

First Community Health & Care

Date

01 April - 30 April

Your average score for all questions this period



Reviews this period

2

Your recommend scores

5 Star Score

5.00

% Likely to recommend

100.0%

% Unlikely to recommend

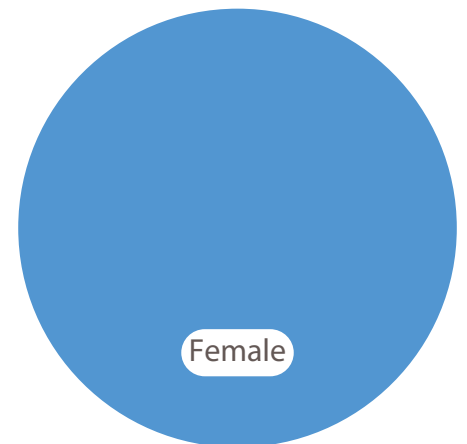
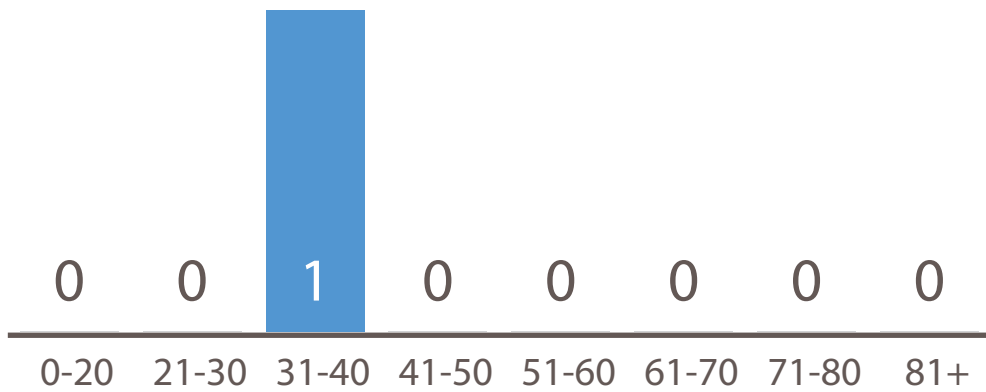
0.0%

Adult Services

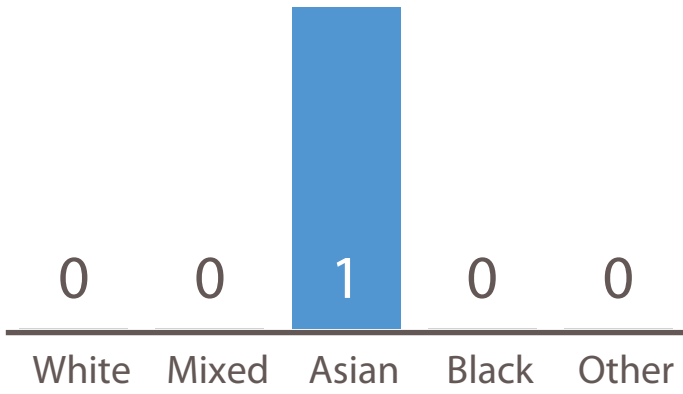
Name	This period		Last 6 months		Questions				
	Responses	Score	Score	Trend	Recommend	Dignity/Respect	Involvement	Information	Staff
Audiology ¹	-- (0)	-	4.81		>	>	>	>	>
Cardiac Rehabilitation ¹	-- (0)	-	4.90		>	>	>	>	>
Caterham Dene Ward ¹	-- (0)	-	4.41		>	>	>	>	>
Community Beds - Cranmer Court ¹	-- (0)	-	5.00		>	>	>	>	>
Community Beds - Glebe House ¹	-- (0)	-	-		>	>	>	>	>
Community Stroke and Neuro Rehabilitation Team ¹	-- (0)	-	4.91		>	>	>	>	>
Continence Service ¹	-- (0)	-	-		>	>	>	>	>
Dietetics ¹	-- (0)	-	5.00		>	>	>	>	>
Early Supported Discharge Team ¹	-- (0)	-	4.88		>	>	>	>	>
Falls Service ¹	-- (0)	-	4.67		>	>	>	>	>
Heart Failure Nurse Specialist ¹	-- (0)	-	4.88		>	>	>	>	>
ICATS (Integrated Clinical Assessment & Treatment) ¹	-- (0)	-	4.93		>	>	>	>	>
Intermediate Care and Reablement Team ¹	-- (0)	-	-		>	>	>	>	>
MND and Rare Neurological Conditions Nurse Specialist ¹	-- (0)	-	-		>	>	>	>	>

