

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

2025 survey results

Contents

GP PATIENT SURVEY

1 Introduction, background and guidance

2 Overall experience of GP practice

3 Use of online GP services

4 Contacting GP practice

5 Last appointment

6 Perceptions of care at patients' last appointment

7 Care and concern

8 Services when GP practice is closed

9 Managing health conditions

10 Pharmacy services

11 NHS dental services

12 Statistical reliability and further information

Introduction, background and guidance

Introduction

- 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 **2025 GP Patient Survey** for **NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM**.
- In **NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM**, **99,710** questionnaires were sent out, and **18,666** were returned completed. This represents a response rate of **19%**.
- Where available, this pack includes trend data from 2024 onwards.
- These results are official statistics. Official statistics are statistics produced on behalf of the UK government. Producers of official statistics follow the professional standards in the Code of Practice for Statistics, to provide official statistics that serve the public good.

GP PATIENT SURVEY

The screenshot shows the 'GP PATIENT SURVEY' questionnaire page. At the top, there are logos for Ipsos and NHS. The title 'GP PATIENT SURVEY' is in a blue box. Below the title, instructions state: 'Please answer the questions below by putting an X in one box for each question unless more than one answer is allowed (these questions are clearly marked). We will keep your answers completely confidential.' It also provides a link to the online survey: 'If you would prefer to fill in the survey online, please go to www.gp-patient.co.uk/survey'. There is an 'Access code:' field with a magnifying glass icon. A BSL (British Sign Language) icon is also present. The survey is divided into two columns of questions. The left column is titled 'Your GP practice services' and contains questions 01, 02, 03, and 04. The right column contains questions 05, 06, and 07. Question 01 asks about the ease of contacting the GP practice on the phone. Question 02 asks about the ease of contacting the GP practice using their website. Question 03 asks about the ease of contacting the GP practice using the NHS App. Question 04 asks how helpful the reception and administrative team are. Question 05 asks which online GP services have been used in the last 12 months. Question 06 asks if there is a particular healthcare professional preferred. Question 07 asks how often the patient gets to see or speak to their preferred healthcare professional. At the bottom, there is a 'Page 1' indicator and a 'Please turn over' instruction with a right-pointing arrow.

Ipsos **NHS**

GP PATIENT SURVEY

Please answer the questions below by putting an X in one box for each question unless more than one answer is allowed (these questions are clearly marked). We will keep your answers completely confidential.

If you would prefer to fill in the survey online, please go to www.gp-patient.co.uk/survey

Access code:

BSL

Your GP practice services

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

☐ I haven't tried
☐ Very easy
☐ Fairly easy
☐ Neither easy nor difficult
☐ Fairly difficult
☐ Very difficult

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

☐ I haven't tried
☐ Very easy
☐ Fairly easy
☐ Neither easy nor difficult
☐ Fairly difficult
☐ Very difficult

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

☐ I haven't tried
☐ Very easy
☐ Fairly easy
☐ Neither easy nor difficult
☐ Fairly difficult
☐ Very difficult

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

☐ Very helpful
☐ Fairly helpful
☐ Not very helpful
☐ Not at all helpful
☐ I don't know

05 Which of the following online GP services have you used in the last 12 months?

By 'online' we mean on a website or smartphone app.
Please put an X in all the boxes that apply.

☐ Booking appointments
☐ Filling in an online form to give information about a health issue (for example, to ask for an appointment or advice)
☐ Ordering repeat prescriptions
☐ Accessing medical records
☐ Registering with a practice
☐ Finding out test results
☐ Making an administrative request (for example, asking for a fit note or updating contact details)
☐ None of these

06 Is there a particular healthcare professional at your GP practice you usually prefer to see or speak to?

This could be a nurse, GP, or other health professional at your practice.

☐ Yes
☐ No → Go to 08

07 How often do you get to see or speak to your preferred healthcare professional when you ask to?

☐ Always or almost always
☐ A lot of the time
☐ Sometimes
☐ Never or almost never
☐ I haven't tried

Page 1 Please turn over →

Background information about the survey

- The GP Patient Survey (GPPS) is an **annual** England-wide survey about **patients' experiences of their GP practice** and is administered by Ipsos on behalf of NHS England.
- The survey covers a range of topics including:
 - **Your GP practice services**
 - **Your last contact**
 - **Your last appointment**
 - **Overall experience**
 - **When your GP practice is closed**
 - **Your health**
 - **Pharmacy**
 - **Dentistry**
 - **Some questions about you (including relevant protected characteristics and demographics)**
 - **Accessible information needs**
- Results from all questions in the survey are available in the Excel reports: <https://gp-patient.co.uk/latest-survey/results>.
- The survey provides data at **practice level** using a consistent methodology, which means it is comparable across organisations. The survey also provides data at **Primary care network (PCN)**, **Integrated care system (ICS)** and **National** level.
- Every year, the questionnaire content is reviewed to ensure it reflects the primary care context and priorities. Minor changes were made to the questionnaire in 2025 following more significant changes in 2024. Details of the survey changes can be found here: <https://gp-patient.co.uk/report-summary-of-changes>.
- The latest 2025 questionnaire and the Technical Annex with further information about the survey can be found here: <https://gp-patient.co.uk/surveysandreports>.
- It is important to bear in mind that:
 - Sample sizes at practice level are relatively small.
 - The survey is conducted annually and provides a snapshot of patient experience at a given time.
- So, data users are encouraged to use insight from GPPS as one element of evidence when considering patients' experiences of general practice to identify potential improvements and highlight best practice.

The next slide suggests ideas for how the data can be used to help to improve services.

How to use this data for improvement

The data in this slide pack can be used and interpreted to help to improve GP services, in the following ways:

- **Comparison of an ICS against the national result:** this allows benchmarking of the results to identify whether the ICS is performing well, poorly, or in line with the national picture. The ICS may wish to focus on areas where it compares less favourably.
- **Analysing trends in an ICS's results over time:** this provides a sense of the direction of the ICS's performance. The ICS may wish to focus on areas which have seen a decline in results over time. Where available, this pack includes trend data from 2024 onwards.
- **Comparison of PCN results within an ICS area:** this can identify PCNs in an area that seem to be over-performing or under-performing compared with others. The ICS may wish to work with individual PCNs: those that are performing particularly well may be able to highlight best practice, while those performing less well may be able to improve their performance.

An interactive dashboard providing more detail at PCN level can be found at: <https://www.gp-patient.co.uk/pcn-dashboard>.

Please note PCNs have been aligned to the ICS based on the Lead Sub ICB Location identified by the NHS England ePCN mapping file, accessed via the NHS Digital organisation data service. There were a very small number of PCNs which crossed ICS boundaries – if this is the case, this will be noted below.

Interpreting the results

- The number of participants answering each question (the unweighted base) is stated for each question.
- All comparisons are indicative only. Differences may not be statistically significant.
- For guidance on statistical reliability, or for details of where you can get more information about the survey, please refer to the end of this slide pack.
- Note on the presentation of the data:
 - A * represents a percentage greater than 0% but less than 0.5%
 - There are cases where percentages for each of the different responses to a question do not add to the combined percentage totals (e.g. 'Very good' and 'Fairly good', compared with the combined total 'Good'), or where results do not sum to 100%. This may be due to computer rounding, the rounding of weighted data, or where questions allow for multiple responses.
- In cases where fewer than 10 patients have answered a question, the data have been suppressed and results will not appear within the charts. This is to prevent individuals and their responses being identifiable in the data.
- Please note on pie charts where the results are 2% or less, these labels are not shown. Hovering over the segment on the pie chart will show the percentage.
- For further information on using the data please refer to the end of this slide pack.

Summary

Summary

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

GP PATIENT SURVEY

 QUESTIONNAIRES
SENT OUT

99,710

 NUMBER OF
COMPLETED
SURVEYS

18,666

 RESPONSE RATE

19%

73%

had a good overall experience of their GP
practice

Q32 National result: 75%

Base: ICS 18,567; National 699,562



69%

had a good overall experience of
contacting their GP practice

Q16 National result: 70%

Base: ICS 18,110; National 686,100



54%

had a good overall experience of NHS services
when their GP practice was closed

Q36 National result: 57%

Base: ICS 5,726; National 193,580



89%

had a good overall experience of
pharmacy services

Q48 National result: 88%

Base: ICS 16,644; National 631,337



71%

had a good overall experience of NHS
dental services

Q52 National result: 71%

Base: ICS 8,439; National 368,026



Summary

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

GP PATIENT SURVEY

 QUESTIONNAIRES
SENT OUT

99,710

 NUMBER OF
COMPLETED
SURVEYS

18,666

 RESPONSE RATE

19%

92%

had confidence and trust in the healthcare
professional they saw or spoke to

Q28 National result: 93%

Base: ICS 17,400; National 665,885



90%

were involved as much as they wanted to
be in decisions about their care and
treatment

Q29 National result: 91%

Base: ICS 16,599; National 635,043



82%

of patients who managed to contact their
practice knew what the next step would be in
dealing with their request

Q12 National result: 83%

Base: ICS 17,171; National 654,818



88%

felt that their needs were met during their
last appointment

Q31 National result: 90%

Base: ICS 17,328; National 666,889



64%

felt they had enough support from local
services or organisations to help them
manage their conditions or illnesses

Q43 National result: 69%

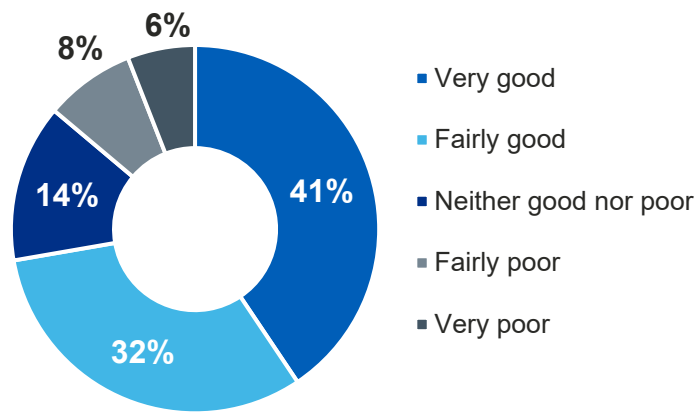
Base: ICS 8,389; National 337,532



Overall experience of GP practice

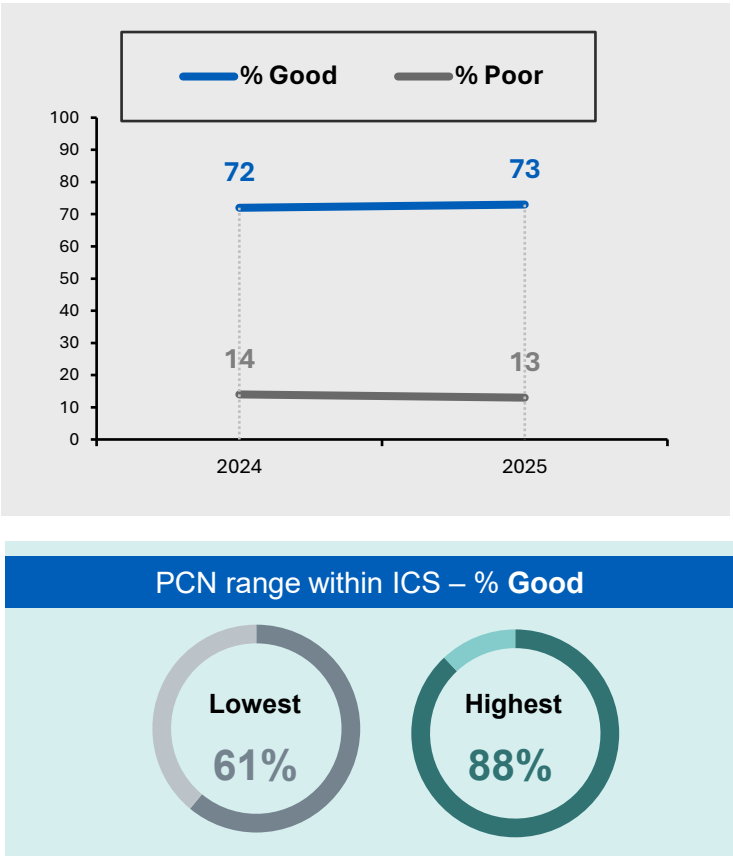
Q32. Overall, how would you describe your experience of your GP practice?

ICS result



Base: Asked of all patients. National 2025 (699,562); ICS 2024 (18,601); ICS 2025 (18,567); PCN bases range from 160 to 1,285

ICS result over time



Comparison of results

ICS		National	
Good	Poor	Good	Poor
73%	13%	75%	12%

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

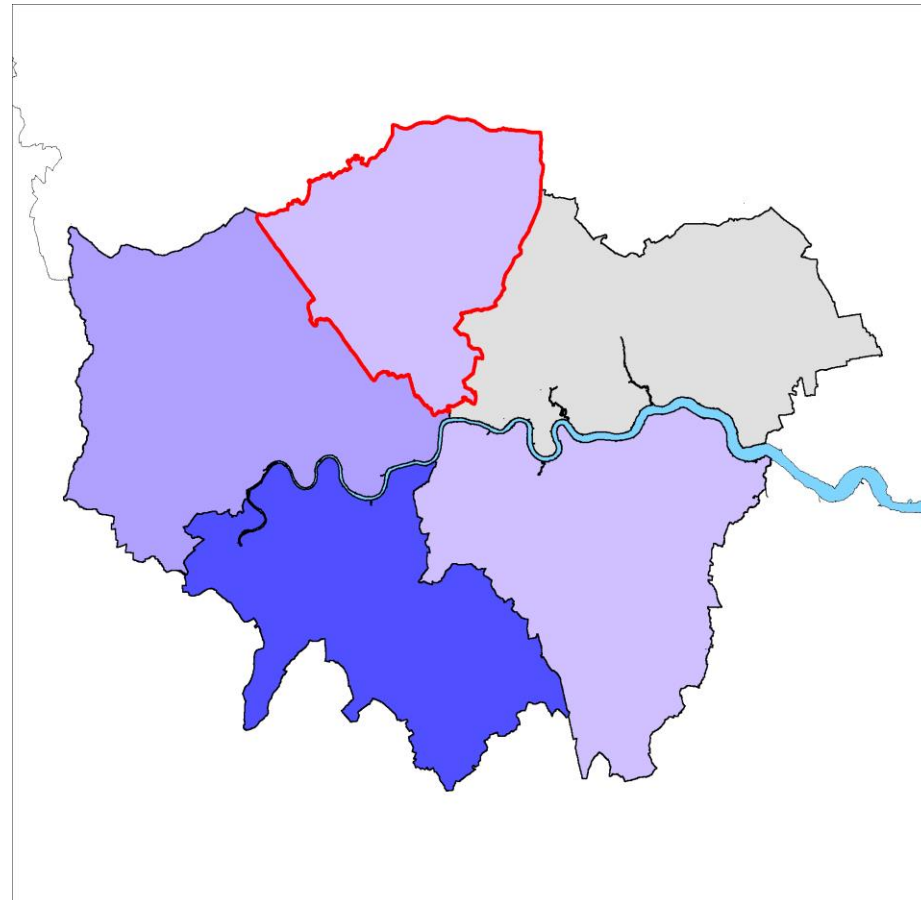


Overall experience: how the ICS results vary within the region

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

GP PATIENT SURVEY

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



Results range from

70%
to
79%

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

i %Good = %Very good + %Fairly good

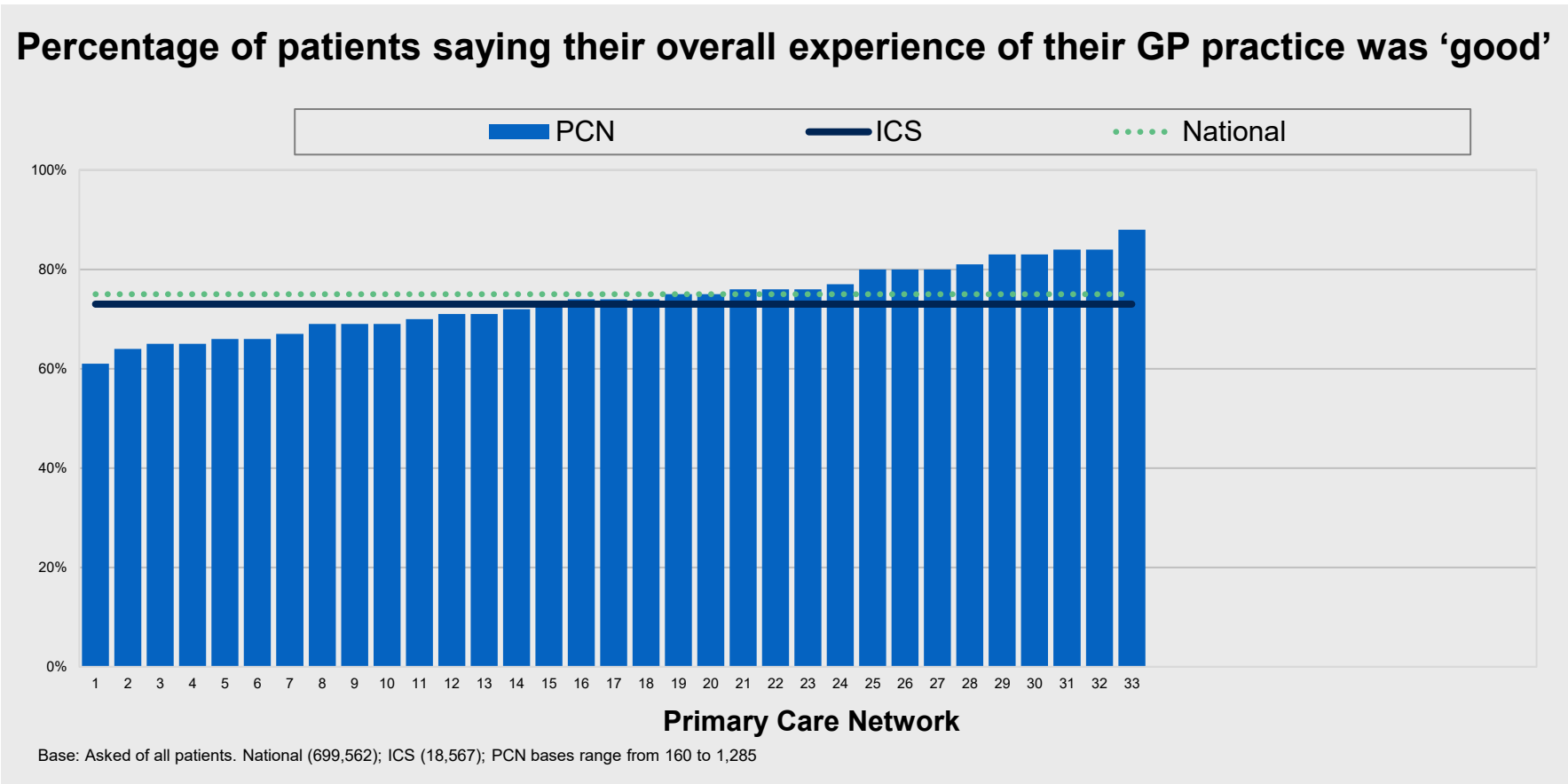
Base: Asked of all patients. ICS bases range from 5,796 to 46,342

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

Comparisons are indicative only: differences may not be statistically significant

%Good = %Very good + %Fairly good

PCNs are ordered from lowest to highest score, with PCN 1 being the lowest score.



