

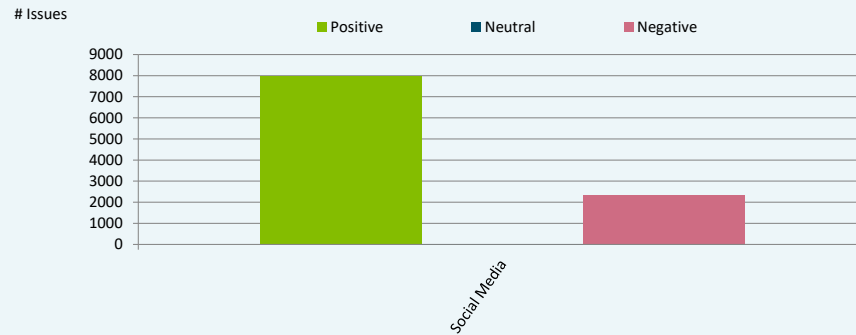
Newham, GP Services

Community Insight Dashboard

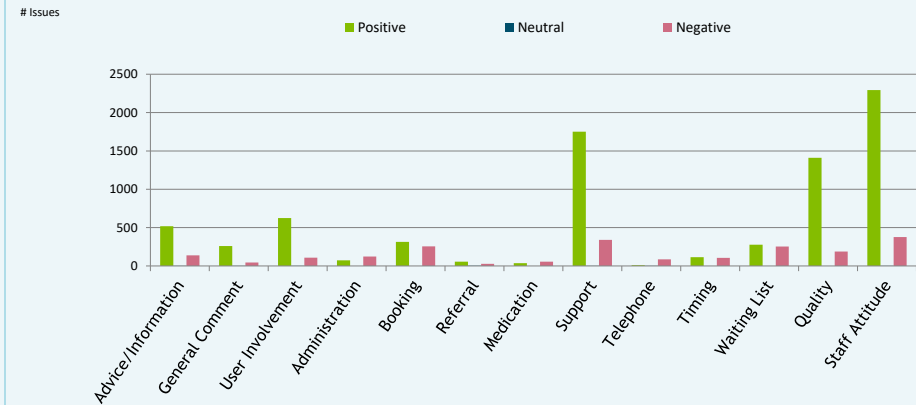
Qualitative Feedback, 1 July 2025 - 30 June 2026



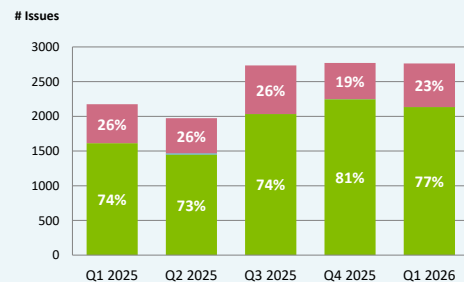
1. Source: 10368 issues from 2782 people



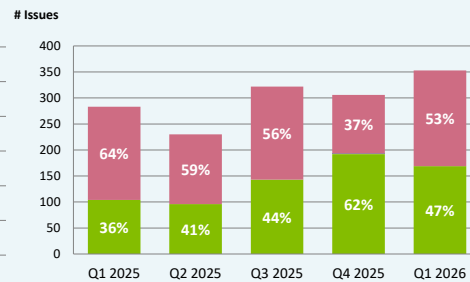
2. Trends



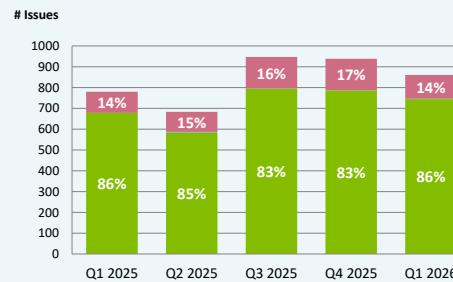
3.1 Timeline: Overall Sentiment



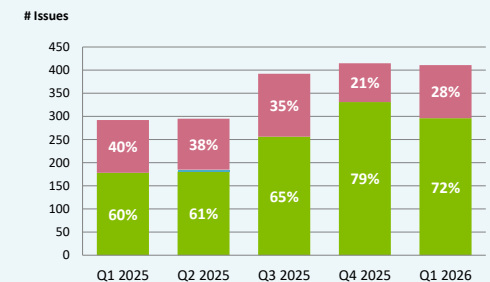
3.2 Timeline: Service Access



3.3 Timeline: Treatment and Care



3.4 Timeline: Administration



Satisfaction Over Time



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

Quarterly

Down by 4%
Down by 15%
Up by 3%
Down by 7%

Annually

Up by 3%
Up by 11%
No Change
Up by 12%

Trends by Satisfaction Level



Quality (88%)
Staff Attitude (85%)
User Involvement (85%)
General Comment (84%)
Support (83%)



