

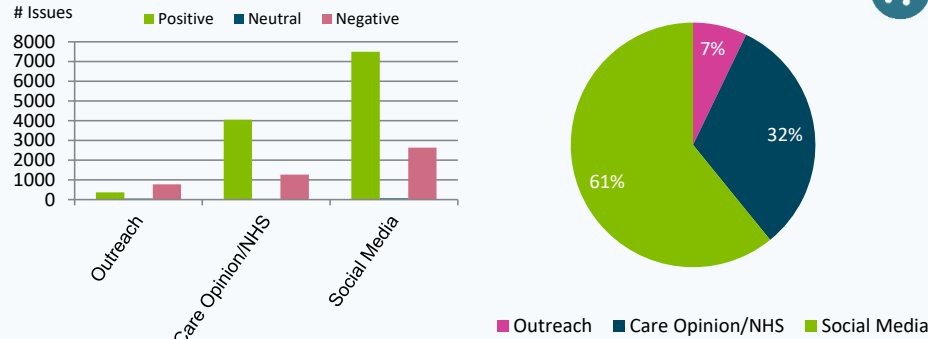
# Health and Care Services in Barking & Dagenham, Havering & Redbridge (BHR)

Community Insight Dashboard



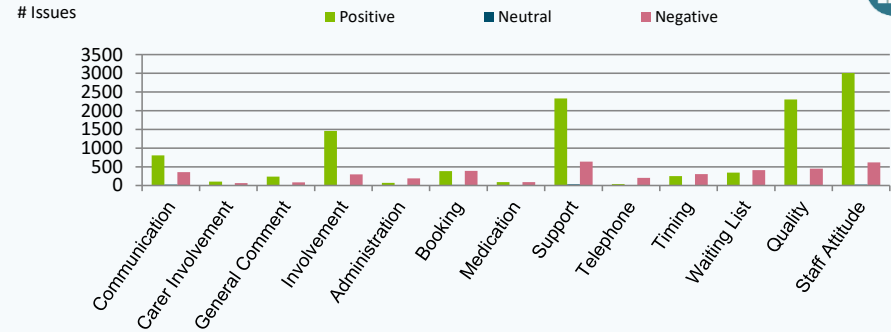
Qualitative Feedback, 1 July 2023 - 30 June 2024

## 1. Source: 17060 issues from 3963 people



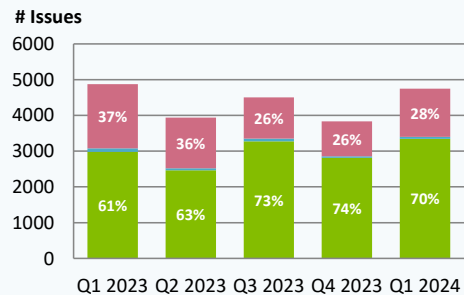
Top sources displayed

## 2. Trends

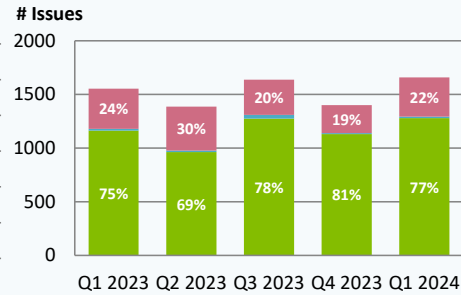


Top trends displayed

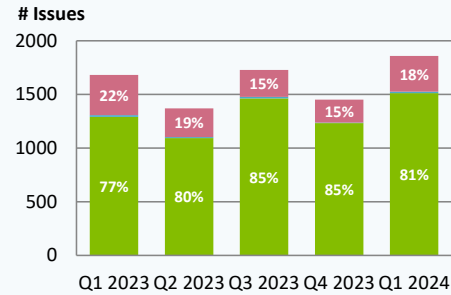
### 3.1 Timeline: Overall Sentiment



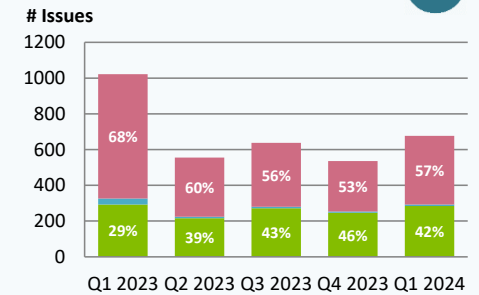
### 3.2 Timeline: User Involvement



### 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 4%  
Down by 4%  
Down by 4%

Annually

Up by 9%  
Up by 2%  
Up by 4%  
Up by 13%

## Trends by Satisfaction Level



Quality (83%)  
Staff Attitude (82%)  
Involvement (82%)  
Support (77%)  
Communication (67%)



