

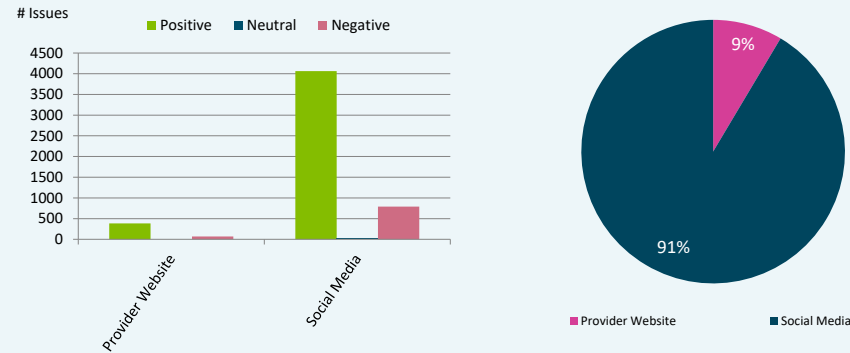
Waltham Forest, Health & Care Services

Community Insight Dashboard

Qualitative Feedback, 1 April - 30 June 2025

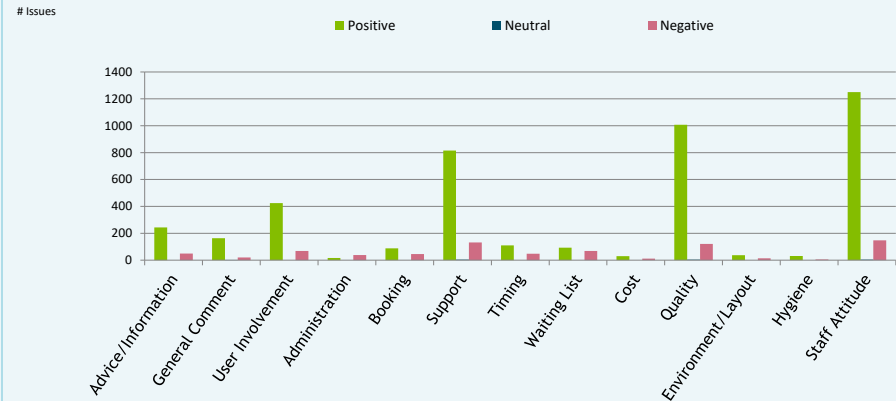


1. Source: 5440 issues from 1442 people



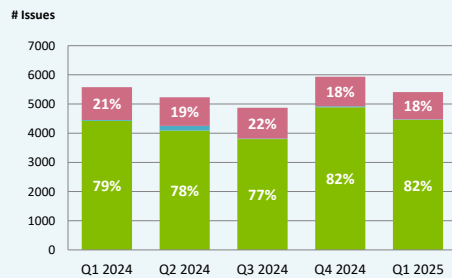
Top sources displayed

2. Trends

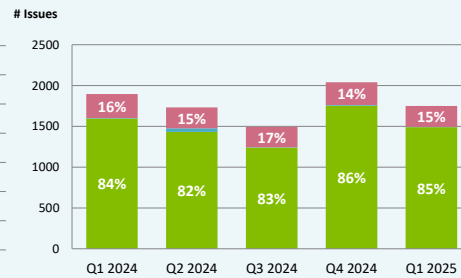


Top trends displayed

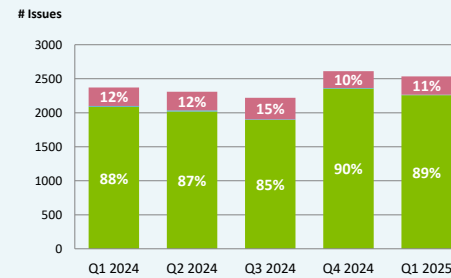
3.1 Timeline: Overall Sentiment



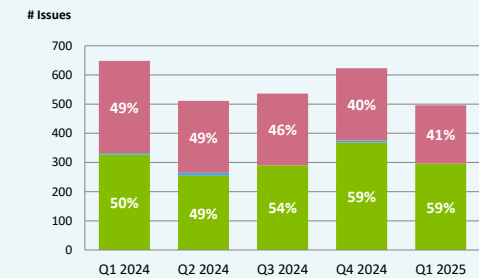
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

No Change
Down by 1%
Down by 1%
No Change

Annually

Up by 3%
Up by 1%
Up by 1%
Up by 9%

Trends by Satisfaction Level



Staff Attitude (89%)
Quality (88%)
General Comment (88%)
User Involvement (86%)
Support (85%)



Administration (30%)
Waiting List (57%)
Booking (66%)
Timing (69%)
Environment/Layout (72%)

