

FEEDBACK REPORT PROVIDER:	TOKKO
DATE OF REPORT:	May 2017
Reviews in period:	47

### Summary Report:

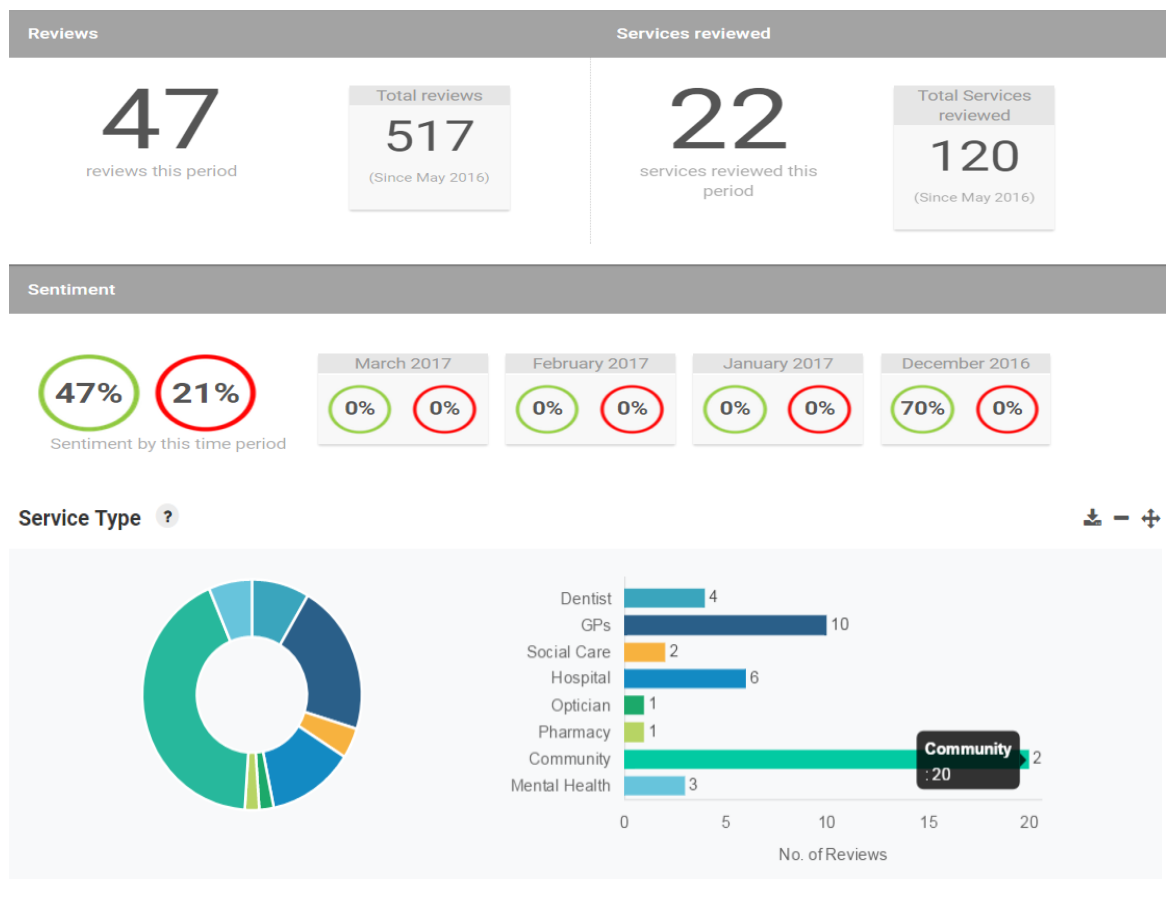
Throughout September -December 2016, Healthwatch Luton (HWL) targeted their engagement within the community. They visited TOKKO to gather feedback on health and social care services in Luton.

