

# First Community Health & Care

Date

01 May - 31 May

Your average score for all questions this period



Reviews this period

15

## Your recommend scores

5 Star Score

4.93

% Likely to recommend

93.3%

% Unlikely to recommend

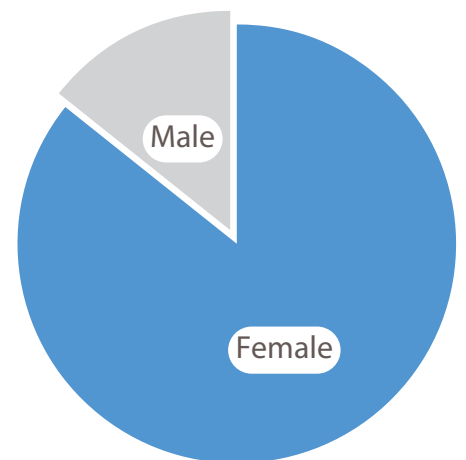
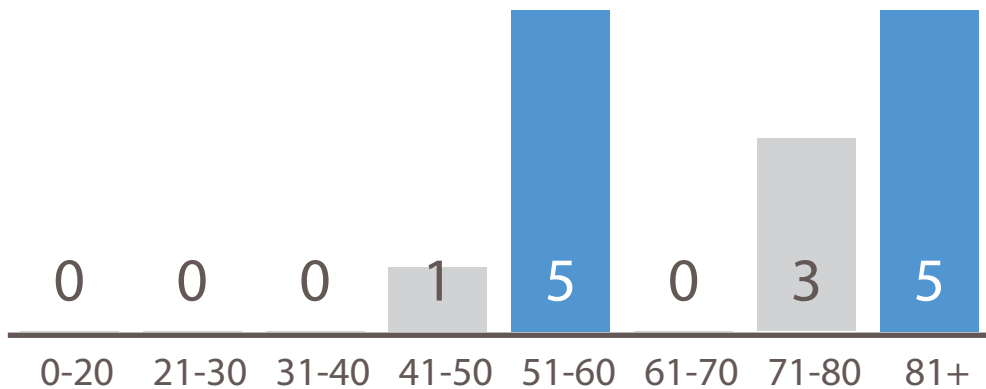
0.0%

## Adult Services

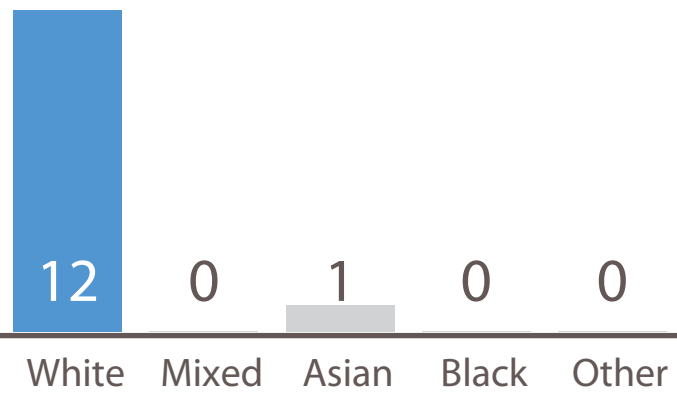
Name	This period		Last 6 months		Questions				
	Responses	Score	Score	Trend	Recommend	Dignity/Respect	Involvement	Information	Staff
Audiology <sup>1</sup>	-- (0)	-	4.80		➤	➤	➤	➤	➤
Cardiac Rehabilitation <sup>1</sup>	-- (0)	-	4.90		➤	➤	➤	➤	➤
Caterham Dene Ward <sup>1</sup>	-- (0)	-	4.45		➤	➤	➤	➤	➤
Community Beds - Cranmer Court <sup>1</sup>	-- (0)	-	5.00		➤	➤	➤	➤	➤
Community Beds - Glebe House <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤
Community Stroke and Neuro Rehabilitation Team <sup>1</sup>	-- (0)	-	4.89		➤	➤	➤	➤	➤
Continence Service <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤
Dietetics <sup>1</sup>	-- (0)	-	5.00		➤	➤	➤	➤	➤
Early Supported Discharge Team <sup>1</sup>	-- (0)	-	4.88		➤	➤	➤	➤	➤
Falls Service <sup>1</sup>	-- (0)	-	4.67		➤	➤	➤	➤	➤
Heart Failure Nurse Specialist <sup>1</sup>	-- (2)	4.73	4.91		⬆	⬆	⬆	⬆	⬆
ICATS (Integrated Clinical Assessment & Treatment) <sup>1</sup>	-- (0)	-	4.93		➤	➤	➤	➤	➤
Intermediate Care and Reablement Team <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤
MND and Rare Neurological Conditions Nurse Specialist <sup>1</sup>	-- (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)	-	4.92		➤	➤	➤	➤	➤
Multiple Sclerosis Nurse Specialist <sup>1</sup>	-- (0)	-	4.92		➤	➤	➤	➤	➤
North Tandridge Network <sup>1</sup>	-- (0)	-	4.72		➤	➤	➤	➤	➤
Orthotics <sup>1</sup>	-- (0)	-	4.81		➤	➤	➤	➤	➤
Outpatient Physiotherapy <sup>1</sup>	-- (11)	4.95	4.90		⬆	⬆	⬆	⬆	⬆
Parkinsons Nurse Specialist <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤
Physiotherapy (in your home) <sup>1</sup>	-- (2)	5.00	4.75		⬆	⬆	⬆	⬆	⬆
Podiatry <sup>1</sup>	-- (0)	-	4.96		➤	➤	➤	➤	➤
Proactive Care Team <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤
Pulmonary Rehabilitation <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤
Redhill/Merstham Network <sup>1</sup>	-- (0)	-	4.83		➤	➤	➤	➤	➤
Reigate/Horley Network <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤
Respiratory Service <sup>1</sup>	-- (0)	-	4.83		➤	➤	➤	➤	➤
South Tandridge Network <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤
Speech and Language Therapy <sup>1</sup>	-- (0)	-	4.64		➤	➤	➤	➤	➤
Stroke Nurse Specialist <sup>1</sup>	-- (0)	-	4.47		➤	➤	➤	➤	➤
Tissue Viability Nurse Advisor <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤
Unknown <sup>1</sup>	-- (0)	-	4.89		➤	➤	➤	➤	➤

