

Triangulation

“It’s a matter of perspective”

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What Pansensic Do



"I was sent home on Friday 4 days after my stroke with lots of tablets, I was on my own, could not open the bottles, use the phone, or speak"

We analyse Patient and Staff comments, working with MES & FH Intuition.

I have personally read, categorised and identified keywords in over 100,000 NHS Patient and Staff Experiences.

That's well over 10,000 hours working in this area.

Pansensic have analysed 1.2 million patient FFT comments "the text" but that's only 2% of all FFT comments collected.



The Narrative Data Comes To Us Like This

I had my daughter on 27/02/2016 in the birthing suite. My last labour was 15yrs ago and I was very nervous! The midwives (including students) were really reassuring and put me at ease. I've just found out I'm pregnant again. Attended A&E recently. Nurses and doctor did some tests and were professional. Only issue was the toilets, which do need frequent cleaning instead of the hourly sign off. They were filthy, smelly, urine all over toilet seat and My Mum was admitted having had a fall in her care home, on Thur 14th July. I would just like to commend the staff and their care of my Mum, and the thorough approach to her treatment, eg x ray, blood tests, saline drip, blood Excellent A&E service - The doctor explained everything well, did what the doctor said they would, all the staff caring and efficient. Admission to AMU, however was understaffed, promises made for checks, tests, dressings, p Attended with my 94 year old mother n law who has dementia following a fall. Everyone was attentive, compassionate. Treated us both with respect, lots of information, care and dealt with quickly

I had a booked induction but when I got to the hospital, the midwife said there are emergencies and as induction is not an emergency, it has no priority so wait till they have a free slot (as you can imagine emergencies are e Having visited a and we last night with urine retention i felt I had to say how impressed I was with every member of the obviously overworked staff thank you all a lot can be learned by other similar departments by your effice Me and my whole family were on our way to paris from Carlisle Cumbria when my dad who suffers with c.o.p.d. My dad's skin is paper thin with the steroids he takes .while we were on the train he accidentally caught his arm .whic Went to reception to check in for reception, the lovely members of staff told me which receptionist i needed to speak to when I checked in with the receptionist i found was very cold no smile no pleasantries at all maybe, they I rang triage as my babies movements had been very little compared to normal and it caused concern for me. It's my first baby so everything is new to me. Whoever spoke to me on the phone sounded like they couldn't be bo I was referred to the breast clinic with a suspected lymph node and a new lump in my breast. The radiologist was very rude and stated that I had only been at the clinic a couple of months ago and that they had many other p I was very impressed by how quickly I was seen at minor injuries clinic, and in the xray department. The staff who saw me were great! It was a very slick service. Definite 5 stars!

Such uncaring staff. The main midwife was not supportive, uncaring, spoke to you with attitude and if looks can kill. An experience I will never forget and an important time in my life ruined. We pay our Nhs to be treated so ba I was very disappointed with the care I received from start to finish at this a&e department. Every single member that was involved with me (I would say introduced but truth is none of the nurses or doctors did introduce them In a nutshell, I found the staff in the Paediatric A&E to be very condescending, unprofessional and rude. The wait time was boarding on ridiculous 10.5 for a blood test. There was hardly any concept of quality of service in the Being a first time mummy, my reliance on the labour ward team was extremely important to me. After a few complications it was decided that I would need an emergency c section. My two midwives who supported me through My wife phoned at 1250 on a Saturday and was given an appointment for 1440, even though we had never used the centre before. I drove her to the centre where we found a pleasant receptionist and doctor, who provided Having attended your clinic and been given numerous procedures (epidurals, facet injectionsx2) because of my age 73 and existing health problems. It seemed that not much more than tablets could help me. The last doctor I Over the last two weeks mum in law (86) has become increasingly frail. She fell 10 days ago, was taken by ambulance to Wrexham, A&E and given range of tests. My husband (NoK) isn't local. By the time he approached se I went to see my GP with a mole I was worried about, so she referred me to the Royal London for a check up. There had been a mistake and I'd been booked onto a clinic that had actually been cancelled, but it was dealt wi Summary of my experience: Admin team mixed my patients files and also sent me the wrong patients appointment letter. Large waiting times. The senior nurse is very unprofessional- interrupts and does not at all abide by an Visited the urgent care centre in the early hours. Seen quickly by a nurse. Found the staff to be professional, friendly and caring. I felt very well looked after.

Gash on the arm, expecting to spend a good spell waiting around. They couldn't have been quicker, kinder, more professional or more organised. I was booked in, stitched up and on my home again in little over 20 minutes.

Thursday before last My husband fell 12 foot onto concrete resulting in a number of injuries. Initially taken by Ambulance to Watford where scans apparently showed a fracture to his neck and bleed to the brain. On account c My mother was admitted to the Hospital yesterday and was treated so wonderfully by both the Emergency Department and then by the staff in Geriatric Medicine who came to see her twice in the Short Stay Ward. I felt relieved I had plastic surgery at St Thinas's. I am so pleased I chose to have my surgery done there. All of the staff and especially the Consultant were brilliant. I was nervous but they completely put me at ease and I really couldn't be Appointment was for 9am. Not called until 9.30am. No explanation for delay. Health professional who was meant to be doing procedure spent ten minutes standing near to patient and carer from 9.30 till 9.40 having a social I just would like to mention one staff from the reception, every time I phone, I feel very unpleasant, usually voice tone is very rude, sound very impatience. I feel very guilty, when I phone it to the medical centre. In my opinio on the 29 march, i was told i would need a simple operation on my throat, and i'm still waiting to be told anything else. can someone explain why, or is writing this review another waste of time RSVP

Uninterested & unhelpful staff , just passed from extension to extension with no sign of interest in helping you , then get a recording advising you that you cannot leave a message. I spent a few days in the hospital while in the area for a job interview and ended up being admitted with food poisoning. The minute I arrived at A&E my concerns were dealt with by the administration staff and I saw a nurse s We would like to express our gratitude to the Consultant and their wonderful team for the treatment of cataract May-June 2016. We were particularly pleased with the kindness and caring attitude at the clinic that made us fee Last month was probably one of the worst of my whole 73 years. My son was found to have a huge tumour on his brain. It was a terrible shock to say the least especially as the doctors seem to think the tumour had been gro I have recently been referred to two separate departments. So far following four visits I have found the experience to be far more pleasant than Hillingdon Hospital. Mount Vernon is clean and welcoming and in my case the w I've only had to go to Brants Bridge a few times - for X-Rays and today, blood tests for myself and my elderly father. We were seen straightaway, no waiting whatsoever, lovely staff and easy (and free) parking. Faultless. I am My daughter was admitted via A&E into the children's ward. The nursing Staff and Dr's in A&E were fantastic. Despite being there for 8.5 hours we were kept regularly informed of progress and plans. After being transferred to <p>I had been experiencing some floaters in my eye which got worse over an 18 hour period and knew that the hospital (close to where I work) had an Eye Casualty department.</p><p>I arrived at 0900 and waited about 90 I just wanted to write to say how impressed i was with this clinic. I was seen promptly, had the necessary tests without delay and was generally treated with respect and dignity. I had been worried for quite some time and staff Absolutely disgusted by the Phlebotomist that carried out my 3 year old's blood test. From being told to 'put that stupid bottom lip away' to 'stop miking it' when he was crying, I have put in a formal written complaint.

Broken Chairs, uneven benches. Wonky and non-aligned seating. At best this waiting room with give you a sore back. At worst you will pick up a bug from the copious amounts of trash left on the seats, floor, window sills, shoe Took my daughter to A and E yesterday for a hand injury and was so impressed. The staff were lovely, the hospital was clean and modern and they were so efficient. From walking through the door to leave after xray and treat I recently underwent an apicoectomy to treat a longstanding infection. Although the procedure is fairly brutal, I didn't experience any pain during the surgery and both the dentist and the supervising consultant explained w I cannot praise this hospital highly enough. I was an emergency admission to Lady Anne Allerton ward last weekend and from the moment I arrived until I was discharged four days later after a successful operation, the care e Thank you very much for the excellent care provided to my grandmother who attended the emergency department yesterday evening. Despite the department clearly being under enormous pressure all of the staff were calm, <p>I recently found I had breast cancer and having had a lumpectomy at Frimley Park Hospital - their team is amazing - I was referred to St. Lukes which is the cancer part of the Royal Surrey Hospital in Guildford. I found the My Father-in-law was looked after by A and E, Resuss dept and Syringa ward in his last few days of life with extreme respect and dignity we could not of asked for better service from all the staff in these Departments, I know th I had to take my girlfriend to the A&E dept. late this evening and after a fairly traumatic day the staff here really put our minds at ease. They were all very friendly even though there were some rude, drunk and obnoxious pec The parenting and breastfeeding classes providing at north middlesex were incredible. I cannot rate these classes highly enough. We also did some private classes externally but these were no way as helpful. Everything we The staff are to be commended for their attention to detail and efficiency! My father has attended many times for operations, consultations and ad hoc reasons, and every time the staff are friendly, accommodating and profes My husband was an emergency admission from our hotel in the middle of the night with a diabetic hypo. Both the nurse and doctor who dealt with him were lovely. It was a frightening experience, especially as we were away f Excellent staff which performed to the highest standard possible within the given circumstances...I'm extremely please with all stages of the care provided to my wife prior and post delivery. I strongly recommend the maternity I been having head pains 2 weeks really bad i cant talk or move when i got them went to a&e got there 9,30 didnt leave to gone 3, the first nurse was fine took my blood pressure etc, then saw a senior doctor again friendly a Hi I am so angry I feel I need to let you know how disgusted I am with the treatment my poor husband has received and the way he has been treated. He was in the Jack Steinberg Ward CCU. I have no problem with the critic <p>On Warfarin indefinitely after two mechanical heartvalves fitted in 2005</p><p>My INR readings differ every time I visit my GP and even after all these years I have never been told why this should be! Tests every week or <p>I gave birth at St George's hospital in tooting. This was one of the most traumatic experiences of my life after 32 hours of what felt like having no one listening to me or respecting my opinion. I ended up having an emergenc I was suffering from back pain for over a year and when this became severe I was referred to the Neurosurgery team by our Medical Director at Barts Health (also where I work). To say the team has been amazing is an under I am now 12 weeks pregnant and have been waiting for an appointment since finding out at 7 weeks. I finally received an appointment letter which arrived the day after the scheduled appointment! I have called the Women's Today I feel compelled to write a review for the second time. I am now in for my 38 week follow up after coming in two weeks ago and find myself in exactly the same situation as previously. I arrived on time for my 10.30am ap

Please note

Either:

- We have permission to use all comments shown.
- Or the data is publicly available.



Our purpose...

... is to help people make wiser decisions - so we can all live in a better world.

Pansensic analyses, makes sense of and finds insights in millions of consumer and employee comments, around the world.

Better informed, our global clients make wiser decisions, improving their organizations, products and services.



Our Customers Making Wiser Decisions

Patient Experience



1. Guys & St Thomas FT
2. Kings College FT
3. St Bartholomew's FT
4. Hillingdon FT
5. Hertfordshire Partnership FT
6. Hounslow & Richmond NHS Trust
7. Leeds Community Healthcare Trust
8. Western Sussex FT
9. Cambridge University Hospitals FT
10. Bradford CCG
11. Royal Devon & Exeter FT
12. Isle of Wight NHS Trust
13. Gloucester Hospitals NHS FT
14. Bristol & North Somerset CCG
15. University Hospitals Derby & Burton NHS FT
16. Chesterfield Royal NHS FT
17. Lewisham & Greenwich NHS FT



Consumer Experience



Employee Experience





AI Due Diligence

“Don’t fall for the hype that AI will solve all of your text analytics needs,” writes Forrester analyst Boris Evelson in his June round-up of text analytics platforms.

