

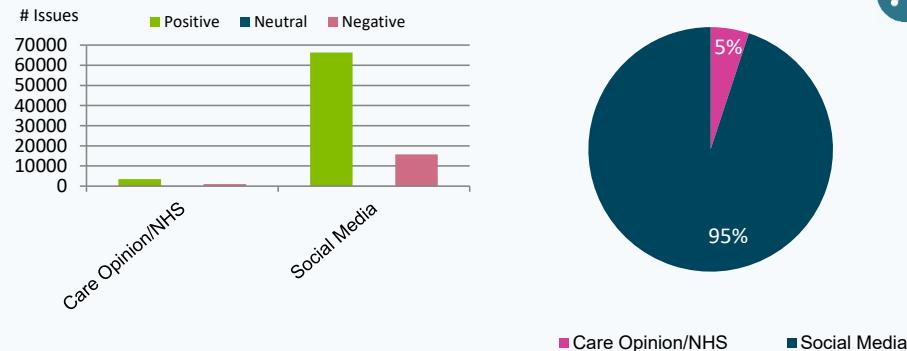
Health and Care Services in North East London (NEL)

Qualitative Feedback, 1 January 2025 - 31 December 2025

Community Insight Dashboard



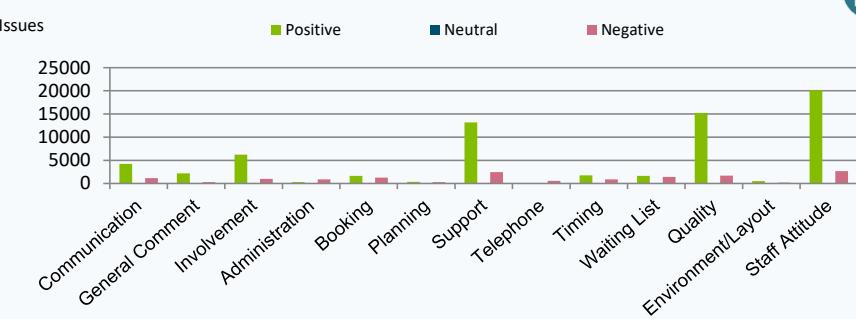
1. Source: 87888 issues from 22632 people



Top sources displayed



2. Trends

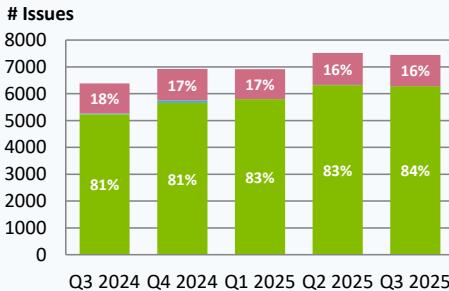


Top trends displayed

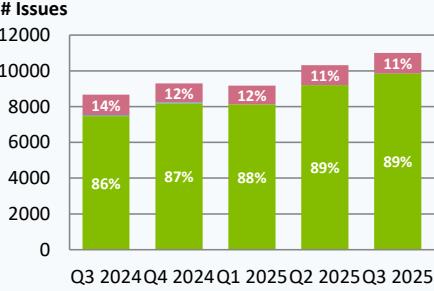
3.1 Timeline: Overall Sentiment



3.2 Timeline: User Involvement

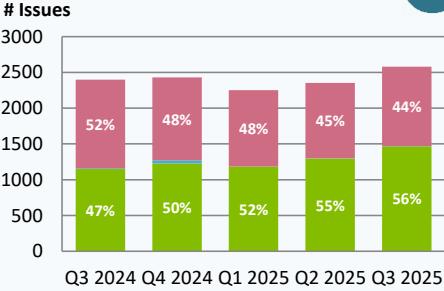


3.3 Timeline: Quality



Positive Neutral Negative

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%)

