

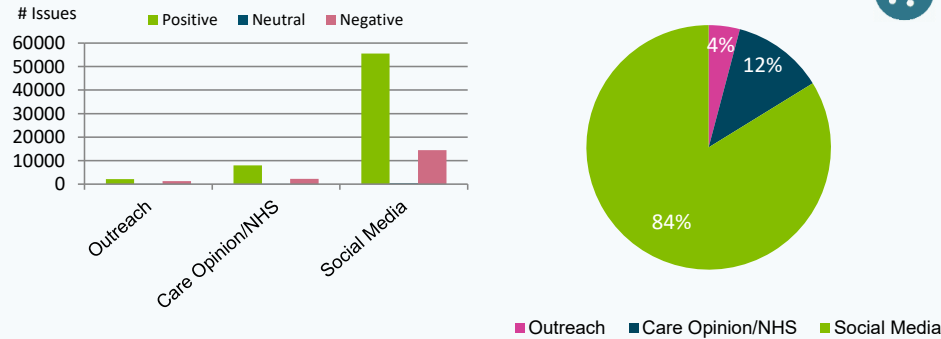
Health and Care Services in North East London (NEL)

Qualitative Feedback, 1 July 2024 - 30 June 2025

Community Insight
Dashboard

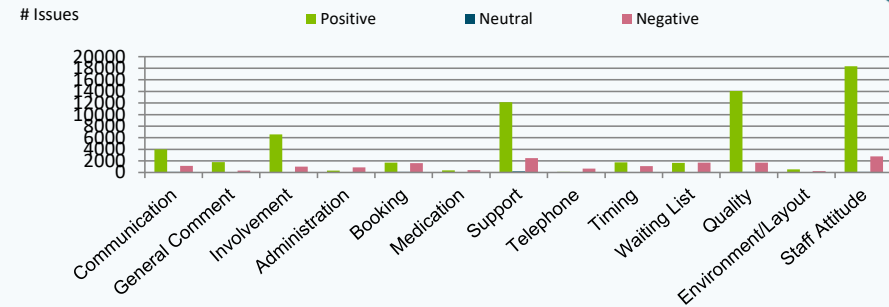


1. Source: 86515 issues from 21629 people



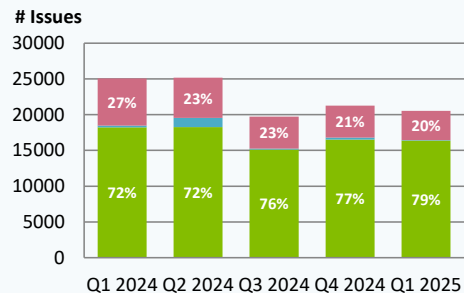
Top sources displayed

2. Trends

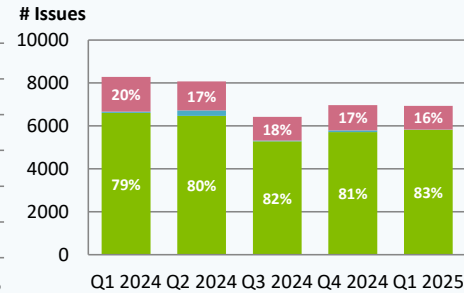


Top trends displayed

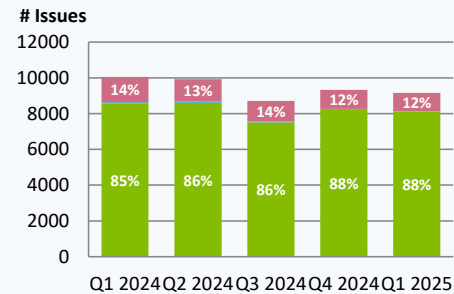
3.1 Timeline: Overall Sentiment



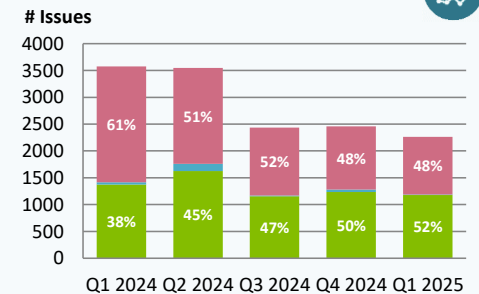
3.2 Timeline: User Involvement



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 2%
Up by 2%
No Change
Up by 2%

Annually

Up by 7%
Up by 4%
Up by 3%
Up by 14%

Trends by Satisfaction Level



Quality (88%)
Staff Attitude (86%)
Involvement (85%)
General Comment (84%)
Support (81%)



Telephone (11%)
Administration (26%)
Medication (45%)
Waiting List (48%)
Booking (50%)

