

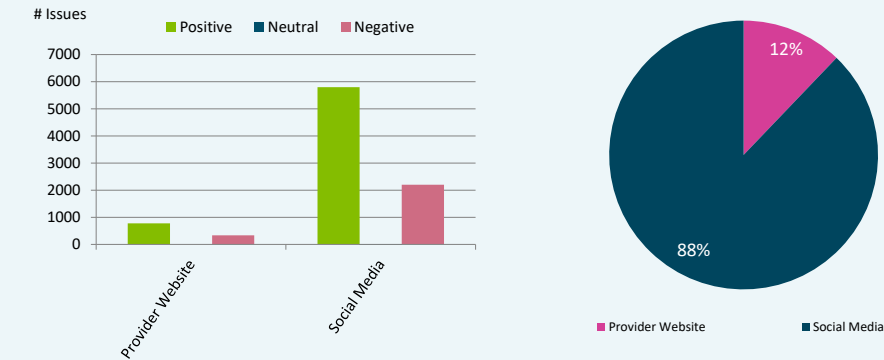
# Newham, GP Services

## Community Insight Dashboard

Qualitative Feedback, 1 October 2024 - 30 September 2025

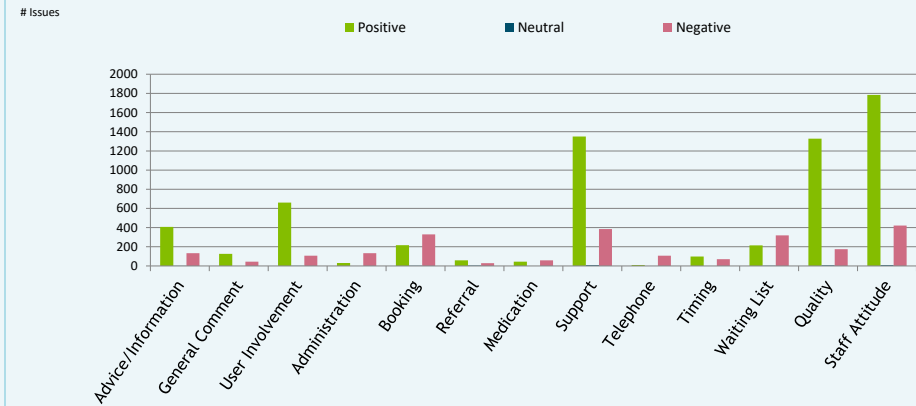


### 1. Source: 9174 issues from 2259 people



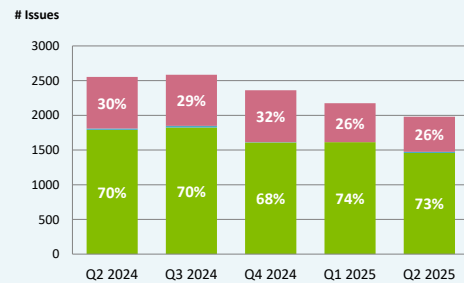
Top sources displayed

### 2. Trends

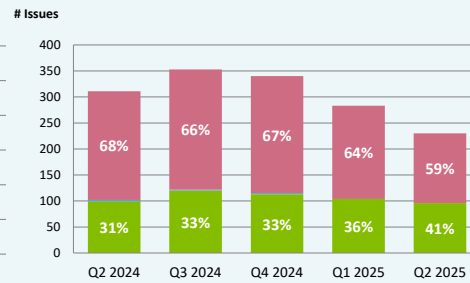


Top trends displayed

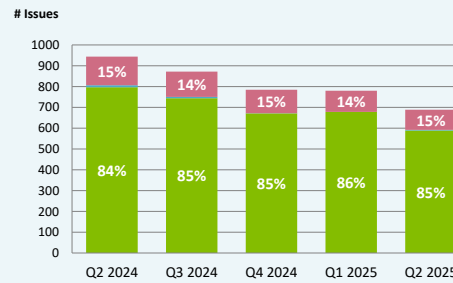
### 3.1 Timeline: Overall Sentiment



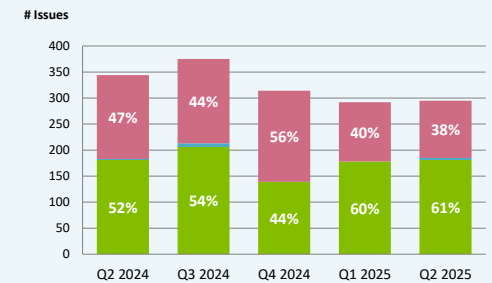
### 3.2 Timeline: Service Access



### 3.3 Timeline: Treatment and Care



### 3.4 Timeline: Administration



### Satisfaction Over Time



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

#### Quarterly

Down by 1%  
Up by 5%  
Down by 1%  
Up by 1%

#### Annually

Up by 3%  
Up by 10%  
Up by 1%  
Up by 9%

### Trends by Satisfaction Level



Quality (88%)  
User Involvement (85%)  
Staff Attitude (80%)  
Support (77%)  
Advice/Information (75%)



