

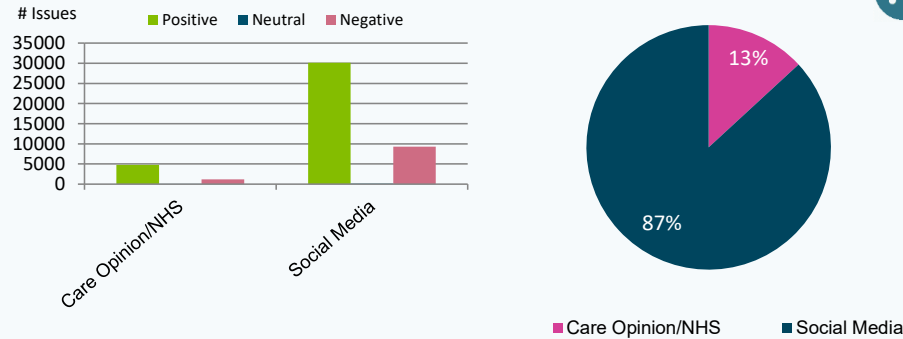
GP Services in North East London (NEL)

Qualitative Feedback, 1 October 2024 - 30 September 2025

Community Insight
Dashboard

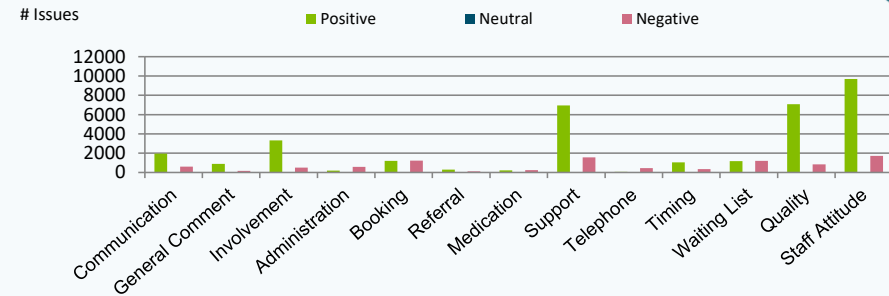


1. Source: 46042 issues from 11201 people



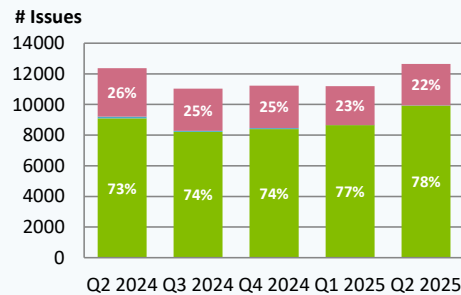
Top sources displayed

2. Trends

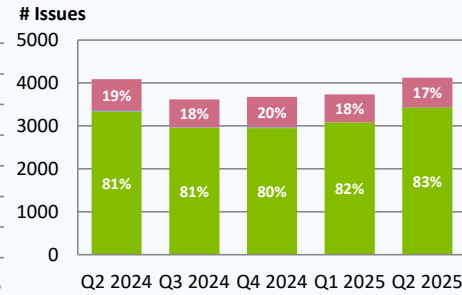


Top trends displayed

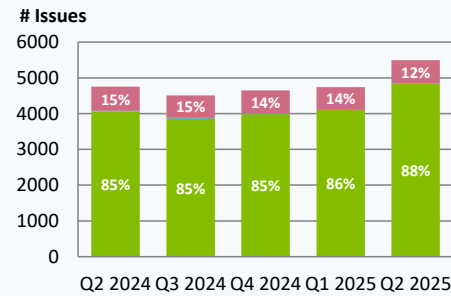
3.1 Timeline: Overall Sentiment



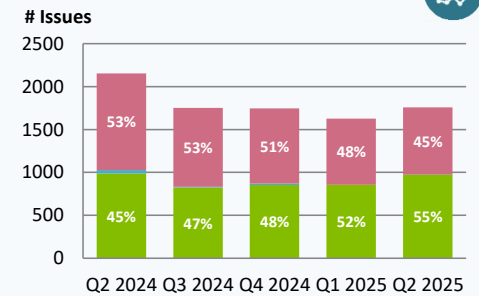
3.2 Timeline: User Involvement



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

Annually

Up by 5%
Up by 2%
Up by 3%
Up by 10%

Trends by Satisfaction Level



Quality (89%)
Involvement (86%)
General Comment (84%)
Staff Attitude (84%)
Support (81%)



