

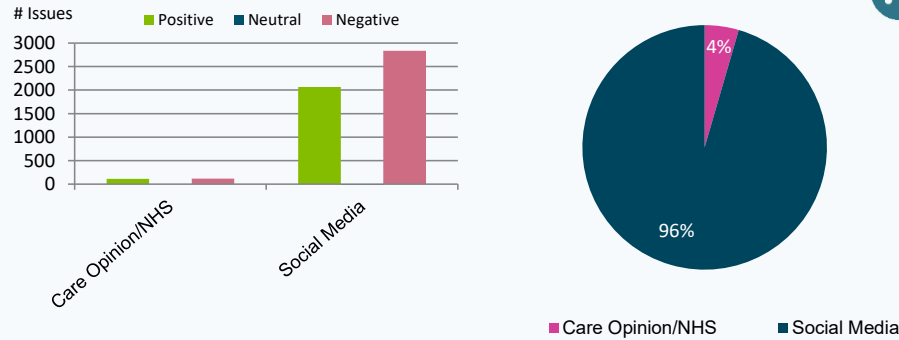
Hospital Services in North East London (NEL)

Qualitative Feedback, 1 April 2025 - 31 March 2026

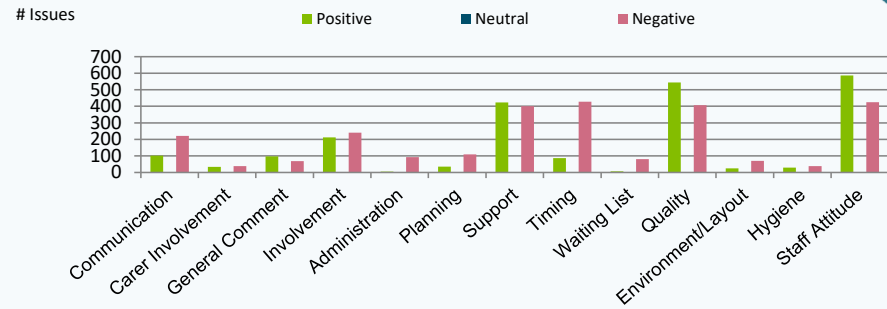
Community Insight Dashboard



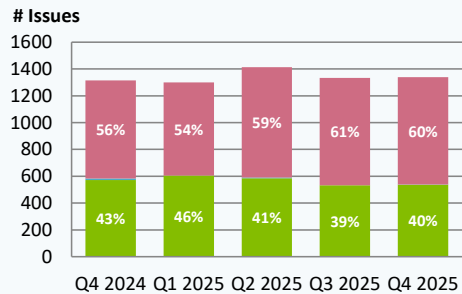
1. Source: 5380 issues from 1414 people



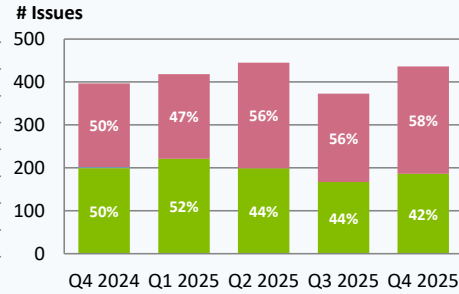
2. Trends



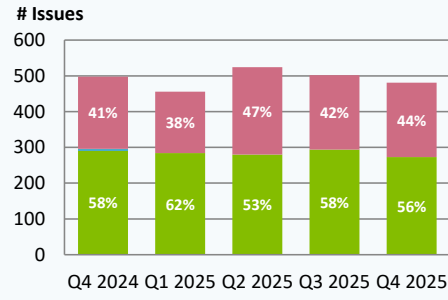
3.1 Timeline: Overall Sentiment



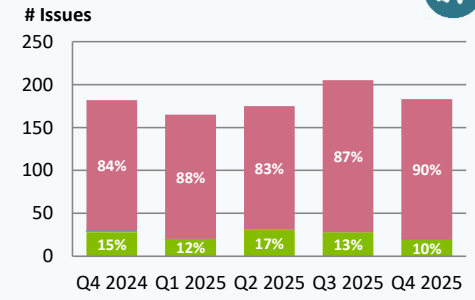
3.2 Timeline: User Involvement



3.3 Timeline: Quality



3.4 Timeline: Service Access



■ Positive ■ Neutral ■ Negative

Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Up by 1%
Down by 2%
Down by 2%
Down by 3%

Annually

Down by 3%
Down by 8%
Down by 2%
Down by 5%

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%)

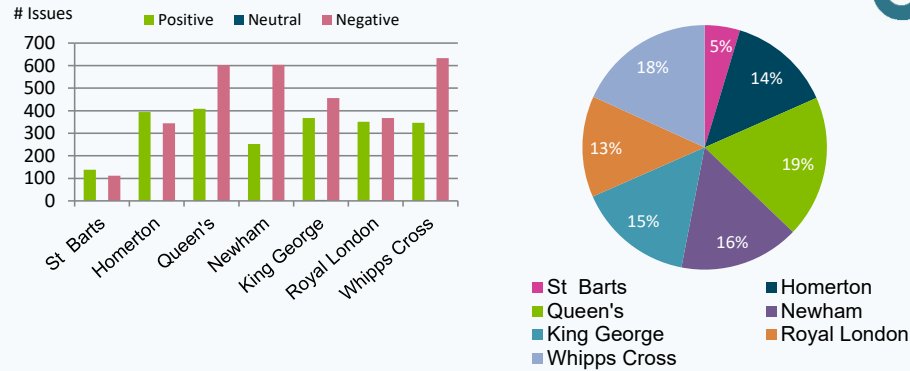
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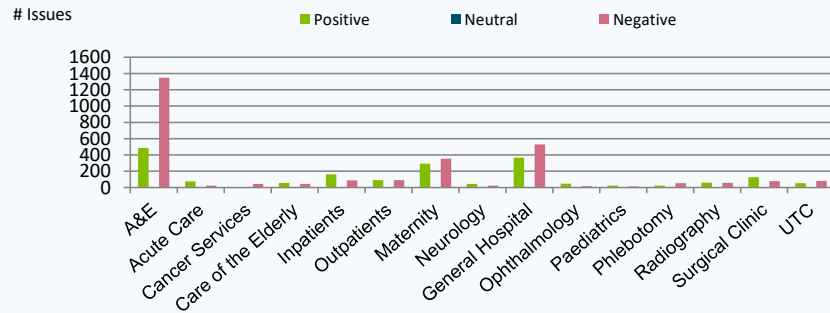
Community Insight Dashboard



4. Feedback by Hospital

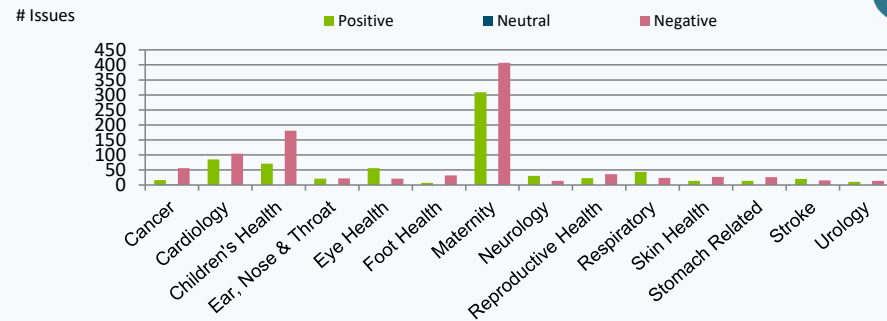


5. Departments



Top services displayed

6. 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%)