

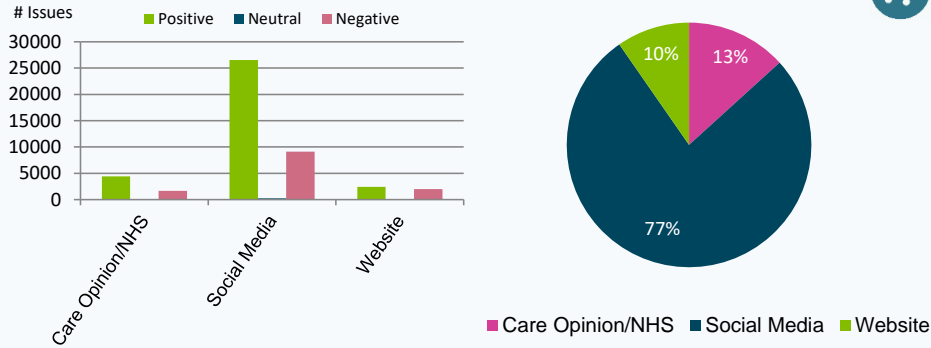
Health and Care Services in Tower Hamlets, Newham & Waltham Forest (TNW)

Community Insight Dashboard

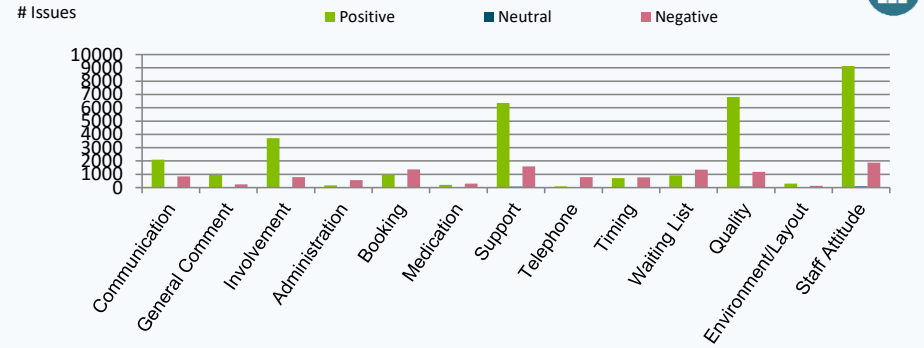


Qualitative Feedback, 1 July 2023 - 30 June 2024

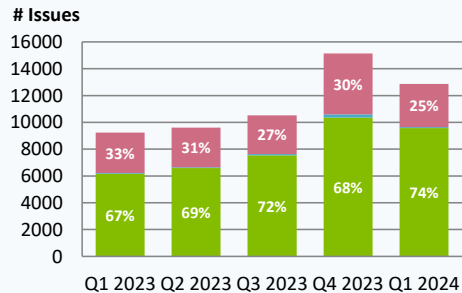
1. Source: 48259 issues from 11681 people



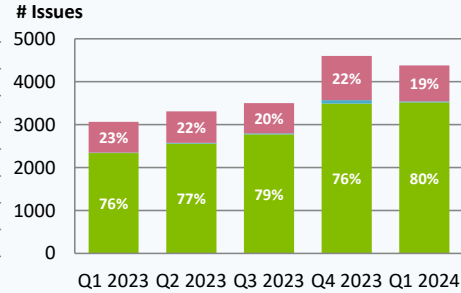
2. Trends



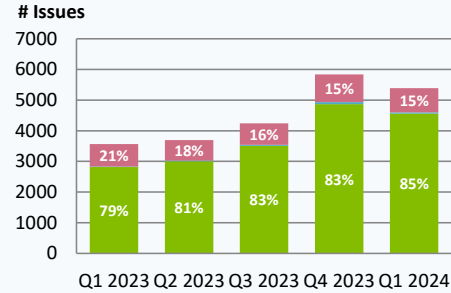
3.1 Timeline: Overall Sentiment



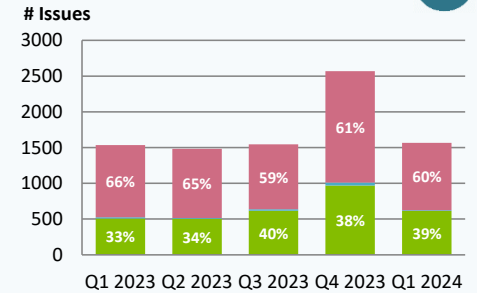
3.2 Timeline: User Involvement



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 6%
Up by 4%
Up by 2%
Up by 1%

Annually

Up by 7%
Up by 4%
Up by 6%
Up by 6%

Trends by Satisfaction Level



Quality (84%)
Staff Attitude (82%)
Involvement (82%)
Support (79%)
Communication (71%)



Telephone (11%)
Administration (23%)
Waiting List (40%)
Medication (40%)
Booking (41%)

