

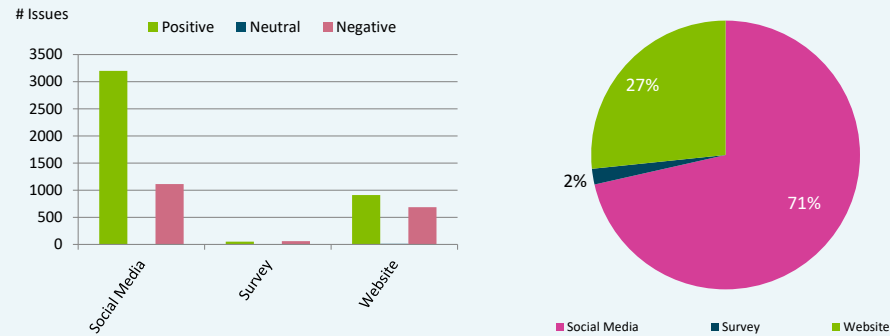
Hammersmith & Fulham, GP Services

Community Insight Dashboard

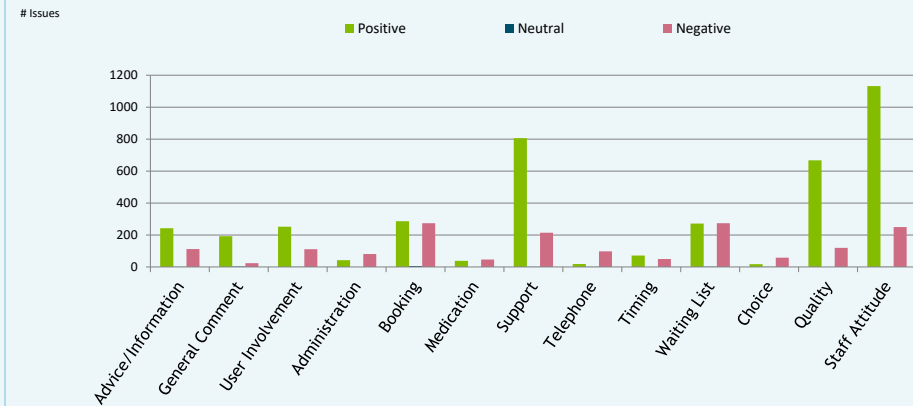
Qualitative Feedback, 1 July 2025 - 30 June 2026



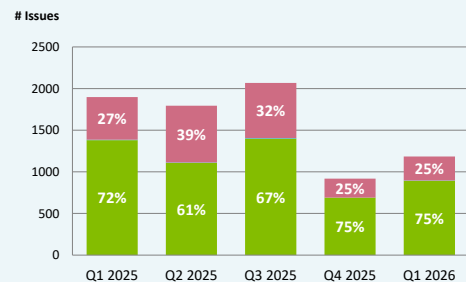
1. Source: 6040 issues from 1638 people



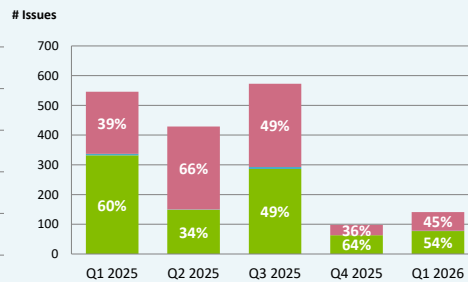
2. Trends



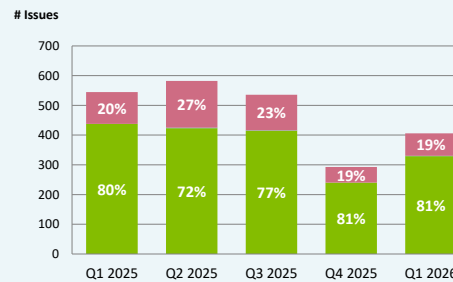
3.1 Timeline: Overall Sentiment



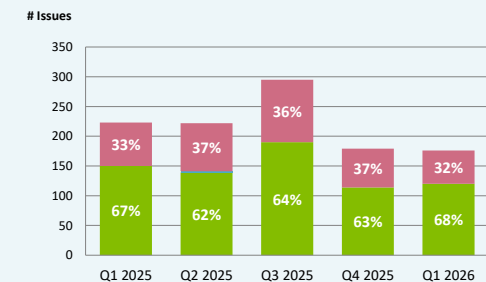
3.2 Timeline: Service Access



3.3 Timeline: Treatment and Care



3.4 Timeline: Administration



Satisfaction Over Time



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

Quarterly

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

Annually

Up by 3%
Down by 6%
Up by 1%
Up by 1%

Trends by Satisfaction Level



General Comment (87%)
Quality (84%)
Staff Attitude (81%)
Support (78%)
User Involvement (69%)



