

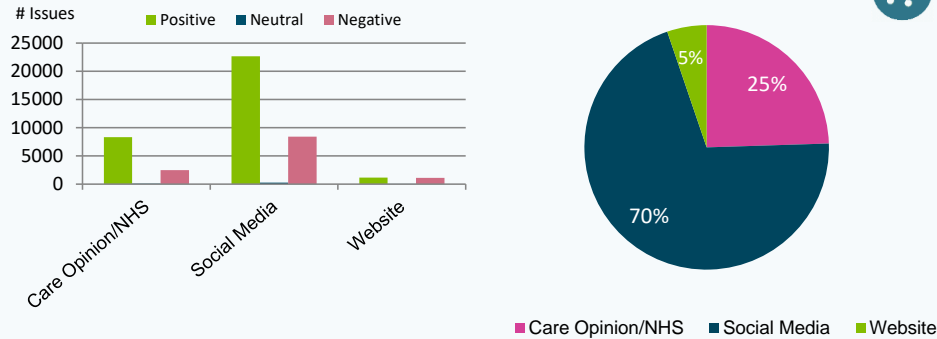
# GP Services in North East London (NEL)

Qualitative Feedback, 1 July 2023 - 30 June 2024

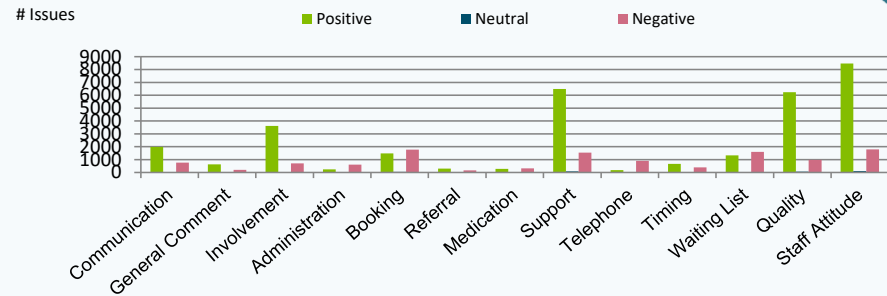
Community Insight Dashboard



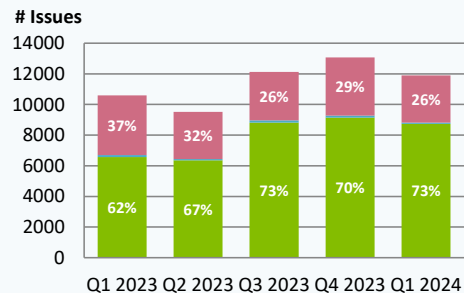
## 1. Source: 46772 issues from 10260 people



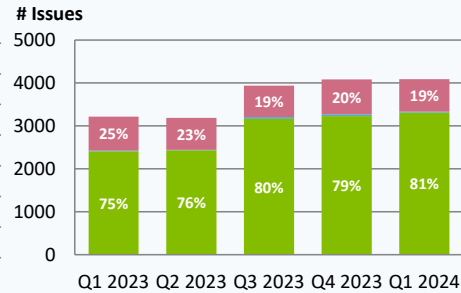
## 2. Trends



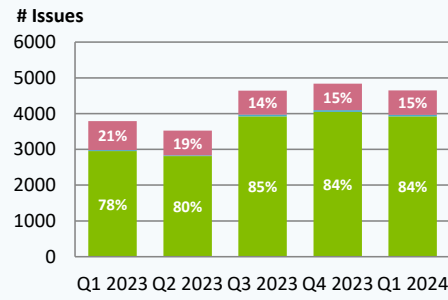
## 3.1 Timeline: Overall Sentiment



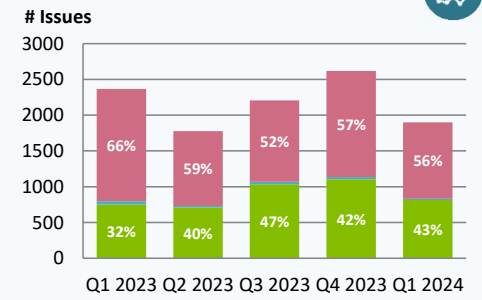
## 3.2 Timeline: User Involvement



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

Annually

Up by 11%  
Up by 6%  
Up by 6%  
Up by 11%

## Trends by Satisfaction Level



Quality (85%)  
Involvement (83%)  
Staff Attitude (81%)  
Support (80%)  
Communication (71%)



