

Trends Analysis Report

Service Provider

Lewisham Healthcare NHS Trust

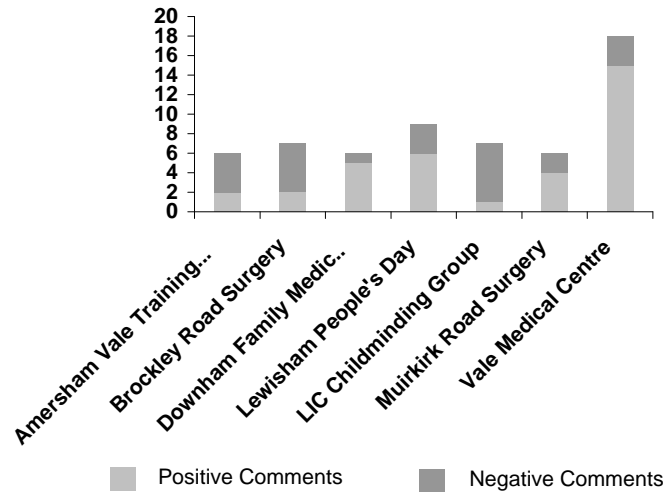
Service Date

1 May 2011 - 31 October 2011

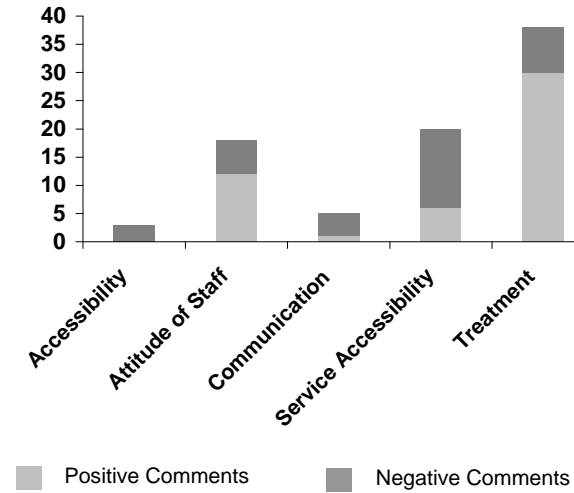
Narrative

Through outreach events Lewisham LINK has acquired 98 comments relating to services provided by the above. This report identifies the top overall trends.

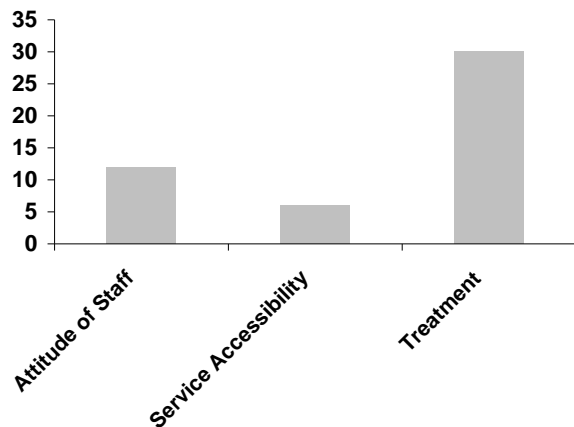
Top Comment Origins



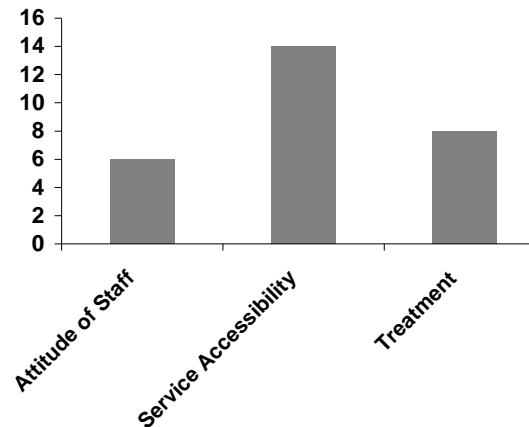
Top Overall Trends



Top Positive Trends



Top Negative Trends



Accessibility

Code	Issue	Application	Comments		
			Positive	Negative	TOTAL
01	Distance	Distance travelled to the point of service	0	0	0
02	Equipment	Access to equipment	0	1	1
03	Mobility	General mobility (access to wheelchairs and equipment)	0	1	1
04	Transport/Parking	Access to transport or parking	0	1	1

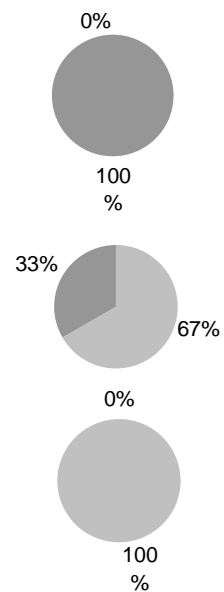
Attitude of Staff

Code	Issue	Application	Comments		
			Positive	Negative	TOTAL
05.1	Non-Clinical	Attitude of non-clinical staff	12	5	17
05.2	Clinical	Attitude of clinical staff	0	1	1
05.3	Unspecified	Attitude of unspecified staff	0	0	0

