

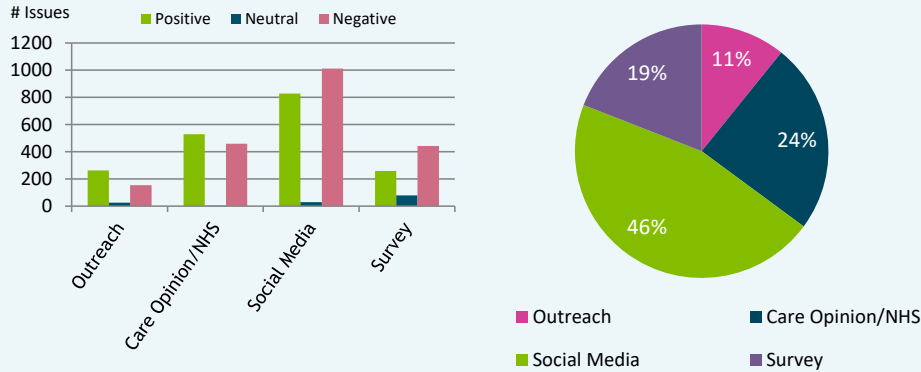
The Experience of Barts Health

1 January - 31 December 2022

Community Insight Dashboard

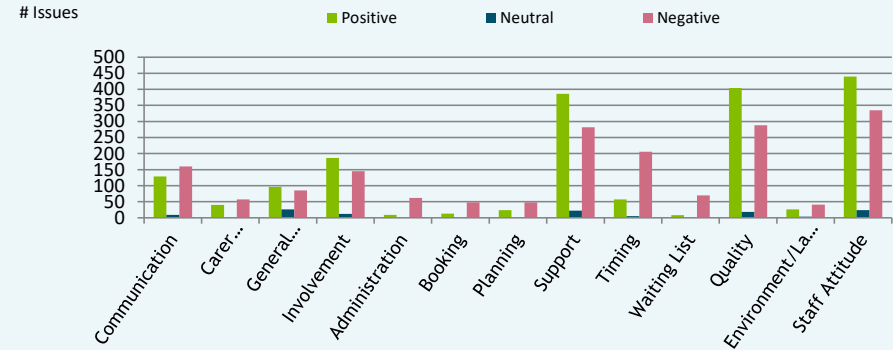


1. Source: 4251 issues from 1070 people



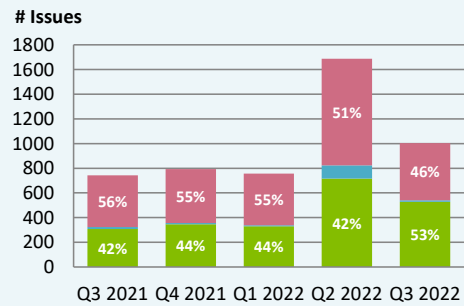
Top sources displayed

2. Trends

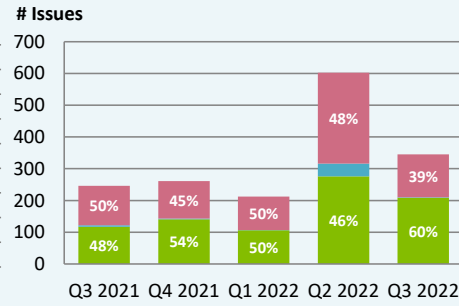


Top trends displayed

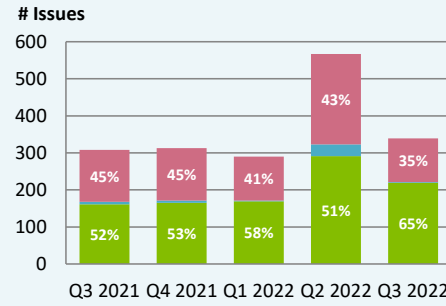
3.1 Timeline: Overall Sentiment



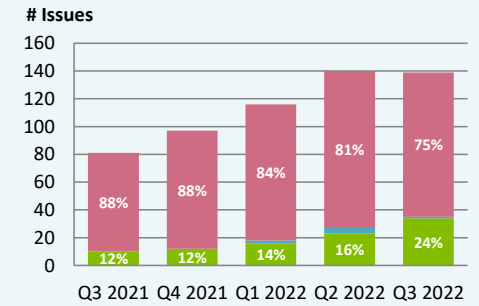
Timeline: 3.2 User Involvement



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 11%
Up by 14%
Up by 14%
Up by 8%

Annually

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

Trends by Satisfaction Level



Quality (56%)
Support (55%)
Staff Attitude (55%)
Involvement (54%)
Communication (43%)



Waiting List (10%)
Administration (12%)
Booking (20%)
Timing (21%)
Planning (32%)

