

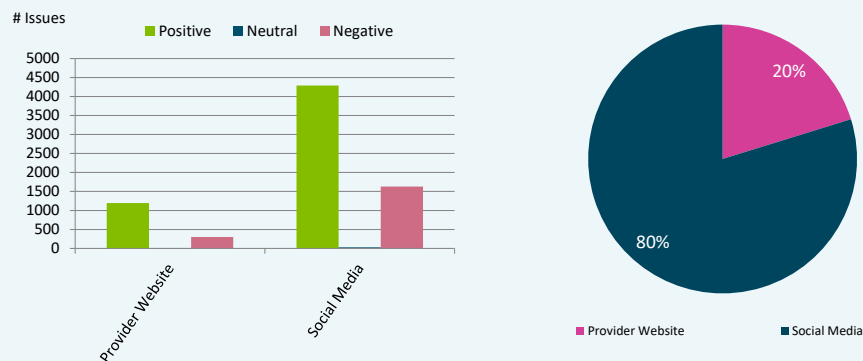
# Redbridge, GP Services

Qualitative Feedback, 1 April 2024 - 31 March 2025

## Community Insight Dashboard

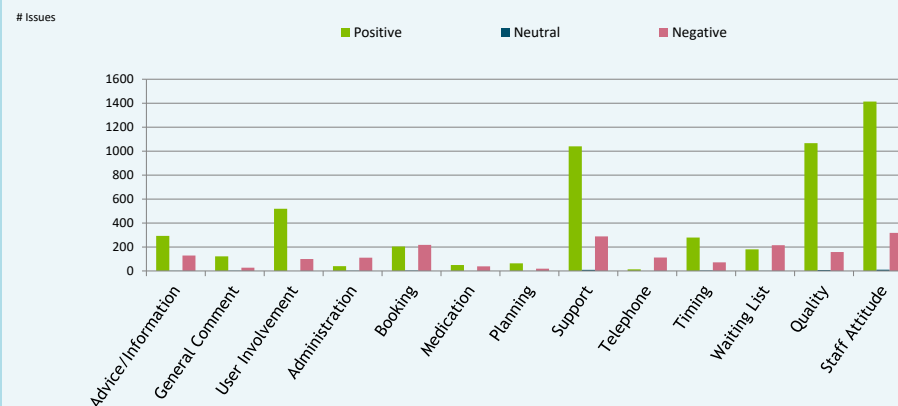


### 1. Source: 7532 issues from 1824 people



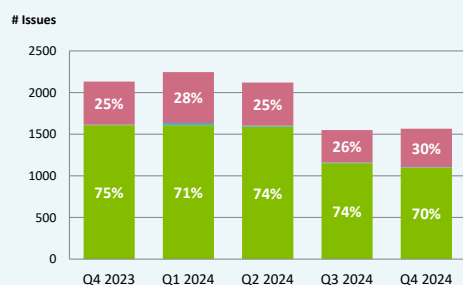
Top sources displayed

### 2. Trends

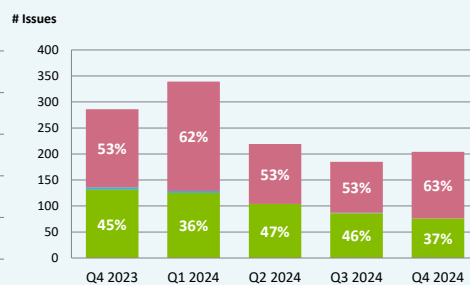


Top trends displayed

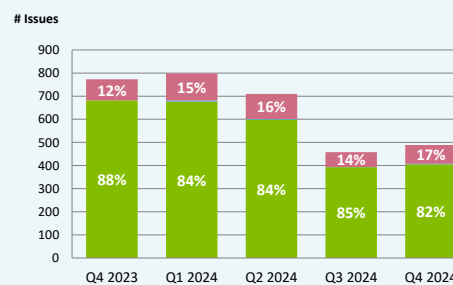
### 3.1 Timeline: Overall Sentiment



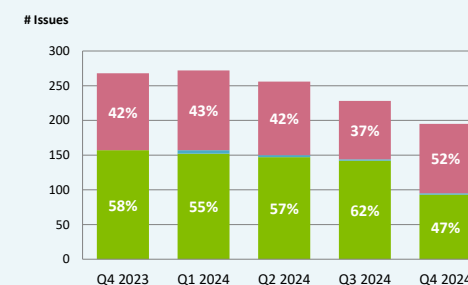
### 3.2 Timeline: Service Access



### 3.3 Timeline: Treatment and Care



### 3.4 Timeline: Administration



### Satisfaction Over Time



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

#### Quarterly

Down by 4%  
Down by 9%  
Down by 3%  
Down by 15%

#### Annually

Down by 5%  
Down by 8%  
Down by 6%  
Down by 11%

### Trends by Satisfaction Level



Quality (86%)  
User Involvement (83%)  
Staff Attitude (81%)  
General Comment (80%)  
Timing (78%)



