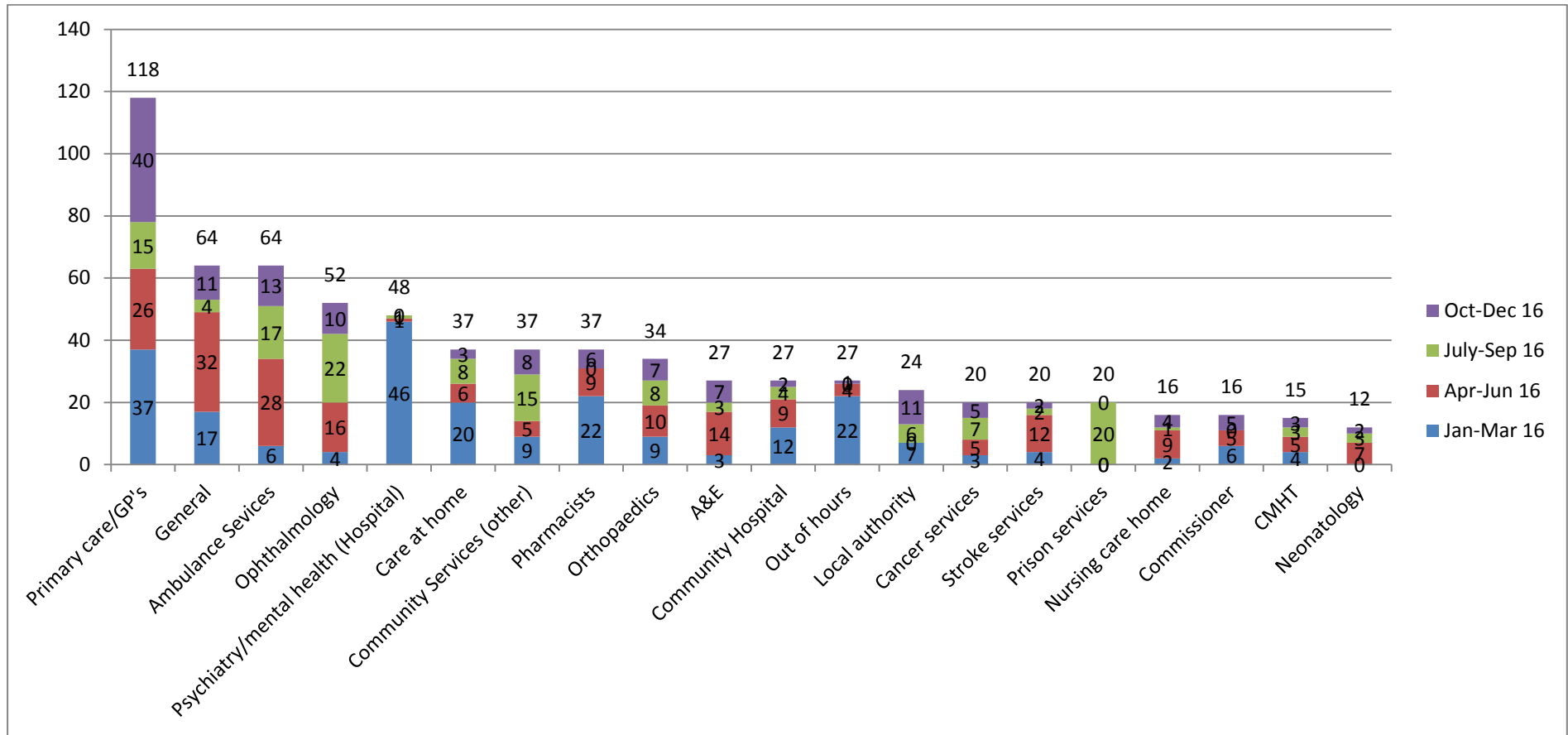


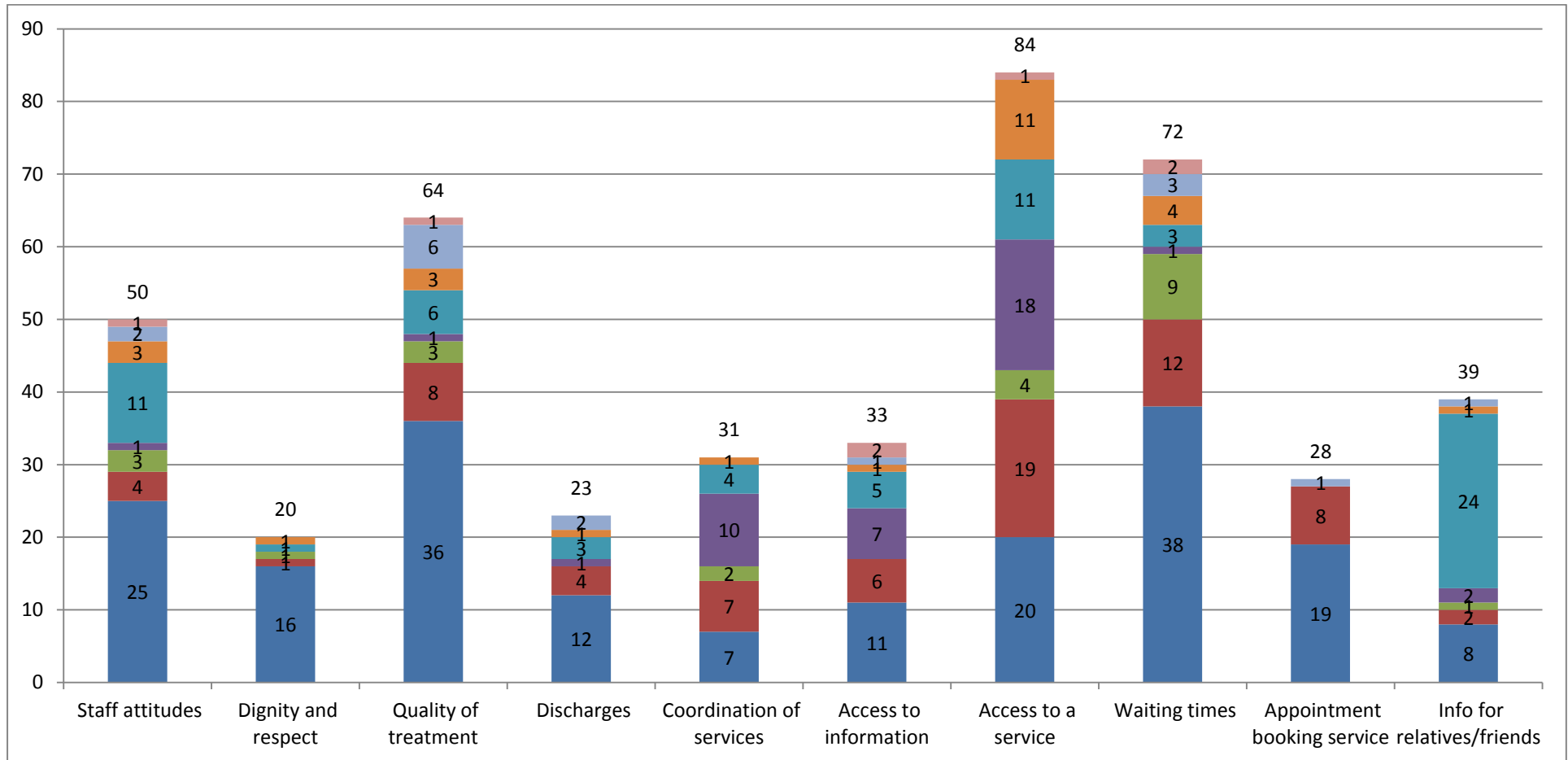
Number of Comments received December 2016 to January 2016

Month	Number of comments	Number of