

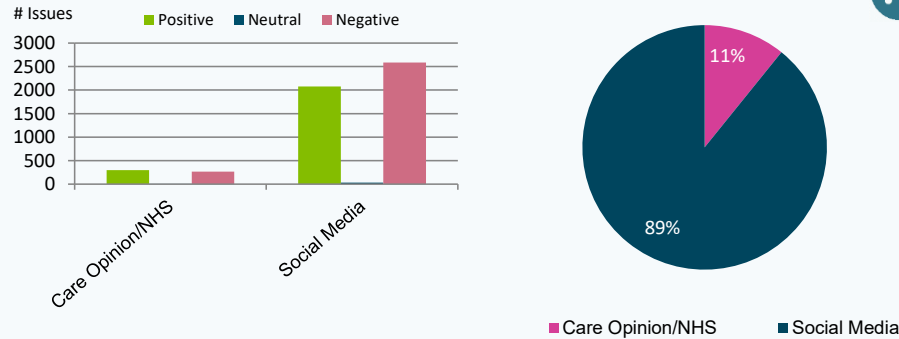
# Hospital Services in North East London (NEL)

Qualitative Feedback, 1 October 2024 - 30 September 2025

Community Insight  
Dashboard

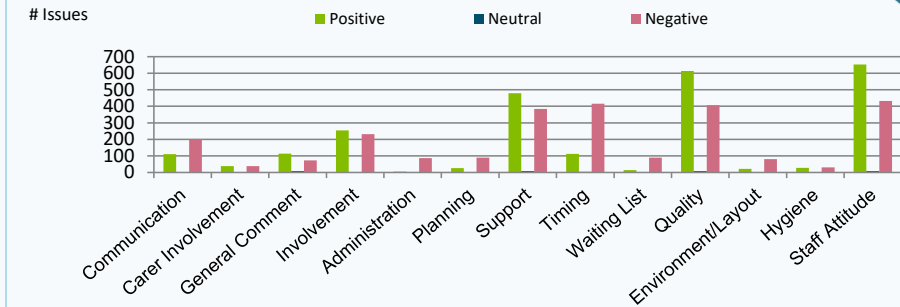


## 1. Source: 5677 issues from 1520 people



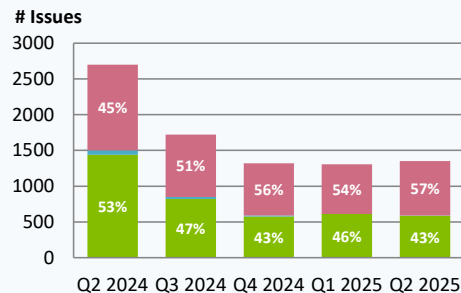
Top sources displayed

## 2. Trends

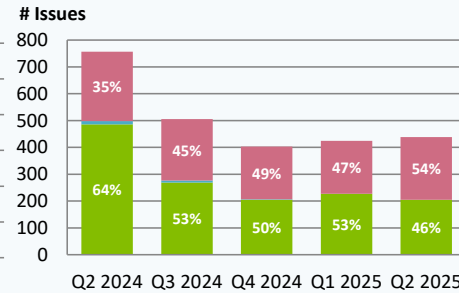


Top trends displayed

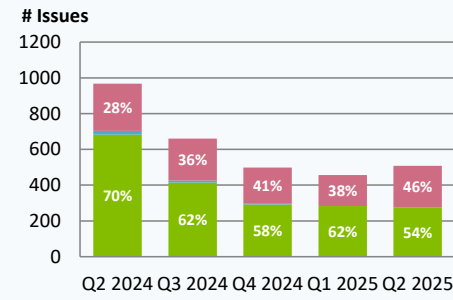
### 3.1 Timeline: Overall Sentiment



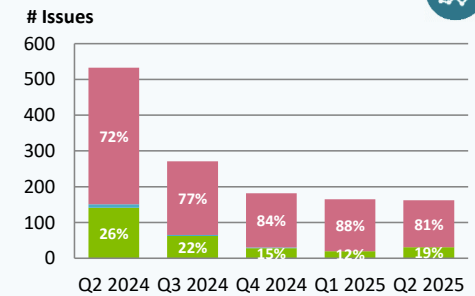
### 3.2 Timeline: User Involvement



### 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 7%  
Down by 8%  
Up by 7%

### Annually

Down by 10%  
Down by 18%  
Down by 16%  
Down by 7%

## Trends by Satisfaction Level



Quality (59%)  
Staff Attitude (59%)  
General Comment (58%)  
Support (54%)  
Involvement (52%)



Administration (5%)  
Waiting List (13%)  
Timing (21%)  
Environment/Layout (21%)  
Planning (23%)