Telephone (7%)  
Administration (18%)  
Booking (39%)  
Waiting List (40%)  
Medication (43%)

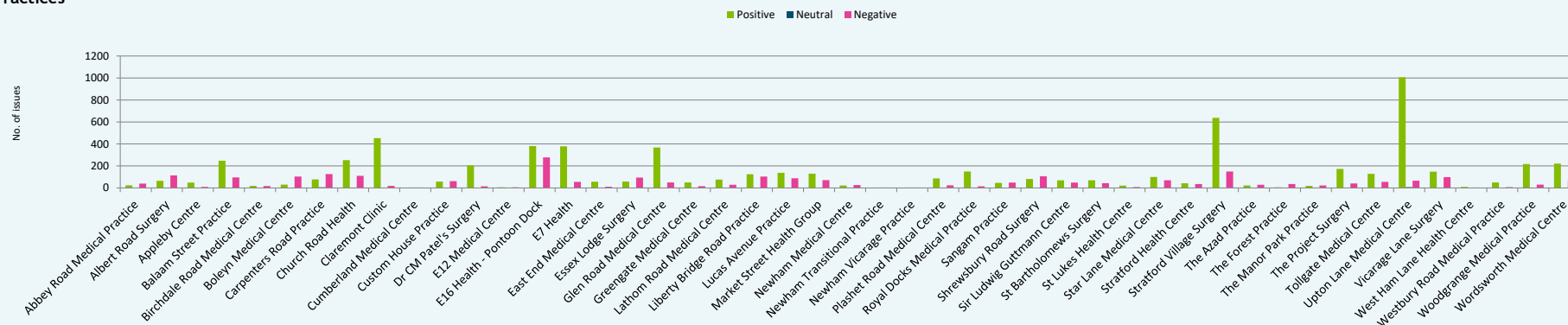
# Newham, GP Services

## Community Insight Dashboard

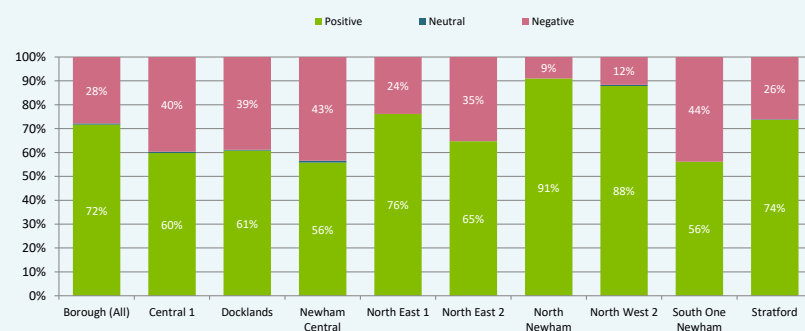
Qualitative Feedback, 1 October 2024 - 30 September 2025



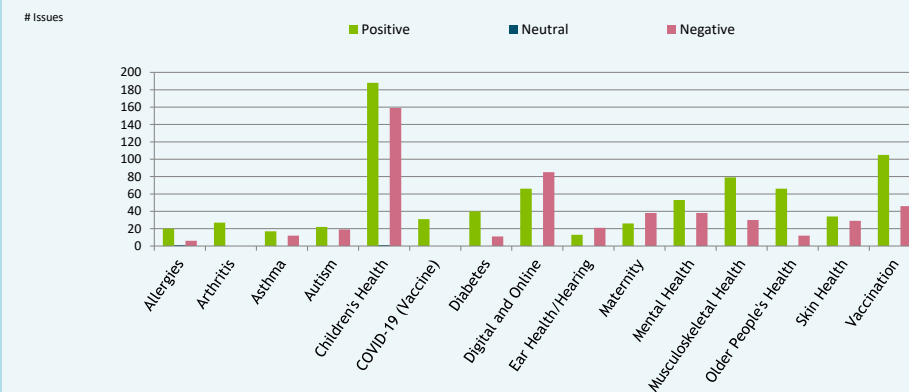
### 4. Practices



### 5. Primary Care Networks (PCNs)



### 6. Conditions/Topics



Top conditions/topics displayed

### Conditions/Topics by Satisfaction Level



Older People's Health (84%)  
Diabetes (78%)  
Allergies (74%)  
Musculoskeletal Health (72%)



Ear Health/Hearing (38%)  
Maternity (40%)  
Digital and Online (43%)  
Autism (53%)  
Skin Health (53%)