

Healthwatch Board meeting
14 March 2016
Trend analysis - paper 4
Presented by: Steph Edusei

Members of the Board are asked to:

1. Note the contents of the report

The figures attached derive from the informatics tool and incorporates data from user reviews and Friends and Family Test ratings on the feedback centre, from November 2015 to February 2016.

A MoodRaker report covering November 2015 to Feb 2016 is also included. MoodRaker is a social media monitoring platform that analyses Twitter and other data sources.

Healthwatch Newcastle snapshot (November 2015-January 2016)

31
reviews this period

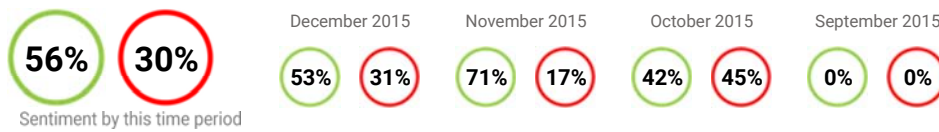
Total reviews
136
(Since October 2015)

Services reviewed

16
services reviewed this period

Total Services reviewed
38
(Since October 2015)

Sentiment



Average Healthwatch rating



Average rating for November 2015-January 2016 (3.6129)



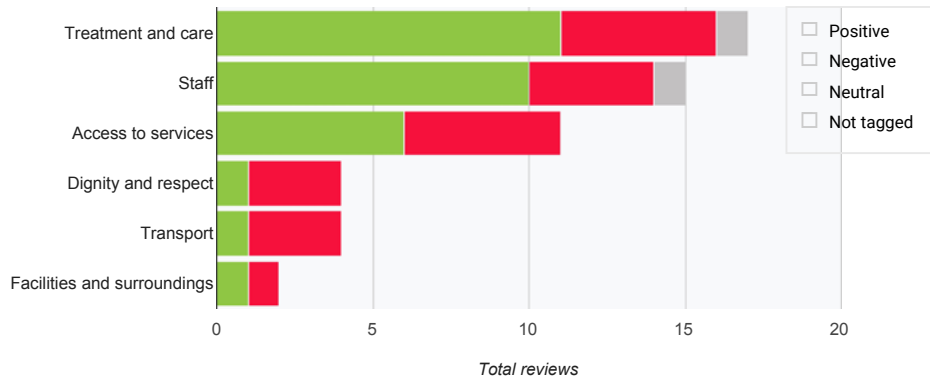
Overall average (3.6129)

Average individual Healthwatch ratings

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

Themes Tagging

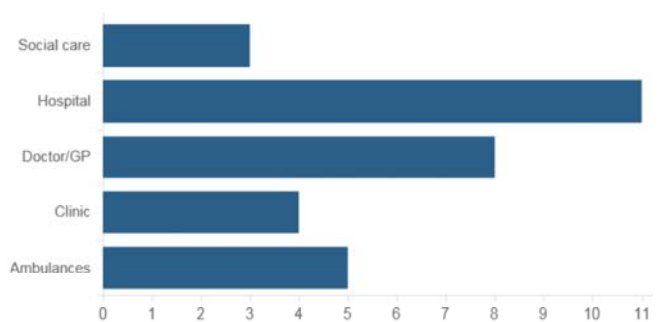
Top 6 themes by number of reviews



Theme name	Reviews ▲	Positive	Negative	Neutral	
● Diagnosis/assessment	1	- 🍌	100% 🍌	- 🍌	
● Care home management	1	100% 🍌	- 🍌	- 🍌	
● Communication	1	- 🍌	100% 🍌	- 🍌	
● Complaints	1	- 🍌	100% 🍌	- 🍌	
● Administration	2	50% 🍌	50% 🍌	- 🍌	
Appointment availability		1	0% 🍌	100% 🍌	0% 🍌
Booking appointments		1	100% 🍌	0% 🍌	0% 🍌
Medical records		1	0% 🍌	100% 🍌	0% 🍌
● Facilities and surroundings	2	50% 🍌	50% 🍌	- 🍌	
Cleanliness (infection control)		1	0% 🍌	100% 🍌	0% 🍌
General		1	100% 🍌	0% 🍌	0% 🍌
● Transport	4	25% 🍌	75% 🍌	- 🍌	
Patient Transport Service		1	0% 🍌	100% 🍌	0% 🍌
NEAS ambulance (emergency)		3	33% 🍌	67% 🍌	0% 🍌
● Dignity and respect	4	25% 🍌	75% 🍌	- 🍌	
Confidentiality		3	33% 🍌	67% 🍌	0% 🍌
Privacy		1	0% 🍌	100% 🍌	0% 🍌
Consent		1	0% 🍌	100% 🍌	0% 🍌

● Access to services	11	55%	45%	-
Convenience/distance to travel	1	100%	0%	0%
Information and advice	1	100%	0%	0%
Lack of	1	0%	100%	0%
Waiting times	7	43%	57%	0%
GPs	1	100%	0%	0%
● Staff	15	67%	27%	7%
Attitudes	12	75%	25%	0%
Capacity	3	33%	33%	33%
Staffing levels	1	0%	100%	0%
● Treatment and care	17	65%	29%	6%
Effectiveness	2	100%	0%	0%
Experience	7	57%	29%	14%
Quality	10	70%	30%	0%
Safety of care/treatment	1	0%	100%	0%
General	1	100%	0%	0%

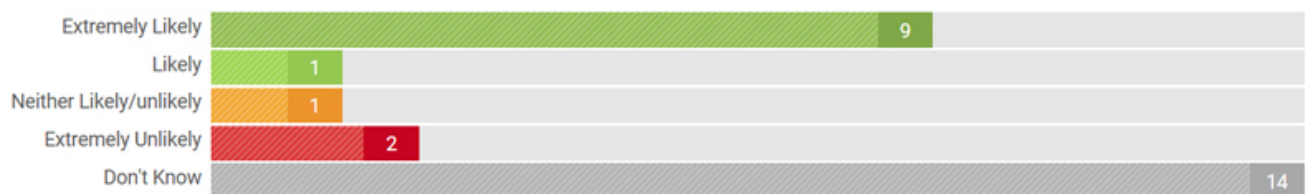
Service Type



Type	Total Reviews ▼	Average Rating	Sentiment	Sub-Category
● Hospital	11	★★★★☆ 11 Review(s)	66% 25%	
● Doctor/GP	8	★★★★☆ 8 Review(s)	48% 37%	
● Ambulances	5	★★★★☆ 5 Review(s)		

