

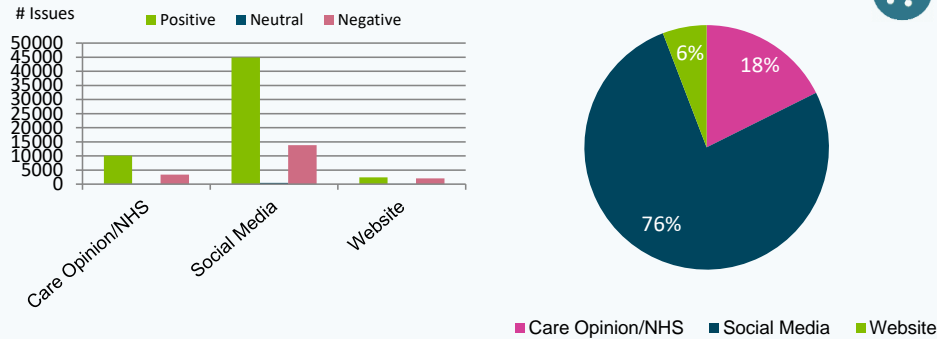
# Health and Care Services in North East London (NEL)

Community Insight Dashboard



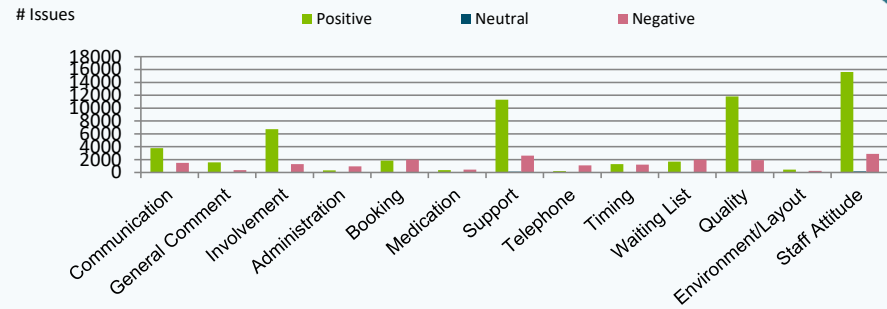
Qualitative Feedback, 1 July 2023 - 30 June 2024

## 1. Source: 82481 issues from 19258 people



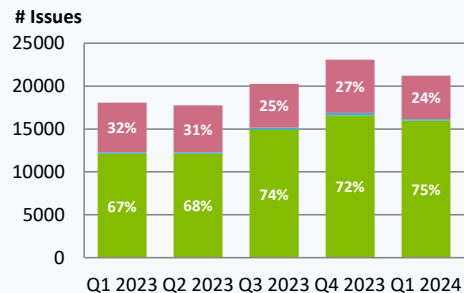
Top sources displayed

## 2. Trends

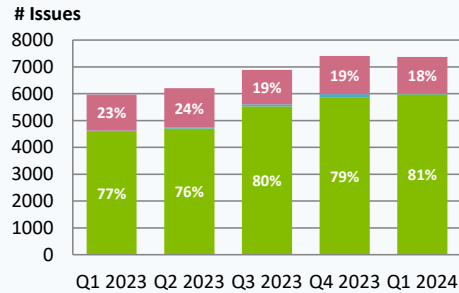


Top trends displayed

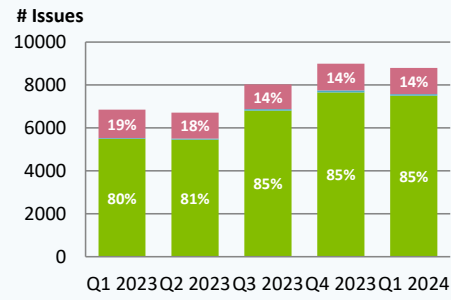
### 3.1 Timeline: Overall Sentiment



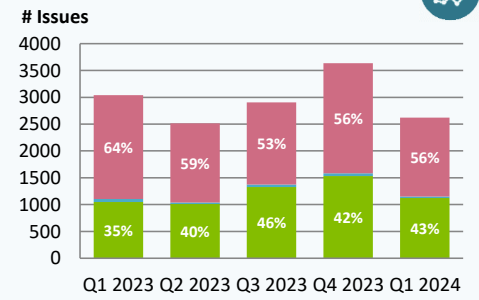
### 3.2 Timeline: User Involvement



### 3.3 Timeline: Quality



### 3.4 Timeline: Service Access



Legend: Positive (Light Green), Neutral (Dark Blue), Negative (Pink)

## Satisfaction Over Time



Overall Satisfaction:  
User Involvement:  
Quality:  
Service Access:

Quarterly

Up by 3%  
Up by 2%  
No Change  
Up by 1%

Annually

Up by 8%  
Up by 4%  
Up by 5%  
Up by 8%

## Trends by Satisfaction Level



Quality (85%)  
Staff Attitude (83%)  
Involvement (83%)  
Support (80%)  
Communication (71%)