**The overall sentiment of the feedback on all health and social care services is positive - 47% of the reviews were positive and 21% 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.**

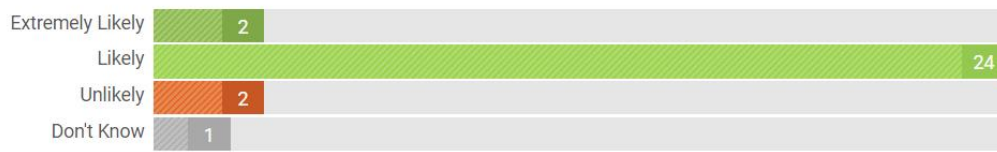
**The 47 people provided feedback on 22 services.** This included only TOKKO as a service, as well as GP's, social care, mental health, hospital and dentists.

**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

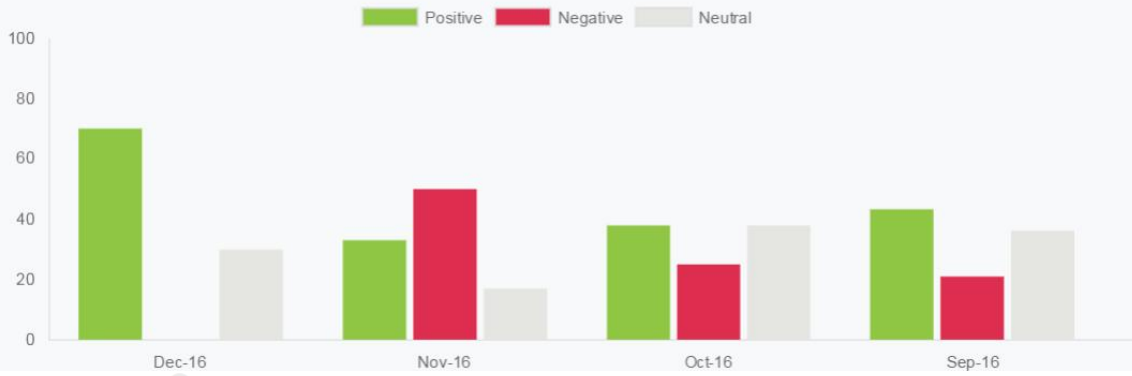


# HEALTHWATCH LUTON PROVIDER FEEDBACK 2017

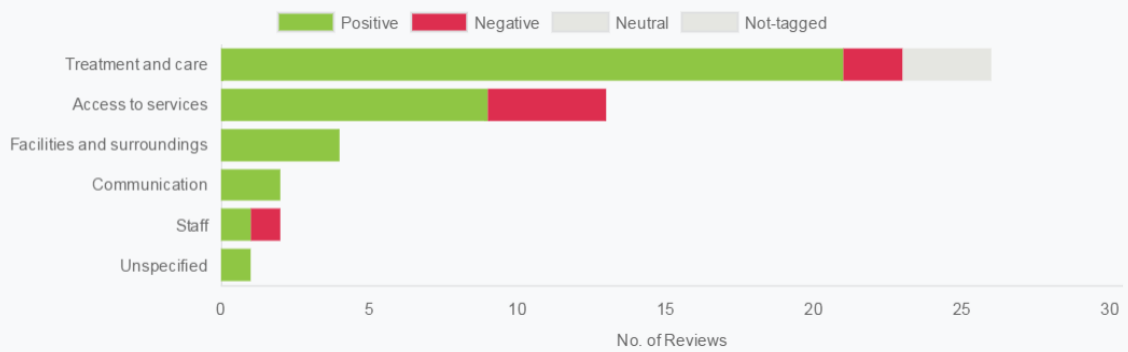
## Friends and Family ?



