

Healthwatch Committee meeting
21 January 2020
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 January 2019 to 31 December 2019.

The majority of reviews received over this 12 month period relate to GPs (113) and hospitals (73).

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, with the majority of reviewers focussing on their experience of the care provided (87% positive).

In the staff theme, the overwhelming majority of comments related to staff attitudes and the again were positive (85%).

Most of the reviews relating to access to services were around waiting times (55% negative).

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

“Very efficient and friendly staff.”

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 (A&E)

“Very helpful and polite staff. I don't want to be there but I would recommend.”

Queen Elizabeth Hospital (A&E)

“Good phone service for appointment. Long waits for planning around work shifts.”

Oxford Terrace Medical Group

"Very compassionate. General practitioner and district nurse are excellent. I had a choice in the end of life care, which I really appreciate."

St. Albans Medical Group

"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

"Good when you can get an appointment. Appointments are not good as they are all online."

Birtley Medical Group

"Even emergency appointments tend to be with a nurse practitioner. Even a telephone appointment has a long wait."

Birtley Medical Group

"The doctors themselves are fine when you get to see them. My husband had to wait 5 weeks for an appointment and it was cancer. It's also a big practice with only a few doctors."

Central Gateshead Medical Group

"Excellent doctors but hard to get appointments."

Central Gateshead Medical Group

"Always very helpful and useful."

Whickham Pharmacy

"It was easy to complete the questions but they were irrelevant for carers. It is geared for a person with care needs."

Gateshead Council Adult Social Care Direct

"The paramedics were excellent with my daughter. They made sure she understood what was going on. My mum had to get an ambulance after a fall and the care she received was outstanding!"

North East Ambulance Service

"I get my own bedroom. I like knitting and the food is good. The staff are really nice."

Oaks Care Home

Snapshot

Reviews Services

247

reviews for
January 2019-
December 2019

Total Reviews

669

(Since September
2016)

68

services
reviewed this
period

Total Services
reviewed

107

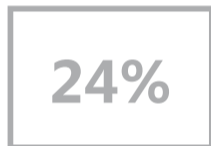
(Since September
2016)

Sentiment for January 2019-December 2019

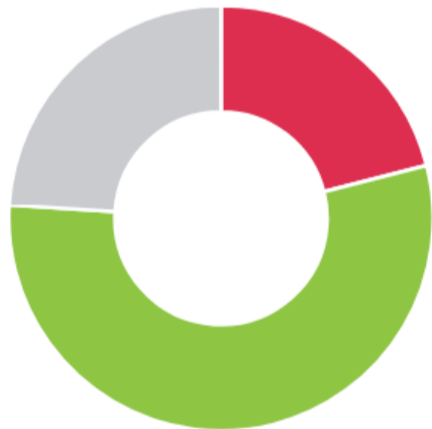
Positive

Negative

Neutral



■ Negative ■ Positive ■ Neutral



Positive Words

Very professional Always helpful they
friendly helpful good lovely
no complaints always helpful always happy excellent very
fantastic polite hope
relaxing the best **excellent** pleased enjoy
lucky easy
outstanding amazing love brilliant recommend health nice
most caring pals very friendly really nice very patient best

Negative Words

cerebral palsy bad reception appointment poor
complain nasty problem pain
accidents liars choked
bad sick blame **problems** pains
broke badly victim poor
anxiety not properly appalling killed appointment difficult
complaining rude disgusting infected

Average Rating Average Individual Ratings

Average rating for January 2019-December 2019
(3.7449392712551)



Overall average (4.0269058295964)



