

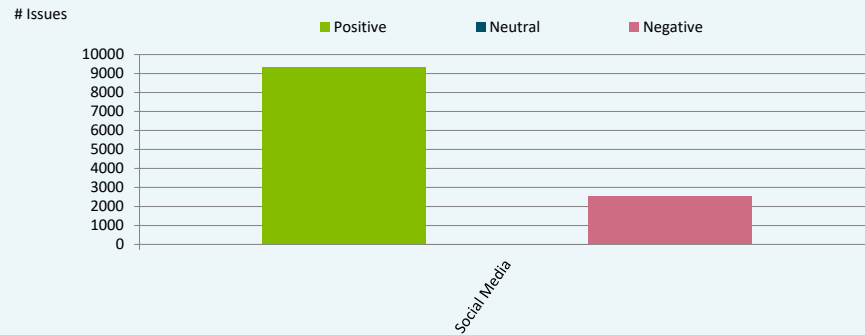
Newham, GP Services

Community Insight Dashboard

Qualitative Feedback, 1 October 2025 - 30 September 2026

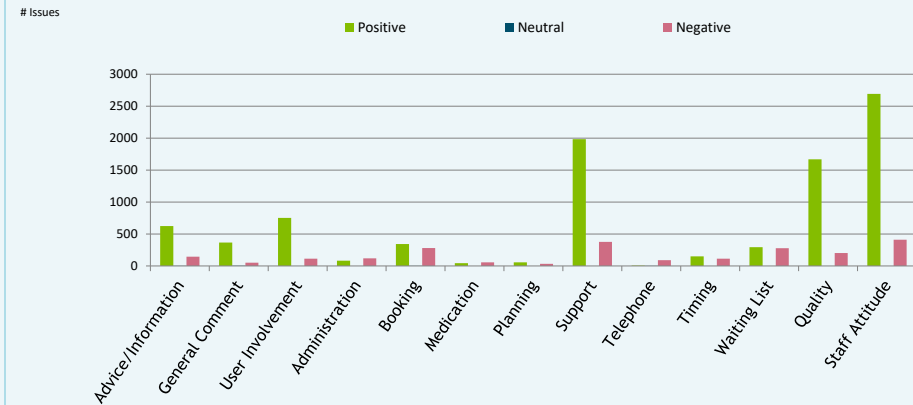


1. Source: 11886 issues from 3255 people



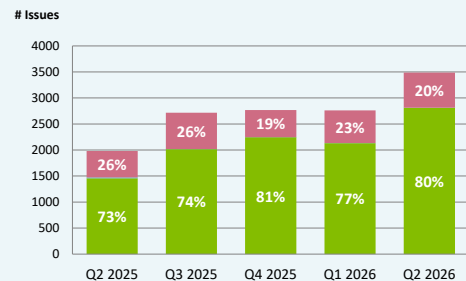
Top sources displayed

2. Trends

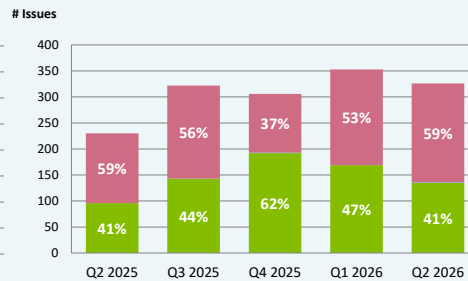


Top trends displayed

3.1 Timeline: Overall Sentiment

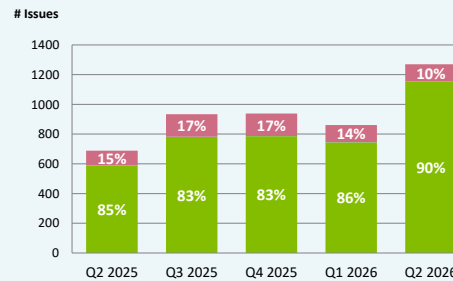


3.2 Timeline: Service Access

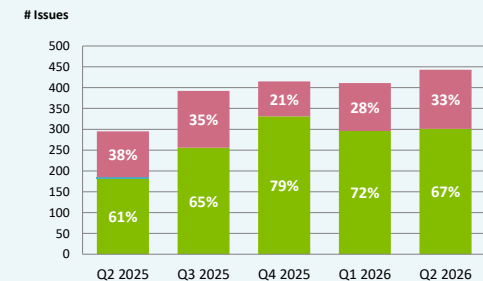


Positive Neutral Negative

3.3 Timeline: Treatment and Care



3.4 Timeline: Administration



Satisfaction Over Time



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

Quarterly

Up by 3%
Down by 6%
Up by 4%
Down by 5%

Annually

Up by 7%
No Change
Up by 5%
Up by 6%

Trends by Satisfaction Level



Quality (89%)
General Comment (87%)
User Involvement (86%)
Staff Attitude (86%)
Support (84%)



