

The new taxonomy

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About the new taxonomy

This document sets out the new taxonomy. We have based it on what we use in our version of the CiviCRM, refined it using your feedback and compared it with the taxonomies used by local Healthwatch that use other CRM systems.

Having a common way of classifying information enables us to improve how we analyse information locally and nationally. This is essential to implement a Central Data Store to allow us and local Healthwatch across the country to store and compare data. For more information on the Central Data Store, [see this blog](#).

The taxonomy consists of two parts:

- The minimum viable taxonomy. This is key fields that we want you to share with us, including:
 - The feedback itself
 - The date it was collected
 - The sentiment of the feedback
 - The services involved
 - Themes in the data
 - Key demographics.
- Other fields, including a wider selection of demographics.

This guidance sets out what you need to do, explains the taxonomy fields and provides tips on how to apply the taxonomy.

What you need to do

We appreciate that you need to collect and categorise data using a taxonomy that meets the needs of your local area and stakeholders. However, your taxonomy must map to a standard classification to allow the analysis of Healthwatch data across England.

Ensuring that your taxonomy can map to ours is essential to enable you to meet the legal requirement to share data with us. You may therefore need to make small tweaks to your taxonomy.

Minimum viable taxonomy fields

This is the key set of fields that we need you to share with us via the Central Data Store.

Date information collected by local Healthwatch

Type and format of field – DD-MM-YYYY format – mandatory field.

Summary

Type and format of field –Free text box

This is a summary of the feedback itself. All you need to do is summarise in a few words what the feedback covers.

“I live in a rural area and have to get to hospital for minor surgery in a week’s time. I have been told that I can’t drive to get there and back. I have no family nearby. Have you any suggestions that might point me in the direction of a lift, please?”

For example, the summary for the feedback above could be “Transport to hospital problem”.

Feedback

Type and format of field –Free text box – mandatory field.

This is the feedback or signposting information itself. You don’t need to anonymise it before sharing it with us. Healthwatch England will ensure that it is anonymised in line with GDPR when quoting from it.

Age

Type and format of field –Single select.

- 0 to 12 years
- 13 to 15 years
- 16 to 17 years
- 18 to 24 years
- 25 to 49 years

- 50 to 64 years
- 65 to 79 years
- 80+ years
- Prefer not to say
- Not known

Gender

Type and format of field – Single select.

- Woman
- Man
- Non-binary
- Prefer to self-describe
- Prefer not to say
- Not known

Ethnicity

Type and format of field – Single select.

- Arab
 - Asian / Asian British: Bangladeshi
 - Asian / Asian British: Chinese
 - Asian / Asian British: Indian
 - Asian / Asian British: Pakistani
 - Asian / Asian British: Any other Asian / Asian British background
 - Black / Black British: African
 - Black / Black British: Caribbean
 - Black / Black British: Any other Black / Black British background
 - Mixed / Multiple ethnic groups: Asian and White
 - Mixed / Multiple ethnic groups: Black African and White
 - Mixed / Multiple ethnic groups: Black Caribbean and White
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- Mixed / Multiple ethnic groups: Any other Mixed / Multiple ethnic groups background
- White: British / English / Northern Irish / Scottish / Welsh
- White: Irish
- White: Gypsy, Traveller or Irish Traveller
- White: Roma
- White: Any other White background
- Any other ethnic group
- Prefer not to say
- Not known

Disability

Type and format of field -Single select.

- Yes
- No
- Prefer not to say
- Not known

Long term conditions

Type and format of field -Single select.

- Yes
- No
- Prefer not to say
- Not known

Organisations 1 – 5

Type and format of field -Free text.

You can provide the names of up to five organisations, e.g. the name of GP surgery/hospital/care home. These need to be separated by commas.

Sentiment of the information

Type and format of field -Single select.

This field is for the overall sentiment of the information.

Options	How to use
Neutral	Use where the person is asking for information or isn't expressing an opinion about services.
Mixed	Use where the situation contains both positive and negative experiences of one service. For example, someone has waited six weeks for a non-urgent GP appointment, but the appointment itself was on time, and the GP was able to diagnose and treat the person.
Unclear	Use where the sentiment of the information isn't clear.
Positive	Use where people are positive about the services they receive.
Negative	Use where people are negative about the services they receive.

