

Q1. Last seen or spoke to a GP		
Base: All		
	%	N
In the past 3 months	60	49
Between 3 and 6 months ago	23	19
Between 6 and 12 months ago	*	*
More than 12 months ago	*	*
I have never seen a GP from my GP surgery	*	*
Total		82

Q2. Last seen or spoke to a nurse		
Base: All		
	%	N
In the past 3 months	48	39
Between 3 and 6 months ago	13	11
Between 6 and 12 months ago	*	*
More than 12 months ago	24	20
I have never seen a nurse from my GP surgery	*	*
All		82

Q3. Ease of getting through to someone at GP surgery on the phone		
Base: All		
	%	N
Very easy	38	31
Fairly easy	40	33
Not very easy	16	13
Not at all easy	*	*
Haven't tried	*	*
Total		82

Q4. Helpfulness of receptionists at GP surgery		
Base: All		
	%	N
Very helpful	73	59
Fairly helpful	21	17
Not very helpful	*	*
Not at all helpful	*	*
Don't know	*	*
Total		81

Q5. How normally book appointments to see a GP or nurse...		
Base: All		
	%	N
In person	31	26
By phone	88	72
By fax machine	*	*
Online	*	*
Doesn't apply	*	*
Total		82

Q6 Awareness of online services		
Base: All		
	%	N
Booking appointments online	19	15
Ordering repeat prescriptions online	51	40
Accessing my medical records online	*	*
None of these	*	*
Don't know	41	33
Total		79

Q7 Use of online services		
Base: All		
	%	N
Booking appointments online	*	*
Ordering repeat prescriptions online	30	24
Accessing my medical records online	*	*
None of these	65	52
Total		81

Q8. Have a preferred GP		
Base: All		
	%	N
Yes	31	24
No	69	54
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	*	*
A lot of the time	*	*
Some of the time	*	*
Never or almost never	*	*
Not tried at this GP surgery	*	*
Total		24

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	75	61
See a nurse at the surgery	20	16
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		81

Q11. When did you want to see or speak to them?		
Base: All		
	%	N
On the same day	25	20
On the next working day	21	16
A few days later	25	19
A week or more later	*	*
I didn't have a specific day in mind	18	14
Can't remember	*	*
Total		78

Q12. Able to get an appointment to see or speak to someone		
Base: All		
	%	N
Yes	85	68
Yes, but I had to call back closer to or on the day I wanted	*	*
No	*	*
Can't remember	*	*
Total		81

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	77	58
Appointment to see a nurse at the surgery	21	16
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		76

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	28	21
On the next working day	17	13
A few days later	32	24
A week or more later	20	15
Can't remember	*	*
Total		75

Q15. Convenience of appointment

Base: All who were able to get an appointment

	%	N
Very convenient	59	44
Fairly convenient	38	29
Not very convenient	*	*
Not at all convenient	*	*
Total		75

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		*

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		*

Q18. Overall experience of making an appointment

Base: All

	%	N
Very good	54	43
Fairly good	39	31
Neither good nor poor	*	*
Fairly poor	*	*
Very poor	*	*
Total		80

Q19. Waiting time at surgery		
Base: All		
	%	N
I don't normally have appointments at a particular time	*	*
Less than 5 minutes	21	17
5 to 15 minutes	63	51
More than 15 minutes	*	*
Can't remember	*	*
Total		80

Q20. Impression of waiting time at surgery		
Base: All		
	%	N
I don't normally have to wait too long	74	58
I have to wait a bit too long	17	14
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	47
Good	25	20
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		80

Q21b. Rating of GP listening to you		
Base: All		
	%	N
Very good	58	45
Good	33	26
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		79

Q21c. Rating of GP explaining tests and treatments		
Base: All		
	%	N
Very good	50	40
Good	30	24
Neither good nor poor	12	10
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		81

Q21d. Rating of GP involving you in decisions about your care		
Base: All		
	%	N
Very good	40	33
Good	35	28
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*

Doesn't apply	*	*
Total		81

Q21e. Rating of GP treating you with care and concern		
Base: All		
	%	N
Very good	53	43
Good	34	27
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		80

Q22. Confidence and trust in GP		
Base: All		
	%	N
Yes, definitely	61	49
Yes, to some extent	32	26
No, not at all	*	*
Don't know / can't say	*	*
Total		81

Q23a. Rating of nurse giving you enough time		
Base: All		
	%	N
Very good	66	53
Good	14	12
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	15	12
Total		81

Q23b. Rating of nurse listening to you		
Base: All		
	%	N
Very good	62	50
Good	19	16
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	15	12
Total		81

Q23c. Rating of nurse explaining tests and treatments		
Base: All		
	%	N
Very good	63	50
Good	20	16
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	16	12
Total		80

Q23d. Rating of nurse involving you in decisions about your care		
Base: All		
	%	N
Very good	54	44

Good	24	19
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	19	16
Total		81

Q23e. Rating of nurse treating you with care and concern

Base: All

	%	N
Very good	60	49
Good	22	18
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	16	13
Total		81

Q24. Confidence and trust in nurse

Base: All

	%	N
Yes, definitely	76	60
Yes, to some extent	*	*
No, not at all	*	*
Don't know / can't say	15	12
Total		79

Q25. Satisfaction with opening hours

Base: All

	%	N
Very satisfied	54	43
Fairly satisfied	28	22
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	83	67
No	*	*
Don't know	*	*
Total		81

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	10
On a Saturday	*	*
On a Sunday	*	*
None of these	*	*
Total		13

