

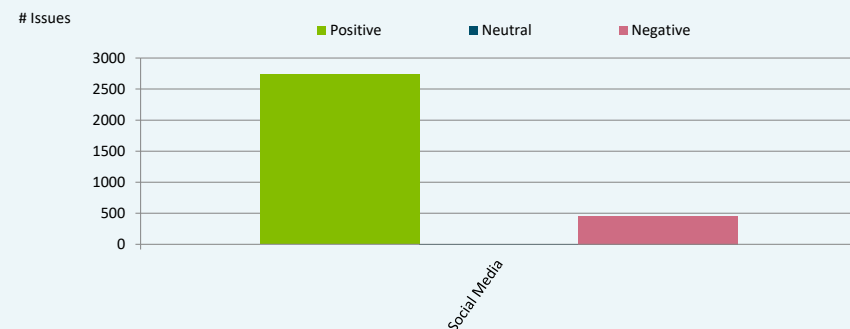
Hammersmith & Fulham, Health & Care Services

Community Insight Dashboard

Qualitative Feedback, 1 July - 30 September 2026

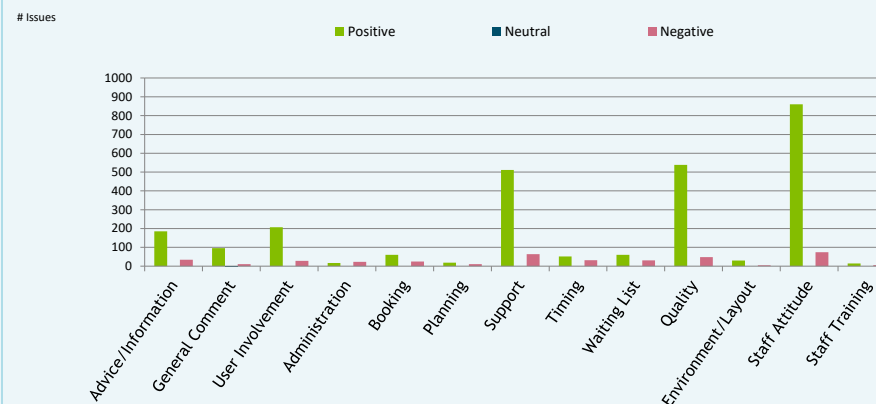


1. Source: 3193 issues from 802 people



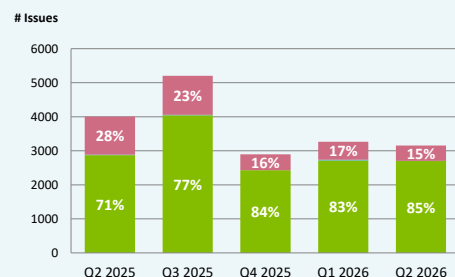
Top sources displayed

2. Trends

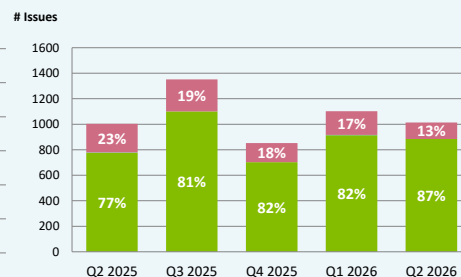


Top trends displayed

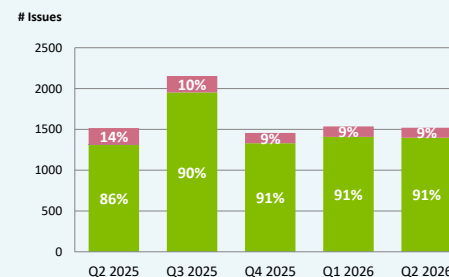
3.1 Timeline: Overall Sentiment



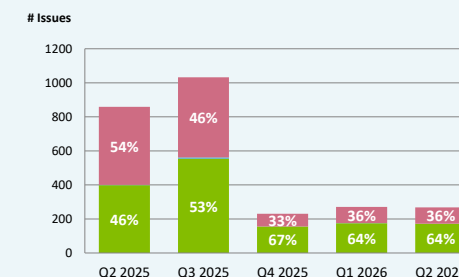
Timeline: 3.2 User Involvement



3.3 Timeline: Quality



Timeline: 3.4 Service Access



Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Up by 2%
Up by 5%
No Change
No Change

Annually

Up by 14%
Up by 10%
Up by 5%
Up by 18%

Trends by Satisfaction Level



Staff Attitude (92%)
Quality (91%)
General Comment (88%)
Support (88%)



Administration (42%)
Timing (61%)
Planning (63%)
Waiting List (65%)
Booking (70%)

