



## Trends Analysis Report

Anti-Coagulation Service

### ABOUT THIS REPORT

Healthwatch Croydon has analysed the experience of the Anti-Coagulation Service.

#### **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 Croydon 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.

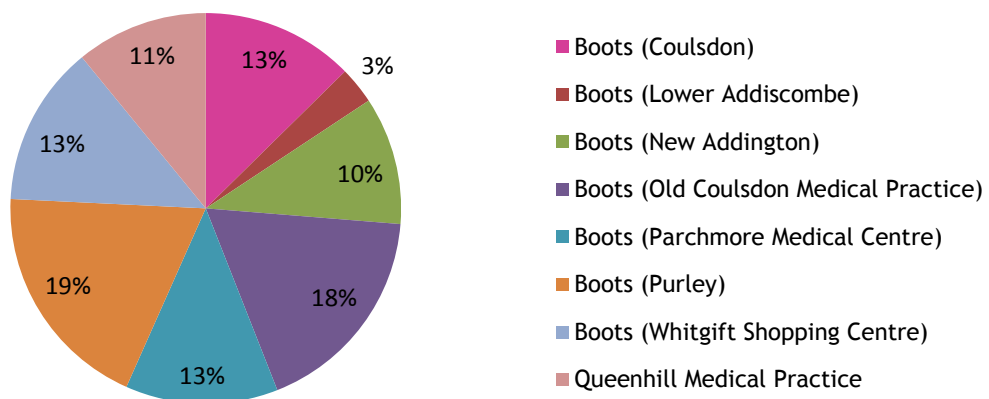
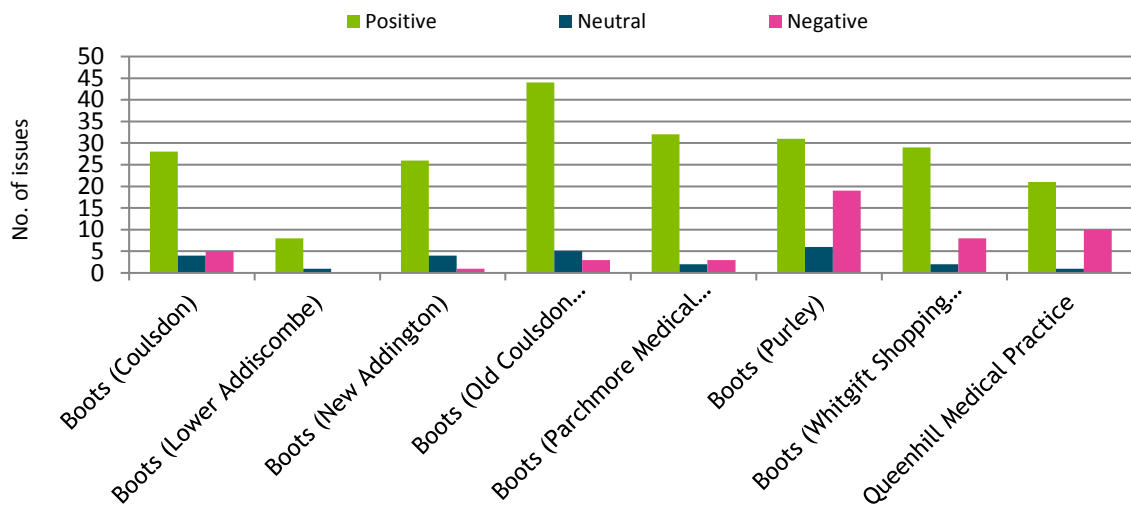
## SECTION 1: REPORT CONTENT

Healthwatch Croymdon engaged with 118 service users during the period below:

1.1: Reporting Period: From: 24/04/2016  
To: 20/05/2016

This report identifies the data origin (Section 1.2), the top trends (Section 2) and analyses each stage of the Care Pathway (Section 3).

### 1.2: Top Data Origin



### The Data in this Report

All of the data was obtained during engagement at the clinics.

