

First Community Health & Care

Date

01 March - 31 March

Your average score for all questions this period



Reviews this period

334

Your recommend scores

5 Star Score

4.80

% Likely to recommend

95.5%

% Unlikely to recommend

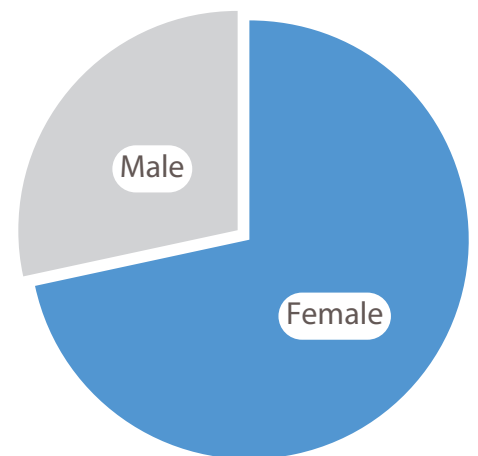
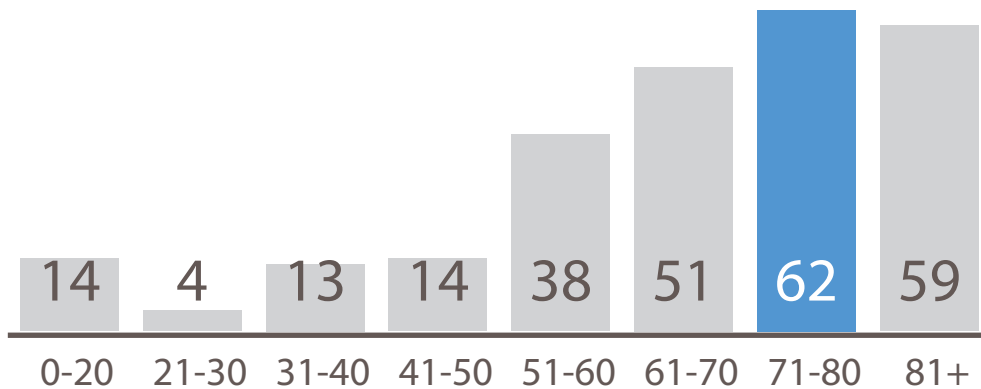
0.6%

Adult Services

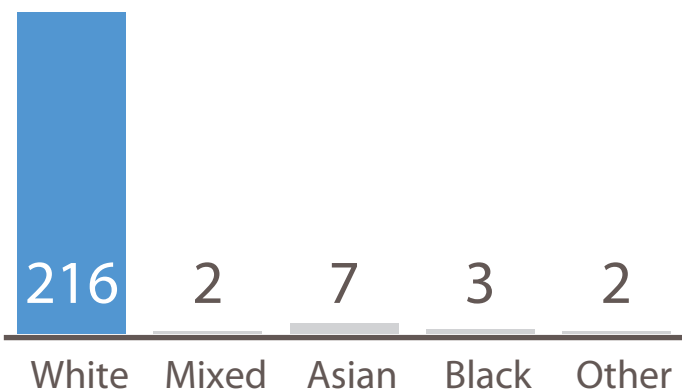
Name	This period		Last 6 months		Questions				
	Responses	Score	Score	Trend	Recommend	Dignity/Respect	Involvement	Information	Staff
Audiology¹	-- (2)	5.00	4.81		↑	↑	↑	↑	↑
Cardiac Rehabilitation¹	-- (13)	4.93	4.91		↓	↑	↑	↑	↑
Caterham Dene Ward¹	-- (20)	4.54	4.41		↑	↑	↑	↑	↑
Community Beds - Cranmer Court¹	-- (0)	-	4.33		→	→	→	→	→
Community Beds - Glebe House¹	-- (0)	-	-		→	→	→	→	→
Community Stroke and Neuro Rehabilitation Team¹	-- (6)	4.92	4.91		↑	↑	↑	↓	↑
Continence Service¹	-- (0)	-	-		→	→	→	→	→
Dietetics¹	-- (0)	-	5.00		→	→	→	→	→
Early Supported Discharge Team¹	-- (15)	4.90	4.88		↑	↑	↑	↓	↓
Falls Service¹	-- (8)	4.55	4.67		↑	↑	↑	↓	↑
Heart Failure Nurse Specialist¹	-- (11)	4.94	4.85		↑	↑	↑	↓	↑
ICATS (Integrated Clinical Assessment & Treatment)¹	-- (0)	-	4.94		→	→	→	→	→
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	-- (32)	4.92	4.95						
Multiple Sclerosis Nurse Specialist ¹	-- (5)	4.91	4.92						
North Tandridge Network ¹	-- (11)	4.92	4.67						
Orthotics ¹	-- (4)	4.72	4.81						
Outpatient Physiotherapy ¹	-- (105)	4.92	4.90						
Parkinsons Nurse Specialist ¹	-- (0)	-	-						
Physiotherapy (in your home) ¹	-- (10)	4.76	4.79						
Podiatry ¹	-- (21)	4.96	4.95						
Proactive Care Team ¹	-- (0)	-	-						
Pulmonary Rehabilitation ¹	-- (0)	-	-						
Redhill/Merstham Network ¹	-- (2)	5.00	4.87						
Reigate/Horley Network ¹	-- (0)	-	-						
Respiratory Service ¹	-- (0)	-	4.79						
South Tandridge Network ¹	-- (0)	-	-						
Speech and Language Therapy ¹	-- (2)	4.29	4.71						
Stroke Nurse Specialist ¹	-- (2)	3.25	4.56						
Tissue Viability Nurse Advisor ¹	-- (0)	-	4.25						
Unknown ¹	-- (0)	-	4.82						

