

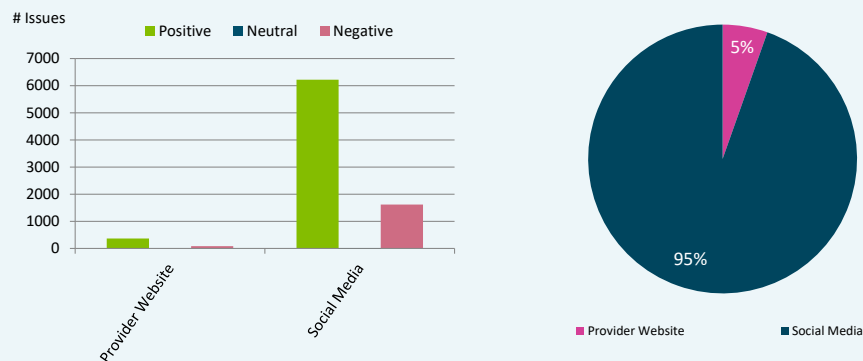
Redbridge, GP Services

Qualitative Feedback, 1 January 2025 - 31 December 2025

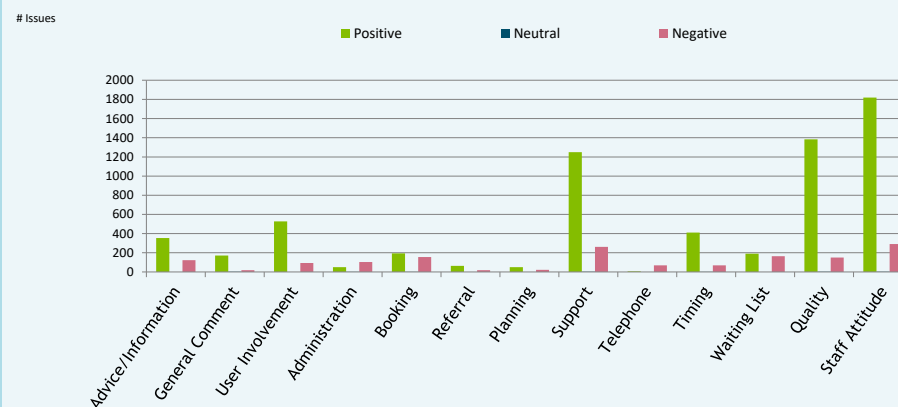
Community Insight Dashboard



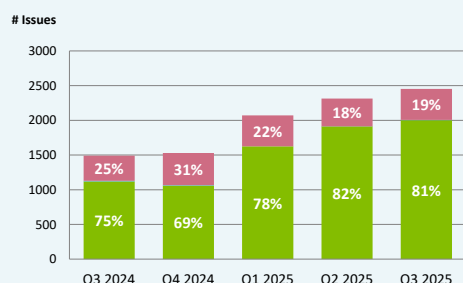
1. Source: 8412 issues from 2202 people



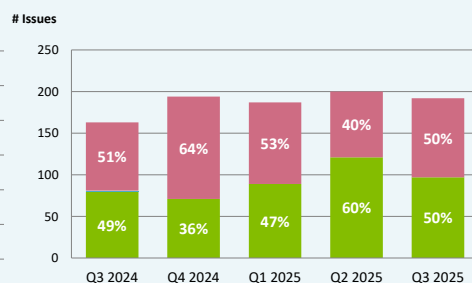
2. Trends



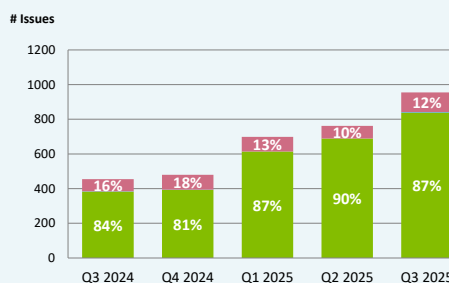
3.1 Timeline: Overall Sentiment



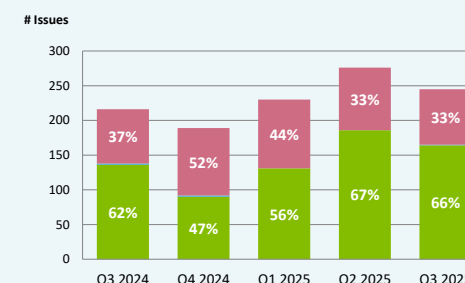
3.2 Timeline: Service Access



3.3 Timeline: Treatment and Care



3.4 Timeline: Administration



Satisfaction Over Time



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

Quarterly

Down by 1%
Down by 10%
Down by 3%
Down by 1%

Annually

Up by 6%
Up by 1%
Up by 3%
Up by 4%

Trends by Satisfaction Level



Quality (89%)
General Comment (88%)
Staff Attitude (86%)
Timing (85%)
User Involvement (85%)



