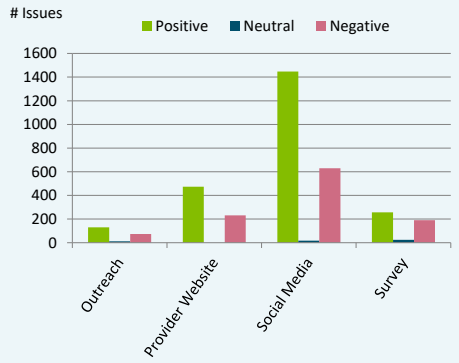
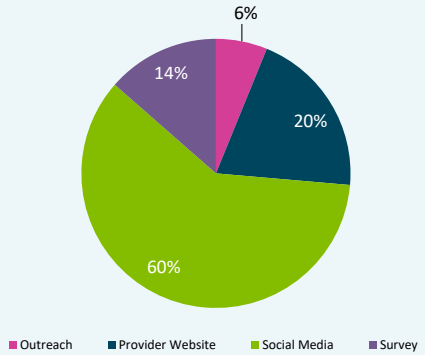
Waltham Forest, Health & Care Services

1 July 2022 - 30 September 2022

Community Insight Dashboard

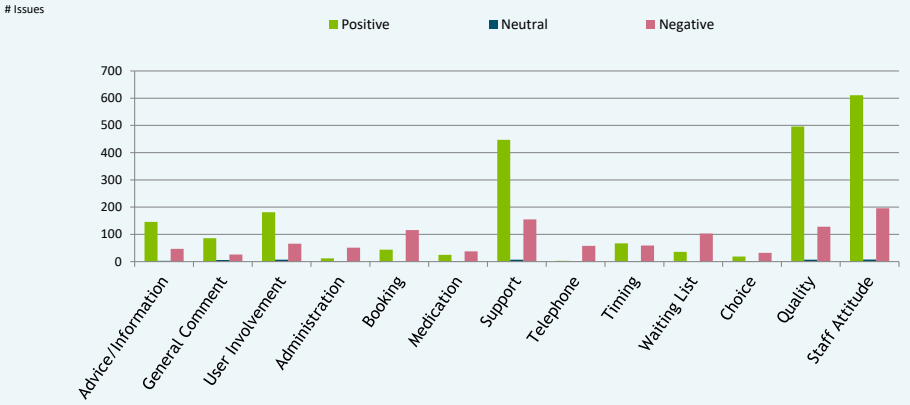
1. Source: 3672 issues from 887 people





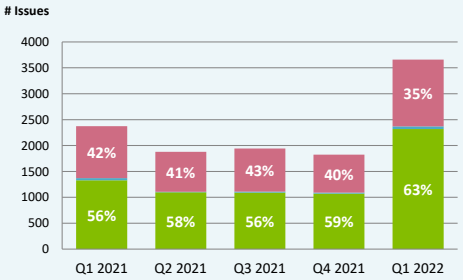
Top sources displayed

2. Trends

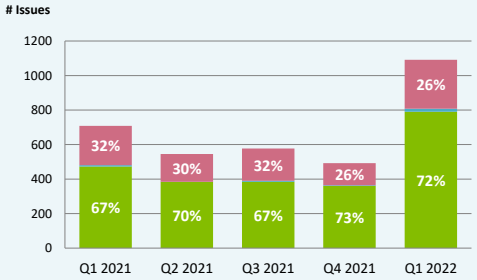


Top trends displayed

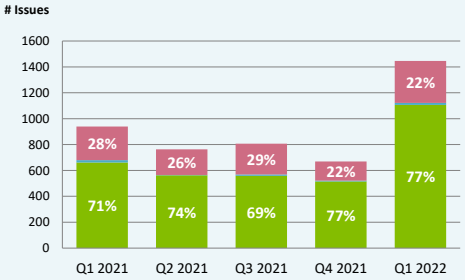
3.1 Timeline: Overall Sentiment



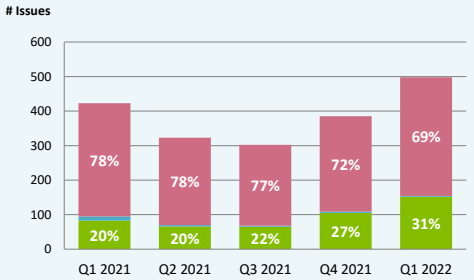
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



Positive Neutral Negative

Satisfaction Over Time

	Quarterly	Annually
Overall Satisfaction:	Up by 4%	Up by 7%
User Involvement:	Down by 1%	Up by 5%
Quality:	No Change	Up by 6%
Service Access:	Up by 4%	Up by 11%

Trends by Satisfaction Level

Quality (78%)
Staff Attitude (74%)
Advice/Information (74%)
Support (73%)
User Involvement (71%)

Telephone (4%)
Administration (18%)
Waiting List (25%)
Booking (27%)
Choice (36%)

