Trends Analysis Report

Accident and Emergency

ABOUT THIS REPORT

Healthwatch Croydon has analysed the service user experience of Accident and Emergency 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.

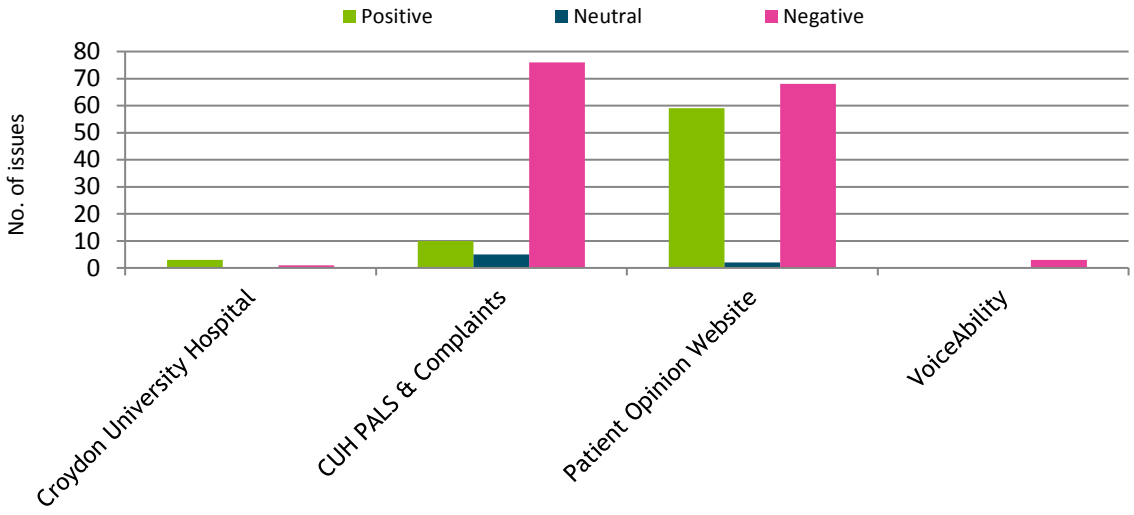
SECTION 1: REPORT CONTENT

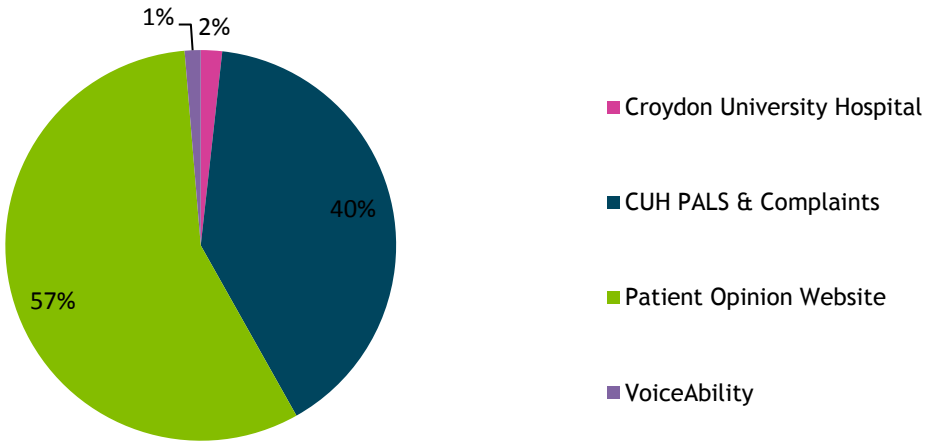
Healthwatch Croydon has identified 227 issues during the period below:

1.1: Reporting Period: **From:** 01/07/2014
To: 30/09/2015

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: Data Origin





The Data in this Report
57% of the service user comments originate from Patient Opinion, with the remainder from other sources including PALS and Complaints.

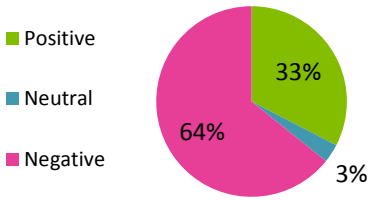
Please note that comments obtained from these sources may not be representative of all service users experiences or opinions.

