

Islington Central & Roman Way Proposed Merger - Patient Survey: Summary report

This report was created on Wednesday 08 January 2025 at 09:49 and includes **328** responses.

The activity ran from 12/09/2024 to 18/12/2024.

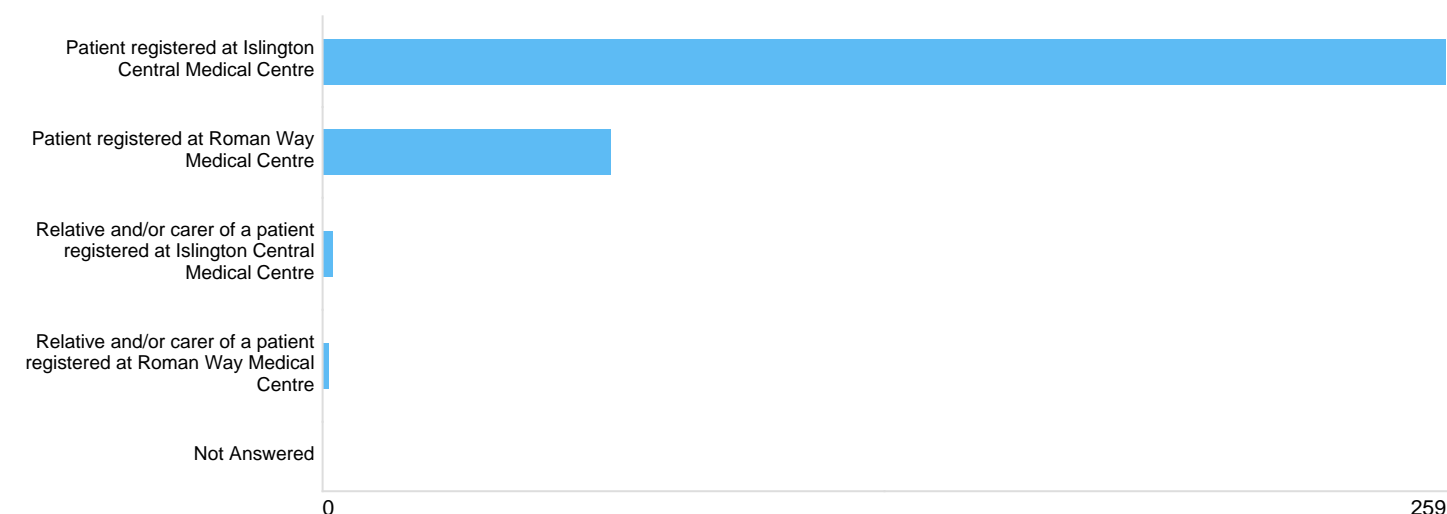
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Question 1: Please confirm if you are a:

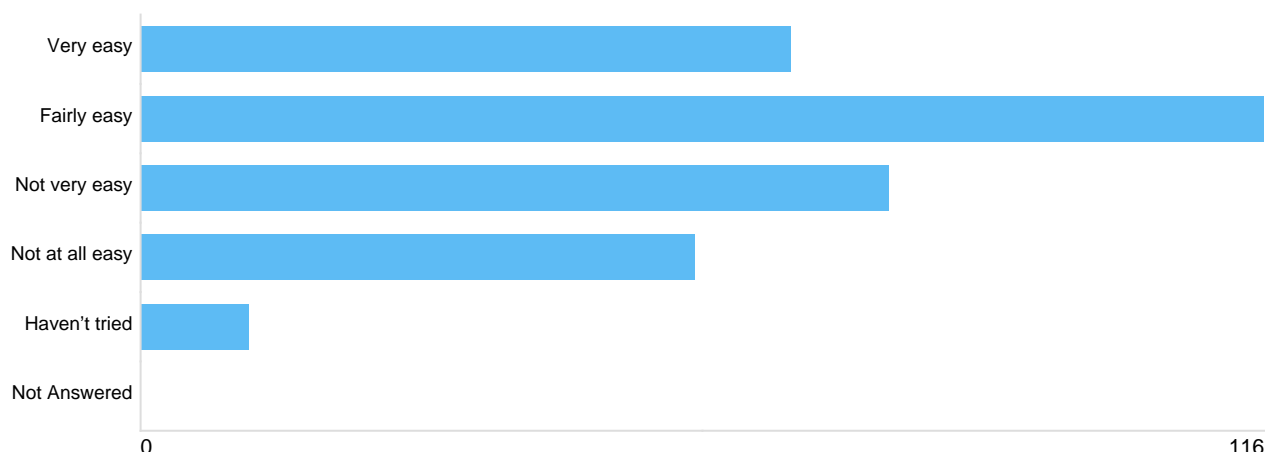
Please confirm if you are a



Option	Total	Percent
Patient registered at Islington Central Medical Centre	259	78.96%
Patient registered at Roman Way Medical Centre	66	20.12%
Relative and/or carer of a patient registered at Islington Central Medical Centre	2	0.61%
Relative and/or carer of a patient registered at Roman Way Medical Centre	1	0.30%
Not Answered	0	0.00%

Question 2: Generally, how easy is it to get through to someone at your GP practice on the phone?

Generally, how easy is it to get through to someone at your GP practice on the phone?



Option	Total	Percent
Very easy	67	20.43%
Fairly easy	116	35.37%
Not very easy	77	23.48%
Not at all easy	57	17.38%
Haven't tried	11	3.35%
Not Answered	0	0.00%

Question 3: How easy is to book an appointment using the GP's online e-consultation service on the practice website?

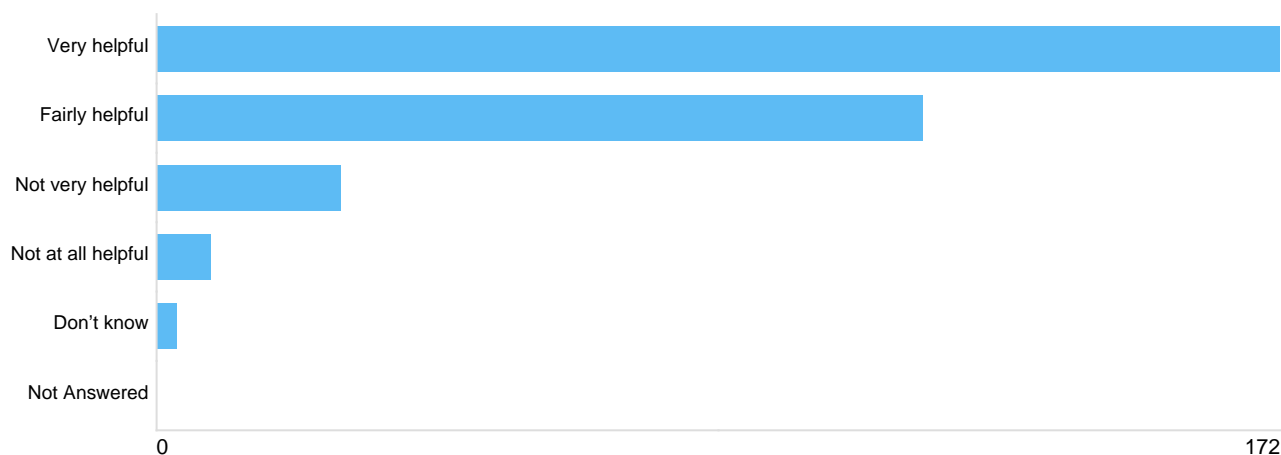
How easy is it to book an appointment using your GP practice's online services? By online we mean on a website or smartphone app.



