

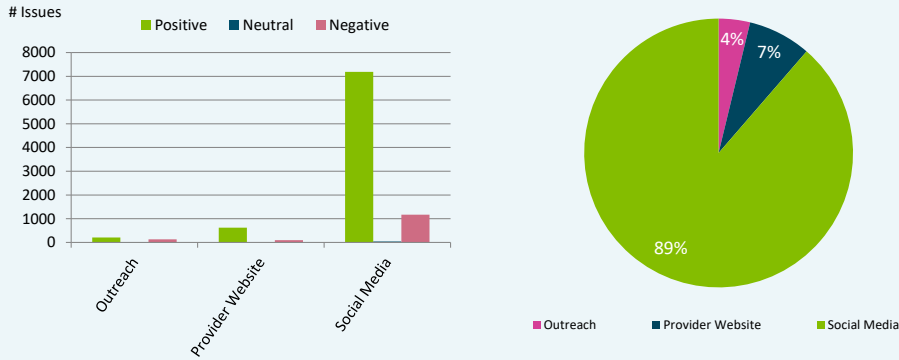
City & Hackney, GP Services

Qualitative Feedback, 1 July 2024 - 30 June 2025

Community Insight Dashboard

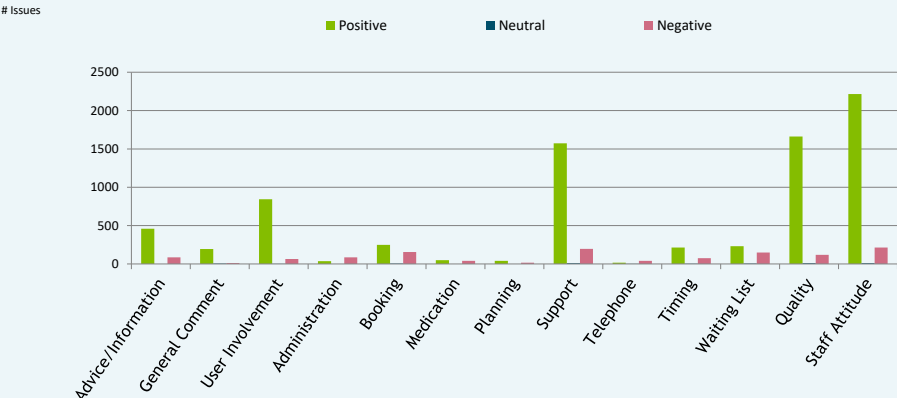


1. Source: 9551 issues from 2178 people



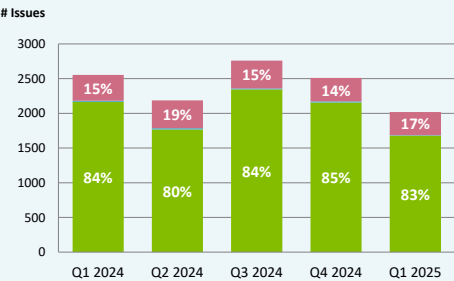
Top sources displayed

2. Trends

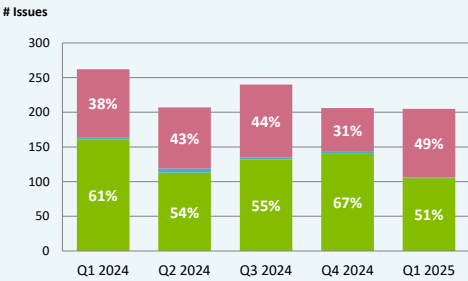


Top trends displayed

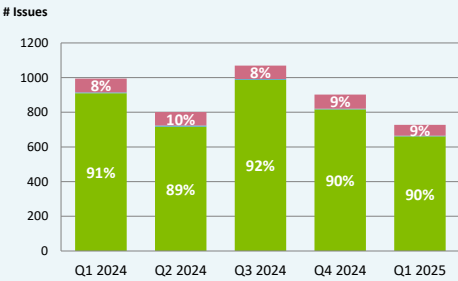
3.1 Timeline: Overall Sentiment



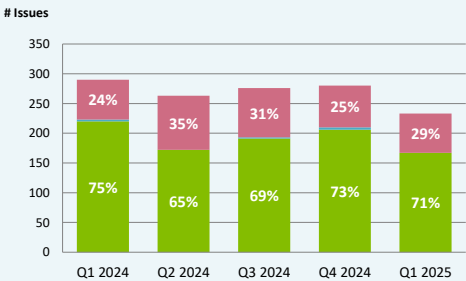
3.2 Timeline: Service Access



3.3 Timeline: Treatment and Care



3.4 Timeline: Administration



Satisfaction Over Time



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

Quarterly

Down by 2%
Down by 16%
No Change
Down by 2%

Annually

Down by 1%
Down by 10%
Down by 1%
Down by 4%

Trends by Satisfaction Level



Quality (92%)
User Involvement (92%)
General Comment (91%)
Staff Attitude (90%)
Support (88%)