Name	This period		Last 6 months		Questions				
	Responses	Score	Score	Trend	Recommend	Dignity/Respect	Involvement	Information	Staff
Minor Injuries Unit ¹	-- (1)	5.00	4.94						
Multiple Sclerosis Nurse Specialist ¹	-- (0)	-	4.92						
North Tandridge Network ¹	-- (0)	-	4.68						
Orthotics ¹	-- (0)	-	4.81						
Outpatient Physiotherapy ¹	-- (0)	-	4.90						
Parkinsons Nurse Specialist ¹	-- (0)	-	-						
Physiotherapy (in your home) ¹	-- (0)	-	4.77						
Podiatry ¹	-- (0)	-	4.96						
Proactive Care Team ¹	-- (0)	-	-						
Pulmonary Rehabilitation ¹	-- (0)	-	-						
Redhill/Merstham Network ¹	-- (0)	-	4.85						
Reigate/Horley Network ¹	-- (0)	-	-						
Respiratory Service ¹	-- (0)	-	4.80						
South Tandridge Network ¹	-- (0)	-	-						
Speech and Language Therapy ¹	-- (0)	-	4.66						
Stroke Nurse Specialist ¹	-- (0)	-	4.56						
Tissue Viability Nurse Advisor ¹	-- (0)	-	-						
Unknown ¹	-- (0)	-	4.78						

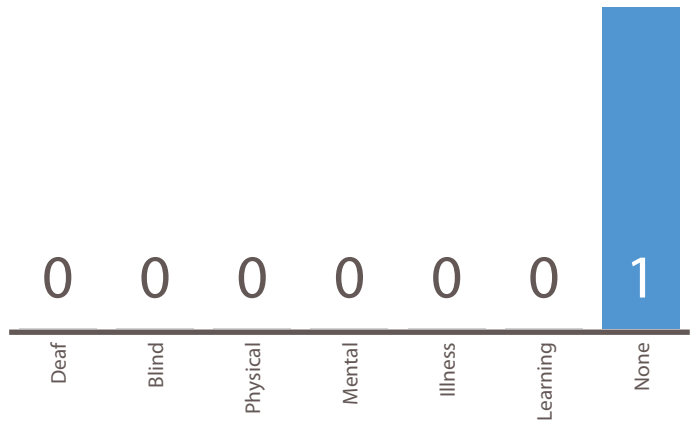
Reviews by patient's age



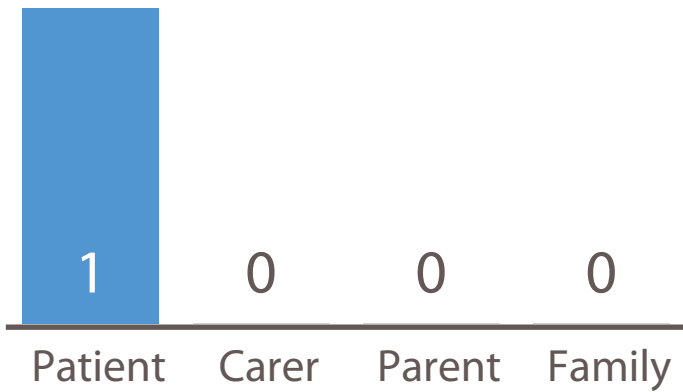
Reviews by patient's ethnicity



Reviews by patient's conditions



Reviews by reviewer type



Demographics completion rate

Question	Blanks	% Completed
Age	0	100.00
Gender	0	100.00
Ethnicity	0	100.00
Long-term Conditions	0	100.00
Reviewer type	0	100.00

Top three services (with 5 reviews or more)

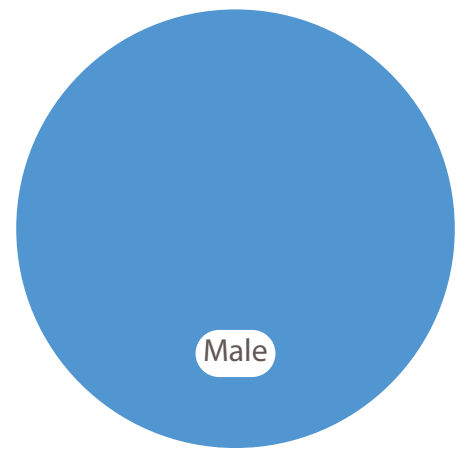
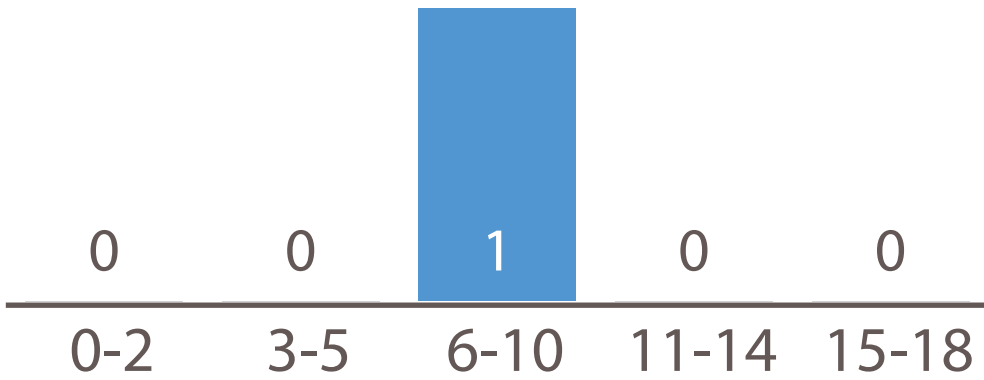
Bottom three services (with 5 reviews or more)

