Wenworth Medical Practice and Langstone Way Surgery
Proposed Merger - Patient Survey

Dear Patient

We would like to hear your views about the potential proposed merger between Wentworth Medical Practice and Langstone Way Surgery.

The practices propose to merge the surgeries, but both sites will remain open to continue to provide GP services. Patients will continue to access their respective practice sites in the usual way, using the practice website services or telephone or walk in.

Following the merger, registered patients will have an opportunity to access services from the Langstone Way Surgery premises or Wentworth Medical Practice, if this is more convenient to you.

There will be no changes to the current practice opening times. You do not need to do anything, your registration will continue.

Please take the time to provide your thoughts on this proposed merger, we have created a survey to give you the opportunity to share your feedback.

The Survey will close on 28 September 2028. Please share your views by this date.

You can be assured that all responses will be collected anonymously, and your answers will remain confidential. Your responses will help inform the NHS North Central London Integrated Care Board (NCL ICB) application to merge the two surgeries

Paper versions of this survey are also available at your practice reception, if you would prefer to complete it in this way. Please speak to the practice reception team.

If you have any questions, please feel free to get in touch via nclicb.nclprimarycare@nhs.net .

Thank you for completing the survey, we will write to you to inform you of the outcome later in the year.

Your Views

The information your share in this survey will be collected anonymously and we will keep your answers completely confidential.

Please note that this survey should only be completed by patients (or family and friends/carers on behalf of the patient) who are registered at Langstone Way Surgery and Wentworth Medical Practice.

1. **Please confirm if you are a:**
   Please tick only one item.

☐Patient registered at Langstone Way Surgery
☐Patient registered at Wentworth Medical Practice
☐Relative and/or carer of a patient registered at Langstone Way Surgery
☐Relative and/or carer of a patient registered at Wentworth Medical Practice

2. What is your Postcode

3. How do you feel about the possibility of Wentworth Medical Practice merging with Langstone Way Surgery?

☐ Very Positive
☐ Somewhat Positive
☐ Neutral
☐ Somewhat negative
☐ very negative

Please tell us more about your answer in the box below:

Merging the practices may mean you can attend for appointments from either the Langstone Way Surgery premises or Wentworth Medical Practice

4. What would be your preferred site to attend for appointments

☐ Langstone Way
☐ Wentworth Medical practice
☐ I would attend either site

FOR Langstone Way Surgery PATIENTS ONLY

5. What would you use to travel to the Wentworth Medical Practice if you were offered an appointment there?

☐ Walk
☐ By car

☐ Public Transport
☐ Bike
☐ Other - please provide details below:

6. How long would it take for you to travel from your home to the Wentworth Medical Practice?

Please select only one item

☐ Up to 10 minutes
☐ Up to 20 minutes
☐ Unto 30 minutes
☐ More than 30 minutes

7. How easy would your travel journey be to the Wentworth Medical Practice?

Please select only one item

☐ Very easy
☐ Fairly easy
☐ Fairly difficult
☐ Very difficult

If Fairly or Very difficult, please explain why.

8. FOR WENTWORTH MEDICAL PRACTICE PATIENTS ONLY

What would you use to travel to the Langstone Way Surgery, if you were offered an appointment there?

☐ Walk
☐ By car
☐ Public Transport
☐ Bike
☐ Other - please provide details below:

9. How long will it take for you to travel from your home to Langstone Way Surgery?

Please select only one item

☐ Up to 10 minutes
☐ Up to 20 minutes
☐ Unto 30 minutes
☐ More than 30 minutes

10. How easy would your travel journey be to Langstone Way Surgery?

Please select only one item

☐ Very easy
☐ Fairly easy
☐ Fairly difficult
☐ Very difficult

If Fairly or Very difficult, please explain why.

To be completed by patients

11. In the last 12 months how often did you use or attend the Surgery? *Please tick one answer only*

☐ I did not use any GP services
☐ One or two times in the year
☐ Once every month
☐ Two times every month
☐ Once every week
☐ More than once every week

12. Generally, how easy is it to get through to someone at your GP practice on the phone? Please select only one item.

☐Very easy
☐Fairly easy
☐Not very easy
☐Not at all easy
☐Haven't tried

13. How easy is it to book an appointment at your GP practice?
Please select only one item.

☐Very easy
☐Fairly easy
☐Not very easy
☐Not at all easy
☐Haven't tried

14. 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.

