



Primary, Community & Therapies Service Group Patient Experience Report March 2022



Produced by Isabel Thomas using the new Civica system

1. PATIENT EXPERIENCE UPDATE

For the month of March there were 171 Friends and Family survey returns with overall score of 91%.

Heat map below showing F&F scores; when asked the question 'Overall, how was your experience of our service'.

Results by Service Group

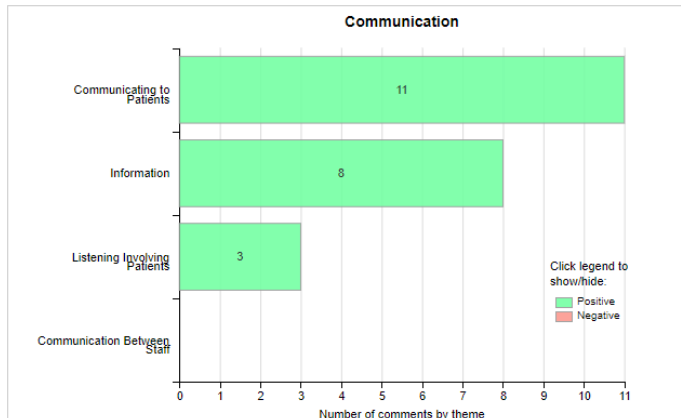
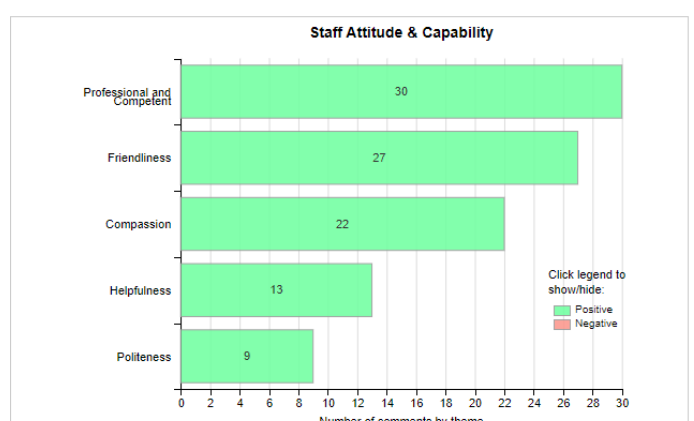
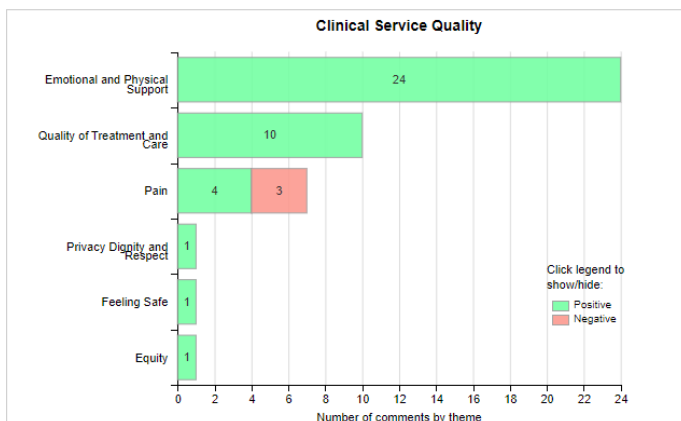
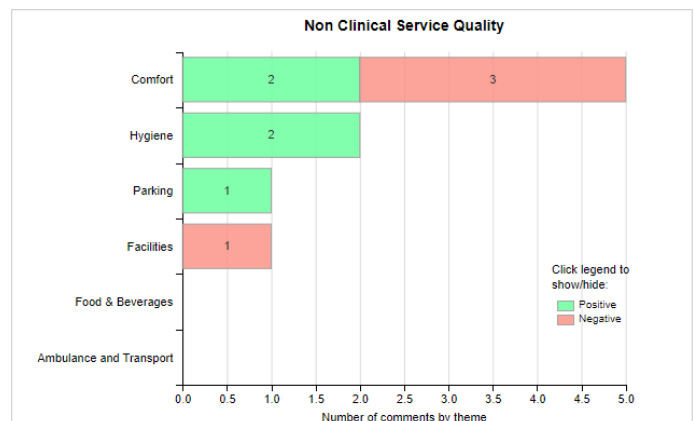
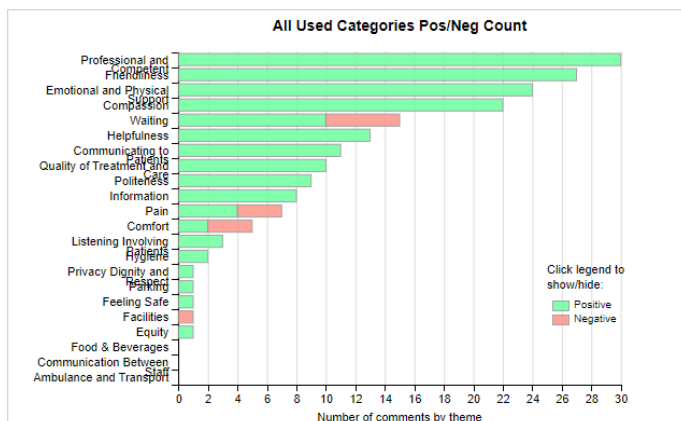
Service Group	% Good	% Poor	Total Responses	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
Total	91.2%	2.9%	171	134	22	9	2	3	1
Primary Community Therapies Group	91.2%	2.9%	171	134	22	9	2	3	1

