

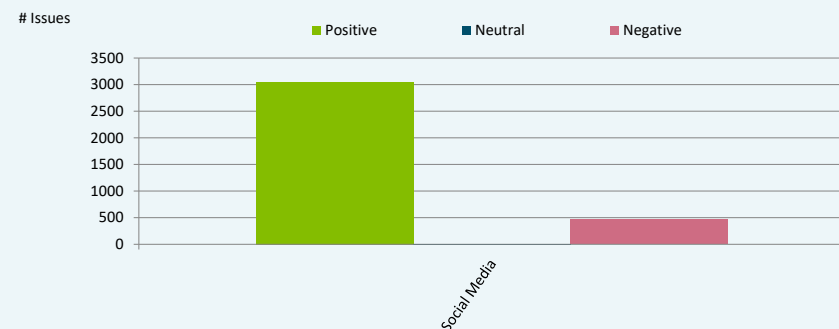
# Hackney, Health & Care Services

## Community Insight Dashboard

Qualitative Feedback, 1 July - 30 September 2025

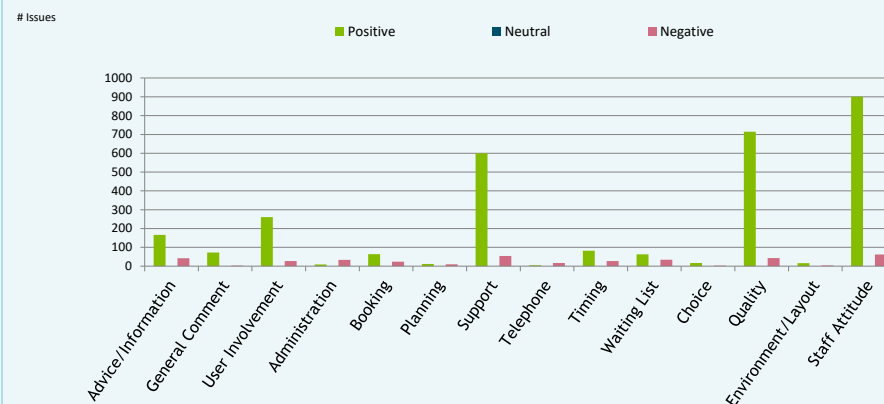


### 1. Source: 3521 issues from 902 people



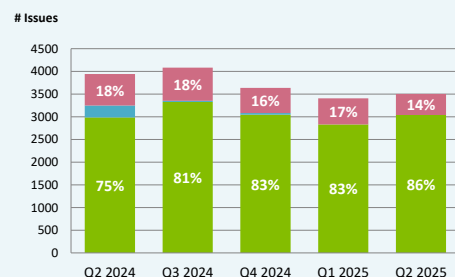
Top sources displayed

### 2. Trends

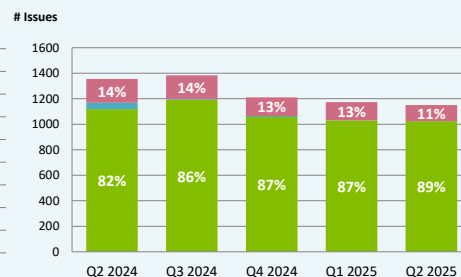


Top trends displayed

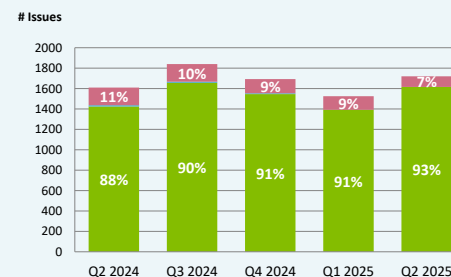
### 3.1 Timeline: Overall Sentiment



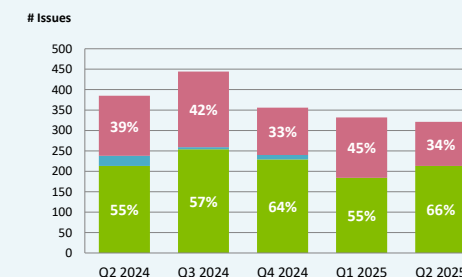
### Timeline: 3.2 User Involvement



### 3.3 Timeline: Quality



### Timeline: 3.4 Service Access



### Satisfaction Over Time



Overall Satisfaction:  
User Involvement:  
Quality:  
Service Access:

#### Quarterly

Up by 3%  
Up by 2%  
Up by 2%  
Up by 11%

#### Annually

Up by 11%  
Up by 7%  
Up by 5%  
Up by 11%

### Trends by Satisfaction Level



Quality (94%)  
Staff Attitude (93%)  
Support (91%)  
User Involvement (90%)  
Choice (85%)



Administration (21%)  
Telephone (22%)  
Planning (54%)  
Waiting List (64%)  
Booking (73%)

