

## Trends Analysis Report

**Provider**

Lewisham Healthcare NHS Trust

**Date**

1 January 2010 - 31 December 2010

**Narrative**

Through outreach activity, events and meetings, Lewisham LINK has acquired 454 comments regarding health & social care services provided by Lewisham Healthcare NHS Trust during 2010.

### This Report

- Identifies the top overall issues (Page 2) and analyses:
- All issues (Pages 3 - 25);
- Safeguarding by service, condition (Page 26) and volume (Page 27);
- Overall volume by service, condition (Page 28) and total (Page 29);
- Top overall comment origin (Page 30);
- Top overall comment source (Page 31).

### ANNEXES

- All user comments (Annex 1)

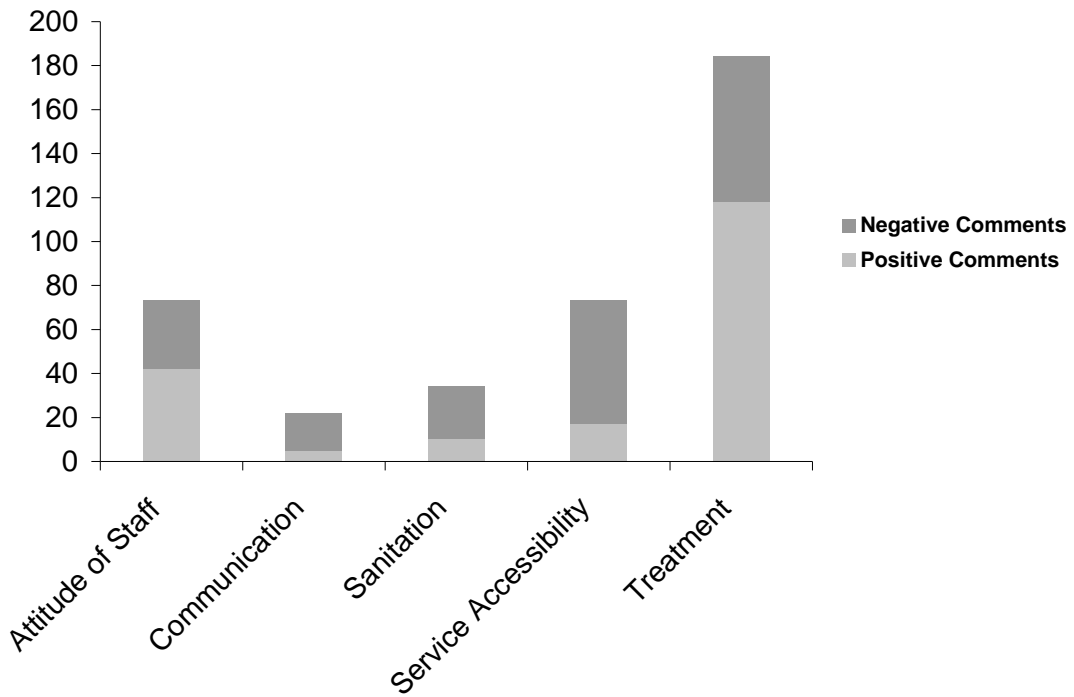
**Report Author**

Lewisham Local Involvement Network, 24 May 2011

## Section 1 Top Overall Trends

TREND	Positive Comments	Negative Comments	TOTAL	TOTAL %
Attitude of Staff	42	31	73	16
Communication	5	17	22	5
Sanitation	10	24	34	7
Service Accessibility	17	56	73	16
Treatment	118	66	184	41

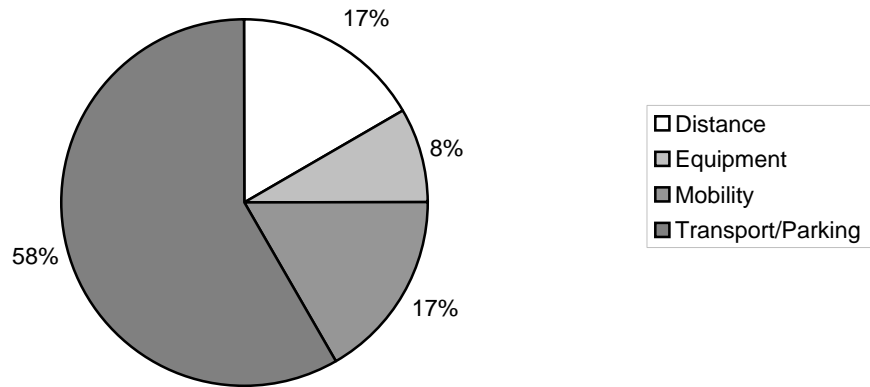
**Positive Comments      203      100 %**  
**Negative Comments      251**  
**Total Comments      454**



## Trend Accessibility

TREND	Positive Comments	Negative Comments	TOTAL
Distance	1	1	2
Equipment	1	0	1
Mobility	0	2	2
Transport/Parking	0	7	7

Positive Comments            **2**  
 Negative Comments         **10**  
 Total Comments             **12**



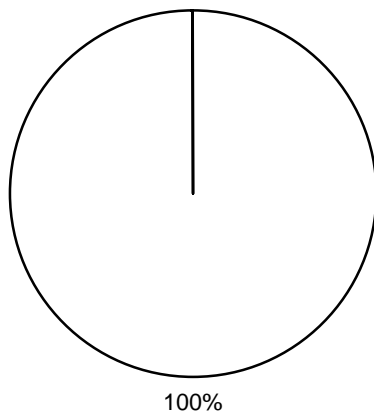
### Ratio of Positive to Negative Comments



## Trend Attitude of Staff

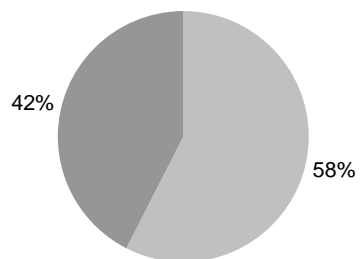
TREND	Positive Comments	Negative Comments	TOTAL
General Comment	42	31	73

Positive Comments	42
Negative Comments	31
Total Comments	73



□ General Comment

### Ratio of Positive to Negative Comments

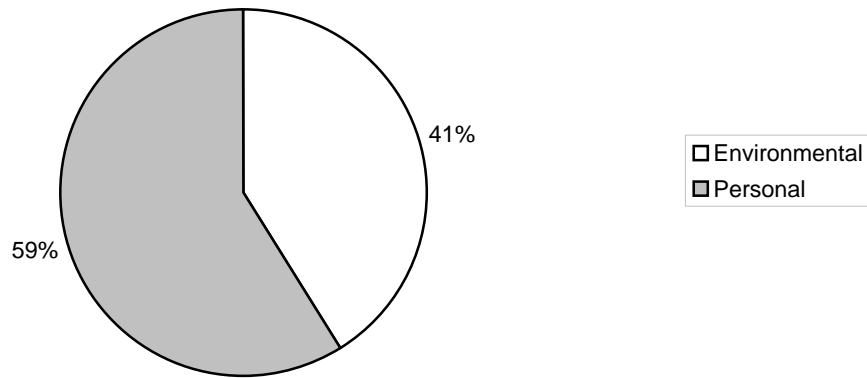


■ Positive Comments  
■ Negative Comments

## Trend Comfort

TREND	Positive Comments	Negative Comments	TOTAL
Environmental	1	6	7
Personal	1	9	10

Positive Comments            **2**  
 Negative Comments          **15**  
 Total Comments              **17**



