

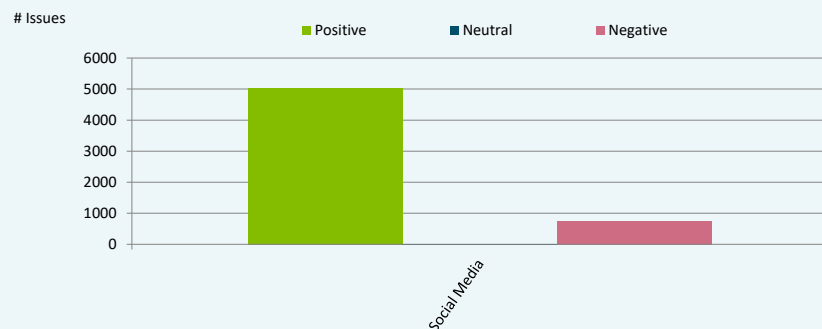
Waltham Forest, Health & Care Services

Community Insight Dashboard

Qualitative Feedback, 1 October - 31 December 2025

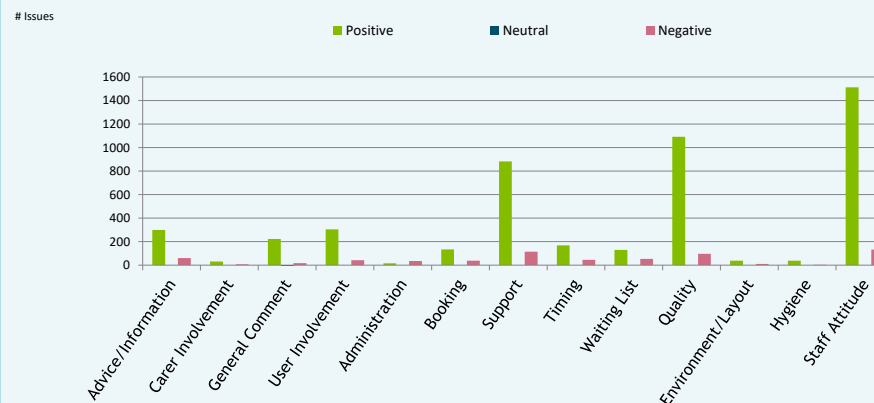


1. Source: 5855 issues from 1698 people



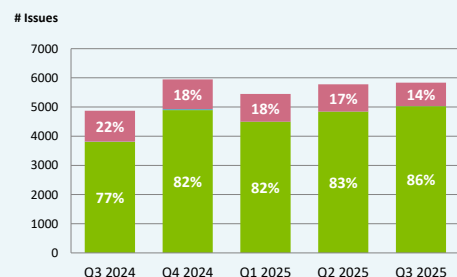
Top sources displayed

2. Trends

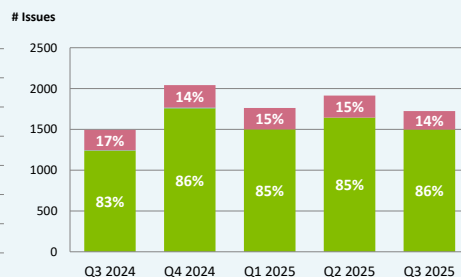


Top trends displayed

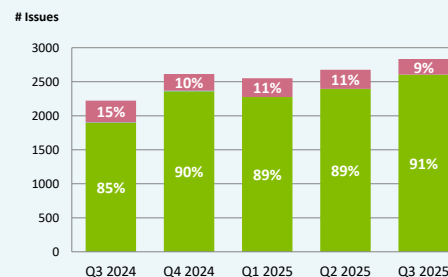
3.1 Timeline: Overall Sentiment



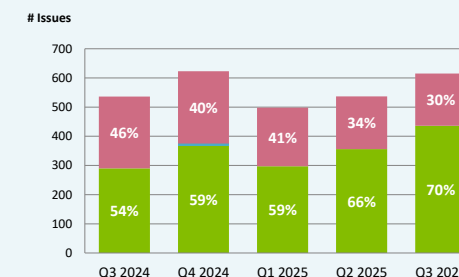
Timeline: 3.2 User Involvement



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 3%
Up by 1%
Up by 2%
Up by 4%

Annually

Up by 9%
Up by 3%
Up by 6%
Up by 16%

Trends by Satisfaction Level



Hygiene (92%)
Staff Attitude (91%)
Quality (91%)
General Comment (91%)
Support (88%)



Administration (30%)
Waiting List (70%)
Environment/Layout (77%)
Booking (77%)
Timing (78%)

