Community Insight Dashboard

1. Source: 1180 issues from 225 people

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Outreach, Care Opinion/NHS, Social Media, Survey

Pie chart:
- Outreach 7%
- Care Opinion/NHS 27%
- Social Media 45%
- Survey 21%
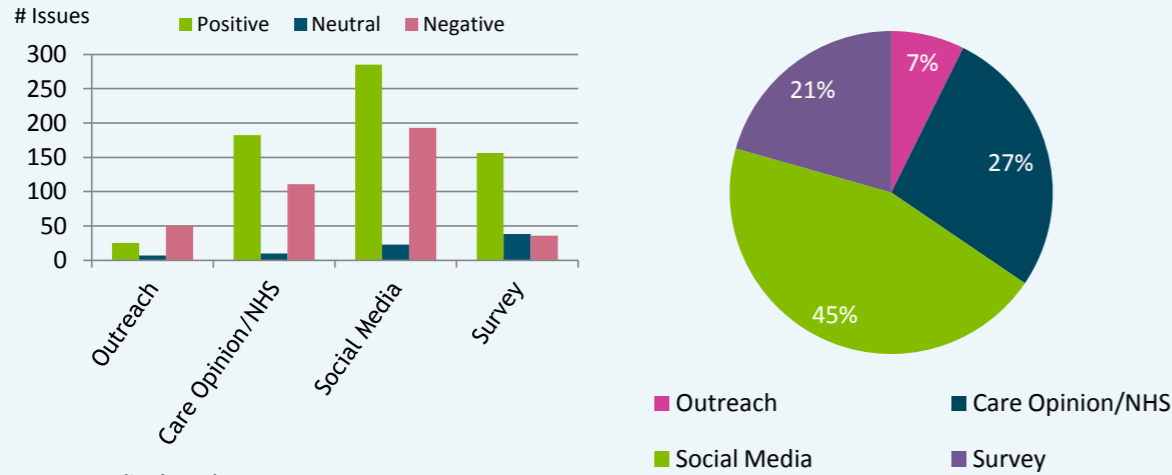
Top sources displayed

2. Trends

Issues

Legend: Positive, Neutral, Negative

Categories: Communication, Carer..., General..., Involvement, Administration, Booking, Medication, Support, Timing, Waiting List, Quality, Environment, Staff Attitude
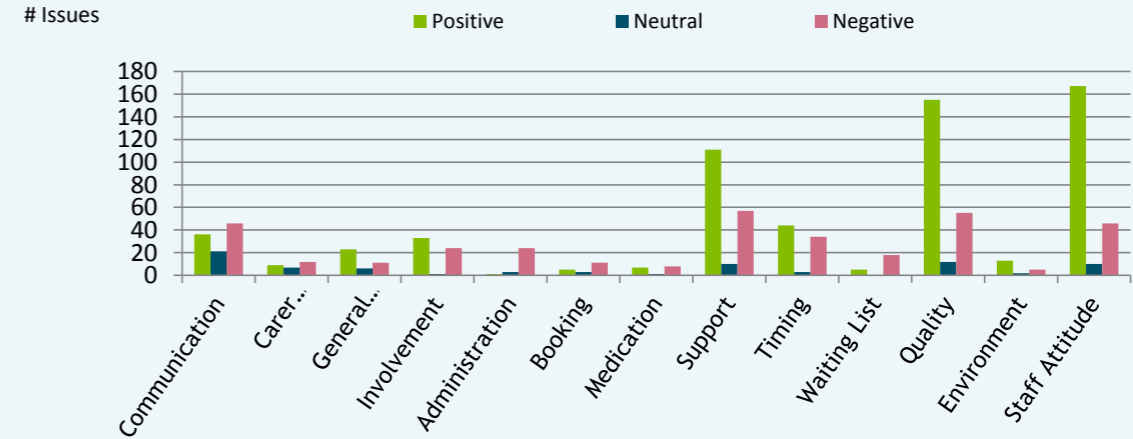
Top trends displayed

