

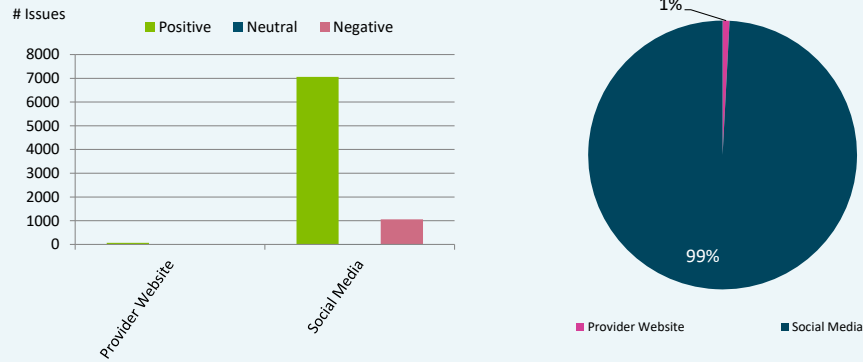
City & Hackney, GP Services

Qualitative Feedback, 1 April 2025 - 31 March 2026

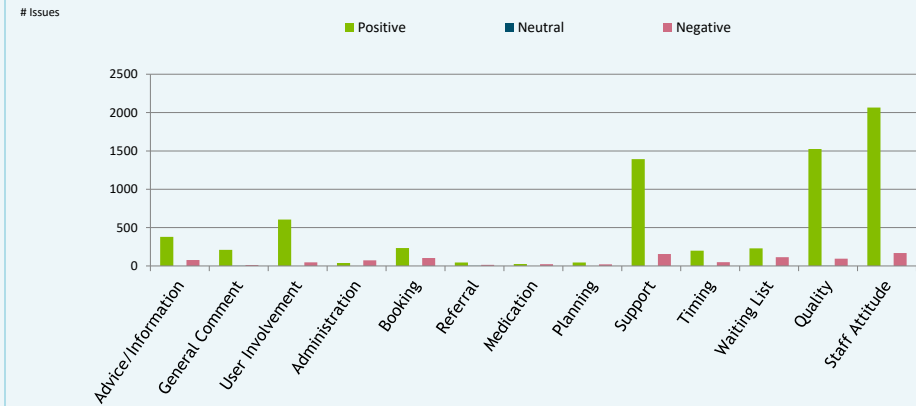
Community Insight Dashboard



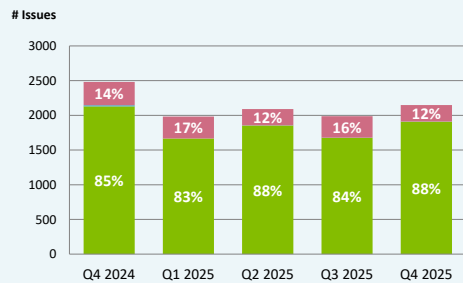
1. Source: 8267 issues from 2037 people



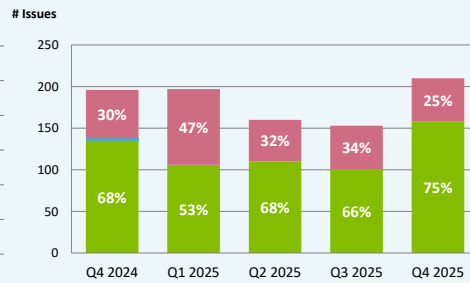
2. Trends



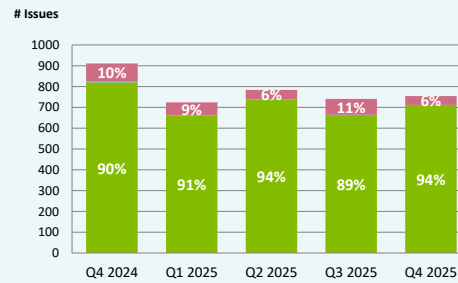
3.1 Timeline: Overall Sentiment



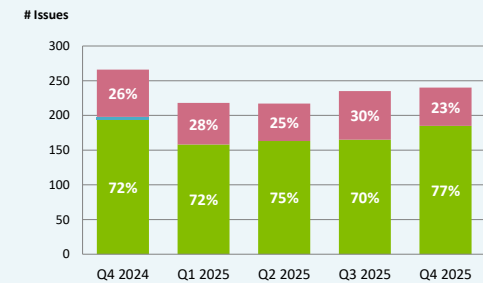
3.2 Timeline: Service Access



3.3 Timeline: Treatment and Care



3.4 Timeline: Administration



Satisfaction Over Time



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

Quarterly	Annually
Up by 4%	Up by 3%
Up by 9%	Up by 7%
Up by 5%	Up by 4%
Up by 7%	Up by 5%

