

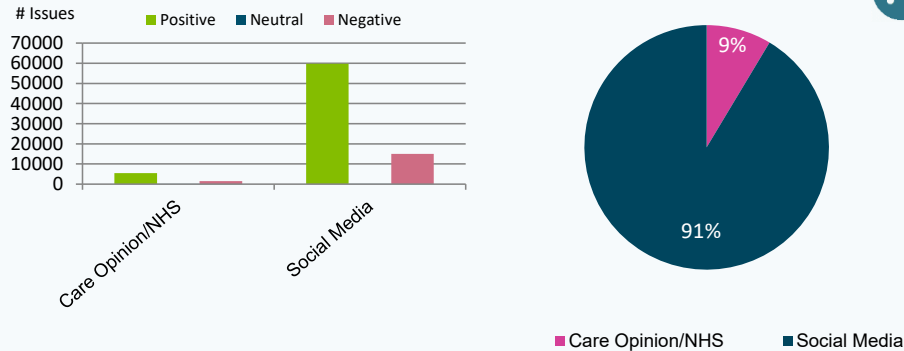
Health and Care Services in North East London (NEL)

Qualitative Feedback, 1 October 2024 - 30 September 2025

Community Insight
Dashboard

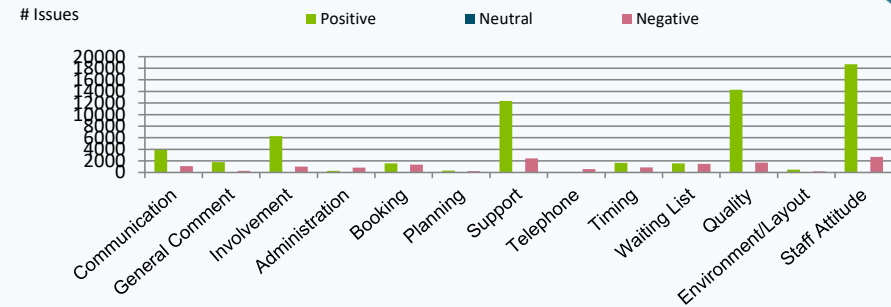


1. Source: 83744 issues from 20918 people



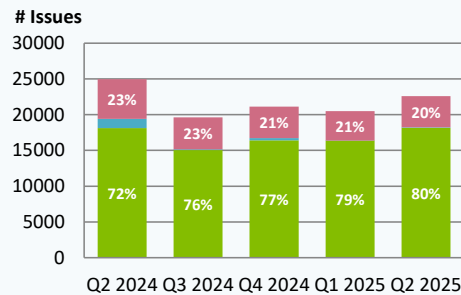
Top sources displayed

2. Trends

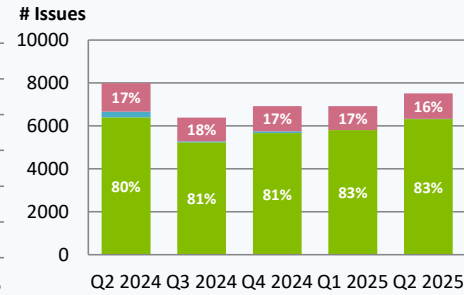


Top trends displayed

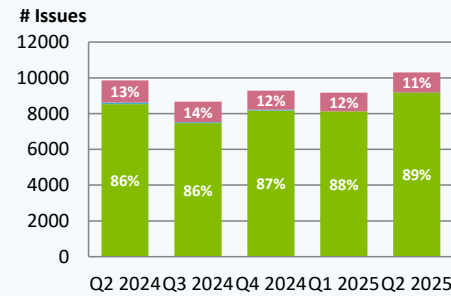
3.1 Timeline: Overall Sentiment



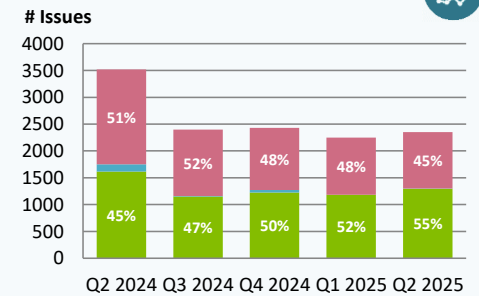
3.2 Timeline: User Involvement



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%
No Change
Up by 1%
Up by 3%

Annually

Up by 8%
Up by 3%
Up by 3%
Up by 10%

Trends by Satisfaction Level



Quality (89%)
Staff Attitude (87%)
General Comment (86%)
Involvement (85%)
Support (83%)



