The Experience of Health, Care and Community Services

A trends analysis report by Healthwatch Halton

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 health, social care and community services.

Qualitative Feedback, 1 October - 31 December 2025

healthwotch
Halton

Index and overview of findings

564

Data Source

This report is based on the experience of 564 people. Feedback has been obtained from a variety of sources, including general engagement and comments posted online (including Care Opinion, NHS and social media). More on page 4.

75%

Overall Satisfaction

Overall satisfaction is at 75% positive, 24% negative and 1% neutral, according to feedback.

Feedback suggests people receive good quality, compassionate treatment and care on the whole, with good levels of involvement. Service access (booking and waiting times) and communication are leading negative topics.

77%

Information, Involvement and Support

Satisfaction is at 77% positive and 23% negative, comments suggest.

This quarter, complaints are down by 10% on user involvement, by 3% on support and by 1% on communication. More on page 5.

87%

Quality and Empathy

According to comments, satisfaction is at 87% positive and 13% negative.

Good levels of quality and empathy continue to be reported. *More on page 5.*

62%

Access to Services

Satisfaction is at 62% positive, 35% negative and 3% neutral.

This quarter, complaints are down by 32% on ability to book appointments, by 28% on waiting times and by 1% on telephone access. More on page 5.

Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 4. Comments obtained from these sources may not be representative of all service users experiences or opinions.

"I needed emergency dental treatment. I called NHS 111 and they booked me in with a local practice, the same day. Very grateful."

102

GP Services

Satisfaction is at 66% positive, 32% negative and 2% neutral, according to feedback.

102 people comment on GP services. Feedback suggests patients receive good quality, compassionate treatment and care, with good levels of involvement and support. Booking and waiting times remain as leading negative topics. More on page 9.

118

Dentists

Comments suggest satisfaction is at 95% positive and 5% negative.

118 people comment on dentists, with accounts of excellent treatment, care and customer service recorded. Good levels of information and involvement are also reported. NHS treatment is an issue, for some. More on page 10.

176

Hospitals (Halton General, St Helens, Warrington, Whiston)

*Satisfaction is at 62% positive and 38% negative, comments suggest.*

176 people comment this quarter. Experiences reflect good quality treatment and care, with good levels of support. Service access, particularly waiting times is a leading negative topic. Feedback suggests patients would also like greater levels of communication and involvement. More on page 11.

Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 4. Comments obtained from these sources may not be representative of all service users experiences or opinions.

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

### 1.1 Source: 2030 issues from 564 people
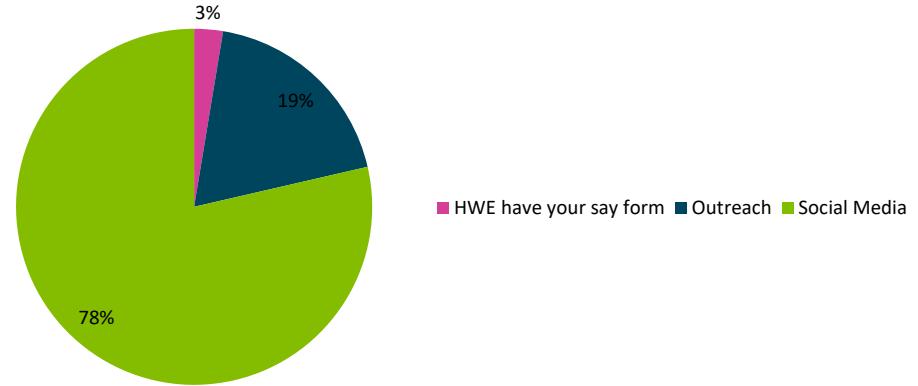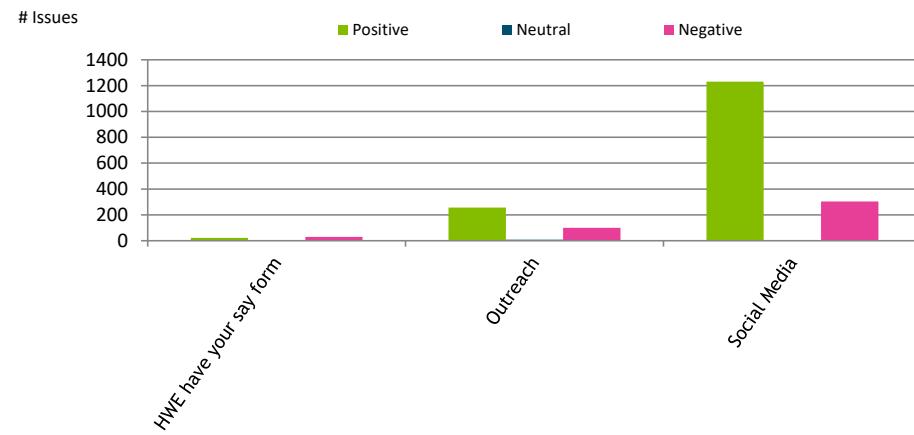
*Sources providing the most comments overall*

1.2 Origin
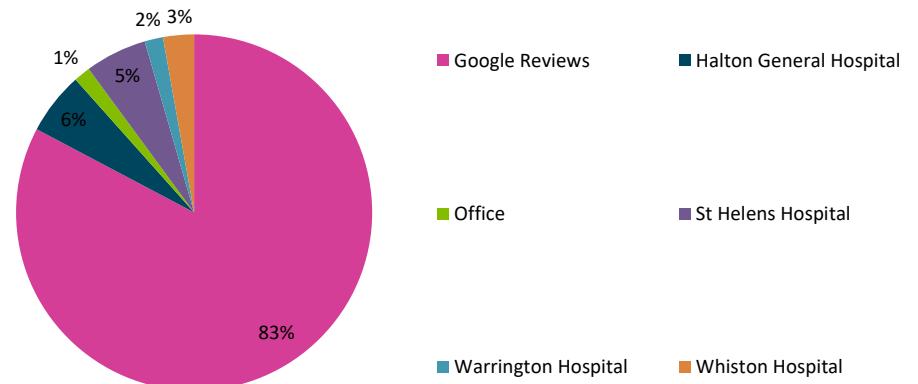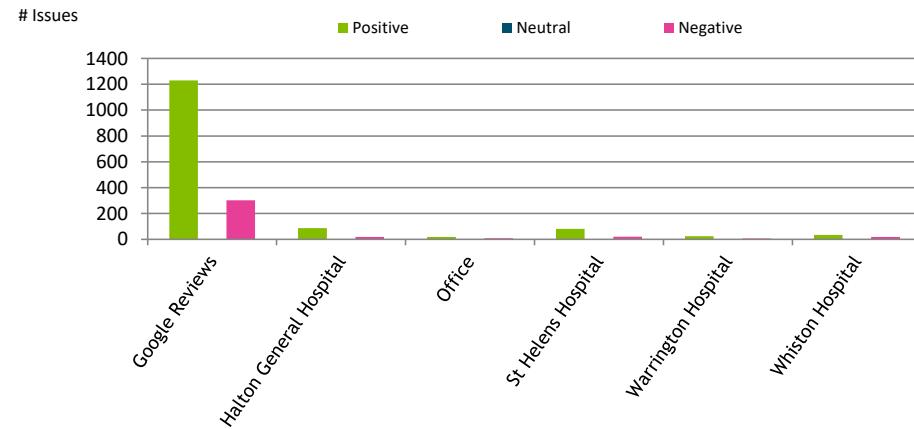
Origins providing the most comments overall

