

First Community Health & Care

Date

01 March -
31 March

Your average score for all questions this period



Reviews this period

247

Your Experience Scores

5 star score

4.77

% Positive experience

97.6%

% Negative experience

0.4%

Adult Services

Service Name	This period		Last 6 months	Questions																						
	Responses	Average Score		Average Score	Experience	Dignity/Respect	Parent dignity	Involvement	Information	Cleanliness	Staff	Trust	Suitable location	Contact	Rehabilitation goals	Therapy benefit	Manage condition specialist nurse	Understanding condition	Help received	Quality of life	Contacttherapyservice	Effectiveness	Intervention	Manage condition	Nurse introduction	Treatment manage condition
0-19 Advice Line	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Health Visiting - First Community Health and Care	(0)	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Audiology	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Community Services - First Community Health & Care	(110)	4.72	4.77	✓	✓	--	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Audiology VIRTUAL	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Community Services - First Community Health & Care	(0)	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
COVID Rehab	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Community Services - First Community Health & Care	(0)	--	5.00	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Cardiac Rehabilitation	--	--	--	✓	✓	--	✓	✓	--	✓	✓	--	✓	--	✓	--	--	--	--	--	--	--	--	--	--	--
Community Services - First Community Health & Care	(2)	5.00	4.79	✓	✓	--	✓	✓	--	✓	✓	--	✓	--	✓	--	--	--	--	--	--	--	--	--	--	--
Caterham Dene Ward	--	--	--	✓	✓	--	✓	✓	✓	✓	✓	--	✓	--	✓	--	✓	--	✓	--	--	--	--	--	--	--
Caterham Dene Hospital	(12)	4.57	4.55	✓	✓	--	✓	✓	✓	✓	✓	--	✓	--	✓	--	✓	--	✓	--	--	--	--	--	--	--
Children's Dietetics	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Community Services - First Community Health & Care	(0)	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Children's Occupational Therapy	--	--	--	✓	✓	✓	✓	✓	✓	--	✓	--	✓	--	✓	--	--	--	--	--	✓	--	✓	--	--	--
Community Services - First Community Health & Care	(1)	5.00	5.00	✓	✓	✓	✓	✓	✓	--	✓	--	✓	--	✓	--	--	--	--	--	✓	--	✓	--	--	--
Children's Occupational Therapy VIRTUAL	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Community Services - First Community Health & Care	(0)	--	5.00	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Children's Physiotherapy	--	--	--	>	>	>	>	>	>	--	>	--	>	--	--	--	--	--	--	--	>	--	>	--	--	--
Community Services - First Community Health & Care	(1)	5.00	4.98	>	>	>	>	>	>	--	>	--	>	--	--	--	--	--	--	--	>	--	>	--	--	--
Children's Physiotherapy VIRTUAL	--	--	--	✓	>	--	>	>	>	>	>	--	--	--	--	--	--	--	--	>	--	--	--	--	--	--
Community Services - First Community Health & Care	(2)	4.94	4.95	✓	>	--	>	>	>	>	>	--	--	--	--	--	--	--	--	>	--	--	--	--	--	--
Children's Speech and Language Therapy	--	--	--	✓	✓	✓	✓	✓	--	✓	--	✓	--	--	--	--	--	--	--	--	✓	--	✓	--	--	--
Community Services - First Community Health & Care	(1)	4.89	4.93	✓	✓	✓	✓	✓	--	✓	--	✓	--	--	--	--	--	--	--	--	✓	--	✓	--	--	--

