

FEEDBACK REPORT PROVIDER:	Youthscape
DATE OF REPORT:	May 2017
Reviews in period:	35

Summary Report:

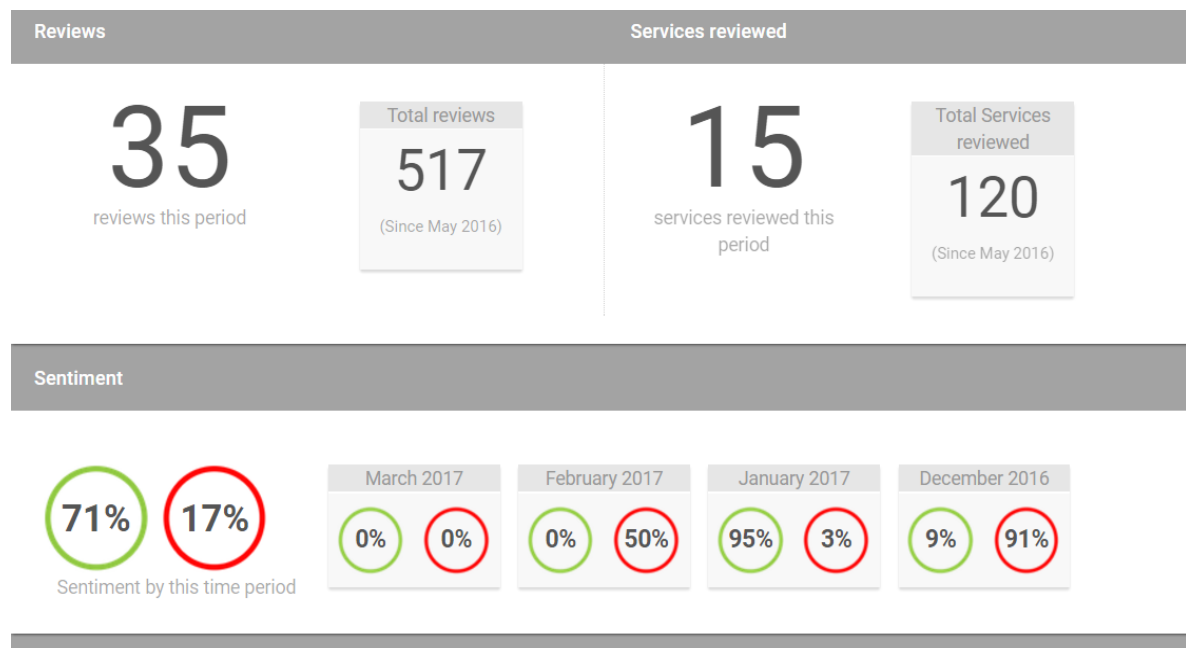
Throughout September -December 2016, Healthwatch Luton (HWL) targeted their engagement within the community. They visited Youthscape to gather feedback on health and social care services in Luton from young people in Luton.

The overall sentiment of the feedback on all health and social care services is positive - mainly 71% of the reviews were positive and 17% were negative. This can be viewed in more detail in the statistics below regarding monthly sentiments and reviews. The negative feedback is connected to weightings in the wording taxonomy.

The main source of feedback was via direct engagement.

The 35 people provided feedback on 15 health and social care services. This included only Youthscape as a service (22) along with mental health provider, dentists and GP's.

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

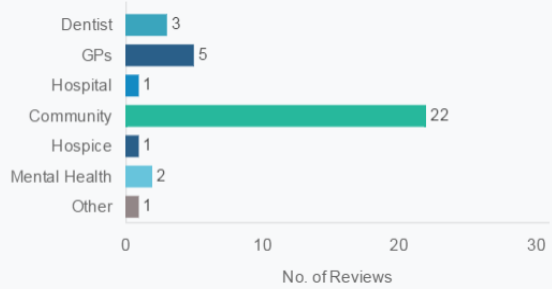
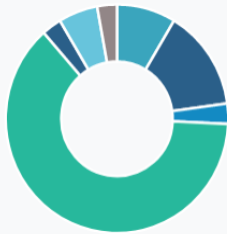


HEALTHWATCH LUTON PROVIDER FEEDBACK 2017

Service Type	Total Reviews	Average Rating	Positive	Negative	Neutral
Community	22	★★★★★☆☆	86%	0%	14%
GPs	5	★★★★★☆☆	60%	20%	20%
Dentist	3	★★★★★☆☆	67%	33%	0%
Mental Health	2	★★★☆☆☆☆	0%	100%	0%
Other	1	★★★☆☆☆☆	0%	100%	0%
Hospice	1	★★★★★☆☆	0%	100%	0%
Hospital	1	★★★★★☆☆	100%	0%	0%

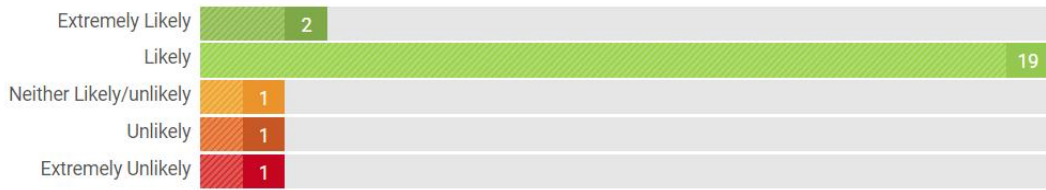
Service Type ?

