

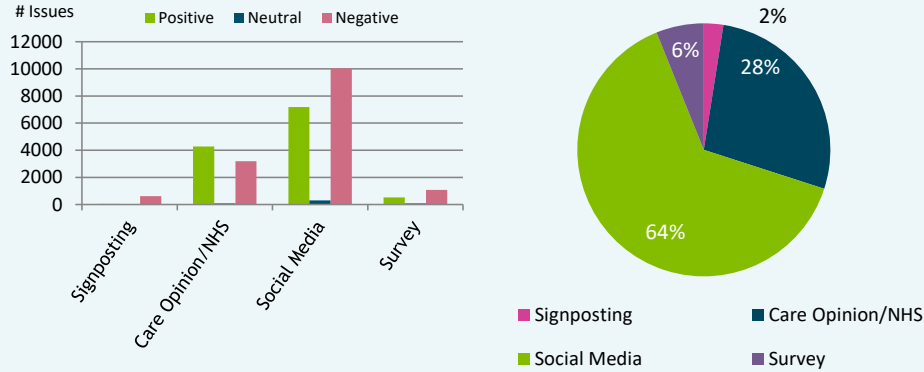
GP Services in North East London (NEL)

Community Insight Dashboard

1 April 2021 - 31 March 2022

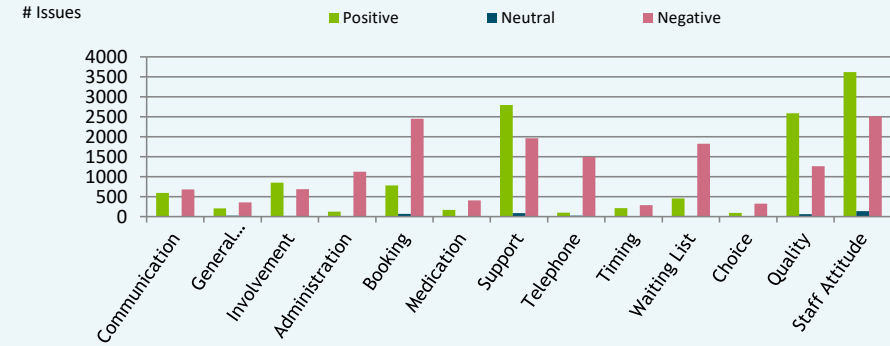


1. Source: 30756 issues from 6793 people



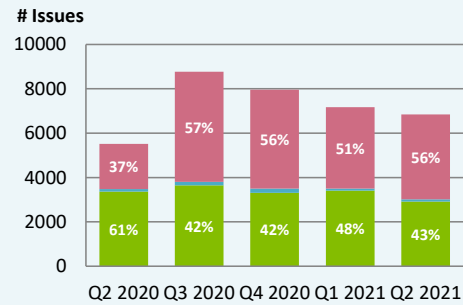
Top sources displayed

2. Trends

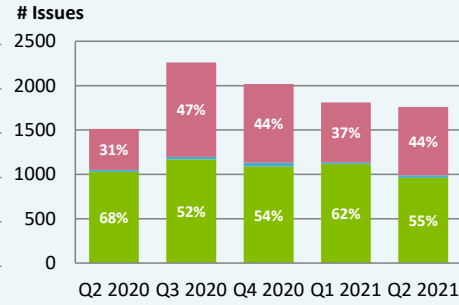


Top trends displayed

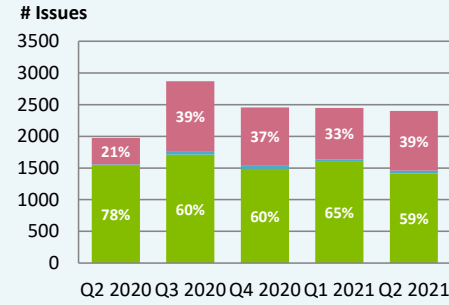
3.1 Timeline: Overall Sentiment



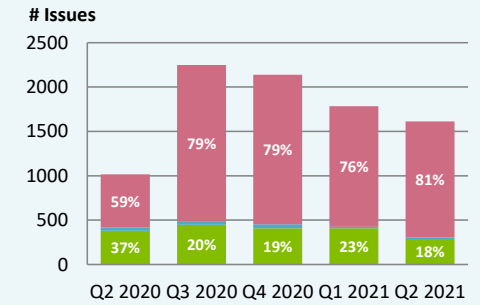
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



■ Positive ■ Neutral ■ Negative

Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Down by 5%
Down by 7%
Down by 6%
Down by 5%

Annually

Down by 18%
Down by 13%
Down by 19%
Down by 19%

Trends by Satisfaction Level



Quality (66%)
Staff Attitude (58%)
Support (58%)
Involvement (55%)
Communication (46%)



