

# Summary of the data collected by Healthwatch Tameside in 2015

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## Introduction

This is the second report produced by Healthwatch Tameside, based on all the information collected during the previous 12 months. We are looking at data collected during 2015, with the exception of the answers to the GP/Hospital visits survey, for which there is a separate detailed report.

This is a summary report.

### Sources of information

- **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. Comments about some providers will also show on Patient Opinion, but without a criticality rating (see explanation below), because they have not been moderated.
  - 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 Healthwatch office, it is recorded on Patient Opinion using a staff login, 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 of 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.

- **NHS Choices** - stories posted on the NHS Choices website about GP practices do not appear on Patient Opinion. We have collated this information to include in our report.
- **Do Not Publish** - sometimes people want their story to be heard, but do not want it publishing on Patient Opinion.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. Sometimes the Champions record what they have themselves seen and heard, whilst out in the community.
- **NHS Complaints** - Healthwatch Tameside assists people to access the complaints system.

The total number of sources of data collected in 2015 is 890, split:

Patient Opinion - 226

NHS Choices - 283

Do Not Publish - 94

Surveys (excluding GP/hospital survey \*)- 205

Comments - 34

Complaints - 48

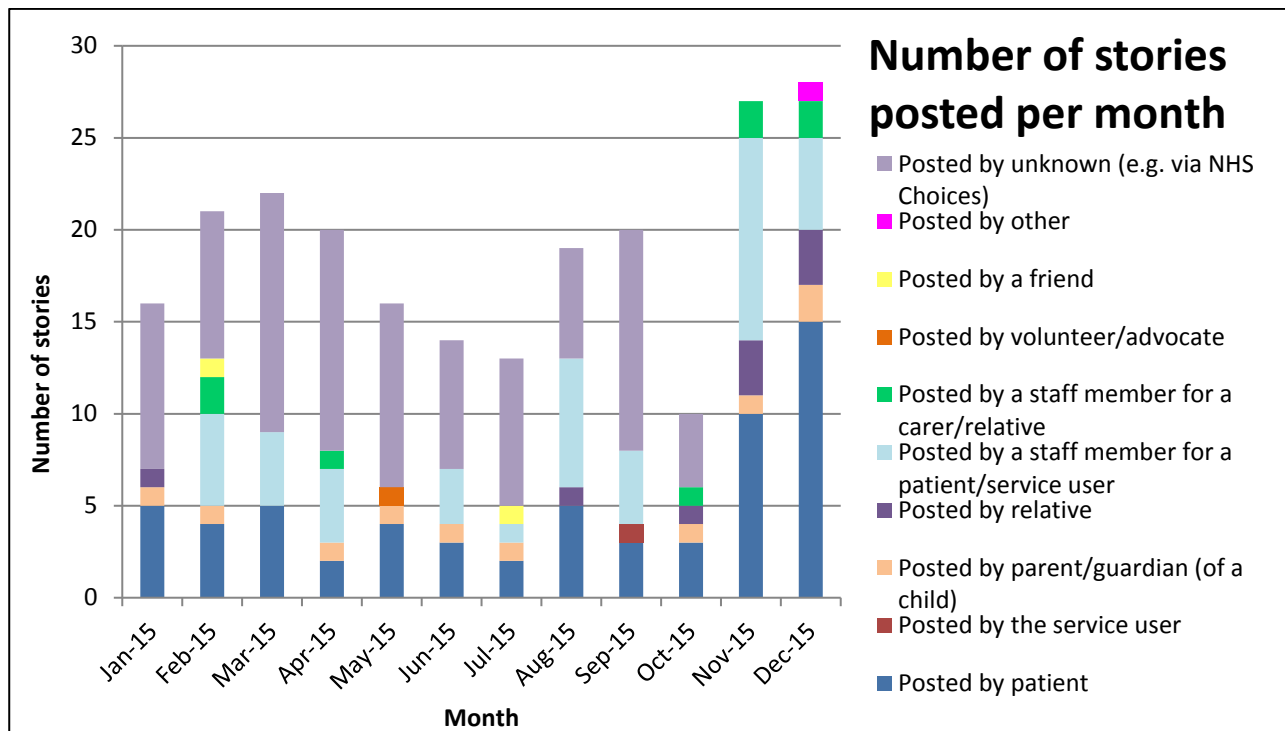
Within each of these sources there can be multiple stories/experiences, particularly the surveys.

A number of the complaints Healthwatch Tameside were asked to provide assistance with occurred during 2014, although we were only approached in 2015. This is common with complaints. Often a patient only commences the complaints process once they are feeling better.

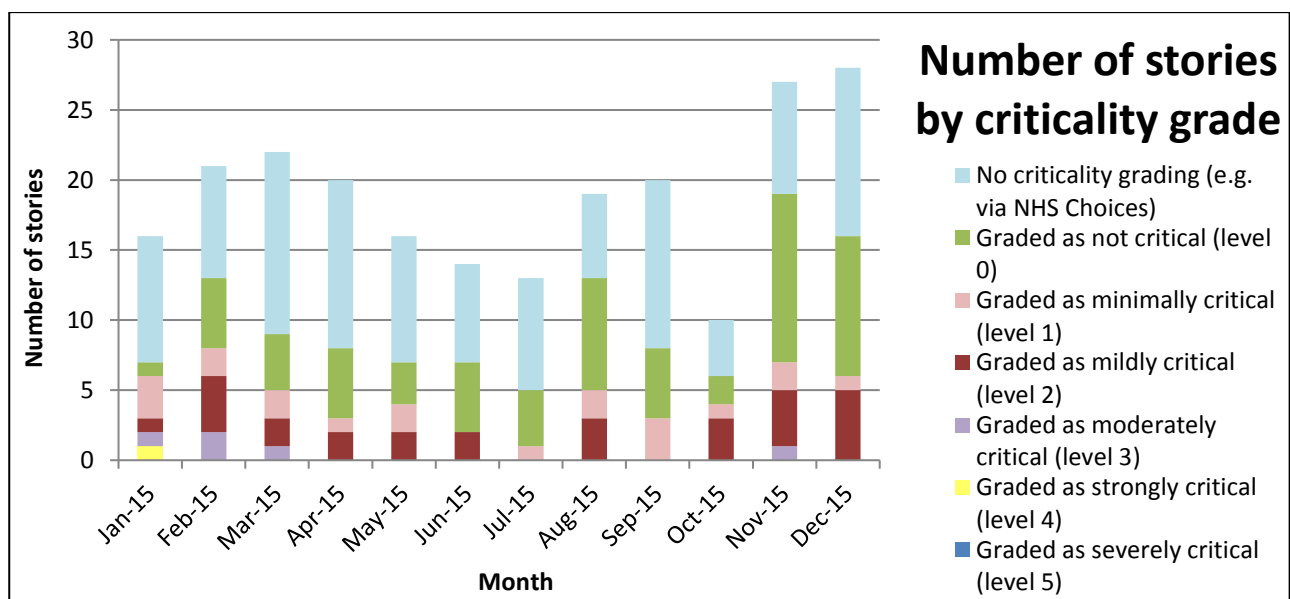
\* 222 GP/hospital surveys were completed and analysed in a separate report.

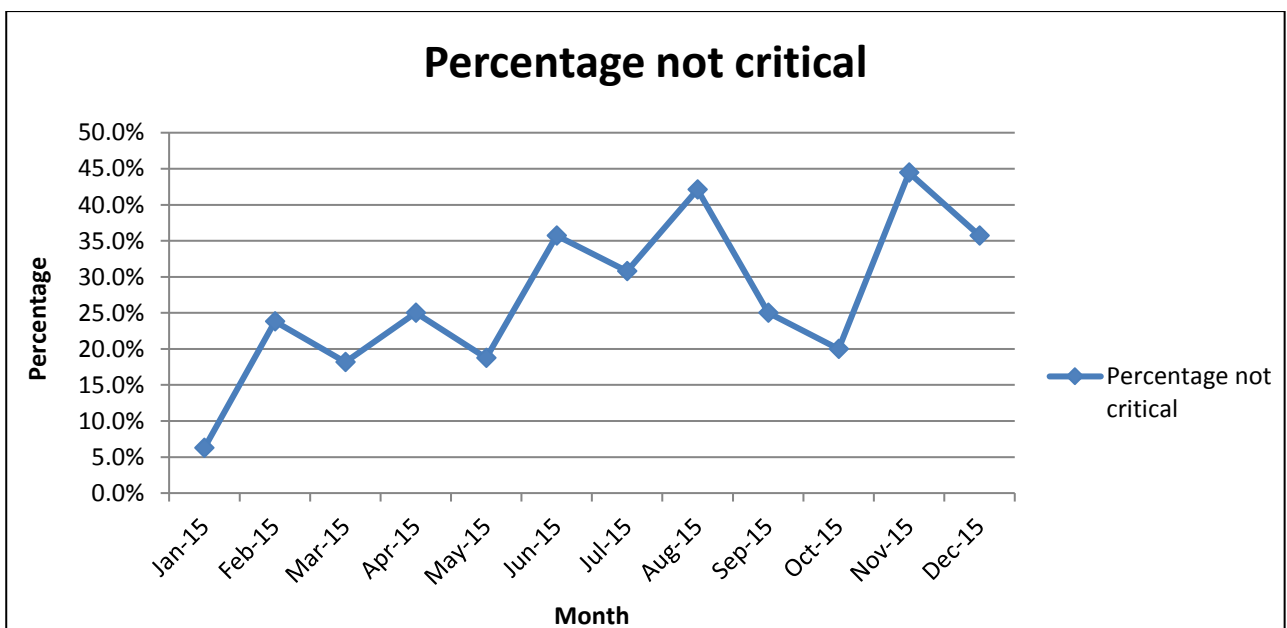
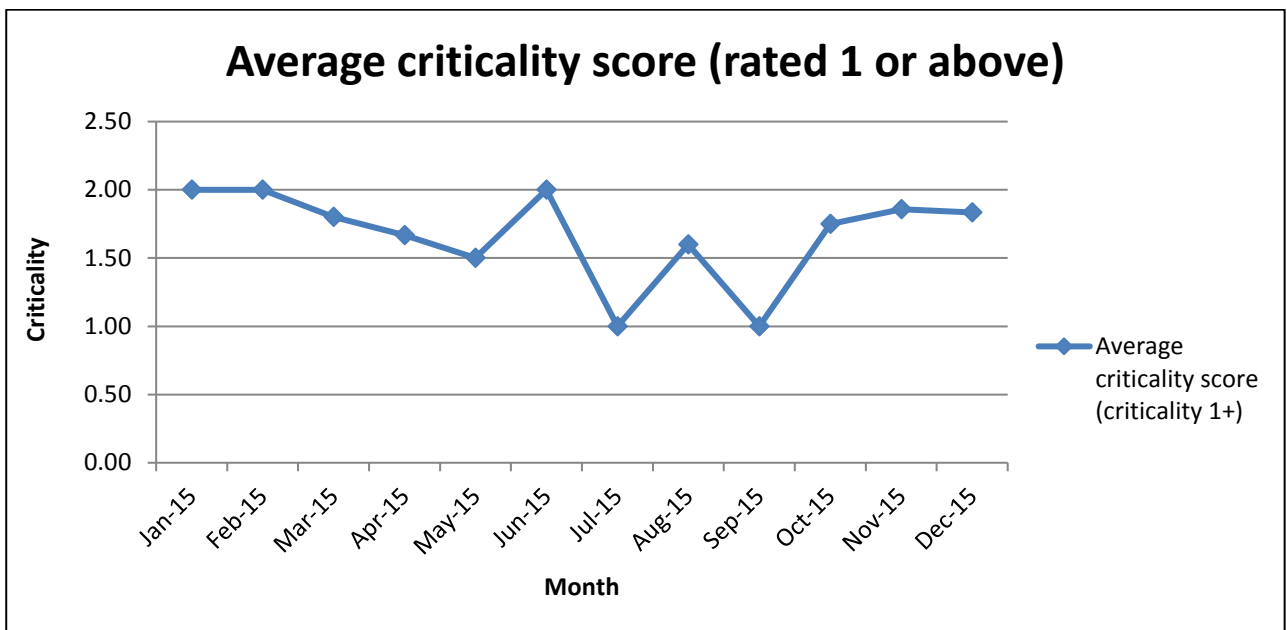
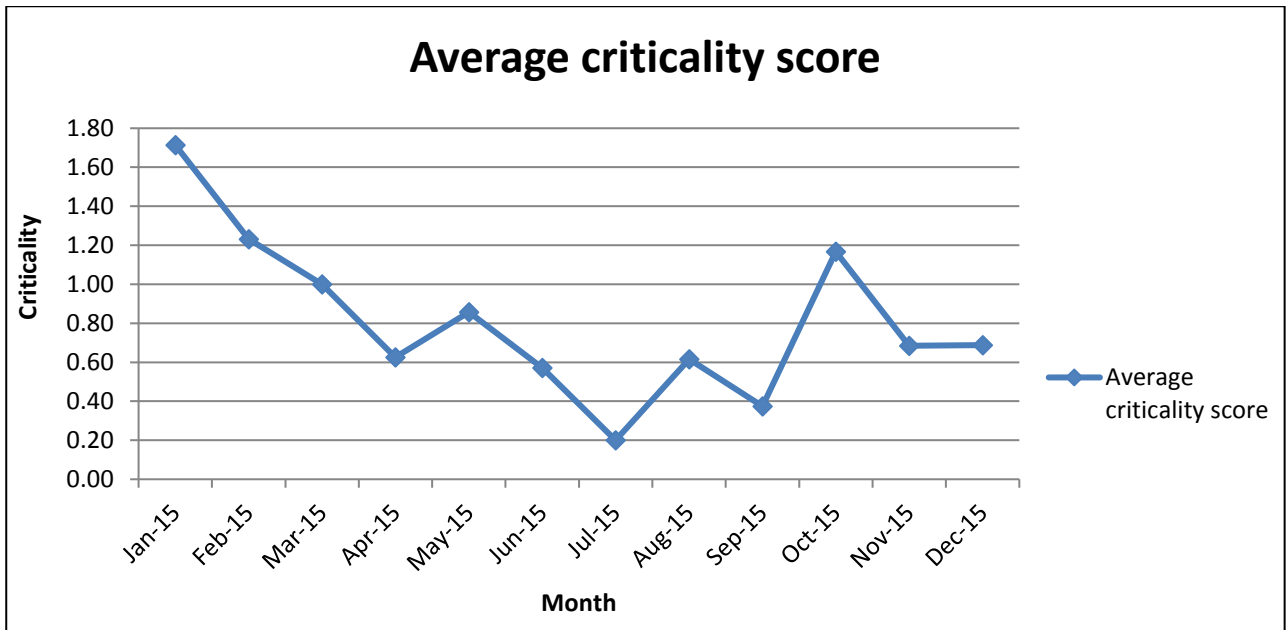
## Information from Patient Opinion

