

Warrington and Halton Hospitals NHS Foundation Trust

Date

01 April - 30
April

Your average score for all questions this period



Reviews this period

1832

Your recommend scores

5 Star Score

4.73

% Likely to recommend

94.5%

% Unlikely to recommend

1.6%

Adult Services

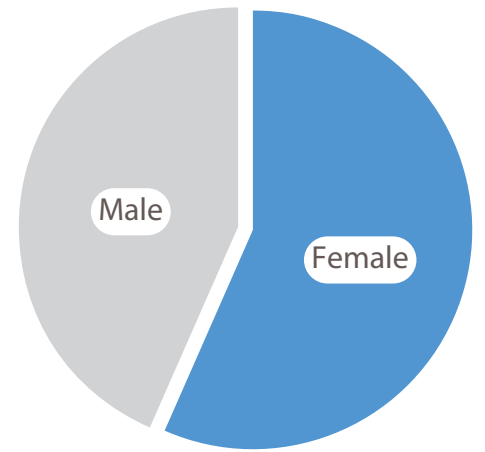
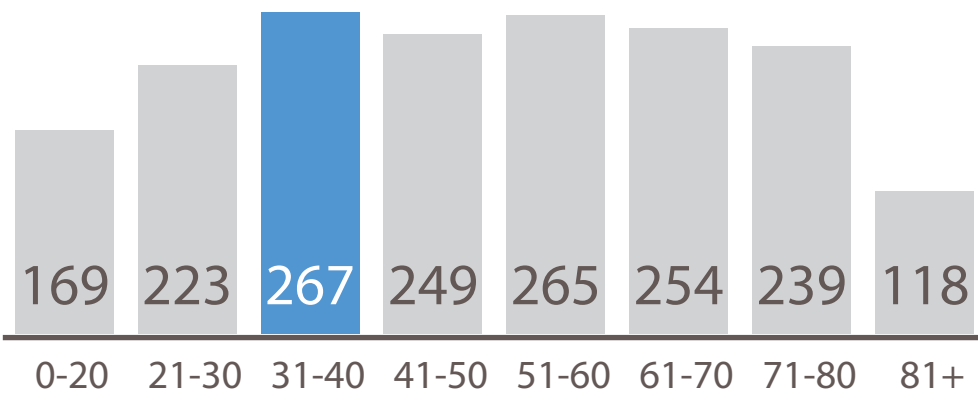
Name	This period		Last 6 months		Questions					
	Responses	Score	Score	Trend	Recommend	Dignity/Respect	Involvement	Information	Cleanliness	Staff
Accident & Emergency Department ¹	-- (268)	4.51	4.20		↑	→	→	→	→	→
Ambulatory Care ¹	-- (0)	-	-		→	→	→	→	→	→
Ante Natal Clinic ¹	-- (27)	4.73	4.71		↑	↓	↓	↓	↓	↓
Ante Natal Day Unit ¹	-- (14)	5.00	4.98		↑	→	→	→	→	→
CMTC ²	-- (113)	4.96	4.92		↑	↑	↑	↑	↑	↑
CMTC Outpatients Halton ²	-- (0)	-	-		→	→	→	→	→	→
Cardiac Rehabilitation ²	-- (0)	-	-		→	→	→	→	→	→
Cardiology Halton ²	-- (0)	-	-		→	→	→	→	→	→
Cardiology Warrington ¹	-- (0)	-	4.77		→	→	→	→	→	→
Cardiothoracic Surgery Halton ²	-- (0)	-	-		→	→	→	→	→	→
Cardiothoracic Surgery Warrington ¹	-- (0)	-	-		→	→	→	→	→	→
Catheter Lab Warrington ¹	-- (27)	4.94	4.98		↑	→	↓	↑	→	→
Chemical Pathology Halton ²	-- (0)	-	-		→	→	→	→	→	→
Chemical Pathology Warrington ¹	-- (0)	-	-		→	→	→	→	→	→

