

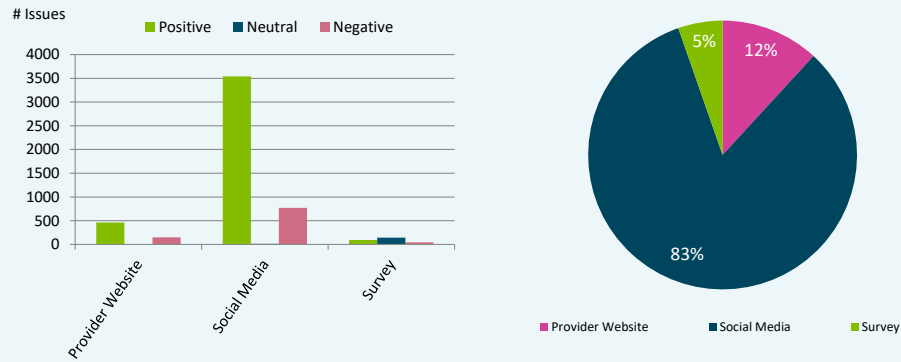
Waltham Forest, Health & Care Services

1 July - 30 September 2024

Community Insight Dashboard

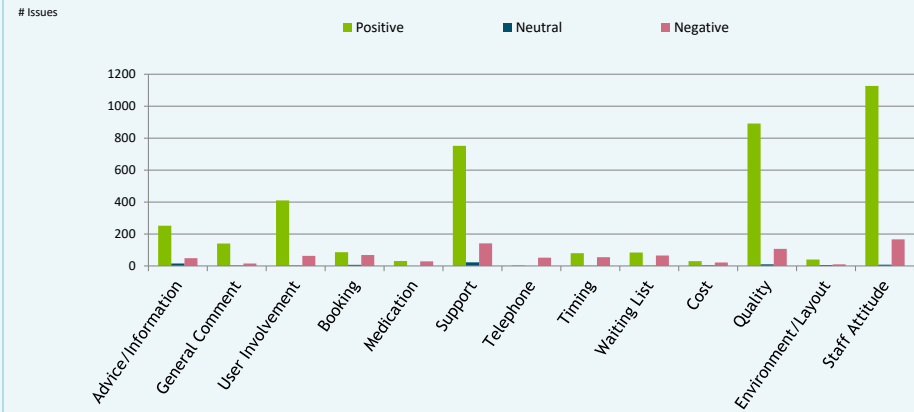


1. Source: 5245 issues from 1363 people



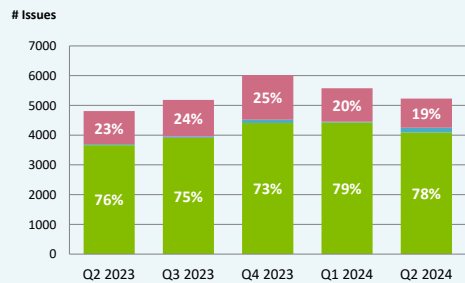
Top sources displayed

2. Trends

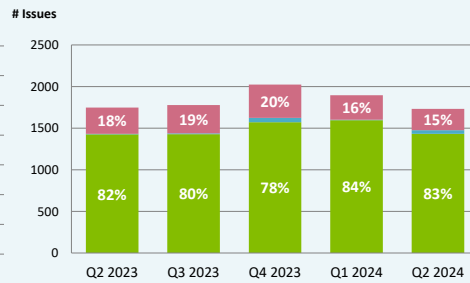


Top trends displayed

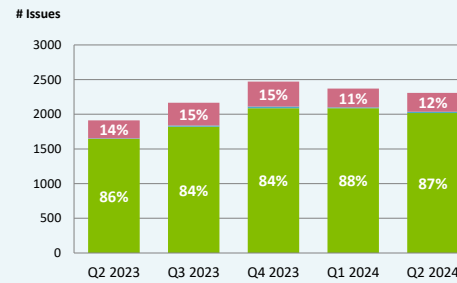
3.1 Timeline: Overall Sentiment



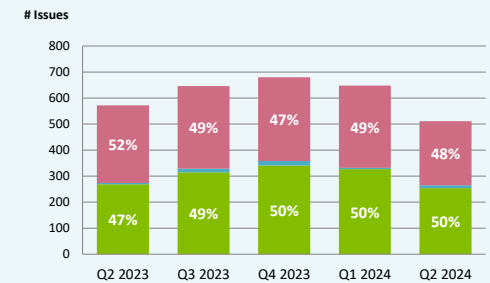
3.2 Timeline: User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



Positive Neutral Negative

Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Down by 1%
Down by 1%
Down by 1%
No Change

Annually

Up by 2%
Up by 1%
Up by 1%
Up by 3%

Trends by Satisfaction Level



Quality (88%)
Staff Attitude (86%)
User Involvement (86%)
Support (82%)
Advice/Information (79%)