Stories can be posted by anyone on behalf of a patient. This graph shows who posted the information in each month. There are no 'Posted by unknown' stories in November and December. This is because there was a problem with the transfer of stories from NHS Choices to Patient Opinion, so the information has been added manually. We have therefore been able to allocate the stories to the relevant section. The majority of these stories were posted by the patient.

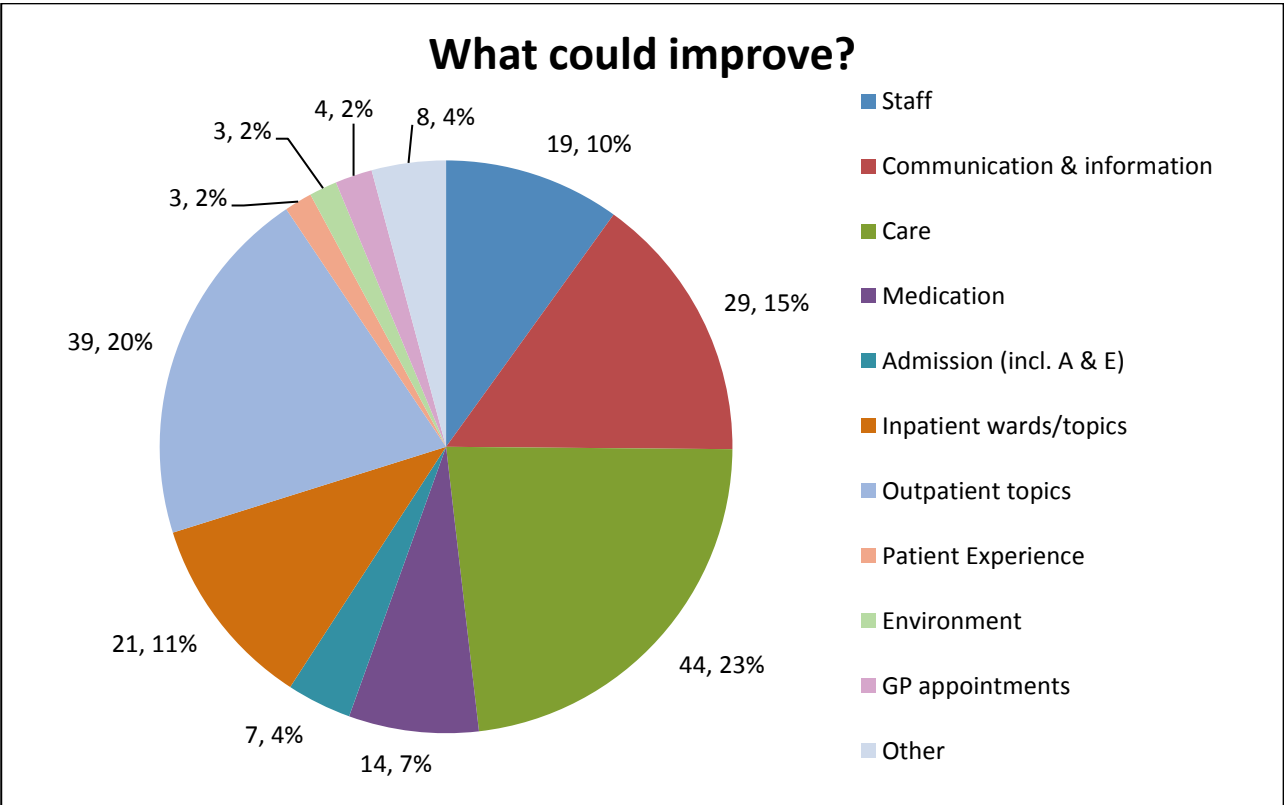
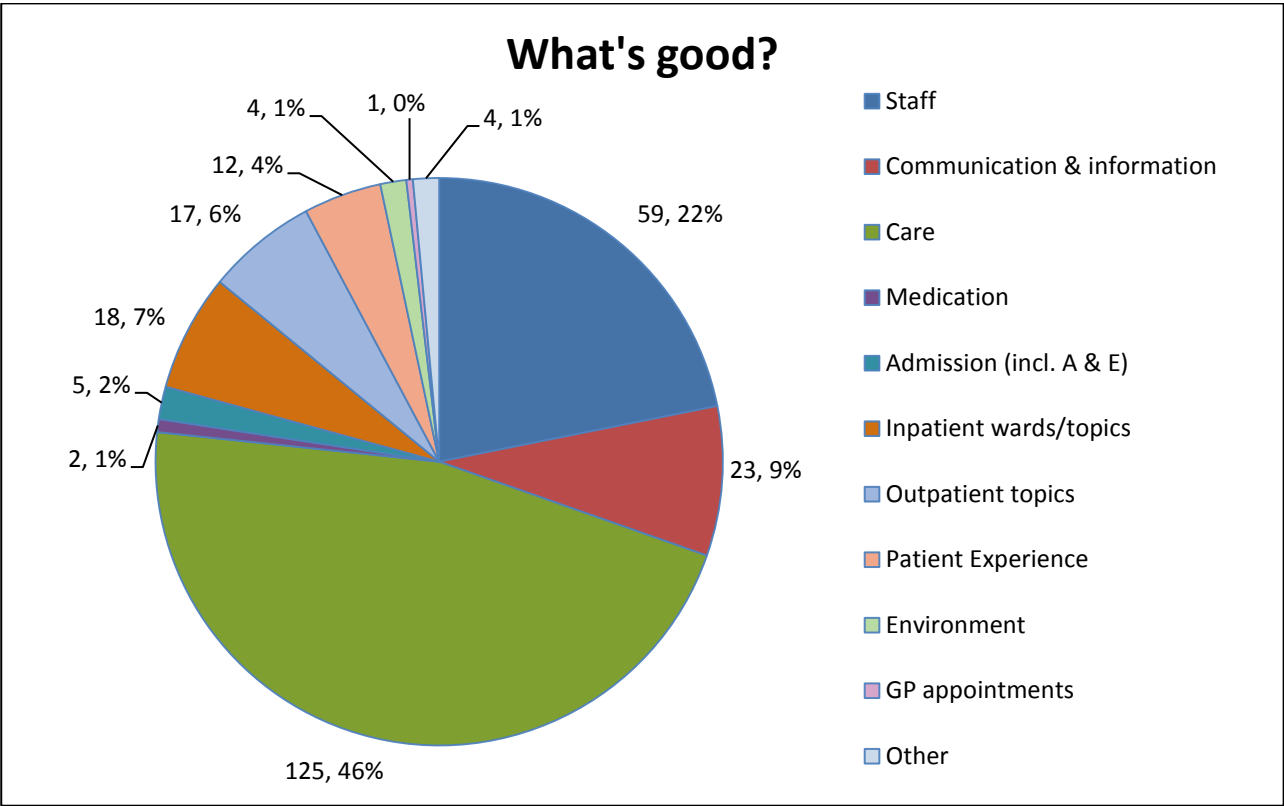


The next graphs show how critical the experience was considered to be (refer to introduction for explanation). The number of stories with a criticality rating of 3 or over is small, with most of the stories being of low criticality, or criticality is unknown (from NHS Choices).



