



Trends Analysis Report

Nursing, Croydon University Hospital

ABOUT THIS REPORT

Healthwatch Croydon has analysed the experience of nursing care at Croydon University Hospital.

The Coding

Service user comments have been coded using a nationally recognised coding matrix, which applies issue, care pathway location, and (positive, neutral or negative) sentiment.

Quality assurance of coding is ensured through the Healthwatch Croydon Patient Experience Panel.

The Care Pathway

Care Pathway locations are Transport (ability to get to-and-from services), Reception (reception services including back-office), Diagnosis/Testing (diagnosis of condition, including testing and scans), Clinical Treatment (treatment received by trained clinicians), Clinical Nursing (care received by trained nurses), Discharge (discharge from a service), Follow On (supplementary services following discharge, including care packages), Community (community based services, such as social care, district nursing and community mental health).

Disclaimer

The trends within this report are based on service user comments we have obtained from sources outlined in Section 1. Comments obtained from these sources may not be representative of all service users experiences or opinions.

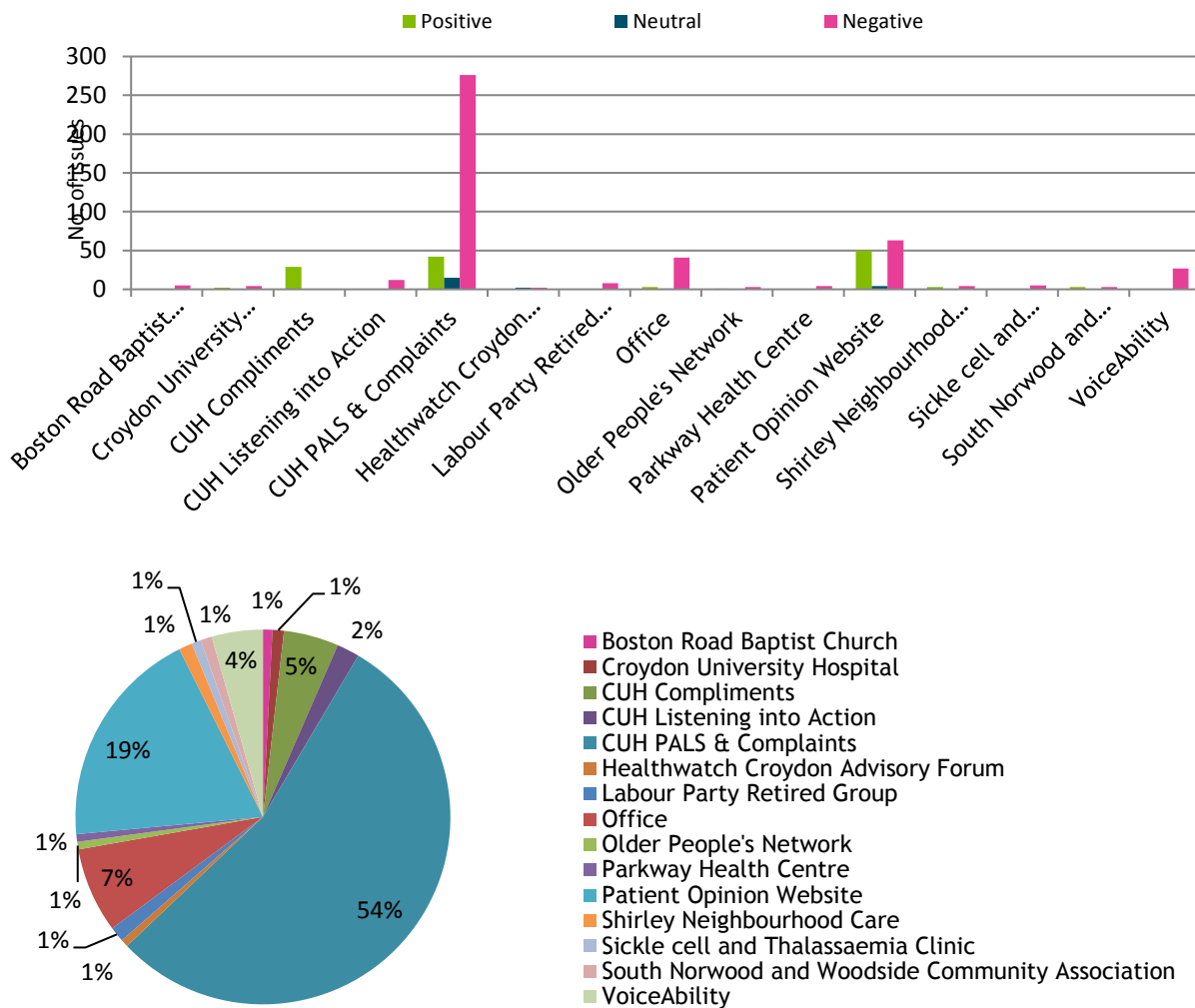
SECTION 1: REPORT CONTENT

Healthwatch Croydon has identified 620 issues during the period below:

