

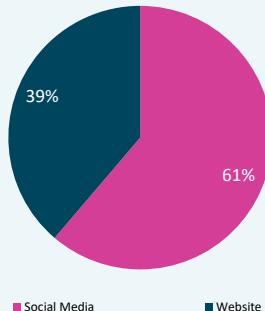
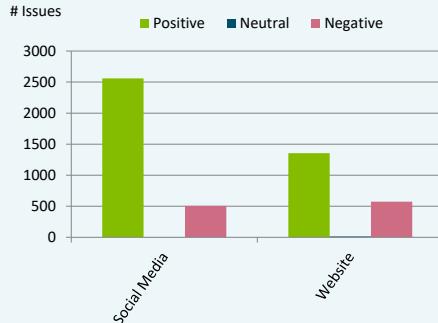
Hammersmith & Fulham, Health & Care Services

Qualitative Feedback, 1 October - 31 December 2025

Community Insight Dashboard

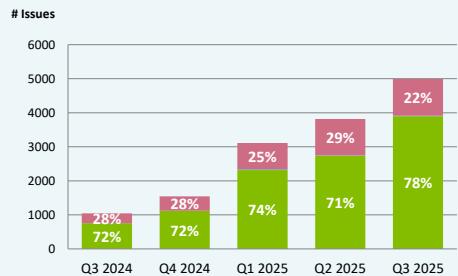


1. Source: 5010 issues from 1451 people

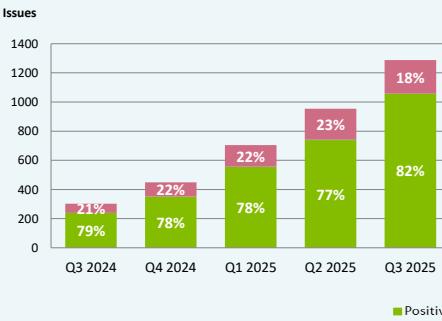


Top sources displayed

3.1 Timeline: Overall Sentiment



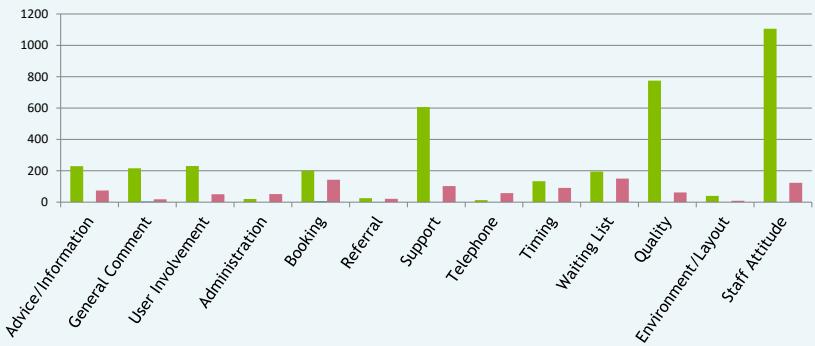
Timeline: 3.2 User Involvement



2. Trends

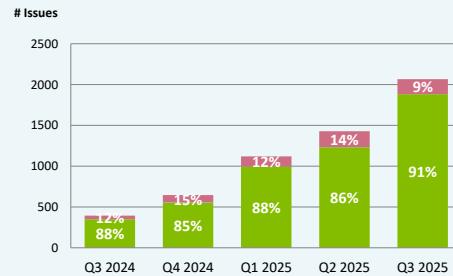
Issues

Positive Neutral Negative

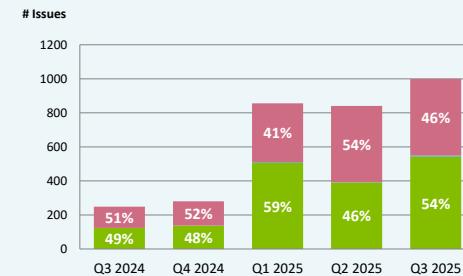


Top trends displayed

3.3 Timeline: Quality



Timeline: 3.4 Service Access



Satisfaction Over Time



Overall Satisfaction:
User Involvement:
Quality:
Service Access:

Quarterly

Up by 7%
Up by 5%
Up by 5%
Up by 8%

Annually

Up by 6%
Up by 3%
Up by 3%
Up by 5%

Trends by Satisfaction Level



Quality (92%)
General Comment (90%)
Staff Attitude (89%)
Support (85%)
User Involvement (82%)



Telephone (18%)
Administration (27%)
Referral (54%)
Waiting List (56%)
Booking (57%)

