

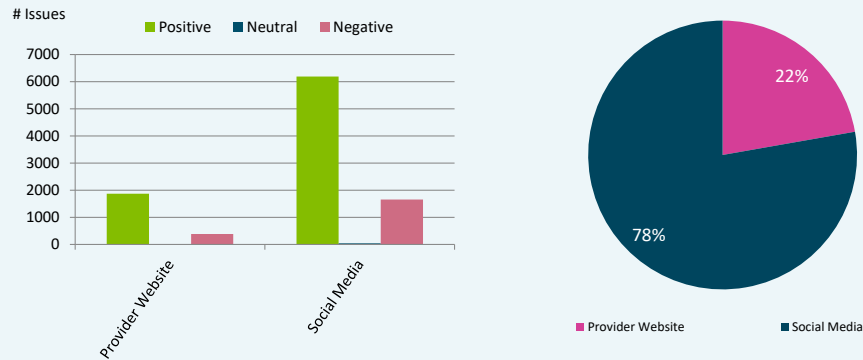
Waltham Forest, GP Services

Community Insight Dashboard

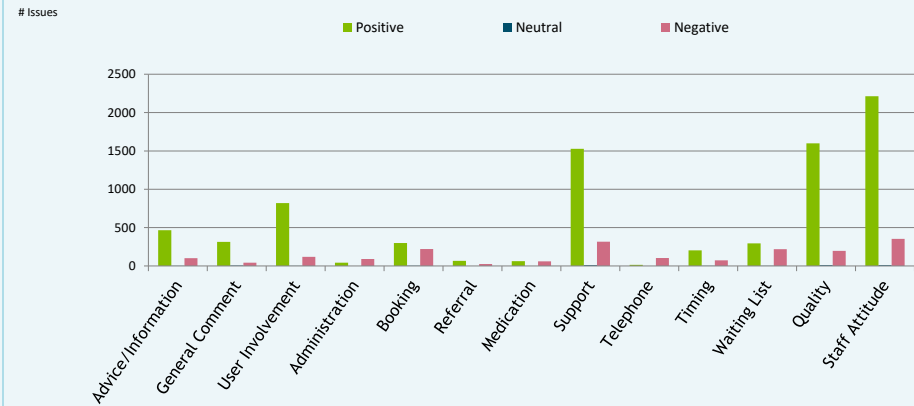
Qualitative Feedback, 1 July 2024 - 30 June 2025



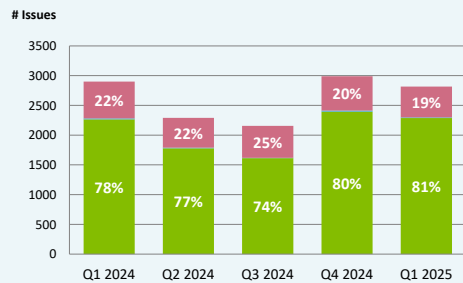
1. Source: 10313 issues from 2527 people



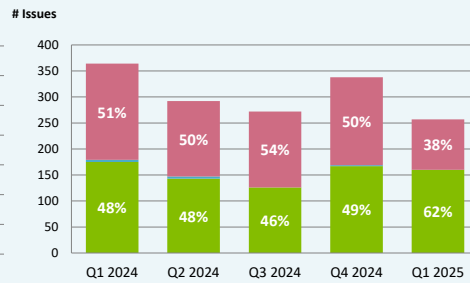
2. Trends



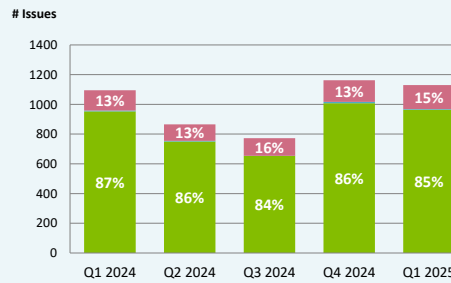
3.1 Timeline: Overall Sentiment



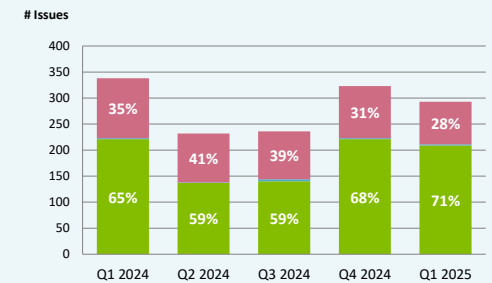
3.2 Timeline: Service Access



3.3 Timeline: Treatment and Care



3.4 Timeline: Administration



Satisfaction Over Time



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

Quarterly

Up by 1%
Up by 13%
Down by 1%
Up by 3%

Annually

Up by 3%
Up by 14%
Down by 2%
Up by 6%

Trends by Satisfaction Level



Quality (88%)
User Involvement (87%)
General Comment (86%)
Staff Attitude (85%)
Support (82%)



