

GP PATIENT SURVEY

# **NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM**

## **2024 survey results**

# Introduction

## GP PATIENT SURVEY

- The GP Patient Survey (GPPS) is an England-wide survey, providing data about patients' experiences of their GP practices.
- This slide pack presents some of the key results from the **2024 GP Patient Survey** for **NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM**.
- In **NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM**, **93,655** questionnaires were sent out, and **18,757** were returned completed. This represents a response rate of **20%**.

The screenshot shows the 'GP PATIENT SURVEY' form with the Ipsos and NHS logos. It includes instructions to answer questions by putting an X in a box, a link to the online survey (www.gp-patient.co.uk/survey), and an access code field. The form is divided into sections: 'Your GP practice services' and 'Which of the following online GP services have you used in the last 12 months?'. Questions 01-07 are visible, covering topics like ease of contacting the GP practice, ease of using the website, ease of using the NHS App, helpfulness of the reception team, and frequency of seeing the preferred healthcare professional. Question 05 lists various online services like booking appointments, filling in online forms, accessing medical records, etc. Question 06 asks if there is a preferred healthcare professional at the practice. Question 07 asks how often the patient sees or speaks to their preferred professional. The form also includes a BSL logo and a 'Please turn over' instruction at the bottom right.

# Overall experience of GP practice

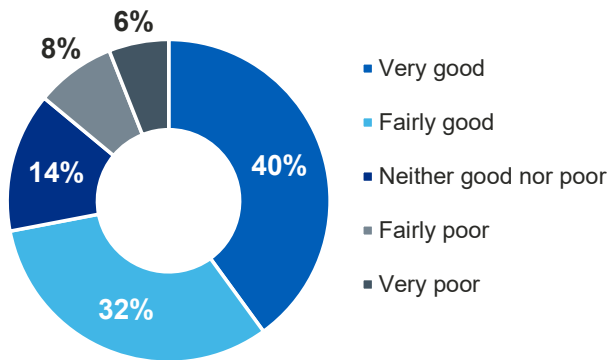


# Overall experience of GP practice

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

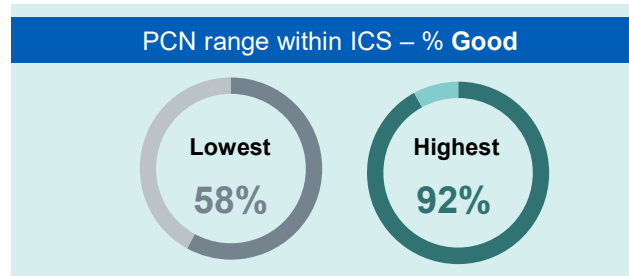
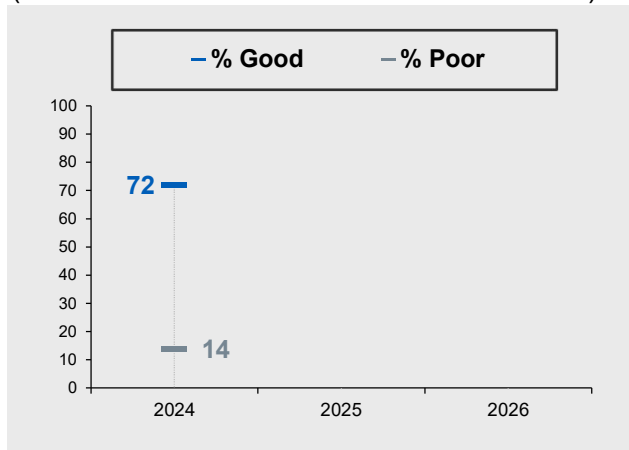
## Q32. Overall, how would you describe your experience of your GP practice?

### ICS result



### ICS result over time

(2024 results are the start of a new time series)



### Comparison of results

ICS		National	
Good	Poor	Good	Poor
72%	14%	74%	13%

**i** %Good = %Very good + %Fairly good  
 %Poor = %Very poor + %Fairly poor

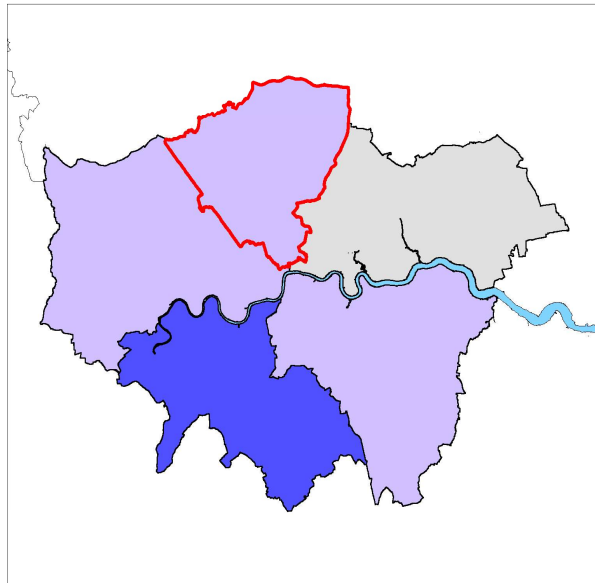
Base: Asked of all patients. National (693,982); ICS 2024 (18,601); PCN bases range from 131 to 1,352

# Overall experience: how the ICS results vary within the region

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

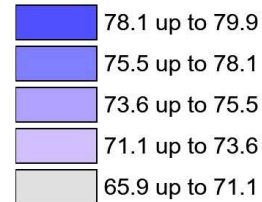
GP PATIENT SURVEY

## Q32. Overall, how would you describe your experience of your GP practice?



Overall experience of GP practice

% Good



Results range from

68%  
to  
80%

ICSs across England are divided into five groups (quintiles) based on their results, as shown in the key. The map shows the ICS results within this region based on these groups (the ICS represented by this pack is highlighted in red).

Comparisons are indicative only: differences may not be statistically significant

Base: Asked of all patients. ICS bases range from 5,680 to 45,122

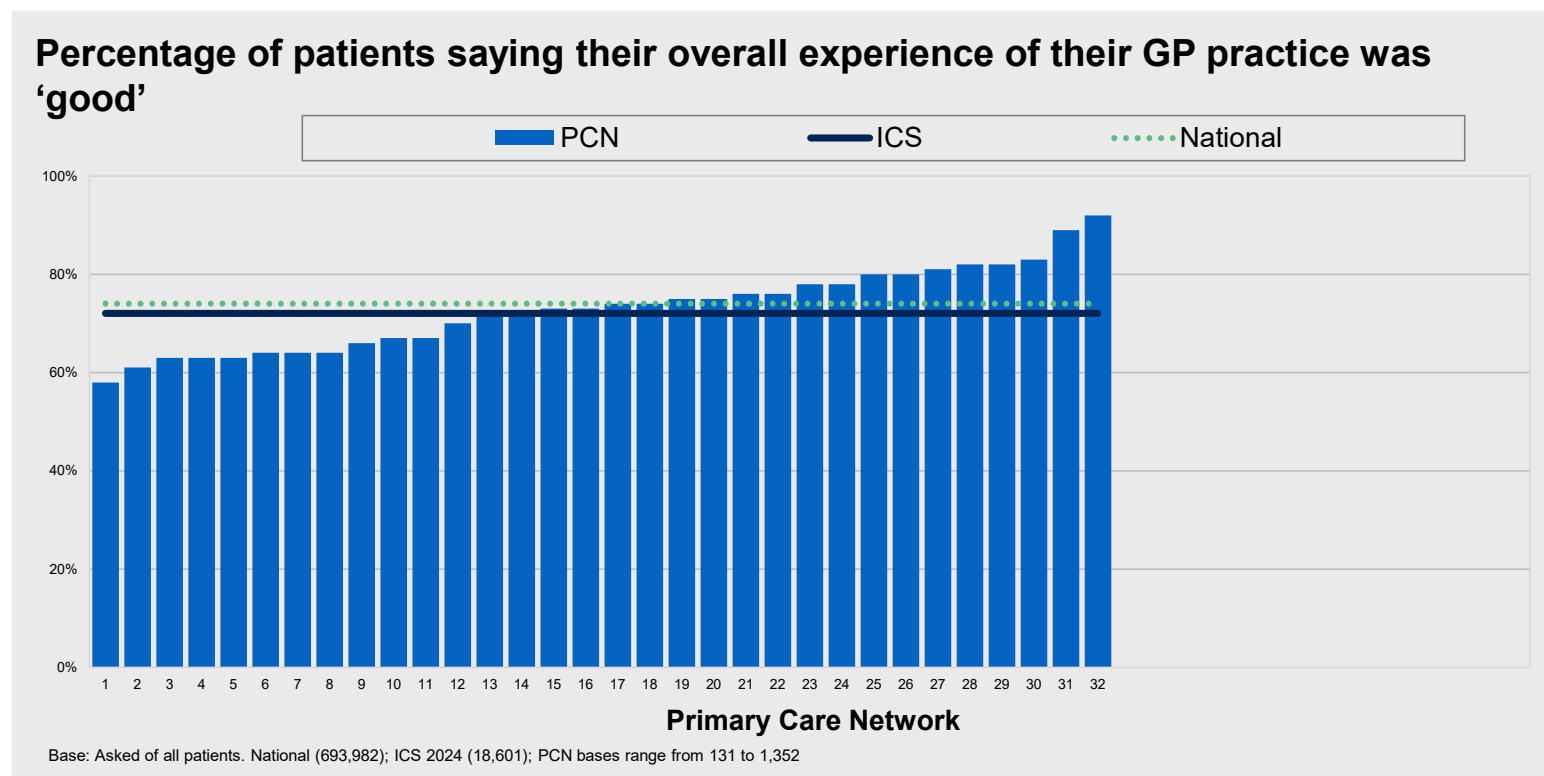
**i** %Good = %Very good + %Fairly good

# Overall experience: how the results vary by PCN within the ICS

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

GP PATIENT SURVEY

## Q32. Overall, how would you describe your experience of your GP practice?



PCN	Name
1	BARNET 1D PCN
2	NORTH 2 ISLINGTON PCN
3	BARNET 4 PCN
4	BARNET 5 PCN
5	BARNET 3 PCN
6	HARINGEY - N15/SOUTH EAST PCN
7	KENTISH TOWN SOUTH PCN
8	ENFIELD CARE NETWORK PCN
9	EDMONTON PCN
10	BARNET 2 PCN
11	ENFIELD UNITY PCN
12	CENTRAL 1 ISLINGTON PCN
13	NORTH 1 ISLINGTON PCN
14	CENTRAL CAMDEN PCN
15	WEST ENFIELD COLLABORATIVE PCN
16	HARINGEY - NORTH EAST PCN
17	BARNET 1W PCN
18	BARNET 6 PCN
19	ENFIELD SOUTH WEST PCN
20	HARINGEY - WELBOURNE PCN
21	HARINGEY - EAST CENTRAL PCN
22	HARINGEY - SOUTH WEST PCN
23	WEST AND CENTRAL PCN
24	SOUTH ISLINGTON PCN
25	HARINGEY - NORTH CENTRAL PCN
26	WEST CAMDEN PCN
27	CENTRAL HAMPSTEAD PCN
28	KENTISH TOWN CENTRAL PCN
29	CENTRAL 2 ISLINGTON PCN
30	HARINGEY - NORTH WEST PCN
31	NORTH CAMDEN PCN
32	SOUTH CAMDEN PCN

