

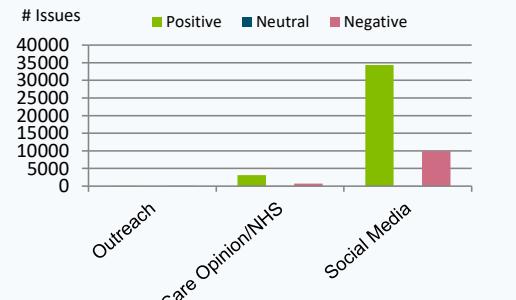
GP Services in North East London (NEL)

Qualitative Feedback, 1 January 2025 - 31 December 2025

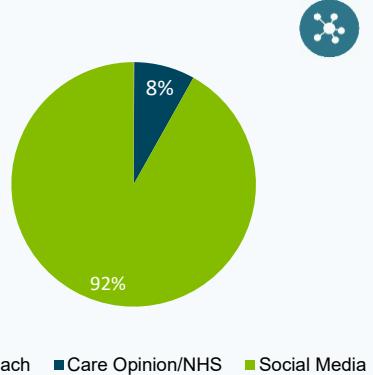
Community Insight Dashboard



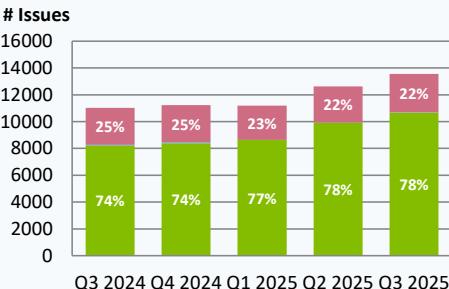
1. Source: 48617 issues from 12212 people



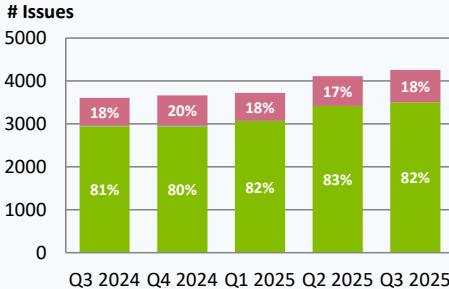
Top sources displayed



3.1 Timeline: Overall Sentiment

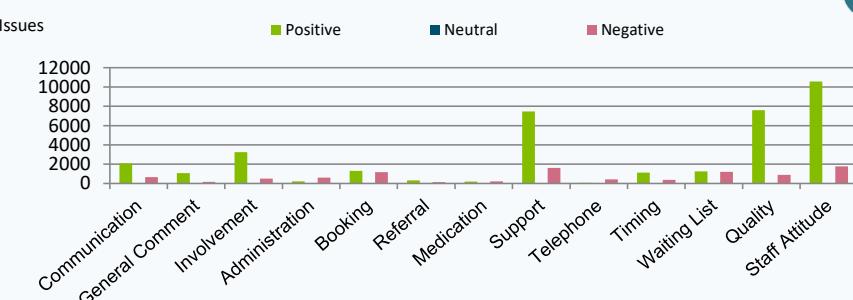


3.2 Timeline: User Involvement



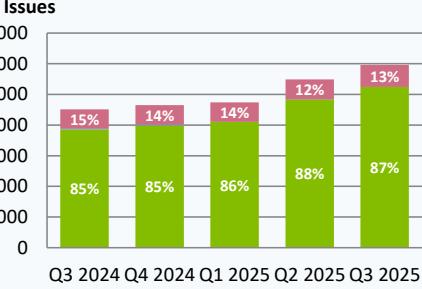
Positive Neutral Negative

2. Trends

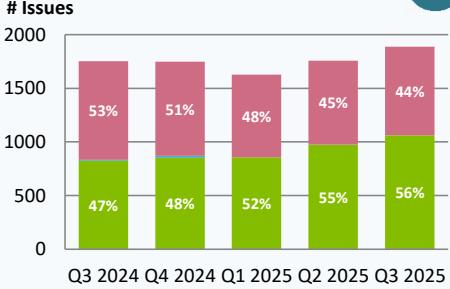


Top trends displayed

3.3 Timeline: Quality



3.4 Timeline: Service Access



Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

No Change
Down by 1%
Down by 1%
Up by 1%

Annually

Up by 4%
Up by 1%
Up by 2%
Up by 9%

Trends by Satisfaction Level



Quality (89%)
General Comment (86%)
Involvement (86%)
Staff Attitude (85%)
Support (82%)