Name	This period		Last 6 months		Questions					
	Responses	Score	Score	Trend	Recommend	Dignity/Respect	Involvement	Information	Cleanliness	Staff
Clinical Decisions Unit ¹	-- (117)	4.54	4.28		▲	▲	▲	▲	▲	▲
Clinical Haematology Halton ²	-- (0)	-	-		▶	▶	▶	▶	▶	▶
Clinical Haematology Warrington ¹	-- (0)	-	4.86		▶	▶	▶	▶	▶	▶
Community Midwives ³	-- (1)	5.00	4.93		▲	▲	▲	▲	▲	▲
Community Midwives (Antenatal) ¹	-- (0)	-	4.75		▶	▶	▶	▶	▶	▶
Coronary Care Unit ¹	-- (8)	5.00	4.91		▲	▶	▶	▶	▶	▶
Day Case Treatment Centre Halton ²	-- (28)	4.93	4.88		▲	▲	▼	▼	▼	▲
Dietetics Halton ²	-- (0)	-	-		▶	▶	▶	▶	▶	▶
Dietetics Warrington ¹	-- (0)	-	-		▶	▶	▶	▶	▶	▶
ENT Halton ²	-- (0)	-	-		▶	▶	▶	▶	▶	▶
ENT Warrington ¹	-- (0)	-	4.68		▶	▶	▶	▶	▶	▶
Endocrinology Halton ²	-- (0)	-	-		▶	▶	▶	▶	▶	▶
Endocrinology Warrington ¹	-- (0)	-	4.50		▶	▶	▶	▶	▶	▶
Endoscopy Unit Halton ²	-- (17)	4.80	4.91		▲	▼	▼	▼	▼	▼
Endoscopy Unit Warrington ¹	-- (74)	4.96	4.91		▼	▲	▲	▲	▲	▲
Fracture Clinic ¹	-- (0)	-	-		▶	▶	▶	▶	▶	▶
Gastroenterology Halton ²	-- (0)	-	-		▶	▶	▶	▶	▶	▶
Gastroenterology Warrington ¹	-- (0)	-	4.72		▶	▶	▶	▶	▶	▶
General Medicine Halton ²	-- (0)	-	-		▶	▶	▶	▶	▶	▶
General Medicine Warrington ¹	-- (0)	-	4.66		▶	▶	▶	▶	▶	▶
General Surgery Halton ²	-- (0)	-	-		▶	▶	▶	▶	▶	▶
General Surgery Warrington ¹	-- (0)	-	4.73		▶	▶	▶	▶	▶	▶
Gynae Department Warrington ¹	-- (0)	-	-		▶	▶	▶	▶	▶	▶
Gynaecology Halton ²	-- (0)	-	-		▶	▶	▶	▶	▶	▶
Gynaecology Warrington ¹	-- (0)	-	-		▶	▶	▶	▶	▶	▶
Home Birth (Community) ³	-- (0)	-	5.00		▶	▶	▶	▶	▶	▶
Intensive Care Unit ¹	-- (3)	5.00	5.00		▲	▶	▶	▶	▶	▶
K24 Reception Area Warrington ¹	-- (0)	-	4.71		▶	▶	▶	▶	▶	▶
Labour Ward ¹	-- (52)	4.82	4.82		▲	▶	▶	▶	▶	▶
Medical Oncology Halton ²	-- (0)	-	-		▶	▶	▶	▶	▶	▶
Medical Oncology Warrington ¹	-- (0)	-	4.75		▶	▶	▶	▶	▶	▶

