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LATHOM ROAD MEDICAL CENTRE

Doctors Surgery, 2A Lathom Road, London, E6 2DU

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overview](#)[Area
comparison](#)[Compare
practice](#)**873**

Surveys sent out

**133**

Surveys sent back

**15%**

Completion rate

Showing responses about

Key questions ▼

from

all patients

Your GP practice services

Generally, how easy or difficult is it to contact your GP practice on the phone? Asked of all patients. Patients who selected 'I haven't tried' have been excluded

	This practice		Local area (ICS)		National	
Very easy	34%	31	22%		21%	
Fairly easy	27%	25	30%		32%	
Neither easy nor difficult	17%	16	14%		12%	
Fairly difficult	11%	10	19%		21%	
Very difficult	11%	10	16%		13%	
	Total respondents (weighted)	92	Total respondents (weighted)	24,473	Total respondents (weighted)	650,776
	Total respondents (unweighted)	126	Total respondents (unweighted)	27,319	Total respondents (unweighted)	664,460

Showing weighted results 

Please note: due to rounding, some figures may not add up to 100%



57% find it easy to contact this GP practice using their website

ICS result: 47% | National result: 51%

Hide
Breakdown

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	This practice		Local area (ICS)		National	
Very easy	28%	18	21%		23%	
Fairly easy	29%	18	25%		28%	
Neither easy nor difficult	14%	9	16%		15%	
Fairly difficult	11%	7	19%		19%	
Very difficult	18%	11	19%		15%	
	Total respondents (weighted)	62	Total respondents (weighted)	16,537	Total respondents (weighted)	392,200
	Total respondents (unweighted)	85	Total respondents (unweighted)	16,029	Total respondents (unweighted)	344,811

Showing weighted results ⓘ

Please note: due to rounding, some figures may not add up to 100%



54% find it easy to contact this GP practice using the NHS App

ICS result: 45% | National result: 49%

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Breakdown

Generally, how easy or difficult is it to contact your GP practice using the NHS App? Asked of all patients. Patients who selected 'I haven't tried' have been excluded

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Fairly easy	30%	17	23%	26%
Neither easy nor difficult	19%	11	16%	16%
Fairly difficult	11%	7	18%	17%
Very difficult	15%	9	21%	19%
Total respondents (weighted)		58	Total respondents (weighted) 13,185	Total respondents (weighted) 296,681
Total respondents (unweighted)		78	Total respondents (unweighted) 13,195	Total respondents (unweighted) 271,115

Showing weighted results ⓘ

Please note: due to rounding, some figures may not add up to 100%



83% find the reception and administrative team at this GP practice helpful

ICS result: 77% | National result: 83%

[Hide Breakdown](#)

Overall, how helpful do you find the reception and administrative team at your GP practice? Asked of all patients. Patients who selected 'I don't know' have been excluded

	This practice	Local area (ICS)	National
Very helpful	49% 44	36%	42%

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Not very helpful	12%	11	14%	11%		
Not at all helpful	5%	5	8%	6%		
Total respondents (weighted)		91	Total respondents (weighted)	25,086	Total respondents (weighted)	668,101
Total respondents (unweighted)		127	Total respondents (unweighted)	27,932	Total respondents (unweighted)	680,531

[Showing weighted results ⓘ](#)

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23% usually get to see or speak to their preferred healthcare professional when they would like to

ICS result: 38% | National result: 40%

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How often do you get to see or speak to your preferred healthcare professional when you ask to? Asked of all patients who have a healthcare professional they prefer to see or speak to. Patients who selected 'I haven't tried' have been excluded

	This practice		Local area (ICS)		National
Always or almost always	9%	3	17%		18%
A lot of the time	14%	5	21%		21%
Sometimes	58%	20	47%		42%

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Total respondents (weighted)	34
Total respondents (unweighted)	56

Total respondents (weighted)	8,890
Total respondents (unweighted)	11,043

Total respondents (weighted)	208,051
Total respondents (unweighted)	233,882

[Showing weighted results ?](#)

Please note: due to rounding, some figures may not add up to 100%

Your last contact



76% knew what the next step would be after contacting their GP practice

ICS result: 78% | National result: 83%

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Once you had contacted your GP practice, did you know what the next step in dealing with your request would be? Asked of patients who have tried to contact their GP practice since being registered, except those whose call was not answered. Patients who selected 'I couldn't contact my practice' have been excluded

	This practice		Local area (ICS)		National
Yes	76%	60	78%		83%
No	11%	9	11%		8%

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... day, as they couldn't help that day

12%

10

11%

9%

Total respondents (weighted)

