

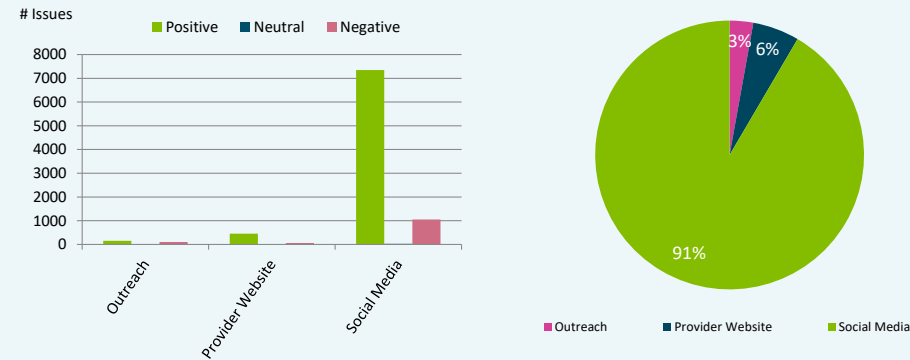
City & Hackney, GP Services

Community Insight Dashboard

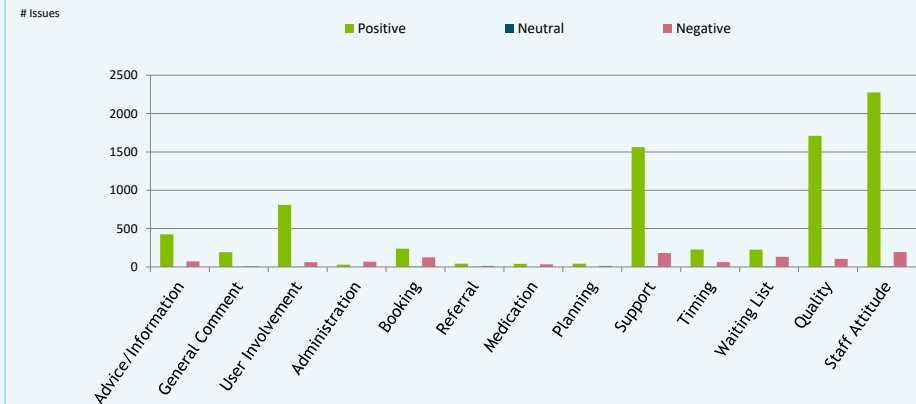
Qualitative Feedback, 1 October 2024 - 30 September 2025



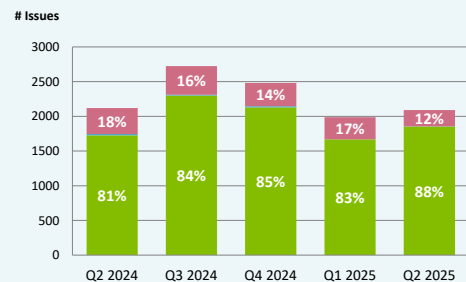
1. Source: 9353 issues from 2203 people



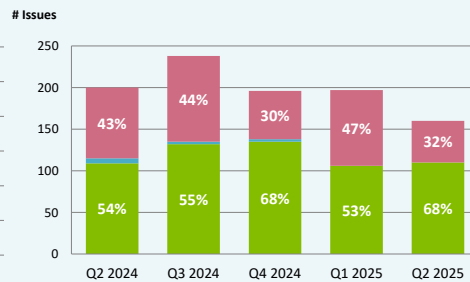
2. Trends



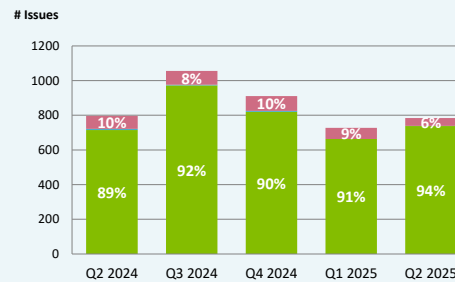
3.1 Timeline: Overall Sentiment



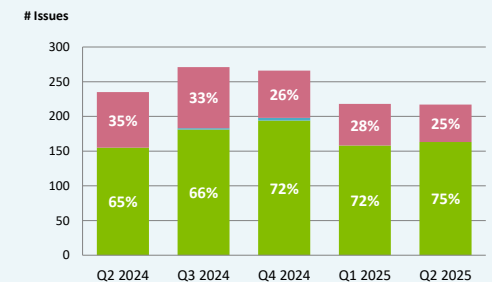
3.2 Timeline: Service Access



3.3 Timeline: Treatment and Care



3.4 Timeline: Administration



Satisfaction Over Time



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

Quarterly

Up by 5%
Up by 15%
Up by 3%
Up by 3%

Annually

Up by 7%
Up by 14%
Up by 5%
Up by 10%

Trends by Satisfaction Level



General Comment (94%)
Quality (93%)
User Involvement (92%)
Staff Attitude (91%)
Support (89%)



