



Trends Analysis Report

Community Phlebotomy Services

ABOUT THIS REPORT

Healthwatch Waltham Forest has analysed the experience of Community Phlebotomy services.

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 Waltham Forest 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.

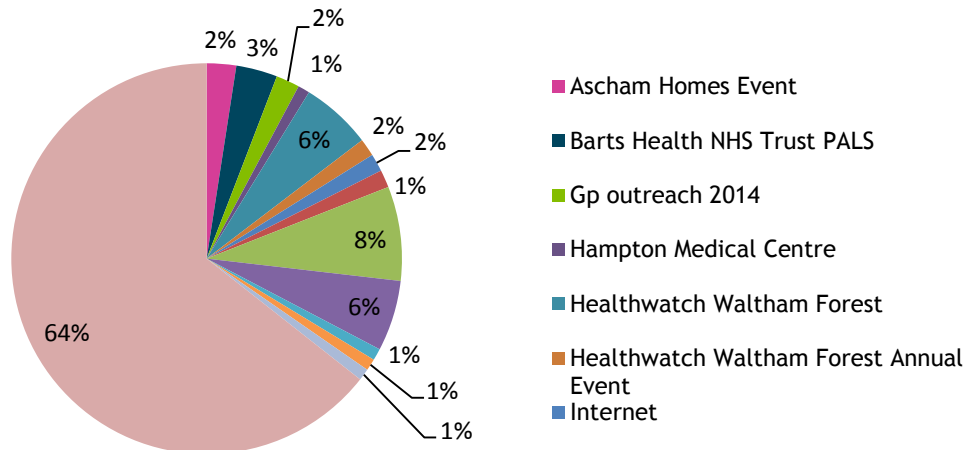
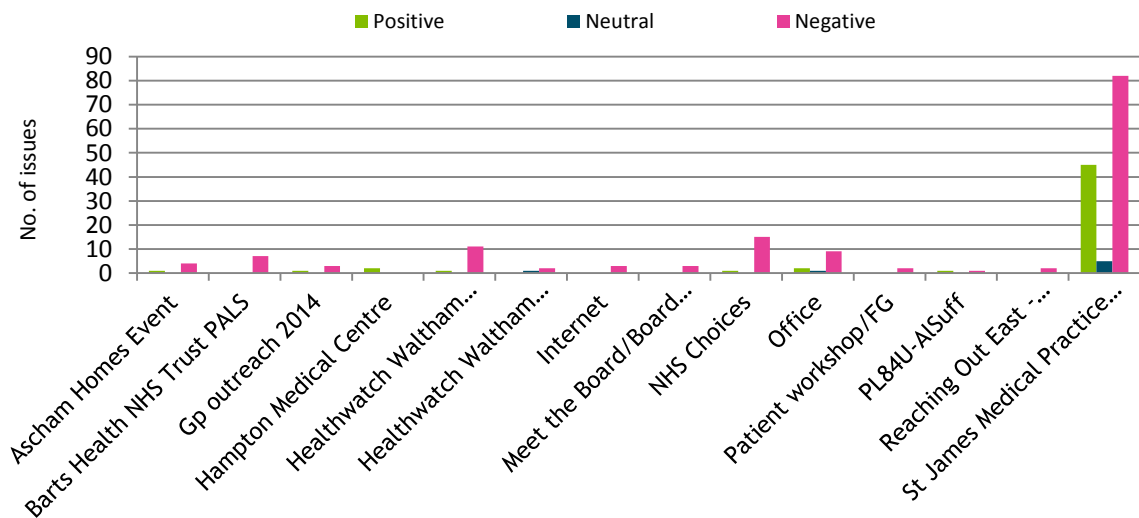
SECTION 1: REPORT CONTENT

Healthwatch Waltham Forest has identified 210 issues during the period below:

1.1: Reporting Period: From: 01/04/2014
To: 31/03/2015

This report identifies the data origin (Section 1.2) and the top trends (Section 2).

