

6 July 2017

GP Patient Survey

National results and trends

2017 survey



Ipsos MORI
Social Research Institute





Table of Contents

National results and trends	2
1.1 Accessing your GP services.....	3
1.2 Making an appointment	8
1.3 Waiting times	13
1.4 Last GP appointment.....	14
1.5 Last nurse appointment	17
1.6 Opening hours.....	20
1.7 Overall experience	22
1.8 Managing your health.....	23
1.9 Your state of health today.....	26
1.10 Planning your care	29
1.11 Out-of-hours.....	31
1.12 NHS dentistry	34
1.13 Some questions about you	37

National results and trends

- Ipsos MORI administers the GP Patient Survey on behalf of NHS England.
- The survey consisted of around c.2.15 million postal questionnaires sent out across a single wave of fieldwork: January to March 2017.
- The survey is conducted among adult patients registered with a GP in England.
- The overall response rate to the latest survey is 37.5% based on 808,332 completed responses.
- The survey is now annual, previously it took place twice a year (June 2011 - July 2016), on a quarterly basis (April 2009 - March 2011) and annually (January 2007 - March 2009).
- Data analysis found evidence of a fieldwork timing effect at the national level as a result of the move from a biannual to annual survey. As a result, all national level trend data is based on the equivalent fieldwork period (January-March) only. Further information can be found in the technical annex available [here](#).
- Data presented in this summary of results and trends have been weighted by age and gender to resemble the population of eligible patients within each practice and CCG. Note that this document provides both the weighted and unweighted bases for transparency.
- There are cases where percentages for each of the different responses to a question do not appear to add to the combined percentage totals (e.g. 'Good (total)'), or where results do not sum to 100%. This is due to multiple responses, computer rounding, or the rounding of weighted data.
- An asterisk (*) indicates a percentage of less than 0.5% but greater than zero.
- Base sizes (the number of people responding) differ between questions as a result of completion error on the part of those who responded to the questionnaire – for example ticking more than one box when only one response was required, answering a question not relevant to them, or missing questions out altogether.
- A full report describing the key findings of the national results can be found [here](#).

1.1 Accessing your GP services

Q1. When did you last see or speak to a GP from your GP surgery?

Base: all patients who answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(802,939)	(413,103)	(430,557)	(453,377)	(492,575)	(499,803)
<i>Weighted base:</i>	(803,254)	(413,296)	(430,942)	(453,668)	(492,967)	(500,097)
	%	%	%	%	%	%
In the past 3 months	50.3%	51.0%	53.1%	54.0%	54.5%	54.2%
Between 3 and 6 months ago	18.0%	18.0%	17.7%	17.7%	17.7%	17.6%
Between 6 and 12 months ago	15.1%	14.7%	14.2%	13.9%	13.8%	13.7%
More than 12 months ago	14.9%	14.7%	13.6%	13.1%	12.8%	13.1%
I have never seen a GP from my GP surgery	1.7%	1.6%	1.5%	1.3%	1.3%	1.4%
In the past 6 months (total)	68.3%	69.0%	70.7%	71.7%	72.1%	71.8%

Q2. When did you last see or speak to a nurse from your GP surgery?

Base: all patients who answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(799,877)	(411,234)	(428,680)	(451,422)	(490,279)	(498,327)
<i>Weighted base:</i>	(800,688)	(411,744)	(429,353)	(452,032)	(490,897)	(498,949)
	%	%	%	%	%	%
In the past 3 months	35.9%	35.6%	36.5%	37.1%	36.9%	36.3%
Between 3 and 6 months ago	18.0%	18.0%	18.1%	17.4%	17.2%	17.3%
Between 6 and 12 months ago	15.5%	15.3%	15.2%	15.3%	15.5%	15.3%
More than 12 months ago	23.6%	23.8%	23.0%	23.2%	23.2%	23.6%
I have never seen a nurse from my GP surgery	7.0%	7.3%	7.2%	7.1%	7.2%	7.5%
In the past 6 months (total)	53.8%	53.6%	54.6%	54.4%	54.1%	53.5%

Q3. Generally, how easy is it to get through to someone at your GP surgery on the phone?

Base: all patients who answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(804,177)	(413,626)	(431,204)	(453,896)	(493,388)	(502,207)
<i>Weighted base:</i>	(804,496)	(413,721)	(431,404)	(454,117)	(493,652)	(502,352)
	%	%	%	%	%	%
Very easy	22.5%	23.9%	24.7%	26.3%	28.1%	31.0%
Fairly easy	45.5%	46.0%	45.9%	46.6%	46.7%	46.9%
Not very easy	18.4%	17.4%	17.0%	16.1%	14.9%	13.3%
Not at all easy	9.5%	8.7%	8.6%	7.5%	6.8%	5.3%
Haven't tried	4.1%	4.0%	3.7%	3.5%	3.4%	3.5%
Easy (total)	68.0%	69.9%	70.6%	72.9%	74.8%	77.9%

Q4. How helpful do you find the receptionists at your GP surgery?

Base: all patients who answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(803,718)	(413,288)	(430,867)	(453,777)	(493,166)	(501,711)
<i>Weighted base:</i>	(804,069)	(413,449)	(431,009)	(453,934)	(493,365)	(501,890)
	%	%	%	%	%	%
Very helpful	43.5%	44.9%	44.8%	44.8%	45.9%	48.2%
Fairly helpful	43.2%	42.4%	42.3%	42.5%	42.0%	40.9%
Not very helpful	8.0%	7.6%	7.9%	7.8%	7.5%	6.7%
Not at all helpful	2.8%	2.6%	2.9%	2.8%	2.6%	2.1%
Don't know	2.5%	2.4%	2.2%	2.1%	2.0%	2.1%
Helpful (total)	86.7%	87.3%	87.0%	87.3%	87.9%	89.1%

Q5. How do you normally book appointments to see a GP or nurse at your GP surgery? (multiple responses allowed)

Base: all patients who answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(805,384)	(414,105)	(431,668)	(454,396)	(493,844)	(504,397)
<i>Weighted base:</i>	(805,694)	(414,212)	(431,894)	(454,574)	(494,092)	(504,586)
	%	%	%	%	%	%
In person	27.4%	27.2%	27.8%	30.7%	30.8%	30.4%
By phone	85.6%	86.6%	87.3%	89.3%	89.8%	89.9%
By fax machine	*	*	*	*	*	*
Online	8.7%	7.5%	6.3%	4.9%	3.7%	3.0%
Doesn't apply	1.6%	1.6%	1.5%	1.3%	1.3%	1.4%

Q6. As far as you know, which of the following online services does your GP surgery offer?¹ (multiple responses allowed)

Base: all patients who answered question

	July 2017	July 2016	July 2015
<i>Unweighted base:</i>	(782,347)	(402,160)	(417,028)
<i>Weighted base:</i>	(786,306)	(404,113)	(420,378)
	%	%	%
Booking appointments online	36.1%	32.3%	28.2%
Ordering repeat prescriptions online	34.1%	31.5%	28.8%
Accessing my medical records online	8.9%	5.7%	2.9%
None of these	8.6%	9.2%	10.1%
Don't know	46.3%	49.2%	51.7%

¹ Q6 was a new addition to the questionnaire, introduced in the July-September 2014 fieldwork period. As a result, trend data is only available from the July 2015 publication onwards.

Q7. And in the past 6 months, which of the following online services have you used at your GP surgery?² (multiple responses allowed)

Base: all patients who answered question

	July 2017	July 2016	July 2015
<i>Unweighted base:</i>	(786,183)	(403,363)	(417,006)
<i>Weighted base:</i>	(791,447)	(406,218)	(421,411)
	%	%	%
Booking appointments online	8.9%	7.9%	6.8%
Ordering repeat prescriptions online	11.8%	10.9%	10.4%
Accessing my medical records online	1.6%	0.9%	*
None of these	83.4%	84.9%	85.9%

Q8. Is there a particular GP you usually prefer to see or speak to?

Base: all patients who answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(791,352)	(406,692)	(423,722)	(447,324)	(485,856)	(496,029)
<i>Weighted base:</i>	(794,829)	(408,695)	(425,996)	(449,326)	(488,329)	(498,212)
	%	%	%	%	%	%
Yes	46.2%	48.6%	51.0%	54.4%	55.4%	56.1%
No	52.2%	49.7%	47.2%	44.0%	42.8%	42.1%
There is usually only one GP in my GP surgery	1.6%	1.7%	1.8%	1.6%	1.7%	1.8%

² Q7 was a new addition to the questionnaire, introduced in the July-September 2014 fieldwork period. As a result, trend data is only available from the July 2015 publication onwards.

