

# Feedback Analysis

## Quarter 3: 2020



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## This is an analysis of:

Feedback & comments given to Healthwatch Bradford & District by and on behalf of health service users during the third quarter of 2020 (July-September) with comparisons to earlier years' data where possible.

Some elements, eg age, are uncategorised (where data has not been recorded or where commentator declined to answer). Except where indicated, they are excluded from this analysis.

# 1. Summary

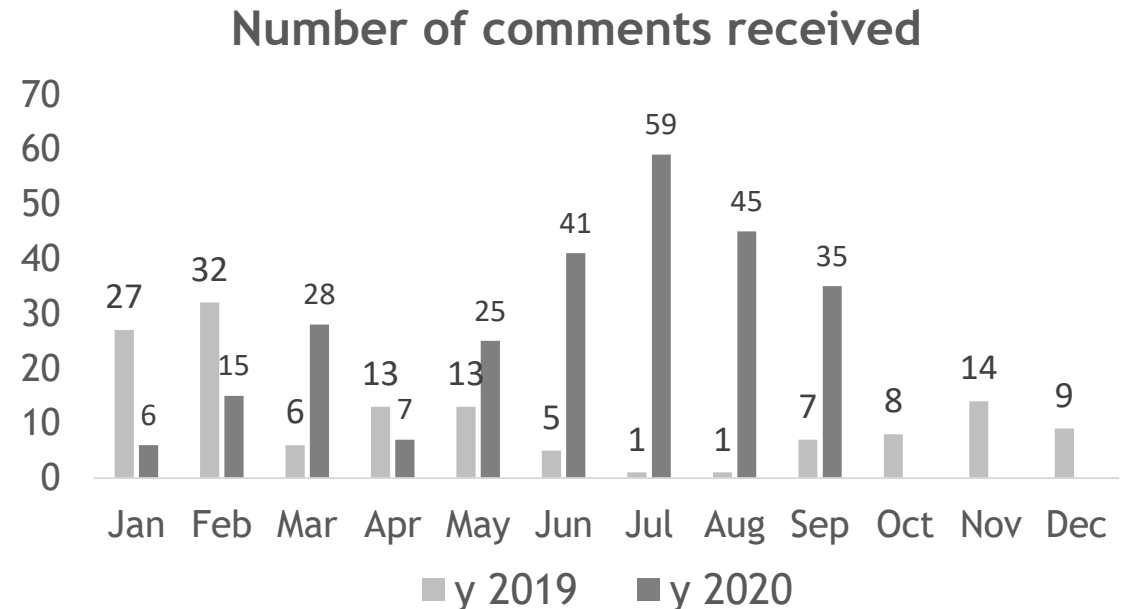
- Higher levels of feedback for Q3 this year than same period in 2019 (s2)
- Two thirds of all feedback about primary services, the most common concerning GP and Dentistry (s3.1 & 3.2)
- Comments more than twice as likely to be negative than positive (s3.3)
- A third of all cases looking for information during this period compared to 1 in 12 in previous years - perhaps reflects reduced access to NHS during early stages of COVID-19 (s3.4)
- Service users most frequently leave feedback. Carers/relatives, Professionals and Service Providers also contribute (s3.5)
- 91% of comments were from those aged 25-79. Number of responses for Health Service users aged 80+ more than halved in last quarter (s3.6)
- Three quarters of comments were regarding Female Health Service users in Q3, higher than typical levels seen earlier (s3.7)
- 63.8% of responses in Q3 were of White British ethnicity - lower than previously but equivalent to BMDC's data of 63.9% White British in district. BAME representation slightly decreased. Any Other Whites increased significantly (s3.8)
- Very high levels of uncategorised responses for Sexual Orientation so data potentially less reliable, particularly pre 2020. Heterosexual responses form majority of comments. 5.3% are LGBTQ+ representation (s3.9)
- Dental queries (difficulties of access) are the most frequent topic under the Subject heading (s3.10)
- 21% of comments specifically referred to COVID-19 as main topic (s3.11).

