

Healthwatch Committee meeting
7 November 2018
Trend analysis - paper 2
Presented by: Steph Edusei

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 October 2017 to 30 September 2018.

The top three themes that people commented on during this period were:

1. Treatment and care
2. Access to services
3. Staff

Experience of treatment and care within this period was very positive, with the majority of reviewers focussing on their experience of the care provided (84% positive).

Most of the comments relating to access to services were around waiting times (61% negative).

Most comments about staff related to staff attitudes and the majority were overwhelmingly positive (90%).

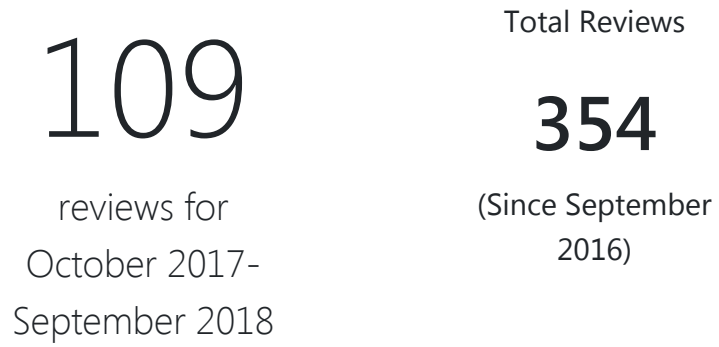
The majority of comments over this 12 month period relate to GPs and hospitals.

Feedback centre promotion

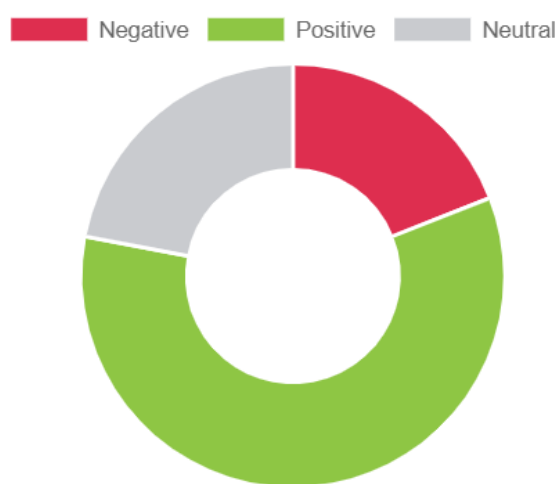
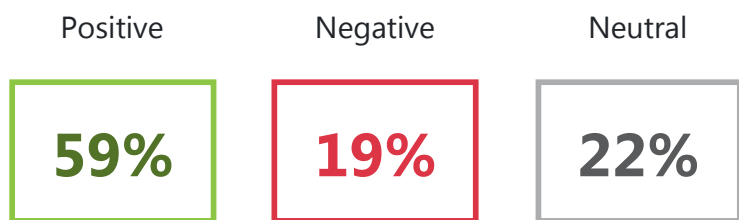
From 1 June to 31 August we ran a promotion to encourage people to review services on our feedback centre. All those who did so were entered into a random draw to win a £25 shopping voucher.

This paper includes a comparison of the number of reviews received from 1 June to 31 August 2017, with those for the same period this year. As can be seen from the figures, the promotion has not had a significant impact on the number of reviews gathered.

Reviews



Sentiment for October 2017-September 2018



Average Rating

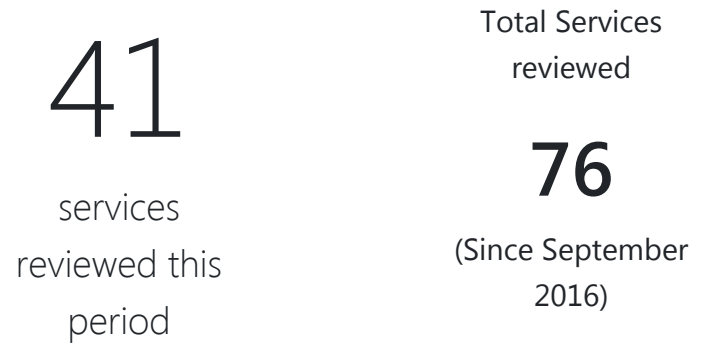
Average rating for October 2017-September 2018 (4.1376146788991)



