

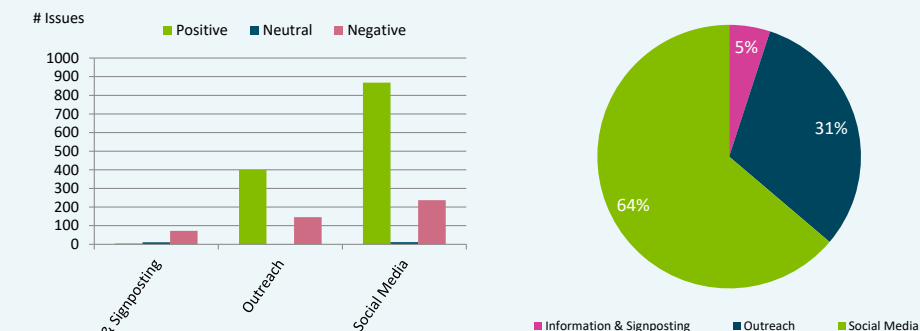
Halton, Health & Care Services

Community Insight Dashboard

Qualitative Feedback, 1 July - 30 September 2025

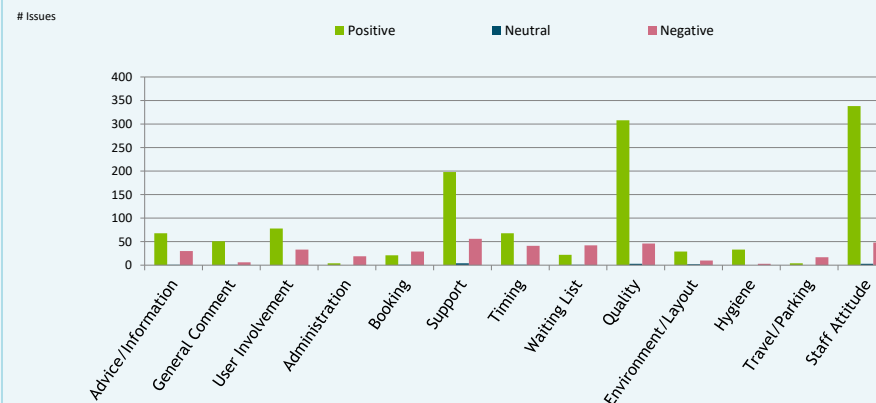


1. Source: 1842 issues from 492 people



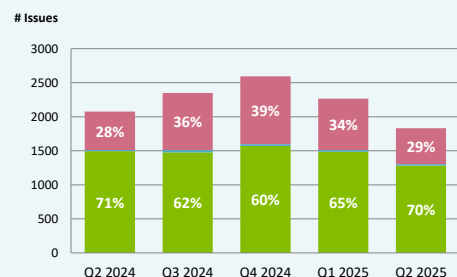
Top sources displayed

2. Trends

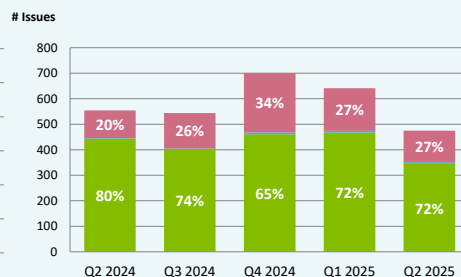


Top trends displayed

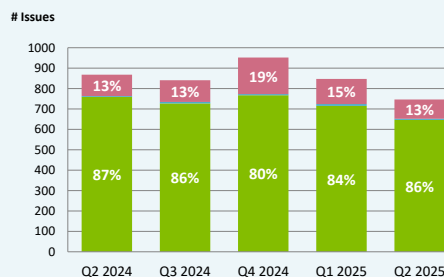
3.1 Timeline: Overall Sentiment



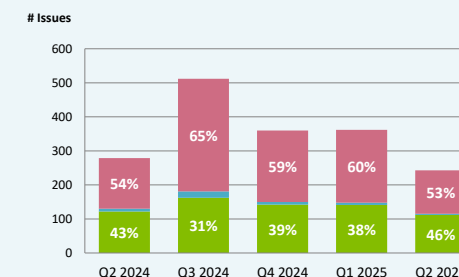
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Up by 5%
No Change
Up by 2%
Up by 8%

Annually

Down by 1%
Down by 8%
Down by 1%
Up by 3%

Trends by Satisfaction Level



Hygiene (91%)
General Comment (87%)
Staff Attitude (86%)
Quality (86%)
Support (76%)



Administration (17%)
Travel/Parking (19%)
Waiting List (33%)
Booking (41%)
Timing (61%)