Telephone (14%)  
Administration (25%)  
Medication (44%)  
Waiting List (45%)  
Booking (46%)

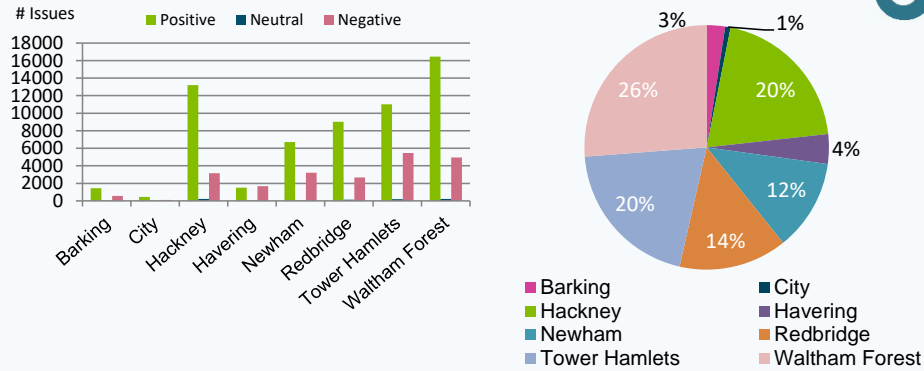
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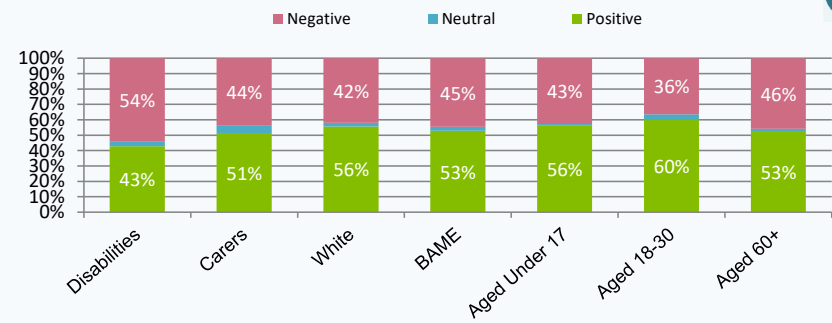


Qualitative Feedback, 1 July 2023 - 30 June 2024

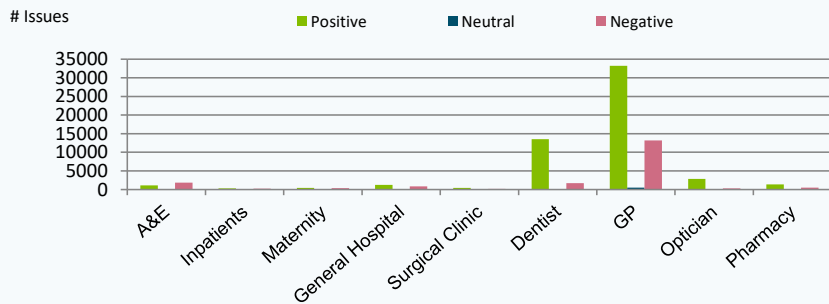
## 4. Feedback by Borough



## 5. Equalities

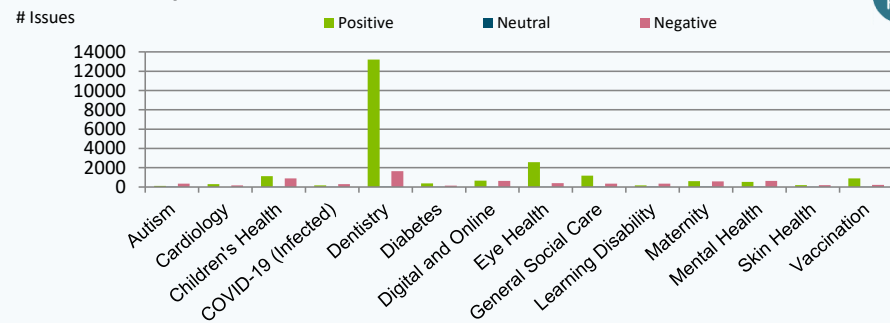


## 6. Services



Top services displayed

## 7. Conditions/Topics



Top conditions/topics displayed

### Services by Satisfaction Level



Optician (89%)  
Dentist (88%)  
Pharmacy (72%)  
Hospital Surgery (71%)



A&E (37%)  
Maternity (51%)  
Inpatients (57%)  
GP (70%)

### Conditions/Topics by Satisfaction Level



Dentistry (88%)  
Eye Health (85%)  
Vaccination (79%)  
General Social Care (75%)  
Diabetes (73%)



Autism (24%)  
Learning Disability (31%)  
COVID-19 (Infected) (35%)  
Mental Health (44%)  
Skin Health (46%)