

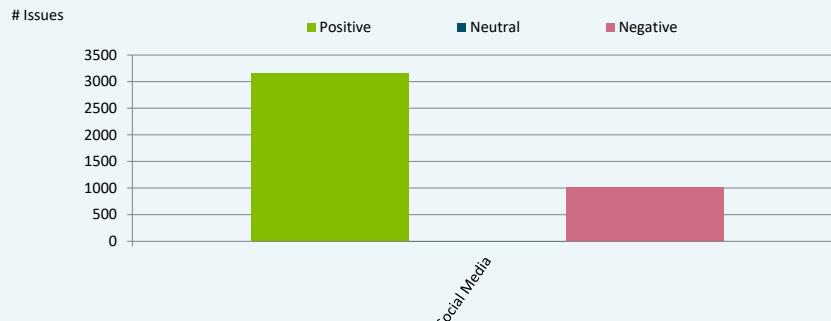
Newham, Health & Care Services

Qualitative Feedback, 1 October - 31 December 2025

Community Insight Dashboard

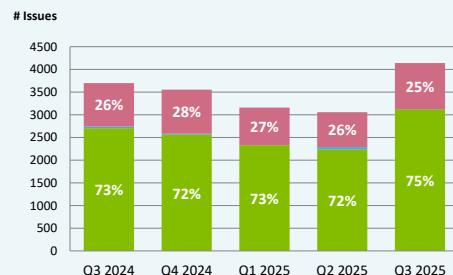


1. Source: 4177 issues from 1159 people



Top sources displayed

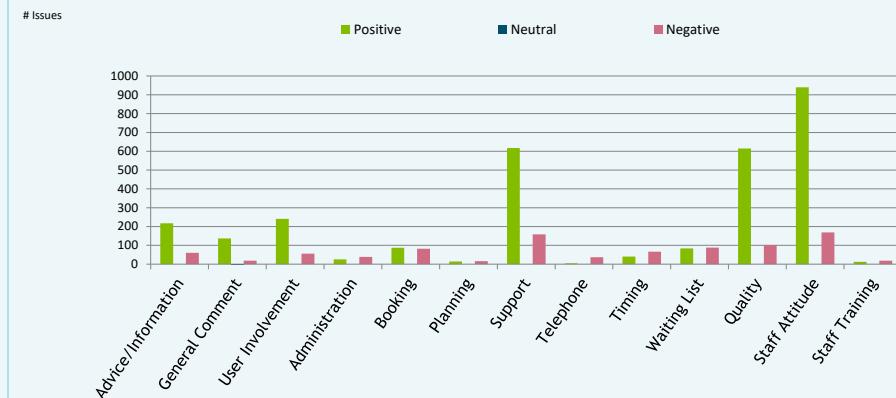
3.1 Timeline: Overall Sentiment



Timeline: 3.2 User Involvement

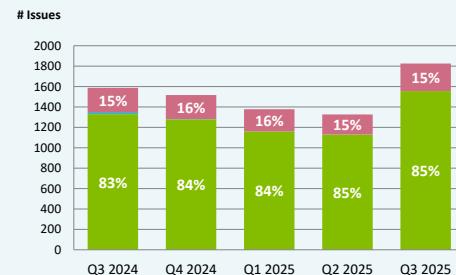


2. Trends

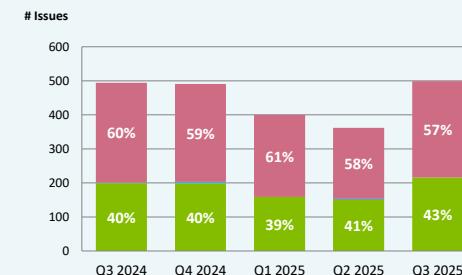


Top trends displayed

3.3 Timeline: Quality



Timeline: 3.4 Service Access



Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly
Up by 3%
Up by 1%
No Change
Up by 2%

Annually
Up by 2%
Up by 1%
Up by 2%
Up by 3%

Trends by Satisfaction Level



General Comment (87%)
Quality (85%)
Staff Attitude (84%)
User Involvement (81%)



Telephone (11%)
Timing (37%)
Administration (40%)
Planning (46%)
Waiting List (48%)