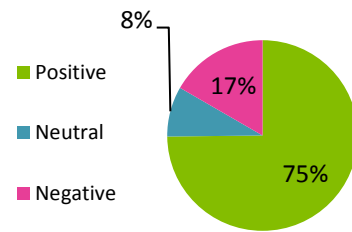
Please note that comments obtained from these sources may not be representative of all service users experiences or opinions.

Report Date: 24/05/2016

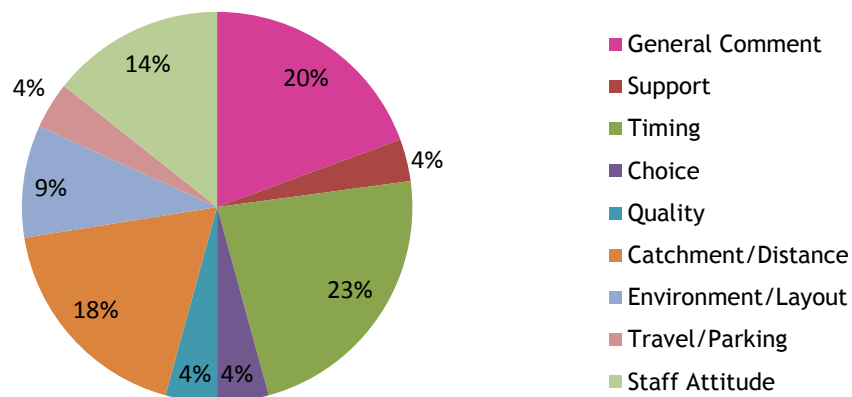
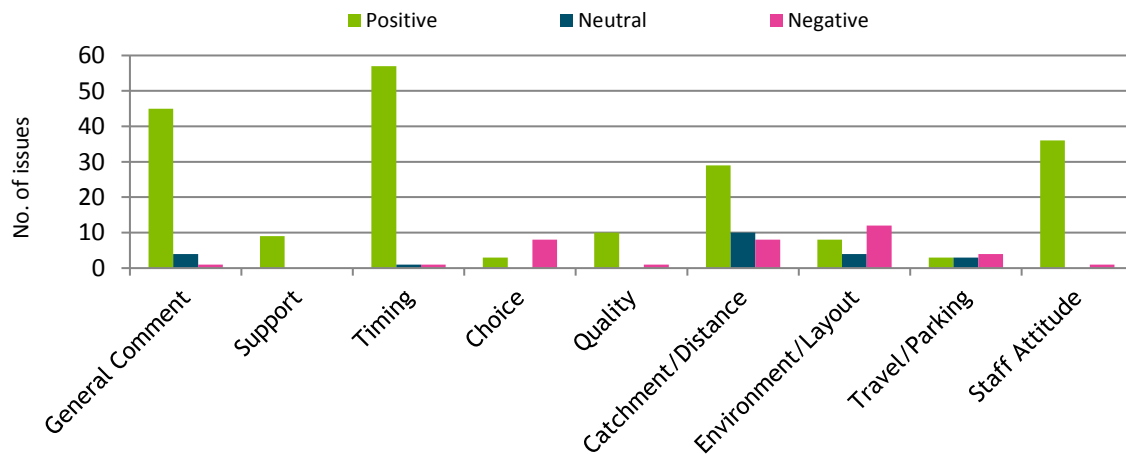
## SECTION 2.1: TOP OVERALL TRENDS

### 2.1.1 Sentiment:

According to the comments, the overall sentiment as a whole is 75% positive.