79

Total respondents (weighted)

23,492

Total respondents (weighted)

643,214

Total respondents (unweighted)

113

Total respondents (unweighted)

26,335

Total respondents (unweighted)

654,818

Showing weighted results ⓘ

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85% knew what the next step would be within two days of contacting their GP practice

Hide Breakdown

ICS result: 89% | National result: 93%

How soon after you contacted your GP practice did you know what the next step would be? Asked of patients who knew what the next step in dealing with their request would be. Patients who selected 'I can't remember' have been excluded

	This practice		Local area (ICS)		National
There and then	53%	26	57%		63%
Later on the same day	24%	12	25%		25%
The next day	8%	4	7%		5%

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Total respondents
(weighted) 49

Total respondents
(weighted) 16,542

Total respondents
(weighted) 497,163

Total respondents
(unweighted) 77

Total respondents
(unweighted) 19,349

Total respondents
(unweighted) 523,686

Showing weighted results

Please note: due to rounding, some figures may not add up to 100%



69% describe their experience of contacting their GP practice as
good

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Breakdown](#)

ICS result: 64% | National result: 70%

Overall, how would you describe your experience of contacting your GP practice on this occasion? Asked of patients who have tried to contact their GP practice since being registered

	This practice		Local area (ICS)		National
Very good	35%	31	34%		39%
Fairly good	34%	30	31%		31%
Neither good nor poor	15%	13	15%		14%
Fairly poor	10%	9	9%		9%
Very poor	7%	6	11%		8%

[About](#)[Contact us](#)[Received a survey?](#)Total respondents
(unweighted)

124

Total respondents
(unweighted)

28,041

Total respondents
(unweighted)

686,100

Showing weighted results ⓘ

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Your last appointment



60% were offered a choice of time or day when they last tried to make a general practice appointment

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ICS result: 54% | National result: 54%

Were you offered the following choices? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'I didn't need a choice' or 'I can't remember' have been excluded

	This practice		Local area (ICS)	National
A choice of time or day	60%	30	54%	54%
A choice of location (to see a healthcare professional in person)	26%	13	13%	14%

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Total respondents
(weighted) 49

Total respondents
(unweighted) 76

Total respondents
(weighted) 18,022

Total respondents
(unweighted) 20,058

Total respondents
(weighted) 487,124

Total respondents
(unweighted) 492,908

Showing weighted results

Please note: due to rounding, some figures may not add up to 100%



26% were offered a choice of location when they last tried to make a general practice appointment

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Breakdown

ICS result: 13% | National result: 14%

Were you offered the following choices? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'I didn't need a choice' or 'I can't remember' have been excluded

	This practice		Local area (ICS)		National
A choice of time or day	60%	30	54%		54%
A choice of location (to see a healthcare professional in person)	26%	13	13%		14%
I was not offered these choices	29%	14	39%		39%

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Total respondents
(unweighted) 76

Total respondents
(unweighted) 20,058

Total respondents
(unweighted) 492,908

Showing weighted results ⓘ

Please note: due to rounding, some figures may not add up to 100%



51% felt they waited about the right amount of time for their last general practice appointment

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Breakdown

ICS result: 59% | National result: 67%

How do you feel about how long you waited for your appointment? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'I don't know' have been excluded

	This practice		Local area (ICS)		National	
It was about right	51%	41	59%		67%	
It took too long	49%	38	41%		33%	
	Total respondents (weighted)	79	Total respondents (weighted)	22,026	Total respondents (weighted)	602,390
	Total respondents (unweighted)	111	Total respondents (unweighted)	24,916	Total respondents (unweighted)	620,168

Showing weighted results ⓘ

Please note: due to rounding, some figures may not add up to 100%

appointment

ICS result: 82% | National result: 87%

During your last appointment, how good was the healthcare professional at listening to you? 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

	This practice		Local area (ICS)		National	
Very good	54%	48	54%		62%	
Fairly good	26%	23	29%		25%	
Neither good nor poor	11%	9	10%		7%	
Fairly poor	7%	6	4%		3%	
Very poor	2%	2	4%		3%	
	Total respondents (weighted)	88	Total respondents (weighted)	24,413	Total respondents (weighted)	658,961
	Total respondents (unweighted)	125	Total respondents (unweighted)	27,360	Total respondents (unweighted)	671,414

