

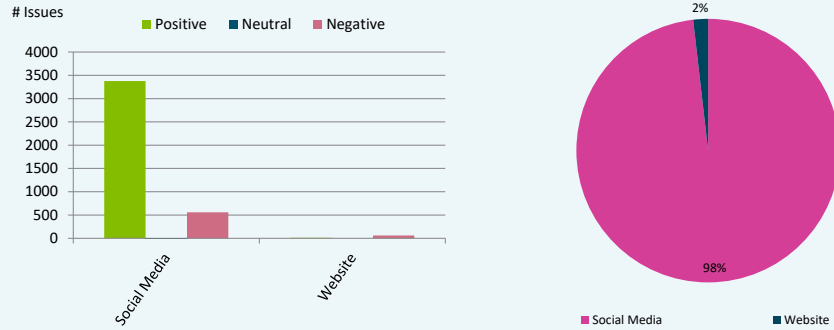
Harrow, Health & Care Services

Qualitative Feedback, 1 January - 31 March 2026

Community Insight Dashboard

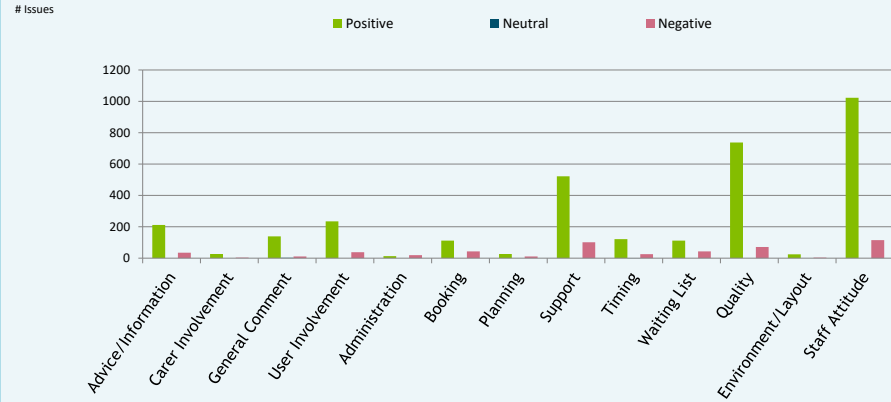


1. Source: 4034 issues from 1063 people



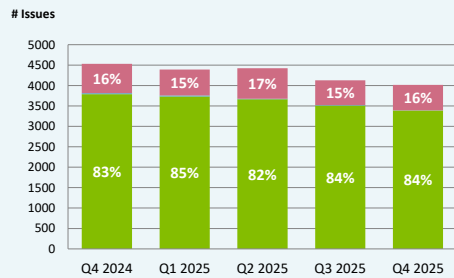
Top sources displayed

2. Trends

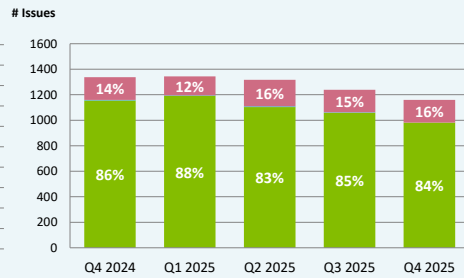


Top trends displayed

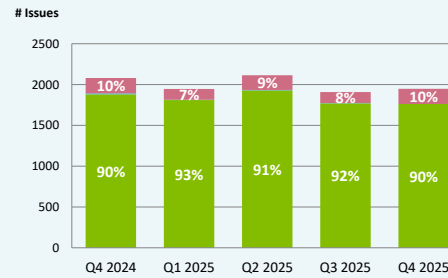
3.1 Timeline: Overall Sentiment



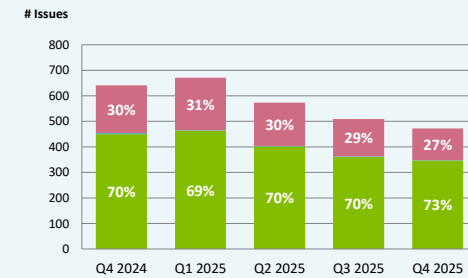
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

No Change
Down by 1%
Down by 2%
Up by 3%

Annually

Up by 1%
Down by 2%
No Change
Up by 3%

Trends by Satisfaction Level



Quality (91%)
General Comment (90%)
Staff Attitude (89%)
Carer Involvement (87%)
User Involvement (86%)



Administration (40%)
Planning (71%)
Booking (72%)
Waiting List (72%)
Timing (82%)

