GP PATIENT SURVEY

Results from Practice 1: TREETON MEDICAL CENTRE

This report contains data collected between 2 Jan - 6 April 2018 from patients aged 16+ registered w

No filter applied

Weighted Data

Q1. Generally, how easy is it to get through to someone at your GP practice on the phone?

Weighted Base: Practice 1 (83). Unweighted Base: Practice 1 (101)

	Practice 1 (%)
Easy	48%
Not easy	52%
Total	

Q2. How helpful do you find the receptionists at your GP practice?

Weighted Base: Practice 1 (84). Unweighted Base: Practice 1 (102)

	Practice 1 (%)
Helpful	80%
Not helpful	20%
Total	

Q3. In the past 12 months, have you booked general practice appointments in any of the follo

Weighted Base: Practice 1 (85). Unweighted Base: Practice 1 (103)

	Practice 1 (%)
In person	34%
By phone	90%
By automated telephone booking	0%
Online including on an app	16%
Via another route, such as NHS 111	2%
Doesn't apply / none of these	6%
Total	

Q4. As far as you know, which of the following online services does your GP practice offer?

Weighted Base: Practice 1 (83). Unweighted Base: Practice 1 (100)

	Practice 1 (%)
Booking appointments online	54%
Ordering repeat prescriptions online	42%
Accessing my medical records online	19%

None of these	5%
Don't know	36%
Total	

Q5. Which of the following general practice online services have you used in the past 12 mon

Weighted Base: Practice 1 (85). Unweighted Base: Practice 1 (103)

	Practice 1 (%)
Booking appointments online	18%
Ordering repeat prescriptions online	21%
Accessing my medical records online	4%
None of these	73%
Total	

Q6. How easy is it to use your GP practice's website to look for information or access service

Weighted Base: Practice 1 (35). Unweighted Base: Practice 1 (41)

	Practice 1 (%)
Easy	82%
Not easy	18%
Total	

Q7. As far as you are aware, what general practice appointment times are available to you?

Weighted Base: Practice 1 (85). Unweighted Base: Practice 1 (103)

	Practice 1 (%)
Before 8am on at least one weekday	4%
Weekdays between 8am and 6.30pm	78%
After 6.30pm on a weekday	4%
On a Saturday	2%
On a Sunday	0%
Don't know	20%
Total	

Q8. How satisfied are you with the general practice appointment times that are available to yo

Weighted Base: Practice 1 (75). Unweighted Base: Practice 1 (88)

	Practice 1 (%)
Satisfied	57%

Dissatisfied	22%

Q9. Is there a particular GP you usually prefer to see or speak to?

Weighted Base: Practice 1 (81). Unweighted Base: Practice 1 (100)

	Practice 1 (%)
Yes	48%
No	52%
Total	

Q10. How often do you see or speak to your preferred GP when you would like to?

Weighted Base: Practice 1 (35). Unweighted Base: Practice 1 (46)

	Practice 1 (%)
Always or almost always/A lot of the time	52%

Q11. When did you last try to make a general practice appointment, either for yourself or for s

Weighted Base: Practice 1 (79). Unweighted Base: Practice 1 (96)

	Practice 1 (%)
Last 6 months	79%
More than 6 months ago	19%

Q12. Who was this appointment for?

Weighted Base: Practice 1 (78). Unweighted Base: Practice 1 (95)

	Practice 1 (%)
Me	76%
A child under 16	14%
An adult aged 16 or over who I am a carer for	3%
Another adult aged 16 or over (including family members)	6%
Total	

Q13. How concerned were you at the time about your health, or the health of the person you v appointment for?

Weighted Base: Practice 1 (76). Unweighted Base: Practice 1 (95)

	Practice 1 (%)
Concerned	66%
Not concerned	34%
Total	

Q14. Before you tried to get this appointment, did you do any of the following?

Weighted Base: Practice 1 (78). Unweighted Base: Practice 1 (95)

	Practice 1 (%)

I looked for information online	36%
Spoke to a pharmacist	7%
Tried to treat myself / the person I was making this appointment for (for example with medication)	34%
Called an NHS helpline, such as NHS 111	3%
Went to or contacted another NHS service	6%
Asked for advice from a friend or family member	38%
Tried to get information or advice elsewhere (from a non-NHS service)	9%
I did not try to get information or advice	28%
Total	

Q15. When would you have liked this appointment to be?

