

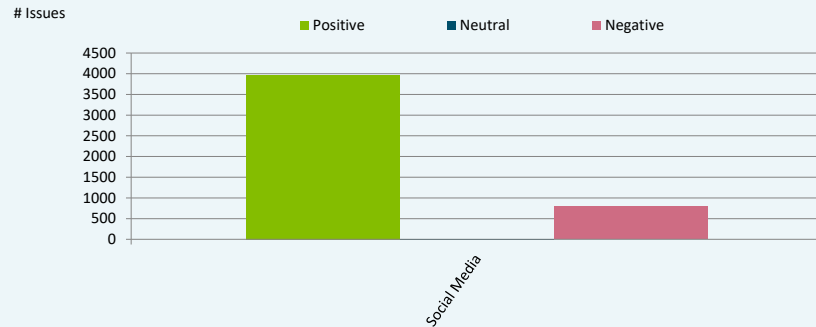
# Tower Hamlets, Health & Care Services

## Community Insight Dashboard



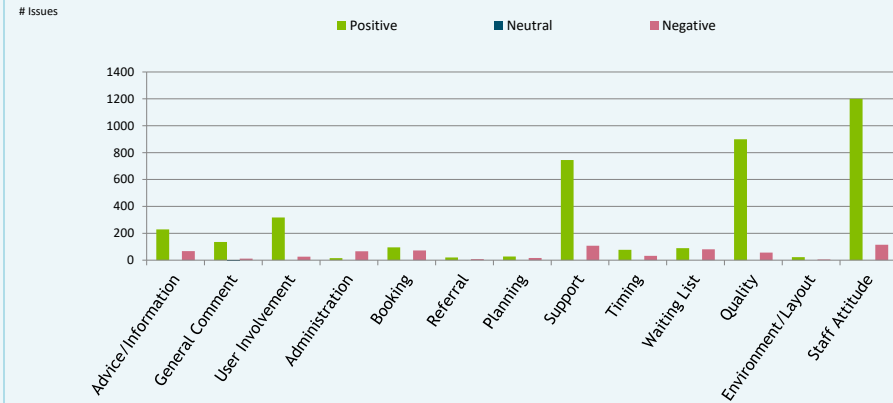
Qualitative Feedback, 1 October - 31 December 2025

### 1. Source: 4765 issues from 1226 people



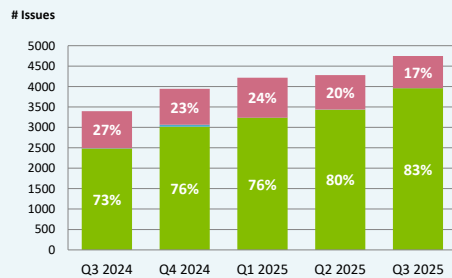
Top sources displayed

### 2. Trends

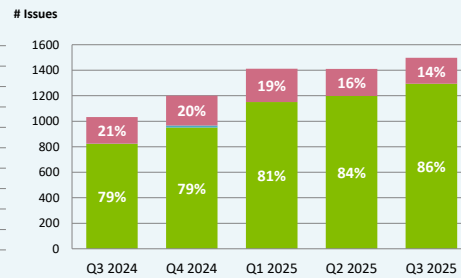


Top trends displayed

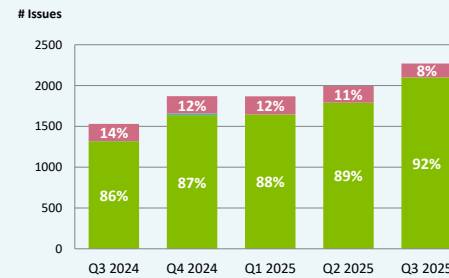
### 3.1 Timeline: Overall Sentiment



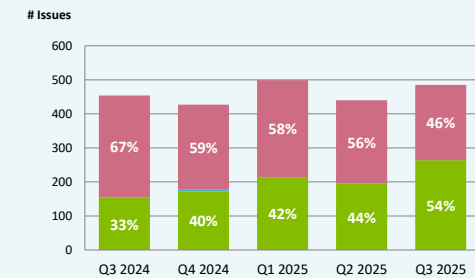
### Timeline: 3.2 User Involvement



### 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 3%  
Up by 2%  
Up by 3%  
Up by 10%

#### Annually

Up by 10%  
Up by 7%  
Up by 6%  
Up by 21%

### Trends by Satisfaction Level



Quality (94%)  
User Involvement (92%)  
General Comment (91%)  
Staff Attitude (91%)  
Support (87%)



Administration (18%)  
Waiting List (52%)  
Booking (56%)  
Planning (62%)  
Timing (70%)