## Sentiment Tracker ?










## Themes Tagging ?



## HEALTHWATCH LUTON PROVIDER FEEDBACK 2017

Theme name	Reviews	Positive	Negative	Neutral	Not Tagged	
▶ Treatment and care	26	81%	8%	12%	0%	Sub-Themes >
▶ Access to services	13	69%	31%	0	0	Sub-Themes >
▶ Facilities and surroundings	4	100%	0	0	0	Sub-Themes >
▶ Staff	2	50%	50%	0	0	Sub-Themes >
▶ Communication	2	100%	0	0	0	Sub-Themes >
▶ Diagnosis/assessment	1	100%	0	0	0	Sub-Themes >
▶ Referrals	1	100%	0	0	0	Sub-Themes >
▶ Unspecified	1	100%	0	0	0	
<b>Services</b> <span>?</span> <span style="float: right;">-  </span>						
Total: 22 Services		Search: <input type="text" value="Search Keywords, Service Name or Service Type"/>				
Service	Service Type	Reviews	Rating	Positive	Negative	Neutral
▶ Tokko Youth Space		18		72%	6%	22%
▶ Luton and Dunstable Hospital (General)		6		17%	67%	17%
▶ Marsh Road Dental Practice		2		50%	50%	0%
▶ Lea Vale Medical Practice - Liverpool Road		2		50%	50%	0%
▶ The Medici Medical Practice		2		100%	0%	0%
▶ 105 London Road (ELFT)		1		0%	100%	0%
▶ Bramingham Park Medical Centre		1		100%	0%	0%

## HEALTHWATCH LUTON PROVIDER FEEDBACK 2017

Service	Service Type	Reviews	Rating	Positive	Negative	Neutral
Sharing Smiles Orthodontics		1	★★★★☆	0%	0%	100%
Children's Social Care		1	★★☆☆☆	0%	0%	100%
Conway Medical Centre		1	★★★★☆	0%	100%	0%
Bute House Medical Centre		1	★★★★★	100%	0%	0%
Luton Liaison Psychiatry (ELFT)		1	★★★★☆	0%	0%	100%
Whipperley Medical Centre		1	★★★★☆	0%	0%	100%
Castle Street Surgery		1	★★★★☆	0%	0%	100%

### Feedback on TOKKO:

Provider	Rating	Title	Review	Created
Tokko Youth Space	5	TKO2611 General feedback	Been coming since March (Tues, Wed, Thurs and Sat). Loads of clubs and activities to take part in. Good place to hang out and meet new people. Part of the Interact group and Youth Board group (running TOKKO).	2016-12-19 10:56:13
Tokko Youth Space	5	TKO2611 General feedback	Has been coming to TOKKO for 3yrs. Comes most days. Service user and volunteer (Youth Rep). Go outto school and does presentations. Is part of the Youth Board.	2016-12-19 10:49:14
Tokko Youth Space	4	TKO2611 General feedback	Been coming here for 2yrs. Spend most of the time on the gaming floor. Has met loads of people and made loads of friends. Would recommend friends to come along. Has become more confident in socialising with other people by coming here.	2016-12-19 10:47:03
Tokko Youth Space	5	TKO2611 General feedback	Been coming to TOKKO for 6mths. Goes to open min night and enjoyus playing computer games. Would recommend friends to come along.	2016-12-19 10:41:10
Tokko Youth Space	5	TKO2611 General feedback	Been coming to TOKKO since May 2016. Got info about TOKKO from tutor Barnfield College. Comes to TOKKO to socialise and has made lots of friends. Likes to go on trips and he activities are good. Comes on most Saturdays and would recommend friends.	2016-12-19 10:34:27

