



## Trends Analysis Report

Purley Minor Injuries Unit

### ABOUT THIS REPORT

Healthwatch Croydon has analysed the service user experience of Purley Minor Injuries Unit.

#### **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.

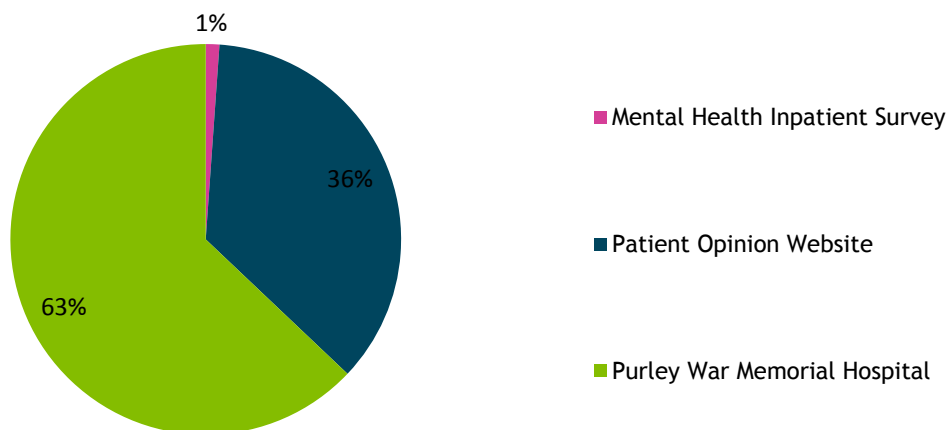
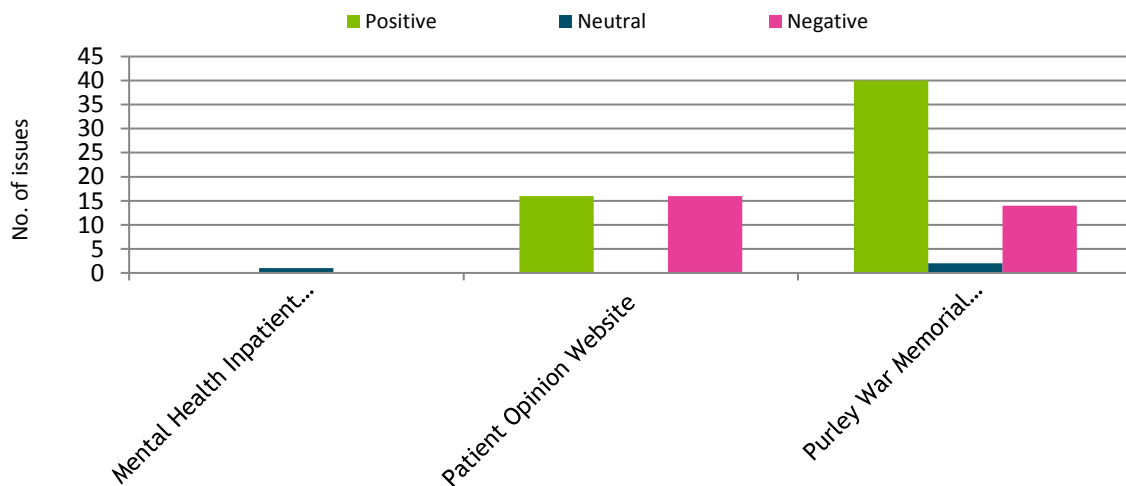
## SECTION 1: REPORT CONTENT

Healthwatch Croydton has identified 89 issues during the period below:

1.1: Reporting Period: From: 01/07/2014  
To: 05/10/2015

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

63% of the service user comments were obtained during outreach at the Minor Injuries Unit, with the remainder from other sources.

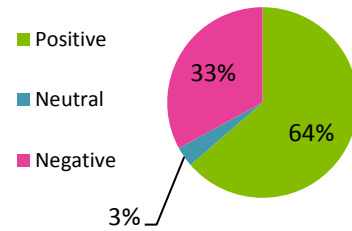
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Report Date: 05/10/2015

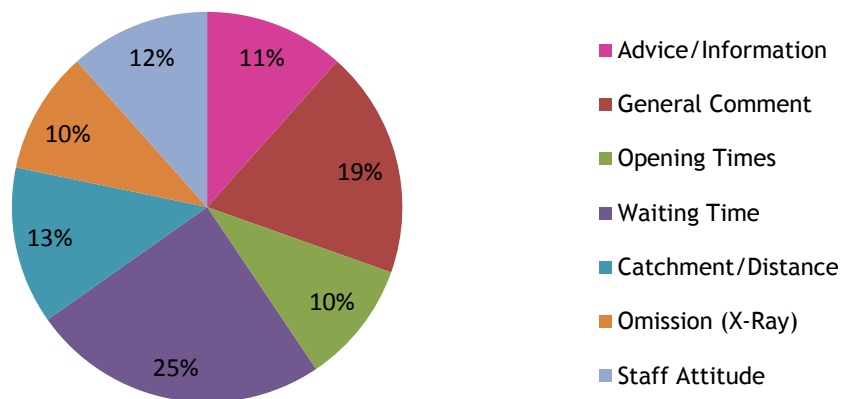
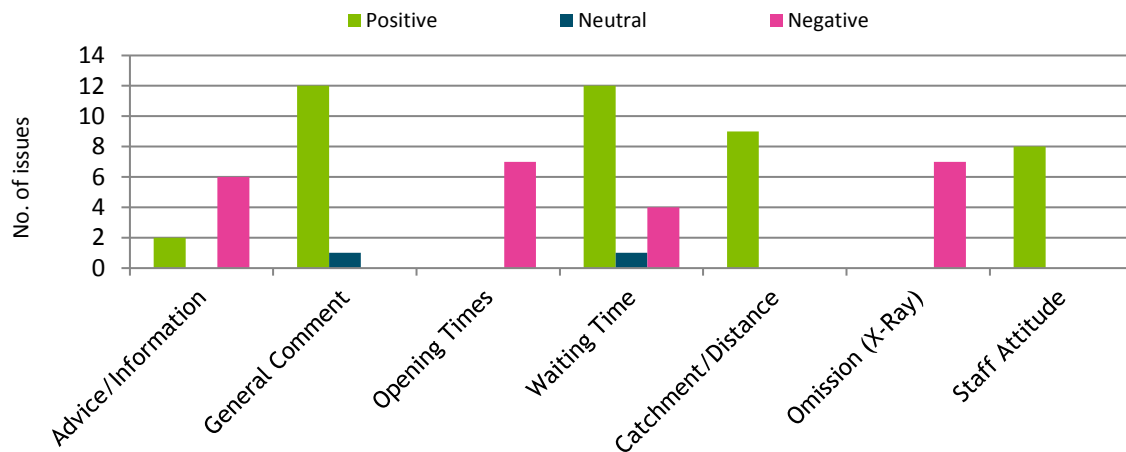
## SECTION 2.1: TOP OVERALL TRENDS

### 2.1.1 Sentiment:

According to the comments, the overall sentiment as a whole is 64% positive.



### 2.1.2 Top Trends



### Trends to Watch:

Comments suggest that patients are very satisfied with waiting times, quality and staff attitude. Many patients also comment that location is convenient, saving them having to travel to hospital. Some patients comment negatively on opening hours, plus the inability to get an x-ray at the facility. When talking to patients about awareness of the service, many said it should be promoted more widely. Most patients do not recall receiving a leaflet about the service.