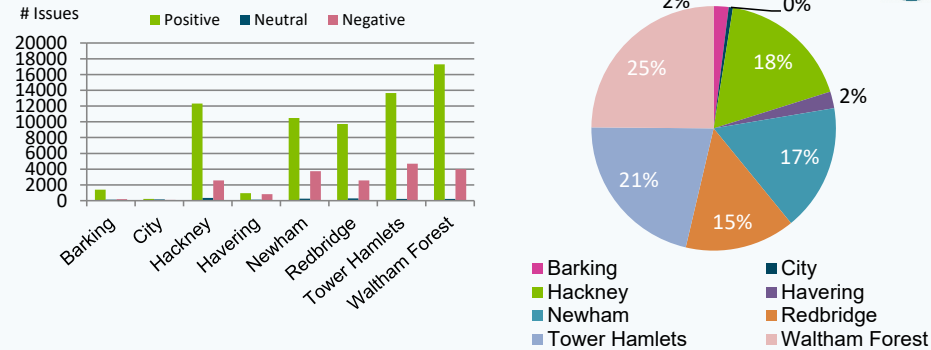
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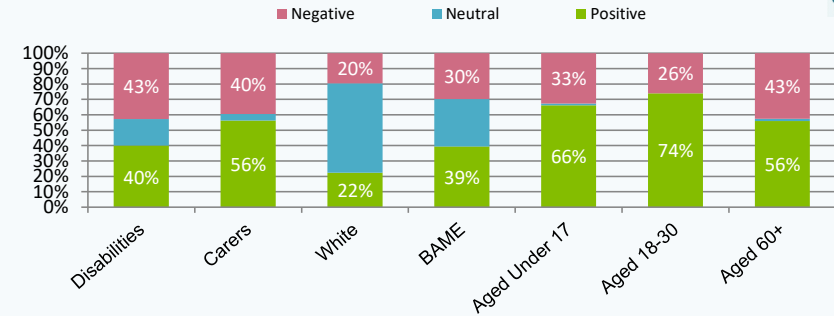
Community Insight
Dashboard



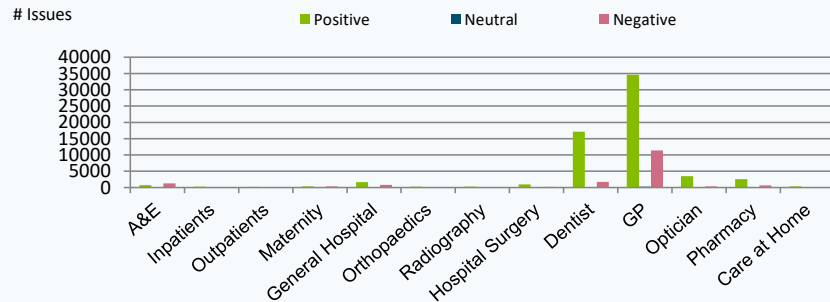
4. Feedback by Borough



5. Equalities

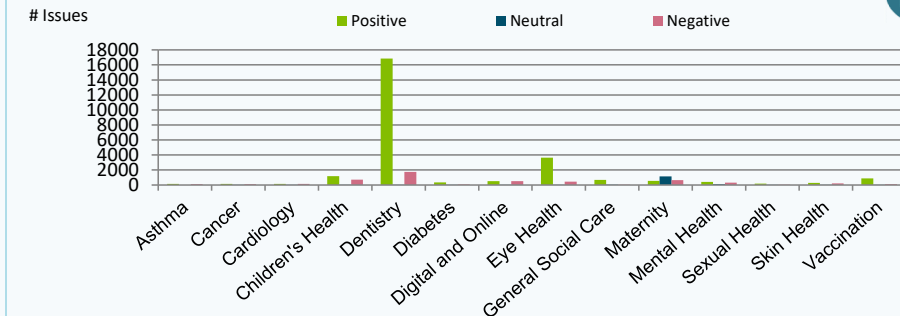


6. Services



Top services displayed

7. Conditions/Topics



Top conditions/topics displayed

Services by Satisfaction Level



Care at Home (94%)
Dentist (90%)
Optician (90%)
Hospital Surgery (84%)
Pharmacy (80%)



A&E (38%)
Maternity (41%)
Outpatients (62%)
Radiography (63%)

Conditions/Topics by Satisfaction Level



Dentistry (90%)
Eye Health (88%)
Vaccination (87%)
General Social Care (84%)
Diabetes (79%)



Maternity (23%)
Mental Health (47%)
Digital and Online (47%)
Cardiology (49%)
Skin Health (55%)