Telephone (14%)  
Administration (26%)  
Timing (44%)  
Waiting List (44%)  
Booking (48%)

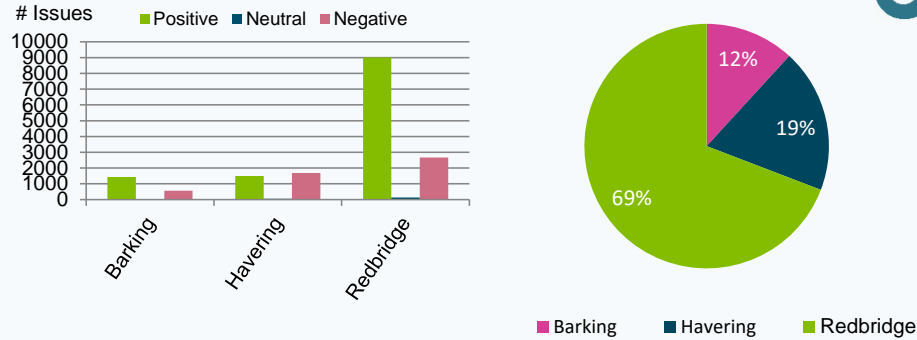
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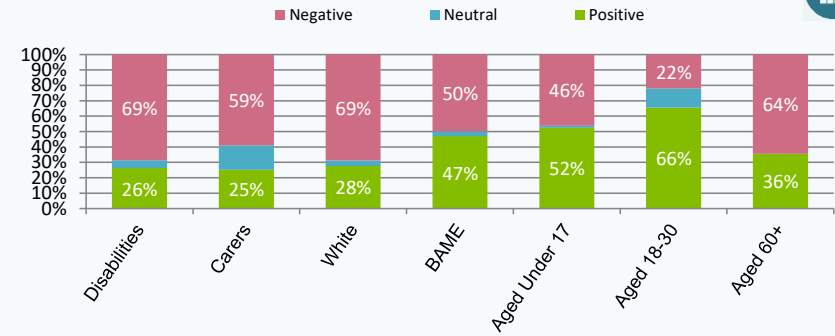


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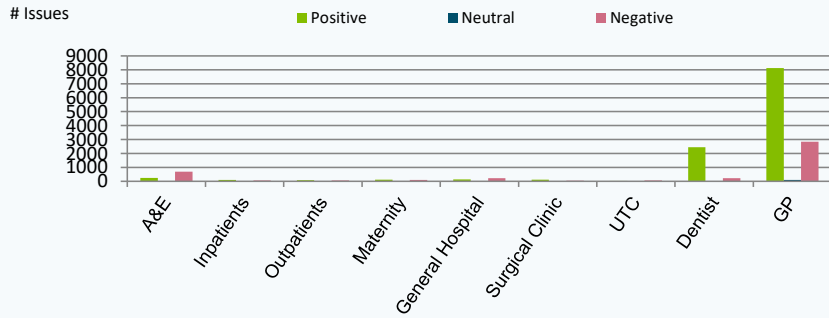
## 4. Feedback by Borough



## 5. Equalities

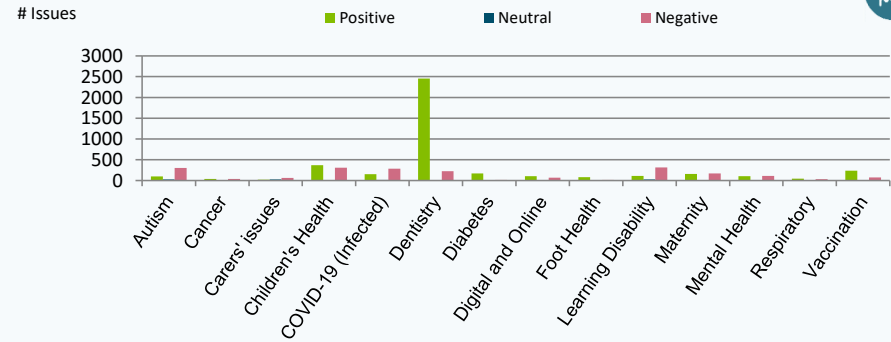


## 6. Services



Top services displayed

## 7. Conditions/Topics



Top conditions/topics displayed

## Services by Satisfaction Level



Dentist (91%)  
GP (73%)  
Hospital Surgery (70%)  
Inpatients (57%)



A&E (25%)  
Urgent Care Centre (38%)  
Maternity (53%)  
Outpatients (55%)

## Conditions/Topics by Satisfaction Level



Diabetes (92%)  
Dentistry (91%)  
Foot Health (86%)  
Vaccination (75%)  
Digital and Online (60%)



Carers' issues (20%)  
Autism (22%)  
Learning Disability (24%)  
COVID-19 (Infected) (33%)  
Mental Health (46%)