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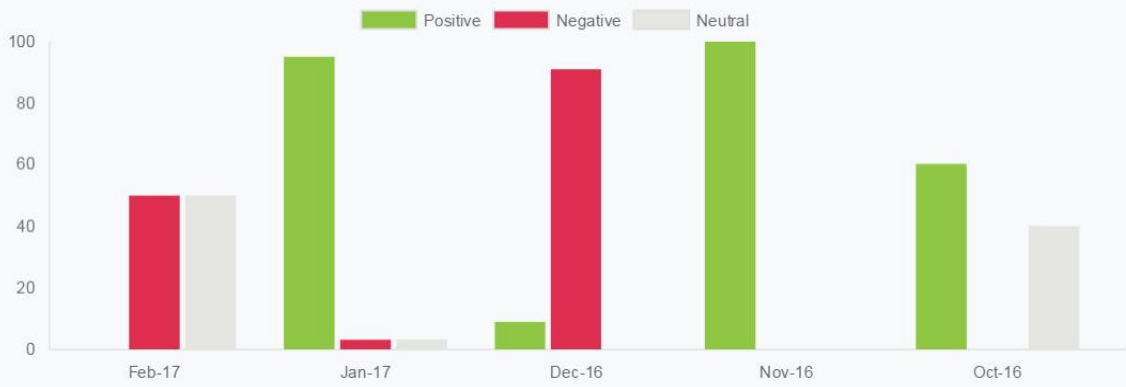


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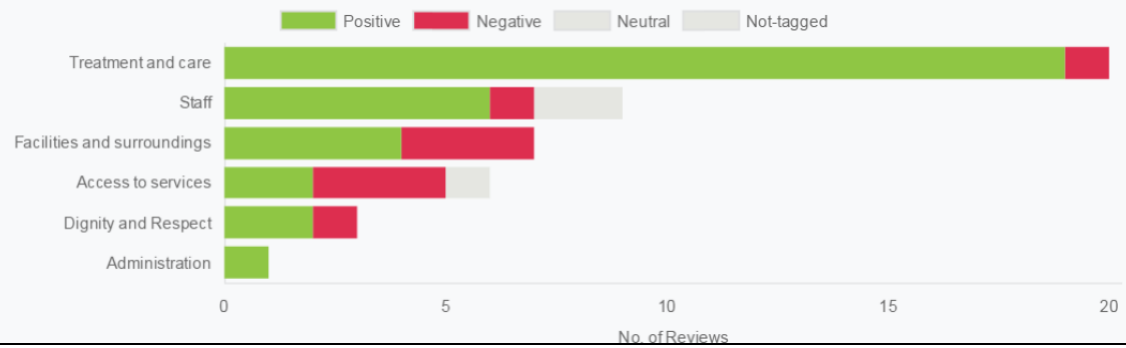
Friends and Family ?



Sentiment Tracker ?











































Themes Tagging ?



HEALTHWATCH LUTON PROVIDER FEEDBACK 2017

Theme name	Reviews	Positive	Negative	Neutral	Not Tagged	
🔍 Treatment and care	19	95%	5%	0	0	Sub-Themes >
🔍 Staff	8	67%	11%	22%	0%	Sub-Themes >
🔍 Facilities and surroundings	7	57%	43%	0	0	Sub-Themes >
🔍 Access to services	7	33%	50%	17%	0%	Sub-Themes >
🔍 Dignity and Respect	3	67%	33%	0	0	Sub-Themes >
🔍 Referrals	1	0	100%	0	0	Sub-Themes >
🔍 Administration	1	100%	0	0	0	Sub-Themes >
🔍 Safety/Safeguarding/Abuse	1	100%	0	0	0	
Service	Service Type	Reviews	Rating	Positive	Negative	Neutral
🔍 Youthscape		21		86%	0%	14%
🔍 Castle Street Surgery		1		0%	0%	100%
🔍 Dr WHM Matta & Partners		1		100%	0%	0%
🔍 Sharing Smiles Orthodontics		1		0%	100%	0%
🔍 Luton and Dunstable Hospital (General)		1		100%	0%	0%
🔍 Greenhouse Mentoring		1		100%	0%	0%
🔍 The Medici Medical Practice		1		0%	100%	0%

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Dr Z Ahmad & Partners		1				
Beds Police		1				
Purley Centre Marsh Farm		1				
Luton Child & Adolescent Mental Health Service (CAMHS) (ELFT)		1				
Village Dental Practice (Obex)		1				
Luton Central CMHT (ELFT)		1				
Moakes Medical Centre		1				
Keech Hospice		1				

