

# First Community Health & Care

Date

01 July - 31 July

Your average score for all questions this period



Reviews this period

**3**

## Your recommend scores

5 Star Score

**5.00**

% Likely to recommend

**100.0%**

% Unlikely to recommend

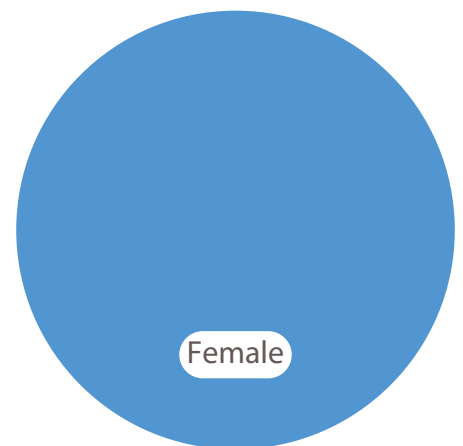
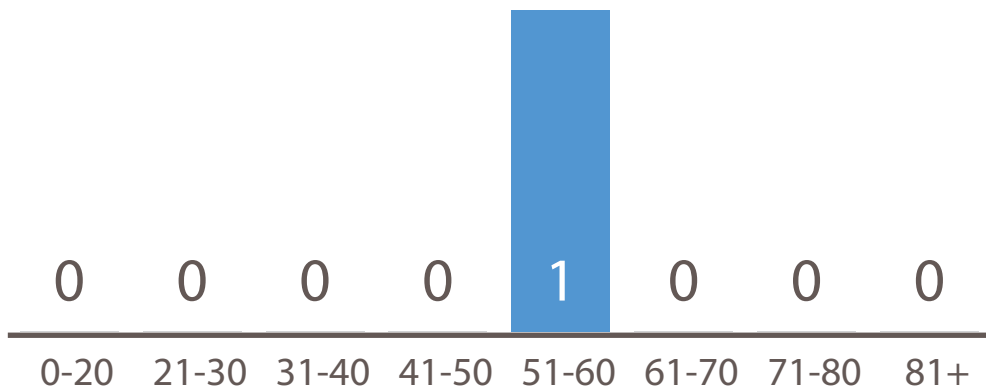
**0.0%**

## Adult Services

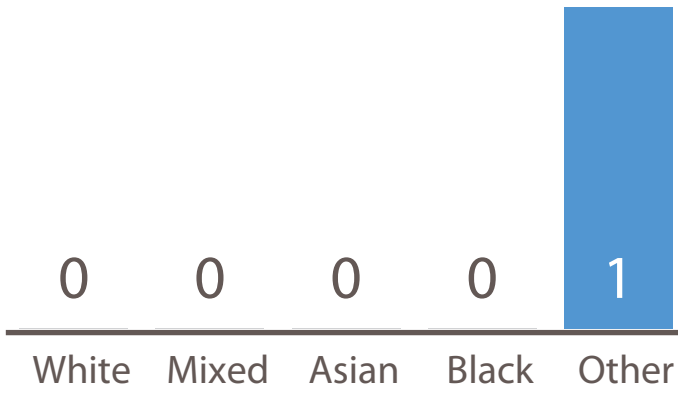
Name	This period		Last 6 months		Questions				
	Responses	Score	Score	Trend	Recommend	Dignity/Respect	Involvement	Information	Staff
<b>Audiology<sup>1</sup></b>	-- (0)	-	4.82		➤	➤	➤	➤	➤
<b>Cardiac Rehabilitation<sup>1</sup></b>	-- (0)	-	4.96		➤	➤	➤	➤	➤
<b>Caterham Dene Ward<sup>1</sup></b>	-- (0)	-	4.56		➤	➤	➤	➤	➤
<b>Community Beds - Cranmer Court<sup>1</sup></b>	-- (0)	-	-		➤	➤	➤	➤	➤
<b>Community Beds - Glebe House<sup>1</sup></b>	-- (0)	-	-		➤	➤	➤	➤	➤
<b>Community Stroke and Neuro Rehabilitation Team<sup>1</sup></b>	-- (0)	-	4.92		➤	➤	➤	➤	➤
<b>Continence Service<sup>1</sup></b>	-- (0)	-	-		➤	➤	➤	➤	➤
<b>Dietetics<sup>1</sup></b>	-- (0)	-	5.00		➤	➤	➤	➤	➤
<b>Early Supported Discharge Team<sup>1</sup></b>	-- (0)	-	4.91		➤	➤	➤	➤	➤
<b>Falls Service<sup>1</sup></b>	-- (0)	-	4.55		➤	➤	➤	➤	➤
<b>Heart Failure Nurse Specialist<sup>1</sup></b>	-- (0)	-	4.92		➤	➤	➤	➤	➤
<b>ICATS (Integrated Clinical Assessment &amp; Treatment)<sup>1</sup></b>	-- (0)	-	4.90		➤	➤	➤	➤	➤
<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>	-- (0)	-	4.98		➤	➤	➤	➤	➤
Multiple Sclerosis Nurse Specialist <sup>1</sup>	-- (0)	-	4.92		➤	➤	➤	➤	➤
North Tandridge Network <sup>1</sup>	-- (0)	-	4.88		➤	➤	➤	➤	➤
Orthotics <sup>1</sup>	-- (0)	-	4.81		➤	➤	➤	➤	➤
Outpatient Physiotherapy <sup>1</sup>	-- (1)	5.00	4.91		⬆	⬆	⬆	⬆	⬆
Parkinsons Nurse Specialist <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤
Physiotherapy (in your home) <sup>1</sup>	-- (0)	-	4.83		➤	➤	➤	➤	➤
Podiatry <sup>1</sup>	-- (0)	-	4.95		➤	➤	➤	➤	➤
Proactive Care Team <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤
Pulmonary Rehabilitation <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤
Redhill/Merstham Network <sup>1</sup>	-- (0)	-	5.00		➤	➤	➤	➤	➤
Reigate/Horley Network <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤
Respiratory Service <sup>1</sup>	-- (0)	-	4.89		➤	➤	➤	➤	➤
South Tandridge Network <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤
Speech and Language Therapy <sup>1</sup>	-- (0)	-	4.58		➤	➤	➤	➤	➤
Stroke Nurse Specialist <sup>1</sup>	-- (0)	-	3.71		➤	➤	➤	➤	➤
Tissue Viability Nurse Advisor <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤
Unknown <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤

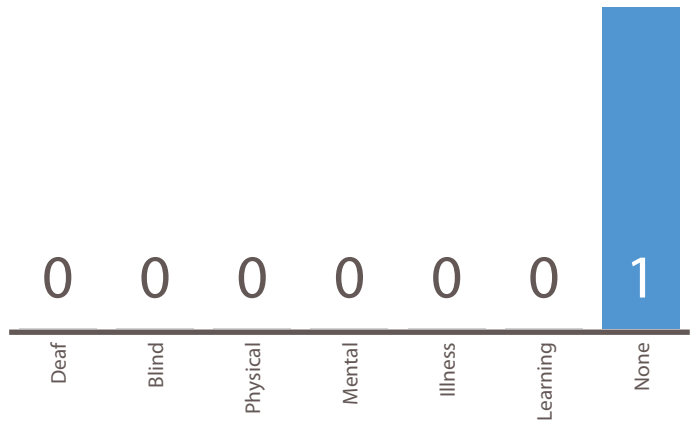
## Reviews by patient's age



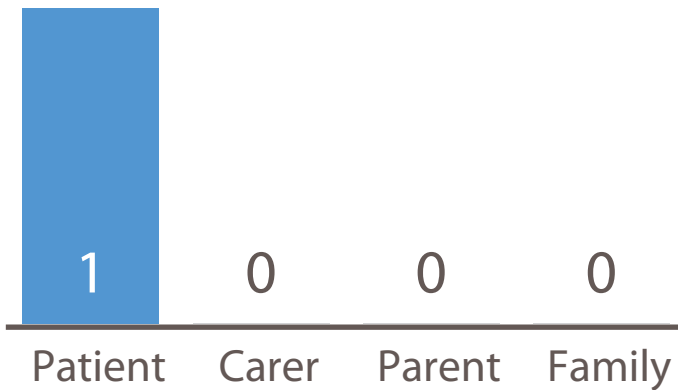
### Reviews by patient's ethnicity



### 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)

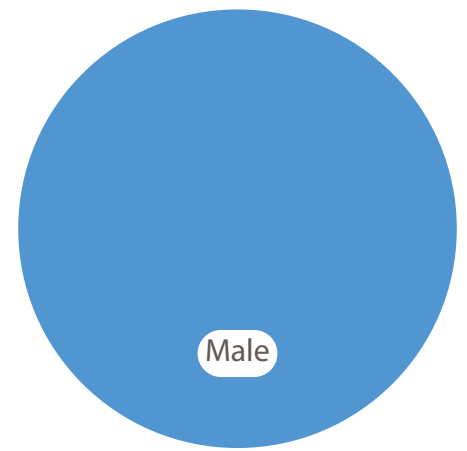
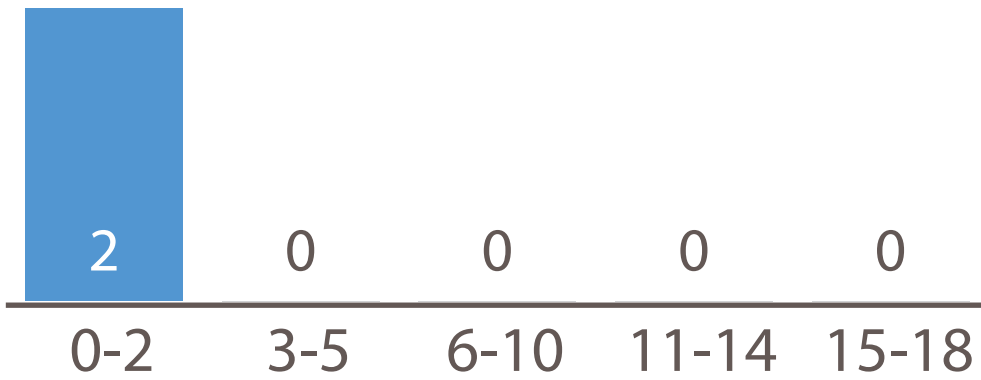
Bottom three services (with 5 reviews or more)

