

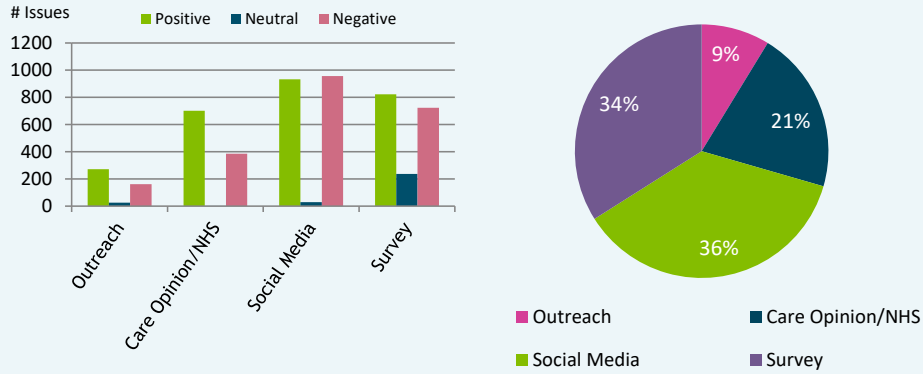
# The Experience of Barts Health

1 July 2022 - 30 June 2023

## Community Insight Dashboard

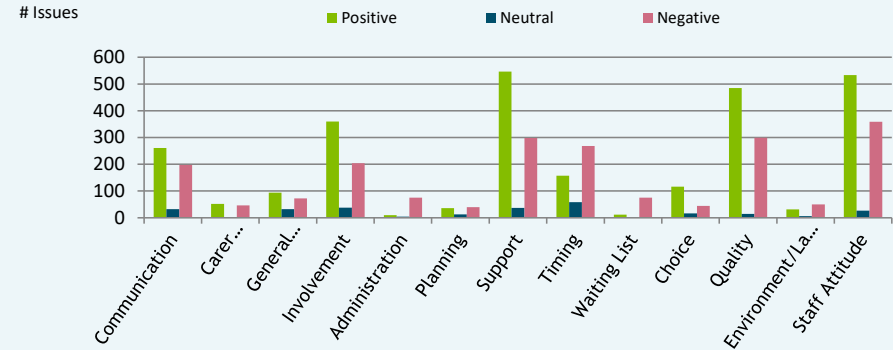


### 1. Source: 5584 issues from 1303 people



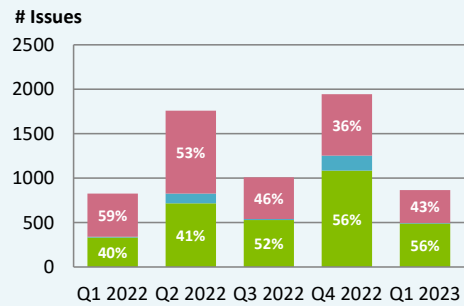
Top sources displayed

### 2. Trends

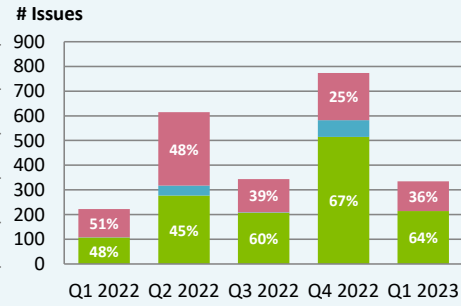


Top trends displayed

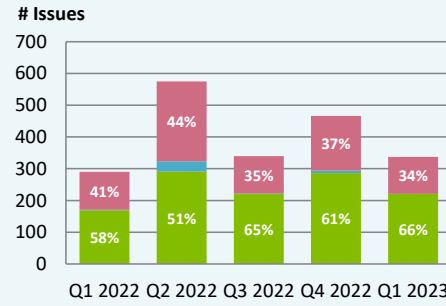
### 3.1 Timeline: Overall Sentiment



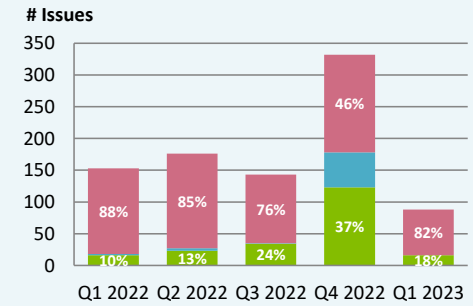
### Timeline: 3.2 User Involvement



### 3.3 Timeline: Quality



### Timeline: 3.4 Service Access



■ Positive ■ Neutral ■ Negative

### Satisfaction Over Time



Overall Satisfaction:  
User Involvement:  
Quality:  
Service Access:

	Quarterly	Annually
Overall Satisfaction:	No Change	Up by 16%
User Involvement:	Down by 3%	Up by 16%
Quality:	Up by 5%	Up by 8%
Service Access:	Down by 19%	Up by 8%

### Trends by Satisfaction Level



Choice (65%)  
Support (61%)  
Quality (60%)  
Involvement (59%)  
Staff Attitude (57%)



