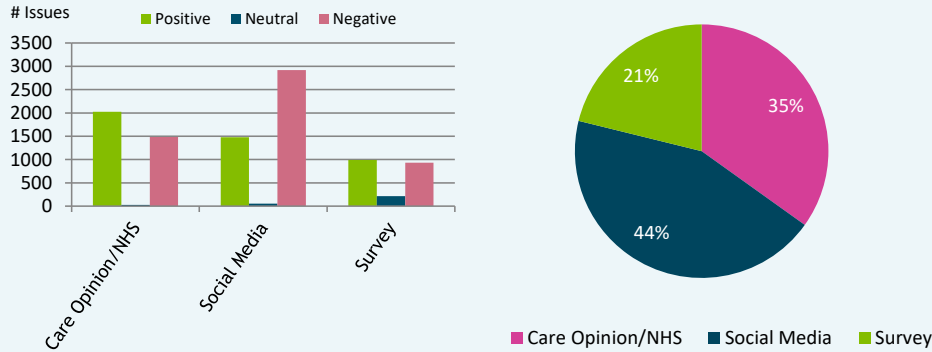


1 January - 31 December 2022

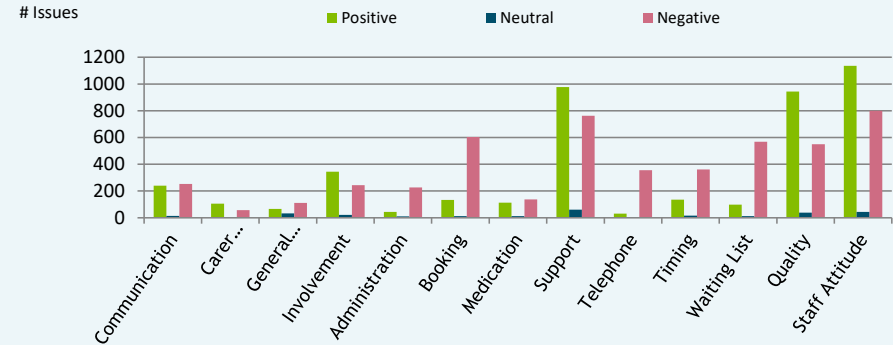


### 1. Source: 10989 issues from 2664 people



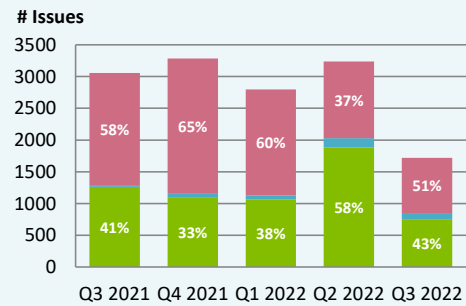
Top sources displayed

### 2. Trends

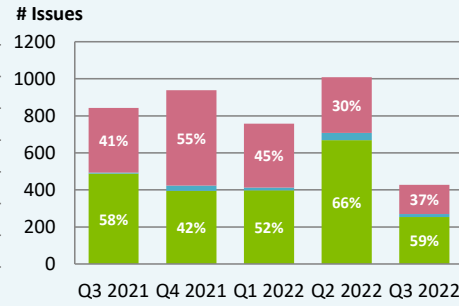


Top trends displayed

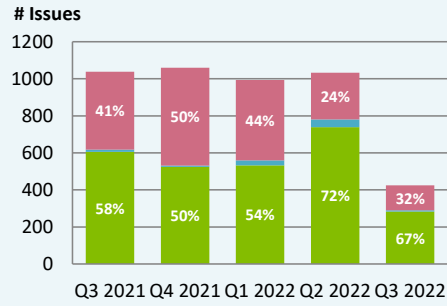
### 3.1 Timeline: Overall Sentiment



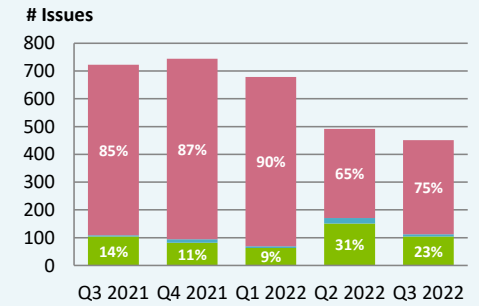
### Timeline: 3.2 User Involvement



### 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 15%  
Down by 7%  
Down by 5%  
Down by 8%

Annually

Up by 2%  
Up by 1%  
Up by 9%  
Up by 9%

### Trends by Satisfaction Level



Carer Involvement (62%)  
Quality (61%)  
Staff Attitude (57%)  
Involvement (56%)  
Support (54%)



Telephone (7%)  
Waiting List (14%)  
Administration (15%)  
Booking (17%)  
Timing (26%)