Option	Total	Percent
Very easy	47	14.33%
Fairly easy	71	21.65%
Not very easy	70	21.34%
Not at all easy	66	20.12%
Haven't tried	74	22.56%
Not Answered	0	0.00%

Question 4: Overall, how helpful do you find the reception and administrative team at your GP practice?

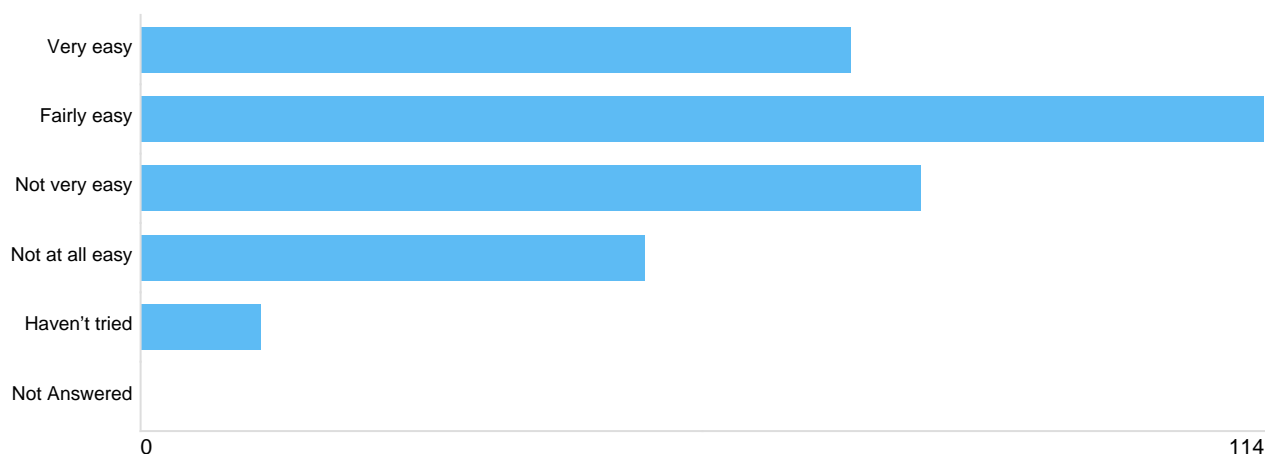
How helpful do you find the receptionists at your GP practice?



Option	Total	Percent
Very helpful	172	52.44%
Fairly helpful	117	35.67%
Not very helpful	28	8.54%
Not at all helpful	8	2.44%
Don't know	3	0.91%
Not Answered	0	0.00%

Question 5: How easy is it to get a face-to-face appointment with someone at your GP practice when you need one?

How easy is it to get a face-to-face appointment with someone at your GP practice when you need one?



Option	Total	Percent
Very easy	72	21.95%
Fairly easy	114	34.76%
Not very easy	79	24.09%
Not at all easy	51	15.55%
Haven't tried	12	3.66%
Not Answered	0	0.00%

Question 6: If you have made a complaint in the last 12 months, were you happy with how the practice resolved it for you?

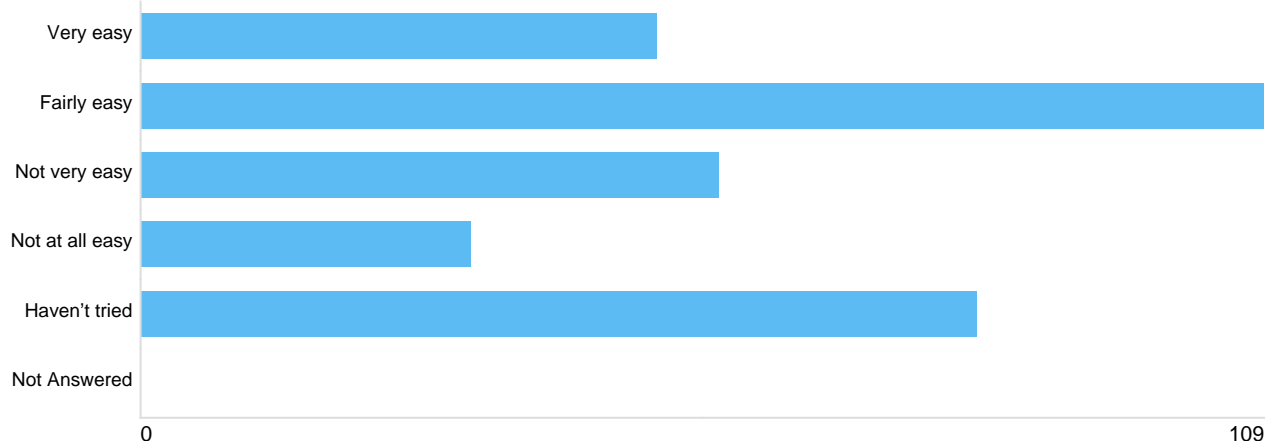
If you have made a complaint in the last 12 months, were you happy with how the practice resolved it for you?



Option	Total	Percent
Yes	15	4.57%
No	22	6.71%
To some extent	9	2.74%
Not resolved yet	3	0.91%
Not applicable (I haven't made a complaint)	279	85.06%
Not Answered	0	0.00%

Question 7: How easy is it to use your GP practice's website to look for information or access services?

How easy is it to use your GP practice's website to look for information or access services?



Option	Total	Percent
Very easy	50	15.24%
Fairly easy	109	33.23%
Not very easy	56	17.07%
Not at all easy	32	9.76%
Haven't tried	81	24.70%
Not Answered	0	0.00%

Question 8: A PPG is a group of patients, carers, and practice staff who meet to discuss practice issues and patient experience to help improve the service. Are you aware of your GP practice's Patient Participation Group (PPG)?

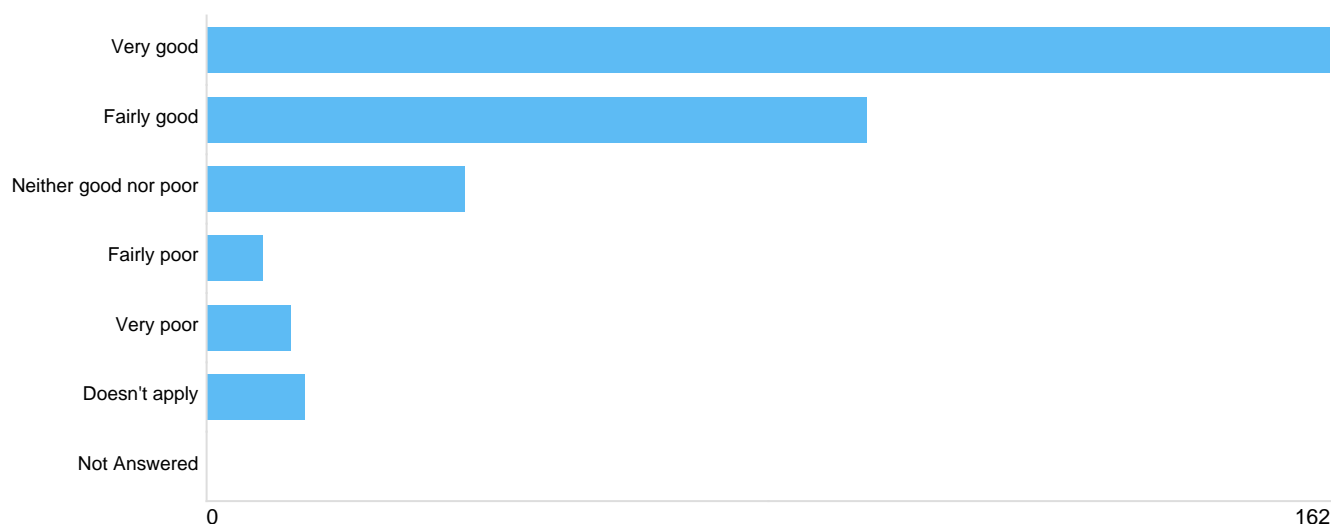
Are you aware of your GP practice's Patient Participation Group (PPG)? A PPG is a group of patients, carers and practice staff who meet to discuss practice issues and patient experience to help improve the service.