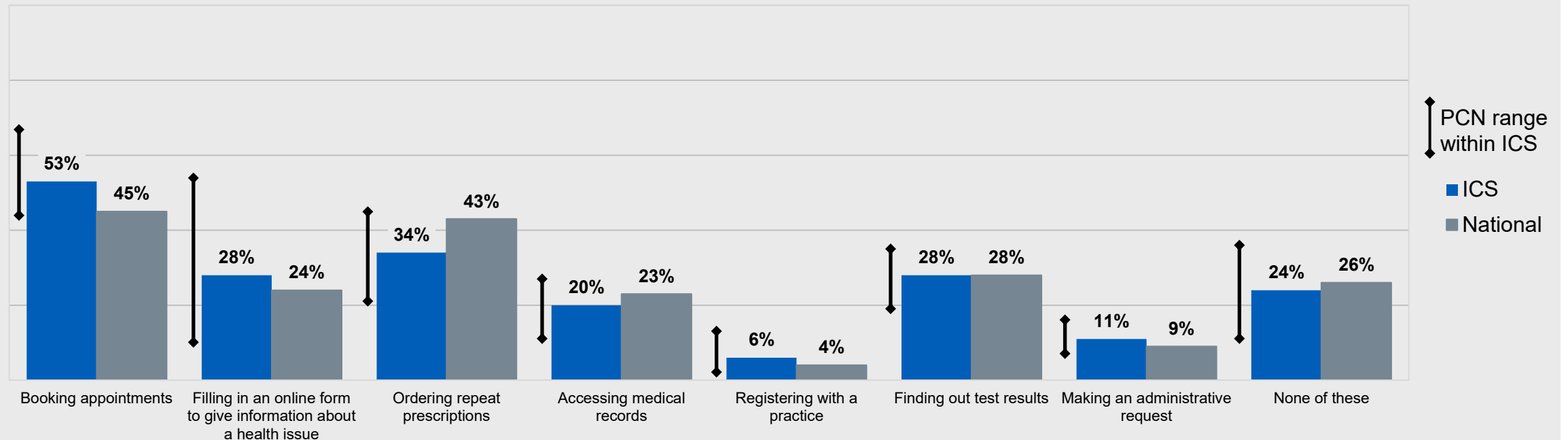
Use of online GP services

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 (696,351); ICS (18,524); PCN bases range from 159 to 1,277

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

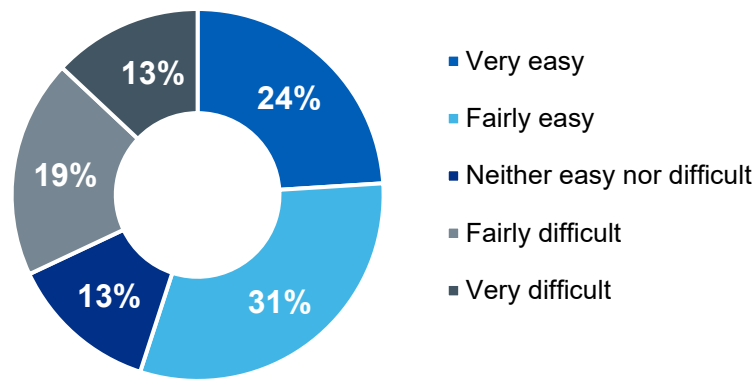
Contacting GP practice

Ease of contacting GP practice on the phone

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

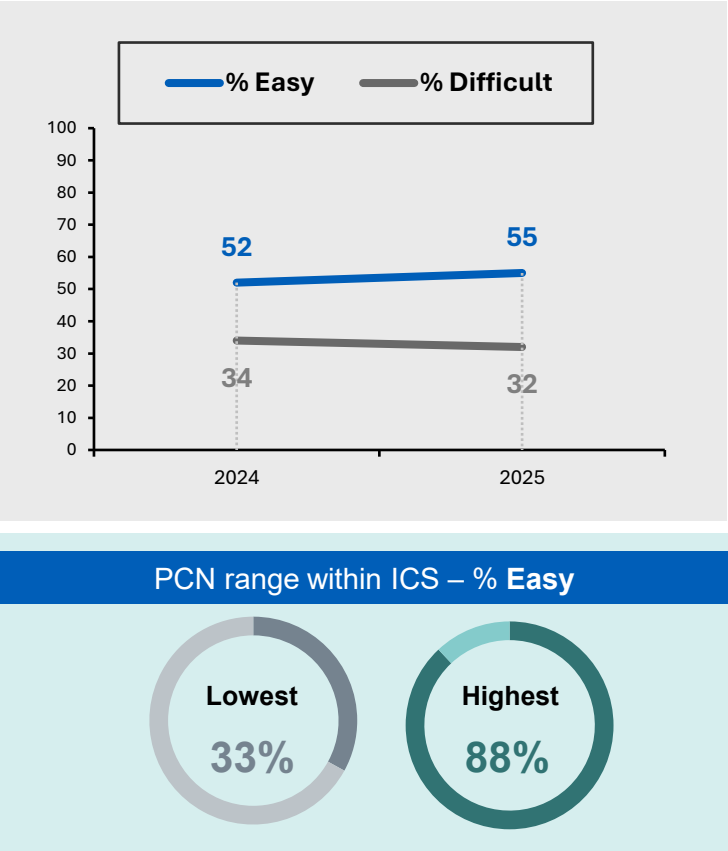
Q1. Generally, how easy or difficult is it to contact your GP practice on the phone?

ICS result



Base: Asked of all patients. Patients who selected 'I haven't tried' have been excluded. National 2025 (664,460); ICS 2024 (17,645); ICS 2025 (17,492); PCN bases range from 142 to 1,229

ICS result over time



Comparison of results

ICS		National	
Easy	Difficult	Easy	Difficult
55%	32%	53%	35%

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

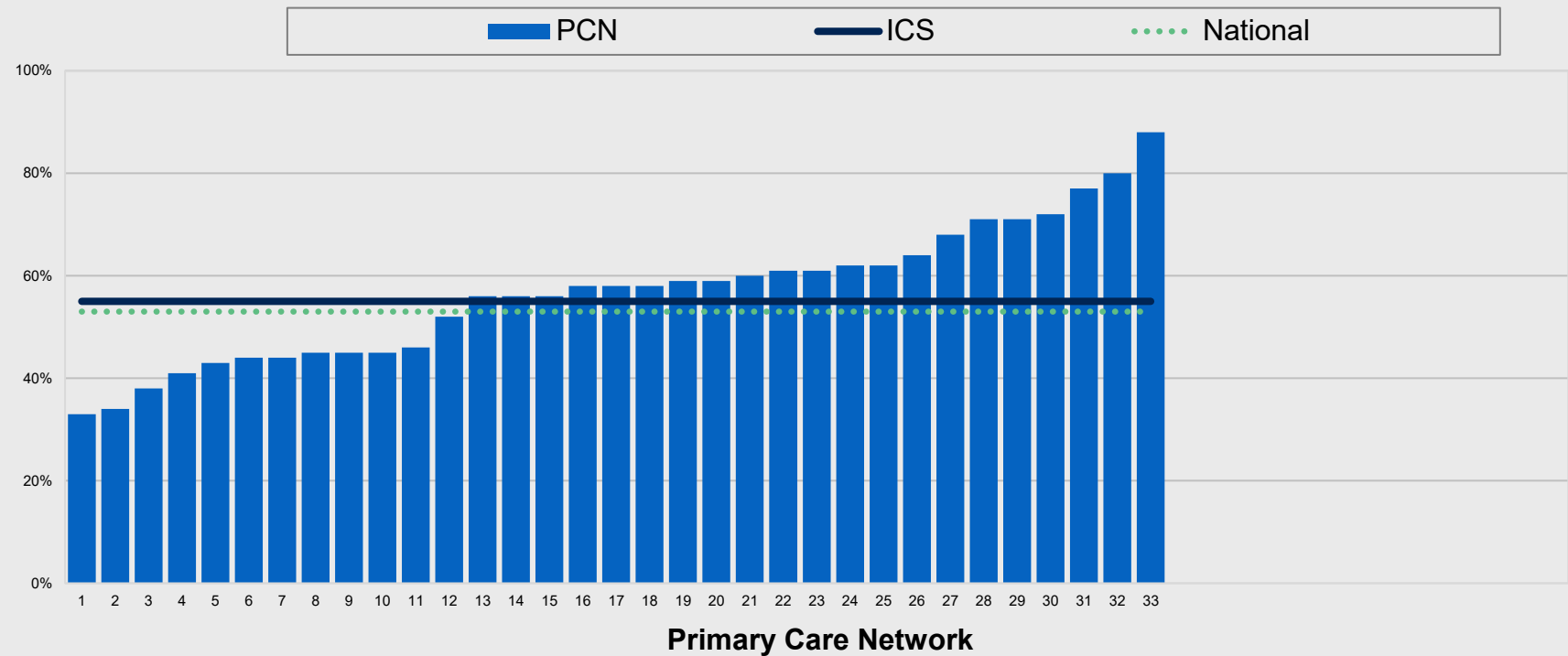


Ease of contacting GP practice on the phone: how the results vary by PCN within the ICS

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

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

Percentage of patients saying it is 'easy' to contact GP practice on the phone



Base: Asked of all patients. Patients who selected 'I haven't tried' have been excluded. National (664,460); ICS (17,492); PCN bases range from 142 to 1,229

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

i %Easy = %Very easy + %Fairly easy

i PCNs are ordered from lowest to highest score, with PCN 1 being the lowest score.

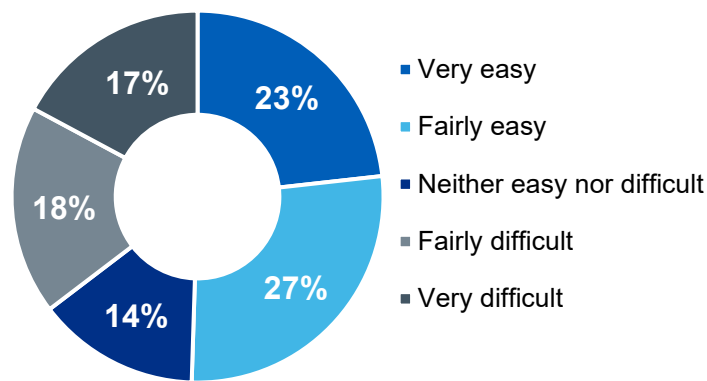


Ease of contacting GP practice using their website

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

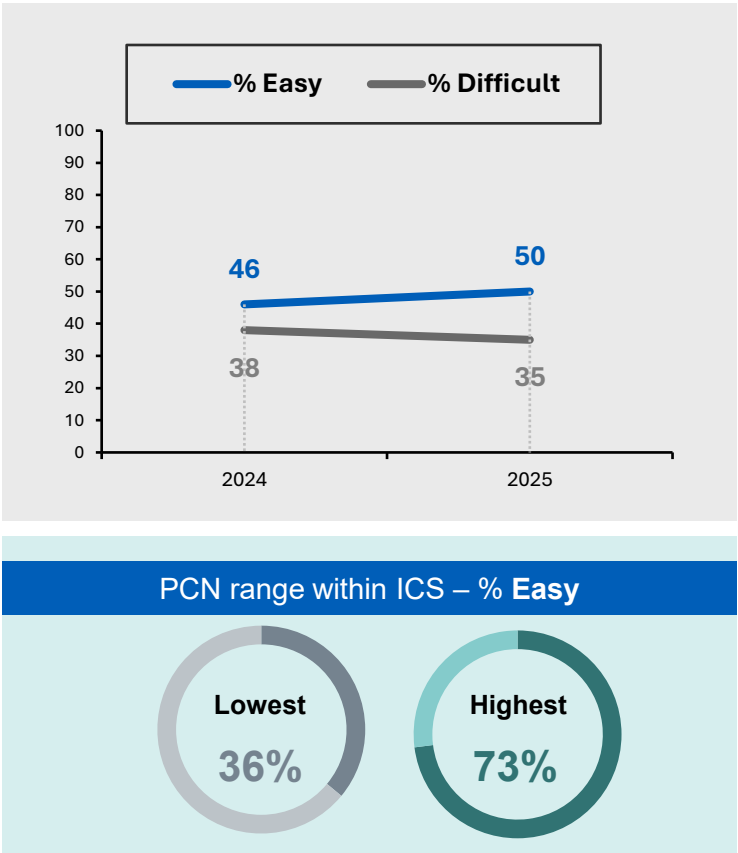
Q2. Generally, how easy or difficult is it to contact your GP practice using their website?

ICS result



Base: Asked of all patients. Patients who selected 'I haven't tried' have been excluded. National 2025 (344,811); ICS 2024 (10,156); ICS 2025 (10,747); PCN bases range from 88 to 799

ICS result over time



Comparison of results

ICS		National	
Easy	Difficult	Easy	Difficult
50%	35%	51%	34%

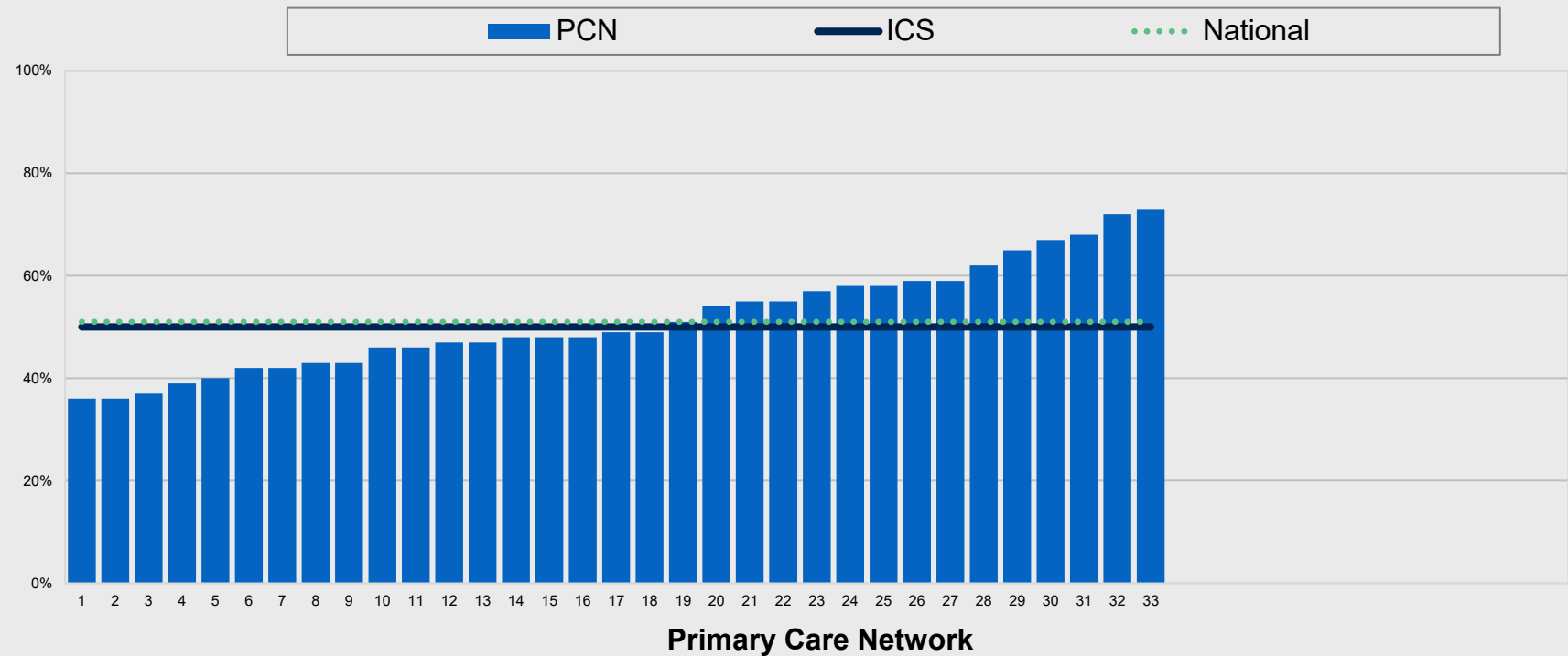
i %Easy = %Very easy + %Fairly easy
%Difficult = %Very difficult + %Fairly difficult

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

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

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 (344,811); ICS (10,747); PCN bases range from 88 to 799

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

i %Easy = %Very easy + %Fairly easy

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

i PCNs are ordered from lowest to highest score, with PCN 1 being the lowest score.



