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LATHOM ROAD MEDICAL CENTRE

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

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Showing responses about

Key questions ▼

from

all patients

Your GP practice services

	Lathom Road Medical Centre	E12 Medical Centre ⓘ	The Graham Practice ⓘ
% of patients who find it easy to get through to this GP practice by phone	61% ICS result: 51%	71% ICS result: 51%	45% ICS result: 51%

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National result: 53%

National result: 53%

National result: 53%

% of patients who find it
easy to contact this GP
practice using their website

57%ICS result: 47%
National result: 51%**70%**ICS result: 47%
National result: 51%**33%**ICS result: 47%
National result: 51%[Show Breakdown](#)

% of patients who find it
easy to contact this GP
practice using the NHS App

54%ICS result: 45%
National result: 49%**69%**ICS result: 45%
National result: 49%**39%**ICS result: 45%
National result: 49%[Show Breakdown](#)

% of patients who find the
reception and
administrative team at this
GP practice helpful

83%ICS result: 77%
National result: 83%**87%**ICS result: 77%
National result: 83%**62%**ICS result: 77%
National result: 83%[Show Breakdown](#)

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% of patients who usually get to see or speak to their preferred healthcare professional when they would like to

[Show Breakdown](#)**23%**

ICS result: 38%
National result: 40%

47%

ICS result: 38%
National result: 40%

27%

ICS result: 38%
National result: 40%

Your last contact

Lathom Road Medical
Centre

E12 Medical Centre ⓘ

The Graham Practice ⓘ

% of patients who knew what the next step would be after contacting their GP practice

[Show Breakdown](#)**76%**

ICS result: 78%
National result: 83%

85%

ICS result: 78%
National result: 83%

71%

ICS result: 78%
National result: 83%

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

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85%

ICS result: 89%
National result: 93%

91%

ICS result: 89%
National result: 93%

83%

ICS result: 89%
National result: 93%

% of patients who describe their experience of contacting their GP practice as good

[Show Breakdown](#)

69%

ICS result: 64%
National result: 70%

76%

ICS result: 64%
National result: 70%

52%

ICS result: 64%
National result: 70%

Your last appointment

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

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60%

ICS result: 54%
National result: 54%

71%

ICS result: 54%
National result: 54%

43%

ICS result: 54%
National result: 54%

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

[Show Breakdown](#)

26%

ICS result: 13%
National result: 14%

14%

ICS result: 13%
National result: 14%

11%

ICS result: 13%
National result: 14%

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

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51%

ICS result: 59%
National result: 67%

73%

ICS result: 59%
National result: 67%

33%

ICS result: 59%
National result: 67%

% of patients who say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

[Show Breakdown](#)

81%

ICS result: 82%
National result: 87%

85%

ICS result: 82%
National result: 87%

76%

ICS result: 82%
National result: 87%

% of patients who say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment

79%

ICS result: 81%
National result: 86%

82%

ICS result: 81%
National result: 86%

72%

ICS result: 81%
National result: 86%

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% of patients who say the healthcare professional they saw or spoke to was good at considering their mental wellbeing during their last general practice appointment

72%

ICS result: 71%
National result: 74%

73%

ICS result: 71%
National result: 74%

69%

ICS result: 71%
National result: 74%

[Show Breakdown](#)

% of patients who felt the healthcare professional they saw had all the information they needed about them during their last general practice appointment

93%

ICS result: 90%
National result: 92%

95%

ICS result: 90%
National result: 92%

87%

ICS result: 90%
National result: 92%

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% of patients who had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

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95%

ICS result: 90%
National result: 93%

93%

ICS result: 90%
National result: 93%

86%

ICS result: 90%
National result: 93%

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

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90%

ICS result: 88%
National result: 91%

92%

ICS result: 88%
National result: 91%

81%

ICS result: 88%
National result: 91%

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% of patients who felt their needs were met during their last general practice appointment

[Show Breakdown](#)**87%**

ICS result: 87%
National result: 90%

93%

ICS result: 87%
National result: 90%

77%

ICS result: 87%
National result: 90%

Your health

Lathom Road Medical
Centre

E12 Medical Centre ⓘ

The Graham Practice ⓘ

% of patients who 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

[Show Breakdown](#)**64%**

ICS result: 61%
National result: 69%

74%

ICS result: 61%
National result: 69%

61%

ICS result: 61%
National result: 69%

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	Lathom Road Medical Centre	E12 Medical Centre 	The Graham Practice 
% of patients who describe their overall experience of this GP practice as good	74% ICS result: 70% National result: 75%	82% ICS result: 70% National result: 75%	55% ICS result: 70% National result: 75%
Show Breakdown			

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