

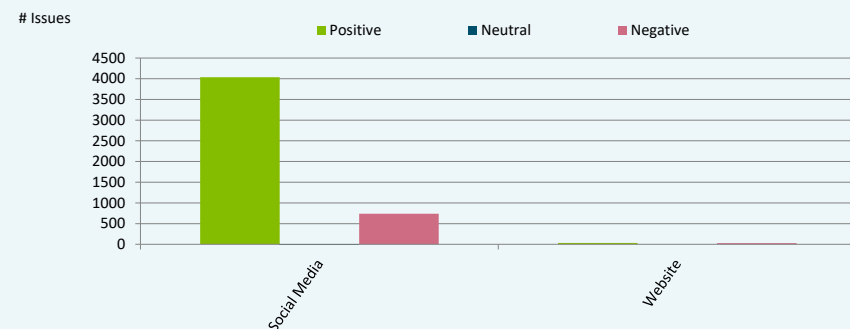
Harrow, Health & Care Services

Community Insight Dashboard

Qualitative Feedback, 1 July - 30 September 2026

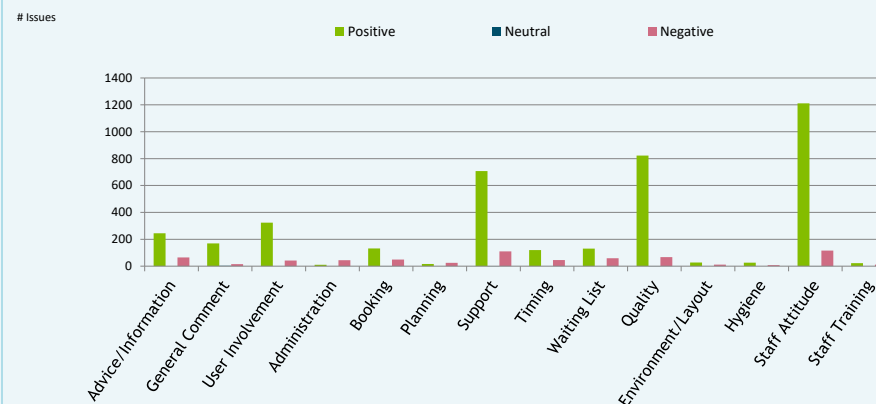


1. Source: 4843 issues from 1257 people



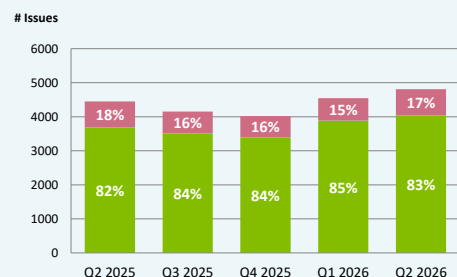
Top sources displayed

2. Trends

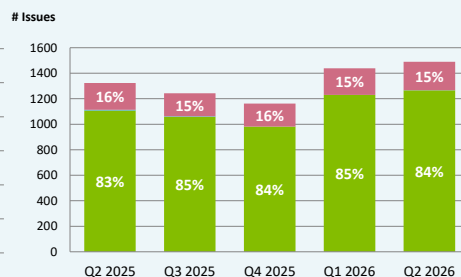


Top trends displayed

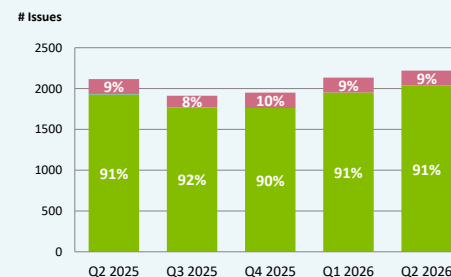
3.1 Timeline: Overall Sentiment



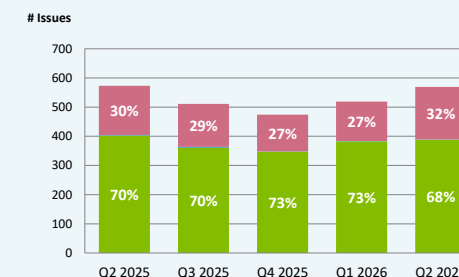
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Down by 2%
Down by 1%
No Change
Down by 5%

Annually

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

Trends by Satisfaction Level



Quality (92%)
Staff Attitude (91%)
General Comment (90%)
User Involvement (88%)
Support (86%)



Administration (18%)
Planning (40%)
Waiting List (68%)
Environment/Layout (71%)
Timing (72%)

