

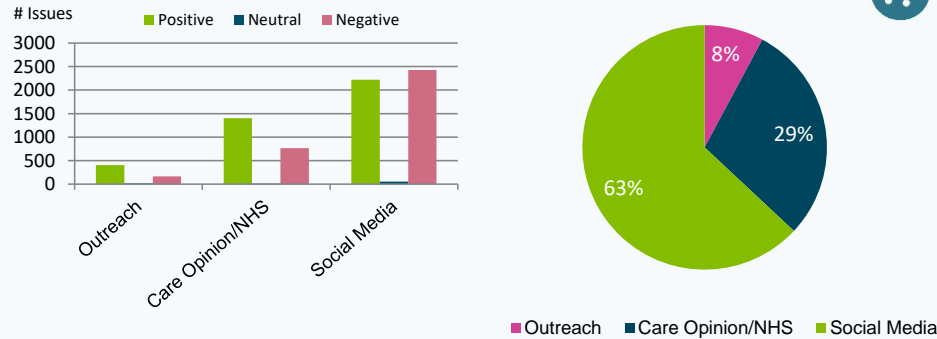
Hospital Services in North East London (NEL)

Qualitative Feedback, 1 October 2022 - 30 September 2023

Community Insight Dashboard



1. Source: 9659 issues from 2136 people



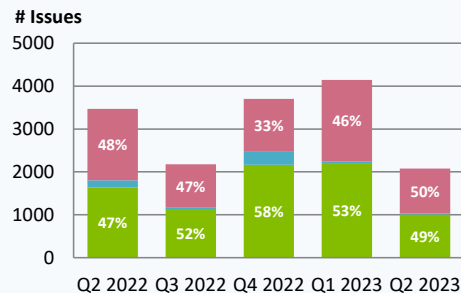
Top sources displayed

2. Trends

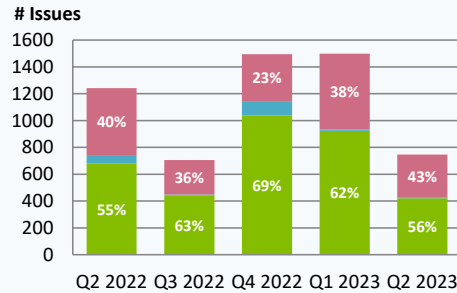


Top trends displayed

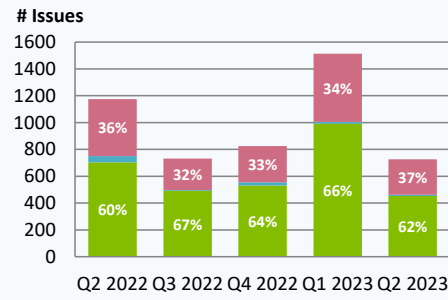
3.1 Timeline: Overall Sentiment



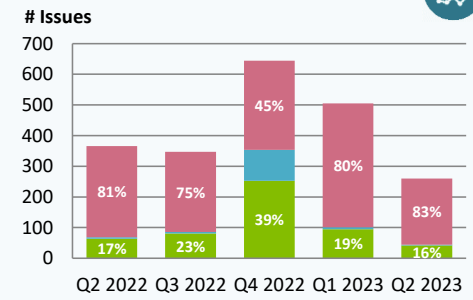
3.2 Timeline: User Involvement



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 4%
Down by 6%
Down by 4%
Down by 3%

Annually

Up by 2%
Up by 1%
Up by 2%
Down by 1%

Trends by Satisfaction Level



Involvement (68%)
Quality (67%)
Carer Involvement (66%)
Support (66%)
Staff Attitude (64%)



Administration (13%)
Waiting List (17%)
Booking (27%)
Timing (32%)
Environment (40%)