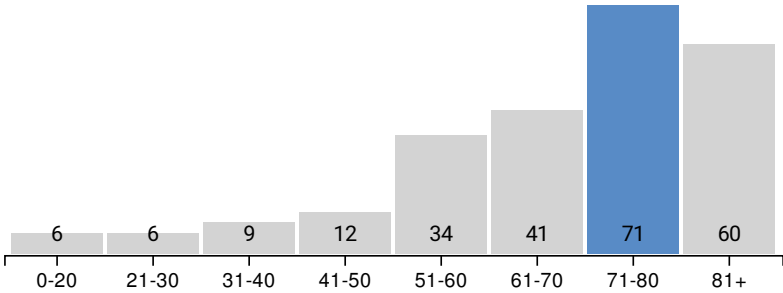
Service Name	This period	Last 6 months	Questions
Children's Speech and Language therapy VIRTUAL Community Services - First Community Health & Care	-- (0) --	--	-- --
Community Beds - Cranmer Court Community Services - First Community Health & Care	-- (0) --	3.22	-- --
Community Beds - Glebe House Community Services - First Community Health & Care	-- (0) --	1.50	-- --
Community Stroke and Neuro Rehabilitation Team Community Services - First Community Health & Care	-- (3) 4.50	4.58	^ v -- v ^ -- v -- -- ^ ^ > -- -- -- -- -- -- -- -- -- --
Community stroke and neuro Rehabilitation team VIRTUAL Community Services - First Community Health & Care	-- (0) --	5.00	-- --
Continence Service Community Services - First Community Health & Care	-- (1) 4.43	4.89	> > -- > > -- > -- -- -- -- -- -- -- -- -- -- -- -- -- -- --
Dietetics Community Services - First Community Health & Care	-- (0) --	4.54	-- --
Dietetics VIRTUAL Community Services - First Community Health & Care	-- (9) 4.97	4.77	^ ^ -- ^ ^ -- ^ -- -- ^ ^ ^ -- -- -- -- -- -- -- -- -- --
Early Supported Discharge Team Community Services - First Community Health & Care	-- (4) 5.00	4.92	^ > -- > ^ -- > -- -- > ^ ^ -- -- -- -- -- -- -- -- -- --
Falls Service Community Services - First Community Health & Care	-- (2) 5.00	5.00	> > -- > > -- > -- -- > > > -- -- -- -- -- -- -- -- -- --
Heart Failure Nurse Specialist Community Services - First Community Health & Care	-- (36) 4.83	4.82	^ ^ -- v ^ -- ^ -- -- -- -- -- -- -- -- -- -- -- -- -- -- --
Horley Network Community Services - First Community Health & Care	-- (2) 5.00	4.85	> > -- > > -- > -- -- -- -- -- -- -- -- -- -- -- -- -- -- --
ICATS (Integrated Clinical Assessment & Treatment) Community Services - First Community Health & Care	-- (8) 4.95	4.93	^ v -- v > > > > -- > -- -- -- -- -- -- -- -- -- -- -- --
ICATS (Integrated Clinical Assessment & Treatment) VIRTUAL Community Services - First Community Health & Care	-- (2) 4.93	4.89	v ^ -- ^ ^ ^ > > -- ^ -- -- -- -- -- -- -- -- -- -- -- --
Intermediate Care and Reablement Team Community Services - First Community Health & Care	-- (0) --	4.77	-- --
MND and Rare Neurological Conditions Nurse Specialist Community Services - First Community Health & Care	-- (0) --	5.00	-- --
Minor Injuries Unit Caterham Dene Hospital	-- (0) --	4.78	-- --
Multiple Sclerosis Nurse Specialist Community Services - First Community Health & Care	-- (0) --	5.00	-- --
North Tandridge Network Community Services - First Community Health & Care	-- (0) --	--	-- --
Orthotics Community Services - First Community Health & Care	-- (0) --	--	-- --
Outpatient Physiotherapy Community Services - First Community Health & Care	-- (2) 4.93	4.93	> > -- ^ > -- > > -- v ^ ^ -- -- -- -- -- -- -- -- -- --
Outpatient Physiotherapy VIRTUAL Community Services - First Community Health & Care	-- (24) 4.87	4.89	v > -- ^ v -- > -- -- v v v -- -- -- -- -- -- -- -- -- --
Parkinsons Nurse Specialist Community Services - First Community Health & Care	-- (0) --	4.83	-- --
Patient Stories Community Services - First Community Health & Care	-- (0) --	--	-- --
Physiotherapy (in your home) Community Services - First Community Health & Care	-- (2) 4.93	4.97	v > -- > > -- > -- -- > > > -- -- -- -- -- -- -- -- -- --
Podiatry Community Services - First Community Health & Care	-- (0) --	--	-- --
Podiatry VIRTUAL Community Services - First Community Health & Care	-- (0) --	--	-- --
Proactive Care Team Community Services - First Community Health & Care	-- (3) 4.50	4.74	^ ^ -- ^ ^ -- ^ -- -- -- -- -- -- -- -- -- -- -- -- -- -- --
Pulmonary Rehabilitation Community Services - First Community Health & Care	-- (10) 4.81	4.88	v v -- > v -- v -- -- v v v -- -- -- -- -- -- -- -- -- --

