

The GP Patient Survey 2008/09 Summary Report

Introduction

This report sets out the headline and summary findings for the GP Patient Survey 2008/09.

This is the third year that the Department of Health (DH) has conducted the GPPS in England. This year the survey has been extended to cover some of the issues that concern patients, such as how easy or difficult it is for patients to make an appointment at their surgery, satisfaction with opening hours, and the quality of care received from their GP and practice nurses, amongst other things.

Technical Details

- Ipsos MORI administered the GP Patient Survey on behalf of the Department of Health (DH).
- Questionnaires were dispatched to 5,660,217 adult patients registered with GP practices in England, with a covering letter and reply-paid envelope, in the week commencing 5 January 2009. Reminders were sent to non-responding patients in February and March 2009.
- Questionnaires received by 9 April 2009 are included in the survey results, with duplicates excluded. The overall unadjusted response rate to the survey is 38%, based on 2,163,456 completed responses.
- The survey results include 74,579 survey questionnaires completed online, and 312 completed over the telephone by patients calling the survey helpline.
- A British Sign Language version of the online survey was provided. 590 patients completed the survey via the BSL link.

- The survey was also provided in 13 non-English languages, for completion online or over the telephone. The table below details how many patients completed the survey in each non-English language.

Language	Number completed online	Number completed over the telephone
Arabic	69	1
Bengali	23	0
Czech	29	0
French	73	1
Gujarati	65	0
Mandarin	116	1
Polish	1,349	3
Portuguese	194	2
Punjabi	43	0
Slovak	64	0
Somali	18	0
Turkish	110	1
Urdu	75	0
Total	2,228	9

- Data have not been weighted.
- Where results do not sum to 100, this is due to multiple responses or computer rounding.
- An asterisk (*) indicates a percentage of less than 0.5% but greater than zero.
- The questionnaire has changed since the last wave of research in 2007/08, and therefore it is not possible to compare results year on year, as any change could be attributed to the change in question wording, rather than real change. Hence no trend data is presented in this report.

Summary

About the surgery or health centre

- The majority of patients find it easy to get into their GP surgery (97%), with four in five (79%) saying it is *very easy*.
- Almost all patients report their surgery to be clean (98%), with 72% saying it is *very clean*.
- Nearly nine in ten patients say that other patients can overhear what they say to their surgery's receptionist (86%), however, overall three in five (62%) say they do not mind about this. Only eight percent of patients report that they cannot be overheard.
- Overall, patients find their surgery's receptionists to be helpful (94%), with 58% saying they are *very helpful*.

Getting through on the phone

- Patients were asked about how easy they found it to contact their surgery by phone. Seven in ten patients (70%) say they find it easy to get through to their surgery by phone, with 31% saying it is *very easy*. A quarter (25%) say that it is easy to talk to a doctor on the phone, however, more say that they haven't tried to do this (45%). Similarly, a quarter of patients (25%) say it is easy to speak to a nurse on the phone, but 49% say they have not tried to do this. Over a third of patients (36%) find it easy to get test results on the phone, but again, two in five (40%) have not attempted this.

Seeing a GP or healthcare professional

- Two thirds of patients (65%) have tried to see a doctor fairly quickly in the past six months, and of these the majority (84%) were able to be seen on the same day or within the next two days. However, 15% were not able to be seen. The main reason for not being able to be seen, according to patients, was that there were no appointments available (79% mention this).
- Over half of patients (55%) have tried to book ahead for an appointment with a doctor in the past six months, and of these the majority (76%) were able to get an appointment more than two full days in advance. One in five (22%) however, were not able to book ahead.
- Most patients have seen a GP or healthcare professional at their surgery in the last six months (78%). Of the 22% who have not been seen at their surgery in the last six months, the main reason, perhaps unsurprisingly is that they have not needed to visit (89% mention this).

Waiting time in the GP surgery or health centre

- When asked how long after their appointment time they normally wait to be seen, the largest proportion of patients say between 5 and 15 minutes (49%). Only 11% say they are seen at the appointment time itself. Only six percent say they wait more than 30 minutes. Most patients feel that they do not normally have to wait too long (68%), but six percent say they have to wait *far too long*.

Seeing the GP or healthcare professional you prefer

- Three in five patients (62%) prefer to see a particular doctor, while 33% say they do not have a preference. Of those who do have a preference, 57% say they always or almost always see this doctor and a further 20% say they see him or her a lot of the time.

