

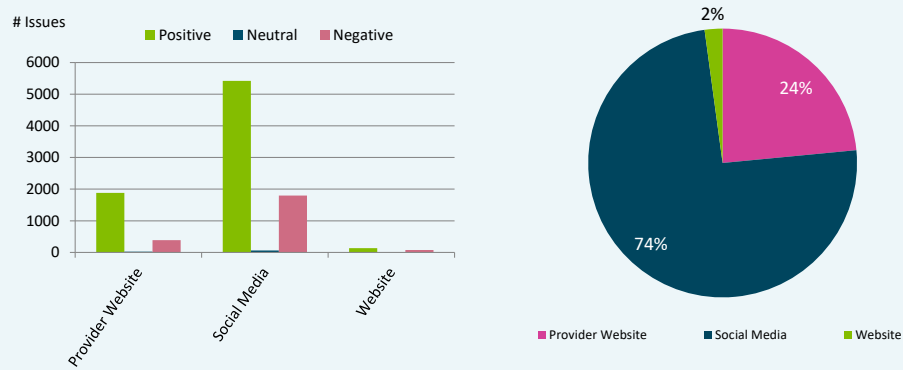
Waltham Forest, GP Services

1 October 2023 - 30 September 2024

Community Insight Dashboard

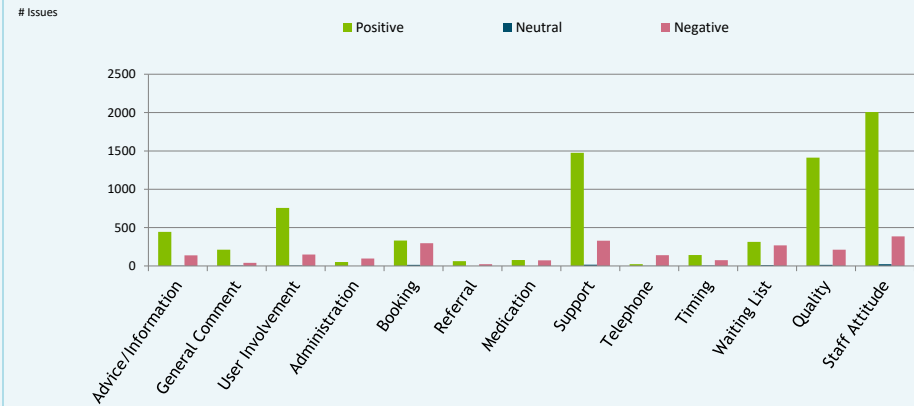


1. Source: 10114 issues from 2352 people



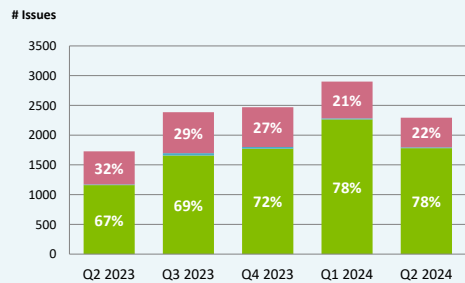
Top sources displayed

2. Trends

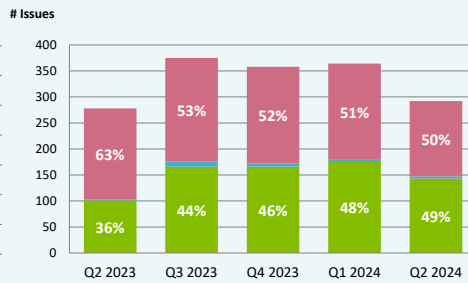


Top trends displayed

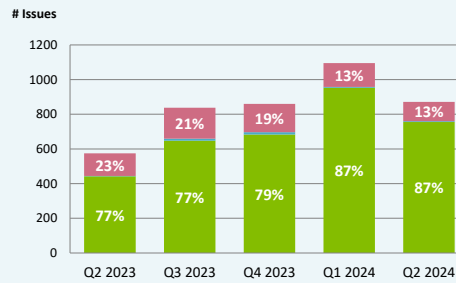
3.1 Timeline: Overall Sentiment



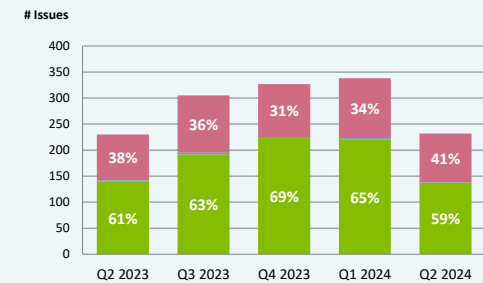
3.2 Timeline: Service Access



3.3 Timeline: Treatment and Care



3.4 Timeline: Administration



Satisfaction Over Time



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

Quarterly

No Change
Up by 1%
No Change
Down by 6%

Annually

Up by 11%
Up by 13%
Up by 10%
Down by 2%

Trends by Satisfaction Level



Quality (86%)
Staff Attitude (83%)
User Involvement (83%)
Support (81%)
Advice/Information (75%)



