healthwatch Croydon

Trends Analysis Report

Dermatology

ABOUT THIS REPORT

Healthwatch Croydon has analysed the experience of Dermatology services.

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).
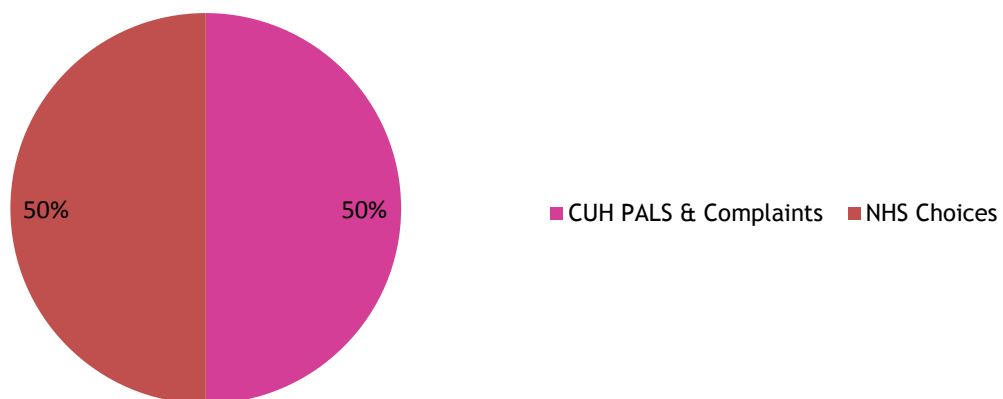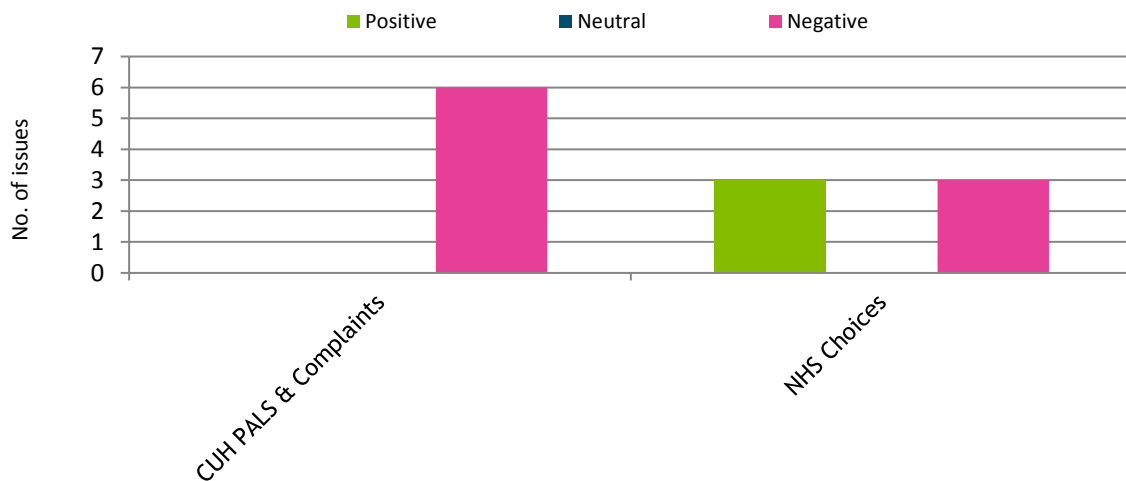
SECTION 1: REPORT CONTENT

Healthwatch Croydon has identified 12 issues during the period below:

1.1: Reporting Period: **From:**   01/07/2014

                                       To: 29/02/2016

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
50% of the service user comments originate from PALS and Complaints, with the remaining 50% from NHS Choices.

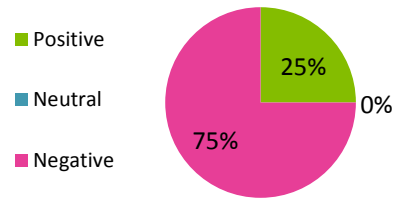Please note that comments obtained from these sources may not be representative of all service users experiences or opinions.

                                             Report Date: 29/02/2016
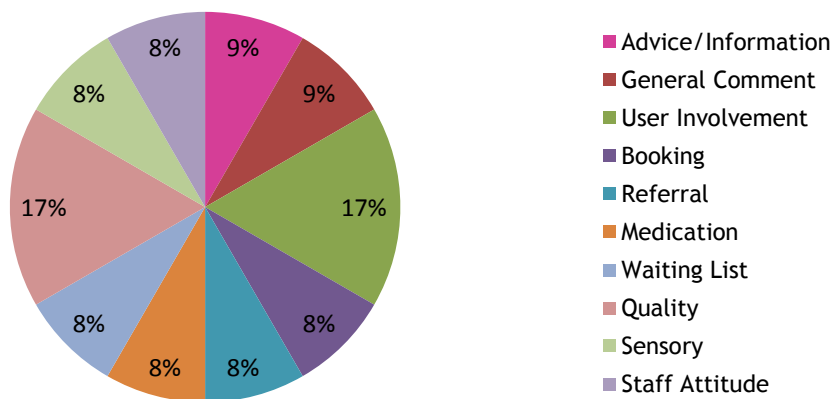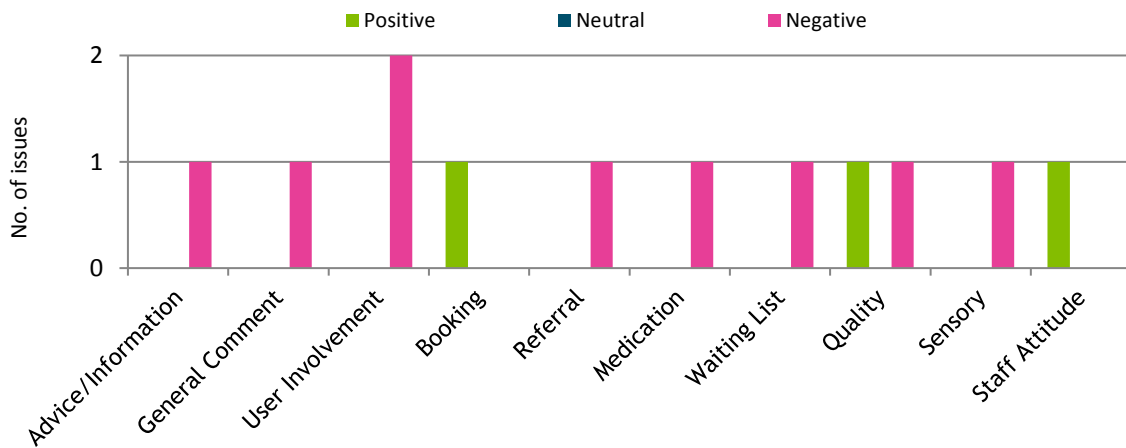
SECTION 2.1: TOP OVERALL TRENDS

