Waltham Forest, Health & Care Services

1 January 2022 - 31 March 2022

Community Insight Dashboard

1. Source: 1946 issues from 439 people

Issues

Legend: Positive, Neutral, Negative

- Care Opinion/NHS
- Social Media

Pie chart: Care Opinion/NHS 17%, Social Media 83%
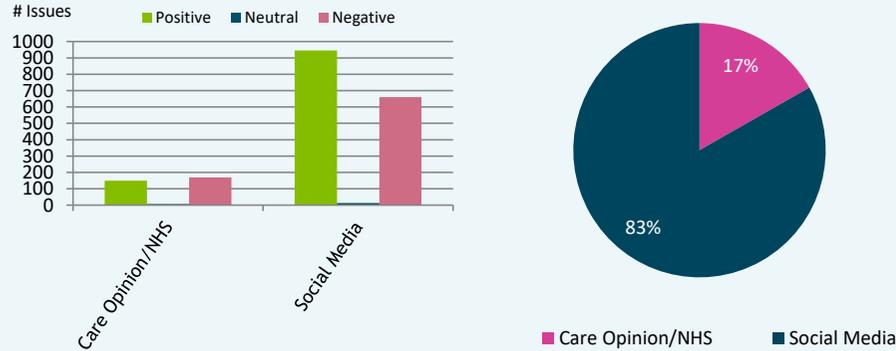
Top sources displayed

2. Trends

Issues

Legend: Positive, Neutral, Negative

Categories: Communication, Carer..., General..., Involvement, Administration, Booking, Medication, Support, Telephone, Timing, Waiting List, Quality, Staff Attitude
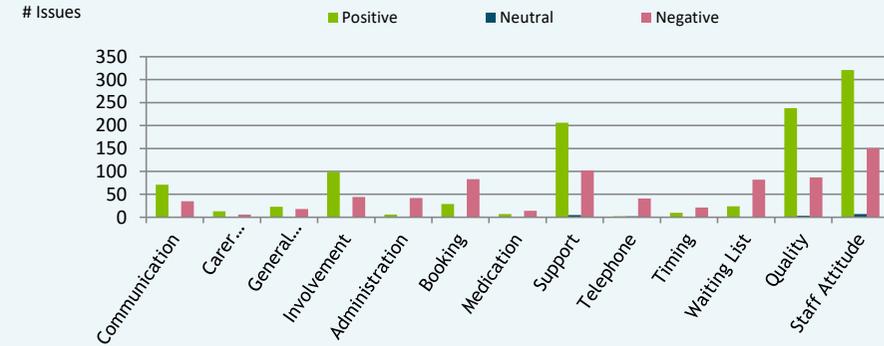
Top trends displayed

3.1 Timeline: Overall Sentiment

Issues

	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022
Negative	38%	38%	42%	41%	43%
Positive	62%	61%	56%	58%	56%
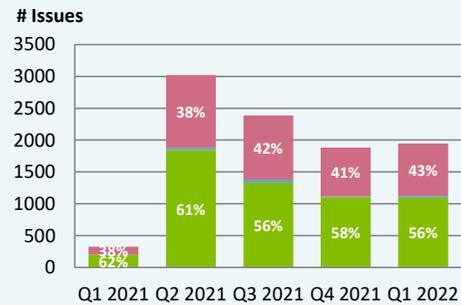
Timeline: 3.2 User Involvement

Issues

	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022
Negative	25%	31%	32%	29%	32%
Positive	75%	69%	67%	71%	67%

3.3 Timeline: Quality

Issues

	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022
Negative	24%	26%	28%	26%	29%
Positive	76%	73%	70%	74%	69%
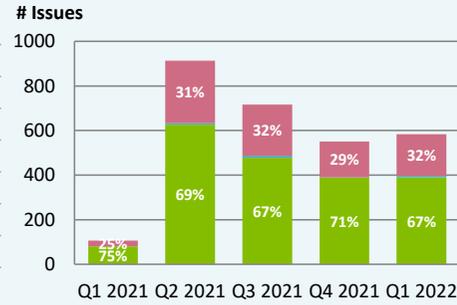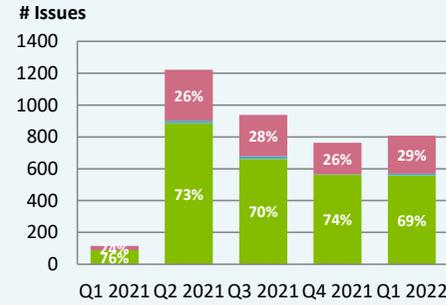
Timeline: 3.4 Service Access

Issues

	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022
Negative	71%	69%	78%	78%	77%
Positive	29%	31%	20%	20%	22%
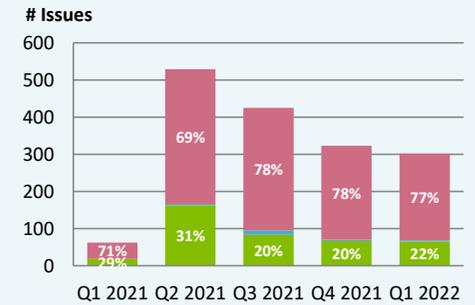
Legend: Positive, Neutral, Negative

Satisfaction Over Time

	Quarterly	Annually
Overall Satisfaction:	Down by 2%	Down by 6%
User Involvement:	Down by 4%	Down by 8%
Quality:	Down by 5%	Down by 7%
Service Access:	Up by 2%	Down by 7%

