

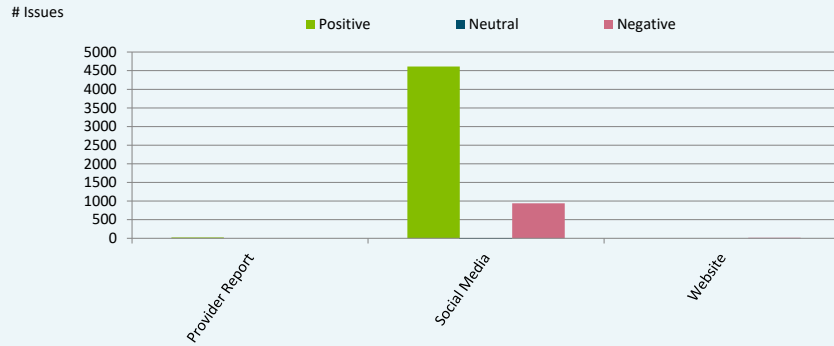
Waltham Forest, Health & Care Services

Qualitative Feedback, 1 January - 31 March 2026

Community Insight Dashboard

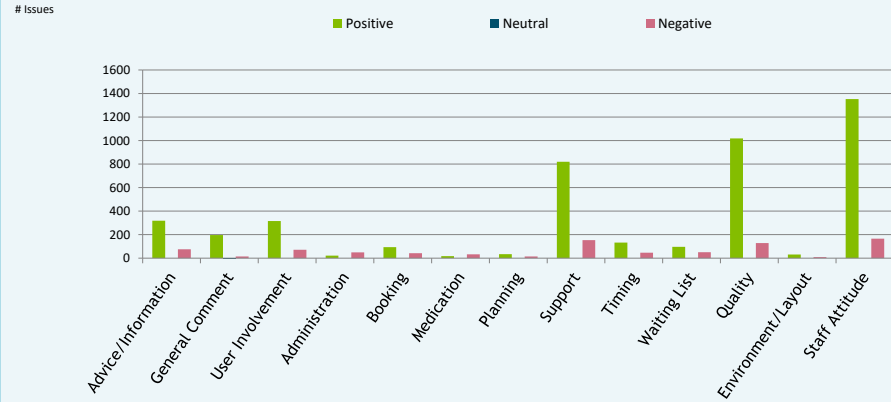


1. Source: 5680 issues from 1628 people



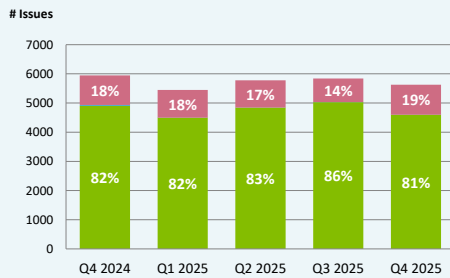
Top sources displayed

2. Trends

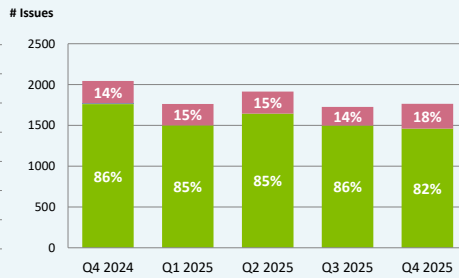


Top trends displayed

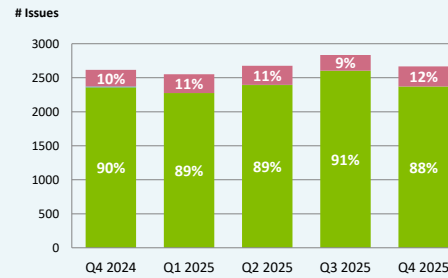
3.1 Timeline: Overall Sentiment



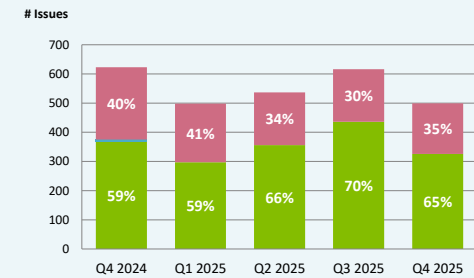
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



■ Positive ■ Neutral ■ Negative

Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Down by 5%
Down by 4%
Down by 3%
Down by 5%

Annually

Down by 1%
Down by 4%
Down by 2%
Up by 6%

Trends by Satisfaction Level



General Comment (92%)
Staff Attitude (89%)
Quality (88%)
Support (84%)
User Involvement (81%)



