#### Practice results - topline document You have selected the following practice: BOVEY TRACEY & CHUDLEIGH PRACTICE Weighted data



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QΙ.	Lasi	seen	OI S	spo	ĸe	เบล	a GP

## Base: All

	%	N
In the past 3 months	49	102
Between 3 and 6 months ago	12	25
Between 6 and 12 months ago	12	25
More than 12 months ago	22	46
I have never seen a GP from my GP surgery	*	*
Total		207

### Q2. Last seen or spoke to a nurse

#### Base: All

	%	N
In the past 3 months	38	78
Between 3 and 6 months ago	16	33
Between 6 and 12 months ago	23	46
More than 12 months ago	21	43
I have never seen a nurse from my GP surgery	*	*
All		204

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

#### Base: All

	%	N
Very easy	18	38
Fairly easy	59	123
Not very easy	14	28
Not at all easy	*	*
Haven't tried	7	13
Total		207

### Q4. Helpfulness of receptionists at GP surgery

#### Base: All

	%	N
Very helpful	35	72
Fairly helpful	56	116
Not very helpful	*	*
Not at all helpful	*	*
Don't know	*	*
Total		208

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

	%	N
In person	35	72
By phone	85	177
By fax machine	*	*

Out Earl	7	45
Online  Descrit apply	7	15
Doesn't apply Total		208
		200
Q6 Awareness of online services		
Base: All		
	0/	
Dealing and interests action	%	N O4
Booking appointments online	31 49	64 100
Ordering repeat prescriptions online  Accessing my medical records online	15	30
None of these	*	*
Don't know	44	91
Total	77	205
		200
Q7 Use of online services		
Base: All		
1	0,	
Docking appointments online	%	N
Booking appointments online	7	14
Ordering repeat prescriptions online	27	55
Accessing my medical records online  None of these	5	11 139
Total	68	203
Total		203
Q8. Have a preferred GP		
Base: All		
	%	N
Yes	48	100
No	51 *	106
There is usually only one GP in my GP surgery Total		208
Total		206
Q9. Frequency of seeing preferred GP		
Base: All who prefer to see or speak to a particular GP		
Zucesta in action product to one or operation of periodical and		
	%	N
Always or almost always	32	30
A lot of the time	28	27
Some of the time	31	29
Never or almost never	*	*
Not tried at this GP surgery  Total		94
		J <del>4</del>
Q10. Last time you wanted to see/speak to GP or nurse: What did you want to do?		
Base: All		
	0/	
	%	N
See a GP at my surgery	59	118
See a nurse at my surgery	22	44
Speak to a GP on the phone	19 *	39 *
Speak to a nurse on the phone Have someone visit me at my home	*	*
I didn't mind / wasn't sure what I wanted	6	12
Total	U	202

# Q11. When did you want to see or speak to them? Base: All

	%	N
On the same day	34	69
On the next working day	7	14
A few days later	23	46
A week or more later	13	26
I didn't have a specific day in mind	19	39
Can't remember	*	*
Total		203

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

Base: All

	%	N
Yes	79	160
Yes, but I had to call back closer to or on the day I wanted	5	10
No	7	15
Can't remember	8	16
Total		202

## Q13. What type of appointment did you get?

Base: All who were able to get an appointment

	%	Ν
An appointment to see a GP at my surgery	46	78
An appointment to see a nurse at my surgery	24	42
An appointment to speak to a GP on the phone	36	61
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		169

## 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	31	53
On the next working day	7	12
A few days later	33	56
A week or more later	26	45
Can't remember	*	*
Total		169

## Q15. Convenience of appointment

Base: All who were able to get an appointment

	%	N
Very convenient	45	75
Fairly convenient	49	83
Not very convenient	6	10
Not at all convenient	*	*
Total		169

## Q15. Convenience of appointment (rebased)

## Base: All those who can remember whether they were able to get an appointment

	%	N
Very convenient	41	75
Fairly convenient	45	83
Not very convenient	6	10
Not at all convenient	*	*
Not able to get an appointment	8	15
Total		184

## 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	*	*
There weren't any appointments for the time I wanted	*	*
I couldn't see my preferred GP	*	*
I couldn't book ahead at my GP surgery	*	*
Another reason	*	*
Total		21

## 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	*	*
Got an appointment for a different day	46	11
Had a consultation over the phone	*	*
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		23