1.2: Data Origin



The Data in this Report

64% of comments were obtained at outreach at St James Medical Centre, with the remainder from other sources.

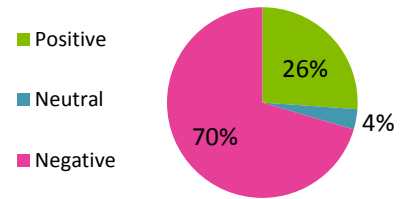
Please note that comments obtained from these sources may not be representative of all service users experiences or opinions.

Report Date: 11/08/2015

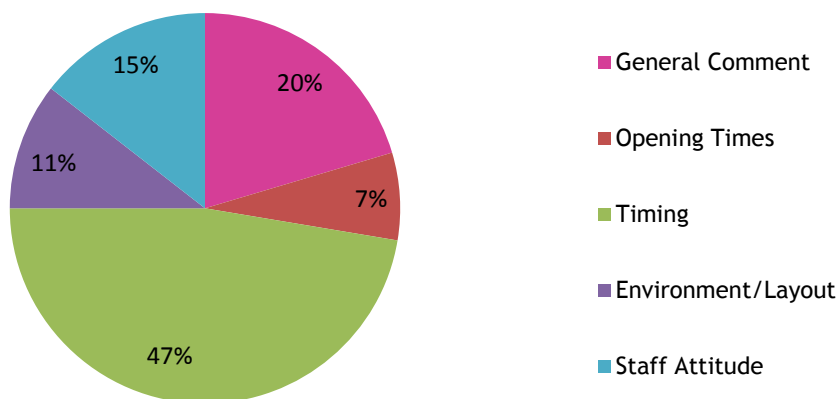
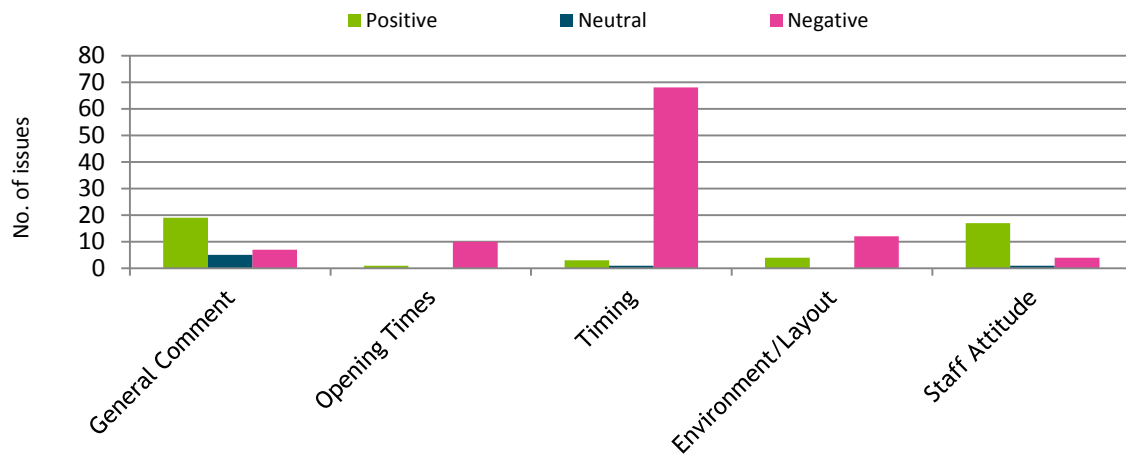
SECTION 2.1: TOP OVERALL TRENDS

2.1.1 Sentiment:

According to the comments, the overall sentiment as a whole is 70% negative.



2.1.2 Top Trends



Trends to Watch:

The largest trend by some margin is on waiting times at the clinic, with waits exceeding an hour commonplace.

Sentiment about the attitude of phlebotomists is broadly positive, according to comments.