Telephone (16%)  
Administration (28%)  
Booking (44%)  
Waiting List (44%)  
Medication (46%)

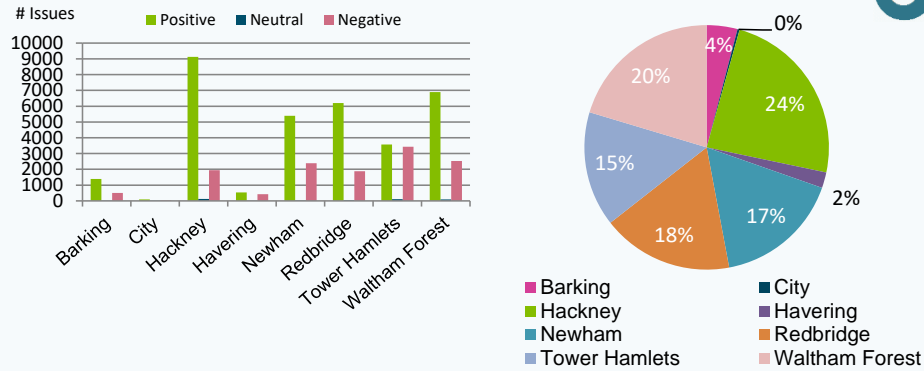
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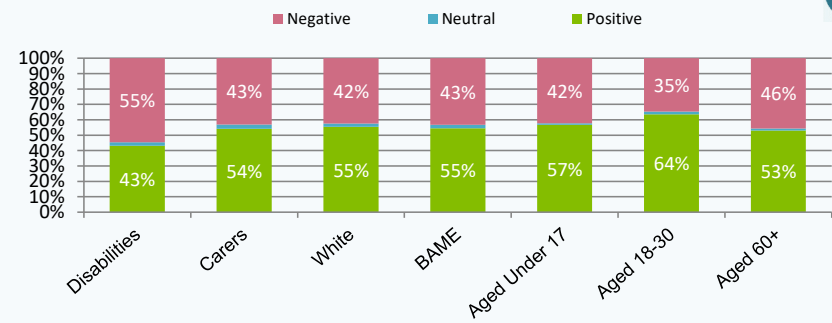
Community Insight Dashboard



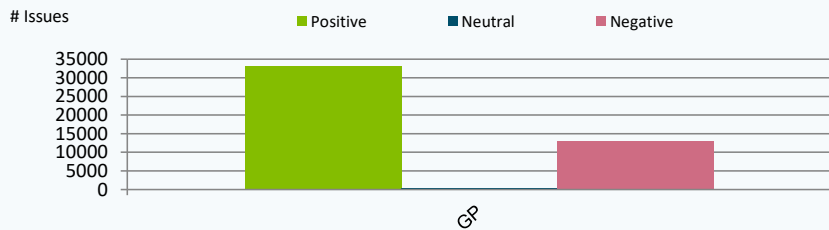
## 4. Feedback by Borough



## 5. Equalities

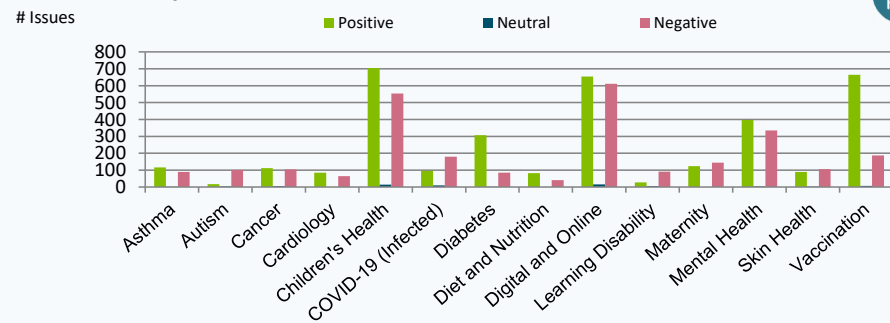


## 6. Services



Top services displayed

## 7. Conditions/Topics



Top conditions/topics displayed

## Conditions/Topics by Satisfaction Level



Diabetes (78%)  
Vaccination (77%)  
Diet and Nutrition (67%)  
Cardiology (56%)  
Asthma (56%)



Autism (14%)  
Learning Disability (21%)  
COVID-19 (Infected) (33%)  
Skin Health (45%)  
Maternity (46%)