

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 March 2018 to 21 February 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 (92% positive).

In the staff theme, the overwhelming majority of comments related to staff attitudes and the majority were positive (82%).

Most of the reviews relating to access to services were around waiting times (62% negative).

Selection of review comments

The practice is a brilliant organisation. Their Year of Care system, giving a full health check, is proving that 'prevention is better than cure'. An example of picking up a problem early via the Year of Care has identified a problem with my wife that left unknown could have had a serious outcome.

Walker Medical Group

Apparent communication problems between Practice and Pharmacy (next door). Complete blister packs for dementia patient not produced in timely nature, with additional tablets not incorporated into blisters one month since prescribed. Late delivery of blister packs by adjacent Pharmacy - twice in a year. Prolonged waiting time in surgery before appointments.

Prospect Medical Group

Waited 20 minutes in a phone queue only to be told that they do not give appointments to people with colds/flu. I explained it is on my chest and I have had it for 2 weeks and, after several pharmacy visits I still cannot shift it. Still no appointment.

Thornfield Medical Group

Doctors very understanding and transparent with information. No problems getting an appointment.

The Grove Medical Group

RVI generally good with caring staff.

Royal Victoria Infirmary

Great staff who explained things well and put me at ease.
Royal Victoria Infirmary

My son needed treatment, the staff were great. Really explained the treatment.
Royal Victoria Infirmary

Outpatients service is great really friendly and professional staff.
Freeman Hospital

Long wait but service was good.
Westgate Walk in Centre

Unhappy with support and care of mother in care home and attitude of Social Services.
Adult social care, Newcastle City Council

More leniencies on rules about Patient Transport. Many people Scotswood are on low income and are elderly and regular trips to the hospital can be expensive.
North East Ambulance Service NHS Foundation Trust

I've been treated here several times now. I've been met with very friendly staff, doctors and nurses. Everything explained to me and everything happened online. It's great when everyone is so friendly and caring. Thank you.
New Croft Centre

Access to feedback centre data

Just to remind Committee members that you can access the informatics section of the feedback centre if you would like to look at information in more detail (you have read only access). If you would like some support in accessing informatics please let us know.

Snapshot

Reviews

241

reviews for
March 2018-
February 2019

Total Reviews

901

(Since July 1905)

Services

73

services
reviewed this
period

Total Services
reviewed

117

(Since July 1905)

Sentiment for March 2018-February 2019

Positive

Negative

Neutral

56%

27%

17%

■ Negative
 ■ Positive
 ■ Neutral



Positive Words



Negative Words



Average Rating

Average rating for March 2018-February 2019
(3.58333333333333)



Overall average (3.19111111111111)



Average Individual Ratings

Cleanliness ★★★★★

Food and drink ★★★★☆

Having a say in my care ★★★★☆

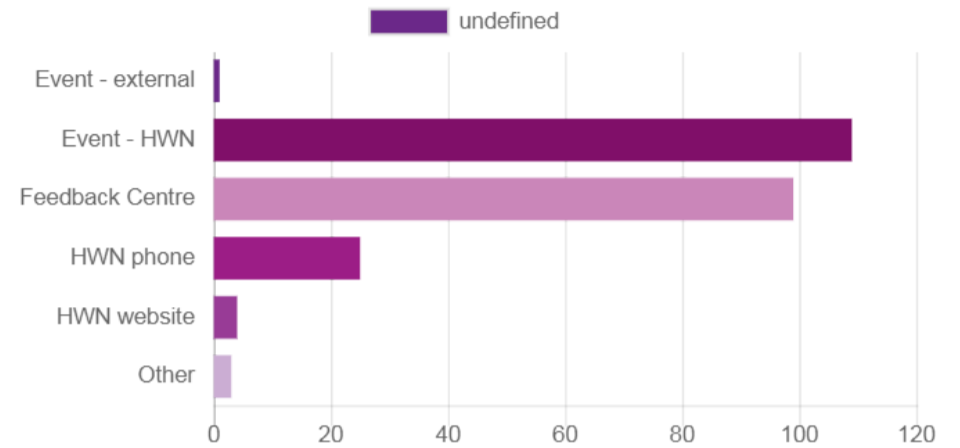
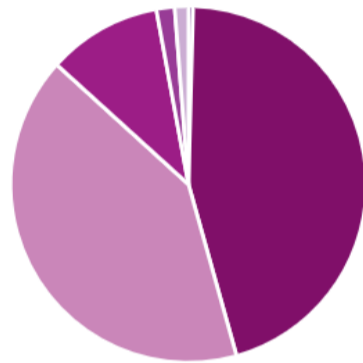
Quality of care ★★★★★