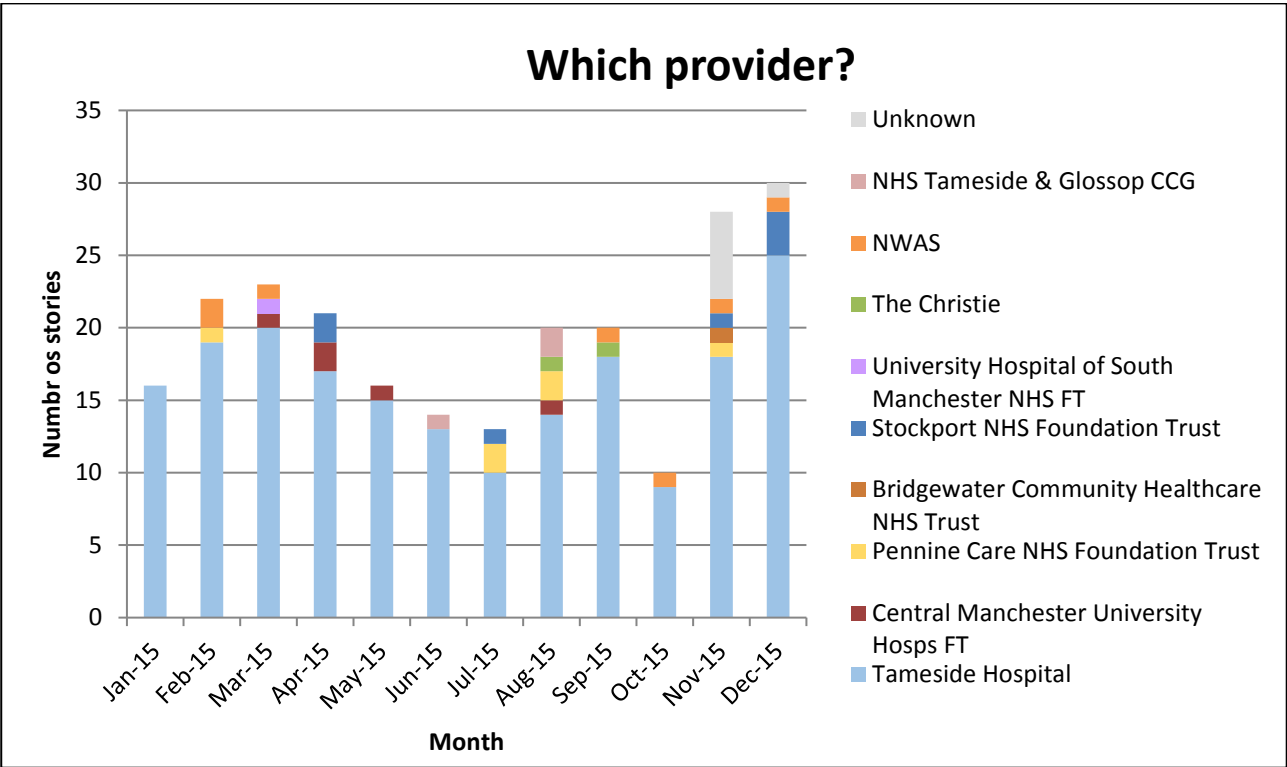


When completing the story, people are asked to say in a few words what they thought was good and what they thought could be improved. These words have been grouped together by Healthwatch Tameside into topics or themes.



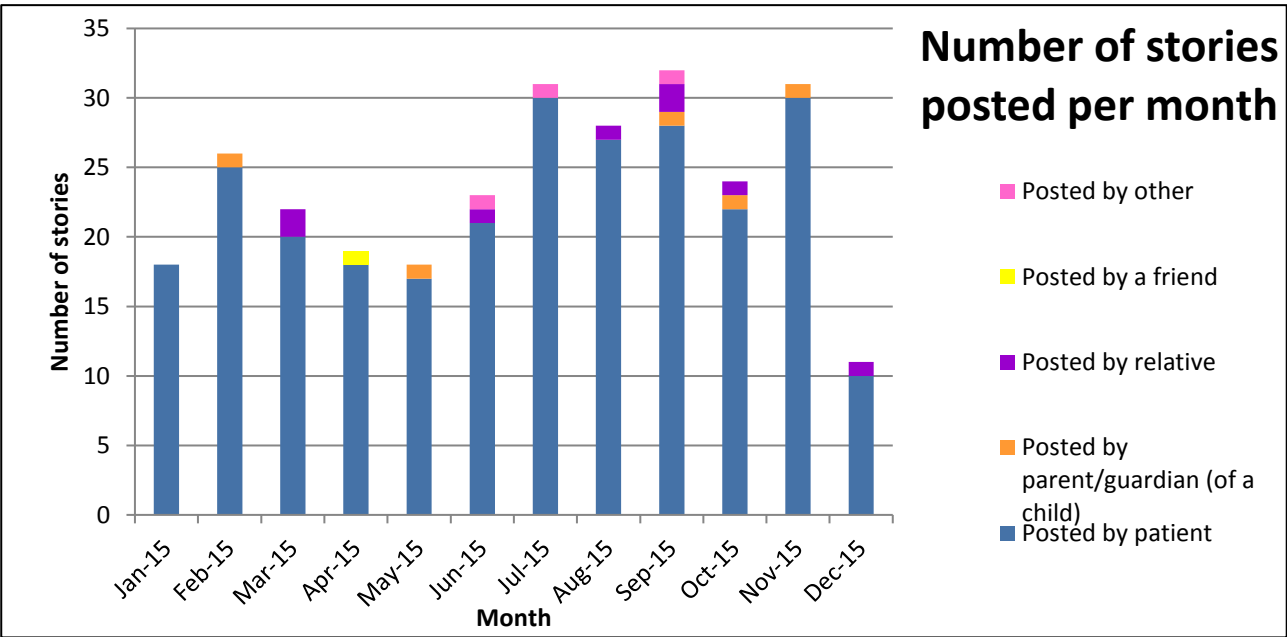


We also looked at which providers the stories are about. There are very few stories about GP practices. The GP stories posted on NHS Choices are shown separately in the next few pages of this report, as these are not transferred across to Patient Opinion.



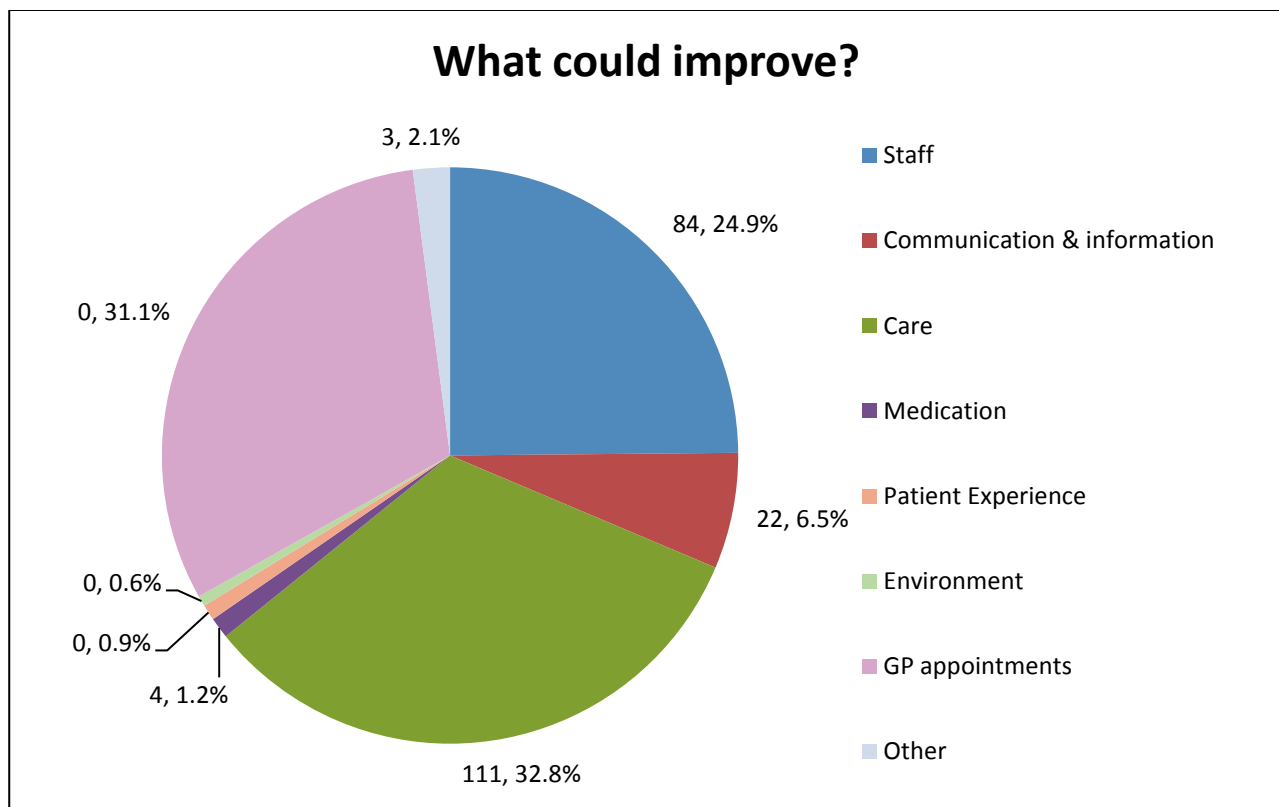
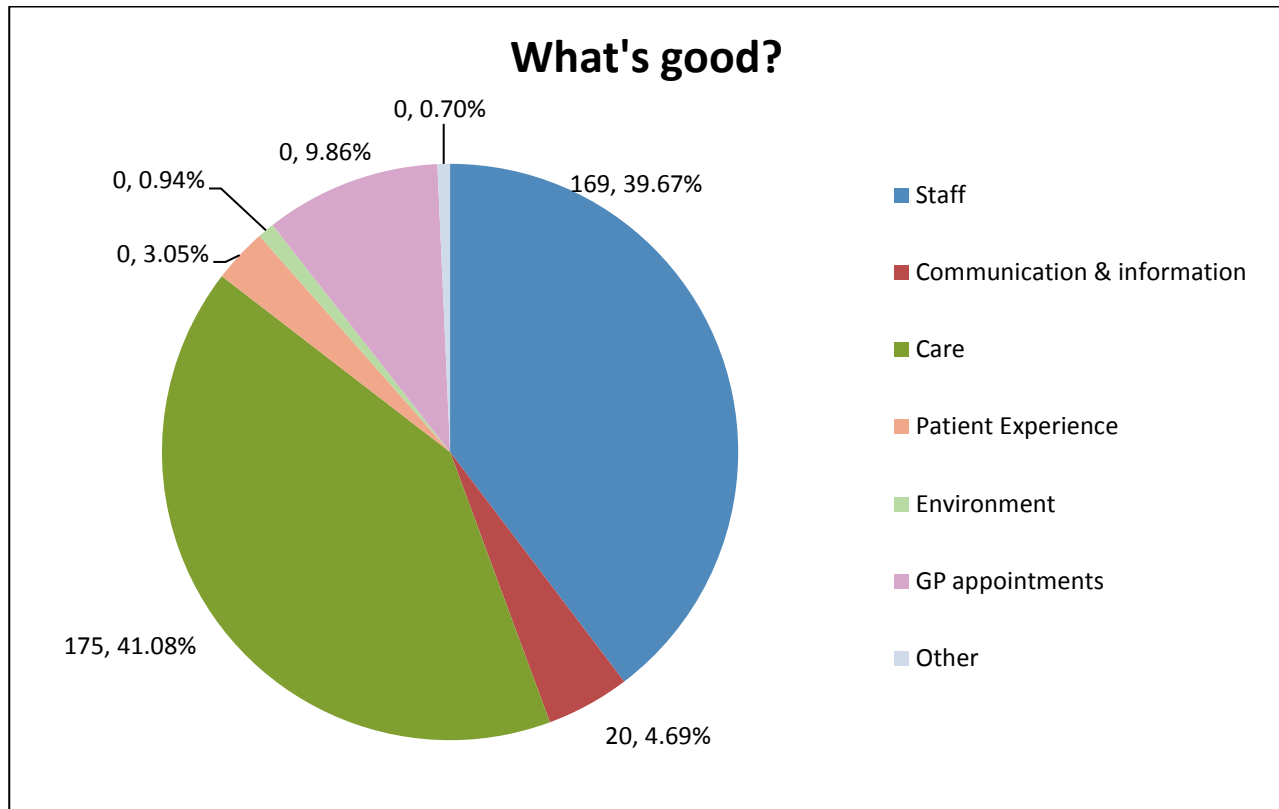
### Information from NHS Choices

We are now going to look at the information posted on NHS Choices about GP practices in Tameside. We have used the information in the stories in the same manner as we have used that in Patient Opinion Stories, to enable us to collate information.



