

South East London - Londonwide LMCs Patient Survey May 2008

Contents

Page 2 – 6: Londonwide patient survey results

Page 7 – 11: South East London patient survey results

Page 12 – 17: South East London survey results broken down by borough

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:

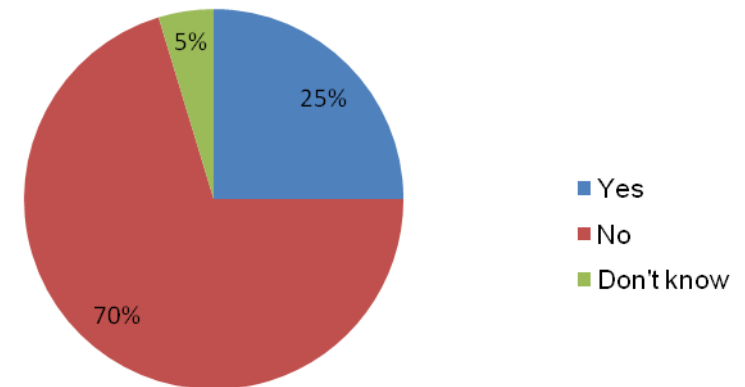
Have you heard of 'Healthcare for London: Consulting the Capital'?

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:

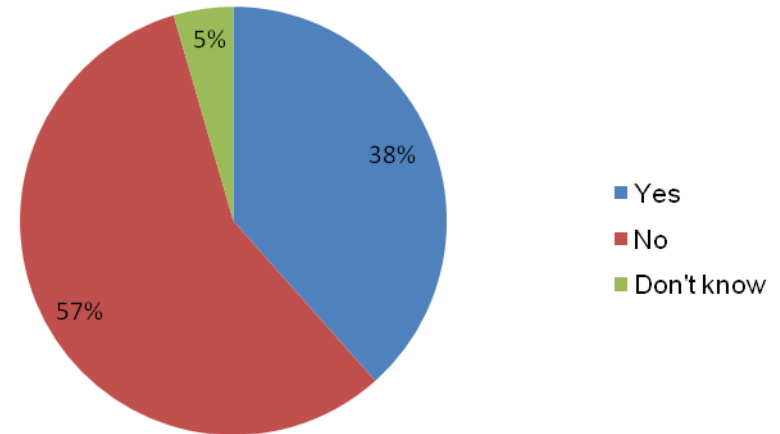
Do you know what a polyclinic is?

