

You have selected the following practice:

OVER SURGERY

weighted data

Q1. Last seen or spoke to a GP

Base: All

	%	N
In the past 3 months	64	52
Between 3 and 6 months ago	13	11
Between 6 and 12 months ago	*	*
More than 12 months ago	*	*
I have never seen a GP from my GP surgery	*	*
Total		80

Q2. Last seen or spoke to a nurse

Base: All

	%	N
In the past 3 months	43	34
Between 3 and 6 months ago	12	10
Between 6 and 12 months ago	17	13
More than 12 months ago	26	20
I have never seen a nurse from my GP surgery	*	*
All		79

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

Base: All

	%	N
Very easy	49	39
Fairly easy	46	37
Not very easy	*	*
Not at all easy	*	*
Haven't tried	*	*
Total		81

Q4. Helpfulness of receptionists at GP surgery

Base: All

	%	N
Very helpful	67	54
Fairly helpful	30	24
Not very helpful	*	*
Not at all helpful	*	*
Don't know	*	*
Total		81

Q5. Overheard in reception area

Base: All

	%	N
Yes, but I don't mind	56	45
Yes, and I am not happy about it	14	11
No, other patients can't overhear	15	12
Don't know	14	12
Total		80

Q6. How normally book appointments to see a GP or nurse...

Base: All

	%	N
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In person	35	28
By phone	93	75
By fax machine	*	*
Online	*	*
Doesn't apply	*	*
Total		81

Q7. Preferred methods to book appointments at GP surgery...		
Base: All		
	%	N
In person	35	27
By phone	89	71
By fax machine	*	*
Online	34	27
No preference	*	*
Total		80

Q8. Have a preferred GP		
Base: All		
	%	N
Yes	62	50
No	38	30
There is usually only one GP in my GP surgery	*	*
Total		80

Q9. Frequency of seeing preferred GP		
Base: All who prefer to see or speak to a particular GP		
	%	N
Always or almost always	56	27
A lot of the time	30	15
Some of the time	*	*
Never or almost never	*	*
Not tried at this GP surgery	*	*
Total		48

Q10. Last time wanted to see/speak to GP or nurse: What did you want to do?		
Base: All		
	%	N
See a GP at the surgery	82	66
See a nurse at the surgery	*	*
Speak to a GP on the phone	*	*
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		80

Q11. When did you want to see or speak to them?		
Base: All		
	%	N
On the same day	28	23
On the next working day	14	11
A few days later	36	29
A week or more later	*	*
I didn't have a specific day in mind	13	10
Can't remember	*	*
Total		80

Q12. Able to get an appointment to see or speak to someone		
Base: All		
	%	N
Yes	95	76
Yes, but I had to call back closer to or on the day I wanted	*	*
No	*	*
Can't remember	*	*
Total		80

Q13. What type of appointment did you get?		
Base: All who were able to get an appointment		
	%	N
Appointment to see a GP at the surgery	81	63
Appointment to see a nurse at the surgery	*	*
Appointment to speak to a GP on the phone	*	*
Appointment to speak to a nurse on the phone	*	*
Appointment for someone to visit me at my home	*	*
Total		78

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	24	18
On the next working day	24	18
A few days later	41	31
A week or more later	*	*
Can't remember	*	*
Total		76

Q15. Convenience of appointment		
Base: All who were able to get an appointment		
	%	N
Very convenient	61	48
Fairly convenient	37	29
Not very convenient	*	*
Not at all convenient	*	*
Total		78

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 appointment for the time I wanted	*	*
I couldn't see my preferred GP	*	*
I couldn't book ahead at my GP surgery	*	*
Another reason	*	*
Total		*

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	*	*
Had a consultation over the phone	*	*
Went to A&E / a walk-in centre	*	*
Saw a pharmacist	*	*
Decided to contact my surgery another time	*	*
Didn't see or speak to anyone	*	*

Total		*
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Q18. Overall experience of making an appointment

Base: All

	%	N
Very good	64	50
Fairly good	31	25
Neither good nor poor	*	*
Fairly poor	*	*
Very poor	*	*
Total		79

Q19. Waiting time at surgery

Base: All

	%	N
I don't normally have appointments at a particular time	*	*
Less than 5 minutes	*	*
5 to 15 minutes	64	49
More than 15 minutes	23	17
Can't remember	*	*
Total		77

Q20. Impression of waiting time at surgery

Base: All

	%	N
I don't normally have to wait too long	65	51
I have to wait a bit too long	23	19
I have to wait far too long	*	*
No opinion / doesn't apply	*	*
Total		79