## 2. Health and Care Services: Which service aspects are people most commenting on?

2.1 Top Trends: 2030 issues from 564 people

Issues

Legend: Positive, Neutral, Negative
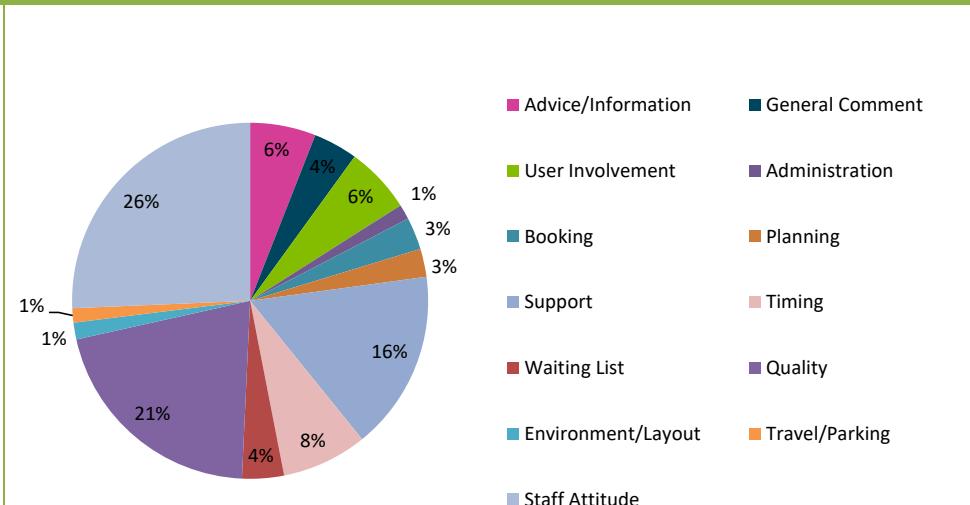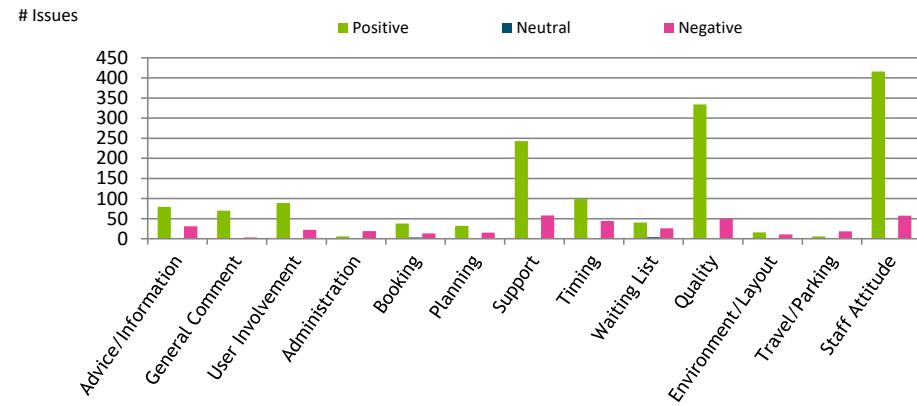
Issues receiving the most comments overall. See pages 20-21 for issue descriptions.

Pie chart legend:
- Advice/Information — 6%
- General Comment — 4%
- User Involvement — 6%
- Administration — 1%
- Booking — 3%
- Planning — 3%
- Support — 16%
- Timing — 8%
- Waiting List — 4%
- Quality — 21%
- Environment/Layout — 1%
- Travel/Parking — 1%
- Staff Attitude — 26%

2.2 Stated medical conditions

Issues

Legend: Positive, Neutral, Negative
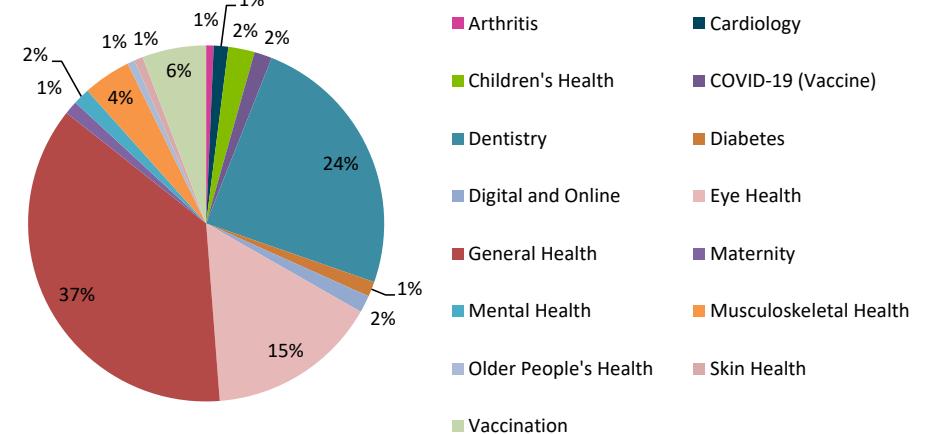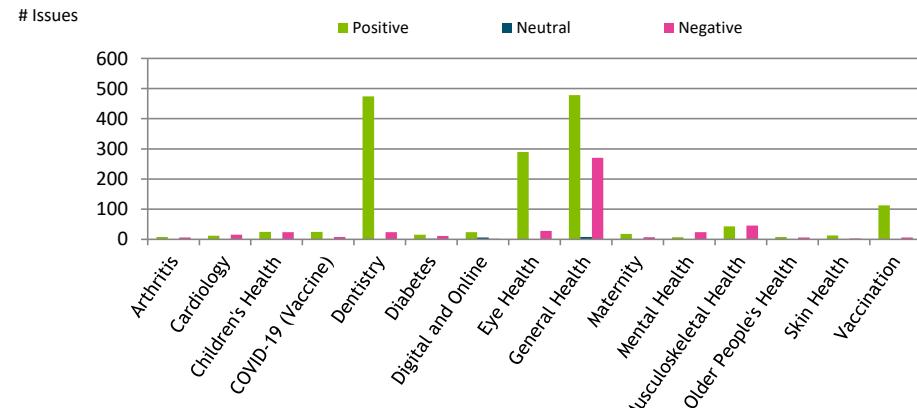
Medical conditions receiving the most comments overall

Pie chart legend:
- Arthritis — 1%
- Cardiology — 2%
- Children's Health — 2%
- COVID-19 (Vaccine) — 1%
- Dentistry — 24%
- Diabetes — 1%
- Digital and Online — 2%
- Eye Health — 15%
- General Health — 37%
- Maternity — 1%
- Mental Health — 1%
- Musculoskeletal Health — 4%
- Older People's Health — 1%
- Skin Health — 2%
- Vaccination — 6%

3. Timeline: On the whole, how do people feel about Health and Care services?

3.1 How do people feel about services overall?

Issues

Legend: Positive, Neutral, Negative

Quarter	Positive	Negative
Jul-Sep 2024	71%	28%
Oct-Dec 2024	62%	36%
Jan-Mar 2025	60%	39%
Apr-Jun 2025	65%	34%
Jul-Sep 2025	69%	29%
Oct-Dec 2025	75%	24%

12 month average is 67% positive
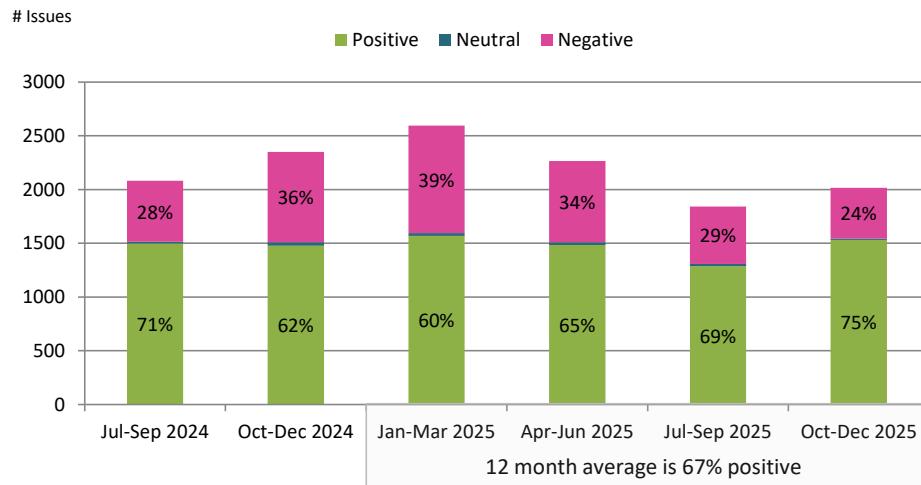
3.2 How well informed, involved and supported do people feel?

Issues

Legend: Positive, Neutral, Negative

Quarter	Positive	Negative
Jul-Sep 2024	80%	20%
Oct-Dec 2024	74%	26%
Jan-Mar 2025	65%	34%
Apr-Jun 2025	72%	27%
Jul-Sep 2025	72%	27%
Oct-Dec 2025	77%	23%

12 month average is 71% positive
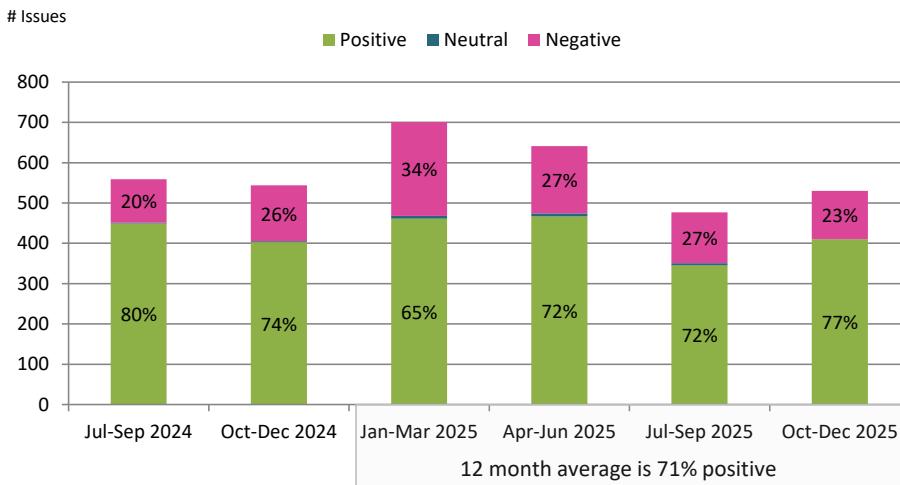
3.3 How do people feel about general quality and empathy?