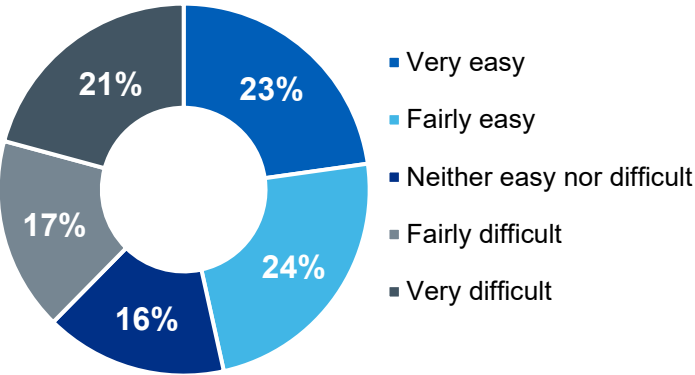
Ease of contacting GP practice using the NHS App

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

GP PATIENT SURVEY

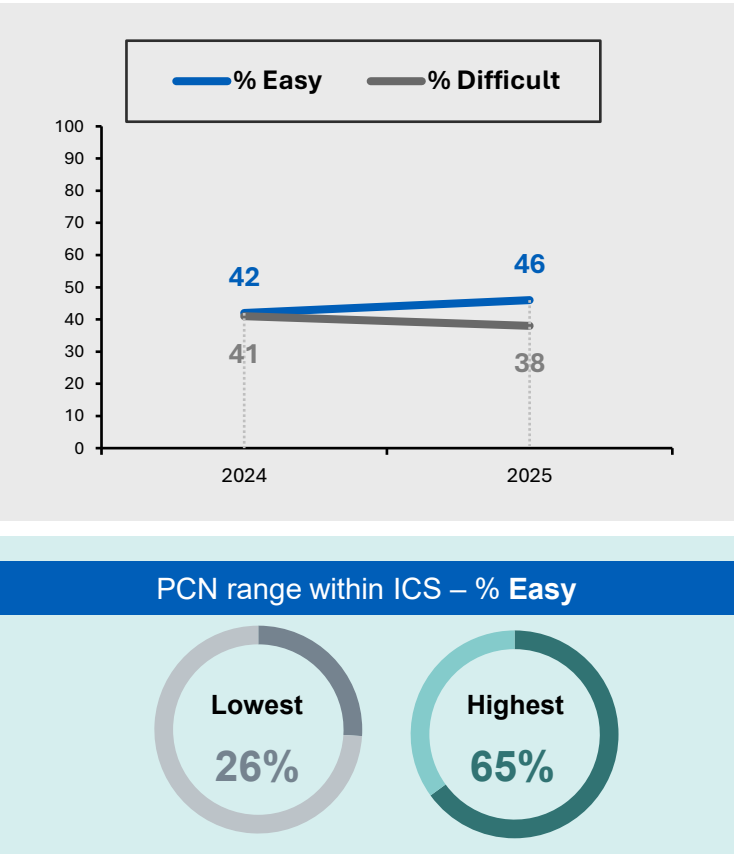
Q3. Generally, how easy or difficult is it to contact your GP practice using the NHS App?

ICS result



Base: Asked of all patients. Patients who selected 'I haven't tried' have been excluded. National 2025 (271,115); ICS 2024 (7,601); ICS 2025 (8,508); PCN bases range from 72 to 642

ICS result over time



Comparison of results

ICS		National	
Easy	Difficult	Easy	Difficult
46%	38%	49%	35%

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

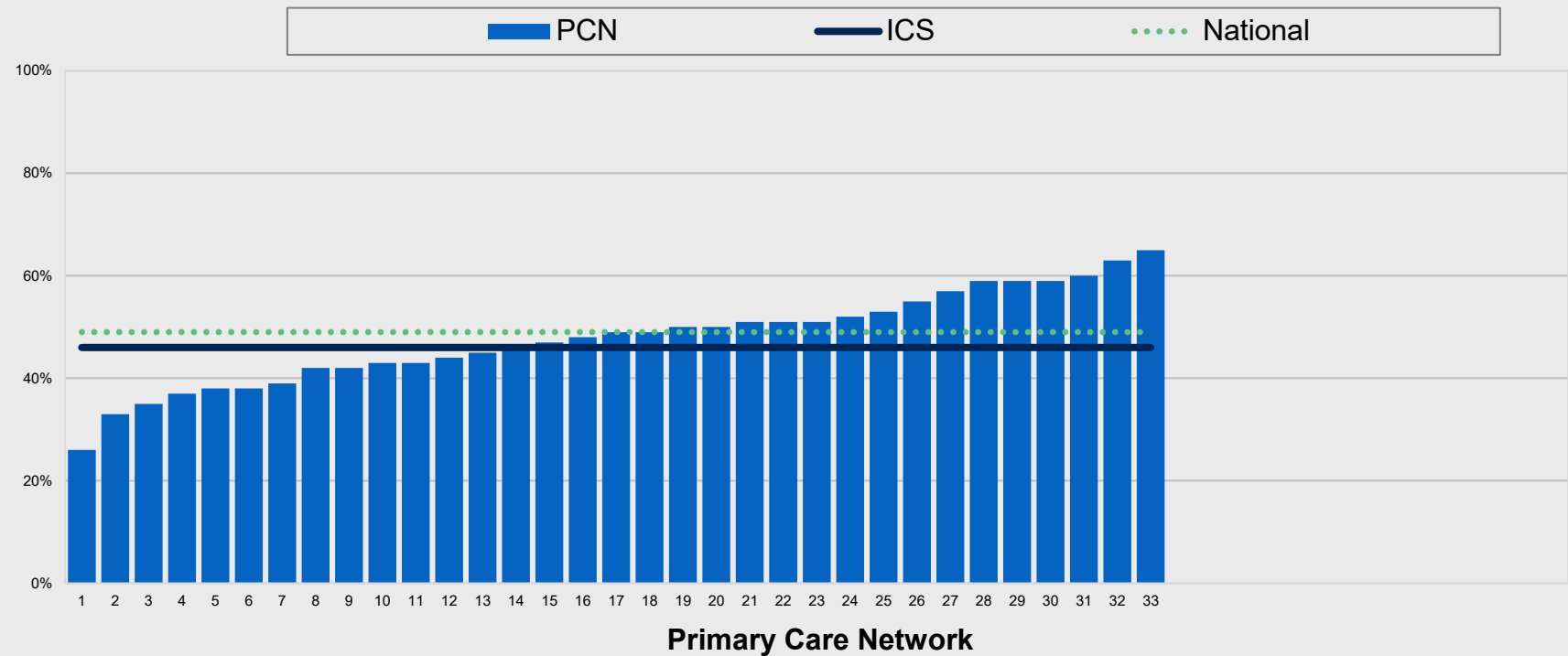


Ease of contacting GP practice using the NHS App: how the results vary by PCN within the ICS

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

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

Percentage of patients saying it is 'easy' to contact GP practice using the NHS App



Base: Asked of all patients. Patients who selected 'I haven't tried' have been excluded. National (271,115); ICS (8,508); PCN bases range from 72 to 642

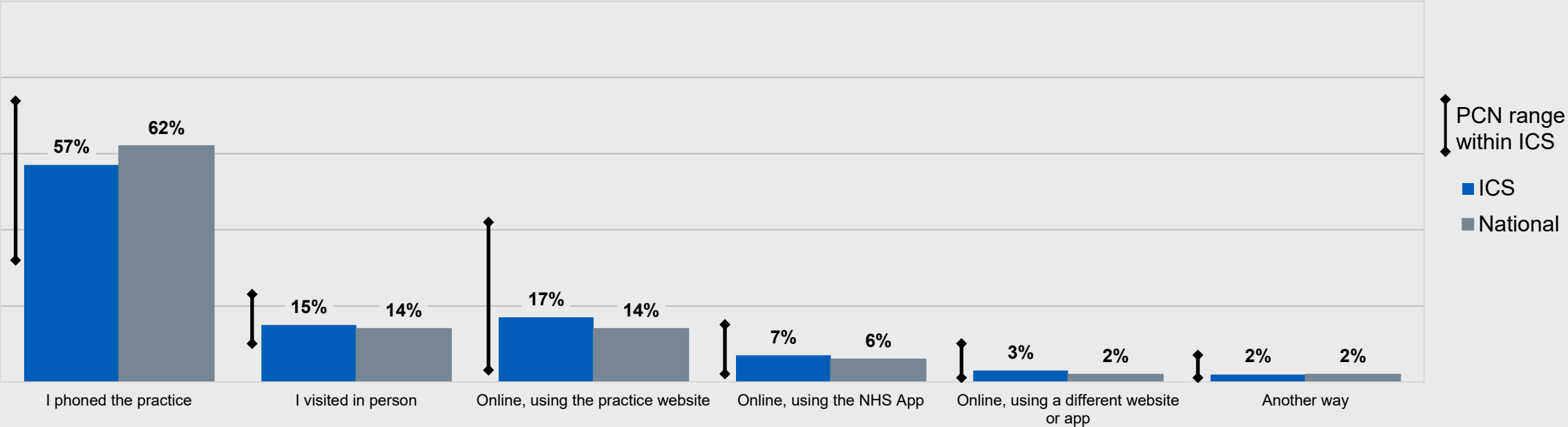
i Comparisons are indicative only: differences may not be statistically significant

i %Easy = %Very easy + %Fairly easy

i PCNs are ordered from lowest to highest score, with PCN 1 being the lowest score.



Q10. Still thinking about the last time you contacted your GP practice, how did you try to contact them?

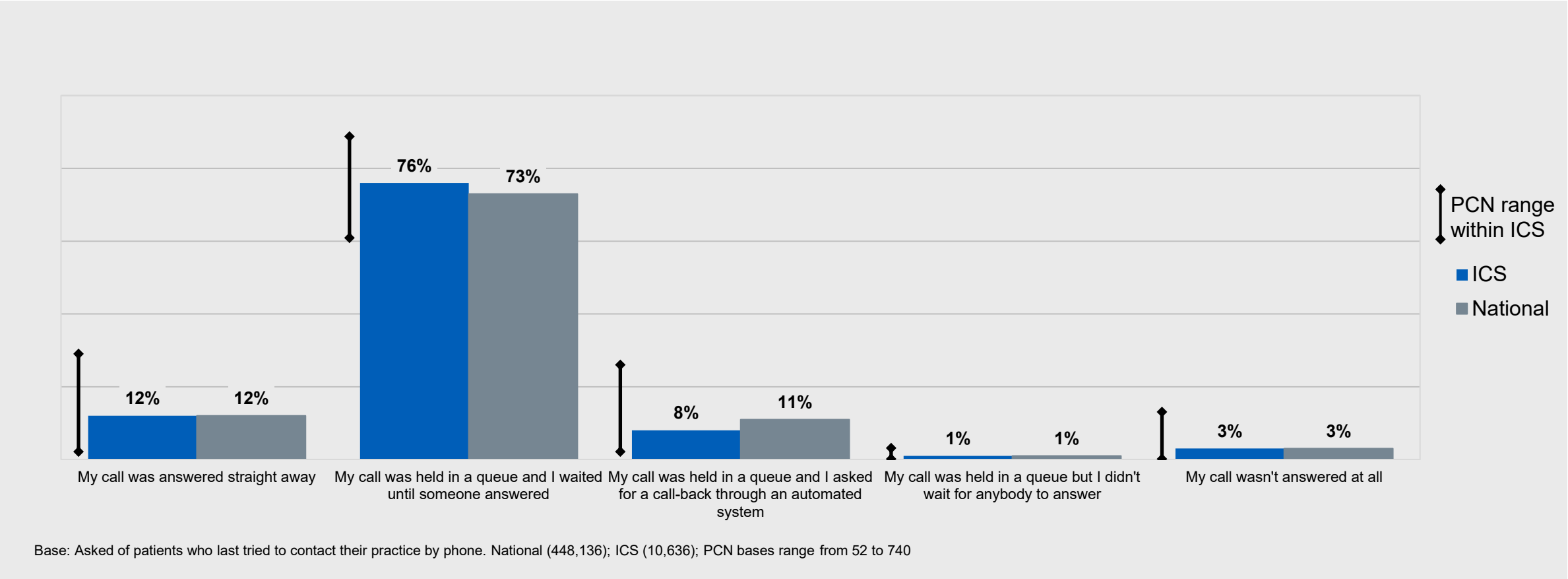


Base: Asked of patients who have tried to contact their GP practice since being registered. National (683,277); ICS (17,991); PCN bases range from 150 to 1,242

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



Q11. What happened when you phoned your GP practice on that occasion?



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

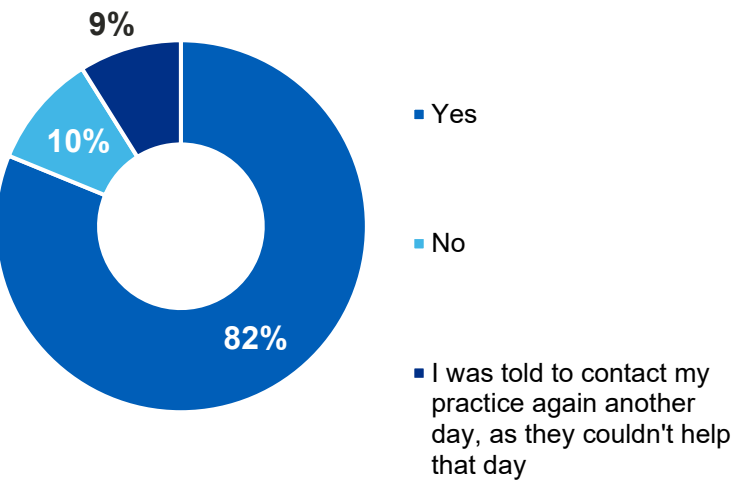
Next step in dealing with request after contacting GP practice

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

GP PATIENT SURVEY

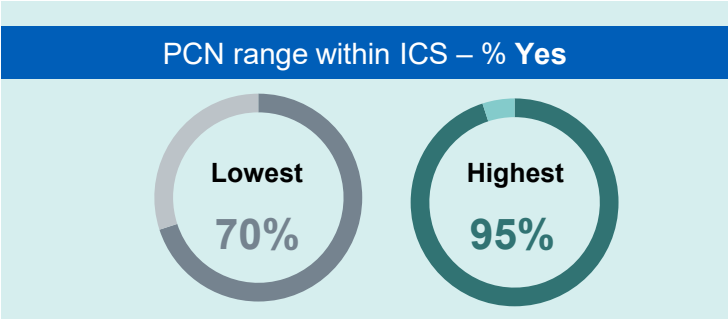
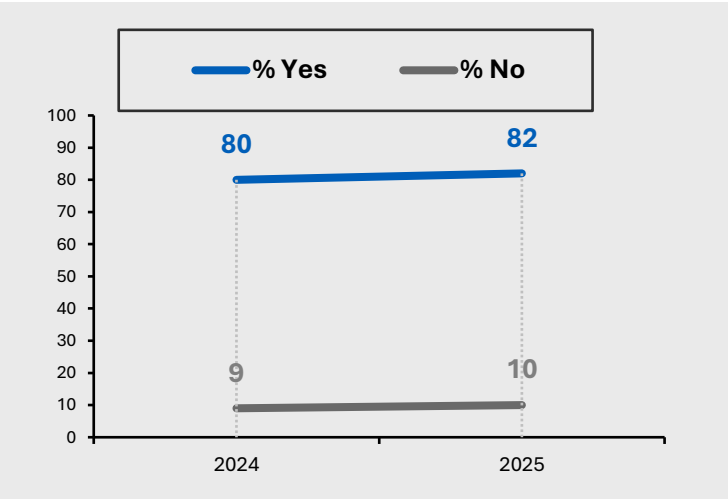
Q12. Once you had contacted your GP practice, did you know what the next step in dealing with your request would be?