Overall average (4.2203389830508)



Services



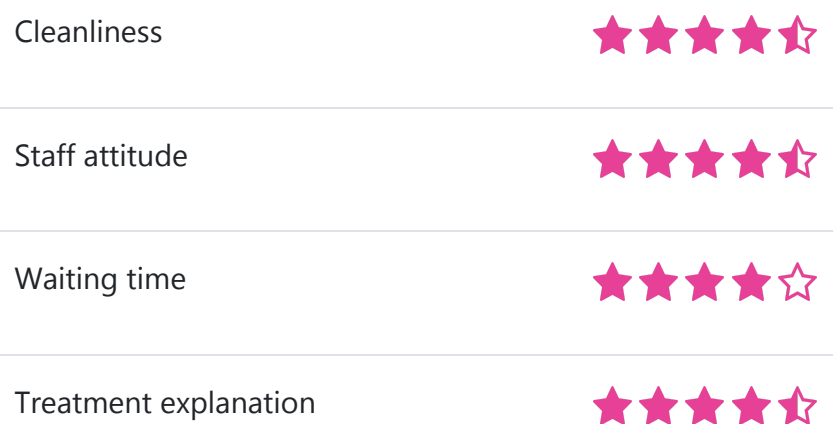
Positive Words



Negative Words



Average Individual Ratings

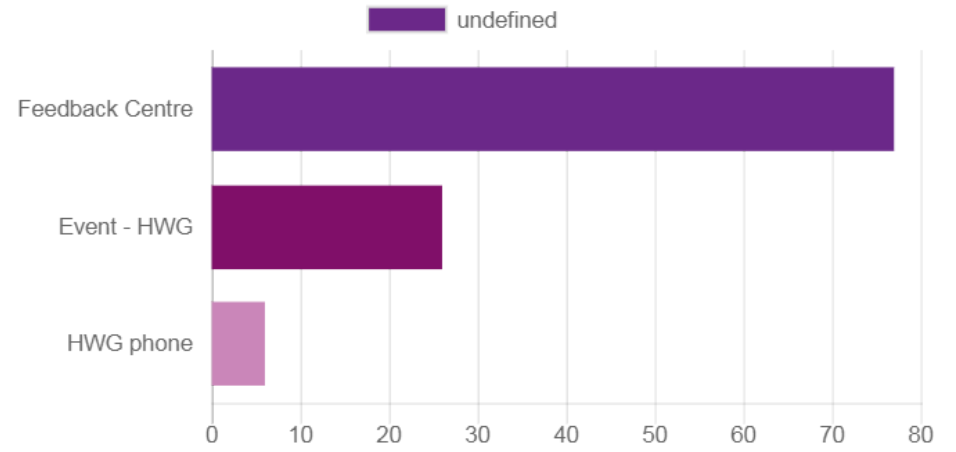
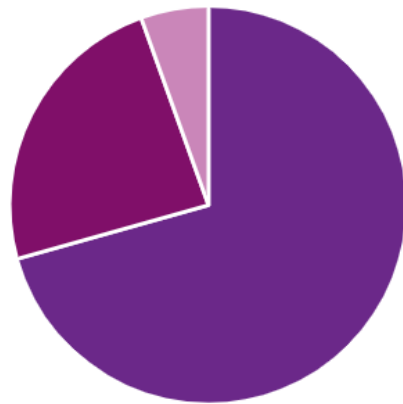