Option	Total	Percent
Yes	52	15.85%
No	276	84.15%
Not Answered	0	0.00%

Question 9: How would you describe your healthcare professional at ensuring you understand the next step?

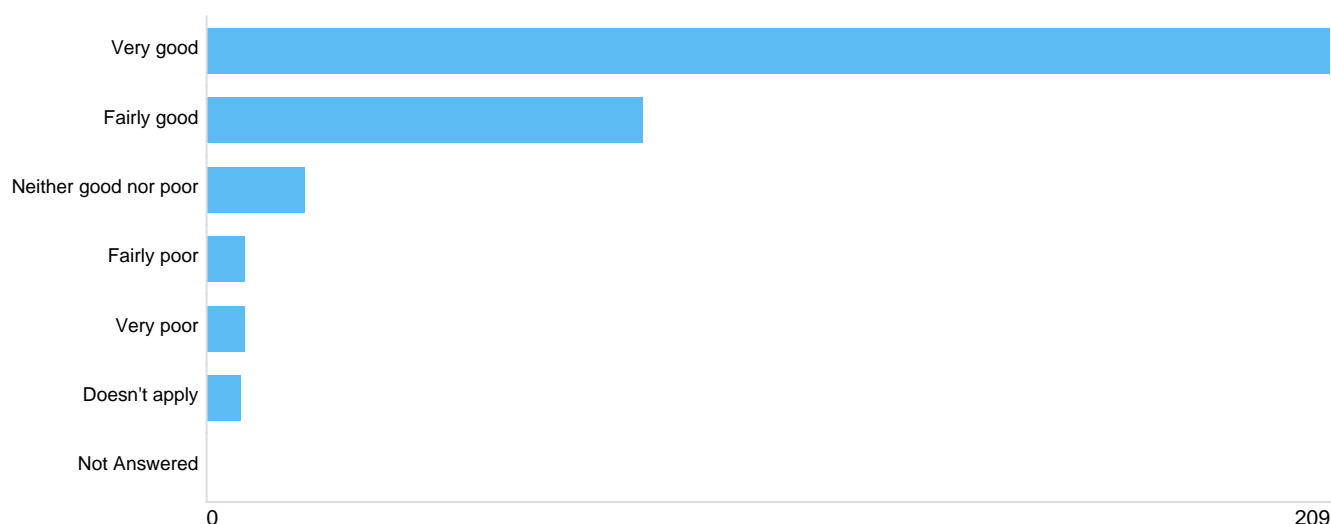
How would you describe your healthcare professional at ensuring you understand the next step?



Option	Total	Percent
Very good	162	49.39%
Fairly good	95	28.96%
Neither good nor poor	37	11.28%
Fairly poor	8	2.44%
Very poor	12	3.66%
Doesn't apply	14	4.27%
Not Answered	0	0.00%

Question 10: After your last appointment, how would you describe your healthcare professional at listening to you in the consultation?

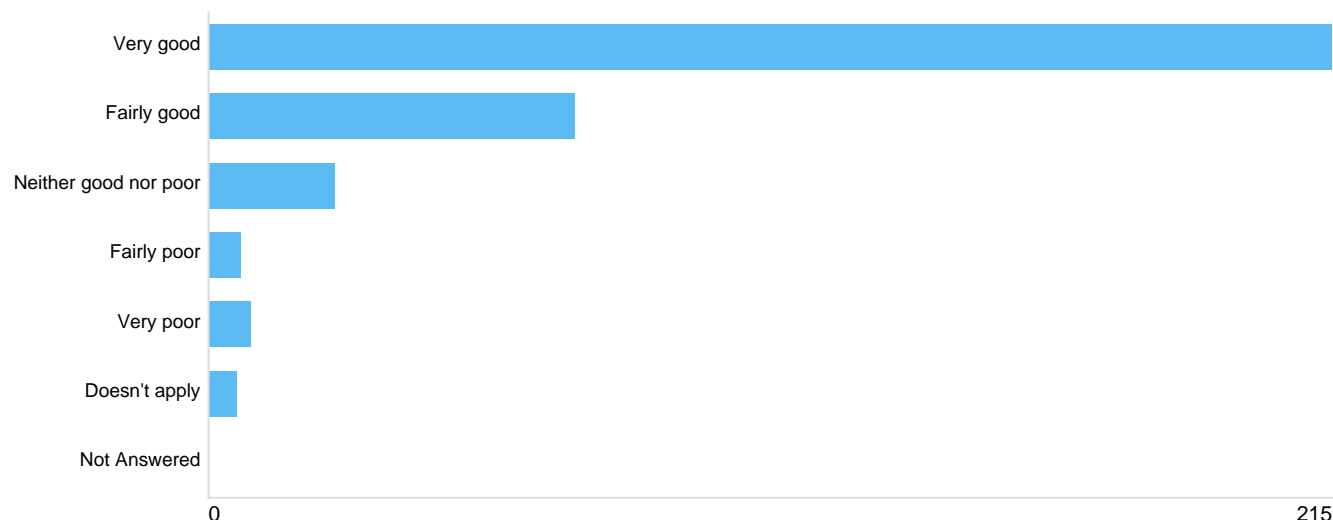
After your last appointment, how would you describe your healthcare professional at listening to you in the consultation?



Option	Total	Percent
Very good	209	63.72%
Fairly good	81	24.70%
Neither good nor poor	18	5.49%
Fairly poor	7	2.13%
Very poor	7	2.13%
Doesn't apply	6	1.83%
Not Answered	0	0.00%

Question 11: How would you describe your healthcare professional at treating you with care and concern during your last appointment?

