

Summary of the data collected by Healthwatch Tameside in 2014

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Introduction

This report brings together all the data collected by Healthwatch Tameside during 2014. There are a number of sources of the data:

- **Patient Opinion** - there are different ways for people to tell their story (or report their experience) using Patient Opinion:
 - They can type it themselves via the Healthwatch Tameside website or directly onto the Patient Opinion/Care Opinion (referred to as Patient Opinion for the rest of this report) websites.
 - They can record comments on the NHS Choices website. These show on Patient Opinion, but without a criticality rating (see explanation below).
 - They can complete a paper form and send it to the Healthwatch Office.
 - They can speak to a member of staff or Healthwatch Champion, who will record the details.

When information is sent to the office, it is recorded on Patient Opinion using the name *Julsy3*, so maintaining anonymity, if requested.

When Patient Opinion receive a story, it is looked at by a member of their team and moderated. The story is not usually changed, although anything which could be seen to be defamatory may be reworded. They also allocate a level of criticality to the story. This is not a level of criticism, but is based on the impact on an individual if something going wrong. This ranges from 0 (not critical) through to 5 (severely critical). It will then be published. A level 5 will result in the provider being contacted directly by Patient Opinion, instead of waiting for them to see the story online.

- **Do Not Publish** - sometimes people want their story to be heard, but do not want it publishing on Patient Opinion. We record this information on a spreadsheet, to be used when we analyse data.
- **Surveys** - Healthwatch Tameside have a survey form which asks questions about which services have been used by people in the past 12 months. It also asks which gave the best service and which the worst, along with what was particularly good and how they think the services can be improved. There are two ways to complete the survey:
 - Online via the Healthwatch Tameside website.
 - On a paper questionnaire. The details from the paper copies are then manually added to the online data.
- **Comments collected by Healthwatch Champions** - these will be a few words from a person, but not a full story.

- **NHS Complaints** - Healthwatch Tameside assist people to access the complaints system.

This report shows headlines from the data. More information about the anonymous detail will be available separately.

The total number of sources of data collected in 2014 is 770, split:

Patient Opinion - 262

Do Not Publish - 91

Surveys - 311

Comments - 30

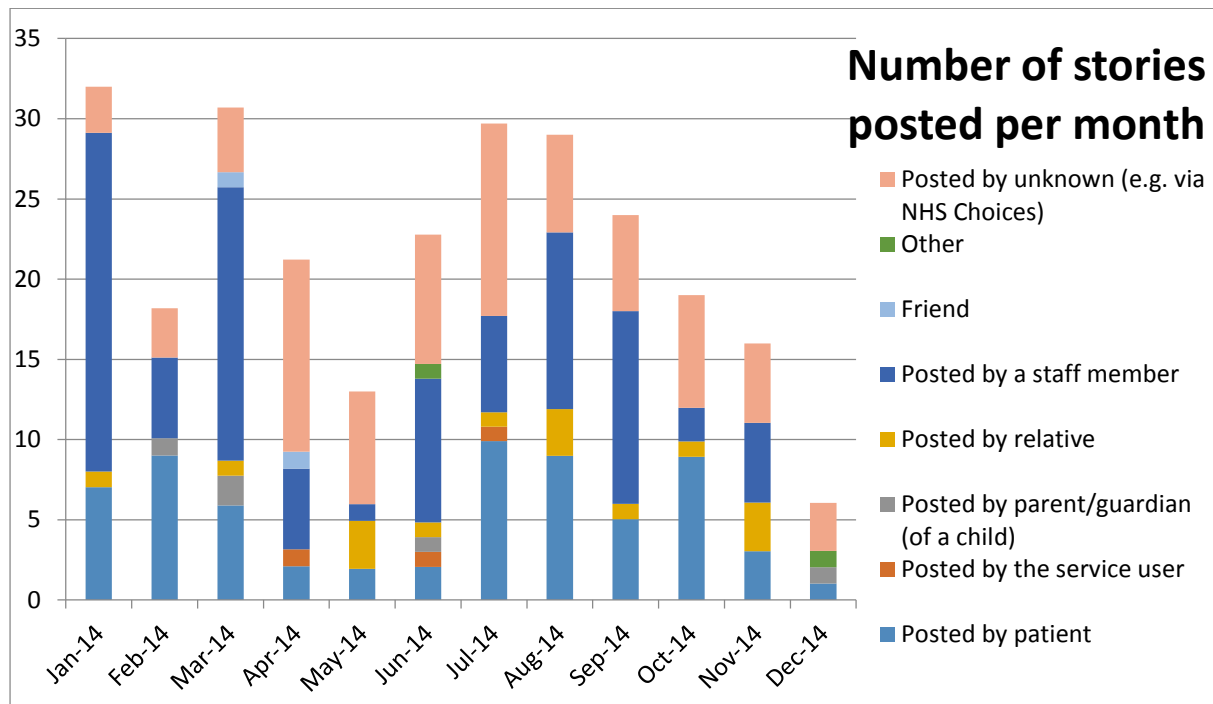
Complaints - 76

Within each of these sources there can be multiple stories/experiences, particularly the surveys.

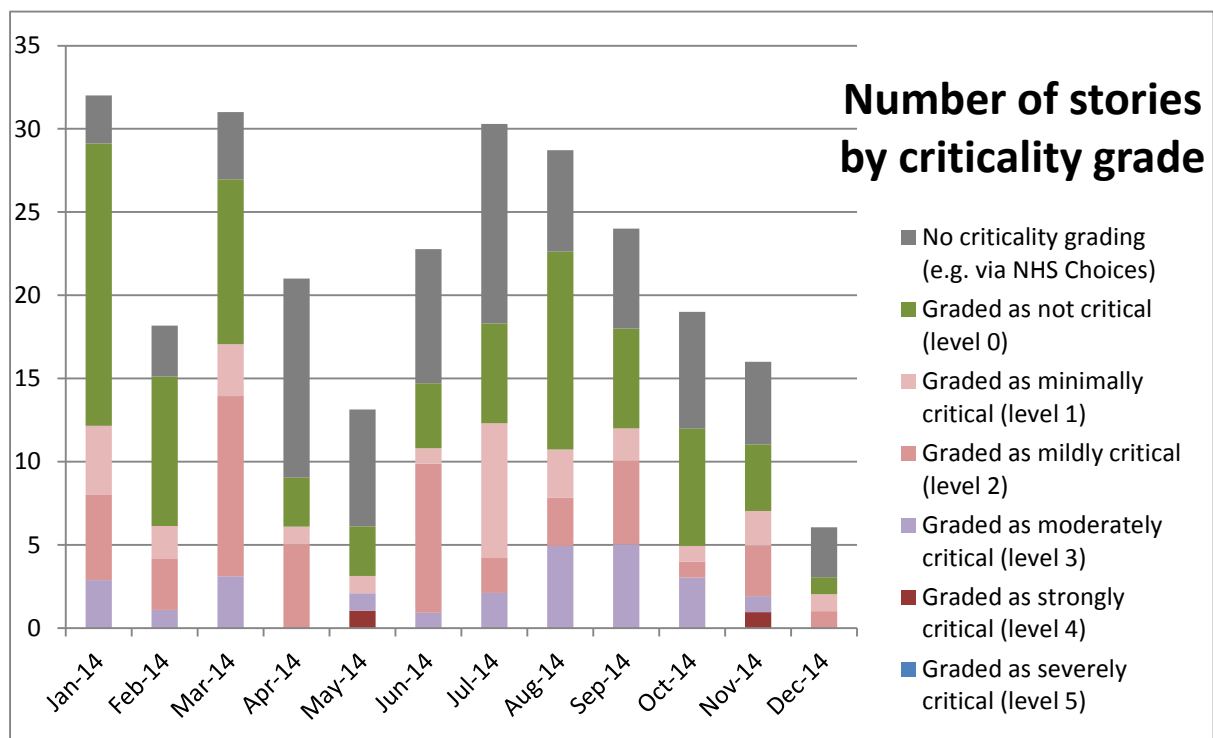
Of the 76 complaints which were live in 2014, a few of these related to experiences from previous years. These details have not been included in the following analysis.

