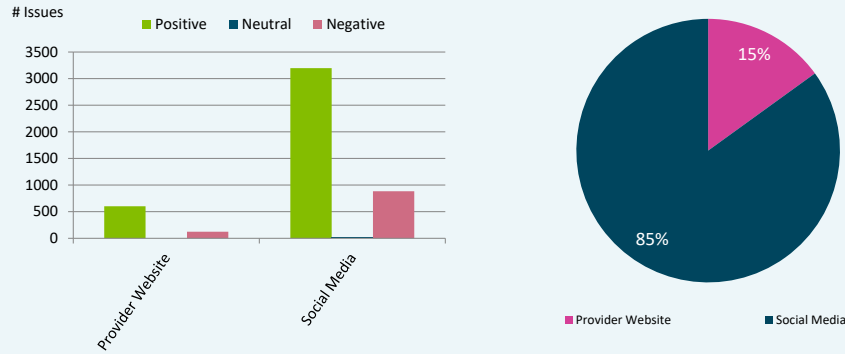


# Tower Hamlets, Health & Care Services



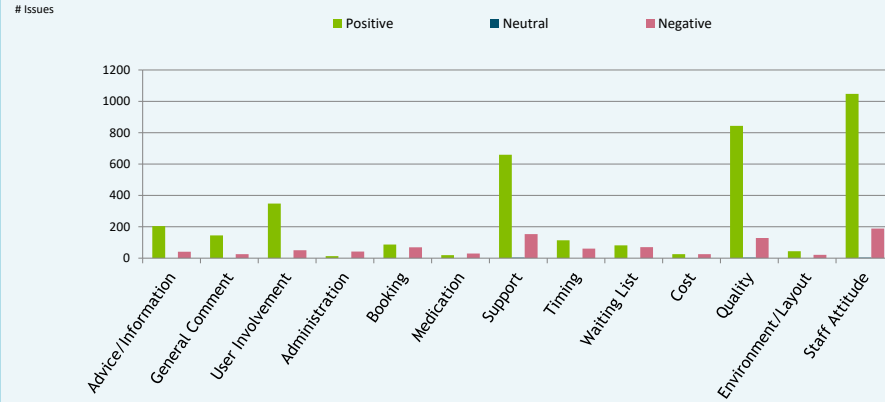
Qualitative Feedback, 1 October - 31 December 2024

## 1. Source: 4874 issues from 1313 people



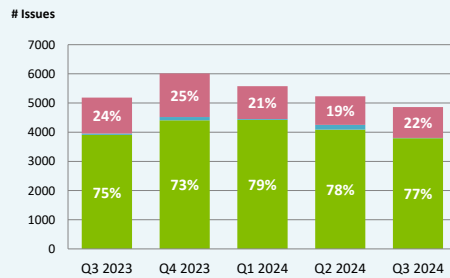
Top sources displayed

## 2. Trends

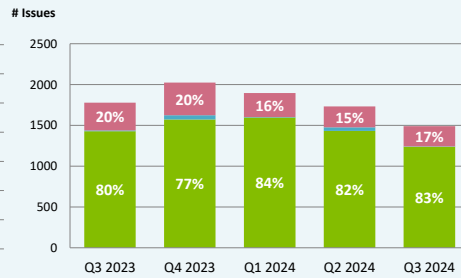


Top trends displayed

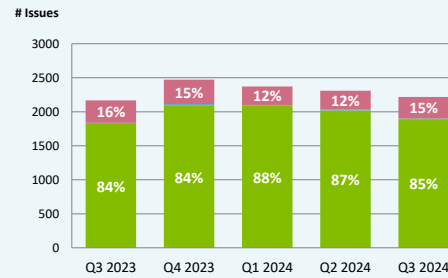
### 3.1 Timeline: Overall Sentiment



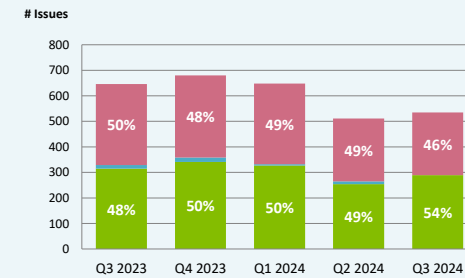
### Timeline: 3.2 User Involvement



### 3.3 Timeline: Quality



### Timeline: 3.4 Service Access



## Satisfaction Over Time



Overall Satisfaction:  
User Involvement:  
Quality:  
Service Access:

### Quarterly

Down by 1%  
Up by 1%  
Down by 2%  
Up by 5%

### Annually

Up by 2%  
Up by 3%  
Up by 1%  
Up by 6%

## Trends by Satisfaction Level



User Involvement (87%)  
Quality (86%)  
General Comment (84%)  
Staff Attitude (84%)  
Advice/Information (83%)