Quality of care ★★★★★

Food and drink ★★★★★

Sources

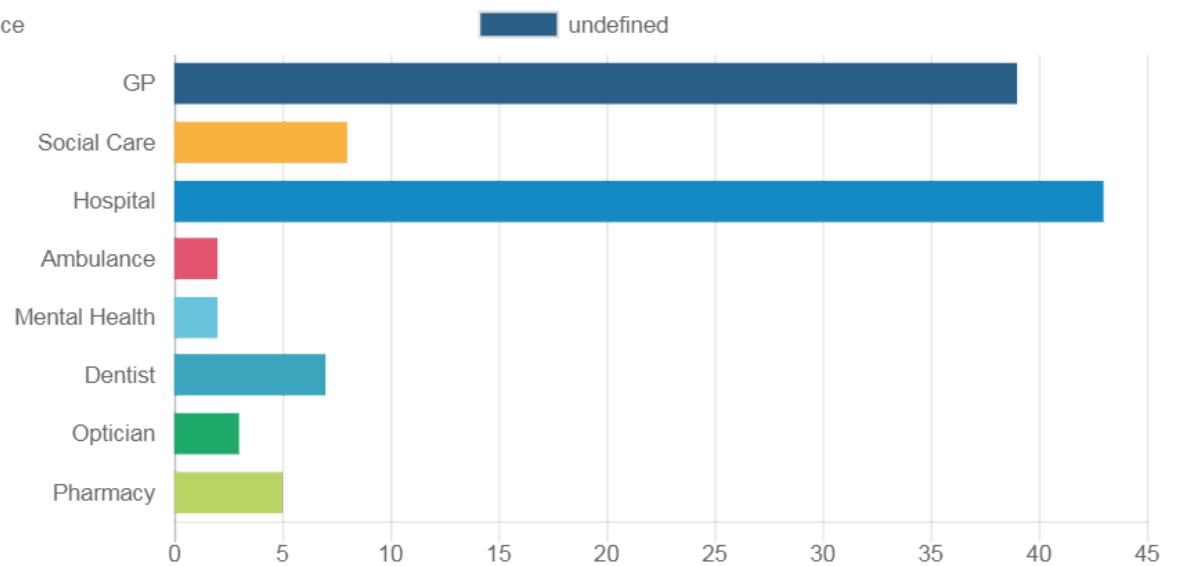
Feedback Centre Event - HWG HWG phone



>	Source	Count	Rating	Positive	Negative	Neutral
	Feedback Centre	77	★★★★★	60%	21%	19%
	Event - HWG	26	★★★★★	65%	8%	27%
	HWG phone	6	★★★★☆	17%	50%	33%

