

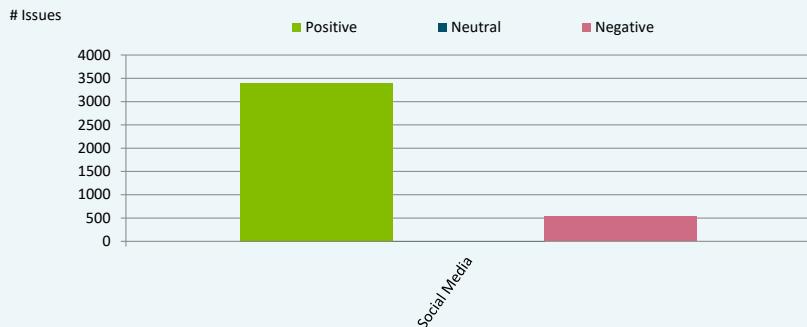
Hackney, Health & Care Services

Qualitative Feedback, 1 October - 31 December 2025

Community Insight Dashboard

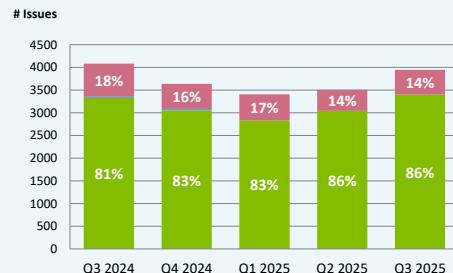


1. Source: 3962 issues from 1054 people



Top sources displayed

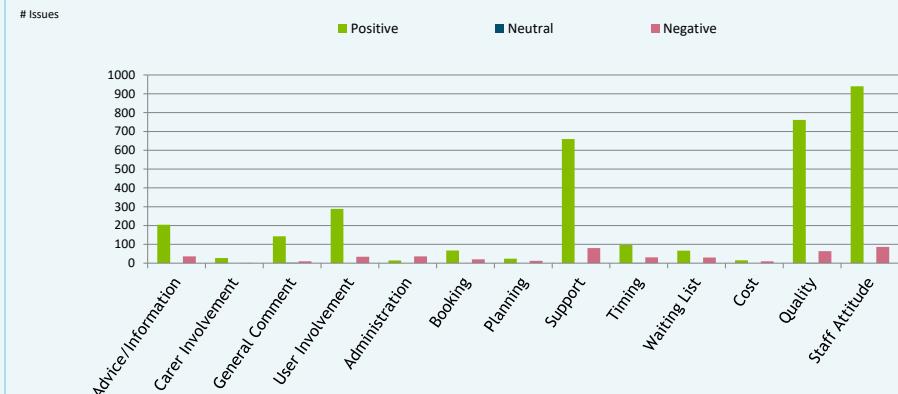
3.1 Timeline: Overall Sentiment



Timeline: 3.2 User Involvement

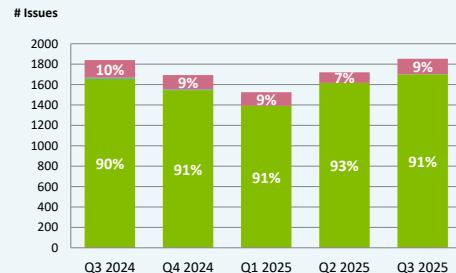


2. Trends

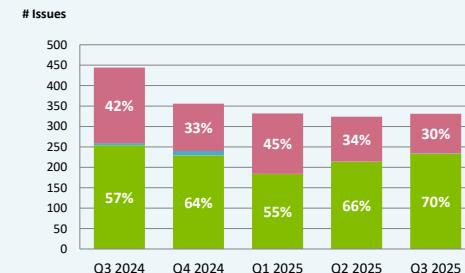


Top trends displayed

3.3 Timeline: Quality



Timeline: 3.4 Service Access



Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly
No Change
Down by 1%
Down by 2%
Up by 4%

Annually
Up by 5%
Up by 2%
Up by 1%
Up by 13%

Trends by Satisfaction Level



Carer Involvement (96%)
General Comment (92%)
Quality (92%)
Staff Attitude (91%)
User Involvement (89%)



Administration (28%)
Cost (60%)
Planning (64%)
Waiting List (68%)
Timing (75%)

