

weighted data

Q1. Last seen or spoke to a GP

Base: All

	%	N
In the past 3 months	51	112
Between 3 and 6 months ago	18	40
Between 6 and 12 months ago	13	29
More than 12 months ago	17	37
I have never seen a GP from my GP surgery	*	*
Total		218

Q2. Last seen or spoke to a nurse

Base: All

	%	N
In the past 3 months	42	91
Between 3 and 6 months ago	24	52
Between 6 and 12 months ago	13	29
More than 12 months ago	20	45
I have never seen a nurse from my GP surgery	*	*
All		218

Q3. Ease of getting through to someone at GP surgery on the phone

Base: All

	%	N
Very easy	20	44
Fairly easy	52	112
Not very easy	22	47
Not at all easy	5	12
Haven't tried	*	*
Total		216

Q4. Helpfulness of receptionists at GP surgery

Base: All

	%	N
Very helpful	38	84
Fairly helpful	50	109
Not very helpful	7	15
Not at all helpful	5	10
Don't know	*	*
Total		218

Q5. How normally book appointments to see a GP or nurse...

Base: All

	%	N
In person	28	61
By phone	91	200
By fax machine	*	*
Online	*	*
Doesn't apply	*	*
Total		218

Q6 Awareness of online services		
Base: All		
	%	N
Booking appointments online	7	15
Ordering repeat prescriptions online	35	75
Accessing my medical records online	*	*
None of these	5	11
Don't know	59	127
Total		215

Q7 Use of online services		
Base: All		
	%	N
Booking appointments online	*	*
Ordering repeat prescriptions online	21	45
Accessing my medical records online	*	*
None of these	77	165
Total		215

Q8. Have a preferred GP		
Base: All		
	%	N
Yes	47	103
No	53	113
There is usually only one GP in my GP surgery	*	*
Total		216

Q9. Frequency of seeing preferred GP		
Base: All who prefer to see or speak to a particular GP		
	%	N
Always or almost always	34	34
A lot of the time	20	20
Some of the time	43	44
Never or almost never	*	*
Not tried at this GP surgery	*	*
Total		101

Q10. Last time you wanted to see/speak to GP or nurse: What did you want to do?		
Base: All		
	%	N
See a GP at my surgery	58	124
See a nurse at my surgery	13	28
Speak to a GP on the phone	28	60
Speak to a nurse on the phone	*	*
Have someone visit me at my home	*	*
I didn't mind / wasn't sure what I wanted	*	*
Total		215

Q11. When did you want to see or speak to them?		
Base: All		
	%	N
On the same day	40	85
On the next working day	11	24
A few days later	20	43

A week or more later	5	10
I didn't have a specific day in mind	20	43
Can't remember	*	*
Total		214

Q12. Able to get an appointment to see or speak to someone

Base: All

	%	N
Yes	80	170
Yes, but I had to call back closer to or on the day I wanted	7	14
No	11	24
Can't remember	*	*
Total		212

Q13. What type of appointment did you get?

Base: All who were able to get an appointment

	%	N
An appointment to see a GP at my surgery	48	89
An appointment to see a nurse at my surgery	16	29
An appointment to speak to a GP on the phone	38	70
An appointment to speak to a nurse on the phone	*	*
An appointment to see a GP or nurse at another surgery	*	*
An appointment to speak to a GP or nurse online, for example using Skype	*	*
An appointment for someone to visit me at my home	*	*
Total		184

Q14. How long until actually saw or spoke to GP / nurse

Base: All who were able to get an appointment

	%	N
On the same day	41	75
On the next working day	*	*
A few days later	31	57
A week or more later	19	34
Can't remember	*	*
Total		183

Q15. Convenience of appointment

Base: All who were able to get an appointment

	%	N
Very convenient	41	75
Fairly convenient	46	84
Not very convenient	12	21
Not at all convenient	*	*
Total		183

Q16. Reason for not being able to get an appointment / the appointment offered was inconvenient

Base: All who were not able to get an appointment/ convenient appointment

	%	N
There weren't any appointments for the day I wanted	33	15
There weren't any appointments for the time I wanted	26	11
I couldn't see my preferred GP	*	*
I couldn't book ahead at my GP surgery	*	*
Another reason	*	*
Total		44

