

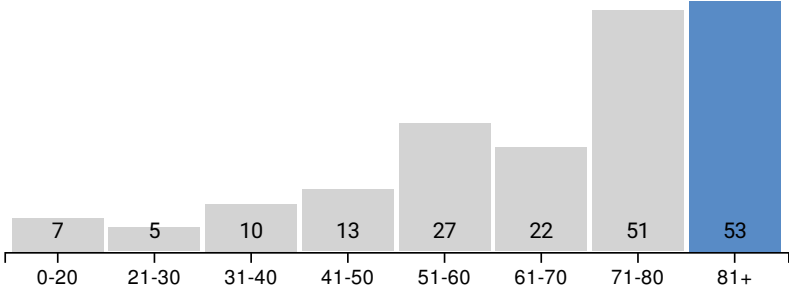


Service Name	This period	Last 6 months	Questions
<b>Children's Speech and Language therapy VIRTUAL</b> Community Services - First Community Health & Care	-- (0) --	--	-- --
<b>Community Beds - Cranmer Court</b> Community Services - First Community Health & Care	-- (0) --	3.22	-- --
<b>Community Beds - Glebe House</b> Community Services - First Community Health & Care	-- (1) 1.50	1.50	^ ^ -- ^ -- -- ^ -- -- -- -- -- -- -- -- -- -- -- -- -- -- -- --
<b>Community Stroke and Neuro Rehabilitation Team</b> Community Services - First Community Health & Care	-- (9) 4.42	4.60	v v -- v v -- v -- -- v v v -- -- -- -- -- -- -- -- -- -- -- --
<b>Community stroke and neuro Rehabilitation team VIRTUAL</b> Community Services - First Community Health & Care	-- (1) 5.00	5.00	^ ^ -- ^ ^ -- ^ -- -- ^ ^ ^ -- -- -- -- -- -- -- -- -- -- -- --
<b>Continence Service</b> Community Services - First Community Health & Care	-- (1) 5.00	5.00	> > -- > > -- > -- -- -- -- -- -- > > -- -- -- -- -- -- -- --
<b>Dietetics</b> Community Services - First Community Health & Care	-- (0) --	4.54	-- --
<b>Dietetics VIRTUAL</b> Community Services - First Community Health & Care	-- (6) 4.25	4.66	v v -- v v -- v -- -- v v v -- -- -- -- -- -- -- -- -- -- -- --
<b>Early Supported Discharge Team</b> Community Services - First Community Health & Care	-- (4) 4.88	4.88	v > -- ^ v -- > -- -- ^ v v -- -- -- -- -- -- -- -- -- -- -- --
<b>Falls Service</b> Community Services - First Community Health & Care	-- (2) 5.00	5.00	> > -- > > -- > -- -- > > > -- -- -- -- -- -- -- -- -- -- -- --
<b>Heart Failure Nurse Specialist</b> Community Services - First Community Health & Care	-- (32) 4.81	4.81	v ^ -- ^ ^ -- v -- -- -- -- -- -- ^ v -- -- -- -- -- -- -- -- -- --
<b>Horley Network</b> Community Services - First Community Health & Care	-- (1) 5.00	4.62	> > -- > ^ -- > -- -- -- -- -- -- -- -- -- -- -- -- -- -- -- -- > ^ -- ^
<b>ICATS (Integrated Clinical Assessment &amp; Treatment)</b> Community Services - First Community Health & Care	-- (6) 4.91	4.94	v > -- > > ^ > > -- > -- -- -- -- -- -- -- -- -- -- -- -- -- -- -- --
<b>ICATS (Integrated Clinical Assessment &amp; Treatment) VIRTUAL</b> Community Services - First Community Health & Care	-- (12) 4.80	4.88	v v -- v v v > > -- v -- -- -- -- -- -- -- -- -- -- -- -- -- -- -- --
<b>Intermediate Care and Reablement Team</b> Community Services - First Community Health & Care	-- (0) --	4.77	-- --
<b>MND and Rare Neurological Conditions Nurse Specialist</b> Community Services - First Community Health & Care	-- (1) 5.00	5.00	^ ^ -- ^ ^ -- ^ -- -- -- -- -- -- ^ ^ -- -- -- -- -- -- -- -- -- --
<b>Minor Injuries Unit</b> Caterham Dene Hospital	-- (2) 5.00	4.86	^ ^ -- ^ ^ ^ ^ -- -- -- -- -- -- -- -- -- -- -- -- -- -- -- -- ^ -- -- --
<b>Multiple Sclerosis Nurse Specialist</b> Community Services - First Community Health & Care	-- (0) --	5.00	-- --
<b>North Tandridge Network</b> Community Services - First Community Health & Care	-- (0) --	5.00	-- --
<b>Orthotics</b> Community Services - First Community Health & Care	-- (0) --	--	-- --
<b>Outpatient Physiotherapy</b> Community Services - First Community Health & Care	-- (5) 4.97	4.95	> > -- v ^ > > > -- > -- -- -- -- -- -- -- -- -- -- -- -- -- -- -- --
<b>Outpatient Physiotherapy VIRTUAL</b> Community Services - First Community Health & Care	-- (18) 4.92	4.90	v > -- v v -- ^ -- -- ^ ^ ^ -- -- -- -- -- -- -- -- -- -- -- -- -- -- -- --
<b>Parkinsons Nurse Specialist</b> Community Services - First Community Health & Care	-- (1) 5.00	4.83	^ > -- > ^ -- ^ -- -- -- -- -- -- ^ ^ -- -- -- -- -- -- -- -- -- --
<b>Patient Stories</b> Community Services - First Community Health & Care	-- (0) --	--	-- --
<b>Physiotherapy (in your home)</b> Community Services - First Community Health & Care	-- (3) 5.00	5.00	^ ^ -- ^ ^ -- ^ -- -- ^ ^ ^ -- -- -- -- -- -- -- -- -- -- -- -- -- -- -- --
<b>Podiatry</b> Community Services - First Community Health & Care	-- (0) --	--	-- --
<b>Podiatry VIRTUAL</b> Community Services - First Community Health & Care	-- (0) --	--	-- --
<b>Proactive Care Team</b> Community Services - First Community Health & Care	-- (0) --	4.84	-- --
<b>Pulmonary Rehabilitation</b> Community Services - First Community Health & Care	-- (1) 5.00	4.90	> > -- > > -- > -- -- > > ^ -- -- -- -- -- -- -- -- -- -- -- --

