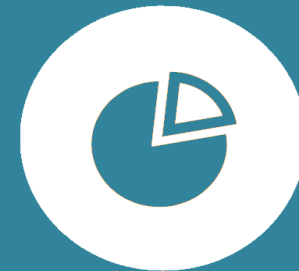# Community Insight System (CIS)

Whipps Cross Hospital - Maternity, 01.10.23 - 30.09.24
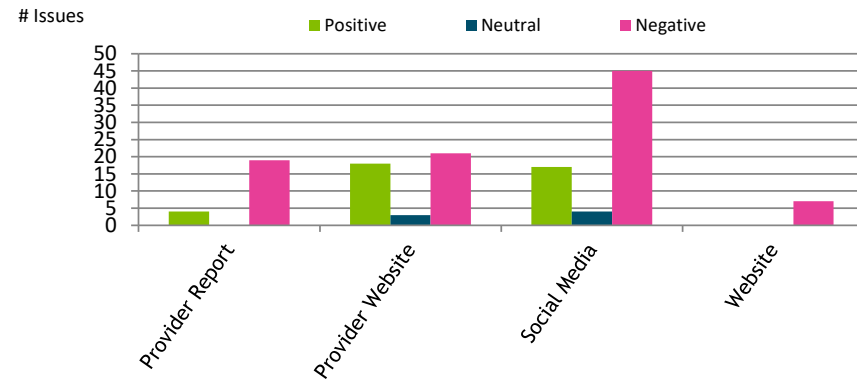
Version 1.1.2
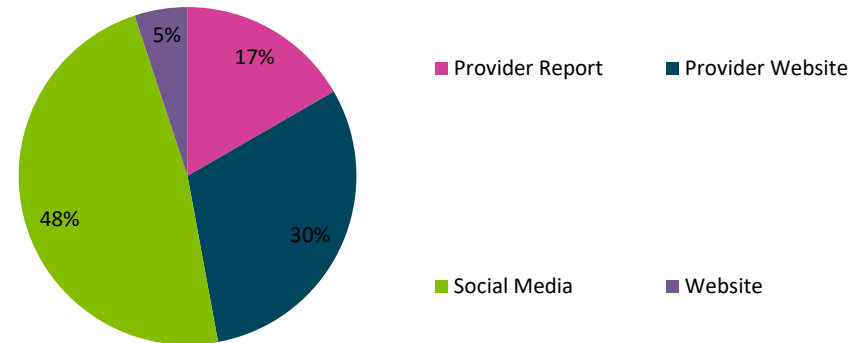
1. Data Source: Where did we collect the feedback?
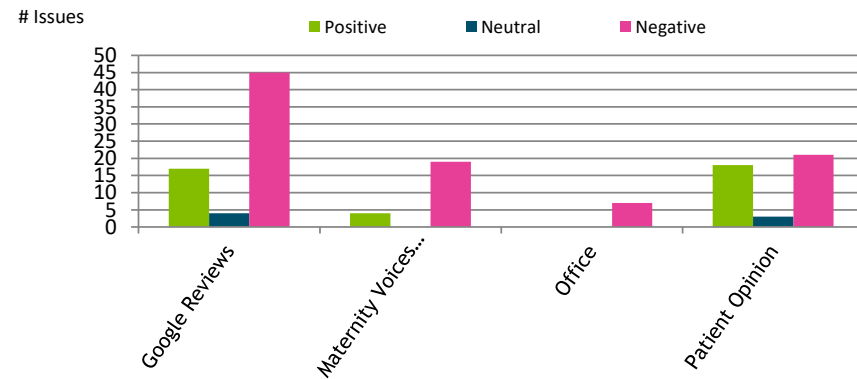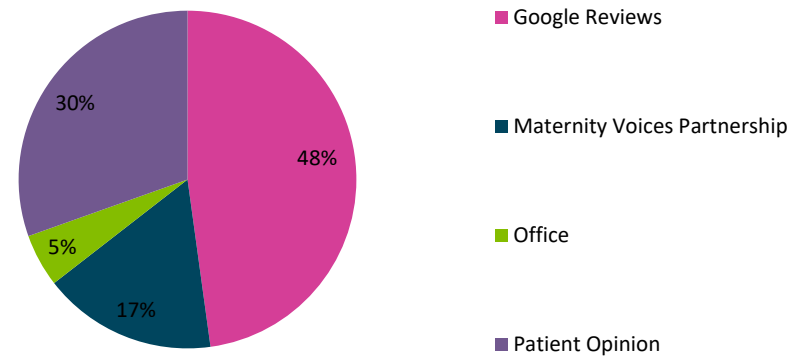
1.1 Source

