

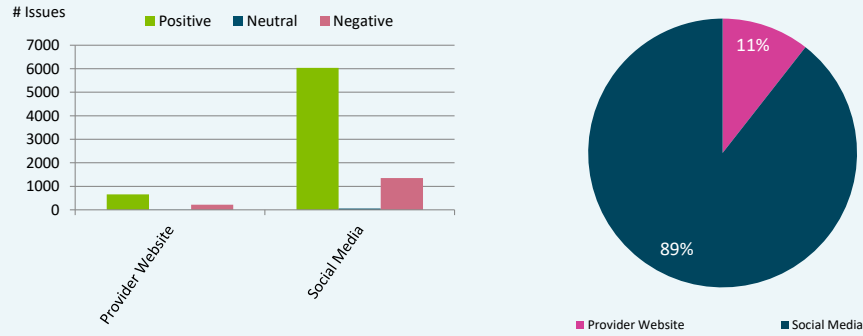
Harrow, GP Services

Qualitative Feedback, 1 January - 31 December 2024

Community Insight Dashboard

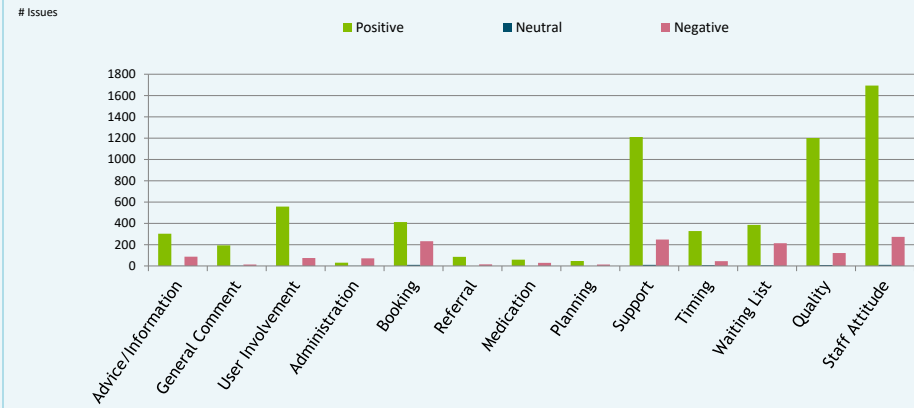


1. Source: 8383 issues from 2088 people



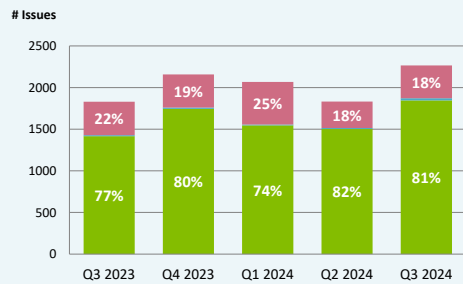
Top sources displayed

2. Trends

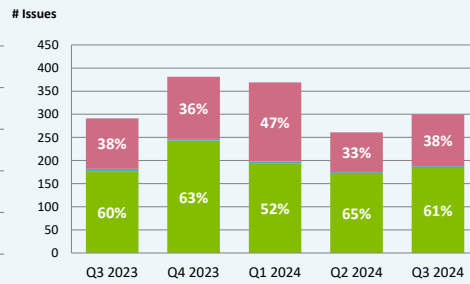


Top trends displayed

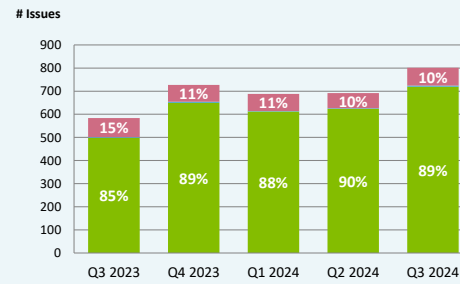
3.1 Timeline: Overall Sentiment



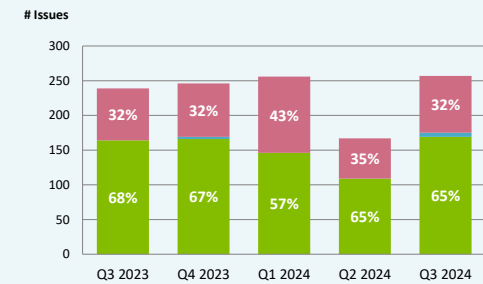
3.2 Timeline: Service Access



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

Down by 1%
Down by 4%
Down by 1%
No Change

Annually

Up by 4%
Up by 1%
Up by 4%
Down by 3%

Trends by Satisfaction Level



Quality (90%)
User Involvement (88%)
Timing (86%)
Staff Attitude (85%)