Staff attitude ★★★★★

Staffing levels ★★★★★

Sources

Event - external Event - HWN Feedback Centre
 HWN phone HWN website Other

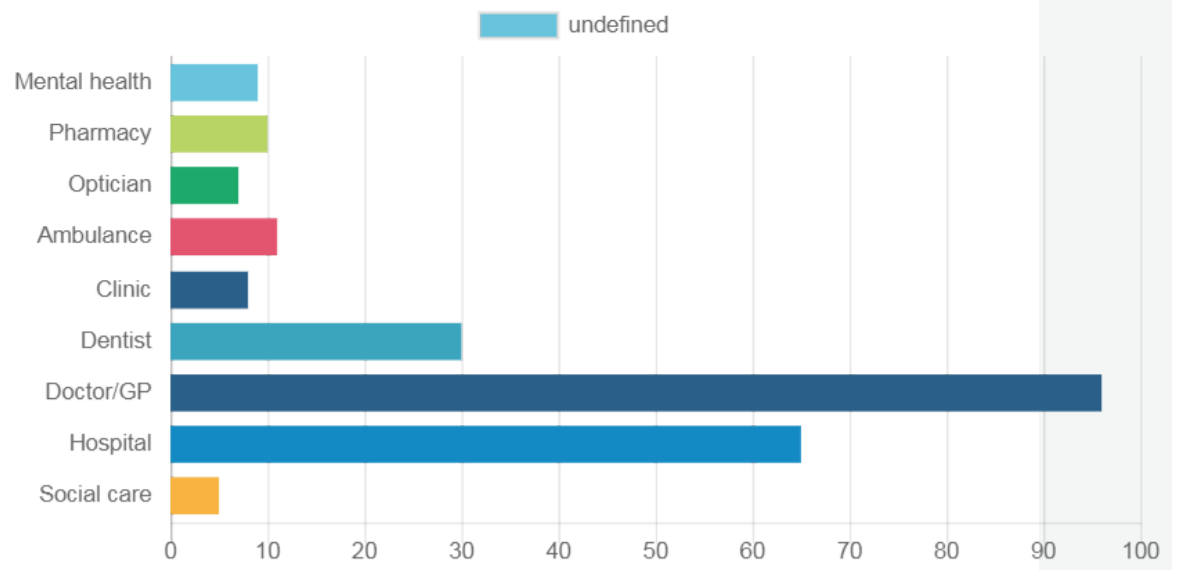


>	Source	Count	Rating	Positive	Negative	Neutral
+	Event - external	1	★★★★★	100%	0%	0%
+	Event - HWN	109	★★★★★	64%	17%	18%
+	Feedback Centre	99	★★★★★	64%	22%	14%
+	HWN phone	25	★★★☆☆	4%	80%	16%
+	HWN website	4	★★☆☆☆	0%	75%	25%
+	Other	3	★★★☆☆	0%	67%	33%