comments 2015	Hot Topics	Comments relating to Hot Topic
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
July 2016	85	83	Carers	15
August 2016	62	53	Physiotherapy	17
September 2016	74	47	Ophthalmology	33
October 2016	45	48	End of Life care	10 (Oct, Nov Dec)
November 2016	79	42	End of Life care	
December 2016	52	28	Winter messaging	
Total	933	757		

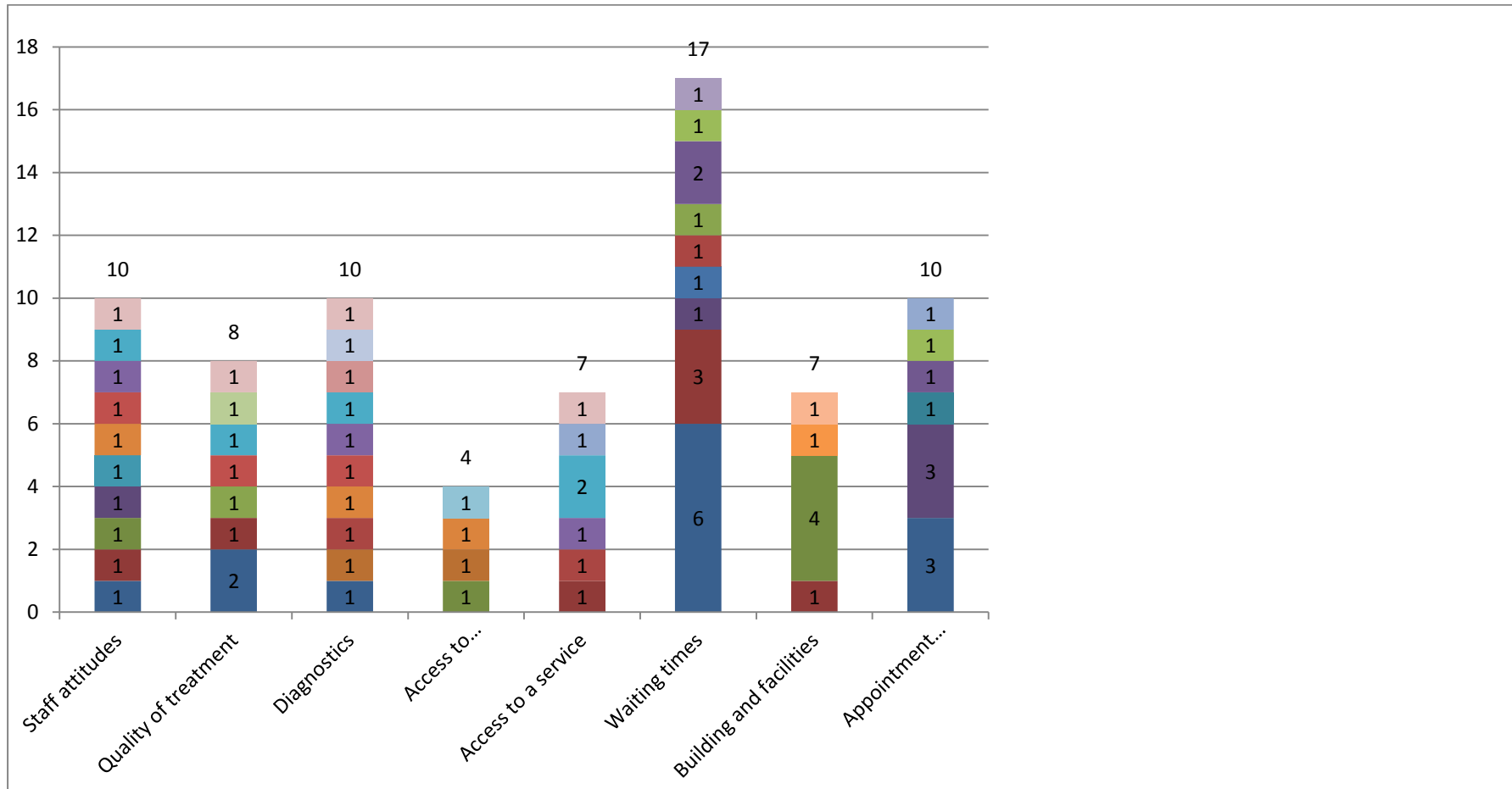
20 most frequently mentioned service types, all sentiments Jan 2016 – Dec 2016



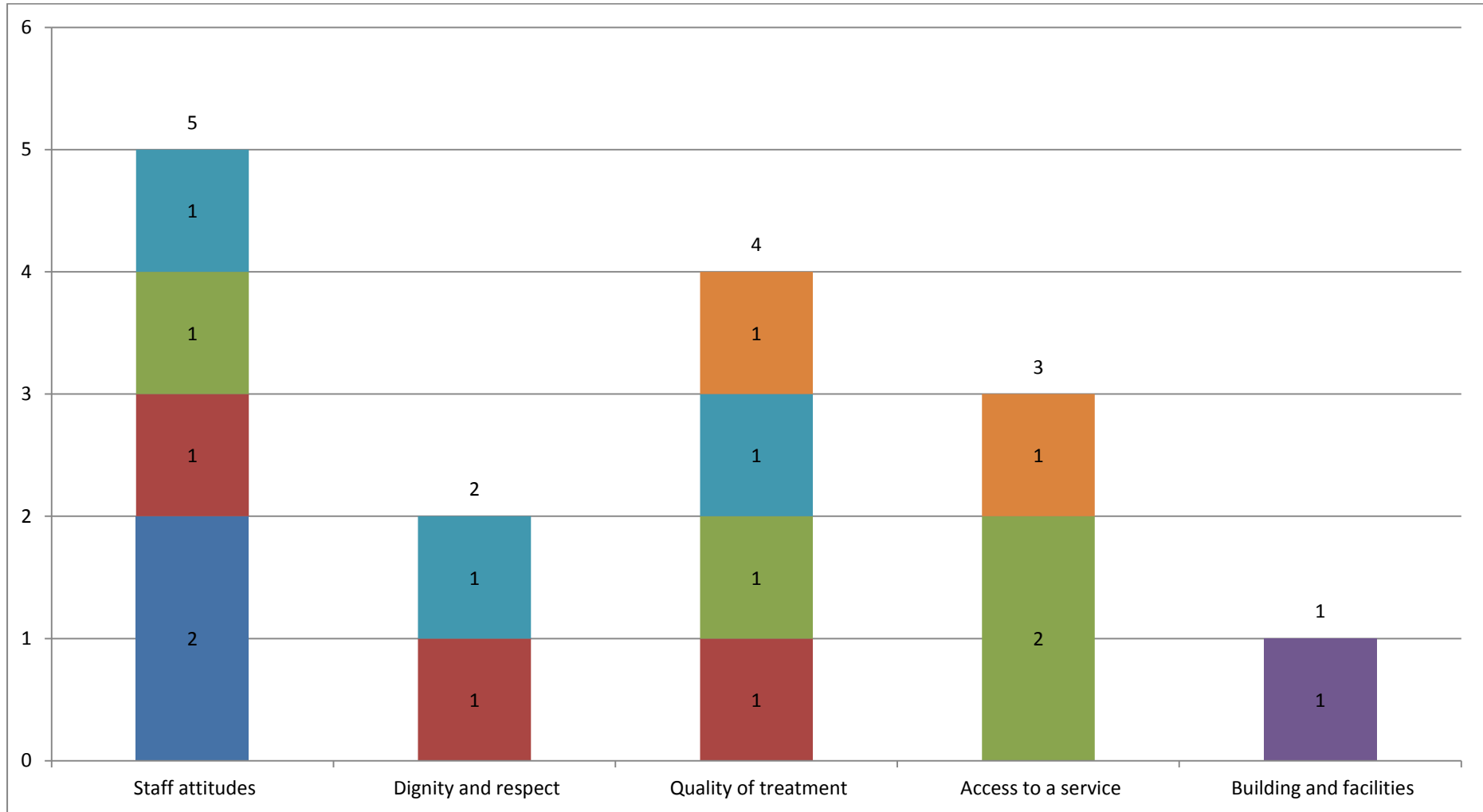