ICS result



Base: 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. National 2025 (654,818); ICS 2024 (16,931); ICS 2025 (17,171); PCN bases range from 146 to 1,180

ICS result over time



Comparison of results

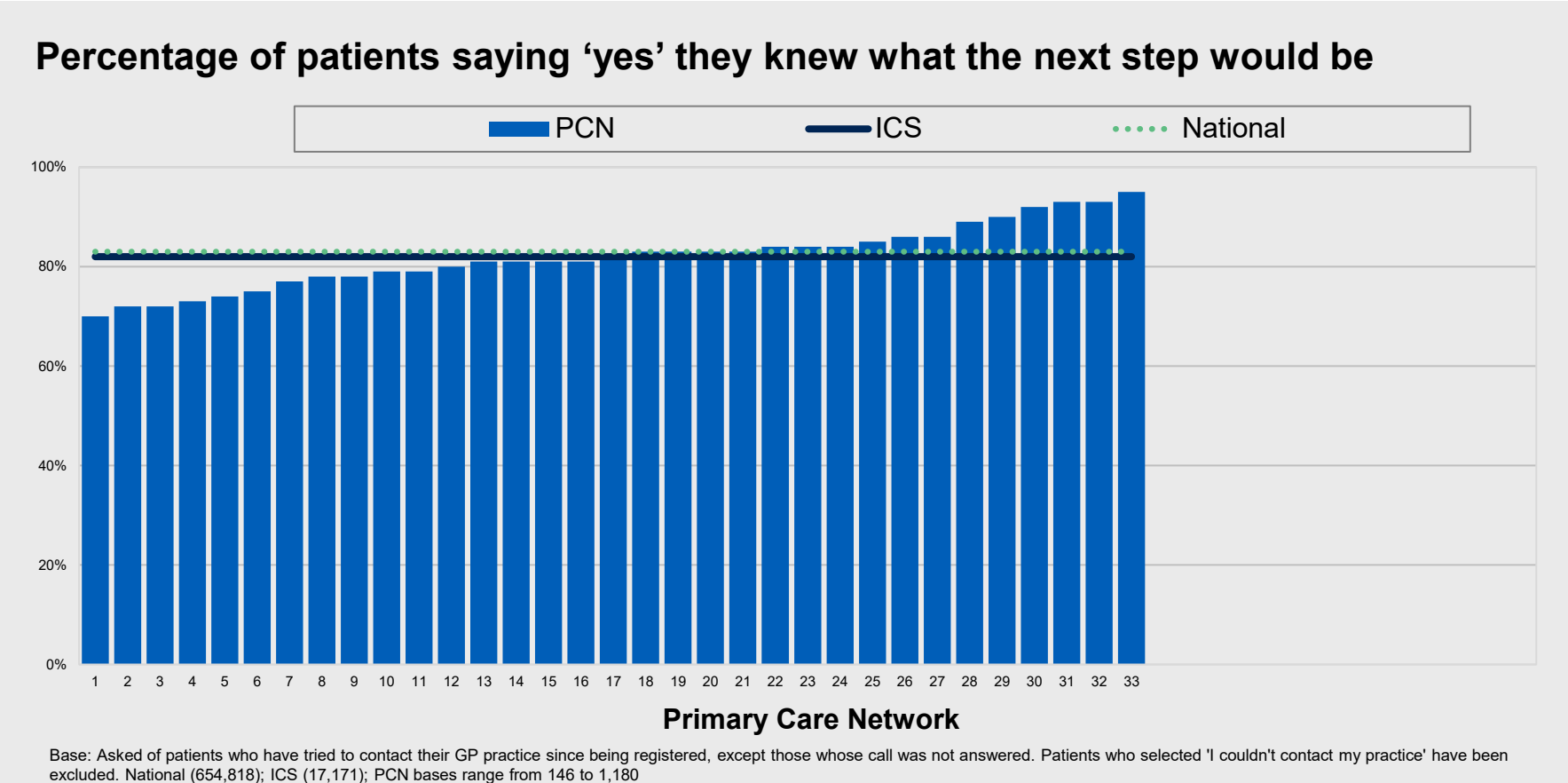
ICS		National	
Yes	No	Yes	No
82%	10%	83%	8%



Next step in dealing with request after contacting GP practice: how the results vary by PCN within the ICS

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

Q12. Once you had contacted your GP practice, did you know what the next step in dealing with your request would be?



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

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

i %Yes

i PCNs are ordered from lowest to highest score, with PCN 1 being the lowest score.



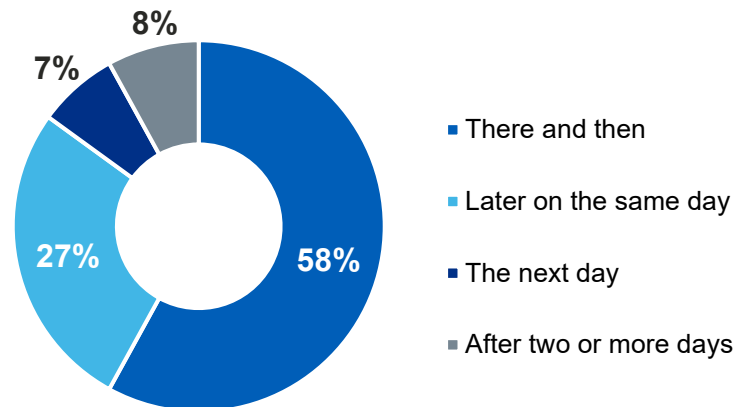
Time taken to know next step

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

GP PATIENT SURVEY

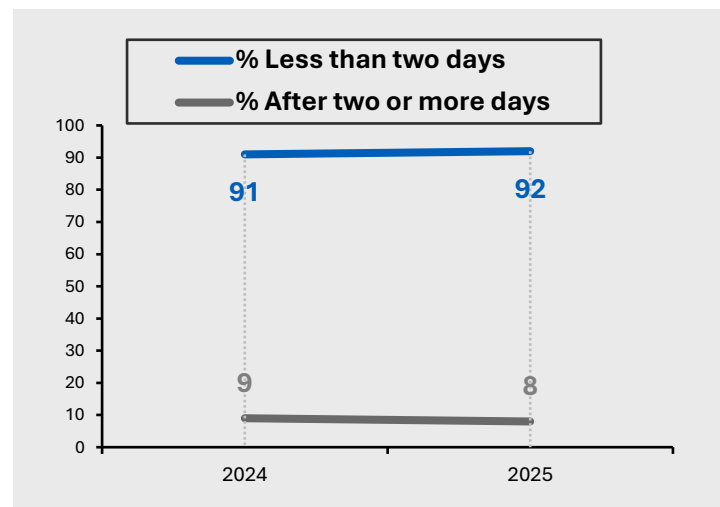
Q13. How soon after you contacted your GP practice did you know what the next step would be?

ICS result

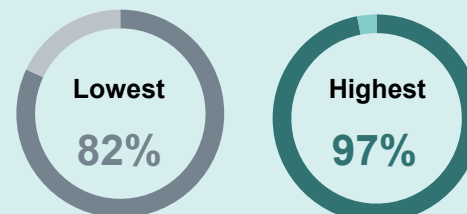


Base: Asked of patients who knew what the next step in dealing with their request would be. Patients who selected 'I can't remember' have been excluded. National 2025 (523,686); ICS 2024 (12,805); ICS 2025 (13,235); PCN bases range from 108 to 898

ICS result over time



PCN range within ICS – % Less than two days



Comparison of results

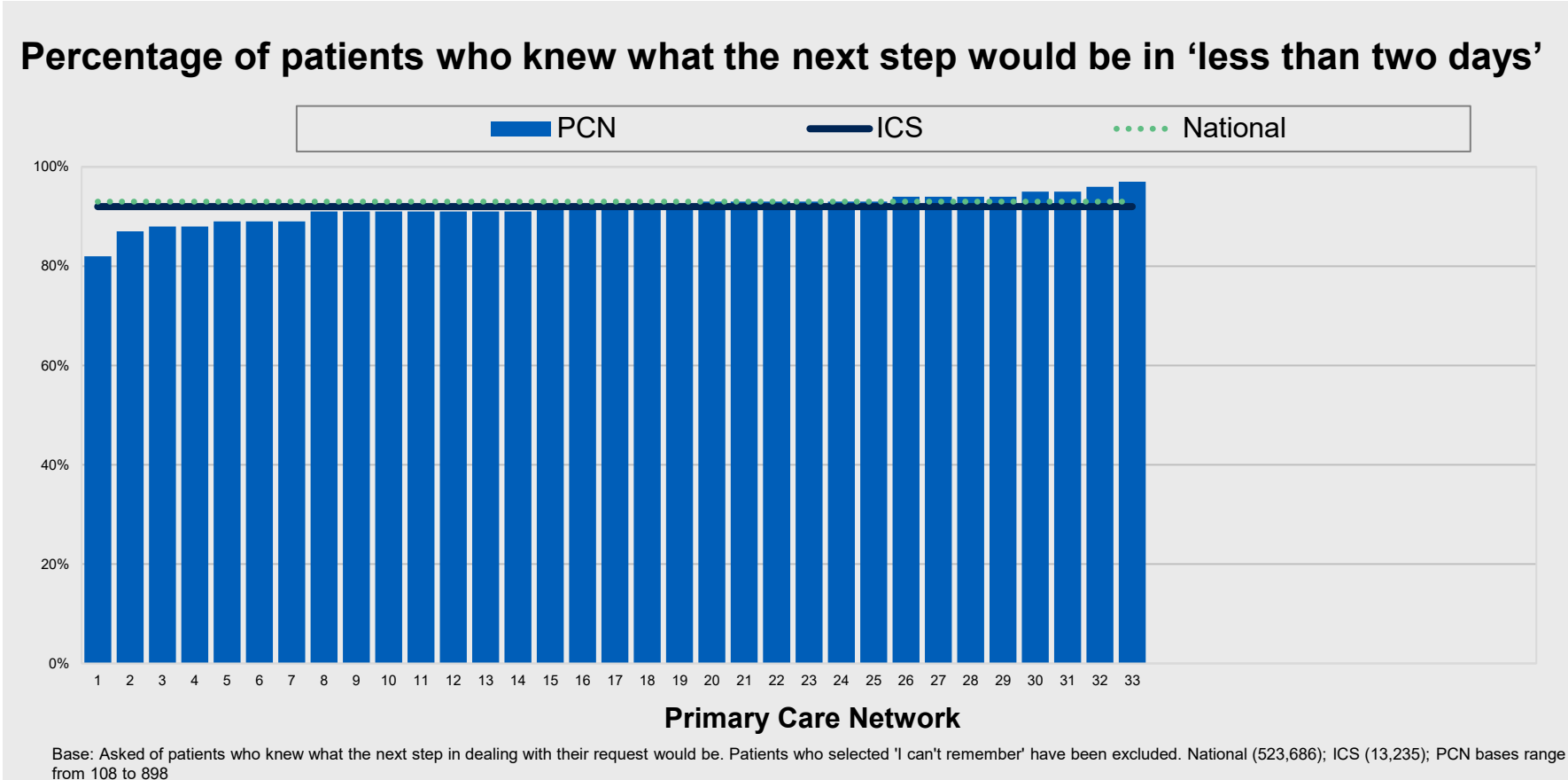
ICS		National	
Less than two days	After two or more days	Less than two days	After two or more days
92%	8%	93%	7%

i %Less than two days = %There and then + %Later on the same day + %The next day

Time taken to know next step: how the results vary by PCN within the ICS

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

Q13. How soon after you contacted your GP practice did you know what the next step would be?



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

i %Less than two days = %There and then + %Later on the same day + %The next day

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

i PCNs are ordered from lowest to highest score, with PCN 1 being the lowest score.

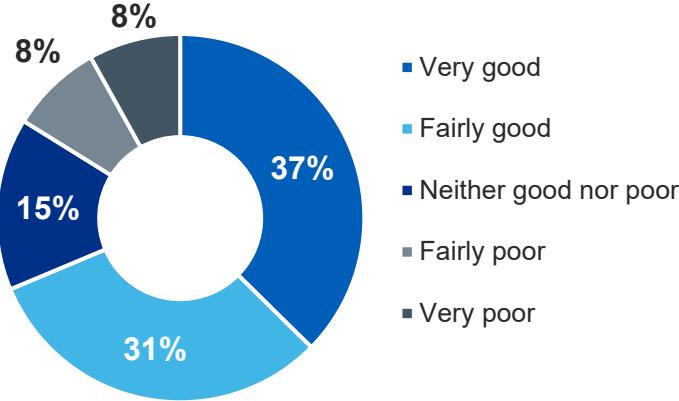


Overall experience of contacting GP practice

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

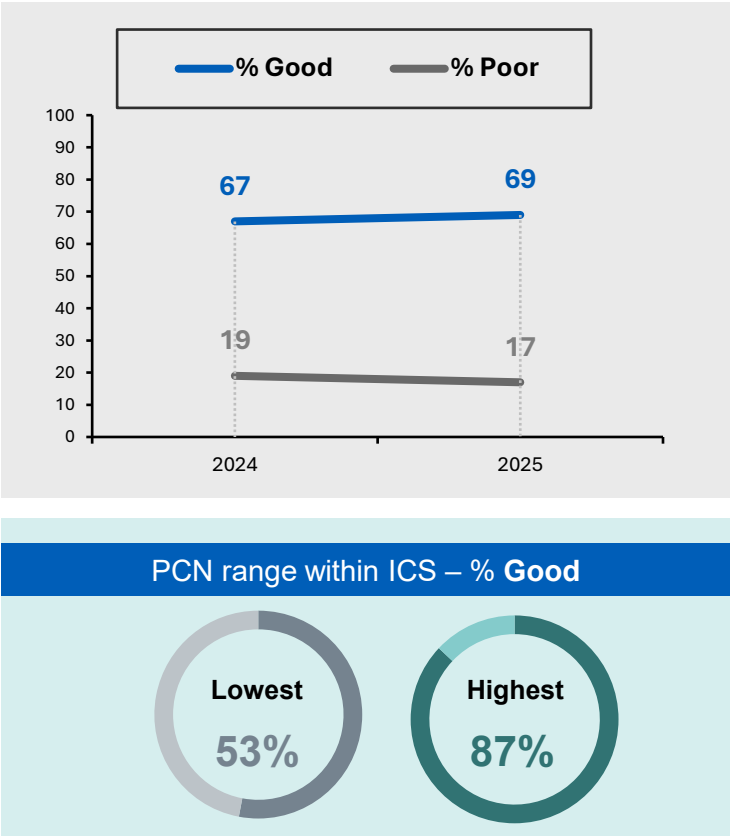
Q16. Overall, how would you describe your experience of contacting your GP practice on this occasion?

ICS result



Base: Asked of patients who have tried to contact their GP practice since being registered. National 2025 (686,100); ICS 2024 (18,126); ICS 2025 (18,110); PCN bases range from 153 to 1,256

ICS result over time



Comparison of results

ICS		National	
Good	Poor	Good	Poor
69%	17%	70%	17%

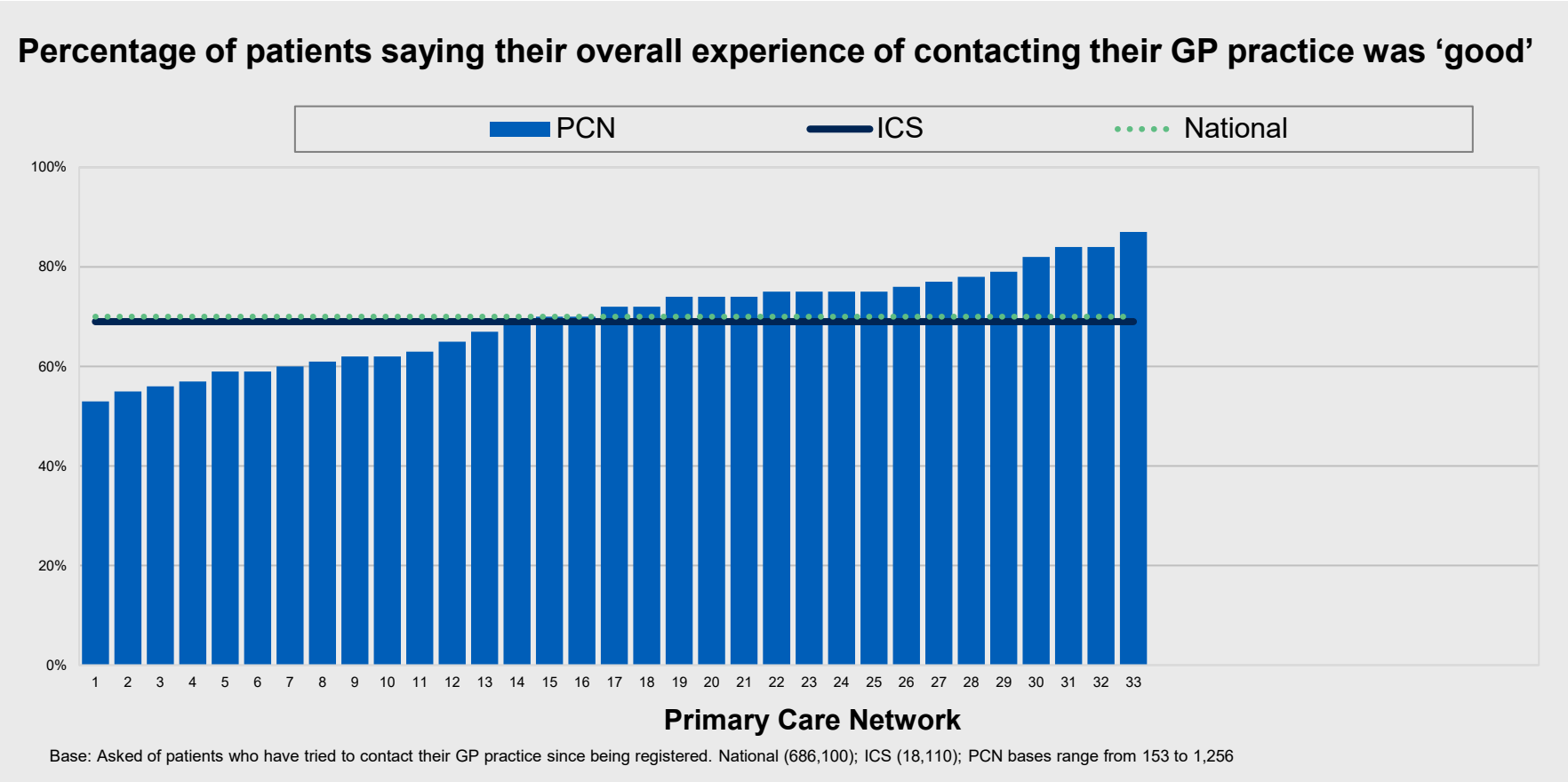
i %Good = %Very good + %Fairly good
%Poor= %Very poor + %Fairly poor



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

Comparisons are indicative only: differences may not be statistically significant

%Good = %Very good + %Fairly good

PCNs are ordered from lowest to highest score, with PCN 1 being the lowest score.