3.1 Timeline: Overall Sentiment
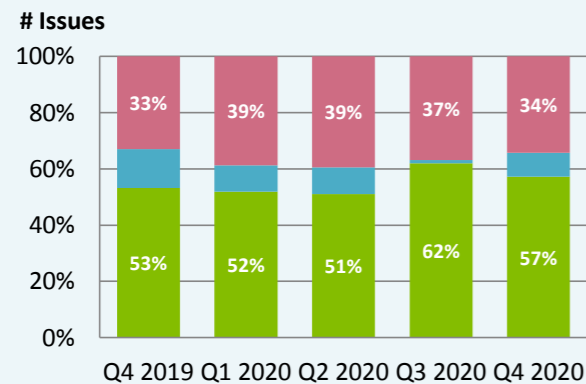
Issues

	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020
Negative	33%	39%	39%	37%	34%
Positive	53%	52%	51%	62%	57%

Timeline: 3.2 User Involvement

Issues

	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020
Negative	33%	38%	40%	42%	33%
Positive	49%	44%	51%	58%	57%

3.3 Timeline: Quality

Issues

	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020
Negative	14%	24%	25%	21%	22%
Positive	71%	70%	72%	78%	71%

Timeline: 3.4 Service Access

Issues

	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020
Negative	60%	51%	71%	66%	65%
Positive	35%	46%	29%	34%	23%
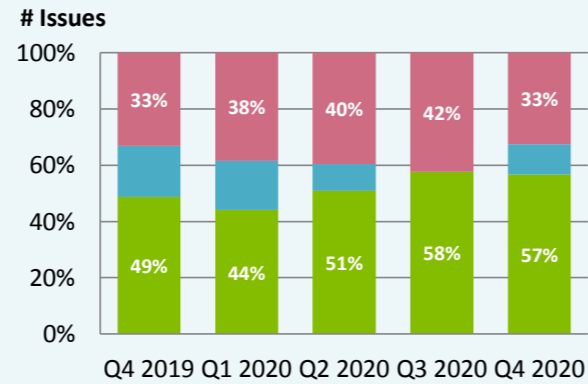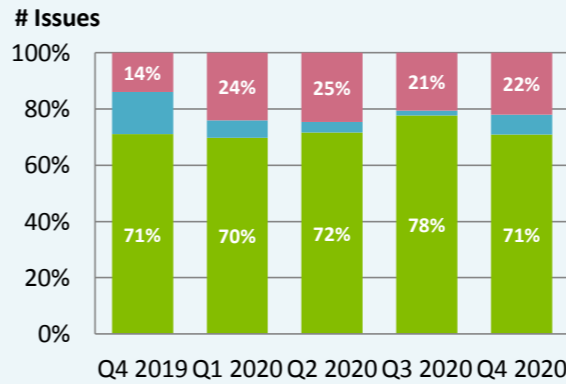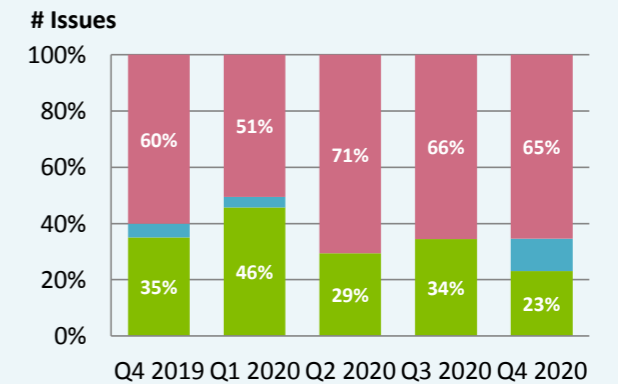
Legend: Positive, Neutral, Negative

Satisfaction Over Time

	Quarterly	Annually
Overall Satisfaction:	Down by 5%	Up by 4%
User Involvement:	Down by 1%	Up by 8%
Quality:	Down by 7%	No Change
Service Access:	Down by 11%	Down by 12%

