

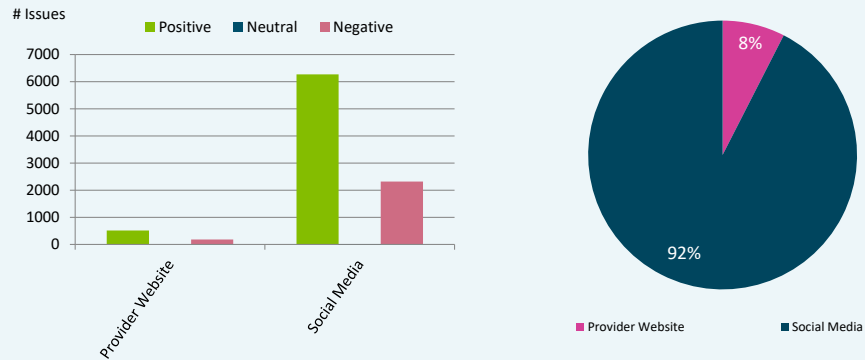
Newham, GP Services

Qualitative Feedback, 1 January 2025 - 31 December 2025

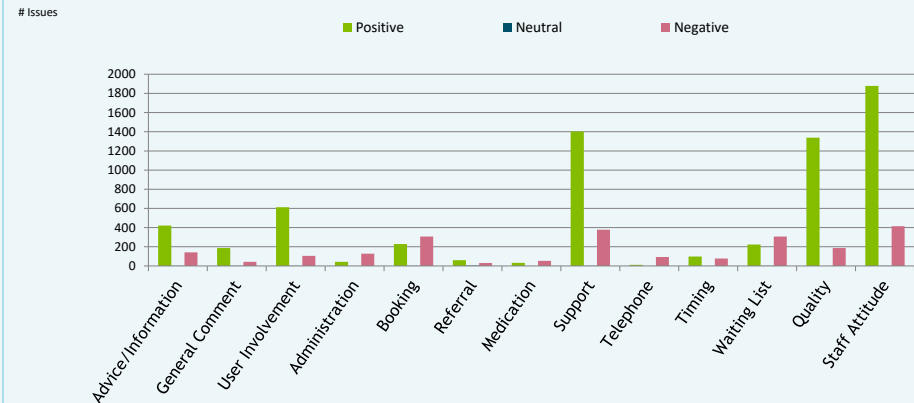
Community Insight Dashboard



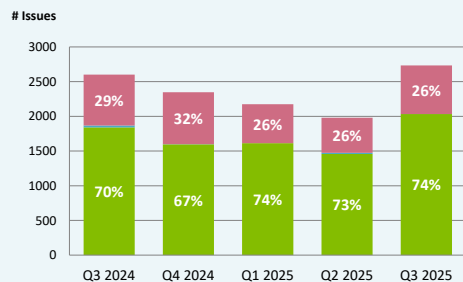
1. Source: 9323 issues from 2379 people



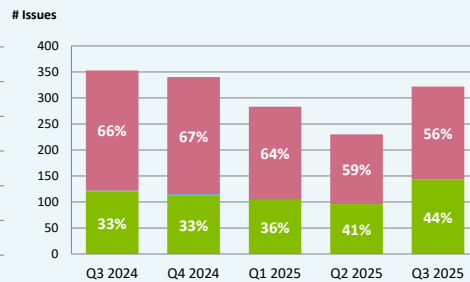
2. Trends



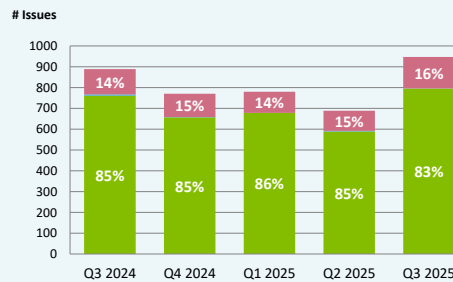
3.1 Timeline: Overall Sentiment



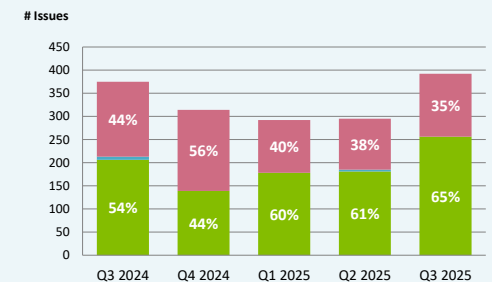
3.2 Timeline: Service Access



3.3 Timeline: Treatment and Care



3.4 Timeline: Administration



Satisfaction Over Time



Overall Satisfaction:
Service Access:
Treatment and Care:
Administration:

Quarterly

Up by 1%
Up by 3%
Down by 2%
Up by 4%

Annually

Up by 4%
Up by 11%
Down by 2%
Up by 11%

Trends by Satisfaction Level



Quality (87%)
User Involvement (85%)
Staff Attitude (81%)
General Comment (81%)
Support (78%)



Telephone (10%)
Administration (24%)
Medication (37%)
Waiting List (41%)
Booking (42%)

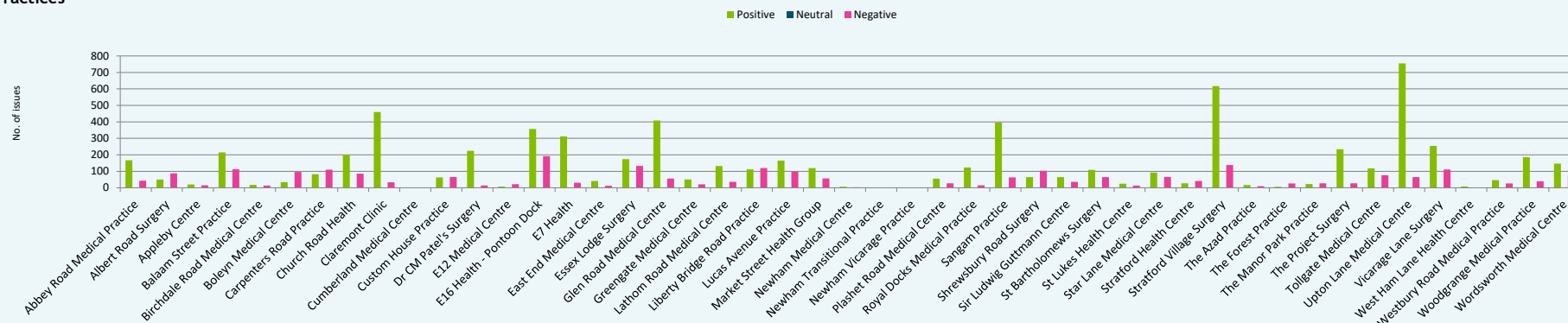
Newham, GP Services

Community Insight Dashboard

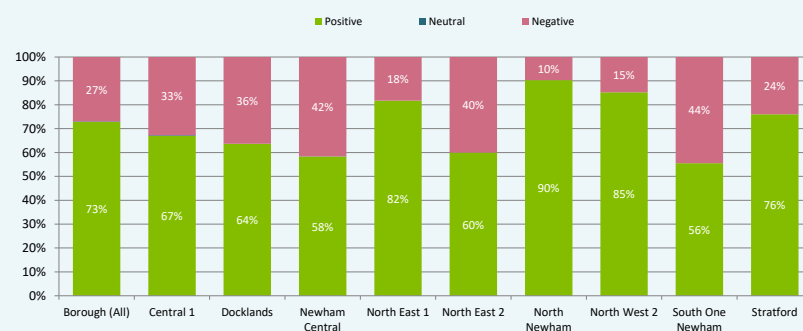
Qualitative Feedback, 1 January 2025 - 31 December 2025



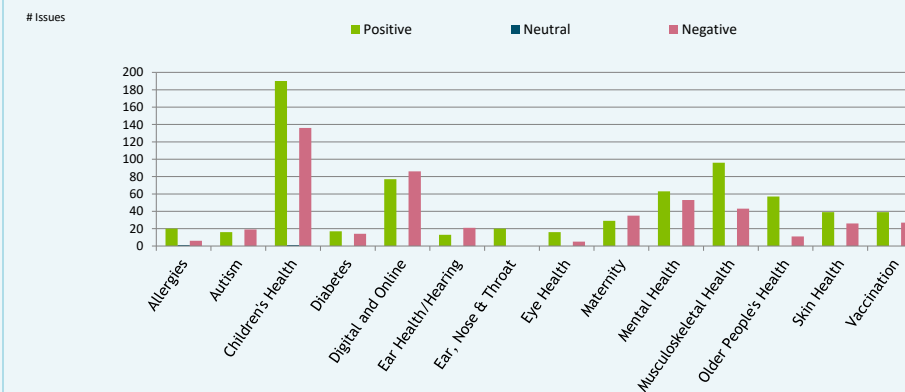
4. Practices



5. Primary Care Networks (PCNs)



6. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



Older People's Health (83%)
Eye Health (76%)
Allergies (74%)
Musculoskeletal Health (69%)



Ear Health/Hearing (38%)
Maternity (45%)
Autism (45%)
Digital and Online (47%)
Mental Health (54%)