Issues

Legend: Positive, Neutral, Negative

Sources providing the most comments overall

Pie chart legend: Provider Report, Provider Website, Social Media, Website

- Provider Report: 17%
- Provider Website: 30%
- Social Media: 48%
- Website: 5%

1.2 Origin

Issues

Legend: Positive, Neutral, Negative

Origins providing the most comments overall

Pie chart legend: Google Reviews, Maternity Voices Partnership, Office, Patient Opinion

- Google Reviews: 48%
- Maternity Voices Partnership: 17%
- Office: 5%
- Patient Opinion: 30%

2. Top Trends: Which service aspects are people most commenting on

2.1 Service aspects: 138 issues from 31 people

Issues

Legend: Positive | Neutral | Negative

Bar chart categories (x-axis): Advice/Information, General Comment, User Involvement, Administration, Support, Timing, Quality, Staff Attitude, Staffing Levels
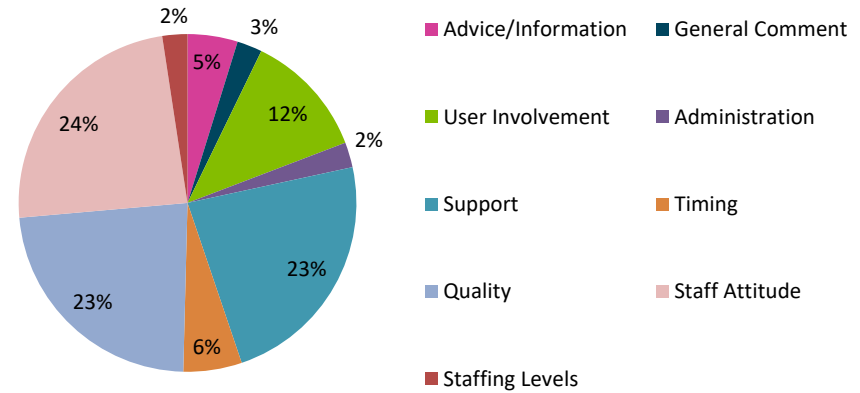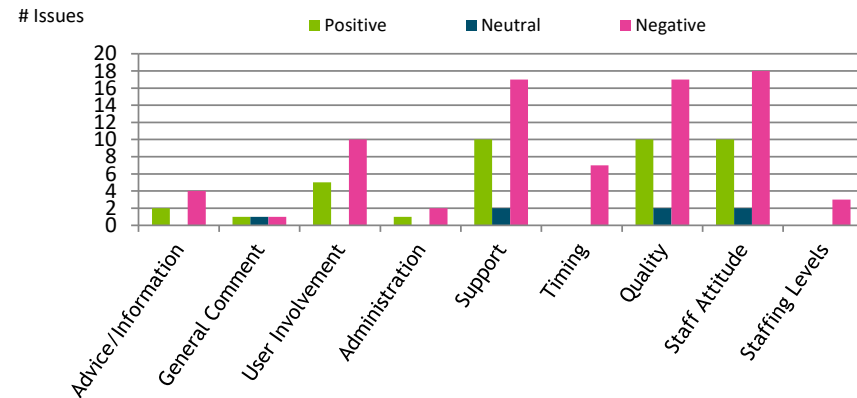
Issues receiving the most comments overall. See pages 8-9 for issue descriptions.

