

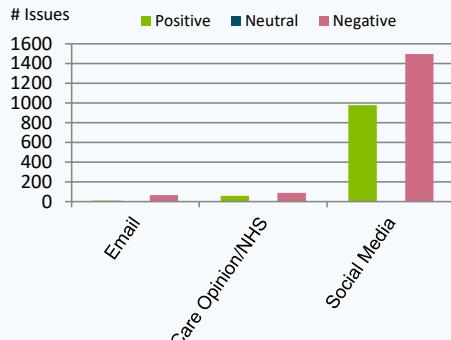
The Experience of Barts Health NHS Trust

Qualitative Feedback, 1 January 2025 - 31 December 2025

Community Insight Dashboard



1. Source: 2767 issues from 788 people

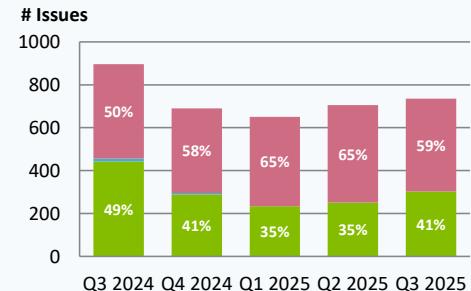


Top sources displayed

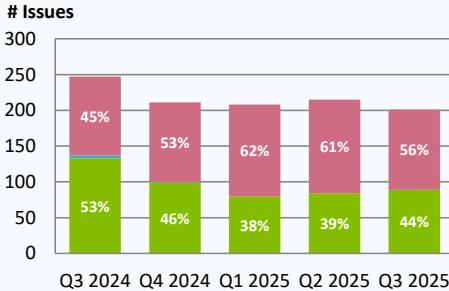


■ Email ■ Care Opinion/NHS ■ Social Media

3.1 Timeline: Overall Sentiment

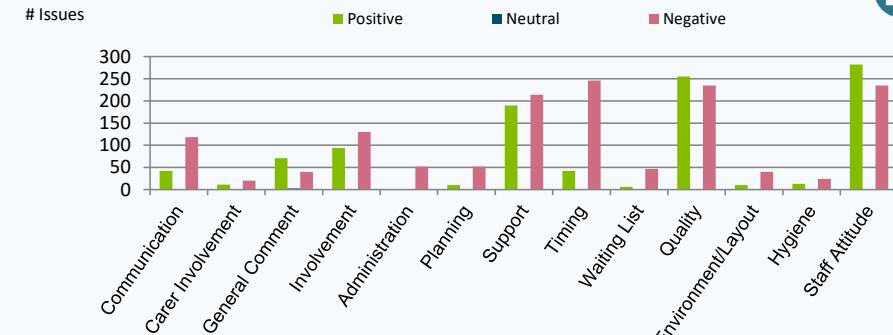


3.2 Timeline: User Involvement



■ Positive ■ Neutral ■ Negative

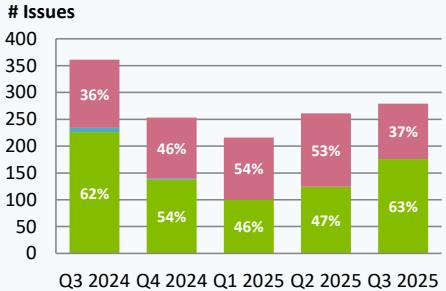
2. Trends



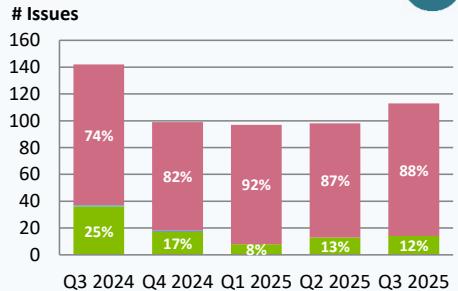
Top trends displayed



3.3 Timeline: Quality



3.4 Timeline: Service Access



Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Up by 6%
Up by 5%
Up by 16%
Down by 1%

Annually

Down by 8%
Down by 9%
Up by 1%
Down by 13%

Trends by Satisfaction Level



General Comment (62%)
Staff Attitude (54%)
Quality (51%)
Support (46%)
Involvement (41%)



Administration (1%)
Waiting List (11%)
Timing (14%)
Planning (16%)
Environment/Layout (20%)

