

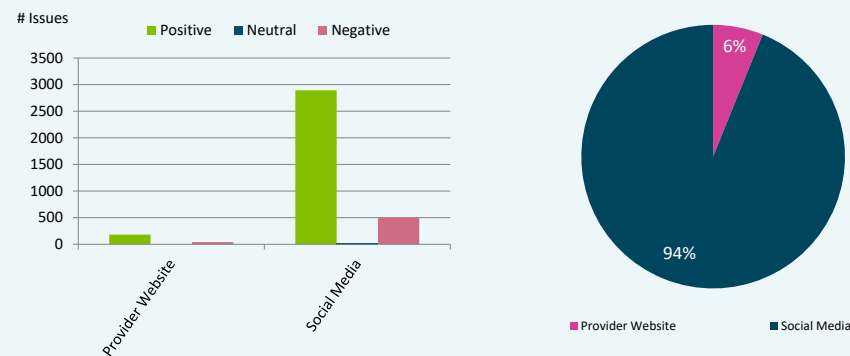
Hackney, Health & Care Services

Community Insight Dashboard

Qualitative Feedback, 1 January - 31 March 2025

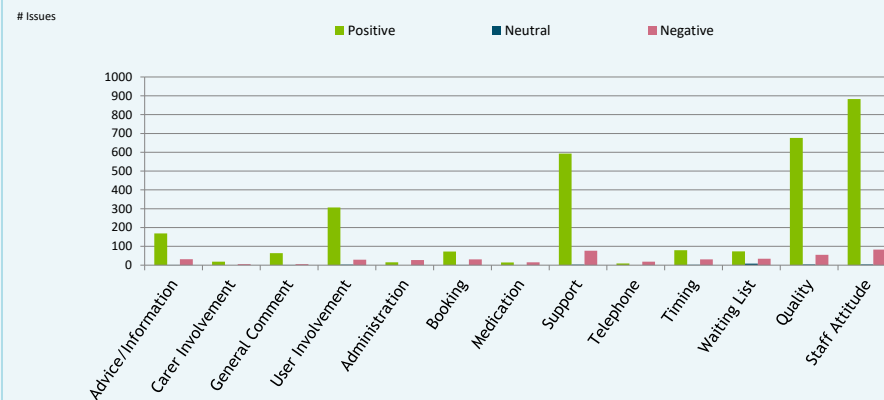


1. Source: 3683 issues from 897 people



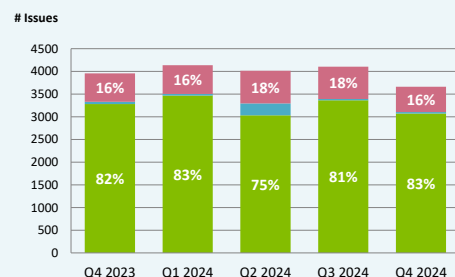
Top sources displayed

2. Trends

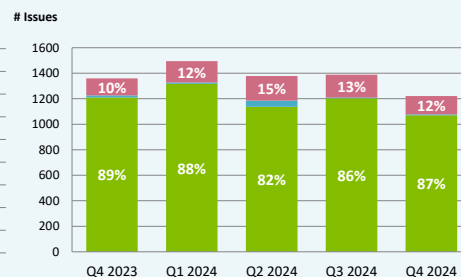


Top trends displayed

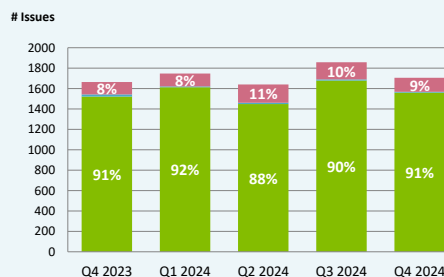
3.1 Timeline: Overall Sentiment



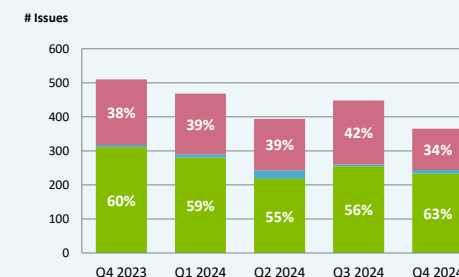
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Up by 2%
Up by 1%
Up by 1%
Up by 7%

Annually

Up by 1%
Down by 2%
No Change
Up by 3%

Trends by Satisfaction Level



Quality (91%)
Staff Attitude (91%)
User Involvement (90%)
General Comment (90%)
Support (88%)



Telephone (32%)
Administration (35%)
Medication (48%)
Waiting List (63%)
Booking (69%)