Weighted Base: Practice 1 (79). Unweighted Base: Practice 1 (96)

	Practice 1 (%)
On the same day	48%
On the next day	17%
A few days later	18%
A week or more later	1%
I didn't have a specific day in mind	16%
Can't remember	0%
Total	

Q16. On this occasion, were you offered a choice of appointment?

Weighted Base: Practice 1 (69). Unweighted Base: Practice 1 (86)

	Practice 1 (%)
I was offered a choice	60%
Not offered a choice	40%
Total	

Q17. Were you satisfied with the type of appointment (or appointments) you were offered?

Weighted Base: Practice 1 (79). Unweighted Base: Practice 1 (96)

	Practice 1 (%)
Accepted appointment	90%

Q18. If you did not take any appointments you were offered, why was that?

Weighted Base: Practice 1 (8). Unweighted Base: Practice 1 (7)

	Practice 1 (%)
There weren't any appointments available for the time or day I wanted	*
The appointment was at too short notice	*
The appointment wasn't soon enough	*
I couldn't book ahead at my GP practice	*
There weren't any appointments at the place I wanted	*
The appointment was too far away / too difficult to get to	*
I couldn't see my preferred GP	*
There weren't any appointments with the healthcare professional I wanted	*
The type of appointment I wanted was not available	*

Another reason	*
Total	

Weighted Base: Practice 1 (6). Unweighted Base: Practice 1 (6)

	Practice 1 (%)
Got an appointment for a different day	*
Called an NHS helpline, such as NHS 111	*
Went to A&E	*
Spoke to a pharmacist	*
Went to or contacted another NHS service	*
Decided to contact my practice another time	*
Looked for information online	*
Spoke to a friend or family member	*
Didn't see or speak to anyone	*
Total	

Q20. What type of appointment did you get?

Weighted Base: Practice 1 (71). Unweighted Base: Practice 1 (88)

	Practice 1 (%)
to speak to someone on the phone	6%
to see someone at my GP practice	91%
to see someone at another general practice location	2%
to speak to someone online, for example on a video call	0%
for a home visit	1%
Total	

Q21. How long after initially trying to book the appointment did the appointment take place?

Weighted Base: Practice 1 (71). Unweighted Base: Practice 1 (88)

	Practice 1 (%)
On the same day	43%
On the next day	7%
A few days later	24%
A week or more later	22%
Can't remember	4%
Total	

Q22. Overall, how would you describe your experience of making an appointment?

Weighted Base: Practice 1 (78). Unweighted Base: Practice 1 (96)

	Practice 1 (%)
Good	57%
Poor	19%

Q23. When was your last general practice appointment?

	Practice 1 (%)
Last 6 months	78%
More than 6 months ago	22%
Total	

Q24. Who was your last general practice appointment with?

	Practice 1 (%)
A GP	64%
A nurse	27%
A general practice pharmacist	0%
A mental health professional	0%
Another healthcare professional	6%
Don't know / not sure who I saw	3%
Total	

Q25. How long after your appointment time did you wait to see or speak to a healthcare profes

	Practice 1 (%)
15 minutes or less	81%
More than 15 minutes	19%
Total	

Q26a. Last time you had a general practice appointment, how good was the healthcare profes you enough time?

	Practice 1 (%)
Good	89%
Poor	1%

Q26b. Last time you had a general practice appointment, how good was the healthcare profes to you?

	Practice 1 (%)
Good	92%
Poor	1%

Q26c. Last time you had a general practice appointment, how good was the healthcare profes you with care and concern?

	Practice 1 (%)
Good	91%

Poor   1%

Weighted Base: Practice 1 (37). Unweighted Base: Practice 1 (41)

	Practice 1 (%)
Yes	86%
No	14%
Total	

Q28. During your last general practice appointment, were you involved as much as you wante decisions about your care and treatment?

Weighted Base: Practice 1 (75). Unweighted Base: Practice 1 (89)

	Practice 1 (%)
Yes	96%
No	4%

Q29. During your last general practice appointment, did you have confidence and trust in the professional you saw or spoke to?

Weighted Base: Practice 1 (81). Unweighted Base: Practice 1 (98)

	Practice 1 (%)
Yes	98%
No	2%
Total	

Q30. Thinking about the reason for your last general practice appointment, were your needs r

Weighted Base: Practice 1 (81). Unweighted Base: Practice 1 (97)

	Practice 1 (%)
Yes	96%
No	4%
Total	

Q31. Overall, how would you describe your experience of your GP practice?

