

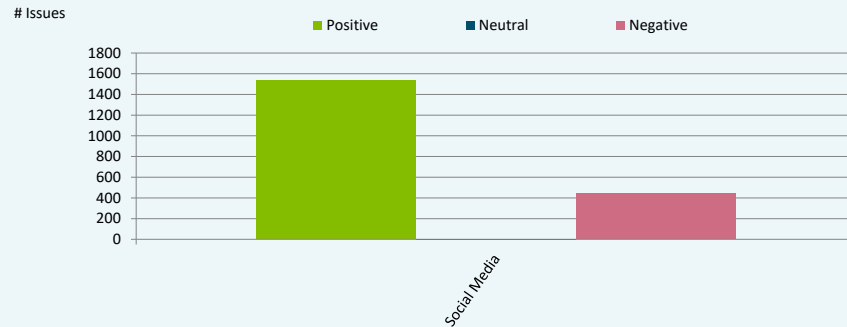
# Hammersmith & Fulham, Health & Care Services

## Community Insight Dashboard



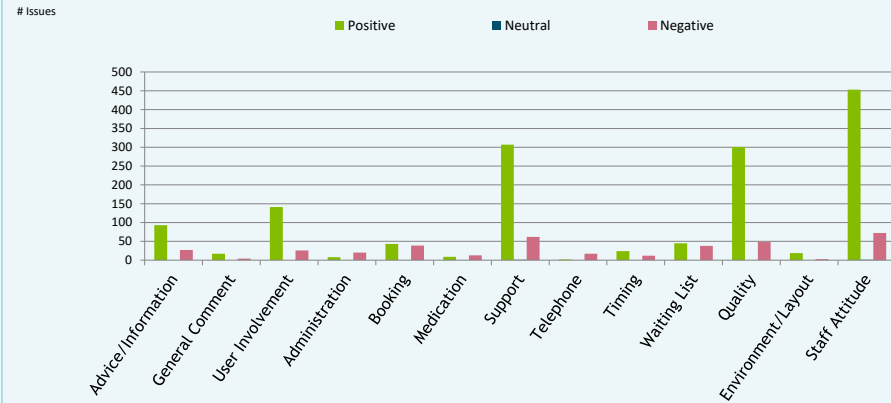
Qualitative Feedback, 1 July - 30 September 2025

### 1. Source: 1984 issues from 452 people



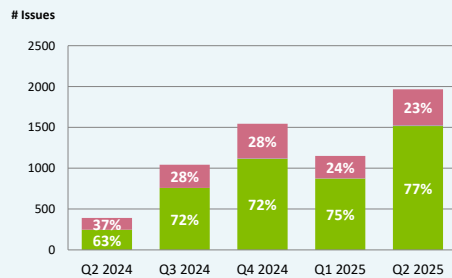
Top sources displayed

### 2. Trends

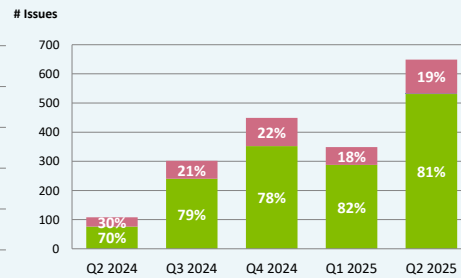


Top trends displayed

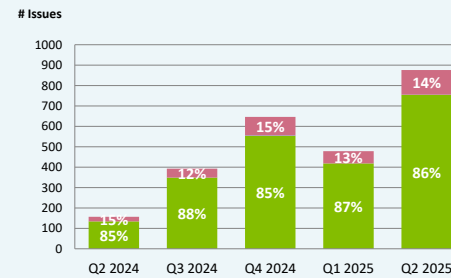
#### 3.1 Timeline: Overall Sentiment



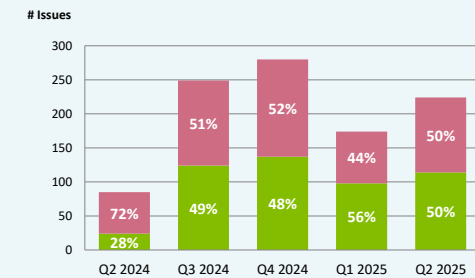
#### Timeline: 3.2 User Involvement



#### 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 2%  
Down by 1%  
Down by 1%  
Down by 6%

##### Annually

Up by 14%  
Up by 11%  
Up by 1%  
Up by 22%

#### Trends by Satisfaction Level



Environment/Layout (86%)  
Staff Attitude (86%)  
Quality (86%)  
User Involvement (84%)  
Support (82%)



Telephone (10%)  
Administration (28%)  
Medication (40%)  
Booking (52%)  
Waiting List (54%)

