

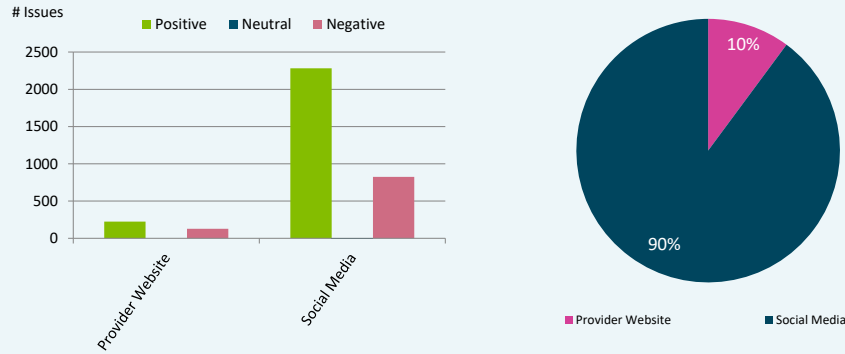
# Newham, Health & Care Services

Qualitative Feedback, 1 January - 31 March 2025

## Community Insight Dashboard

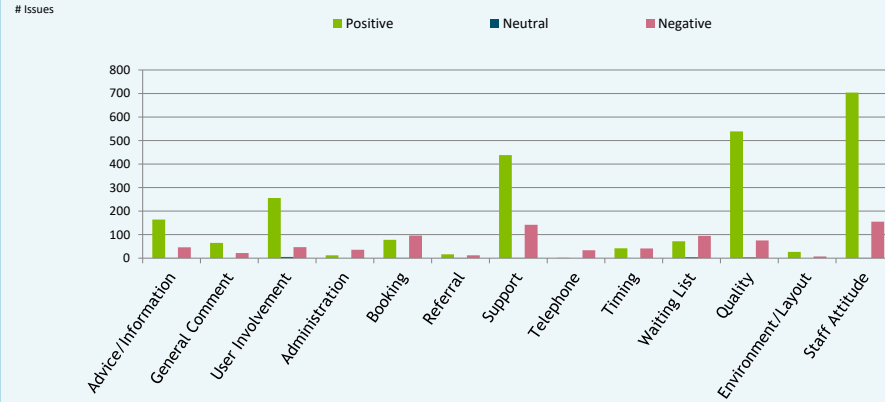


### 1. Source: 3479 issues from 828 people



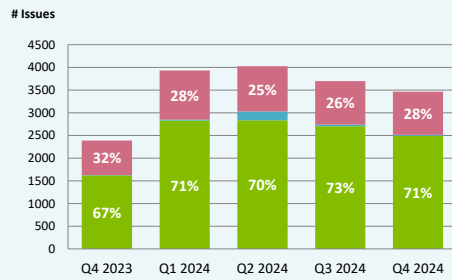
Top sources displayed

### 2. Trends

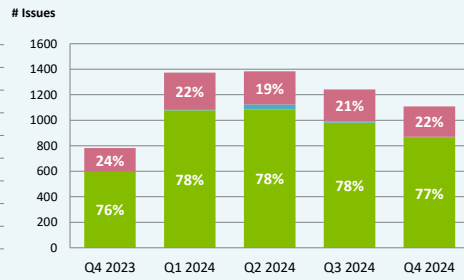


Top trends displayed

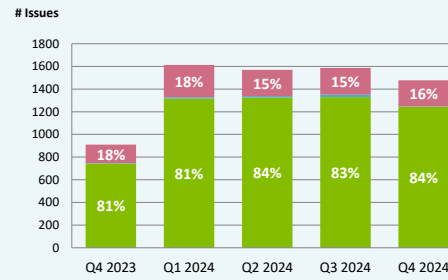
### 3.1 Timeline: Overall Sentiment



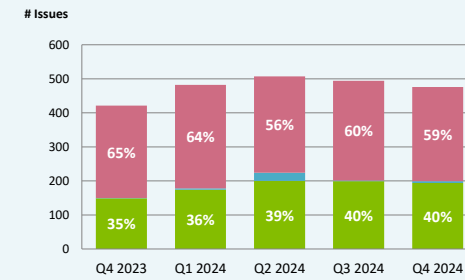
### Timeline: 3.2 User Involvement



### 3.3 Timeline: Quality



### Timeline: 3.4 Service Access



### Satisfaction Over Time



Overall Satisfaction:  
User Involvement:  
Quality:  
Service Access:

#### Quarterly

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

#### Annually

Up by 4%  
Up by 1%  
Up by 3%  
Up by 5%

### Trends by Satisfaction Level



Quality (87%)  
User Involvement (83%)  
Staff Attitude (81%)  
Environment/Layout (79%)  
Advice/Information (77%)



Telephone (5%)  
Administration (25%)  
Waiting List (42%)  
Booking (44%)  
Timing (50%)

