

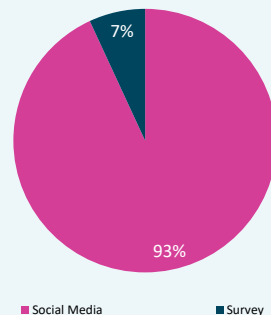
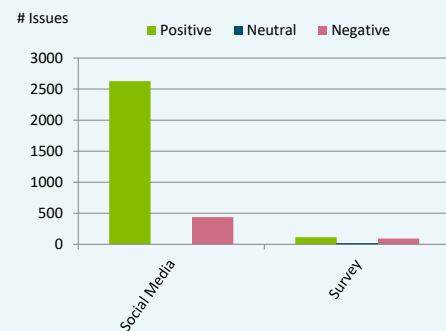
Hammersmith & Fulham, Health & Care Services

Community Insight Dashboard

Qualitative Feedback, 1 April - 30 June 2026

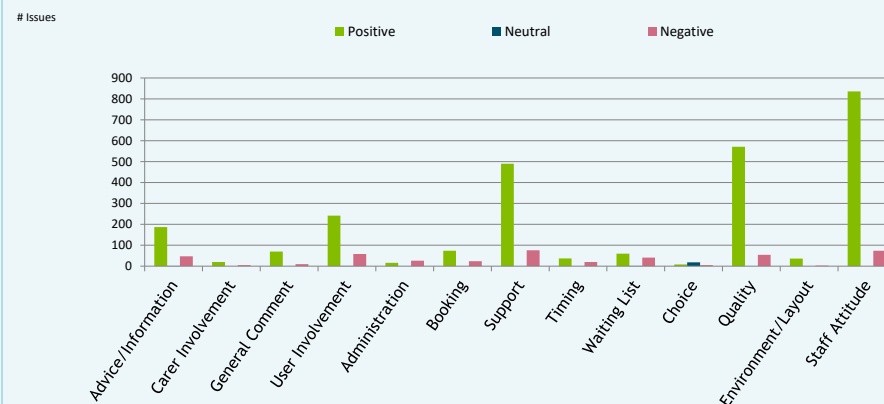


1. Source: 3291 issues from 754 people



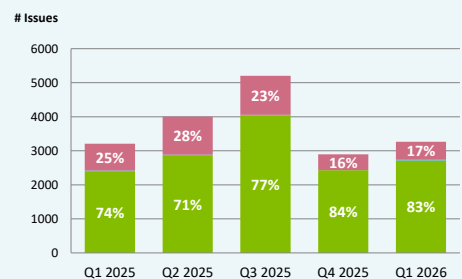
Top sources displayed

2. Trends

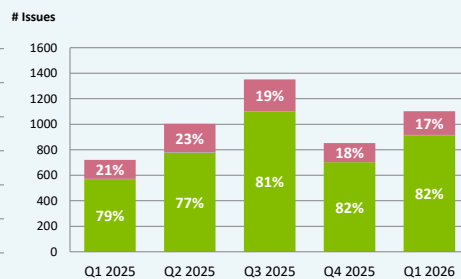


Top trends displayed

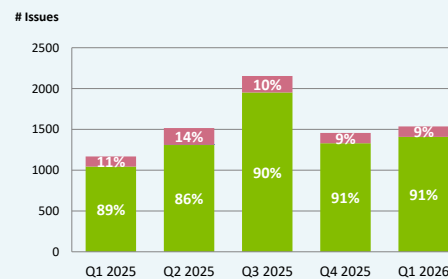
3.1 Timeline: Overall Sentiment



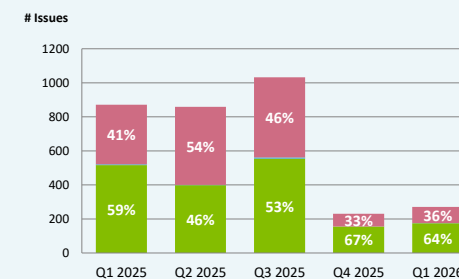
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



Positive Neutral Negative

Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Down by 1%
No Change
No Change
Down by 3%

Annually

Up by 9%
Up by 3%
Up by 2%
Up by 5%

Trends by Satisfaction Level



Environment/Layout (92%)
Staff Attitude (91%)
Quality (91%)
General Comment (87%)
Support (86%)



Choice (25%)
Administration (38%)
Waiting List (58%)
Timing (64%)
Booking (75%)

