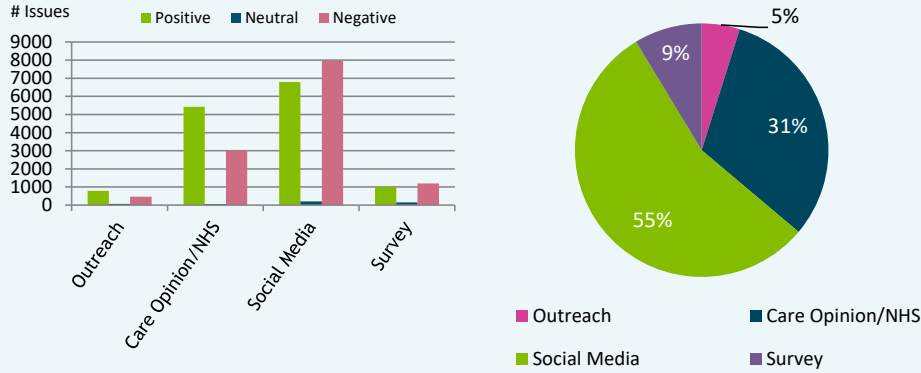


GP Services in North East London (NEL)



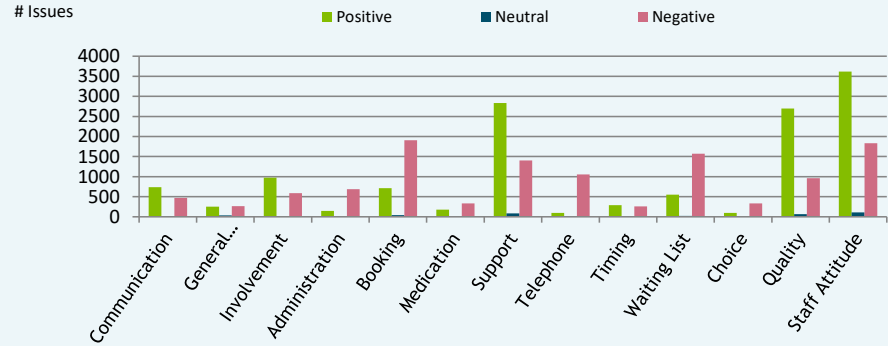
1 January - 31 December 2022

1. Source: 27492 issues from 6094 people



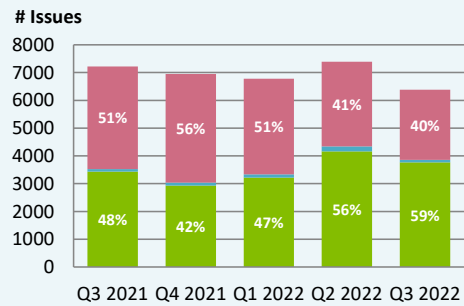
Top sources displayed

2. Trends

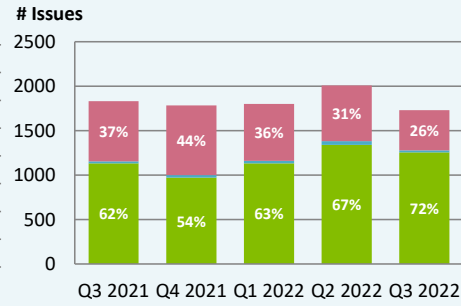


Top trends displayed

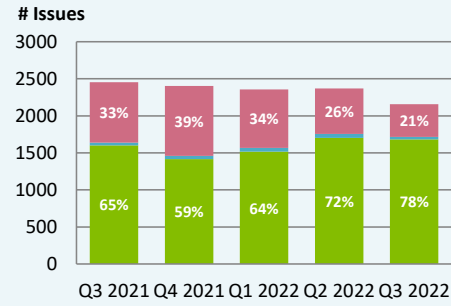
3.1 Timeline: Overall Sentiment



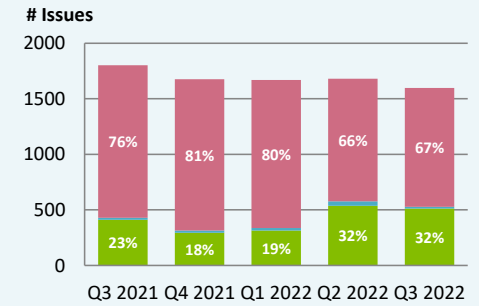
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



Positive Neutral Negative

Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Up by 3%
Up by 5%
Up by 6%
No Change

Annually

Up by 11%
Up by 10%
Up by 13%
Up by 9%

Trends by Satisfaction Level



Quality (72%)
Support (65%)
Staff Attitude (65%)
Involvement (61%)
Communication (60%)



