

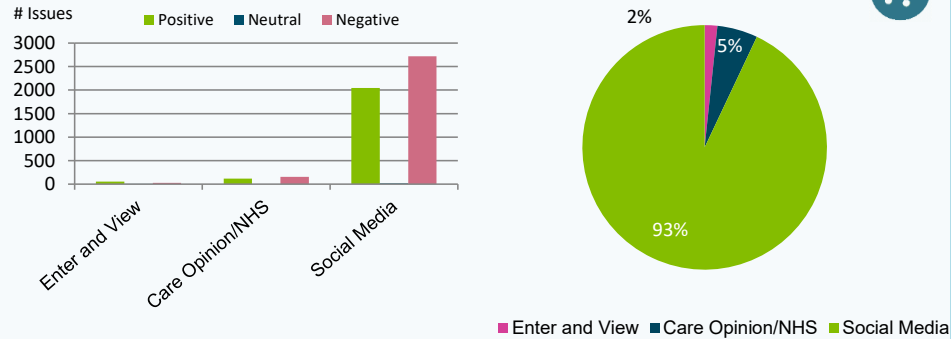
# Hospital Services in North East London (NEL)

Qualitative Feedback, 1 January 2025 - 31 December 2025

Community Insight  
Dashboard

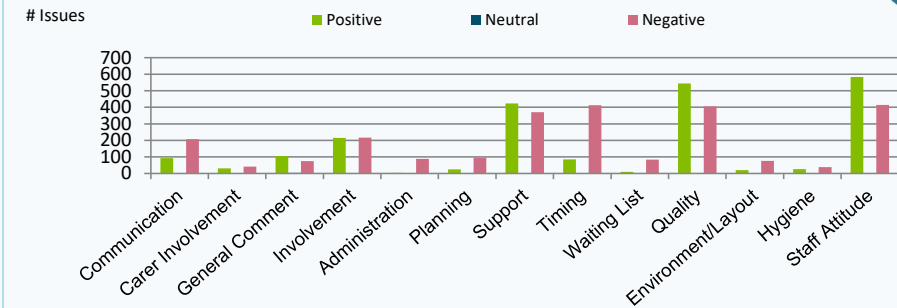


## 1. Source: 5279 issues from 1449 people



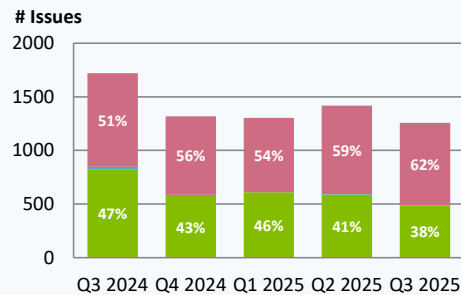
Top sources displayed

## 2. Trends

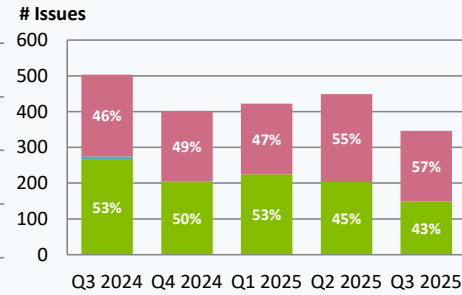


Top trends displayed

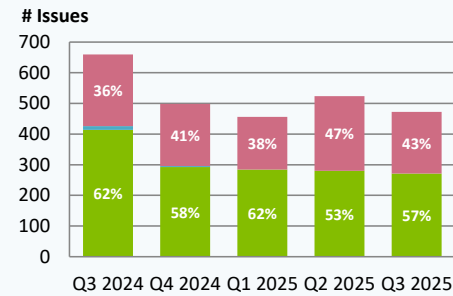
### 3.1 Timeline: Overall Sentiment



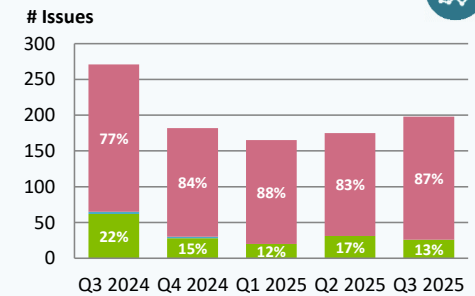
### 3.2 Timeline: User Involvement



### 3.3 Timeline: Quality



### 3.4 Timeline: Service Access



Positive Neutral Negative

## Satisfaction Over Time



Overall Satisfaction:  
User Involvement:  
Quality:  
Service Access:

### Quarterly

Down by 3%  
Down by 2%  
Up by 4%  
Down by 4%

### Annually

Down by 9%  
Down by 10%  
Down by 5%  
Down by 9%

## Trends by Satisfaction Level



Staff Attitude (58%)  
Quality (57%)  
General Comment (57%)  
Support (53%)  
Involvement (49%)