Categories

GP Social Care Hospital Ambulance
Mental Health Dentist Optician
Pharmacy

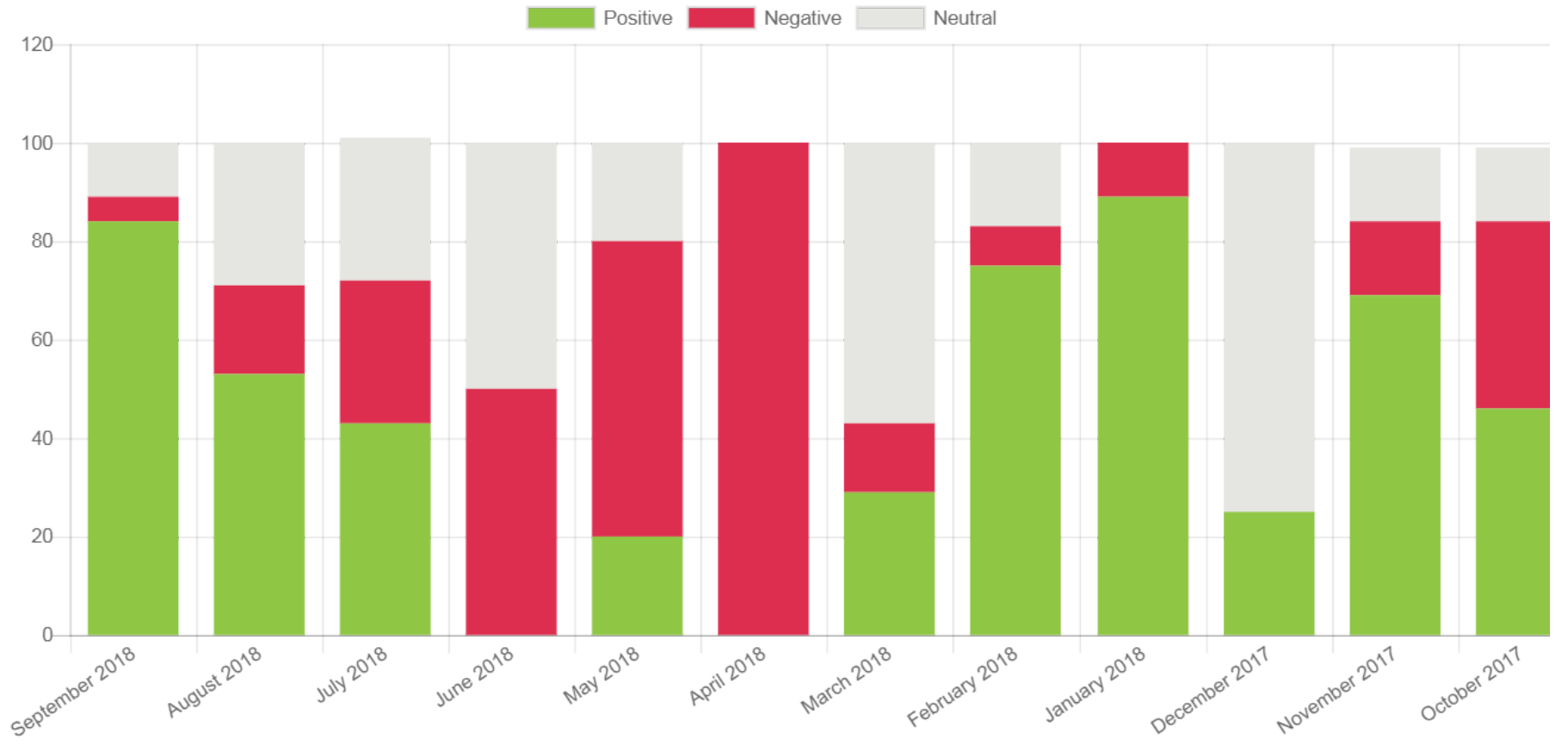


>	Category	Count	Rating	Positive	Negative	Neutral	Subcategories
	GP	39	★★★★☆	56%	13%	31%	
	Social Care	8	★★★☆☆	38%	50%	13%	
	Hospital	43	★★★★☆	63%	19%	19%	
	Ambulance	2	★★★★☆	50%	50%	0%	
	Mental Health	2	★★★★☆	50%	50%	0%	
	Dentist	7	★★★★☆	86%	0%	14%	
	Optician	3	★★★☆☆	33%	33%	33%	
	Pharmacy	5	★★★★☆	60%	20%	20%	

