

Our Community Reach

October 2025 – December 2025

564 people shared their experiences of health and social care.

Feedback tone



53% Negative **14%** Positive
18% Neutral **15%** Mixed/unclear



Advice & information

We signposted **72** people to more than **22** local services

Themes & services

38% Treatment / Care **21%** Access to services

24% Behaviours
Staff attitudes and performance

6% Administrative

Booking appointments, letters,
cancellations and staffing

*Cases can have multiple themes



We attended

32

events & community
activities.



We received **594**
surveys from Dudley
residents

What happened when people contacted us?



18% Chose to provide
information only



31% Resolved



29% Ongoing enquiry



3% of inquiries were either outside our remit or we did not hear any follow-up.