Categories

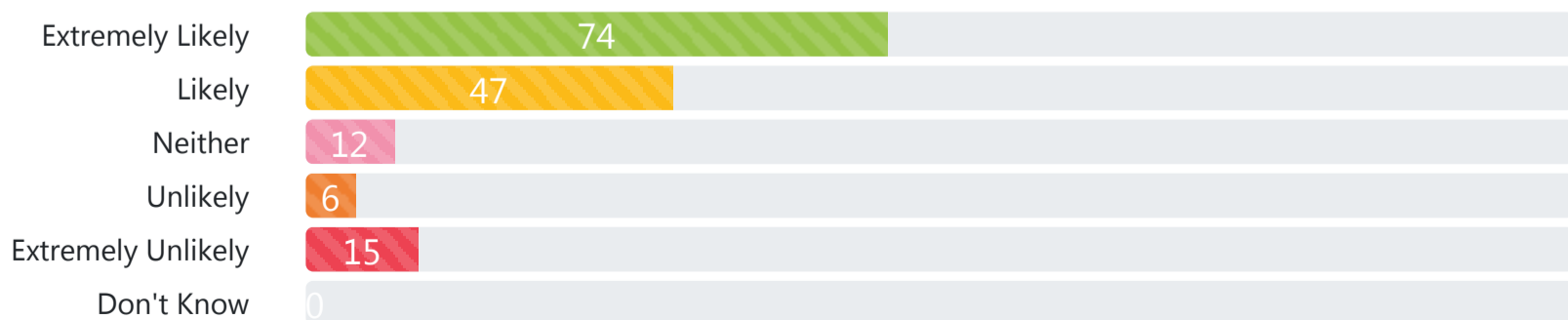
Mental health Pharmacy Optician
 Ambulance Clinic Dentist Doctor/GP
 Hospital Social care





>	Category	Count	Rating	Positive	Negative	Neutral	Subcategories
+	Mental health	9	★ ★ ★ ☆ ☆	22%	44%	33%	
+	Pharmacy	10	★ ★ ★ ☆ ☆	50%	30%	20%	
+	Optician	7	★ ★ ★ ★ ☆	57%	0%	43%	
+	Ambulance	11	★ ★ ★ ☆ ☆	55%	36%	9%	
+	Clinic	8	★ ★ ★ ★ ☆	75%	25%	0%	
+	Dentist	30	★ ★ ★ ★ ☆	73%	13%	13%	
+	Doctor/GP	96	★ ★ ★ ☆ ☆	52%	33%	15%	
+	Hospital	65	★ ★ ★ ★ ☆	62%	18%	20%	
+	Social care	5	★ ★ ☆ ☆ ☆	0%	100%	0%	