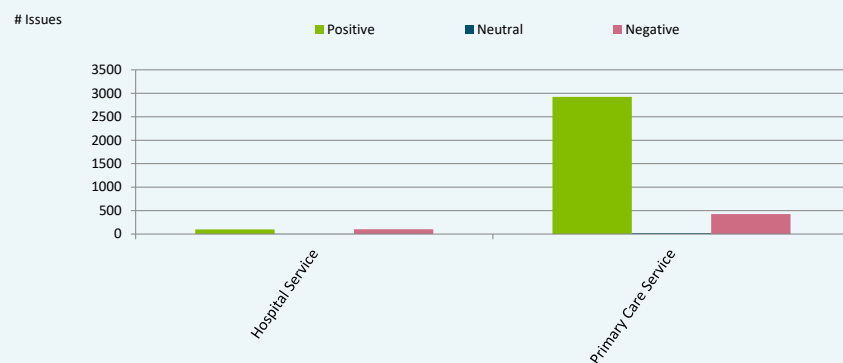
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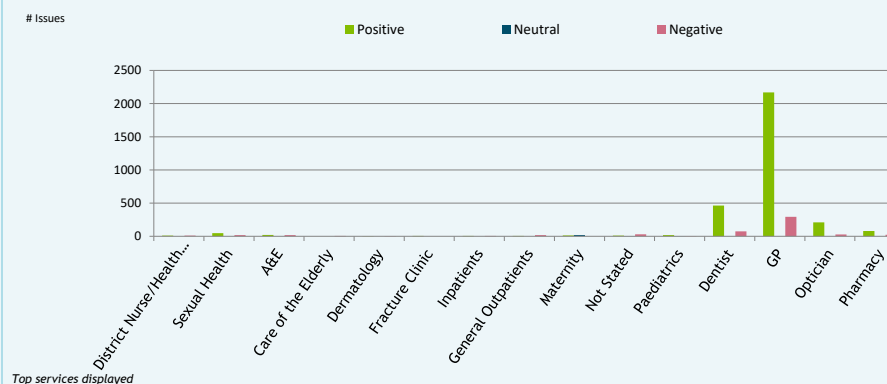
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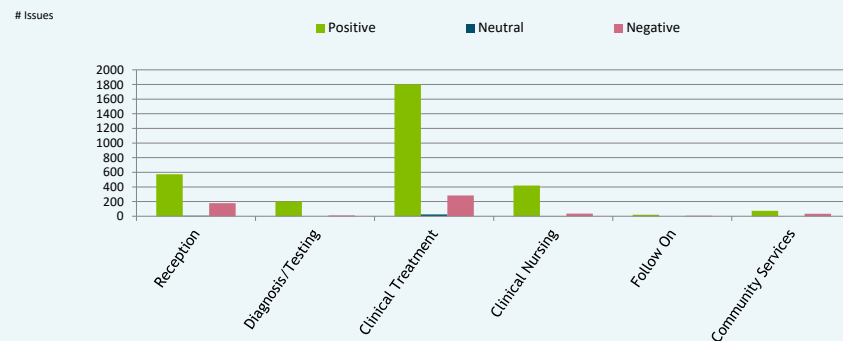
4. Service Sector



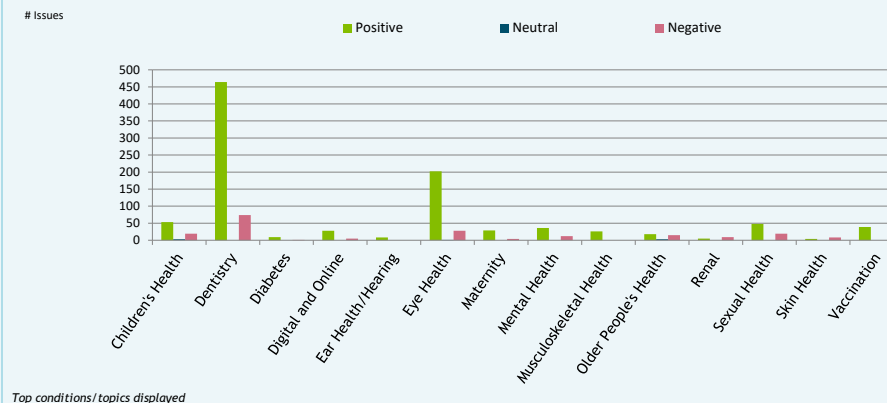
5. Service Type



6. Care Pathway



7. Conditions/Topics



Services by Satisfaction Level



Optician (87%)
GP (87%)
Paediatrics (86%)
Dentist (86%)
Pharmacy (76%)



General Outpatients (28%)
District Nurse/Health Visitor (50%)
Dermatology (50%)
A&E (53%)
Inpatients (53%)

Conditions/Topics by Satisfaction Level



Diabetes (90%)
Maternity (87%)
Sexual Health (71%)



Skin Health (33%)
Renal (35%)
Older People's Health (50%)
Children's Health (70%)