

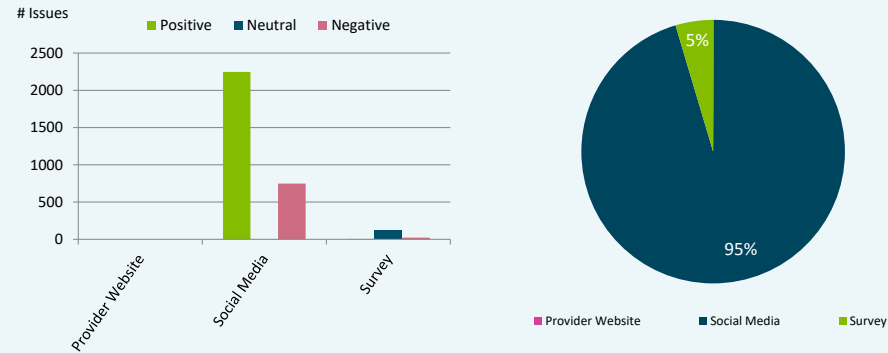
Newham, Health & Care Services

Community Insight Dashboard

Qualitative Feedback, 1 July - 30 September 2025

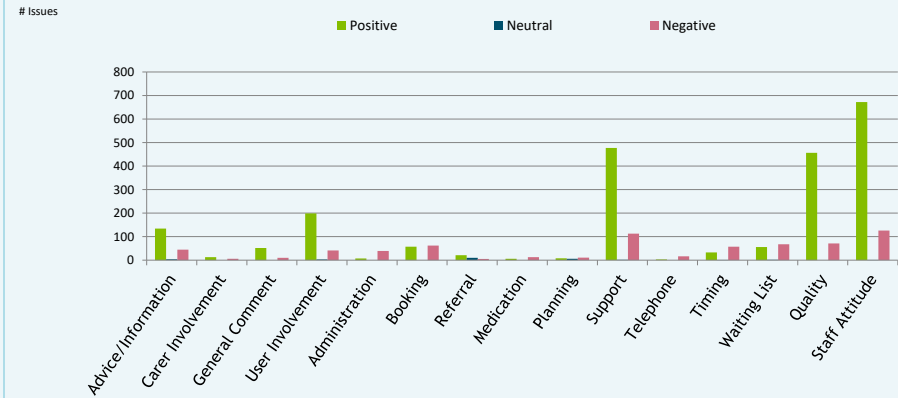


1. Source: 3144 issues from 778 people



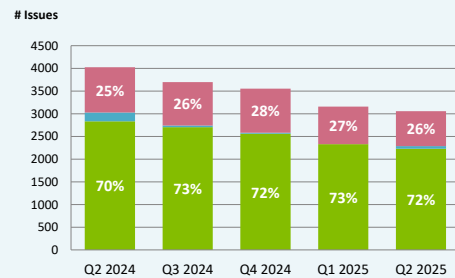
Top sources displayed

2. Trends

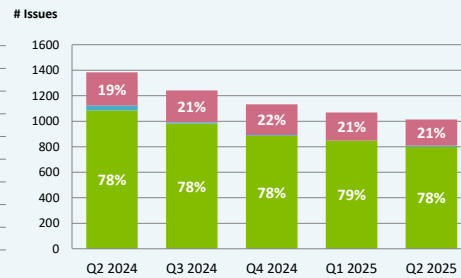


Top trends displayed

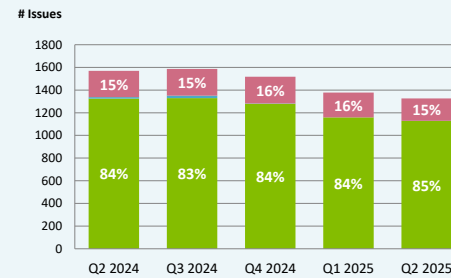
3.1 Timeline: Overall Sentiment



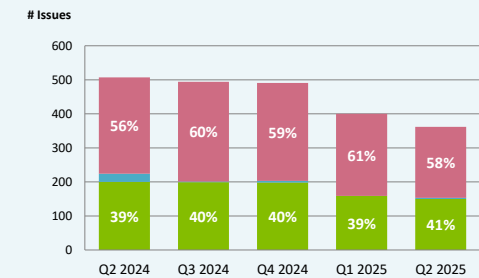
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Down by 1%
Down by 1%
Up by 1%
Up by 2%

Annually

Up by 2%
No Change
Up by 1%
Up by 2%

Trends by Satisfaction Level



General Comment (83%)
User Involvement (81%)
Support (80%)
Advice/Information (73%)
Carer Involvement (68%)



Administration (15%)
Telephone (15%)
Medication (31%)
Planning (32%)
Timing (36%)