Trends by Satisfaction Level

Staff Attitude (75%)
Quality (70%)
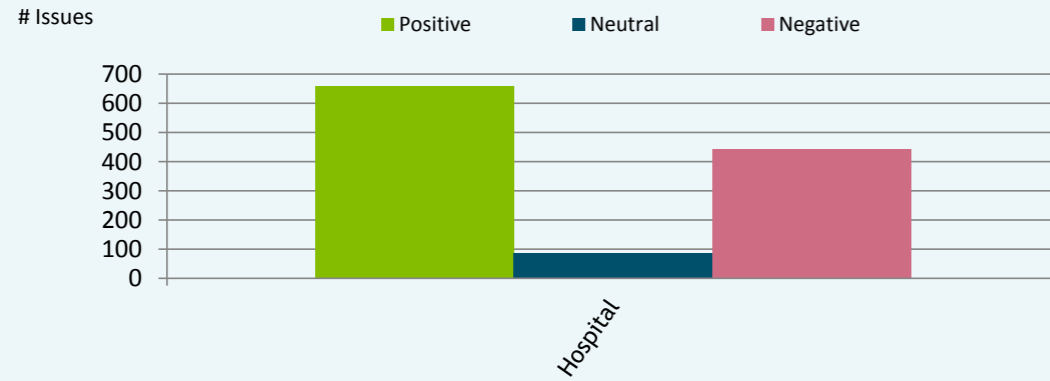Environment (65%)
Support (62%)
User Involvement (57%)

Administration (4%)
Waiting List (22%)
Booking (26%)
Carer Involvement (32%)
Communication (35%)
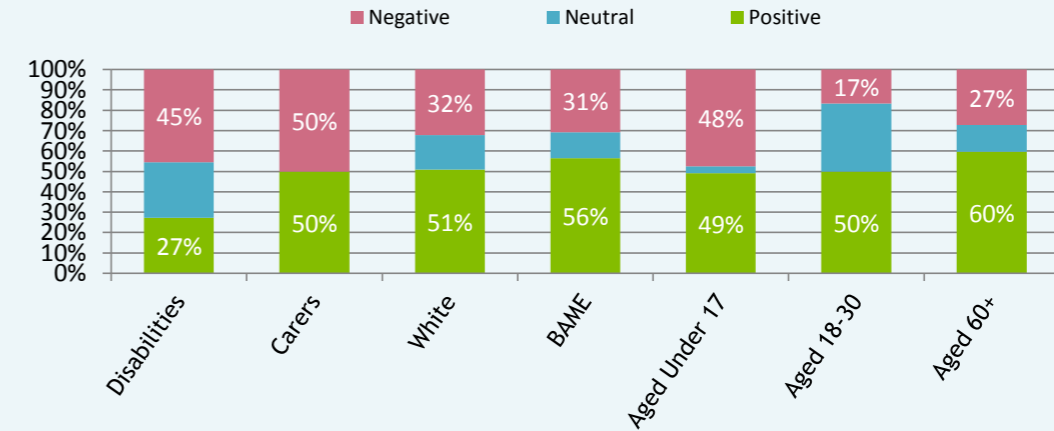
Community Insight Dashboard

4. Service Sector

Issues

Legend: Positive, Neutral, Negative

Values (approximate):
- Hospital: Positive ~660, Neutral ~90, Negative ~450

5. Equalities

Legend: Negative, Neutral, Positive

Category	Positive	Negative
Disabilities	27%	45%
Carers	50%	50%
White	51%	32%
BAME	56%	31%
Aged Under 17	49%	48%
Aged 18-30	50%	17%
Aged 60+	60%	27%

