

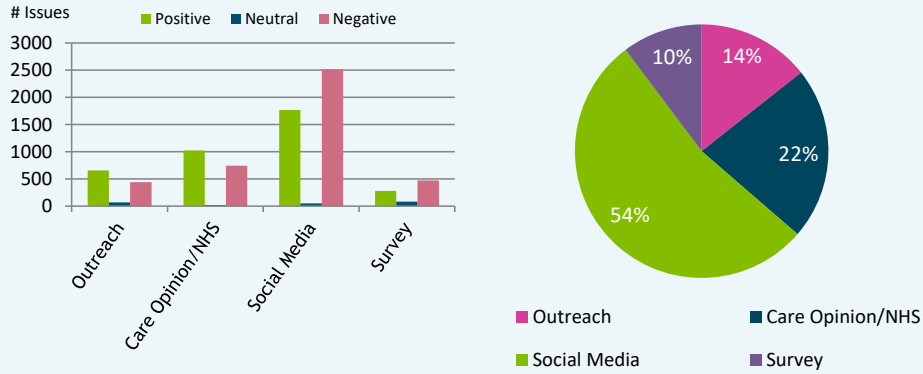
Hospital Services in North East London (NEL)

Community Insight Dashboard

1 January - 31 December 2022

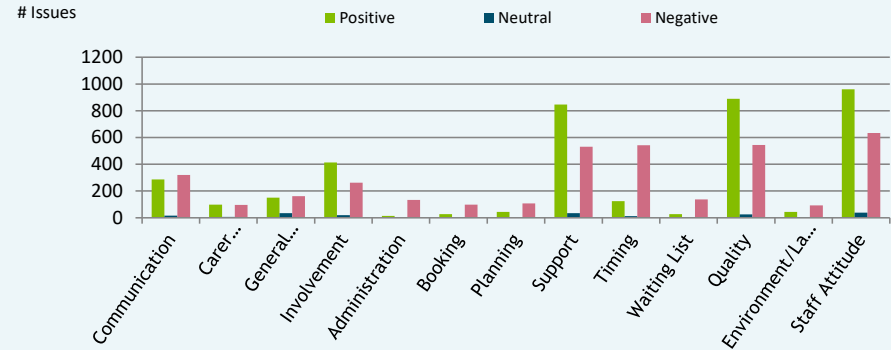


1. Source: 8777 issues from 2127 people



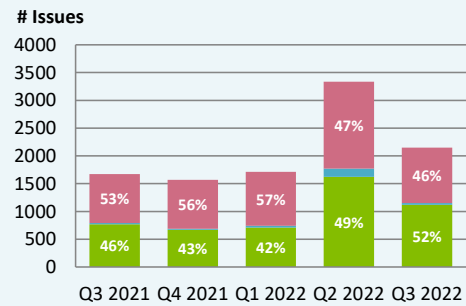
Top sources displayed

2. Trends

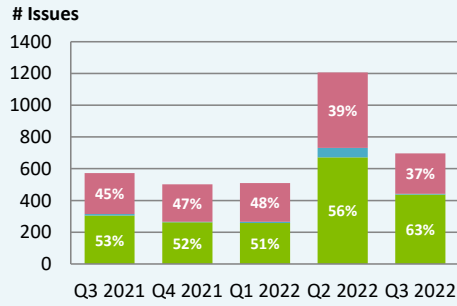


Top trends displayed

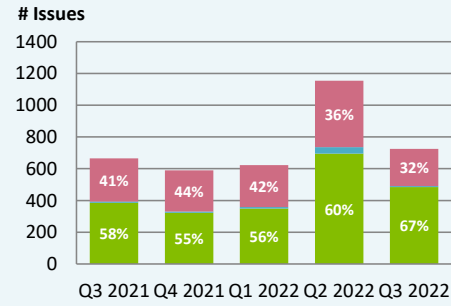
3.1 Timeline: Overall Sentiment



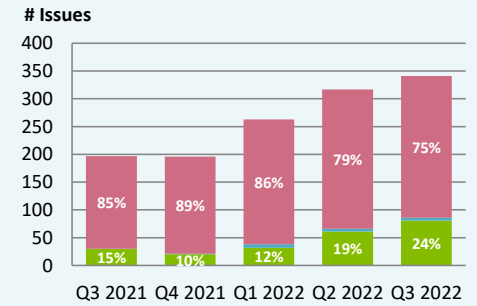
Timeline: 3.2 User Involvement



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 7%
Up by 7%
Up by 5%

Annually

Up by 6%
Up by 10%
Up by 9%
Up by 9%

Trends by Satisfaction Level



Quality (60%)
Support (59%)
Involvement (59%)
Staff Attitude (58%)
Carer Involvement (48%)



Administration (9%)
Waiting List (16%)
Timing (18%)
Booking (22%)
Planning (28%)