Telephone (7%)
Administration (40%)
Medication (42%)
Waiting List (51%)
Booking (54%)

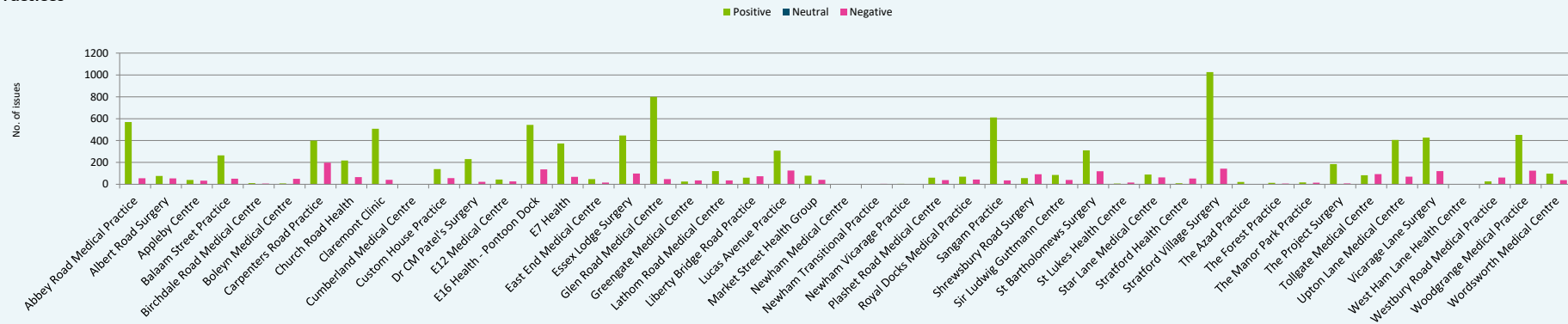
Newham, GP Services

Community Insight Dashboard

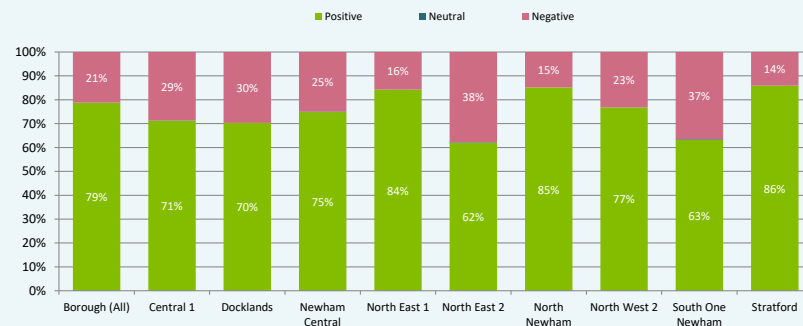
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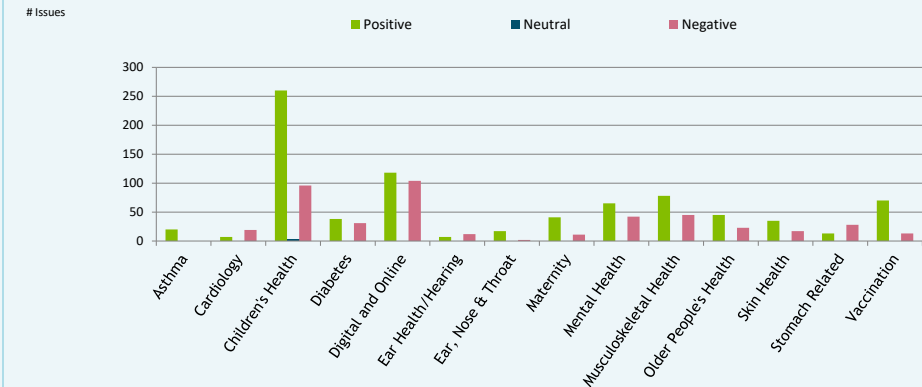
4. Practices



5. Primary Care Networks (PCNs)



6. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



Ear, Nose & Throat (89%)
Vaccination (84%)
Maternity (78%)
Children's Health (72%)



Cardiology (26%)
Stomach Related (31%)
Ear Health/Hearing (36%)
Digital and Online (53%)
Diabetes (55%)