Patient Opinion

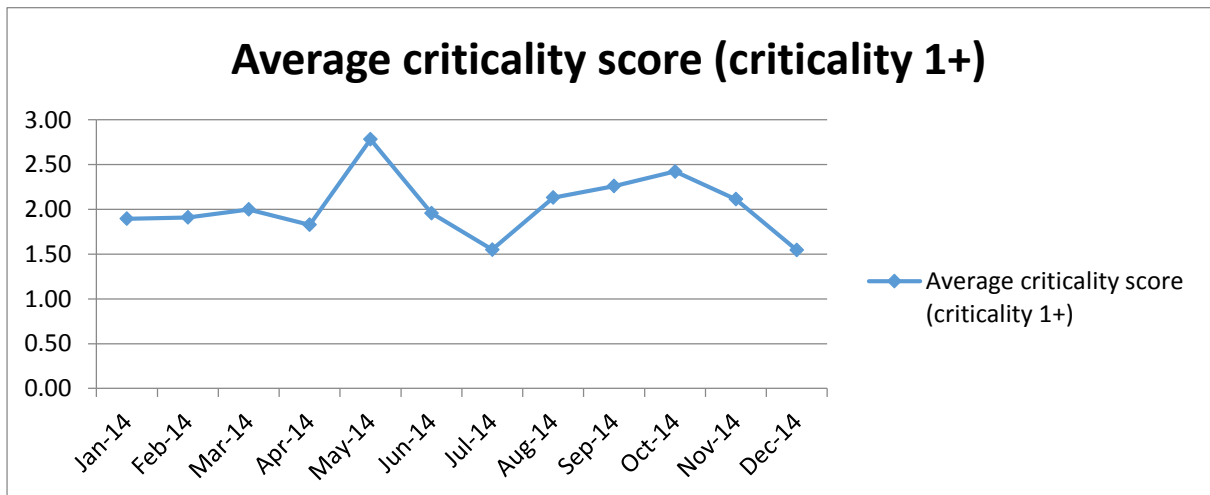
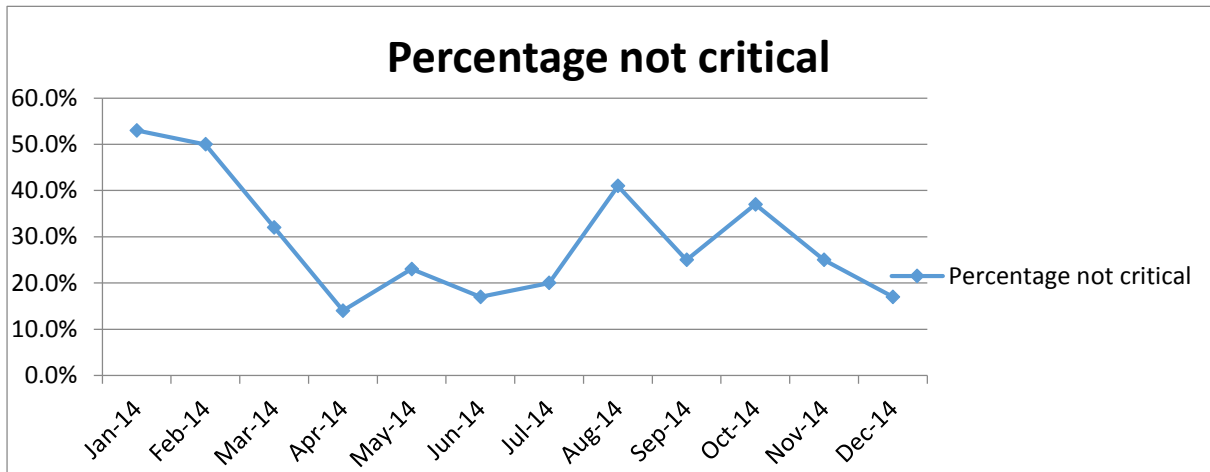
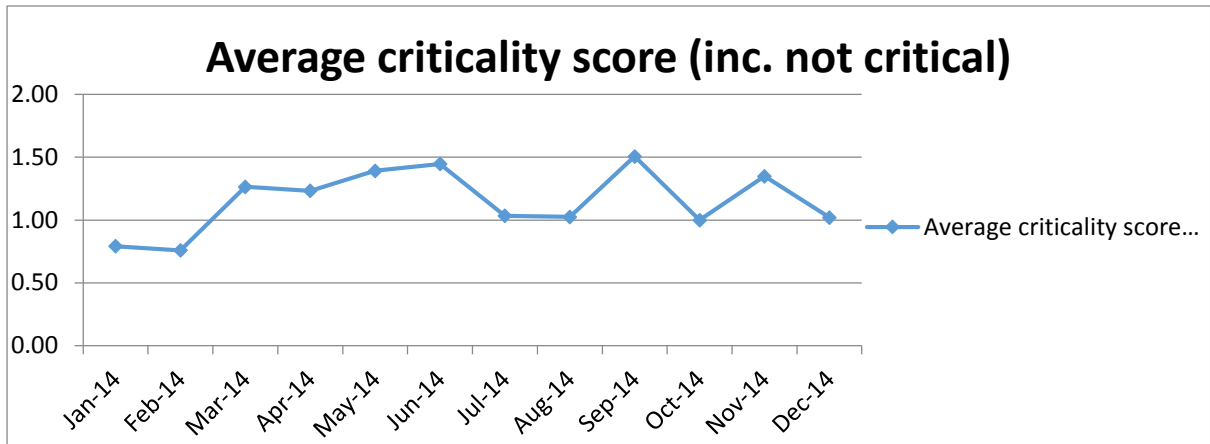
This graph shows who posted the information. The main sources are the patients themselves, a staff member (Julsy3) and unknown (mainly via NHS Choices).