Cleanliness ★★★★★

Staff attitude ★★★★★

Waiting time ★★★★★

Treatment explanation ★★★★★

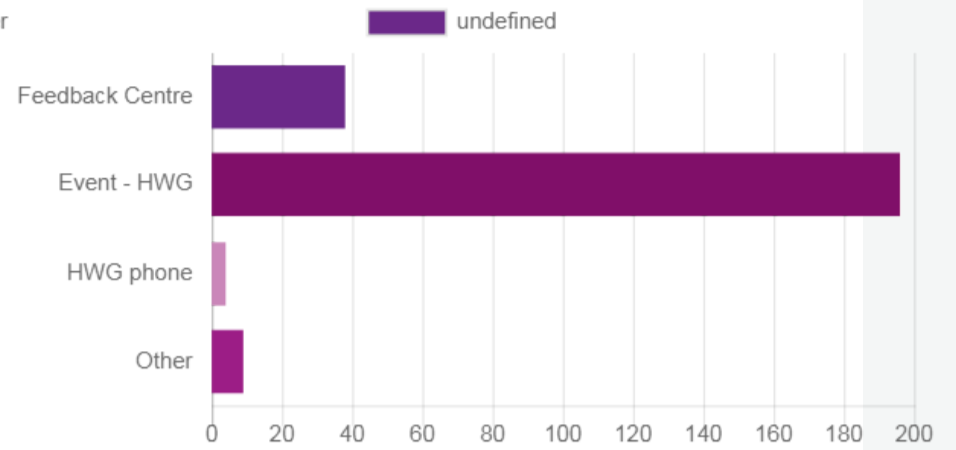
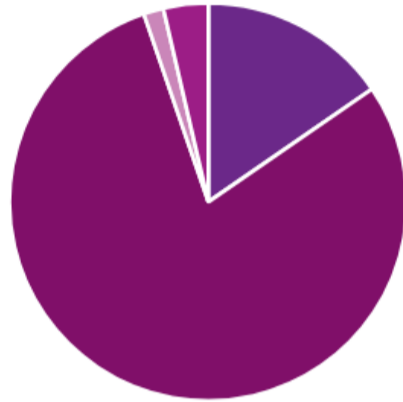
Quality of care ★★★★★

Food and drink ★★★★★

Sources



Feedback Centre Event - HWG HWG phone Other

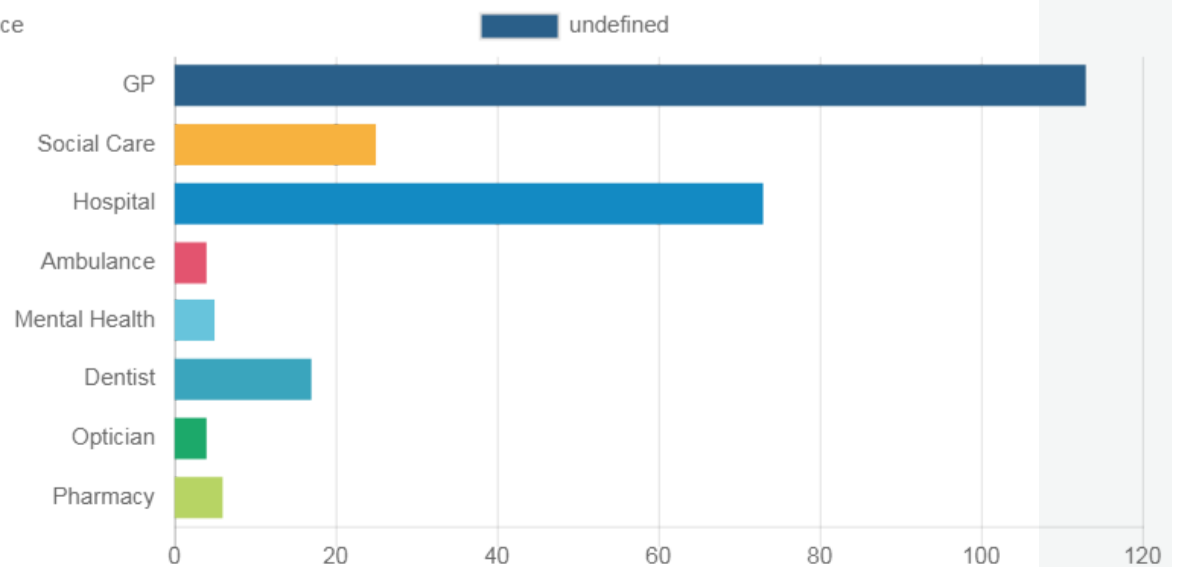


Search for source

>	Source	Count	Rating	Positive	Negative	Neutral
	Feedback Centre	38	★★★★☆	39%	29%	32%
	Event - HWG	196	★★★★☆	60%	17%	22%
	HWG phone	4	★☆☆☆☆	0%	100%	0%
	Other	9	★★★★☆	44%	22%	33%

