

Members of the Committee are asked to:

- Note the contents of the report

The trend analysis is still a work in process in Gateshead with staff becoming familiar with the system. The information is incomplete as it doesn't show feedback that has been gathered at events and focus groups. This is attached as paper four. This will be incorporated into the feedback centre over the next month. The information also doesn't show themes. Adding themes is a manual process which will be completed for the next board meeting.

Healthwatch Gateshead trend analysis

Snapshot (October 2016-October 2017)

Reviews

185

reviews this period

Total reviews

194

(Since September
2016)

Services reviewed

48

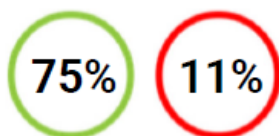
services reviewed this
period

Total Services
reviewed

50

(Since September
2016)

Sentiment

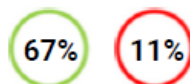


Sentiment by this time period

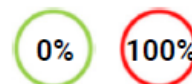
August 2017



June 2017



April 2017



February 2017



Average Healthwatch rating



Average rating for October 2016-October 2017 (4.4000)

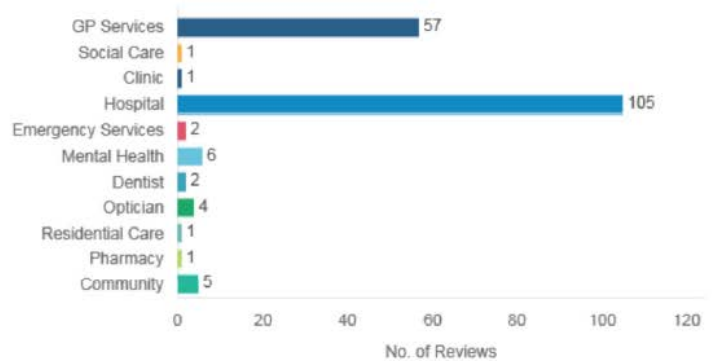


Overall average (4.3969)

Average individual Healthwatch ratings

Cleanliness	★★★★★
Staff Attitude	★★★★★
Waiting Time	★★★★☆
Treatment explanation	★★★★★
Quality of care	★★★★★
Quality of food	★★★★☆

