



Voices Analysis

December



Introduction

This is a quick summary of the Voices feedback collected by our Engagement Officer at events during December.

Events Attended

- Steeple Claydon Community Day
- Chalfonts Christmas Extravaganza
- Gerrards Cross Library
- Great Missenden Library
- Gracewell of Maids Morten (Dignity in Care - Mail)

Voices Heard

This month we heard from 23 people but some of them told us about more than one service. The majority of feedback collected this month was regarding GP.

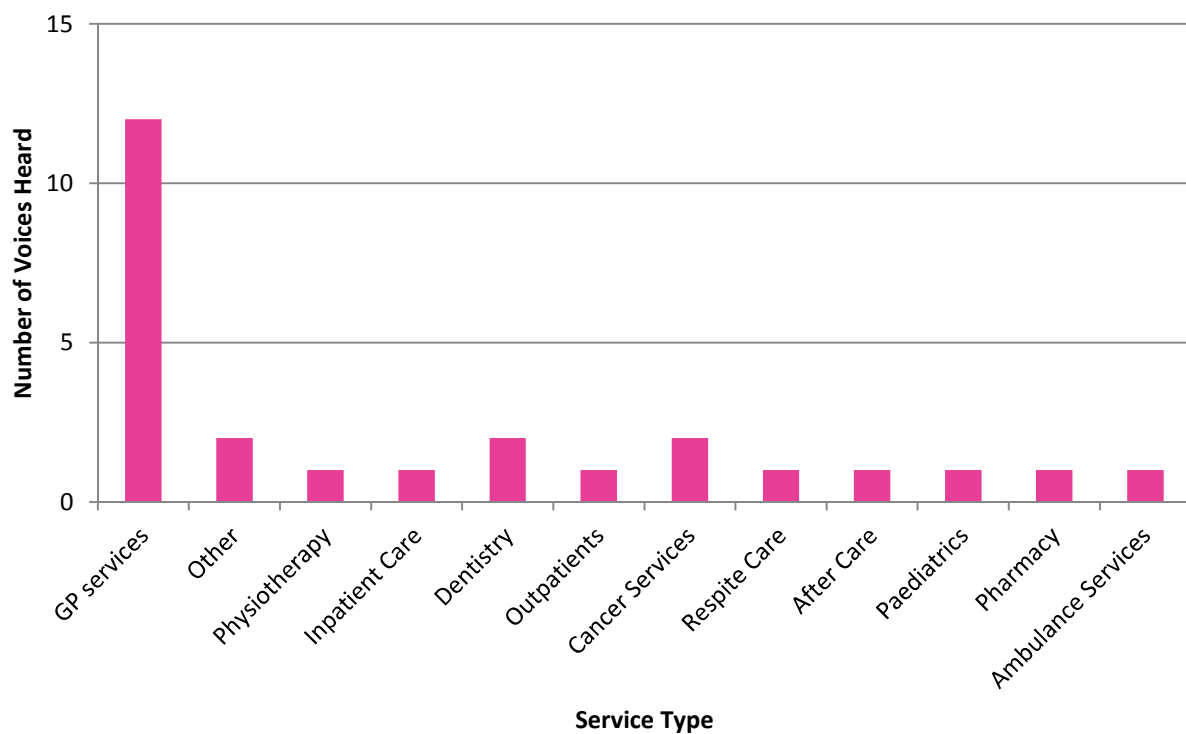


Figure 1 - Voices Heard in December



Sentiment

We asked people to provide a “sentiment” about the service they receive in the form of a rating out of 5 stars, where 1 is a bad or negative sentiment and 5 is a good or positive sentiment. Some people provided feedback about the same service on two different occasions and may have expressed a different sentiment for each visit.

Looking at the chart below it is clear that people expressed mainly positive Sentiments. This month there were no neutral responses.