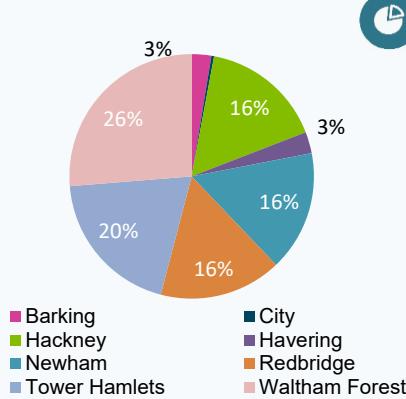
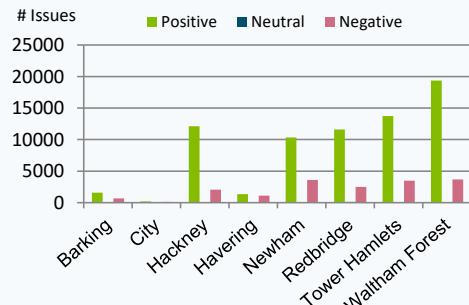
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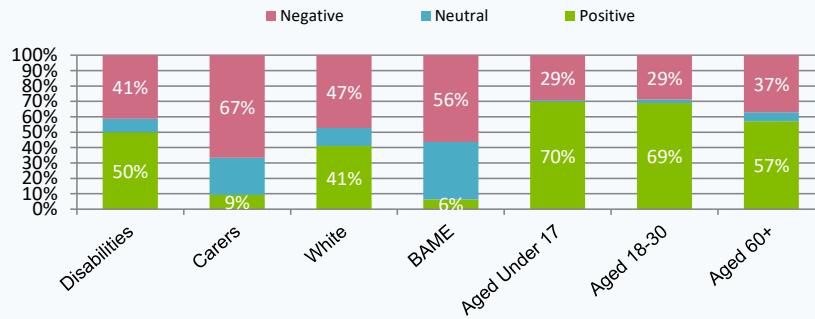
Community Insight Dashboard



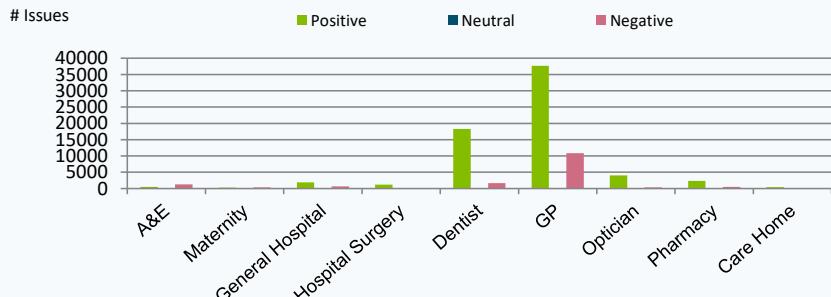
4. Feedback by Borough



5. Equalities



6. Services



Top services displayed

Services by Satisfaction Level

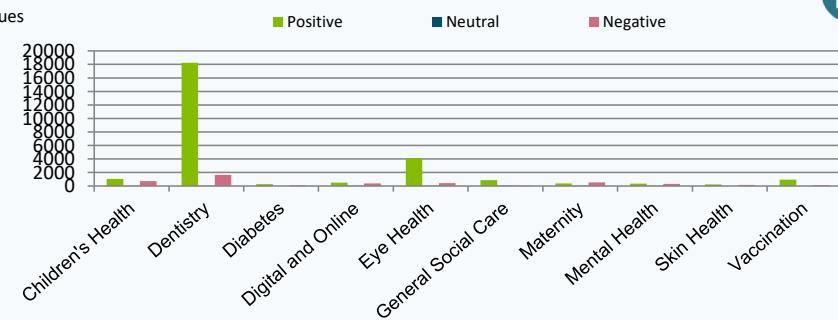


- Care at Home (97%)
- Care Home (93%)
- Physiotherapy (93%)
- Optician (91%)
- Dentist (91%)



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

7. Conditions/Topics



Top conditions/topics displayed

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%)