Administration (4%)  
Waiting List (10%)  
Timing (17%)  
Planning (20%)  
Environment/Layout (20%)

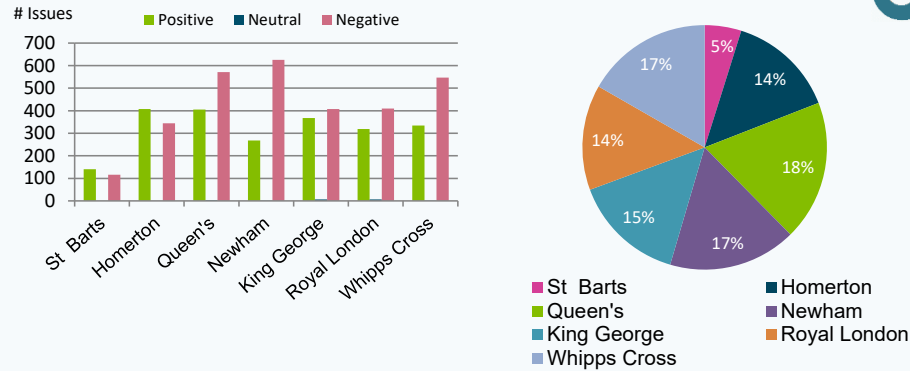
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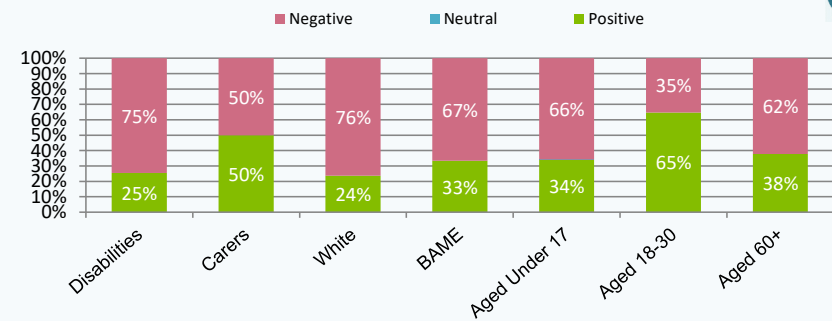
Community Insight  
Dashboard



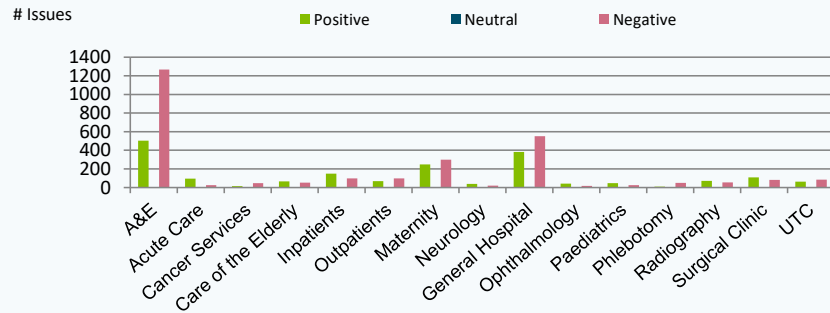
## 4. Feedback by Hospital



## 5. Equalities

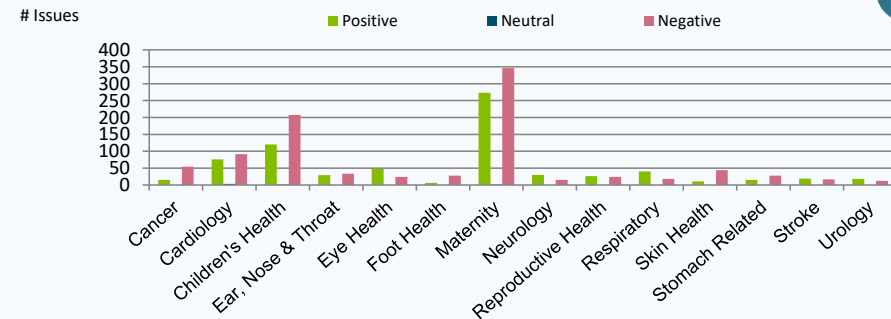


## 6. Departments



Top services displayed

## 7. Conditions/Topics



Top conditions/topics displayed

## Services by Satisfaction Level



Ophthalmology (70%)  
Neurology (65%)  
Paediatrics (63%)  
Inpatients (60%)  
Surgical Clinic (56%)



Phlebotomy (18%)  
Cancer Services (24%)  
A&E (28%)  
General Hospital (40%)  
Outpatients (40%)

## Conditions/Topics by Satisfaction Level



Respiratory (68%)  
Neurology (66%)  
Eye Health (66%)  
Urology (60%)  
Stroke (52%)



Foot Health (17%)  
Skin Health (20%)  
Cancer (21%)  
Stomach Related (34%)  
Children's Health (36%)