

Your average score for all questions this period



Reviews this period

# 1323

## Your recommend scores

5 Star Score

# 4.80

% Likely to recommend

# 95.4%

% Unlikely to recommend

# 1.3%

Name	This period		Last 6 months		Questions					
	Responses	Score	Score	Trend	Recommend	Dignity/Respect	Involvement	Information	Cleanliness	Staff
Adults - Speech and Language <sup>5</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Afton <sup>1</sup>	-- (1)	4.80	4.93		❌	➤	➤	➤	➤	➤
Alverstone Ward <sup>1</sup>	32.2% (19)	4.86	4.84		➤	❌	❌	➤	➤	❌
Ambulance - See and Treat <sup>5</sup>	0.0% (0)	-	-		➤	➤	➤	➤	➤	➤
Ambulatory Emergency Care <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Antenatal Services <sup>1</sup>	-- (0)	-	4.83		➤	➤	➤	➤	➤	➤
Applegate <sup>1</sup>	-- (0)	-	5.00		➤	➤	➤	➤	➤	➤
Appley Ward <sup>1</sup>	29.3% (22)	4.56	4.58		❌	❌	❌	❌	➤	❌
Arthur Webster Clinic <sup>4</sup>	-- (1)	5.00	4.80		➤	➤	➤	➤	➤	➤
Arthur Webster Clinic - Children's <sup>4</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Arthur Webster Clinic - Physiotherapy <sup>4</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Asthma and Allergy <sup>1</sup>	-- (0)	-	4.84		➤	➤	➤	➤	➤	➤
Asthma and Allergy - Children's <sup>1</sup>	-- (0)	-	5.00		➤	➤	➤	➤	➤	➤
Asthma and Allergy - Research - Adults <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Breast Screening and Imaging	-- (127)	4.95	4.92		➤	➤	➤	➤	➤	➤
Cardiac Investigations <sup>1</sup>	-- (0)	-	4.92		➤	➤	➤	➤	➤	➤
Chemotherapy <sup>1</sup>	-- (0)	-	4.93		➤	➤	➤	➤	➤	➤

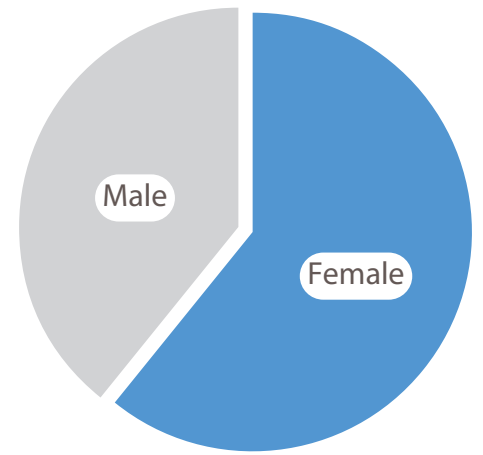
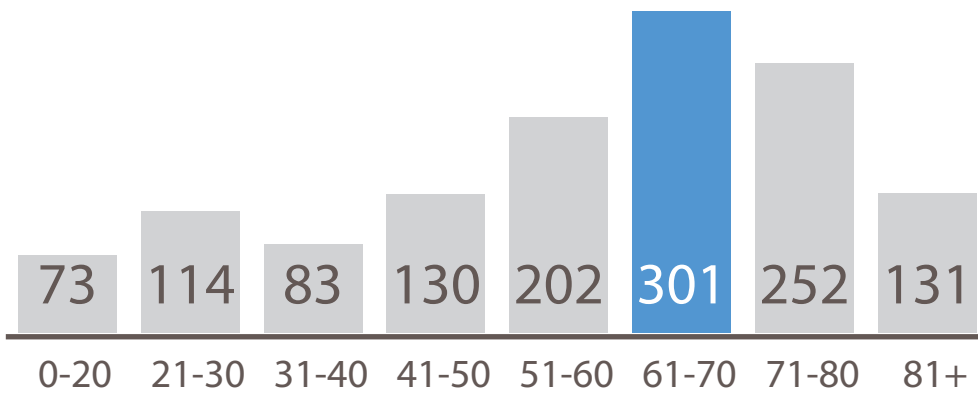
Name	This period		Last 6 months		Questions					
	Responses	Score	Score	Trend	Recommend	Dignity/Respect	Involvement	Information	Cleanliness	Staff
Children and Adolescent Mental Health Services <sup>5</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Children's Community Nursing Service <sup>1</sup>	-- (1)	5.00	5.00		➤	➤	➤	➤	➤	➤
Children's Outpatients <sup>1</sup>	-- (6)	4.87	4.78		➤	➤	➤	➤	➤	➤
Children's Ward <sup>1</sup>	0.0% (0)	-	4.43		➤	➤	➤	➤	➤	➤
Childs Occupational Therapy <sup>5</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Colposcopy <sup>1</sup>	-- (3)	4.11	4.45		➤	➤	➤	➤	➤	➤
Colwell Ward <sup>1</sup>	0.0% (0)	-	4.00		➤	➤	➤	➤	➤	➤
Community MH Services Arthur Webster Clinic <sup>4</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Community MH Services Ryde Health and Wellbeing Centre <sup>2</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Community MH services <sup>5</sup>	-- (2)	5.00	4.90		➤	➤	➤	➤	➤	➤
Community Matrons <sup>5</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Community Rehab Services <sup>1</sup>	-- (8)	4.80	4.86		➤	➤	➤	➤	➤	➤
Community Stroke Rehabilitation Team <sup>5</sup>	-- (12)	5.00	5.00		➤	➤	➤	➤	➤	➤
Continuing Helath Care <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Coronary Care Unit <sup>1</sup>	75.0% (45)	4.94	4.87		➤	➤	➤	➤	➤	➤
Cowes Community Clinic <sup>5</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Crisis Resolution & Home Treatment (CRHT) <sup>5</sup>	-- (1)	5.00	5.00		➤	➤	➤	➤	➤	➤
Day Surgical Unit <sup>1</sup>	32.7% (172)	4.91	4.90		➤	➤	➤	➤	➤	➤
Diabetes Centre <sup>1</sup>	-- (8)	4.69	4.76		➤	➤	➤	➤	➤	➤
Diagnostic Imaging <sup>1</sup>	-- (34)	4.46	4.66		➤	➤	➤	➤	➤	➤
Diagnostic Imaging - Children's <sup>1</sup>	-- (15)	4.61	4.67		➤	➤	➤	➤	➤	➤
Dietetics <sup>1</sup>	-- (0)	-	4.90		➤	➤	➤	➤	➤	➤
Dietetics - Children's <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤
District Nurses <sup>5</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤
District Nursing- North East Locality <sup>5</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤
ECT Clinic <sup>1</sup>	-- (0)	-	4.89		➤	➤	➤	➤	➤	➤
ENT (Ear, Nose, Throat) <sup>1</sup>	-- (28)	4.91	4.91		➤	➤	➤	➤	➤	➤
ENT (Ear, Nose, Throat) - Children's <sup>1</sup>	-- (2)	5.00	5.00		➤	➤	➤	➤	➤	➤
Early Interventional Psychosis <sup>5</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤
East Cowes Community Clinic <sup>5</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Emergency Department <sup>1</sup>	4.0% (105)	4.61	4.62		➤	➤	➤	➤	➤	➤