Telephone (14%)
Administration (35%)
Medication (50%)
Booking (51%)
Waiting List (52%)

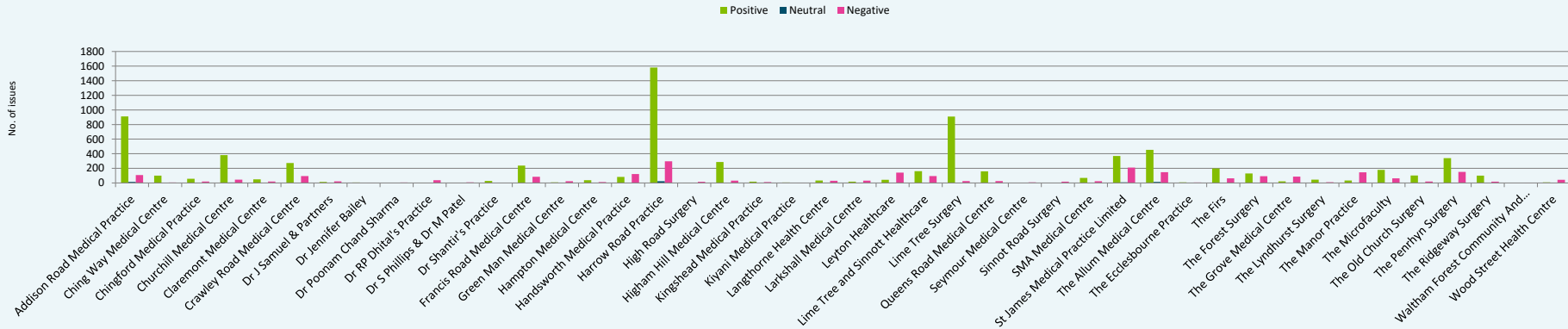
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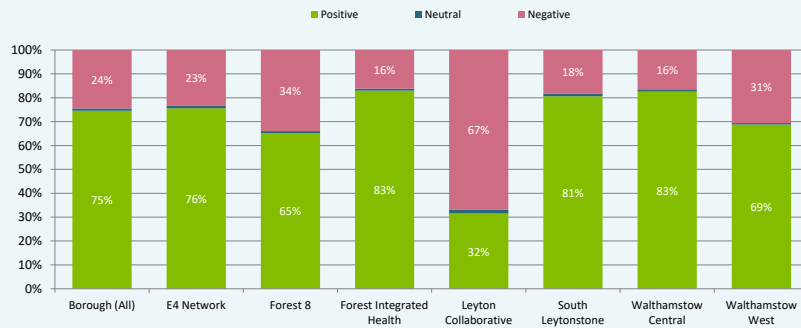
Community Insight Dashboard



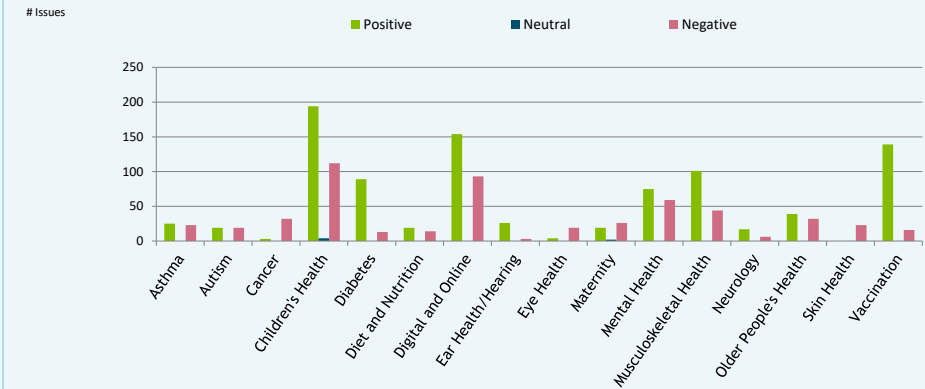
4. Practices



5. Primary Care Networks (PCNs)



6. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



Vaccination (89%)
 Ear Health/Hearing (89%)
 Diabetes (87%)
 Neurology (73%)
 Musculoskeletal Health (69%)



Cancer (8%)
 Eye Health (17%)
 Maternity (40%)
 Autism (50%)
 Asthma (52%)