Experience of Whipps Cross University Hospital

Healthwatch is the official consumer champion for users of health and social care services. We listen to people's stories, good and bad, and report on their collective experience.

In this report, we examine the service user experience of Whipps Cross University Hospital.

healthwatch
Waltham Forest

Page 2
Data Source

Healthwatch talks to people across the community, week in, week out.

This section shows where we collected the feedback that underpins this report.

Pages 3 - 5
Top Trends

We review all the feedback we collect.

This enables us to find out what people think of their services.

This section reveals the tops trends, and how people feel overall.

Pages 6 - 26
Patient Journey

In this section, we look at the patient journey (or 'care pathway').

We also examine the most popular hospital departments.

Page 27
Summary

This section summarises findings, in brief.

Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 2. Comments obtained from these sources may not be representative of all service users experiences or opinions.

Report compiled on 24 October 2018, to cover the period 1 October 2017 - 30 September 2018.
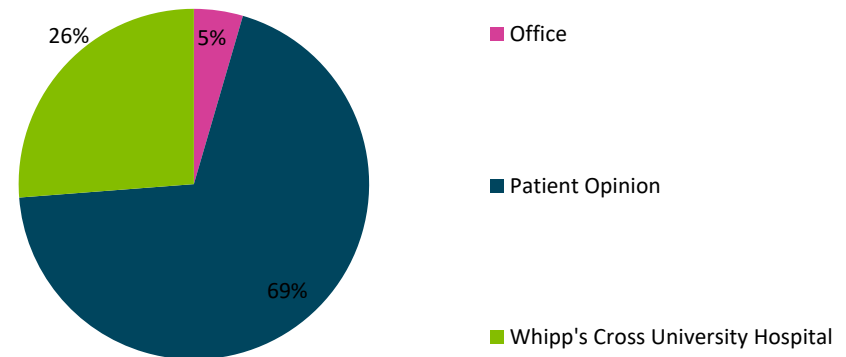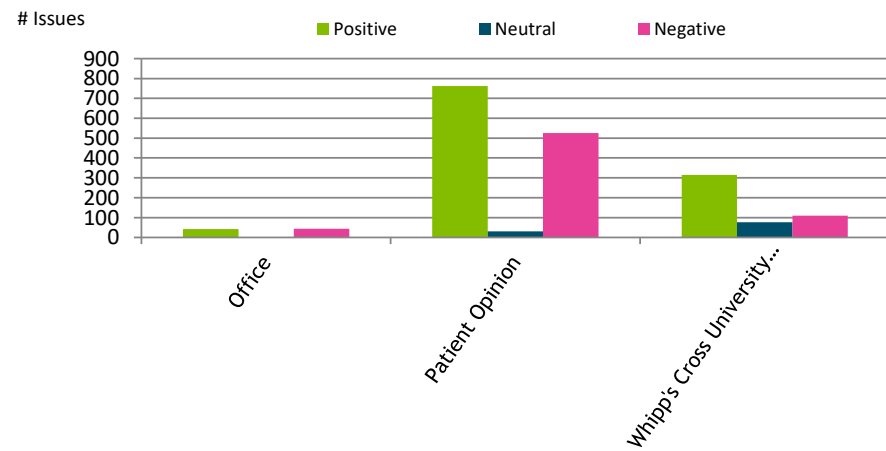
1. Data Source: Where did we collect the feedback?

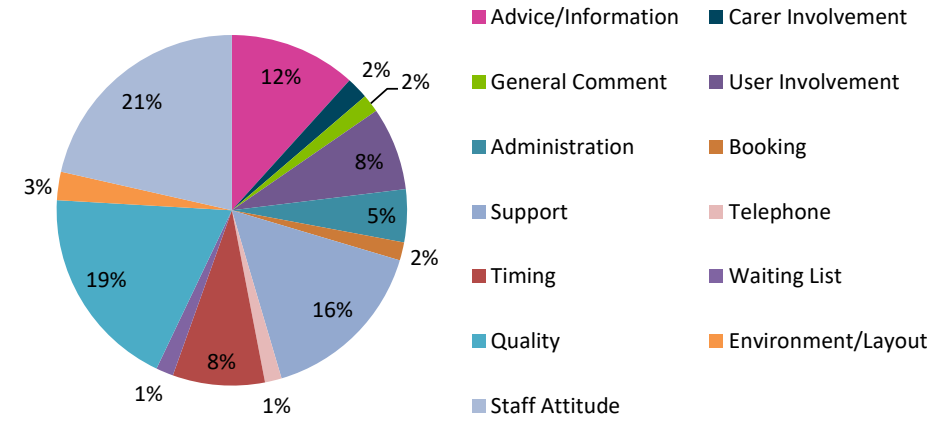## 1.1 Source
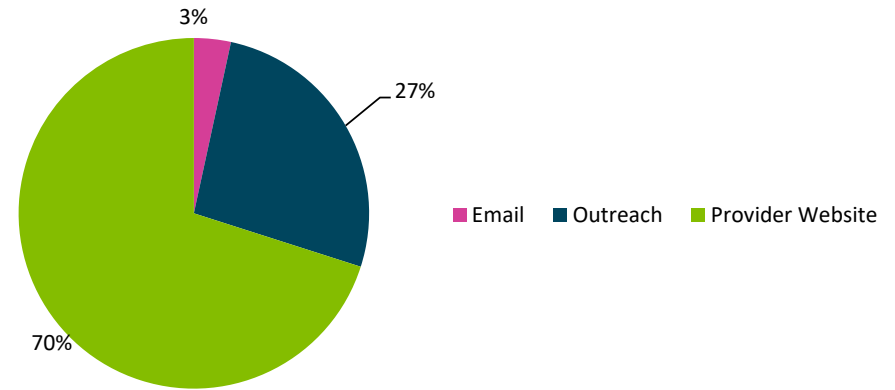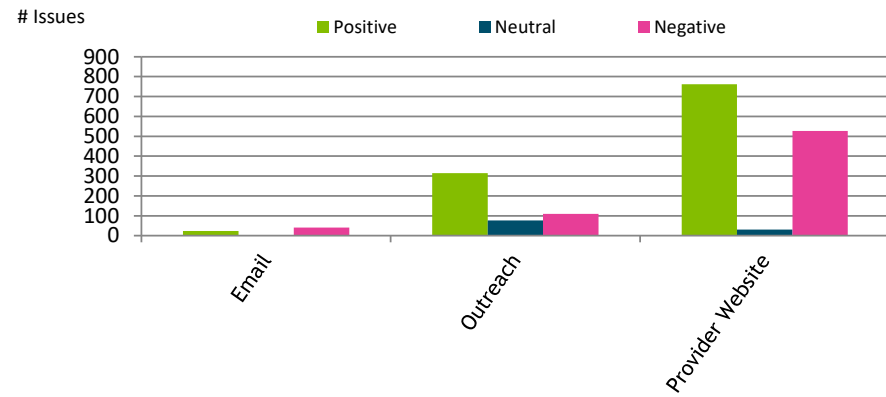
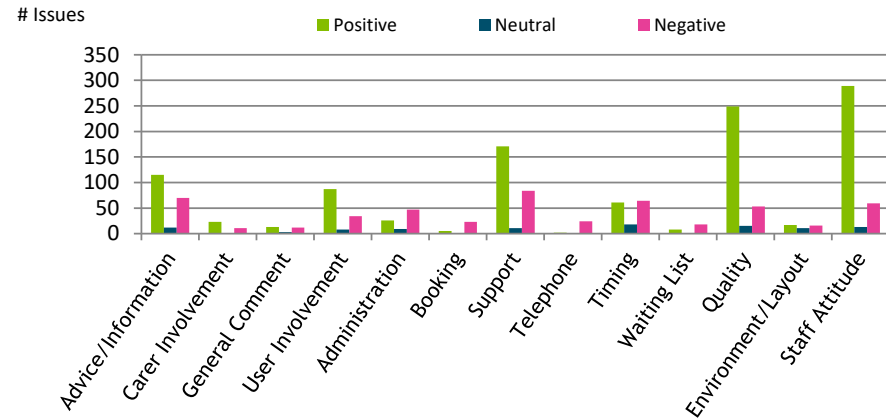*Sources providing the most comments overall*

1.2 Origin

Origins providing the most comments overall

2.1 Service aspects: 1903 issues from 313 people

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, Carer Involvement, General Comment, User Involvement, Administration, Booking, Support, Telephone, Timing, Waiting List, Quality, Environment/Layout, Staff Attitude

Issues receiving the most comments overall. See pages 28-29 for issue descriptions

Pie chart:
- Advice/Information — 12%
- Carer Involvement — 2%
- General Comment — 2%
- User Involvement — 8%
- Administration — 5%
- Booking — 2%
- Support — 16%
- Telephone — 1%
- Timing — 8%
- Waiting List — 1%
- Quality — 19%
- Environment/Layout — 3%
- Staff Attitude — 21%

2.2 Stated medical conditions

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Arthritis, Cancer, Cardiology, Children's Health, Ear Health/Hearing, Ear, Nose & Throat, Eye Health, General Health, Maternity, Musculoskeletal Health, Older People's Health, Reproductive Health, Skin Health, Urology
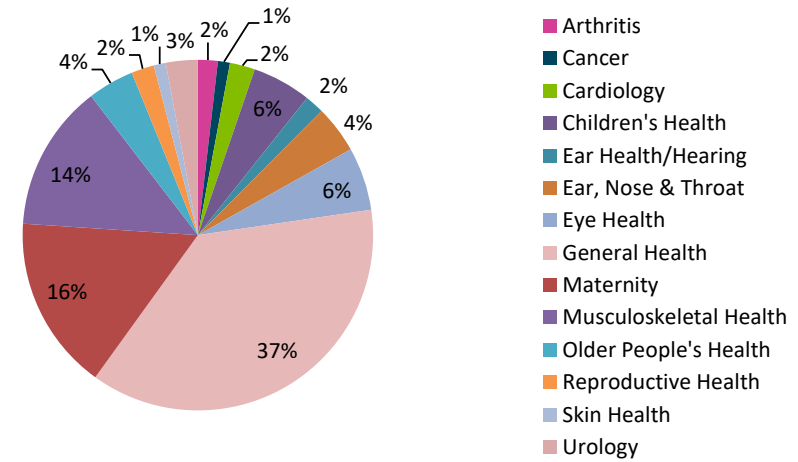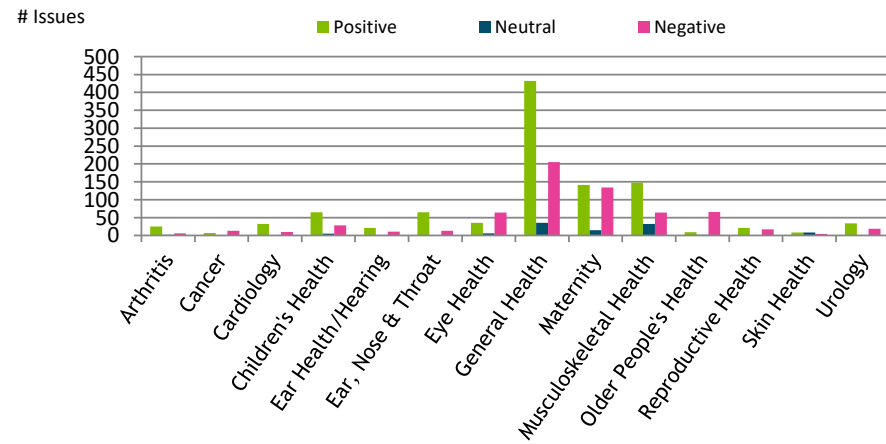
Medical conditions receiving the most comments overall

Pie chart:
- Arthritis — 2%
- Cancer — 1%
- Cardiology — 2%
- Children's Health — 6%
- Ear Health/Hearing — 2%
- Ear, Nose & Throat — 4%
- Eye Health — 6%
- General Health — 37%
- Maternity — 16%
- Musculoskeletal Health — 14%
- Older People's Health — 4%
- Reproductive Health — 2%
- Skin Health — 1%
- Urology — 3%

3. Sentiment: How do people feel about the service?

3.1 How do people feel as a whole?

Issues

Legend: Positive (green), Neutral (dark blue), Negative (pink)

Bar chart — Overall Sentiment:
- Positive: ~1120
- Neutral: ~100
- Negative: ~680

Y-axis: 0, 200, 400, 600, 800, 1000, 1200

Quarterly Benchmark: *X change from the previous quarter*

Pie chart:
- Positive: 59%
- Neutral: 5%
- Negative: 36%
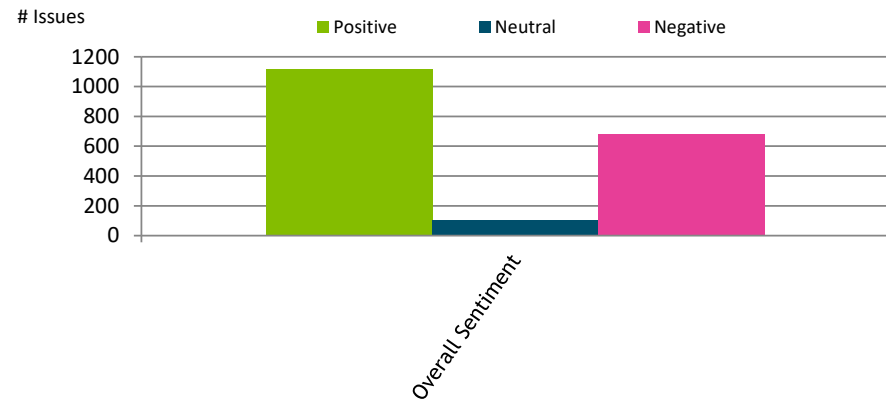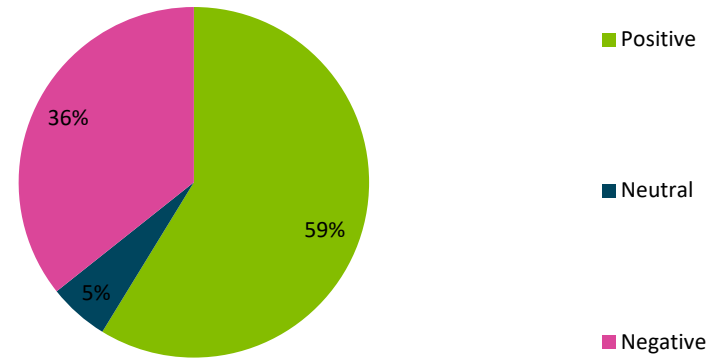
Comparable London Average (Q1): *57% Positive*

3.2 How well informed, involved and supported do people feel?

Issues

Legend: Positive (green), Neutral (dark blue), Negative (pink)

Bar chart — Sentiment, Involvement:
- Positive: ~400
- Neutral: ~30
- Negative: ~200

