

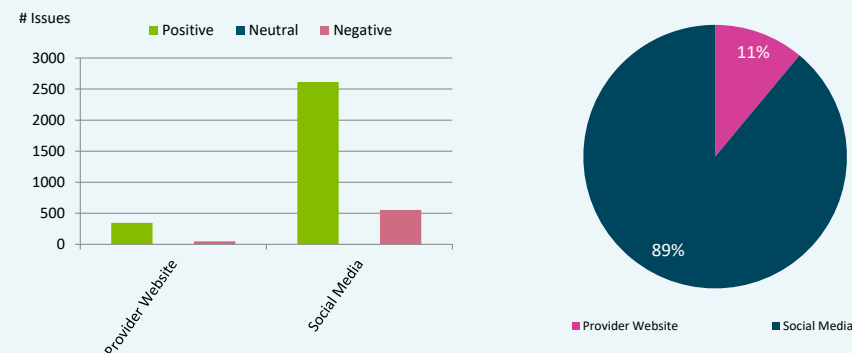
# Redbridge, Health & Care Services

## Community Insight Dashboard

Qualitative Feedback, 1 April - 30 June 2025

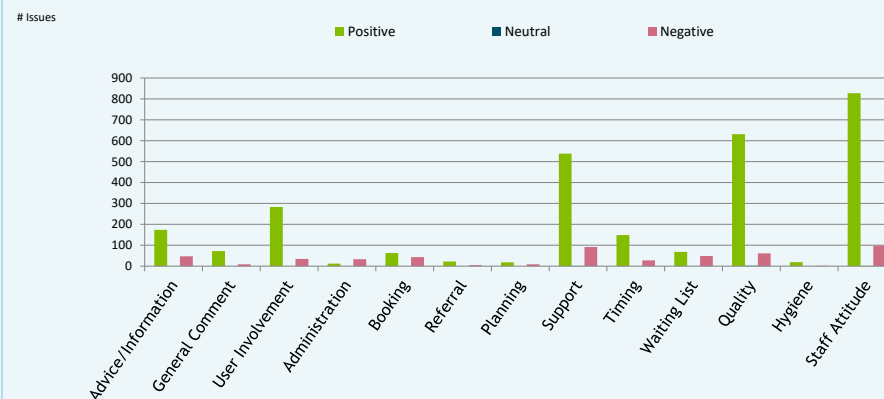


### 1. Source: 3570 issues from 882 people



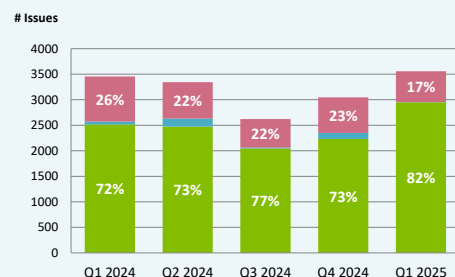
Top sources displayed

### 2. Trends

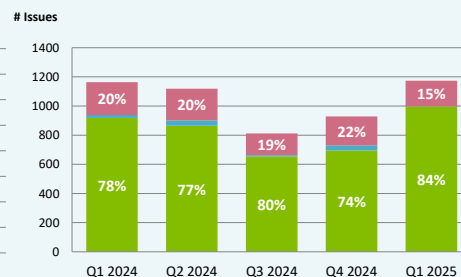


Top trends displayed

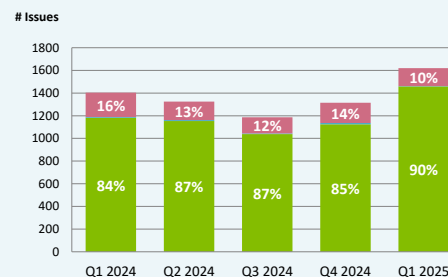
### 3.1 Timeline: Overall Sentiment



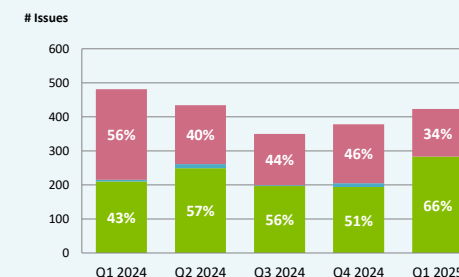
### Timeline: 3.2 User Involvement



### 3.3 Timeline: Quality



### Timeline: 3.4 Service Access



### Satisfaction Over Time



Overall Satisfaction:  
User Involvement:  
Quality:  
Service Access:

#### Quarterly

Up by 9%  
Up by 10%  
Up by 5%  
Up by 15%

#### Annually

Up by 10%  
Up by 6%  
Up by 6%  
Up by 23%

### Trends by Satisfaction Level



Quality (90%)  
Hygiene (90%)  
Staff Attitude (89%)  
User Involvement (88%)  
General Comment (88%)



Administration (26%)  
Waiting List (58%)  
Booking (59%)  
Planning (66%)  
Advice/Information (78%)

