

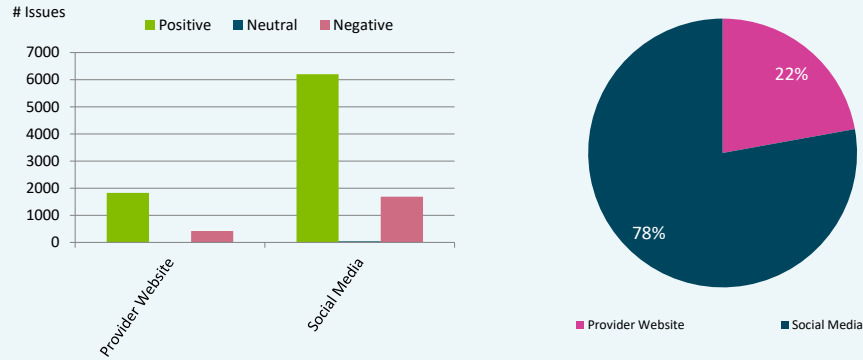
Waltham Forest, GP Services

Qualitative Feedback, 1 April 2024 - 31 March 2025

Community Insight Dashboard

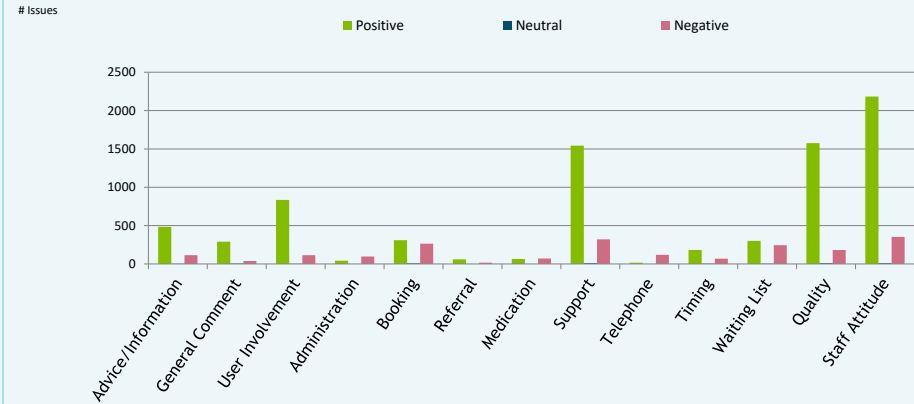


1. Source: 10399 issues from 2482 people



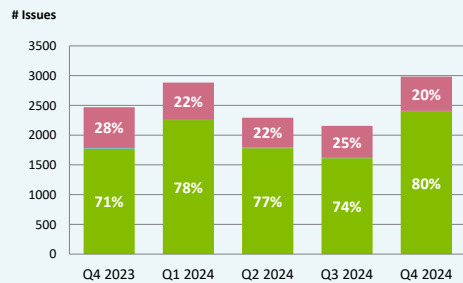
Top sources displayed

2. Trends

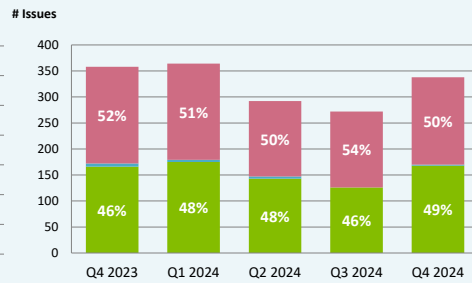


Top trends displayed

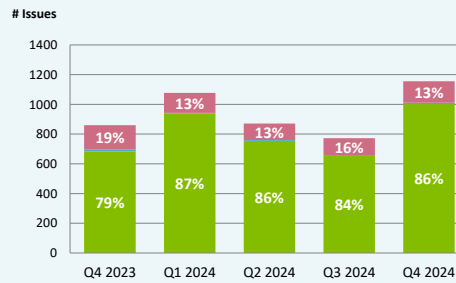
3.1 Timeline: Overall Sentiment



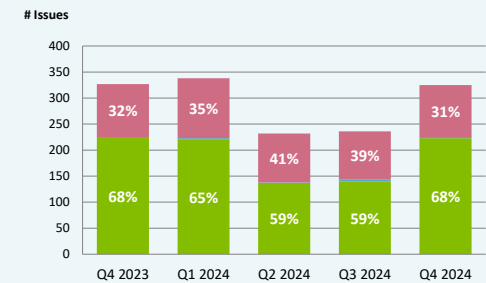
3.2 Timeline: Service Access



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

Up by 6%
Up by 3%
Up by 2%
Up by 9%

Annually

Up by 9%
Up by 3%
Up by 7%
No Change

Trends by Satisfaction Level



Quality (89%)
User Involvement (87%)
General Comment (86%)
Staff Attitude (85%)
Support (82%)