## 2. Data

### By month:

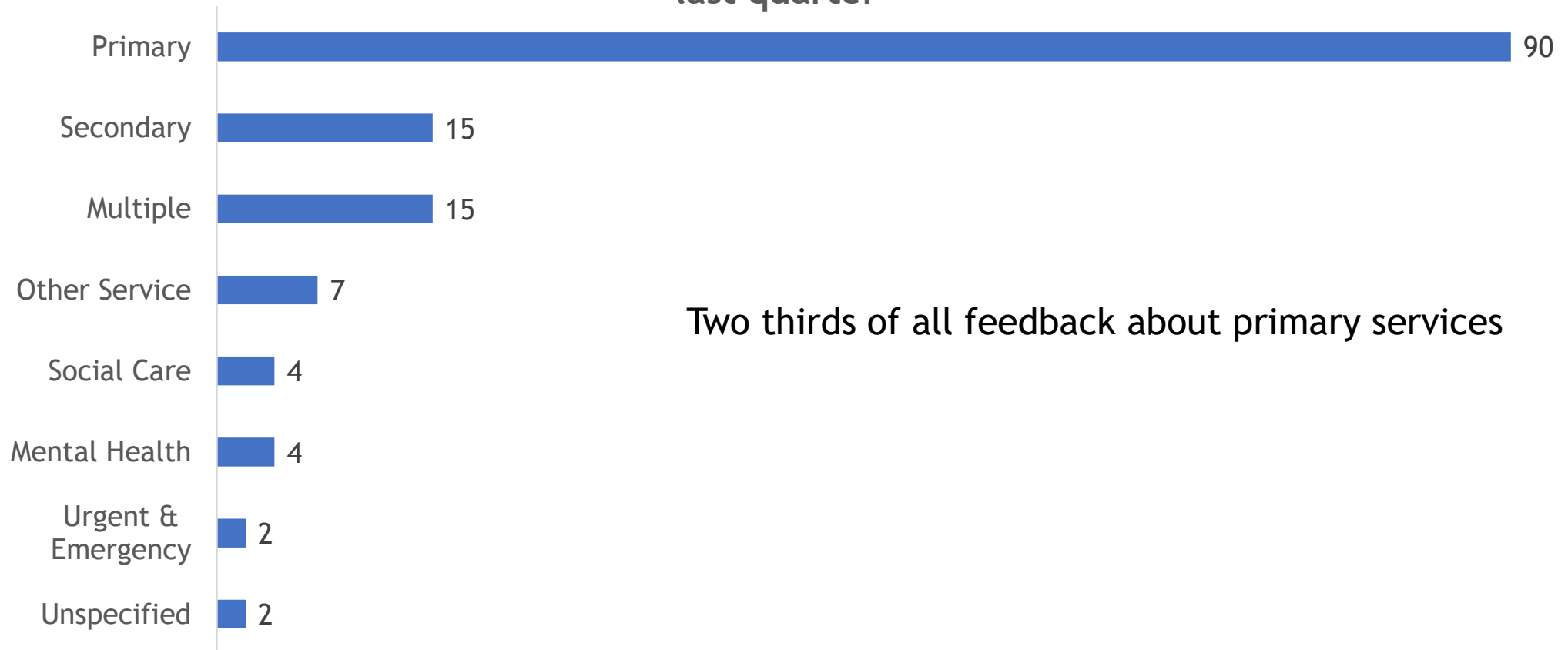
- 139 comments in Q3. July the highest month
- This is significantly higher than the same period in 2019 (but almost half the level of 2018 when outreach was extensive)
- Key environmental is COVID-19, restricting outreach activities (a key driver for receiving comments)
- Comments taken from surveys and follow-up work (Healthwatch England and Healthwatch Bradford) included

### Higher levels of feedback than 2019



# 3.1 Service Types

Service Types commented upon: Bradford and District Health Service Users in last quarter



Two thirds of all feedback about primary services

## 3.2 Specific Services

### Services mentioned in the last quarter:

Top 5 mentions (Rank order)	Specific Service
1	Dentist (non-hospital)
2	GP Practice
3	Maternity
4	Charity or Third Sector organisation
5	Community healthcare and nursing services

