

FEEDBACK REPORT PROVIDER:	NOAH
DATE OF REPORT:	01.11.16
Reviews in period:	18

Summary Report:

Healthwatch Luton visited NOAH between September - October 2016 and spoke with **18** individuals regarding their feedback on health and social care services in Luton.

Speaking to 18 people who feedback on 7 services in Luton.

The overall sentiment of the feedback is positive (61%), and 17% was negative.

The 7 Services feedback on were:

- NOAH (7)
- Hospital (3)
- Doctors (7)
- Walk in Centre (1)

The general negative feedback was on discharge of care from the hospital, but the overall positive feedback was on treatment and care from the 7 services above.

There are 18 reviews with more details on their personal accounts and feedback supplied below.

HEALTHWATCH LUTON PROVIDER FEEDBACK 2016

Reviews

18

reviews this period

Total reviews

127

(Since May 2016)

Services reviewed

7

services reviewed this period

Total Services reviewed

40

(Since May 2016)

Sentiment



Sentiment by this time period

September 2016



August 2016



July 2016



June 2016



Average Healthwatch rating



Average rating for April 2016-October 2016 (4.0556)



Overall average (3.7480)

Average individual Healthwatch ratings

View all

Cleanliness ★★★★★

Staff Attitude ★★★★★

Waiting Time ★★★★★

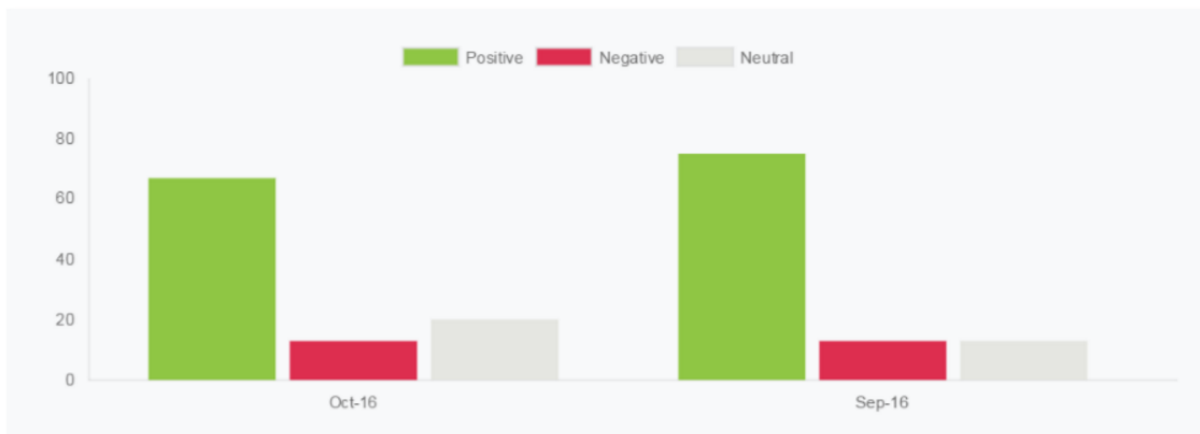
Treatment explanation ★★★★★

Quality of care ★★★★★

Quality of food ★★★★★

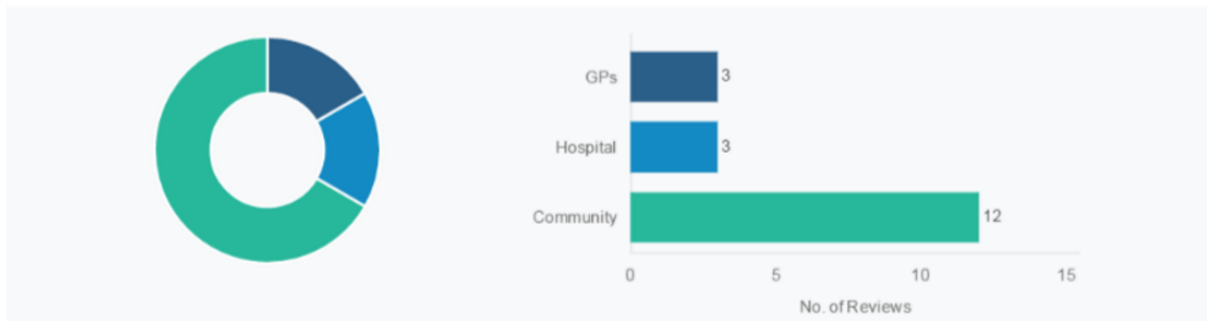
Sentiment Tracker ?

- ☰ +



HEALTHWATCH LUTON PROVIDER FEEDBACK 2016

Service Type ?



	Service Type	Total Reviews	Average Rating	Positive	Negative	Neutral
▶	Community	12	★★★★☆	58%	17%	25%
▶	Hospital	3	★★★★☆	100%	0%	0%
▶	GPs	3	★★★★☆	33%	33%	33%

Services ?