“Just the opposite: in this evaluation we found that rules still rule.

Rules-based text analytics platforms are much more accurate out of the box and require much less training than platforms based mostly on machine learning.”

2018

1 Keyword And It's 237 Rules

" un|any|any more|any longer|any longer have|any further|any real|any noticeable|any such|any apparent|any obvious|or|or so|or a|or the|or even|or just|or to|or anything|or have|or as|or too|or that|or get|or are|or very|or feel|nothing|nothing was|nothing has|nothing is|nothing really|nothing ever|nothing seemed|nothing seemed to|never|never had|never been|never have|never felt|never had a|never really|never even|no|no more|no longer|no longer have|no further|no real|no noticeable|no such|no apparent|no obvious|isnt|isnt a|isnt the|isnt really|isnt too|isnt as|isnt even|isnt so|wasnt|wasnt a|wasnt the|wasnt really|wasnt too|wasnt as|wasnt even|wasnt so|not|not have|not a|not the|not be|not really|not too|not as|not had|not even|not feel|not been|not have to|not so|not more|not seem|not have a|not seem to|not very|not that|not have any|not much|not having|not what|not have the|not an|not had any|not have been|not at all|not ever|not particularly|without|without a|without the|without being|without having|without really|without even|without ever|without actually|doesnt|doesnt have|doesnt be|doesnt really|doesnt even|doesnt feel|doesnt seem|doesnt seem to|doesnt ever|dont|dont have|dont be|dont really|dont even|dont feel|dont seem|dont seem to|dont ever|didnt|didnt have|didnt be|didnt really|didnt even|didnt feel|didnt seem|didnt seem to|didnt ever|wont|wont have|wont be|wont really|wont even|wont feel|wont seem|wont seem to|wont ever|werent|werent a|werent the|werent really|werent too|werent as|werent even|werent so|cannot|cannot have|cannot be|cannot really|cannot even|cannot feel|cannot seem|cannot seem to|cannot ever|cant|cant have|cant be|cant really|cant even|cant feel|cant seem|cant seem to|cant ever|couldnt|couldnt have|couldnt be|couldnt really|couldnt even|couldnt feel|couldnt seem|couldnt seem to|couldnt ever|wouldnt|wouldnt have|wouldnt be|wouldnt really|wouldnt even|wouldnt feel|wouldnt seem|wouldnt seem to|wouldnt ever|hasnt|hasnt the|hasnt really|hasnt had|hasnt even|hasnt been|hasnt had a|hasnt felt|havent|havent the|havent really|havent had|havent even|havent been|havent had a|havent felt|hadnt|hadnt the|hadnt really|hadnt had|hadnt even|hadnt been|hadnt had a|hadnt felt|arent|arent a|arent the|arent really|arent too|arent as|arent even|arent so|arnt|arnt a|arnt the|arnt really|arnt too|arnt as|arnt even|arnt so|never had|much of|answer to|solved|solves|solution to|-solver|-free| **a problem"**

We Have Over One Hundred Thousand Keywords





The Machine Is Dumb

... modern deep learning-based NLP models see benefits from much larger amounts of data, improving when trained on millions, or billions, of annotated training examples.”

[Google AI blog \(November 2, 2018\)](#)

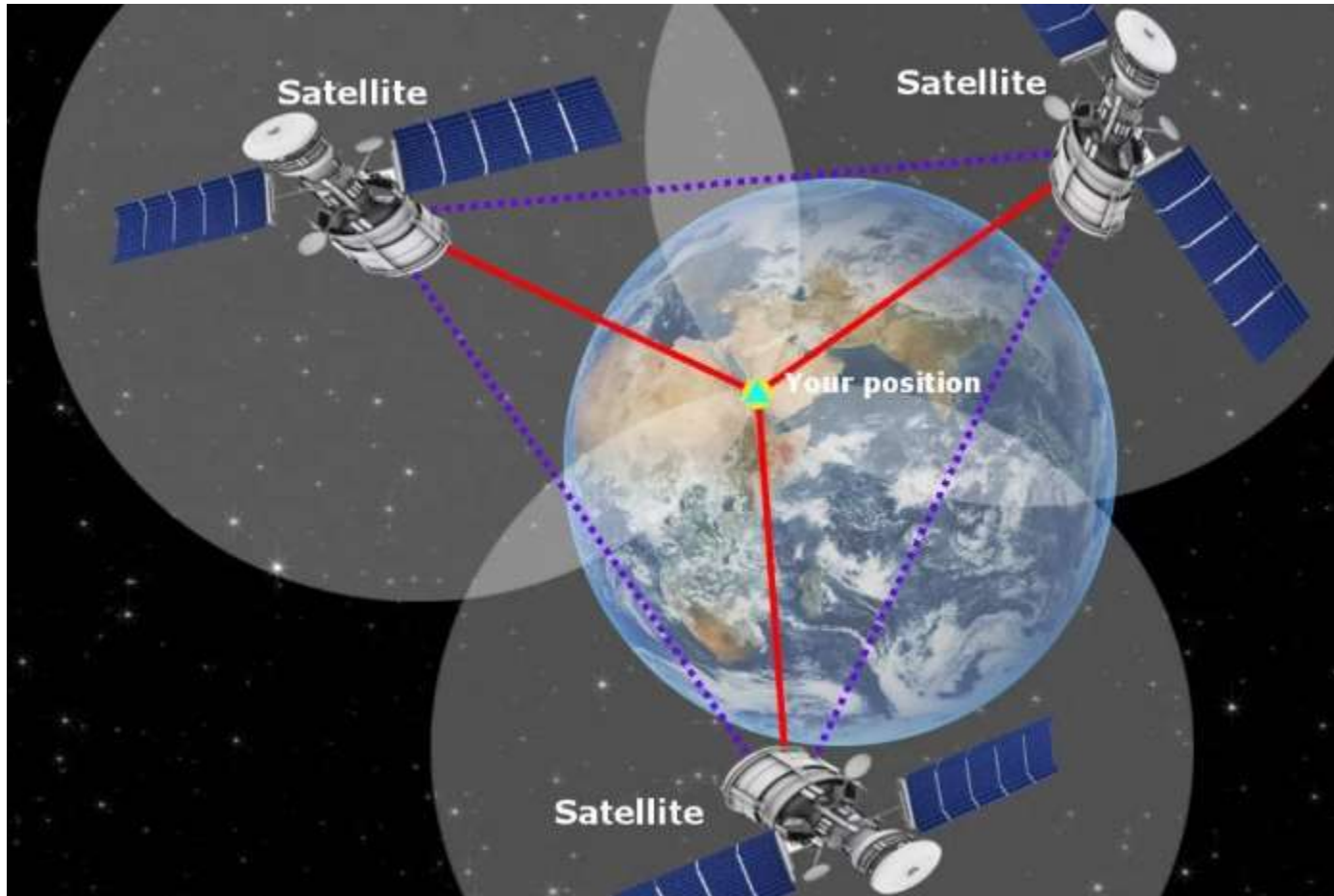
Evidence



Alphabet & Facebook between them employ **30,000** people to read and categorise posts, reviews and comments. [Fortune \(March 2, 2018\)](#)

That's >\$1.25 Billion a year.

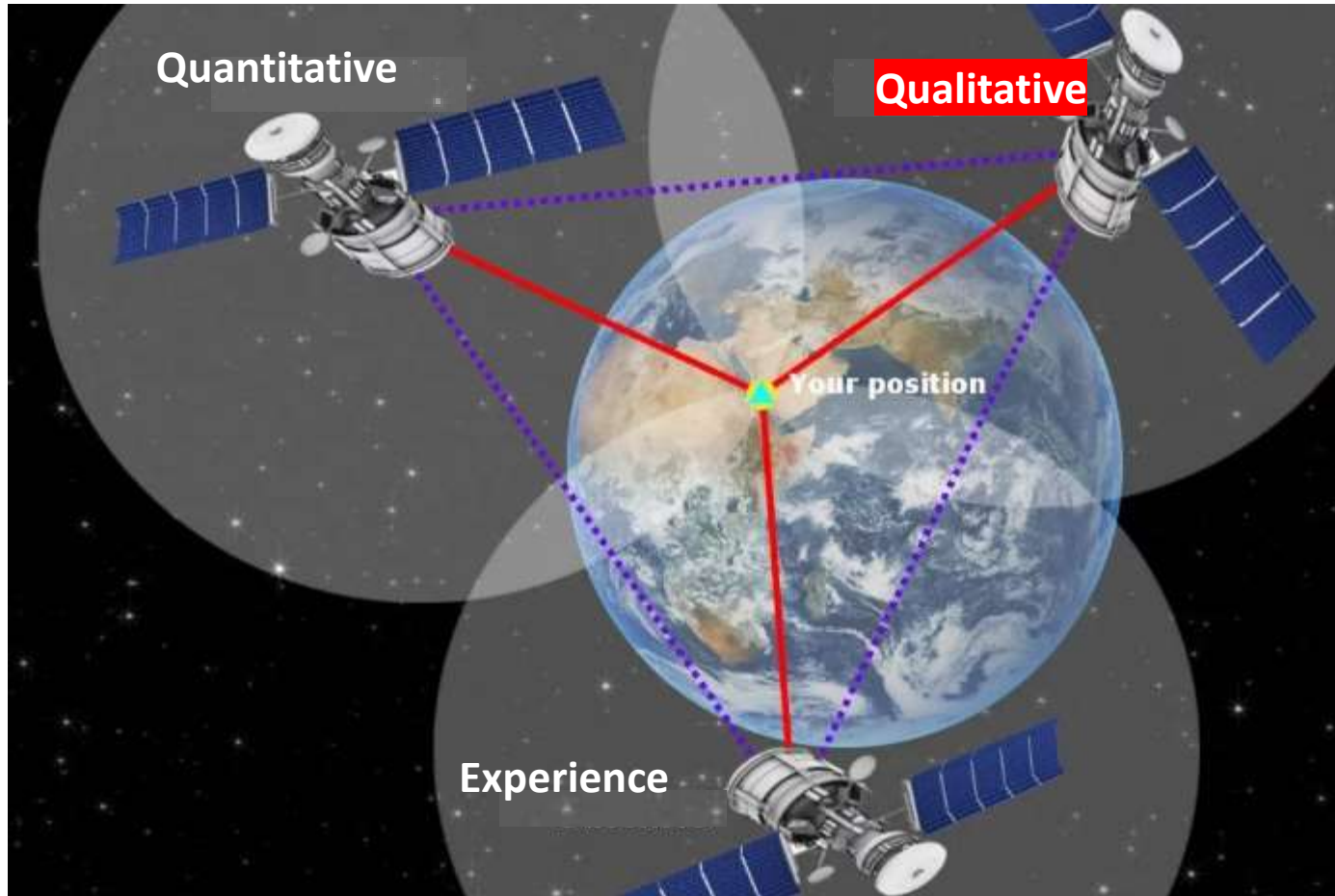
Triangulation - Satellite Navigation



Purpose: Helps the driver to pinpoint exactly where they are, so they can make the next **decision**.

