

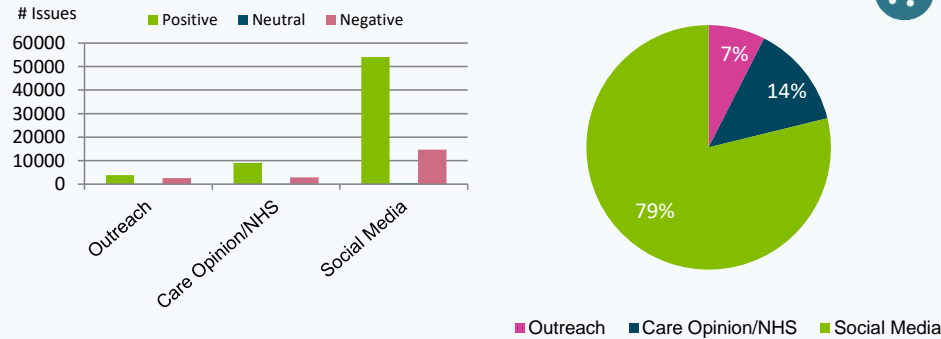
# Health and Care Services in North East London (NEL)

Qualitative Feedback, 1 April 2024 - 31 March 2025

Community Insight  
Dashboard

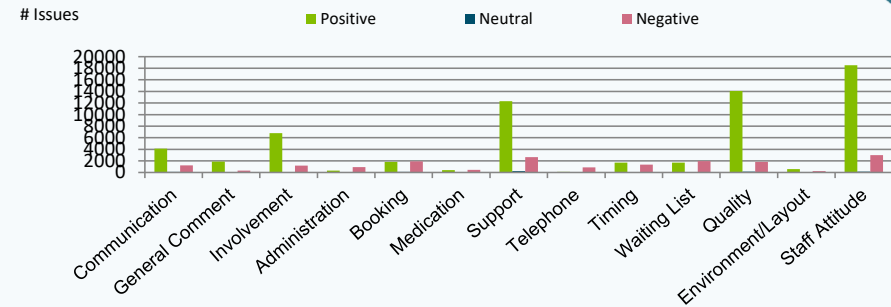


## 1. Source: 90101 issues from 22163 people



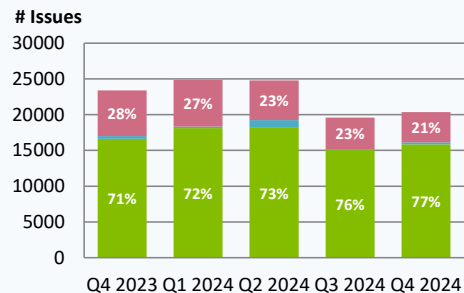
Top sources displayed

## 2. Trends

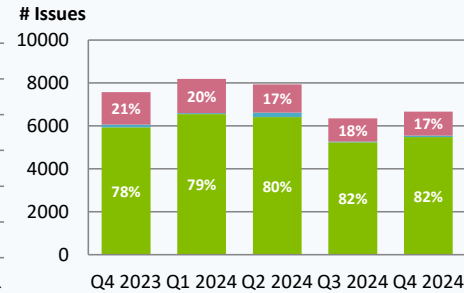


Top trends displayed

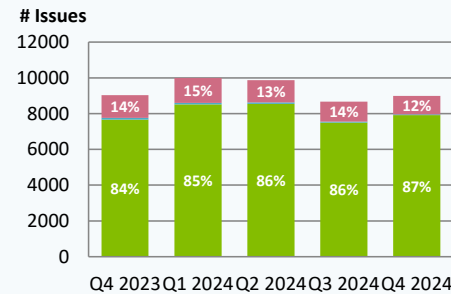
### 3.1 Timeline: Overall Sentiment



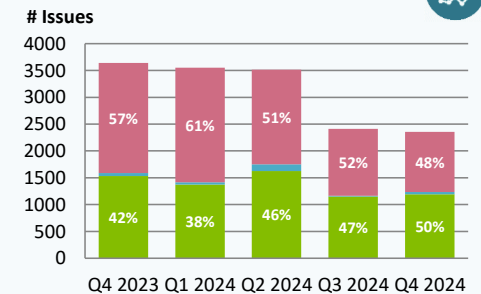
### 3.2 Timeline: User Involvement



### 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 6%  
Up by 4%  
Up by 3%  
Up by 8%

## Trends by Satisfaction Level



Quality (87%)  
Staff Attitude (85%)  
Involvement (84%)  
General Comment (84%)  
Support (81%)



Telephone (10%)  
Administration (26%)  
Waiting List (46%)  
Medication (47%)  
Booking (47%)

