

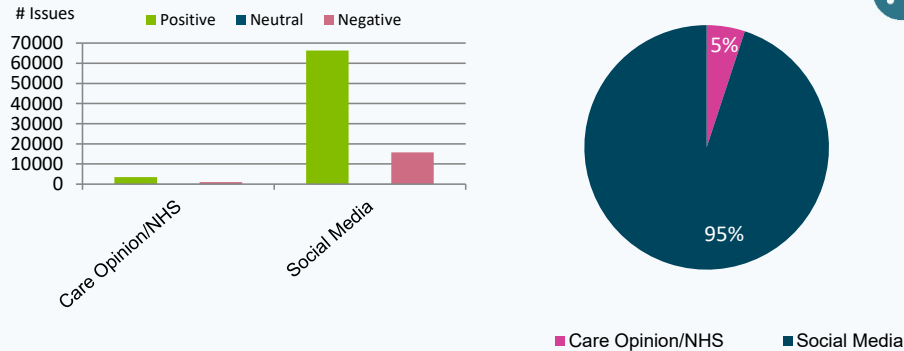
Health and Care Services in North East London (NEL)

Qualitative Feedback, 1 January 2025 - 31 December 2025

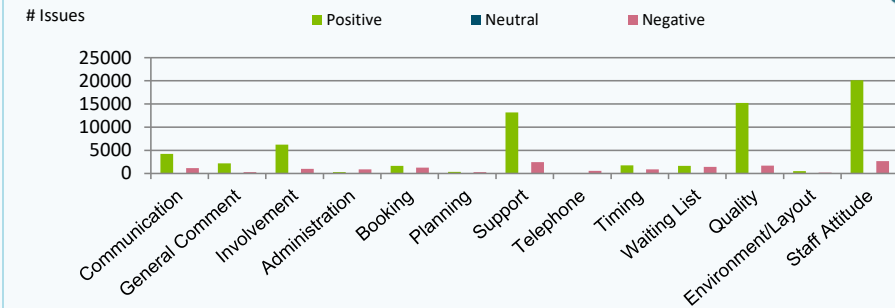
Community Insight
Dashboard



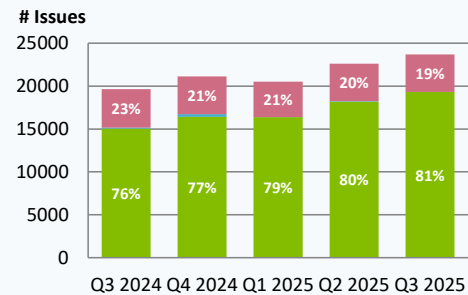
1. Source: 87888 issues from 22632 people



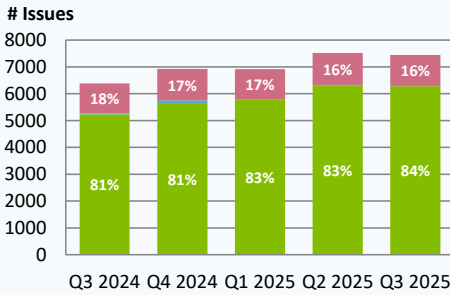
2. Trends



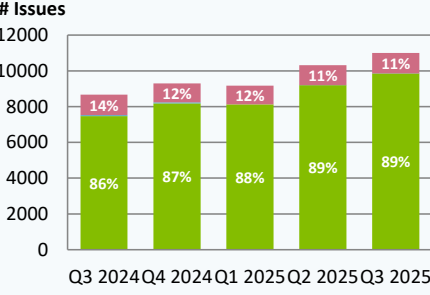
3.1 Timeline: Overall Sentiment



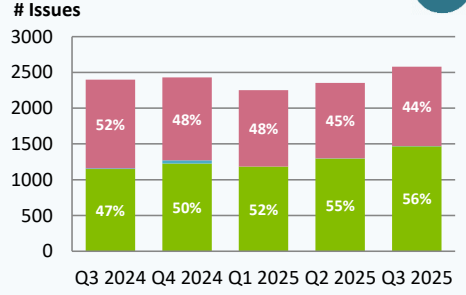
3.2 Timeline: User Involvement



3.3 Timeline: Quality



3.4 Timeline: Service Access



Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

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

Annually

Up by 5%
Up by 3%
Up by 3%
Up by 9%

Trends by Satisfaction Level



Quality (89%)
General Comment (88%)
Staff Attitude (88%)
Involvement (85%)
Support (84%)



Telephone (12%)
Administration (26%)
Waiting List (53%)
Planning (53%)
Booking (56%)

