

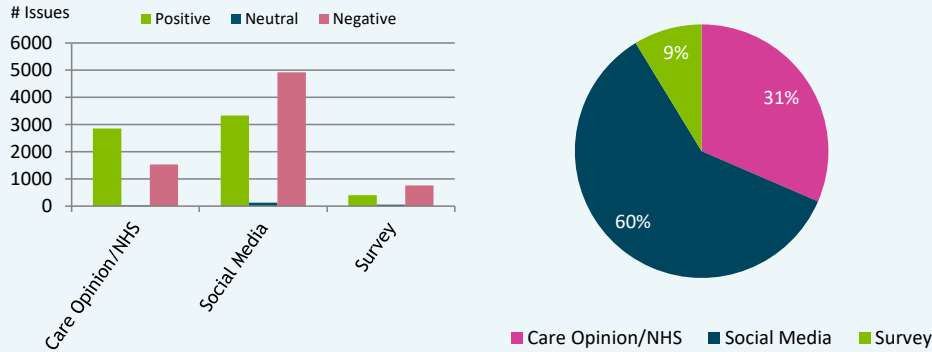
GP Services in Tower Hamlets, Newham & Waltham Forest (TNW)

Community Insight Dashboard

1 January - 31 December 2022

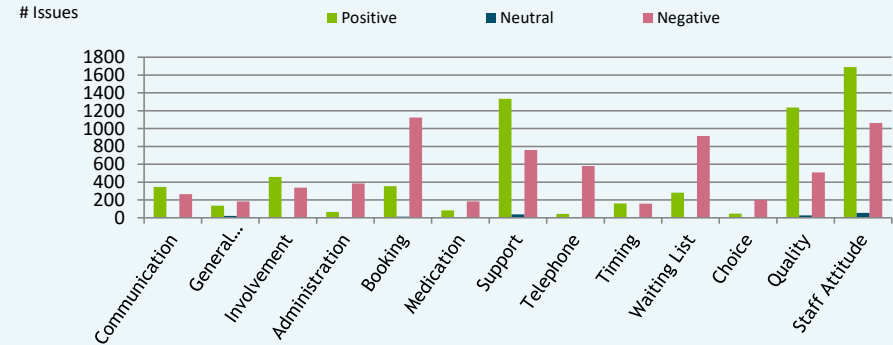


1. Source: 14187 issues from 3382 people



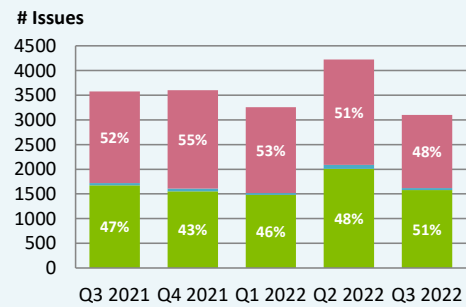
Top sources displayed

2. Trends

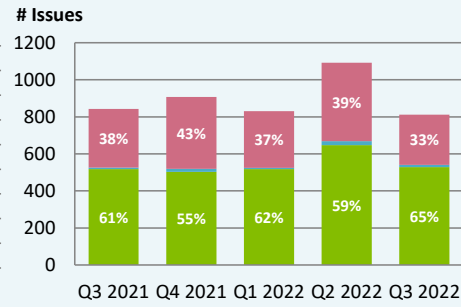


Top trends displayed

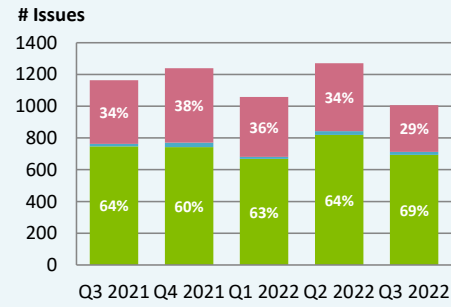
3.1 Timeline: Overall Sentiment



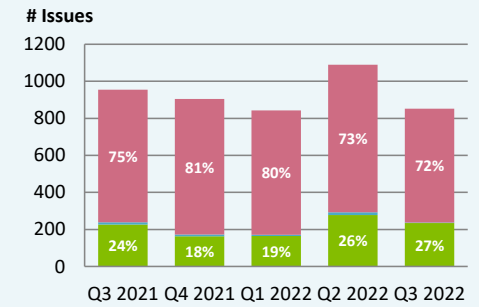
Timeline: 3.2 User Involvement



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 6%
Up by 5%
Up by 1%

Annually

Up by 4%
Up by 4%
Up by 5%
Up by 3%

Trends by Satisfaction Level



Quality (69%)
Support (62%)
Staff Attitude (60%)
Involvement (56%)
Timing (49%)