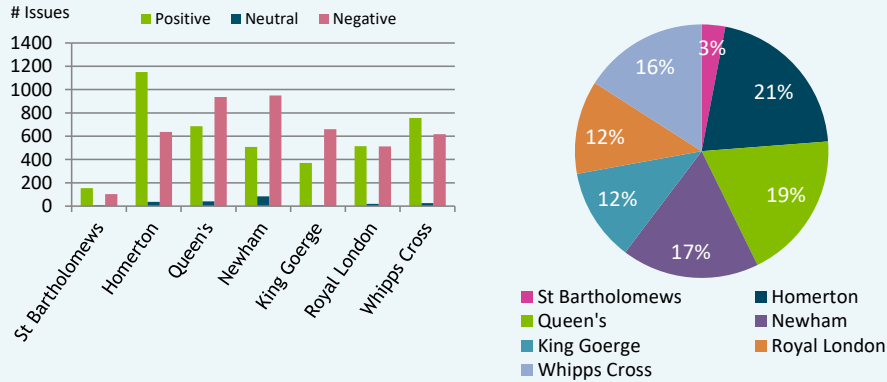
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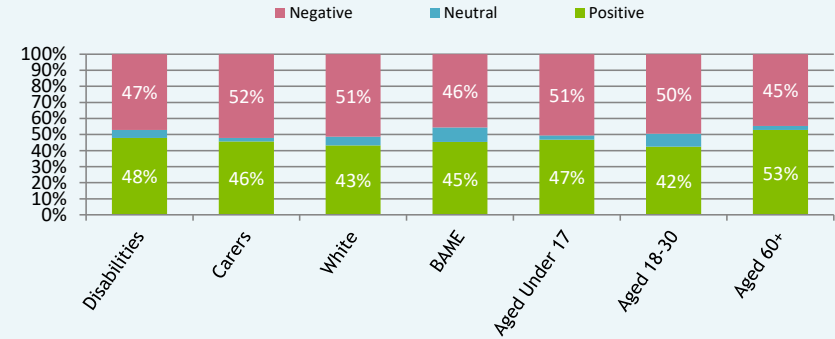
Community Insight Dashboard



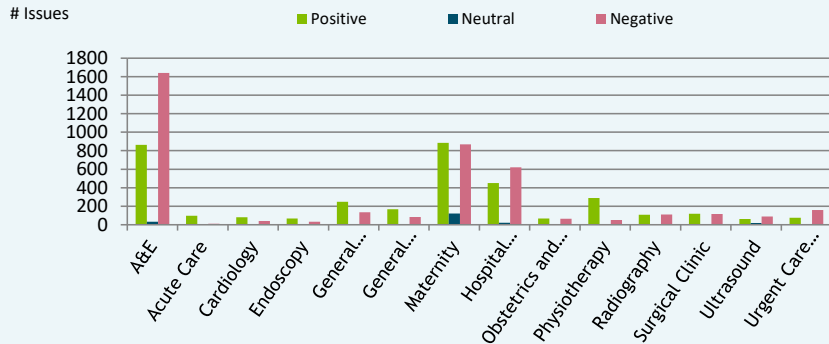
4. Feedback by Hospital



5. Equalities

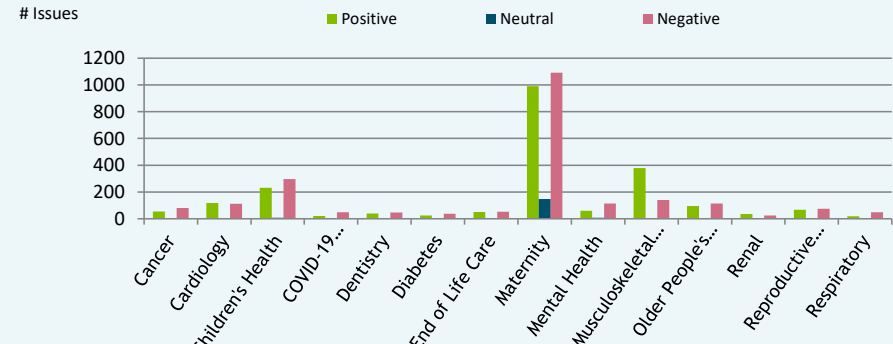


6. Services



Top services displayed

7. Conditions/Topics



Top conditions/topics displayed

Services by Satisfaction Level



Acute Care (90%)
 Physiotherapy (85%)
 Endoscopy (68%)
 General Outpatients (65%)
 Cardiology (64%)



Urgent Care Centre (32%)
 A&E (34%)
 Ultrasound (36%)
 Maternity (47%)
 Radiography (49%)

Conditions/Topics by Satisfaction Level



MSK (72%)
 Renal (54%)
 Cardiology (50%)
 End of Life Care (48%)
 Reproductive Health (47%)



Respiratory (28%)
 COVID-19 (General) (28%)
 Mental Health (33%)
 Diabetes (37%)
 Cancer (39%)