

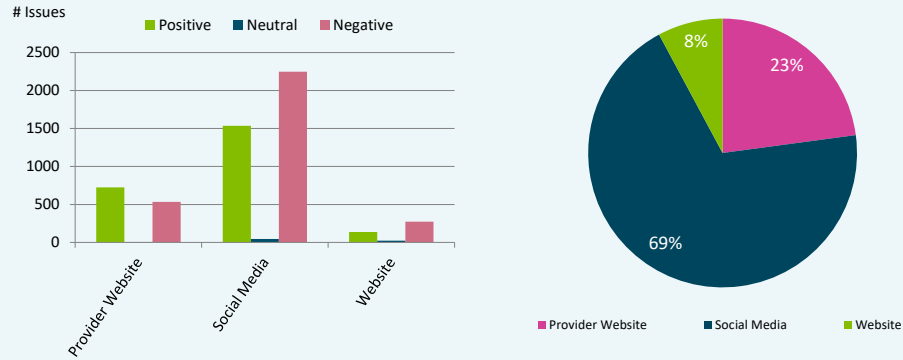
Tower Hamlets, GP Services

1 October 2022 - 30 September 2023

Community Insight Dashboard

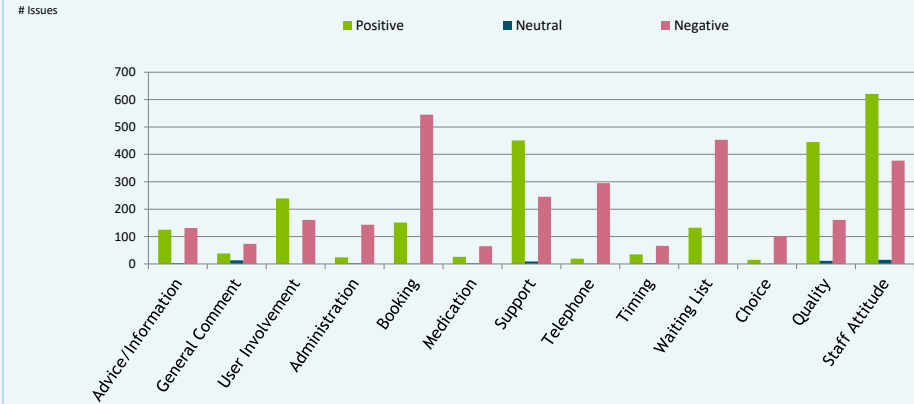


1. Source: 5536 issues from 1397 people



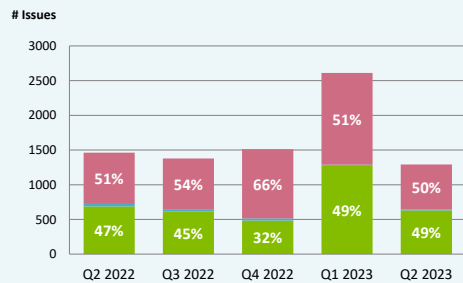
Top sources displayed

2. Trends

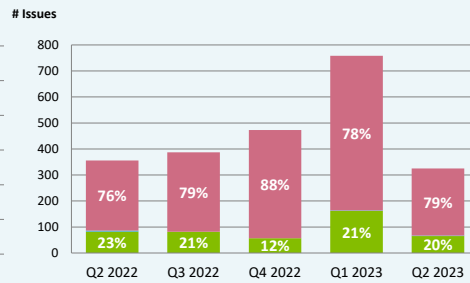


Top trends displayed

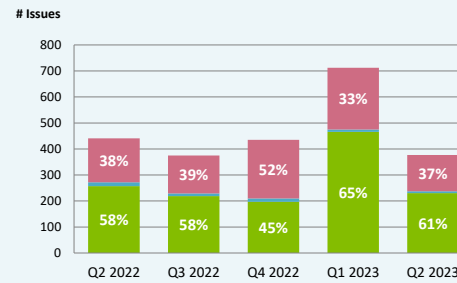
3.1 Timeline: Overall Sentiment



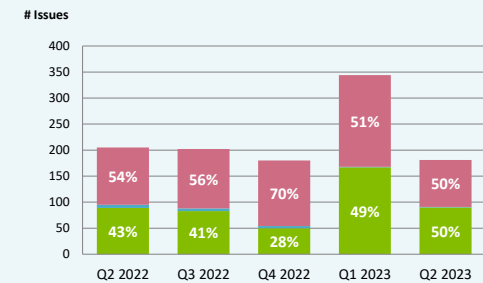
3.2 Timeline: Service Access



3.3 Timeline: Treatment and Care



3.4 Timeline: Administration



Positive Neutral Negative

Satisfaction Over Time



Overall Satisfaction:
Service Access:
Treatment and Care:
Administration:

Quarterly

No Change
Down by 1%
Down by 4%
Up by 1%

Annually

Up by 2%
Down by 3%
Up by 3%
Up by 7%

Trends by Satisfaction Level



Quality (72%)
Support (63%)
Staff Attitude (61%)
User Involvement (59%)
Advice/Information (48%)



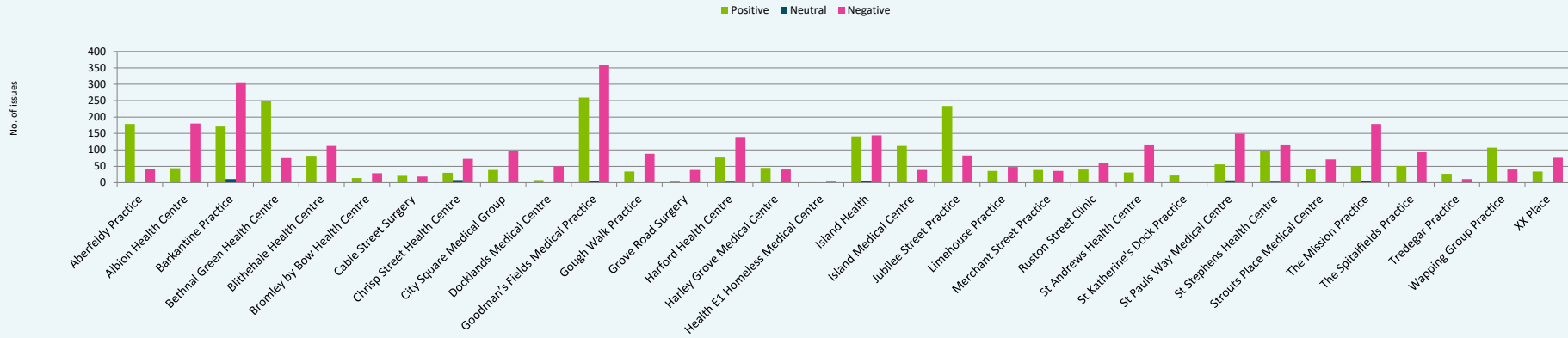
Telephone (6%)
Choice (12%)
Administration (14%)
Booking (21%)
Waiting List (22%)

Tower Hamlets, GP Services

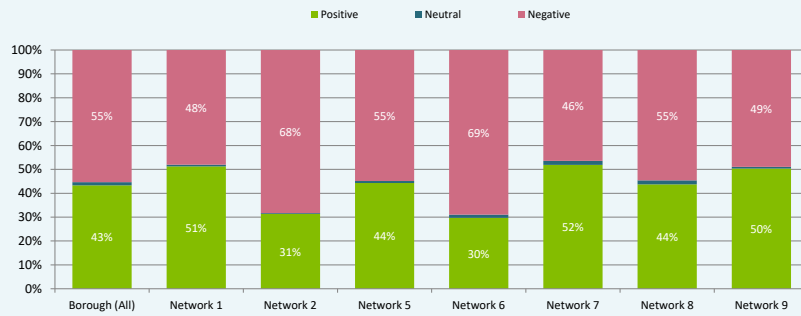
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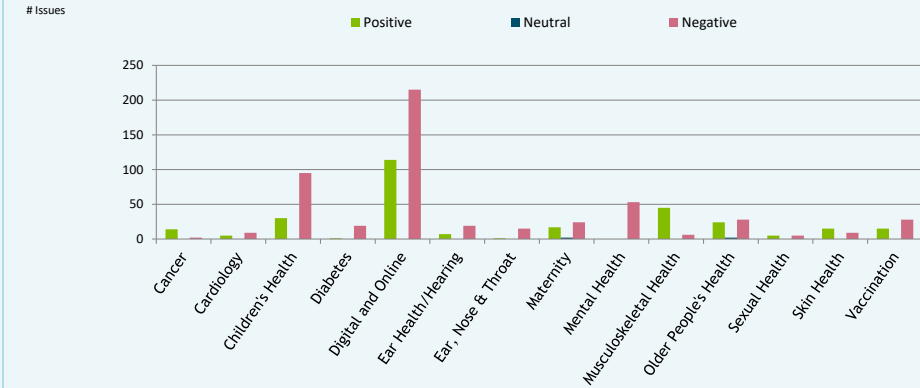
4. Practices



5. Primary Care Networks (PCNs)



6. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



Musculoskeletal Health (88%)
 Cancer (87%)
 Skin Health (62%)
 Sexual Health (50%)
 Older People's Health (44%)



Diabetes (5%)
 Ear, Nose & Throat (6%)
 Children's Health (24%)
 Ear Health/Hearing (26%)
 Digital and Online (34%)