

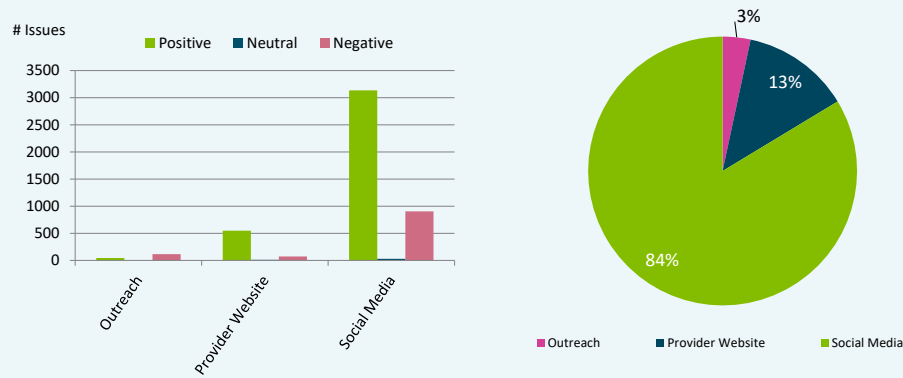
# Waltham Forest, Health & Care Services

1 October - 31 December 2023

## Community Insight Dashboard

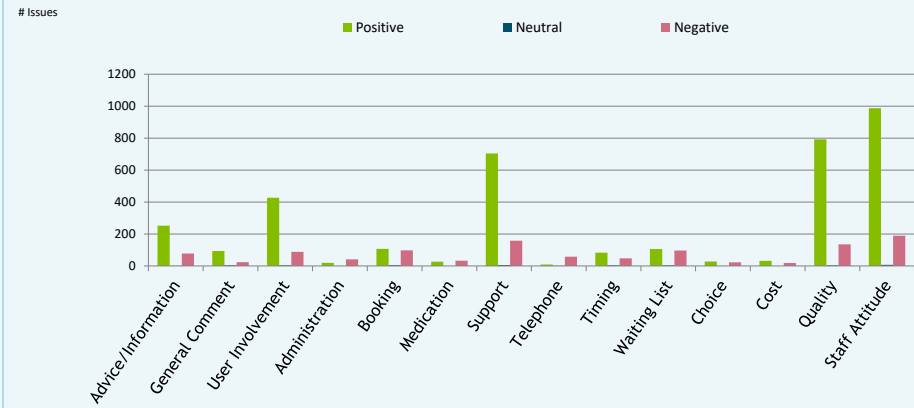


### 1. Source: 5094 issues from 1201 people



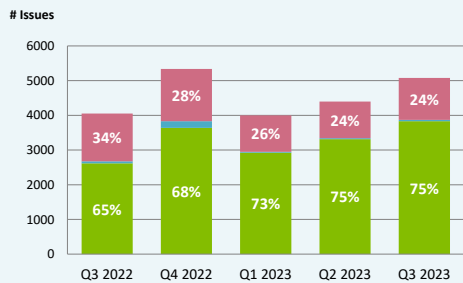
Top sources displayed

### 2. Trends

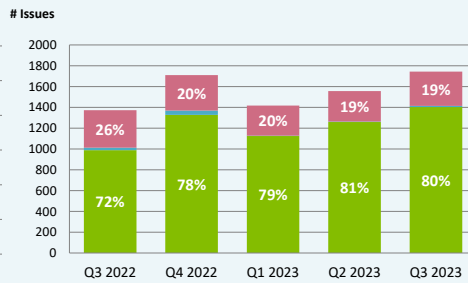


Top trends displayed

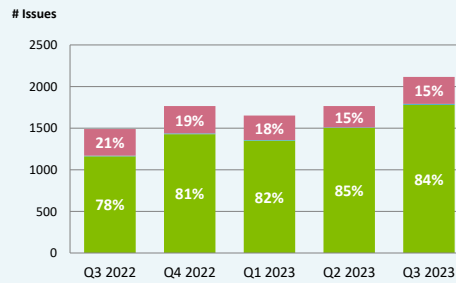
### 3.1 Timeline: Overall Sentiment



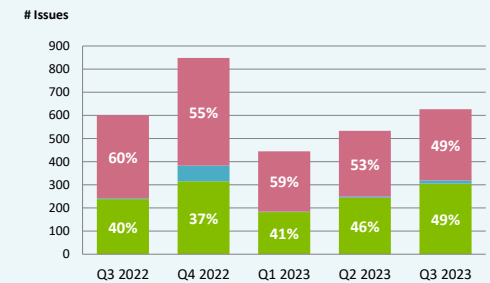
### 3.2 Timeline: User Involvement



### 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  
Down by 1%  
Down by 1%  
Up by 3%

#### Annually

Up by 10%  
Up by 8%  
Up by 6%  
Up by 9%

### Trends by Satisfaction Level



Quality (85%)  
Staff Attitude (83%)  
User Involvement (82%)  
Support (81%)  
Advice/Information (76%)