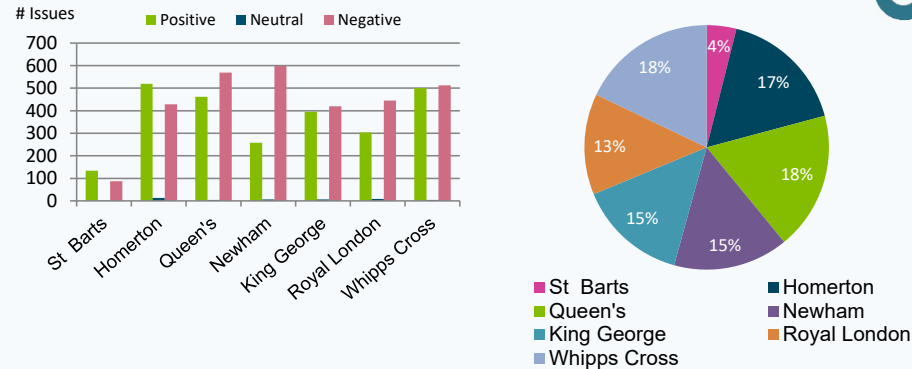
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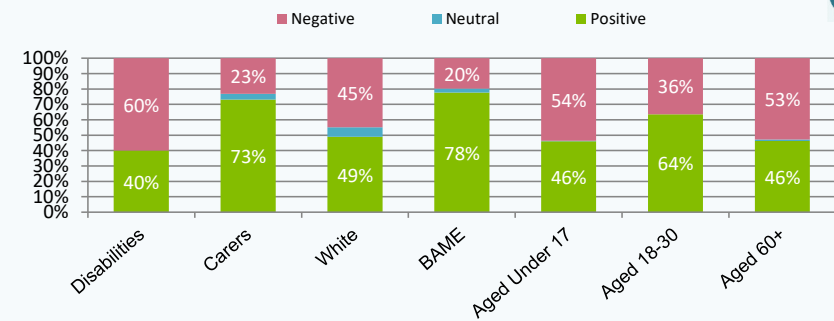
Community Insight  
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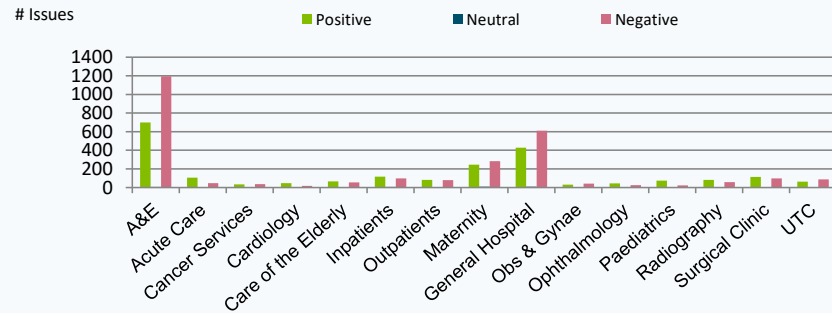
## 4. Feedback by Hospital



## 5. Equalities

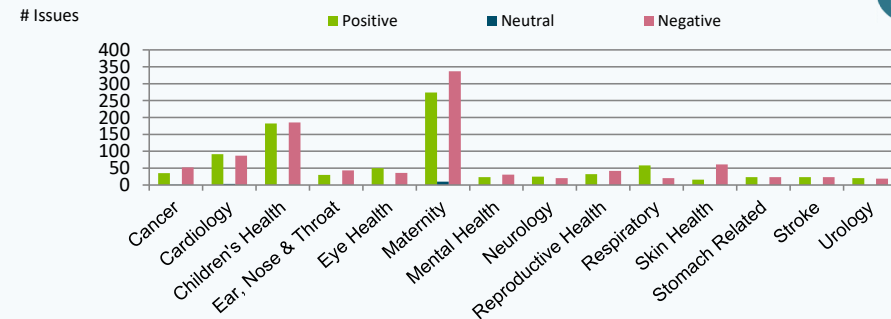


## 6. Departments



Top services displayed

## 7. Conditions/Topics



Top conditions/topics displayed

## Services by Satisfaction Level



Acute Care (69%)  
Cardiology (68%)  
Ophthalmology (62%)  
Radiography (57%)  
Surgical Clinic (53%)



A&E (36%)  
General Hospital (40%)  
UTC (42%)  
Obs & Gynae (43%)  
Maternity (45%)

## Conditions/Topics by Satisfaction Level



Respiratory (73%)  
Eye Health (58%)  
Neurology (55%)  
Urology (51%)  
Cardiology (50%)



Skin Health (20%)  
Cancer (39%)  
Ear, Nose & Throat (41%)  
Mental Health (42%)  
Reproductive Health (43%)