We do not have any criticality ratings for stories on NHS Choices.

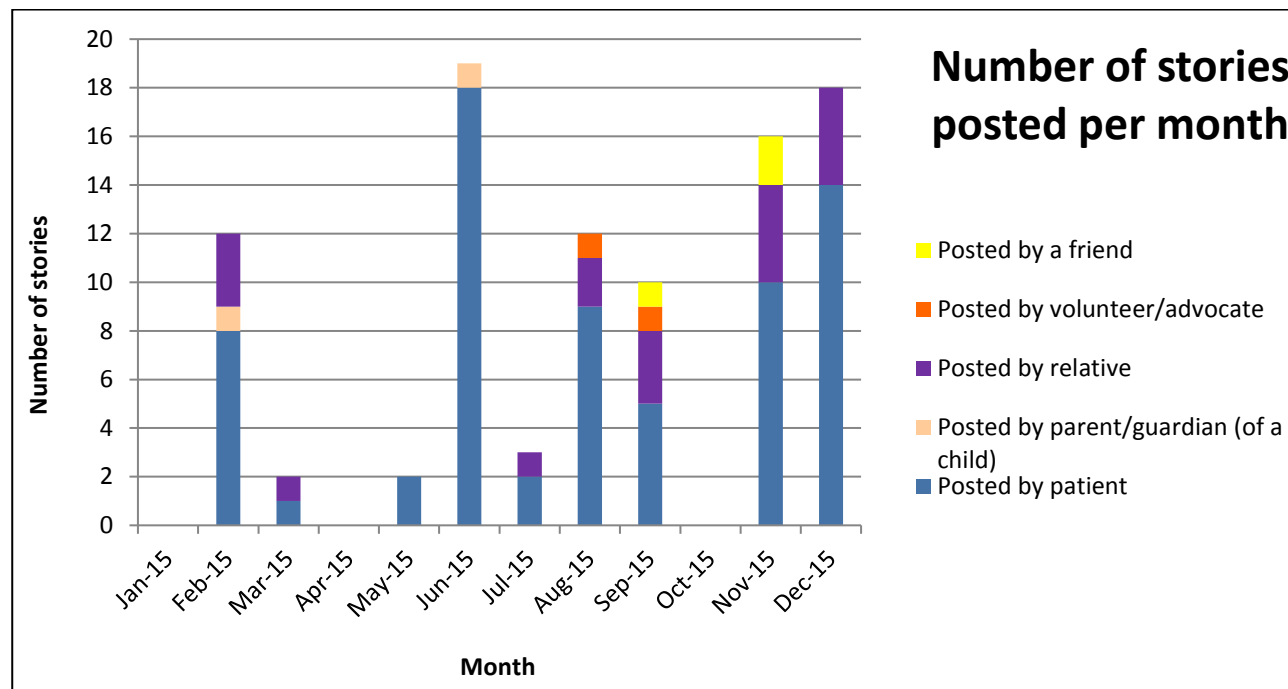
The stories on NHS Choices are generally longer than those on Patient Opinion. The people posting stories are not specifically asked what was good or could be improved. We have lifted the words out of the stories, and grouped them in the same way we did for Patient Opinion stories, to see what was good, and what could be improved.



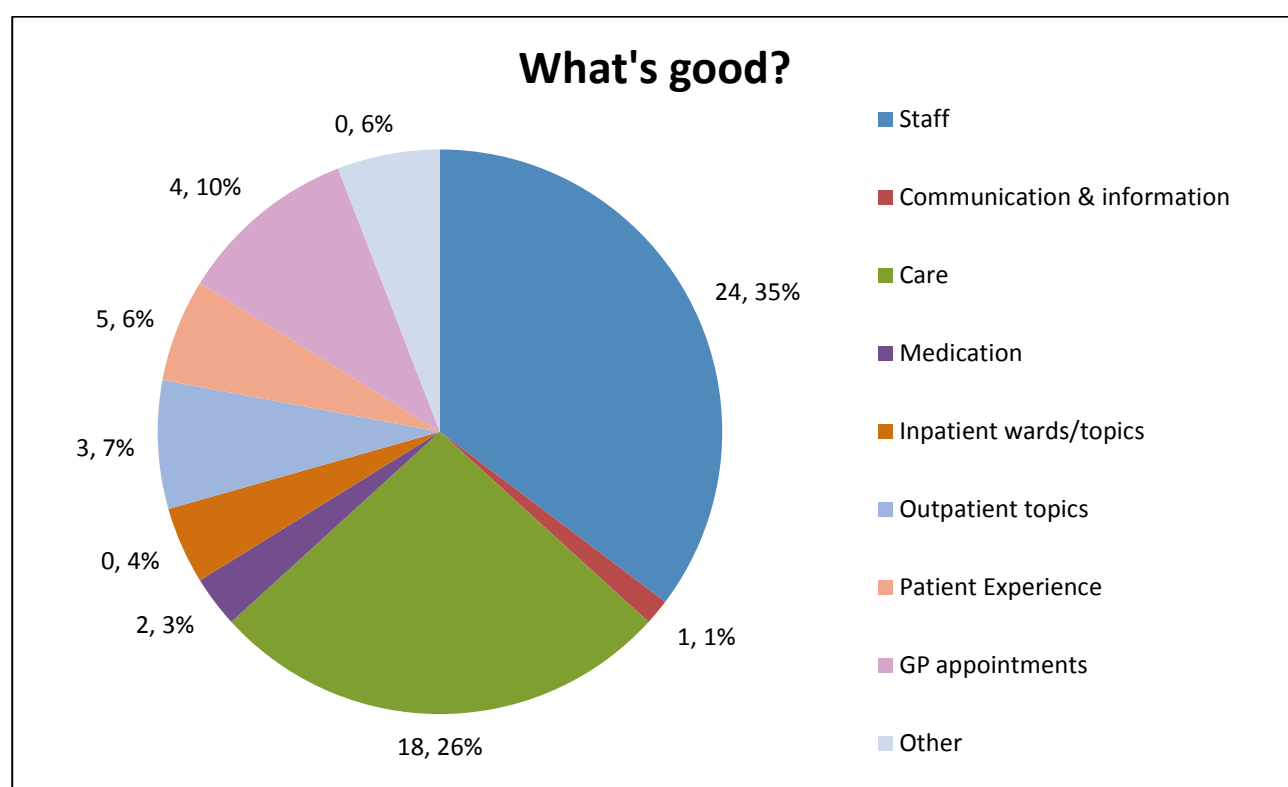
## Information collected as 'Do Not Publish'

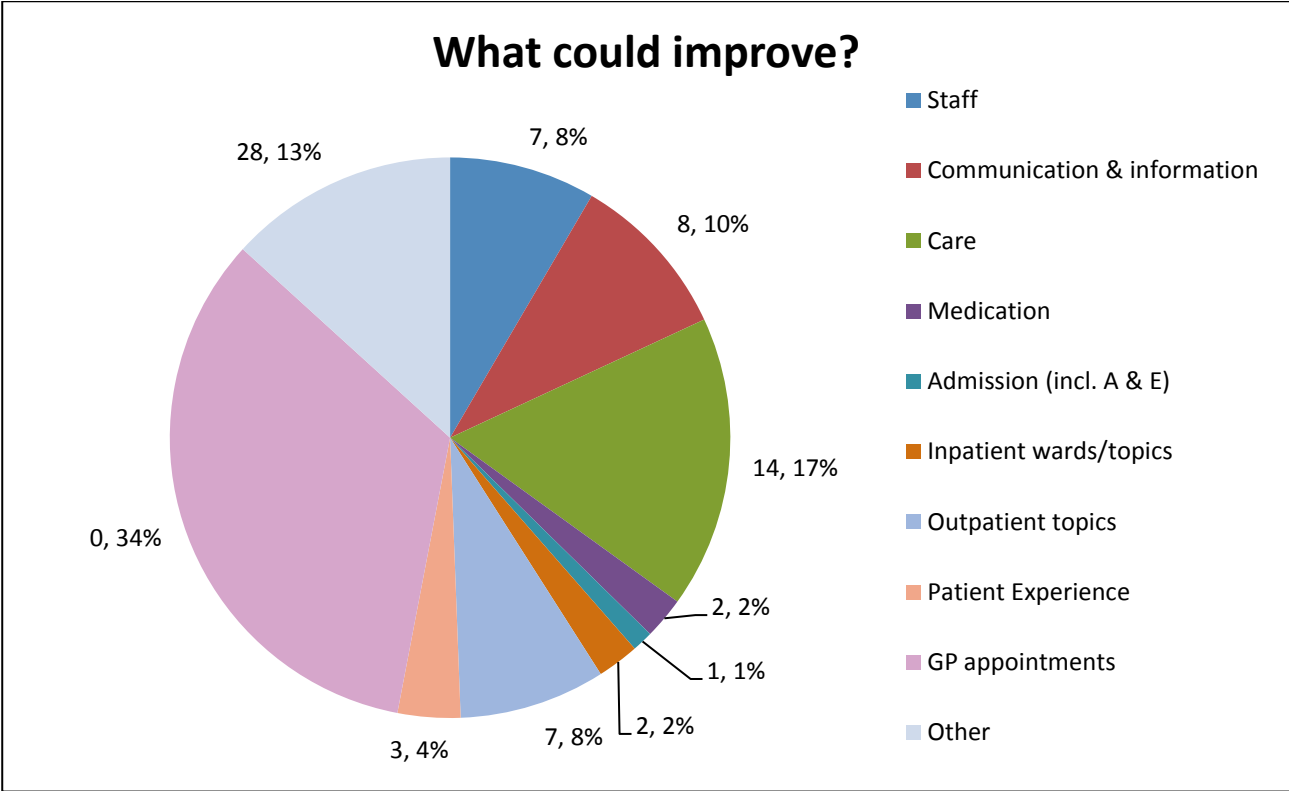
As with the stories from NHS Choices, we have recorded the information from our Do Not Publish stories in the same format as that used for Patient Opinion stories. This makes comparison easier.

Most of the stories were told to us by the patients themselves.

