



Response quality report

About this report

This report shows information about the quality of responses to stories published on Care Opinion.

It was created on **10 July 2025**.

Which postings are included?

This report shows stories in the **Western Health and Social Care Trust** subscription, which includes all stories about Western Health & Social Care Trust.

The report is also filtered to show only all stories about Western Health & Social Care Trust published between 01/04/2024 and 31/03/2025

This report uses the following options

Include services with no data:

Exclude

Include responses from:

Western Health and Social Care Trust

About Care Opinion

Care Opinion is a not-for-profit social enterprise which enables people to share the story of their care, and perhaps help care services make changes.

For more information, contact us via: <https://www.careopinion.org.uk>

Frequently asked questions

How do we assess response quality?

Response quality can be assessed in a number of ways: for example, in terms of responsiveness (is there any response at all?), timeliness, specificity, identifiable authorship, and helpfulness (as rated by the story author). We can report on some aspects of response quality but not (yet) on all aspects.

There is peer-reviewed research into what service users judge to contribute to a good quality response on Care Opinion: the Plymouth Listen, Learn and Respond Framework. We have reviewed this research in this blog post:

[What do people want in a response to their feedback?](#)



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The original research paper is available here: [Responding effectively to adult mental health patient feedback in an online environment: A coproduced framework](#)

Sharing and reuse

Contributors to Care Opinion want their stories to get to those who can use them to make a difference, so we encourage you to share this information with others.

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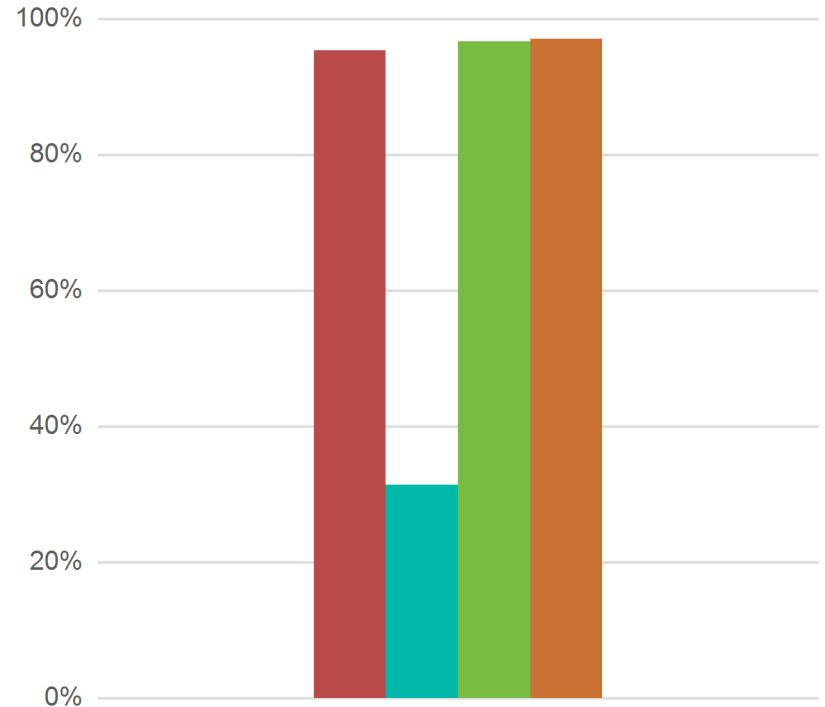
This report summarises **28** services excluding 8 services with no stories

Western Health & Social Care Trust provides **34** services

- 2 services have responded to less than 85% of stories
- 24 services have used a profile picture in less than 85% of responses
- 6 services have signed personally in less than 85% of responses
- 11 services have less than 85% of their responses rated helpful
- 7 services have claimed **10** changes are planned, but have not updated further

Overall response quality metrics for services in this report

■ Responsiveness ■ Responses signed personally
■ Responses with profile picture ■ Responses Rated Helpful Percentage



Response quality by service

The following table shows the quality of responses to stories about each service. Top level services are highlighted, followed by any services run by that organisation or service.