Report Date: 15/10/2015

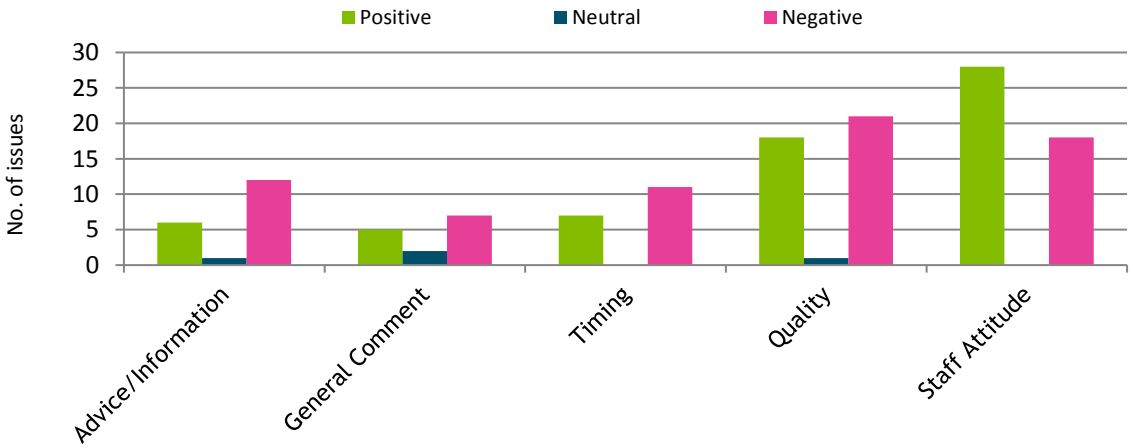
SECTION 2.1: TOP OVERALL TRENDS

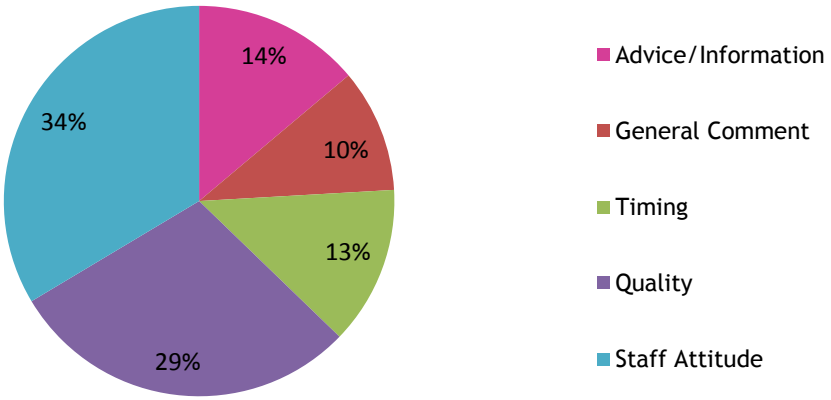
2.1.1 Sentiment:

According to the comments, the overall sentiment as a whole is 64% negative. This may be largely attributed to data origin.