## Q18. Overall experience of making an appointment

#### Base: All

	%	N
Very good	35	71
Fairly good	43	88
Neither good nor poor	11	23
Fairly poor	9	18
Very poor	*	*
Total		204

## Q19. Waiting time at surgery

	%	N
I don't normally have appointments at a particular time	7	13
Less than 5 minutes	*	*
5 to 15 minutes	68	136
More than 15 minutes	18	36

Can't remember	*	*
Total		201
Q20. Impression of waiting time at surgery		
Base: All		
	%	N
I don't normally have to wait too long	64	130
I don't normally have to wait too long  I have to wait a bit too long	23	47
I have to wait a bit too long	23 *	*
No opinion / doesn't apply	9	19
Total	3	204
		201
Q21a. Rating of GP giving you enough time		
Base: All		
	%	N
Very good	48	97
Good	41	83
Neither good nor poor	6	13
Poor	*	*
Very poor	*	*
Doesn't apply	•	
Total		204
Q21b. Rating of GP listening to you		
Base: All		
D030.7(ii		
	%	N
Very good	49	98
Good	40	79
Neither good nor poor	5	10
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		200
Q21c. Rating of GP explaining tests and treatments		
Base: All		
Dase. All		
	%	N
Very good	41	83
Good	39	78
Neither good nor poor	9	19
Poor	*	*
Very poor	*	*
Doesn't apply	9	18
Total		201
Q21d. Rating of GP involving you in decisions about your care		
Base: All		
	%	N
Very good	35	71
Good	40	82
Neither good nor poor	11	21
Poor	*	*

Very poor	*	*
Doesn't apply	13	27
Total		203
Q21e. Rating of GP treating you with care and concern		
Base: All		
	%	N
Very good	45	91
Good	39	79
Neither good nor poor	8	16
Poor	*	*
Very poor		13
Doesn't apply Total	6	203
		203
Q22. Confidence and trust in GP		
Base: All		
	%	N
Yes, definitely	67	136
Yes, to some extent	25	51
No, not at all	*	*
Don't know / can't say	7	14
Total		203
Q23a. Rating of nurse giving you enough time		
Base: All		
	%	N
Very good	50	99
Good	50 38	99 76
Good Neither good nor poor	50 38 7	99 76 14
Good Neither good nor poor Poor	50 38 7 *	99 76 14 *
Good Neither good nor poor Poor Very poor	50 38 7	99 76 14
Good Neither good nor poor Poor Very poor Doesn't apply	50 38 7 *	99 76 14 * *
Good Neither good nor poor Poor Very poor Doesn't apply Total	50 38 7 *	99 76 14 *
Good Neither good nor poor Poor Very poor Doesn't apply	50 38 7 *	99 76 14 * *
Good Neither good nor poor Poor Very poor Doesn't apply Total	50 38 7 *	99 76 14 * *
Good Neither good nor poor Poor Very poor Doesn't apply Total  Q23b. Rating of nurse listening to you	50 38 7 * *	99 76 14 * * *
Good Neither good nor poor Poor Very poor Doesn't apply Total  Q23b. Rating of nurse listening to you Base: All	50 38 7 * *	99 76 14 * * 199
Good Neither good nor poor Poor Very poor Doesn't apply Total  Q23b. Rating of nurse listening to you	50 38 7 * *	99 76 14 * * *
Good Neither good nor poor Poor Very poor Doesn't apply Total  Q23b. Rating of nurse listening to you Base: All  Very good	50 38 7 * * * 44	99 76 14 * * 199 <b>N</b> 88
Good Neither good nor poor Poor Very poor Doesn't apply Total  Q23b. Rating of nurse listening to you Base: All  Very good Good	50 38 7 * * * 4 44 41	99 76 14 * * 199 <b>N</b> 88 83
Good Neither good nor poor Poor Very poor Doesn't apply Total  Q23b. Rating of nurse listening to you Base: All  Very good Good Neither good nor poor Poor Very poor	50 38 7 * * * * * 44 41 9 *	99 76 14 * * 199 <b>N</b> 88 83 19 *
Good Neither good nor poor Poor Very poor Doesn't apply Total  Q23b. Rating of nurse listening to you Base: All  Very good Good Neither good nor poor Poor Very poor Doesn't apply	50 38 7 * * * * * * 44 41 9	99 76 14 *  * 199  N 88 83 19 *  *
Good Neither good nor poor Poor Very poor Doesn't apply Total  Q23b. Rating of nurse listening to you Base: All  Very good Good Neither good nor poor Poor Very poor	50 38 7 * * * * * 44 41 9 *	99 76 14 * * 199 <b>N</b> 88 83 19 *
Good Neither good nor poor Poor Very poor Doesn't apply Total  Q23b. Rating of nurse listening to you Base: All  Very good Good Neither good nor poor Poor Very poor Doesn't apply Total	50 38 7 * * * * * 44 41 9 *	99 76 14 *  * 199  N 88 83 19 *  *
Good Neither good nor poor Poor Very poor Doesn't apply Total  Q23b. Rating of nurse listening to you Base: All  Very good Good Neither good nor poor Poor Very poor Doesn't apply Total  Q23c. Rating of nurse explaining tests and treatments	50 38 7 * * * * * 44 41 9 *	99 76 14 *  * 199  N 88 83 19 *  *
Good Neither good nor poor Poor Very poor Doesn't apply Total  Q23b. Rating of nurse listening to you Base: All  Very good Good Neither good nor poor Poor Very poor Doesn't apply Total	50 38 7 * * * * * 44 41 9 * *	99 76 14 *  * 199  N 88 83 19 * * 202
Good Neither good nor poor Poor Very poor Doesn't apply Total  Q23b. Rating of nurse listening to you Base: All  Very good Good Neither good nor poor Poor Very poor Doesn't apply Total  Q23c. Rating of nurse explaining tests and treatments Base: All	50 38 7 * * * * 44 41 9 * *	99 76 14 *  * 199  N 88 83 19 *  *
Good Neither good nor poor Poor Very poor Doesn't apply Total  Q23b. Rating of nurse listening to you Base: All  Very good Good Neither good nor poor Poor Very poor Doesn't apply Total  Q23c. Rating of nurse explaining tests and treatments Base: All  Very good	50 38 7 * * * * 44 41 9 * * *	99 76 14 *  * 199  N 88 83 19 *  * 202
Good Neither good nor poor Poor Very poor Doesn't apply Total  Q23b. Rating of nurse listening to you Base: All  Very good Good Neither good nor poor Poor Very poor Doesn't apply Total  Q23c. Rating of nurse explaining tests and treatments Base: All	50 38 7 * * * * 44 41 9 * *	99 76 14 * * 199 N 88 83 19 * * 202