● Clinic	4	★★★★☆ 4 Review(s)	44% 48%	42% 19%
● Social care	3	★★★★☆ 3 Review(s)	66%	23%
● Home care	0	☆☆☆☆☆ 0 Reviews	0%	0%
● Residential home	1	★★★★★ 1 Reviews	60%	37%
● Nursing home	1	★★★☆☆ 1 Reviews	92%	0%
● Care home with nursing	1	★★★★★ 1 Reviews	45%	31%

Friends and Family



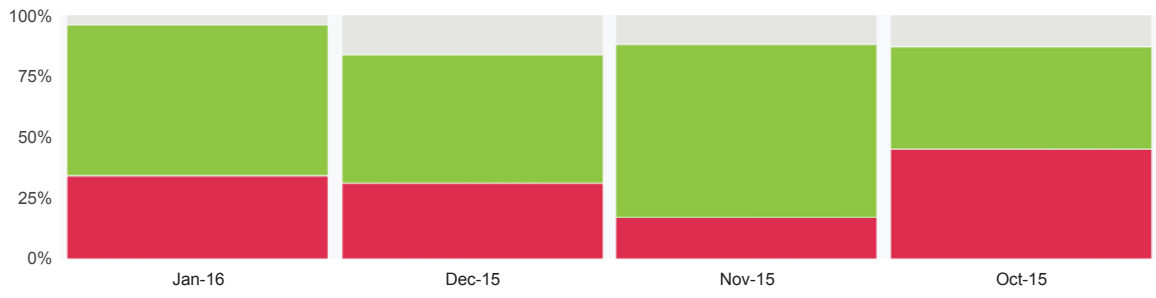
Latest Healthwatch Reviews

Service Experience Watchlist

Sentiment - Positive		Sentiment - Negative	
👁 Campus of Ageing and Vitality	95%	👁 West Road Medical Centre	88%
👁 Briardene Care Home	92%	👁 Holly Medical Group	76%
👁 Saville Medical Group	74%	👁 Freeman Hospital	73%
👁 Denton Turret Medical Centre	74%	👁 Ponteland Road Health Centre	66%
👁 The Grove Medical Group	69%	👁 North East Ambulance Service NHS Foundat...	42%

Top 5 Healthwatch ratings		Bottom 5 Healthwatch ratings	
👁 Bradbury Wing	★★★★★ (Based on 1 Reviews)	👁 Westgate Walk in Centre	☆☆☆☆☆ (Based on 1 Reviews)
👁 Campus of Ageing and Vitality	★★★★★ (Based on 1 Reviews)	👁 Ponteland Road Health Centre	☆☆☆☆☆ (Based on 1 Reviews)
👁 Westerhope Medical Group	★★★★★ (Based on 1 Reviews)	👁 Briardene Care Home	★★★☆☆ (Based on 1 Reviews)
👁 Cranlea Care home	★★★★★ (Based on 1 Reviews)	👁 West Road Medical Centre	★★★☆☆ (Based on 1 Reviews)
👁 Holly Medical Group	★★★★★ (Based on 1 Reviews)	👁 Freeman Hospital	★★★☆☆ (Based on 1 Reviews)

Sentiment and ratings tracker



MoodRaker overview

Report generated at 26 February 2016, covering 90 days from 28 November 2015 to 25 February 2016.

Service	Total documents	Positive documents	Negative documents	Total mentions	Positive mentions	Negative mentions
Ambulance	3824	1194	1311	4324	1375	1201
Care home	2423	1528	126	3020	2145	164
Clinics	2341	990	506	2842	1129	516
Dentists	1204	423	224	1489	604	214
Domiciliary	34	14	1	25	15	1
GPs	77888	42289	8134	80944	43408	6884
Hospitals	4169	614	2268	4634	695	2628
Nurses/nursing	1474	637	59	1878	1269	90
Opticians	21	4	2	8	4	1
Pharmacy	929	207	241	1395	348	129

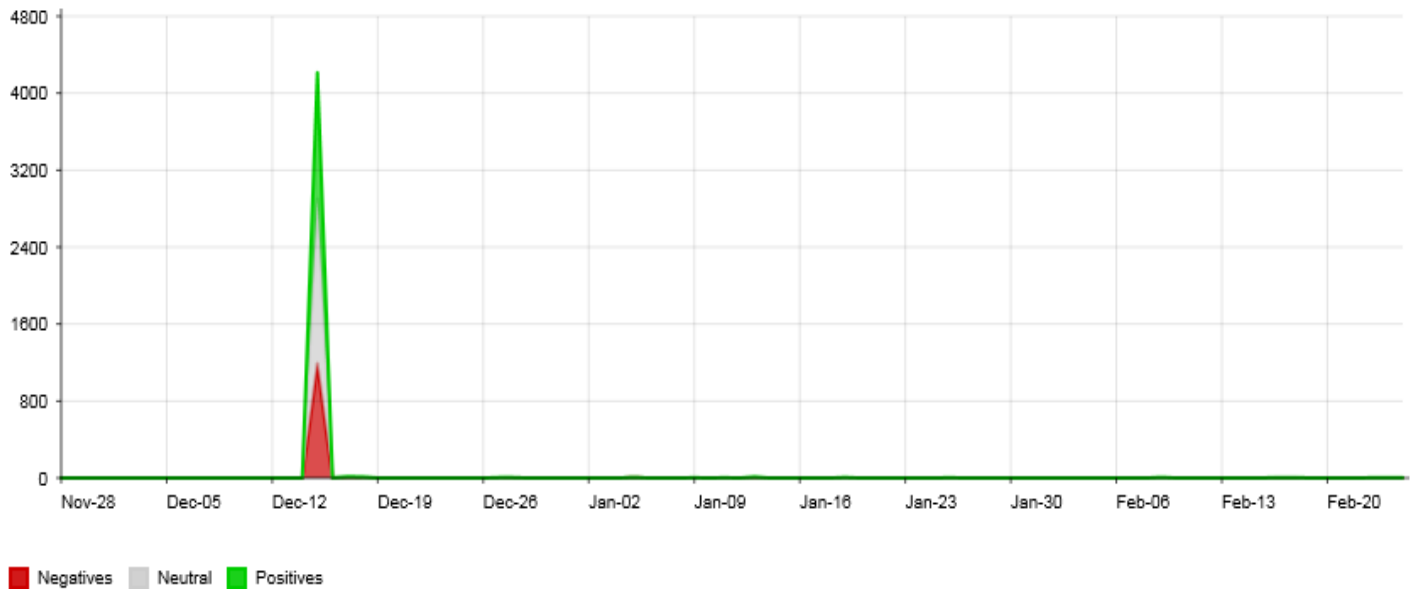
Mentions: Each occurrence of the topic words that wholly occurs within a noun phrase is identified as a specific mention. These are assigned sentiment scores which contribute to the document level sentiment score.

