

Q1 How helpful do you find the receptionists at your GP practice?

Very helpful	79%
Fairly helpful	19%
Not very helpful	1.2%
Not at all helpful	0.4%
Dont know	0.4%

Q2 How easy is it to get through to someone at the GP surgery on the phone?

Very easy	18%
Fairly easy	36%
Not very easy	31%
Not at all easy	13%
Dont know	2.3%
Havent tried	0.8%

Q3 How easy is it to speak to a doctor or nurse on the phone at your GP practice?

Very easy	14%
Fairly easy	21%
Not very easy	14%
Not at all easy	7.4%
Dont know	12%
Havent tried	31%

Q4 If you need to see a GP urgently, can you normally get seen on the same day?

Yes	54%
No	29%
Dont know/never needed to	16%

Q5 How important is it to you to be able to book appointments ahead of time in your practice?

Important	87%
Not important	11%

Q6 How easy is it to book ahead in your practice?

Very easy	24%
Fairly easy	45%
Not very easy	19%
Not at all easy	7.4%
Dont know	2.3%
Havent tried	3.1%

Q7 How do you normally book your appointments at your practice?

In person	27%
By phone	68%
Online	4.5%
Doesnt apply	0.6%

Q8 Which of the following methods would you prefer to use to book appointments at your practice?

In person	28%
By phone	55%
Online	16%
Doesnt apply	1.1%

Q9 Thinking of times when you want to see a particular doctor how quickly do you usually get seen?

Same day or next day	24%
2-4 days	32%
5 days or more	28%
I don't usually need to be seen quickly	6.3%
Dont know never tried	9.8%

Q10 How do you rate this?

Excellent	17%
Very good	19%
Good	21%
Fair	16%
Poor	13%
Very poor	2.8%
Does not apply	11%

Q11 Thinking of times when you are willing to see any doctor how quickly do you get seen?

Same day or next day	55%
2-4 days	28%
5 days or more	8.3%
I don't usually need to be seen quickly	3.6%
Dont know never tried	5.1%

Q12 How do you rate this?

Excellent	27%
Very good	27%
Good	22%
Fair	10%
Poor	6.8%
Very poor	1.2%
Does not apply	5.6%

Thinking of your most recent consultation with a doctor or nurse

Q13 How long did you wait for your consultation to start?

Less than 5 minutes	15%
5-10 minutes	36%
11-20 minutes	32%
21-30 minutes	11%
More than 30 minutes	4%
There was no set time for my consultation	1.6%

Q14 How do you rate this ?

Excellent	18%
Very good	22%
Good	27%
Fair	19%
Poor	10%
Very poor	2%
Does not apply	1.6%

ABOUT OPENING TIMES

Q15 Is your GP practice currently open at times that are convenient to you?

Yes	84%
No	11%
Dont know	4.5%

Q16 Which of the following additional opening hours would make it easier for you to see or speak to someone?

Before 8am	29%
At lunchtime	18%
After 6.30pm	20%
On a Saturday	21%
On a Sunday	5.7%
None of these	6.3%

ABOUT SEEING THE DOCTOR OF YOUR CHOICE

Q17 Is there a particular GP you usually prefer to see or speak to?

Yes	63%
No	36%
There is usually only 1 doctor in my surgery	0.4%

Q18 How often do you see or speak to the GP you prefer?

Always or almost always	30%
A lot of the time	27%
Some of the time	29%
Never or almost never	8.9%
Not tried at this GP practice	5.4%

HOW GOOD WAS THE LAST GP YOU SAW AT EACH OF THE FOLLOWING?

Q19 Giving you enough time

Very good	57%
Good	33%
Fair	9%
Poor	0.4%
Very poor	0%
Does not apply	0.8%

Q20 Listening to you

Very good	62%
Good	29%
Fair	8.1%
Poor	0.8%
Very poor	0%
Does not apply	0.4%

Q21 Explaining tests and treatments

Very good	55%
Good	33%
Fair	7.3%
Poor	1.6%
Very Poor	0.4%
Does not apply	2%

Q22 Involving you in decisions about your care

Very good	53%
Good	33%
Fair	9.3%
Poor	1.6%
Very poor	0%
Does not apply	3.2%

Q23 Treating you with care and concern

Very good	57%
Good	34%
Fair	6.9%
Poor	1.2%
Very poor	0%
Does not apply	0.8%

Q24 Did you have confidence and trust in the GP you saw or spoke to?

Yes definitely	74%
Yes to some extent	24%
No not at all	1.6%
Dont know/cant say	0.4%

Q25 Giving you enough time

Very good	55%
Good	28%
Fair	5%
Poor	0.4%
Very poor	0%
Does not apply	12%

Q26 Listening to you

Very good	53%
Good	31%
Fair	4.6%
Poor	0%
Very poor	0.4%
Does not apply	11%

Q27 Explaining tests and treatments

Very good	51%
Good	31%
Fair	4.6%
Poor	0%
Very poor	0%
Does not apply	13%

Q28 Involving you in decisions about your care

Very good	45%
Good	34%
Fair	5.9%
Poor	0%
Very poor	0%
Does not apply	15%

Q29 Treating you with care and concern

Very good	51%
Good	33%
Fair	3.8%
Poor	0%
Very poor	0%
Does not apply	12%

Q30 Did you have confidence and trust in the Nurse you saw or spoke to ?

Yes definitely	61%
Yes to some extent	26%
No not at all	0.4%
Dont know/cant say	12%

Thinking about the care you get from your doctors and nurses overall , how well does the practice help you?

Q31 Understand your health problems?

Very well	79%
Unsure	18%
Not very well	1.1%
Does not apply	2.7%

Q32 Cope with your health problems

Very well	79%
Unsure	15%
Not very well	2.2%
Does not apply	4.5%

Q33 Keep yourself healthy

Very well	67%
Unsure	20%
Not very well	3.9%
Does not apply	8.4%

Q34 Overall how would you describe your experience of your GP surgery?

Excellent	37%
Very good	37%
Good	20%
Fair	3.9%
Poor	1.1%
Very poor	0.6%

Q35 Would you recommend your GP surgery to someone who has just moved to your local area?

Yes definitely	60%
Yes probably	30%
No probably not	3.9%
No definitely not	2.8%
Dont know	2.8%

Q36 Are you?

Male	38%
Female	60%

Q37 How old are you?

Under 16	4%
16-44	43%
45-64	31%
65-74	11%
75 or over	10%

Q38 Do you have a long standing health condition?

Yes	59%
No	34%
Dont know /cant say	6.2%

Q39 What is your ethnic group?

White	90%
Black or black British	3.4%
Asian or Asian British	2.8%
Mixed	1.1%
Chinese	0%
Other ethnic group	2.3%

Q40 Which of the following best describes you?

Employed (full or part time including self employed)	37%
Unemployed looking for work	5.75%
At school or in full time education	8.5%
Unable to work due to long term sickness	18%
Looking after your home/family	2.8%
Retired from paid work	24%
Other	4%