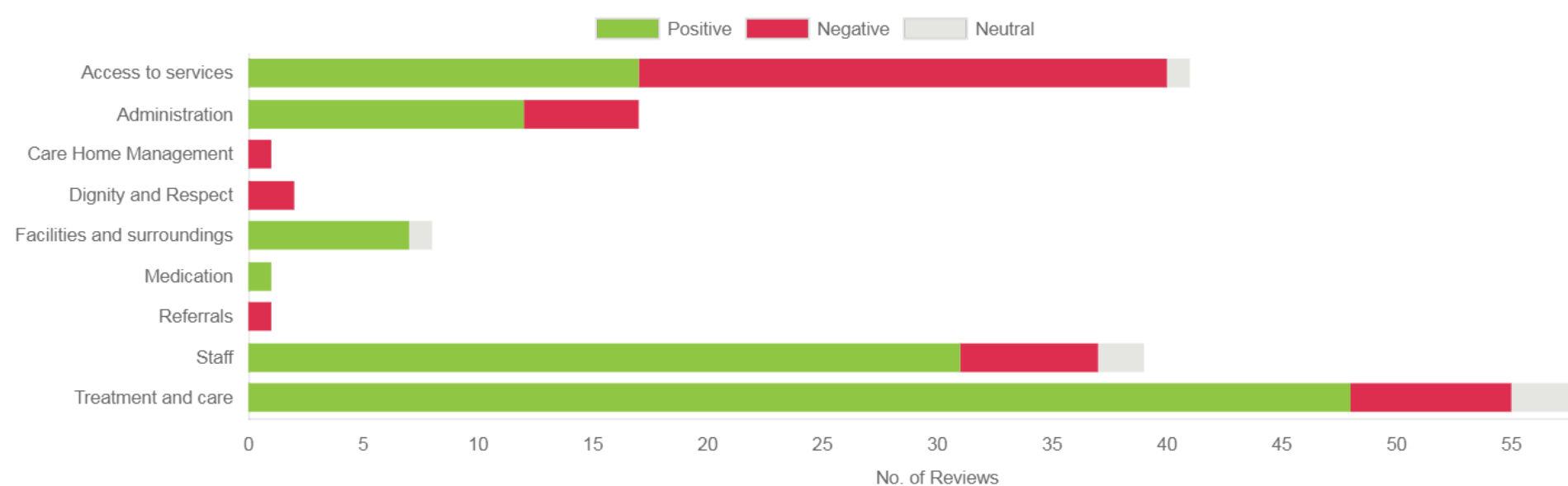
FRIENDS & FAMILY



Sentiment for the last 12 months



Themes



>	Theme	Count	Positive	Negative	Neutral	Subthemes
+	Access to services	41	41%	56%	2%	Sub-Themes >
	Information and Advice	12	58%	42%	0%	
	Patient choice	5	20%	80%	0%	
	Waiting times	18	33%	61%	6%	
	Waiting times	4	50%	50%	0%	
	For people with a sensory disability	1	100%	0%	0%	
+	Administration	17	71%	29%	0%	Sub-Themes >
	Appointment availability	9	67%	33%	0%	
	Booking appointments	6	83%	17%	0%	
	Medical records	2	50%	50%	0%	
+	Care Home Management	1	0%	100%	0%	Sub-Themes >
	Suitability of Staff	1	0%	100%	0%	
+	Dignity and Respect	2	0%	100%	0%	Sub-Themes >
	Confidentiality	2	0%	100%	0%	
+	Facilities and surroundings	8	88%	0%	13%	Sub-Themes >
	Buildings and Infrastructure	2	50%	0%	50%	
	Cleanliness (Environment)	2	100%	0%	0%	
	Equipment	1	100%	0%	0%	
	Nutrition & Hydration	3	100%	0%	0%	

>	Theme	Count	Positive	Negative	Neutral	Subthemes
+	Medication	1	100%	0%	0%	Sub-Themes >
	Medicines Management	1	100%	0%	0%	
+	Referrals	1	0%	100%	0%	Sub-Themes >
	General	1	0%	100%	0%	
+	Staff	39	79%	15%	5%	Sub-Themes >
	Attitudes	30	90%	7%	3%	
	General	2	0%	50%	50%	
	Staffing levels	3	0%	100%	0%	
	Suitability	4	75%	25%	0%	
	Training and development	1	100%	0%	0%	
+	Treatment and care	59	81%	12%	7%	Sub-Themes >
	Effectiveness	5	60%	20%	20%	
	Experience	38	84%	8%	8%	
	Quality	12	83%	17%	0%	
	Safety of Care/Treatment	1	100%	0%	0%	
	Treatment Explanation	3	67%	33%	0%	

Feedback centre comparison

17

reviews for June
2017-August 2017

9

services reviewed this
period

26

reviews for June
2018-August 2018

14

services reviewed this
period