

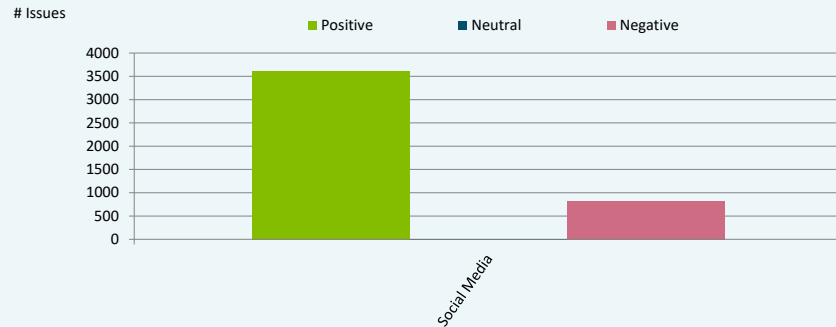
Newham, Health & Care Services

Qualitative Feedback, 1 January - 31 March 2026

Community Insight Dashboard

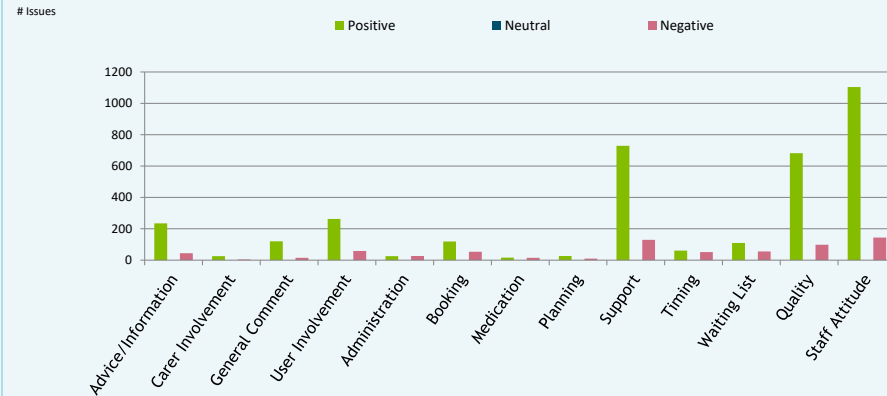


1. Source: 4432 issues from 1153 people



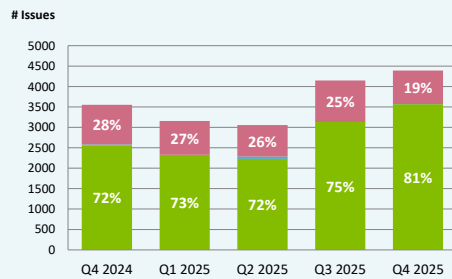
Top sources displayed

2. Trends

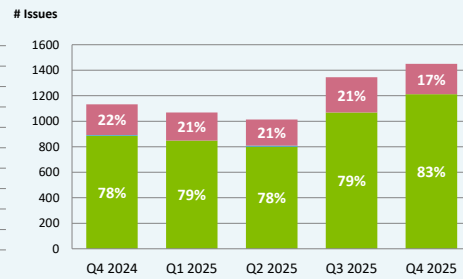


Top trends displayed

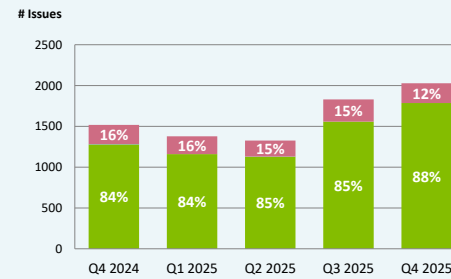
3.1 Timeline: Overall Sentiment



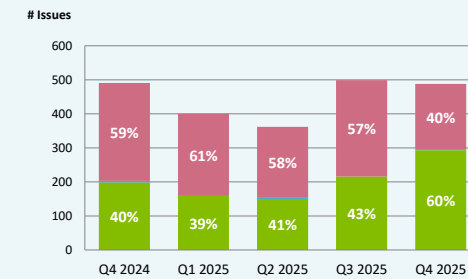
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



Positive Neutral Negative

Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Up by 6%
Up by 4%
Up by 3%
Up by 17%

Annually

Up by 9%
Up by 5%
Up by 4%
Up by 20%

Trends by Satisfaction Level



General Comment (88%)
Staff Attitude (88%)
Quality (87%)
Support (84%)
Advice/Information (84%)



Administration (49%)
Medication (51%)
Timing (53%)
Waiting List (66%)
Booking (68%)