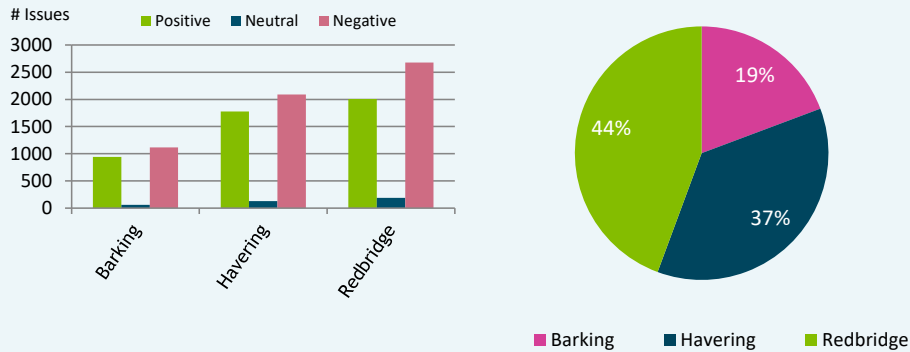
# Health and Care Services in Barking & Dagenham, Havering & Redbridge (BHR)

# Community Insight Dashboard

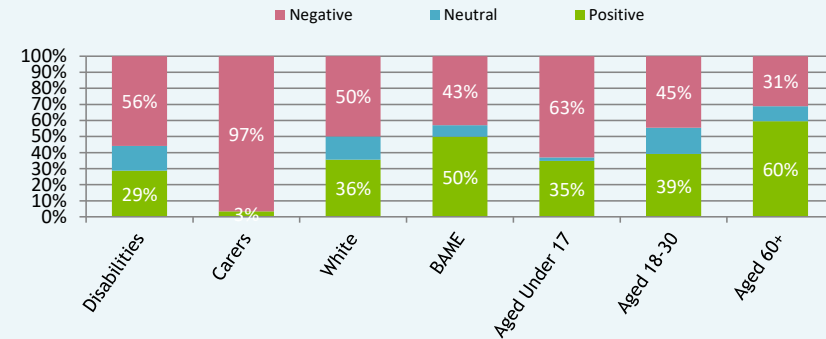
1 January - 31 December 2022



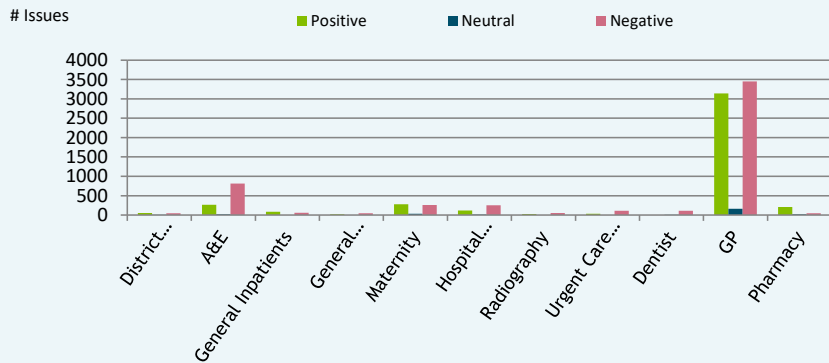
## 4. Feedback by Borough



## 5. Equalities

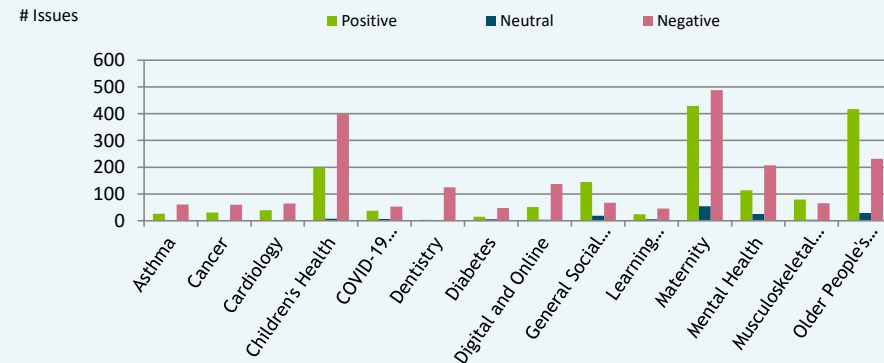


## 6. Services



Top services displayed

## 7. Conditions/Topics



Top conditions/topics displayed

## Services by Satisfaction Level



Pharmacy (76%)  
General Inpatients (58%)  
District Nurse (51%)  
Maternity (48%)  
GP (46%)



Urgent Care Centre (23%)  
A&E (24%)  
Radiography (32%)  
General Outpatients (34%)



General Social Care (62%)  
Older People (61%)  
MSK (53%)  
Maternity (44%)  
COVID-19 (General) (38%)



Dentistry (3%)  
Diabetes (21%)  
Digital and Online (26%)  
Asthma (29%)  
Learning Disability (31%)