

## Trends Analysis Report

**Provider**

Lewisham Healthcare NHS Trust

**Date**

1 March 2011 - 31 August 2011

**Narrative**

Through outreach activity, events and meetings, Lewisham LINK has acquired 124 comments regarding health & social care services provided by Lewisham Healthcare NHS Trust during 1 March 2011 - 31 August 2011.

**This Report**

- Identifies the top overall trends (Section 1)
- Analyses the top trends (Section 2)
- Summarises findings (Section 3)

**ANNEXES**

- User comments (Annexes 1)

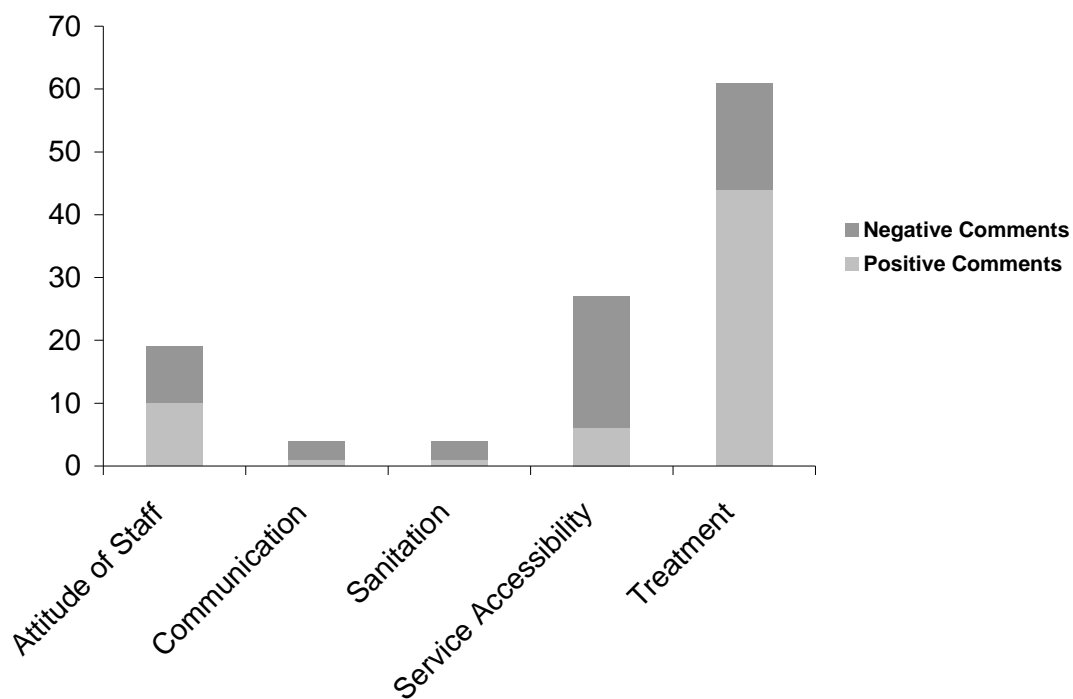
**Report Author**

Lewisham Local Involvement Network, 12 September 2011.

## Section 1 Top Overall Trends

TREND	Positive Comments	Negative Comments	TOTAL	TOTAL %
Attitude of Staff	10	9	19	15
Communication	1	3	4	3
Sanitation	1	3	4	3
Service Accessibility	6	21	27	22
Treatment	44	17	61	49

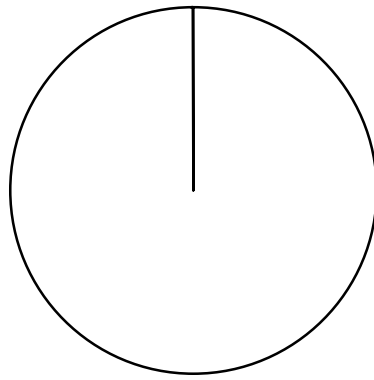
**Positive Comments      64**  
**Negative Comments      60**  
**Total Comments        124**



## Trend Attitude of Staff

TREND	Positive Comments	Negative Comments	TOTAL
General Comment	10	9	19

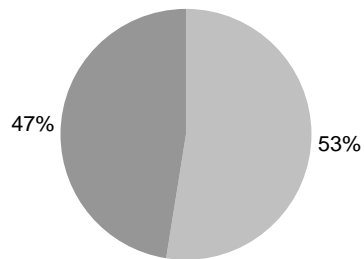
Positive Comments	10
Negative Comments	9
Total Comments	19



