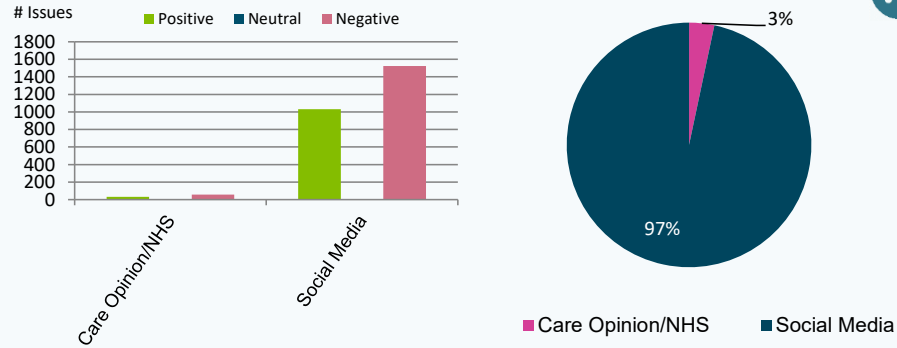


The Experience of Barts Health NHS Trust



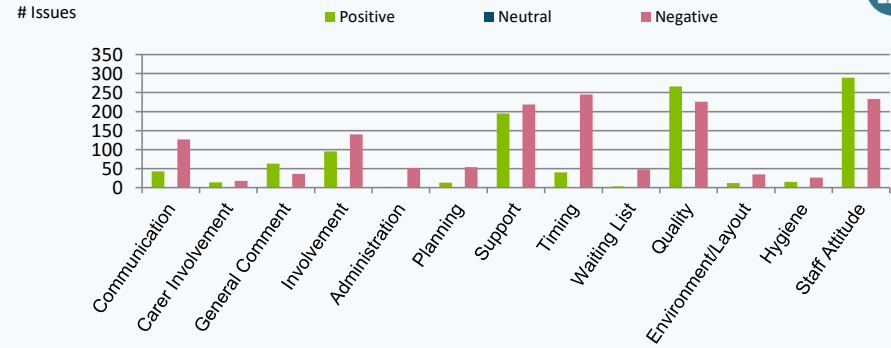
Qualitative Feedback, 1 April 2025 - 31 March 2026

1. Source: 2804 issues from 765 people



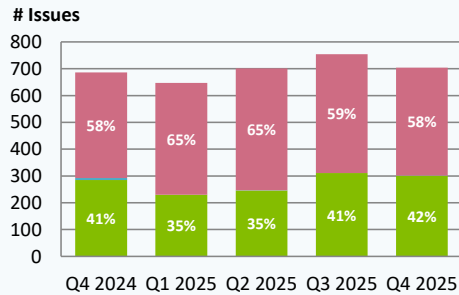
Top sources displayed

2. Trends

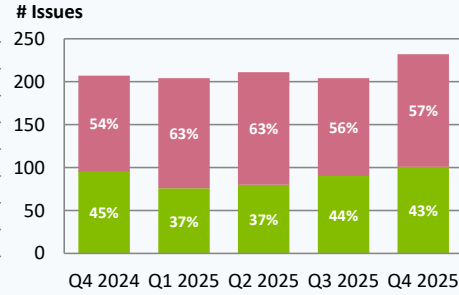


Top trends displayed

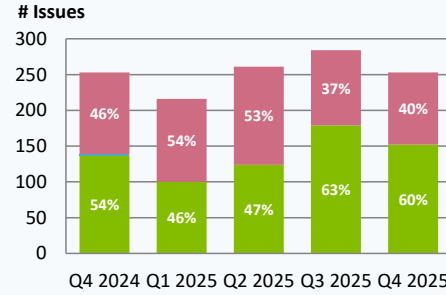
3.1 Timeline: Overall Sentiment



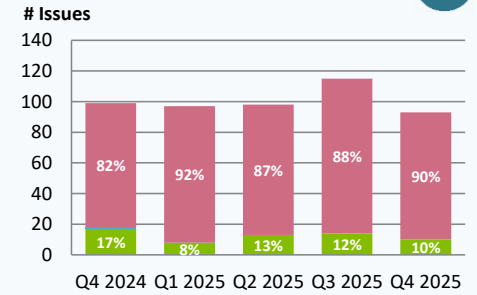
3.2 Timeline: User Involvement



3.3 Timeline: Quality



3.4 Timeline: Service Access



■ Positive ■ Neutral ■ Negative

Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Up by 1%
Down by 1%
Down by 3%
Down by 2%

