

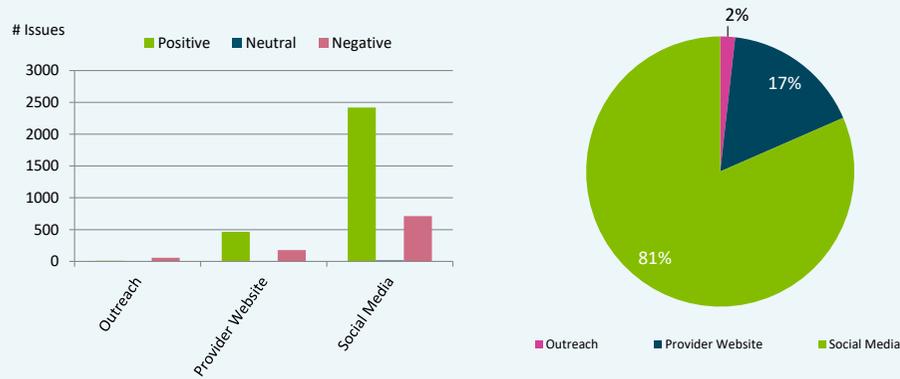
Waltham Forest, Health & Care Services

1 April - 30 June 2023

Community Insight Dashboard

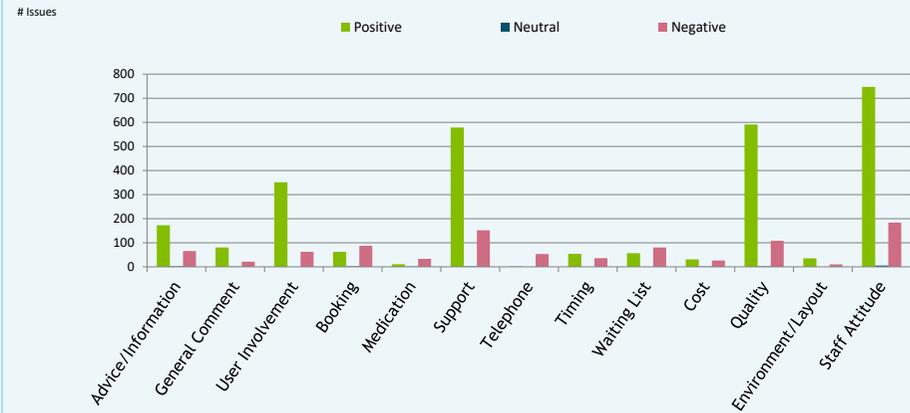


1. Source: 3973 issues from 950 people



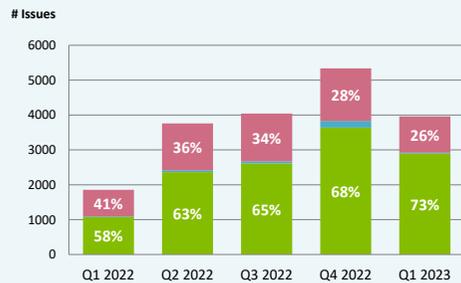
Top sources displayed

2. Trends

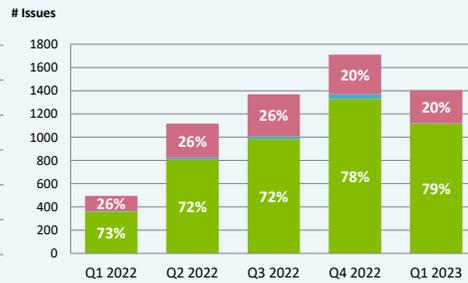


Top trends displayed

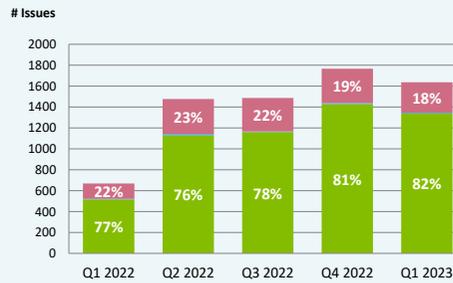
3.1 Timeline: Overall Sentiment



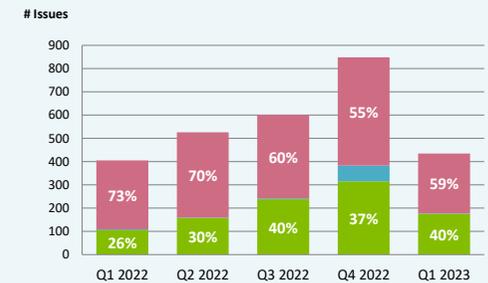
3.2 Timeline: User Involvement



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 5%
Up by 1%
Up by 1%
Up by 3%

Annually

Up by 15%
Up by 6%
Up by 5%
Up by 14%

Trends by Satisfaction Level



User Involvement (84%)
Quality (84%)
Staff Attitude (79%)
Support (78%)
Environment/Layout (77%)