## Children's Services

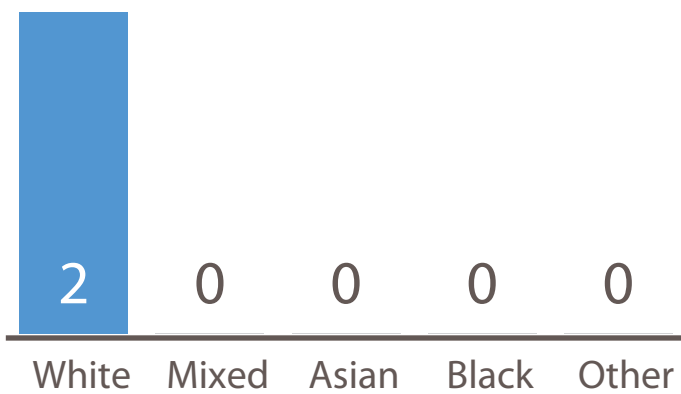
Name	This period		Last 6 months		Questions						
	Responses	Score	Score	Trend	Recommend	Dignity/Respect	Parent Dignity	Involvement	Information	Staff	Suitable Location
0-19 Advice Line <sup>3</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
0-19 Homeless Help Team <sup>1</sup>	-- (0)	-	4.74		➤	➤	➤	➤	➤	➤	➤
Children's Occupational Therapy <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Children's Physiotherapy <sup>1</sup>	-- (1)	5.00	4.96		➤	➤	➤	➤	➤	➤	➤

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 <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Dietetics <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Health Visiting <sup>1</sup>	-- (1)	5.00	4.96		➤	➤	➤	➤	➤	➤	➤
School Nurse <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
School Nurse (for injections) <sup>1</sup>	-- (0)	-	4.66		➤	➤	➤	➤	➤	➤	➤

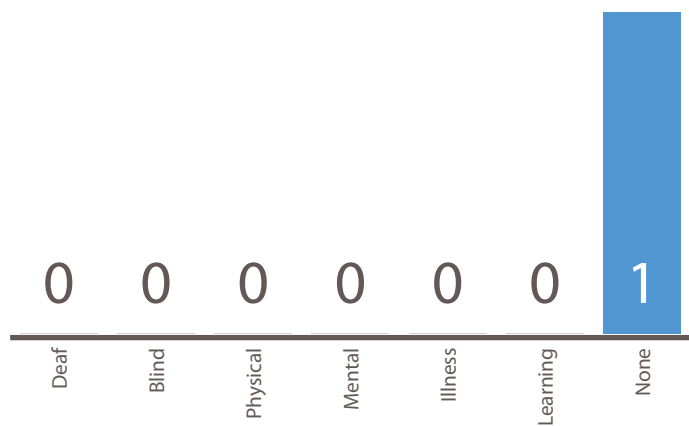
### Reviews by patient's age



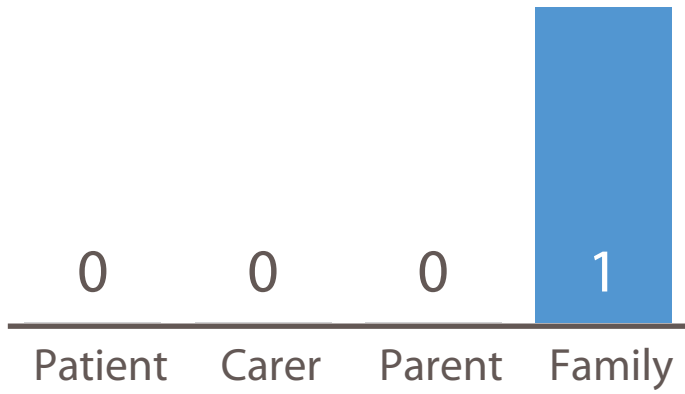
### Reviews by patient's ethnicity



### 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	100.00
Reviewer type	0	100.00

Bottom three services (with 5 reviews or more)

## 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