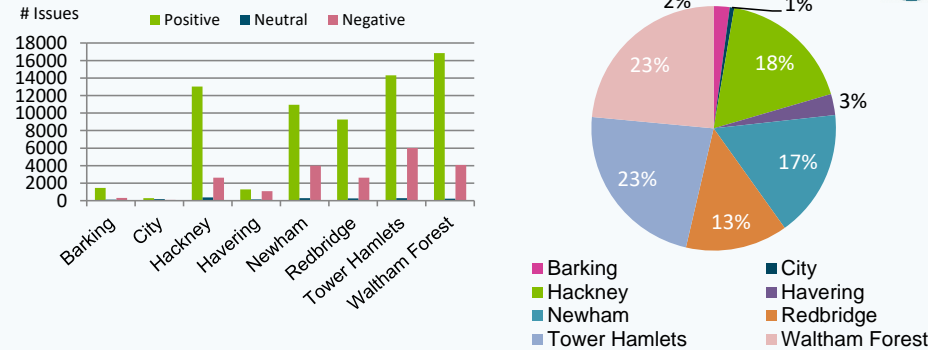
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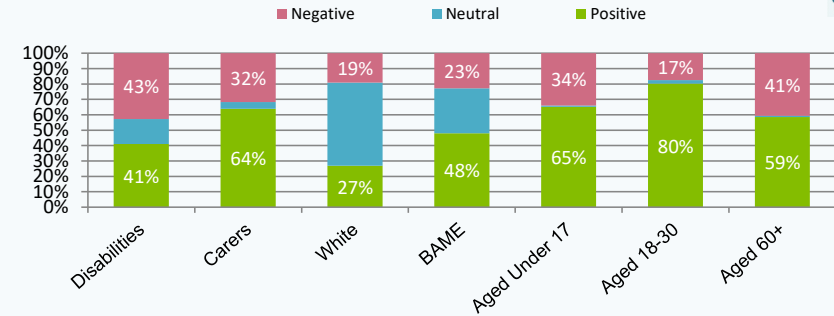
Community Insight  
Dashboard



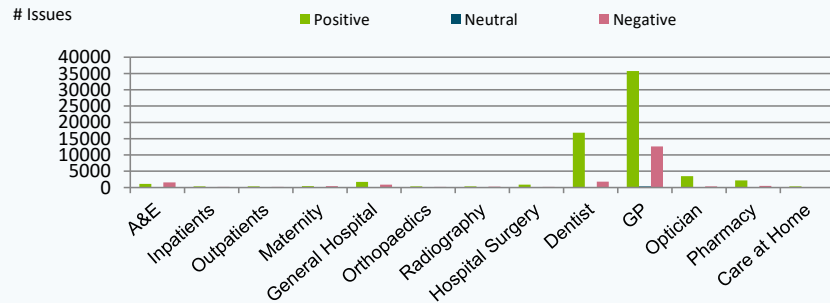
## 4. Feedback by Borough



## 5. Equalities

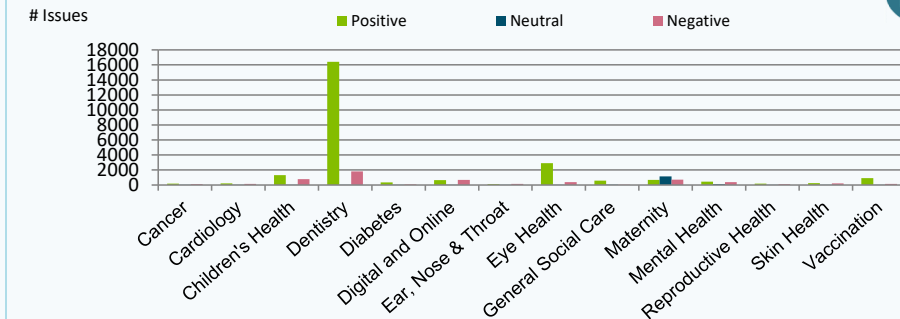


## 6. Services



Top services displayed

## 7. Conditions/Topics



Top conditions/topics displayed

## Services by Satisfaction Level



Care at Home (96%)  
Optician (90%)  
Dentist (89%)  
Hospital Surgery (82%)  
Pharmacy (80%)



A&E (40%)  
Maternity (45%)  
Radiography (58%)  
Inpatients (61%)

## Conditions/Topics by Satisfaction Level



Dentistry (89%)  
Eye Health (87%)  
Vaccination (85%)  
General Social Care (85%)  
Diabetes (79%)



Maternity (26%)  
Ear, Nose & Throat (46%)  
Mental Health (46%)  
Digital and Online (47%)  
Skin Health (53%)