Top 10 negative topics – Trusts, Commissioners & Providers Jan 2016 – Dec 2016



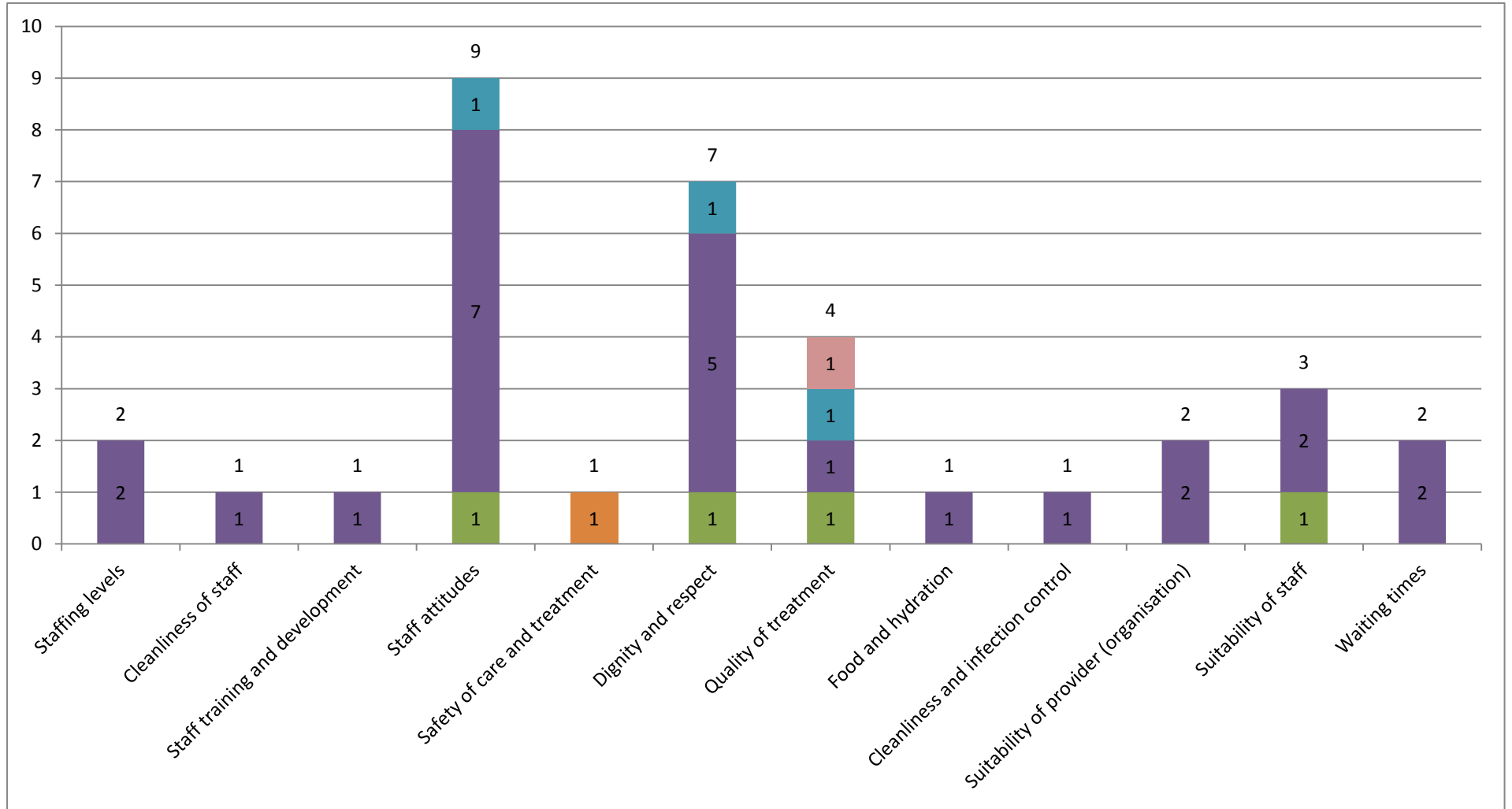
Negative topics for GP practices: (3 or more practices with comments) Jan 2016 – Dec 2016