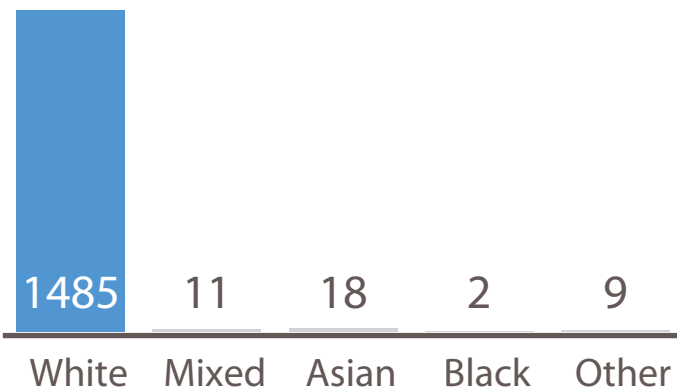
Name	This period		Last 6 months		Questions					
	Responses	Score	Score	Trend	Recommend	Dignity/Respect	Involvement	Information	Cleanliness	Staff
Midwife Episode Warrington ¹	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Neurology Halton ²	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Neurology Warrington ¹	-- (0)	-	4.90		➤	➤	➤	➤	➤	➤
Obstetrics Warrington ¹	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Occupational Therapy Halton ²	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Occupational Therapy Warrington ¹	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Ophthalmic Day Surgery Warrington ¹	-- (0)	-	4.64		➤	➤	➤	➤	➤	➤
Ophthalmics Warrington ¹	-- (1)	4.00	4.54		➤	➤	➤	➤	➤	➤
Ophthalmology Halton ²	-- (0)	-	4.87		➤	➤	➤	➤	➤	➤
Oral & Maxillo Facial Surgery Halton ²	-- (71)	4.69	4.74		➤	➤	➤	➤	➤	➤
Oral & Maxillo Facial Surgery Warrington ¹	-- (54)	4.81	4.88		➤	➤	➤	➤	➤	➤
Oral Surgery Department Halton ²	-- (22)	4.90	4.89		➤	➤	➤	➤	➤	➤
Oral Surgery Department Warrington ¹	-- (27)	4.94	4.95		➤	➤	➤	➤	➤	➤
Oral Surgery Halton ²	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Oral Surgery Warrington ¹	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Orthodontics Halton ²	-- (57)	4.72	4.73		➤	➤	➤	➤	➤	➤
Orthodontics Warrington ¹	-- (0)	-	4.80		➤	➤	➤	➤	➤	➤
Orthoptics ¹	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Palliative Medicine Halton ²	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Palliative Medicine Warrington ¹	-- (0)	-	4.60		➤	➤	➤	➤	➤	➤
Physiotherapy Halton ²	-- (0)	-	4.88		➤	➤	➤	➤	➤	➤
Physiotherapy Warrington ¹	-- (17)	4.89	4.89		➤	➤	➤	➤	➤	➤
Plastic Surgery Halton ²	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Plastic Surgery Warrington ¹	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Rheumatology Halton ²	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Rheumatology Warrington ¹	-- (0)	-	4.82		➤	➤	➤	➤	➤	➤
SAU ¹	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Speech and Language Therapy Services ¹	-- (0)	-	4.94		➤	➤	➤	➤	➤	➤
Star Lounge ¹	-- (8)	4.85	4.52		➤	➤	➤	➤	➤	➤
Trauma & Orthopaedics Warrington ¹	-- (0)	-	-		➤	➤	➤	➤	➤	➤
UCC ²	-- (264)	4.79	4.83		➤	➤	➤	➤	➤	➤

