

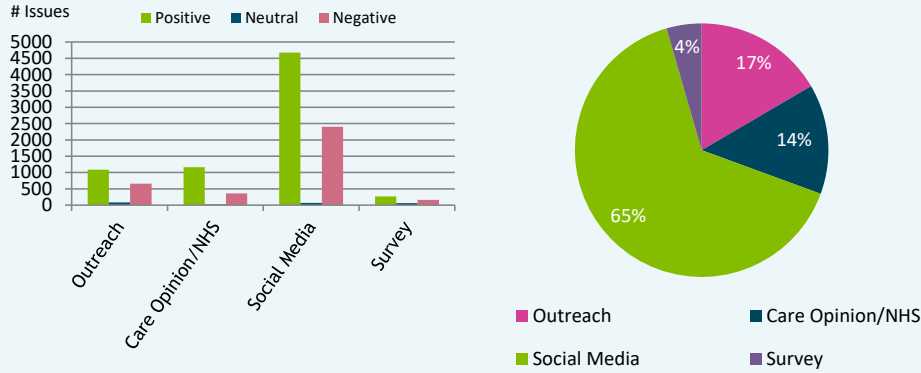
Health and Care Services in the City of London & Hackney

Community Insight Dashboard



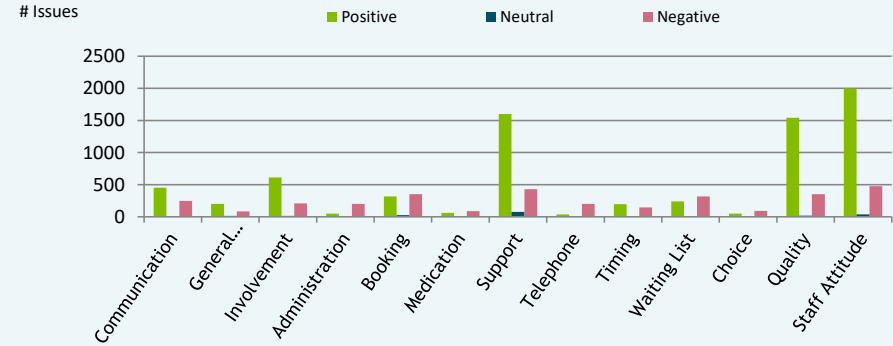
1 January - 31 December 2022

1. Source: 11964 issues from 2712 people



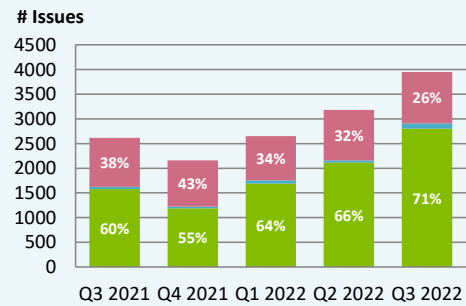
Top sources displayed

2. Trends

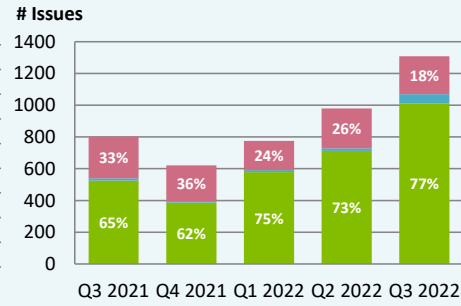


Top trends displayed

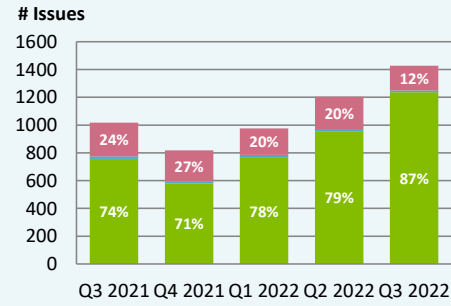
3.1 Timeline: Overall Sentiment



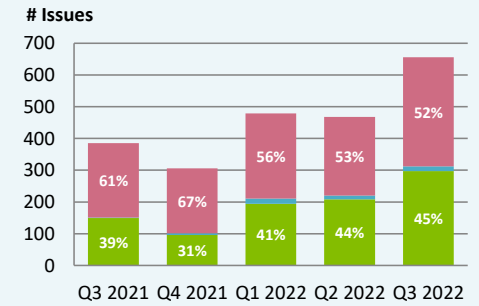
Timeline: 3.2 User Involvement



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 5%
Up by 4%
Up by 8%
Up by 1%

Annually

Up by 11%
Up by 12%
Up by 13%
Up by 6%

Trends by Satisfaction Level



Quality (80%)
Staff Attitude (79%)
Support (75%)
Involvement (73%)
Communication (64%)



Telephone (15%)
Administration (19%)
Choice (34%)
Medication (40%)
Waiting List (42%)