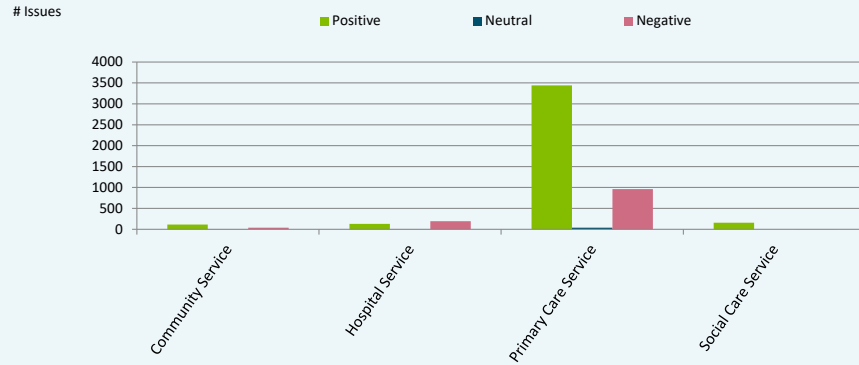
Telephone (13%)  
Administration (31%)  
Medication (45%)  
Booking (51%)  
Waiting List (51%)

# Waltham Forest, Health & Care Services

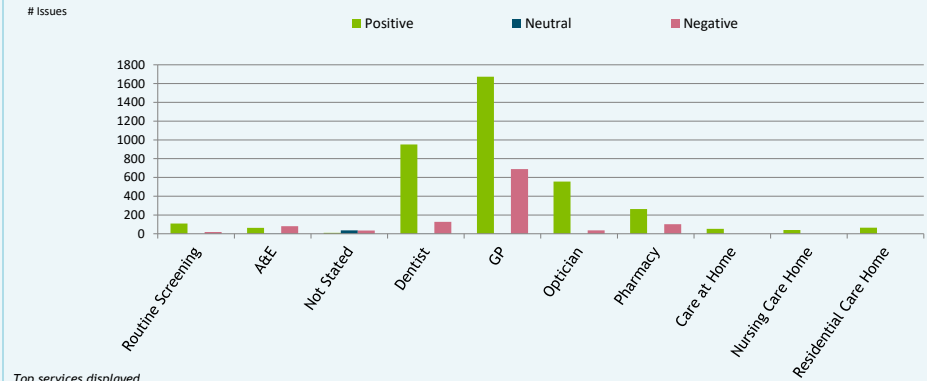
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## Community Insight Dashboard

### 4. Service Sector

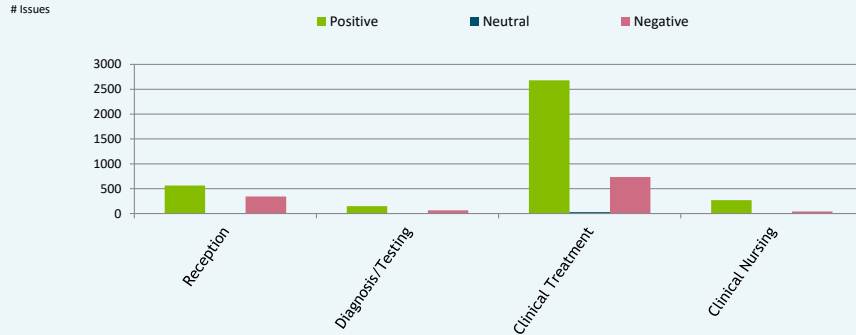


### 5. Service Type



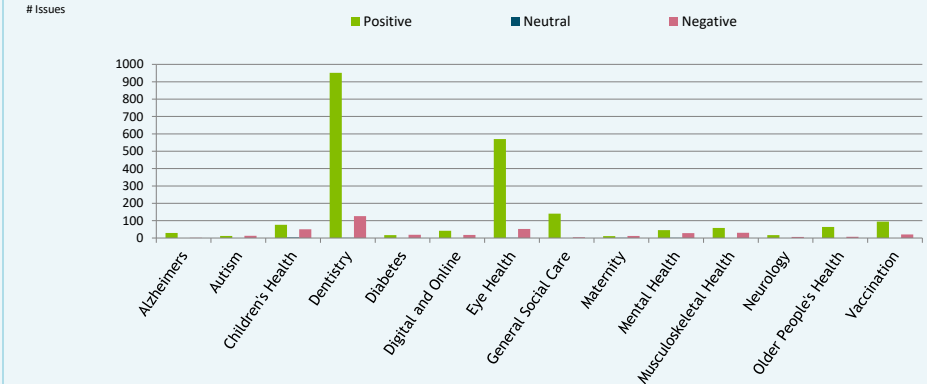
Top services displayed

### 6. Care Pathway



Top pathways displayed

### 7. Conditions/Topics



Top conditions/topics displayed

### Services by Satisfaction Level



Optician (93%)  
Dentist (88%)  
Routine Screening (85%)



A&E (43%)  
GP (69%)  
Pharmacy (71%)

### Conditions/Topics by Satisfaction Level



General Social Care (97%)  
Alzheimers (96%)  
Eye Health (91%)  
Older People's Health (90%)  
Dentistry (88%)



Maternity (45%)  
Diabetes (47%)  
Autism (48%)  
Children's Health (58%)  
Mental Health (61%)