Y-axis: 0, 50, 100, 150, 200, 250, 300, 350, 400, 450

Quarterly Benchmark: *X change from the previous quarter*

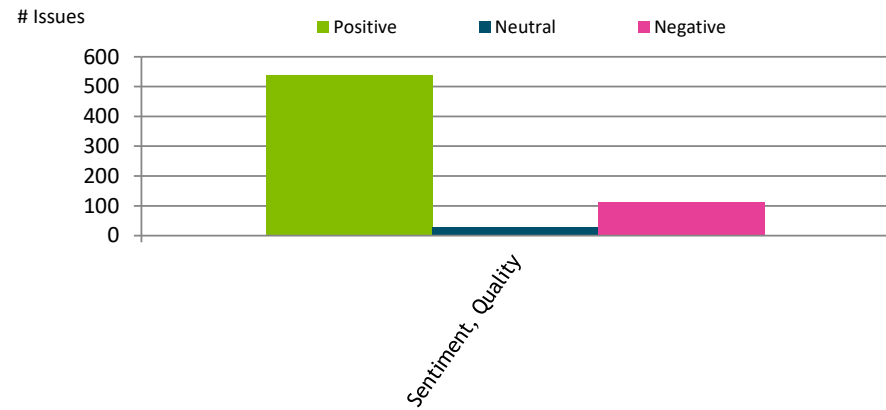Pie chart:
- Positive: 63%
- Neutral: 5%
- Negative: 32%
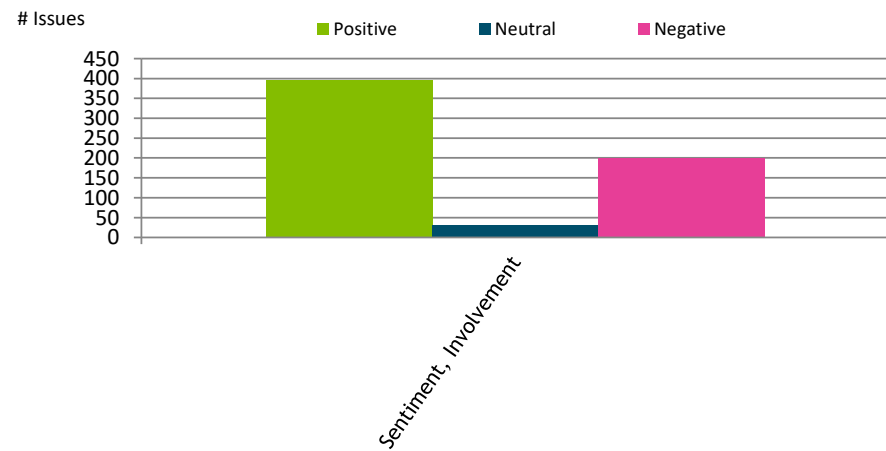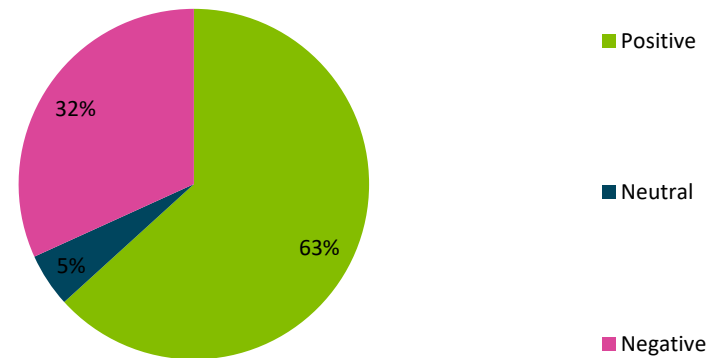
Comparable London Average (Q1): *59% Positive*

3. Sentiment: How do people feel about the service?

3.3 How do people feel about general quality and empathy?

Issues

Legend: Positive, Neutral, Negative

Bar chart axis: 0, 100, 200, 300, 400, 500, 600
X-axis label: Sentiment, Quality
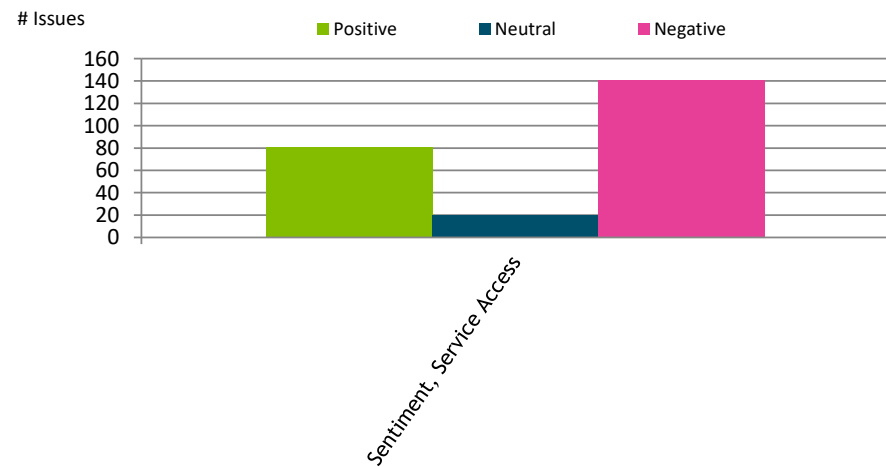

Pie chart: Positive 79%, Neutral 4%, Negative 17%

Quarterly Benchmark: *X change from the previous quarter*
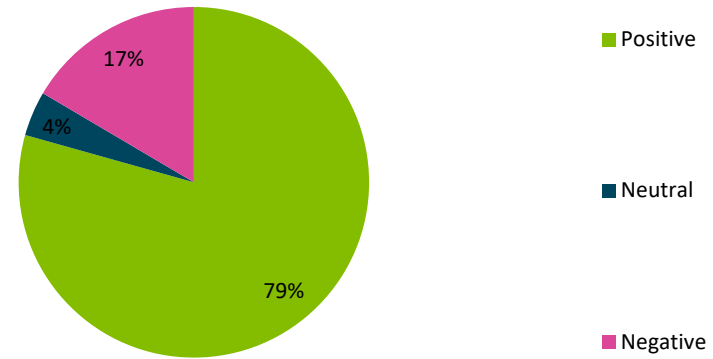
Comparable London Average (Q1): *78% Positive*

3.4 How do people feel about general access to services?

Issues

Legend: Positive, Neutral, Negative

Bar chart axis: 0, 20, 40, 60, 80, 100, 120, 140, 160
X-axis label: Sentiment, Service Access

Pie chart: Positive 34%, Neutral 8%, Negative 58%

Quarterly Benchmark: *X change from the previous quarter*
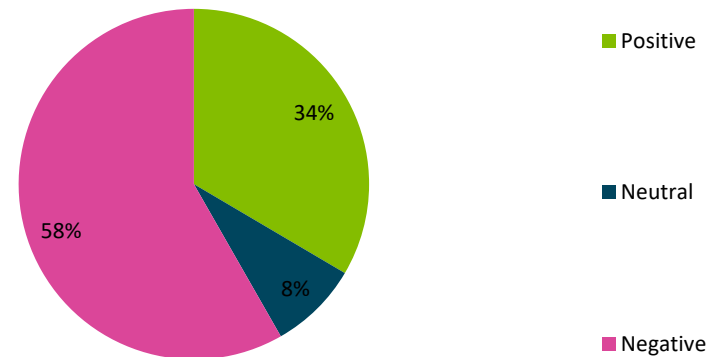
Comparable London Average (Q1): *38% Positive*

4.1 Departments (1903 issues)

Issues

Positive **Neutral** **Negative**

Departments (bar chart with categories):
Accident and Emergency, Cardiology, Ear, Nose and Throat, Endoscopy, Fracture Clinic, General Outpatients, Maternity, Not Stated, Obstetrics and..., Ophthalmology, Orthopaedics, Phlebotomy, Surgical Clinic, Urology

Pie chart percentages:
- Accident and Emergency — 22%
- Cardiology — 3%
- Ear, Nose and Throat — 5%
- Endoscopy — 3%
- Fracture Clinic — 6%
- General Outpatients — 6%
- Maternity — 18%
- Not Stated — 5%
- Obstetrics and Gynaecology — 3%
- Ophthalmology — 7%
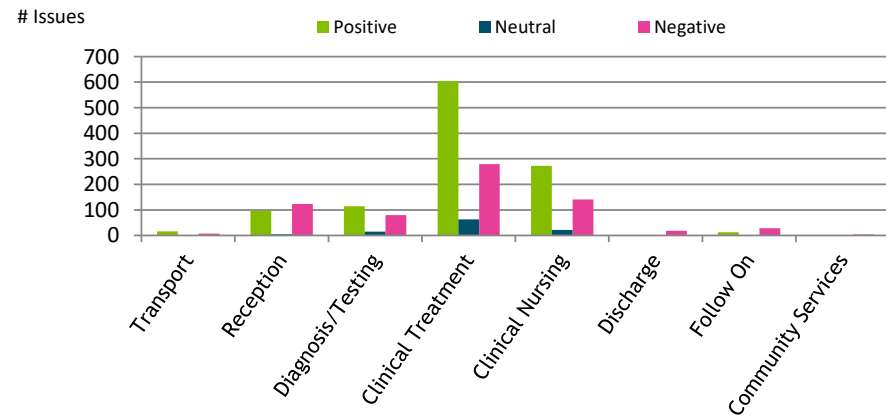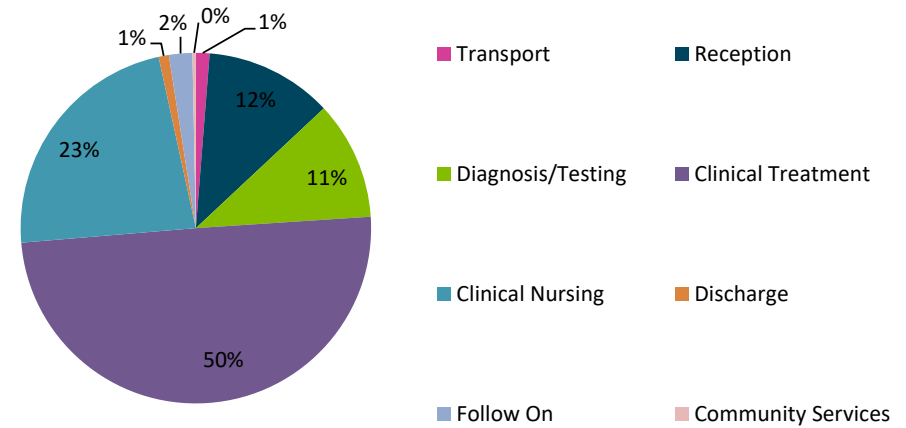- Orthopaedics — 10%
- Phlebotomy — 4%
- Surgical Clinic — 4%
- Urology — 4%

Departments receiving the most comments overall
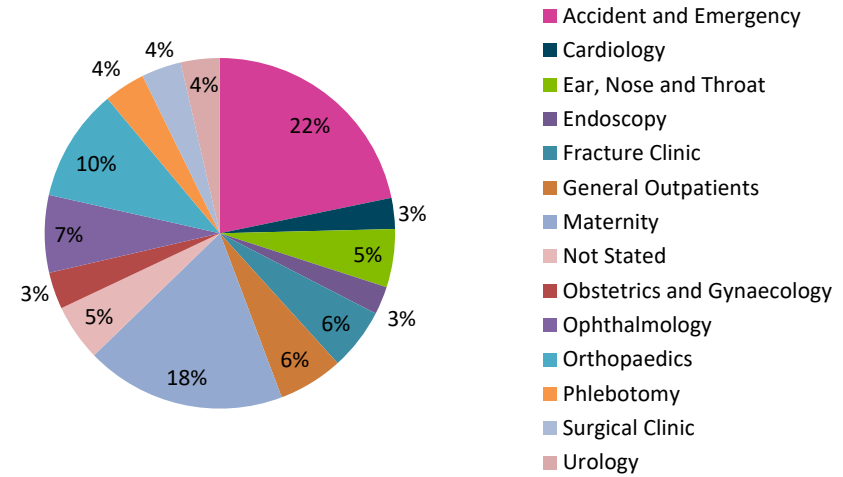
4.2 Breakdown of care pathway locations (more on pages 19-26)

Issues

Positive **Neutral** **Negative**

Bar chart categories:
Transport, Reception, Diagnosis/Testing, Clinical Treatment, Clinical Nursing, Discharge, Follow On, Community Services

Pie chart percentages:
- Transport — 1%
- Reception — 12%
- Diagnosis/Testing — 11%
- Clinical Treatment — 50%
- Clinical Nursing — 23%
- Discharge — 1%
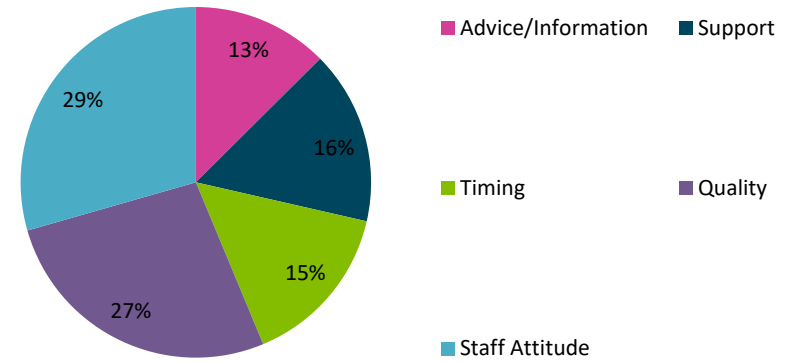- Follow On — 2%
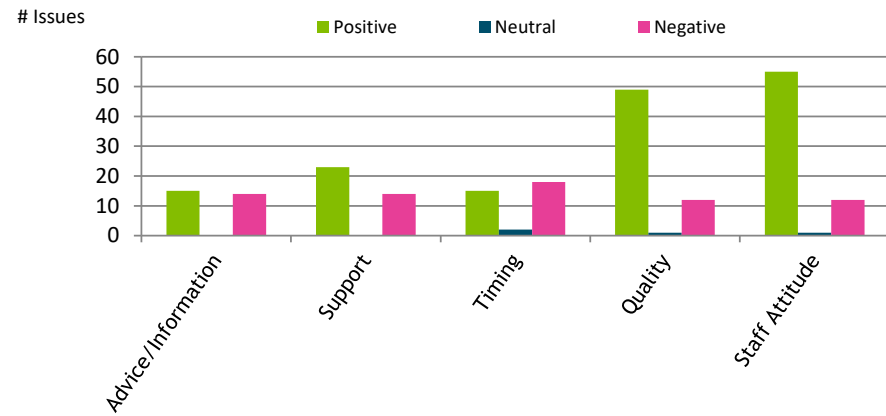- Community Services — 0%
- 1%

