

# North West London - Londonwide LMCs Patient Survey May 2008

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All figures quoted are based on a valid percentages

The views expressed in this document are from 1526 NHS patients currently accessing GP services across London

## Londonwide

This survey was completed by 1526 patients from 24 London Primary Care Trust areas during April and May 2008. The results below provide an overview of the views expressed by this sample.

### Question One:

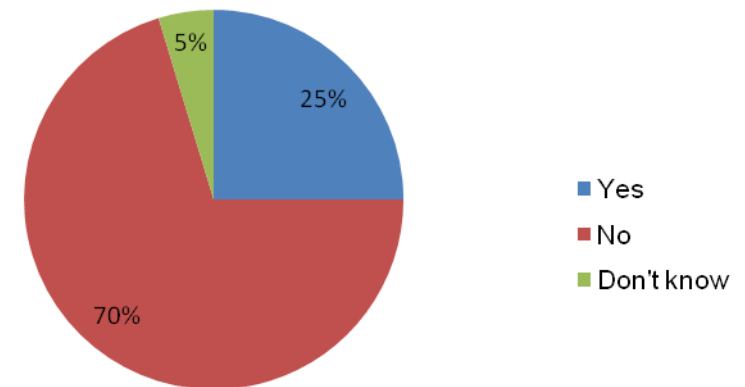
**Have you heard of 'Healthcare for London: Consulting the Capital'?**

Answer options: Yes/No/Maybe

- 1523 people responded to this question
- 381 (25%) said yes
- 1071 (70.3%) said No
- 71 (4.7%) said they don't know

The statistics suggest that despite a Londonwide consultation by NHS London, 7 out of 10 people have never heard of 'Consulting the Capital'.

**Have you heard of 'Healthcare for London: Consulting the Capital'?**



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**Question Two:**

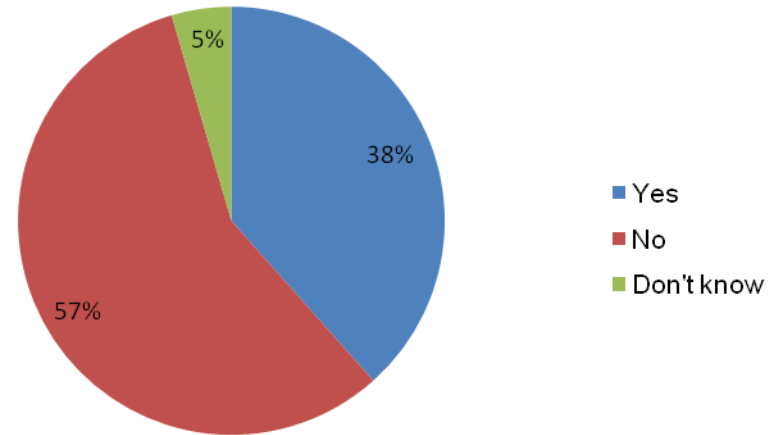
**Do you know what a polyclinic is?**

Answer options: Yes/No/Don't know

- 1522 people responded to this question
- 585 (38.4%) said yes
- 869 (57.0%) said no
- 68 (4.5%) said they don't know

Over half of patients do not know what a polyclinic is although it is presently highly prevalent in the media.

**Do you know what a polyclinic is?**



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**Question Three:**

**Statement One**

Would you prefer to keep seeing your NHS GP at this surgery and have any additional NHS funding to be spent on developing the services local surgeries already provide?

**OR**

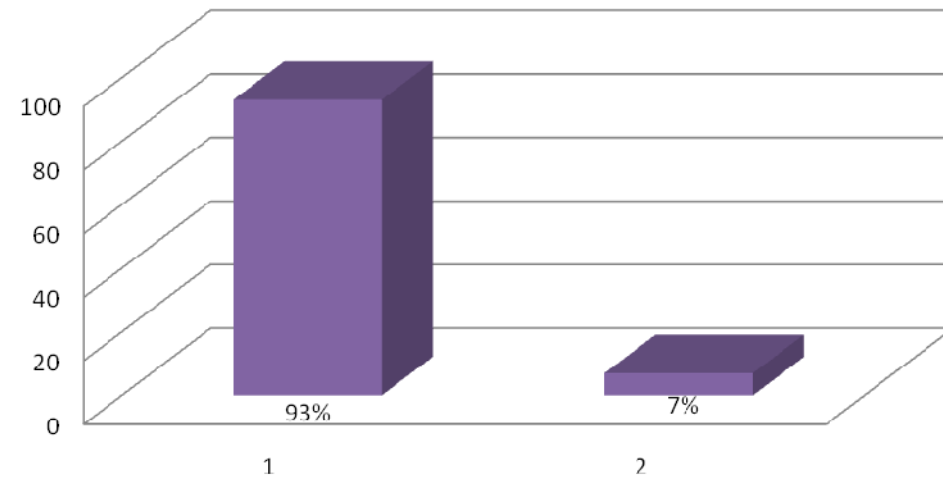
**Statement Two**

Would you prefer if your GP surgery was moved into a new bigger clinic/polyclinic with a broad range of services including: x-ray, physiotherapy and tests, but which may be significantly further away from your home?