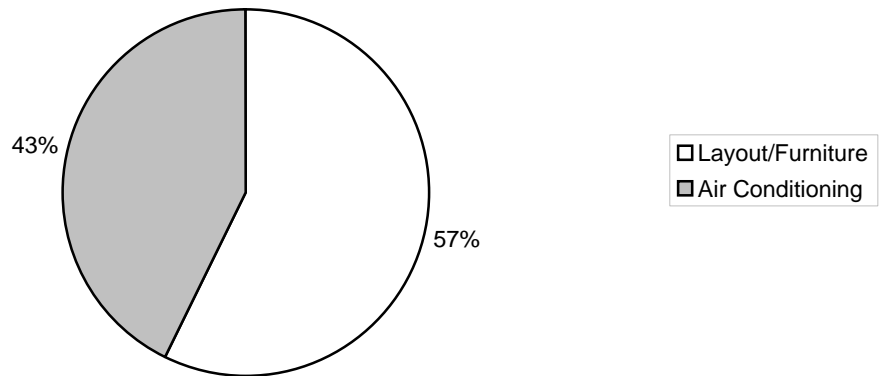
### Ratio of Positive to Negative Comments



## Sub-Trend Environmental Comfort

TREND	Positive Comments	Negative Comments	TOTAL
Layout/Furniture	1	3	4
Air Conditioning	0	3	3

Positive Comments	1
Negative Comments	6
Total Comments	7



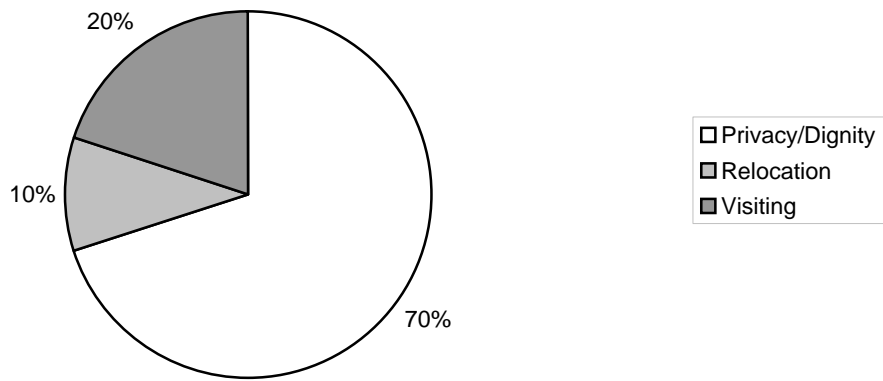
### Ratio of Positive to Negative Comments



## Sub-Trend Personal Comfort

TREND	Positive Comments	Negative Comments	TOTAL
Privacy/Dignity	0	7	7
Relocation	0	1	1
Visiting	1	1	2

Positive Comments            **1**  
 Negative Comments         **9**  
 Total Comments              **10**



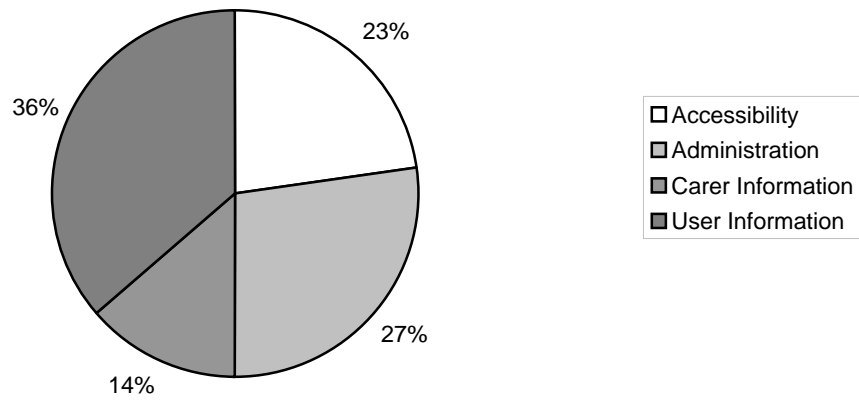
**Ratio of Positive to Negative Comments**



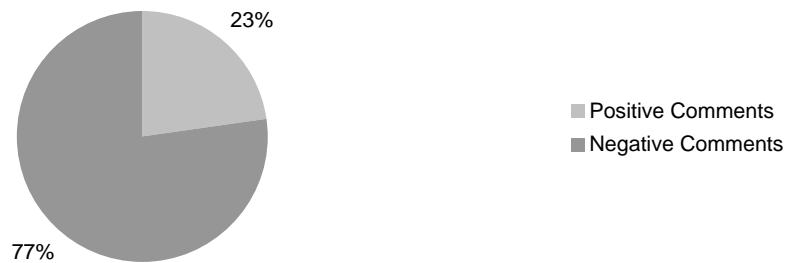
## Trend Communication

TREND	Positive Comments	Negative Comments	TOTAL
Accessibility	0	5	5
Administration	0	6	6
Carer Information	2	1	3
User Information	3	5	8

Positive Comments                    **5**  
 Negative Comments                   **17**  
 Total Comments                        **22**



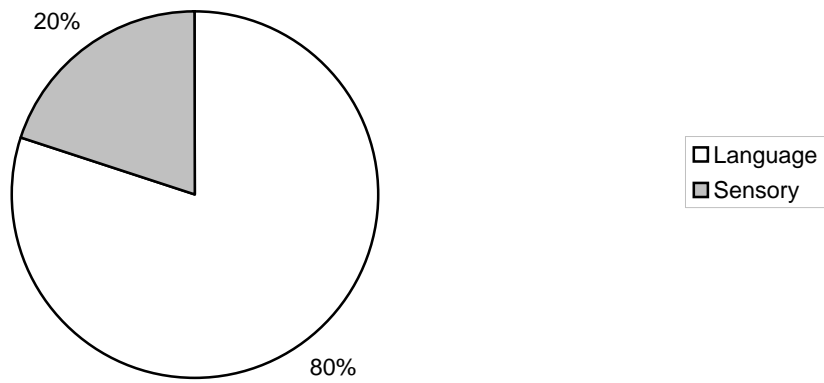
### Ratio of Positive to Negative Comments



## Sub-Trend Information Accessibility

TREND	Positive Comments	Negative Comments	TOTAL
Language	0	4	4
Sensory	0	1	1

Positive Comments            0  
 Negative Comments         5  
 Total Comments             5



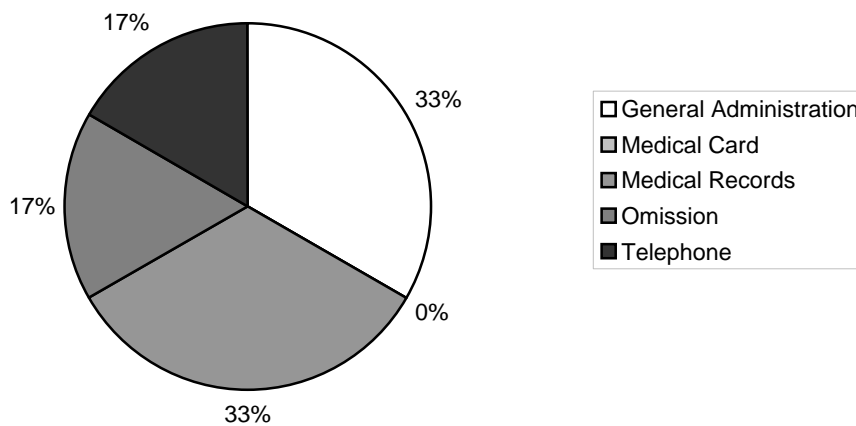
### Ratio of Positive to Negative Comments



## Sub-Trend Administration

TREND	Positive Comments	Negative Comments	TOTAL
General Administration	0	2	2
Medical Card	0	0	0
Medical Records	0	2	2
Omission	0	1	1
Telephone	0	1	1

Positive Comments                    0  
 Negative Comments                   6  
 Total Comments                        6



