

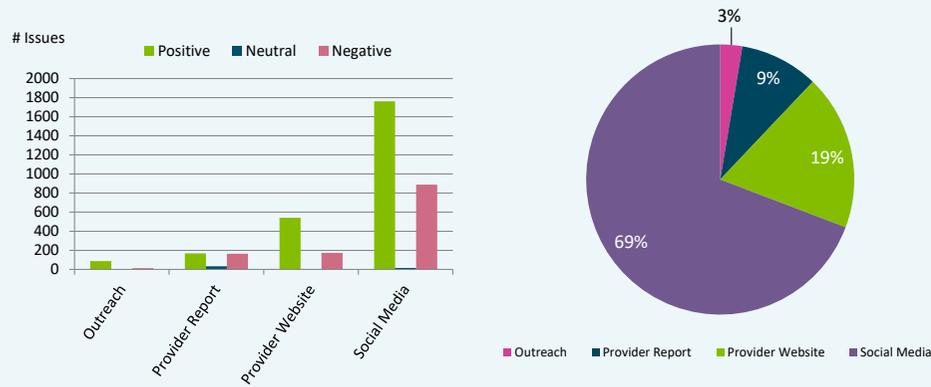
Waltham Forest, Health & Care Services

1 October - 31 December 2022

Community Insight Dashboard

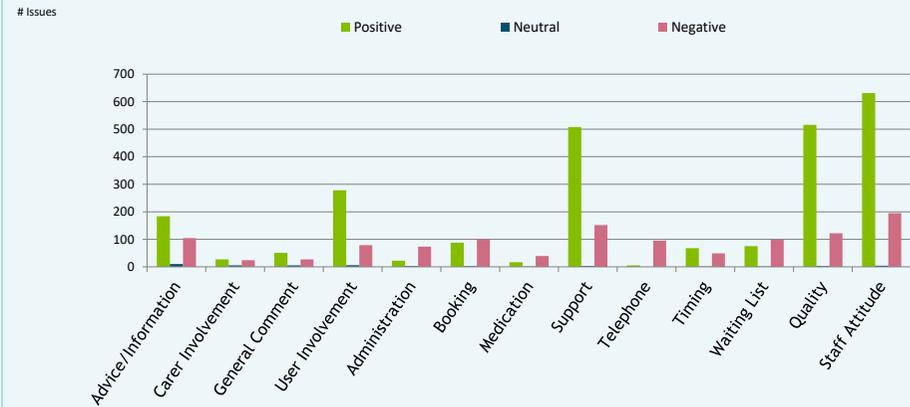


1. Source: 4049 issues from 975 people



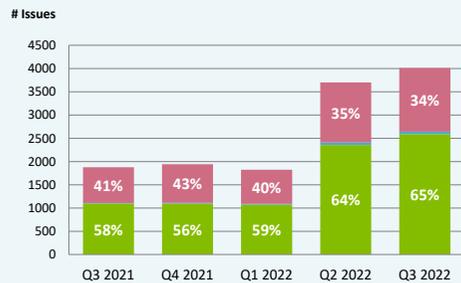
Top sources displayed

2. Trends

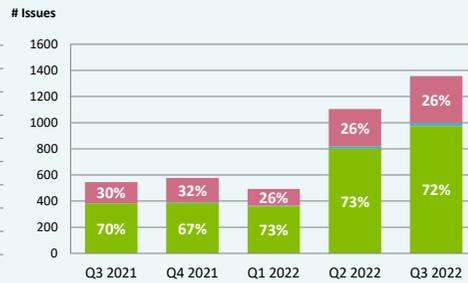


Top trends displayed

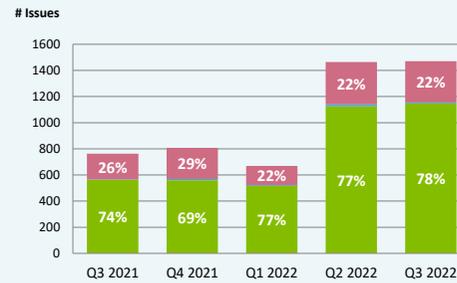
3.1 Timeline: Overall Sentiment



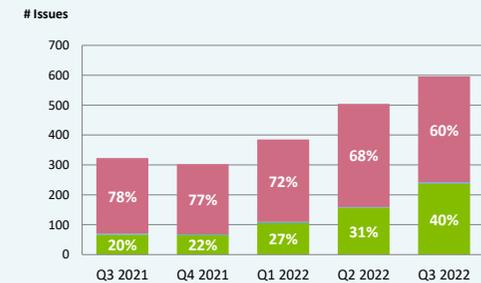
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



Positive Neutral Negative

Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Up by 1%
Down by 1%
Up by 1%
Up by 9%