Q9. How often do you see or speak to the GP you prefer?

Base: all patients who have a doctor they prefer to see at their surgery and answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(383,770)	(205,096)	(224,863)	(250,342)	(273,951)	(282,028)
<i>Weighted base:</i>	(354,653)	(191,465)	(209,609)	(236,571)	(261,690)	(268,979)
	%	%	%	%	%	%
Always or almost always	32.8%	35.3%	36.6%	37.4%	39.2%	41.7%
A lot of the time	22.8%	23.1%	23.0%	23.0%	23.4%	23.6%
Some of the time	34.5%	32.7%	31.8%	31.3%	29.7%	28.0%
Never or almost never	9.1%	8.3%	7.9%	7.7%	7.1%	6.1%
Not tried at this GP surgery	0.8%	0.7%	0.7%	0.6%	0.6%	0.7%
Always or almost always, or a lot of the time (total)	55.6%	58.4%	59.6%	60.4%	62.6%	65.3%

1.2 Making an appointment

Q10. Last time you wanted to see or speak to a GP or nurse from your GP surgery:

What did you want to do? (multiple responses allowed)

Base: all patients who answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(778,228)	(402,014)	(418,909)	(441,001)	(480,360)	(490,001)
<i>Weighted base:</i>	(782,932)	(403,856)	(421,049)	(443,059)	(482,280)	(491,887)
	%	%	%	%	%	%
See a GP at my surgery	74.1%	74.9%	75.0%	76.2%	76.5%	76.7%
See a nurse at my surgery	18.7%	18.3%	18.6%	18.2%	18.3%	18.6%
Speak to a GP on the phone	7.1%	6.8%	6.7%	5.9%	5.6%	5.2%
Speak to a nurse on the phone	1.0%	0.9%	1.0%	0.9%	0.9%	0.9%
Have someone visit me at my home	1.3%	1.3%	1.4%	1.4%	1.4%	1.5%
I didn't mind / wasn't sure what I wanted	3.7%	3.4%	3.1%	2.6%	2.5%	2.4%

Q11. And when did you want to see or speak to them?

Base: all patients who answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(762,391)	(394,072)	(409,918)	(430,586)	(469,038)	(476,847)
<i>Weighted base:</i>	(768,337)	(396,485)	(413,144)	(433,723)	(472,114)	(479,779)
	%	%	%	%	%	%
On the same day	40.0%	39.9%	40.7%	42.0%	41.8%	41.2%
On the next working day	8.9%	9.5%	9.8%	11.5%	11.8%	12.5%
A few days later	22.3%	22.9%	22.9%	23.6%	23.9%	24.0%
A week or more later	7.8%	7.4%	7.3%	6.1%	5.8%	5.5%
I didn't have a specific day in mind	17.0%	16.3%	15.7%	13.9%	13.7%	13.8%
Can't remember	4.0%	4.0%	3.6%	3.0%	3.0%	3.1%

Q12. Were you able to get an appointment to see or speak to someone?

Base: all patients who answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(772,293)	(399,028)	(415,587)	(437,913)	(476,862)	(485,631)
<i>Weighted base:</i>	(777,949)	(401,310)	(418,452)	(440,602)	(479,465)	(488,057)
	%	%	%	%	%	%
Yes	72.1%	72.8%	73.6%	72.9%	73.8%	75.4%
Yes, but I had to call back closer to or on the day I wanted the appointment	12.2%	12.1%	11.9%	12.9%	12.7%	12.2%
No	11.3%	10.7%	10.7%	10.6%	10.0%	8.9%
Can't remember	4.4%	4.3%	3.8%	3.5%	3.4%	3.4%
Yes (total)	84.3%	84.9%	85.5%	85.9%	86.6%	87.7%

Q13. What type of appointment did you get? I got an appointment...³

(multiple responses allowed)

Base: all patients who were able to get an appointment to see or speak to someone and answered question

	July 2017	July 2016
<i>Unweighted base:</i>	(664,576)	(345,723)
<i>Weighted base:</i>	(652,645)	(339,243)
	%	%
...to see a GP at my surgery	72.5%	73.8%
...to see a nurse at my surgery	22.4%	21.6%
...to speak to a GP on the phone	8.0%	7.7%
...to speak to a nurse on the phone	0.8%	0.7%
...to see a GP or nurse at another surgery	0.8%	0.7%
...to speak to a GP or nurse online, for example using Skype	*	*
...for someone to visit me at my home	1.1%	1.1%

³ Changes were made to Q13 in the July-September 2015 wave of fieldwork. Consequently, trend data is not available for this question prior to July 2016.

Q14. How long after initially contacting the surgery did you actually see or speak to them?

Base: all patients who were able to get an appointment to see or speak to someone and answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(654,588)	(340,267)	(358,058)	(378,385)	(413,876)	(424,367)
<i>Weighted base:</i>	(644,531)	(334,734)	(351,167)	(371,292)	(407,116)	(417,005)
	%	%	%	%	%	%
On the same day	38.1%	37.8%	37.7%	37.3%	37.0%	36.6%
On the next working day	9.9%	10.5%	11.1%	12.0%	12.9%	14.1%
A few days later	27.9%	29.3%	30.0%	31.7%	32.5%	33.2%
A week or more later	20.0%	18.4%	17.6%	15.7%	14.3%	12.8%
Can't remember	4.0%	4.0%	3.6%	3.3%	3.3%	3.3%

Q15. How convenient was the appointment you were able to get?

Base: all patients who were able to get an appointment to see or speak to someone and answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(658,980)	(342,827)	(360,946)	(381,871)	(417,891)	(428,823)
<i>Weighted base:</i>	(647,617)	(336,758)	(353,344)	(373,967)	(410,177)	(420,436)
	%	%	%	%	%	%
Very convenient	46.5%	46.9%	47.2%	45.9%	46.7%	48.6%
Fairly convenient	45.7%	45.5%	44.9%	46.1%	45.8%	44.7%
Not very convenient	6.8%	6.5%	6.8%	7.0%	6.5%	5.9%
Not at all convenient	1.1%	1.0%	1.1%	1.1%	1.0%	0.8%
Convenient (total)	92.1%	92.5%	92.1%	92.0%	92.5%	93.3%

Q15. How convenient was the appointment you were able to get? (rebased)

Base: all patients who remember whether or not they were able to get an appointment to see or speak to someone

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(734,746)	(380,036)	(397,671)	(420,714)	(457,791)	(464,063)
<i>Weighted base:</i>	(735,364)	(379,896)	(398,093)	(420,721)	(458,070)	(463,949)
	%	%	%	%	%	%
Very convenient	40.9%	41.6%	41.9%	40.8%	41.8%	44.1%
Fairly convenient	40.2%	40.4%	39.9%	41.0%	41.0%	40.5%
Not very convenient	6.0%	5.8%	6.0%	6.2%	5.9%	5.3%
Not at all convenient	1.0%	0.9%	1.0%	0.9%	0.9%	0.7%
Unable to get an appointment	11.9%	11.4%	11.2%	11.1%	10.5%	9.4%
Convenient (total)	81.1%	82.0%	81.7%	81.8%	82.8%	84.6%

Q16. If you weren't able to get an appointment or the appointment you were offered wasn't convenient, why was that?

Base: all patients who either were not able to get an appointment to see or speak to someone or who were able to get an appointment that was 'not very convenient' or 'not at all convenient' and answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(98,836)	(48,805)	(49,388)	(52,901)	(54,543)	(48,521)
<i>Weighted base:</i>	(118,258)	(58,097)	(61,713)	(65,323)	(66,990)	(61,214)
	%	%	%	%	%	%
There weren't any appointments for the day I wanted	47.8%	48.6%	48.0%	49.1%	49.1%	49.6%
There weren't any appointments for the time I wanted	16.5%	17.4%	17.7%	17.7%	17.5%	17.7%
I couldn't see my preferred GP	8.1%	8.3%	9.0%	9.9%	10.3%	10.7%
I couldn't book ahead at my GP surgery	14.8%	13.9%	13.4%	13.1%	13.1%	12.3%
Another reason	12.8%	11.8%	11.9%	10.3%	10.0%	9.6%

Q17. What did you do on that occasion?⁴ (multiple responses allowed)

Base: all patients who either were not able to get an appointment to see or speak to someone or who were able to get an appointment that was 'not very convenient' or 'not at all convenient' and answered question

	July 2017	July 2016
<i>Unweighted base:</i>	(110,834)	(54,769)
<i>Weighted base:</i>	(132,323)	(65,294)
	%	%
Went to the appointment I was offered	35.2%	36.4%
Got an appointment for a different day	20.2%	21.2%
Had a consultation over the phone	6.3%	5.8%
Went to A&E	4.7%	4.5%
Saw a pharmacist	3.4%	3.2%
Used another NHS service	5.7%	5.4%
Decided to contact my surgery another time	13.2%	12.7%
Didn't see or speak to anyone	14.6%	13.9%

Q18. Overall, how would you describe your experience of making an appointment?