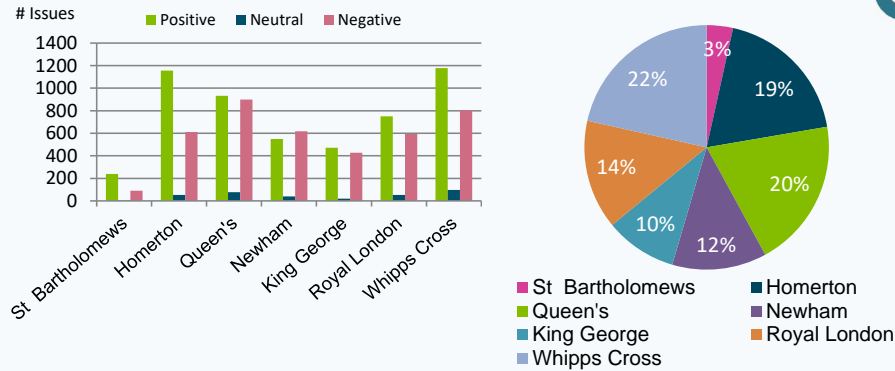
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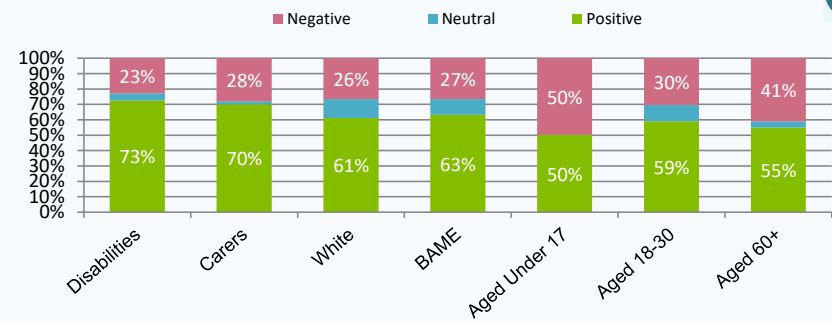
Community Insight Dashboard



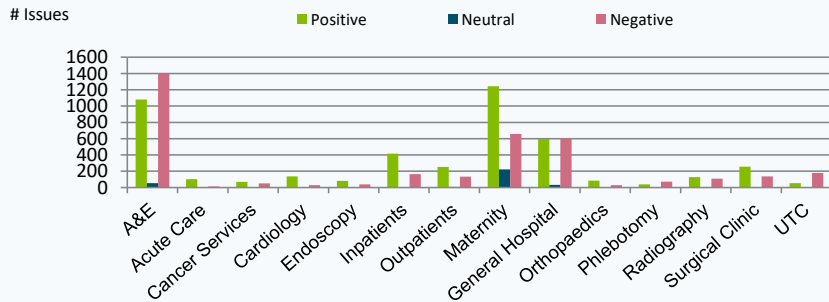
4. Feedback by Hospital



5. Equalities

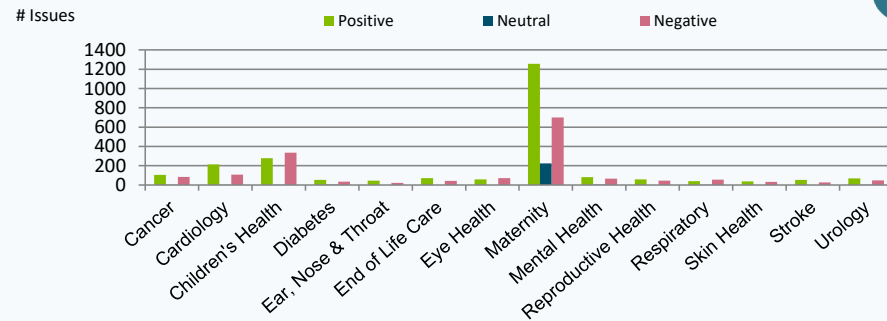


6. Departments



Top services displayed

7. Conditions/Topics



Top conditions/topics displayed

Departments by Satisfaction Level



Acute Care (85%)
Cardiology (82%)
Orthopaedics (75%)
General Inpatients (71%)
Endoscopy (66%)



Urgent Care Centre (22%)
Phlebotomy (33%)
A&E (42%)
Radiography (53%)
Cancer Services (56%)

Conditions/Topics by Satisfaction Level



Cardiology (66%)
Ear, Nose & Throat (66%)
Stroke (65%)
End of Life Care (62%)
Urology (57%)



Respiratory (40%)
Eye Health (44%)
Children's Health (45%)
Skin Health (53%)
Mental Health (54%)