Pie chart legend:
- Advice/Information
- General Comment
- User Involvement
- Administration
- Support
- Timing
- Quality
- Staff Attitude
- Staffing Levels

Pie chart values: 2%, 3%, 5%, 12%, 2%, 23%, 6%, 23%, 24%

2.2 Stated medical conditions

Issues

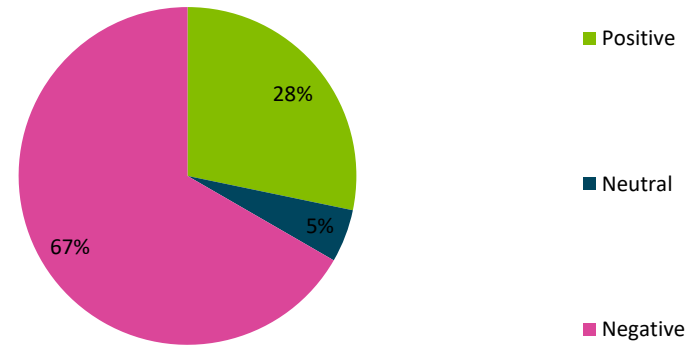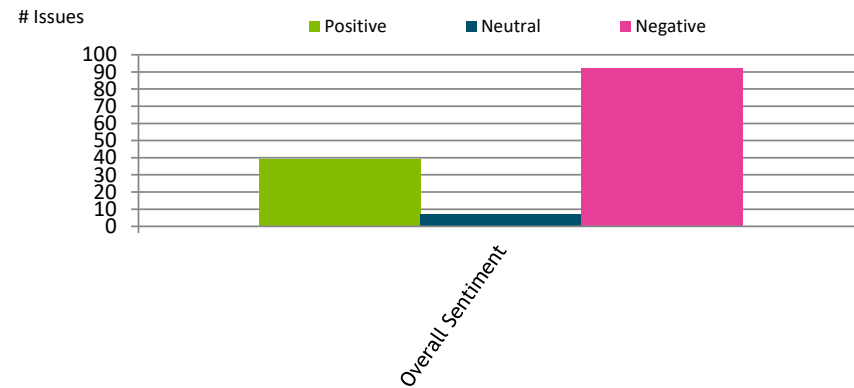Legend: Positive | Neutral | Negative

Category: Maternity
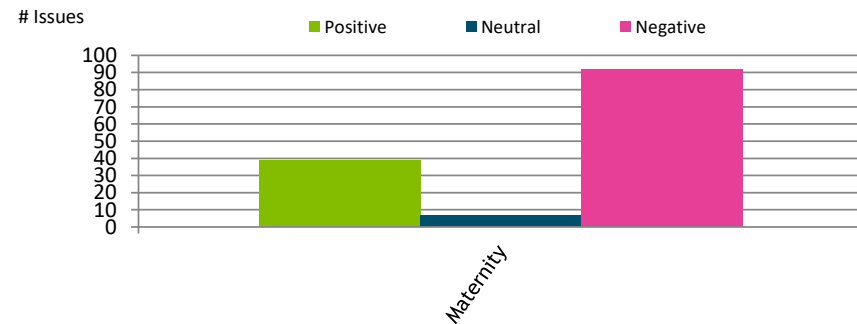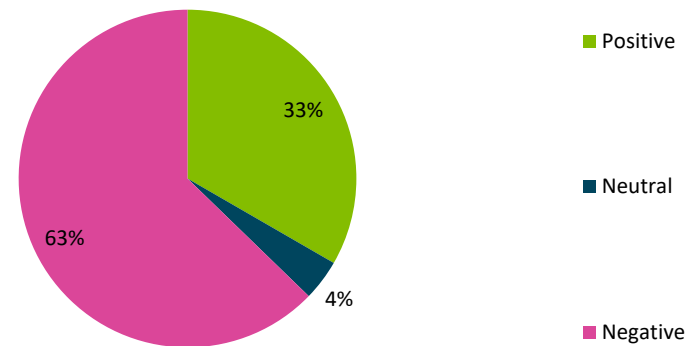
Medical conditions receiving the most comments overall