Base: all patients who answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(768,706)	(397,214)	(413,292)	(435,313)	(474,199)	(482,632)
<i>Weighted base:</i>	(773,404)	(398,781)	(415,761)	(437,648)	(476,382)	(484,580)
	%	%	%	%	%	%
Very good	33.0%	34.1%	34.4%	33.9%	35.5%	38.1%
Fairly good	39.7%	39.9%	39.4%	40.9%	41.0%	41.2%
Neither good nor poor	14.7%	14.2%	14.2%	13.9%	13.3%	12.3%
Fairly poor	7.8%	7.3%	7.5%	7.3%	6.7%	5.7%
Very poor	4.8%	4.4%	4.6%	4.0%	3.6%	2.8%
Good (total)	72.7%	74.0%	73.8%	74.8%	76.4%	79.3%

⁴ Changes were made to Q17 in the July-September 2015 wave of fieldwork. Consequently, trend data is not available for this question prior to July 2016.

1.3 Waiting times

Q19. How long after your appointment time do you normally wait to be seen?

Base: all patients who answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(768,665)	(397,248)	(413,693)	(435,122)	(474,089)	(482,049)
<i>Weighted base:</i>	(773,328)	(398,850)	(416,153)	(437,380)	(476,297)	(484,254)
	%	%	%	%	%	%
I don't normally have appointments at a particular time	3.6%	3.6%	3.4%	3.3%	3.3%	3.4%
Less than 5 minutes	9.6%	9.8%	9.7%	9.3%	9.5%	10.1%
5 to 15 minutes	54.6%	55.1%	55.3%	56.4%	57.1%	58.3%
More than 15 minutes	26.7%	26.2%	26.9%	26.6%	26.0%	24.1%
Can't remember	5.5%	5.3%	4.7%	4.3%	4.1%	4.2%

Q20. How do you feel about how long you normally have to wait to be seen?

Base: all patients who answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(772,842)	(399,284)	(415,677)	(437,391)	(476,665)	(485,081)
<i>Weighted base:</i>	(777,654)	(401,069)	(418,306)	(439,840)	(479,056)	(487,149)
	%	%	%	%	%	%
I don't normally have to wait too long	57.7%	58.3%	58.3%	58.4%	59.5%	61.5%
I have to wait a bit too long	24.6%	24.5%	24.9%	25.7%	25.2%	24.3%
I have to wait far too long	8.7%	8.7%	9.1%	9.1%	8.7%	7.7%
No opinion / doesn't apply	9.0%	8.5%	7.8%	6.7%	6.5%	6.6%

1.4 Last GP appointment

Q21. Last time you saw or spoke to a GP from your GP surgery, how good was that GP at each of the following?

Base: all patients who answered question

a. Giving you enough time

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(780,242)	(403,402)	(420,164)	(441,718)	(481,104)	(489,290)
<i>Weighted base:</i>	(784,298)	(404,684)	(422,144)	(443,612)	(482,892)	(490,881)
	%	%	%	%	%	%
Very good	46.3%	47.7%	47.9%	48.3%	48.7%	49.8%
Good	38.0%	37.6%	37.4%	37.6%	37.3%	36.9%
Neither good nor poor	9.7%	9.2%	9.2%	9.0%	8.9%	8.6%
Poor	2.6%	2.4%	2.5%	2.4%	2.4%	2.1%
Very poor	1.2%	1.1%	1.1%	1.1%	1.1%	1.0%
Doesn't apply	2.2%	2.0%	1.9%	1.6%	1.6%	1.6%
Good (total)	84.4%	85.4%	85.2%	85.8%	86.0%	86.8%

b. Listening to you

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(777,494)	(401,884)	(418,556)	(440,186)	(479,372)	(488,103)
<i>Weighted base:</i>	(782,300)	(403,581)	(420,908)	(442,381)	(481,519)	(490,177)
	%	%	%	%	%	%
Very good	50.1%	51.2%	50.8%	51.0%	51.2%	52.4%
Good	36.9%	36.4%	36.5%	36.6%	36.5%	35.8%
Neither good nor poor	7.4%	7.2%	7.4%	7.3%	7.2%	7.2%
Poor	2.4%	2.3%	2.4%	2.5%	2.5%	2.2%
Very poor	1.1%	1.1%	1.2%	1.1%	1.1%	1.0%
Doesn't apply	2.0%	1.9%	1.7%	1.5%	1.4%	1.4%
Good (total)	87.0%	87.6%	87.3%	87.6%	87.7%	88.2%

Q21 continued...

c. Explaining tests and treatments

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(773,027)	(399,609)	(416,257)	(437,625)	(476,638)	(485,144)
<i>Weighted base:</i>	(777,627)	(401,162)	(418,522)	(439,768)	(478,729)	(486,863)
	%	%	%	%	%	%
Very good	45.3%	46.5%	45.8%	46.4%	46.7%	47.7%
Good	36.1%	35.7%	35.7%	36.1%	35.9%	35.6%
Neither good nor poor	9.9%	9.8%	9.9%	9.8%	9.8%	9.4%
Poor	2.0%	1.9%	2.1%	2.0%	2.1%	2.0%
Very poor	1.0%	0.9%	1.0%	0.9%	0.9%	0.8%
Doesn't apply	5.8%	5.3%	5.5%	4.7%	4.6%	4.5%
Good (total)	81.4%	82.1%	81.5%	82.6%	82.6%	83.2%

d. Involving you in decisions about your care

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(776,000)	(401,091)	(417,190)	(438,723)	(477,685)	(486,531)
<i>Weighted base:</i>	(781,076)	(402,829)	(419,929)	(441,206)	(480,229)	(488,708)
	%	%	%	%	%	%
Very good	39.3%	40.1%	39.6%	39.9%	40.0%	40.9%
Good	34.9%	34.8%	34.7%	35.4%	35.3%	35.3%
Neither good nor poor	12.4%	12.2%	12.3%	12.5%	12.5%	12.1%
Poor	2.7%	2.6%	2.8%	2.8%	2.8%	2.7%
Very poor	1.3%	1.2%	1.4%	1.3%	1.3%	1.2%
Doesn't apply	9.4%	9.2%	9.1%	8.1%	8.0%	7.9%
Good (total)	74.3%	74.9%	74.3%	75.3%	75.4%	76.2%

Q21 continued...

e. Treating you with care and concern

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(776,150)	(400,823)	(417,304)	(438,967)	(478,069)	(486,407)
<i>Weighted base:</i>	(780,928)	(402,538)	(419,777)	(441,296)	(480,471)	(488,678)
	%	%	%	%	%	%
Very good	46.3%	47.1%	46.7%	46.5%	46.7%	47.7%
Good	36.4%	36.1%	36.2%	36.6%	36.4%	36.1%
Neither good nor poor	10.0%	9.9%	10.0%	10.2%	10.1%	9.8%
Poor	2.6%	2.5%	2.6%	2.6%	2.7%	2.5%
Very poor	1.4%	1.4%	1.5%	1.4%	1.5%	1.3%
Doesn't apply	3.3%	3.1%	3.0%	2.6%	2.6%	2.6%
Good (total)	82.8%	83.1%	82.9%	83.1%	83.1%	83.8%

Q22. Did you have confidence and trust in the GP you saw or spoke to?