100% quantitative metric - doesn't tell you why you are there.

Triangulation of Data & Information



Purpose: Helps people pinpoint exactly where they are and what is going on, so they can make the next **decision**.

Note - At least 80% of all data analysed is Quantitative

Note - 80% of all data is Qualitative

"A good decision is based on knowledge and not on numbers." [Plato 427 BC](#)



Quantitative Data

In the last 17 months I have removed 578 Dustbin Bags of rubbish from Cornish beaches & coves...

That's 3490 KG, 77 Trips, 45 kg per trip, 49 trillion microfibers, 70% of all the rubbish is from the fishing industry



Qualitative Data (why information)

“Fishermen have made a 300 kg purse out of this fishing net, thrown rubbish in it, gone to great pains to stitch it up and then thrown it overboard.

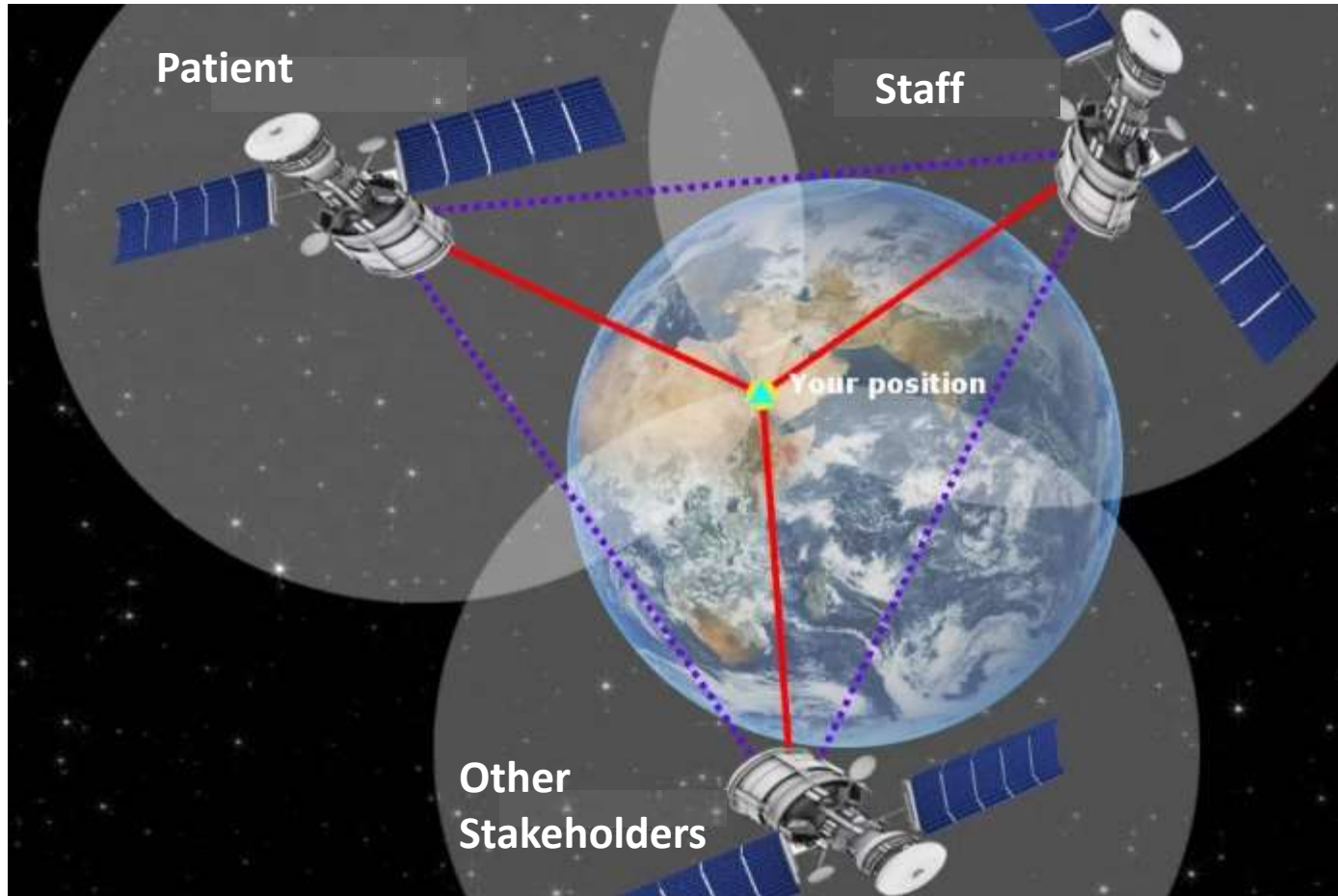
They think they are doing the right thing but they are not, it doesn't sink, it floats to the shore and gets pounded into trillions of microfibers.

That's one reason why there is so much fishing waste on our shores.”

BTW

That net will break up into **4,200,000,000,000** microfibers

Triangulation of Perspectives



Purpose: Helps management pinpoint exactly where they are. And more importantly, why they are there.

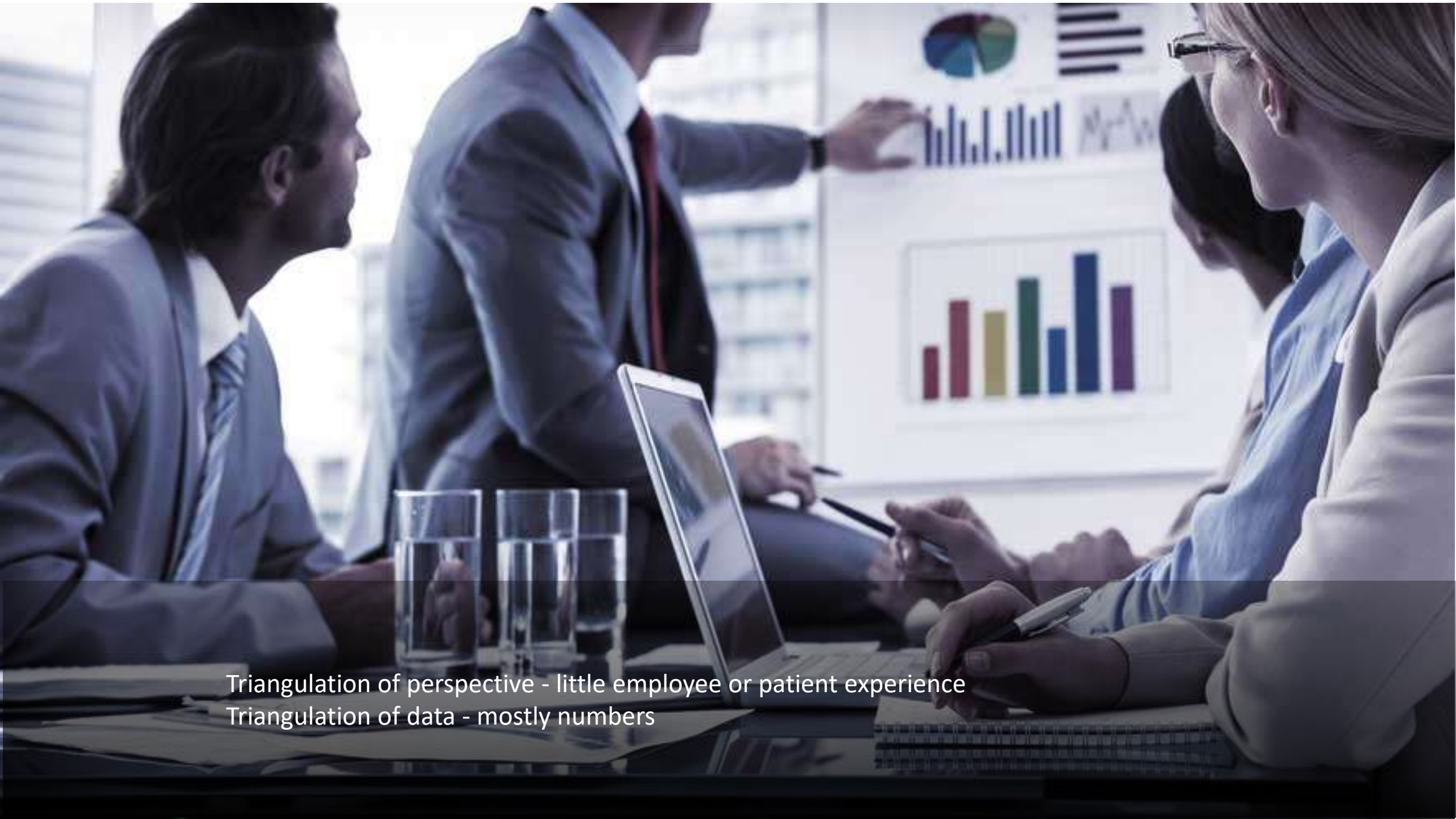
Patients and staff experiences are the best sensors of the system!

1 "A good decision is based on knowledge and not on numbers." [Plato 427 BC](#)

2 "The only source of knowledge is experience." [Einstein](#)



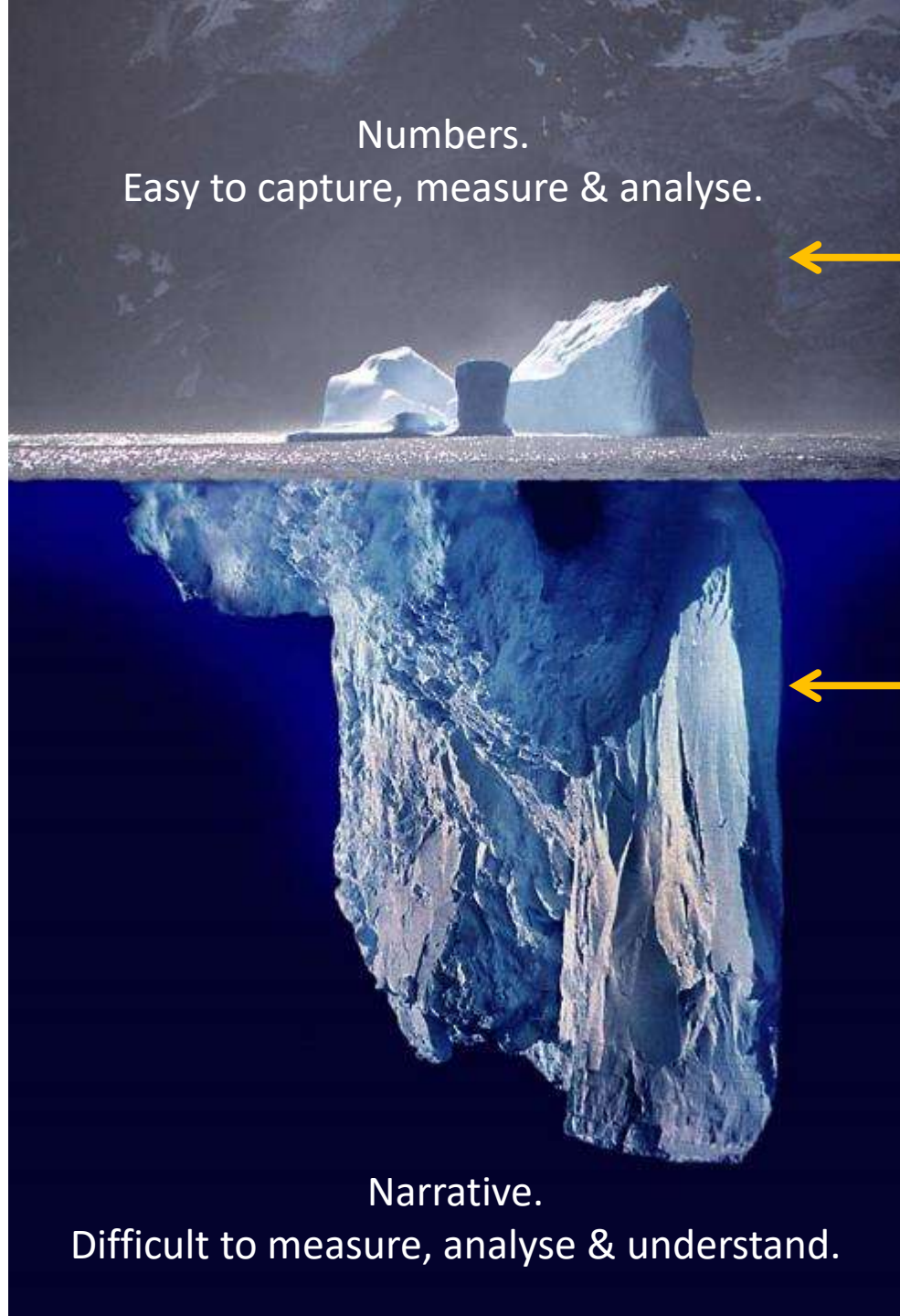
Triangulation of perspective
Triangulation of data