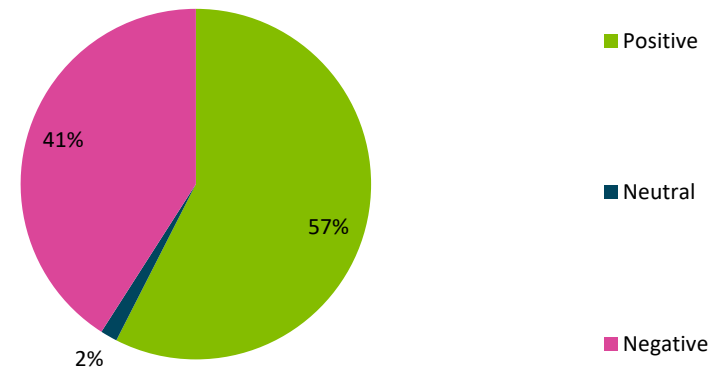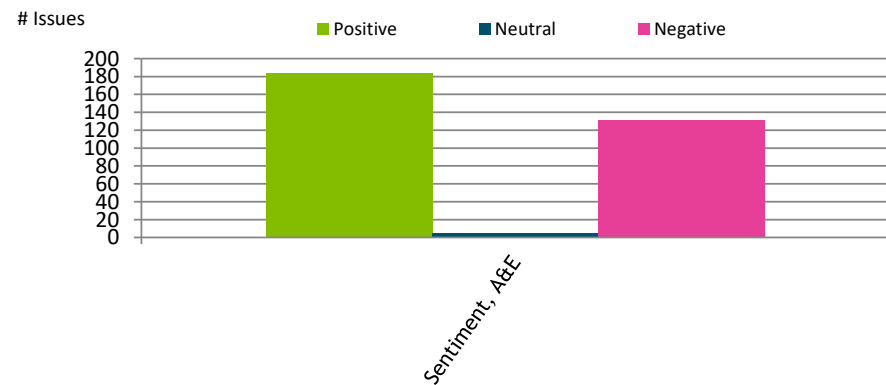*Care pathway locations*

5. Trends: A&E

5.1 Trends, A&E (320 issues from 49 people)

Issues receiving the most comments overall
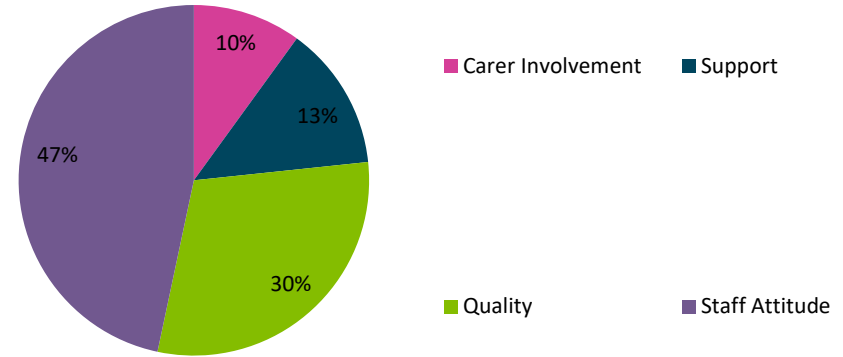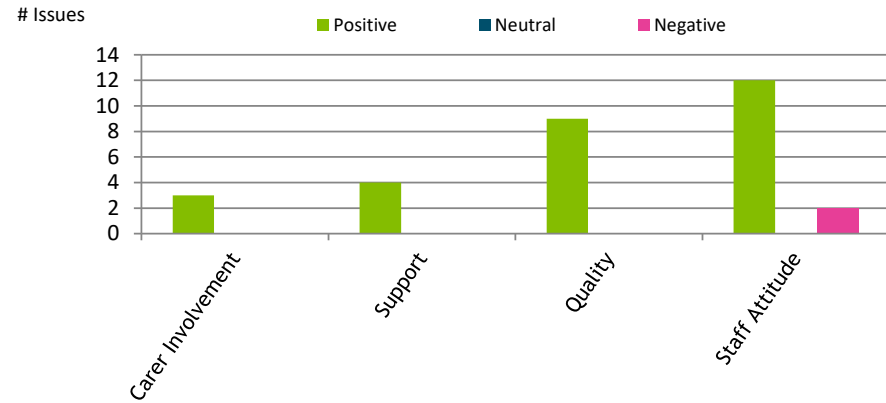
5.2 Sentiment, A&E

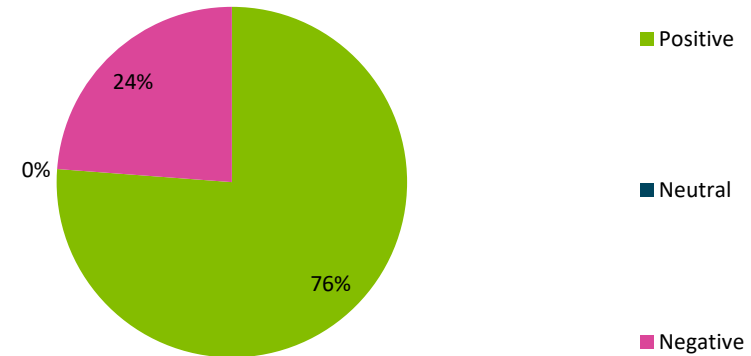Quarterly Benchmark: *X change from the previous quarter*
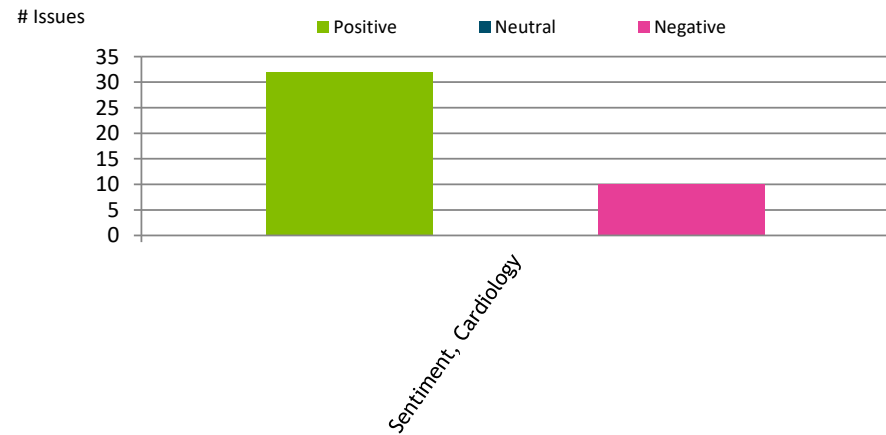
5. Trends: Cardiology

5.3 Trends, Cardiology (42 issues from 6 people)

Issues

Issues receiving the most comments overall

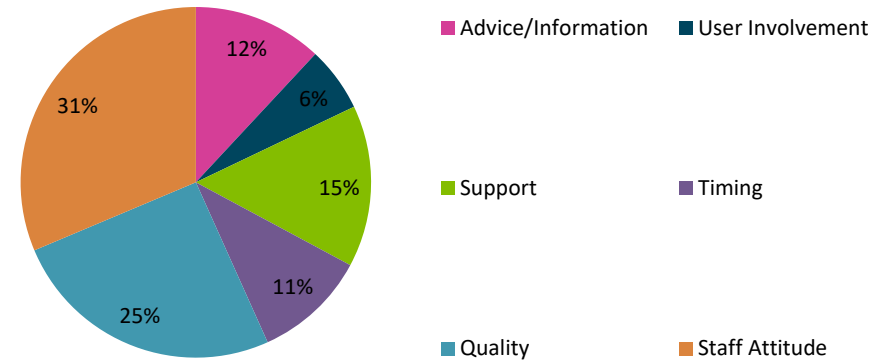## 5.4 Sentiment, Cardiology

Issues
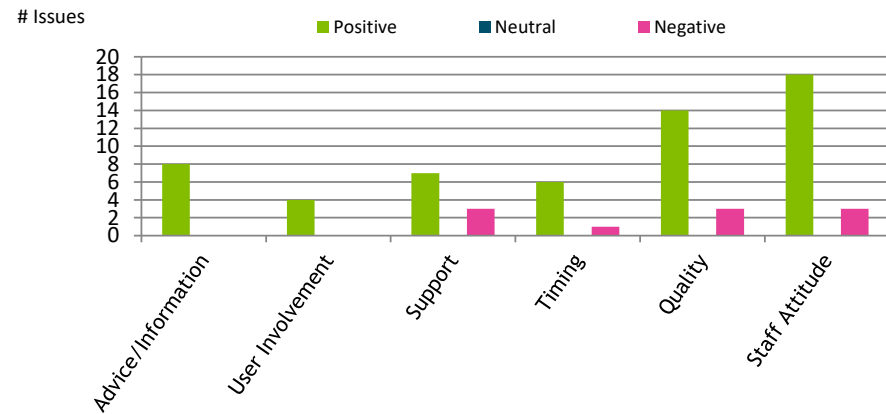

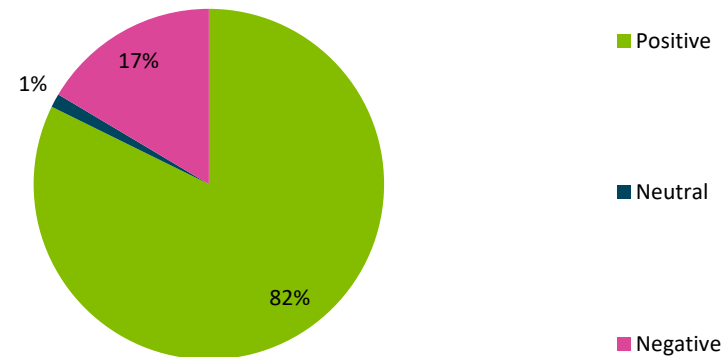Quarterly Benchmark: *X change from the previous quarter*

5.5 Trends, Ear, Nose & Throat (79 issues from 14 people)

Issues

Legend: Positive | Neutral | Negative

Bar chart categories:
- Advice/Information: Positive 8
- User Involvement: Positive 4
- Support: Positive 7, Negative 3
- Timing: Positive 6, Negative 1
- Quality: Positive 14, Negative 3
- Staff Attitude: Positive 18, Negative 3

Pie chart:
- Advice/Information: 12%
- User Involvement: 6%
- Support: 15%
- Timing: 11%
- Quality: 25%
- Staff Attitude: 31%

Issues receiving the most comments overall

5.6 Sentiment, Ear, Nose & Throat
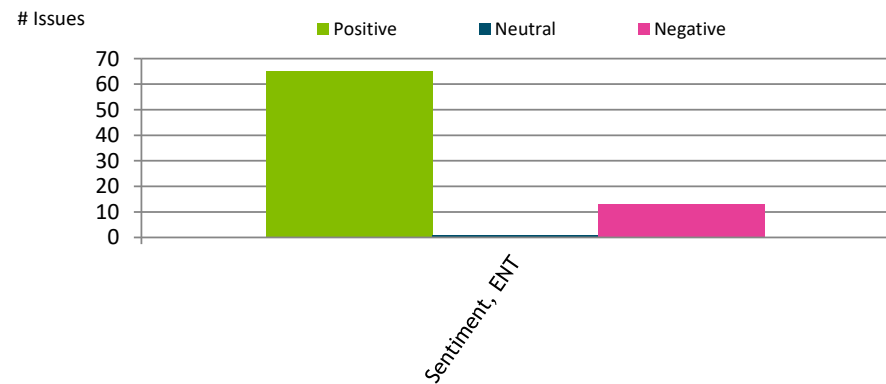
Issues

Legend: Positive | Neutral | Negative

Bar chart:
- Positive: 65
- Neutral: ~1
- Negative: 13

Sentiment, ENT

Pie chart:
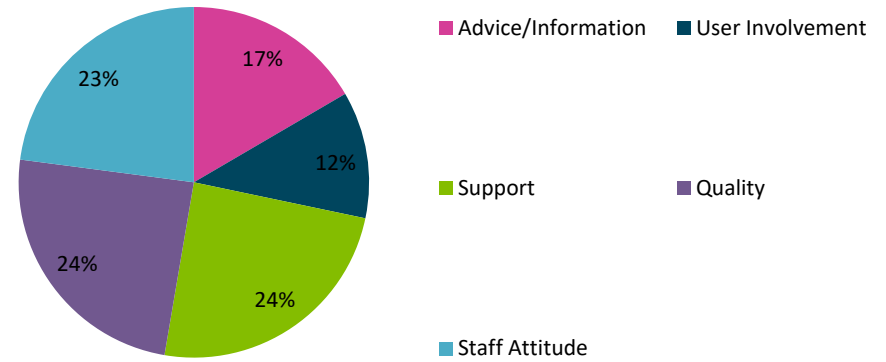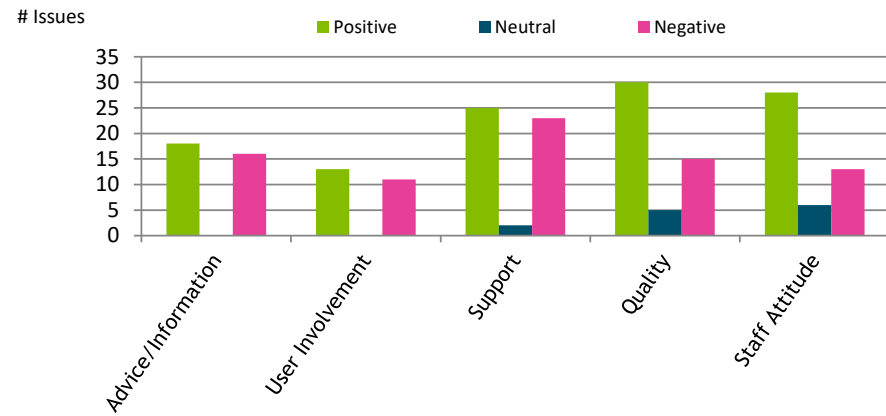- Positive: 82%
- Neutral: 1%
- Negative: 17%

Quarterly Benchmark: *X change from the previous quarter*

5.7 Trends, Maternity (272 issues from 37 people)

Issues

Legend: Positive | Neutral | Negative

Issues receiving the most comments overall

Pie chart legend: Advice/Information | User Involvement | Support | Quality | Staff Attitude

Pie values: 17%, 12%, 24%, 24%, 23%

5.8 Sentiment, Maternity

Issues

Legend: Positive | Neutral | Negative

Quarterly Benchmark: *X change from the previous quarter*

Pie chart legend: Positive | Neutral | Negative

Pie values: 49%, 5%, 46%
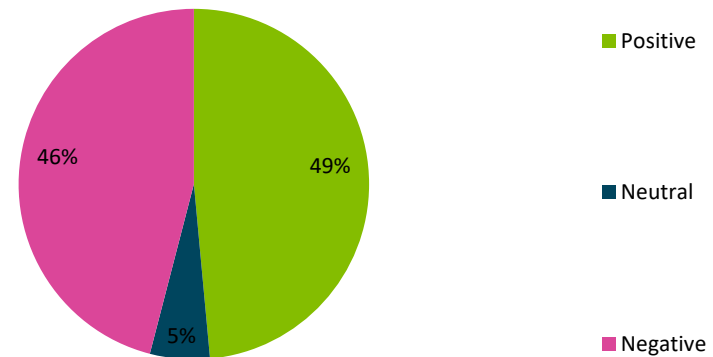
5.9 Trends, Obstetrics and Gynaecology (50 issues from 10 people)