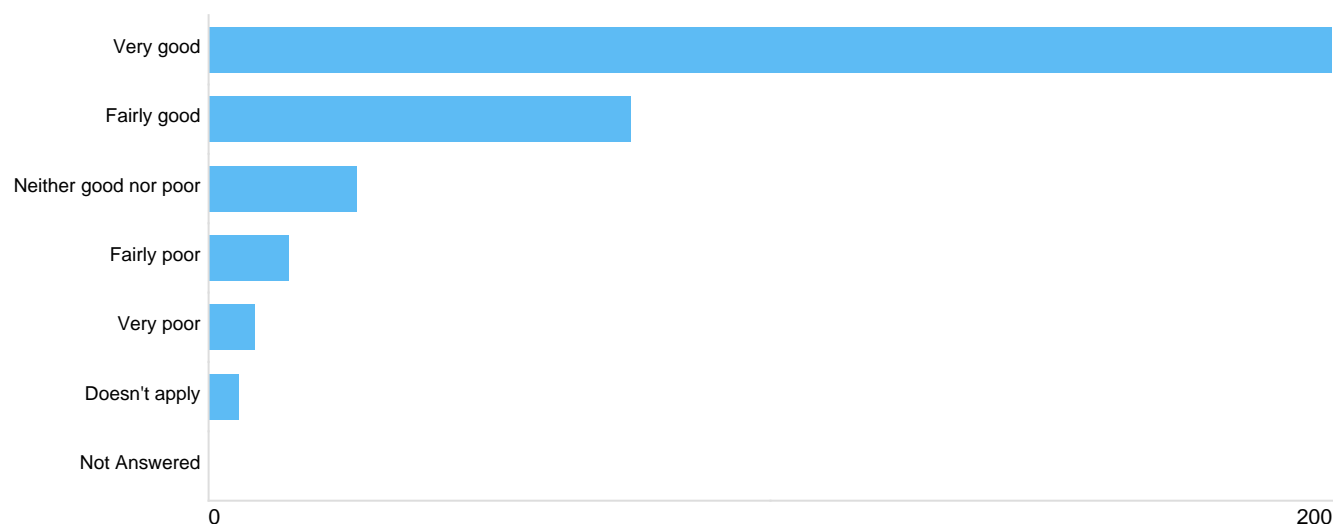
How would you describe your healthcare professional at treating you with care and concern during your last appointment?



Option	Total	Percent
Very good	215	65.55%
Fairly good	70	21.34%
Neither good nor poor	24	7.32%
Fairly poor	6	1.83%
Very poor	8	2.44%
Doesn't apply	5	1.52%
Not Answered	0	0.00%

Question 12: After your last appointment, how would you describe your confidence and trust in the healthcare professional?

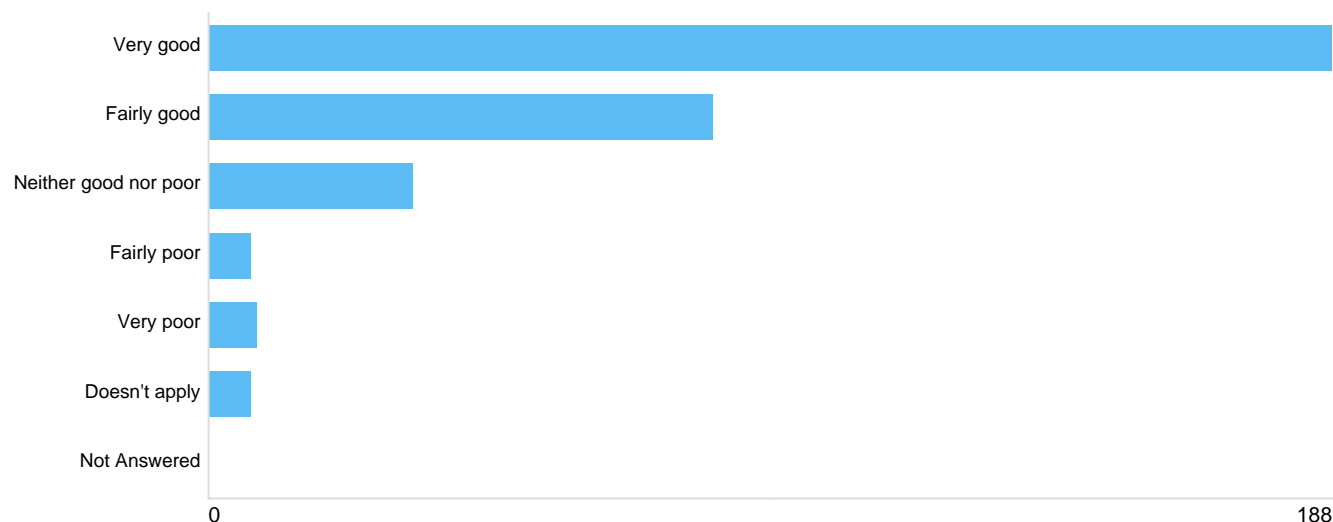
After you last appointment, how would you describe your confidence and trust in the healthcare professional?



Option	Total	Percent
Very good	200	60.98%
Fairly good	75	22.87%
Neither good nor poor	26	7.93%
Fairly poor	14	4.27%
Very poor	8	2.44%
Doesn't apply	5	1.52%
Not Answered	0	0.00%

Question 13: How would you describe your healthcare professional at involving you in your care and treatment?

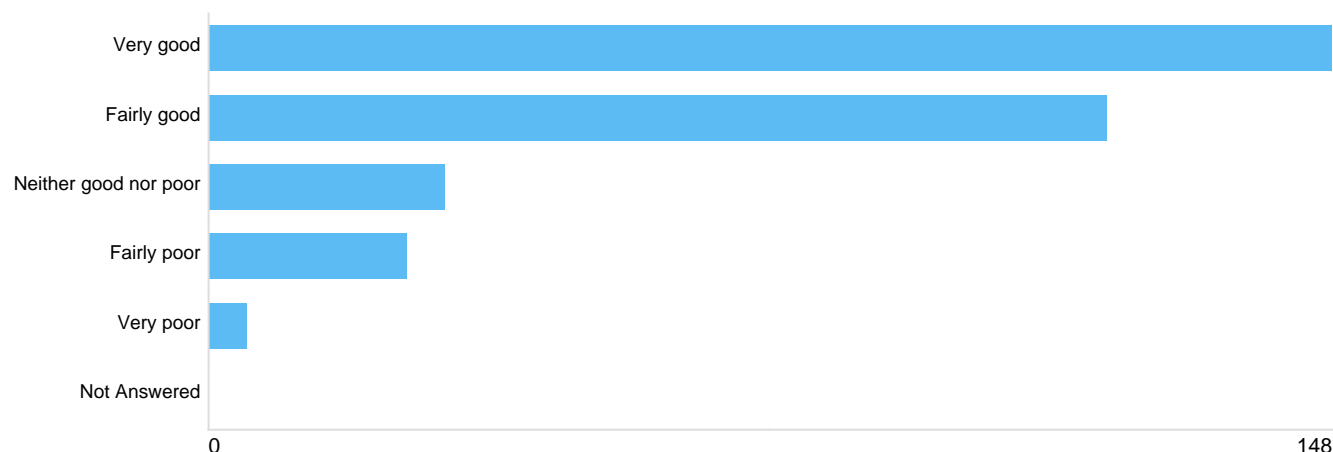
How would you describe your healthcare professional at involving you in your care and treatment?



Option	Total	Percent
Very good	188	57.32%
Fairly good	84	25.61%
Neither good nor poor	34	10.37%
Fairly poor	7	2.13%
Very poor	8	2.44%
Doesn't apply	7	2.13%
Not Answered	0	0.00%

Question 14: Overall, how would you describe your experience of your GP practice?

