



Trends Analysis Report

Patient Transport

ABOUT THIS REPORT

Healthwatch Croydon has analysed the service user experience of patient transport.

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.

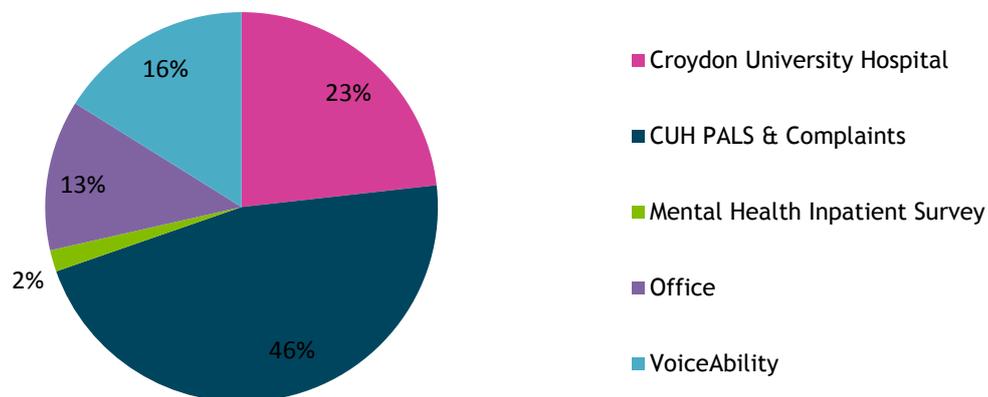
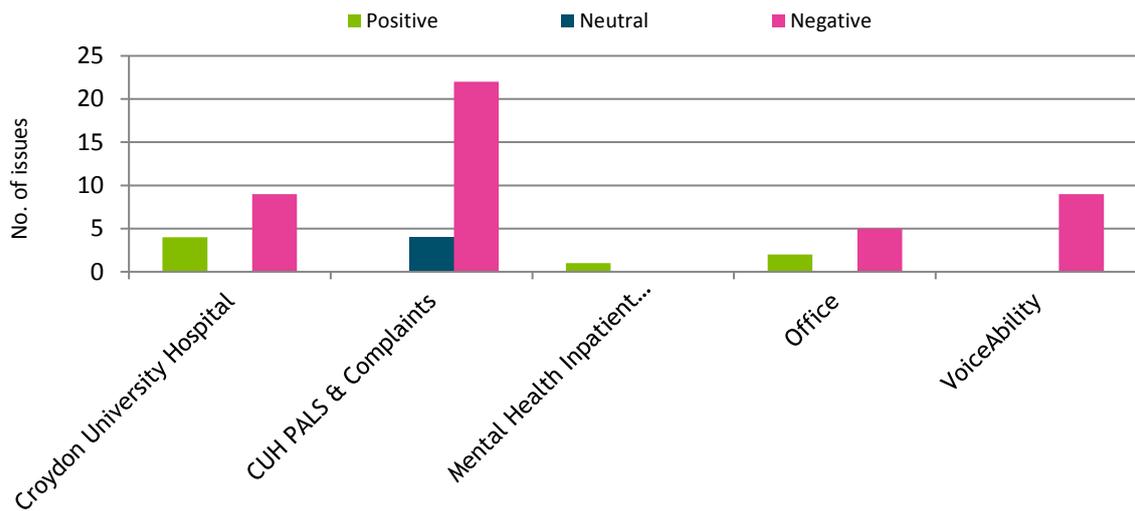
SECTION 1: REPORT CONTENT

Healthwatch Croydon has identified 56 issues during the period below:

1.1: Reporting Period: From: 01/07/2014
To: 06/10/2015

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

Around half of the service user comments originate from CUH PALS & Complaints, with the remainder from other sources, including outreach at CUH (Patient Transport Lounge).

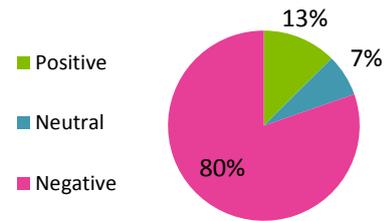
Please note that comments obtained from these sources may not be representative of all service users experiences or opinions.

Report Date: 06/10/2015

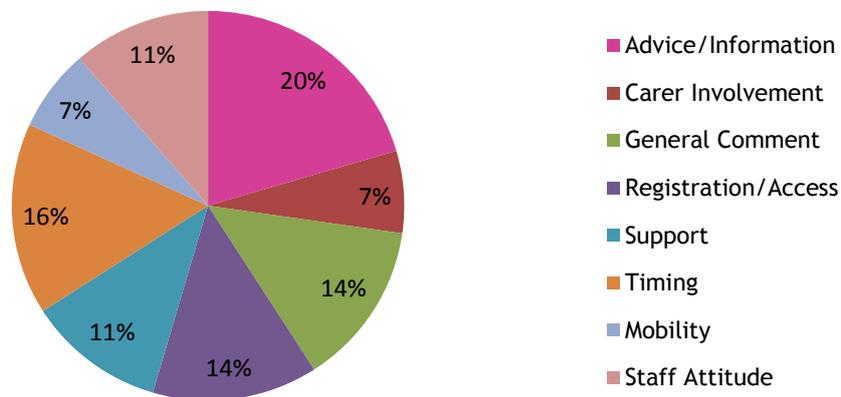
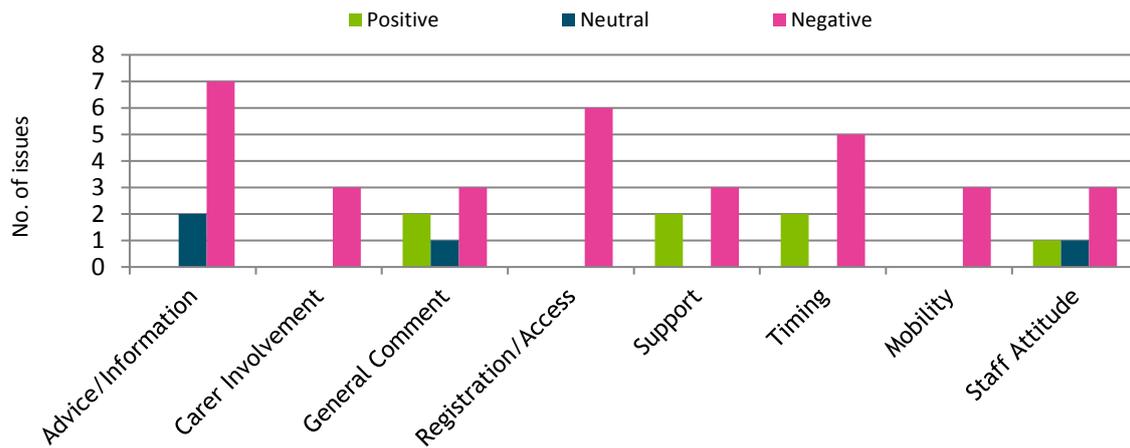
SECTION 2.1: TOP OVERALL TRENDS

2.1.1 Sentiment:

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



2.1.2 Top Trends



Trends to Watch:

According to comments, the leading trend is Advice/Information, with some patients not knowing the department's contact details, and the (temporary) transport lounge is not easy to locate. Registration/Access is also an issue, with some patients complaining that they do not meet the eligibility criteria. Comments suggest sentiment about arrival times is mixed.

