

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	59	46
Between 3 and 6 months ago	21	17
Between 6 and 12 months ago	13	10
More than 12 months ago	*	*
I have never seen a GP from my GP surgery	*	*
Total		79

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

Base: All

	%	N
In the past 3 months	39	30
Between 3 and 6 months ago	15	11
Between 6 and 12 months ago	21	16
More than 12 months ago	25	19
I have never seen a nurse from my GP surgery	*	*
All		77

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

Base: All

	%	N
Very easy	54	43
Fairly easy	41	32
Not very easy	*	*
Not at all easy	*	*
Haven't tried	*	*
Total		79

**Q4. Helpfulness of receptionists at GP surgery**

Base: All

	%	N
Very helpful	74	58
Fairly helpful	24	19
Not very helpful	*	*
Not at all helpful	*	*
Don't know	*	*
Total		79

**Q5. Overheard in reception area**

Base: All

	%	N
Yes, but I don't mind	54	42
Yes, and I am not happy about it	18	14
No, other patients can't overhear	16	13
Don't know	12	10
Total		79

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

Base: All

	%	N
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In person	38	30
By phone	94	74
By fax machine	*	*
Online	*	*
Doesn't apply	*	*
Total		79

#### Q7. Preferred methods to book appointments at GP surgery...

Base: All

	%	N
In person	31	24
By phone	88	69
By fax machine	*	*
Online	35	27
No preference	*	*
Total		79

#### Q8. Have a preferred GP

Base: All

	%	N
Yes	68	53
No	32	25
There is usually only one GP in my GP surgery	*	*
Total		78

#### Q9. Frequency of seeing preferred GP

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

	%	N
Always or almost always	64	34
A lot of the time	26	14
Some of the time	*	*
Never or almost never	*	*
Not tried at this GP surgery	*	*
Total		53

#### 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	89	69
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		77

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

Base: All

	%	N
On the same day	34	26
On the next working day	15	12
A few days later	34	26
A week or more later	*	*
I didn't have a specific day in mind	13	10
Can't remember	*	*
Total		77

<b>Q12. Able to get an appointment to see or speak to someone</b>		
<b>Base: All</b>		
	%	N
Yes	93	72
Yes, but I had to call back closer to or on the day I wanted	*	*
No	*	*
Can't remember	*	*
<b>Total</b>		<b>78</b>

<b>Q13. What type of appointment did you get?</b>		
<b>Base: All who were able to get an appointment</b>		
	%	N
Appointment to see a GP at the surgery	89	67
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	*	*
<b>Total</b>		<b>75</b>

<b>Q14. How long until actually saw or spoke to GP / nurse</b>		
<b>Base: All who were able to get an appointment</b>		
	%	N
On the same day	23	16
On the next working day	25	18
A few days later	44	32
A week or more later	*	*
Can't remember	*	*
<b>Total</b>		<b>72</b>

<b>Q15. Convenience of appointment</b>		
<b>Base: All who were able to get an appointment</b>		
	%	N
Very convenient	60	45
Fairly convenient	36	27
Not very convenient	*	*
Not at all convenient	*	*
<b>Total</b>		<b>75</b>

<b>Q16. Reason for not being able to get an appointment / the appointment offered was inconvenient</b>		
<b>Base: All who were not able to get an appointment/ convenient appointment</b>		
	%	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	*	*
<b>Total</b>		<b>*</b>

<b>Q17. What did you do on that occasion?</b>		
<b>Base: All who were not able to get an appointment/ convenient appointment</b>		
	%	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	65	50
Fairly good	31	24
Neither good nor poor	*	*
Fairly poor	*	*
Very poor	*	*
Total		76

**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	73	56
More than 15 minutes	19	14
Can't remember	*	*
Total		76

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

	%	N
I don't normally have to wait too long	69	53
I have to wait a bit too long	21	16
I have to wait far too long	*	*
No opinion / doesn't apply	*	*
Total		76

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

	%	N
Very good	61	48
Good	32	25
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		78

**Q21b. Rating of GP listening to you**  
Base: All

	%	N
Very good	57	45
Good	37	29
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		78