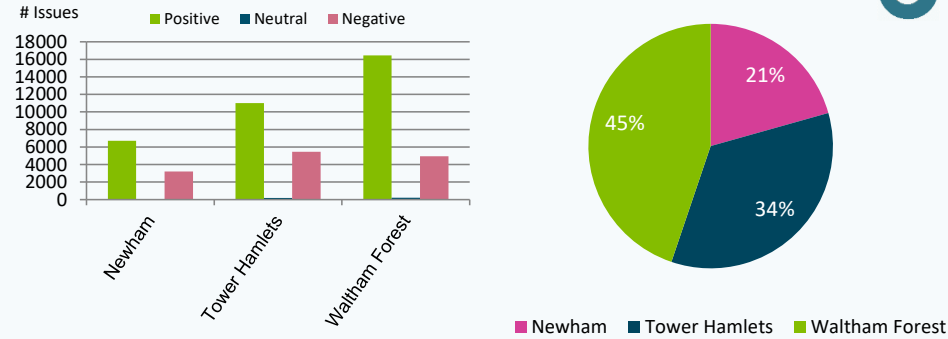
Health and Care Services in Tower Hamlets, Newham & Waltham Forest (TNW)

Community Insight Dashboard

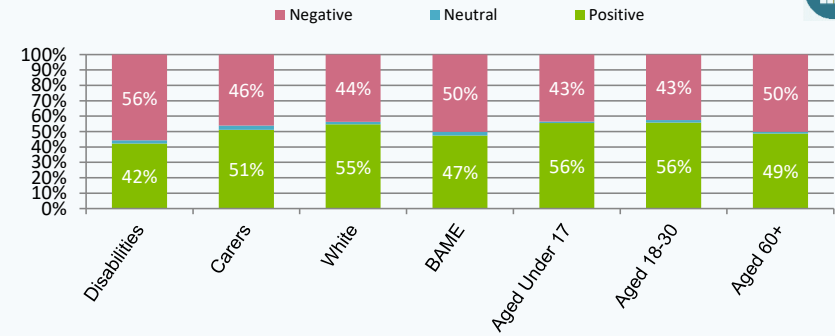


Qualitative Feedback, 1 July 2023 - 30 June 2024

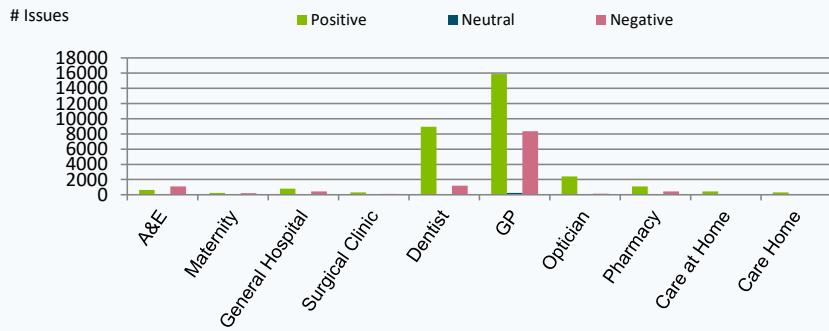
4. Feedback by Borough



5. Equalities

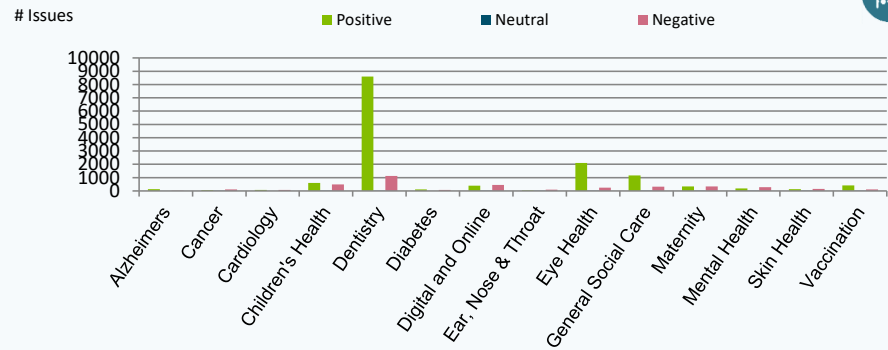


6. Services



Top services displayed

7. Conditions/Topics



Top conditions/topics displayed

Services by Satisfaction Level



Optician (93%)
Dentist (88%)
Care at Home (84%)
Residential Care Home (80%)
Hospital Surgery (75%)



A&E (36%)
Maternity (49%)
GP (64%)
Pharmacy (70%)

Conditions/Topics by Satisfaction Level



Eye Health (89%)
Dentistry (88%)
Alzheimers (85%)
Vaccination (78%)
General Social Care (77%)



Ear, Nose & Throat (28%)
Cancer (31%)
Mental Health (40%)
Cardiology (45%)
Digital and Online (46%)