Issues

Legend: Positive, Neutral, Negative

Quarter	Positive	Negative
Jul-Sep 2024	87%	13%
Oct-Dec 2024	86%	13%
Jan-Mar 2025	80%	19%
Apr-Jun 2025	84%	15%
Jul-Sep 2025	86%	13%
Oct-Dec 2025	87%	13%

12 month average is 84% positive
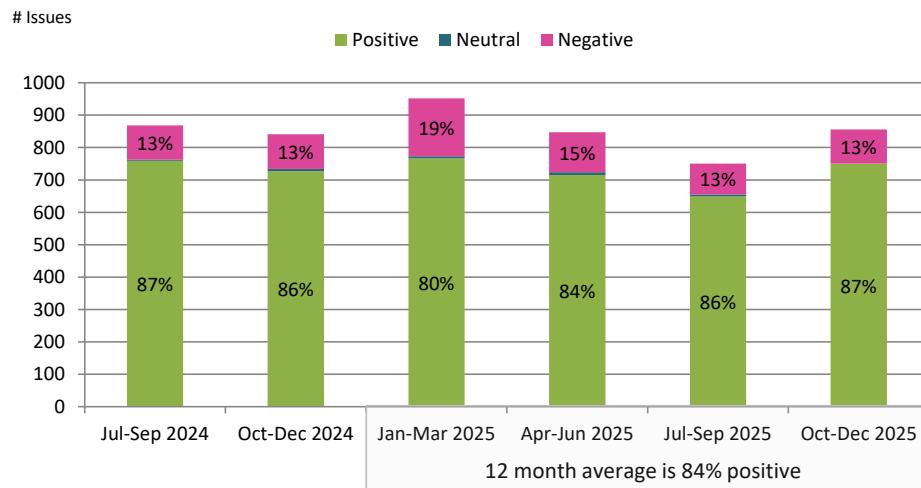
3.4 How do people feel about access to services?

Issues

Legend: Positive, Neutral, Negative

Quarter	Positive	Negative
Jul-Sep 2024	43%	54%
Oct-Dec 2024	31%	65%
Jan-Mar 2025	39%	59%
Apr-Jun 2025	38%	60%
Jul-Sep 2025	45%	53%
Oct-Dec 2025	62%	35%

12 month average is 45% positive
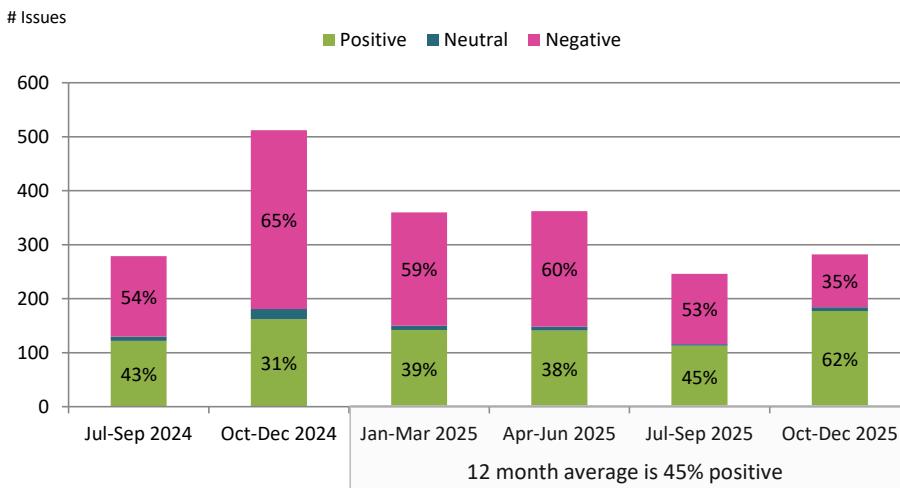
4. Trends: Which services are people most commenting on?

4.1 Service Sector

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Hospital Service, Primary Care Service

Pie chart:
- Hospital Service: 32%
- Primary Care Service: 68%
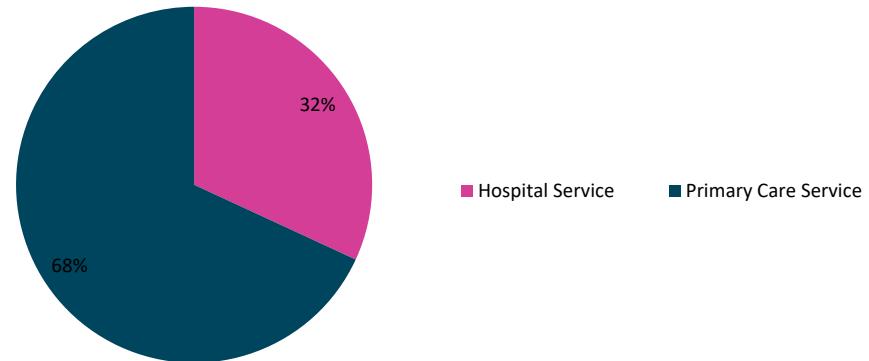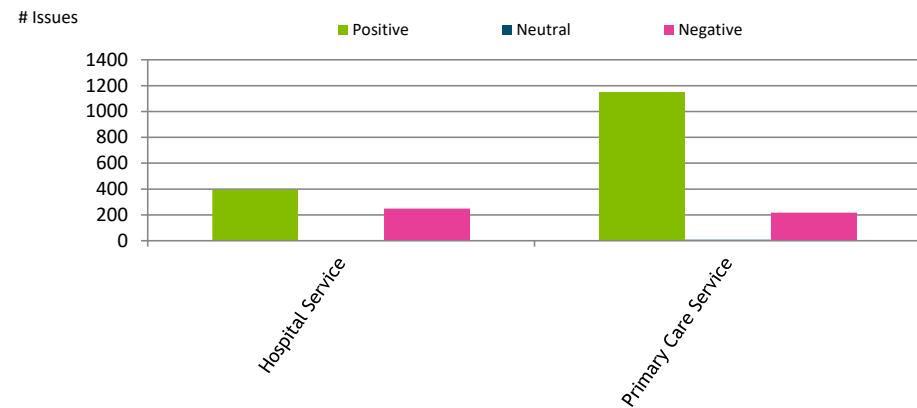
Service sectors receiving the most comments overall

4.2 Service Type

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Accident and Emergency, Cardiology, General Inpatients, General Outpatients, Maternity, Not Stated, Ophthalmology, Phlebotomy, Radiography, Surgical Clinic, Dentist, GP Surgery/Health Centre, Optician, Pharmacy

Pie chart:
- Accident and Emergency: 6%
- Cardiology: 1%
- General Inpatients: 3%
- General Outpatients: 2%
- Maternity: 1%
- Not Stated: 3%
- Ophthalmology: 2%
- Phlebotomy: 4%
- Radiography: 2%
- Surgical Clinic: 2%
- Dentist: 26%
- GP Surgery/Health Centre: 21%
- Optician: 15%
- Pharmacy: 12%

Service type receiving the most comments overall

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

4.3 Services

Issues

Legend: Positive | Neutral | Negative
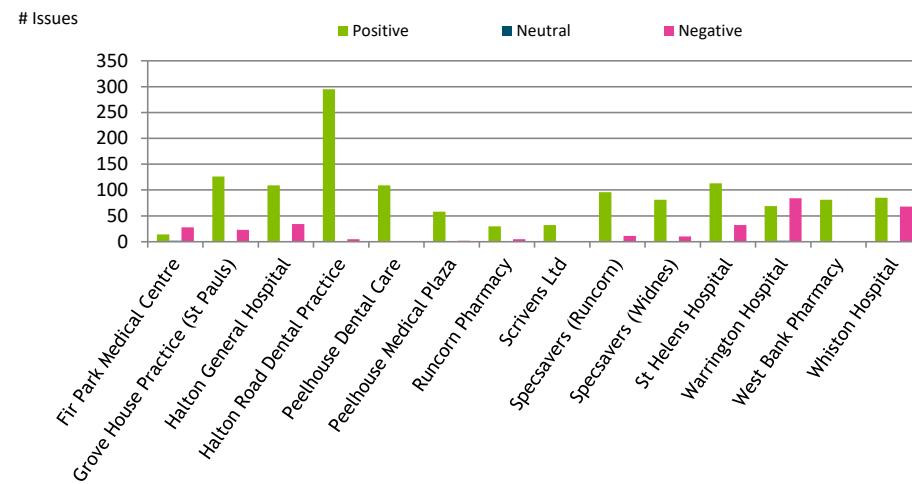
Services receiving the most comments overall

