

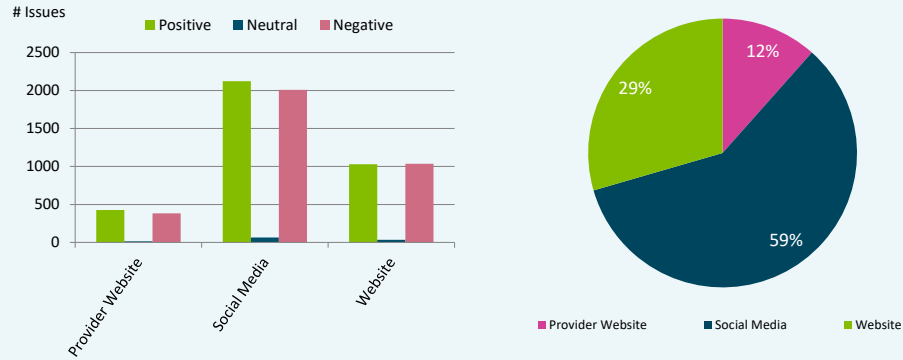
Tower Hamlets, GP Services

1 July 2023 - 30 June 2024

Community Insight Dashboard

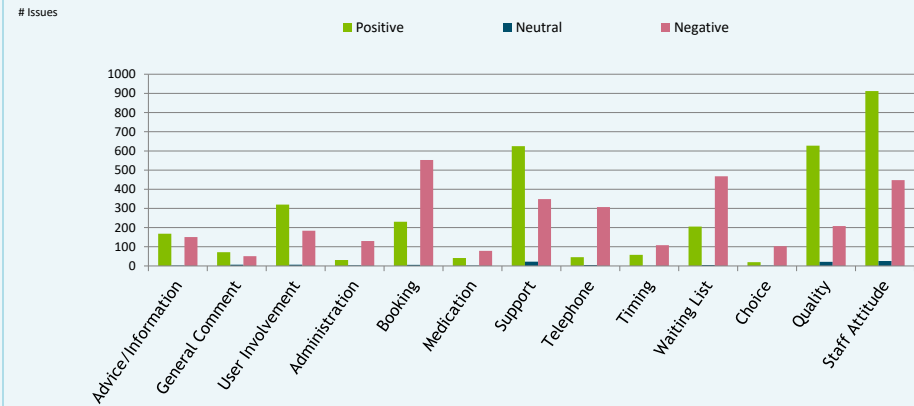


1. Source: 7119 issues from 1662 people



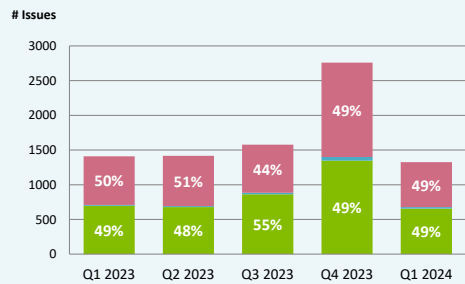
Top sources displayed

2. Trends

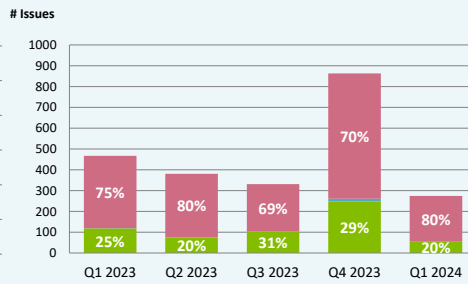


Top trends displayed

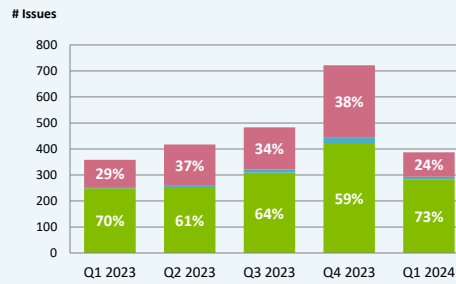
3.1 Timeline: Overall Sentiment



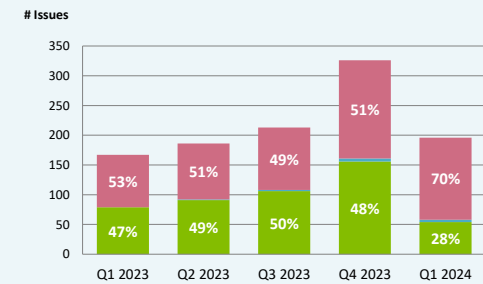
3.2 Timeline: Service Access



3.3 Timeline: Treatment and Care



3.4 Timeline: Administration



Positive Neutral Negative

Satisfaction Over Time



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

Quarterly

No Change
Down by 9%
Up by 14%
Down by 20%

Annually

No Change
Down by 5%
Up by 3%
Down by 19%

Trends by Satisfaction Level



Quality (73%)
Staff Attitude (65%)
Support (62%)
User Involvement (62%)
Advice/Information (52%)



