

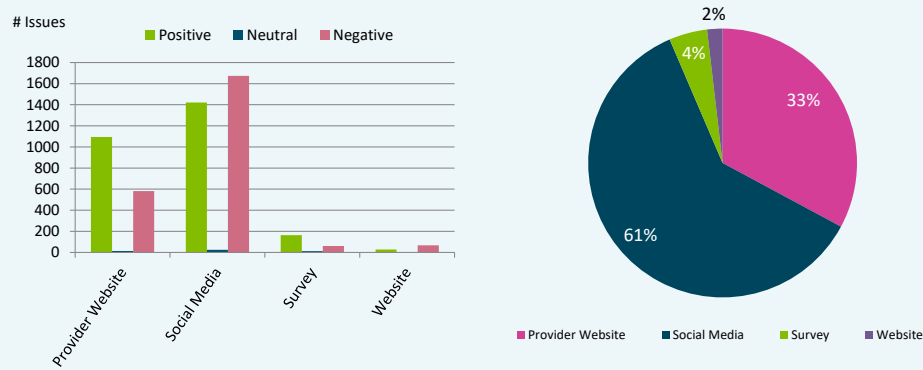
Waltham Forest, GP Services

1 April 2022 - 31 March 2023

Community Insight Dashboard

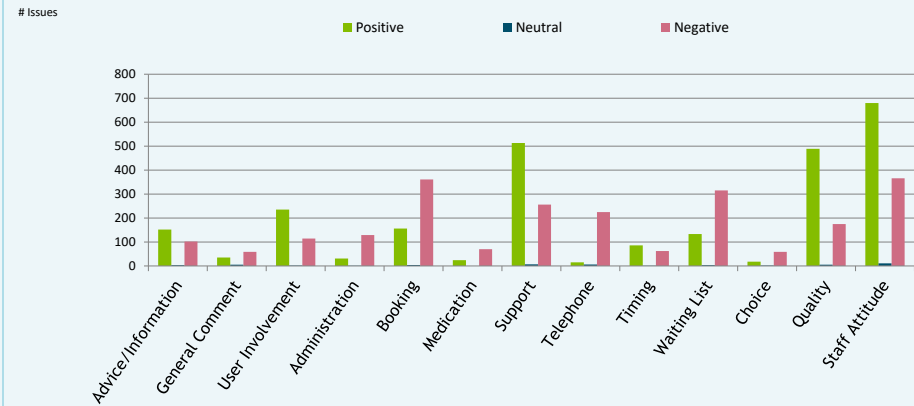


1. Source: 5294 issues from 1210 people



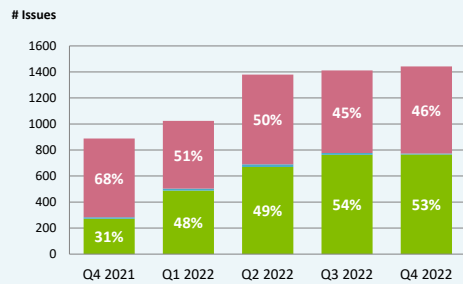
Top sources displayed

2. Trends

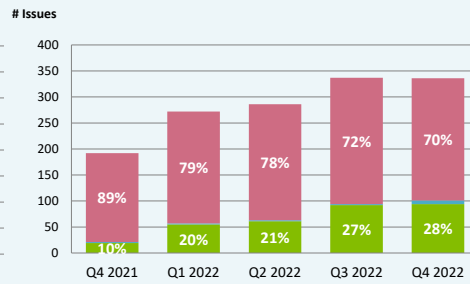


Top trends displayed

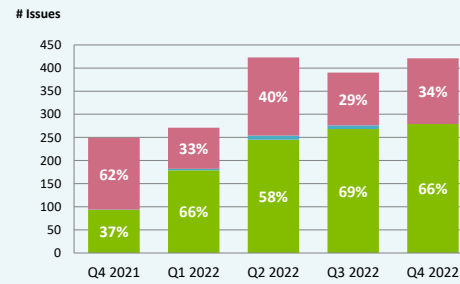
3.1 Timeline: Overall Sentiment



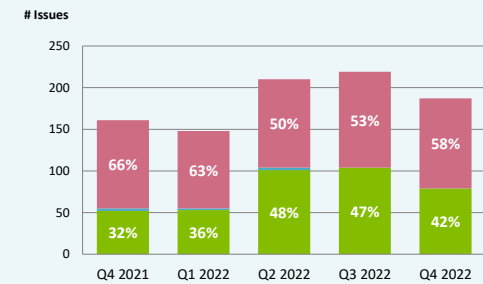
3.2 Timeline: Service Access



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

Down by 1%
Up by 1%
Down by 3%
Down by 5%

Annually

Up by 22%
Up by 18%
Up by 29%
Up by 10%

Trends by Satisfaction Level



Quality (73%)
User Involvement (66%)
Support (66%)
Staff Attitude (64%)
Advice/Information (59%)



