

Healthwatch Committee meeting
10 April 2019
Trend analysis - paper 3
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 April 2018 to 28 March 2019.

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 (84% positive), with the majority of reviewers focussing on their experience of the care provided.

Most comments about staff related to staff attitudes and the majority were overwhelmingly positive (87%).

Most of the comments relating to access to services were around waiting times, which were 48% positive.

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

Selection of review comments

I was on a ward for 7 days and the care was great. I wasn't referred for physio straight away so haven't got full movement of my knee.

Queen Elizabeth Hospital

Waited 6 hours while in excruciating pain. Once seen, I asked for pain relief that took 45 minutes. Attitude was poor that day. I don't know if nurse was in a bad mood or what.

Queen Elizabeth Hospital

Queue to see receptionist, no privacy as all open. Changed to different surgery now.

Oxford Terrace Medical Group

Always there to respond and were very quickly able to take on mams care. Whole team helped me and cared for mam. Very professional and committed.

DK Home Support

Never come on time. Missed medication and meals. Never washed client for 2 weeks or offered toilet/commode. Disgusted in this so called CARE provider.

Clece Care Services

No appointments for three weeks, sometimes ask for telephone appointment with the doctor as it's quicker. In my opinion appointments run late four times out of ten.

St. Albans Medical Group

Snapshot

Reviews

195

reviews for April
2018-March
2019

Total Reviews

448

(Since September
2016)

Services

55

services
reviewed this
period

Total Services
reviewed

87

(Since September
2016)

Sentiment for April 2018-March 2019

Positive

Negative

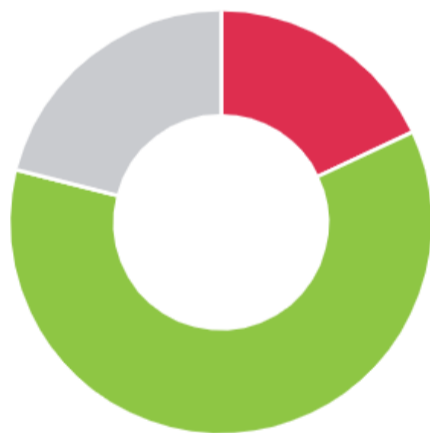
Neutral

61%

18%

21%

■ Negative
 ■ Positive
 ■ Neutral



Positive Words

care excellent always polite Always helpful always
 fantastic helpful good great
 really nice safe brilliant my efficient nice
 all fantastic
 big heart excellent all kinds friendly
 correct love easier
 excellently the best very helpful friend lovely enjoy
 brilliant supportive very thorough independent

Negative Words

conflicting insult crazy complaint crisis confusion hate had it dead
 abuse awful in pain ill bad loss rude broke
 accusation risk problem
 actually needed
 bad mood cancer poor
 badly
 bad reception abandon Absolutely appalling anxieties pain
 blame broken down chaos lost chest pains

Average Rating

Average rating for April 2018-March 2019 (3.9897435897436)



Overall average (4.171875)



Average Individual Ratings

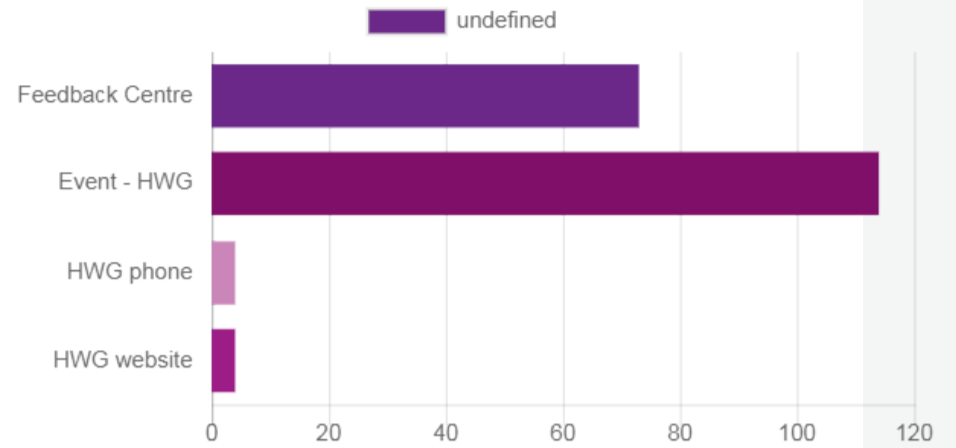
Cleanliness	★★★★★
Staff attitude	★★★★★
Waiting time	★★★★☆
Treatment explanation	★★★★★

