



Trends Analysis Report

Physiotherapy

ABOUT THIS REPORT

Healthwatch Croydon has analysed the service user experience of Physiotherapy.

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.

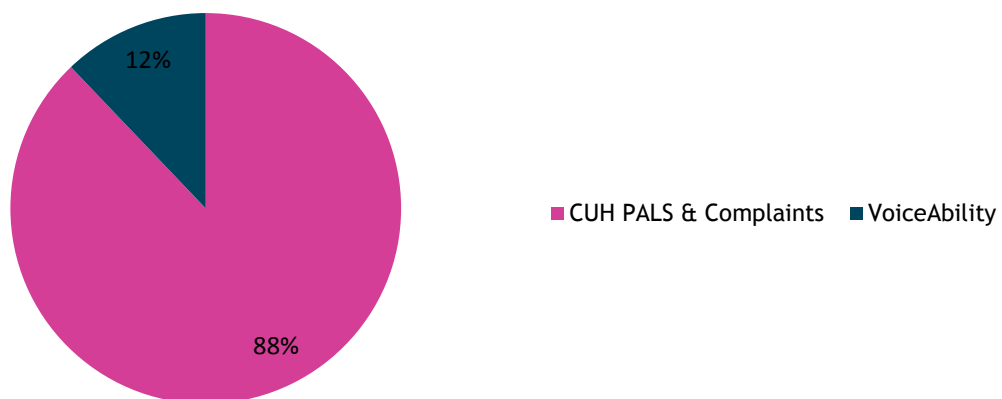
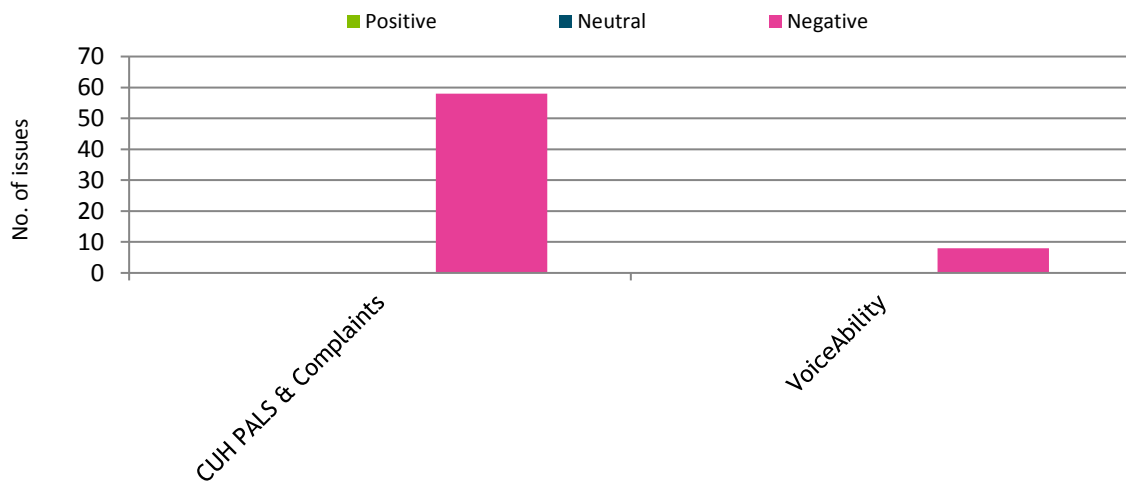
SECTION 1: REPORT CONTENT

Healthwatch Croymdon has identified 66 issues during the period below:

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

88% of the service user comments originate from PALS and Complaints, with the remainder from VoiceAbility.

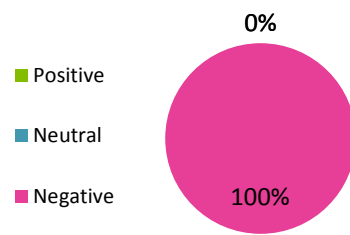
Please note that comments obtained from these sources may not be representative of all service users experiences or opinions.

Report Date: 20/10/2015

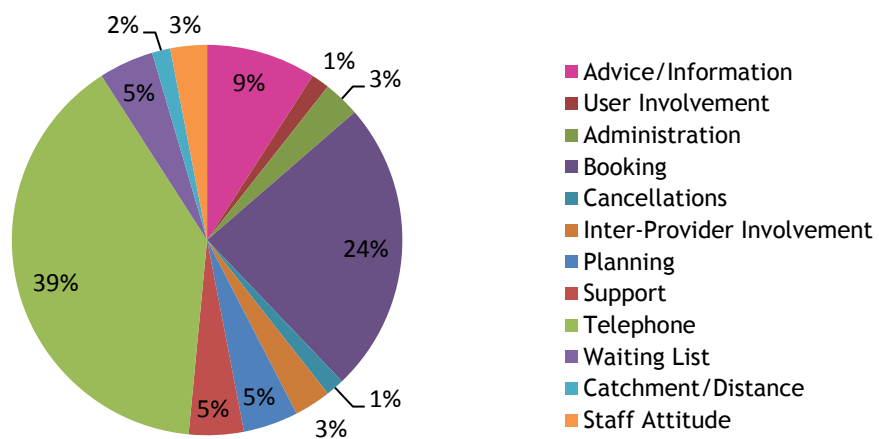
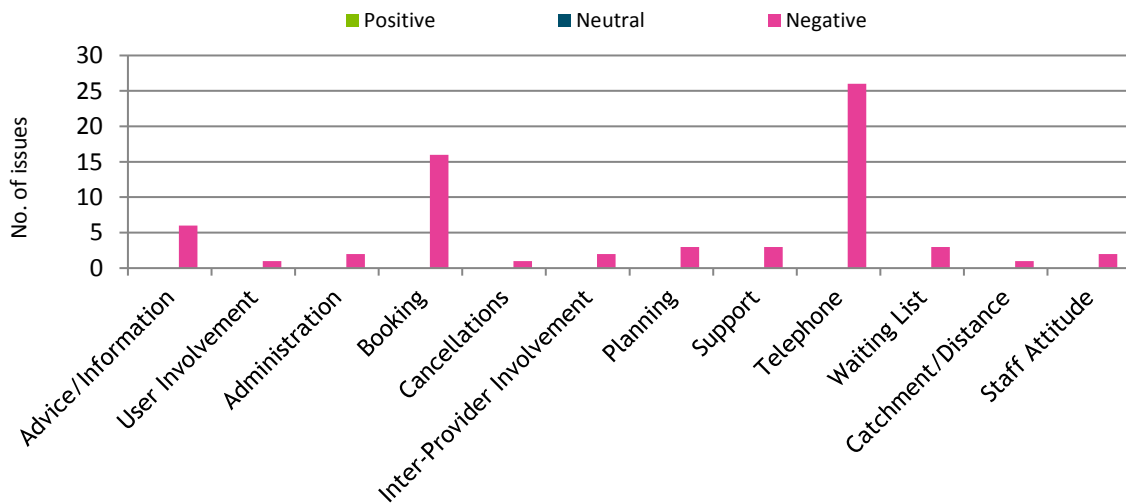
SECTION 2.1: TOP OVERALL TRENDS

2.1.1 Sentiment:

According to the comments, the overall sentiment as a whole is 100% negative - this may be attributed to data origin.



2.1.2 Top Trends



Trends to Watch:

26 people have complained about not being able to get through on the phone, with 16 comments about inability to book appointments.

