

First Community Health & Care

Date

01 February -
29 February

Your average score for all questions this period



Reviews this period

242

Your recommend scores

5 Star Score

4.85

% Likely to recommend

98.3%

% Unlikely to recommend

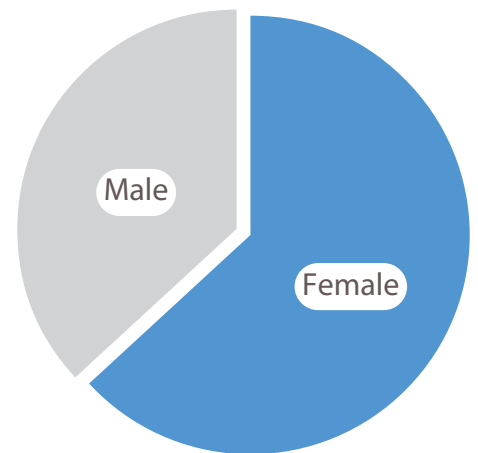
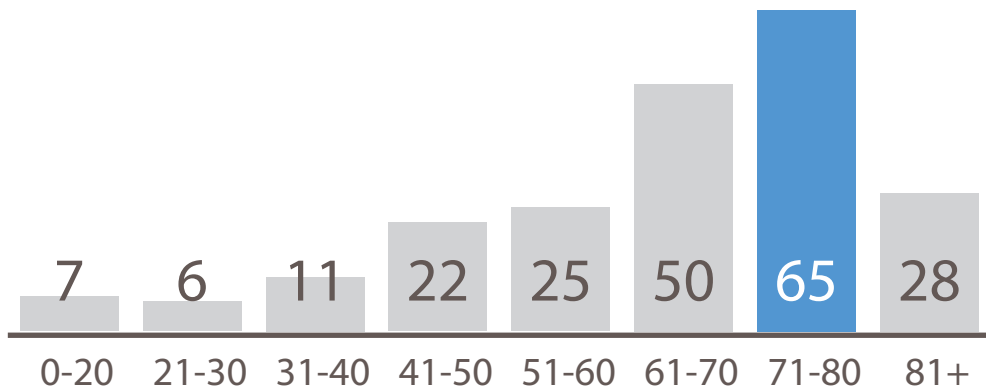
0.0%

Adult Services

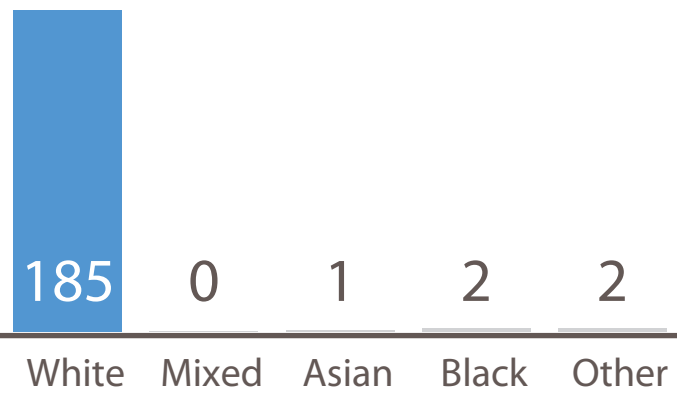
Name	This period		Last 6 months		Questions				
	Responses	Score	Score	Trend	Recommend	Dignity/Respect	Involvement	Information	Staff
Audiology¹	-- (57)	4.82	4.81		↓	↑	↓	↑	↑
Cardiac Rehabilitation¹	-- (8)	5.00	4.91		↑	↑	↑	↑	↑
Caterham Dene Ward¹	-- (0)	-	4.36		→	→	→	→	→
Community Beds - Cranmer Court¹	-- (0)	-	4.33		→	→	→	→	→
Community Beds - Glebe House¹	-- (0)	-	-		→	→	→	→	→
Community Stroke and Neuro Rehabilitation Team¹	-- (0)	-	4.82		→	→	→	→	→
Continence Service¹	-- (0)	-	-		→	→	→	→	→
Dietetics¹	-- (1)	5.00	5.00		↑	↑	↑	↑	↑
Early Supported Discharge Team¹	-- (1)	5.00	4.76		↑	→	↑	↑	→
Falls Service¹	-- (0)	-	4.54		→	→	→	→	→
Heart Failure Nurse Specialist¹	-- (1)	5.00	4.78		↑	↑	↑	↑	↑
ICATS (Integrated Clinical Assessment & Treatment)¹	-- (22)	4.90	4.93		↓	↑	↓	↓	↑
Intermediate Care and Reablement Team¹	-- (0)	-	-		→	→	→	→	→
MND and Rare Neurological Conditions Nurse Specialist¹	-- (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	4.96						
Multiple Sclerosis Nurse Specialist ¹	-- (1)	5.00	4.96						
North Tandridge Network ¹	-- (6)	4.79	4.65						
Orthotics ¹	-- (2)	5.00	5.00						
Outpatient Physiotherapy ¹	-- (102)	4.90	4.90						
Parkinsons Nurse Specialist ¹	-- (0)	-	-						
Physiotherapy (in your home) ¹	-- (2)	5.00	4.80						
Podiatry ¹	-- (14)	4.94	4.95						
Proactive Care Team ¹	-- (0)	-	-						
Pulmonary Rehabilitation ¹	-- (0)	-	-						
Redhill/Merstham Network ¹	-- (0)	-	4.84						
Reigate/Horley Network ¹	-- (0)	-	-						
Respiratory Service ¹	-- (8)	4.89	4.80						
South Tandridge Network ¹	-- (0)	-	-						
Speech and Language Therapy ¹	-- (1)	4.75	4.86						
Stroke Nurse Specialist ¹	-- (1)	4.62	4.84						
Tissue Viability Nurse Advisor ¹	-- (0)	-	4.38						
Unknown ¹	-- (0)	-	4.83						