Primary, Community & Therapies Service Group Heat Map

Results by Ward/Clinic

Ward/Clinic	% Good	% Poor	Total Responses	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
Total	91.2%	2.9%	171	134	22	9	2	3	1
Acute Clinical Team	100.0%	0.0%	3	3	0	0	0	0	0
Adult Dietetics	100.0%	0.0%	2	2	0	0	0	0	0
Audiology Paediatrics	100.0%	0.0%	1	1	0	0	0	0	0
Audiology Unit	100.0%	0.0%	1	1	0	0	0	0	0
Clinic B1 - Sexual Health	81.8%	0.0%	11	9	0	2	0	0	0
Cwmtawe Community School	100.0%	0.0%	1	0	1	0	0	0	0
GAT Pathway	100.0%	0.0%	12	11	1	0	0	0	0
GUM Clinic	93.2%	4.5%	44	32	9	1	1	1	0
MCAS - Pain Management	86.7%	3.3%	30	21	5	3	1	0	0
MCAS - Trauma & Orthopaedics	91.7%	2.1%	48	39	5	2	0	1	1
Physiotherapy Direct	0.0%	0.0%	1	0	0	1	0	0	0
Physiotherapy Outpatients	50.0%	50.0%	2	1	0	0	0	1	0
Physiotherapy Outpatients Dept	100.0%	0.0%	2	2	0	0	0	0	0
Quarella Road Clinic	100.0%	0.0%	6	6	0	0	0	0	0
Rehabilitation Day Unit	100.0%	0.0%	2	1	1	0	0	0	0
Speech Therapy - Adults	100.0%	0.0%	3	3	0	0	0	0	0
Speech Therapy - Paeds	100.0%	0.0%	2	2	0	0	0	0	0

Primary, Community & Therapies Service Group by theme



Primary, Community & Therapies Service Group – All Wales Feedback

Service Group	Responses	1 - Overall experience Friends & Family Test Patient / Service User Experience Survey
Primary Community Therapies Group	170	97
	Overall	97
	Benchmarks	85

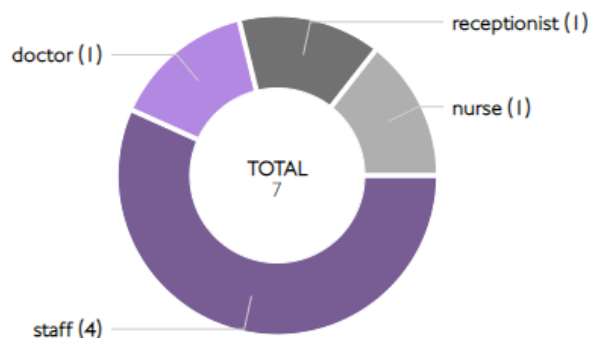
Top themes – Primary, Community & Therapies

Professional and competent

Top keywords mentioned for 'professional and competent'

"fantastic service"
"excellent communication skills"
professionalism
"brilliant service"
efficient
"great service"
professional
thorough
precise
"excellent service"
expertise
"good hands"
knowledgeable

Professions that received feedback



Friendliness

Top keywords mentioned for 'friendliness'

welcoming
chatty
warm
friendly
pleasant
relaxed
cheerful
friendly-

Professions that received feedback