Telephone (8%)
Administration (31%)
Waiting List (53%)
Booking (55%)
Planning (69%)

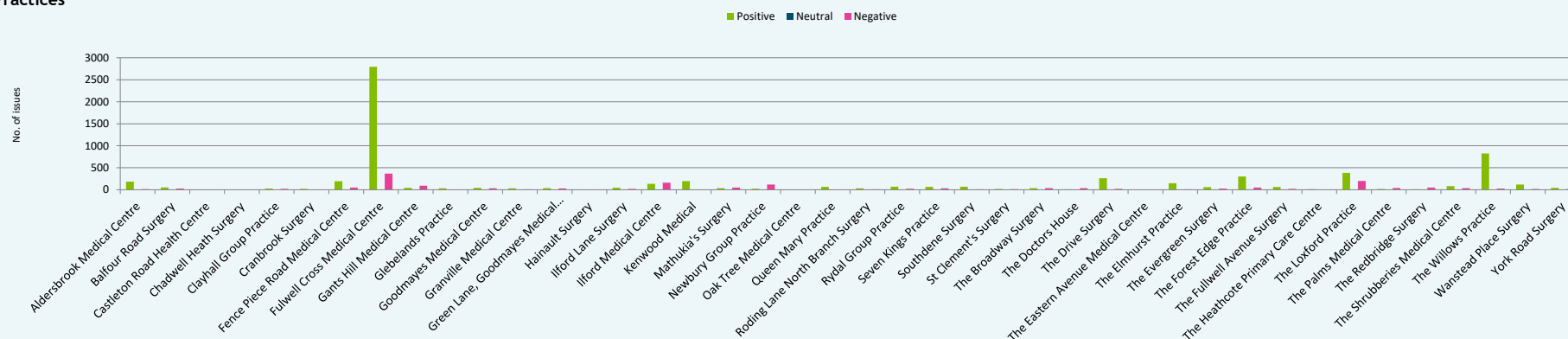
Redbridge, GP Services

Community Insight Dashboard

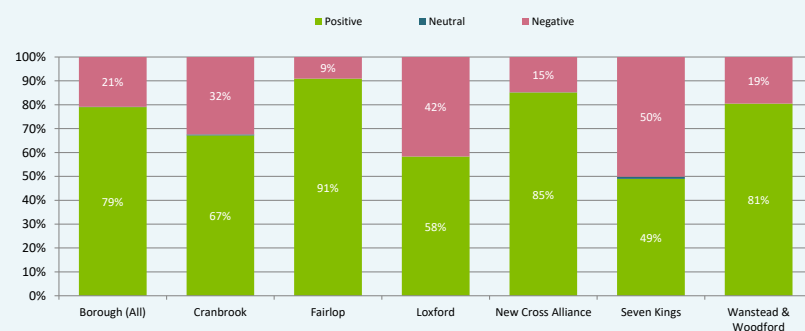
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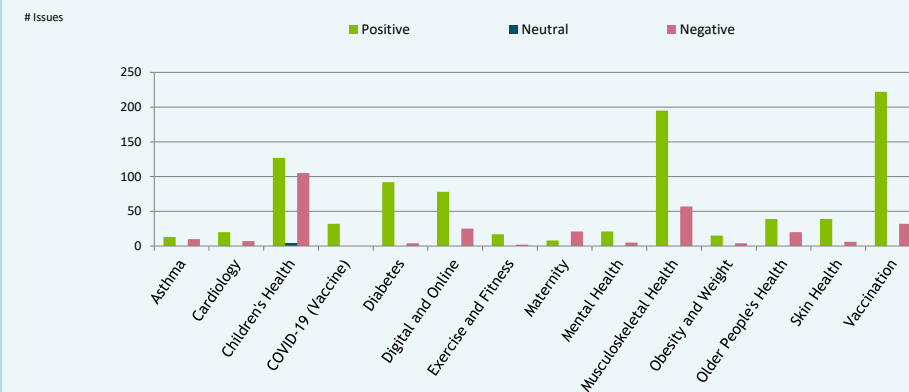
4. Practices



5. Primary Care Networks (PCNs)



6. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



Diabetes (95%)
Exercise and Fitness (89%)
Vaccination (87%)
Skin Health (86%)



Maternity (27%)
Children's Health (54%)
Asthma (56%)
Older People's Health (66%)
Cardiology (74%)