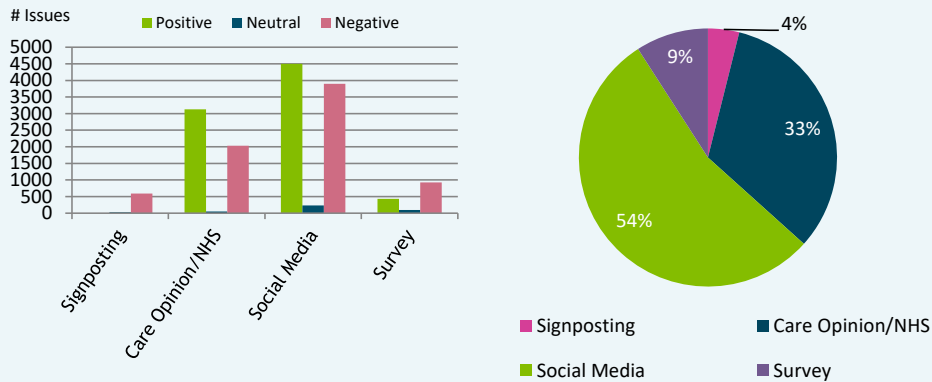




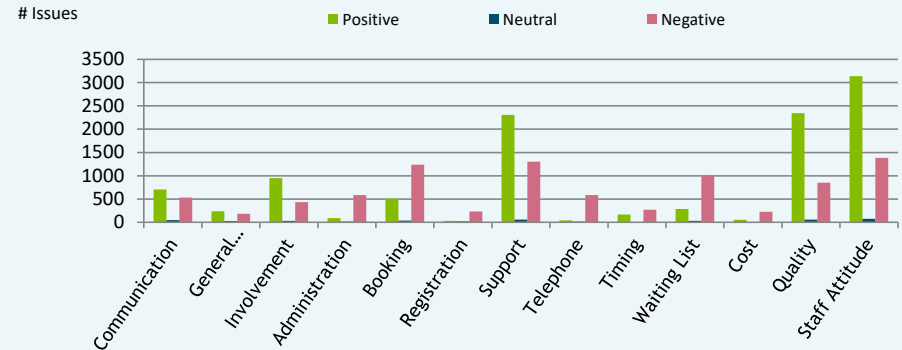
1 April 2021 - 31 March 2022

## 1. Source: 22576 issues from 5035 people



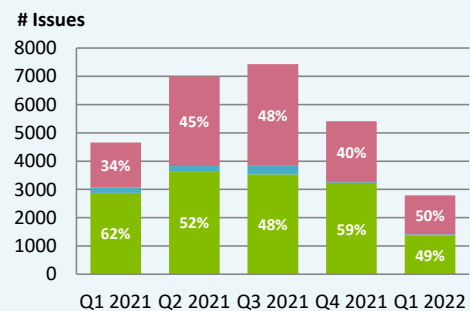
Top sources displayed

## 2. Trends

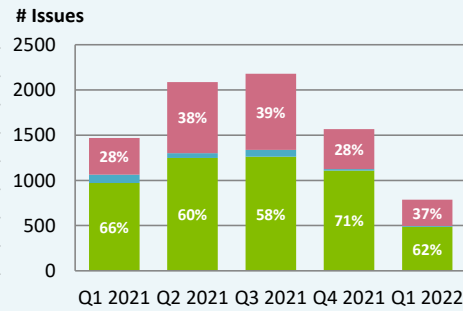


Top trends displayed

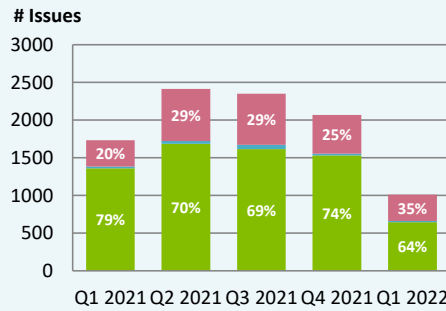
### 3.1 Timeline: Overall Sentiment



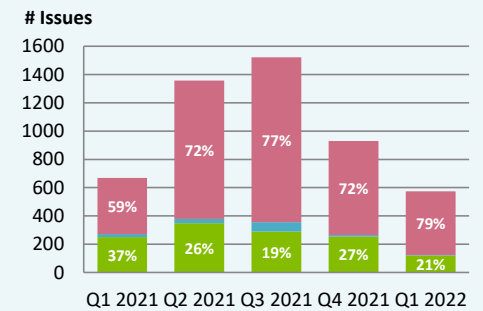
### Timeline: 3.2 User Involvement



### 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 10%  
Down by 9%  
Down by 10%  
Down by 6%

Annually

Down by 13%  
Down by 4%  
Down by 15%  
Down by 16%

## Trends by Satisfaction Level



Quality (72%)  
Staff Attitude (68%)  
Involvement (67%)  
Support (63%)  
Communication (55%)