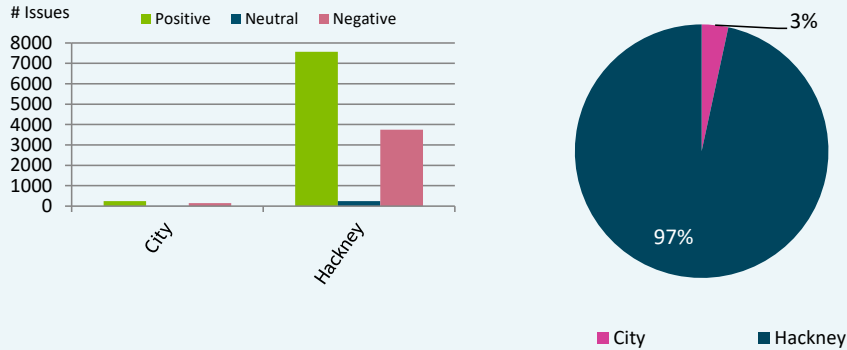
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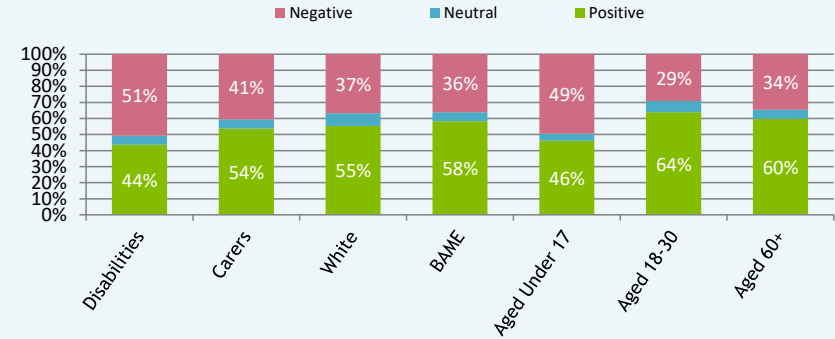


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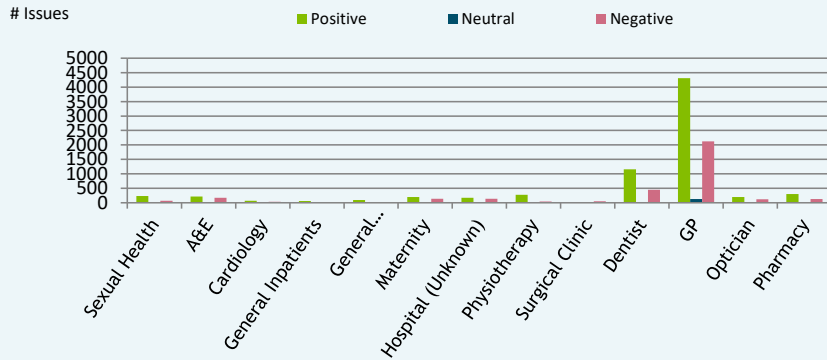
4. Feedback by Borough



5. Equalities

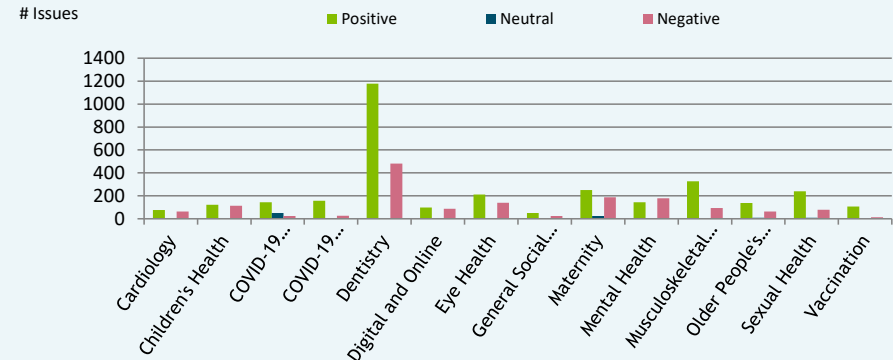


6. Services



Top services displayed

7. Conditions/Topics



Top conditions/topics displayed

Services by Satisfaction Level



Physiotherapy (87%)
General Inpatients (78%)
Sexual Health (73%)
General Outpatients (73%)
Dentist (71%)



Hospital Surgery (27%)
A&E (55%)
Maternity (55%)
Optician (62%)
Cardiology (63%)

Conditions/Topics by Satisfaction Level



Vaccination (88%)
COVID-19 (Vaccine) (83%)
MSK (77%)
Sexual Health (73%)
Dentistry (70%)



Mental Health (43%)
Children's Health (51%)
Digital and Online (51%)
Cardiology (52%)
Maternity (54%)