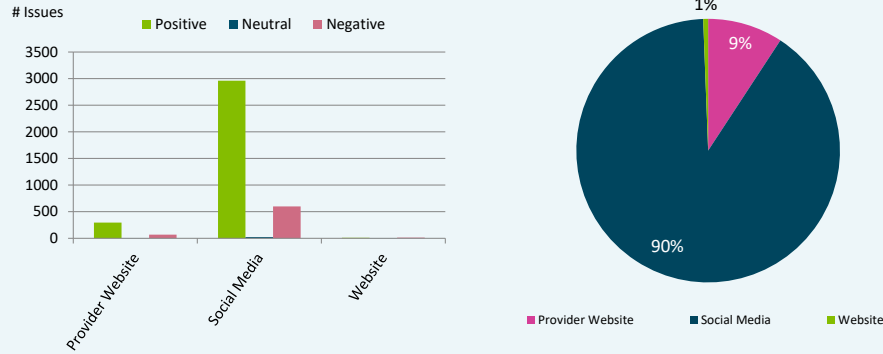


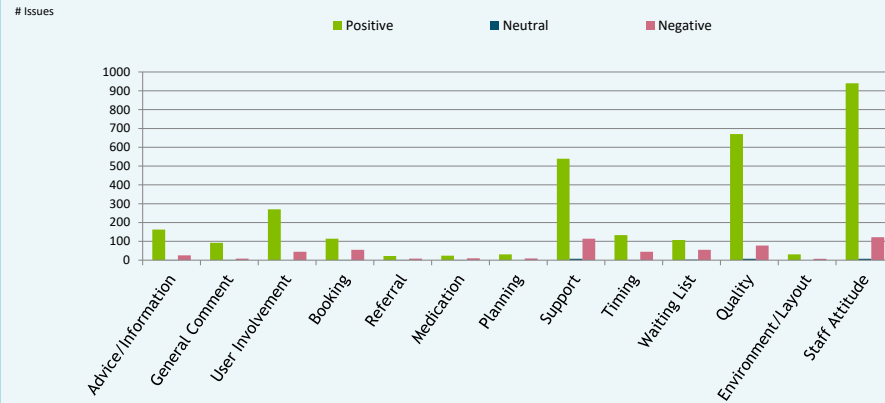


1. Source: 3983 issues from 988 people



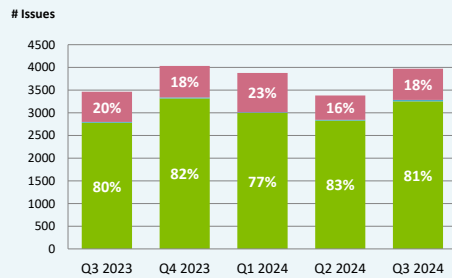
Top sources displayed

2. Trends

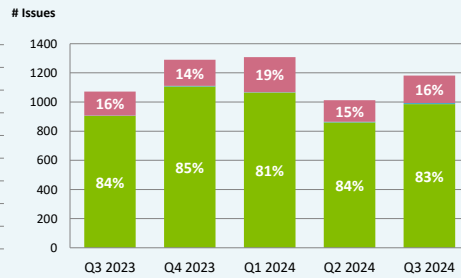


Top trends displayed

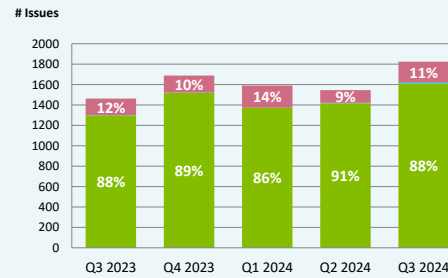
3.1 Timeline: Overall Sentiment



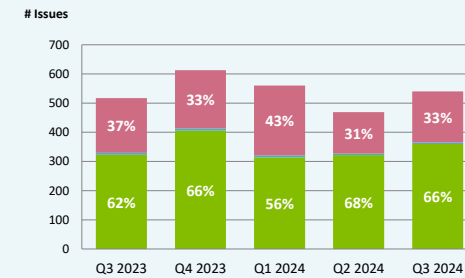
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