FFT



Sentiment

Sentiment for the last 12 months

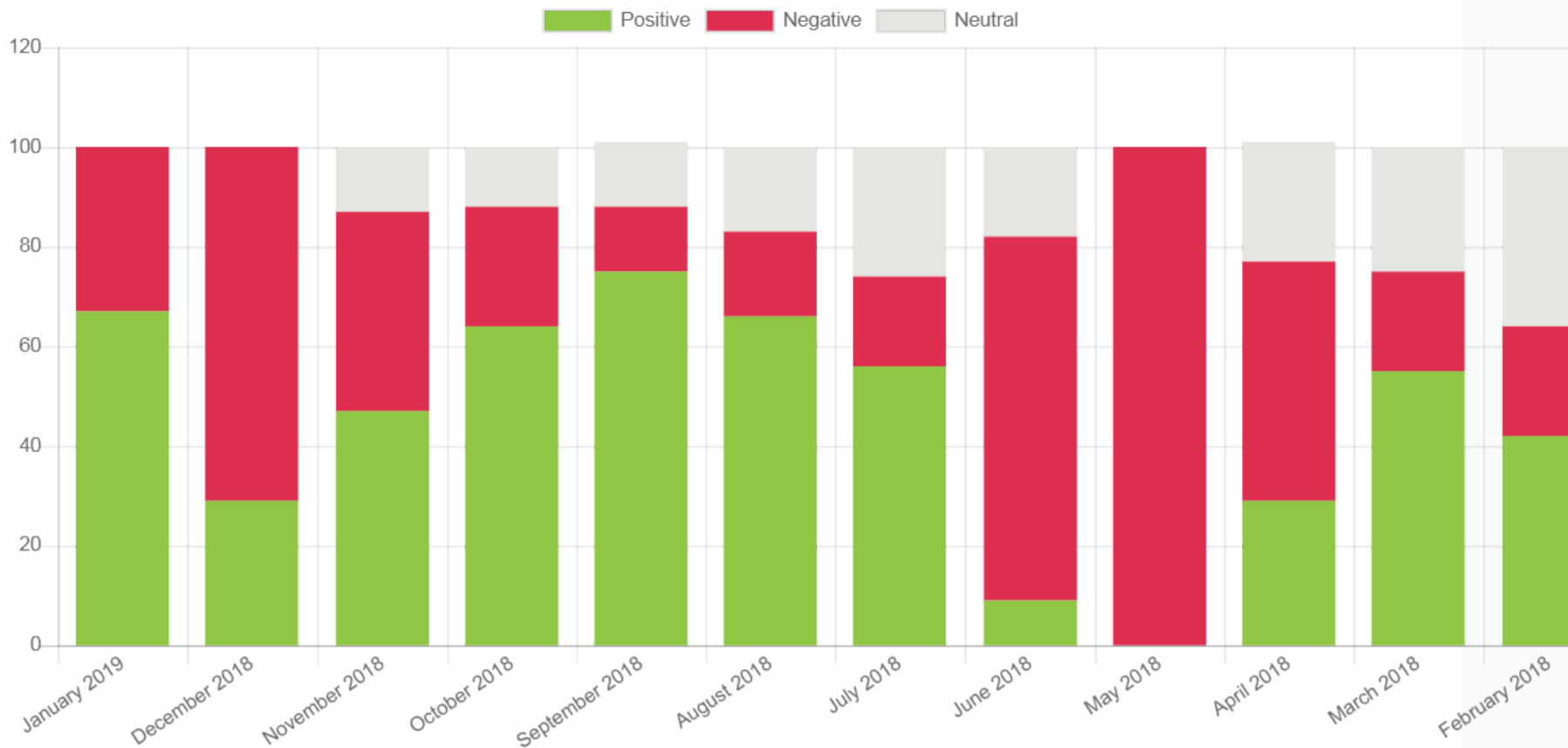










Chart missing - technical issues

>	Theme	Count	Positive	Negative	Neutral	Subthemes
+	Access to services	89	36%	60%	4%	Sub-Themes >
	Information and advice	15	73%	27%	0%	
	Patient choice	5	20%	80%	0%	
	Waiting times	45	36%	62%	2%	
	GPs	1	0%	100%	0%	
+	Administration	33	42%	58%	0%	Sub-Themes >
	Appointment availability	20	50%	50%	0%	
	Booking appointments	10	30%	70%	0%	
	General	2	50%	50%	0%	
+	Communication	8	13%	88%	0%	Sub-Themes >
	Lack of	2	0%	100%	0%	
	General	3	33%	67%	0%	
+	Complaints	2	0%	100%	0%	
+	Diagnosis/assessment	1	0%	100%	0%	Sub-Themes >
	Lack of	1	0%	100%	0%	
+	Dignity and respect	5	0%	100%	0%	Sub-Themes >
	Confidentiality	1	0%	100%	0%	
	Stigma	2	0%	100%	0%	

>	Theme	Count	Positive	Negative	Neutral	Subthemes
	Discharge	2	0%	100%	0%	Sub-Themes >
	Preparation	1	0%	100%	0%	
	General	1	0%	100%	0%	
	Facilities and surroundings	14	64%	36%	0%	Sub-Themes >
	Buildings and infrastructure	2	100%	0%	0%	
	Cleanliness (environment)	6	67%	33%	0%	
	Equipment	3	33%	67%	0%	
	Nutrition and hydration	1	100%	0%	0%	
	General	2	50%	50%	0%	
	Finance	1	100%	0%	0%	Sub-Themes >
	Transparency of fees	1	100%	0%	0%	
	Medication	3	0%	100%	0%	Sub-Themes >
	Medicines management	2	0%	100%	0%	
	Availability	1	0%	100%	0%	
	Transport	1	0%	100%	0%	Sub-Themes >
	Patient Transport Service	1	0%	100%	0%	
	Referrals	2	50%	50%	0%	Sub-Themes >
	Waiting times	1	100%	0%	0%	
	Staff	119	77%	18%	4%	Sub-Themes >
	Attitudes	103	82%	16%	3%	
	Staffing levels	4	25%	50%	25%	
	Suitability	4	75%	0%	25%	
	Training & development	5	80%	20%	0%	
	Treatment and care	123	86%	14%	0%	Sub-Themes >
	Effectiveness	4	75%	25%	0%	
	Experience	85	92%	8%	0%	
	Quality	15	93%	7%	0%	
	Safety of care/treatment	1	0%	100%	0%	
	Treatment explanation	7	100%	0%	0%	