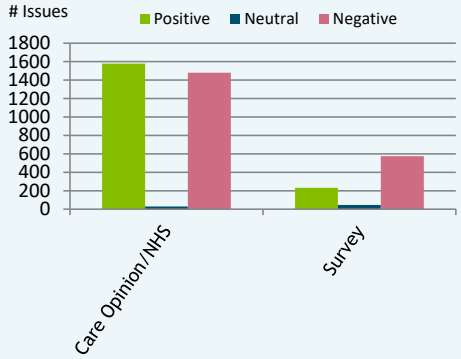
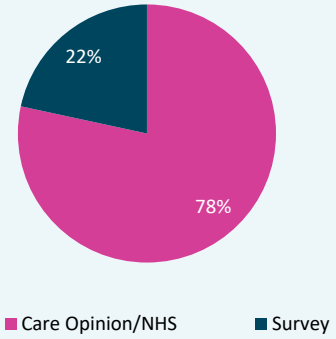
GP Services in Barking, Havering & Redbridge (BHR)

Community Insight Dashboard

1 April 2021 - 31 March 2022

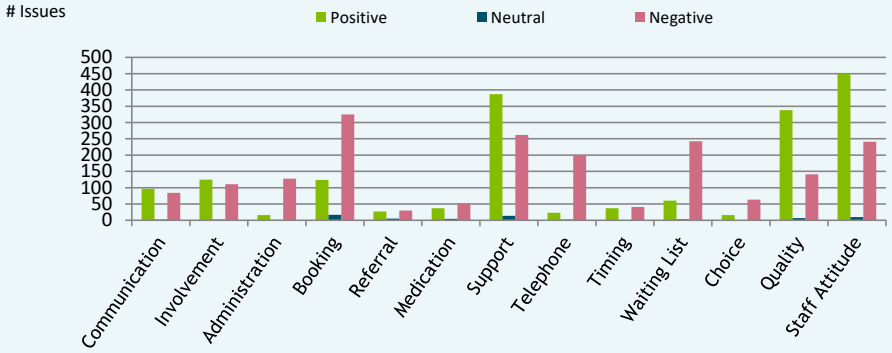
1. Source: 3980 issues from 770 people





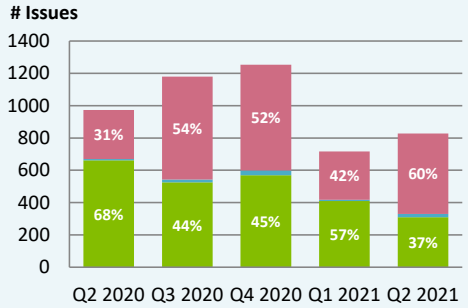
Top sources displayed

2. Trends

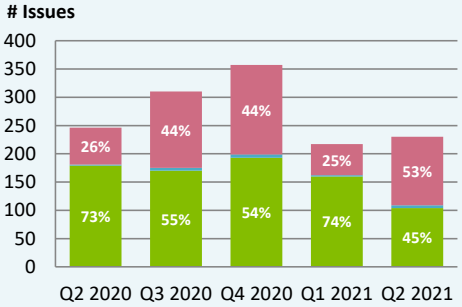


Top trends displayed

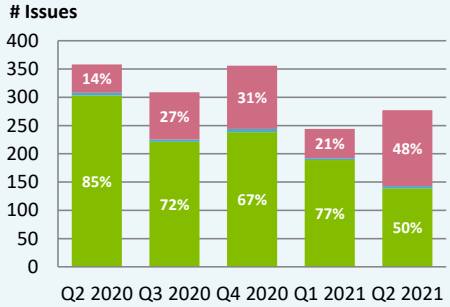
3.1 Timeline: Overall Sentiment



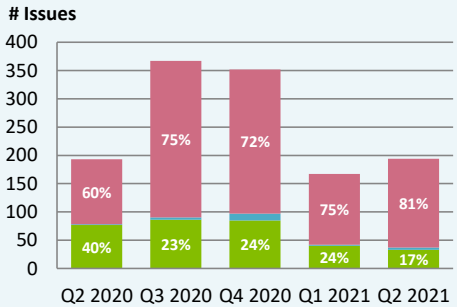
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



Positive Neutral Negative

Satisfaction Over Time

	Quarterly	Annually
Overall Satisfaction:	Down by 20%	Down by 31%
User Involvement:	Down by 29%	Down by 28%
Quality:	Down by 27%	Down by 35%
Service Access:	Down by 7%	Down by 23%

