

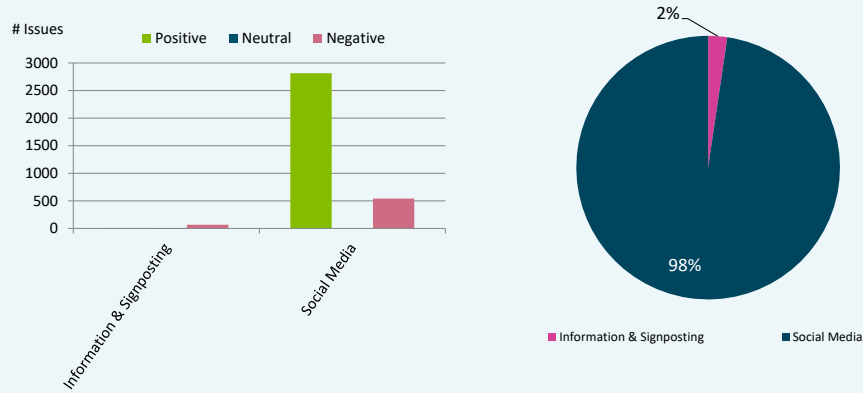
Redbridge, Health & Care Services

Qualitative Feedback, 1 January - 31 March 2026

Community Insight Dashboard

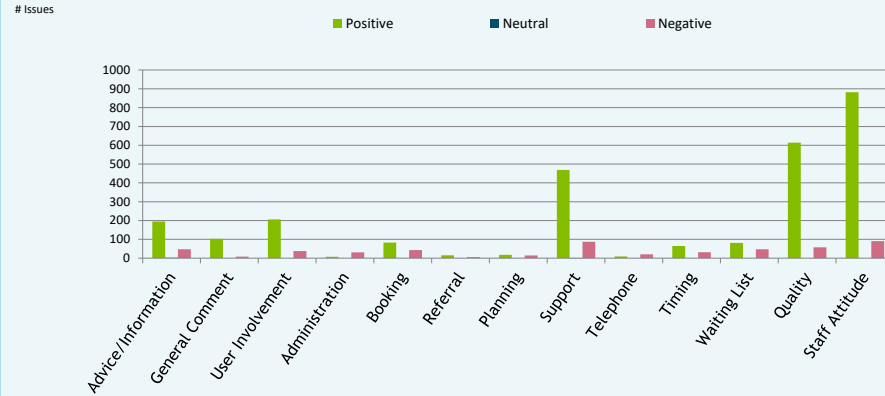


1. Source: 3440 issues from 883 people



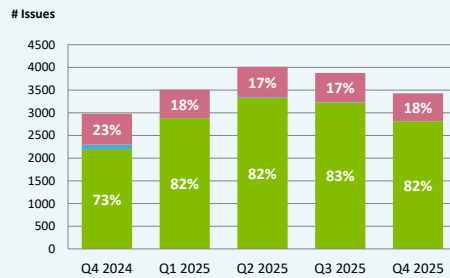
Top sources displayed

2. Trends

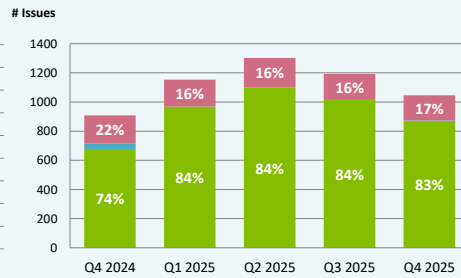


Top trends displayed

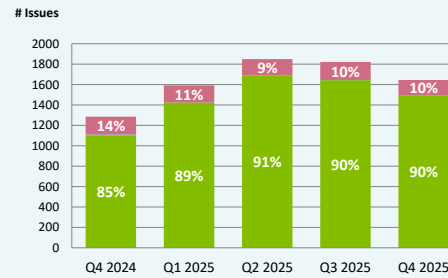
3.1 Timeline: Overall Sentiment



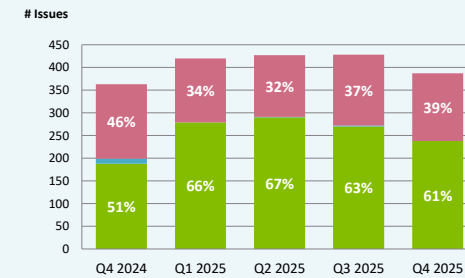
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

