

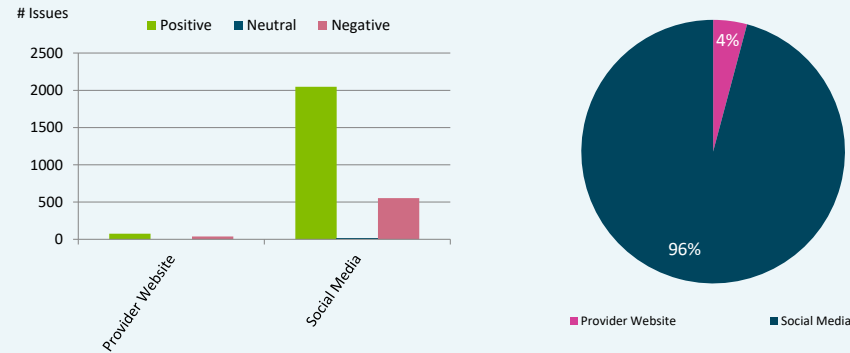
# Redbridge, Health & Care Services

## Community Insight Dashboard

Qualitative Feedback, 1 January - 31 March 2025

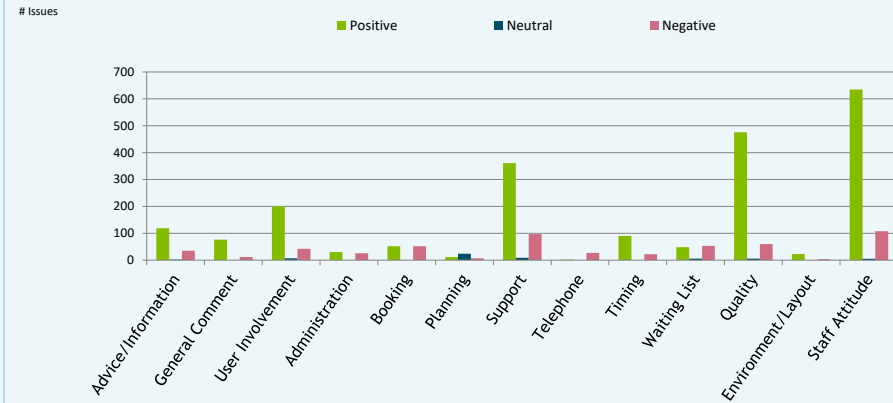


### 1. Source: 2929 issues from 741 people



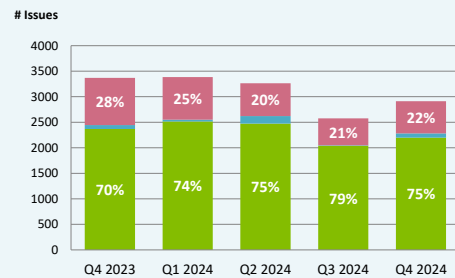
Top sources displayed

### 2. Trends

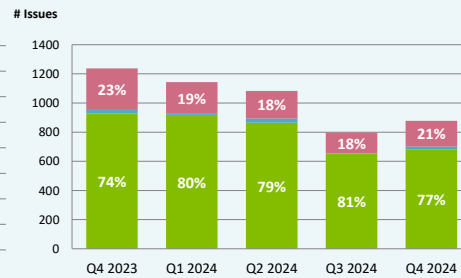


Top trends displayed

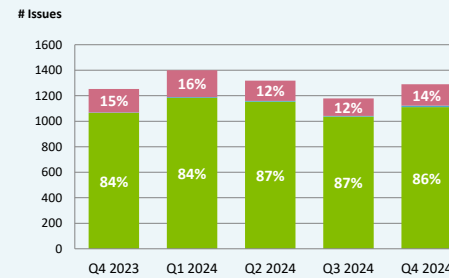
### 3.1 Timeline: Overall Sentiment



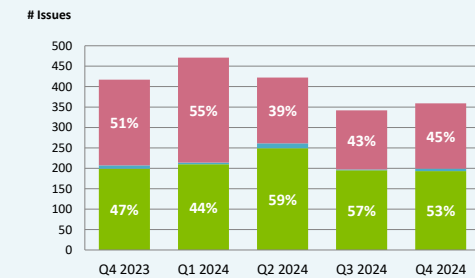
### Timeline: 3.2 User Involvement



### 3.3 Timeline: Quality



### Timeline: 3.4 Service Access



### Satisfaction Over Time



Overall Satisfaction:  
User Involvement:  
Quality:  
Service Access:

#### Quarterly

Down by 4%  
Down by 4%  
Down by 1%  
Down by 4%

#### Annually

Up by 5%  
Up by 3%  
Up by 2%  
Up by 6%

### Trends by Satisfaction Level



Quality (87%)  
General Comment (86%)  
Environment/Layout (85%)  
Staff Attitude (84%)  
Timing (80%)



