

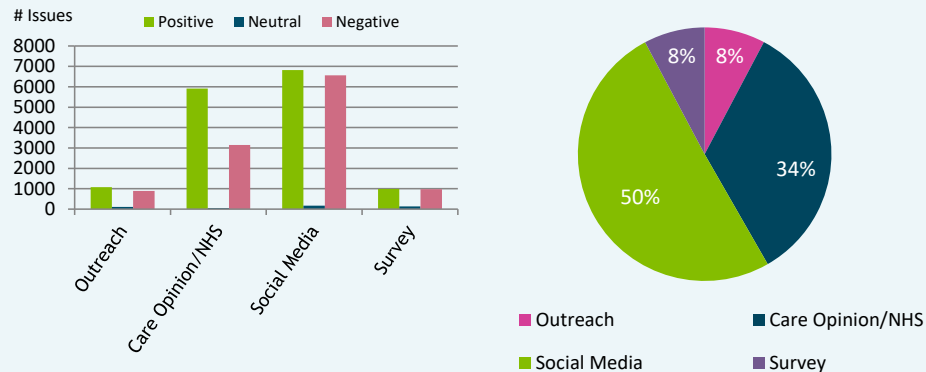
# GP Services in North East London (NEL)

1 April 2022 - 31 March 2023

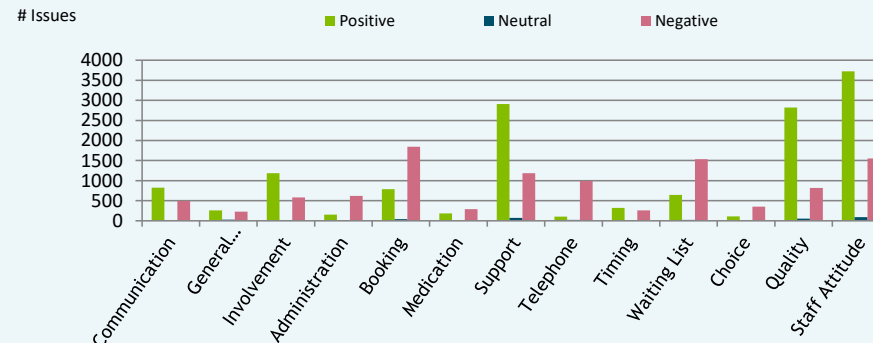
## Community Insight Dashboard



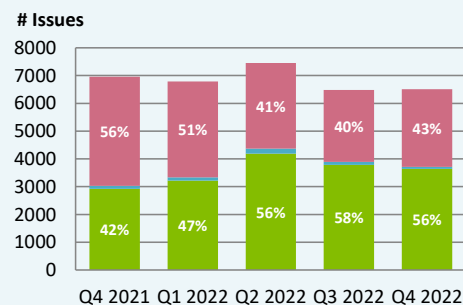
### 1. Source: 27280 issues from 6060 people



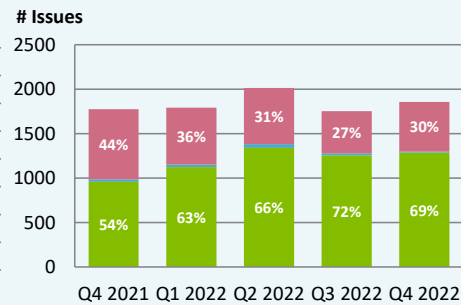
### 2. Trends



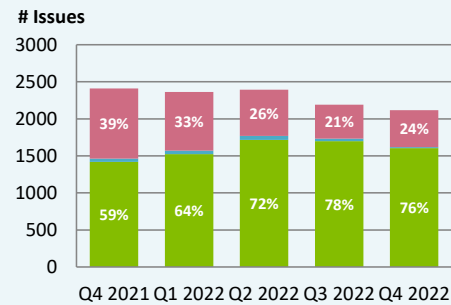
### 3.1 Timeline: Overall Sentiment



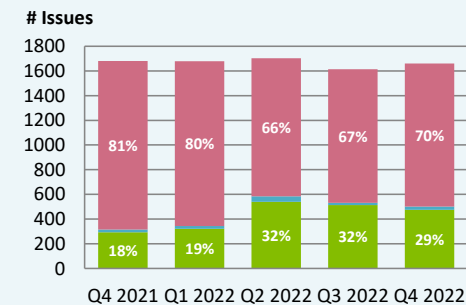
### 3.2 Timeline: User Involvement



### 3.3 Timeline: Quality



### 3.4 Timeline: Service Access



### Satisfaction Over Time



Overall Satisfaction:  
User Involvement:  
Quality:  
Service Access:

Quarterly

Down by 2%  
Down by 3%  
Down by 2%  
Down by 3%

Annually

Up by 14%  
Up by 15%  
Up by 17%  
Up by 11%

### Trends by Satisfaction Level



Quality (76%)  
Support (69%)  
Staff Attitude (69%)  
Involvement (66%)  
Communication (61%)



