

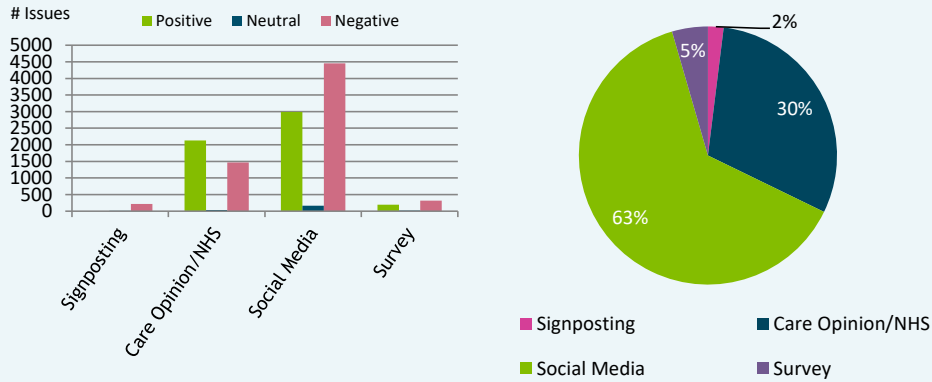
GP Services in Tower Hamlets, Newham & Waltham Forest (TNW)

Community Insight Dashboard



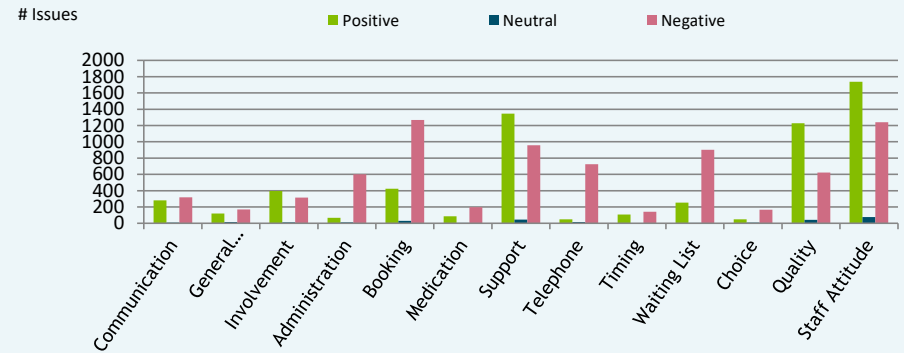
1 April 2021 - 31 March 2022

1. Source: 15174 issues from 3450 people



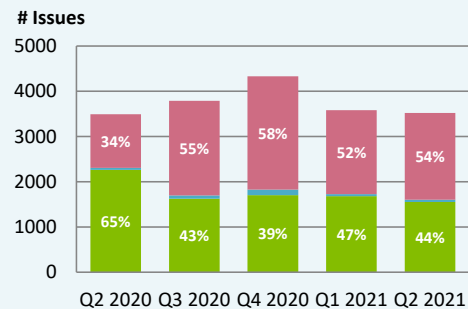
Top sources displayed

2. Trends

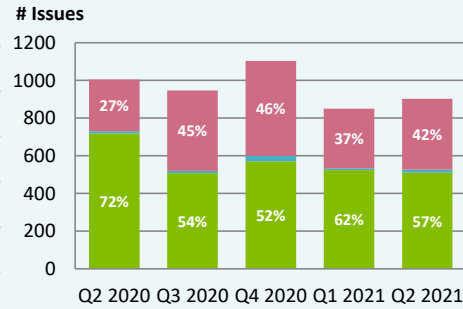


Top trends displayed

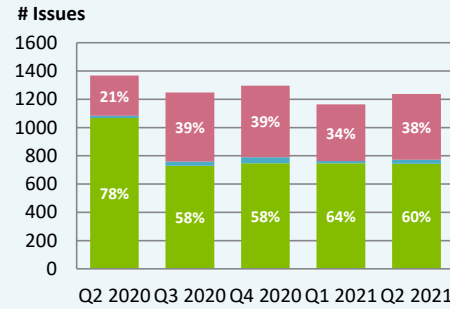
3.1 Timeline: Overall Sentiment



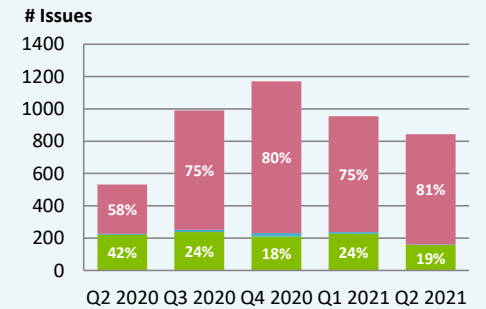
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



Positive Neutral Negative

Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Down by 3%
Down by 5%
Down by 4%
Down by 5%

