

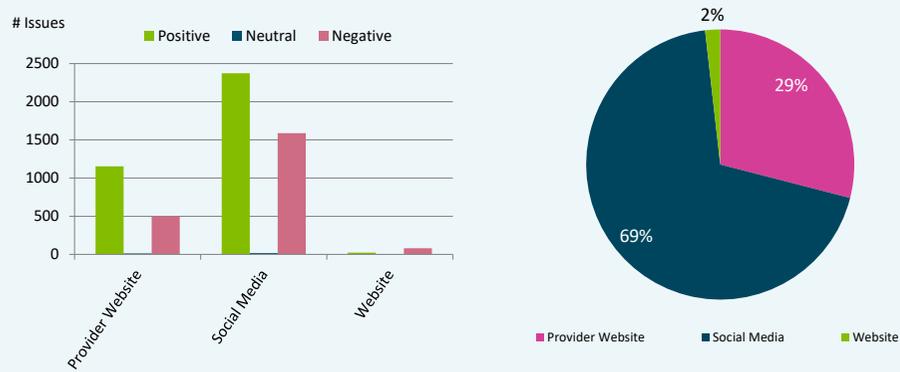
Waltham Forest, GP Services

1 October 2022 - 30 September 2023

Community Insight Dashboard

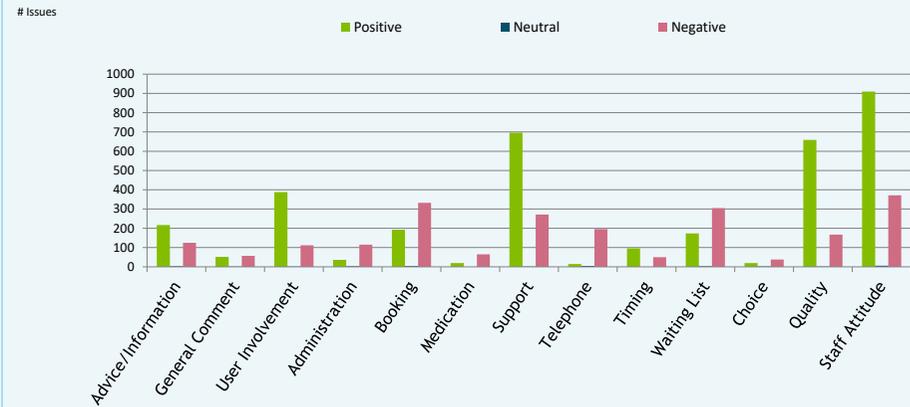


1. Source: 6019 issues from 1376 people



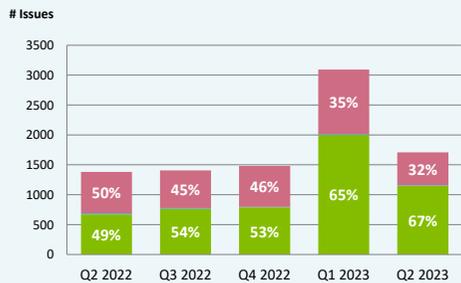
Top sources displayed

2. Trends

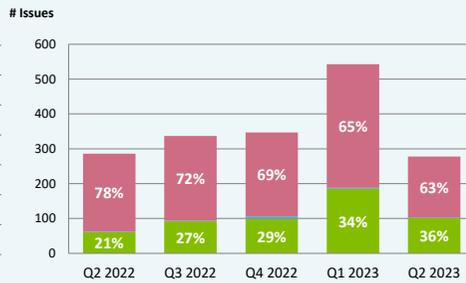


Top trends displayed

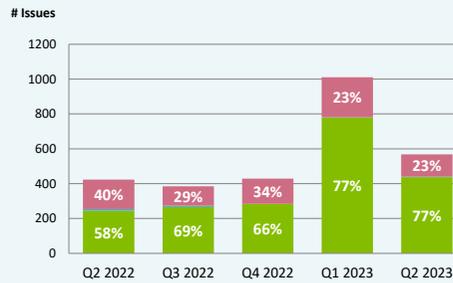
3.1 Timeline: Overall Sentiment



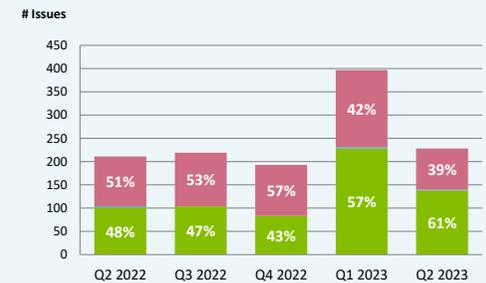
3.2 Timeline: Service Access



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 2%
Up by 2%
No Change
Up by 4%