Administration (30%)
Medication (54%)
Waiting List (62%)
Booking (64%)
Referral (74%)

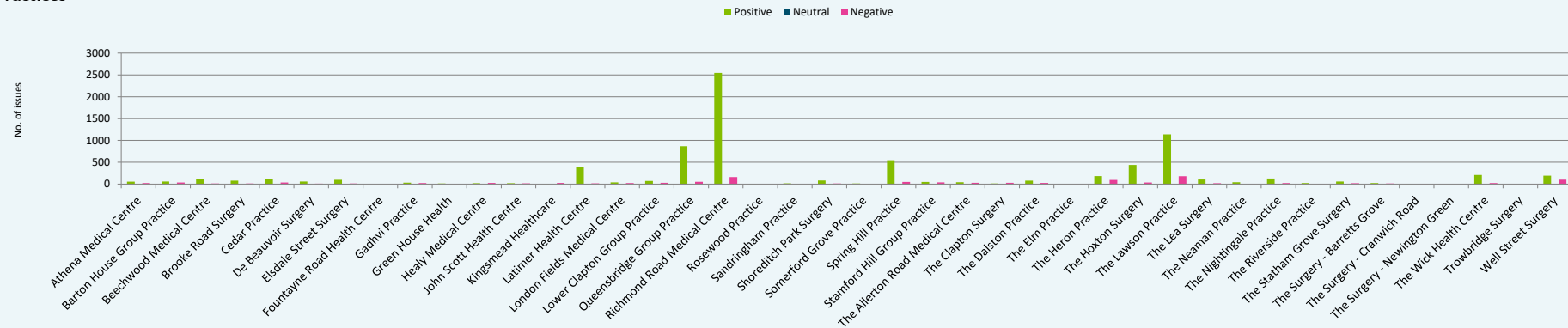
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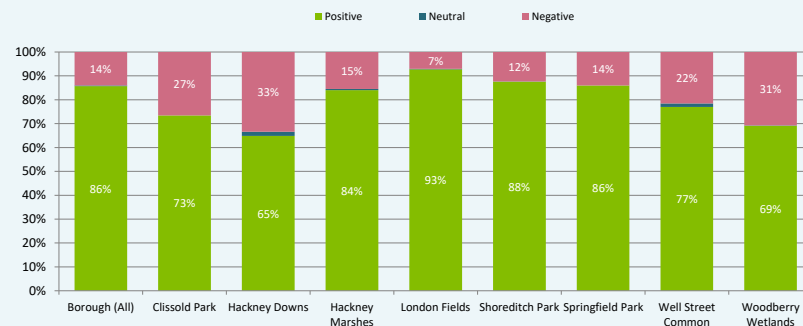
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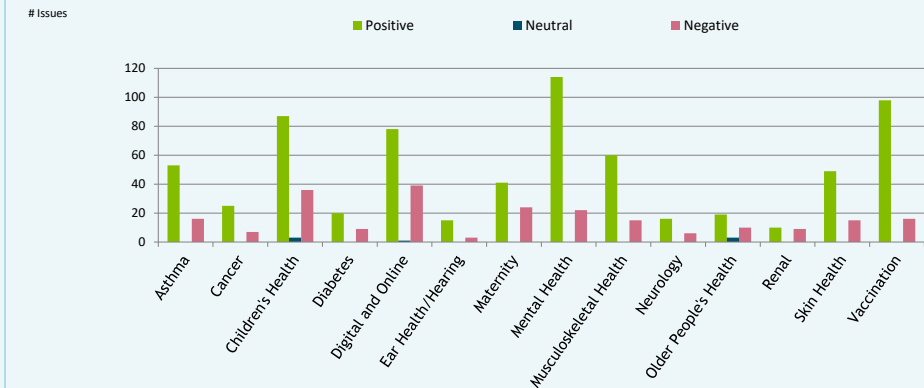
4. Practices



5. Primary Care Networks (PCNs)



6. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



Vaccination (85%)
Mental Health (83%)
Ear Health/Hearing (83%)
Musculoskeletal Health (80%)
Cancer (78%)



Renal (52%)
Older People's Health (59%)
Maternity (63%)
Digital and Online (66%)
Diabetes (68%)