

You have selected the following practice:

NEW HOUSE SURGERY

weighted data

Q1. Last seen or spoke to a GP

	%	N
In the past 3 months	54	99
Between 3 and 6 months ago	13	25
Between 6 and 12 months ago	11	21
More than 12 months ago	20	37
I have never seen a GP from my GP surgery	*	*
Total		182

Q2. Last seen or spoke to a nurse

	%	N
In the past 3 months	42	78
Between 3 and 6 months ago	9	16
Between 6 and 12 months ago	11	21
More than 12 months ago	33	61
I have never seen a nurse from my GP surgery	*	*
All		185

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

	%	N
Very easy	26	48
Fairly easy	63	116
Not very easy	7	13
Not at all easy	*	*
Haven't tried	*	*
Total		183

Q4. Helpfulness of receptionists at GP surgery

	%	N
Very helpful	47	88
Fairly helpful	41	76
Not very helpful	6	10
Not at all helpful	*	*
Don't know	*	*
Total		186

Q5. Overheard in reception area

	%	N
Yes, but I don't mind	75	139
Yes, and I am not happy about it	12	22
No, other patients can't overhear	8	14
Don't know	5	10
Total		186

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

	%	N
In person	28	51
By phone	80	150
By fax machine	*	*
Online	25	46

Doesn't apply	*	*
Total		186

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

	%	N
In person	32	58
By phone	73	135
By fax machine	*	*
Online	41	75
No preference	*	*
Total		183

Q8. Have a preferred GP

	%	N
Yes	57	105
No	43	80
There is usually only one GP in my GP surgery	*	*
Total		185

Q9. Frequency of seeing preferred GP

	%	N
Always or almost always	47	49
A lot of the time	27	28
Some of the time	23	24
Never or almost never	*	*
Not tried at this GP surgery	*	*
Total		104

Q10. Last time wanted to see/speak to GP or nurse: What did you want to do?

	%	N
See a GP at the surgery	80	144
See a nurse at the surgery	19	35
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		181

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

	%	N
On the same day	29	51
On the next working day	13	24
A few days later	29	51
A week or more later	11	19
I didn't have a specific day in mind	15	27
Can't remember	*	*
Total		178

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

	%	N
Yes	82	150
Yes, but I had to call back closer to or on the day I wanted	9	17
No	6	11
Can't remember	*	*
Total		182

Q13. What type of appointment did you get?		
	%	N
Appointment to see a GP at the surgery	80	133
Appointment to see a nurse at the surgery	18	30
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		167

Q14. How long until actually saw or spoke to GP / nurse		
	%	N
On the same day	29	47
On the next working day	18	29
A few days later	40	65
A week or more later	12	20
Can't remember	*	*
Total		163

Q15. Convenience of appointment		
	%	N
Very convenient	57	94
Fairly convenient	41	67
Not very convenient	*	*
Not at all convenient	*	*
Total		164

Q16. Reason for not being able to get an appointment / the appointment offered was inconvenient		
	%	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		13

Q17. What did you do on that occasion?		
	%	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		15

Q18. Overall experience of making an appointment		
	%	N
Very good	44	80
Fairly good	49	89
Neither good nor poor	*	*
Fairly poor	*	*
Very poor	*	*
Total		182

Q19. Waiting time at surgery		
	%	N
I don't normally have appointments at a particular time	*	*
Less than 5 minutes	15	27
5 to 15 minutes	65	116
More than 15 minutes	15	27
Can't remember	*	*
Total		179

Q20. Impression of waiting time at surgery		
	%	N
I don't normally have to wait too long	79	144
I have to wait a bit too long	12	21
I have to wait far too long	*	*
No opinion / doesn't apply	5	10
Total		182

Q21a. Rating of GP giving you enough time		
	%	N
Very good	61	113
Good	31	57
Neither good nor poor	6	11
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		183

Q21b. Rating of GP listening to you		
	%	N
Very good	65	118
Good	31	57
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		182

Q21c. Rating of GP explaining tests and treatments		
	%	N
Very good	61	110
Good	29	52
Neither good nor poor	9	16
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		180

Q21d. Rating of GP involving you in decisions about your care		
	%	N
Very good	53	95
Good	35	62
Neither good nor poor	8	15
Poor	*	*
Very poor	*	*