Categories

GP Social Care Hospital Ambulance
Mental Health Dentist Optician
Pharmacy

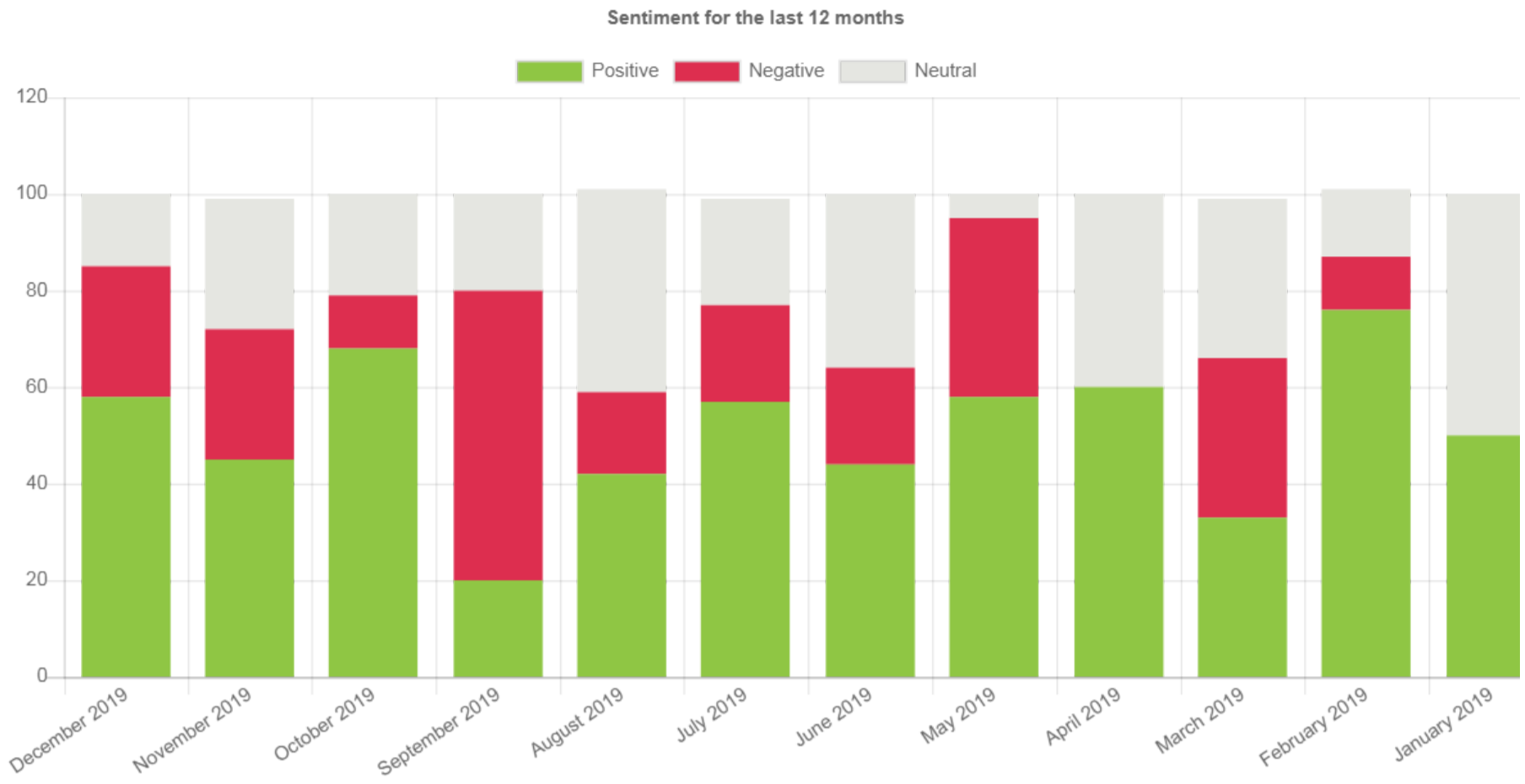


>	Category	Count	Rating	Positive	Negative	Neutral	Subcategories
	GP	113	★★★★☆	51%	19%	29%	
	Social Care	25	★★★★☆	64%	16%	20%	
	Hospital	73	★★★★☆	58%	25%	18%	
	Ambulance	4	★★★★☆	50%	0%	50%	
	Mental Health	5	★★★☆☆	40%	60%	0%	
	Dentist	17	★★★★☆	65%	18%	18%	
	Optician	4	★★★★☆	50%	25%	25%	
	Pharmacy	6	★★★★☆	67%	0%	33%	

