

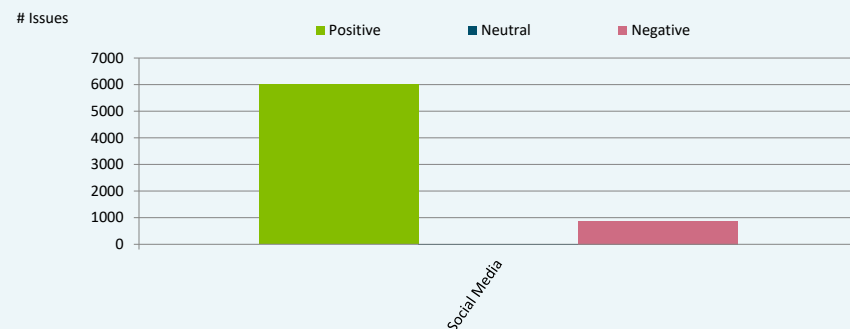
Waltham Forest, Health & Care Services

Community Insight Dashboard

Qualitative Feedback, 1 July - 30 September 2026

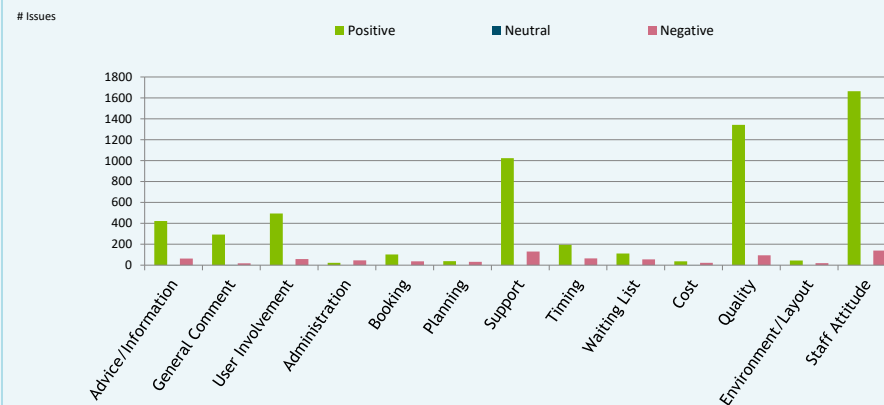


1. Source: 6980 issues from 1940 people

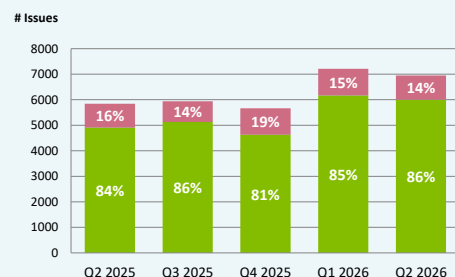


Top sources displayed

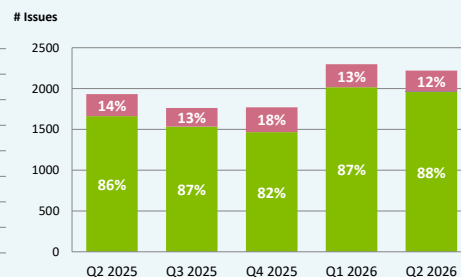
2. Trends



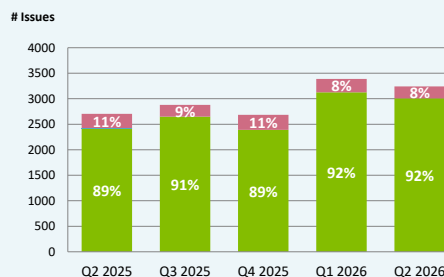
3.1 Timeline: Overall Sentiment



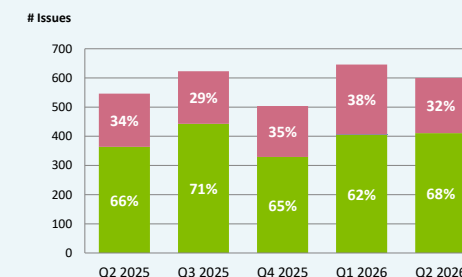
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Up by 1%
Up by 1%
No Change
Up by 6%

Annually

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

Trends by Satisfaction Level



Quality (93%)
General Comment (93%)
Staff Attitude (92%)
User Involvement (89%)
Support (88%)



Administration (32%)
Planning (54%)
Cost (61%)
Waiting List (66%)
Environment/Layout (69%)

