

Healthwatch Committee meeting  
23 January 2018  
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 December 2016 to 30 December 2017.

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

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

Sentiment for treatment and care is largely positive: the majority of comments in this area related to treatment explanation, of which 91% were positive.

In addition, experience of staff within this period was also very positive (80%). Most comments relating to staff attitudes. In contrast, comments on accessing services are overall very negative (68%).

The majority of comments over this 12 month period relate to hospitals (114 comments) and GPs (64 comments). Most hospital comments are about the Queen Elizabeth Hospital, with a sentiment analysis of 72% positive, 9% negative and 9% neutral.

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**Services**

**207**  
 reviews this period

Total reviews  
**227**  
 (Since September 2016)

**Services reviewed**

**52**  
 services reviewed this period

Total Services reviewed  
**56**  
 (Since September 2016)

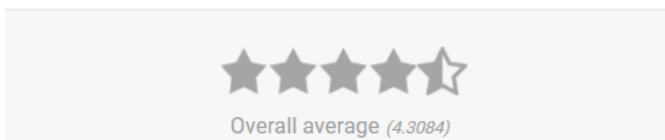
**Sentiment**



**Average Healthwatch rating**



Average rating for December 2016-December 2017 (4.3285)

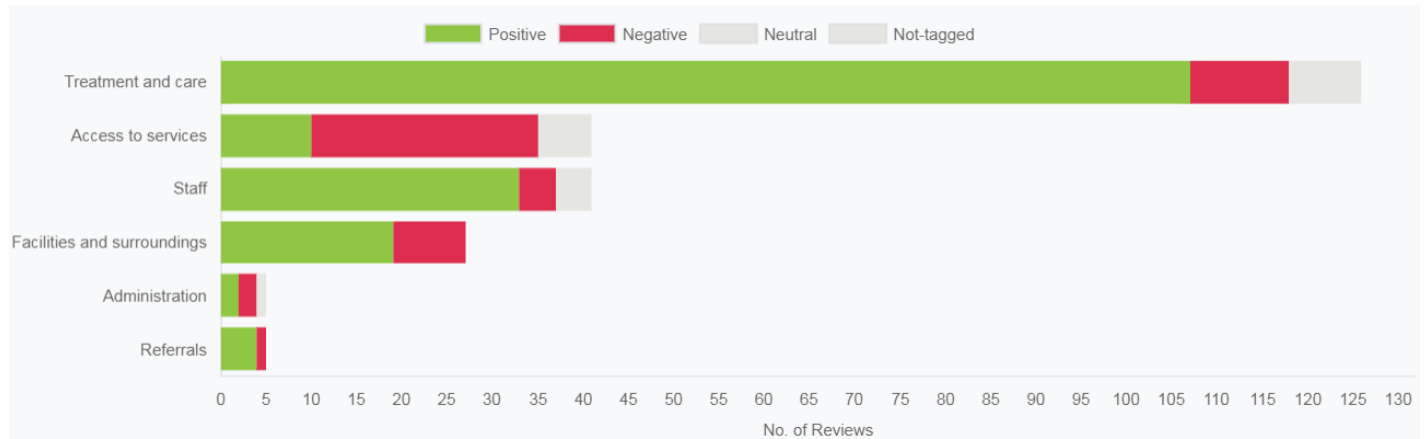


**Average individual Healthwatch rating**

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

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Themes Tagging



Theme name	Reviews	Positive	Negative	Neutral
<b>Treatment and care</b>	126	85%	9%	6%
Effectiveness	23	78%	9%	13%
Experience	28	79%	11%	11%
Quality	24	92%	4%	4%
Safety of Care/Treatment	4	50%	50%	0%
Treatment Explanation	47	91%	6%	2%
<b>Staff</b>	41	80%	10%	10%
Attitudes	31	90%	3%	6%
Capacity	5	20%	60%	20%
General	1	0%	0%	100%
Suitability	4	100%	0%	0%
<b>Access to services</b>	41	24%	61%	15%
Information and Advice	1	0%	100%	0%

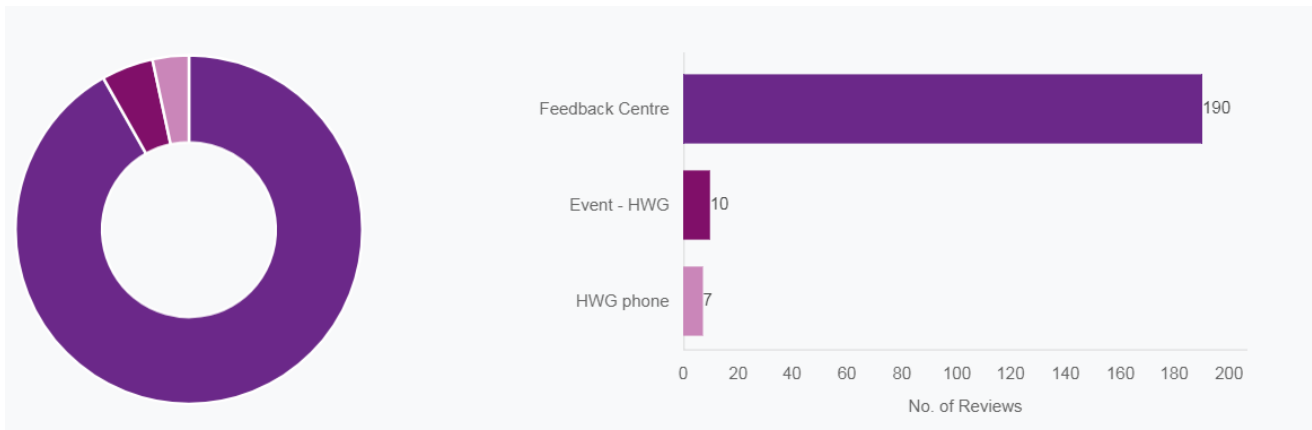
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Patient choice	2	50% 	50% 	0% 
Waiting times	38	24% 	61% 	16% 
<b>Facilities and surroundings</b>	28	70% 	30% 	0 
Buildings and Infrastructure	2	0% 	100% 	0% 
Car parking	5	20% 	80% 	0% 
Cleanliness (Environment)	18	100% 	0% 	0% 
Equipment	1	0% 	100% 	0% 
Food & Hydration	1	100% 	0% 	0% 
General	1	0% 	100% 	0% 
<b>Referrals</b>	5	80% 	20% 	0 
General	3	67% 	33% 	0% 
Timeliness	2	100% 	0% 	0% 
<b>Administration</b>	5	40% 	40% 	20% 
Admission Procedure	1	100% 	0% 	0% 
Appointment availability	3	33% 	67% 	0% 
Booking appointments	1	0% 	0% 	100% 
<b>Diagnosis/assessment</b>	1	100% 	0 	0 
General	1	100% 	0% 	0% 
<b>Communication</b>	1	0 	100% 	0 
Lack of	1	0% 	100% 	0% 