1.1: Reporting Period: From: 01/01/2015
To: 31/05/2016

This report identifies the data origin (Section 1.2), the top trends (Section 2) and analyses each stage of the Care Pathway (Section 3).

1.2: Top Data Origin



The Data in this Report

Just over half of the data originates from CUH PALS and Complaints, with the remainder from other sources.

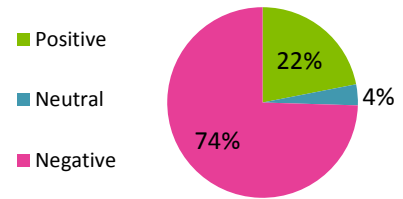
Please note that comments obtained from these sources may not be representative of all service users experiences or opinions.

Report Date: 20/06/2016

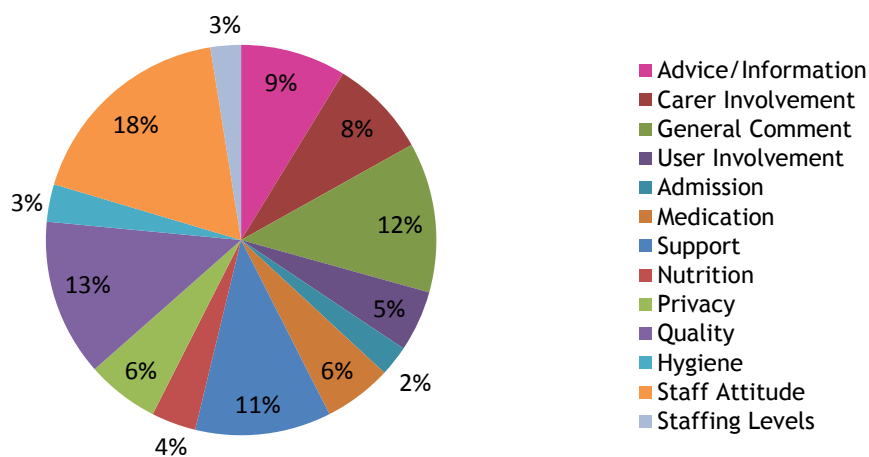
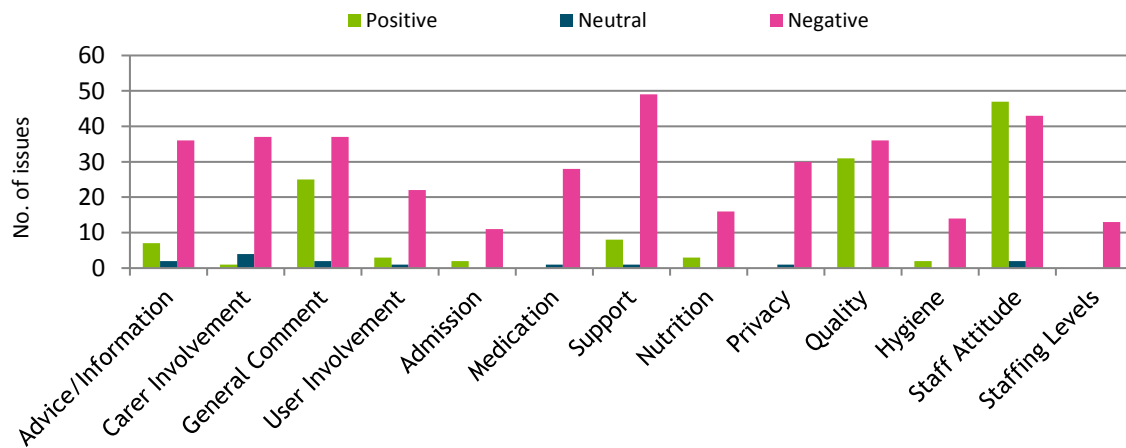
SECTION 2.1: TOP OVERALL TRENDS

2.1.1 Sentiment:

According to the comments, the overall sentiment as a whole is 74% negative, this may largely be attributed to data origin.