**i** Comparisons are indicative only; differences may not be statistically significant

**i** %Good = %Very good + %Fairly good



# Use of online GP services

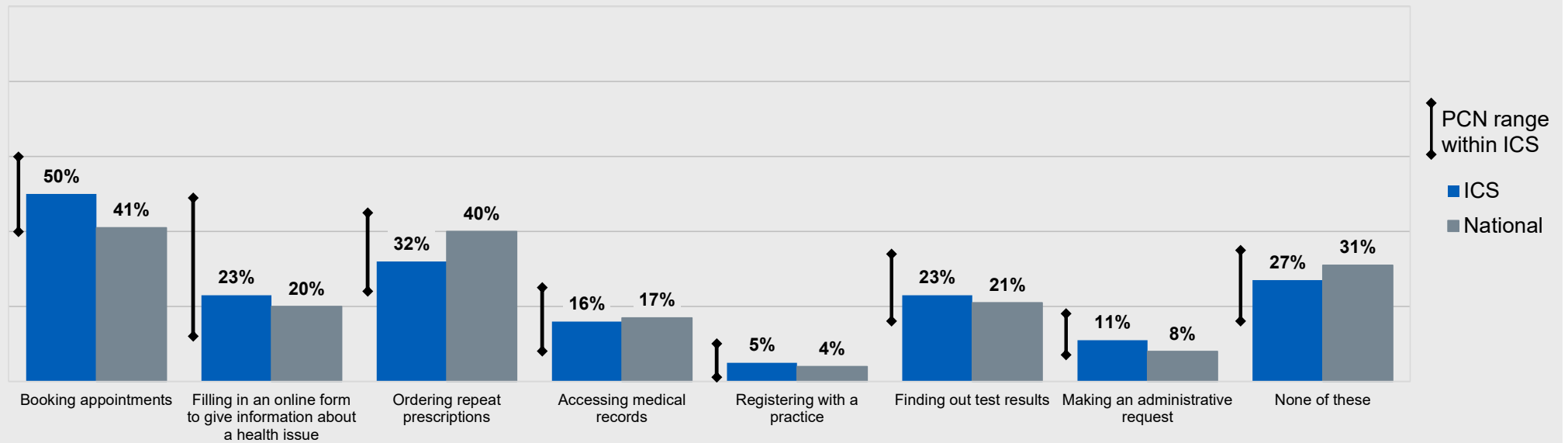


# Use of online GP services in the last 12 months

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

GP PATIENT SURVEY

## Q5. Which of the following online GP services have you used in the last 12 months?



Base: Asked of all patients. National (692,068); ICS 2024 (18,563); PCN bases range from 133 to 1,349

**i** Comparisons are indicative only; differences may not be statistically significant



# Contacting GP practice



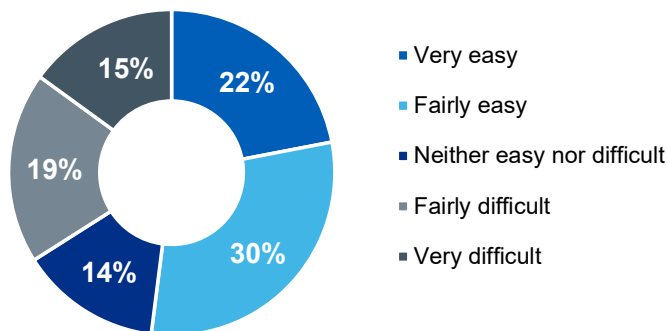
# Ease of contacting GP practice on the phone

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

GP PATIENT SURVEY

## Q1. Generally, how easy or difficult is it to contact your GP practice on the phone?

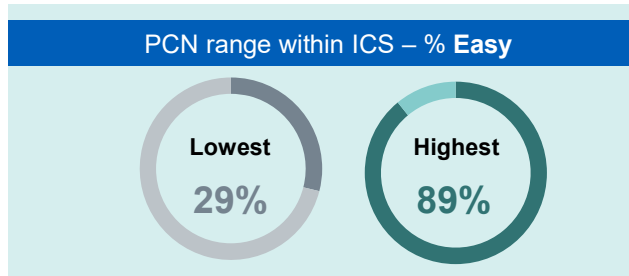
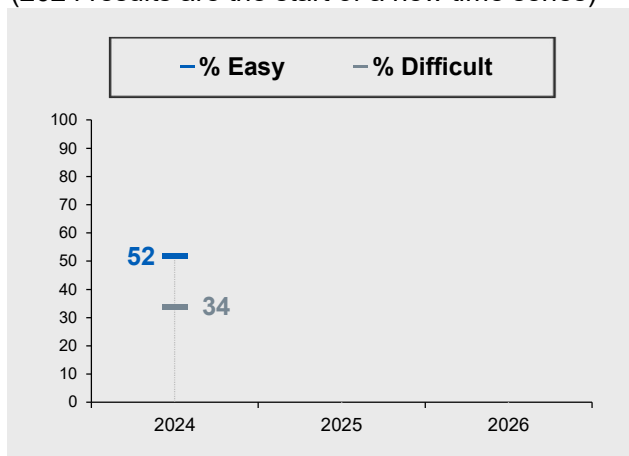
### ICS result



Base: Asked of all patients. Patients who selected 'I haven't tried' have been excluded. National (661,424); ICS 2024 (17,645); PCN bases range from 121 to 1,296

### ICS result over time

(2024 results are the start of a new time series)



### Comparison of results

ICS		National	
Easy	Difficult	Easy	Difficult
52%	34%	50%	38%

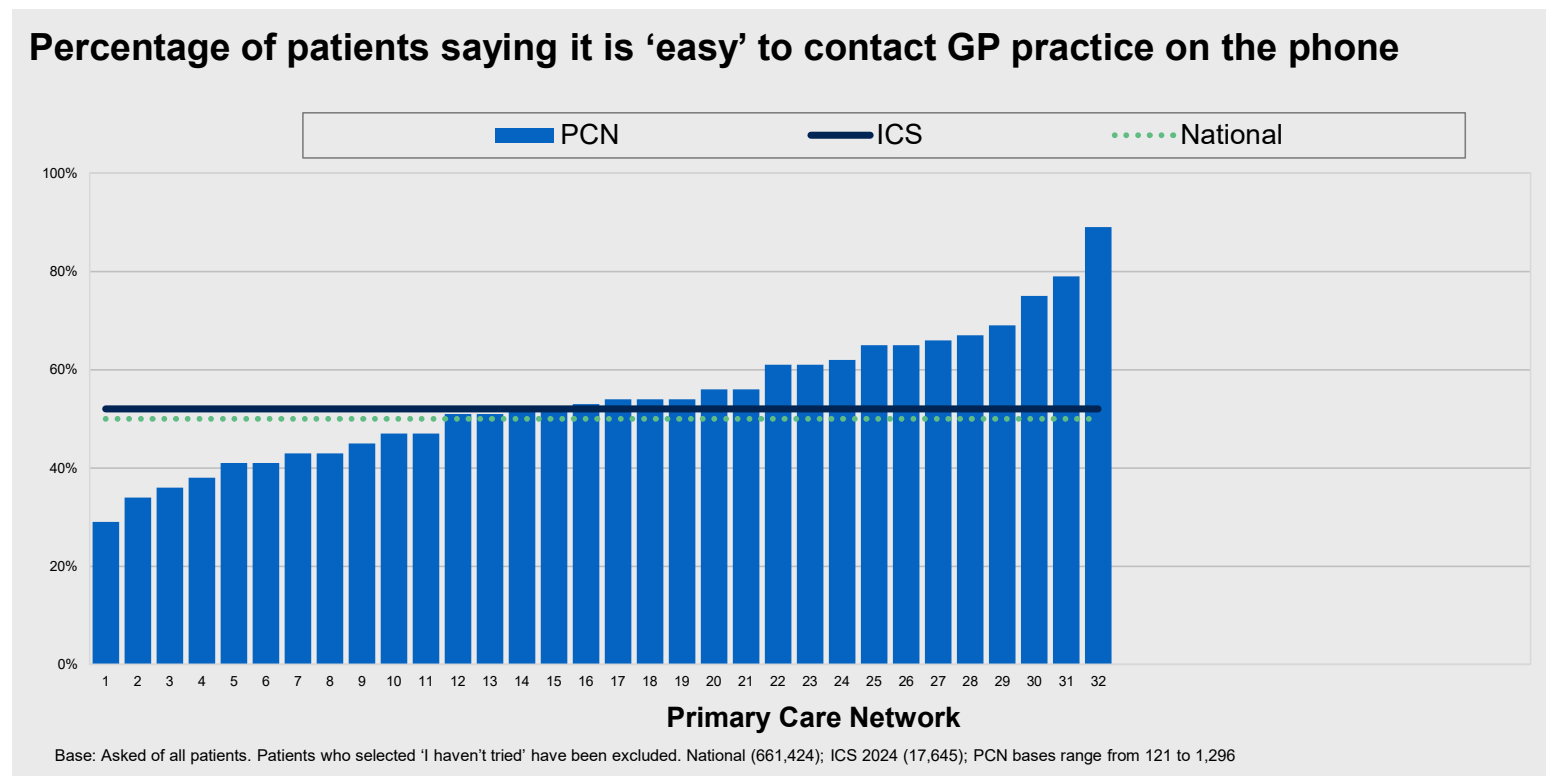
**i** %Easy = %Very easy + %Fairly easy  
 %Difficult = %Very difficult + %Fairly difficult



# Ease of contacting GP practice on the phone: how the results vary by PCN within the ICS

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

Q1. Generally, how easy or difficult is it to contact your GP practice on the phone?



