

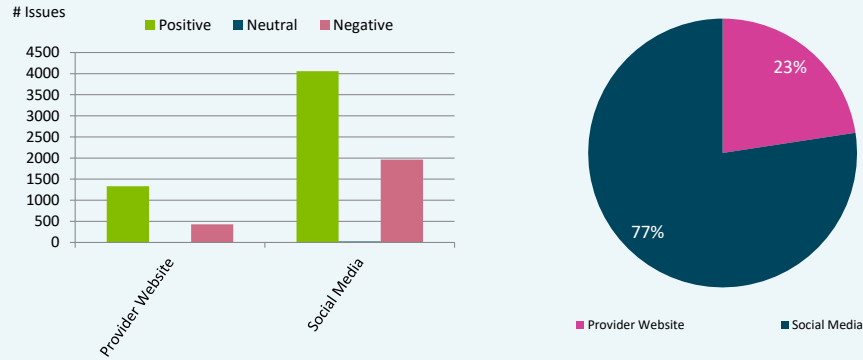
Newham, GP Services

1 July 2023 - 30 June 2024

Community Insight Dashboard

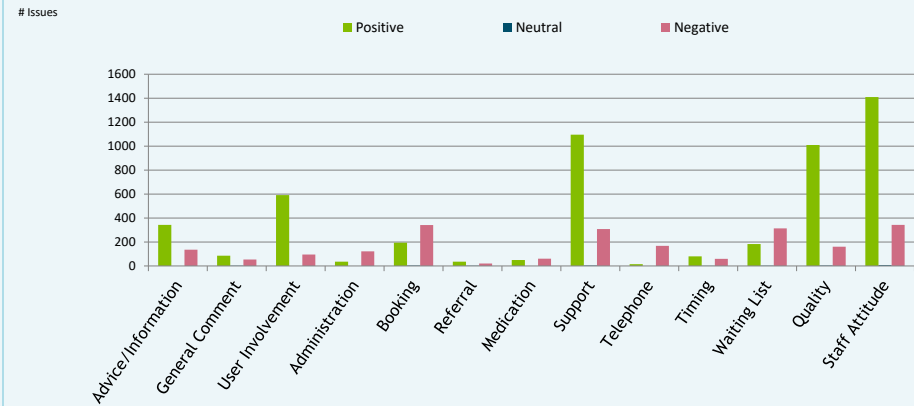


1. Source: 7808 issues from 1824 people



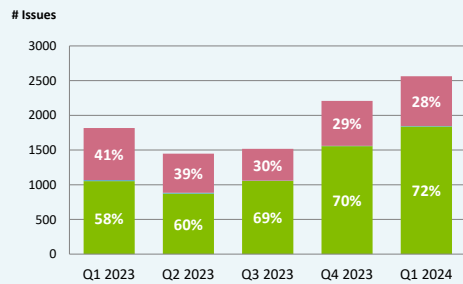
Top sources displayed

2. Trends

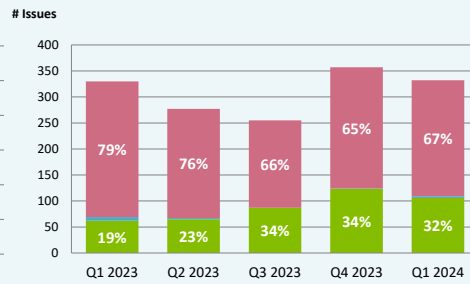


Top trends displayed

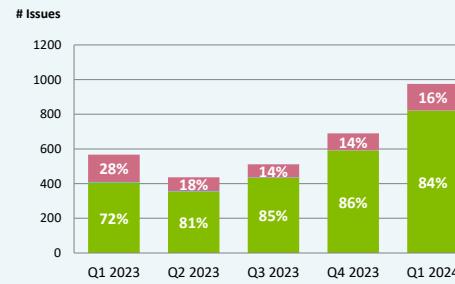
3.1 Timeline: Overall Sentiment



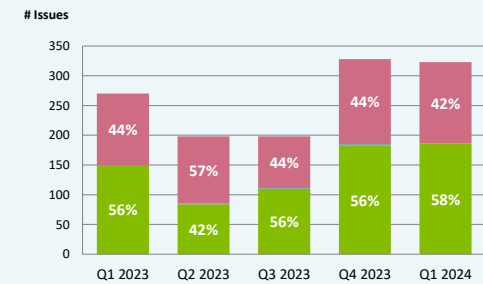
3.2 Timeline: Service Access



3.3 Timeline: Treatment and Care



3.4 Timeline: Administration



Satisfaction Over Time



Overall Satisfaction:
Service Access:
Treatment and Care:
Administration:

Quarterly

Up by 2%
Down by 2%
Down by 2%
Up by 2%

Annually

Up by 14%
Up by 13%
Up by 12%
Up by 2%

Trends by Satisfaction Level



User Involvement (85%)
Quality (85%)
Staff Attitude (79%)
Support (77%)
Advice/Information (70%)



Telephone (7%)
Administration (22%)
Booking (35%)
Waiting List (36%)
Medication (43%)

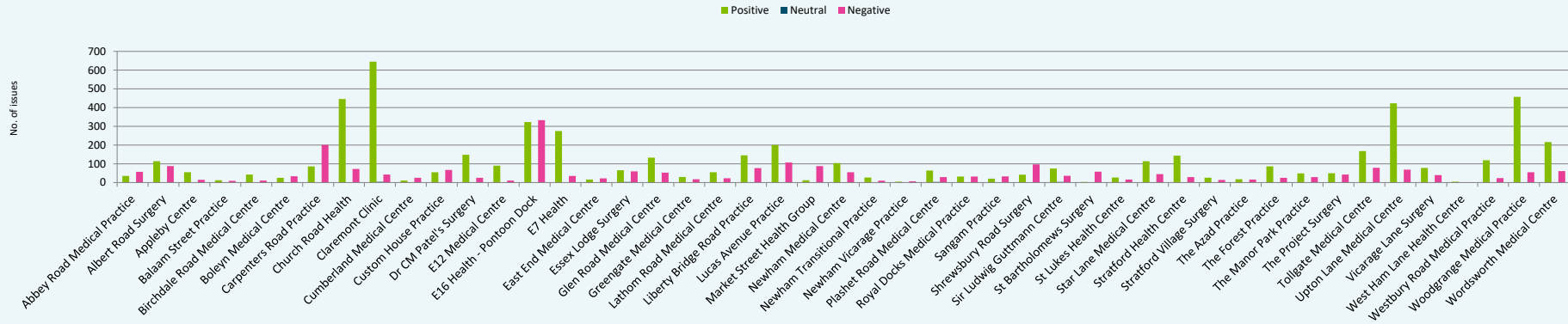
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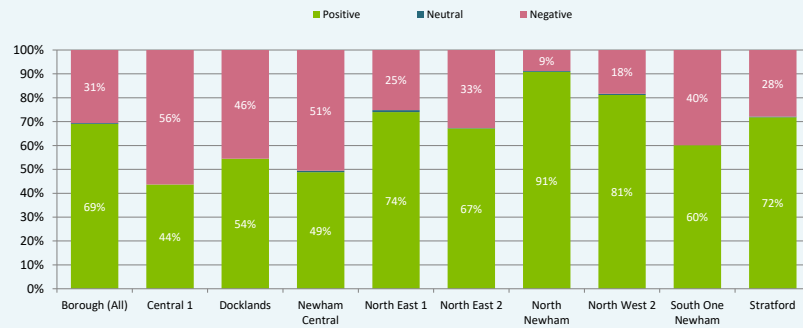
Community Insight Dashboard



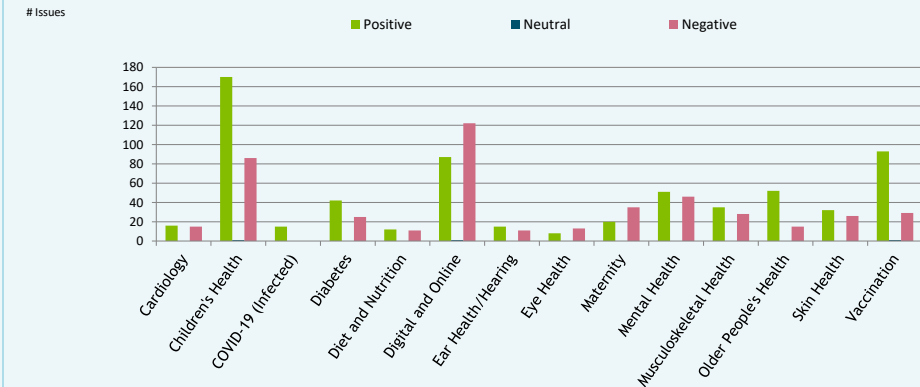
4. Practices



5. Primary Care Networks (PCNs)



6. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



Older People's Health (82%)
Vaccination (69%)
Children's Health (64%)
Diabetes (59%)
Skin Health (55%)



Maternity (23%)
Ear Health/Hearing (35%)
Eye Health (38%)
Digital and Online (42%)
Cardiology (51%)