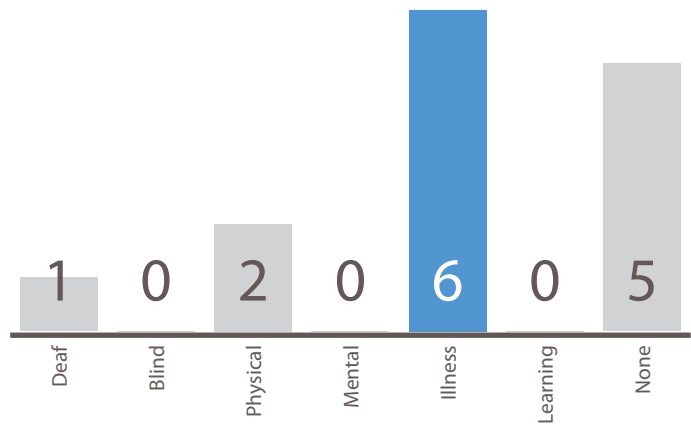
## Reviews by patient's age



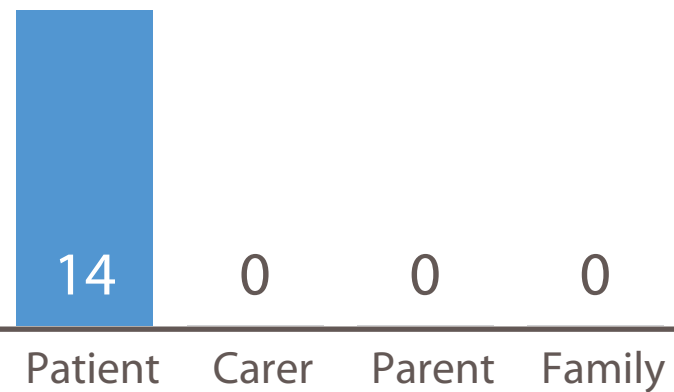
## Reviews by patient's ethnicity



## Reviews by patient's conditions



## Reviews by reviewer type



## Demographics completion rate

Question	Blanks	% Completed
Age	1	93.33
Gender	8	46.67
Ethnicity	2	86.67
Long-term Conditions	5	66.67
Reviewer type	1	93.33

Top three services (with 5 reviews or more)

Outpatient Physiotherapy	4.95
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Bottom three services (with 5 reviews or more)

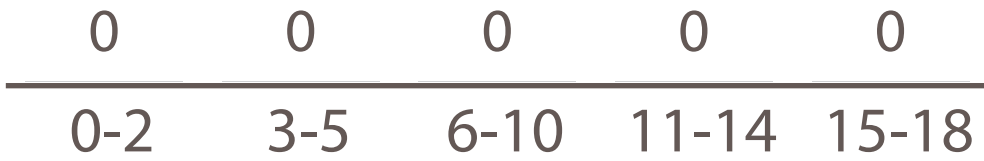
Outpatient Physiotherapy	4.95
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# Children's Services

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>1</sup>	-- (0)	-	4.74		➤	➤	➤	➤	➤	➤	➤
0-19 PIMH <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Children's Occupational Therapy <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤

Name	This period		Last 6 months		Questions						
	Responses	Score	Score	Trend	Recommend	Dignity/Respect	Parent Dignity	Involvement	Information	Staff	Suitable Location
Children's Physiotherapy <sup>1</sup>	-- (0)	-	4.91		➤	➤	➤	➤	➤	➤	➤
Children's Speech and Language Therapy <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Dietetics <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤	➤
Health Visiting <sup>1</sup>	-- (0)	-	4.97		➤	➤	➤	➤	➤	➤	➤
School Nurse <sup>1</sup>	-- (0)	-	5.00		➤	➤	➤	➤	➤	➤	➤
School Nurse (for injections) <sup>1</sup>	-- (0)	-	4.76		➤	➤	➤	➤	➤	➤	➤

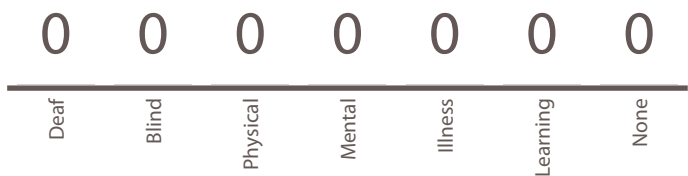
### Reviews by patient's age



### Reviews by patient's ethnicity



### Reviews by patient's conditions



## Reviews by reviewer type

0      0      0      0

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Patient    Carer    Parent    Family

Top three services (with 5 reviews or more)

## Demographics completion rate

Question	Blanks	% Completed
Age	0	0.00
Gender	0	0.00
Ethnicity	0	0.00
Long-term Conditions	0	0.00
Reviewer type	0	0.00

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