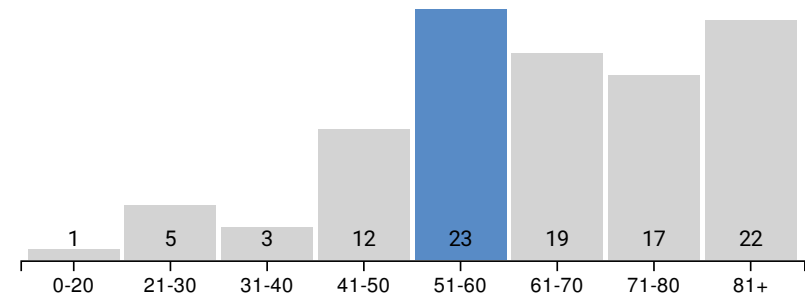


| Service Name | This period | Last 6 months | Questions |
|---|-------------|---------------|---|
| Community Beds - Other | -- | -- | -- |
| Community Services - First Community Health & Care | (0) -- | -- | -- |
| Community Beds - Glebe House | -- | -- | -- |
| Community Services - First Community Health & Care | (0) -- | -- | -- |
| Community Neuro Rehabilitation Team | -- | -- | ^ ^ -- ^ ^ -- ^ -- -- ^ ^ ^ -- -- -- -- -- -- -- -- -- -- |
| Community Services - First Community Health & Care | (3) 4.71 | 4.66 | ^ ^ -- ^ ^ -- ^ -- -- ^ ^ ^ -- -- -- -- -- -- -- -- -- -- |
| Community stroke and neuro Rehabilitation team VIRTUAL | -- | -- | -- |
| Community Services - First Community Health & Care | (0) -- | -- | -- |
| Continence Service | -- | -- | -- |
| Community Services - First Community Health & Care | (0) -- | 5.00 | -- |
| Dietetics | -- | -- | -- |
| Community Services - First Community Health & Care | (0) -- | 4.54 | -- |
| Dietetics VIRTUAL | -- | -- | ^ > -- > > -- > -- -- > ^ ^ -- -- -- -- -- -- -- -- -- -- |
| Community Services - First Community Health & Care | (1) 5.00 | 4.81 | ^ > -- > > -- > -- -- > ^ ^ -- -- -- -- -- -- -- -- -- -- |
| Early Supported Discharge Team | -- | -- | ^ ^ -- ^ ^ -- ^ -- -- ^ ^ ^ -- -- -- -- -- -- -- -- -- -- |
| Community Services - First Community Health & Care | (3) 4.96 | 4.91 | ^ ^ -- ^ ^ -- ^ -- -- ^ ^ ^ -- -- -- -- -- -- -- -- -- -- |
| Falls Team | -- | -- | -- |
| Community Services - First Community Health & Care | (0) -- | 5.00 | -- |
| Heart Failure Nurse | -- | -- | ^ ^ -- ^ ^ -- ^ -- -- ^ -- -- -- -- -- -- -- -- -- -- |
| Community Services - First Community Health & Care | (1) 5.00 | 5.00 | ^ ^ -- ^ ^ -- ^ -- -- ^ -- -- -- -- -- -- -- -- -- -- |
| Reigate/Horley Network | -- | -- | ^ ^ -- ^ ^ -- ^ -- -- ^ -- -- -- -- -- -- -- -- -- -- |
| Community Services - First Community Health & Care | (1) 5.00 | 4.57 | ^ ^ -- ^ ^ -- ^ -- -- ^ -- -- -- -- -- -- -- -- -- -- |
| ICATS (Integrated Clinical Assessment & Treatment) | -- | -- | ^ > -- ^ ^ > > > -- > -- -- -- -- -- -- -- -- -- -- |
| Community Services - First Community Health & Care | (10) 5.00 | 4.93 | ^ > -- ^ ^ > > > -- > -- -- -- -- -- -- -- -- -- -- |
| ICATS (Integrated Clinical Assessment & Treatment) VIRTUAL | -- | -- | ^ > -- ^ ^ > > > -- > -- -- -- -- -- -- -- -- -- -- |
| Community Services - First Community Health & Care | (16) 4.89 | 4.89 | ^ > -- ^ ^ > > > -- > -- -- -- -- -- -- -- -- -- -- |
| Intermediate Care and Reablement Team | -- | -- | ^ ^ -- ^ ^ -- ^ -- -- ^ -- -- -- -- -- -- -- -- -- -- |
