

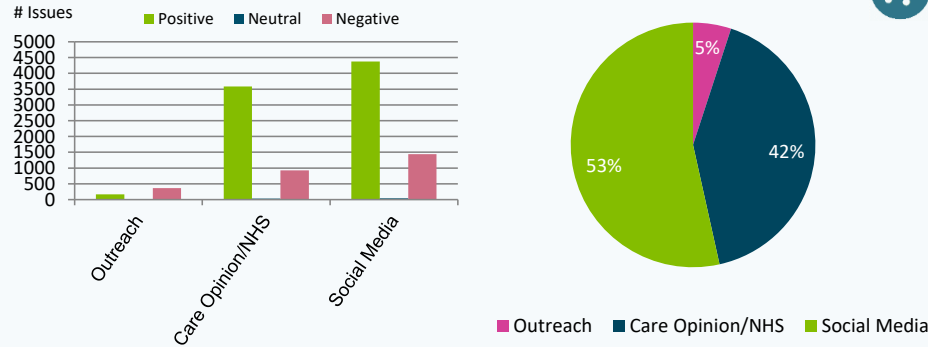
# GP Services in Barking & Dagenham, Havering & Redbridge (BHR)

Community Insight Dashboard



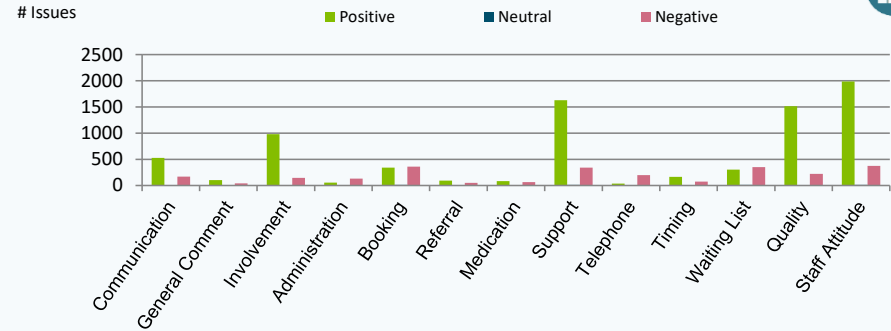
Qualitative Feedback, 1 July 2023 - 30 June 2024

## 1. Source: 10999 issues from 2340 people



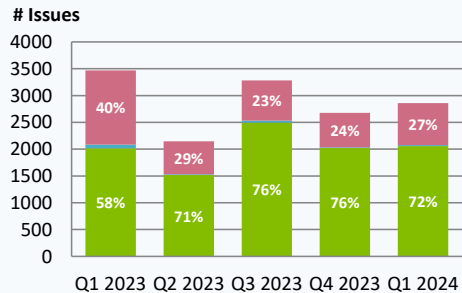
Top sources displayed

## 2. Trends

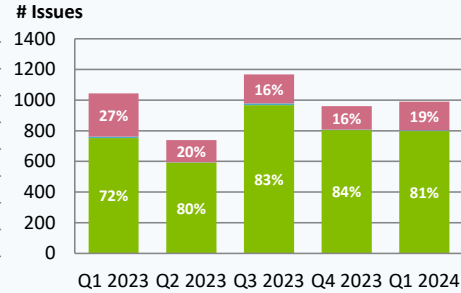


Top trends displayed

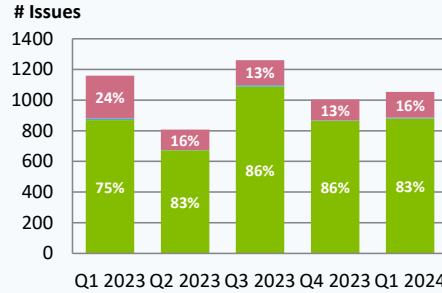
### 3.1 Timeline: Overall Sentiment



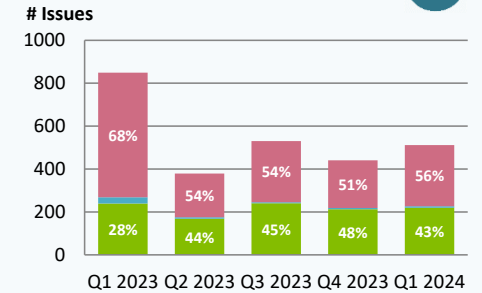
### 3.2 Timeline: User Involvement



### 3.3 Timeline: Quality



### 3.4 Timeline: Service Access



Positive Neutral Negative

## Satisfaction Over Time



Overall Satisfaction:  
User Involvement:  
Quality:  
Service Access:

Quarterly

Down by 4%  
Down by 3%  
Down by 3%  
Down by 5%

Annually

Up by 14%  
Up by 9%  
Up by 8%  
Up by 15%

## Trends by Satisfaction Level



Quality (86%)  
Involvement (86%)  
Staff Attitude (83%)  
Support (82%)  
Communication (75%)



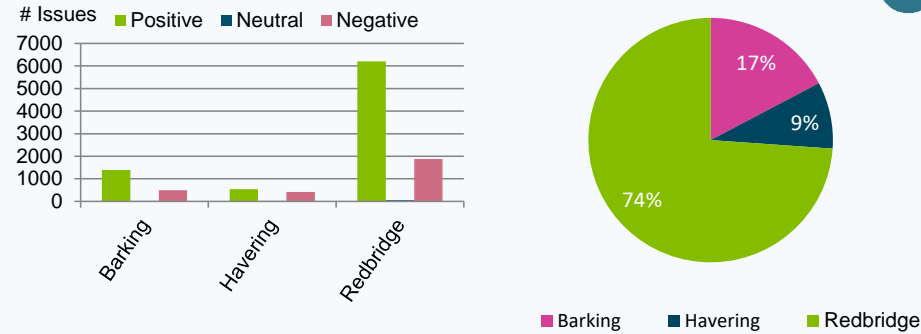
Telephone (15%)  
Administration (28%)  
Waiting List (45%)  
Booking (47%)  
Medication (55%)

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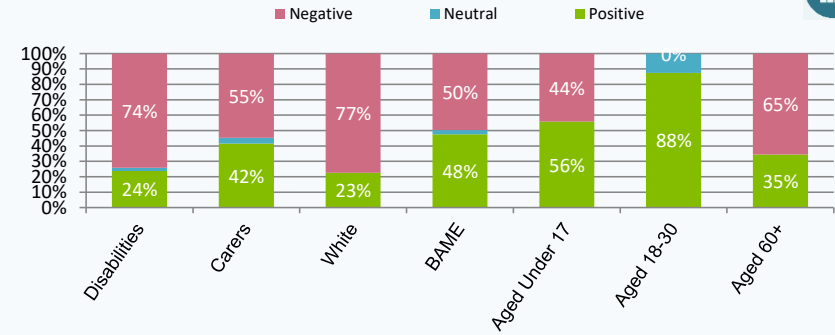


Qualitative Feedback, 1 July 2023 - 30 June 2024

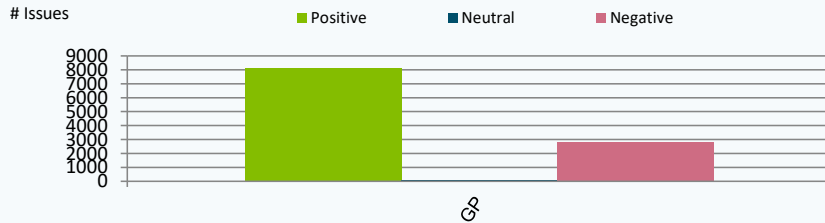
## 4. Feedback by Borough



## 5. Equalities

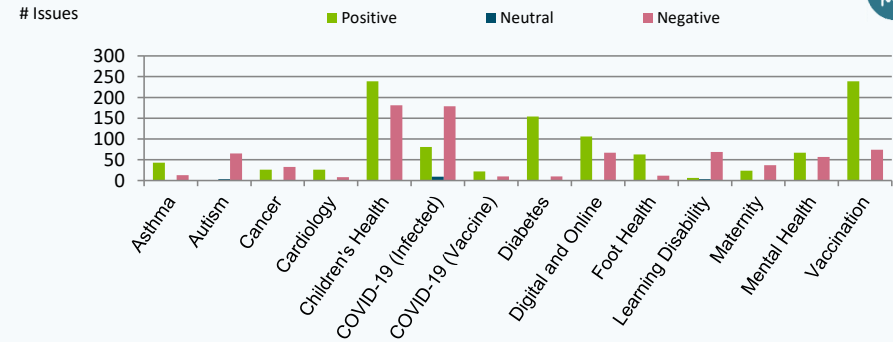


## 6. Services



Top services displayed

## 7. Conditions/Topics



Top conditions/topics displayed

## Conditions/Topics by Satisfaction Level



Diabetes (93%)  
Foot Health (84%)  
Cardiology (76%)  
Vaccination (76%)  
Asthma (75%)



Autism (1%)  
Learning Disability (7%)  
COVID-19 (Infected) (30%)  
Maternity (39%)  
Cancer (44%)