

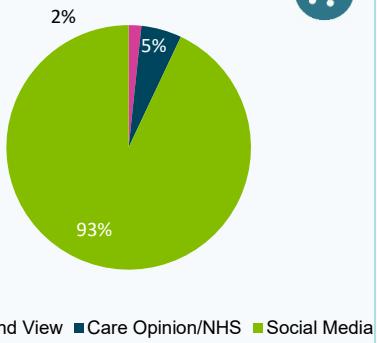
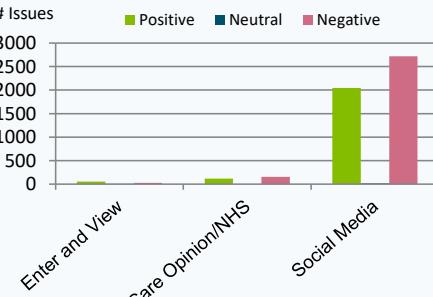
Hospital Services in North East London (NEL)

Qualitative Feedback, 1 January 2025 - 31 December 2025

Community Insight Dashboard

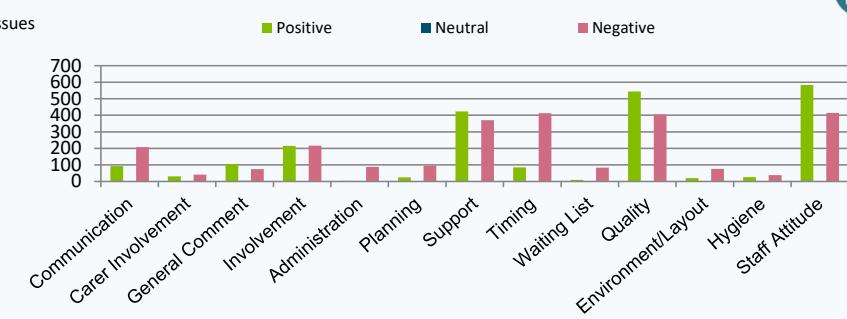


1. Source: 5279 issues from 1449 people



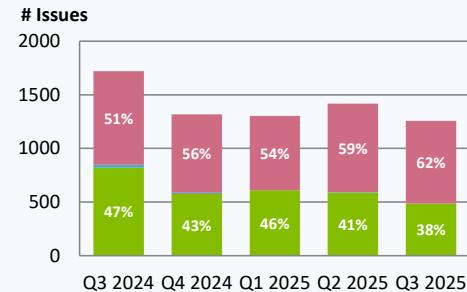
Top sources displayed

2. Trends

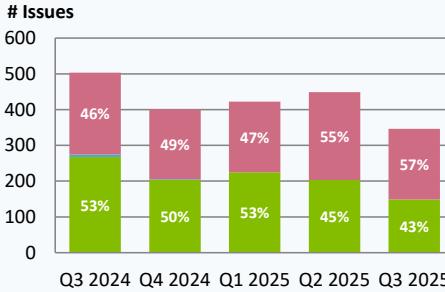


Top trends displayed

3.1 Timeline: Overall Sentiment



3.2 Timeline: User Involvement

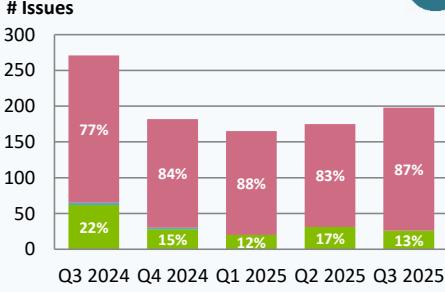


Positive Neutral Negative

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%)