### Other services mentioned:

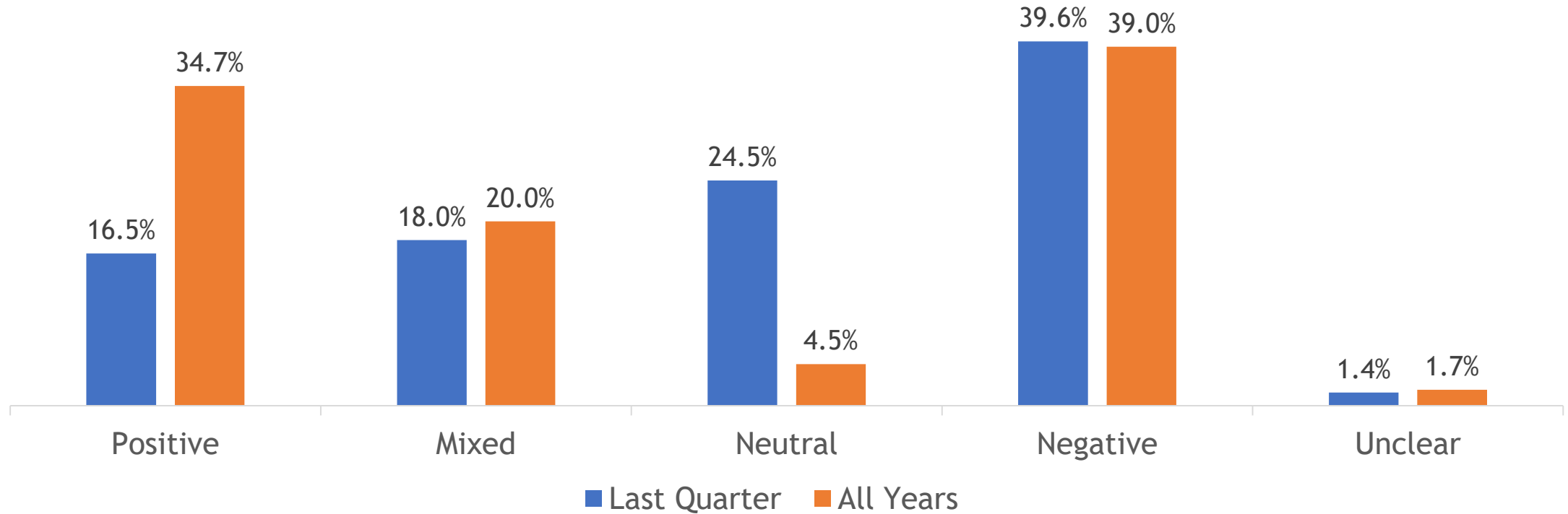
Accident and Emergency  
Acute Care; Ambulance Services  
Acute Services with/without overnight beds  
After Care  
Assessment  
Autism  
Cardiology  
Care at Home  
Child & Adolescent Mental Health Services (Hospital Services)  
Community Mental Health Team  
Neurology  
NHS 111  
Obstetrics & Gynaecology  
Occupational Therapy  
Ophthalmology  
Other (community service)  
Other (mental health service)  
Other (social care service)  
Outpatients  
Patient Transport  
Pharmacy/Community Pharmacy  
Residential Care Home  
Respiratory Medicine

# 3.3 Sentiment

Comments in Q3 more than twice as likely to be negative than positive.

Higher levels of neutral feedback & lower positive feedback than previous years.

Sentiment: Bradford and District Health Service Users in last quarter

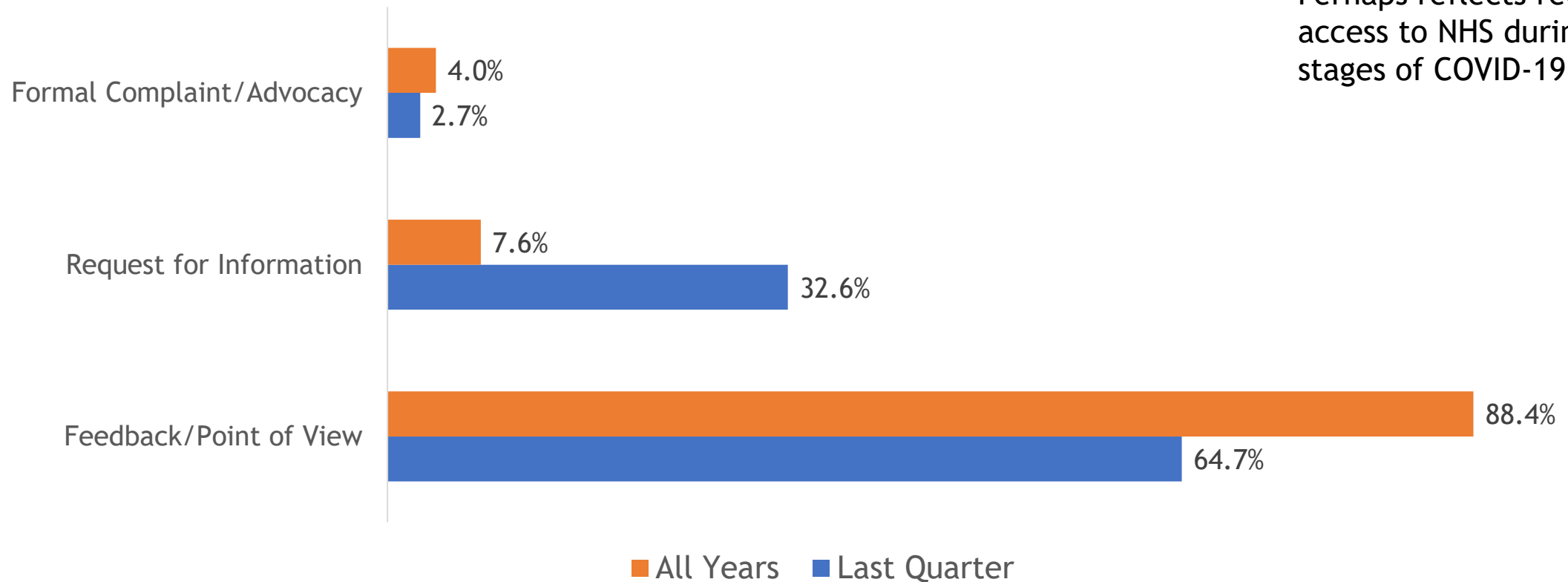


# 3.4 Nature of Feedback

Big increase in Requests for Information - almost a third of cases - compared to 1 in 12 previously.