Doesn't apply	*	*
Total		180

Q21e. Rating of GP treating you with care and concern		
	%	N
Very good	60	108
Good	33	61
Neither good nor poor	6	11
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		182

Q22. Confidence and trust in GP		
	%	N
Yes, definitely	81	148
Yes, to some extent	18	34
No, not at all	*	*
Don't know / can't say	*	*
Total		183

Q23a. Rating of nurse giving you enough time		
	%	N
Very good	55	99
Good	30	54
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	10	18
Total		179

Q23b. Rating of nurse listening to you		
	%	N
Very good	50	89
Good	32	57
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	12	22
Total		178

Q23c. Rating of nurse explaining tests and treatments		
	%	N
Very good	49	85
Good	29	50
Neither good nor poor	8	15
Poor	*	*
Very poor	*	*
Doesn't apply	12	21
Total		174

Q23d. Rating of nurse involving you in decisions about your care		
	%	N
Very good	37	66
Good	31	54

Neither good nor poor	8	14
Poor	*	*
Very poor	*	*
Doesn't apply	23	41
Total		176

Q23e. Rating of nurse treating you with care and concern

	%	N
Very good	51	91
Good	32	56
Neither good nor poor	6	11
Poor	*	*
Very poor	*	*
Doesn't apply	11	19
Total		176

Q24. Confidence and trust in nurse

	%	N
Yes, definitely	72	125
Yes, to some extent	20	35
No, not at all	*	*
Don't know / can't say	7	13
Total		173

Q25. Satisfaction with opening hours

	%	N
Very satisfied	43	79
Fairly satisfied	39	71
Neither satisfied nor dissatisfied	7	13
Fairly dissatisfied	*	*
Very dissatisfied	*	*
I'm not sure when my GP surgery is open	*	*
Total		183

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

	%	N
Yes	80	145
No	16	29
Don't know	*	*
Total		182

Q27. Additional opening times that would make it easier to see or speak to someone...

	%	N
Before 8am	31	11
At lunchtime	*	*
After 6.30pm	56	21
On a Saturday	77	29
On a Sunday	*	*
None of these	*	*
Total		37

Q28. Overall experience of GP surgery

	%	N
Very good	61	113
Fairly good	33	61

Neither good nor poor	*	*
Fairly poor	*	*
Very poor	*	*
Total		184

Q29. Recommending GP surgery to someone who has just moved to the local area		
	%	N
Yes, would definitely recommend	67	125
Yes, would probably recommend	26	49
Not sure	*	*
No, would probably not recommend	*	*
No, would definitely not recommend	*	*
Don't know	*	*
Total		186

Q30. Long-standing health condition		
	%	N
Yes	52	95
No	47	86
Don't know / can't say	*	*
Total		182

Q31. Medical conditions...		
	%	N
Alzheimer's disease or dementia	*	*
Angina or long-term heart problem	9	14
Arthritis or long-term joint problem	19	31
Asthma or long-term chest problem	8	13
Blindness or severe visual impairment	*	*
Cancer in the last 5 years	9	14
Deafness or severe hearing impairment	*	*
Diabetes	7	11
Epilepsy	*	*
High blood pressure	20	32
Kidney or liver disease	*	*
Learning difficulty	*	*
Long-term back problem	12	20
Long-term mental health problem	*	*
Long-term neurological problem	*	*
Another long-term condition	14	22
None of these conditions	42	68
I would prefer not to say	*	*
Total		160

Q32. Last 6 months, enough support from local services/organisations to help manage long-term conditions		
	%	N
Yes, definitely	39	34
Yes, to some extent	23	20
No	*	*
I have not needed such support	27	23
Don't know / can't say	*	*
Total		85

Q33. Confidence in managing own health		
	%	N
Very confident	44	77

Fairly confident	51	90
Not very confident	*	*
Not at all confident	*	*
Total		175

Q34a. State of health today...Mobility		
	%	N
I have no problems in walking about	84	152
I have some problems in walking about	16	30
I am confined to bed	*	*
Total		182

Q34b. State of health today...Self-Care		
	%	N
I have no problems with self-care	96	176
I have some problems washing or dressing myself	*	*
I am unable to wash or dress myself	*	*
Total		183