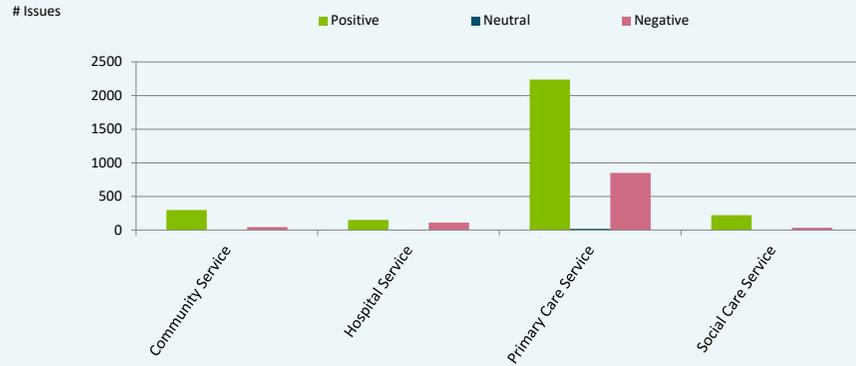
Telephone (3%)
Medication (24%)
Booking (41%)
Waiting List (41%)
Cost (53%)

Waltham Forest, Health & Care Services

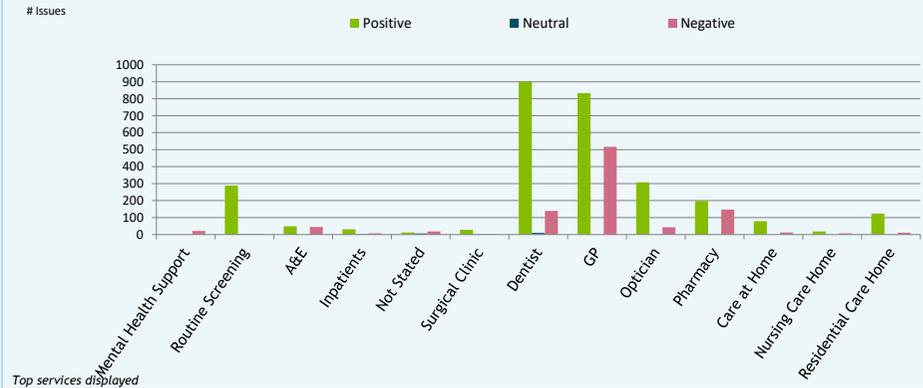
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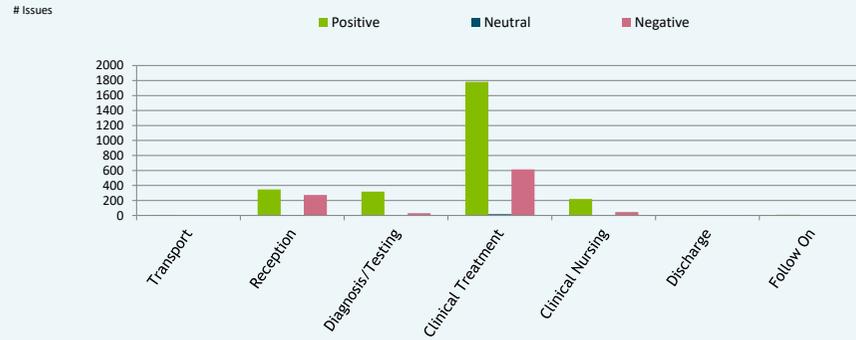
4. Service Sector



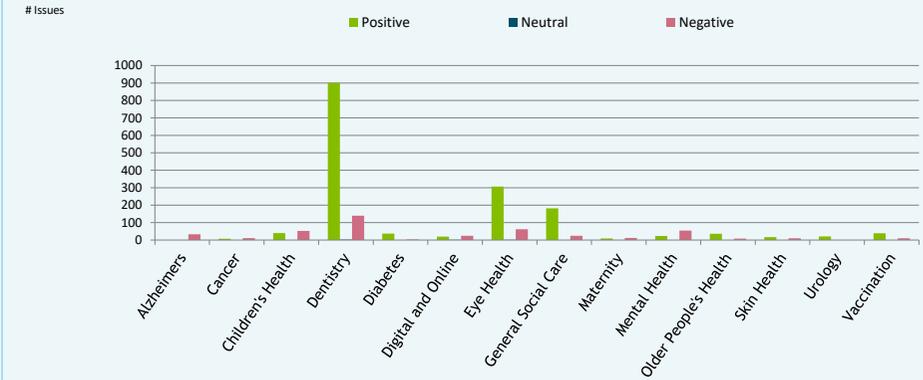
5. Service Type



6. Care Pathway



7. Conditions/Topics



Top pathways displayed

Top conditions/topics displayed

Services by Satisfaction Level



Residential Care Home (92%)
Hospital Surgery (90%)
Optician (87%)
Care at Home (86%)
Dentist (86%)



A&E (52%)
Pharmacy (55%)
GP (61%)
Nursing Care Home (72%)
General Inpatients (81%)

Conditions/Topics by Satisfaction Level



Diabetes (92%)
General Social Care (88%)
Dentistry (86%)
Eye Health (82%)
Older People's Health (81%)



Mental Health (29%)
Cancer (38%)
Children's Health (43%)
Digital and Online (44%)
Skin Health (62%)