Pie chart legend:
- Fir Park Medical Centre — 3%
- Grove House Practice (St Pauls) — 9%
- Halton General Hospital — 9%
- Halton Road Dental Practice — 19%
- Peelhouse Dental Care — 7%
- Peelhouse Medical Plaza — 4%
- Runcorn Pharmacy — 2%
- Scrivens Ltd — 2%
- Specsavers (Runcorn) — 7%
- Specsavers (Widnes) — 6%
- St Helens Hospital — 9%
- Warrington Hospital — 9%
- West Bank Pharmacy — 5%
- Whiston Hospital — 9%

4.4 Breakdown of care pathway locations

Issues

Legend: Positive | Neutral | Negative

Care pathway locations

Pie chart:
- Reception — 15%
- Diagnosis/Testing — 6%
- Clinical Treatment — 71%
- Clinical Nursing — 8%

5.1 Trends, GP Services: 382 issues from 102 people

Issues

Positive   Neutral   Negative

Categories (x-axis): Advice/Information, General Comment, User Involvement, Administration, Booking, Referral, Medication, Planning, Support, Timing, Waiting List, Choice, Quality, Staff Attitude

Pie chart legend:
- Advice/Information — 6%
- General Comment — 2%
- User Involvement — 5%
- Administration — 2%
- Booking — 6%
- Referral — 2%
- Medication — 2%
- Planning — 5%
- Support — 15%
- Timing — 11%
- Waiting List — 7%
- Choice — 2%
- Quality — 14%
- Staff Attitude — 21%

Issues receiving the most comments overall

5.2 Sentiment, GP Services

Issues

Positive   Neutral   Negative

Pie chart:
- Positive — 66%
- Neutral — 2%
- Negative — 32%
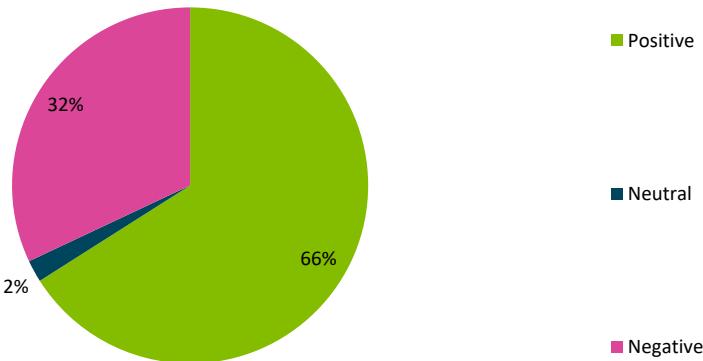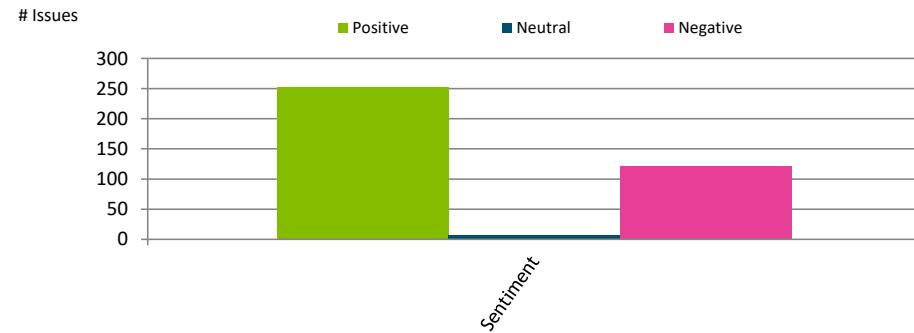
5.3 Trends, Dentists: 491 issues from 118 people

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, Carer Involvement, General Comment, User Involvement, Administration, Booking, Registration, Support, Timing, Waiting List, Cost, Quality, Environment/Layout, Staff Attitude

Issues receiving the most comments overall

Pie chart legend:
- Advice/Information
- Carer Involvement
- General Comment
- User Involvement
- Administration
- Booking
- Registration
- Support
- Timing
- Waiting List
- Cost
- Quality
- Environment/Layout
- Staff Attitude

Pie chart values: 0%, 3%, 5%, 6%, 1%, 4%, 1%, 19%, 1%, 1%, 4%, 1%, 21%, 1%, 33%

5.4 Sentiment, GP Services

Issues

Legend: Positive, Neutral, Negative

Bar chart category: Sentiment

Pie chart: Positive 95%, Negative 5%, Neutral 0%

Pie chart legend:
- Positive
- Neutral
- Negative

5.5 Trends: 633 issues from 176 people

Issues

Legend: Positive · Neutral · Negative

Categories: Advice/Information, Carer Involvement, General Comment, User Involvement, Administration, Medication, Planning, Support, Timing, Waiting List, Quality, Environment/Layout, Hygiene, Travel/Parking, Staff Attitude

Issues receiving the most comments overall

Pie chart legend:
- Advice/Information
- Carer Involvement
- General Comment
- User Involvement
- Administration
- Medication
- Planning
- Support
- Timing
- Waiting List
- Quality
- Environment/Layout
- Hygiene
- Travel/Parking
- Staff Attitude

Pie values: 5%, 2%, 5%, 5%, 2%, 2%, 4%, 12%, 12%, 3%, 19%, 3%, 2%, 4%, 20%

5.6 Sentiment, Hospitals (Halton General, St Helens, Warrington, Whiston)

Issues

Legend: Positive · Neutral · Negative

Sentiment

Pie: Positive 62%, Neutral 0%, Negative 38%

11
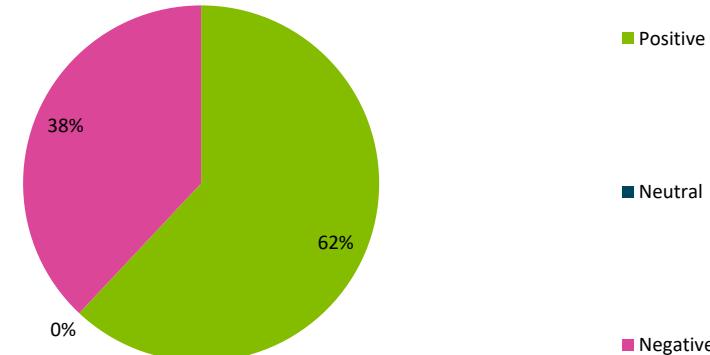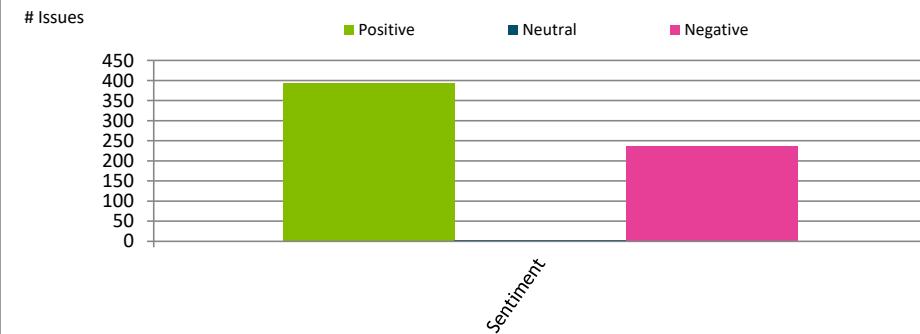
6. Care Pathway: Transport (ability to get to-and-from services)

6.1 Trends, Transport (7 issues)

Issues

Legend: Positive, Neutral, Negative

Categories: General Comment, Booking, Support, Cost, Quality, Security/Conduct, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- General Comment 15%
- Booking 15%
- Support 14%
- Cost 14%
- Quality 14%
- Security/Conduct 14%
- Staff Attitude 14%

