# Waltham Forest, Health & Care Services

*1 January - 31 March 2023*

**Community Insight Dashboard**

## 1. Source: 5289 issues from 1222 people

# Issues

Legend: Positive, Neutral, Negative

Bar chart (# Issues, scale 0–2500) by source:
- Provider Website
- Social Media
- Survey
- Website

Pie chart:
- Provider Website 13%
- Social Media 59%
- Survey 26%
- Website 2%
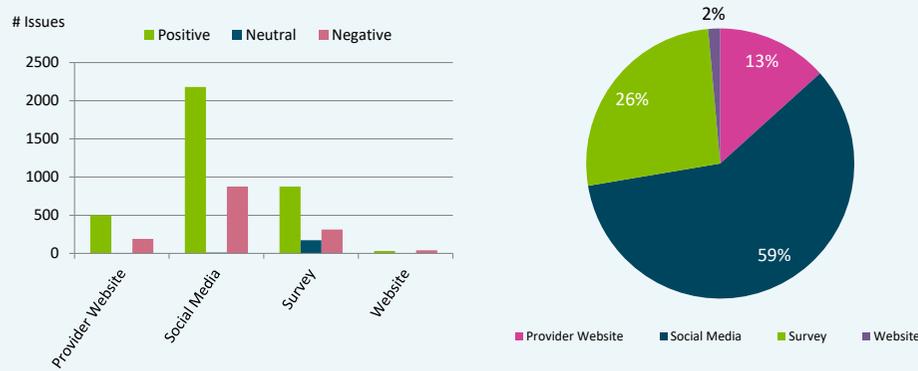
*Top sources displayed*

## 2. Trends

# Issues

Legend: Positive, Neutral, Negative

Bar chart (# Issues, scale 0–900) by category:
- Advice/Information
- General Comment
- User Involvement
- Administration
- Booking
- Planning
- Support
- Telephone
- Timing
- Waiting List
- Choice
- Quality
- Staff Attitude
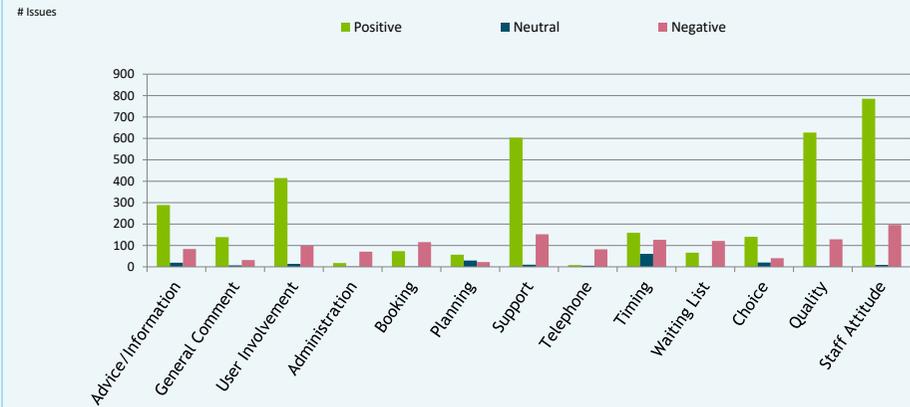
*Top trends displayed*

## 3.1 Timeline: Overall Sentiment

# Issues

| | Q4 2021 | Q1 2022 | Q2 2022 | Q3 2022 | Q4 2022 |
|---|---|---|---|---|---|
| Negative | 43% | 40% | 35% | 34% | 28% |
| Positive | 56% | 59% | 64% | 65% | 68% |
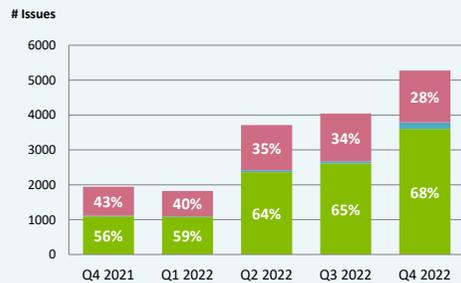
## 3.2 Timeline: User Involvement

# Issues

| | Q4 2021 | Q1 2022 | Q2 2022 | Q3 2022 | Q4 2022 |
|---|---|---|---|---|---|
| Negative | 32% | 26% | 26% | 26% | 20% |
| Positive | 67% | 73% | 73% | 72% | 78% |

## 3.3 Timeline: Quality

# Issues

| | Q4 2021 | Q1 2022 | Q2 2022 | Q3 2022 | Q4 2022 |
|---|---|---|---|---|---|
| Negative | 29% | 22% | 22% | 22% | 19% |
| Positive | 69% | 77% | 77% | 78% | 81% |
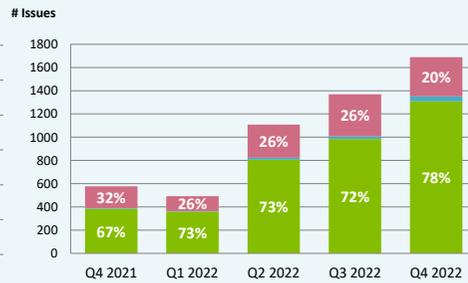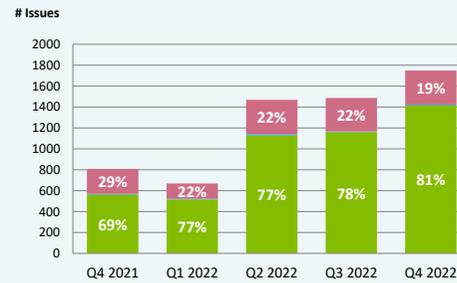
## Timeline: 3.4 Service Access