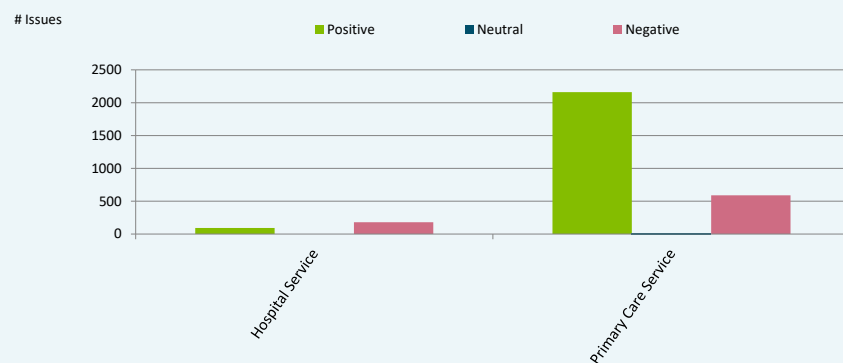
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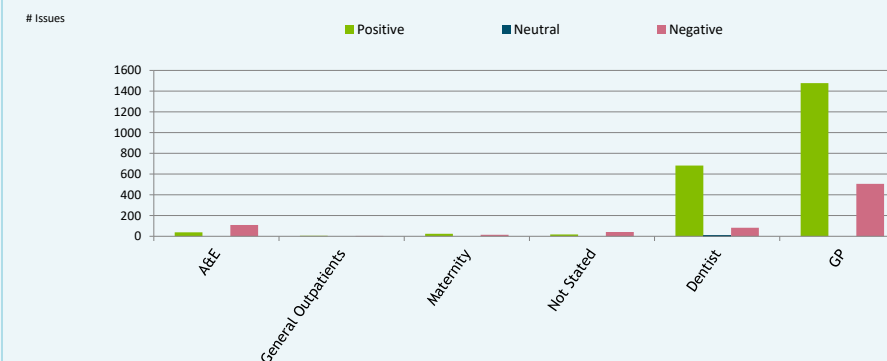
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4. Service Sector

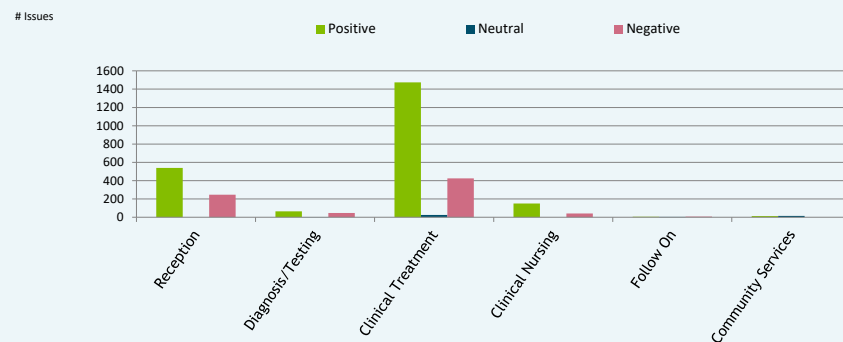


5. Service Type



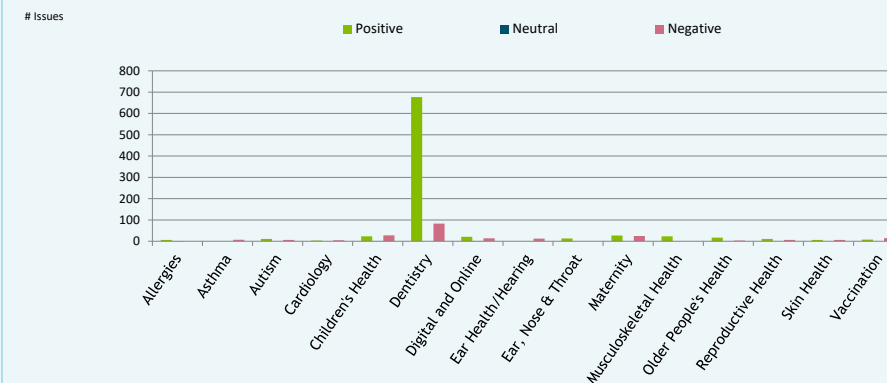
Top services displayed

6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions / topics displayed

Services by Satisfaction Level



Dentist (89%)
GP (74%)



A&E (26%)
General Outpatients (55%)
Maternity (61%)

Conditions/Topics by Satisfaction Level



Dentistry (89%)
Allergies (85%)
Older People's Health (85%)
Reproductive Health (64%)



Ear Health/Hearing (0%)
Vaccination (34%)
Cardiology (37%)
Children's Health (44%)