



## Trends Analysis Report

Community Health Services

### ABOUT THIS REPORT

Healthwatch Waltham Forest has analysed the experience of local Community Health 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.

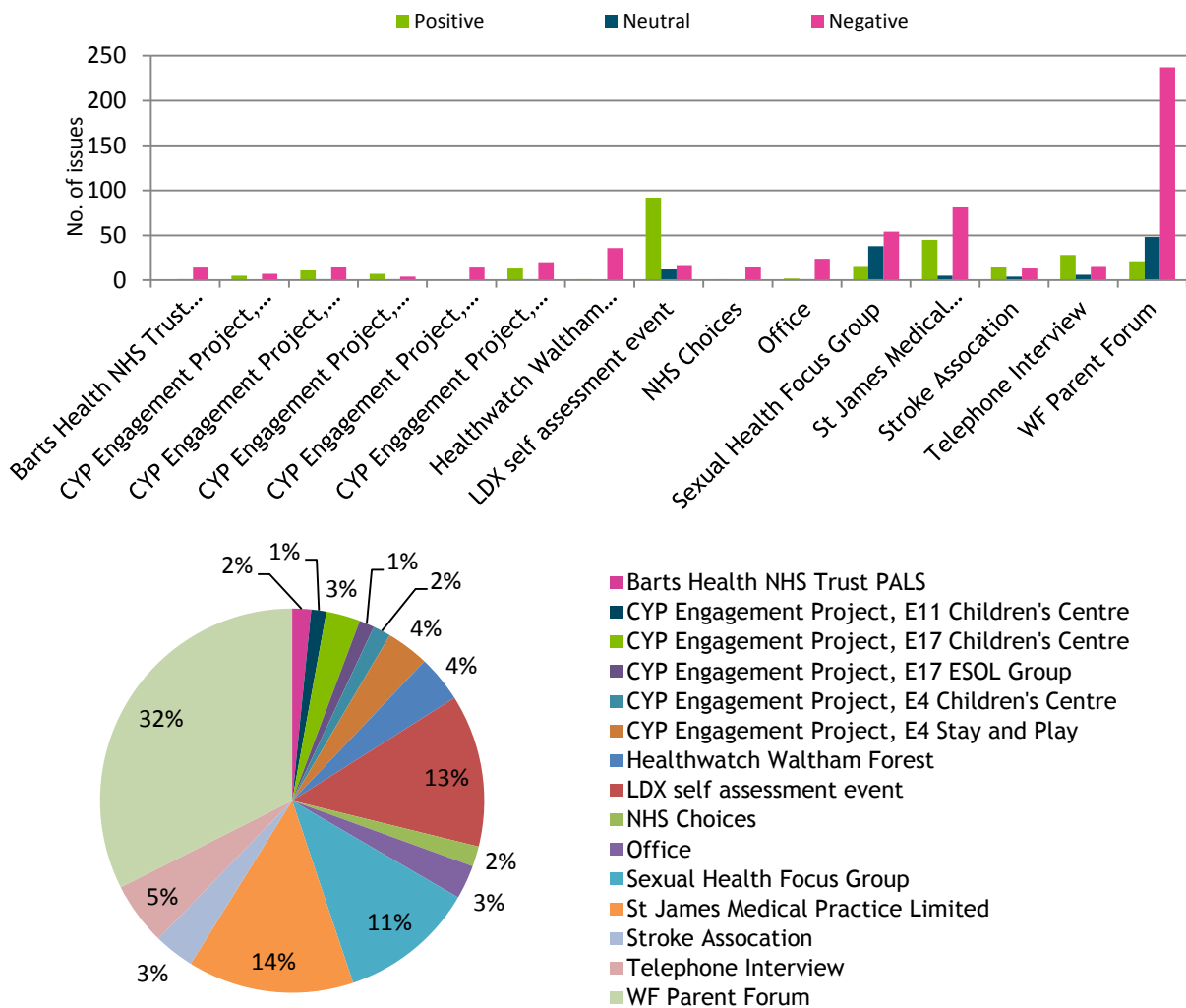
## SECTION 1: REPORT CONTENT

Healthwatch Waltham Forest has identified 1039 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

The majority of comments originate from Healthwatch Waltham Forest activity, including outreach and focus groups.

