

The Experience of Barts Health NHS Trust

Qualitative Feedback, 1 July 2024 - 30 June 2025

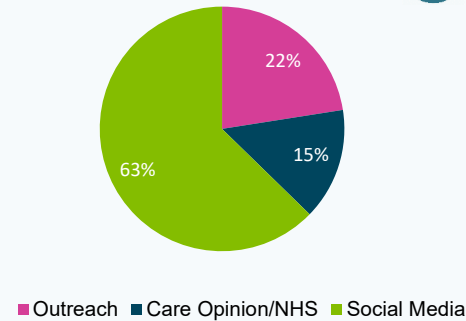
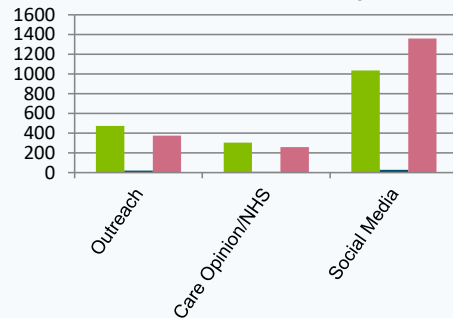
Community Insight Dashboard



1. Source: 3983 issues from 1158 people

Issues

Positive Neutral Negative

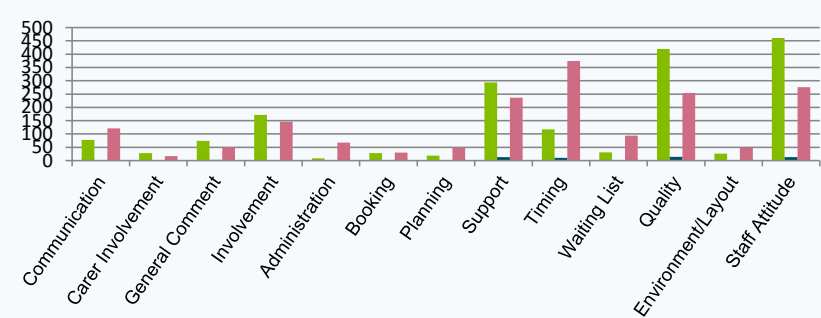


Top sources displayed

2. Trends

Issues

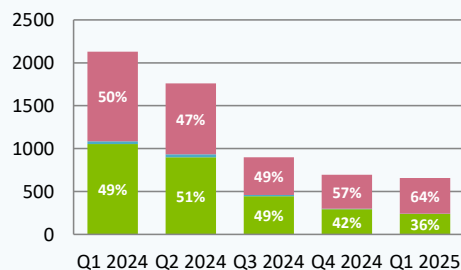
Positive Neutral Negative



Top trends displayed

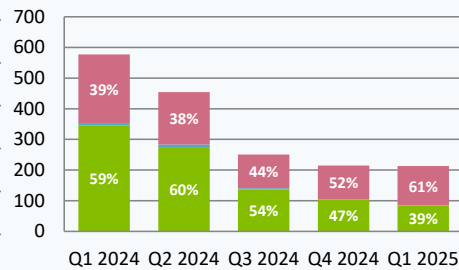
3.1 Timeline: Overall Sentiment

Issues



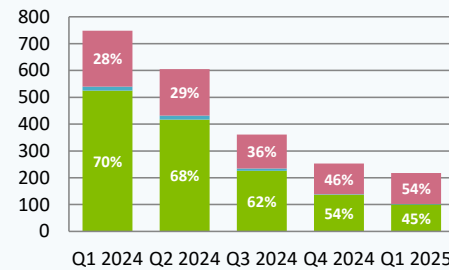
3.2 Timeline: User Involvement

Issues



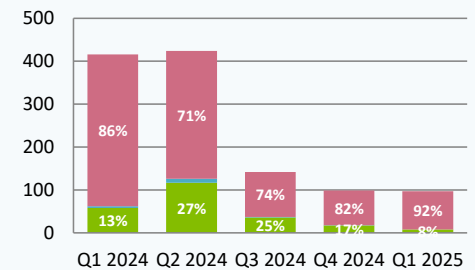
3.3 Timeline: Quality

Issues



3.4 Timeline: Service Access

Issues



Positive Neutral Negative

Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Down by 6%
Down by 8%
Down by 9%
Down by 9%