Perhaps reflects reduced access to NHS during early stages of COVID-19.

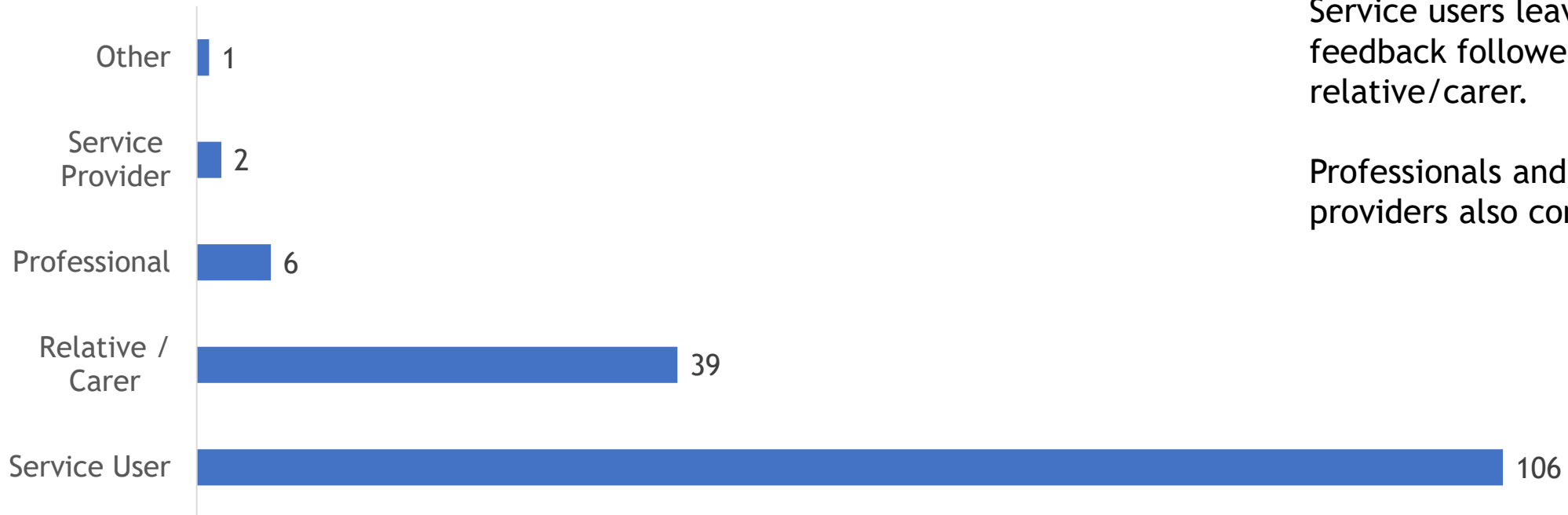
Nature of Feedback: Bradford and District Health Service Users





# 3.5 Commentator

Commentator: Bradford and District Health Service Users in last quarter



Service users leave most feedback followed by relative/carer.

Professionals and service providers also contributed.

