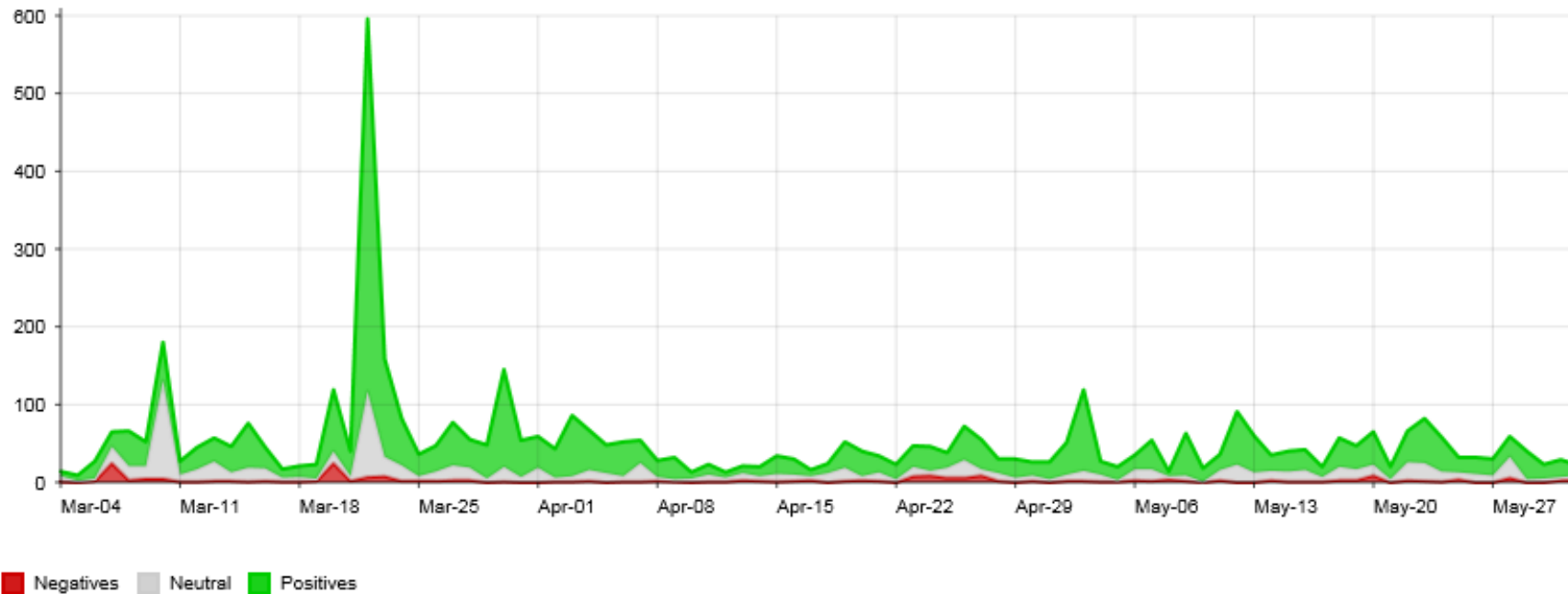


GPs Mentions

Positive mentions peaked at 479 on 22 March. It was as low as 6 on 4 March. Negative mentions peaked at 25 on 7 March. It was as low as 0 on 5 March.



