

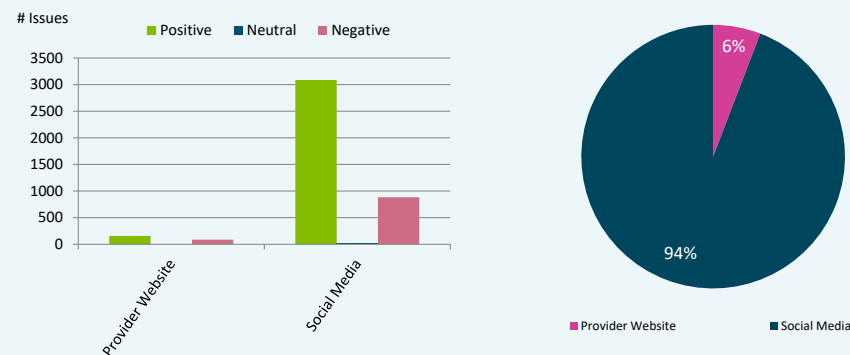
Tower Hamlets, Health & Care Services

Community Insight Dashboard

Qualitative Feedback, 1 April - 30 June 2025

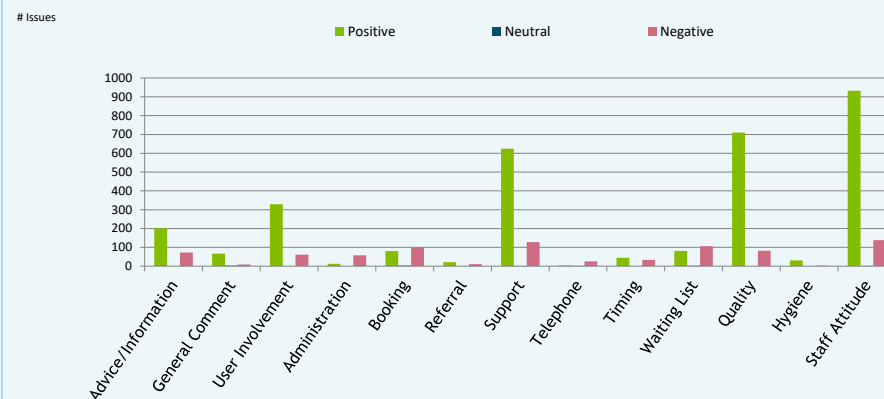


1. Source: 4232 issues from 997 people



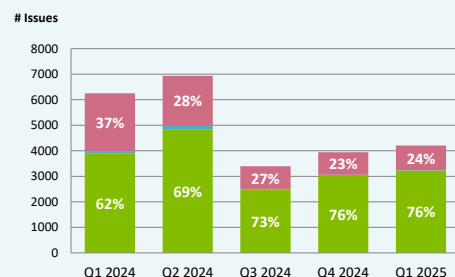
Top sources displayed

2. Trends

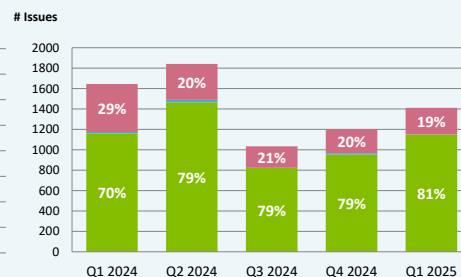


Top trends displayed

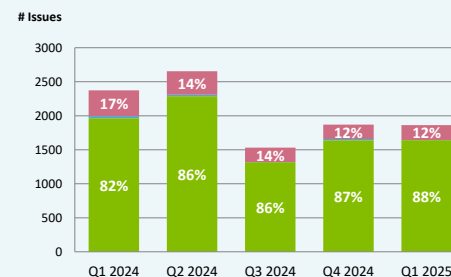
3.1 Timeline: Overall Sentiment



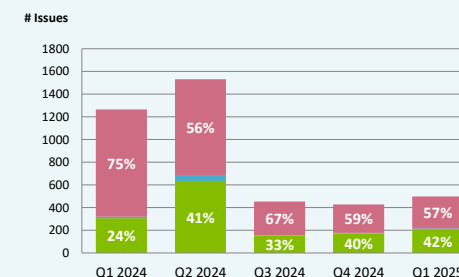
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

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

Annually

Up by 14%
Up by 11%
Up by 6%
Up by 18%

Trends by Satisfaction Level



Hygiene (91%)
Quality (89%)
Staff Attitude (87%)
General Comment (84%)
User Involvement (84%)



Telephone (12%)
Administration (18%)
Waiting List (42%)
Booking (43%)
Timing (57%)