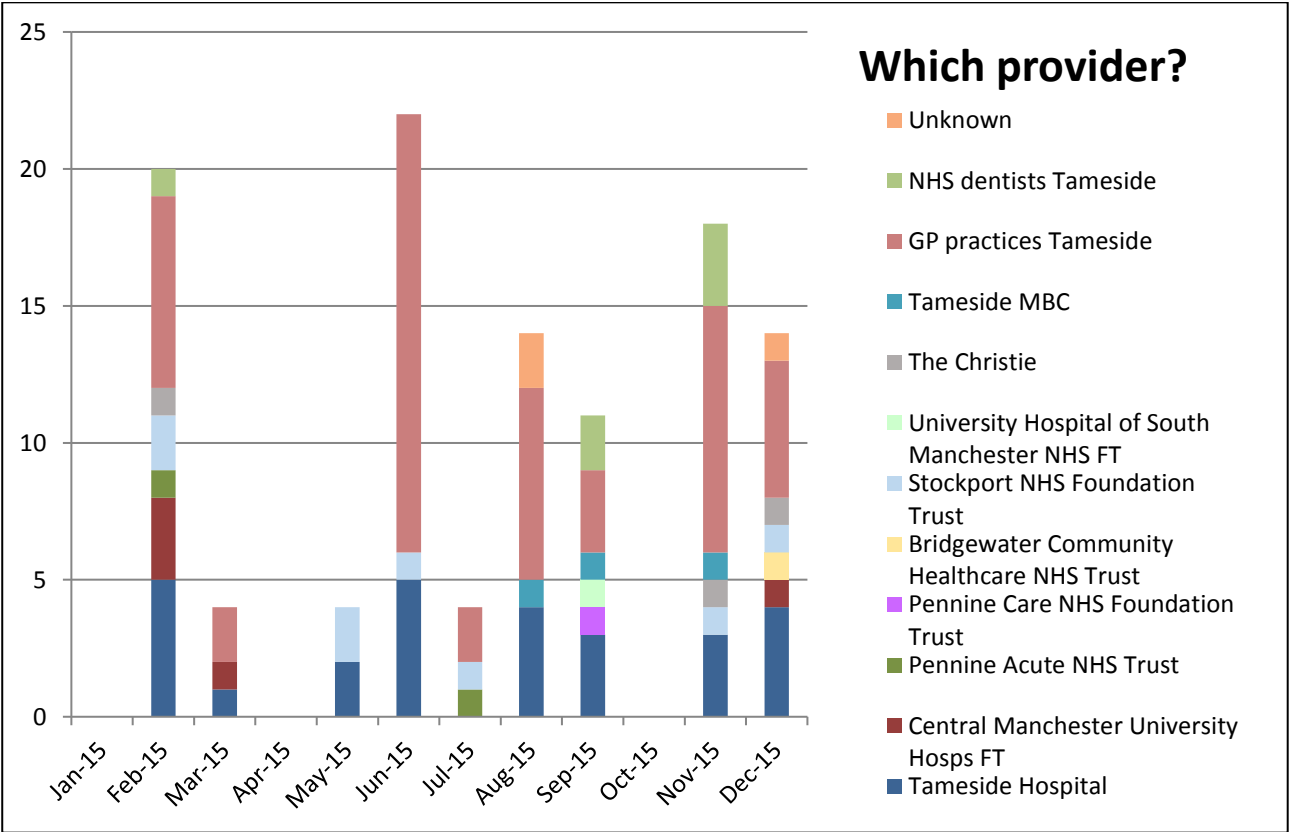


We have again looked at what people said was good, or what they thought could be improved, about the service they used.



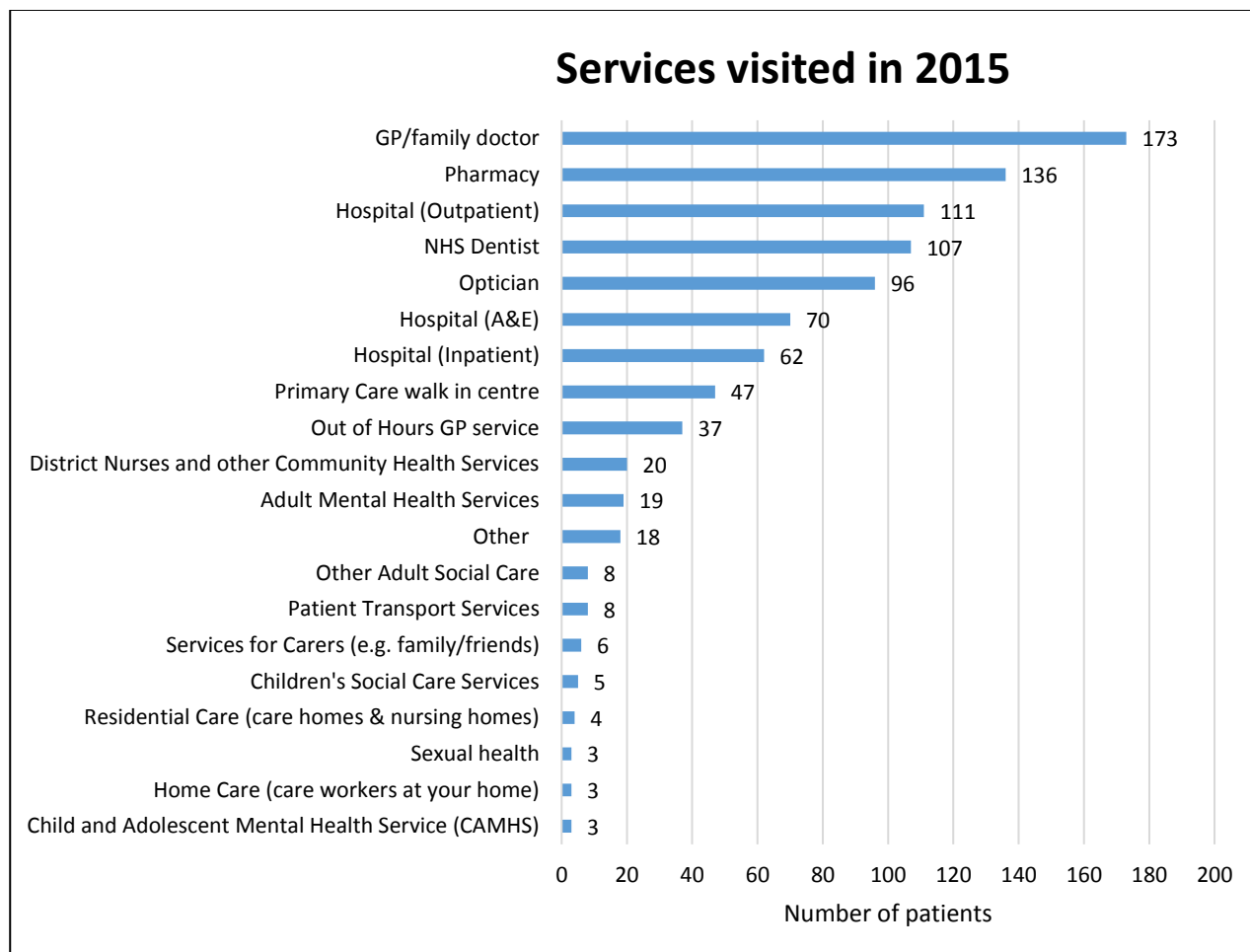


The majority of the people who told us a story they didn't want publishing had used either their GP or Tameside Hospital. However, we heard stories about a variety of other providers too.

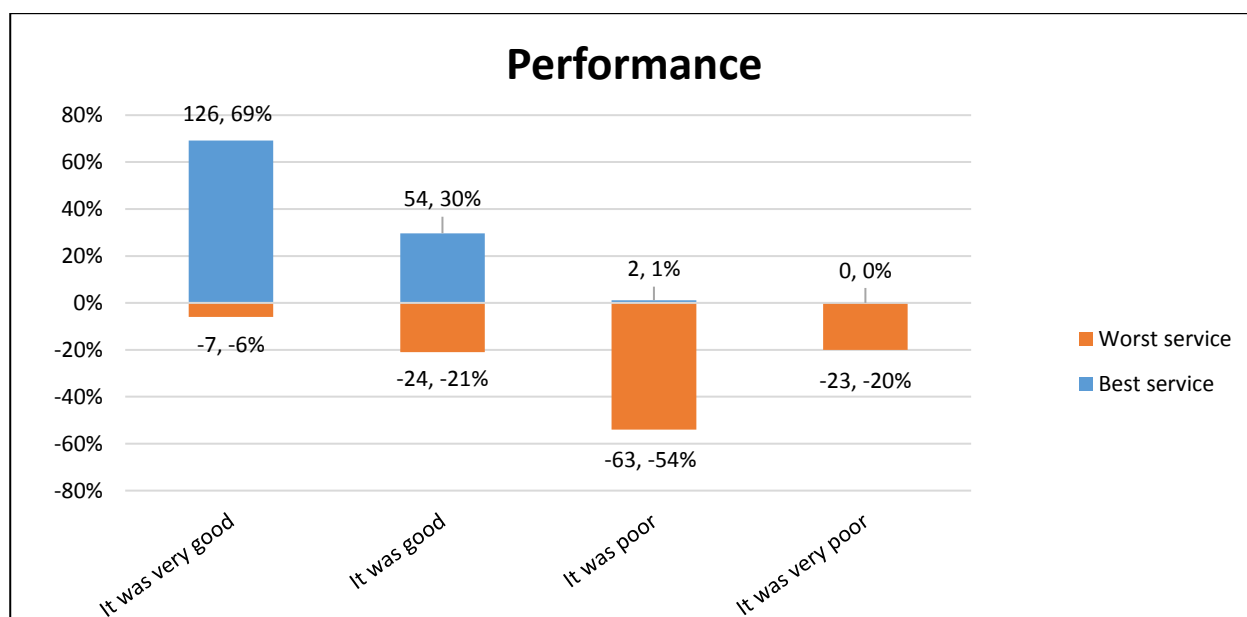


## Information from Surveys

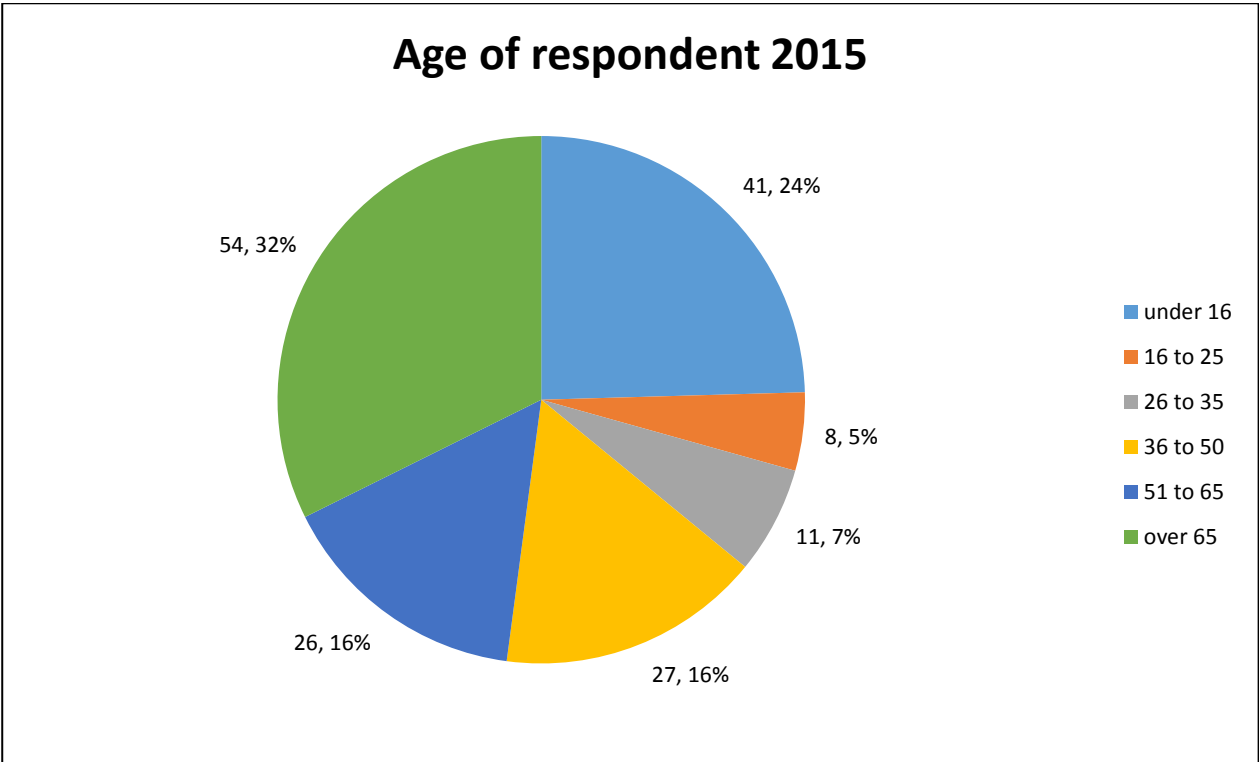
The people who completed the general survey, used the services shown in the graph. Many people used more than one service.



