

FEEDBACK REPORT PROVIDER:	NHS Blood and Transplant – Luton Blood Centre
DATE OF REPORT:	May 2017
Reviews in period:	13

Summary Report:

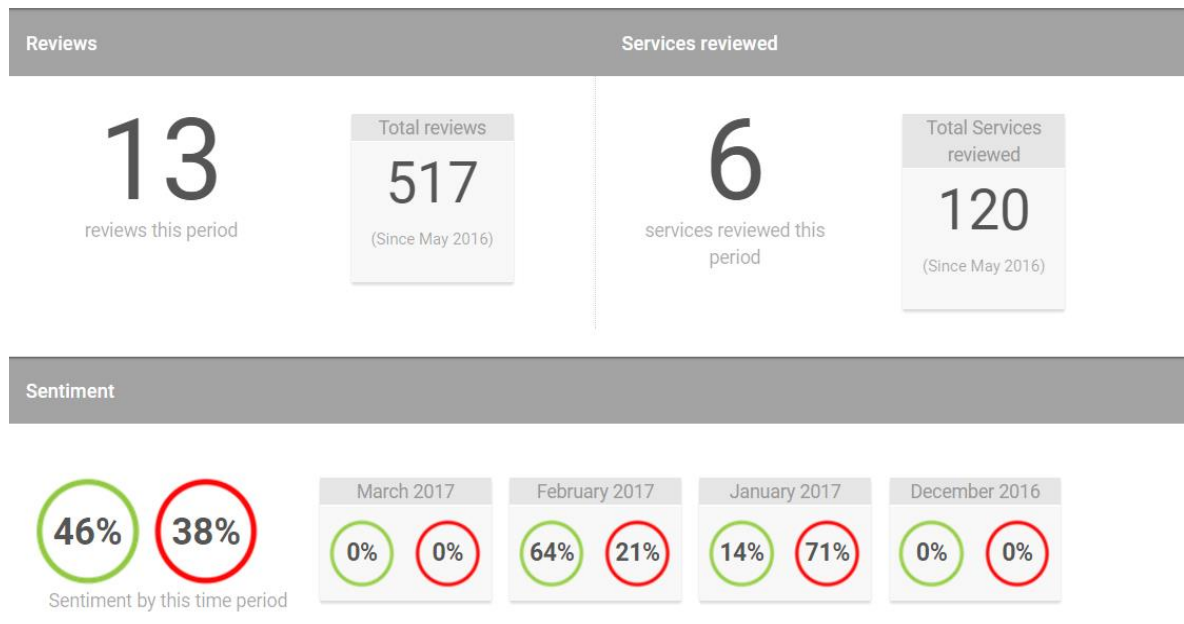
Throughout January – March 2017 Healthwatch Luton (HWL) targeted their engagement within the community. They visited the Luton Blood Centre to speak with attendees and blood givers to gather feedback on health and social care services in Luton.

The overall sentiment of the feedback is positive - mainly 46% of the reviews were positive and 38% were negative. This can be viewed in more detail in the statistics below regarding monthly sentiments.