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

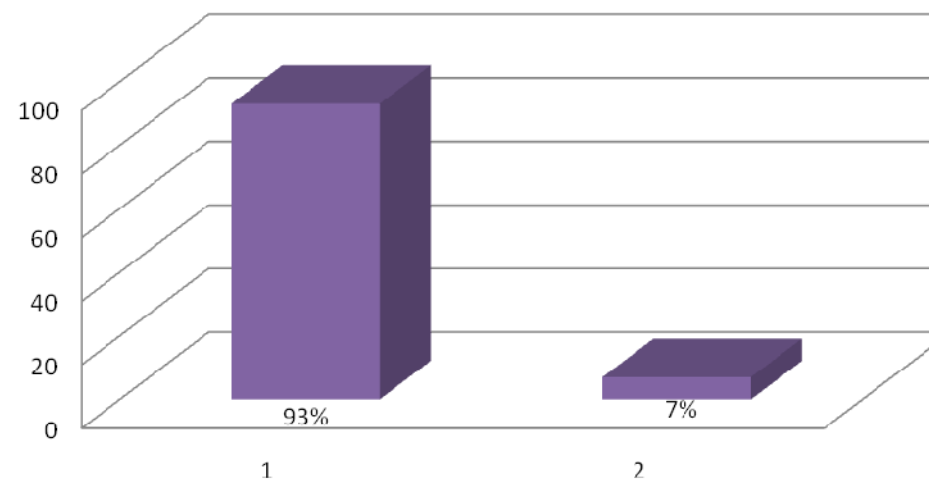
Statement Two

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

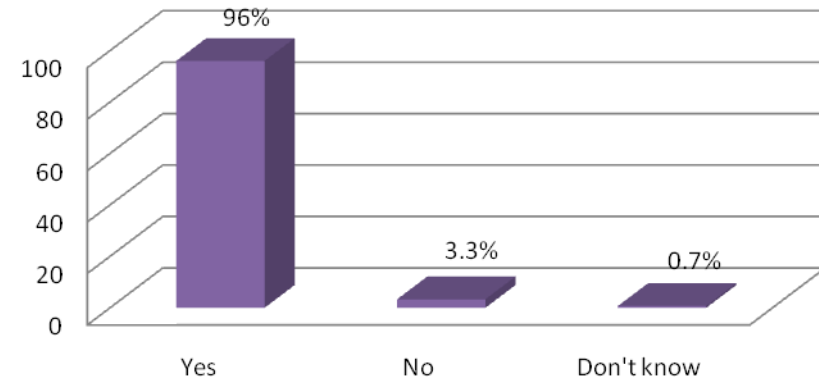
Is it important to you to be able to see doctors and nurses who know you and your medical history?

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

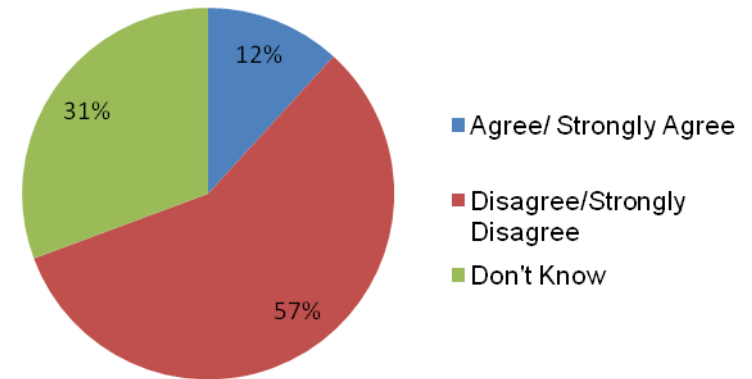
To what extent do you agree or disagree that almost all GP practices in London should be part of a polyclinic, either networked or same-site?

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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South East London – Bexley, Bromley, Greenwich, Lambeth, Lewisham and Southwark

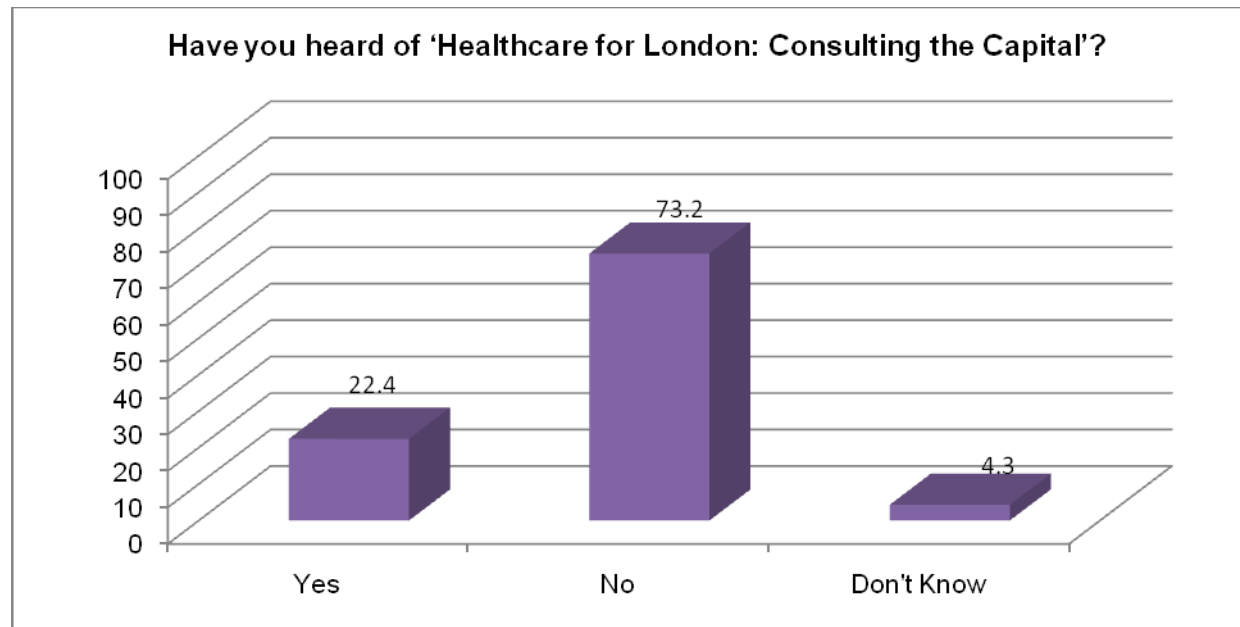
(Please note all figures are given in valid percentages)

511 patients in South East London completed this survey.