Telephone (6%)
Administration (14%)
Choice (18%)
Waiting List (23%)
Booking (23%)

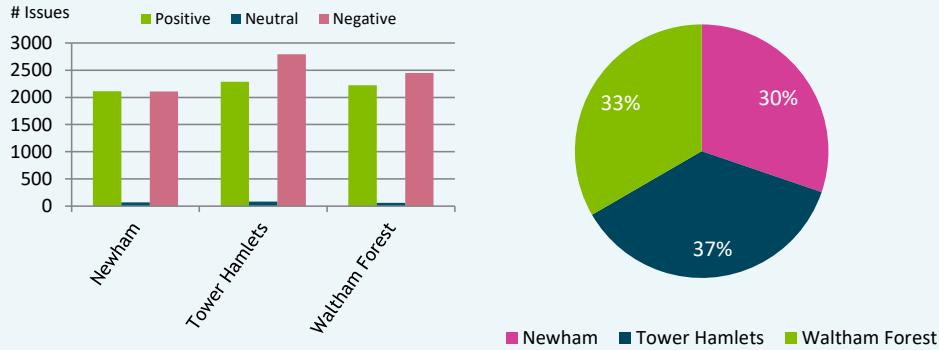
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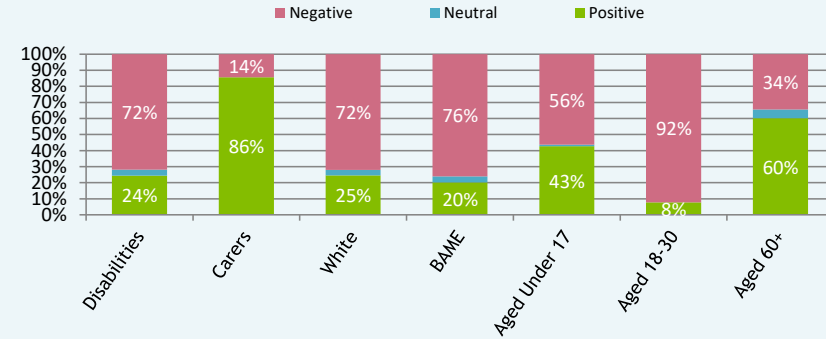
Community Insight Dashboard



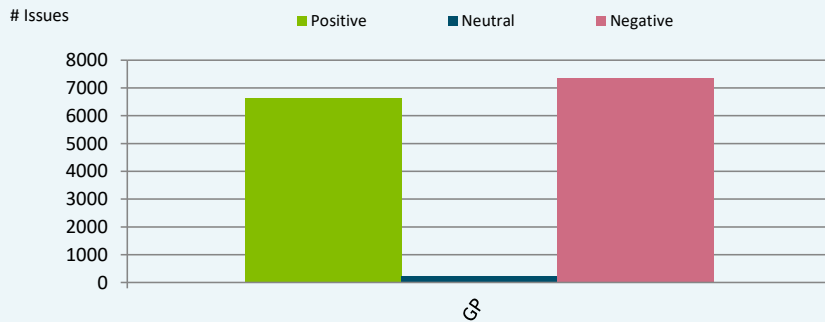
4. Feedback by Borough



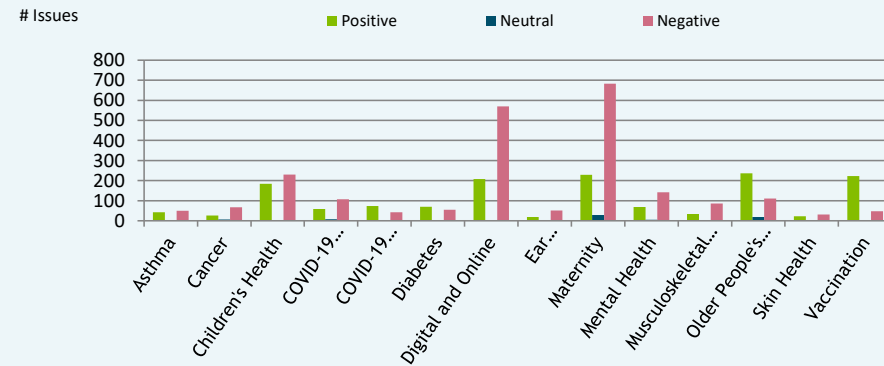
5. Equalities



6. Services



7. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



Vaccination (82%)
Older People (64%)
COVID-19 (Vaccine) (63%)
Diabetes (56%)
Asthma (45%)



Maternity (24%)
Cancer (26%)
Digital and Online (26%)
Ear Health (27%)
MSK (28%)