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 seven days.

Ambulance

The chart below shows a stacked area chart showing both the combination of negative, neutral and positive mentions. Positive mentions peaked at 1,314 on 15 December. It was as low as 0 on 28 November. Negative mentions peaked at 1,189 on 15 December. It was as low as 0 on 28 November.

Sentiment Mentions each day



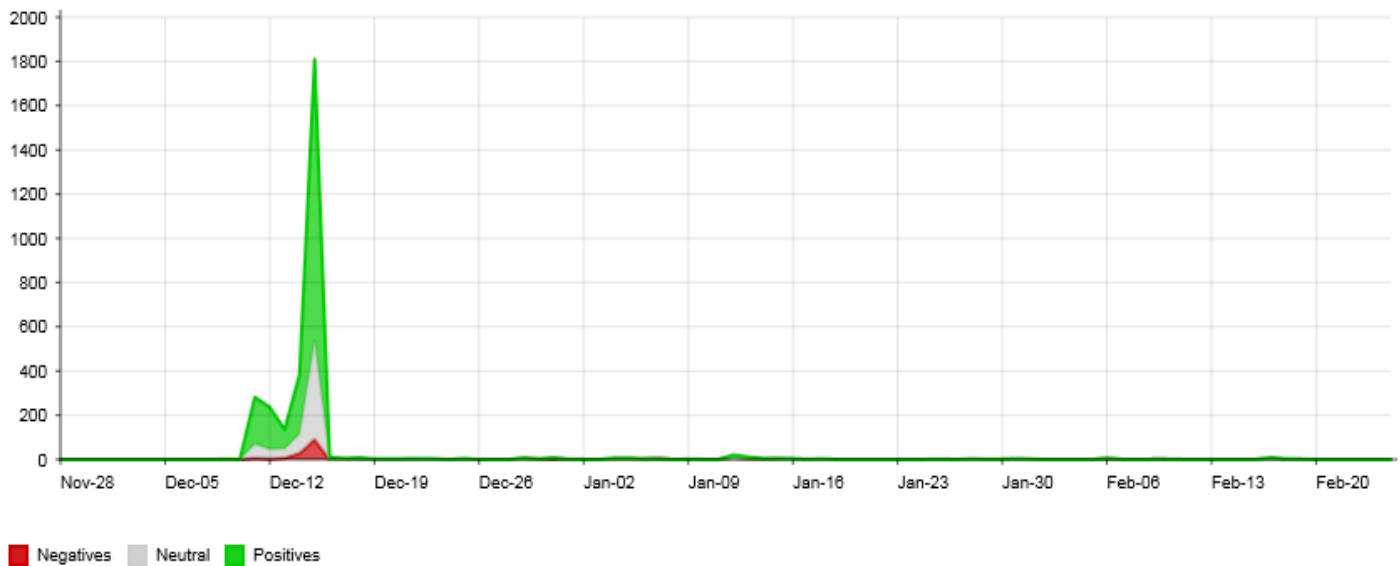
Emotions



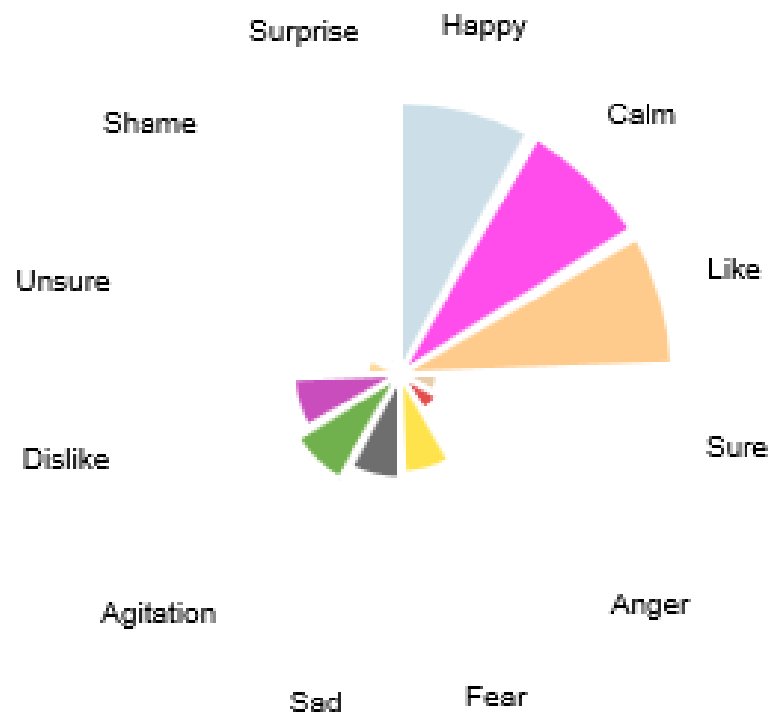
Care homes

The chart below shows a stacked area chart showing both the combination of negative, neutral and positive mentions. Positive mentions peaked at 1,275 on 15 December. It was as low as 0 on 28 November. Negative mentions peaked at 91 on 15 December. It was as low as 0 on 28 November.