Annually

Up by 1%
Down by 2%
Up by 6%
Down by 7%

Trends by Satisfaction Level



General Comment (63%)
Staff Attitude (55%)
Quality (54%)
Support (47%)
Carer Involvement (43%)



Administration (3%)
Waiting List (5%)
Timing (14%)
Planning (19%)
Environment/Layout (25%)

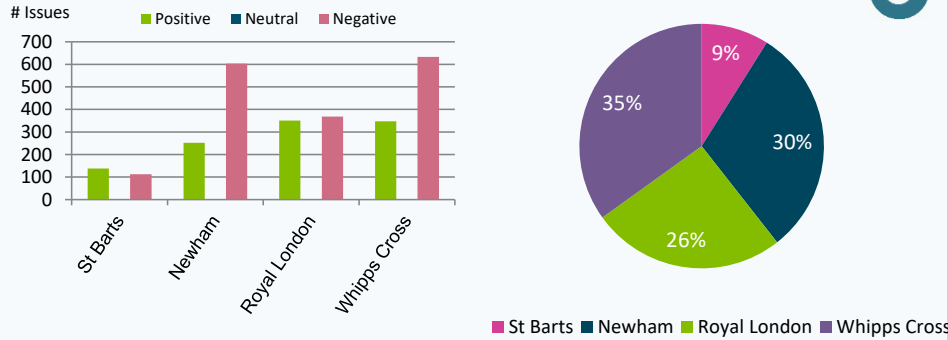
The Experience of Barts Health NHS Trust

Qualitative Feedback, 1 April 2025 - 31 March 2026

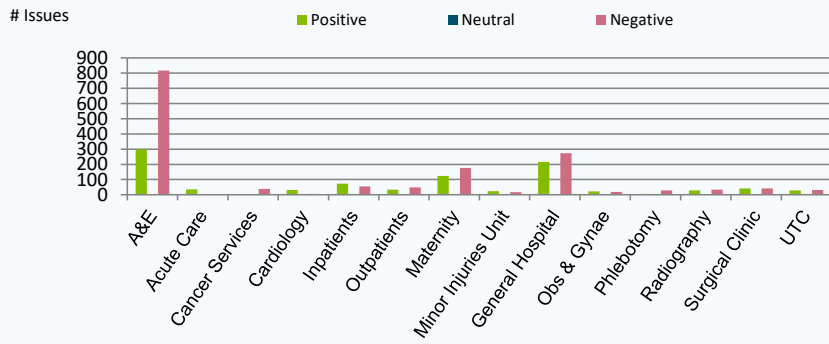
Community Insight Dashboard



4. Feedback by Hospital

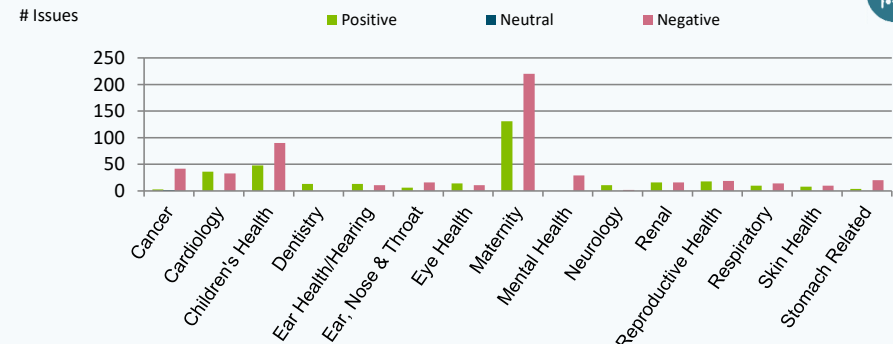


5. Services



Top services displayed

6. Conditions/Topics



Top conditions/topics displayed

Services by Satisfaction Level



Cardiology (86%)
Minor Injuries Unit (58%)
Inpatients (57%)
Obs & Gynae (53%)



Cancer Services (6%)
Phlebotomy (15%)
Maternity (41%)
Surgical Clinic (50%)

Conditions/Topics by Satisfaction Level



Neurology (84%)
Eye Health (56%)
Ear Health/Hearing (54%)
Cardiology (52%)
Renal (50%)



Cancer (6%)
Stomach Related (16%)
Ear, Nose & Throat (27%)
Children's Health (34%)