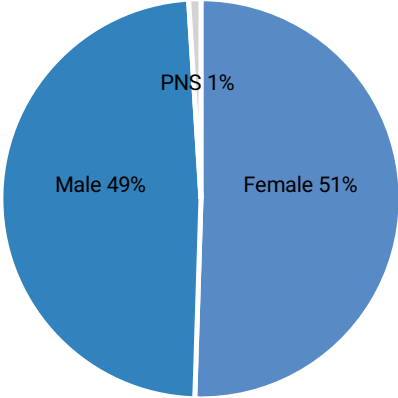
Service Name	This period	Last 6 months	Questions
<b>Redhill Care Collaborative Network</b>	--		
Community Services - First Community Health & Care	(0) --	4.72	-- --
<b>Redhill Phoenix Network</b>	--		
Community Care Services - First Community Health and Care	(0) --	4.80	-- --
<b>Respiratory Physiotherapy VIRTUAL</b>	--		
Community Services - First Community Health & Care	(1) 5.00	5.00	^ ^ -- ^ ^ -- ^ -- -- ^ ^ ^ -- -- -- -- -- -- -- -- -- --
<b>Respiratory Service</b>	--		
Community Services - First Community Health & Care	(0) --	4.81	-- --
<b>South Tandridge Network</b>	--		
Community Services - First Community Health & Care	(0) --	4.69	-- --
<b>Speech and Language Therapy</b>	--		
Community Services - First Community Health & Care	(5) 4.90	4.71	^ ^ -- ^ ^ -- ^ -- -- ^ ^ ^ -- -- -- -- -- -- -- -- -- --
<b>Speech and language therapy VIRTUAL</b>	--		
Community Services - First Community Health & Care	(0) --	5.00	-- --
<b>Stroke Nurse Specialist</b>	--		
Community Services - First Community Health & Care	(0) --	4.46	-- --
<b>Stroke Nurse Specialist VIRTUAL</b>	--		
Community Services - First Community Health & Care	(0) --	--	-- --
<b>Tissue Viability Nurse Advisor</b>	--		
Community Services - First Community Health & Care	(0) --	--	-- --
<b>Unknown</b>	--		
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