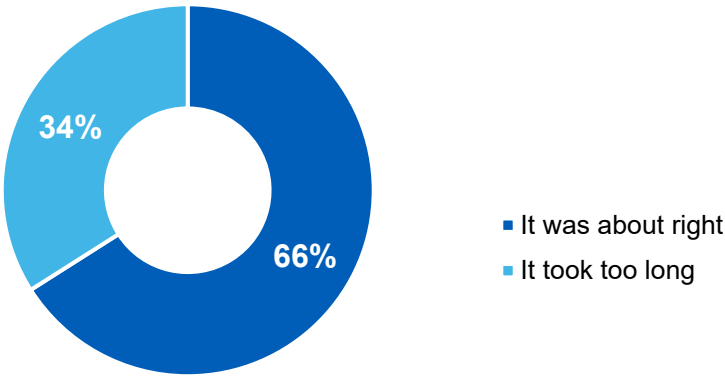
Last appointment

How patients felt about appointment wait time

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

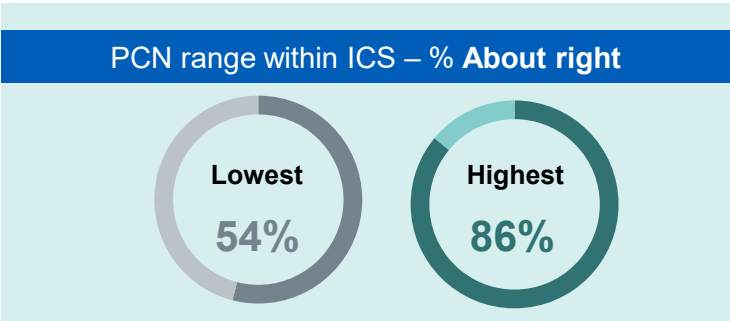
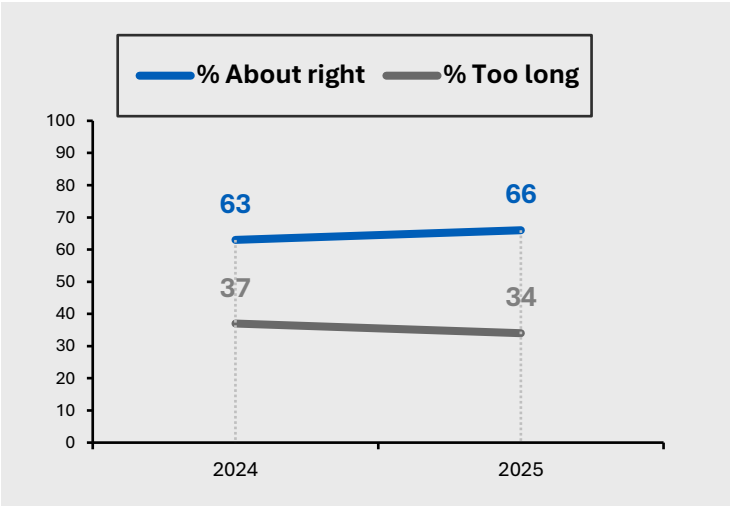
Q21. How do you feel about how long you waited for your appointment?

ICS result



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 2025 (620,168); ICS 2024 (16,041); ICS 2025 (16,108); PCN bases range from 132 to 1,114

ICS result over time



Comparison of results

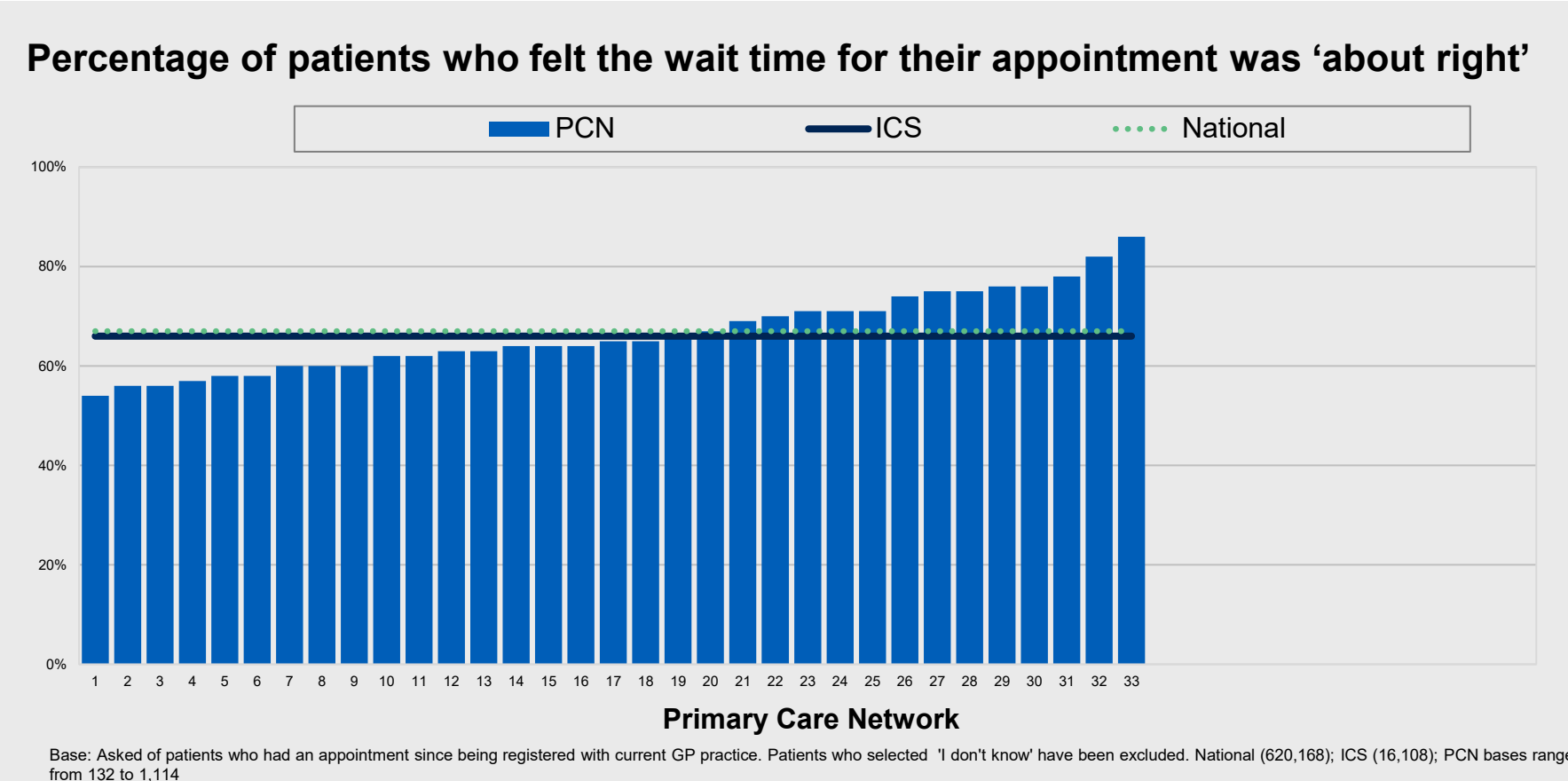
ICS		National	
About right	Too long	About right	Too long
66%	34%	67%	33%



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?



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

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

i %About right

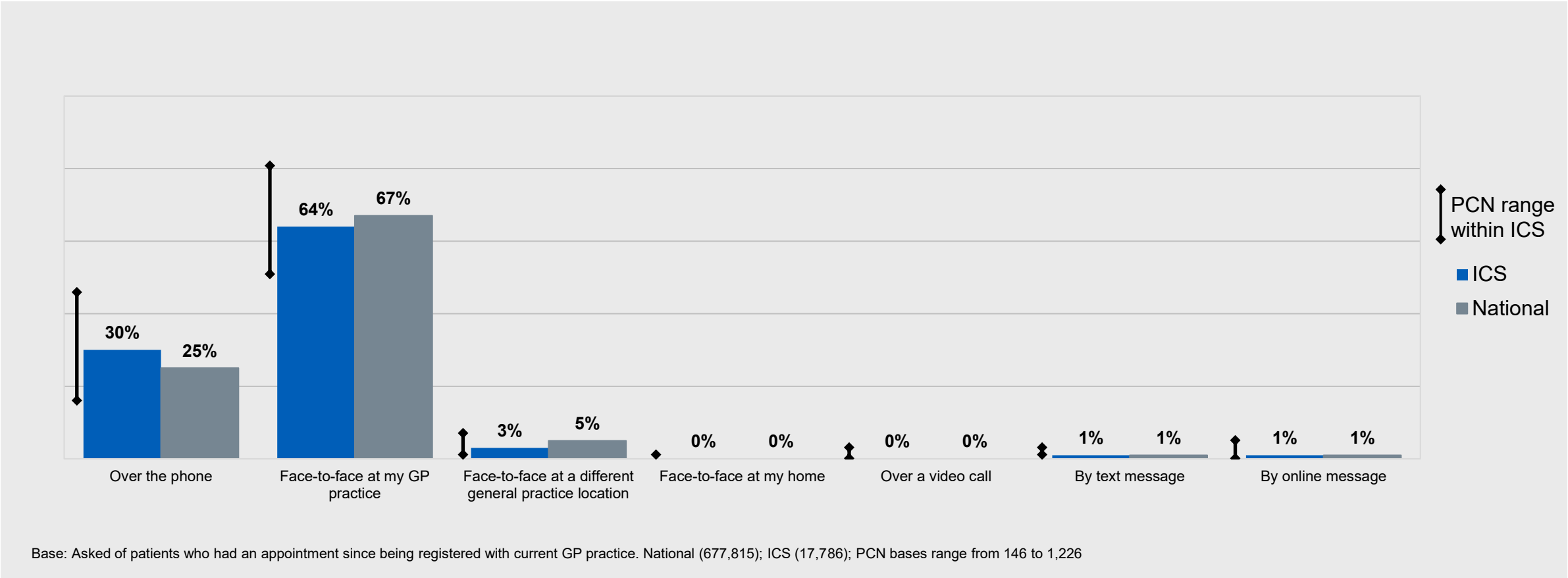
i PCNs are ordered from lowest to highest score, with PCN 1 being the lowest score.



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



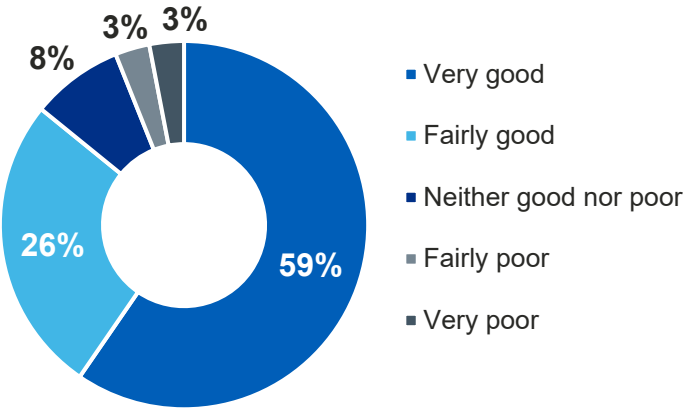
Perceptions of care at patients' last appointment

Listened to by healthcare professional

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

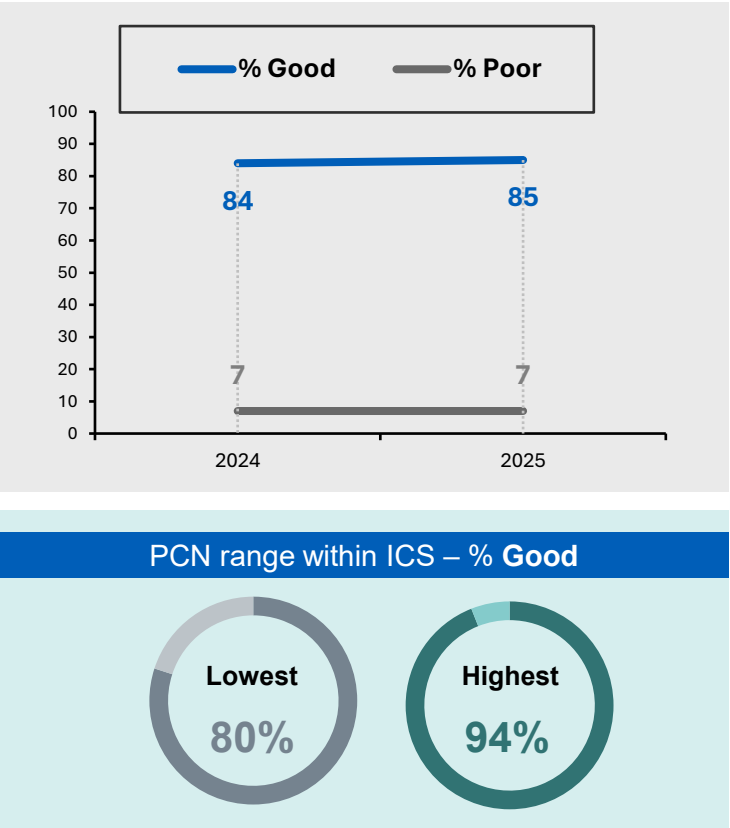
Q24. During your last appointment, how good was the healthcare professional at listening to you?

ICS result



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. National 2025 (671,414); ICS 2024 (17,544); ICS 2025 (17,635); PCN bases range from 146 to 1,218

ICS result over time



Comparison of results

ICS		National	
Good	Poor	Good	Poor
85%	7%	87%	6%



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



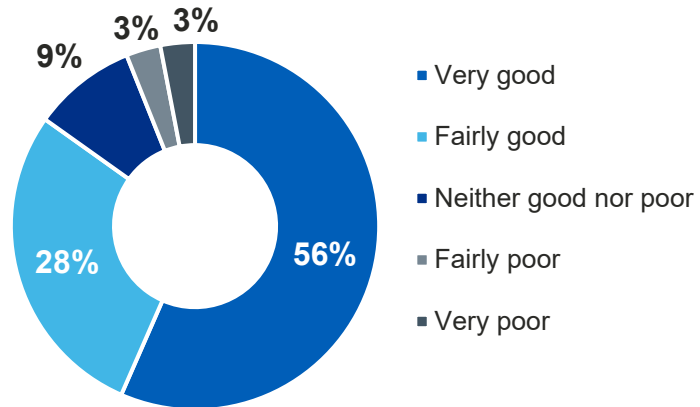
Treated with care and concern by healthcare professional

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

GP PATIENT SURVEY

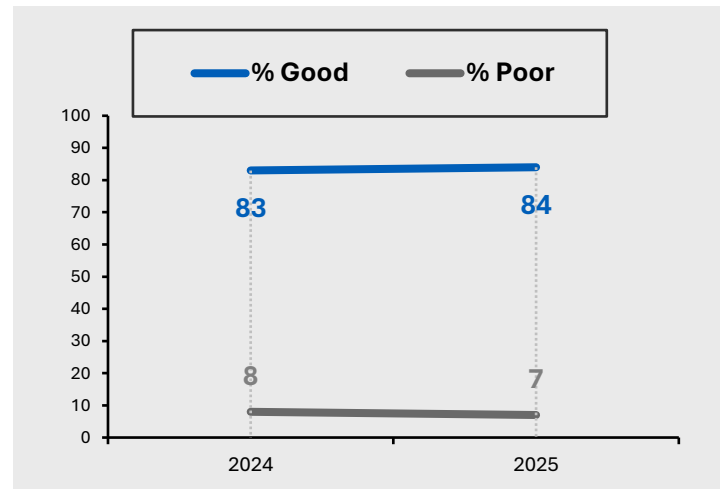
Q25. During your last appointment, how good was the healthcare professional at treating you with care and concern?

ICS result

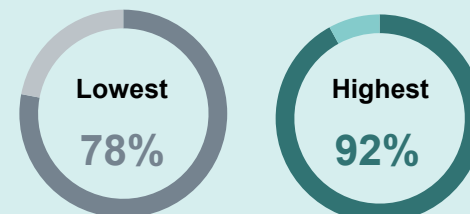


Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'I don't know or it didn't apply' have been excluded. National 2025 (670,865); ICS 2024 (17,476); ICS 2025 (17,575); PCN bases range from 144 to 1,212

ICS result over time



PCN range within ICS – % Good



Comparison of results

ICS		National	
Good	Poor	Good	Poor
84%	7%	86%	6%



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

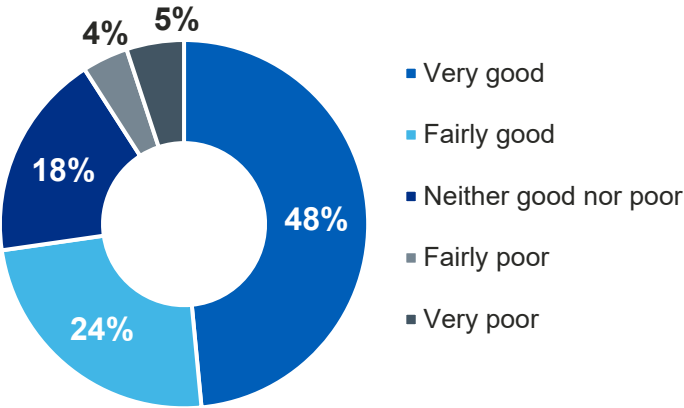
Mental wellbeing considered by healthcare professional

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

GP PATIENT SURVEY

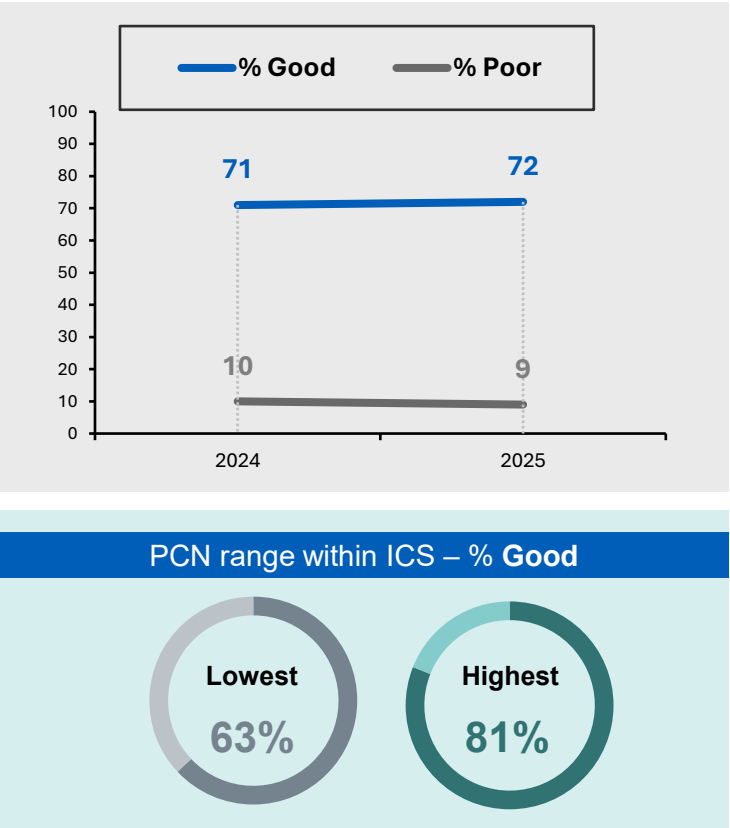
Q26. During your last appointment, how good was the healthcare professional at considering your mental wellbeing?

