

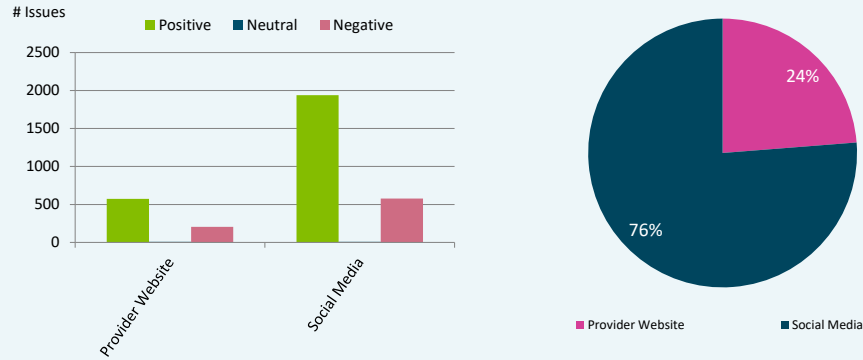
Redbridge, Health & Care Services

1 April - 30 June 2024

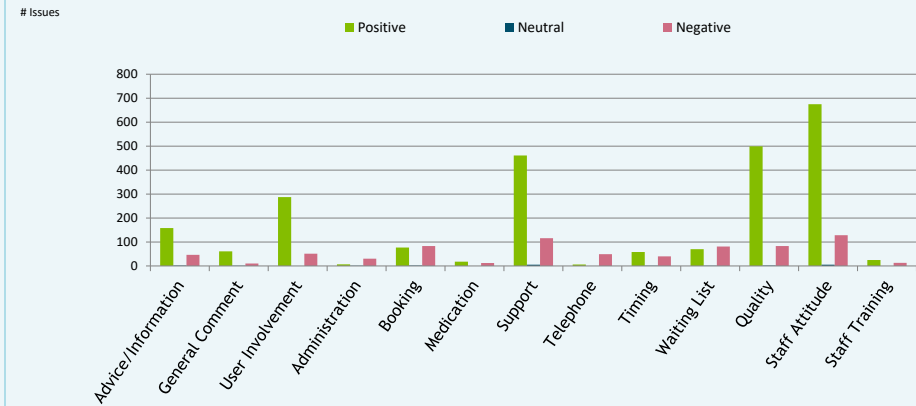
Community Insight Dashboard



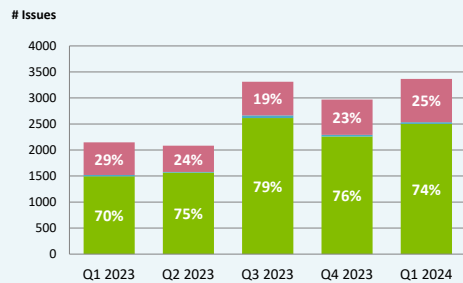
1. Source: 3390 issues from 801 people



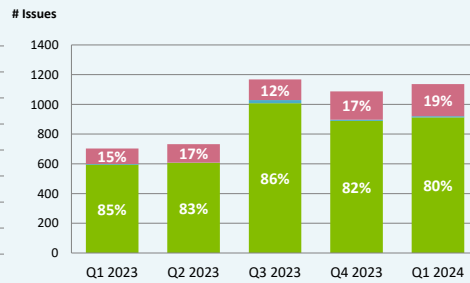
2. Trends



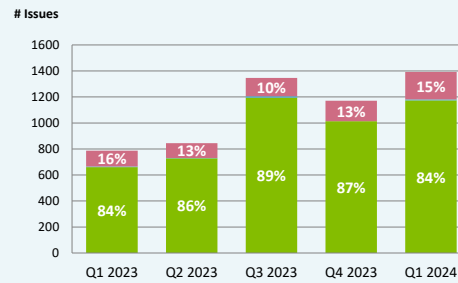
3.1 Timeline: Overall Sentiment



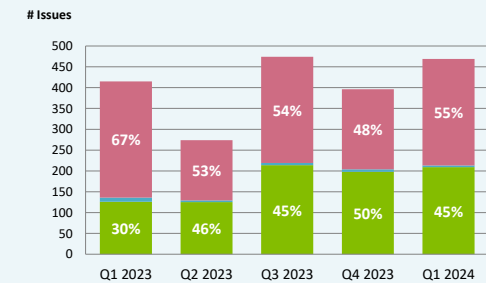
3.2 Timeline: User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Down by 2%
Down by 2%
Down by 3%
Down by 5%