- 1448 people responded to this question
- 1347 (93%) chose option one
- 101 (7%) chose option two

9 out of 10 people would prefer to keep their neighbourhood NHS GP surgery and for any additional NHS funding to be spent on developing the services local surgeries already provide. These views suggest that the single-site polyclinic model may not meet the needs of a majority of London's NHS general practice patients.

**Neighbourhood surgeries or polyclinics**



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#### Question Four

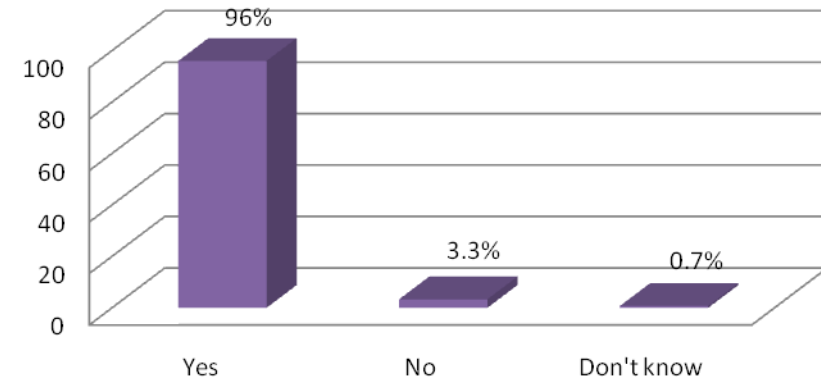
**Is it important to you to be able to see doctors and nurses who know you and your medical history?**

Answer options: Yes/No/Don't know

- 1522 people responded to this question
- 1461 (96%) said yes
- 50 (3.3%) said no
- 11 (0.7%) said they don't know

Nearly 96% of patients feel it is important to them to see a doctor or nurse who knows them and their medical history.

**Is it important to you to be able to see doctors and nurses who know you and your medical history?**



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### Question Five

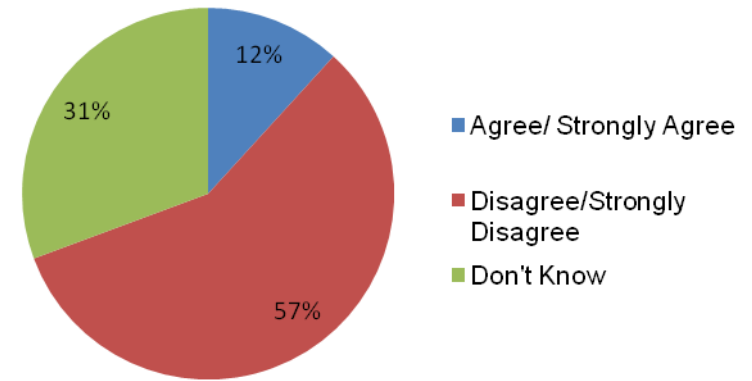
**To what extent do you agree or disagree that almost all GP practices in London should be part of a polyclinic, either networked or same-site?**

Answer options: Strongly Agree/Agree/Don't know/Disagree/Strongly Disagree

- 1513 people responded to this question
- 52 (3.4%) Strongly agree
- 126 (8.3%) Agree
- 464 (30.7%) Don't Know
- 336 (22.2%) Disagree
- 535 (35.4%) Strongly disagree

Over half of patients disagree or strongly disagree that almost all GP practices in London should be part of a polyclinic. Less than 1 in 10 people agree or strongly agree that almost all GP practices in London should be part of a polyclinic and of these 60% would prefer to keep seeing their NHS GP at their local surgery and have any additional NHS funding to be spent on developing the services.

**To what extent do you agree or disagree that almost all GP practices in London should be part of a polyclinic, either networked or same-site?**



