

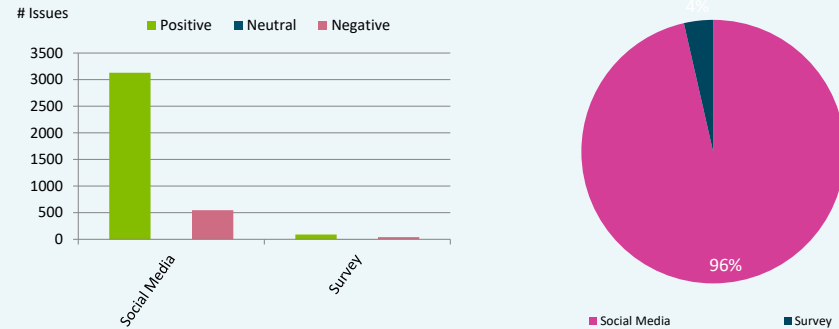
Redbridge, Health & Care Services

Community Insight Dashboard

Qualitative Feedback, 1 October - 31 December 2025

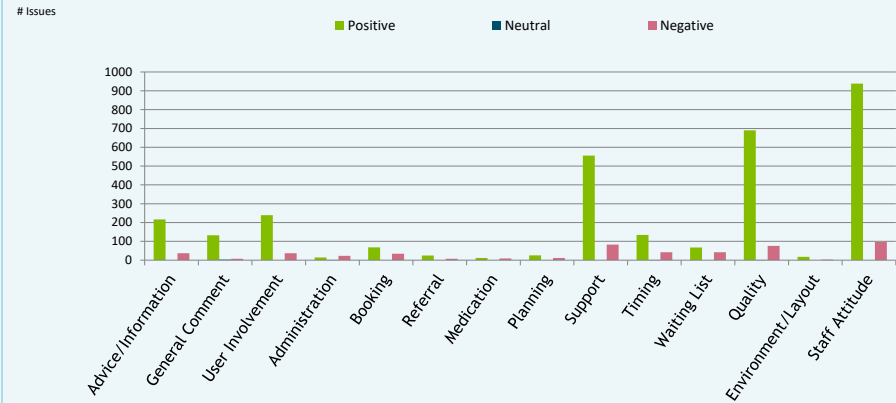


1. Source: 3813 issues from 1052 people



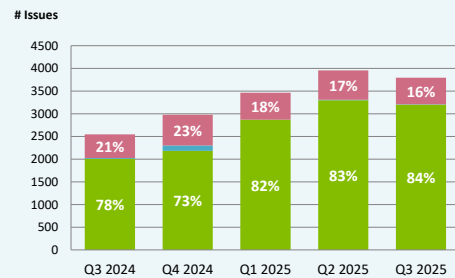
Top sources displayed

2. Trends

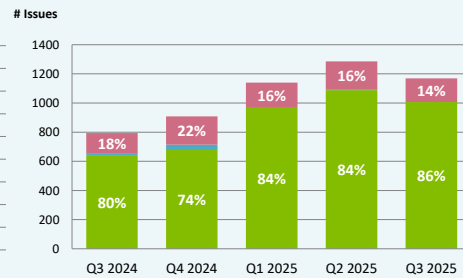


Top trends displayed

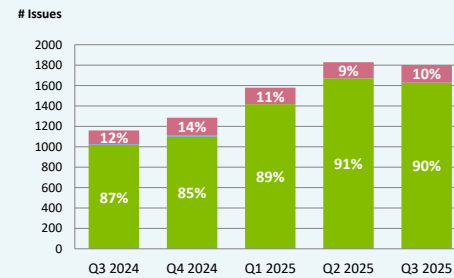
3.1 Timeline: Overall Sentiment



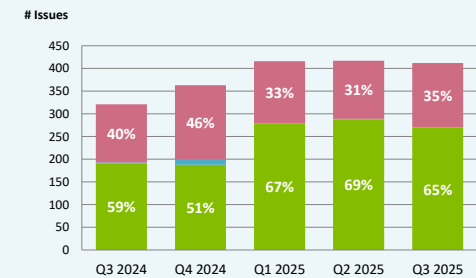
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Up by 1%
Up by 2%
Down by 1%
Down by 4%

Annually

Up by 6%
Up by 6%
Up by 3%
Up by 6%

Trends by Satisfaction Level



Staff Attitude (90%)
Quality (89%)
Support (87%)
User Involvement (86%)
Environment/Layout (85%)



Administration (36%)
Medication (57%)
Waiting List (61%)
Booking (66%)
Planning (68%)

