

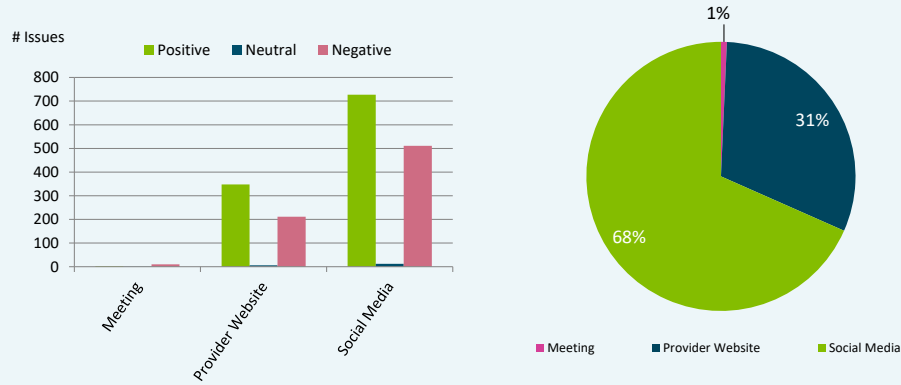
# Waltham Forest, Health & Care Services

1 April 2022 - 30 June 2022

## Community Insight Dashboard

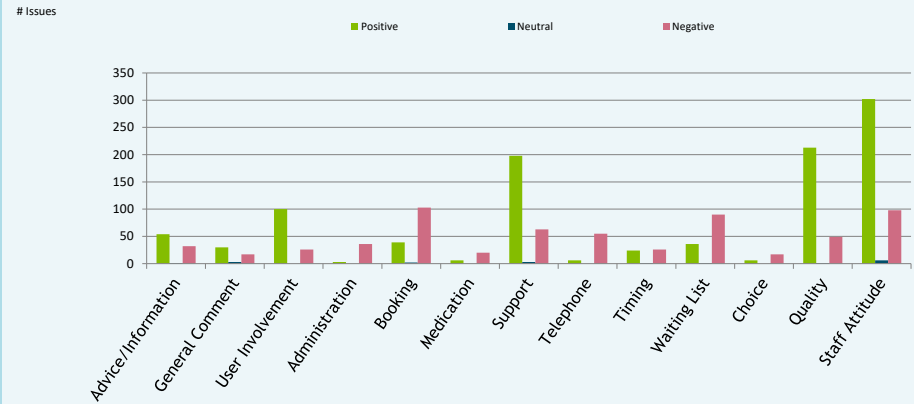


### 1. Source: 1828 issues from 424 people



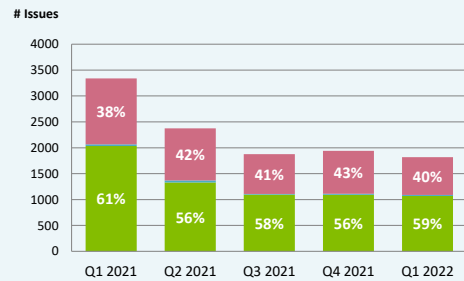
Top sources displayed

### 2. Trends

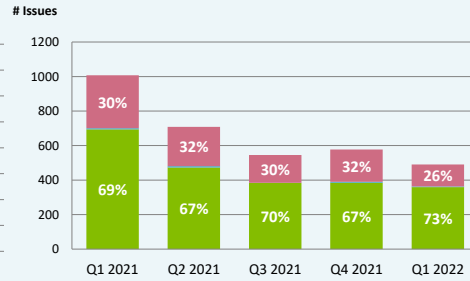


Top trends displayed

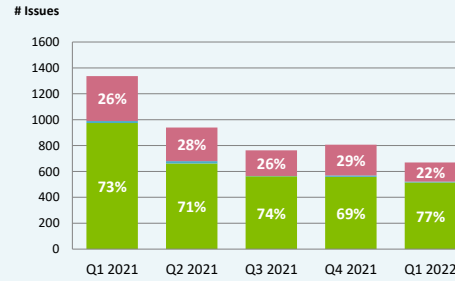
### 3.1 Timeline: Overall Sentiment



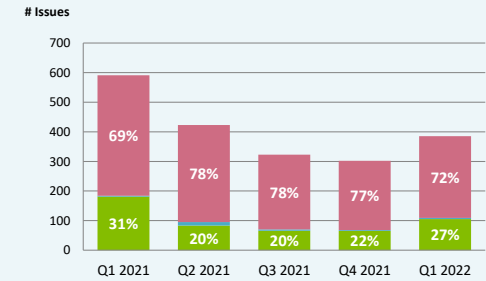
### Timeline: 3.2 User Involvement



### 3.3 Timeline: Quality



### Timeline: 3.4 Service Access



Positive Neutral Negative

### Satisfaction Over Time



Overall Satisfaction:  
User Involvement:  
Quality:  
Service Access:

#### Quarterly

Up by 3%  
Up by 6%  
Up by 8%  
Up by 5%

#### Annually

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

### Trends by Satisfaction Level



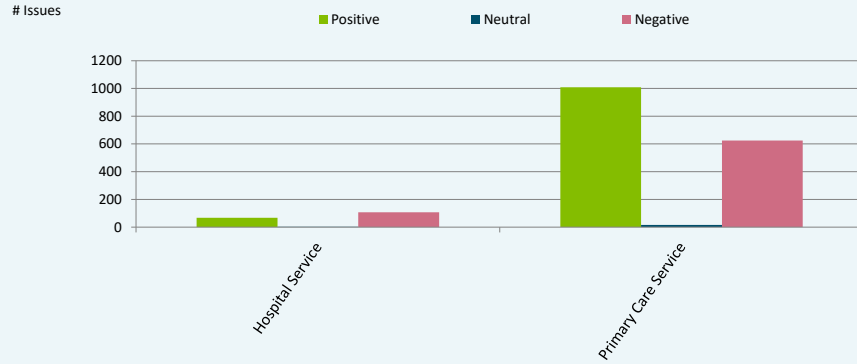
Quality (81%)  
User Involvement (79%)  
Support (75%)  
Staff Attitude (74%)  
Advice/Information (62%)



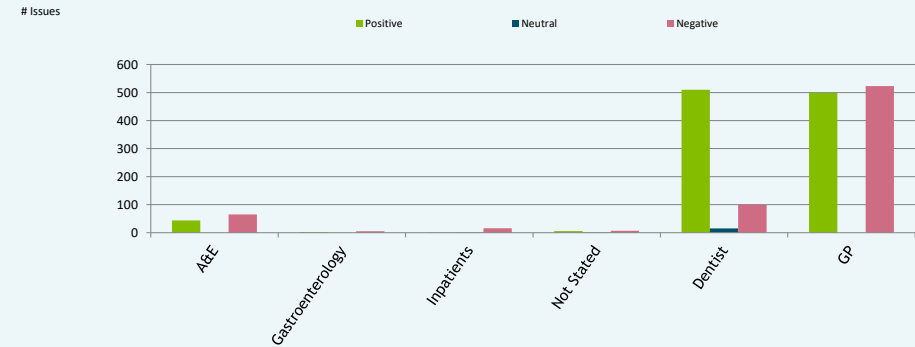
Administration (8%)  
Telephone (10%)  
Medication (23%)  
Choice (26%)  
Booking (27%)



## 4. Service Sector

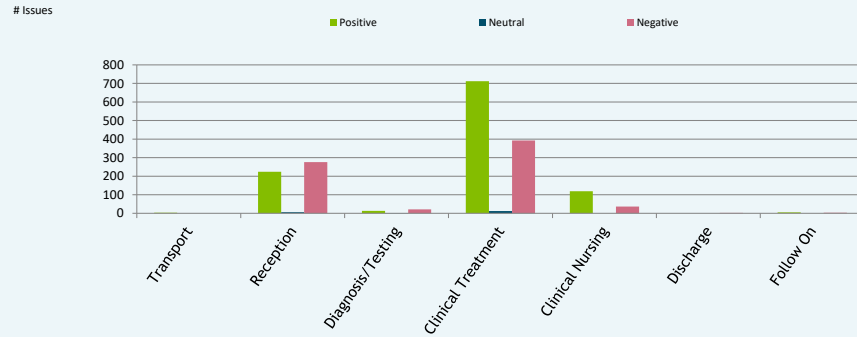


## 5. Service Type



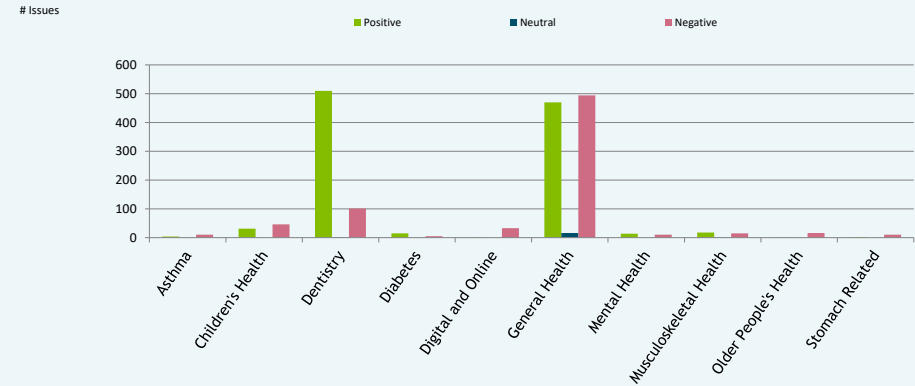
Top services displayed

## 6. Care Pathway



Top pathways displayed

## 7. Conditions/Topics



Top conditions/topics displayed

### Services by Satisfaction Level



Dentist (83%)  
GP (48%)



Inpatients (6%)  
Gastroenterology (29%)  
A&E (40%)

### Conditions/Topics by Satisfaction Level



Dentistry (83%)  
Diabetes (75%)  
Mental Health (58%)  
Musculoskeletal Health (53%)



Digital and Online (3%)  
Older People (6%)  
Stomach Related (17%)  
Asthma (29%)  
Children's Health (40%)