

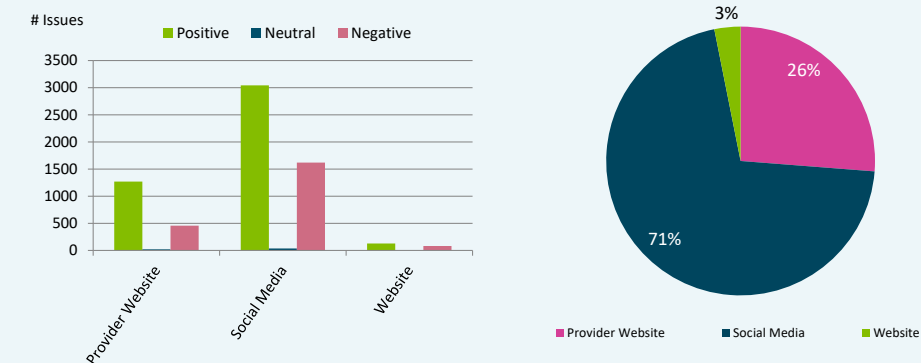
# Waltham Forest, GP Services

1 January - 31 December 2023

## Community Insight Dashboard

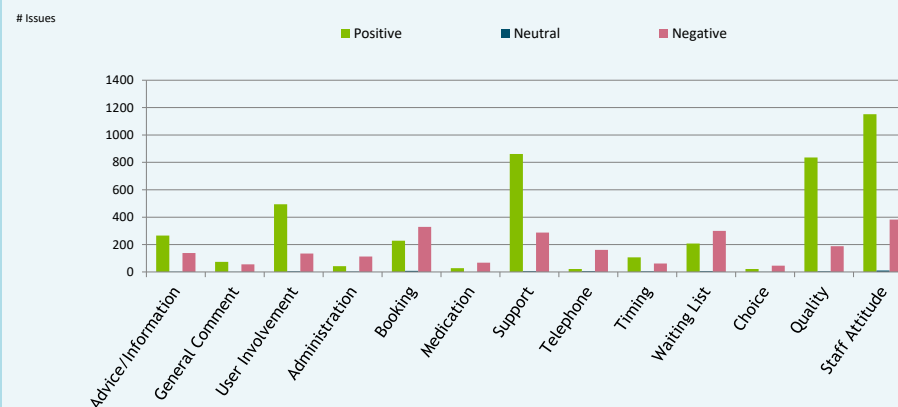


### 1. Source: 7011 issues from 1570 people



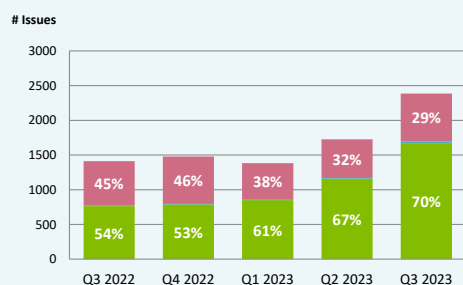
Top sources displayed

### 2. Trends

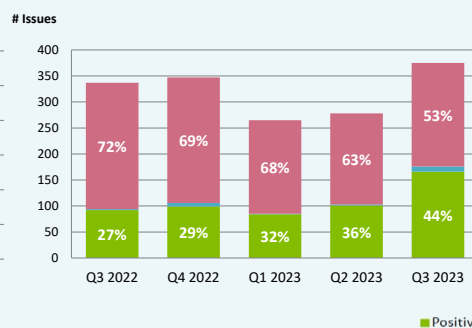


Top trends displayed

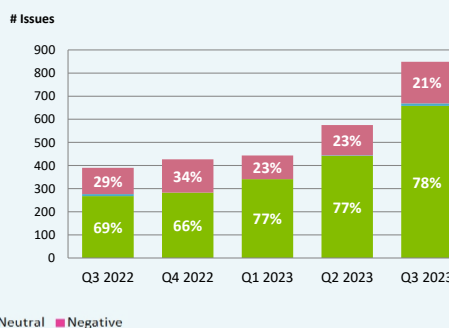
### 3.1 Timeline: Overall Sentiment



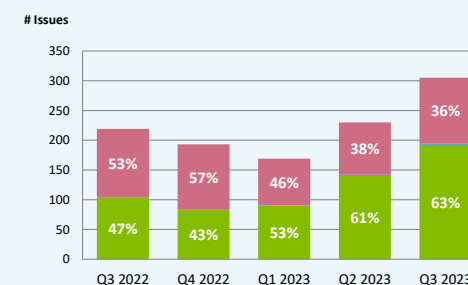
### 3.2 Timeline: Service Access



### 3.3 Timeline: Treatment and Care



### 3.4 Timeline: Administration



### Satisfaction Over Time



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

#### Quarterly

Up by 3%  
Up by 8%  
Up by 1%  
Up by 2%

#### Annually

Up by 16%  
Up by 17%  
Up by 9%  
Up by 16%

### Trends by Satisfaction Level



Quality (81%)  
User Involvement (78%)  
Staff Attitude (74%)  
Support (74%)  
Advice/Information (65%)