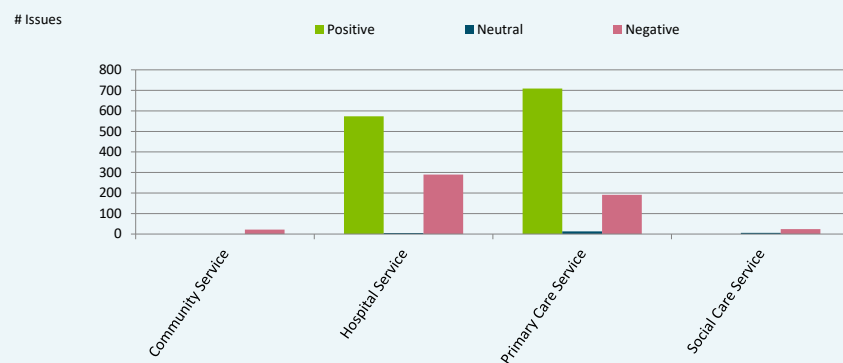
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Community Insight Dashboard

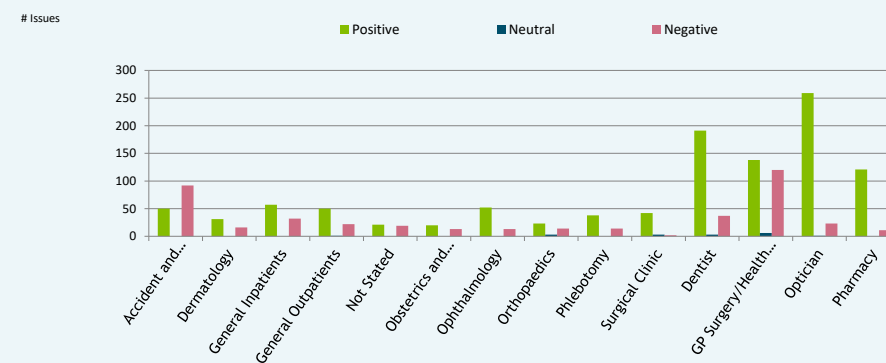
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4. Service Sector

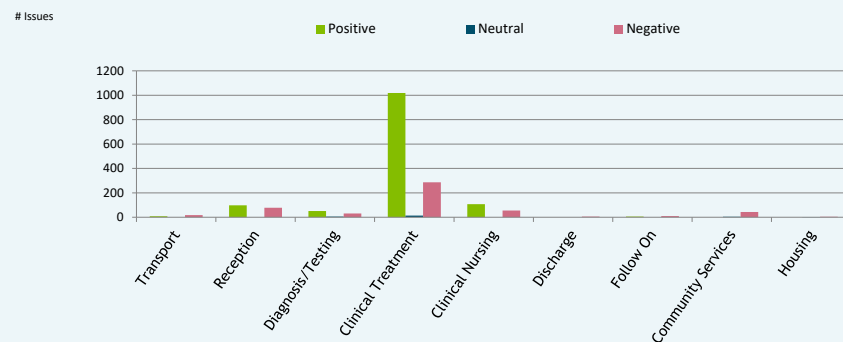


5. Service Type



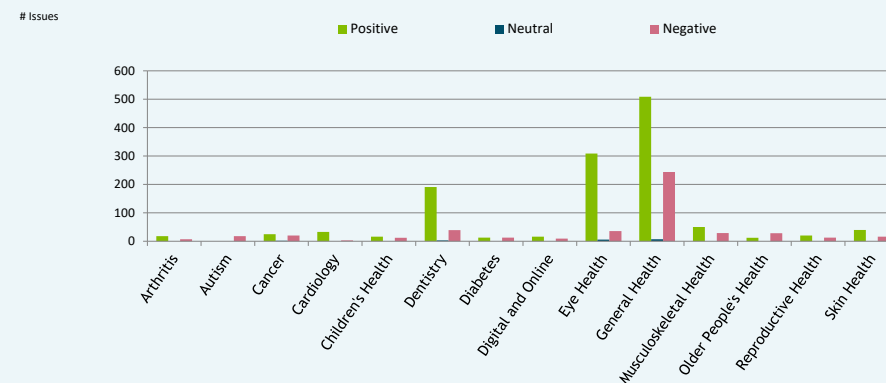
Top services displayed

6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions / topics displayed

Services by Satisfaction Level



Hospital Surgery (95%)
Pharmacy (90%)
Optician (89%)
Dentist (82%)
Ophthalmology (80%)



A&E (34%)
GP (52%)
Gynaecology (60%)
Orthopaedics (62%)
General Inpatients (64%)

Conditions/Topics by Satisfaction Level



Cardiology (91%)
Eye Health (88%)
Dentistry (81%)
Arthritis (72%)
Skin Health (71%)



Older People's Health (30%)
Diabetes (50%)
Cancer (53%)
Children's Health (57%)