Poor	*	*
Very poor	5	10
Doesn't apply	6	12
Total		199
032d. Reting of nurse involving you in decisions about your care		
Q23d. Rating of nurse involving you in decisions about your care		
Base: All		
	%	N
Very good	30	60
Good	36	74
Neither good nor poor	12	25
Poor	*	*
Very poor	*	*
Doesn't apply	19	39
Total		202
Q23e. Rating of nurse treating you with care and concern		
Base: All		
	0/	
	%	N
Very good	44	88
Good	42	84
Neither good nor poor	5	10
Poor	*	*
Very poor	*	*
Doesn't apply Total		201
Total		201
Q24. Confidence and trust in nurse		
Base: All		
	%	N
Yes, definitely	67	136
Yes, to some extent	23	47
No, not at all	7	14
Don't know / can't say	*	*
Total		203
Q25. Satisfaction with opening hours		
Base: All		
Dase. All		
	%	N
Very satisfied	35	72
Fairly satisfied	37	74
Neither satisfied nor dissatisfied	18	37
Fairly dissatisfied	6	13
		*
Very dissatisfied	*	
I'm not sure when my GP surgery is open	*	*
		* 204
I'm not sure when my GP surgery is open Total		
I'm not sure when my GP surgery is open Total  Q26. Is your GP surgery currently open at times that are convenient for you?		
I'm not sure when my GP surgery is open Total		
I'm not sure when my GP surgery is open Total  Q26. Is your GP surgery currently open at times that are convenient for you?	*	204
I'm not sure when my GP surgery is open Total  Q26. Is your GP surgery currently open at times that are convenient for you?  Base: All	*	204 N
l'm not sure when my GP surgery is open Total  Q26. Is your GP surgery currently open at times that are convenient for you?	*	204