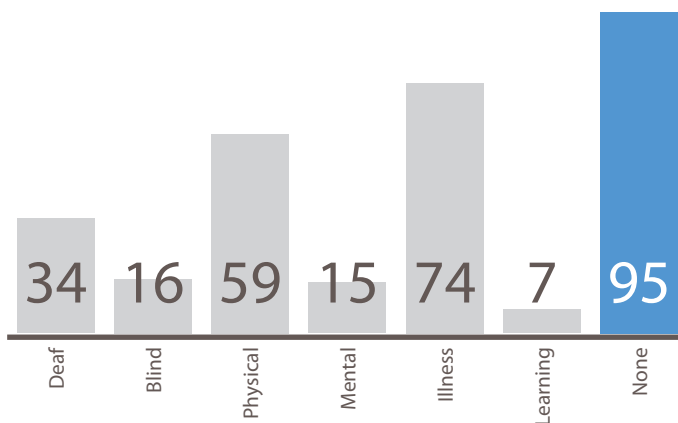
Reviews by patient's age



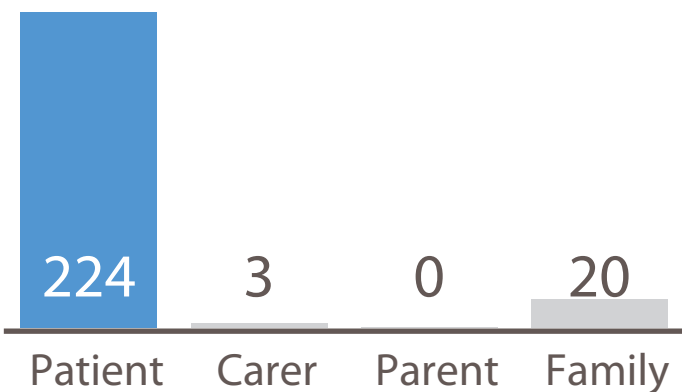
Reviews by patient's ethnicity



Reviews by patient's conditions



Reviews by reviewer type



Demographics completion rate

Question	Blanks	% Completed
Age	14	94.80
Gender	121	55.02
Ethnicity	39	85.50
Long-term Conditions	61	77.32
Reviewer type	22	91.82

Top three services (with 5 reviews or more)

Podiatry	4.96
Heart Failure Nurse Specialist	4.94
Cardiac Rehabilitation	4.93

Bottom three services (with 5 reviews or more)

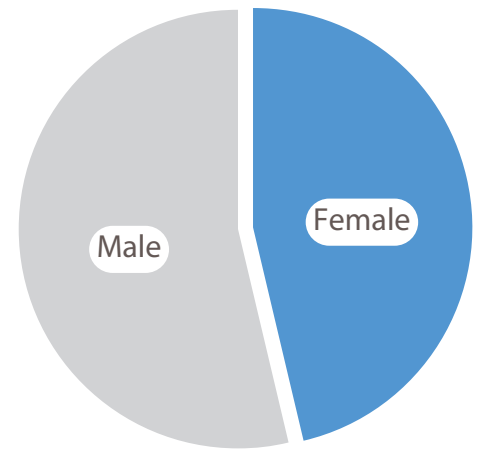
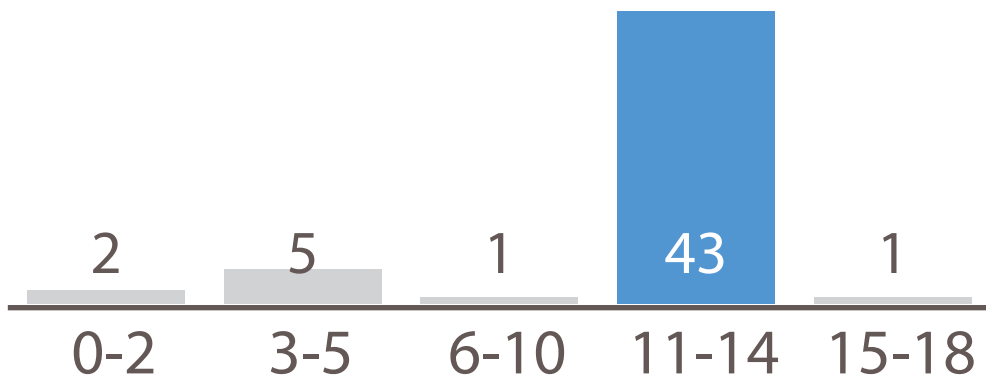
Physiotherapy (in your home)	4.76
Falls Service	4.55
Caterham Dene Ward	4.54