Telephone (6%)  
Planning (27%)  
Waiting List (44%)  
Booking (50%)  
Administration (53%)

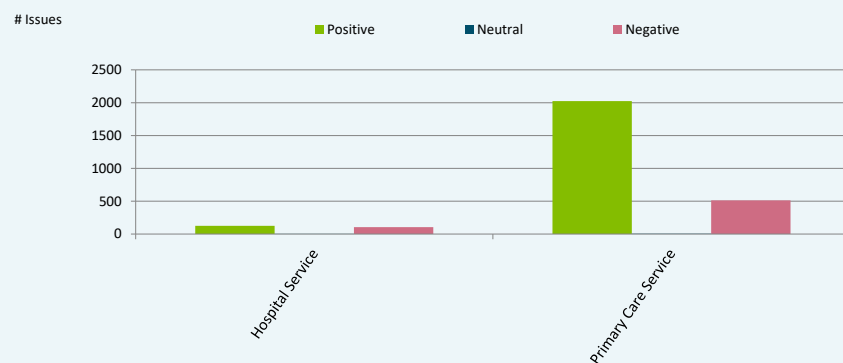
# Redbridge, Health & Care Services

Community Insight Dashboard

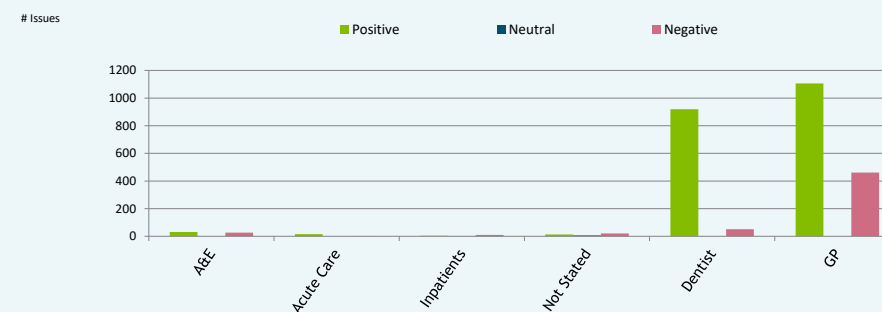
Qualitative Feedback, 1 January - 31 March 2025



## 4. Service Sector

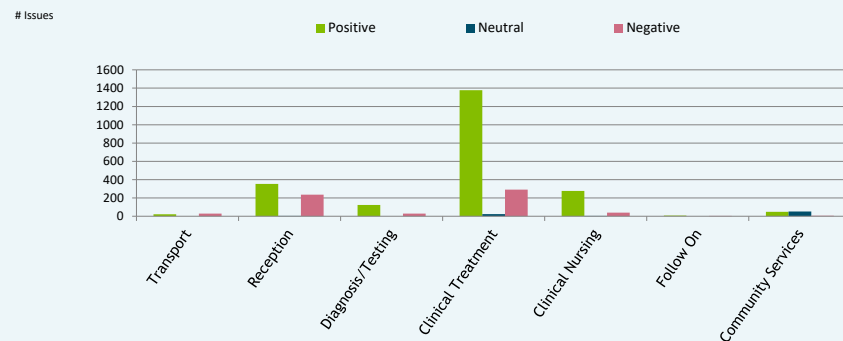


## 5. Service Type



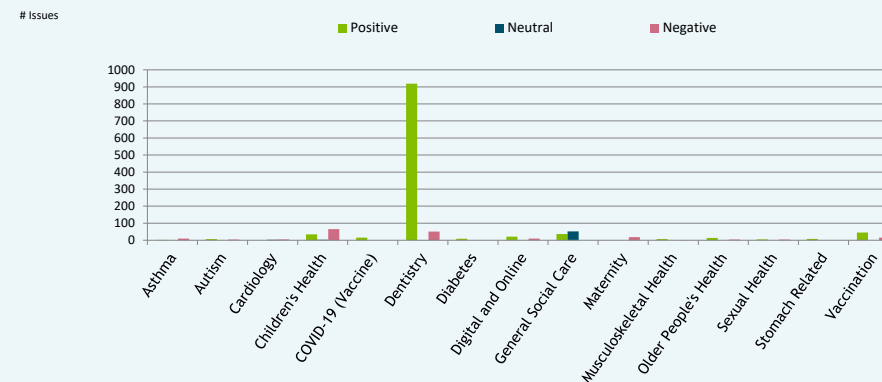
Top services displayed

## 6. Care Pathway



Top pathways displayed

## 7. Conditions/Topics



Top conditions / topics displayed

## Services by Satisfaction Level



Dentist (94%)  
Acute Care (94%)  
GP (70%)



Inpatients (28%)  
A&E (53%)

## Conditions/Topics by Satisfaction Level



Dentistry (94%)  
Musculoskeletal Health (87%)  
Older People's Health (77%)



Asthma (16%)  
Children's Health (33%)  
General Social Care (41%)