| Community Services - First Community Health & Care | (3) 4.81 | 4.76 | ^ ^ -- ^ ^ -- ^ -- -- ^ -- -- -- -- -- -- -- -- -- -- |
| MND and Rare Neurological Conditions Nurse Specialist | -- | -- | -- |
| Community Services - First Community Health & Care | (0) -- | 5.00 | -- |
| Minor Injuries Unit | -- | -- | ^ ^ -- ^ > > ^ > -- -- -- -- -- -- -- -- -- -- |
| Caterham Dene Hospital | (1) 5.00 | 4.81 | ^ ^ -- ^ > > ^ > -- -- -- -- -- -- -- -- -- -- |
| Multiple Sclerosis Nurse Specialist | -- | -- | -- |
| Community Services - First Community Health & Care | (0) -- | 5.00 | -- |
| North Tandridge Network | -- | -- | -- |
| Community Services - First Community Health & Care | (0) -- | 5.00 | -- |
| Orthotics | -- | -- | -- |
| Community Services - First Community Health & Care | (0) -- | -- | -- |
| Outpatient Physiotherapy | -- | -- | > > -- ^ v ^ > v -- ^ > > -- -- -- -- -- -- -- -- -- -- |
| Community Services - First Community Health & Care | (5) 4.92 | 4.94 | > > -- ^ v ^ > v -- ^ > > -- -- -- -- -- -- -- -- -- -- |
| Outpatient Physiotherapy VIRTUAL | -- | -- | ^ > -- > v -- > -- -- v v v -- -- -- -- -- -- -- -- -- -- |
| Community Services - First Community Health & Care | (22) 4.88 | 4.89 | ^ > -- > v -- > -- -- v v v -- -- -- -- -- -- -- -- -- -- |
| Parkinson's Disease Nurse Specialist | -- | -- | v > -- > > -- > -- -- -- -- -- -- -- -- -- -- |
| Community Services - First Community Health & Care | (4) 4.96 | 4.93 | v > -- > > -- > -- -- -- -- -- -- -- -- -- -- |
| Patient Stories | -- | -- | -- |
| Community Services - First Community Health & Care | (0) -- | -- | -- |
| Physiotherapist (in your home) | -- | -- | -- |
| Community Services - First Community Health & Care | (0) -- | 5.00 | -- |
| Podiatry | -- | -- | -- |
| Community Services - First Community Health & Care | (0) -- | -- | -- |
| Podiatry VIRTUAL | -- | -- | -- |
| Community Services - First Community Health & Care | (0) -- | -- | -- |
| Proactive Care Team | -- | -- | ^ ^ -- ^ ^ -- ^ -- -- ^ -- -- -- -- -- -- -- -- -- -- |
| Community Services - First Community Health & Care | (5) 4.78 | 4.80 | ^ ^ -- ^ ^ -- ^ -- -- ^ -- -- -- -- -- -- -- -- -- -- |
| Pulmonary Rehabilitation | -- | -- | v > -- > > -- > -- -- > > v -- -- -- -- -- -- -- -- -- -- |
| Community Services - First Community Health & Care | (6) 4.88 | 4.88 | v > -- > > -- > -- -- > > v -- -- -- -- -- -- -- -- -- -- |
| Redhill/Merstham Network | -- | -- | ^ ^ -- ^ ^ -- ^ -- -- ^ -- -- -- -- -- -- -- -- -- -- |
| Community Services - First Community Health & Care | (1) 3.71 | 4.61 | ^ ^ -- ^ ^ -- ^ -- -- ^ -- -- -- -- -- -- -- -- -- -- |

