The Experience of Hospital Services

Halton General, St Helens, Warrington, Whiston (and other services)

Community*Insight*

Healthwatch is your local independent health and social care champion. We listen to people's stories, good and bad, and report on their collective experience. In this report, we examine the experience of local hospitals.

Reporting Period: 1 October 2024 - 30 September 2025

healthwatch
Halton

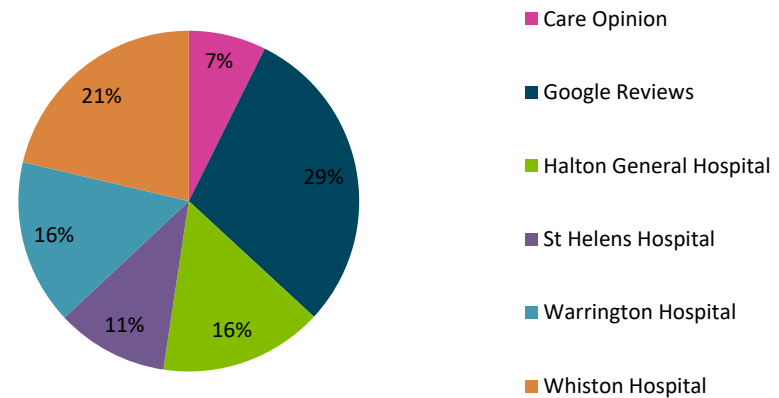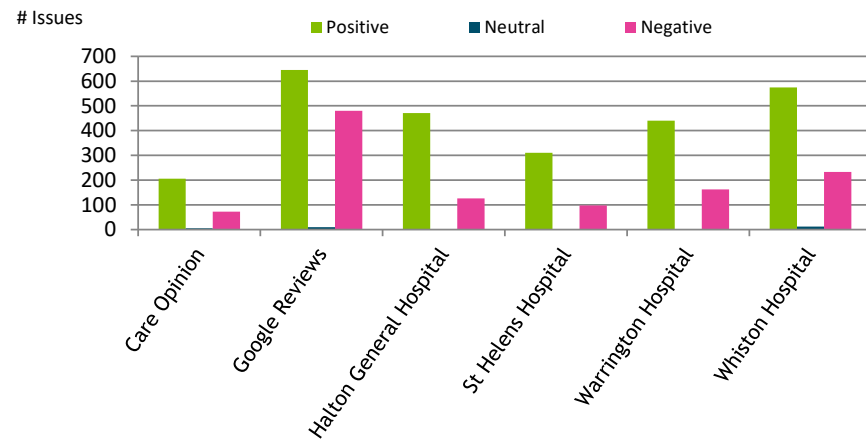# 1. Data Source: Where did we collect the feedback?

1.1 Source: 4299 issues from 1003 people
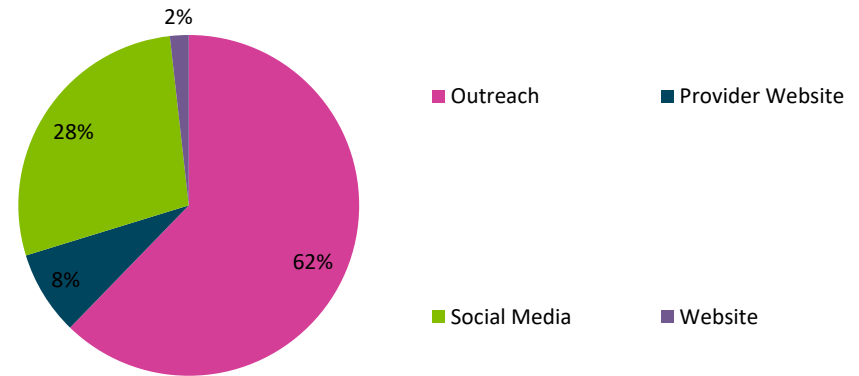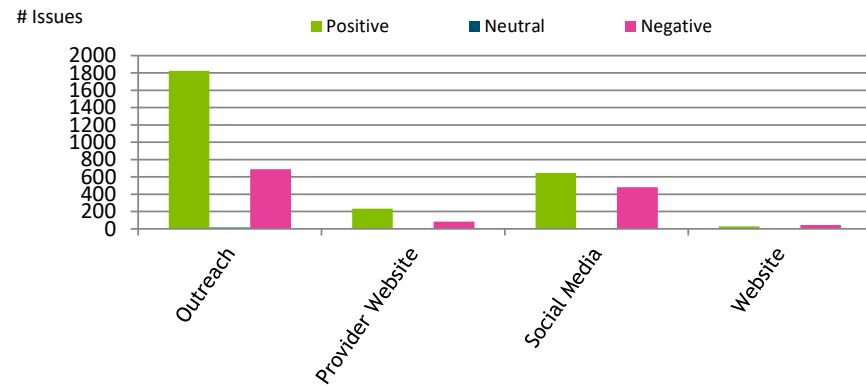
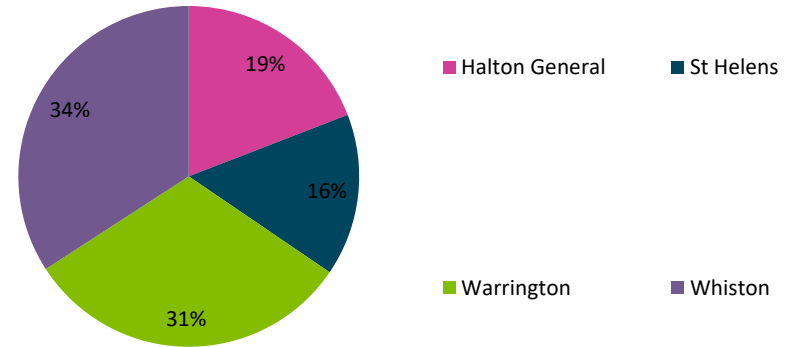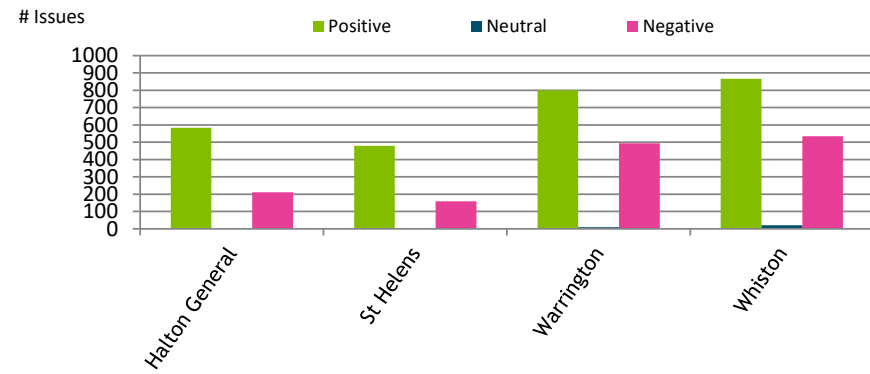*Sources providing the most comments overall*

1.2 Origin

Origins providing the most comments overall

1. Data Source: Where did we collect the feedback?
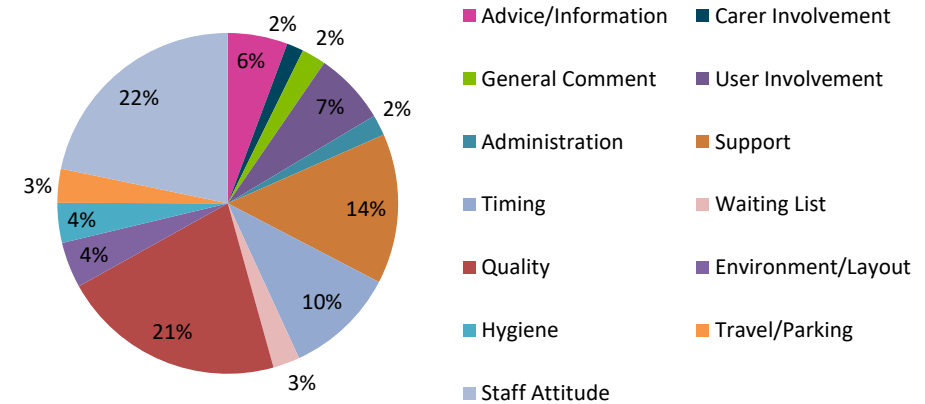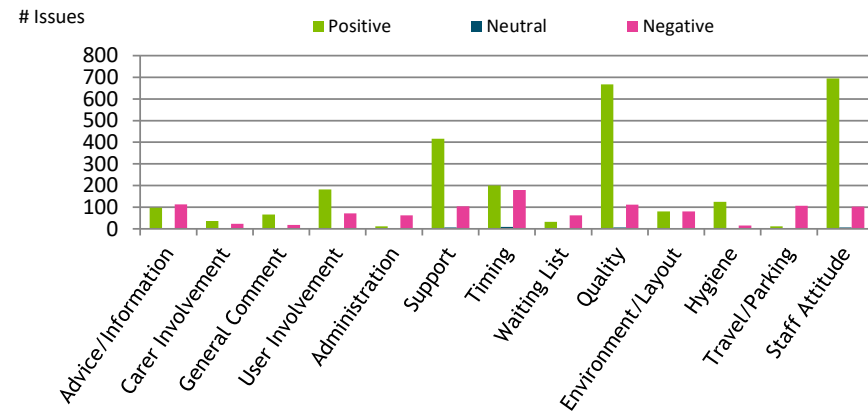
1.3 Feedback by Hospital

Issues

Bar chart legend: Positive, Neutral, Negative

X-axis: Halton General, St Helens, Warrington, Whiston
Y-axis: 0 to 1000

Pie chart:
- Halton General: 19%
- St Helens: 16%
- Warrington: 31%
- Whiston: 34%

2. Top Trends: Which service aspects are people most commenting on?

2.1 Service aspects: 4299 issues from 1003 people

Issues

Legend: Positive ■ Neutral ■ Negative

Bar chart categories: Advice/Information, Carer Involvement, General Comment, User Involvement, Administration, Support, Timing, Waiting List, Quality, Environment/Layout, Hygiene, Travel/Parking, Staff Attitude

Pie chart:
- Advice/Information: 6%
- Carer Involvement: 2%
- General Comment: 2%
- User Involvement: 7%
- Administration: 2%
- Support: 14%
- Timing: 10%
- Waiting List: 3%
- Quality: 21%
- Environment/Layout: 4%
- Hygiene: 4%
- Travel/Parking: 3%
- Staff Attitude: 22%

Issues receiving the most comments overall. See pages 20-21 for issue descriptions.