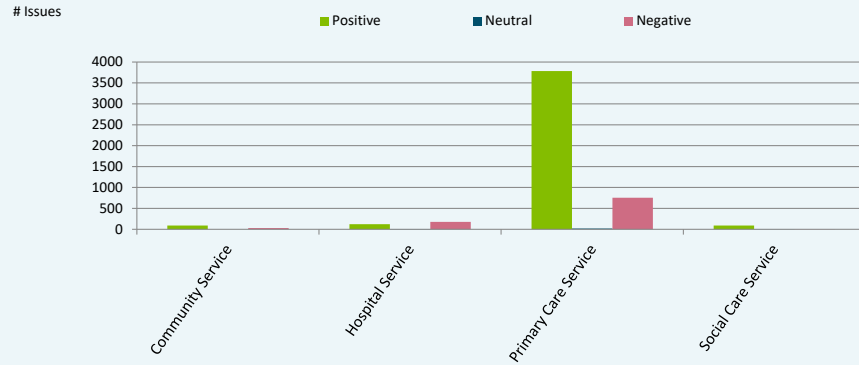
Telephone (7%)
Medication (51%)
Booking (53%)
Waiting List (55%)
Timing (58%)

Waltham Forest, Health & Care Services

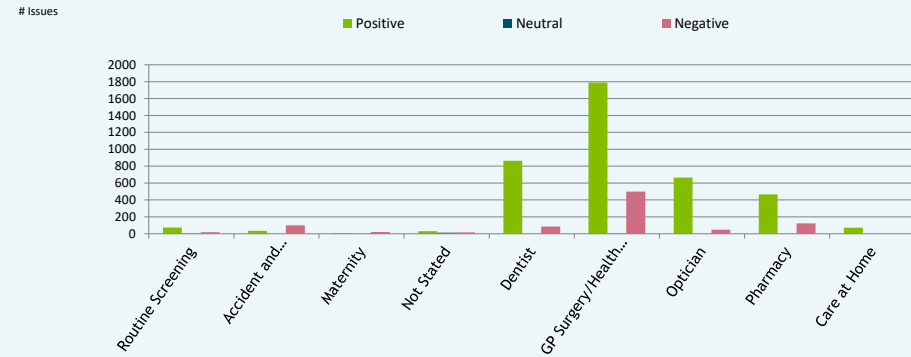
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Community Insight Dashboard

4. Service Sector

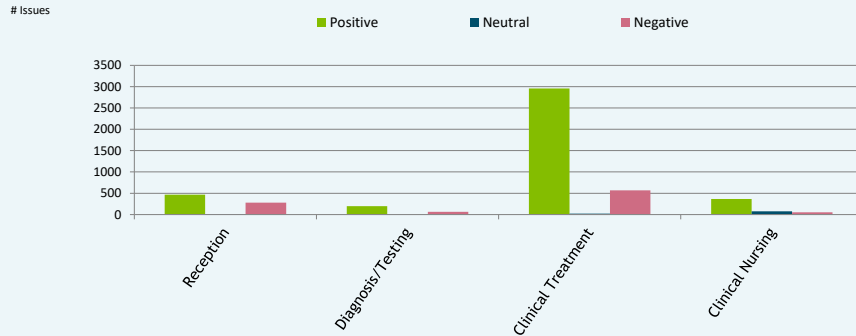


5. Service Type



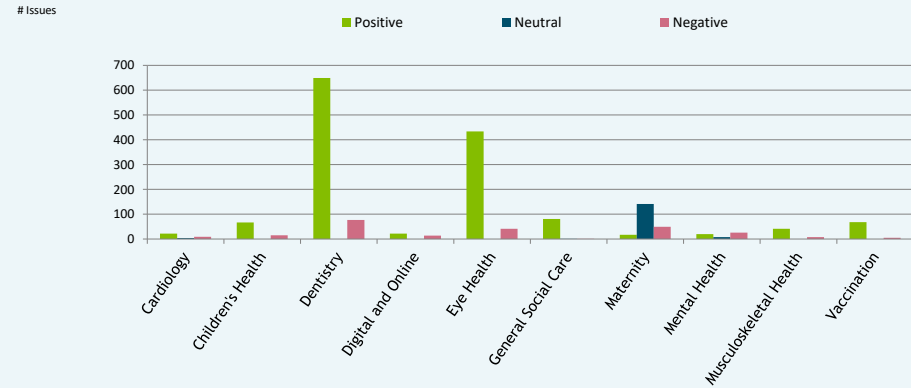
Top services displayed

6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions/topics displayed

Services by Satisfaction Level



Optician (93%)
Dentist (90%)
Community Screening (80%)



Maternity (25%)
A&E (25%)
GP (77%)
Pharmacy (78%)

Conditions/Topics by Satisfaction Level



General Social Care (97%)
Vaccination (93%)
Eye Health (91%)
Dentistry (89%)
Musculoskeletal Health (83%)



Maternity (8%)
Mental Health (37%)
Digital and Online (61%)
Cardiology (62%)
Children's Health (81%)