

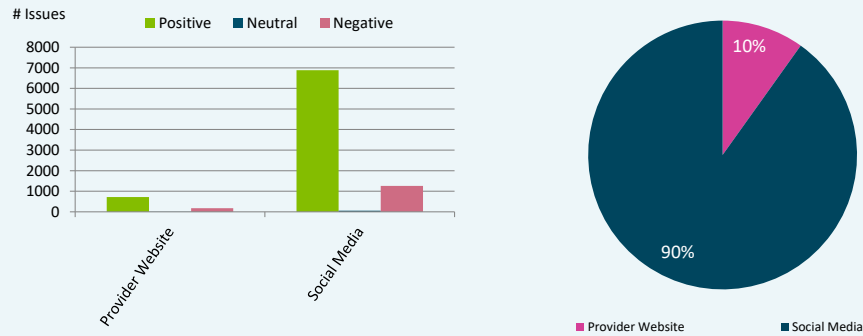
Harrow, GP Services

Qualitative Feedback, 1 July 2024 - 30 June 2025

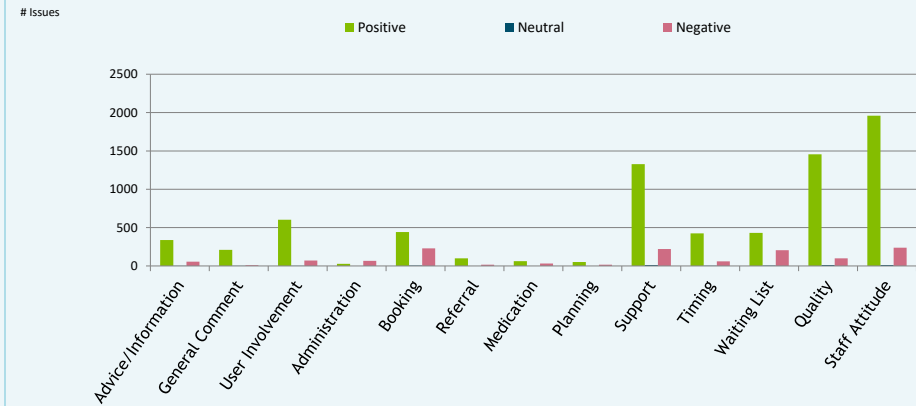
Community Insight Dashboard



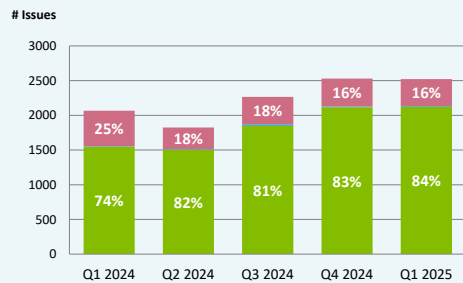
1. Source: 9183 issues from 2336 people



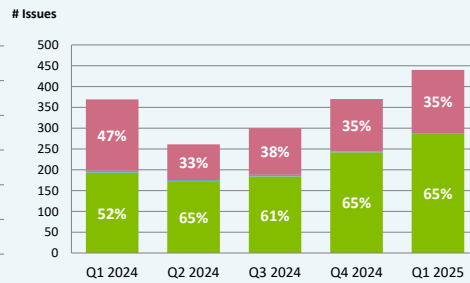
2. Trends



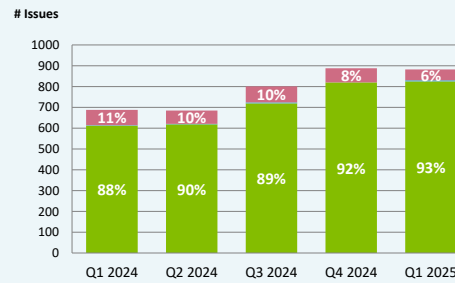
3.1 Timeline: Overall Sentiment



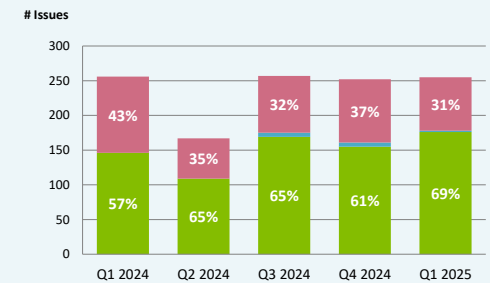
3.2 Timeline: Service Access



3.3 Timeline: Treatment and Care



3.4 Timeline: Administration



Satisfaction Over Time



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

Quarterly

Up by 1%
No Change
Up by 1%
Up by 8%

Annually

Up by 10%
Up by 13%
Up by 5%
Up by 12%

Trends by Satisfaction Level



General Comment (94%)
Quality (92%)
User Involvement (89%)
Staff Attitude (88%)
Timing (87%)



