

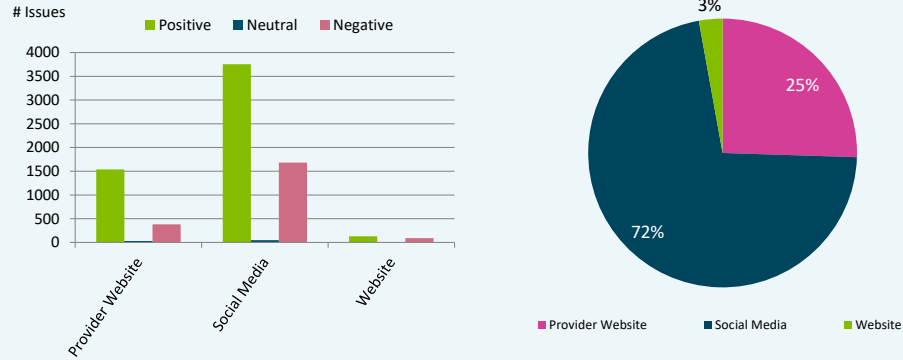
# Waltham Forest, GP Services

1 April 2023 - 31 March 2024

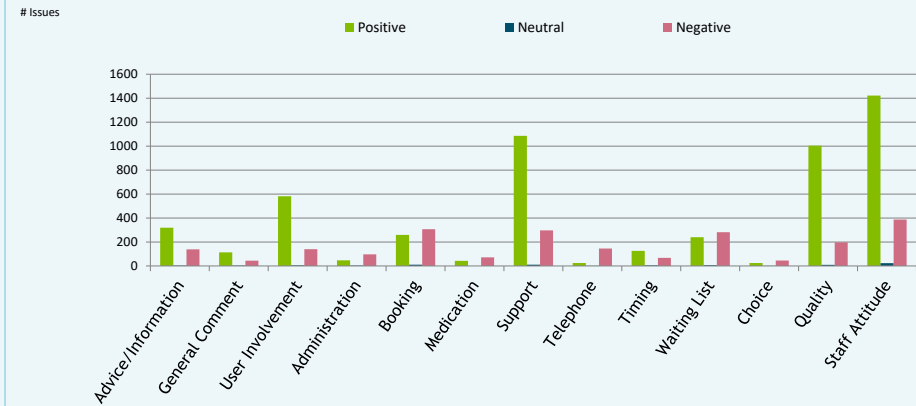
## Community Insight Dashboard



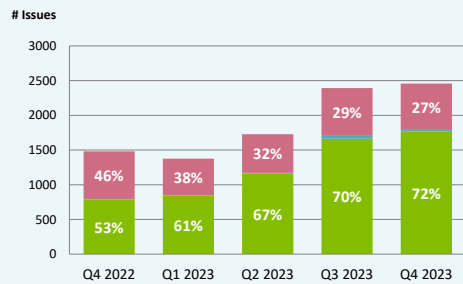
### 1. Source: 8004 issues from 1808 people



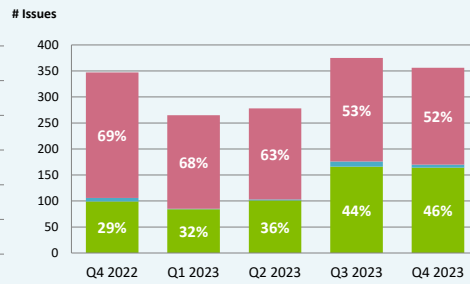
### 2. Trends



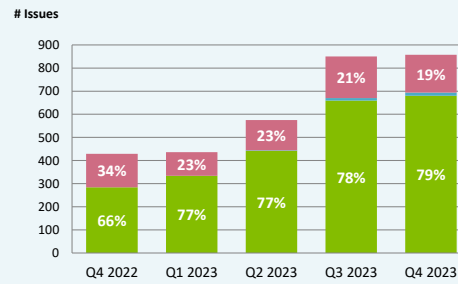
### 3.1 Timeline: Overall Sentiment



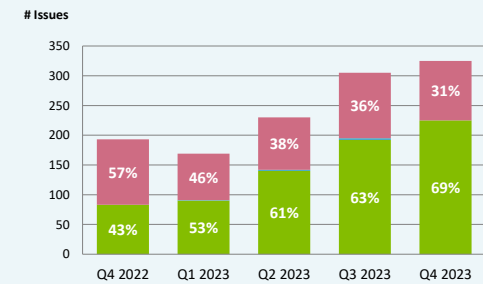
### 3.2 Timeline: Service Access



### 3.3 Timeline: Treatment and Care



### 3.4 Timeline: Administration



### Satisfaction Over Time



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

#### Quarterly

Up by 2%  
Up by 2%  
Up by 1%  
Up by 6%

#### Annually

Up by 19%  
Up by 17%  
Up by 13%  
Up by 26%

### Trends by Satisfaction Level



Quality (82%)  
User Involvement (80%)  
Support (77%)  
Staff Attitude (77%)  
Advice/Information (69%)