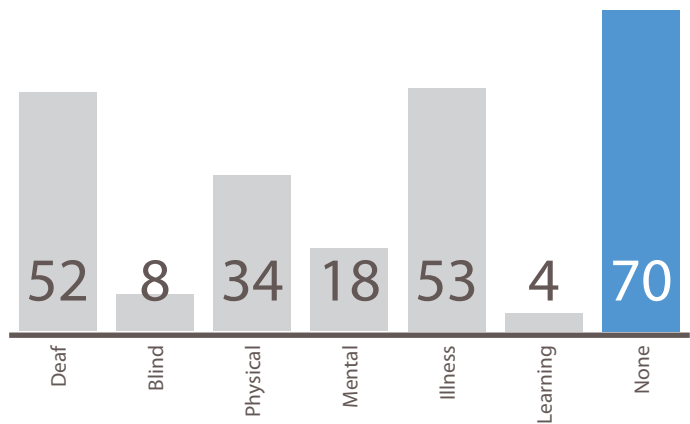
Reviews by patient's age



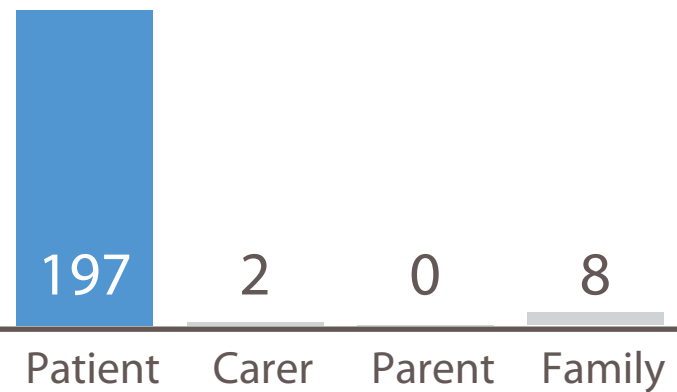
Reviews by patient's ethnicity



Reviews by patient's conditions



Reviews by reviewer type



Demographics completion rate

Question	Blanks	% Completed
Age	14	93.86
Gender	114	50.00
Ethnicity	38	83.33
Long-term Conditions	60	73.68
Reviewer type	21	90.79

Top three services (with 5 reviews or more)

Cardiac Rehabilitation	5.00
Podiatry	4.94
Outpatient Physiotherapy	4.90

Bottom three services (with 5 reviews or more)

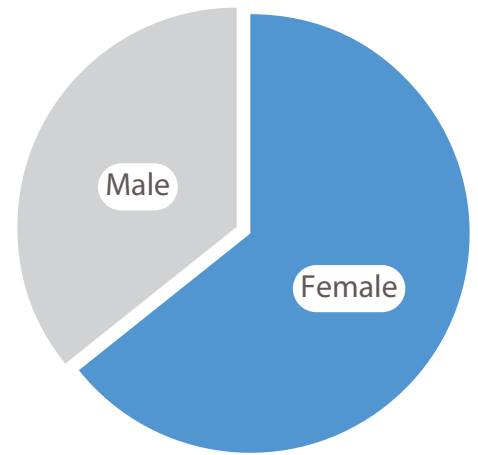
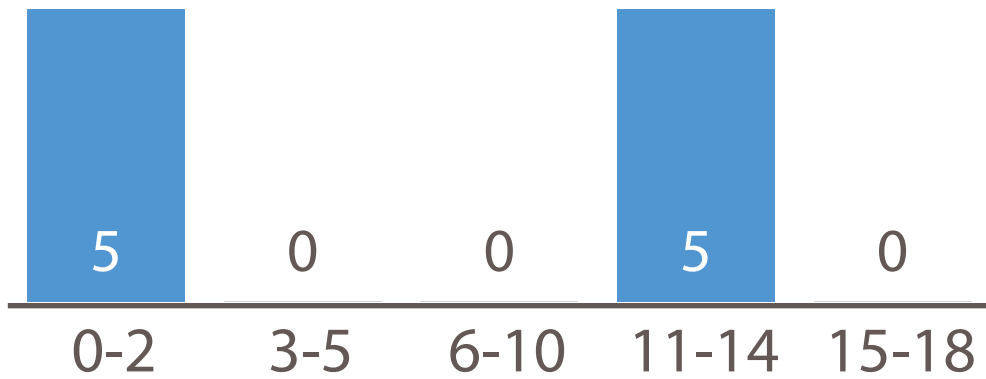
Respiratory Service	4.89
Audiology	4.82
North Tandridge Network	4.79