PCN	Name
1	BARNET 4 PCN
2	BARNET 1D PCN
3	KENTISH TOWN SOUTH PCN
4	ENFIELD UNITY PCN
5	BARNET 3 PCN
6	ENFIELD CARE NETWORK PCN
7	BARNET 2 PCN
8	HARINGEY - N15/SOUTH EAST PCN
9	EDMONTON PCN
10	BARNET 5 PCN
11	HARINGEY - NORTH EAST PCN
12	BARNET 1W PCN
13	ENFIELD SOUTH WEST PCN
14	NORTH 2 ISLINGTON PCN
15	BARNET 6 PCN
16	CENTRAL 1 ISLINGTON PCN
17	NORTH 1 ISLINGTON PCN
18	WEST ENFIELD COLLABORATIVE PCN
19	HARINGEY - WELBOURNE PCN
20	HARINGEY - SOUTH WEST PCN
21	CENTRAL CAMDEN PCN
22	KENTISH TOWN CENTRAL PCN
23	HARINGEY - NORTH CENTRAL PCN
24	CENTRAL 2 ISLINGTON PCN
25	HARINGEY - EAST CENTRAL PCN
26	WEST AND CENTRAL PCN
27	SOUTH ISLINGTON PCN
28	HARINGEY - NORTH WEST PCN
29	WEST CAMDEN PCN
30	CENTRAL HAMPSTEAD PCN
31	NORTH CAMDEN PCN
32	SOUTH CAMDEN PCN

**i** Comparisons are indicative only; differences may not be statistically significant

**i** %Easy = %Very easy + %Fairly easy



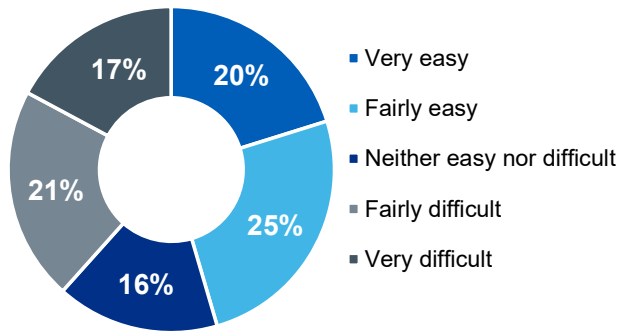
# Ease of contacting GP practice using their website

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

GP PATIENT SURVEY

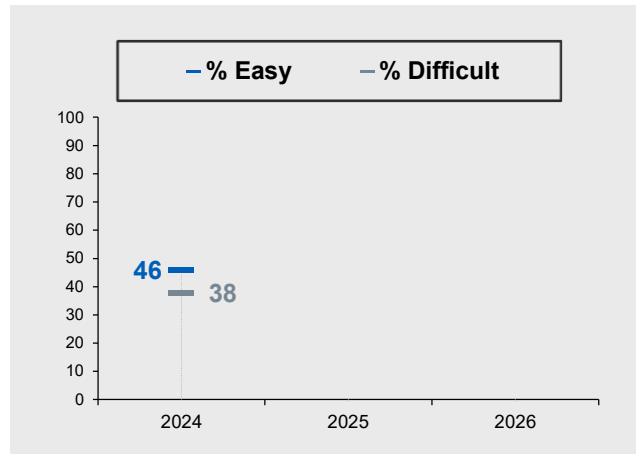
## Q2. Generally, how easy or difficult is it to contact your GP practice using their website?

### ICS result



### ICS result over time

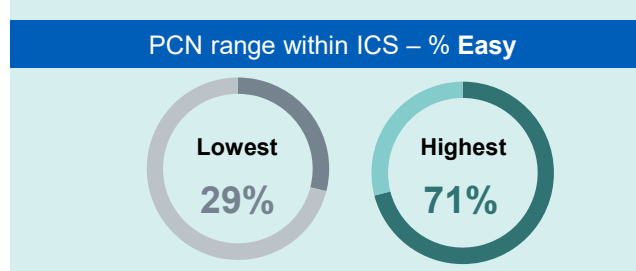
(2024 results are the start of a new time series)



### Comparison of results

ICS		National	
Easy	Difficult	Easy	Difficult
46%	38%	48%	37%

Base: Asked of all patients. Patients who selected 'I haven't tried' have been excluded. National (315,087); ICS 2024 (10,156); PCN bases range from 83 to 801



**i** %Easy = %Very easy + %Fairly easy  
%Difficult = %Very difficult + %Fairly difficult



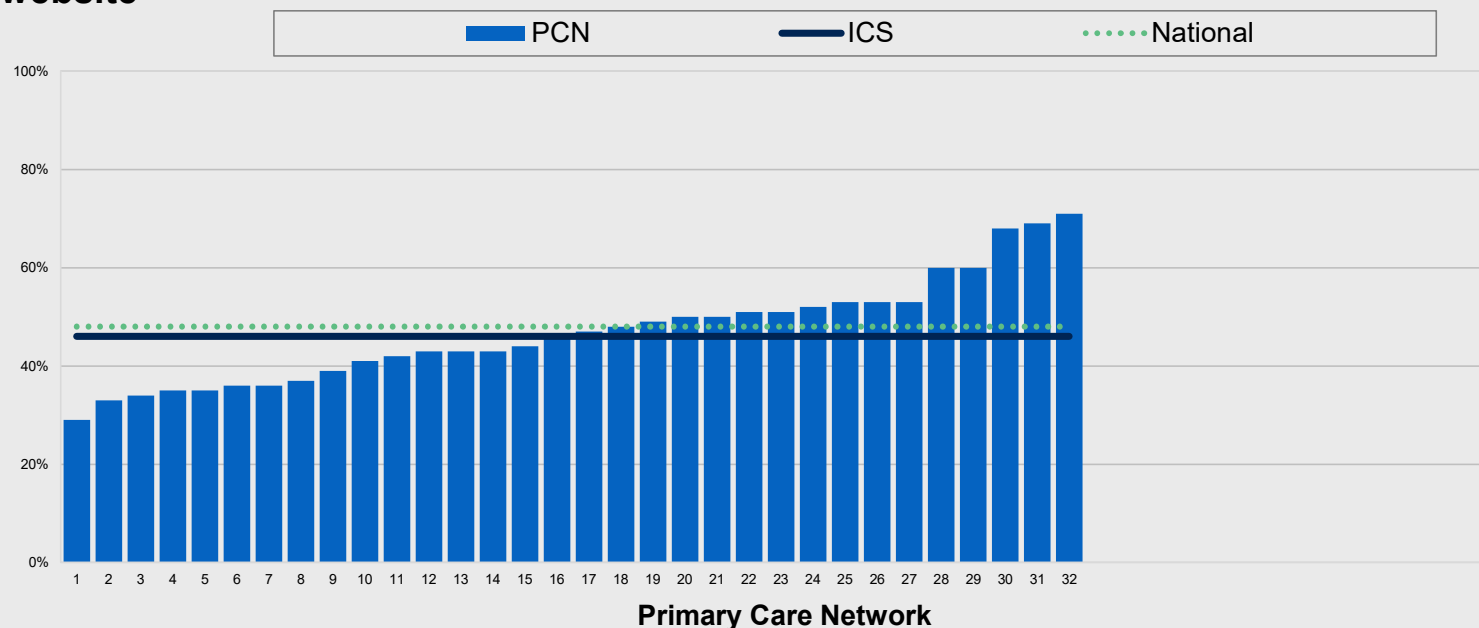
# Ease of contacting GP practice using their website: how the results vary by PCN within the ICS

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

GP PATIENT SURVEY

## Q2. Generally, how easy or difficult is it to contact your GP practice using their website?

Percentage of patients saying it is 'easy' to contact GP practice using their website



Base: Asked of all patients. Patients who selected 'I haven't tried' have been excluded. National (315,087); ICS 2024 (10,156); PCN bases range from 83 to 801

**i** Comparisons are indicative only; differences may not be statistically significant

**i** %Easy = %Very easy + %Fairly easy

PCN	Name
1	KENTISH TOWN SOUTH PCN
2	BARNET 3 PCN
3	BARNET 1D PCN
4	BARNET 4 PCN
5	ENFIELD UNITY PCN
6	HARINGEY - N15/SOUTH EAST PCN
7	CENTRAL 1 ISLINGTON PCN
8	BARNET 2 PCN
9	WEST ENFIELD COLLABORATIVE PCN
10	BARNET 1W PCN
11	BARNET 6 PCN
12	BARNET 5 PCN
13	HARINGEY - NORTH CENTRAL PCN
14	HARINGEY - NORTH EAST PCN
15	KENTISH TOWN CENTRAL PCN
16	ENFIELD CARE NETWORK PCN
17	NORTH 2 ISLINGTON PCN
18	EDMONTON PCN
19	SOUTH CAMDEN PCN
20	NORTH 1 ISLINGTON PCN
21	CENTRAL CAMDEN PCN
22	ENFIELD SOUTH WEST PCN
23	SOUTH ISLINGTON PCN
24	CENTRAL 2 ISLINGTON PCN
25	HARINGEY - NORTH WEST PCN
26	CENTRAL HAMPSTEAD PCN
27	HARINGEY - WELBOURNE PCN
28	HARINGEY - EAST CENTRAL PCN
29	HARINGEY - SOUTH WEST PCN
30	WEST CAMDEN PCN
31	NORTH CAMDEN PCN
32	WEST AND CENTRAL PCN



