

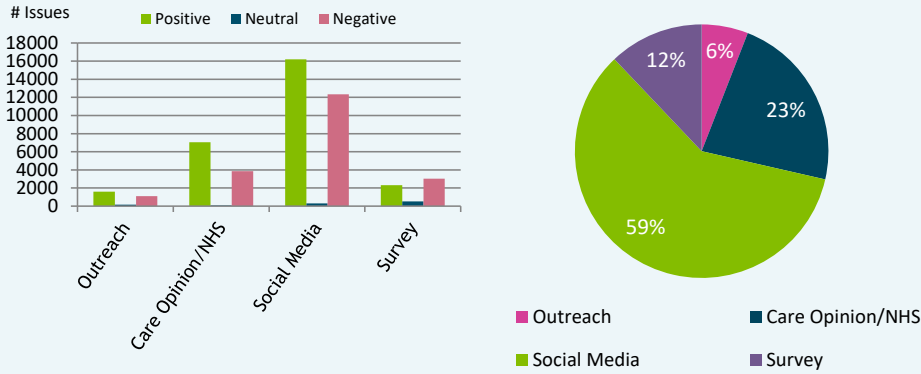
Health and Care Services in North East London (NEL)

Community Insight Dashboard



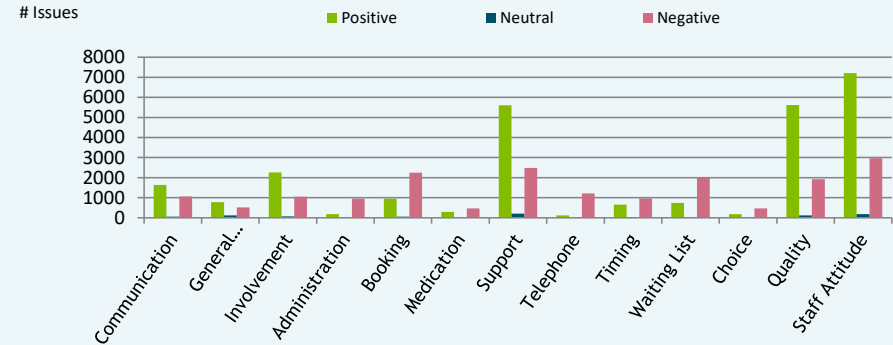
1 January - 31 December 2022

1. Source: 50562 issues from 12147 people



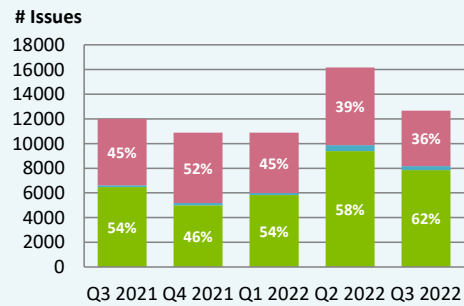
Top sources displayed

2. Trends

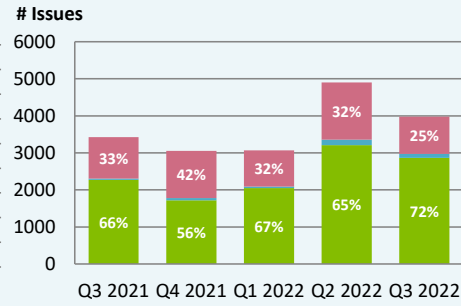


Top trends displayed

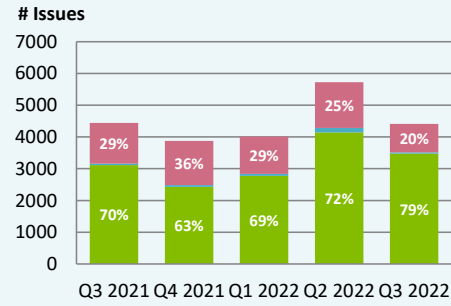
3.1 Timeline: Overall Sentiment



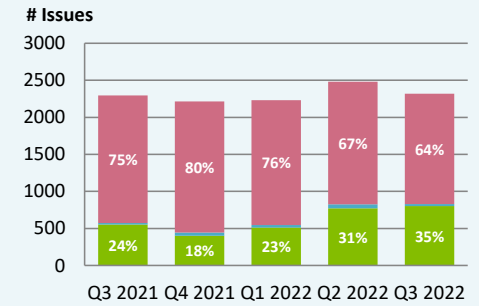
Timeline: 3.2 User Involvement



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 4%
Up by 7%
Up by 7%
Up by 4%

Annually

Up by 8%
Up by 6%
Up by 9%
Up by 11%

Trends by Satisfaction Level



Quality (73%)
Staff Attitude (69%)
Support (67%)
Involvement (66%)
Communication (59%)



Telephone (8%)
Administration (15%)
Choice (26%)
Waiting List (26%)
Booking (29%)