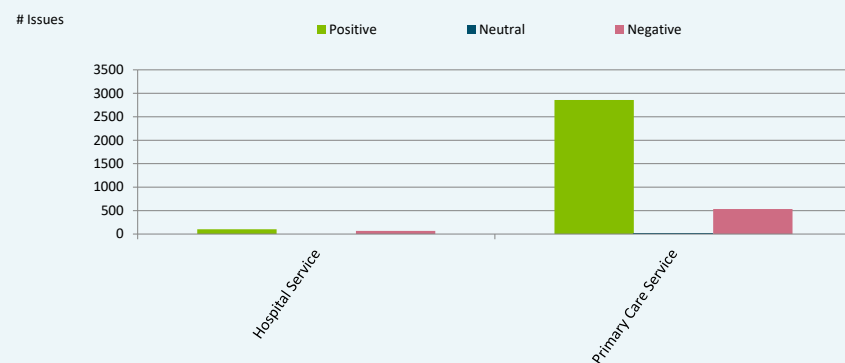
# Redbridge, Health & Care Services

## Community Insight Dashboard

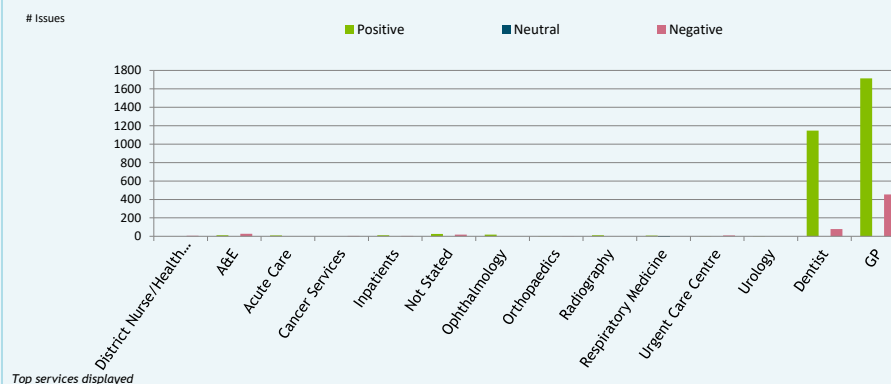
Qualitative Feedback, 1 April - 30 June 2025



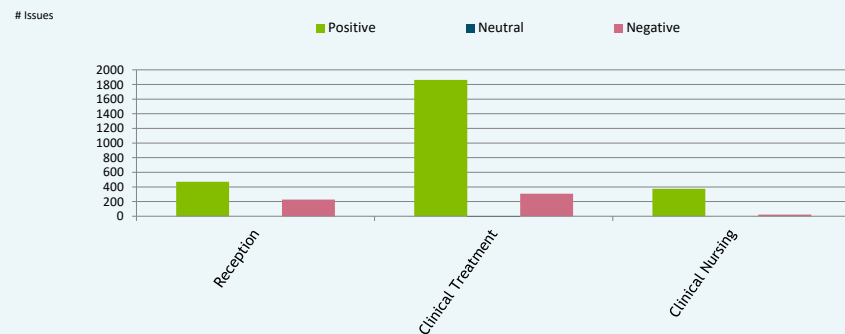
### 4. Service Sector



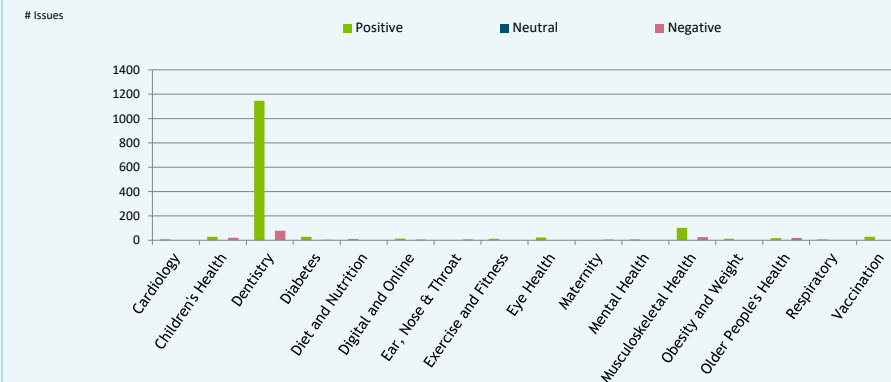
### 5. Service Type



### 6. Care Pathway



### 7. Conditions/Topics



### Services by Satisfaction Level



Dentist (93%)  
GP (78%)  
Inpatients (73%)



Urgent Care Centre (18%)  
A&E (28%)  
Orthopaedics (60%)

### Conditions/Topics by Satisfaction Level



Dentistry (93%)  
Diabetes (87%)  
Musculoskeletal Health (79%)  
Digital and Online (73%)



Maternity (28%)  
Older People's Health (48%)  
Children's Health (59%)