

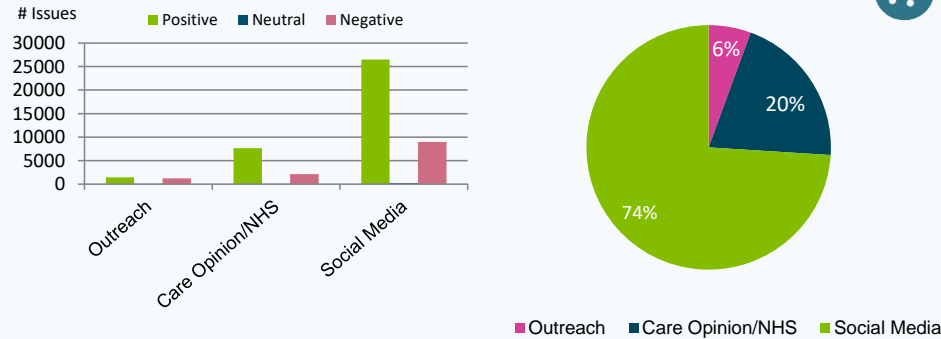
GP Services in North East London (NEL)

Qualitative Feedback, 1 April 2024 - 31 March 2025

Community Insight
Dashboard

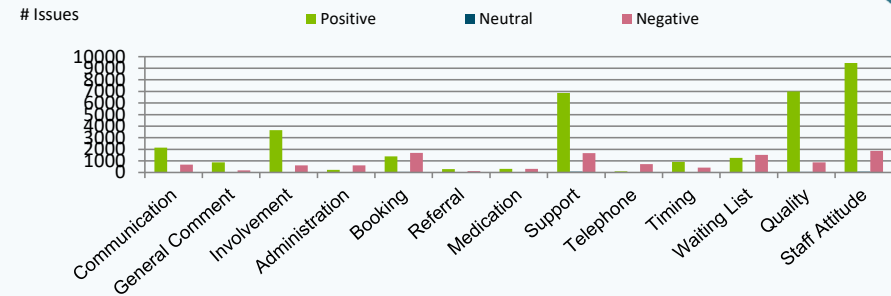


1. Source: 48680 issues from 11338 people



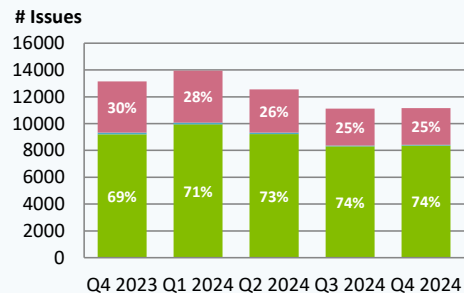
Top sources displayed

2. Trends

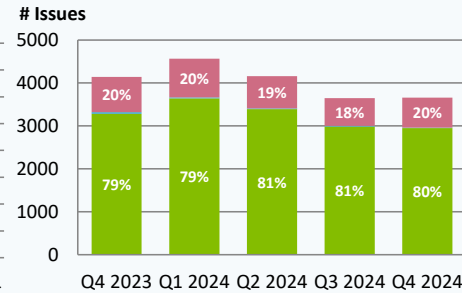


Top trends displayed

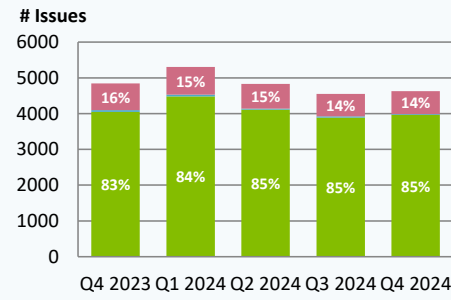
3.1 Timeline: Overall Sentiment



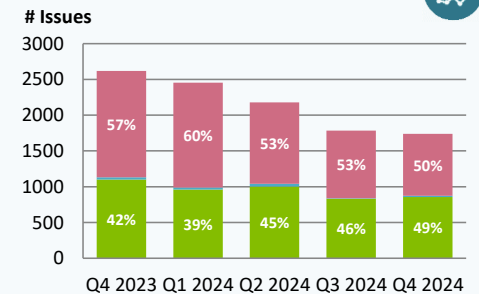
3.2 Timeline: User Involvement



3.3 Timeline: Quality



3.4 Timeline: Service Access



Positive Neutral Negative

Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

No Change
Down by 1%
No Change
Up by 3%

Annually

Up by 5%
Up by 1%
Up by 2%
Up by 7%

Trends by Satisfaction Level



Quality (88%)
Involvement (85%)
Staff Attitude (83%)
General Comment (81%)
Support (79%)



