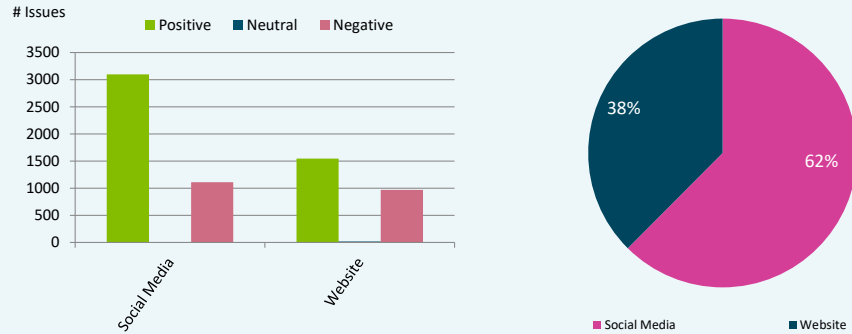


Hammersmith & Fulham, GP Services

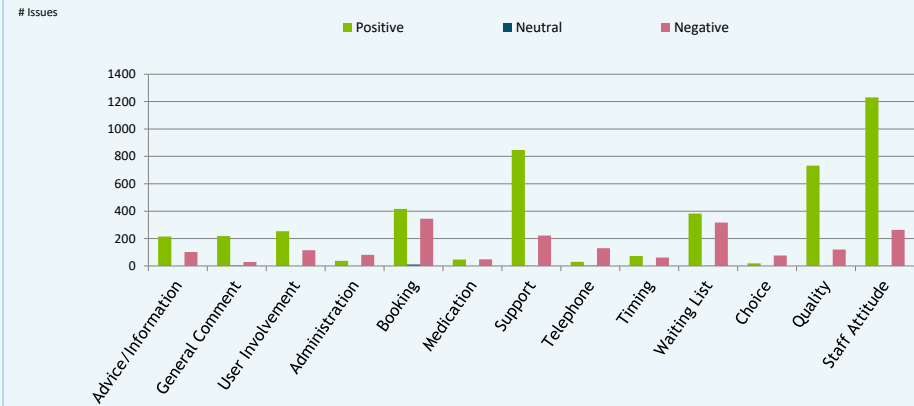


Qualitative Feedback, 1 April 2025 - 31 March 2026

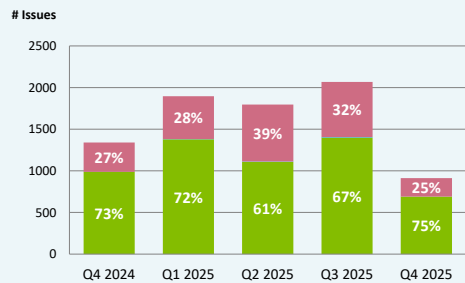
1. Source: 6740 issues from 1907 people



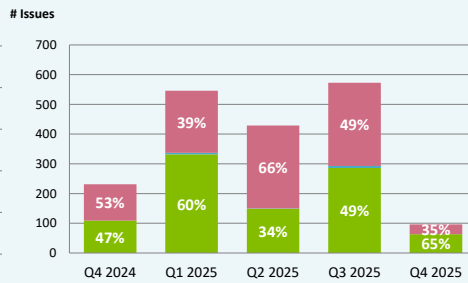
2. Trends



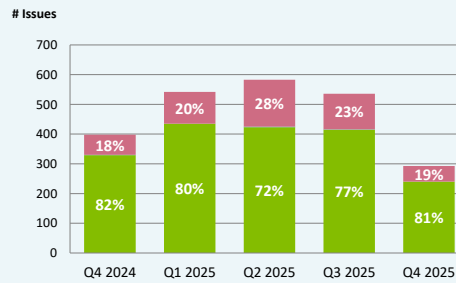
3.1 Timeline: Overall Sentiment



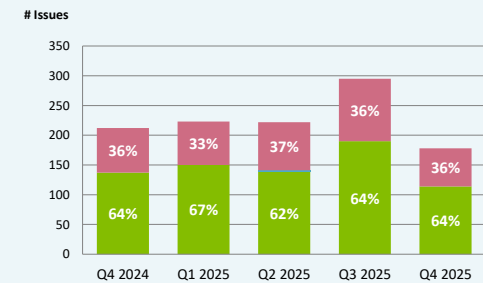
3.2 Timeline: Service Access



3.3 Timeline: Treatment and Care



3.4 Timeline: Administration



Satisfaction Over Time



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

Quarterly

Up by 8%
Up by 16%
Up by 4%
No Change

Annually

Up by 2%
Up by 18%
Down by 1%
No Change

Trends by Satisfaction Level



General Comment (87%)
Quality (85%)
Staff Attitude (82%)
Support (79%)
User Involvement (68%)



