

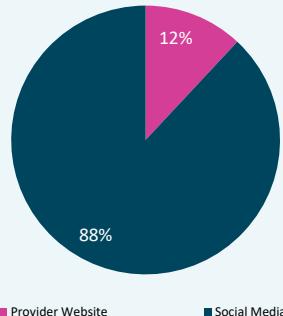
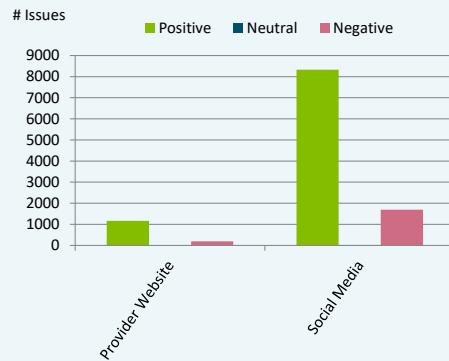
# Waltham Forest, GP Services

Qualitative Feedback, 1 January 2025 - 31 December 2025

## Community Insight Dashboard



### 1. Source: 11511 issues from 2879 people

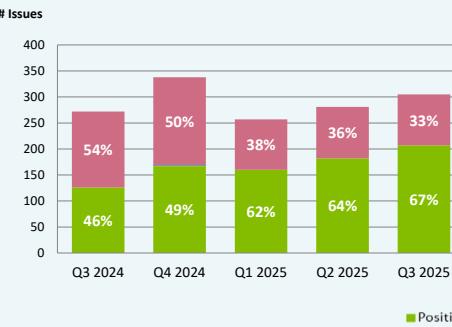


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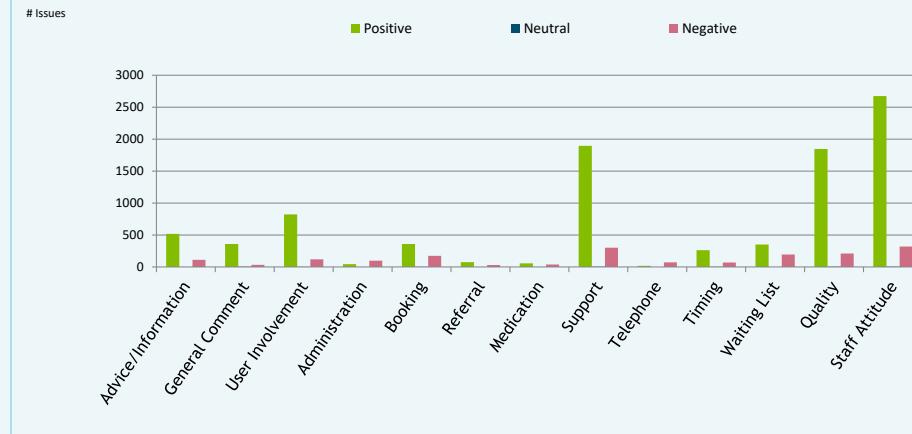
### 3.1 Timeline: Overall Sentiment



### 3.2 Timeline: Service Access

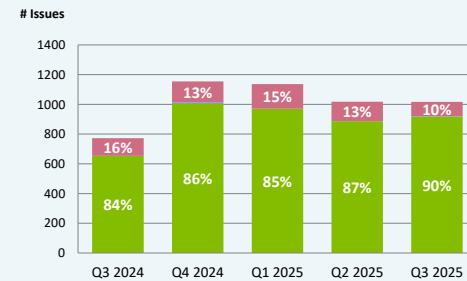


### 2. Trends

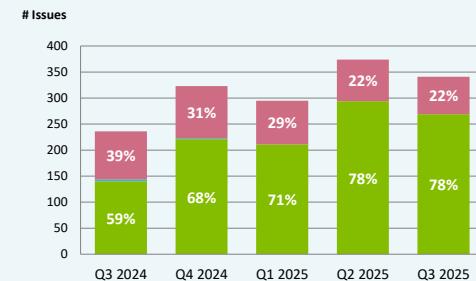


Top trends displayed

### 3.3 Timeline: Treatment and Care



### 3.4 Timeline: Administration



### Satisfaction Over Time



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

Quarterly  
Up by 2%  
Up by 3%  
Up by 3%  
No Change

Annually  
Up by 11%  
Up by 21%  
Up by 6%  
Up by 19%

### Trends by Satisfaction Level



General Comment (90%)  
Quality (89%)  
Staff Attitude (89%)  
User Involvement (87%)  
Support (86%)



