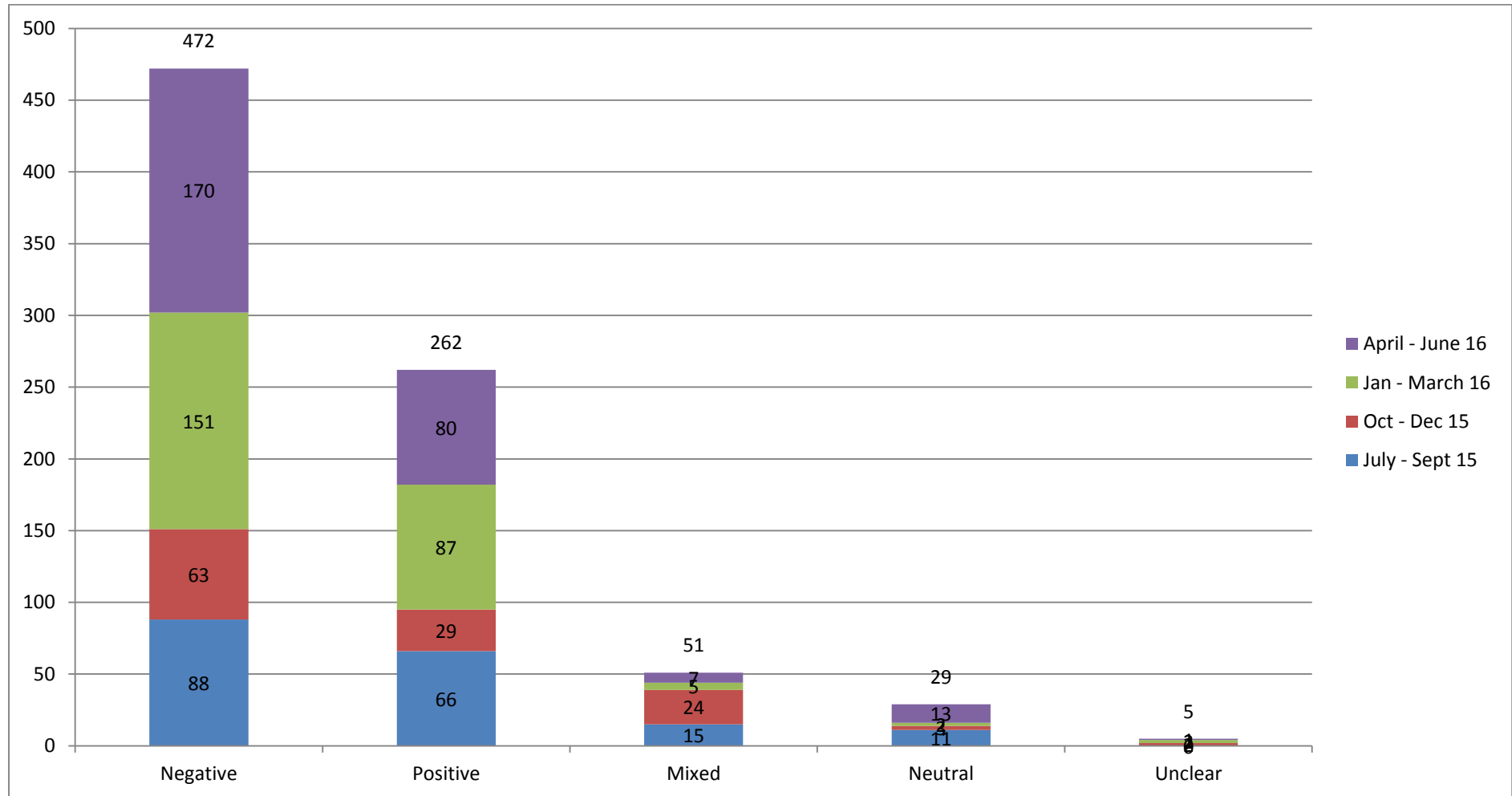


**Number of Comments received July 2015 – June 2016**

<b>Month</b>	<b>Number of comments</b>	<b>Number of comments 2014/15</b>	<b>Hot Topics</b>	<b>Comments relating to Hot Topic</b>
July 2015	80	52		
August 2015	51	55		
September 2015	47	38		
October 2015	40	28		
November 2015	38	65		
December 2015	24	27		
January 2016	60	51	Social care	12
February 2016	122	45	Mental Health	54
March 2016	84	126	Pharmacy	22
April 2016	83	74	Stroke Services	11
May 2016	76	93	Dementia Services	4
June 2016	111	67	WMAS	21

