

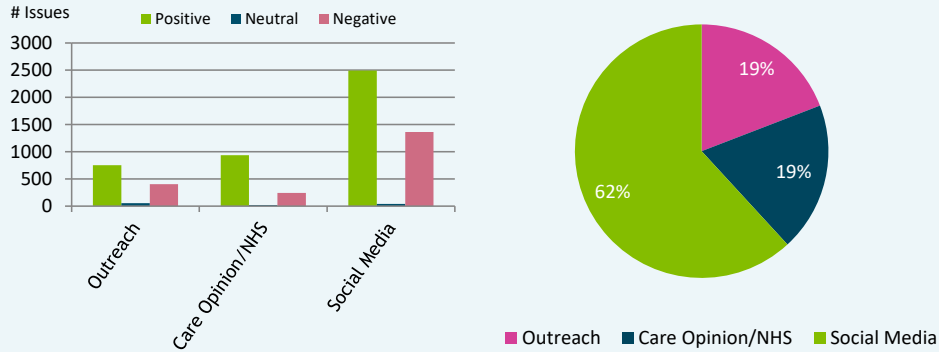
GP Services in the City of London & Hackney

Community Insight Dashboard



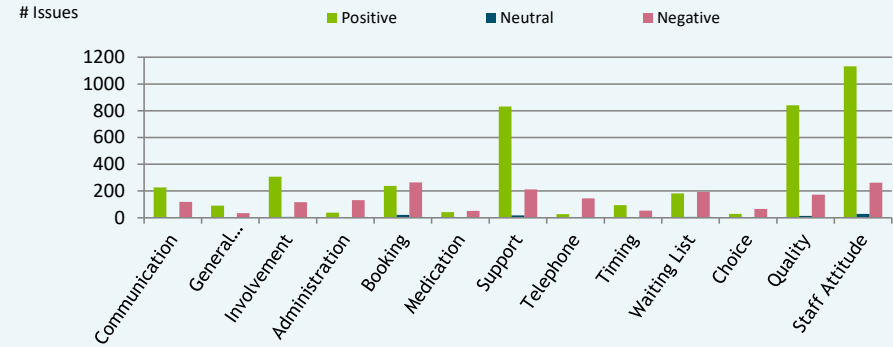
1 January - 31 December 2022

1. Source: 6553 issues from 1296 people



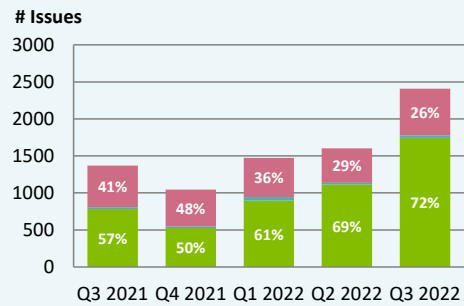
Top sources displayed

2. Trends

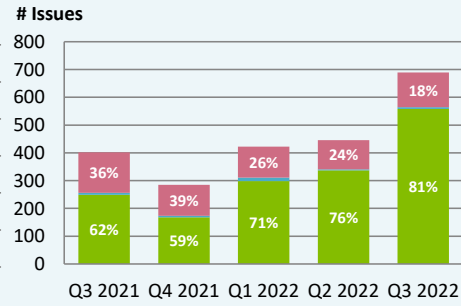


Top trends displayed

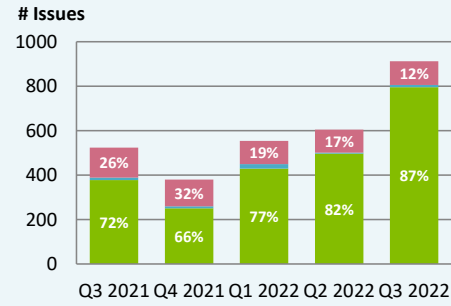
3.1 Timeline: Overall Sentiment



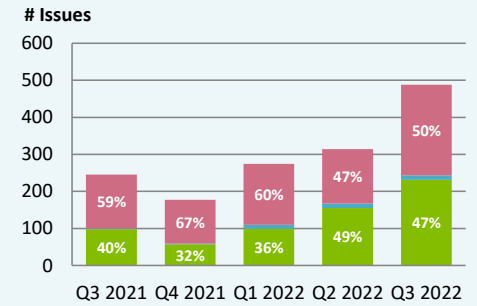
Timeline: 3.2 User Involvement



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 3%
Up by 5%
Up by 5%
Down by 2%

