Trends Analysis Report

Ear, Nose and Throat

ABOUT THIS REPORT

Healthwatch Croydon has analysed the experience of Ear, Nose and Throat 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
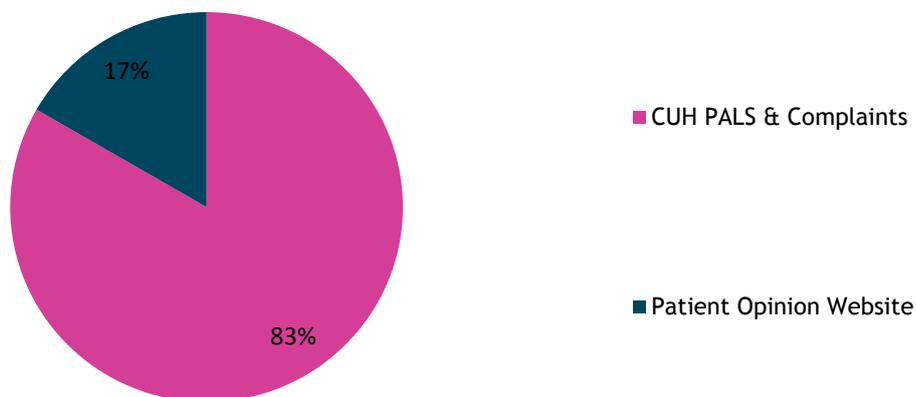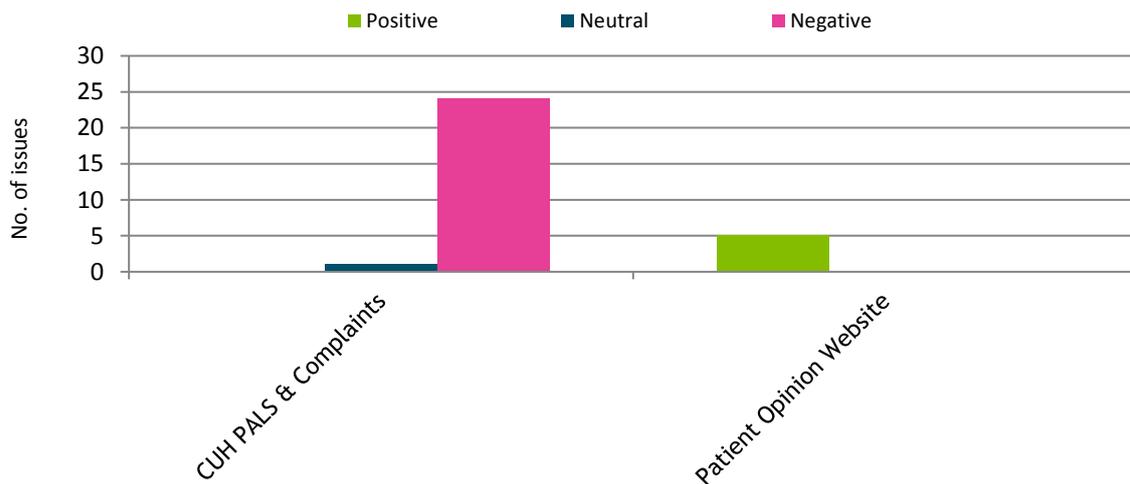
Healthwatch Croydon has identified 30 issues during the period below:

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

                                               To: 31/10/2015

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

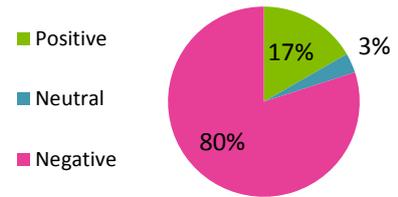83% of the service user comments originate from CUH PALS & Complaints, with the remainder from other sources.

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

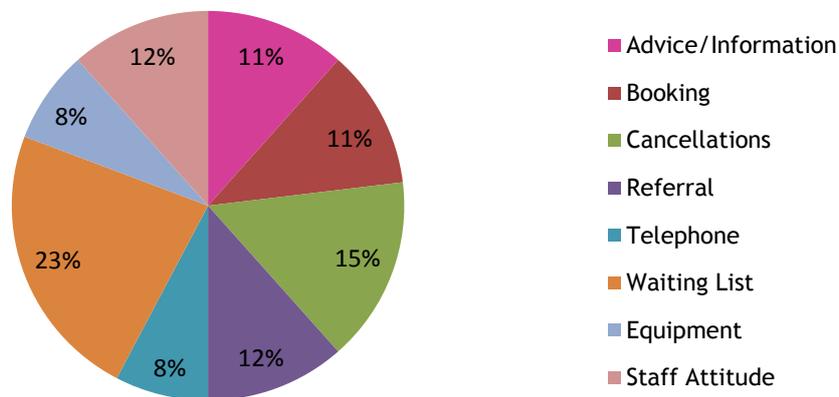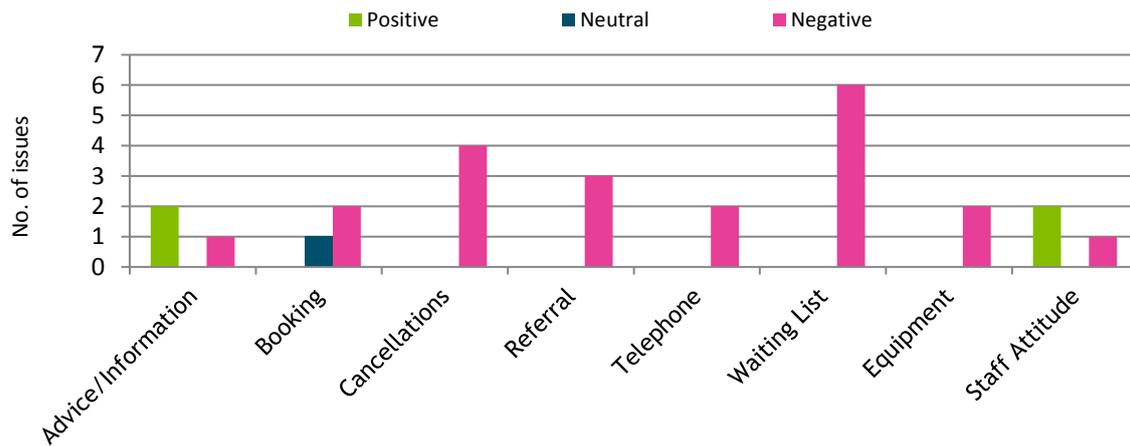   **Report Date:**   02/11/2015

2.1.1 Sentiment:

According to the comments, the overall sentiment as a whole is 80% negative - this may be largely attributed to data origin.

Legend:
- Positive
- Neutral
- Negative

Pie chart values: 17%, 3%, 80%

2.1.2 Top Trends

Bar chart legend: Positive, Neutral, Negative

Y-axis: No. of issues (0 to 7)

Categories: Advice/Information, Booking, Cancellations, Referral, Telephone, Waiting List, Equipment, Staff Attitude

Pie chart values: 11%, 11%, 15%, 12%, 8%, 23%, 8%, 12%

Legend:
- Advice/Information
- Booking
- Cancellations
- Referral
- Telephone
- Waiting List
- Equipment
- Staff Attitude

Trends to Watch:
Comments suggest there are issues around Waiting Lists and Referral for treatment.
Cancellation of appointments is also an issue, according to comments.