

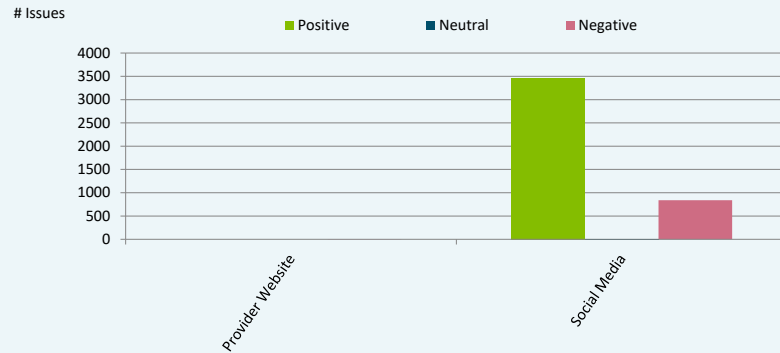
Tower Hamlets, Health & Care Services

Community Insight Dashboard



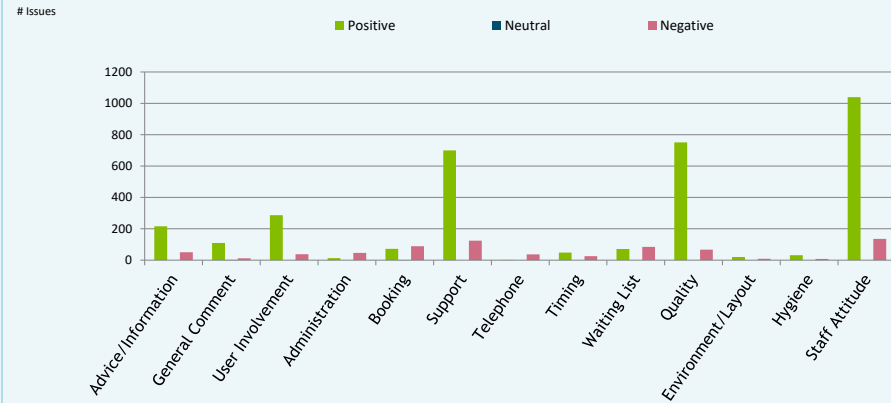
Qualitative Feedback, 1 July - 30 September 2025

1. Source: 4304 issues from 1062 people



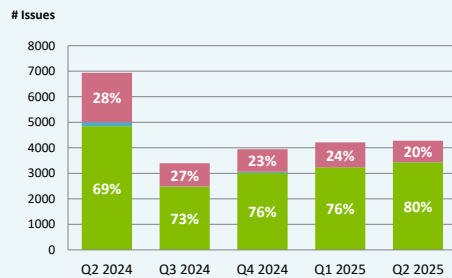
Top sources displayed

2. Trends

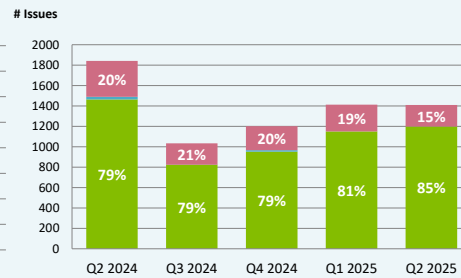


Top trends displayed

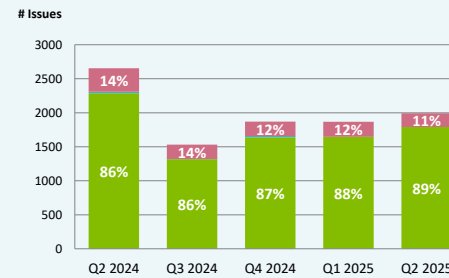
3.1 Timeline: Overall Sentiment



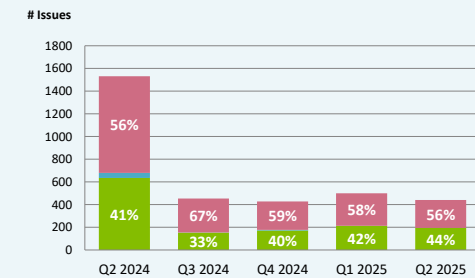
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



Positive Neutral Negative

Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

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

Annually

Up by 11%
Up by 6%
Up by 3%
Up by 3%

Trends by Satisfaction Level



Quality (91%)
General Comment (88%)
User Involvement (88%)
Staff Attitude (88%)
Support (85%)



Telephone (5%)
Administration (22%)
Booking (44%)
Waiting List (45%)
Timing (64%)