Annually

Up by 18%
Up by 15%
Up by 19%
Up by 13%

Trends by Satisfaction Level



Quality (79%)
User Involvement (77%)
Support (71%)
Staff Attitude (70%)
Timing (65%)



Telephone (6%)
Administration (23%)
Medication (23%)
Choice (33%)
Waiting List (36%)

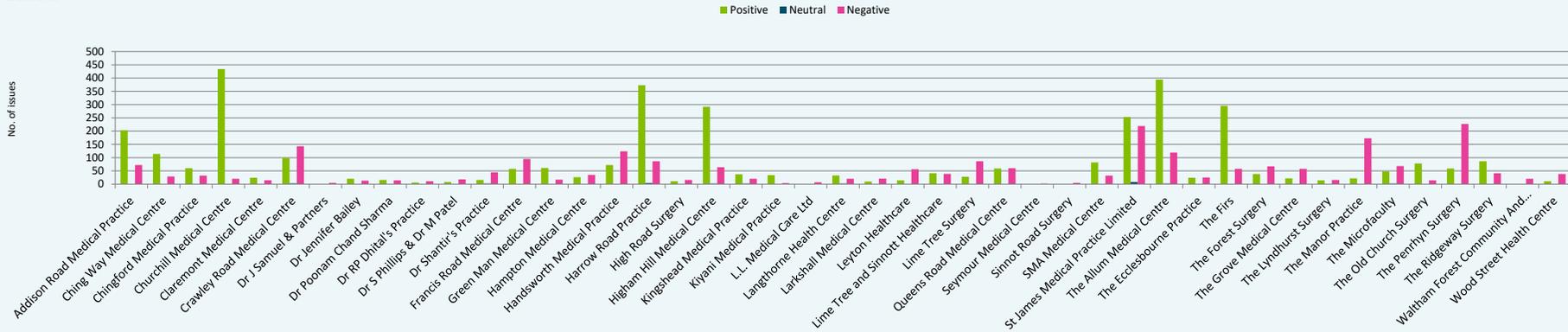
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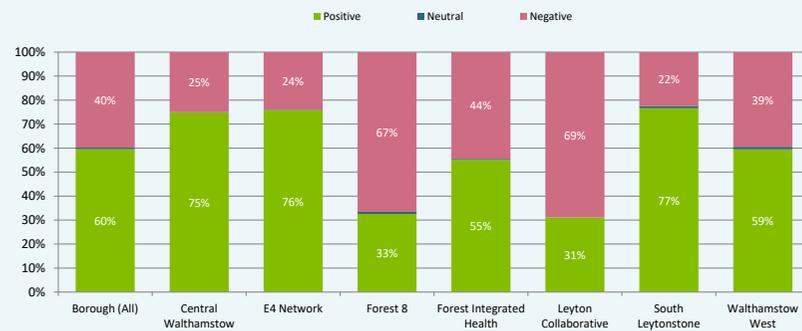
Community Insight Dashboard



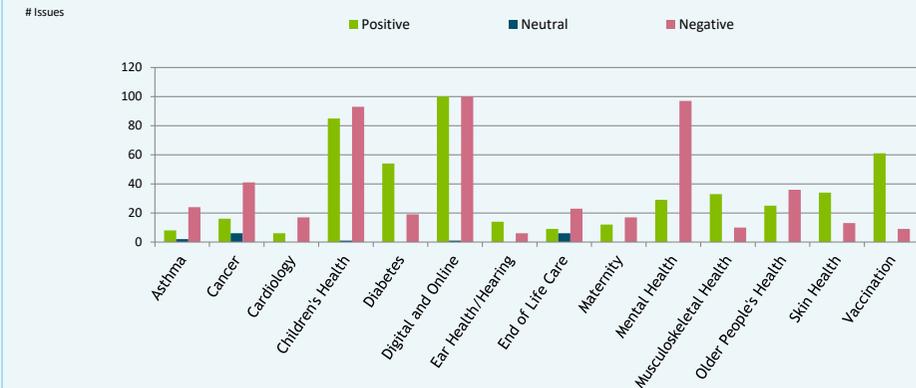
4. Practices



5. Primary Care Networks (PCNs)



6. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



Vaccination (87%)
Musculoskeletal Health (76%)
Diabetes (73%)
Skin Health (72%)
Ear Health/Hearing (70%)



Mental Health (23%)
Asthma (23%)
End of Life Care (23%)
Cancer (25%)
Cardiology (26%)