Annually

Down by 13%
Down by 20%
Down by 25%
Down by 5%

Trends by Satisfaction Level



Carer Involvement (62%)
Staff Attitude (61%)
Quality (60%)
General Comment (58%)
Support (54%)



Administration (10%)
Timing (23%)
Waiting List (24%)
Planning (27%)
Environment/Layout (34%)

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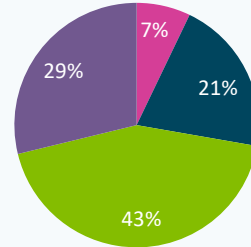
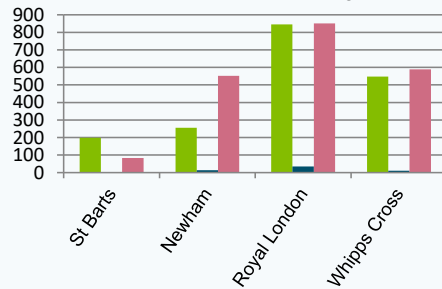
Community Insight Dashboard



4. Feedback by Hospital

Issues

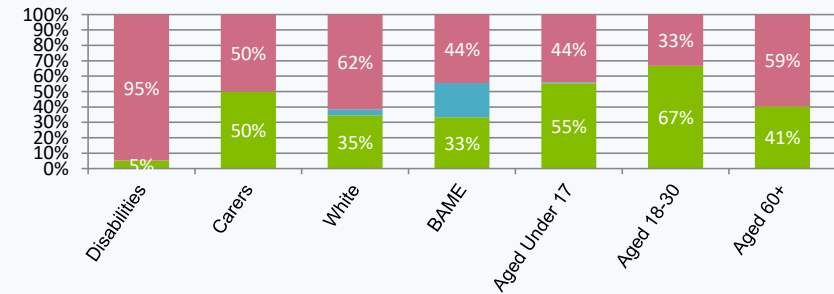
Positive Neutral Negative



St Barts Newham Royal London Whipps Cross

5. Equalities

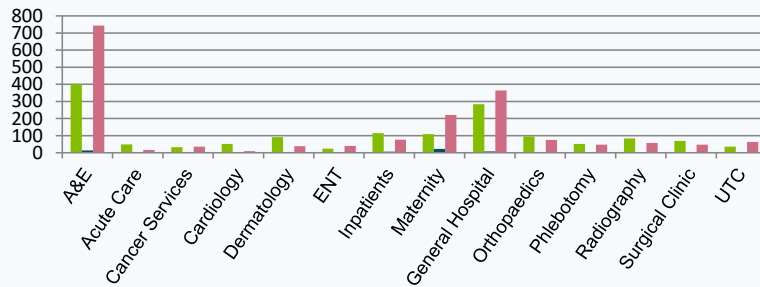
Negative Neutral Positive



6. Services

Issues

Positive Neutral Negative

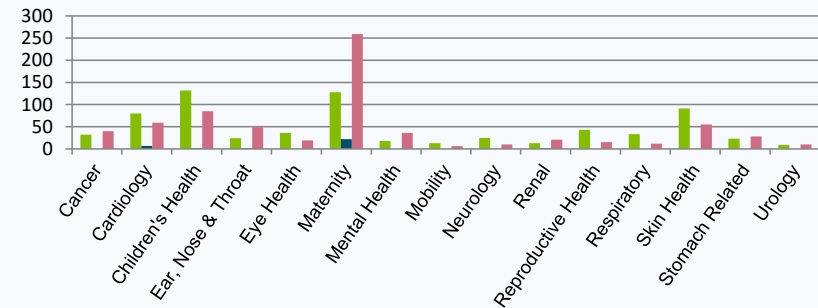


Top services displayed

7. Conditions/Topics

Issues

Positive Neutral Negative



Top conditions/topics displayed

Services by Satisfaction Level



Cardiology (83%)
Dermatology (70%)
Surgical Clinic (59%)
Radiography (58%)
Inpatients (58%)



A&E (34%)
Acute Care (75%)
Maternity (30%)
UTC (36%)
ENT (36%)

Conditions/Topics by Satisfaction Level



Respiratory (73%)
Neurology (71%)
Mobility (68%)
Eye Health (65%)
Skin Health (62%)



Maternity (31%)
Ear, Nose & Throat (32%)
Mental Health (33%)
Renal (36%)
Cancer (44%)