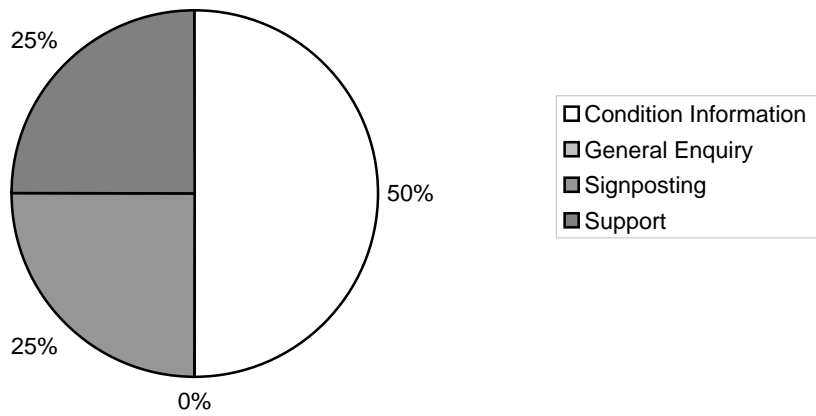
**Ratio of Positive to Negative Comments**



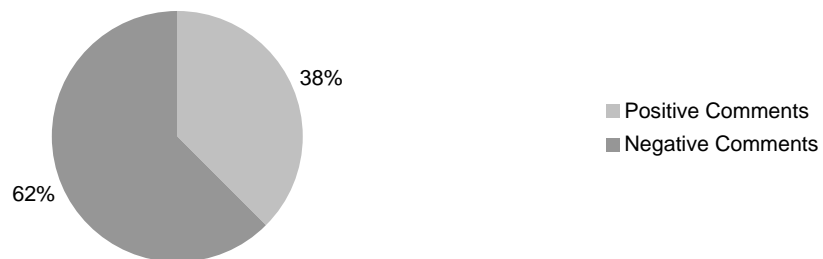
## Sub-Trend User Information

TREND	Positive Comments	Negative Comments	TOTAL
Condition Information	1	3	4
General Enquiry	0	0	0
Signposting	1	1	2
Support	1	1	2

Positive Comments                    **3**  
 Negative Comments                   **5**  
 Total Comments                        **8**



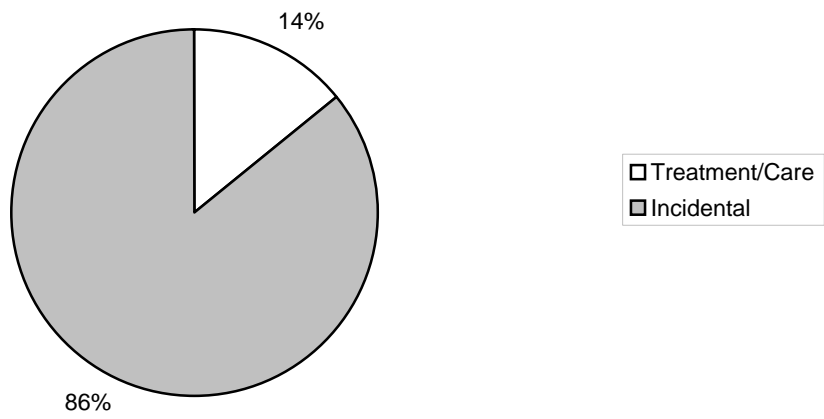
### Ratio of Positive to Negative Comments



## Trend Cost

TREND	Positive Comments	Negative Comments	TOTAL
Treatment/Care	0	1	1
Incidental	0	6	6

Positive Comments	0
Negative Comments	7
Total Comments	7



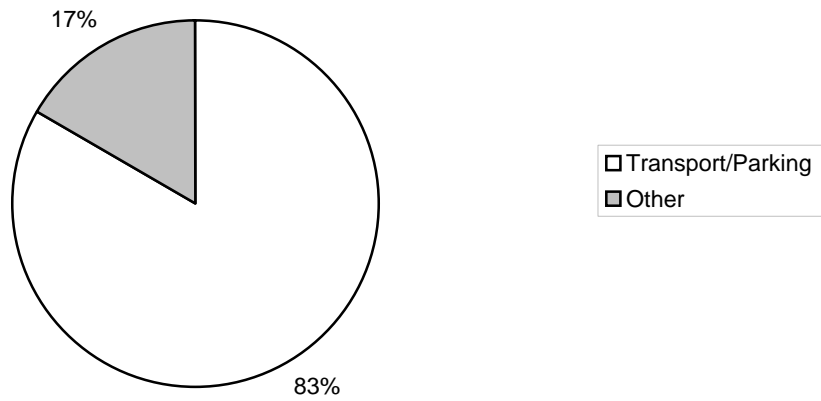
### Ratio of Positive to Negative Comments



## Sub-Trend Incidental Cost

TREND	Positive Comments	Negative Comments	TOTAL
Transport/Parking	0	5	5
Other	0	1	1

Positive Comments	0
Negative Comments	6
Total Comments	6



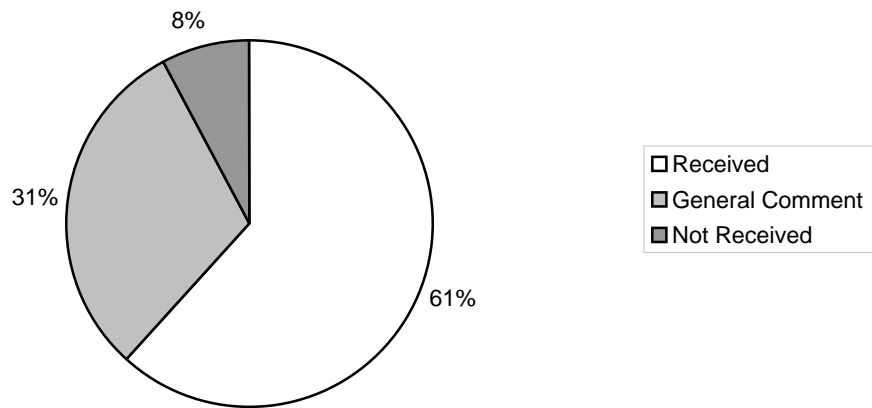
### Ratio of Positive to Negative Comments



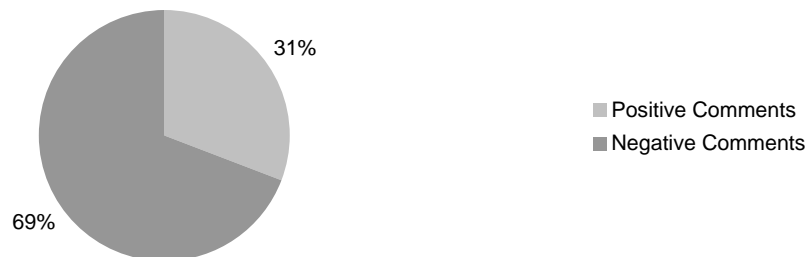
## Trend Diagnosis

TREND	Positive Comments	Negative Comments	TOTAL
Received	0	8	8
General Comment	4	0	4
Not Received	0	1	1

Positive Comments            4  
 Negative Comments          9  
 Total Comments              13



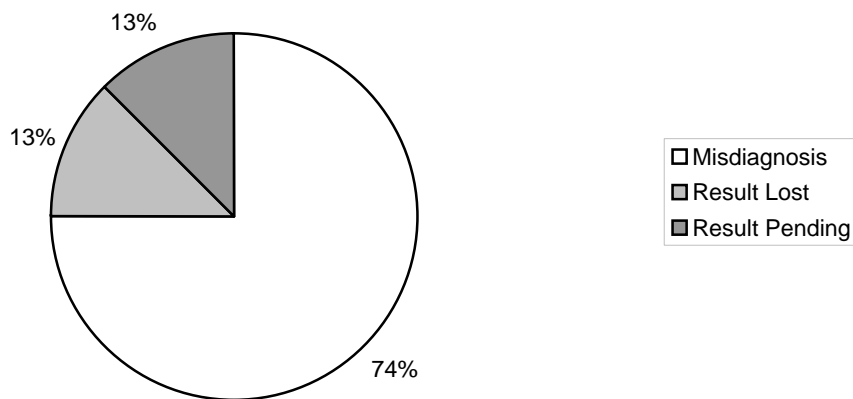
### Ratio of Positive to Negative Comments



