

You have selected the following practice:

WEY FAMILY PRACTICE

weighted data

Q1. Last seen or spoke to a GP		
Base: All		
	%	N
In the past 3 months	55	85
Between 3 and 6 months ago	22	34
Between 6 and 12 months ago	13	20
More than 12 months ago	10	15
I have never seen a GP from my GP surgery	*	*
Total		154

Q2. Last seen or spoke to a nurse		
Base: All		
	%	N
In the past 3 months	29	45
Between 3 and 6 months ago	21	33
Between 6 and 12 months ago	19	29
More than 12 months ago	25	38
I have never seen a nurse from my GP surgery	7	10
All		154

Q3. Ease of getting through to someone at GP surgery on the phone		
Base: All		
	%	N
Very easy	9	15
Fairly easy	56	86
Not very easy	21	33
Not at all easy	13	21
Haven't tried	*	*
Total		154

Q4. Helpfulness of receptionists at GP surgery		
Base: All		
	%	N
Very helpful	47	73
Fairly helpful	42	65
Not very helpful	9	14
Not at all helpful	*	*
Don't know	*	*
Total		154

Q5. How normally book appointments to see a GP or nurse...		
Base: All		
	%	N
In person	28	43
By phone	88	136
By fax machine	*	*
Online	*	*
Doesn't apply	*	*
Total		154

Q8. Have a preferred GP		
Base: All		
	%	N

Yes	43	67
No	57	87
There is usually only one GP in my GP surgery	*	*
Total		154

Q9. Frequency of seeing preferred GP		
Base: All who prefer to see or speak to a particular GP		
	%	N
Always or almost always	36	23
A lot of the time	27	17
Some of the time	30	19
Never or almost never	*	*
Not tried at this GP surgery	*	*
Total		64

Q10. Last time wanted to see/speak to GP or nurse: What did you want to do?		
Base: All		
	%	N
See a GP at the surgery	83	124
See a nurse at the surgery	9	14
Speak to a GP on the phone	8	12
Speak to a nurse on the phone	*	*
Have someone visit me at my home	*	*
I didn't mind / wasn't sure what I wanted	*	*
Total		150

Q11. When did you want to see or speak to them?		
Base: All		
	%	N
On the same day	48	67
On the next working day	*	*
A few days later	30	42
A week or more later	*	*
I didn't have a specific day in mind	13	18
Can't remember	*	*
Total		140

Q12. Able to get an appointment to see or speak to someone		
Base: All		
	%	N
Yes	74	111
Yes, but I had to call back closer to or on the day I wanted	13	19
No	10	16
Can't remember	*	*
Total		150

Q13. What type of appointment did you get?		
Base: All who were able to get an appointment		
	%	N
Appointment to see a GP at the surgery	80	105
Appointment to see a nurse at the surgery	12	15
Appointment to speak to a GP on the phone	9	12
Appointment to speak to a nurse on the phone	*	*
Appointment for someone to visit me at my home	*	*
Total		130

Q14. How long until actually saw or spoke to GP / nurse		
Base: All who were able to get an appointment		

	%	N
On the same day	43	55
On the next working day	*	*
A few days later	34	44
A week or more later	16	21
Can't remember	*	*
Total		129

Q15. Convenience of appointment		
Base: All who were able to get an appointment		
	%	N
Very convenient	44	57
Fairly convenient	51	66
Not very convenient	*	*
Not at all convenient	*	*
Total		130

Q16. Reason for not being able to get an appointment / the appointment offered was inconvenient		
Base: All who were not able to get an appointment/ convenient appointment		
	%	N
There weren't any appointments for the day I wanted	*	*
There weren't any appointments for the time I wanted	*	*
I couldn't see my preferred GP	*	*
I couldn't book ahead at my GP surgery	*	*
Another reason	*	*
Total		16

Q17. What did you do on that occasion?		
Base: All who were not able to get an appointment/ convenient appointment		
	%	N
Went to the appointment I was offered	43	10
Got an appointment for a different day	*	*
Had a consultation over the phone	*	*
Went to A&E / a walk-in centre	*	*
Saw a pharmacist	*	*
Decided to contact my surgery another time	*	*
Didn't see or speak to anyone	*	*
Total		22

