



Service User Feedback

at Calderstones Partnership NHS Foundation Trust

March 2015 - July 2015

Introduction

Healthwatch Lancashire is committed to listening to patients and members of the public to ensure their views and experiences are heard by those who run, plan and regulate health and social care services.

This report summarises 33 reviews from service users collected by Healthwatch Lancashire representatives between March 2015 and August 2015 at Calderstones Partnership NHS Foundation Trust which have been presented to members of the Calderstones Involvement Group.

Methodology

Service users are often those who are best placed to provide feedback about health and social care. Their feedback is invaluable and their unique perspective can help to improve services by influencing the planning, design, delivery and improvement of services.

Service users were asked 10 questions and rated their experiences from 1 to 5 (1=Poor, 5=Excellent) and were also given the opportunity to feedback any other comments, complements or concerns.



Summary

Healthwatch Lancashire representatives listened to service users views at Calderstones Partnership NHS Trust between March and July 2015.

WE SPOKE TO

33

people

100%

were service users

Ratings Summary:

Information:

4.59 out of 5

Medical treatment:

4.45 out of 5

Cleanliness:

4.38 out of 5

Quality of treatment or service provided:

4.25 out of 5

Caring and compassion from staff:

4.17 out of 5

Ease of getting an appointment:

4.13 of out 5

Building and environment:

3.88 out of 5

Waiting time:

3.85 out of 5

Food:

2.96 out of 5

1 out of 4 people rated the food as poor



7 out of 24 people rated the food as excellent



Ratings by Month

The table below shows average ratings per month

Ratings are scored out of 5. (1 = Poor, 5 = Excellent)

Grey areas indicate where no response was provided

'How would you rate the overall experience?' was the only question answered by all respondents

Some questions received a small number of responses. Average ratings where only one response was received are marked with *.

The above table shows the average scores for each question from the feedback Healthwatch Lancashire received

All scores are calculated using the following method:

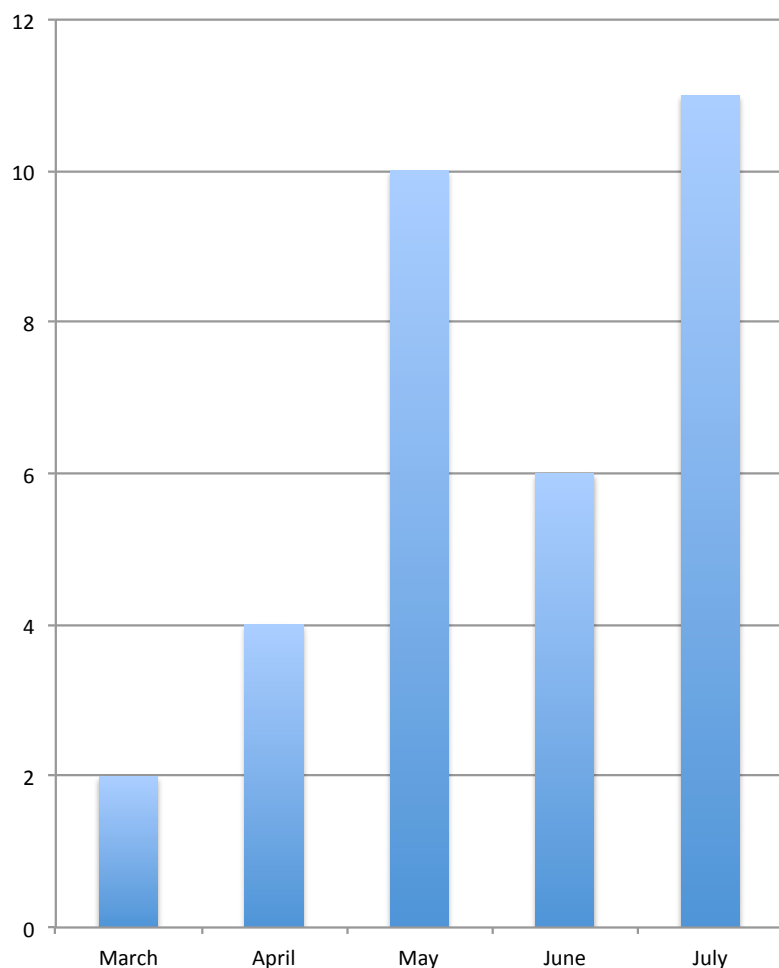
Sum of the individual's scores divided by number of people who responded to that question

Question	Month				
	March	April	May	June	July
Number of responses	2	4	6	10	11
Quality of treatment or service provided	5	4.5	4.1	4	4.3
How caring and compassionate were the staff?	5	4.5	4.3	2.8	5
How helpful was information recieved?	5	4.5	4.4	4.6	5
How easy was it to get an appointment?	5	5	3.5	3.4	5*
How would you rate the cleanliness?	4	4.5	4.1	4.6	5
How would you rate building and environment?	2	4.5	3.9	2.5	4.3
How would you rate the medical treatment received?	5	4.3	4.2		5*
How was the food?	4	1.5	3.3	3.8	1.7
How was the waiting time?	1	5*	4	4.6	4*
How would you rate your overall experience?	4.5	3	3.4	3.3	3.1

Ratings by Month continued...