6.2 Sentiment, Transport

Issues

Legend: Positive, Neutral, Negative

Sentiment, Transport

Pie chart:
- Positive 29%
- Neutral 0%
- Negative 71%

12
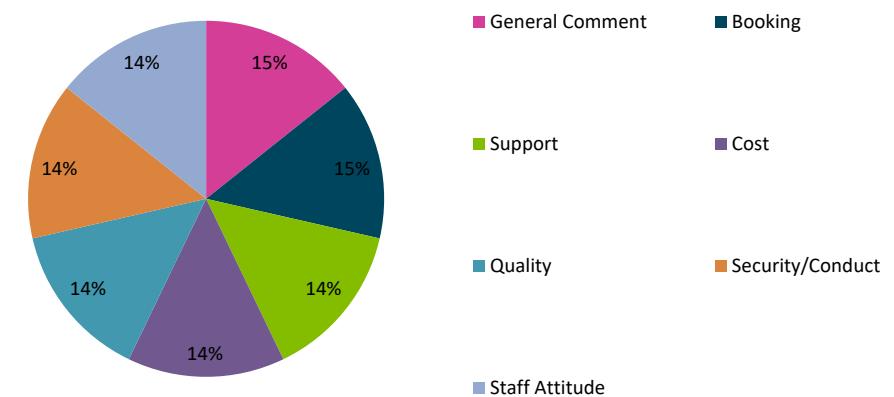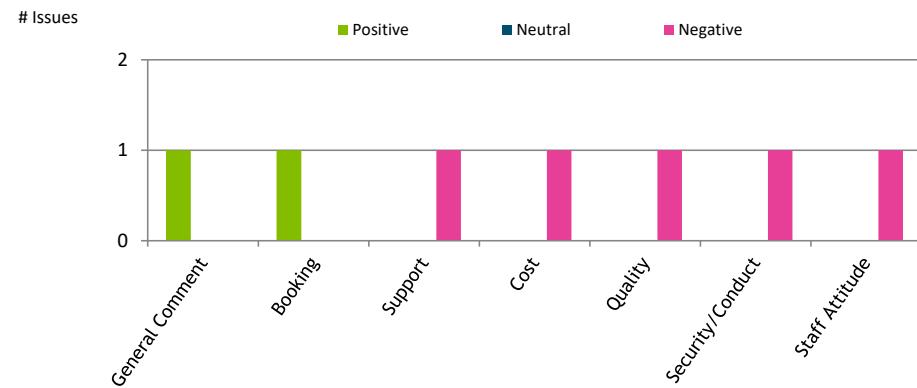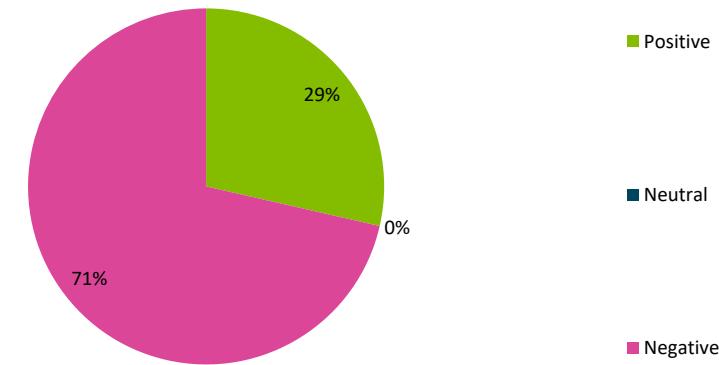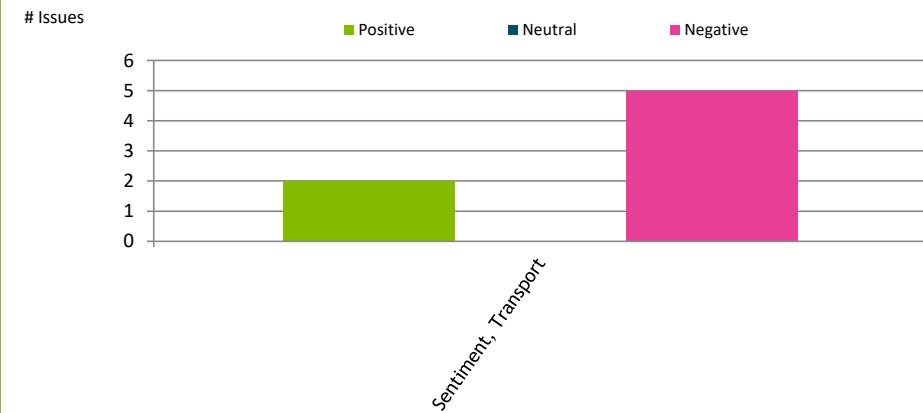
6. Care Pathway: Reception (reception services including back-office)

6.3 Trends, Reception (302 issues)

Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, Administration, Booking, Medication, Planning, Registration, Support, Telephone, Timing, Staff Attitude, Complaints

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 9%
- Administration: 6%
- Booking: 5%
- Medication: 1%
- Planning: 15%
- Registration: 1%
- Support: 25%
- Telephone: 2%
- Timing: 1%
- Staff Attitude: 34%
- Complaints: 1%

6.4 Sentiment, Reception

Issues

Legend: Positive, Neutral, Negative

Sentiment, Reception

Pie chart:
- Positive: 70%
- Neutral: 1%
- Negative: 29%

13

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

6.5 Trends, Diagnosis/Testing (130 issues)

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Issues receiving the most comments overall

Pie chart legend:
- ■ Advice/Information
- ■ General Comment
- ■ User Involvement
- ■ Administration
- ■ Planning
- ■ Support
- ■ Timing
- ■ Quality
- ■ Hygiene
- ■ Staff Attitude

Pie chart values: 4%, 2%, 2%, 4%, 2%, 14%, 20%, 29%, 2%, 21%
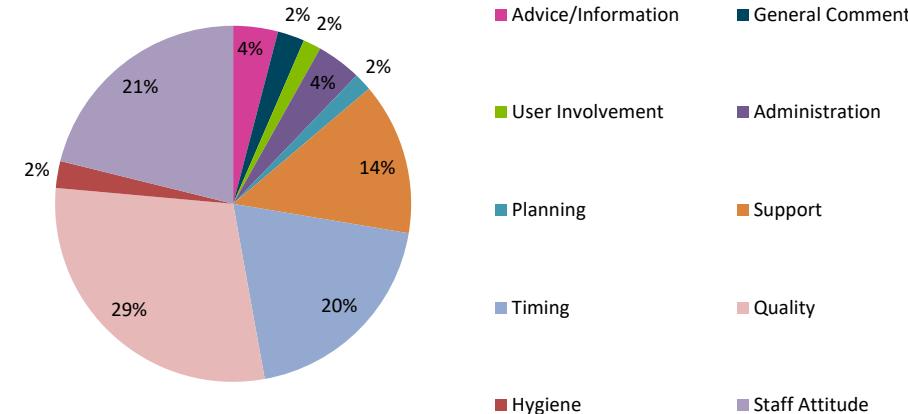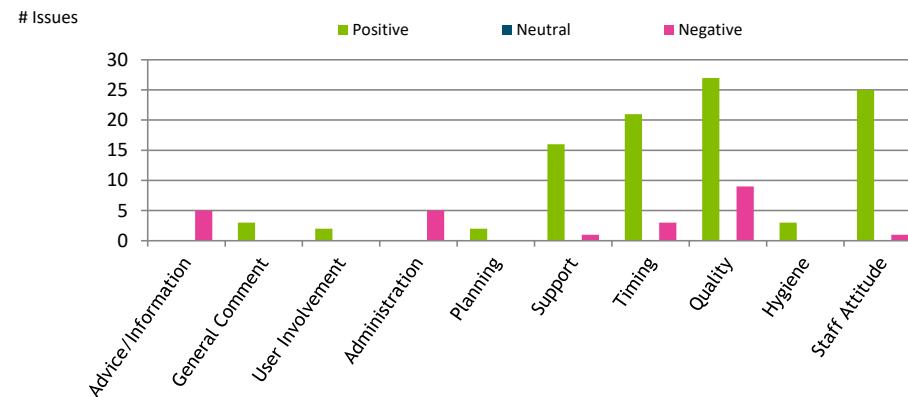
6.6 Sentiment, Diagnosis/Testing

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Sentiment, Diagnosis

Pie chart legend:
- ■ Positive 79%
- ■ Neutral 0%
- ■ Negative 21%

14

6.7 Trends, Clinical Treatment (1406 issues)

Issues

Positive ▪ Neutral ▪ Negative

Issues receiving the most comments overall

Legend:
- ▪ Advice/Information
- ▪ General Comment
- ▪ User Involvement
- ▪ Booking
- ▪ Medication
- ▪ Support
- ▪ Timing
- ▪ Waiting List
- ▪ Cost
- ▪ Quality
- ▪ Environment/Layout
- ▪ Travel/Parking
- ▪ Staff Attitude