2.2 Stated medical conditions

Issues

Legend: Positive ■ Neutral ■ Negative

Bar chart categories: Accident or trauma, Alzheimers, Arthritis, Bladder & Bowel, Cancer, Cardiology, Children's Health, Ear Health/Hearing, Ear, Nose & Throat, Eye Health, Maternity, Mental Health, Musculoskeletal Health, Neurology

Pie chart:
- Accident or trauma: 2%
- Alzheimers: 1%
- Arthritis: 5%
- Bladder & Bowel: 1%
- Cancer: 6%
- Cardiology: 19%
- Children's Health: 8%
- Ear Health/Hearing: 6%
- Ear, Nose & Throat: 4%
- Eye Health: 13%
- Maternity: 8%
- Mental Health: 2%
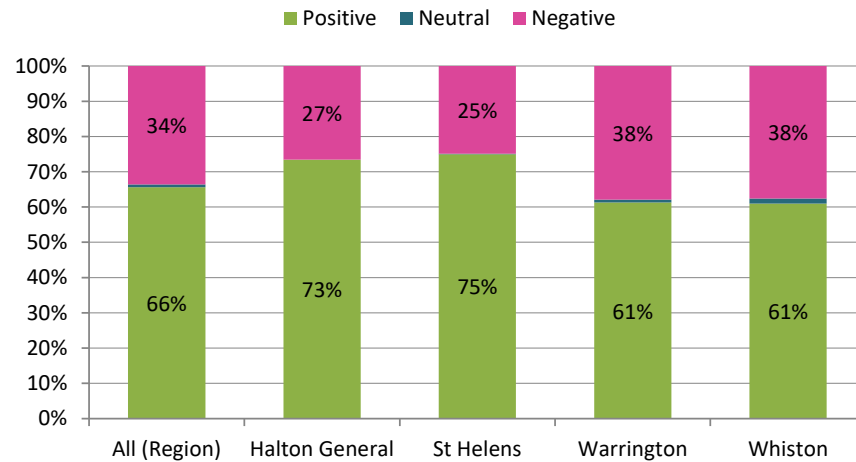- Musculoskeletal Health: 24%
- Neurology: 1%

Medical conditions receiving the most comments overall

4

3. Sentiment: On the whole, how do people feel about services?

3.1 How do people feel as a whole?
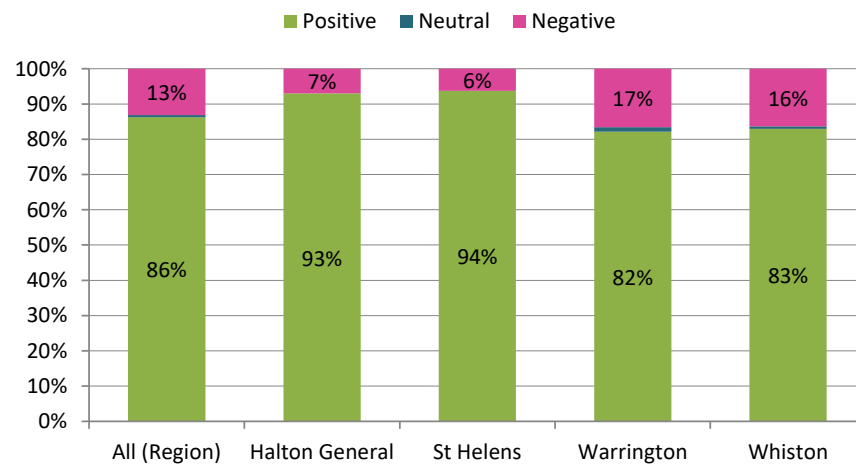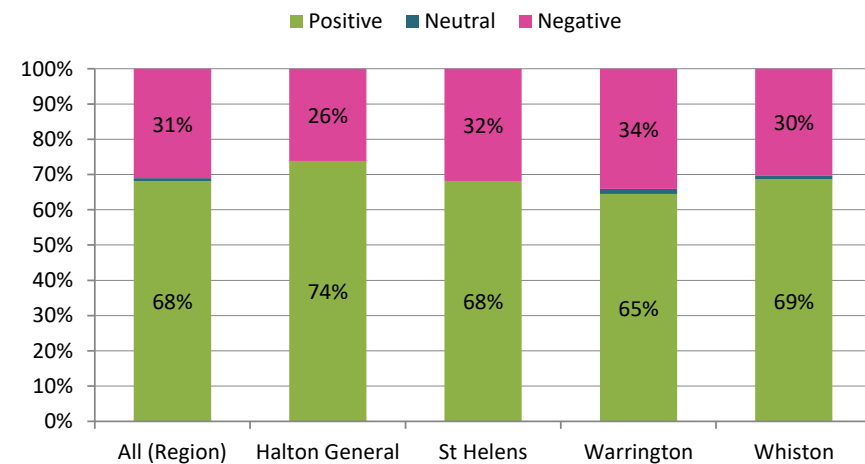
Legend: Positive, Neutral, Negative

	All (Region)	Halton General	St Helens	Warrington	Whiston
Negative	34%	27%	25%	38%	38%
Positive	66%	73%	75%	61%	61%

3.2 How well informed, involved and supported do people feel?

Legend: Positive, Neutral, Negative

	All (Region)	Halton General	St Helens	Warrington	Whiston
Negative	29%	22%	24%	28%	35%
Positive	71%	78%	76%	71%	64%
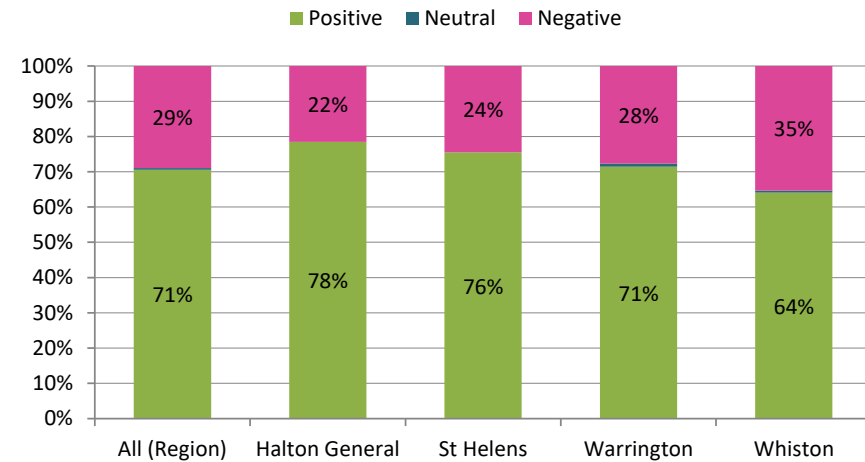
3.3 How do people feel about general quality and empathy?

Legend: Positive, Neutral, Negative

	All (Region)	Halton General	St Helens	Warrington	Whiston
Negative	13%	7%	6%	17%	16%
Positive	86%	93%	94%	82%	83%

3.4 How do people feel about general access to services?

Legend: Positive, Neutral, Negative

	All (Region)	Halton General	St Helens	Warrington	Whiston
Negative	31%	26%	32%	34%	30%
Positive	68%	74%	68%	65%	69%

4. Trends: Which departments are people most commenting on?

4.1 Departments (4299 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Accident and Emergency, Audiology, Cardiology, Endoscopy, General Inpatients, General Outpatients, Maternity, Not Stated, Ophthalmology, Orthopaedics, Phlebotomy, Physiotherapy, Radiography, Surgical Clinic
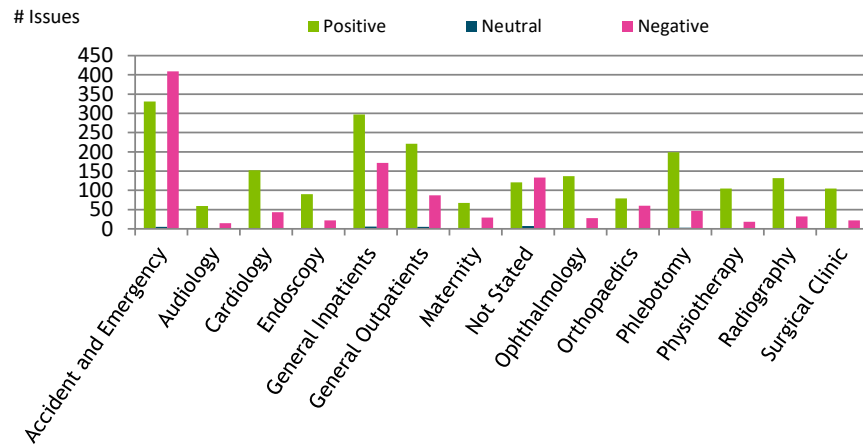
Departments receiving the most comments overall

Pie chart:
- Accident and Emergency — 23%
- Audiology — 2%
- Cardiology — 6%
- Endoscopy — 3%
- General Inpatients — 15%
- General Outpatients — 10%
- Maternity — 3%
- Not Stated — 8%
- Ophthalmology — 5%
- Orthopaedics — 4%
- Phlebotomy — 8%
- Physiotherapy — 4%
- Radiography — 5%
- Surgical Clinic — 4%
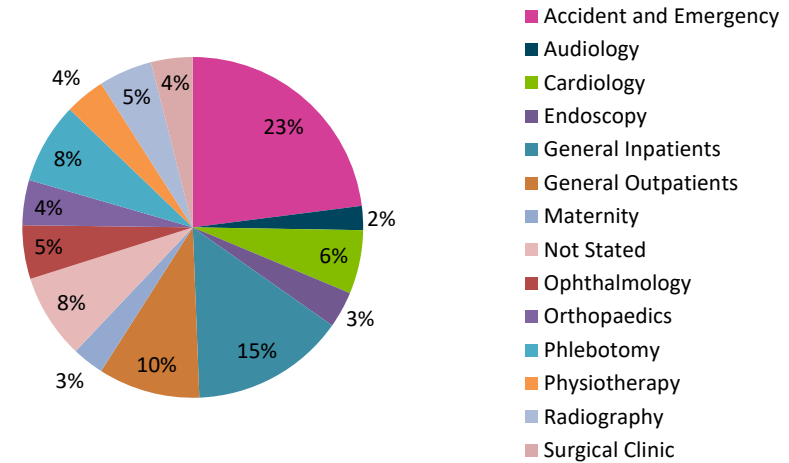
4.2 Breakdown of care pathway locations (more on pages 13-19)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Transport, Reception, Diagnosis/Testing, Clinical Treatment, Clinical Nursing, Discharge, Follow On

Care pathway locations

Pie chart:
- Transport — 2%
- Reception — 9%
- Diagnosis/Testing — 9%
- Clinical Treatment — 59%
- Clinical Nursing — 18%
- Discharge — 1%
- Follow On — 2%

