

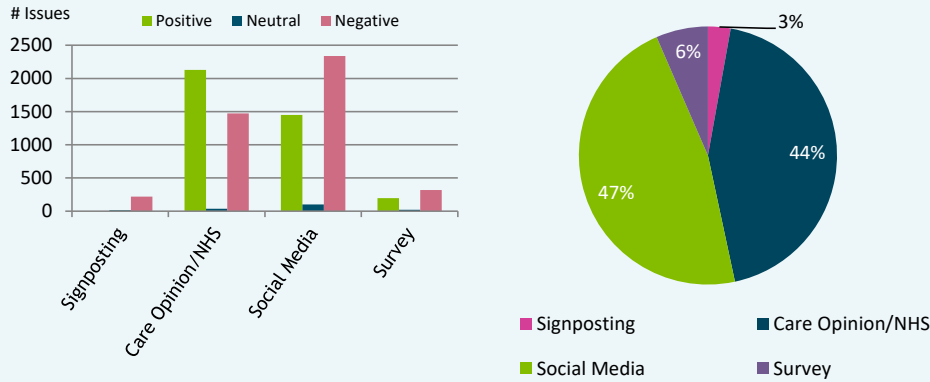
GP Services in Tower Hamlets, Newham & Waltham Forest (TNW)

Community Insight Dashboard

1 April 2021 - 31 March 2022

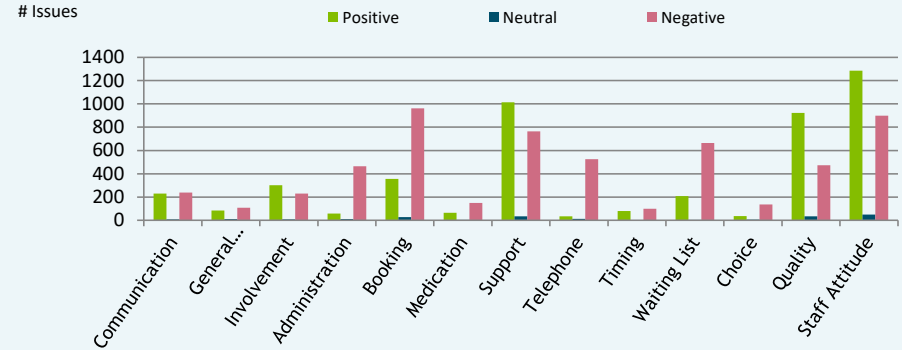


1. Source: 11453 issues from 2486 people



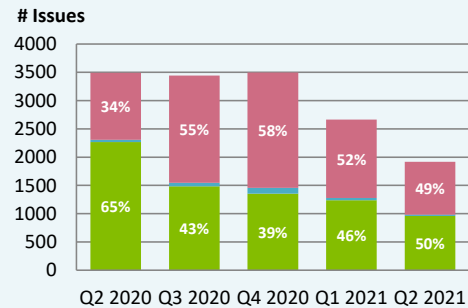
Top sources displayed

2. Trends

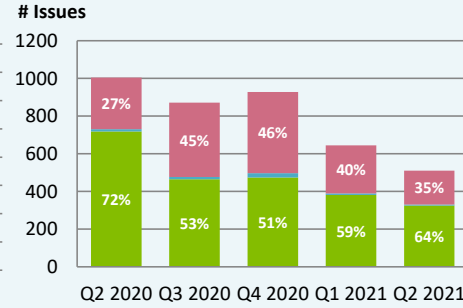


Top trends displayed

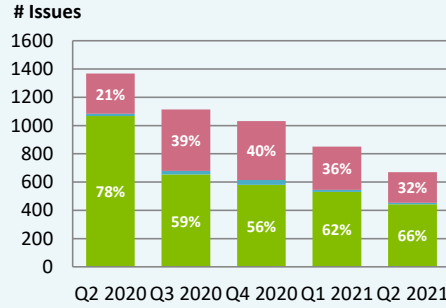
3.1 Timeline: Overall Sentiment



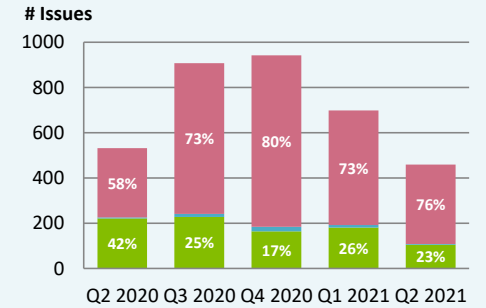
3.2 Timeline: User Involvement



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 4%
Up by 5%
Up by 4%
Down by 3%

Annually

Down by 15%
Down by 8%
Down by 12%
Down by 19%

Trends by Satisfaction Level



Quality (65%)
Staff Attitude (58%)
Involvement (56%)
Support (56%)
Communication (48%)