Pie chart values: 5%, 5%, 7%, 3%, 1%, 14%, 9%, 5%, 1%, 23%, 2%, 2%, 23%
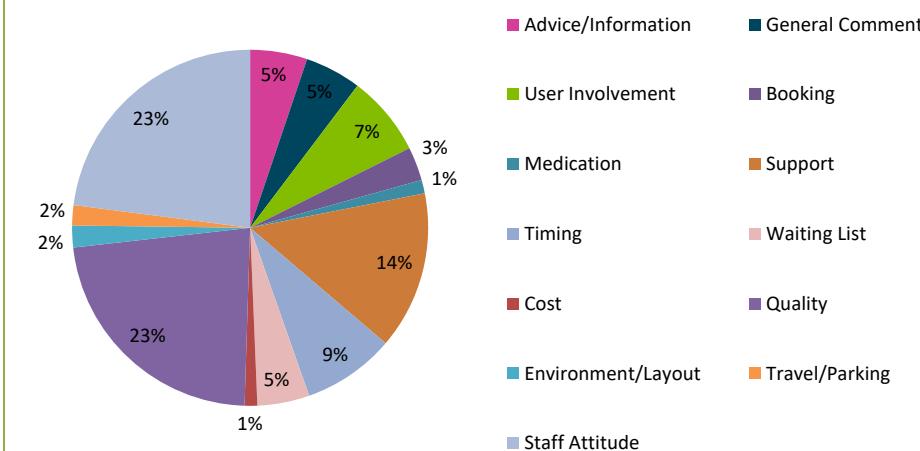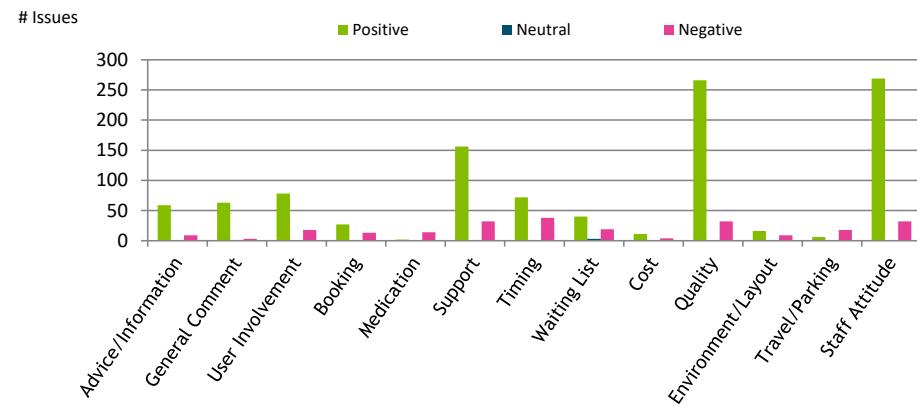
6.8 Sentiment, Clinical Treatment

Issues

Positive ▪ Neutral ▪ Negative

Sentiment, Treatment

Pie chart: Positive 79%, Neutral 0%, Negative 21%
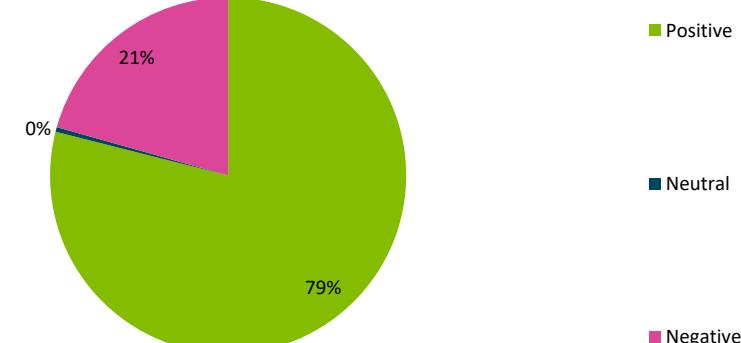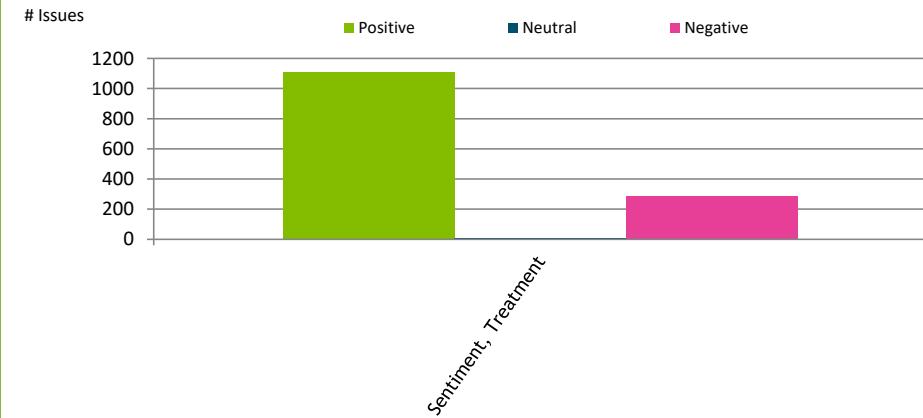
6. Care Pathway: Clinical Nursing (care provided by trained nurses)

6.9 Trends, Clinical Nursing (153 issues)
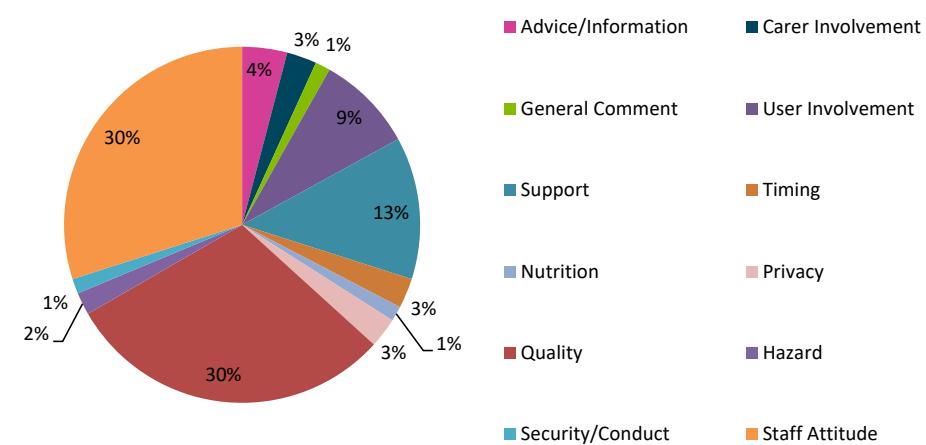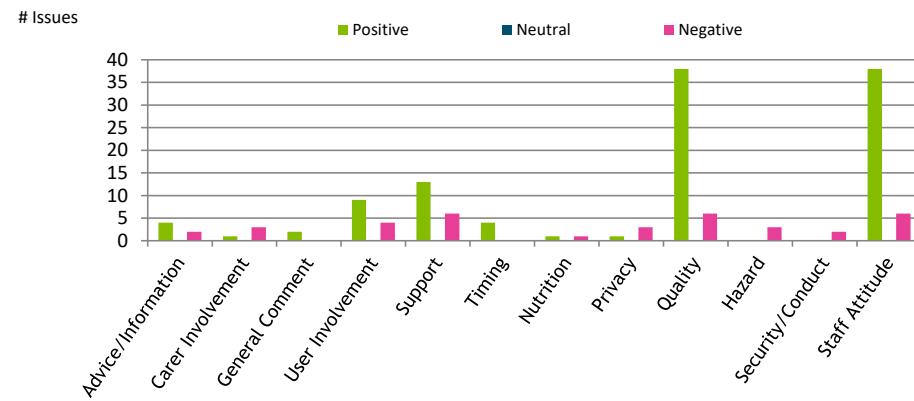