**Q21c. Rating of GP explaining tests and treatments**  
Base: All

	%	N
Very good	56	44
Good	32	25

Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		78

<b>Q21d. Rating of GP involving you in decisions about your care</b>		
<b>Base: All</b>		
	%	N
Very good	49	38
Good	36	27
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		77

<b>Q21e. Rating of GP treating you with care and concern</b>		
<b>Base: All</b>		
	%	N
Very good	56	44
Good	33	26
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		77

<b>Q22. Confidence and trust in GP</b>		
<b>Base: All</b>		
	%	N
Yes, definitely	75	59
Yes, to some extent	20	15
No, not at all	*	*
Don't know / can't say	*	*
Total		78

<b>Q23a. Rating of nurse giving you enough time</b>		
<b>Base: All</b>		
	%	N
Very good	60	45
Good	32	24
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		76

<b>Q23b. Rating of nurse listening to you</b>		
<b>Base: All</b>		
	%	N
Very good	58	44
Good	31	24
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		77

<b>Q23c. Rating of nurse explaining tests and treatments</b>		
<b>Base: All</b>		
	%	N
Very good	54	42
Good	35	27
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		78

<b>Q23d. Rating of nurse involving you in decisions about your care</b>		
<b>Base: All</b>		
	%	N
Very good	38	29
Good	37	29
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	17	13
Total		77

<b>Q23e. Rating of nurse treating you with care and concern</b>		
<b>Base: All</b>		
	%	N
Very good	57	43
Good	33	25
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		76

<b>Q24. Confidence and trust in nurse</b>		
<b>Base: All</b>		
	%	N
Yes, definitely	74	57
Yes, to some extent	18	14
No, not at all	*	*
Don't know / can't say	*	*
Total		77

<b>Q25. Satisfaction with opening hours</b>		
<b>Base: All</b>		
	%	N
Very satisfied	46	36
Fairly satisfied	38	30
Neither satisfied nor dissatisfied	*	*
Fairly dissatisfied	*	*
Very dissatisfied	*	*
I'm not sure when my GP surgery is open	*	*
Total		78

<b>Q26. Is your GP surgery currently open at times that are convenient for you?</b>		
<b>Base: All</b>		
	%	N
Yes	77	60

No	19	15
Don't know	*	*
Total		78

**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	78	14
On a Saturday	74	13
On a Sunday	*	*
None of these	*	*
Total		18

**Q28. Overall experience of GP surgery**

**Base: All**

	%	N
Very good	62	48
Fairly good	36	28
Neither good nor poor	*	*
Fairly poor	*	*
Very poor	*	*
Total		78

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

**Base: All**

	%	N
Yes, would definitely recommend	78	60
Yes, would probably recommend	19	15
Not sure	*	*
No, would probably not recommend	*	*
No, would definitely not recommend	*	*
Don't know	*	*
Total		77

**Q30. Long-standing health condition**

**Base: All**

	%	N
Yes	58	45
No	42	33
Don't know / can't say	*	*
Total		78

**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	18	14
Blindness or severe visual impairment	*	*
Cancer in the last 5 years	*	*
Deafness or severe hearing impairment	*	*
Diabetes	*	*
Epilepsy	*	*
High blood pressure	15	11
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	42	32
I would prefer not to say	*	*
Total		75

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

	%	N
Yes, definitely	45	19
Yes, to some extent	*	*
No	*	*
I have not needed such support	*	*
Don't know / can't say	*	*
Total		43

**Q33. Confidence in managing own health**

Base: All

	%	N
Very confident	53	41
Fairly confident	43	34
Not very confident	*	*
Not at all confident	*	*
Total		78

**Q34a. State of health today...Mobility**

Base: All

	%	N
I have no problems in walking about	80	62
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		77

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

Base: All

	%	N
I have no problems washing or dressing myself	93	72
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		77

**Q34c. State of health today...Usual Activities**

Base: All

	%	N
I have no problems with performing my usual activities	79	62
I have slight problems doing my usual activities	13	11
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		78



<b>Q34d. State of health today...Pain/Discomfort</b>		
<b>Base: All</b>		
	%	N
I have no pain or discomfort	55	43
I have slight pain or discomfort	33	26
I have moderate pain or discomfort	*	*
I have severe pain or discomfort	*	*
I have extreme pain or discomfort	*	*
Total		78