Telephone (13%)
Administration (23%)
Medication (46%)
Booking (49%)
Waiting List (49%)

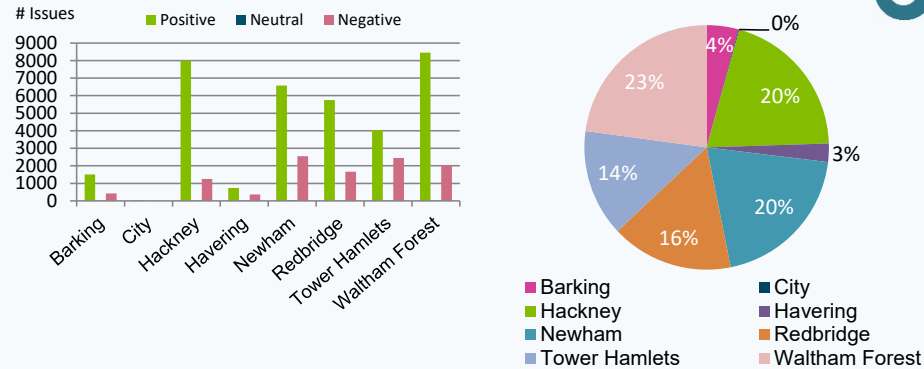
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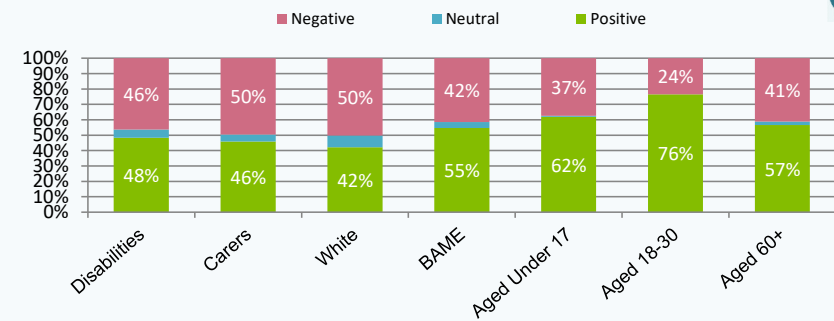
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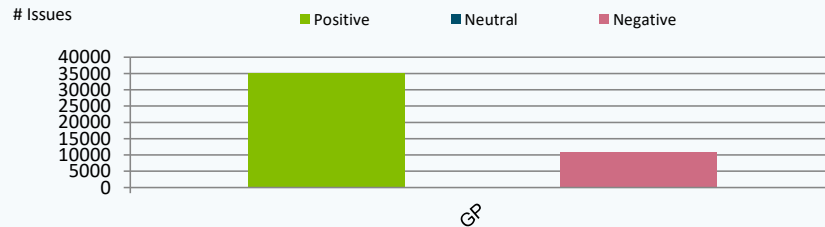
4. Feedback by Borough



5. Equalities

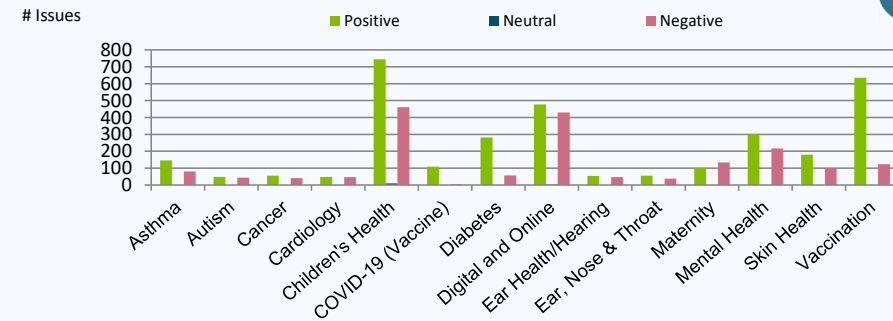


6. Services



Top services displayed

7. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



COVID-19 (Vaccine) (96%)
Vaccination (83%)
Diabetes (83%)
Skin Health (64%)
Asthma (64%)



Maternity (43%)
Cardiology (50%)
Digital and Online (52%)
Autism (52%)
Ear Health/Hearing (54%)