

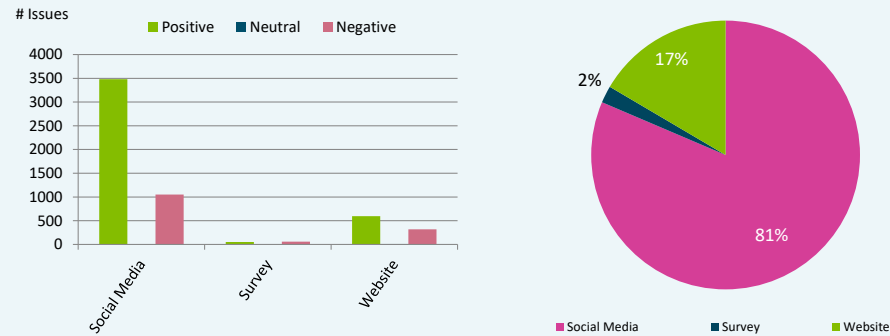
Hammersmith & Fulham, GP Services

Community Insight Dashboard

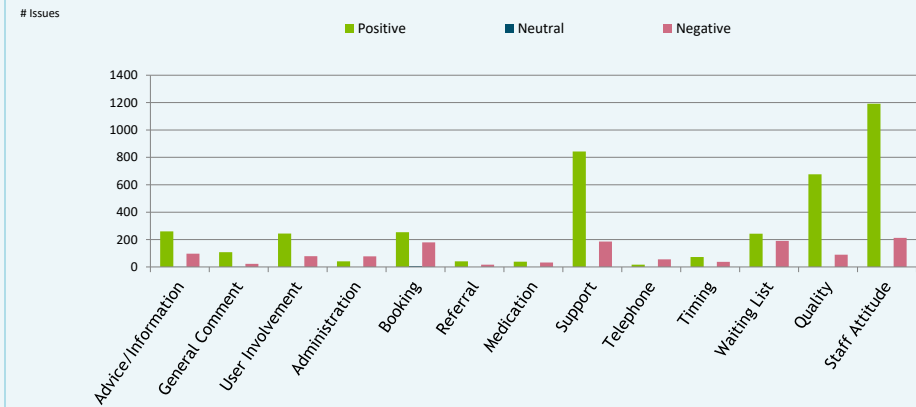


Qualitative Feedback, 1 October 2025 - 30 September 2026

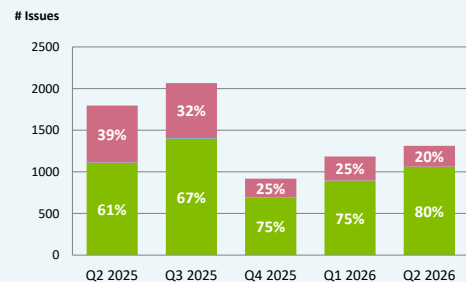
1. Source: 5566 issues from 1423 people



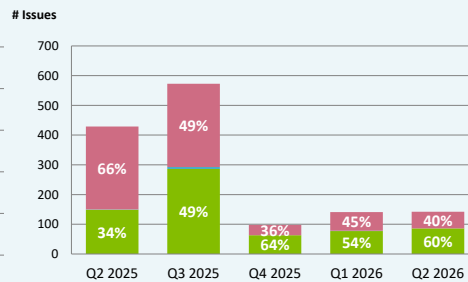
2. Trends



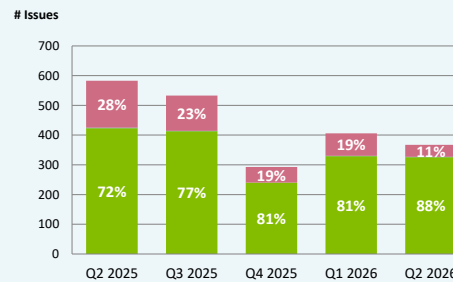
3.1 Timeline: Overall Sentiment



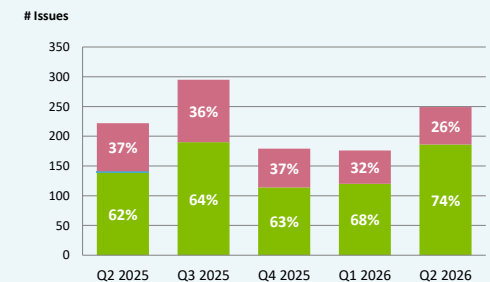
3.2 Timeline: Service Access



3.3 Timeline: Treatment and Care



3.4 Timeline: Administration



Satisfaction Over Time



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

Quarterly

Up by 5%
Up by 6%
Up by 7%
Up by 6%

Annually

Up by 19%
Up by 26%
Up by 16%
Up by 12%

Trends by Satisfaction Level



Quality (88%)
Staff Attitude (84%)
Support (81%)
General Comment (81%)
User Involvement (75%)