## Sub-Trend Diagnosis Received

TREND	Positive Comments	Negative Comments	TOTAL
Misdiagnosis	0	6	6
Result Lost	0	1	1
Result Pending	0	1	1

Positive Comments	0
Negative Comments	8
Total Comments	8



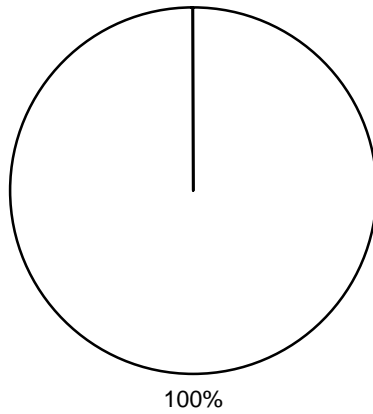
### Ratio of Positive to Negative Comments



## Trend Discharge

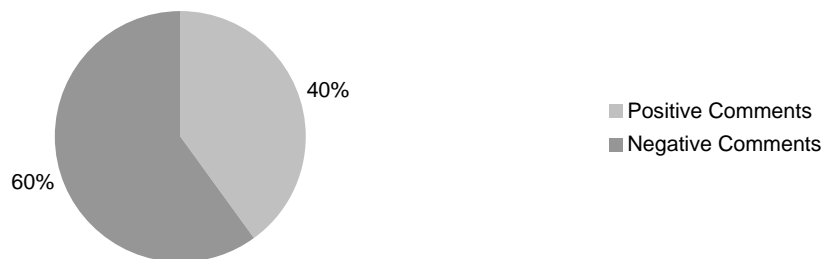
TREND	Positive Comments	Negative Comments	TOTAL
Planning	2	3	5

Positive Comments	2
Negative Comments	3
Total Comments	5



□ Planning

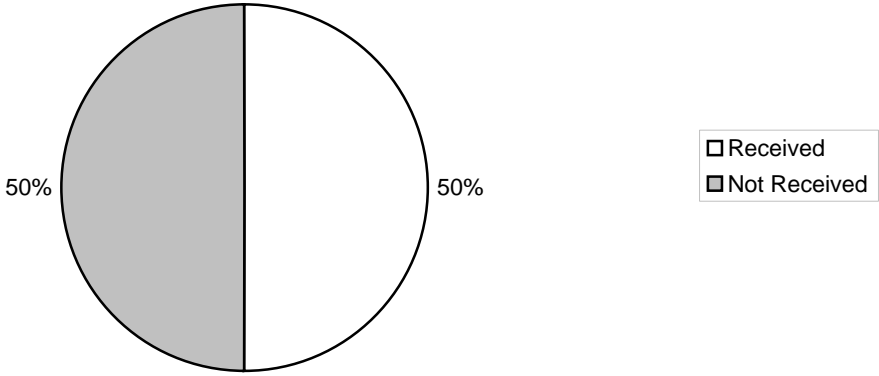
**Ratio of Positive to Negative Comments**



## Trend Medication

TREND	Positive Comments	Negative Comments	TOTAL
Received	0	2	2
Not Received	0	2	2

Positive Comments	0
Negative Comments	4
Total Comments	4



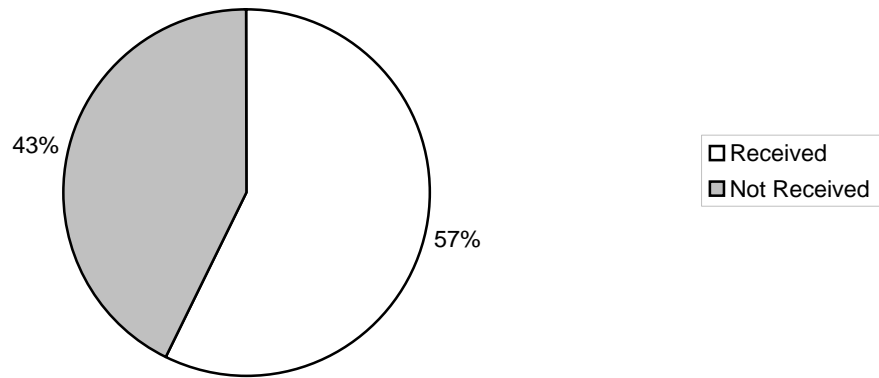
**Ratio of Positive to Negative Comments**



## Trend Nutrition

TREND	Positive Comments	Negative Comments	TOTAL
Received	1	3	4
Not Received	0	3	3

Positive Comments	1
Negative Comments	6
Total Comments	7



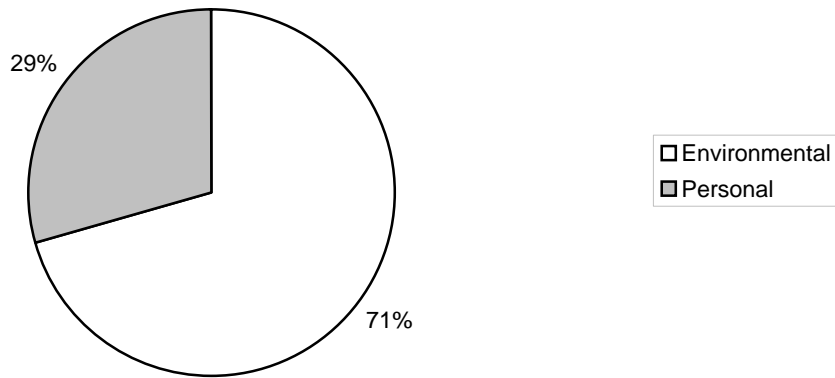
### Ratio of Positive to Negative Comments



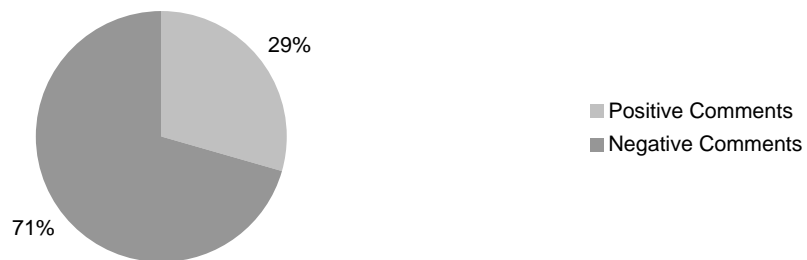
## Trend Sanitation

TREND	Positive Comments	Negative Comments	TOTAL
Environmental	10	14	24
Personal	0	10	10

Positive Comments           **10**  
 Negative Comments         **24**  
 Total Comments             **34**



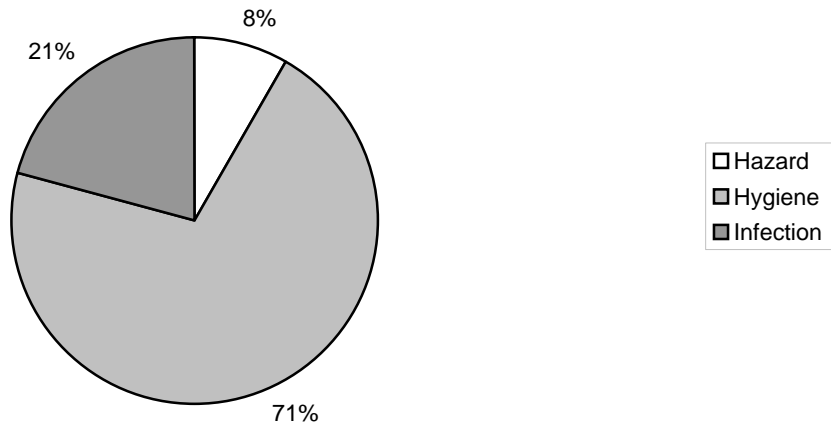
### Ratio of Positive to Negative Comments