Don't know	7	14
Total		202
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	30	12
At lunchtime	23	10
After 6.30pm	70	29
On a Saturday	79	33
On a Sunday	*	*
None of these	*	*
Total		42
Q28. Overall experience of GP surgery		
Base: All		
	%	N
Very good	44	90
Fairly good	42	86
Neither good nor poor	8	17
Fairly poor	*	*
Very poor	*	*
Total		204
Q29. Recommending GP surgery to someone who has just moved to the local area		
Base: All		
	%	N
Yes, would definitely recommend	<b>%</b> 51	<b>N</b> 104
Yes, would definitely recommend Yes, would probably recommend		
Yes, would probably recommend Not sure	51 33 9	104 67 17
Yes, would probably recommend  Not sure  No, would probably not recommend	51 33 9 *	104 67 17
Yes, would probably recommend  Not sure  No, would probably not recommend  No, would definitely not recommend	51 33 9 *	104 67 17 *
Yes, would probably recommend  Not sure  No, would probably not recommend  No, would definitely not recommend  Don't know	51 33 9 *	104 67 17 *
Yes, would probably recommend  Not sure  No, would probably not recommend  No, would definitely not recommend	51 33 9 *	104 67 17 *
Yes, would probably recommend  Not sure  No, would probably not recommend  No, would definitely not recommend  Don't know  Total	51 33 9 *	104 67 17 *
Yes, would probably recommend  Not sure  No, would probably not recommend  No, would definitely not recommend  Don't know  Total  Q30. Long-standing health condition	51 33 9 *	104 67 17 *
Yes, would probably recommend  Not sure  No, would probably not recommend  No, would definitely not recommend  Don't know  Total	51 33 9 *	104 67 17 *
Yes, would probably recommend  Not sure  No, would probably not recommend  No, would definitely not recommend  Don't know  Total  Q30. Long-standing health condition	51 33 9 *	104 67 17 *
Yes, would probably recommend Not sure No, would probably not recommend No, would definitely not recommend Don't know Total  Q30. Long-standing health condition Base: All	51 33 9 * * * *	104 67 17 * *
Yes, would probably recommend  Not sure  No, would probably not recommend  No, would definitely not recommend  Don't know  Total  Q30. Long-standing health condition  Base: All  Yes  No	51 33 9 * * * * * 54 43	104 67 17 * * 204 N 111 88
Yes, would probably recommend  Not sure  No, would probably not recommend  No, would definitely not recommend  Don't know  Total  Q30. Long-standing health condition  Base: All  Yes  No  Don't know / can't say	51 33 9 * * * *	104 67 17 * * 204 N 111 88
Yes, would probably recommend  Not sure  No, would probably not recommend  No, would definitely not recommend  Don't know  Total  Q30. Long-standing health condition  Base: All  Yes  No	51 33 9 * * * * * 54 43	104 67 17 * * 204 N 111 88
Yes, would probably recommend  Not sure  No, would probably not recommend  No, would definitely not recommend  Don't know  Total  Q30. Long-standing health condition  Base: All  Yes  No  Don't know / can't say	51 33 9 * * * * * 54 43	104 67 17 * * 204 N 111 88
Yes, would probably recommend No, would probably not recommend No, would definitely not recommend Don't know Total  Q30. Long-standing health condition Base: All  Yes No Don't know / can't say Total  Q31. Medical conditions	51 33 9 * * * * * 54 43	104 67 17 * * 204 N 111 88
Yes, would probably recommend  Not sure  No, would probably not recommend  No, would definitely not recommend  Don't know  Total  Q30. Long-standing health condition  Base: All  Yes  No  Don't know / can't say  Total	51 33 9 * * * * * 54 43	104 67 17 * * 204 N 111 88
Yes, would probably recommend No, would probably not recommend No, would definitely not recommend Don't know Total  Q30. Long-standing health condition Base: All  Yes No Don't know / can't say Total  Q31. Medical conditions	51 33 9 * * * * * 54 43	104 67 17 * * 204 N 111 88
Yes, would probably recommend No, would probably not recommend No, would definitely not recommend Don't know Total  Q30. Long-standing health condition Base: All  Yes No Don't know / can't say Total  Q31. Medical conditions	51 33 9 * * * * 54 43 *	104 67 17 * * 204 N 111 88 * 205
Yes, would probably recommend Not sure No, would probably not recommend No, would definitely not recommend Don't know Total  Q30. Long-standing health condition Base: All  Yes No Don't know / can't say Total  Q31. Medical conditions Base: All  Alzheimer's disease or dementia Angina or long-term heart problem	51 33 9 * * * * 54 43 *	104 67 17 * * 204  N 111 88 * 205
Yes, would probably recommend Not sure No, would probably not recommend No, would definitely not recommend Don't know Total  Q30. Long-standing health condition Base: All  Yes No Don't know / can't say Total  Q31. Medical conditions Base: All  Alzheimer's disease or dementia Angina or long-term heart problem Arthritis or long-term joint problem	51 33 9 * * * * 54 43 * *	104 67 17 * * 204 N 111 88 * 205
Yes, would probably recommend Not sure No, would probably not recommend No, would definitely not recommend Don't know Total  Q30. Long-standing health condition Base: All  Yes No Don't know / can't say Total  Q31. Medical conditions Base: All  Alzheimer's disease or dementia Angina or long-term heart problem Arthritis or long-term joint problem Asthma or long-term chest problem	51 33 9 * * * 54 43 * * 13 6	104 67 17 * * 204 N 111 88 * 205
Yes, would probably recommend Not sure No, would probably not recommend No, would definitely not recommend Don't know Total  Q30. Long-standing health condition Base: All  Yes No Don't know / can't say Total  Q31. Medical conditions Base: All  Alzheimer's disease or dementia Angina or long-term heart problem Arthritis or long-term joint problem Asthma or long-term chest problem Blindness or severe visual impairment	51 33 9 * * * * 54 43 * * 13 6 *	104 67 17 * * 204 N 111 88 * 205 N * 225 11
Yes, would probably recommend Not sure No, would probably not recommend No, would definitely not recommend Don't know Total  Q30. Long-standing health condition Base: All  Yes No Don't know / can't say Total  Q31. Medical conditions  Base: All  Alzheimer's disease or dementia Angina or long-term heart problem Arthritis or long-term chest problem Asthma or long-term chest problem	51 33 9 * * * 54 43 * * 13 6	104 67 17 * * 204  N 111 88 * 205  N 111 111 111 111 111 111 111 111 111