Telephone (11%)
Administration (26%)
Booking (44%)
Waiting List (44%)
Medication (49%)

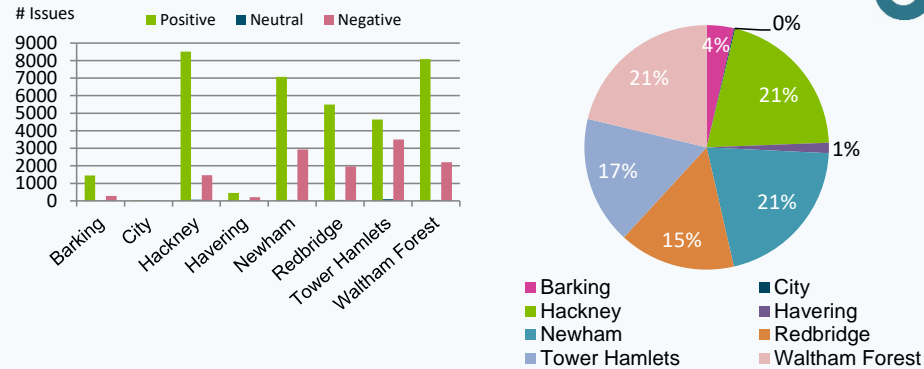
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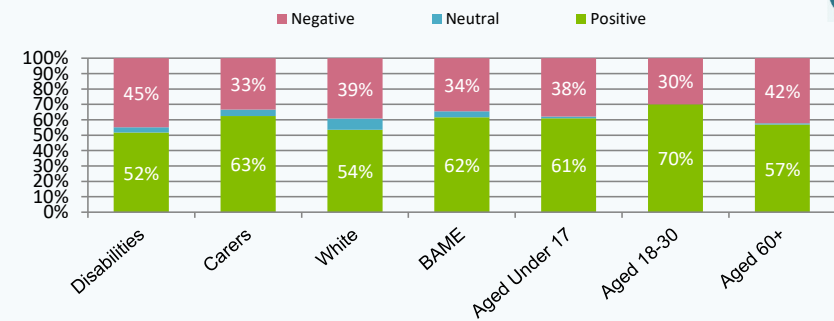
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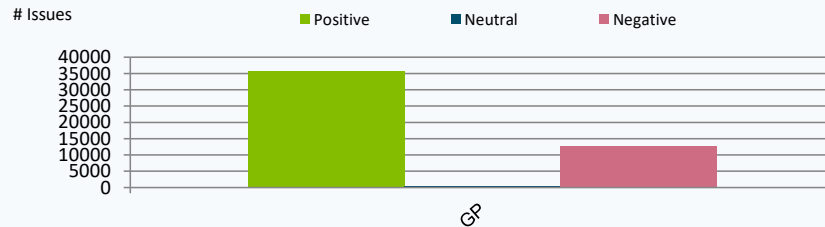
4. Feedback by Borough



5. Equalities

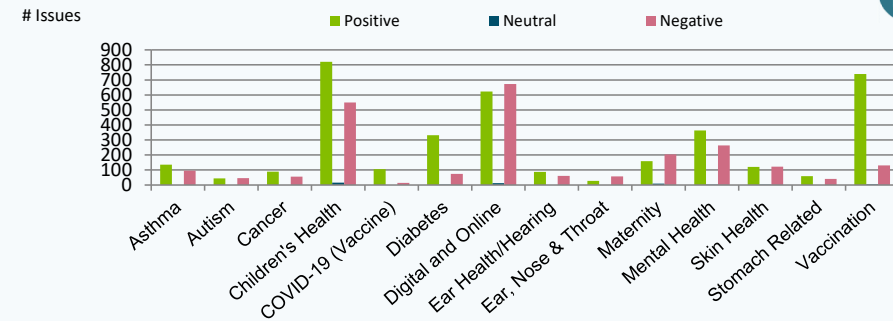


6. Services



Top services displayed

7. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



COVID-19 (Vaccine) (88%)
Vaccination (84%)
Diabetes (81%)
Cancer (61%)
Stomach Related (59%)



Ear, Nose & Throat (32%)
Maternity (42%)
Digital and Online (47%)
Autism (48%)
Skin Health (48%)