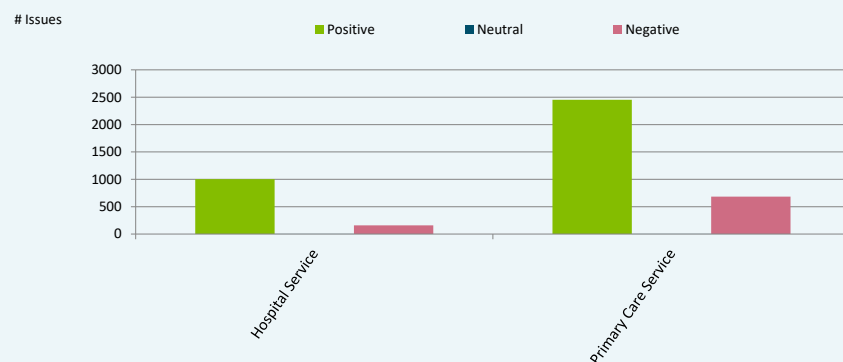
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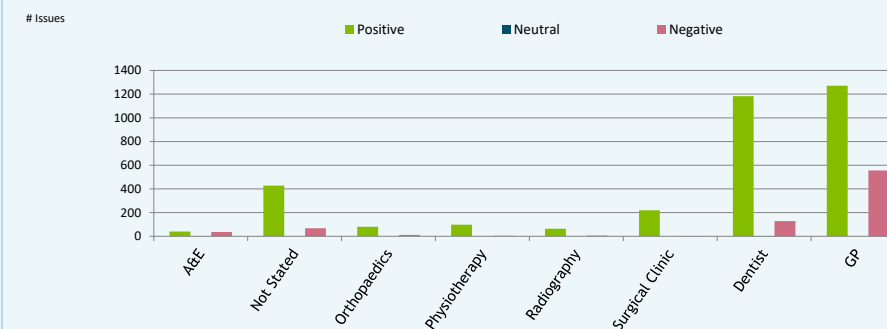
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4. Service Sector

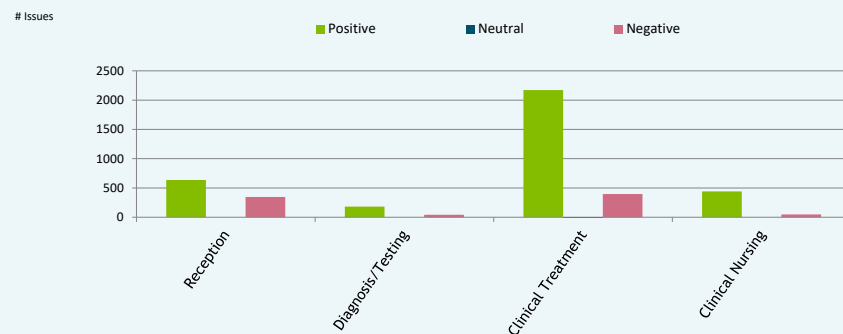


5. Service Type



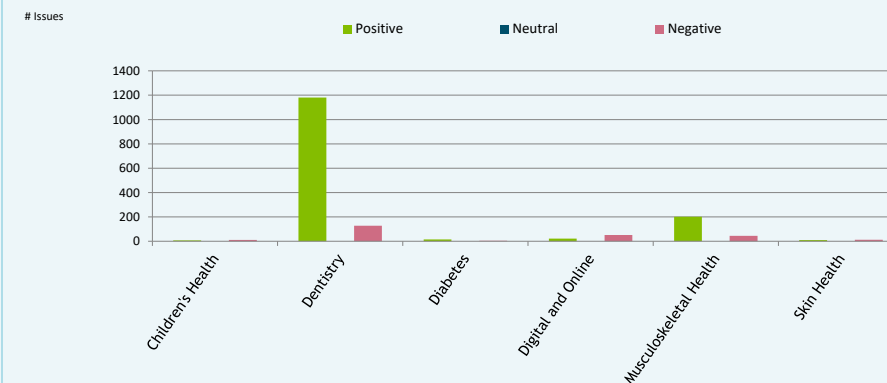
Top services displayed

6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions / topics displayed

Services by Satisfaction Level



Surgical Clinic (99%)
Physiotherapy (96%)
GP (69%)



Diabetic Medicine (42%)
Dermatology (46%)
A&E (52%)

Conditions/Topics by Satisfaction Level



Dentistry (90%)
Musculoskeletal Health (82%)
Diabetes (78%)



Digital and Online (30%)
Older People's Health (37%)
Children's Health (38%)