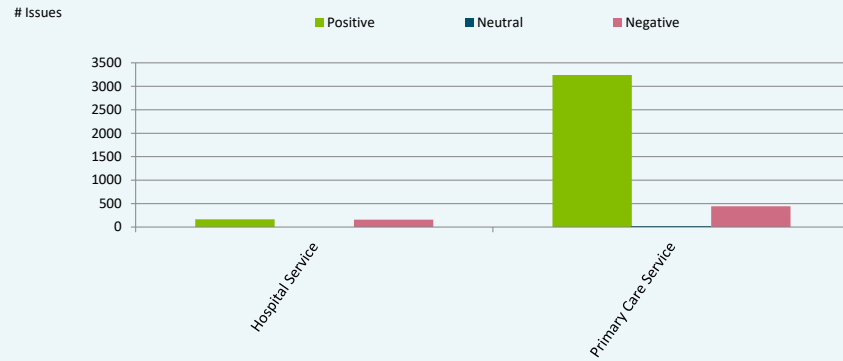
Harrow, Health & Care Services

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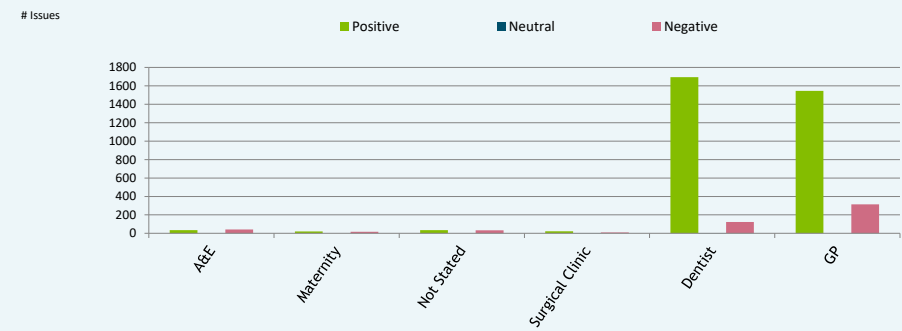
Community Insight Dashboard



4. Service Sector

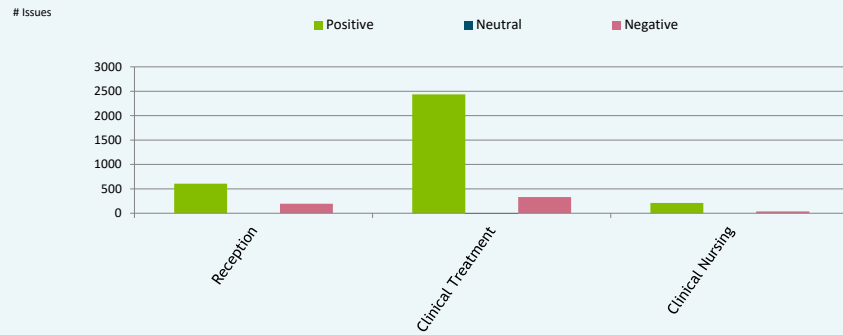


5. Service Type



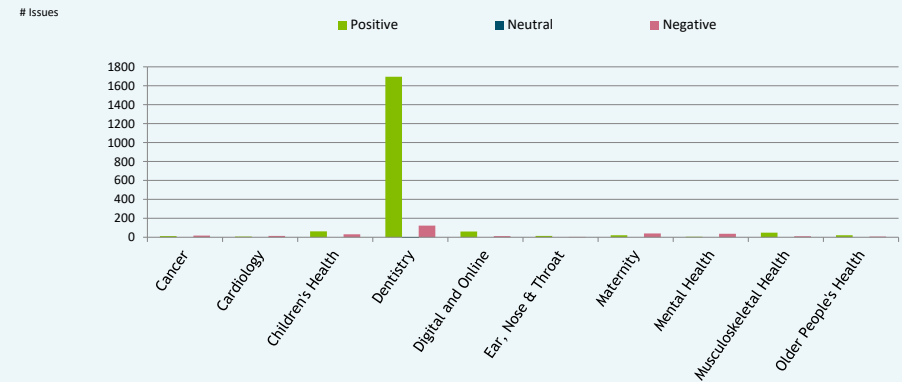
Top services displayed

6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions / topics displayed

Services by Satisfaction Level



Dentist (93%)
GP (82%)



Cancer Services (10%)
Surgical Clinic (70%)

Conditions/Topics by Satisfaction Level



Dentistry (93%)
Musculoskeletal Health (82%)
Digital and Online (82%)
Ear, Nose & Throat (77%)



Mental Health (11%)
Maternity (34%)
Cardiology (36%)
Neurology (38%)