Opening hours

- Most patients (82%) are satisfied with the opening hours of their surgery (including 43% who are *very satisfied*), but 55% would still like to see their surgery open at additional times. The clear preference for an additional opening time is on Saturdays, with 57% saying this, compared with 25% who say after 6.30. Sundays, at lunchtime and before 8am are least favoured (3%, 6% and 8%, respectively).

Seeing a doctor in the GP surgery or health centre

- Patients were asked a range of questions about the last time they were seen by a doctor at their surgery. The majority of patients are very positive about their experiences with their doctor.
- Most say that their doctor is good at the following: gives enough time (90%), asks about symptoms (88%), listens to them (89%), explains tests and treatments (79%), involves them in decisions about their care (73%), treats them with care and concern (85%), and takes their problems seriously (84%).
- Importantly, the vast majority of patients (95%) have confidence and trust in their doctor, with 71% saying they *definitely* have confidence and trust in him or her. Only three percent say they do not.

Seeing a practice nurse in the GP surgery or health centre

- Over half of patients have seen a practice nurse at their surgery in the past six months (57%). Of those, the majority say it is easy to get an appointment with a nurse (92%), with 55% saying it is *very easy*.
- The majority of patients are very positive about their experiences with a nurse at their surgery. Most say the nurse was good at the following: gives enough time (94%), asks about symptoms (83%), listens to them (89%), explains tests and treatments (84%), involves them in decisions about their care (74%), treats them with care and concern (90%), and takes their problems seriously (83%).

Overall satisfaction

- Most patients are satisfied with the care they receive at their surgery (91%), including 58% who are *very satisfied*. Only three percent are dissatisfied.

Planning your care

- Half of patients (49%) say they have one or more long-standing health problem, disability, or infirmity. Of these, three quarters (74%) say they have had a discussion with a doctor or nurse about managing their condition, while 17% say they did not want a discussion and a further seven percent would have liked to have had a discussion.

- Of those who did have a discussion managing their condition, the majority (85%) say that their doctor or nurse agreed a plan about how the patient wanted to manage their long-standing health problem. The majority (88%) also think that by having had the discussion or plan in place has helped improve the care they receive, with 52% saying this has *definitely* helped.

Out of hours care

- Two thirds of patients would know how to contact an out-of-hours GP service if they needed to, when their surgery was closed (67%). However, a third say they would not know how to do this (33%).
- Only 15% of patients have tried to call an out-of-hours GP service when their surgery was closed, either for themselves or for someone else. Of these most patients found it easy to contact the service (79%), with 39% saying it was *very easy*.
- Half of patients were prescribed or recommended medicines by the out-of-hours service (53%), and of these people 85% found it easy to get hold of these medicines.
- Two thirds (64%) felt that the time it took to receive care from the out-of-hours GP service was *about right*. However, over a quarter felt it took too long (28%).
- Overall, most patients rate the care they received from the out-of-hours service as good (66%), although one in ten rate it as poor (13%).

Topline results

- Ipsos MORI administered the GP Patient Survey on behalf of the Department of Health (DH).
- The overall unadjusted response rate to the survey is 38%, based on 2,163,456 completed responses.
- Data have not been weighted.
- Where results do not sum to 100, this is due to multiple responses or computer rounding.
- An asterisk (*) indicates a percentage of less than 0.5% but greater than zero.

A. ABOUT YOUR GP SURGERY OR HEALTH CENTRE

Q1 How easy do you find it to get into the building at your GP surgery or health centre?

Base: All patients who answered Q1 (2,119,231)

	%	N
Very easy	79	1,675,920
Fairly easy	18	384,218
Not very easy	2	45,536
Not at all easy	1	13,557
Easy (total)	97	2,060,138

Q2 How clean is your GP surgery or health centre?

Base: All patients who answered Q2 (2,119,330)

	%	N
Very clean	72	1,515,535
Fairly clean	26	553,750
Not very clean	1	26,588
Not at all clean	*	3,971
Don't know	1	19,486
Clean (total)	98	2,069,285

Q3 In the reception area, can other patients overhear what you say to the receptionist?