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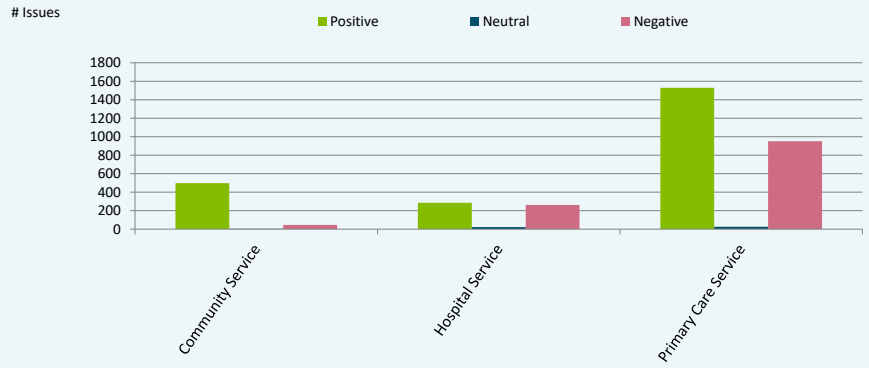
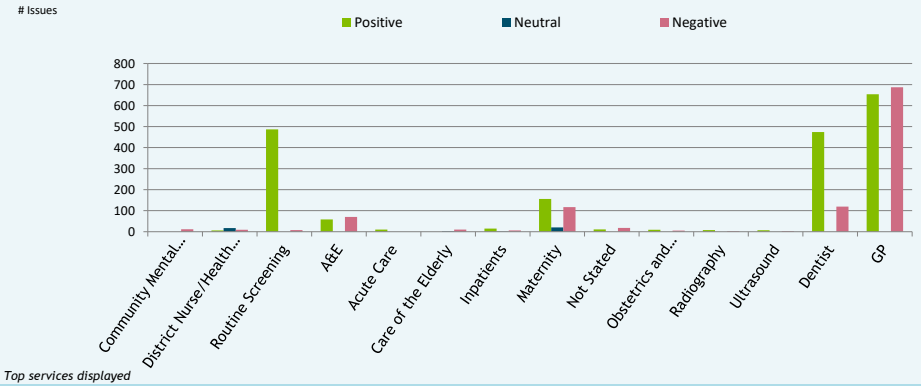
4. Service Sector

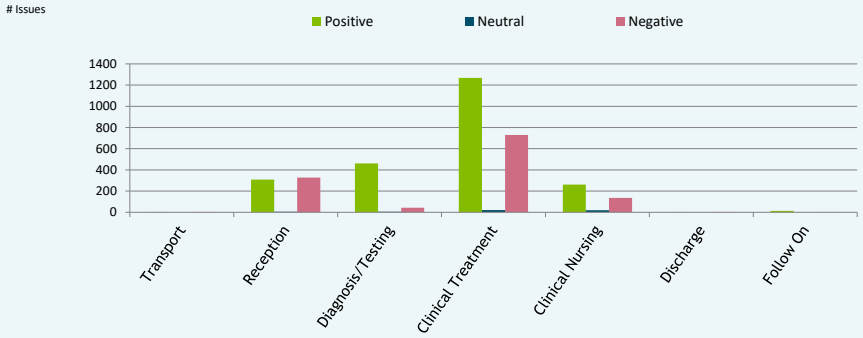


5. Service Type



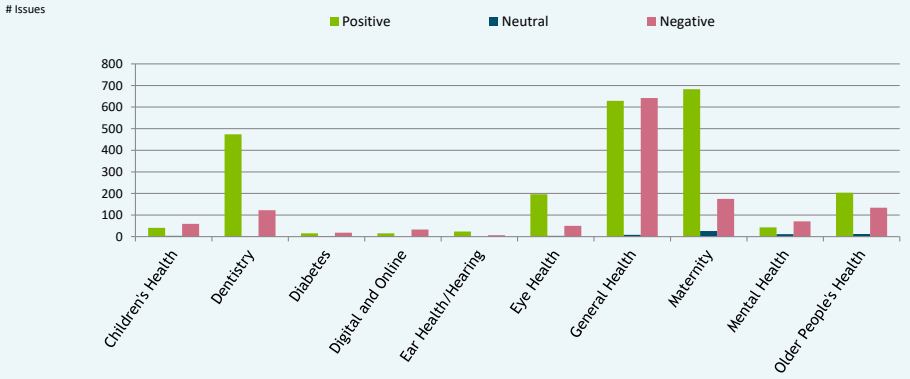
Top services displayed

6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions/topics displayed

Services by Satisfaction Level

Routine Screening (97%)
Dentist (79%)
Radiography (72%)
Inpatients (71%)
Gynaecology (64%)

District Nurse/Health Visitor (40%)
A&E (44%)
GP (48%)
Maternity (53%)
Ultrasound (58%)

Conditions/Topics by Satisfaction Level

Dentistry (79%)
Eye Health (78%)
Ear Health/Hearing (77%)
Maternity (77%)
Older People's Health (58%)

Digital and Online (31%)
Mental Health (34%)
Children's Health (39%)
Diabetes (44%)
General Health (49%)