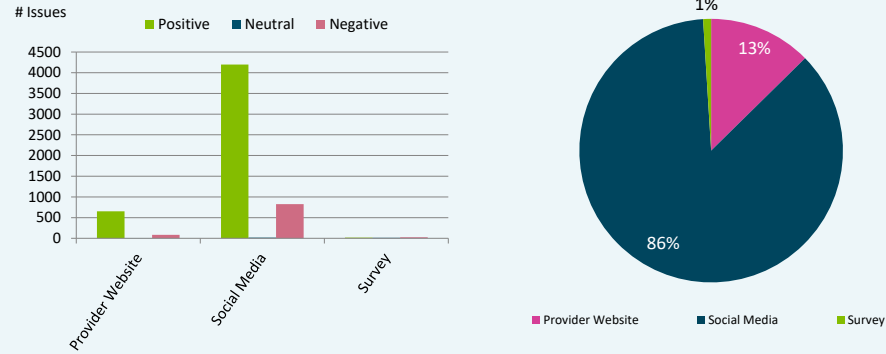


Waltham Forest, Health & Care Services



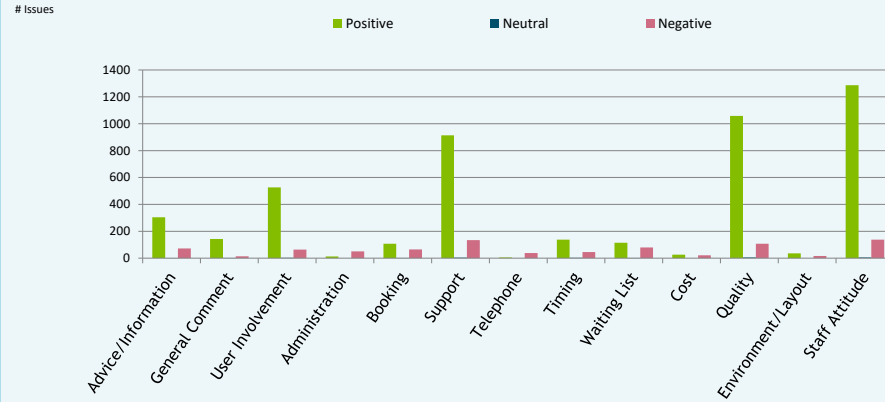
Qualitative Feedback, 1 January - 31 March 2025

1. Source: 5934 issues from 1485 people



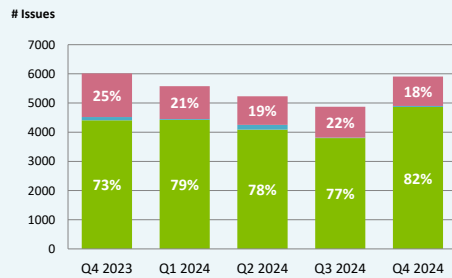
Top sources displayed

2. Trends

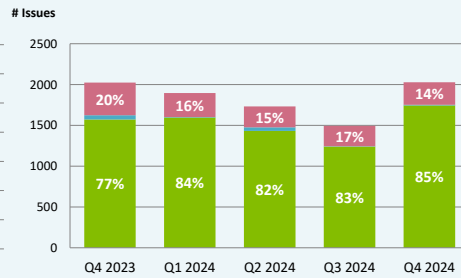


Top trends displayed

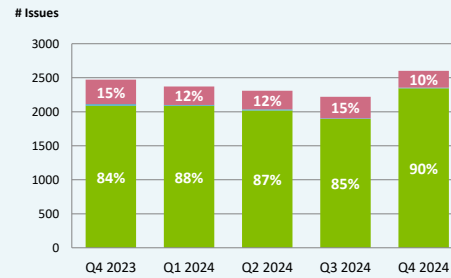
3.1 Timeline: Overall Sentiment



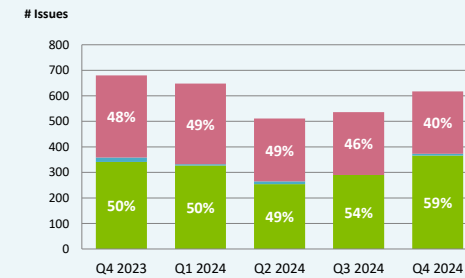
Timeline: 3.2 User Involvement



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 2%
Up by 5%
Up by 5%

Annually

Up by 9%
Up by 8%
Up by 6%
Up by 9%

Trends by Satisfaction Level



Quality (90%)
Staff Attitude (90%)
General Comment (89%)
User Involvement (88%)
Support (86%)



