

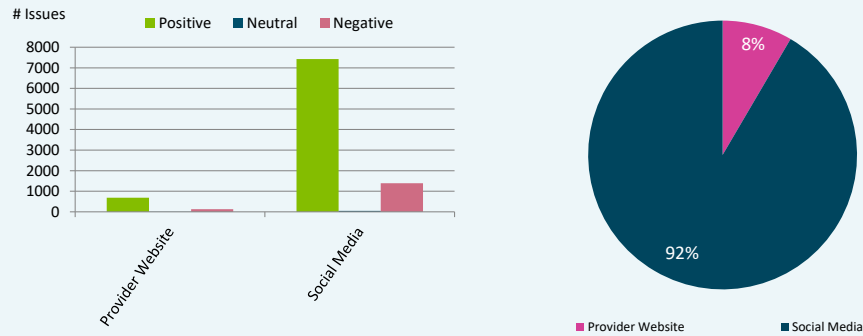
Harrow, GP Services

Qualitative Feedback, 1 October 2024 - 30 September 2025

Community Insight Dashboard

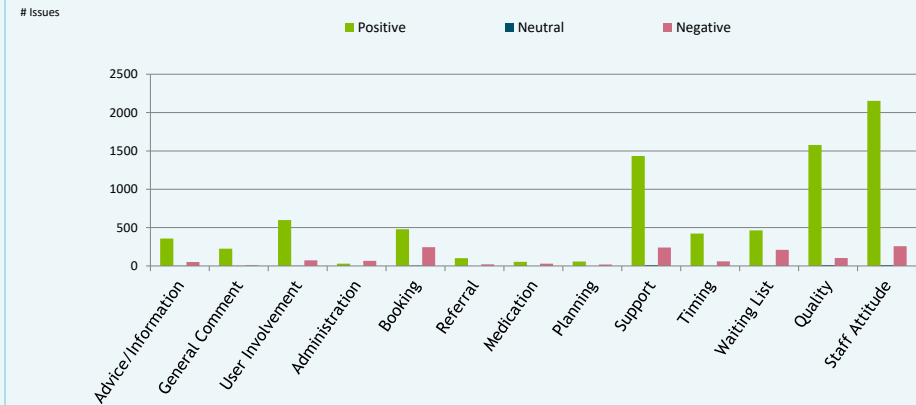


1. Source: 9775 issues from 2526 people



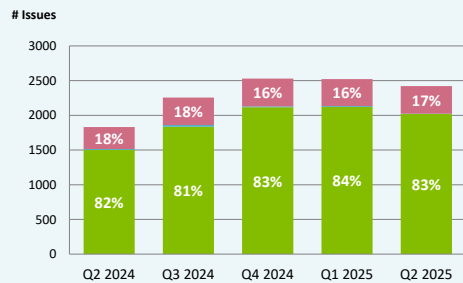
Top sources displayed

2. Trends

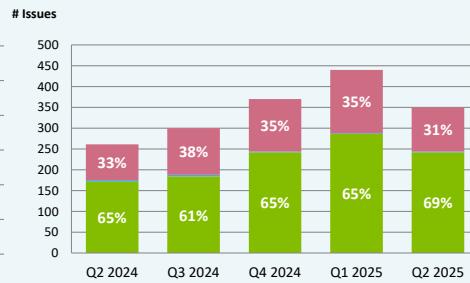


Top trends displayed

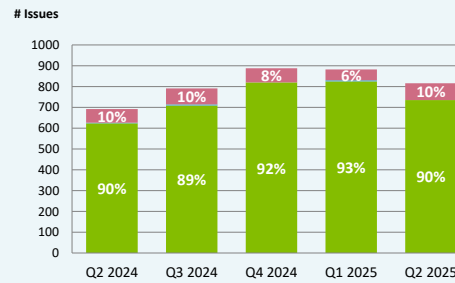
3.1 Timeline: Overall Sentiment



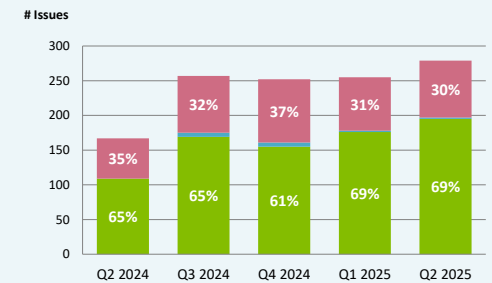
3.2 Timeline: Service Access



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%
Up by 4%
Down by 3%
No Change