Q18. Overall experience of making an appointment		
Base: All		
	%	N
Very good	33	48
Fairly good	46	67
Neither good nor poor	12	17
Fairly poor	7	11
Very poor	*	*
Total		145

Q19. Waiting time at surgery		
Base: All		
	%	N
I don't normally have appointments at a particular time	*	*
Less than 5 minutes	12	17
5 to 15 minutes	69	102
More than 15 minutes	19	28
Can't remember	*	*
Total		149

Q20. Impression of waiting time at surgery		
Base: All		
	%	N
I don't normally have to wait too long	71	105
I have to wait a bit too long	18	26
I have to wait far too long	*	*
No opinion / doesn't apply	*	*
Total		147

Q21a. Rating of GP giving you enough time		
Base: All		
	%	N
Very good	49	74
Good	43	65
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		150

Q21b. Rating of GP listening to you		
Base: All		
	%	N
Very good	51	77
Good	46	70
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		150

Q21c. Rating of GP explaining tests and treatments		
Base: All		
	%	N
Very good	44	66
Good	41	62
Neither good nor poor	8	11
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		150

Q21d. Rating of GP involving you in decisions about your care		
Base: All		
	%	N
Very good	36	54
Good	36	54
Neither good nor poor	13	20
Poor	*	*
Very poor	*	*
Doesn't apply	13	19
Total		150

Q21e. Rating of GP treating you with care and concern		
Base: All		
	%	N
Very good	43	64

Good	44	65
Neither good nor poor	9	13
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		150

Q22. Confidence and trust in GP		
Base: All		
	%	N
Yes, definitely	62	93
Yes, to some extent	34	51
No, not at all	*	*
Don't know / can't say	*	*
Total		150

Q23a. Rating of nurse giving you enough time		
Base: All		
	%	N
Very good	47	70
Good	29	43
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	19	28
Total		149

Q23b. Rating of nurse listening to you		
Base: All		
	%	N
Very good	46	68
Good	24	36
Neither good nor poor	9	13
Poor	*	*
Very poor	*	*
Doesn't apply	21	32
Total		149

Q23c. Rating of nurse explaining tests and treatments		
Base: All		
	%	N
Very good	38	56
Good	38	56
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	20	29
Total		147

Q23d. Rating of nurse involving you in decisions about your care		
Base: All		
	%	N
Very good	32	47
Good	27	40
Neither good nor poor	13	19
Poor	*	*
Very poor	*	*
Doesn't apply	28	41

Total		146
-------	--	-----

Q23e. Rating of nurse treating you with care and concern		
Base: All		
	%	N
Very good	45	67
Good	25	38
Neither good nor poor	7	11
Poor	*	*
Very poor	*	*
Doesn't apply	22	33
Total		149

Q24. Confidence and trust in nurse		
Base: All		
	%	N
Yes, definitely	60	87
Yes, to some extent	23	34
No, not at all	*	*
Don't know / can't say	15	22
Total		144

Q25. Satisfaction with opening hours		
Base: All		
	%	N
Very satisfied	31	46
Fairly satisfied	49	73
Neither satisfied nor dissatisfied	13	19
Fairly dissatisfied	*	*
Very dissatisfied	*	*
I'm not sure when my GP surgery is open	*	*
Total		150

Q26. Is your GP surgery currently open at times that are convenient for you?		
Base: All		
	%	N
Yes	73	111
No	18	28
Don't know	9	13
Total		152

Q27. Additional opening times that would make it easier to see or speak to someone...		
Base: All whose GP surgery is not open at convenient times		
	%	N
Before 8am	40	16
At lunchtime	*	*
After 6.30pm	81	33
On a Saturday	83	34
On a Sunday	37	15
None of these	*	*
Total		41

Q28. Overall experience of GP surgery		
Base: All		
	%	N
Very good	43	66
Fairly good	45	68
Neither good nor poor	9	14

