

Tower Hamlets, GP Services

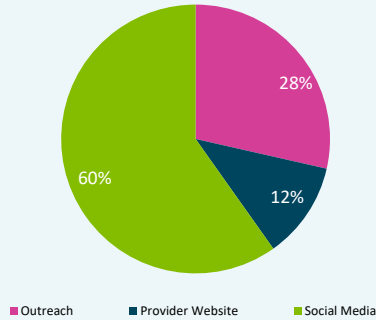
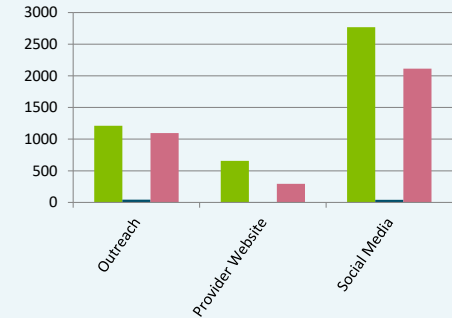
Qualitative Feedback, 1 April 2024 - 31 March 2025

Community Insight Dashboard



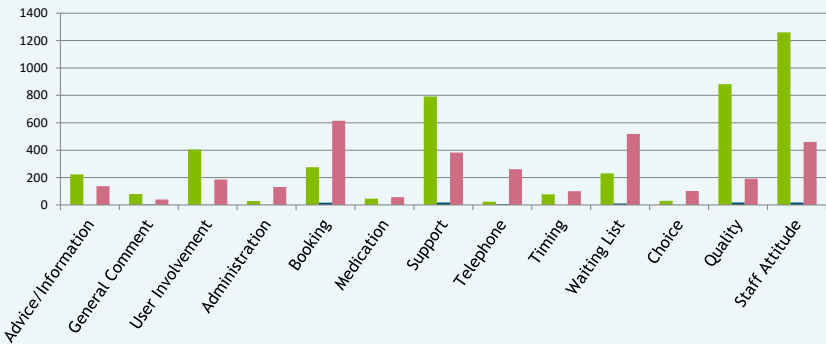
Issues

Positive Neutral Negative

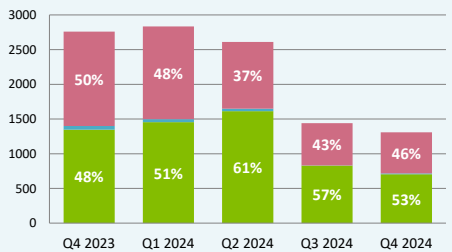


Issues

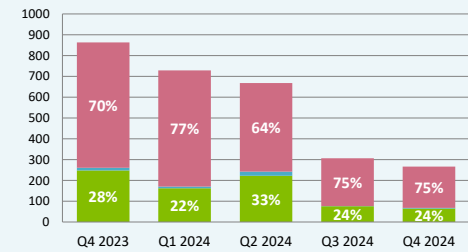
Positive Neutral Negative



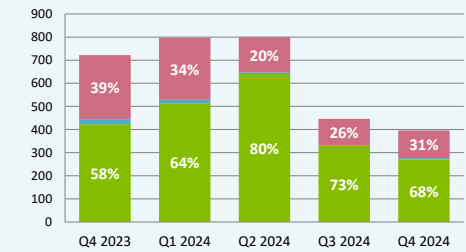
Issues



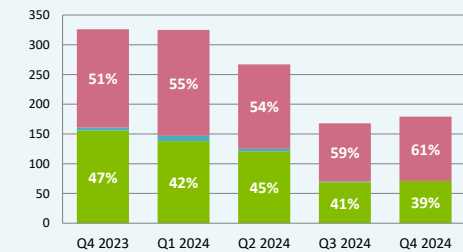
Issues



Issues



Issues



Positive Neutral Negative

Satisfaction Over Time



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

Quarterly

Down by 4%
No Change
Down by 5%
Down by 2%

Annually

Up by 5%
Down by 4%
Up by 10%
Down by 8%

Trends by Satisfaction Level



Quality (80%)
Staff Attitude (72%)
User Involvement (68%)
Support (66%)
General Comment (65%)

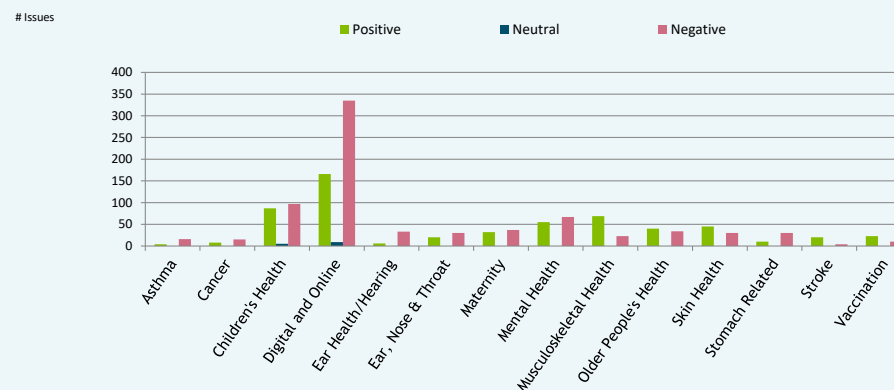
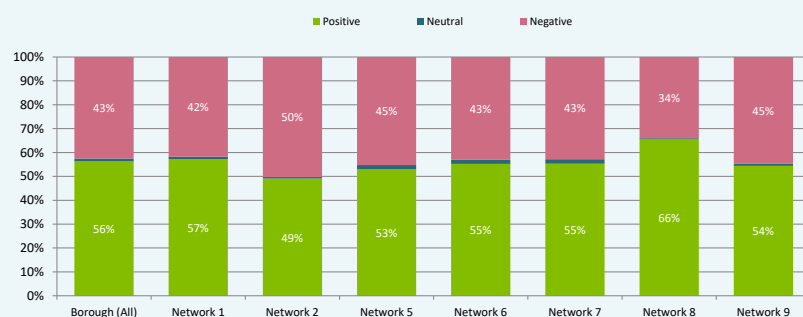


Telephone (8%)
Administration (18%)
Choice (22%)
Waiting List (30%)
Booking (30%)

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Conditions/Topics by Satisfaction Level



Stroke (83%)
Musculoskeletal Health (75%)
Vaccination (69%)
Skin Health (60%)
Older People's Health (54%)



Ear Health/Hearing (15%)
Asthma (20%)
Stomach Related (25%)
Digital and Online (32%)
Cancer (34%)