

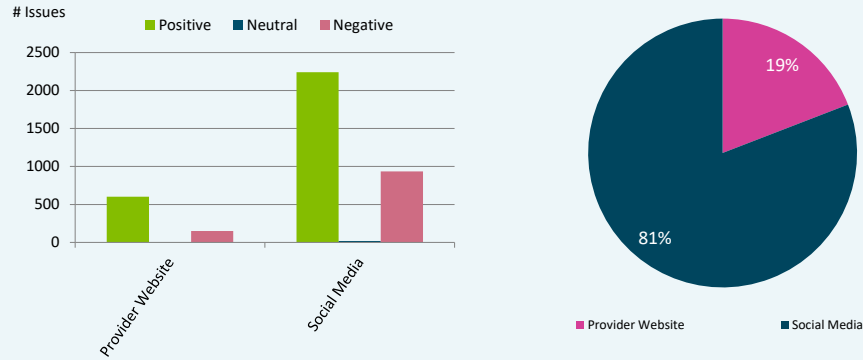
Newham, Health & Care Services

1 April - 30 June 2024

Community Insight Dashboard

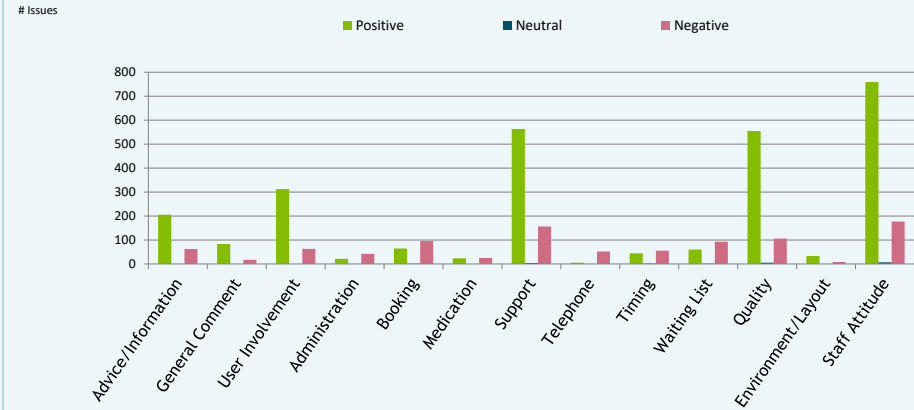


1. Source: 3951 issues from 933 people



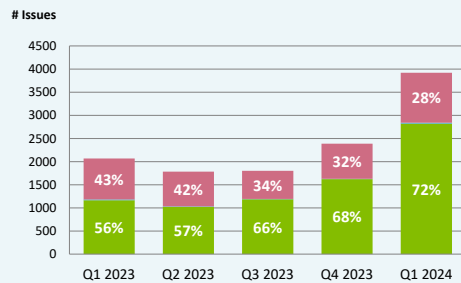
Top sources displayed

2. Trends

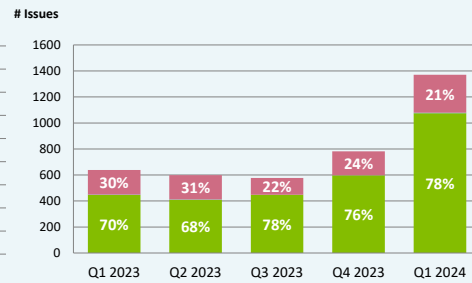


Top trends displayed

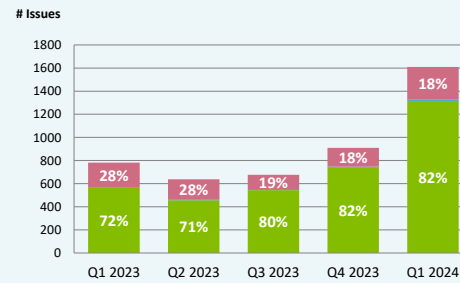
3.1 Timeline: Overall Sentiment



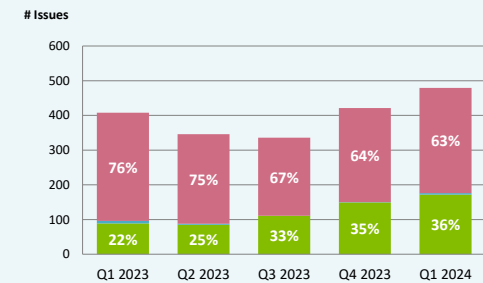
3.2 Timeline: User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Up by 4%
Up by 2%
No Change
Up by 1%

Annually

Up by 16%
Up by 8%
Up by 10%
Up by 14%

Trends by Satisfaction Level



Quality (83%)
User Involvement (83%)
Staff Attitude (80%)
Environment (80%)
Support (77%)