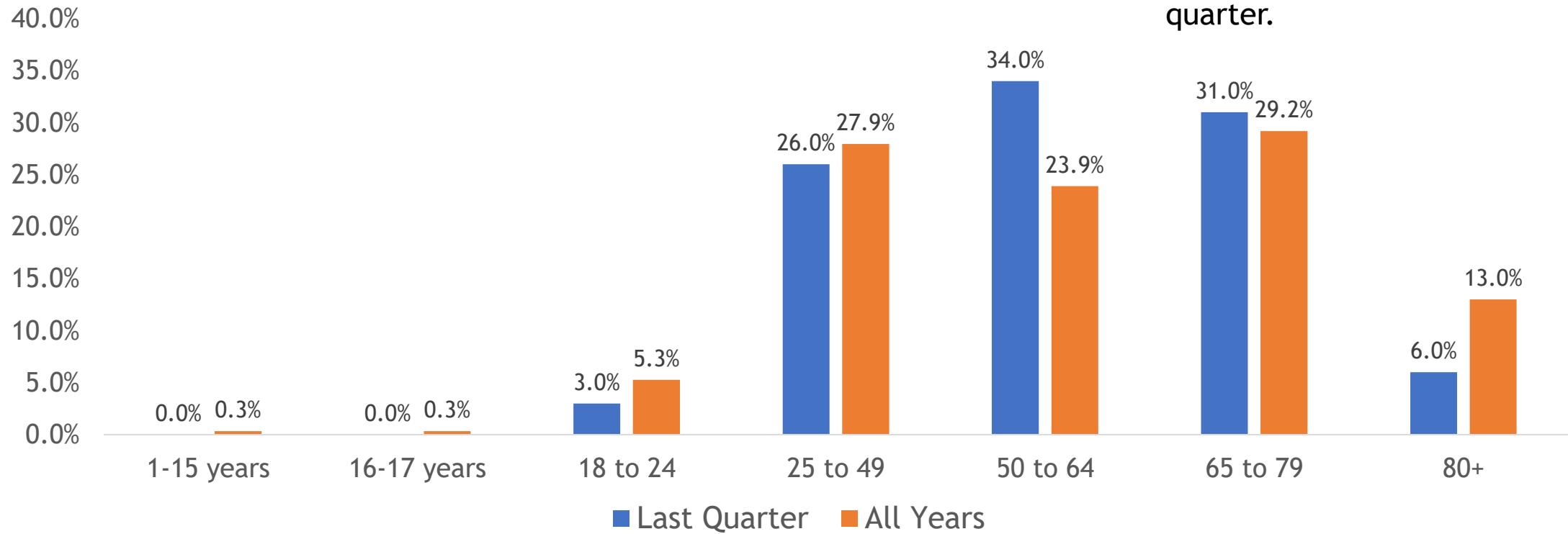
Note: A minority of those providing feedback have multiple roles (e.g. Service User, also a Professional). These are counted individually in this analysis. Those unncategorised are excluded.

# 3.6 Age

91% of comments were from those aged 25-79.

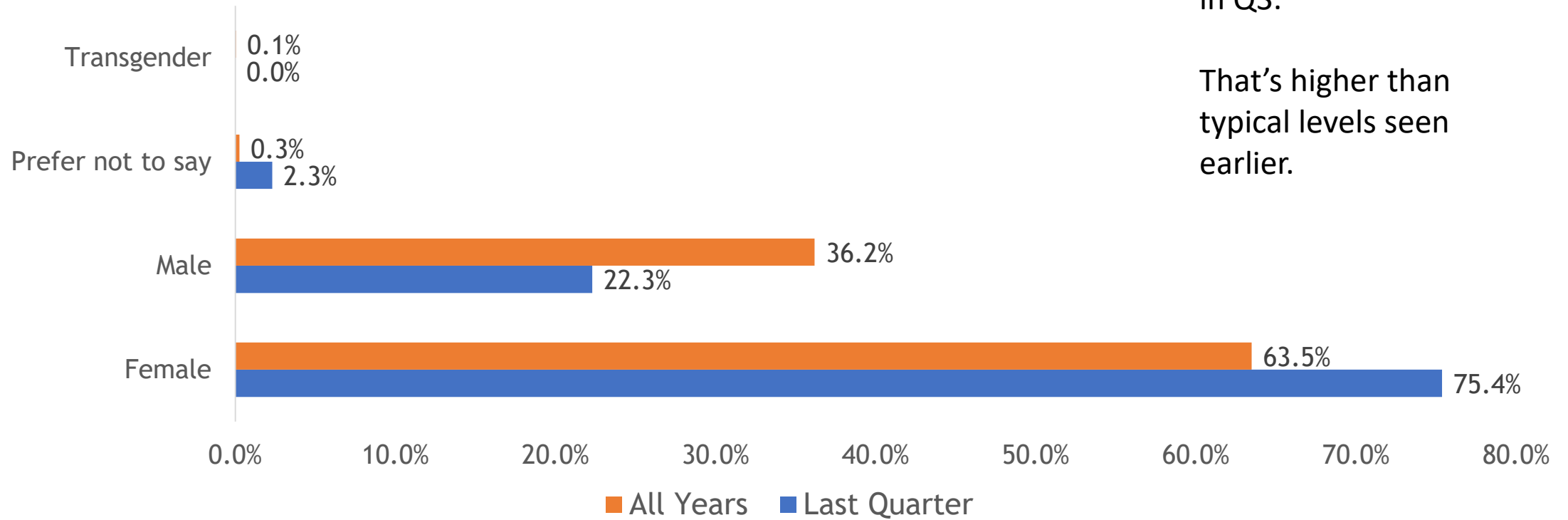
Number of responses from Health Service users aged 80+ more than halved in last quarter.

