

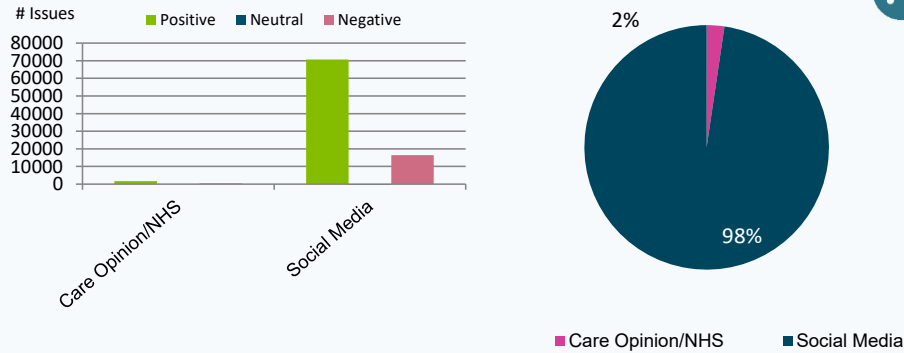
Health and Care Services in North East London (NEL)

Community Insight Dashboard



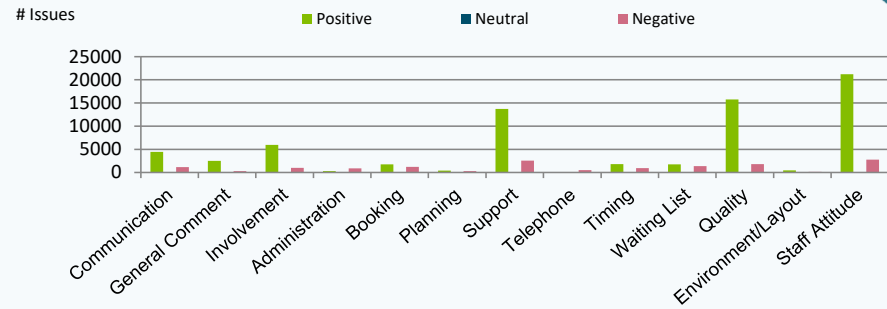
Qualitative Feedback, 1 April 2025 - 31 March 2026

1. Source: 90445 issues from 23662 people



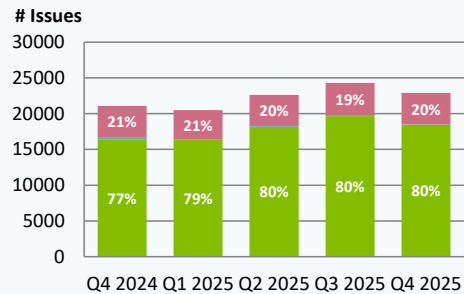
Top sources displayed

2. Trends

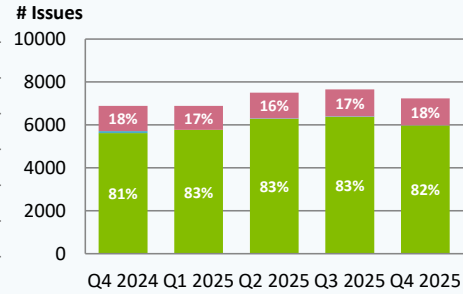


Top trends displayed

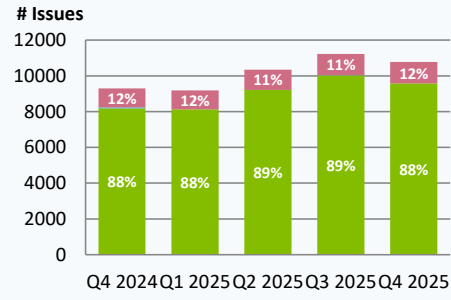
3.1 Timeline: Overall Sentiment



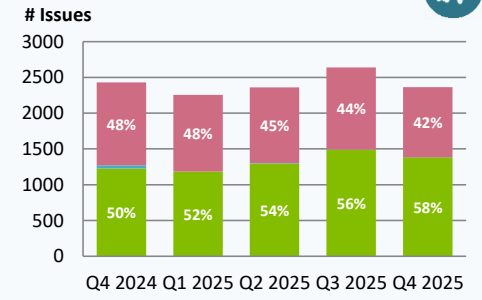
3.2 Timeline: User Involvement



3.3 Timeline: Quality



3.4 Timeline: Service Access



Legend: Positive (Green), Neutral (Blue), Negative (Pink)

Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

No Change
Down by 1%
Down by 1%
Up by 2%

Annually

Up by 3%
Up by 1%
No Change
Up by 8%

Trends by Satisfaction Level



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



Telephone (12%)
Administration (26%)
Waiting List (55%)
Planning (58%)
Booking (58%)

