

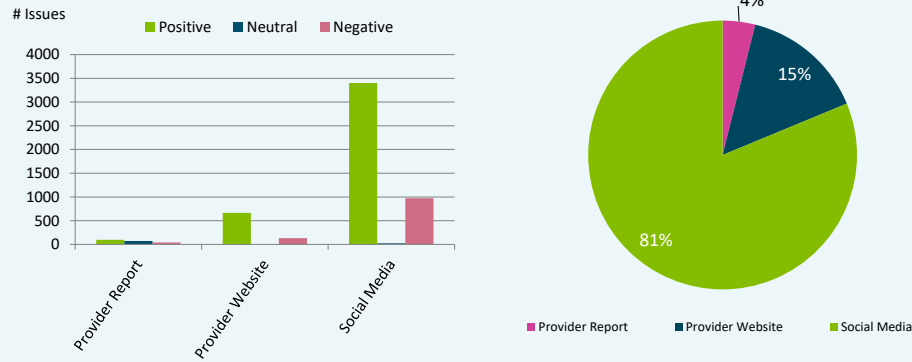
Waltham Forest, Health & Care Services

1 January - 31 March 2024

Community Insight Dashboard

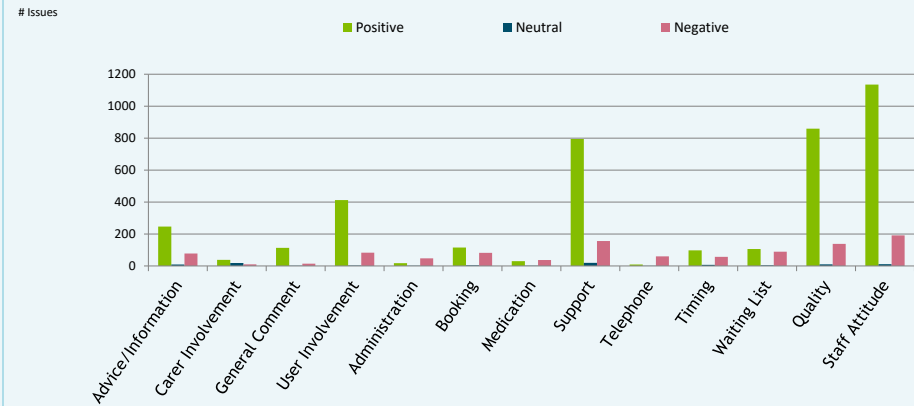


1. Source: 5579 issues from 1437 people



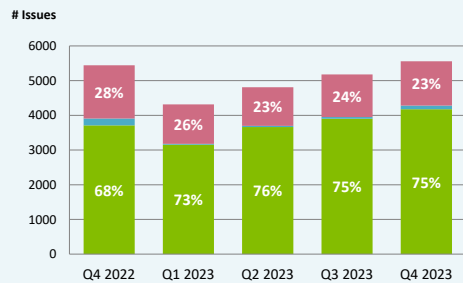
Top sources displayed

2. Trends

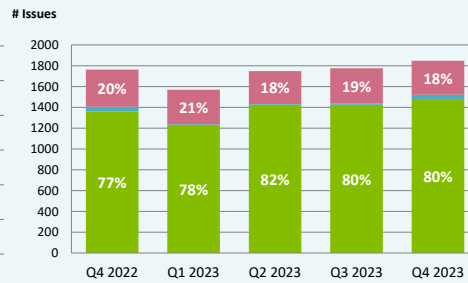


Top trends displayed

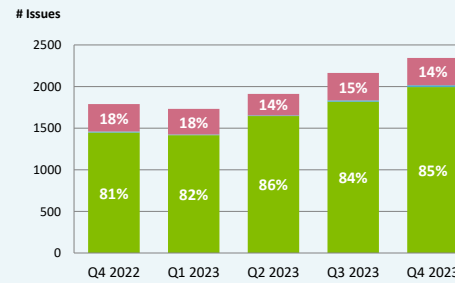
3.1 Timeline: Overall Sentiment



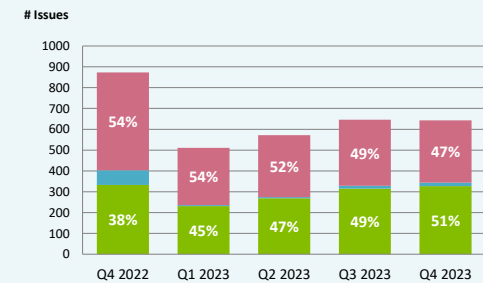
3.2 Timeline: User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



Positive Neutral Negative

Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

No Change
No Change
Up by 1%
Up by 2%

Annually

Up by 7%
Up by 3%
Up by 4%
Up by 13%

Trends by Satisfaction Level



Quality (85%)
Staff Attitude (84%)
User Involvement (82%)
Support (81%)
Advice/Information (73%)