Telephone (15%)
Choice (22%)
Administration (34%)
Medication (45%)
Waiting List (49%)

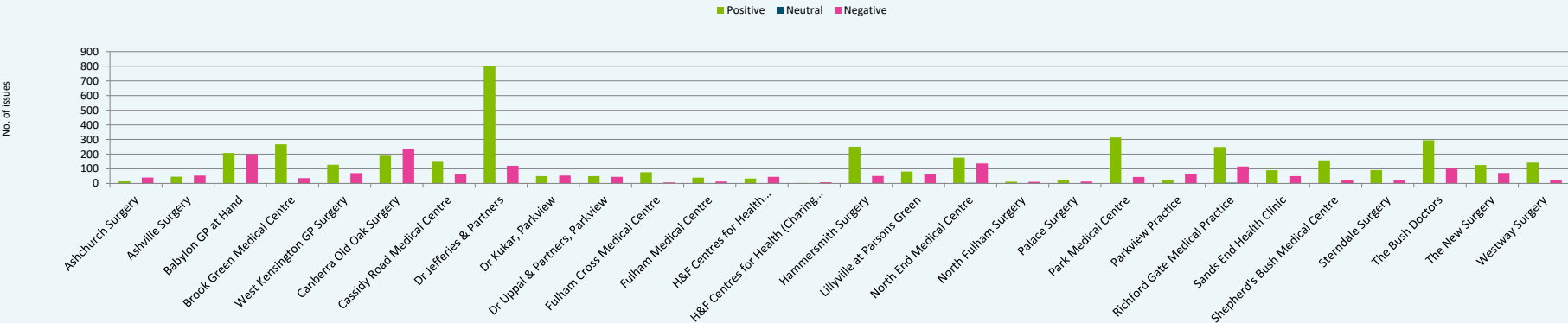
Hammersmith & Fulham, GP Services

Qualitative Feedback, 1 July 2025 - 30 June 2026

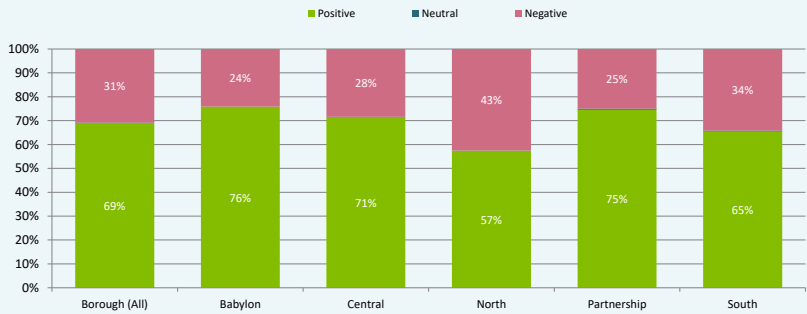
Community Insight Dashboard



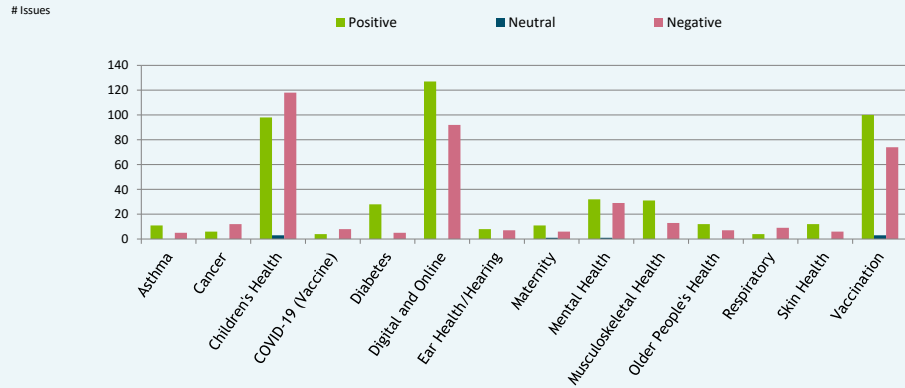
4. Practices



5. Primary Care Networks (PCNs)



6. Conditions/Topics



Conditions/Topics by Satisfaction Level



Diabetes (84%)
Musculoskeletal Health (70%)
Asthma (68%)
Skin Health (66%)
Older People's Health (63%)



Respiratory (30%)
Cancer (33%)
COVID-19 (Vaccine) (33%)
Children's Health (44%)
Mental Health (51%)