2.1.1 Sentiment:

According to the comments, the overall sentiment as a whole is 75% negative. This may be attributed to data origin.

- Positive
- Neutral
- Negative

25%
0%
75%

2.1.2 Top Trends

Positive   Neutral   Negative

No. of issues

Advice/Information · General Comment · User Involvement · Booking · Referral · Medication · Waiting List · Quality · Sensory · Staff Attitude

- Advice/Information — 9%
- General Comment — 9%
- User Involvement — 17%
- Booking — 8%
- Referral — 8%
- Medication — 8%
- Waiting List — 8%
- Quality — 17%
- Sensory — 8%
- Staff Attitude — 8%

Trends to Watch:
Comments suggest that User Involvement and Quality are the largest trends, accounting for 17% each.

2.3.1 Top Services
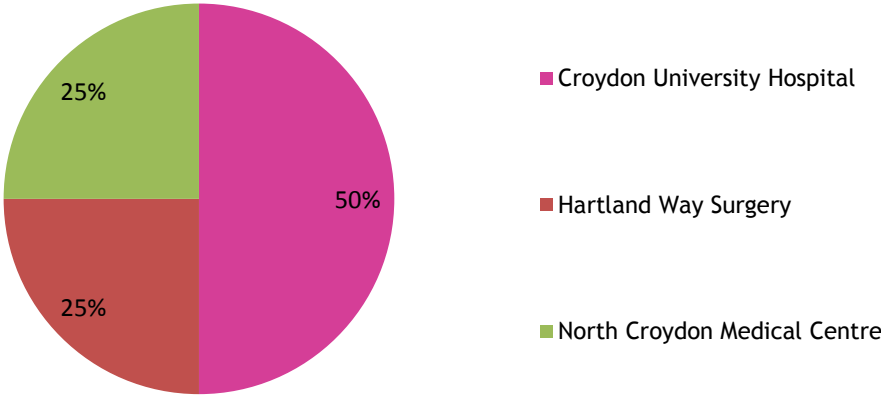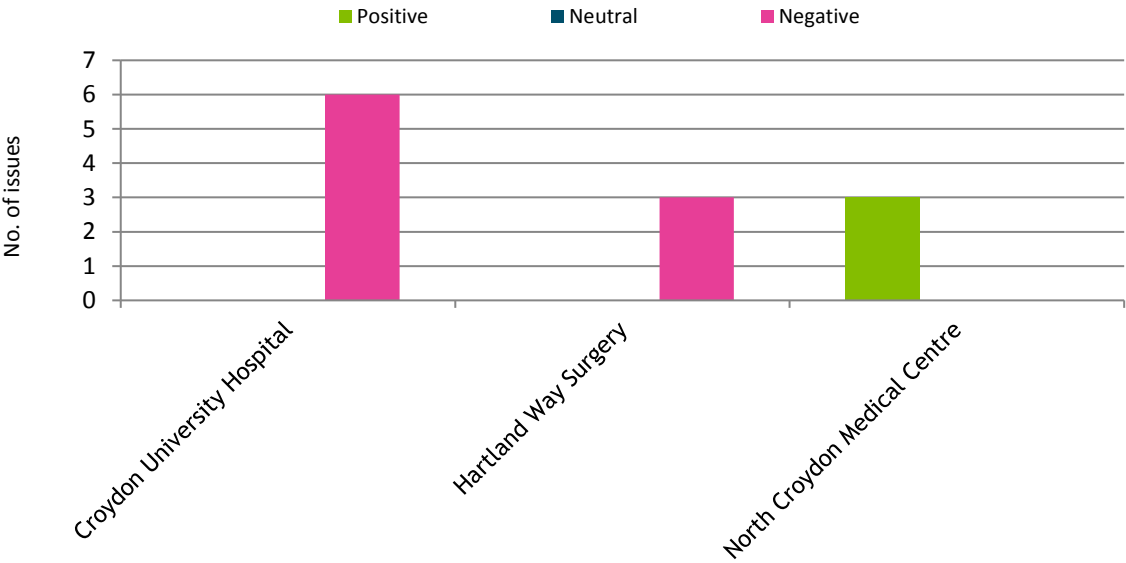
Trends to Watch:
50% of the comments relate to Croydon University Hospital.