Fairly poor	*	*
Very poor	*	*
Total		152

Q29. Recommending GP surgery to someone who has just moved to the local area		
Base: All		
	%	N
Yes, would definitely recommend	60	91
Yes, would probably recommend	28	43
Not sure	*	*
No, would probably not recommend	*	*
No, would definitely not recommend	*	*
Don't know	*	*
Total		153

Q30. Long-standing health condition		
Base: All		
	%	N
Yes	53	81
No	47	72
Don't know / can't say	*	*
Total		153

Q31. Medical conditions...		
Base: All		
	%	N
Alzheimer's disease or dementia	*	*
Angina or long-term heart problem	*	*
Arthritis or long-term joint problem	13	19
Asthma or long-term chest problem	11	16
Blindness or severe visual impairment	*	*
Cancer in the last 5 years	*	*
Deafness or severe hearing impairment	*	*
Diabetes	*	*
Epilepsy	*	*
High blood pressure	18	25
Kidney or liver disease	*	*
Learning difficulty	*	*
Long-term back problem	*	*
Long-term mental health problem	*	*
Long-term neurological problem	*	*
Another long-term condition	15	22
None of these conditions	46	65
I would prefer not to say	*	*
Total		143

Q32. Last 6 months, enough support from local services/organisations to help manage long-term conditions		
	%	N
Yes, definitely	33	25
Yes, to some extent	21	16
No	*	*
I have not needed such support	37	28
Don't know / can't say	*	*
Total		76

Q33. Confidence in managing own health		
Base: All		

	%	N
Very confident	39	58
Fairly confident	57	85
Not very confident	*	*
Not at all confident	*	*
Total		149

Q34a. State of health today...Mobility		
Base: All		
	%	N
I have no problems in walking about	81	123
I have slight problems in walking about	10	15
I have moderate problems in walking about	*	*
I have severe problems in walking about	*	*
I am unable to walk about	*	*
Total		151

Q34b. State of health today...Self-Care		
Base: All		
	%	N
I have no problems washing or dressing myself	94	135
I have slight problems washing or dressing myself	*	*
I have moderate problems washing or dressing myself	*	*
I have severe problems washing or dressing myself	*	*
I am unable to wash or dress myself	*	*
Total		144

Q34c. State of health today...Usual Activities		
Base: All		
	%	N
I have no problems doing my usual activities	81	118
I have slight problems doing my usual activities	9	13
I have moderate problems doing my usual activities	*	*
I have severe problems doing my usual activities	*	*
I am unable to do my usual activities	*	*
Total		146

Q34d. State of health today...Pain/Discomfort		
Base: All		
	%	N
I have no pain or discomfort	60	88
I have slight pain or discomfort	26	38
I have moderate pain or discomfort	*	*
I have severe pain or discomfort	*	*
I have extreme pain or discomfort	*	*
Total		146

Q34e. State of health today...Anxiety/Depression		
Base: All		
	%	N
I am not anxious or depressed	75	109
I am slightly anxious or depressed	18	26
I am moderately anxious or depressed	7	11
I am severely anxious or depressed	*	*
I am extremely anxious or depressed	*	*
Total		146

Q35. Activities limited today due to recent illness or injury		
Base: All		
	%	N
Yes, limited a lot	*	*
Yes, limited a little	*	*
No	93	139
Total		150

Q36. Have a written care plan		
Base: All		
	%	N
Yes	*	*
No	91	136
Don't know	*	*
Total		149

Q37. Helped putting care plan together		
Base: All who have a written care plan		
	%	N
Yes	*	*
No	*	*
Total		*

Q38. Using written care plan to help manage health day-to-day.		
Base: All who have a written care plan		
	%	N
Yes	*	*
No	*	*
Total		*

Q39. Reviewing written care plan with GP, nurse or other health professional.		
Base: All who have a written care plan		
	%	N
Yes	*	*
No	*	*
Don't know	*	*
Total		*

Q40. Know how to contact an out-of-hours GP service		
Base: All		
	%	N
Yes	43	65
No	57	85
Total		151

Q41. Tried to call an out-of-hours GP service in past 6 months...		
Base: All		
	%	N
Yes, for myself	*	*
Yes, for someone else	6	10
No	89	133
Total		150

