

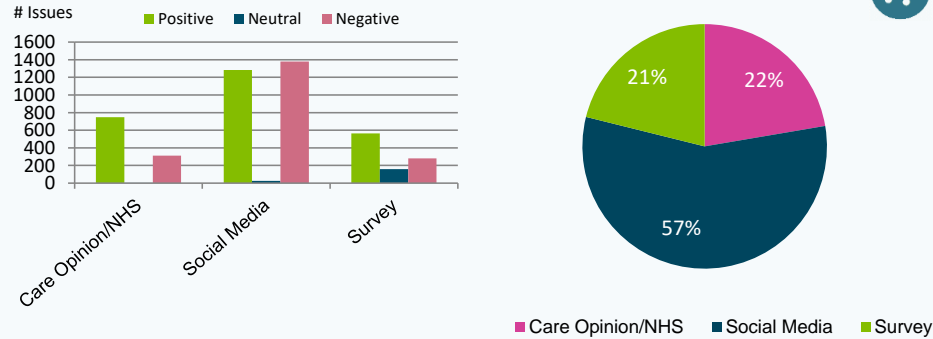
# Barts Health

Qualitative Feedback, 1 January 2023 - 31 December 2023

## Community Insight Dashboard

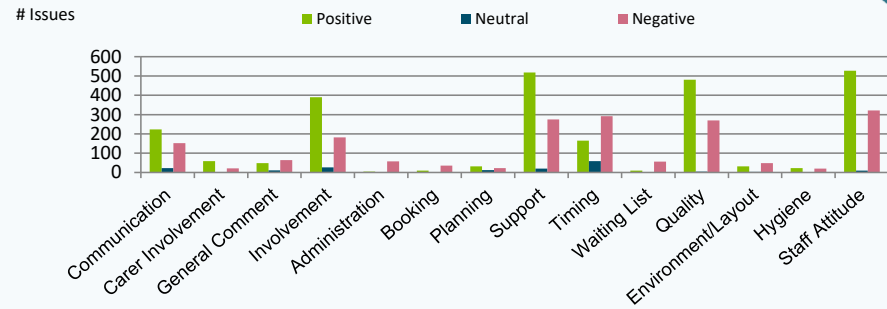


### 1. Source: 5008 issues from 1102 people



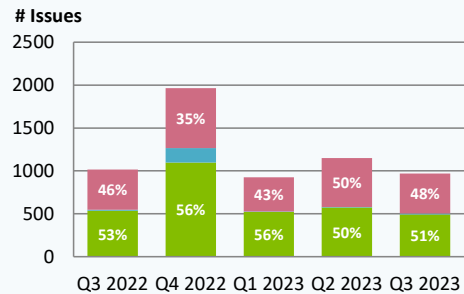
Top sources displayed

### 2. Trends

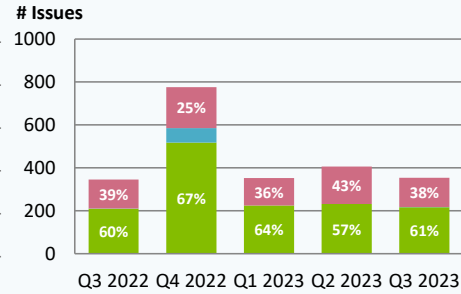


Top trends displayed

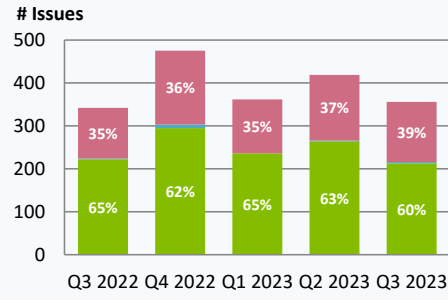
### 3.1 Timeline: Overall Sentiment



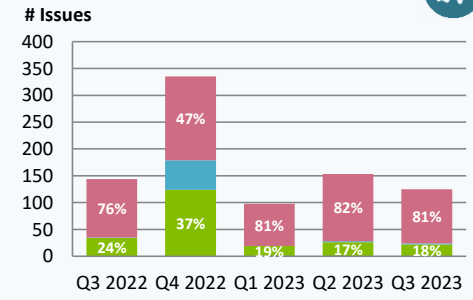
### 3.2 Timeline: User Involvement



### 3.3 Timeline: Quality



### 3.4 Timeline: Service Access



■ Positive ■ Neutral ■ Negative

### Satisfaction Over Time



Overall Satisfaction:  
User Involvement:  
Quality:  
Service Access:

Quarterly

Up by 1%  
Up by 4%  
Down by 3%  
Up by 1%

Annually

Down by 2%  
Up by 1%  
Down by 5%  
Down by 6%

### Trends by Satisfaction Level



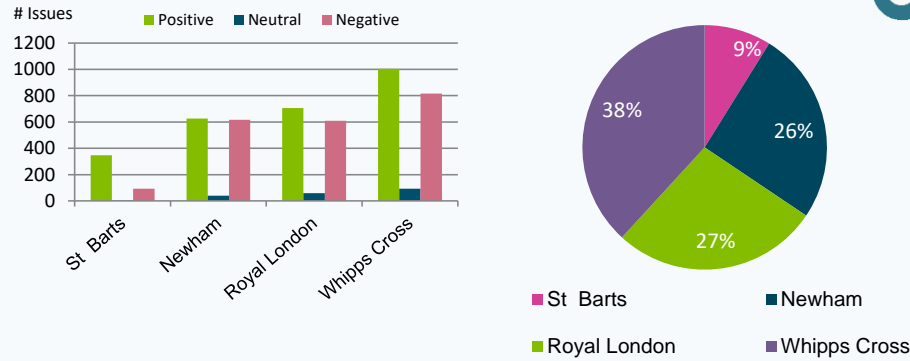
Carer Involvement (73%)  
Involvement (65%)  
Quality (63%)  
Support (63%)  
Staff Attitude (61%)



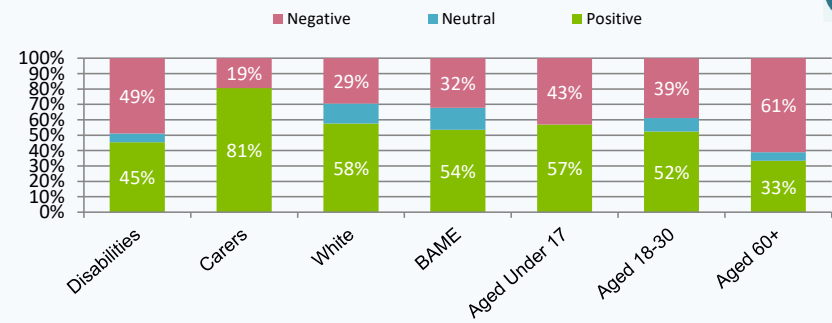
Administration (7%)  
Waiting List (13%)  
Booking (22%)  
Timing (32%)  
Environment (37%)



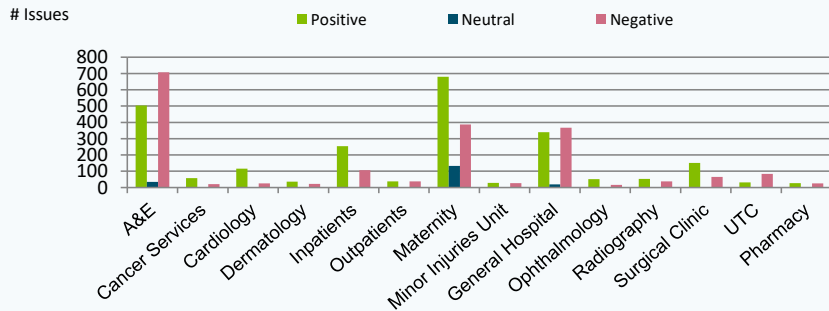
### 4. Feedback by Hospital



### 5. Equalities

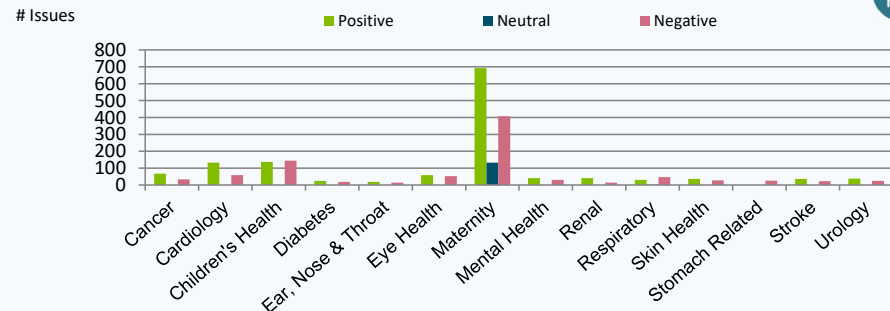


### 6. Departments



Top services displayed

### 7. Conditions/Topics



Top conditions/topics displayed

### Departments by Satisfaction Level



Cardiology (81%)  
Ophthalmology (75%)  
Cancer Services (73%)  
Inpatients (70%)  
Surgical Clinic (69%)



UTC (26%)  
A&E (40%)  
Outpatients (49%)  
Minor Injuries Unit (51%)  
Pharmacy (51%)

### Conditions/Topics by Satisfaction Level



Renal (74%)  
Cardiology (69%)  
Cancer (66%)  
Stroke (61%)  
Urology (59%)



Respiratory (39%)  
Children's Health (48%)  
Eye Health (52%)  
Maternity (56%)  
Skin Health (56%)