

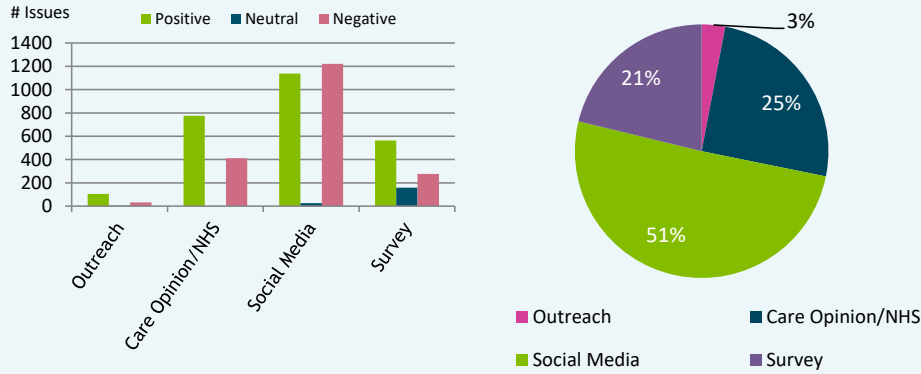
The Experience of Barts Health

1 October 2022 - 30 September 2023

Community Insight Dashboard

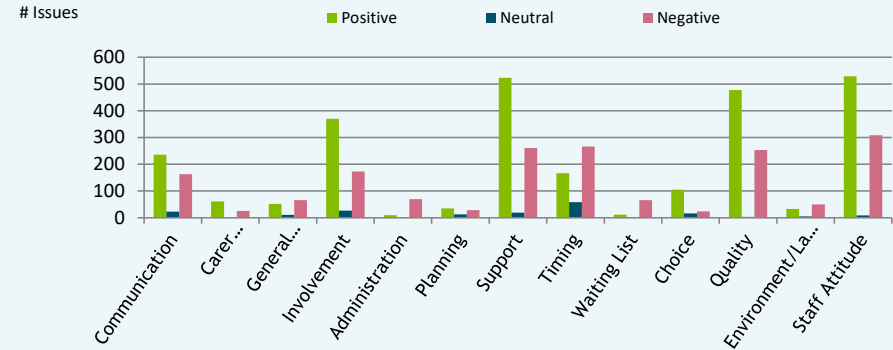


1. Source: 5015 issues from 1101 people



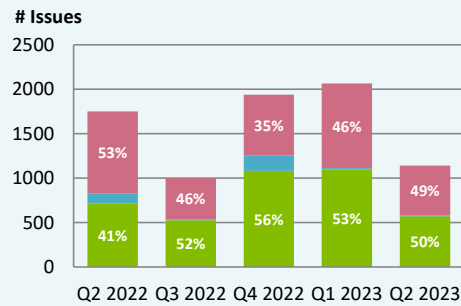
Top sources displayed

2. Trends

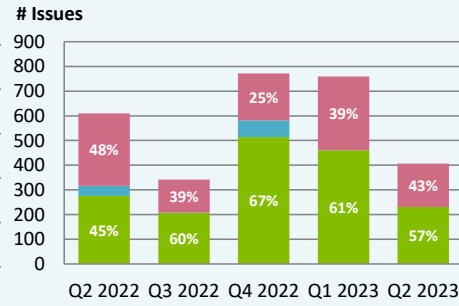


Top trends displayed

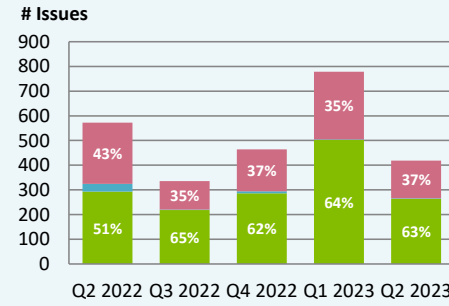
3.1 Timeline: Overall Sentiment



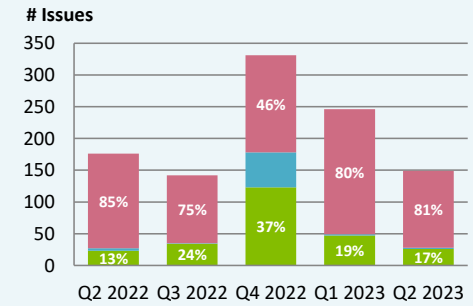
Timeline: 3.2 User Involvement



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 3%
Down by 4%
Down by 1%
Down by 2%

Annually

Up by 9%
Up by 12%
Up by 12%
Up by 4%

Trends by Satisfaction Level



Choice (72%)
Carer Involvement (70%)
Support (65%)
Quality (65%)
Involvement (64%)



Administration (12%)
Waiting List (15%)
Timing (34%)
Environment (37%)
Planning (45%)