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



Option	Total	Percent
Very good	148	45.12%
Fairly good	118	35.98%
Neither good nor poor	31	9.45%
Fairly poor	26	7.93%
Very poor	5	1.52%
Not Answered	0	0.00%

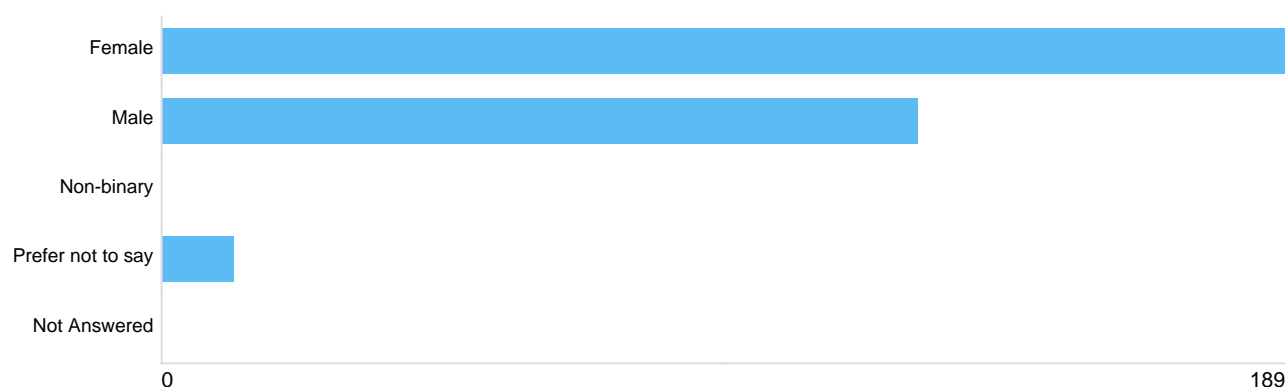
Question 15: Is there anything else you would like to tell us about the proposed merger of both practices currently sharing the same building and staff?

Is there anything else you would like to tell us about your GP practice?

There were **176** responses to this part of the question.

Question 16: Which of the following best describes you?

Which of the following best describes you?



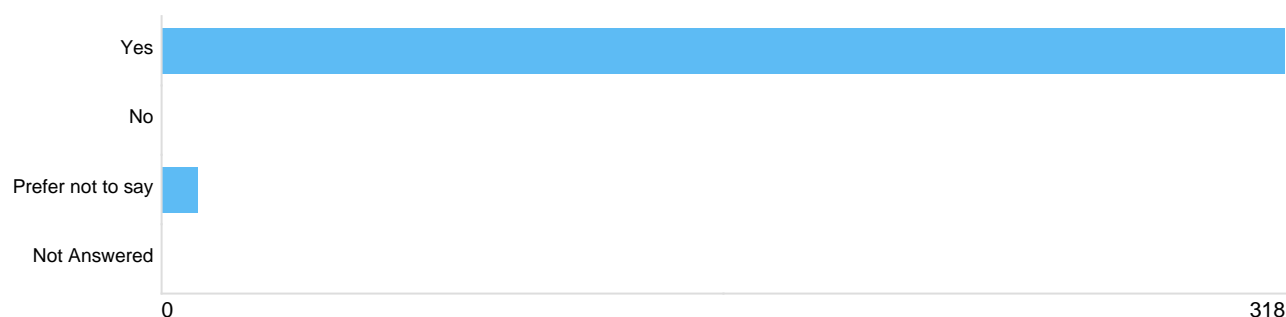
Option	Total	Percent
Female	189	57.62%
Male	127	38.72%
Non-binary	0	0.00%
Prefer not to say	12	3.66%
Not Answered	0	0.00%

Prefer to self describe

There were **3** responses to this part of the question.

Question 17: Is your gender identity the same as the sex you were registered at birth?

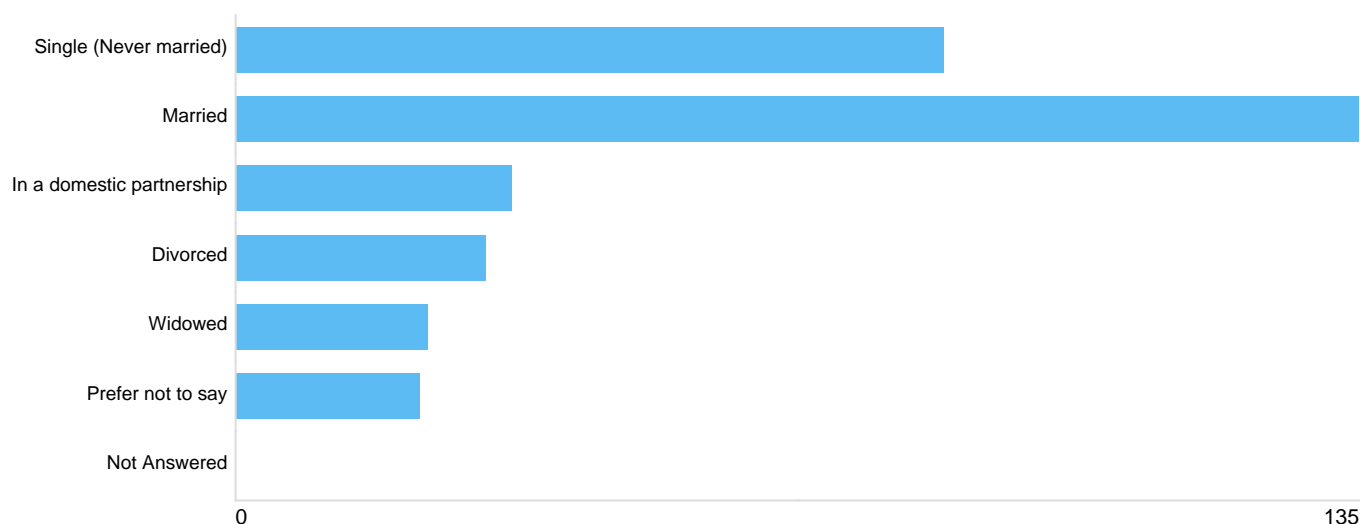
Is your gender identity the same as the sex you were registered at birth?



Option	Total	Percent
Yes	318	96.95%
No	0	0.00%
Prefer not to say	10	3.05%
Not Answered	0	0.00%

Question 18: What is your marital status?

