

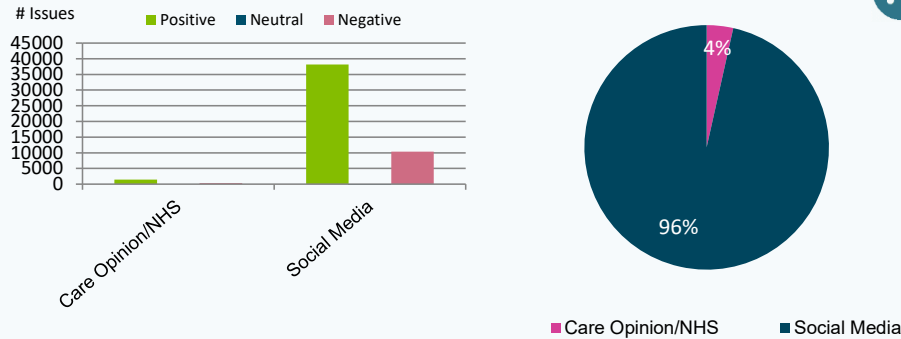
GP Services in North East London (NEL)

Community Insight Dashboard



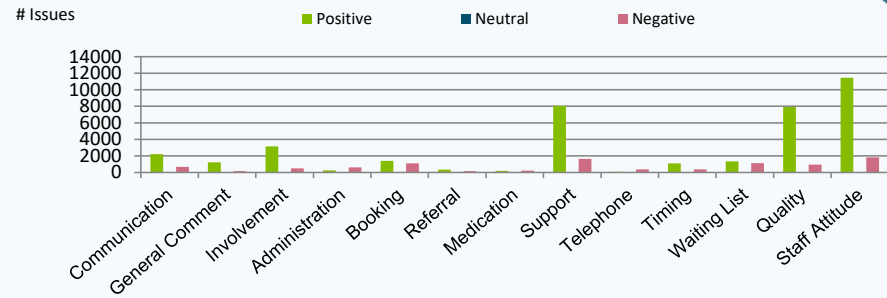
Qualitative Feedback, 1 April 2025 - 31 March 2026

1. Source: 50714 issues from 13082 people



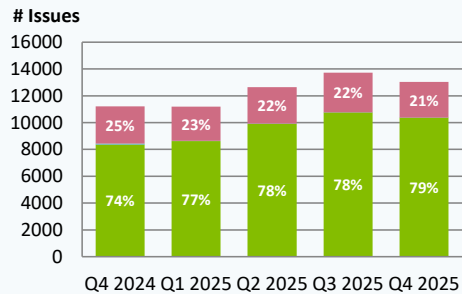
Top sources displayed

2. Trends

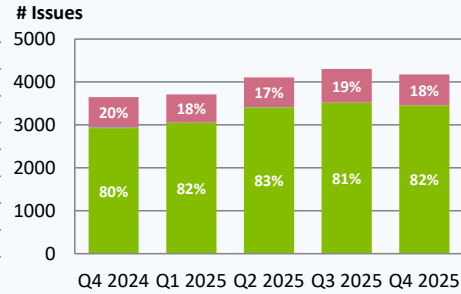


Top trends displayed

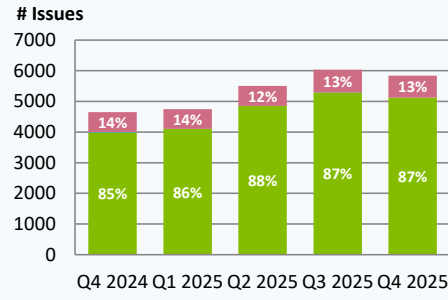
3.1 Timeline: Overall Sentiment



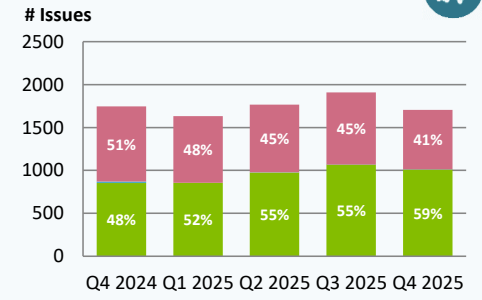
3.2 Timeline: User Involvement



3.3 Timeline: Quality



3.4 Timeline: Service Access



Legend: Positive (Green), Neutral (Blue), Negative (Pink)

Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Up by 1%
Up by 1%
No Change
Up by 4%