Annually

Up by 15%
Up by 19%
Up by 15%
Up by 7%

Trends by Satisfaction Level



Quality (81%)
Staff Attitude (79%)
Support (78%)
Involvement (71%)
Communication (65%)



Telephone (15%)
Administration (22%)
Choice (29%)
Medication (44%)
Booking (45%)

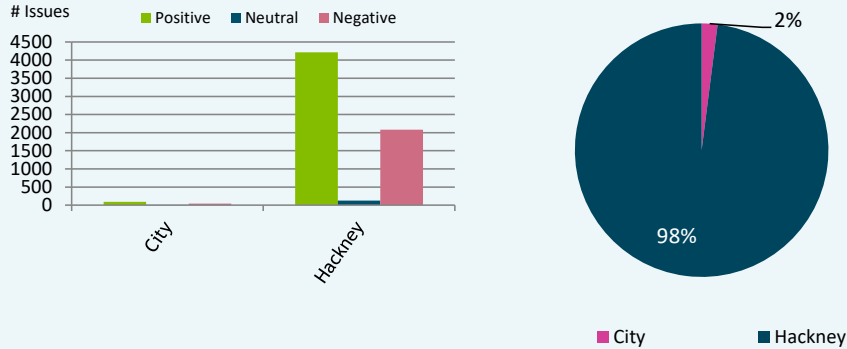
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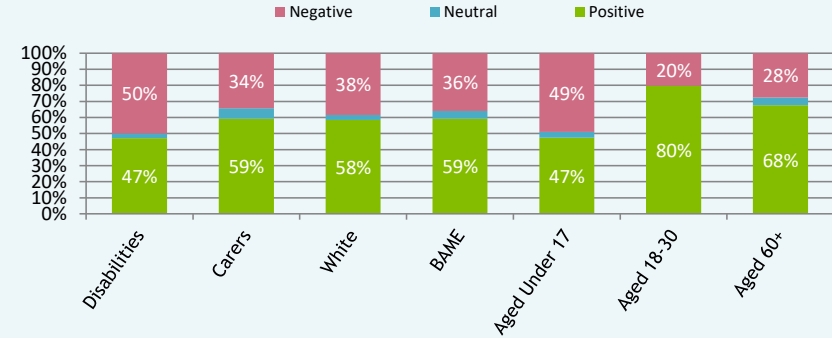
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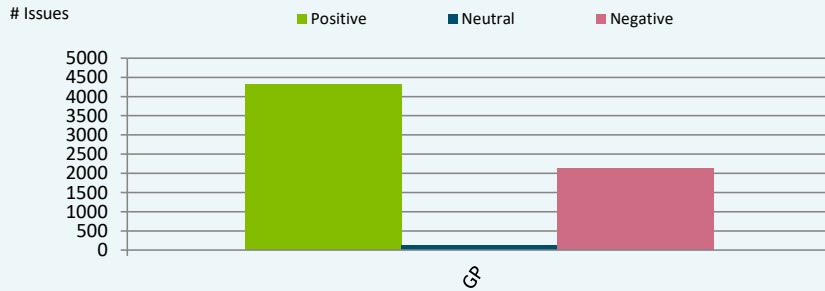
4. Feedback by Borough



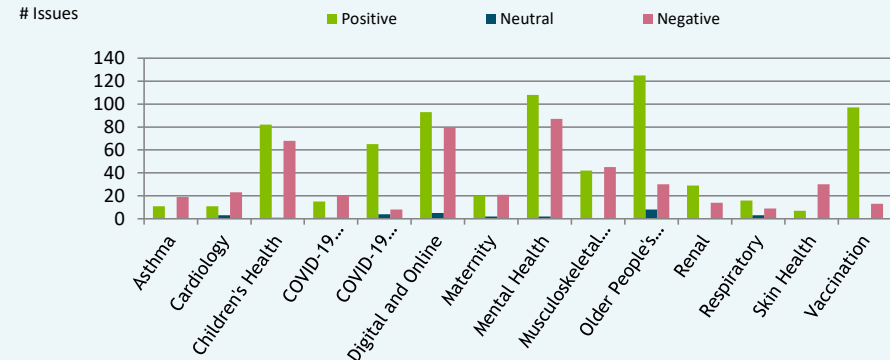
5. Equalities



6. Services



7. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



Vaccination (88%)
 COVID-19 (Vaccine) (84%)
 Older People (76%)
 Renal (67%)
 Respiratory (57%)



Skin Health (18%)
 Cardiology (29%)
 Asthma (36%)
 COVID-19 (General) (41%)
 Maternity (46%)