Telephone (6%)
Administration (11%)
Choice (21%)
Waiting List (24%)
Booking (26%)

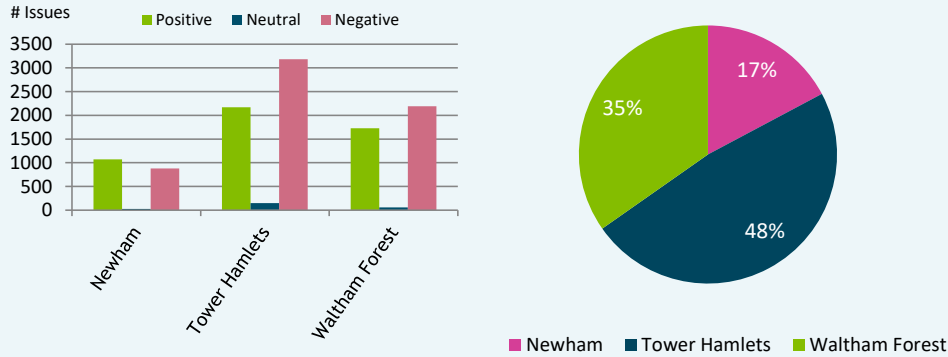
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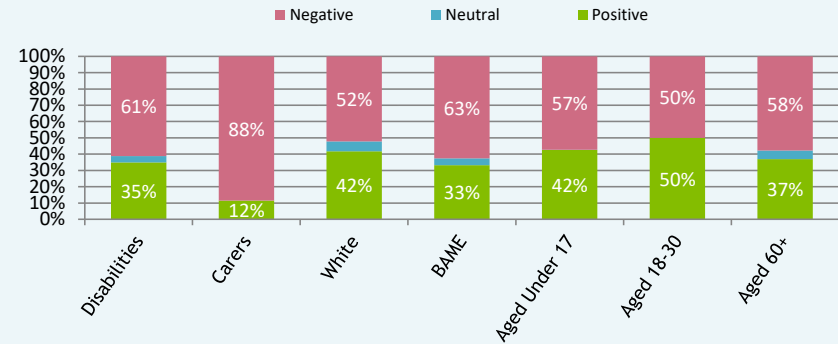
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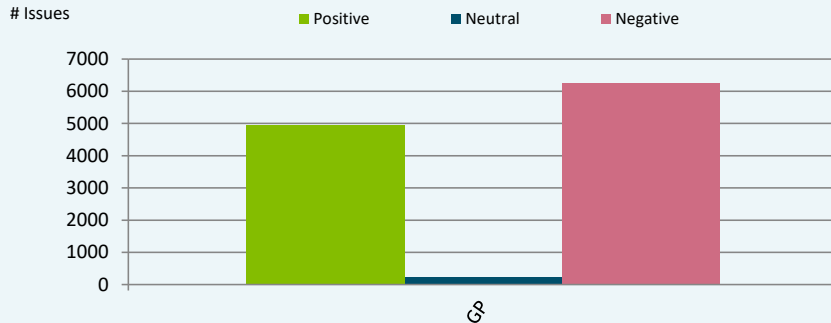
4. Feedback by Borough



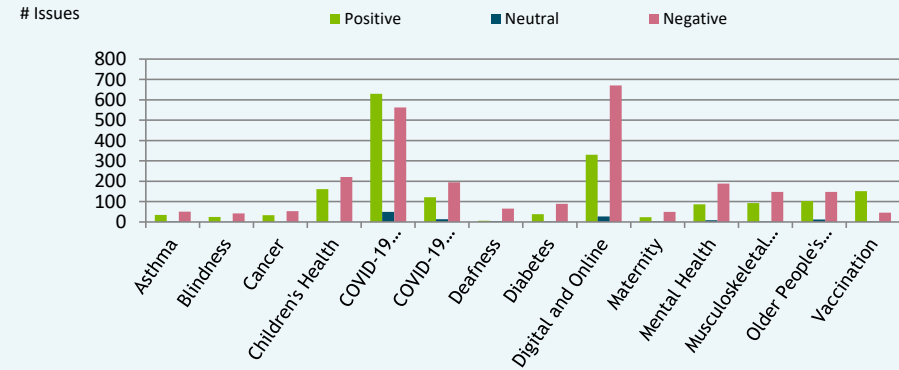
5. Equalities



6. Services



7. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



Flu Vaccination (76%)
 COVID-19 (General) (51%)
 Children's Health (42%)
 Asthma (40%)
 Older People's Health (39%)



Deafness (8%)
 Diabetes (29%)
 Mental Health (31%)
 Maternity (32%)
 Digital and Online (32%)