

# First Community Health & Care

Date

01 January - 31 January

Your average score for all questions this period



Reviews this period

513

## Your recommend scores

5 Star Score

4.79

% Likely to recommend

95.5%

% Unlikely to recommend

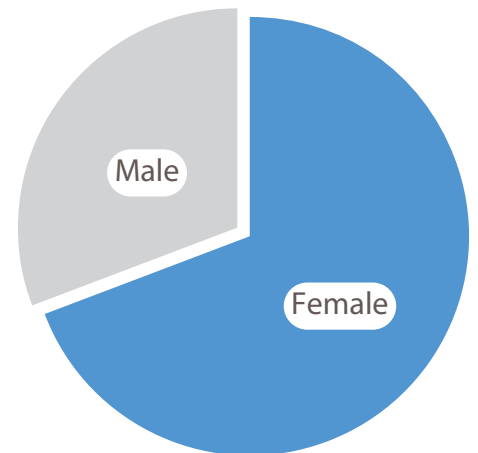
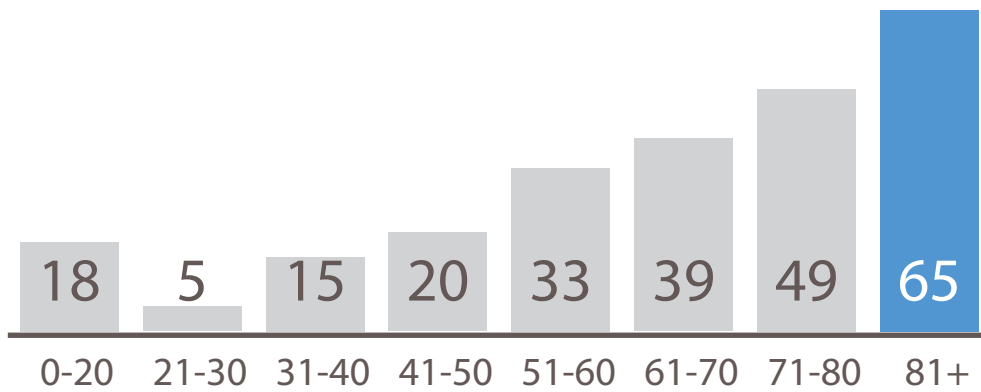
0.6%

## Adult Services

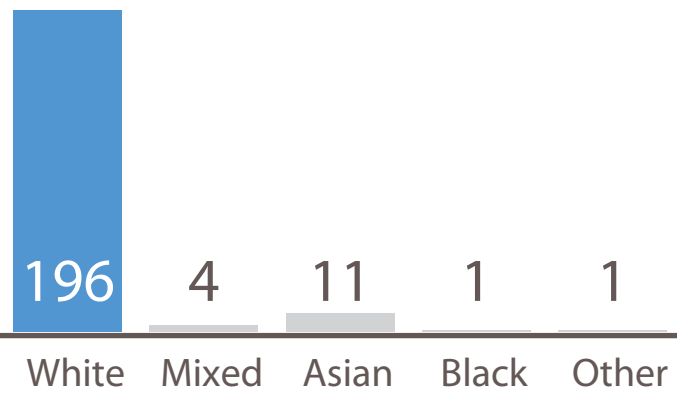
Name	This period		Last 6 months		Questions				
	Responses	Score	Score	Trend	Recommend	Dignity/Respect	Involvement	Information	Staff
<b>Audiology<sup>1</sup></b>	-- (42)	4.82	4.81		↑	↓	↑	↓	↑
<b>Cardiac Rehabilitation<sup>1</sup></b>	-- (3)	4.50	4.88		↓	↓	↓	↓	↓
<b>Caterham Dene Ward<sup>1</sup></b>	-- (15)	4.49	4.41		↑	↑	↑	↑	↑
<b>Community Beds - Cranmer Court<sup>1</sup></b>	-- (1)	5.00	3.95		↑	↑	↑	↑	↑
<b>Community Beds - Glebe House<sup>1</sup></b>	-- (0)	-	-		→	→	→	→	→
<b>Community Stroke and Neuro Rehabilitation Team<sup>1</sup></b>	-- (2)	4.81	4.78		↑	↑	↑	↓	↑
<b>Continence Service<sup>1</sup></b>	-- (0)	-	-		→	→	→	→	→
<b>Dietetics<sup>1</sup></b>	-- (0)	-	4.96		→	→	→	→	→
<b>Early Supported Discharge Team<sup>1</sup></b>	-- (7)	4.80	4.76		↑	↑	↓	↓	↑
<b>Falls Service<sup>1</sup></b>	-- (0)	-	4.57		→	→	→	→	→
<b>Heart Failure Nurse Specialist<sup>1</sup></b>	-- (0)	-	4.80		→	→	→	→	→
<b>ICATS (Integrated Clinical Assessment &amp; Treatment)<sup>1</sup></b>	-- (23)	4.95	4.94		↓	↓	↑	↑	↓
<b>Intermediate Care and Reablement Team<sup>1</sup></b>	-- (0)	-	-		→	→	→	→	→
<b>MND and Rare Neurological Conditions Nurse Specialist<sup>1</sup></b>	-- (0)	-	-		→	→	→	→	→