Annually

Down by 21%
Down by 15%
Down by 18%
Down by 23%

Trends by Satisfaction Level



Quality (65%)
Support (57%)
Staff Attitude (57%)
Involvement (55%)
Communication (46%)



Telephone (6%)
Administration (10%)
Choice (22%)
Waiting List (22%)
Booking (25%)

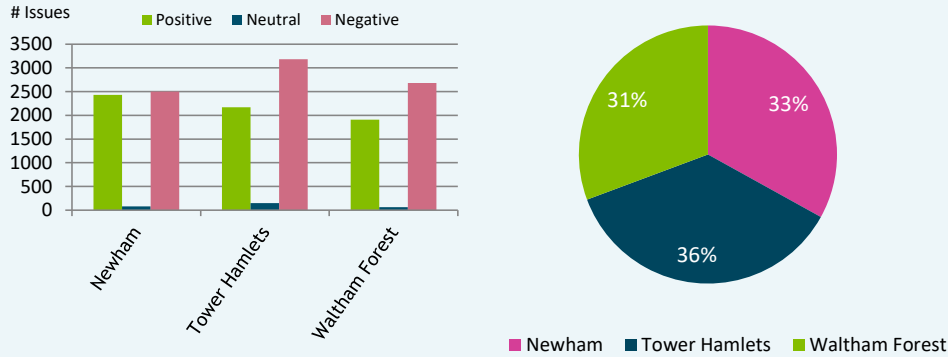
GP Services in Tower Hamlets, Newham & Waltham Forest (TNW)

Community Insight Dashboard

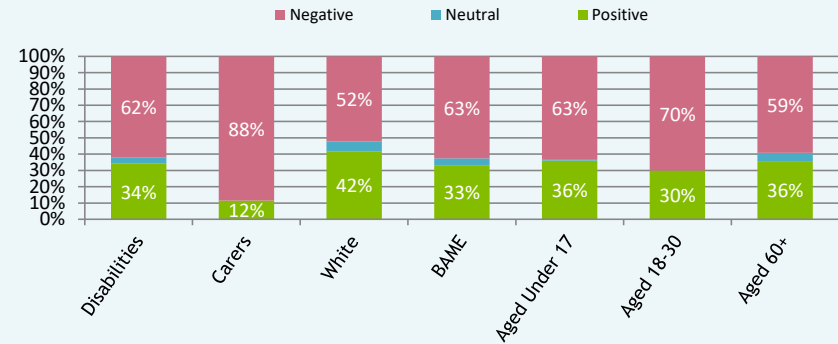
1 April 2021 - 31 March 2022



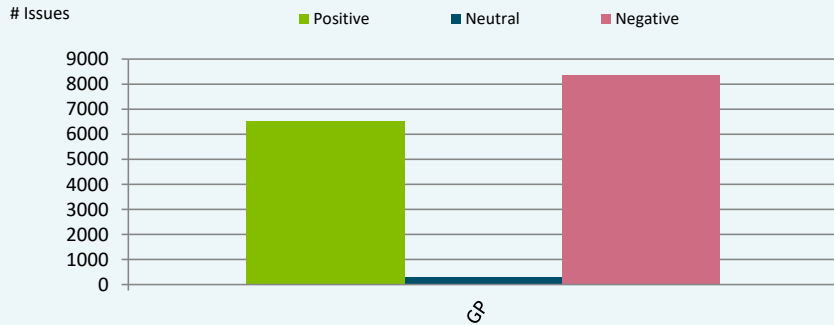
4. Feedback by Borough



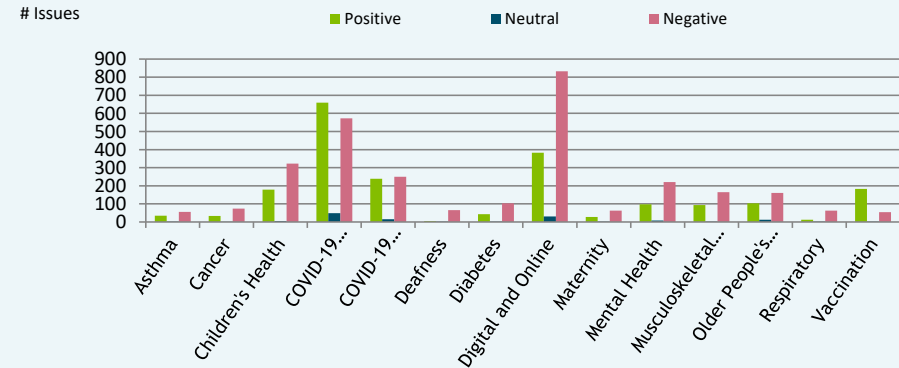
5. Equalities



6. Services



7. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



Vaccination (77%)
 COVID-19 (General) (51%)
 COVID-19 (Vaccine) (47%)
 Asthma (38%)
 Older People (37%)



Deafness (6%)
 Respiratory (10%)
 Diabetes (22%)
 Mental Health (22%)
 Maternity (25%)