Annually

Up by 7%
Up by 2%
Up by 4%
Up by 20%

Trends by Satisfaction Level



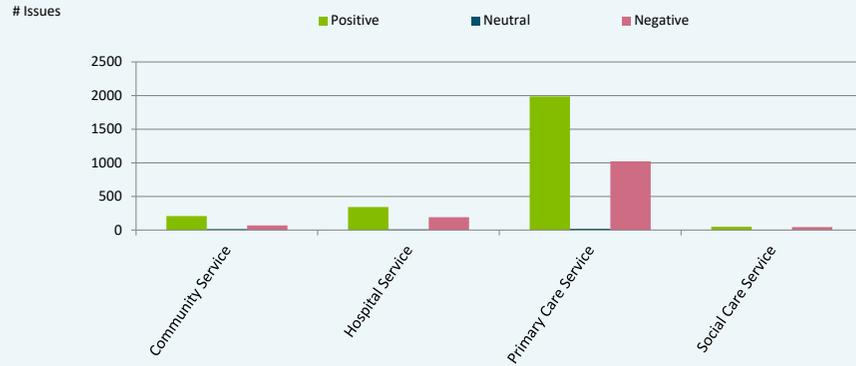
Quality (80%)
Support (76%)
User Involvement (76%)
Staff Attitude (76%)
Advice/Information (61%)



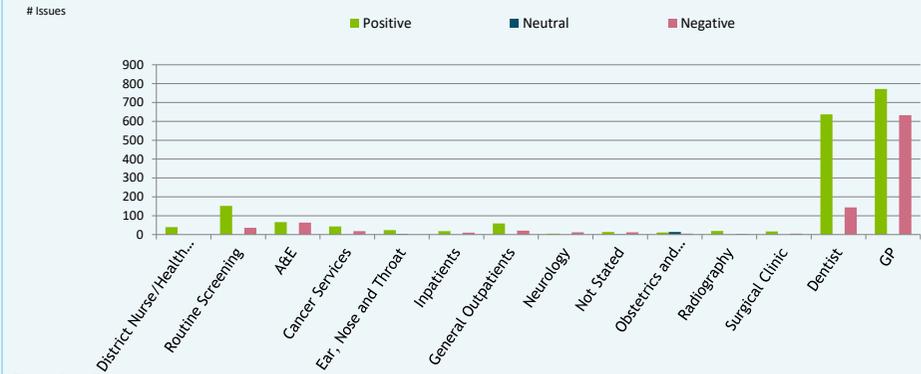
Telephone (5%)
Administration (22%)
Medication (29%)
Waiting List (42%)
Booking (46%)



4. Service Sector

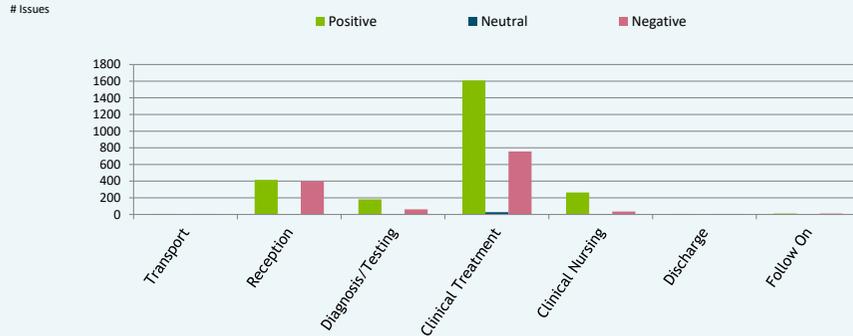


5. Service Type



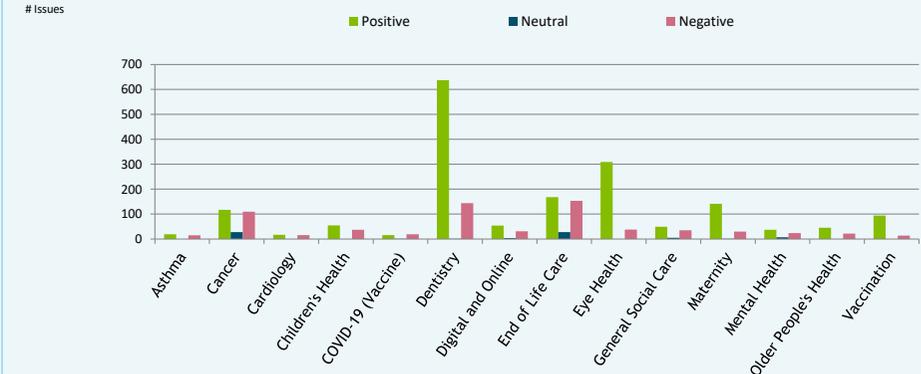
Top services displayed

6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions/topics displayed

Services by Satisfaction Level



Health Visitor (95%)
Radiography (82%)
Dentist (81%)
Routine Screening (78%)
Hospital Surgery (76%)



Neurology (29%)
A&E (50%)
GP (54%)
Inpatients (64%)
Cancer Services (67%)

Conditions/Topics by Satisfaction Level



Eye Health (89%)
Vaccination (87%)
Maternity (81%)
Dentistry (81%)
Older People (67%)



COVID-19 (Vaccine) (44%)
Cancer (45%)
End of Life Care (48%)
Cardiology (51%)
Mental Health (54%)