

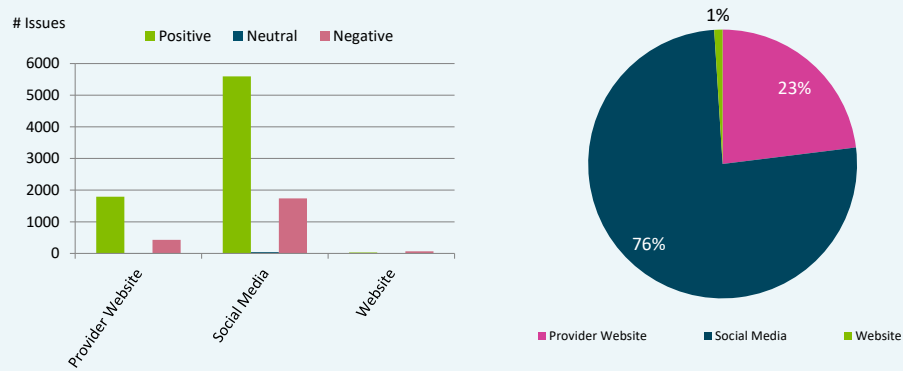
# Waltham Forest, GP Services

Qualitative Feedback, 1 January - 31 December 2024

## Community Insight Dashboard

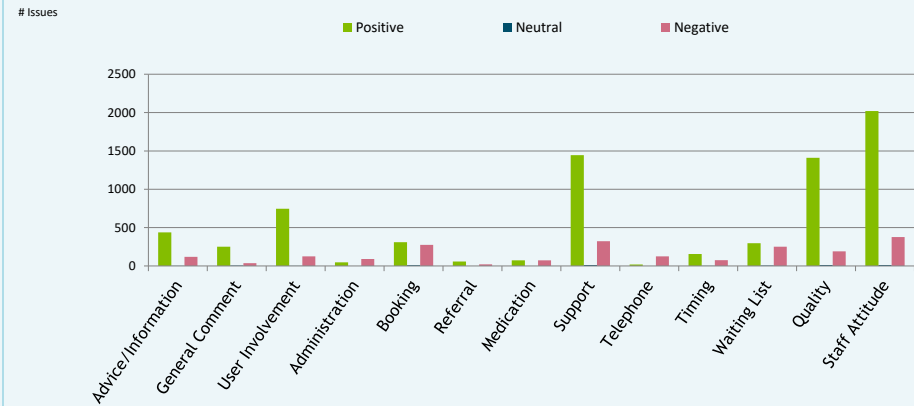


### 1. Source: 9873 issues from 2374 people



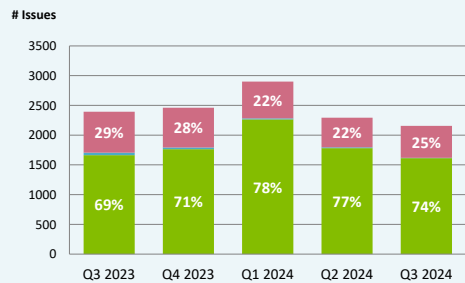
Top sources displayed

### 2. Trends

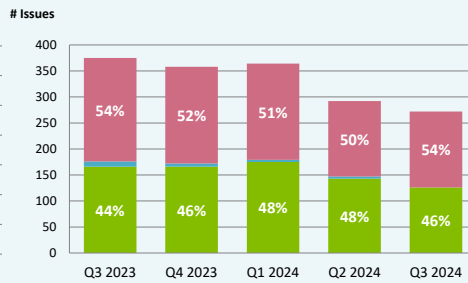


Top trends displayed

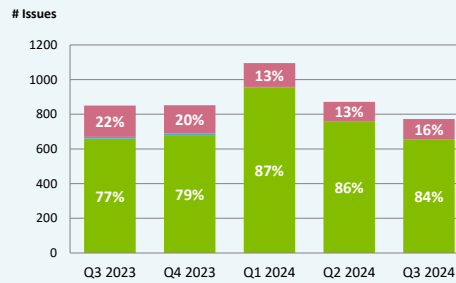
### 3.1 Timeline: Overall Sentiment



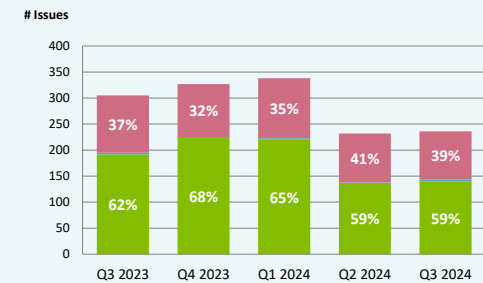
### 3.2 Timeline: Service Access



### 3.3 Timeline: Treatment and Care



### 3.4 Timeline: Administration



Positive Neutral Negative

### Satisfaction Over Time



Overall Satisfaction:  
Service Access:  
Treatment and Care:  
Administration:

#### Quarterly

Down by 3%  
Down by 2%  
Down by 2%  
No Change

#### Annually

Up by 5%  
Up by 2%  
Up by 7%  
Down by 3%

### Trends by Satisfaction Level



Quality (87%)  
User Involvement (85%)  
General Comment (85%)  
Staff Attitude (83%)  
Support (81%)



Telephone (13%)  
Administration (34%)  
Medication (50%)  
Booking (52%)  
Waiting List (53%)

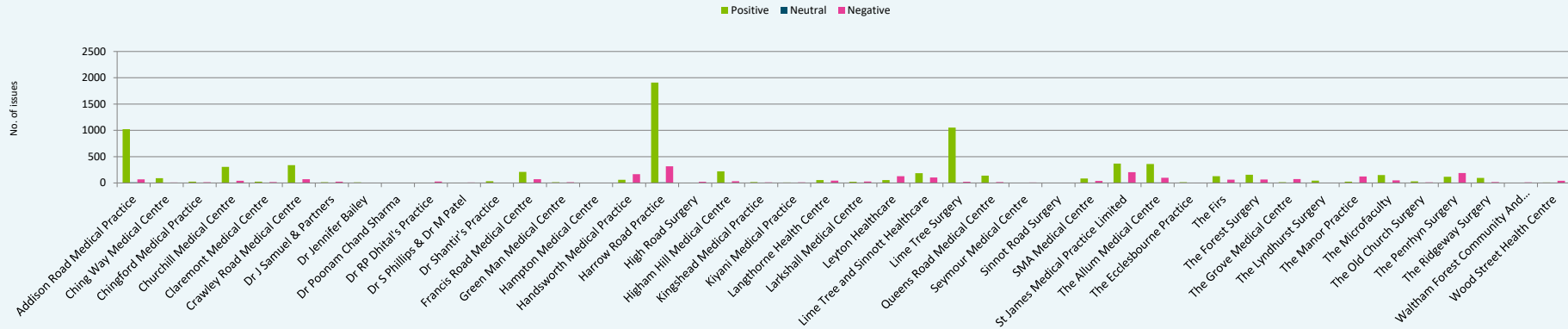
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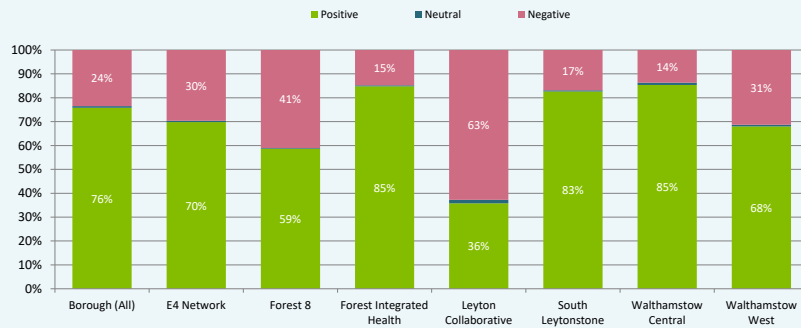
Community Insight Dashboard



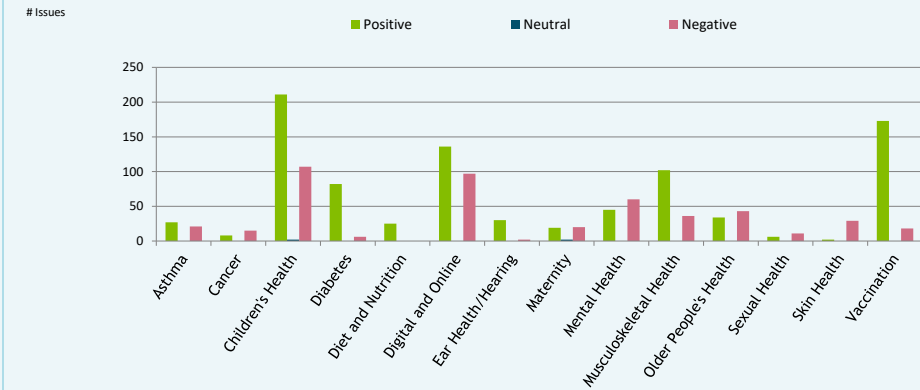
## 4. Practices



## 5. Primary Care Networks (PCNs)



## 6. Conditions/Topics



Top conditions/topics displayed

## Conditions/Topics by Satisfaction Level



Ear Health/Hearing (93%)  
Diabetes (93%)  
Vaccination (90%)  
Musculoskeletal Health (73%)



Skin Health (6%)  
Cancer (34%)  
Sexual Health (35%)  
Mental Health (42%)  
Older People's Health (44%)