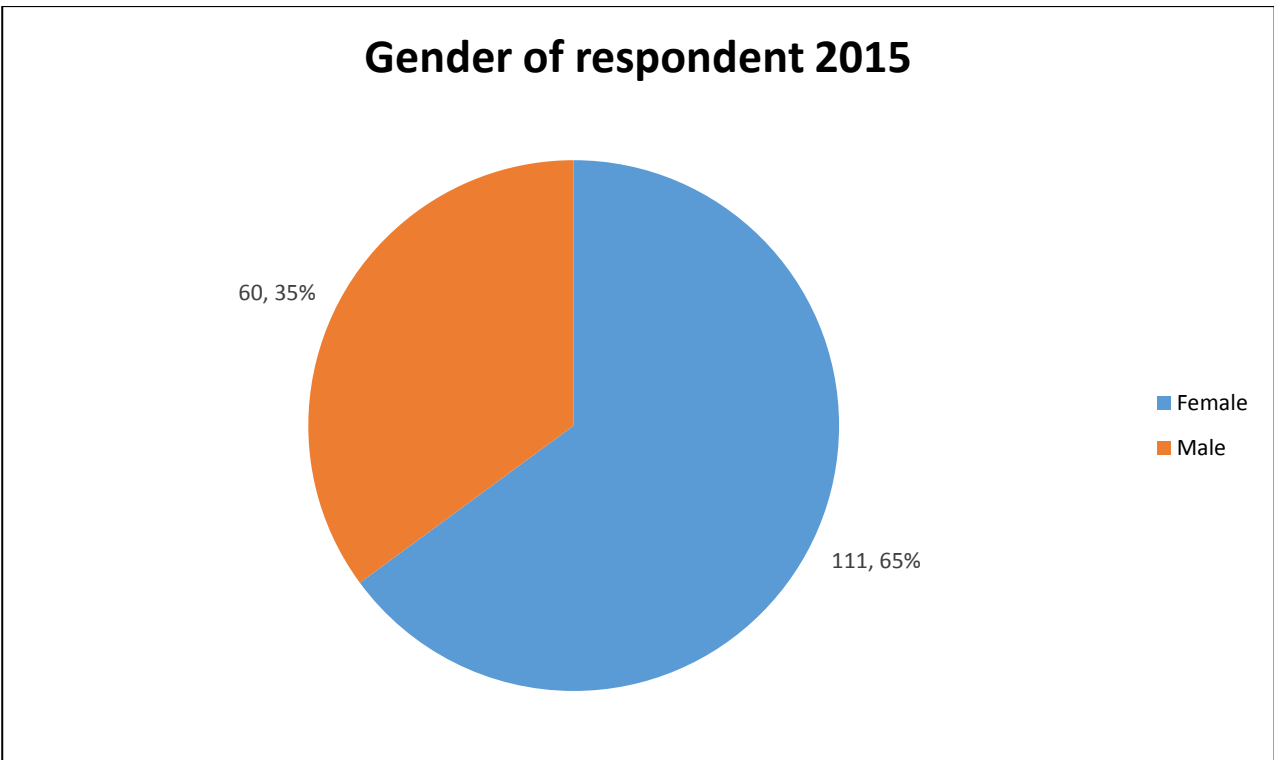
We asked people to rate their best service and worst service - very good, good, poor or very poor. Some people were happy with all the services they used, so were still able to rate their worst service as good or very good.



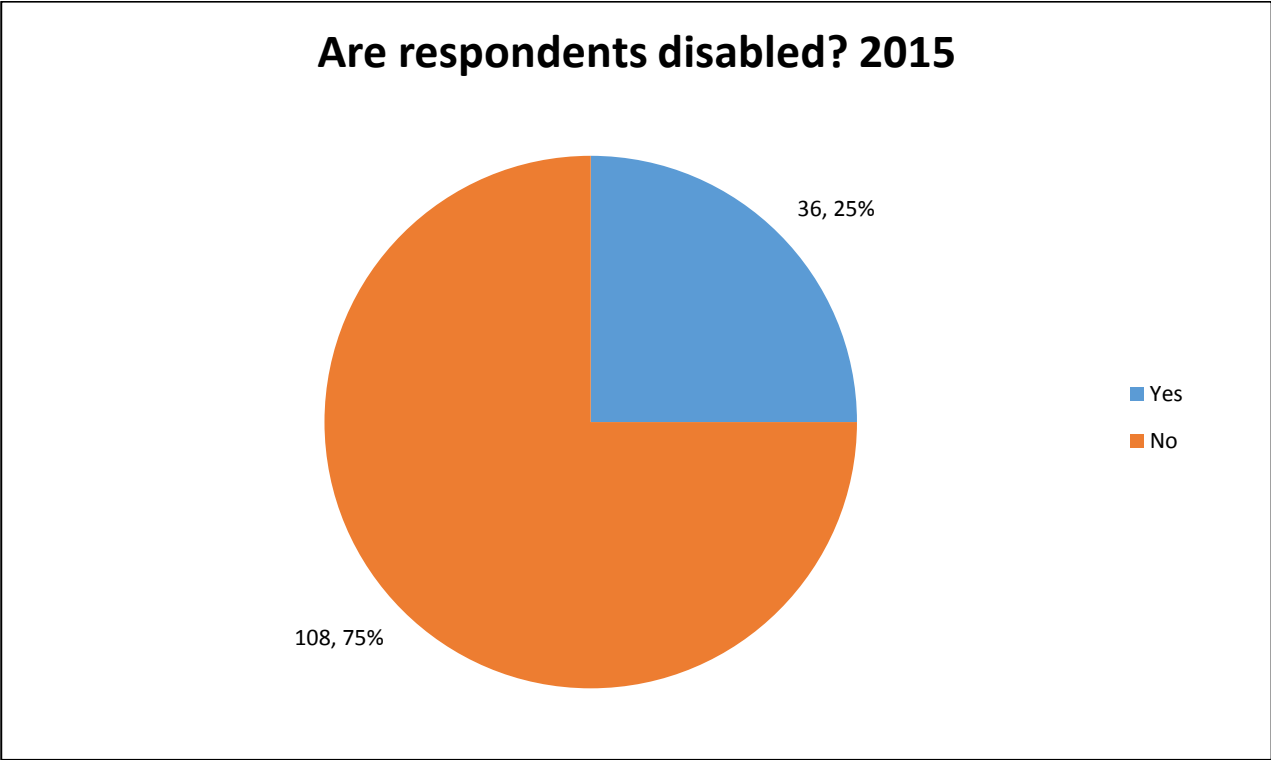
More than three-quarters (81%) of the people who completed the survey, also completed the question about age.



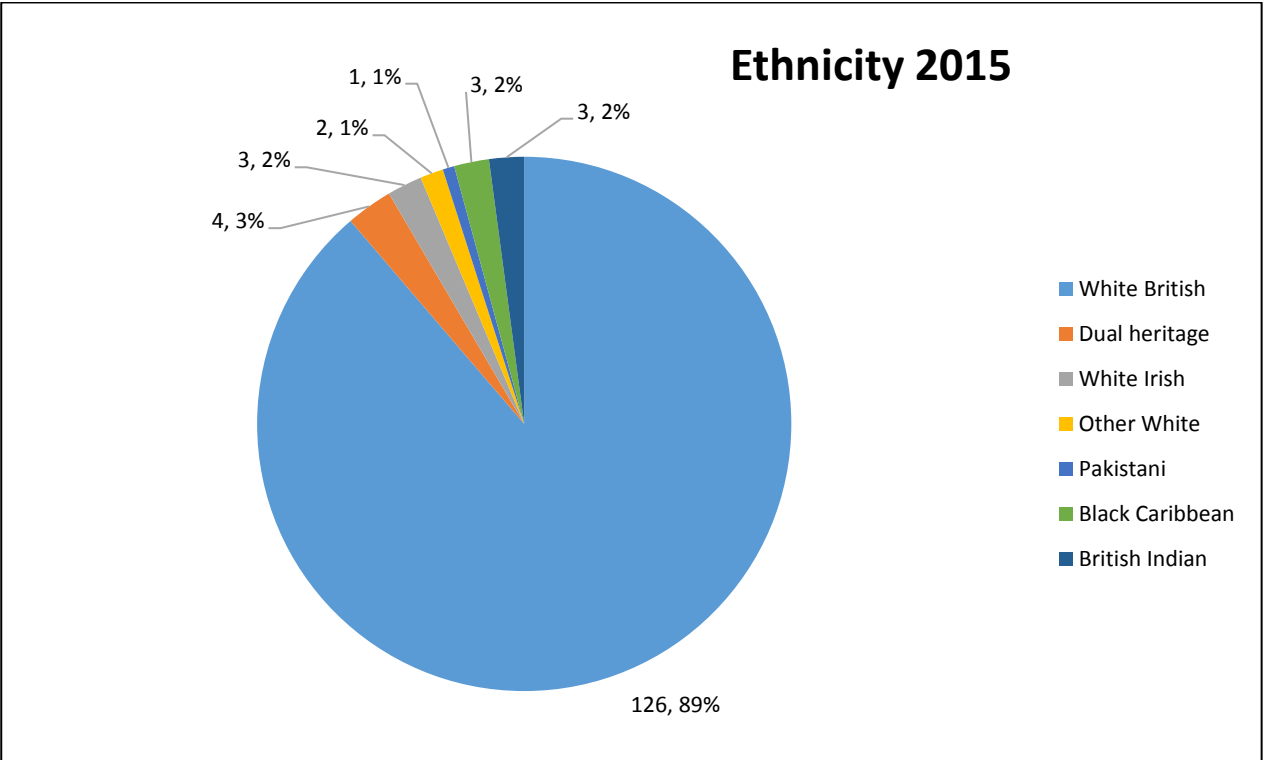
A few more people answered this question (83%).



The next question asked whether the person completing the survey considered themselves to be disabled. Nearly three-quarters (73%) of people answered this question.

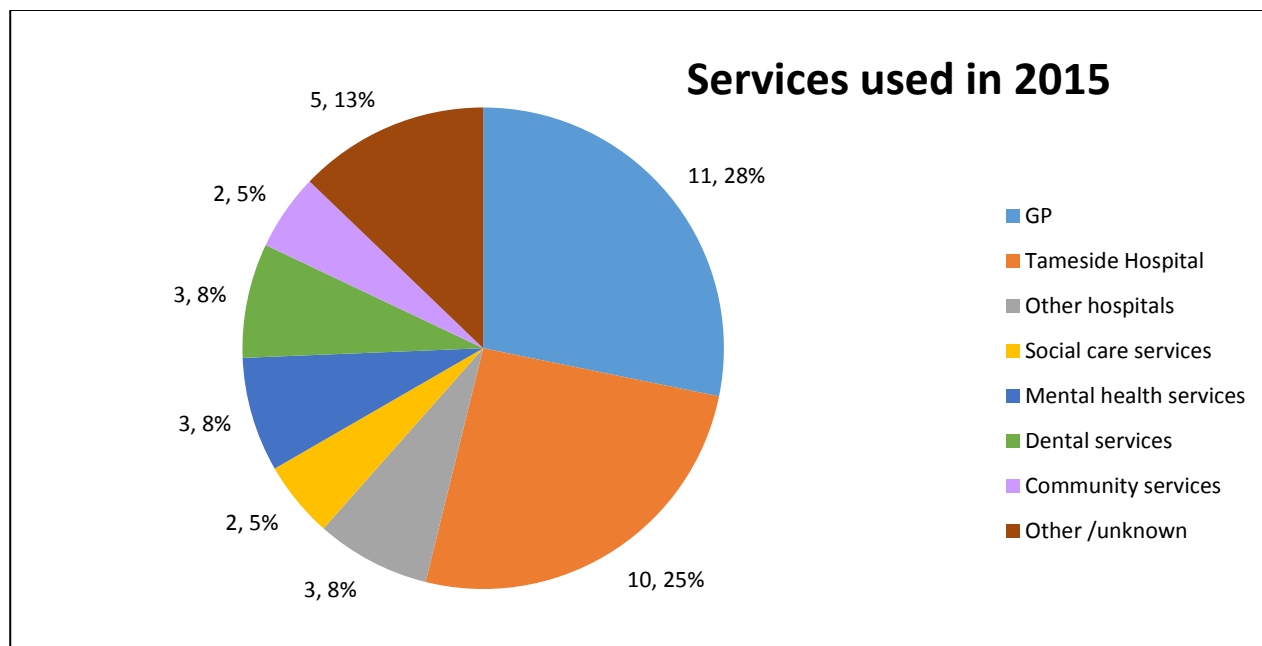


A similar number of people answered the question about ethnicity (69%).



