

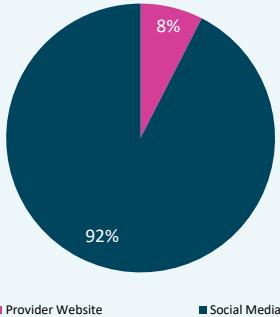
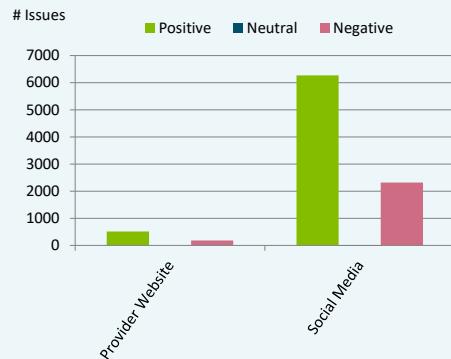
# Newham, GP Services

Qualitative Feedback, 1 January 2025 - 31 December 2025

## Community Insight Dashboard



### 1. Source: 9323 issues from 2379 people

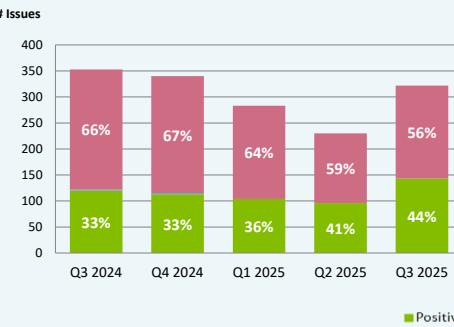


Top sources displayed

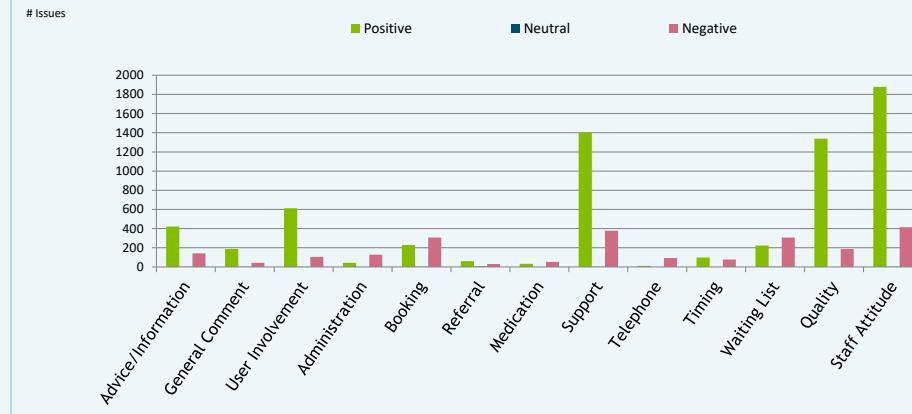
### 3.1 Timeline: Overall Sentiment



### 3.2 Timeline: Service Access

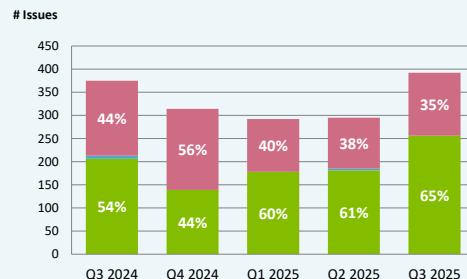
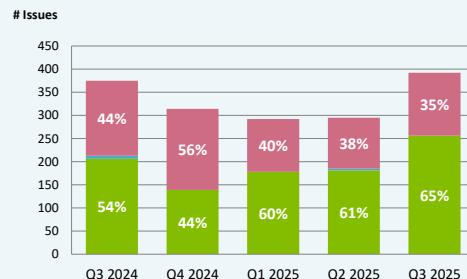