Base: All patients who answered Q3 (2,115,827)

	%	N
Yes, but I don't mind	62	1,321,545
Yes, and I am not happy about it	24	504,627
No, other patients can't overhear	8	171,891
Don't know	6	117,764
Yes (total)	86	1,826,172

Q4 How helpful do you find the receptionists at your GP surgery or health centre?

Base: All patients who answered Q4 (2,066,100)

	%	N
Very helpful	58	1,194,853
Fairly helpful	36	741,370
Not very helpful	5	102,358
Not at all helpful	1	27,519
Helpful (total)	94	1,936,223

B GETTING THROUGH ON THE PHONE

Now please think about times you have phoned your GP surgery or health centre in the past six months.

Q5 In the past 6 months, how easy have you found the following? Please put a ✓ in one box for each row.

Base: All patients who answered Q5a (2,111,116)

a. Getting through on the phone

	%	N
Haven't tried	9	195,555
Very easy	31	662,035
Fairly easy	39	824,585
Not very easy	13	281,117
Not at all easy	6	124,814
Don't know	1	23,010
Easy (total)	70	1,486,620

Q5 Continued

b. Speaking to a doctor on the phone

Base: All patients who answered Q5b (2,032,740)

	%	N
Haven't tried	45	917,621
Very easy	10	197,538
Fairly easy	15	313,190
Not very easy	9	185,526
Not at all easy	8	165,533
Don't know	12	253,332
Easy (total)	25	510,728

c. Speaking to a nurse on the phone

Base: All patients who answered Q5c (2,023,010)

	%	N
Haven't tried	49	981,955
Very easy	11	213,554
Fairly easy	15	297,980
Not very easy	6	129,442
Not at all easy	4	91,017
Don't know	15	309,062
Easy (total)	25	511,534

d. Getting test results on the phone

Base: All patients who answered Q5d (2,026,817)

	%	N
Haven't tried	40	809,087
Very easy	18	367,500
Fairly easy	17	352,556
Not very easy	6	117,025
Not at all easy	5	109,234
Don't know	13	271,415
Easy (total)	36	720,056

C	SEEING A DOCTOR
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Q6 In the past 6 months, have you tried to see a doctor fairly quickly?

By 'fairly quickly' we mean on the same day or in the next 2 days the GP surgery or health centre was open.

Base: All patients who answered Q6 (2,076,072)

	%	N
Yes	65	1,344,883
No	33	691,070
Can't remember	2	40,119

Q7 Think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor on the same day or in the next two days the GP surgery or health centre was open?

Base: All patients who say they tried to see a doctor fairly quickly in the past 6 months and answered Q7 (1,321,643)

	%	N
Yes	84	1,115,085
No	15	194,756
Can't remember	1	11,802

Q8 If you couldn't be seen within the next 2 days the GP surgery or health centre was open, why was that?

(multiple responses allowed)

Base: All patients who couldn't be seen within the next two days the surgery was open and answered Q8 (191,318)

	%	N
There weren't any appointments	79	150,951
The times offered didn't suit me	13	24,916
The appointment was with a doctor I didn't want to see	14	26,244
I could have seen a nurse but I wanted to see a doctor	5	9,082
Another reason	6	11,413
Can't remember	1	2,204

Q9 In the past 6 months, have you tried to book ahead for an appointment with a doctor? By 'booking ahead' we mean booking an appointment more than 2 full days in advance.

Base: All patients who answered Q9 (2,066,851)

	%	N
Yes	55	1,128,846
No	43	886,253
Can't remember	3	51,752

Q10 Last time you tried to, were you able to get an appointment with a doctor more than 2 full days in advance?

Base: All patients who tried to book ahead fo4r an appointment with a doctor in the past 6 months and answered Q10 (1,109,126)

	%	N
Yes	76	837,962
No	22	239,607
Can't remember	3	31,557

Q11 When did you last see a doctor at your GP surgery or health centre?

Base: All patients who answered Q11 (2,100,512)

	%	N
In the past 3 months	58	1,210,679
Between 3 and 6 months ago	21	430,635
More than 6 months ago	21	435,292
I have never been seen at my present GP surgery or health centre	1	23,906

Q12 If you haven't seen a doctor in the past 6 months, why is that?

