

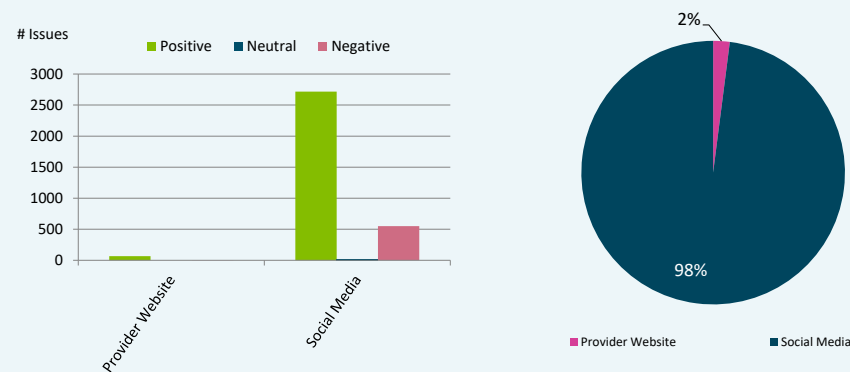
# Hackney, Health & Care Services

## Community Insight Dashboard

Qualitative Feedback, 1 April - 30 June 2025

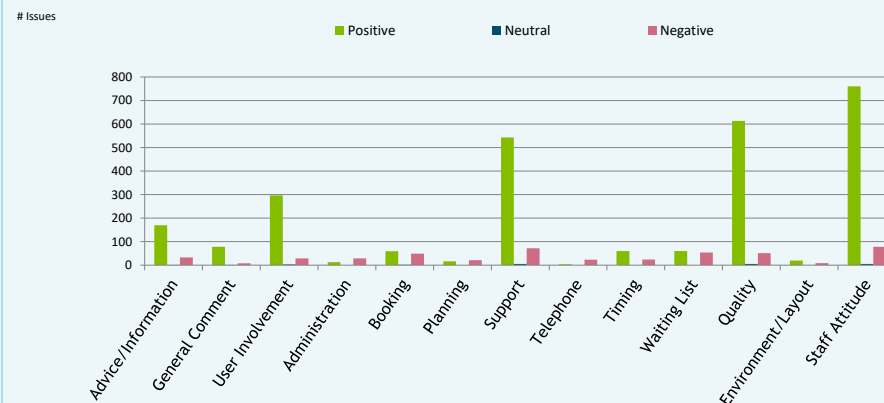


### 1. Source: 3397 issues from 803 people



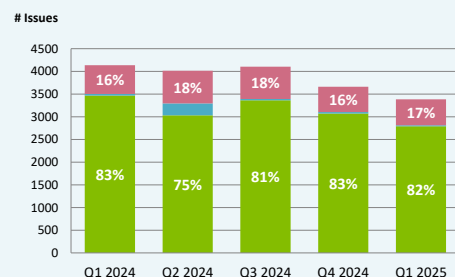
Top sources displayed

### 2. Trends

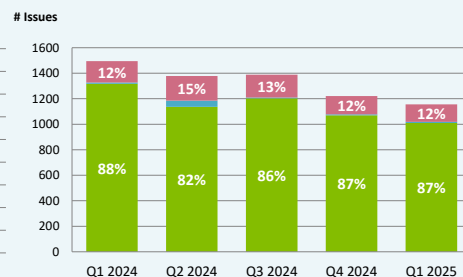


Top trends displayed

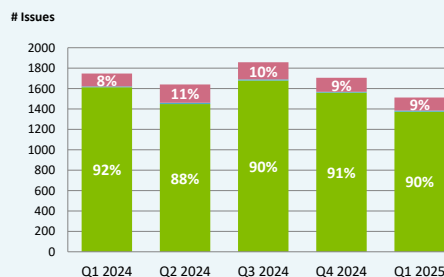
### 3.1 Timeline: Overall Sentiment



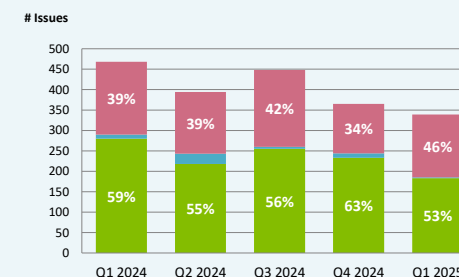
### Timeline: 3.2 User Involvement



### 3.3 Timeline: Quality



### Timeline: 3.4 Service Access



### Satisfaction Over Time



Overall Satisfaction:  
User Involvement:  
Quality:  
Service Access:

#### Quarterly

Down by 1%  
No Change  
Down by 1%  
Down by 10%

#### Annually

Down by 1%  
Down by 1%  
Down by 2%  
Down by 6%

### Trends by Satisfaction Level



Quality (91%)  
User Involvement (90%)  
Staff Attitude (90%)  
General Comment (89%)  
Support (87%)



Telephone (14%)  
Administration (30%)  
Planning (43%)  
Waiting List (52%)  
Booking (53%)