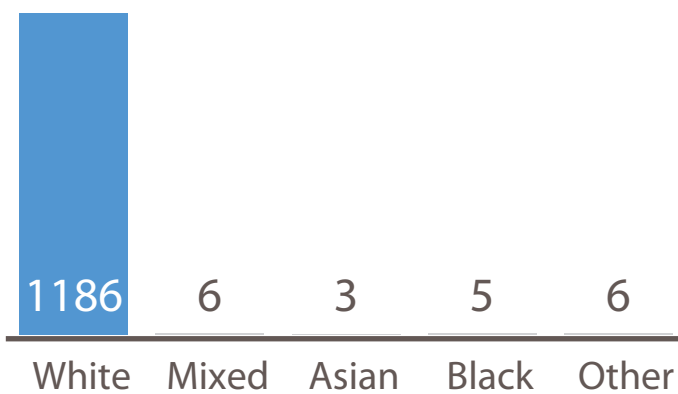
Name	This period		Last 6 months		Questions					
	Responses	Score	Score	Trend	Recommend	Dignity/Respect	Involvement	Information	Cleanliness	Staff
Ophthalmology - Children's <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Orthotics <sup>1</sup>	-- (2)	5.00	4.96		➤	➤	➤	➤	➤	➤
Orthotics - Children's <sup>1</sup>	-- (0)	-	5.00		➤	➤	➤	➤	➤	➤
Osborne Ward <sup>1</sup>	-- (0)	-	4.38		➤	➤	➤	➤	➤	➤
Paediatric - Speech and Language <sup>5</sup>	-- (4)	4.68	4.82		⬇	➤	⬇	⬇	➤	➤
Pain Clinic <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Patient Transport Service <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Phlebotomy <sup>1</sup>	-- (0)	-	3.75		➤	➤	➤	➤	➤	➤
Physiotherapy <sup>5</sup>	-- (25)	4.95	4.95		➤	⬇	➤	⬇	➤	➤
Podiatry <sup>5</sup>	-- (11)	5.00	4.80		➤	➤	➤	➤	➤	➤
Postnatal Community <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Postnatal Ward <sup>1</sup>	-- (45)	4.78	4.79		⬇	⬇	⬇	⬇	⬇	⬇
Pre-assessment and Admissions Unit (PAAU) <sup>1</sup>	-- (162)	4.92	4.90		⬇	⬇	⬇	⬇	⬇	⬇
Primary Care Mental Health Team/Improving Access to Psychological Therapy <sup>5</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Prosthetics <sup>1</sup>	-- (1)	5.00	5.00		➤	➤	➤	➤	➤	➤
Prosthetics - Children's <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Respiratory <sup>1</sup>	-- (36)	4.92	4.82		⬇	⬇	⬇	⬇	➤	➤
Ryde Health and Wellbeing Centre <sup>2</sup>	-- (8)	4.27	4.25		⬇	⬇	⬇	⬇	➤	⬇
Ryde Health and Wellbeing Centre - Children's <sup>2</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Sandown Community Clinic <sup>5</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤
School Nursing <sup>5</sup>	-- (0)	-	5.00		➤	➤	➤	➤	➤	➤
Seagrove Ward <sup>1</sup>	-- (0)	-	4.75		➤	➤	➤	➤	➤	➤
Sevenacres - Mental Health OT <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Sexual Health Service <sup>1</sup>	-- (42)	4.90	4.96		⬇	⬇	⬇	⬇	➤	⬇
Shackleton Ward <sup>1</sup>	-- (0)	-	5.00		➤	➤	➤	➤	➤	➤
St Helen's Ward <sup>1</sup>	39.1% (34)	4.84	4.84		➤	➤	⬇	⬇	⬇	⬇
Stoma Care <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Stroke Unit <sup>1</sup>	0.0% (0)	-	5.00		➤	➤	➤	➤	➤	➤
TIA Clinic <sup>1</sup>	-- (24)	4.96	4.97		⬇	➤	⬇	➤	➤	➤
The Beacon Centre <sup>1</sup>	-- (1)	5.00	5.00		➤	➤	➤	➤	➤	➤
The Beacon Centre - Children's <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤