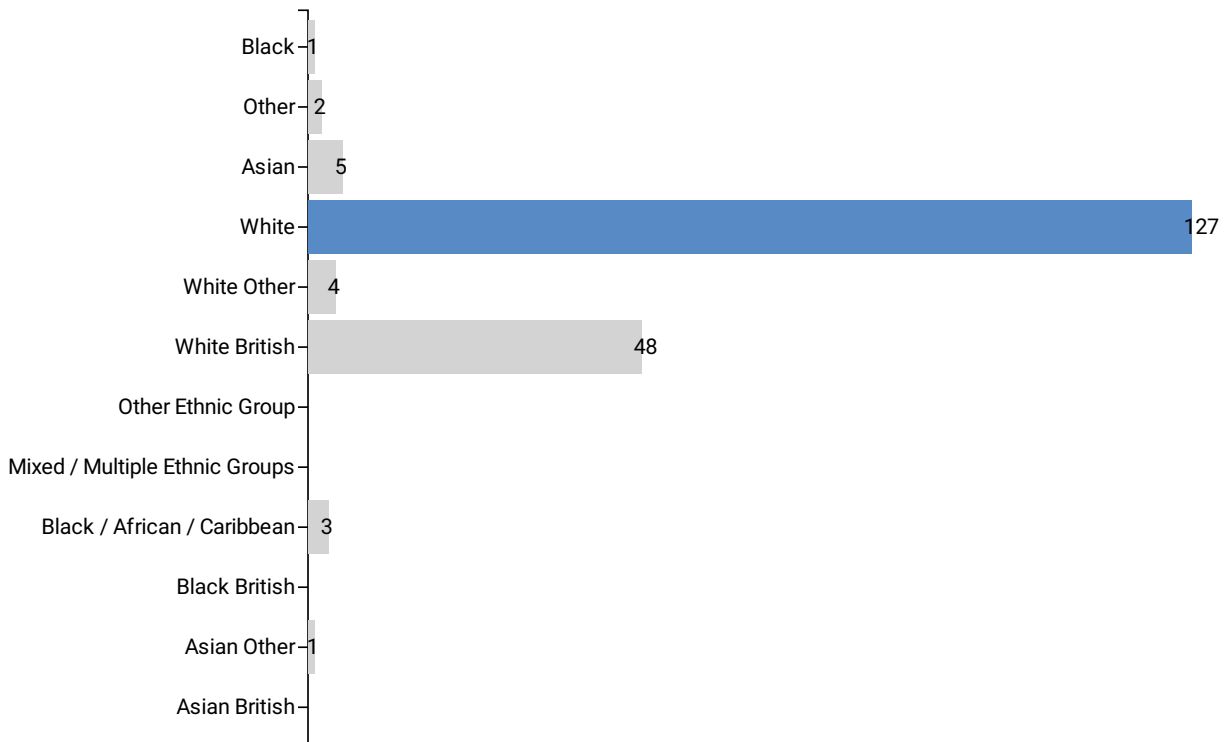
**Reviews by patient's age**



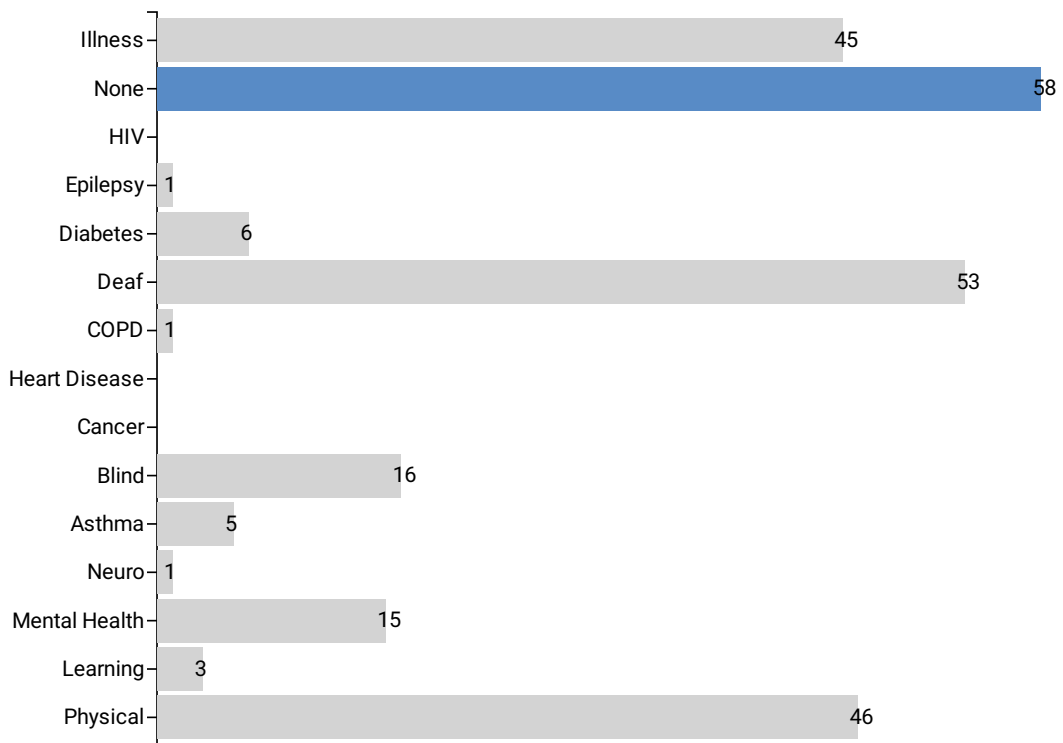
**Reviews by patient's gender**



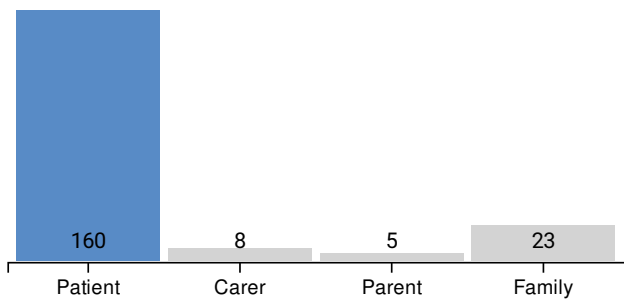
## Reviews by patient's ethnicity



## Reviews by patient's condition



## Reviews by reviewer type



## Demographics completion rate

Question	Blanks	% Completed
Age	21	89.95%
Gender	12	94.26%
Ethnicity	18	91.39%
Long-term Conditions	39	81.34%
Reviewer type	13	93.78%

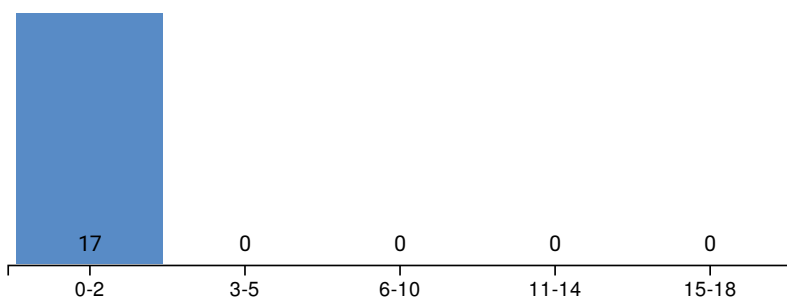
## Child Services

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
<b>0-19 Homeless Help Team</b>	--	--	--	--	--	--	--	--	--	--
Community Services - First Community Health & Care	(0)	--	--	--	--	--	--	--	--	--
<b>Health Visiting</b>	--	--	--	▲	▲	▲	▲	▲	▲	▲
Community Services - First Community Health & Care	(2)	3.07	3.07	▲	▲	▲	▲	▲	▲	▲