Telephone (11%)  
Administration (26%)  
Medication (29%)  
Choice (30%)  
Waiting List (40%)

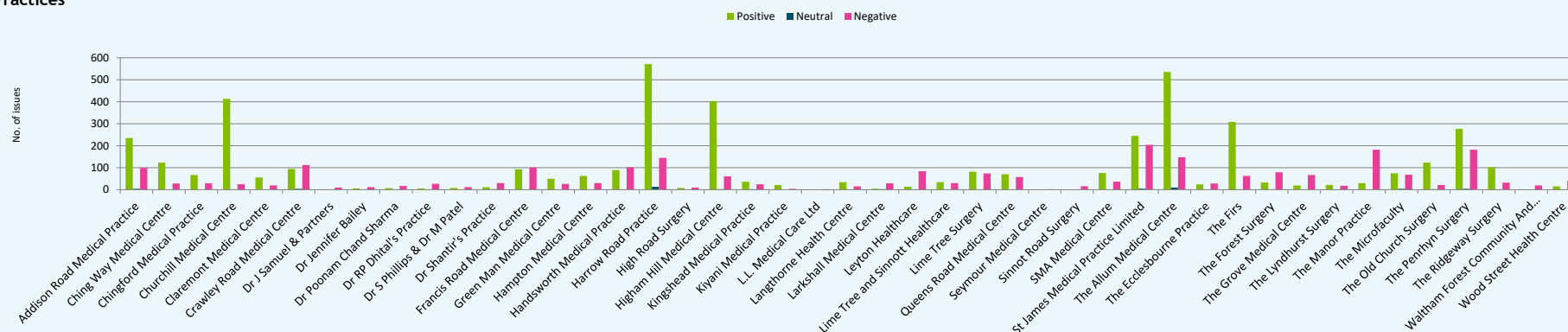
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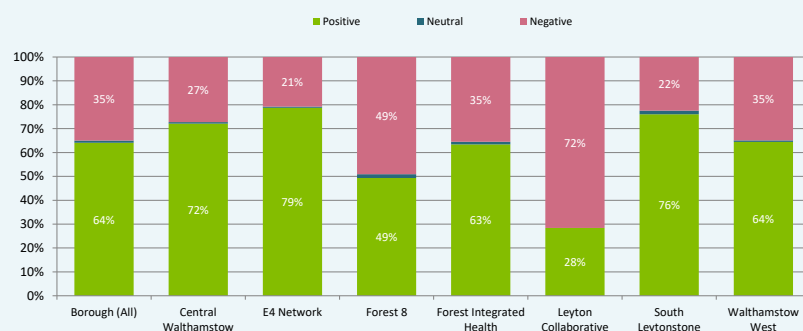
Community Insight Dashboard



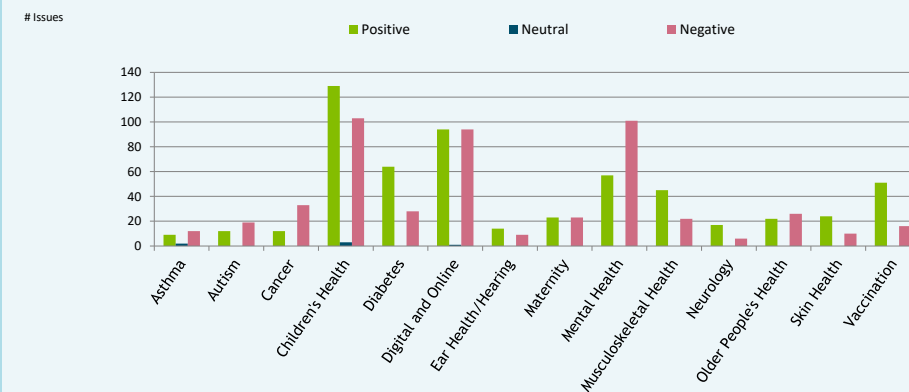
## 4. Practices



## 5. Primary Care Networks (PCNs)



## 6. Conditions/Topics



Top conditions/topics displayed

## Conditions/Topics by Satisfaction Level



Vaccination (76%)  
Neurology (73%)  
Skin Health (70%)  
Diabetes (69%)  
Musculoskeletal Health (67%)



Cancer (26%)  
Mental Health (36%)  
Autism (38%)  
Asthma (39%)  
Older People's Health (45%)