Q21a. Rating of GP giving you enough time

Base: All

	%	N
Very good	58	46
Good	37	30
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		80

Q21b. Rating of GP listening to you

Base: All

	%	N
Very good	56	45
Good	38	30
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		80

Q21c. Rating of GP explaining tests and treatments

Base: All

	%	N
Very good	59	47
Good	30	24

Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		80

Q21d. Rating of GP involving you in decisions about your care		
Base: All		
	%	N
Very good	52	42
Good	35	28
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		80

Q21e. Rating of GP treating you with care and concern		
Base: All		
	%	N
Very good	53	43
Good	37	30
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		80

Q22. Confidence and trust in GP		
Base: All		
	%	N
Yes, definitely	76	61
Yes, to some extent	18	14
No, not at all	*	*
Don't know / can't say	*	*
Total		80

Q23a. Rating of nurse giving you enough time		
Base: All		
	%	N
Very good	58	46
Good	29	23
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		78

Q23b. Rating of nurse listening to you		
Base: All		
	%	N
Very good	54	42
Good	35	27
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		78

Q23c. Rating of nurse explaining tests and treatments		
Base: All		
	%	N
Very good	52	41
Good	34	27
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		79

Q23d. Rating of nurse involving you in decisions about your care		
Base: All		
	%	N
Very good	44	35
Good	31	24
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	14	11
Total		79

Q23e. Rating of nurse treating you with care and concern		
Base: All		
	%	N
Very good	58	45
Good	32	24
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		78

Q24. Confidence and trust in nurse		
Base: All		
	%	N
Yes, definitely	74	58
Yes, to some extent	16	12
No, not at all	*	*
Don't know / can't say	*	*
Total		78

Q25. Satisfaction with opening hours		
Base: All		
	%	N
Very satisfied	48	38
Fairly satisfied	36	29
Neither satisfied nor dissatisfied	*	*
Fairly dissatisfied	*	*
Very dissatisfied	*	*
I'm not sure when my GP surgery is open	*	*
Total		80

Q26. Is your GP surgery currently open at times that are convenient for you?		
Base: All		
	%	N
Yes	74	60

No	21	17
Don't know	*	*
Total		80

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	*	*
At lunchtime	*	*
After 6.30pm	75	15
On a Saturday	56	11
On a Sunday	*	*
None of these	*	*
Total		21

Q28. Overall experience of GP surgery

Base: All

	%	N
Very good	53	43
Fairly good	44	35
Neither good nor poor	*	*
Fairly poor	*	*
Very poor	*	*
Total		80

Q29. Recommending GP surgery to someone who has just moved to the local area

Base: All

	%	N
Yes, would definitely recommend	68	54
Yes, would probably recommend	29	23
Not sure	*	*
No, would probably not recommend	*	*
No, would definitely not recommend	*	*
Don't know	*	*
Total		79

Q30. Long-standing health condition

Base: All

	%	N
Yes	63	51
No	37	29
Don't know / can't say	*	*
Total		80

Q31. Medical conditions...

Base: All

	%	N
Alzheimer's disease or dementia	*	*
Angina or long-term heart problem	*	*
Arthritis or long-term joint problem	*	*
Asthma or long-term chest problem	16	12
Blindness or severe visual impairment	*	*
Cancer in the last 5 years	*	*
Deafness or severe hearing impairment	*	*
Diabetes	*	*
Epilepsy	*	*
High blood pressure	19	15
Kidney or liver disease	*	*

Learning difficulty	*	*
Long-term back problem	*	*
Long-term mental health problem	*	*
Long-term neurological problem	*	*
Another long-term condition	19	14
None of these conditions	36	28
I would prefer not to say	*	*
Total		77

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

	%	N
Yes, definitely	38	18
Yes, to some extent	29	14
No	*	*
I have not needed such support	*	*
Don't know / can't say	*	*
Total		47

Q33. Confidence in managing own health

Base: All

	%	N
Very confident	50	40
Fairly confident	41	32
Not very confident	*	*
Not at all confident	*	*
Total		80

Q34a. State of health today...Mobility

Base: All

	%	N
I have no problems in walking about	81	64
I have slight problems in walking about	*	*
I have moderate problems in walking about	*	*
I have severe problems in walking about	*	*
I am unable to walk about	*	*
Total		79

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

Base: All

	%	N
I have no problems washing or dressing myself	92	73
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		79

Q34c. State of health today...Usual Activities

Base: All

	%	N
I have no problems with performing my usual activities	80	64
I have slight problems doing my usual activities	13	10
I have moderate problems doing my usual activities	*	*
I have severe problems doing my usual activities	*	*
I am unable to do my usual activities	*	*
Total		80

