

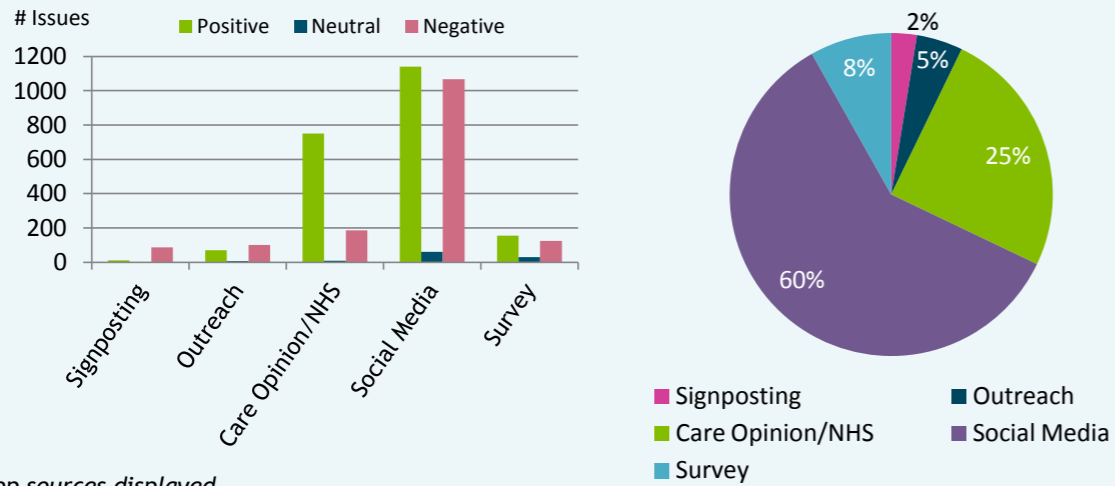
Community Insight Dashboard

GP Services in Tower Hamlets

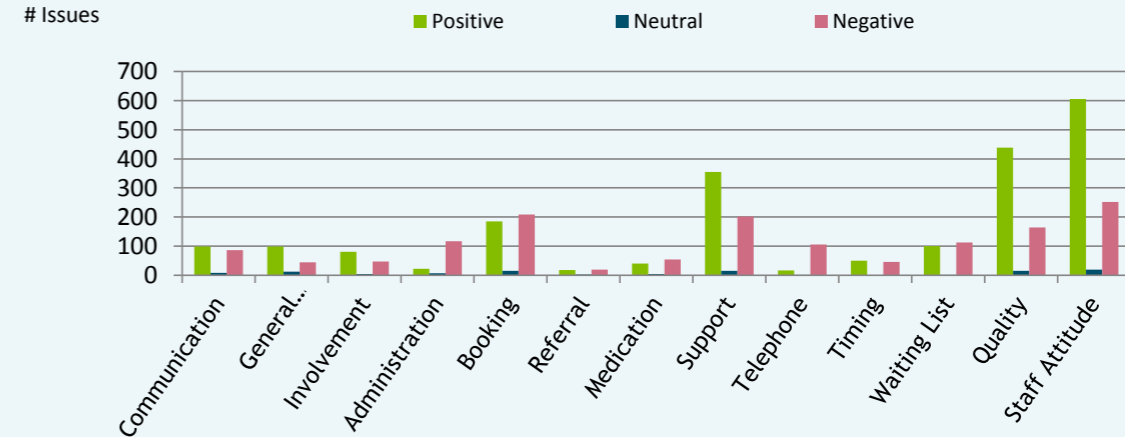
1 January 2020 - 31 December 2020



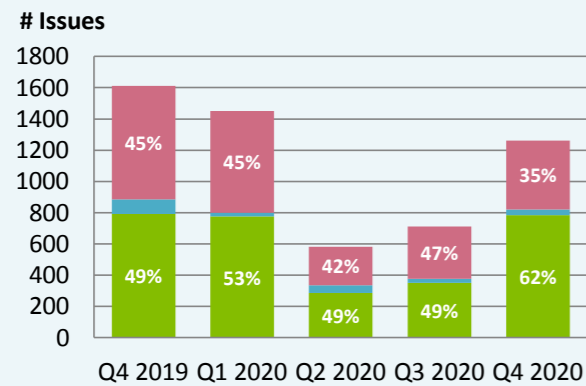
1. Source: 4022 issues from 986 people



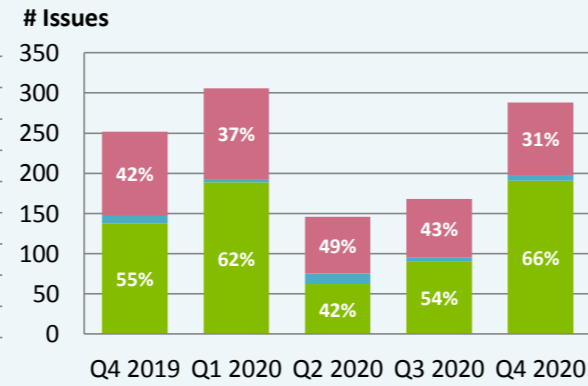
2. Trends



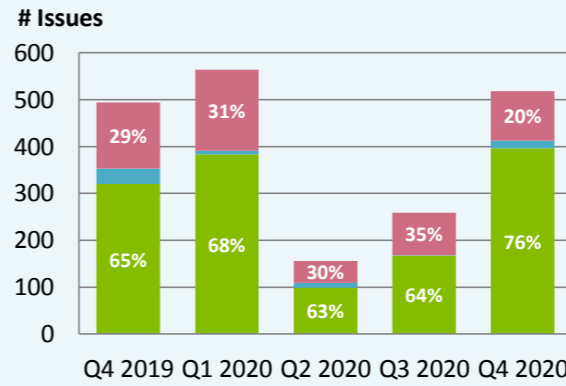
3.1 Timeline: Overall Sentiment



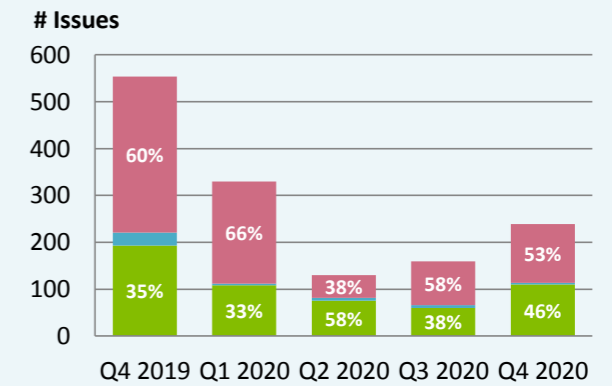
3.2 Timeline: User Involvement