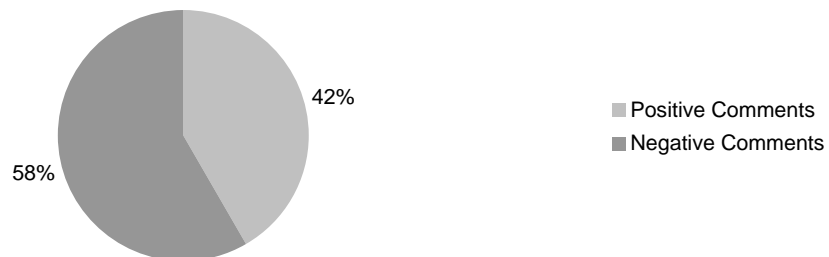
## Sub-Trend Environmental Sanitation

TREND	Positive Comments	Negative Comments	TOTAL
Hazard	0	2	2
Hygiene	10	7	17
Infection	0	5	5

Positive Comments           **10**  
 Negative Comments         **14**  
 Total Comments             **24**



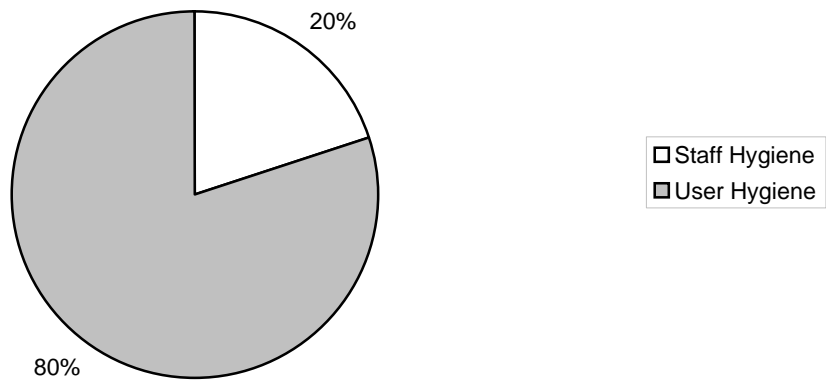
### Ratio of Positive to Negative Comments



## Sub-Trend Personal Sanitation

TREND	Positive Comments	Negative Comments	TOTAL
Staff Hygiene	0	2	2
User Hygiene	0	8	8

Positive Comments                    **0**  
 Negative Comments                   **10**  
 Total Comments                        **10**



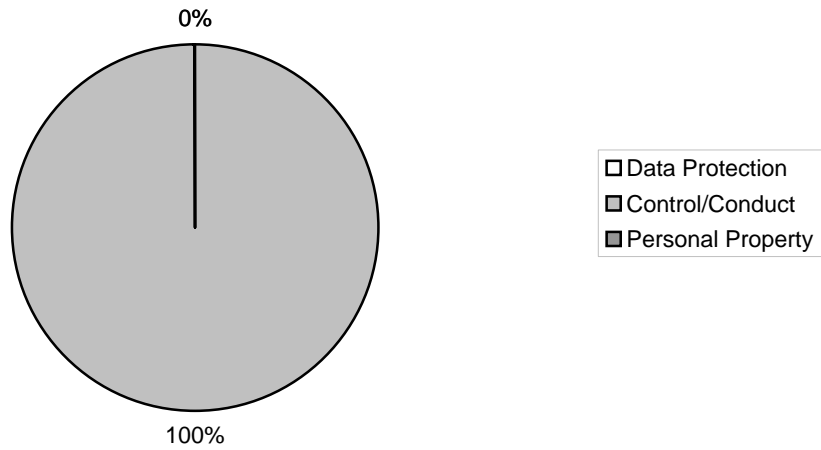
### Ratio of Positive to Negative Comments



## Trend Security

TREND	Positive Comments	Negative Comments	TOTAL
Data Protection	0	0	0
Control/Conduct	0	2	2
Personal Property	0	0	0

Positive Comments	0
Negative Comments	2
Total Comments	2



### Ratio of Positive to Negative Comments



## Sub-Trend Personal Property

TREND	Positive Comments	Negative Comments	TOTAL
Damage	0	0	0
Loss	0	0	0
Retrieval	0	0	0

Positive Comments            0  
 Negative Comments         0  
 Total Comments             0

1%



- Damage
- Loss
- Retrieval

### Ratio of Positive to Negative Comments

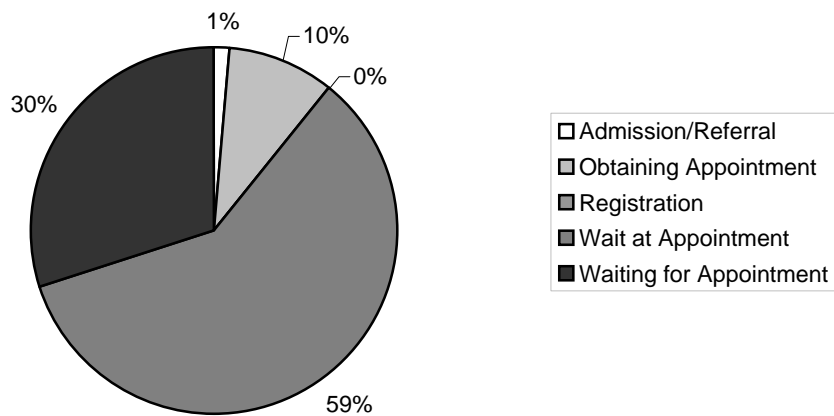


- Positive Comments
- Negative Comments

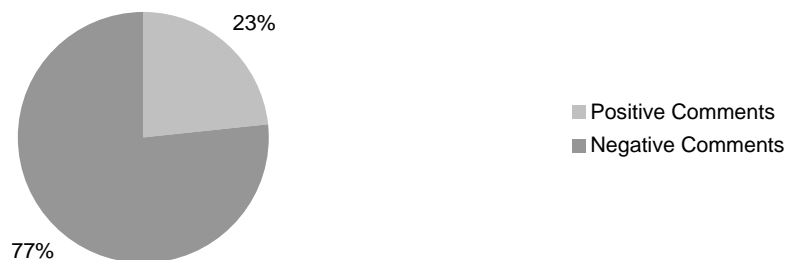
## Trend Service Accessibility

TREND	Positive Comments	Negative Comments	TOTAL
Admission/Referral	0	1	1
Obtaining Appointment	4	3	7
Registration	0	0	0
Wait at Appointment	7	36	43
Waiting for Appointment	6	16	22

Positive Comments                    **17**  
 Negative Comments                   **56**  
 Total Comments                        **73**



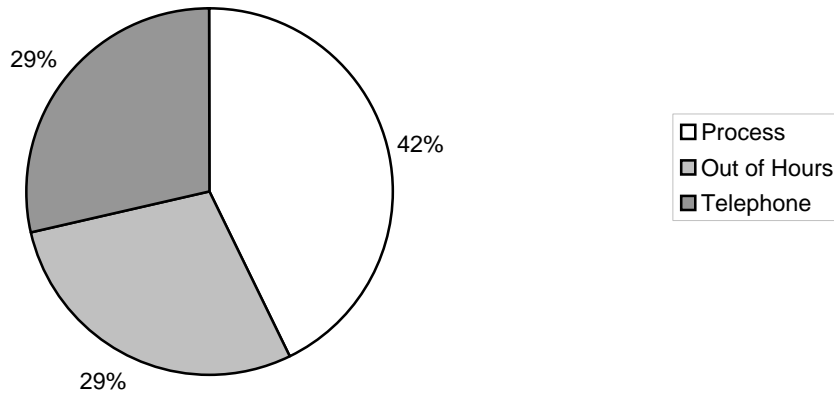
### Ratio of Positive to Negative Comments



