

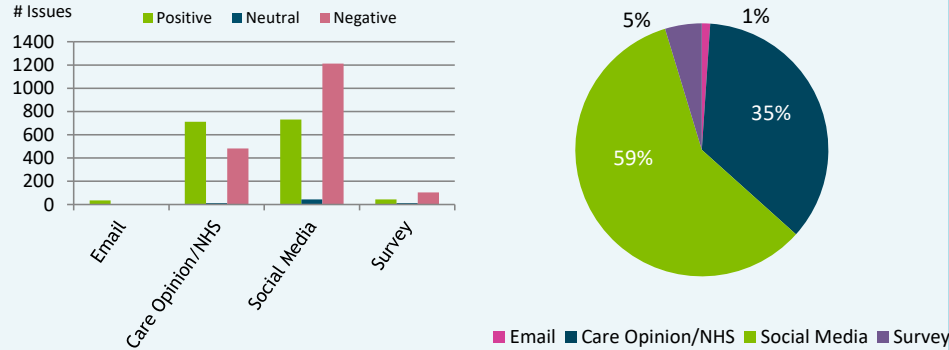
The Experience of Barts Health

Community Insight Dashboard

1 April 2021 - 31 March 2022

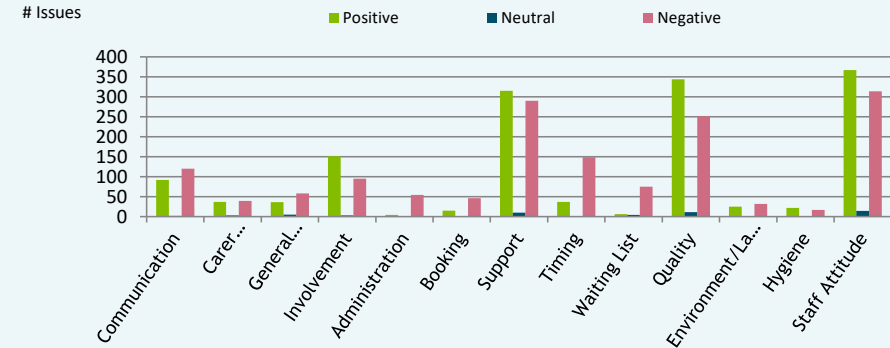


1. Source: 3414 issues from 734 people



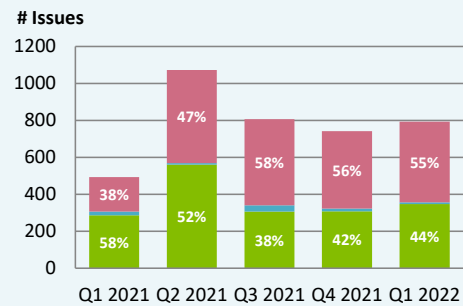
Top sources displayed

2. Trends

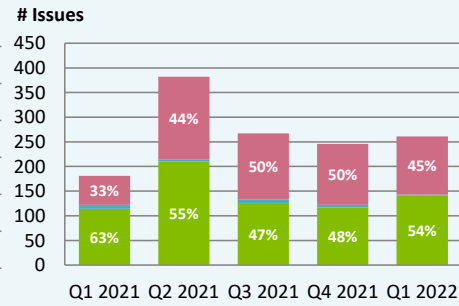


Top trends displayed

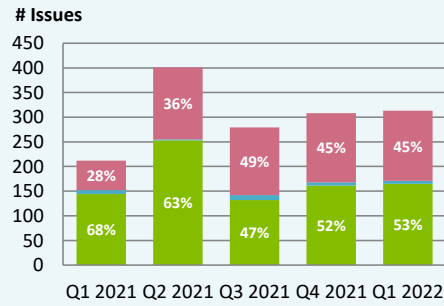
3.1 Timeline: Overall Sentiment



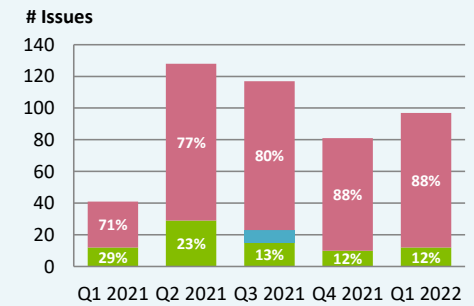
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



■ Positive ■ Neutral ■ Negative

Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Up by 2%
Up by 6%
Up by 1%
No Change

Annually

Down by 14%
Down by 9%
Down by 15%
Down by 17%

Trends by Satisfaction Level



Involvement (61%)
Quality (57%)
Hygiene (55%)
Staff Attitude (53%)
Support (51%)



Administration (7%)
Waiting List (7%)
Timing (20%)
Booking (25%)
Communication (43%)