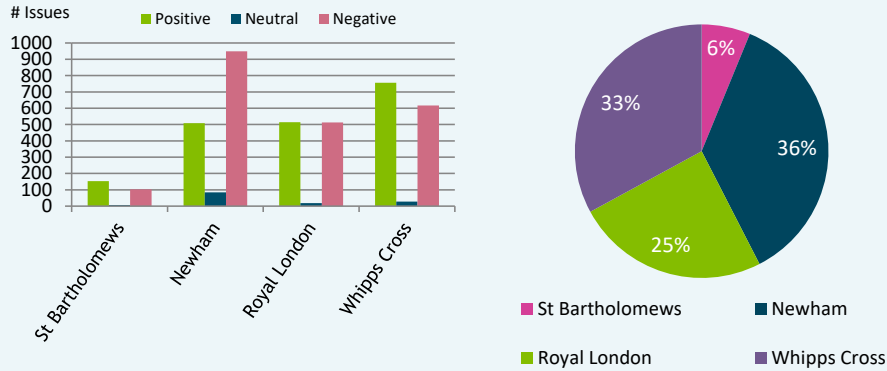
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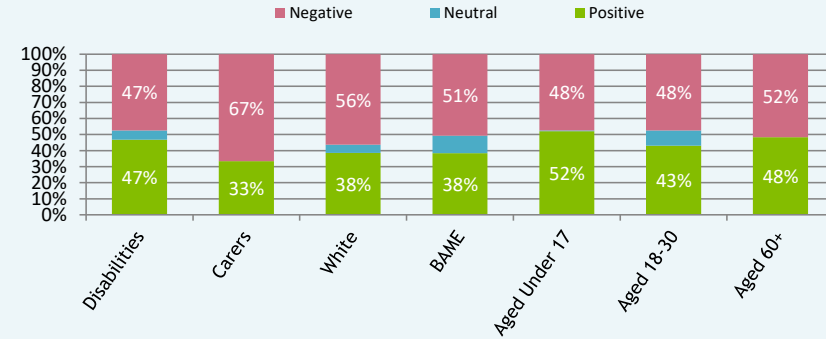
Community Insight Dashboard



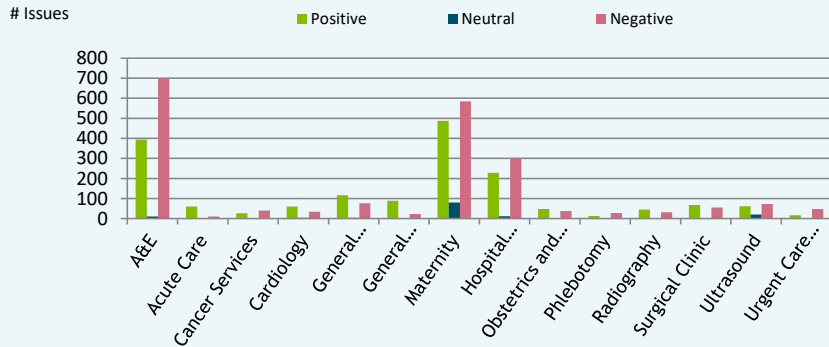
4. Feedback by Hospital



5. Equalities

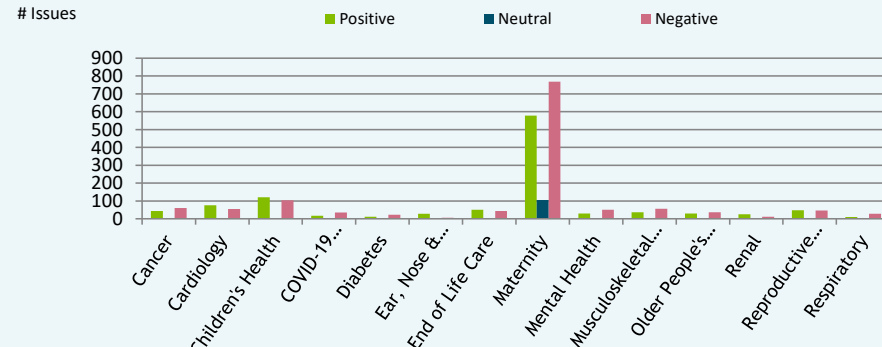


6. Services



Top services displayed

7. Conditions/Topics



Top conditions/topics displayed

Services by Satisfaction Level



Acute Care (85%)
General Outpatients (79%)
Cardiology (61%)
General Inpatients (59%)
Radiography (58%)



Urgent Care Centre (25%)
Phlebotomy (30%)
A&E (35%)
Ultrasound (39%)
Cancer Services (39%)

Conditions/Topics by Satisfaction Level



ENT (82%)
Renal (60%)
Cardiology (56%)
End of Life Care (53%)
Children (53%)



Respiratory (26%)
Diabetes (32%)
COVID-19 (General) (32%)
Mental Health (34%)
MSK (38%)