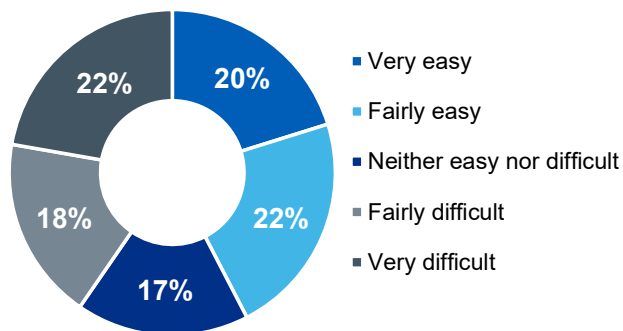
# Ease of contacting GP practice using the NHS App

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

GP PATIENT SURVEY

## Q3. Generally, how easy or difficult is it to contact your GP practice using the NHS App?

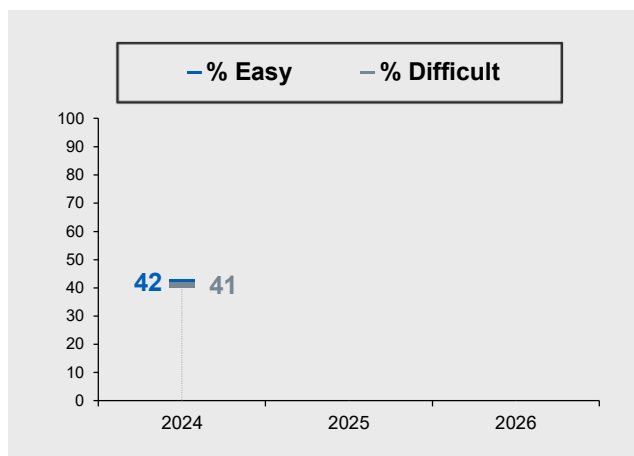
### ICS result



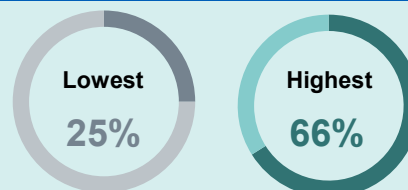
Base: Asked of all patients. Patients who selected 'I haven't tried' have been excluded. National (220,709); ICS 2024 (7,601); PCN bases range from 52 to 617

### ICS result over time

(2024 results are the start of a new time series)



### PCN range within ICS – % Easy



### Comparison of results

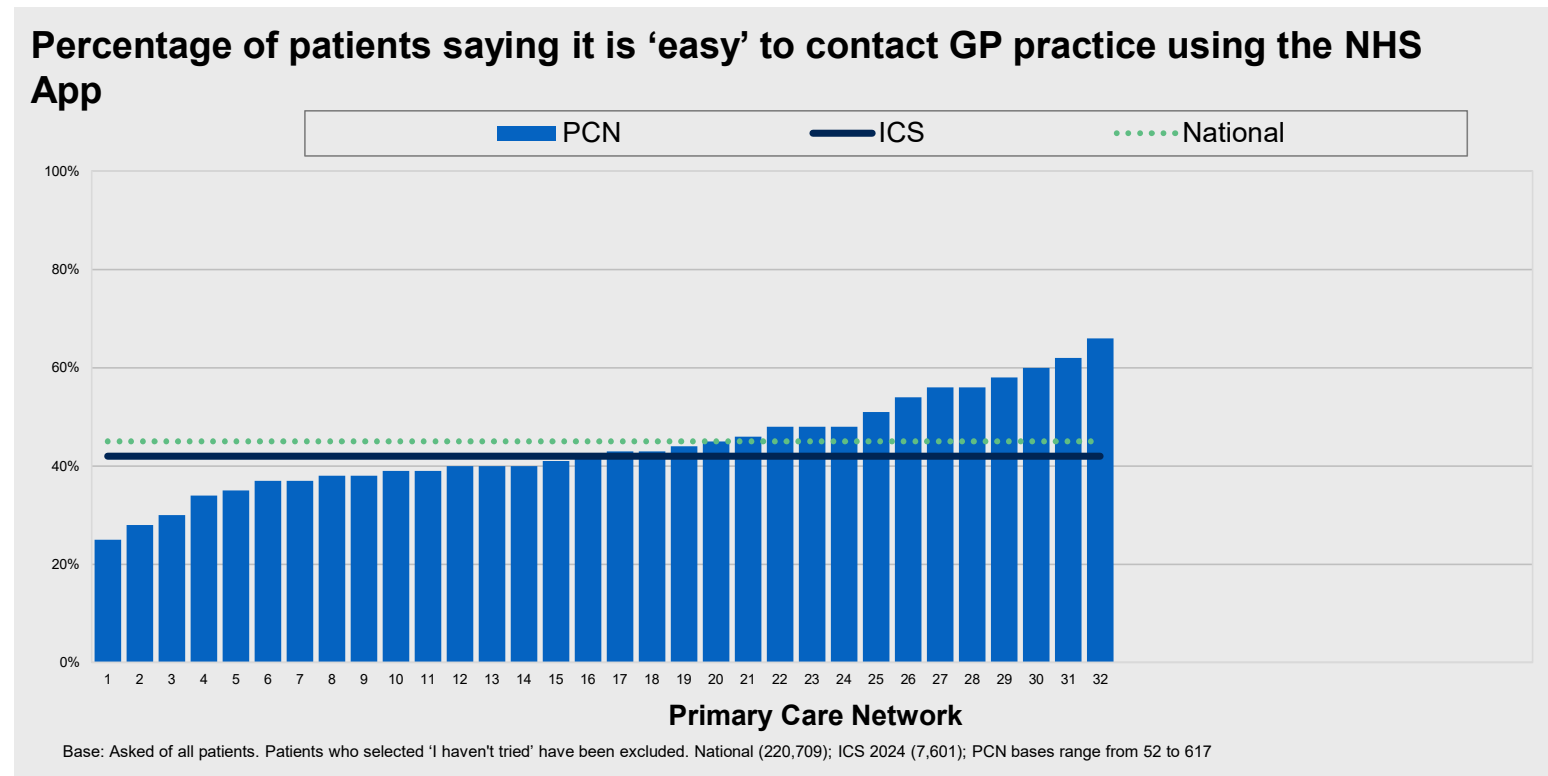
ICS		National	
Easy	Difficult	Easy	Difficult
42%	41%	45%	39%

**i** %Easy = %Very easy + %Fairly easy  
%Difficult = %Very difficult + %Fairly difficult

# Ease of contacting GP practice using the NHS App: how the results vary by PCN within the ICS

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

## Q3. Generally, how easy or difficult is it to contact your GP practice using the NHS App?



PCN	Name
1	KENTISH TOWN SOUTH PCN
2	BARNET 3 PCN
3	ENFIELD UNITY PCN
4	BARNET 2 PCN
5	BARNET 4 PCN
6	CENTRAL 1 ISLINGTON PCN
7	BARNET 1D PCN
8	NORTH 1 ISLINGTON PCN
9	WEST ENFIELD COLLABORATIVE PCN
10	NORTH 2 ISLINGTON PCN
11	CENTRAL 2 ISLINGTON PCN
12	HARINGEY - N15/SOUTH EAST PCN
13	BARNET 5 PCN
14	EDMONTON PCN
15	ENFIELD CARE NETWORK PCN
16	BARNET 1W PCN
17	HARINGEY - SOUTH WEST PCN
18	BARNET 6 PCN
19	KENTISH TOWN CENTRAL PCN
20	HARINGEY - EAST CENTRAL PCN
21	SOUTH ISLINGTON PCN
22	ENFIELD SOUTH WEST PCN
23	HARINGEY - WELBOURNE PCN
24	HARINGEY - NORTH EAST PCN
25	NORTH CAMDEN PCN
26	CENTRAL HAMPSTEAD PCN
27	HARINGEY - NORTH WEST PCN
28	CENTRAL CAMDEN PCN
29	HARINGEY - NORTH CENTRAL PCN
30	WEST CAMDEN PCN
31	WEST AND CENTRAL PCN
32	SOUTH CAMDEN PCN

**i** Comparisons are indicative only; differences may not be statistically significant

**i** %Easy = %Very easy + %Fairly easy



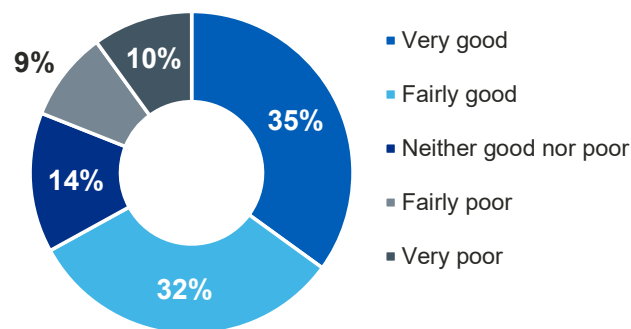
# Overall experience of contacting GP practice

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

GP PATIENT SURVEY

## Q16. Overall, how would you describe your experience of contacting your GP practice on this occasion?

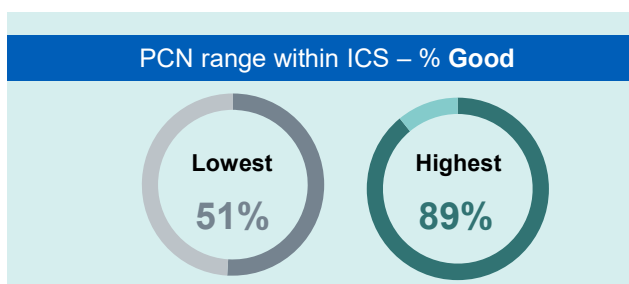
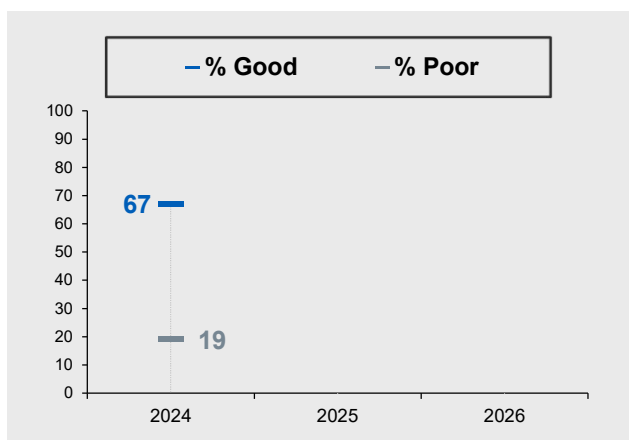
### ICS result