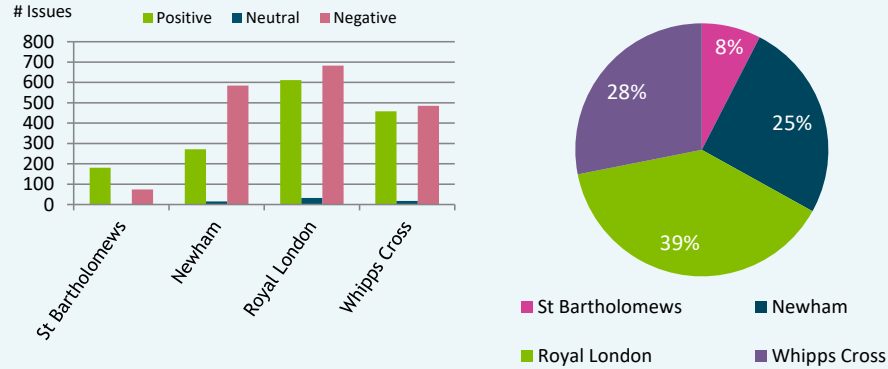
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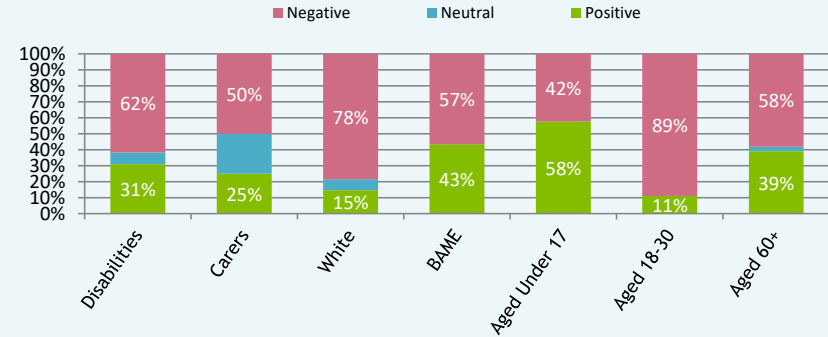
Community Insight Dashboard



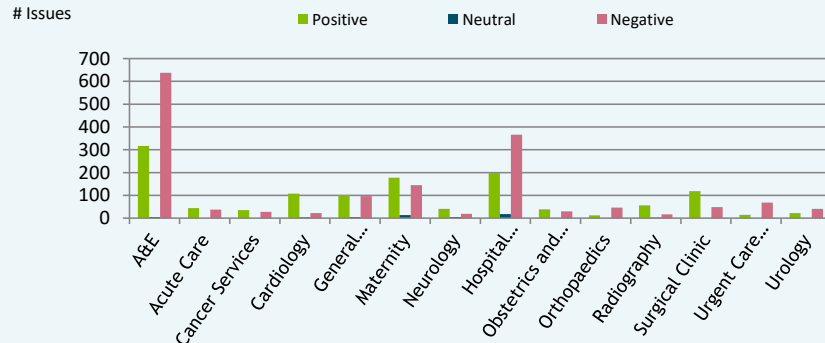
4. Feedback by Borough



5. Equalities

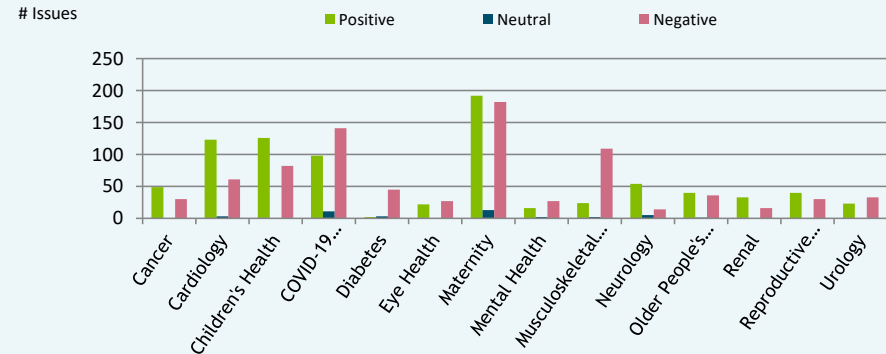


6. Services



Top services displayed

7. Conditions/Topics



Top conditions/topics displayed

Services by Satisfaction Level



Cardiology (81%)
Radiography (75%)
Surgical Clinic (71%)
Neurology (63%)
Cancer Services (56%)



Urgent Care Centre (17%)
Orthopaedics (21%)
A&E (33%)
Urology (35%)
Inpatients (50%)



Neurology (74%)
Renal (67%)
Cardiology (66%)
Cancer (62%)
Children's Health (61%)



Diabetes (4%)
MSK (18%)
Mental Health (36%)
COVID-19 (General) (39%)
Urology (41%)