

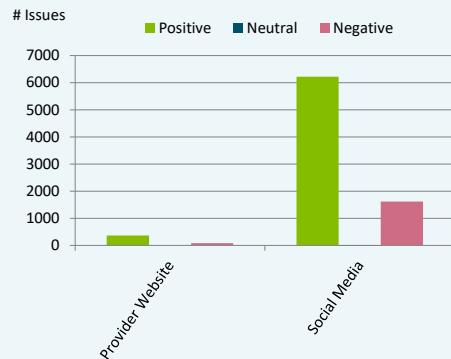
# Redbridge, GP Services

Qualitative Feedback, 1 January 2025 - 31 December 2025

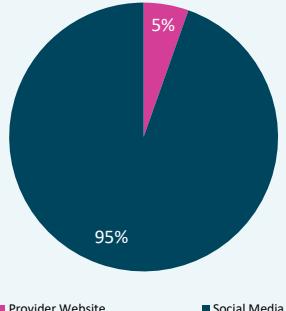
## Community Insight Dashboard



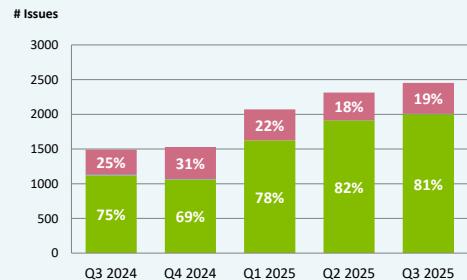
### 1. Source: 8412 issues from 2202 people



Top sources displayed



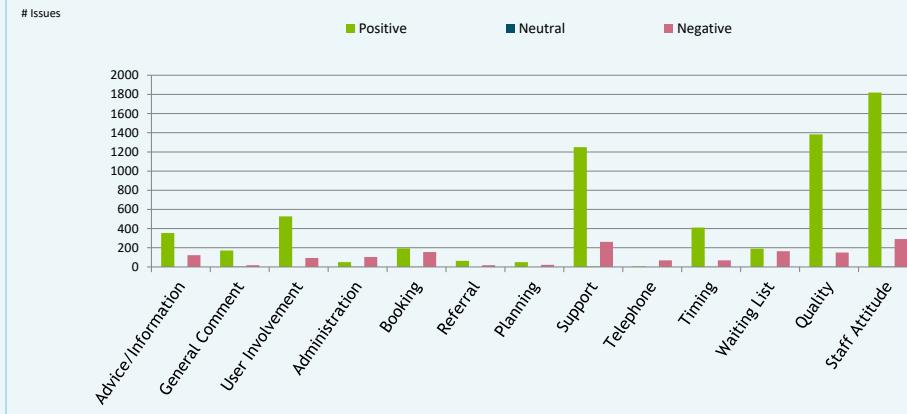
### 3.1 Timeline: Overall Sentiment



### 3.2 Timeline: Service Access

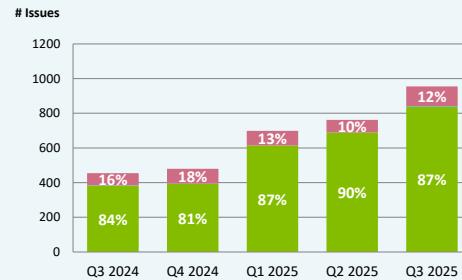


### 2. Trends



Top trends displayed

### 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%)

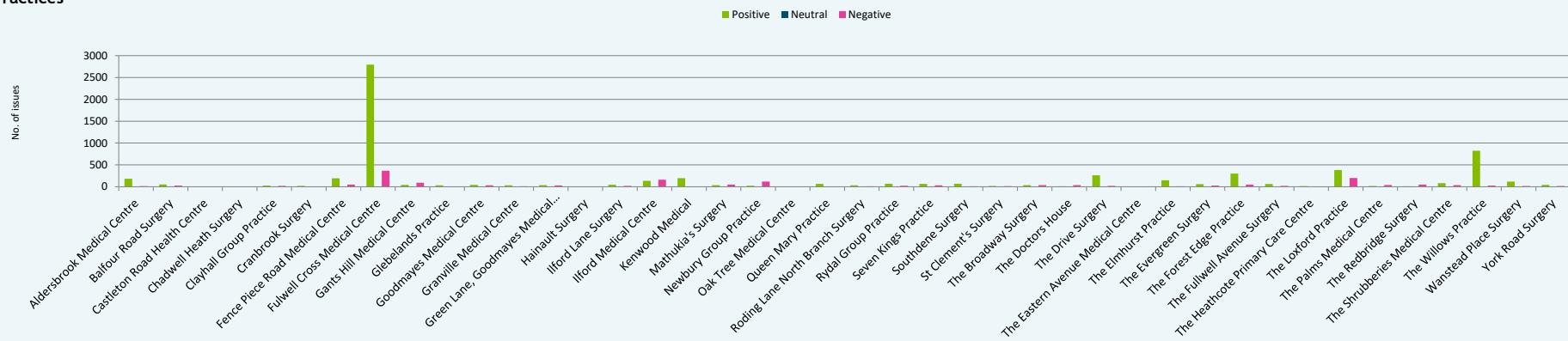
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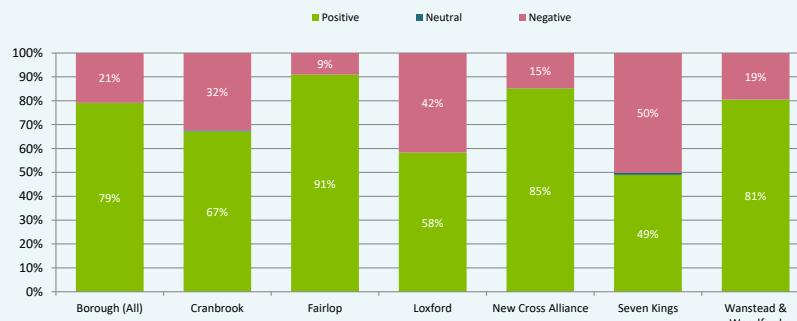
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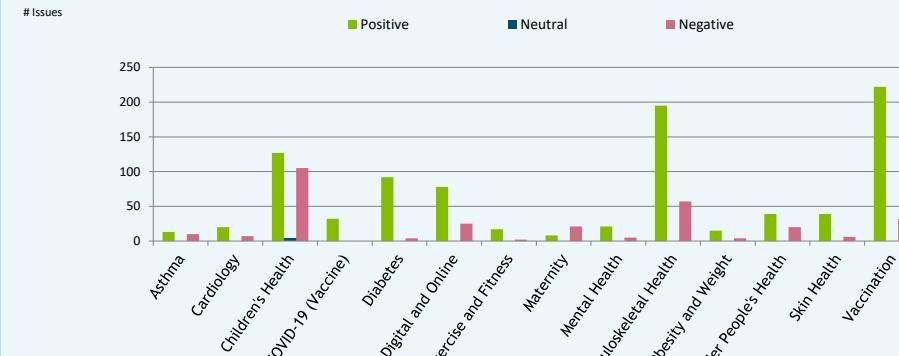
### 4. Practices



### 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%)