



Trends Analysis Report

Orthotics Outpatients

ABOUT THIS REPORT

Healthwatch Croydon has analysed the service user experience of Orthotics Outpatients.

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.

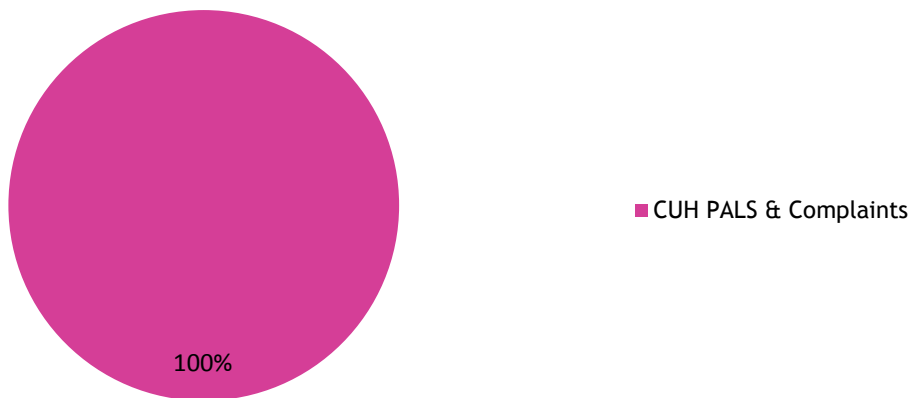
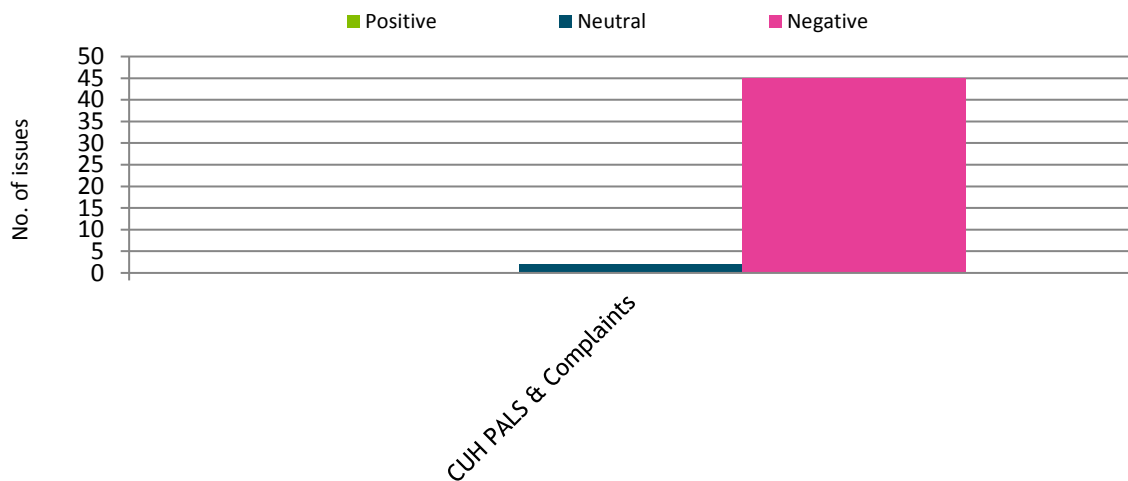
SECTION 1: REPORT CONTENT

Healthwatch Croymdon has identified 47 issues during the period below:

1.1: Reporting Period: From: 01/04/2015
 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

All of the data originates from CUH PALS & Complaints reports.

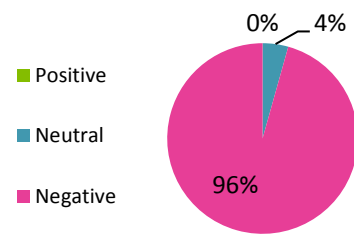
Please note that comments obtained from these sources may not be representative of all service users experiences or opinions.

Report Date: 12/10/2015

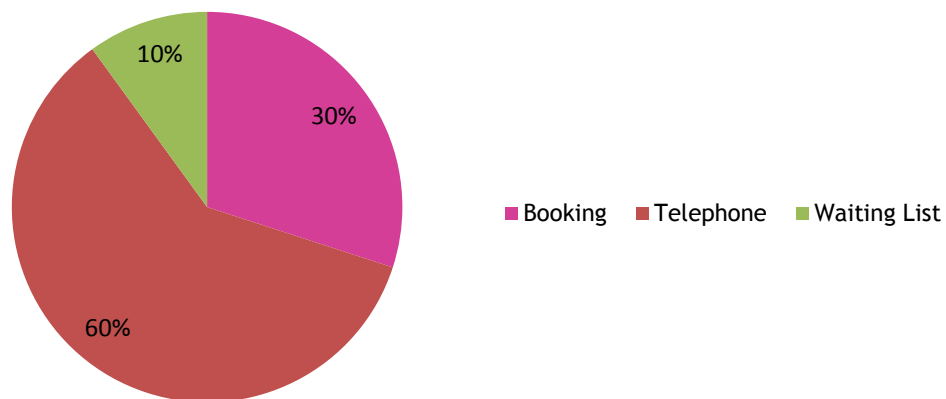
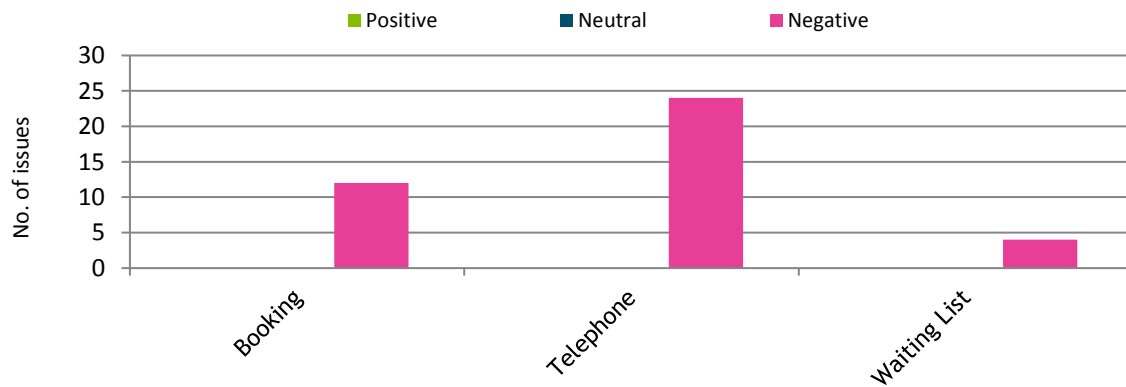
SECTION 2.1: TOP OVERALL TRENDS

2.1.1 Sentiment:

According to the comments, the overall sentiment as a whole is 96% negative, this may be largely attributed to data origin.



2.1.2 Top Trends



Trends to Watch:

Since April 2015, 24 people have commented that they were unable to get through on the phone, affecting their ability to get appointments, and communicate with the service generally. This department appears to have a high proportion of telephone related incidents, compared with other departments.