Telephone (10%)  
Administration (26%)  
Waiting List (45%)  
Booking (48%)  
Medication (56%)

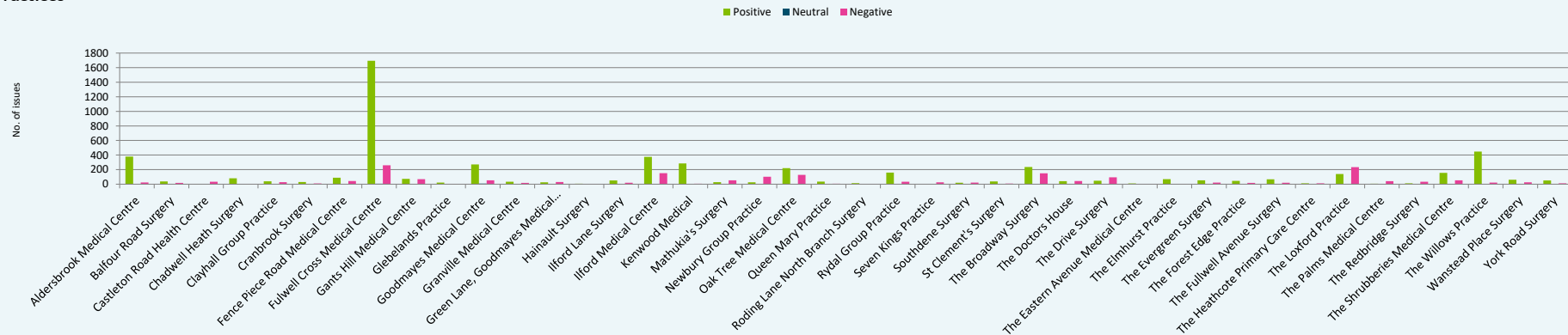
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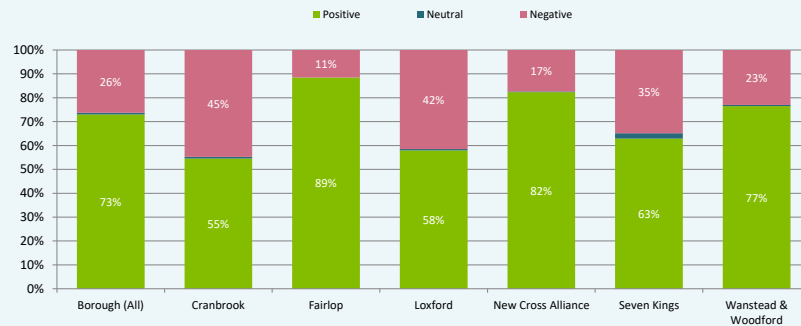
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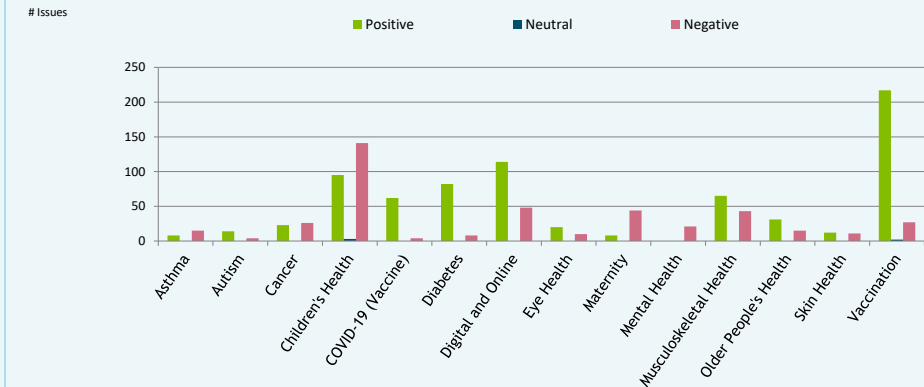
### 4. Practices



### 5. Primary Care Networks (PCNs)



### 6. Conditions/Topics



Top conditions/topics displayed

### Conditions/Topics by Satisfaction Level



COVID-19 (Vaccine) (93%)  
Diabetes (91%)  
Vaccination (88%)  
Autism (77%)  
Digital and Online (70%)



Maternity (15%)  
Asthma (34%)  
Children's Health (39%)  
Cancer (46%)