6
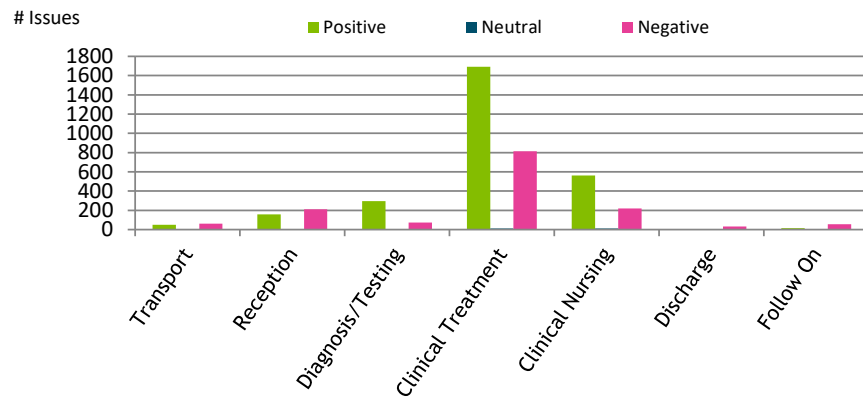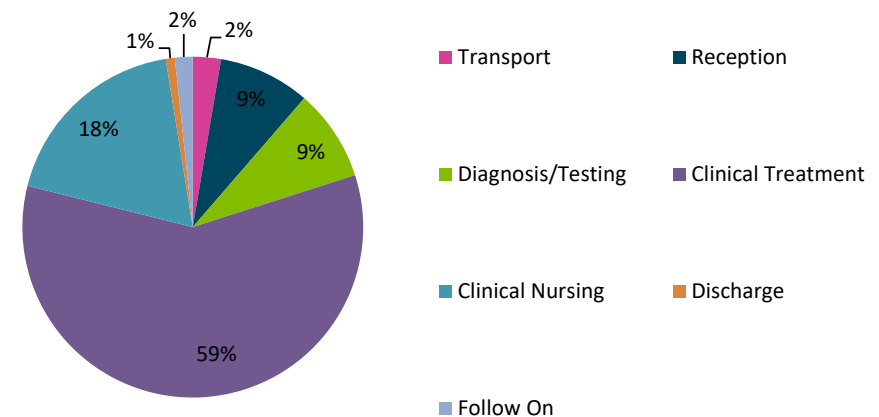
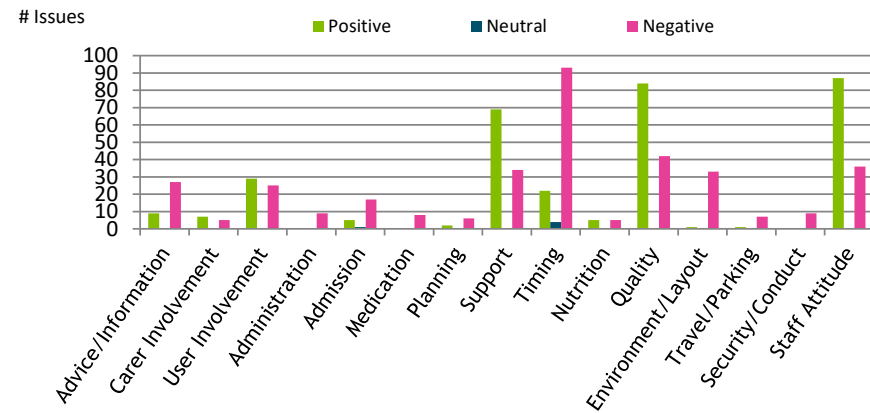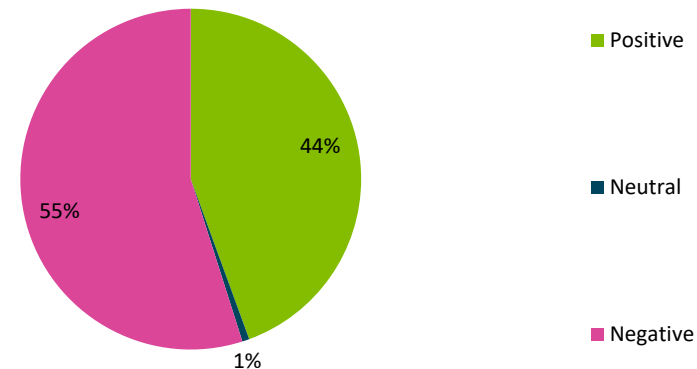## 5. Trends: A&E Departments

5.1 Trends, A&E (745 issues from 170 people)
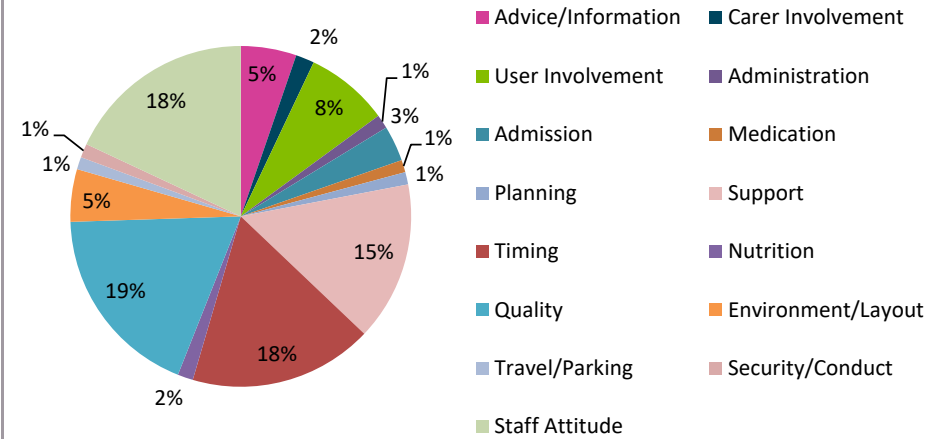
Issues receiving the most comments overall

Legend:
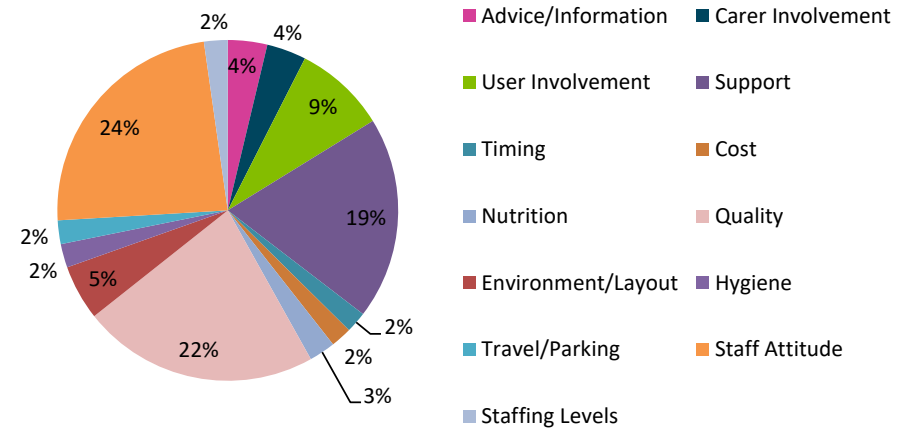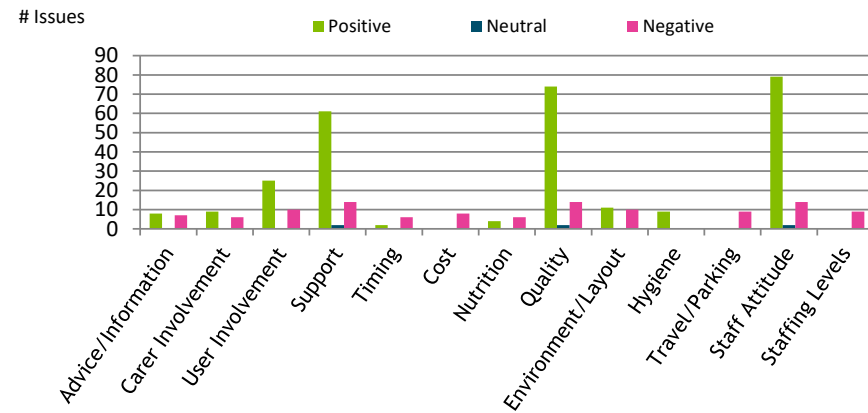- Advice/Information
- Carer Involvement
- User Involvement
- Administration
- Admission
- Medication
- Planning
- Support
- Timing
- Nutrition
- Quality
- Environment/Layout
- Travel/Parking
- Security/Conduct
- Staff Attitude

Pie chart values: 5%, 2%, 8%, 1%, 3%, 1%, 1%, 15%, 18%, 2%, 19%, 5%, 1%, 1%, 18%

5.2 Sentiment, A&E

Positive 44%, Neutral 1%, Negative 55%

7
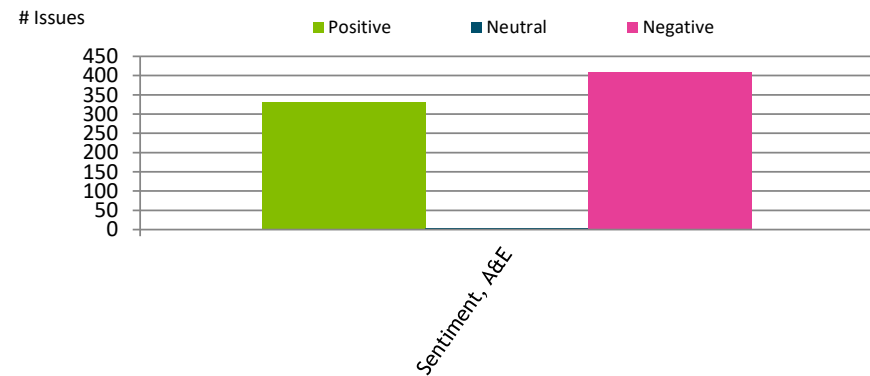
5.3 Trends, General Inpatients (474 issues from 88 people)

Issues

Legend: Positive | Neutral | Negative

Categories: Advice/Information, Carer Involvement, User Involvement, Support, Timing, Cost, Nutrition, Quality, Environment/Layout, Hygiene, Travel/Parking, Staff Attitude, Staffing Levels

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 4%
- Carer Involvement: 4%
- User Involvement: 9%
- Support: 19%
- Timing: 2%
- Cost: 2%
- Nutrition: 3%
- Quality: 22%
- Environment/Layout: 5%
- Hygiene: 2%
- Travel/Parking: 2%
- Staff Attitude: 24%
- Staffing Levels: 2%

5.4 Sentiment, General Inpatients

Issues

Legend: Positive | Neutral | Negative

Sentiment, Inpatients

Pie chart:
- Positive: 63%
- Neutral: 1%
- Negative: 36%
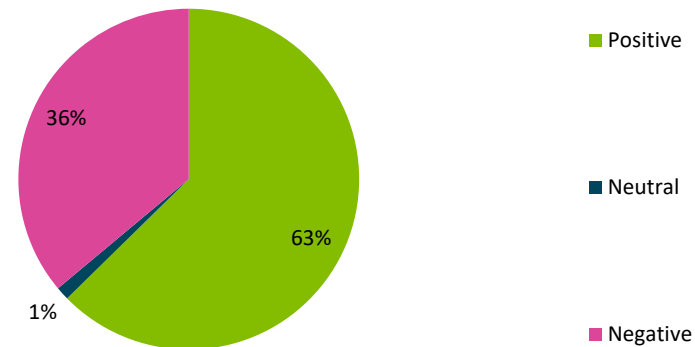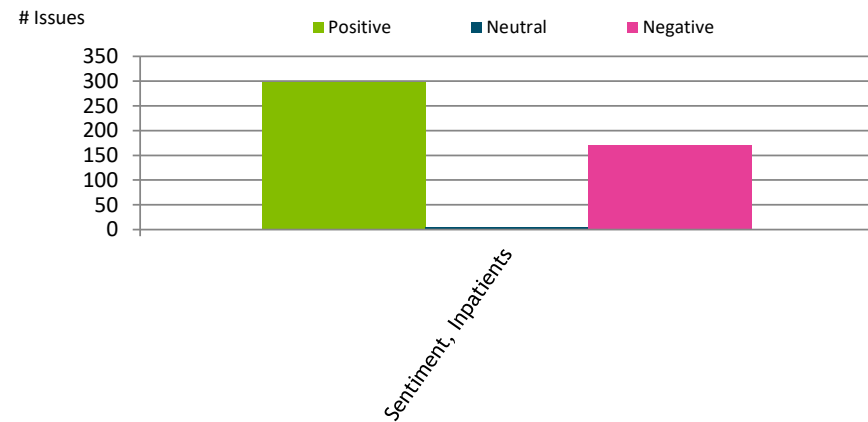
5.5 Trends, Maternity (98 issues from 21 people)
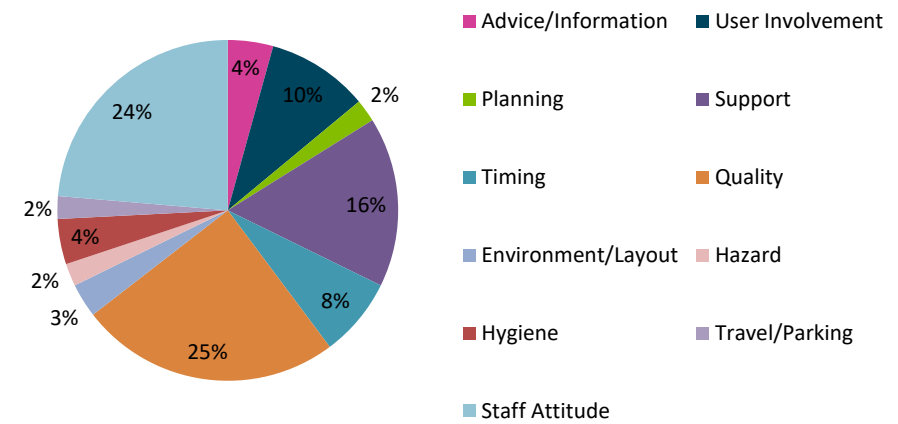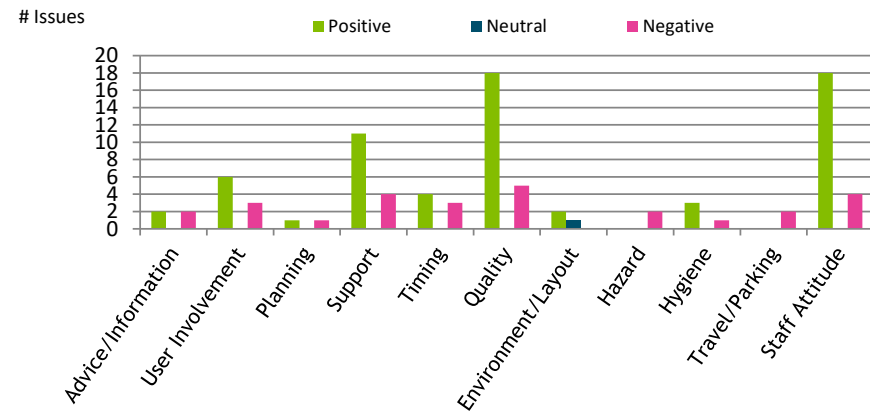
Issues receiving the most comments overall

