

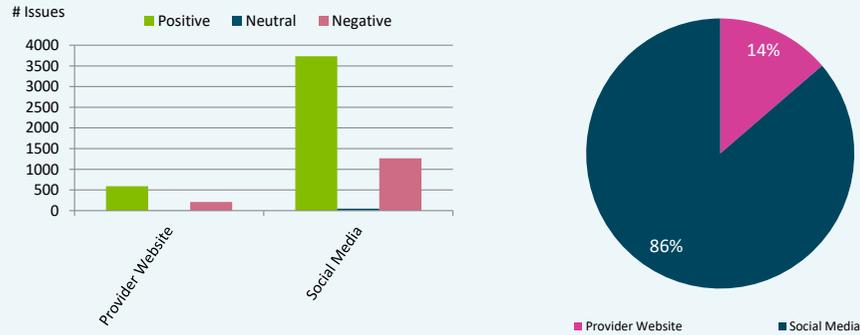
Harrow, GP Services

1 April 2023 - 31 March 2024

Community Insight Dashboard

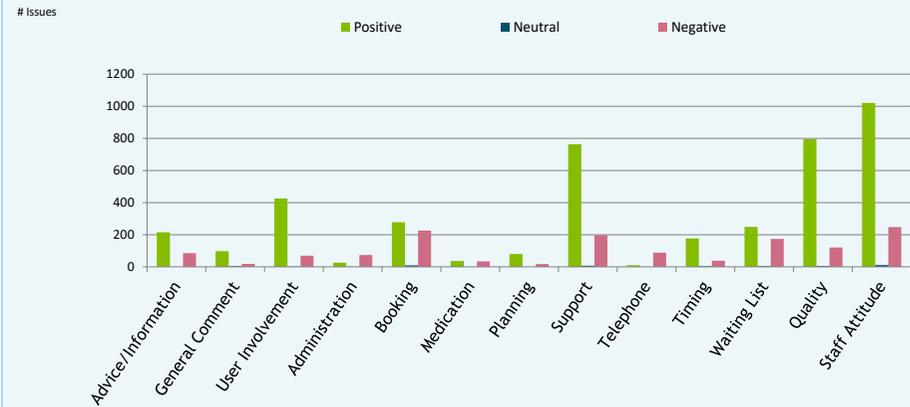


1. Source: 5904 issues from 1341 people



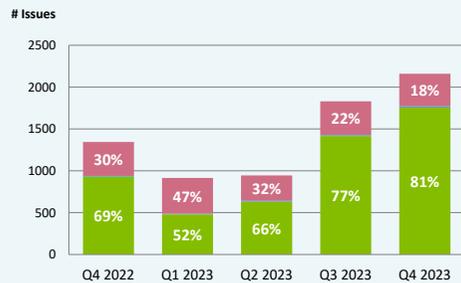
Top sources displayed

2. Trends

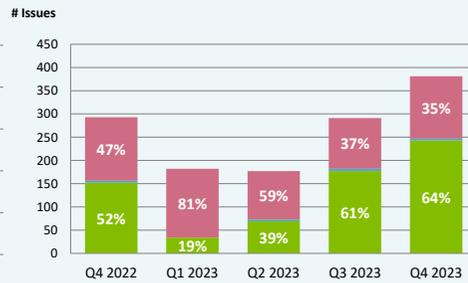


Top trends displayed

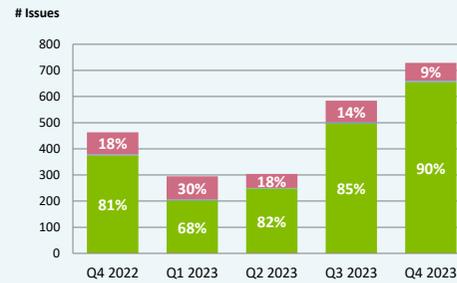
3.1 Timeline: Overall Sentiment



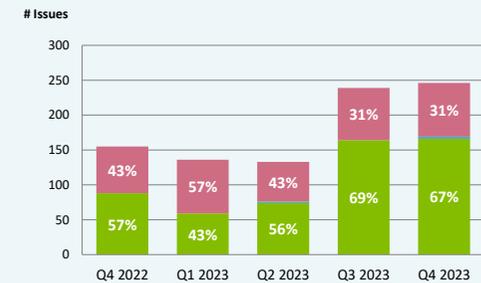
3.2 Timeline: Service Access



3.3 Timeline: Treatment and Care



3.4 Timeline: Administration



Positive Neutral Negative

Satisfaction Over Time



Overall Satisfaction:
Service Access:
Treatment and Care:
Administration:

Quarterly

Up by 4%
Up by 3%
Up by 5%
Down by 2%

Annually

Up by 12%
Up by 12%
Up by 9%
Up by 10%

Trends by Satisfaction Level



Quality (86%)
User Involvement (85%)
Planning (82%)
Timing (80%)
Staff Attitude (79%)



Telephone (10%)
Administration (25%)
Medication (51%)
Booking (54%)
Waiting List (58%)

Harrow, GP Services

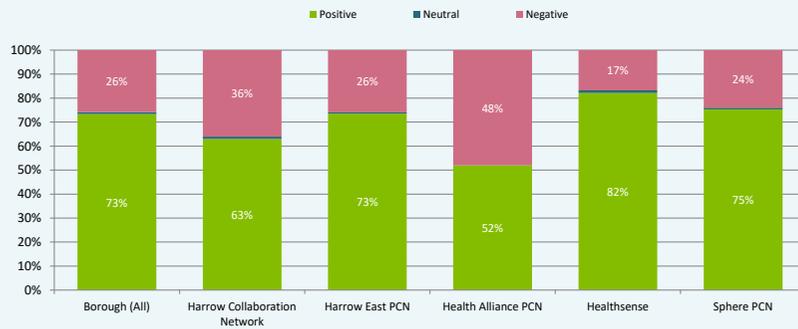
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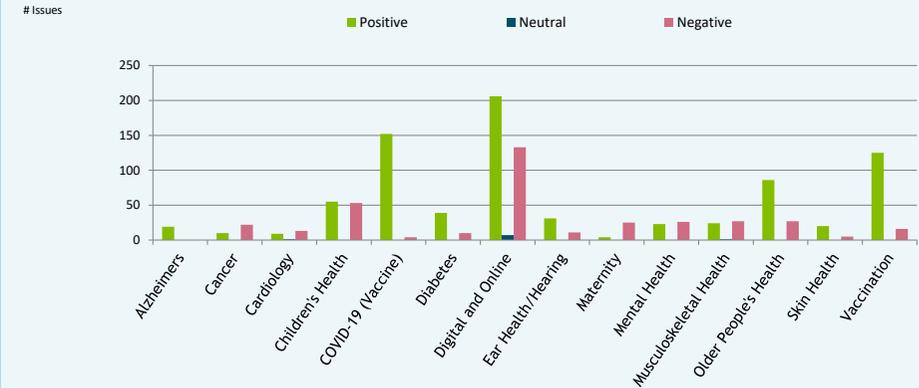
4. Practices



5. Primary Care Networks (PCNs)



6. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



COVID-19 (Vaccine) (97%)
 Vaccination (88%)
 Skin Health (80%)
 Diabetes (79%)
 Older People's Health (76%)



Maternity (13%)
 Cancer (31%)
 Cardiology (39%)
 Musculoskeletal Health (46%)
 Mental Health (46%)