

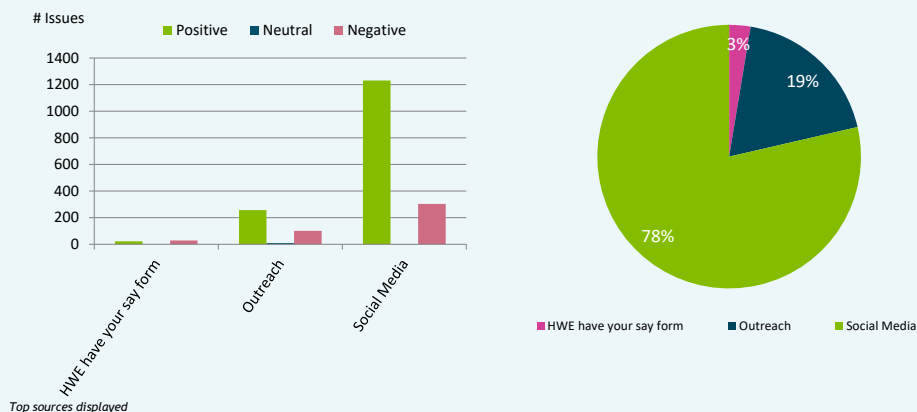
Halton, Health & Care Services

Community Insight Dashboard

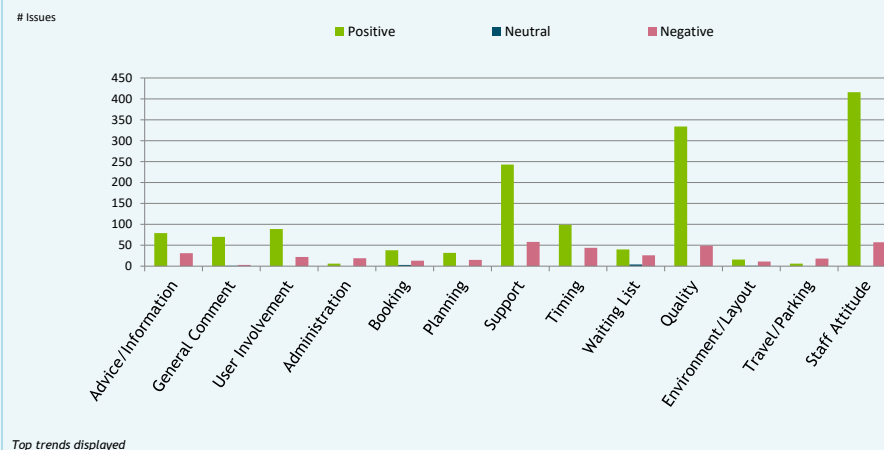
Qualitative Feedback, 1 October - 31 December 2025



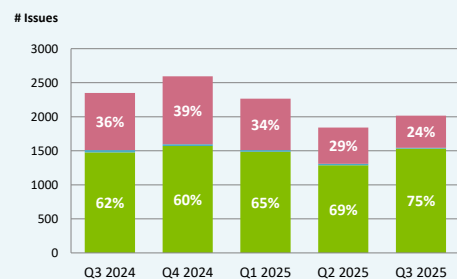
1. Source: 2030 issues from 564 people



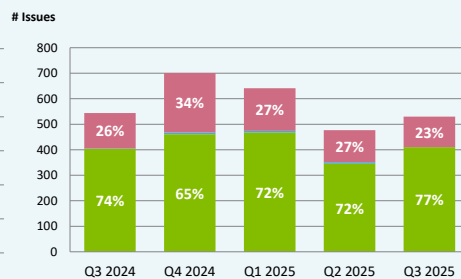
2. Trends



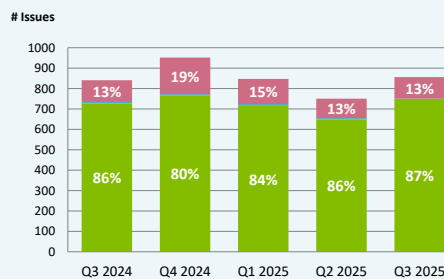
3.1 Timeline: Overall Sentiment



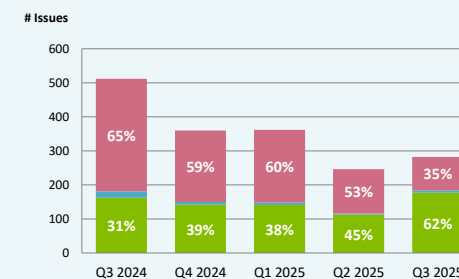
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Up by 6%
Up by 5%
Up by 1%
Up by 17%

Annually

Up by 13%
Up by 3%
Up by 1%
Up by 31%

Trends by Satisfaction Level



General Comment (94%)
Staff Attitude (87%)
Quality (87%)
Support (80%)
User Involvement (80%)



Administration (24%)
Travel/Parking (25%)
Waiting List (57%)
Environment/Layout (57%)
Planning (68%)