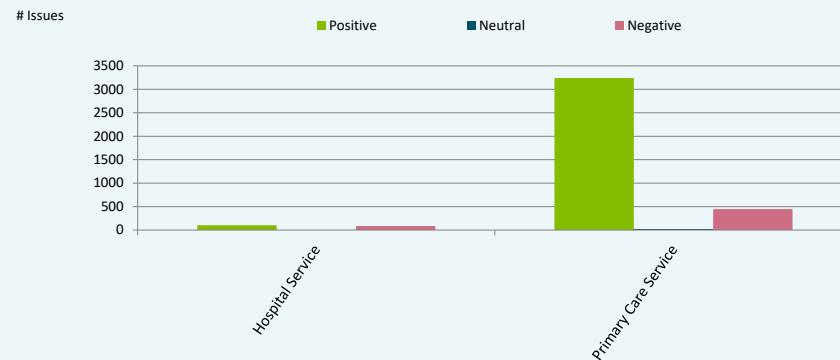
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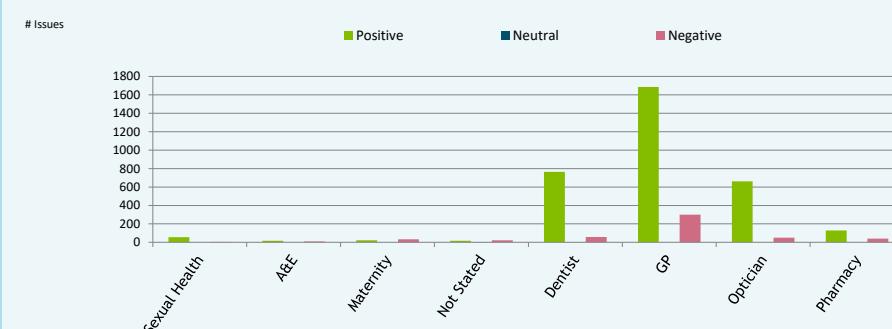
Community Insight Dashboard



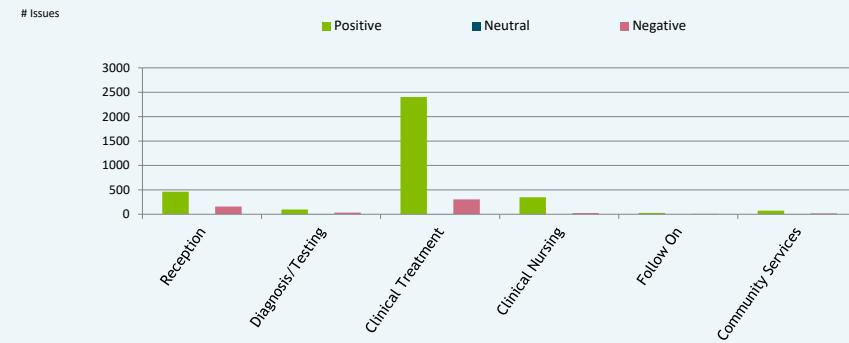
4. Service Sector



5. Service Type

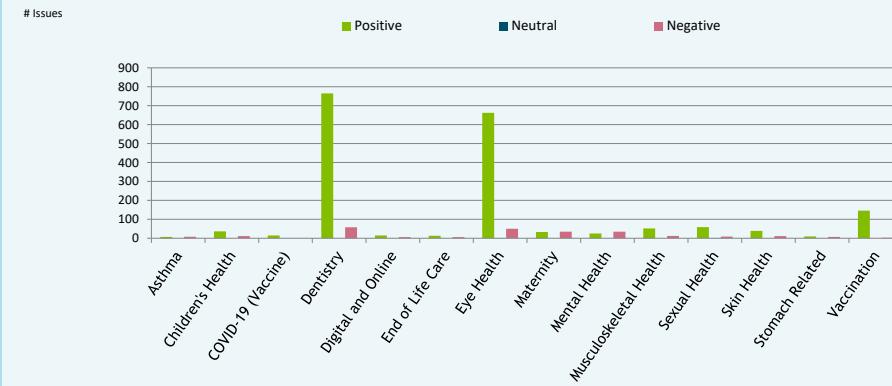


6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions/topics displayed

Services by Satisfaction Level



General Social Care (96%)
Dentist (92%)
Optician (92%)
GP (85%)



Maternity (40%)
A&E (62%)
Pharmacy (76%)

Conditions/Topics by Satisfaction Level



Vaccination (97%)
Dentistry (92%)
Eye Health (92%)
Sexual Health (85%)



Mental Health (41%)
Asthma (46%)
Maternity (48%)
Stomach Related (58%)
End of Life Care (68%)