

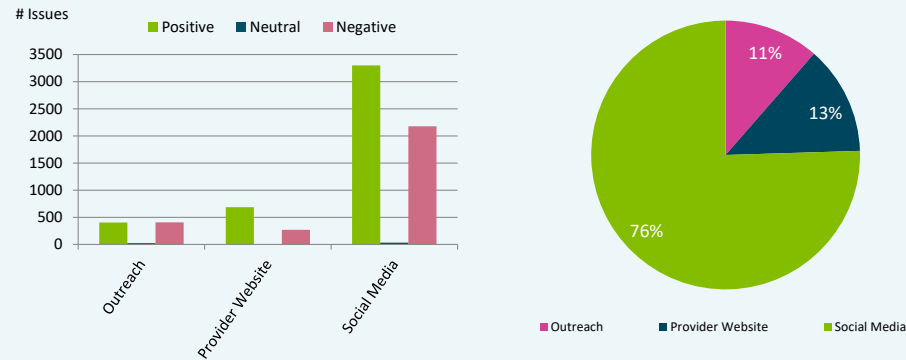
Tower Hamlets, GP Services

Community Insight Dashboard

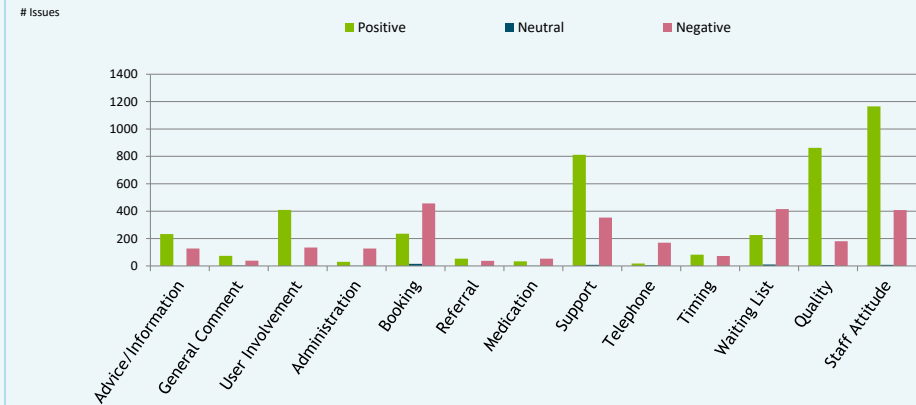
Qualitative Feedback, 1 July 2024 - 30 June 2025



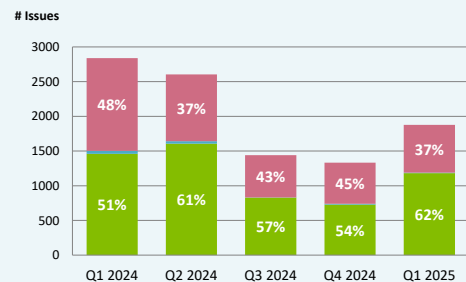
1. Source: 7302 issues from 1759 people



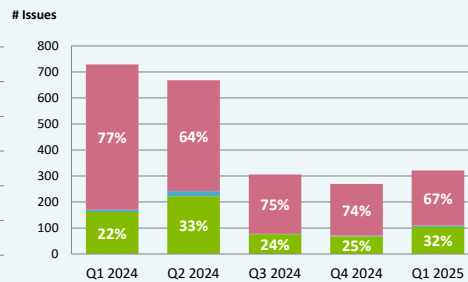
2. Trends



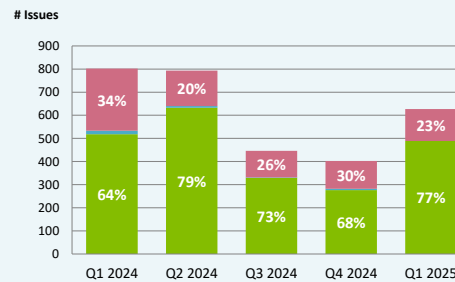
3.1 Timeline: Overall Sentiment



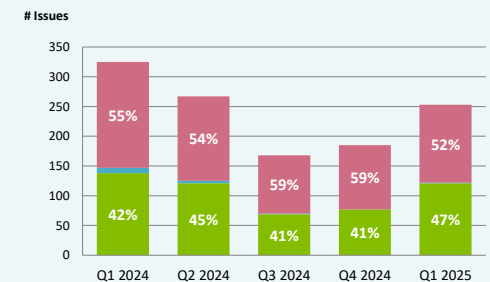
3.2 Timeline: Service Access



3.3 Timeline: Treatment and Care



3.4 Timeline: Administration



Satisfaction Over Time



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

Quarterly

Up by 8%
Up by 7%
Up by 9%
Up by 6%

Annually

Up by 11%
Up by 10%
Up by 13%
Up by 5%

Trends by Satisfaction Level



Quality (82%)
User Involvement (75%)
Staff Attitude (73%)
Support (69%)
Advice/Information (64%)