Quality of care ★★★★★

Food and drink ★★★★★

Sources

Feedback Centre Event - HWG HWG phone
HWG website

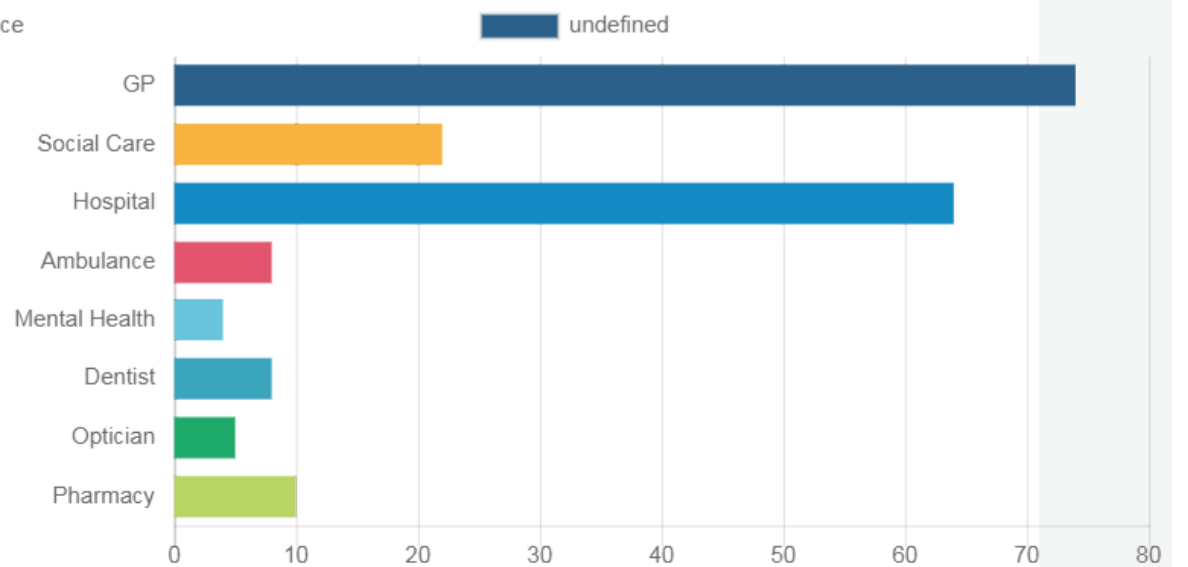


Search for source

>	Source	Count	Rating	Positive	Negative	Neutral
+	Feedback Centre	73	★★★★☆	56%	21%	23%
+	Event - HWG	114	★★★★★	67%	14%	19%
+	HWG phone	4	★★★☆☆	0%	75%	25%
+	HWG website	4	★★★★☆	50%	25%	25%