Q17. What did you do on that occasion?**Base: All who were not able to get an appointment/convenient appointment**

	%	N
Went to the appointment I was offered	32	15
Got an appointment for a different day	20	10
Had a consultation over the phone	23	11
Went to A&E	*	*
Saw a pharmacist	*	*
Used another NHS service	*	*
Decided to contact my surgery another time	*	*
Didn't see or speak to anyone	*	*
Total		49

Q18. Overall experience of making an appointment**Base: All**

	%	N
Very good	25	53
Fairly good	49	103
Neither good nor poor	14	30
Fairly poor	6	13
Very poor	6	12
Total		210

Q19. Waiting time at surgery**Base: All**

	%	N
I don't normally have appointments at a particular time	*	*
Less than 5 minutes	10	21
5 to 15 minutes	60	125
More than 15 minutes	17	36
Can't remember	10	21
Total		210

Q20. Impression of waiting time at surgery**Base: All**

	%	N
I don't normally have to wait too long	59	126
I have to wait a bit too long	31	67
I have to wait far too long	*	*
No opinion / doesn't apply	5	11
Total		214

Q21a. Rating of GP giving you enough time**Base: All**

	%	N
Very good	46	99
Good	37	79
Neither good nor poor	10	21
Poor	*	*
Very poor	*	*
Doesn't apply	4	10
Total		215

Q21b. Rating of GP listening to you Base: All		
	%	N
Very good	49	106
Good	35	76
Neither good nor poor	9	18
Poor	*	*
Very poor	*	*
Doesn't apply	4	10
Total		215

Q21c. Rating of GP explaining tests and treatments Base: All		
	%	N
Very good	41	87
Good	34	73
Neither good nor poor	13	27
Poor	*	*
Very poor	*	*
Doesn't apply	11	24
Total		214

Q21d. Rating of GP involving you in decisions about your care Base: All		
	%	N
Very good	38	81
Good	33	72
Neither good nor poor	12	25
Poor	*	*
Very poor	*	*
Doesn't apply	13	28
Total		215

Q21e. Rating of GP treating you with care and concern Base: All		
	%	N
Very good	46	98
Good	39	84
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	5	11
Total		215

Q22. Confidence and trust in GP Base: All		
	%	N
Yes, definitely	60	129
Yes, to some extent	30	65
No, not at all	*	*
Don't know / can't say	5	12
Total		215

Q23a. Rating of nurse giving you enough time Base: All		
	%	N
Very good	48	102
Good	39	84
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	10	22
Total		213

Q23b. Rating of nurse listening to you Base: All		
	%	N
Very good	45	96
Good	39	84
Neither good nor poor	5	11
Poor	*	*
Very poor	*	*
Doesn't apply	9	20
Total		214

Q23c. Rating of nurse explaining tests and treatments Base: All		
	%	N
Very good	45	94
Good	40	83
Neither good nor poor	6	12
Poor	*	*
Very poor	*	*
Doesn't apply	9	20
Total		210

Q23d. Rating of nurse involving you in decisions about your care Base: All		
	%	N
Very good	35	75
Good	36	77
Neither good nor poor	10	21
Poor	*	*
Very poor	*	*
Doesn't apply	17	37
Total		214

Q23e. Rating of nurse treating you with care and concern Base: All		
	%	N
Very good	44	93
Good	42	90
Neither good nor poor	5	10
Poor	*	*
Very poor	*	*
Doesn't apply	9	20
Total		214

Q24. Confidence and trust in nurse		
Base: All		
	%	N
Yes, definitely	65	136
Yes, to some extent	27	55
No, not at all	*	*
Don't know / can't say	8	16
Total		207

Q25. Satisfaction with opening hours		
Base: All		
	%	N
Very satisfied	25	53
Fairly satisfied	47	101
Neither satisfied nor dissatisfied	13	29
Fairly dissatisfied	10	21
Very dissatisfied	*	*
I'm not sure when my GP surgery is open	*	*
Total		216

Q26. Is your GP surgery currently open at times that are convenient for you?		
Base: All		
	%	N
Yes	65	140
No	31	65
Don't know	*	*
Total		213

Q27. Additional opening times that would make it easier to see or speak to someone...		
Base: All whose GP surgery is not open at convenient times		
	%	N
Before 8am	47	34
At lunchtime	30	22
After 6.30pm	87	63
On a Saturday	81	59
On a Sunday	50	36
None of these	*	*
Total		73