Issues

Legend: Positive | Neutral | Negative

Bar chart categories and values:
- Advice/Information: Positive 3, Negative 2
- User Involvement: Positive 3, Negative 2
- Administration: Positive 2, Negative 1
- Support: Positive 4, Negative 3
- Quality: Positive 7, Negative 1
- Staff Attitude: Positive 7, Negative 2

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 13%
- User Involvement: 14%
- Administration: 8%
- Support: 19%
- Quality: 22%
- Staff Attitude: 24%

Legend: Advice/Information | User Involvement | Administration | Support | Quality | Staff Attitude

5.10 Sentiment, Obstetrics and Gynaecology

Issues

Legend: Positive | Neutral | Negative

Bar chart:
- Positive: 30
- Negative: 20

Sentiment, Obstetrics

Quarterly Benchmark: *X change from the previous quarter*

Pie chart:
- Positive: 60%
- Neutral: 0%
- Negative: 40%

Legend: Positive | Neutral | Negative

11
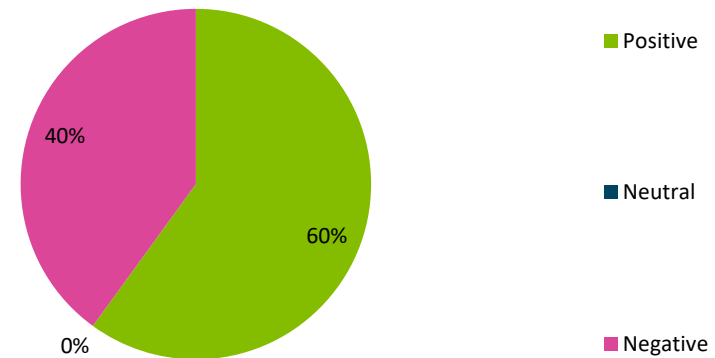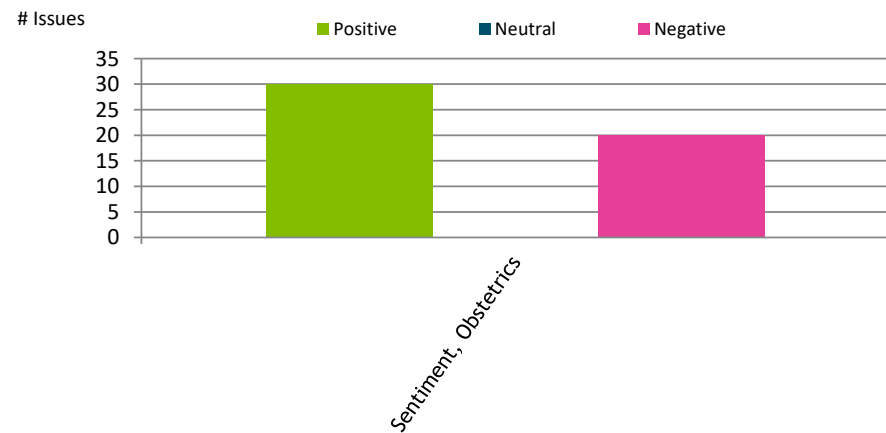
5.11 Trends, Ophthalmology (106 issues from 15 people)
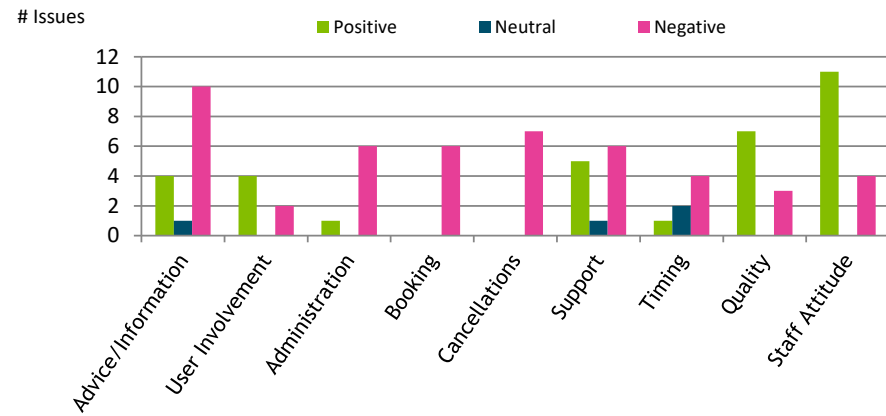
Issues receiving the most comments overall

5.12 Sentiment, Ophthalmology

Quarterly Benchmark: *X change from the previous quarter*
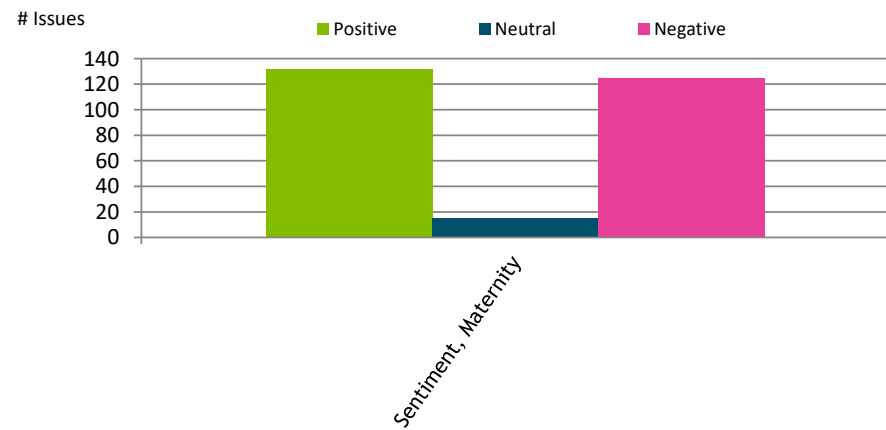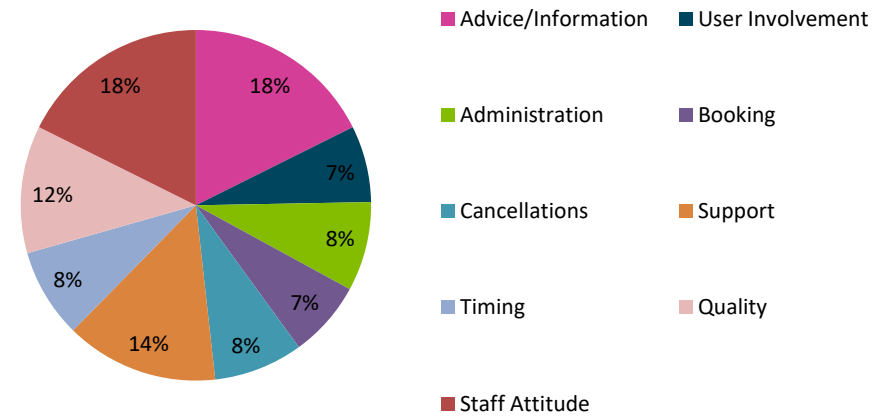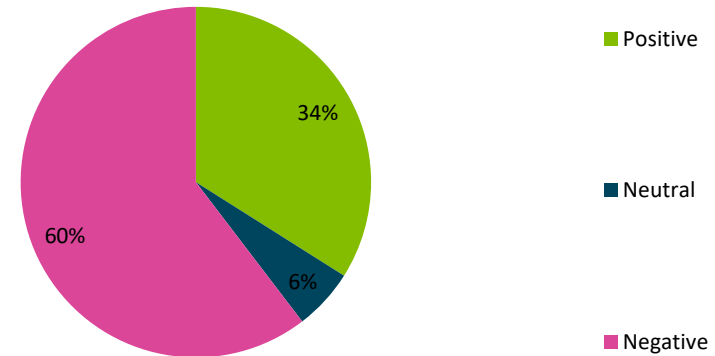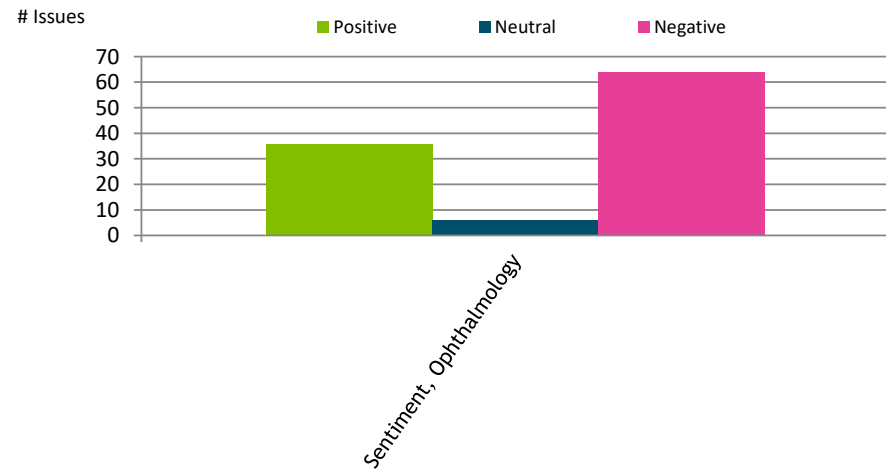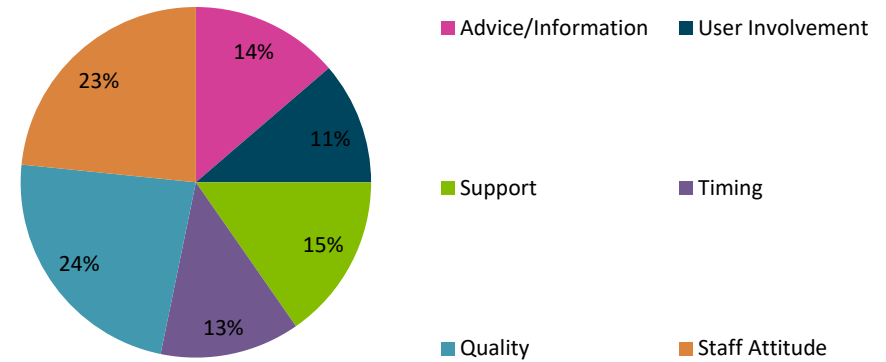
12

5.13 Trends, Orthopaedics (153 issues from 24 people)

Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Advice/Information, User Involvement, Support, Timing, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 14%
- User Involvement: 11%
- Support: 15%
- Timing: 13%
- Quality: 24%
- Staff Attitude: 23%

Legend: Advice/Information | User Involvement | Support | Timing | Quality | Staff Attitude

5.14 Sentiment, Orthopaedics

Issues

Legend: Positive | Neutral | Negative
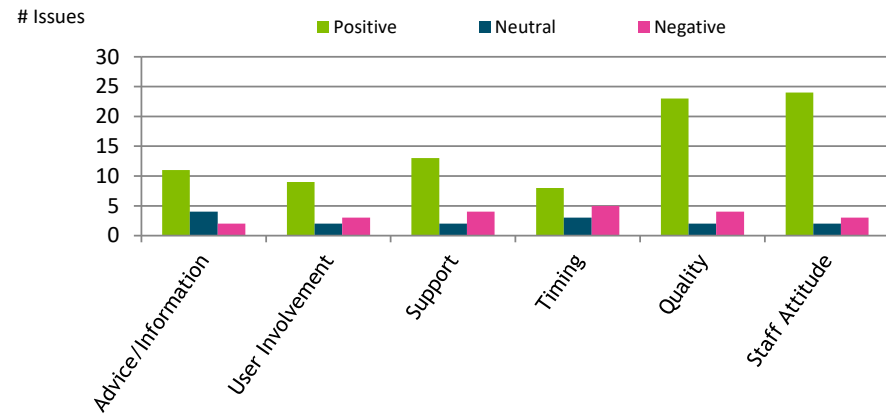
Bar chart: Sentiment, Orthopaedics

Quarterly Benchmark: *X change from the previous quarter*

Pie chart:
- Positive: 64%
- Neutral: 12%
- Negative: 24%

Legend: Positive | Neutral | Negative

13

5.15 Trends, Phlebotomy (56 issues from 16 people)

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart categories: Advice/Information, General Comment, Administration, Support, Timing, Quality, Staff Attitude (y-axis 0–8)

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 7%
- General Comment: 14%
- Administration: 11%
- Support: 12%
- Timing: 28%
- Quality: 12%
- Staff Attitude: 16%
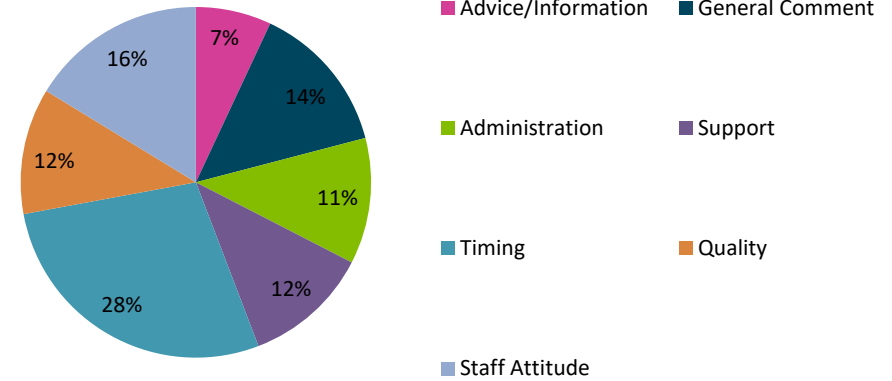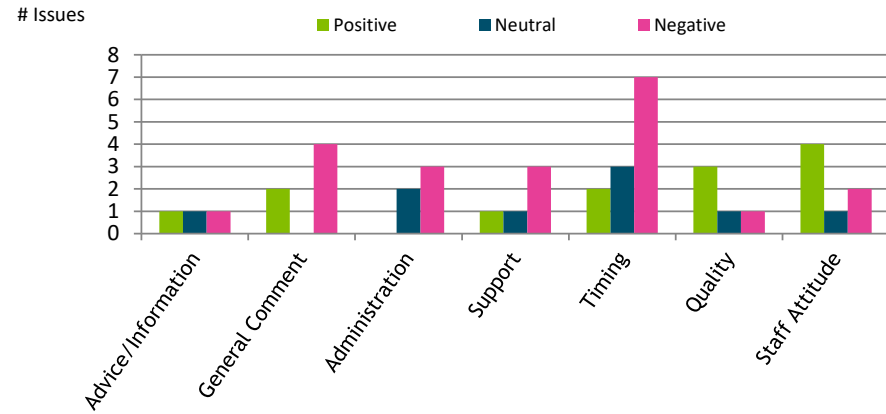
5.16 Sentiment, Paediatrics