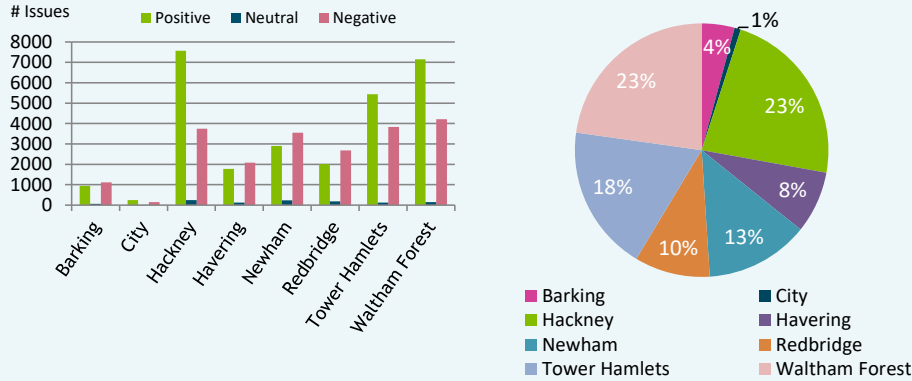
Health and Care Services in North East London (NEL)

Community Insight Dashboard

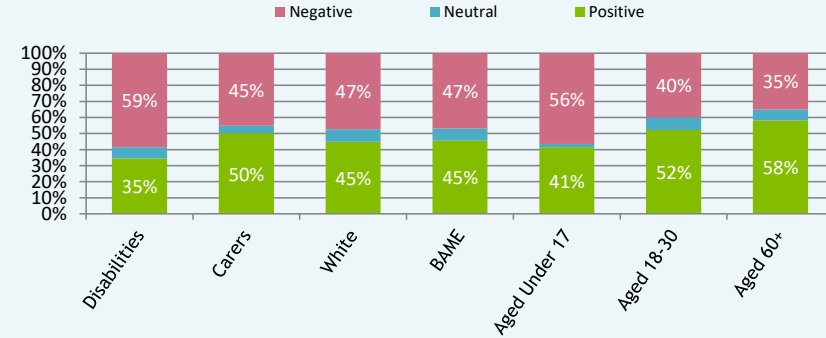


1 January - 31 December 2022

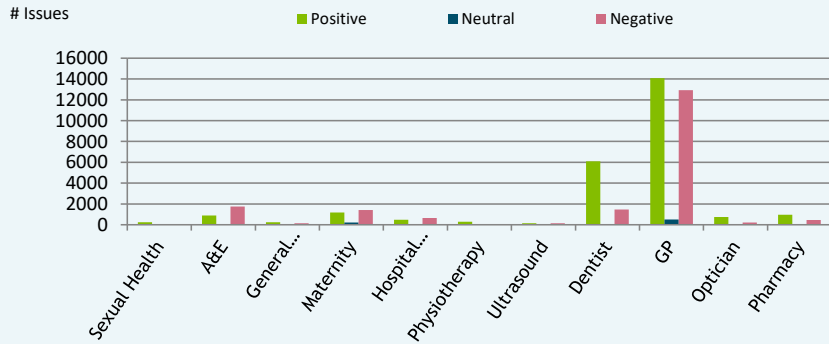
4. Feedback by Borough



5. Equalities

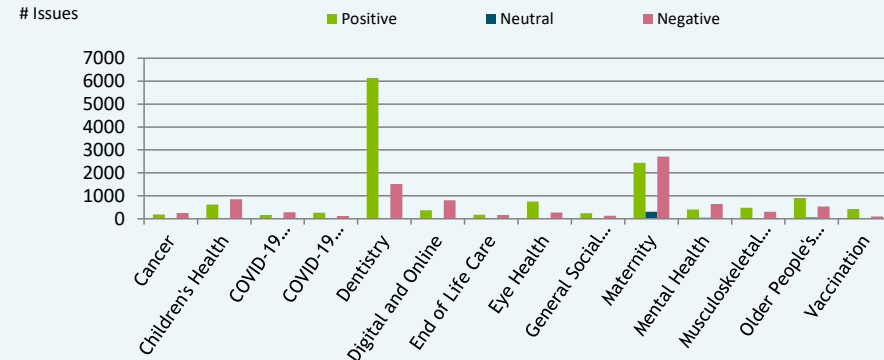


6. Services



Top services displayed

7. Conditions/Topics



Top conditions/topics displayed

Services by Satisfaction Level



Physiotherapy (85%)
Dentist (80%)
Optician (77%)
Sexual Health (73%)
Pharmacy (66%)



A&E (33%)
Maternity (42%)
Ultrasound (45%)
GP (51%)
General Inpatients (61%)

Conditions/Topics by Satisfaction Level



Vaccination (80%)
Dentistry (80%)
Eye Health (72%)
COVID-19 (Vaccine) (67%)
General Social Care (60%)



Digital and Online (30%)
COVID-19 (General) (34%)
Mental Health (37%)
Cancer (39%)
Children (41%)