

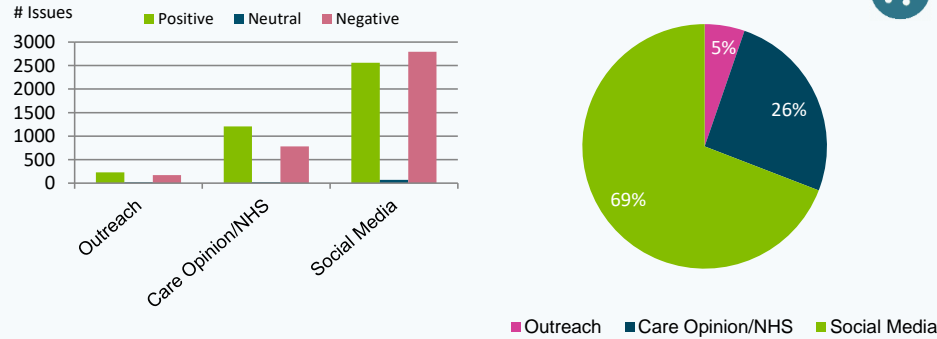
Hospital Services in North East London (NEL)

Qualitative Feedback, 1 July 2023 - 30 June 2024

Community Insight Dashboard



1. Source: 9469 issues from 2255 people



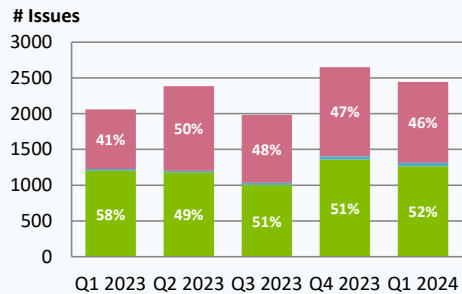
Top sources displayed

2. Trends

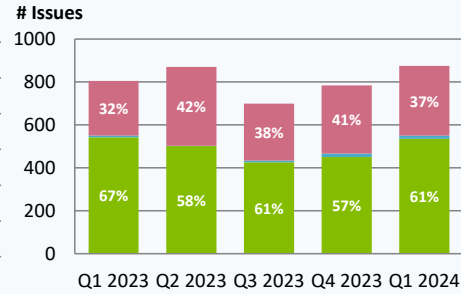


Top trends displayed

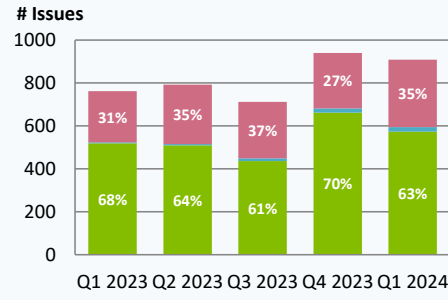
3.1 Timeline: Overall Sentiment



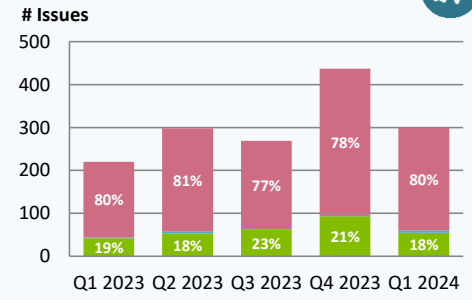
3.2 Timeline: User Involvement



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 1%
Up by 4%
Down by 7%
Down by 3%

Annually

Down by 6%
Down by 6%
Down by 5%
Down by 1%

Trends by Satisfaction Level



Quality (65%)
Staff Attitude (64%)
Involvement (64%)
Support (63%)
Carer Involvement (59%)



Administration (15%)
Waiting List (19%)
Timing (21%)
Environment (30%)
Planning (31%)