Q28. Overall experience of GP surgery		
Base: All		
	%	N
Very good	42	89
Fairly good	45	96
Neither good nor poor	12	26
Fairly poor	*	*
Very poor	*	*
Total		215

Q29. Recommending GP surgery to someone who has just moved to the local area		
Base: All		
	%	N
Yes, would definitely recommend	46	99
Yes, would probably recommend	37	80

Not sure	9	20
No, would probably not recommend	5	11
No, would definitely not recommend	*	*
Don't know	*	*
Total		216

Q30. Long-standing health condition

Base: All

	%	N
Yes	58	124
No	42	90
Don't know / can't say	*	*
Total		216

Q31. Medical conditions...

Base: All

	%	N
Alzheimer's disease or dementia	*	*
Angina or long-term heart problem	7	16
Arthritis or long-term joint problem	12	24
Asthma or long-term chest problem	14	29
Blindness or severe visual impairment	*	*
Cancer in the last 5 years	*	*
Deafness or severe hearing impairment	8	16
Diabetes	7	16
Epilepsy	*	*
High blood pressure	21	44
Kidney or liver disease	*	*
Long-term back problem	6	13
Long-term mental health problem	5	11
Long-term neurological problem	*	*
Another long-term condition	11	24
None of these conditions	42	87
I would prefer not to say	*	*
Total		209

Q32. Last 6 months, enough support from local services/organisations to help manage long-term conditions

Base: All who have a medical condition

	%	N
Yes, definitely	40	45
Yes, to some extent	22	25
No	12	13
I have not needed such support	21	24
Don't know / can't say	*	*
Total		113

Q33. Confidence in managing own health

Base: All

	%	N
Very confident	44	93
Fairly confident	50	106
Not very confident	6	12
Not at all confident	*	*
Total		213

Q34a. State of health today...Mobility Base: All		
	%	N
I have no problems in walking about	76	162
I have slight problems in walking about	10	22
I have moderate problems in walking about	11	23
I have severe problems in walking about	*	*
I am unable to walk about	*	*
Total		213

Q34b. State of health today...Self-Care Base: All		
	%	N
I have no problems washing or dressing myself	90	194
I have slight problems washing or dressing myself	*	*
I have moderate problems washing or dressing myself	*	*
I have severe problems washing or dressing myself	*	*
I am unable to wash or dress myself	*	*
Total		214

Q34c. State of health today...Usual Activities Base: All		
	%	N
I have no problems doing my usual activities	74	154
I have slight problems doing my usual activities	13	26
I have moderate problems doing my usual activities	10	22
I have severe problems doing my usual activities	*	*
I am unable to do my usual activities	*	*
Total		207

Q34d. State of health today...Pain/Discomfort Base: All		
	%	N
I have no pain or discomfort	51	110
I have slight pain or discomfort	23	50
I have moderate pain or discomfort	21	46
I have severe pain or discomfort	*	*
I have extreme pain or discomfort	*	*
Total		214

Q34e. State of health today...Anxiety/Depression Base: All		
	%	N
I am not anxious or depressed	70	146
I am slightly anxious or depressed	17	35
I am moderately anxious or depressed	8	17
I am severely anxious or depressed	*	*
I am extremely anxious or depressed	*	*
Total		210

Q35. Activities limited today due to recent illness or injury Base: All		
	%	N
Yes, limited a lot	6	12

Yes, limited a little	15	32
No	80	171
Total		215

Q36. Have a written care plan Base: All		
	%	N
Yes	*	*
No	96	203
Don't know	*	*
Total		212

Q37. Helped putting care plan together Base: All who have a written care plan		
	%	N
Yes	*	*
No	*	*
Total		*

Q38. Using written care plan to help manage health day-to-day. Base: All who have a written care plan		
	%	N
Yes	*	*
No	*	*
Total		*

Q39. Reviewing written care plan with GP, nurse or other health professional. Base: All who have a written care plan		
	%	N
Yes	*	*
No	*	*
Don't know	*	*
Total		*

Q40. Contacted an NHS service in the past 6 months when GP surgery was closed Base: All		
	%	N
Yes, for myself	12	26
Yes, for someone else	11	24
No	79	169
Total		214