Base: all patients who answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(777,709)	(402,156)	(418,706)	(440,409)	(479,689)	(487,475)
<i>Weighted base:</i>	(781,959)	(403,630)	(420,767)	(442,436)	(481,658)	(489,110)
	%	%	%	%	%	%
Yes, definitely	63.9%	64.5%	63.9%	64.3%	64.6%	65.8%
Yes, to some extent	28.0%	27.7%	28.2%	28.2%	28.0%	27.2%
No, not at all	4.3%	4.2%	4.6%	4.4%	4.4%	4.0%
Don't know / can't say	3.7%	3.6%	3.4%	3.1%	3.0%	3.0%
Yes (total)	91.9%	92.2%	92.0%	92.5%	92.6%	93.0%

1.5 Last nurse appointment

Q23. Last time you saw or spoke to a nurse from your GP surgery, how good was that nurse at each of the following?

Base: all patients who answered question

a. Giving you enough time

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(771,106)	(399,071)	(414,865)	(434,762)	(472,845)	(480,971)
<i>Weighted base:</i>	(773,492)	(399,649)	(415,814)	(435,391)	(473,322)	(481,013)
	%	%	%	%	%	%
Very good	47.8%	48.0%	47.8%	48.3%	48.6%	49.0%
Good	31.8%	31.5%	31.8%	32.8%	32.7%	32.6%
Neither good nor poor	5.3%	5.2%	5.3%	5.4%	5.3%	5.1%
Poor	1.0%	1.0%	1.0%	1.0%	0.9%	0.9%
Very poor	*	*	0.5%	*	*	*
Doesn't apply	13.7%	13.8%	13.5%	12.0%	12.0%	12.0%
Good (total)	79.5%	79.5%	79.6%	81.1%	81.3%	81.6%

b. Listening to you

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(767,295)	(396,404)	(411,872)	(431,898)	(469,509)	(477,990)
<i>Weighted base:</i>	(770,209)	(397,111)	(413,027)	(432,806)	(470,230)	(478,389)
	%	%	%	%	%	%
Very good	46.7%	46.9%	46.5%	47.0%	47.3%	47.7%
Good	32.0%	31.8%	32.1%	33.0%	33.0%	32.8%
Neither good nor poor	5.7%	5.7%	5.9%	6.1%	5.8%	5.7%
Poor	1.2%	1.1%	1.2%	1.2%	1.1%	1.1%
Very poor	0.5%	*	0.6%	0.5%	*	*
Doesn't apply	13.9%	14.0%	13.7%	12.2%	12.2%	12.3%
Good (total)	78.6%	78.7%	78.7%	80.0%	80.3%	80.4%

Q23 continued...

c. Explaining tests and treatments

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(759,836)	(392,350)	(408,176)	(427,983)	(465,384)	(473,148)
<i>Weighted base:</i>	(762,110)	(392,587)	(408,836)	(428,353)	(465,722)	(473,012)
	%	%	%	%	%	%
Very good	44.9%	45.2%	44.9%	45.5%	45.8%	46.1%
Good	31.1%	31.1%	31.2%	32.2%	32.2%	32.1%
Neither good nor poor	7.1%	7.1%	7.1%	7.3%	7.0%	6.9%
Poor	1.0%	0.9%	1.0%	1.0%	1.0%	0.9%
Very poor	*	*	0.5%	*	*	*
Doesn't apply	15.4%	15.3%	15.3%	13.6%	13.6%	13.6%
Good (total)	76.1%	76.3%	76.1%	77.7%	78.0%	78.2%

d. Involving you in decisions about your care

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(764,974)	(394,851)	(409,839)	(429,774)	(466,957)	(475,301)
<i>Weighted base:</i>	(768,411)	(395,752)	(411,437)	(431,086)	(468,256)	(476,037)
	%	%	%	%	%	%
Very good	37.1%	37.1%	36.7%	37.3%	37.5%	38.0%
Good	28.8%	28.7%	28.8%	30.2%	30.3%	30.2%
Neither good nor poor	9.4%	9.2%	9.4%	9.8%	9.6%	9.4%
Poor	1.3%	1.2%	1.3%	1.3%	1.2%	1.2%
Very poor	0.6%	0.6%	0.7%	0.6%	0.6%	0.5%
Doesn't apply	22.9%	23.2%	23.1%	20.9%	20.8%	20.7%
Good (total)	65.9%	65.8%	65.5%	67.4%	67.8%	68.2%

Q23 continued...

e. Treating you with care and concern

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(764,698)	(394,531)	(410,001)	(429,960)	(467,126)	(475,228)
<i>Weighted base:</i>	(767,834)	(395,413)	(411,259)	(430,885)	(468,079)	(475,614)
	%	%	%	%	%	%
Very good	46.1%	46.2%	45.7%	46.2%	46.4%	46.8%
Good	31.4%	31.3%	31.7%	32.7%	32.8%	32.5%
Neither good nor poor	6.0%	6.0%	6.1%	6.4%	6.1%	6.1%
Poor	1.2%	1.2%	1.2%	1.2%	1.2%	1.1%
Very poor	0.7%	0.6%	0.7%	0.7%	0.7%	0.6%
Doesn't apply	14.6%	14.8%	14.5%	12.9%	12.8%	12.9%
Good (total)	77.5%	77.5%	77.5%	78.9%	79.2%	79.3%

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

Base: all patients who answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(757,661)	(390,706)	(405,747)	(425,989)	(462,433)	(470,344)
<i>Weighted base:</i>	(759,403)	(390,686)	(405,761)	(425,724)	(462,073)	(469,504)
	%	%	%	%	%	%
Yes, definitely	62.5%	62.6%	62.5%	63.6%	64.0%	64.6%
Yes, to some extent	22.0%	21.9%	22.4%	22.7%	22.6%	22.1%
No, not at all	2.4%	2.3%	2.5%	2.4%	2.3%	2.2%
Don't know / can't say	13.1%	13.1%	12.7%	11.3%	11.0%	11.1%
Yes (total)	84.5%	84.6%	84.8%	86.3%	86.6%	86.7%

1.6 Opening hours

Q25. How satisfied are you with the hours that your GP surgery is open?

Base: all patients who answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(795,461)	(408,059)	(425,545)	(445,942)	(483,597)	(490,861)
<i>Weighted base:</i>	(796,634)	(408,692)	(426,450)	(447,068)	(485,230)	(492,564)
	%	%	%	%	%	%
Very satisfied	36.9%	37.8%	35.6%	35.4%	39.2%	41.3%
Fairly satisfied	39.4%	39.4%	39.5%	41.1%	40.5%	40.0%
Neither satisfied nor dissatisfied	10.5%	9.9%	10.5%	10.0%	8.9%	8.3%
Fairly dissatisfied	5.9%	5.7%	6.6%	6.7%	5.5%	4.9%
Very dissatisfied	2.7%	2.5%	3.1%	3.0%	2.3%	1.9%
I'm not sure when my GP surgery is open	4.7%	4.6%	4.7%	3.8%	3.6%	3.6%
Satisfied (total)	76.2%	77.3%	75.0%	76.5%	79.7%	81.3%

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

Base: all patients who answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(781,996)	(400,859)	(418,098)	(438,286)	(475,539)	(484,019)
<i>Weighted base:</i>	(785,043)	(402,435)	(420,030)	(440,443)	(478,343)	(486,473)
	%	%	%	%	%	%
Yes	75.8%	76.0%	74.0%	74.2%	76.7%	78.1%
No	16.6%	16.5%	18.3%	19.1%	16.7%	15.4%
Don't know	7.5%	7.5%	7.7%	6.8%	6.6%	6.5%

Q27. Which of the following additional opening times would make it easier for you to see or speak to someone? (multiple responses allowed)

Base: all patients who do not feel their GP surgery is currently open at times that are convenient for them or don't know and answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(148,059)	(74,961)	(82,276)	(87,833)	(85,701)	(81,636)
<i>Weighted base:</i>	(184,951)	(93,975)	(106,548)	(111,433)	(108,725)	(103,591)
	%	%	%	%	%	%
Before 8am	32.0%	31.3%	32.5%	33.7%	33.7%	32.3%
At lunchtime	10.9%	10.5%	11.6%	12.2%	12.4%	13.0%
After 6.30pm	68.6%	67.6%	69.5%	70.9%	69.3%	68.2%
On a Saturday	71.4%	71.2%	74.3%	75.2%	73.4%	71.7%
On a Sunday	40.2%	39.7%	41.5%	38.7%	35.1%	31.7%
None of these	4.5%	4.5%	3.7%	2.9%	3.0%	3.4%

1.7 Overall experience

Q28. Overall, how would you describe your experience of your GP surgery?

