

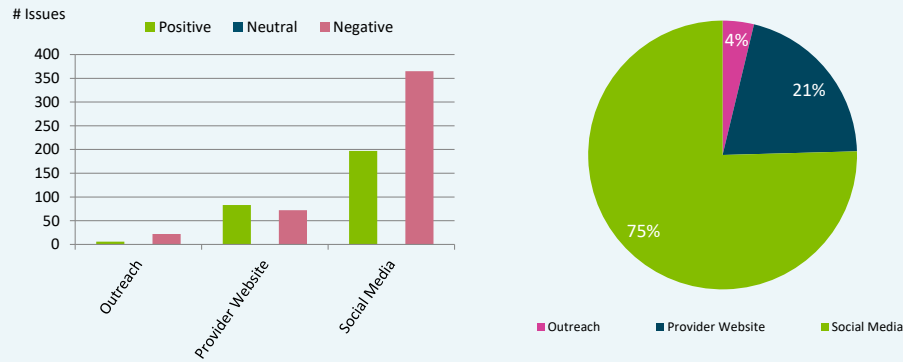
Whipps Cross University Hospital - ED

1 April 2023 - 30 September 2024

Community Insight Dashboard

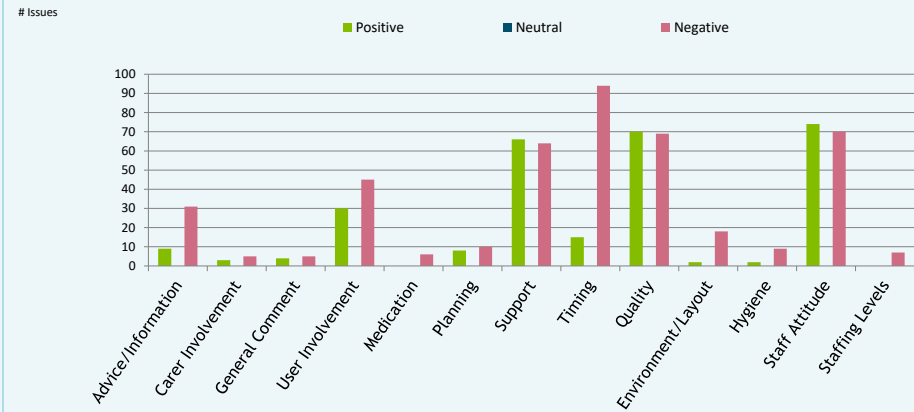


1. Source: 759 issues from 165 people



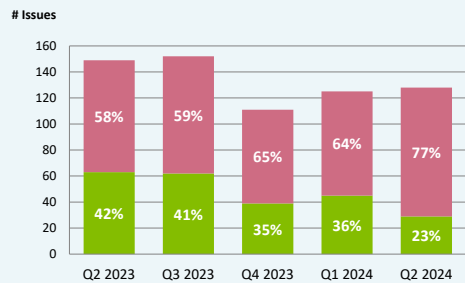
Top sources displayed

2. Trends

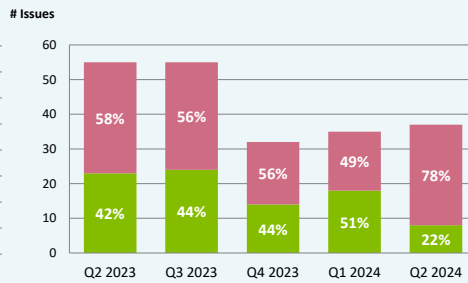


Top trends displayed

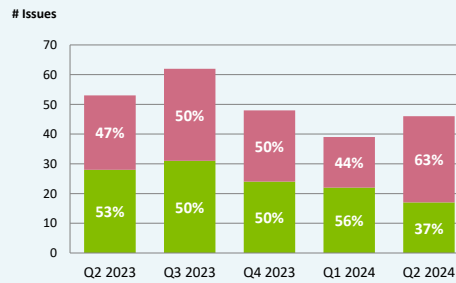
3.1 Timeline: Overall Sentiment



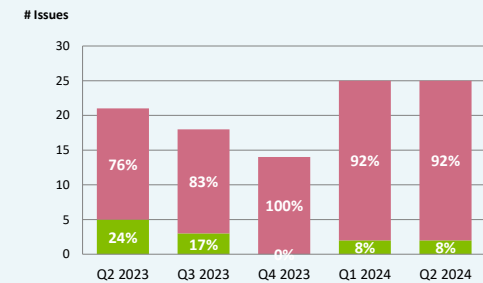
3.2 Timeline: User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