(multiple responses allowed)

Base: All patients who say they haven't seen a doctor in the past 6 months and who answered Q12 (444,109)

	%	N
I haven't needed to see a doctor	89	395,953
I couldn't be seen at a convenient time	3	15,294
I couldn't get to the GP surgery or health centre easily	2	10,119
I didn't like or trust the doctors	2	7,461
Another reason	6	24,560

D WAITING TIME IN THE GP SURGERY OR HEALTH CENTRE**Q13 How long after your appointment time do you normally wait to be seen?**

Base: All patients who answered Q13 (2,082,341)

	%	N
I don't normally have appointments at a particular time	4	73,193
I am normally seen at my appointment time	11	223,985
Less than 5 minutes	10	208,993
5 to 15 minutes	49	1,029,178
16 to 30 minutes	18	370,550
More than 30 minutes	6	118,360
Can't remember	3	58,082

Q14 How do you feel about how long you normally have to wait?

Base: All patients who answered Q14 (2,074,513)

	%	N
I don't normally have to wait too long	68	1,400,667
I have to wait a bit too long	20	414,688
I have to wait far too long	6	127,868
No opinion /doesn't apply	6	131,290

E SEEING THE DOCTOR YOU PREFER**Q15 Is there a particular doctor you prefer to see at your GP surgery or health centre?**

Base: All patients who answered Q15 (2,088,731)

	%	N
Yes	62	1,298,196
No	33	681,452
There is usually only one doctor in my GP surgery or health centre	5	109,083

Q16 How often do you see the doctor you prefer to see?

Base: All patients who have a doctor they prefer to see at their surgery and who answered Q16 (1,280,922)

	%	N
Always or almost always	57	725,570
A lot of the time	20	254,942
Some of the time	19	244,076
Never or almost never	4	50,772
Not tried at this GP surgery or health centre	*	5,562

F	OPENING HOURS
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In the next few questions, think about the times your GP surgery or health centre is open for you to see a doctor or a nurse.

Q17 How satisfied are you with the hours that your GP surgery or health centre is open?

Base: All patients who answered Q17 (2,118,739)

	%	N
Very satisfied	43	911,529
Fairly satisfied	39	815,609
Neither satisfied nor dissatisfied	9	186,697
Fairly dissatisfied	5	101,593
Very dissatisfied	2	43,707
I'm not sure when my GP surgery or health centre is open	3	59,604
Satisfied (total)	82	1,727,138

Q18 Would you like your GP surgery or health centre to open at additional times?

Base: All patients who answered Q18 (1,976,276)

	%	N
Yes	55	1,077,548
No	45	898,728

Q19 Which one of the following additional times would you most like the GP surgery or health centre to be open? Please tick one answer showing the time you would most like it to be open

Base: All patients who would like their surgery to be open at additional times and who answered Q19 (951,070)

	%	N
Before 8am	8	77,164
At lunchtime	6	61,262
After 6.30pm	25	238,988
On a Saturday	57	540,384
On a Sunday	3	33,272

G SEEING A DOCTOR IN THE GP SURGERY OR HEALTH CENTRE

Please answer these next questions about the last time you saw a doctor at your GP surgery or health centre.

Q20 Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at each of the following?

a. Giving you enough time

Base: All patients who answered Q20a (2,081,897)

	%	N
Very good	56	1,164,702
Good	34	699,192
Neither good nor poor	7	143,530
Poor	2	40,812
Very poor	1	16,903
Doesn't apply	1	16,758
Good (total)	90	1,863,894

b. Asking about your symptoms

Base: All patients who answered Q20b (2,057,516)

	%	N
Very good	52	1,079,522
Good	36	739,440
Neither good nor poor	7	143,462
Poor	2	48,077
Very poor	1	17,384
Doesn't apply	1	29,631
Good (total)	88	1,818,962

Q20 Continued

c. Listening to you

Base: All patients who answered Q20c (2,065,387)

	%	N
Very good	55	1,137,205
Good	34	692,463
Neither good nor poor	7	141,004
Poor	3	54,719
Very poor	1	23,513
Doesn't apply	1	16,483
Good (total)	89	1,829,668

d. Explaining tests and treatments

Base: All patients who answered Q20d (2,039,666)

	%	N
Very good	47	964,311
Good	31	641,176
Neither good nor poor	9	182,733
Poor	3	58,626
Very poor	1	24,134
Doesn't apply	8	168,686
Good (total)	79	1,605,487

e. Involving you in decisions about your care

Base: All patients who answered Q20e (2,020,524)