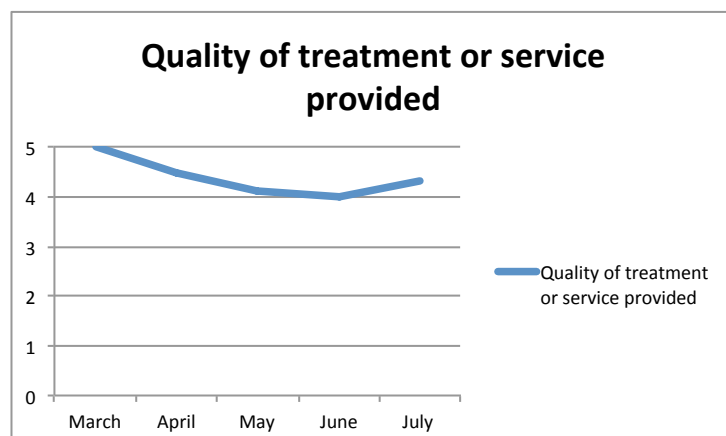
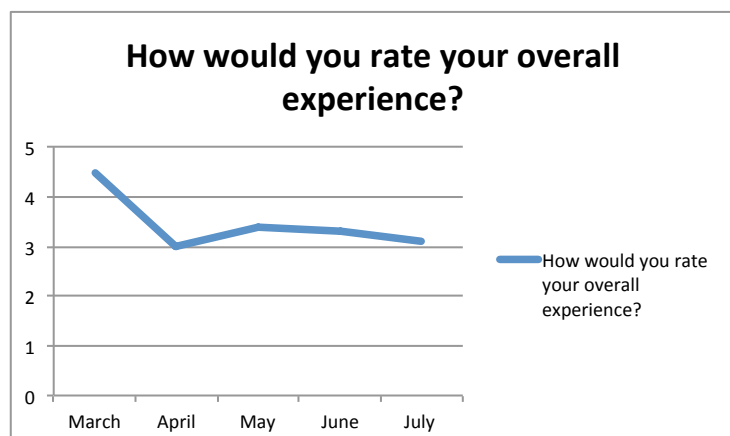
Number of Responses by month

The chart below shows the number of responses each month between March 2015 and July 2015.



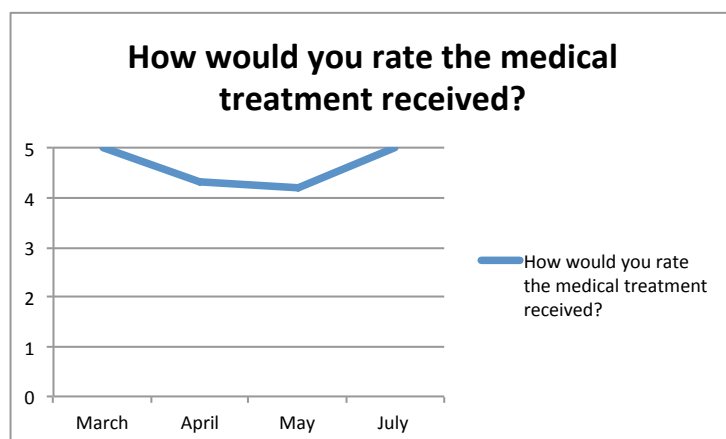
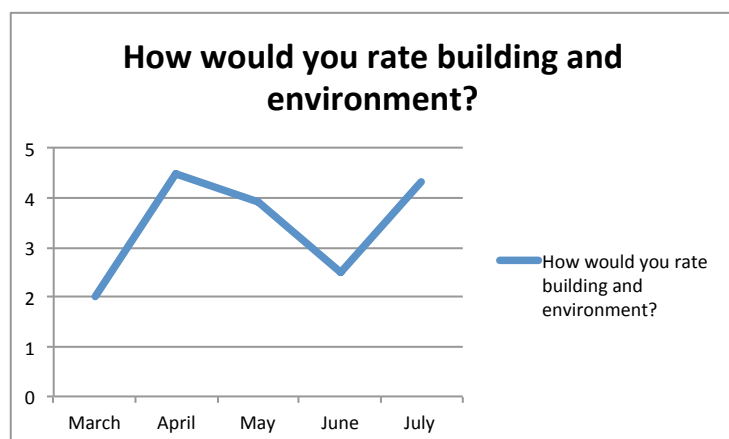
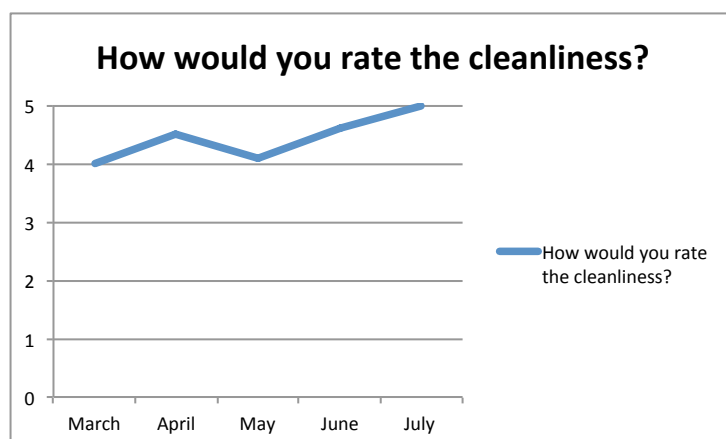
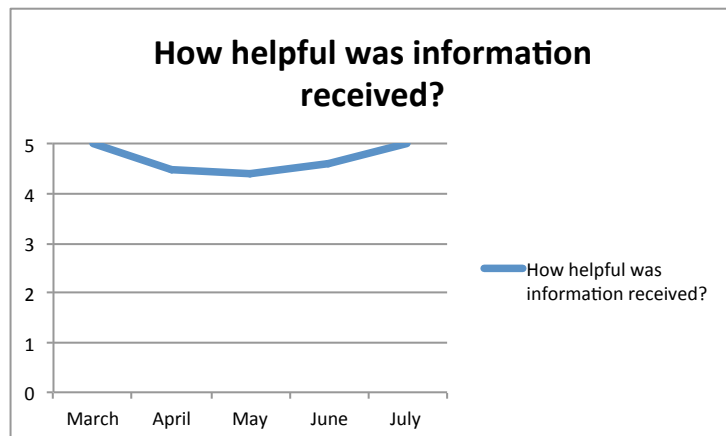
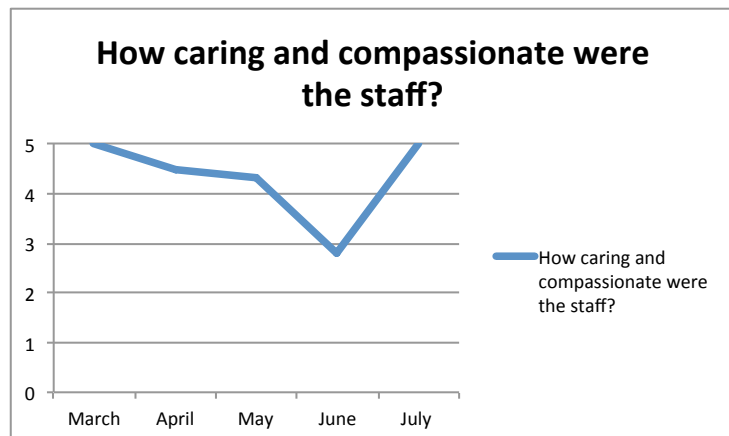
Average question ratings by month