Children's Services

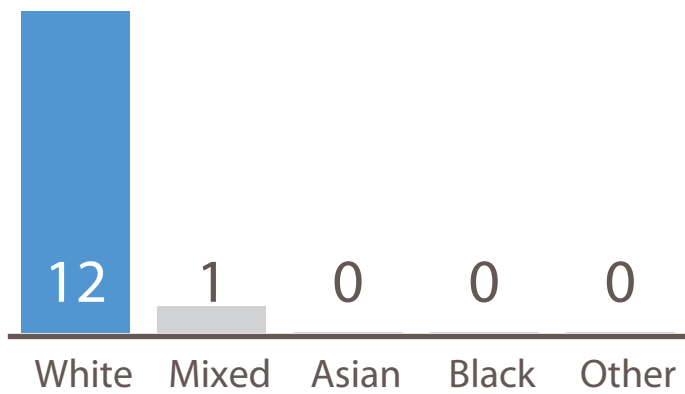
Name	This period		Last 6 months		Questions						
	Responses	Score	Score	Trend	Recommend	Dignity/Respect	Parent Dignity	Involvement	Information	Staff	Suitable Location
0-19 Homeless Help Team [†]	-- (4)	4.74	4.74		↑	↑	↑	↑	↑	↑	↑

Name	This period		Last 6 months		Questions						
	Responses	Score	Score	Trend	Recommend	Dignity/Respect	Parent Dignity	Involvement	Information	Staff	Suitable Location
0-19 PIMH ¹	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Children's Occupational Therapy ¹	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Children's Physiotherapy ¹	-- (4)	4.93	4.90		➤	➤	➤	➤	➤	➤	➤
Children's Speech and Language Therapy ¹	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Dietetics ¹	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Health Visiting ¹	-- (6)	4.95	4.88		❌	➤	➤	➤	➤	➤	➤
School Nurse ¹	-- (0)	-	5.00		➤	➤	➤	➤	➤	➤	➤
School Nurse (for injections) ¹	-- (0)	-	4.78		➤	➤	➤	➤	➤	➤	➤

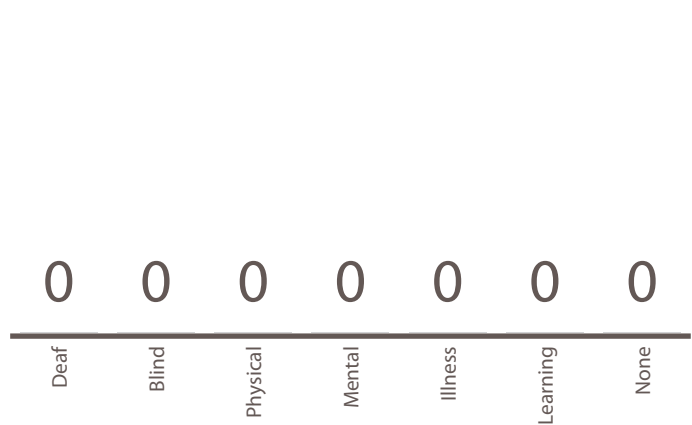
Reviews by patient's age



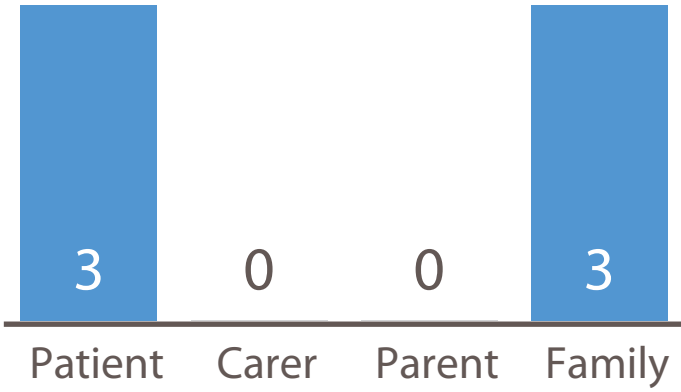
Reviews by patient's ethnicity



Reviews by patient's conditions



Reviews by reviewer type



Top three services (with 5 reviews or more)

Health Visiting	4.95
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Demographics completion rate

Question	Blanks	% Completed
Age	1	90.91
Gender	0	100.00
Ethnicity	0	100.00
Long-term Conditions	7	0.00
Reviewer type	0	100.00

Bottom three services (with 5 reviews or more)

Health Visiting	4.95
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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