Service Name	This period	Last 6 months	Questions
Redhill Care Collaborative Network	--		
Community Services - First Community Health & Care	(1) 5.00	4.77	▲ ▲ -- ▲ ▲ -- ▲ -- -- -- -- -- -- -- -- ▲ -- -- -- ▲ ▲
Redhill Phoenix Network	--		
Community Care Services - First Community Health and Care	(0) --	4.77	-- --
Respiratory Physiotherapy VIRTUAL	--		
Community Services - First Community Health & Care	(1) 5.00	5.00	> > -- > > -- > -- -- > > > -- -- -- -- -- -- -- -- -- --
Respiratory Service	--		
Community Services - First Community Health & Care	(2) 5.00	5.00	▲ ▲ -- ▲ ▲ -- ▲ -- -- -- -- -- -- -- -- ▲ ▲ -- -- -- -- -- --
South Tandridge Network	--		
Community Services - First Community Health & Care	(0) --	--	-- --
Speech and Language Therapy	--		
Community Services - First Community Health & Care	(0) --	4.71	-- --
Speech and language therapy VIRTUAL	--		
Community Services - First Community Health & Care	(0) --	5.00	-- --
Stroke Nurse Specialist	--		
Community Services - First Community Health & Care	(0) --	4.46	-- --
Stroke Nurse Specialist VIRTUAL	--		
Community Services - First Community Health & Care	(0) --	--	-- --
Tissue Viability Nurse Advisor	--		
Community Services - First Community Health & Care	(0) --	--	-- --
Unknown	--		
Community Services - First Community Health & Care	(0) --	--	-- --

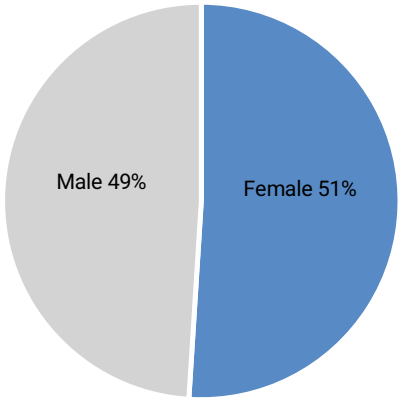
Key: Direction of arrow indicates improvement, decline, or same vs previous period