Triangulation of perspective - little employee or patient experience
Triangulation of data - mostly numbers

Does Triangulation Matter?

Numbers.
Easy to capture, measure & analyse.



← “The Trust's board was found to be disconnected from what was actually happening in the hospital and chose to rely on apparently favourable performance reports...

← ...rather than effective internal assessment and feedback from staff and patients.” **Robert Francis**
QC



...the board did not review the substance of complaints and incident reports...

Narrative.
Difficult to measure, analyse & understand.

Triangulation Matters



"Review on NHS Staff Engagement – or lack of it!"
Professor Chris Ham CEO King's Fund



"The Trust failed to listen to patients' concerns, the board did not review the substance of complaints and incident reports were not given the necessary attention.

The Trust's board was found to be disconnected from what was actually happening in the hospital." **Robert Francis QC**



"...complaints should be regarded as gold dust...

...Chief executives need to take responsibility for signing-off complaints...

...Trust boards should scrutinise all complaints and evaluate what actions should be taken; a board member with responsibility for whistle-blowing should be accessible to staff." **Ann Clwyd MP**



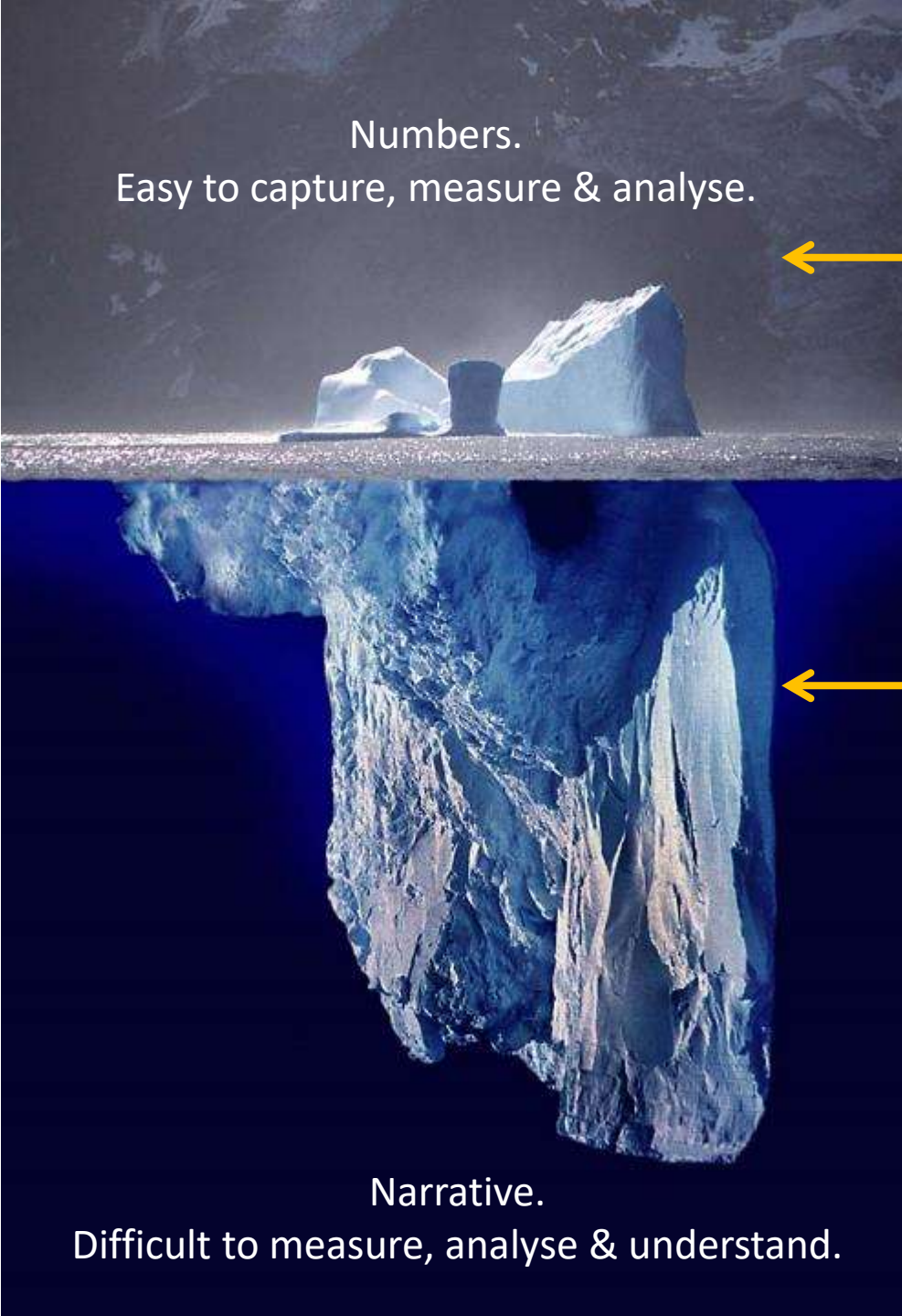
"This review found that providers and commissioners are struggling to understand and take full advantage of the enormous and very rich set of data available on quality." **Sir Bruce Keogh**



"...patients often felt too frightened to complain, while those that did encountered a wall of defensiveness, when they only wanted an explanation, and evidence that failings would not be repeated." **Dame Julie Mellor**

"Quantitative targets and financial goals should not override protection of patients from harm... all NHS staff should raise concerns to their colleagues and superiors and be welcomed in so doing. It requires culture change and therefore countless, consistent and repeated messages and deeds over a period of years." **Professor Don Berwick**





Numbers.
Easy to capture, measure & analyse.

Narrative.
Difficult to measure, analyse & understand.

Too often, boards were homing in on data that reassured them they were doing a good job, rather than pursuing data that revealed inconvenient truths, thereby missing opportunities for improvement.

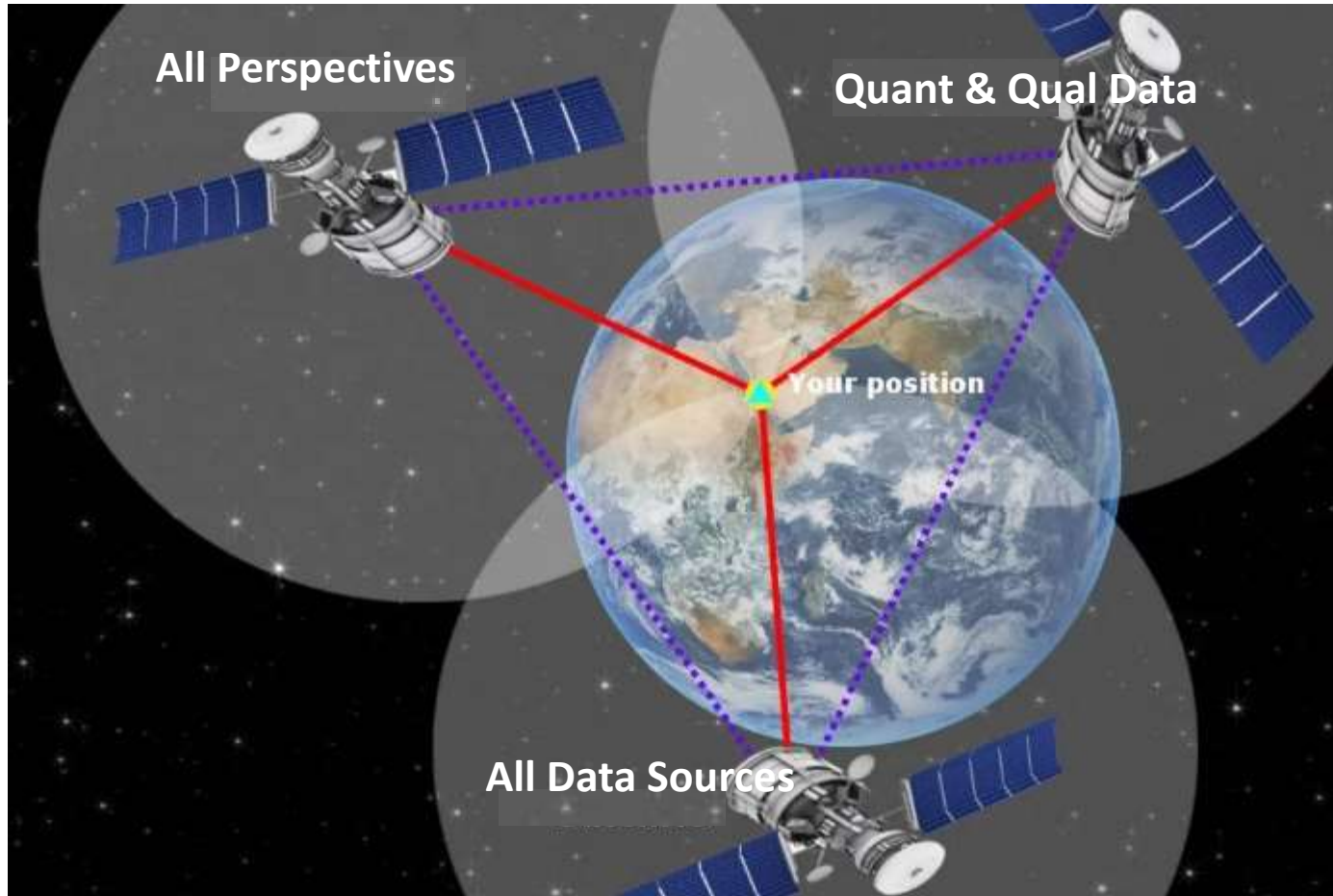
Today, there are several Trusts in special measures < 90% FFT scores (average 86%)

This review found that providers and commissioners are struggling to understand and take full advantage of the enormous and very rich set of data available on quality...