3.3 Timeline: Quality



3.4 Timeline: Service Access



Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Up by 13%
Up by 12%
Up by 12%
Up by 8%

Annually

Up by 13%
Up by 11%
Up by 11%
Up by 11%

Trends by Satisfaction Level



Quality (78%)
Staff Attitude (78%)
Support (72%)
User Involvement (64%)
Waiting Times (59%)



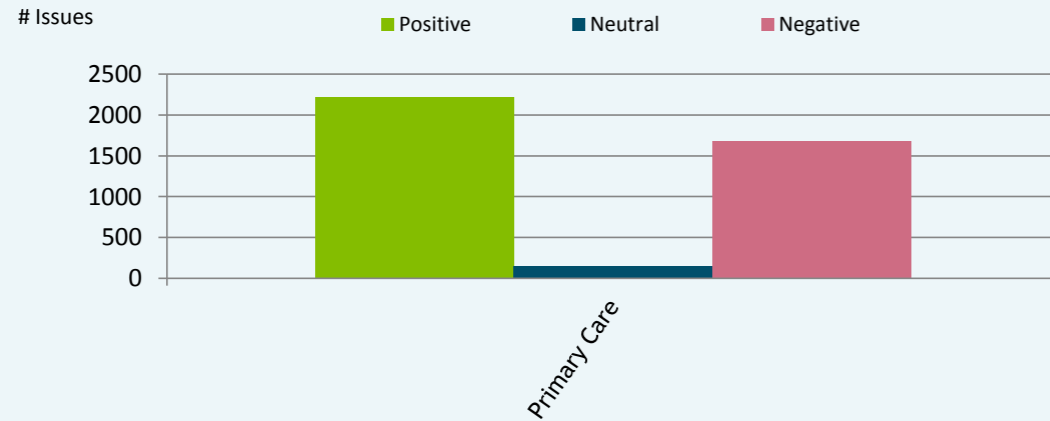
Administration (20%)
Telephone (24%)
Waiting List (42%)
Medication (43%)
Referral (48%)