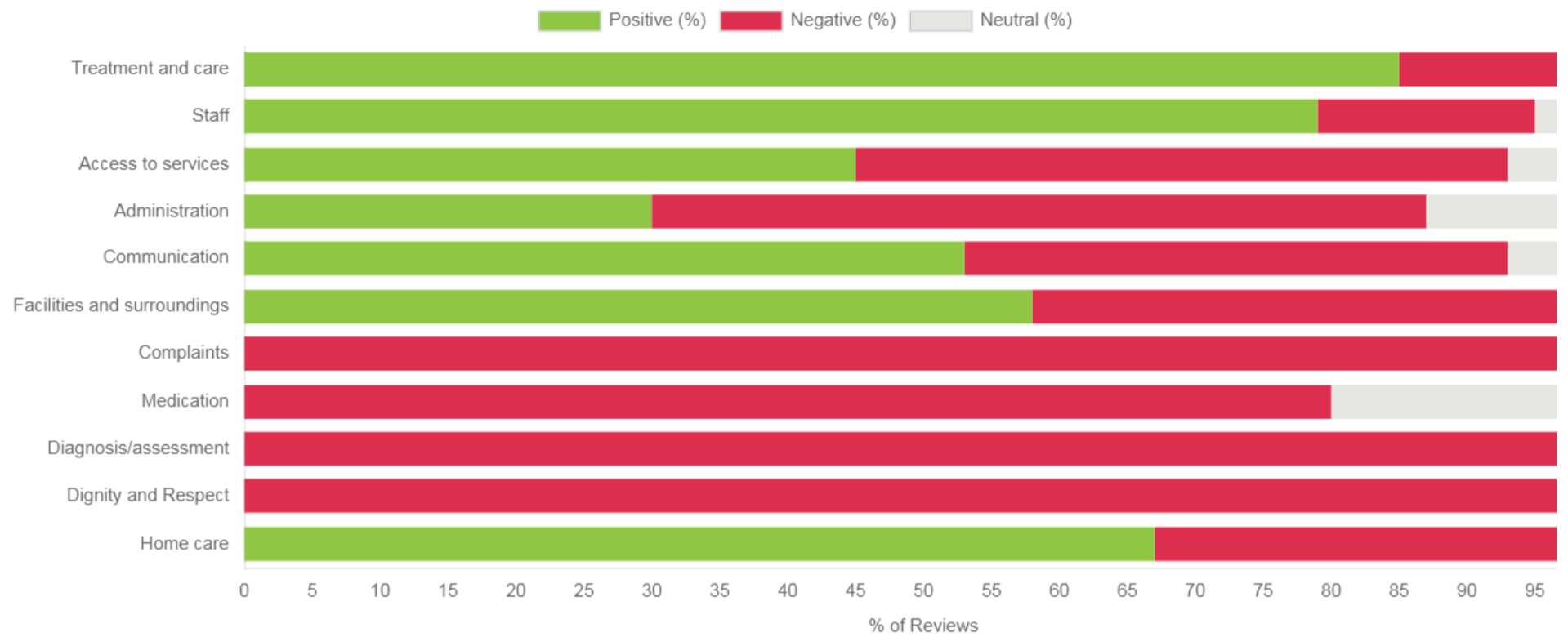
Friends and Family Test



Sentiment



Top 10 Themes



>	Theme	Count	Positive	Negative	Neutral	Subthemes
+	Treatment and care	138	85%	12%	3%	Sub-Themes >
+	Effectiveness	8	100%	0%	0%	
+	Experience	107	87%	9%	4%	
+	Quality	15	67%	33%	0%	
+	Treatment Explanation	7	71%	29%	0%	
+	General	1	100%	0%	0%	
+	Staff	125	79%	16%	5%	Sub-Themes >
+	Attitudes	109	85%	10%	5%	
+	Capacity	1	0%	100%	0%	
+	General	5	40%	40%	20%	
+	Staffing levels	3	33%	67%	0%	
+	Suitability	4	25%	75%	0%	
+	Training and development	3	67%	33%	0%	
+	Access to services	67	45%	48%	7%	Sub-Themes >
+	Convenience/Distance to travel	1	0%	100%	0%	
+	Information and Advice	7	57%	29%	14%	

>	Theme	Count	Positive	Negative	Neutral	Subthemes
+	Patient choice	9	56%	44%	0%	
+	Waiting times	42	43%	55%	2%	
+	Community services	1	0%	100%	0%	
+	GPs	1	0%	0%	100%	
+	Social care services	4	25%	25%	50%	
+	For people with a sensory disability	2	100%	0%	0%	
+	Administration	53	30%	57%	13%	Sub-Themes >
+	Admission Procedure	1	100%	0%	0%	
+	Appointment availability	30	30%	60%	10%	
+	Booking appointments	21	29%	52%	19%	
