

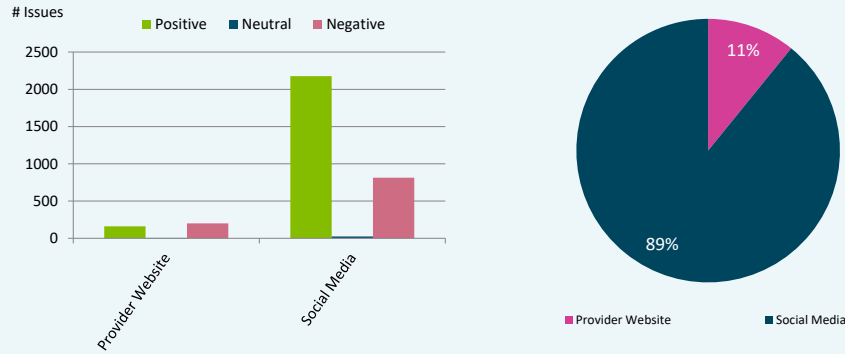
Tower Hamlets, Health & Care Services

1 April - 30 June 2024

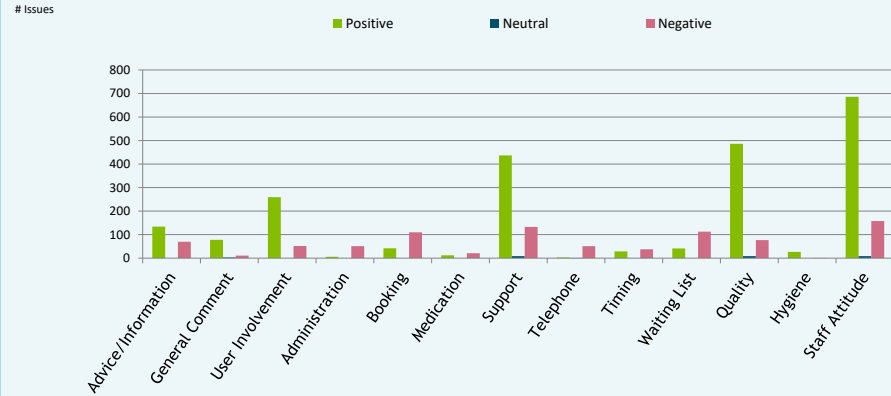
Community Insight Dashboard



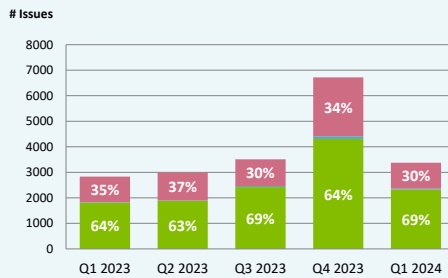
1. Source: 3393 issues from 806 people



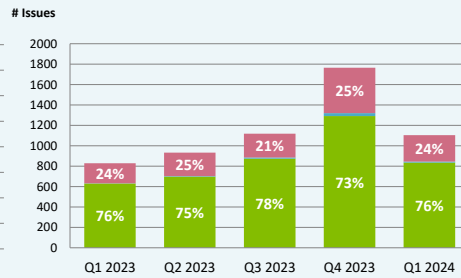
2. Trends



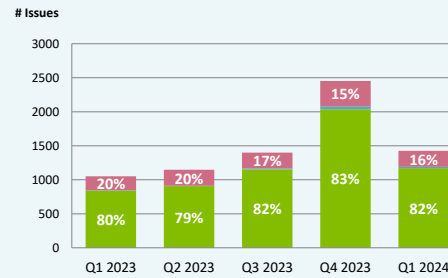
3.1 Timeline: Overall Sentiment



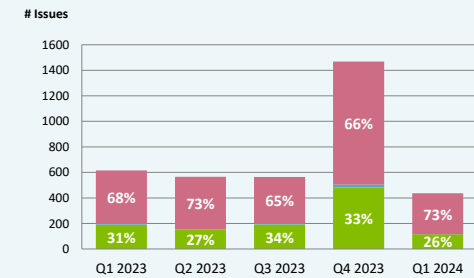
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Up by 5%
Up by 3%
Down by 1%
Down by 7%

Annually

Up by 5%
No Change
Up by 2%
Down by 5%

Trends by Satisfaction Level



Hygiene (96%)
Quality (84%)
User Involvement (83%)
Staff Attitude (80%)
Support (75%)



Telephone (5%)
Administration (10%)
Waiting List (26%)
Booking (27%)
Medication (36%)

