

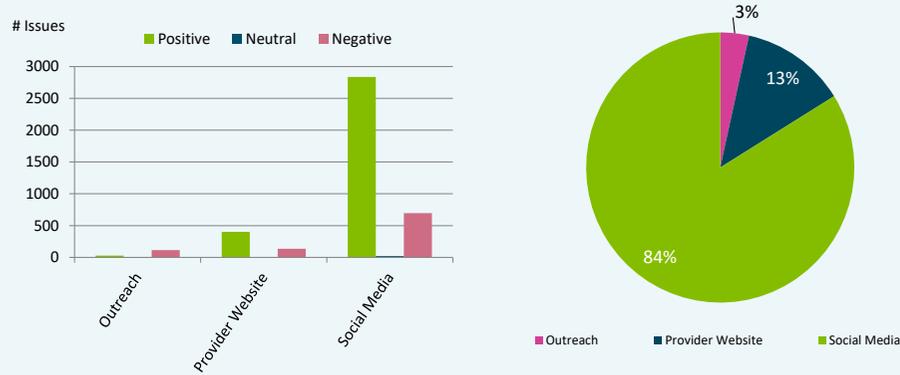
Waltham Forest, Health & Care Services

1 July - 30 September 2023

Community Insight Dashboard

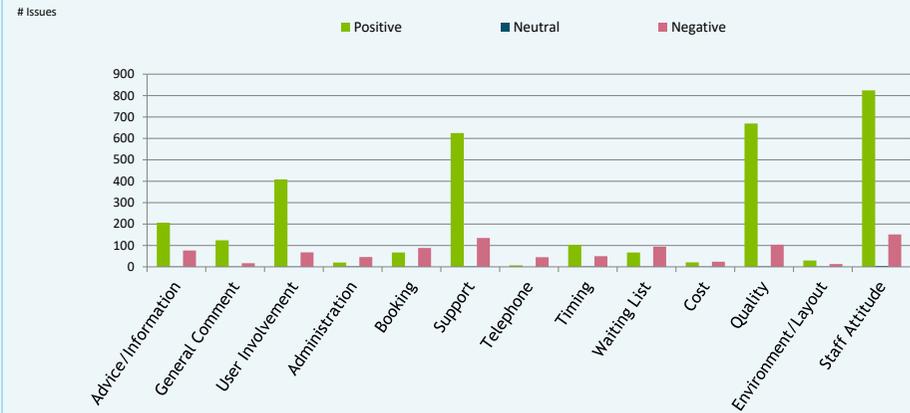


1. Source: 4395 issues from 1039 people



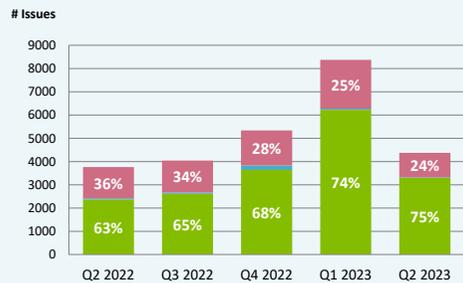
Top sources displayed

2. Trends

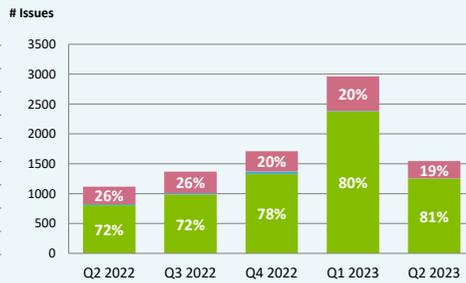


Top trends displayed

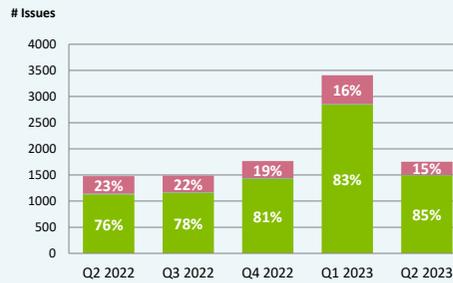
3.1 Timeline: Overall Sentiment



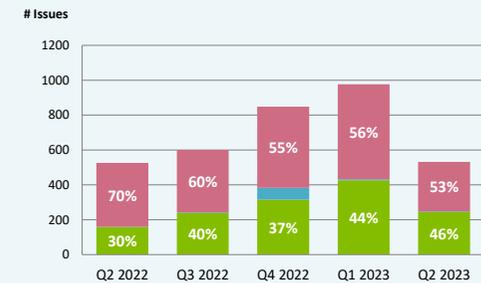
3.2 Timeline: User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Up by 1%
Up by 1%
Up by 2%
Up by 2%

Annually

Up by 12%
Up by 9%
Up by 9%
Up by 16%

Trends by Satisfaction Level



Quality (86%)
User Involvement (85%)
Staff Attitude (84%)
Support (82%)
Advice/Information (72%)



