

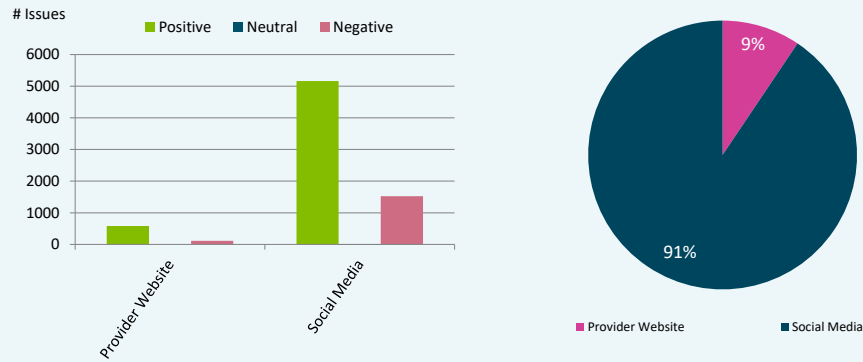
Redbridge, GP Services

Qualitative Feedback, 1 October 2024 - 30 September 2025

Community Insight Dashboard

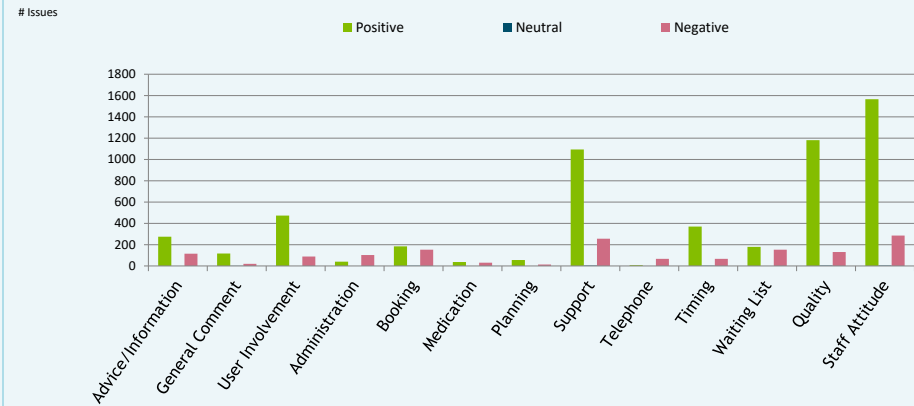


1. Source: 7441 issues from 1892 people



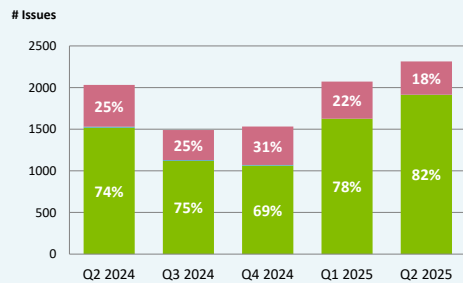
Top sources displayed

2. Trends

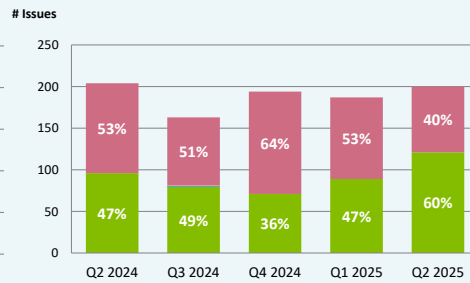


Top trends displayed

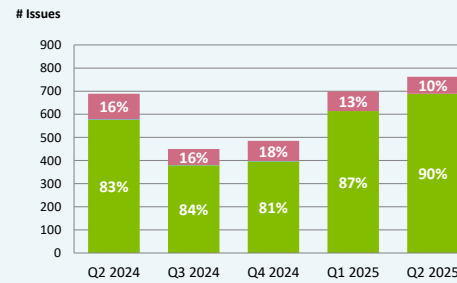
3.1 Timeline: Overall Sentiment



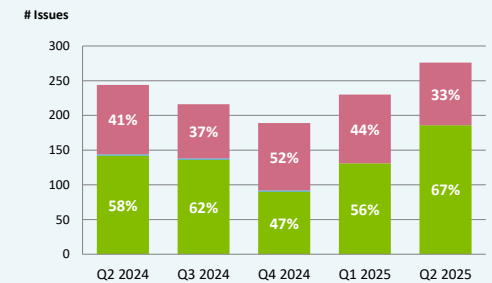
3.2 Timeline: Service Access



3.3 Timeline: Treatment and Care



3.4 Timeline: Administration



Satisfaction Over Time



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

Quarterly

Up by 4%
Up by 13%
Up by 3%
Up by 11%

Annually

Up by 8%
Up by 13%
Up by 7%
Up by 9%

Trends by Satisfaction Level



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



Telephone (9%)
Administration (28%)
Waiting List (53%)
Booking (54%)
Medication (54%)