2.1.2 Top Trends

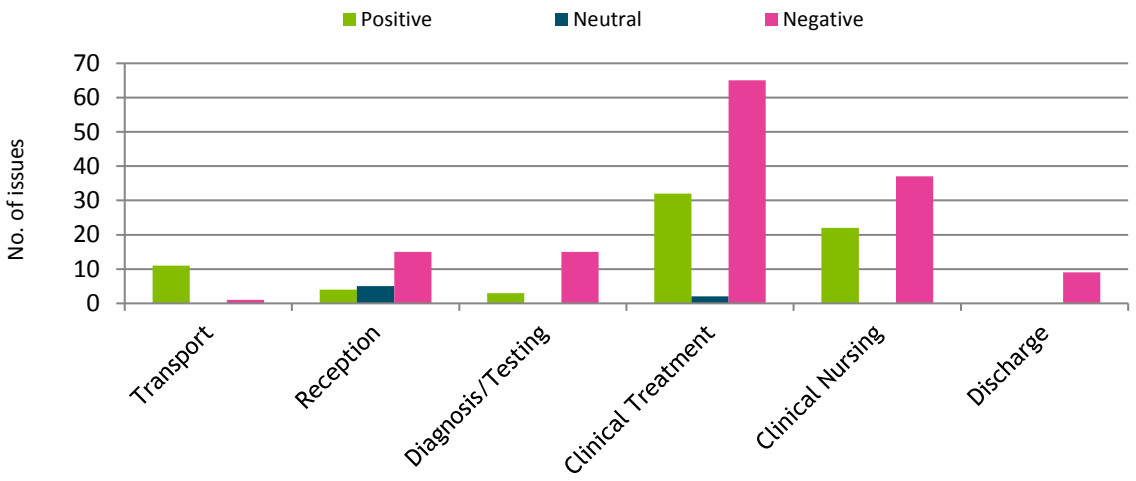


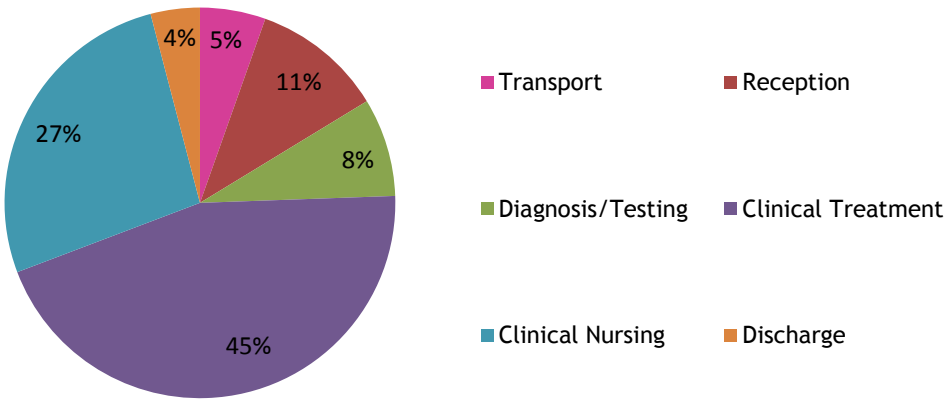


Trends to Watch:
Comments suggest sentiment on Staff Attitude, the largest trend, is broadly positive.
Sentiment about Quality and Timing is marginally negative, and broadly so on Advice/Information, according to comments.

SECTION 3: CARE PATHWAY

3.1 Care Pathway



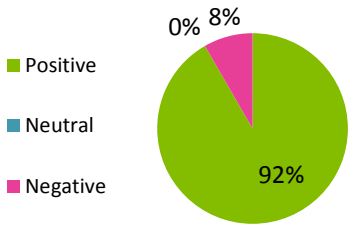


Trends to Watch:
According to comments, sentiment about Clinical Treatment overall (Page 8) is broadly negative, and marginally so on Nursing Care (page 9).