Telephone (12%)
Administration (24%)
Waiting List (50%)
Booking (52%)
Planning (53%)

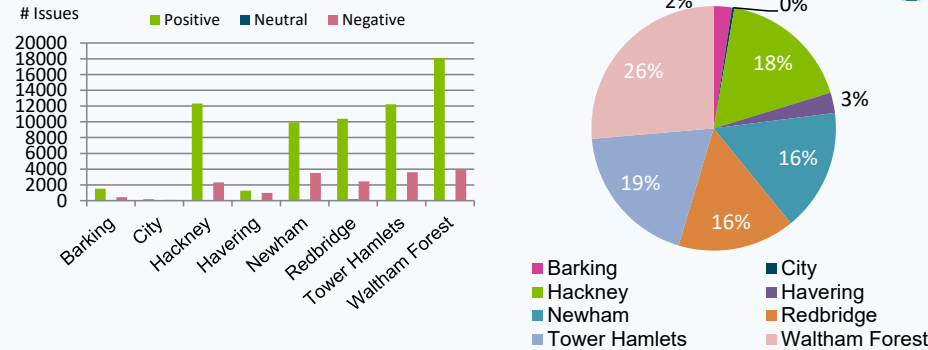
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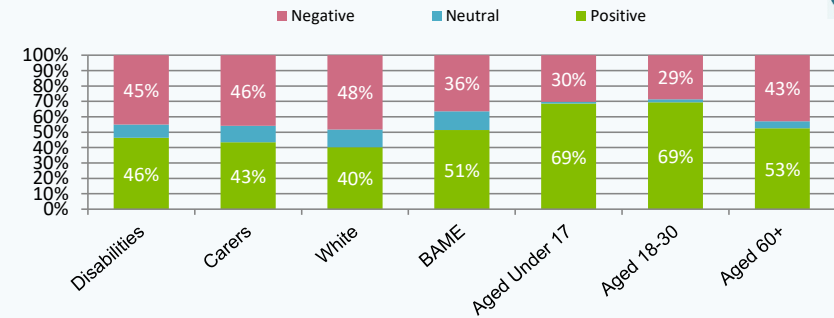
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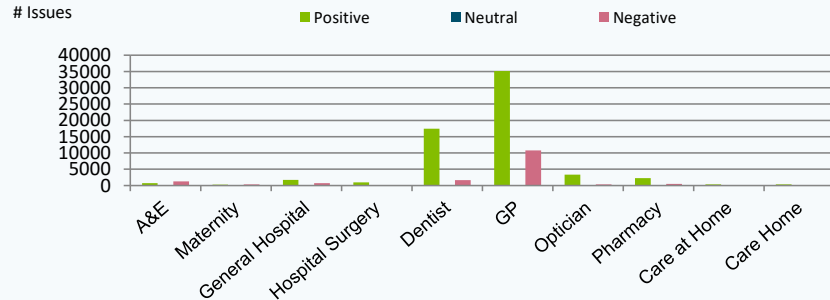
4. Feedback by Borough



5. Equalities

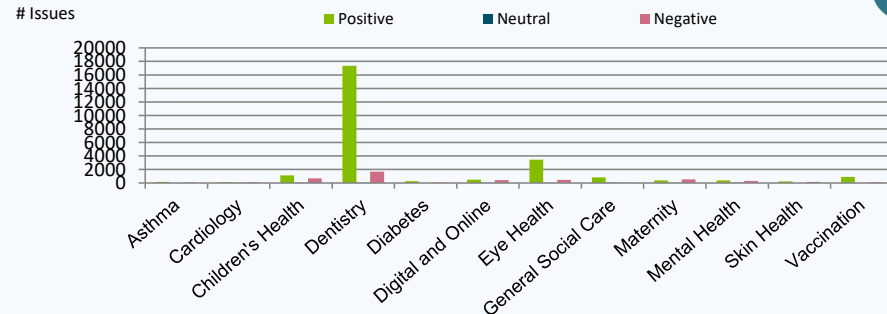


6. Services



Top services displayed

7. Conditions/Topics



Top conditions/topics displayed

Services by Satisfaction Level



Care at Home (95%)
Care Home (91%)
Dentist (91%)
Optician (89%)
Physiotherapy (89%)



A&E (35%)
Maternity (42%)
Inpatients (54%)
General Hospital (69%)

Conditions/Topics by Satisfaction Level



Dentistry (91%)
Eye Health (88%)
General Social Care (87%)
Vaccination (86%)
Diabetes (76%)



Cancer (39%)
Maternity (42%)
Cardiology (50%)
Digital and Online (52%)
Mental Health (53%)