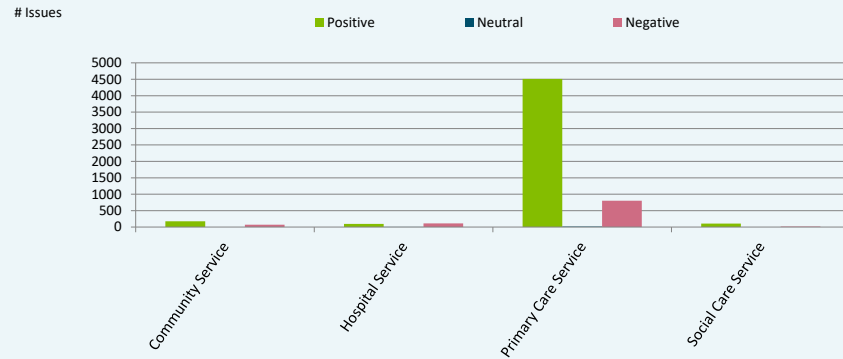
Telephone (11%)
Administration (20%)
Cost (55%)
Waiting List (58%)
Booking (61%)

Waltham Forest, Health & Care Services

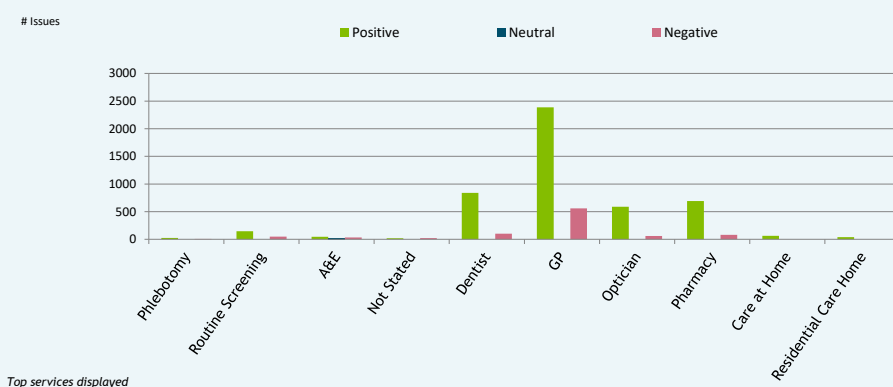


Qualitative Feedback, 1 January - 31 March 2025

4. Service Sector

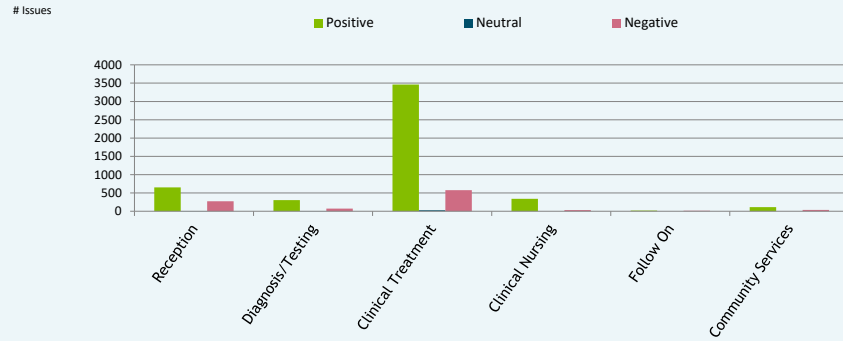


5. Service Type



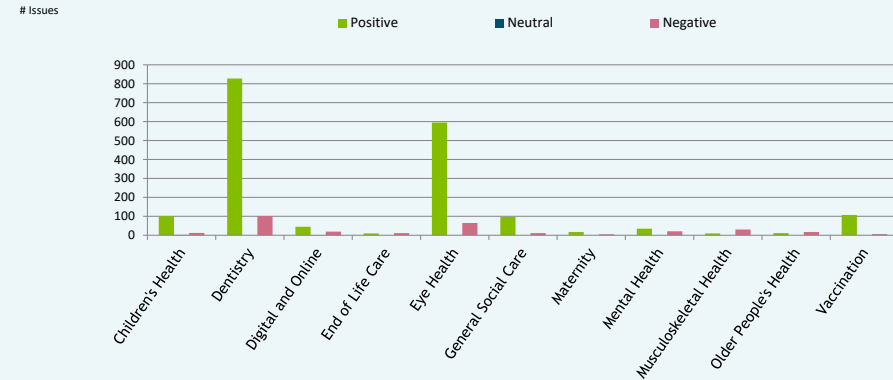
Top services displayed

6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions / topics displayed

Services by Satisfaction Level



Optician (90%)
Pharmacy (89%)
Dentist (89%)
GP (80%)



A&E (55%)
Routine Screening (75%)
Phlebotomy (78%)

Conditions/Topics by Satisfaction Level



Vaccination (94%)
Eye Health (90%)
General Social Care (89%)
Dentistry (89%)



Musculoskeletal Health (25%)
Older People's Health (39%)
End of Life Care (47%)