Service Type

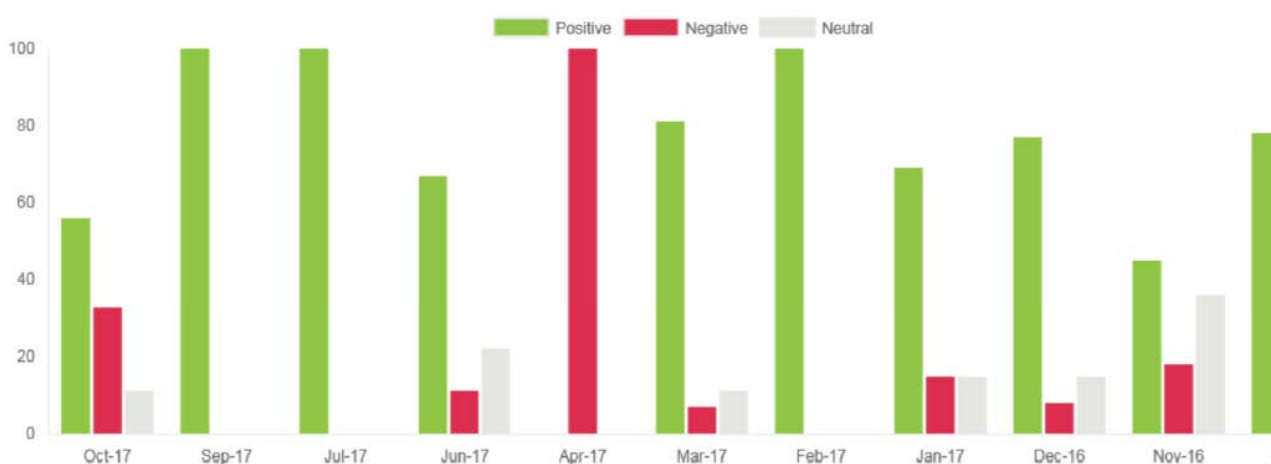


	Service Type	Total Reviews	Average Rating	Positive	Negative	Neutral
📍	Hospital	105	★★★★☆	76%	10%	13%
📍	GP Services	57	★★★★☆	75%	11%	14%
📍	Mental Health	6	★★★★☆	67%	17%	17%
📍	Community	5	★★★★★	80%	0%	20%
📍	Optician	4	★★★★☆	75%	25%	0%
📍	Dentist	2	★★★★★	100%	0%	0%
📍	Emergency Services	2	★★★★☆	50%	0%	50%
📍	Pharmacy	1	★★★★★	100%	0%	0%
📍	Residential Care	1	★★★☆☆	0%	100%	0%
📍	Social Care	1	☆☆☆☆☆	0%	100%	0%

Friends and Family ?



Sentiment Tracker



Source	Service Type	Service Provider	Department	Review Title	Rating	Theme	Sentiment	Health/Social care
Event - HWG	Hospital	Queen Elizabeth Hospital	Outpatients	Well run clinic	5	Treatment and care-Effectiveness	Positive	Health
Event - HWG	Hospital	Queen Elizabeth Hospital	Inpatient Care	Quality of care	4	Treatment and care-Quality	Positive	Health
Event - HWG	Hospital	Queen Elizabeth Hospital	Inpatient Care	Quality of Ward	3	Facilities and surroundings-General	Negative	Health
Event - HWG	Hospital	Queen Elizabeth Hospital	Outpatients	Outpatient Appointment	5	Treatment and care-Effectiveness	Positive	Health
Event - HWG	Doctor/GP	Birtley Medical Group	GP services	Referral	5	Referrals-General	Positive	Health
HWG phone	Social Care		Job centre plus	Social Care Assessment		Access to services-Social care services		Social Care
Third party	Hospital	Queen Elizabeth Hospital	Breast Screening	Good Service	5	Treatment and care-Quality	Positive	Health
Event - external	Doctor/GP	Wrekenton Medical Group	GP services	Poor Service	2	Access to services-GPs	Negative	Health
Event - external	Doctor/GP	Teams Medical Practice	GP services	Appointments	4	Access to services-GPs	Positive	Health
Event - external	Doctor/GP	Glenpark Medical Centre	GP services	GP Practice	5	Treatment and care-Quality	Positive	Health
Event - external	Doctor/GP	Bensham Family Practice	GP services	Referrals	2	Referrals-General	Negative	Health
Event - external	Doctor/GP	Queen Elizabeth Hospital	Diabetes service	Diabetes	2	Treatment and care-General	Negative	Health
HWG phone	Social Care	Gateshead Council Adult Social Care Direct	Social Care	Social Care Assessment	2	Staff-Attitudes	Negative	Social Care
HWG phone	Doctor/GP	Oxford Terrace Medical Group	Health Care			Treatment and care-General	Neutral	Health
Other						Access to services-Information and advice	Negative	Health and Soci
HWG phone								
Other	Doctor/GP	Millennium Family Practice	Health Care	Female Doctors	2	Access to services-GPs	Negative	Health

Source	Service Type	Service Provider	Department	Review Title	Rating	Theme	Sentiment	Health/Social care
HWG phone	Dentist	Blaydon Dental Practice	Health Care	Debt Recovery Charges	1	Complaints-General	Negative	Health
HWG phone	Clinic	Blaydon GP Practice	Health Care	Vending Machines	3	Facilities and surroundings-Nutrition and hydration	Negative	Health
HWG phone	Hospital	Royal Victoria Infirmary	Health Care	Complaint re childs treatment	2	Treatment and care-Quality	Negative	Health