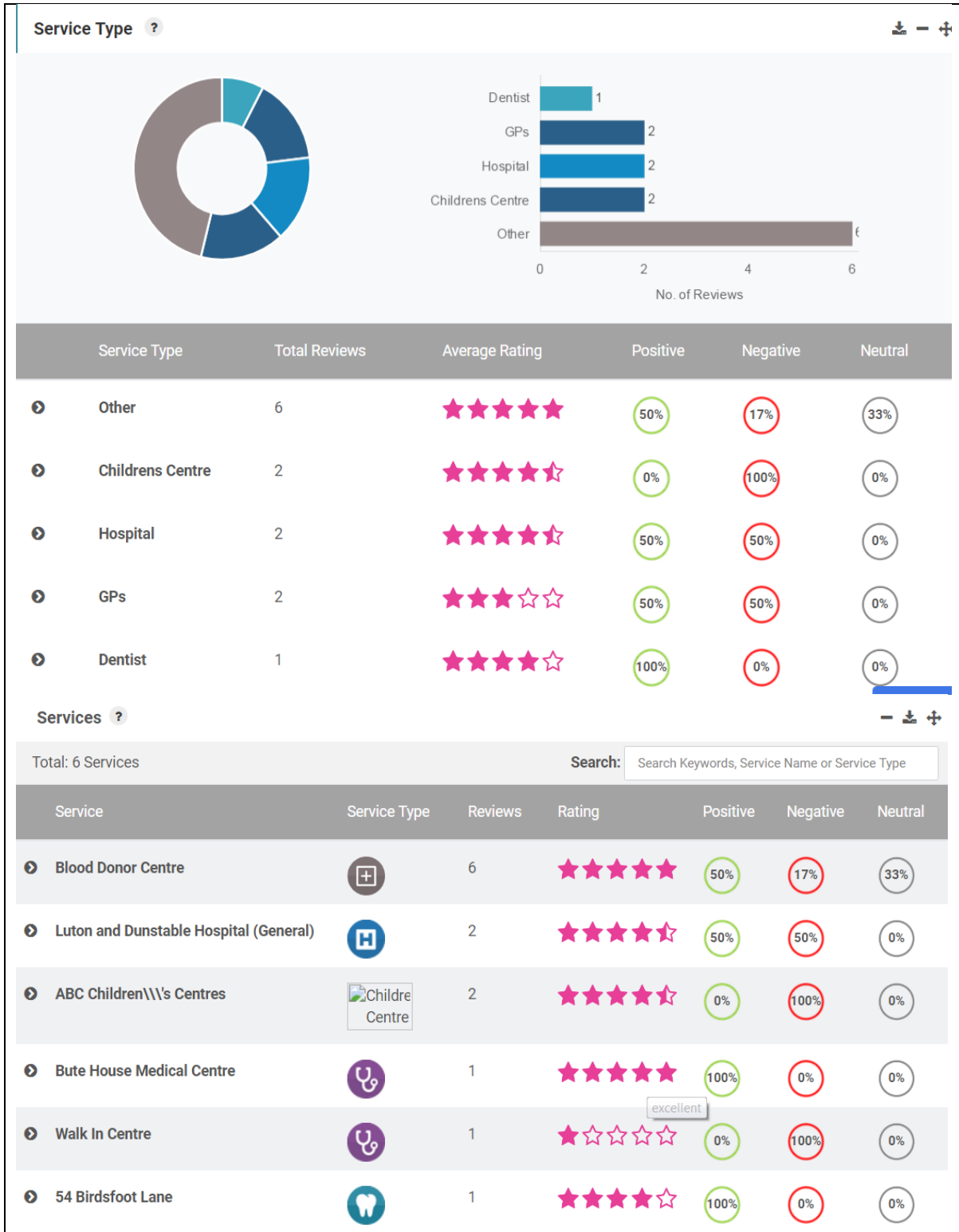
The main source of feedback was via direct engagement.

The 13 attendees provided feedback on 6 services. This included health services and social care.

The review section highlights people's personal experiences and stories regarding this provider. This can be viewed in more detail in the Reviews section below

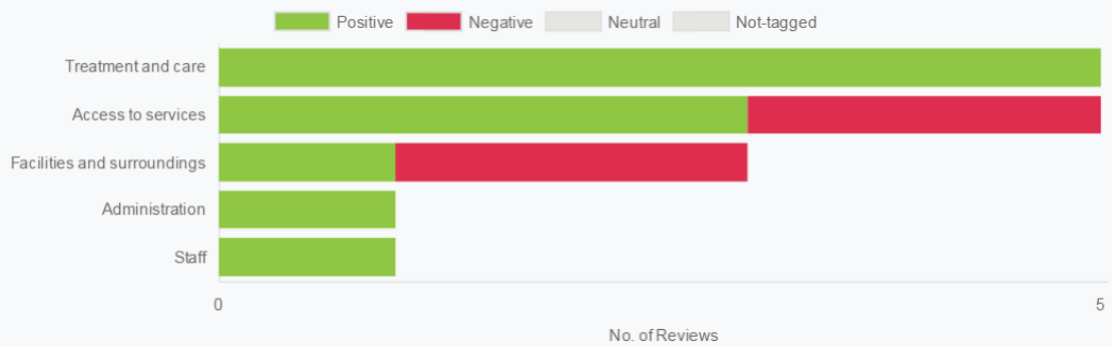


HEALTHWATCH LUTON PROVIDER FEEDBACK 2017



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Themes Tagging ?