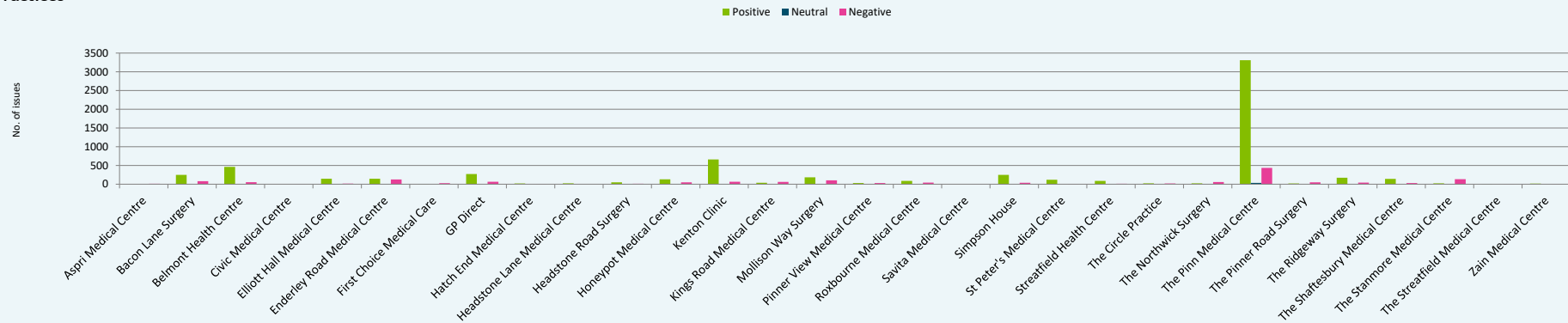
Administration (29%)
Booking (62%)
Waiting List (63%)
Medication (67%)
Planning (76%)

Harrow, GP Services

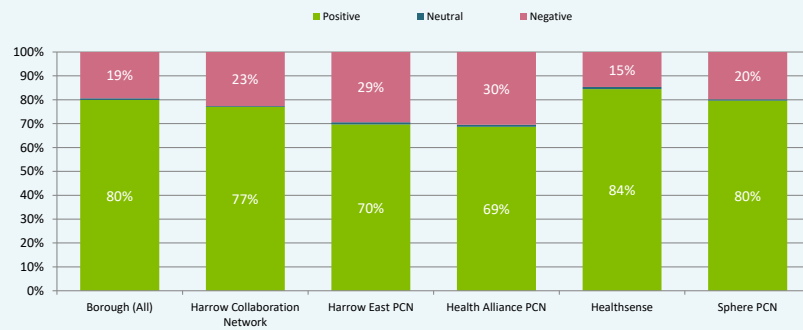
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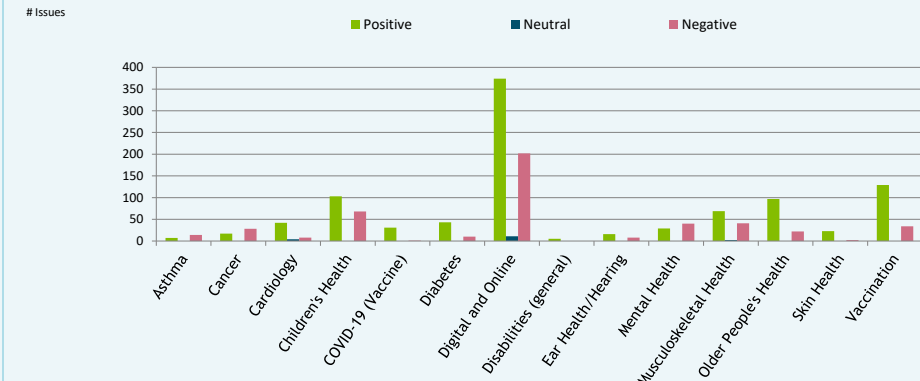
4. Practices



5. Primary Care Networks (PCNs)



6. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



COVID-19 (Vaccine) (96%)
 Skin Health (92%)
 Older People's Health (81%)
 Diabetes (81%)



Asthma (33%)
 Cancer (37%)
 Mental Health (42%)
 Children's Health (60%)
 Musculoskeletal Health (61%)