

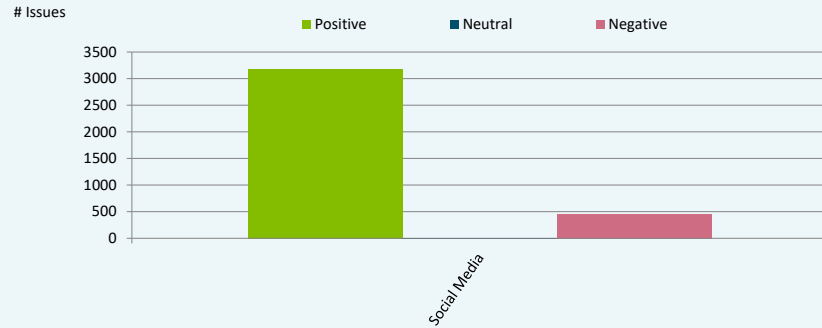
Hackney, Health & Care Services

Qualitative Feedback, 1 January - 31 March 2026

Community Insight Dashboard

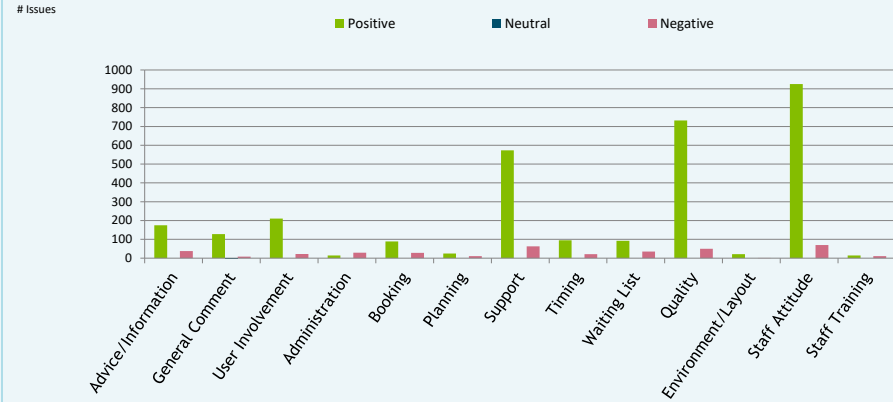


1. Source: 3642 issues from 969 people



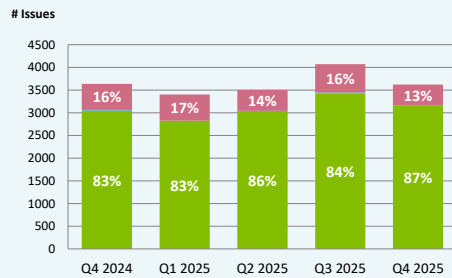
Top sources displayed

2. Trends

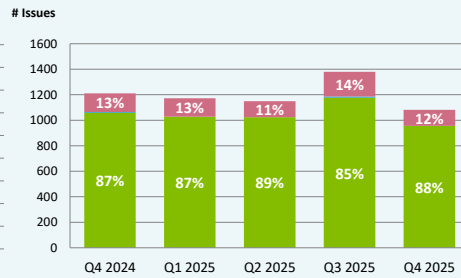


Top trends displayed

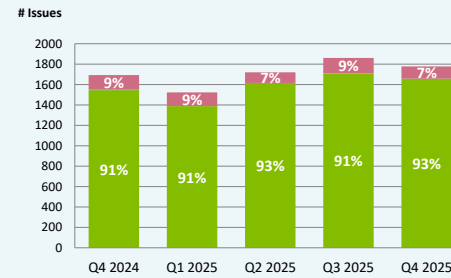
3.1 Timeline: Overall Sentiment



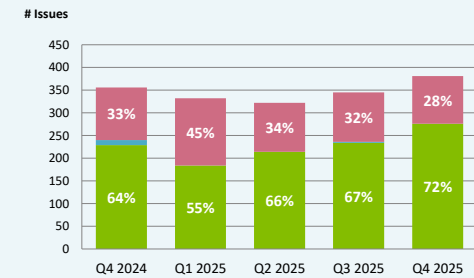
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



Positive Neutral Negative

Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Up by 3%
Up by 3%
Up by 2%
Up by 5%

Annually

Up by 4%
Up by 1%
Up by 2%
Up by 8%

Trends by Satisfaction Level



Environment/Layout (95%)
Quality (93%)
General Comment (93%)
Staff Attitude (92%)



Administration (32%)
Planning (69%)
Waiting List (72%)
Booking (76%)
Timing (81%)

