

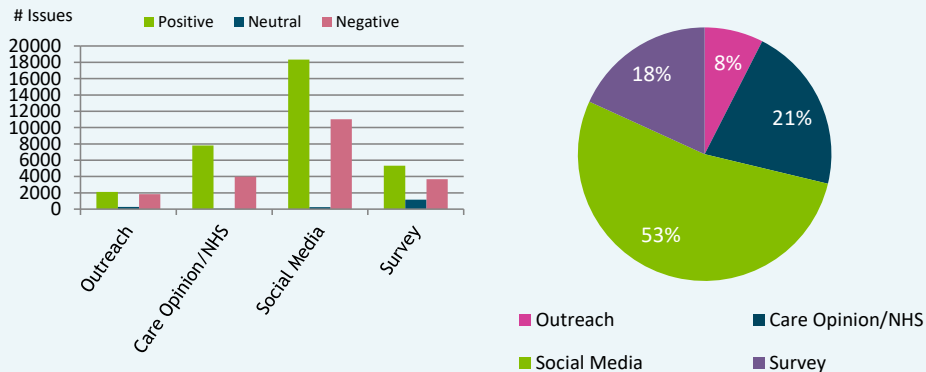
# Health and Care Services in North East London (NEL)

1 April 2022 - 31 March 2023

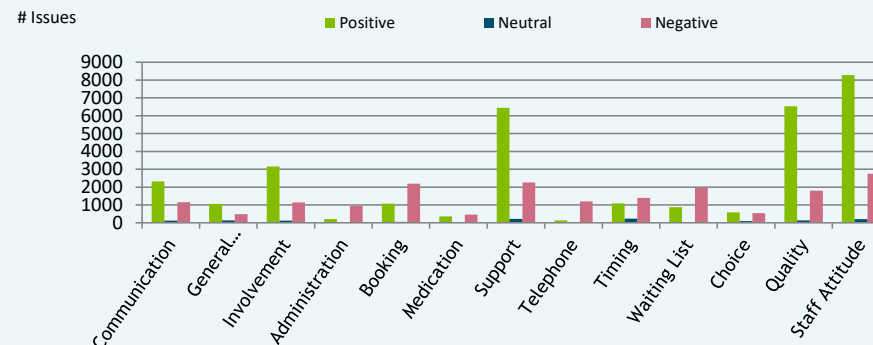
## Community Insight Dashboard



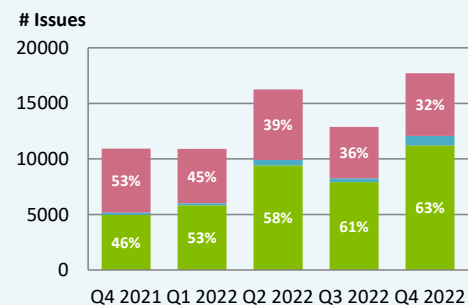
### 1. Source: 57811 issues from 13731 people



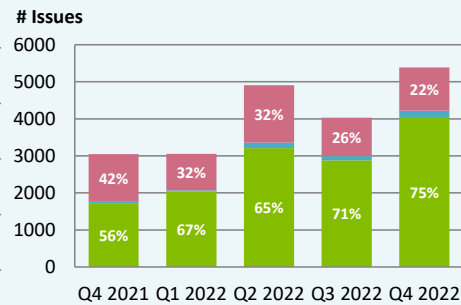
### 2. Trends



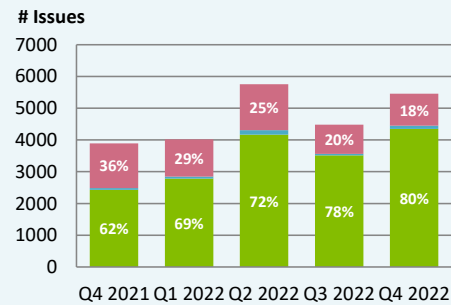
### 3.1 Timeline: Overall Sentiment



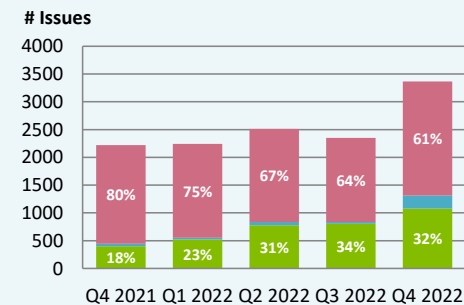
### 3.2 Timeline: User Involvement



### 3.3 Timeline: Quality



### 3.4 Timeline: Service Access



Positive Neutral Negative

### Satisfaction Over Time



Overall Satisfaction:  
User Involvement:  
Quality:  
Service Access:

Quarterly

Up by 2%  
Up by 4%  
Up by 2%  
Down by 2%

Annually

Up by 17%  
Up by 19%  
Up by 18%  
Up by 14%

### Trends by Satisfaction Level



Quality (77%)  
Staff Attitude (73%)  
Support (72%)  
Involvement (71%)  
Communication (64%)



Telephone (9%)  
Administration (17%)  
Waiting List (30%)  
Booking (32%)  
Timing (39%)

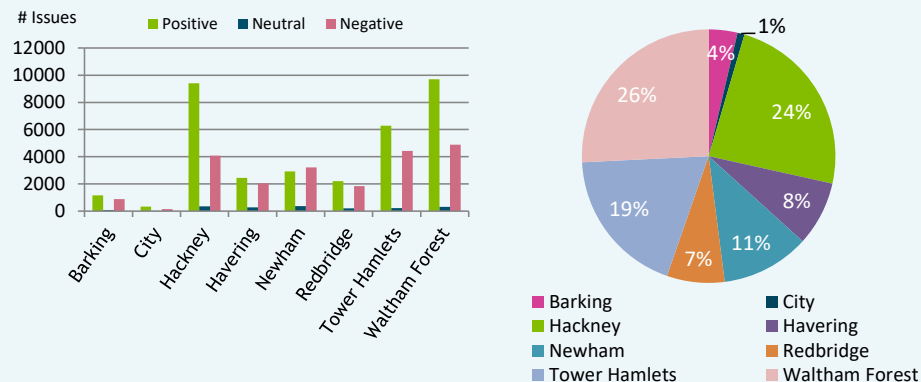
# Health and Care Services in North East London (NEL)

1 April 2022 - 31 March 2023

## Community Insight Dashboard



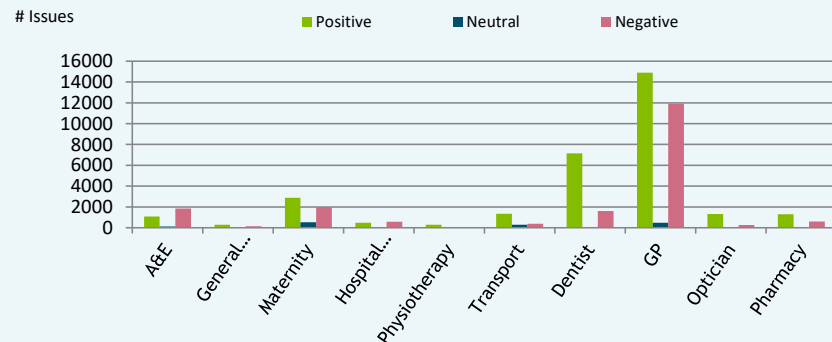
### 4. Feedback by Borough



### 5. Equalities

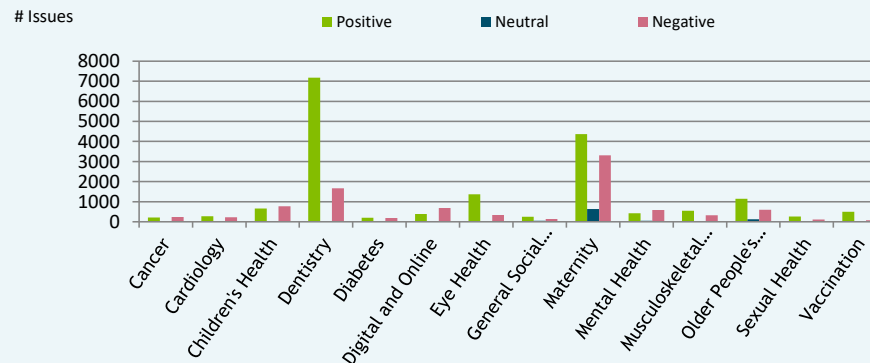


### 6. Services



Top services displayed

### 7. Conditions/Topics



Top conditions/topics displayed

### Services by Satisfaction Level



Optician (82%)  
Dentist (81%)  
Physiotherapy (81%)  
Pharmacy (67%)  
General Inpatients (66%)



A&E (35%)  
Maternity (53%)  
GP (54%)  
Transport (66%)

### Conditions/Topics by Satisfaction Level



Vaccination (86%)  
Dentistry (80%)  
Eye Health (79%)  
Sexual Health (67%)  
MSK (62%)



Digital and Online (35%)  
Mental Health (39%)  
Cancer (44%)  
Children's Health (45%)  
Diabetes (49%)