Services

Use this to denote what services the person is using or is trying to use. We have structured the list so that the most frequently used services are at the top of the list. We have only included tips on how to use the data where options aren't clear or can cover more than one type of service.

Type and format of field - Multi select, mandatory field.

Options	How to use
Care home	Use for all types of care home.
Child and Adolescent Mental Health Services (CAMHS) and Targeted Mental Health in Schools Services (TaMHS)	
Community Mental Health Team (CMHT) and specialist mental health services	Use for community mental health services and general mental health services.
Dentist	Use for primary, secondary or emergency care

Options	How to use
Emergency department (including A&E)	
General outpatients and hospital-based consults	Use for outpatient and consultant appointments where the type of service isn't known
General Practice (GP)	
Hospital services – not stated	Use where it isn't clear from the feedback what type of hospital service is involved
Inpatient care/General inpatients	Use for all inpatient care
NHS 111	
Other	
Pharmacy	Use for primary and secondary care services
Urgent primary care, including urgent treatment centres, walk-in care, out of hours GP services, minor injury and treatment centres	Use for all urgent primary or community care services
Adult social care, including care packages and social workers	
Ambulances and paramedics	
Assisted living/Extra care housing services/Supported housing	
Cardiology/heart medicine	
Children's social care services	
Chiropody/podiatry	
Counselling/Psychotherapy/Improving Access to Psychological Therapies (IAPT)	
Long Covid clinics or treatment	

Options	How to use
Critical care, acute care or High Dependency Unit	Use for critical or acute care, including high dependency and intensive care units.
Day care centre (social care)	Use for day care centres.
Dermatology	
Diabetes care	
Diagnostic centre/hub	
Discharge lounge/ discharge team/ discharge to assess	
District nurse and community nursing	Use for district nurses, MacMillan and Admiral nurses.
Ear, nose and throat, audiology and maxillofacial services	
Eating Disorder Clinics and Services	
Equipment services (including wheelchairs, incontinence, home adaptations)	Use for all equipment services.
Gastroenterology: digestive, intestinal, and bowel services	
Gender identity clinics/services	
Health visitors including baby clinics	
Home care/domiciliary care including personal assistants and personal budgets	Use for home care services.
Hospital-based psychiatric care	Use for psychiatric inpatient care and hospital based psychiatric care.
Maternity care	
Medical imaging, including radiography, ultrasound, MRI and nuclear medicine	Use for X-rays, radiography, CAT and MRI scanning, ultrasound and gamma knife/stereotactic treatment.
Memory clinic	Use for dementia care.

Options	How to use
Mental health crisis service	
Neurology, neurosurgery and stroke care	
Nutrition and dietetics	
Obstetrics & Gynaecology	Use also for fertility treatment.
Ophthalmology	
Optometry services/opticians	
Orthopaedics and fracture clinic	
Paediatric care	
Pain management	
Palliative/end of life care	Use for all palliative and end of life care, including hospices.
PALS	
Patient Transport and NEPTS	Use for all patient transport services, including those provided by voluntary organisations.
Phlebotomy/blood tests	
Physiotherapy	
Prison healthcare service	
Public health (including healthy lifestyle services such as smoking cessation or weight management)	
Rehabilitation/enablement	
Renal and kidney care and dialysis	
Respiratory medicine (lung services)	
Respite Care	
Rheumatology	

Options	How to use
Screening services and testing	Use for all screening services.
Services for people with Autism/on the Autism spectrum	
Services for people with drug, alcohol and other addictions	Use for all addiction treatment services including specialist mental health services.
Services for people with a learning disability	
Services other than health or social care	Use for Jobcentre Plus, Department of Work and Pensions (DWP), housing or homelessness providers, food banks, advice and advocacy services.
Sexual health	
Social prescribing	
Speech and language therapy; occupational therapy; other allied health professions	
Unknown	
Urology	
Vaccination clinics, including COVID-19 vaccine	

Themes

This set of fields identifies key themes in the feedback, allowing for easier data analysis.