Annually

Up by 5%
Up by 2%
Up by 2%
Up by 11%

Trends by Satisfaction Level



Quality (89%)
General Comment (87%)
Staff Attitude (86%)
Involvement (86%)
Support (82%)



Telephone (15%)
Administration (28%)
Medication (45%)
Waiting List (54%)
Booking (55%)

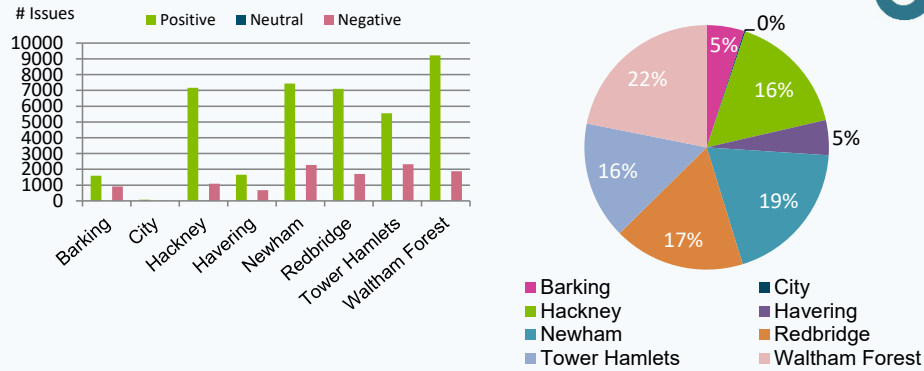
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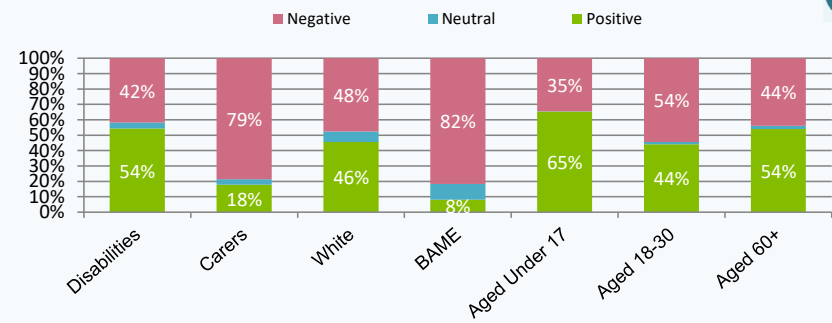
Community Insight Dashboard



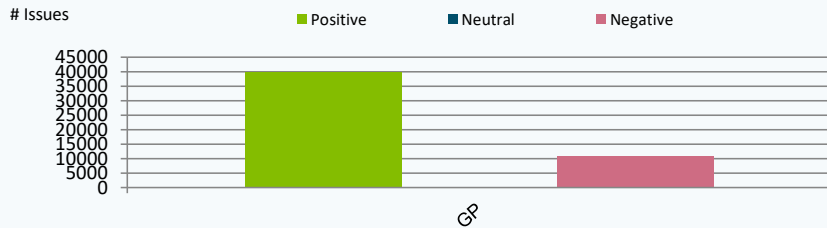
4. Feedback by Borough



5. Equalities

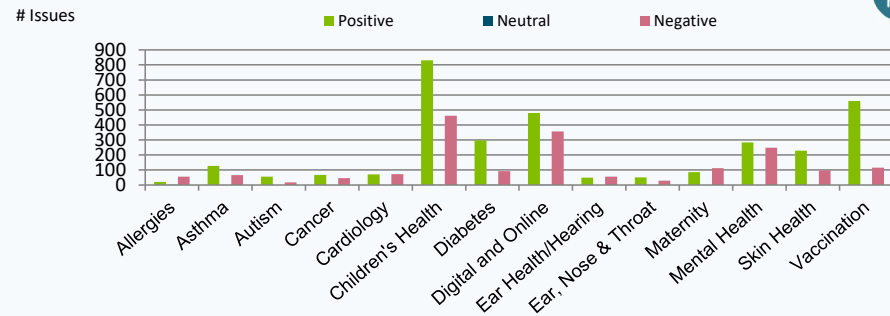


6. Services



Top services displayed

7. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



Vaccination (82%)
Diabetes (75%)
Autism (75%)
Skin Health (69%)
Asthma (66%)



Allergies (26%)
Maternity (43%)
Ear Health/Hearing (46%)
Cardiology (49%)
Mental Health (53%)