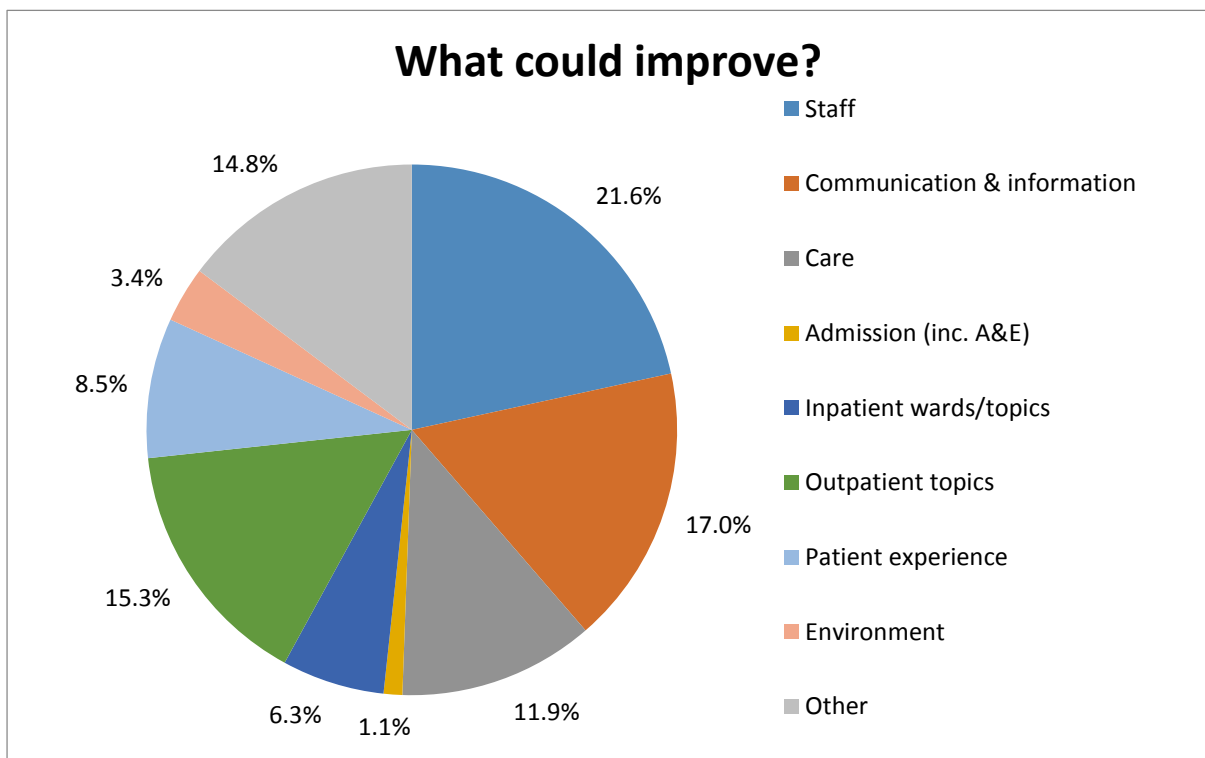
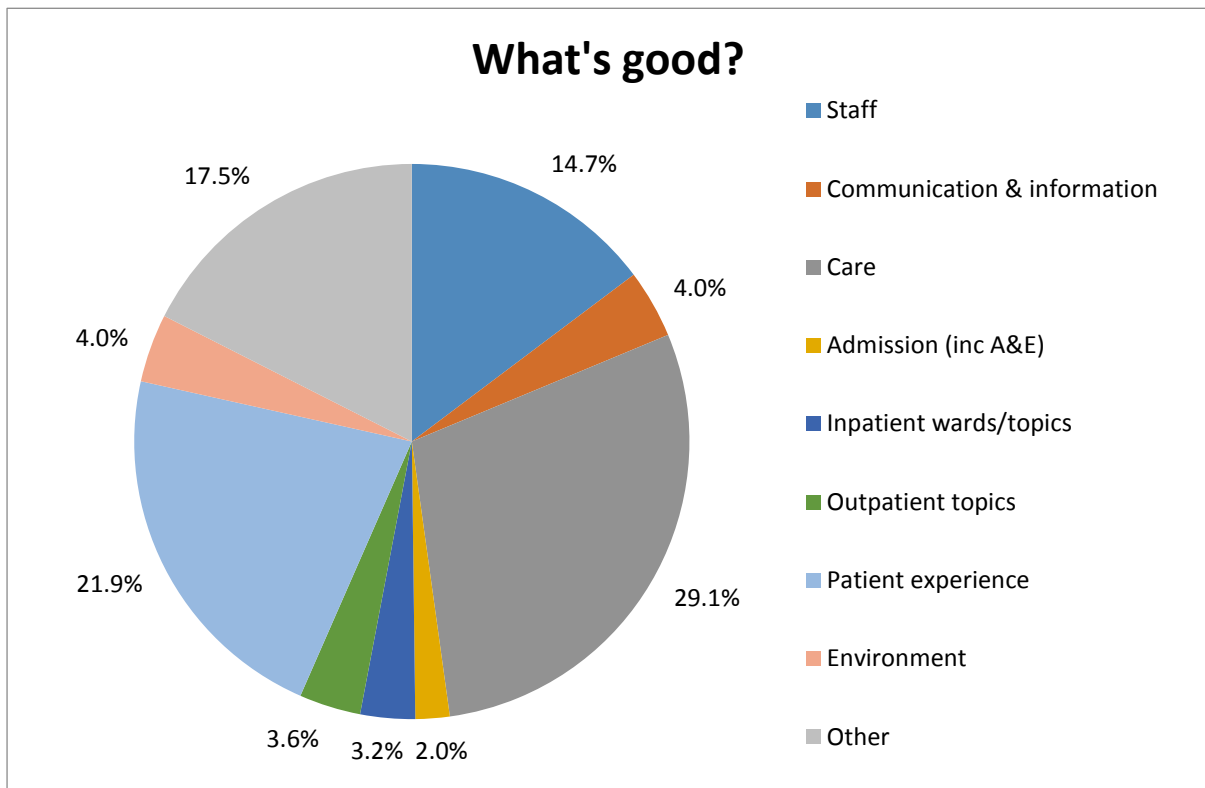
This next graph shows how critical the experience was considered to be. The number of stories with a criticality rating of 3 or over is small, with most of the stories being of low criticality, or it is unknown (from NHS Choices).



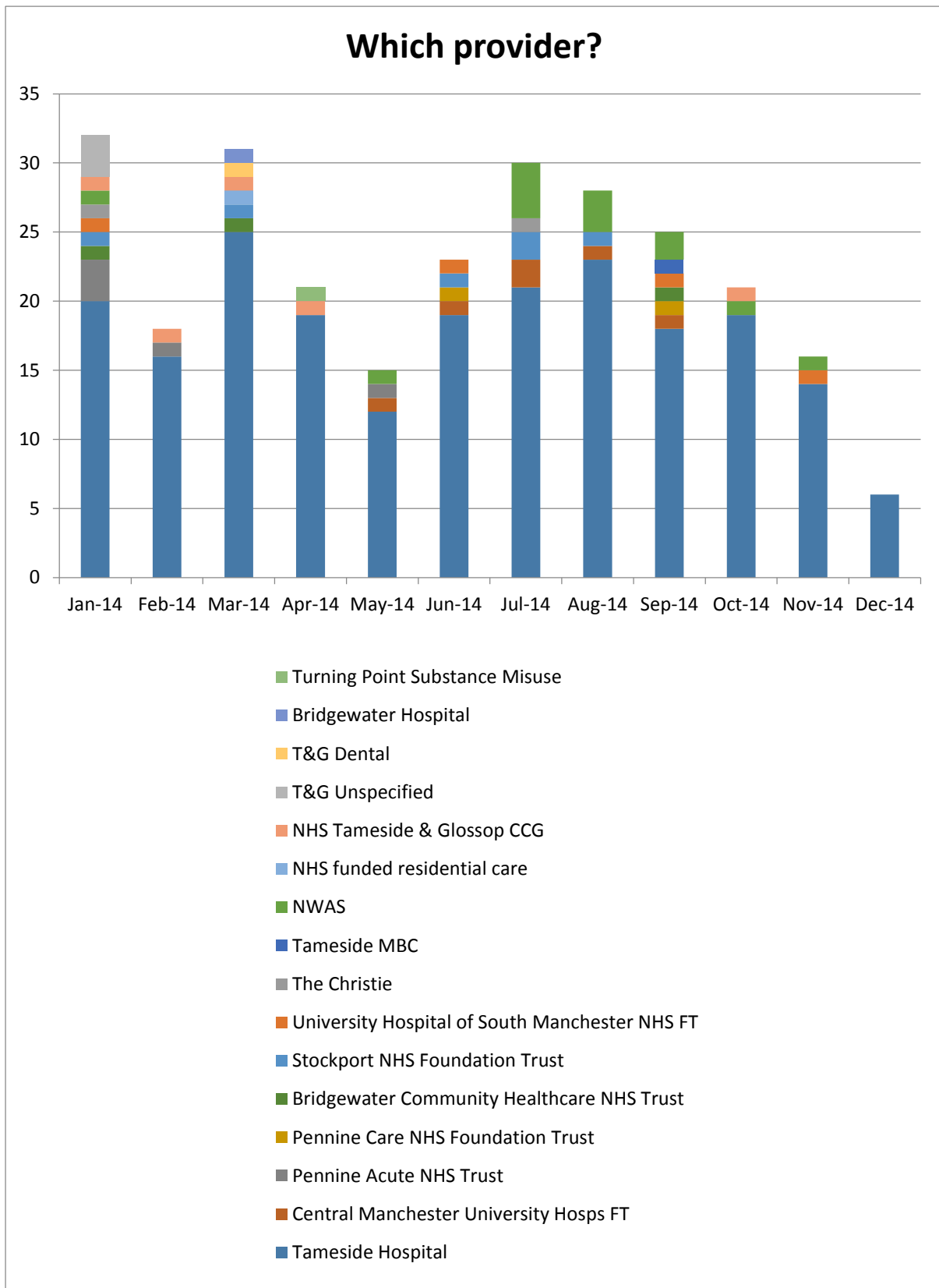
We can break down this criticality further.



People were asked to say in a few words what was good and what could be improved. These words have been grouped together into topics.