Telephone (19%)  
Administration (30%)  
Medication (59%)  
Waiting List (64%)  
Booking (67%)

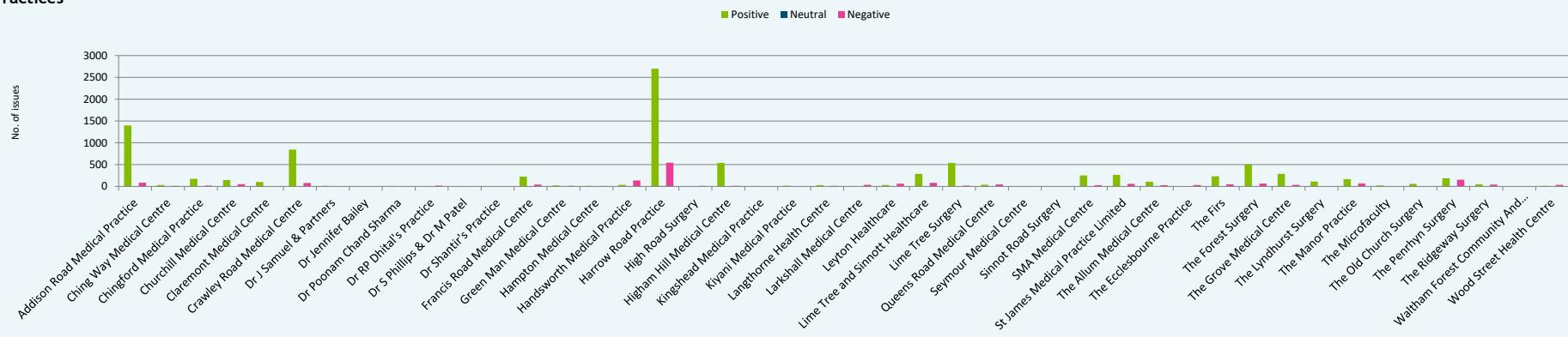
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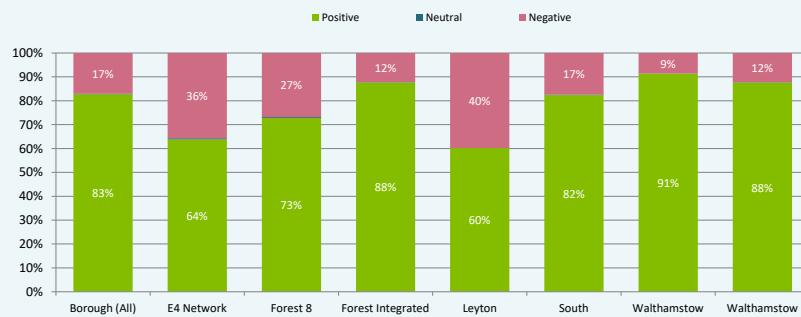
## Community Insight Dashboard



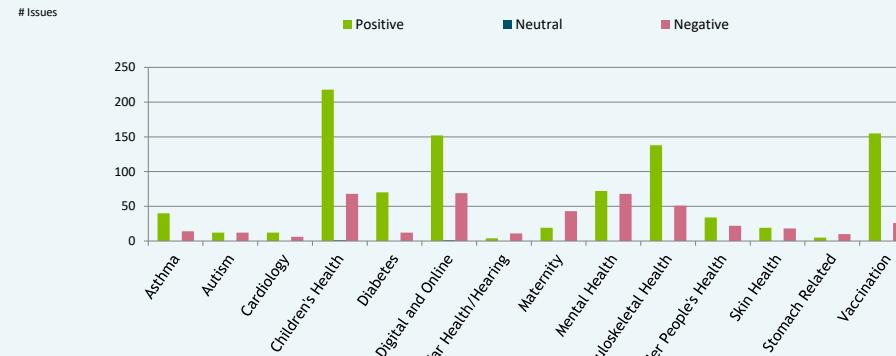
### 4. Practices



### 5. Primary Care Networks (PCNs)



### 6. Conditions/Topics



Top conditions/topics displayed

### Conditions/Topics by Satisfaction Level



Vaccination (85%)  
Diabetes (85%)  
Children's Health (75%)  
Asthma (74%)  
Musculoskeletal Health (73%)



Ear Health/Hearing (26%)  
Maternity (30%)  
Stomach Related (33%)  
Autism (50%)  
Skin Health (51%)