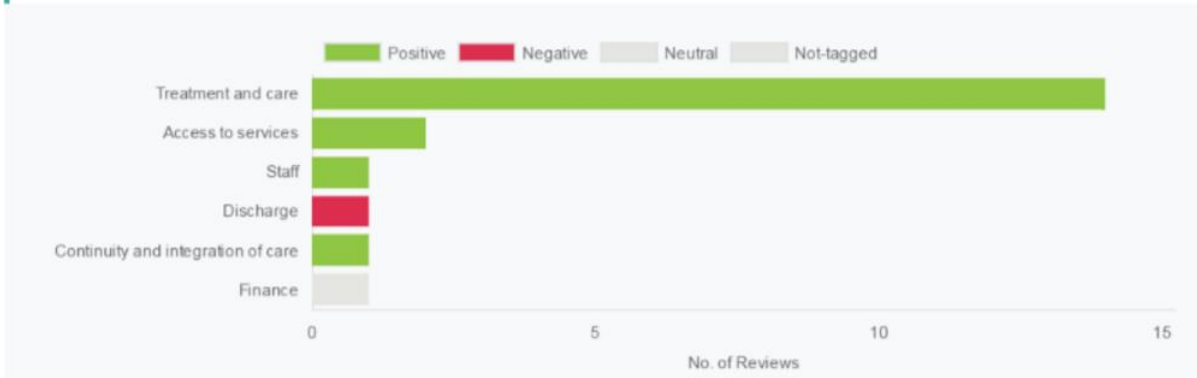


Total: 7 Services

Search:

Service	Service Type	Reviews	Rating	Positive	Negative	Neutral
▶ Noah Enterprise		7	★★★★☆	71%	14%	14%
▶ Luton and Dunstable Hospital		3	★★★★☆	100%	0%	0%
▶ Dr Yee Lee		3	★★★★★	67%	0%	33%
▶ Dr Martin Kunzemann		2	★★★★☆	0%	50%	50%
▶ Walk In Centre		1	★★★★★	0%	0%	100%
▶ Lea Vale Medical Practice		1	★★★★☆	0%	100%	0%
▶ Bute House Medical Centre		1	★★★★☆	100%	0%	0%

Themes Tagging ?



Search:

	Theme name	Reviews	Positive	Negative	Neutral	
➤	Treatment and care	14	100%	0	0	Sub-Themes >
➤	Access to services	2	100%	0	0	Sub-Themes >
➤	Finance	1	0	0	100%	Sub-Themes >
➤	Continuity and integration of care	1	100%	0	0	
➤	Staff	1	100%	0	0	Sub-Themes >
➤	Discharge	1	0	100%	0	Sub-Themes >

Reviews

Just to confirm, you are exporting the following reviews:

Export only shareable reviews:

Provider	Rating	Title	Review	Created
Noah Enterprise	4	NHWC0410 General feedback	Had a couple of weeks off, but before would come everyday and have a meal, as was not getting any benefits. Showers all ok, food is good with lots of variety. Thinking about doing some courses. Would definitely recommend.	2016-10-19 10:10:28
Dr Martin Kunzemann	4	NHWC0410 General feedback	Has seen the doctor once. General check up. Gave a sick note. The doctor listened. Gave medication. Was involved in the care plan.	2016-10-19 10:07:49
Noah Enterprise	5	NHWC0410 General feedback (NP)	Noah needs more funds to able to help the homeless people. Needs a separate centre for alcoholics. I was homeless for 18 months, left London, came to Luton. A friend bring me to NOAH after 10 days, a room became available with private landlord, referred by manager of NOAH. Started seasonal paid work with Amazon up to Feb 2016. Unemployed for 6mths. Applying full time for employment; my reference came from manager at NOAH. I come to update her for further reference.	2016-10-19 10:04:24
Noah Enterprise	4	NH0410 General Feedback - It has been positive	Noah has helped me in so many ways. They gave me self respect back when I was at my lowest point. They helped me wash my clothes and body so I felt like a person. They fed me when I had nothing. The premises is good. People all have bad days sometimes. It is sometimes short staffed. The staff do their best to maintain dignity and respect. Sometimes service users are drunk, which effects safety at times.	2016-10-19 09:47:37
Dr Yee Lee	5	NHWC0410 General feedback	Dentist visits every two weeks. She explains the treatment well and the care is great.	2016-10-19 09:40:00
Noah Enterprise	5	NH0410 General feedback (NOT PUBLIC)	Noah has helped me a lot. I have been attending since 2006. Everyday I attend. I am here for a few hours. Sofa surfs at friends to sleep every night. I come for shave, shower, eat and meet friends. We talk and support each other. I drink 4 litres of cider a day becuase its cheap. I struggle to cope each day - I attend Penrose centre to handle drinking problem.	2016-10-19 09:37:25
Dr Yee Lee	5	NHWC2309 General feedback	Chinese lady. Has been twice. Very good - Helped with tartar problem. Did a filling. X-rays - general check up.	2016-10-07 14:44:00
Dr Yee Lee	5	NHWC2309 General feedback about appointment	Lady dentist at Noah. Very polite. Have a dedicated room for the dentist. Has had fillings, numbing injections. Been four times.	2016-10-07 14:39:40
Dr Martin Kunzemann	3	NHWC2309 Needed check for epilepsy	Needed a check up for epilepsy. Was just seen the once. Referred to hospital with a letter. Then received an appointment.	2016-10-07 14:32:12