<b>Health Visiting VIRTUAL</b>	--	--	--	▼	▶	▶	▶	▶	▼	▼
Community Services - First Community Health & Care	(18)	4.97	4.96	▼	▶	▶	▶	▶	▼	▼
<b>School Nurse</b>	--	--	--	--	--	--	--	--	--	--
Community Services - First Community Health & Care	(0)	--	--	--	--	--	--	--	--	--
<b>School Nurse (for injections)</b>	--	--	--	--	--	--	--	--	--	--
Community Services - First Community Health & Care	(0)	--	--	--	--	--	--	--	--	--
<b>School Nurse VIRTUAL</b>	--	--	--	--	--	--	--	--	--	--
Community Services - First Community Health & Care	(0)	--	--	--	--	--	--	--	--	--
Community Services - First Community Health & Care	(0)	--	--	--	--	--	--	--	--	--
Community Services - First Community Health & Care	(0)	--	--	--	--	--	--	--	--	--

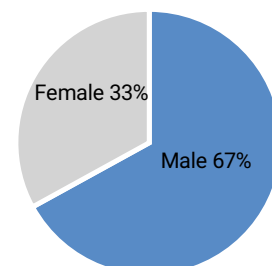
**Key:** Direction of arrow indicates improvement, decline, or same vs previous period