Base: Asked of patients who have tried to contact their GP practice since being registered. National (680,060); ICS 2024 (18,126); PCN bases range from 130 to 1,323

### ICS result over time

(2024 results are the start of a new time series)



### Comparison of results

ICS		National	
Good	Poor	Good	Poor
67%	19%	67%	19%

**i** %Good = %Very good + %Fairly good  
 %Poor = %Very poor + %Fairly poor

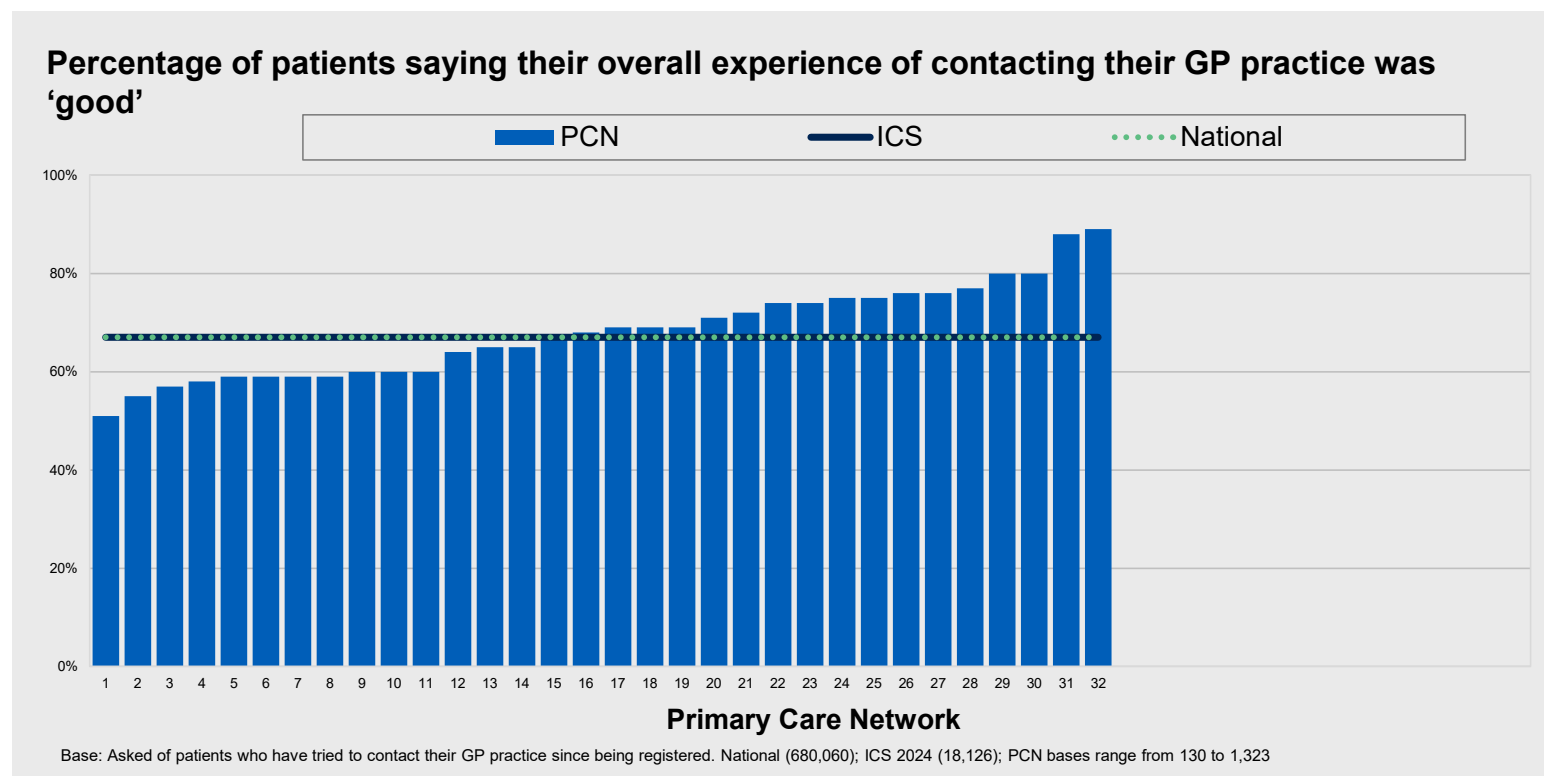




# Overall experience of contacting GP practice: how the results vary by PCN within the ICS

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

Q16. Overall, how would you describe your experience of contacting your GP practice on this occasion?



PCN	Name
1	BARNET 1D PCN
2	ENFIELD CARE NETWORK PCN
3	KENTISH TOWN SOUTH PCN
4	BARNET 5 PCN
5	NORTH 2 ISLINGTON PCN
6	BARNET 2 PCN
7	BARNET 4 PCN
8	HARINGEY - N15/SOUTH EAST PCN
9	EDMONTON PCN
10	ENFIELD UNITY PCN
11	BARNET 3 PCN
12	BARNET 1W PCN
13	HARINGEY - WELBOURNE PCN
14	HARINGEY - NORTH EAST PCN
15	BARNET 6 PCN
16	ENFIELD SOUTH WEST PCN
17	NORTH 1 ISLINGTON PCN
18	CENTRAL 1 ISLINGTON PCN
19	CENTRAL CAMDEN PCN
20	HARINGEY - EAST CENTRAL PCN
21	WEST ENFIELD COLLABORATIVE PCN
22	HARINGEY - SOUTH WEST PCN
23	HARINGEY - NORTH CENTRAL PCN
24	WEST AND CENTRAL PCN
25	SOUTH ISLINGTON PCN
26	KENTISH TOWN CENTRAL PCN
27	CENTRAL 2 ISLINGTON PCN
28	HARINGEY - NORTH WEST PCN
29	CENTRAL HAMPSTEAD PCN
30	WEST CAMDEN PCN
31	SOUTH CAMDEN PCN
32	NORTH CAMDEN PCN

**i** Comparisons are indicative only; differences may not be statistically significant

**i** %Good = %Very good + %Fairly good



# Last appointment

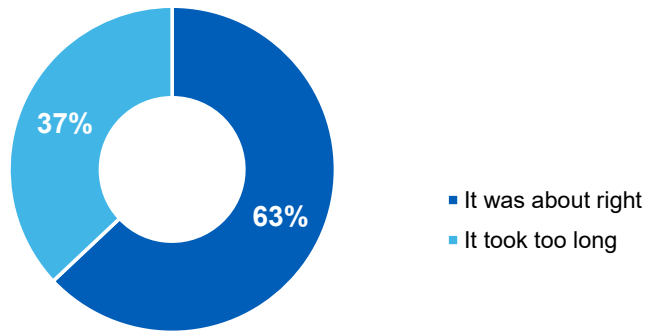


# How patients felt about appointment wait time

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

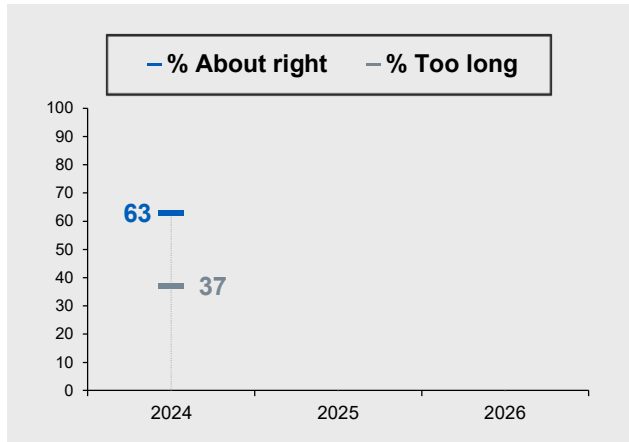
## Q21. How do you feel about how long you waited for your appointment?

### ICS result

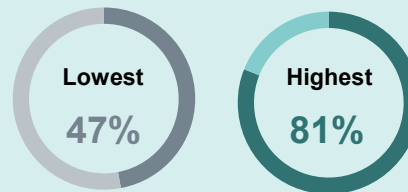


### ICS result over time

(2024 results are the start of a new time series)