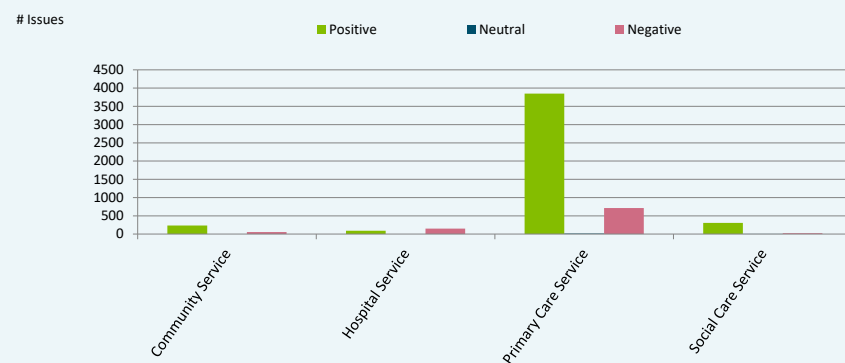
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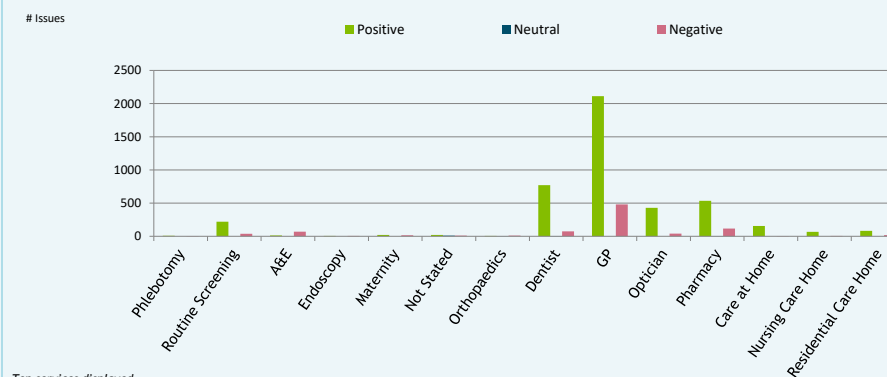
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4. Service Sector

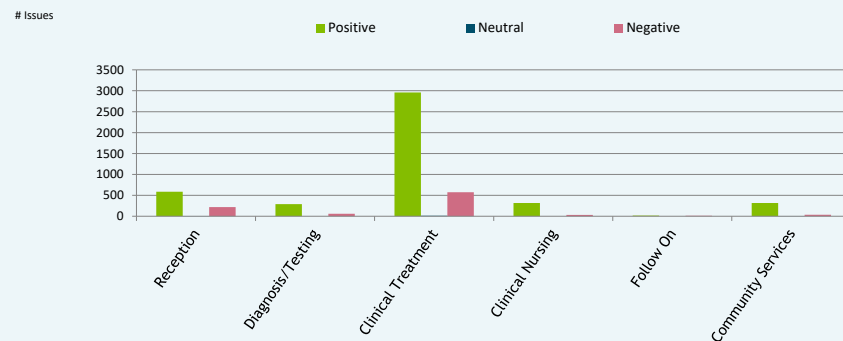


5. Service Type



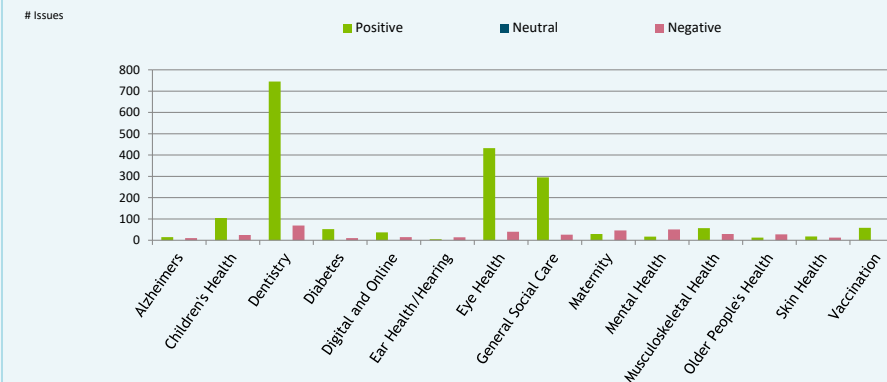
Top services displayed

6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions / topics displayed

Services by Satisfaction Level



Care at Home (98%)
Nursing Care Home (93%)
Optician (91%)
Dentist (91%)
Routine Screening (85%)



A&E (14%)
Orthopaedics (37%)
Endoscopy (50%)
Maternity (58%)
Phlebotomy (69%)

Conditions/Topics by Satisfaction Level



General Social Care (91%)
Dentistry (91%)
Eye Health (91%)
Diabetes (83%)



Mental Health (25%)
Ear Health/Hearing (26%)
Older People's Health (30%)
Maternity (38%)
Alzheimers (60%)