

Hospital Services in North East London (NEL)

Qualitative Feedback, 1 April 2024 - 31 March 2025

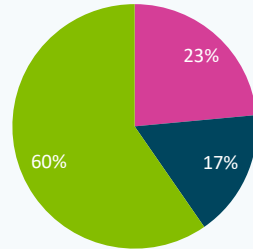
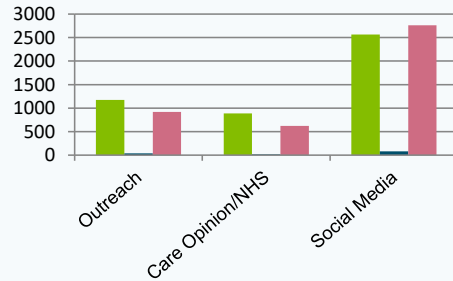
Community Insight
Dashboard



1. Source: 9264 issues from 2394 people

Issues

Positive Neutral Negative



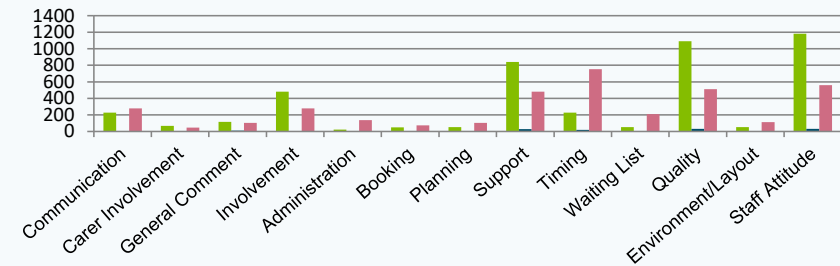
Outreach Care Opinion/NHS Social Media

Top sources displayed

2. Trends

Issues

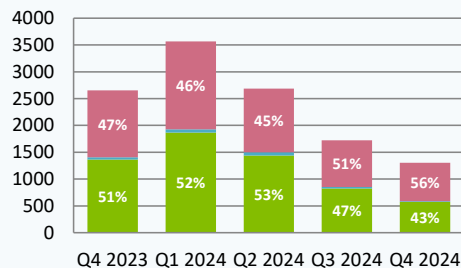
Positive Neutral Negative



Top trends displayed

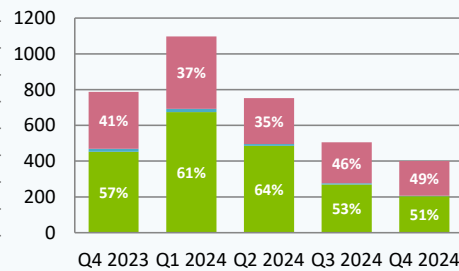
3.1 Timeline: Overall Sentiment

Issues



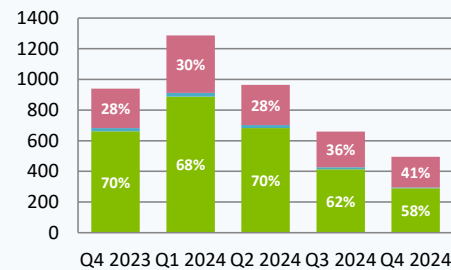
3.2 Timeline: User Involvement

Issues



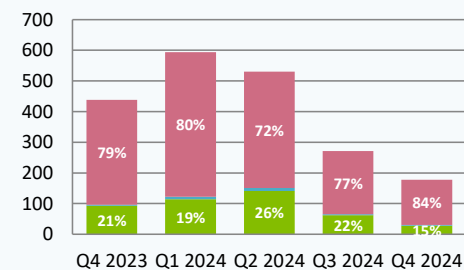
3.3 Timeline: Quality

Issues



3.4 Timeline: Service Access

Issues



Positive Neutral Negative

Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Down by 4%
Down by 2%
Down by 4%
Down by 7%

Annually

Down by 8%
Down by 6%
Down by 12%
Down by 6%

Trends by Satisfaction Level



Quality (66%)
Staff Attitude (66%)
Involvement (62%)
Support (62%)
Carer Involvement (60%)



Administration (13%)
Waiting List (20%)
Timing (22%)
Environment/Layout (30%)
Planning (32%)