Telephone (10%)
Administration (37%)
Medication (40%)
Timing (51%)
Waiting List (52%)

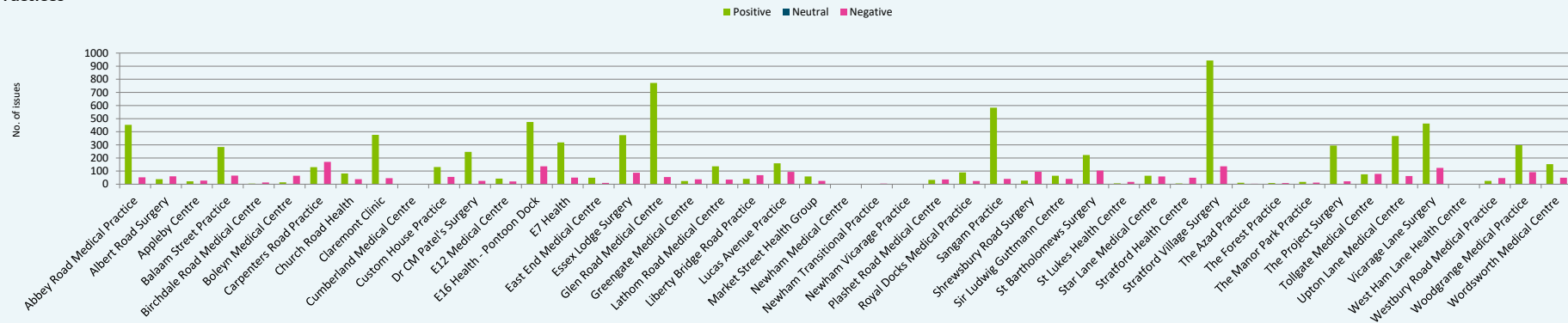
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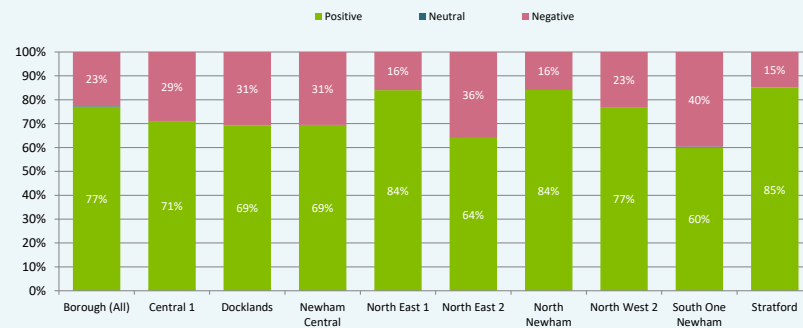
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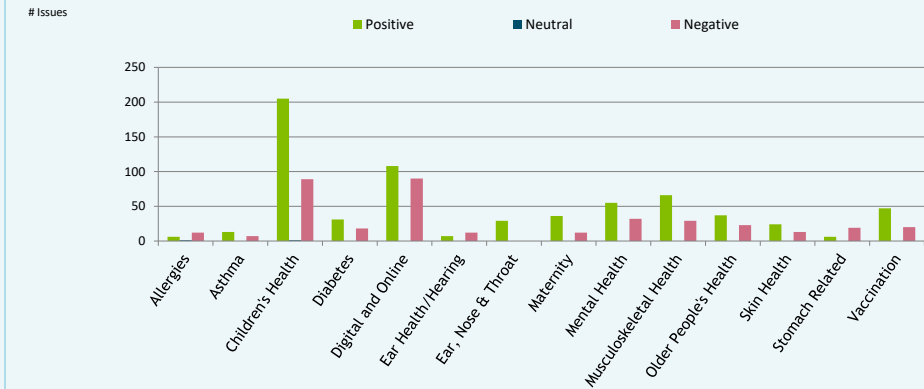
4. Practices



5. Primary Care Networks (PCNs)



6. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



Maternity (75%)
Vaccination (70%)
Children's Health (69%)
Musculoskeletal Health (69%)



Stomach Related (24%)
Allergies (31%)
Ear Health/Hearing (36%)
Digital and Online (54%)
Older People's Health (61%)