

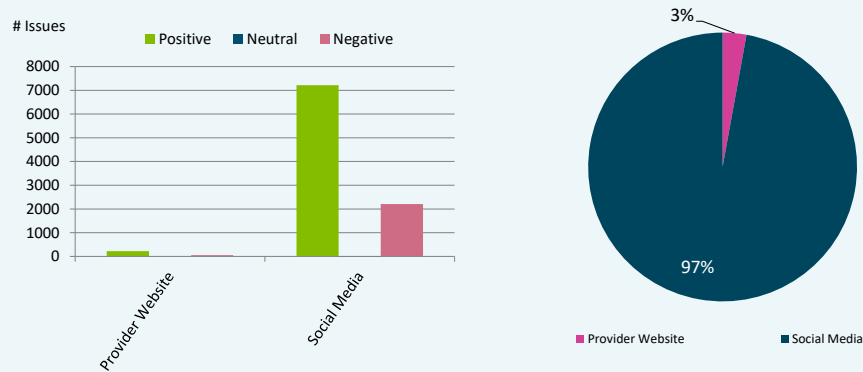
Newham, GP Services

Qualitative Feedback, 1 April 2025 - 31 March 2026

Community Insight Dashboard

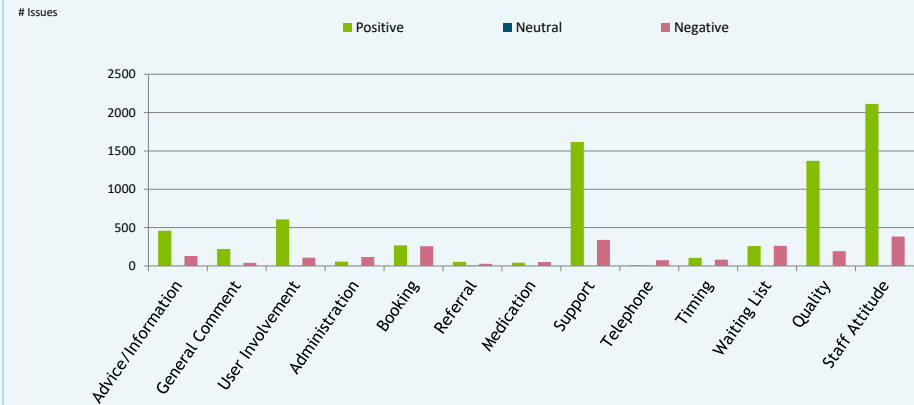


1. Source: 9740 issues from 2561 people



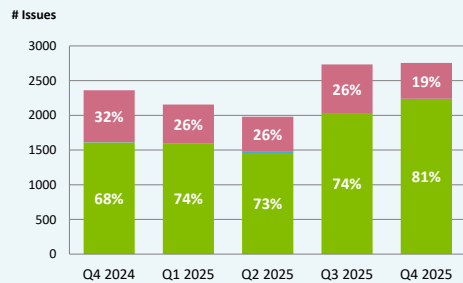
Top sources displayed

2. Trends

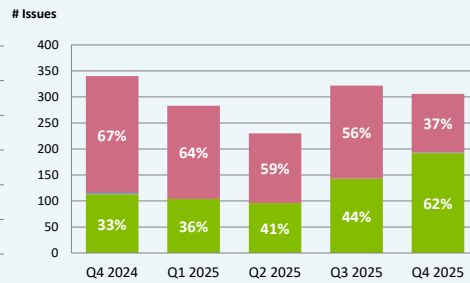


Top trends displayed

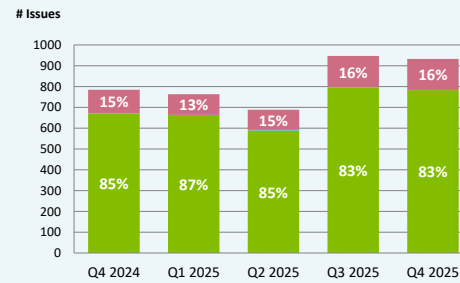
3.1 Timeline: Overall Sentiment



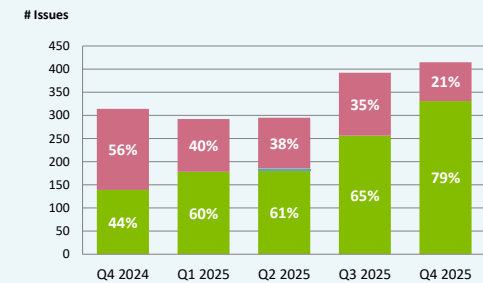
3.2 Timeline: Service Access



3.3 Timeline: Treatment and Care



3.4 Timeline: Administration



Positive Neutral Negative

Satisfaction Over Time



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

Quarterly

Up by 7%
Up by 18%
No Change
Up by 14%

Annually

Up by 13%
Up by 29%
Down by 2%
Up by 35%

Trends by Satisfaction Level



Quality (87%)
User Involvement (84%)
Staff Attitude (84%)
General Comment (84%)
Support (82%)



