

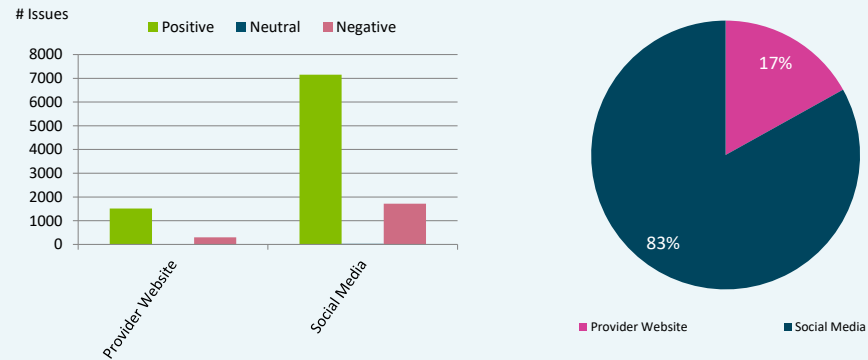
# Waltham Forest, GP Services

## Community Insight Dashboard

Qualitative Feedback, 1 October 2024 - 30 September 2025

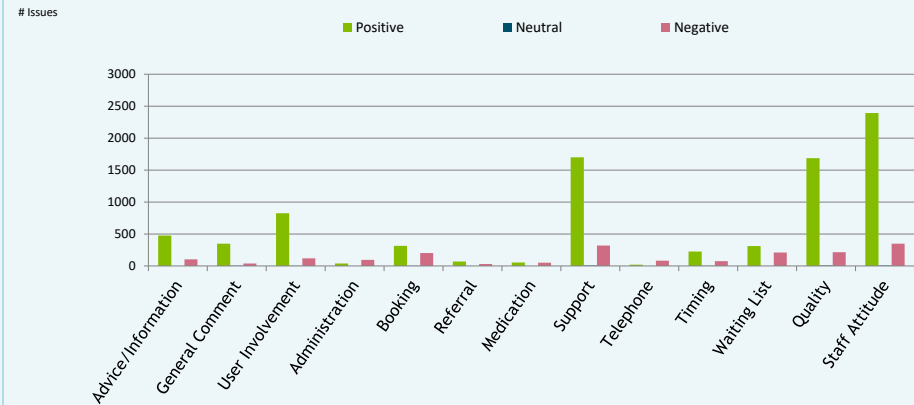


### 1. Source: 10802 issues from 2671 people



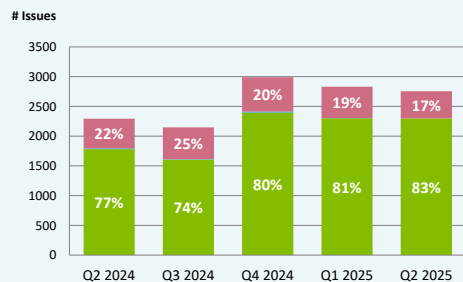
Top sources displayed

### 2. Trends

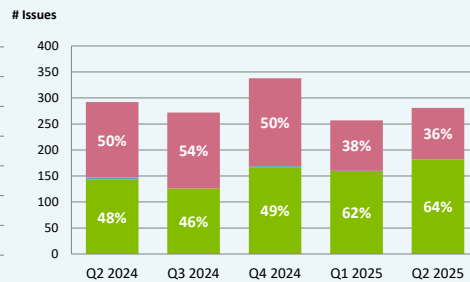


Top trends displayed

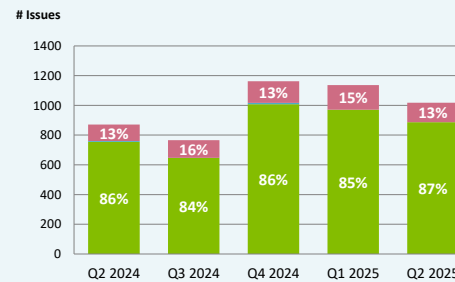
### 3.1 Timeline: Overall Sentiment



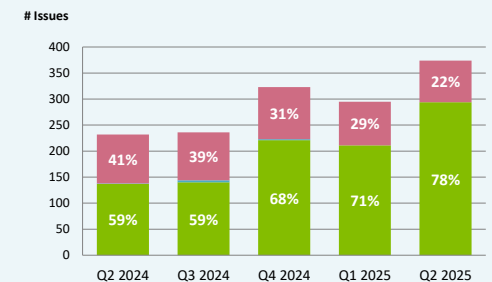
### 3.2 Timeline: Service Access



### 3.3 Timeline: Treatment and Care



### 3.4 Timeline: Administration



### Satisfaction Over Time



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

#### Quarterly

Up by 2%  
Up by 2%  
Up by 2%  
Up by 7%

#### Annually

Up by 6%  
Up by 16%  
Up by 1%  
Up by 19%

### Trends by Satisfaction Level



General Comment (89%)  
Quality (88%)  
User Involvement (87%)  
Staff Attitude (87%)  
Support (84%)