5.6 Sentiment, Maternity
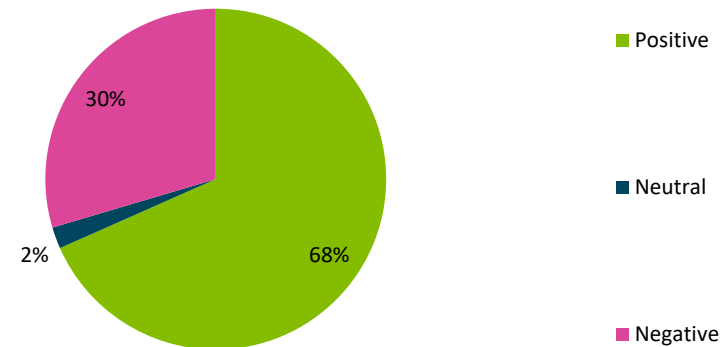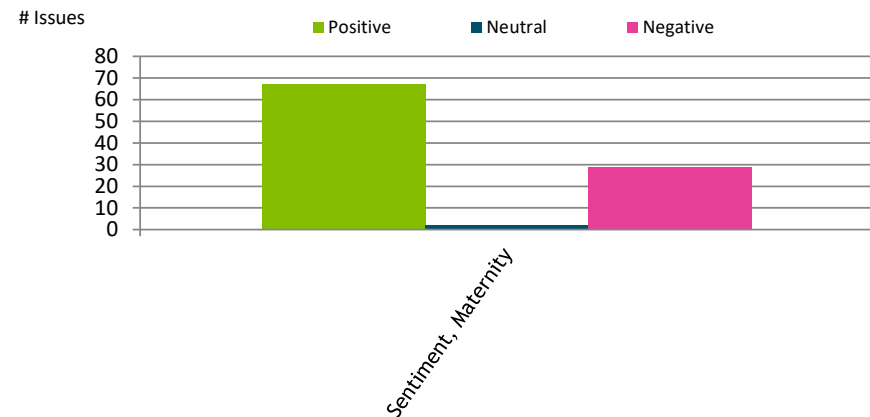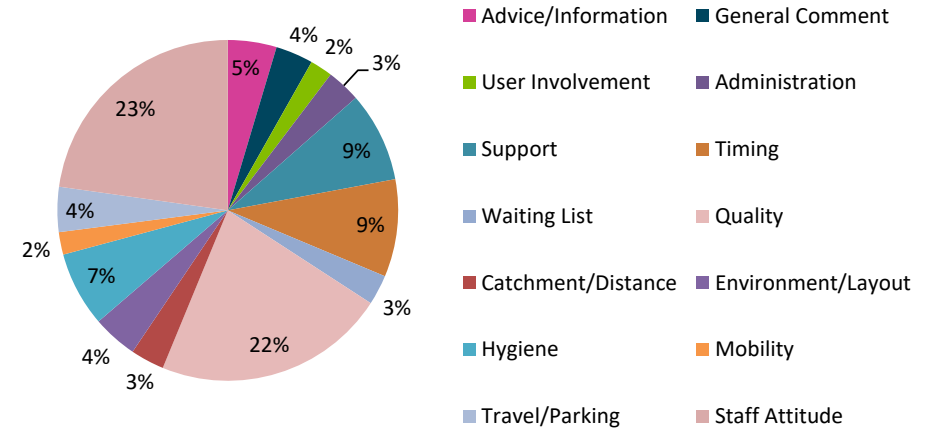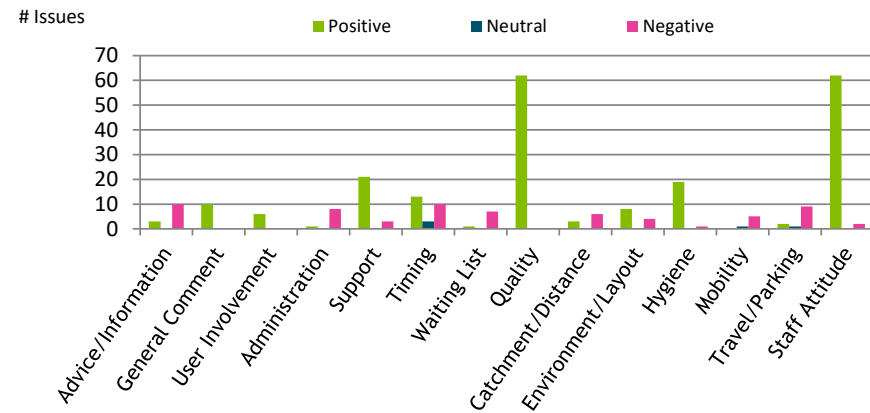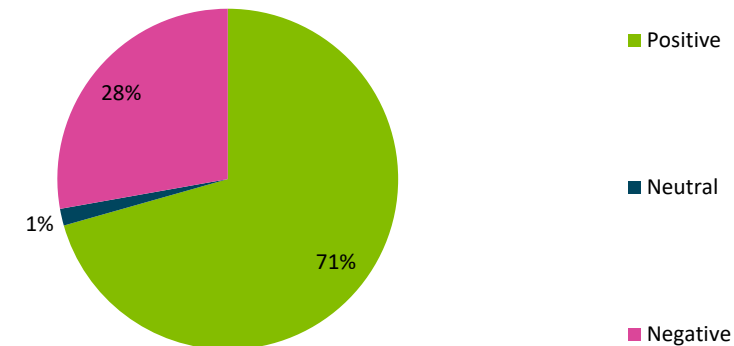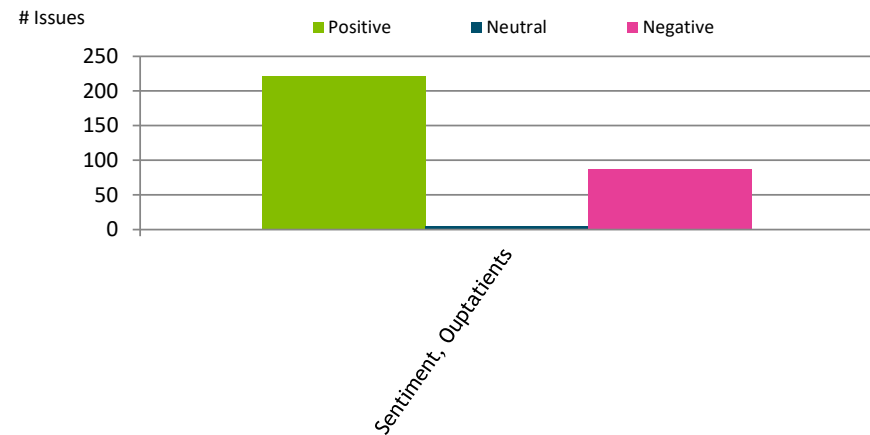
5. Trends: Outpatients (General)

5.7 Trends, Outpatients (313 issues from 77 people)

Legend: Positive, Neutral, Negative

Bar chart categories (x-axis): Advice/Information, General Comment, User Involvement, Administration, Support, Timing, Waiting List, Quality, Catchment/Distance, Environment/Layout, Hygiene, Mobility, Travel/Parking, Staff Attitude

y-axis: # Issues

Issues receiving the most comments overall

Pie chart percentages: 5%, 4%, 2%, 3%, 9%, 9%, 3%, 22%, 3%, 4%, 7%, 2%, 4%, 23%

Pie legend:
- Advice/Information
- General Comment
- User Involvement
- Administration
- Support
- Timing
- Waiting List
- Quality
- Catchment/Distance
- Environment/Layout
- Hygiene
- Mobility
- Travel/Parking
- Staff Attitude

5.8 Sentiment, Outpatients

Legend: Positive, Neutral, Negative

Bar chart y-axis: # Issues (0–250)
x-axis label: Sentiment, Outpatients

Pie chart: 71% Positive, 1% Neutral, 28% Negative

6.1 Trends, Halton General Hospital (795 issues from 194 people)

Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, General Comment, User Involvement, Administration, Planning, Support, Timing, Waiting List, Nutrition, Quality, Environment/Layout, Hygiene, Travel/Parking, Staff Attitude
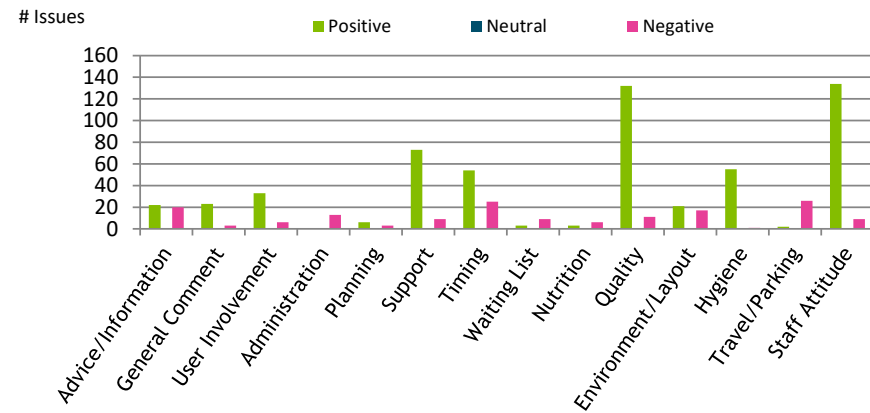
Issues receiving the most comments overall

