

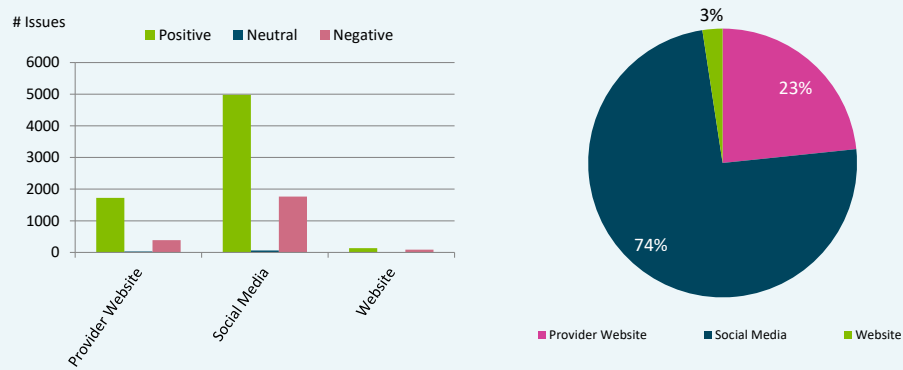
Waltham Forest, GP Services

1 July 2023 - 30 June 2024

Community Insight Dashboard

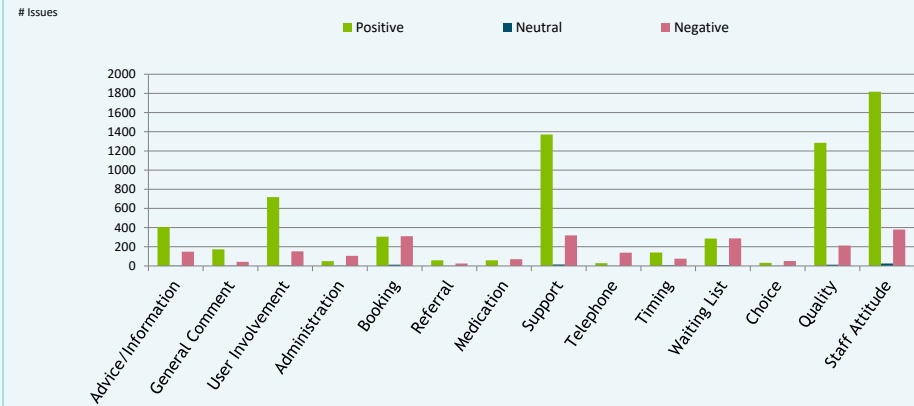


1. Source: 9525 issues from 2164 people



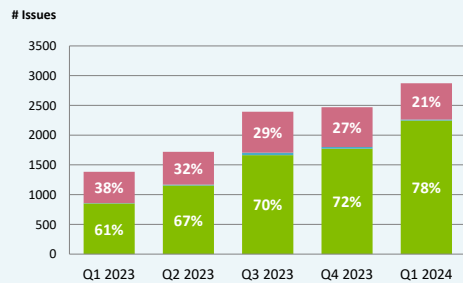
Top sources displayed

2. Trends

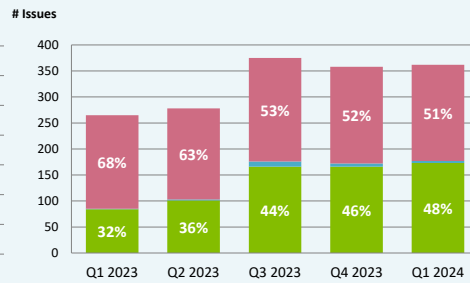


Top trends displayed

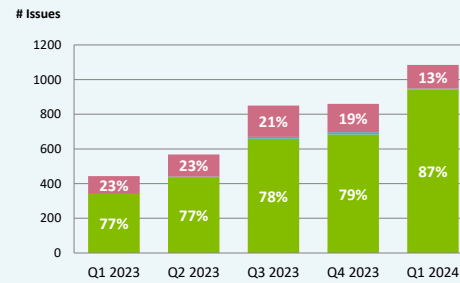
3.1 Timeline: Overall Sentiment



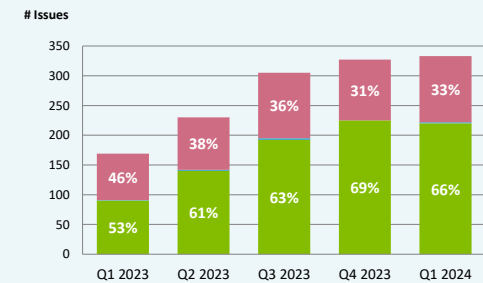
3.2 Timeline: Service Access



3.3 Timeline: Treatment and Care



3.4 Timeline: Administration



Legend: Positive (Green), Neutral (Blue), Negative (Pink)

