

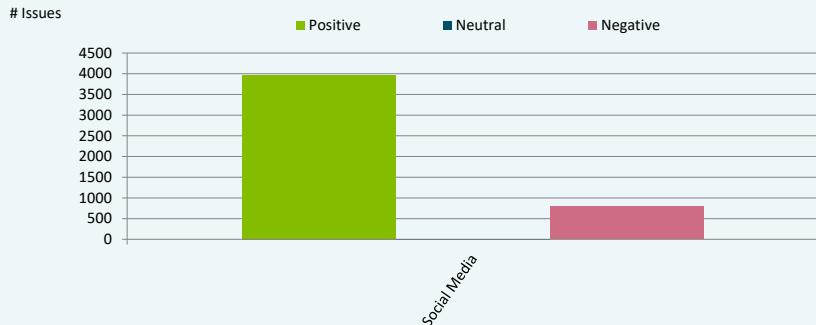
Tower Hamlets, Health & Care Services

Qualitative Feedback, 1 October - 31 December 2025

Community Insight Dashboard

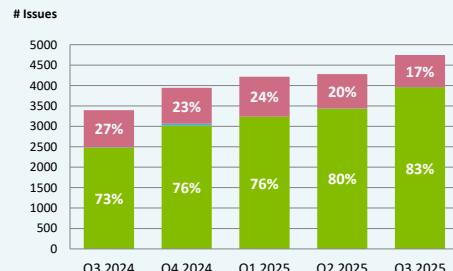


1. Source: 4765 issues from 1226 people



Top sources displayed

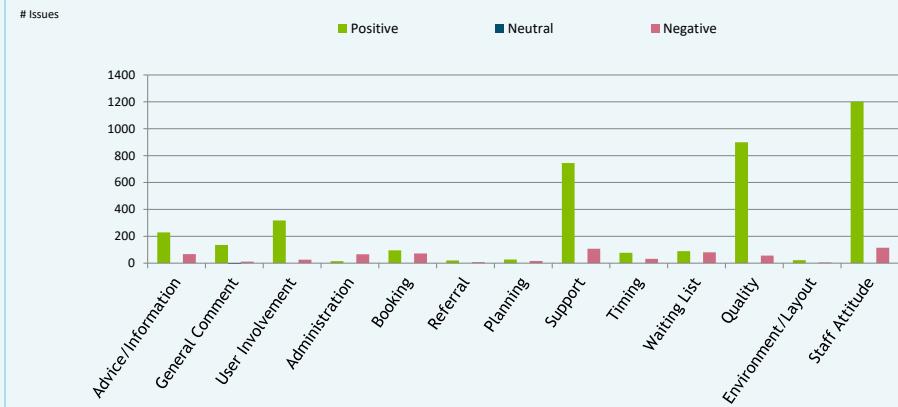
3.1 Timeline: Overall Sentiment



Timeline: 3.2 User Involvement



2. Trends

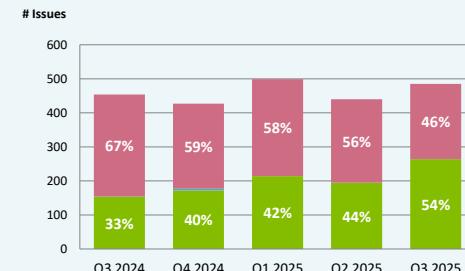


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3.3 Timeline: Quality



Timeline: 3.4 Service Access



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%)

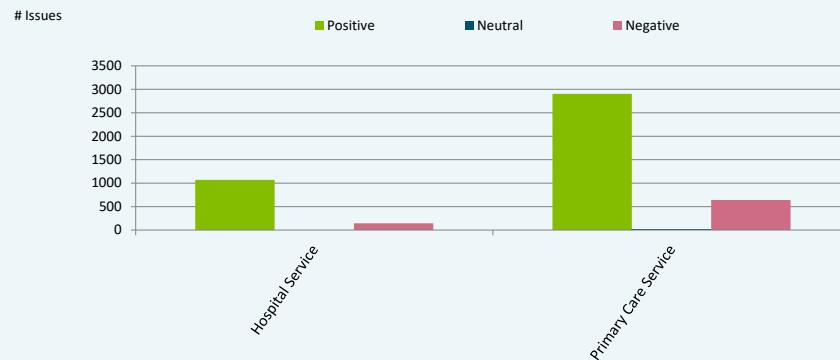
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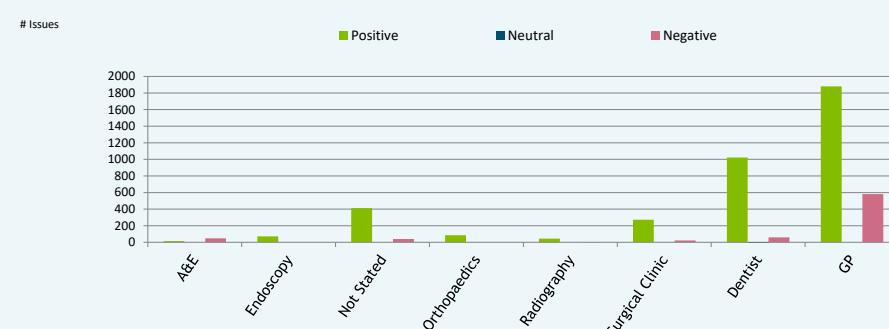
Community Insight Dashboard



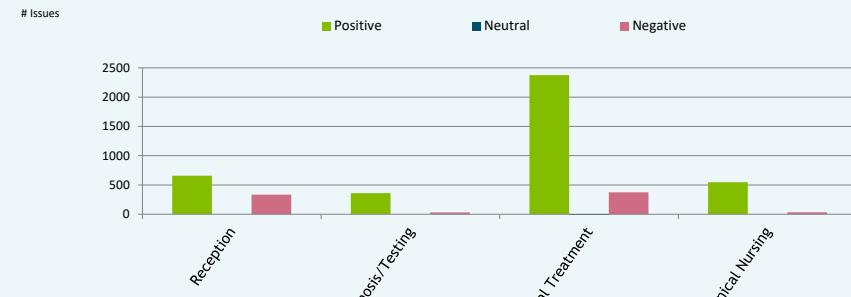
4. Service Sector



5. Service Type

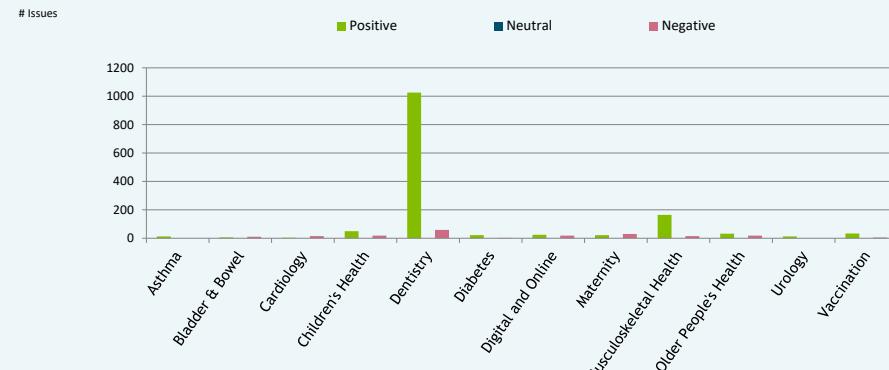


6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions/topics displayed

Services by Satisfaction Level



Conditions/Topics by Satisfaction Level

