

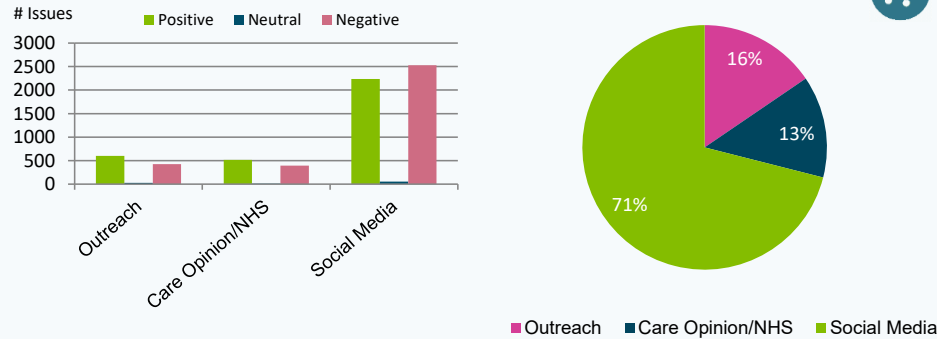
Hospital Services in North East London (NEL)

Qualitative Feedback, 1 July 2024 - 30 June 2025

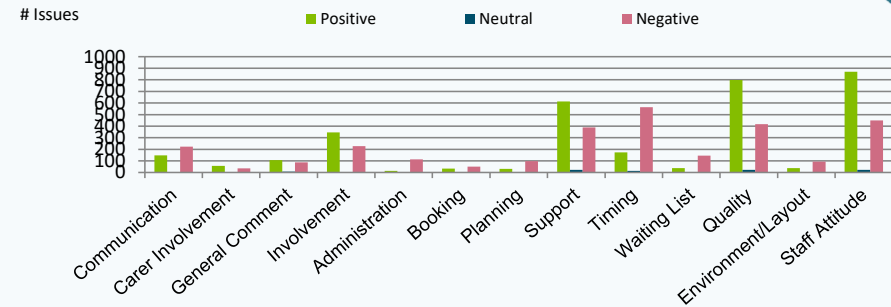
Community Insight
Dashboard



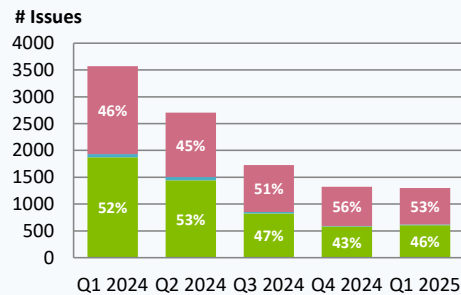
1. Source: 7018 issues from 1898 people



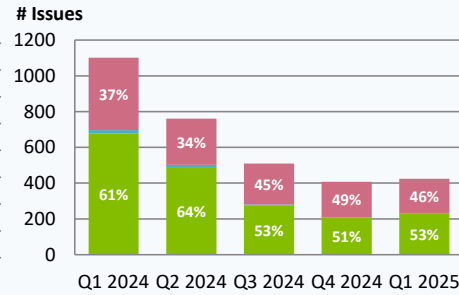
2. Trends



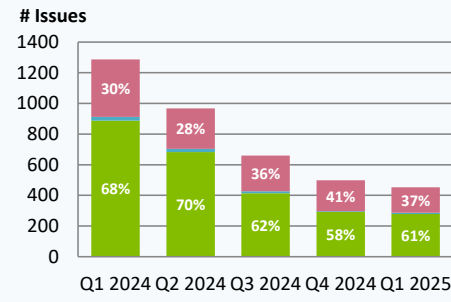
3.1 Timeline: Overall Sentiment



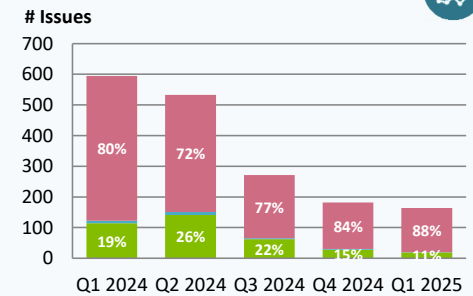
3.2 Timeline: User Involvement



3.3 Timeline: Quality



3.4 Timeline: Service Access



Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

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

Annually

Down by 6%
Down by 8%
Down by 7%
Down by 8%

Trends by Satisfaction Level



Staff Attitude (64%)
Quality (64%)
Carer Involvement (60%)
Involvement (59%)
Support (59%)



Administration (10%)
Waiting List (20%)
Timing (23%)
Planning (24%)
Environment/Layout (28%)