Name	This period		Last 6 months		Questions					
	Responses	Score	Score	Trend	Recommend	Dignity/Respect	Involvement	Information	Cleanliness	Staff
Unknown ¹	-- (15)	4.71	4.56		👉	👉	👉	👉	👉	👉
Urology Halton ²	-- (0)	-	-		👉	👉	👉	👉	👉	👉
Urology Warrington ¹	-- (0)	-	5.00		👉	👉	👉	👉	👉	👉
Ward 1 - Treatment Centre Halton ²	-- (0)	-	-		👉	👉	👉	👉	👉	👉
Ward A1 ¹	-- (26)	4.78	4.64		👉	👎	👎	👎	👎	👎
Ward A2 ¹	-- (14)	4.86	4.76		👉	👉	👉	👉	👉	👉
Ward A3 ¹	-- (31)	4.53	4.46		👎	👎	👎	👎	👎	👎
Ward A4 ¹	-- (30)	4.72	4.67		👉	👉	👉	👉	👉	👉
Ward A4 Day Case Warrington ¹	-- (0)	-	-		👉	👉	👉	👉	👉	👉
Ward A5 ¹	-- (21)	4.58	4.62		👎	👎	👎	👎	👎	👎
Ward A6 ¹	-- (24)	4.65	4.67		👎	👉	👎	👎	👎	👉
Ward A7 ¹	-- (4)	4.73	4.83		👍	👎	👎	👎	👍	👍
Ward A7 Day Case Warrington ¹	-- (0)	-	-		👉	👉	👉	👉	👉	👉
Ward A8 ¹	-- (12)	4.67	4.69		👎	👉	👉	👉	👉	👉
Ward A8 Day Case Warrington ¹	-- (0)	-	-		👉	👉	👉	👉	👉	👉
Ward A9 ¹	-- (17)	4.66	4.80		👎	👉	👎	👉	👎	👉
Ward B12 ¹	-- (3)	4.67	4.65		👎	👉	👉	👉	👉	👉
Ward B14 ¹	-- (17)	4.88	4.79		👍	👉	👉	👉	👉	👉
Ward B18 ¹	-- (12)	4.33	4.64		👎	👉	👉	👉	👉	👉
Ward B19 ¹	-- (2)	5.00	4.71		👍	👉	👉	👉	👉	👉
Ward B19 Day Case Warrington ¹	-- (0)	-	-		👉	👉	👉	👉	👉	👉
Ward B4 ²	-- (26)	4.96	4.94		👍	👍	👉	👍	👍	👍
Ward B4 Day Case Halton ²	-- (15)	4.94	4.95		👍	👉	👍	👍	👍	👍
Ward C20 ¹	-- (96)	4.71	4.74		👎	👉	👎	👎	👉	👎
Ward C20 Day Case Warrington ¹	-- (0)	-	-		👉	👉	👉	👉	👉	👉
Ward C21 ¹	-- (31)	4.81	4.77		👉	👍	👍	👍	👍	👍
Ward C22 ¹	-- (73)	4.82	4.69		👉	👎	👉	👉	👉	👉
Ward C23 ¹	-- (53)	4.78	4.72		👉	👉	👉	👉	👉	👉
Ward Day Case Unit Halton ²	-- (26)	4.97	4.94		👍	👍	👍	👍	👉	👍
Ward PIU Halton ²	-- (0)	-	-		👉	👉	👉	👉	👉	👉
Ward Surgical Assessment Unit Warrington ¹	-- (2)	5.00	4.76		👍	👉	👉	👉	👉	👉

