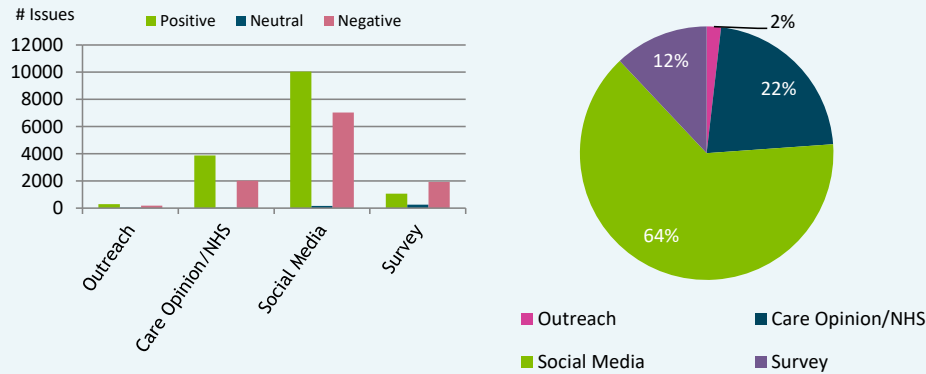


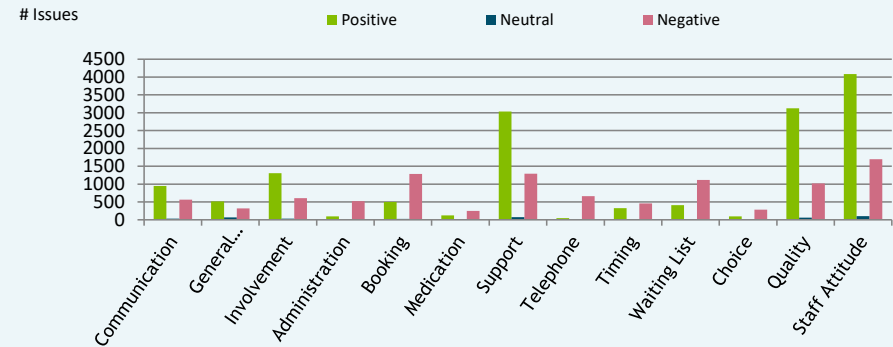


1. Source: 27609 issues from 6771 people



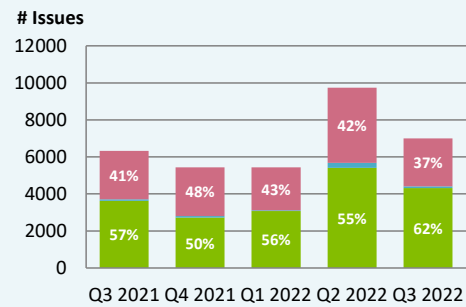
Top sources displayed

2. Trends

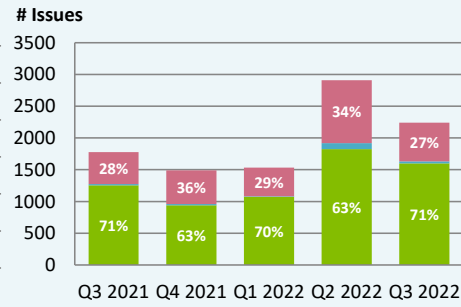


Top trends displayed

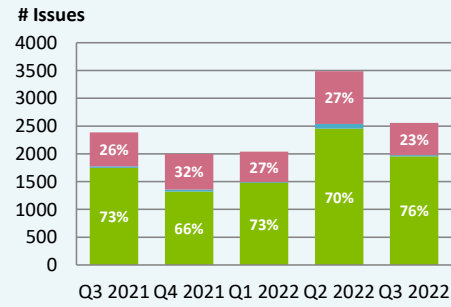
3.1 Timeline: Overall Sentiment



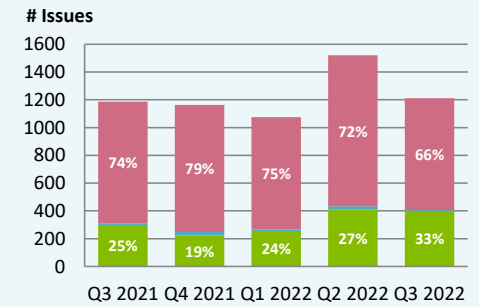
Timeline: 3.2 User Involvement



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 7%
Up by 8%
Up by 6%
Up by 6%

Annually

Up by 5%
No Change
Up by 3%
Up by 8%

Trends by Satisfaction Level



Quality (74%)
Staff Attitude (69%)
Support (68%)
Involvement (67%)
Communication (61%)



Telephone (6%)
Administration (14%)
Choice (24%)
Waiting List (26%)
Booking (27%)