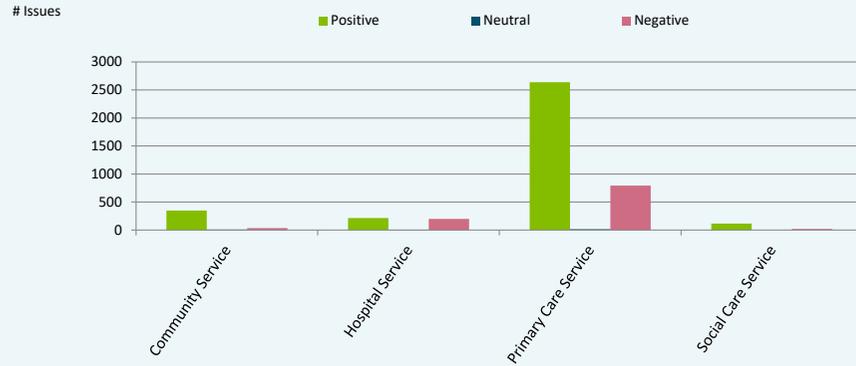
Telephone (13%)
Administration (29%)
Waiting List (41%)
Booking (42%)
Cost (45%)

Waltham Forest, Health & Care Services

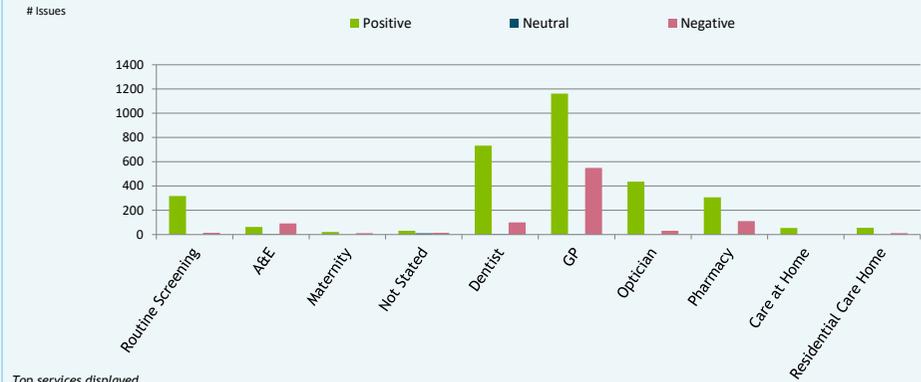
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Community Insight Dashboard

4. Service Sector

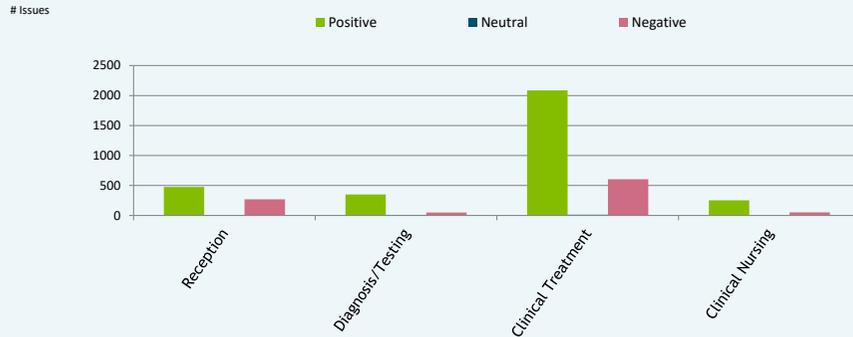


5. Service Type



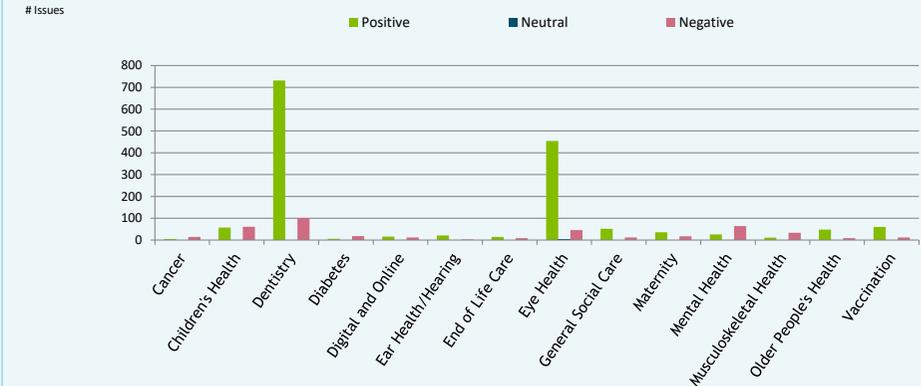
Top services displayed

6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions/topics displayed

Services by Satisfaction Level



Routine Screening (93%)
Optician (92%)
Dentist (88%)
Residential Care Home (83%)



A&E (41%)
Maternity (65%)
GP (67%)
Pharmacy (73%)

Conditions/Topics by Satisfaction Level



Eye Health (90%)
Dentistry (87%)
Ear Health/Hearing (87%)
Older People's Health (84%)
Vaccination (83%)



Diabetes (25%)
Musculoskeletal Health (25%)
Cancer (26%)
Mental Health (28%)
Children's Health (48%)