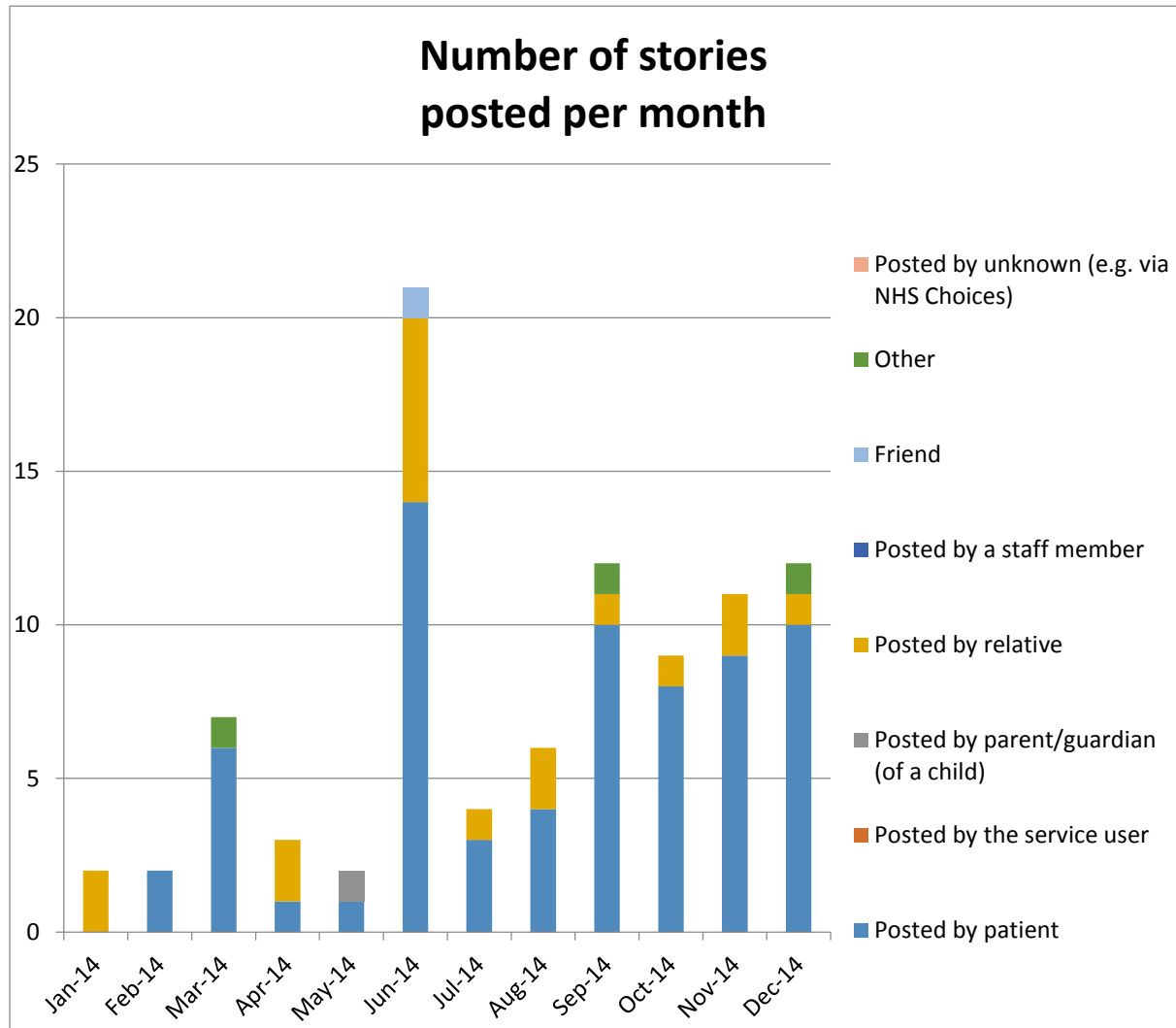
We also looked at which service providers the stories were about. A lot of the stories posted on Patient Opinion are about Tameside Hospital.



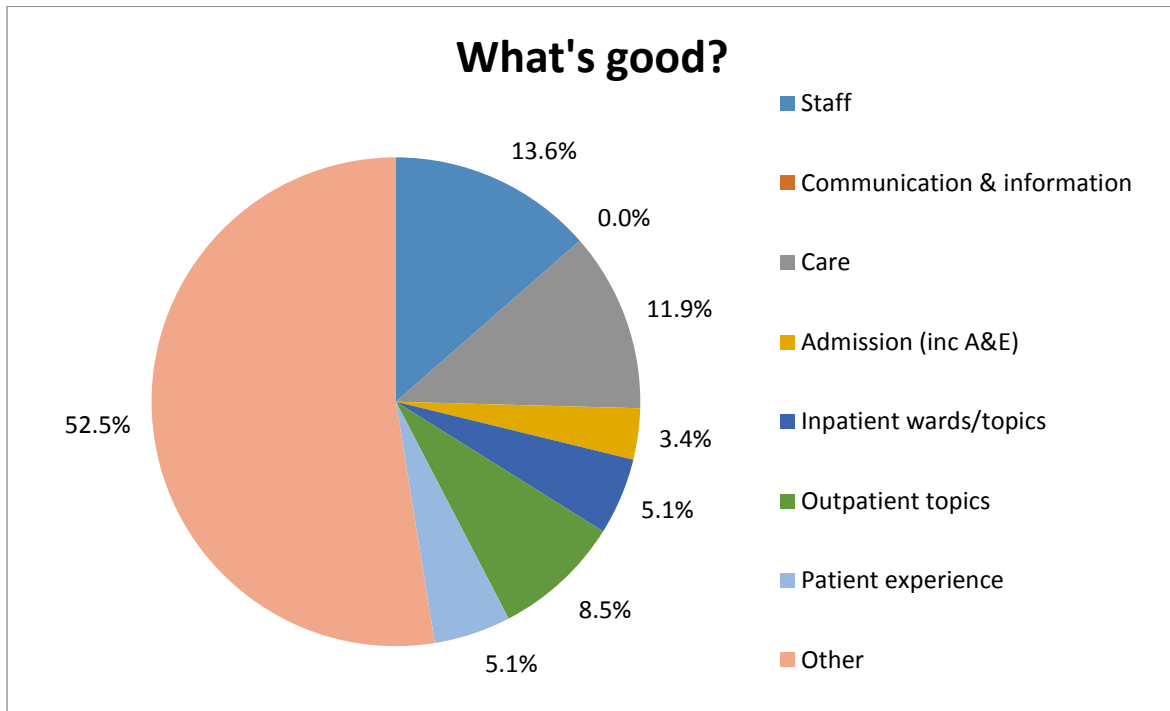
Do Not Publish

For easy comparison purposes, we have recorded this information in the same format as that collected via Patient Opinion. We do not have criticality ratings for these stories.

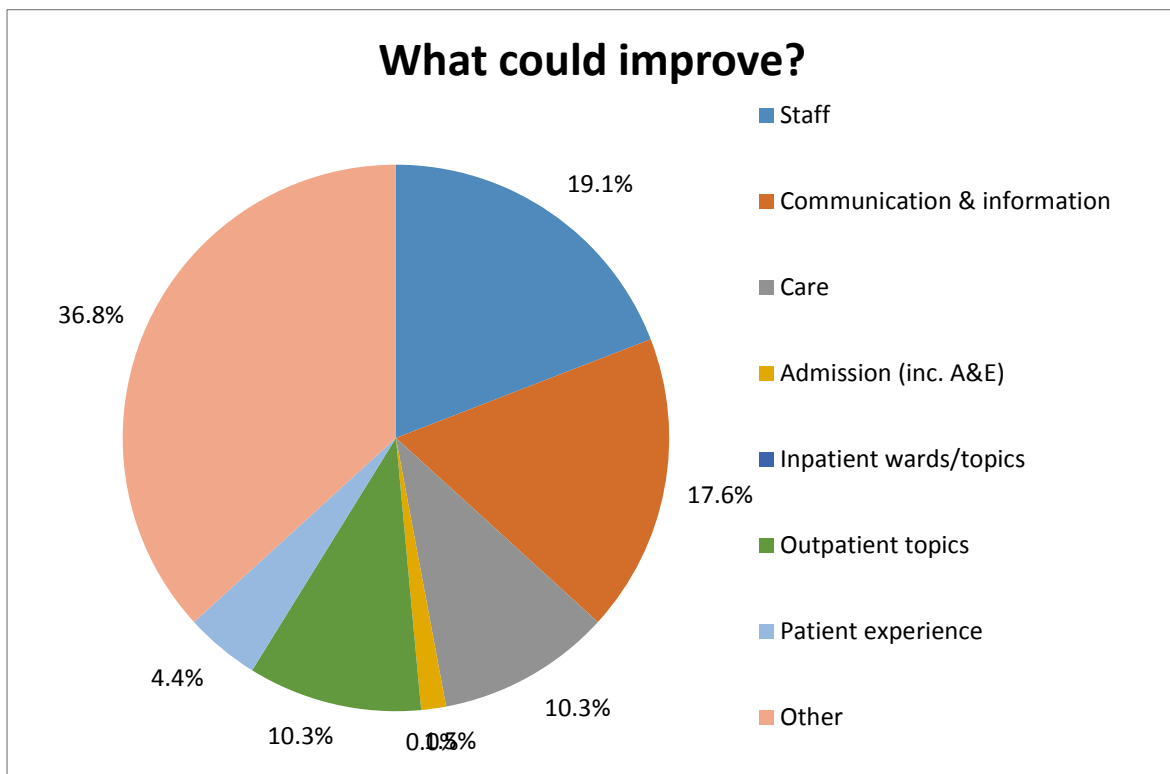
We look first at who told us the story. Most of the information is collected from the patients themselves.