Categories

GP Social Care Hospital Ambulance
Mental Health Dentist Optician
Pharmacy



Search for Category

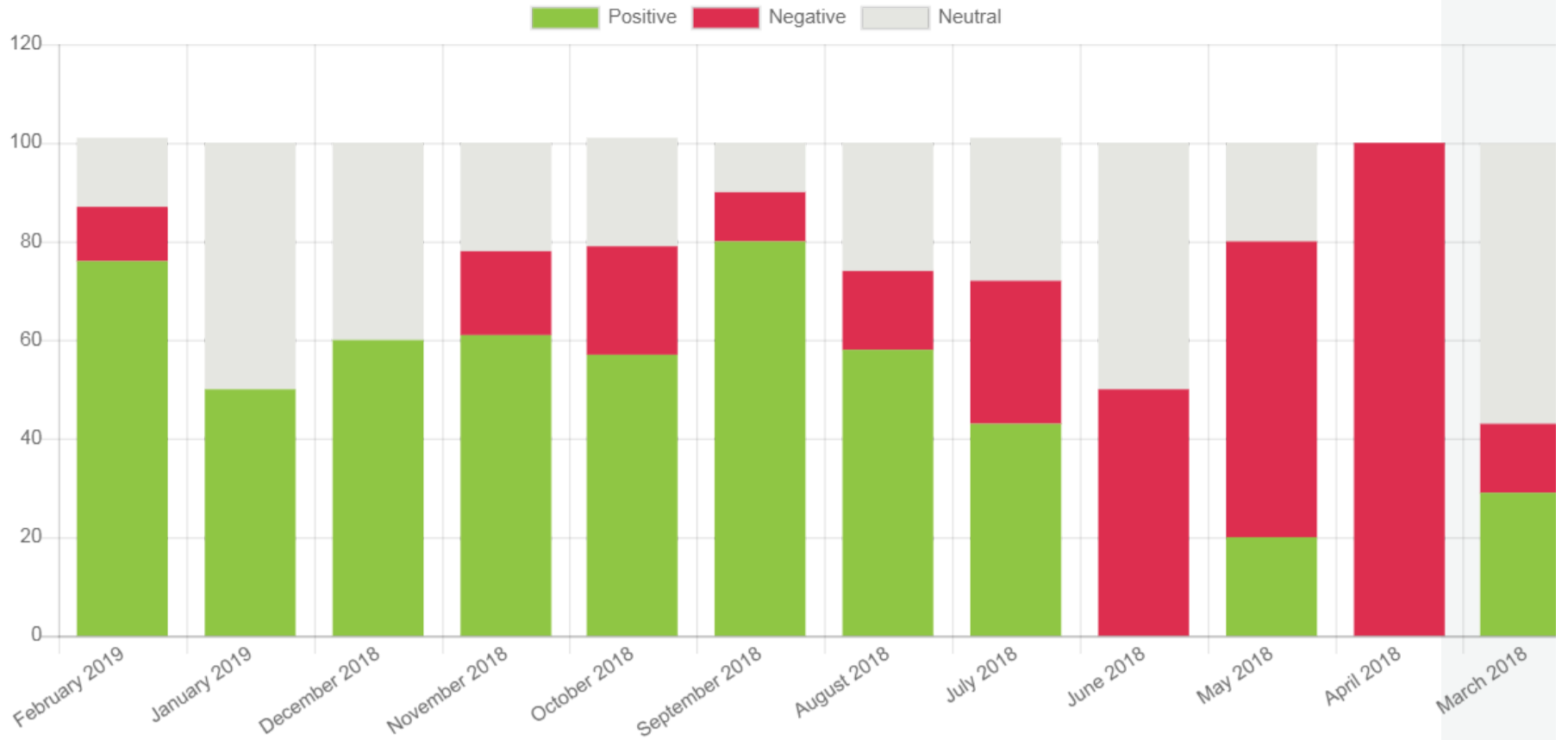
>	Category	Count	Rating	Positive	Negative	Neutral	Subcategories
	GP	74	★★★★☆	58%	16%	26%	
	Social Care	22	★★★★☆	73%	23%	5%	
	Hospital	64	★★★★☆	64%	19%	17%	
	Ambulance	8	★★★★☆	25%	25%	50%	
	Mental Health	4	★★★★☆	100%	0%	0%	
	Dentist	8	★★★★☆	63%	13%	25%	
	Optician	5	★★★★☆	60%	20%	20%	
	Pharmacy	10	★★★★☆	50%	20%	30%	