Comfort

Code	Issue	Application	Comments		
			Positive	Negative	TOTAL
06	Environmental	Comfort that applies to all users (layout/furniture or air conditioning)	1	0	1
07	Personal	Comfort that applies to individuals (privacy, relocation, visiting, stimulation)	0	0	0

■ Positive Ratio ■ Negative Ratio



Communication/Information

Comments

Code	Issue	Application	Positive	Negative	TOTAL
08	Accessibility	Accessibility of general communication (language or sensory)	0	0	0
09	Administration	General administration, medical cards/records or telephone	0	1	1
10	Carer Information	Communication with relatives or carers	0	0	0
11	User Information	Condition information, general enquiry, signposting or support	1	3	4

Cost

Comments

Code	Issue	Application	Positive	Negative	TOTAL
12	Treatment/Care	Costs associated with treatment or care	0	0	0
13	Incidental	Costs not associated with treatment or care (transport/parking or other)	0	0	0

Diagnosis

Comments

Code	Issue	Application	Positive	Negative	TOTAL
14	Received	Diagnosis/assessment received (misdiagnosis, result lost, result pending)	0	1	1
15	General Comment	General comment on a diagnosis or assessment	1	0	1
16	Not Received	A diagnosis or assessment not received	0	1	1

Discharge

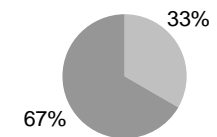
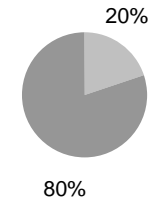
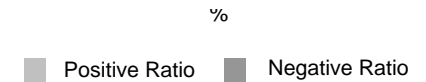
Comments

Code	Issue	Application	Positive	Negative	TOTAL
17.1	Planning	Planning arrangements for discharge	0	0	0
17.2	Timing	Timing of discharge	0	0	0
17.3	Care Package	Care package provided upon or following discharge	0	0	0
17.4	Preference	Preference of discharge manner or care package	0	0	0

Medication

Comments

Code	Issue	Application	Positive	Negative	TOTAL
18	Received	Medication received	0	0	0
19	Not Received	Medication not received	0	0	0

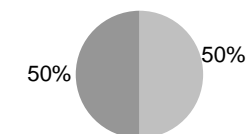


■ Positive Ratio ■ Negative Ratio

Nutrition

Comments

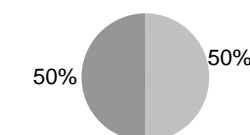
Code	Issue	Application	Positive	Negative	TOTAL
20	Received	Nutrition received	2	2	4
21	Not Received	Nutrition not received	0	0	0



Sanitation

Comments

Code	Issue	Application	Positive	Negative	TOTAL
22	Environmental	Sanitation that applies to all users (hygiene, infection or hazard)	3	2	5
23	Personal	Sanitation that applies to the individual user (or staff member)	0	1	1



Security

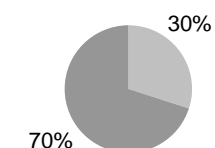
Comments

Code	Issue	Application	Positive	Negative	TOTAL
24	Control/Conduct	Conduct that has an impact on security	0	0	0
25	Data Protection	Data protection and confidentiality	0	0	0
26	Personal Property	Damage, loss or retrieval of personal property	0	0	0

Service Accessibility

Comments

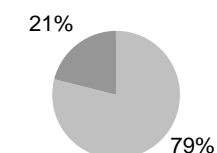
Code	Issue	Application	Positive	Negative	TOTAL
27	Admission/Referral	Admission or referral to a service	0	2	2
28	Obtaining Appointment	Ability to obtain and appointment (process, telephone or out of hours)	0	0	0
29	Registration	Ability to register at a community health service (GP, Dentist etc)	0	0	0
30	Wait at Appointment	Length of wait at the point of service	5	8	13
31	Waiting for Appointment	Waiting time for the service appointment	1	4	5



Treatment

Comments

Code	Issue	Application	Positive	Negative	TOTAL
32	Received	Treatment or care received	2	0	2
33	General Comment	General comments	28	5	33
34	Not Received	Treatment or care not received	0	1	1
35	Preference	Preference of the manner of treatment or care	0	2	2



Findings

Attitude of Staff

Overall was 67% positive, with A&E polling the most positive comments.

Service Accessibility

Overall was 70% negative, with waiting times at appointments (throughout the hospital) the largest single issue. Again A&E polled the most comments and in fact more people commented positively than negatively on waiting times at appointments.

Treatment

Received most comments overall, 79% of which were positive and were spread throughout the hospital.

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 at appointments (with the exception of A&E).

A&E scored well in all indicators.