Sentiment Mentions each day



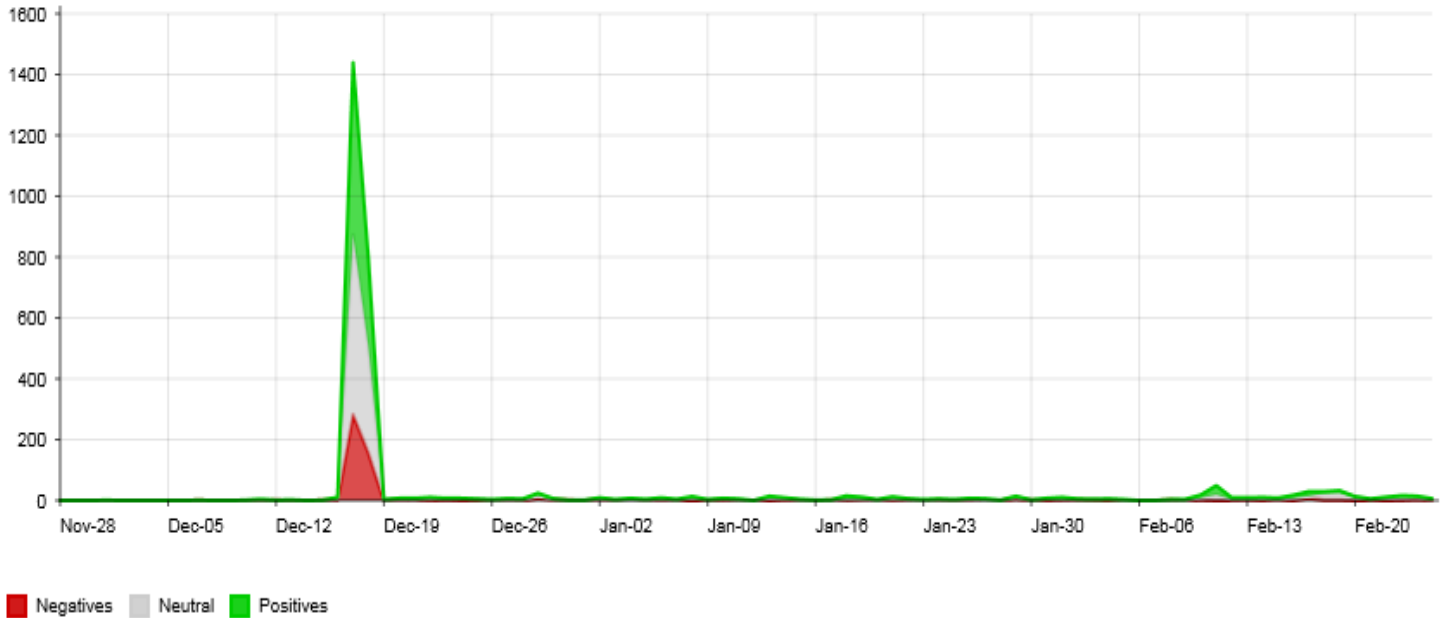
Emotions



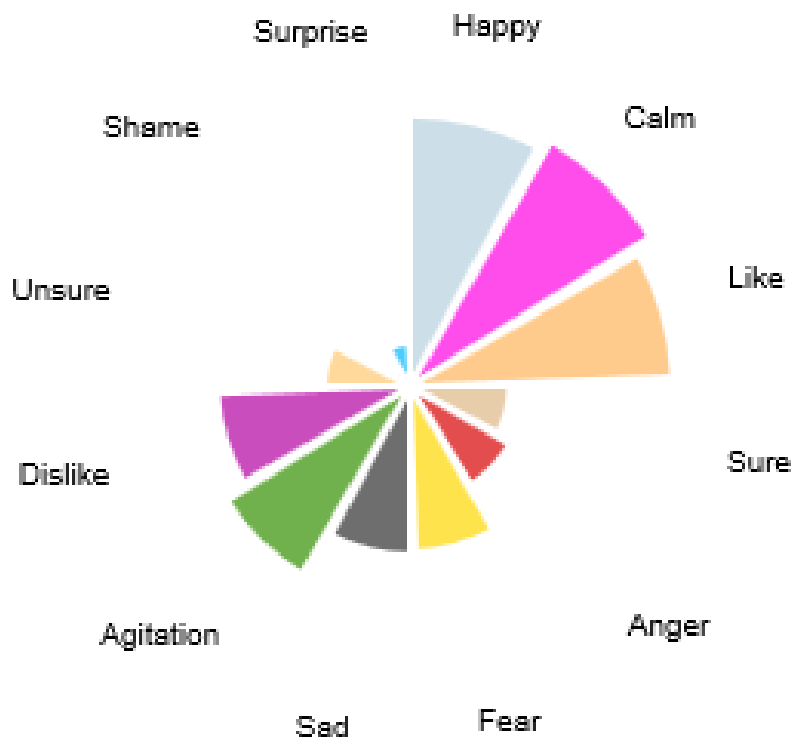
Clinics

The chart below shows a stacked area chart showing both the combination of negative, neutral and positive mentions. Positive mentions peaked at 566 on 17 December. It was as low as 0 on 28 November. Negative mentions peaked at 283 on 17 December. It was as low as 0 on 28 November.

Sentiment Mentions each day



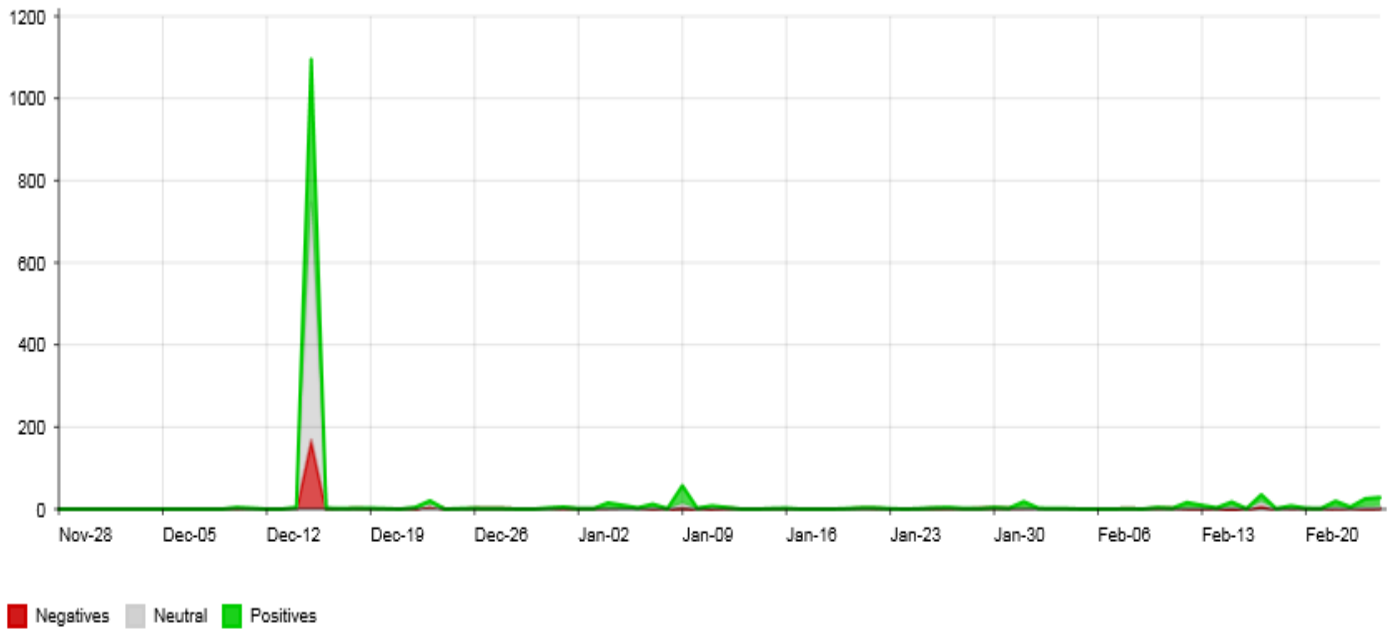
Emotions



Dentists

The chart below shows a stacked area chart showing both the combination of negative, neutral and positive mentions. Positive mentions peaked at 350 on 15 December. It was as low as 0 on 28 November. Negative mentions peaked at 168 on 15 December. It was as low as 0 on 28 November.