Trends by Satisfaction Level



Quality (94%)
General Comment (93%)
User Involvement (92%)
Staff Attitude (92%)
Support (89%)



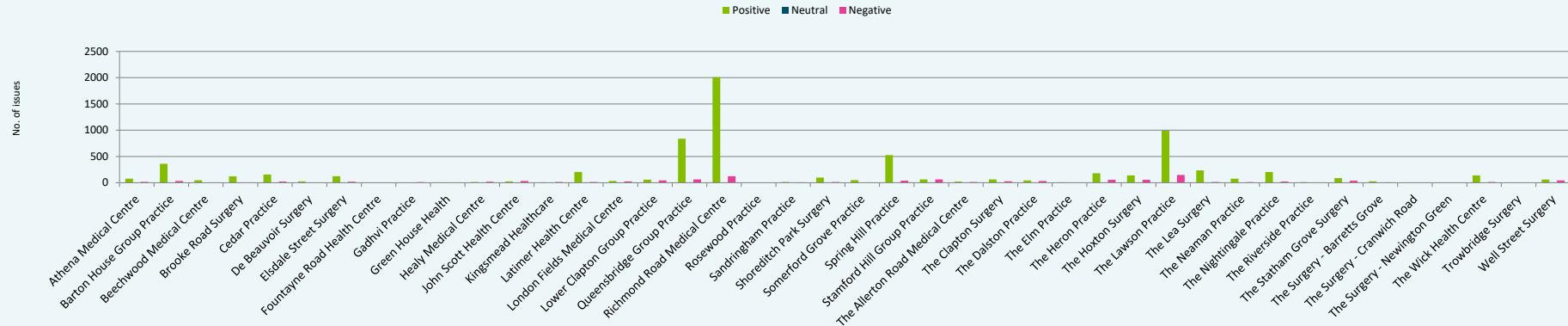
Administration (33%)
Medication (53%)
Waiting List (66%)
Planning (67%)
Booking (69%)

City & Hackney, GP Services

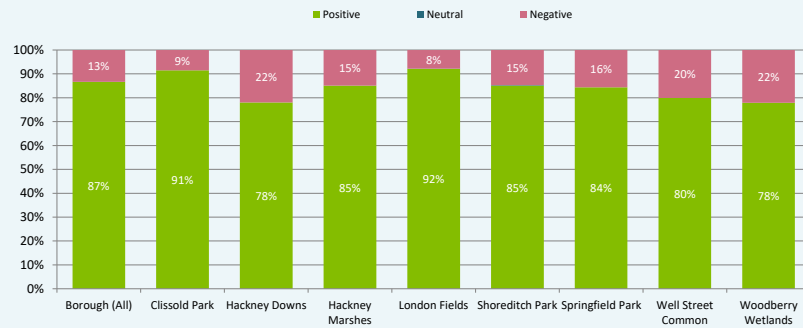


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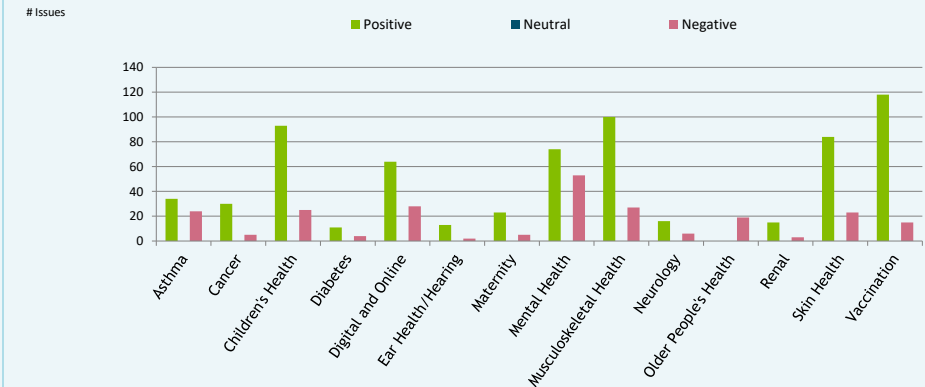
4. Practices



5. Primary Care Networks (PCNs)



6. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



Vaccination (88%)
Ear Health/Hearing (86%)
Cancer (85%)
Renal (83%)
Maternity (82%)



Mental Health (58%)
Asthma (58%)
Digital and Online (69%)
Neurology (72%)