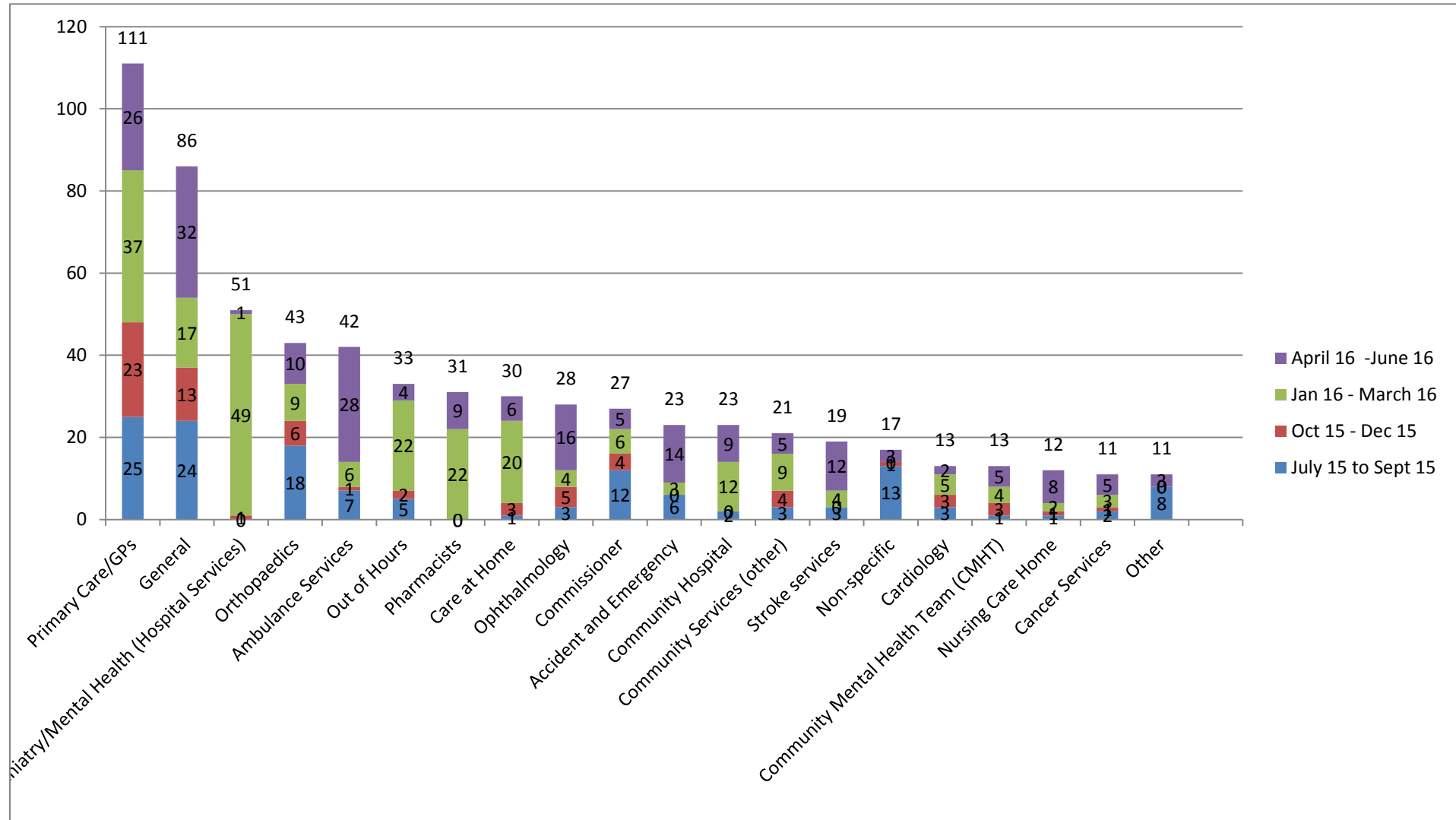


### Comments by Sentiment



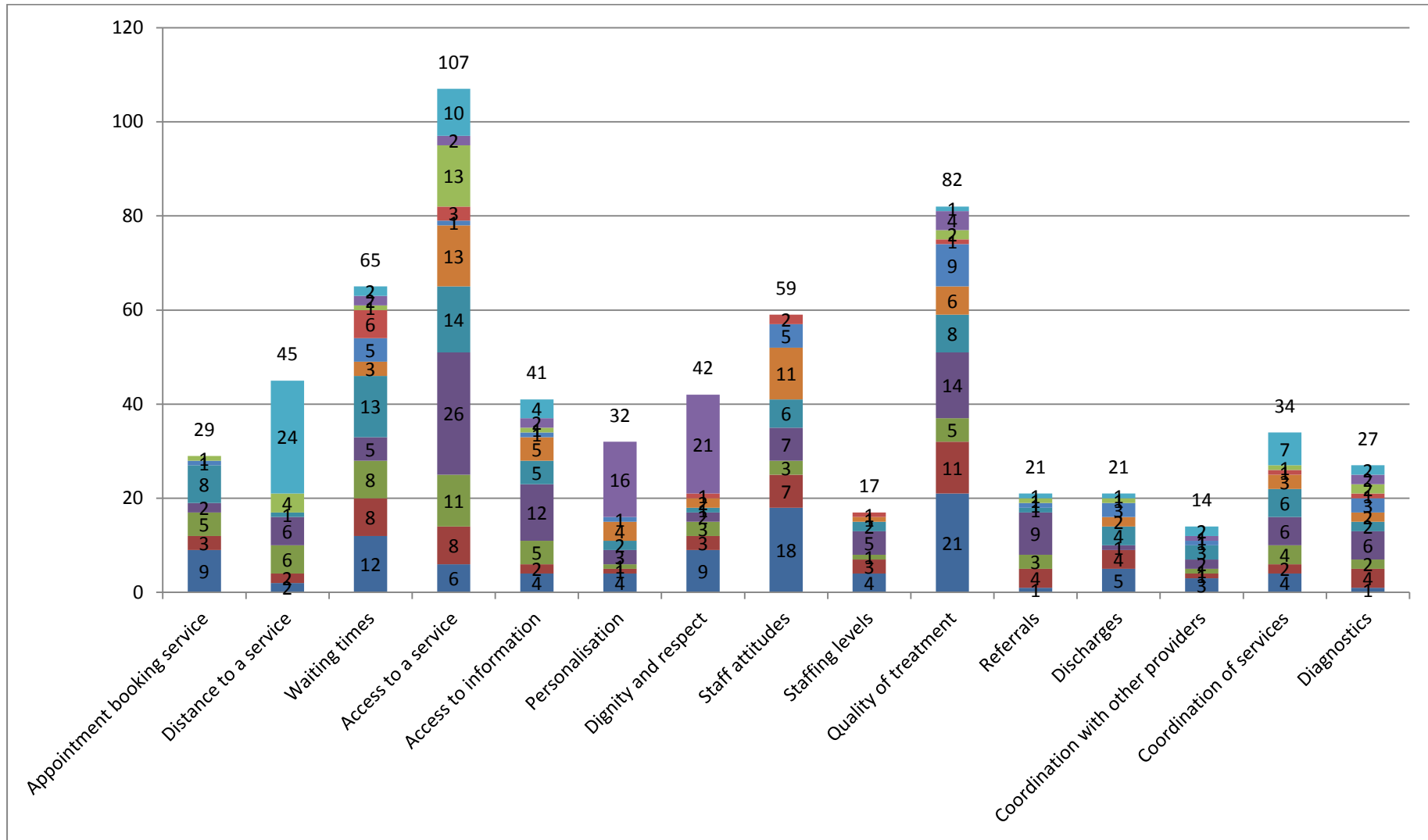


20 most frequently mentioned service types, all sentiments July 2015 – June 2016





**Top 15 negative topics by provider – Trusts and Commissioners, July 15 to June 16**







Positive comments by topic, Trusts and Commissioners, July 15 to June 16