Sentiment Mentions each day



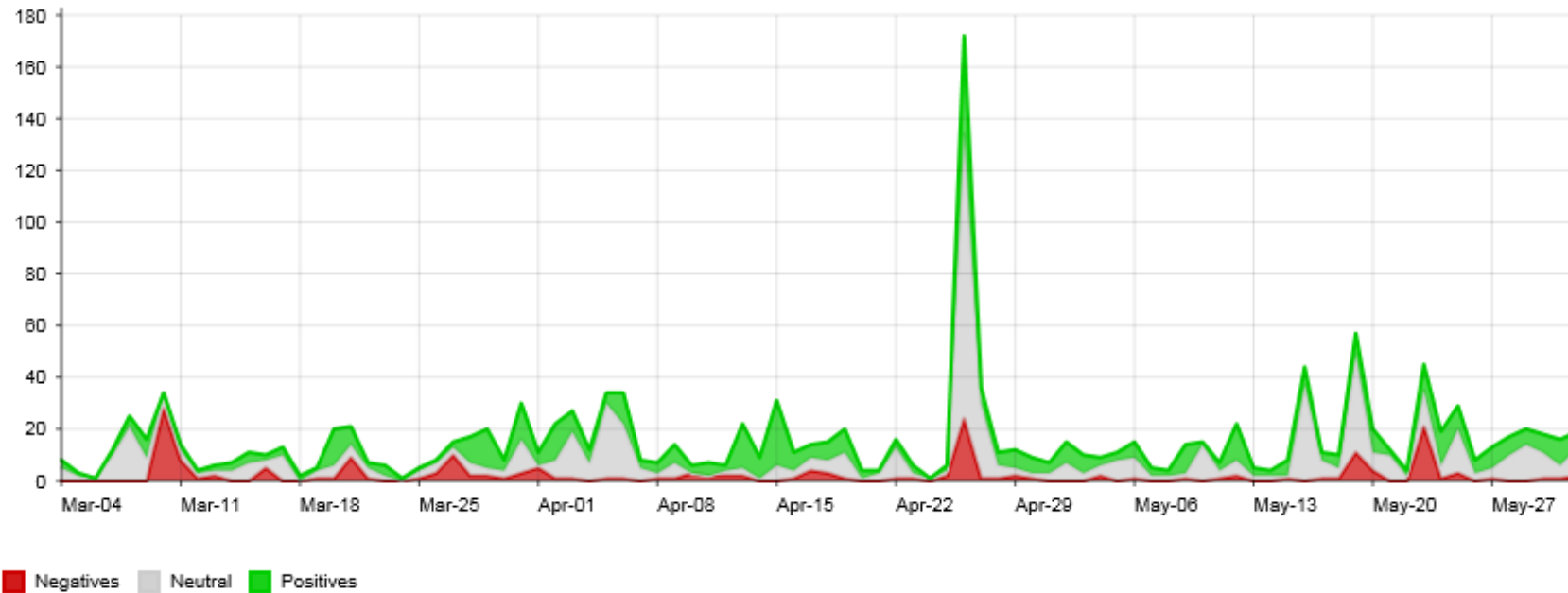
Hospital Mentions

Positive mentions peaked at 38 on 26 April. It was as low as 0 on 6 March.
Negative mentions peaked at 28 on 10 March. It was as low as 0 on 4 March.