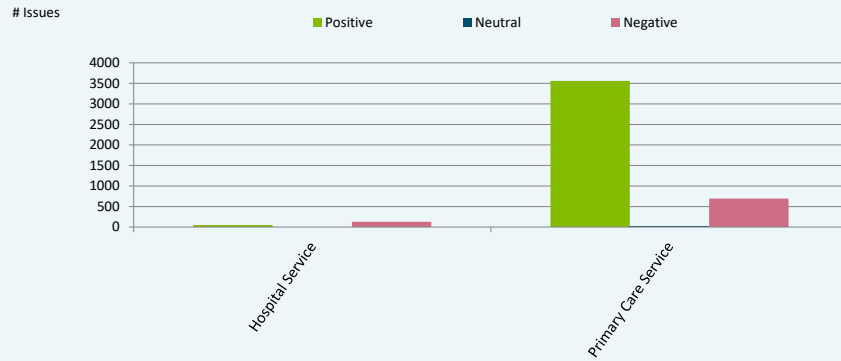
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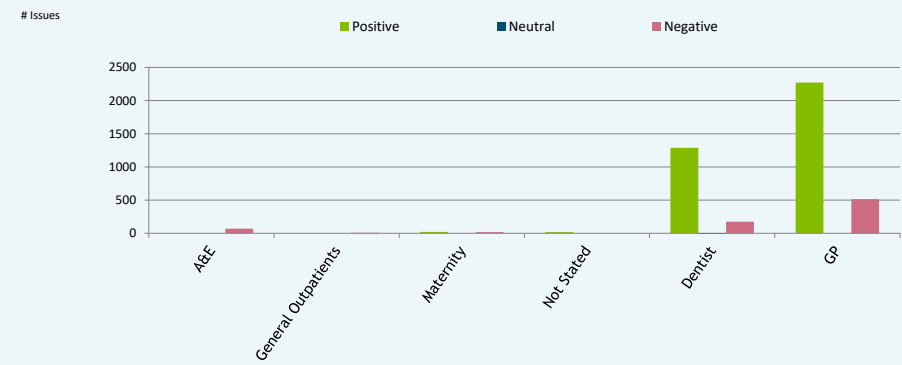
Community Insight Dashboard



4. Service Sector

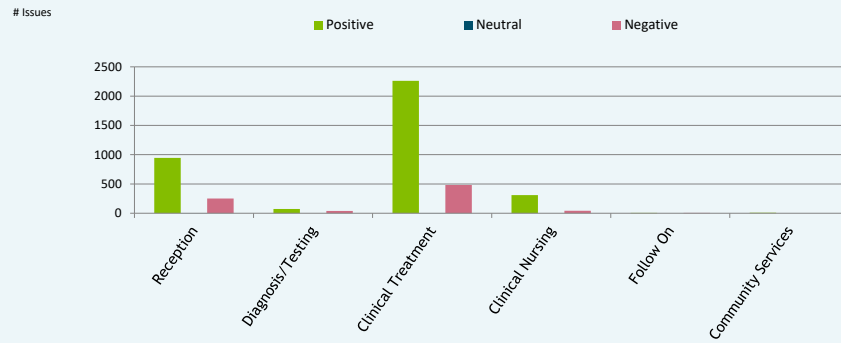


5. Service Type



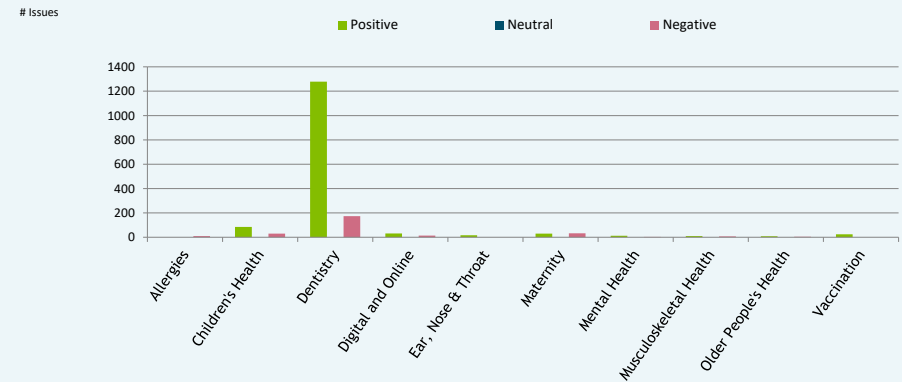
Top services displayed

6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions / topics displayed

Services by Satisfaction Level



Dentist (88%)
GPs (81%)



Maternity (53%)

Conditions/Topics by Satisfaction Level



Dentistry (88%)
Diabetes (62%)
Musculoskeletal Health (56%)



Maternity (48%)
Cardiology (55%)