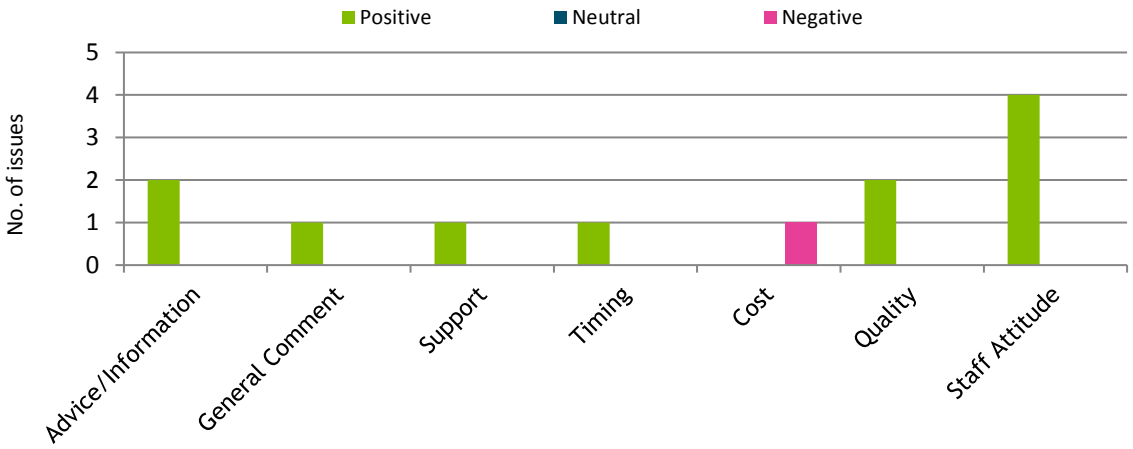
SECTION 3.1: TRANSPORT

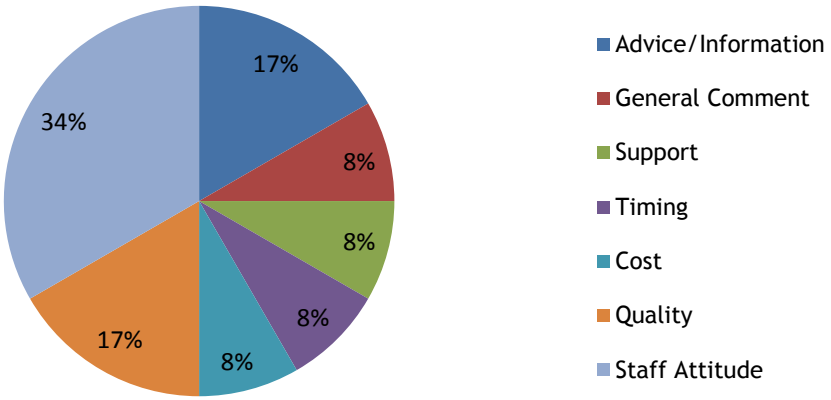
3.1.1 Sentiment:

Overall sentiment about Transport is 92% positive.



3.1.2 Most Reported Aspects of Transport



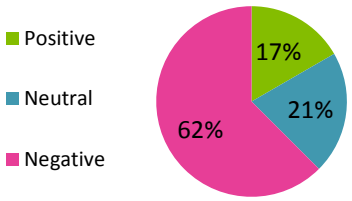


Trends to Watch:
Comments relate to emergency transport (London Ambulance Service) with compliments made about Staff Attitude of paramedics.

