

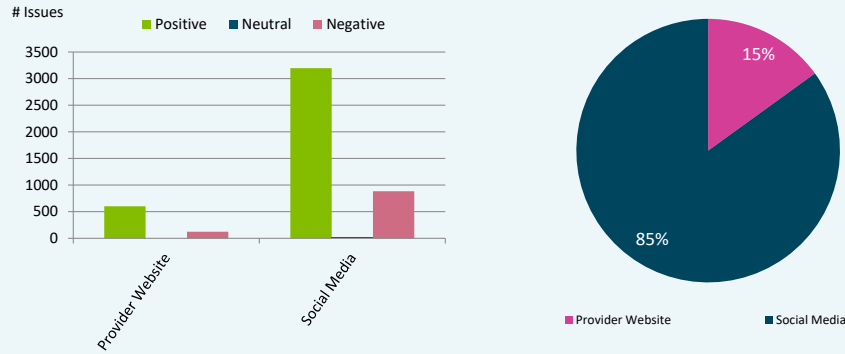
Waltham Forest, Health & Care Services

Community Insight Dashboard



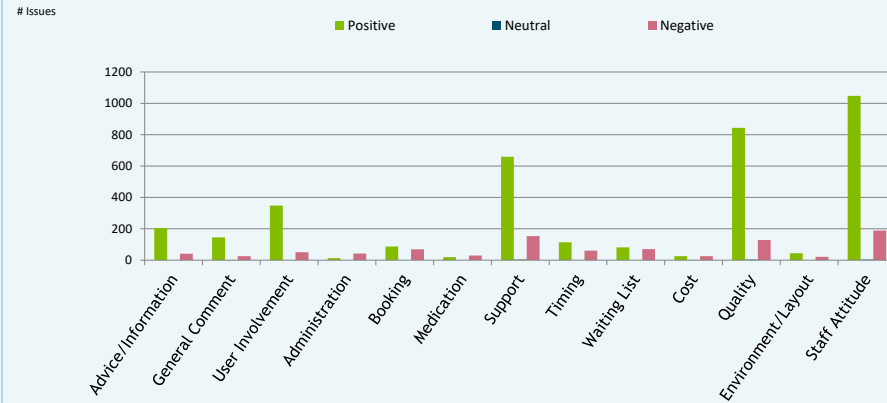
Qualitative Feedback, 1 October - 31 December 2024

1. Source: 4874 issues from 1313 people



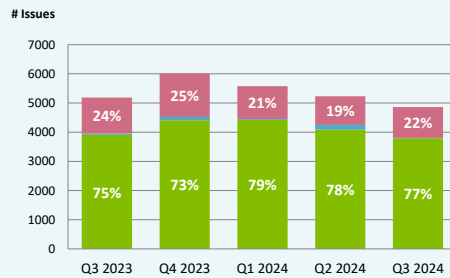
Top sources displayed

2. Trends

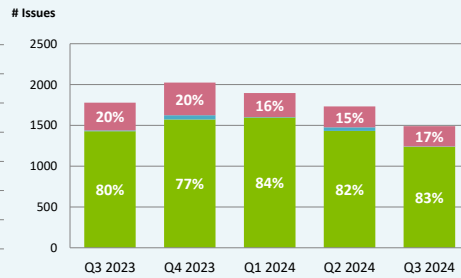


Top trends displayed

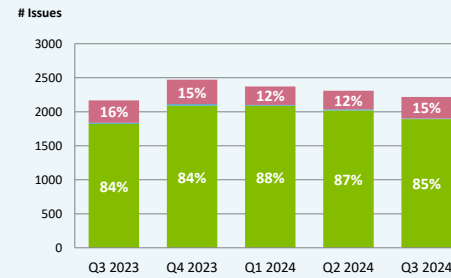
3.1 Timeline: Overall Sentiment



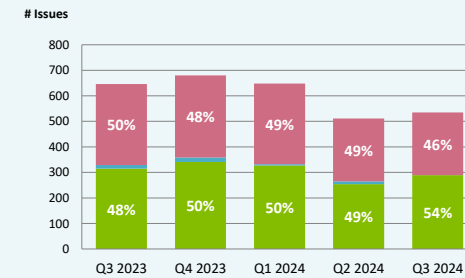
Timeline: 3.2 User Involvement



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%)