Emotions



Sentiment Mentions each day

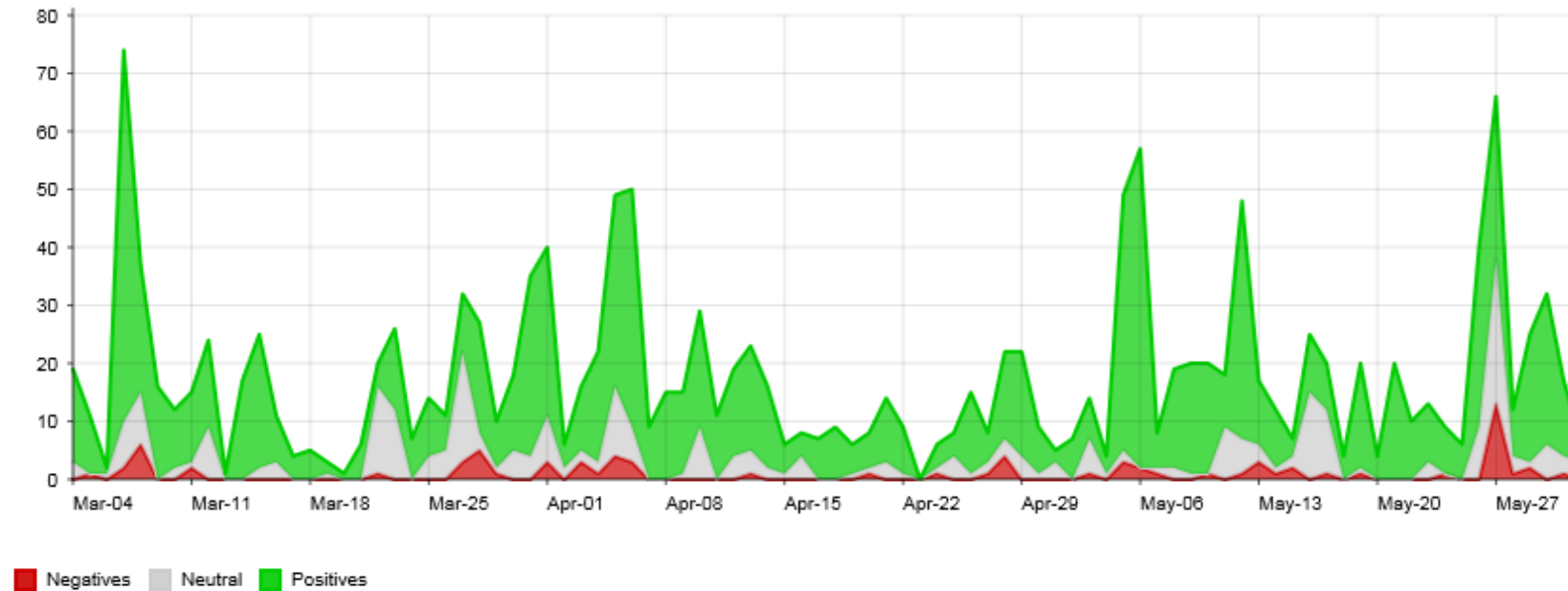


Nurses and nursing Mentions

Positive mentions peaked at 64 on 7 March. It was as low as 0 on 23 April.
Negative mentions peaked at 13 on 27 March. It was as low as 0 on 4 March.

