

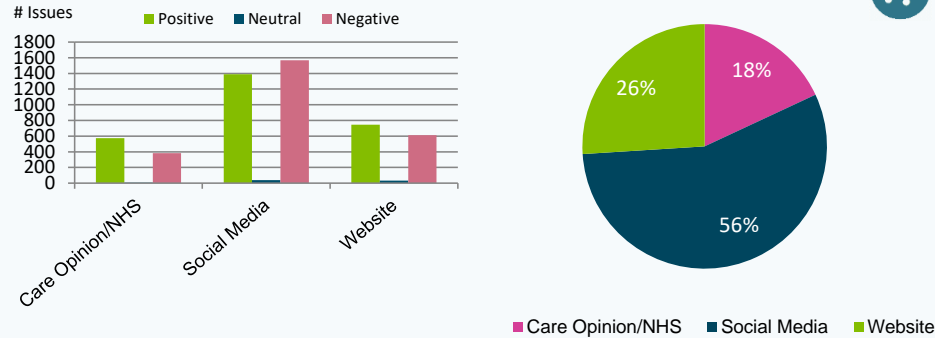
# Barts Health

Qualitative Feedback, 1 July 2023 - 30 June 2024

## Community Insight Dashboard

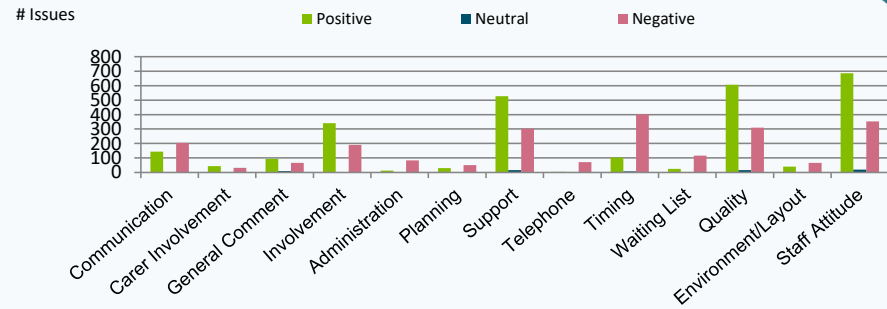


### 1. Source: 5579 issues from 1389 people



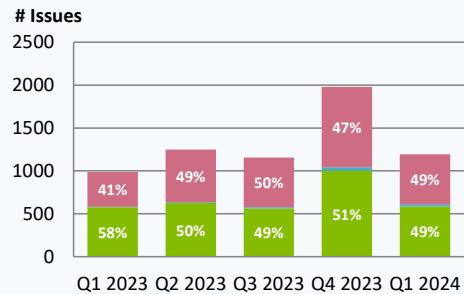
Top sources displayed

### 2. Trends

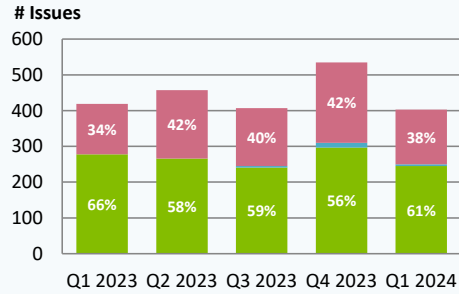


Top trends displayed

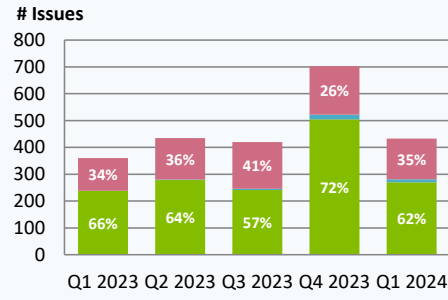
### 3.1 Timeline: Overall Sentiment



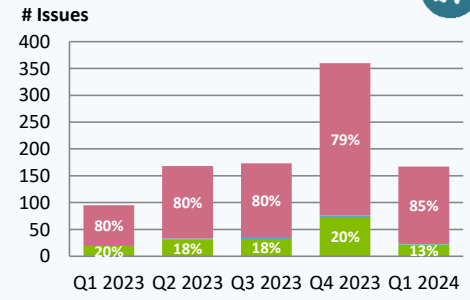
### 3.2 Timeline: User Involvement



### 3.3 Timeline: Quality



### 3.4 Timeline: Service Access



■ Positive ■ Neutral ■ Negative

### Satisfaction Over Time



Overall Satisfaction:  
User Involvement:  
Quality:  
Service Access:

Quarterly

Down by 2%  
Up by 5%  
Down by 10%  
Down by 7%

Annually

Down by 9%  
Down by 5%  
Down by 4%  
Down by 7%

### Trends by Satisfaction Level



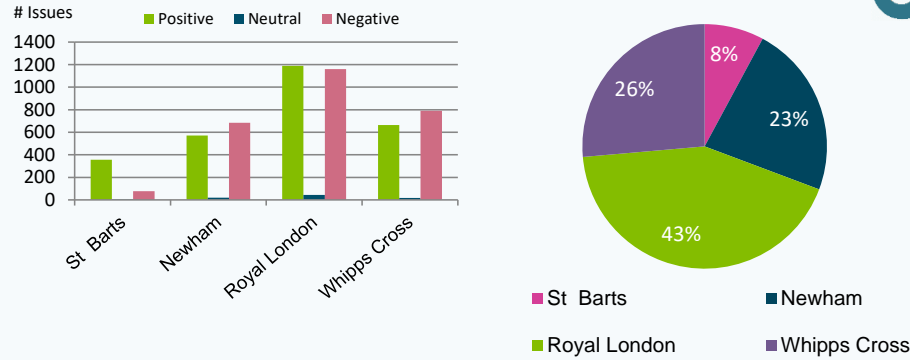
Quality (65%)  
Staff Attitude (64%)  
Involvement (63%)  
Support (62%)  
Carer Involvement (57%)



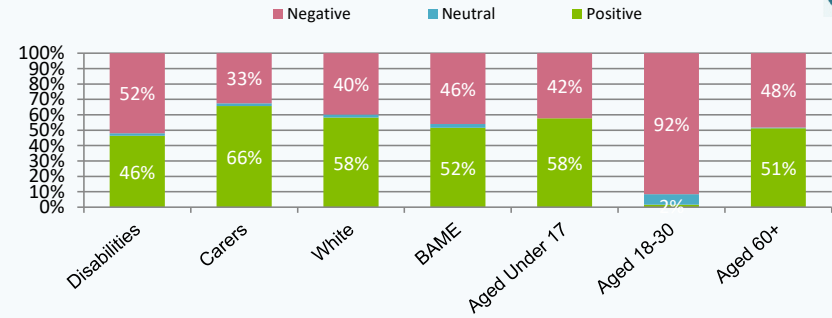
Telephone (5%)  
Administration (12%)  
Waiting List (17%)  
Timing (20%)  
Planning (36%)



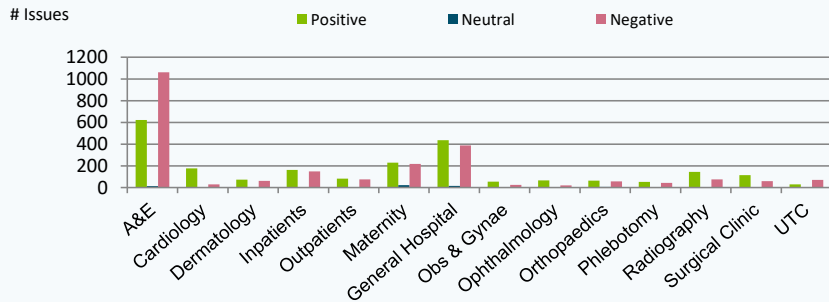
### 4. Feedback by Hospital



### 5. Equalities

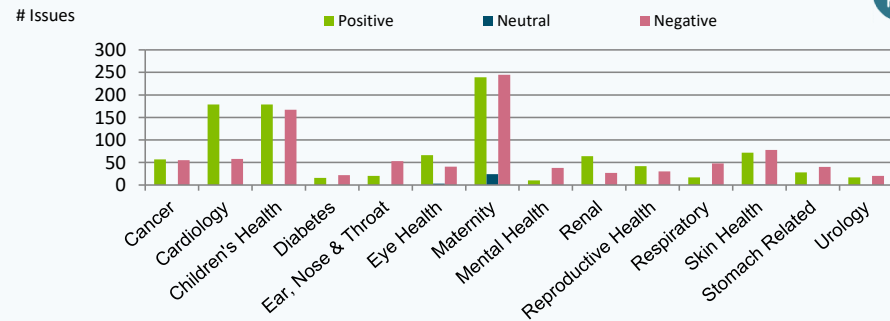


### 6. Departments



Top services displayed

### 7. Conditions/Topics



Top conditions/topics displayed

### Departments by Satisfaction Level



Cardiology (85%)  
Ophthalmology (75%)  
Obs & Gynae (69%)  
Surgical Clinic (66%)  
Radiography (65%)



UTC (29%)  
A&E (36%)  
Maternity (48%)  
Orthopaedics (51%)  
Outpatients (51%)

### Conditions/Topics by Satisfaction Level



Cardiology (75%)  
Renal (69%)  
Eye Health (60%)  
Reproductive Health (58%)  
Children's Health (51%)



Mental Health (20%)  
Respiratory (26%)  
Ear, Nose & Throat (27%)  
Stomach Related (41%)  
Diabetes (42%)