### PCN range within ICS – % About right



### Comparison of results

ICS		National	
About right	Too long	About right	Too long
63%	37%	66%	34%

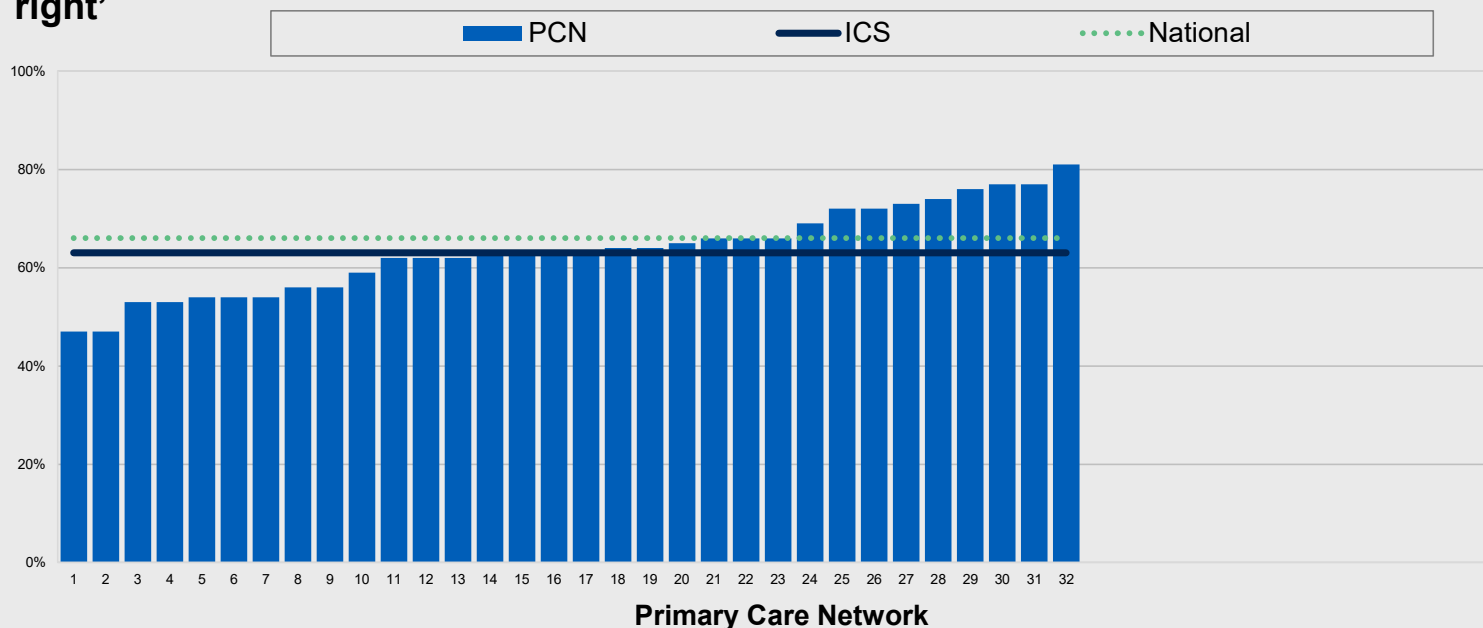
Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'I don't know' have been excluded. National (610,869); ICS 2024 (16,041); PCN bases range from 116 to 1,166

# How patients felt about appointment wait time: how the results vary by PCN within the ICS

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

## Q21. How do you feel about how long you waited for your appointment?

Percentage of patients who felt the wait time for their appointment was 'about right'



Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'I don't know' have been excluded. National (610,869); ICS 2024 (16,041); PCN bases range from 116 to 1,166

**i** Comparisons are indicative only; differences may not be statistically significant

**i** %About right

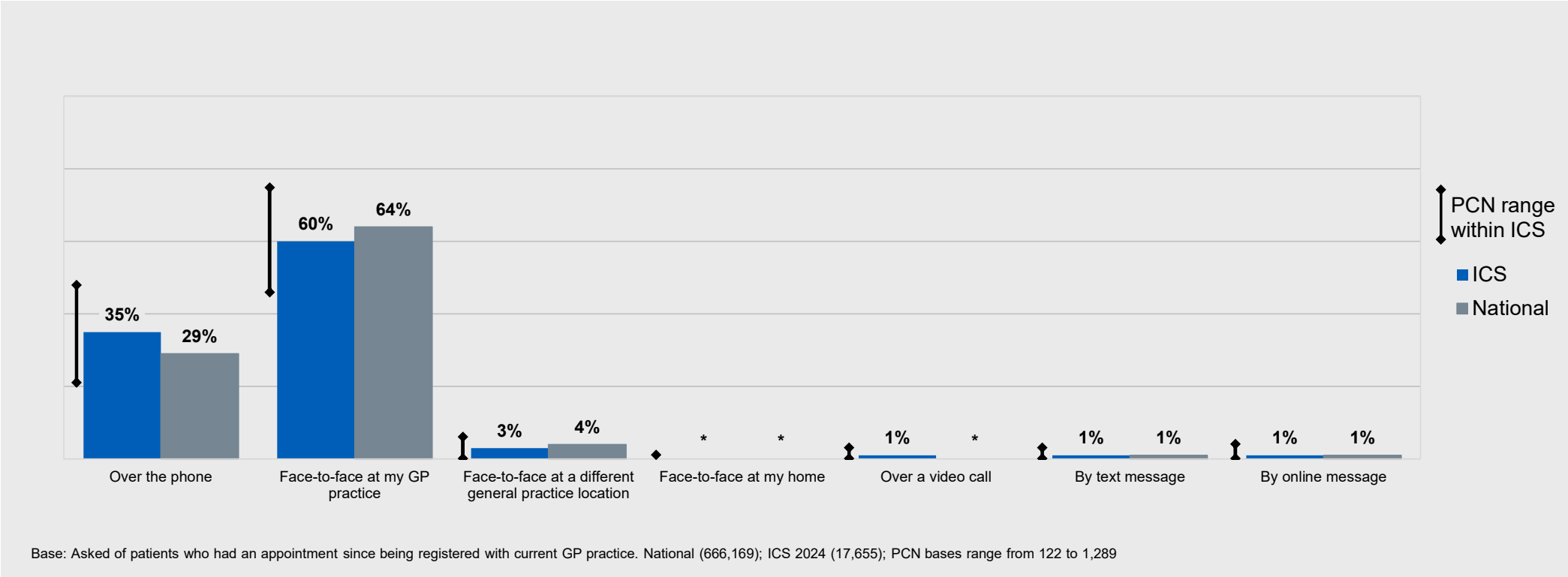
PCN	Name
1	KENTISH TOWN SOUTH PCN
2	ENFIELD CARE NETWORK PCN
3	NORTH 2 ISLINGTON PCN
4	BARNET 1D PCN
5	BARNET 2 PCN
6	ENFIELD UNITY PCN
7	BARNET 3 PCN
8	BARNET 5 PCN
9	EDMONTON PCN
10	BARNET 1W PCN
11	HARINGEY - EAST CENTRAL PCN
12	BARNET 4 PCN
13	ENFIELD SOUTH WEST PCN
14	HARINGEY - SOUTH WEST PCN
15	KENTISH TOWN CENTRAL PCN
16	CENTRAL CAMDEN PCN
17	HARINGEY - NORTH EAST PCN
18	HARINGEY - N15/SOUTH EAST PCN
19	HARINGEY - WELBOURNE PCN
20	BARNET 6 PCN
21	NORTH 1 ISLINGTON PCN
22	CENTRAL 2 ISLINGTON PCN
23	WEST ENFIELD COLLABORATIVE PCN
24	WEST AND CENTRAL PCN
25	SOUTH CAMDEN PCN
26	CENTRAL 1 ISLINGTON PCN
27	CENTRAL HAMPSTEAD PCN
28	HARINGEY - NORTH CENTRAL PCN
29	HARINGEY - NORTH WEST PCN
30	WEST CAMDEN PCN
31	SOUTH ISLINGTON PCN
32	NORTH CAMDEN PCN



# Type of appointment

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

## Q22. How did the appointment take place?



**i** Comparisons are indicative only: differences may not be statistically significant



# Care and concern



# Care and concern – in detail

GPPS can be used to look at how experience varies among different patient groups.

To demonstrate **one example** of this, the following three slides break down the results by a selection of key demographic variables for the question: “Last time you had a general practice appointment, how good was the healthcare professional at treating you with care and concern?”.

- The charts present a summary result of % Good: a combination of ‘% Very good’ and ‘% Good’.
- The answer options for each of the demographic questions are displayed in the order they appear in the questionnaire.

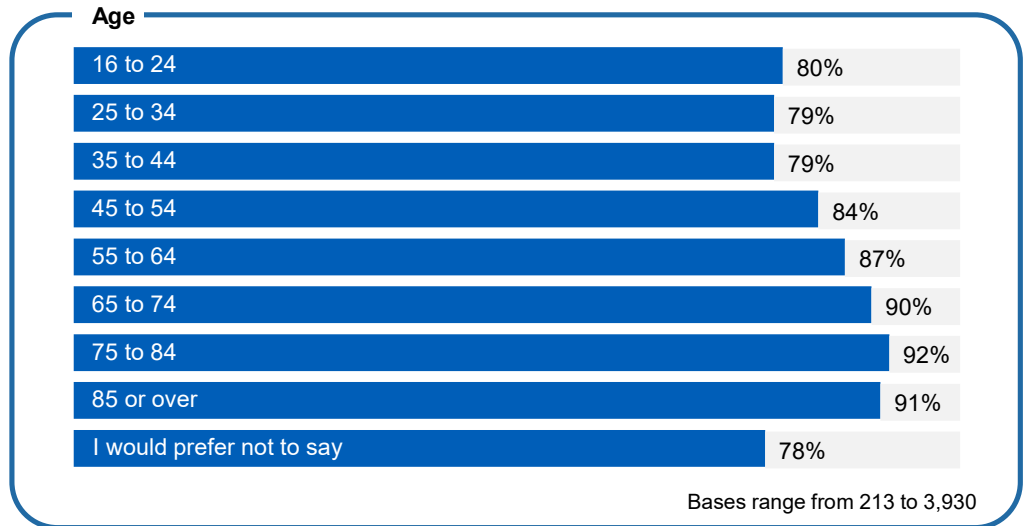
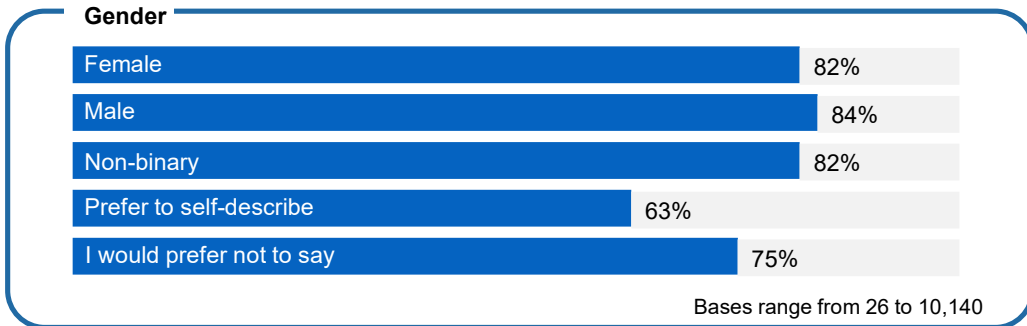
Please note all comparisons are indicative only. Differences in experience between different groups of patients may not be statistically significant and may be influenced by other factors.