Positive Neutral Negative

Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

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

Annually

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

Trends by Satisfaction Level



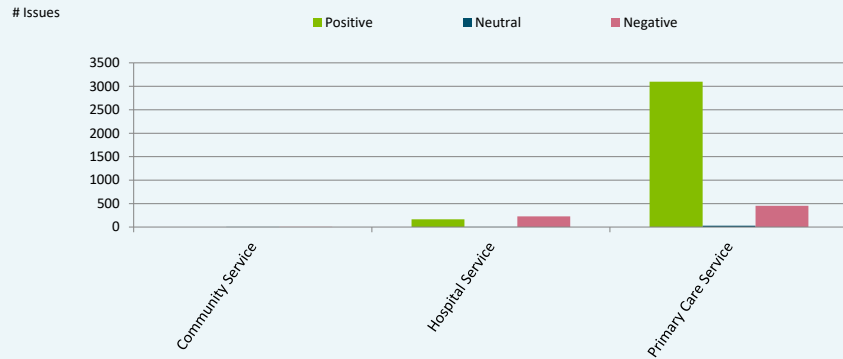
Quality (88%)
Staff Attitude (87%)
Advice/Information (85%)
User Involvement (85%)



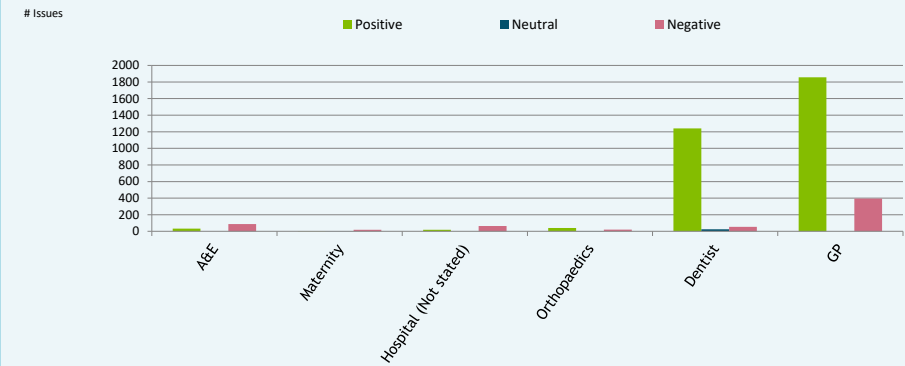
Waiting List (64%)
Booking (67%)
Medication (68%)
Referral (70%)
Timing (74%)



4. Service Sector

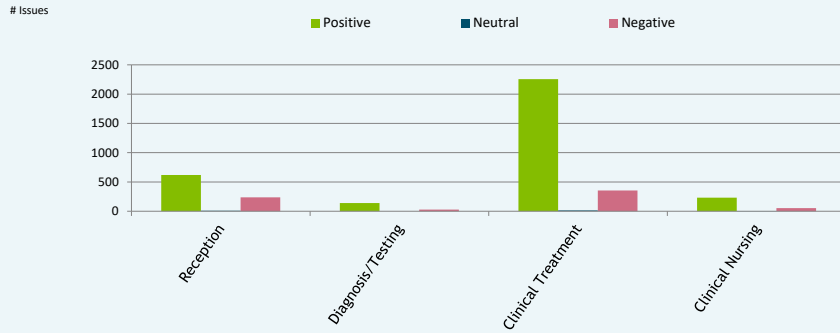


5. Service Type



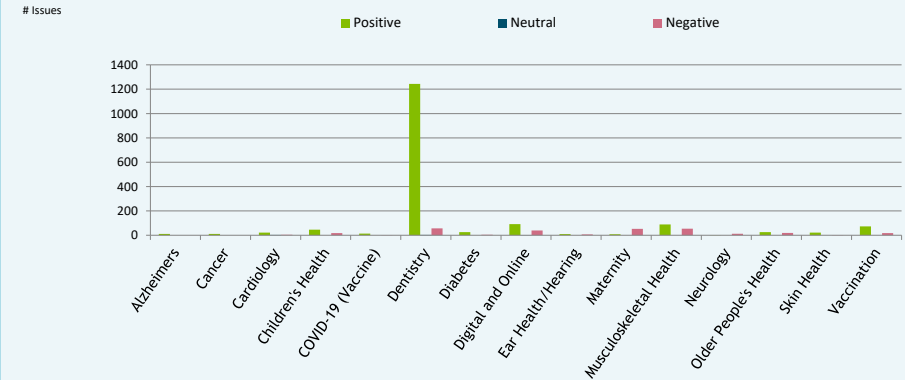
Top services displayed

6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions / topics displayed

Services by Satisfaction Level



Cardiology (100%)
Dentist (95%)
Fracture Clinic (85%)
Dermatology (84%)
GP (81%)



Physiotherapy (0%)
General Outpatients (0%)
Maternity (13%)
Hospital (Not stated) (21%)
A&E (27%)

Conditions/Topics by Satisfaction Level



Dentistry (95%)
COVID-19 (Vaccine) (93%)
Skin Health (91%)
Diabetes (86%)



Neurology (7%)
Maternity (13%)
Ear Health/Hearing (56%)
Older People's Health (57%)
Musculoskeletal Health (62%)