

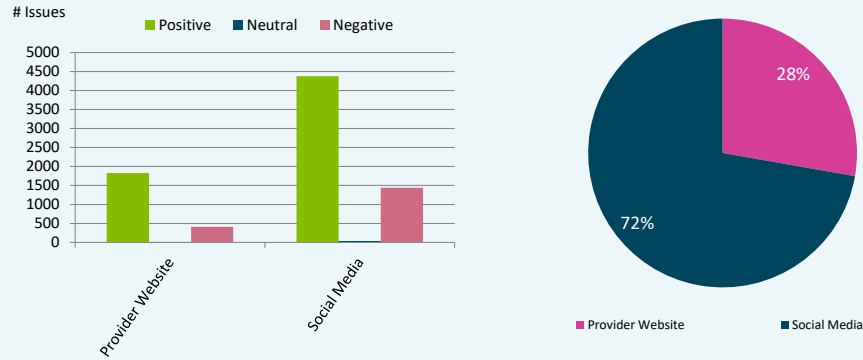
Redbridge, GP Services

1 July 2023 - 30 June 2024

Community Insight Dashboard

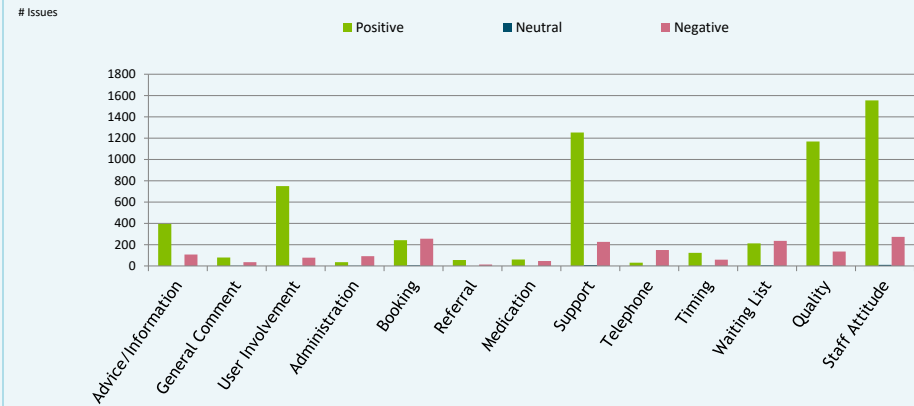


1. Source: 8130 issues from 1749 people



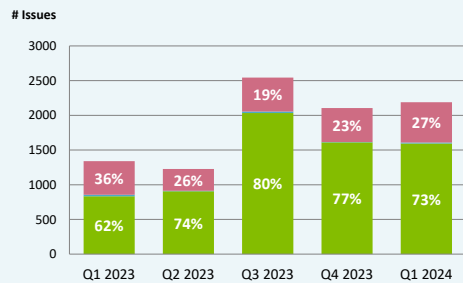
Top sources displayed

2. Trends

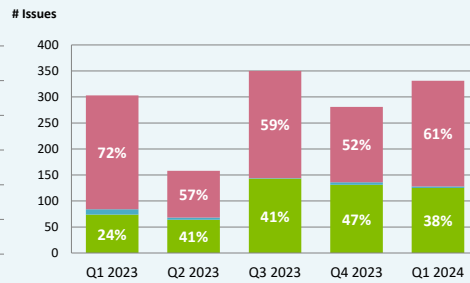


Top trends displayed

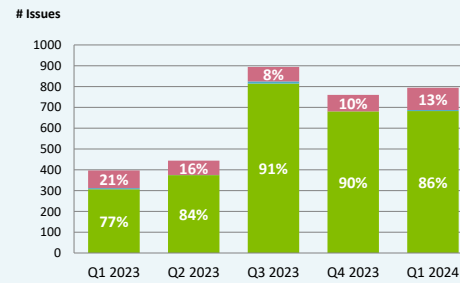
3.1 Timeline: Overall Sentiment



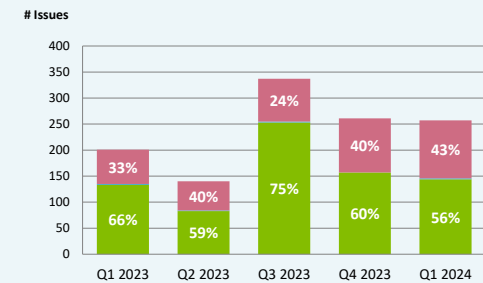
3.2 Timeline: Service Access



3.3 Timeline: Treatment and Care



3.4 Timeline: Administration



Satisfaction Over Time



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

Quarterly

Down by 4%
Down by 9%
Down by 4%