Telephone (13%)
Administration (26%)
Medication (46%)
Waiting List (51%)
Booking (52%)

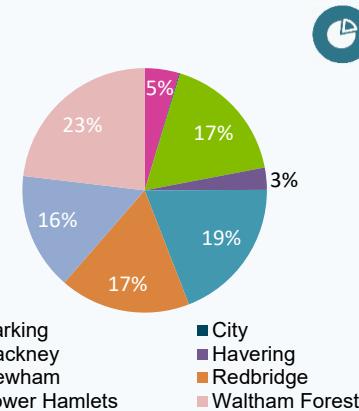
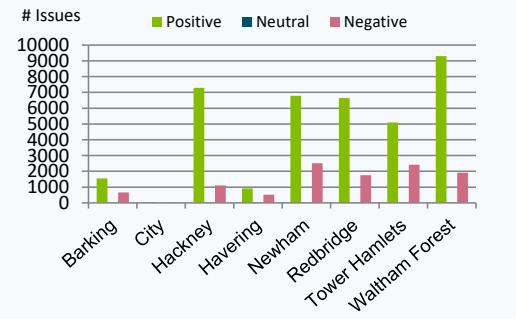
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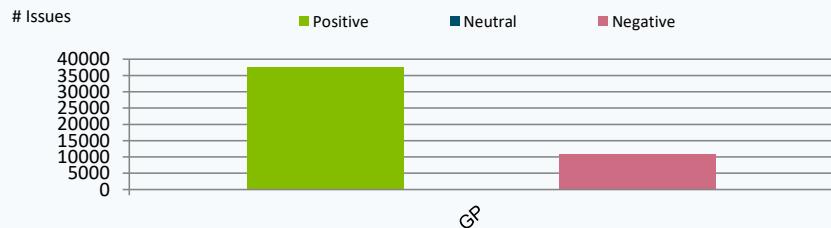
Community Insight Dashboard



4. Feedback by Borough

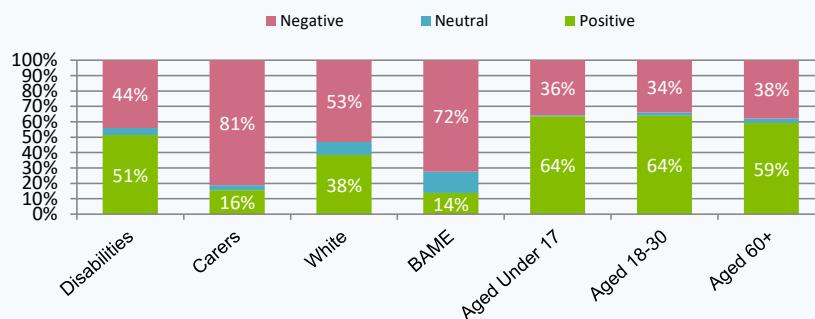


6. Services

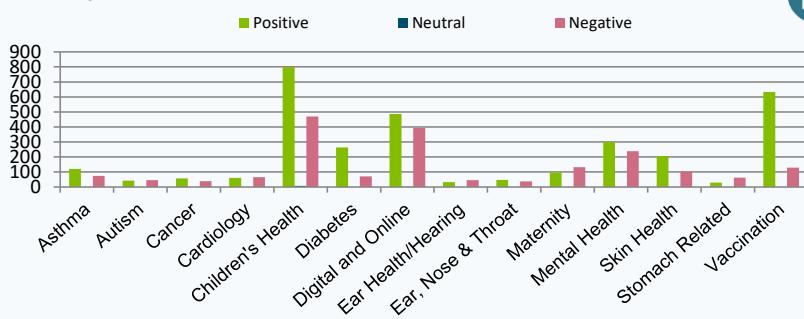


Top services displayed

5. Equalities



7. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



Vaccination (83%)
Diabetes (79%)
Skin Health (66%)
Children's Health (62%)
Asthma (61%)



Stomach Related (31%)
Ear Health/Hearing (41%)
Maternity (41%)
Cardiology (48%)
Autism (48%)