

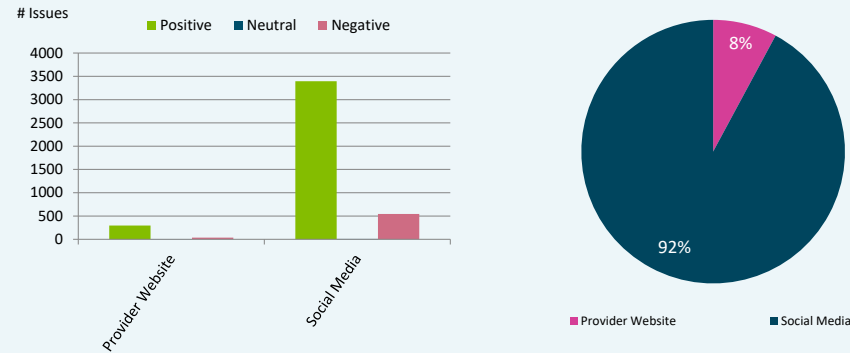
Harrow, Health & Care Services

Community Insight Dashboard

Qualitative Feedback, 1 April - 30 June 2025

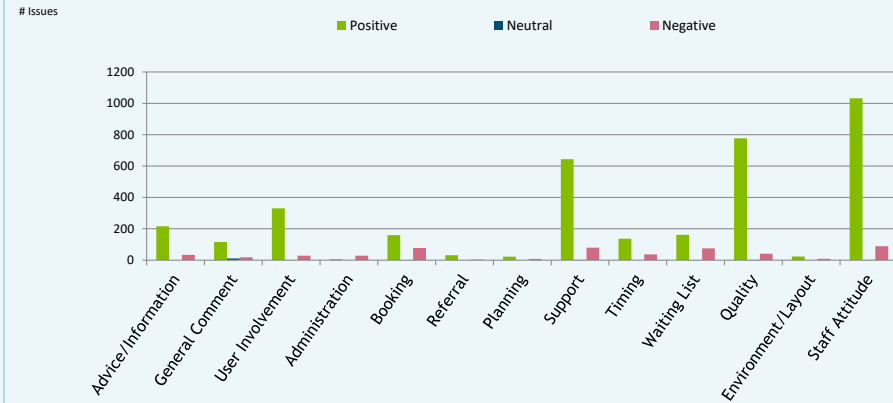


1. Source: 4399 issues from 1128 people



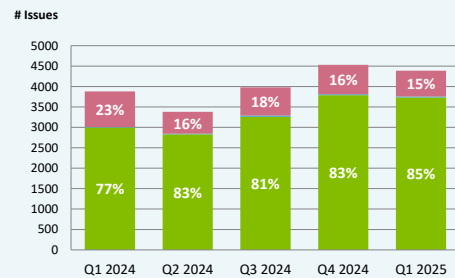
Top sources displayed

2. Trends

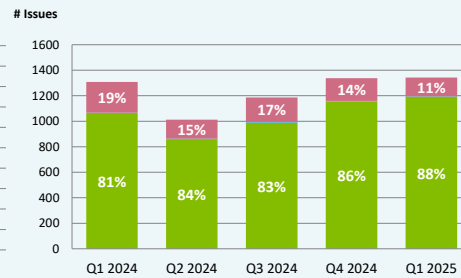


Top trends displayed

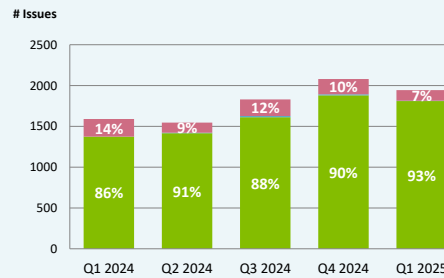
3.1 Timeline: Overall Sentiment



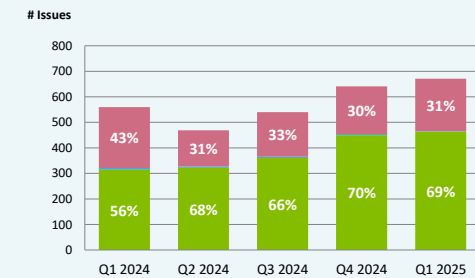
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



Positive Neutral Negative

Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Up by 2%
Up by 2%
Up by 3%
Down by 1%

Annually

Up by 8%
Up by 7%
Up by 7%
Up by 13%

Trends by Satisfaction Level



Quality (94%)
Staff Attitude (91%)
User Involvement (91%)
Referral (88%)
Support (88%)



Administration (19%)
Booking (66%)
Waiting List (68%)
Environment/Layout (71%)
Planning (73%)

