

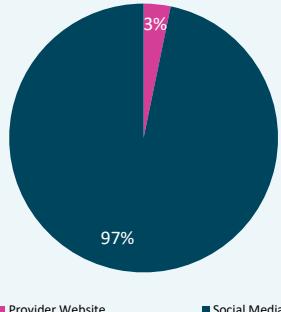
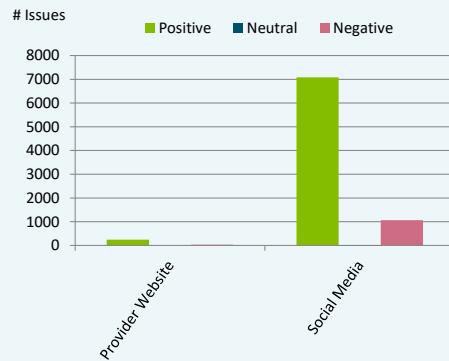
City & Hackney, GP Services

Qualitative Feedback, 1 January 2025 - 31 December 2025

Community Insight Dashboard



1. Source: 8585 issues from 2065 people

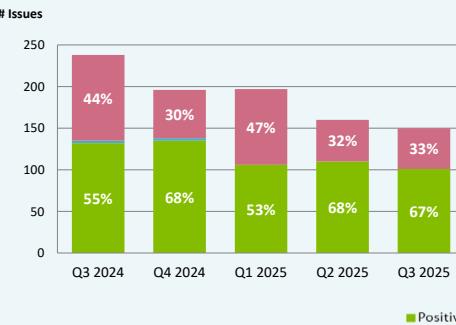


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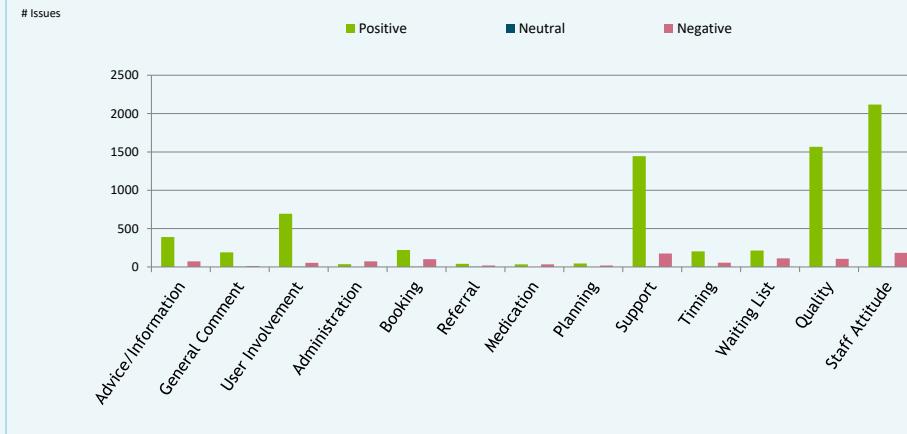
3.1 Timeline: Overall Sentiment



3.2 Timeline: Service Access



2. Trends

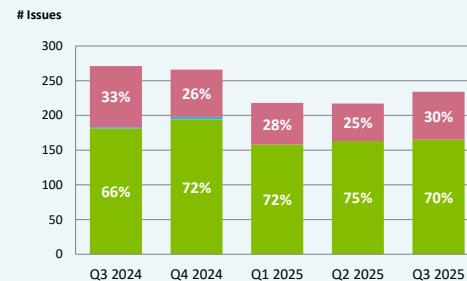


Top trends displayed

3.3 Timeline: Treatment and Care



3.4 Timeline: Administration



Satisfaction Over Time



Overall Satisfaction:
Service Access:
Treatment and Care:
Administration:

Quarterly
Down by 4%
Down by 1%
Down by 5%
Down by 5%

Annually
No Change
Up by 12%
Down by 2%
Up by 4%

Trends by Satisfaction Level



Quality (93%)
General Comment (93%)
User Involvement (92%)
Staff Attitude (91%)
Support (89%)



Administration (32%)
Medication (50%)
Waiting List (65%)
Referral (66%)
Booking (68%)

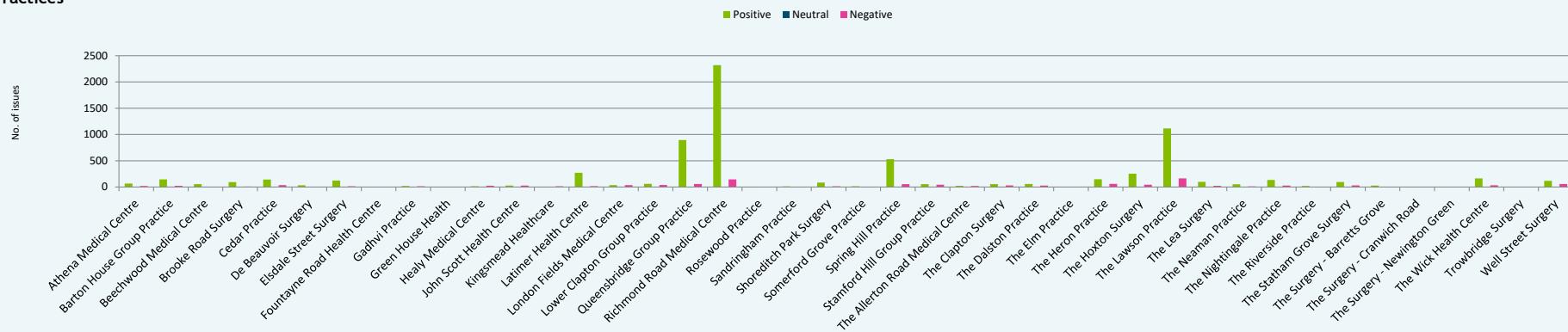
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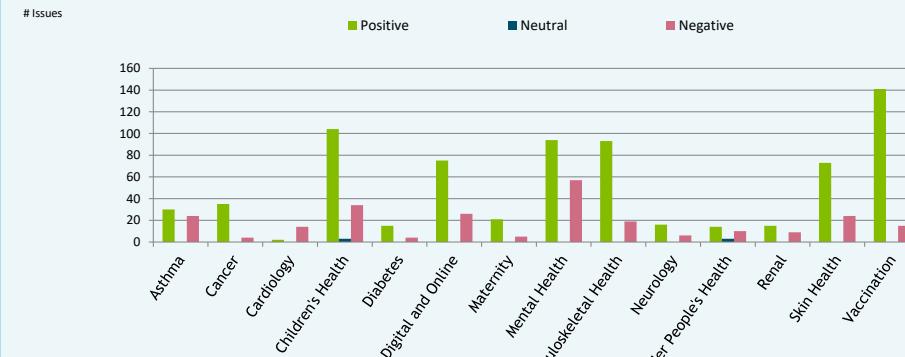
4. Practices



5. Primary Care Networks (PCNs)



6. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



- Vaccination (90%)
- Cancer (89%)
- Musculoskeletal Health (83%)
- Maternity (80%)
- Diabetes (78%)



- Cardiology (12%)
- Older People's Health (51%)
- Asthma (55%)
- Mental Health (62%)
- Renal (62%)