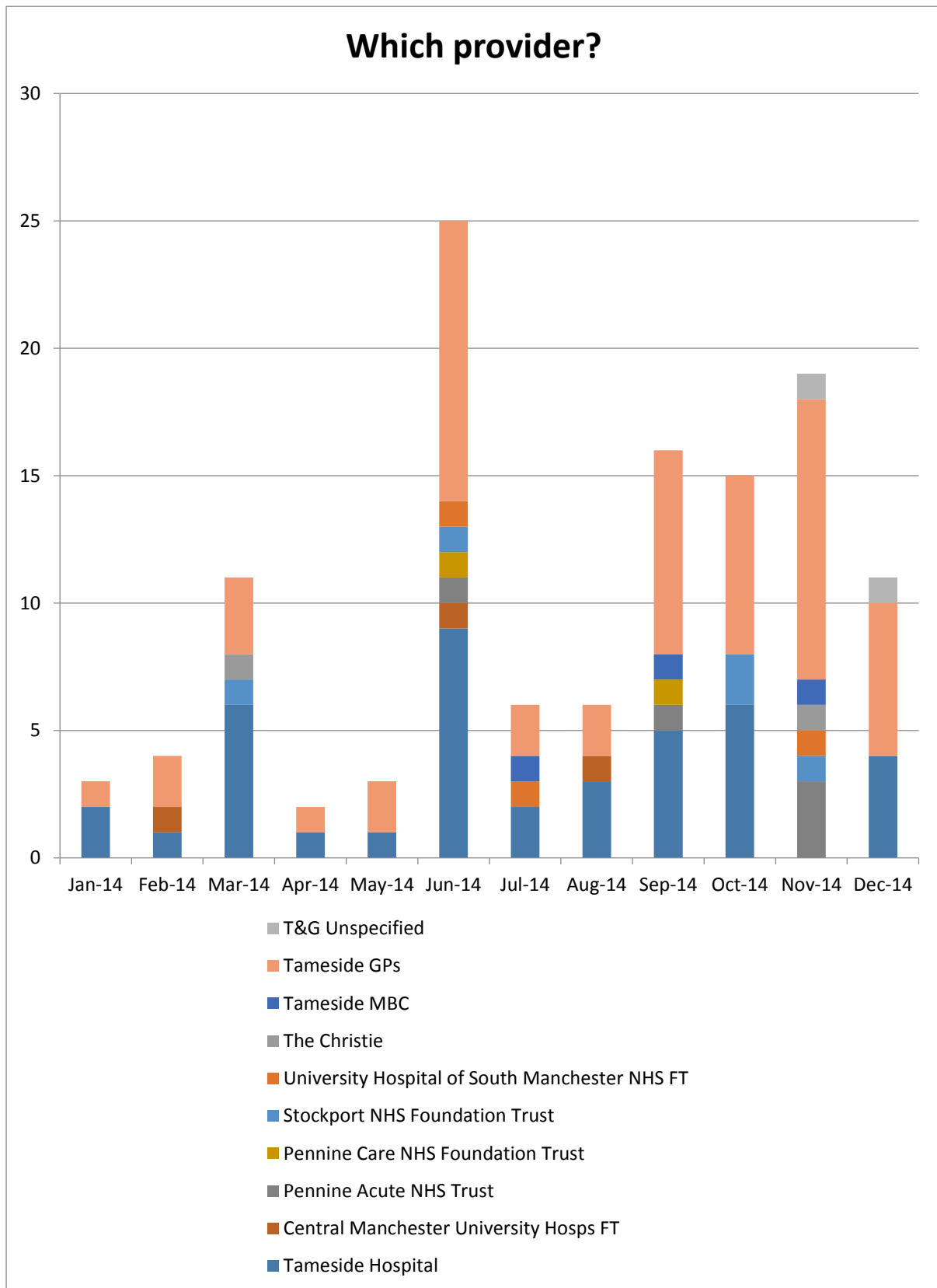
What do people think is good about the service they use?



What could be improved? The biggest difference between the two graphs is communication.

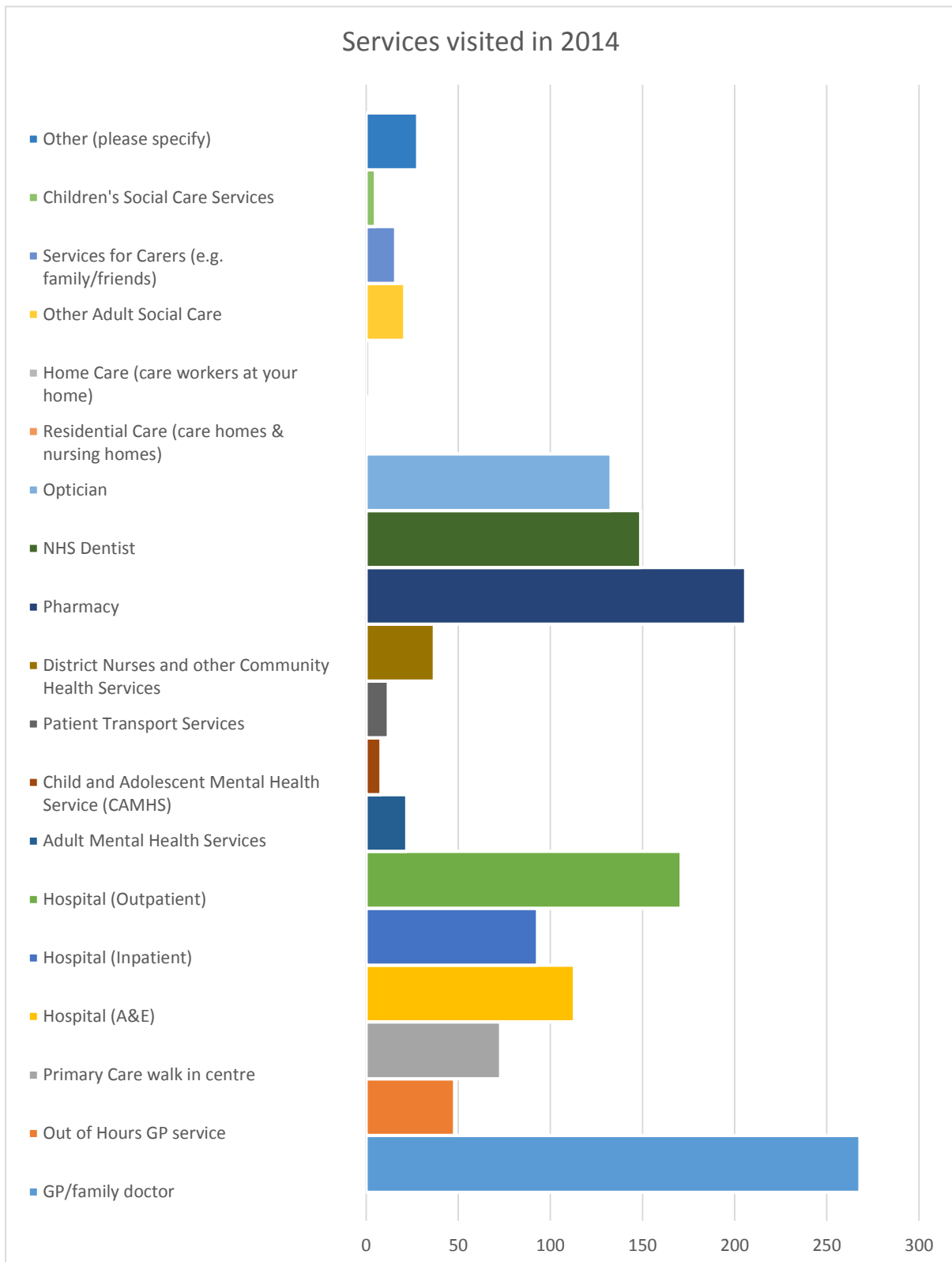


The providers mainly used are Tameside GPs and Tameside Hospital in these stories.

