

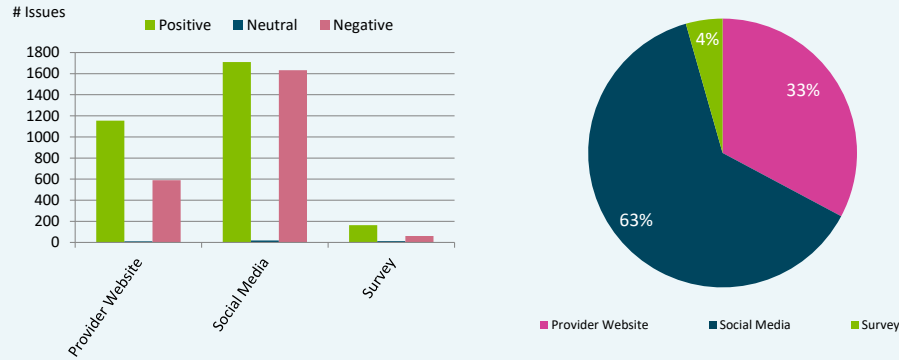
Waltham Forest, GP Services

1 July 2022 - 30 June 2023

Community Insight Dashboard

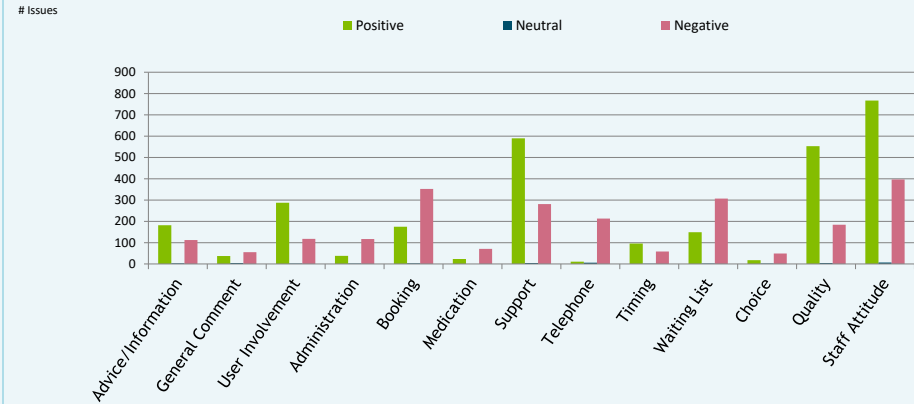


1. Source: 5652 issues from 1287 people



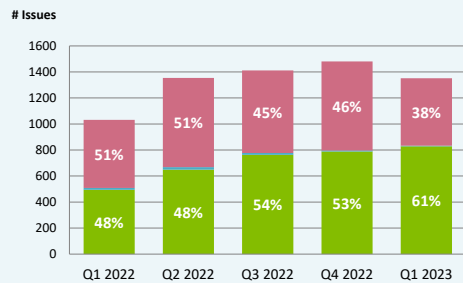
Top sources displayed

2. Trends

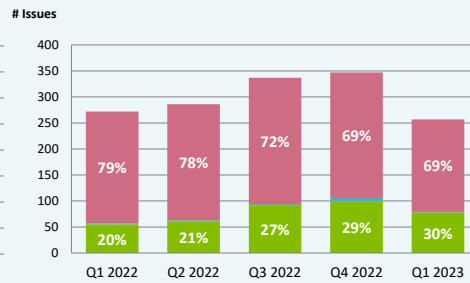


Top trends displayed

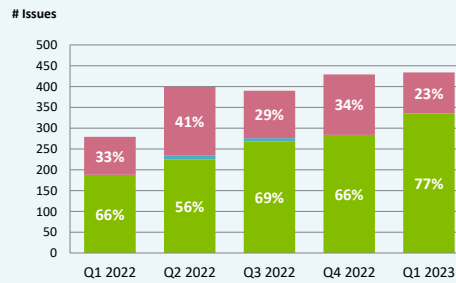
3.1 Timeline: Overall Sentiment



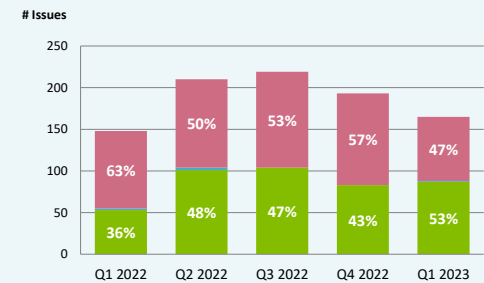
3.2 Timeline: Service Access



3.3 Timeline: Treatment and Care



3.4 Timeline: Administration



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

Satisfaction Over Time



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

Quarterly

Up by 8%
Up by 1%
Up by 11%
Up by 10%

Annually

Up by 13%
Up by 10%
Up by 11%
Up by 17%

Trends by Satisfaction Level



Quality (74%)
User Involvement (70%)
Support (67%)
Staff Attitude (65%)
Timing (61%)



