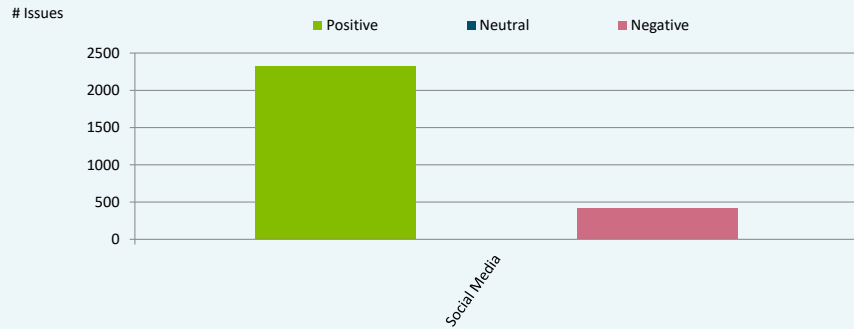


Hammersmith & Fulham, Health & Care Services



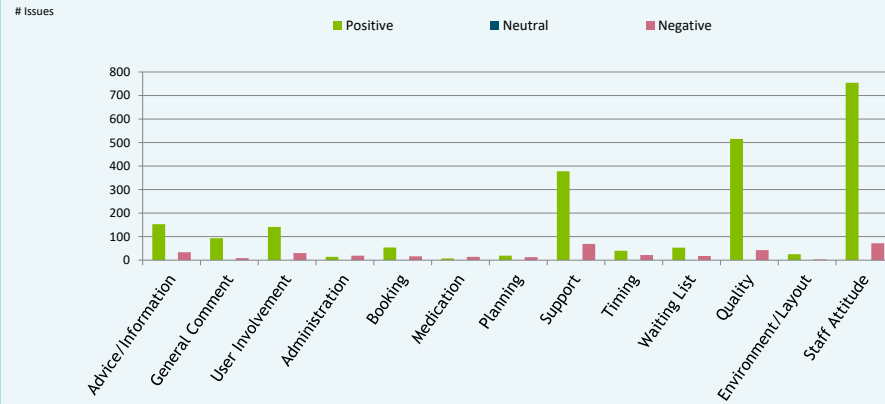
Qualitative Feedback, 1 January - 31 March 2026

1. Source: 2733 issues from 731 people



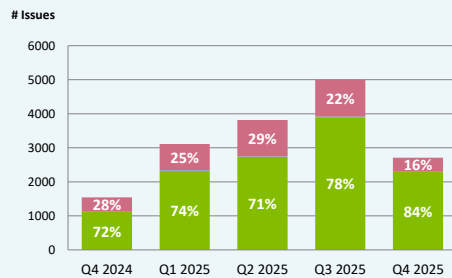
Top sources displayed

2. Trends

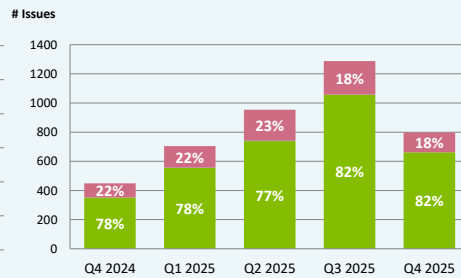


Top trends displayed

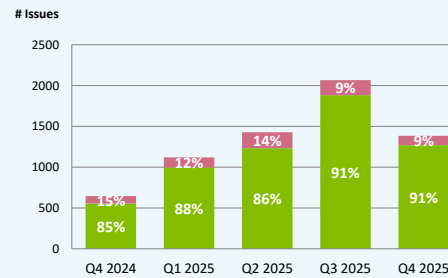
3.1 Timeline: Overall Sentiment



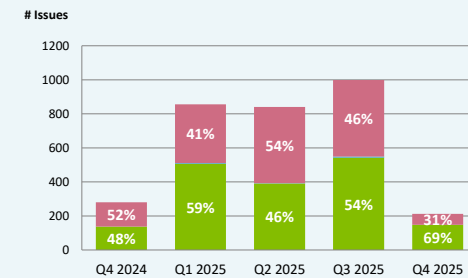
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



■ Positive ■ Neutral ■ Negative

Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Up by 6%
No Change
No Change
Up by 15%

Annually

Up by 12%
Up by 4%
Up by 6%
Up by 21%

Trends by Satisfaction Level



Quality (92%)
Staff Attitude (91%)
General Comment (91%)
Environment/Layout (89%)
Support (84%)