Issues receiving the most comments overall

6.10 Sentiment, Clinical Nursing
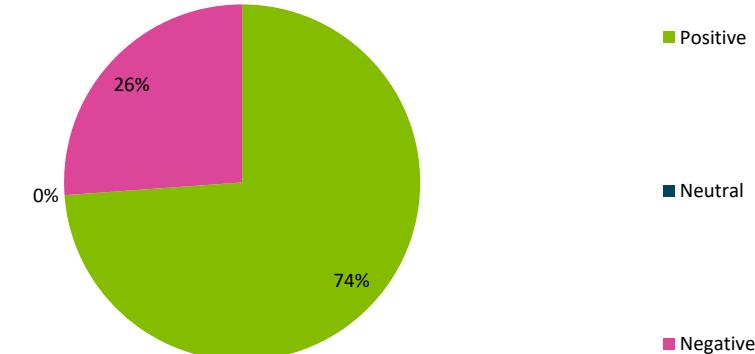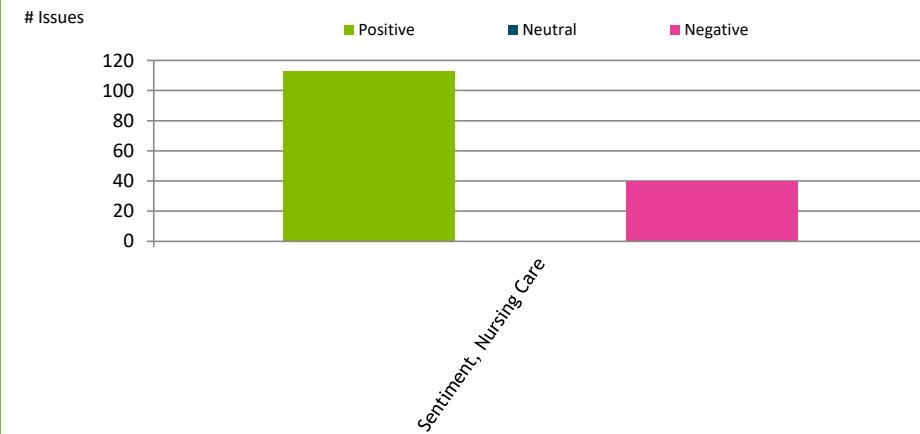
6. Care Pathway: Discharge (discharge from a service)

6.11 Trends, Discharge (8 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart (# Issues, 0–4):
- Advice/Information: 2 (Negative)
- Carer Involvement: 3 (Negative)
- General Comment: 1 (Positive)
- Planning: 1 (Negative)
- Timing: 1 (Negative)

Pie chart:
- Advice/Information: 25%
- Carer Involvement: 37%
- General Comment: 12%
- Planning: 13%
- Timing: 13%
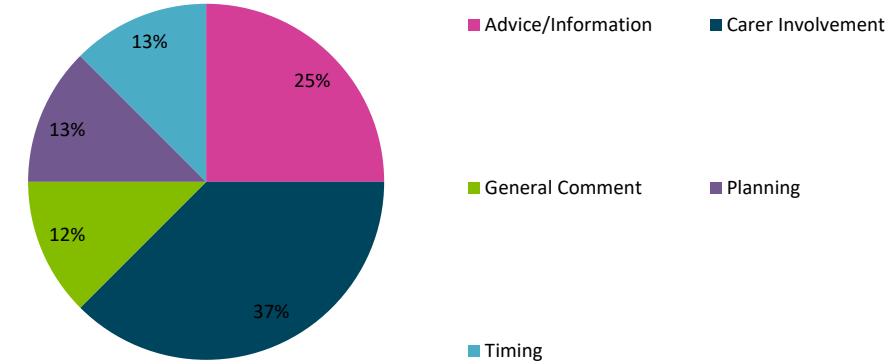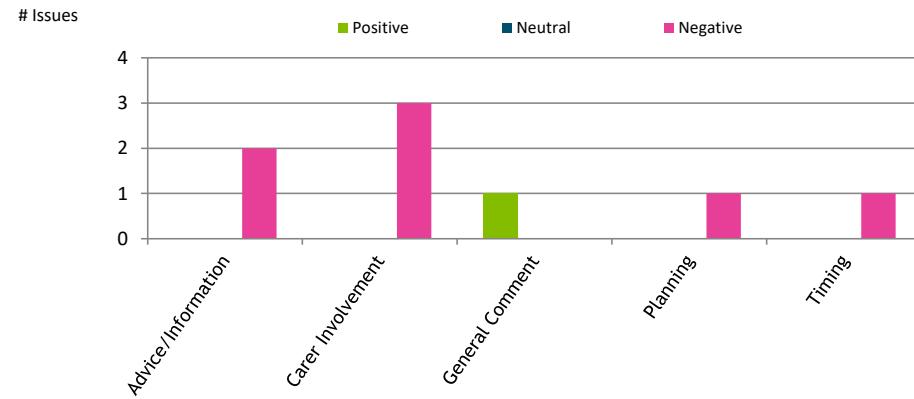
Issues receiving the most comments overall

6.12 Sentiment, Discharge

Issues

Legend: Positive, Neutral, Negative

Bar chart (# Issues, 0–8):
- Sentiment, Discharge: Positive 1, Negative 7

Pie chart:
- Positive: 12%
- Neutral: 0%
- Negative: 88%

17
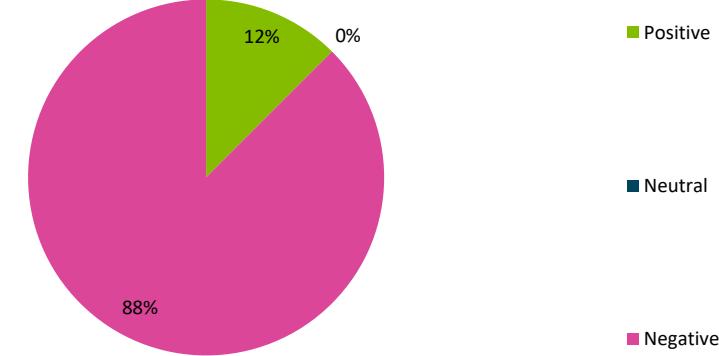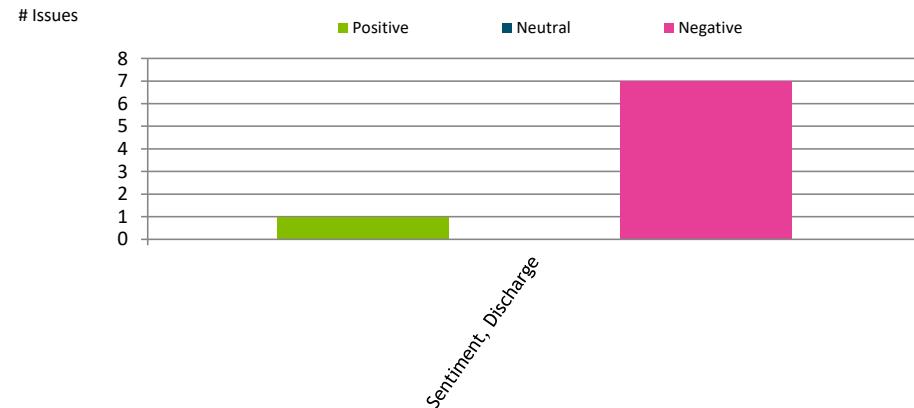
6. Care Pathway: Follow On (supplementary services following discharge, including care packages)

6.13 Trends, Follow On (15 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart:
- Advice/Information: Positive 3
- Referral: Negative 1
- Waiting List: Neutral 1, Negative 6
- Quality: Positive 3, Negative 1

Pie chart:
- Advice/Information: 20%
- Referral: 7%
- Waiting List: 46%
- Quality: 27%
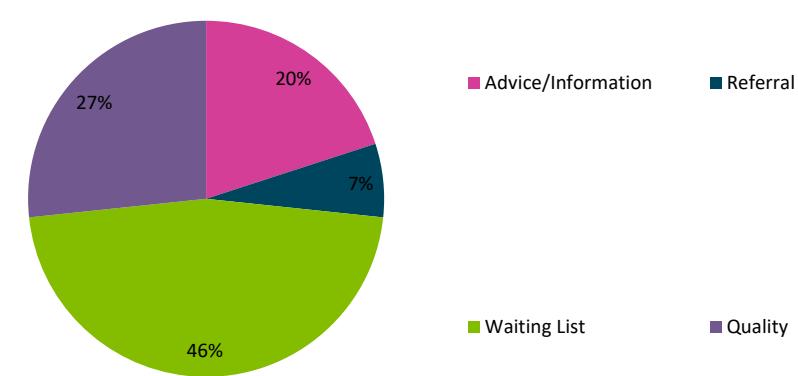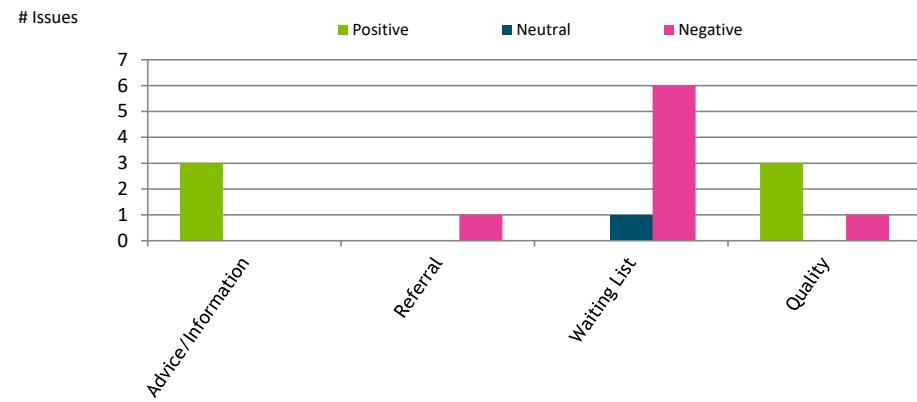
*Issues receiving the most comments overall*

