

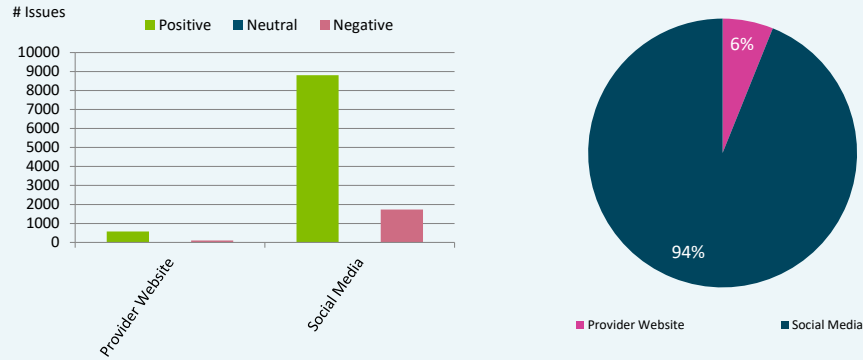
Waltham Forest, GP Services

Qualitative Feedback, 1 April 2025 - 31 March 2026

Community Insight Dashboard

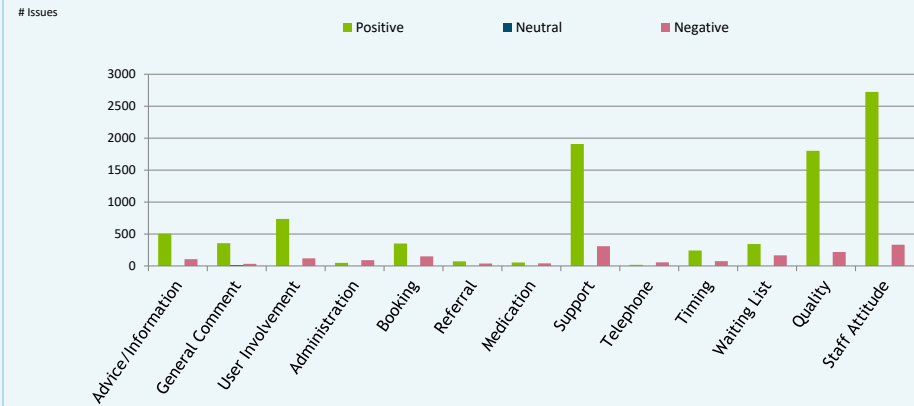


1. Source: 11320 issues from 2943 people



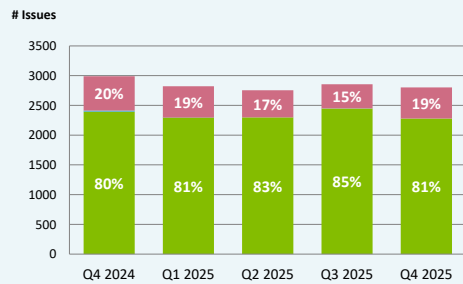
Top sources displayed

2. Trends

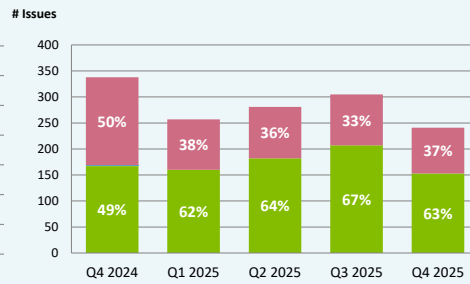


Top trends displayed

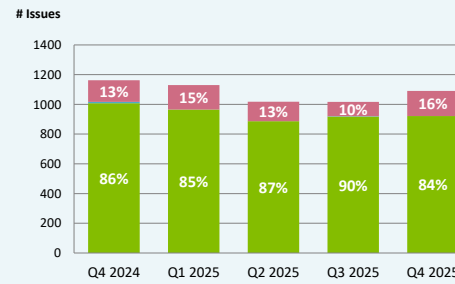
3.1 Timeline: Overall Sentiment



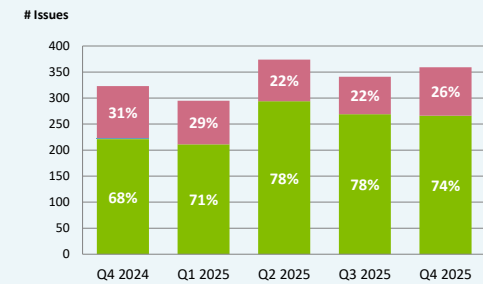
3.2 Timeline: Service Access



3.3 Timeline: Treatment and Care



3.4 Timeline: Administration



Positive Neutral Negative

Satisfaction Over Time



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

Quarterly

Down by 4%
Down by 4%
Down by 6%
Down by 4%

Annually

Up by 1%
Up by 14%
Down by 2%
Up by 6%

Trends by Satisfaction Level



General Comment (91%)
Quality (89%)
Staff Attitude (89%)
User Involvement (86%)
Support (86%)