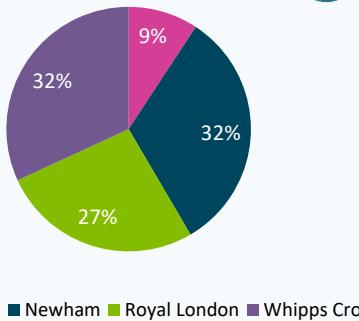
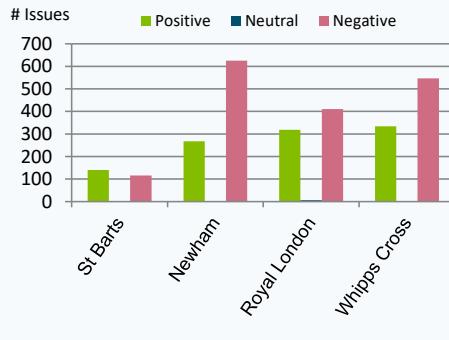
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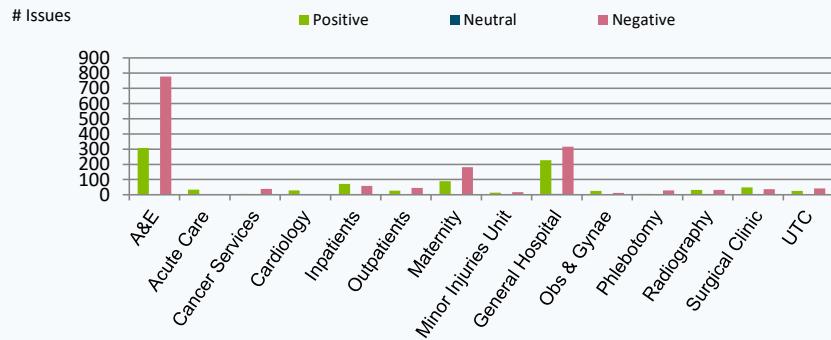
Community Insight Dashboard



4. Feedback by Hospital



6. Services



Top services displayed

Services by Satisfaction Level

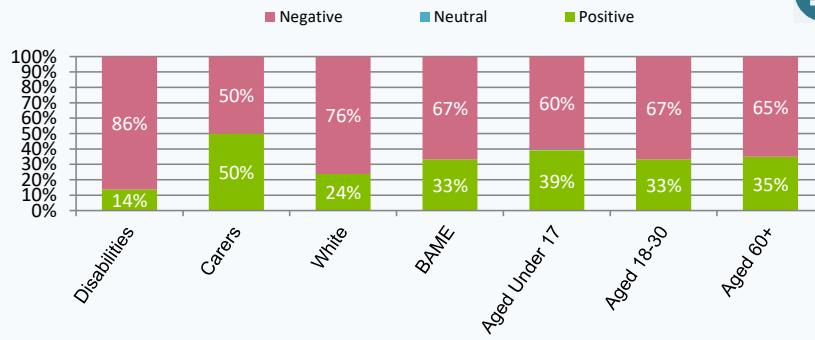


Cardiology (93%)
Obs & Gynae (67%)
Surgical Clinic (57%)
Inpatients (55%)
Radiography (49%)

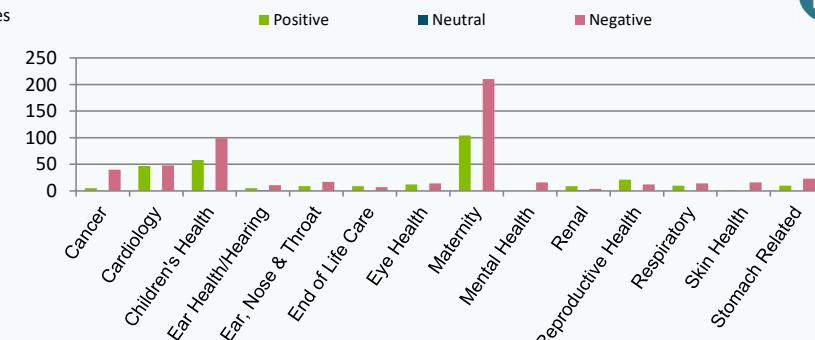


A&E (28%)
Acute Care (100%)
Cancer Services (11%)
Phlebotomy (14%)
Maternity (33%)

5. Equalities



7. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



Renal (64%)
Reproductive Health (63%)
End of Life Care (56%)
Cardiology (49%)
Eye Health (46%)



Skin Health (5%)
Cancer (11%)
Ear Health/Hearing (29%)
Stomach Related (30%)