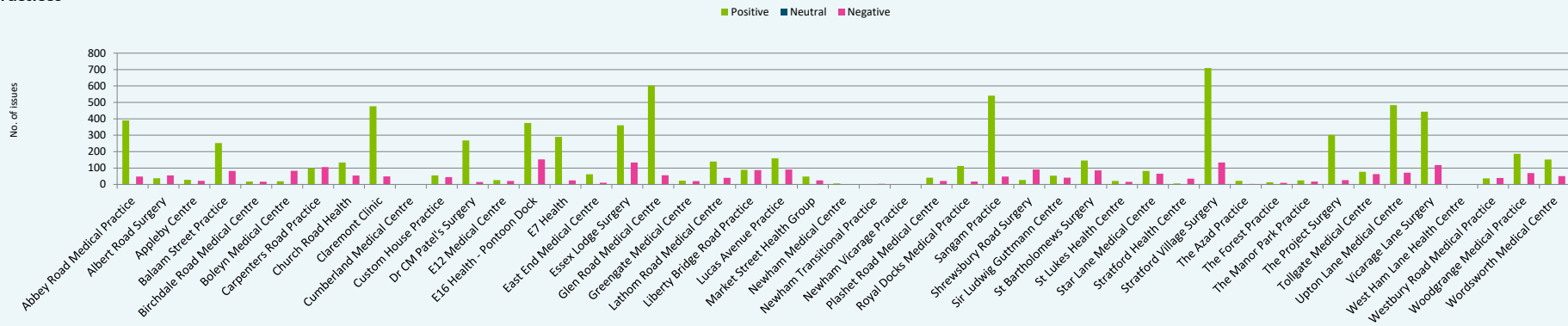
Telephone (12%)
Administration (32%)
Medication (44%)
Waiting List (49%)
Booking (51%)

Newham, GP Services

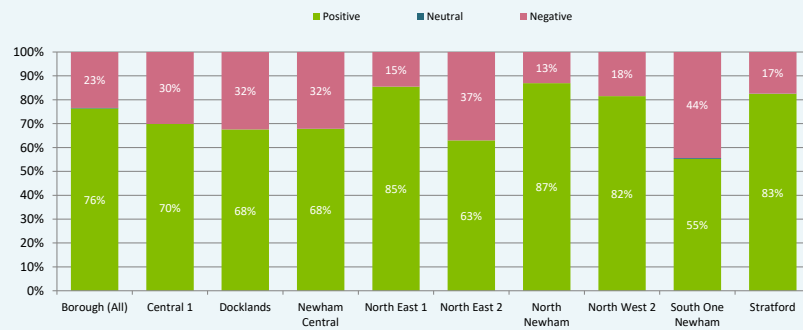
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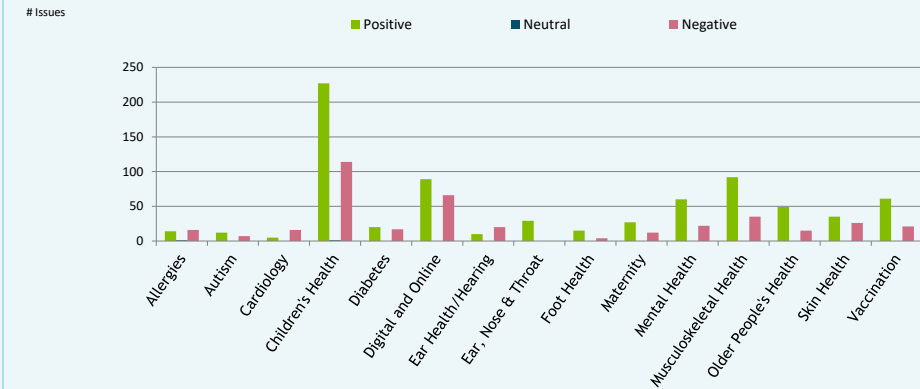
4. Practices



5. Primary Care Networks (PCNs)



6. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



Foot Health (78%)
Older People's Health (76%)
Vaccination (74%)
Mental Health (73%)
Musculoskeletal Health (72%)



Cardiology (23%)
Ear Health/Hearing (33%)
Allergies (45%)
Diabetes (54%)
Skin Health (57%)