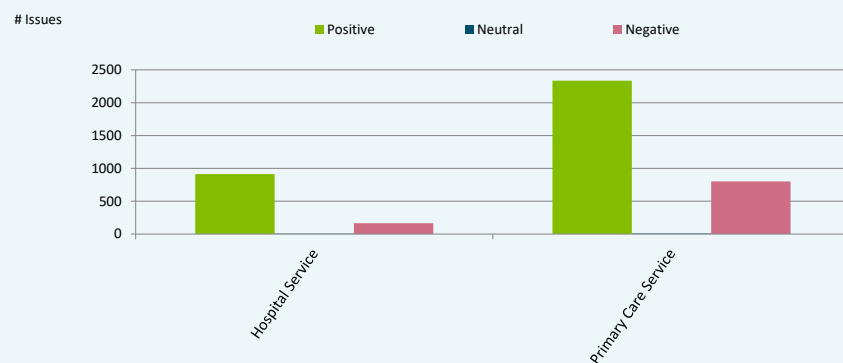
Tower Hamlets, Health & Care Services

Community Insight Dashboard

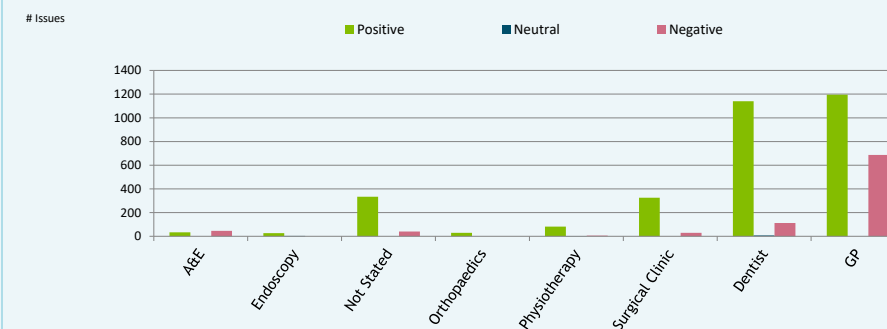
Qualitative Feedback, 1 April - 30 June 2025



4. Service Sector

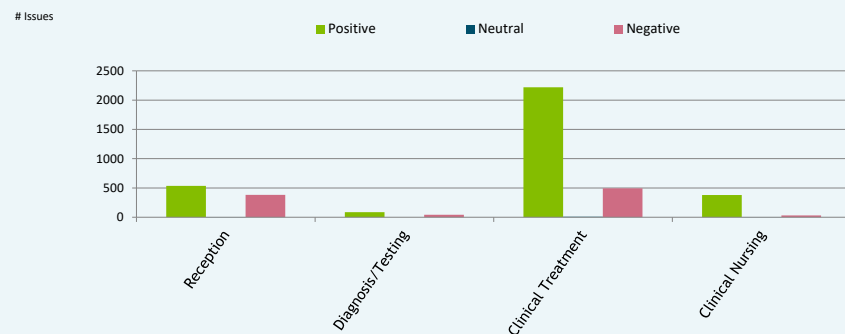


5. Service Type



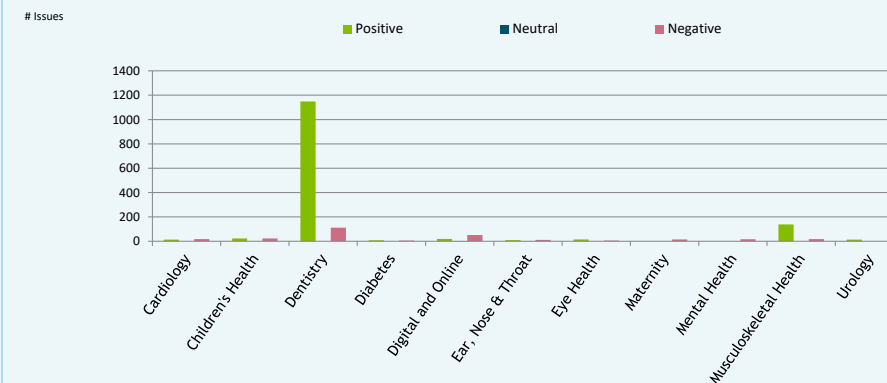
Top services displayed

6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions / topics displayed

Services by Satisfaction Level



Ophthalmology (93%)
Physiotherapy (93%)
Dentist (91%)



Urgent Care Centre (20%)
A&E (42%)
GP (63%)

Conditions/Topics by Satisfaction Level



Dentistry (91%)
Musculoskeletal Health (89%)
Eye Health (71%)



Digital and Online (26%)
Ear, Nose & Throat (42%)
Cardiology (45%)