

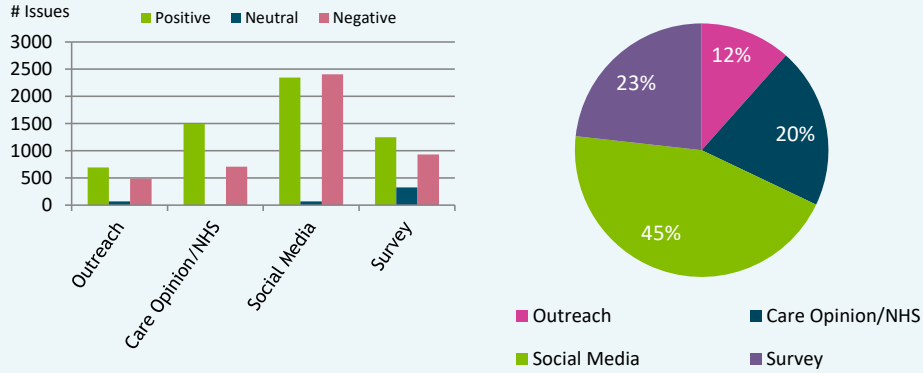
Hospital Services in North East London (NEL)

1 July 2022 - 30 June 2023

Community Insight Dashboard

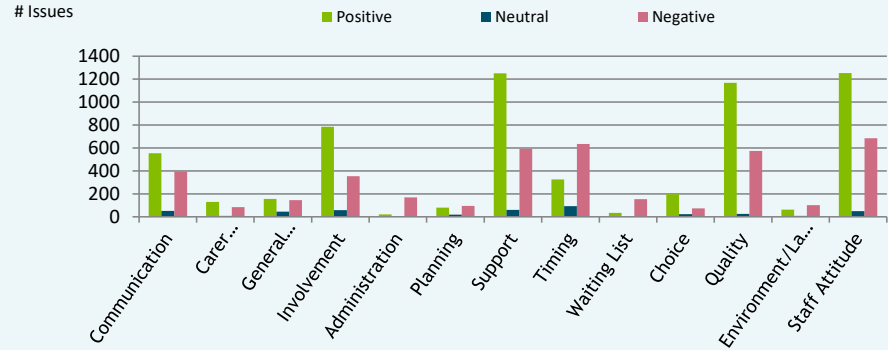


1. Source: 11773 issues from 2665 people



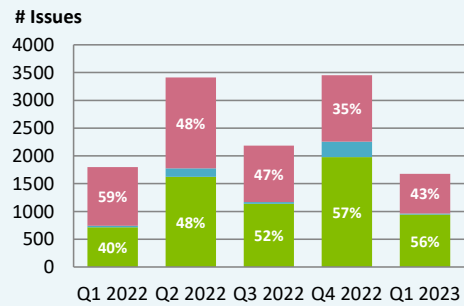
Top sources displayed

2. Trends

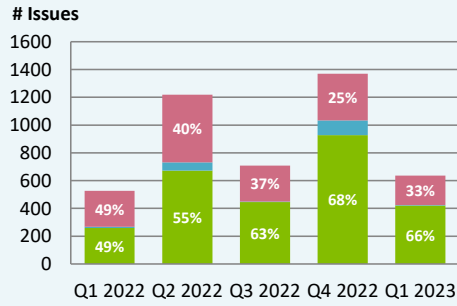


Top trends displayed

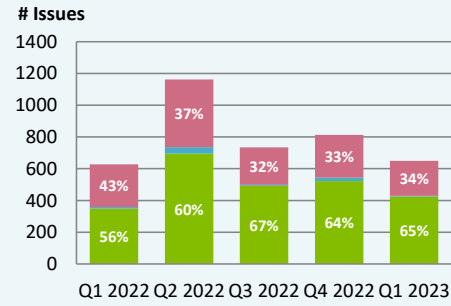
3.1 Timeline: Overall Sentiment



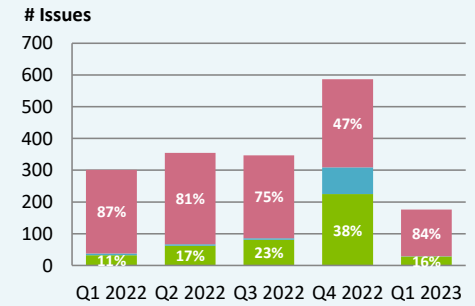
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



■ Positive ■ Neutral ■ Negative

Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

	Quarterly	Annually
Overall Satisfaction:	Down by 1%	Up by 16%
User Involvement:	Down by 2%	Up by 17%
Quality:	Up by 1%	Up by 9%
Service Access:	Down by 22%	Up by 5%

Trends by Satisfaction Level



Choice (67%)
Quality (66%)
Support (65%)
Involvement (65%)
Staff Attitude (63%)



Administration (10%)
Waiting List (17%)
Timing (30%)
Environment (36%)
Planning (41%)