Type and format of field - Multi-select

Options	How to use
Access to services	Use for access to services; e.g. NHS dentistry, as well registering with a GP/deregistration; services picking up the phone.
Accessibility and reasonable adjustments	Use for all accessibility issues, including access to British Sign Language (BSL) and

Options	How to use
	foreign language interpreters, Easy Read, Braille etc.
Administration (records, letters, results)	Use for all administration issues, including the time it takes for letters to be sent; results communicated; whether patient records can be found or are kept up to date.
Booking appointments	Use for ease or the means of booking appointments, including changing the date and time.
Building, Décor and Facilities, including health and safety	Use for issues about the building that the health or social care service is situated in, e.g. suitability for purpose, and facilities, e.g. access to water in A&E, health and safety issues like trip hazards.
Cancellation	Use for cancelled appointments/procedures/operations.
Caring, kindness, respect and dignity	Use for all quality of care issues and staff attitude, whether positive or negative.
Cleanliness, Hygiene and Infection Control	Use for all issues related to keeping venues clean and hygienic, including hand sanitiser, mask wearing, and general cleanliness.
Complaints	Use for all complaints.
Communication with patients; treatment explanation; verbal advice	Use for all verbal explanations by staff to patients e.g. treatment.
Consent, choice, user involvement and being listened to	Use for all issues about consent, including Do Not Attempt Cardiopulmonary Resuscitation (DNACPR), whether patients are involved in choices about their care and their lived experience is listened to.
Cost and funding of services	Use for all cost and funding issues, e.g. social care, NHS charges or having to pay for private dental/hospital care.
Diagnosis	Use for perceptions of the quality of diagnosis.
Discharge	Use for all issues about the hospital discharge process.

Options	How to use
Follow-on treatment and continuity of care	Use for issues where people get/don't get the same healthcare professional every time; or have to explain themselves every time they have an appointment with a different healthcare professional on an issue.
Food, nutrition and catering	Use for all issues about food, hydration and catering; e.g. quality of food served in hospitals/care homes; whether people's preferences and special diets are met.
Health inequality	Use to denote different groups' access to healthcare; or treatment by healthcare professionals; e.g. homeless people finding it difficult to register with a GP. Also use for whether people's cultural differences are accounted for e.g. in dietary advice.
Integration of services and communication between professionals	Use for the integration of health care services; or where someone experiences/doesn't experience a joined-up health care service.
Lifestyle and wellbeing; wider determinants of health	Use for issues about lifestyle and wellbeing in general.
Medication, prescriptions and dispensing	Use for all issues about medication and prescriptions, including accuracy of dispensing, efficacy and availability
Other	Use for all other issues
Parking and transport	Use for all parking and transport issues, including ease of getting to appointments by private or public transport.
Patient/resident safety	Use for safeguarding issues.
Prevention of diseases, including vaccination, screening and public hygiene	Use for all health prevention issues.
Privacy and confidentiality	Use for data protection issues and privacy issues e.g. whether pharmacies provide a private area to discuss issues of concern.
Public consultation and engagement	Use where the service is consulting or engaging with the public about how or where they deliver the service.

Options	How to use
Quality of treatment	Use for issues about people's perceptions of the efficacy of treatment they have received.
Referrals	Use for all issues about referrals, including admin and making the case for a referral.
Remote appointments and digital services	Use for all issues about remote (telephone or video) appointments and apps to book appointments/order medication/as a means of mental health support.
Service organisation, delivery, change and closure	Use for how services are delivered and staffed, including any changes to the service.
Staffing - levels and training	Use for adequacy of staffing e.g. number of nurses on wards or where people talk about staff having/not having the training to deal with situations.
Triage and admissions	Use for all issues of triage including e-consult and admission issues.
Waiting for appointments or treatment; waiting lists.	Use for waiting times and lists to get treatment, e.g. for elective care or NHS dental care.
Waiting times- punctuality and queuing on arrival	Use for the length of waiting time on arrival to the service before being seen and treated by a healthcare professional.
Written information, guidance and publicity	Use for public information, e.g. quality of information on websites, social media, leaflets and posters.

Wider taxonomy

You can share these additional fields with us via the Central Data Store if you collect them and want to share the data with us. You don't have to share them all – just the ones you collect.

Is the person's gender identity the same as recorded at birth?

Type and format of field –single select.

- Yes
- No
- Prefer not to say
- Not known

Sexual orientation

Type and format of field –Single select.

- Asexual
- Bisexual
- Gay man
- Heterosexual / Straight
- Lesbian / Gay woman
- Pansexual
- Prefer to self-describe
- Prefer not to say
- Not known

Disability (part 2)

Type and format of field –Multi select.