Q42. Ease of contacting the out-of-hours GP service by telephone		
Base: All who have tried to call an out of hours GP service when the surgery was closed		
	%	N
Very easy	*	*

Fairly easy	64	10
Not very easy	*	*
Not at all easy	*	*
Don't know / didn't make contact	*	*
Total		16

Q43. Impression of how quickly care from out-of-hours GP service received		
Base: All who have tried to call an out of hours GP service when the surgery was closed		
	%	N
It was about right	76	13
It took too long	*	*
Don't know / doesn't apply	*	*
Total		17

Q44. Confidence and trust in out-of-hours clinician		
Base: All who have tried to call an out of hours GP service when the surgery was closed		
	%	N
Yes, definitely	*	*
Yes, to some extent	*	*
No, not at all	*	*
Don't know / can't say	*	*
Total		17

Q45. Overall experience of out-of-hours GP services		
Base: All who have tried to call an out of hours GP service when the surgery was closed		
	%	N
Very good	*	*
Fairly good	59	10
Neither good nor poor	*	*
Fairly poor	*	*
Very poor	*	*
Total		17

Q51. Gender		
Base: All		
	%	N
Male	44	67
Female	56	85
Total		151

Q52. Age		
Base: All		
	%	N
18 to 24	*	*
25 to 34	12	18
35 to 44	18	27
45 to 54	16	24
55 to 64	18	28
65 to 74	16	25
75 to 84	9	13
85 or over	*	*
Total		151

Q53. Ethnic group		
Base: All		
	%	N
English / Welsh / Scottish / Northern Irish / British	88	133
Irish	*	*

Gypsy or Irish Traveller	*	*
Any other White background	*	*
White and Black Caribbean	*	*
White and Black African	*	*
White and Asian	*	*
Any other Mixed / multiple ethnic background	*	*
Indian	*	*
Pakistani	*	*
Bangladeshi	*	*
Chinese	*	*
Any other Asian background	*	*
African	*	*
Caribbean	*	*
Any other Black / African / Caribbean background	*	*
Arab	*	*
Any other ethnic group	*	*
Total		151

Q54. Working status		
Base: All		
	%	N
Full-time paid work (30 hours or more each week)	41	59
Part-time paid work (under 30 hours each week)	18	26
Full-time education at school, college or university	*	*
Unemployed	*	*
Permanently sick or disabled	*	*
Fully retired from work	27	39
Looking after the home	*	*
Doing something else	*	*
Total		143

Q55. Journey time from home to work		
Base: All in part or full-time work		
	%	N
Up to 30 minutes	56	47
31 minutes to 1 hour	26	22
More than 1 hour	13	11
I live on site	*	*
Total		85

Q56. Can take time away from work to see GP		
Base: All in part or full-time work		
	%	N
Yes	79	66
No	21	17
Total		84

Q57. Parent or legal guardian		
Base: All		
	%	N
Yes	32	45
No	68	98
Total		143

Q58. Deaf and use sign language		
Base: All		
	%	N
Yes	*	*

No	100	146
Total		146

Q59. Smoking habits		
Base: All		
	%	N
Never smoked	64	96
Former smoker	29	44
Occasional smoker	*	*
Regular smoker	*	*
Total		151

Q60. Look after/provide support to family etc. for physical or mental ill health/problems in old age		
Base: All		
	%	N
No	86	124
Yes, 1-9 hours a week	10	15
Yes, 10-19 hours a week	*	*
Yes, 20-34 hours a week	*	*
Yes, 35-49 hours a week	*	*
Yes, 50+ hours a week	*	*
Total		145

Q61. Sexual orientation		
Base: All		
	%	N
Heterosexual / straight	98	143
Gay / Lesbian	*	*
Bisexual	*	*
Other	*	*
I would prefer not to say	*	*
Total		147

Q62. Religion		
Base: All		
	%	N
No religion	37	56
Buddhist	*	*
Christian	61	92
Hindu	*	*
Jewish	*	*
Muslim	*	*
Sikh	*	*
Other	*	*
I would prefer not to say	*	*
Total		151