The following charts show the average ratings for each question by month.



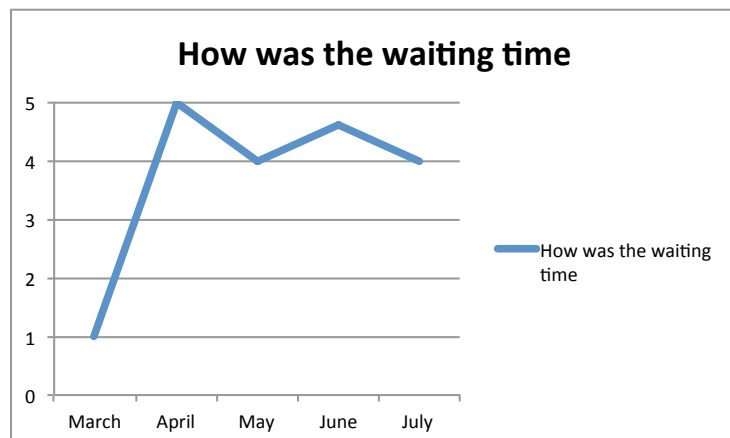
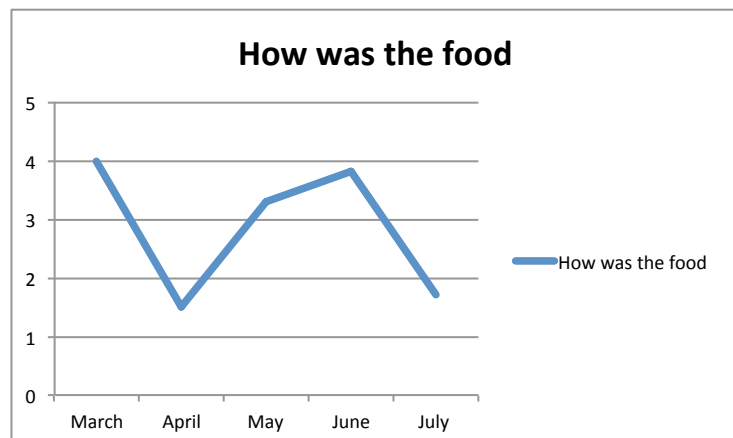
Average question ratings by month continued..

The charts below shows the average ratings for each question



Average question ratings by month continued..

The charts below shows the average ratings for each question



Please note: Where charts show only four months, no responses for the missing month were collected.



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