

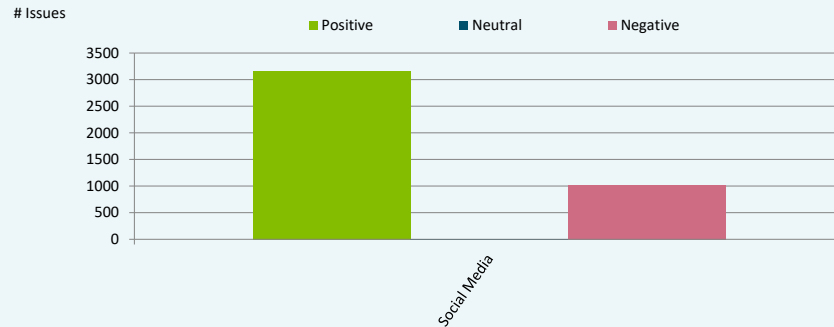
Newham, Health & Care Services

Community Insight Dashboard

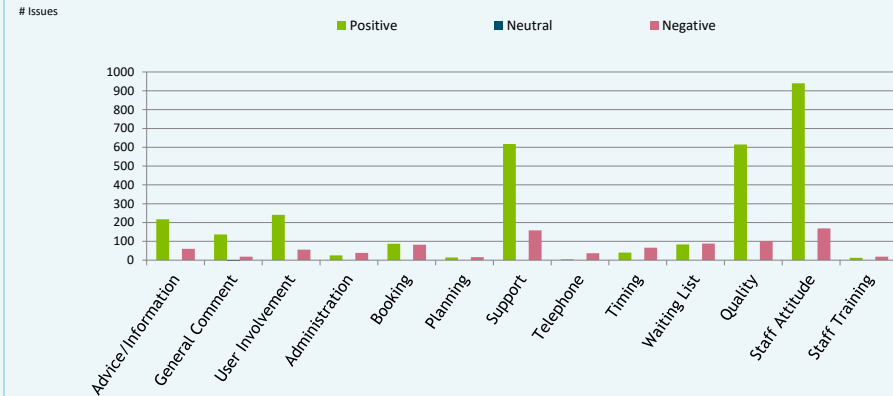
Qualitative Feedback, 1 October - 31 December 2025



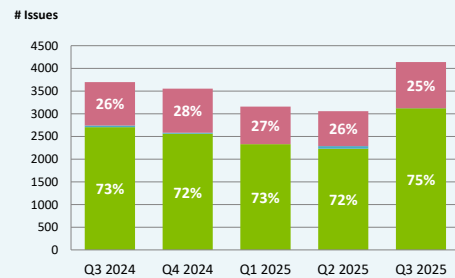
1. Source: 4177 issues from 1159 people



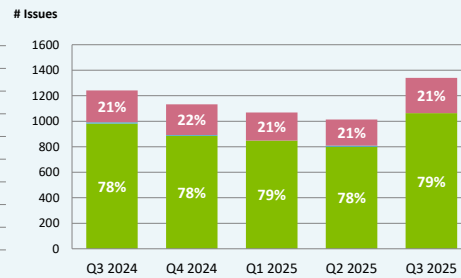
2. Trends



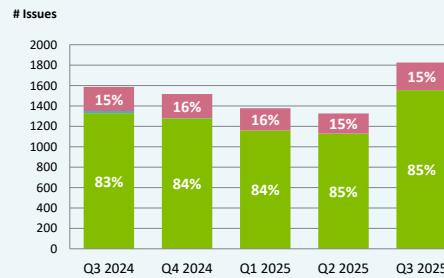
3.1 Timeline: Overall Sentiment



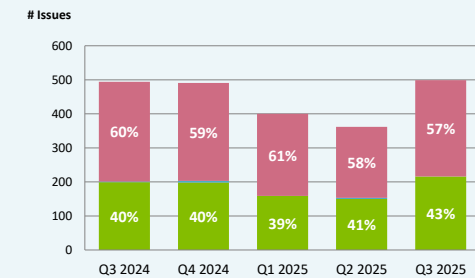
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

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%)

