

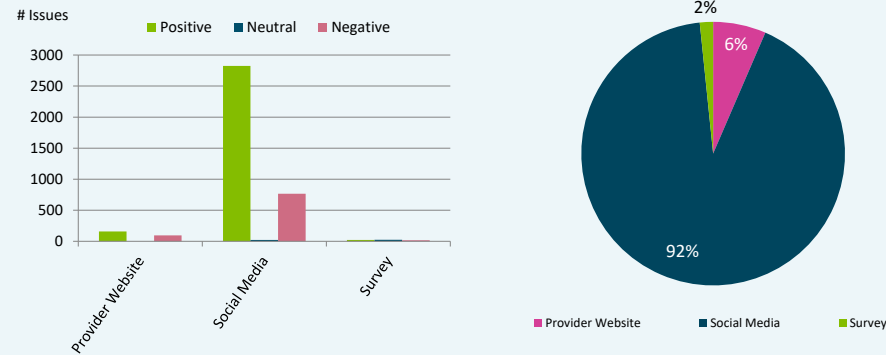
Tower Hamlets, Health & Care Services

Community Insight Dashboard

Qualitative Feedback, 1 January - 31 March 2025

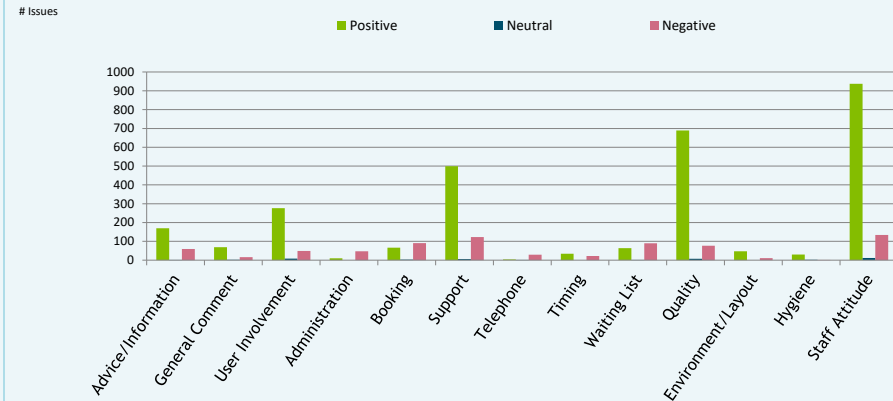


1. Source: 3932 issues from 943 people



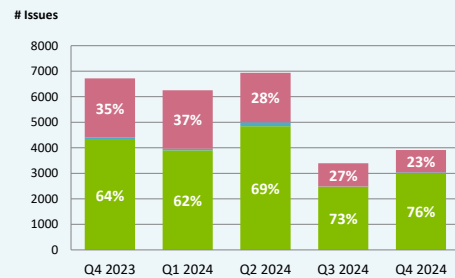
Top sources displayed

2. Trends

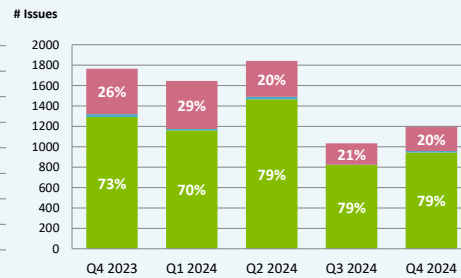


Top trends displayed

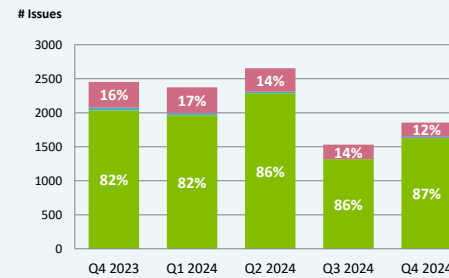
3.1 Timeline: Overall Sentiment



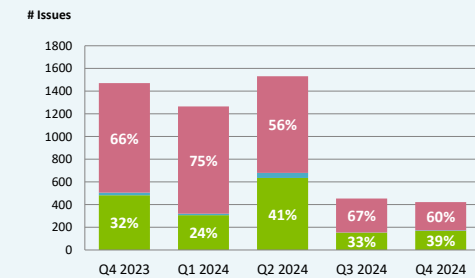
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Up by 3%
No Change
Up by 1%
Up by 6%

Annually

Up by 12%
Up by 6%
Up by 5%
Up by 7%

Trends by Satisfaction Level



Hygiene (90%)
Quality (89%)
Staff Attitude (86%)
User Involvement (82%)
Environment/Layout (81%)



Telephone (11%)
Administration (17%)
Booking (41%)
Waiting List (41%)
Timing (60%)