Showing weighted results ⓘ

Please note: due to rounding, some figures may not add up to 100%

general practice appointment

ICS result: 81% | National result: 86%

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

	This practice		Local area (ICS)		National	
Very good	52%	46	52%		61%	
Fairly good	27%	24	29%		25%	
Neither good nor poor	14%	12	11%		8%	
Fairly poor	3%	3	4%		3%	
Very poor	4%	3	4%		3%	
	Total respondents (weighted)	88	Total respondents (weighted)	24,315	Total respondents (weighted)	658,202
	Total respondents (unweighted)	124	Total respondents (unweighted)	27,290	Total respondents (unweighted)	670,865

Showing weighted results ⓘ

Please note: due to rounding, some figures may not add up to 100%

general practice appointment

ICS result: 71% | National result: 74%

During your last appointment, how good was the healthcare professional at considering your mental wellbeing? 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

	This practice		Local area (ICS)		National	
Very good	40%	31	45%		51%	
Fairly good	32%	25	27%		22%	
Neither good nor poor	20%	16	18%		18%	
Fairly poor	6%	5	5%		4%	
Very poor	2%	2	6%		5%	
	Total respondents (weighted)	78	Total respondents (weighted)	20,533	Total respondents (weighted)	522,657
	Total respondents (unweighted)	108	Total respondents (unweighted)	22,431	Total respondents (unweighted)	514,139

Showing weighted results ⓘ

Please note: due to rounding, some figures may not add up to 100%

practice appointment

ICS result: 90% | National result: 92%

Did you feel that the healthcare professional had all the information they needed about you? 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

	This practice		Local area (ICS)		National	
Yes, definitely	55%	45	54%		57%	
Yes, to some extent	37%	30	36%		34%	
No, not at all	7%	6	10%		8%	
	Total respondents (weighted)	82	Total respondents (weighted)	23,475	Total respondents (weighted)	638,535
	Total respondents (unweighted)	115	Total respondents (unweighted)	26,281	Total respondents (unweighted)	650,445

Showing weighted results ⓘ

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95% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice

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Breakdown

Did you have confidence and trust in the healthcare professional you saw or spoke to? 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

	This practice		Local area (ICS)		National	
Yes, definitely	58%	49	57%		64%	
Yes, to some extent	38%	32	33%		29%	
No, not at all	5%	4	10%		7%	
	Total respondents (weighted)	85	Total respondents (weighted)	23,938	Total respondents (weighted)	652,688
	Total respondents (unweighted)	121	Total respondents (unweighted)	26,876	Total respondents (unweighted)	665,885

Showing weighted results ⓘ

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90% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

ICS result: 88% | National result: 91%

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Breakdown

	This practice		Local area (ICS)		National	
Yes, definitely	54%	42	55%		62%	
Yes, to some extent	36%	28	34%		30%	
No, not at all	10%	8	12%		9%	
	Total respondents (weighted)	78	Total respondents (weighted)	22,852	Total respondents (weighted)	620,815
	Total respondents (unweighted)	114	Total respondents (unweighted)	25,686	Total respondents (unweighted)	635,043

Showing weighted results 

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87% felt their needs were met during their last general practice appointment

ICS result: 87% | National result: 90%

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Thinking about the reason for your last appointment, were your needs met? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'I don't know' have been excluded

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Yes, to some extent	35%	30	36%	33%
No, not at all	13%	11	13%	10%
Total respondents (weighted)		85	Total respondents (weighted) 23,729	Total respondents (weighted) 653,533
Total respondents (unweighted)		121	Total respondents (unweighted) 26,703	Total respondents (unweighted) 666,889

[Showing weighted results ?](#)

Please note: due to rounding, some figures may not add up to 100%

Your health



64% say they have had enough support from local services or organisations in the last 12 months to help manage their long-term conditions or illnesses

ICS result: 61% | National result: 69%

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

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Yes, to some extent

34%

10

36%

37%

No

36%

10

39%

31%

Total respondents
(weighted)

29

Total respondents
(weighted)

10,437

Total respondents
(weighted)

308,452

Total respondents
(unweighted)

54

Total respondents
(unweighted)

12,914

Total respondents
(unweighted)

337,532

Showing weighted results ?

Please note: due to rounding, some figures may not add up to 100%

Overall experience



74% describe their overall experience of this GP practice as
good

ICS result: 70% | National result: 75%

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Overall, how would you describe your experience of your GP practice? Asked of all patients

This practice**Local area (ICS)****National**

Very good

38%

36

37%

44%

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Neither good nor poor

14%

14

15%

13%

Fairly poor

10%

9

8%

7%

Very poor

2%

2

7%

5%

Total respondents
(weighted)

95

Total respondents
(weighted)

26,207

Total respondents
(weighted)

699,974

Total respondents
(unweighted)

133

Total respondents
(unweighted)

28,731

Total respondents
(unweighted)

699,562

Showing weighted results ⓘ

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