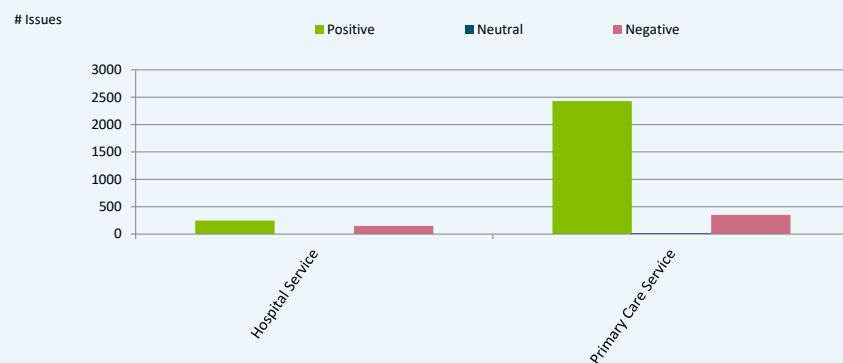
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Community Insight Dashboard

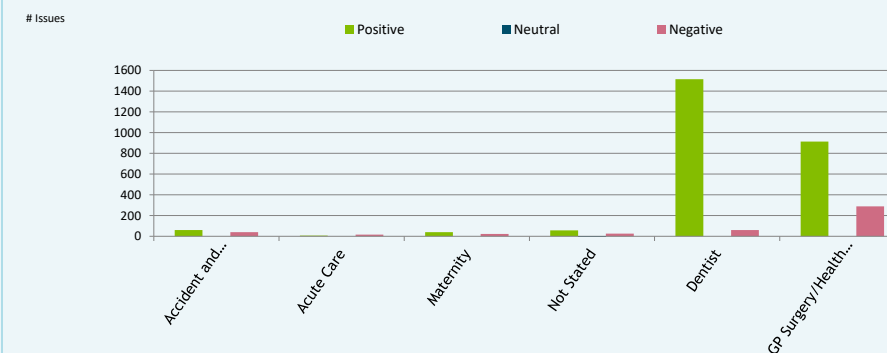
Qualitative Feedback, 1 April - 30 June 2026



4. Service Sector

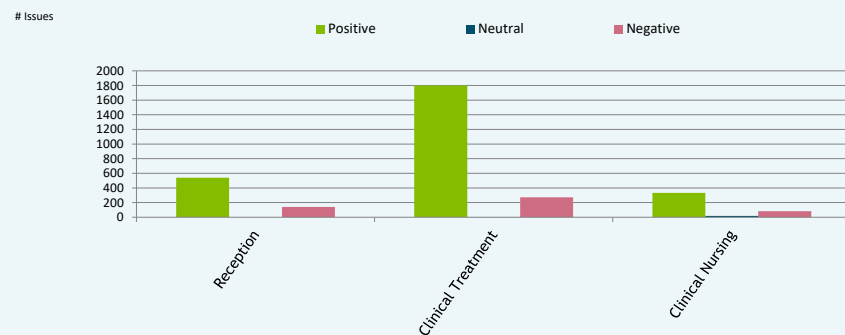


5. Service Type



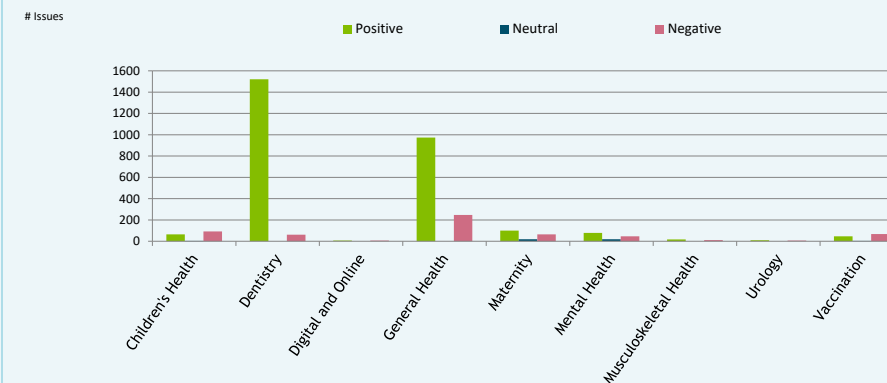
Top services displayed

6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions / topics displayed

Services by Satisfaction Level



Dentist (96%)
GP (76%)
Maternity (63%)



Acute Care (30%)
A&E (60%)

Conditions/Topics by Satisfaction Level



Dentistry (96%)
General Health (79%)
Cardiology (66%)
Urology (62%)



Vaccination (39%)
Children's Health (40%)
Digital and Online (50%)