

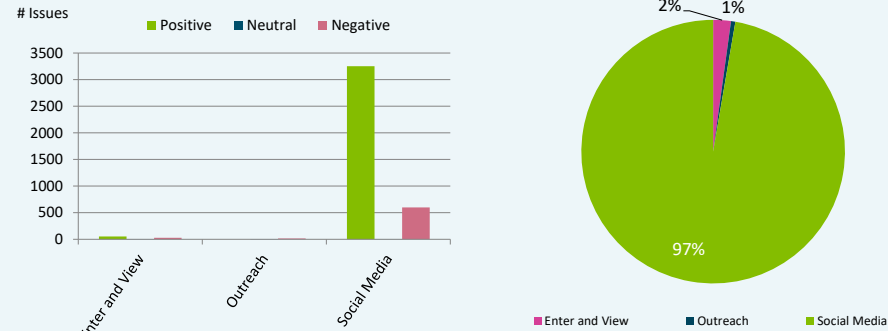
Redbridge, Health & Care Services

Community Insight Dashboard

Qualitative Feedback, 1 July - 30 September 2025

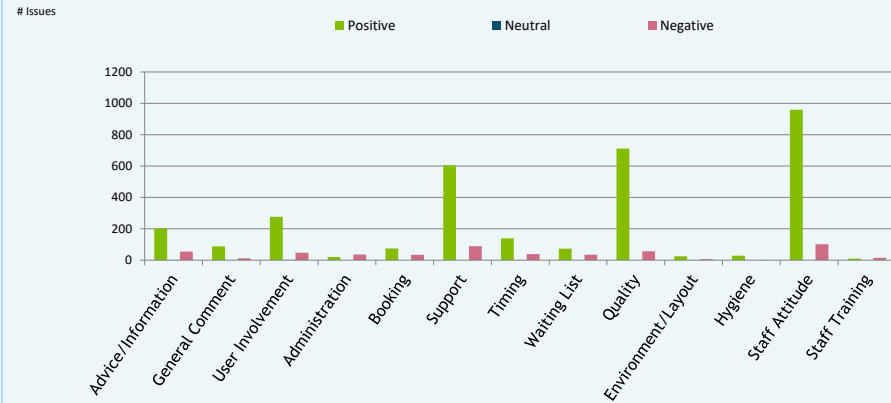


1. Source: 3967 issues from 1065 people

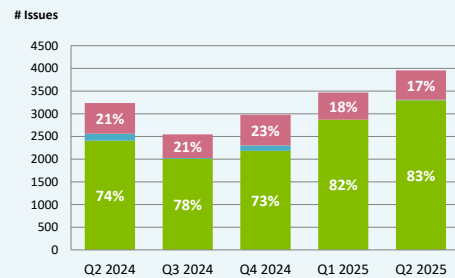


Top sources displayed

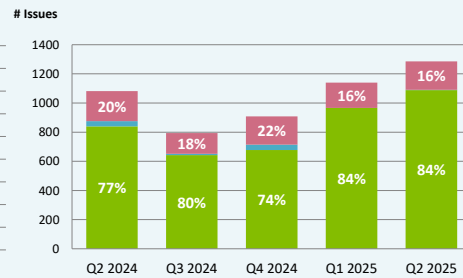
2. Trends



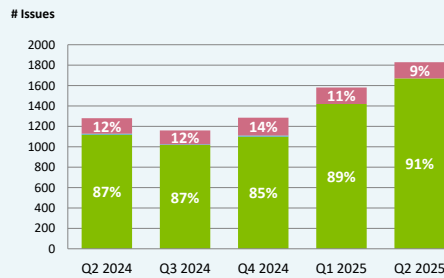
3.1 Timeline: Overall Sentiment



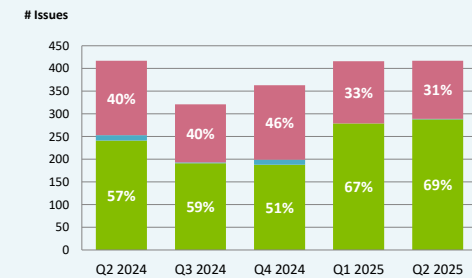
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

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

Annually

Up by 9%
Up by 7%
Up by 4%
Up by 12%

Trends by Satisfaction Level



Hygiene (93%)
Quality (92%)
Staff Attitude (90%)
General Comment (88%)
Support (87%)



Administration (35%)
Waiting List (67%)
Booking (68%)
Environment/Layout (75%)
Timing (77%)