To break down the survey results by patient demographics for **all other questions** at national, ICS, PCN and practice level, go to <https://gp-patient.co.uk/analysistool>.

# Q25. During your last appointment, how good was the healthcare professional at treating you with care and concern?

## % Good<sup>1</sup> (total)

### NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM



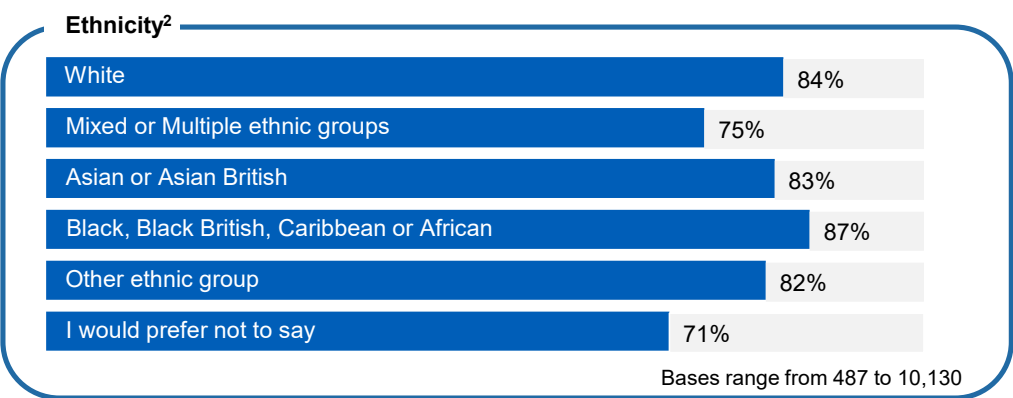
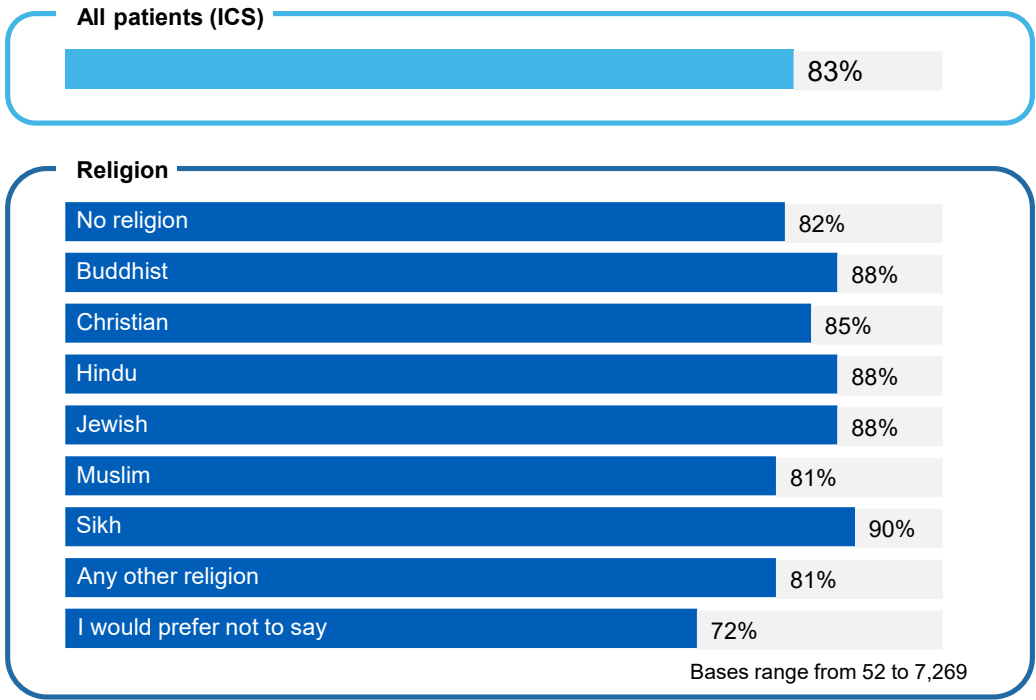
<sup>1</sup>Good = Very good % + Good %  
 Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'I don't know or it didn't apply' have been excluded. ICS 2024 (17,476).



# Q25. During your last appointment, how good was the healthcare professional at treating you with care and concern?

## % Good<sup>1</sup> (total)

### NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM



<sup>1</sup>Good = Very good % + Good %

<sup>2</sup>A more detailed ethnicity breakdown is available, but individual base sizes may be too small for robust analysis

<sup>3</sup>Carer = Any 'yes' at Q61. Do you look after, or give any help or support to, anyone because they have long-term physical or mental health conditions or illnesses, or problems related to old age?

Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'I don't know or it didn't apply' have been excluded. ICS 2024 (17,476).



# Services when GP practice is closed

*These questions are only asked of people who have recently contacted or used an NHS service when they wanted care or advice from a healthcare professional at their GP practice but it was closed. As such, the base size is often too small to make meaningful comparisons at PCN level. The PCN range within ICS has therefore not been included for these questions.*

*Please note that patients cannot always distinguish between these services and extended access appointments. Please view the results in this section with the configuration of your local services in mind.*

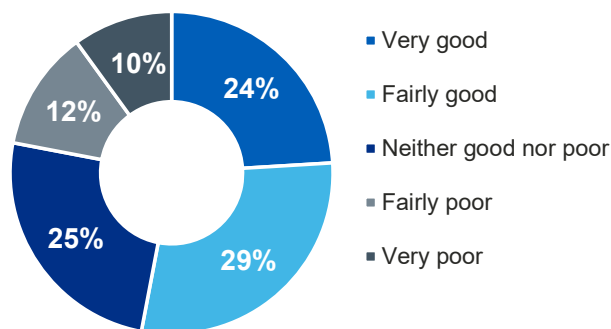
# Overall experience of services when GP practice is closed

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

GP PATIENT SURVEY

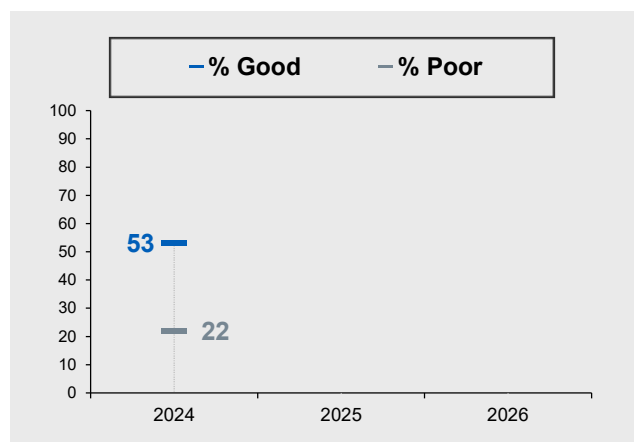
## Q36. Overall, how would you describe your experience of NHS services on this occasion when your GP practice was closed?

### ICS result



### ICS result over time

(2024 results are the start of a new time series)



### Comparison of results

ICS		National	
Good	Poor	Good	Poor
53%	22%	56%	22%

Base: Asked of patients who contacted or used an NHS service, in the last 12 months, when they wanted care or advice from a healthcare professional at their GP practice but it was closed. National (191,189); ICS 2024 (5,835).

**i** %Good = %Very good + %Fairly good  
 %Poor= %Very poor + %Fairly poor



# Managing health conditions



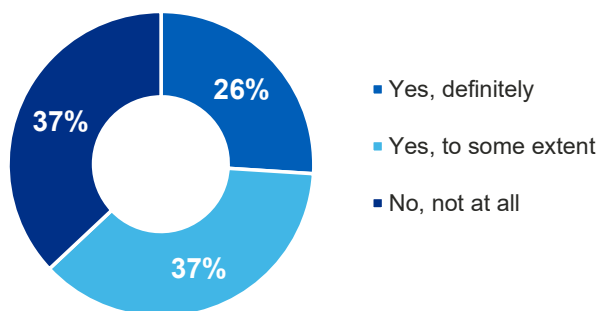
# Support with managing conditions or illnesses

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

GP PATIENT SURVEY

**Q43. In the last 12 months, have you had enough support from local services or organisations to help you manage your conditions or illnesses?**

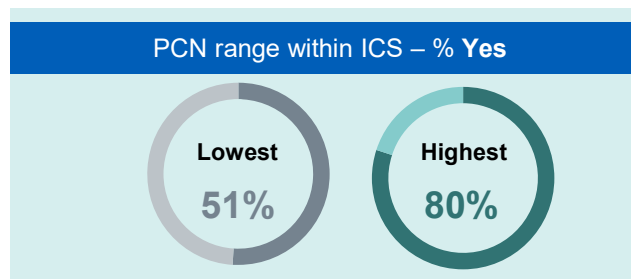
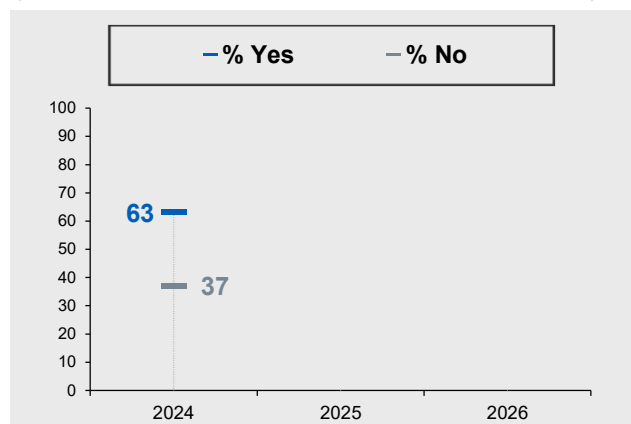
## ICS result



Base: Asked of all patients with a long-term condition or illness. Patients who selected 'I haven't needed support' or 'I don't know' have been excluded. National (314,955); ICS 2024 (7,782); PCN bases range from 58 to 554

## ICS result over time

(2024 results are the start of a new time series)