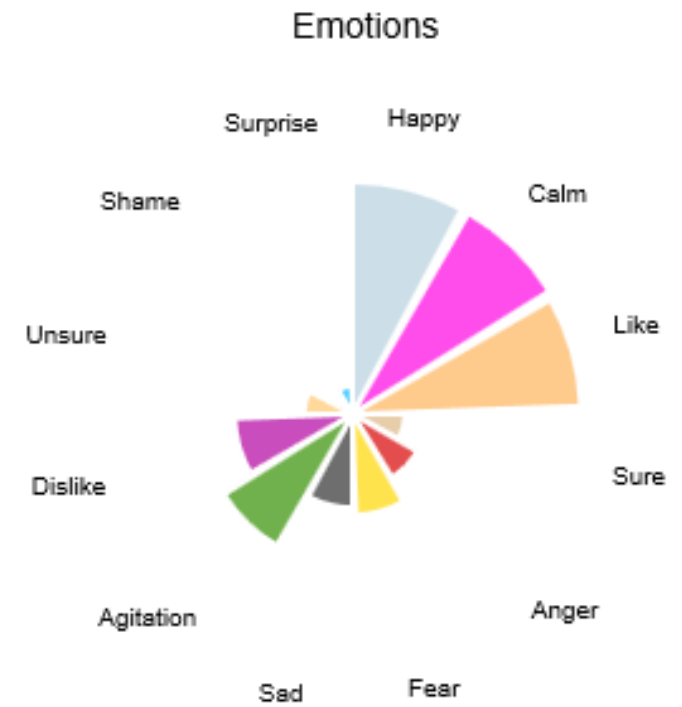


Sentiment Mentions each day

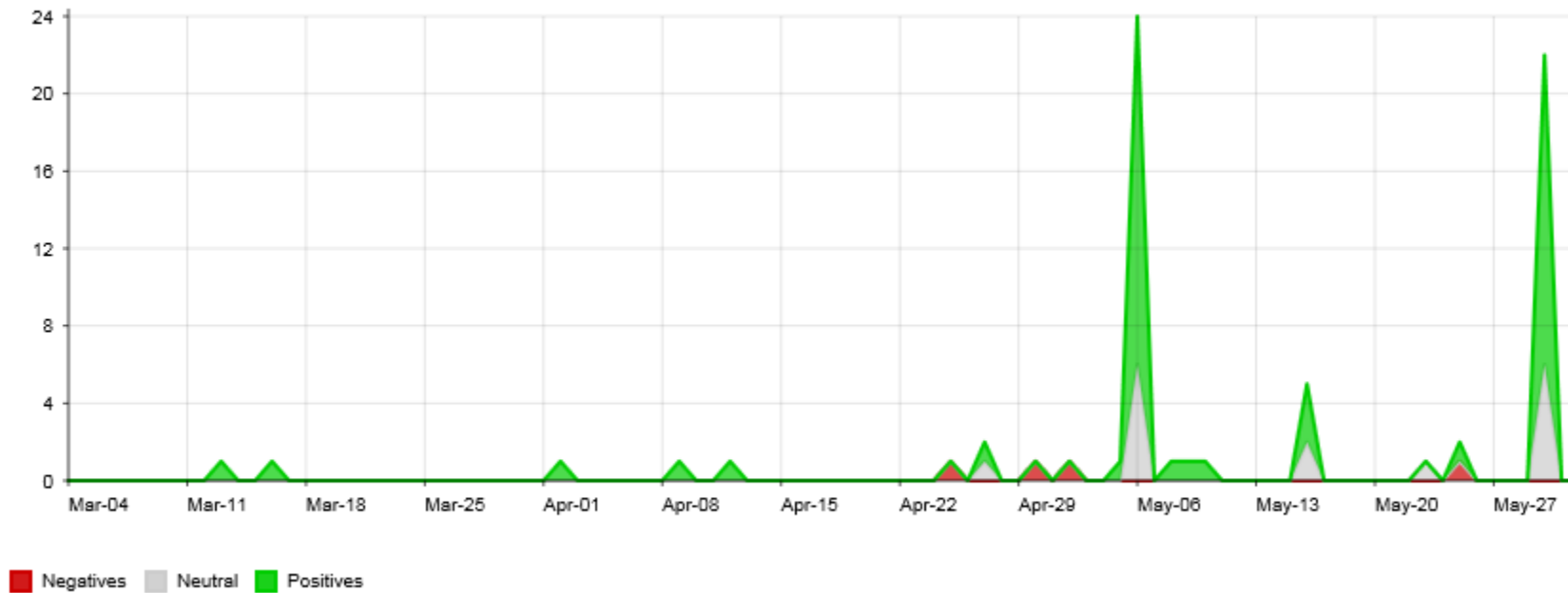


Opticians Mentions

Positive mentions peaked at 18 on 6 May. It was as low as 0 on 4 May.
Negative mentions peaked at 1 on 25 April. It was as low as 0 on 4 March.



Sentiment Mentions each day

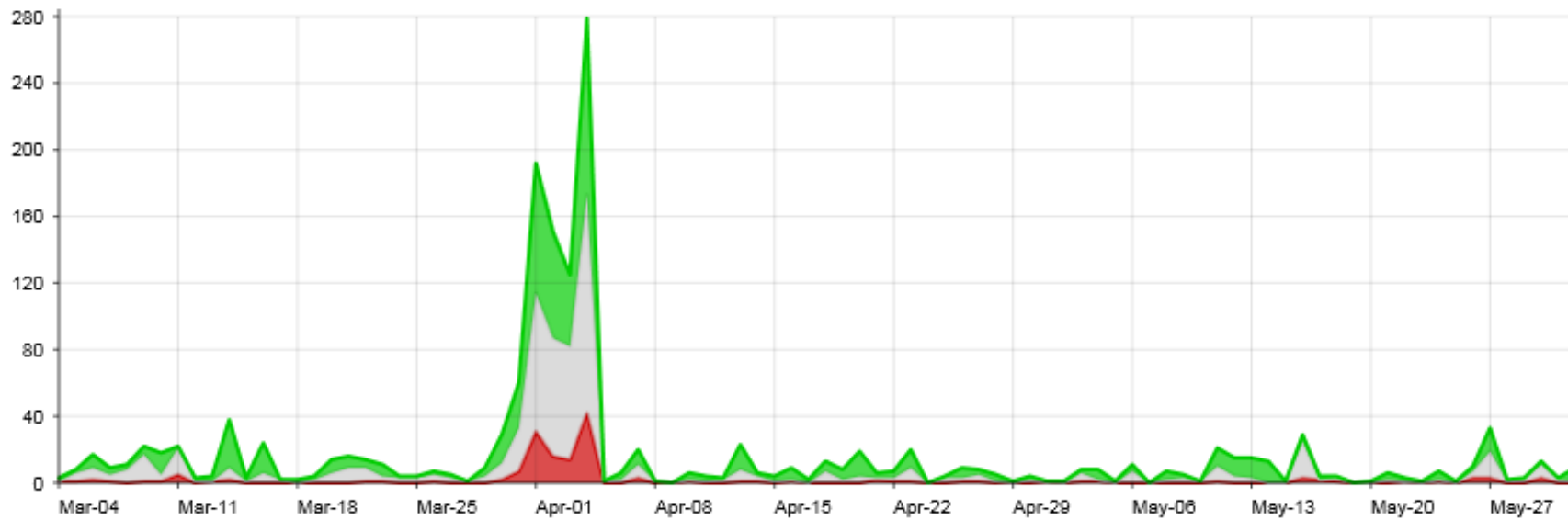


Pharmacy Mentions

Positive mentions peaked at 106 on 4 April. It was as low as 0 on 17 March.
Negative mentions peaked at 42 on 4 April. It was as low as 0 on 8 March.



Sentiment Mentions each day



■ Negatives ■ Neutral ■ Positives

Summary of key data

Key figures	Previous quarter	This quarter
Contacts via information and signposting service	18 in total (phone (14), emails (3) and letter (1))	19 in total (phone (15), emails (2) and letter (2))
Health and social care survey- young people		177
Priorities for 2016–17 public survey		24
What is Healthwatch Newcastle stakeholder survey?		80
Ambulance CQC inspection survey		80
Community outreach stalls	17	18
Press articles	7	18
Number of active volunteers	37	27