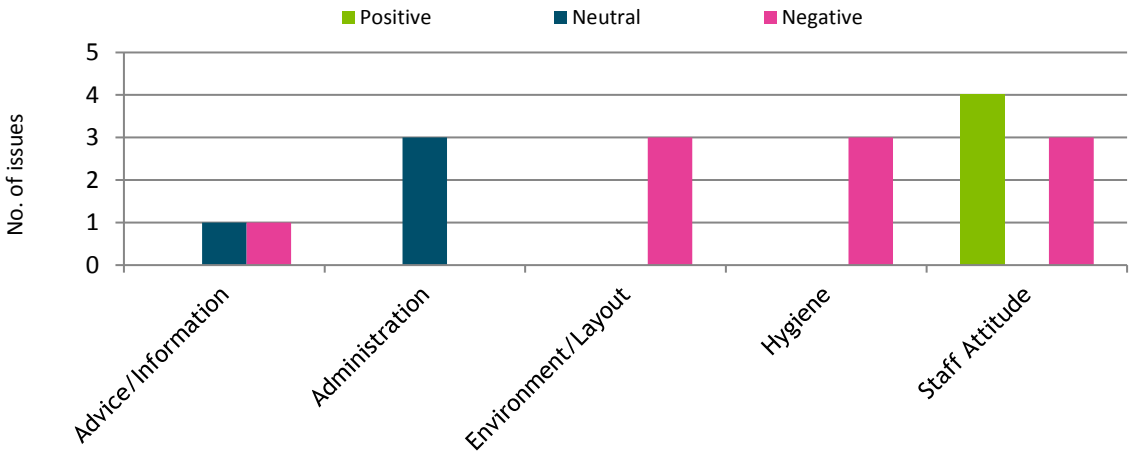
SECTION 3.2: RECEPTION

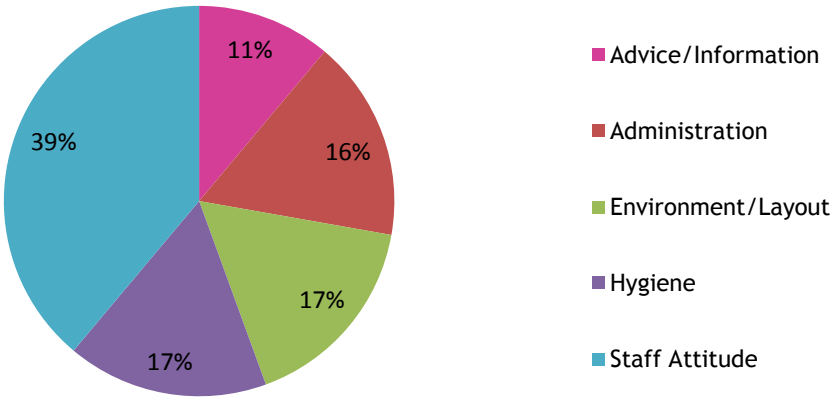
3.2.1 Sentiment:

Overall sentiment about Reception is 62% negative.



3.2.2 Most Reported Aspects of Reception



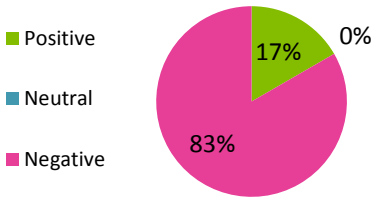


Trends to Watch:
Sentiment on the Staff Attitude of receptionists is mixed according to comments.
Some patients comment negatively on the waiting environment and hygiene, with one person having seen rodents.

