



Trends Analysis Report

Mental Health Services

ABOUT THIS REPORT

Healthwatch Croydon has analysed the experience of Mental Health 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).

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.

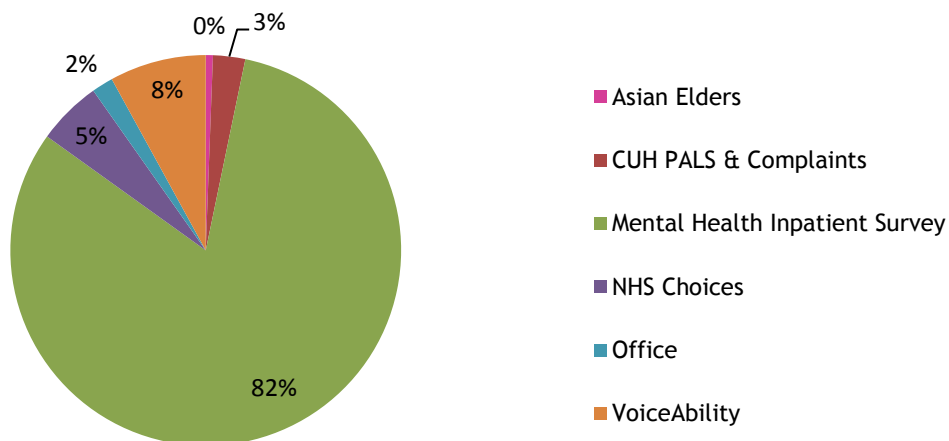
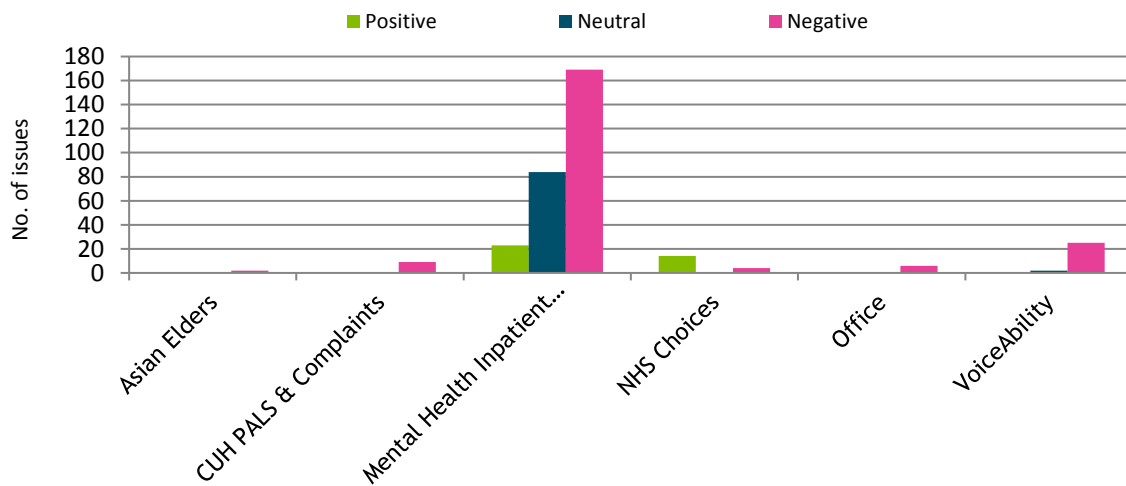
SECTION 1: REPORT CONTENT

Healthwatch Croydon has identified 343 issues during the period below:

1.1: Reporting Period: From: 01/07/2014
To: 30/11/2015

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

82% of the service user comments originate from the Mental Health Inpatient Survey (commissioned by Healthwatch Croydon), with the remainder from other sources, including VoiceAbility.

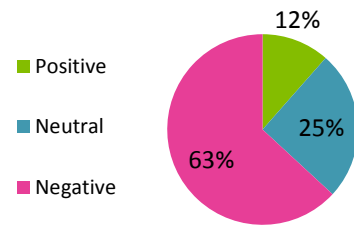
Please note that comments obtained from these sources may not be representative of all service users experiences or opinions.

Report Date: 11/12/2015

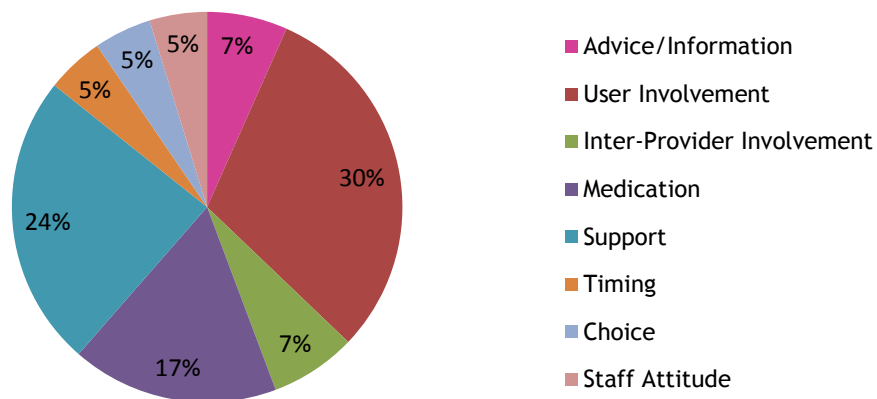
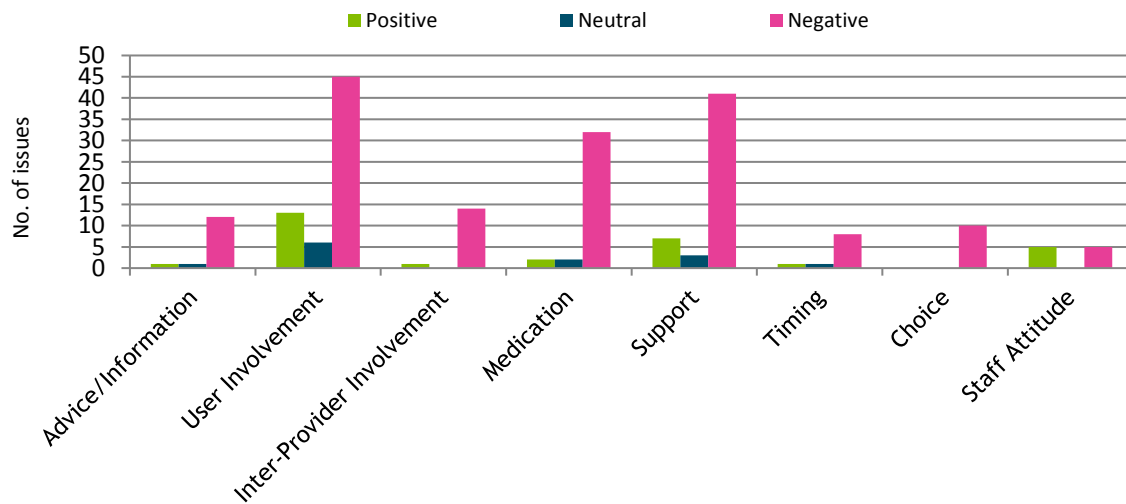
SECTION 2.1: TOP OVERALL TRENDS

2.1.1 Sentiment:

According to the comments, the overall sentiment as a whole is 63% negative.



2.1.2 Top Trends



Trends to Watch:

According to comments the largest trend is User Involvement, with patients not feeling 'listened to', or in control of their care planning.

Support is also a clear trend, with comments suggesting admissions could have been avoided, if adequate support was available from primary and community care services.

Patients are also concerned about side effects of medication.