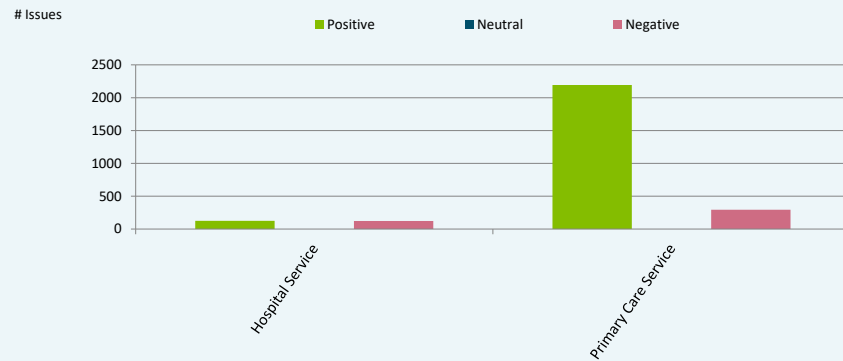


Medication (33%)
Administration (42%)
Planning (59%)
Timing (64%)
Waiting List (74%)

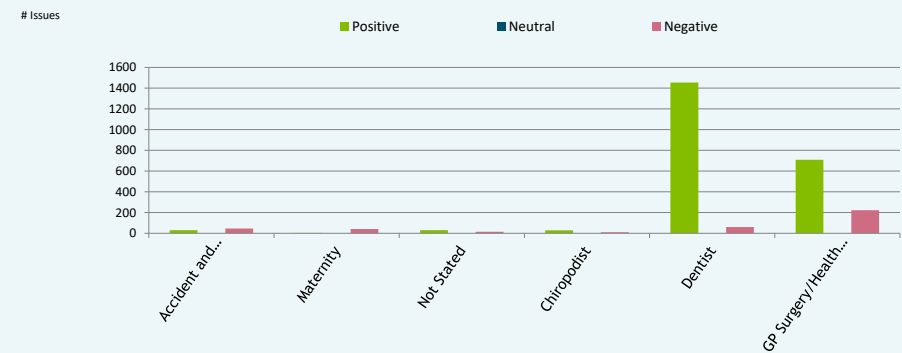


Qualitative Feedback, 1 January - 31 March 2026

4. Service Sector

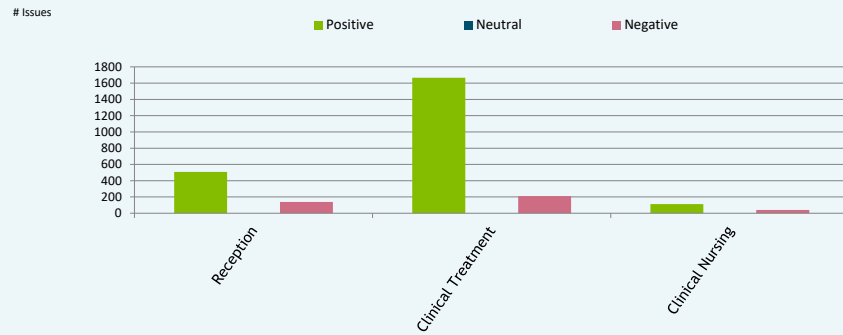


5. Service Type



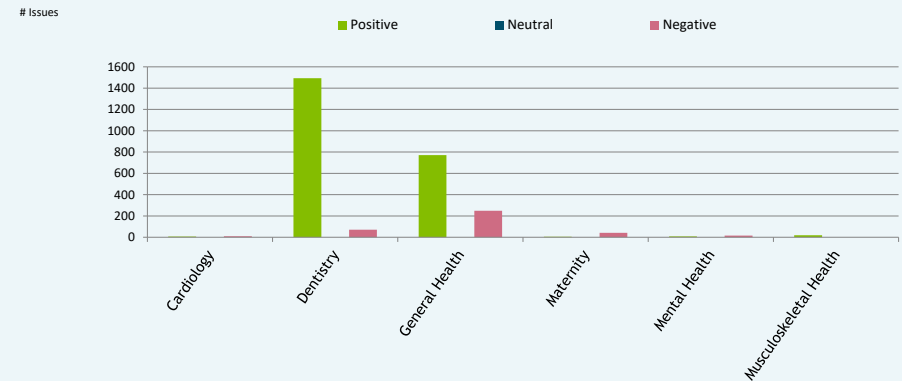
Top services displayed

6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions / topics displayed

Services by Satisfaction Level



Dentist (96%)
GPs (76%)
Chiropodist (74%)



Maternity (9%)
A&E (40%)

Conditions/Topics by Satisfaction Level



Dentistry (95%)
Children's Health (88%)
Ear, Nose & Throat (83%)



Maternity (10%)
General Health (75%)