Please select



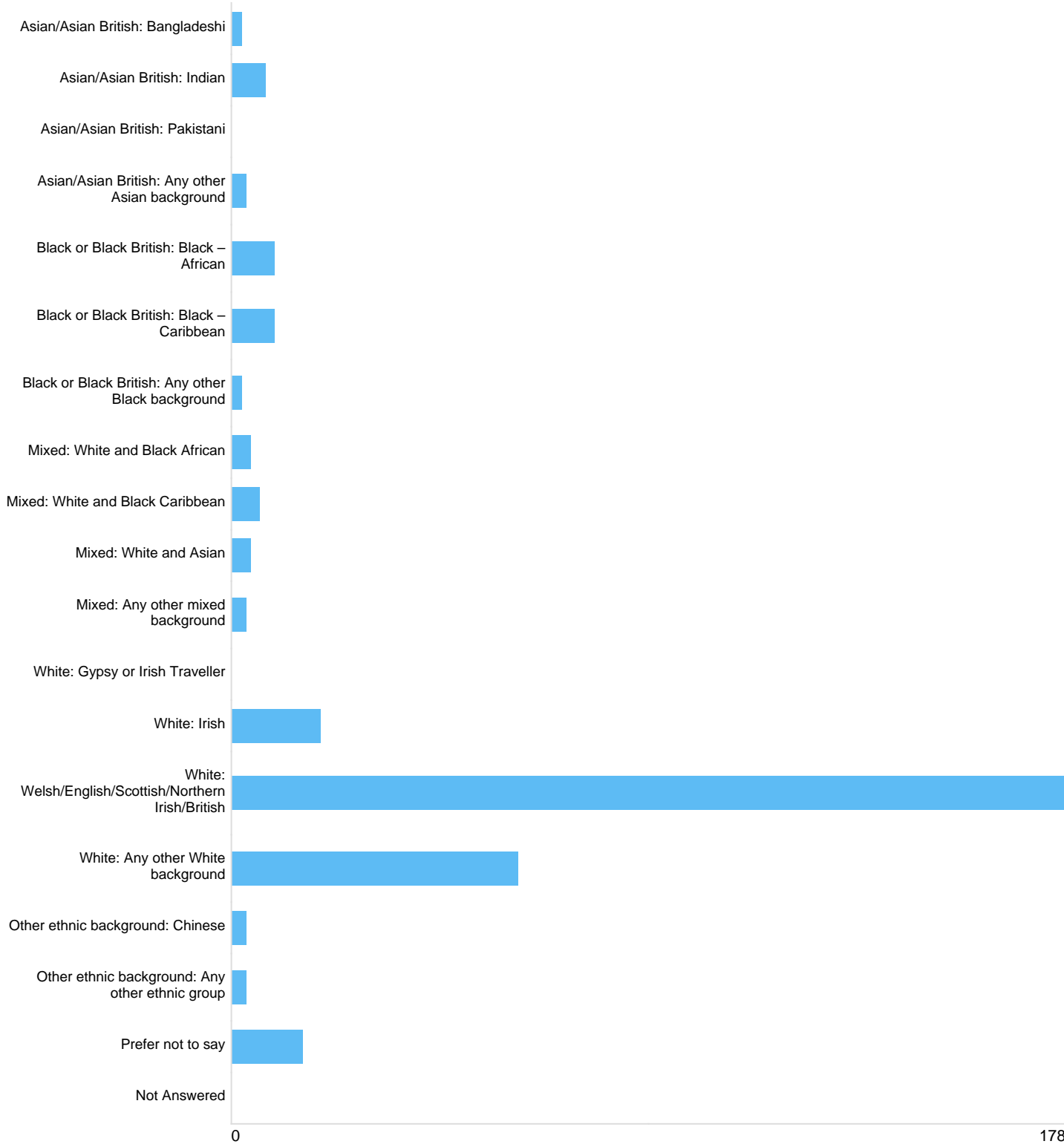
Option	Total	Percent
Single (Never married)	85	25.91%
Married	135	41.16%
In a domestic partnership	33	10.06%
Divorced	30	9.15%
Widowed	23	7.01%
Prefer not to say	22	6.71%
Not Answered	0	0.00%

Prefer to self-describe

There were 11 responses to this part of the question.

Question 19: What is your ethnic group?

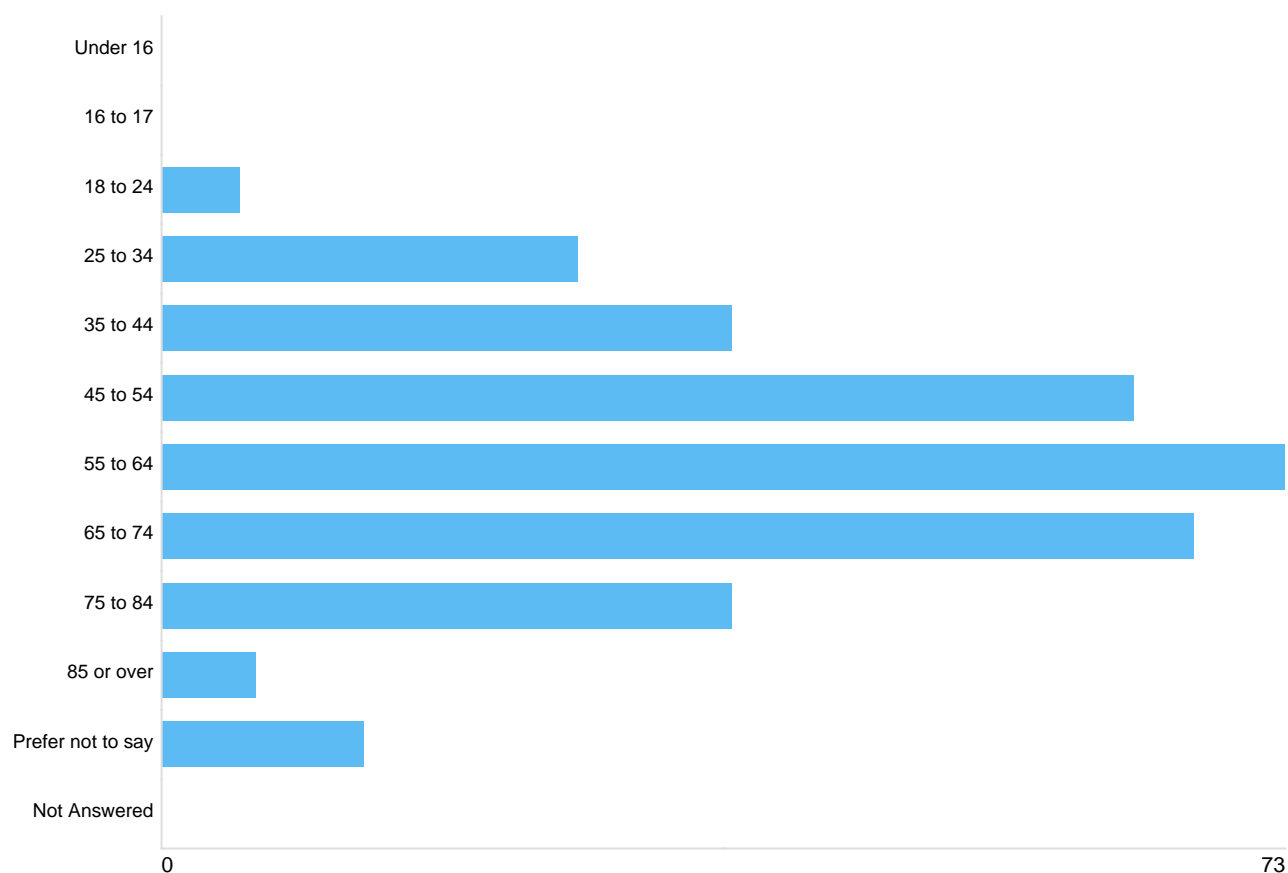
What is your ethnic group?



Option	Total	Percent
Asian/Asian British: Bangladeshi	2	0.61%
Asian/Asian British: Indian	7	2.13%
Asian/Asian British: Pakistani	0	0.00%
Asian/Asian British: Any other Asian background	3	0.91%
Black or Black British: Black – African	9	2.74%
Black or Black British: Black – Caribbean	9	2.74%
Black or Black British: Any other Black background	2	0.61%
Mixed: White and Black African	4	1.22%
Mixed: White and Black Caribbean	6	1.83%
Mixed: White and Asian	4	1.22%
Mixed: Any other mixed background	3	0.91%
White: Gypsy or Irish Traveller	0	0.00%
White: Irish	19	5.79%
White: Welsh/English/Scottish/Northern Irish/British	178	54.27%
White: Any other White background	61	18.60%
Other ethnic background: Chinese	3	0.91%
Other ethnic background: Any other ethnic group	3	0.91%
Prefer not to say	15	4.57%
Not Answered	0	0.00%

Question 20: How old are you?