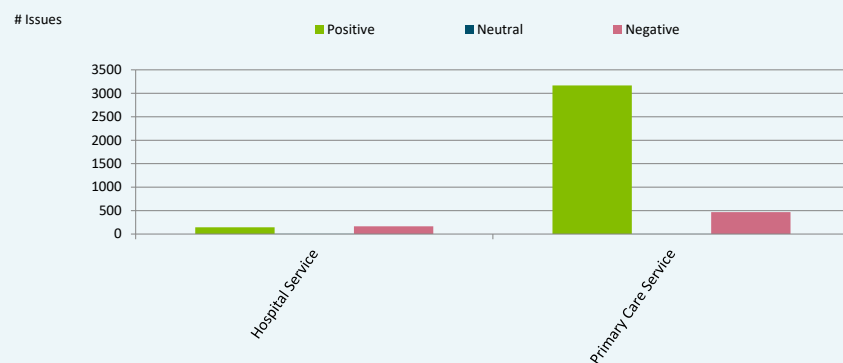
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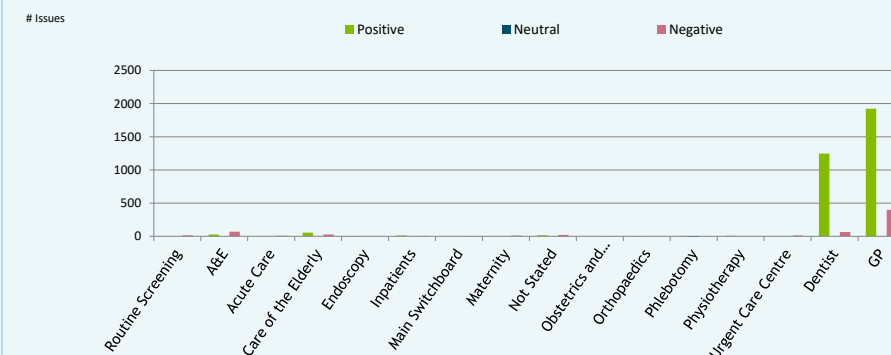
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4. Service Sector

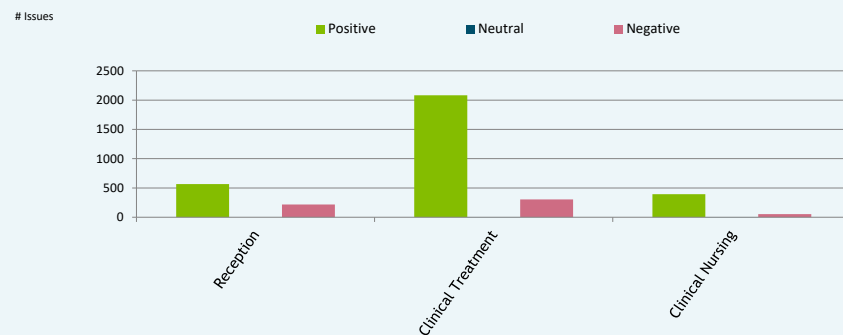


5. Service Type



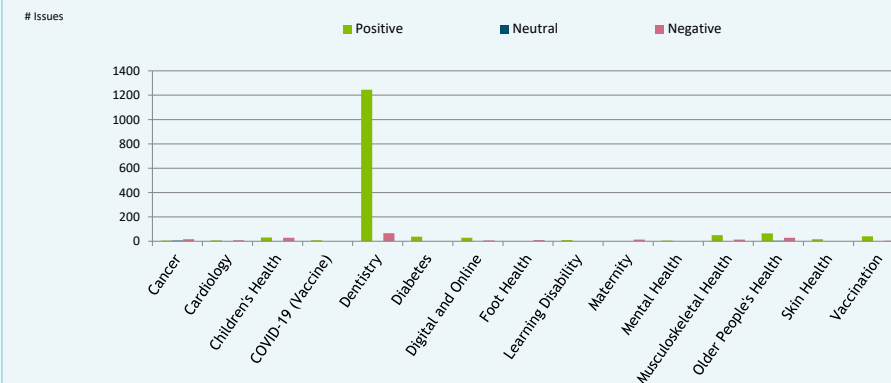
Top services displayed

6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions / topics displayed

Services by Satisfaction Level



Dentist (94%)
Phlebotomy (83%)



GP (82%)
Inpatients (66%)

Conditions/Topics by Satisfaction Level



Dentistry (94%)
Vaccination (91%)



Cancer (22%)
Cardiology (46%)
Children's Health (51%)