	%	N
Very good	43	866,172
Good	30	613,283
Neither good nor poor	11	227,753
Poor	3	62,662
Very poor	1	28,318
Doesn't apply	11	222,336
Good (total)	73	1,479,455

Q20 Continued

f. Treating you with care and concern

Base: All patients who answered Q20f (2,044,227)

	%	N
Very good	52	1,062,499
Good	33	671,891
Neither good nor poor	9	187,812
Poor	3	53,490
Very poor	1	29,114
Doesn't apply	2	39,421
Good (total)	85	1,734,390

g. Taking your problems seriously

Base: All patients who answered Q20g (2,041,840)

	%	N
Very good	53	1,072,207
Good	31	635,282
Neither good nor poor	9	186,913
Poor	3	63,994
Very poor	2	37,698
Doesn't apply	2	45,746
Good (total)	84	1,707,489

Q21 Did you have confidence and trust in the doctor you saw?

Base: All patients who answered Q21 (2,086,876)

	%	N
Yes, definitely	71	1,475,163
Yes, to some extent	24	500,467
No, not at all	3	71,529
Don't know/can't say	2	39,717
Yes (total)	95	1,975,630

H SEEING A PRACTICE NURSE IN THE GP SURGERY OR HEALTH CENTRE**Q22 Have you seen a practice nurse at your GP surgery or health centre in the past 6 months?**

Base: All patients who answered Q22 (2,087,614)

	%	N
Yes	57	1,184,056
No	43	903,558

Q23 How easy is it for you to get an appointment with a practice nurse at your GP surgery or health centre?

Base: All patients who have seen a practice nurse at the surgery in the past 6 months and who answered Q23 (1,162,749)

	%	N
Haven't tried	2	27,600
Very easy	55	636,018
Fairly easy	37	432,091
Not very easy	4	51,244
Not at all easy	1	9,533
Don't know	1	6,263
Easy (total)	92	1,068,109

Q24 Last time you saw a practice nurse at your GP surgery or health centre, how good was the practice nurse at each of the following?

a. Giving you enough time

Base: All patients who have seen a practice nurse at the surgery in the past 6 months and who answered Q24a (1,155,295)

	%	N
Very good	64	738,546
Good	31	352,099
Neither good nor poor	4	41,583
Poor	1	8,380
Very poor	*	3,204
Doesn't apply	1	11,483
Good (total)	94	1,090,645

b. Asking about your symptoms

Base: All patients who have seen a practice nurse at the surgery in the past 6 months and who answered Q24b (1,125,340)

	%	N
Very good	52	587,837
Good	31	345,826
Neither good nor poor	6	65,763
Poor	1	12,858
Very poor	*	4,031
Doesn't apply	10	109,025
Good (total)	83	933,663

Q24 continued

c. Listening to you

Base: All patients who have seen a practice nurse at the surgery in the past 6 months and who answered Q24c (1,132,241)

	%	N
Very good	58	653,390
Good	31	356,197
Neither good nor poor	5	57,443
Poor	1	13,907
Very poor	*	5,043
Doesn't apply	4	46,261
Good (total)	89	1,009,587

d. Explaining tests and treatments

Base: All patients who have seen a practice nurse at the surgery in the past 6 months and who answered Q24d (1,122,025)

	%	N
Very good	54	603,722
Good	30	338,215
Neither good nor poor	6	71,322
Poor	1	15,764
Very poor	*	5,596
Doesn't apply	8	87,406
Good (total)	84	941,937

e. Involving you in decisions about your care

Base: All patients who have seen a practice nurse at the surgery in the past 6 months and who answered Q24e (1,110,332)

	%	N
Very good	47	517,662
Good	28	308,078
Neither good nor poor	8	91,697
Poor	1	16,108
Very poor	1	6,042
Doesn't apply	15	170,745
Good (total)	74	825,740

Q24 continued

f. Treating you with care and concern

Base: All patients who have seen a practice nurse at the surgery in the past 6 months and who answered Q24f (1,131,460)

	%	N
Very good	59	668,207
Good	31	353,893
Neither good nor poor	5	58,210
Poor	1	13,797
Very poor	1	6,999
Doesn't apply	3	30,354
Good (total)	90	1,022,100

g. Taking your problems seriously

Base: All patients who have seen a practice nurse at the surgery in the past 6 months and who answered Q24g (1,123,665)

	%	N
Very good	55	615,939
Good	28	318,107
Neither good nor poor	6	68,382
Poor	1	13,465
Very poor	1	6,818
Doesn't apply	9	100,954
Good (total)	83	934,046

I	YOUR OVERALL SATISFACTION
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Q25 In general, how satisfied are you with the care you get at your GP surgery or health centre?