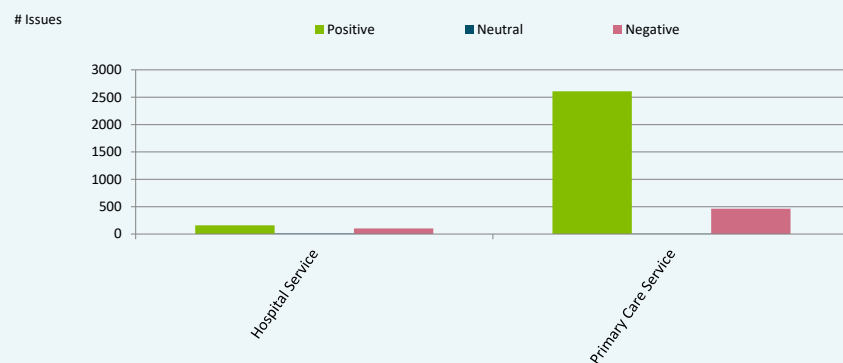
# Hackney, Health & Care Services

Community Insight Dashboard

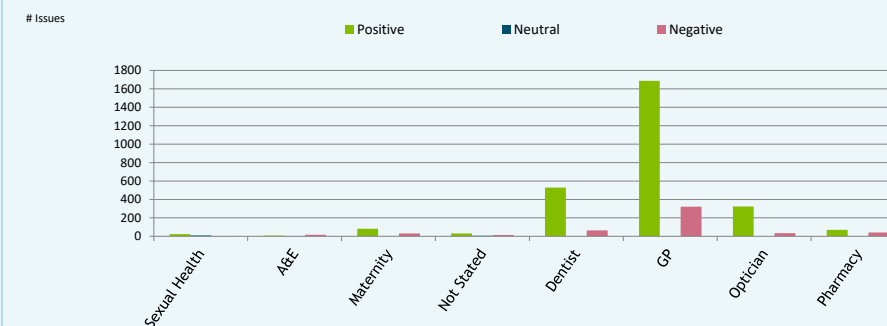
Qualitative Feedback, 1 April - 30 June 2025



## 4. Service Sector

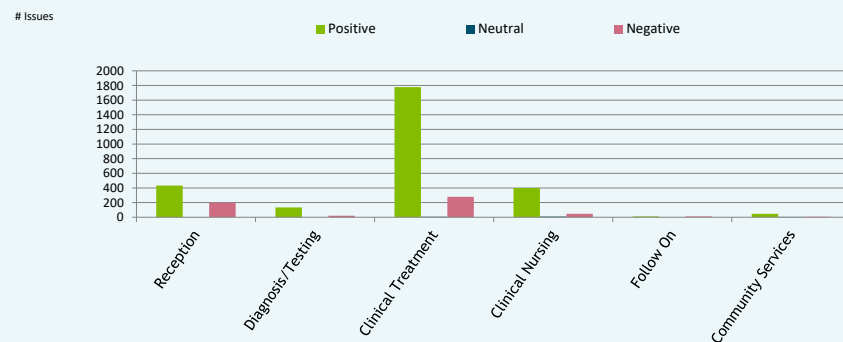


## 5. Service Type



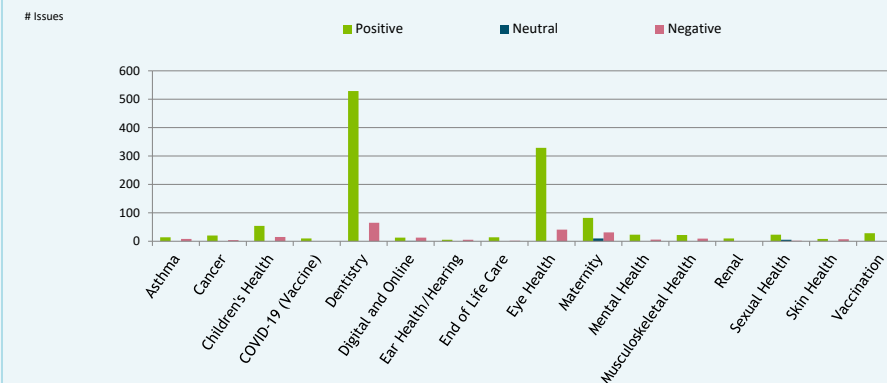
Top services displayed

## 6. Care Pathway



Top pathways displayed

## 7. Conditions/Topics



Top conditions / topics displayed

## Services by Satisfaction Level



General Social Care (96%)  
Optician (90%)  
Dentist (89%)  
GP (83%)



A&E (30%)  
Pharmacy (63%)  
Maternity (67%)

## Conditions/Topics by Satisfaction Level



Dentistry (89%)  
Eye Health (88%)  
End of Life Care (87%)  
Cancer (83%)



Digital and Online (48%)  
Ear Health/Hearing (50%)  
Skin Health (53%)  
Asthma (63%)  
Maternity (66%)