

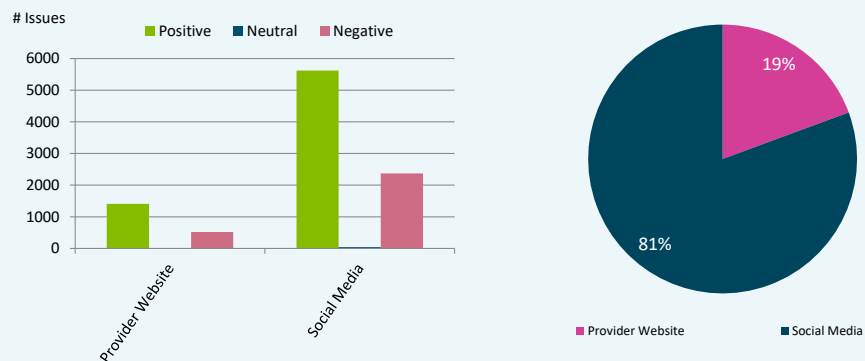
Newham, GP Services

Qualitative Feedback, 1 April 2024 - 31 March 2025

Community Insight Dashboard

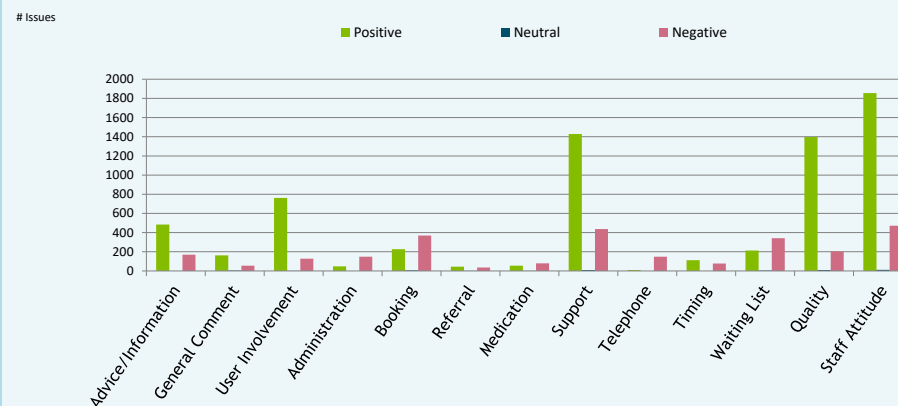


1. Source: 10063 issues from 2425 people



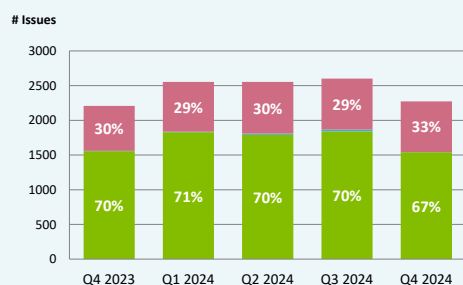
Top sources displayed

2. Trends

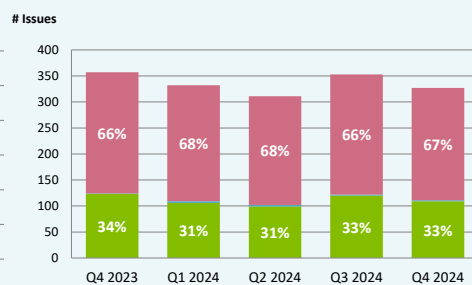


Top trends displayed

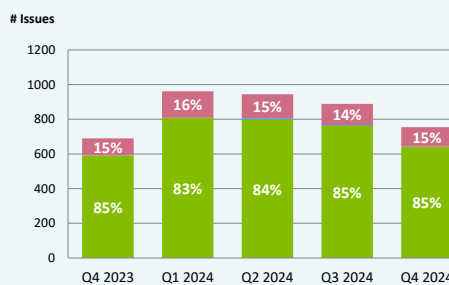
3.1 Timeline: Overall Sentiment



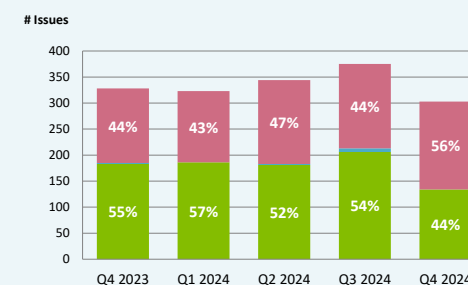
3.2 Timeline: Service Access



3.3 Timeline: Treatment and Care



3.4 Timeline: Administration



Satisfaction Over Time



Overall Satisfaction:
Service Access:
Treatment and Care:
Administration:

Quarterly

Down by 3%
No Change
No Change
Down by 10%

Annually

Down by 3%
Down by 1%
No Change
Down by 11%

Trends by Satisfaction Level



Quality (86%)
User Involvement (85%)
Staff Attitude (79%)
Support (76%)
Advice/Information (74%)



Telephone (6%)
Administration (24%)
Booking (37%)
Waiting List (38%)
Medication (40%)

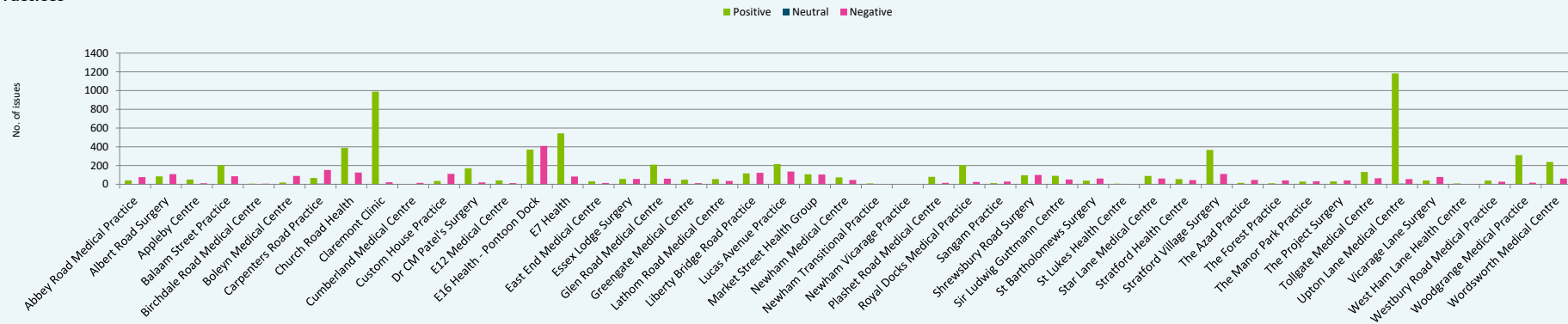
Newham, GP Services

Community Insight Dashboard

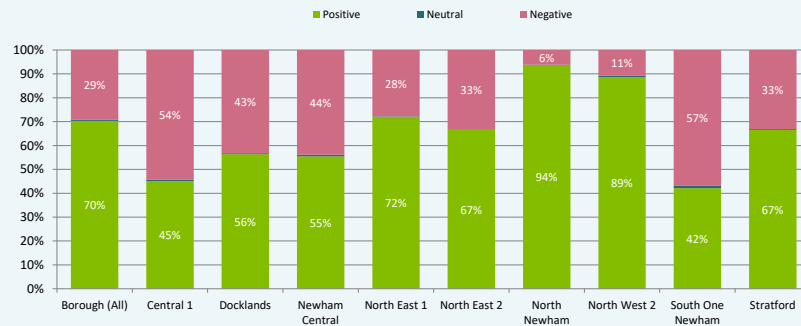
Qualitative Feedback, 1 April 2024 - 31 March 2025



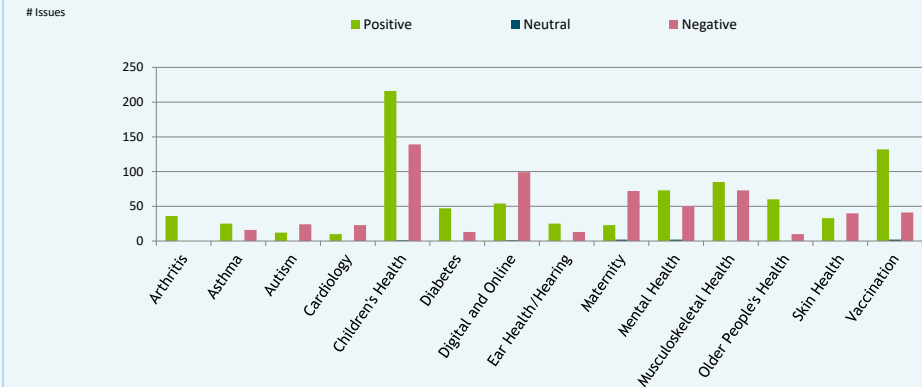
4. Practices



5. Primary Care Networks (PCNs)



6. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



Older People's Health (85%)
Diabetes (78%)
Vaccination (75%)
Ear Health/Hearing (65%)



Maternity (23%)
Cardiology (30%)
Autism (33%)
Digital and Online (35%)
Skin Health (45%)