3. Sentiment: On the whole, how do people feel about services?

3.1 How do people feel as a whole?

Issues

Legend: Positive, Neutral, Negative

Overall Sentiment

- Positive — 28%
- Neutral — 5%
- Negative — 67%

3.2 How well informed, involved and supported do people feel?

Issues

Legend: Positive, Neutral, Negative

Sentiment, Involvement

- Positive — 33%
- Neutral — 4%
- Negative — 63%
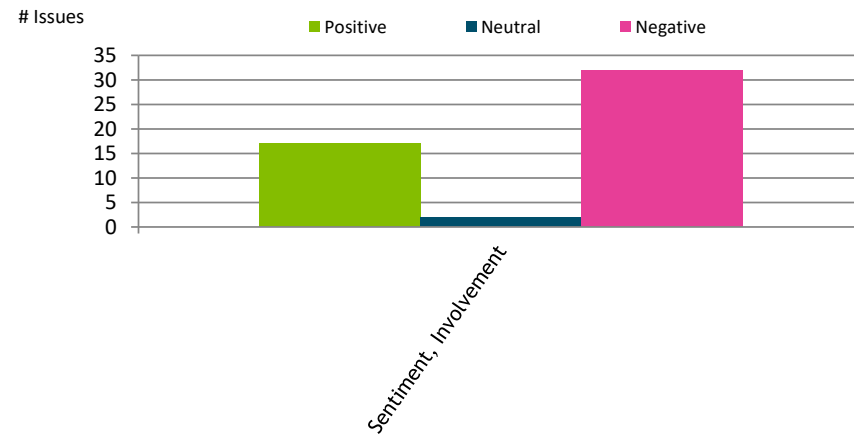
3. Sentiment: On the whole, how do people feel about services?

3.3 How do people feel about general quality and empathy?

Issues

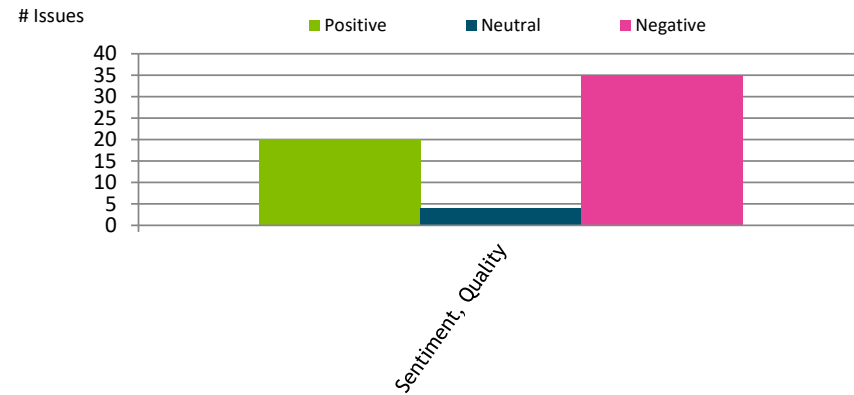| Legend |
|--------|
| ■ Positive ■ Neutral ■ Negative |

Bar chart (Sentiment, Quality):
- Positive: 20
- Neutral: 4
- Negative: 35

Pie chart:
- Positive: 34%
- Neutral: 7%
- Negative: 59%
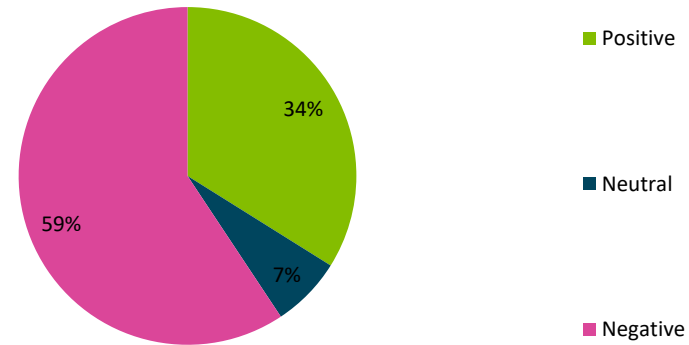
3.4 How do people feel about general access to services?