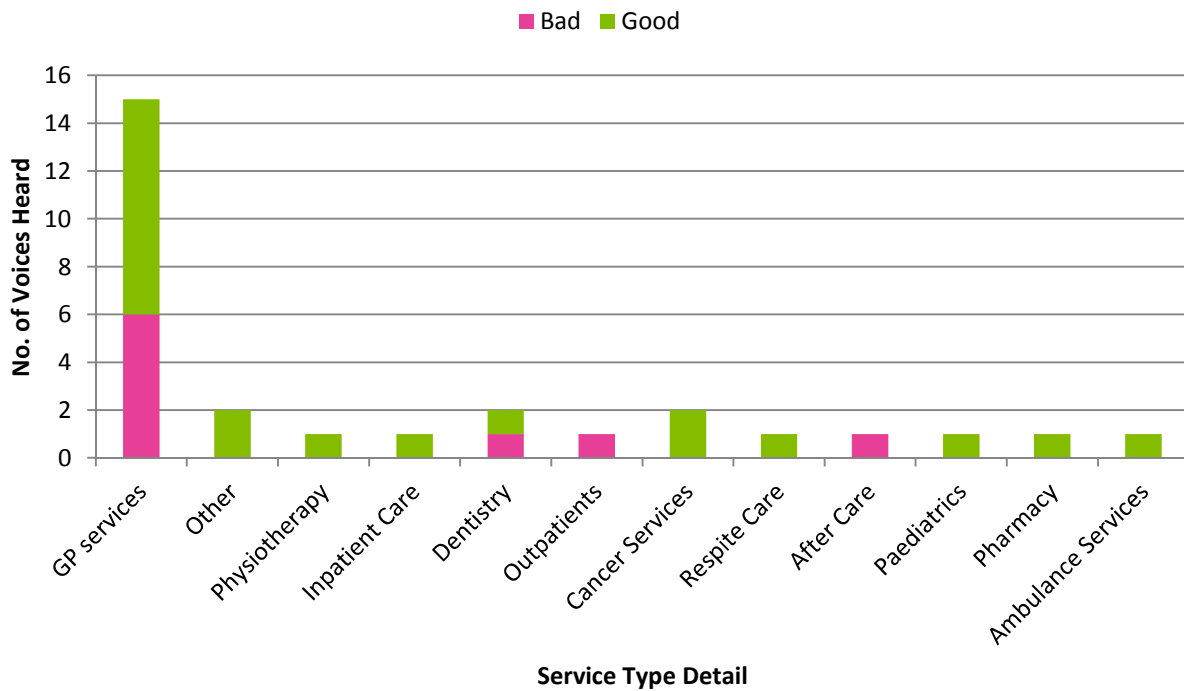


Figure 2 - Sentiment from Voices Heard in December



Theme

The “theme” of feedback tells us what aspect of the service the comment was about. Themes are broken down into four areas: Access, Administrative, Rights & Wellbeing and Treatment & Care.