### Age of Bradford and District Health Service Users



# 3.7 Gender

### Gender of Bradford and District Health Service Users

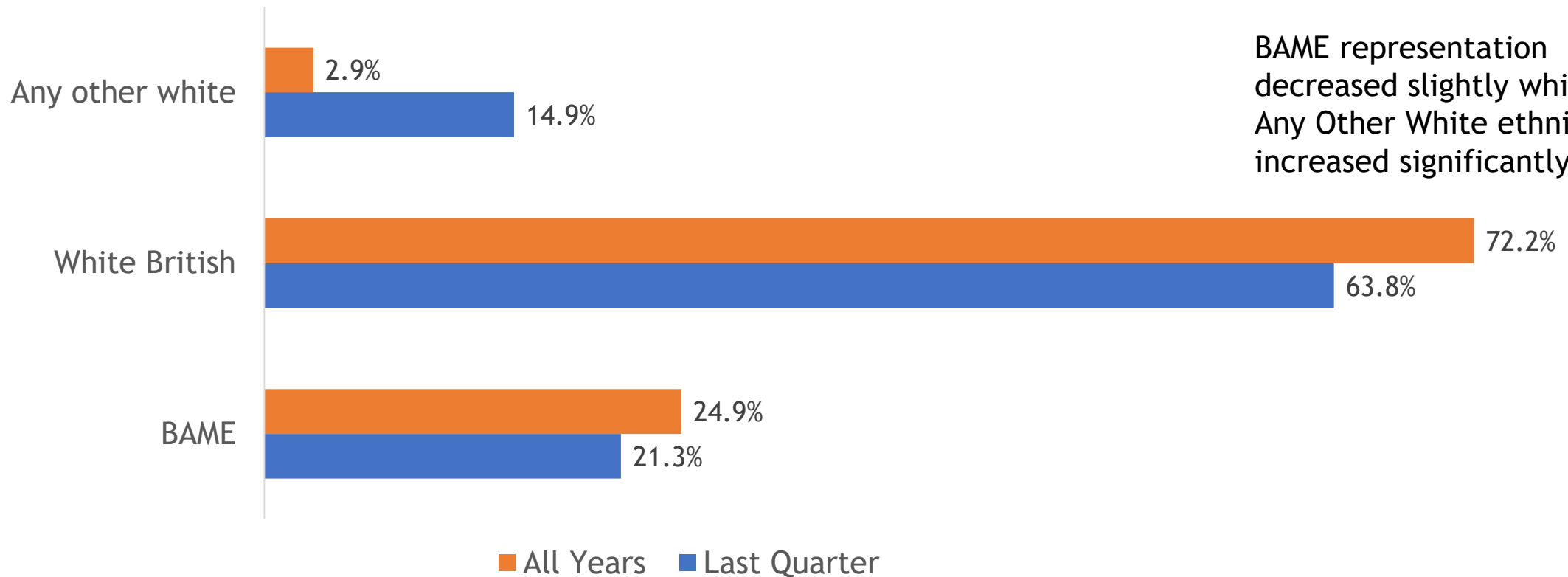


Three quarters of comments were regarding Female Health Service users in Q3.

That's higher than typical levels seen earlier.