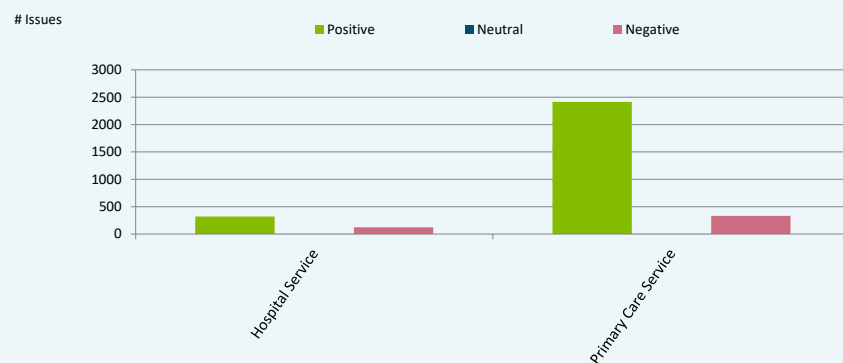
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Community Insight Dashboard

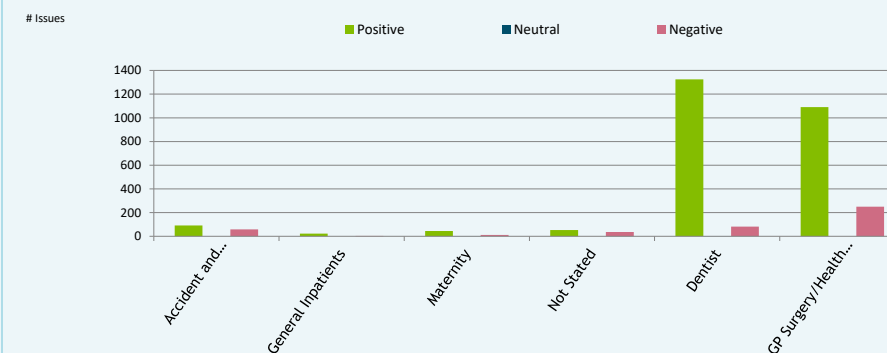
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4. Service Sector

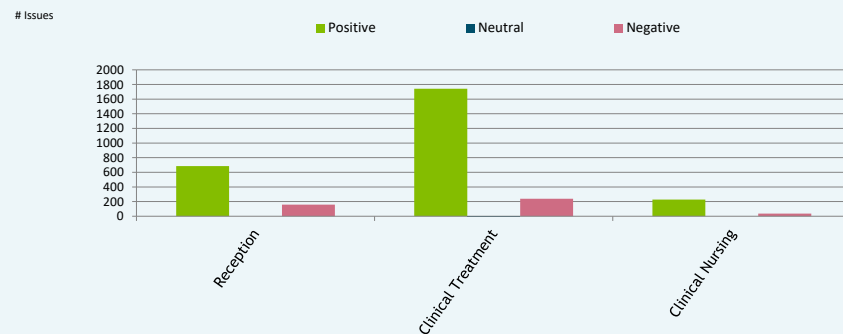


5. Service Type



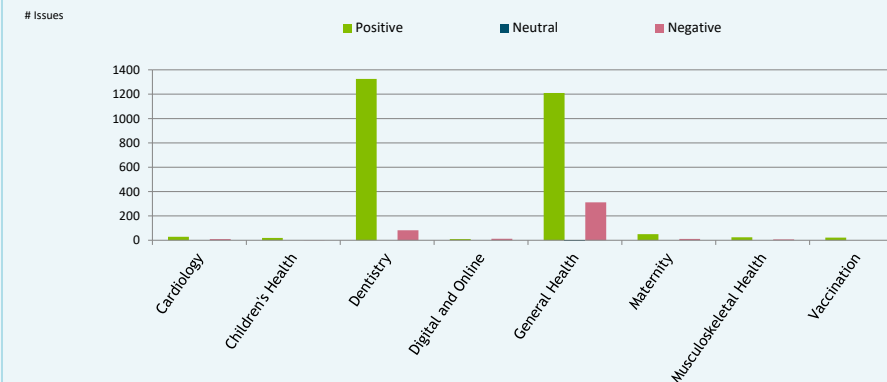
Top services displayed

6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions / topics displayed

Services by Satisfaction Level



Dentist (94%)
General Inpatients (88%)
GP (81%)



A&E (61%)
Maternity (80%)

Conditions/Topics by Satisfaction Level



Children's Health (95%)
Cardiology (73%)
Diabetes (72%)



Digital and Online (45%)
Mental Health (50%)
Ear, Nose & Throat (66%)