+	General	1	0%	100%	0%	
+	Communication	15	53%	40%	7%	Sub-Themes >
+	General	11	73%	18%	9%	
+	Lack of	4	0%	100%	0%	
+	Facilities and surroundings	12	58%	42%	0%	Sub-Themes >
+	Buildings and Infrastructure	1	0%	100%	0%	
+	Car parking	2	0%	100%	0%	
+	Cleanliness (Environment)	1	0%	100%	0%	
+	Nutrition & Hydration	1	100%	0%	0%	
+	General	7	86%	14%	0%	
+	Complaints	7	0%	100%	0%	Sub-Themes >
+	Complaints Management	2	0%	100%	0%	
+	General	5	0%	100%	0%	
+	Medication	5	0%	80%	20%	Sub-Themes >
+	Medicines Management	4	0%	100%	0%	
+	Availability	1	0%	0%	100%	
+	Diagnosis/assessment	3	0%	100%	0%	Sub-Themes >
+	Lack of	2	0%	100%	0%	
+	Misdiagnosis	1	0%	100%	0%	

>	Theme	Count	Positive	Negative	Neutral	Subthemes
+	Dignity and Respect	3	0%	100%	0%	Sub-Themes >
+	Equality & Inclusion	2	0%	100%	0%	
+	Privacy	1	0%	100%	0%	
+	Home care	3	67%	33%	0%	Sub-Themes >
+	General	3	67%	33%	0%	
+	Transport	2	100%	0%	0%	Sub-Themes >
+	Patient Transport Service	1	100%	0%	0%	
+	NEAS ambulance (emergency)	1	100%	0%	0%	
+	Finance	1	0%	100%	0%	Sub-Themes >
+	Fees/charges	1	0%	100%	0%	
+	Referrals	1	0%	100%	0%	Sub-Themes >
+	Waiting times	1	0%	100%	0%	