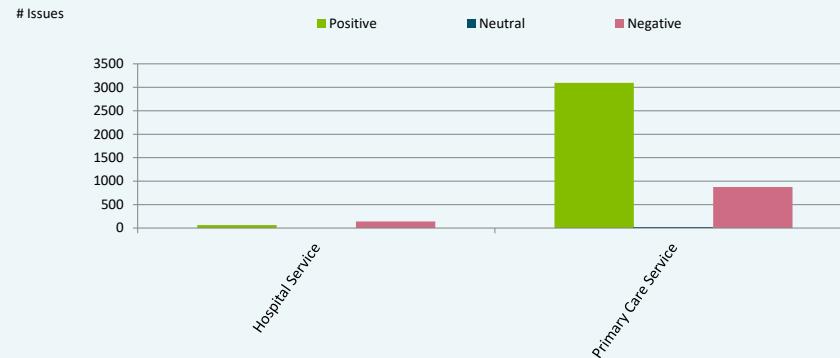
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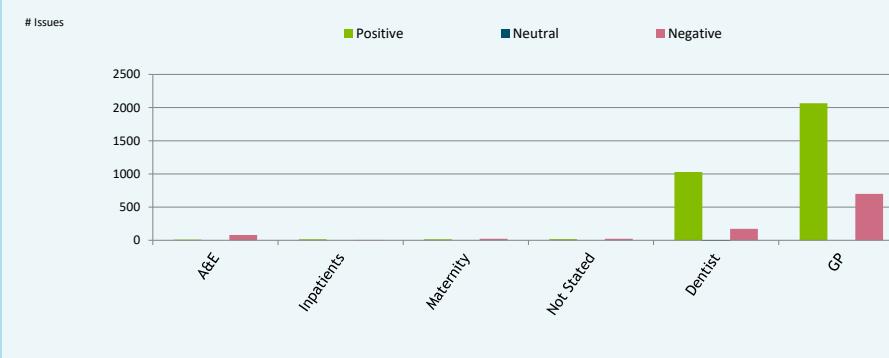
Community Insight Dashboard



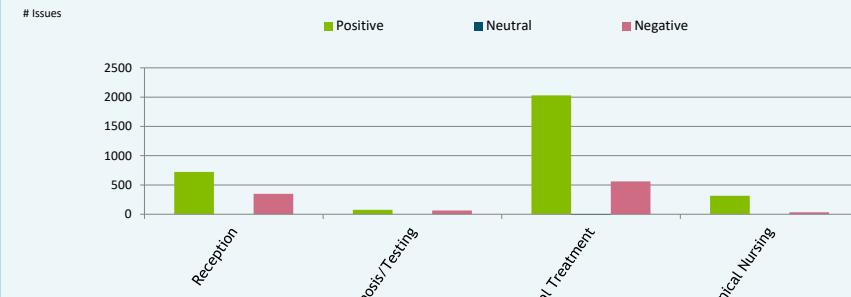
4. Service Sector



5. Service Type

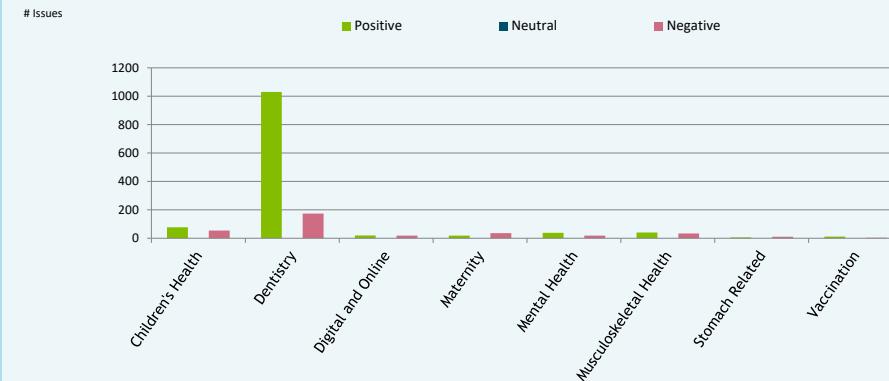


6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions/topics displayed

Services by Satisfaction Level



Dentist (86%)
Inpatients (75%)
GP (75%)



A&E (11%)
Maternity (41%)

Conditions/Topics by Satisfaction Level



Dentistry (85%)
Vaccination (75%)
Older People's Health (71%)



Diabetes (33%)
Maternity (34%)
Stomach Related (37%)