Administration (11%)  
Waiting List (13%)  
Timing (32%)  
Environment (35%)  
Planning (40%)

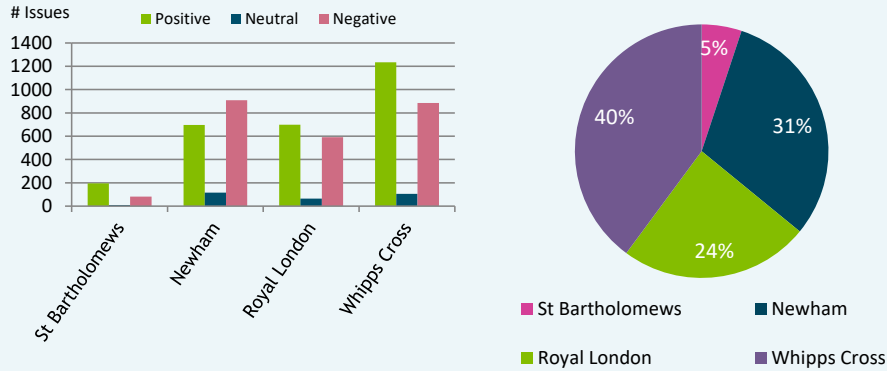
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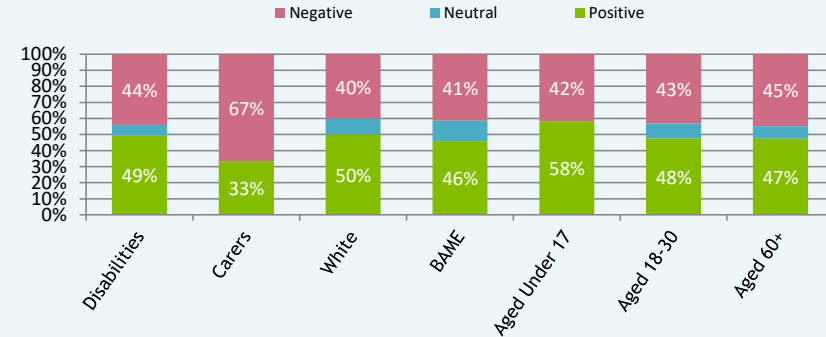
## Community Insight Dashboard



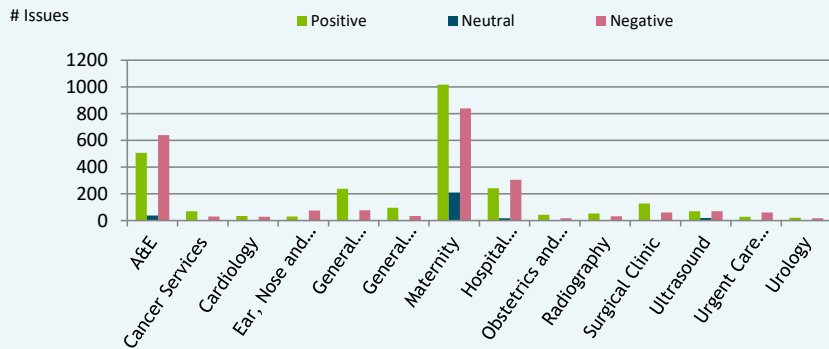
### 4. Feedback by Hospital



### 5. Equalities

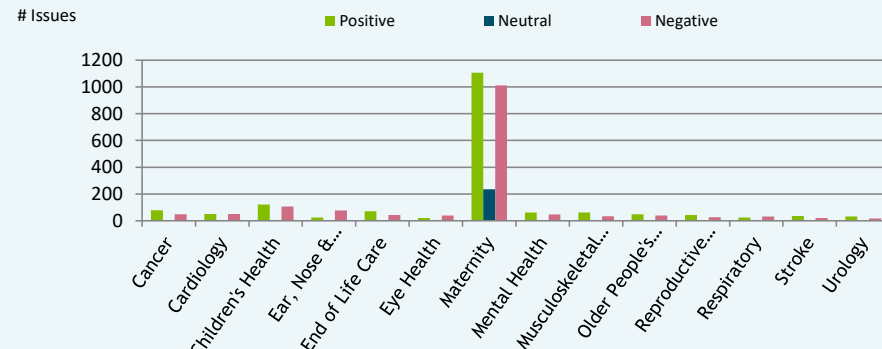


### 6. Services



Top services displayed

### 7. Conditions/Topics



Top conditions/topics displayed

### Services by Satisfaction Level



General Inpatients (75%)  
General Outpatients (73%)  
Obstetrics and Gynae (70%)  
Cancer Services (68%)  
Surgical Clinic (67%)



Ear, Nose and Throat (28%)  
Urgent Care Centre (31%)  
A&E (42%)  
Ultrasound (43%)  
Maternity (49%)

### Conditions/Topics by Satisfaction Level



MSK (64%)  
Urology (64%)  
Stroke (63%)  
End of Life Care (62%)  
Reproductive Health (61%)



Ear, Nose & Throat (23%)  
Eye Health (33%)  
Respiratory (42%)  
Maternity (47%)  
Cardiology (48%)