Children's Services

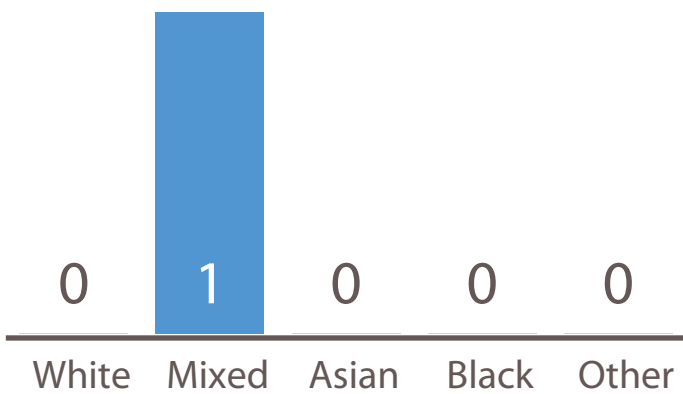
Name	This period		Last 6 months		Questions						
	Responses	Score	Score	Trend	Recommend	Dignity/Respect	Parent Dignity	Involvement	Information	Staff	Suitable Location
0-19 Homeless Help Team ¹	-- (0)	-	4.74		➤	➤	➤	➤	➤	➤	➤
0-19 PIMH ¹	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Children's Occupational Therapy ¹	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Children's Physiotherapy ¹	-- (0)	-	4.91		➤	➤	➤	➤	➤	➤	➤

Name	This period		Last 6 months		Questions						
	Responses	Score	Score	Trend	Recommend	Dignity/Respect	Parent Dignity	Involvement	Information	Staff	Suitable Location
Children's Speech and Language Therapy ¹	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Dietetics ¹	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Health Visiting ¹	-- (1)	5.00	4.93		➤	➤	➤	➤	➤	➤	➤
School Nurse ¹	-- (0)	-	5.00		➤	➤	➤	➤	➤	➤	➤
School Nurse (for injections) ¹	-- (0)	-	4.76		➤	➤	➤	➤	➤	➤	➤

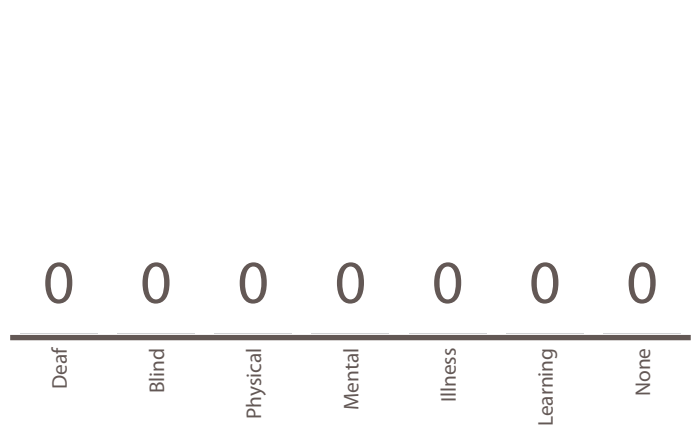
Reviews by patient's age



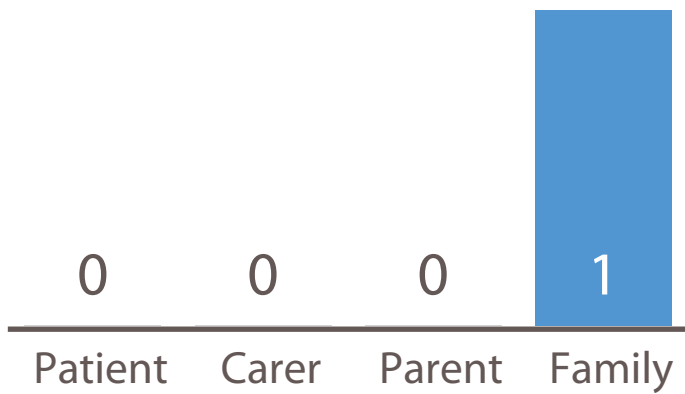
Reviews by patient's ethnicity



Reviews by patient's conditions



Reviews by reviewer type



Top three services (with 5 reviews or more)

Demographics completion rate

Question	Blanks	% Completed
Age	0	100.00
Gender	0	100.00
Ethnicity	0	100.00
Long-term Conditions	0	0.00
Reviewer type	0	100.00

Bottom three services (with 5 reviews or more)

Key Location

- 1 Caterham Dene Hospital
- 2 School Services - First Community Health and Care
- 3 Health Visiting - First Community Health and Care
- 4 Adult Outpatient - First Community Health and Care
- 5 Community Care Services - First Community Health and Care
- 6 Home Care - First Community Health and Care
- 1 Community Services - First Community Health & Care