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart: Sentiment, Phlebotomy (y-axis 0–35)

Quarterly Benchmark: *X change from the previous quarter*

Pie chart:
- Positive: 27%
- Neutral: 20%
- Negative: 53%
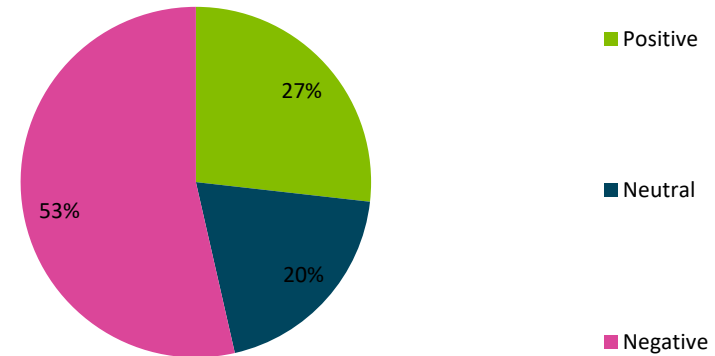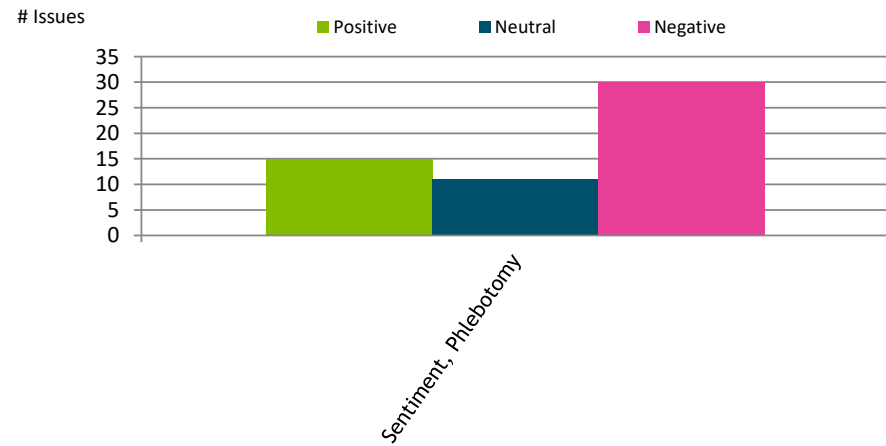
5.17 Trends, Radiography (32 issues from 7 people)

Issues

Legend: Positive · Neutral · Negative

Categories: Advice/Information, User Involvement, Support, Timing, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 11%
- User Involvement: 12%
- Support: 15%
- Timing: 12%
- Quality: 23%
- Staff Attitude: 27%
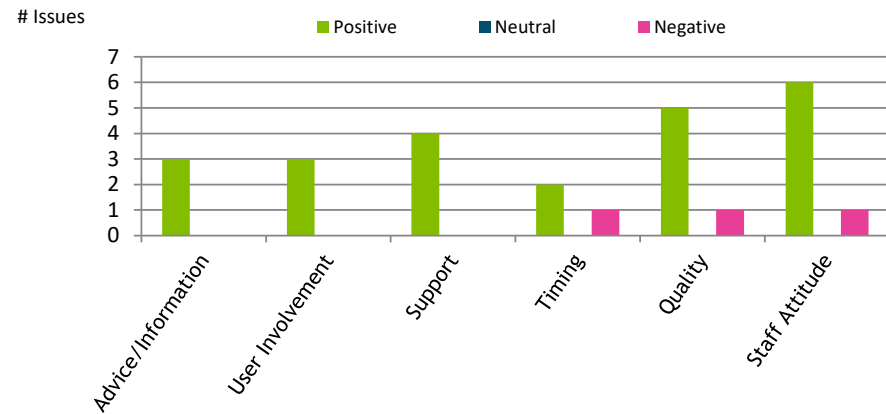
5.18 Sentiment, Radiography
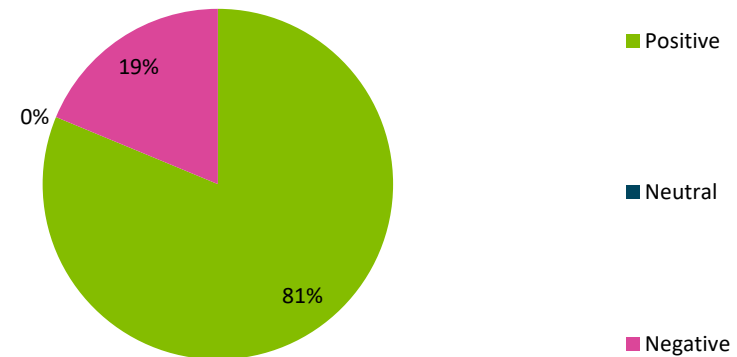
Issues

Legend: Positive · Neutral · Negative

Quarterly Benchmark: *X change from the previous quarter*

Pie chart:
- Positive: 81%
- Neutral: 0%
- Negative: 19%

5.19 Trends, Rheumatology (33 issues from 7 people)

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart values (# Issues):
- Advice/Information: Positive 4, Neutral 2
- User Involvement: Positive 2
- Referral: Positive 3
- Support: Positive 4, Negative 1
- Telephone: Positive 1, Negative 1
- Waiting List: Positive 2, Negative 1
- Quality: Positive 4
- Staff Attitude: Positive 4, Negative 1

Pie chart:
- Advice/Information 20%
- User Involvement 6%
- Referral 10%
- Support 17%
- Telephone 7%
- Waiting List 10%
- Quality 13%
- Staff Attitude 17%

Issues receiving the most comments overall

5.20 Sentiment, Rheumatology

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart (Sentiment, Rheumatology):
- Positive 25
- Neutral 2
- Negative 6
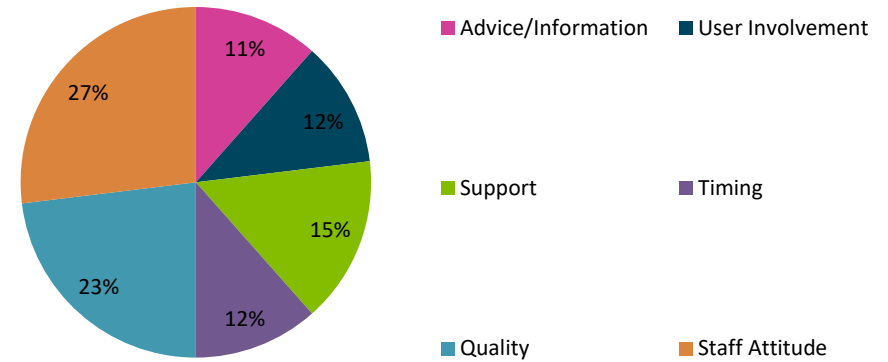

Pie chart:
- Positive 76%
- Neutral 6%
- Negative 18%
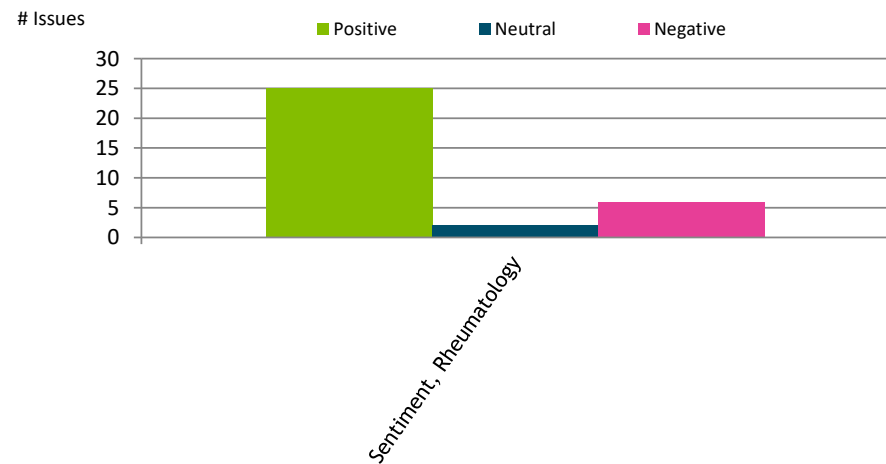
Quarterly Benchmark: *X change from the previous quarter*

5. Trends: Surgery (General)

5.21 Trends, General Surgery (54 issues from 6 people)

Issues receiving the most comments overall

5.22 Sentiment, General Surgery

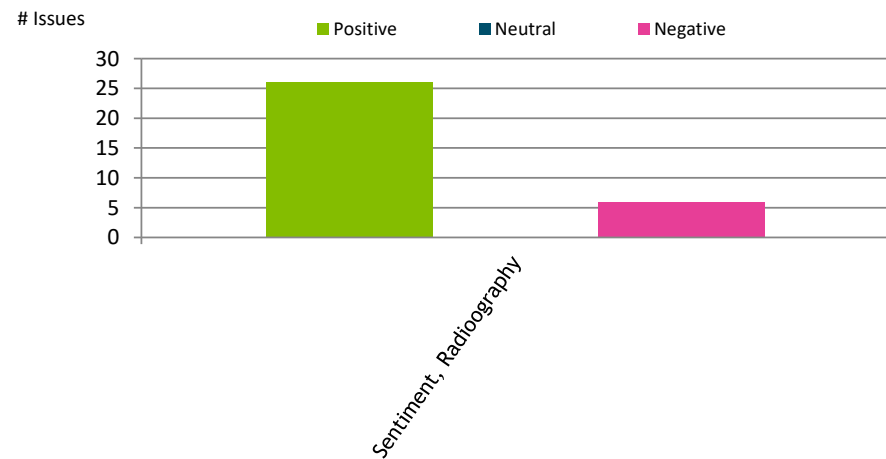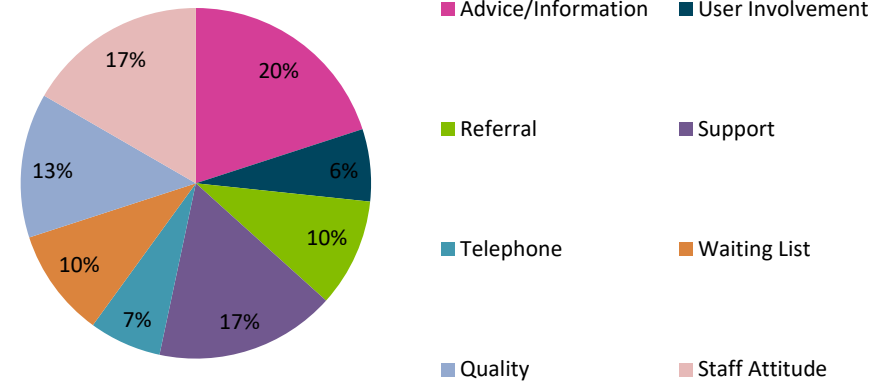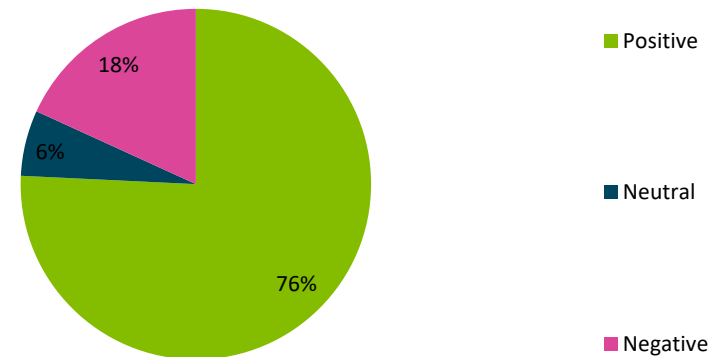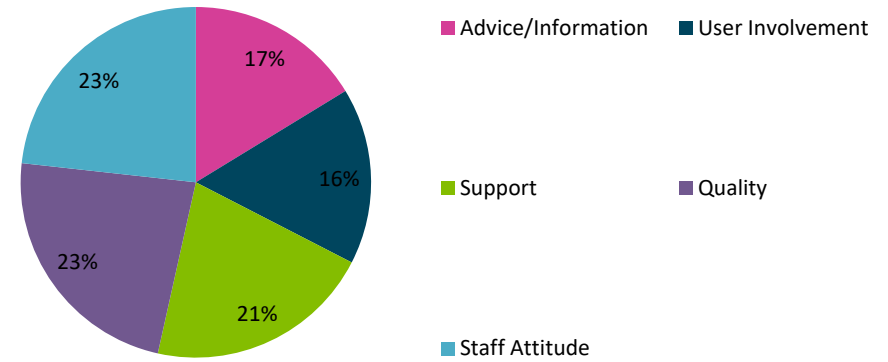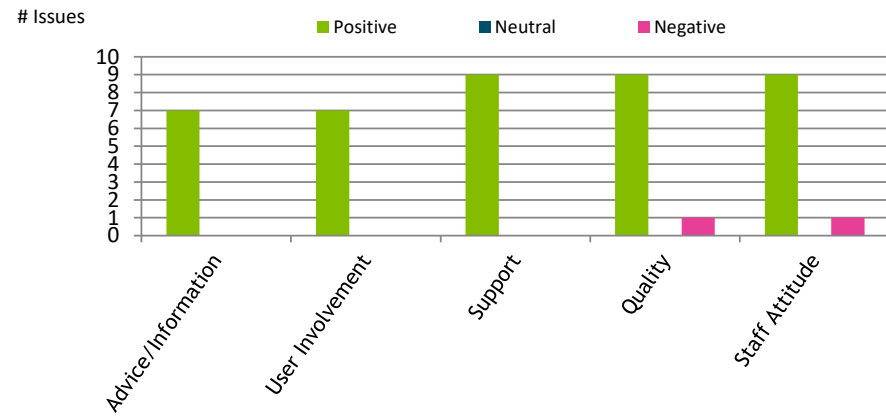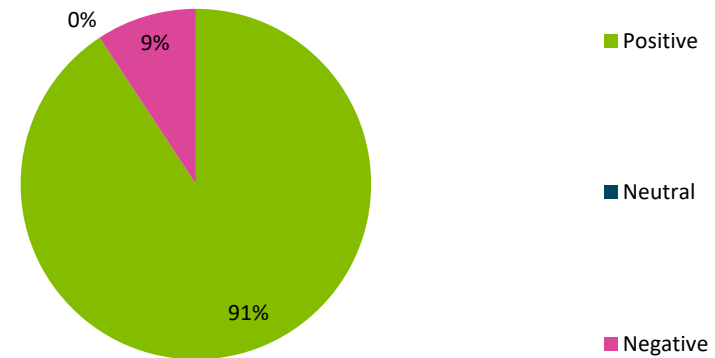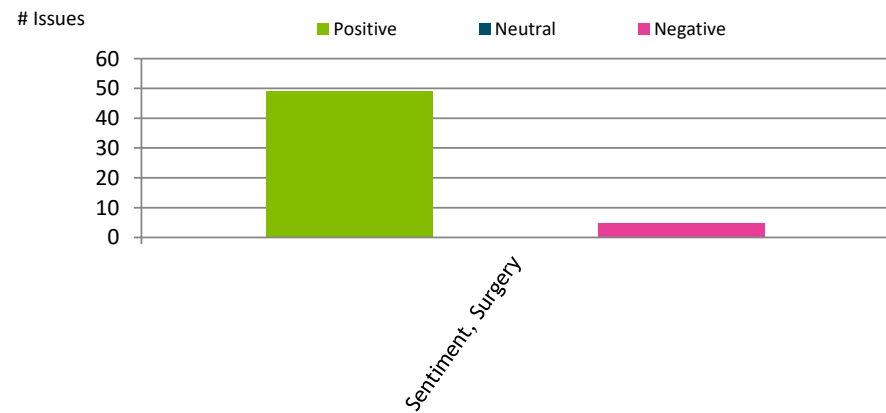Quarterly Benchmark: *X change from the previous quarter*