Telephone (6%)
Administration (19%)
Choice (22%)
Medication (25%)
Waiting List (29%)

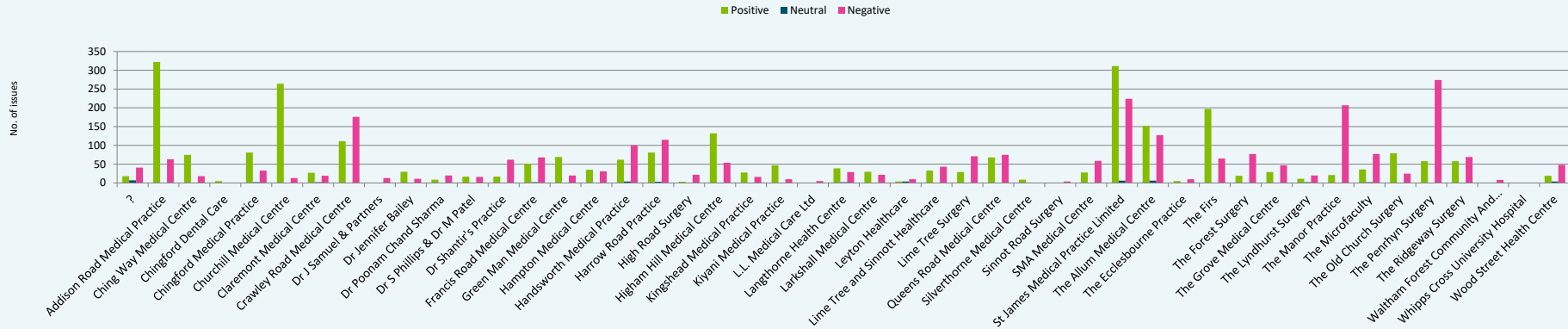
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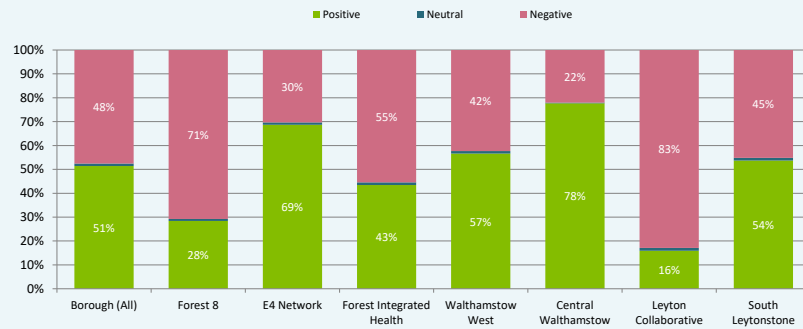
Community Insight Dashboard



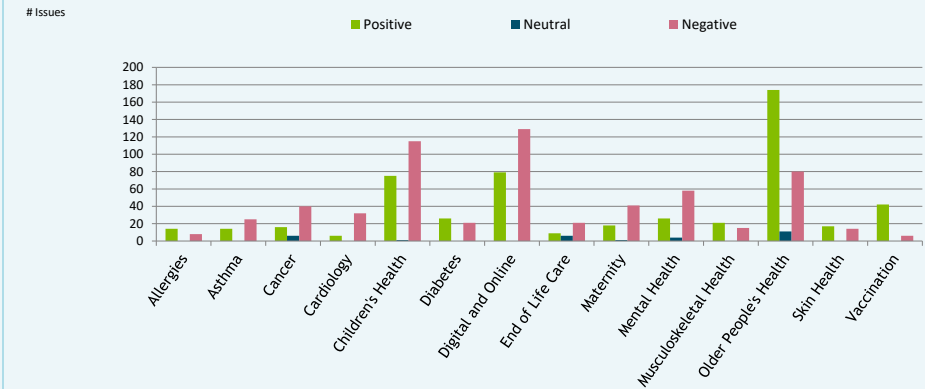
4. Practices



5. Primary Care Networks (PCNs)



6. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



Vaccination (87%)
Older People's Health (65%)
Allergies (63%)
Musculoskeletal Health (58%)
Diabetes (55%)



Cardiology (15%)
End of Life Care (25%)
Cancer (25%)
Mental Health (29%)
Maternity (30%)