

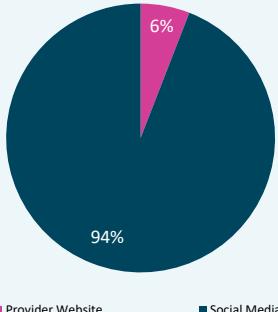
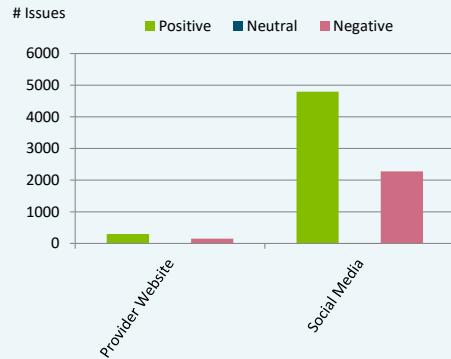
Tower Hamlets, GP Services

Qualitative Feedback, 1 January 2025 - 31 December 2025

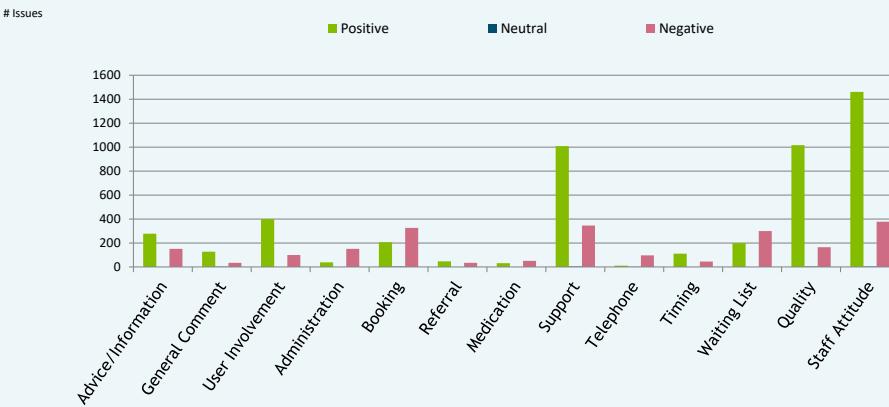
Community Insight Dashboard



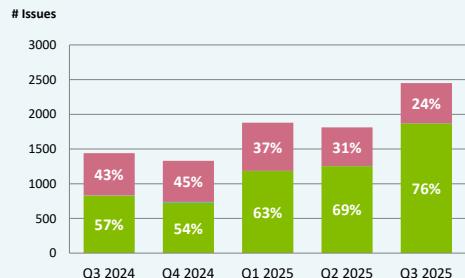
1. Source: 7528 issues from 1876 people



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
Up by 7%
Up by 13%
Up by 5%
No Change

Annually
Up by 19%
Up by 23%
Up by 15%
Up by 15%

Trends by Satisfaction Level



Quality (85%)
User Involvement (80%)
Staff Attitude (79%)
General Comment (77%)
Support (74%)



Telephone (9%)
Administration (20%)
Medication (38%)
Booking (38%)
Waiting List (39%)

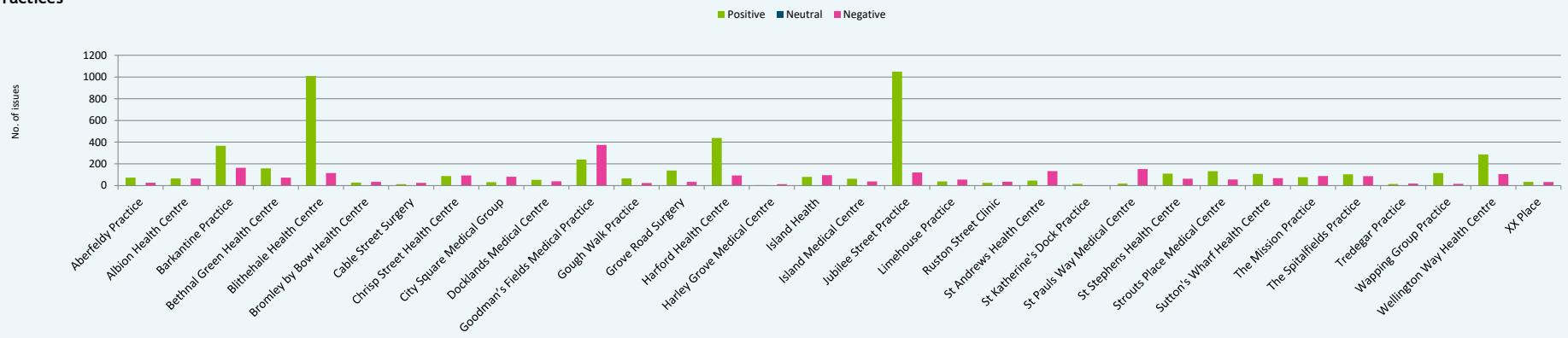
Tower Hamlets, GP Services

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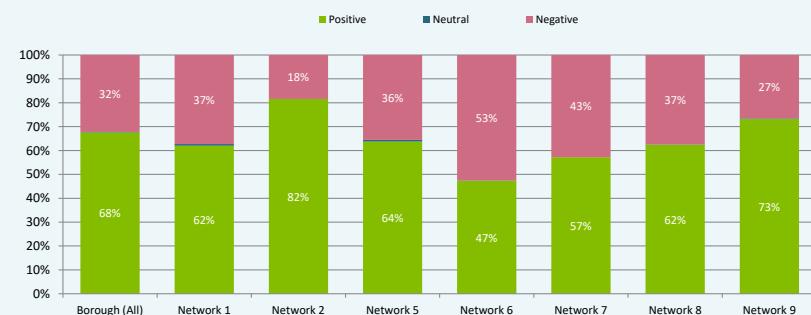
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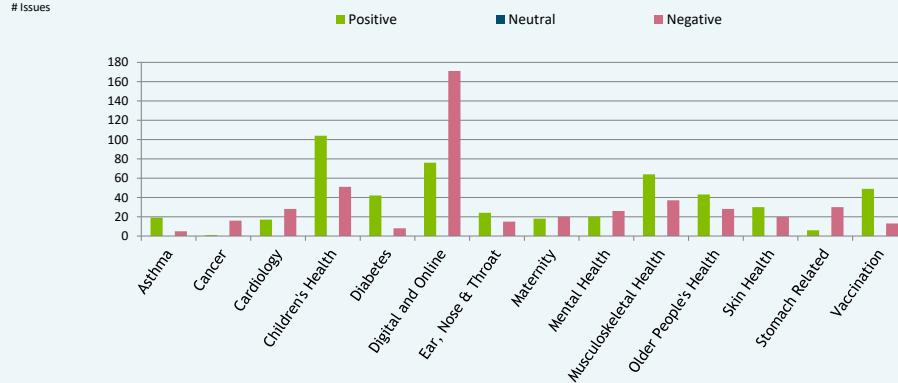
4. Practices



5. Primary Care Networks (PCNs)



6. Conditions/Topics



Conditions/Topics by Satisfaction Level



Diabetes (84%)
Asthma (79%)
Vaccination (79%)
Children's Health (67%)
Musculoskeletal Health (63%)



Cancer (5%)
Stomach Related (16%)
Digital and Online (30%)
Cardiology (37%)
Mental Health (43%)