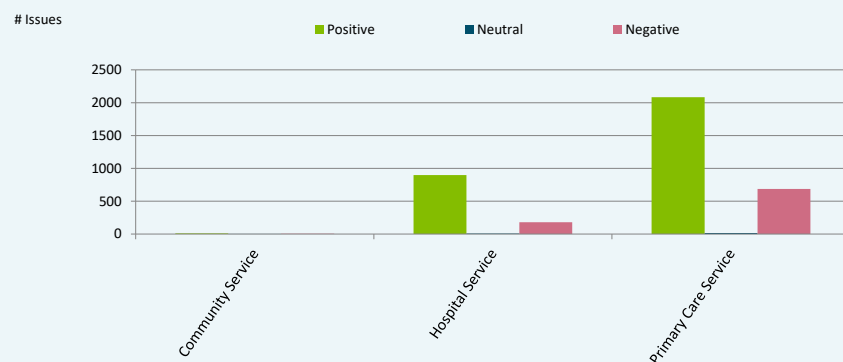
Tower Hamlets, Health & Care Services

Community Insight Dashboard

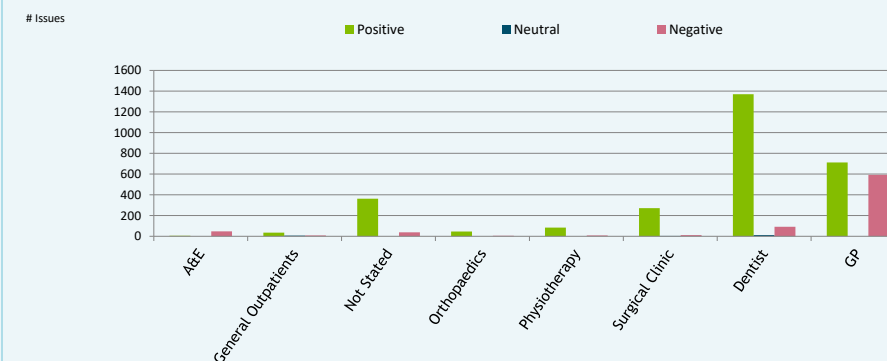
Qualitative Feedback, 1 January - 31 March 2025



4. Service Sector

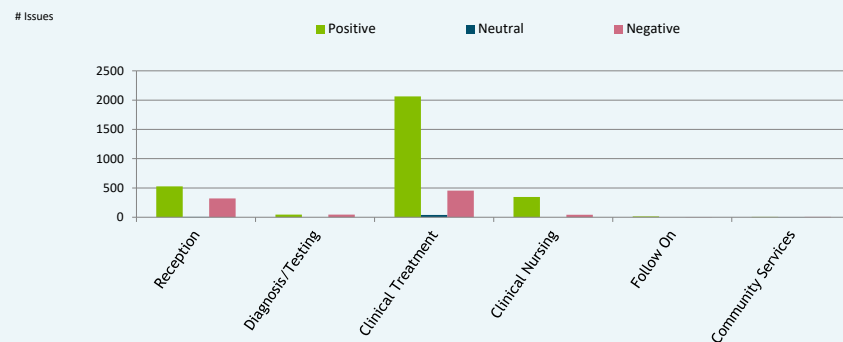


5. Service Type



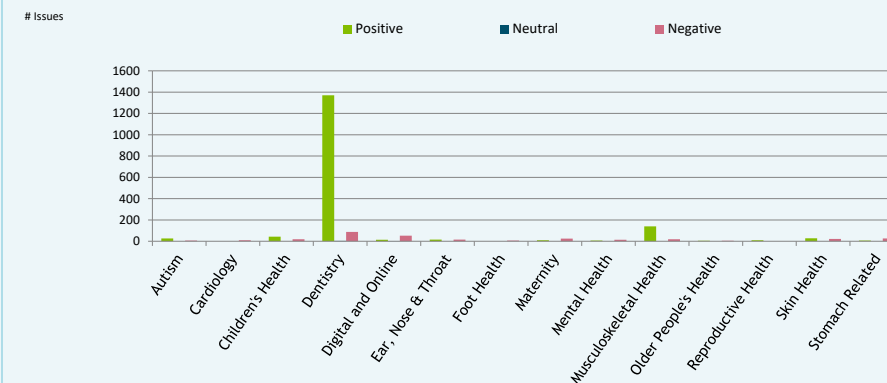
Top services displayed

6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions / topics displayed

Services by Satisfaction Level



Surgical Clinic (95%)
Dentist (93%)
Physiotherapy (91%)
Orthopaedics (90%)



A&E (11%)
District Nurse/Health Visitor (53%)
GP (54%)
Urgent Care Centre (61%)

Conditions/Topics by Satisfaction Level



Dentistry (93%)
Musculoskeletal Health (88%)
Autism (81%)
Children's Health (70%)



Stomach Related (18%)
Digital and Online (20%)
Maternity (27%)