Base: all patients who answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(794,704)	(407,497)	(425,324)	(445,762)	(483,226)	(491,027)
<i>Weighted base:</i>	(795,150)	(407,862)	(425,678)	(446,449)	(484,495)	(492,176)
	%	%	%	%	%	%
Very good	42.9%	44.1%	43.3%	43.1%	44.5%	46.9%
Fairly good	41.8%	41.6%	41.8%	42.7%	42.2%	41.5%
Neither good nor poor	10.0%	9.6%	9.7%	9.5%	8.9%	8.1%
Fairly poor	3.8%	3.5%	3.8%	3.6%	3.3%	2.7%
Very poor	1.4%	1.2%	1.4%	1.2%	1.1%	0.9%
Good (total)	84.8%	85.7%	85.1%	85.8%	86.7%	88.4%

Q29. Would you recommend your GP surgery to someone who has just moved to your local area?

Base: all patients who answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(795,587)	(408,059)	(425,731)	(446,170)	(483,633)	(491,223)
<i>Weighted base:</i>	(796,751)	(408,620)	(426,489)	(447,050)	(485,278)	(492,748)
	%	%	%	%	%	%
Yes, would definitely recommend	46.9%	47.9%	47.6%	47.6%	49.1%	51.8%
Yes, would probably recommend	30.4%	30.5%	30.2%	31.2%	30.8%	30.2%
Not sure	11.9%	11.4%	11.6%	11.4%	10.7%	9.9%
No, would probably not recommend	5.7%	5.3%	5.6%	5.4%	5.0%	4.3%
No, would definitely not recommend	3.1%	2.9%	3.1%	2.8%	2.7%	2.2%
Don't know	1.9%	1.9%	1.8%	1.6%	1.6%	1.6%
Would recommend (total)	77.4%	78.5%	77.8%	78.8%	79.9%	82.0%

1.8 Managing your health

Q30. Do you have a long-standing health condition?⁵

Base: all patients who answered question⁶

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(794,561)	(407,248)	(424,855)	(445,282)	(482,756)	(490,854)
<i>Weighted base:</i>	(795,906)	(408,080)	(425,841)	(446,435)	(484,513)	(492,424)
	%	%	%	%	%	%
Yes	53.5%	53.2%	54.1%	54.0%	53.6%	53.4%
No	43.8%	44.0%	43.3%	43.6%	44.0%	44.2%
Don't know / can't say	2.7%	2.8%	2.5%	2.4%	2.4%	2.4%

⁵ Note that due to the removal of the code 'Learning difficulty' at Q31, care should be taken when comparing questions relating to long-term conditions (Q30/Q31/Q32) prior to July 2016.

⁶ The results presented here are based on a recoded version of this question. Anyone who initially answered anything other than 'Yes' or did not provide a response has been recoded to 'Yes' if they went on to select any medical condition at the following question.

Q31. Which, if any, of the following medical conditions do you have? (multiple responses allowed)

Base: all patients who answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(743,393)	(379,669)	(395,323)	(410,583)	(443,323)	(450,074)
<i>Weighted base:</i>	(740,893)	(377,824)	(393,178)	(408,051)	(440,936)	(447,533)
	%	%	%	%	%	%
Alzheimer's disease or dementia	0.6%	0.6%	0.6%	0.6%	0.5%	0.6%
Angina or long-term heart problem	4.6%	4.7%	4.9%	5.0%	5.0%	5.2%
Arthritis or long-term joint problem	12.2%	12.4%	12.7%	13.1%	13.1%	13.0%
Asthma or long-term chest problem	10.7%	10.5%	10.7%	10.8%	10.9%	10.6%
Blindness or severe visual impairment	1.0%	1.0%	1.1%	1.1%	1.1%	1.1%
Cancer in the last 5 years	3.3%	3.2%	3.2%	3.2%	3.1%	3.0%
Deafness or severe hearing impairment	3.8%	3.8%	3.9%	4.0%	4.0%	4.0%
Diabetes	7.6%	7.4%	7.5%	7.4%	7.2%	7.1%
Epilepsy	1.1%	1.1%	1.2%	1.2%	1.2%	1.3%
High blood pressure	17.6%	17.7%	18.1%	18.6%	18.6%	18.4%
Kidney or liver disease	1.8%	1.7%	1.7%	1.7%	1.6%	1.6%
Learning difficulty ⁷	-	-	1.5%	1.5%	1.3%	1.3%
Long-term back problem	9.4%	9.6%	9.9%	10.0%	10.1%	10.1%
Long-term mental health problem	5.7%	5.3%	5.1%	4.8%	4.5%	4.3%
Long-term neurological problem	2.1%	2.1%	2.1%	2.0%	1.9%	1.9%
Another long-term condition	12.9%	12.6%	12.8%	12.5%	12.5%	11.8%
None of these conditions	44.2%	44.3%	43.2%	42.7%	43.1%	43.4%
I would prefer not to say	2.3%	2.3%	2.1%	2.1%	2.1%	2.1%

⁷ The response code 'Learning difficulty' was removed from the July-September 2016 questionnaire. Given this, care should be taken when comparing questions relating to long-term conditions (Q30/Q31/Q32) prior to July 2016.

Q32. In the last 6 months, have you had enough support from local services or organisations to help you manage your long-term health condition(s)? Please think about all services and organisations, not just health services⁸

Base: all patients who say they have a medical condition and answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(444,433)	(226,774)	(242,826)	(252,382)	(268,014)	(268,535)
<i>Weighted base:</i>	(381,085)	(194,016)	(206,027)	(215,292)	(230,385)	(231,156)
	%	%	%	%	%	%
Yes, definitely	38.4%	39.1%	38.8%	39.4%	40.0%	41.0%
Yes, to some extent	24.9%	24.6%	24.7%	24.8%	24.4%	23.7%
No	12.7%	12.1%	12.2%	12.0%	11.6%	11.1%
I haven't needed such support	21.2%	21.4%	21.5%	21.2%	21.4%	21.6%
Don't know / can't say	2.7%	2.8%	2.7%	2.6%	2.5%	2.7%
Yes (total)	63.3%	63.7%	63.5%	64.2%	64.5%	64.6%

Q33. How confident are you that you can manage your own health?

Base: all patients who answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(785,695)	(402,554)	(419,452)	(438,804)	(475,432)	(482,376)
<i>Weighted base:</i>	(786,826)	(403,437)	(420,352)	(439,967)	(477,332)	(484,240)
	%	%	%	%	%	%
Very confident	42.0%	42.6%	43.1%	42.4%	43.0%	43.4%
Fairly confident	50.1%	49.9%	49.5%	50.0%	49.7%	49.4%
Not very confident	6.5%	6.2%	6.1%	6.2%	6.0%	5.9%
Not at all confident	1.4%	1.3%	1.3%	1.3%	1.3%	1.3%
Confident (total)	92.1%	92.5%	92.6%	92.5%	92.7%	92.8%

⁸ Note that due to the removal of the code 'Learning difficulty' at Q31, care should be taken when comparing questions relating to long-term conditions (Q30/Q31/Q32) prior to July 2016.

1.9 Your state of health today

Q34. Please indicate which statements best describe your own health state today.⁹

Base: all patients who answered question

a. Mobility

	July 2017	July 2016	July 2015	July 2014	June 2013
<i>Unweighted base:</i>	(786,584)	(403,023)	(419,829)	(439,631)	(476,145)
<i>Weighted base:</i>	(789,201)	(404,552)	(421,401)	(441,614)	(478,958)
	%	%	%	%	%
I have no problems in walking about	76.5%	76.5%	76.3%	76.2%	76.3%
I have slight problems in walking about	11.4%	11.4%	11.6%	11.5%	11.3%
I have moderate problems in walking about	7.1%	7.0%	7.0%	7.1%	7.1%
I have severe problems in walking about	4.3%	4.4%	4.4%	4.5%	4.5%
I am unable to walk about	0.7%	0.7%	0.8%	0.8%	0.7%

b. Self-Care

	July 2017	July 2016	July 2015	July 2014	June 2013
<i>Unweighted base:</i>	(784,389)	(401,686)	(418,104)	(437,967)	(474,172)
<i>Weighted base:</i>	(787,762)	(403,530)	(420,206)	(440,471)	(477,490)
	%	%	%	%	%
I have no problems washing or dressing myself	90.5%	90.7%	90.6%	90.5%	90.5%
I have slight problems washing or dressing myself	4.3%	4.2%	4.3%	4.4%	4.3%
I have moderate problems washing or dressing myself	3.3%	3.3%	3.3%	3.3%	3.3%
I have severe problems washing or dressing myself	1.2%	1.1%	1.1%	1.1%	1.2%
I am unable to wash or dress myself	0.7%	0.7%	0.7%	0.7%	0.6%

⁹ The response options for this question were changes in the July-September 2012 wave of fieldwork. As a result, trend data is only available from the June 2013 publication onwards.