Name	This period		Last 6 months		Questions				
	Responses	Score	Score	Trend	Recommend	Dignity/Respect	Involvement	Information	Staff
Minor Injuries Unit <sup>1</sup>	-- (31)	4.87	4.96						
Multiple Sclerosis Nurse Specialist <sup>1</sup>	-- (0)	-	4.96						
North Tandridge Network <sup>1</sup>	-- (16)	4.61	4.65						
Orthotics <sup>1</sup>	-- (0)	-	-						
Outpatient Physiotherapy <sup>1</sup>	-- (78)	4.90	4.89						
Parkinsons Nurse Specialist <sup>1</sup>	-- (0)	-	-						
Physiotherapy (in your home) <sup>1</sup>	-- (11)	4.76	4.80						
Podiatry <sup>1</sup>	-- (5)	5.00	4.95						
Proactive Care Team <sup>1</sup>	-- (0)	-	-						
Pulmonary Rehabilitation <sup>1</sup>	-- (0)	-	-						
Redhill/Merstham Network <sup>1</sup>	-- (5)	4.86	4.85						
Reigate/Horley Network <sup>1</sup>	-- (0)	-	-						
Respiratory Service <sup>1</sup>	-- (1)	5.00	4.78						
South Tandridge Network <sup>1</sup>	-- (0)	-	-						
Speech and Language Therapy <sup>1</sup>	-- (1)	5.00	4.89						
Stroke Nurse Specialist <sup>1</sup>	-- (4)	4.72	4.86						
Tissue Viability Nurse Advisor <sup>1</sup>	-- (0)	-	4.38						
Unknown <sup>1</sup>	-- (12)	4.89	4.84						

