

Healthwatch Board meeting
12 December 2016
Trend analysis - paper 1
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 from 1 September to 30 November 2016.

The top three themes that people commented on during this period were access to services, staff, and treatment and care. Within access to services, 53% of comments on waiting times were negative. However, people's experience of treatment and care within this period were very positive (90%).

A summary of key Healthwatch data is also included, covering 1 July to 30 September 2016.

Snapshot (September 2016-November 2016)

Reviews

66

reviews this period

Total reviews

430

(Since September

2014)

Services reviewed

26

services reviewed this period

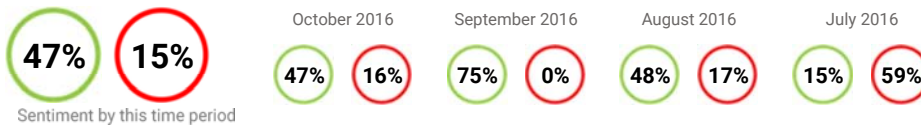
Total Services reviewed

73

(Since September

2014)

Sentiment



Average Healthwatch rating



Average rating for September 2016-November 2016 (3.1667)

Average individual Healthwatch ratings

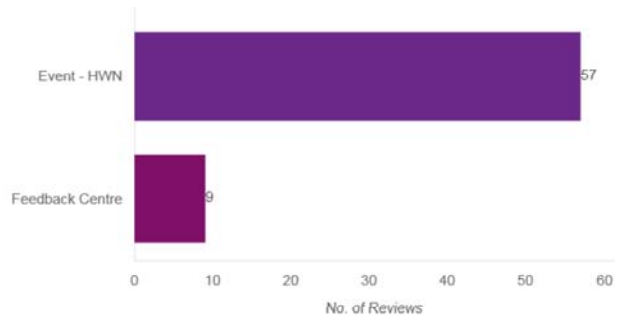


Overall average (2.9279)

Average individual Healthwatch ratings

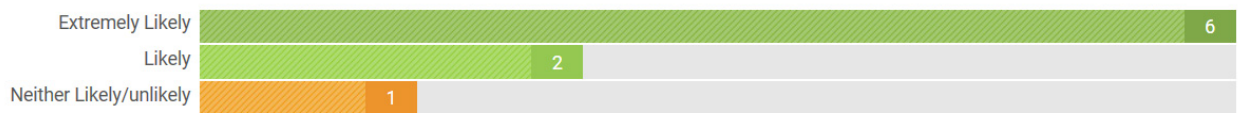
Cleanliness	★★★★★
Food and drink	★★★★☆
Having a say in my care	★★★★☆
Quality of care	★★★★★
Staff attitude	★★★★☆
Staffing levels	★★★★☆

Source

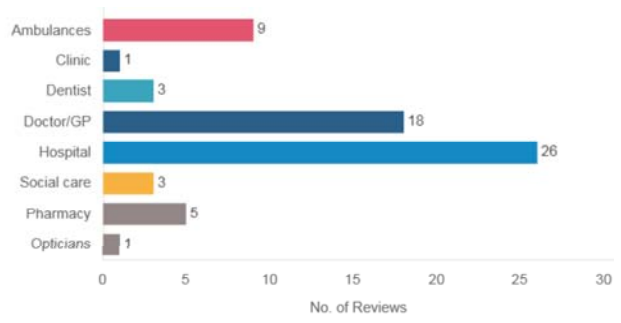


Source name	Total Reviews	Average Rating	Positive	Negative	Neutral
Event - HWN	57	★★★★☆	40%	18%	42%
Feedback Centre	9	★★★★☆	89%	0%	11%

