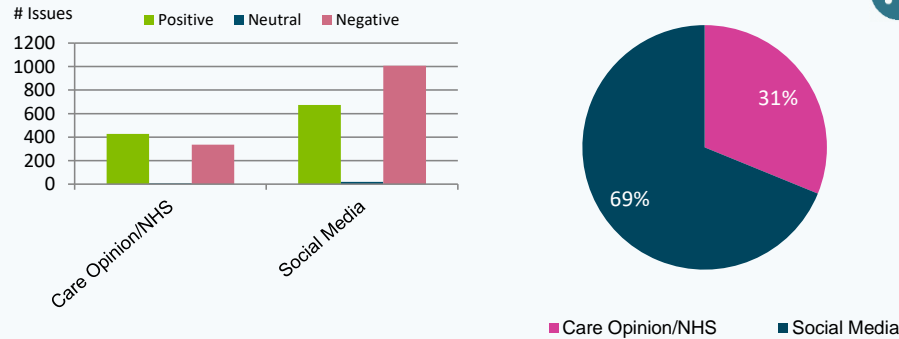


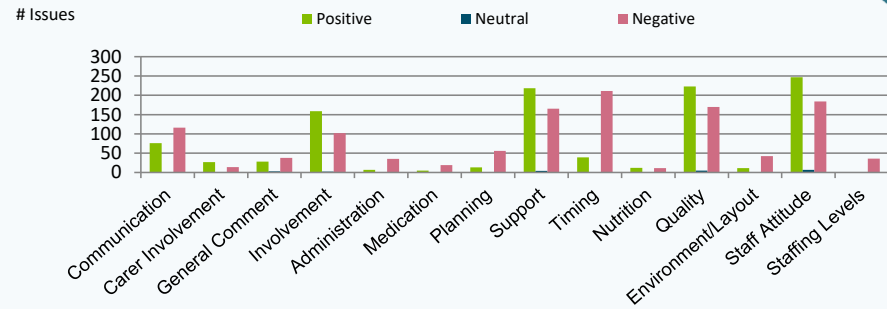


1. Source: 2482 issues from 582 people



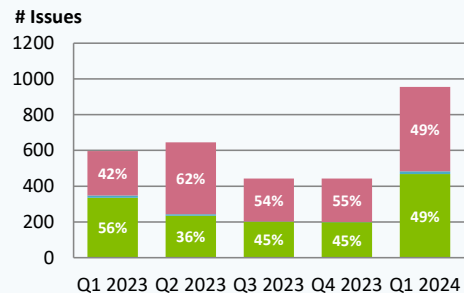
Top sources displayed

2. Trends

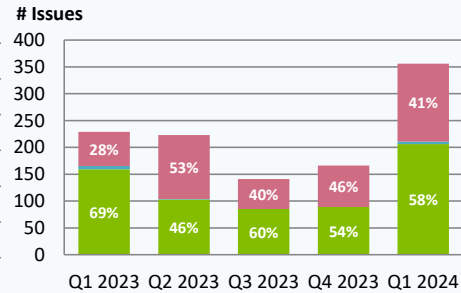


Top trends displayed

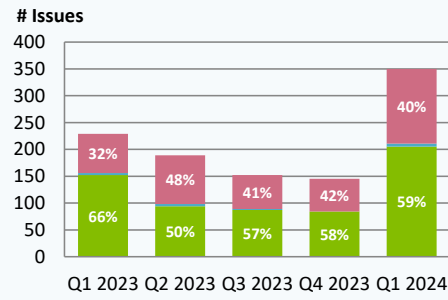
3.1 Timeline: Overall Sentiment



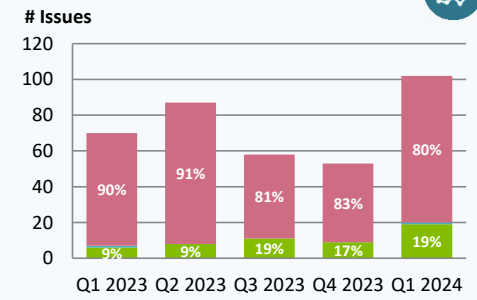
3.2 Timeline: User Involvement



3.3 Timeline: Quality



3.4 Timeline: Service Access



Positive Neutral Negative

Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Up by 4%
Up by 4%
Up by 1%
Up by 2%