Weighted Base: Practice 1 (85). Unweighted Base: Practice 1 (103)

	Practice 1 (%)
Good	82%
Poor	5%

Q32. Have you experienced any of the following over the last 12 months?

	Practice 1 (%)
Problems with your physical mobility, for example, difficulty getting about your home	19%
Two or more falls that have needed medical attention	2%
Feeling isolated from others	7%
None of these	75%
Total	

Q33. Do you take 5 or more medications on a regular basis?

Weighted Base: Practice 1 (85). Unweighted Base: Practice 1 (104)

	Practice 1 (%)
Yes	22%
No	78%
Total	

Q34. Do you have any long-term physical or mental health conditions, disabilities or illnesses

Weighted Base: Practice 1 (85). Unweighted Base: Practice 1 (104)

	Practice 1 (%)
Yes	57%

Q35. Which, if any, of the following long-term conditions do you have?

Weighted Base: Practice 1 (80). Unweighted Base: Practice 1 (98)

	Practice 1 (%)
Alzheimer's disease or other cause of dementia	0%
Arthritis or ongoing problem with back or joints	27%
Blindness or partial sight	1%
A breathing condition such as asthma or COPD	21%
Cancer (diagnosis or treatment in the last 5 years)	2%
Deafness or hearing loss	12%
A developmental disability, such as autism or ADHD	0%
Diabetes	5%
A heart condition, such as angina or atrial fibrillation	5%
High blood pressure	14%
Kidney or liver disease	0%
A learning disability	4%
A mental health condition	12%
A neurological condition, such as epilepsy	3%
A stroke (which affects your day-to-day life)	1%
Another long-term condition or disability	10%
I do not have any long-term conditions	40%
Total	

Q36. Do any of these conditions reduce your ability to carry out your day-to-day activities?

Weighted Base: Practice 1 (46). Unweighted Base: Practice 1 (63)

	Practice 1 (%)
Yes, a lot	19%
Yes, a little	35%
No, not at all	45%
Total	

Q37. How confident are you that you can manage any issues arising from your condition (or c

Weighted Base: Practice 1 (46). Unweighted Base: Practice 1 (62)

	Practice 1 (%)
Confident	81%
Not confident	19%
Total	

Q38. In the last 12 months, have you had enough support from local services or organisation: manage your condition (or conditions)?

Weighted Base: Practice 1 (33). Unweighted Base: Practice 1 (47)

	Practice 1 (%)
Yes	85%
No	15%
Total	

Q39. In the last 12 months have you had any unexpected stays in hospital because of your co conditions)?

Weighted Base: Practice 1 (47). Unweighted Base: Practice 1 (63)

	Practice 1 (%)
Yes	2%
No	98%
Total	

Q40. Have you had a conversation with a healthcare professional from your GP practice to dis important to you when managing your condition (or conditions)?

Weighted Base: Practice 1 (47). Unweighted Base: Practice 1 (64)

	Practice 1 (%)
Yes	34%
No	65%
Don't know	1%
Total	

Q41. Have you agreed a plan with a healthcare professional from your GP practice to manage conditions)?

Weighted Base: Practice 1 (15). Unweighted Base: Practice 1 (21)

	Practice 1 (%)
Yes	44%

No	48%
Don't know	8%
Total	

Q43. Have you been given (or offered) a written or printed copy of this plan?

Weighted Base: Practice 1 (7). Unweighted Base: Practice 1 (11)

	Practice 1 (%)
Yes	*
No	*
Don't know	*
Total	

Q44. In the past 12 months, have you contacted an NHS service when you wanted to see a GF practice was closed?

Weighted Base: Practice 1 (85). Unweighted Base: Practice 1 (104)

	Practice 1 (%)
Yes, for myself	6%
Yes, for someone else	11%
No	83%
Total	

Q45. Please think about the last time you contacted an NHS service (for yourself or for someo wanted to see a GP but your GP practice was closed. Considering all of the services you cont the following happened on that occasion?

Weighted Base: Practice 1 (15). Unweighted Base: Practice 1 (18)

	Practice 1 (%)
I contacted an NHS service by telephone	64%
A healthcare professional called me back	38%
A healthcare professional visited me at home	0%
I went to A&E	55%
I saw a pharmacist	9%
I went to another general practice service	13%
I went to another NHS service	17%
Can't remember	0%
Total	

Q46. How do you feel about how quickly you received care or advice on that occasion?