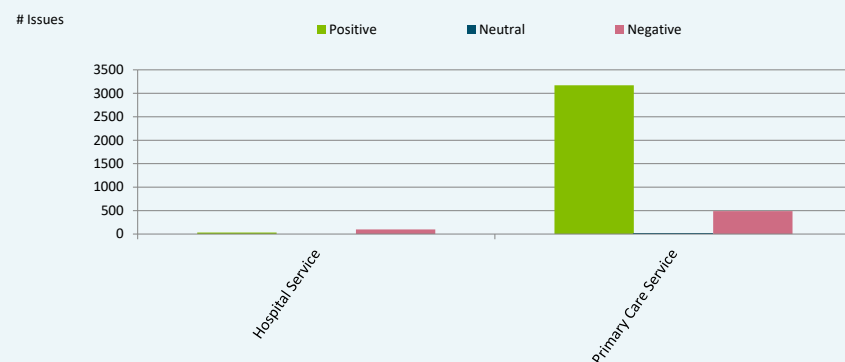
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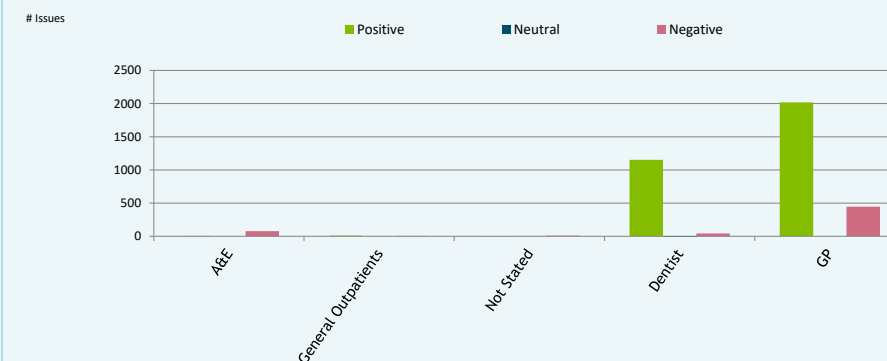
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4. Service Sector

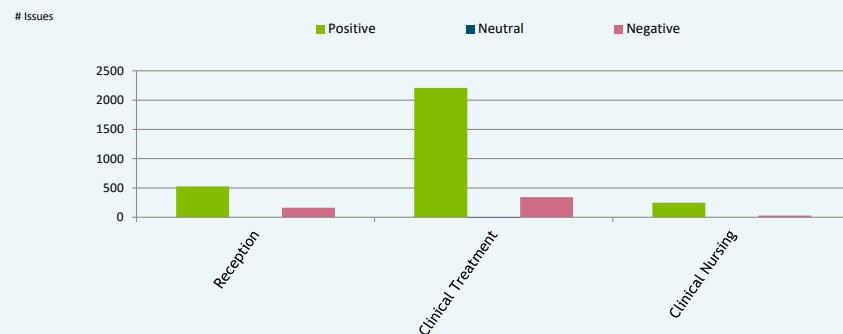


5. Service Type



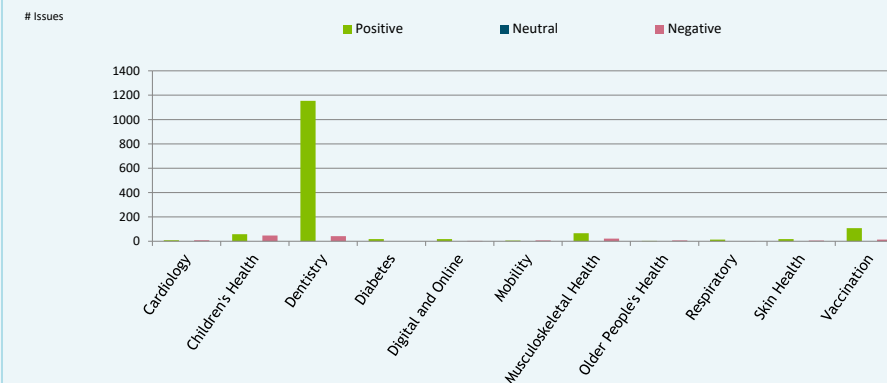
Top services displayed

6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions / topics displayed

Services by Satisfaction Level



Dentist (96%)
GP (82%)



A&E (8%)
General Outpatients (63%)

Conditions/Topics by Satisfaction Level



Dentistry (96%)
Respiratory (92%)
Maternity (75%)
Children's Health (55%)



Older People's Health (30%)
Mobility (41%)
Cardiology (50%)