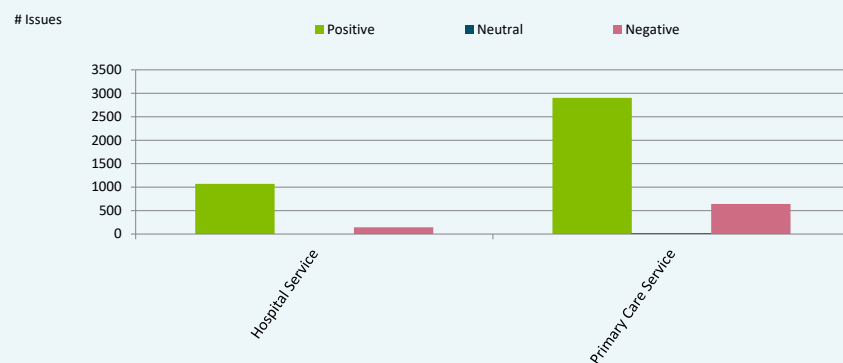
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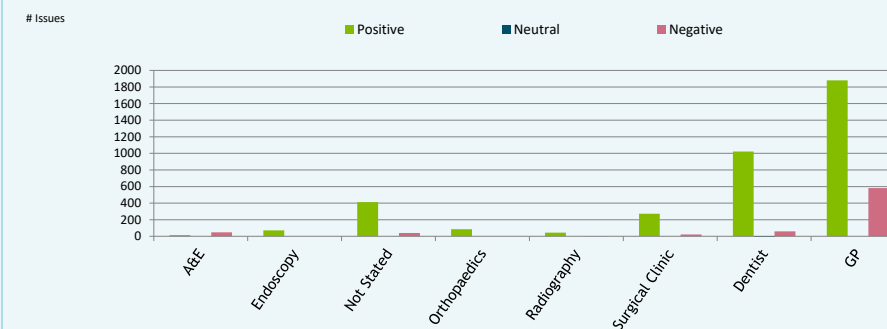
Qualitative Feedback, 1 October - 31 December 2025



## 4. Service Sector

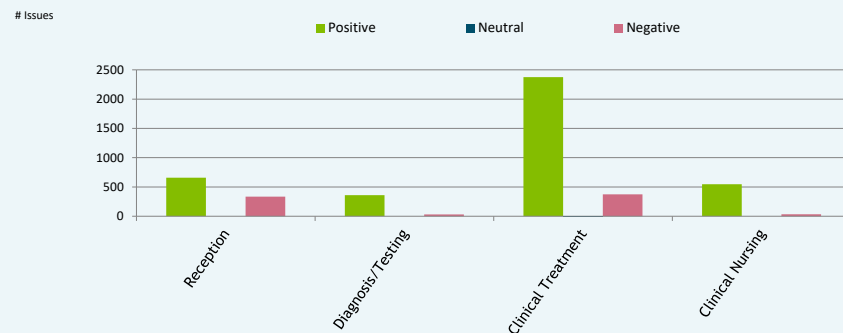


## 5. Service Type



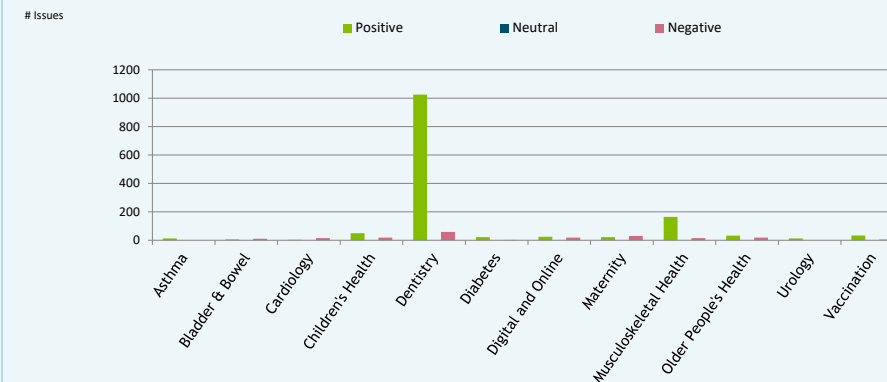
Top services displayed

## 6. Care Pathway



Top pathways displayed

## 7. Conditions/Topics



Top conditions / topics displayed

## Services by Satisfaction Level



Dentist (95%)  
GP (76%)



A&E (23%)  
Maternity (36%)  
General Outpatients (66%)

## Conditions/Topics by Satisfaction Level



Dentistry (94%)  
Musculoskeletal Health (91%)  
Diabetes (91%)  
Vaccination (87%)



Cancer (10%)  
Respiratory (12%)  
Cardiology (21%)  
Bladder & Bowel (37%)  
Mobility (37%)