

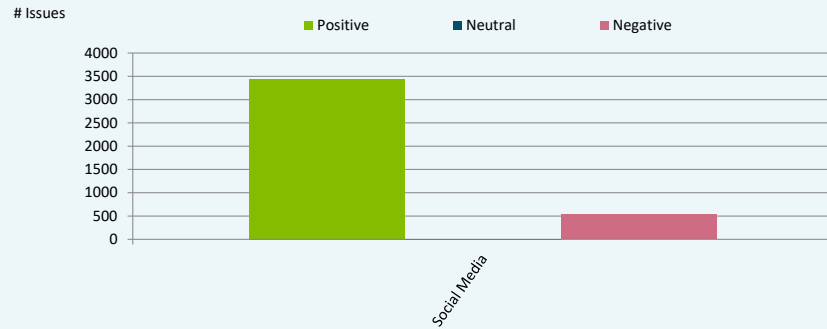
# Harrow, Health & Care Services

## Community Insight Dashboard



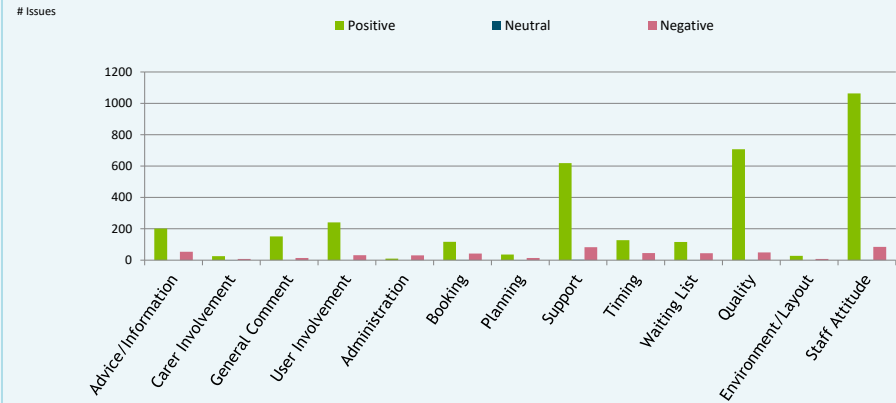
Qualitative Feedback, 1 October - 31 December 2025

### 1. Source: 4156 issues from 1165 people



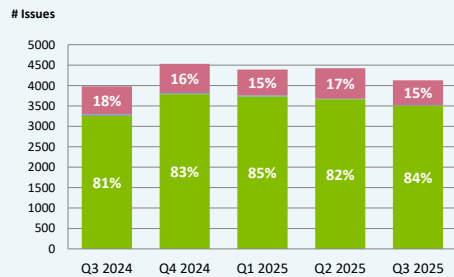
Top sources displayed

### 2. Trends

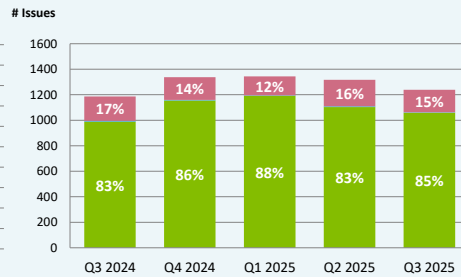


Top trends displayed

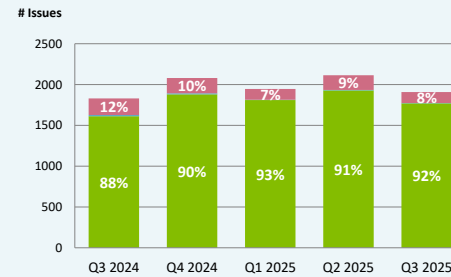
### 3.1 Timeline: Overall Sentiment



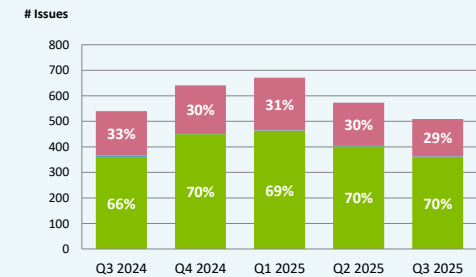
### Timeline: 3.2 User Involvement



### 3.3 Timeline: Quality



### Timeline: 3.4 Service Access



### Satisfaction Over Time



Overall Satisfaction:  
User Involvement:  
Quality:  
Service Access:

#### Quarterly

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

#### Annually

Up by 3%  
Up by 2%  
Up by 4%  
Up by 4%

### Trends by Satisfaction Level



Quality (93%)  
Staff Attitude (92%)  
General Comment (91%)  
User Involvement (88%)  
Support (87%)



Administration (24%)  
Planning (70%)  
Waiting List (72%)  
Booking (72%)  
Carer Involvement (73%)