...We also found a deficit in the high level skills and **sophisticated capabilities** necessary at board level to draw insight from the available data **and then use it to drive continuous improvement.**



Pulling It All Together & Making It Happen



Avoid - Relying on apparently favourable performance reports

Avoid - Homing in on data that reassured them they were doing a good job

All Data sources

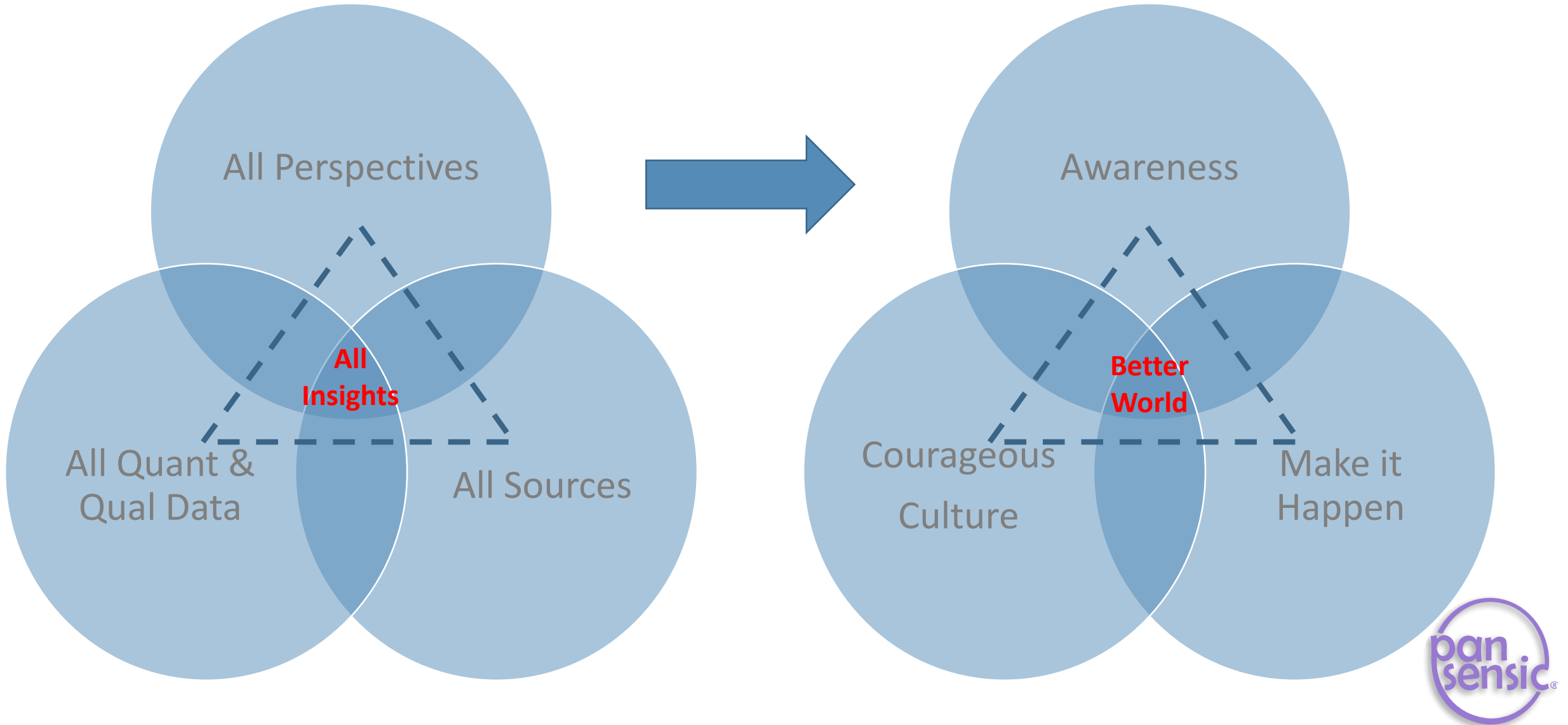
- Complaints
- Incident Reports
- FFT
- PALS
- Annual Staff Survey
- Online comments -

www.careopinion.org.uk

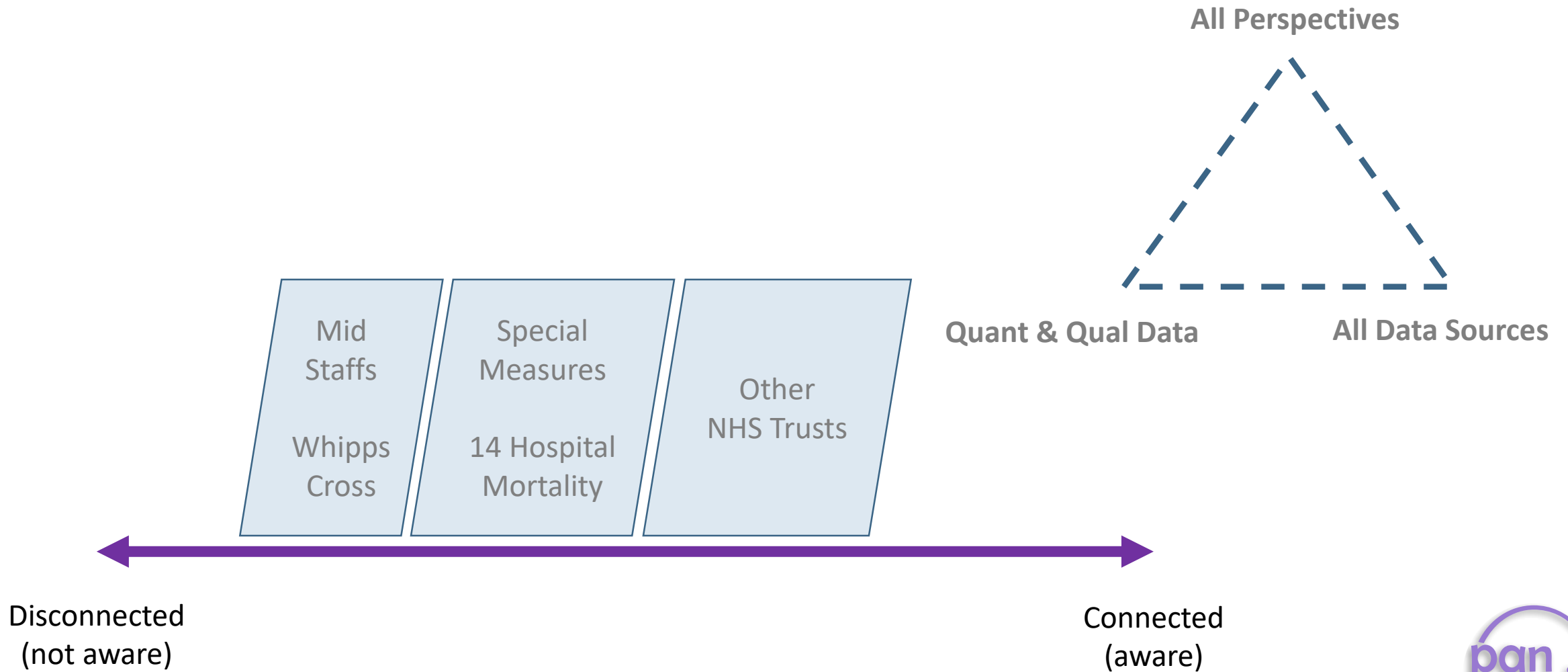
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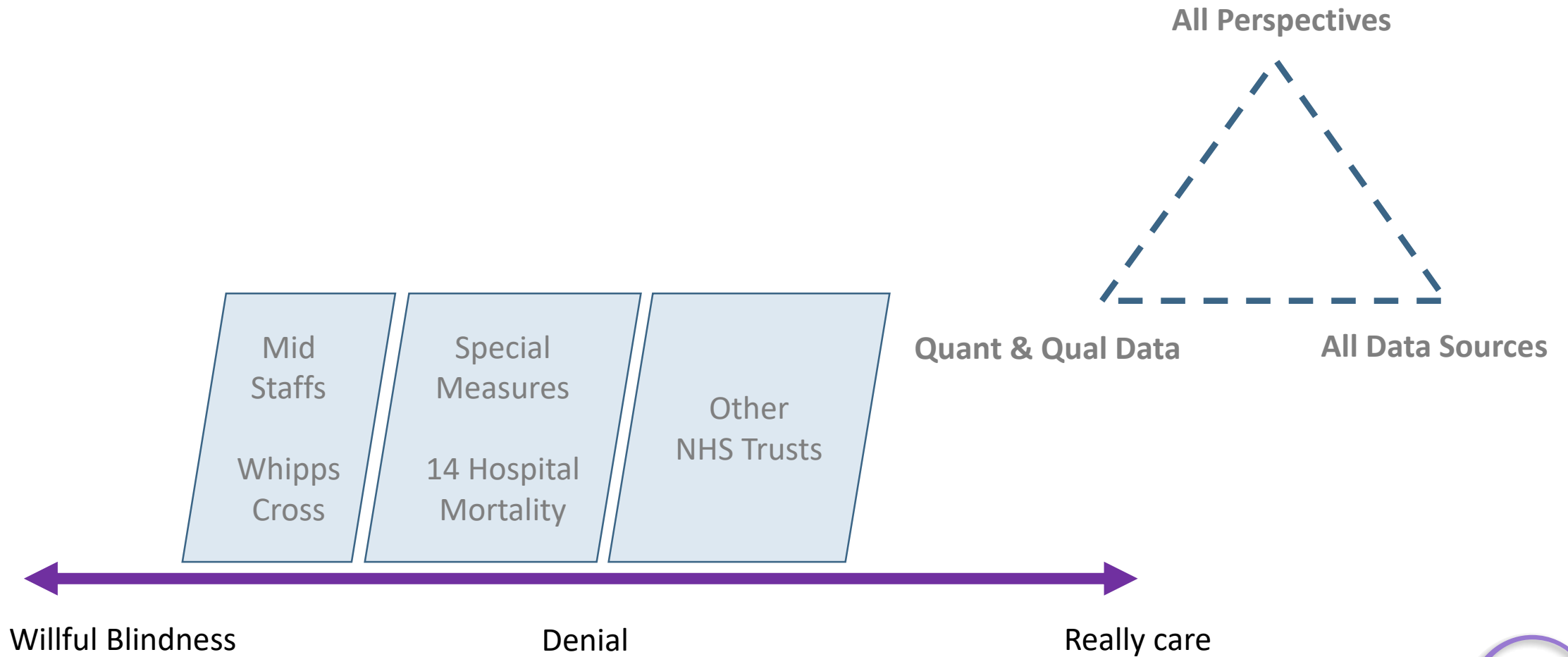
Pulling It All Together & Making It Happen



