

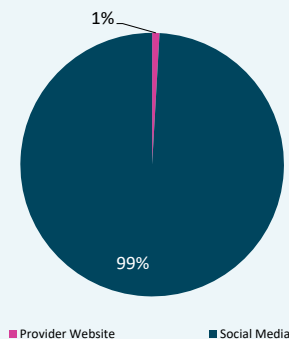
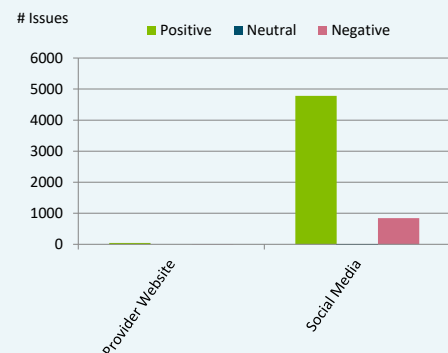
Waltham Forest, Health & Care Services

Community Insight Dashboard

Qualitative Feedback, 1 July - 30 September 2025

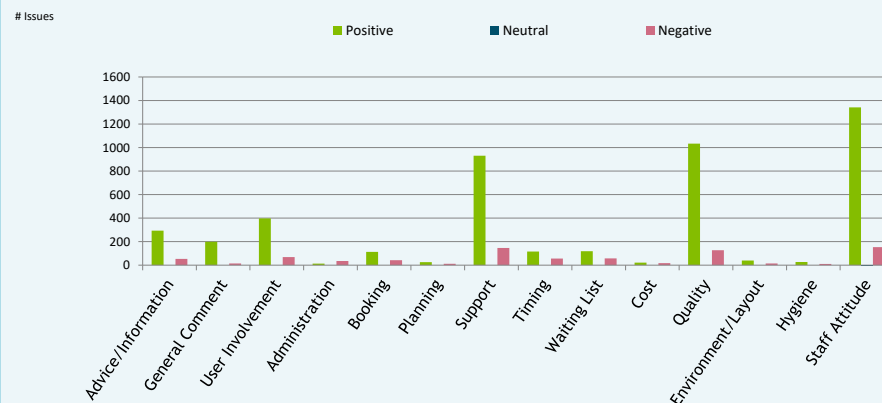


1. Source: 5764 issues from 1529 people



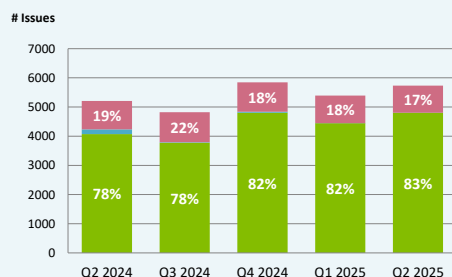
Top sources displayed

2. Trends

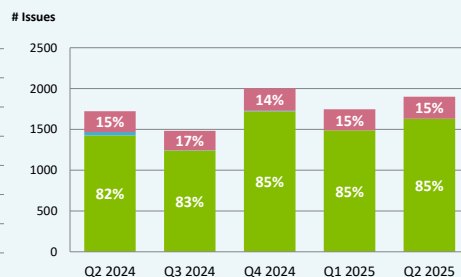


Top trends displayed

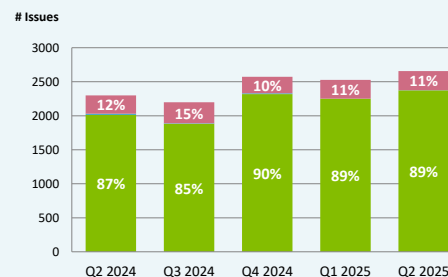
3.1 Timeline: Overall Sentiment



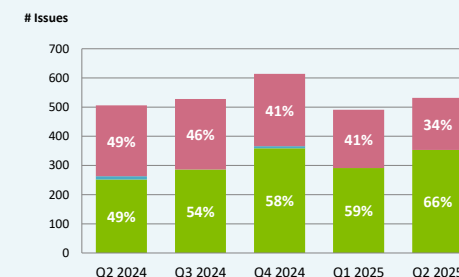
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Up by 1%
No Change
No Change
Up by 7%

Annually

Up by 5%
Up by 3%
Up by 2%
Up by 17%

Trends by Satisfaction Level



Staff Attitude (89%)
Quality (89%)
Support (86%)
User Involvement (85%)
Advice/Information (84%)



Administration (27%)
Cost (56%)
Waiting List (67%)
Planning (67%)
Timing (67%)