Q41. Which of the following happened on that occasion? Base: All who have contacted an NHS service in the past 6 months when GP surgery was closed		
	%	N
I contacted an NHS service by telephone	64	28
A health professional called me back	*	*
A health professional visited me at home	*	*
I went to A&E	37	16
I saw a pharmacist	*	*
I went to another NHS service	*	*
Can't remember	*	*
Total		44

Q42. Impression of how quickly care or advice was received**Base: All who have contacted an NHS service in the past 6 months when GP surgery was closed**

	%	N
It was about right	63	28
It took too long	37	16
Don't know / doesn't apply	*	*
Total		44

Q43. Confidence and trust in people seen or spoken to**Base: All who have contacted an NHS service in the past 6 months when GP surgery was closed**

	%	N
Yes, definitely	53	23
Yes, to some extent	29	13
No, not at all	*	*
Don't know / can't say	*	*
Total		44

Q44. Overall experience of NHS services when GP surgery was closed**Base: All who have contacted an NHS service in the past 6 months when GP surgery was closed**

	%	N
Very good	38	17
Fairly good	37	16
Neither good nor poor	*	*
Fairly poor	*	*
Very poor	*	*
Don't know / can't say	*	*
Total		44

Q50. Gender**Base: All**

	%	N
Male	45	98
Female	55	117
Total		214

Q51. Age**Base: All**

	%	N
18 to 24	5	10
25 to 34	18	39
35 to 44	13	27
45 to 54	19	40
55 to 64	16	34
65 to 74	16	35
75 to 84	9	19
85 or over	*	*
Total		214

Q52. Ethnic group**Base: All**

	%	N
English / Welsh / Scottish / Northern Irish / British	96	207
Irish	*	*
Gypsy or Irish Traveller	*	*

Any other White background	*	*
White and Black Caribbean	*	*
White and Black African	*	*
White and Asian	*	*
Any other Mixed / multiple ethnic background	*	*
Indian	*	*
Pakistani	*	*
Bangladeshi	*	*
Chinese	*	*
Any other Asian background	*	*
African	*	*
Caribbean	*	*
Any other Black / African / Caribbean background	*	*
Arab	*	*
Any other ethnic group	*	*
Total		214

Q53. Working status

Base: All

	%	N
Full-time paid work (30 hours or more each week)	44	94
Part-time paid work (under 30 hours each week)	14	29
Full-time education at school, college or university	*	*
Unemployed	*	*
Permanently sick or disabled	*	*
Fully retired from work	26	56
Looking after the home	5	12
Doing something else	*	*
Total		213

Q54. Journey time from home to work

Base: All in part or full-time work

	%	N
Up to 30 minutes	68	81
31 minutes to 1 hour	17	20
More than 1 hour	*	*
I live on site	12	14
Total		120

Q55. Can take time away from work to see GP

Base: All in part or full-time work

	%	N
Yes	68	81
No	32	38
Total		119

Q56. Parent or legal guardian

Base: All

	%	N
Yes	29	60
No	71	150
Total		210

Q57. Deaf and use sign language

Base: All

	%	N
Yes	*	*
No	100	211
Total		211

Q58. Learning disability

Base: All

	%	N
Yes	*	*
No	98	203
Total		207

Q59. Smoking habits

Base: All

	%	N
Never smoked	52	113
Former smoker	38	82
Occasional smoker	6	13
Regular smoker	*	*
Total		217

Q60. Look after/provide support to family etc. for physical or mental ill health/problems in old age

Base: All

	%	N
No	77	165
Yes, 1-9 hours a week	15	32
Yes, 10-19 hours a week	*	*
Yes, 20-34 hours a week	*	*
Yes, 35-49 hours a week	*	*
Yes, 50+ hours a week	5	11
Total		214

Q61. Sexual orientation

Base: All

	%	N
Heterosexual or Straight	98	211
Gay or Lesbian	*	*
Bisexual	*	*
Other	*	*
Prefer not to say	*	*
Total		214

Q62. Religion

Base: All

	%	N
No religion	31	67
Buddhist	*	*
Christian	66	142
Hindu	*	*
Jewish	*	*
Muslim	*	*
Sikh	*	*
Other	*	*
I would prefer not to say	*	*
Total		215