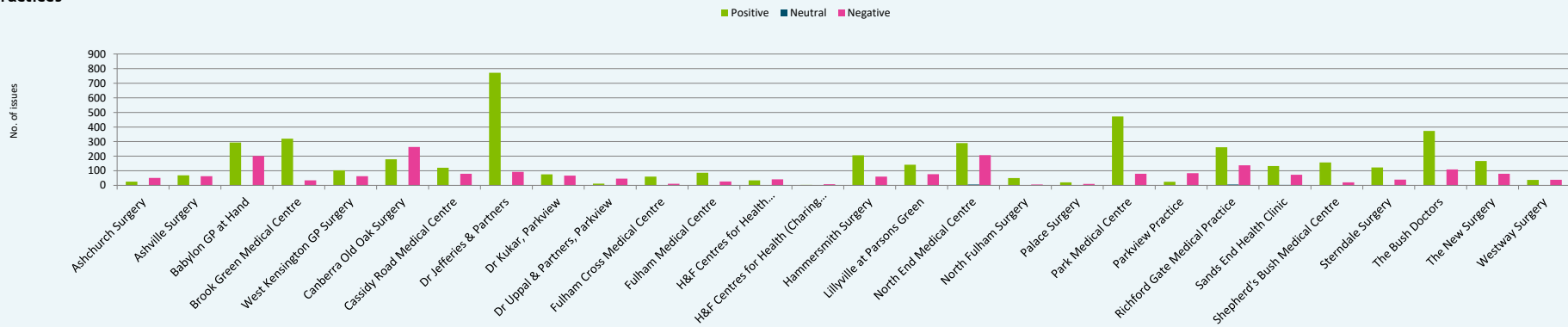
Telephone (18%)
Choice (20%)
Administration (31%)
Medication (49%)
Timing (53%)

Hammersmith & Fulham, GP Services

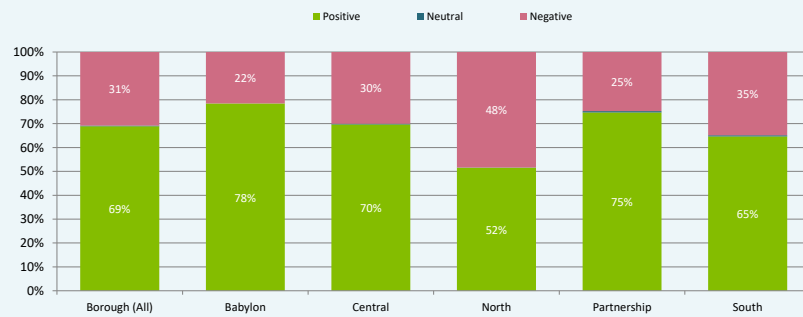


Qualitative Feedback, 1 April 2025 - 31 March 2026

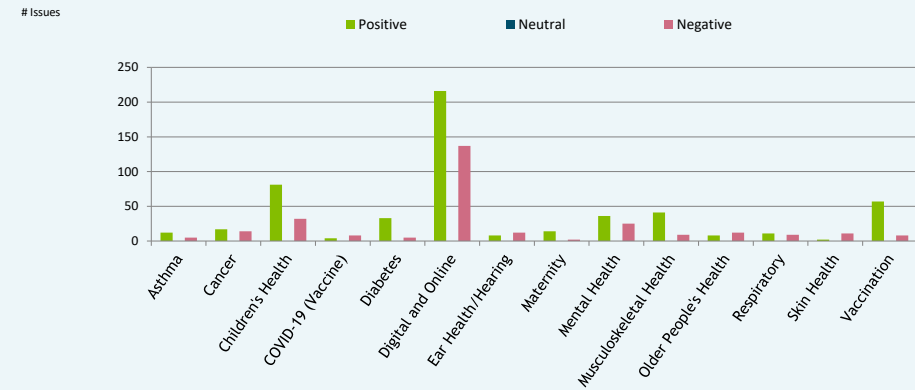
4. Practices



5. Primary Care Networks (PCNs)



6. Conditions/Topics



Conditions/Topics by Satisfaction Level



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



Skin Health (15%)
 COVID-19 (Vaccine) (33%)
 Ear Health/Hearing (40%)
 Older People's Health (40%)
 Cancer (54%)