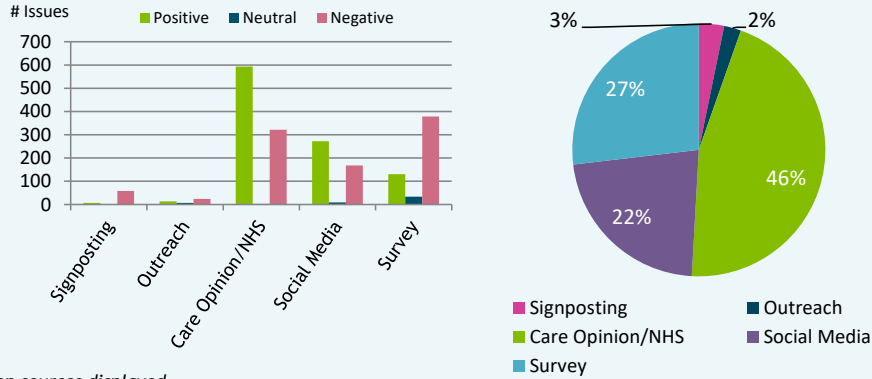


Outpatient Services in North East London



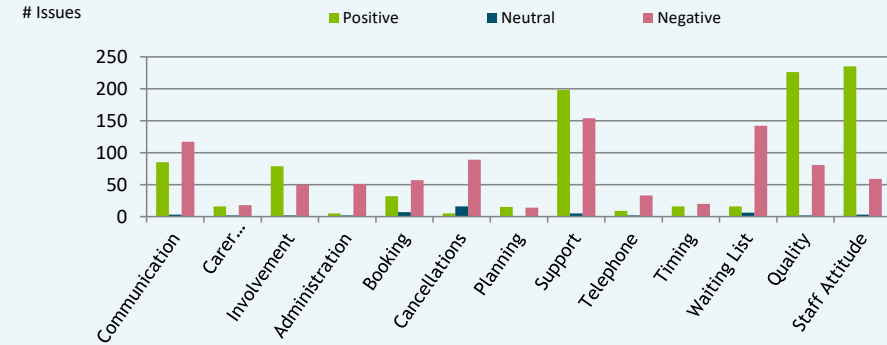
1 July 2020 - 30 June 2021

1. Source: 2088 issues from 396 people



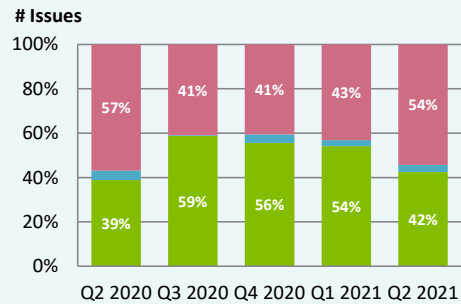
Top sources displayed

2. Trends

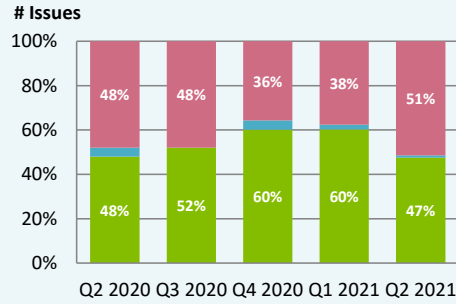


Top trends displayed

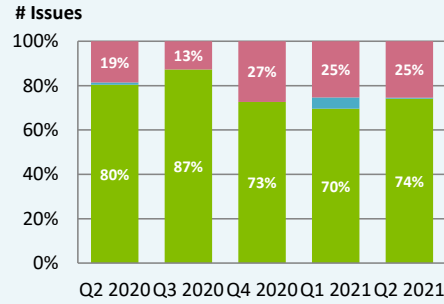
3.1 Timeline: Overall Sentiment



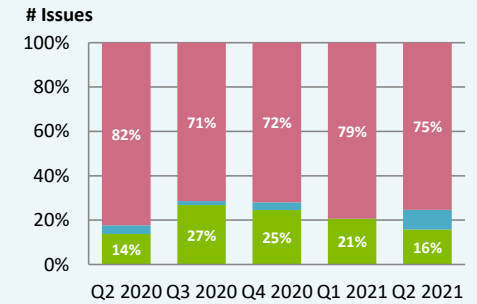
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



■ Positive ■ Neutral ■ Negative

Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Down by 12%
Down by 13%
Up by 4%
Down by 5%

Annually

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

Trends by Satisfaction Level



Staff Attitude (79%)
Quality (73%)
Involvement (60%)
Support (55%)
Planning (52%)



Cancellations (5%)
Administration (9%)
Waiting List (10%)
Telephone (20%)
Booking (33%)