Q34 continued...

c. Usual Activities (e.g. work, study, housework, family or leisure activities)

	July 2017	July 2016	July 2015	July 2014	June 2013
<i>Unweighted base:</i>	(784,992)	(402,248)	(419,064)	(438,801)	(475,261)
<i>Weighted base:</i>	(787,668)	(403,670)	(420,768)	(440,786)	(477,974)
	%	%	%	%	%
I have no problems doing my usual activities	74.3%	74.2%	74.1%	73.9%	74.2%
I have slight problems doing my usual activities	13.5%	13.5%	13.6%	13.7%	13.5%
I have moderate problems doing my usual activities	7.3%	7.3%	7.5%	7.6%	7.4%
I have severe problems doing my usual activities	3.3%	3.3%	3.2%	3.3%	3.3%
I am unable to do my usual activities	1.6%	1.6%	1.6%	1.6%	1.6%

d. Pain / Discomfort

	July 2017	July 2016	July 2015	July 2014	June 2013
<i>Unweighted base:</i>	(785,369)	(402,315)	(418,887)	(438,741)	(475,109)
<i>Weighted base:</i>	(787,900)	(403,622)	(420,571)	(440,636)	(477,932)
	%	%	%	%	%
I have no pain or discomfort	51.5%	51.9%	52.2%	51.7%	52.5%
I have slight pain or discomfort	29.0%	28.8%	28.5%	29.0%	28.4%
I have moderate pain or discomfort	13.4%	13.4%	13.4%	13.4%	13.2%
I have severe pain or discomfort	4.8%	4.8%	4.8%	4.8%	4.8%
I have extreme pain or discomfort	1.2%	1.2%	1.2%	1.1%	1.1%

Q34 continued...

e. Anxiety / Depression

	July 2017	July 2016	July 2015	July 2014	June 2013
<i>Unweighted base:</i>	(775,412)	(397,118)	(412,455)	(432,281)	(467,645)
<i>Weighted base:</i>	(781,174)	(400,313)	(416,368)	(436,426)	(472,868)
	%	%	%	%	%
I am not anxious or depressed	66.1%	67.1%	68.1%	67.8%	68.5%
I am slightly anxious or depressed	20.2%	19.8%	19.2%	19.8%	19.6%
I am moderately anxious or depressed	9.6%	9.3%	9.0%	8.8%	8.6%
I am severely anxious or depressed	2.7%	2.5%	2.4%	2.4%	2.3%
I am extremely anxious or depressed	1.4%	1.3%	1.3%	1.2%	1.1%

Q35. Have your activities been limited today because you have recently become unwell or been injured? By 'unwell or injured' we mean anything that lasts only a few days or weeks, e.g. a bad cold or broken leg

Base: all patients who answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(785,407)	(402,374)	(417,769)	(436,963)	(471,598)	(478,822)
<i>Weighted base:</i>	(789,523)	(404,792)	(420,932)	(440,444)	(476,403)	(483,237)
	%	%	%	%	%	%
Yes, limited a lot	4.9%	4.7%	4.9%	4.6%	4.9%	4.5%
Yes, limited a little	14.8%	13.9%	14.9%	14.4%	15.1%	15.2%
No	80.3%	81.4%	80.2%	81.0%	80.1%	80.4%
Yes (total)	19.7%	18.6%	19.8%	19.0%	19.9%	19.6%

1.10 Planning your care¹⁰

Q36. Do you have a written care plan?

Base: all patients who answered question

	July 2017	July 2016	July 2015	July 2014
<i>Unweighted base:</i>	(780,449)	(401,008)	(415,940)	(437,006)
<i>Weighted base:</i>	(785,026)	(403,319)	(419,289)	(440,274)
	%	%	%	%
Yes	3.2%	3.3%	3.4%	3.2%
No	93.1%	93.0%	93.0%	93.7%
Don't know	3.7%	3.7%	3.6%	3.1%

Q37. Did you help put your written care plan together? By 'help' we mean setting goals for yourself and choosing how you want to manage your health.

Base: all patients who have a written care plan and answered question

	July 2017	July 2016	July 2015	July 2014
<i>Unweighted base:</i>	(26,539)	(13,753)	(15,115)	(14,658)
<i>Weighted base:</i>	(24,075)	(12,442)	(13,329)	(13,200)
	%	%	%	%
Yes	71.3%	70.6%	70.9%	71.8%
No	28.7%	29.4%	29.1%	28.2%

Q38. Do you use your written care plan to help you manage your health day-to-day?

Base: all patients who have a written care plan and answered question

	July 2017	July 2016	July 2015	July 2014
<i>Unweighted base:</i>	(26,347)	(13,627)	(14,937)	(14,513)
<i>Weighted base:</i>	(23,890)	(12,285)	(13,208)	(13,074)
	%	%	%	%
Yes	67.2%	66.5%	66.1%	71.5%
No	32.8%	33.5%	33.9%	28.5%

¹⁰ 'Planning your care' questions were first introduced in the July-September 2013 wave of fieldwork. As a result, trend data is only available from the July 2014 publication onwards.

Q39. Does your GP, nurse or other health professional review your written care plan with you regularly?

Base: all patients who have a written care plan and answered question

	July 2017	July 2016	July 2015	July 2014
<i>Unweighted base:</i>	(26,702)	(13,835)	(15,202)	(14,791)
<i>Weighted base:</i>	(24,185)	(12,460)	(13,357)	(13,321)
	%	%	%	%
Yes	57.7%	59.6%	57.9%	60.9%
No	28.1%	26.6%	27.7%	26.5%
Don't know	14.2%	13.8%	14.3%	12.6%

1.11 Out-of-hours¹¹

Q40. In the past 6 months, have you contacted an NHS service when you wanted to see a GP but your GP surgery was closed? (multiple responses allowed)

Base: all patients who answered question

	July 2017	July 2016
<i>Unweighted base:</i>	(787,110)	(404,632)
<i>Weighted base:</i>	(790,468)	(406,150)
	%	%
Yes, for myself	10.9%	10.7%
Yes, for someone else	8.2%	8.2%
No	81.7%	81.9%
Yes (total)	18.3%	18.1%

Q41. Considering all of the services you contacted, which of the following happened on that occasion? (multiple responses allowed)

Base: all patients who have tried to contact an NHS service when their GP surgery was closed in the past 6 months and answered question

	July 2017	July 2016
<i>Unweighted base:</i>	(124,736)	(63,061)
<i>Weighted base:</i>	(140,428)	(71,229)
	%	%
I contacted an NHS service by telephone	61.2%	61.2%
A health professional called me back	25.6%	25.9%
A health professional visited me at home	5.6%	5.7%
I went to A&E	33.6%	32.9%
I saw a pharmacist	10.6%	9.3%
I went to another NHS service	22.6%	23.2%
Can't remember	4.2%	3.9%

¹¹ Due to changes in the questionnaire in July 2015, trend data for the out-of-hours questions is only available from the July 2016 publication onwards.

Q42. How do you feel about how quickly you received care or advice on that occasion?

Base: all patients who have tried to contact an NHS service when their GP surgery was closed in the past 6 months and answered question

	July 2017	July 2016
<i>Unweighted base:</i>	<i>(124,915)</i>	<i>(63,150)</i>
<i>Weighted base:</i>	<i>(140,666)</i>	<i>(71,354)</i>
	%	%
It was about right	60.7%	62.6%
It took too long	32.9%	30.9%
Don't know / doesn't apply	6.4%	6.4%

Q43. Considering all of the people that you saw or spoke to on that occasion, did you have confidence and trust in them?