Service	Stories	Responsiveness	Mean time to respond	Profile picture	Personal signature	Responses rated helpful	Changes planned	Changes made
Community Footcare Services	10	100% 10	10 hours	100%	100%	100% 2/2		
Western Health & Social Care Trust	1262	95% 1204	9 days	<div style="width: 31%;"></div> 31%	97%	97% 166/171	<div style="width: 10%;"></div> 10	6
Provides 34 services (26 with stories)								
Abortion Service (Cedar Clinic)	1	100% 1	2 hours	<div style="width: 0%;"></div> 0%	<div style="width: 0%;"></div> 0%	<div style="width: 0%;"></div> 0%		
Adult Mental Health and Learning Disabilities	44	100% 44	55 hours	<div style="width: 6%;"></div> 6%	94%	91% 10/11	<div style="width: 1%;"></div> 1	2
Adult Services	10	90% 9	4 days	<div style="width: 67%;"></div> 67%	100%	100% 3/3		
Altnagelvin Area Hospital	482	95% 459	14 days	<div style="width: 25%;"></div> 25%	96%	97% 74/76	<div style="width: 4%;"></div> 4	4
Children's Services	120	99% 119	70 hours	<div style="width: 34%;"></div> 34%	100%	100% 1/1		
Community Development Team (Social Work)	2	100% 2	8 days	<div style="width: 0%;"></div> 0%	<div style="width: 50%;"></div> 50%	<div style="width: 0%;"></div> 0%		
Community Midwifery Services	19	100% 19	21 hours	<div style="width: 21%;"></div> 21%	100%	<div style="width: 0%;"></div> 0%		
Covid -19 Vaccination centres	2	100% 2	19 hours	<div style="width: 50%;"></div> 50%	100%	100% 1/1		
Dementia companion service	8	88% 7	5 days	<div style="width: 64%;"></div> 64%	100%	100% 1/1		
Diabetes Prevention Programme	4	100% 4	4 days	<div style="width: 0%;"></div> 0%	<div style="width: 75%;"></div> 75%	100% 3/3		
Grangewood	2	100% 2	4 days	100%	100%	<div style="width: 0%;"></div> 0%		
Lakeview Hospital	1	100% 1	23 hours	<div style="width: 0%;"></div> 0%	100%	<div style="width: 0%;"></div> 0%		
Nutrition and Dietetics Service	8	100% 8	30 hours	<div style="width: 0%;"></div> 0%	100%	100% 1/1		
Older People's Services	175	97% 169	6 days	<div style="width: 38%;"></div> 38%	97%	100% 22/22		
Omagh Primary Care Complex	161	93% 150	8 days	<div style="width: 36%;"></div> 36%	97%	100% 23/23	<div style="width: 2%;"></div> 2	
Physical Disability Services	8	100% 8	10 hours	<div style="width: 0%;"></div> 0%	<div style="width: 38%;"></div> 38%	<div style="width: 0%;"></div> 0%		
Physical Health Psychology Service Community	2	100% 2	43 days	100%	100%	<div style="width: 0%;"></div> 0%		
Physical/Sensory Day Centres	1	100% 1	28 hours	<div style="width: 50%;"></div> 50%	<div style="width: 50%;"></div> 50%	100% 1/1		
Post Covid Syndrome Service	17	100% 17	62 hours	<div style="width: 35%;"></div> 35%	100%	100% 2/2		

Roe Valley Hospital	3	100% 3	7 days	<div style="width: 33%;"></div> 33%	100%	<div style="width: 0%;"></div> 0%	
South West Acute Hospital	239	95% 226	8 days	<div style="width: 41%;"></div> 41%	98%	<div style="width: 91%;"></div> 91% 31/34	<div style="width: 2%;"></div> 2
Tissue Viability Service	3	100% 3	6 days	100%	100%	<div style="width: 0%;"></div> 0%	
Trust wide Neurology Services	2	<div style="width: 50%;"></div> 50% 1	7 days	<div style="width: 0%;"></div> 0%	100%	<div style="width: 0%;"></div> 0%	
Tyrone and Fermanagh Hospital	5	100% 5	3 days	<div style="width: 50%;"></div> 50%	<div style="width: 83%;"></div> 83%	<div style="width: 0%;"></div> 0%	<div style="width: 20%;"></div> 1
Urgent Care	4	100% 4	8 days	<div style="width: 0%;"></div> 0%	100%	100% 1/1	
Waterside Hospital	14	<div style="width: 79%;"></div> 79% 11	24 days	<div style="width: 63%;"></div> 63%	100%	100% 3/3	<div style="width: 14%;"></div> 2