

Q1. Last seen or spoke to 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...

Base: All

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

Online	7	15
Doesn't apply	*	*
Total		208

Q6 Awareness of online services

Base: All

	%	N
Booking appointments online	31	64
Ordering repeat prescriptions online	49	100
Accessing my medical records online	15	30
None of these	*	*
Don't know	44	91
Total		205

Q7 Use of online services

Base: All

	%	N
Booking appointments online	7	14
Ordering repeat prescriptions online	27	55
Accessing my medical records online	5	11
None of these	68	139
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

Q9. Frequency of seeing preferred GP

Base: All who prefer to see or speak to a particular GP

	%	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

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	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		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**

	%	N
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**Base: All**

	%	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 have to wait a bit too long	23	47
I have to wait far too long	*	*
No opinion / doesn't apply	9	19
Total		204

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

	%	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

	%	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	*	*
Doesn't apply	6	13
Total		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	38	76
Neither good nor poor	7	14
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		199

Q23b. Rating of nurse listening to you

Base: All

	%	N
Very good	44	88
Good	41	83
Neither good nor poor	9	19
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		202

Q23c. Rating of nurse explaining tests and treatments

Base: All

	%	N
Very good	43	86
Good	40	79
Neither good nor poor	*	*

Poor	*	*
Very poor	5	10
Doesn't apply	6	12
Total		199

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

	%	N
Very good	44	88
Good	42	84
Neither good nor poor	5	10
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
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

	%	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	*	*
Total		204

Q26. Is your GP surgery currently open at times that are convenient for you?

Base: All

	%	N
Yes	78	157
No	15	31

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	51	104
Yes, would probably recommend	33	67
Not sure	9	17
No, would probably not recommend	*	*
No, would definitely not recommend	*	*
Don't know	*	*
Total		204

Q30. Long-standing health condition

Base: All

	%	N
Yes	54	111
No	43	88
Don't know / can't say	*	*
Total		205

Q31. Medical conditions...

Base: All

	%	N
Alzheimer's disease or dementia	*	*
Angina or long-term heart problem	*	*
Arthritis or long-term joint problem	13	25
Asthma or long-term chest problem	6	11
Blindness or severe visual impairment	*	*
Cancer in the last 5 years	5	10

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

Base: All

	%	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 today...Usual 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 today...Pain/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 today...Anxiety/Depression**Base: 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**

	%	N
Yes, limited a lot	*	*
Yes, limited a little	18	36
No	79	159
Total		202

Q36. Have a written care plan**Base: All**

	%	N
Yes	*	*
No	98	199
Don't know	*	*
Total		203

Q37. Helped putting care plan together**Base: All who have a written care plan**

	%	N
Yes	*	*
No	*	*

Total		*
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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	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

	%	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	*	*
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

	%	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	*	*
Don't know / can't say	*	*

Total		44
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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	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	114
Total		205

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	16	32
65 to 74	21	44
75 to 84	8	17
85 or over	5	10
Total		204

Q52. Ethnic group

Base: All

	%	N
English / Welsh / Scottish / Northern Irish / British	94	193
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		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

	%	N
Yes	73	82
No	27	30
Total		112

Q56. Parent or legal guardian

Base: All

	%	N
Yes	27	53
No	73	142
Total		195

Q57. Deaf and use sign language

Base: All

	%	N
Yes	*	*
No	100	195
Total		195

Q58. Learning disability

Base: All

	%	N
Yes	*	*
No	98	193
Total		197

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

Base: All

	%	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

Base: All

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