Issues

Legend
■ Positive ■ Neutral ■ Negative

Bar chart (Sentiment, Service Access):
- Negative: 11

4.1 Service Sector

Issues

Legend: Positive | Neutral | Negative

Service sectors receiving the most comments overall

4.2 Service Type

Issues

Legend: Positive | Neutral | Negative
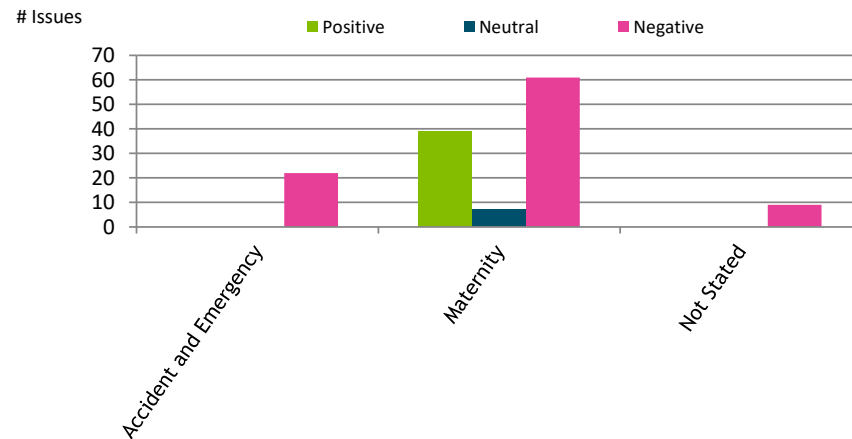
Service type receiving the most comments overall

- Accident and Emergency — 16%
- Maternity — 78%
- Not Stated — 6%

4.3 Services

Issues

Legend: Positive | Neutral | Negative
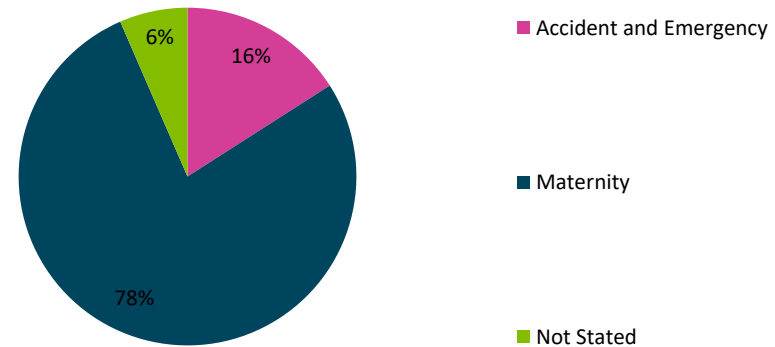
Services receiving the most comments overall

4.4 Breakdown of care pathway locations
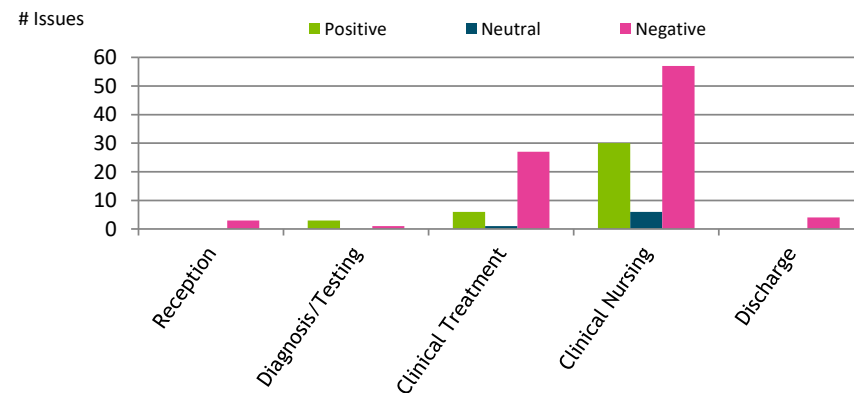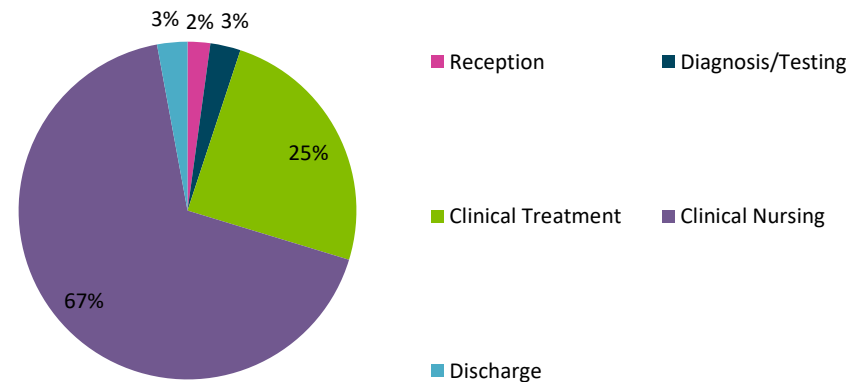
Issues