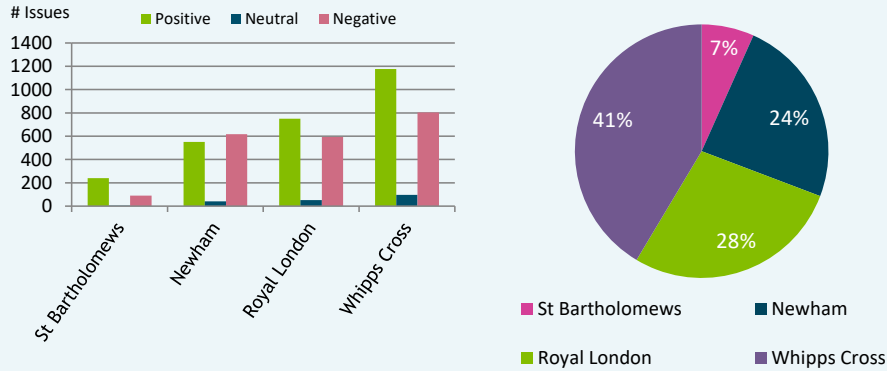
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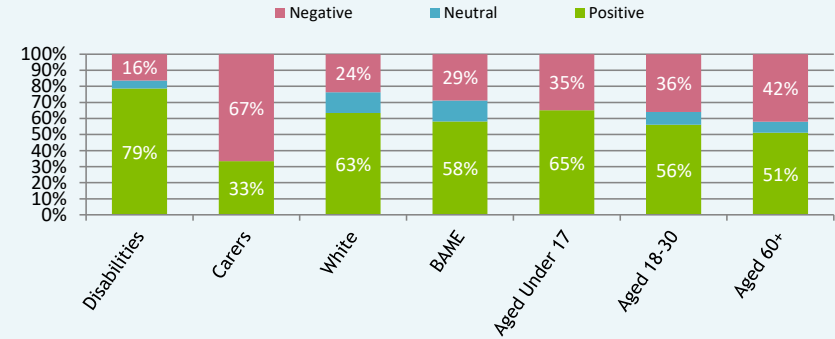
Community Insight Dashboard



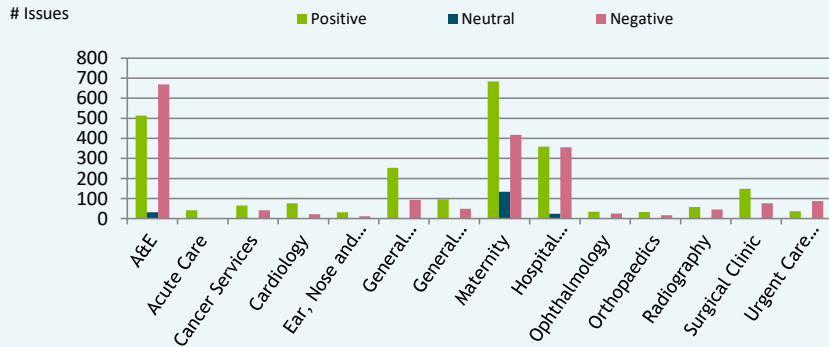
4. Feedback by Hospital



5. Equalities

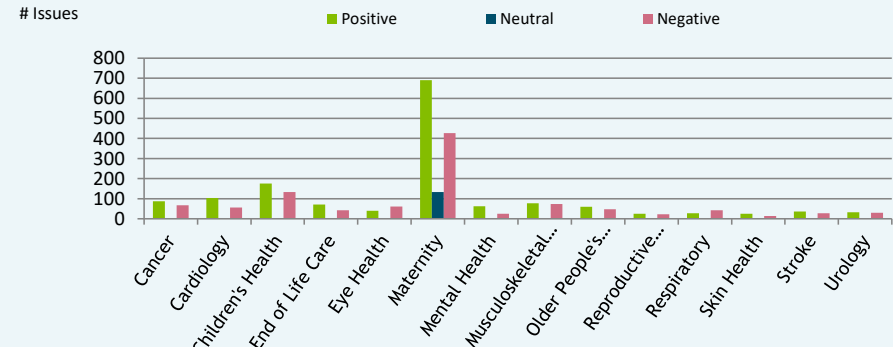


6. Services



Top services displayed

7. Conditions/Topics



Top conditions/topics displayed

Services by Satisfaction Level



Acute Care (95%)
Cardiology (77%)
General Inpatients (73%)
ENT (72%)
Surgical Clinic (66%)



Urgent Care Centre (29%)
A&E (42%)
Radiography (55%)
Maternity (55%)
Ophthalmology (57%)

Conditions/Topics by Satisfaction Level



Mental Health (71%)
Cardiology (64%)
Skin Health (64%)
End of Life Care (62%)
Stroke (57%)



Respiratory (38%)
Eye Health (39%)
MSK (51%)
Urology (51%)
Reproductive Health (52%)