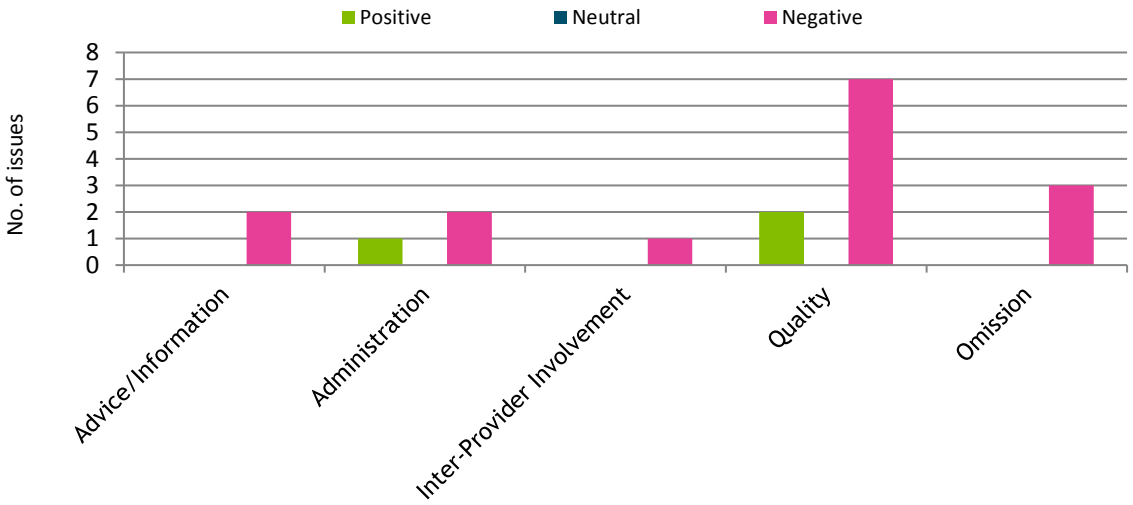
SECTION 3.3: DIAGNOSIS/TESTING

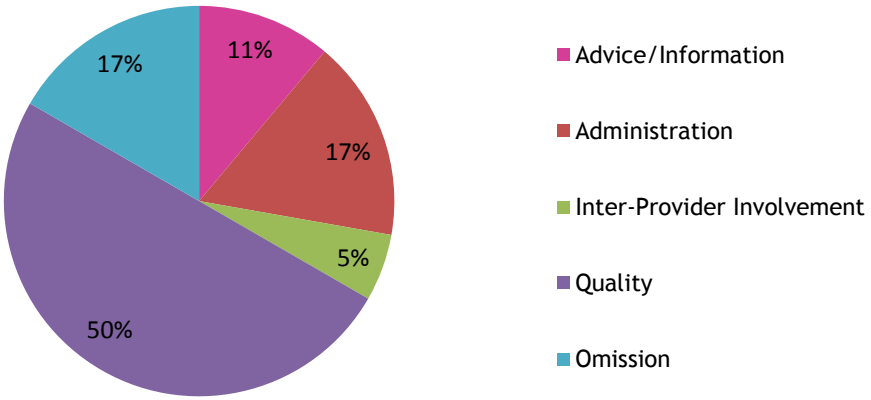
3.3.1 Sentiment:

Overall sentiment about Diagnosis/Testing is 83% negative.



3.3.2 Most Reported Aspects of Diagnosis/Testing



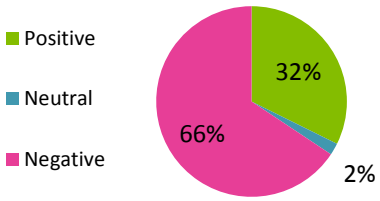


Trends to Watch:
Comments suggest sentiment on the Quality of diagnosis is broady negative.
Some patients comment that they were not examined/tested, and sent away with serious conditions (one with DVT).