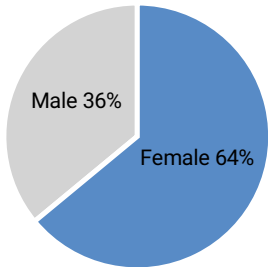
| Service Name | This period | Last 6 months | Questions |
|---|-------------|---------------|---|
| Redhill Phoenix Network | -- | | |
| Community Care Services - First Community Health and Care | (3) 4.65 | 4.81 | ^ ^ -- ^ ^ -- ^ -- -- -- -- -- ^ -- -- -- ^ ^ -- -- |
| Respiratory Physiotherapy VIRTUAL | -- | | |
| Community Services - First Community Health & Care | (1) 5.00 | 5.00 | ^ ^ -- ^ ^ -- ^ -- -- ^ ^ ^ -- -- -- -- -- -- -- -- |
| Respiratory Care | -- | | |
| Community Services - First Community Health & Care | (0) -- | 4.81 | -- |
| South Tandridge Network | -- | | |
| Community Services - First Community Health & Care | (0) -- | 4.69 | -- |
| Speech and Language Therapist | -- | | |
| Community Services - First Community Health & Care | (5) 4.59 | 4.62 | > > -- > > -- > -- -- > > > -- -- -- -- -- -- -- -- -- -- |
| Speech and language therapy VIRTUAL | -- | | |
| Community Services - First Community Health & Care | (0) -- | -- | -- |
| Stroke Co-ordinator | -- | | |
| Community Services - First Community Health & Care | (0) -- | 4.46 | -- |
| Stroke Nurse Specialist VIRTUAL | -- | | |
| Community Services - First Community Health & Care | (0) -- | -- | -- |
| Tissue Viability Nurse Specialist (wound care) | -- | | |
| Community Services - First Community Health & Care | (0) -- | -- | -- |
| Unknown | -- | | |
| Community Services - First Community Health & Care | (0) -- | -- | -- |

Key: Direction of arrow indicates improvement, decline, or same vs previous period
 ^ top 1/3 of services, > middle 1/3, < bottom 1/3, -- no data for comparison

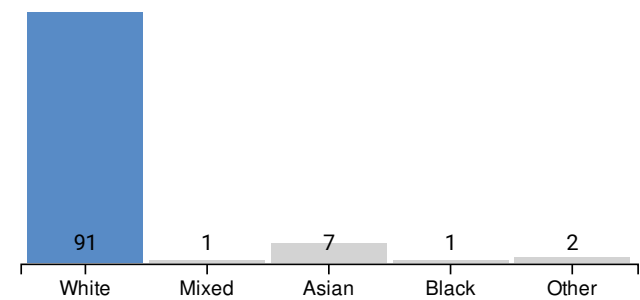
Reviews by patient's age



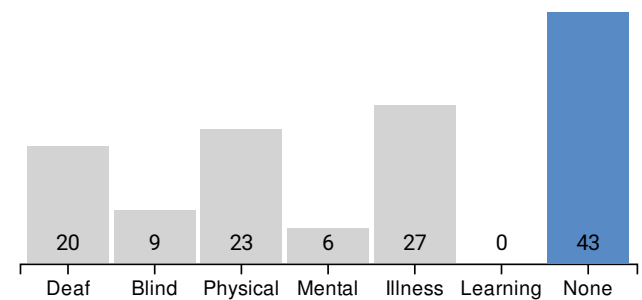
Reviews by patient's gender



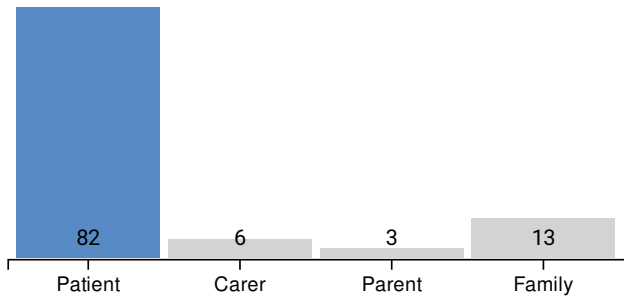
Reviews by patient's ethnicity



Reviews by patient's condition



Reviews by reviewer type



Demographics completion rate

| Question | Blanks | % Completed |
|----------------------|--------|-------------|
| Age | 7 | 93.58% |
| Gender | 4 | 96.33% |
| Ethnicity | 7 | 93.58% |
| Long-term Conditions | 14 | 87.16% |
| Reviewer type | 5 | 95.41% |