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

Annually

Up by 9%
Up by 9%
Up by 5%
Up by 10%

Trends by Satisfaction Level



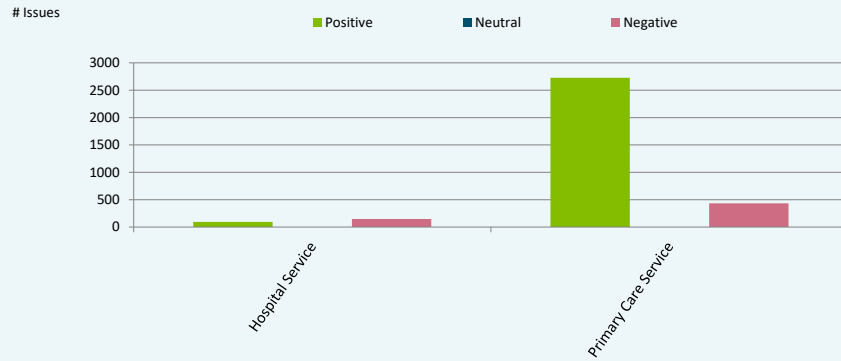
General Comment (92%)
Quality (91%)
Staff Attitude (90%)
User Involvement (84%)
Support (84%)



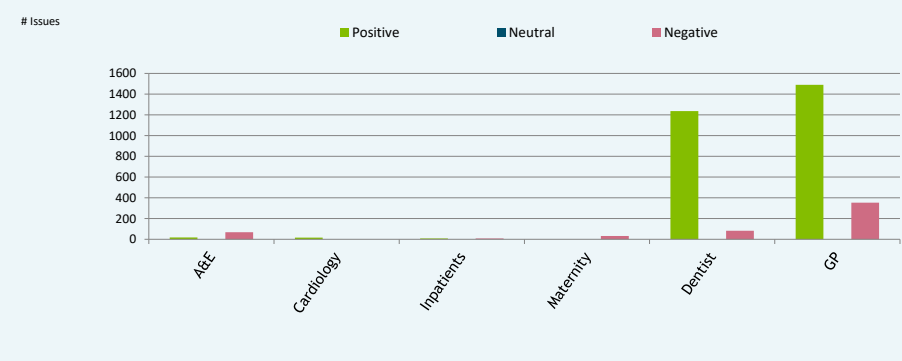
Administration (18%)
Telephone (31%)
Planning (56%)
Waiting List (63%)
Booking (65%)



4. Service Sector

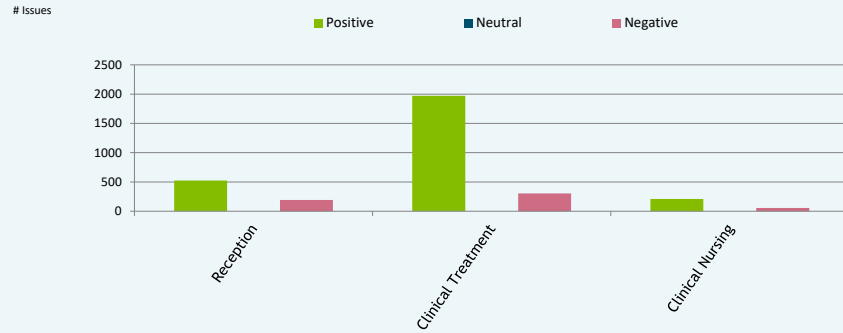


5. Service Type



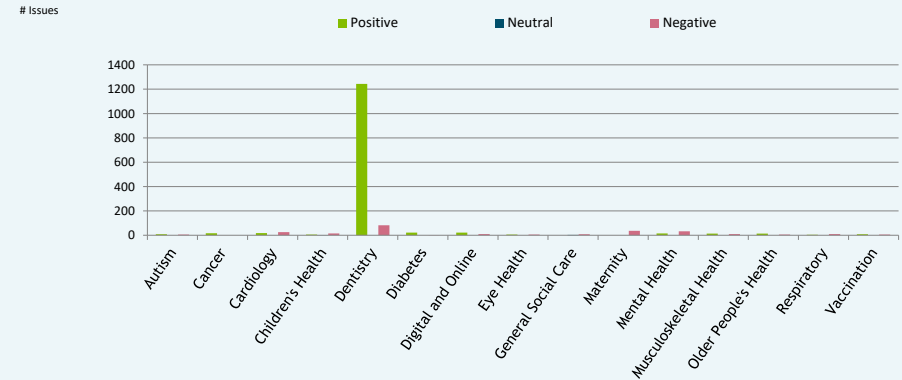
Top services displayed

6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions / topics displayed

Services by Satisfaction Level



Dentist (93%)
GP (80%)



A&E (20%)

Conditions/Topics by Satisfaction Level



Diabetes (95%)
Dentistry (93%)
Older People's Health (73%)
Digital and Online (70%)



Children's Health (26%)
Respiratory (30%)
Mental Health (31%)
Vaccination (61%)