Legend: Positive | Neutral | Negative

Care pathway locations

Pie chart:
- Reception
- Diagnosis/Testing
- Clinical Treatment — 25%
- Clinical Nursing — 67%
- Discharge

3% 2% 3%

5. Data Table: Number of issues

Issue Name	Descriptor	Positive	Neutral	Negative	Total
		# Issues			
Advice/Information	*Communication, including access to advice and information.*	2	0	4	6
Carer Involvement	*Involvement or influence of carers and family members.*	0	0	1	1
Peer Involvement	*Involvement or Influence of friends.*	0	0	0	0
General Comment	*A generalised statement (ie; "The doctor was good.")*	1	1	1	3
User Involvement	*Involvement or influence of the service user.*	5	0	10	15
Administration	*Administrative processes and delivery.*	1	0	2	3
Admission	*Physical admission to a hospital ward, or other service.*	0	0	2	2
Booking	*Ability to book, reschedule or cancel appointments.*	0	0	1	1
Cancellations	*Cancellation of appointment by the service provider.*	0	0	0	0
Data Protection	*General data protection (including GDPR).*	0	0	0	0
Referral	*Referral to a service.*	0	0	0	0
Medical Records	*Management of medical records.*	0	0	0	0
Medication	*Prescription and management of medicines.*	0	0	1	1
Opening Times	*Opening times of a service.*	0	0	0	0
Planning	*Leadership and general organisation.*	0	0	0	0
Registration	*Ability to register for a service.*	0	0	0	0
Support	*Levels of support provided.*	10	2	17	29
Telephone	*Ability to contact a service by telephone.*	0	0	0	0
Timing	*Physical timing (ie; length of wait at appointments).*	0	0	7	7
Waiting List	*Length of wait while on a list.*	0	0	1	1
Choice	*General choice.*	0	0	0	0
Cost	*General cost.*	0	0	0	0
Language	*Language, including terminology.*	0	0	0	0
Nutrition	*Provision of sustainance.*	0	0	0	0
Privacy	*Privacy, personal space and property.*	0	0	0	0
Quality	*General quality of a service, or staff.*	10	2	17	29
Sensory	*Deaf/blind or other sensory issues.*	0	0	0	0
Stimulation	*General stimulation, including access to activities.*	0	0	0	0

5. Data Table: Number of issues

Issue Name	Descriptor	Positive	Neutral	Negative	Total
				# Issues	
Catchment/Distance	*Distance to a service (and catchment area for eligability).*	0	0	0	0
Environment/Layout	*Physical environment of a service.*	0	0	2	2
Equipment	*General equipment issues.*	0	0	0	0
Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	0	0	0
Hygiene	*Levels of hygiene and general cleanliness.*	0	0	1	1
Mobility	*Physical mobility to, from and within services.*	0	0	0	0
Travel/Parking	*Ability to travel or park.*	0	0	0	0
Omission	*General omission (ie; transport did not arrive).*	0	0	1	1
Security/Conduct	*General security of a service, including conduct of staff.*	0	0	1	1
Staff Attitude	*Attitude, compassion and empathy of staff.*	10	2	18	30
Complaints	*Ability to log and resolve a complaint.*	0	0	0	0
Staff Training	*Training of staff.*	0	0	2	2
Staffing Levels	*General availability of staff.*	0	0	3	3
Total:		**39**	**7**	**92**	**138**

Community*Insight* CRM