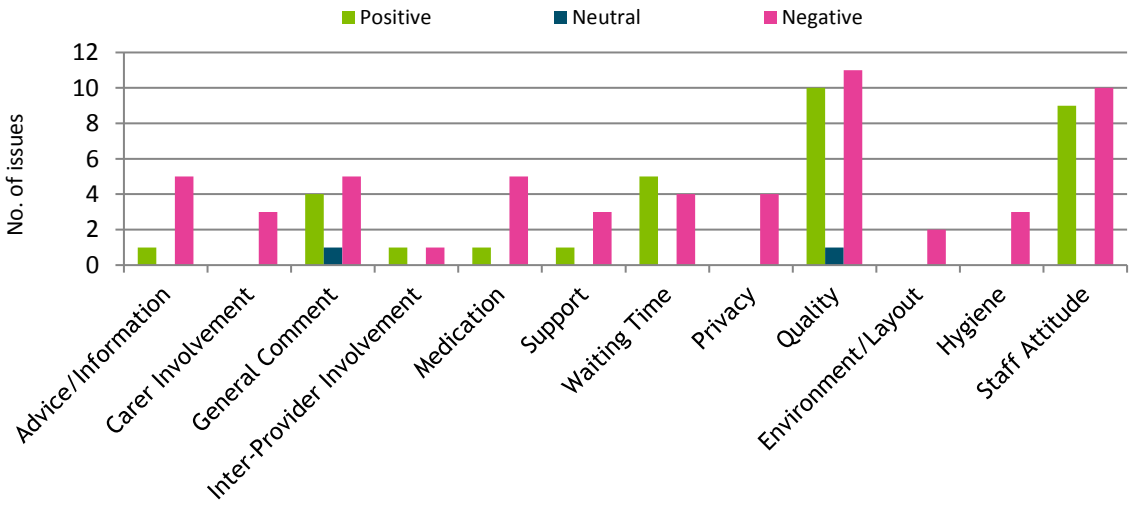
SECTION 3.4: CLINICAL TREATMENT

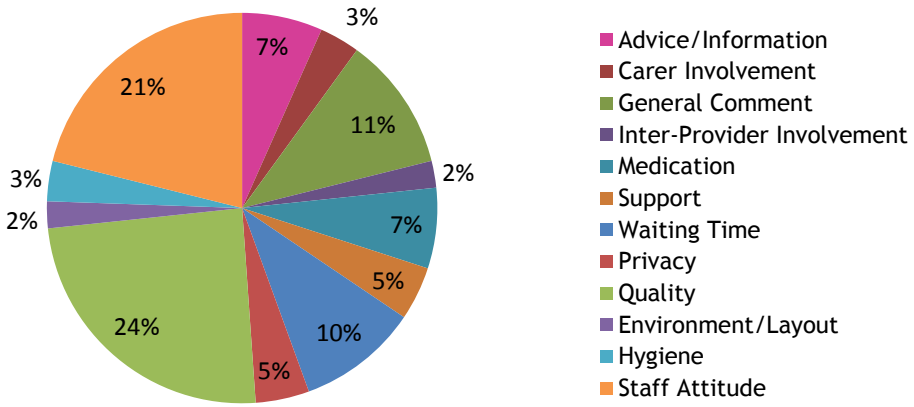
3.4.1 Sentiment:

Overall sentiment about Clinical Treatment is 66% negative.



3.4.2 Most Reported Aspects of Clinical Treatment



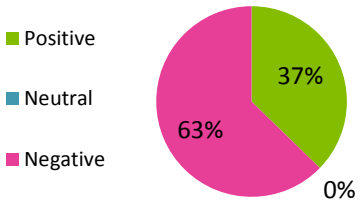


Trends to Watch:
Sentiment is mixed on the Quality of treatment and Staff Attitude of clinicians, according to comments. Comments suggest sentiment on Waiting Time is marginally positive, while broadly negative on Medication and access to Advice/Information.

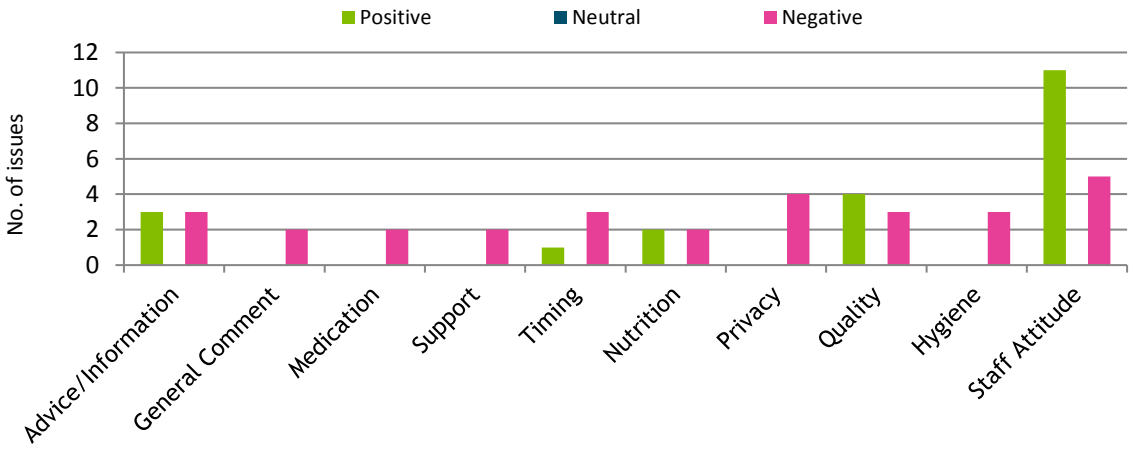
SECTION 3.5: CLINICAL NURSING

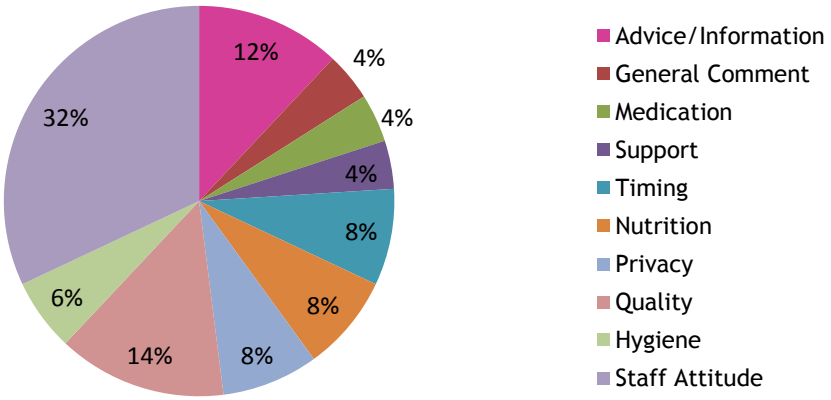
3.5.1 Sentiment:

Overall sentiment about Clinical Nursing is 63% negative.