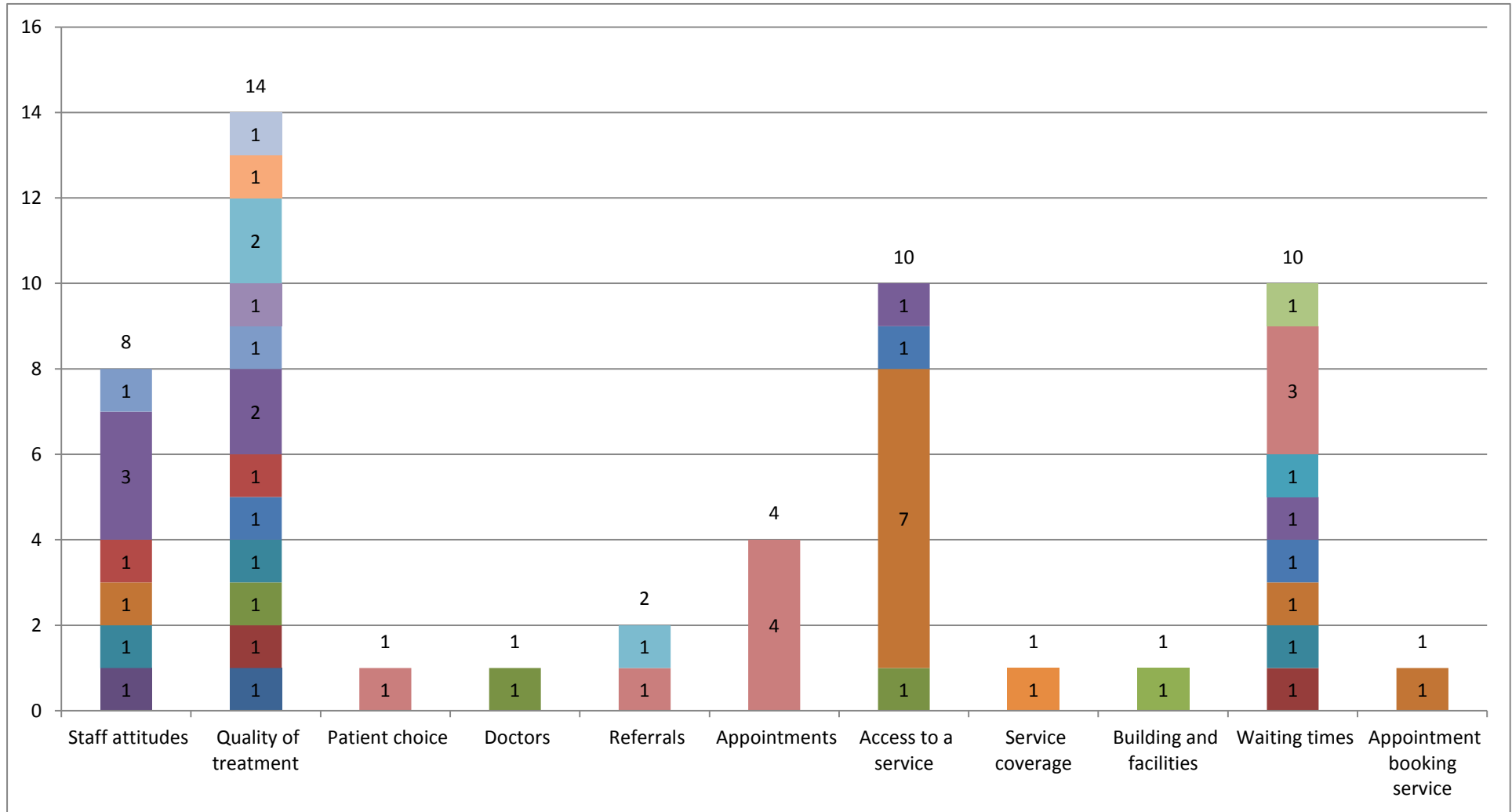
Negative topics for residential and nursing care homes (2 or more homes with the same topic) Jan 2016 – Dec 2016



