

Healthwatch Committee meeting
11 September 2017
Trend analysis - paper 3
Presented by: Steph Edusei

Members of the Committee 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 2016 to 31 August 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: most comments in this area related to waiting times, of which 55% were negative.

In contrast, experience of treatment and care within this period was mainly positive (76%). Most comments on staff related to staff attitudes and the majority were mainly positive (74% against 26%).

The majority comments over this 12 month period relate to hospitals (68 comments), GPs and ambulance services. Most hospital comments are about the RVI, with a sentiment analysis of 27% positive, 26% negative and 34% neutral. Ambulance services comments were 33% positive and 44% neutral, and 22% were negative.

Snapshot (September 2016-August 2017)

Reviews

156

reviews this period

Total reviews

536

(Since September

2014)

Services reviewed

44

services reviewed this period

Total Services reviewed

87

(Since September

2014)

Sentiment



Average Healthwatch rating



Average rating for September 2016-August 2017 (3.1731)

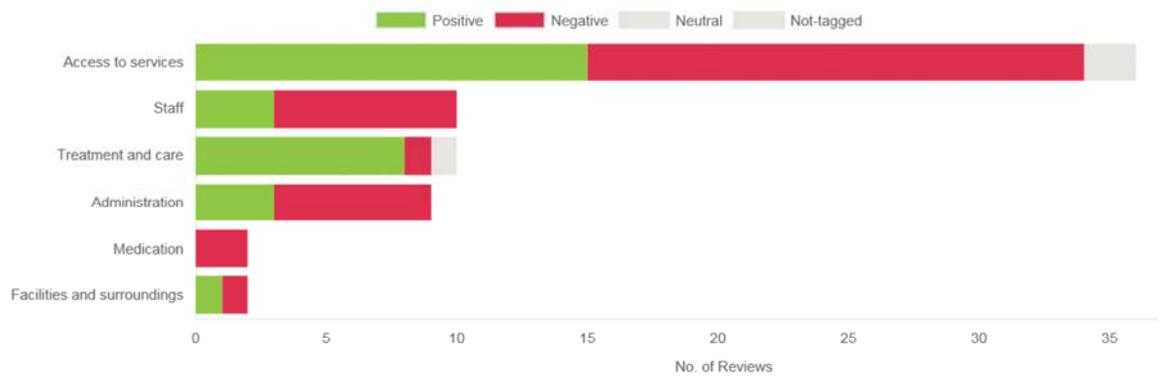


Overall average (2.9720)

Average individual Healthwatch ratings

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

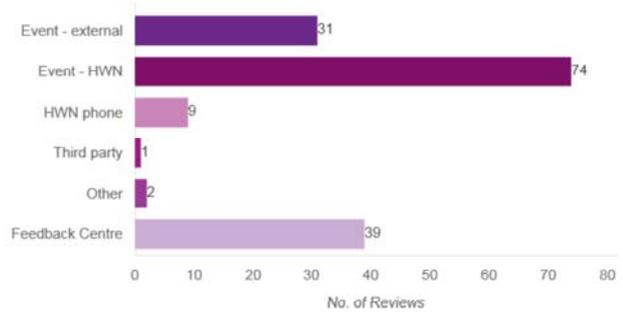
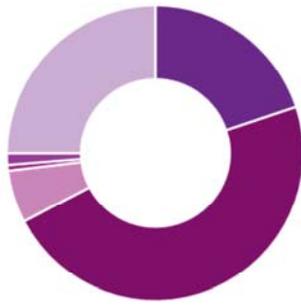
Themes Tagging



Theme name	Reviews	Positive	Negative	Neutral	Not Tagged		
Access to services	36	42%	53%	6%	0%	Sub-Themes >	
Information and advice			4	50%	25%	25%	0%
Lack of			1	0%	0%	100%	0%
Patient choice			2	0%	100%	0%	0%
Suitability of provider			4	50%	50%	0%	0%
Waiting times			22	45%	55%	0%	0%
Community services			1	0%	100%	0%	0%
Hospital services			2	50%	50%	0%	0%
Treatment and care	10	80%	10%	10%	0%	Sub-Themes >	
Experience			10	80%	10%	10%	0%
Staff	10	30%	70%	0	0	Sub-Themes >	

