

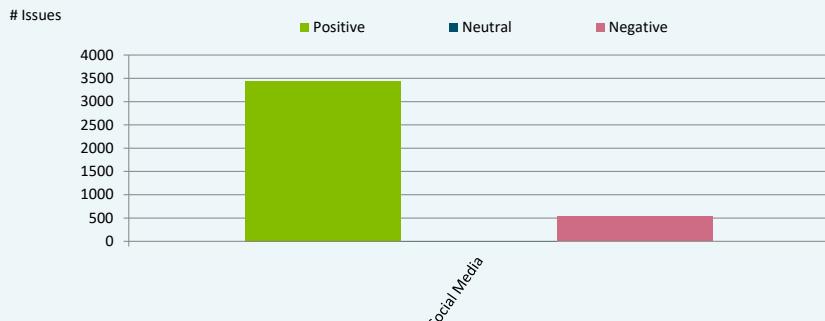
Harrow, Health & Care Services

Qualitative Feedback, 1 October - 31 December 2025

Community Insight Dashboard



1. Source: 4156 issues from 1165 people



Top sources displayed

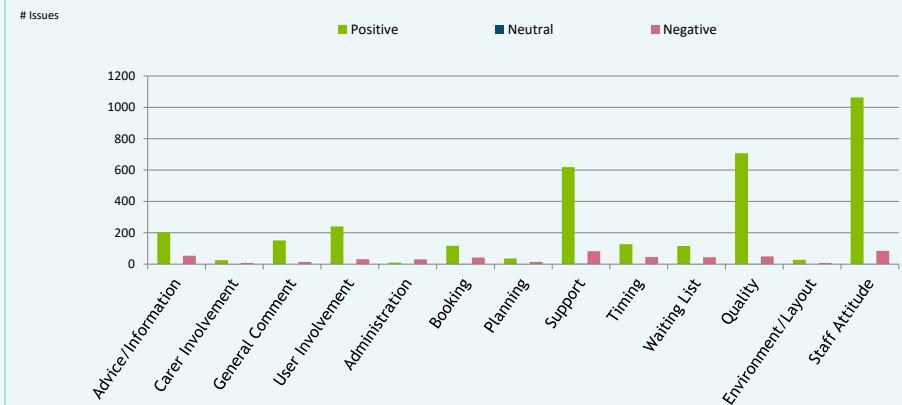
3.1 Timeline: Overall Sentiment



Timeline: 3.2 User Involvement

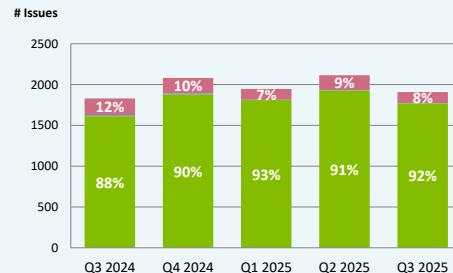


2. Trends

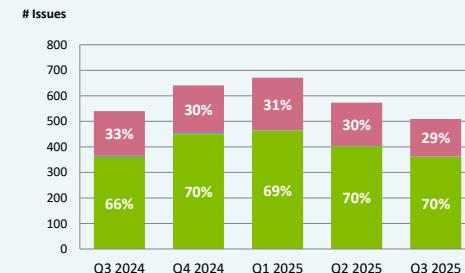


Top trends displayed

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%)

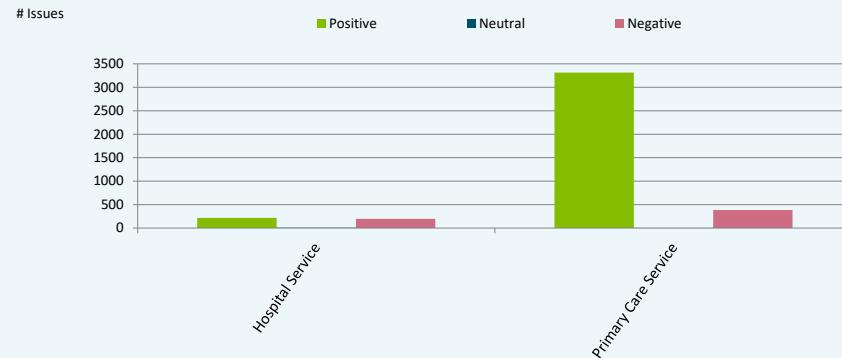
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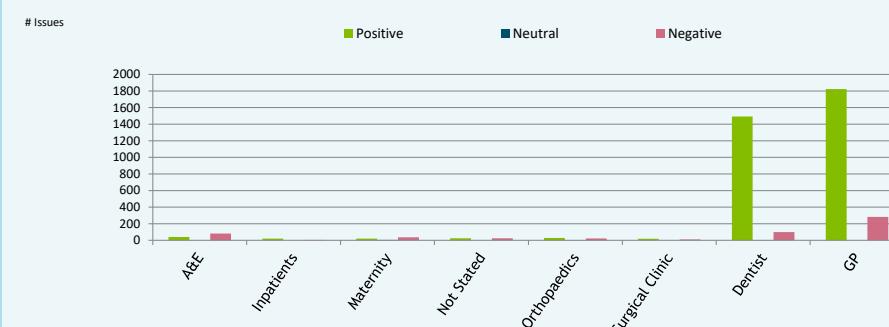
Community Insight Dashboard



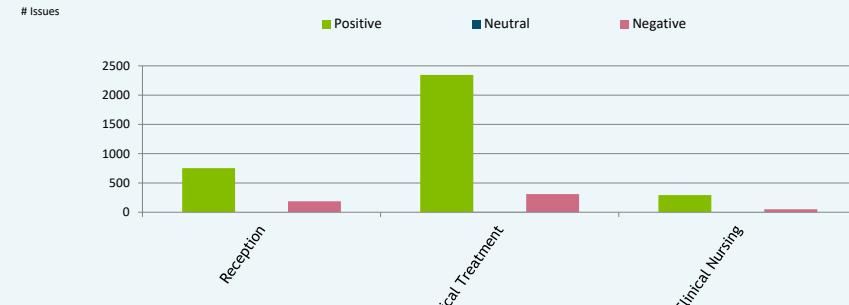
4. Service Sector



5. Service Type

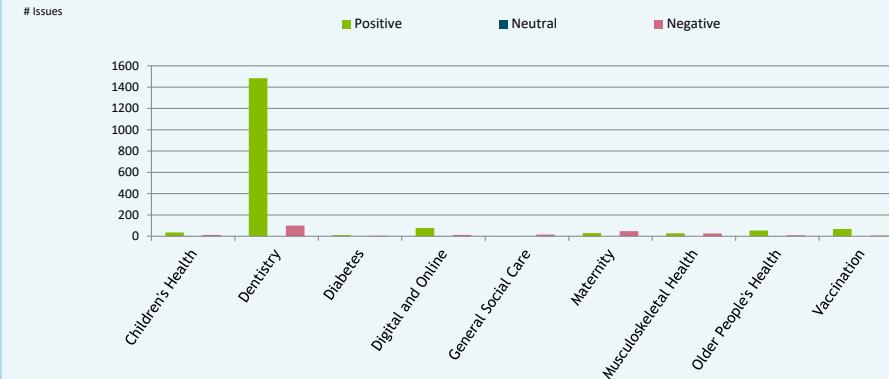


6. Care Pathway



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%)