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

Answer options: Yes/No/Maybe



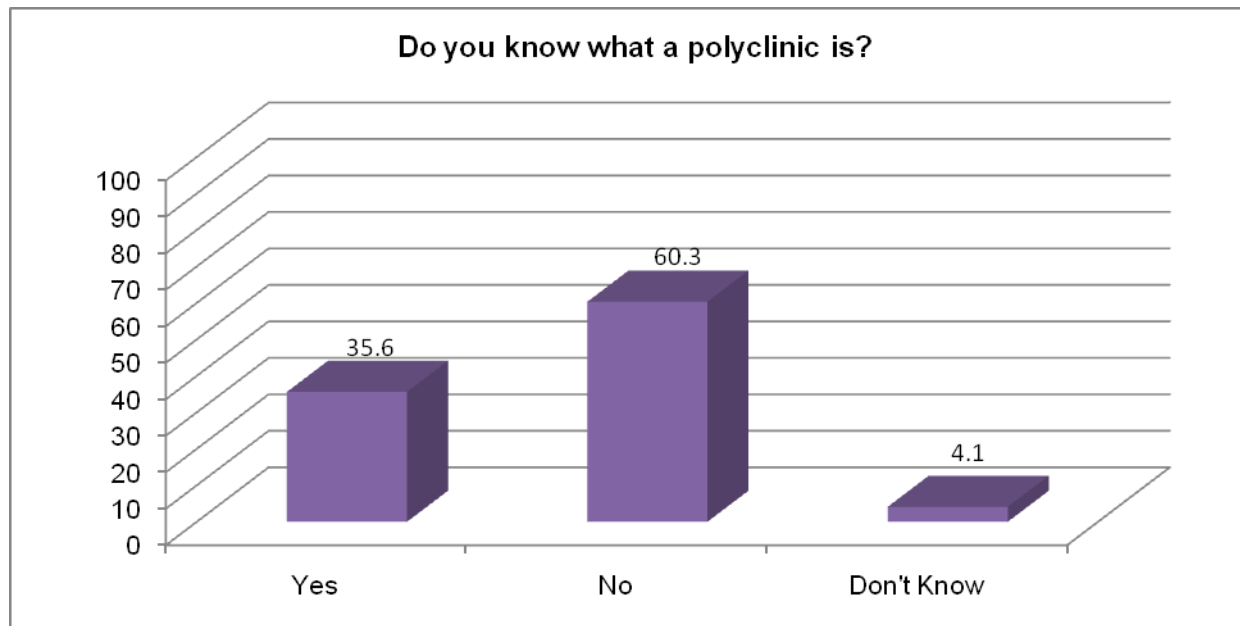
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Question Two:

Do you know what a polyclinic is?

Answer options: Yes/No/Don't know



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Question Three:

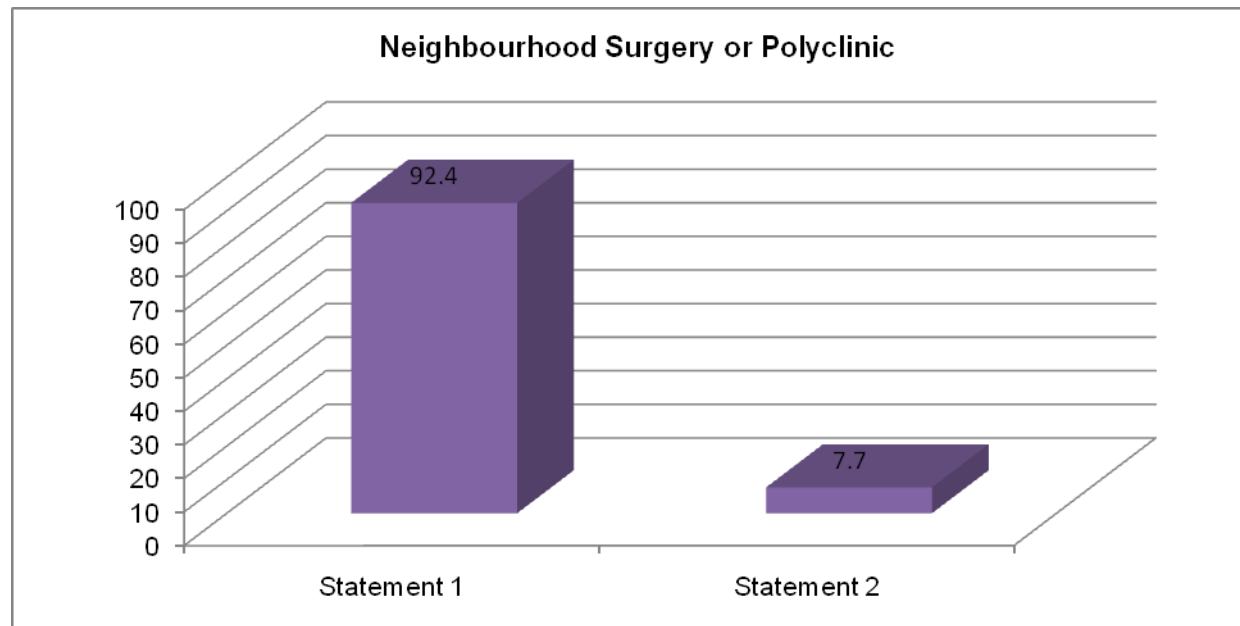
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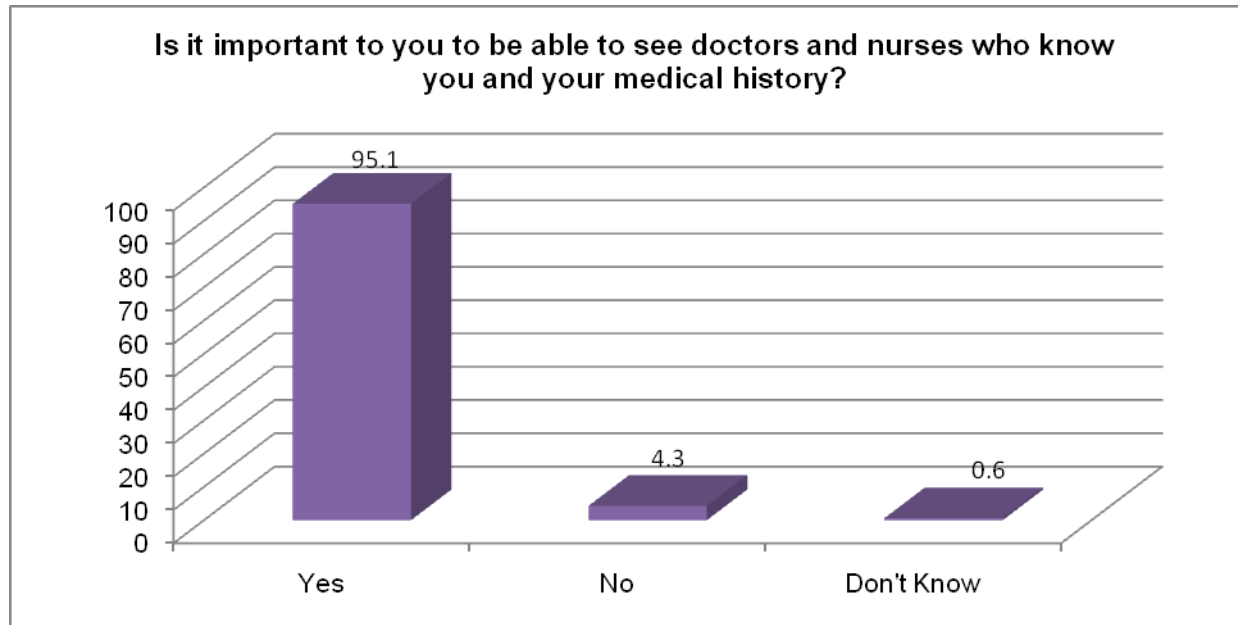
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Question Four:

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

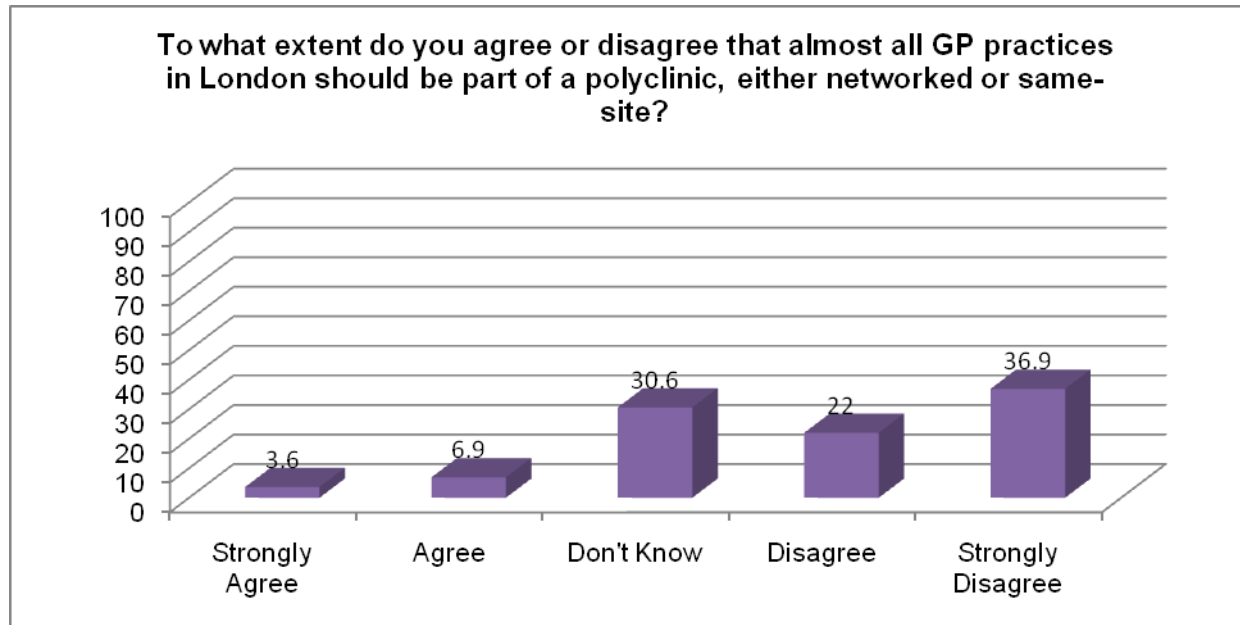


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Question Five: To what extent do you agree or disagree that almost all GP practices in London should be part of a polyclinic, either networked or same-site?

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



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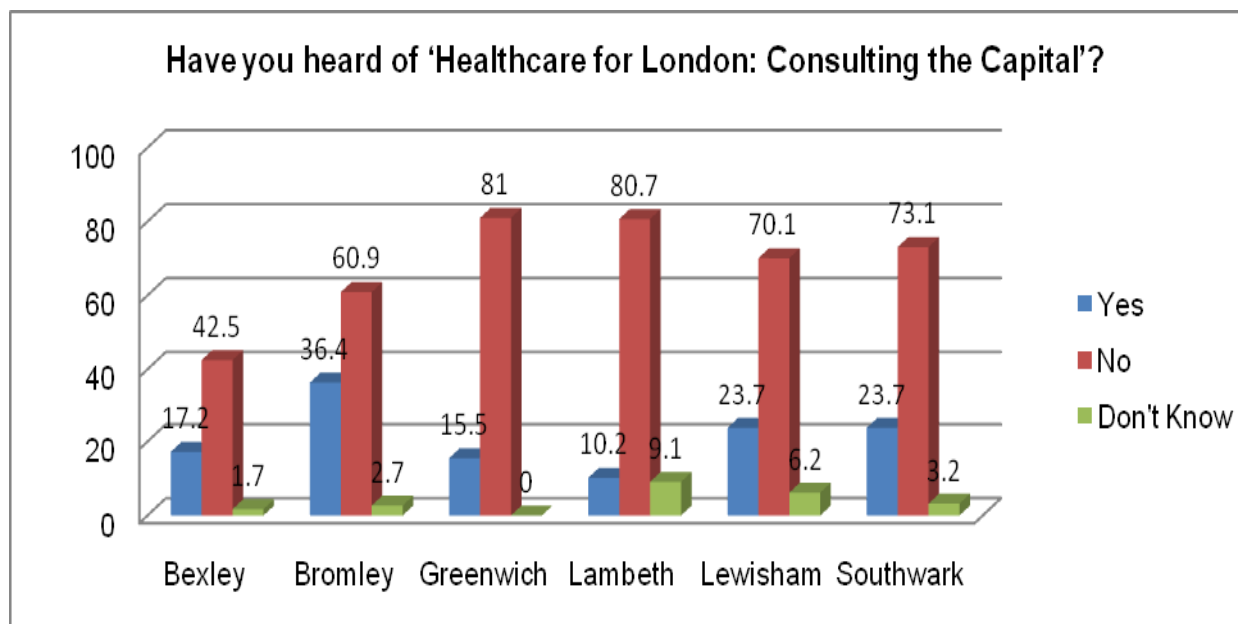
Results by borough