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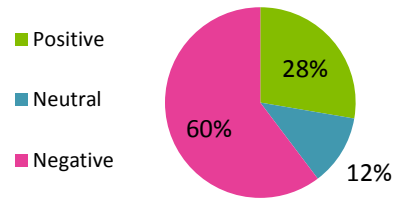
Report Date:

11/08/2015

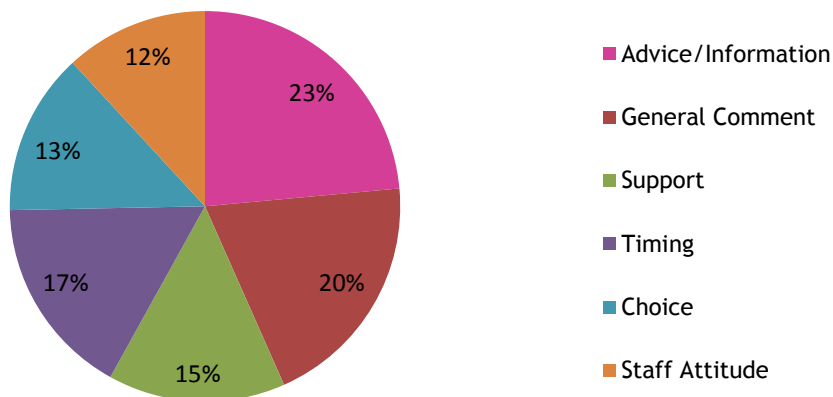
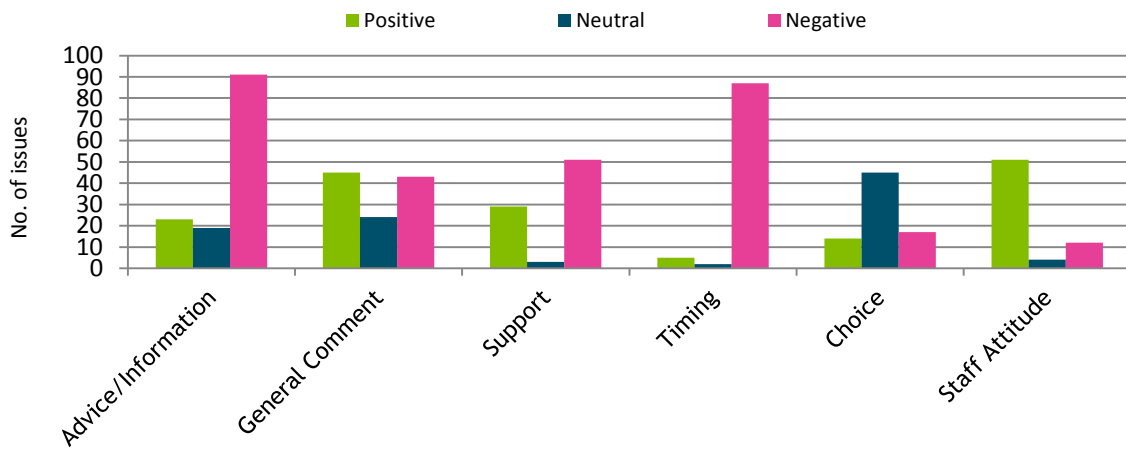
## SECTION 2.1: TOP OVERALL TRENDS

### 2.1.1 Sentiment:

According to the comments, the overall sentiment as a whole is 60% negative.