Telephone (28%)
Administration (29%)
Medication (53%)
Waiting List (60%)
Booking (60%)

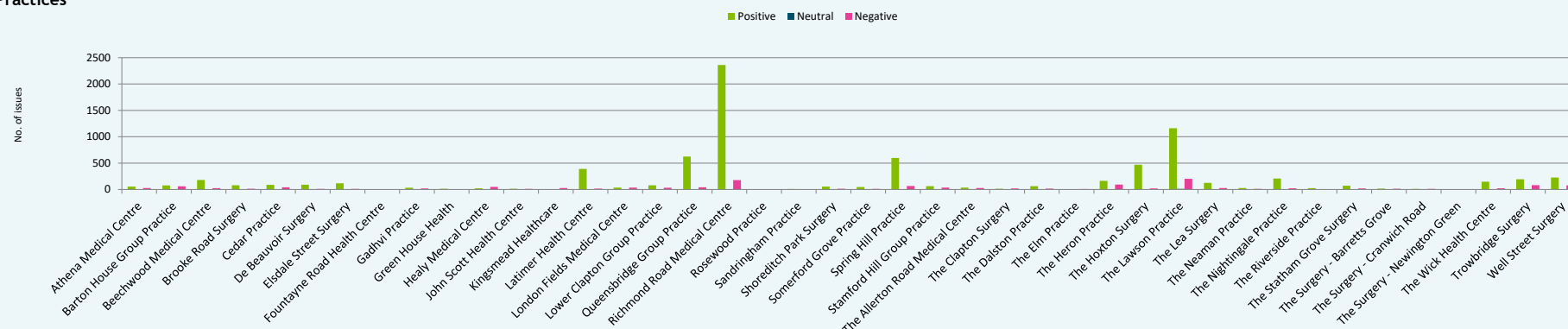
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Community Insight Dashboard

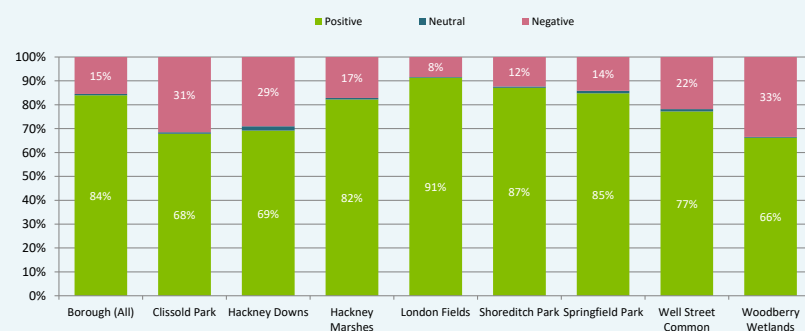
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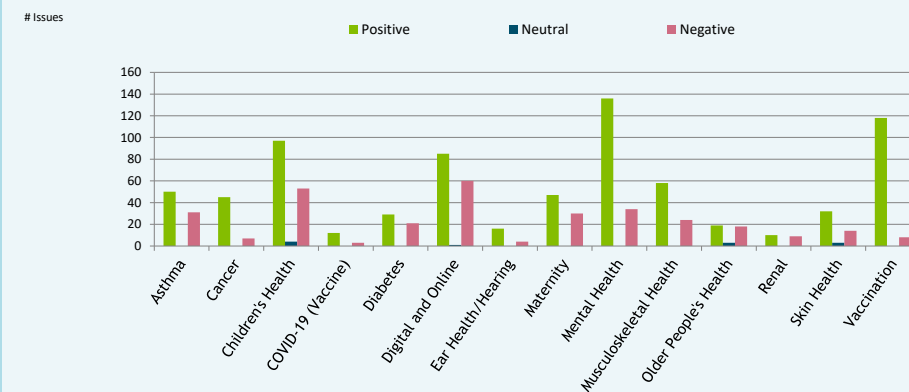
4. Practices



5. Primary Care Networks (PCNs)



6. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



Vaccination (93%)
Cancer (86%)
Mental Health (80%)
Ear Health/Hearing (80%)
COVID-19 (Vaccine) (80%)



Older People's Health (47%)
Renal (52%)
Diabetes (58%)
Digital and Online (58%)
Maternity (61%)