6.1.1 Departments, Halton General Hospital

Issues

Legend: Positive, Neutral, Negative

Categories: Audiology, Cardiology, Endoscopy, General Inpatients, General Outpatients, Not Stated, Obstetrics and..., Orthopaedics, Paediatrics, Phlebotomy, Physiotherapy, Radiography, Rheumatology, Surgical Clinic
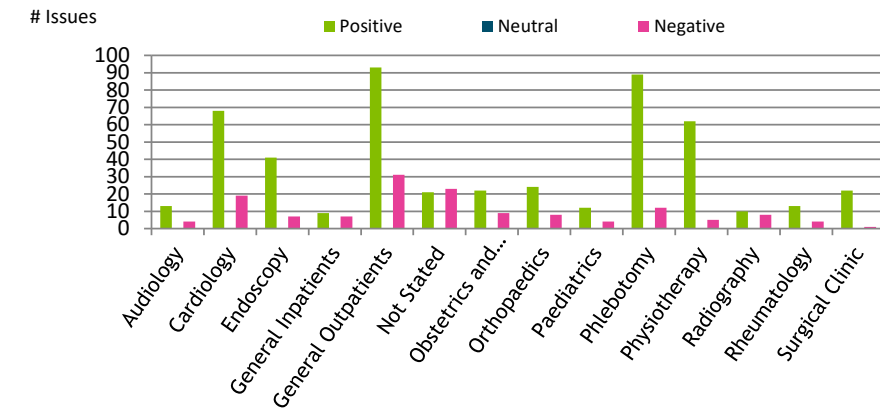
Top departments displayed

6.2 Trends, St Helens Hospital (640 issues from 157 people)

Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, Carer Involvement, User Involvement, Planning, Support, Timing, Waiting List, Quality, Environment/Layout, Hygiene, Travel/Parking, Staff Attitude, Staffing Levels
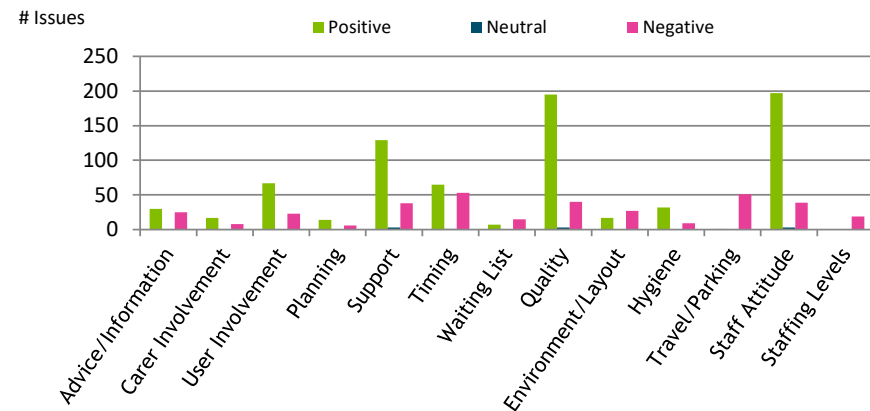
Issues receiving the most comments overall

6.2.1 Departments, St Helens Hospital

Issues

Legend: Positive, Neutral, Negative

Categories: Cardiology, Dermatology, Ear, Nose and Throat, Endoscopy, Gastroenterology, General Outpatients, Not Stated, Obstetrics and..., Ophthalmology, Orthopaedics, Phlebotomy, Physiotherapy, Rheumatology, Surgical Clinic, Urology

Top departments displayed

6.3 Trends, Warrington Hospital (1303 issues from 302 people)

Issues receiving the most comments overall

6.3.1 Departments, Warrington Hospital

Top departments displayed

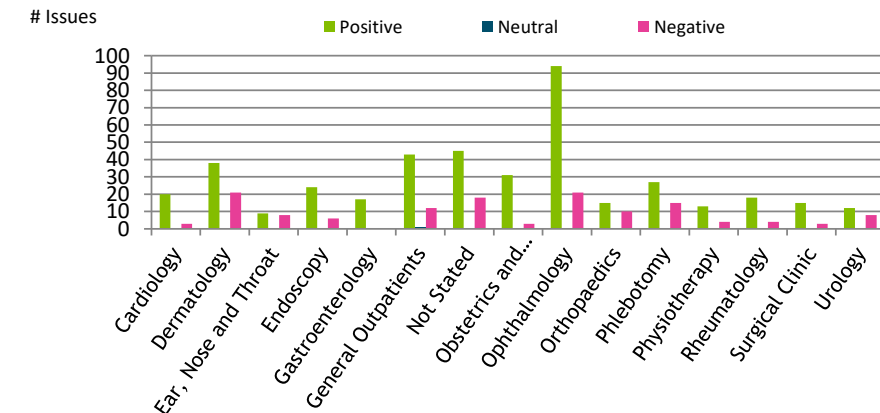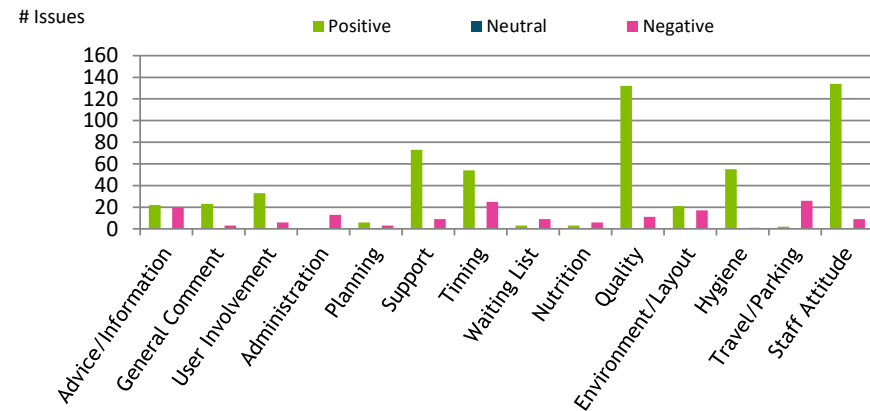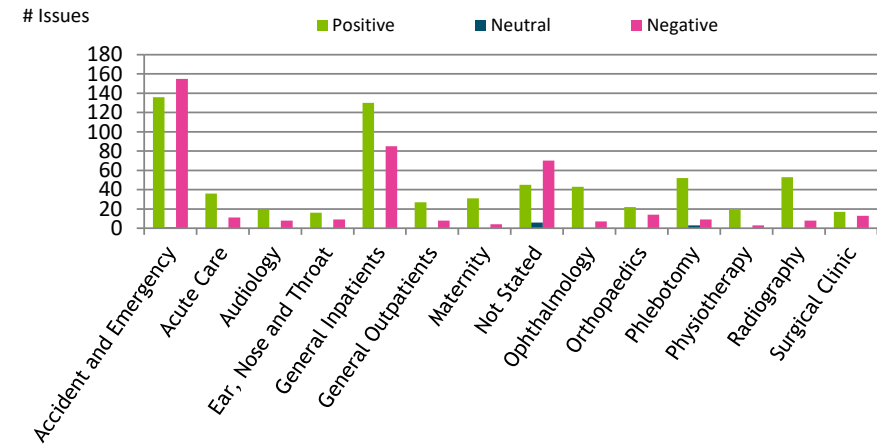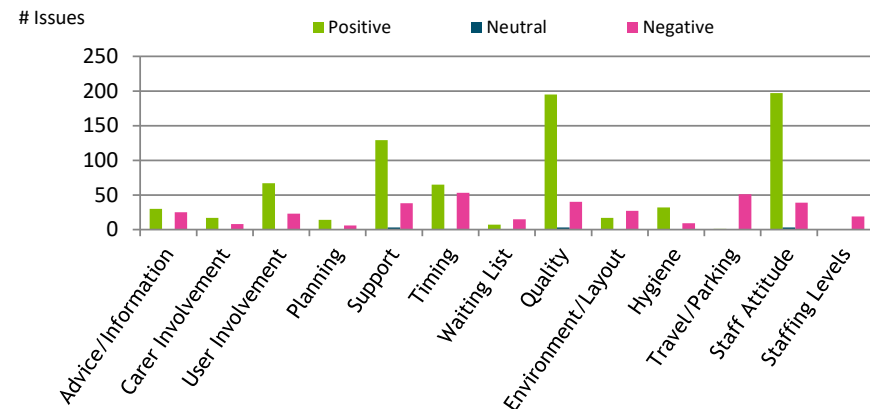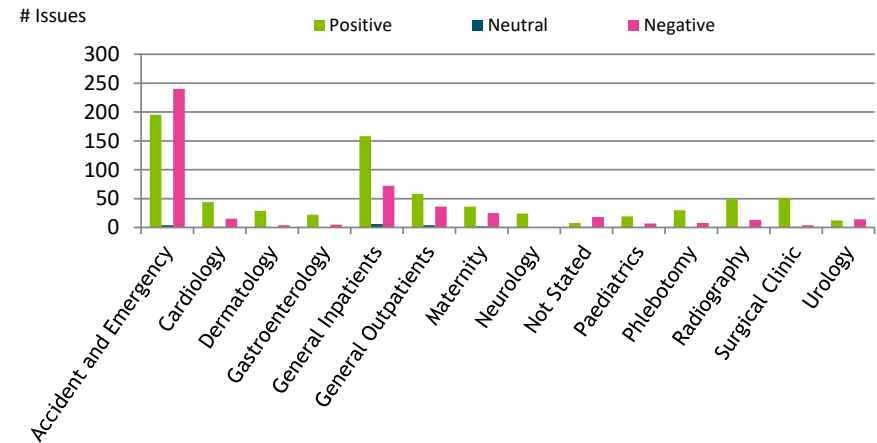## 6.4 Trends, Whiston Hospital (1420 issues from 316 people)

Issues receiving the most comments overall
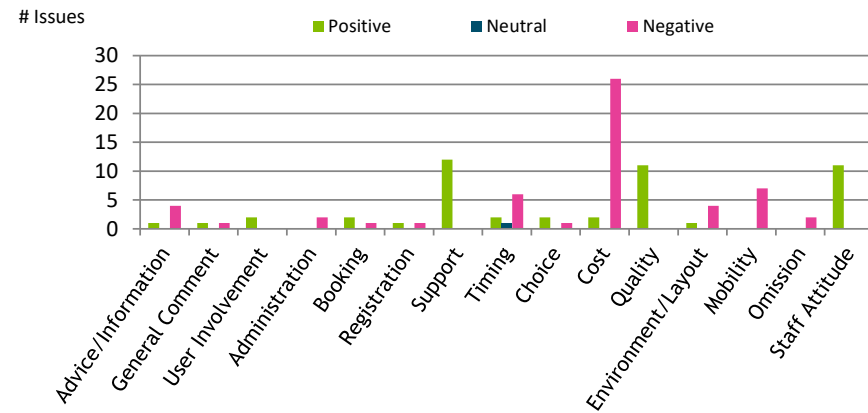
6.4.1 Departments, Whiston Hospital