Deafness or severe hearing impairment	*	*
Diabetes	6	11
Epilepsy	*	*
High blood pressure	19	36
Kidney or liver disease	*	*
Long-term back problem	10	18
Long-term mental health problem	*	*
Long-term neurological problem	*	*
Another long-term condition	13	25
None of these conditions	43	80
I would prefer not to say	*	*
Total		187

# 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	38	37
Yes, to some extent	16	16
No	12	11
I have not needed such support	33	32
Don't know / can't say	*	*
Total		97

# Q33. Confidence in managing own health

## Base: All

	%	N
Very confident	44	91
Fairly confident	46	93
Not very confident	9	18
Not at all confident	*	*
Total		204

# Q34a. State of health today...Mobility

#### Base: All

	%	N
I have no problems in walking about	79	163
I have slight problems in walking about	13	26
I have moderate problems in walking about	6	12
I have severe problems in walking about	*	*
I am unable to walk about	*	*
Total		205

## Q34b. State of health today...Self-Care

	%	N
I have no problems washing or dressing myself	94	193
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		204

Q34c. State of health todayUsual Activities		
Base: All		
	%	N
I have no problems doing my usual activities	75	154
I have slight problems doing my usual activities	17	34
I have moderate problems doing my usual activities	6	12
I have severe problems doing my usual activities	*	*
I am unable to do my usual activities	*	*
Total		205
Q34d. State of health todayPain/Discomfort		
Base: All		
	%	N
I have no pain or discomfort	49	100
I have slight pain or discomfort	36	75
I have moderate pain or discomfort	12	24
I have severe pain or discomfort	*	*
I have extreme pain or discomfort	*	*
Total		205
Q34e. State of health todayAnxiety/Depression		
Base: All		
Dase. All		
	%	N
I am not anxious or depressed	70	143
I am slightly anxious or depressed	17	35
I am moderately anxious or depressed	9	17
I am severely anxious or depressed	*	*
I am extremely anxious or depressed	*	*
Total		203
Q35. Activities limited today due to recent illness or injury		
Base: All		
Dase. All		
	%	N
Yes, limited a lot	*	*
Yes, limited a little	18	36
No	79	159
Total		202
Q36. Have a written care plan		
Base: All		
2000. 7 til		
	%	N
Yes	*	*
No	98	199
Don't know	*	
Total		203
Q37. Helped putting care plan together		
Base: All who have a written care plan		
- Diana di Cara di Car		