6. Services

Issues

Legend: Positive, Neutral, Negative

Categories: A&E, Acute Care, Cancer Services, Dentistry, Gastroenterology, General..., Maternity, Neurology, Not Stated, Obstetrics and..., Orthopaedics, Physiotherapy, Radiography, Surgical Clinic
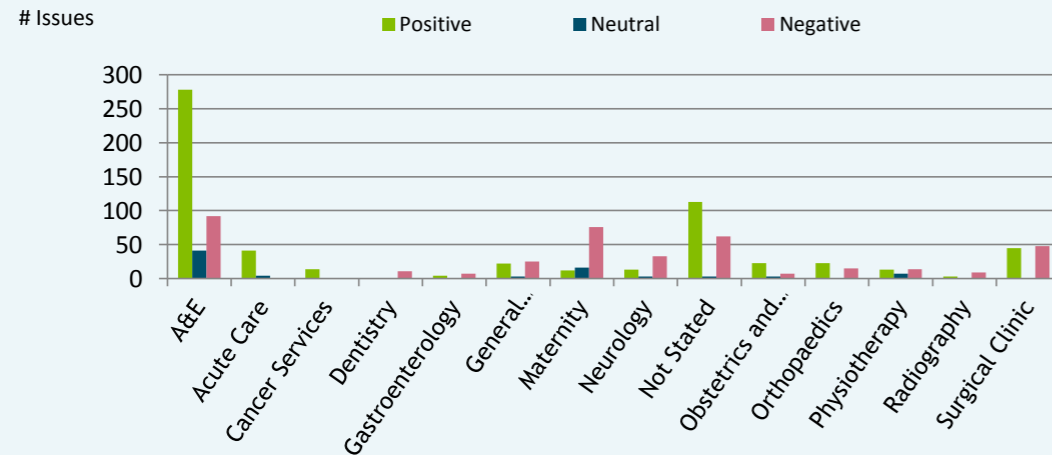
Top services displayed

7. Conditions/Topics

Issues

Legend: Positive, Neutral, Negative

Categories: Accident or..., Cardiology, Children, COVID-19..., Diabetes, Digital, Maternity, Mental Health, Multiple Sclerosis, MSK, Neurology, Older People, Respiratory, Stomach Related
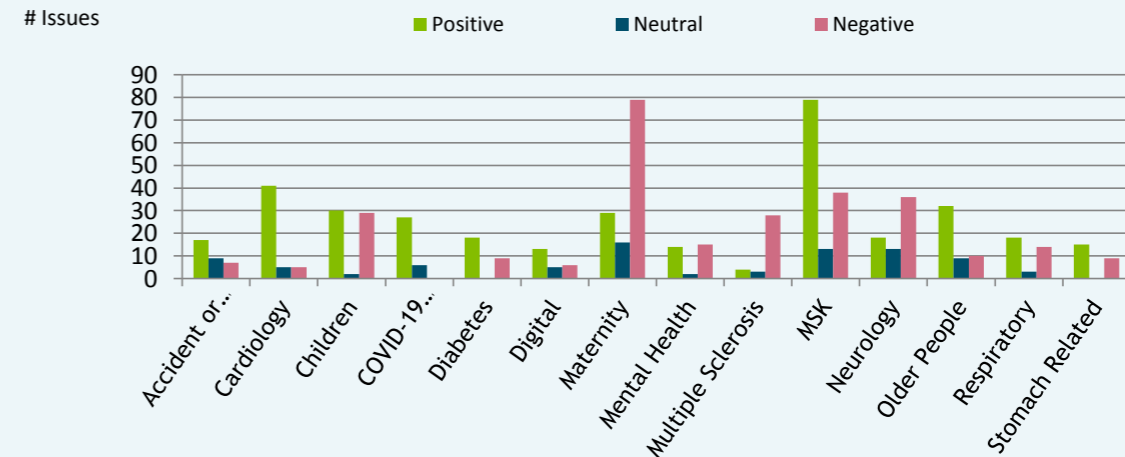
Top conditions/ topics displayed

Services by Satisfaction Level

Acute Care (91%)
Obstetrics/Gynae (70%)
A&E (68%)
Orthopaedics (61%)
Surgery (48%)

Maternity (12%)
Radiography (25%)
Neurology (27%)
Gastroenterology (36%)
Physiotherapy (38%)

Conditions/Topics by Satisfaction Level

Covid-19 (82%)
Cardiology (80%)
Diabetes (67%)
Older People (63%)
Stomach Related (63%)

Multiple Sclerosis (11%)
Maternity (23%)
Neurology (27%)
Mental Health (45%)
Children (49%)

Community Insight: A partnership of Healthwatch and the NHS in East London