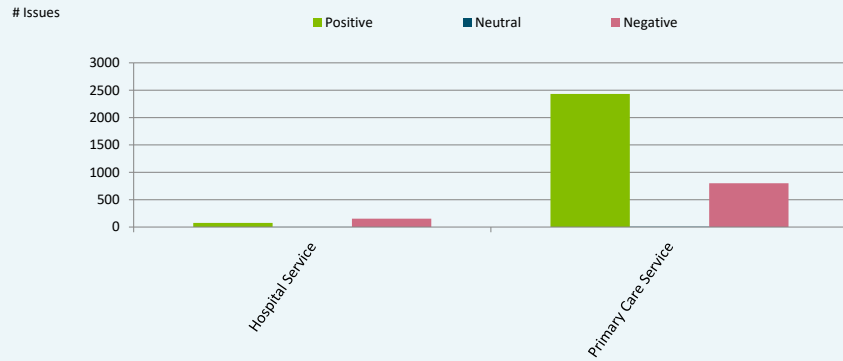
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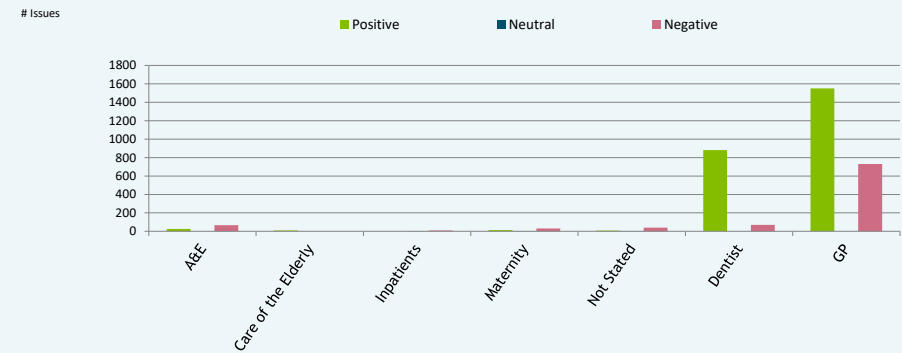
Community Insight Dashboard



## 4. Service Sector

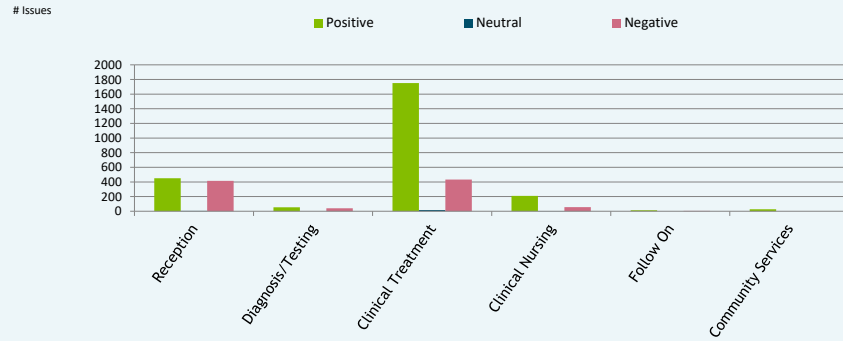


## 5. Service Type



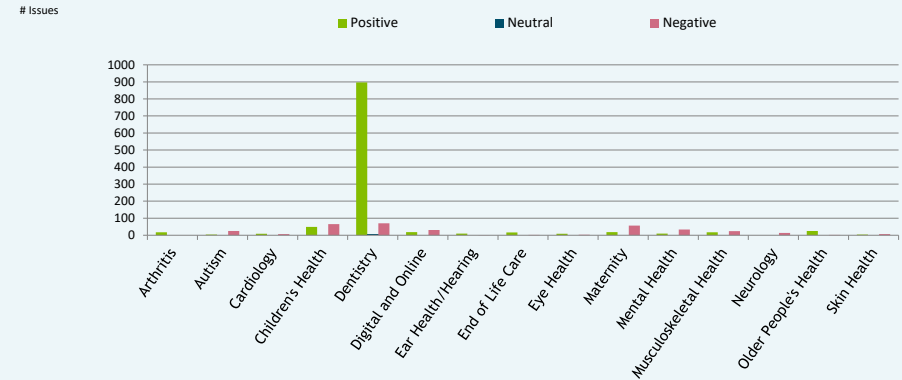
Top services displayed

## 6. Care Pathway



Top pathways displayed

## 7. Conditions/Topics



Top conditions / topics displayed

## Services by Satisfaction Level



Dentist (92%)  
GP (67%)



A&E (27%)  
Maternity (30%)

## Conditions/Topics by Satisfaction Level



Older People's Health (92%)  
Dentistry (92%)  
Ear Health/Hearing (90%)  
End of Life Care (88%)  
Eye Health (75%)



Autism (13%)  
Mental Health (22%)  
Maternity (24%)  
Skin Health (36%)