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	Responses	Score	Score	Trend	Recommend	Dignity/Respect	Involvement	Information	Cleanliness	Staff
Trusted Assessment - Nursing Home <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Unknown <sup>1</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Urology <sup>1</sup>	-- (15)	4.81	4.59		❌	❌	⚠	⚠	⚠	❌
Whippingham Ward <sup>1</sup>	6.3% (6)	4.83	4.51		❌	✅	❌	⚠	✅	✅
Woodlands Ward <sup>5</sup>	-- (0)	-	-		➤	➤	➤	➤	➤	➤

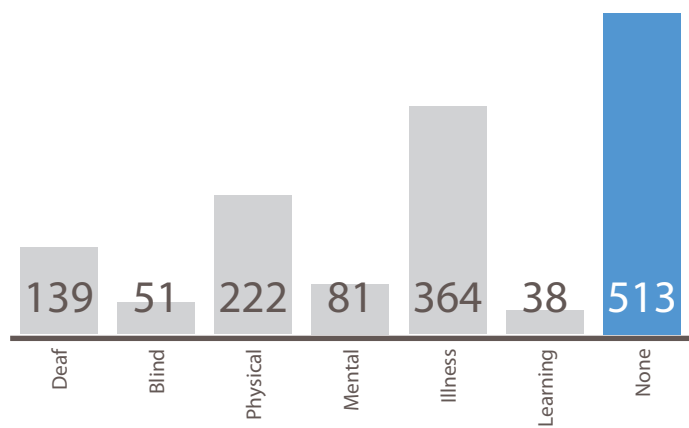
Reviews by patient's age



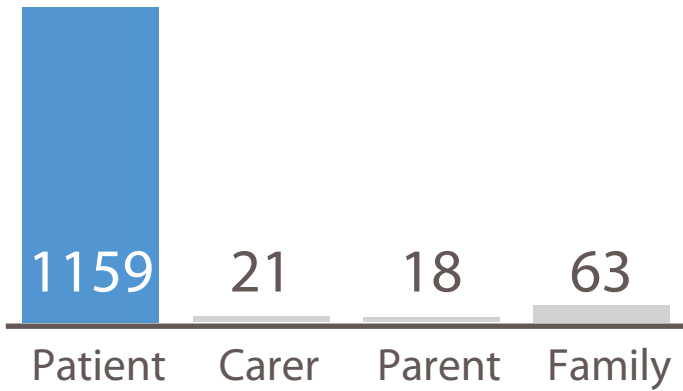
Reviews by patient's ethnicity



Reviews by patient's conditions



## Reviews by reviewer type



Top three services (with 5 reviews or more)

Podiatry	5.00
Community Stroke Rehabilitation Team	5.00
Laidlaw Day Hospital	4.97

## Demographics completion rate

Question	Blanks	% Completed
Age	37	97.20
Gender	80	93.95
Ethnicity	114	91.36
Long-term Conditions	249	81.14
Reviewer type	44	96.63

Bottom three services (with 5 reviews or more)

Ryde Health and Wellbeing Centre	4.27
General Rehabilitation	4.19
Gynae Outpatient Department	4.15

## Key Location

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- 1 St Mary's Hospital
- 2 Ryde Health And Well Being Centre
- 3 Chantry House
- 4 Arthur Webster Clinic
- 5 Community Services - Isle Of Wight NHS Trust