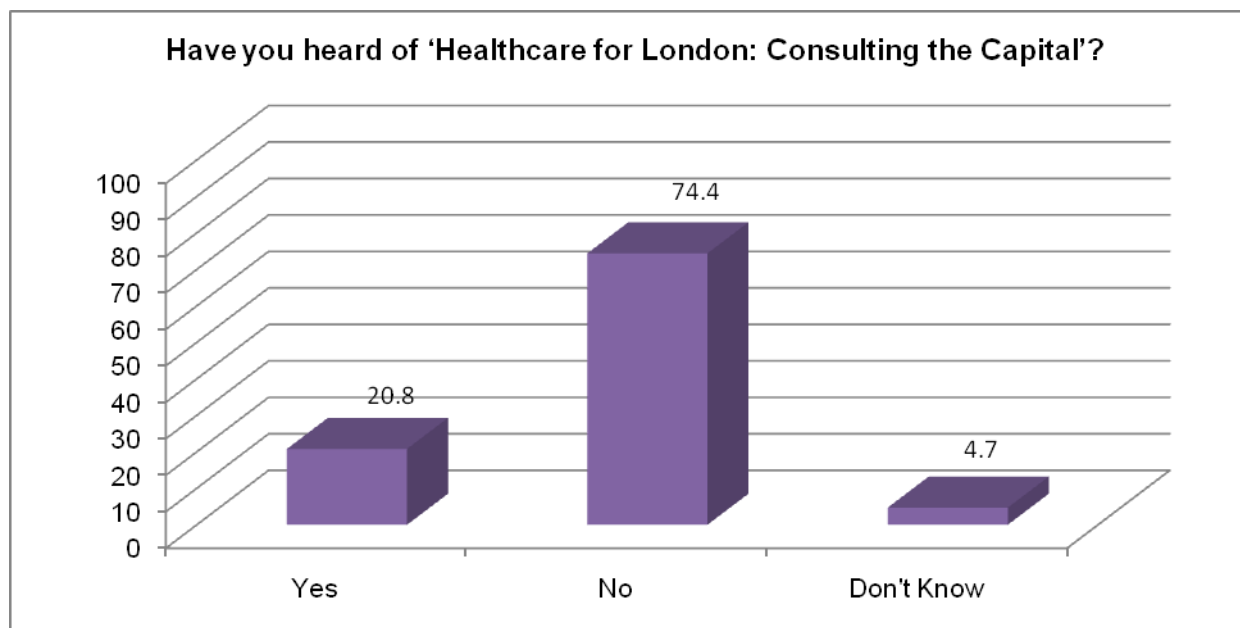
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**North West London – Brent, Ealing, Hammersmith and Fulham, Harrow, Hillingdon, Hounslow, Kensington and Chelsea, and Westminster**  
(Please note all figures are given in valid percentages)

317 patients in North West London completed this survey.

**Question One:**  
**Have you heard of ‘Healthcare for London: Consulting the Capital’?**  
Answer options: Yes/No/Maybe



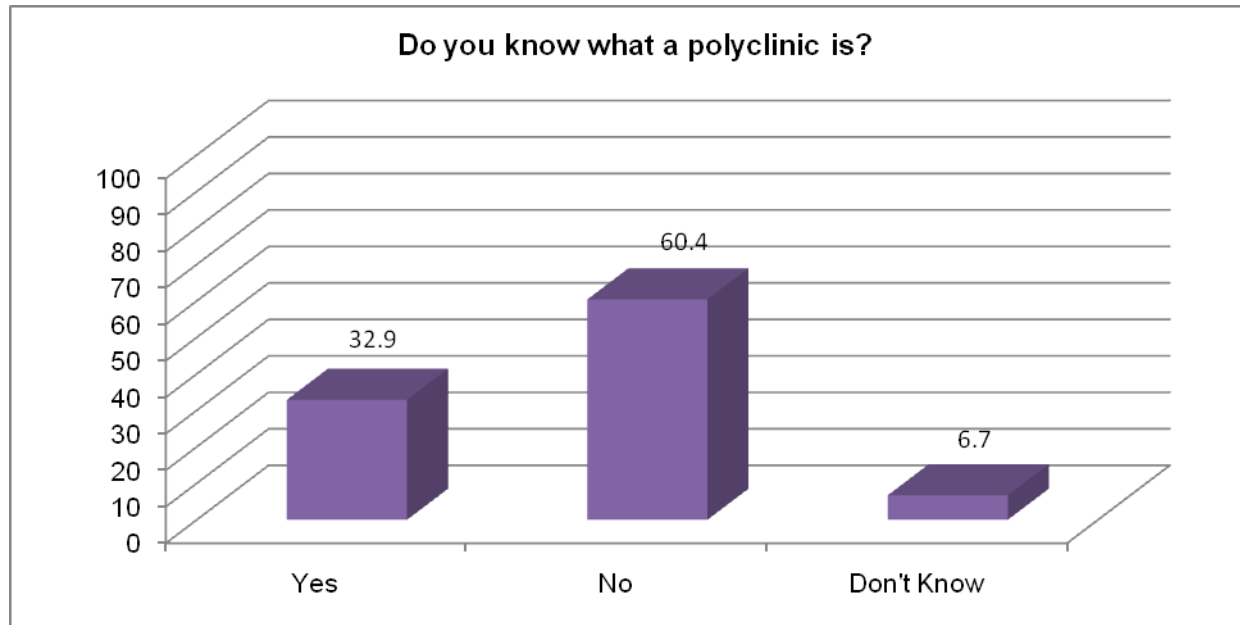
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**Question Two:**