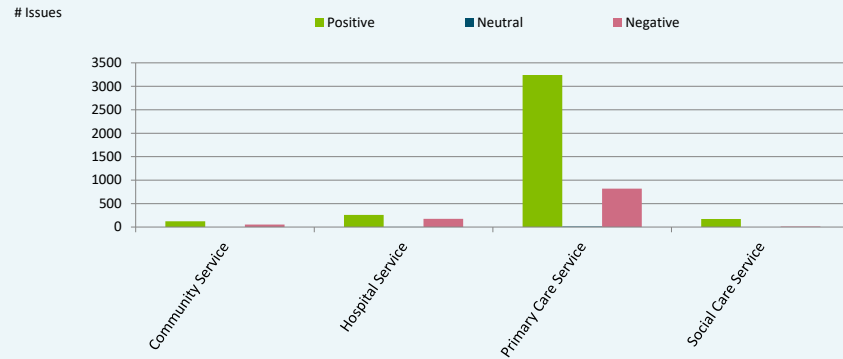
Waltham Forest, Health & Care Services

Community Insight Dashboard

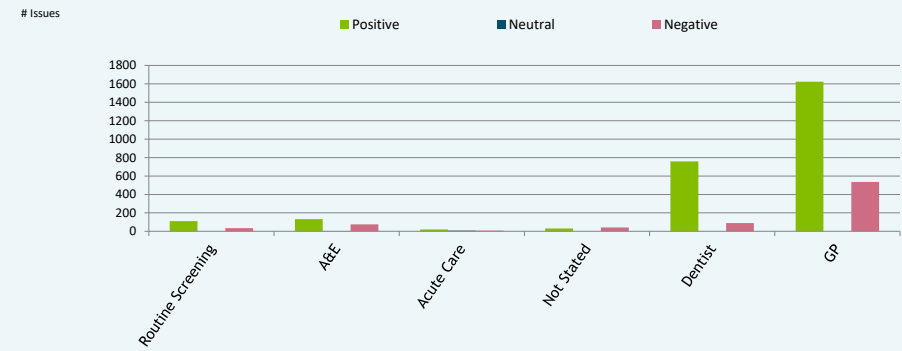


Qualitative Feedback, 1 October - 31 December 2024

4. Service Sector

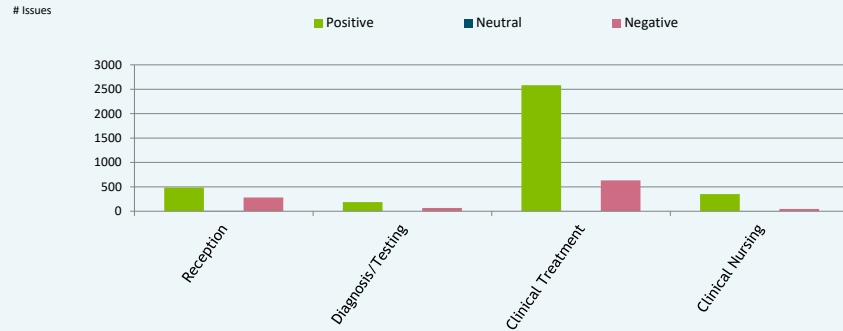


5. Service Type



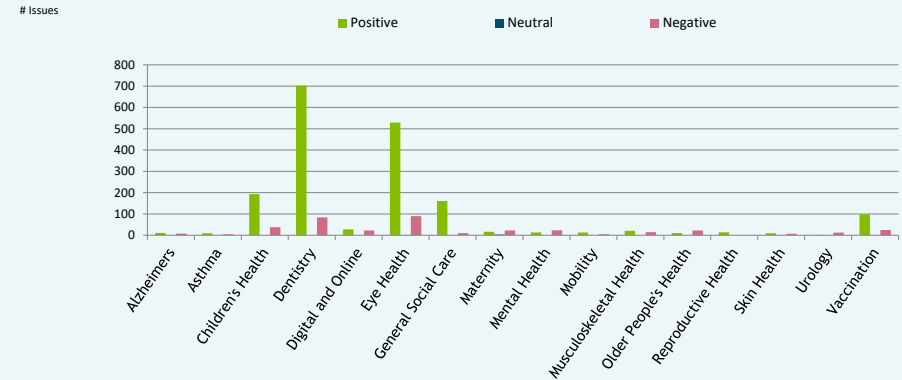
Top services displayed

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%)