Telephone (9%)
Administration (18%)
Booking (33%)
Waiting List (34%)
Medication (37%)

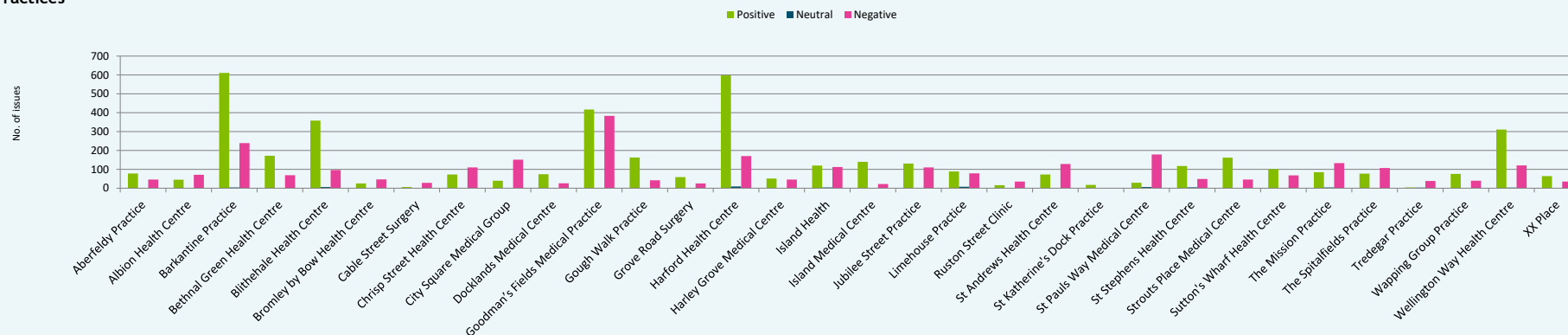
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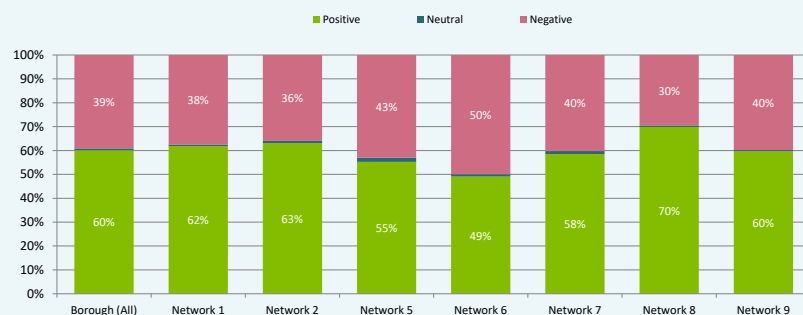
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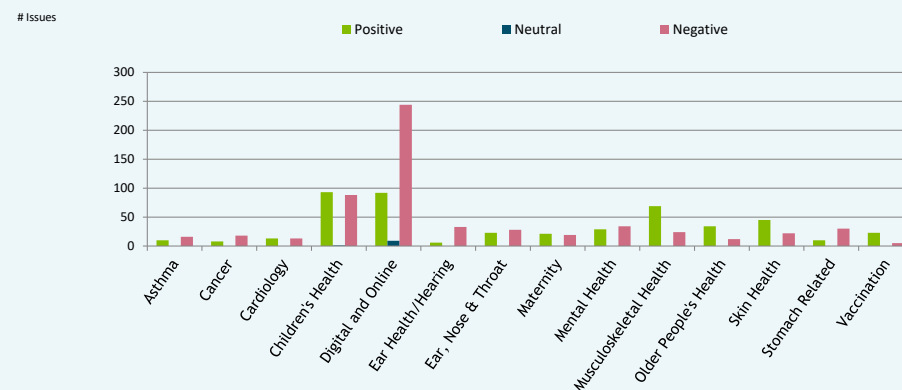
4. Practices



5. Primary Care Networks (PCNs)



6. Conditions/Topics



Conditions/Topics by Satisfaction Level



Vaccination (82%)
Musculoskeletal Health (74%)
Older People's Health (73%)
Skin Health (67%)
Maternity (52%)



Ear Health/Hearing (15%)
Stomach Related (25%)
Digital and Online (26%)
Cancer (30%)
Asthma (38%)