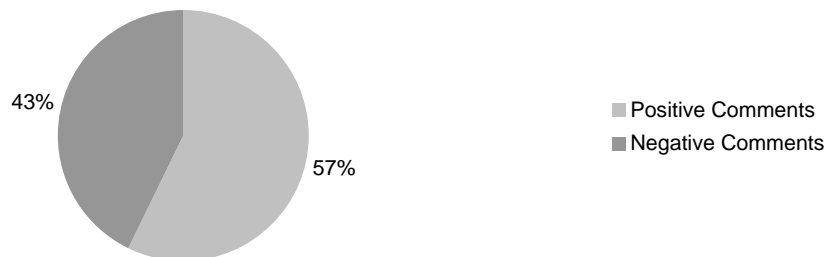
## Sub-Trend Obtaining Appointment

TREND	Positive Comments	Negative Comments	TOTAL
Process	2	1	3
Out of Hours	2	0	2
Telephone	0	2	2

Positive Comments	4
Negative Comments	3
Total Comments	7



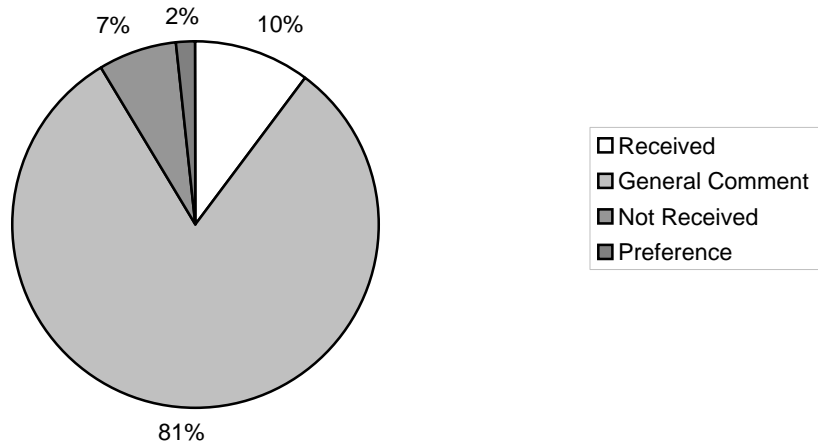
### Ratio of Positive to Negative Comments



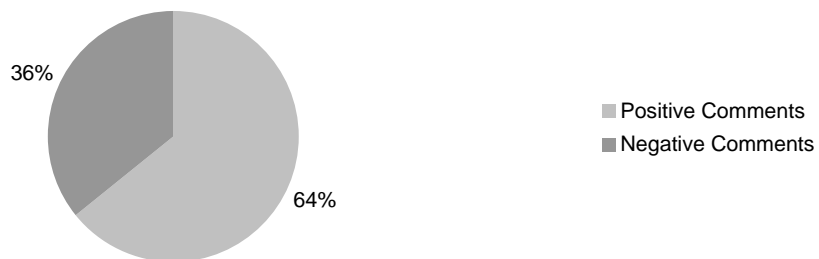
## Trend Treatment

TREND	Positive Comments	Negative Comments	TOTAL
Received	8	11	19
General Comment	109	40	149
Not Received	1	12	13
Preference	0	3	3

Positive Comments            **118**  
 Negative Comments          **66**  
 Total Comments              **184**