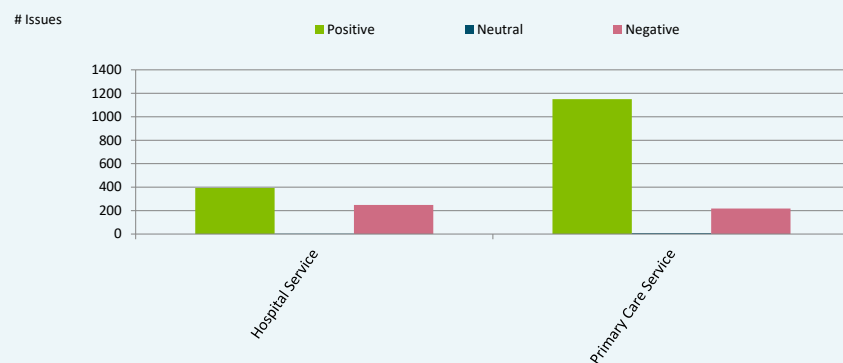
Halton, Health & Care Services

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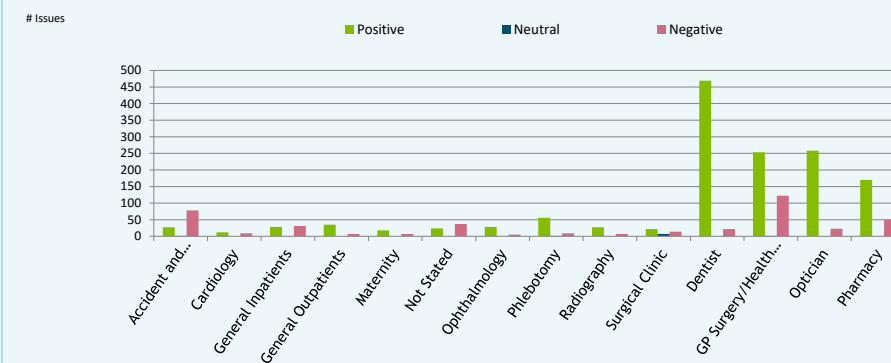
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4. Service Sector

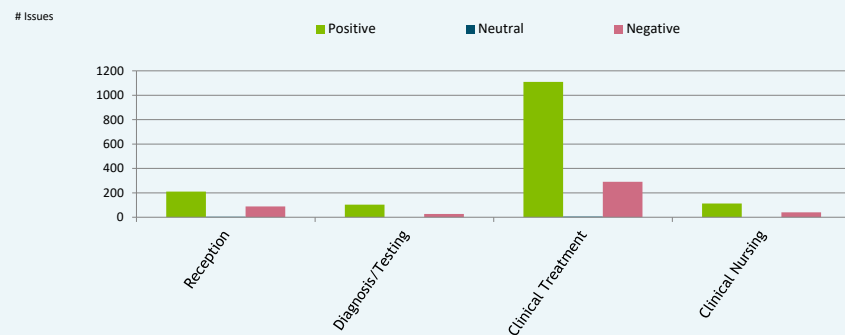


5. Service Type



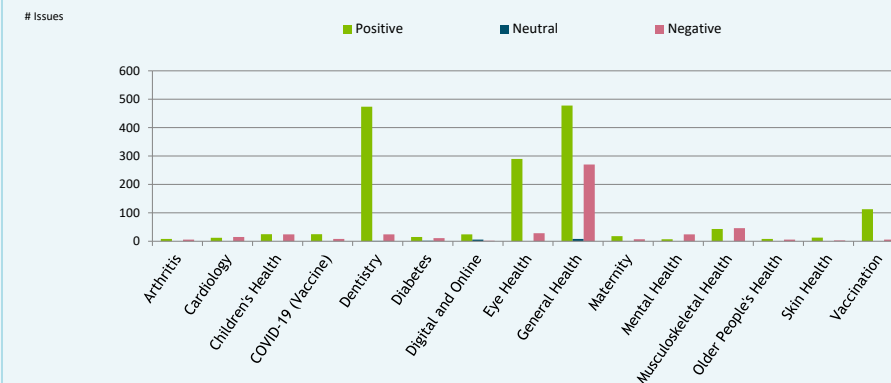
Top services displayed

6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions / topics displayed

Services by Satisfaction Level



Dentist (95%)
Optician (91%)
Phlebotomy (86%)
Ophthalmology (84%)
General Outpatients (83%)



A&E (25%)
General Inpatients (46%)
Cardiology (57%)
Surgical Clinic (59%)
GPs (66%)

Conditions/Topics by Satisfaction Level



Vaccination (94%)
Eye Health (91%)
Skin Health (81%)
COVID-19 (Vaccine) (75%)
Digital and Online (75%)



Mental Health (22%)
Cardiology (44%)
Musculoskeletal Health (48%)
Children's Health (51%)
Diabetes (53%)