Trends by Satisfaction Level

Quality (70%)
Staff Attitude (64%)
Support (58%)
Communication (53%)
Involvement (53%)

Telephone (10%)
Administration (11%)
Waiting List (20%)
Choice (20%)
Booking (27%)

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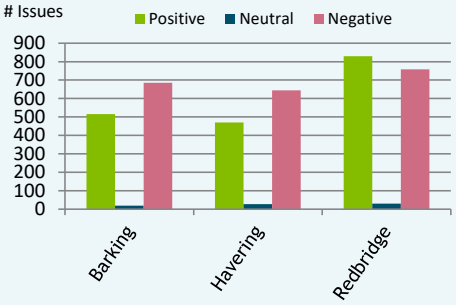
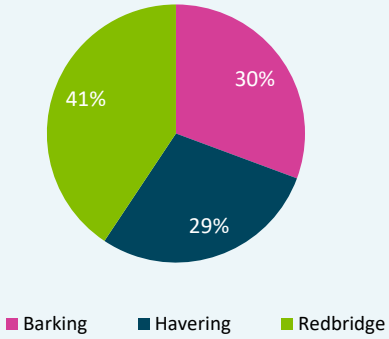
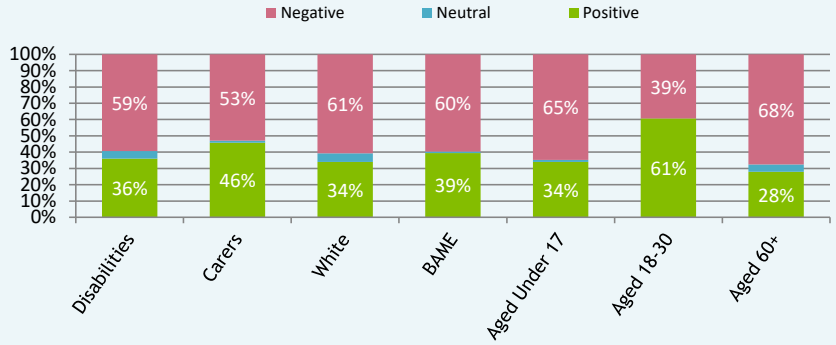
4. Feedback by Borough

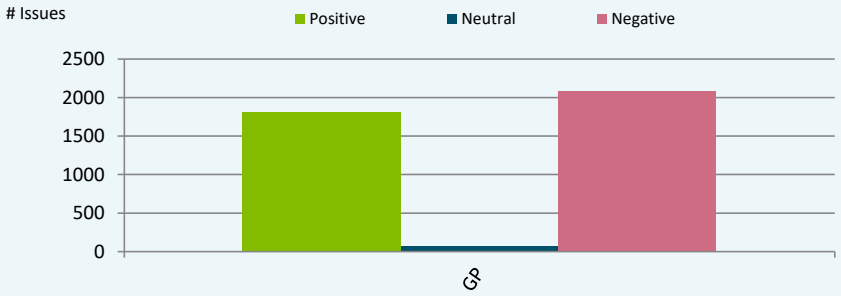




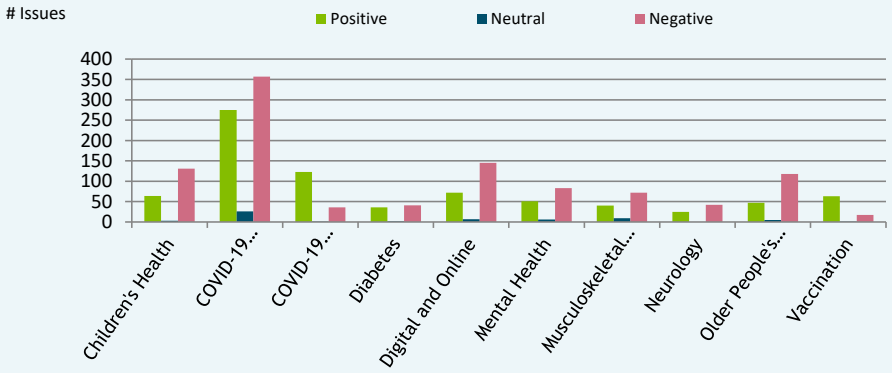
5. Equalities



6. Services



7. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level

Flu Vaccination (78%)
COVID-19 (Vaccine) (77%)
Diabetes (46%)
COVID-19 (General) (42%)
Neurology (37%)

Older People(28%)
Digital and Online (32%)
Children's Health (32%)
MSK (33%)
Mental Health (36%)