Trends by Satisfaction Level

Quality (73%)
Involvement (69%)
Carer Involvement (68%)
Staff Attitude (67%)
Communication (66%)

Telephone (4%)
Administration (13%)
Waiting List (23%)
Booking (26%)
Timing (31%)

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4. Service Sector

Issues

Legend: Positive, Neutral, Negative

Categories: Hospital, Primary Care

5. Equalities

Legend: Negative, Neutral, Positive

	Disabilities	Carers	White	BAME	Aged Under 17	Aged 18-30	Aged 60+
Negative	62%	50%	48%	44%	39%	50%	59%
Positive	35%	50%	47%	40%	60%	50%	38%

6. Services

Issues

Legend: Positive, Neutral, Negative

Categories: A&E, Acute Care, General..., Hospital..., Surgical Clinic, Dentist, GP
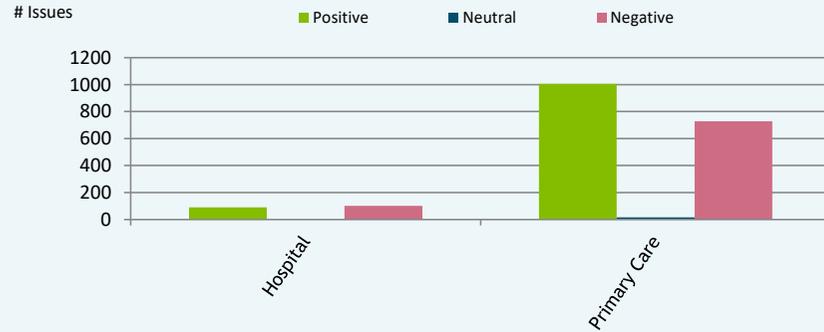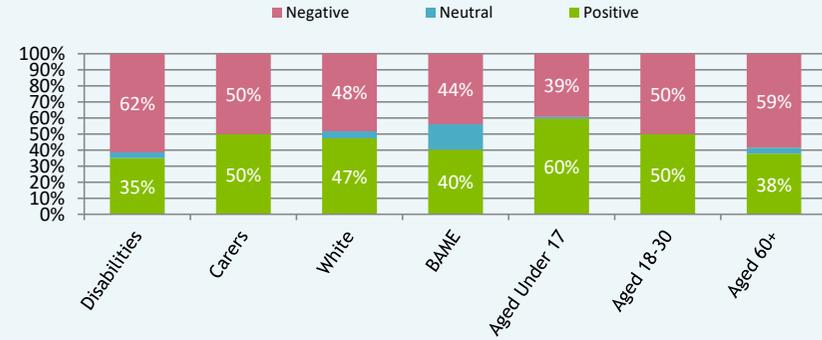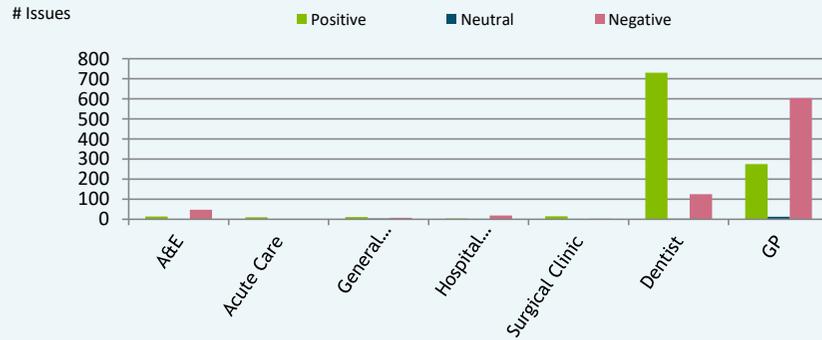
Top services displayed

7. Conditions/Topics

Issues

Legend: Positive, Neutral, Negative

Categories: Alzheimers, Children's Health, C-19 General, Dentistry, Digital and..., Ear..., Eye Health, Mental Health, Reproductive..., Respiratory
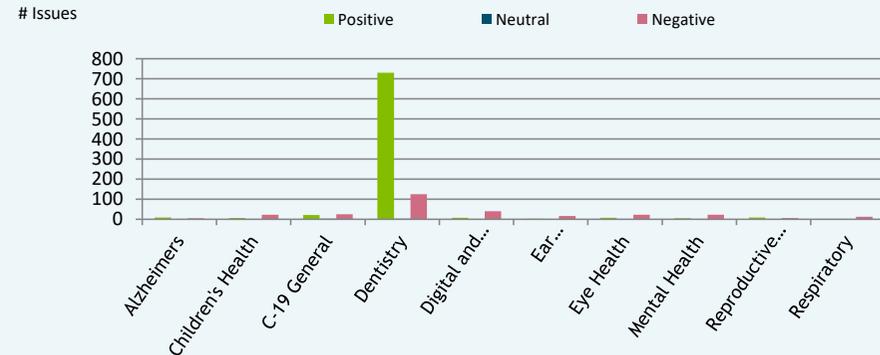
Top conditions/topics displayed

Services by Satisfaction Level

Hospital Acute Care (100%)
Dentist (85%)
Hospital Surgery (83%)
General Inpatients (50%)

Hospital Other (17%)
A&E (23%)
GP (31%)

Conditions/Topics by Satisfaction Level

Dentistry (85%)
Alzheimers (64%)
Reproductive Health (60%)
C-19 General (44%)

Ear Health (11%)
Digital and Online (15%)
Mental Health (19%)
Children's Health (21%)
Eye Health (23%)