Telephone (9%)  
Administration (19%)  
Choice (23%)  
Waiting List (29%)  
Booking (29%)

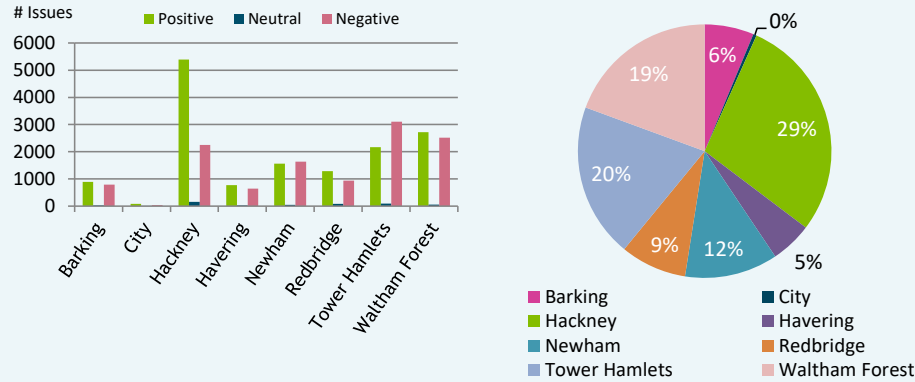
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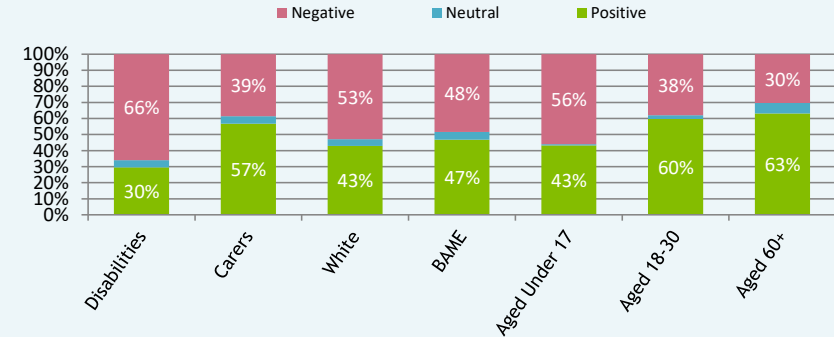
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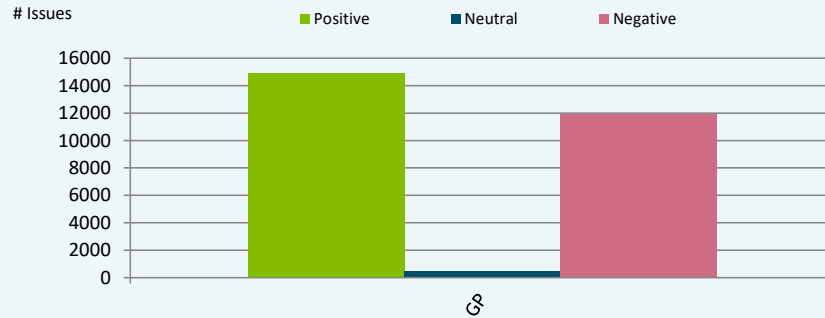
### 4. Feedback by Borough



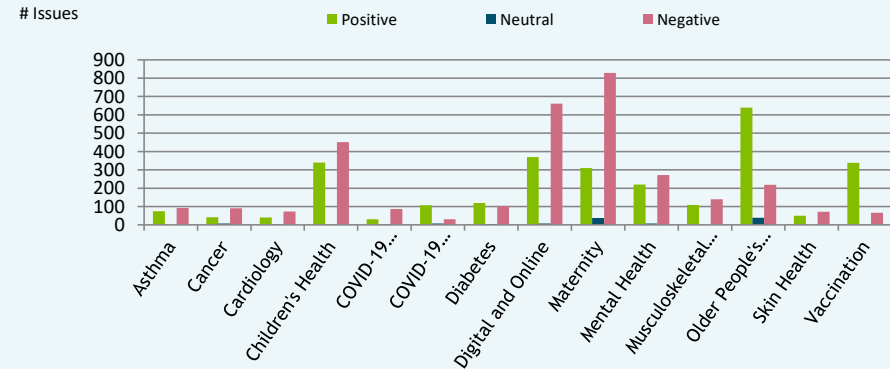
### 5. Equalities



### 6. Services



### 7. Conditions/Topics



Top conditions/topics displayed

### Conditions/Topics by Satisfaction Level



Vaccination (83%)  
 COVID-19 (Vaccine) (73%)  
 Older People's Health (71%)  
 Diabetes (53%)  
 Asthma (44%)



COVID-19 (General) (25%)  
 Maternity (26%)  
 Cancer (29%)  
 Cardiology (34%)  
 Digital & Online (35%)