

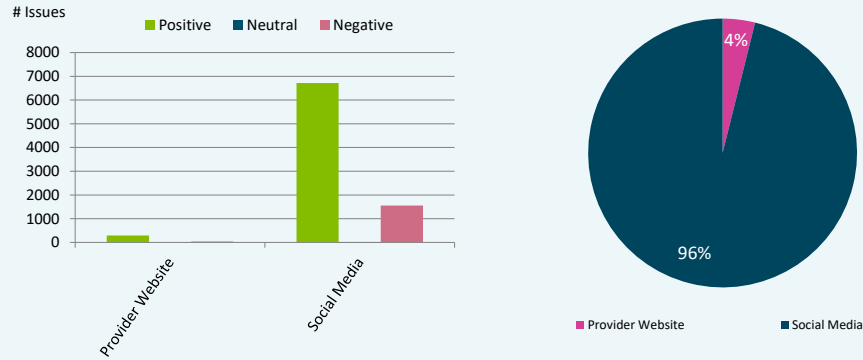
# Redbridge, GP Services

Qualitative Feedback, 1 April 2025 - 31 March 2026

## Community Insight Dashboard

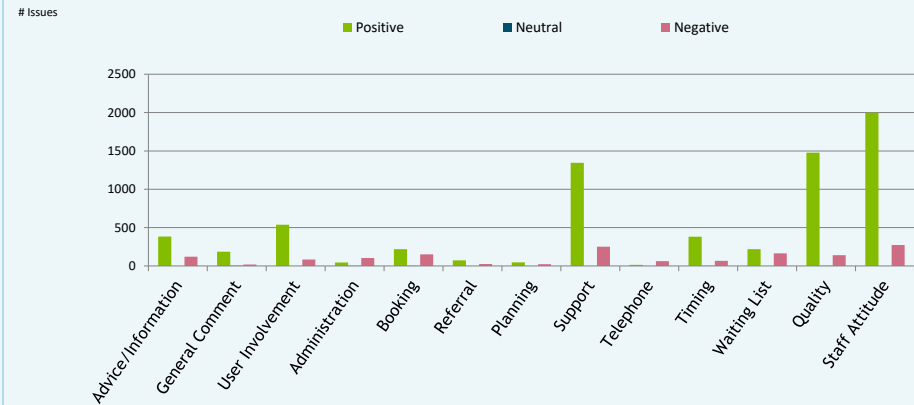


### 1. Source: 8812 issues from 2348 people



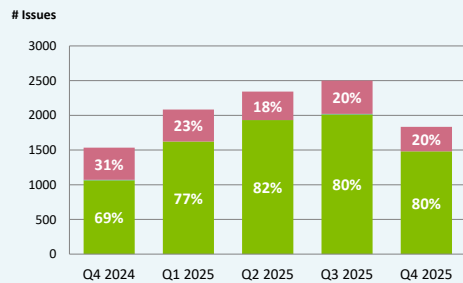
Top sources displayed

### 2. Trends

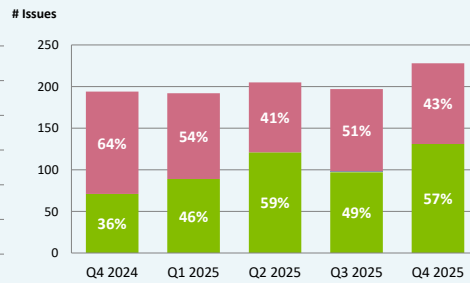


Top trends displayed

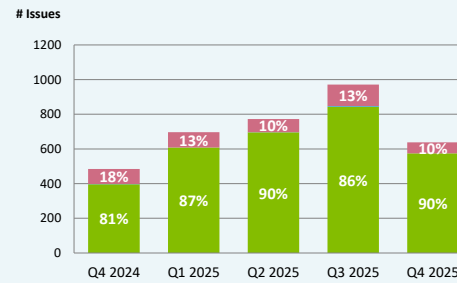
### 3.1 Timeline: Overall Sentiment



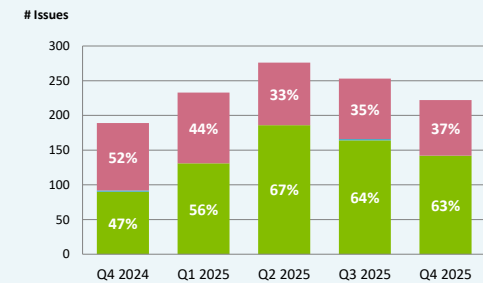
### 3.2 Timeline: Service Access



### 3.3 Timeline: Treatment and Care



### 3.4 Timeline: Administration



### Satisfaction Over Time



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

#### Quarterly

No Change  
Up by 8%  
Up by 4%  
Down by 1%

#### Annually

Up by 11%  