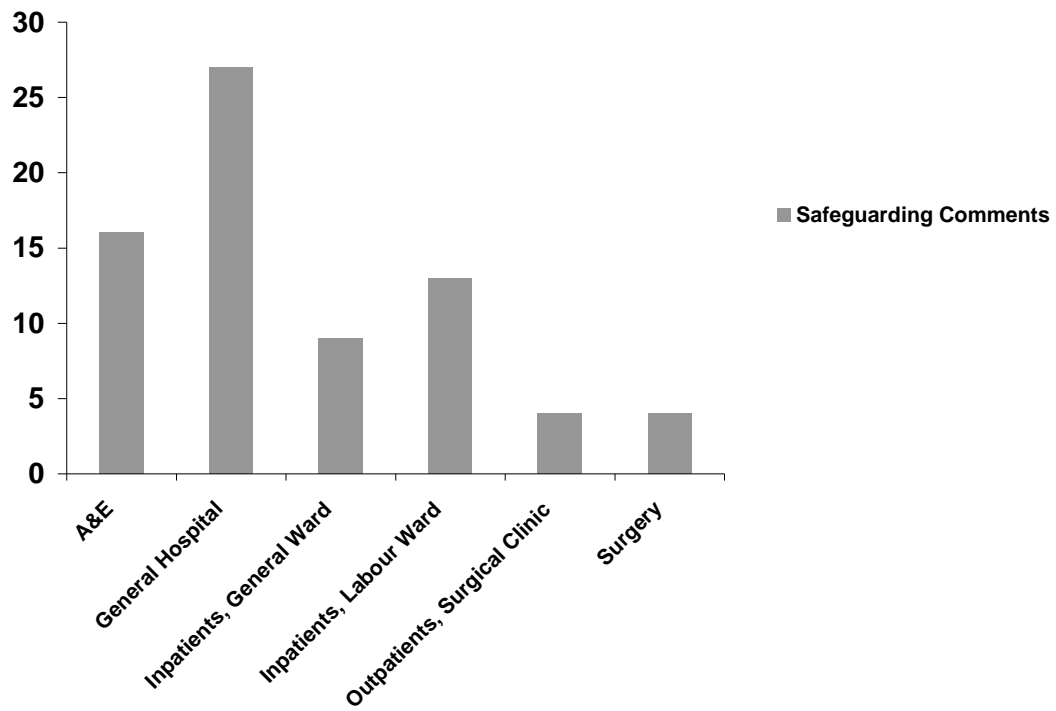


### Ratio of Positive to Negative Comments

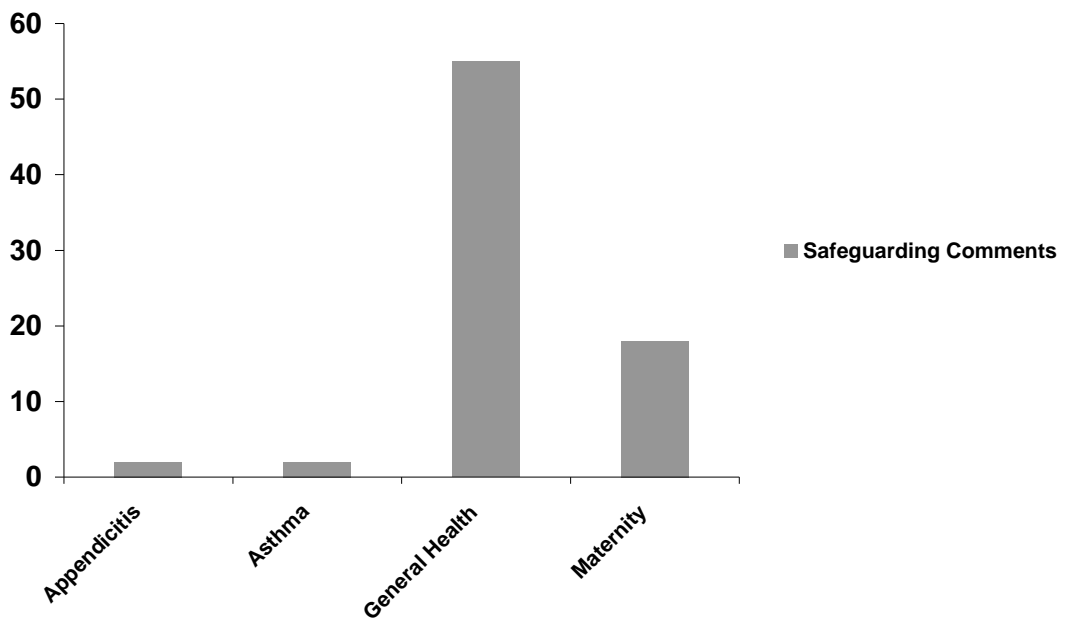


## Safeguarding

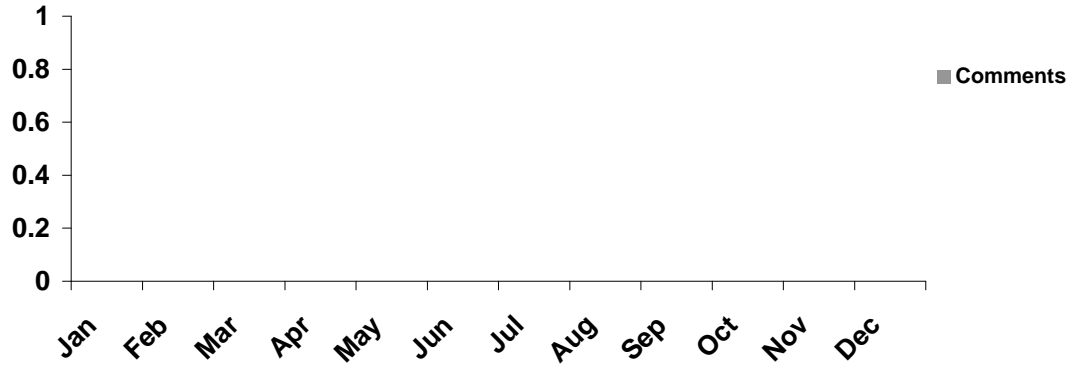
### Services



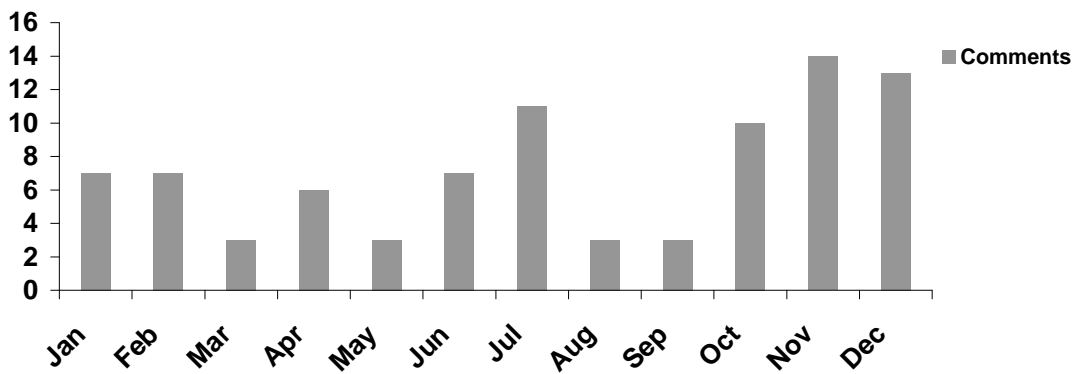
### Conditions



### Safeguarding by Month, 2011

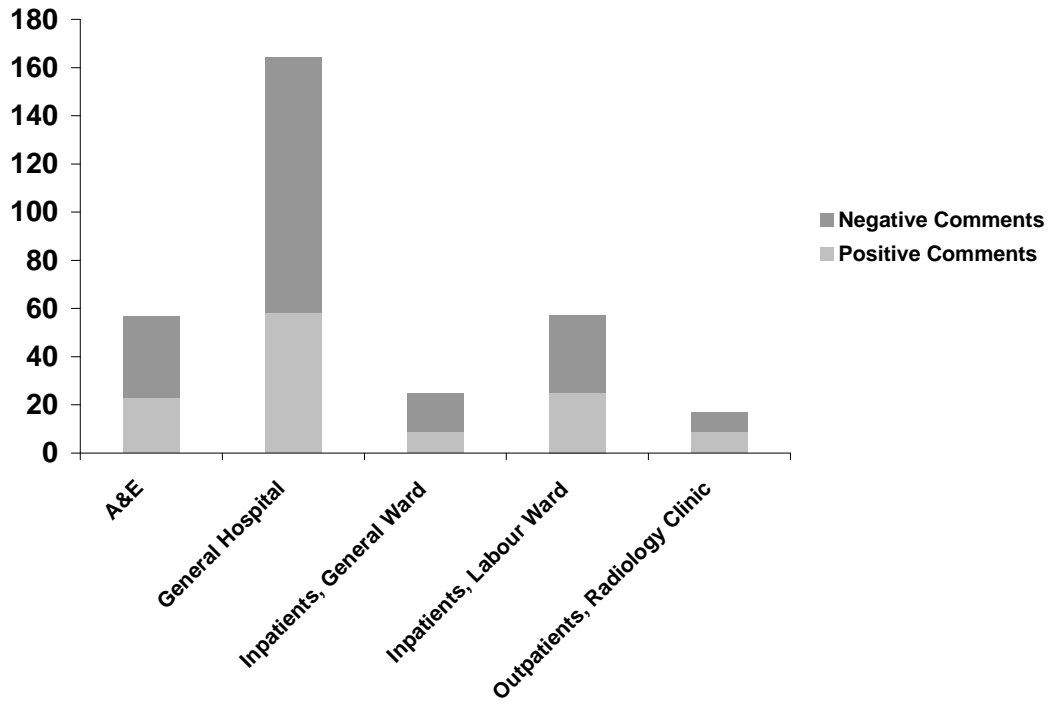


### Safeguarding by Month, 2010

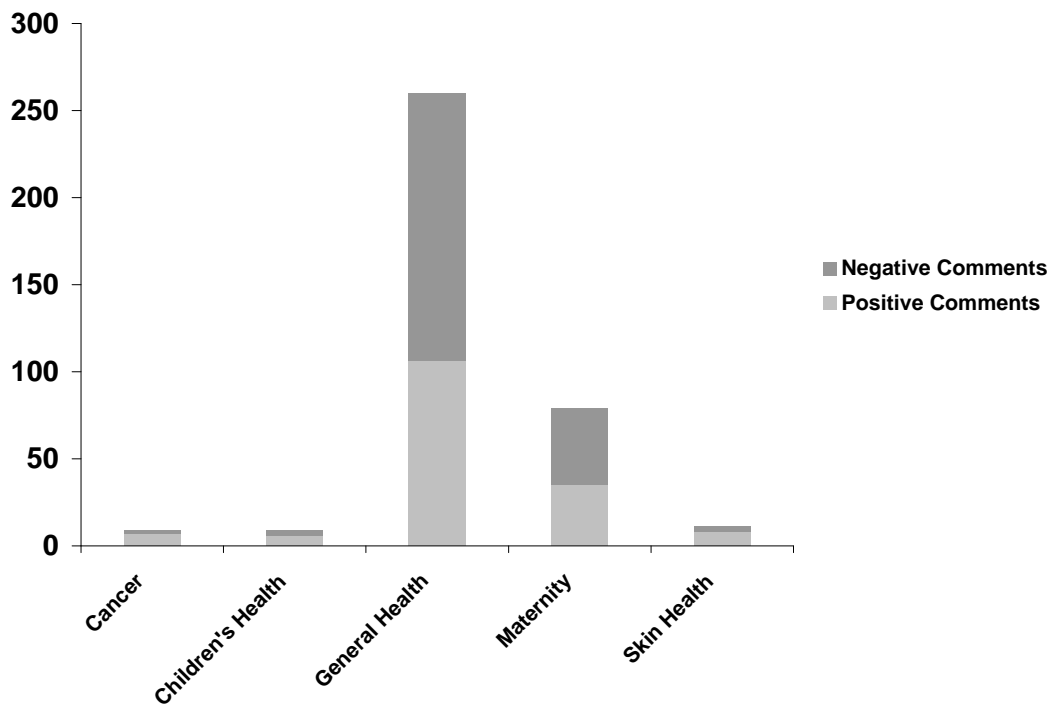