- Physical or mobility impairment
- Sensory impairment
- Learning disability or difficulties
- Mental health condition
- Long term condition
- Other

Long Term condition (part 2)

Type and format of field -Multi select.

- Asthma, COPD or respiratory condition
- Blindness or severe visual impairment
- Cancer
- Cardiovascular condition (including stroke)
- Chronic kidney disease
- Deafness or severe hearing impairment
- Dementia
- Diabetes
- Epilepsy
- Hypertension
- Learning disability
- Mental health condition
- Musculoskeletal condition
- Other

Religion or belief

Type and format of field -Single select.

- Buddhist
 - Christian
 - Hindu
 - Jewish
 - Muslim
 - No religion
 - Sikh
 - Other religion
 - Prefer not to say
-

- Not known

Marital and civil partnership status

Type and format of field –Single select.

- Single
- Cohabiting
- In a civil partnership
- Married
- Separated
- Divorced / Dissolved civil partnership
- Widowed
- Prefer not to say
- Not known

Pregnancy and maternity

Type and format of field –Multi-select.

- Currently pregnant
- Currently breastfeeding
- Given birth in the last 26 weeks
- Prefer not to say
- Not known
- Not relevant

Nationality

Type and format of field –Free text box.

Seldom heard

Type and format of field –Single select.

- Yes
- No

Caller details

This part of the taxonomy allows you to identify the caller/person giving the feedback.

Type and format of field -Single select

Option	How to use it
Self	Where the caller is describing their own experience.
Client Relative, Friend or Carer	Where the caller is the relative, friend or carer of the person experiencing issues with their health or care.
Health or Social Care Professional	Where the caller is a health or social care professional.
Other third party	For any other callers.

Nature of enquiry/feedback

This part of the taxonomy is to assess the nature of the enquiry.

Type and format of field -Single select

Option	How to use it
Request for Information	Where the caller is asking for information e.g. how to book a COVID-19 vaccination appointment.
Concern	Use where the caller is expressing a concern about their experience of care e.g. someone calling about NHS dental care who has contacted a large number of dentists, but none are willing to take them on.
Complaint	Use where the issue is more serious, including wanting to make a formal complaint.
Compliment	Use where the caller is pleased about the service they have received.
Whistleblowing	Use where a health or care staff member is reporting matters of concern about a health or social care service.

Select feedback or information type

This is a set of tick boxes for you to indicate how you have gathered this information.

Type and format of field –Multi select field.

Codes	How to use the codes
Telephone	Use this for feedback that you have collected on a telephone call.
Email	Use for feedback by email.
Website Feedback	Use for feedback gathered via your website feedback form.
Meeting	Use this for information that you have gathered in any kind of meeting (but not outreach or engagement events).
Outreach	Use this for information that you have gathered at an outreach session.
Event	Use this for information that you have gathered at an event (not engagement events that you have arranged).
Social Media	Use this for feedback you have gathered from social media e.g. Twitter, Facebook and Instagram.
Post	Use this for feedback that has come by letter.
Research	Use this for feedback you have gathered as part of a research project.
Third Party	Use this for feedback given to you by someone other than the patient/person who has received care.
Visit to provider	Use this for feedback gathered during a visit to a provider, e.g. during an Enter and View.
Not known	Use this where you don't know how the feedback has been gathered.
Engagement Event	Use this for feedback gathered at an engagement event that you arranged.

Codes	How to use the codes
Guidance / Advice	Use this where you have gathered the feedback whilst giving guidance or advice to people.

Is this a safeguarding issue?

Type and format of field -Single select field.

- Yes
- No
- Not applicable
- Not known

Indicate which key staff categories are included in the information

This field allows you to identify the types of health and social care staff mentioned in the feedback. It could help identify feedback about particular types of health care staff, e.g. GP surgery receptionists.

Type and format of field -Multi select

Current codes	How to use it
Administrative	Use for administrative staff, e.g. consultant's secretary – but see also "Receptionists".
Allied care professionals, including therapists, paramedics, radiographers	Use for therapists, dietitians, radiographers, podiatrists.
Care/support workers	Use for all care workers.
Doctor/consultant/dentist	
Midwives	
Nurses	
Receptionists	
Service manager	
Social worker	



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