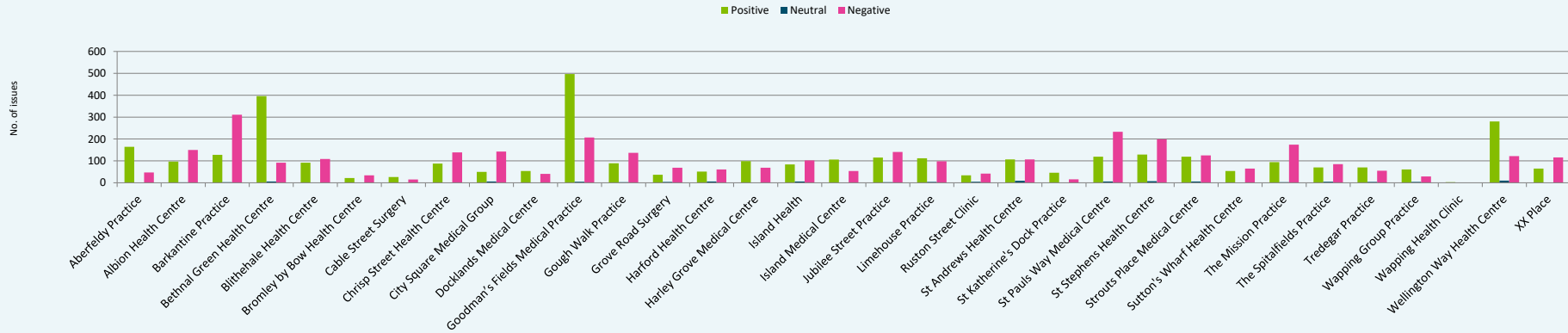
Telephone (12%)
Choice (16%)
Administration (18%)
Booking (29%)
Waiting List (30%)

Tower Hamlets, GP Services

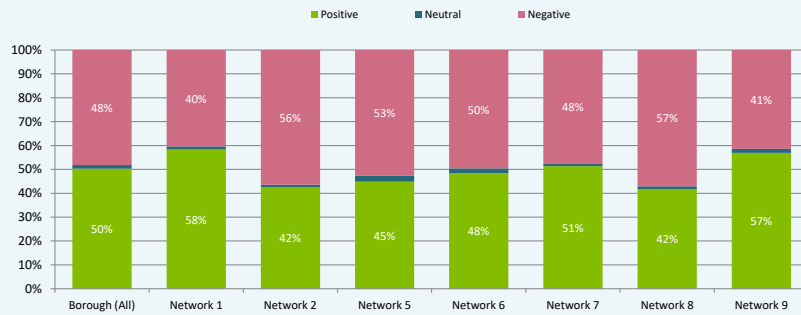
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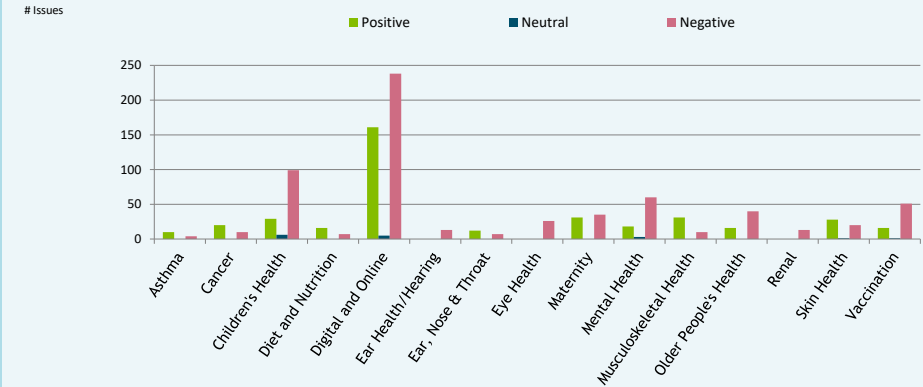
4. Practices



5. Primary Care Networks (PCNs)



6. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



Musculoskeletal Health (75%)
 Asthma (71%)
 Diet and Nutrition (69%)
 Cancer (66%)
 Ear, Nose & Throat (63%)



Children's Health (21%)
 Mental Health (22%)
 Vaccination (23%)
 Older People's Health (28%)
 Digital and Online (39%)