ICS result



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. National 2025 (514,139); ICS 2024 (13,857); ICS 2025 (13,920); PCN bases range from 119 to 928

ICS result over time



Comparison of results

ICS		National	
Good	Poor	Good	Poor
72%	9%	74%	9%



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

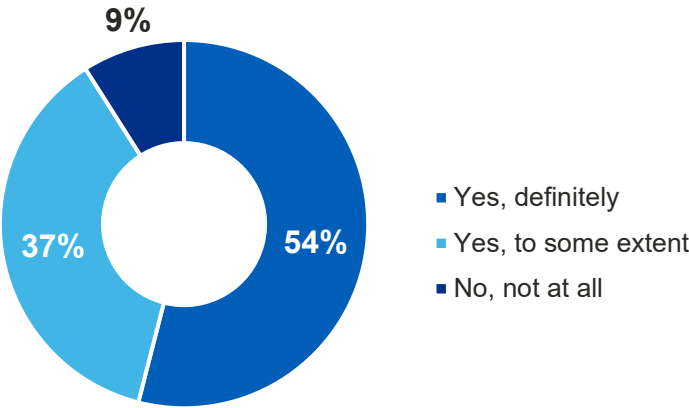


Felt healthcare professional had information they needed

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

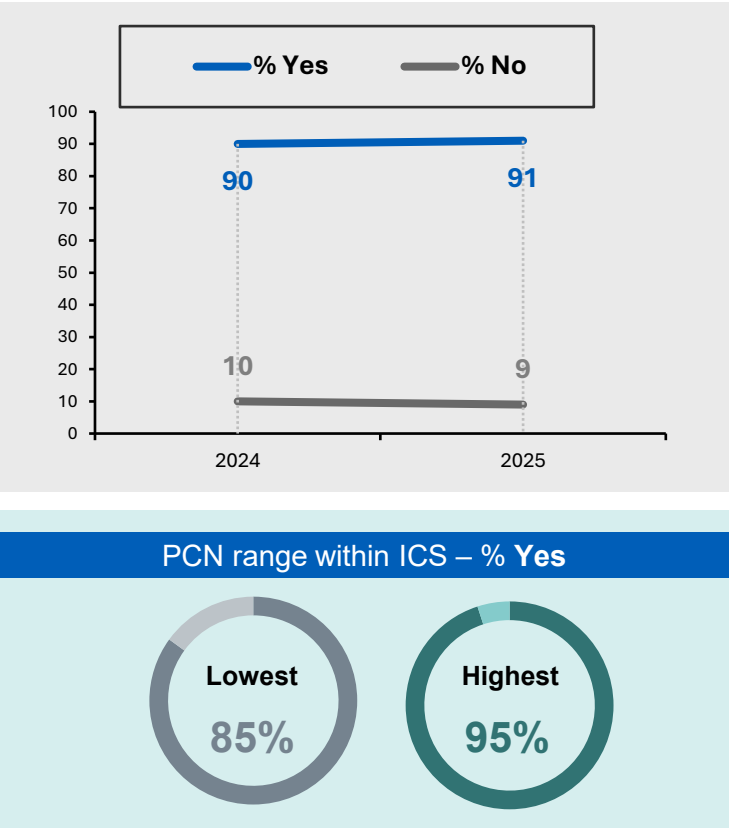
Q27. Did you feel that the healthcare professional had all the information they needed about you?

ICS result



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. National 2025 (650,445); ICS 2024 (16,871); ICS 2025 (16,992); PCN bases range from 144 to 1,176

ICS result over time



Comparison of results

ICS		National	
Yes	No	Yes	No
91%	9%	92%	8%



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

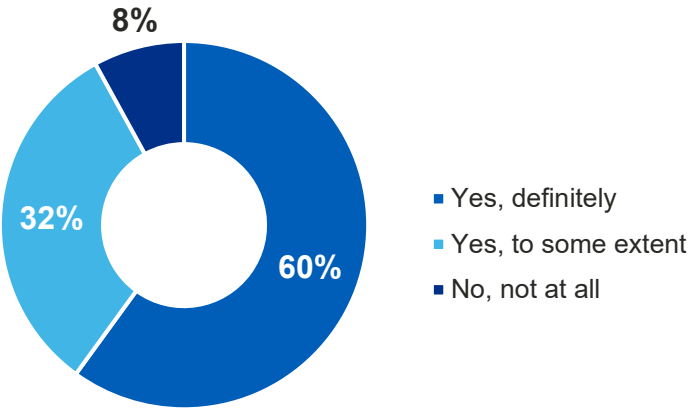


Confidence and trust in healthcare professional

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

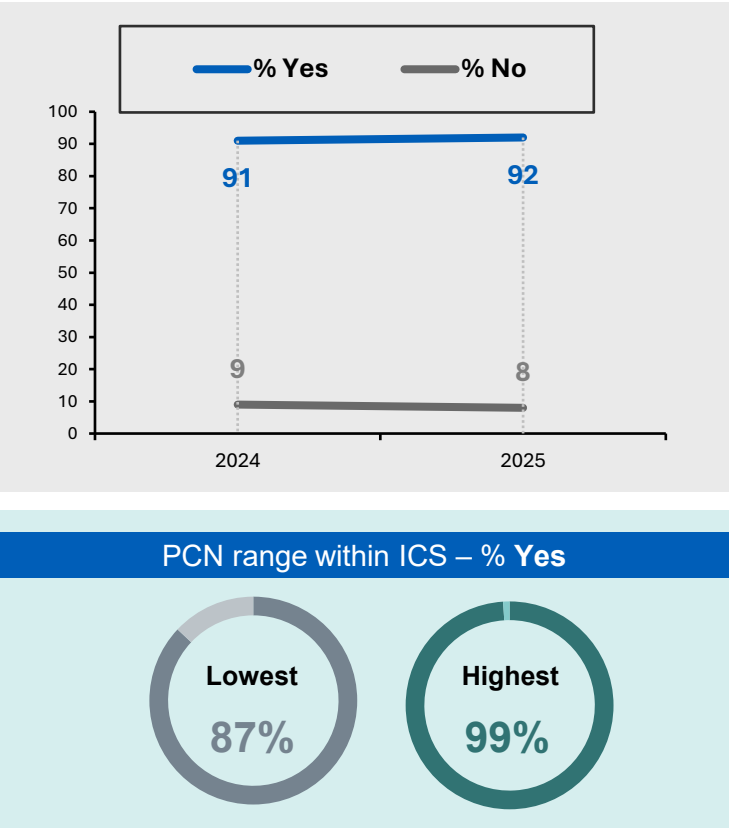
Q28. Did you have confidence and trust in the healthcare professional you saw or spoke to?

ICS result



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. National 2025 (665,885); ICS 2024 (17,216); ICS 2025 (17,400); PCN bases range from 141 to 1,200

ICS result over time



Comparison of results

ICS		National	
Yes	No	Yes	No
92%	8%	93%	7%



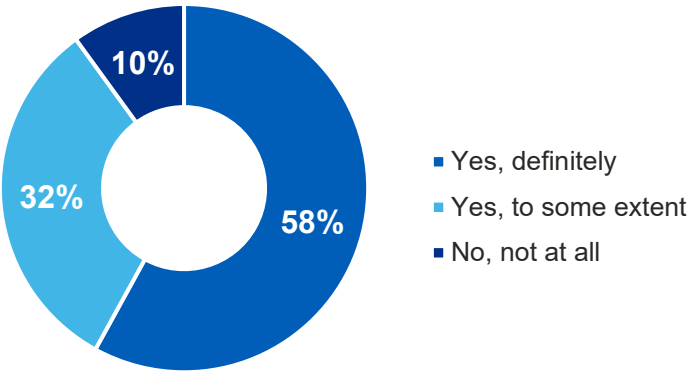
%Yes = %Yes, definitely + %Yes, to some extent

Involved in decisions about care and treatment

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

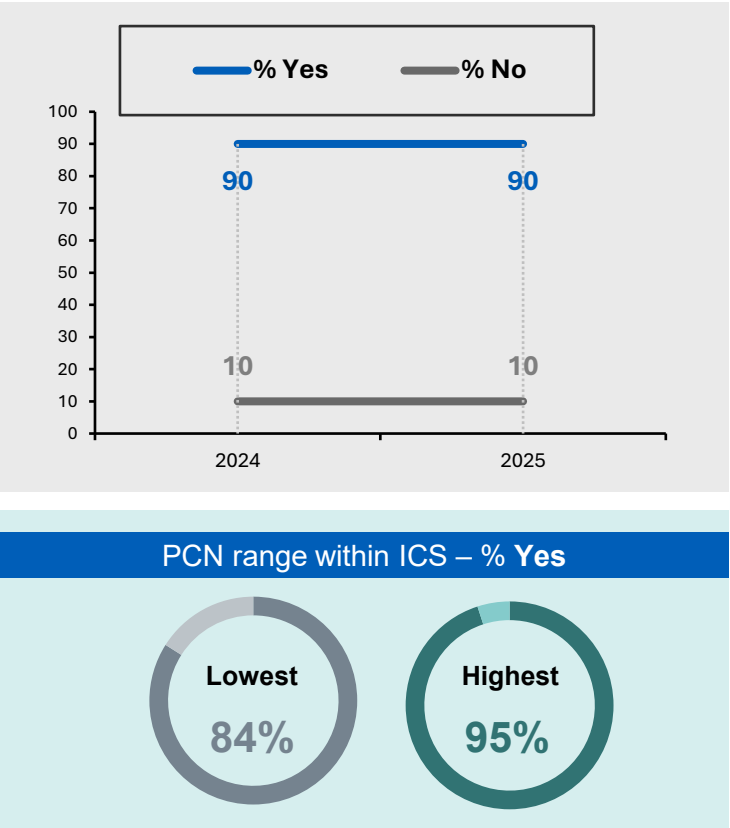
Q29. At your last appointment, were you involved as much as you wanted to be in decisions about your care and treatment?

ICS result



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. National 2025 (635,043); ICS 2024 (16,389); ICS 2025 (16,599); PCN bases range from 138 to 1,156

ICS result over time



Comparison of results

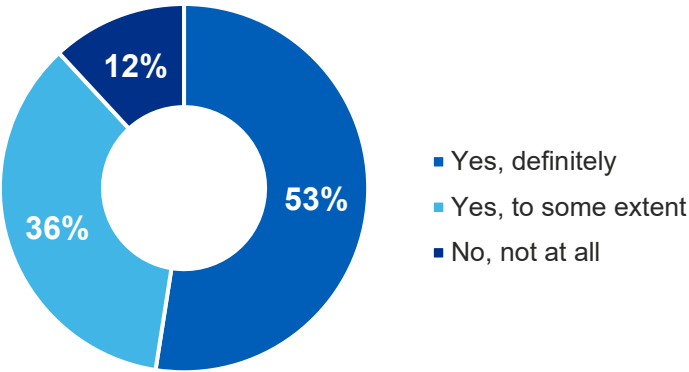
ICS		National	
Yes	No	Yes	No
90%	10%	91%	9%



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

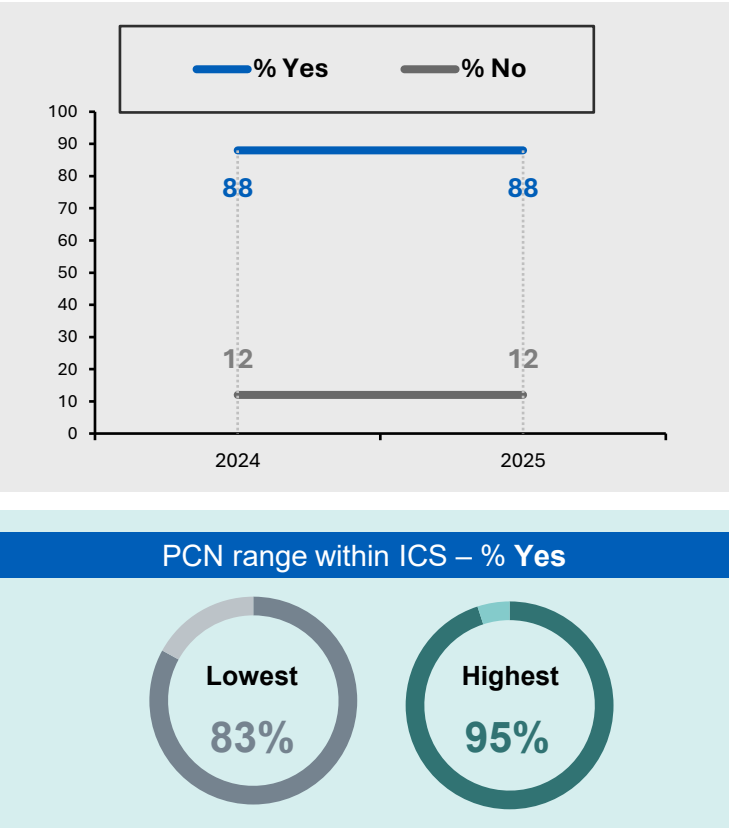
Q31. Thinking about the reason for your last appointment, were your needs met?

ICS result



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. National 2025 (666,889); ICS 2024 (17,246); ICS 2025 (17,328); PCN bases range from 145 to 1,197

ICS result over time



Comparison of results

ICS		National	
Yes	No	Yes	No
88%	12%	90%	10%



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

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 ‘% Fairly good’.
- The answer options for each of the demographic questions are displayed in the order they appear in the questionnaire.

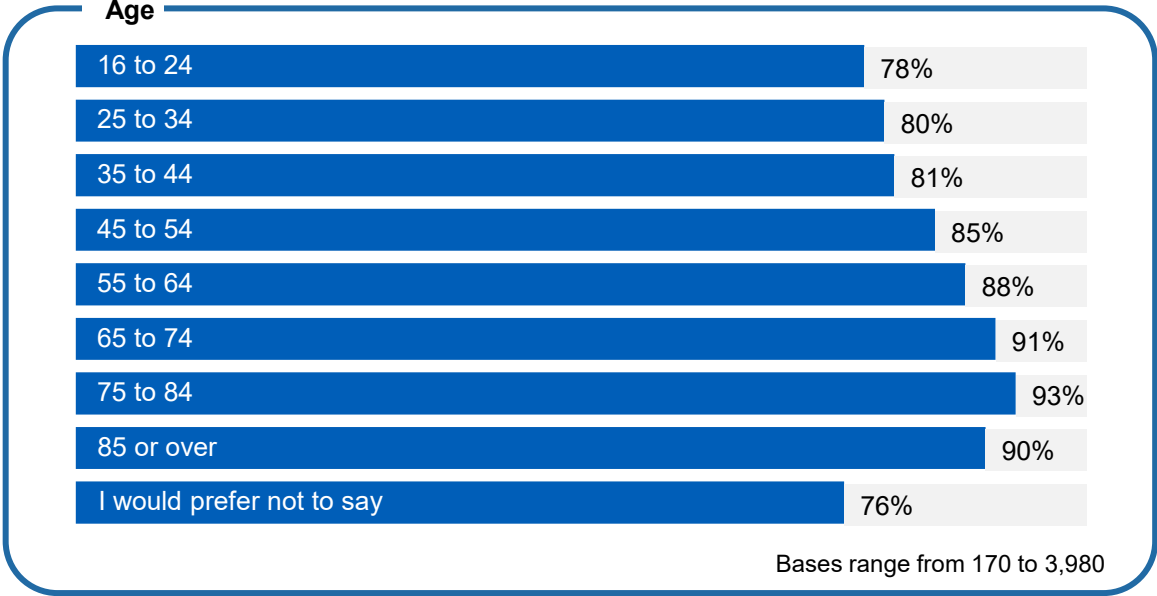
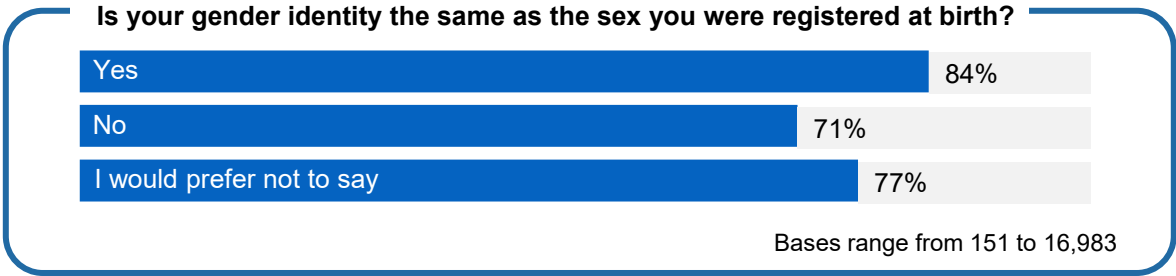
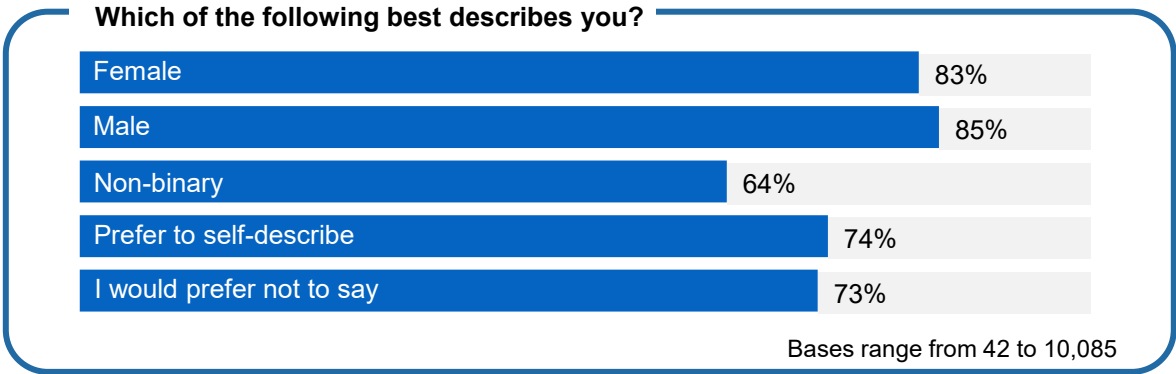
Please note all comparisons are indicative only. Differences in experience between different groups of patients may not be statistically significant and may be influenced by other factors.