Down by 4%

Annually

Up by 11%
Up by 14%
Up by 9%
Down by 10%

Trends by Satisfaction Level



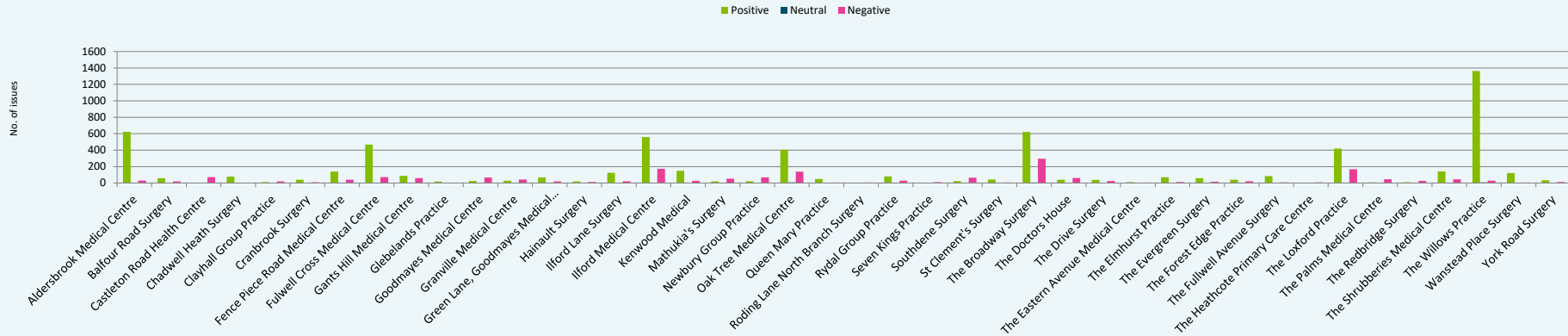
User Involvement (90%)
Quality (89%)
Staff Attitude (84%)
Support (84%)
Referral (80%)



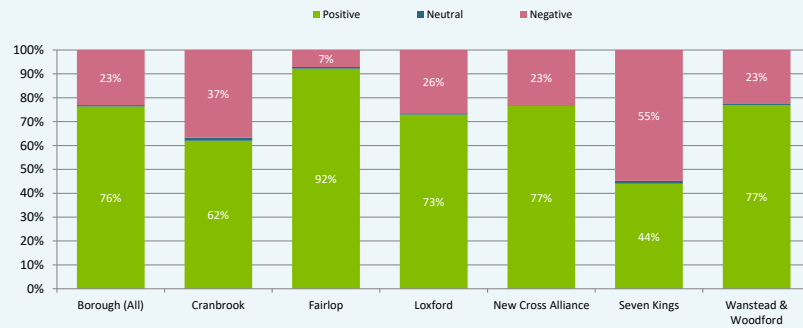
Telephone (17%)
Administration (27%)
Waiting List (46%)
Booking (48%)
Medication (56%)



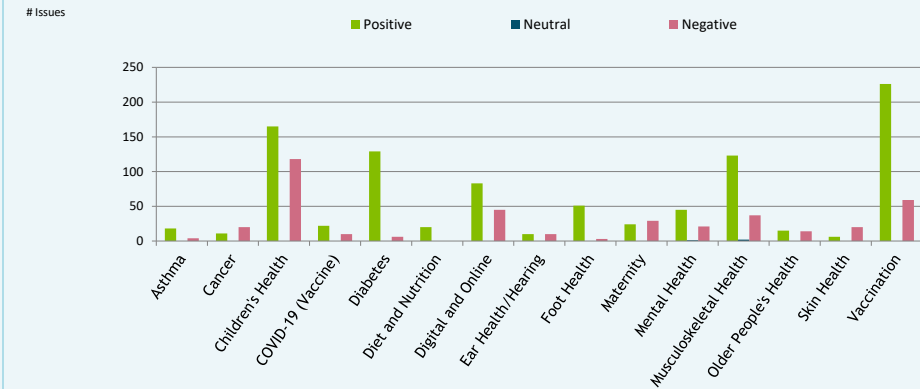
4. Practices



5. Primary Care Networks (PCNs)



6. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



Diabetes (95%)
Foot Health (94%)
Asthma (81%)
Vaccination (79%)
Musculoskeletal Health (75%)



Skin Health (23%)
Cancer (35%)
Maternity (45%)
Ear Health/Hearing (50%)
Older People's Health (51%)