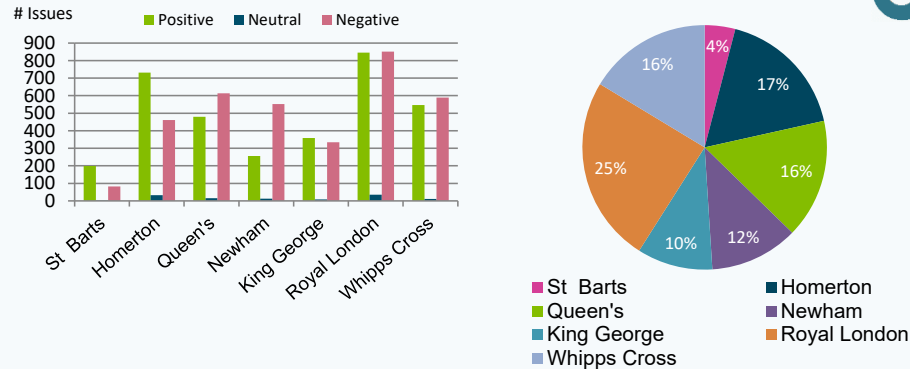
Hospital Services in North East London (NEL)

Qualitative Feedback, 1 July 2024 - 30 June 2025

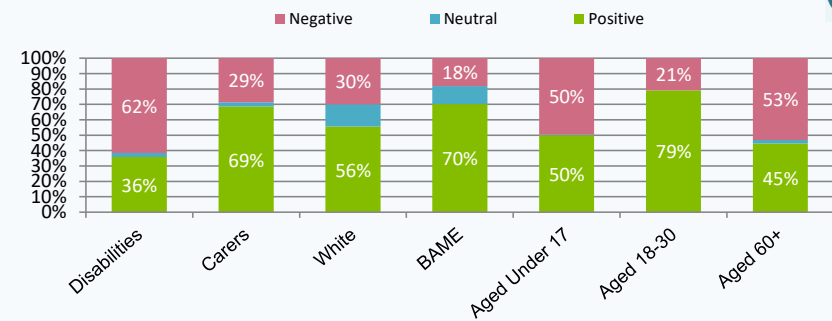
Community Insight
Dashboard



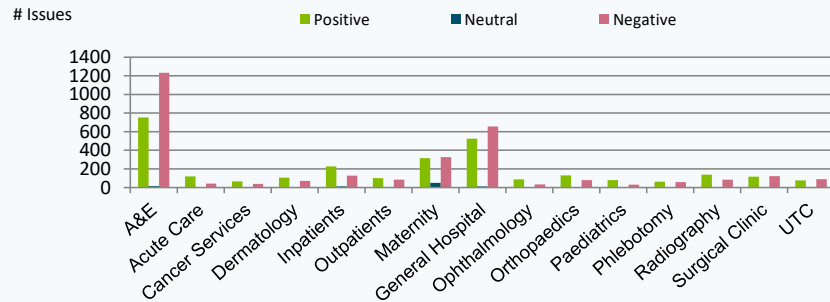
4. Feedback by Hospital



5. Equalities

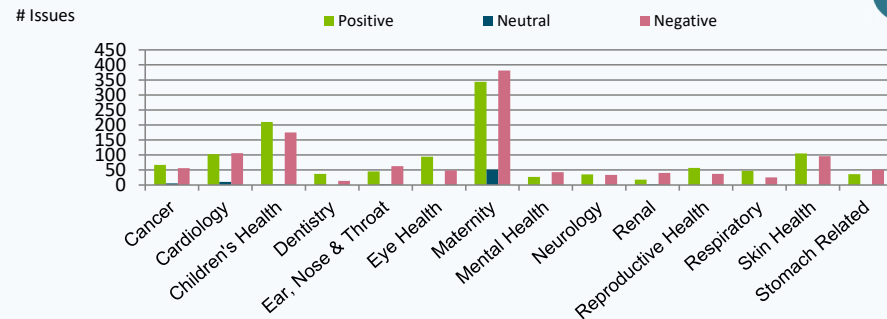


6. Departments



Top services displayed

7. Conditions/Topics



Top conditions/topics displayed

Services by Satisfaction Level



Ophthalmology (72%)
Paediatrics (71%)
Orthopaedics (61%)
Inpatients (61%)
Radiography (60%)



A&E (37%)
General Hospital (43%)
Maternity (45%)
UTC (46%)
Surgical Clinic (48%)

Conditions/Topics by Satisfaction Level



Dentistry (72%)
Eye Health (65%)
Respiratory (64%)
Reproductive Health (60%)
Children's Health (54%)



Renal (30%)
Mental Health (38%)
Ear, Nose & Throat (40%)
Stomach Related (41%)
Maternity (44%)