

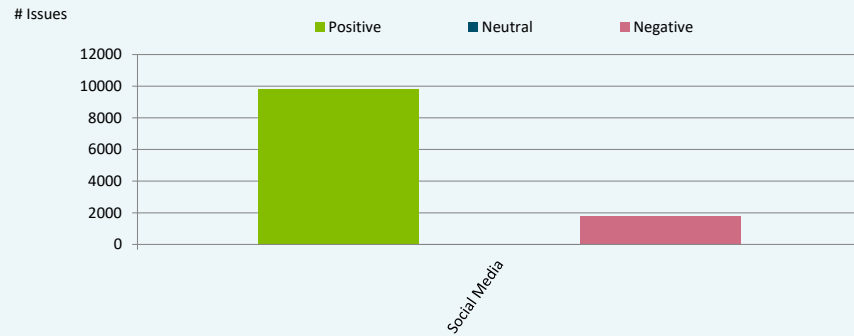
Waltham Forest, GP Services

Community Insight Dashboard

Qualitative Feedback, 1 July 2025 - 30 June 2026

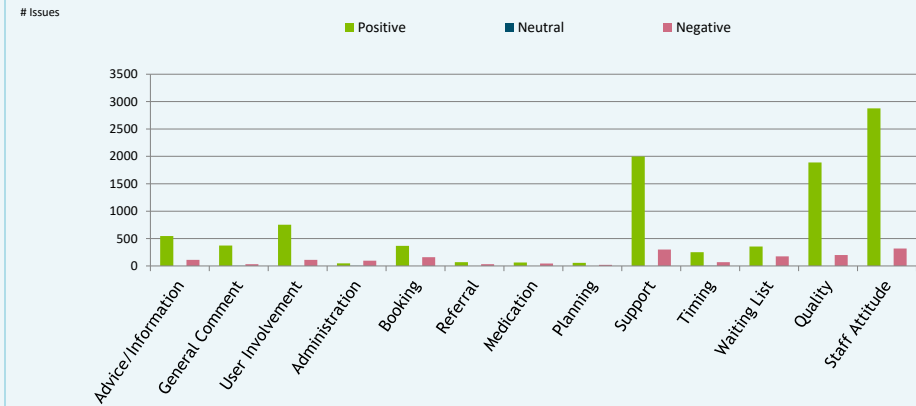


1. Source: 11765 issues from 3106 people



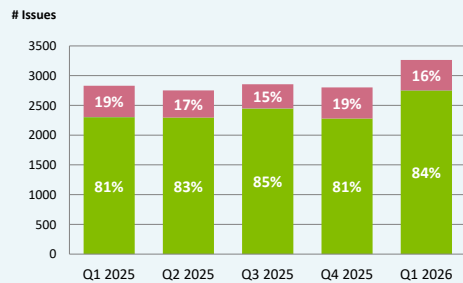
Top sources displayed

2. Trends

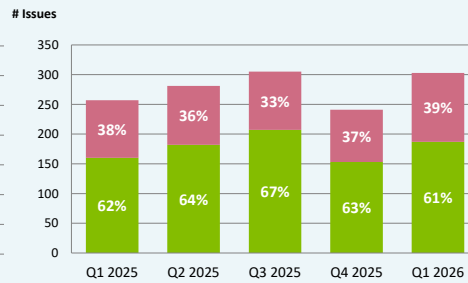


Top trends displayed

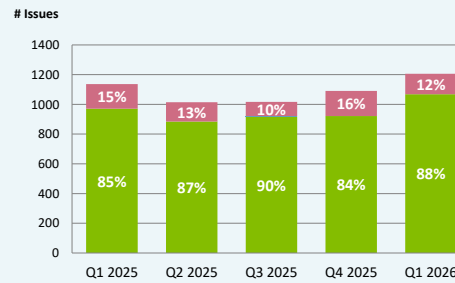
3.1 Timeline: Overall Sentiment



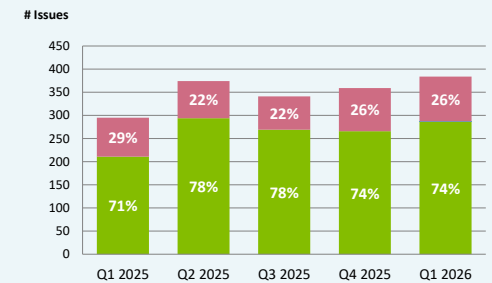
3.2 Timeline: Service Access



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

Up by 3%
Down by 2%
Up by 4%
No Change

Annually

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

Trends by Satisfaction Level



General Comment (91%)
Quality (90%)
Staff Attitude (90%)
User Involvement (87%)
Support (86%)



