

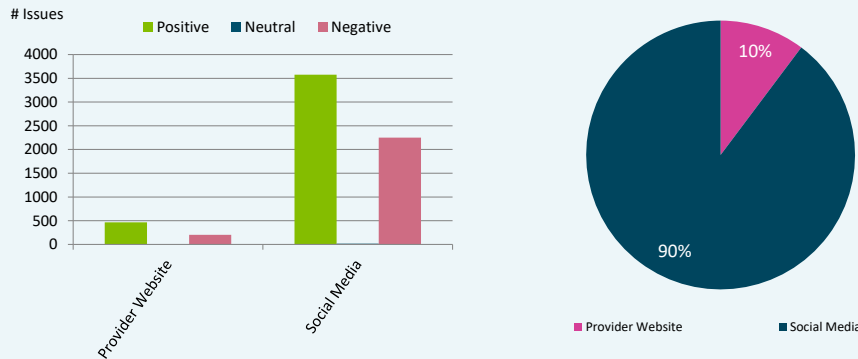
Tower Hamlets, GP Services

Qualitative Feedback, 1 October 2024 - 30 September 2025

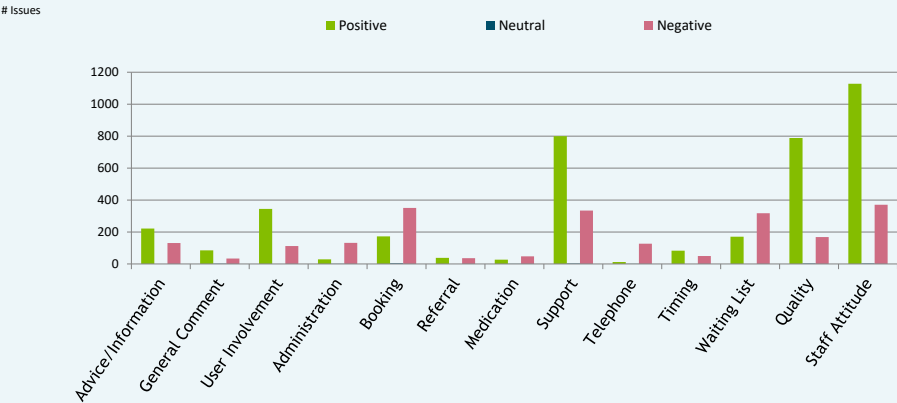
Community Insight Dashboard



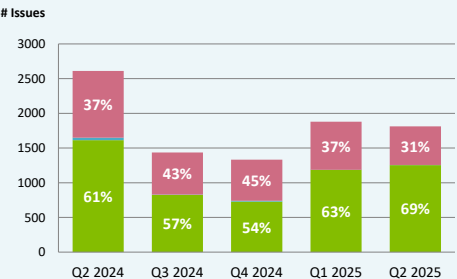
1. Source: 6510 issues from 1569 people



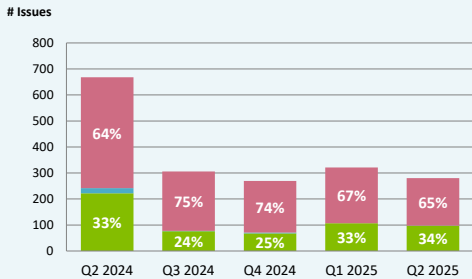
2. Trends



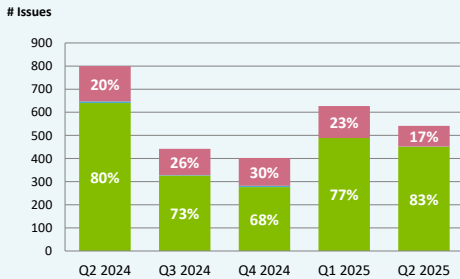
3.1 Timeline: Overall Sentiment



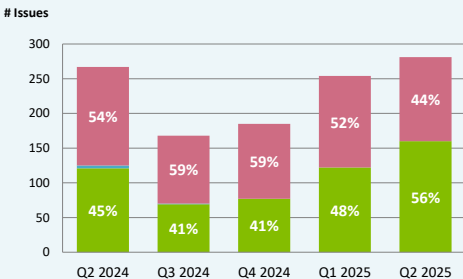
3.2 Timeline: Service Access



3.3 Timeline: Treatment and Care



3.4 Timeline: Administration



Satisfaction Over Time



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

Quarterly

Up by 6%
Up by 1%
Up by 6%
Up by 8%

Annually

Up by 8%
Up by 1%
Up by 3%
Up by 11%

Trends by Satisfaction Level



Quality (82%)
User Involvement (75%)
Staff Attitude (75%)
Support (70%)
General Comment (70%)



