

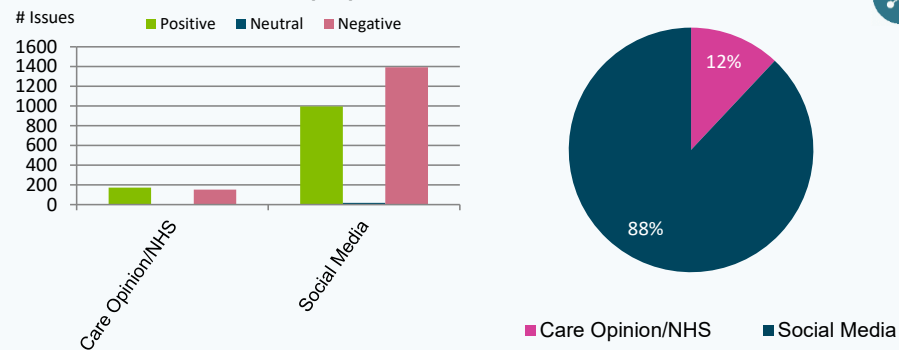
The Experience of Barts Health NHS Trust

Qualitative Feedback, 1 October 2024 - 30 September 2025

Community Insight Dashboard

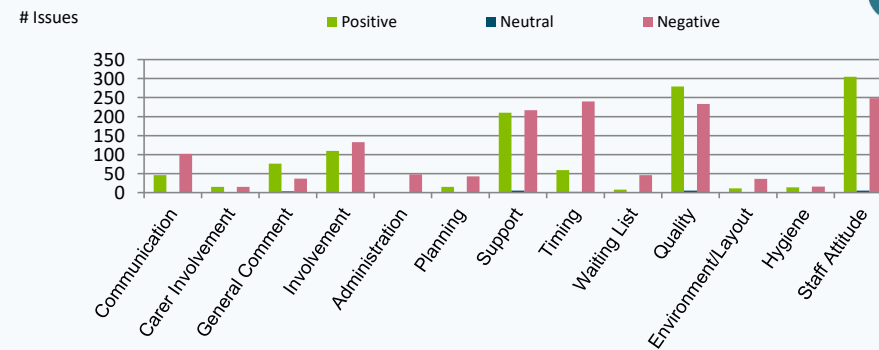


1. Source: 2861 issues from 809 people



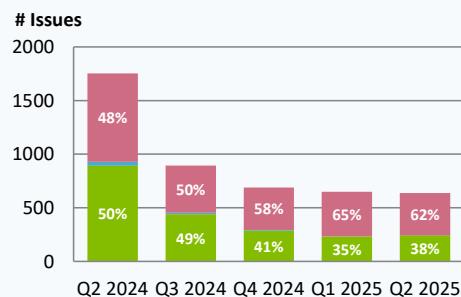
Top sources displayed

2. Trends

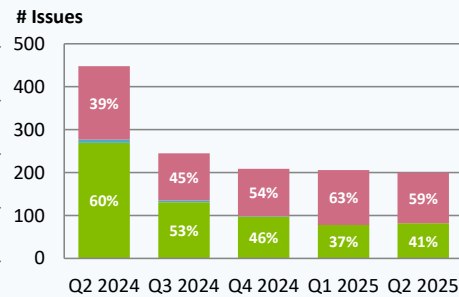


Top trends displayed

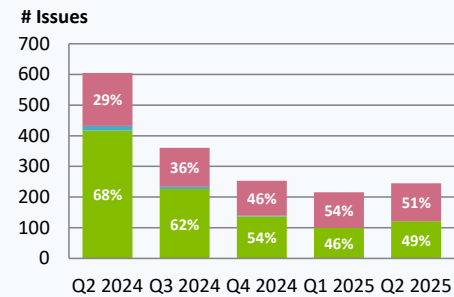
3.1 Timeline: Overall Sentiment



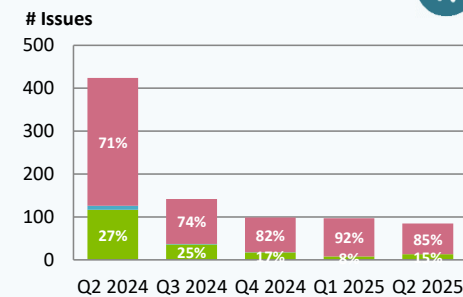
3.2 Timeline: User Involvement



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 3%
Up by 4%
Up by 3%
Up by 7%