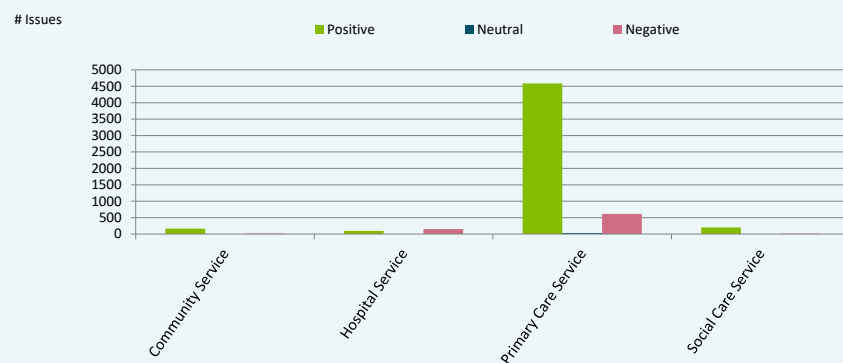
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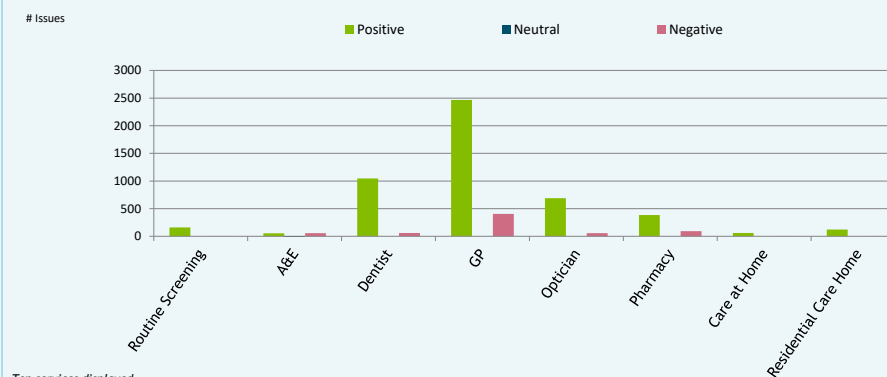
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4. Service Sector

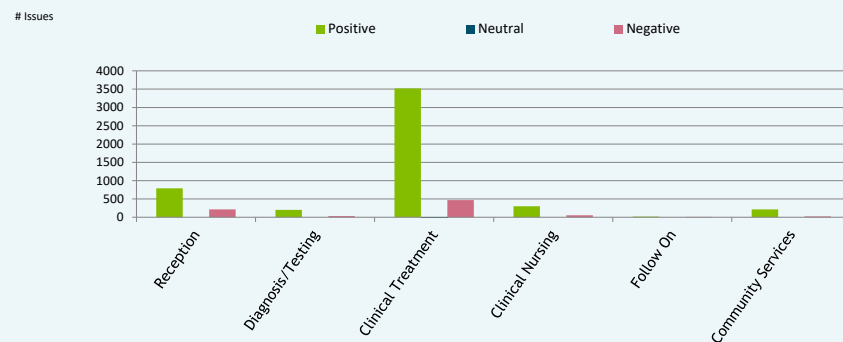


5. Service Type



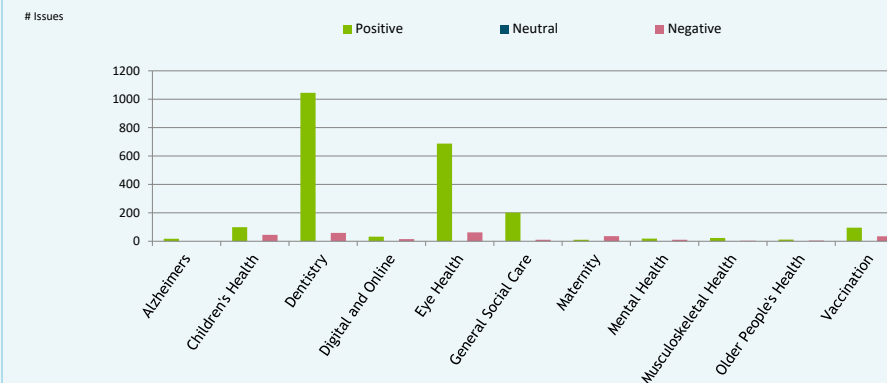
Top services displayed

6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions / topics displayed

Services by Satisfaction Level



Routine Screening (98%)
Residential Care Home (98%)
Care at Home (96%)
Dentist (94%)



A&E (47%)
Pharmacy (80%)
GP (85%)
Optician (92%)

Conditions/Topics by Satisfaction Level



General Social Care (94%)
Dentistry (94%)
Eye Health (91%)
Musculoskeletal Health (85%)



Maternity (23%)
Diabetes (37%)
Asthma (50%)
Mental Health (64%)