

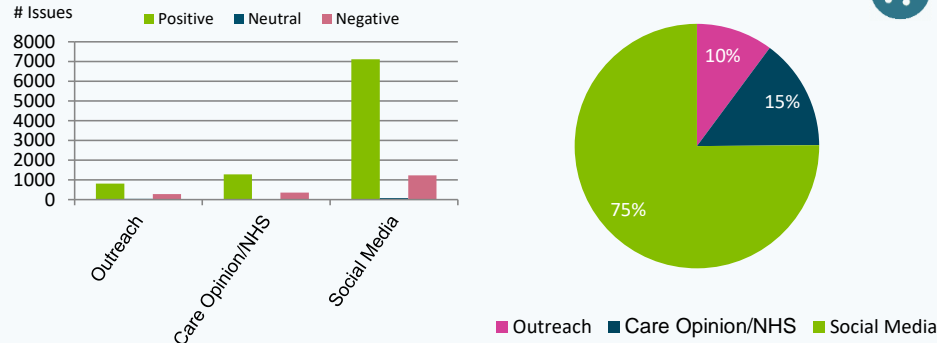
GP Services in the City of London & Hackney (C&H)

Community Insight Dashboard



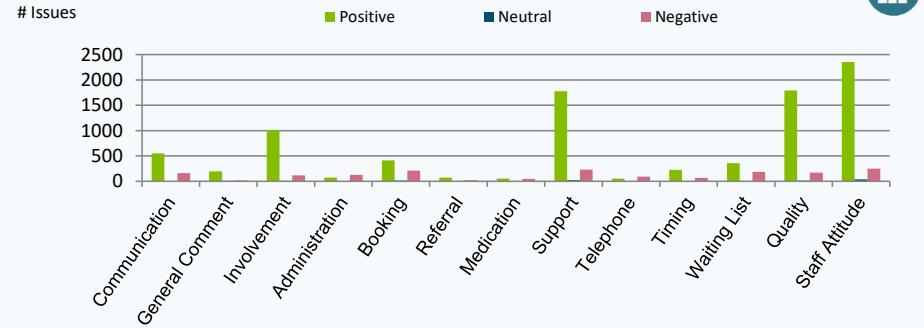
Qualitative Feedback, 1 July 2023 - 30 June 2024

1. Source: 11332 issues from 2271 people



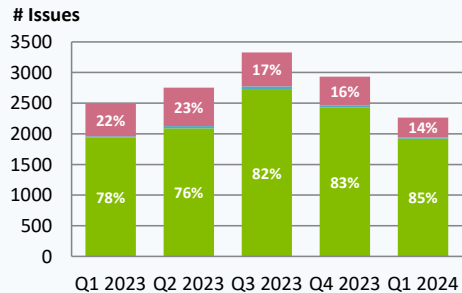
Top sources displayed

2. Trends

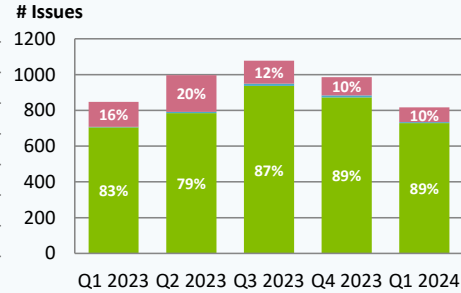


Top trends displayed

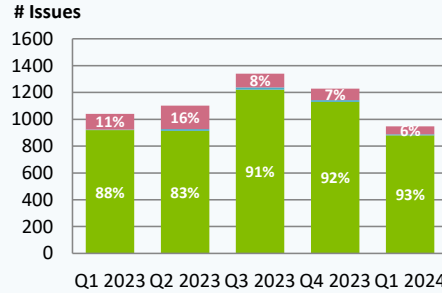
3.1 Timeline: Overall Sentiment



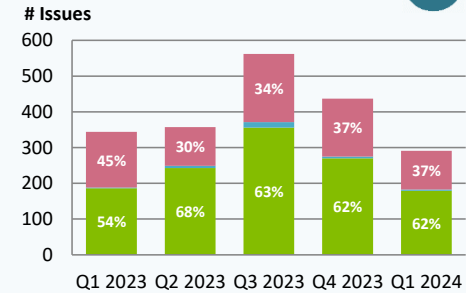
3.2 Timeline: User Involvement



3.3 Timeline: Quality



3.4 Timeline: Service Access



Positive Neutral Negative

Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Up by 2%
No Change
Up by 1%
No Change