**Do you know what a polyclinic is?**

Answer options: Yes/No/Don't know



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**Question Three:**

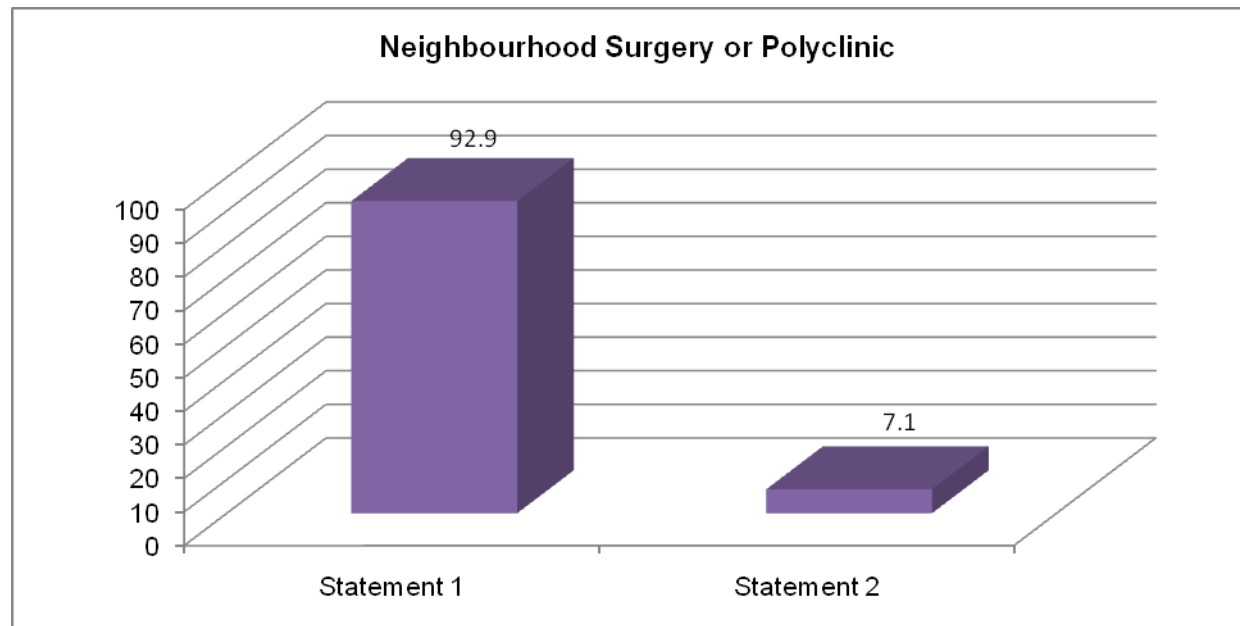
**Statement One**

Would you prefer to keep seeing your NHS GP at this surgery and have any additional NHS funding to be spent on developing the services local surgeries already provide?

**OR**

**Statement Two**

Would you prefer if your GP surgery was moved into a new bigger clinic/polyclinic with a broad range of services including: x-ray, physiotherapy and tests, but which may be significantly further away from your home?



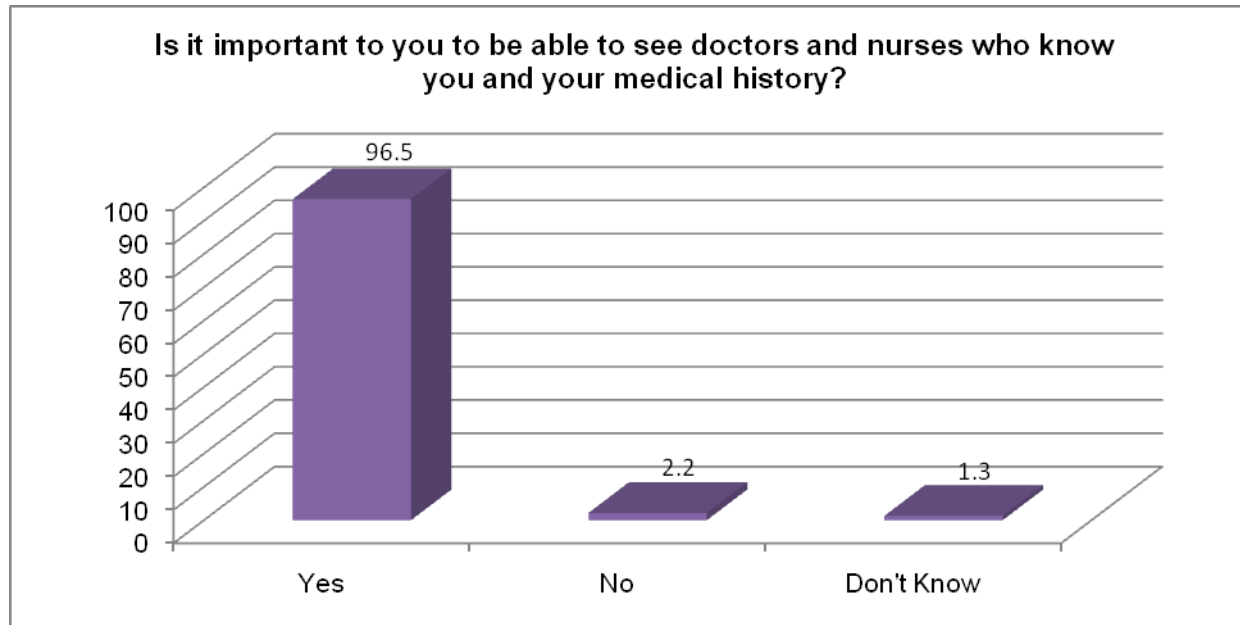
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**Question Four:**