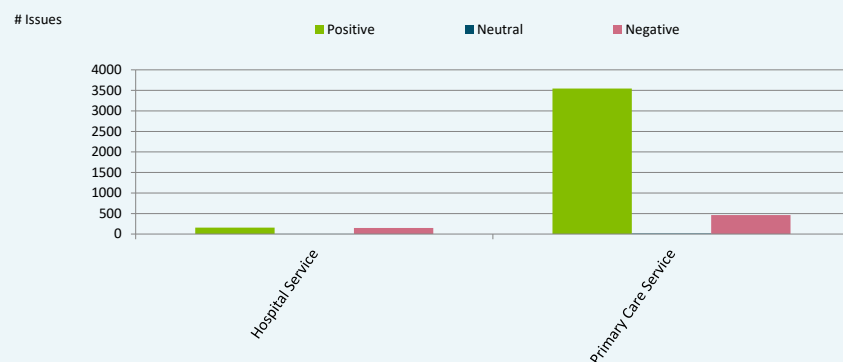
Harrow, Health & Care Services

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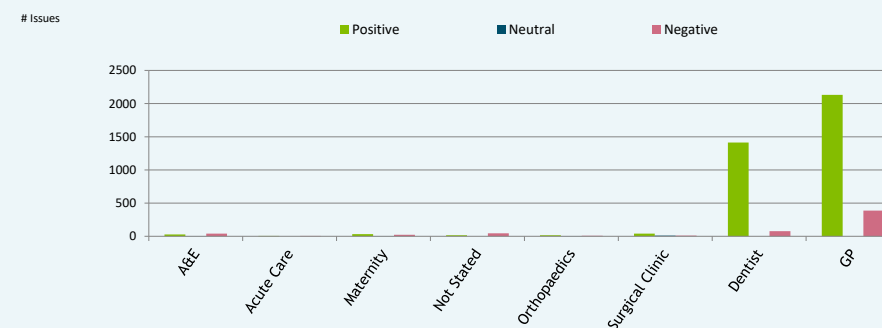
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4. Service Sector

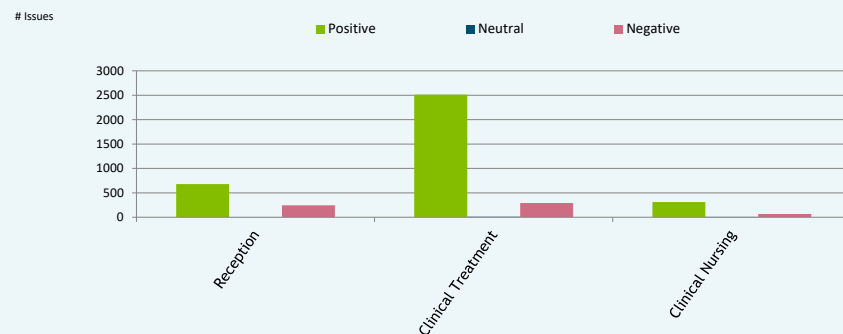


5. Service Type



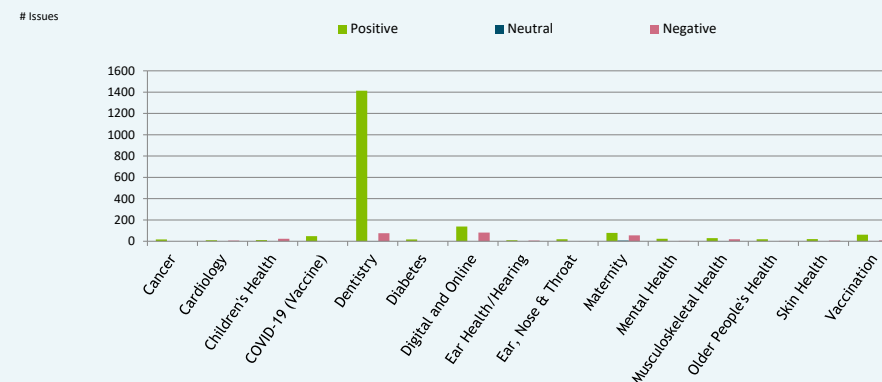
Top services displayed

6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions / topics displayed

Services by Satisfaction Level



Dentist (94%)
GP (84%)
Health Visitor (83%)



Inpatients (27%)
A&E (39%)

Conditions/Topics by Satisfaction Level



COVID-19 (Vaccine) (97%)
Dentistry (94%)
Ear, Nose & Throat (90%)
Vaccination (88%)



Children's Health (32%)
Maternity (55%)
Cardiology (58%)
Ear Health/Hearing (58%)
Musculoskeletal Health (60%)