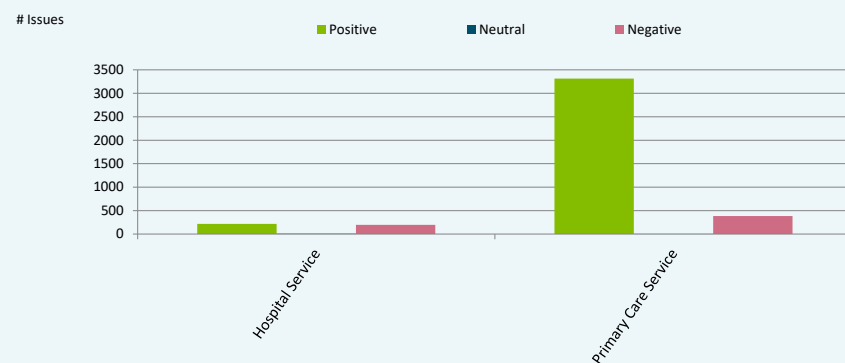
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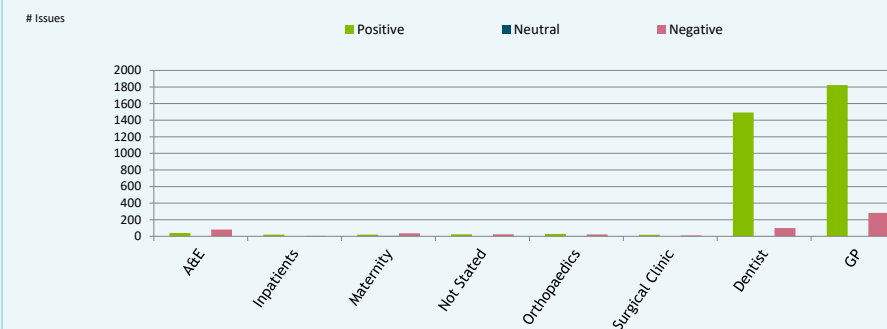
Qualitative Feedback, 1 October - 31 December 2025



## 4. Service Sector

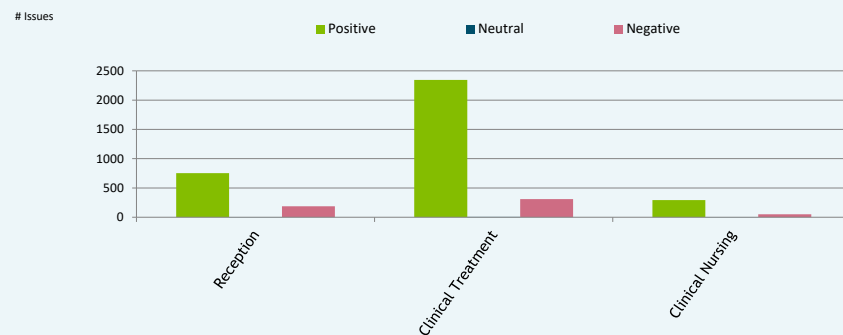


## 5. Service Type



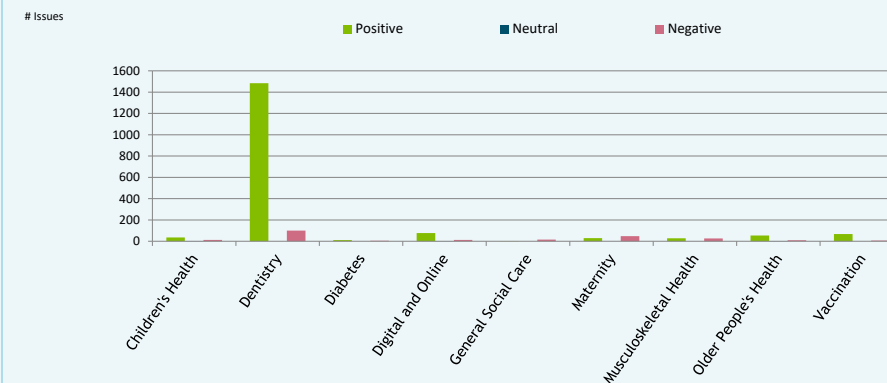
Top services displayed

## 6. Care Pathway



Top pathways displayed

## 7. Conditions/Topics



Top conditions / topics displayed

## Services by Satisfaction Level



Paediatrics (96%)  
Dentist (93%)  
GPs (86%)



A&E (32%)  
Maternity (35%)  
Orthopaedics (56%)  
Surgical Clinic (56%)

## Conditions/Topics by Satisfaction Level



Dentistry (93%)  
Vaccination (91%)  
Mental Health (58%)



General Social Care (11%)  
Maternity (38%)  
Musculoskeletal Health (50%)