**Is it important to you to be able to see doctors and nurses who know you and your medical history?**

Answer options: Yes/No/Don't know

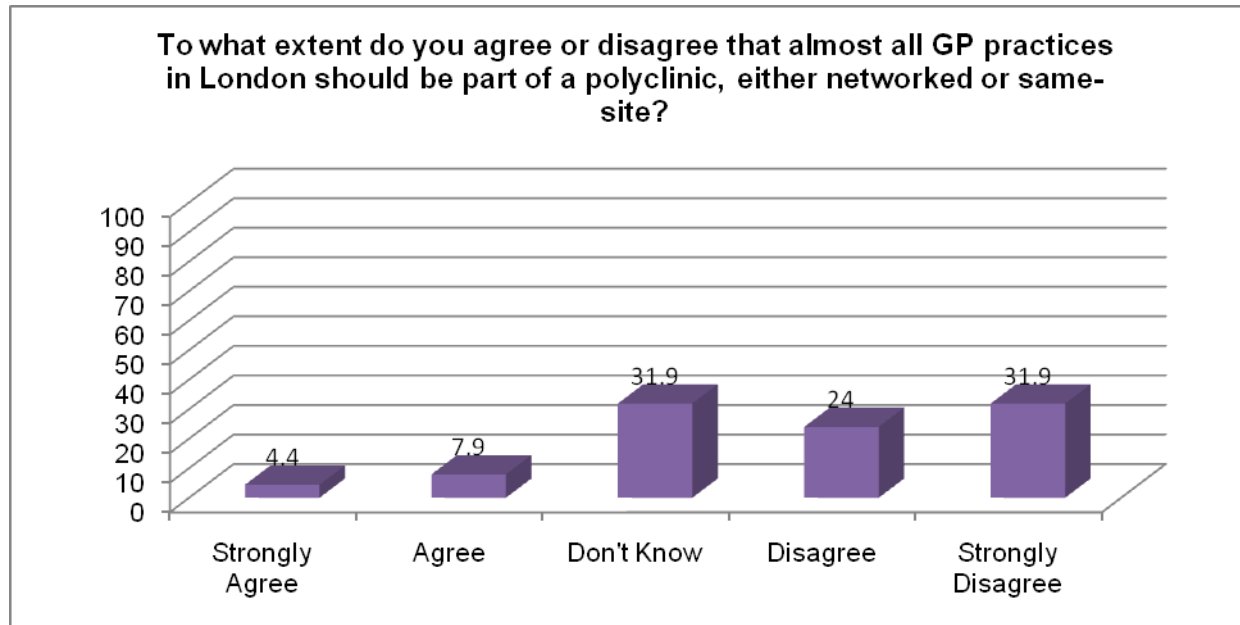


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**Question Five: To what extent do you agree or disagree that almost all GP practices in London should be part of a polyclinic, either networked or same-site?**