Yes No %

N

Total  Q38. Using written care plan to help manage health day-to-day.  Base: All who have a written care plan  Yes			
Base: All who have a written care plan	Total		*
Base: All who have a written care plan	O38. Using written care plan to help manage health day-to-day		
Yes			
Yes         , , , , , , , , , , , , , , , , , , ,	Base: All who have a written care plan		
Total  A very comparison of the following happened on that occasion?  Base: All who have a written care plan with GP, nurse or other health professional.  Base: All who have a written care plan  Yes		%	N
Total  Q39. Reviewing written care plan with GP, nurse or other health professional.  Base: All who have a written care plan  Yes No 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1	Yes	*	*
Q39. Reviewing written care plan with GP, nurse or other health professional.  Base: All who have a written care plan	No	*	*
Sease: All who have a written care plan   Sease: All who have a written care plan   Sease: All   Sease: Alll   Sease: All   Sease: All   Sease: All   Sease: All   Sease: Al	Total		*
Sease: All who have a written care plan   Sease: All who have a written care plan   Sease: All   Sease: Alll   Sease: All   Sease: All   Sease: All   Sease: All   Sease: Al	Q39. Reviewing written care plan with GP, nurse or other health professional.		
Yes			
Yes         *	base. All who have a whiteh care plan		
1985		%	N
Don't know Total			
Don't know Total  Q40. Contacted an NHS service in the past 6 months when GP surgery was closed  Base: All     Mathematical Procession of the past 6 months when GP surgery was closed   Sase: All			
Q40. Contacted an NHS service in the past 6 months when GP surgery was closed Base: All  Yes, for myself 7 14 Yes, for someone else 15 31 No 78 159 Total 79 204 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  contacted an NHS service by telephone Realth professional called me back Realth professional visited me at home Realth profession 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  Realth profession 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  Realth who have contacted an NHS service in the past 6 months when GP surgery was closed  Realth who have contacted an NHS service in the past 6 months when GP surgery was closed  Realth who have contacted an NHS service in the past 6 months when GP surgery was closed  Realth who have contacted an NHS service in the past 6 months when GP surgery was closed  Realth who have contacted an NHS service in the past 6 months when GP surgery was closed  Realth who have contacted an NHS service in the past 6 months when GP surgery was closed  Realth who have contacted an NHS service in the past 6 months when GP surgery was closed		*	**
Base: All  Yes, for myself Yes, for someone else 15 31 No 78 159 Total 204  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  No N	Total		*
Yes, for myself         7         14           Yes, for someone else         15         31           No         78         159           Total         204           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           I contacted an NHS service by telephone         %         N           A health professional called me back         45         19           A health professional visited me at home         *         *           I went to A&E         23         10           I saw a pharmacist         *         *           I went to another NHS service         *         *           Can't remember         *         *           Total         43           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           It was about right         64         28           It took too long         27         12           Don't know / doesn't apply         *         *           Total         44         44           Q43. Confidence and trust in people seen or spoken to         Base: All who h	Q40. Contacted an NHS service in the past 6 months when GP surgery was closed		
Yes, for myself         7         14           Yes, for someone else         15         31           No         78         159           Total         204           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           I contacted an NHS service by telephone         %         N           A health professional called me back         45         19           A health professional visited me at home         *         *           I went to A&E         23         10           I saw a pharmacist         *         *           I went to another NHS service         *         *           Can't remember         *         *           Total         43           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           It was about right         64         28           It took too long         27         12           Don't know / doesn't apply         *         *           Total         44         44           Q43. Confidence and trust in people seen or spoken to         Base: All who h	Base: All		
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Yes, for someone else         15         31           No         78         159           Total         204           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           I contacted an NHS service by telephone         65         28           A health professional called me back         45         19           A health professional visited me at home         *         *         *           I went to A&E         23         10           I saw a pharmacist         *         *         *           I went to another NHS service         *         *         *           Can't remember         *         *         *           Total         43         43           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           It took too long         27         12           Don't know / doesn't apply         *         *           Total         44         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           Yes, t			