## Comparison of results

ICS		National	
Yes	No	Yes	No
63%	37%	68%	32%

**i** %Yes = %Yes, definitely + %Yes, to some extent

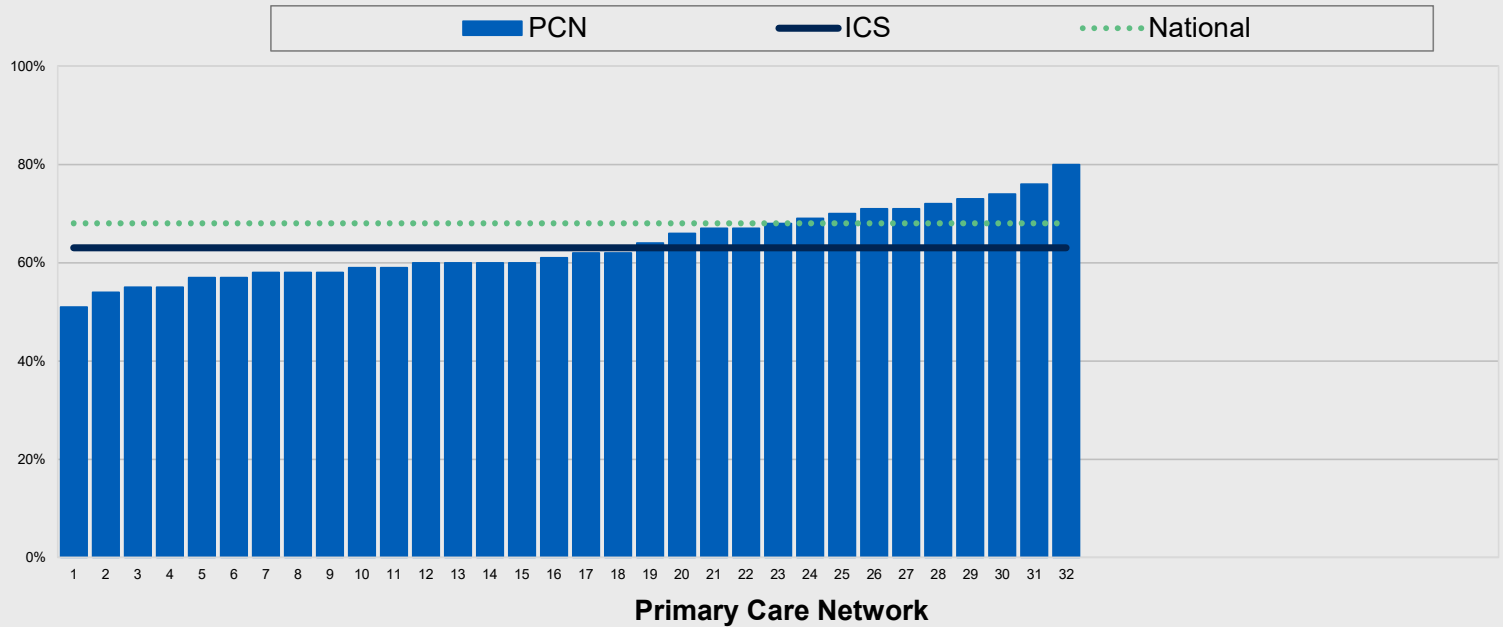


# Support with managing conditions or illnesses: how the results vary by PCN within the ICS

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

**Q43. In the last 12 months, have you had enough support from local services or organisations to help you manage your conditions or illnesses?**

Percentage of patients saying 'yes' they have had enough support to manage their conditions or illnesses



PCN	Name
1	ENFIELD UNITY PCN
2	HARINGEY - WELBOURNE PCN
3	ENFIELD CARE NETWORK PCN
4	BARNET 1D PCN
5	NORTH 1 ISLINGTON PCN
6	KENTISH TOWN SOUTH PCN
7	WEST AND CENTRAL PCN
8	ENFIELD SOUTH WEST PCN
9	HARINGEY - NORTH EAST PCN
10	BARNET 1W PCN
11	HARINGEY - N15/SOUTH EAST PCN
12	NORTH 2 ISLINGTON PCN
13	HARINGEY - SOUTH WEST PCN
14	BARNET 5 PCN
15	CENTRAL 1 ISLINGTON PCN
16	EDMONTON PCN
17	BARNET 2 PCN
18	HARINGEY - NORTH CENTRAL PCN
19	SOUTH ISLINGTON PCN
20	CENTRAL CAMDEN PCN
21	BARNET 6 PCN
22	CENTRAL HAMPSTEAD PCN
23	BARNET 3 PCN
24	HARINGEY - EAST CENTRAL PCN
25	CENTRAL 2 ISLINGTON PCN
26	KENTISH TOWN CENTRAL PCN
27	WEST ENFIELD COLLABORATIVE PCN
28	HARINGEY - NORTH WEST PCN
29	NORTH CAMDEN PCN
30	WEST CAMDEN PCN
31	BARNET 4 PCN
32	SOUTH CAMDEN PCN

Base: Asked of all patients with a long-term condition or illness. Patients who selected 'I haven't needed support' or 'I don't know' have been excluded. National (314,955); ICS 2024 (7,782); PCN bases range from 58 to 554

**i** Comparisons are indicative only; differences may not be statistically significant

**i** %Yes = %Yes, definitely + %Yes, to some extent



# NHS dental services

*The PCN range within ICS has not been included for these questions, as we do not know the location of patients' dental practices, therefore the results about experience with NHS dentistry services are not attributable at PCN level.*

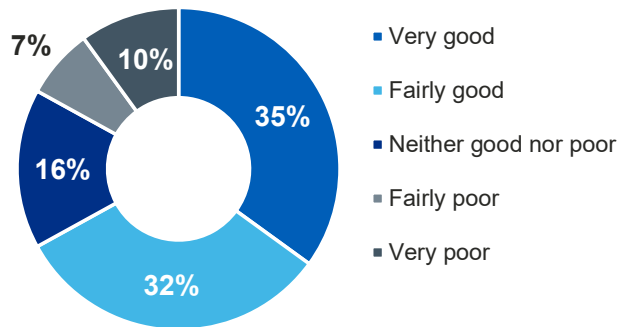
# Overall experience of NHS dental services

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

GP PATIENT SURVEY

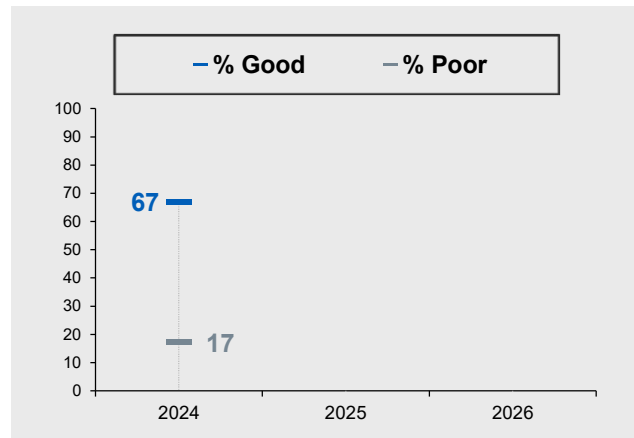
## Q52. Overall, how would you describe your experience of NHS dental services?

### ICS result



### ICS result over time

(2024 results are the start of a new time series)



### Comparison of results

ICS		National	
Good	Poor	Good	Poor
67%	17%	69%	20%

Base: Asked of patients who have tried to get an NHS dental appointment in the last 2 years. National (370,796); ICS 2024 (8,594).

**i** %Good = %Very good + %Fairly good  
 %Poor = %Very poor + %Fairly poor





# Further information about the survey

GP PATIENT SURVEY

- The survey was sent to around **2.5 million patients aged 16 or over** registered with a GP practice in England.
- The overall response rate to the survey is **27.3%**, based on **699,790** completed surveys.
- Participants can complete the **survey online**, also with the option of filling out a paper questionnaire or completing via telephone.
- The GP Patient Survey is conducted on an annual basis and has been since 2017.
- **Weights have been applied** to adjust the data to account for potential age and gender differences between the profile of eligible patients and the patients who actually complete a questionnaire. The weighting also takes into account

neighbourhood statistics, such as levels of deprivation, in order to further improve the reliability of the findings.

- For more information about the survey please visit <https://gp-patient.co.uk/>.
- For general FAQs about the GP Patient Survey, go to <https://gp-patient.co.uk/faq>.
- Further information about the methodology and technical information including questionnaire design, sampling, communication with patients and practices, data collection, data analysis, response rates and reporting can be found in the technical annex for each survey year, available here: <https://gp-patient.co.uk/surveysandreports>.

**2.5 million**

Surveys sent to patients aged 16 or over registered with a GP practice in England

**699,790**

Completed surveys in the 2024 publication

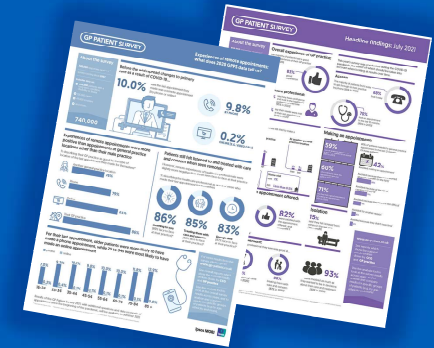
**27.3%**

National response rate

# Where to go to do further analysis ...

GP PATIENT SURVEY

- For reports which show the results broken down by ICS, PCN and Practice for all questions, go to <https://gp-patient.co.uk/surveysandreports> - you can also see previous years' results here.
- To look at this year's survey data using the interactive analysis tool, go to <https://gp-patient.co.uk/analysistool>. Data can be analysed at national, ICS, PCN, or practice level.
- The analysis tool allows users to filter on a specific participant group (e.g. by age), break down the survey results by survey question, or to compare the relationship between questions using the crosstab function.



For further information about the GP Patient Survey, please get in touch with the GPPS team at Ipsos at [GPPatientSurvey@ipsos.com](mailto:GPPatientSurvey@ipsos.com)

We would be interested to hear any feedback you have on this slide pack, so we can make improvements for the next publication.