Answer options: Strongly Agree/Agree/Don't know/Disagree/Strongly Disagree



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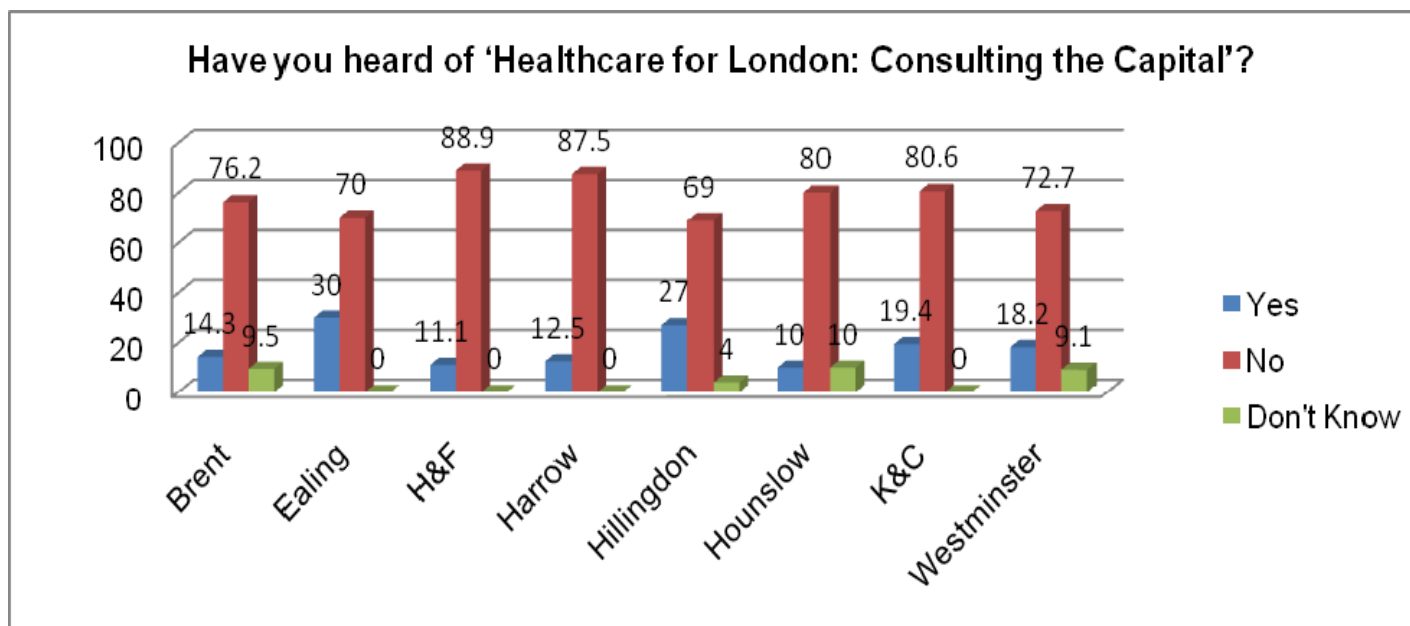
## Results by borough

(Please note all figures are given in valid percentages)