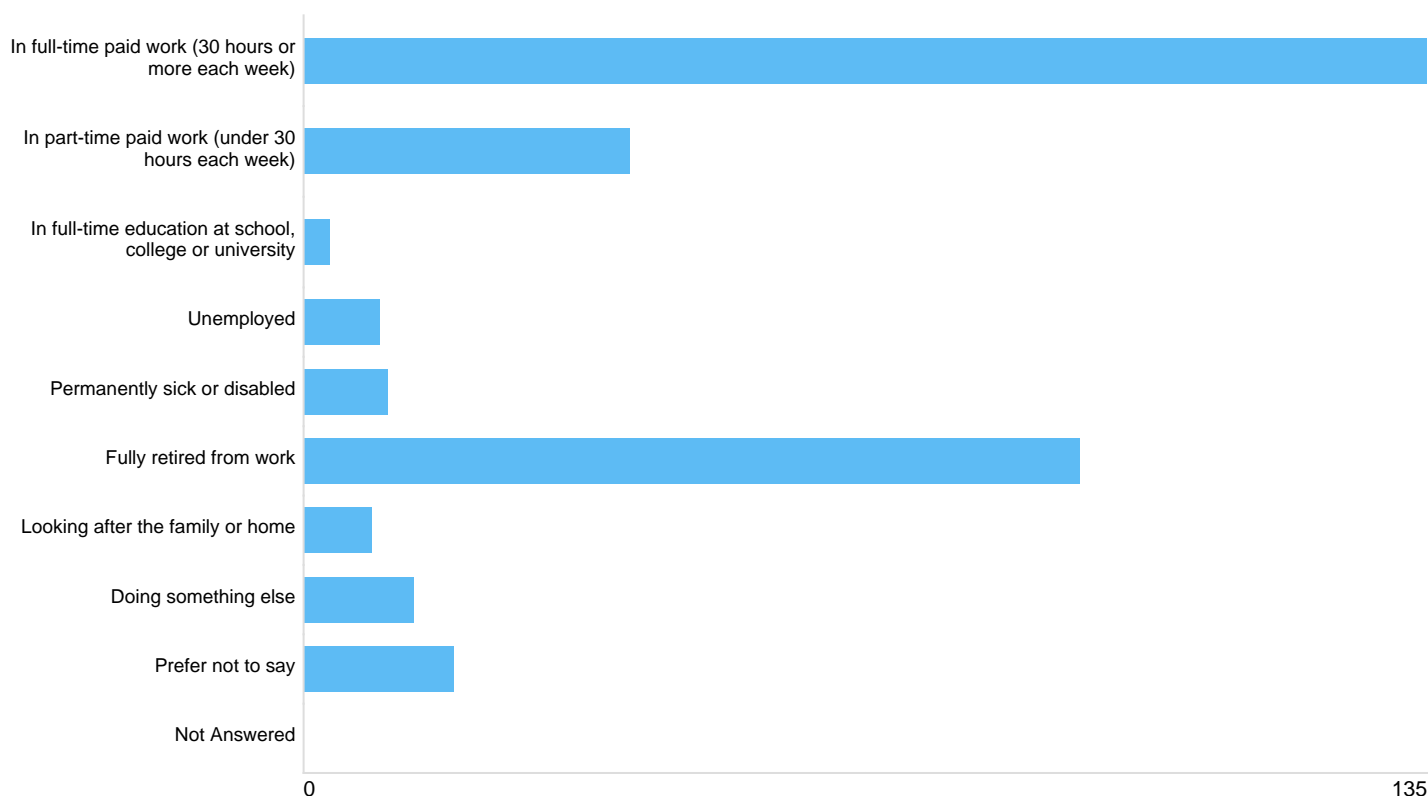
How old are you?



Option	Total	Percent
Under 16	0	0.00%
16 to 17	0	0.00%
18 to 24	5	1.52%
25 to 34	27	8.23%
35 to 44	37	11.28%
45 to 54	63	19.21%
55 to 64	73	22.26%
65 to 74	67	20.43%
75 to 84	37	11.28%
85 or over	6	1.83%
Prefer not to say	13	3.96%
Not Answered	0	0.00%

Question 21: Which of these best describes what you are doing at present? If more than one of these applies to you, please select the main one only.

Which of these best describes what you are doing at present? If more than one of these applies to you, please select the main one only.



Option	Total	Percent
In full-time paid work (30 hours or more each week)	135	41.16%
In part-time paid work (under 30 hours each week)	39	11.89%
In full-time education at school, college or university	3	0.91%
Unemployed	9	2.74%
Permanently sick or disabled	10	3.05%
Fully retired from work	93	28.35%
Looking after the family or home	8	2.44%
Doing something else	13	3.96%
Prefer not to say	18	5.49%
Not Answered	0	0.00%

Question 22: Are you a parent of or a legal guardian for any children aged under 16 living in your home?

Are you a parent of or a legal guardian for any children aged under 16 living in your home?



Option	Total	Percent
Yes	53	16.16%
No	264	80.49%
Prefer not to say	11	3.35%
Not Answered	0	0.00%

Question 23: Are you a deaf person who uses sign language?

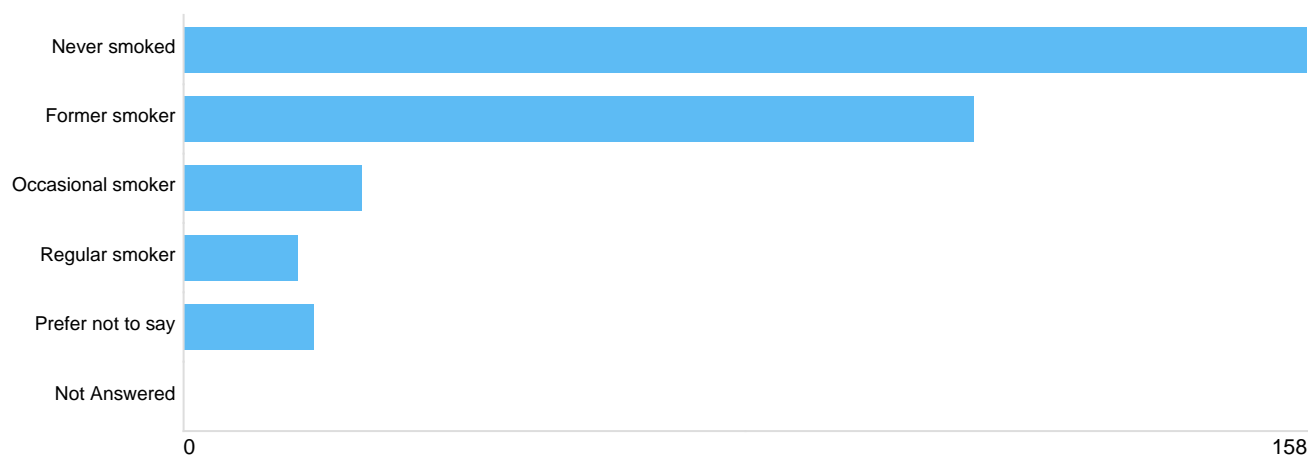
Are you a deaf person who uses sign language?