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?

% Good¹ (total)

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM



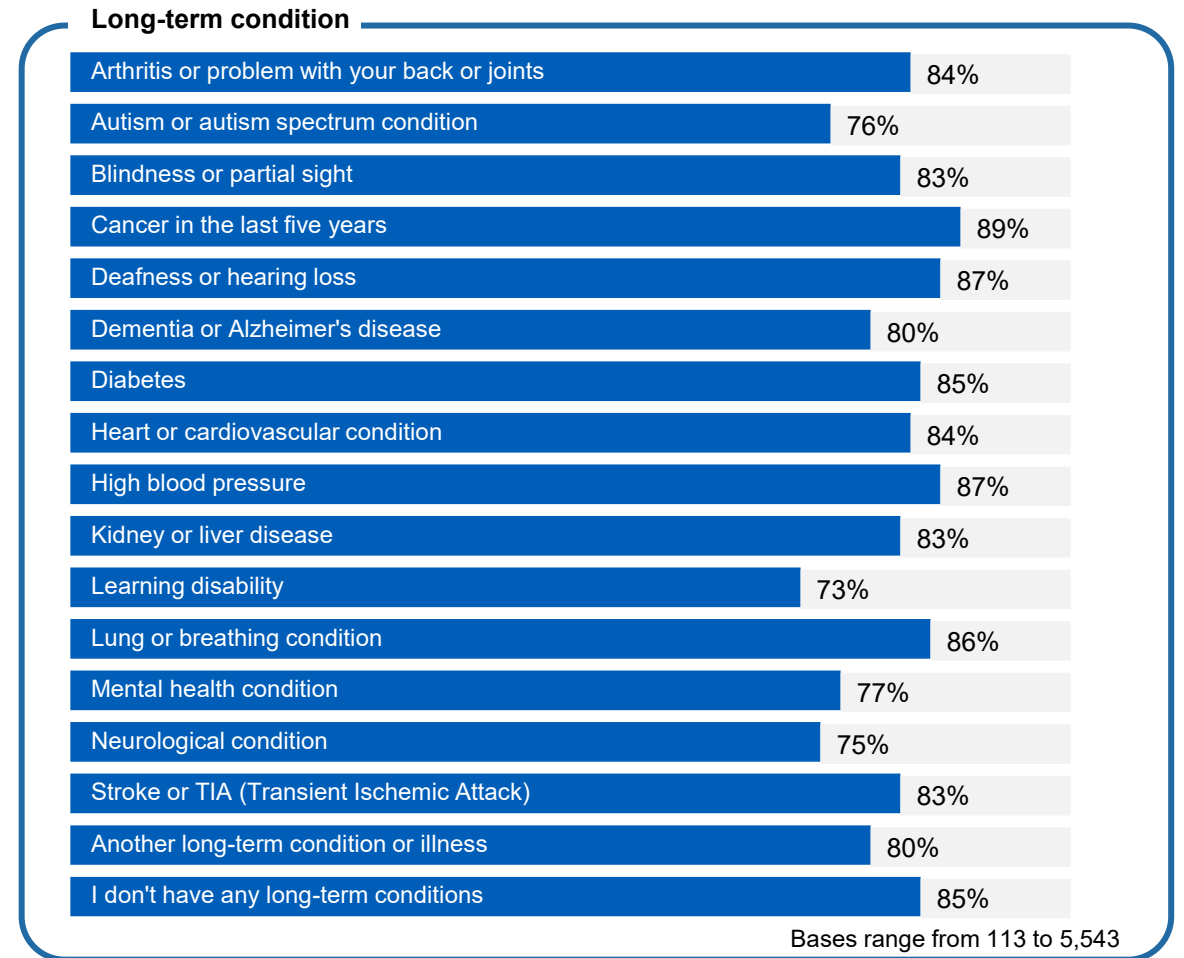
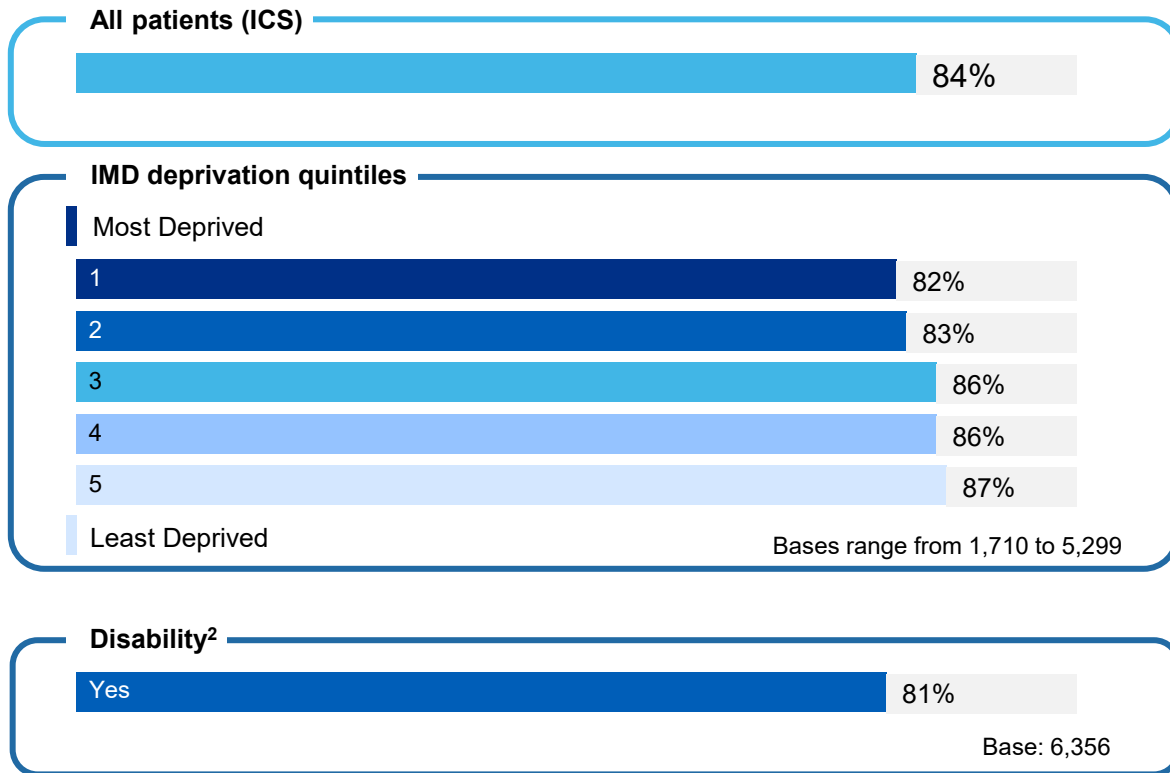
¹Good = %Very good + %Fairly good
Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'I don't know or it didn't apply' have been excluded. ICS (17,575).



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

% Good¹ (total)

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM



¹Good = %Very good + %Fairly good

²Disability = 'Yes, a lot' + 'Yes, a little' at Q41. Do any of your conditions or illnesses reduce your ability to carry out day-to-day activities? for patients identified as having a long-term condition or illness expected to last 12 months or more.

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 (17,575).

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

GP PATIENT SURVEY

% Good¹ (total)

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

All patients (ICS)

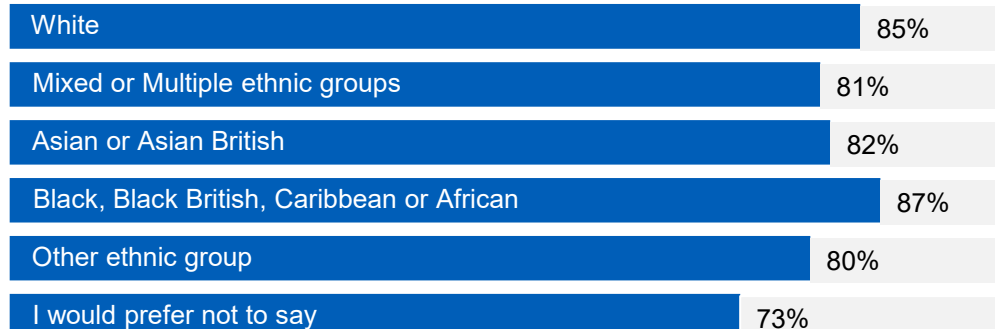


Religion



Bases range from 44 to 7,367

Ethnicity²



Bases range from 473 to 10,154

Carer³



Bases range from 2,718 to 14,704

¹Good = %Very good + %Fairly good

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

³Carer = 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 (17,575).

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.

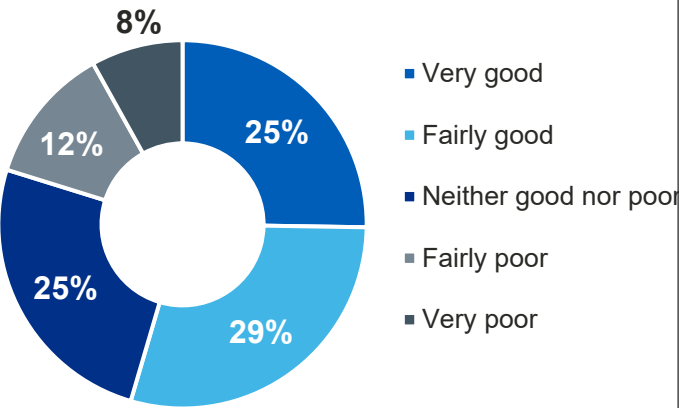
Please note that patients cannot always distinguish between these services and extended access appointments. Please view the results in this section with the configuration of your local services in mind.

Overall experience of services when GP practice is closed

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

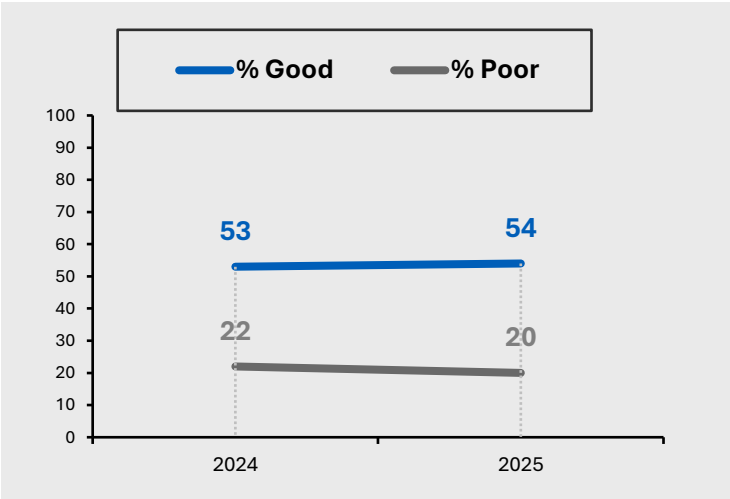
Q36. Overall, how would you describe your experience of NHS services on this occasion when your GP practice was closed?

ICS result



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 2025 (193,580); ICS 2024 (5,835). ICS 2025 (5,726);

ICS result over time



Comparison of results

ICS		National	
Good	Poor	Good	Poor
54%	20%	57%	21%

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



Managing health conditions

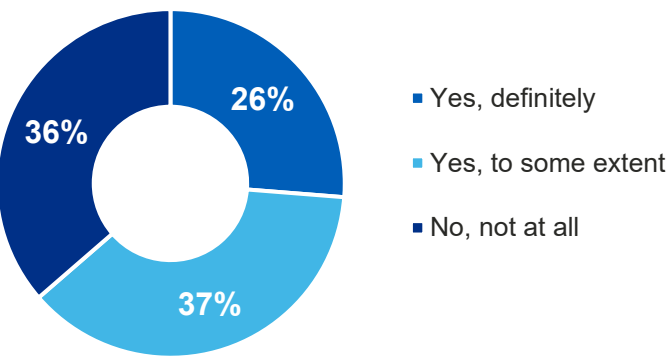
Support with managing conditions or illnesses

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

GP PATIENT SURVEY

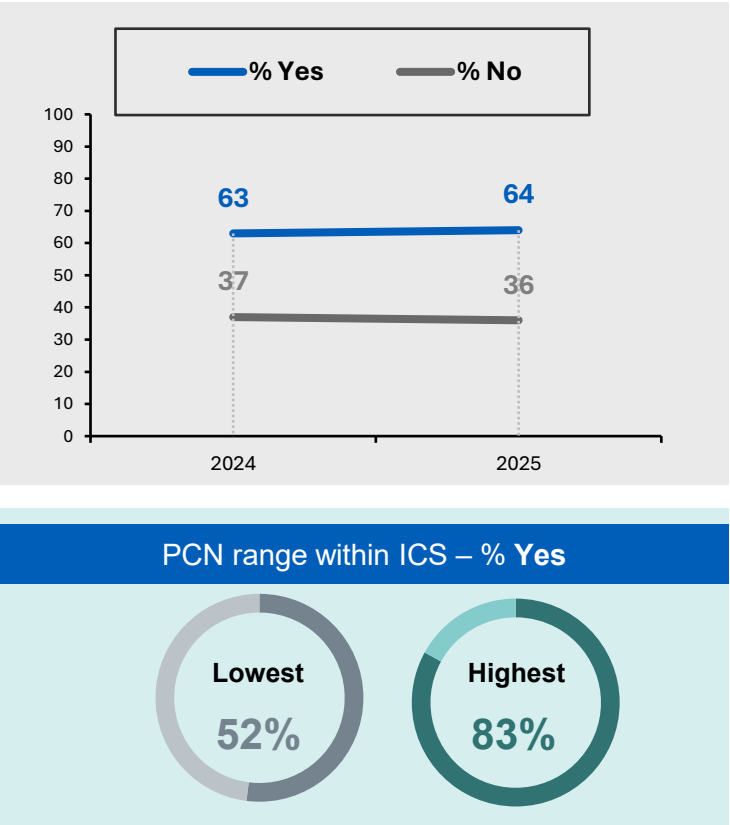
Q43. In the last 12 months, have you had enough support from local services or organisations to help you manage your conditions or illnesses?