Base: All patients who answered Q25 (2,106,780)

	%	N
Very satisfied	58	1,211,554
Fairly satisfied	34	707,957
Neither satisfied nor dissatisfied	5	115,626
Fairly dissatisfied	2	52,096
Very dissatisfied	1	19,547
Satisfied (total)	91	1,919,511

J	PLANNING YOUR CARE
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The next few questions are about a discussion you may have had with any doctor or nurse.

Q26 Do you have any long-standing health problem, disability or infirmity? Please include anything that has troubled you over a period of time or that is likely to affect you over a period of time.

Base: All patients who answered Q26 (2,055,300)

	%	N
Yes	49	1,013,907
No	49	999,505
Don't know/can't say	2	41,888

Q27 In the past 6 months, have you had a discussion with a doctor or nurse about managing your long-standing health problem?

Base: All patients who have a long-standing health problem, disability or infirmity and who answered Q27 (989,004)

	%	N
Yes	74	730,663
No, I didn't want a discussion	17	166,701
No, I would have liked a discussion	7	66,577
Can't remember	3	25,063

Q28 Following this discussion, did a doctor or nurse agree a plan about how you wanted to manage your long-standing health problem?

Base: All patients who had a discussion with a doctor or nurse about managing their long-standing health problem and who answered Q28 (717,498)

	%	N
Yes	85	610,839
No	12	82,826
Can't remember	3	23,833

Q29 Do you think that having a discussion or plan has helped improve the care you receive?

Base: All patients who had a discussion with a doctor or nurse about managing their long-standing health problem and who answered Q29 (705,263)

	%	N
Yes, definitely	52	369,478
Yes, to some extent	35	249,214
No, not at all	7	51,441
Don't know	5	35,130
Yes (total)	88	618,692

K OUT OF HOURS CARE

The next few questions are about contacting an out-of-hours GP service when your GP surgery or health centre is closed (for example, in the evening, at night or at the weekend).

These questions are not about NHS Direct, NHS walk-in centres or Accident and Emergency (A&E) or Casualty services.

Q30 If you wanted to, would you know how to contact an out-of-hours GP service when the surgery or health centre is closed?

Base: All patients who answered Q30 (2,082,487)

	%	N
Yes	67	1,389,151
No	33	693,336

Q31 In the past 6 months, have you tried to call an out-of-hours GP service when the surgery or health centre was closed?

(multiple responses allowed)

Base: All patients who answered Q31 (2,084,312)

	%	N
Yes, for myself	7	136,074
Yes, for someone else	9	179,570
No	86	1,782,271

Q32 How easy was it to contact the out-of-hours GP service by telephone?

Base: All patients who tried to call an out-of-hours GP service in the past 6 months and who answered Q32 (294,317)

	%	N
Very easy	39	115,512
Fairly easy	40	118,211
Not very easy	12	36,711
Not at all easy	6	17,168
Don't know/didn't make contact	2	6,715
Easy (total)	79	233,723

Q33 Were you prescribed or recommended any medicines by the out-of-hours GP service you contacted?

Base: All patients who tried to call an out-of-hours GP service in the past 6 months and who answered Q33 (291,439)

	%	N
Yes	53	153,239
No	39	114,497
Don't know/doesn't apply	8	23,703

Q34 How easy was it to get these medicines?

Base: All patients who were prescribed or recommended medicines by the out-of-hours GP service and who answered Q34 (150,437)

	%	N
Very easy	44	66,179
Fairly easy	41	62,000
Not very easy	12	17,697
Not at all easy	3	4,561
Easy (total)	85	128,179

Q35 How do you feel about how quickly you received care from the out-of-hours GP service?

Base: All patients who tried to call an out-of-hours GP service in the past 6 months and who answered Q35 (290,259)

	%	N
It was about right	64	184,870
It took too long	28	82,588
Don't know/doesn't apply	8	22,801

Q36 Overall, how do you feel about the care you received from the out-of-hours GP service?