Sentiment Mentions each day



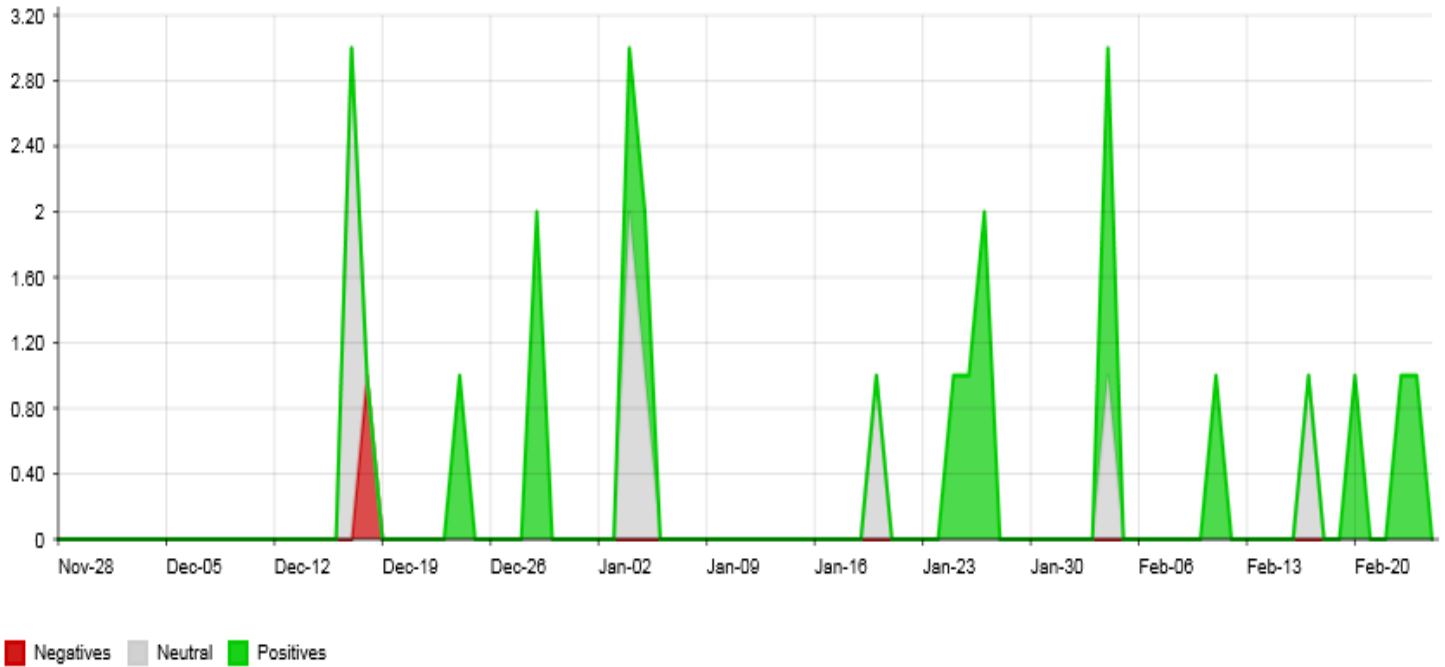
Emotions



Domiciliary (home) care

Positive mentions peaked at 2 on 29 December. It was as low as 0 on 28 November. Negative mentions peaked at 1 on 18 December. It was as low as 0 on 28 November.