Community Insight Dashboard

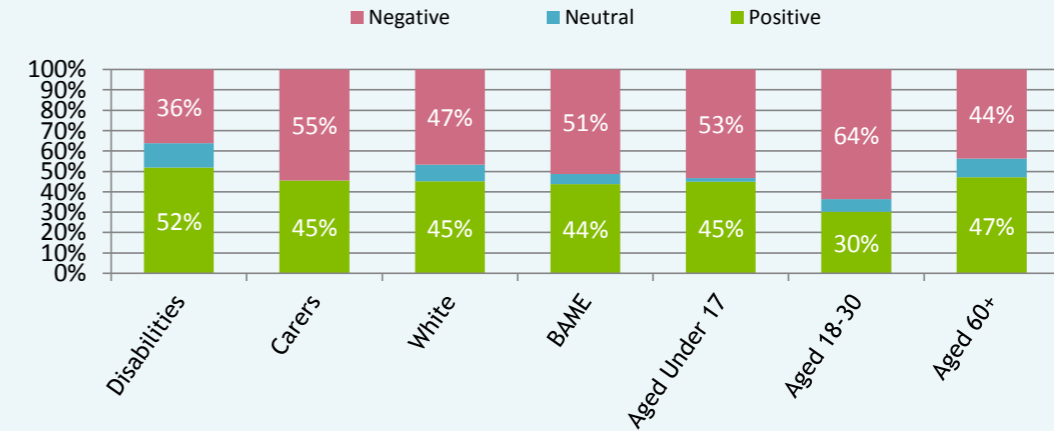
GP Services in Tower Hamlets
1 January 2020 - 31 December 2020



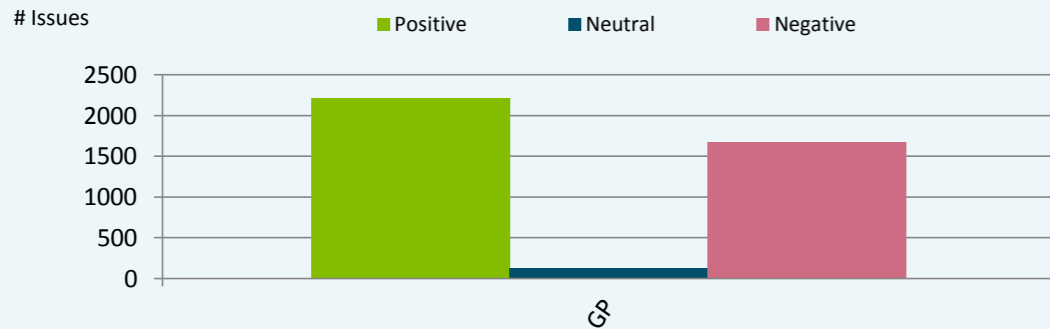
4. Service Sector



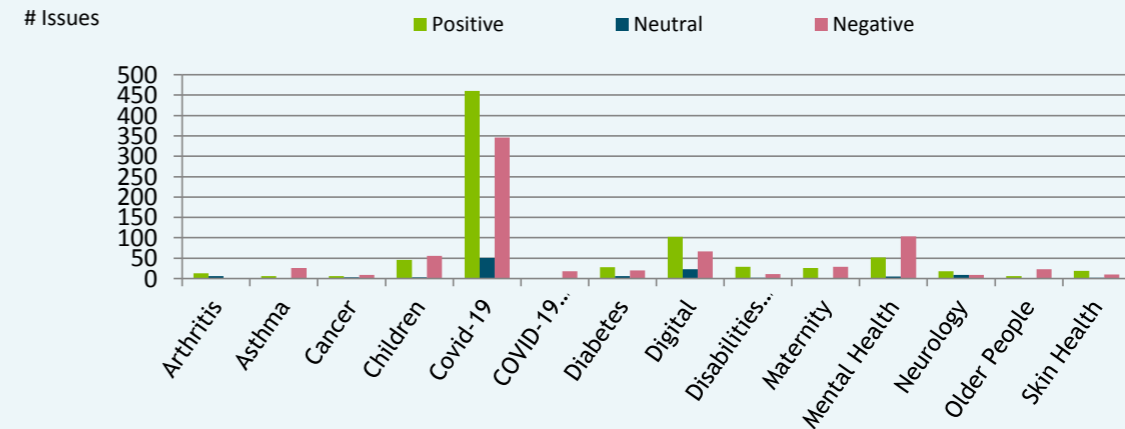
5. Equalities



6. Services



7. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



Disabilities (69%)
Arthritis (68%)
Dermatology (61%)
Digital Services (53%)
Diabetes (52%)



Asthma (19%)
Older People (21%)
Mental Health (33%)
Cancer (33%)
Children (44%)