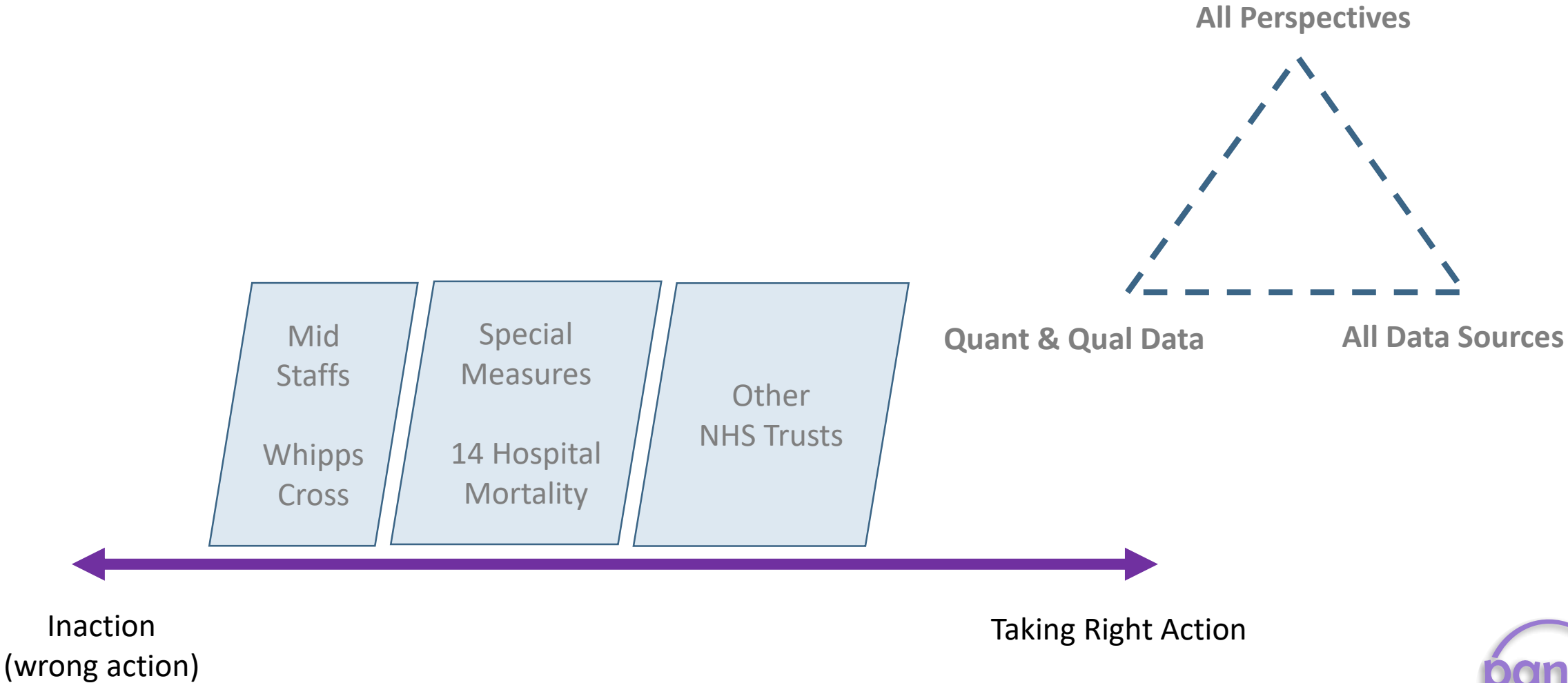
Awareness



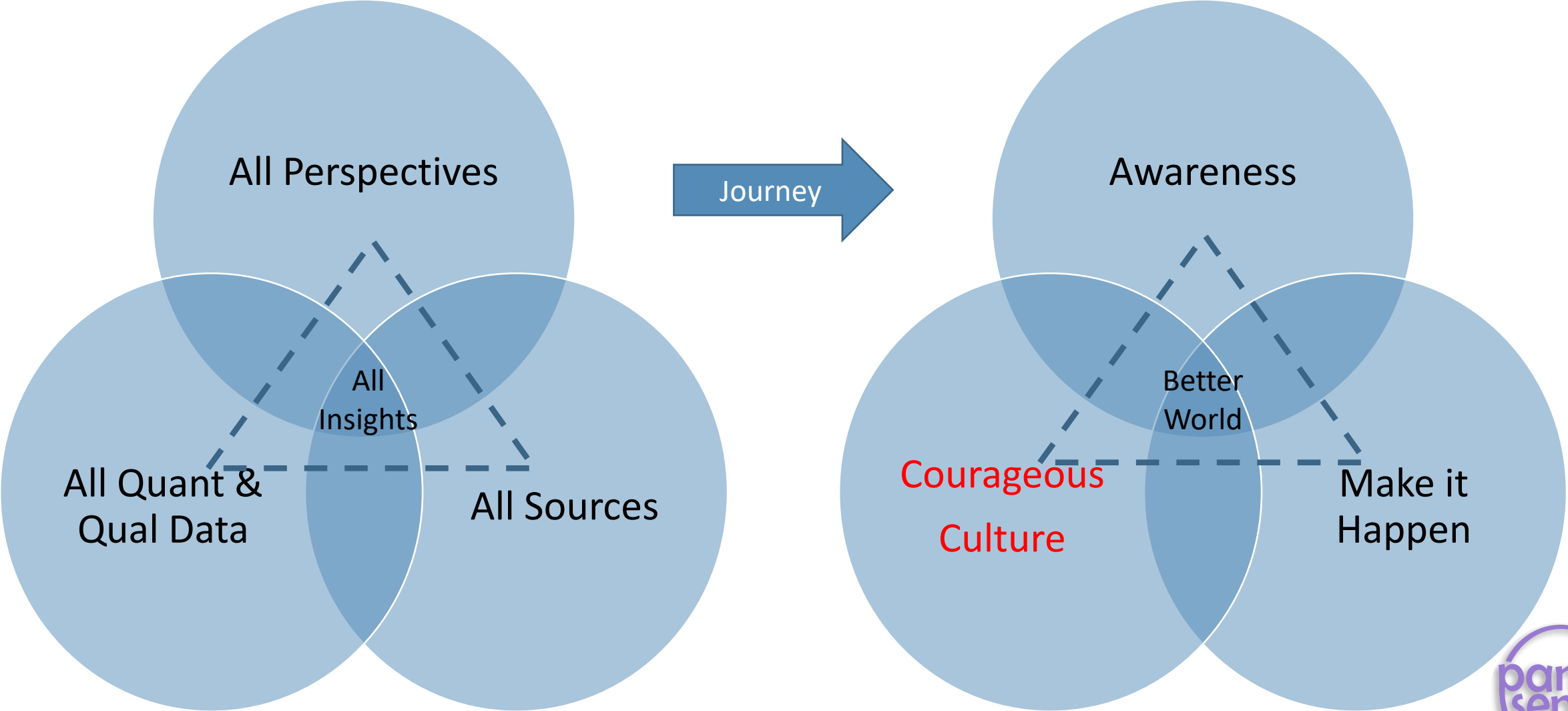
Courageous Culture



Make It Happen



If Nothing Changes, Expect It To Stay The Same





TRIANGULATION PATIENT & STAFF
WESTERN SUSSEX
HOSPITALS FT

WHAT WOULD YOU LIKE TO DO?