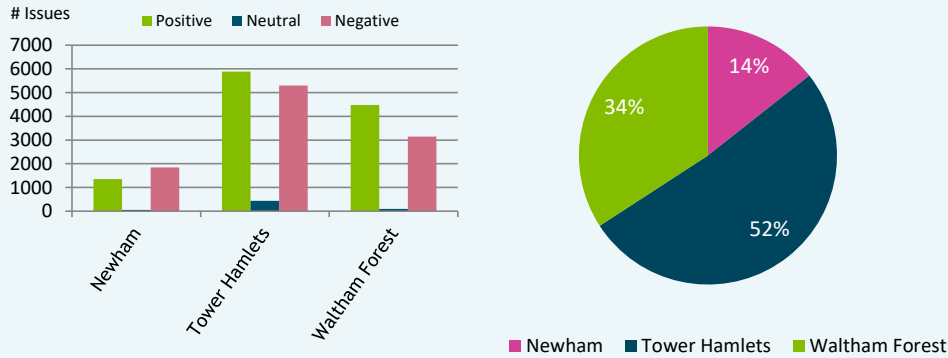


Telephone (6%)  
Registration (11%)  
Administration (13%)  
Cost (18%)  
Waiting List (21%)

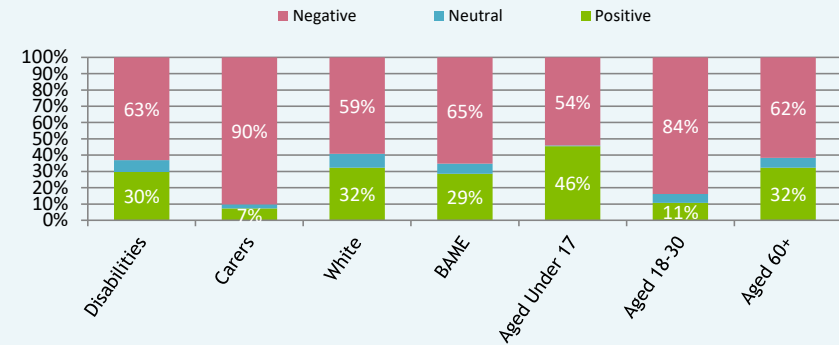


1 April 2021 - 31 March 2022

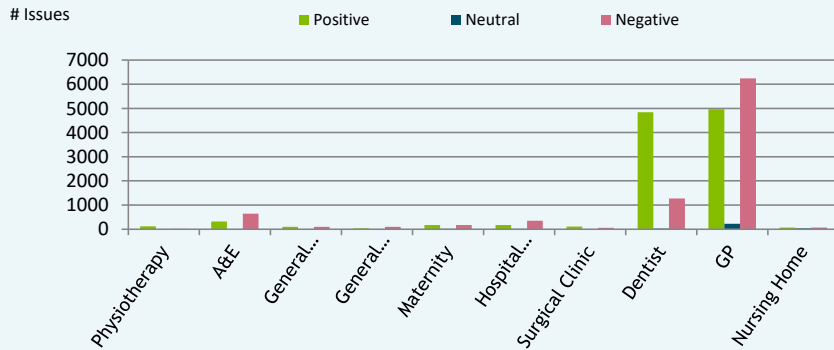
## 4. Feedback by Borough



## 5. Equalities

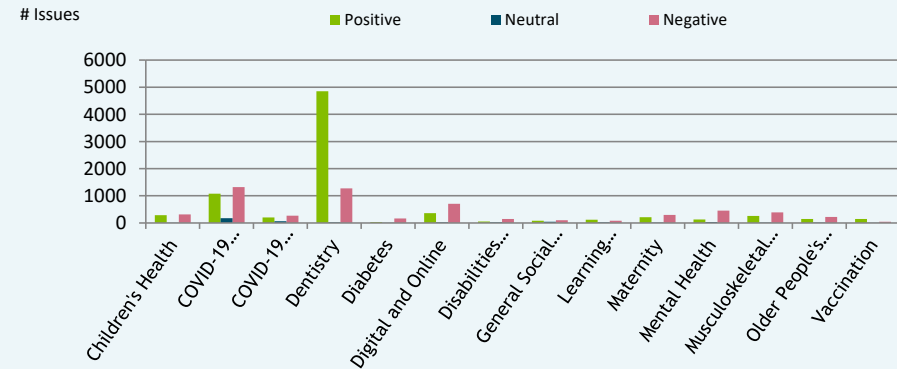


## 6. Services



Top services displayed

## 7. Conditions/Topics



Top conditions/topics displayed

## Services by Satisfaction Level



Physiotherapy (84%)  
Dentist (79%)  
Surgical Clinic (66%)  
Inpatients (50%)  
Maternity (49%)



Outpatients (23%)  
A&E (33%)  
Nursing Care Home (39%)  
GP (43%)



Dentistry (79%)  
Vaccination (76%)  
Learning Disability (53%)  
Children's Health (47%)  
COVID-19 (General) (42%)



Diabetes (19%)  
Mental Health (21%)  
Disabilities (23%)  
Digital and Online (33%)  
Social Care (36%)