Weighted Base: Practice 1 (15). Unweighted Base: Practice 1 (18)

	Practice 1 (%)
It was about right	30%
It took too long	70%
Total	

Q47. Considering all of the people that you saw or spoke to on that occasion, did you have co in them?

	Practice 1 (%)
Yes	89%
No	11%
Total	

Q48. Overall, how would you describe your last experience of NHS services when you wanted your GP practice was closed?

Weighted Base: Practice 1 (15). Unweighted Base: Practice 1 (18)

	Practice 1 (%)
Good	46%
Poor	31%

Q54. Are you male or female?

Weighted Base: Practice 1 (85). Unweighted Base: Practice 1 (104)

	Practice 1 (%)
Male	54%
Female	46%
Total	

Q55. How old are you?

Weighted Base: Practice 1 (85). Unweighted Base: Practice 1 (104)

	Practice 1 (%)
aged 16 to 24	7%
aged 25 to 34	23%
aged 35 to 44	17%
aged 45 to 54	16%
aged 55 to 64	13%
aged 65 to 74	13%
aged 75 to 84	9%
aged 85 and over	2%
Total	

Q56. What is your ethnic group?

Weighted Base: Practice 1 (83). Unweighted Base: Practice 1 (103)

	Practice 1 (%)
English / Welsh / Scottish / Northern Irish / British	97%
Irish	0%
Gypsy or Irish Traveller	0%
Any other White background	0%
White and Black Caribbean	0%
White and Black African	0%
White and Asian	2%
Any other Mixed / multiple ethnic background	0%
Indian	0%
Pakistani	0%
Bangladeshi	0%
Chinese	0%

	Practice 1 (%)
Any other Asian background	2%
African	0%
Caribbean	0%
Any other Black / African / Caribbean background	0%
Arab	0%
Any other ethnic group	0%
Total	

Weighted Base: Practice 1 (82). Unweighted Base: Practice 1 (100)

	Practice 1 (%)
Full-time paid work (30 hours or more each week)	43%
Part-time paid work (under 30 hours each week)	21%
Full-time education at school, college or university	6%
Unemployed	0%
Permanently sick or disabled	3%
Fully retired from work	21%
Looking after the family or home	3%
Doing something else	3%
Total	

Q58. Are you a parent or a legal guardian for any children aged under 16 living in your home?

Weighted Base: Practice 1 (85). Unweighted Base: Practice 1 (104)

	Practice 1 (%)
Yes	31%
No	69%
Total	

Q59. Do you look after, or give any help or support to family members, friends, neighbours or either: long-term physical or mental ill health /disability, or problems related to old age?

Weighted Base: Practice 1 (85). Unweighted Base: Practice 1 (104)

	Practice 1 (%)
No	83%
Yes	17%
Total	

Q60. Are you a deaf person who uses sign language?

Weighted Base: Practice 1 (85). Unweighted Base: Practice 1 (103)

	Practice 1 (%)
Yes	0%
No	100%
Total	

Q61. Which of the following best describes your smoking habits?

Weighted Base: Practice 1 (85). Unweighted Base: Practice 1 (104)

	Practice 1 (%)

Never smoked	66%
Former smoker	21%
Occasional smoker	9%
Regular smoker	4%
Total	

Q62. Which of the following best describes how you think of yourself?

Weighted Base: Practice 1 (82). Unweighted Base: Practice 1 (101)

	Practice 1 (%)
Heterosexual or straight	97%
Gay or lesbian	1%
Bisexual	0%
Other	0%
I would prefer not to say	1%
Total	

Q63. Which, if any, of the following best describes your religion?

Weighted Base: Practice 1 (82). Unweighted Base: Practice 1 (101)

	Practice 1 (%)
No religion	46%
Buddhist	0%
Christian	54%
Hindu	0%
Jewish	0%
Muslim	0%
Sikh	0%
Other	1%
I would prefer not to say	0%
Total	

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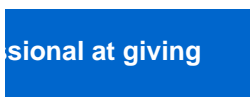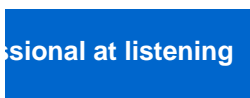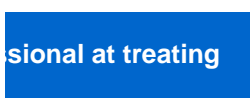
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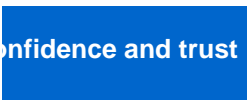
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