Please tick only one item.
☐Very easy
☐Fairly easy
☐Not very easy
☐Not at all easy
☐Haven't tried

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

Please tick only one item.
☐Very easy
☐Fairly easy
☐Not very easy

16. How easy is it for you to order your repeat prescriptions from your GP practice

☐Very easy
☐Fairly easy
☐Not very easy
☐Not at all easy
☐Haven't tried

If you have said not very easy or not at all easy, please tell us more

17. How do you order your repeat prescriptions from your GP practice?

☐ online, via the practice website

☐ in person, by visiting the practice
☐ via my local pharmacy
☐ another way

Please tell us more if you want to

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

Please tick only one item.

☐Very helpful
☐Fairly helpful
☐Not very helpful
☐Not at all helpful
☐Don't know

Thinking about your last appointment

19. During your last general practice appointment, did you have confidence and trust in the healthcare professional you saw or spoke to?

Please select only one item.

☐Yes, definitely
☐Yes, to some extent
☐No, not at all
☐Don't know / can't say

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

Please select only one item.

☐Very good
☐Fairly good
☐Neither good nor poor
☐Fairly poor
☐Very poor
☐I don't know, or it didn't apply

Making a complaint

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

Please tick only one item.

☐Yes

☐No
☐To some extent
☐Not resolved yet
☐Not applicable (I haven't made a complaint)

Communicating and engaging with your GP practice

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

Please tick only one item.

☐Very easy
☐Fairly easy
☐Not very easy
☐Not at all easy
☐Haven't tried

23. 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.

Please tick only one item.

☐Yes
☐No

Overall experience

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

Please tick only one item.

☐Very good
☐Fairly good
☐Neither good nor poor
☐Fairly poor
☐Very poor

25. Do you have any comments about the proposed merger?

Some questions about you

The following questions will help us to see if experiences vary between different patient groups. We will keep your answers completely confidential, and they will not be linked to your medical records.

26. Which of the following best describes you?

Please tick only one item.

☐Female
☐Male
☐Non-binary
☐Prefer not to say

Prefer to self-describe

27. Is your gender identity the same as the sex you were registered at birth?
Please tick only one item.
☐Yes
☐No
☐Prefer not to say

28. What is your Martial Status?
Please tick only one item.
☐ Single (Never married)
☐ Married
☐ In a domestic partnership
☐ Divorced
☐ Widowed
☐ Prefer not to say

Prefer to self-describe

29. What is your ethnic group?
Please tick only one item.
☐Asian/Asian British: Bangladeshi
☐Asian/Asian British: Indian
☐Asian/Asian British: Pakistani
☐Asian/Asian British: Any other Asian background
☐Black or Black British: Black – African
☐Black or Black British: Black – Caribbean
☐Black or Black British: Any other Black background
☐Mixed: White and Black African
☐Mixed: White and Black Caribbean
☐Mixed: White and Asian
☐Mixed: Any other mixed background
☐White: Gypsy or Irish Traveller
☐White: Irish
☐White: Welsh/English/Scottish/Northern Irish/British
☐White: Any other White background
☐Other ethnic background: Chinese

☐Other ethnic background: Any other ethnic group
☐Prefer not to say

30. How old are you?
Please tick only one item.
☐Under 16
☐16 to 17
☐18 to 24
☐25 to 34
☐35 to 44
☐45 to 54
☐55 to 64
☐65 to 74
☐75 to 84
☐85 or over
☐Prefer not to say

31. Which of these, best describes what you are doing at present? If more than one of these applies to you, please tick the main one only.
Please tick only one item.
☐In full-time paid work (30 hours or more each week)
☐In part-time paid work (under 30 hours each week)
☐In full-time education at school, college, or university
☐Unemployed
☐Permanently sick or disabled
☐Fully retired from work
☐Looking after the family or home
☐Doing something else
☐Prefer not to say

32. Are you a parent of or a legal guardian for any children aged under 16 living in your home?
Please tick only one item.
☐Yes
☐No

33. Are you a deaf person who uses sign language?
Please tick only one item.
☐Yes
☐No

34. Which of the following best describes your smoking habits?
Please tick only one item.
☐Never smoked

☐Former smoker
☐Occasional smoker
☐Regular smoker
☐Prefer not to say

35. Which of the following best describes how you think of yourself?
Please tick only one item.
☐Heterosexual or straight
☐Gay or lesbian
☐Bisexual
☐Other sexual orientation
☐I would prefer not to say

36. Which, if any, of the following best describes your religion?
Please tick only one item.
☐No religion
☐Buddhist
☐Christian (including Church of England, Catholic, Protestant and other Christian denominations)
☐Hindu
☐Jewish
☐Muslim
☐Sikh
☐Other religion
☐I would prefer not to say

Thank you for completing this survey
The information you have shared in this survey will be collected anonymously and we will keep your answers completely confidential.