## Information collected by Healthwatch Champions

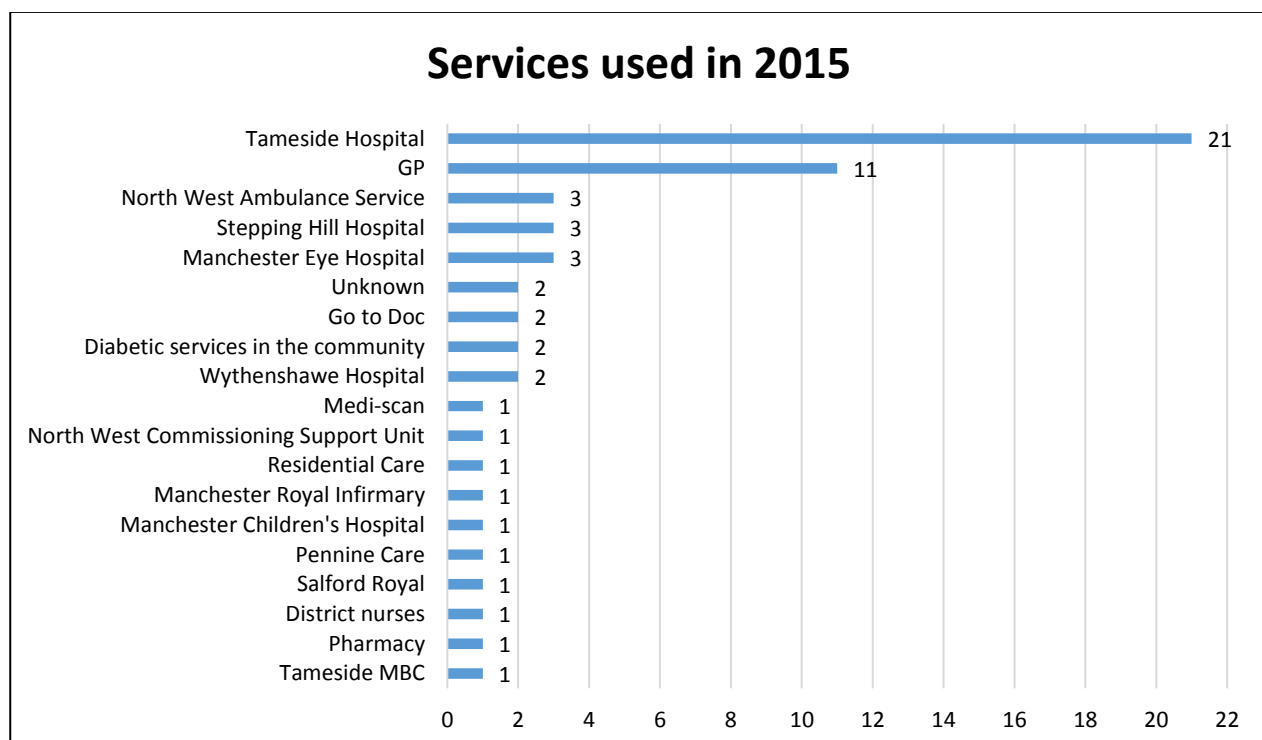
We have looked at the services people have chatted to our champions about, when they didn't want to tell a full story.



## Information from Complaints

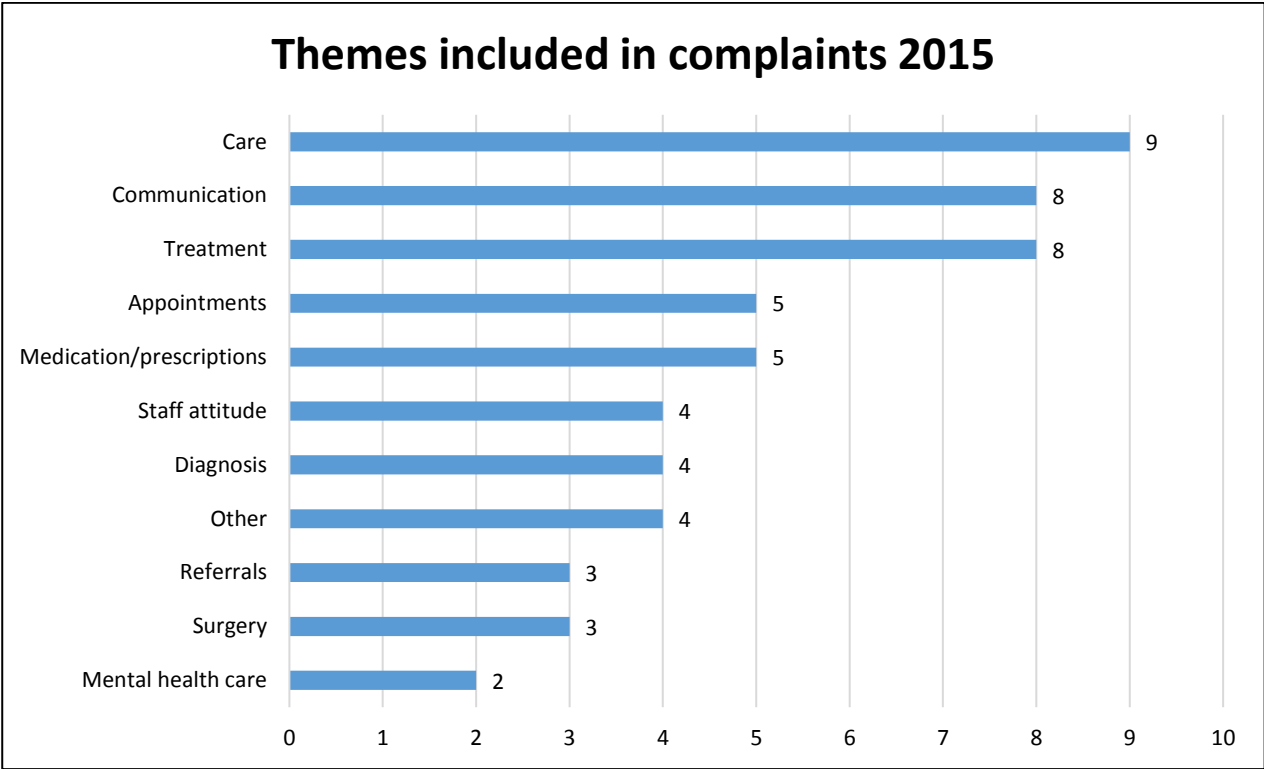
People contact Healthwatch Tameside to ask for assistance in navigating the NHS complaints process. We have shown which services these people had used in the graph below.

Compared to the total number of complaints made within the NHS, only a very small number of people use the service we provide. The numbers shown in the graph below may not be representative of all complaints.



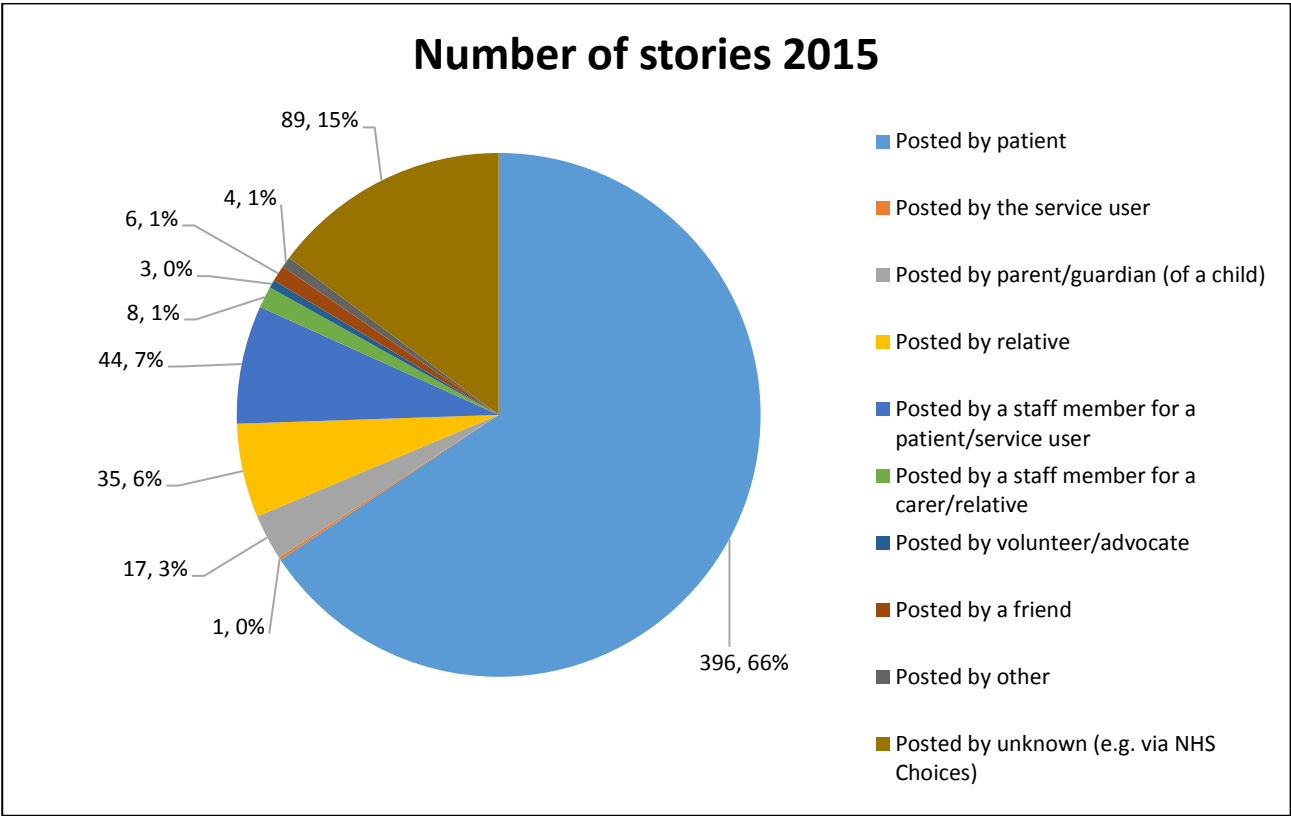


We have collated the information into broad themes. Some of the complaints have a number of aspects included, and will therefore be included in more than one theme.