### Question One:

**Have you heard of 'Healthcare for London: Consulting the Capital'?**

Answer options: Yes/No/Maybe



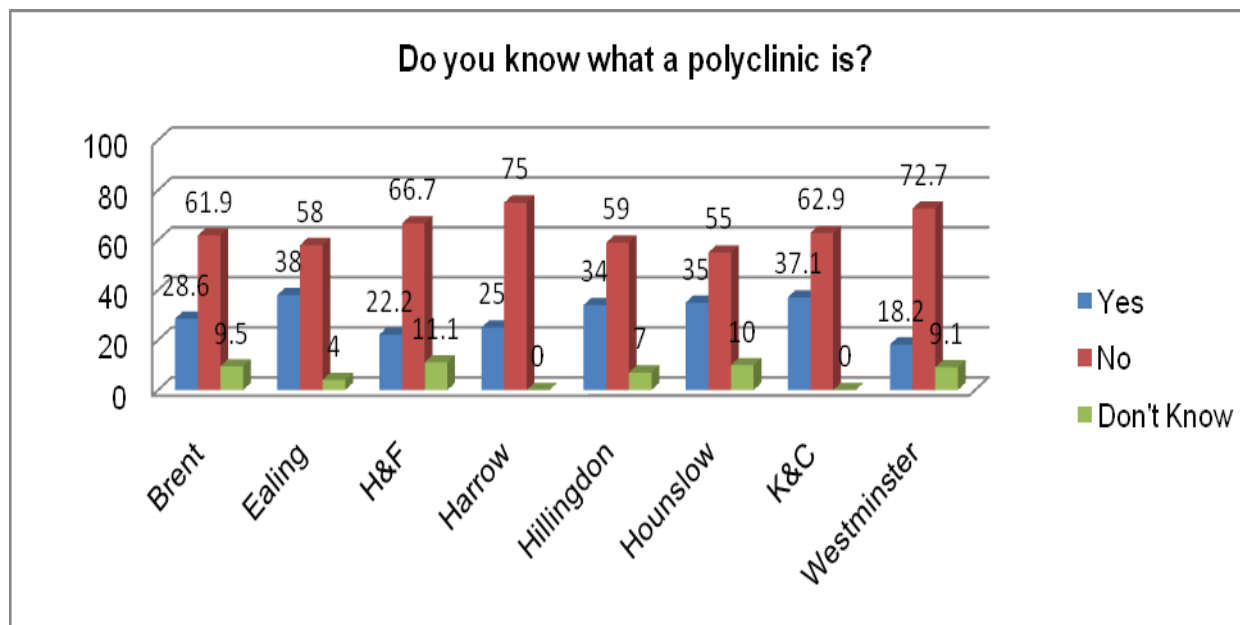
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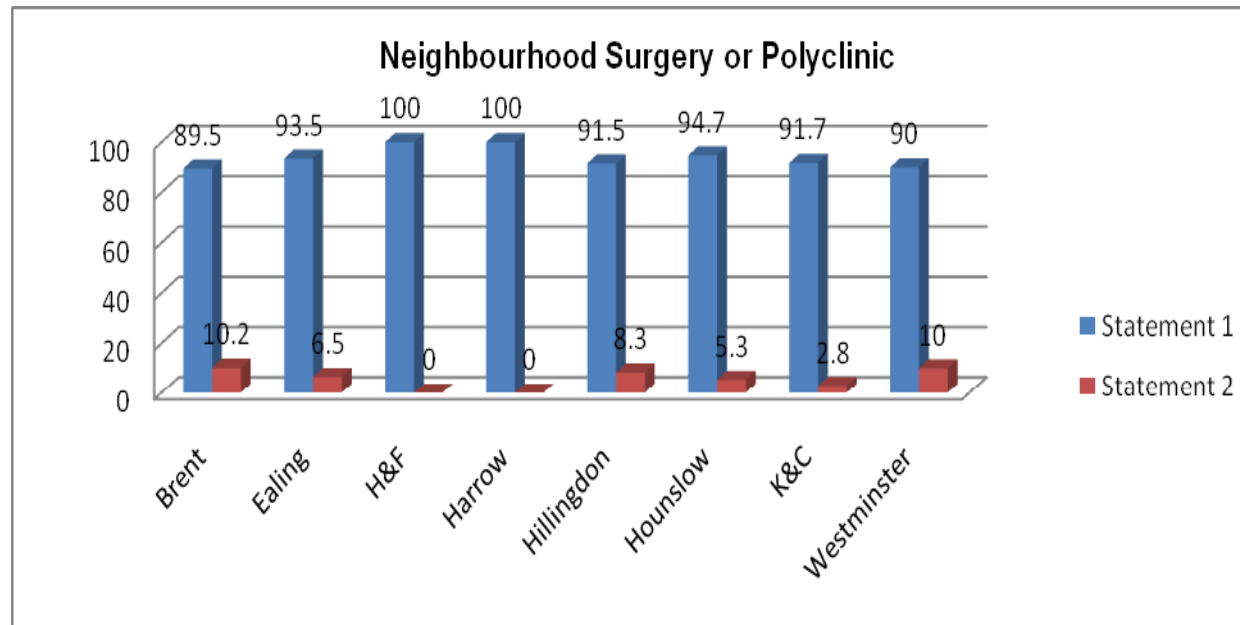
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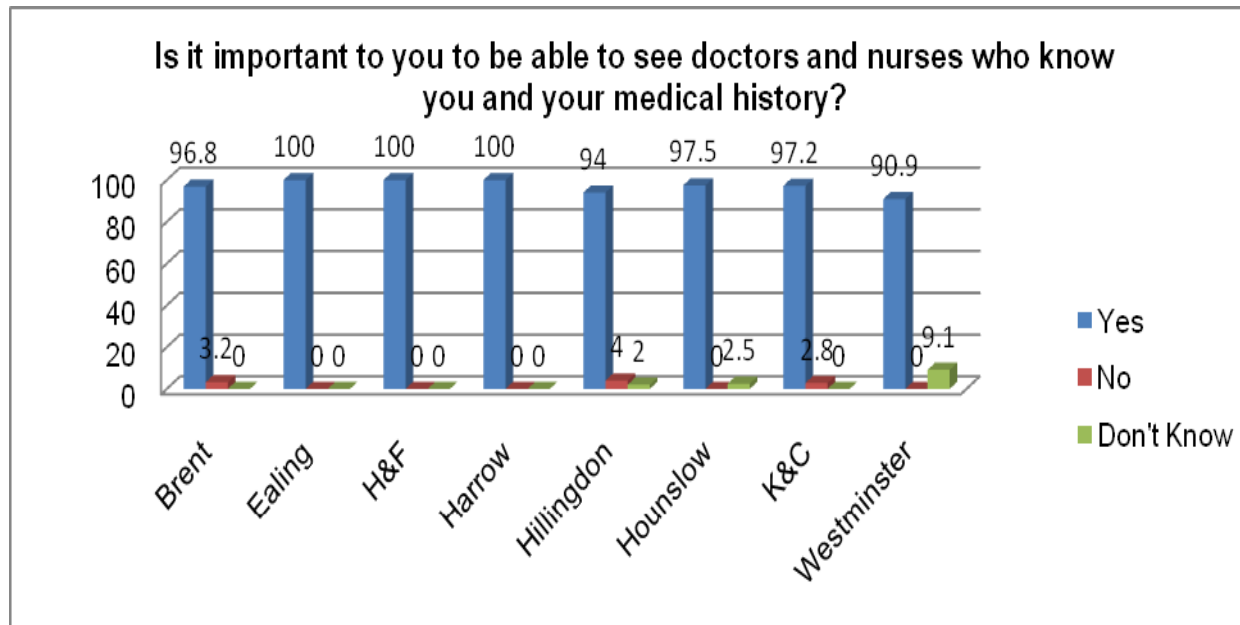
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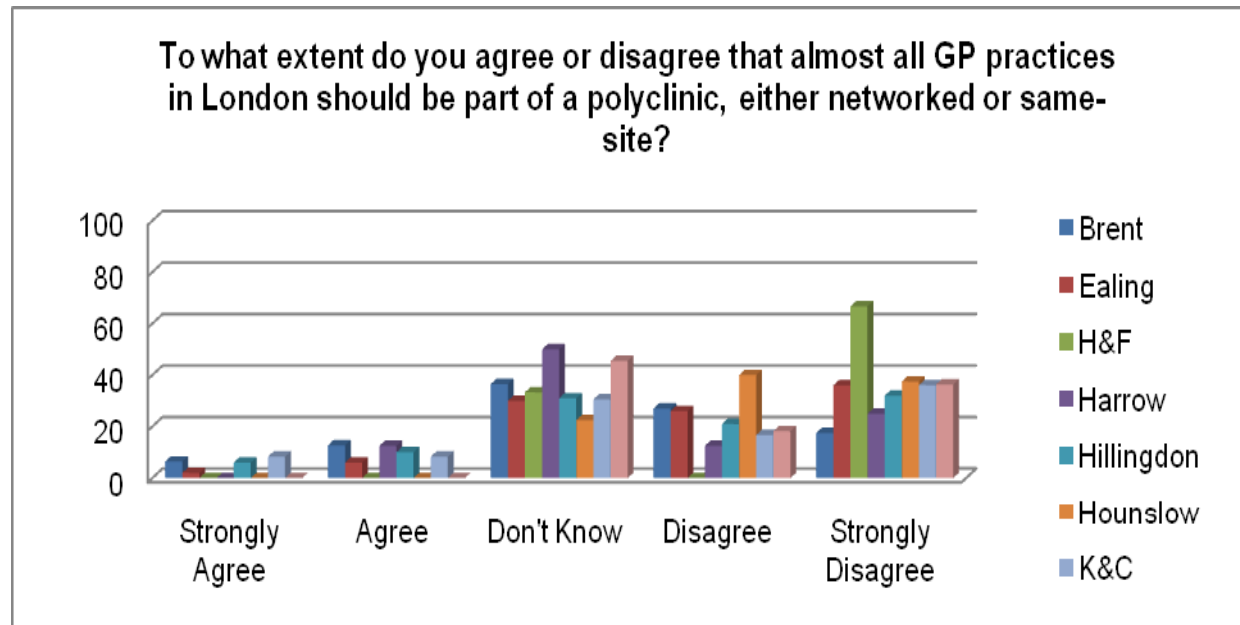