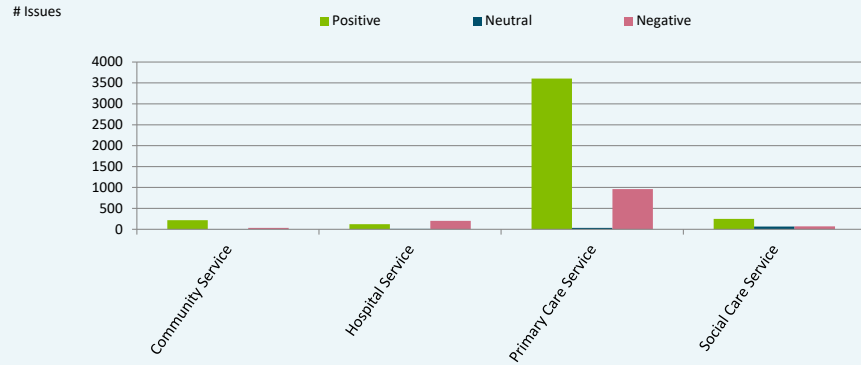
Telephone (12%)
Administration (25%)
Medication (43%)
Waiting List (53%)
Booking (57%)

Waltham Forest, Health & Care Services

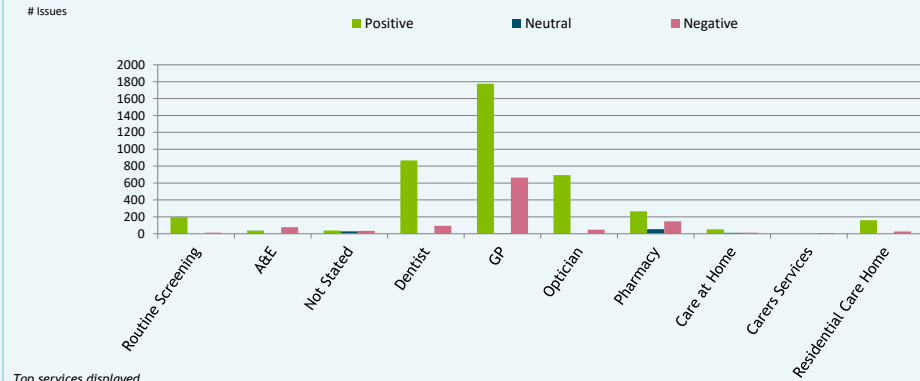
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Community Insight Dashboard

4. Service Sector

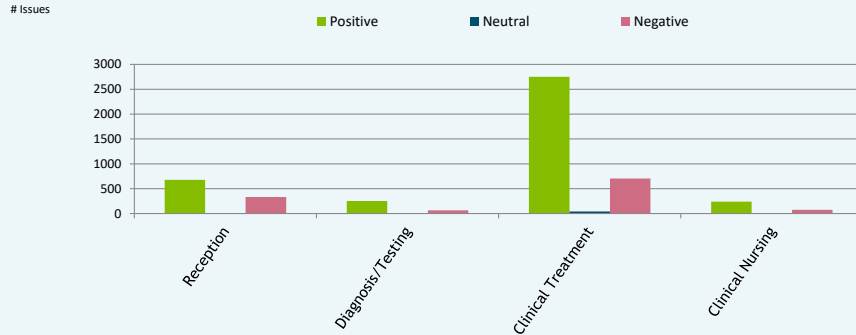


5. Service Type



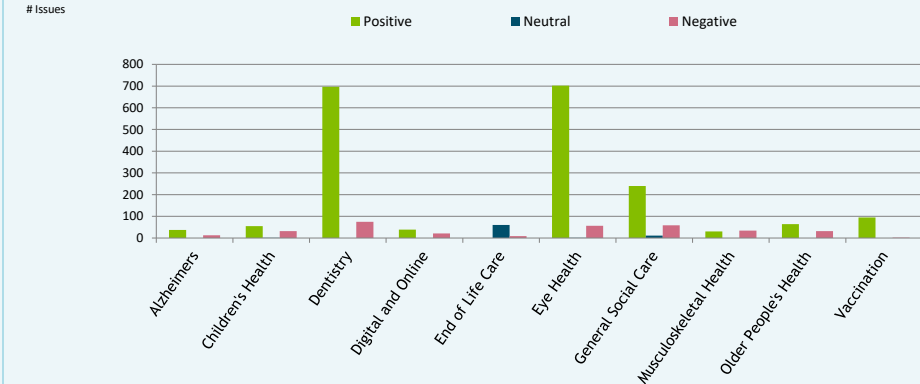
Top services displayed

6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions/topics displayed

Services by Satisfaction Level



Optician (93%)
Routine Screening (93%)
Dentist (90%)
Residential Care Home (81%)



A&E (33%)
Pharmacy (63%)
GP (71%)
Care at Home (78%)

Conditions/Topics by Satisfaction Level



Vaccination (97%)
Eye Health (92%)
Dentistry (90%)
General Social Care (77%)
Alzheimers (74%)



Musculoskeletal Health (46%)
Children's Health (62%)
Digital and Online (65%)
Older People's Health (66%)