Base: All patients who tried to call an out-of-hours GP service in the past 6 months and who answered Q36 (291,426)

	%	N
Very good	28	82,959
Good	37	108,146
Neither good nor poor	17	49,837
Poor	7	21,405
Very poor	5	15,832
Don't know/doesn't apply	5	13,247
Good (total)	66	191,105

L	SOME QUESTIONS ABOUT YOURSELF
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The following questions will help us to see how experiences vary between different groups of the population.

Q37 Are you male or female?

Base: All patients who answered Q37 (2,097,412)

	%	N
Male	42	890,241
Female	58	1,207,171

Q38 How old are you?

Base: All patients who answered Q38 (2,101,608)

	%	N
18 to 24	5	103,040
25 to 34	11	229,546
35 to 44	16	332,017
45 to 54	18	374,722
55 to 64	20	426,786
65 to 74	17	349,759
75 to 84	11	220,795
85 or over	3	64,943

Q39 What is your ethnic group?

Choose one section from A to E below, then select the appropriate option to indicate your ethnic group

Base: All patients who answered Q39 (2,095,292)

	%	N
A: White		
British	82	1,718,133
Irish	1	29,930
Any other white background	3	61,087
B: Mixed		
White and Black Caribbean	*	4,549
White and Black African	*	2,825
White and Asian	*	4,142
Any other mixed background	*	3,564
C: Asian or Asian British		
Indian	3	53,484
Pakistani	2	33,517
Bangladeshi	1	10,974
Any other Asian background	1	14,930
D: Black or Black British		
Caribbean	1	25,231
African	1	28,349
Any other Black background	*	4,174
E: Chinese or other ethnic group		
Chinese	*	9,759
Any other ethnic group	4	90,644

Q40 Which of these best describes what you are doing at present?

If more than one of these applies to you, please tick the main ONE only

Base: All patients who answered Q40 (2,019,962)

	%	N
Full-time paid work (30 hours or more each week)	37	745,169
Part-time paid work (under 30 hours each week)	13	266,074
Full-time education at school, college or university	2	37,413
Unemployed	4	83,117
Permanently sick or disabled	6	114,067
Fully retired from work	30	595,982
Looking after the home	7	136,301
Doing something else	2	41,839

Q41 In general, how long does your journey take from home to work (door to door)?

Base: All patients who say they are in paid work and who answered Q41 (988,869)

	%	N
Up to 30 minutes	61	605,491
31 minutes to 1 hour	24	233,082
More than 1 hour	9	92,768
I live on site	6	57,528

Q42 If you need to see a doctor at your GP surgery or health centre during your typical working hours, can you take time away from your work to do this?

Base: All patients who say they are in paid work and who answered Q42 (992,033)

	%	N
Yes	73	728,430
No	27	263,603

Q43¹ In general, would you say your health is . . . ?

Base: All patients who answered Q43 (2,059,366)

	%	N
Excellent	9	194,735
Very good	30	610,217
Good	36	737,993
Fair	19	398,319
Poor	6	118,102

Q44 Do you have any of the following long-standing conditions? Please include problems which are due to old age.Please tick all the boxes that apply to you

(multiple responses allowed)

Base: All patients who answered Q44 (1,884,308)

	%	N
Deafness or severe hearing impairment	8	155,226
Blindness or severe visual impairment	2	38,889
A condition that substantially limits one or more basic physical activities such as walking, climbing stairs, lifting or carrying	21	401,009
A learning difficulty	2	28,698
A long-standing psychological or emotional condition	6	104,946
Other, including any long-standing illness	28	529,664
No, I do not have a long-standing condition	51	958,548

Q45 Are you a deaf person who uses sign language?

Base: All patients who answered Q45 (1,920,874)

	%	N
Yes	*	8,212

¹ Please note that the data for this question has been amended since the initial publication in June 2009

No

100

1,912,662

Q46 Are you a parent or a legal guardian for any children aged under 16 currently living in your home?

Base: All patients who answered Q46 (1,952,155)

	%	N
Yes	22	436,178
No	78	1,515,977

Q47 Do you have carer responsibilities for anyone in your household with a long-standing health problem or disability?

Base: All patients who answered Q47 (1,976,444)

	%	N
Yes	9	181,705
No	91	1,794,739