Top departments displayed

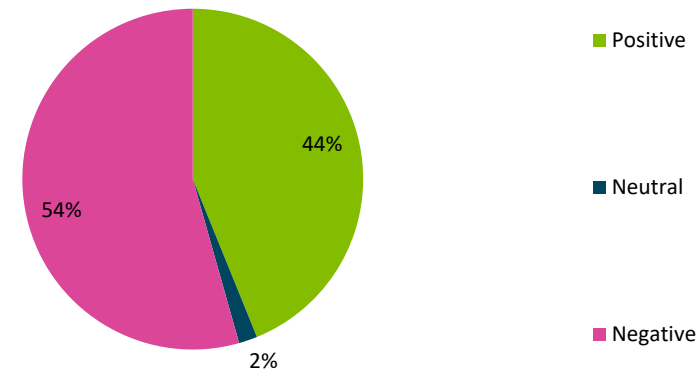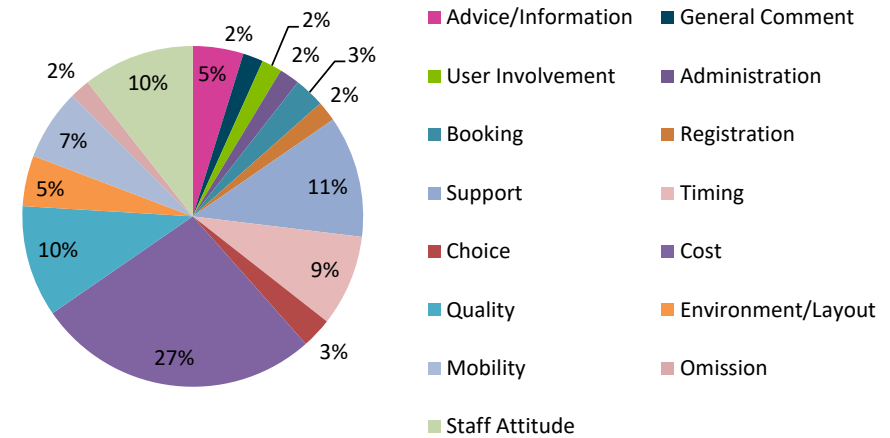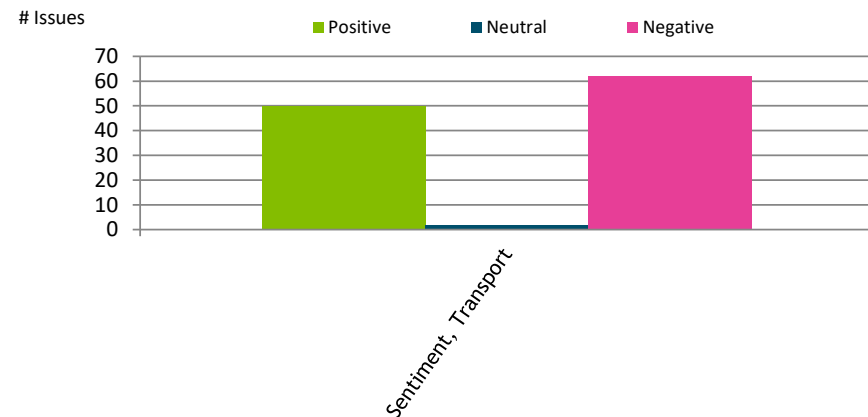# 7. Care Pathway: Transport (ability to get to-and-from services)

7.1 Trends, Transport (114 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, General Comment, User Involvement, Administration, Booking, Registration, Support, Timing, Choice, Cost, Quality, Environment/Layout, Mobility, Omission, Staff Attitude

Issues receiving the most comments overall

Pie chart legend and values:
- Advice/Information — 5%
- General Comment — 2%
- User Involvement — 2%
- Administration — 3%
- Booking — 2%
- Registration — 2%
- Support — 11%
- Timing — 9%
- Choice — 3%
- Cost — 27%
- Quality — 10%
- Environment/Layout — 5%
- Mobility — 7%
- Omission — 2%
- Staff Attitude — 10%

7.2 Sentiment, Transport

Issues

Legend: Positive, Neutral, Negative

Sentiment, Transport

Pie chart:
- Positive — 44%
- Neutral — 2%
- Negative — 54%

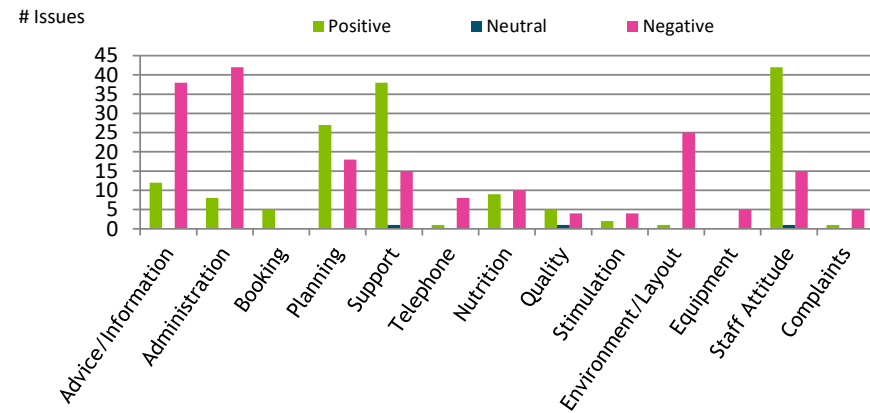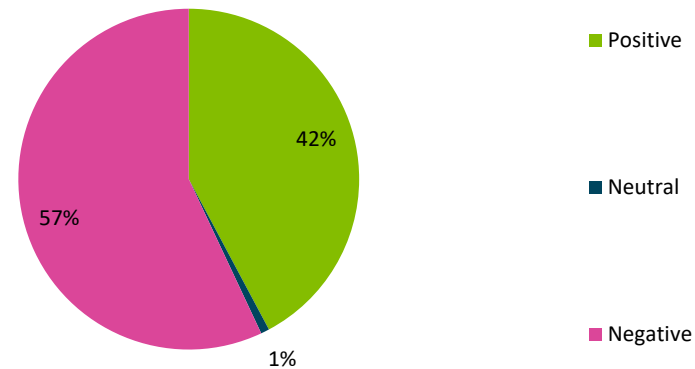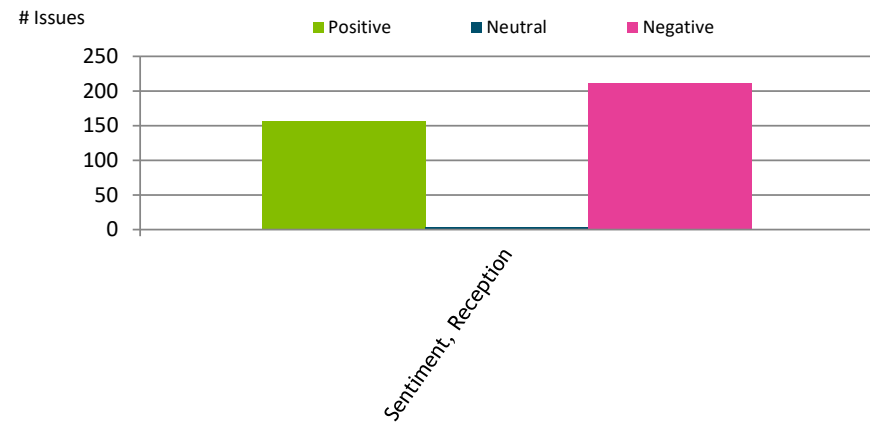## 7. Care Pathway: Reception (reception services including back-office)

7.3 Trends, Reception (372 issues)
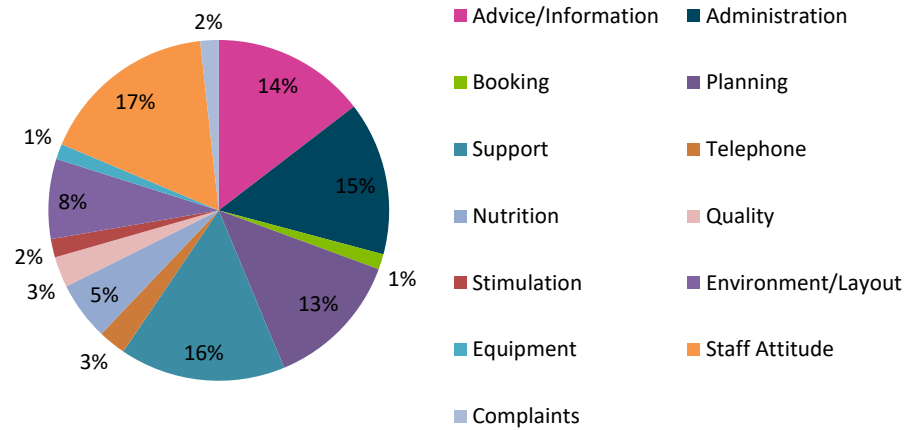
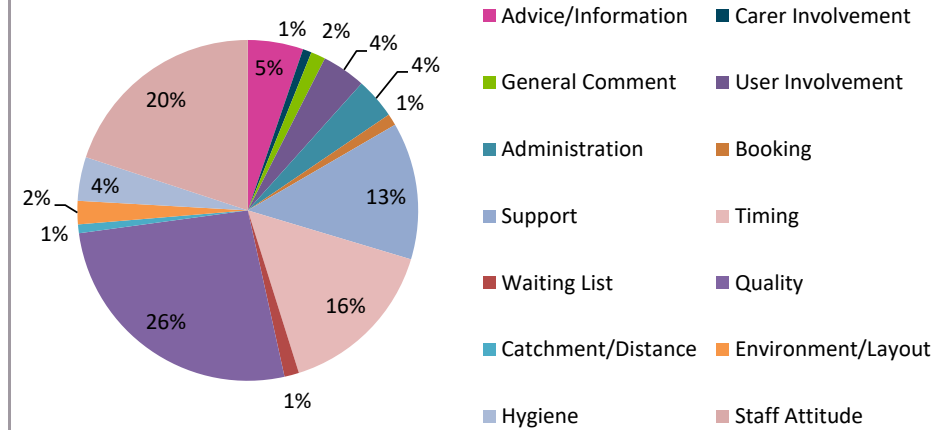*Issues receiving the most comments overall*

7.4 Sentiment, Reception

7. Care Pathway: Diagnosis/Testing (diagnosis of condition, including testing and scans)

7.5 Trends, Diagnosis/Testing (373 issues)

Issues

Positive | Neutral | Negative

Categories (bar chart x-axis): Advice/Information, Carer Involvement, General Comment, User Involvement, Administration, Booking, Support, Timing, Waiting List, Quality, Catchment/Distance, Environment/Layout, Hygiene, Staff Attitude

Pie chart legend:
- Advice/Information — 5%
- Carer Involvement — 1%
- General Comment — 2%
- User Involvement — 4%
- Administration — 4%
- Booking — 1%
- Support — 13%
- Timing — 16%
- Waiting List — 1%
- Quality — 26%
- Catchment/Distance — 1%
- Environment/Layout — 2%
- Hygiene — 4%
- Staff Attitude — 20%

Issues receiving the most comments overall

7.7 Sentiment, Diagnosis/Testing

Issues

Positive | Neutral | Negative

Sentiment, Diagnosis

Pie chart:
- Positive — 79%
- Neutral — 1%
- Negative — 20%

15
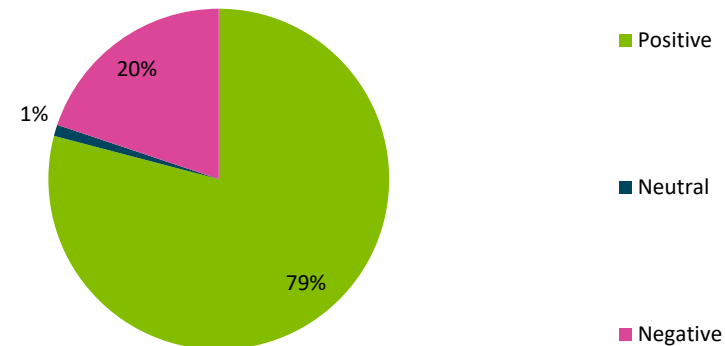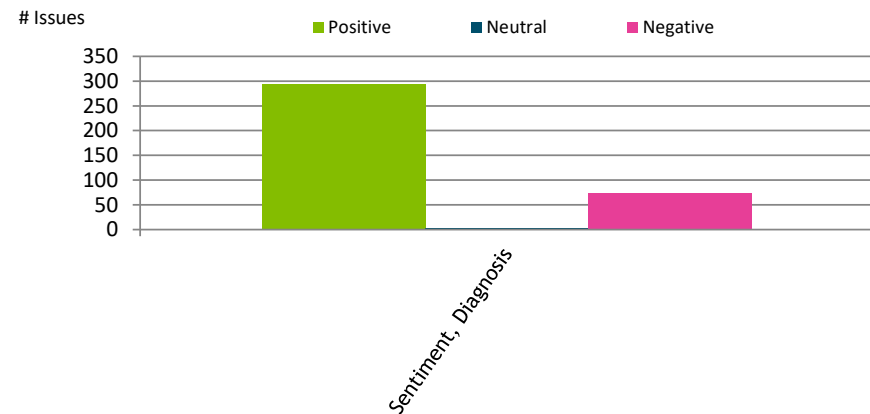
7. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)