5.23 Trends, Urology (53 issues from 9 people)

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart (# Issues, 0–12):
- Advice/Information: Positive 3, Negative 4
- Support: Positive 7, Negative 2
- Quality: Positive 8, Negative 1
- Staff Attitude: Positive 10, Negative 1

Pie chart:
- Advice/Information 19%
- Support 25%
- Quality 25%
- Staff Attitude 31%
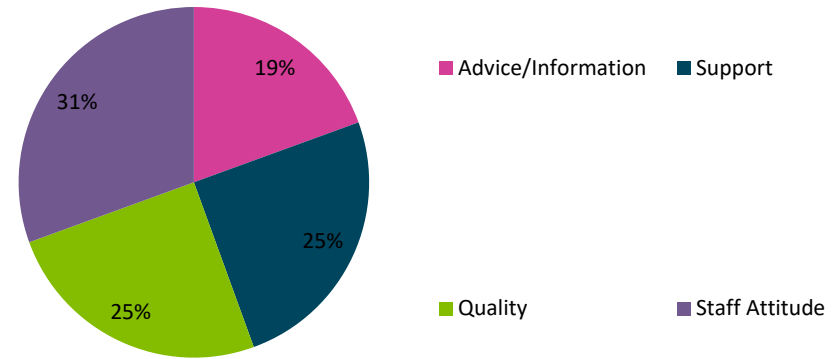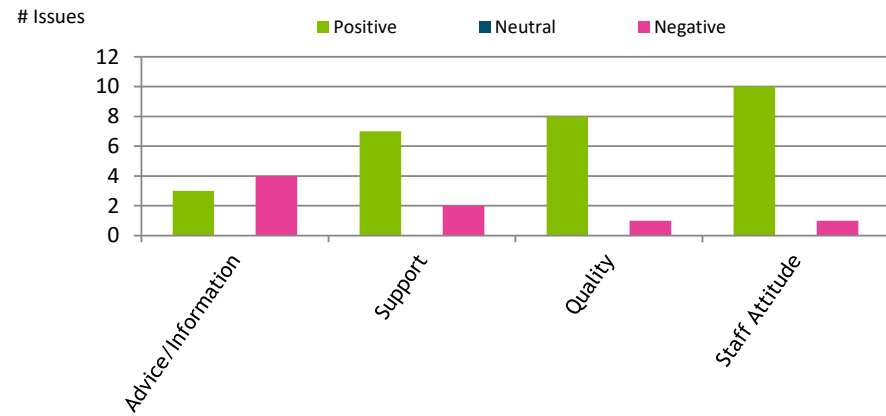
Issues receiving the most comments overall

5.24 Sentiment, Urology

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart (# Issues, 0–40):
- Positive: 34
- Negative: 19

Pie chart:
- Positive 64%
- Neutral 0%
- Negative 36%
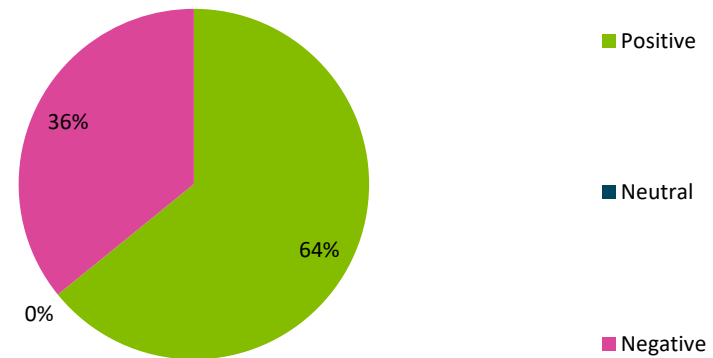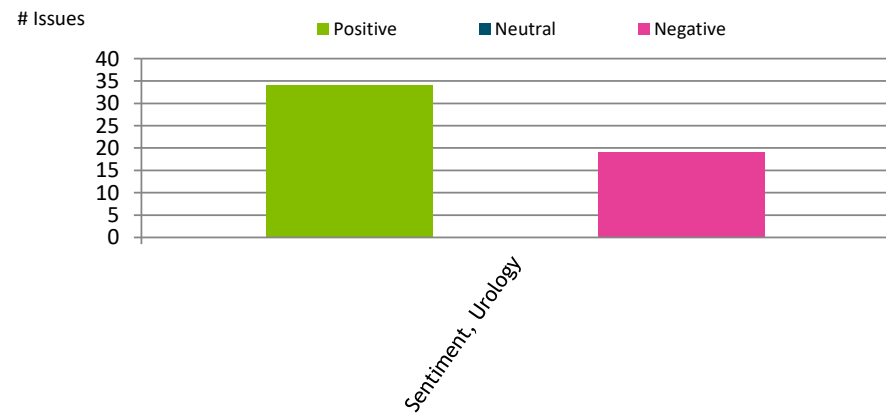
Quarterly Benchmark: *X change from the previous quarter*

6. Care Pathway: Transport (ability to get to-and-from services)

6.1 Trends, Transport (24 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories (# Issues, scale 0–7):
- Advice/Information: Positive 2, Negative 1
- Support: Positive 2, Negative 1
- Timing: Positive 1, Negative 2
- Quality: Positive 4
- Travel/Parking: Positive 1, Neutral 1, Negative 1
- Staff Attitude: Positive 6

Pie chart:
- Advice/Information 13%
- Support 14%
- Timing 14%
- Quality 18%
- Travel/Parking 14%
- Staff Attitude 27%
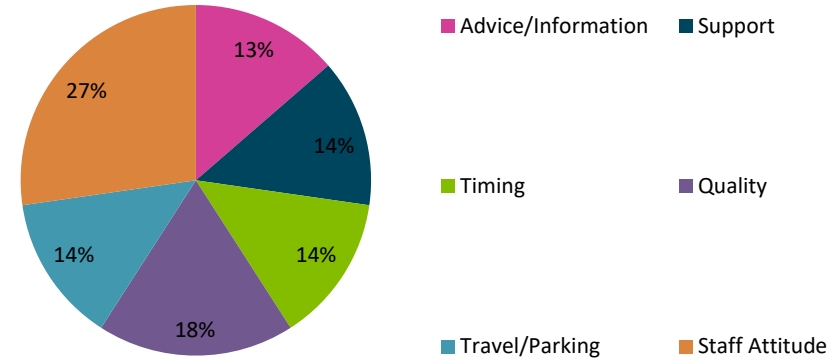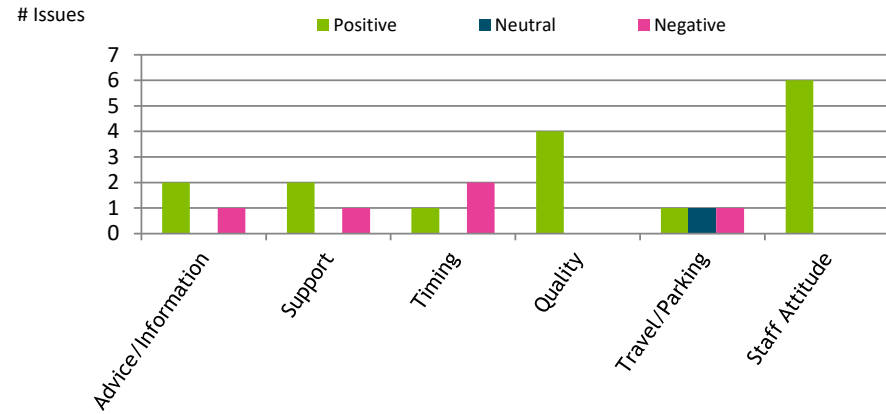
Issues receiving the most comments overall

6.2 Sentiment, Transport

Issues

Legend: Positive, Neutral, Negative

Bar chart (Sentiment, Transport, scale 0–18):
- Positive 16
- Neutral 1
- Negative 7

Pie chart:
- Positive 67%
- Neutral 4%
- Negative 29%
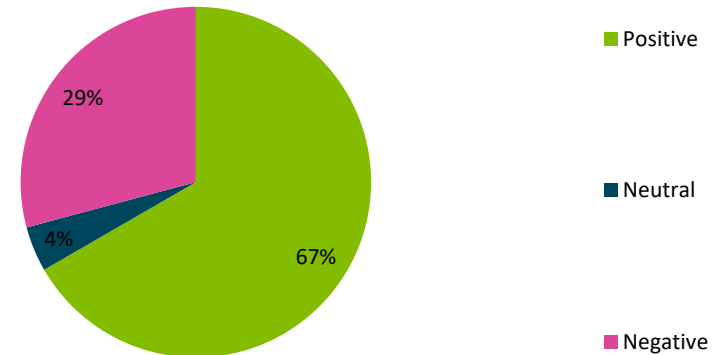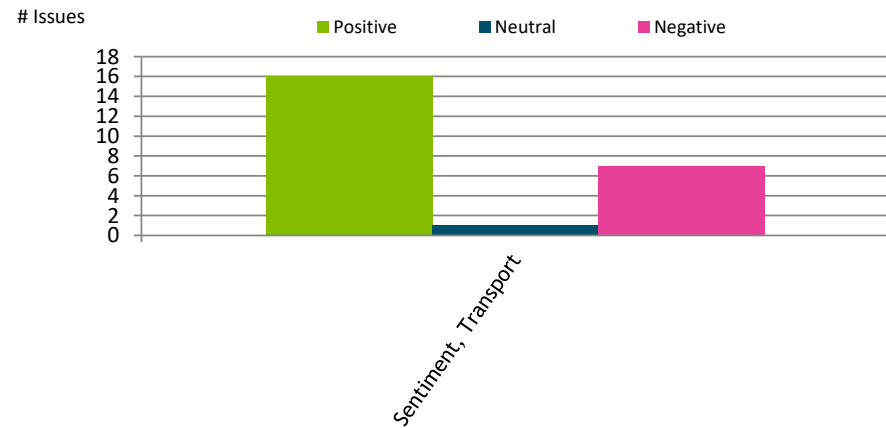
Quarterly Benchmark: *X change from the previous quarter*

6. Care Pathway: Reception (reception services including back-office)

6.3 Trends, Reception (224 issues)
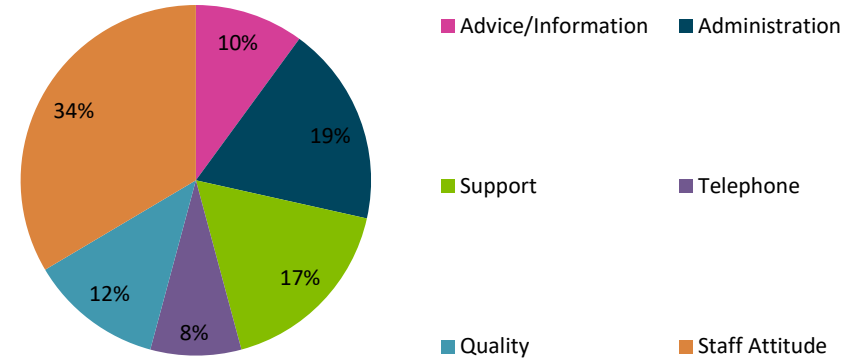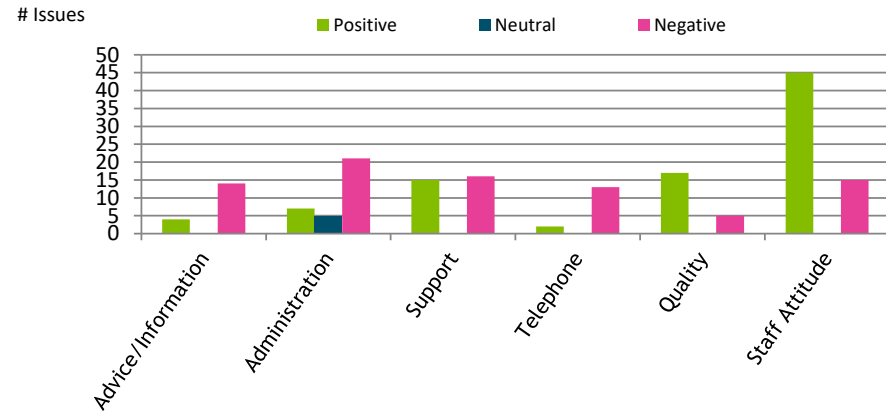
Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Advice/Information, Administration, Support, Telephone, Quality, Staff Attitude

Y-axis: 0, 5, 10, 15, 20, 25, 30, 35, 40, 45, 50

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 10%
- Administration: 19%
- Support: 17%
- Telephone: 8%
- Quality: 12%
- Staff Attitude: 34%

6.4 Sentiment, Reception

Issues

Legend: Positive | Neutral | Negative

Bar chart category: Sentiment, Reception

Y-axis: 0, 20, 40, 60, 80, 100, 120, 140

Pie chart:
- Positive: 43%
- Neutral: 2%
- Negative: 55%
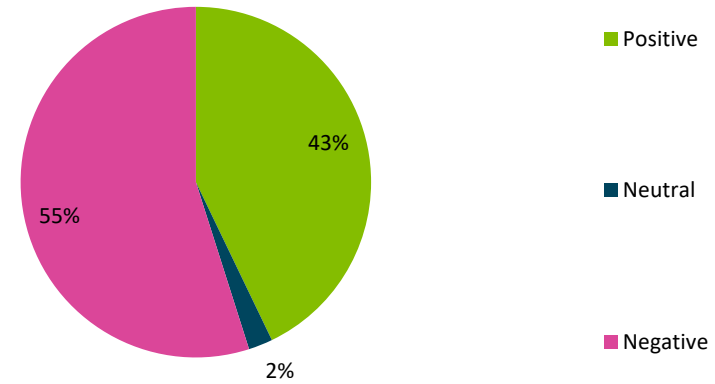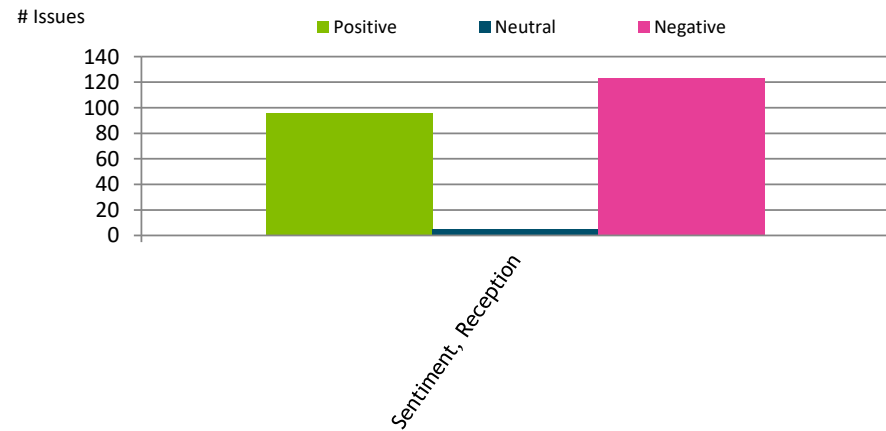
Quarterly Benchmark: *X change from the previous quarter*

