

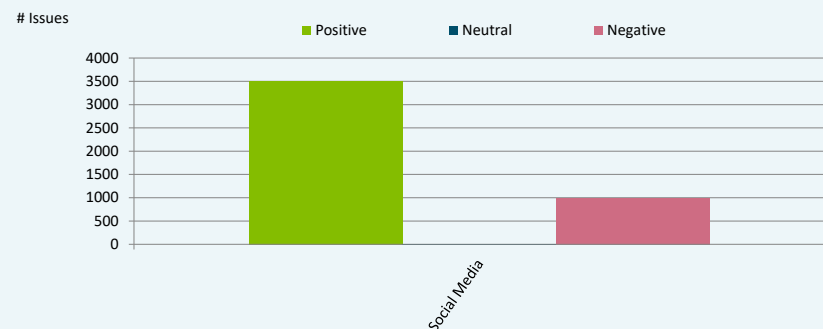
Newham, Health & Care Services

Community Insight Dashboard

Qualitative Feedback, 1 April - 30 June 2026

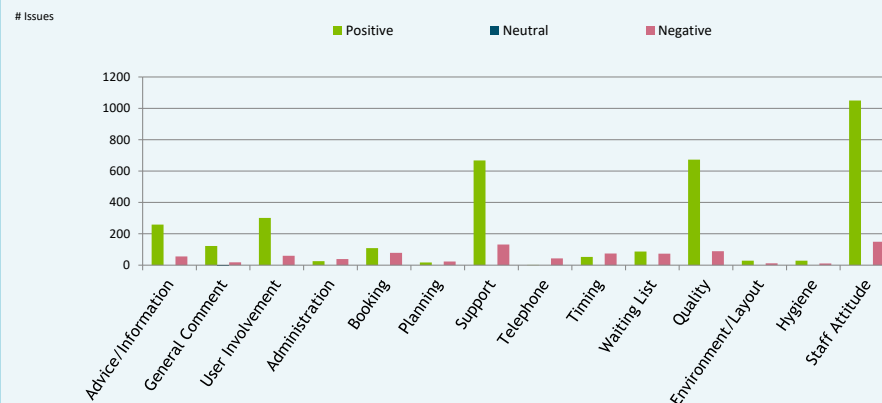


1. Source: 4513 issues from 1192 people



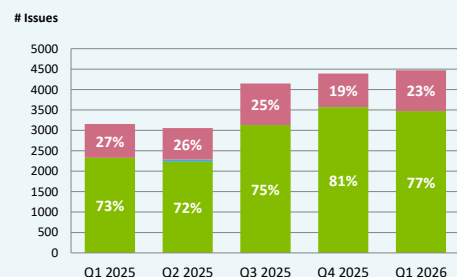
Top sources displayed

2. Trends

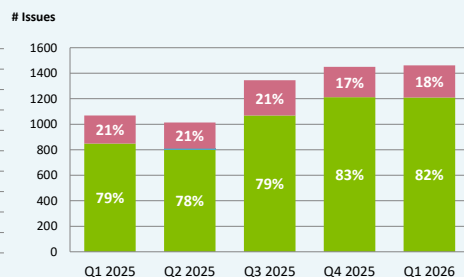


Top trends displayed

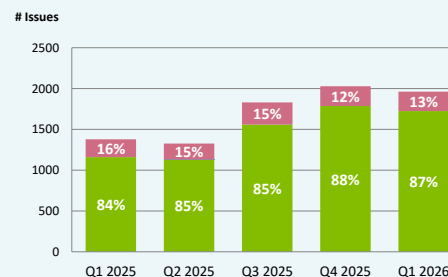
3.1 Timeline: Overall Sentiment



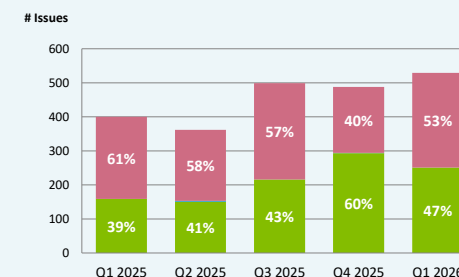
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Down by 4%
Down by 1%
Down by 1%
Down by 13%

Annually

Up by 4%
Up by 3%
Up by 3%
Up by 8%

Trends by Satisfaction Level



Staff Attitude (87%)
General Comment (86%)
Support (83%)
User Involvement (83%)
Advice/Information (82%)



Telephone (4%)
Administration (40%)
Timing (41%)
Planning (42%)
Waiting List (54%)