Administration (32%)
Medication (59%)
Waiting List (67%)
Referral (68%)
Booking (69%)

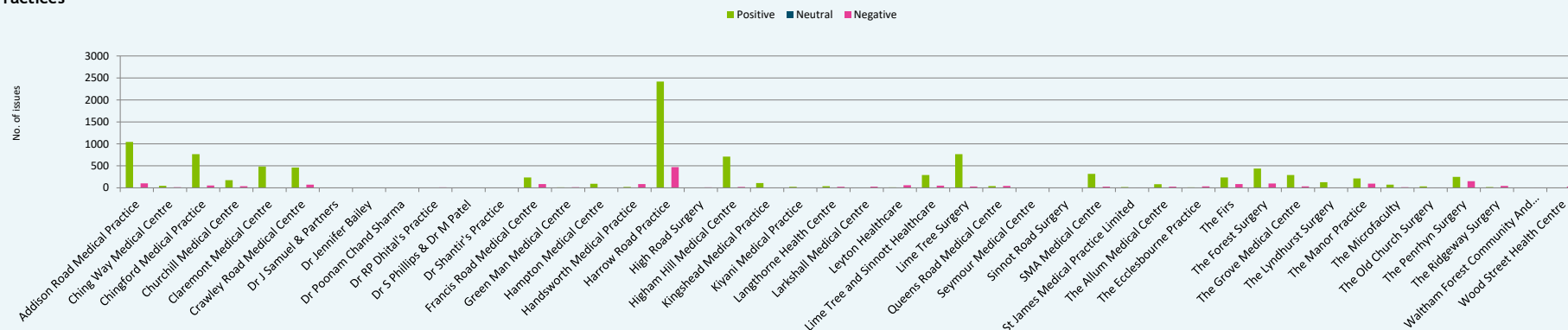
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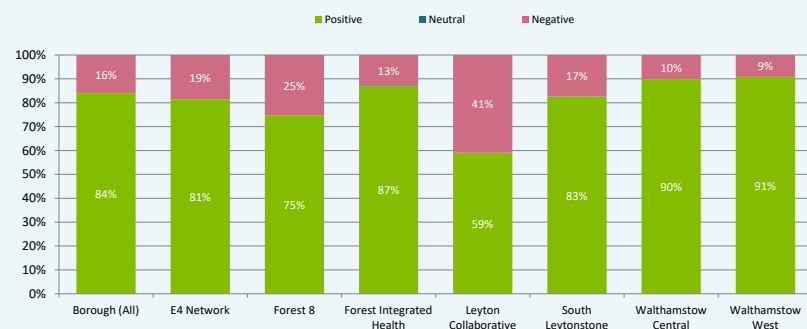
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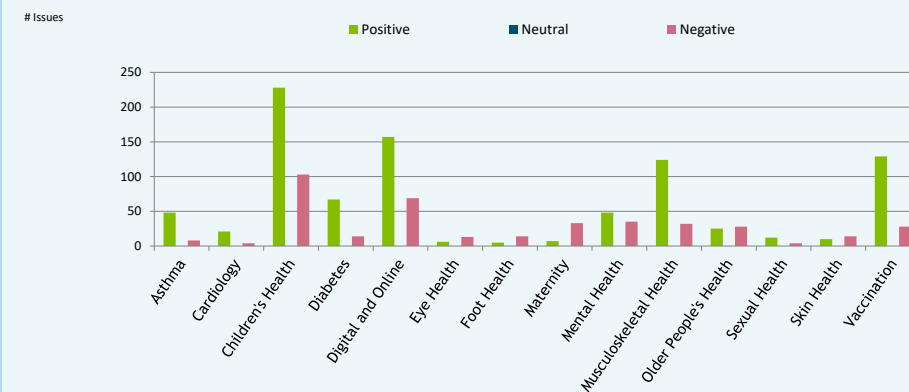
4. Practices



5. Primary Care Networks (PCNs)



6. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



Asthma (85%)
Cardiology (84%)
Diabetes (82%)
Vaccination (82%)
Musculoskeletal Health (79%)



Maternity (17%)
Foot Health (26%)
Eye Health (31%)
Skin Health (41%)
Older People's Health (47%)