Telephone (8%)
Administration (17%)
Choice (22%)
Waiting List (25%)
Booking (26%)

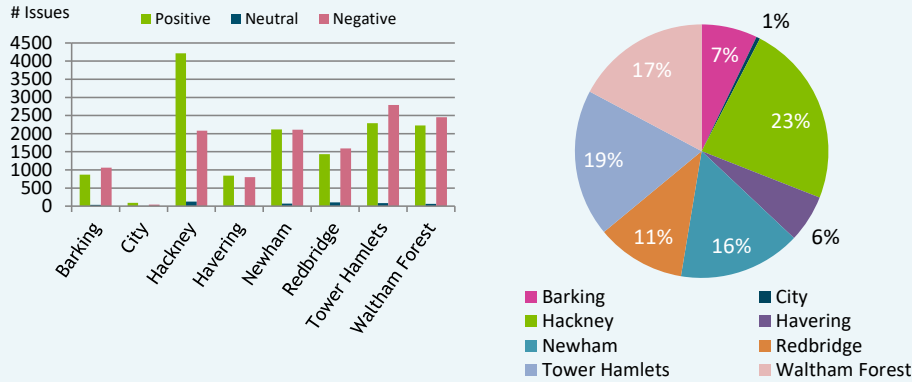
GP Services in North East London (NEL)

1 January - 31 December 2022

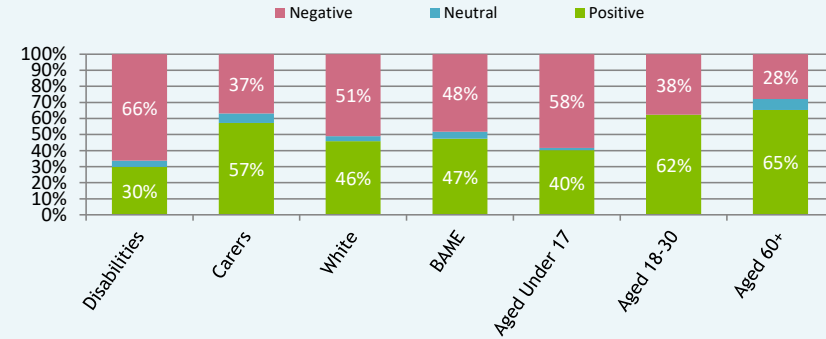
Community Insight Dashboard



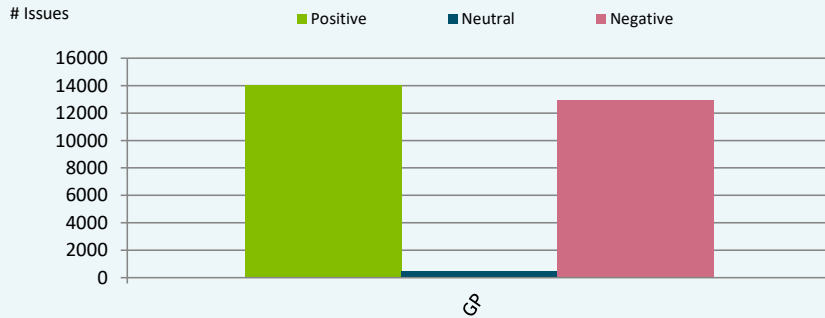
4. Feedback by Borough



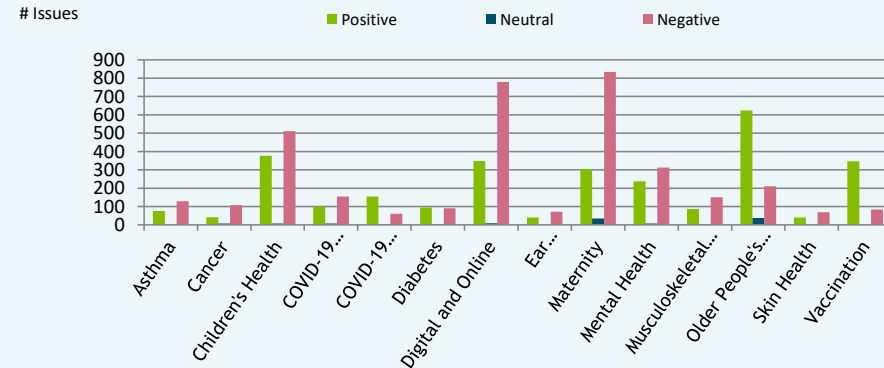
5. Equalities



6. Services



7. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



Vaccination (80%)
Older People (71%)
COVID-19 (Vaccine) (70%)
Diabetes (50%)
Mental Health (42%)



Maternity (25%)
Cancer (26%)
Digital and Online (30%)
Ear Health/Hearing (35%)
MSK (36%)