Satisfaction Over Time



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

Quarterly

Up by 6%
Up by 2%
Up by 8%
Down by 3%

Annually

Up by 17%
Up by 16%
Up by 10%
Up by 13%

Trends by Satisfaction Level



Quality (85%)
User Involvement (82%)
Staff Attitude (81%)
Support (80%)
Advice/Information (72%)



Telephone (16%)
Administration (31%)
Choice (38%)
Medication (44%)
Booking (48%)

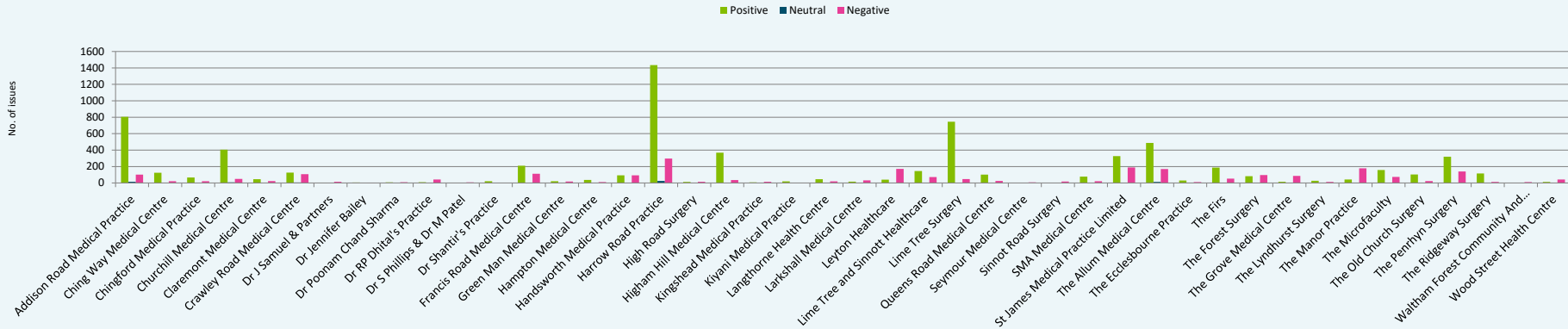
Waltham Forest, GP Services

1 July 2023 - 30 June 2024

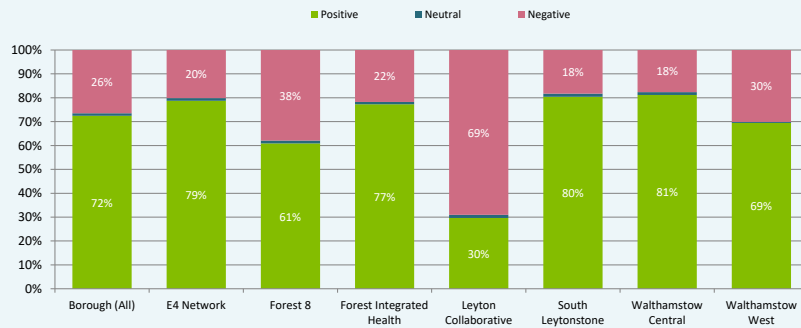
Community Insight Dashboard



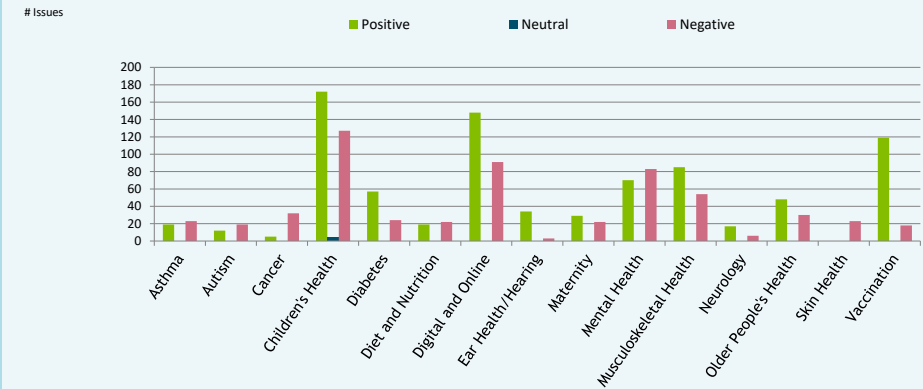
4. Practices



5. Primary Care Networks (PCNs)



6. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



Ear Health/Hearing (91%)
Vaccination (86%)
Neurology (73%)
Diabetes (70%)
Digital and Online (61%)



Cancer (13%)
Autism (38%)
Asthma (45%)
Mental Health (45%)
Diet and Nutrition (46%)