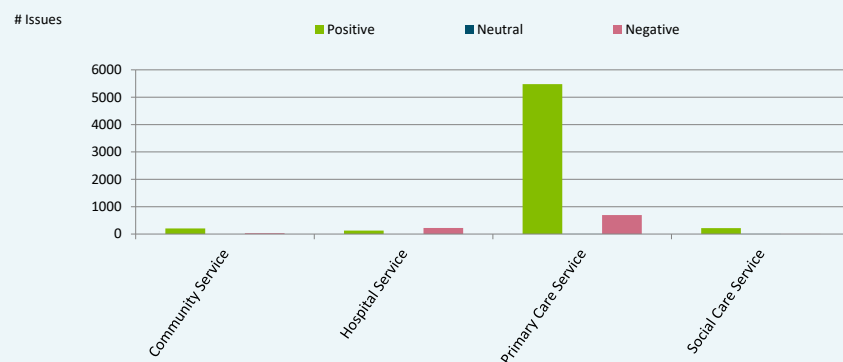
Waltham Forest, Health & Care Services

Community Insight Dashboard

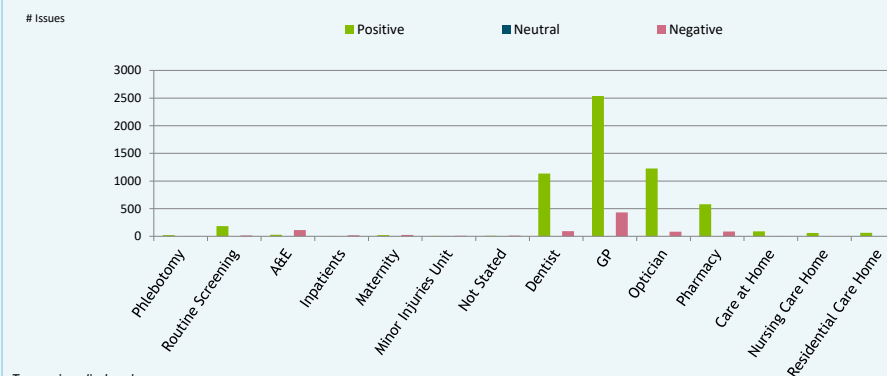
Qualitative Feedback, 1 July - 30 September 2026



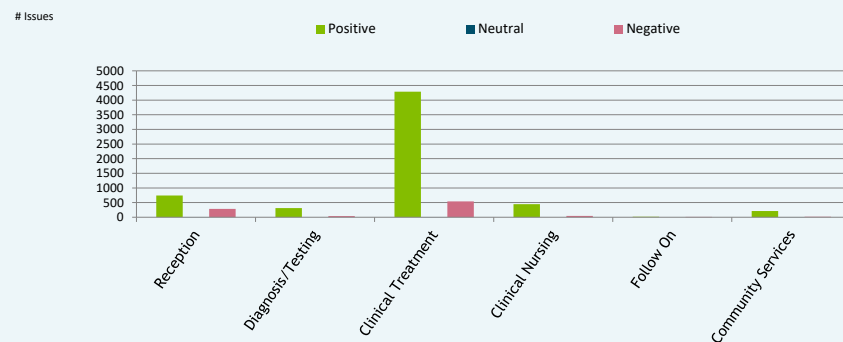
4. Service Sector



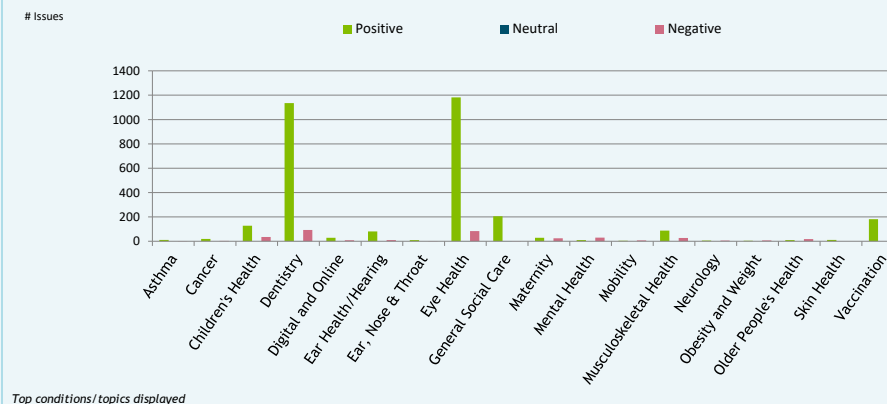
5. Service Type



6. Care Pathway



7. Conditions/Topics



Services by Satisfaction Level



Care at Home (97%)
Optician (94%)
Dentist (92%)
Maternity Screening (92%)
Phlebotomy (88%)



A&E (20%)
Minor Injuries Unit (44%)
Maternity (48%)
Pharmacy (67%)
GP (85%)

Conditions/Topics by Satisfaction Level



Eye Health (93%)
Dentistry (92%)
Ear Health (89%)
Vaccination (87%)
Cancer (86%)



Mental Health (25%)
Older People's Health (35%)
Mobility (36%)
Obesity and Weight (36%)
Neurology (45%)