<b>Q34e. State of health today...Anxiety/Depression</b>		
<b>Base: All</b>		
	%	N
I am not anxious or depressed	72	56
I am slightly anxious or depressed	19	15
I am moderately anxious or depressed	*	*
I am severely anxious or depressed	*	*
I am extremely anxious or depressed	*	*
Total		78

<b>Q35. Activities limited today due to recent illness or injury</b>		
<b>Base: All</b>		
	%	N
Yes, limited a lot	*	*
Yes, limited a little	*	*
No	90	69
Total		77

<b>Q40. Know how to contact an out-of-hours GP service</b>		
<b>Base: All</b>		
	%	N
Yes	86	67
No	14	11
Total		78

<b>Q41. Tried to call an out-of-hours GP service in past 6 months...</b>		
<b>Base: All</b>		
	%	N
Yes, for myself	*	*
Yes, for someone else	13	10
No	79	62
Total		78

<b>Q42. Ease of contacting the out-of-hours GP service by telephone</b>		
<b>Base: All who have tried to call an out of hours GP service when the surgery was closed</b>		
	%	N
Very easy	*	*
Fairly easy	*	*
Not very easy	*	*
Not at all easy	*	*
Don't know / didn't make contact	*	*
Total		16

<b>Q43. Impression of how quickly care from out-of-hours GP service received</b>		
<b>Base: All who have tried to call an out of hours GP service when the surgery was closed</b>		
	%	N
It was about right	66	11
It took too long	*	*

Don't know / doesn't apply	*	*
Total		16

#### Q44. 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		16

#### Q45. 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		15

#### Q51. Gender

Base: All

	%	N
Male	43	33
Female	57	43
Total		76

#### Q52. Age

Base: All

	%	N
18 to 24	*	*
25 to 34	*	*
35 to 44	14	11
45 to 54	22	17
55 to 64	20	16
65 to 74	12	10
75 to 84	*	*
85 or over	*	*
Total		78

#### Q53. Ethnic group

Base: All

	%	N
English / Welsh / Scottish / Northern Irish / British	97	75
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		77

<b>Q54. Working status</b>		
<b>Base: All</b>		
	%	N
Full-time paid work (30 hours or more each week)	53	42
Part-time paid work (under 30 hours each week)	*	*
Full-time education at school, college or university	*	*
Unemployed	*	*
Permanently sick or disabled	*	*
Fully retired from work	21	16
Looking after the home	*	*
Doing something else	*	*
Total		79

<b>Q55. Journey time from home to work</b>		
<b>Base: All in part or full-time work</b>		
	%	N
Up to 30 minutes	61	30
31 minutes to 1 hour	26	13
More than 1 hour	*	*
I live on site	*	*
Total		50

<b>Q56. Can take time away from work to see GP</b>		
<b>Base: All in part or full-time work</b>		
	%	N
Yes	86	43
No	*	*
Total		51

<b>Q57. Parent or legal guardian</b>		
<b>Base: All</b>		
	%	N
Yes	34	26
No	66	49
Total		75

<b>Q58. Deaf and use sign language</b>		
<b>Base: All</b>		
	%	N
Yes	*	*
No	100	75
Total		75

<b>Q59. Smoking habits</b>		
<b>Base: All</b>		
	%	N
Never smoked	61	48
Former smoker	27	21
Occasional smoker	*	*
Regular smoker	*	*
Total		78

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

	%	N
No	73	57
Yes, 1-9 hours a week	18	14
Yes, 10-19 hours a week	*	*
Yes, 20-34 hours a week	*	*
Yes, 35-49 hours a week	*	*
Yes, 50+ hours a week	*	*
Total		78

**Q61. Sexual orientation****Base: All**

	%	N
Heterosexual / straight	94	72
Gay / Lesbian	*	*
Bisexual	*	*
Other	*	*
I would prefer not to say	*	*
Total		76

**Q62. Religion****Base: All**

	%	N
No religion	37	29
Buddhist	*	*
Christian	55	42
Hindu	*	*
Jewish	*	*
Muslim	*	*
Sikh	*	*
Other	*	*
I would prefer not to say	*	*
Total		77