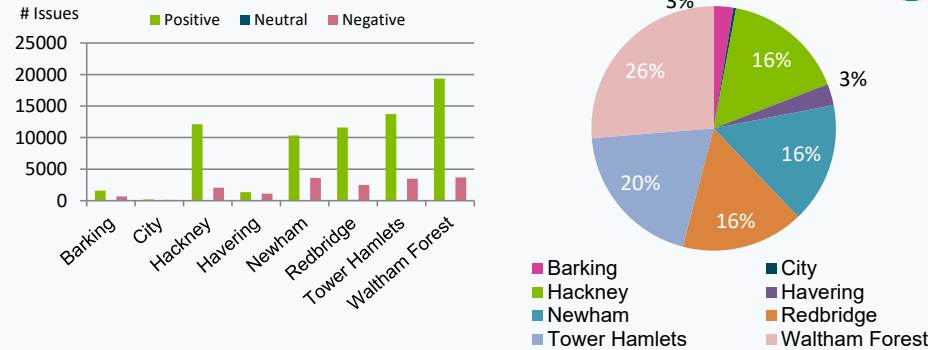
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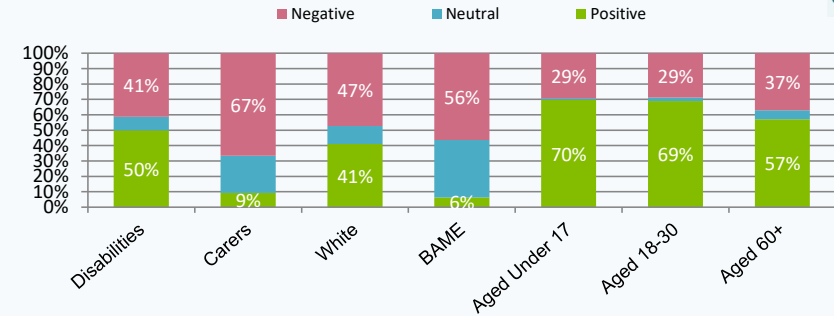
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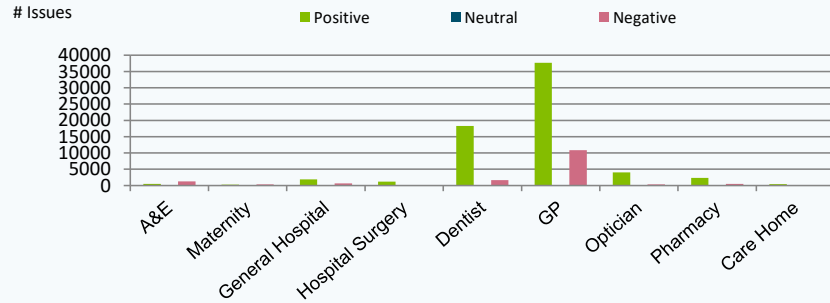
4. Feedback by Borough



5. Equalities

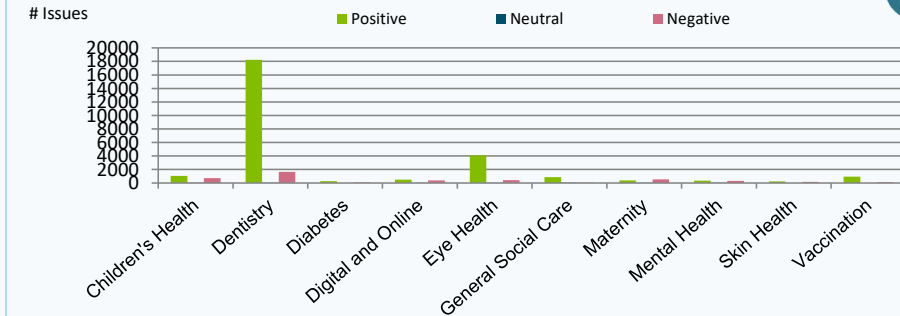


6. Services



Top services displayed

7. Conditions/Topics



Top conditions/topics displayed

Services by Satisfaction Level



Care at Home (97%)
Care Home (93%)
Physiotherapy (93%)
Optician (91%)
Dentist (91%)



A&E (28%)
Not known (33%)
Maternity (43%)
Inpatients (63%)
General Hospital (72%)

Conditions/Topics by Satisfaction Level



Dentistry (91%)
Eye Health (90%)
General Social Care (88%)
Vaccination (86%)
Sexual Health (76%)



Maternity (41%)
Cardiology (45%)
Mental Health (53%)
Digital and Online (55%)
Children's Health (58%)