Annually

Up by 7%
Up by 6%
Up by 5%
Up by 8%

Trends by Satisfaction Level



Quality (90%)
Staff Attitude (89%)
Involvement (88%)
Support (87%)
Communication (76%)



Telephone (35%)
Administration (36%)
Medication (50%)
Booking (64%)
Waiting List (65%)

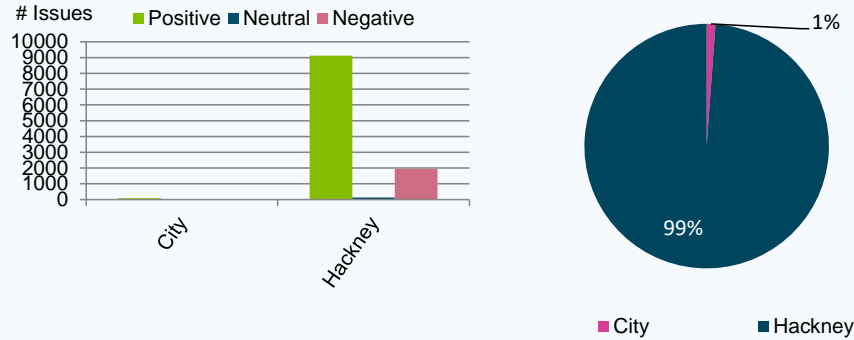
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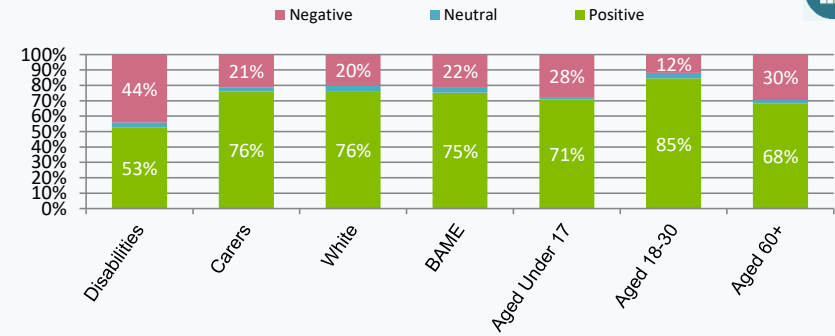
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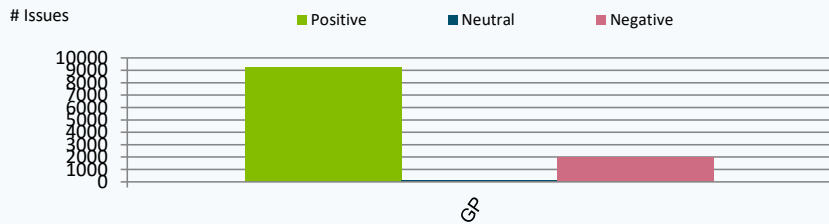
4. Feedback by Borough



5. Equalities

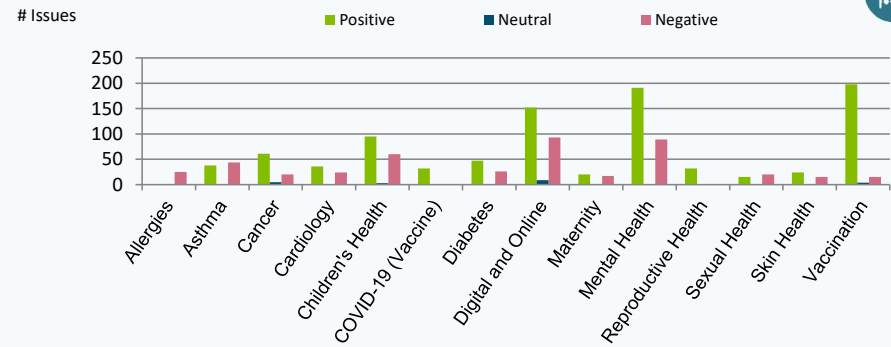


6. Services



Top services displayed

7. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



COVID-19 (Vaccine) (96%)
 Vaccination (91%)
 Cancer (70%)
 Mental Health (68%)
 Diabetes (63%)



Sexual Health (42%)
 Asthma (46%)
 Maternity (54%)
 Digital and Online (59%)
 Cardiology (60%)