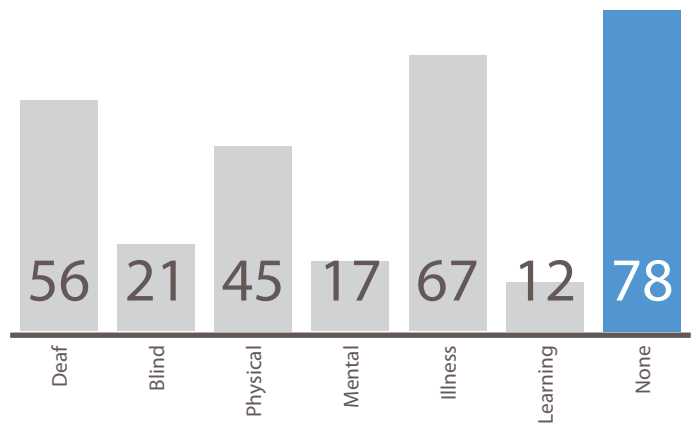
## Reviews by patient's age



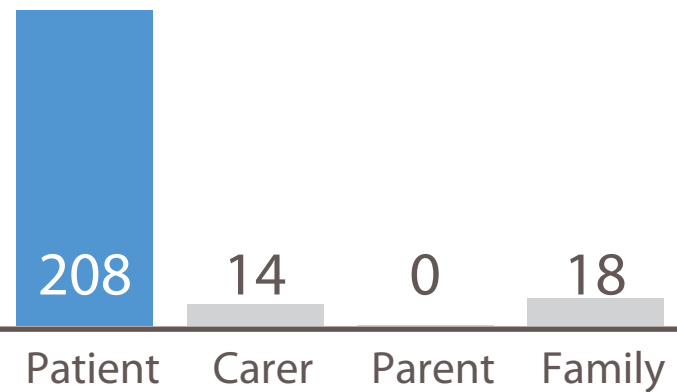
## Reviews by patient's ethnicity



## Reviews by patient's conditions



## Reviews by reviewer type



## Demographics completion rate

Question	Blanks	% Completed
Age	13	94.94
Gender	114	55.64
Ethnicity	43	83.20
Long-term Conditions	66	73.06
Reviewer type	17	93.39

### Top three services (with 5 reviews or more)

Podiatry	5.00
ICATS (Integrated Clinical Assessment & Treatment)	4.95
Outpatient Physiotherapy	4.90

### Bottom three services (with 5 reviews or more)

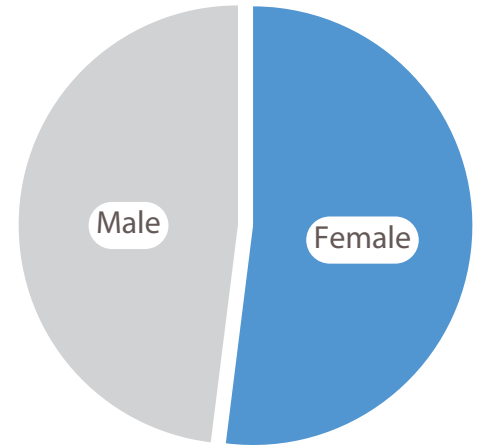
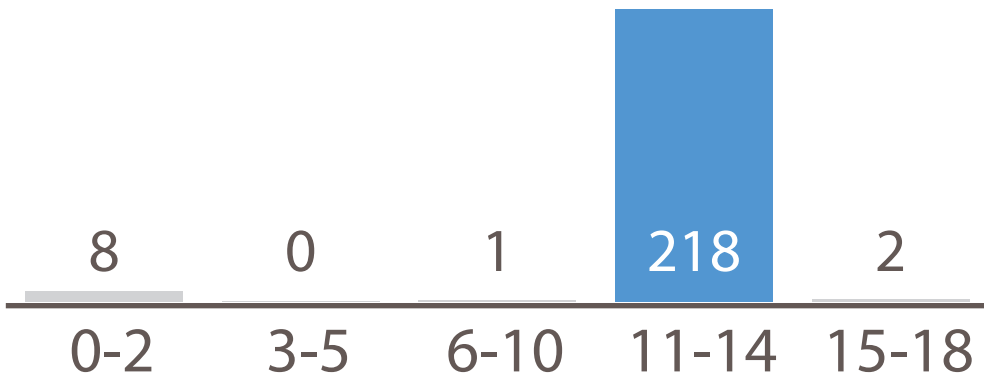
Physiotherapy (in your home)	4.76
North Tandridge Network	4.61
Caterham Dene Ward	4.49