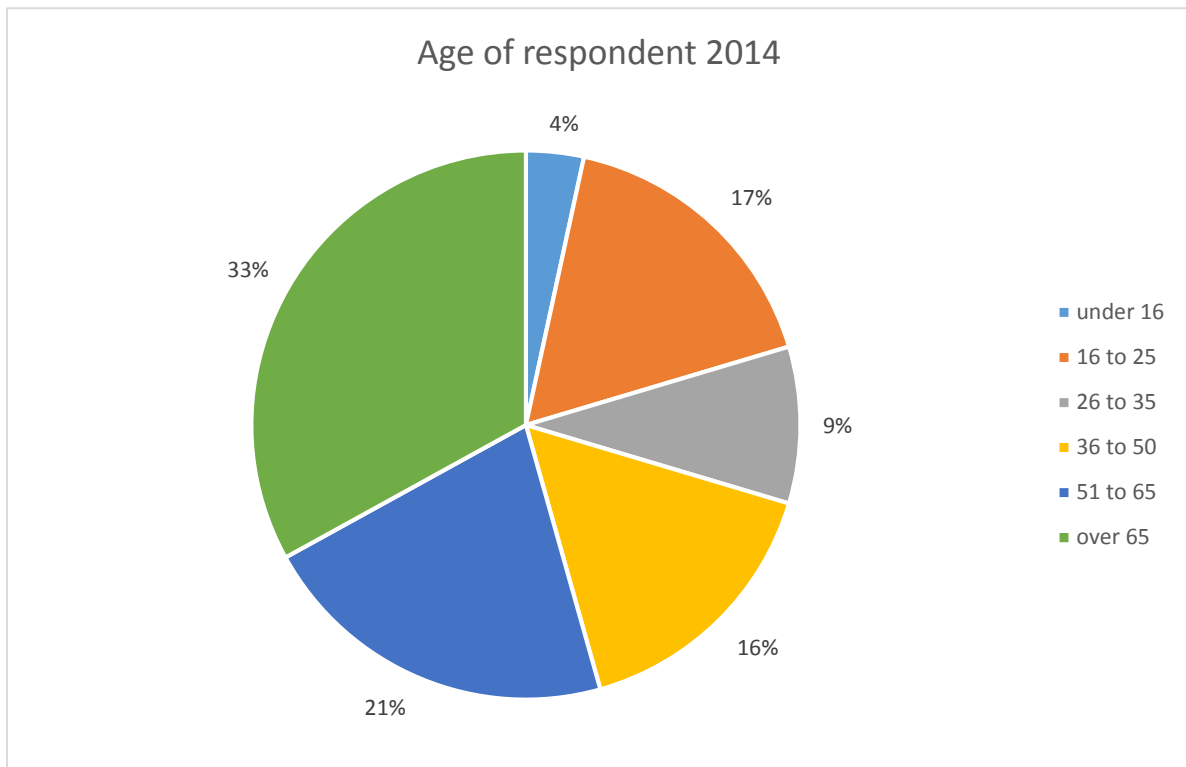


Surveys

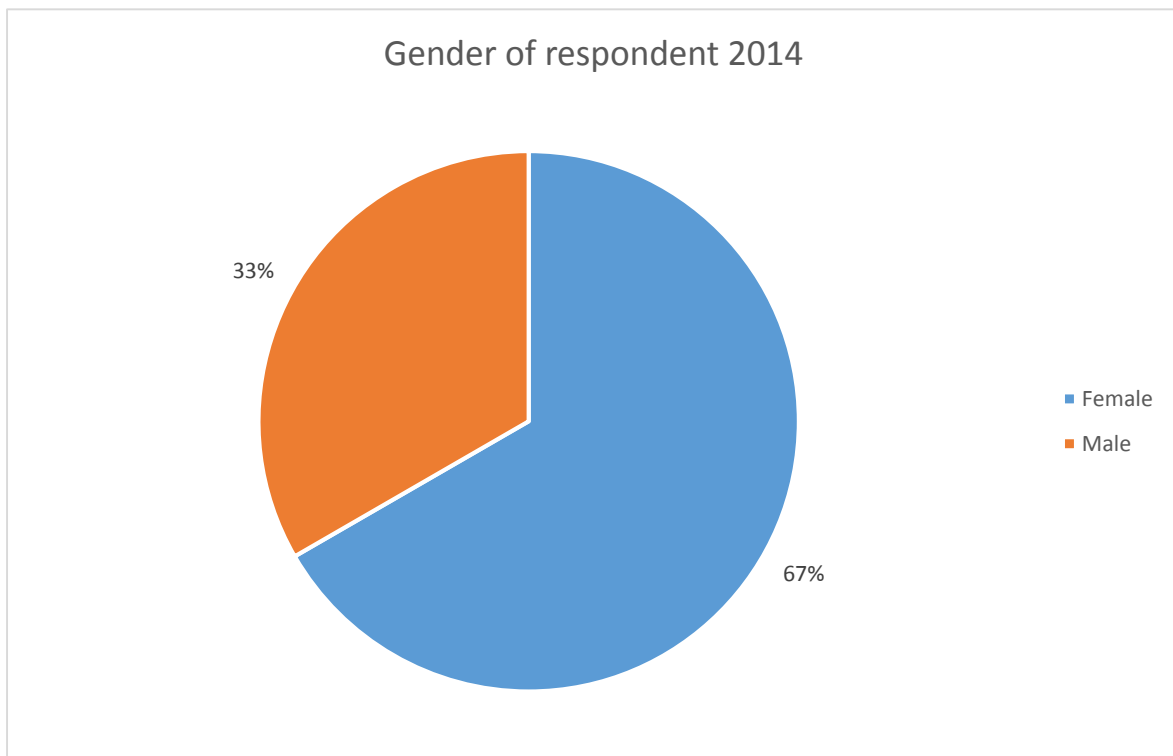
We will look first at which services people said they had used in the past 12 months.