# 3.8 Ethnicity

Ethnicity - Bradford & District Health Service User Feedback



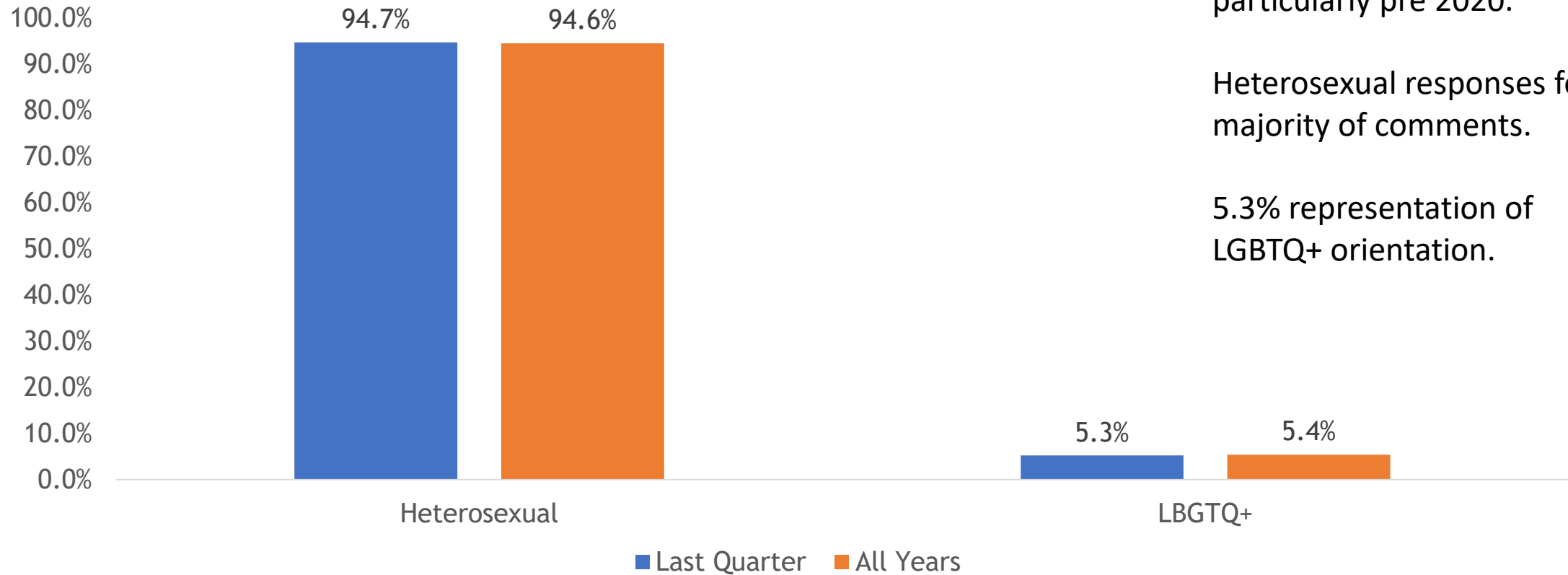
63.8% of responses in Q3 Were White British, lower than previously but equivalent to BMDC’s data of 63.9% White British in district (i)

BAME representation decreased slightly while Any Other White ethnicity increased significantly.

(i) <https://www.bradford.gov.uk/open-data/our-datasets/population/>

# 3.9 Sexual Orientation

Sexual Orientation: Bradford and District Health Service Users



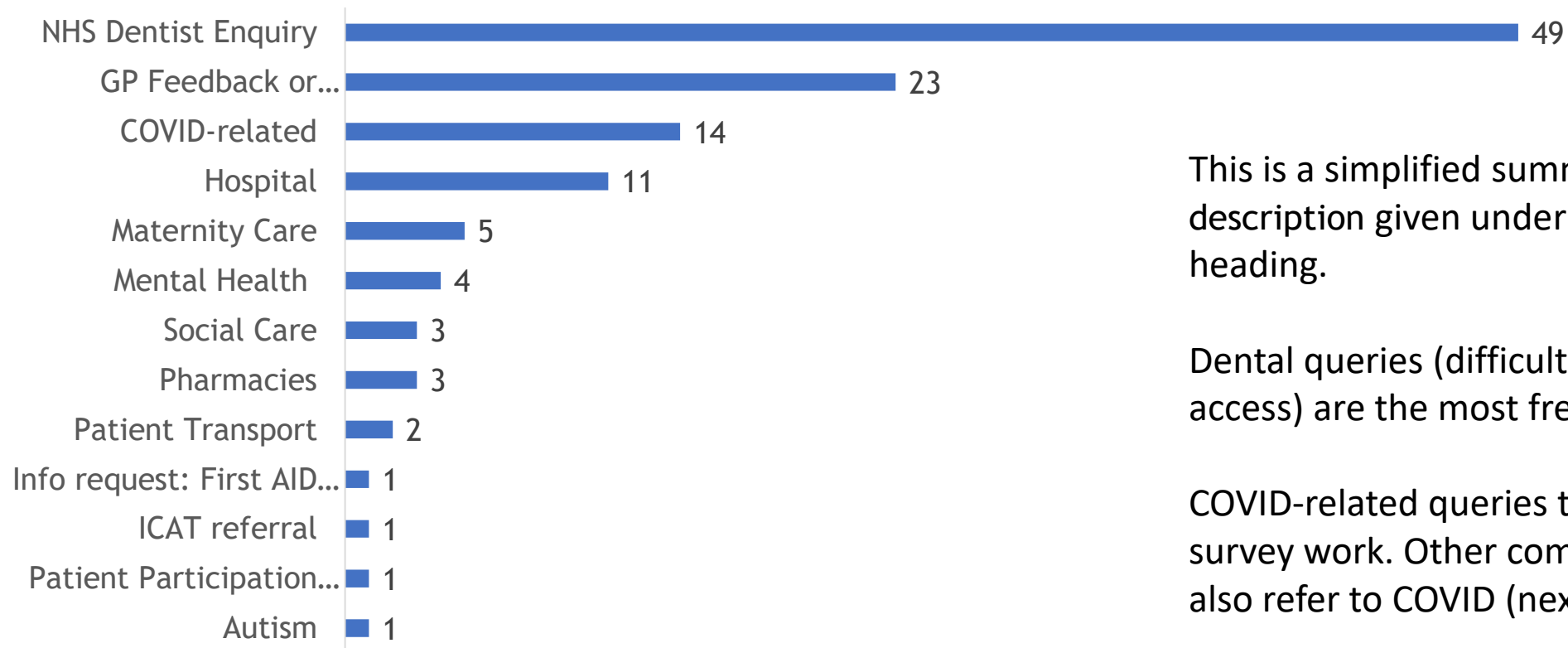
Very high levels uncategorised for this characteristic so data potentially less reliable – particularly pre 2020.