7.7 Trends, Clinical Treatment (2518 issues)

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Categories (x-axis): Advice/Information, Carer Involvement, General Comment, User Involvement, Support, Timing, Waiting List, Quality, Catchment/Distance, Environment/Layout, Hygiene, Travel/Parking, Staff Attitude

y-axis: 0, 50, 100, 150, 200, 250, 300, 350, 400, 450

Issues receiving the most comments overall

Pie chart percentages: 2%, 3%, 4%, 6%, 12%, 13%, 3%, 20%, 2%, 5%, 5%, 5%, 20%

Legend:
- ■ Advice/Information
- ■ Carer Involvement
- ■ General Comment
- ■ User Involvement
- ■ Support
- ■ Timing
- ■ Waiting List
- ■ Quality
- ■ Catchment/Distance
- ■ Environment/Layout
- ■ Hygiene
- ■ Travel/Parking
- ■ Staff Attitude

7.8 Sentiment, Clinical Treatment

Issues

Legend: ■ Positive ■ Neutral ■ Negative

x-axis: Sentiment, Treatment

y-axis: 0, 200, 400, 600, 800, 1000, 1200, 1400, 1600, 1800

Pie chart: 67% Positive, 1% Neutral, 32% Negative

Legend:
- ■ Positive
- ■ Neutral
- ■ Negative

16
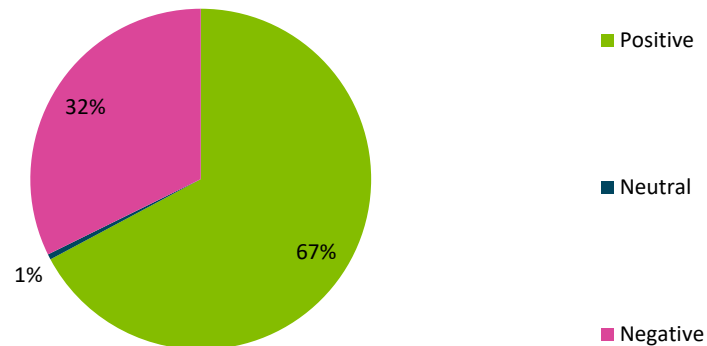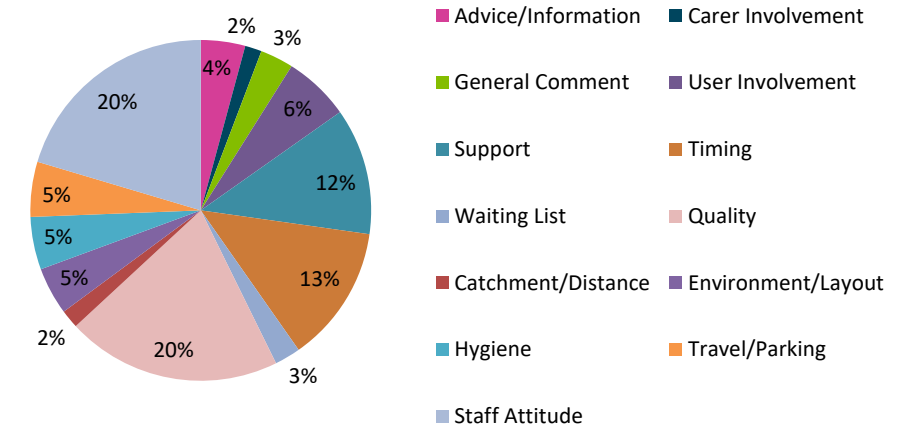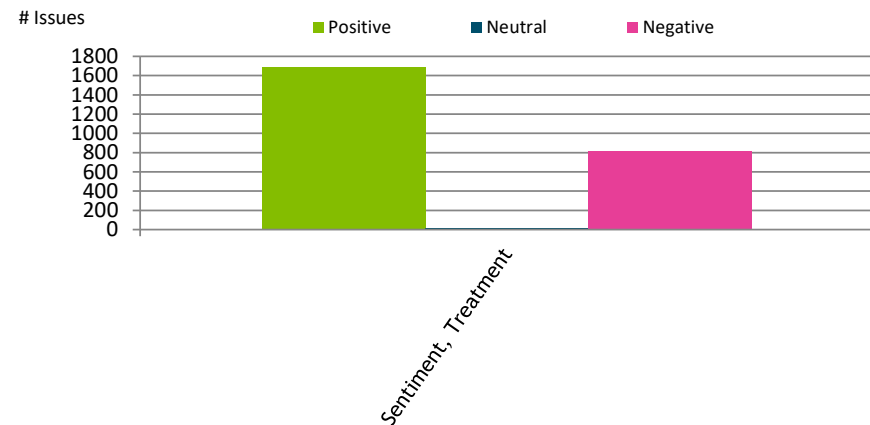
7. Care Pathway: Clinical Nursing (care provided by trained nurses)

7.9 Trends, Clinical Nursing (37 issues)

Issues receiving the most comments overall
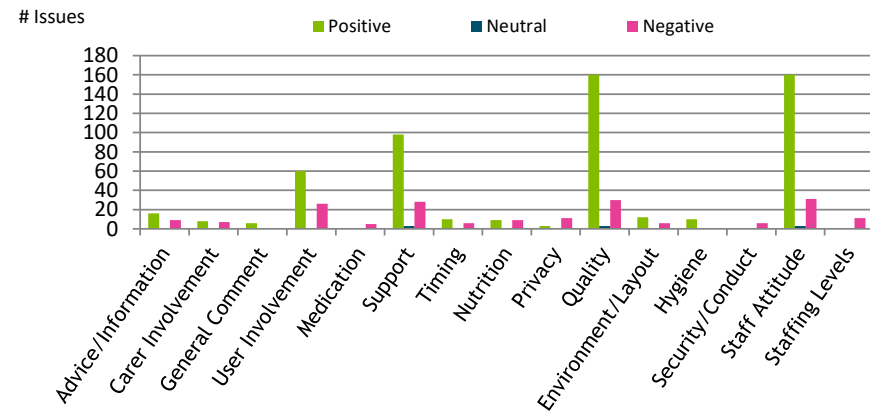
Pie chart legend:
- Advice/Information
- Carer Involvement
- General Comment
- User Involvement
- Medication
- Support
- Timing
- Nutrition
- Privacy
- Quality
- Environment/Layout
- Hygiene
- Security/Conduct
- Staff Attitude
- Staffing Levels

Pie chart values: 1%, 3%, 2%, 1%, 11%, 1%, 17%, 26%, 2%, 3%, 2%, 1%, 1%, 3%, 26%
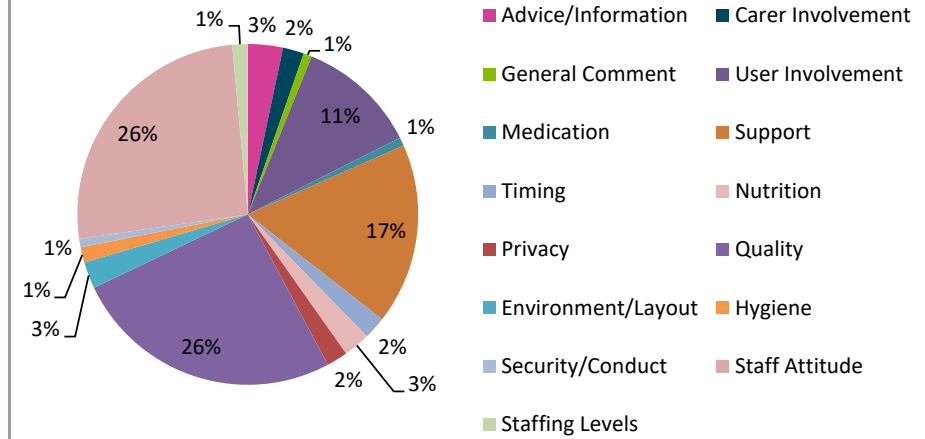
7.10 Sentiment, Clinical Nursing

Sentiment pie chart: Positive 71%, Neutral 1%, Negative 28%
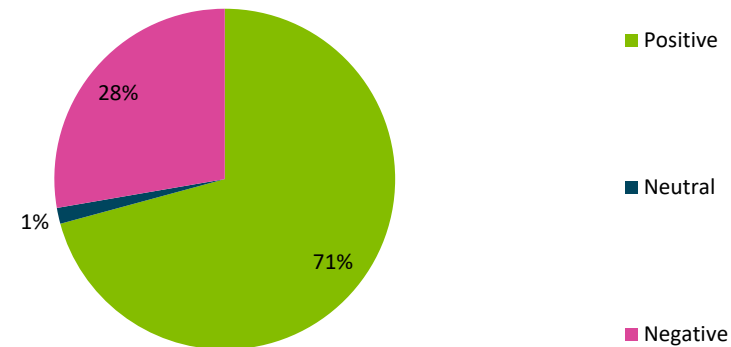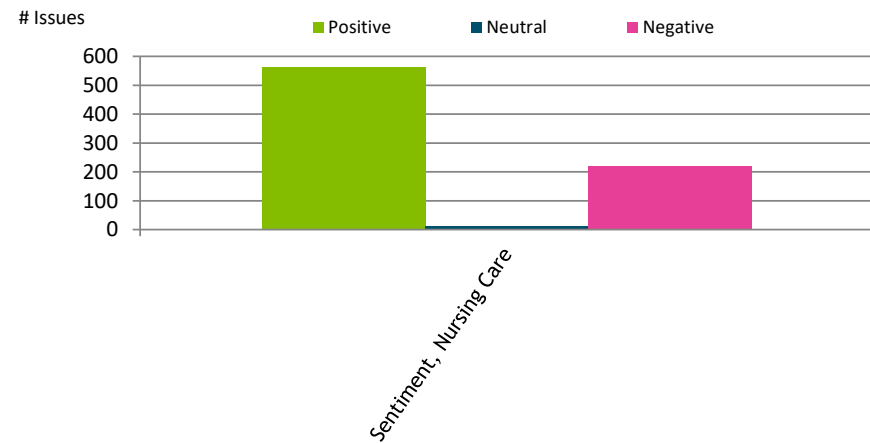
7. Care Pathway: Discharge (discharge from a service)

7.11 Trends, Discharge (37 issues)

Issues

Legend: Positive | Neutral | Negative

Bar chart (y-axis 0–9) categories: Advice/Information, Medical Records, Medication, Planning, Registration, Support, Timing

