

Supplementary material 5: Count data from the qualitative analysis versus text mining

Table summarizing Human analysis: Count data (includes +ve and –ve sentiment—where applicable—for comparison with text mining results) (n=2955 coded references)

Notes

Red = appears to be a difference between general and Site B service feedback

Green = appear similar proportions of comments within each service subset

Comparisons with isolated references or small numbers of comments in total set (e.g. under about 30 comments overall) have been avoided

A) Positive node groupings (2292/2955, 77.56 %)

NODE (Child)	General Site A (denominator=2606)		Site B Services (denominator=349)		TOTAL (denominator=2955)	
ACCESS PROCESS & DISCHARGE	386	14.81%	1	0.29%	387	
Speed and timeliness of access	114	4.37%	1	0.29%	115	
Waiting time at appointment	63	2.42%	0		63	
Good Accessibility	8		0		8	
Good Process	201	7.71%	1	0.29%	202	
COMMUNICATION FROM AND WITH CLINICAL STAFF	120	4.60%	3	0.86%	123	
Good communication for members of my family	4		1		5	
Good communication from staff	116	4.45%	2	0.57%	118	
POSITIVE ASPECTS OF	212	8.16%	23	6.59%	235	

SERVICE						
Clean	92	3.53%	1	0.29%	93	
Food	9		1		10	
Good clinical team	78	2.99%	8	2.29%	86	
Good outcome	0		9		9	
Matched my needs	8		2		10	
Satisfied with diagnosis	2		0		2	
Service is of a high standard	22	0.84%	2	0.57%	24	
Well staffed (deviant case)	1		0		1	
QUALIFIED COMMENTS	5		7		12	
Good despite government policies	5		7		12	
HOW STAFF COME ACROSS	937	35.96%	56	16.05%	993	
Above and beyond	10		0		10	
Approachable	10		1		11	
Assertive	0		1		0	
Attentive	9		0		9	
Calm	4		0		4	
Caring	56	2.15%	2	0.57%	58	
Compassionate	32		2		34	
Clinically competent	179	6.87%	9	2.58%	188	
Friendly	177	6.79%	4	1.47%	181	
Give good advice	17		3		20	
Gorgeous	2		0		2	
Hard working	13		2		15	
Helpful	148	5.68%	10	2.87%	158	
Honest	3		0		3	
Kind	86	3.30%	7	2.01%	93	

Patient centred	84	3.22%	10	2.87%	94	
Polite	70	2.69%	3	0.86%	73	
Reassuring	26		1		27	
Sympathetic	2		1		3	
Welcoming	9		0		9	
THE SERVICE MADE ME FEEL	389		65		454	
At home	2		1		3	
Cared for or looked after	45	1.72%	1		46	
Comfortable	28		1		29	
Confident	16		3		19	
Happy	20		0		20	
Hopeful	3		1		4	
Like I had a positive experience	40	1.53%	6	1.72%	46	
Listened to	32	1.23%	10	2.87%	42	
Not like a burden	3		1		4	
Put me at ease (reassured)	90	3.45%	2	0.57%	92	
Safe	13		1		14	
Satisfied with the care I received	45	1.73%	27	7.74%	72	
Treated with respect	23		1		24	
Well informed	26		1		27	
Well supported	3		9		12	
THIS SERVICE IS BETTER THAN OTHERS	83	3.18%	5	1.43%	88	
Because I was satisfied	17		0		17	
Because it is the only service providing this treatment	1		1		2	

Because there was a good clinical outcome or effectiveness	7		1		8	
Better compared with previous experiences	44	1.69%	3	0.86%	47	
Better than expected	11		0		11	
Good reputation	3		0		3	

B) Negative node groupings (546/2955, 18.48%)