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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   65   28     A health professional called me back   45   19     A health professional visited me at home   * * * * * * * * * * * * * * * * * *		78	
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A health professional called me back 45 19 A health professional visited me at home			
A health professional visited me at home  I went to A&E  I went to A&E  I saw a pharmacist  I went to another NHS service  Can't remember  Total  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  It was about right  It was about right  It was about right  It was about right  Add 28  It took too long  Don't know / doesn't apply  Total  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  Who have contacted an NHS service in the past 6 months when GP surgery was closed  Who have contacted an NHS service in the past 6 months when GP surgery was closed  Who have contacted an NHS service in the past 6 months when GP surgery was closed  Who have contacted an NHS service in the past 6 months when GP surgery was closed  Who have contacted an NHS service in the past 6 months when GP surgery was closed		%	N
I went to A&E         23         10           I saw a pharmacist         *         *           I went to another NHS service         *         *           Can't remember         *         *           Total         43           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           It was about right         64         28           It took too long         27         12           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           Base: All so have contacted an NHS service in the past 6 months when GP surgery was closed           Yes, definitely         47         21           Yes, to some extent         44         19           No, not at all         *         *	I contacted an NHS service by telephone	<b>%</b> 65	<b>N</b> 28
I went to another NHS service	I contacted an NHS service by telephone A health professional called me back	% 65 45	N 28 19
Can't remember	I contacted an NHS service by telephone A health professional called me back A health professional visited me at home	% 65 45 *	N 28 19 *
Total 43  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    W   N     It was about right   64   28     It took too long   27   12     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    Yes, definitely   47   21     Yes, to some extent   44   19     No, not at all   * * *	I contacted an NHS service by telephone A health professional called me back A health professional visited me at home I went to A&E	% 65 45 * 23	N 28 19 *
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N   It was about right   64   28   It took too long   27   12   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   47   21   Yes, to some extent   44   19   No, not at all   * * * *	I contacted an NHS service by telephone A health professional called me back A health professional visited me at home I went to A&E I saw a pharmacist I went to another NHS service Can't remember Total	% 65 45 * 23 *	N 28 19 * 10 *
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Don't know / doesn't apply  Total  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  Wes, definitely  Yes, to some extent  No, not at all  * * *	I contacted an NHS service by telephone A health professional called me back A health professional visited me at home I went to A&E I saw a pharmacist I went to another NHS service Can't remember Total  Q42. Impression of how quickly care or advice was received	% 65 45 * 23 * * * * *	N 28 19 * 10 * * 43
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%         N           Yes, definitely         47         21           Yes, to some extent         44         19           No, not at all         *         *	I contacted an NHS service by telephone A health professional called me back A health professional visited me at home I went to A&E I saw a pharmacist I went to another NHS service Can't remember Total  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  It was about right It took too long Don't know / doesn't apply	% 65 45 * 23 * * * * * * * * * * * * * * * * *	N 28 19 * 10 * * 43 * * 43 * * * 28 12 * * * * * * * * * * * * * * * * * *
%         N           Yes, definitely         47         21           Yes, to some extent         44         19           No, not at all         *         *	I contacted an NHS service by telephone A health professional called me back A health professional visited me at home I went to A&E I saw a pharmacist I went to another NHS service Can't remember Total  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  It was about right It took too long Don't know / doesn't apply Total	% 65 45 * 23 * * * * * * * * * * * * * * * * *	N 28 19 * 10 * 43 * 43 * * 28 12 * *
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Total		44
Q44. Overall experience of NHS services when GP surgery was	s closed	
Base: All who have contacted an NHS service in the past 6 mor	nths when GP surgery was	close
	%	N
Very good	46	20
Fairly good	33	14
Neither good nor poor	*	*
Fairly poor	*	*
Very poor	*	*
Don't know / can't say	*	*
Total		44
Q50. Gender		
Base: All		
	%	N
Male	44	91
Female	56	11
Total		20
Q51. Age		
Base: All		
	%	N
18 to 24	6	12
25 to 34	7	14
35 to 44	13	26
45 to 54	24	48
55 to 64		32
65 to 74	16 21	44
75 to 84	8	
		17
85 or over	5	20
Total		20
Q52. Ethnic group		
Base: All		
Dase. All		
	%	N
English / Welsh / Scottish / Northern Irish / British	94	19
rish	*	*
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	*	*
Arah	*	*