Telephone (8%)
Administration (17%)
Booking (32%)
Waiting List (34%)
Medication (36%)

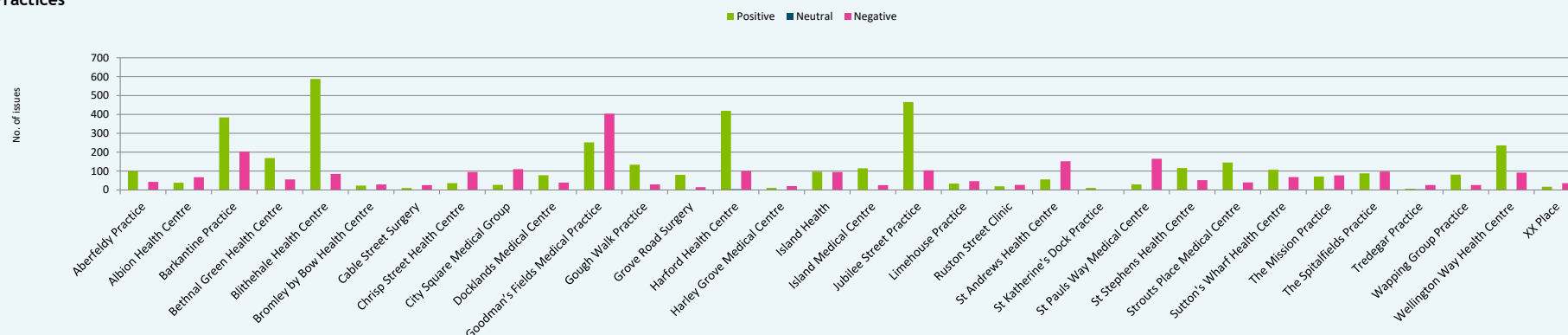
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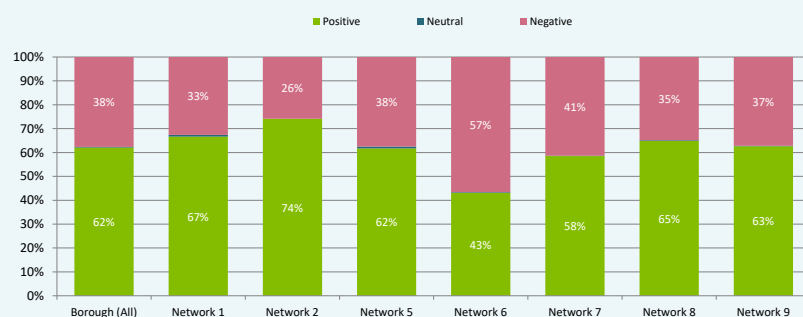
Qualitative Feedback, 1 October 2024 - 30 September 2025



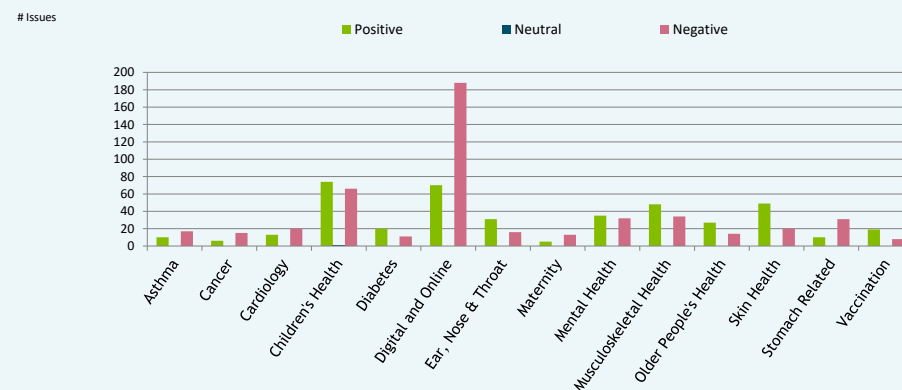
4. Practices



5. Primary Care Networks (PCNs)



6. Conditions/Topics



Conditions/Topics by Satisfaction Level



Skin Health (71%)
Vaccination (70%)
Ear, Nose & Throat (65%)
Older People's Health (65%)
Diabetes (64%)



Stomach Related (24%)
Digital and Online (27%)
Maternity (27%)
Cancer (28%)
Asthma (37%)