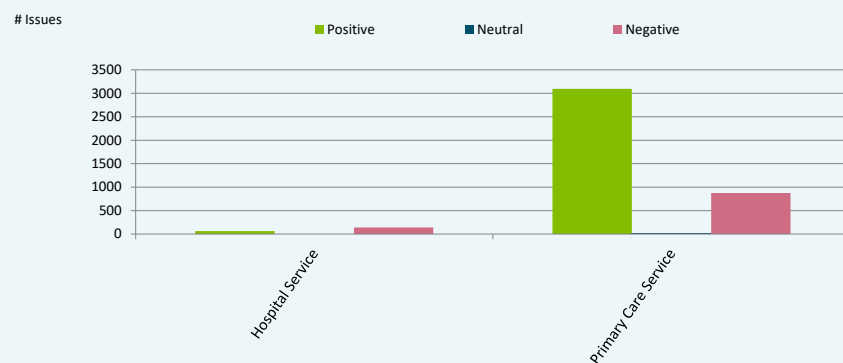
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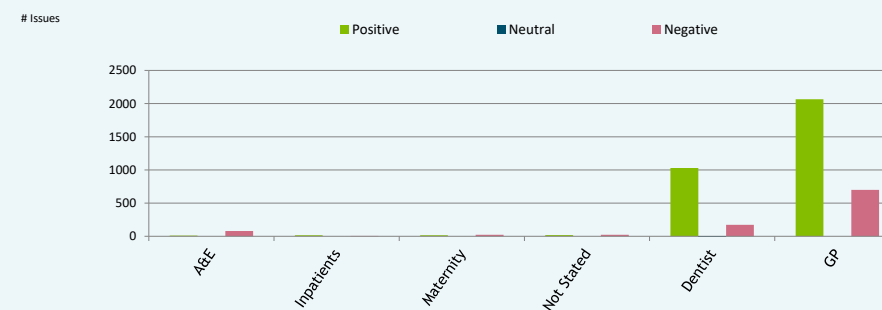
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4. Service Sector

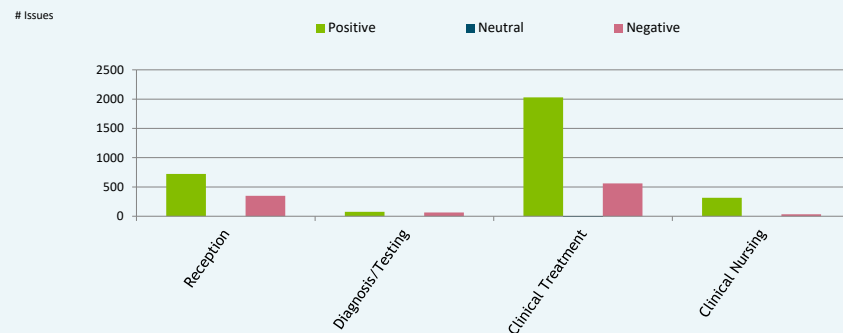


5. Service Type



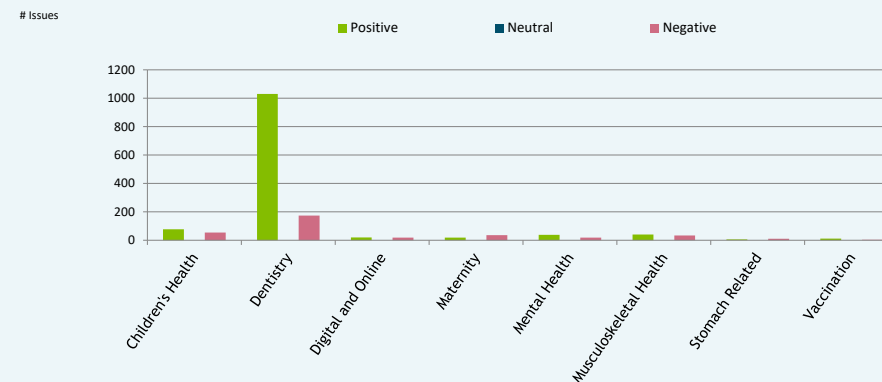
Top services displayed

6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions / topics displayed

Services by Satisfaction Level



Dentist (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%)