### 2.1.2 Top Trends

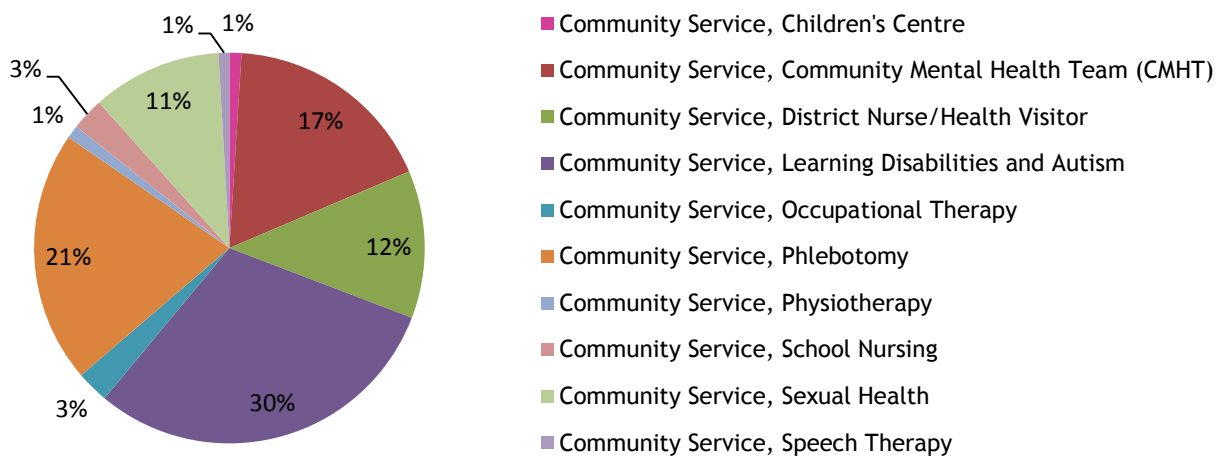
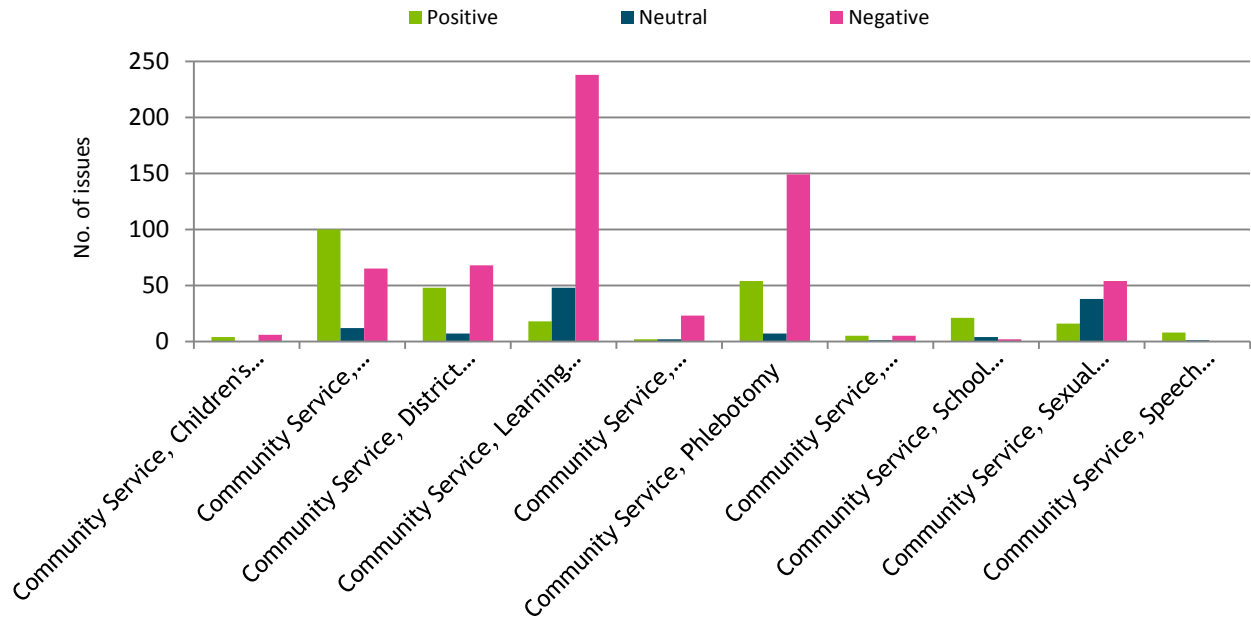


#### Trends to Watch:

The largest negative trend is access to Advice/Information, with comments to indicate people are unsure which services exist, how to gain access, and on entitlement/eligibility. Comments suggest Timing is also an issue, this relates largely to long waits at phlebotomy clinics. Support is also a negative issue according to comments, while sentiment about Staff Attitude and is clearly positive.

## SECTION 2.2: TOP OVERALL SERVICE TYPE

### 2.3.1 Top Service Type



#### Trends to Watch:

Learning Disabilities and Autism (Annex 1), Phlebotomy (Annex 2), Community Mental Health (Annex 3) and District Nursing (Annex 4) receive the most comments by volume.