Friends and Family

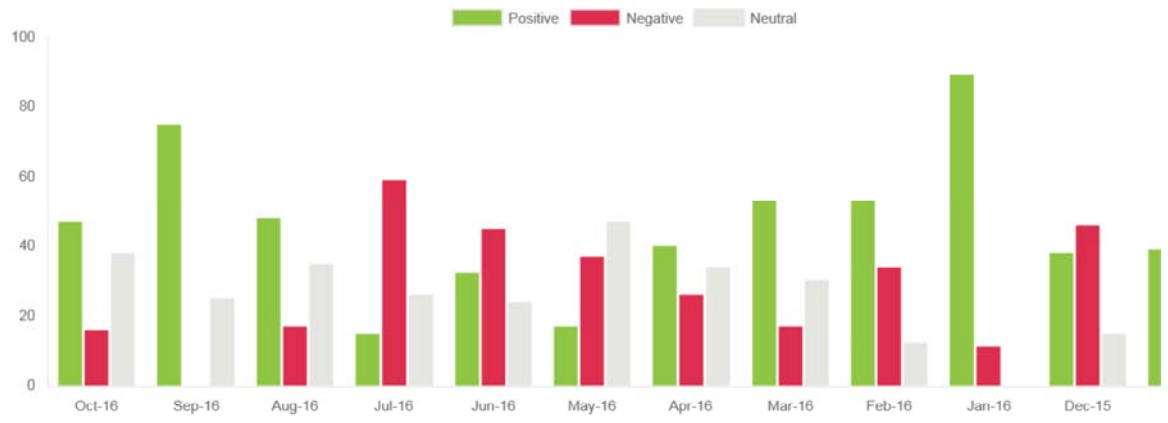


Service Type

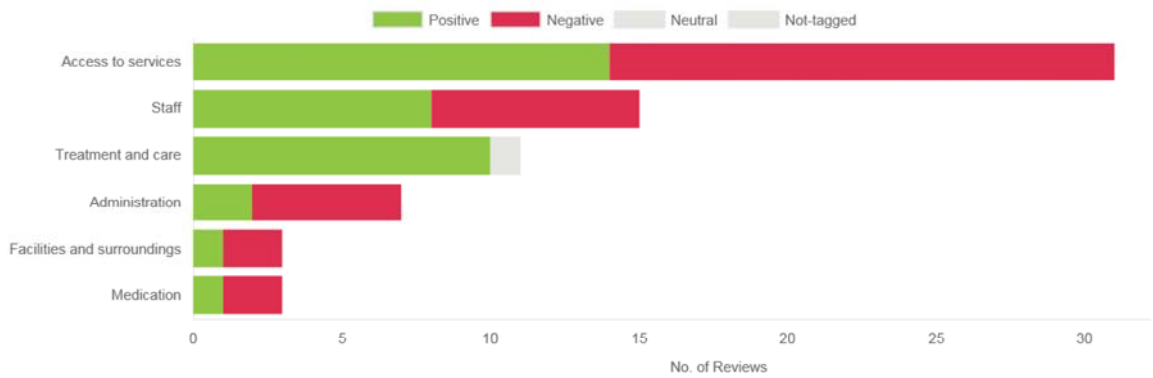


Service Type	Total Reviews	Average Rating	Positive	Negative	Neutral
Hospital	26	★★★★☆	38%	19%	42%
Doctor/GP	18	★★★★☆	44%	6%	50%
Ambulances	9	★★★★☆	44%	44%	11%
Pharmacy	5	★★★★☆	60%	0%	40%
Social care	3	★★★★☆	100%	0%	0%
Dentist	3	★★★★☆	67%	0%	33%
Opticians	1	★★★★★	0%	0%	100%
Clinic	1	★★★★☆	100%	0%	0%

Sentiment Tracker



Themes Tagging



Search:

Theme name	Reviews	Positive	Negative	Neutral	
Access to services	31	45%	55%	0	Sub-Themes >
Information and advice		4	75%	25%	0%
Patient choice		2	0%	100%	0%
Suitability of provider		3	33%	67%	0%
Waiting times		19	47%	53%	0%
Community services		1	0%	100%	0%
Hospital services		2	50%	50%	0%
Staff	15	53%	47%	0	Sub-Themes >
Attitudes		9	67%	33%	0%
Capacity		2	0%	100%	0%
Suitability		4	50%	50%	0%
Treatment and care	11	91%	0	9%	Sub-Themes >
Experience		10	90%	0%	10%
Quality		1	100%	0%	0%
Administration	7	29%	71%	0	Sub-Themes >
Appointment availability		3	67%	33%	0%
Booking appointments		2	0%	100%	0%
Medical records		2	0%	100%	0%

<p>Medication</p> <p>Medicines management</p> <p>Pharmacy repeat prescriptions</p>	3	33%	67%	0	Sub-Themes >
	2	0%	100%	0%	
	1	100%	0%	0%	
<p>Facilities and surroundings</p> <p>Car parking</p> <p>Equipment</p> <p>Nutrition and hydration</p>	3	33%	67%	0	Sub-Themes >
	1	0%	100%	0%	
	1	100%	0%	0%	
	1	0%	100%	0%	
<p>Dignity and respect</p> <p>Privacy</p> <p>Stigma</p>	2	50%	50%	0	Sub-Themes >
	1	0%	100%	0%	
	1	100%	0%	0%	
<p>Communication</p> <p>Lack of</p> <p>General</p>	2	0%	100%	0	Sub-Themes >
	1	0%	100%	0%	
	1	0%	100%	0%	
<p>Safeguarding/abuse</p> <p>Adult</p>	1	0%	100%	0	Sub-Themes >
	1	0%	100%	0%	
<p>Diagnosis/assessment</p> <p>General</p>	1	100%	0%	0	Sub-Themes >
	1	100%	0%	0%	

Summary of key data: 1 July to 30 September 2016

Key figures	Previous quarter	This quarter
Contacts via information and signposting service	16 in total [phone (13), emails (3)]	21 in total [phone (19), emails (2)]
What is Healthwatch Newcastle stakeholder survey?	12	n/a
'Keeping my smile' leaflet - give us your feedback	3	n/a
Care Quality Commission inspection - NTW NHS Foundation Trust	42	n/a
SEND poll issues	22	n/a
Care home surveys	n/a	154
Care home visits	n/a	3
'What does urgent care mean to you' surveys	n/a	133
Health access surveys - Young Healthwatch	n/a	299
Community outreach stalls	12	10
Press articles	14	3
Number of active volunteers	25	25