EMOTION
ANALYTICS



ALL THEMES



IMPROVEMENT



INSIGHT
CENTRE

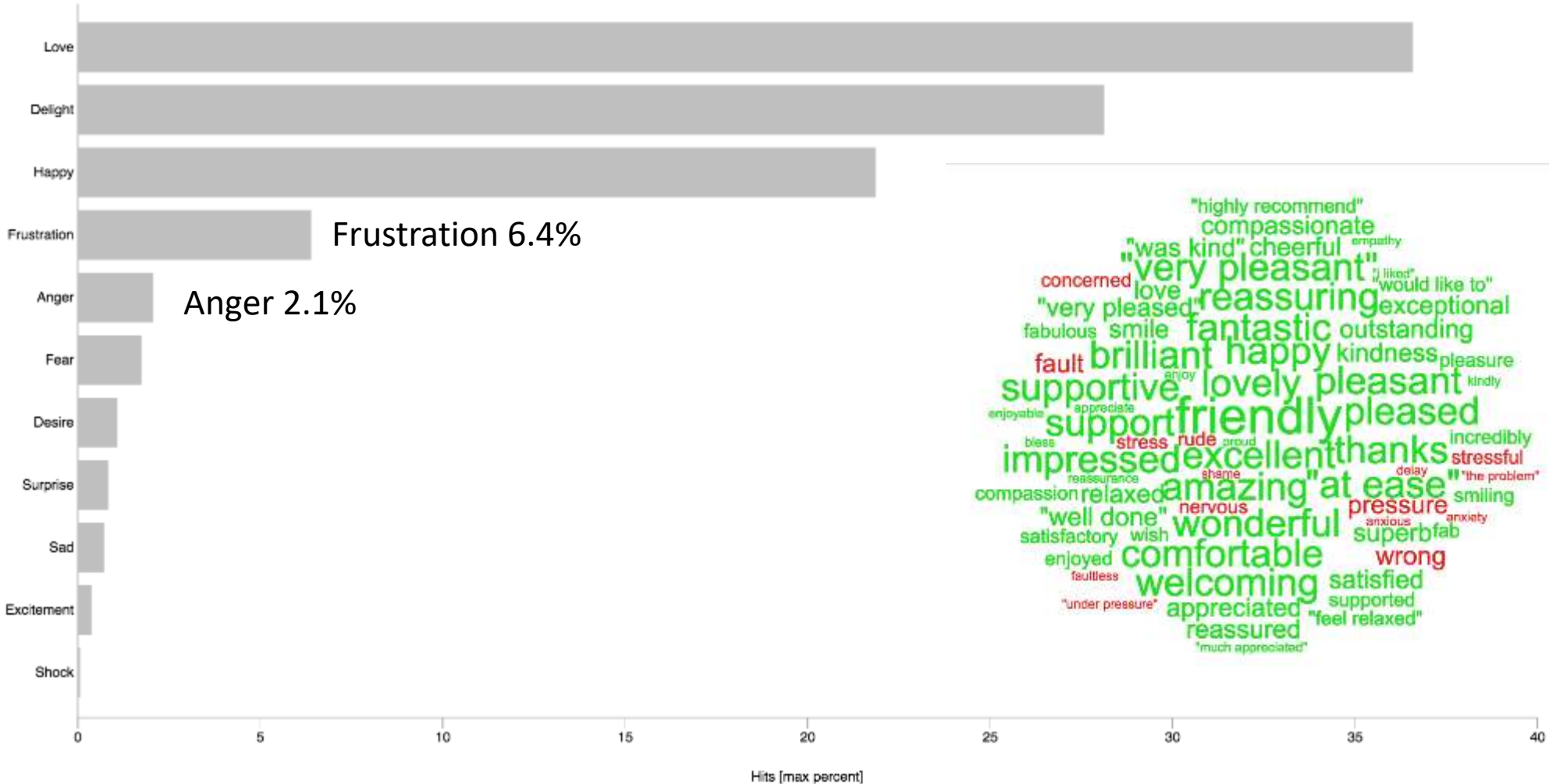


BULK UPDATE

The Emotion Lens

32,000 Patient & Staff Experiences

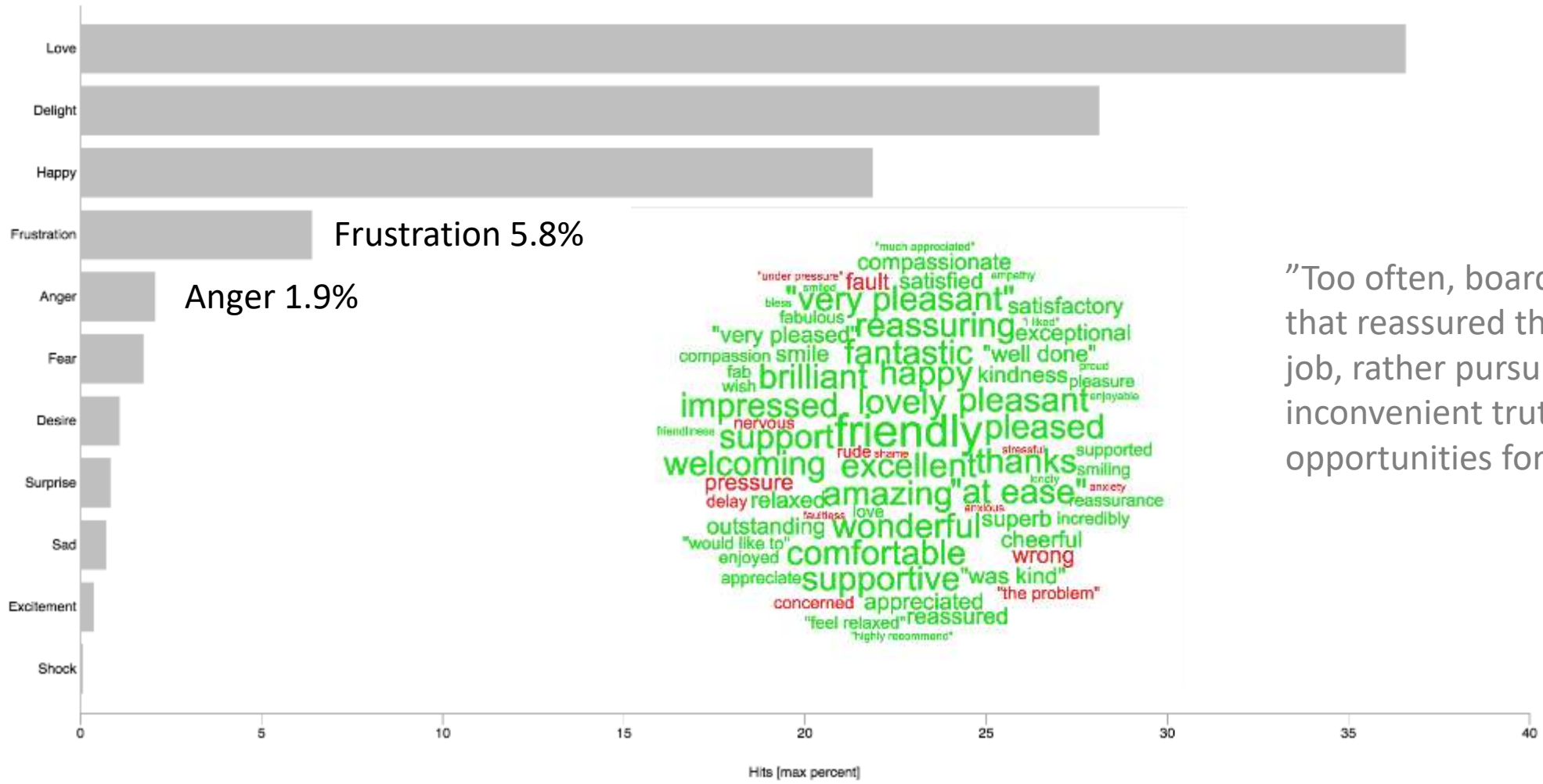
Emotion Lens
Groups: 11 - Hits shown: 28474 created from 31946 Comments



The Emotion Lens

23889 Patient Experiences

Emotion Lens
Groups: 11 - Hits shown: 28474 created from 31946 Comments

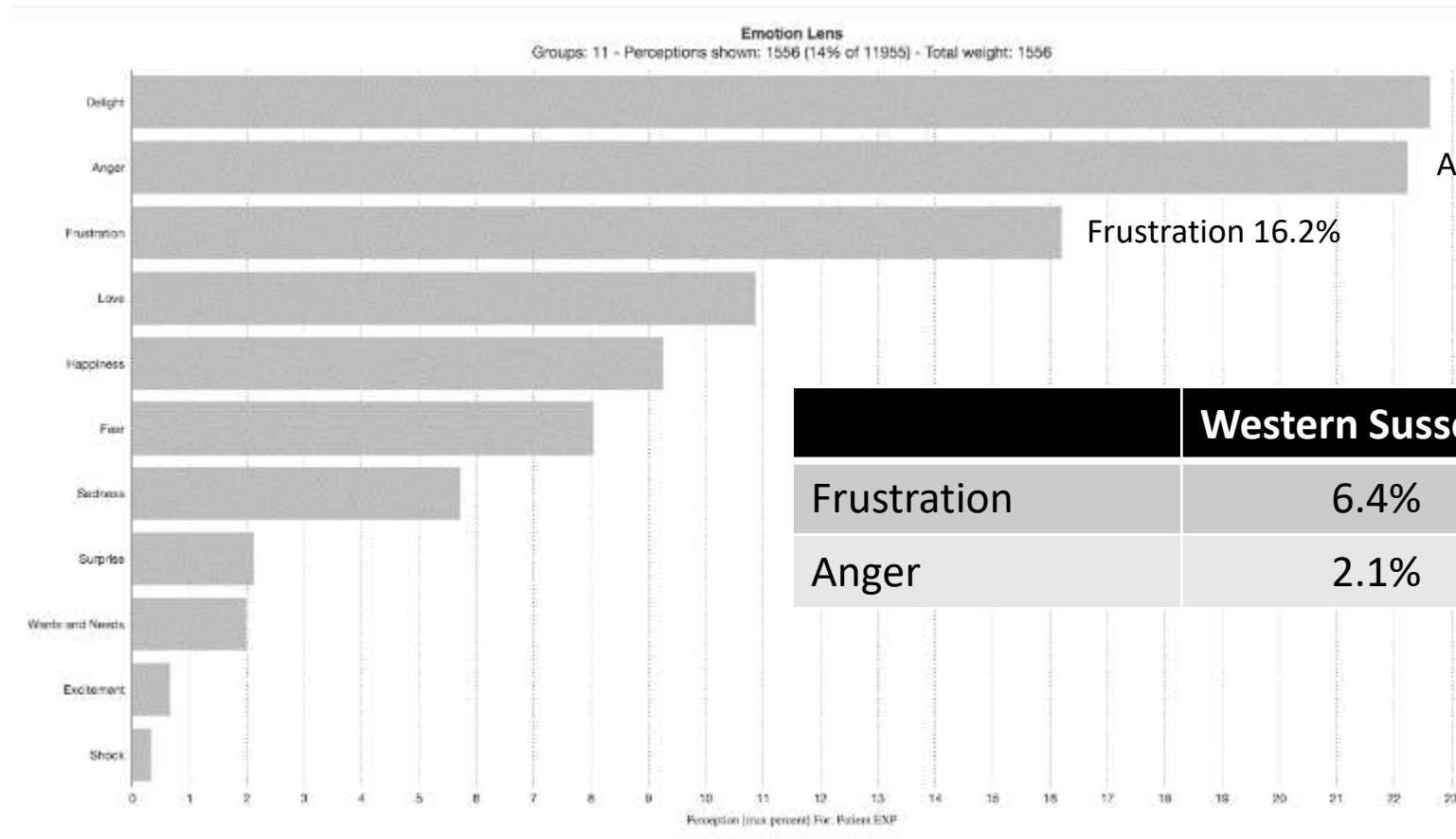


“Too often, boards were honing in on data that reassured them they were doing a good job, rather pursuing data that revealed inconvenient truths, thereby missing opportunities for improvement.”



The Emotion Lens

Online - NHS Hospitals Patient Experiences



| | Western Sussex | NHS Online |
|-------------|----------------|------------|
| Frustration | 6.4% | 16.2% |
| Anger | 2.1% | 22.24% |



Next Stop Litigation

Last year the annual cost of NHS clinical negligence rose by 30 per cent to £2.2 billion. Despite the NHS being acclaimed as the “envy of the world” as it reaches its 70th birthday, there are concerns about clinical accountability. Experience shows that the NHS cannot be trusted to investigate itself. Too often the response to complaints is unsatisfactory. Patients sense when they are being fobbed off and, infuriated, they turn to lawyers to seek the truth. [Sunday Times August 2 2018](#)



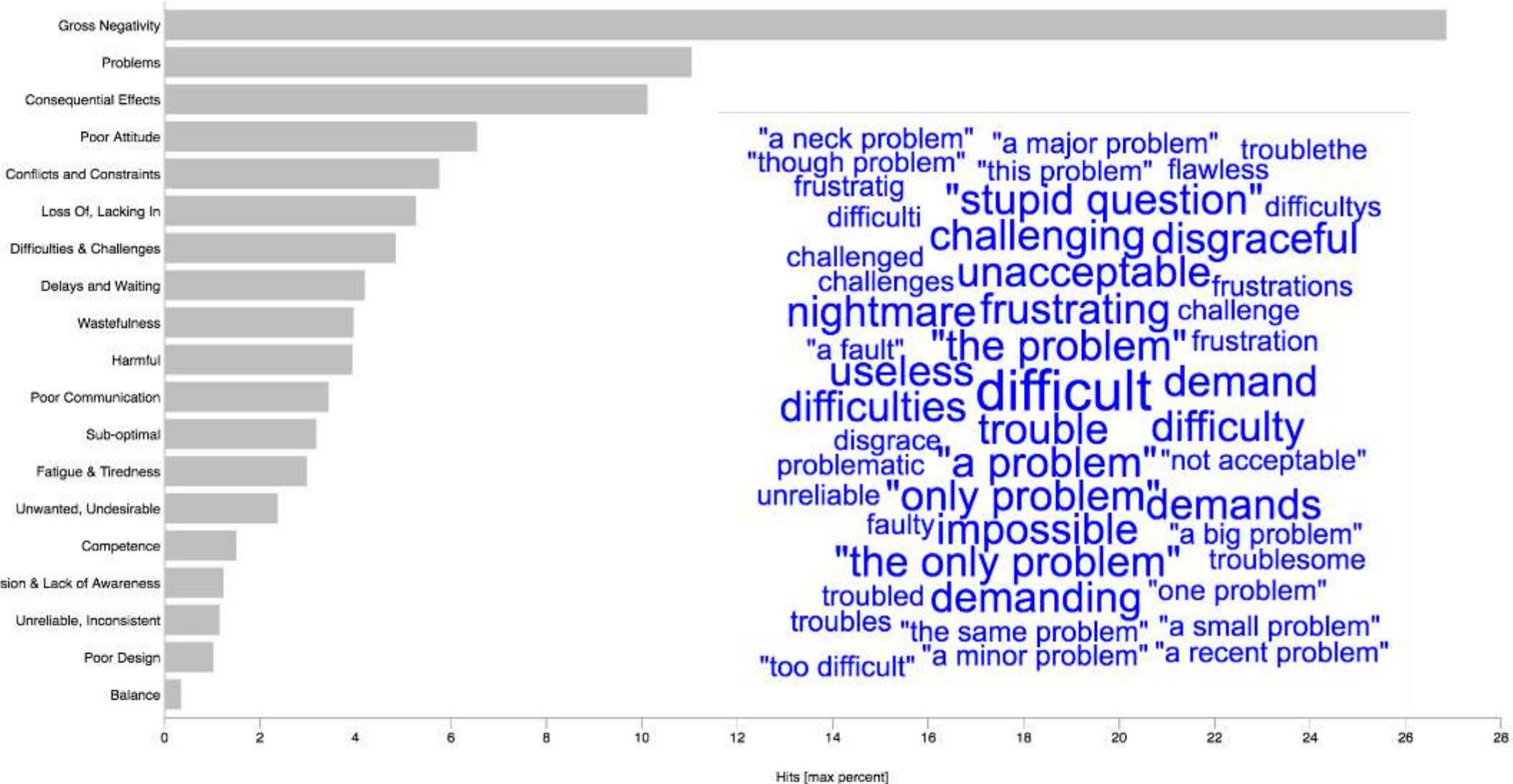
Improvement Mitigates Litigation

“Too often, boards were honing in on data that reassured them they were doing a good job, rather pursuing data that revealed inconvenient truths, thereby **missing opportunities for improvement.**”