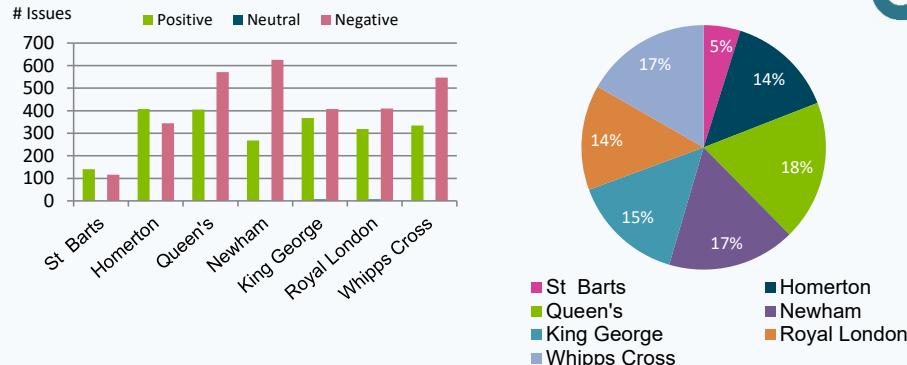
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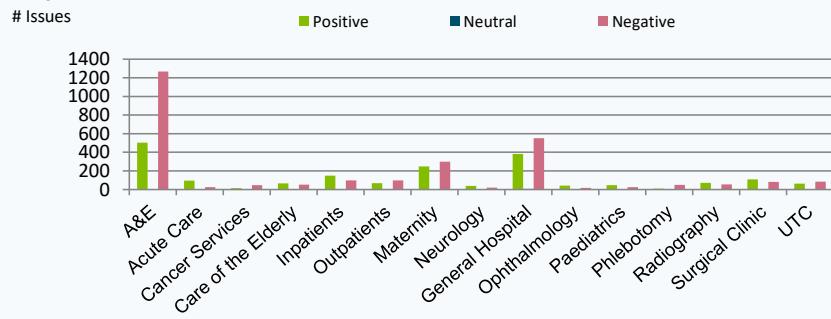
Community Insight Dashboard



4. Feedback by Hospital



6. Departments



Top services displayed

Services by Satisfaction Level

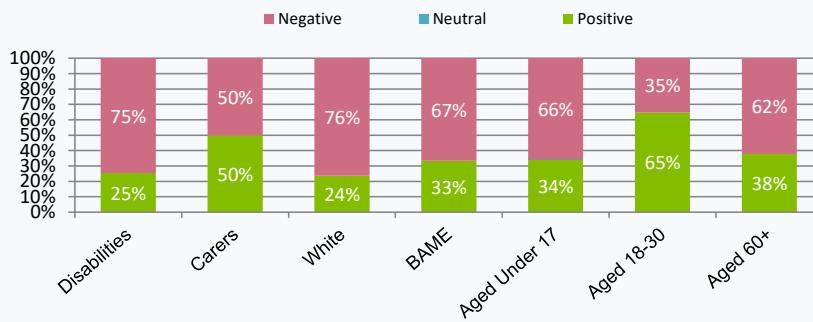


Ophthalmology (70%)
Neurology (65%)
Paediatrics (63%)
Inpatients (60%)
Surgical Clinic (56%)

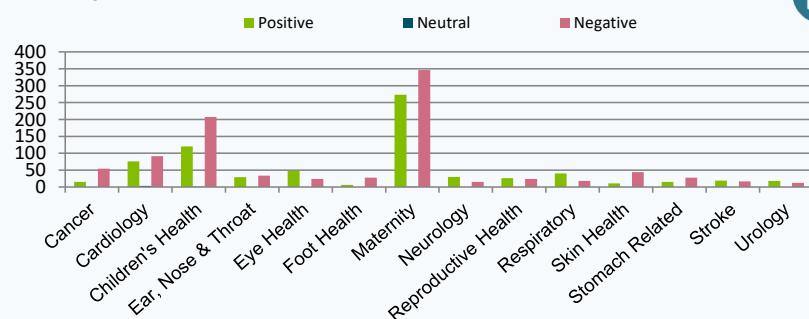


Phlebotomy (18%)
Cancer Services (24%)
A&E (28%)
General Hospital (40%)
Outpatients (40%)

5. Equalities



7. Conditions/Topics



Top conditions/topics displayed

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%)

Services by Satisfaction Level