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**Question Five: To what extent do you agree or disagree that almost all GP practices in London should be part of a polyclinic, either networked or same-site?**

Answer options: Strongly Agree/Agree/Don't know/Disagree/Strongly Disagree



(Valid percentages provided overleaf - highlighted in red)

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## Valid Percentages

	Question 1			Question 2			Question 3		Question 4			Question 5				
	Yes	No	Don't Know	Yes	No	Don't Know	Statement 1	Statement 2	Yes	No	Don't Know	Strongly Agree	Agree	Don't Know	Disagree	Strongly Disagree
Brent	14.3	76.2	9.5	28.6	61.9	9.5	89.5	10.2	96.8	3.2	0	6.4	12.7	36.5	27	17.5
Ealing	30	70	0	38	58	4	93.5	6.5	100	0	0	2	6	30	26	36
H&F	11.1	88.9	0	22.2	66.7	11.1	100	0	100	0	0	0	0	33.3	0	66.7
Harrow	12.5	87.5	0	25	75	0	100	0	100	0	0	0	12.5	50	12.5	25
Hillingdon	27	69	4	34	59	7	91.5	8.3	94	4	2	6	10	31	21	32
Hounslow	10	80	10	35	55	10	94.7	5.3	97.5	0	2.5	0	0	22.5	40	37.5
K&C	19.4	80.6	0	37.1	62.9	0	91.7	2.8	97.2	2.8	0	8.3	8.3	30.6	16.7	36.1
Westminster	18.2	72.7	9.1	18.2	72.7	9.1	90	10	90.9	0	9.1	0	0	45.5	18.2	36.4

## Number of Respondents by Borough

Brent	63
Ealing	50
Hammersmith and Fulham (H&F)	9
Harrow	8
Hillingdon	100
Hounslow	40
Kensington and Chelsea (K&C)	36
Westminster	11

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