Sentiment Mentions each day



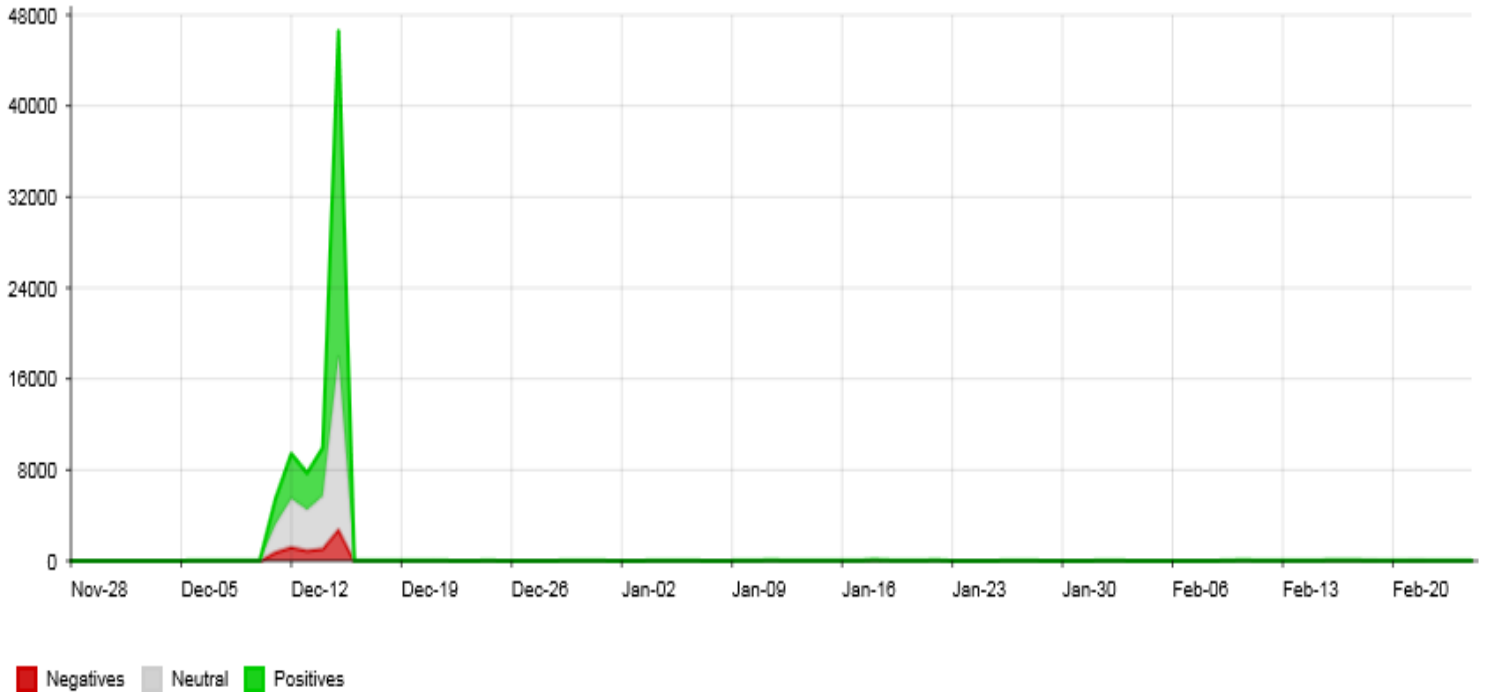
Emotions



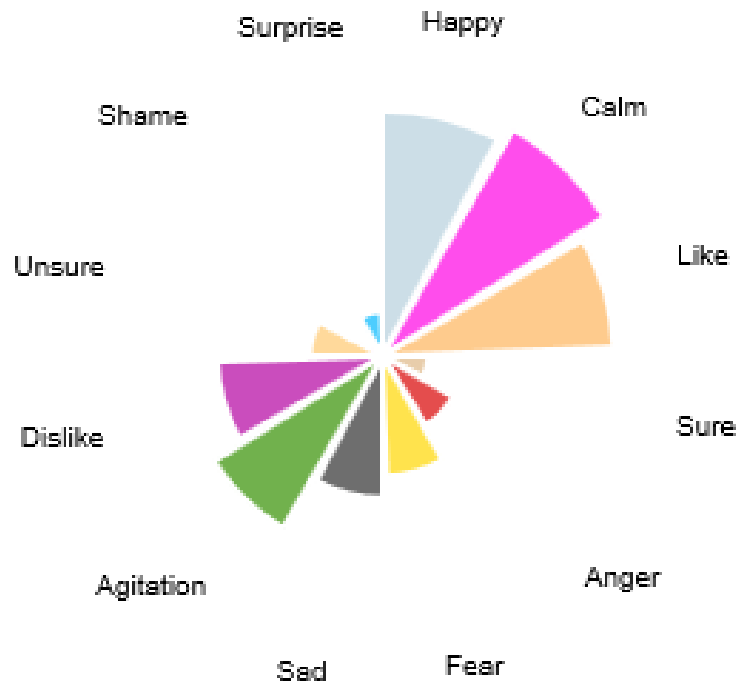
GPs

Positive mentions peaked at 28,641 on 15 December. It was as low as 0 on 28 November. Negative mentions peaked at 2,769 on 15 December. It was as low as 0 on 28 November.

Sentiment Mentions each day



Emotions

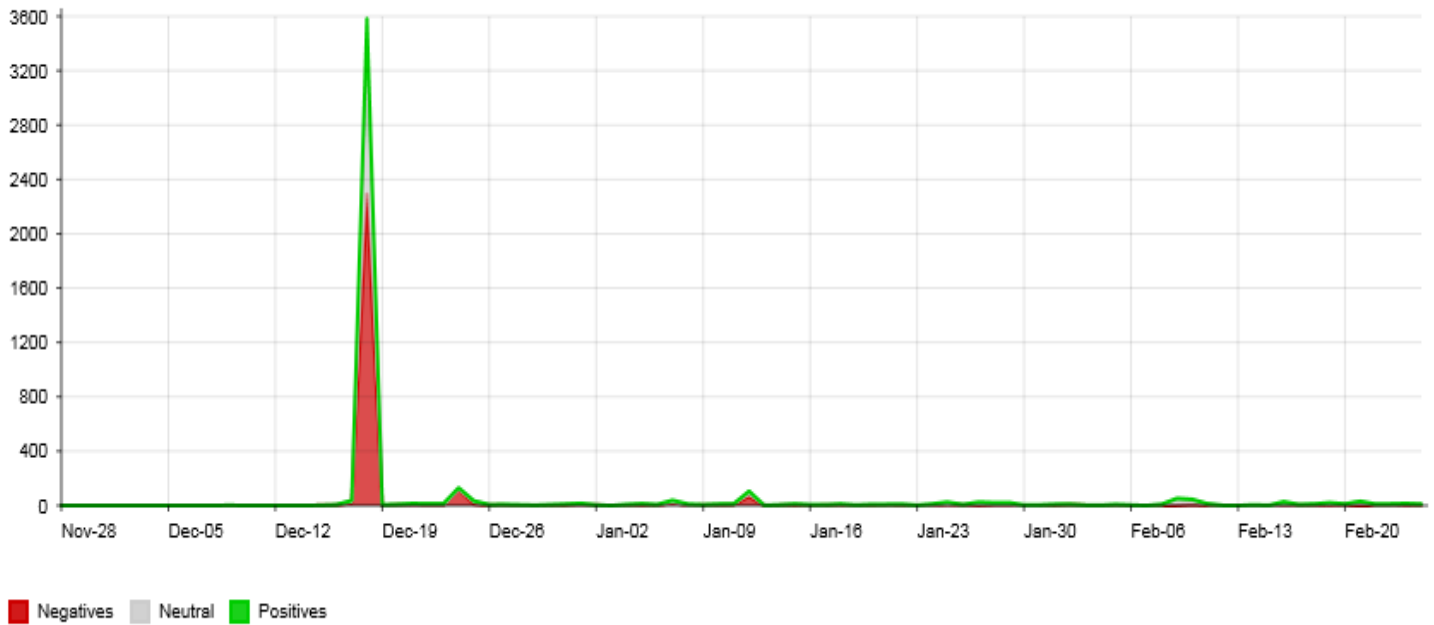


Hospital

Positive mentions peaked at 375 on 18 December. It was as low as 0 on 28 November.

Negative mentions peaked at 2,291 on 18 December. It was as low as 0 on 28 November.