6.14 Sentiment, Follow On

Issues

Legend: Positive, Neutral, Negative

Bar chart (Sentiment, Follow On):
- Positive: 6
- Neutral: 1
- Negative: 8

Pie chart:
- Positive: 40%
- Neutral: 7%
- Negative: 53%
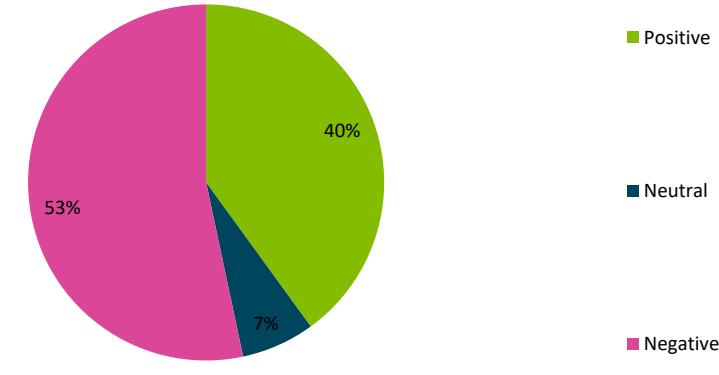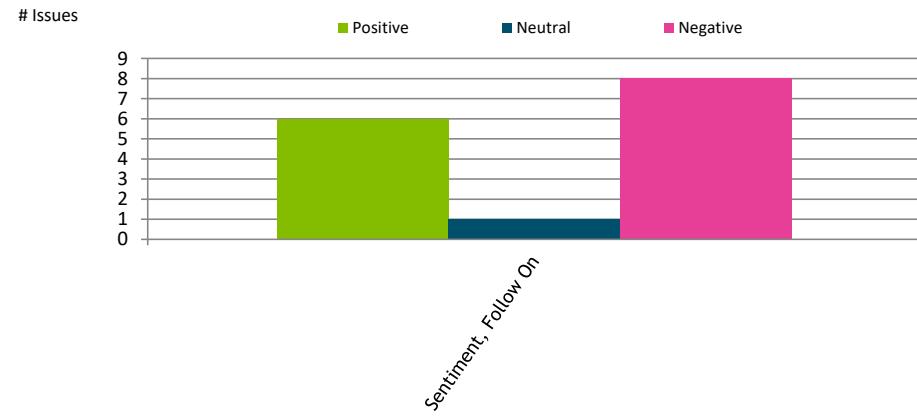
6. Care Pathway: Community (community health services and social care)

6.15 Trends, Community (9 issues)

Issues

Legend: Positive, Neutral, Negative

Issues receiving the most comments overall

Pie chart legend:
- Carer Involvement
- Medication
- Planning
- Registration
- Support
- Language
- Nutrition
- Staff Training
- Staffing Levels

Pie chart values: 12%, 11%, 11%, 11%, 11%, 11%, 11%, 11%, 11%
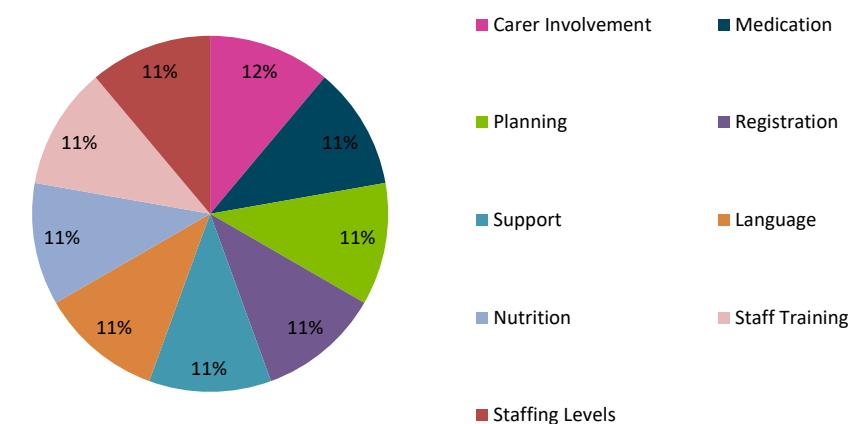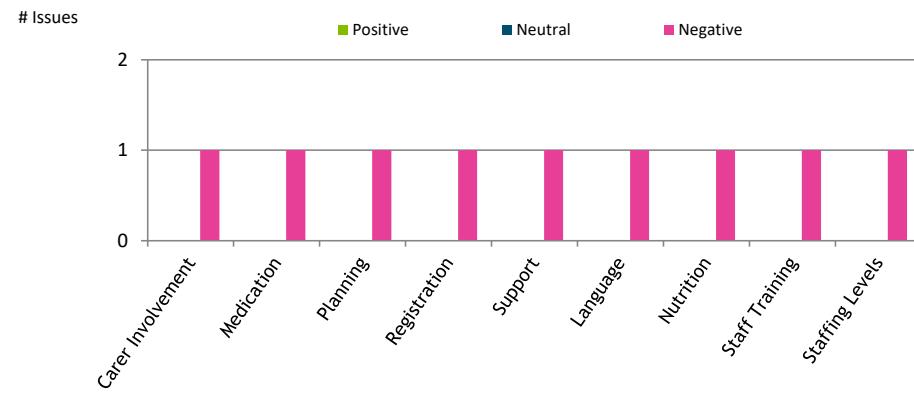
6.16 Sentiment, Community

Issues

Legend: Positive, Neutral, Negative

Sentiment, Community

7. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	79	0	31	110
	Carer Involvement	*Involvement or influence of carers and family members.*	12	0	9	21
	Peer Involvement	*Involvement or Influence of friends.*	0	0	0	0
	General Comment	*A generalised statement (ie; "The doctor was good.")*	70	1	3	74
	User Involvement	*Involvement or influence of the service user.*	89	0	22	111
Systems	Administration	*Administrative processes and delivery.*	6	0	19	25
	Admission	*Physical admission to a hospital ward, or other service.*	0	0	5	5
	Booking	*Ability to book, reschedule or cancel appointments.*	38	3	13	54
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	5	5
	Data Protection	*General data protection (including GDPR).*	0	0	0	0
	Referral	*Referral to a service.*	5	0	4	9
	Medical Records	*Management of medical records.*	0	1	1	2
	Medication	*Prescription and management of medicines.*	6	1	15	22
	Opening Times	*Opening times of a service.*	1	0	2	3
	Planning	*Leadership and general organisation.*	32	0	15	47
	Registration	*Ability to register for a service.*	2	0	6	8
	Support	*Levels of support provided.*	243	0	58	301
	Telephone	*Ability to contact a service by telephone.*	0	0	5	5
	Timing	*Physical timing (ie; length of wait at appointments).*	99	0	44	143
	Waiting List	*Length of wait while on a list.*	40	4	26	70
Values	Choice	*General choice.*	8	0	4	12
	Cost	*General cost.*	11	0	5	16
	Language	*Language, including terminology.*	0	0	2	2
	Nutrition	*Provision of sustainance.*	1	0	3	4
	Privacy	*Privacy, personal space and property.*	1	0	5	6
	Quality	*General quality of a service, or staff.*	334	0	49	383
	Sensory	*Deaf/blind or other sensory issues.*	0	0	0	0
	Stimulation	*General stimulation, including access to activities.*	2	0	0	2

7. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	4	0	2	6
	Environment/Layout	*Physical environment of a service.*	16	1	11	28
	Equipment	*General equipment issues.*	3	0	0	3
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	0	4	4
	Hygiene	*Levels of hygiene and general cleanliness.*	12	0	1	13
	Mobility	*Physical mobility to, from and within services.*	6	0	1	7
	Travel/Parking	*Ability to travel or park.*	6	0	18	24
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	5	5
	Security/Conduct	*General security of a service, including conduct of staff.*	0	0	3	3
	Staff Attitude	*Attitude, compassion and empathy of staff.*	416	0	57	473
	Complaints	*Ability to log and resolve a complaint.*	0	0	5	5
	Staff Training	*Training of staff.*	2	0	6	8
	Staffing Levels	*General availability of staff.*	1	0	10	11
	Total:		**1545**	**11**	**474**	**2030**

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