Pie chart:
- Advice/Information 11%
- Medical Records 8%
- Medication 15%
- Planning 8%
- Registration 8%
- Support 15%
- Timing 35%
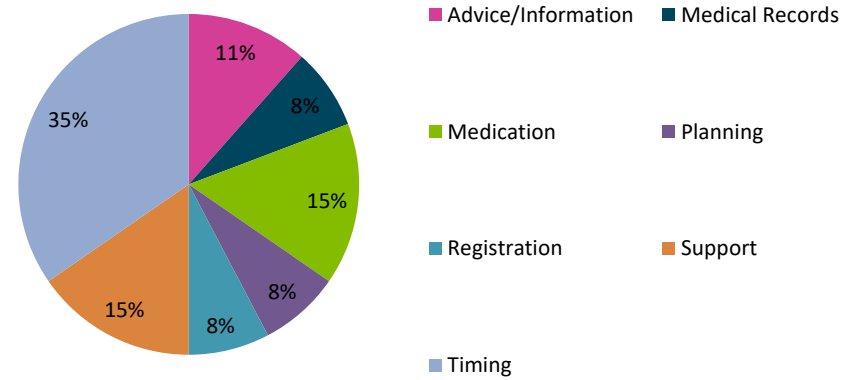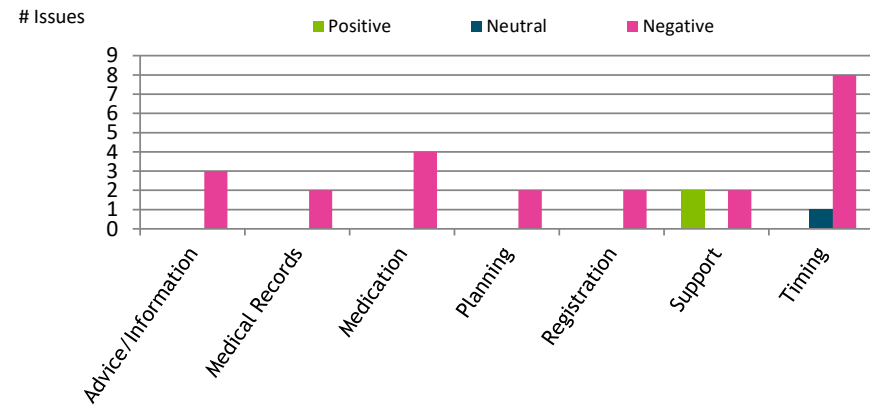
Issues receiving the most comments overall

7.12 Sentiment, Discharge

Issues

Legend: Positive | Neutral | Negative

Bar chart (y-axis 0–35): Sentiment, Discharge

Pie chart:
- Positive 8%
- Neutral 3%
- Negative 89%
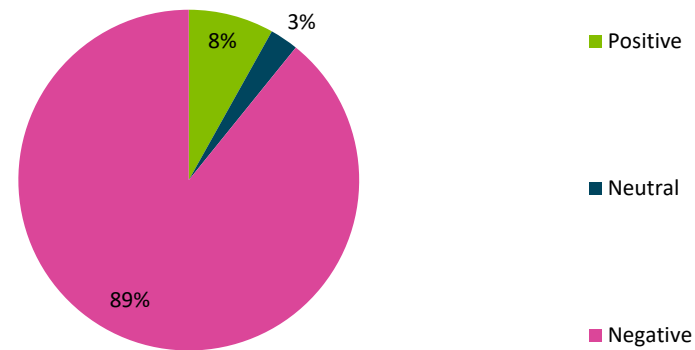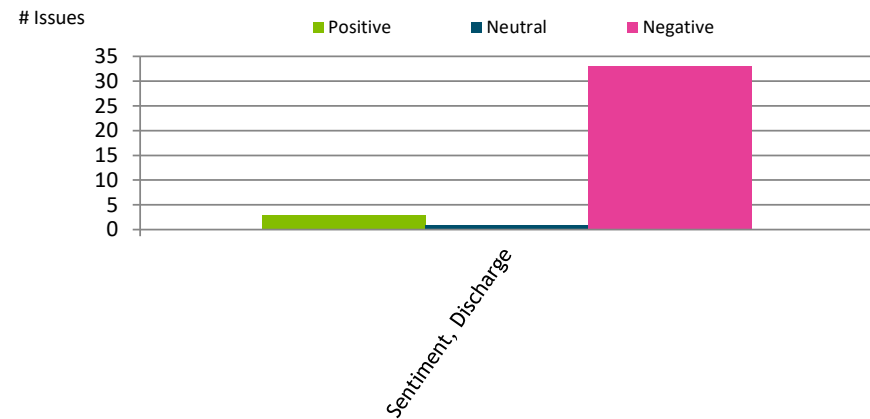
7. Care Pathway: Follow On (supplementary services following discharge, including care packages)

7.13 Trends, Follow On (72 issues)
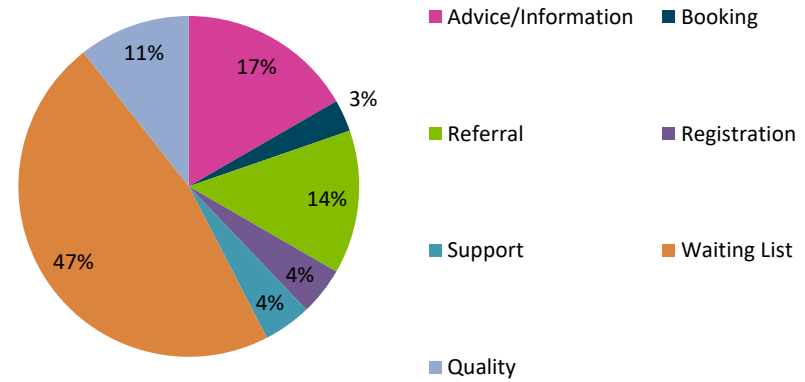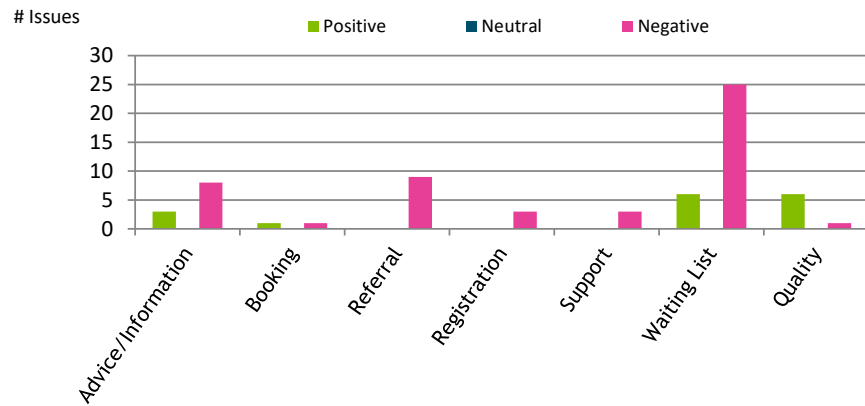
Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, Booking, Referral, Registration, Support, Waiting List, Quality

Issues receiving the most comments overall

- Advice/Information — 17%
- Booking — 3%
- Referral — 14%
- Registration — 4%
- Support — 4%
- Waiting List — 47%
- Quality — 11%

7.14 Sentiment, Follow On

Issues

Legend: Positive, Neutral, Negative

Sentiment, Follow On

- Positive — 22%
- Neutral — 0%
- Negative — 78%
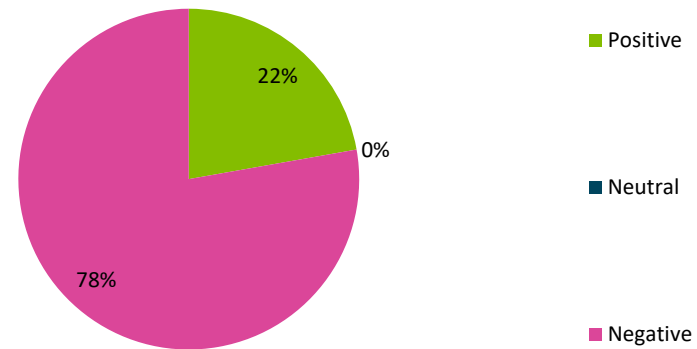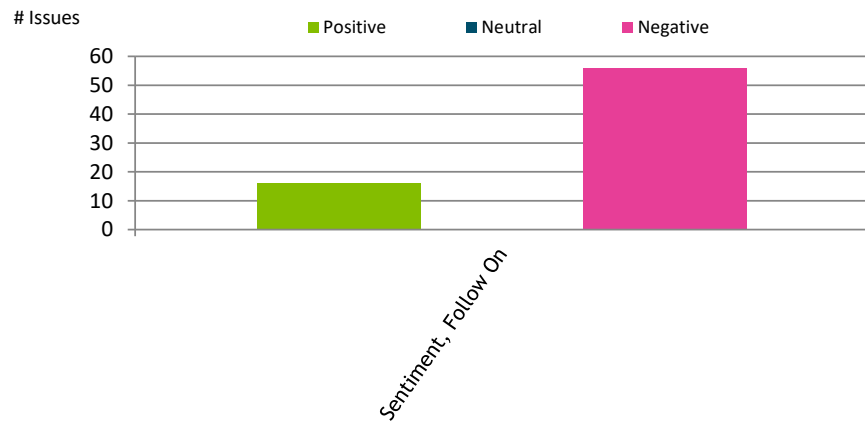
8. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	**Neutral**	**Negative**	**Total**
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	97	0	113	210
	Carer Involvement	*Involvement of carers, friends or family members.*	36	0	23	59
	General Comment	*A generalised statement (ie; "The doctor was good.")*	66	1	18	85
	User Involvement	*Involvement of the service user.*	182	0	71	253
Systems	Administration	*Administrative processes and delivery.*	11	0	62	73
	Admission	*Physical admission to a hospital ward, or other service.*	7	1	27	35
	Booking	*Ability to book, reschedule or cancel appointments.*	23	0	16	39
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	14	14
	Data Protection	*General data protection (including GDPR).*	0	0	1	1
	Referral	*Referral to a service.*	9	0	14	23
	Medical Records	*Management of medical records.*	0	0	5	5
	Medication	*Prescription and management of medicines.*	4	0	24	28
	Opening Times	*Opening times of a service.*	1	0	3	4
	Planning	*Leadership and general organisation.*	29	0	28	57
	Registration	*Ability to register for a service.*	2	0	12	14
	Support	*Levels of support provided.*	416	6	104	526
	Telephone	*Ability to contact a service by telephone.*	2	0	13	15
	Timing	*Physical timing (ie; length of wait at appointments).*	200	9	179	388
	Waiting List	*Length of wait while on a list.*	32	0	62	94
Values	Choice	*General choice.*	6	0	12	18
	Cost	*General cost.*	2	0	31	33
	Language	*Language, including terminology.*	0	0	5	5
	Nutrition	*Provision of sustainance.*	20	1	28	49
	Privacy	*Privacy, personal space and property.*	4	1	18	23
	Quality	*General quality of a service, or staff.*	667	6	112	785
	Sensory	*Deaf/blind or other sensory issues.*	0	0	5	5
	Stimulation	*General stimulation, including access to activities.*	12	0	8	20

8. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	19	0	26	45
	Environment/Layout	*Physical environment of a service.*	80	1	80	161
	Equipment	*General equipment issues.*	4	0	12	16
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	1	0	17	18
	Hygiene	*Levels of hygiene and general cleanliness.*	125	0	15	140
	Mobility	*Physical mobility to, from and within services.*	13	1	29	43
	Travel/Parking	*Ability to travel or park.*	11	1	107	119
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	10	10
	Security/Conduct	*General security of a service, including conduct of staff.*	0	1	17	18
	Staff Attitude	*Attitude, compassion and empathy of staff.*	695	6	102	803
	Complaints	*Ability to log and resolve a complaint.*	2	0	8	10
	Staff Training	*Training of staff.*	2	0	13	15
	Staffing Levels	*General availability of staff.*	4	0	36	40
	Total:		**2784**	**35**	**1480**	**4299**

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