Base: all patients who have tried to contact an NHS service when their GP surgery was closed in the past 6 months and answered question

	July 2017	July 2016
<i>Unweighted base:</i>	<i>(124,851)</i>	<i>(63,207)</i>
<i>Weighted base:</i>	<i>(140,538)</i>	<i>(71,372)</i>
	%	%
Yes, definitely	42.9%	43.1%
Yes, to some extent	43.6%	43.4%
No, not at all	9.2%	9.2%
Don't know / can't say	4.2%	4.3%
Yes (total)	86.5%	86.5%

Q44. Overall, how would you describe your last experience of NHS services when you wanted to see a GP but your GP surgery was closed?

Base: all patients who have tried to contact an NHS service when their GP surgery was closed in the past 6 months and answered question

	July 2017	July 2016
<i>Unweighted base:</i>	<i>(124,994)</i>	<i>(63,284)</i>
<i>Weighted base:</i>	<i>(140,669)</i>	<i>(71,486)</i>
	%	%
Very good	29.7%	30.7%
Fairly good	36.6%	37.2%
Neither good nor poor	15.3%	14.6%
Fairly poor	8.5%	8.0%
Very poor	6.7%	6.3%
Don't know/can't say	3.3%	3.3%
<hr/>		
Good (total)	66.2%	67.9%

1.12 NHS dentistry

Q45. When did you last try to get an NHS dental appointment for yourself?

Base: all patients who answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(775,934)	(399,042)	(414,775)	(436,785)	(474,761)	(479,303)
<i>Weighted base:</i>	(781,908)	(402,090)	(418,880)	(440,720)	(479,033)	(483,349)
	%	%	%	%	%	%
In the last 3 months	22.3%	22.2%	23.5%	23.4%	23.3%	23.2%
Between 3 and 6 months ago	15.6%	16.0%	16.2%	16.3%	16.3%	16.2%
Between 6 months and a year ago	12.6%	12.6%	12.8%	12.9%	12.8%	12.5%
Between 1 and 2 years ago	8.2%	8.2%	8.3%	8.3%	8.0%	7.9%
More than 2 years ago	17.1%	17.3%	17.7%	18.0%	17.6%	17.9%
I have never tried to get an NHS dental appointment	24.1%	23.6%	21.6%	21.2%	22.0%	22.3%
Tried in last 2 years (total)	58.8%	59.0%	60.7%	60.9%	60.4%	59.8%

Q46. Last time you tried to get an NHS dental appointment, was it with a dental practice you had been to before for NHS dental care?

Base: all patients who tried to get an NHS dental appointment in the last 2 years and answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(449,572)	(230,947)	(245,514)	(258,991)	(280,027)	(279,008)
<i>Weighted base:</i>	(454,475)	(234,566)	(251,359)	(265,294)	(286,216)	(284,771)
	%	%	%	%	%	%
Yes	86.7%	86.5%	86.5%	86.1%	85.6%	84.7%
No	10.0%	10.3%	10.2%	10.8%	11.2%	12.1%
Can't remember	3.3%	3.2%	3.2%	3.1%	3.2%	3.2%

Q47. Were you successful in getting an NHS dental appointment?

Base: all patients who tried to get an NHS dental appointment in the last 2 years and answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(448,785)	(230,562)	(245,154)	(258,586)	(279,731)	(278,894)
<i>Weighted base:</i>	(453,859)	(234,307)	(251,031)	(264,904)	(285,924)	(284,721)
	%	%	%	%	%	%
Yes	92.6%	92.7%	93.1%	93.0%	93.0%	92.7%
No	5.3%	5.2%	4.9%	5.1%	5.0%	5.3%
Can't remember	2.1%	2.1%	2.0%	1.9%	2.0%	2.0%

Q48. Overall, how would you describe your experience of NHS dental services?

Base: all patients who tried to get an NHS dental appointment in the last 2 years and answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(447,698)	(229,966)	(244,158)	(257,374)	(277,981)	(276,812)
<i>Weighted base:</i>	(452,514)	(233,665)	(250,003)	(263,637)	(284,256)	(282,526)
	%	%	%	%	%	%
Very good	50.3%	50.2%	49.0%	48.1%	47.6%	46.9%
Fairly good	34.9%	35.0%	35.6%	36.0%	36.3%	36.5%
Neither good nor poor	8.4%	8.4%	8.7%	8.8%	8.9%	9.1%
Fairly poor	3.7%	3.7%	3.8%	4.0%	4.1%	4.3%
Very poor	2.7%	2.7%	2.9%	3.0%	3.1%	3.2%
Good (total)	85.2%	85.2%	84.6%	84.2%	84.0%	83.4%

Q49. Why haven't you tried to get an NHS dental appointment in the last two years?

Base: all patients who tried to get an NHS dental appointment more than 2 years ago or have never tried and answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(279,695)	(143,374)	(143,592)	(150,902)	(166,868)	(168,325)
<i>Weighted base:</i>	(281,484)	(143,345)	(142,269)	(149,069)	(166,148)	(167,362)
	%	%	%	%	%	%
I haven't needed to visit a dentist	21.7%	21.7%	20.7%	20.6%	20.1%	19.3%
I no longer have any natural teeth	6.0%	6.4%	6.8%	7.4%	7.7%	8.1%
I haven't had time to visit a dentist	2.5%	2.5%	2.3%	2.2%	2.0%	2.0%
I don't like going to the dentist	6.8%	6.9%	6.5%	6.5%	6.4%	6.5%
I didn't think I could get an NHS dentist	11.8%	11.7%	12.3%	12.5%	13.2%	13.5%
I'm on a waiting list for an NHS dentist	0.5%	0.5%	0.5%	*	0.6%	0.6%
I stayed with my dentist when they changed from NHS to private	13.8%	14.7%	16.4%	17.4%	18.4%	19.2%
I prefer to go to a private dentist	24.2%	23.3%	22.2%	20.7%	19.9%	19.0%
NHS dental care is too expensive	4.4%	4.3%	4.4%	4.5%	4.1%	4.1%
Another reason	8.2%	7.9%	8.0%	7.7%	7.6%	7.7%

1.13 Some questions about you

Q50. Are you male or female?

Base: all patients who answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(793,326)	(409,611)	(426,794)	(449,248)	(488,117)	(496,061)
<i>Weighted base:</i>	(794,273)	(410,097)	(427,681)	(450,094)	(489,105)	(497,139)
	%	%	%	%	%	%
Male	49.1%	49.1%	49.0%	49.3%	48.9%	49.0%
Female	50.9%	50.9%	51.0%	50.7%	51.1%	51.0%

Q51. How old are you?

Base: all patients who answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(794,249)	(409,571)	(426,876)	(449,133)	(488,397)	(496,166)
<i>Weighted base:</i>	(795,061)	(410,048)	(427,727)	(449,828)	(489,289)	(496,924)
	%	%	%	%	%	%
18 to 24	9.0%	9.5%	9.5%	9.7%	9.7%	9.6%
25 to 34	17.1%	17.2%	17.1%	17.1%	17.0%	17.0%
35 to 44	17.0%	17.0%	17.2%	17.2%	17.6%	18.2%
45 to 54	18.5%	18.5%	18.4%	18.6%	18.5%	18.4%
55 to 64	15.4%	15.0%	14.9%	14.8%	14.9%	15.1%
65 to 74	12.8%	12.5%	12.5%	12.3%	12.1%	11.6%
75 to 84	7.3%	7.3%	7.4%	7.3%	7.2%	7.2%
85 and over	3.0%	3.0%	3.0%	3.0%	2.9%	2.9%

Q52. What is your ethnic group?

Base: all patients who answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(792,243)	(406,775)	(425,066)	(447,818)	(487,144)	(495,728)
<i>Weighted base:</i>	(793,964)	(407,476)	(426,187)	(448,728)	(488,137)	(496,559)
	%	%	%	%	%	%
A. White						
English / Welsh / Scottish / Northern Irish / British	78.3%	79.3%	80.0%	80.9%	81.0%	81.2%
Irish	0.8%	0.9%	0.9%	0.8%	0.8%	0.9%
Gypsy or Irish Traveller	*	*	*	*	*	*
Any other White background	6.7%	6.5%	5.9%	5.4%	5.4%	5.1%
B. Mixed / multiple ethnic groups						
White and Black Caribbean	*	*	*	*	*	*
White and Black African	*	*	*	*	*	*
White and Asian	*	*	*	*	*	*
Any other Mixed / multiple ethnic background	*	*	*	*	*	*
C. Asian / Asian British						
Indian	2.6%	2.6%	2.4%	2.3%	2.3%	2.4%
Pakistani	1.7%	1.7%	1.5%	1.5%	1.4%	1.5%
Bangladeshi	0.7%	0.7%	0.6%	0.5%	0.5%	0.6%
Chinese	0.7%	0.7%	0.7%	0.6%	0.6%	0.6%
Any other Asian background	1.6%	1.5%	1.4%	1.3%	1.3%	1.4%
D. Black / African / Caribbean / Black British						
African	1.6%	1.6%	1.5%	1.4%	1.4%	1.5%
Caribbean	0.8%	0.7%	0.7%	0.7%	0.7%	0.8%
Any other Black / African / Caribbean background	*	*	*	*	*	*
E. Other ethnic group						
Arab	*	*	*	*	*	*
Any other ethnic group	2.5%	2.1%	2.8%	2.9%	2.8%	2.4%

Q53. Which of these best describes what you are doing at present?