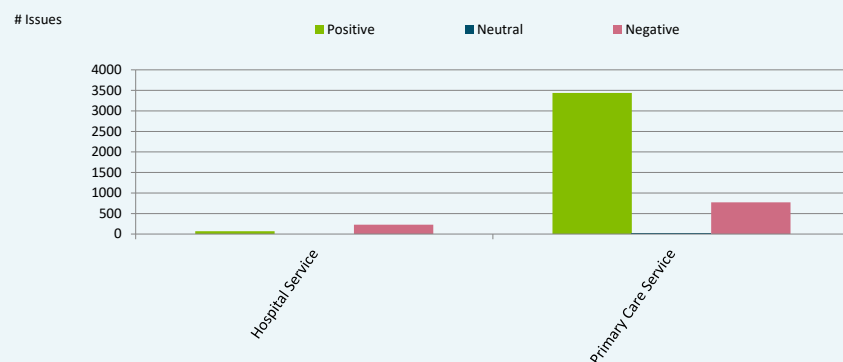
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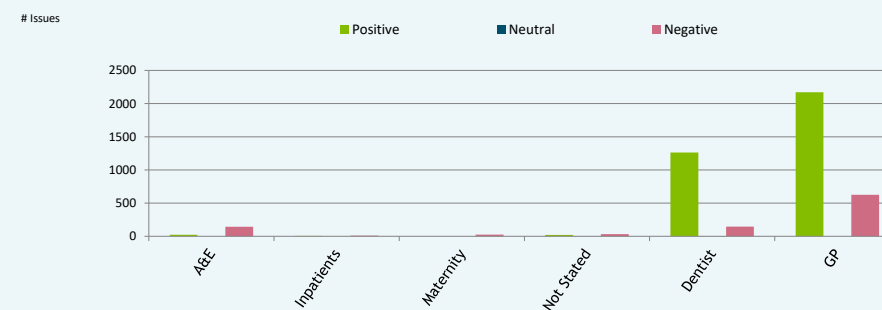
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4. Service Sector

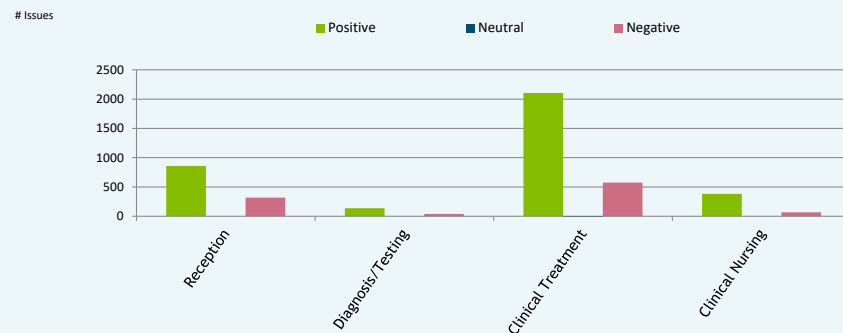


5. Service Type



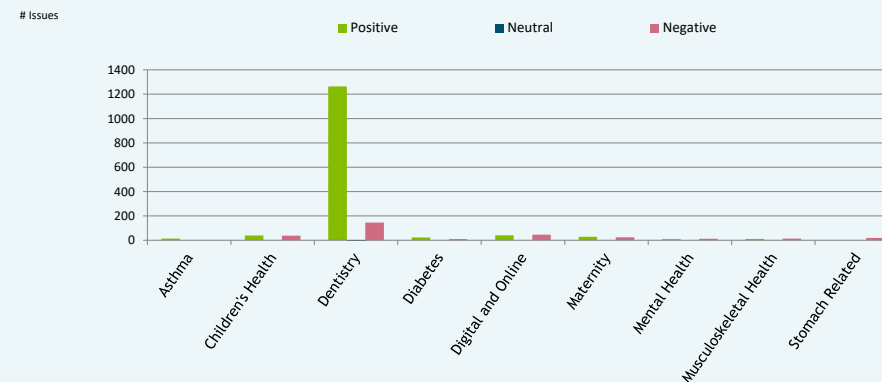
Top services displayed

6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions / topics displayed

Services by Satisfaction Level



Dentist (90%)
GP (78%)



A&E (14%)
Inpatients (31%)

Conditions/Topics by Satisfaction Level



Dentistry (89%)
Asthma (86%)
Sexual Health (83%)
Diabetes (71%)



Older People's Health (14%)
Cardiology (33%)
Mental Health (42%)