Annually

Down by 7%
Down by 11%
Down by 7%
Up by 10%

Trends by Satisfaction Level



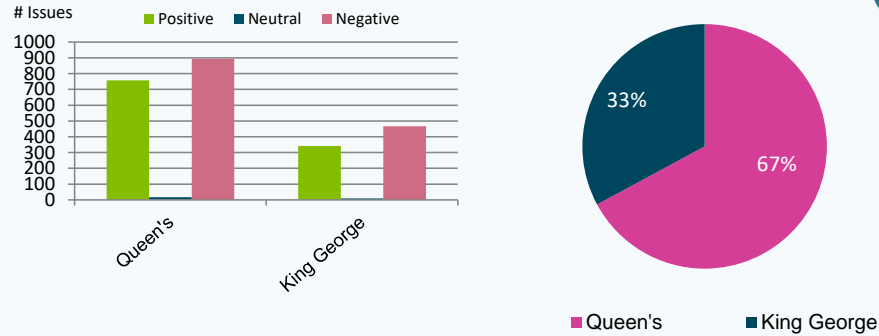
Carer Involvement (65%)
Involvement (60%)
Staff Attitude (56%)
Support (56%)
Quality (56%)



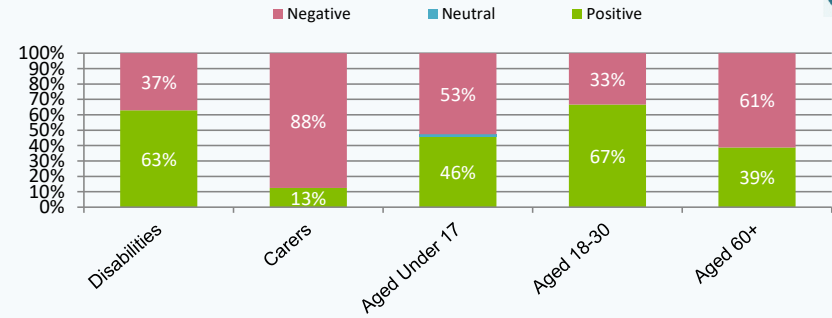
Staffing Levels (2%)
Timing (15%)
Administration (16%)
Planning (18%)
Environment (20%)



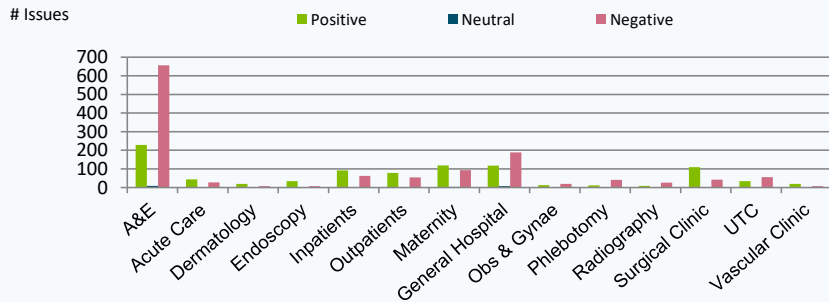
4. Feedback by Hospital



5. Equalities

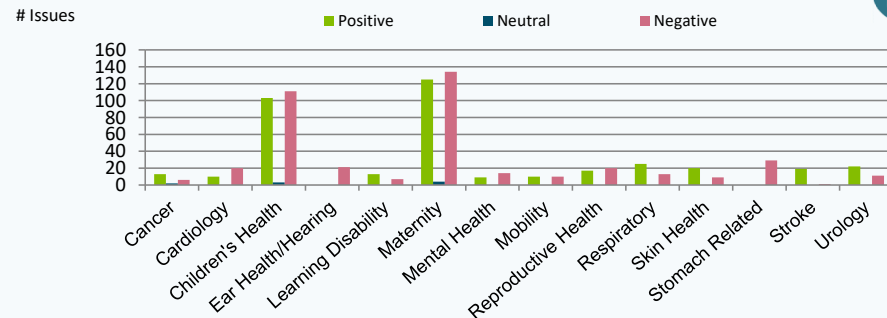


6. Departments



Top services displayed

7. Conditions/Topics



Top conditions/topics displayed

Departments by Satisfaction Level



Endoscopy (83%)
Surgical Clinic (71%)
Vascular Clinic (71%)
Dermatology (71%)
Acute Care (61%)



Plebotomy (21%)
Radiography (25%)
A&E (25%)
UTC (38%)
Obs & Gynae (40%)

Conditions/Topics by Satisfaction Level



Stroke (95%)
Skin Health (68%)
Urology (66%)
Respiratory (65%)
Learning Disability (65%)



Cardiology (33%)
Mental Health (39%)
Reproductive Health (45%)
Children's Health (47%)
Maternity (47%)