Q34c. State of health today...Usual Activities		
	%	N
I have no problems with performing my usual activities	84	157
I have some problems with performing my usual activities	14	26
I am unable to perform my usual activities	*	*
Total		186

Q34d. State of health today...Pain/Discomfort		
	%	N
I have no pain or discomfort	60	111
I have moderate pain or discomfort	38	70
I have extreme pain or discomfort	*	*
Total		184

Q34e. State of health today...Anxiety/Depression		
	%	N
I am not anxious or depressed	80	145
I am moderately anxious or depressed	18	33
I am extremely anxious or depressed	*	*
Total		182

Q35. Activities limited today due to recent illness or injury		
	%	N
Yes, limited a lot	*	*
Yes, limited a little	12	23
No	85	157
Total		185

Q36. Know how to contact an out-of-hours GP service		
	%	N
Yes	64	118
No	36	67
Total		185

Q37. Tried to call an out-of-hours GP service in past 6 months...		
	%	N
Yes, for myself	*	*
Yes, for someone else	10	18
No	85	157
Total		184

Q38. Ease of contacting the out-of-hours GP service by telephone		
	%	N
Very easy	45	12
Fairly easy	42	11
Not very easy	*	*
Not at all easy	*	*
Don't know / didn't make contact	*	*
Total		27

Q39. Impression of how quickly care from out-of-hours GP service received		
	%	N
It was about right	69	19
It took too long	*	*
Don't know / doesn't apply	*	*
Total		27

Q40. Confidence and trust in out-of-hours clinician		
	%	N
Yes, definitely	40	11
Yes, to some extent	39	11
No, not at all	*	*
Don't know / can't say	*	*
Total		27

Q41. Overall experience of out-of-hours GP services		
	%	N
Very good	*	*
Fairly good	*	*
Neither good nor poor	*	*
Fairly poor	*	*
Very poor	*	*
Total		26

Q47. Gender		
	%	N
Male	43	79
Female	57	106
Total		185

Q48. Age		
	%	N
18 to 24	*	*
25 to 34	12	23
35 to 44	15	28
45 to 54	21	39
55 to 64	20	36

65 to 74	16	29
75 to 84	10	19
85 or over	*	*
Total		186

Q49. Ethnic group		
	%	N
English / Welsh / Scottish / Northern Irish / British	87	162
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		186

Q50. Working status		
	%	N
Full-time paid work (30 hours or more each week)	41	75
Part-time paid work (under 30 hours each week)	16	28
Full-time education at school, college or university	*	*
Unemployed	*	*
Permanently sick or disabled	*	*
Fully retired from work	32	57
Looking after the home	7	13
Doing something else	*	*
Total		181

Q51. Journey time from home to work		
	%	N
Up to 30 minutes	51	52
31 minutes to 1 hour	34	35
More than 1 hour	*	*
I live on site	12	12
Total		102

Q52. Can take time away from work to see GP		
	%	N
Yes	65	67
No	35	36
Total		103

Q53. Parent or legal guardian		
	%	N
Yes	25	44

No	75	133
Total		177

Q54. Deaf and use sign language		
	%	N
Yes	*	*
No	100	178
Total		178

Q55. Smoking habits		
	%	N
Never smoked	58	106
Former smoker	30	55
Occasional smoker	7	13
Regular smoker	*	*
Total		182

Q56. Look after/provide support to family etc. for physical or mental ill health/problems in old age		
	%	N
No	79	143
Yes, 1-9 hours a week	15	27
Yes, 10-19 hours a week	*	*
Yes, 20-34 hours a week	*	*
Yes, 35-49 hours a week	*	*
Yes, 50+ hours a week	*	*
Total		182

Q57. Sexual orientation		
	%	N
Heterosexual / straight	96	174
Gay / Lesbian	*	*
Bisexual	*	*
Other	*	*
I would prefer not to say	*	*
Total		182

Q58. Religion		
	%	N
No religion	30	56
Buddhist	*	*
Christian	63	117
Hindu	*	*
Jewish	*	*
Muslim	*	*
Sikh	*	*
Other	*	*
I would prefer not to say	*	*
Total		186