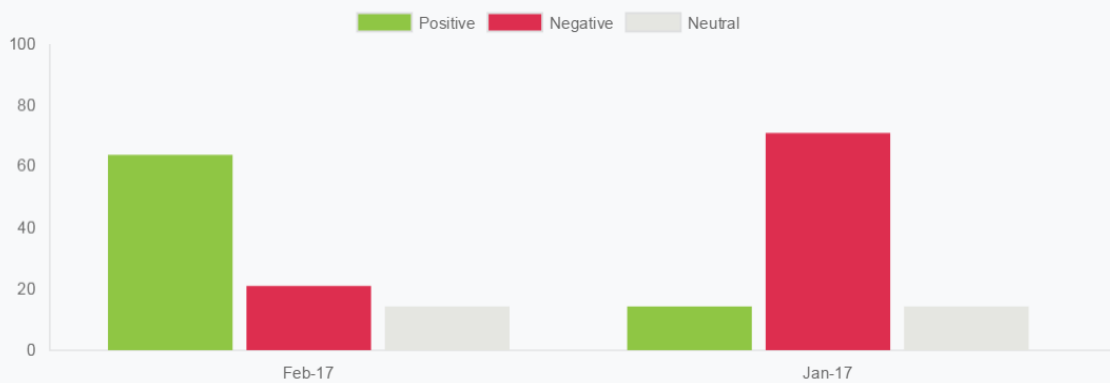
Search:

Theme name	Reviews	Positive	Negative	Neutral	Not Tagged	
▶ Access to services	4	60%	40%	0	0	Sub-Themes >
▶ Treatment and care	3	100%	0	0	0	Sub-Themes >
▶ Facilities and surroundings	2	33%	67%	0	0	Sub-Themes >
▶ Staff	0	100%	0	0	0	
▶ Administration	1	100%	0	0	0	Sub-The

Friends and Family ?



Sentiment Tracker ?



Feedback on the Luton Blood Centre

Provider	Rating	Title	Review	Created
Blood Donor Centre	5	BDC2802 General feedback	Been donating blood since 1972, but over 30years in Luton. Staff are friendly and kind. Never seen any grumpy staff. Never had to wait long and can make apointment. Would recommend friends and family to the centre.	2017-02-28 11:27:00
Blood Donor Centre	5	BDC2802 General feedback	Been coming for 22 years and donated 62 pints of blood. Premises are clean and tidy and have been redecorated. Staff are friendly and helpful and would recommend friends and family to donate blood.	2017-02-28 11:25:00
Blood Donor Centre	4	BDC2802 Blood Centre	Been coming here for 28 years. Staff are nice and hoave brought friends along abd would recommend people give blood. Centre is always clean and tidy. Staff are helpful.	2017-02-28 11:19:00
Blood Donor Centre	5	BDC0202 General feedback on first visit	First time giving blood in the UK. Service went beyond expectations. Came in and booked at reception desk. Quality of care was overwhelming.	2017-02-02 12:19:00
Blood Donor Centre	5	BDC0202 General feedback	Has given blood three times. Planning in last year to come regularly. Book online is much better and far more organised. Certainly encourages you to come in. Communication from them gets you engaged.	2017-02-02 12:07:00
Blood Donor Centre	5	BDC2501 Visit to centre	Comes to give blood. Will do regularly - 4-5 times a year. Will come again. Said that in Poland the whole experience is quicker - no appointments, nurses take blood faster. It is something the whole family do in Poland so is instilled in him and that's why he does it here in the UK	2017-01-25 16:37:00

Concluding Statement and Recommendations for Response

Healthwatch Luton have forwarded this Provider Feedback to the Blood Centre in May 2017. Healthwatch Luton would look to attend the blood centre again to gather further feedback from this cohort of people.

Overall, the general feedback on the blood centre itself and on the other services was positive. The main feedback was:

- Children's centre – Facilities negative
- Hospital – facilities negative, treatment and care positive
- GP – Access and facilities negative
- Dentists -Treatment and care and Access positive

Healthwatch Luton would recommend:

- A response from the blood centre on the feedback provided by service-users on their service provision at the blood centre
- Any actions that are taken forward by the provider in response to this feedback provided to be communicated back to Healthwatch Luton

We would appreciate a response to our recommendations within 6 weeks of receipt of this report.