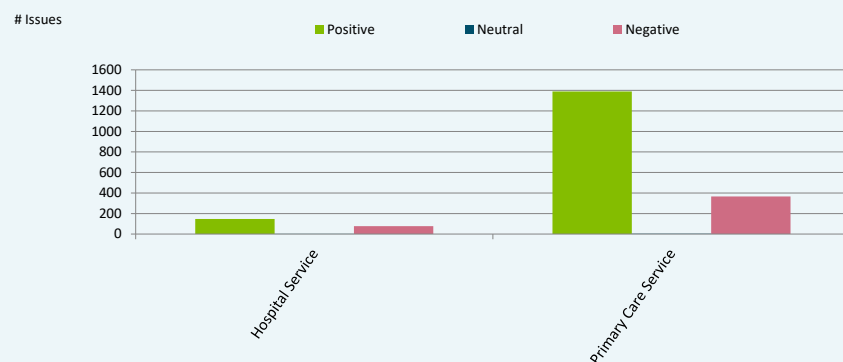
# Hammersmith & Fulham, Health & Care Services

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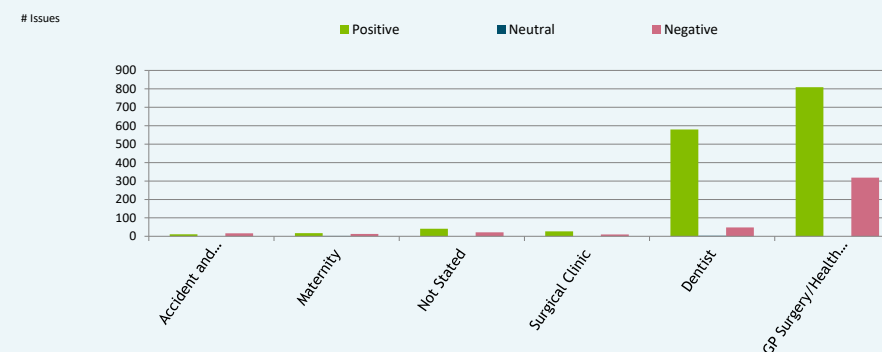


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## 4. Service Sector

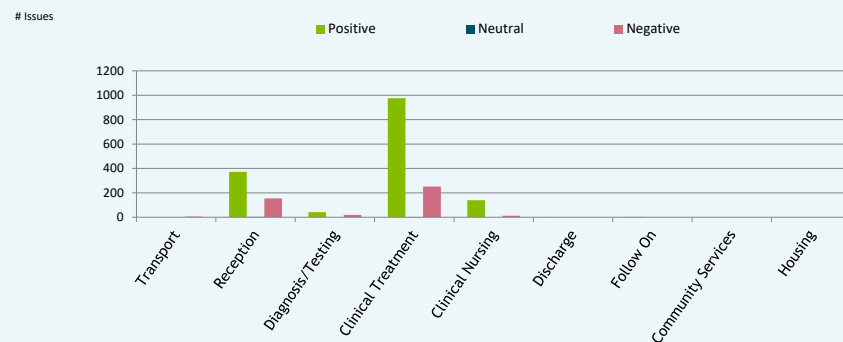


## 5. Service Type



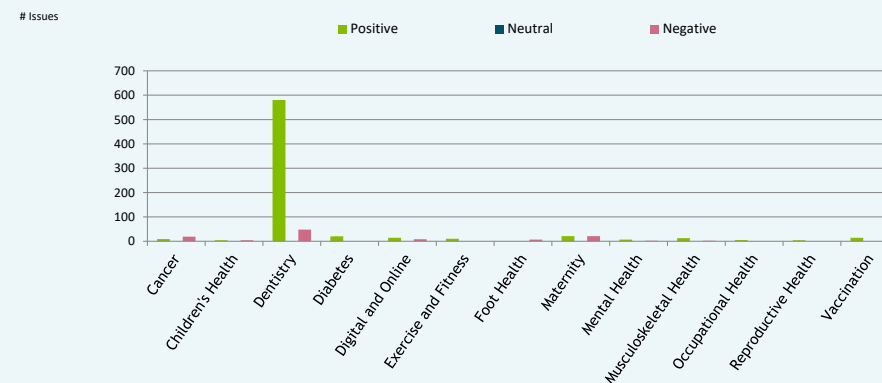
Top services displayed

## 6. Care Pathway



Top pathways displayed

## 7. Conditions/Topics



Top conditions / topics displayed

## Services by Satisfaction Level



Dentist (92%)  
Hospital Surgery (72%)  
GP (71%)



A&E (40%)  
Maternity (56%)

## Conditions/Topics by Satisfaction Level



Dentistry (92%)  
Musculoskeletal Health (86%)  
Mental Health (77%)



Cancer (32%)  
Children's Health (50%)  
Maternity (50%)  
Digital and Online (63%)