Sentiment Mentions each day



Emotions

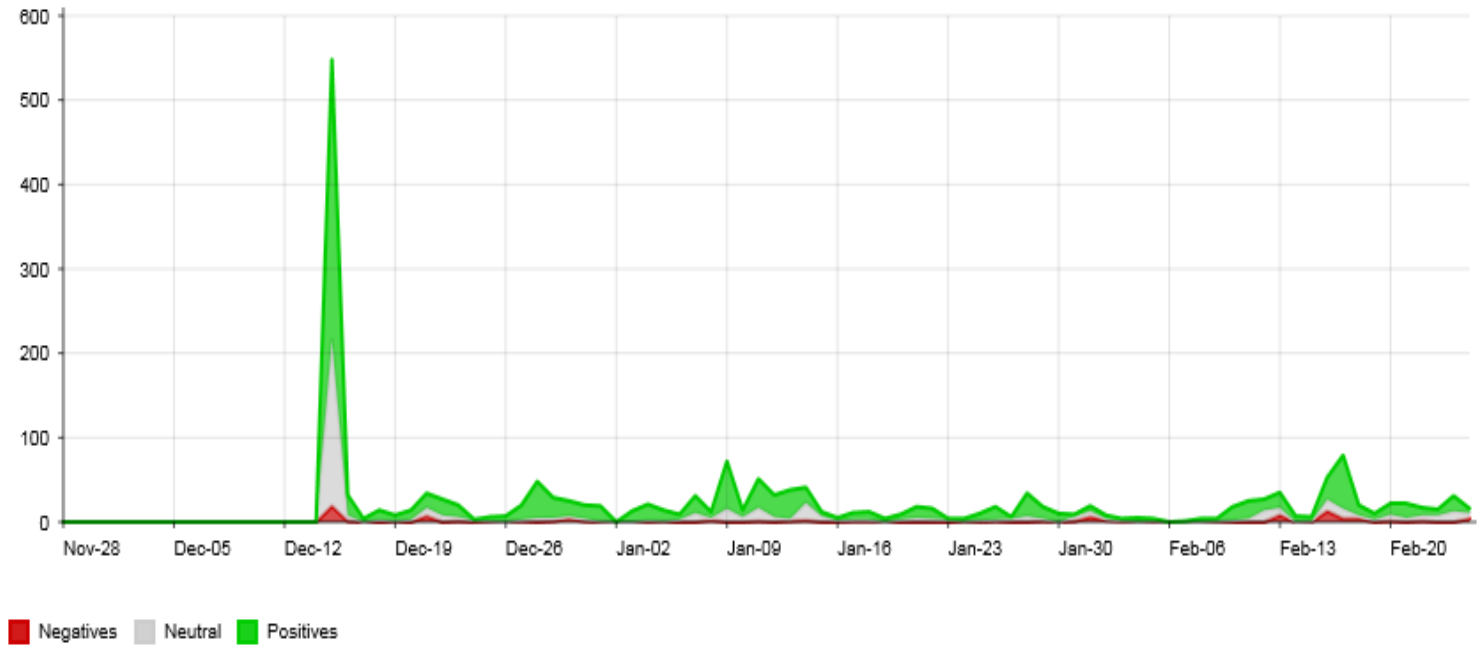


Nurses and nursing

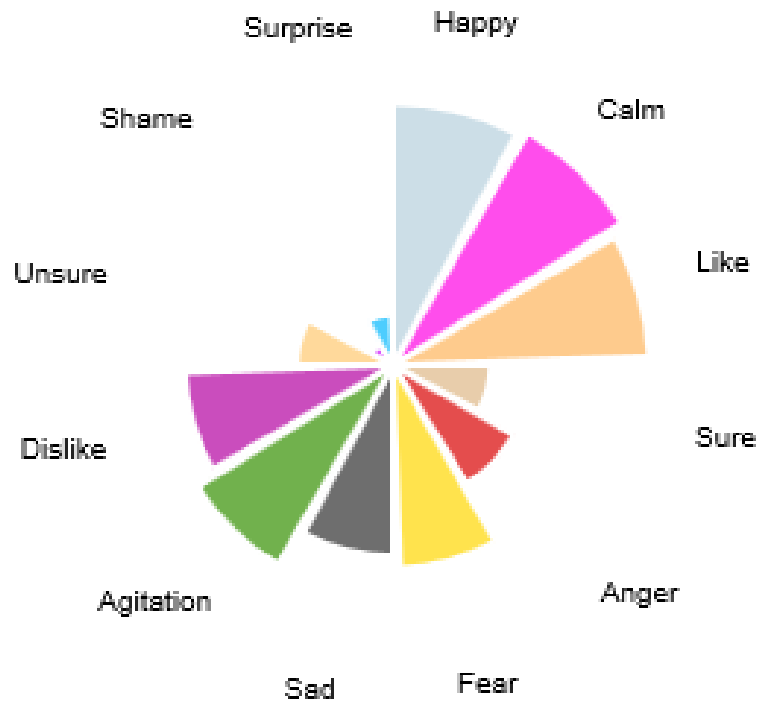
Positive mentions peaked at 332 on 15 December. It was as low as 0 on 28 November.

Negative mentions peaked at 19 on 15 December. It was as low as 0 on 28 November.