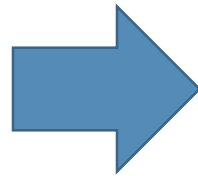
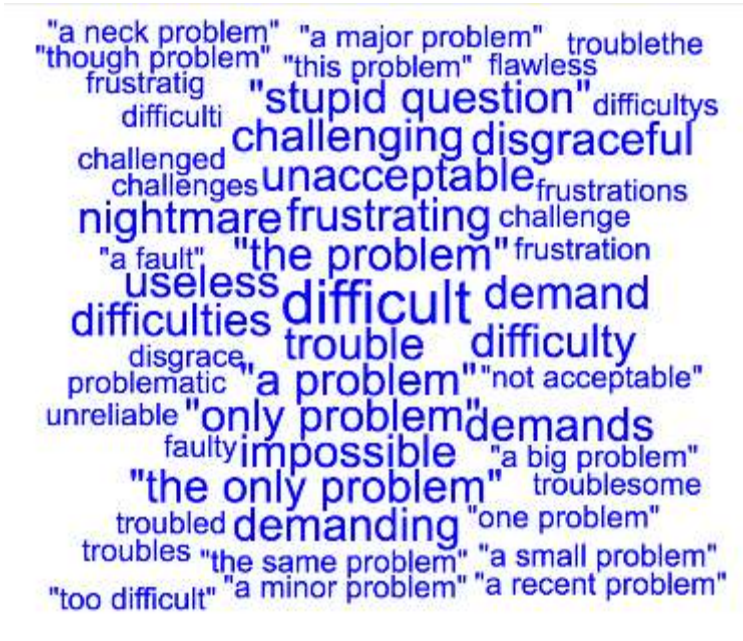
Opportunities For Improvement

Areas For Improvement Lens

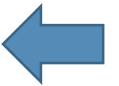
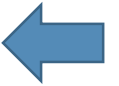
Groups: 19 - Hits shown: 14852 created from 31946 Comments



Opportunities For Improvement



| Comment | Comment |
|------------------|---|
| 31029-1 Rich0 | the only problem i have at work is the heat in the occupational therapy a&e office. i`ve worked here 5 years and despite regular unreadable the heat in the office continues to be 27c every day. i usually go home feeling unwell |
| 4515-1 Rich0 | the only problem experienced was obtaining timely pain relief |
| 15727-1 Rich0 | the only problem was finding a parking space |
| 17394-1 Rich0 | the only problem was the long wait in every department. |
| 7762-1 Rich0 | the only problem was the wait of 15 hours |
| 5100-1 Rich0 | all staff exceeding efficient and friendly. the only problem was waiting for the medication to be delivered to the ward for discharge |
| 2854-1 Rich0 | care was absolutely the best from all staff who were caring professional efficient cheerful and helpful in every way. the only problem was the heating was far too high during the night. thank you all so very much |
| 20416-1 Rich0 | day and night staff were so kind and equipment was available for investigations. attention and care aided my recovery but the only problem was the lack of sleep due to the noise at night |
| 14462-1 Rich0 | i was treated promptly and with great care and consideration. all of your staff were lovely and every single person had a smile on their face. the only problem was that the toilet was filthy but during my visit it was cleaned to a high standard |



One Comment Anecdotal, Many Comments Evidence

Good care taken over patients. Waiting area far too hot.

Staff were very friendly and efficient throughout the whole process. All had my interest at the centre of v

All Staff were kind, friendly a had good choices. My only co

I felt too hot in Bosham Ward

Very often the ward is too ho

I was far too hot

I felt too hot in the bathroom the best!

Nurses were very good, effici was slightly too hot! Patients when trying to sleep. The nig sleep as there was a lot of no

Bosham Ward was far too ho

Patient taken to x ray dept w difficulty in breathing

The nursing care I received w The only problem is the heat food tastes like slop, has no t again for nursing, excellent!

The room temperature was too hot and unhealthy. Cooler and fresh air are needed.

All went well with approachable, friendly and professional Staff in a clean environment. I felt very hot in the examination room.

were very good. The only downfall was e so gentle during the day and night.

perhaps the temperature could be nd help curb flu not to be passed on. All

s were very considerate and professional

hot.

believed it was 28-29C. I am aware that to no avail.

were amazing!

y hot in the room.

Valuable Insight

Turn down heating to 20 degrees - save £x,0000

Less bacteria & viruses

Patients sleep better

Patients feel better

Staff feel better = increase productivity

Less sick days, save £x,000



NHS Energy costs in 2014 was £750 Million

Contradiction finder “argh yes but”

TOGGLE SIDEBAR

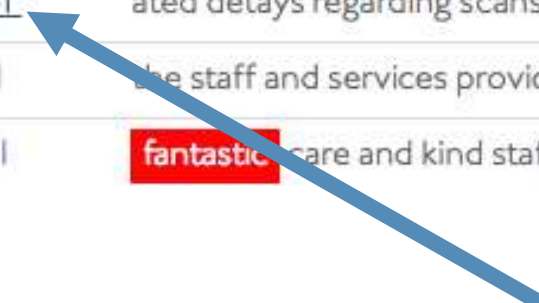
PRESENTATION MODE

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
|----------------|---|----|---|----|----|---|---|----|--------------------|----|----|
| Excitement(1) | | 1 | 0 | 2 | 0 | 0 | 0 | 1 | 2 | 0 | 0 |
| Delight(2) | 1 | | 6 | 28 | 27 | 6 | 5 | 8 | 36 | 12 | 0 |
| Desire(3) | 0 | 3 | | 6 | 4 | 0 | 2 | 1 | Love / Frustration | 2 | 0 |
| Love(4) | 1 | 16 | 9 | | 37 | 3 | 4 | 12 | 33 | 8 | 1 |
| Happy(5) | 0 | 12 | 0 | 19 | | 0 | 1 | 6 | 7 | 6 | 0 |
| Surprise(6) | 0 | 4 | 1 | 4 | 3 | | 1 | 2 | 3 | 0 | 0 |
| Sad(7) | 0 | 4 | 5 | 10 | 4 | 2 | | 3 | 5 | 3 | 1 |
| Fear(8) | 1 | 17 | 1 | 12 | 26 | 1 | 2 | | 6 | 3 | 1 |
| Frustration(9) | 2 | 23 | 5 | 19 | 22 | 3 | 7 | 9 | | 9 | 3 |
| Anger(10) | 1 | 4 | 0 | 5 | 2 | 2 | 4 | 9 | 11 | | 1 |
| Shock(11) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |

Maximum hits: 37 - Total hits: 596



| Comment | Opportunity Finder |
|----------------|--|
| 83-1 | excellent care but long waiting time 4 hours start to finish uncomfortable cha |
| 5268-1 | once seen the staff are fantastic but the time to get seen is ridiculous Survey Reference [redacted] |
| 5735-1 | staff are fabulous but there are many faults which need to be correctedthere is a |
| 6447-1 | as silly and nothing was too much. i would name some staff but i cant remeber everyone. my c section was very delayed but |
| 6887-1 | staff were excellent but waiting was a problem Survey Reference [redacted] |
| 11738-1 | the staff were fantastic but we had to wait 35 hours to see a doctor Survey Reference [redacted] |
| 12203-1 | F the staff are brilliant helpful knowledgable and friendly but the money spent on unnecessary building work should be spen |
| <u>14870-1</u> | ated delays regarding scans and test results are inevitable but waiting 48 hours is excessive when that is the only thing d |
| 16887-1 | the staff and services provided were excellent but it`s the long wait between everything which spoils matters |
| 19130-1 | fantastic care and kind staff just a long wait but that`s not the staff`s fault at all Survey Reference [redacted] |



SOURCE: PATIENT

Perception / Story

Hot: ❄️

Nursing care was excellent. Staff were caring with a sense of humour that I much appreciated. I appreciated delays regarding scans and test results are inevitable but waiting 48 hours is excessive when that is the only thing delaying returning home.

Valuable
Insight



Contradiction finder “argh yes but”

TOGGLE SIDEBAR

PRESENTATION MODE

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
|----------------|---|----|---|----|--------------|---|---|----|----|----|----|
| Excitement(1) | | 1 | 0 | 2 | 0 | 0 | 0 | 1 | 2 | 0 | 0 |
| Delight(2) | 1 | | 6 | 28 | 27 | 6 | 5 | 8 | 36 | 12 | 0 |
| Desire(3) | 0 | 3 | | 6 | Love / Happy | 0 | 2 | 1 | 2 | 2 | 0 |
| Love(4) | 1 | 16 | 9 | | 37 | 3 | 4 | 12 | 33 | 8 | 1 |
| Happy(5) | 0 | 12 | 0 | 19 | | 0 | 1 | 6 | 7 | 6 | 0 |
| Surprise(6) | 0 | 4 | 1 | 4 | 3 | | 1 | 2 | 3 | 0 | 0 |
| Sad(7) | 0 | 4 | 5 | 10 | 4 | 2 | | 3 | 5 | 3 | 1 |
| Fear(8) | 1 | 17 | 1 | 12 | 26 | 1 | 2 | | 6 | 3 | 1 |
| Frustration(9) | 2 | 23 | 5 | 19 | 22 | 3 | 7 | 9 | | 9 | 3 |
| Anger(10) | 1 | 4 | 0 | 5 | 2 | 2 | 4 | 9 | 11 | | 1 |
| Shock(11) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |

Maximum hits: 37 - Total hits: 596



We Should Also Encourage The Positives

SHOWING RESULTS FOR KEYTOOL LENS: EMOTION

CLICKED ON ROW: LOVE, COLUMN: HAPPY - 37 HITS

| Comment | Opportunity Finder |
|---------|--|
| 1666-1 | thing was too much trouble. no one likes going to hospital but i was made to feel very comfortable . thank you to the day |
| 2391-1 | [REDACTED] was excellent and kept me informed. i felt anxious but so well looked after and put at ease Survey Reference [REDACTED] |
| 2871-1 | well taken care of by the lovely day and night shift staff but i feel pleased to be going home. thank you one and all Sur |
| 3304-1 | the team were amazing really welcoming i dont like needles but they made me feel calm and relaxed Survey Reference [REDACTED] |
| 3781-1 | very friendly staff but glad to be going to rest bite Survey Reference [REDACTED] |
| 4643-1 | go was extremely friendly and patient with my questions and therefore helped me relax . thank you Survey Reference [REDACTED] |
| 5760-1 | to have a circumcision aged [REDACTED] could have been traumatic. but i am very pleased to say it wasnt. so very big thank you t |

Please Don't Hesitate To Contact Us

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