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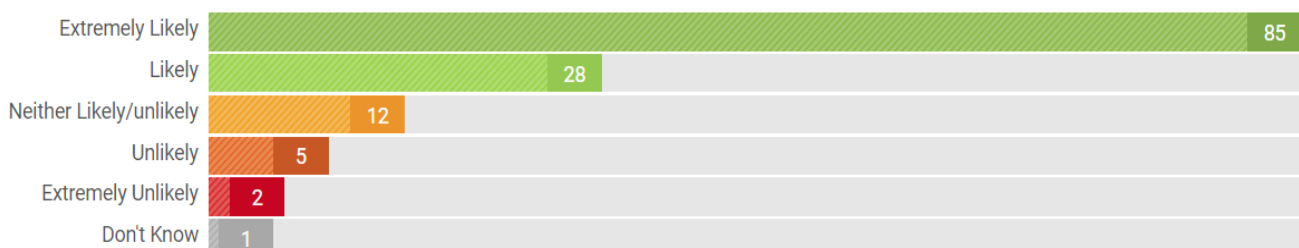
<b>Discharge</b>	1	100%	0	0
Coordination of services	1	100%	0%	0%
<b>Finance</b>	0	0	100%	0
<b>Care Home Management</b>	1	0	100%	0
Suitability of Staff	1	0%	100%	0%

## Source



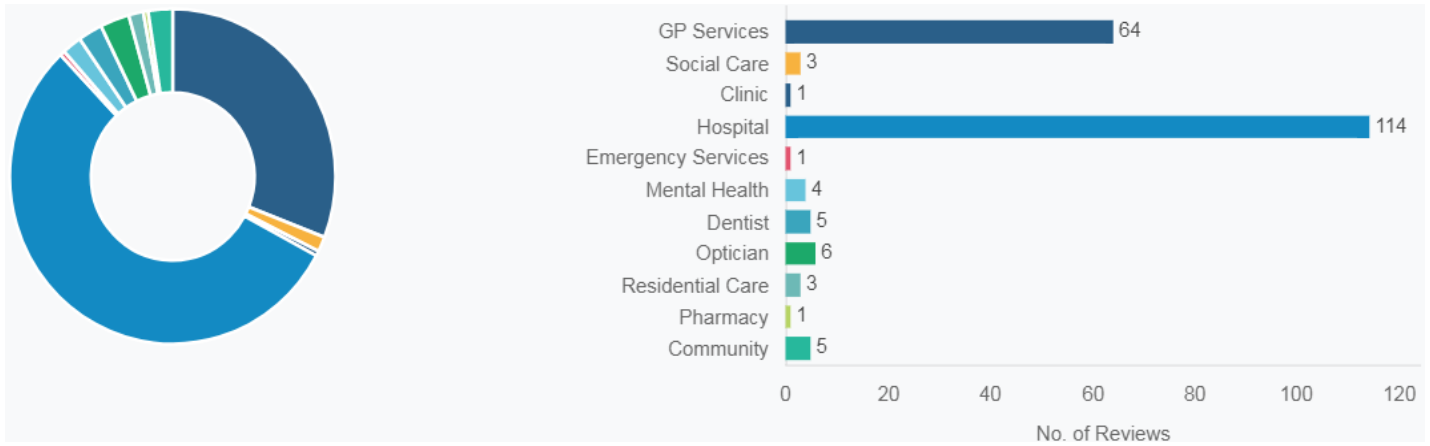
Source name	Total Reviews	Average Rating	Positive	Negative	Neutral
Feedback Centre	190	★★★★☆	71%	10%	12%
Event - HWG	10	★★★★☆	0%	0%	0%
HWG phone	7	★★★☆☆	0%	0%	0%

## Friends and Family



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### Service Type



Service Type	Total Reviews	Average Rating	Positive	Negative	Neutral
Hospital	114	★★★★☆	69%	9%	11%
GP Services	64	★★★★☆	66%	8%	11%
Optician	6	★★★★☆	50%	17%	0%
Dentist	5	★★★★☆	60%	0%	0%
Community	5	★★★★★	80%	0%	20%
Mental Health	4	★★★★☆	25%	25%	25%
Social Care	3	★★★☆☆	0%	33%	0%
Residential Care	3	★★★☆☆	0%	33%	33%
Clinic	1	★★★★★	100%	0%	0%
Pharmacy	1	★★★★★	100%	0%	0%

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## Sentiment Tracker