Administration (29%)
Booking (65%)
Medication (66%)
Waiting List (67%)
Planning (76%)

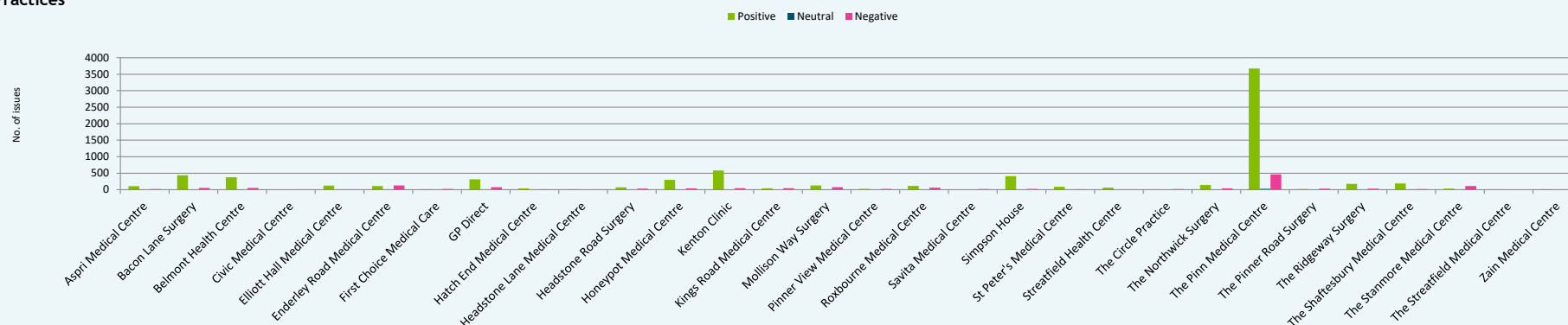
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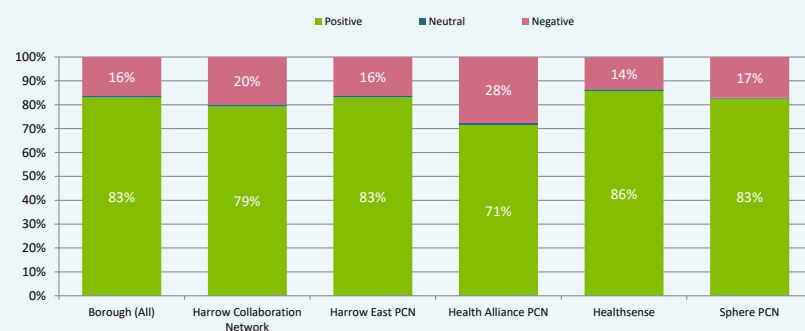
Qualitative Feedback, 1 July 2024 - 30 June 2025



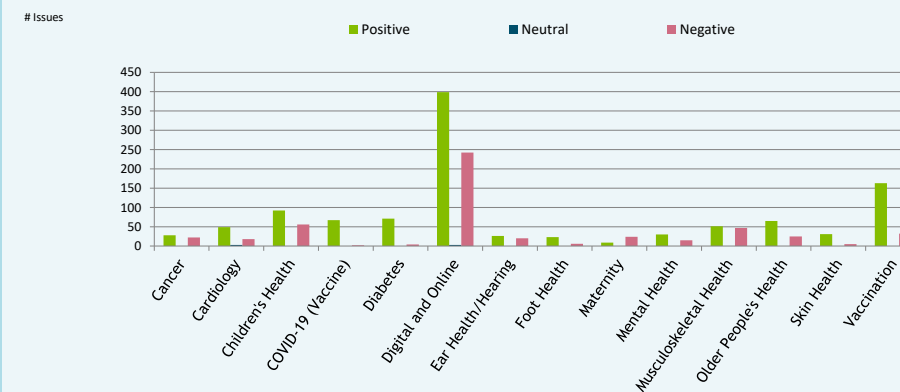
4. Practices



5. Primary Care Networks (PCNs)



6. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



COVID-19 (Vaccine) (97%)
Diabetes (94%)
Skin Health (86%)
Vaccination (83%)
Foot Health (79%)



Maternity (27%)
Musculoskeletal Health (52%)
Cancer (56%)
Ear Health/Hearing (56%)
Digital and Online (61%)