



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 **22 September 2025**.

Which postings are included?

This report shows stories in the **Care Opinion** subscription, which includes all stories.

The report is also filtered to show only all stories about Herefordshire and Worcestershire Health and Care NHS Trust tagged with staff

This report uses the following options

Include services with no data:

Include

Include responses from:

Responses from anyone

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.

Postings submitted via Care Opinion itself can be shared subject to a [Creative Commons](#) licence. You can copy, distribute and display postings, and use them in your own work, so long as you credit the source.

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This report summarises **18** services

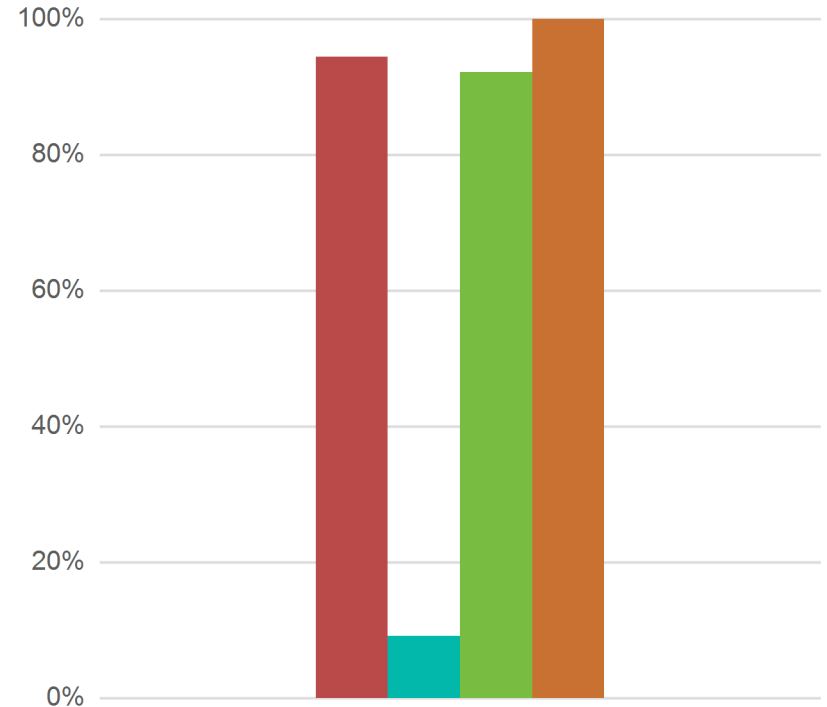
Herefordshire and Worcestershire Health and Care NHS Trust provides **17** services

- 7** services have no stories
- 1** services have responded to less than 85% of stories
- 11** services have used a profile picture in less than 85% of responses
- 4** services have signed personally in less than 85% of responses
- 5** services have less than 85% of their responses rated helpful
- 2** services have claimed **1** 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
Herefordshire and Worcestershire Health and Care NHS Trust	215	94% 203	4 days	<div><div></div></div> 9%	92%	100% 18/18	<div><div></div></div> 1	3
Provides 17 services (10 with stories)								
Chaplaincy	0							
Children, Young People and Families and Specialist Primary Care	14	93% 13	72 hours	<div><div></div></div> 7%	<div><div></div></div> 79%	100% 2/2		1
Countywide Community Care Service Delivery Unit	92	99% 91	63 hours	<div><div></div></div> 8%	98%	100% 6/6		
Evesham Community Hospital	7	<div><div></div></div> 71% 5	10 days	<div><div></div></div> 17%	<div><div></div></div> 67%	<div><div></div></div> 0%		
Integrated Community Services Service Delivery Unit	25	92% 23	63 hours	<div><div></div></div> 0%	100%	100% 4/4		
Malvern Community Hospital	4	100% 4	40 days	<div><div></div></div> 0%	<div><div></div></div> 75%	100% 1/1		
Pershore Hospital	0							
Pharmacy services	0							
Primary Care and Community Mental Health Services	16	94% 15	6 days	<div><div></div></div> 7%	<div><div></div></div> 60%	<div><div></div></div> 0%		1
Princess of Wales Community Hospital	30	87% 26	3 days	<div><div></div></div> 3%	93%	<div><div></div></div> 0%	<div><div></div></div> 1	
Safeguarding Team	0							
Specialist Mental Health and Learning Disabilities Services	31	94% 29	6 days	<div><div></div></div> 28%	91%	100% 5/5		1
Tenbury Community Hospital	1	100% 1	18 days	<div><div></div></div> 0%	100%	<div><div></div></div> 0%		
Timberdine Unit	0							
Worcester City Inpatient Unit	2	100% 2	9 days	<div><div></div></div> 0%	100%	<div><div></div></div> 0%		
Wulstan Unit	0							
Wyre Forest Ward	0							

Unpublished services

0