### 2.1.2 Top Trends

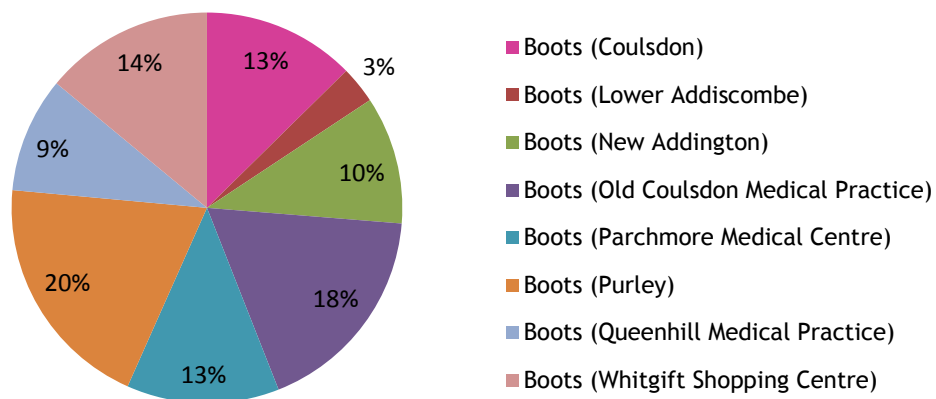
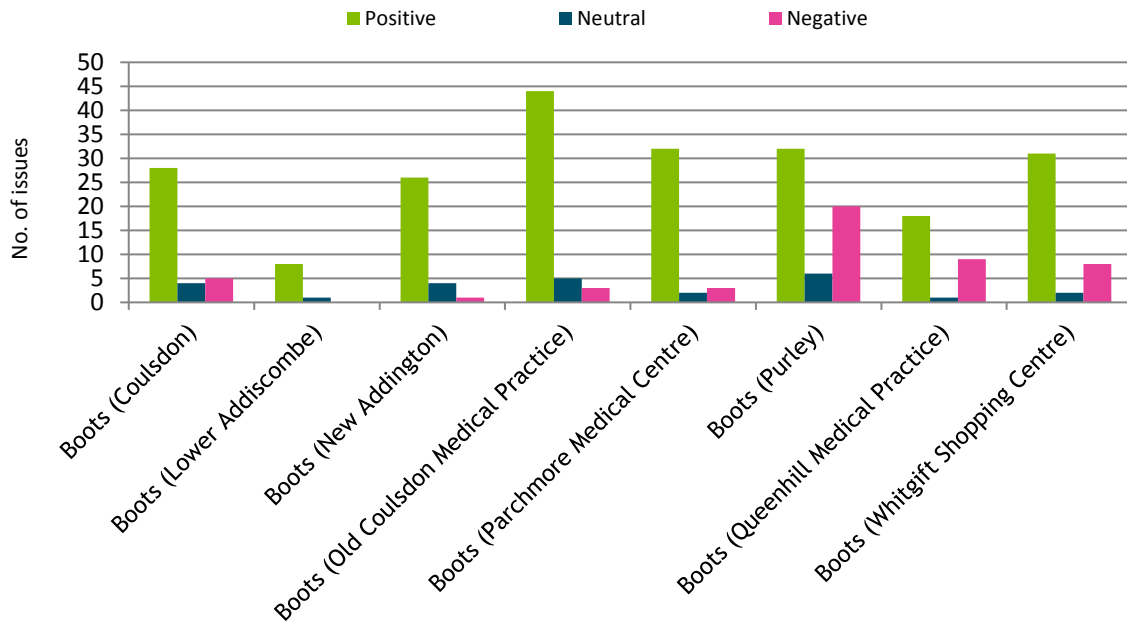


#### Trends to Watch:

Comments suggest patients are clearly satisfied with Waiting Times, Staff Attitude and the overall Quality of the service. Healthwatch Croydon observed that most patients were seen within ten minutes of arrival, and regardless of their appointment times. Sentiment about Catchment/Distance is also broadly positive, while marginally negative on the waiting Environment/Layout, according to comments.

## SECTION 2.3: TOP OVERALL SERVICES

### 2.3.1 Top Services



#### Trends to Watch:

Comments suggest sentiment is clearly positive at most clinics, while broadly so at Queenhill Medical Practice and marginally so at Boots Purley.

At Purley, although patients were seen within their appointment time, we did observe some having to stand while waiting.