6. Care Pathway: Diagnosis/Testing (diagnosis of condition, including testing and scans)

6.5 Trends, Diagnosis/Testing (208 issues)
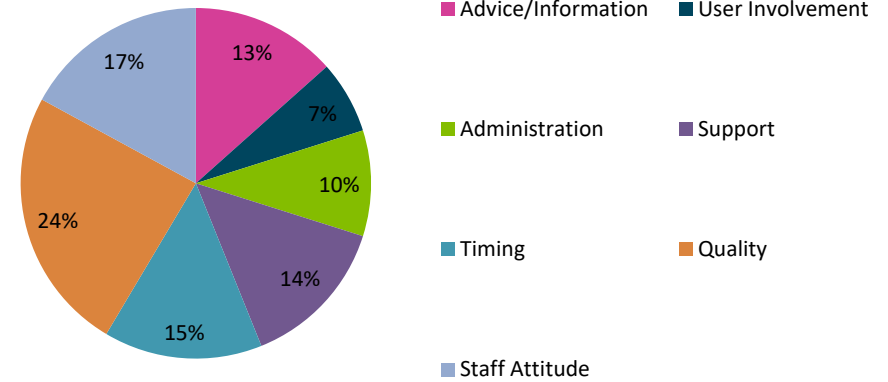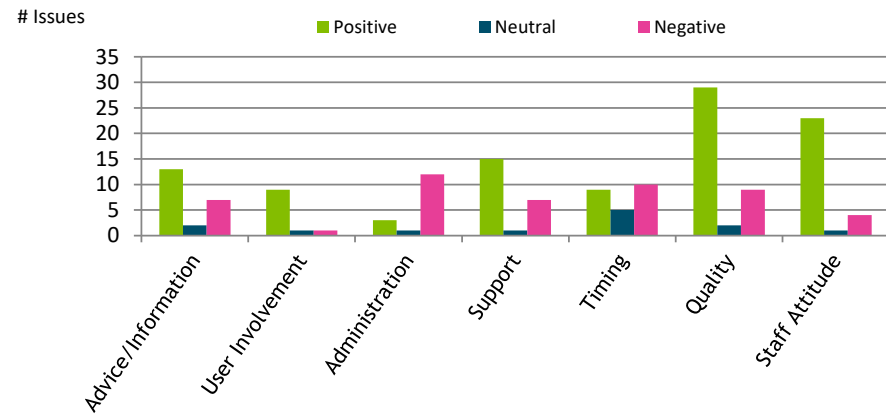
Issues receiving the most comments overall

6.6 Sentiment, Diagnosis/Testing
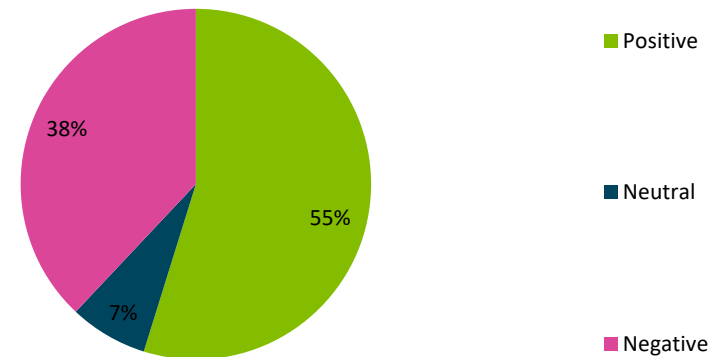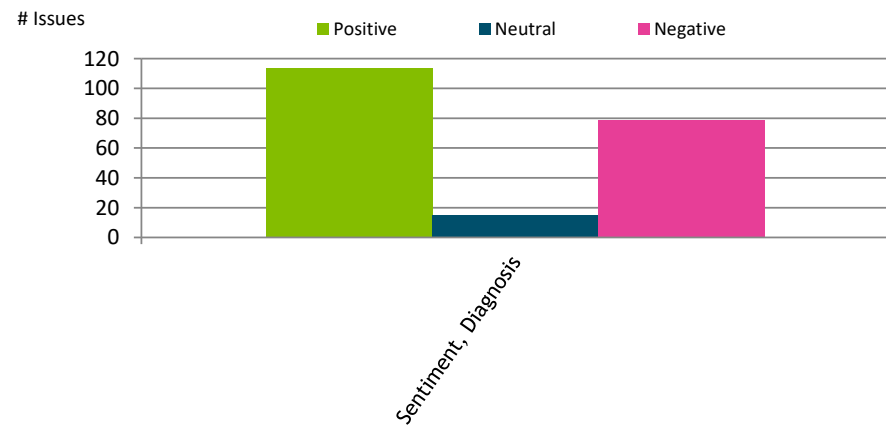
Quarterly Benchmark: *X change from the previous quarter*

6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)

6.7 Trends, Clinical Treatment (946 issues)
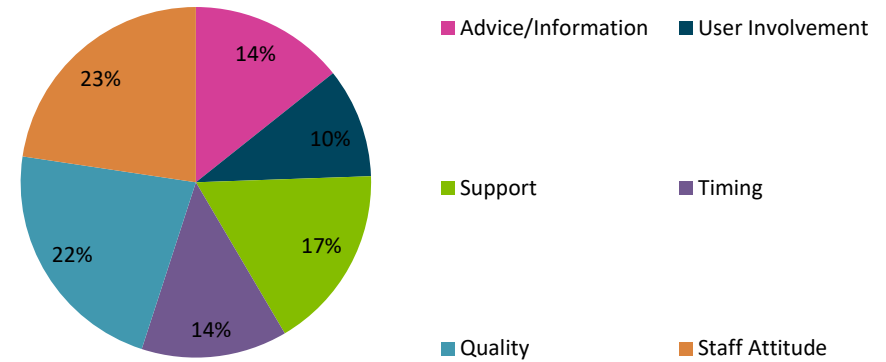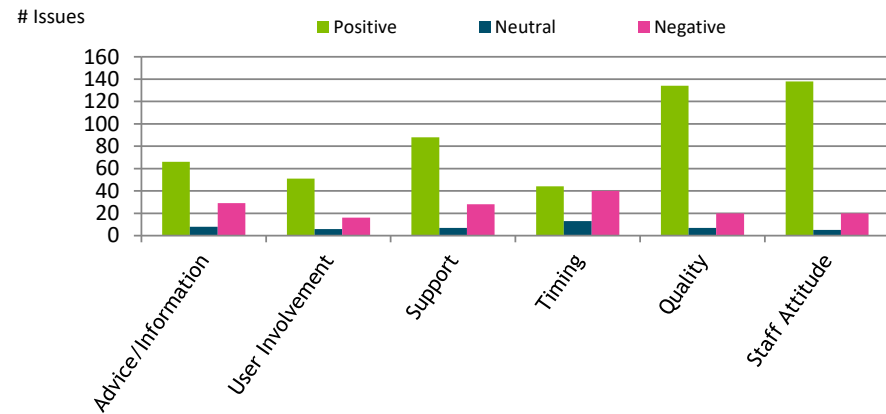
Issues receiving the most comments overall

6.8 Sentiment, Clinical Treatment
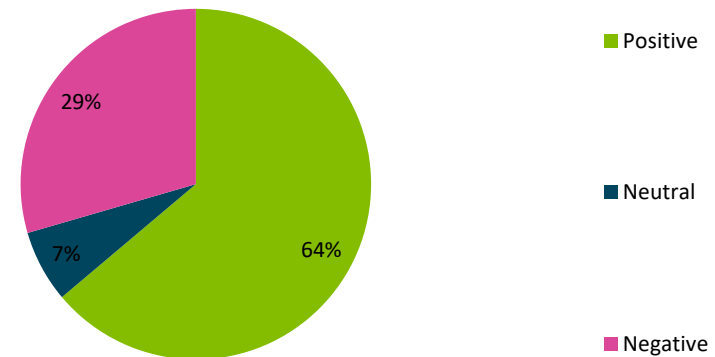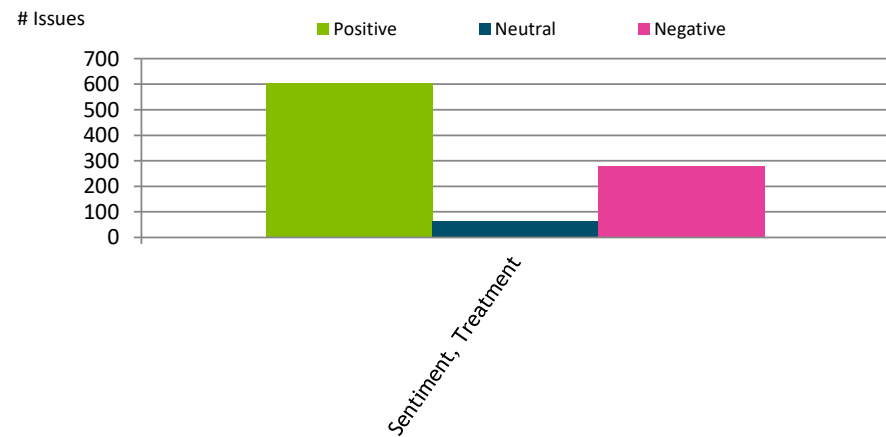
Quarterly Benchmark: *X change from the previous quarter*

6. Care Pathway: Clinical Nursing (care provided by trained nurses)

6.9 Trends, Clinical Nursing (436 issues)

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart categories: Advice/Information, User Involvement, Support, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Advice/Information 12%
- User Involvement 12%
- Support 21%
- Quality 25%
- Staff Attitude 30%
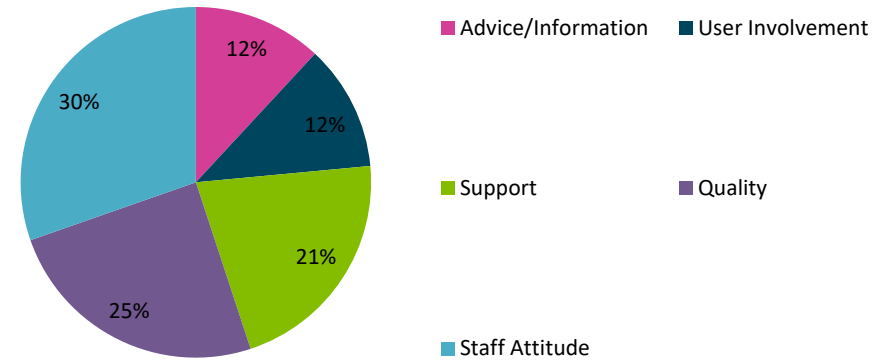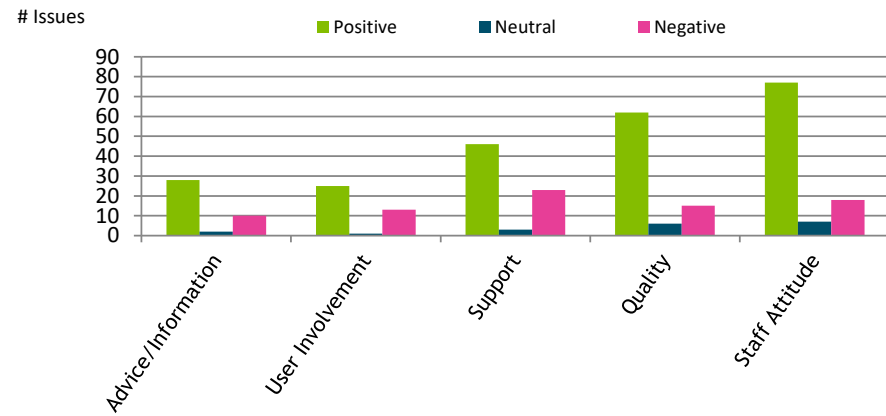
6.10 Sentiment, Clinical Nursing

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart: Sentiment, Nursing Care

Quarterly Benchmark: *X change from the previous quarter*

Pie chart:
- Positive 63%
- Neutral 5%
- Negative 32%
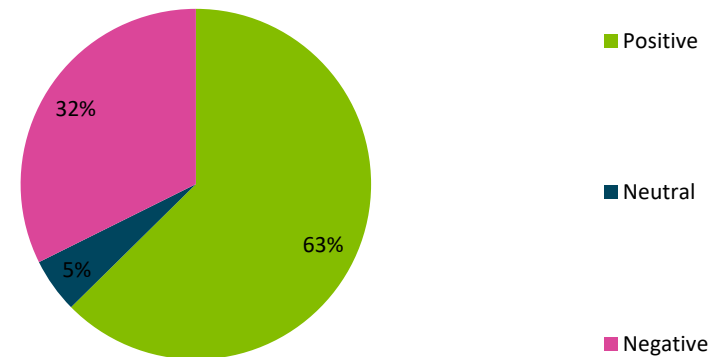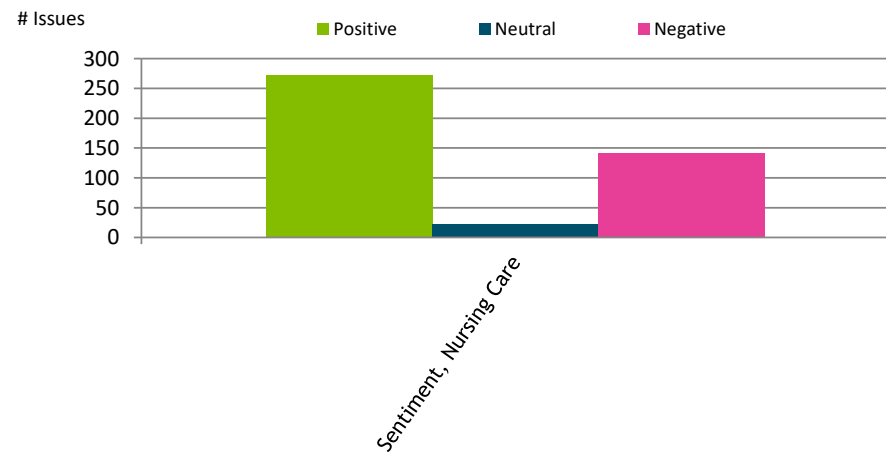
6. Care Pathway: Discharge (discharge from a service)