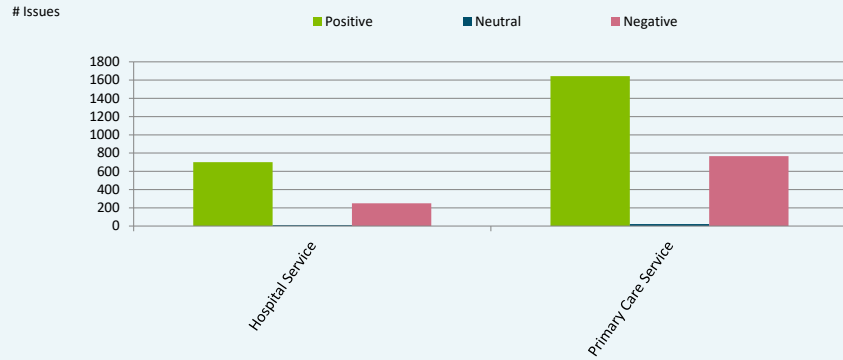
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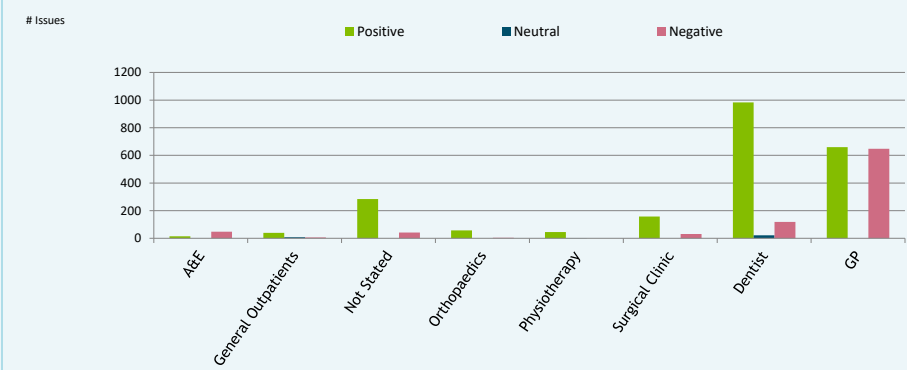
Community Insight Dashboard



4. Service Sector

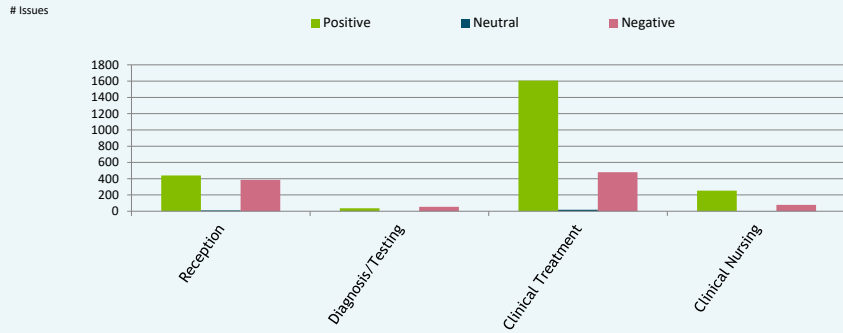


5. Service Type



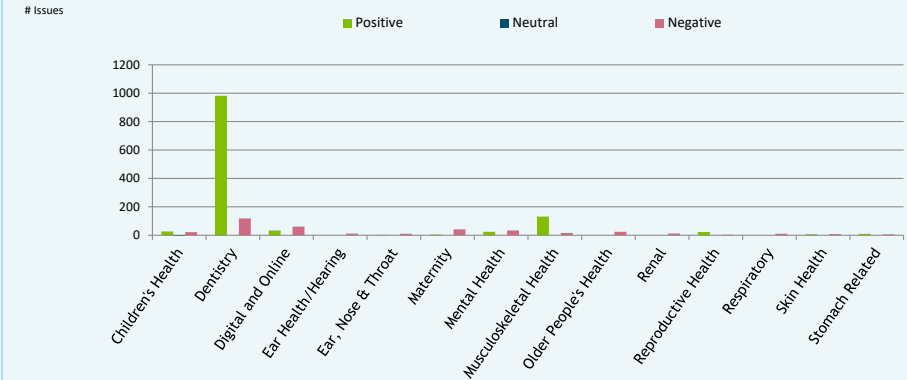
Top services displayed

6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions / topics displayed

Services by Satisfaction Level



Orthopaedics (93%)
Dentist (89%)
General Outpatients (86%)



A&E (23%)
GP (49%)
Hospital Surgery (83%)

Conditions/Topics by Satisfaction Level



Dentistry (89%)
Musculoskeletal Health (89%)
Reproductive Health (85%)
Stomach Related (60%)
Children's Health (51%)



Maternity (10%)
Ear, Nose & Throat (15%)
Digital and Online (35%)
Mental Health (41%)
Skin Health (46%)