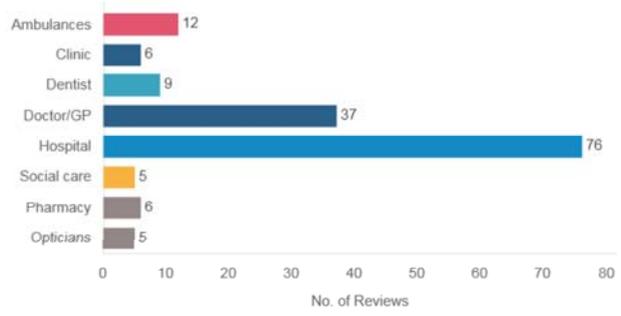
Attitudes		5	40%	60%	0%	0%
Capacity		2	0%	100%	0%	0%
Suitability		3	33%	67%	0%	0%
Administration	9	33%	67%	0	0	Sub-Themes >
Appointment availability		3	67%	33%	0%	0%
Booking appointments		3	0%	100%	0%	0%
Medical records		2	0%	100%	0%	0%
General		1	100%	0%	0%	0%
Dignity and respect	2	50%	50%	0	0	Sub-Themes >
Privacy		1	0%	100%	0%	0%
Stigma		1	100%	0%	0%	0%
Communication	2	0	100%	0	0	Sub-Themes >
Lack of		1	0%	100%	0%	0%
General		1	0%	100%	0%	0%
Medication	2	0	100%	0	0	Sub-Themes >
Medicines management		2	0%	100%	0%	0%
Facilities and surroundings	2	50%	50%	0	0	Sub-Themes >
Car parking		1	0%	100%	0%	0%
Equipment		1	100%	0%	0%	0%
Safeguarding/abuse	1	0	100%	0	0	Sub-Themes >
Adult		1	0%	100%	0%	0%

Source



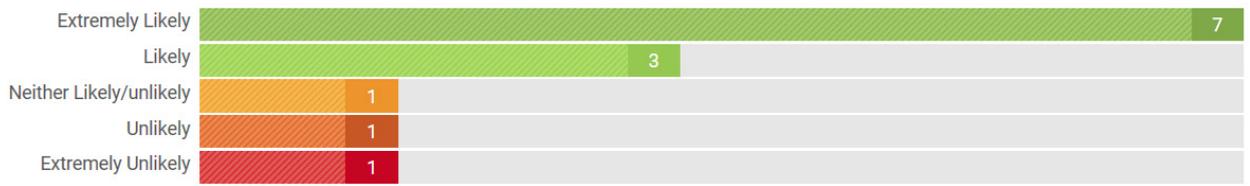
Source name	Total Reviews	Average Rating	Positive	Negative	Neutral
Event - HWN	74	★★★★☆	35%	20%	45%
Feedback Centre	39	★★★★☆	51%	21%	8%
Event - external	31	★★★★☆	45%	23%	32%
HWN phone	9	★★★★☆	22%	33%	44%
Other	2	★★★★☆	0%	0%	100%
Third party	1	★★★★☆	0%	0%	0%

Service Type



Service Type	Total Reviews	Average Rating	Positive	Negative	Neutral	
Hospital	76	★★★★☆	37%	25%	34%	
Doctor/GP	37	★★★★☆	41%	11%	43%	
Ambulances	12	★★★★☆	42%	42%	17%	
Dentist	9	★★★★☆	44%	11%	33%	
Pharmacy	6	★★★★☆	67%	0%	33%	
Clinic	6	★★★★☆	33%	33%	17%	
Opticians	5	★★★★★	40%	0%	40%	
Social care	5	★★★★☆	60%	40%	0%	Sub-Category

Friends and Family



Sentiment Tracker