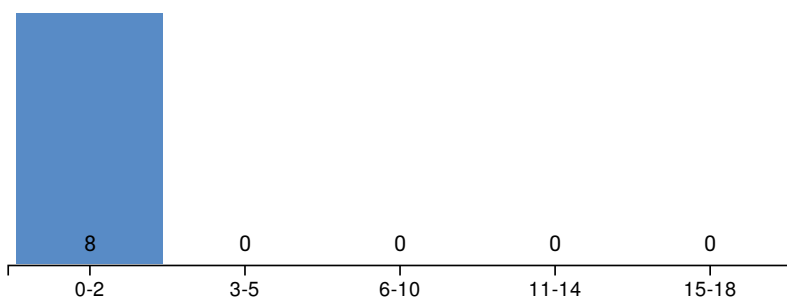
Child Services

| Service Name | This period | | Last 6 months | Questions | | | | | | |
|--|-------------|---------------|---------------|------------|-----------------|----------------------------|-----------------|---------------------------|--------------------------|--------------------|
| | Responses | Average Score | Average Score | Experience | Dignity/Respect | Confidence: health visitor | Family involved | Induction: health visitor | Kindness: health visitor | Information needed |
| 0-19 Homeless Help Team | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| Community Services - First Community Health & Care | (0) | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| Health Visiting | -- | -- | 5.00 | -- | -- | -- | -- | -- | -- | -- |
| Community Services - First Community Health & Care | (0) | -- | 5.00 | -- | -- | -- | -- | -- | -- | -- |
| Health Visiting VIRTUAL | -- | 4.88 | 4.89 | ▲ | ▲ | ▲ | ▲ | ▲ | ▲ | ▲ |
| Community Services - First Community Health & Care | (8) | 4.88 | 4.89 | ▲ | ▲ | ▲ | ▲ | ▲ | ▲ | ▲ |
| School Nurse | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| Community Services - First Community Health & Care | (0) | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| School Nurse (for injections) | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| Community Services - First Community Health & Care | (0) | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| School Nurse VIRTUAL | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| Community Services - First Community Health & Care | (0) | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| Children's Physiotherapy | -- | -- | 5.00 | -- | -- | -- | -- | -- | -- | -- |
| Community Services - First Community Health & Care | (0) | -- | 5.00 | -- | -- | -- | -- | -- | -- | -- |
| Children's Speech and Language Therapy | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| Community Services - First Community Health & Care | (0) | -- | -- | -- | -- | -- | -- | -- | -- | -- |

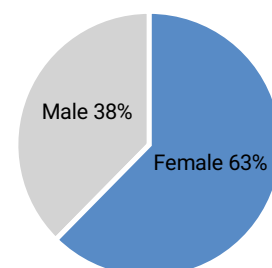
Key: Direction of arrow indicates improvement, decline, or same vs previous period

▲ top 1/3 of services, ▲ middle 1/3, ▲ bottom 1/3, -- no data for comparison

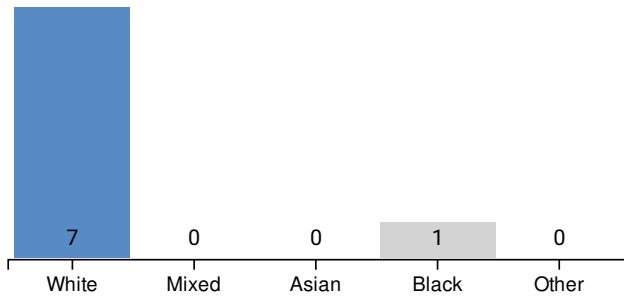
Reviews by patient's age



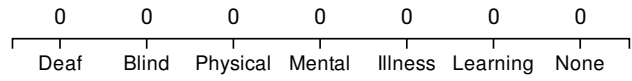
Reviews by patient's gender



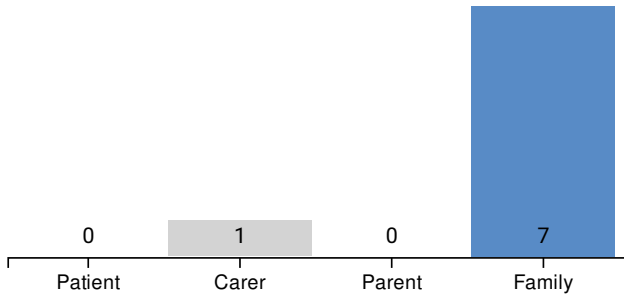
Reviews by patient's ethnicity



Reviews by patient's condition



Reviews by reviewer type



Demographics completion rate

| Question | Blanks | % Completed |
|----------------------|--------|-------------|
| Age | 0 | 100% |
| Gender | 0 | 100% |
| Ethnicity | 0 | 100% |
| Long-term Conditions | 0 | 0% |
| Reviewer type | 0 | 100% |