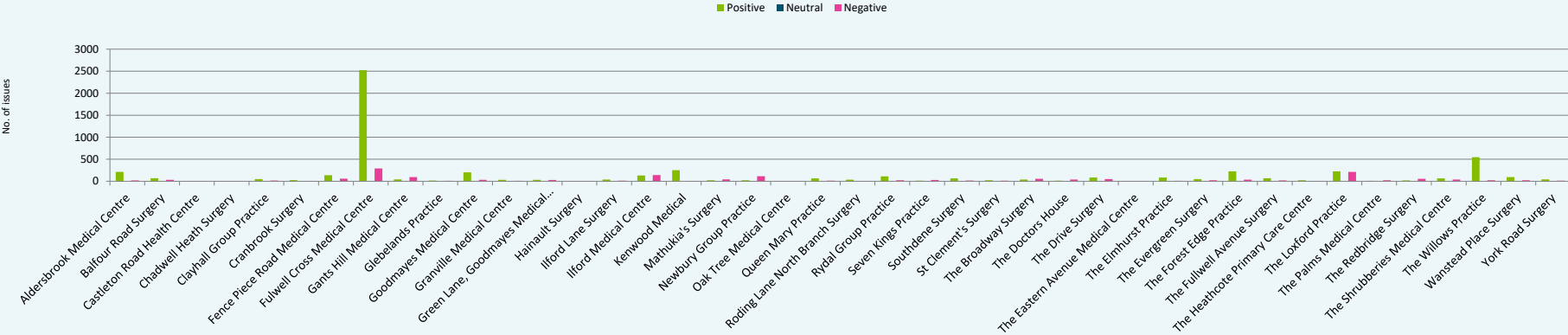
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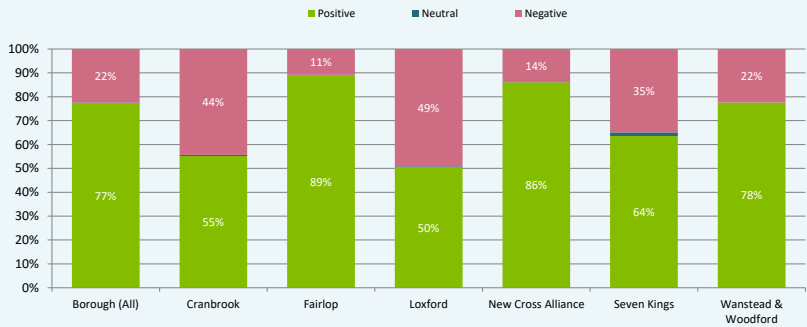
Community Insight Dashboard



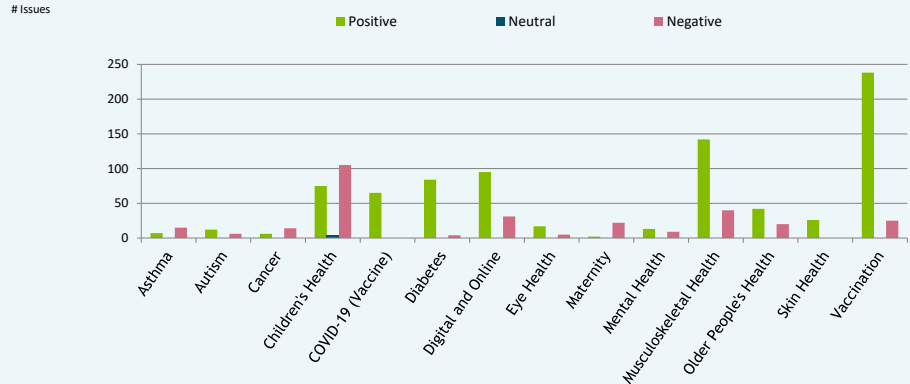
4. Practices



5. Primary Care Networks (PCNs)



6. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



Diabetes (95%)
Vaccination (90%)
Musculoskeletal Health (78%)
Mental Health (59%)



Maternity (8%)
Cancer (30%)
Asthma (31%)
Children's Health (40%)