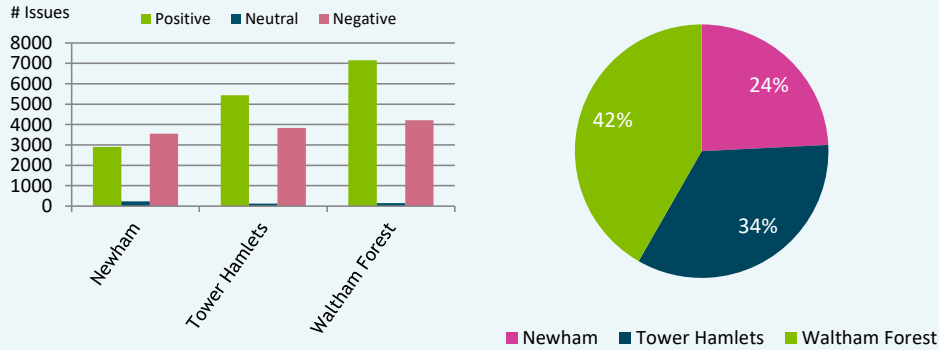
Health and Care Services in Tower Hamlets, Newham & Waltham Forest (TNW)

Community Insight Dashboard

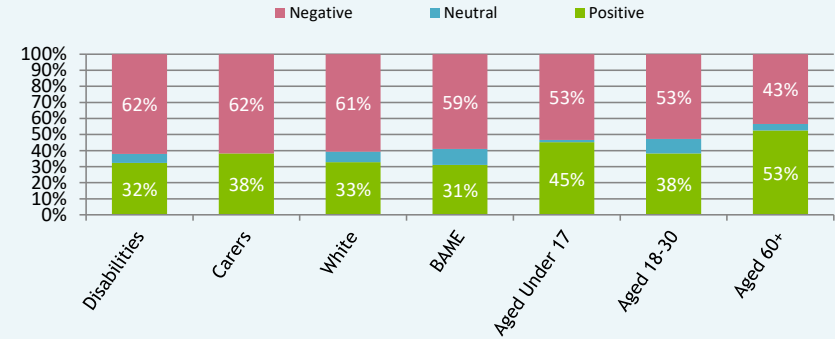
1 January - 31 December 2022



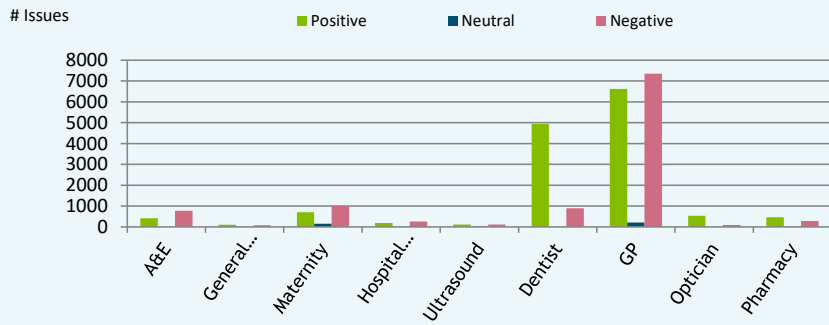
4. Feedback by Borough



5. Equalities

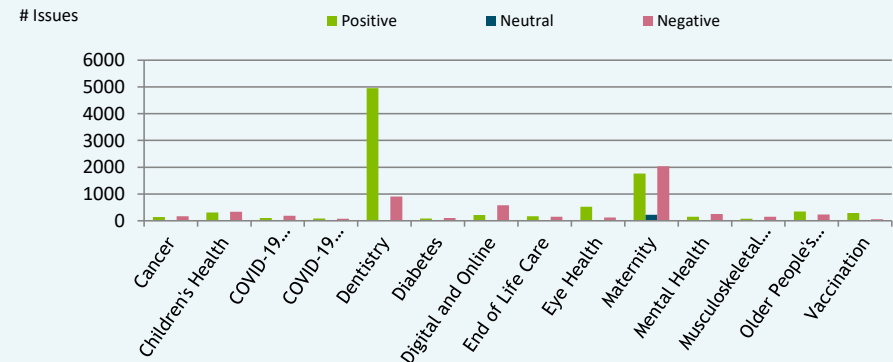


6. Services



Top services displayed

7. Conditions/Topics



Top conditions/topics displayed

Services by Satisfaction Level



Optician (84%)
Dentist (84%)
Pharmacy (61%)
General Inpatients (56%)



Ultrasound (46%)
A&E (34%)
Maternity (37%)
GP (46%)

Conditions/Topics by Satisfaction Level



Dentistry (84%)
Vaccination (82%)
Eye Health (80%)
Older People (57%)
COVID-19 (Vaccine) (54%)



Digital and Online (27%)
MSK (33%)
COVID-19 (General) (35%)
Mental Health (35%)
Cancer (41%)