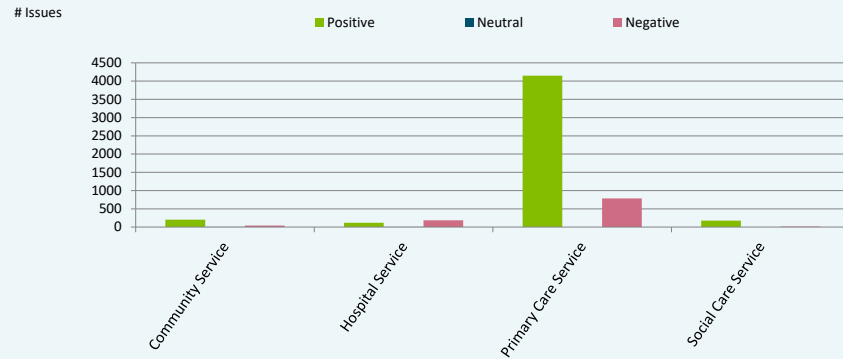
Administration (30%)
Medication (35%)
Waiting List (65%)
Booking (68%)
Planning (69%)

Waltham Forest, Health & Care Services

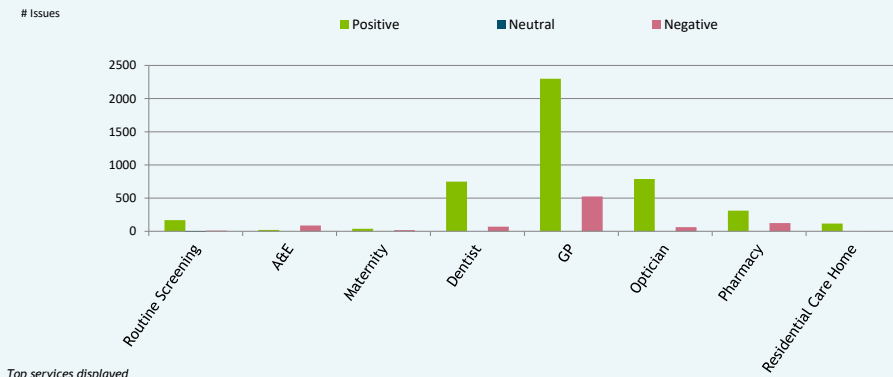


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4. Service Sector

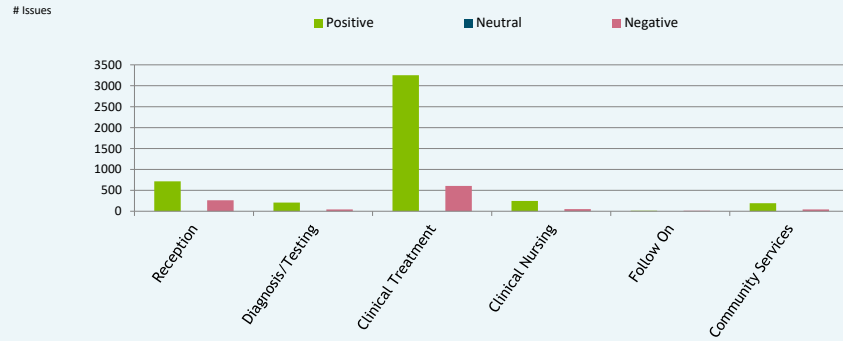


5. Service Type



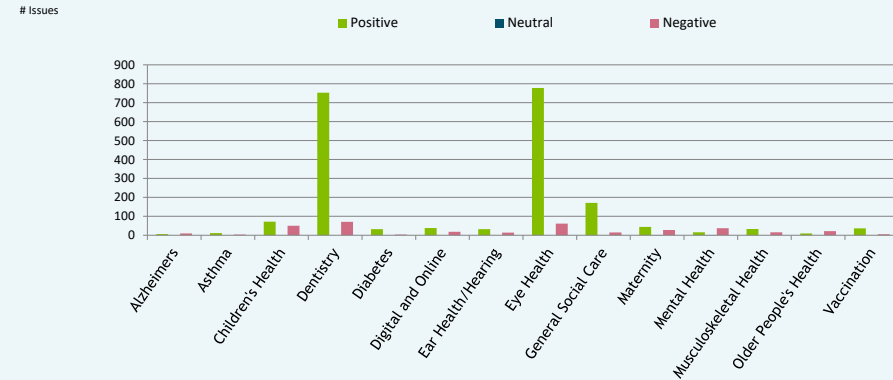
Top services displayed

6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions / topics displayed

Services by Satisfaction Level



Residential Care Home (97%)
 Routine Screening (93%)
 Optician (92%)
 Dentist (91%)



A&E (19%)
 Maternity (67%)
 Pharmacy (71%)
 GP (81%)

Conditions/Topics by Satisfaction Level



Eye Health (92%)
 General Social Care (91%)
 Dentistry (91%)
 Diabetes (88%)
 Vaccination (87%)



Mental Health (29%)
 Older People's Health (31%)
 Alzheimers (37%)
 Children's Health (59%)
 Maternity (60%)