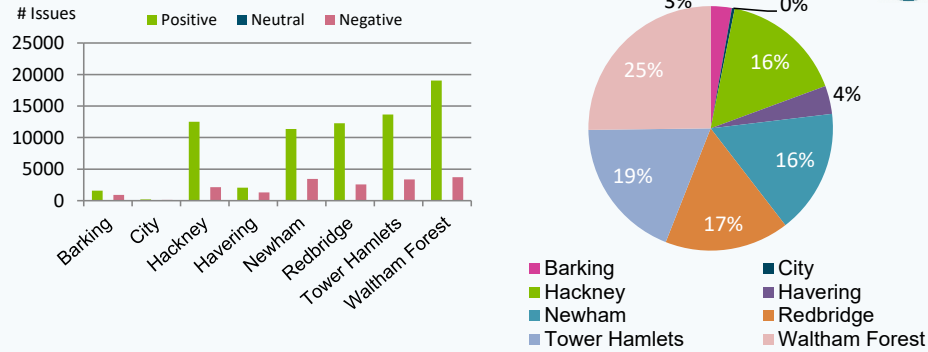
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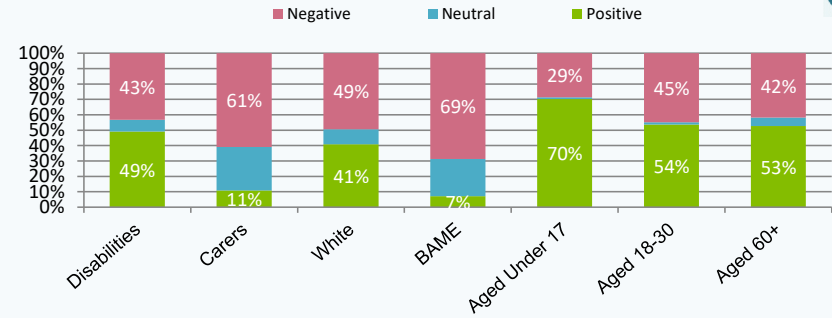


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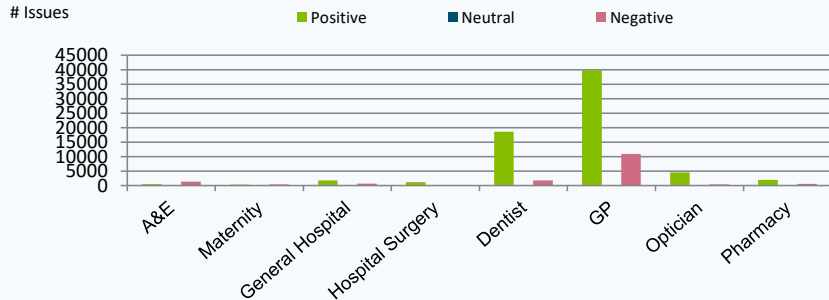
4. Feedback by Borough



5. Equalities

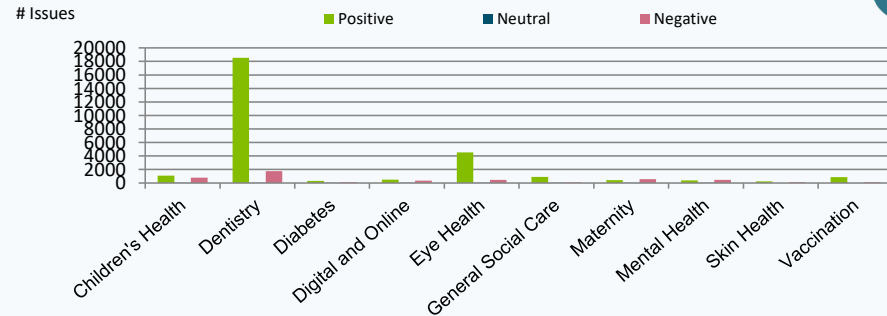


6. Services



Top services displayed

7. Conditions/Topics



Top conditions/topics displayed

Services by Satisfaction Level



- Care at Home (97%)
- Physiotherapy (95%)
- Care Home (92%)
- Optician (91%)
- Dentist (91%)



- A&E (26%)
- Maternity (44%)
- Inpatients (66%)
- General Hospital (73%)
- Pharmacy (77%)

Conditions/Topics by Satisfaction Level



- General Social Care (91%)
- Dentistry (91%)
- Eye Health (91%)
- Vaccination (86%)
- Diabetes (73%)



- Cancer (40%)
- Maternity (43%)
- Mental Health (44%)
- Cardiology (46%)
- Children's Health (57%)