Annually

Down by 12%
Down by 19%
Down by 19%
Down by 12%

Trends by Satisfaction Level



General Comment (65%)
Staff Attitude (54%)
Quality (53%)
Carer Involvement (50%)
Support (48%)



Administration (2%)
Waiting List (14%)
Timing (19%)
Environment/Layout (23%)
Planning (25%)

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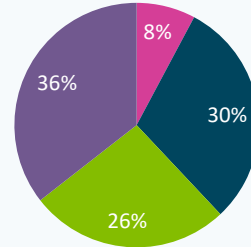
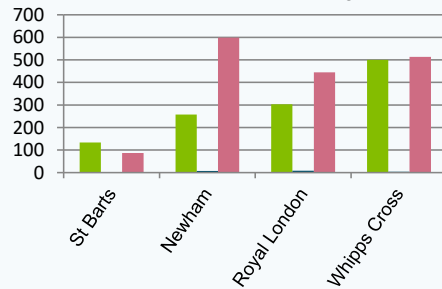
Community Insight
Dashboard



4. Feedback by Hospital

Issues

Positive Neutral Negative



St Barts Newham Royal London Whipps Cross



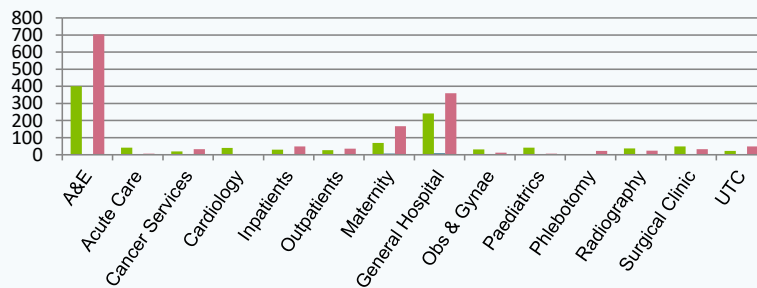
5. Equalities



6. Services

Issues

Positive Neutral Negative



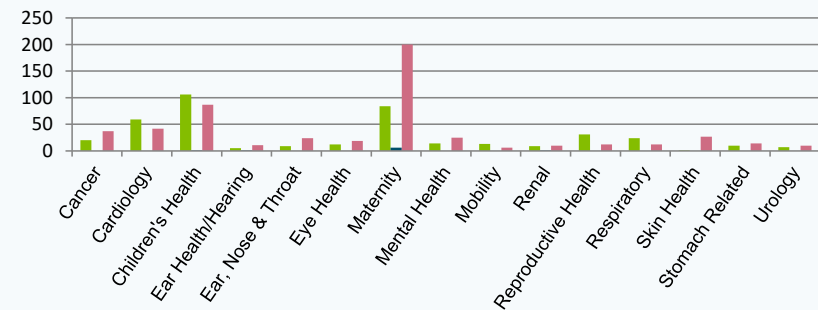
Top services displayed



7. Conditions/Topics

Issues

Positive Neutral Negative



Top conditions/topics displayed



Services by Satisfaction Level



Cardiology (95%)
Paediatrics (87%)
Obs & Gynae (72%)
Radiography (60%)
Surgical Clinic (59%)



A&E (36%)
Acute Care (85%)
Phlebotomy (14%)
Maternity (28%)
UTC (30%)

Conditions/Topics by Satisfaction Level



Mobility (68%)
Respiratory (66%)
Cardiology (58%)
Children's Health (54%)
Renal (45%)



Skin Health (3%)
Ear, Nose & Throat (27%)
Maternity (28%)
Ear Health/Hearing (29%)
Cancer (35%)