

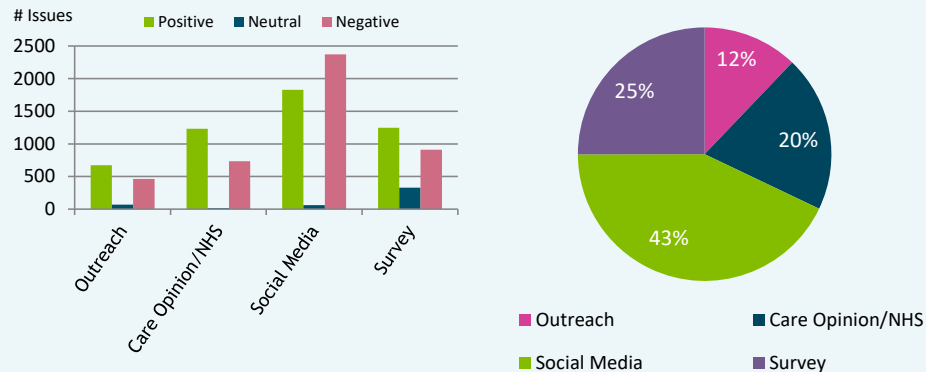
Hospital Services in North East London (NEL)

1 April 2022 - 31 March 2023

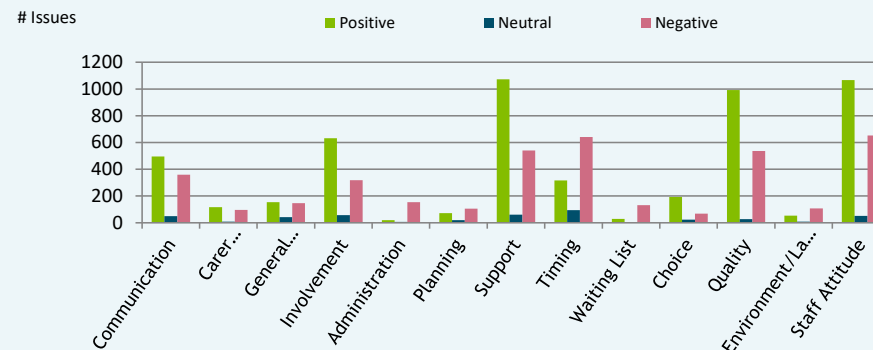
Community Insight Dashboard



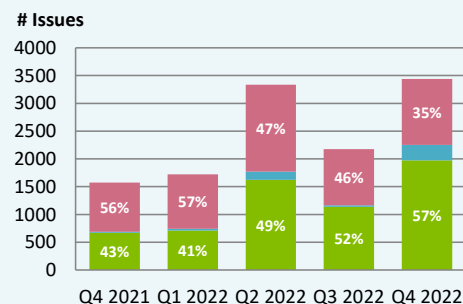
1. Source: 10692 issues from 2482 people



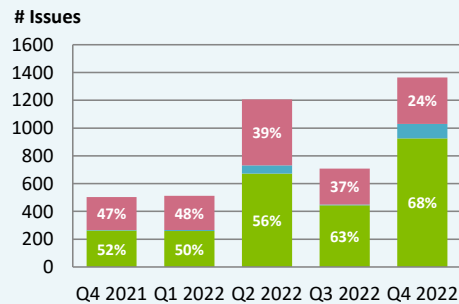
2. Trends



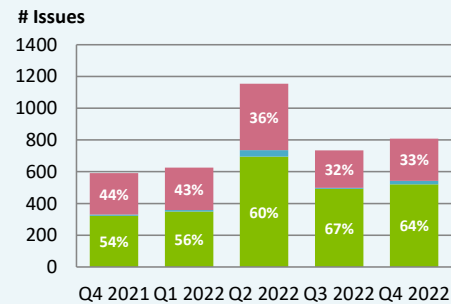
3.1 Timeline: Overall Sentiment



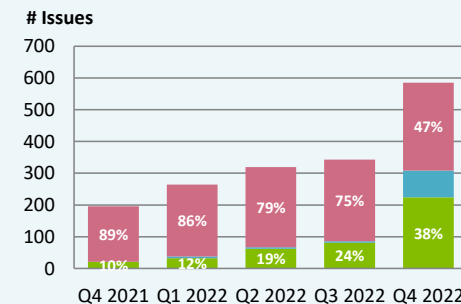
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Up by 5%
Up by 5%
Down by 3%
Up by 14%

Annually

Up by 14%
Up by 16%
Up by 10%
Up by 28%

Trends by Satisfaction Level



Choice (67%)
Support (64%)
Quality (63%)
Involvement (62%)
Staff Attitude (60%)



Administration (10%)
Waiting List (18%)
Timing (30%)
Environment (31%)
Planning (36%)