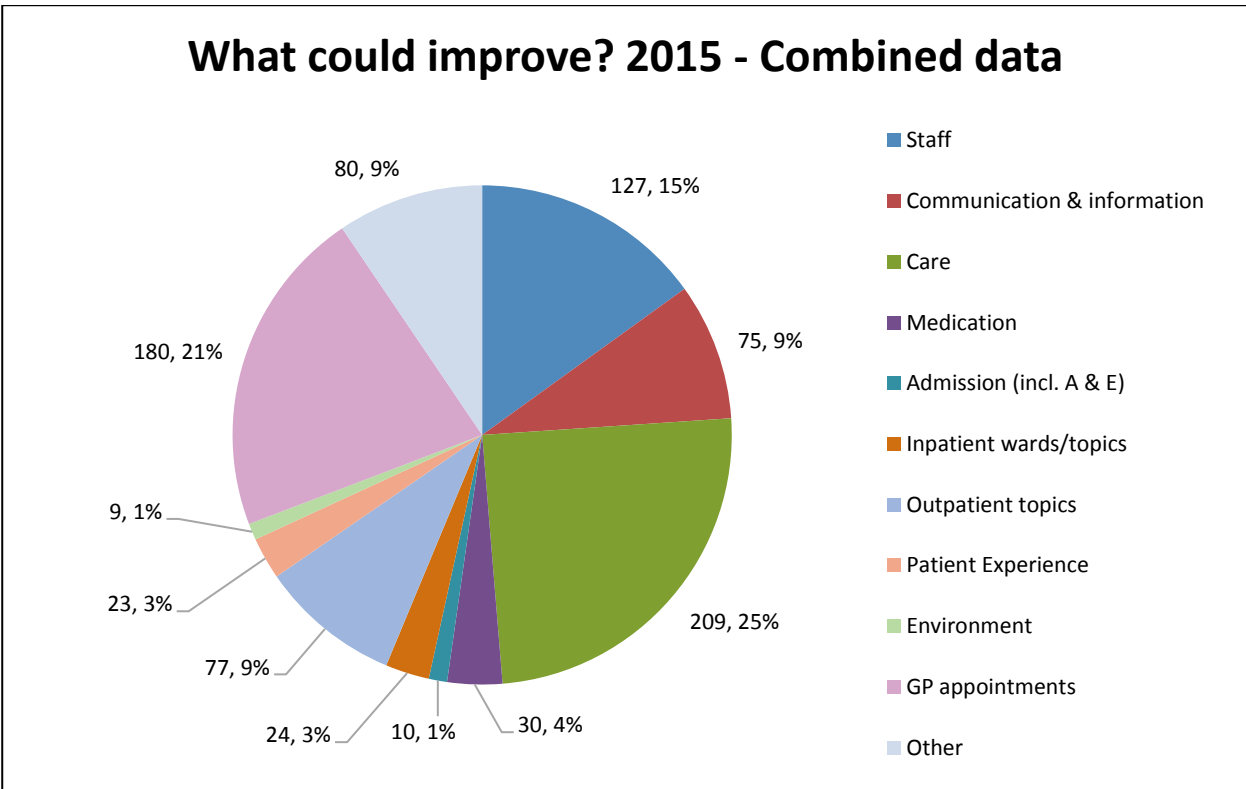
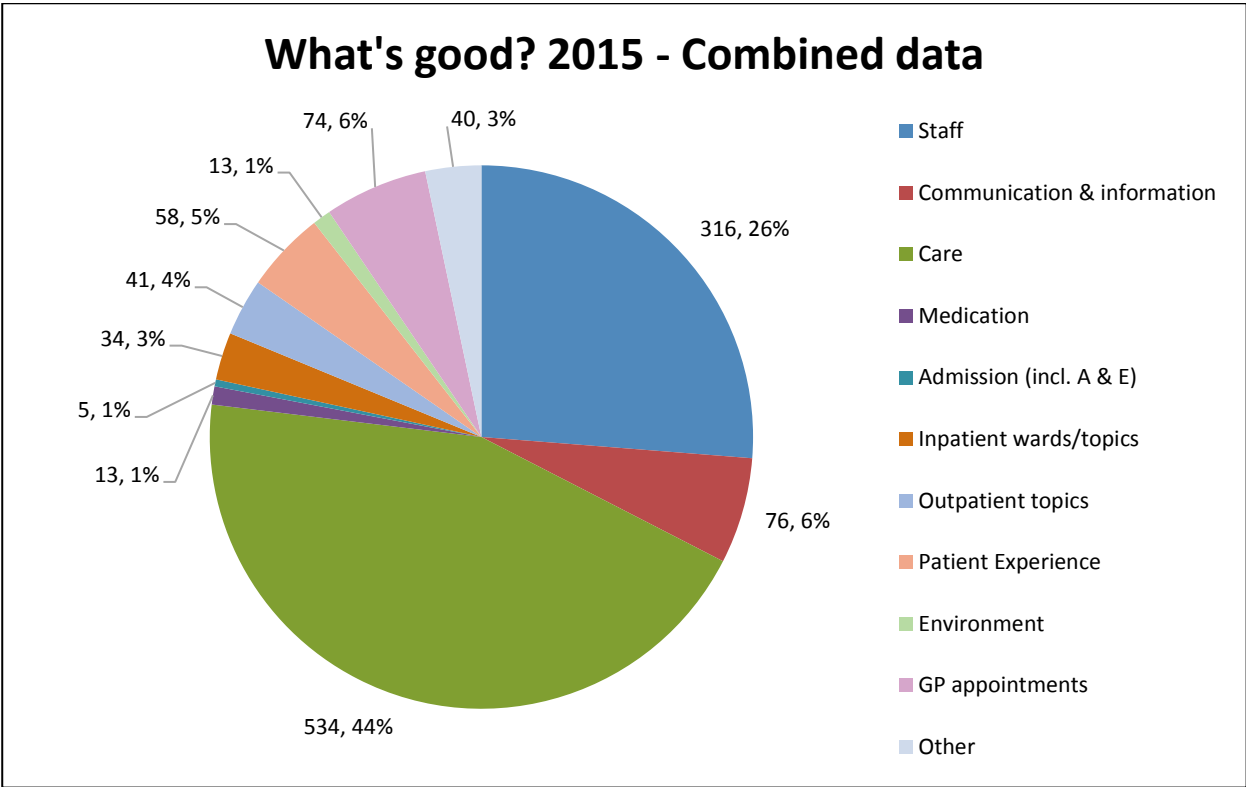


### Combined data from across the sources

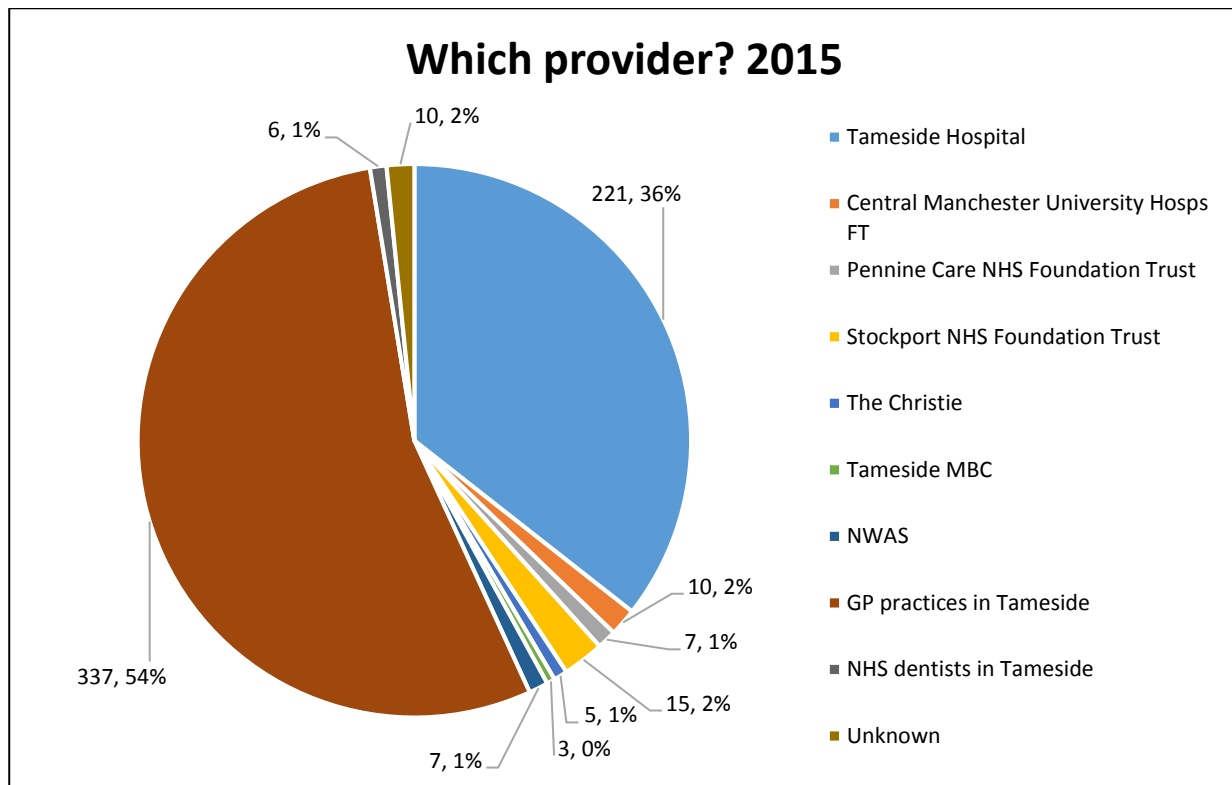
We have combined the number of stories from Patient Opinion, NHS Choices and Do Not Publish.



We have combined the data from Patient Opinion, NHS Choices, Do Not Publish and the general survey, to see what is good and what can improve overall.



We have combined the data from Patient Opinion, NHS Choices and Do Not Publish stories to look at which providers have been included.



## Conclusion

This report summarises the information collected by Healthwatch Tameside during 2015.

The two services which feature most frequently in the stories are those provided by a GP practice or Tameside Hospital (90% of all stories). This is not surprising, as many people in Tameside primarily use these two services.

Looking at the combined data for 'What is good?', there are two themes which account for 70% of the comments - 'Staff' and 'Care'.

The combined data for 'What could improve?' also features these two themes, at a total of 40%. Another theme where people feel improvements could be made is 'GP appointments' at 21% (in the stories this referred to making an appointment, rather than the appointment itself).

It would appear that some people are happy, and some people would like to see improvements made, in relation to the same theme.

## Next steps

We are still collecting stories from people who use NHS or social care services in Tameside. We will use this information to repeat the annual summary review at the end of 2016, but we also speak to providers on a regular basis throughout the year. If we see patterns emerging, or particular issues we would like to discuss with them, these are taken to the providers concerned, sooner rather than later.

A summary of data collected in 2016 will be published early in 2017, followed by a comparison taken from all the stories collected during 2014, 2015 and 2016.

We will be encouraging the sharing of good practice amongst all providers of NHS and social care services.

Where there are a number of stories all requesting the same improvements, we will talk to the specific providers of these services.

If we are to influence change, we need evidence to back up what we are saying. The more information we have, the greater the opportunity for Healthwatch Tameside to improve the NHS health and social care services used by the residents of Tameside. This is particularly important going forwards, with all the changes being made, including Greater Manchester Devolution and Care Together in Tameside.

If you have got a story about your experience of care during 2016 (whether you were happy with the care, or not), please get in touch with Healthwatch Tameside. Our contact details are on the front page.