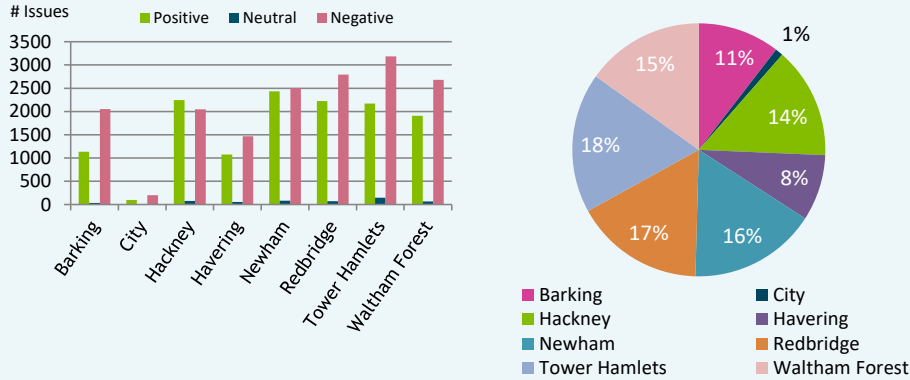
Telephone (6%)
Administration (10%)
Waiting List (20%)
Choice (21%)
Booking (24%)

GP Services in North East London (NEL)

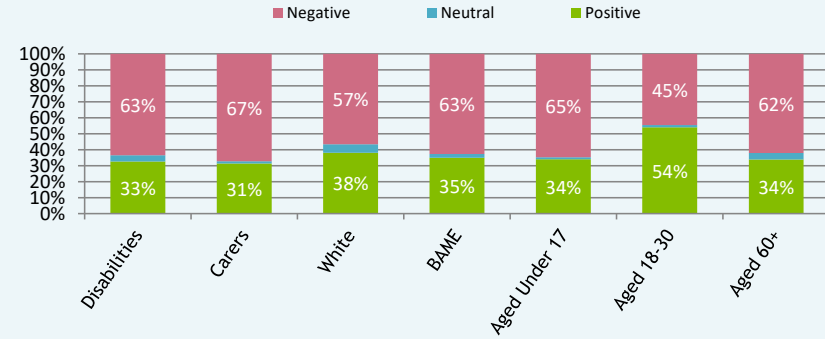


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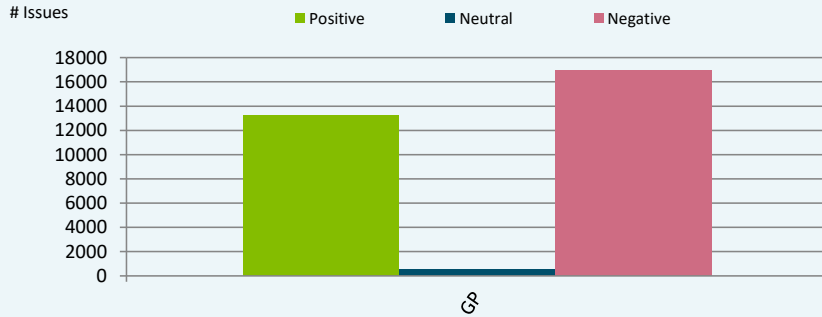
4. Feedback by Borough



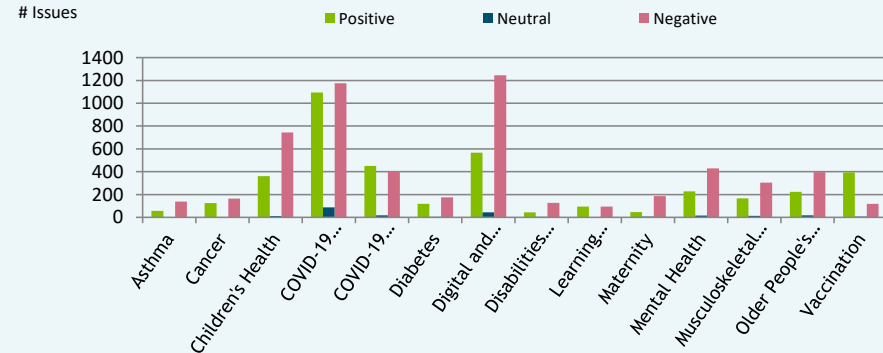
5. Equalities



6. Services



7. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



Other Vaccine (76%)
 COVID-19 (Vaccine) (52%)
 Learning Disability (49%)
 COVID-19 (General) (46%)
 Cancer (43%)



Maternity (19%)
 Disabilities (25%)
 Asthma (29%)
 Digital and Online (30%)
 Children's Health (32%)