NODE (Child)	General Site A (denominator=2606)		Site B Services (denominator=349)		TOTAL (n=2955)	
ACCESS PROCESS & DISCHARGE	130	4.99%	30	8.60%	160	
Speed and timeliness of access	2		0		2	
Waiting time at appointment	50	1.92%	0		50	
Access problem (+good but too distant from "QUALIFIED COMMENTS")	2		9 (+1)		12	
Don't want to be here	1		3		4	
Follow-up arrangements + (Discharge a different story - from "QUALIFIED COMMENTS")	8 (+9)		6 (+0)		23	
Interaction with other services	0		4		4	
Poor communication around appointments	6		1		7	
Process problem + (Good but process problems – from "QUALIFIED COMMENTS")	48 (+4)	2.00%	5 (+1)	1.72%	58	

COMMUNICATION FROM AND WITH CLINICAL STAFF	23	0.88%	25	7.16%	48	
Communication failure	15		6		21	
Nobody listened to what I was saying (+need to listen more from “STAFF POSTURE”)	2 (+0)		5 (+3)		10	
Poor communication around treatment	4		7		11	
Repeated questions about suicide unwelcome	0		1		1	
Specific communication needs	2		3		5	
SPECIFIC COMPLAINTS (+commensurate child node from taken from “qualified comments” parent node)	105	4.03%	59	16.91%	164	
Access to cash	0		1		1	
Bad continuity of care	0		2		2	
Dissatisfaction around diagnosis (+Good but rubbish diagnosis from “QUALIFIED COMMENTS”)	8 (+1)		2		11	
Good but car parking	8		0		8	
I experienced poor quality care	4		0		4	
Poor infection control	1		0		1	
Lack of patient	1		6		7	

centredness						
Lack of privacy	1		0		1	
Like a shopping centre	1		0		1	
Like a surgery factory	1		0		1	
Medical error	7		1		8	
No clinical answers found	4		3		7	
Good but not clean	4		0		4	
Not enough activities on ward	2		8		10	
Not enough staff (+good but not enough staff)	10 (+10)	0.77%	3 (+10)	3.72%	33	
One size does not fit all	0		3		3	
Problems with other patients (+good but other patients)	6 (+1)		3		10	
Rubbish food (+good but rubbish food)	6 (+3)		5 (+1)		15	
Unsatisfactory outcome	2		1		3	
Unsuitable facilities (+good but facilities)	16 (+8)	0.92%	9	2.58%	33	
Wouldn't recommend inpatients (deviant case)	0		1		1	
QUALIFIED COMMENTS ("Good but x,y or z")	59	2.26%	13	3.72%	72	
Demand high	9		1		10	
Good but poor hospital transport	1		0		1	
Good but routing and signage	4		0		4	
Good but time limited support	1		4		5	
Good but waiting time	42	1.61%	7	2.00%	49	

Helped but not totally effective	2		1		3	
HOW STAFF COME ACROSS	30	1.15%	11	3.15%	41	
Did not understand my condition	3		1		4	
Rude and unfriendly	11		3		14	
Tired	1		0		1	
Unhelpful	5		3		8	
Unprofessional	10		4		14	
THE SERVICE MADE ME FEEL	46	1.77%	15	4.30%	61	
Demanding	3		0		3	
Discriminated against	1		3		4	
Dissatisfied with the care I received or outcome	13		2		15	
Ignored	9		5		14	
Like a time waster	6		0		6	
Like I had been ripped off with charges	1		0		1	
Unsupported	1		2		3	
Upset	5		0		5	
Vulnerable	4		1		5	
Worried	3		2		5	

C) Other code groupings, e.g. mixed or no sentiment (134/2955, 4.53%)

NODE (Child)	General Site A (denominator=2606)		Site B Services (n=349)		TOTAL (n=2955)	
ACCESS PROCESS & DISCHARGE	10	0.38%	25	7.16%	35	
Waiting time at	0		2		2	

appointment						
Waiting time to access services	10	0.38%	23	6.59%	33	
COMMUNICATION FROM AND WITH CLINICAL STAFF	0		0		0	
SPECIFIC COMPLAINTS	71	2.72%	1	0.29%	72	
Car Parking	20		0		20	
Routing and signage	51		1		52	
QUALIFIED COMMENTS	17		10		27	
Some staff better than others	11		9		20	
Started good, but got worse over time	5		0		5	
Started bad, but improved over time	1		1		2	