6.11 Trends, Discharge (18 issues)
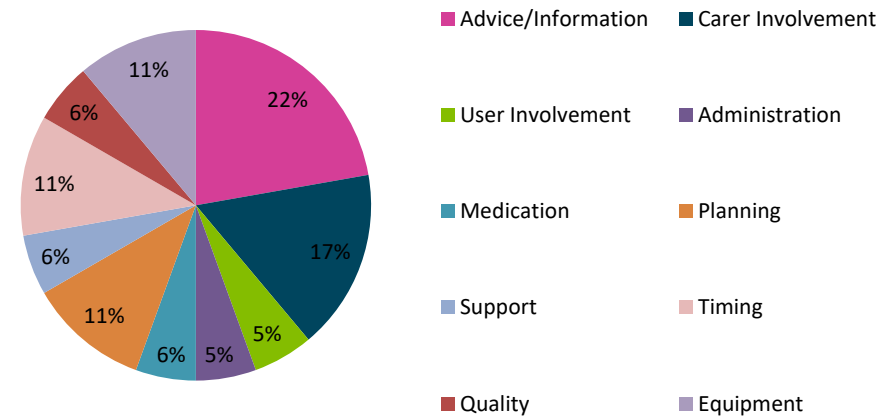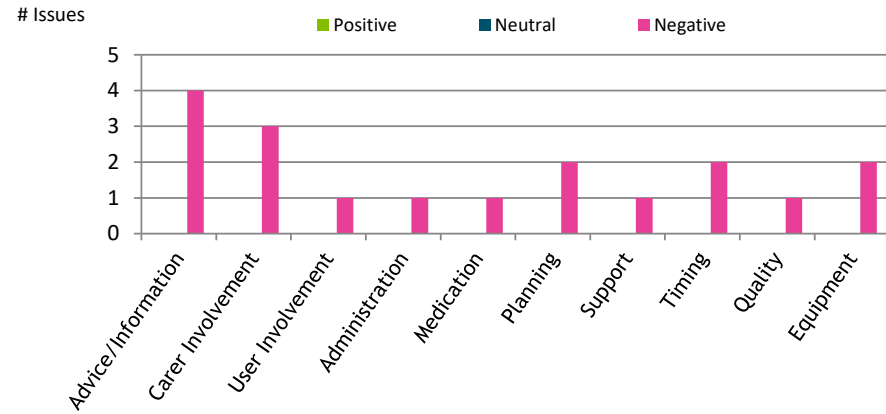
Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information (4), Carer Involvement (3), User Involvement (1), Administration (1), Medication (1), Planning (2), Support (1), Timing (2), Quality (1), Equipment (2)

Issues receiving the most comments overall

Pie chart:
- Advice/Information 22%
- Carer Involvement 17%
- User Involvement 5%
- Administration 5%
- Medication 6%
- Planning 11%
- Support 6%
- Timing 11%
- Quality 6%
- Equipment 11%

6.12 Sentiment, Discharge

Issues

Legend: Positive, Neutral, Negative

Bar chart: Sentiment, Discharge (18, Negative)

Quarterly Benchmark: *X change from the previous quarter*

Pie chart:
- Positive 0%
- Negative 100%

6. Care Pathway: Follow On (supplementary services following discharge, including care packages)

6.13 Trends, Follow On (41 issues)

Issues

Legend: Positive | Neutral | Negative

Bar chart (# Issues, scale 0–9):
- Advice/Information: Positive 2, Negative 5
- Booking: Positive 1, Negative 2
- Support: Positive 4, Negative 8
- Waiting List: Positive 2, Negative 3
- Quality: Positive 2, Negative 2

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 22%
- Booking: 10%
- Support: 39%
- Waiting List: 16%
- Quality: 13%

Legend: Advice/Information | Booking | Support | Waiting List | Quality

6.14 Sentiment, Follow On

Issues

Legend: Positive | Neutral | Negative

Bar chart (# Issues, scale 0–30):
- Sentiment, Follow On: Positive 13, Negative 28

Quarterly Benchmark: *X change from the previous quarter*

Pie chart:
- Positive: 32%
- Neutral: 0%
- Negative: 68%

Legend: Positive | Neutral | Negative

6. Care Pathway: Community (community based health services)

6.15 Trends, Community (6 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Support, Choice, Cost, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Advice/Information 22%
- Booking 10%
- Support 39%
- Waiting List 16%
- Quality 13%

Legend: Advice/Information, Booking, Support, Waiting List, Quality

6.16 Sentiment, Community

Issues

Legend: Positive, Neutral, Negative
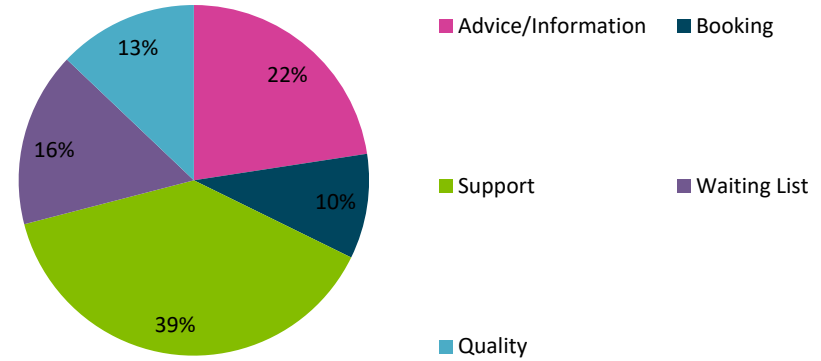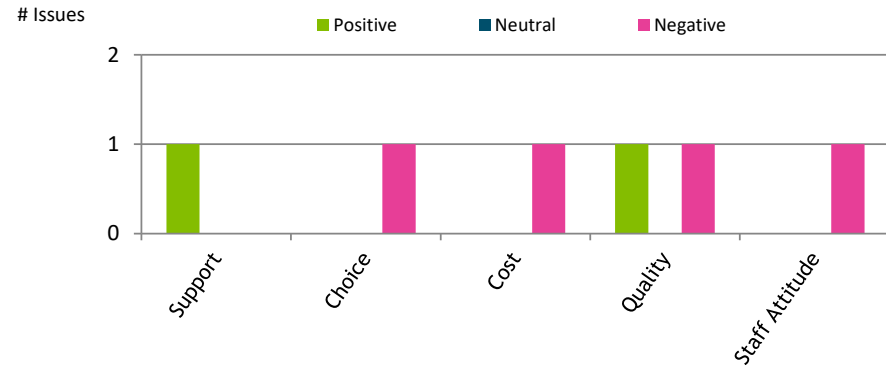
Bar chart category: Sentiment, Community

Quarterly Benchmark: *X change from the previous quarter*

Pie chart:
- Positive 33%
- Neutral 0%
- Negative 67%

Legend: Positive, Neutral, Negative
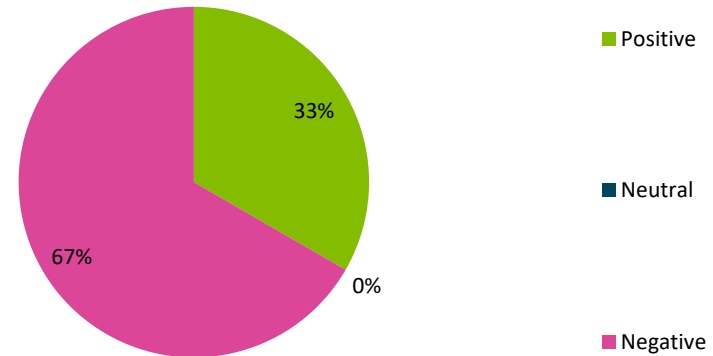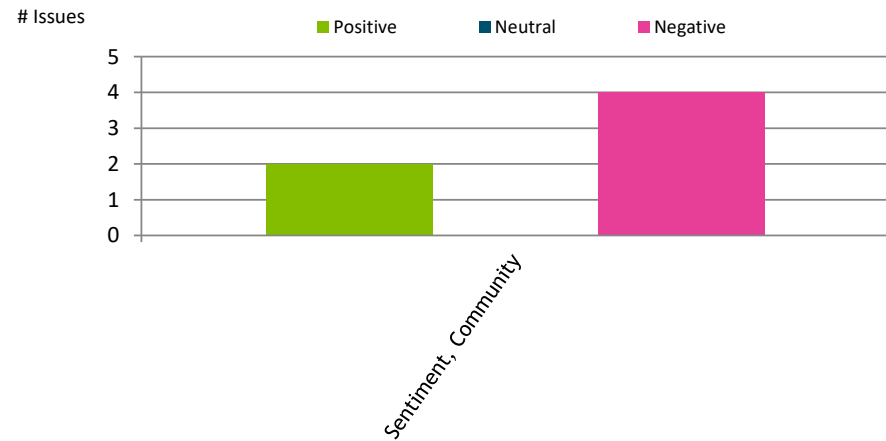
7. Summary: Key findings in brief

Page Number, Figure	Key findings in brief*
Page 3, Figure 2.1	*Top issues: On the whole, patients experience good quality, compassionate treatment and care, with good levels of involvement.*
Page 3, Figure 2.1	*Top issues: Some patients comment negatively on waiting times at appointments and general administration.*
Page 5, Figure 3.3	*Sentiment: On the whole, patients experience good quality, compassionate treatment and care.*
Page 5, Figure 3.4	*Sentiment: On general service access, around two thirds of issues are negative.*
Page 6, Figure 4.1	*Top departments: Sentiment on Orthopaedics, ENT, General Outpatients and Surgery is broadly positive, according to comments.*
Page 6, Figure 4.1	*Top departments: Comments suggest sentiment on A&E is marginally positive, while mixed on Maternity.*
Page 6, Figure 4.2	*Care pathway: Sentiment on clinical treatment and nursing is broadly positive overall, while mixed on reception and diagnosis.*
Page 7, Figure 5.1	*A&E: Patients find staff to be caring and professional, however some comment on long waits, and lack of communication.*
Page 9, Figure 5.5	*Ear, Nose & Throat: Comments reflect good quality, compassionate treatment, with good levels of communication and support.*
Page 10, Figure 5.7	*Maternity: Patients find staff to be caring and professional on the whole, however some do not feel supported, informed or involved.*
Page 11, Figure 5.9	*Obsteterics and Gynaecology: Patients find staff to be caring and professional on the whole.*
Page 12, Figure 5.11	*Ophthalmology: Patients find staff to be caring and professional on the whole, however some comment on a lack of communication.*
Page 13, Figure 5.13	*Orthopaedics: Comments suggest patients are satisfied with most service aspects.*
Page 14, Figure 5.15	*Phlebotomy: Some patients complain of long waits at appointments.*
Page 15, Figure 5.17	*Radiography: Comments suggest patients are satisfied with most service aspects.*
Page 17, Figure 5.21	*General Surgery: Comments suggest patients are satisfied with most service aspects.*
Page 19, Figure 6.1	*Transport: Comments reflect a good quality, caring service.*
Page 20, Figure 6.3	*Reception: Patients find staff to be caring and professional on the whole.*
Page 20, Figure 6.3	*Reception: Some patients comment negatively on general administration and levels of communication.*
Page 21, Figure 6.5	*Diagnosis: Patients find staff to be caring, professional & supportive on the whole.*
Page 21, Figure 6.5	*Diagnosis: Some patients experience difficulty in obtaining test results.*
Page 22, Figure 6.7	*Clinical Treatment: Patients experience a good quality, caring service on the whole, however some cite long waits at appointments.*
Page 23, Figure 6.9	*Clinical Nursing: Comments suggest patients are satisfied with most aspects of nursing care, on the whole.*
Page 25, Figure 6.13	*Follow On: Following discharge, some patients feel unsupported in arranging follow on treatment or care.*

* Findings may not be representative of all service users experiences or opinions.

8. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	**Neutral**	**Negative**	**Total**
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	115	12	70	197
	Carer Involvement	*Involvement of carers, friends or family members.*	23	0	11	34
	General Comment	*A generalised statement (ie; "The doctor was good.")*	13	3	12	28
	User Involvement	*Involvement of the service user.*	87	8	34	129
Systems	Administration	*Administrative processes and delivery.*	26	9	47	82
	Admission	*Physical admission to a hospital ward, or other service.*	5	1	4	10
	Booking	*Ability to book, reschedule or cancel appointments.*	5	0	23	28
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	16	16
	Data Protection	*General data protection (including GDPR).*	0	0	1	1
	Referral	*Referral to a service.*	4	0	5	9
	Medical Records	*Management of medical records.*	0	0	6	6
	Medication	*Prescription and management of medicines.*	8	1	7	16
	Opening Times	*Opening times of a service.*	1	0	2	3
	Planning	*Leadership and general organisation.*	4	0	19	23
	Registration	*Ability to register for a service.*	0	0	2	2
	Support	*Levels of support provided.*	171	11	84	266
	Telephone	*Ability to contact a service by telephone.*	2	0	24	26
	Timing	*Physical timing (ie; length of wait at appointments).*	61	18	64	143
	Waiting List	*Length of wait while on a list.*	8	1	18	27
Values	Choice	*General choice.*	4	1	7	12
	Cost	*General cost.*	0	0	4	4
	Language	*Language, including terminology.*	1	0	0	1
	Nutrition	*Provision of sustainance.*	7	0	7	14
	Privacy	*Privacy, personal space and property.*	2	0	8	10
	Quality	*General quality of a service, or staff.*	249	15	53	317
	Sensory	*Deaf/blind or other sensory issues.*	0	0	0	0
	Stimulation	*General stimulation, including access to activities.*	4	0	1	5

	Issue Name	Descriptor	# Issues			
			Positive	**Neutral**	**Negative**	**Total**
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligibility).*	0	0	1	1
	Environment/Layout	*Physical environment of a service.*	17	11	16	44
	Equipment	*General equipment issues.*	0	0	11	11
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	1	0	7	8
	Hygiene	*Levels of hygiene and general cleanliness.*	7	1	15	23
	Mobility	*Physical mobility to, from and within services.*	1	0	0	1
	Travel/Parking	*Ability to travel or park.*	1	1	2	4
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	5	5
	Security/Conduct	*General security of a service, including conduct of staff.*	1	0	2	3
	Staff Attitude	*Attitude, compassion and empathy of staff.*	289	13	59	361
	Complaints	*Ability to log and resolve a complaint.*	1	0	7	8
	Staff Training	*Training of staff.*	0	0	8	8
	Staffing Levels	*General availability of staff.*	0	0	17	17
	Total:		**1118**	**106**	**679**	**1903**

Community*Insight* CRM