Base: all patients who answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(774,133)	(397,899)	(413,353)	(435,341)	(468,795)	(476,119)
<i>Weighted base:</i>	(779,969)	(400,941)	(416,950)	(438,885)	(473,581)	(480,538)
	%	%	%	%	%	%
Full-time paid work (30 hours or more each week)	45.3%	45.0%	44.2%	43.9%	43.5%	43.3%
Part-time paid work (under 30 hours each week)	13.8%	13.8%	13.9%	13.8%	13.9%	13.7%
Full-time education at school, college or university	3.6%	3.6%	3.5%	3.6%	3.7%	3.6%
Unemployed	4.4%	4.4%	4.9%	5.4%	5.5%	5.7%
Permanently sick or disabled	4.1%	4.1%	4.3%	4.3%	4.4%	4.7%
Fully retired from work	21.3%	21.3%	21.6%	21.5%	21.3%	21.0%
Looking after the home	4.7%	4.9%	5.0%	5.1%	5.4%	5.6%
Doing something else	2.8%	2.8%	2.7%	2.4%	2.4%	2.4%

Q54. In general, how long does your journey take from home to work (door to door)?

Base: all patients whose main activity is full-time or part-time paid work and answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(369,430)	(189,682)	(186,738)	(199,496)	(216,058)	(219,981)
<i>Weighted base:</i>	(452,420)	(231,798)	(237,274)	(247,924)	(265,729)	(267,027)
	%	%	%	%	%	%
Up to 30 minutes	55.5%	56.3%	56.8%	58.0%	58.7%	59.3%
31 minutes to 1 hour	26.8%	26.4%	26.2%	25.5%	25.2%	24.8%
More than 1 hour	11.8%	11.5%	11.2%	10.9%	10.4%	10.3%
I live on site	5.9%	5.8%	5.8%	5.5%	5.7%	5.7%

Q55. If you need to see a GP at your GP surgery during your typical working hours, can you take time away from your work to do this?

Base: all patients who are in full-time or part-time paid work and answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(370,561)	(190,450)	(187,180)	(200,038)	(216,924)	(221,047)
<i>Weighted base:</i>	(453,466)	(232,435)	(237,581)	(248,459)	(266,670)	(268,090)
	%	%	%	%	%	%
Yes	69.4%	68.7%	67.8%	67.0%	68.3%	69.3%
No	30.6%	31.3%	32.2%	33.0%	31.7%	30.7%

Q56. Are you a parent or legal guardian for any children aged under 16 living in your home?

Base: all patients who answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(764,824)	(391,908)	(403,345)	(424,868)	(454,935)	(463,568)
<i>Weighted base:</i>	(777,780)	(399,059)	(413,349)	(434,789)	(467,009)	(475,445)
	%	%	%	%	%	%
Yes	26.0%	26.2%	26.0%	25.9%	26.2%	26.6%
No	74.0%	73.8%	74.0%	74.1%	73.8%	73.4%

Q57. Are you a deaf person who uses sign language?

Base: all patients who answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(766,684)	(392,927)	(402,915)	(424,081)	(454,036)	(462,815)
<i>Weighted base:</i>	(778,384)	(399,276)	(412,098)	(433,430)	(465,330)	(473,925)
	%	%	%	%	%	%
Yes	*	*	*	*	*	*
No	99.6%	99.6%	99.5%	99.6%	99.6%	99.6%

Q58. Do you have a learning disability?¹²

Base: all patients who answered question

	July 2017	July 2016
<i>Unweighted base:</i>	(768,555)	(393,909)
<i>Weighted base:</i>	(779,937)	(400,149)
	%	%
Yes	3.0%	2.9%
No	97.0%	97.1%

Q59. Which of the following best describes your smoking habits?

Base: all patients who answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(797,095)	(409,567)	(423,688)	(446,322)	(481,471)	(489,209)
<i>Weighted base:</i>	(798,816)	(410,444)	(425,684)	(448,307)	(484,203)	(491,720)
	%	%	%	%	%	%
Never smoked	56.9%	56.2%	56.4%	55.5%	54.8%	54.1%
Former smoker	27.5%	27.6%	27.5%	27.8%	27.6%	27.2%
Occasional smoker	7.0%	7.1%	7.1%	7.1%	7.3%	7.6%
Regular smoker	8.6%	9.0%	9.0%	9.6%	10.3%	11.1%

¹² Q58 was a new addition to the questionnaire for the July-September 2015 fieldwork period. As a result, trend data is not available for this question prior to July 2016.

Q60. Do you look after, or give any help or support to family members, friends, neighbours or others because of either: long-term physical or mental ill-health / disability or problems related to old age? Don't count anything you do as part of your paid employment.

Base: all patients who answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(764,490)	(391,570)	(404,211)	(425,654)	(459,839)	(468,702)
<i>Weighted base:</i>	(776,407)	(398,048)	(412,648)	(434,071)	(470,123)	(477,901)
	%	%	%	%	%	%
No	82.1%	82.2%	81.8%	81.6%	81.2%	81.5%
Yes, 1-9 hours a week	10.1%	10.0%	10.5%	10.6%	10.9%	10.7%
Yes, 10-19 hours a week	2.1%	2.1%	2.1%	2.2%	2.2%	2.2%
Yes, 20-34 hours a week	1.3%	1.3%	1.3%	1.3%	1.4%	1.3%
Yes 35-49 hours a week	1.0%	1.0%	1.0%	0.9%	0.9%	0.9%
Yes, 50+ hours a week	3.4%	3.4%	3.4%	3.4%	3.4%	3.4%

Q61. Which of the following best describes how you think of yourself?

Base: all patients who answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(772,566)	(395,727)	(409,785)	(431,389)	(468,005)	(476,554)
<i>Weighted base:</i>	(781,428)	(400,642)	(415,704)	(437,497)	(474,986)	(483,199)
	%	%	%	%	%	%
Heterosexual or straight	91.8%	92.1%	92.5%	92.7%	92.9%	92.9%
Gay or Lesbian	1.6%	1.6%	1.6%	1.5%	1.4%	1.4%
Bisexual	0.9%	0.8%	0.7%	0.7%	0.6%	0.6%
Other	0.8%	0.7%	0.6%	0.6%	0.6%	0.6%
Prefer not to say	5.0%	4.8%	4.6%	4.5%	4.5%	4.6%

Q62. Which, if any, of the following best describes your religion?

Base: all patients who answered question

	July 2017	July 2016	July 2015	July 2014	June 2013	June 2012
<i>Unweighted base:</i>	(793,570)	(407,718)	(423,741)	(446,208)	(484,623)	(492,862)
<i>Weighted base:</i>	(795,722)	(408,772)	(425,311)	(447,471)	(486,593)	(494,300)
	%	%	%	%	%	%
No religion	30.9%	29.6%	28.8%	28.1%	26.2%	24.8%
Buddhist	0.7%	0.7%	0.7%	0.7%	0.7%	0.7%
Christian (including Church of England, Catholic, Protestant, and other Christian denominations)	55.9%	57.5%	58.6%	59.5%	61.4%	62.8%
Hindu	1.7%	1.7%	1.7%	1.7%	1.6%	1.6%
Jewish	*	*	*	*	*	*
Muslim	5.1%	5.0%	4.8%	4.7%	4.7%	4.7%
Sikh	0.8%	0.8%	0.7%	0.7%	0.8%	0.7%
Other	1.2%	1.2%	1.2%	1.2%	1.3%	1.3%
I would prefer not to say	3.2%	3.0%	3.0%	2.8%	3.0%	2.8%

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