3.5.2 Most Reported Aspects of Clinical Nursing



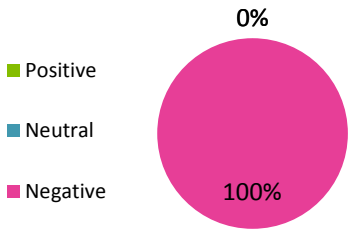


Trends to Watch:
According to comments sentiment about the Staff Attitude of nurses is clearly positive.

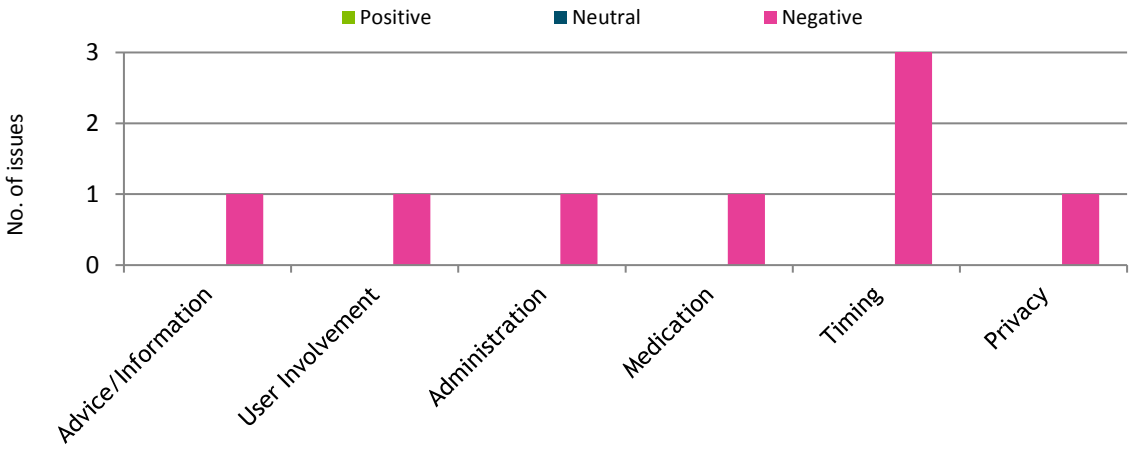
SECTION 3.6: DISCHARGE

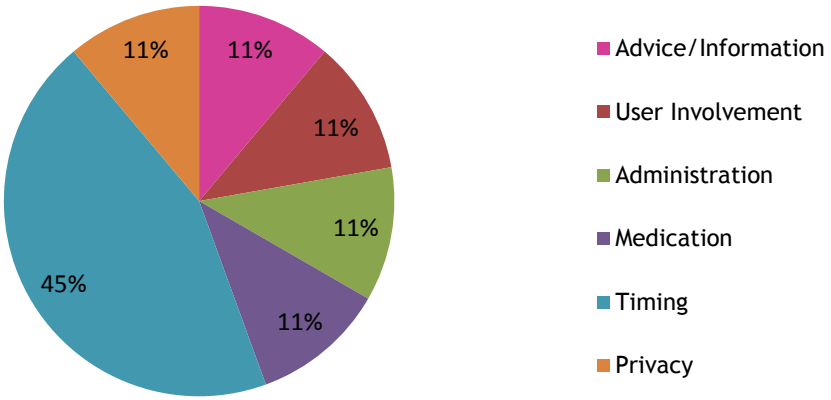
3.6.1 Sentiment:

Overall sentiment about Discharge is 100% negative.



3.6.2 Most Reported Aspects of Discharge





Trends to Watch:
Some patients felt that they had been discharged too soon.