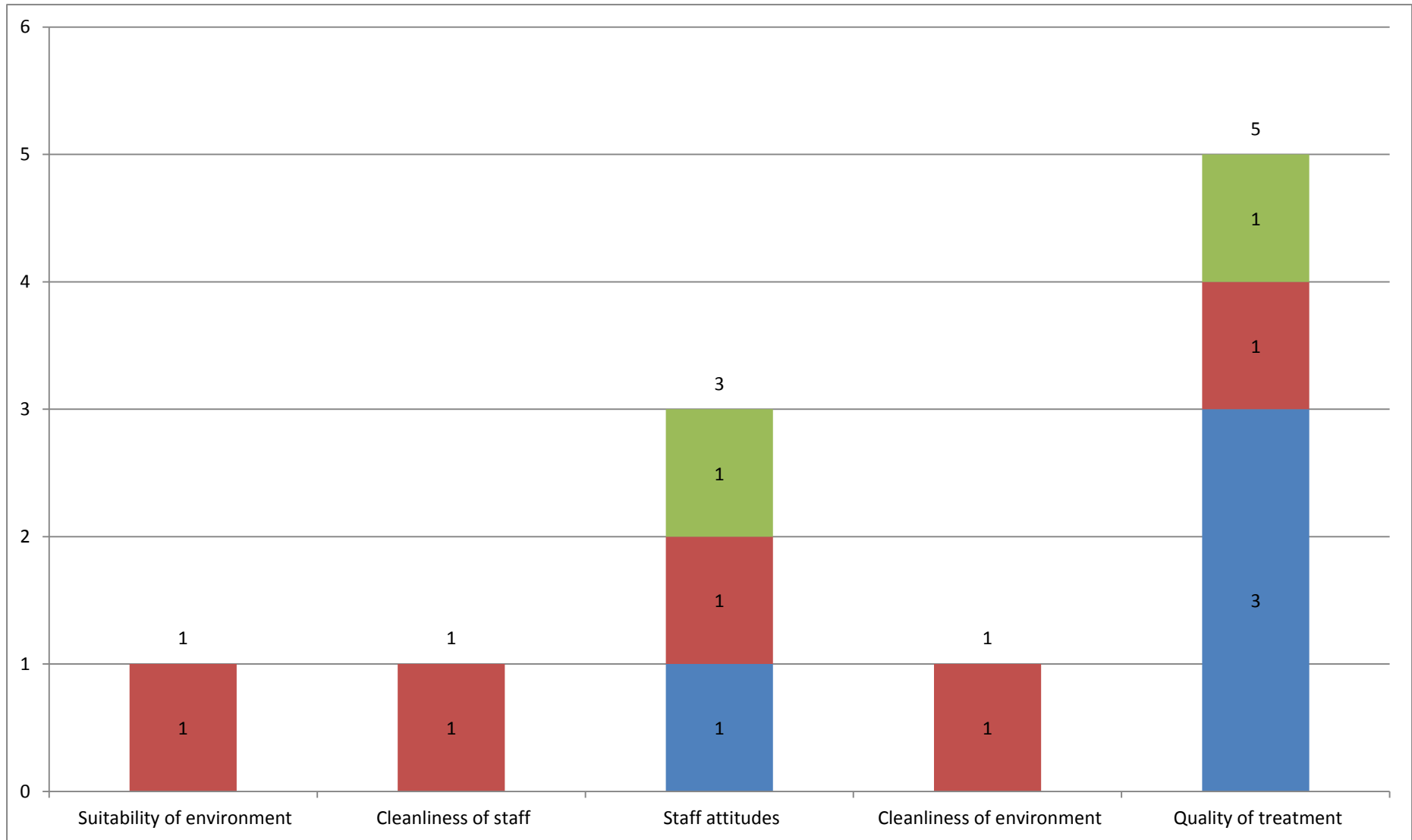
Negative topics for home care providers Jan 2016 – Dec 201



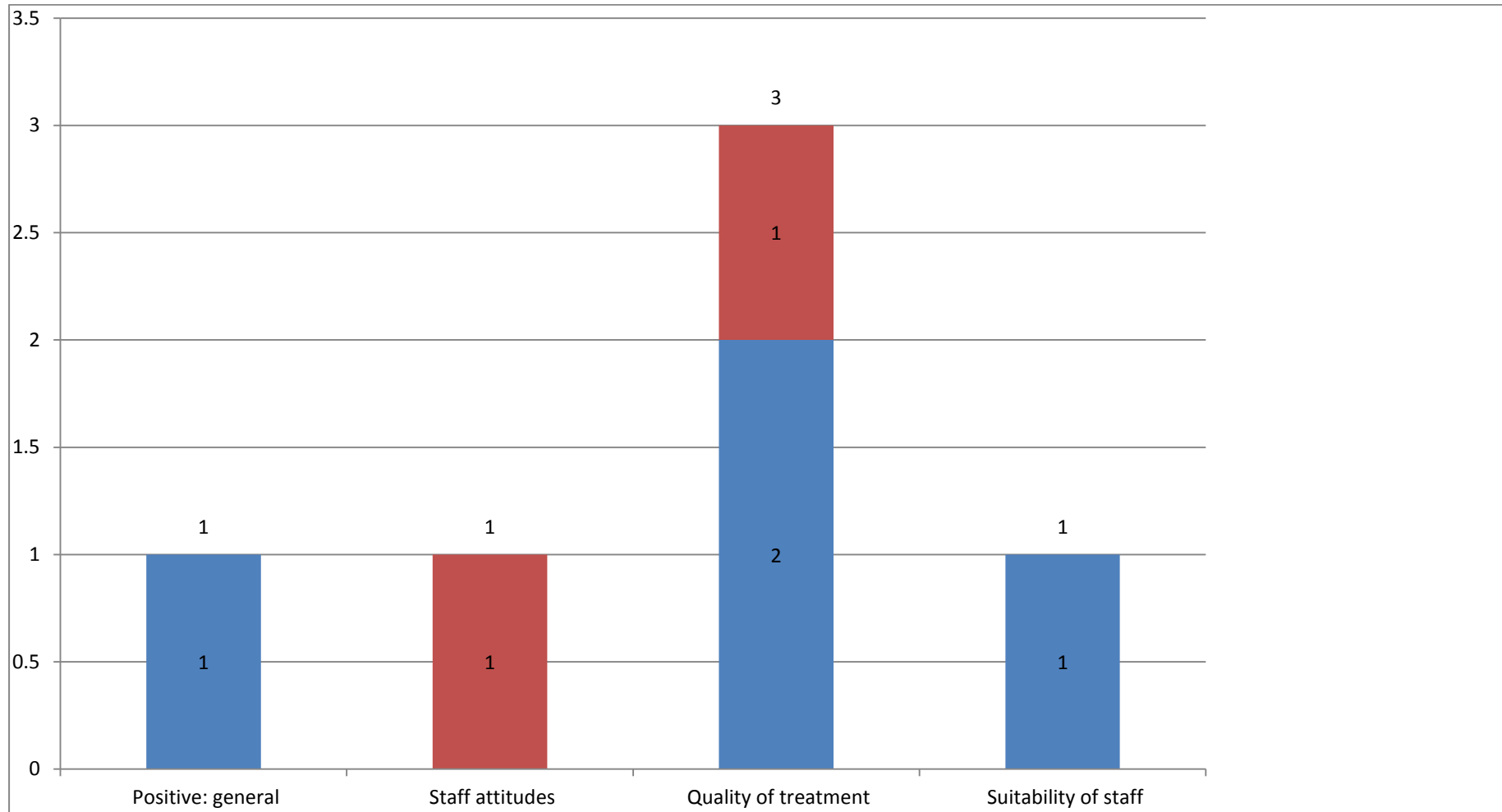
GPs: Positive topics Jan 2016 – Dec 2016



Care Homes: Positive comments, Jan 2016 – Dec 2016



Dom Care: positives by topic, Jan 2016 – Dec 2016



Trusts & Commissioners: 3 or more positive topics, Jan 2016 – Dec 2016