Telephone (23%)
Administration (35%)
Medication (56%)
Referral (66%)
Waiting List (67%)

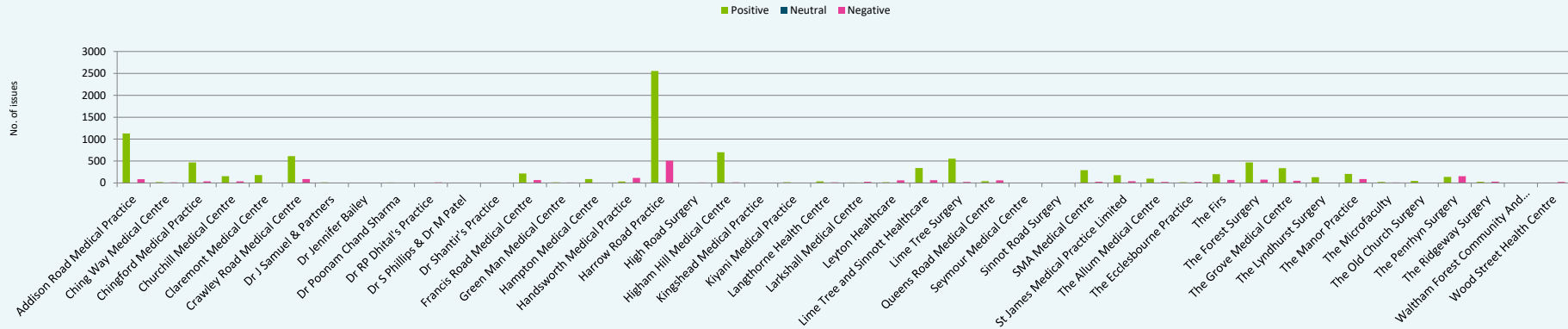
Waltham Forest, GP Services

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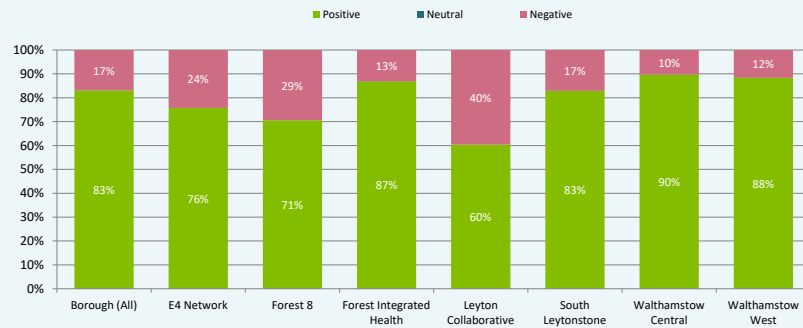
Community Insight Dashboard



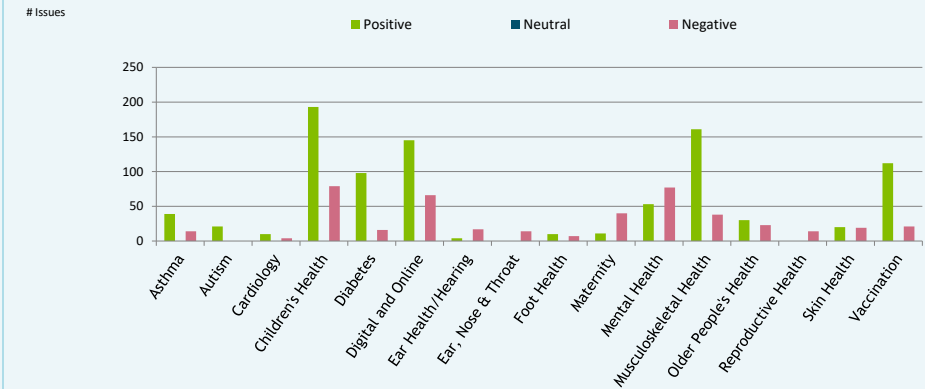
4. Practices



5. Primary Care Networks (PCNs)



6. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



Vaccination (84%)
Musculoskeletal Health (80%)
Asthma (73%)
Cardiology (71%)



Ear Health/Hearing (19%)
Maternity (21%)
Mental Health (40%)
Children's Health (70%)