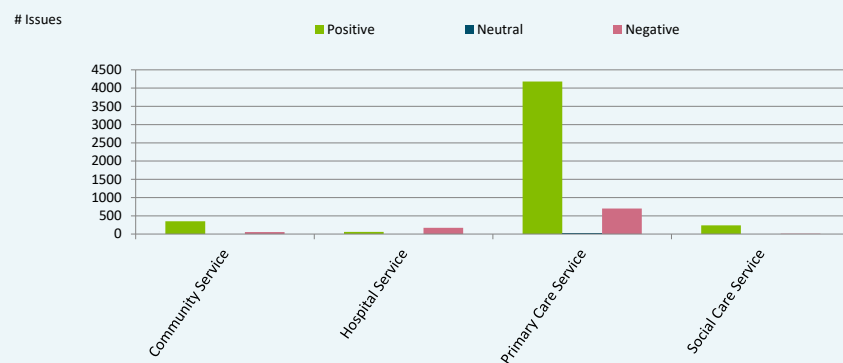
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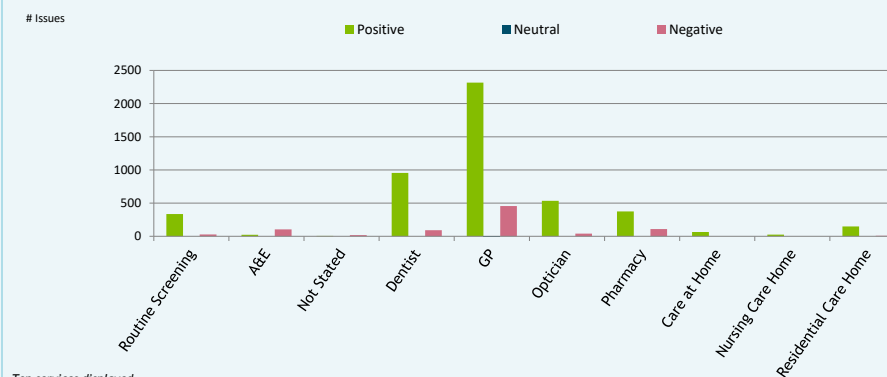
Qualitative Feedback, 1 July - 30 September 2025



4. Service Sector

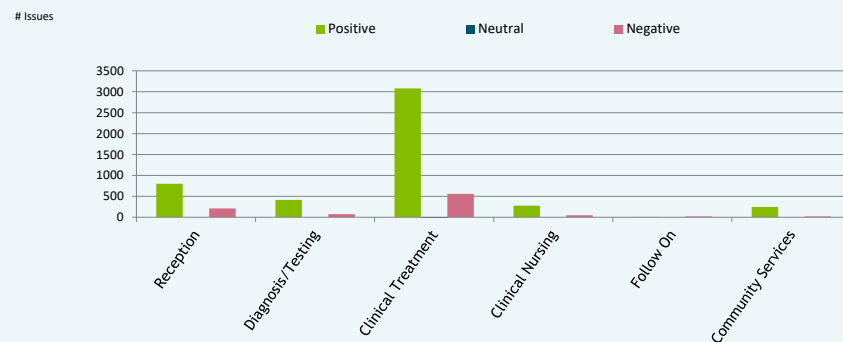


5. Service Type



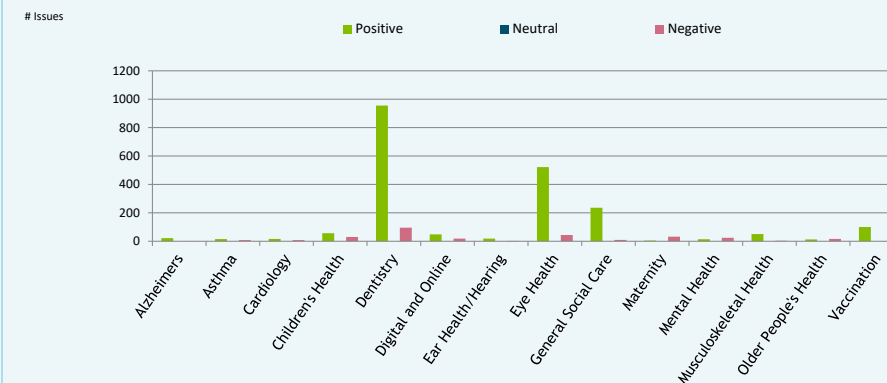
Top services displayed

6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions / topics displayed

Services by Satisfaction Level



Residential Care Home (94%)
Optician (92%)
Routine Screening (92%)
Dentist (91%)



A&E (18%)
Pharmacy (77%)
GP (83%)

Conditions/Topics by Satisfaction Level



Vaccination (99%)
General Social Care (96%)
Alzheimers (95%)
Musculoskeletal Health (92%)
Eye Health (92%)



Maternity (13%)
Mental Health (36%)
Older People's Health (44%)
Asthma (65%)
Children's Health (65%)