

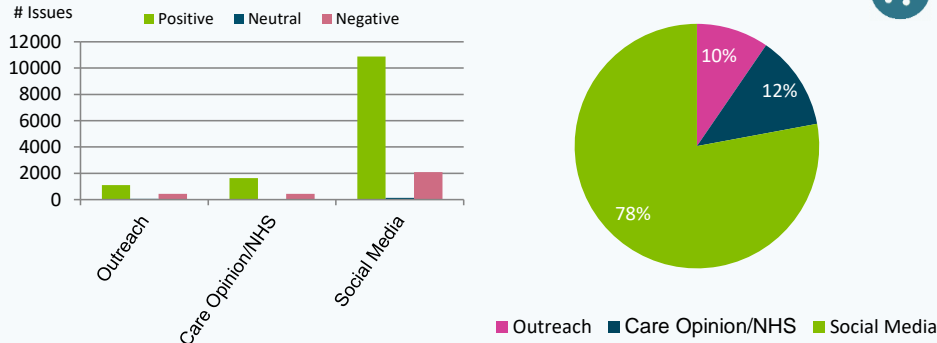
Health and Care Services in the City of London & Hackney (C&H)

Community Insight Dashboard



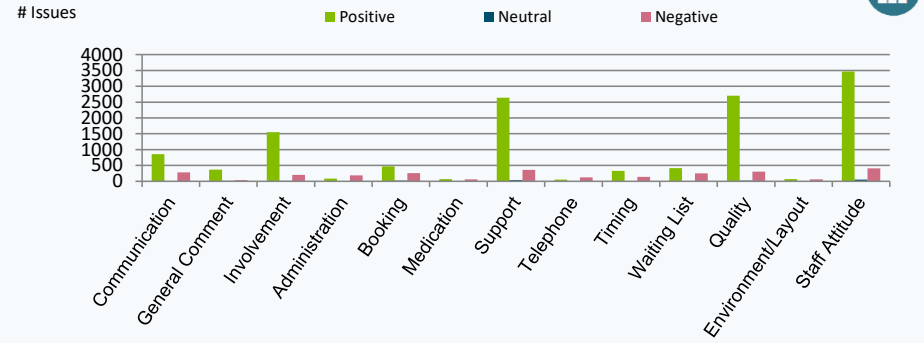
Qualitative Feedback, 1 July 2023 - 30 June 2024

1. Source: 17162 issues from 3614 people



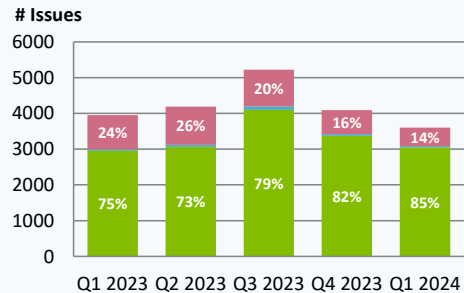
Top sources displayed

2. Trends

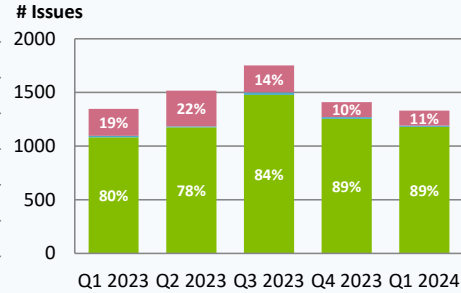


Top trends displayed

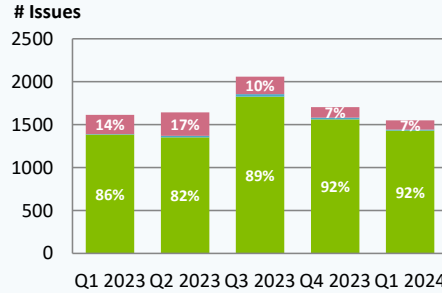
3.1 Timeline: Overall Sentiment



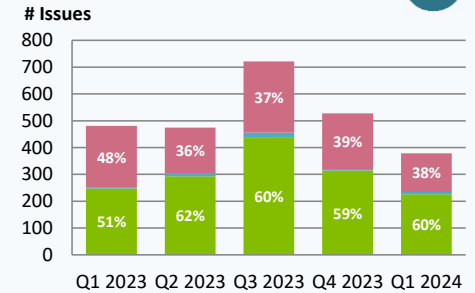
3.2 Timeline: User Involvement



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 3%
No Change
Up by 1%

Annually

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

Trends by Satisfaction Level



Quality (89%)
Staff Attitude (88%)
Involvement (87%)
Support (86%)
Communication (74%)



