

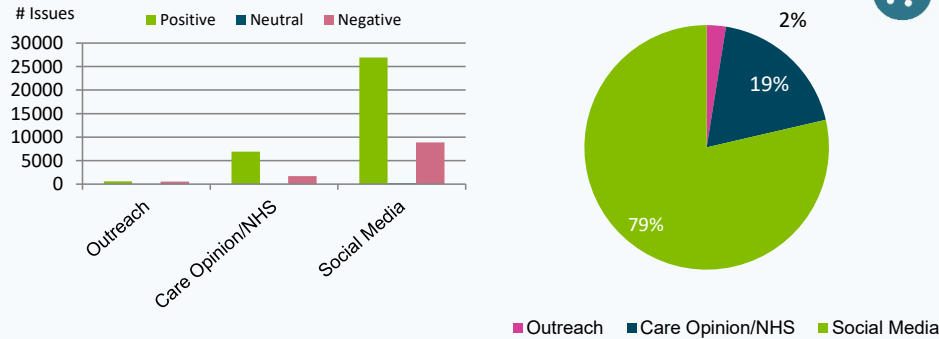
# GP Services in North East London (NEL)

Qualitative Feedback, 1 July 2024 - 30 June 2025

Community Insight  
Dashboard

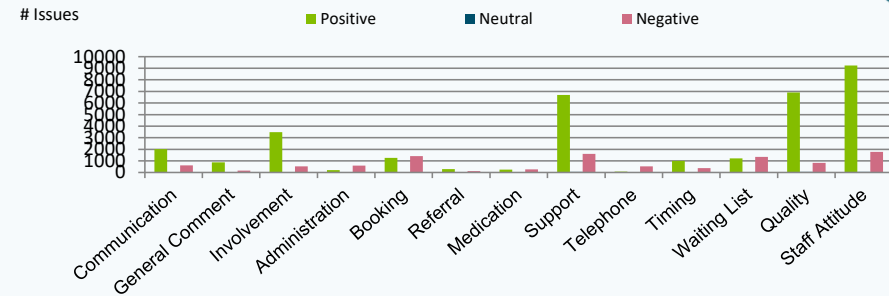


## 1. Source: 46220 issues from 11043 people



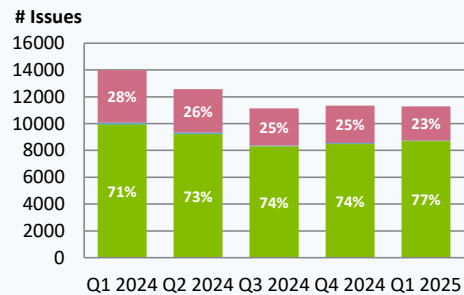
Top sources displayed

## 2. Trends

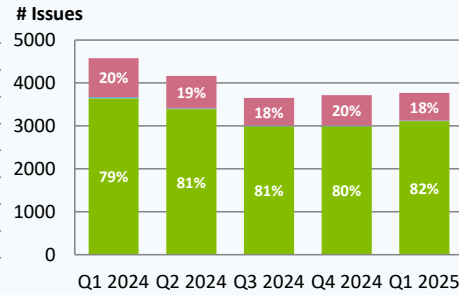


Top trends displayed

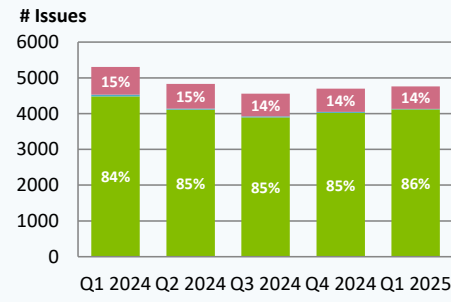
## 3.1 Timeline: Overall Sentiment



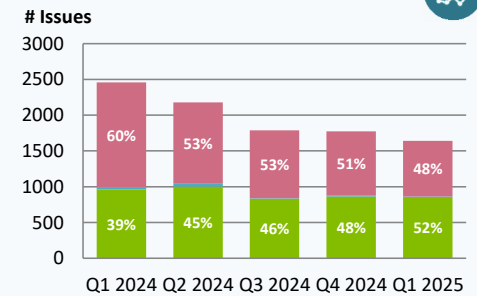
## 3.2 Timeline: User Involvement



## 3.3 Timeline: Quality



## 3.4 Timeline: Service Access



■ Positive ■ Neutral ■ Negative

## Satisfaction Over Time



Overall Satisfaction:  
User Involvement:  
Quality:  
Service Access:

Quarterly

Up by 3%  
Up by 2%  
Up by 1%  
Up by 4%

Annually

Up by 6%  
Up by 3%  
Up by 2%  
Up by 13%

## Trends by Satisfaction Level



Quality (88%)  
Involvement (86%)  
Staff Attitude (83%)  
General Comment (82%)  
Support (80%)



Telephone (12%)  
Administration (26%)  
Booking (46%)  
Waiting List (47%)  
Medication (48%)

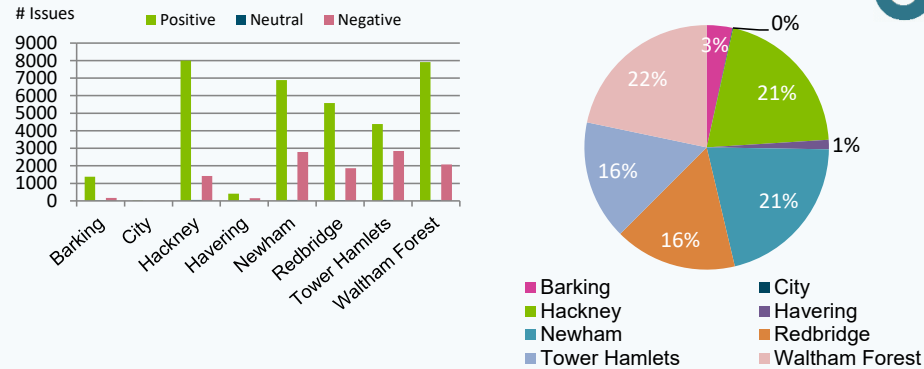
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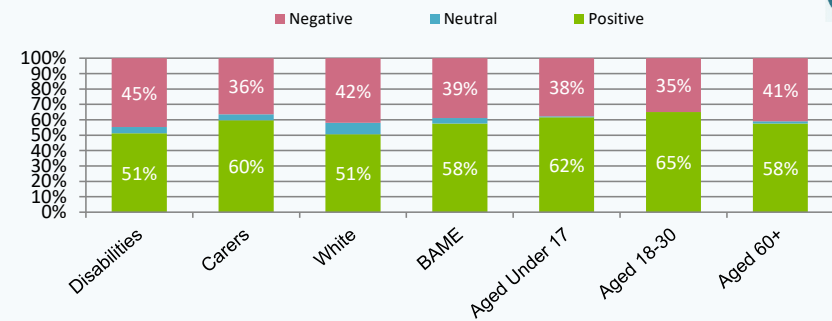
Community Insight  
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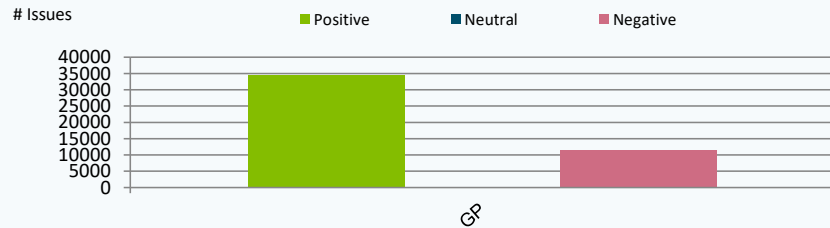
## 4. Feedback by Borough



## 5. Equalities

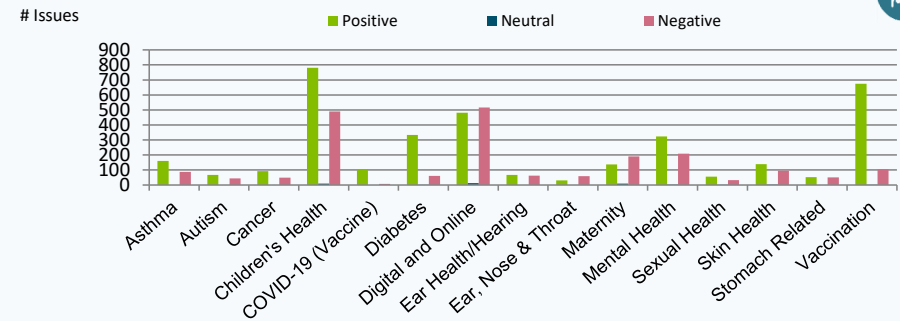


## 6. Services



Top services displayed

## 7. Conditions/Topics



Top conditions/topics displayed

## Conditions/Topics by Satisfaction Level



Vaccination (86%)  
Diabetes (84%)  
Cancer (65%)  
Asthma (64%)  
Sexual Health (62%)



Ear, Nose & Throat (33%)  
Maternity (40%)  
Digital and Online (47%)  
Stomach Related (50%)  
Ear Health/Hearing (51%)