Telephone (23%)
Administration (34%)
Medication (54%)
Waiting List (55%)
Booking (57%)

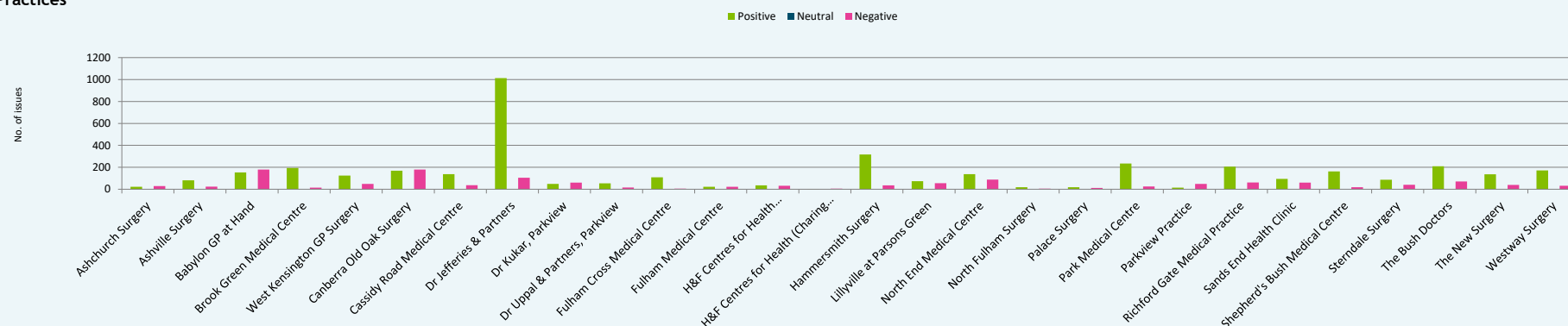
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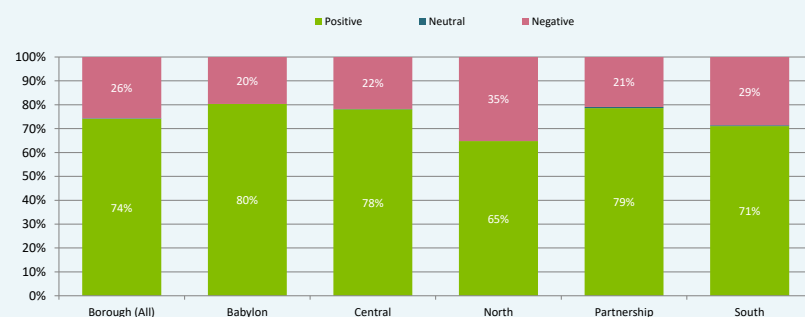


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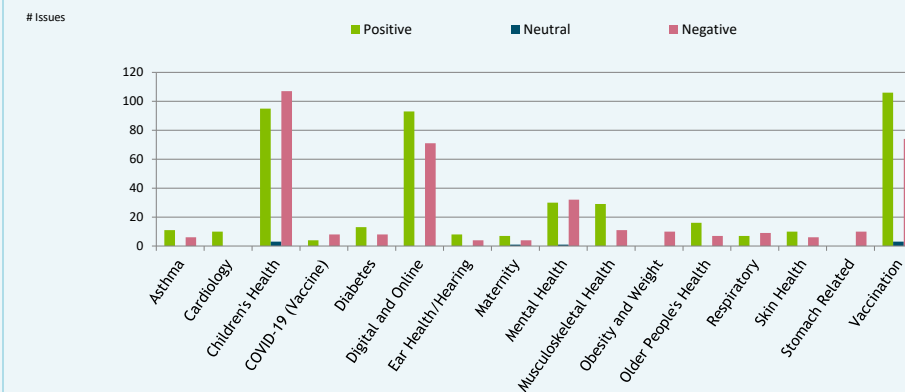
4. Practices



5. Primary Care Networks (PCNs)



6. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



Older People's Health (69%)
Ear Health/Hearing (66%)
Asthma (64%)
Skin Health (62%)



COVID-19 (Vaccine) (33%)
Respiratory (43%)
Children's Health (46%)
Diabetes (61%)