2.1.2 Top Trends



Trends to Watch:

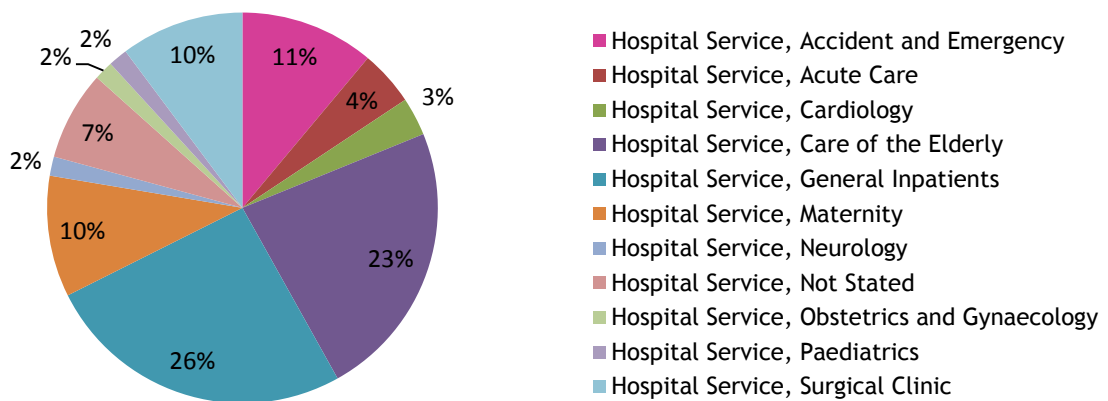
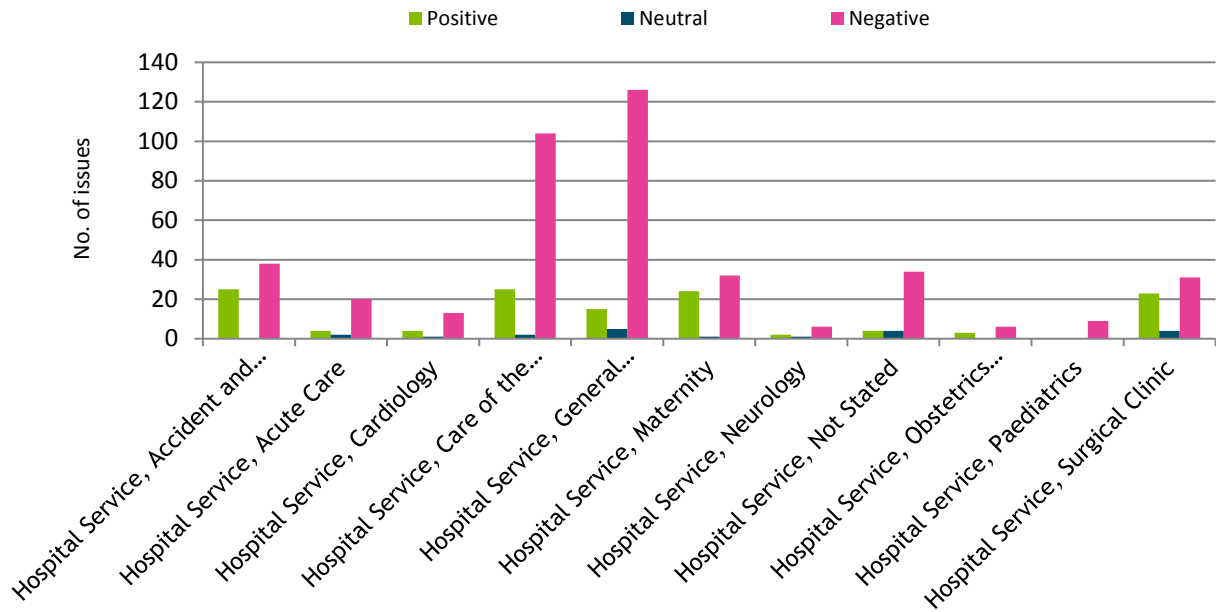
Comments suggest there are clear negative trends to indicate lack of Support, Carer Involvement, Advice/Information and Privacy.

Sentiment on Staff Attitude and Quality is mixed according to comments.

Medication and User Involvement are also cited as issues.

SECTION 2.2: TOP OVERALL SERVICE TYPE

2.3.1 Top Service Type



Trends to Watch:

The Older People's Wards receive a notable volume of negativity.