Telephone (30%)
Administration (30%)
Medication (50%)
Environment (50%)
Waiting List (61%)

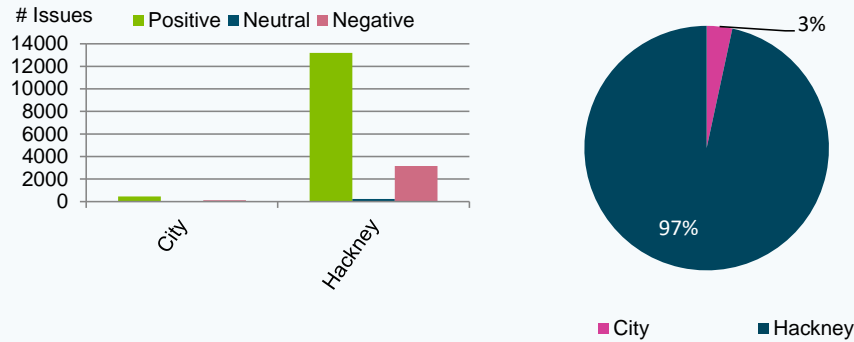
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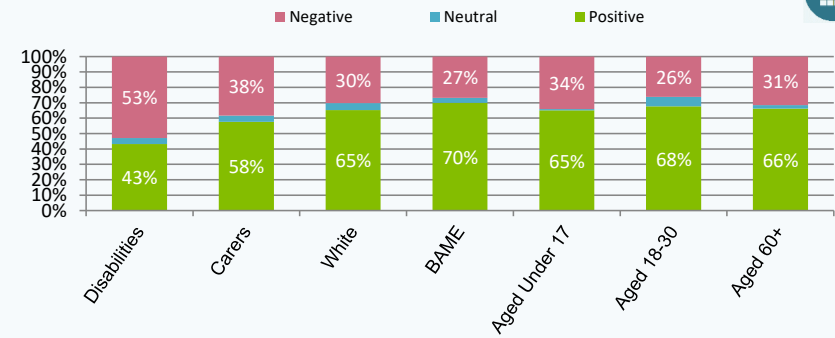


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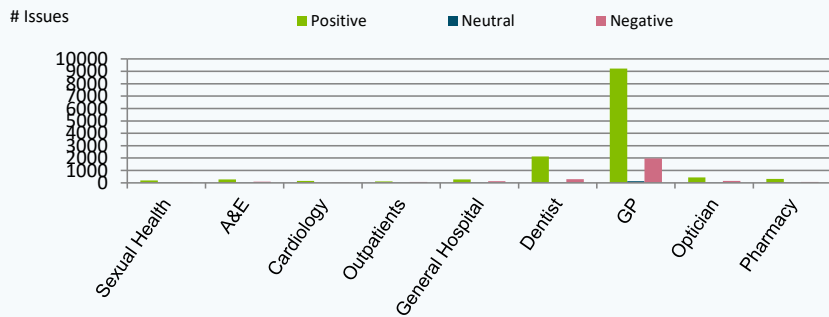
4. Feedback by Borough



5. Equalities

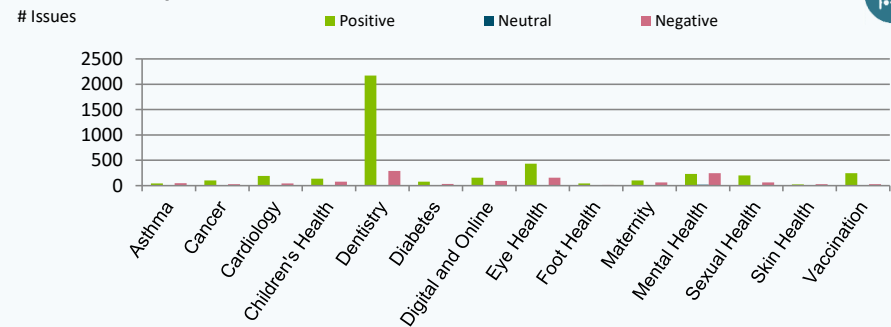


6. Services



Top services displayed

7. Conditions/Topics



Top conditions/topics displayed

Services by Satisfaction Level



Cardiology (94%)
Dentist (87%)
GP (81%)
Sexual Health Clinic (80%)



Outpatients (59%)
A&E (72%)
Optician (72%)
Pharmacy (78%)

Conditions/Topics by Satisfaction Level



Vaccination (88%)
Dentistry (87%)
Cardiology (80%)
Foot Health (76%)
Sexual Health (75%)



Skin Health (44%)
Mental Health (46%)
Asthma (47%)
Digital and Online (59%)
Maternity (60%)