(Please note all figures are given in valid percentages)

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Answer options: Yes/No/Maybe



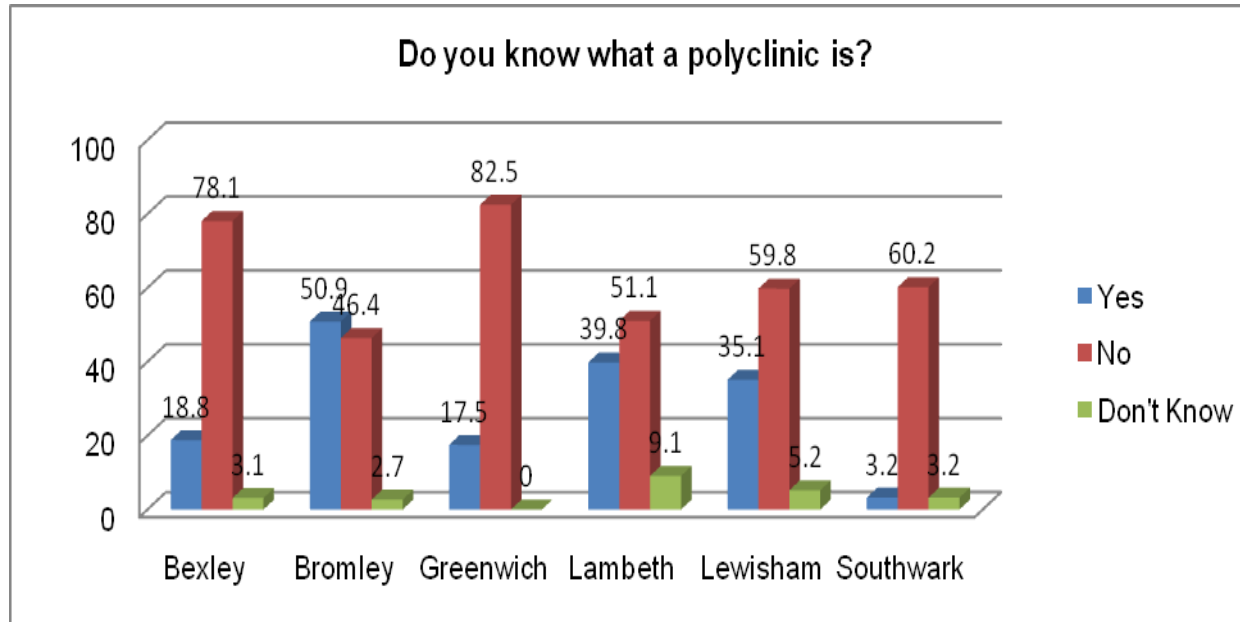
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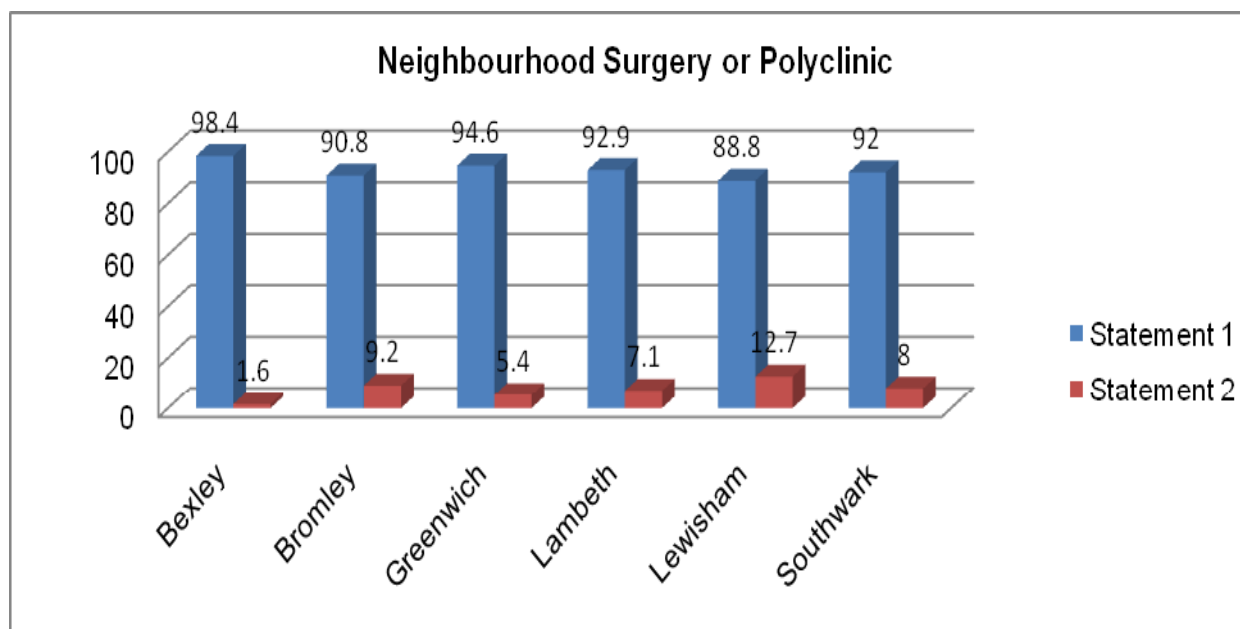
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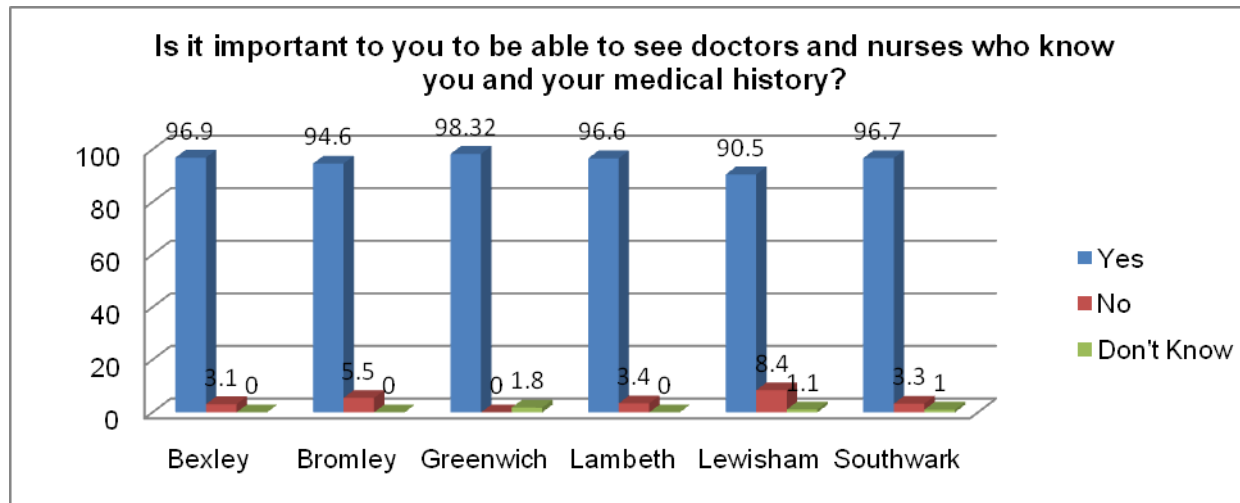
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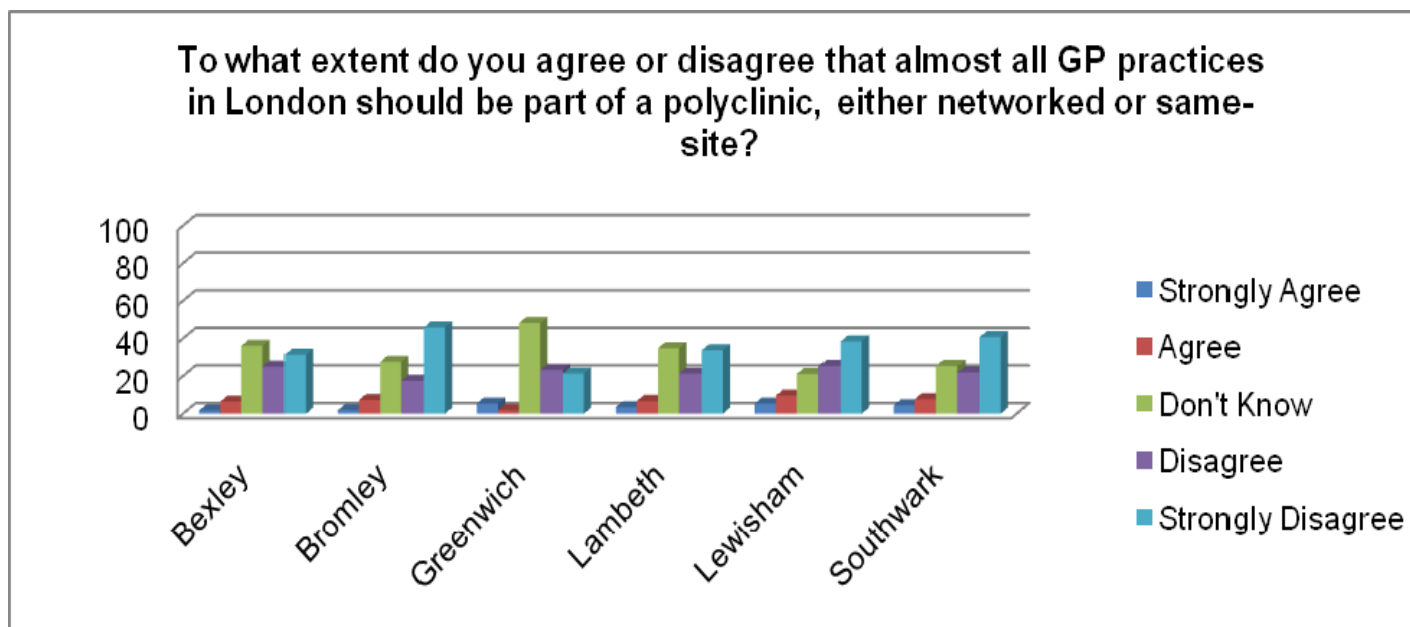


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Answer options: Strongly Agree/Agree/Don't know/Disagree/Strongly Disagree



(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
Bexley	17.2	42.5	1.7	18.8	78.1	3.1	98.4	1.6	96.9	3.1	0	1.6	6.3	36	25	31.3
Bromley	36.4	60.9	2.7	50.9	46.4	2.7	90.8	9.2	94.6	5.5	0	1.8	7.3	27.5	17.4	45.9
Greenwich	15.5	81	0	17.5	82.5	0	94.6	5.4	98.32	0	1.8	5.4	1.8	48.2	23.2	21.4
Lambeth	10.2	80.7	9.1	39.8	51.1	9.1	92.9	7.1	96.6	3.4	0	3.4	6.7	34.8	21.3	33.7
Lewisham	23.7	70.1	6.2	35.1	59.8	5.2	88.8	12.7	90.5	8.4	1.1	5.3	9.5	21.1	25.3	38.4
Southwark	23.7	73.1	3.2	3.2	60.2	3.2	92	8	96.7	3.3	1	4.4	7.7	25.3	22	40.7

Number of Respondents by Borough

Bexley	64
Bromley	110
Greenwich	58
Lambeth	89
Lewisham	97
Southwark	93

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