

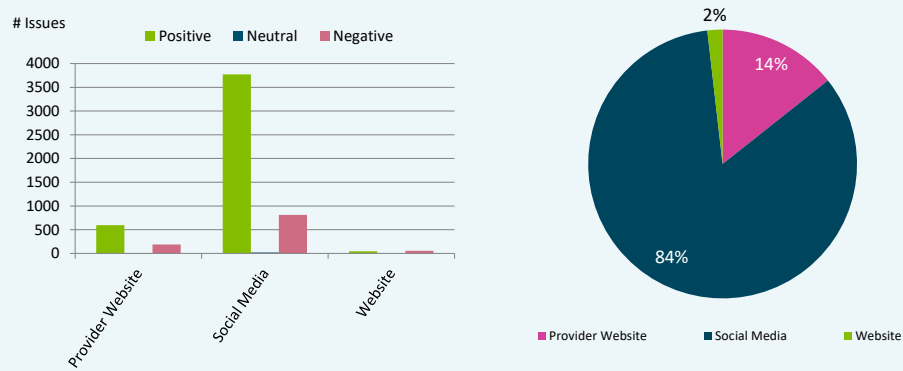
# Waltham Forest, Health & Care Services

1 April - 30 June 2024

## Community Insight Dashboard

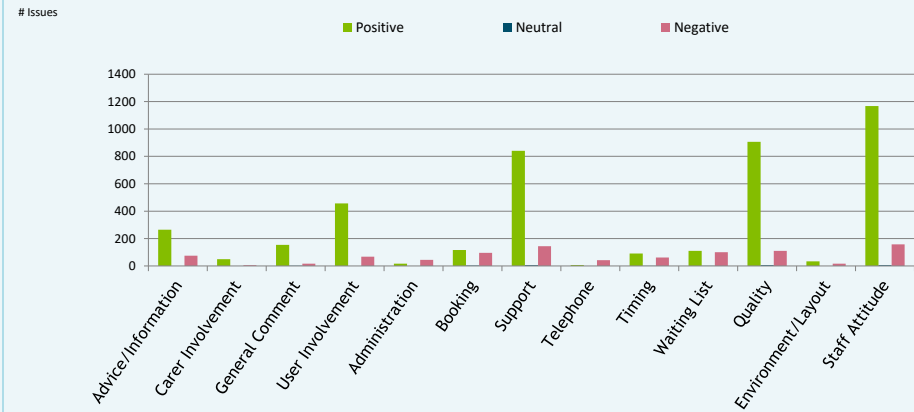


### 1. Source: 5568 issues from 1354 people



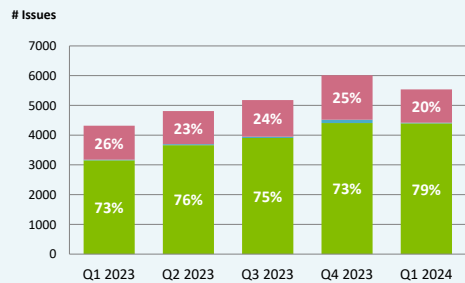
Top sources displayed

### 2. Trends

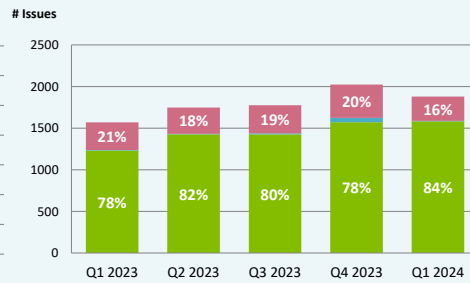


Top trends displayed

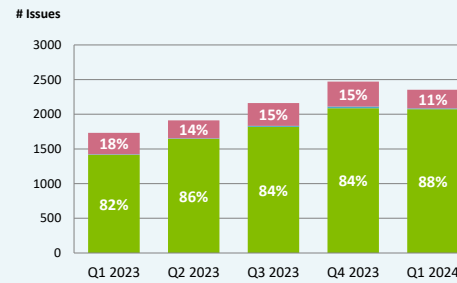
### 3.1 Timeline: Overall Sentiment



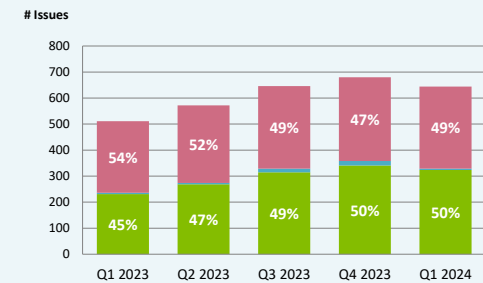
### 3.2 Timeline: User Involvement



### 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 6%  
Up by 6%  
Up by 4%  
No Change

#### Annually

Up by 6%  
Up by 6%  
Up by 6%  
Up by 5%

### Trends by Satisfaction Level



Carer Involvement (90%)  
Quality (88%)  
Staff Attitude (87%)  
User Involvement (87%)  
Support (84%)