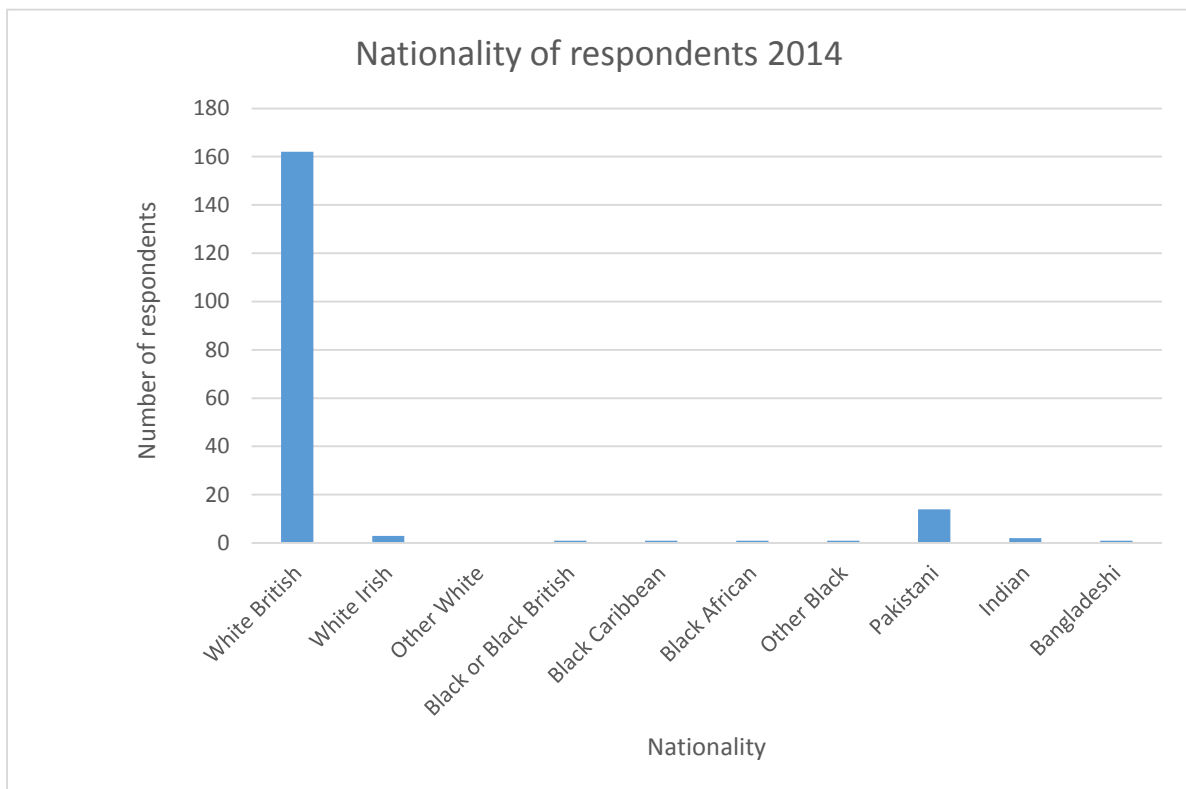
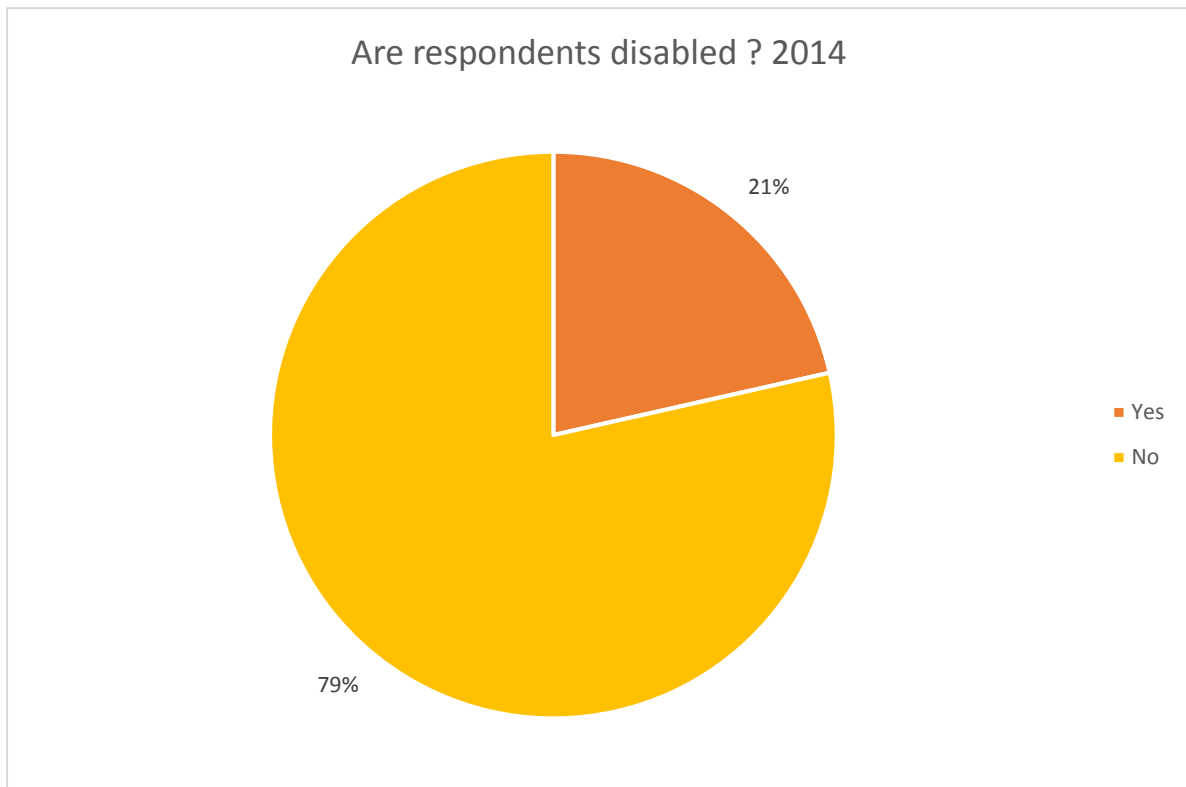
From the survey, we know something about the people who filled out the questionnaire. Two-thirds of people completed the question about age.



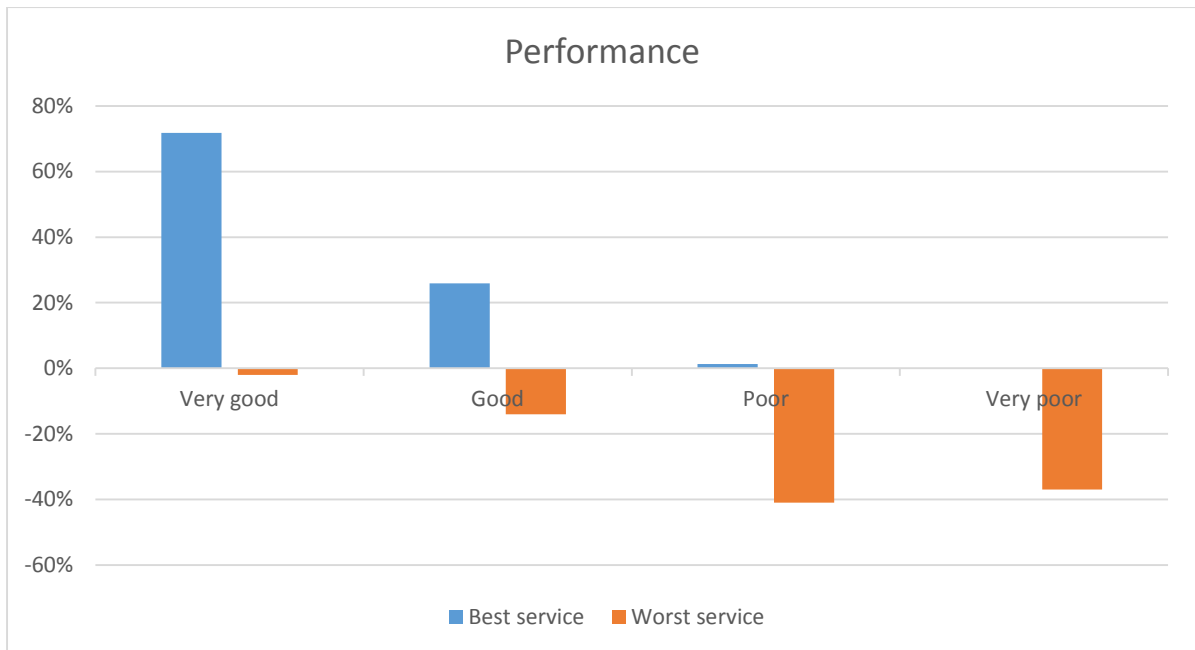
A similar number stated what gender they were.



A few less people answered the questions about whether they were disabled and their nationality.

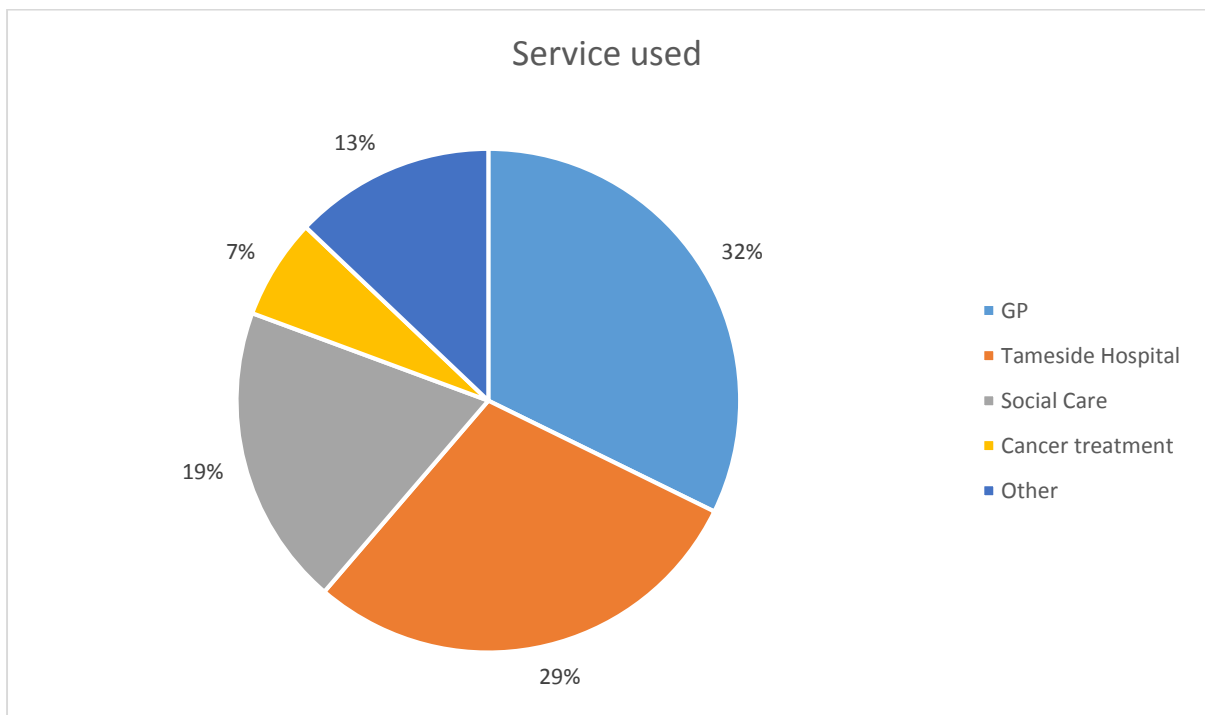


We asked people to rate their best service and worst service - very good, good, poor or very poor.