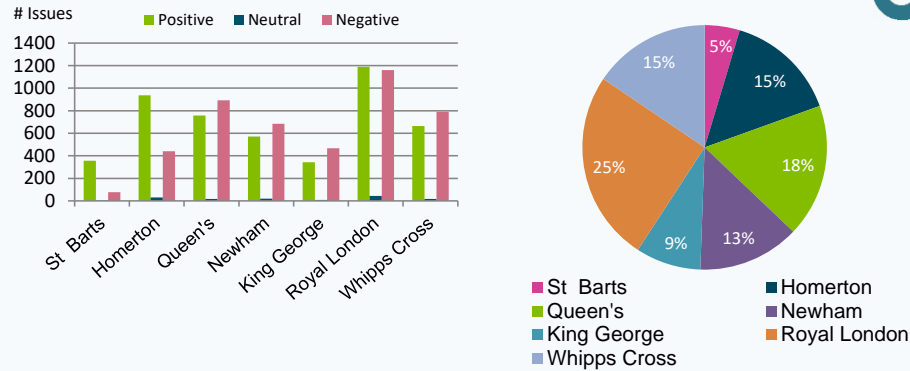
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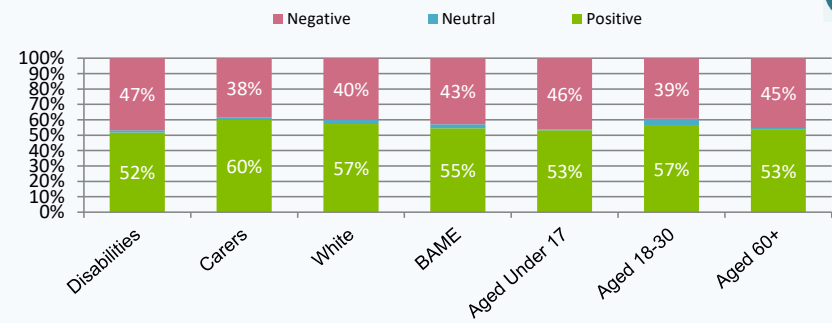
Community Insight Dashboard



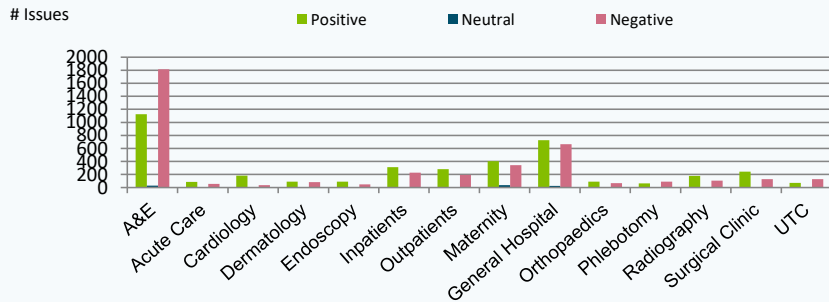
4. Feedback by Hospital



5. Equalities

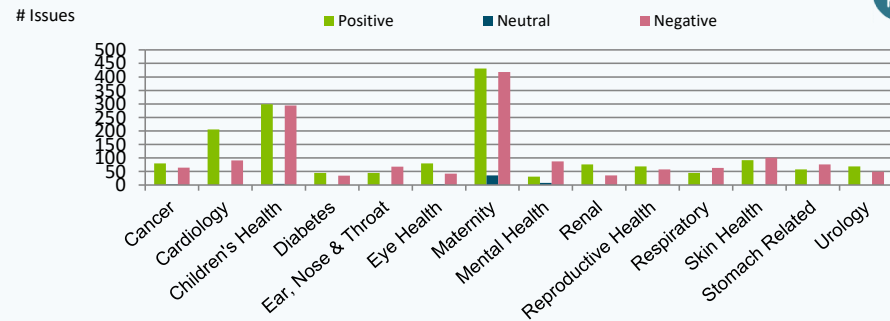


6. Departments



Top services displayed

7. Conditions/Topics



Top conditions/topics displayed

Departments by Satisfaction Level



Cardiology (83%)
Surgical Clinic (65%)
Endoscopy (64%)
Radiography (62%)
Acute Care (59%)



UTC (35%)
A&E (37%)
Phlebology (40%)
General Hospital (51%)
Maternity (51%)

Conditions/Topics by Satisfaction Level



Cardiology (69%)
Renal (67%)
Eye Health (64%)
Urology (58%)
Diabetes (56%)



Mental Health (24%)
Ear, Nose & Throat (39%)
Respiratory (41%)
Stomach Related (43%)
Skin Health (47%)