Sentiment Mentions each day



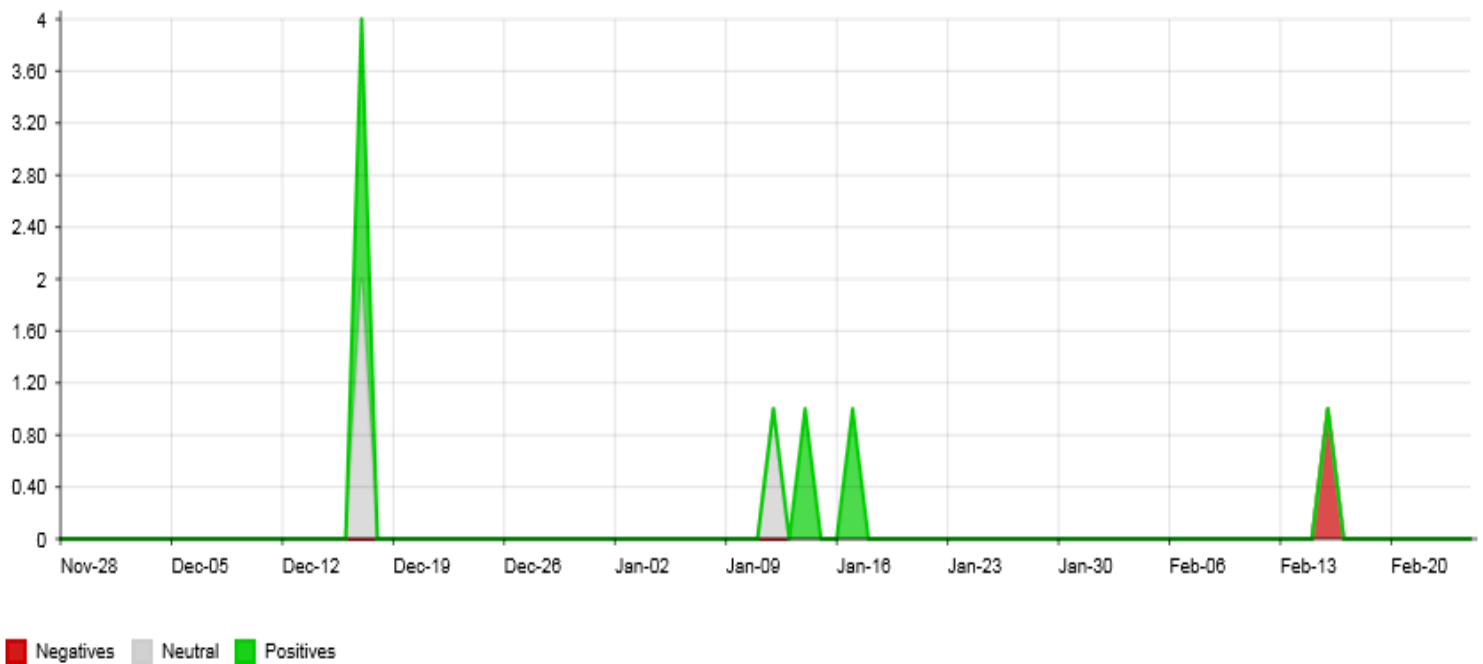
Emotions



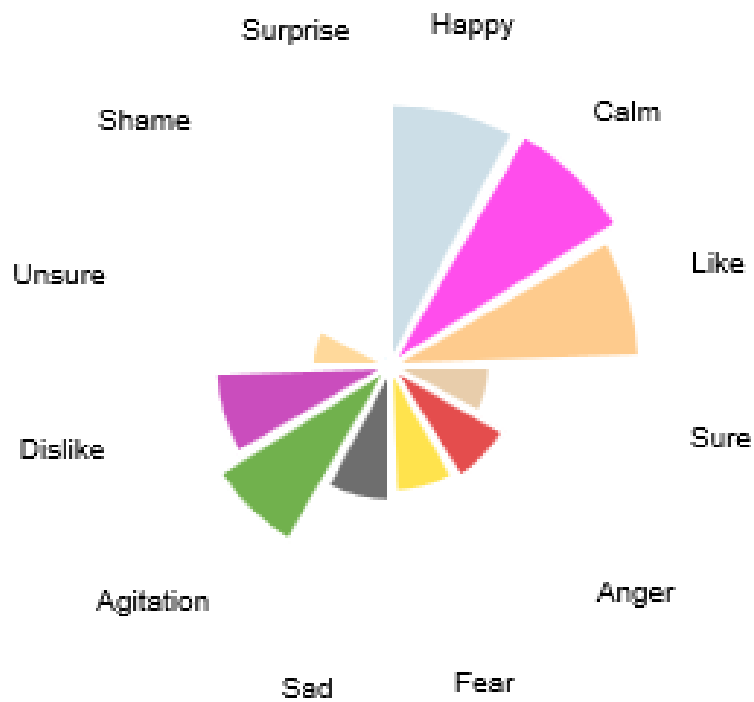
Opticians

Positive mentions peaked at 2 on 17 December. It was as low as 0 on 28 November. Negative mentions peaked at 1 on 16 February. It was as low as 0 on 28 November.

Sentiment Mentions each day



Emotions

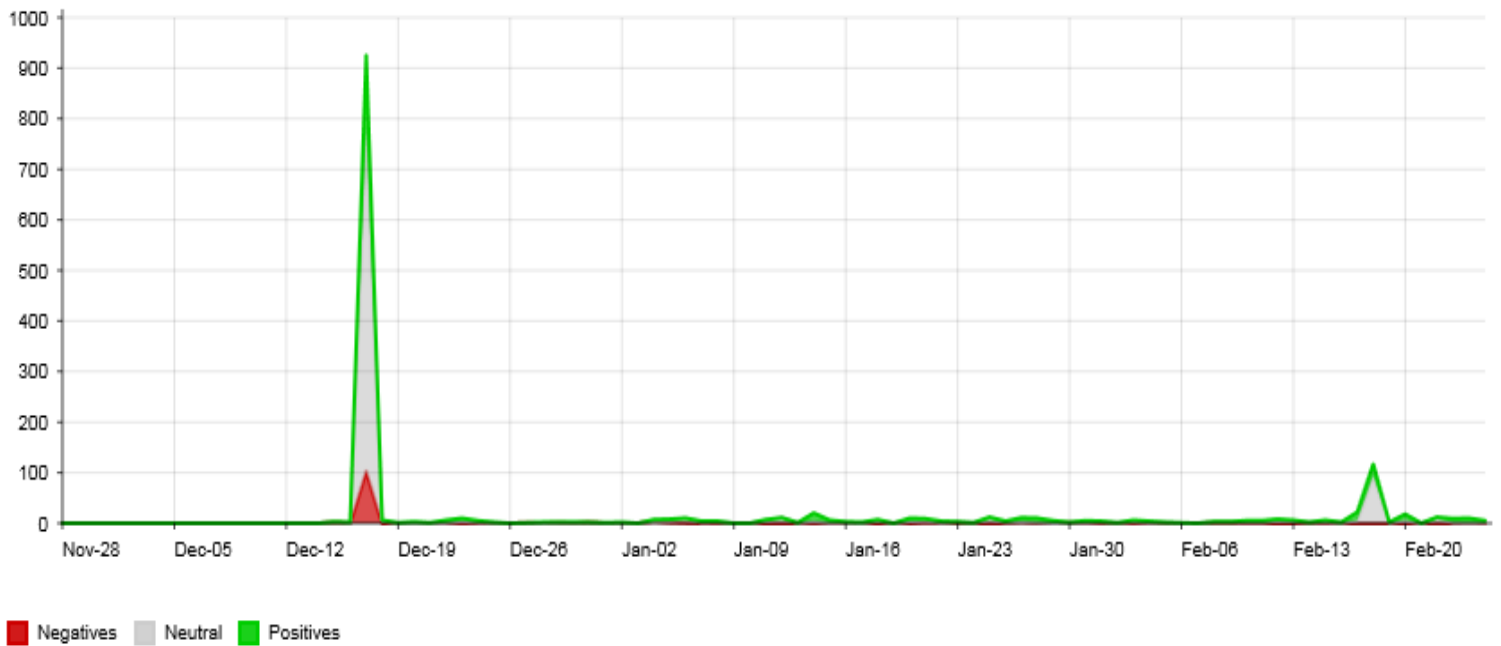


Pharmacy

Positive mentions peaked at 146 on 17 December. It was as low as 0 on 28 November.

Negative mentions peaked at 103 on 17 December. It was as low as 0 on 28 November.

Sentiment Mentions each day



■ Negatives ■ Neutral ■ Positives

Emotions