### 2. Trends



Top trends displayed

### 3.3 Timeline: Treatment and Care



### 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%)

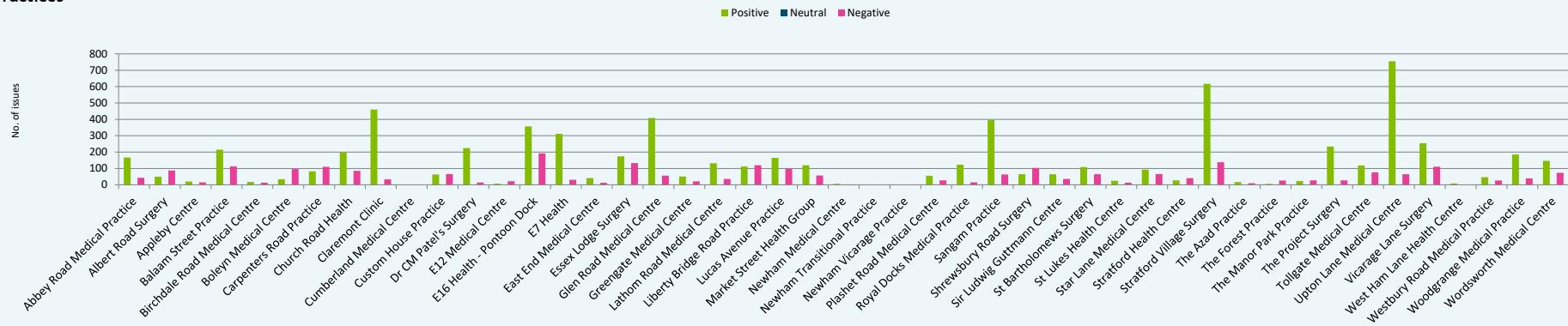
# Newham, GP Services

Qualitative Feedback, 1 January 2025 - 31 December 2025

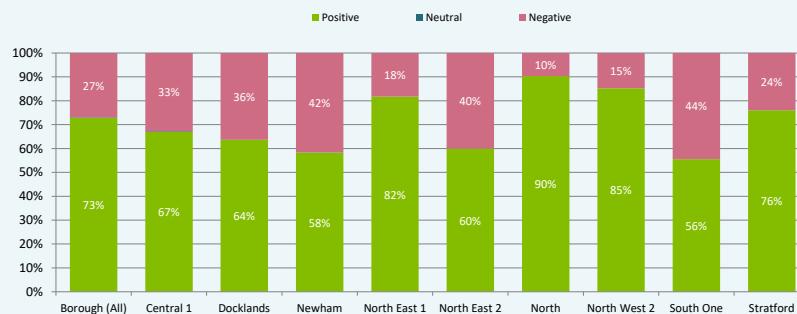
## Community Insight Dashboard



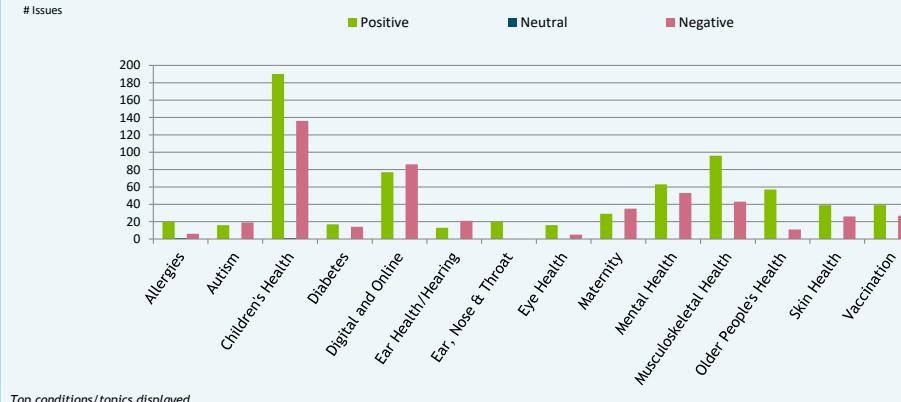
### 4. Practices



### 5. Primary Care Networks (PCNs)



### 6. Conditions/Topics



### 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%)