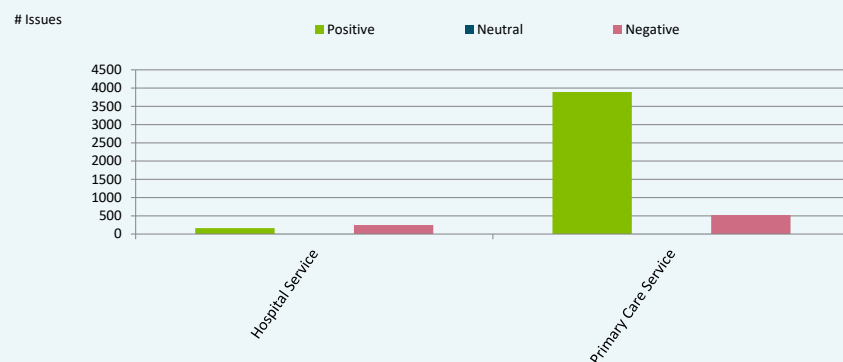
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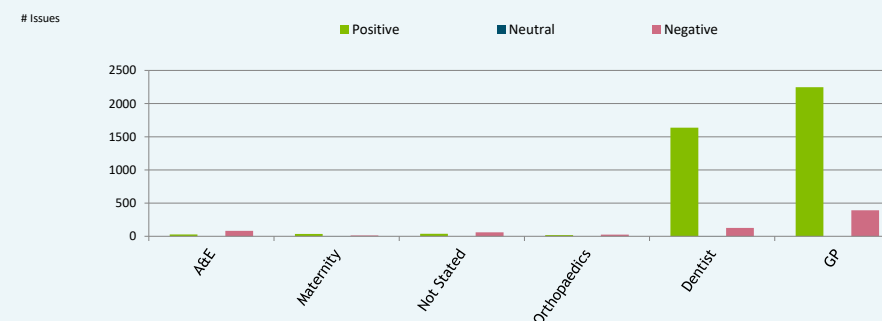
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4. Service Sector

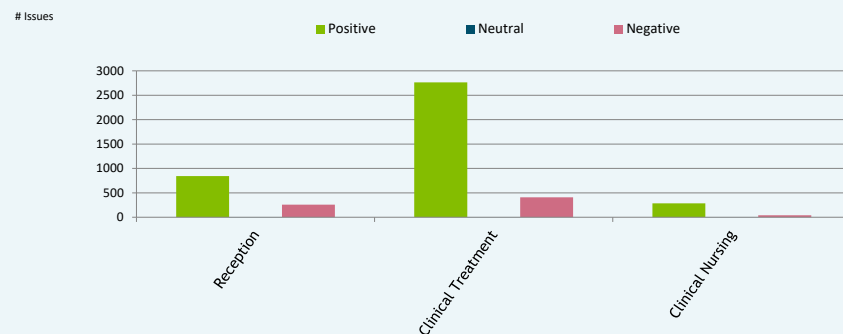


5. Service Type



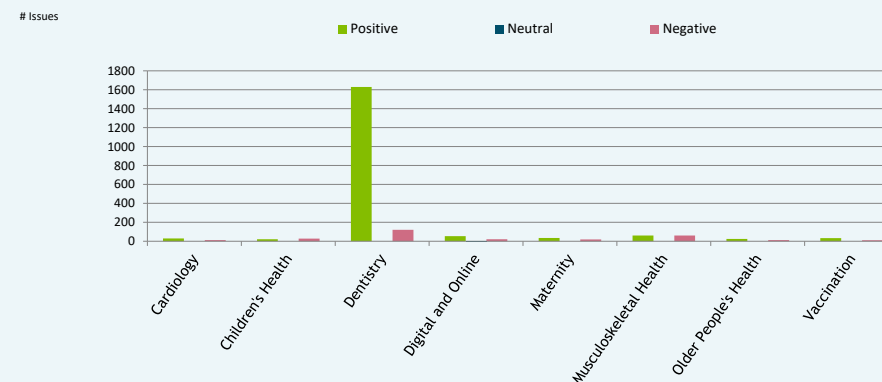
Top services displayed

6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions / topics displayed

Services by Satisfaction Level



Dentist (92%)
GP (85%)
Cardiology (75%)



A&E (24%)
Maternity (74%)

Conditions/Topics by Satisfaction Level



Dentistry (93%)
Diabetes (82%)
Vaccination (76%)
Cardiology (71%)
Digital and Online (70%)



Mobility (25%)
Mental Health (27%)
Sickle Cell (40%)
Renal (41%)
Children's Health (42%)