Q34d. State of health today...Pain/Discomfort		
Base: All		
	%	N
I have no pain or discomfort	59	47
I have slight pain or discomfort	28	23
I have moderate pain or discomfort	*	*
I have severe pain or discomfort	*	*
I have extreme pain or discomfort	*	*
Total		80

Q34e. State of health today...Anxiety/Depression		
Base: All		
	%	N
I am not anxious or depressed	68	54
I am slightly anxious or depressed	22	18
I am moderately anxious or depressed	*	*
I am severely anxious or depressed	*	*
I am extremely anxious or depressed	*	*
Total		80

Q35. Activities limited today due to recent illness or injury		
Base: All		
	%	N
Yes, limited a lot	*	*
Yes, limited a little	*	*
No	88	69
Total		79

Q36. Know how to contact an out-of-hours GP service		
Base: All		
	%	N
Yes	89	72
No	*	*
Total		81

Q37. Tried to call an out-of-hours GP service in past 6 months...		
Base: All		
	%	N
Yes, for myself	*	*
Yes, for someone else	*	*
No	82	66
Total		80

Q38. Ease of contacting the out-of-hours GP service by telephone		
Base: All who have tried to call an out of hours GP service when the surgery was closed		
	%	N
Very easy	*	*
Fairly easy	*	*
Not very easy	*	*
Not at all easy	*	*
Don't know / didn't make contact	*	*
Total		15

Q39. Impression of how quickly care from out-of-hours GP service received		
Base: All who have tried to call an out of hours GP service when the surgery was closed		
	%	N
It was about right	71	10
It took too long	*	*

Don't know / doesn't apply	*	*
Total		15

Q40. Confidence and trust in out-of-hours clinician

Base: All who have tried to call an out of hours GP service when the surgery was closed

	%	N
Yes, definitely	*	*
Yes, to some extent	*	*
No, not at all	*	*
Don't know / can't say	*	*
Total		15

Q41. Overall experience of out-of-hours GP services

Base: All who have tried to call an out of hours GP service when the surgery was closed

	%	N
Very good	*	*
Fairly good	*	*
Neither good nor poor	*	*
Fairly poor	*	*
Very poor	*	*
Total		14

Q47. Gender

Base: All

	%	N
Male	44	35
Female	56	44
Total		79

Q48. Age

Base: All

	%	N
18 to 24	16	13
25 to 34	*	*
35 to 44	18	15
45 to 54	16	13
55 to 64	19	15
65 to 74	13	11
75 to 84	*	*
85 or over	*	*
Total		81

Q49. Ethnic group

Base: All

	%	N
English / Welsh / Scottish / Northern Irish / British	99	80
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		81

Q50. Working status		
Base: All		
	%	N
Full-time paid work (30 hours or more each week)	47	37
Part-time paid work (under 30 hours each week)	16	13
Full-time education at school, college or university	*	*
Unemployed	*	*
Permanently sick or disabled	*	*
Fully retired from work	20	16
Looking after the home	*	*
Doing something else	*	*
Total		80

Q51. Journey time from home to work		
Base: All in part or full-time work		
	%	N
Up to 30 minutes	60	30
31 minutes to 1 hour	27	14
More than 1 hour	*	*
I live on site	*	*
Total		50

Q52. Can take time away from work to see GP		
Base: All in part or full-time work		
	%	N
Yes	75	38
No	25	12
Total		50

Q53. Parent or legal guardian		
Base: All		
	%	N
Yes	35	27
No	65	50
Total		77

Q54. Deaf and use sign language		
Base: All		
	%	N
Yes	*	*
No	99	77
Total		78

Q55. Smoking habits		
Base: All		
	%	N
Never smoked	61	49
Former smoker	28	23
Occasional smoker	*	*
Regular smoker	*	*
Total		80

Q56. Look after/provide support to family etc. for physical or mental ill health/problems in old age**Base: All**

	%	N
No	83	66
Yes, 1-9 hours a week	*	*
Yes, 10-19 hours a week	*	*
Yes, 20-34 hours a week	*	*
Yes, 35-49 hours a week	*	*
Yes, 50+ hours a week	*	*
Total		80

Q57. Sexual orientation**Base: All**

	%	N
Heterosexual / straight	97	76
Gay / Lesbian	*	*
Bisexual	*	*
Other	*	*
I would prefer not to say	*	*
Total		78

Q58. Religion**Base: All**

	%	N
No religion	37	30
Buddhist	*	*
Christian	55	44
Hindu	*	*
Jewish	*	*
Muslim	*	*
Sikh	*	*
Other	*	*
I would prefer not to say	*	*
Total		81