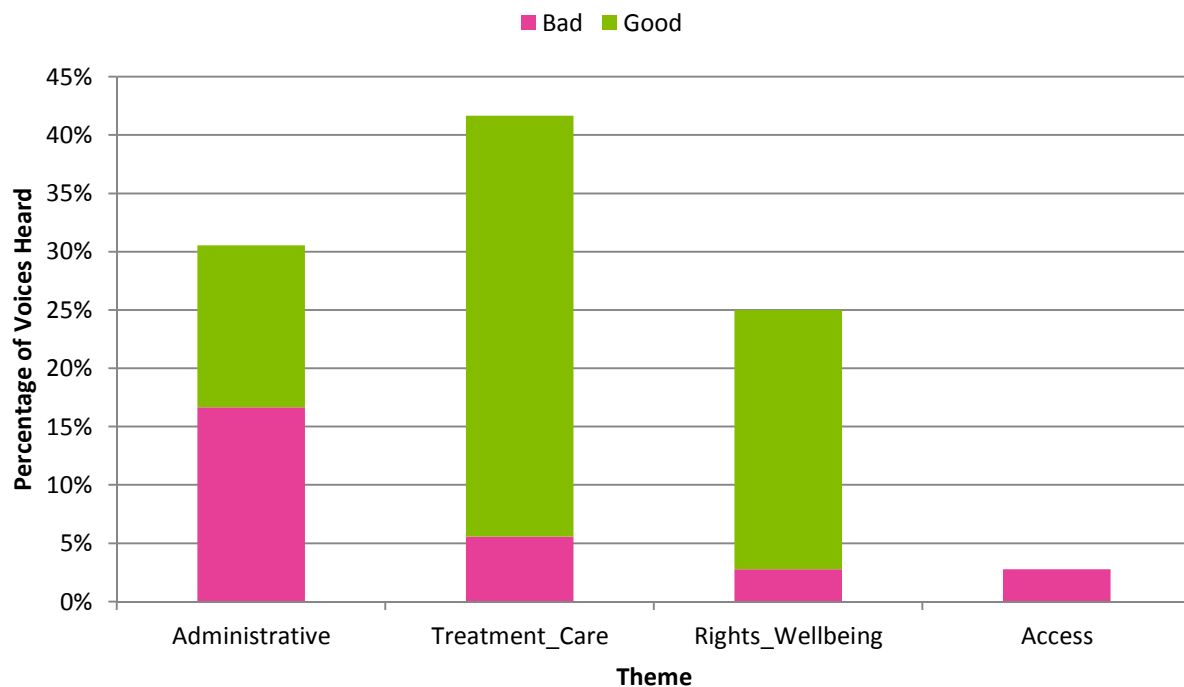


Figure 3 - Theme of Voices heard in December

Looking at Figure 3 we can see that the Theme of most feedback in December (over 40%) was Treatment & Care and that the feedback in this area was mostly positive. This month, though, there has been a big increase in the amount of feedback about Rights & Wellbeing and this has been overwhelmingly positive too. On further inspection, most of this feedback is under the Staff Attitudes theme, as shown in Figure 4 below.



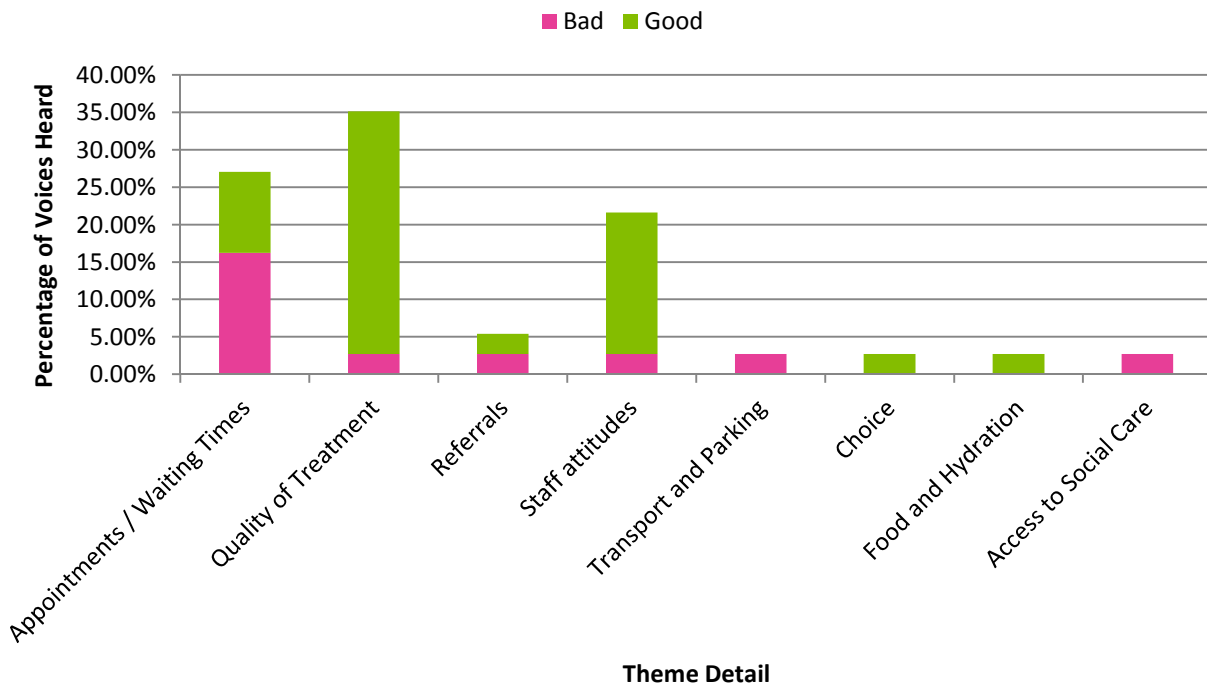


Figure 4 - Detailed Theme of Voices heard in December

This month the area in which we received the most feedback was Quality of Treatment about which people were really positive. Staff Attitudes also received a lot of positive feedback. There was the usual negative feedback about Appointments/Waiting Times, especially at GPs.



Theme in Detail

GP Services

Again we received most feedback about GP Services.

Following previous results, people have again expressed positive feedback about the Quality of Treatment from GPs and negative feedback about Appointments/Waiting times. This month Staff Attitudes have been reported on favourably after last month's dip.



Figure 5 - Theme detail for GP Services in December



Looking Ahead

December was quite busy and we'll be continuing our visits to libraries throughout January. As promised, we'll shortly release an overview of the data collected in the year to date. We'll share this overview with our partners and use it to further refine our activities going into 2016.

We are working on refreshing the existing website and investigating the possibilities for a new website later this year.