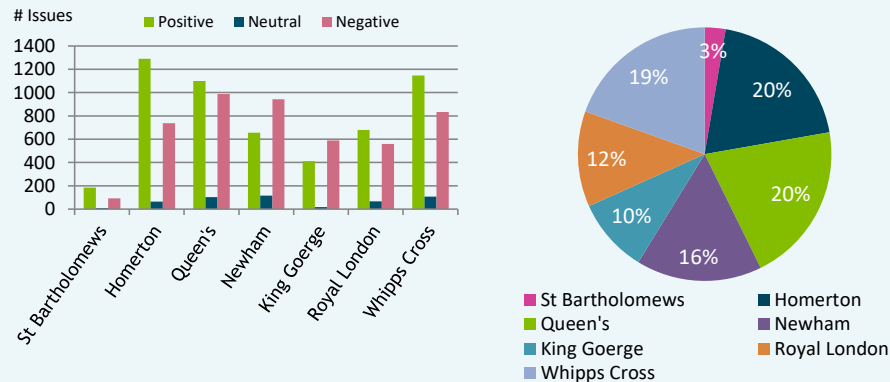
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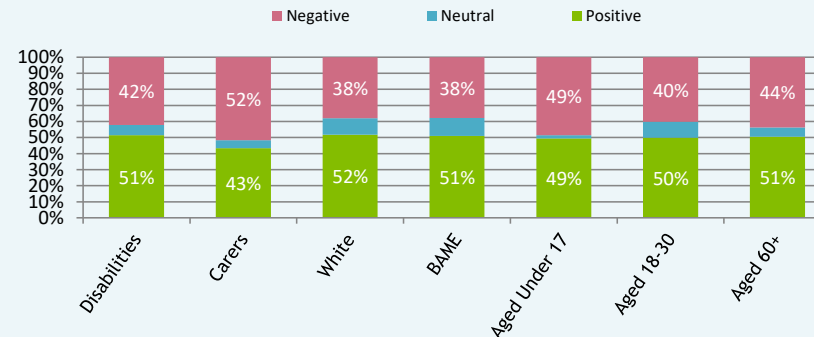
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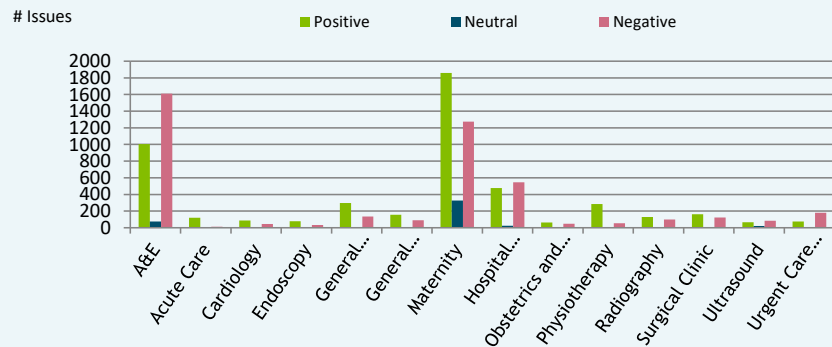
4. Feedback by Hospital



5. Equalities

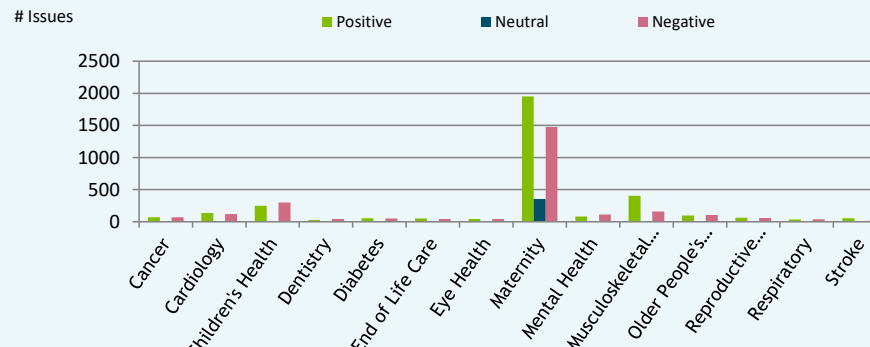


6. Services



Top services displayed

7. Conditions/Topics



Top conditions/topics displayed

Services by Satisfaction Level



Acute Care (87%)
Physiotherapy (83%)
Endoscopy (69%)
General Inpatients (68%)
Cardiology (63%)



Urgent Care Centre (29%)
A&E (37%)
Ultrasound (38%)
Maternity (53%)
Radiography (55%)

Conditions/Topics by Satisfaction Level



Stroke (77%)
MSK (71%)
End of Life Care (53%)
Reproductive Health (52%)
Maternity (52%)



Dentistry (39%)
Mental Health (39%)
Respiratory (44%)
Children's Health (44%)
Older People (45%)