## HEALTHWATCH LUTON PROVIDER FEEDBACK 2017

Tokko Youth Space	5	TKO2611 General feedback	Has been coming to TOKKO for 2yrs. Comes twice a week - weekend and during week. Likes to meet up with friends. Plays Xbox and music. Sometimes goes on trips. Already brought three of his friends here.	2016-12-19 10:29:05
Tokko Youth Space	5	TKO2611 General feedback	Has been coming here for three weeks, once a week. Loves it, a friend recommended it. Likes using Xbox. Playing pool today. Meets friends and chill out.	2016-12-19 10:04:55
Tokko Youth Space	3	2611TKO General feedback	First time at TOKKO. Was recommended to come by friend. Thought TOKKO was good. Would come back with friends but not on own.	2016-12-19 09:49:19
Penrose Synergy	2	TKOTZ0510 General Feedback (NP)	Lady living in hotel near to the airport at the moment. Penrose aren't very helpful. Lady not happy with services.	2016-10-31 14:08:28
0 - 19 service (CCS)	5	TKOTZ0510 Experience with healthvisitors	Became my healthvisitor nearly a year after having no health visitor. Always friendly and easy to speak to. Full of support and encouragement. Has never been judgemental. Always offers brilliant advice. Always contacts myself for regular updates with myself and my children. Will always make time for my children, no matter what my situation is.	2016-10-10 13:29:08
Tokko Youth Space	4	TKOT0510 Young mum project	Came to TOKKO as a young mum of 1 and was referred to Nikki, the young mums worker. Arranged an appointment to discuss any issues. She has supported me through TAF meetings, supported me in meetings with solicitors and Police. Always available for a chat and support.	2016-10-10 13:19:03
Tokko Youth Space	5	TKOTZ0510 General Feedback	Has been attending three years. Part of the planning for TOKKO. Got involved in the dance studio. Found out through involvement with Princes Trust. Singing/dancing. Comes without little one to the drop ins. Feels service is really underrated and not promoted enough. Does bits of volunteering.	2016-10-10 09:25:18
Tokko Youth Space	5	TKO2809 General feedback	Tokko is like a second home. Got me through depression, was a shy bullied child when came here. Have been coming 2.5yrs. I'm part of the Youth Board and Vice President of the Interact Group. Have lots of fun coming here and enjoy doing the projects. Love the video games! 80" screen.	2016-10-07 15:14:33
Tokko Youth Space	5	TKO2809 General feedback	I like coming to interact and drop in. It makes me confident.	2016-10-07 15:01:13
Tokko Youth Space	5	TKO2809 General feedback	Come three times a week, for approx 2yrs. President of Interact Group and also on Youth Board. Gets lot of support from Youth Worker, Mental Health, can refer to other agencies. Joff contacted me to involve in the projects, which are fun and would like to gather experience as I want to be a Youth Worker.	2016-10-07 14:54:10
Tokko Youth Space	5	TK)1609 Lots of fun and regularly attends	Come every week, three times a week. General drop in, chill out, very relaxing. Lots of fun, friendship forming and with friends. Volunteers here as well - Youth Board	2016-09-26 10:26:38

## HEALTHWATCH LUTON PROVIDER FEEDBACK 2017

Tokko Youth Space	5	2009Been coming to this awesome place 3 years	Coming here once a week for 3 years.Do lots of things like games, cooking, face painting, rock climbing and go on trips like to Southend, London, Thorpe Park and the theatre. An awesome place	2016-09-26 09:48:47
Tokko Youth Space	5	TKO2009 Really good experience	Have been going for 3yrs. Have enjoyed the face painting, dancing, singing and going on trips.	2016-09-23 15:15:10
Tokko Youth Space	4	feedback	Really fun, good way to meet people in the area. Go most weeks, three times a week... use the gaming room... and chill out.	2016-09-16 18:35:44
Tokko Youth Space	4	feedback	Nice place to come if u need any help with problems u may have.	2016-09-16 17:55:23

### Concluding Statement and Recommendations for Response

Healthwatch Luton have forwarded this Provider Feedback to TOKKO in May 2017. Healthwatch Luton would look to attend TOKKO activities again to gather further feedback from this cohort of people.

HWL are also partnering with TOKKO on holding a Youth Forum based on the feedback collected whilst at TOKKO in 2016. An initial Youth Forum will be held at TOKKO in May 2017.

Overall, the general feedback on TOKKO was all positive. The weighting is marred slightly by a negative comment regarding how the individual felt *prior* to attending TOKKO.

The main areas highlighted in this report from the young people we spoke with were:

- Treatment and Care received at the hospital was mainly negative
- Access to GP's was mainly negative
- Diagnosis/Assessments and Referrals through ELFT were mainly negative
- Communications on the whole from all providers was positive

#### Healthwatch Luton would recommend:

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

**No response given by Tokko Youth Space**