

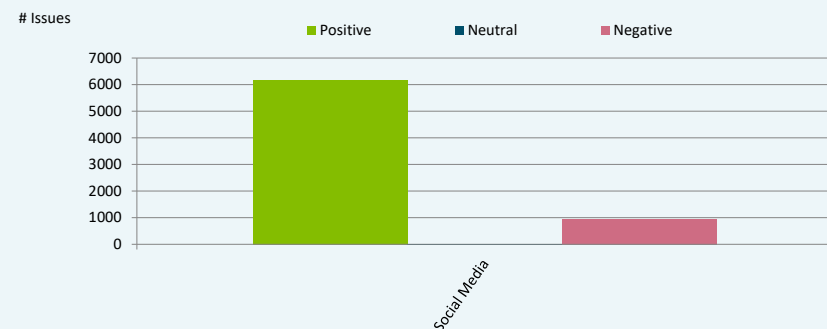
Waltham Forest, Health & Care Services

Community Insight Dashboard

Qualitative Feedback, 1 April - 30 June 2026

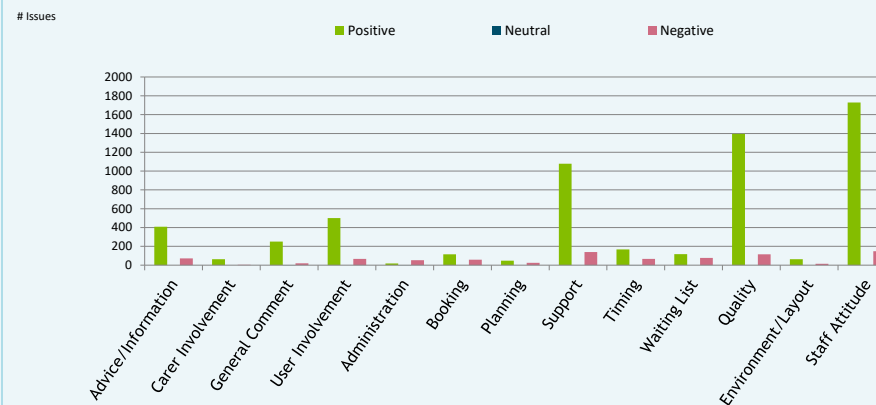


1. Source: 7247 issues from 2004 people



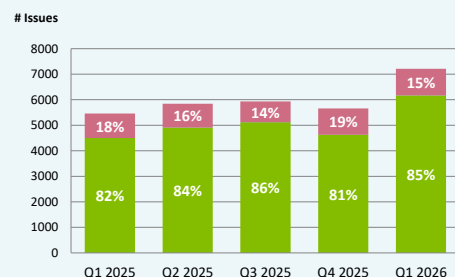
Top sources displayed

2. Trends

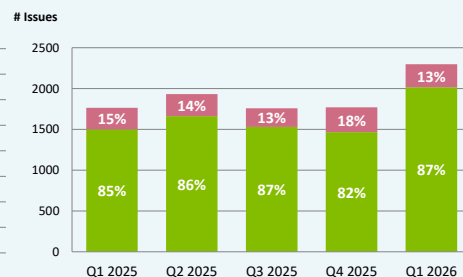


Top trends displayed

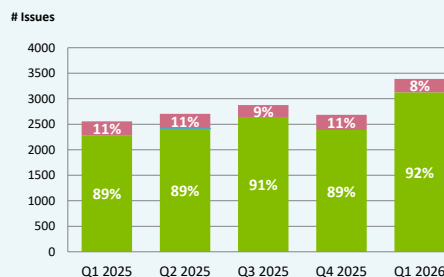
3.1 Timeline: Overall Sentiment



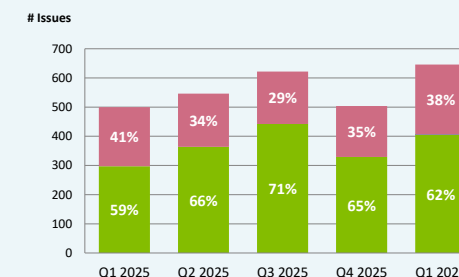
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

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

Annually

Up by 3%
Up by 2%
Up by 3%
Up by 3%

Trends by Satisfaction Level



Carer Involvement (92%)
Quality (92%)
General Comment (92%)
Staff Attitude (92%)
Support (88%)



Administration (25%)
Waiting List (60%)
Planning (65%)
Booking (66%)
Timing (71%)