Positive Neutral Negative

Satisfaction Over Time



Overall Satisfaction:
Support & Involvement:
Quality:
Service Access:

Quarterly

Down by 13%
Down by 29%
Down by 19%
No Change

Annually

Down by 19%
Down by 20%
Down by 16%
Down by 16%

Trends by Satisfaction Level



Staff Attitude (51%)
Support (50%)
Quality (50%)
Planning (44%)
User Involvement (40%)



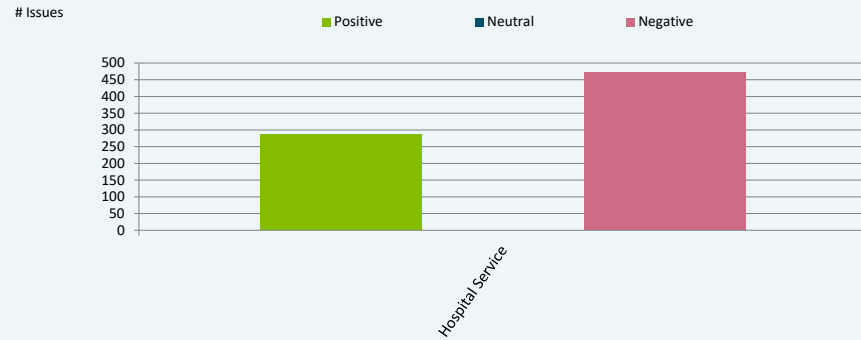
Environment (10%)
Timing (13%)
Hygiene (18%)
Communication (22%)
Carer Involvement (37%)

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4. Service Sector

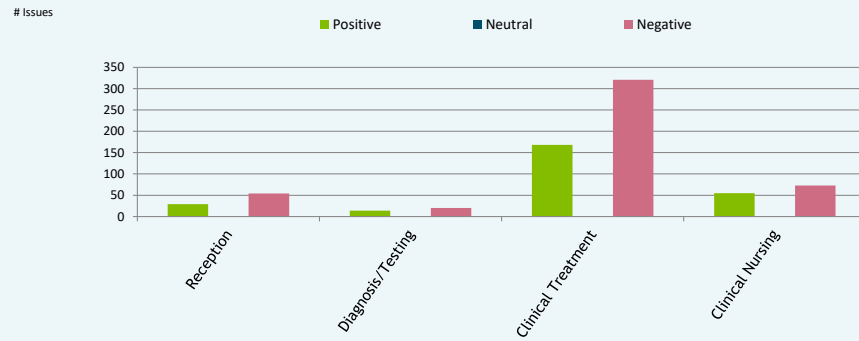


5. Service Type



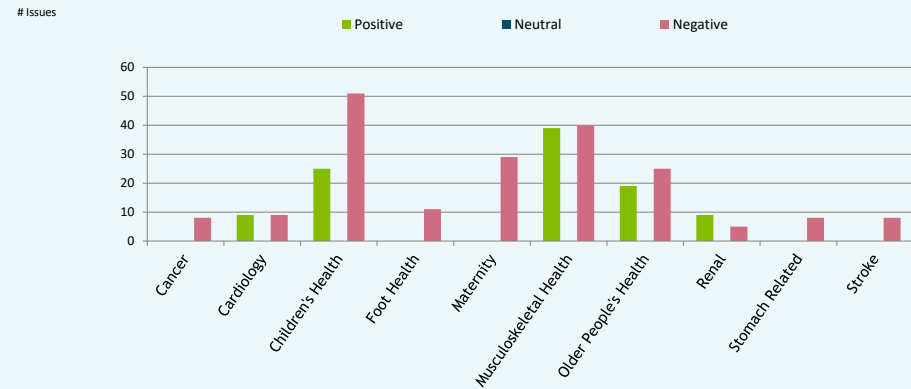
Top services displayed

6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions/topics displayed