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

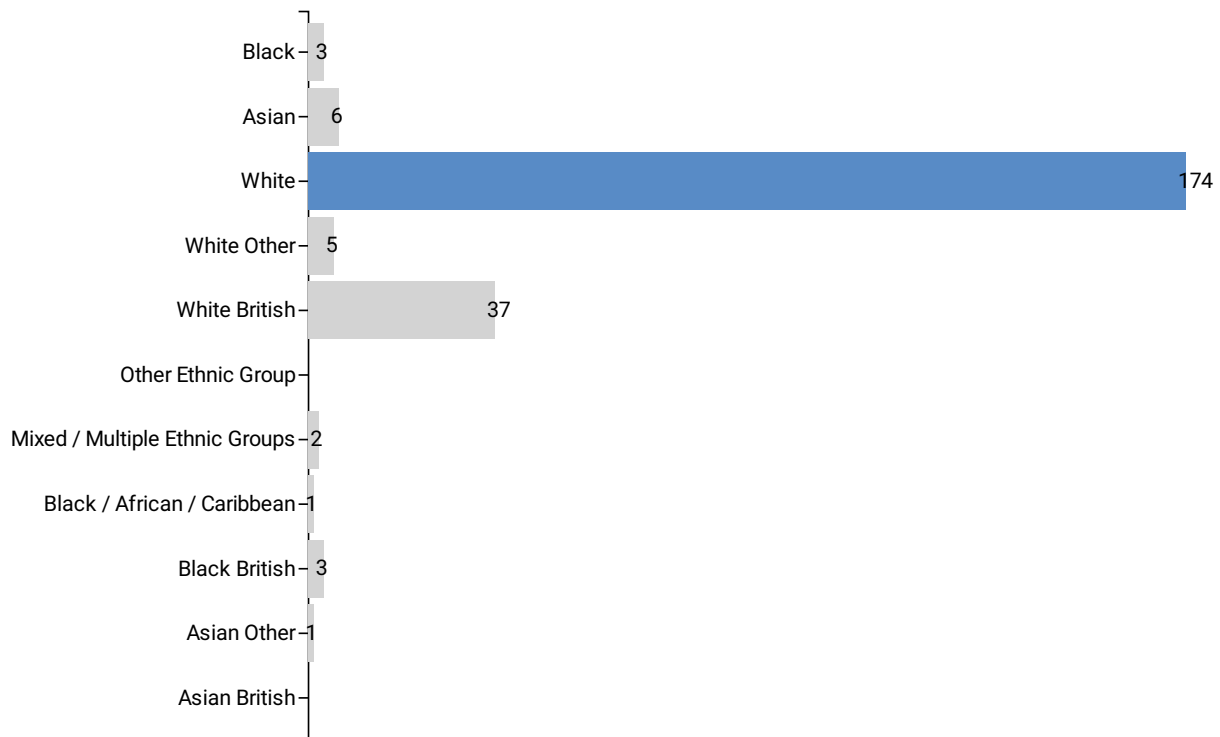
Reviews by patient's age



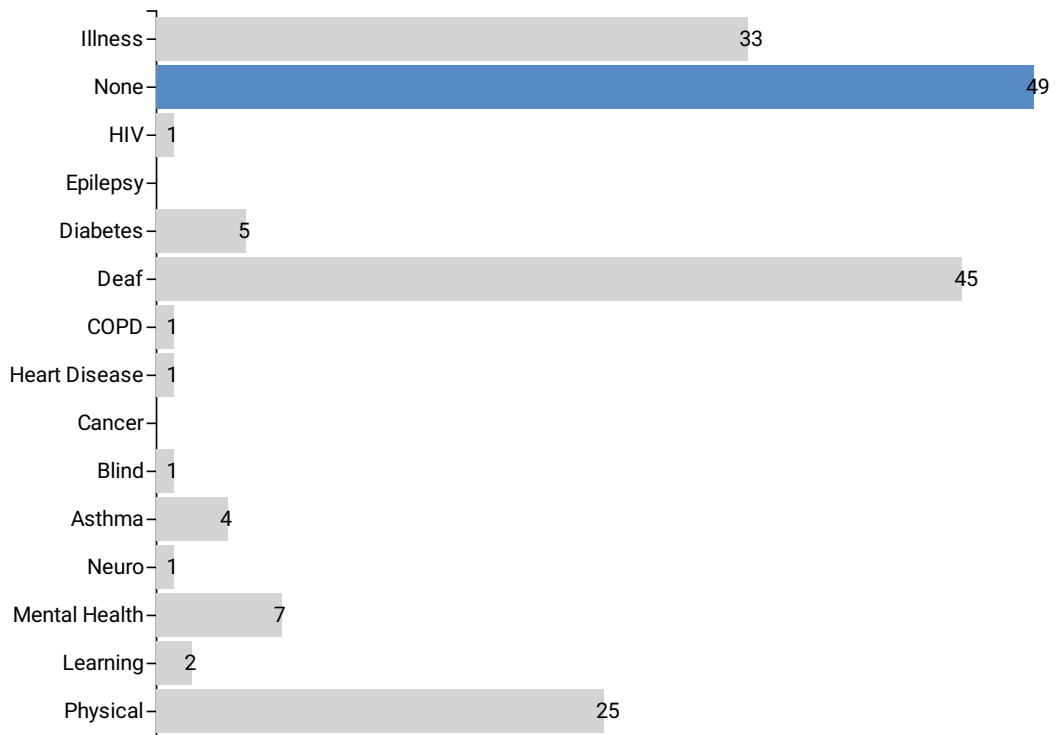
Reviews by patient's gender



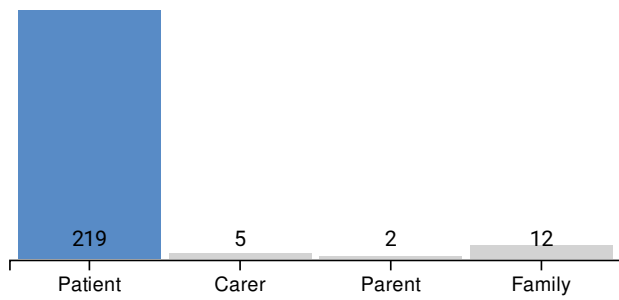
Reviews by patient's ethnicity



Reviews by patient's condition



Reviews by reviewer type



Demographics completion rate

Question	Blanks	% Completed
Age	2	99.17%
Gender	6	97.51%
Ethnicity	9	96.27%
Long-term Conditions	78	67.63%
Reviewer type	3	98.76%

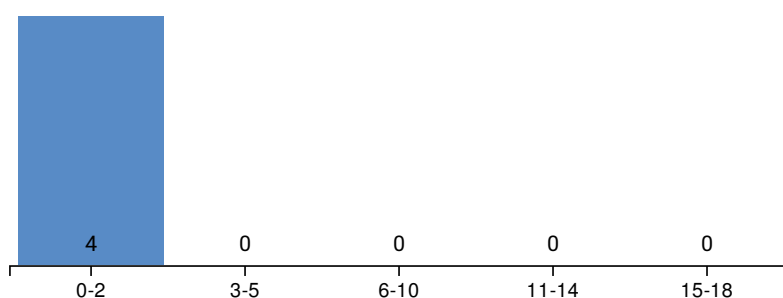
Child Services

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
0-19 Homeless Help Team	--	--	--	--	--	--	--	--	--	--
Community Services - First Community Health & Care	(0)	--	--	--	--	--	--	--	--	--
Health Visiting	--	--	3.07	--	--	--	--	--	--	--
Community Services - First Community Health & Care	(0)	--	3.07	--	--	--	--	--	--	--
Health Visiting VIRTUAL	--	5.00	4.96	▲	▶	▶	▶	▶	▲	▲
Community Services - First Community Health & Care	(6)	5.00	4.96	▲	▶	▶	▶	▶	▲	▲
School Nurse	--	--	--	--	--	--	--	--	--	--
Community Services - First Community Health & Care	(0)	--	--	--	--	--	--	--	--	--
School Nurse (for injections)	--	--	--	--	--	--	--	--	--	--
Community Services - First Community Health & Care	(0)	--	--	--	--	--	--	--	--	--
School Nurse VIRTUAL	--	--	--	--	--	--	--	--	--	--
Community Services - First Community Health & Care	(0)	--	--	--	--	--	--	--	--	--
Community Services - First Community Health & Care	(0)	--	--	--	--	--	--	--	--	--
Community Services - First Community Health & Care	(0)	--	--	--	--	--	--	--	--	--