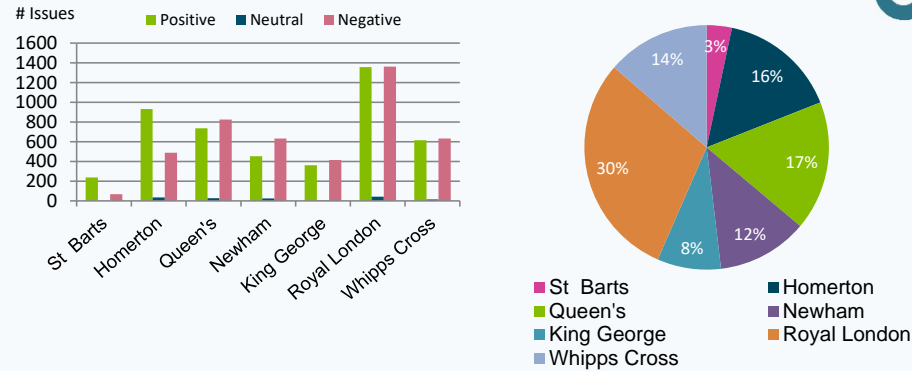
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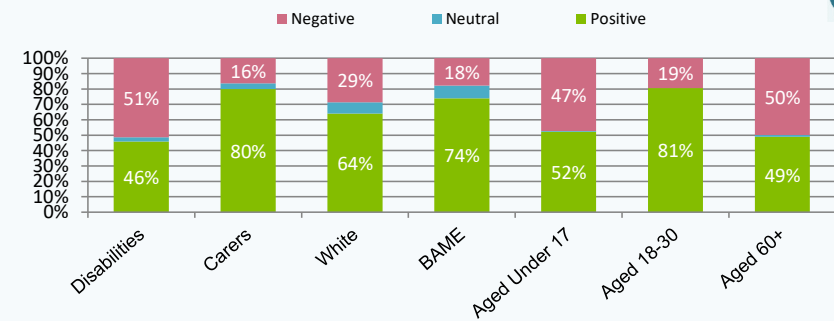
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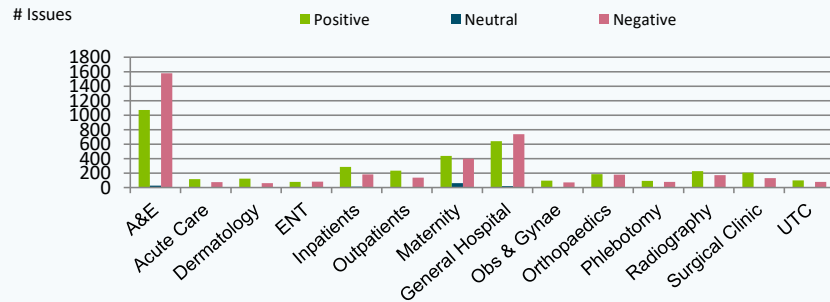
4. Feedback by Hospital



5. Equalities

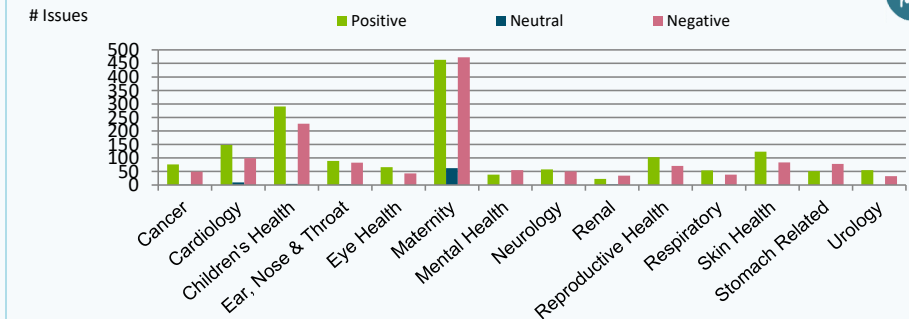


6. Departments



Top services displayed

7. Conditions/Topics



Top conditions/topics displayed

Services by Satisfaction Level



Dermatology (66%)
Outpatients (62%)
Surgical Clinic (61%)
Acute Care (60%)
Inpatients (59%)



A&E (40%)
General Hospital (45%)
ENT (48%)
Maternity (48%)
Orthopaedics (50%)

Conditions/Topics by Satisfaction Level



Urology (62%)
Eye Health (60%)
Cancer (60%)
Reproductive Health (59%)
Skin Health (59%)



Renal (38%)
Stomach Related (39%)
Mental Health (40%)
Maternity (46%)
Ear, Nose & Throat (51%)