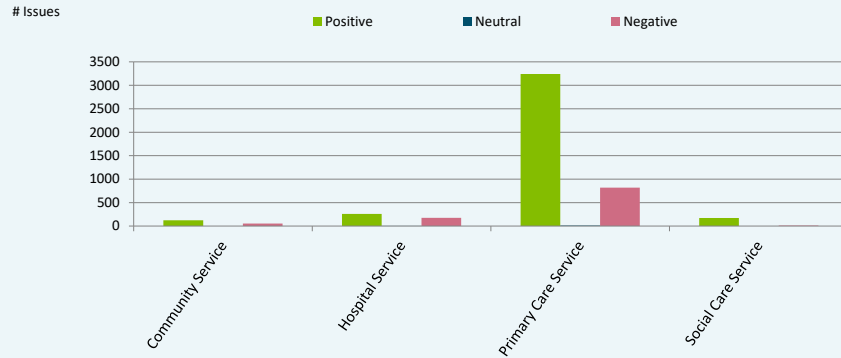
Administration (23%)  
Medication (38%)  
Cost (50%)  
Waiting List (53%)  
Booking (55%)

# Tower Hamlets, Health & Care Services

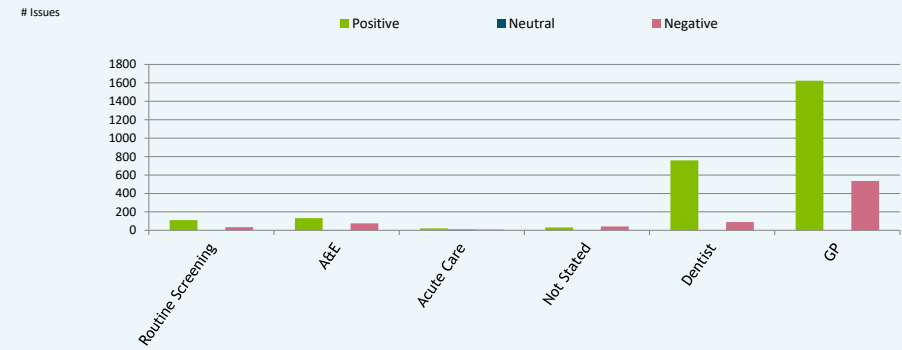


Qualitative Feedback, 1 October - 31 December 2024

## 4. Service Sector

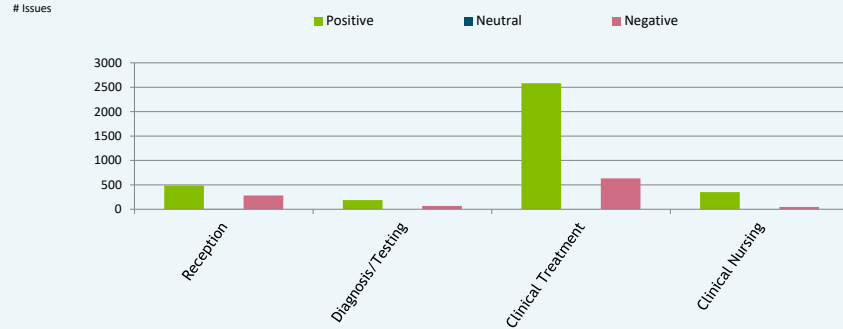


## 5. Service Type



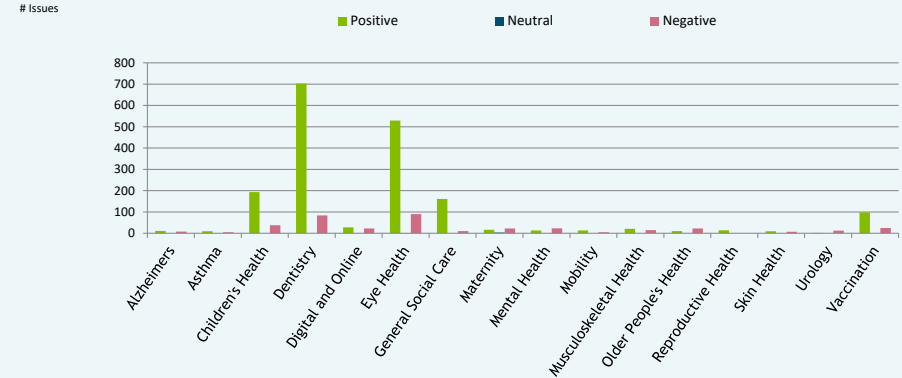
Top services displayed

## 6. Care Pathway



Top pathways displayed

## 7. Conditions/Topics



Top conditions / topics displayed

### Services by Satisfaction Level



Dentist (89%)  
GP (74%)  
Acute Care (74%)



A&E (63%)

### Conditions/Topics by Satisfaction Level



General Social Care (94%)  
Dentistry (89%)  
Eye Health (85%)  
Children's Health (83%)



Urology (14%)  
Older People's Health (31%)  
Mental Health (36%)  
Maternity (39%)  
Digital and Online (56%)