# Issues

| | Q4 2021 | Q1 2022 | Q2 2022 | Q3 2022 | Q4 2022 |
|---|---|---|---|---|---|
| Negative | 77% | 72% | 68% | 59% | 55% |
| Positive | 22% | 27% | 31% | 40% | 37% |

Legend: Positive, Neutral, Negative
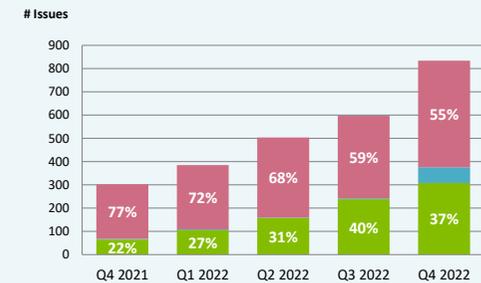
## Satisfaction Over Time

| | Quarterly | Annually |
|---|---|---|
| Overall Satisfaction: | Up by 3% | Up by 12% |
| User Involvement: | Up by 6% | Up by 11% |
| Quality: | Up by 3% | Up by 12% |
| Service Access: | Down by 3% | Up by 15% |

## Trends by Satisfaction Level

- Quality (82%)
- Staff Attitude (79%)
- Support (78%)
- User Involvement (78%)
- Advice/Information (73%)

- Telephone (8%)
- Administration (20%)
- Waiting List (35%)
- Booking (38%)
- Timing (45%)

## 4. Service Sector

# Issues

Legend: Positive (green), Neutral (dark blue), Negative (pink)



Categories: Community Service, Hospital Service, Primary Care Service, Social Care Service

Y-axis: 0, 500, 1000, 1500, 2000, 2500

## 5. Service Type

# Issues

Legend: Positive (green), Neutral (dark blue), Negative (pink)



Categories: Routine Screening, A&E, Maternity, Not Stated, Surgical Clinic, Transport, Dentist, GP

Y-axis: 0, 100, 200, 300, 400, 500, 600, 700, 800, 900

*Top services displayed*

## 6. Care Pathway

# Issues

Legend: Positive (green), Neutral (dark blue), Negative (pink)



Categories: Transport, Reception, Diagnosis/Testing, Clinical Treatment, Clinical Nursing, Discharge, Follow On

Y-axis: 0, 500, 1000, 1500, 2000, 2500
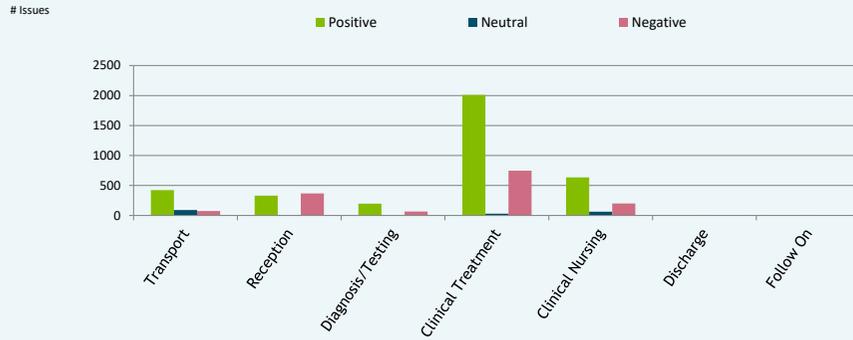
*Top pathways displayed*

## 7. Conditions/Topics

# Issues

Legend: Positive (green), Neutral (dark blue), Negative (pink)



Categories: Accident or trauma, Children's Health, Dentistry, Digital and Online, Eye Health, Maternity, Mental Health, Neurology, Older People's Health, Respiratory, Stroke, Vaccination

Y-axis: 0, 100, 200, 300, 400, 500, 600, 700, 800, 900
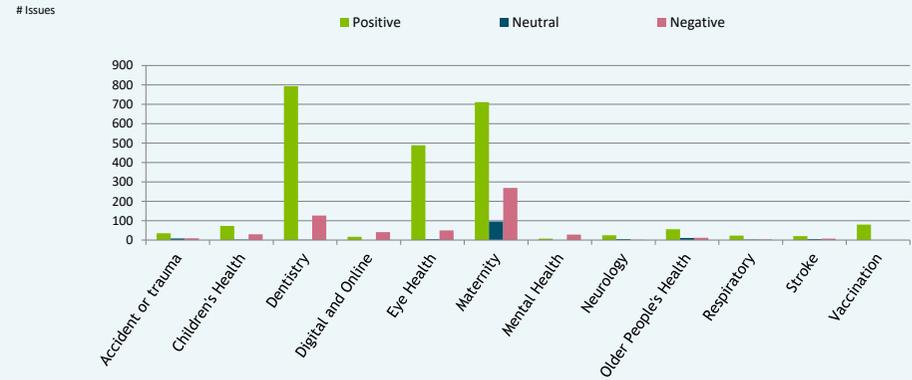
*Top conditions/topics displayed*

### Services by Satisfaction Level

**Routine Screening (87%)**
**Dentist (86%)**
**Transport (73%)**
**Maternity (62%)**

**A&E (47%)**
**GP (53%)**
**Surgical Clinic (62%)**

### Conditions/Topics by Satisfaction Level

**Eye Health (90%)**
**Dentistry (86%)**
**Respiratory (82%)**
**Neurology (80%)**
**Older People (70%)**

**Mental Health (20%)**
**Digital and Online (29%)**
**Stroke (62%)**
**Maternity (66%)**
**Accident or trauma (67%)**