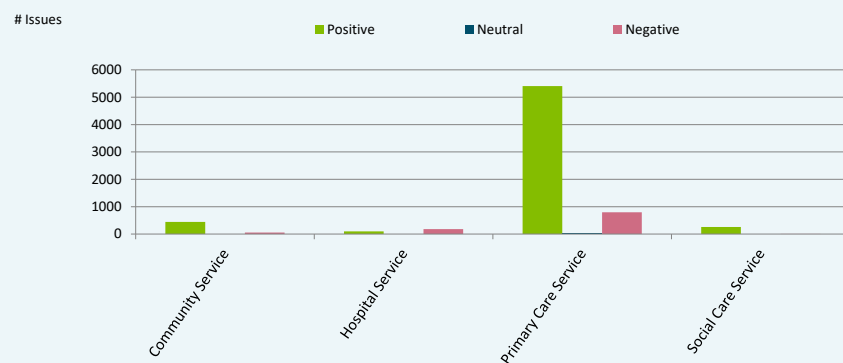
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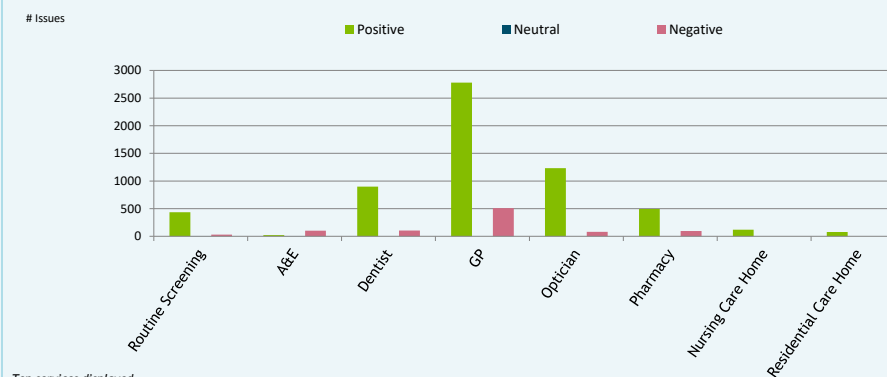
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4. Service Sector

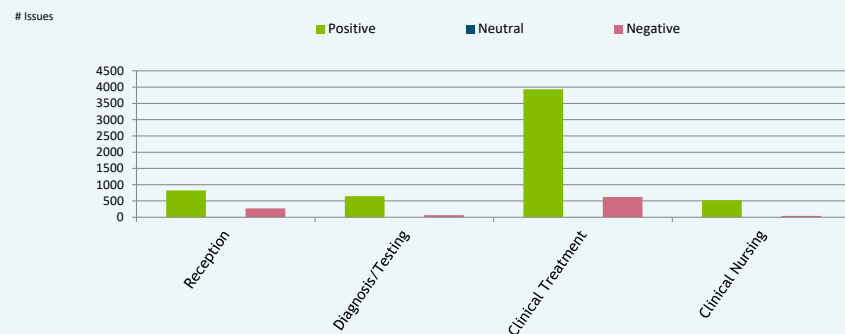


5. Service Type



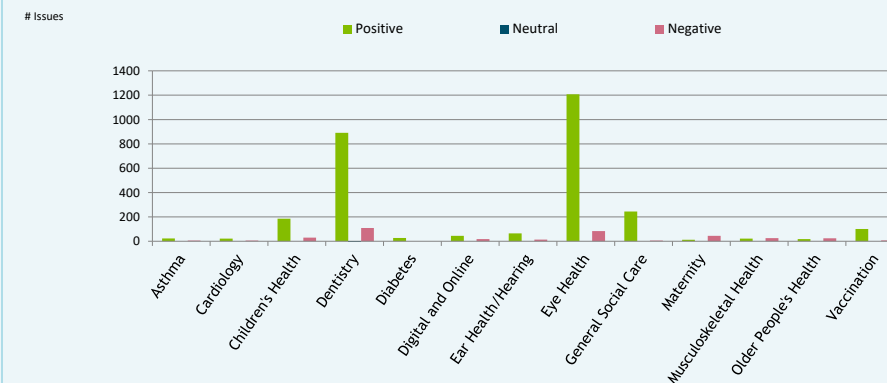
Top services displayed

6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions / topics displayed

Services by Satisfaction Level



Optician (94%)
Maternity Screening (93%)
Dentist (89%)



A&E (18%)
Pharmacy (84%)
GP (84%)

Conditions/Topics by Satisfaction Level



General Social Care (97%)
Vaccination (93%)
Eye Health (93%)
Cardiology (81%)



Maternity (21%)
Older People's Health (42%)
Musculoskeletal Health (44%)
Digital and Online (70%)