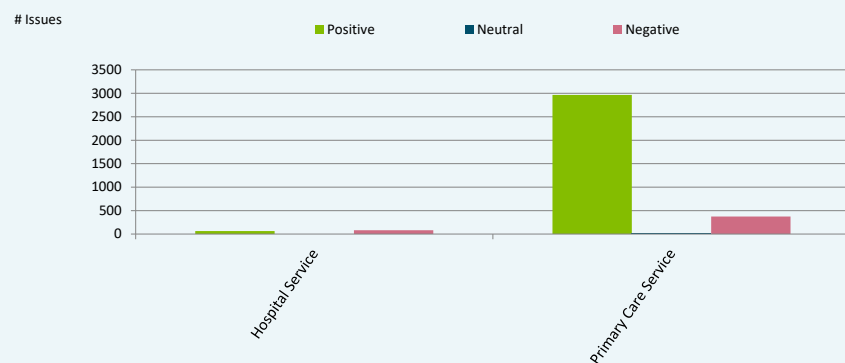
# Hackney, Health & Care Services

Community Insight Dashboard

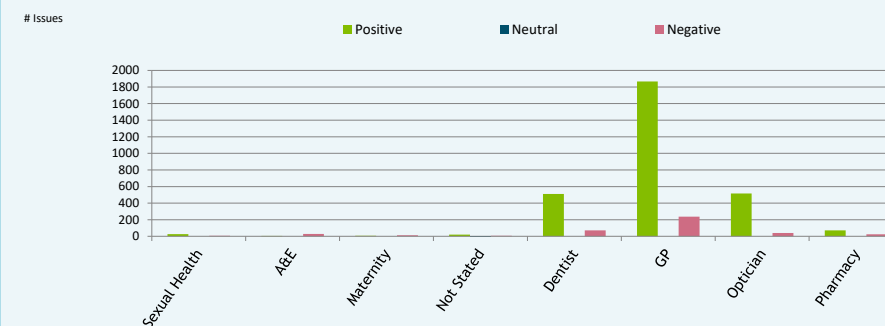
Qualitative Feedback, 1 July - 30 September 2025



## 4. Service Sector

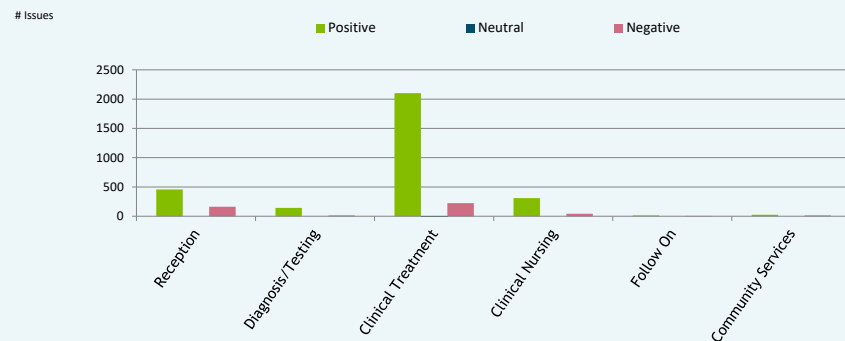


## 5. Service Type



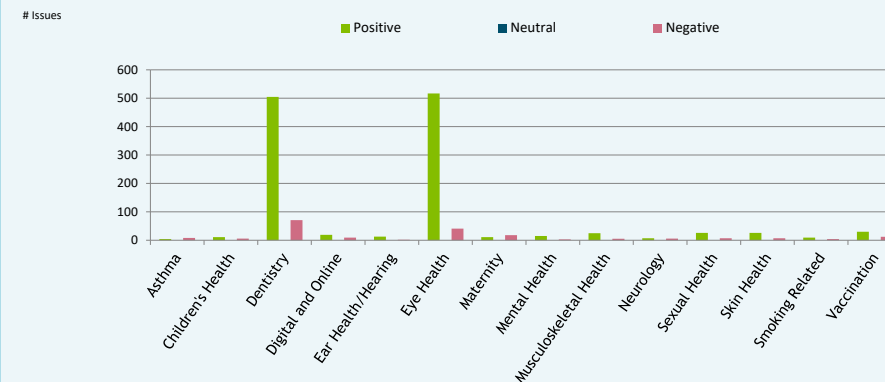
Top services displayed

## 6. Care Pathway



Top pathways displayed

## 7. Conditions/Topics



Top conditions / topics displayed

## Services by Satisfaction Level



Optician (92%)  
GP (88%)  
Dentist (87%)  
Sexual Health (78%)



A&E (14%)  
Maternity (31%)  
Pharmacy (75%)

## Conditions/Topics by Satisfaction Level



Eye Health (92%)  
Dentistry (87%)  
Ear Health/Hearing (86%)  
Musculoskeletal Health (83%)  
Mental Health (83%)



Asthma (33%)  
Maternity (37%)  
Neurology (53%)  
Digital and Online (67%)  
Smoking Related (69%)