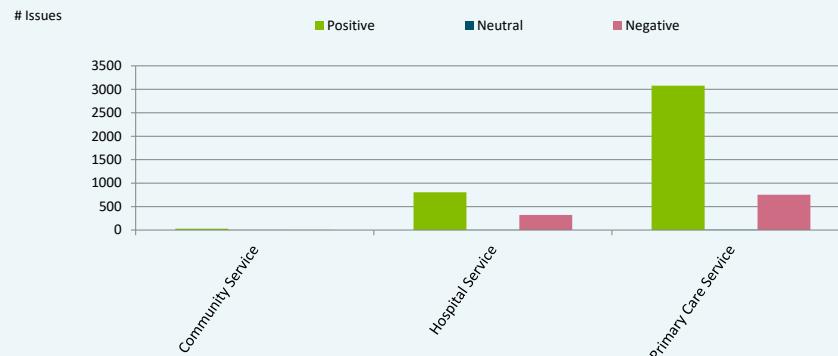
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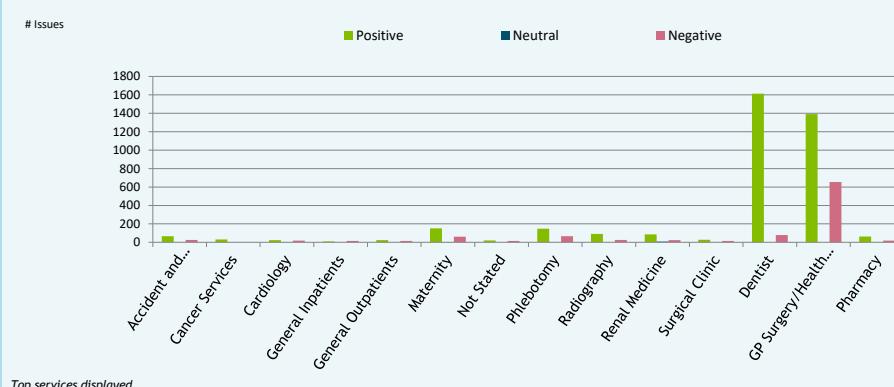
Community Insight Dashboard



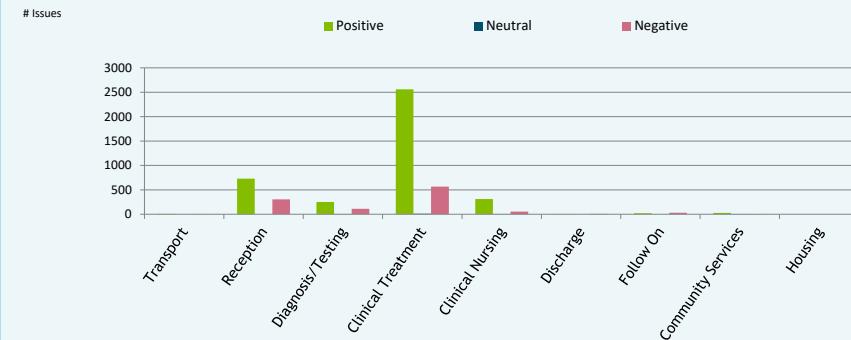
4. Service Sector



5. Service Type

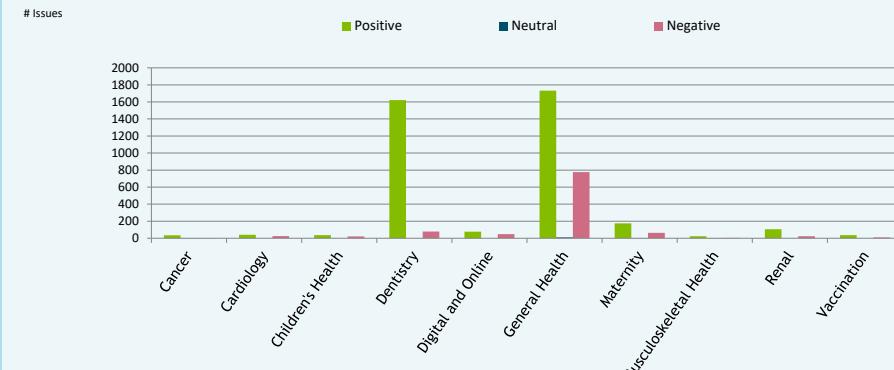


6. Care Pathway



Top pathways displayed

7. Conditions/Topics



Top conditions/topics displayed

Services by Satisfaction Level



Cancer Services (96%)
Dentist (95%)
Renal Medicine (77%)
Radiography (77%)
GPs (68%)



General Inpatients (40%)
Cardiology (54%)
Not Stated (58%)
General Outpatients (63%)
Surgical Clinic (65%)

Conditions/Topics by Satisfaction Level



Cancer (94%)
Diabetes (85%)
Renal (81%)
Musculoskeletal Health (80%)
Vaccination (78%)



Reproductive Health (39%)
Respiratory (44%)
Digital and Online (60%)
Cardiology (61%)
Children's Health (62%)