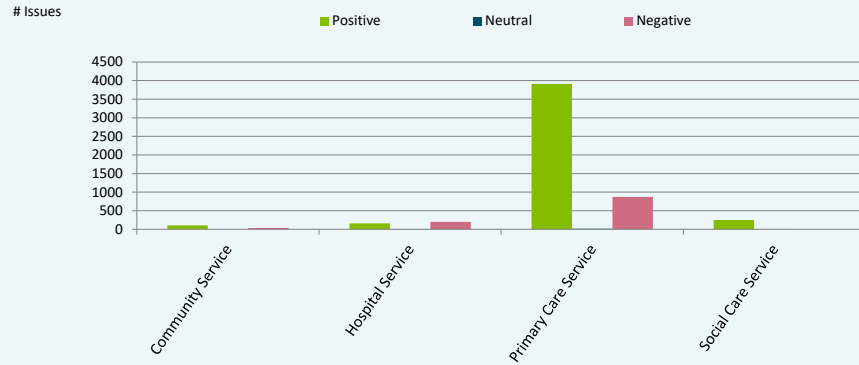
Telephone (14%)  
Administration (26%)  
Waiting List (51%)  
Booking (53%)  
Timing (59%)

# Waltham Forest, Health & Care Services

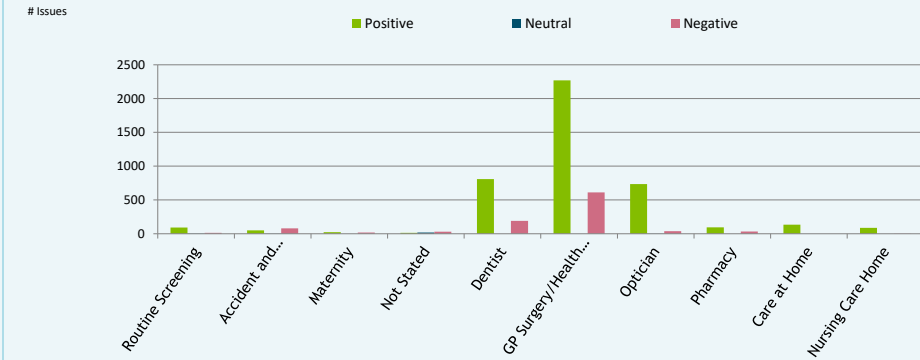
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## Community Insight Dashboard

### 4. Service Sector

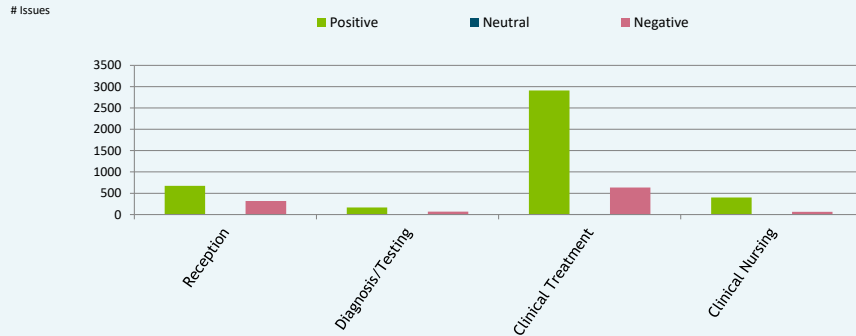


### 5. Service Type



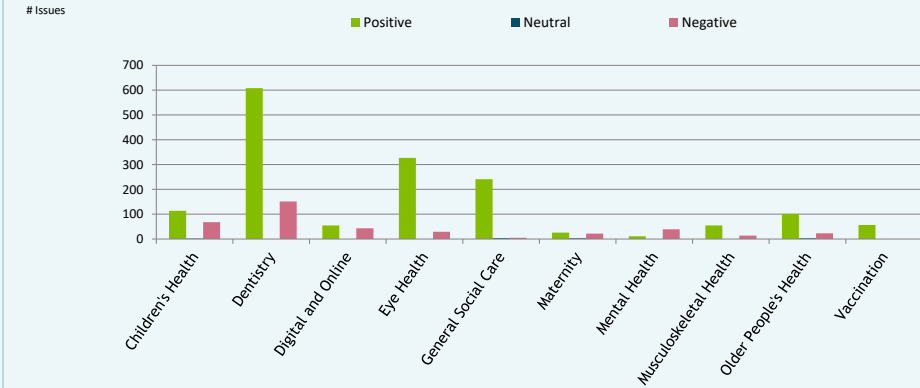
Top services displayed

### 6. Care Pathway



Top pathways displayed

### 7. Conditions/Topics



Top conditions/topics displayed

### Services by Satisfaction Level



Care at Home (99%)  
Nursing Care Home (97%)  
Optician (95%)  
Routine Screening (87%)  
Dentist (81%)



A&E (37%)  
Maternity (52%)  
Pharmacy (73%)  
GP (78%)

### Conditions/Topics by Satisfaction Level



General Social Care (96%)  
Eye Health (91%)  
Dentistry (80%)  
Musculoskeletal Health (79%)  
Older People's Health (79%)



Mental Health (22%)  
Maternity (50%)  
Digital and Online (56%)  
Children's Health (61%)