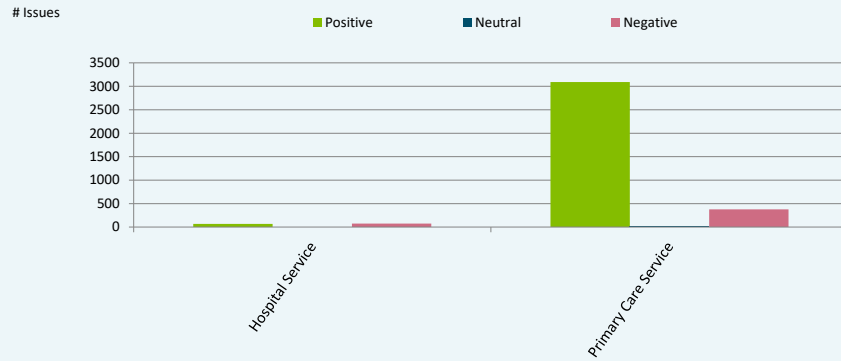
Hackney, Health & Care Services

Qualitative Feedback, 1 January - 31 March 2026

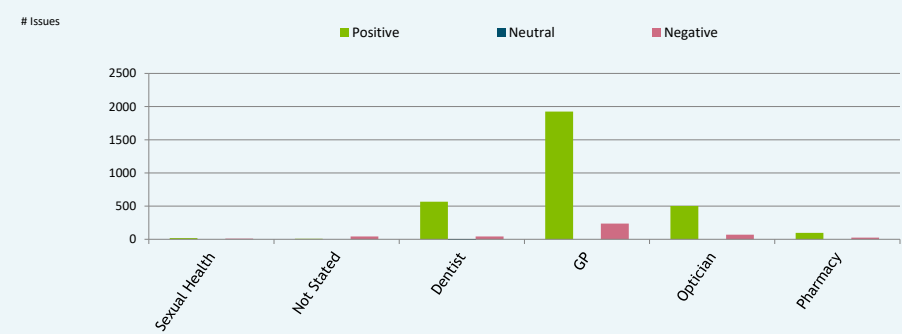
Community Insight Dashboard



4. Service Sector

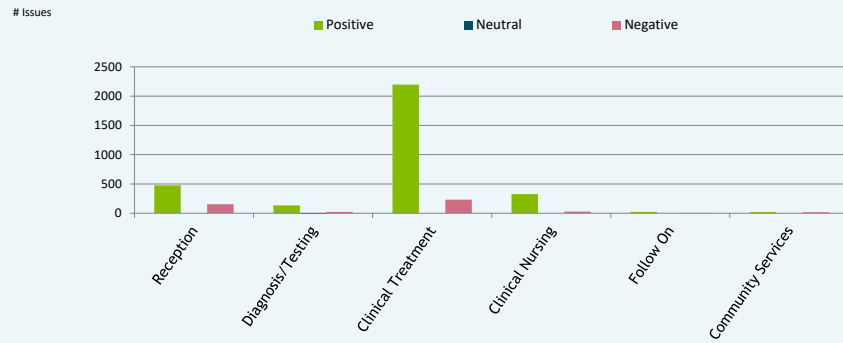


5. Service Type



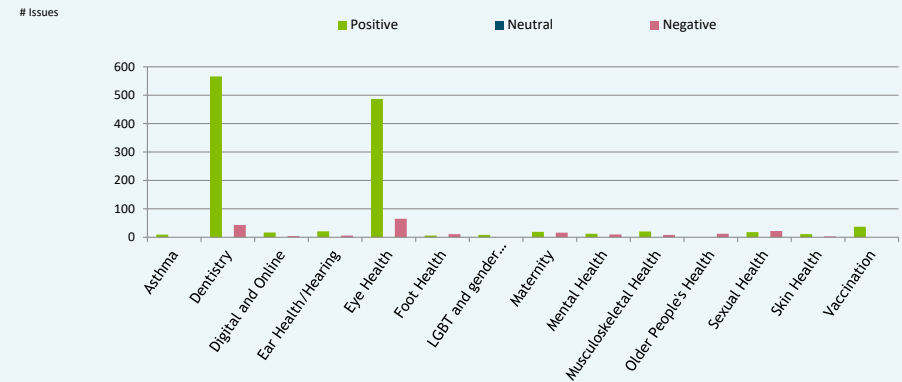
Top services displayed

6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions / topics displayed

Services by Satisfaction Level



Dentist (93%)
GPs (89%)



Optician (88%)
Pharmacy (80%)
Sexual Health (64%)

Conditions/Topics by Satisfaction Level



Dentistry (92%)
Eye Health (88%)
Mental Health (54%)



Foot Health (35%)
Sexual Health (45%)
Maternity (54%)