Heterosexual responses form majority of comments.

5.3% representation of LGBTQ+ orientation.

# 3.10 Topic

## Main Topics: Health Service User feedback and Requests for Information



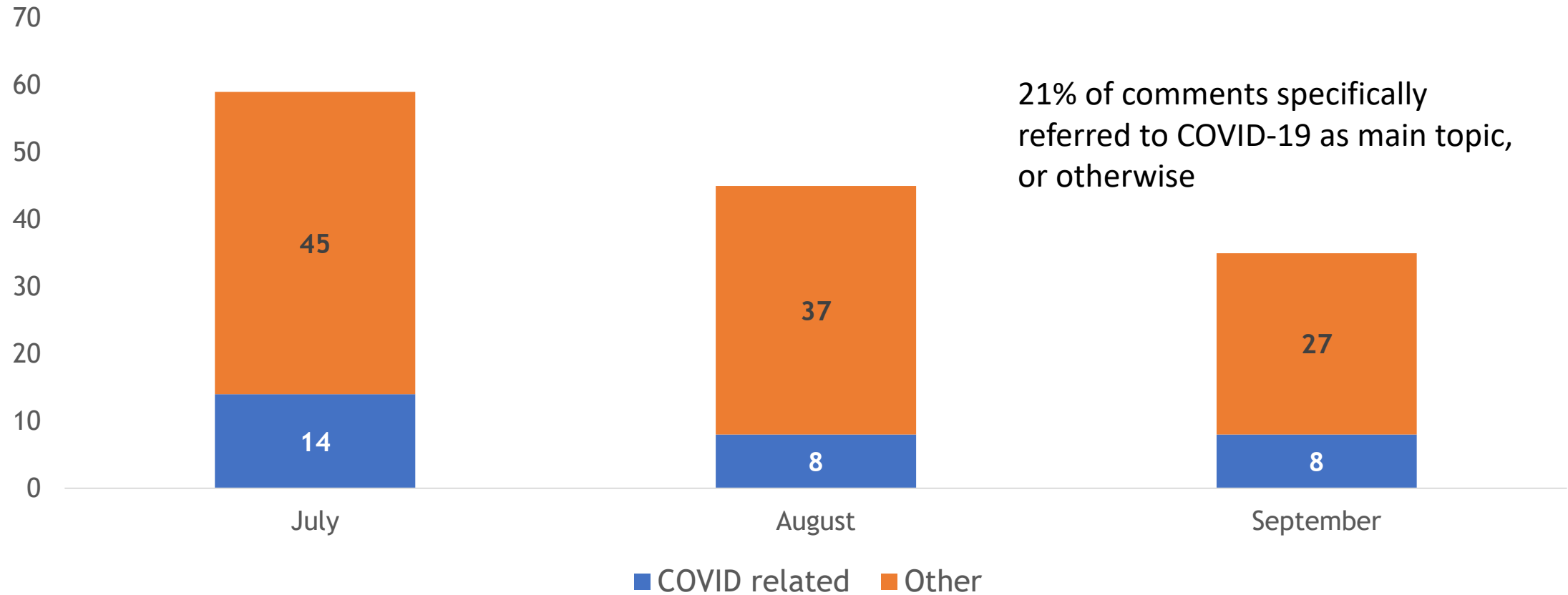
This is a simplified summary of the description given under the Subject heading.

Dental queries (difficulties of access) are the most frequent.

COVID-related queries taken from survey work. Other comments can also refer to COVID (next page).

# 3.11 COVID-19

Number of COVID-19 related comments: Health Service User Feedback



## 4. Caveat

- This presentation is a summarised profile of data entered on Healthwatch Bradford's database for Quarter 3 (July to September) 2020.
- The summary of topics and of COVID-19 are simplified. A more thorough qualitative analysis would be required for some of the more complex feedback.
- Some topics, such as access to dental care, are relatively straightforward issues. Whereas others, such as appropriate GP access and medical/ social support provision during diagnosis and treatment, can be far more complex and represent multiple issues across multiple services and sites.