

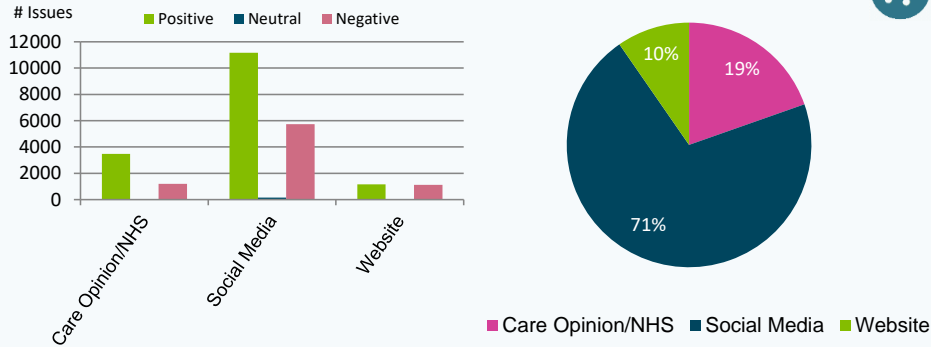
# GP Services in Tower Hamlets, Newham & Waltham Forest (TNW)

Community Insight Dashboard

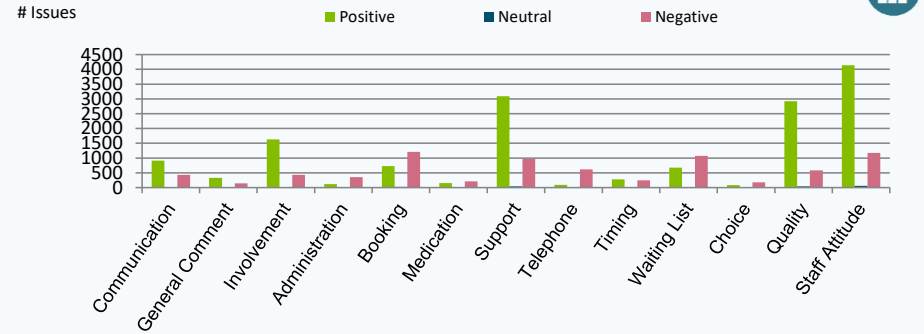


Qualitative Feedback, 1 July 2023 - 30 June 2024

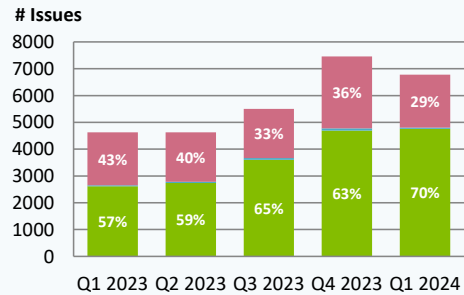
## 1. Source: 24441 issues from 5649 people



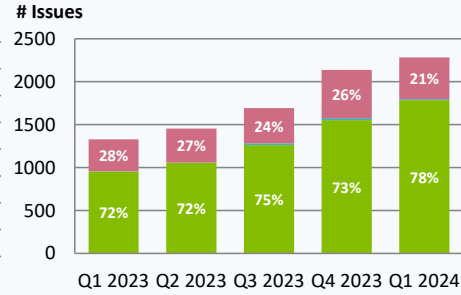
## 2. Trends



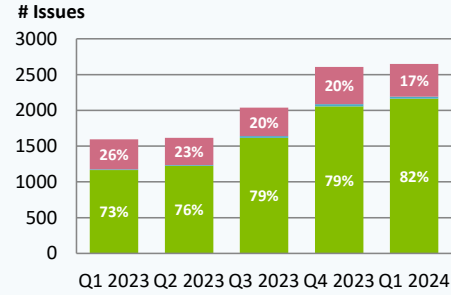
### 3.1 Timeline: Overall Sentiment



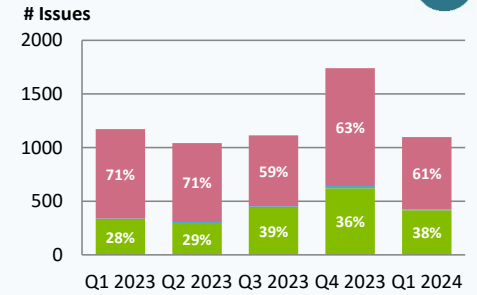
### 3.2 Timeline: User Involvement



### 3.3 Timeline: Quality



### 3.4 Timeline: Service Access



■ Positive ■ Neutral ■ Negative

## Satisfaction Over Time



Overall Satisfaction:  
User Involvement:  
Quality:  
Service Access:

Quarterly

Up by 7%  
Up by 5%  
Up by 3%  
Up by 2%

Annually

Up by 13%  
Up by 6%  
Up by 9%  
Up by 10%

## Trends by Satisfaction Level



Quality (82%)  
Involvement (78%)  
Staff Attitude (77%)  
Support (75%)  
Communication (67%)



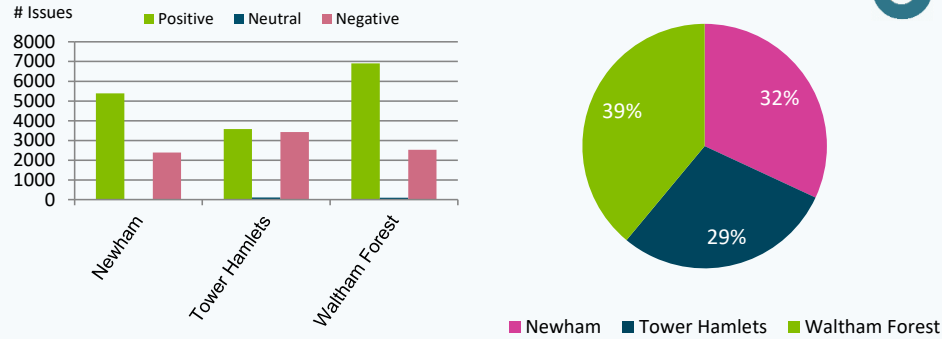
Telephone (12%)  
Administration (24%)  
Choice (31%)  
Booking (37%)  
Waiting List (38%)

# GP Services in Tower Hamlets, Newham & Waltham Forest (TNW)

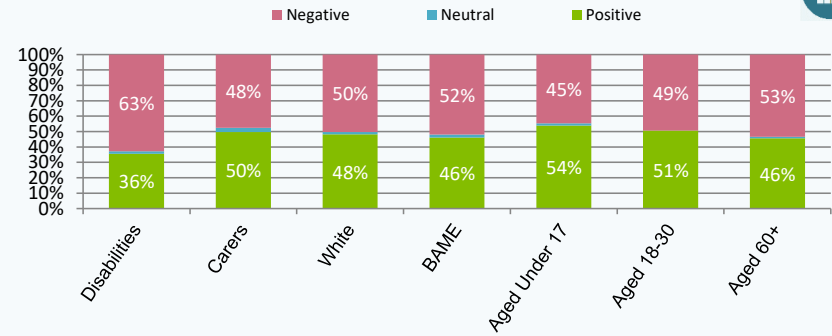


Qualitative Feedback, 1 July 2023 - 30 June 2024

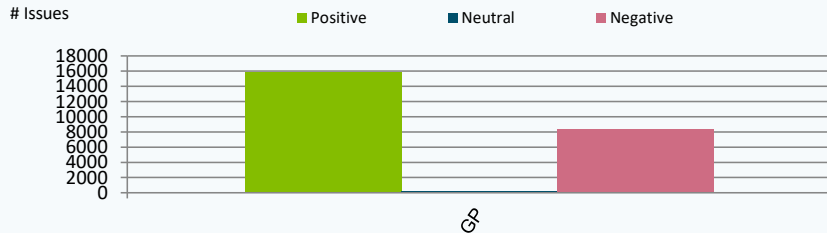
## 4. Feedback by Borough



## 5. Equalities

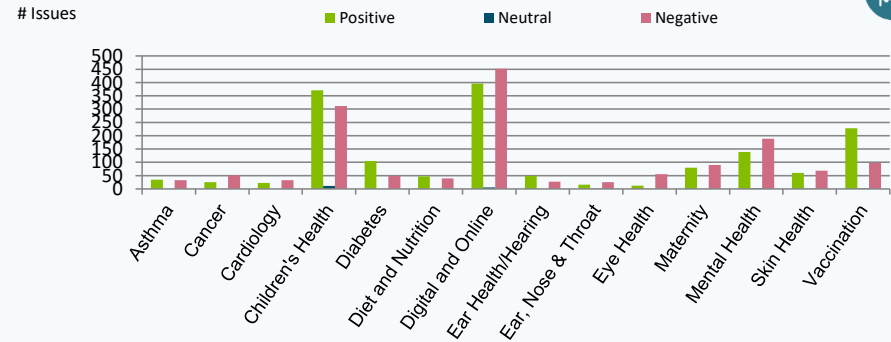


## 6. Services



Top services displayed

## 7. Conditions/Topics



Top conditions/topics displayed

## Conditions/Topics by Satisfaction Level



Vaccination (69%)  
Diabetes (68%)  
Ear Health/Hearing (64%)  
Diet and Nutrition (54%)  
Children's Health (53%)



Eye Health (17%)  
Cancer (32%)  
Ear, Nose & Throat (38%)  
Cardiology (41%)  
Mental Health (41%)