

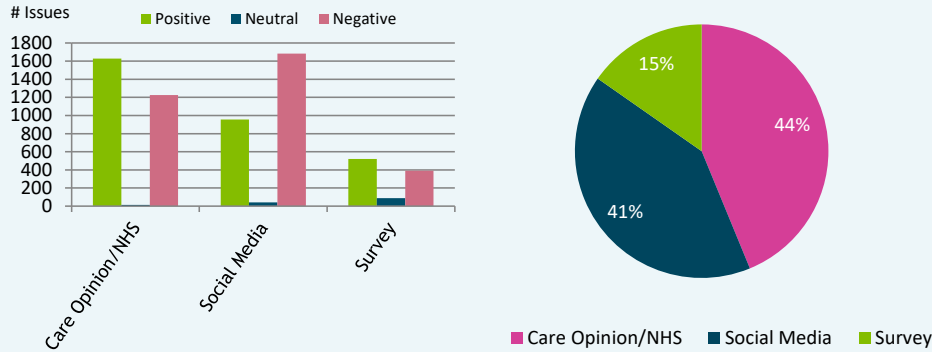
GP Services in Barking & Dagenham, Havering and Redbridge (BHR)

Community Insight Dashboard



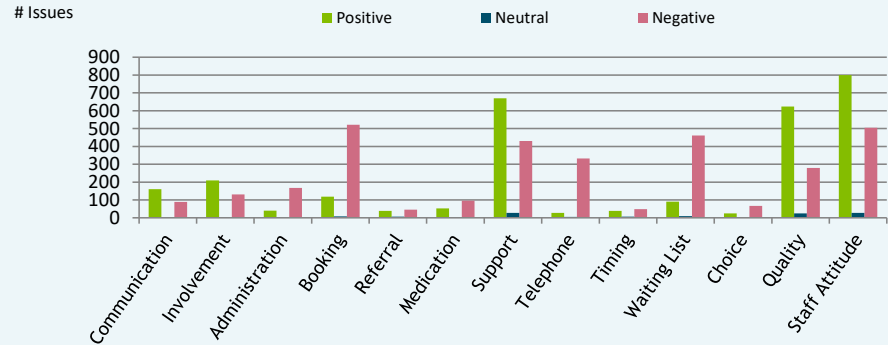
1 January - 31 December 2022

1. Source: 6752 issues from 1416 people



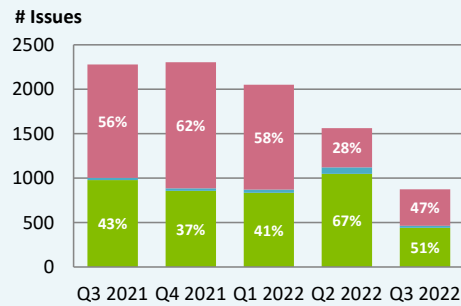
Top sources displayed

2. Trends

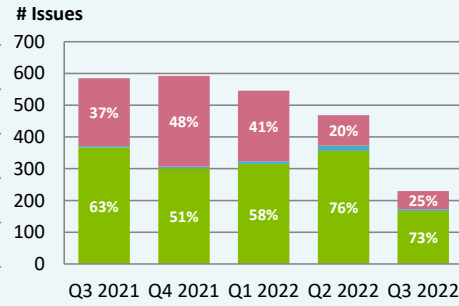


Top trends displayed

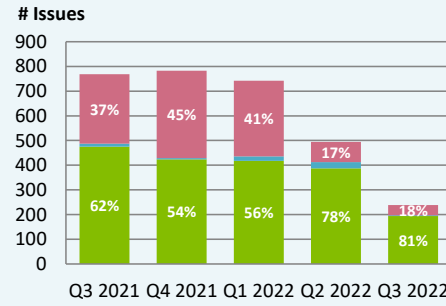
3.1 Timeline: Overall Sentiment



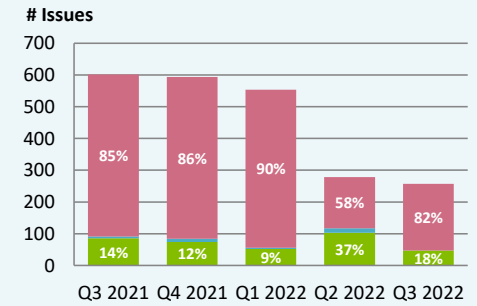
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



■ Positive ■ Neutral ■ Negative

Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Down by 16%
Down by 3%
Up by 3%
Down by 19%

Annually

Up by 8%
Up by 10%
Up by 19%
Up by 4%

Trends by Satisfaction Level



Quality (67%)
Communication (63%)
Involvement (60%)
Staff Attitude (60%)
Support (59%)