Arab

	*	*
Any other ethnic group Total		205
Q53. Working status		
Base: All		
	%	N
Full-time paid work (30 hours or more each week)	36	75
Part-time paid work (under 30 hours each week)	18	37
Full-time education at school, college or university	*	*
Unemployed Permanently sick or disabled	*	*
Fully retired from work	34	70
Looking after the home	5	11
Doing something else	*	*
Total		206
Q54. Journey time from home to work		
Base: All in part or full-time work		
	%	N
Up to 30 minutes	59	65
31 minutes to 1 hour	33	37
More than 1 hour	*	*
I live on site	*	*
Total		110
Q55. Can take time away from work to see GP		
Base: All in part or full-time work		
	0/	
Voc	%	N 92
Yes No	73	82
No		82 30
No Total	73	82
No Total Q56. Parent or legal guardian	73	82 30
No Total	73	82 30
No Total Q56. Parent or legal guardian	73 27	82 30 112
No Total Q56. Parent or legal guardian	73	82 30
No Total  Q56. Parent or legal guardian  Base: All	73 27 %	82 30 112 N
No Total  Q56. Parent or legal guardian Base: All  Yes	73 27 % 27	82 30 112 <b>N</b> 53
No Total  Q56. Parent or legal guardian  Base: All  Yes No Total	73 27 % 27	82 30 112 <b>N</b> 53 142
No Total  Q56. Parent or legal guardian Base: All  Yes No Total  Q57. Deaf and use sign language	73 27 % 27	82 30 112 <b>N</b> 53 142
No Total  Q56. Parent or legal guardian  Base: All  Yes No Total	73 27 % 27	82 30 112 <b>N</b> 53 142
No Total  Q56. Parent or legal guardian Base: All  Yes No Total  Q57. Deaf and use sign language	73 27 % 27	82 30 112 <b>N</b> 53 142
No Total  Q56. Parent or legal guardian Base: All  Yes No Total  Q57. Deaf and use sign language Base: All  Yes	73 27 % 27 73 % *	82 30 112 N 53 142 195
No Total  Q56. Parent or legal guardian Base: All  Yes No Total  Q57. Deaf and use sign language Base: All  Yes No	73 27 % 27 73	82 30 112 N 53 142 195 N *
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No Total  Q56. Parent or legal guardian Base: All  Yes No Total  Q57. Deaf and use sign language Base: All  Yes No	73 27 % 27 73 % *	82 30 112 N 53 142 195
No Total  Q56. Parent or legal guardian  Base: All  Yes No Total  Q57. Deaf and use sign language  Base: All  Yes No Total  Q58. Learning disability	73 27 % 27 73 % *	82 30 112 N 53 142 195
No Total  Q56. Parent or legal guardian Base: All  Yes No Total  Q57. Deaf and use sign language Base: All  Yes No Total	73 27 % 27 73 % * 100	82 30 112 N 53 142 195
No Total  Q56. Parent or legal guardian  Base: All  Yes No Total  Q57. Deaf and use sign language  Base: All  Yes No Total  Q58. Learning disability  Base: All	73 27 % 27 73 * 100	82 30 112 N 53 142 195 N * 195
No Total  Q56. Parent or legal guardian Base: All  Yes  No Total  Q57. Deaf and use sign language Base: All  Yes  No Total  Q58. Learning disability Base: All  Yes	73 27 % 27 73 * 100	82 30 112 N 53 142 195 N * 195 195
No Total  Q56. Parent or legal guardian  Base: All  Yes No Total  Q57. Deaf and use sign language  Base: All  Yes No Total  Q58. Learning disability  Base: All	73 27 % 27 73 * 100	82 30 112 N 53 142 195 N * 195 195

# Q59. Smoking habits

Base: All

	%	N
Never smoked	54	112
Former smoker	39	81
Occasional smoker	*	*
Regular smoker	*	*
Total		206

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

	%	N
No	77	150
Yes, 1-9 hours a week	15	29
Yes, 10-19 hours a week	*	*
Yes, 20-34 hours a week	*	*
Yes, 35-49 hours a week	*	*
Yes, 50+ hours a week	6	11
Total		194

# Q61. Sexual orientation

Base: All

	%	N
Heterosexual or Straight	93	186
Gay or Lesbian	*	*
Bisexual	*	*
Other	*	*
Prefer not to say	*	*
Total		199

# Q62. Religion

	%	N
No religion	46	93
Buddhist	*	*
Christian	48	99
Hindu	*	*
Jewish	*	*
Muslim	*	*
Sikh	*	*
Other	*	*
I would prefer not to say	*	*
Total		205