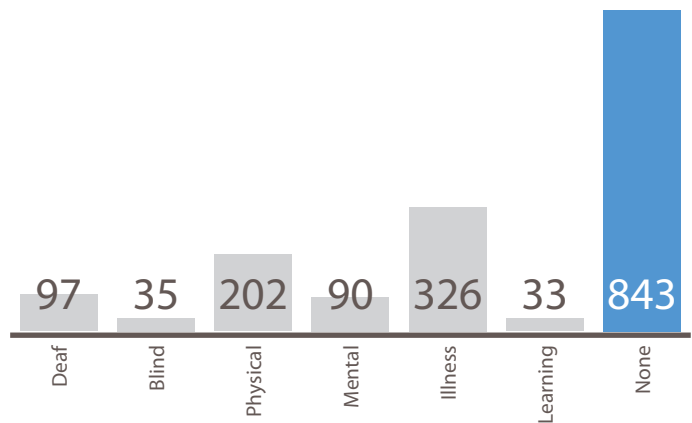
Reviews by patient's age



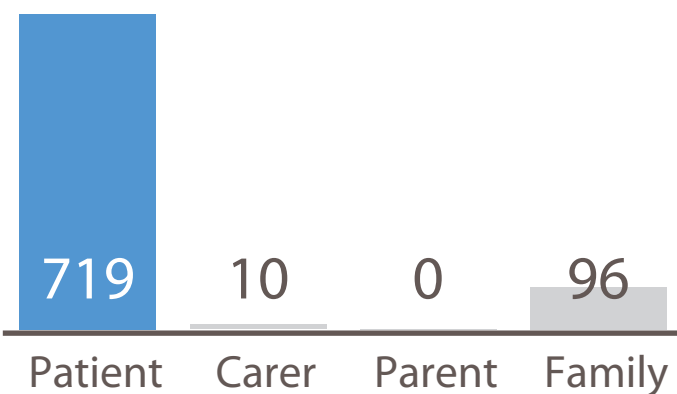
Reviews by patient's ethnicity



Reviews by patient's conditions



Reviews by reviewer type



Demographics completion rate

Question	Blanks	% Completed
Age	36	98.02
Gender	235	87.09
Ethnicity	295	83.79
Long-term Conditions	418	77.03
Reviewer type	32	96.27

Top three services (with 5 reviews or more)

Coronary Care Unit	5.00
Ante Natal Day Unit	5.00
Ward Day Case Unit Halton	4.97

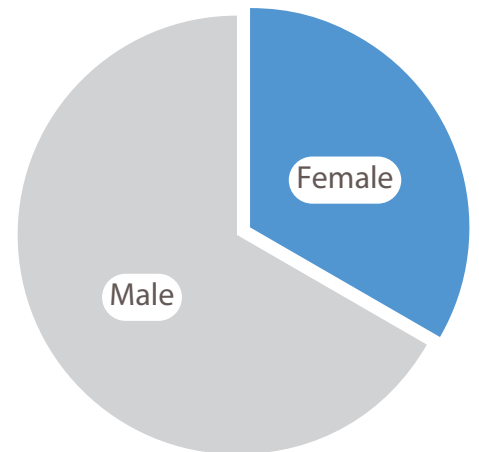
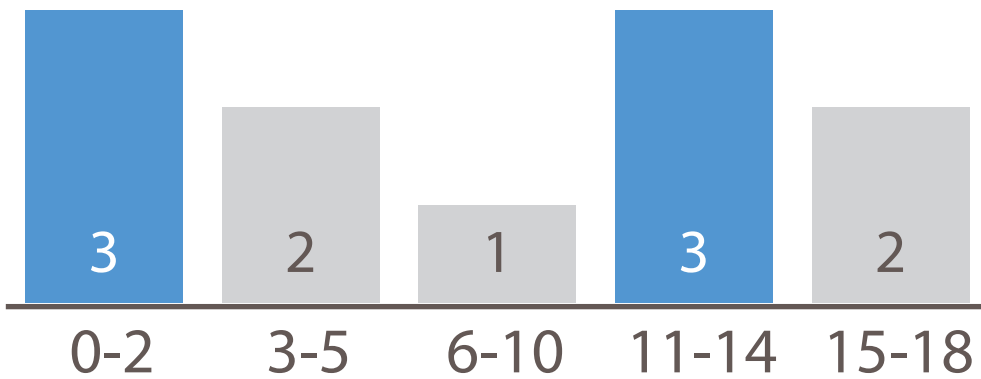
Bottom three services (with 5 reviews or more)