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 2025 (337,532); ICS 2024 (7,782); ICS 2025 (8,389); PCN bases range from 67 to 543

ICS result over time



Comparison of results

ICS		National	
Yes	No	Yes	No
64%	36%	69%	31%

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



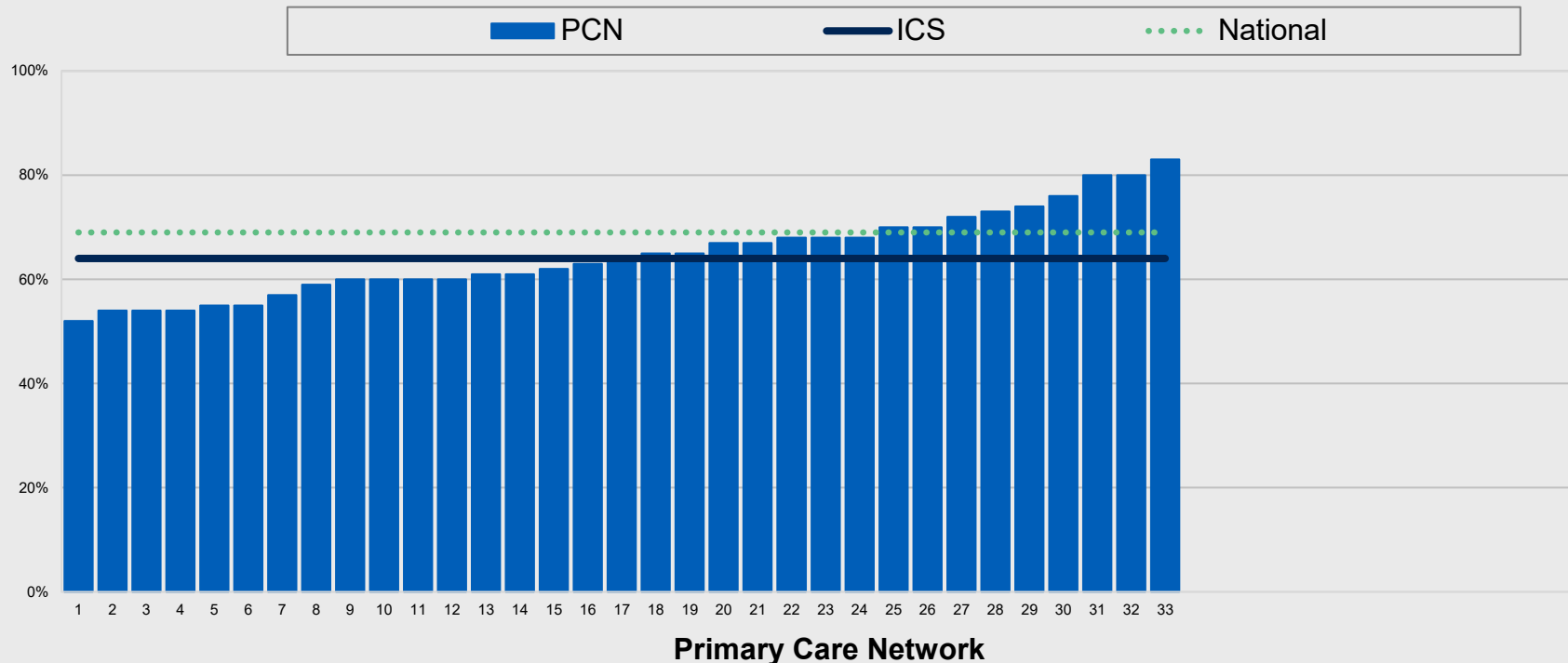
Support with managing conditions or illnesses: how the results vary by PCN within the ICS

GP PATIENT SURVEY

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



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 (337,532); ICS (8,389); PCN bases range from 67 to 543



Comparisons are indicative only: differences may not be statistically significant



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

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



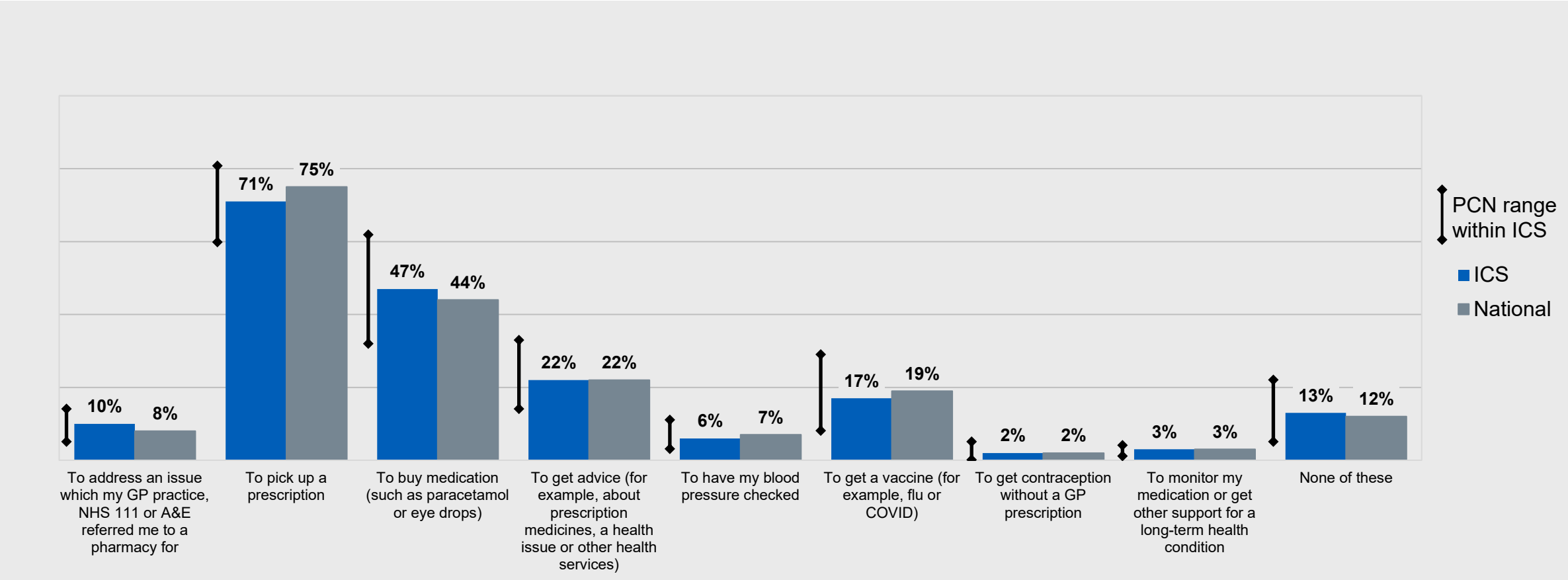
PCNs are ordered from lowest to highest score, with PCN 1 being the lowest score.

Pharmacy services

Pharmacy services used in the last 12 months

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

Q47. Thinking about the last 12 months, which of the following services have you used a pharmacy for?



Base: Asked of all patients. National (698,984); ICS (18,549); PCN bases range from 160 to 1,281

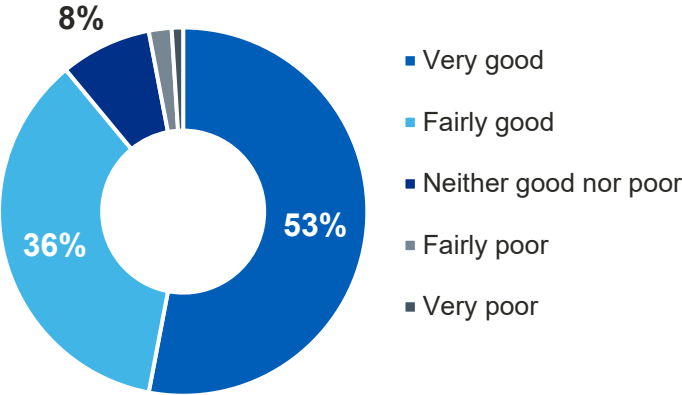
i Comparisons are indicative only: differences may not be statistically significant

Overall experience of pharmacy services

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

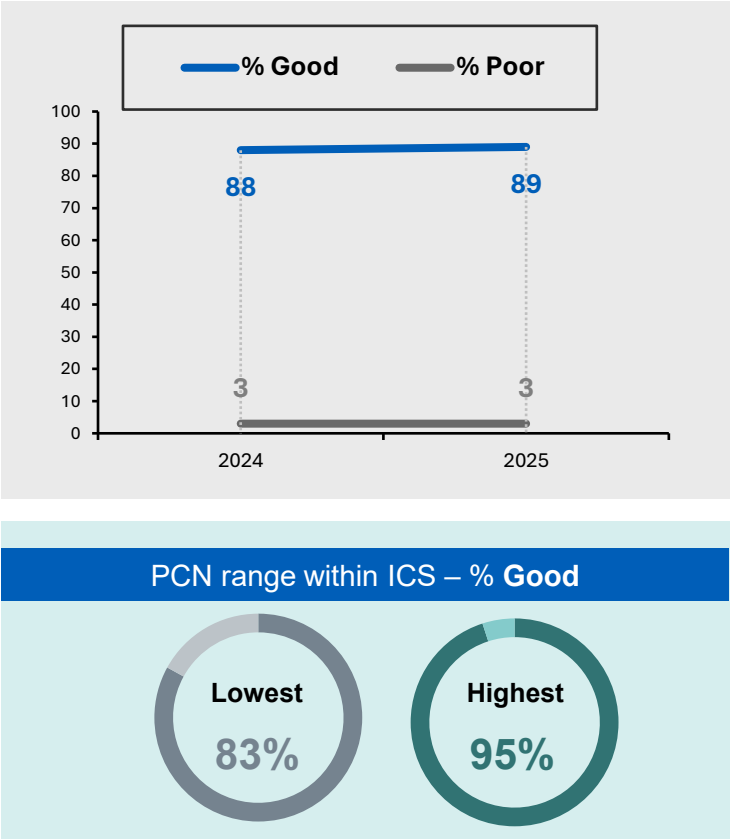
Q48. How would you describe your experience of using these pharmacy services?

ICS result



Base: Asked of patients who have used pharmacy services in the last 12 months. National 2025 (631,337); ICS 2024 (16,633); ICS 2025 (16,644); PCN bases range from 139 to 1,158

ICS result over time



Comparison of results

ICS		National	
Good	Poor	Good	Poor
89%	3%	88%	4%

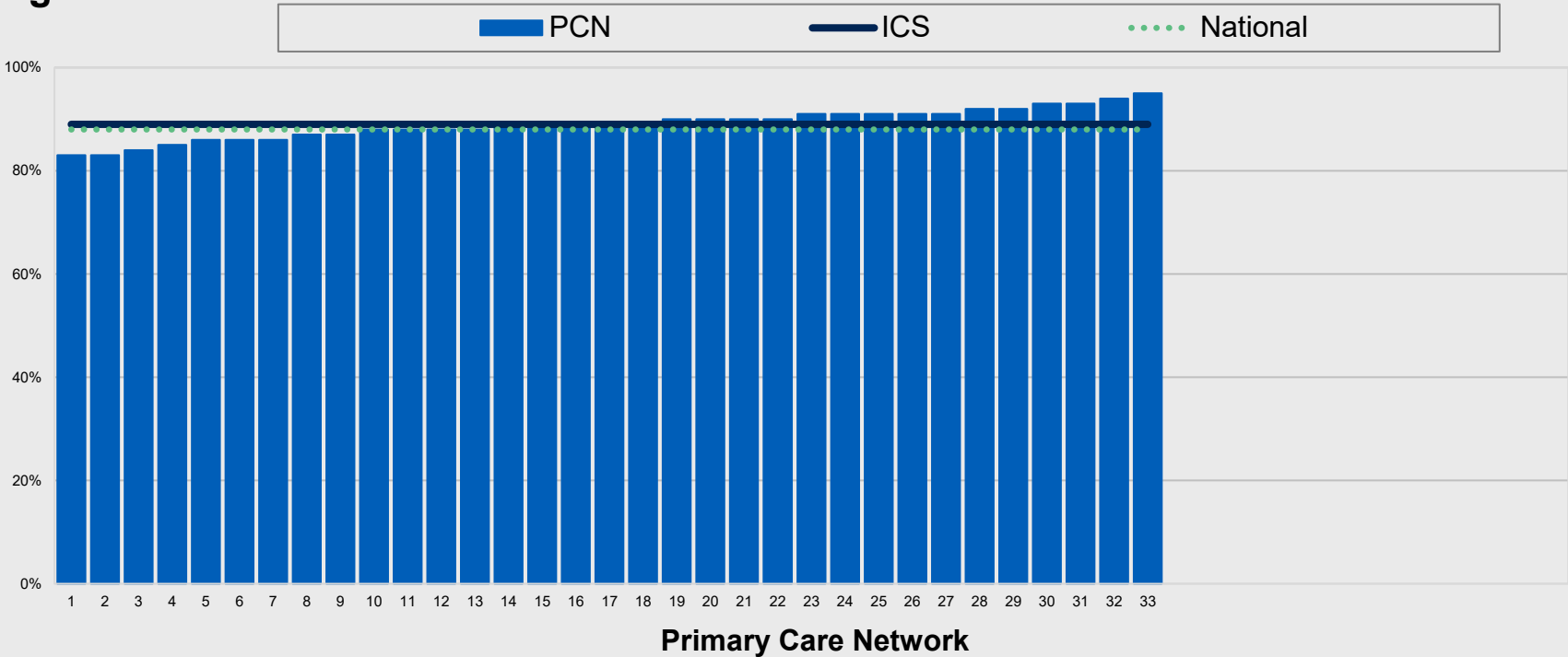
i %Good = %Very good + %Fairly good
%Poor= %Very poor + %Fairly poor

Overall experience of pharmacy services: how the results vary by PCN within the ICS

NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM

Q48. How would you describe your experience of using these pharmacy services?

Percentage of patients saying their overall experience of pharmacy services was 'good'



Base: Asked of patients who have used pharmacy services in the last 12 months. National (631,337); ICS (16,644); PCN bases range from 139 to 1,158

Comparisons are indicative only: differences may not be statistically significant

%Good = %Very good + %Fairly good

PCNs are ordered from lowest to highest score, with PCN 1 being the lowest score.

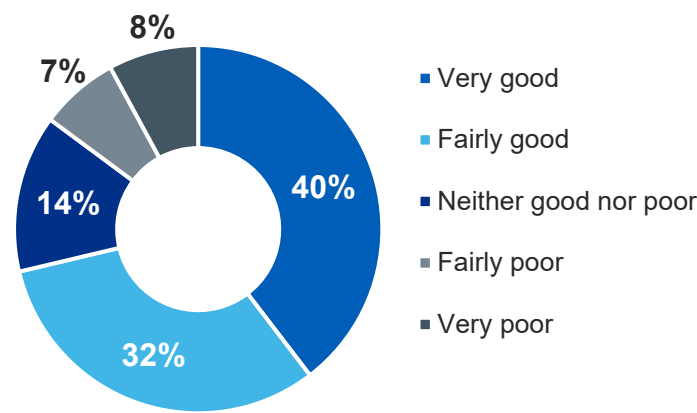


NHS dental services

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.

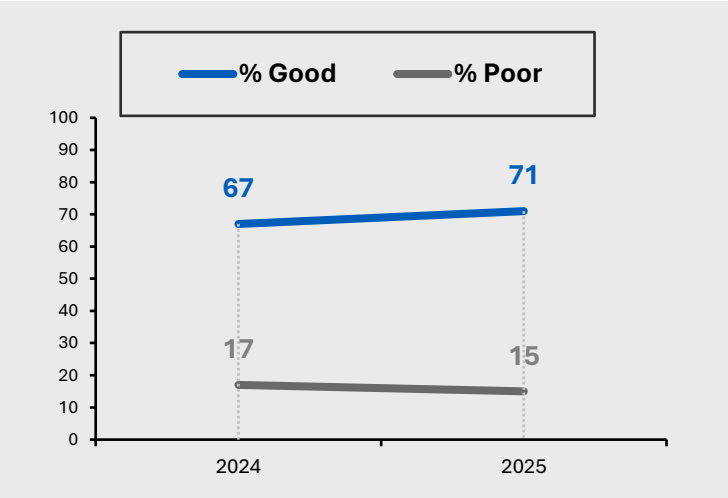
Q52. Overall, how would you describe your experience of NHS dental services?

ICS result



Base: Asked of patients who have tried to get an NHS dental appointment in the last 2 years. National 2025 (368,026); ICS 2024 (8,594). ICS 2025 (8,439);

ICS result over time



Comparison of results

ICS		National	
Good	Poor	Good	Poor
71%	15%	71%	18%

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

Statistical reliability

Statistical reliability

Participants in a survey such as GPPS represent only a sample of the total population of interest – this means we cannot be certain that the results of a question are exactly the same as if everybody within that population had taken part (“true values”).

However, we can estimate the true value by considering the size of the sample on which results are based, and the number of times a particular answer is given.

The confidence with which we make this estimate is usually chosen to be 95% – that is, the chances are 95 in 100 that the true value will fall within a specified range (the “95% confidence interval”).

This table gives examples of what the confidence intervals look like for an ICS and PCN with an average number of responses, as well as the confidence intervals at the national level, based on weighted data. Confidence intervals will be wider when results are based on a smaller number of responses.

An example of confidence intervals (at national, ICS and PCN level) with an average number of responses.

	Average sample size on which results are based	Approximate confidence intervals for percentages at or near these levels (expressed in percentage points)		
		Level 1: 10% or 90%	Level 2: 30% or 70%	Level 3: 50%
		+/-	+/-	+/-
National	702,837	0.11	0.16	0.18
ICS	16,734	0.68	1.03	1.13
PCN	539	3.42	5.22	5.70

For example, taking an ICS where 16,734 people responded and where 30% gave a particular answer, there is a 95% likelihood that the true value (which would have been obtained if the whole population had taken part in the survey) will fall within the range of +/-1.03 percentage points from that question’s result (i.e. between 28.97% and 31.03%).

When results are compared between separate groups within a sample, the difference may be “real” or it may occur by chance (because not everyone in the population has taken part in the survey).

To view the results with confidence intervals presented, download the ICS results or PCN results (Excel) from here: <https://gp-patient.co.uk/latest-survey/results>.

Want to know more?

Further information about the survey

GP PATIENT SURVEY

- The survey was sent to around **2.7 million patients aged 16 or over** registered with a GP practice in England.
- The overall response rate to the survey is **25.8%**, based on **702,837** 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/technical-annex-introduction-2025>.

2.7 million

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

702,837

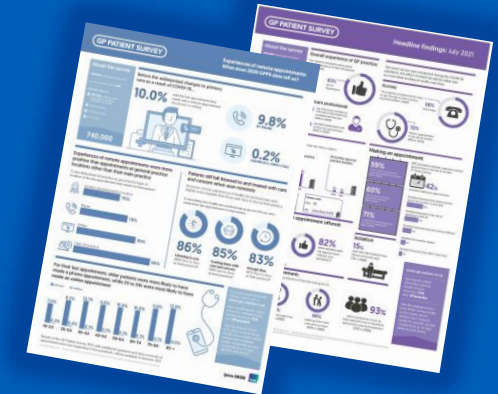
Completed surveys in the 2025 publication

25.8%

National response rate

Where to go to do further analysis ...

- 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.
- To look at results over time from 2024 onwards, go to <https://gp-patient.co.uk/analysistool/trends>.
- From 2024 onwards results are not comparable with previous years because of two important changes which were made to the survey:
 - Significant changes were made to the questionnaire to ensure that it continued to reflect how primary care services are delivered and how patients experience them.
 - The methodology of the survey was changed to an 'online first' approach.
 - For more information on the changes to the 2025 survey: <https://gp-patient.co.uk/report-summary-of-changes-for-the-year-2025>



For further information about the GP Patient Survey, please get in touch with the GPPS team at Ipsos at 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.