Q28. Overall experience of GP surgery

Base: All

	%	N
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Very good	66	54
Fairly good	30	24
Neither good nor poor	*	*
Fairly poor	*	*
Very poor	*	*
Total		81

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

Base: All

	%	N
Yes, would definitely recommend	73	60
Yes, would probably recommend	21	17
Not sure	*	*
No, would probably not recommend	*	*
No, would definitely not recommend	*	*
Don't know	*	*
Total		82

Q30. Long-standing health condition

Base: All

	%	N
Yes	58	47
No	39	31
Don't know / can't say	*	*
Total		81

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	13	10
Blindness or severe visual impairment	*	*
Cancer in the last 5 years	*	*
Deafness or severe hearing impairment	*	*
Diabetes	*	*
Epilepsy	*	*
High blood pressure	18	13
Kidney or liver disease	*	*
Learning difficulty	*	*
Long-term back problem	14	10
Long-term mental health problem	*	*
Long-term neurological problem	*	*
Another long-term condition	17	12
None of these conditions	36	26
I would prefer not to say	*	*
Total		72

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

	%	N
Yes, definitely	39	17
Yes, to some extent	27	12
No	*	*
I have not needed such support	*	*
Don't know / can't say	*	*
Total		45

Q33. Confidence in managing own health

Base: All

	%	N
Very confident	44	35
Fairly confident	48	38
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	73	59
I have slight problems in walking about	15	12
I have moderate problems in walking about	*	*
I have severe problems in walking about	*	*
I am unable to walk about	*	*
Total		81

Q34b. State of health today...Self-Care		
Base: All		
	%	N
I have no problems washing or dressing myself	92	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		79

Q34c. State of health today...Usual Activities		
Base: All		
	%	N
I have no problems doing my usual activities	72	58
I have slight problems doing my usual activities	15	12
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	49	40
I have slight pain or discomfort	29	23
I have moderate pain or discomfort	17	14
I have severe pain or discomfort	*	*
I have extreme pain or discomfort	*	*
Total		82

Q34e. State of health today...Anxiety/Depression		
Base: All		
	%	N
I am not anxious or depressed	63	51
I am slightly anxious or depressed	23	19
I am moderately anxious or depressed	*	*
I am severely anxious or depressed	*	*
I am extremely anxious or depressed	*	*
Total		81

Q35. Activities limited today due to recent illness or injury		
Base: All		
	%	N

Yes, limited a lot	*	*
Yes, limited a little	21	17
No	77	62
Total		81

Q36. Have a written care plan		
Base: All		
	%	N
Yes	*	*
No	95	75
Don't know	*	*
Total		78

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. Know how to contact an out-of-hours GP service		
Base: All		
	%	N
Yes	47	36
No	53	41
Total		77

Q41. Tried to call an out-of-hours GP service in past 6 months...		
Base: All		
	%	N
Yes, for myself	*	*
Yes, for someone else	*	*
No	90	72
Total		80

Q42. 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		*

Q43. 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	*	*
It took too long	*	*
Don't know / doesn't apply	*	*
Total		*

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		*

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		*

Q51. Gender		
Base: All		
	%	N
Male	45	36
Female	55	44
Total		80

Q52. Age		
Base: All		
	%	N
18 to 24	*	*
25 to 34	13	11
35 to 44	*	*
45 to 54	25	20
55 to 64	19	15
65 to 74	13	10
75 to 84	*	*
85 or over	*	*
Total		80

Q53. Ethnic group		
Base: All		
	%	N
English / Welsh / Scottish / Northern Irish / British	96	77
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		80

Q54. Working status		
Base: All		
	%	N
Full-time paid work (30 hours or more each week)	44	34
Part-time paid work (under 30 hours each week)	12	10
Full-time education at school, college or university	*	*
Unemployed	*	*
Permanently sick or disabled	*	*
Fully retired from work	27	21
Looking after the home	*	*
Doing something else	*	*
Total		78

Q55. Journey time from home to work		
Base: All in part or full-time work		
	%	N
Up to 30 minutes	74	31
31 minutes to 1 hour	*	*
More than 1 hour	*	*
I live on site	*	*
Total		42

Q56. Can take time away from work to see GP		
Base: All in part or full-time work		
	%	N
Yes	57	24
No	43	19
Total		43

Q57. Parent or legal guardian		
Base: All		
	%	N
Yes	23	18
No	77	60
Total		78

Q58. Deaf and use sign language		
Base: All		
	%	N
Yes	*	*
No	100	79
Total		79

Q59. Smoking habits		
Base: All		
	%	N
Never smoked	42	34
Former smoker	39	32
Occasional smoker	*	*
Regular smoker	*	*

Total		81
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Q60. Look after/provide support to family etc. for physical or mental ill health/problems in old age

Base: All

	%	N
No	79	63
Yes, 1-9 hours a week	14	11
Yes, 10-19 hours a week	*	*
Yes, 20-34 hours a week	*	*
Yes, 35-49 hours a week	*	*
Yes, 50+ hours a week	*	*
Total		79

Q61. Sexual orientation

Base: All

	%	N
Heterosexual / straight	95	77
Gay / Lesbian	*	*
Bisexual	*	*
Other	*	*
I would prefer not to say	*	*
Total		81

Q62. Religion

Base: All

	%	N
No religion	24	20
Buddhist	*	*
Christian	73	60
Hindu	*	*
Jewish	*	*
Muslim	*	*
Sikh	*	*
Other	*	*
I would prefer not to say	*	*
Total		81