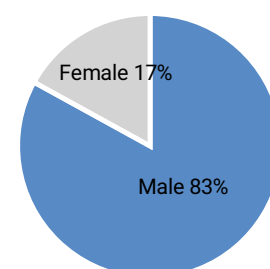
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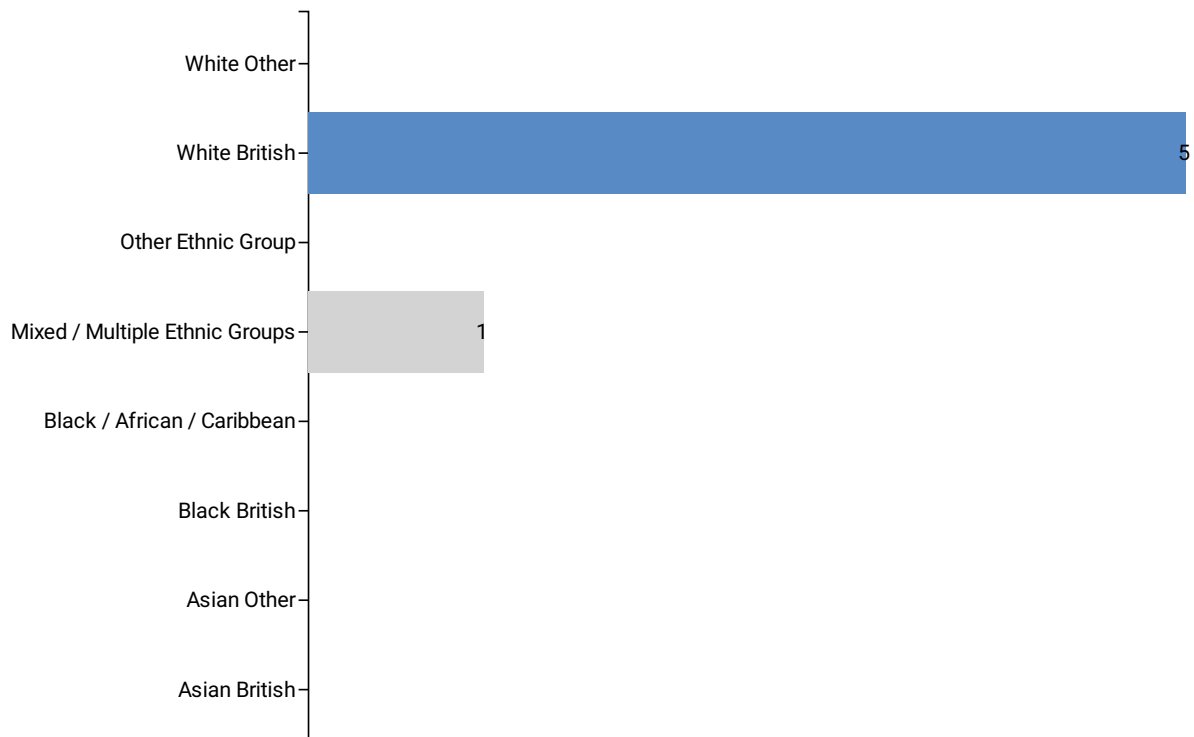
Reviews by patient's age



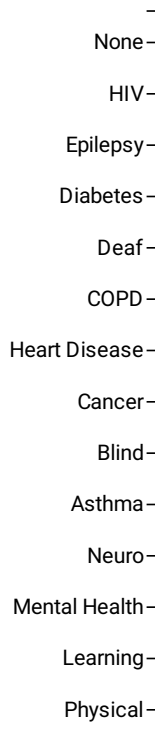
Reviews by patient's gender



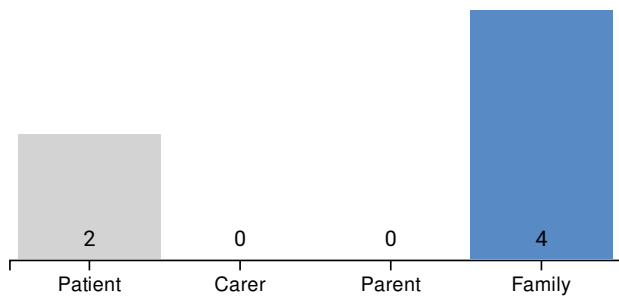
Reviews by patient's ethnicity



Reviews by patient's condition



Reviews by reviewer type



Demographics completion rate

Question	Blanks	% Completed
Age	2	66.67%
Gender	0	100%
Ethnicity	0	100%
Long-term Conditions	0	0%
Reviewer type	0	100%