Telephone (11%)
Administration (32%)
Medication (51%)
Booking (57%)
Waiting List (57%)

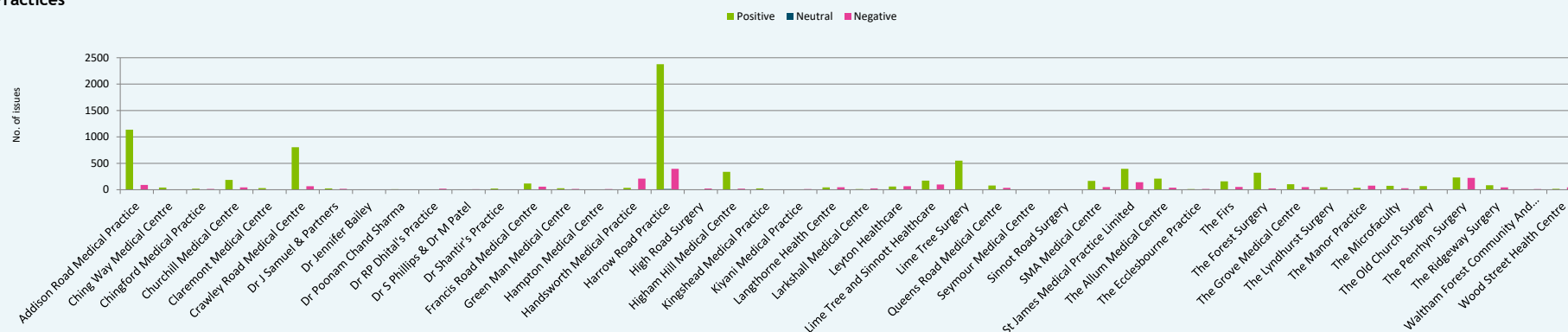
Waltham Forest, GP Services

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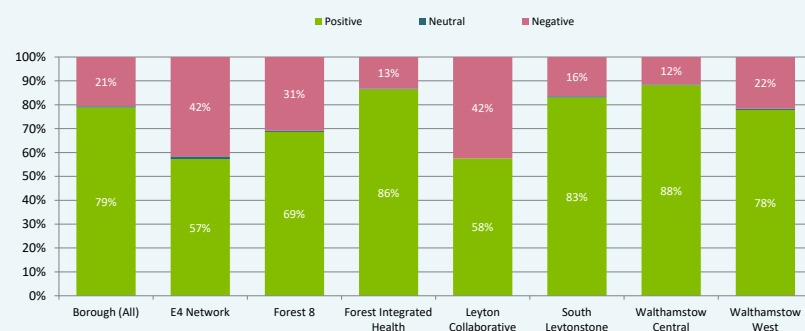
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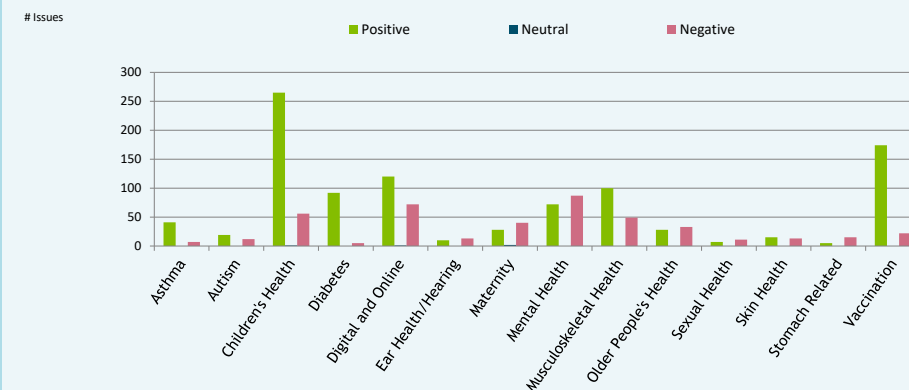
4. Practices



5. Primary Care Networks (PCNs)



6. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



Diabetes (94%)
Vaccination (88%)
Asthma (85%)
Children's Health (82%)
Musculoskeletal Health (67%)



Stomach Related (25%)
Sexual Health (38%)
Maternity (40%)
Ear Health/Hearing (43%)
Mental Health (45%)