Annually

Up by 1%
Up by 4%
No Change
Up by 4%

Trends by Satisfaction Level



General Comment (94%)
Quality (93%)
User Involvement (89%)
Staff Attitude (88%)
Advice/Information (87%)



Administration (30%)
Medication (64%)
Booking (65%)
Waiting List (68%)
Planning (75%)

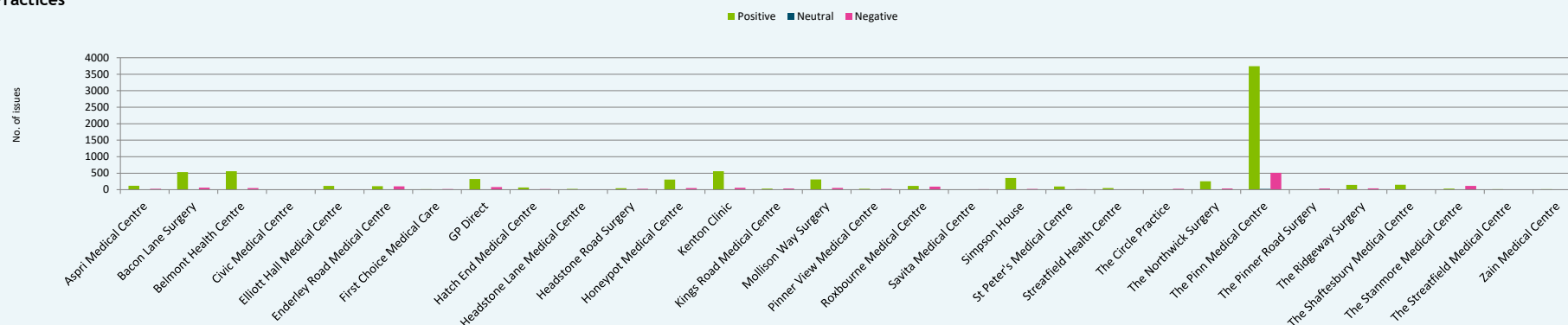
Harrow, GP Services

Community Insight Dashboard

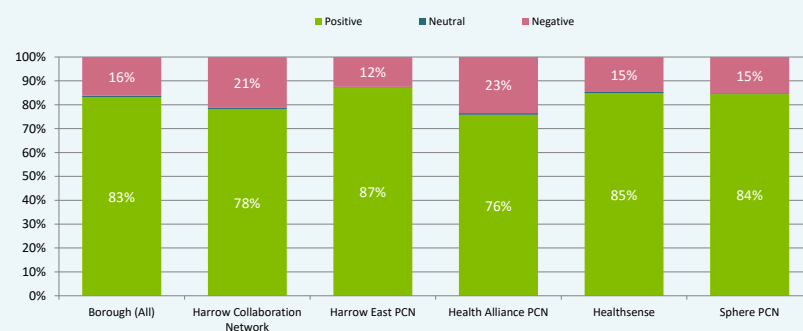
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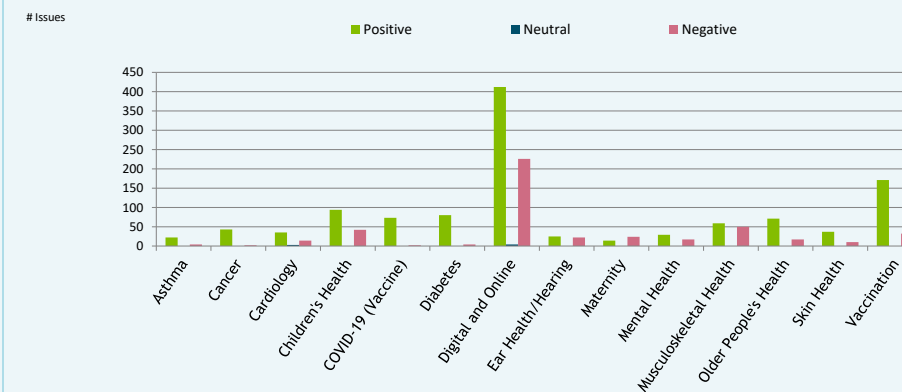
4. Practices



5. Primary Care Networks (PCNs)



6. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



COVID-19 (Vaccine) (97%)
Cancer (95%)
Diabetes (95%)
Asthma (84%)
Vaccination (84%)



Maternity (36%)
Ear Health/Hearing (53%)
Musculoskeletal Health (54%)
Mental Health (63%)
Digital and Online (64%)