



## Trends Analysis Report

NHS 111

### ABOUT THIS REPORT

Healthwatch Croydon has analysed the service user experience of NHS 111.

#### **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**

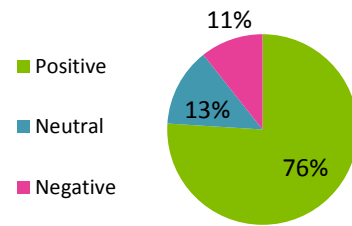
The trends within this report are based on service user comments we have obtained from sources outlined in Section 1. Comments obtained from these sources may not be representative of all service users experiences or opinions.



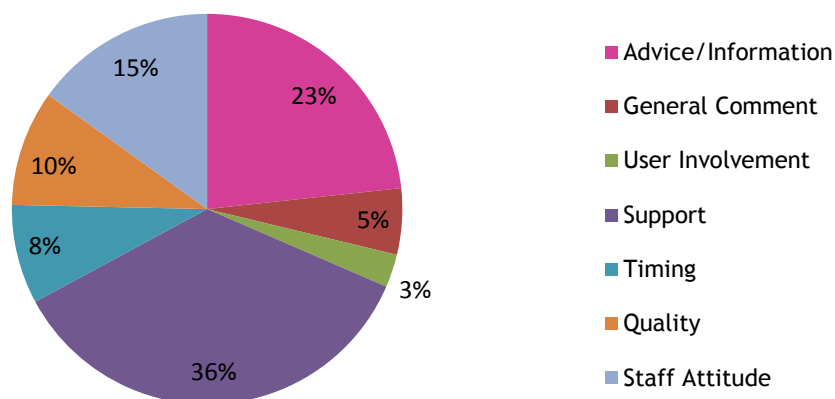
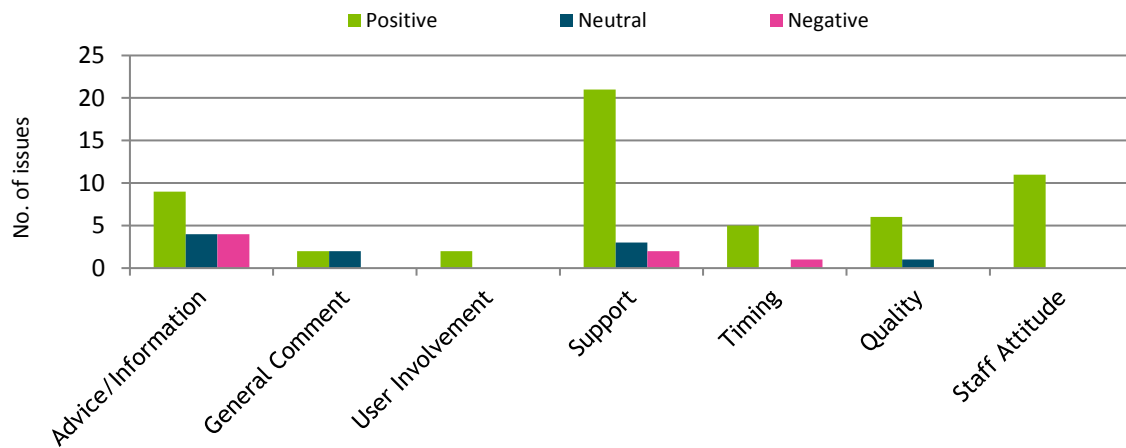
## SECTION 2.1: TOP OVERALL TRENDS

### 2.1.1 Sentiment:

According to the comments, the overall sentiment as a whole is 76% positive.



### 2.1.2 Top Trends



#### Trends to Watch:

Comments indicate a very good level of Support received, with out-of-ours doctors and ambulances arranged as necessary. Sentiment on Staff Attitude, service Quality and Responsiveness (Timing) is also broadly positive, according to comments. Sentiment on Advice/Information is marginally positive, as there is some perception that the service is not staffed by professionals.