Ward A3	4.53
Accident & Emergency Department	4.51
Ward B18	4.33

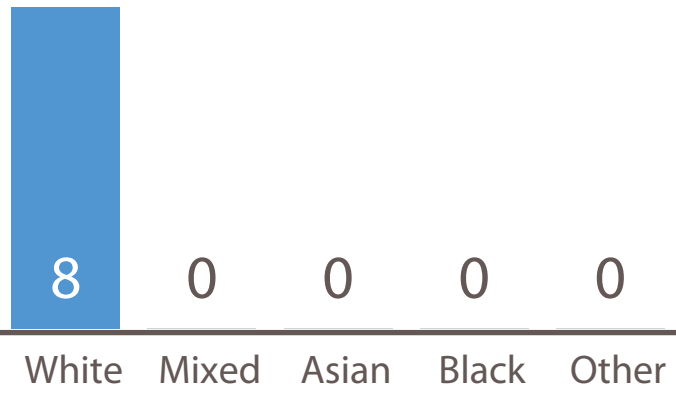
Children's Services

Name	This period		Last 6 months		Questions						
	Responses	Score	Score	Trend	Recommend	Dignity/Respect	Parent Dignity	Involvement	Information	Staff	Suitable Location
Paediatric Accident & Emergency Department ¹	-- (12)	4.95	4.68								
Paediatric Assessment Unit Warrington ¹	-- (0)	-	4.83								
Paediatric OPD Halton ²	-- (0)	-	-								
Paediatric OPD Warrington ¹	-- (0)	-	-								
Paediatric Orthoptics ¹	-- (0)	-	-								
Ward B11 ¹	-- (0)	-	4.83								

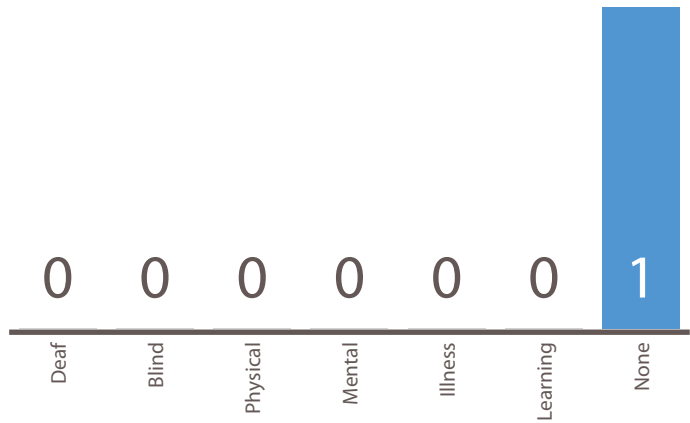
Reviews by patient's age



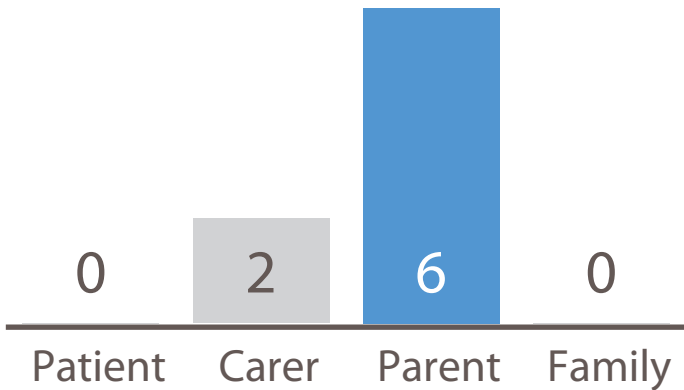
Reviews by patient's ethnicity



Reviews by patient's conditions



Reviews by reviewer type



Demographics completion rate

Question	Blanks	% Completed
Age	1	91.67
Gender	0	100.00
Ethnicity	4	66.67
Long-term Conditions	11	8.33
Reviewer type	0	100.00

Top three services (with 5 reviews or more)

Paediatric Accident & Emergency Department	4.95
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Bottom three services (with 5 reviews or more)

Paediatric Accident & Emergency Department	4.95
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Key Location

- 1 Warrington Hospital
- 2 Halton General Hospital
- 3 Community Services - Warrington and Halton Hospitals NHS Foundation Trust