Telephone (18%)  
Administration (29%)  
Medication (50%)  
Waiting List (59%)  
Booking (60%)

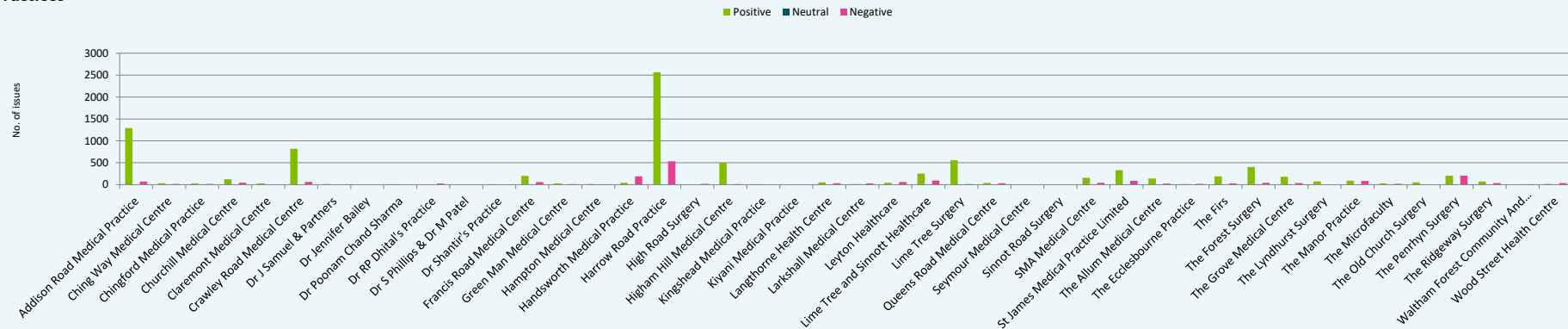
# Waltham Forest, GP Services

## Community Insight Dashboard

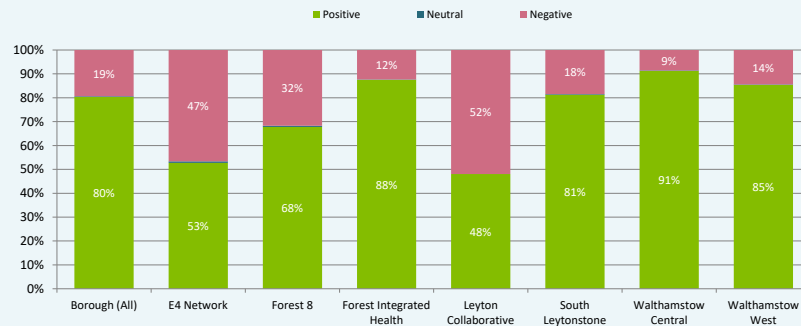
Qualitative Feedback, 1 October 2024 - 30 September 2025



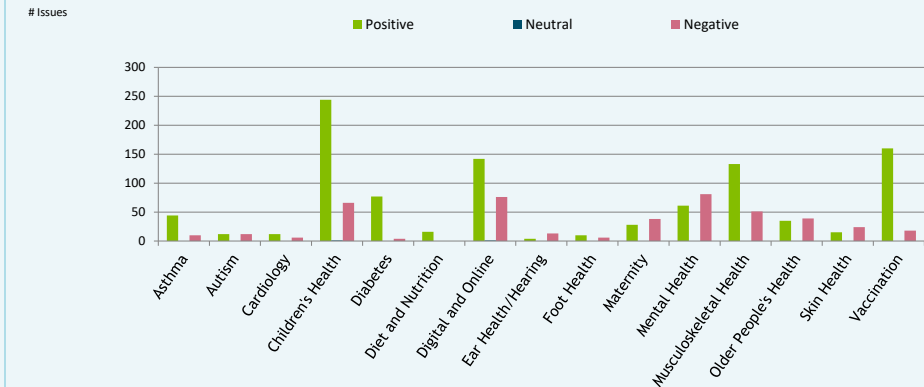
### 4. Practices



### 5. Primary Care Networks (PCNs)



### 6. Conditions/Topics



Top conditions/topics displayed

### Conditions/Topics by Satisfaction Level



Diabetes (95%)  
Vaccination (92%)  
Asthma (81%)  
Children's Health (77%)  
Musculoskeletal Health (71%)



Ear Health/Hearing (23%)  
Maternity (34%)  
Skin Health (38%)  
Mental Health (42%)  
Older People's Health (47%)