Up by 21%  
Up by 9%  
Up by 16%

### Trends by Satisfaction Level



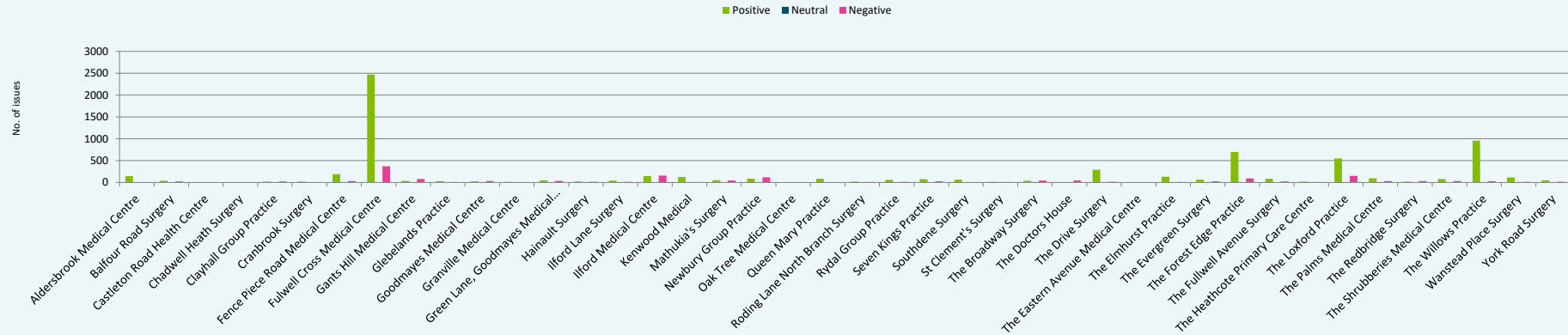
Quality (91%)  
General Comment (89%)  
Staff Attitude (88%)  
User Involvement (86%)  
Timing (84%)



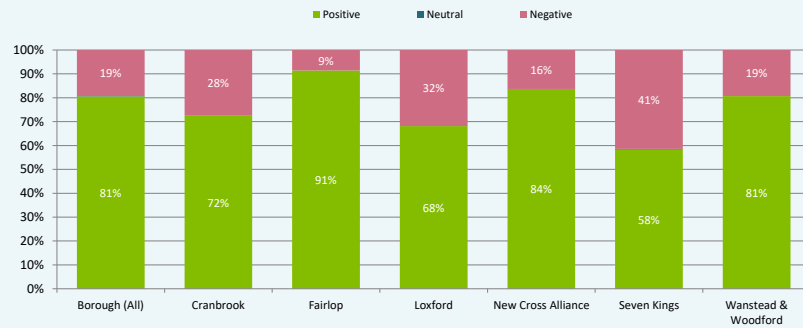
Telephone (18%)  
Administration (30%)  
Waiting List (57%)  
Booking (59%)  
Planning (66%)



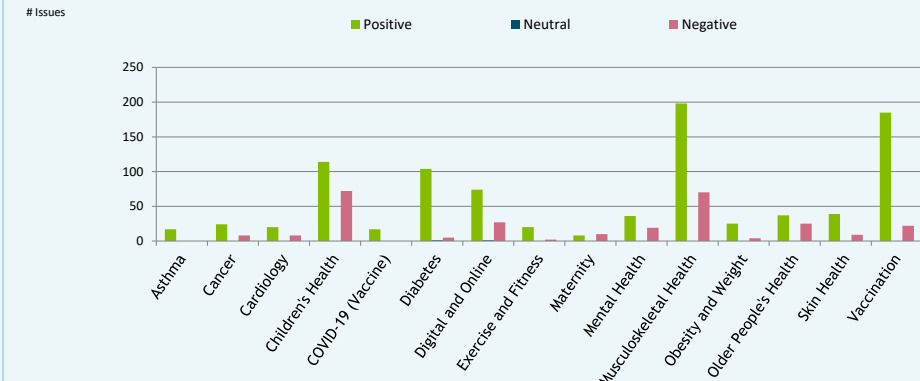
### 4. Practices



### 5. Primary Care Networks (PCNs)



### 6. Conditions/Topics



Top conditions/topics displayed

### Conditions/Topics by Satisfaction Level



Diabetes (94%)  
 Exercise and Fitness (90%)  
 Vaccination (89%)  
 Obesity and Weight (86%)



Maternity (44%)  
 Older People's Health (59%)  
 Children's Health (61%)  
 Mental Health (65%)  
 Cardiology (71%)