Telephone (4%)
Administration (24%)
Medication (24%)
Choice (26%)
Waiting List (32%)

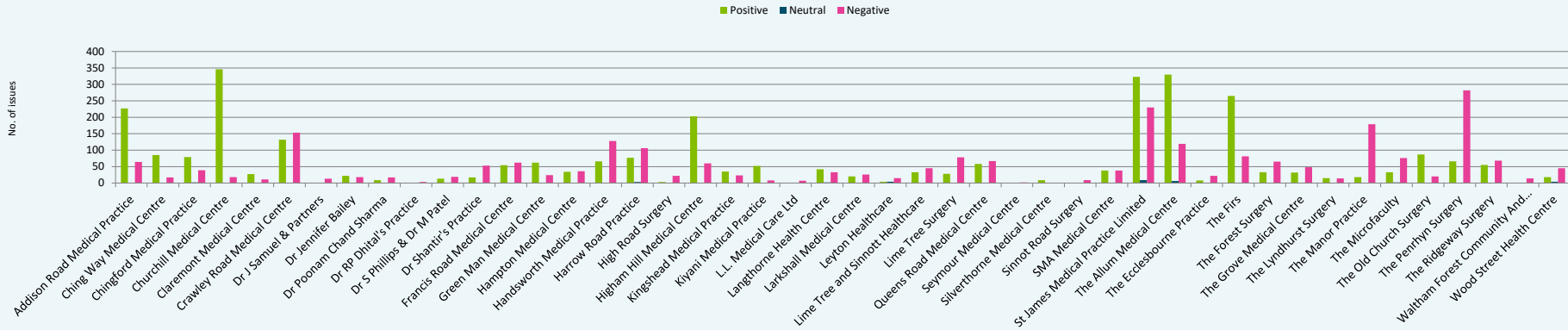
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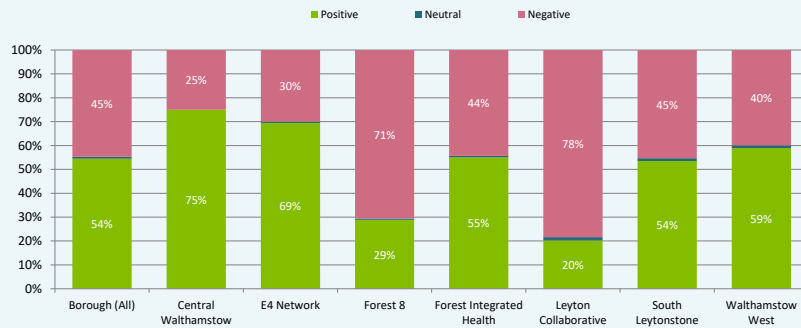
Community Insight Dashboard



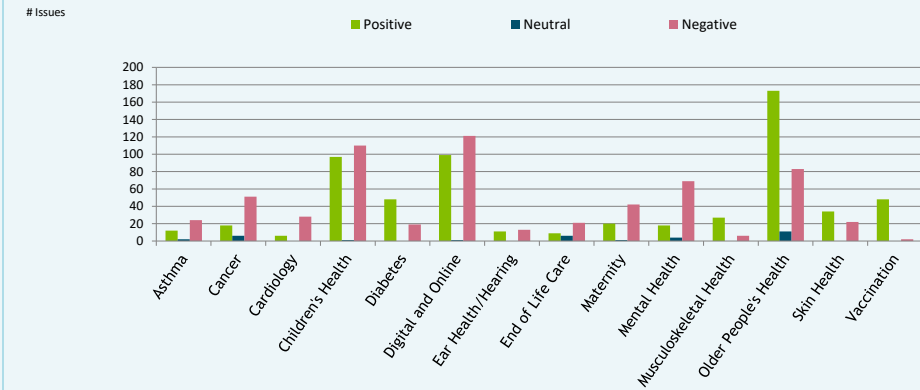
4. Practices



5. Primary Care Networks (PCNs)



6. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



Vaccination (96%)
MSK (81%)
Diabetes (71%)
Older People (64%)
Skin Health (60%)



Cardiology (17%)
Mental Health (19%)
Cancer (24%)
End of Life Care (25%)
Asthma (31%)