Telephone (11%)
Administration (30%)
Medication (47%)
Booking (53%)
Waiting List (54%)

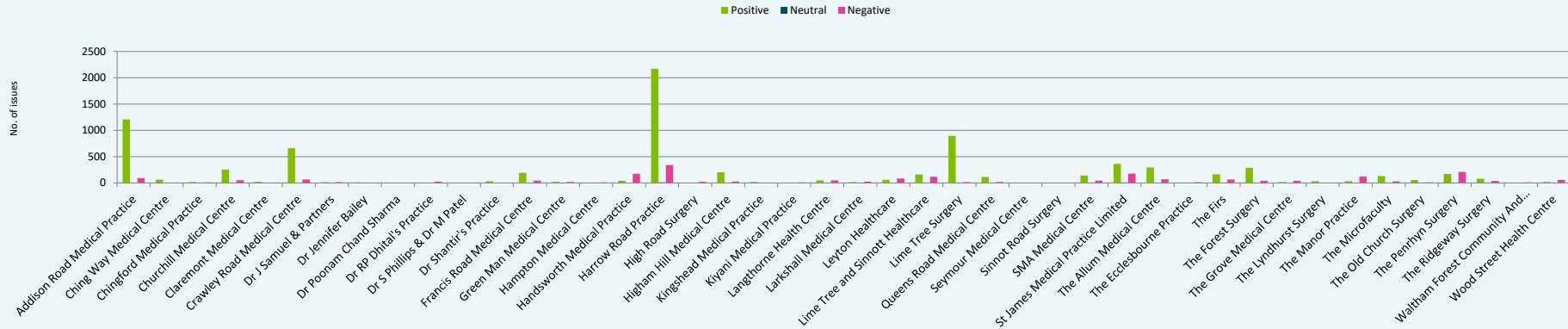
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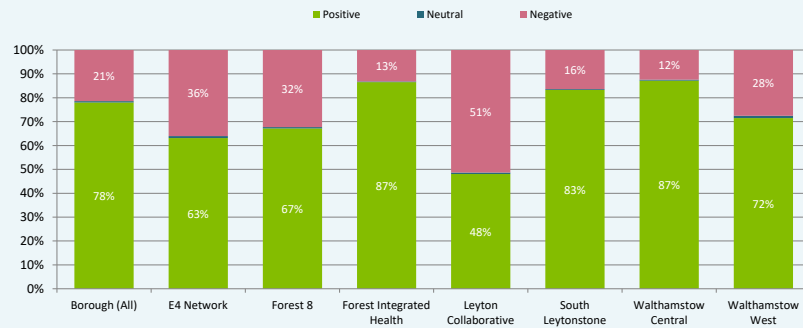
Community Insight Dashboard



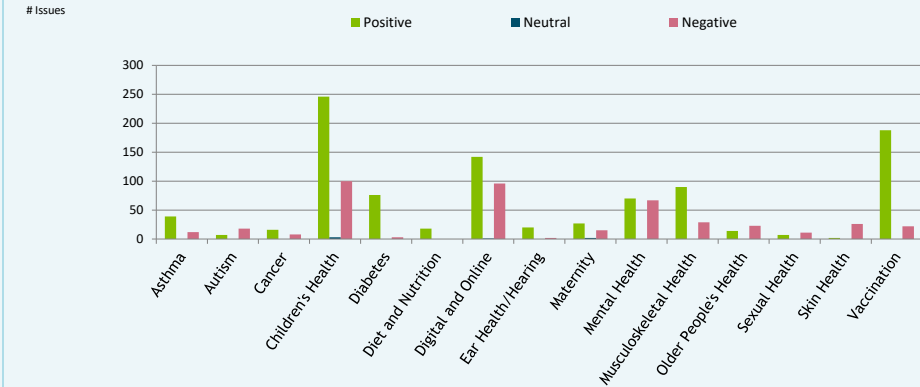
4. Practices



5. Primary Care Networks (PCNs)



6. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



Diabetes (96%)
Ear Health/Hearing (90%)
Vaccination (89%)
Asthma (76%)
Musculoskeletal Health (75%)



Skin Health (7%)
Autism (28%)
Older People's Health (37%)
Sexual Health (38%)
Mental Health (51%)