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

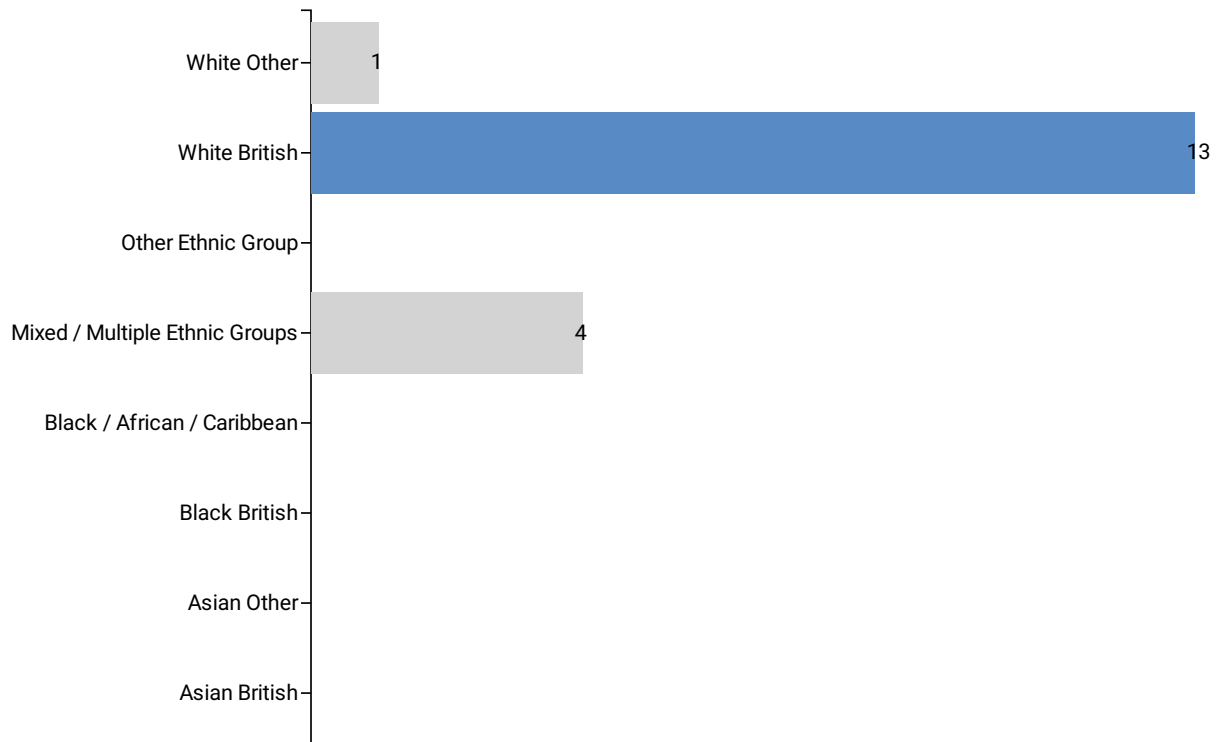
## Reviews by patient's age



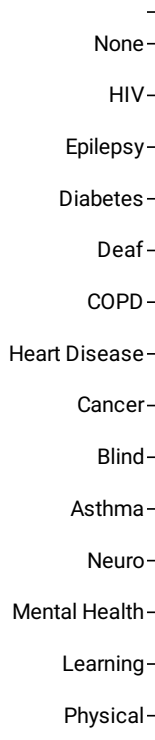
## Reviews by patient's gender



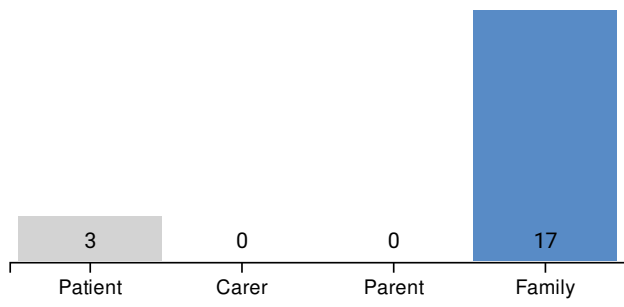
## Reviews by patient's ethnicity



## Reviews by patient's condition



## Reviews by reviewer type



## Demographics completion rate

Question	Blanks	% Completed
Age	3	85%
Gender	2	90%
Ethnicity	2	90%
Long-term Conditions	0	0%
Reviewer type	0	100%