HEALTHWATCH LUTON PROVIDER FEEDBACK 2016

Noah Enterprise 4

general feedback

Has been accessing Noah for 5 years since 2011. Found out about Noah through another individual. Has changed over the years... preferred it when first came and built up relationships with staff, Dawn was a great support. Found it difficult with staff changes at times. In 2011 came here daily, but now days comes for few days every couple of weeks. Mainly come here for welfare support and advice. Breakfast is good and occasionally has dinner when having a bad few days. From a women's point of view doesn't always feel safe at Noah. There used to be a police community officer here and the lady felt much better at that time. This staff member was real fair and supportive her name was Manby. Very intelligent and her attitude towards everyone was non judgemental with great people skills, a great role model. Staff now are great motivators.. and give lots of time even if they can't help everyone. Service users all get involved in keep the building clean. A lot of people who feel like Noah is their home. Feels that you have to protect yourself when coming into Noah. When others service users have bad days... there has been times when service user has been verbally abused. Believes that service users need as much protection against each other men/women as the staff do. Does feel cared for by staff when has welfare issues. The only time felt totally protected was when she was pregnant. Arguments and confrontations between service users need to be taken more seriously by the staff, especially if the staff want behaviours to improve within the centre. When the churches come in and the soup kitchen is open the quality of food is even higher than food on a regular basis. It's very unpredictable how I will feel after spending time at Noah. 2 chaplains have been here - very helpful. Although would be cancelled if not enough people taking part. I don't go now because I don't like change.

2016-10-04
12:22:11



HEALTHWATCH LUTON PROVIDER FEEDBACK 2016

Bute House Medical Centre	3	NHWC2309 General feedback	Staff are helpful but did not help with sign in system. Drs are helpful. Appointments can be up to a months wait.	2016-09-26 11:12:10
Luton and Dunstable Hospital	3	NHWC2309 General feedback, epilepsy concerns	CT scan for epilepsy concerns. All ok. explained everything. Went to see consultant. Upped dosage of medication.	2016-09-26 11:09:11
Luton and Dunstable Hospital	4	NHWC2309 General feedback	Went to have an xray. All was ok, explained everything.	2016-09-26 11:06:23
Noah Enterprise	3	NHWC2309 General feedback	Comes in 3-4 a week. Just comes in at lunch time. Has used the GP service and the dental service. Uses showers at the centre if available. There is no need to book showers. Centre helps with accommodation	2016-09-26 11:03:37
Noah Enterprise	4	NHWC2309 General feedback	Coming to Noah for about 4 months for food and shower. Come in every other day to use services. Good services and would recommend to others that is good.	2016-09-26 10:59:49
Lea Vale Medical Practice	3	NHWC2309 General feedback	First doctor went to see, Dr Barran, listened to me and checked everything, blood pressure knees etc. Put as sick from JSA. Went for a blood test but couldn't do it. One cup of tea. Told verbally. Receptionist was ok.	2016-09-26 10:54:34
Walk In Centre	5	NHWC2309 General feedback	Saw the walk in centre and went in to see if could get an appointment to see a doctor and how much it cost. Made an appointment for 30 minutes later. The doctor was very good, ask about stomach problem and was told had food poisoning. Was given a prescription and felt much better straight away.	2016-09-26 10:44:19
Luton and Dunstable Hospital	4	Accident and emergency visit	Treatment was good. Main issue was location of the hospital. Gentleman had no money for transport so couldn't use bus and had problem with leg so couldn't walk. Was given crutches but had to walk from hospital to top of London Road. Was a debate about whether to give crutches	2016-09-13 11:00:42



Concluding Statement

In line with Healthwatch Luton's current objectives and work plan to speak with more seldom heard people in Luton, Healthwatch Luton spoke with 18 during the month they attended NOAH.

We are aiming to speak to more seldom heard in other targeted engagement, but await NOAH's response to this feedback to see if further engagement would be beneficial from this source.

We are happy to report back to NOAH on any findings regarding the NOAH service.