



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 South Eastern Health & Social Care Trust published on or after 01/06/2025

This report uses the following options

Include services with no data:

Exclude

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.

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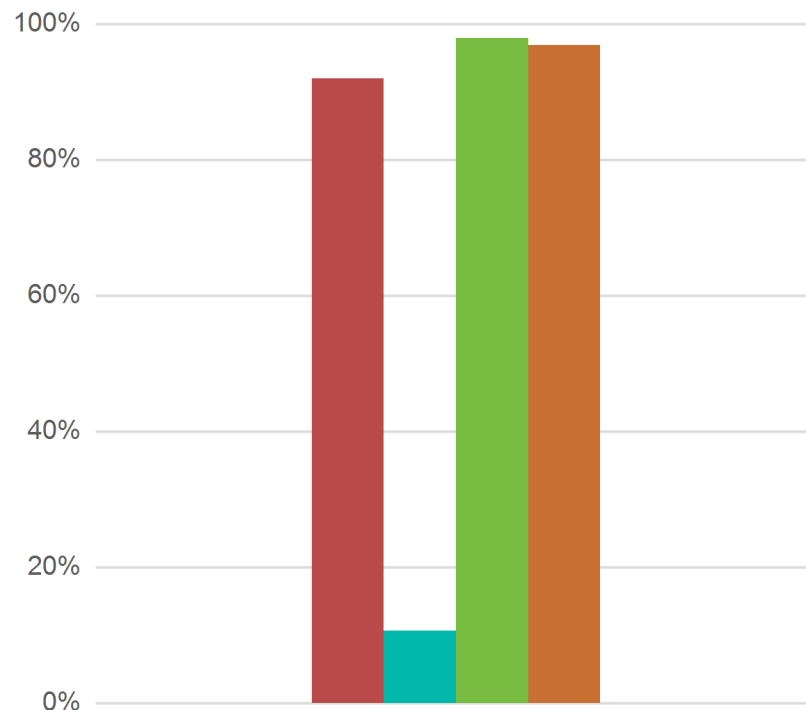
This report summarises **21** services excluding 20 services with no stories

South Eastern Health & Social Care Trust provides
36 services

- **3** services have responded to less than 85% of stories
- **20** services have used a profile picture in less than 85% of responses
- **1** services have signed personally in less than 85% of responses
- **13** 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 |
|---|---------|------------------------------|----------------------|----------------------------|---------------------------|---------------------------|--------------------------|--------------|
| South Eastern Health & Social Care Trust | 313 | 92% 288 | 4 days | <div><div></div></div> 11% | 98% | 97% 31/32 | <div><div></div></div> 1 | |
| Provides 36 services (20 with stories) | | | | | | | | |
| Ards Hospital | 11 | 100% 11 | 7 days | <div><div></div></div> 62% | 100% | 100% 1/1 | <div><div></div></div> 1 | |
| Bangor Community Hospital | 5 | 100% 5 | 3 days | <div><div></div></div> 17% | 100% | 100% 2/2 | | |
| Community Specialist Palliative Care Team | 1 | 100% 1 | 28 hours | <div><div></div></div> 0% | 100% | <div><div></div></div> 0% | | |
| Condition Management Programme | 2 | 100% 2 | 64 hours | <div><div></div></div> 0% | 100% | 100% 1/1 | | |
| Continuity of Midwifery Carer Service | 2 | <div><div></div></div> 50% 1 | 28 hours | <div><div></div></div> 0% | 100% | <div><div></div></div> 0% | | |
| District Nursing | 8 | 100% 8 | 71 hours | <div><div></div></div> 0% | 100% | <div><div></div></div> 0% | | |
| Downe Community Services | 8 | <div><div></div></div> 75% 6 | 4 days | <div><div></div></div> 0% | 100% | <div><div></div></div> 0% | | |
| Downe Hospital | 17 | 100% 17 | 60 hours | <div><div></div></div> 0% | 100% | 100% 1/1 | | |
| Downshire Hospital | 2 | 100% 2 | 64 hours | 100% | 100% | <div><div></div></div> 0% | | |
| Hand Therapy and Plastics Team | 4 | 100% 4 | 3 days | <div><div></div></div> 14% | 100% | <div><div></div></div> 0% | | |
| Health Development | 1 | 100% 1 | 8 days | <div><div></div></div> 0% | 100% | <div><div></div></div> 0% | | |
| Health Visitors | 19 | 100% 19 | 58 hours | <div><div></div></div> 0% | 100% | <div><div></div></div> 0% | | |
| Lagan Valley Hospital | 28 | 96% 27 | 53 hours | <div><div></div></div> 27% | 100% | 100% 3/3 | | |
| Lisburn Community Services | 7 | <div><div></div></div> 71% 5 | 69 hours | <div><div></div></div> 13% | 100% | <div><div></div></div> 0% | | |
| North Down Community Services | 9 | 89% 8 | 12 days | <div><div></div></div> 0% | 88% | <div><div></div></div> 0% | | |
| Post Covid Syndrome Service | 2 | 100% 2 | 4 days | <div><div></div></div> 0% | 100% | 100% 1/1 | | |
| RISE NI (Regional Integrated Support for Education) | 1 | 100% 1 | 9 days | <div><div></div></div> 0% | 100% | <div><div></div></div> 0% | | |
| School Nursing | 1 | 100% 1 | 7 hours | <div><div></div></div> 0% | 100% | <div><div></div></div> 0% | | |
| The Ulster Hospital | 200 | 91% 181 | 4 days | <div><div></div></div> 6% | 98% | 96% 23/24 | | |
| Vaccination Programme | 2 | 100% 2 | 3 days | <div><div></div></div> 0% | <div><div></div></div> 0% | <div><div></div></div> 0% | | |