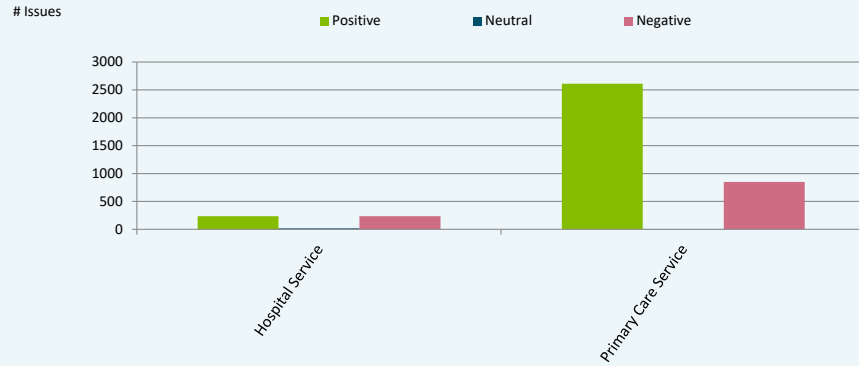
Telephone (8%)
Administration (33%)
Waiting List (38%)
Booking (39%)
Timing (43%)

Newham, Health & Care Services

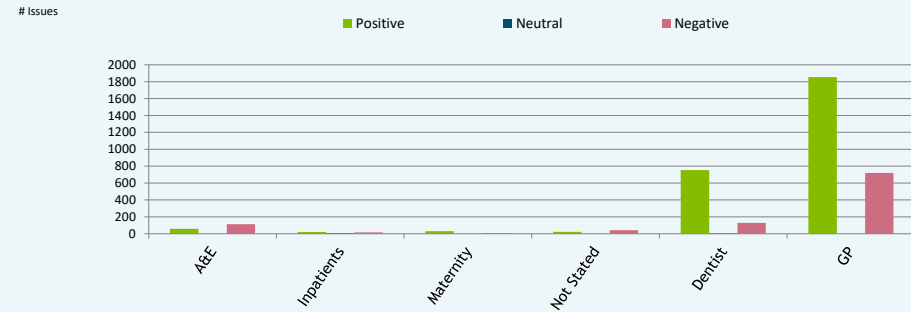
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Community Insight Dashboard

4. Service Sector

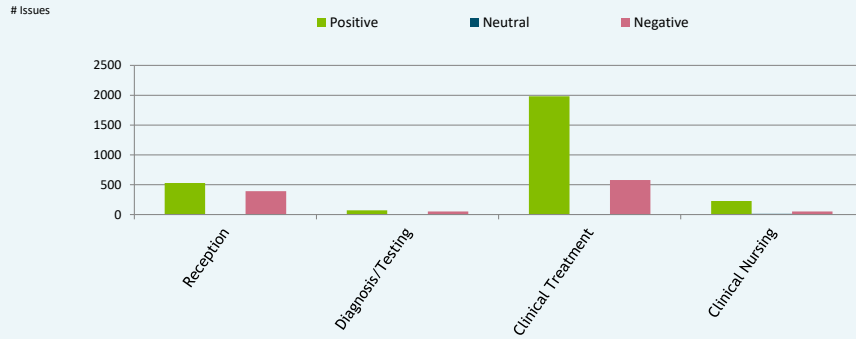


5. Service Type



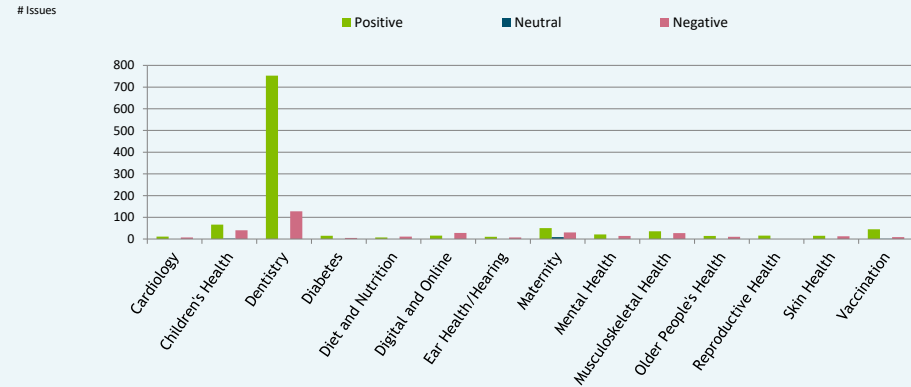
Top services displayed

6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions/topics displayed

Services by Satisfaction Level



Dentist (85%)
GP (71%)
Maternity (63%)



A&E (32%)
Inpatients (55%)

Conditions/Topics by Satisfaction Level



Dentistry (85%)
Vaccination (81%)
Diabetes (75%)
Children's Health (61%)
Mental Health (60%)



Digital and Online (36%)
Diet and Nutrition (38%)
Skin Health (53%)
Maternity (56%)
Musculoskeletal Health (56%)