Option	Total	Percent
Yes	1	0.30%
No	317	96.65%
Prefer not to say	10	3.05%
Not Answered	0	0.00%

Question 24: Which of the following best describes your smoking habits?

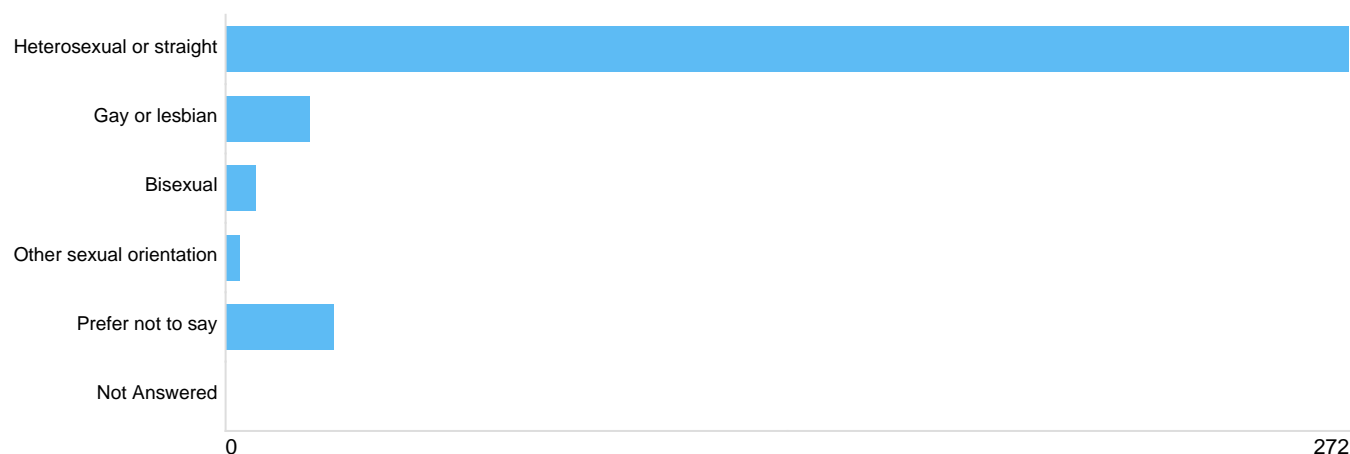
Which of the following best describes your smoking habits?



Option	Total	Percent
Never smoked	158	48.17%
Former smoker	111	33.84%
Occasional smoker	25	7.62%
Regular smoker	16	4.88%
Prefer not to say	18	5.49%
Not Answered	0	0.00%

Question 25: Which of the following best describes how you think of yourself?

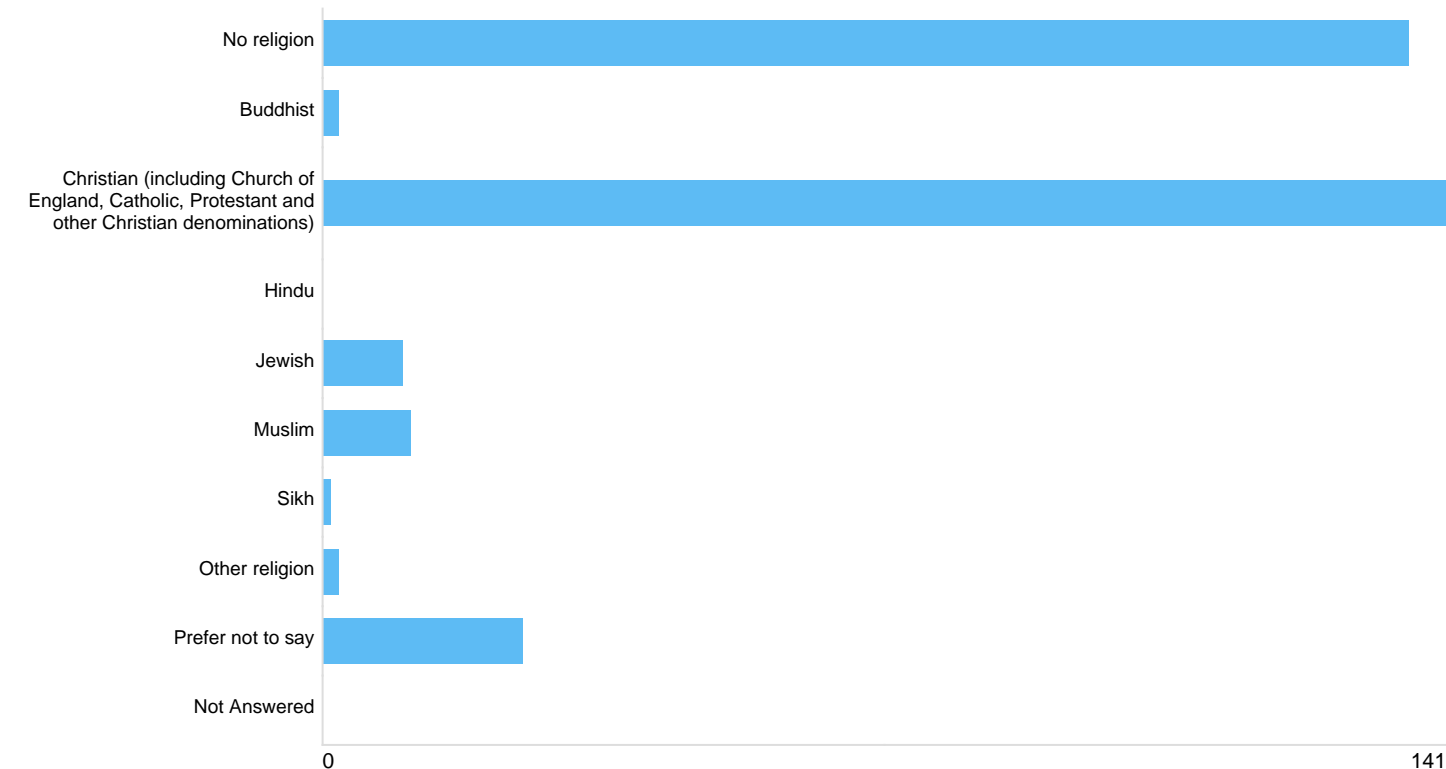
Which of the following best describes how you think of yourself?



Option	Total	Percent
Heterosexual or straight	272	82.93%
Gay or lesbian	20	6.10%
Bisexual	7	2.13%
Other sexual orientation	3	0.91%
Prefer not to say	26	7.93%
Not Answered	0	0.00%

Question 26: Which, if any, of the following best describes your religion?

Which, if any, of the following best describes your religion?



Option	Total	Percent
No religion	136	41.46%
Buddhist	2	0.61%
Christian (including Church of England, Catholic, Protestant and other Christian denominations)	141	42.99%
Hindu	0	0.00%
Jewish	10	3.05%
Muslim	11	3.35%
Sikh	1	0.30%
Other religion	2	0.61%
Prefer not to say	25	7.62%
Not Answered	0	0.00%

Question 27: What is your full postcode?

Postcode

There were **282** responses to this part of the question.