Annually

Up by 4%
Down by 5%
No Change
Up by 15%

Trends by Satisfaction Level



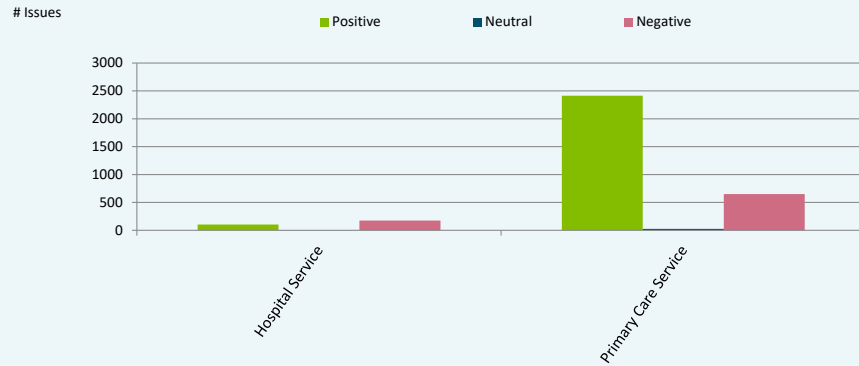
Quality (85%)
User Involvement (84%)
Staff Attitude (83%)
Support (79%)
Advice/Information (76%)



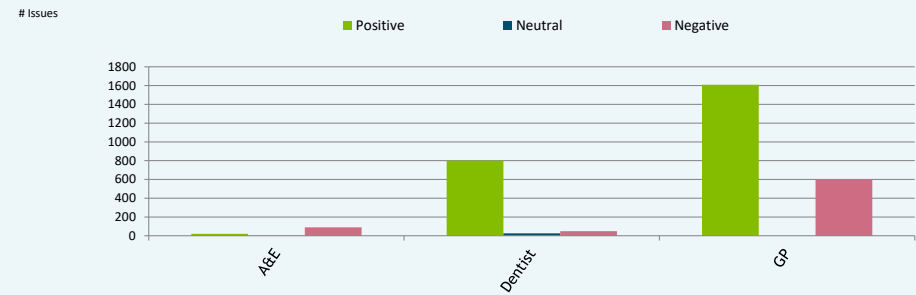
Telephone (10%)
Administration (18%)
Waiting List (46%)
Booking (47%)
Timing (58%)



4. Service Sector

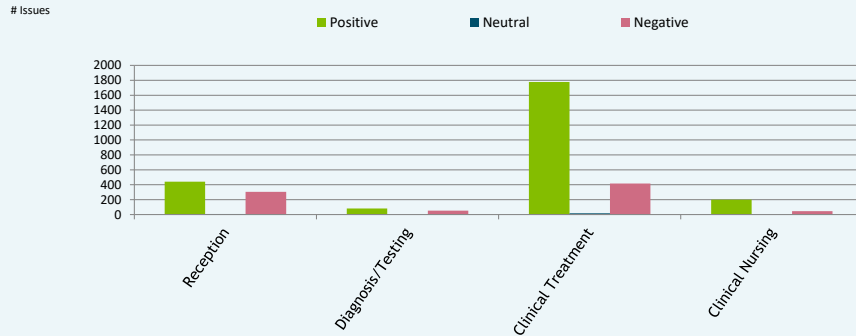


5. Service Type



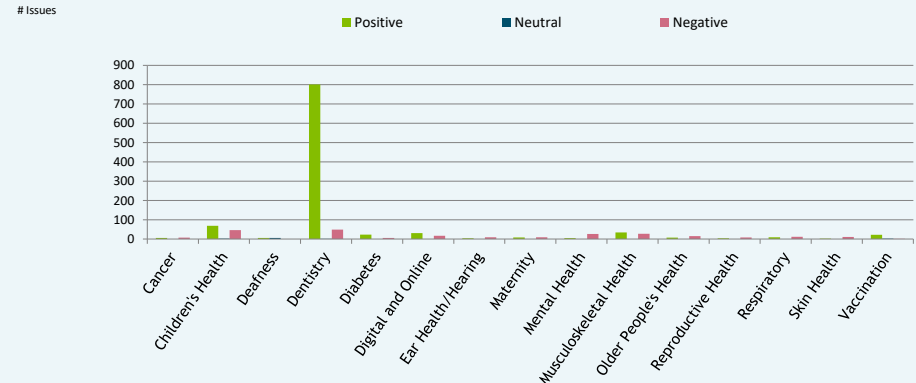
Top services displayed

6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions/topics displayed

Services by Satisfaction Level



Dentist (94%)
GP (72%)



A&E (19%)

Conditions/Topics by Satisfaction Level



Dentistry (94%)
Vaccination (88%)
Diabetes (79%)
Digital and Online (64%)
Children's Health (58%)



Skin Health (15%)
Mental Health (16%)
Ear Health/Hearing (30%)
Older People's Health (31%)
Reproductive Health (33%)