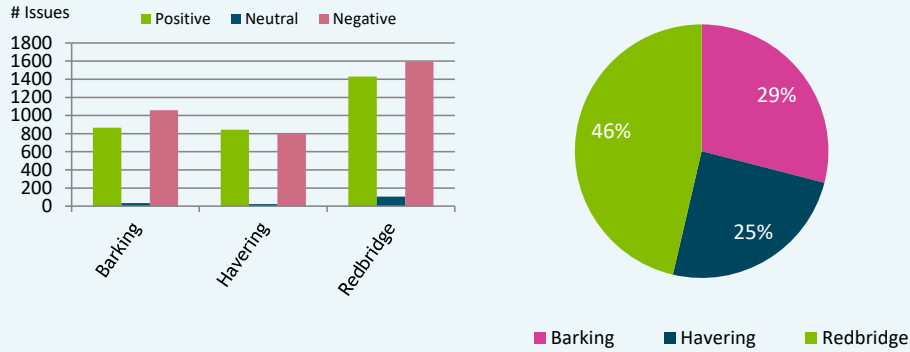
Telephone (7%)
Waiting List (16%)
Booking (18%)
Administration (18%)
Choice (25%)

GP Services in Barking, Havering & Redbridge (BHR)

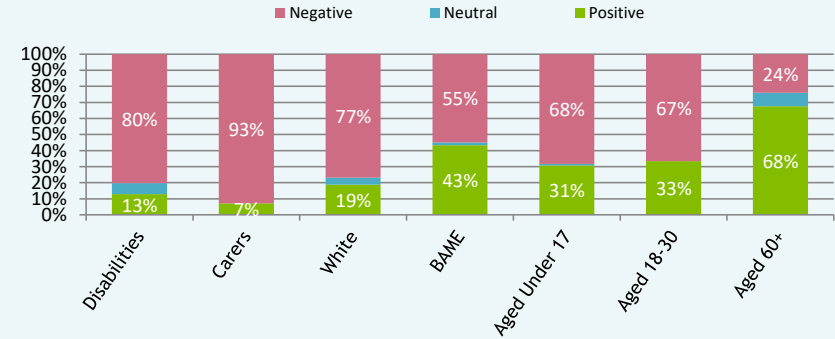


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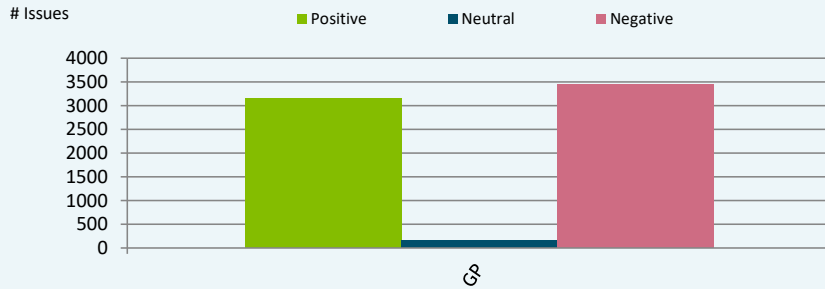
4. Feedback by Borough



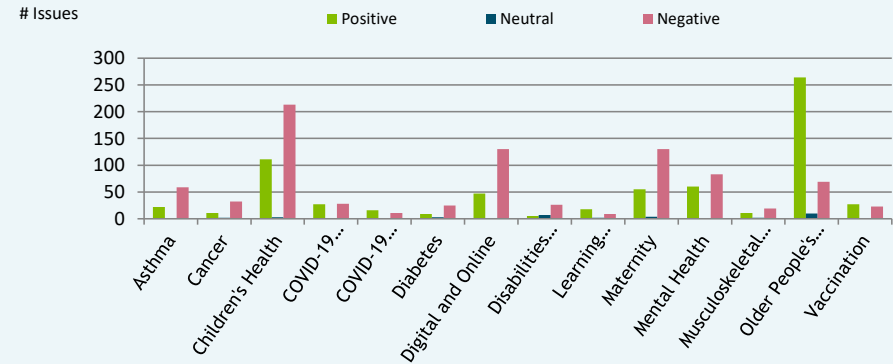
5. Equalities



6. Services



7. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



Older People (76%)
 Learning Disability (62%)
 COVID-19 (Vaccine) (57%)
 Vaccination (54%)
 COVID-19 (General) (49%)



Disabilities (13%)
 Diabetes (24%)
 Cancer (24%)
 Digital and Online (26%)
 Asthma (27%)