□ General Comment

100%

### Ratio of Positive to Negative Comments

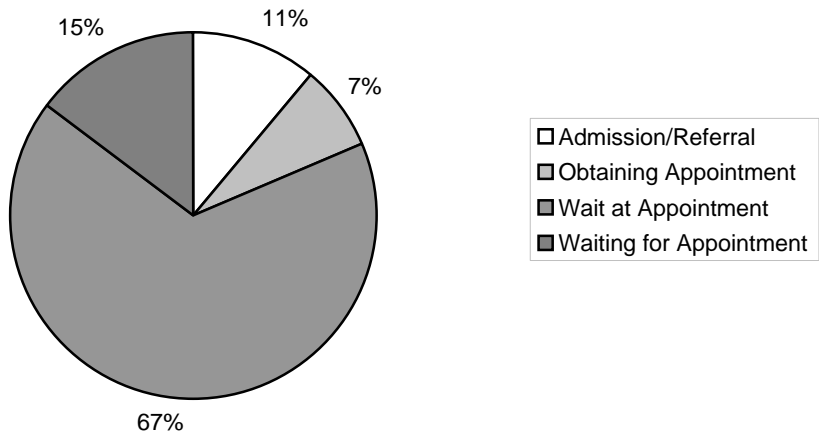


■ Positive Comments  
■ Negative Comments

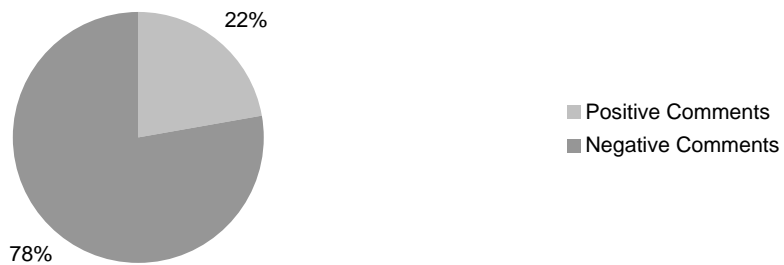
## Section 2 Service Accessibility

TREND	Positive Comments	Negative Comments	TOTAL
Admission/Referral	0	3	3
Obtaining Appointment	1	1	2
Wait at Appointment	5	13	18
Waiting for Appointment	0	4	4

Positive Comments                    **6**  
 Negative Comments                   **21**  
 Total Comments                        **27**



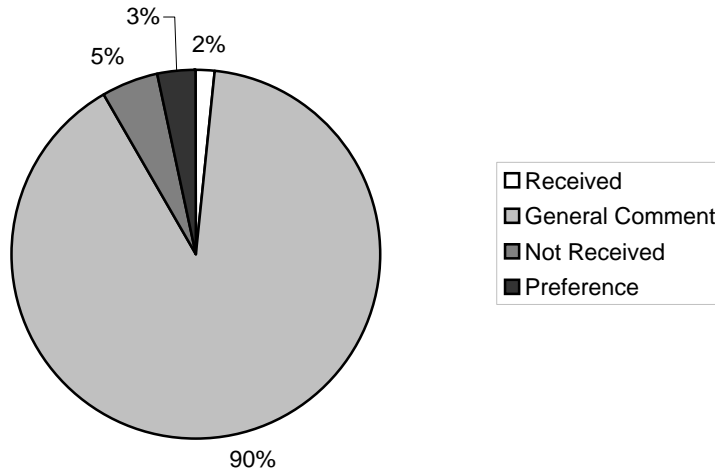
**Ratio of Positive to Negative Comments**



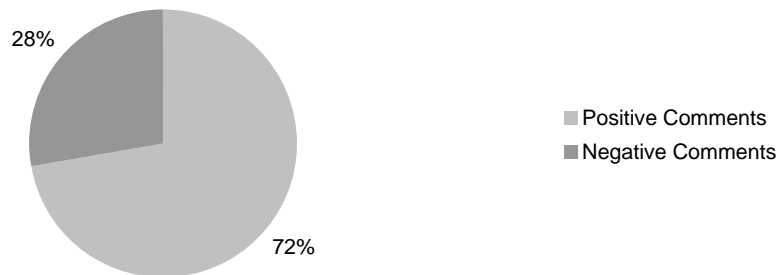
## Section 2 Treatment

TREND	Positive Comments	Negative Comments	TOTAL
Received	1	0	1
General Comment	43	12	55
Not Received	0	3	3
Preference	0	2	2

Positive Comments           **44**  
 Negative Comments         **17**  
 Total Comments             **61**



**Ratio of Positive to Negative Comments**



## Section 3

### Findings

#### Attitude of Staff

Overall was 53% positive, with A&E and Adults Outpatients polling the most positive comments. Inpatients wards received the most negative comments.

#### Sanitation

Polled a small number of comments, however 2 of these were about A&E.

*"Lewisham Hospital need to improve its hygiene standards especially A&E."*

*"I would rather go to Farnborough Hospital as it is cleaner and friendlier and you get better care, and helpful. (no sanitizer at Lewisham A+E)."*

There was also a personal hygiene issue at Riverside Treatment Centre.

*"UHL operation on back, terrible bed given, staff arguing. No staff to help people to the toilet."*

#### Service Accessibility

Overall was 78% negative, with excessive waits at appointments the biggest single issue. A&E polled the most negative comments.

*"I think that they are very dismissive. On couple of occasions I went to an emergency, wait until night and they still did not look at me."*

#### Treatment

Received most comments overall, 72% of which were positive and were spread throughout the hospital. Maternity was the only department not to receive more positive than negative comments.

*"UHL service is very poor in womens departments, some equipment broken, this have to be improved, staff are relaxed about situation."*

#### Overall

Patients are generally satisfied with staff attitude and very satisfied with the level of treatment received. They are generally not satisfied with service accessibility, particularly waiting times.