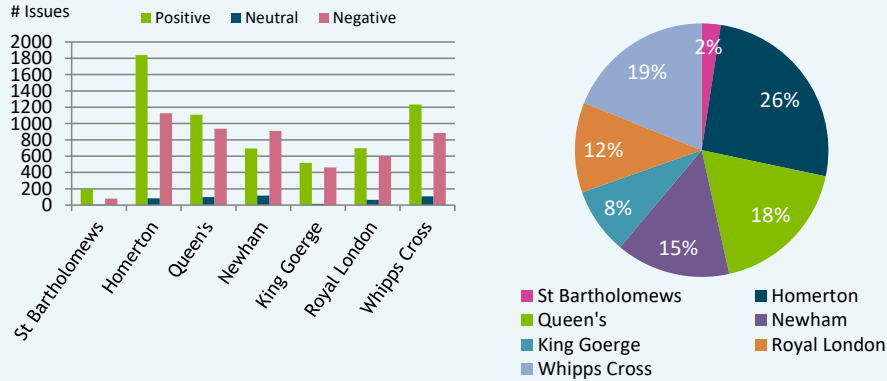
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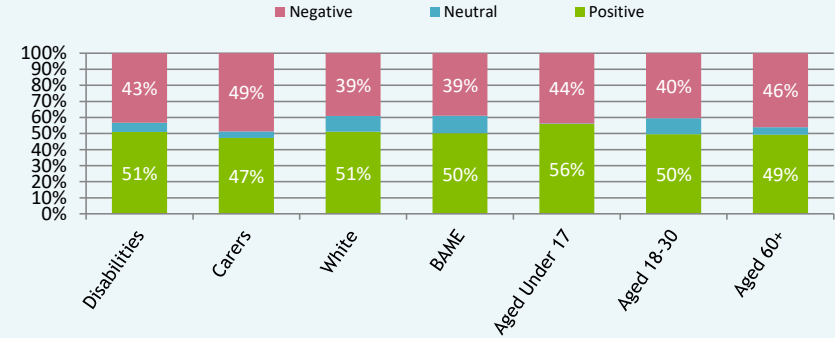
Community Insight Dashboard



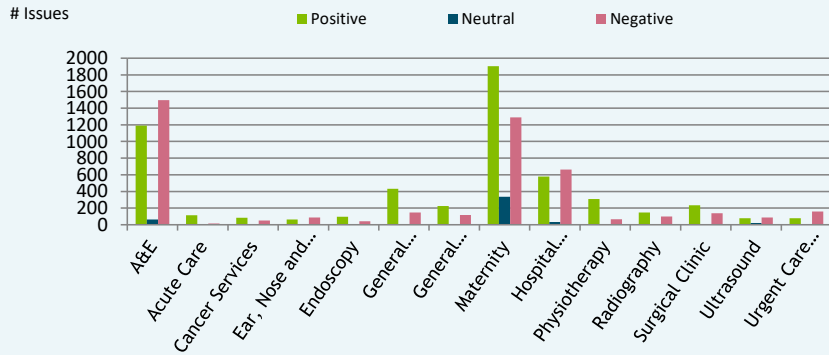
4. Feedback by Hospital



5. Equalities

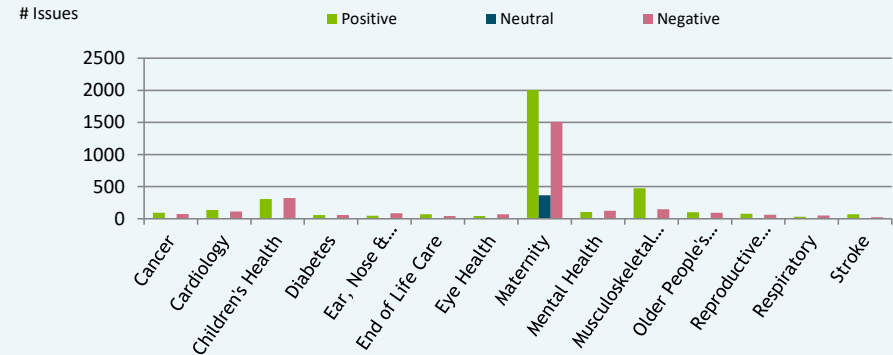


6. Services



Top services displayed

7. Conditions/Topics



Top conditions/topics displayed

Services by Satisfaction Level



Acute Care (86%)
 Physiotherapy (82%)
 General Inpatients (74%)
 Endoscopy (69%)
 General Outpatients (64%)



Urgent Care Centre (33%)
 Ultrasound (41%)
 Ear, Nose and Throat (42%)
 A&E (43%)
 Maternity (53%)

Conditions/Topics by Satisfaction Level



MSK (76%)
 Stroke (75%)
 End of Life Care (62%)
 Reproductive Health (56%)
 Cancer (54%)



Ear, Nose & Throat (35%)
 Eye Health (37%)
 Respiratory (38%)
 Mental Health (43%)
 Diabetes (46%)