Children's Services

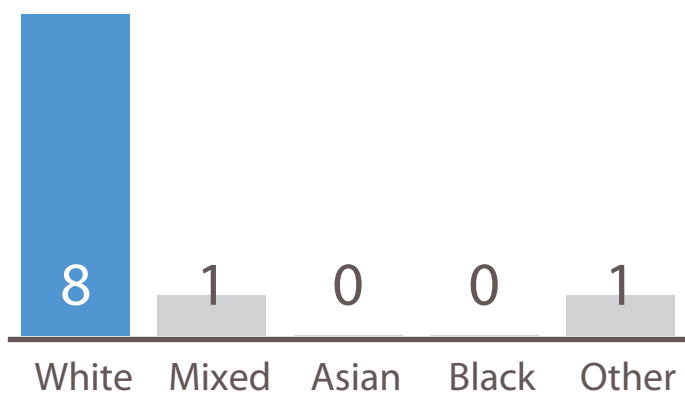
Name	This period		Last 6 months		Questions						
	Responses	Score	Score	Trend	Recommend	Dignity/Respect	Parent Dignity	Involvement	Information	Staff	Suitable Location
0-19 Homeless Help Team [†]	-- (0)	-	4.74		➤	➤	➤	➤	➤	➤	➤

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	-- (8)	4.96	4.91		⬇	➤	➤	⬇	➤	➤	➤
Children's Speech and Language Therapy ¹	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Dietetics ¹	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Health Visiting ¹	-- (8)	4.96	4.93		➤	➤	➤	➤	➤	➤	➤
School Nurse ¹	-- (0)	-	5.00		➤	➤	➤	➤	➤	➤	➤
School Nurse (for injections) ¹	-- (49)	4.66	4.76		⬆	➤	➤	➤	⬆	➤	➤

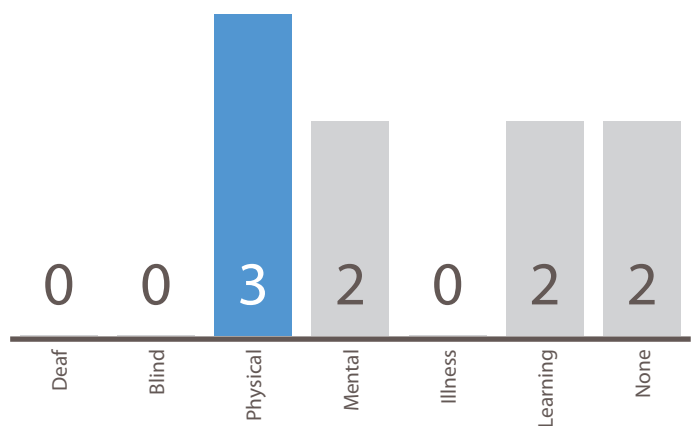
Reviews by patient's age



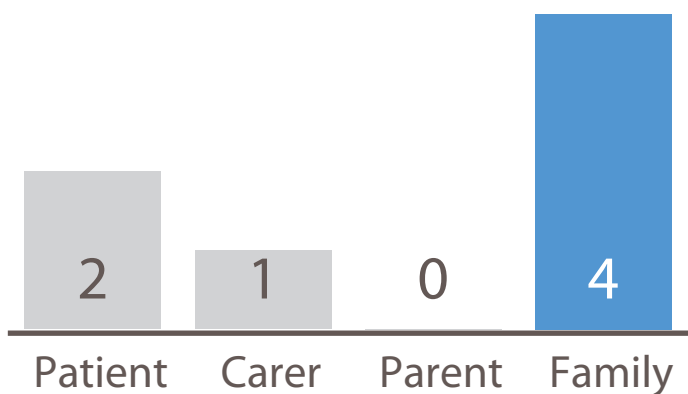
Reviews by patient's ethnicity



Reviews by patient's conditions



Reviews by reviewer type



Top three services (with 5 reviews or more)

Children's Physiotherapy	4.96
Health Visiting	4.96
School Nurse (for injections)	4.66

Demographics completion rate

Question	Blanks	% Completed
Age	8	86.67
Gender	11	83.08
Ethnicity	50	16.67
Long-term Conditions	49	5.77
Reviewer type	1	87.50

Bottom three services (with 5 reviews or more)

Children's Physiotherapy	4.96
Health Visiting	4.96
School Nurse (for injections)	4.66

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