# Children's Services

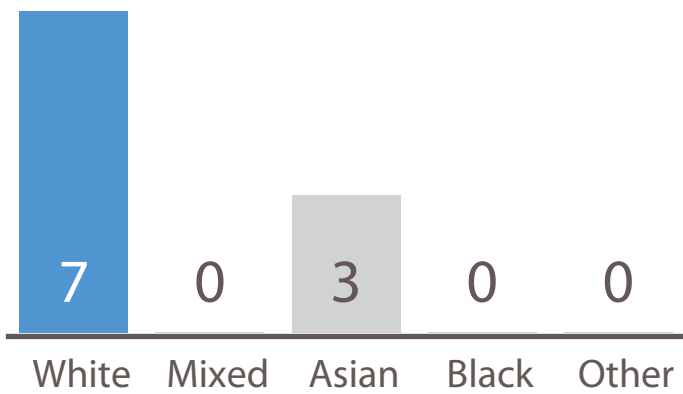
Name	This period		Last 6 months		Questions						
	Responses	Score	Score	Trend	Recommend	Dignity/Respect	Parent Dignity	Involvement	Information	Staff	Suitable Location
0-19 Homeless Help Team <sup>†</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤

Name	This period		Last 6 months		Questions						
	Responses	Score	Score	Trend	Recommend	Dignity/Respect	Parent Dignity	Involvement	Information	Staff	Suitable Location
0-19 PIMH <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Children's Occupational Therapy <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Children's Physiotherapy <sup>1</sup>	-- (2)	5.00	4.89		➤	➤	➤	➤	➤	➤	➤
Children's Speech and Language Therapy <sup>1</sup>	-- (0)	-	4.93		➤	➤	➤	➤	➤	➤	➤
Dietetics <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Health Visiting <sup>1</sup>	-- (9)	4.98	4.87		➤	➤	➤	➤	➤	➤	➤
School Nurse <sup>1</sup>	-- (0)	-	5.00		➤	➤	➤	➤	➤	➤	➤
School Nurse (for injections) <sup>1</sup>	-- (245)	4.78	4.78		➤	➤	➤	➤	➤	➤	➤

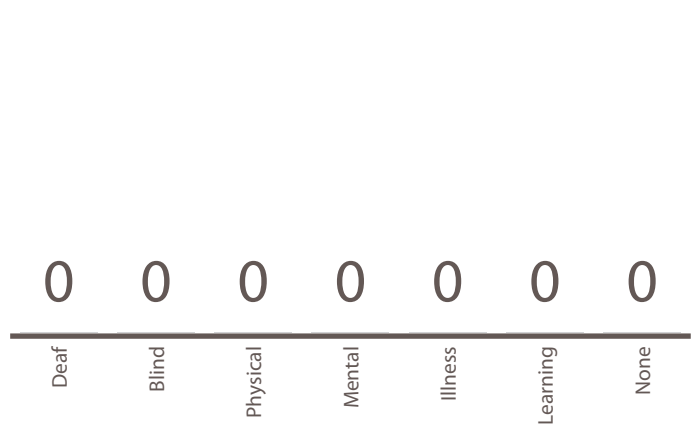
Reviews by patient's age



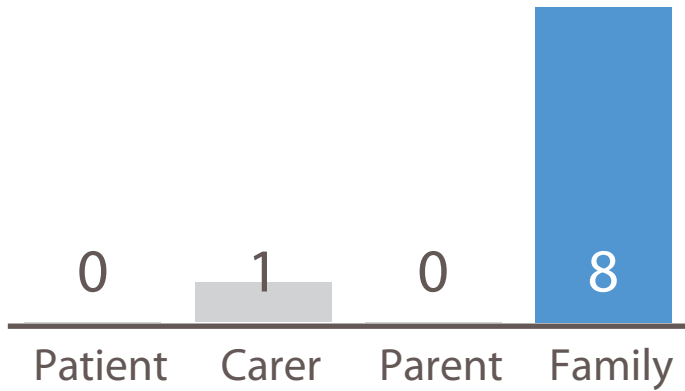
Reviews by patient's ethnicity



Reviews by patient's conditions



## Reviews by reviewer type



Top three services (with 5 reviews or more)

Health Visiting	4.98
School Nurse (for injections)	4.78

## Demographics completion rate

Question	Blanks	% Completed
Age	25	90.16
Gender	29	88.67
Ethnicity	245	3.92
Long-term Conditions	246	0.00
Reviewer type	0	100.00

Bottom three services (with 5 reviews or more)

Health Visiting	4.98
School Nurse (for injections)	4.78

## Key Location

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- 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