

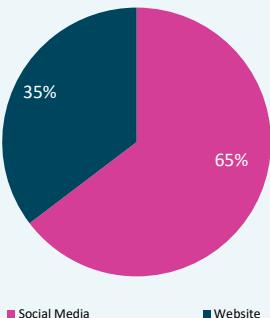
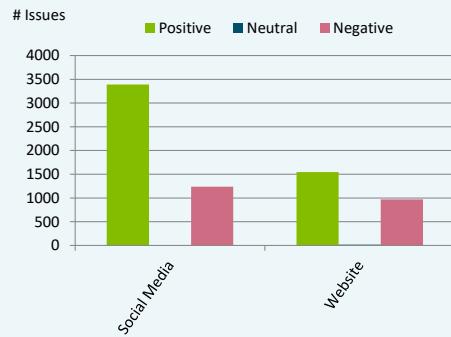
Hammersmith & Fulham, GP Services

Qualitative Feedback, 1 January 2025 - 31 December 2025

Community Insight Dashboard

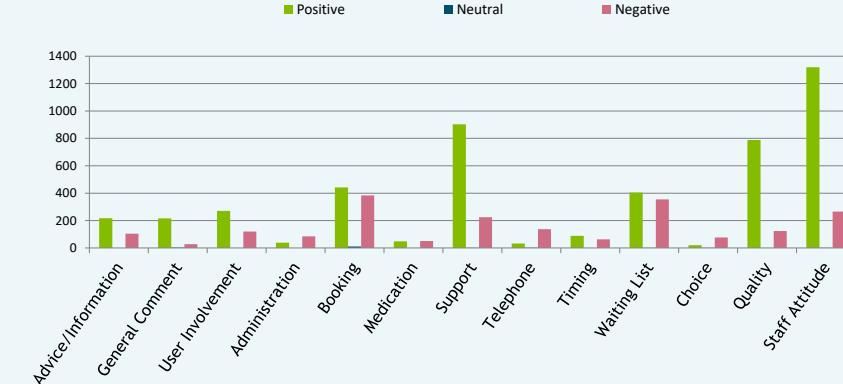


1. Source: 7160 issues from 1990 people

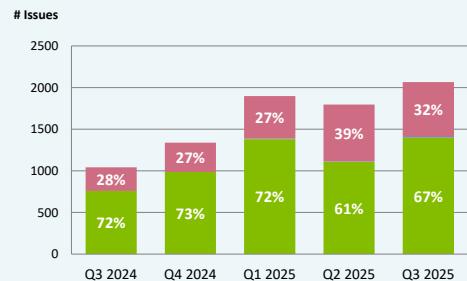


2. Trends

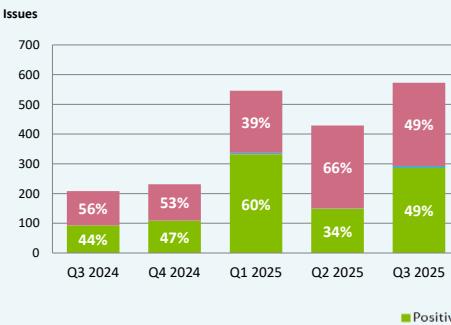
Issues



3.1 Timeline: Overall Sentiment



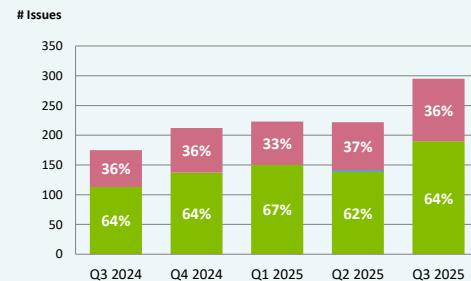
3.2 Timeline: Service Access



3.3 Timeline: Treatment and Care



3.4 Timeline: Administration



Satisfaction Over Time



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

Quarterly
Up by 6%
Up by 15%
Up by 5%
Up by 2%

Annually
Down by 5%
Up by 5%
Down by 10%
No Change

Trends by Satisfaction Level



General Comment (87%)
Quality (86%)
Staff Attitude (83%)
Support (80%)
User Involvement (69%)



Telephone (18%)
Choice (20%)
Administration (31%)
Medication (48%)
Booking (52%)

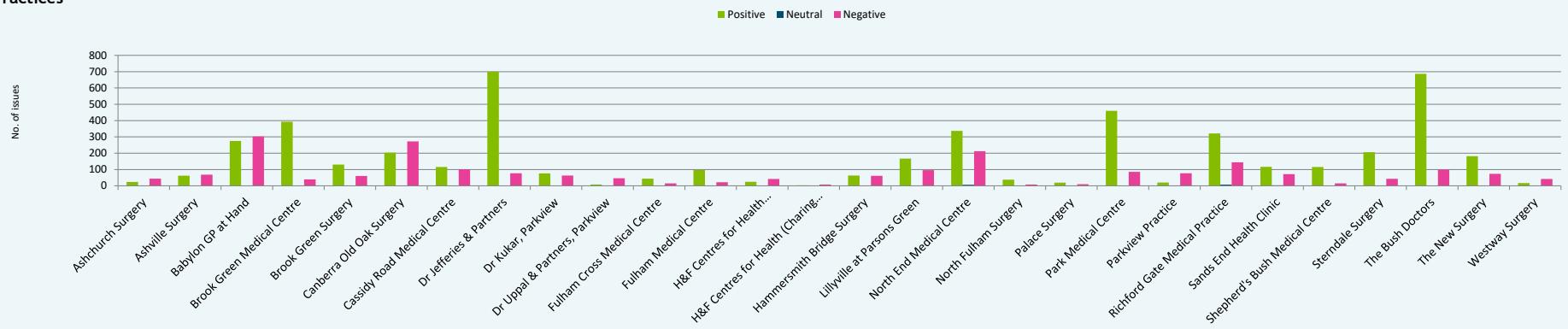
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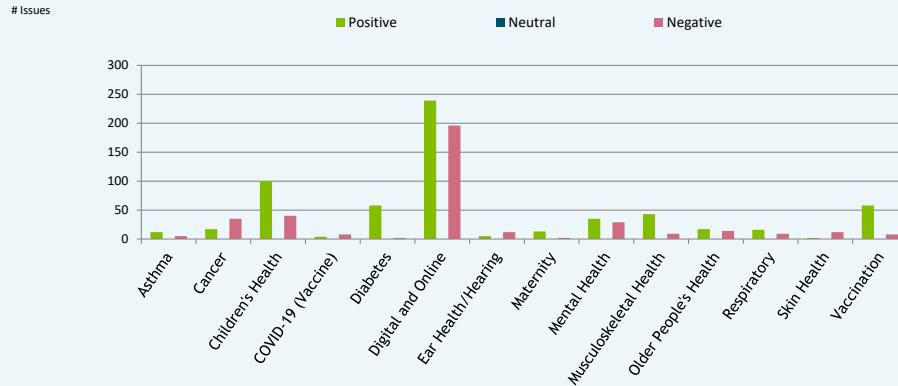
4. Practices



5. Primary Care Networks (PCNs)



6. Conditions/Topics



Conditions/Topics by Satisfaction Level



Diabetes (96%)
Vaccination (87%)
Maternity (86%)
Musculoskeletal Health (82%)
Children's Health (71%)



Skin Health (14%)
Ear Health/Hearing (29%)
Cancer (32%)
COVID-19 (Vaccine) (33%)
Mental Health (54%)