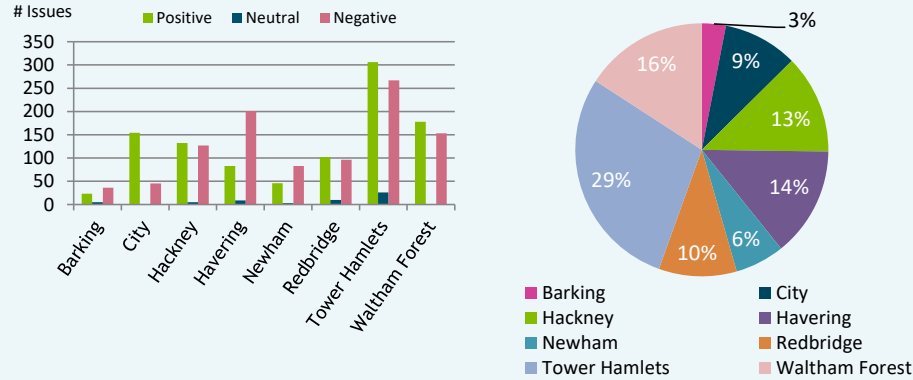
Outpatient Services in North East London

1 July 2020 - 30 June 2021

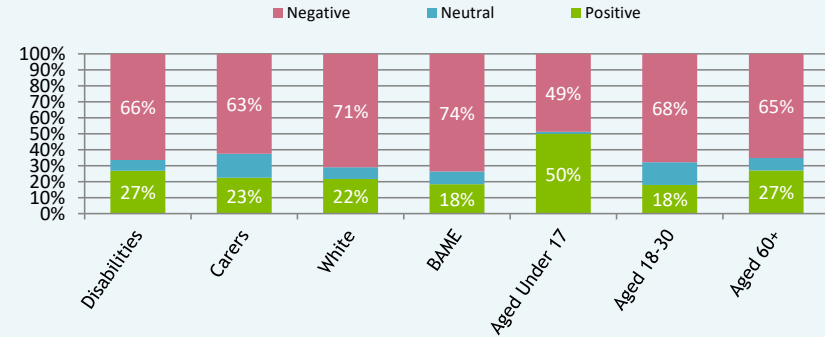
Community Insight Dashboard



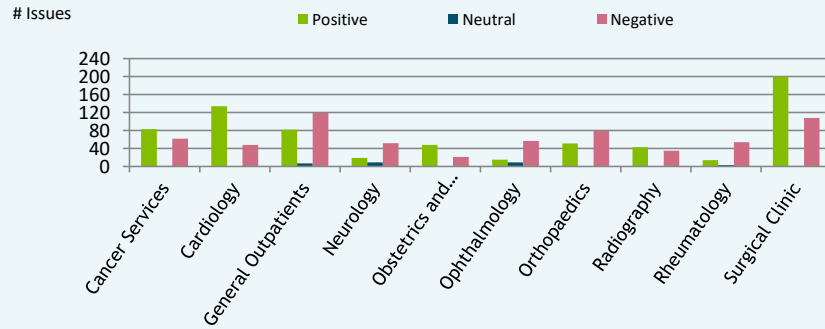
4. Feedback by Borough



5. Equalities

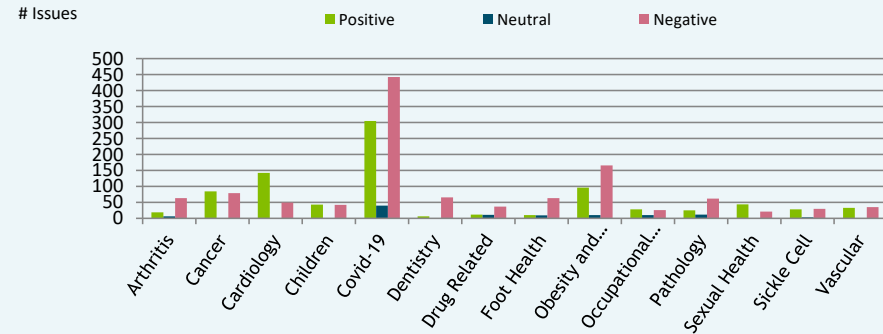


6. Services



Top services displayed

7. Conditions/Topics



Top conditions/topics displayed

Services by Satisfaction Level



Cardiology (74%)
Obstetrics (70%)
Surgical Clinic (65%)
Cancer Services (57%)
Radiography (55%)



Ophthalmology (19%)
Rheumatology (20%)
Neurology (24%)
Orthopaedics (39%)
General Outpatients (39%)



Cardiology (74%)
Sexual Health (68%)
Cancer (51%)
Children (50%)
Vascular (49%)



Dentistry (8%)
Foot Health (12%)
Drug Related (20%)
Arthritis (22%)
Pathology (25%)