Collected by Healthwatch Champions

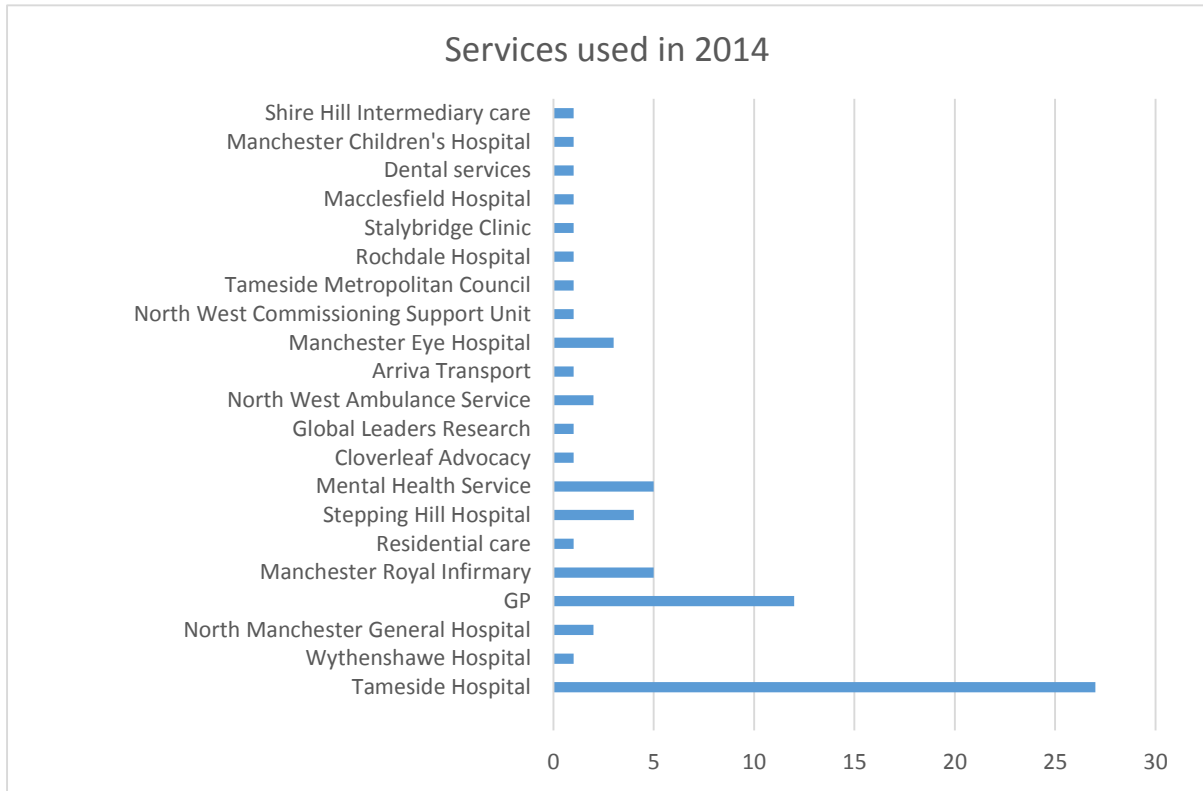
We have looked at the services people have chatted to our champions about, when they didn't want to tell a full story.



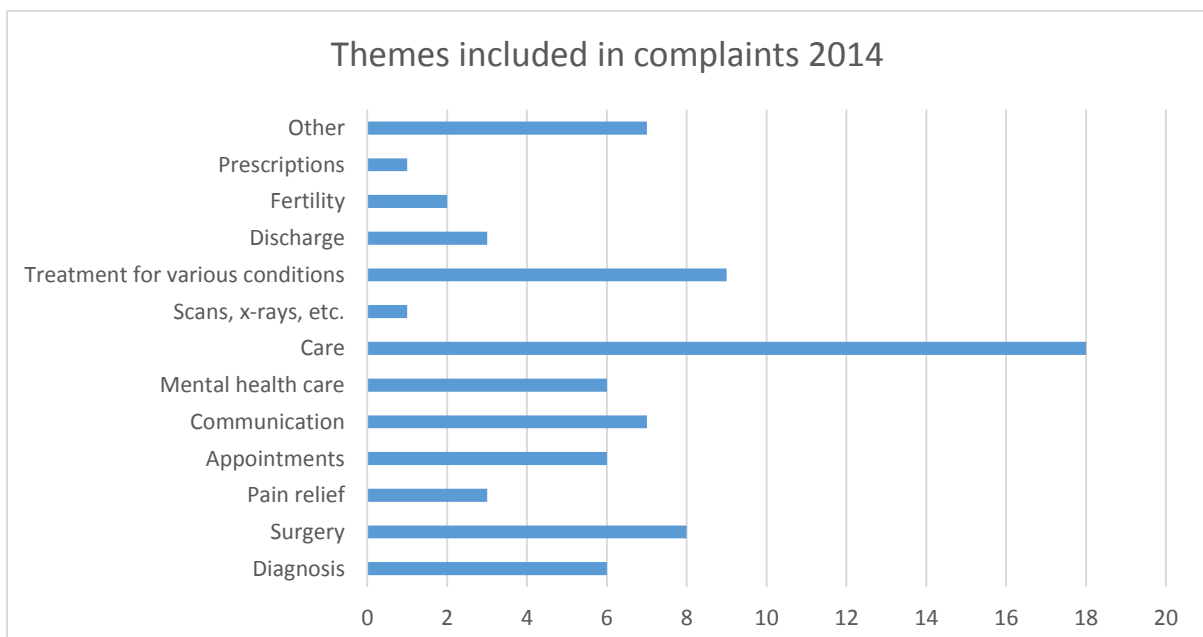
Complaints

We have looked at the types of complaints people have requested assistance with making. Not everyone decided to take the complaints route, but the areas where people felt there had been a problem are shown below. Only a small number of people use the service we provide, therefore the numbers may not be representative of all complaints made.

The following services were all mentioned.



We have collated the information into themes.



Conclusion and next steps

This report summarises the information Healthwatch Tameside collected in 2014.

The two services we have been given the most information about are Tameside Hospital and GPs. When we look at the surveys, which show all the services a respondent has used, these are the two services used most frequently. It is therefore not surprising that more stories/experiences relate to Tameside Hospital and GP services, than to other NHS services in Tameside.

When we looked at what has been reported as being good practice, and what could be improved, the same themes appear under both areas. Some people are happy with, for example, staff or appointments, but others feel improvements could be made.

Communication was a theme found mainly in the ‘What could improve?’ graphs.

There are some areas where little information was given to Healthwatch, including care services and mental health services.

The people who volunteered information and completed the surveys covered all the age ranges, although over half were over the age of 50. The majority were White British. We would encourage everyone to get involved with Healthwatch Tameside, and are looking at ways for this to happen.

We are continuing the analysis of the data from 2014, and will be producing a much more detailed, but anonymous, report. Our findings will be shared with the service providers, and we will be encouraging sharing of good practice, and suggesting improvements where people feel there are problems.

We have used the information collected to help us decide what projects to carry out during 2015. To start with, we will be doing some targeted work:

- Collection of more detailed data about GP and hospital appointments.
- Collection of more detailed data about communication.
- Outreach to Mental Health service users, including young people.

To help us, please continue providing information throughout 2015. We speak to service providers regularly, but to influence change, we need evidence to back up what we are saying. The more we are told, the greater the opportunity for Healthwatch Tameside to improve the NHS health and social care services used by the residents of Tameside.



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