FFT

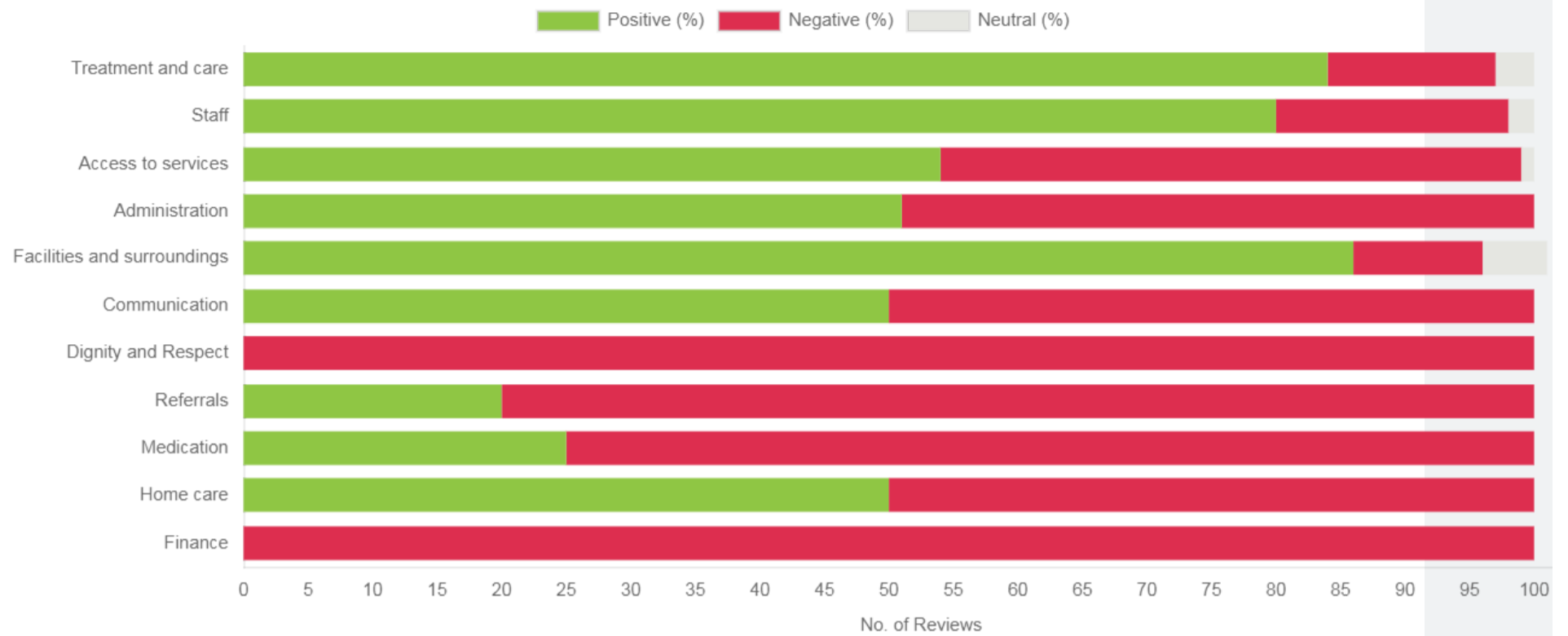


Sentiment

Sentiment for the last 12 months



Top 10 Themes



>	Theme	Count	Positive	Negative	Neutral	Subthemes
+	Treatment and care	119	84%	13%	3%	Sub-Themes >
+	Effectiveness	3	33%	67%	0%	
+	Experience	102	88%	9%	3%	
+	Quality	10	60%	30%	10%	
+	Treatment Explanation	4	75%	25%	0%	
+	Staff	94	80%	18%	2%	Sub-Themes >
+	Attitudes	77	87%	10%	3%	
+	General	1	0%	100%	0%	
+	Staffing levels	8	0%	100%	0%	
+	Suitability	4	75%	25%	0%	
+	Training and development	3	100%	0%	0%	
+	Access to services	82	54%	45%	1%	Sub-Themes >
+	Convenience/Distance to travel	1	100%	0%	0%	
+	Information and Advice	19	79%	21%	0%	
+	Patient choice	9	33%	67%	0%	
+	Waiting times	38	42%	58%	0%	

>	Theme	Count	Positive	Negative	Neutral	Subthemes
+	Waiting times	11	55%	36%	9%	
+	GPs	1	100%	0%	0%	
+	Pharmacies	1	100%	0%	0%	
+	For people with a sensory disability	1	100%	0%	0%	
+	Administration	47	51%	49%	0%	Sub-Themes >
+	Appointment availability	24	54%	46%	0%	
+	Booking appointments	17	59%	41%	0%	
+	General	1	0%	100%	0%	
+	Medical records	2	50%	50%	0%	
+	Facilities and surroundings	21	86%	10%	5%	Sub-Themes >
+	Buildings and Infrastructure	2	50%	0%	50%	
+	Car parking	2	50%	50%	0%	
+	Cleanliness (Environment)	1	100%	0%	0%	
+	Equipment	3	100%	0%	0%	
+	Nutrition & Hydration	5	80%	20%	0%	
+	General	8	100%	0%	0%	
+	Communication	6	50%	50%	0%	Sub-Themes >
+	General	4	75%	25%	0%	
+	Lack of	2	0%	100%	0%	
+	Dignity and Respect	6	0%	100%	0%	Sub-Themes >
+	Confidentiality	2	0%	100%	0%	
+	Stigma	1	0%	100%	0%	
+	Privacy	3	0%	100%	0%	
+	Referrals	5	20%	80%	0%	Sub-Themes >
+	General	2	0%	100%	0%	
+	Waiting times	3	33%	67%	0%	
+	Medication	4	25%	75%	0%	Sub-Themes >
+	Medicines Management	4	25%	75%	0%	
+	Home care	2	50%	50%	0%	Sub-Themes >

>	Theme	Count	Positive	Negative	Neutral	Subthemes
+	General	2	50%	50%	0%	
+	Finance	1	0%	100%	0%	Sub-Themes >
+	Fees/charges	1	0%	100%	0%	
+	Transport	1	100%	0%	0%	Sub-Themes >
+	Patient Transport Service	1	100%	0%	0%	