Telephone (14%)  
Administration (31%)  
Choice (35%)  
Medication (37%)  
Booking (44%)

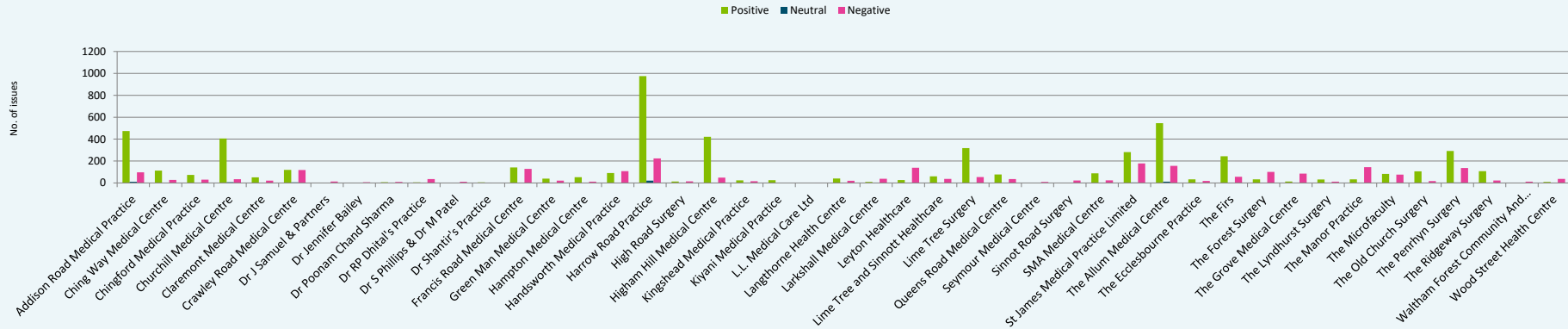
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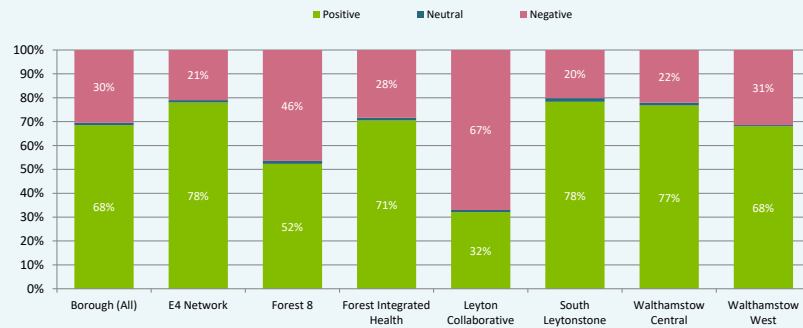
Community Insight Dashboard



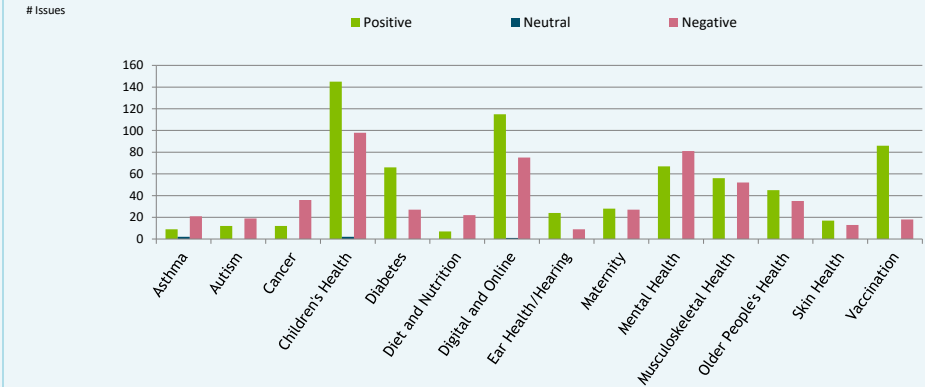
## 4. Practices



## 5. Primary Care Networks (PCNs)



## 6. Conditions/Topics



Top conditions/topics displayed

## Conditions/Topics by Satisfaction Level



Vaccination (82%)  
Ear Health/Hearing (72%)  
Diabetes (70%)  
Digital and Online (60%)  
Children's Health (59%)



Diet and Nutrition (24%)  
Cancer (25%)  
Asthma (28%)  
Autism (38%)  
Mental Health (45%)