### Overall Volume

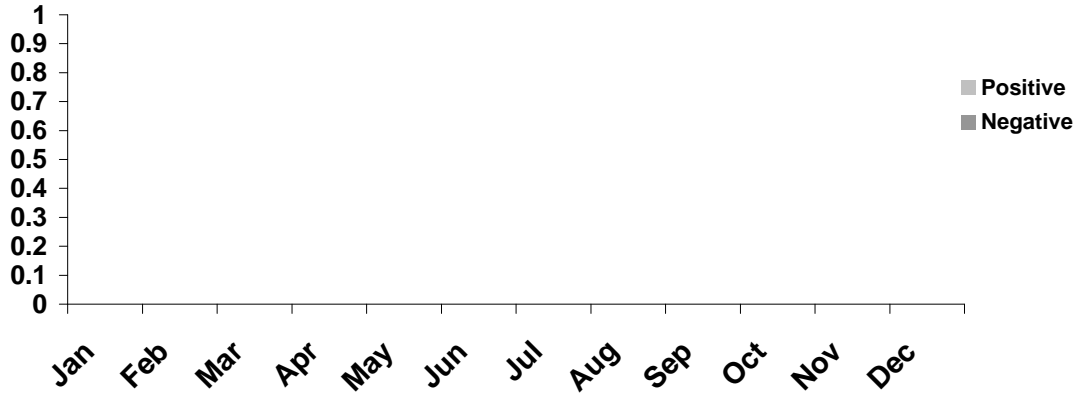
#### Services



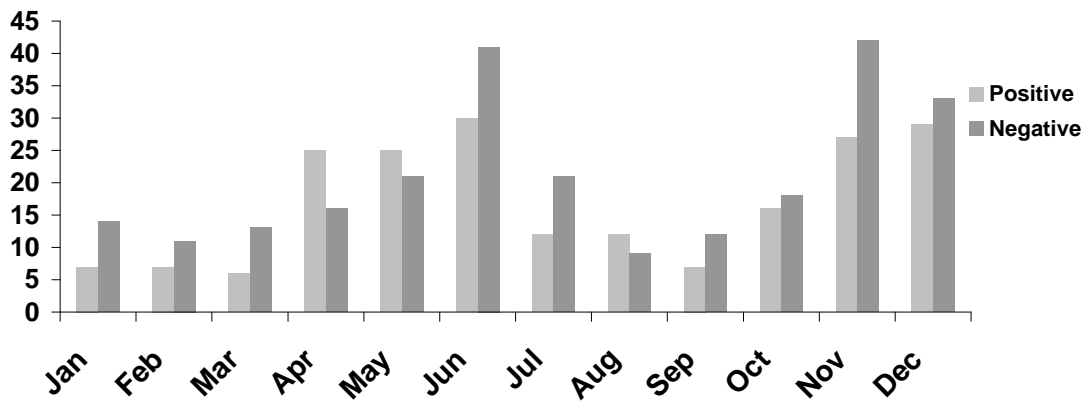
#### Conditions



### Overall Volume by Month, 2011

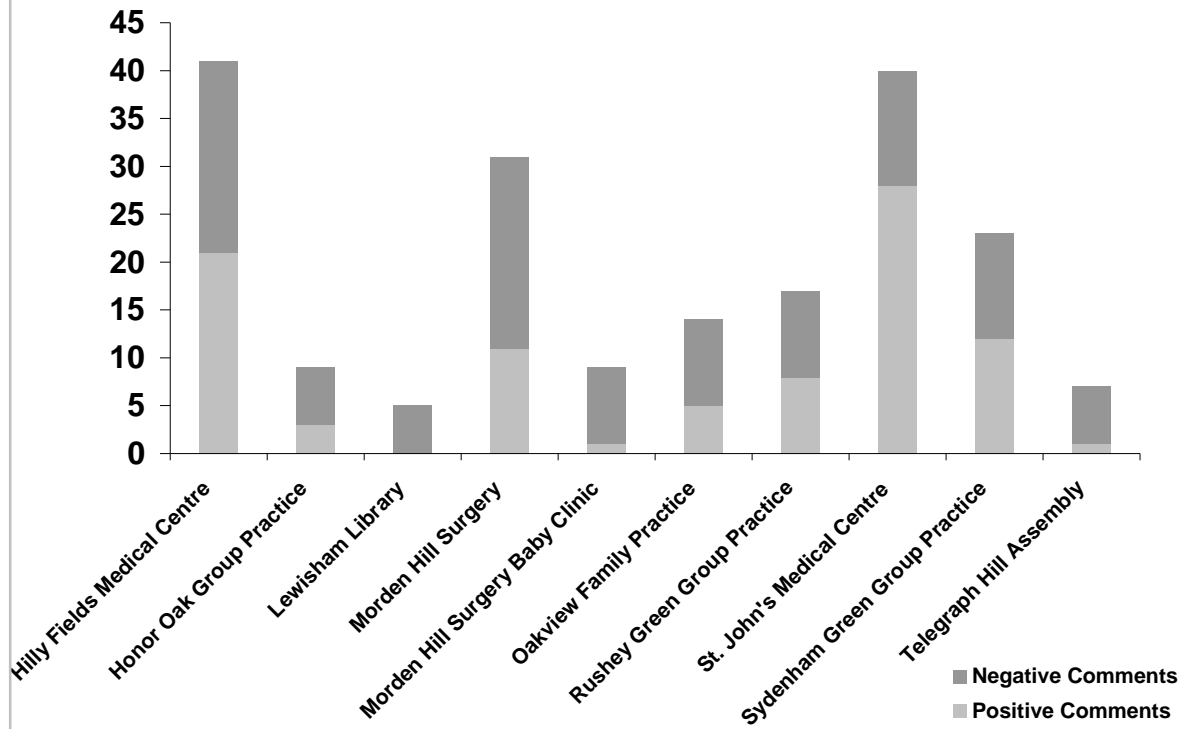


### Overall Volume by Month, 2010

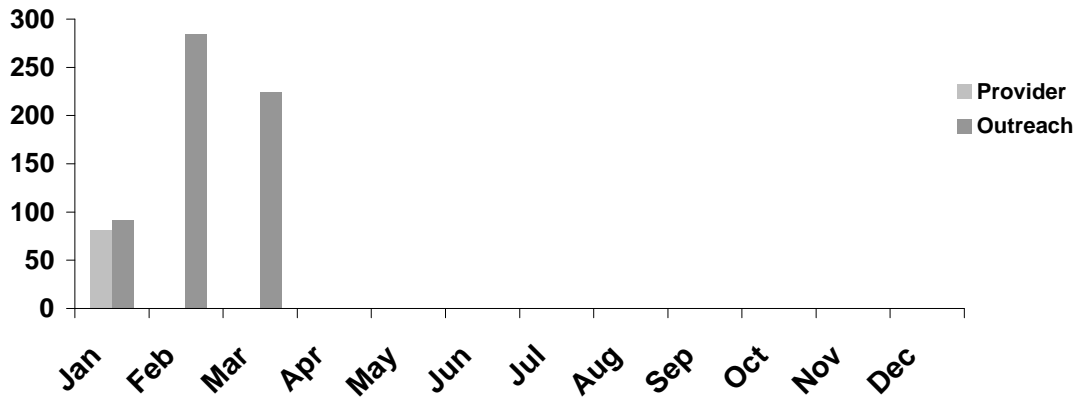


## Comment Origin

### Top Overall Origins



**Overall Source by Month, 2011**



**Overall Source by Month, 2010**