Reviews: Feedback on Youthscape

Provider	Rating	Title	Review	Created
Youthscape	4	YSC1302 Harmony Group feedback	Harmony is a self harm support group. Attended week retreat almost two years ago. Was fun to get away with people that you know and spend time away from reality. Made new friends and meet new friends at the Harmony session. The added support from staff is great. Self Harm UK in attendance too.	2017-02-15 11:04:49
Youthscape	5	YSC1801 General feedback	Been coming for one year. Was recommended by a friend. Friendly environment, staff are friendly and approachable. Likes to meet friends, use computer and play pool.	2017-01-27 14:37:09
Youthscape	5	YSC1801 General feedback	Recognised the HWL logo but didn't know what it was for. Been coming for about a month. Very relaxing and homely. Came with friends and made lots of friends. Sometimes get involved in workshops like coding. Washes up.	2017-01-27 14:34:55

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Youthscape	5	YSC1801 General feedback	Been coming 3-4 years. Comes twice a week. Really chilled out and homely and safe. Friend had recommended. Always come on a Wednesday. Allowed to Duke of Edinburgh Award. i hour a week.	2017-01-23 14:50:02
Youthscape	5	YSC1801 General feedback	Comes every Wednesday for a year. Enjoy drop in. Friendly people. Staff easy to talk with. Lots to do. Good service.	2017-01-23 14:41:53
Youthscape	5	YSC1201 General feedback	Been coming for a year. Seeing friends. Staff are good. Really good service. Staff are friendly.	2017-01-23 14:39:47
Youthscape	5	YSC1801 General feedback	Has been attending since May 2015. Staff really friendly. Knew someone who attended and made friends since. Likes to do the cooking. Comes during summer holidays. Camps on in Summer. Well organised.	2017-01-23 14:13:03
Youthscape	5	YSC1801	Has been coming since May 2016	2017-01-18 14:44:00
Youthscape	4	YSC1801 General feedback	Been coming for 2 months. Really comfortable here and friends come here. They introduced him to Youthscape. Equipment is good. Does not go to school. The social aspect is good.	2017-01-18 14:36:00
Youthscape	5	YSC3011 General feedback	Has been coming for 3 years. Only comes on Wednesday now on day off. When was at school would come every single day. Mum worked here so came for a couple of weeks and after a couple of weeks felt like a family. Always the same, never changes. It's a great experience.	2016-12-22 12:11:56
Youthscape	5	YSC3011 General feedback	Comes three times a week. is a young leader. Been coming to Youthscape for 7 years. Really like the people and staff are supportive, polite and respectful. If I have a problem aer really helpful. Have helped with CV. The serve Halal meat.	2016-12-22 12:05:53
Youthscape	3	YSC0311 General feedback (NP)	Been coming for a year, 4 days after school. Enjoy playing games. Supportive and helpful staff, listen to you. Comes with sister.	2016-11-04 16:22:56
Youthscape	3	YSC0311 General feedback (NP)	Chill out and meet friends. Good support for young people, after school and in holidays. Able to talk with Beki. Food supplied on Wednesdays.	2016-11-04 16:13:46
Youthscape	3	YSC0311 General feedback (NP)	Coming twice since September. Enjoy doing activities and meeting people at the centre. Comes with brother. Came on days when she chooses. No waiting times.	2016-11-04 16:10:54
Youthscape	5	YSC0311 General feedback (NP)	Community, Lots of support. Feel confident talking with all staff. Been coming for past 6 weeks.	2016-11-04 16:08:51
Youthscape	5	YSC0311 General feedback (NP)	Has been coming here for 4 weeks. Comes on a Thursday. A nice place to talk to people. Milkshakes are good. Takes part in games - helps dad make milkshakes.	2016-11-04 15:48:17
Youthscape	5	ysgeneral feedback	Usually come here once or twice a week. Have been coming to Youthscape a year now. It's a very relaxed atmosphere. The food and milkshakes are good. The leaders are all really friendly and nice. Support and advice is always offered if I need it.	2016-11-03 17:07:43

Concluding Statement and Recommendations for Response

Healthwatch Luton have forwarded this Provider Feedback to Youthscape in May 2017. Healthwatch Luton would look to attend Youthscape activities again to gather further feedback from this cohort of people. HWL are running a Youth Forum on the 30 May and would like to hold further Forums, based on the feedback provided.

Overall, the feedback on Youthscape was all positive. The weighting is marred slightly by the taxonomy of HWL's weighting from informatics.

The main areas people discussed with us were:

- GP's – Access and Facilities negative, treatment and care positive
- Dentists – Treatment and care positive and Access negative
- Mental Health provider – Staff, referrals, facilities, surroundings and Dignity and respect were all highlighted at negative

Healthwatch Luton would recommend:

- A response from Youthscape on the feedback provided by service-users on their service provision at Youthscape
- 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.