

You have selected the following practice:  
WESTERN ROAD SURGERY

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

	%	N
Very easy	64	109
Fairly easy	34	58
Not very easy	*	*
Not at all easy	*	*
Total		171

### How clean is your GP surgery or health centre?

	%	N
Very clean	81	137
Fairly clean	18	31
Not very clean	*	*
Not at all clean	*	*
Don't know	*	*
Total		169

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

	%	N
Yes, but I don't mind	57	95
Yes, and I am not happy about it	22	36
No, other patients can't overhear	14	24
Don't know	7	12
Total		167

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

	%	N
Very helpful	48	80
Fairly helpful	45	74
Not very helpful	6	10
Not at all helpful	*	*
Total		165

### In the past 6 months, how easy have you found the following?... Getting through on the phone

	%	N
Haven't tried	*	*
Very easy	23	38
Fairly easy	55	92
Not very easy	17	28
Not at all easy	*	*
Don't know	*	*
Total		168

### In the past 6 months, how easy have you found the following?... Speaking to a doctor on the phone

	%	N
--	---	---

Haven't tried	41	67
Very easy	11	18
Fairly easy	21	34
Not very easy	9	15
Not at all easy	6	10
Don't know	12	20
Total		164

**In the past 6 months, how easy have you found the following?... Speaking to a nurse on the phone**

	%	N
Haven't tried	53	86
Very easy	*	*
Fairly easy	16	26
Not very easy	*	*
Not at all easy	*	*
Don't know	22	36
Total		162

**In the past 6 months, how easy have you found the following?... Getting test results on the phone**

	%	N
Haven't tried	22	36
Very easy	27	44
Fairly easy	32	52
Not very easy	*	*
Not at all easy	*	*
Don't know	10	17
Total		162

**How normally book appointments to see doctor or nurse**

	%	N
In person	*	*
By phone	93	43
By fax machine	*	*
Online	*	*
Digital TV(Yes)	*	*
Doesn't apply	*	*
Total		46

**Preferred methods of booking appointments to see doctor or nurse**

	%	N
In person	*	*
By phone	96	44
By fax machine	*	*
Online	28	13
Digital TV	*	*
Doesn't apply/no preference	*	*
Total		46

**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 weekdays the GP surgery or health centre was open.**

	%	N
--	---	---

Yes	67	111
No	32	53
Can't remember	*	*
Total		165

**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 2 weekdays the GP surgery or health centre was open?**

	%	N
Yes	94	104
No	*	*
Can't remember	*	*
Total		111

**If you couldn't be seen within the next 2 weekdays the GP surgery or health centre was open, why was that? (New code in Year 4)**

	%	N
There weren't any appointments	*	*
The time offered didn't suit me	*	*
The appointment was with a doctor I didn't want to see	*	*
I could have seen a nurse but I wanted to see a doctor	*	*
I was offered an appointment at a different branch of my surgery	*	*
Another reason	*	*
Can't remember	*	*
Total		*

**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 weekdays in advance.**

	%	N
Yes	53	88
No	45	74
Can't remember	*	*
Total		165

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

	%	N
Yes	81	70
No	*	*
Can't remember	*	*
Total		86

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

	%	N
In the past 3 months	59	99
Between 3 and 6 months ago	25	42
More than six months ago	17	28
Never	*	*
Total		169

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

	%	N
I haven't needed to see a doctor	92	24
I couldn't be seen at a convenient time	*	*

I couldn't get to the GP surgery or health centre easily	*	*
I didn't like or trust the doctors	*	*
Another reason	*	*
Total		26

How long after your appointment time do you normally wait to be seen?		
	%	N
I don't normally have appointments at a particular time	*	*
I am normally seen at my appointment time	16	27
Less than 5 minutes	20	34
5 to 15 minutes	56	95
16 to 30 minutes	*	*
More than 30 minutes	*	*
Can't remember	*	*
Total		169

How do you feel about how long you normally have to wait?		
	%	N
I don't normally have to wait too long	85	140
I have to wait a bit too long	10	16
I have to wait far too long	*	*
No opinion/doesn't apply	*	*
Total		164

Is there a particular doctor you prefer to see at your GP surgery or health centre?		
	%	N
Yes	77	130
No	23	39
There is usually only one doctor in my GP surgery or health centre	*	*
Total		169

How often do you see the doctor you prefer to see?		
	%	N
Always or almost always	64	83
A lot of the time	20	26
Some of the time	15	19
Never or almost never	*	*
Not tried at this GP surgery or health centre	*	*
Total		129

How satisfied are you with the hours that your GP surgery or health centre is open?		
	%	N
Very satisfied	41	69
Fairly satisfied	49	82
Neither satisfied nor dissatisfied	*	*
Fairly dissatisfied	*	*
Very dissatisfied	*	*
I'm not sure when my GP surgery or health centre is open	*	*
Total		169

As far as you know, is your GP surgery open before 8am?		
	%	N
Yes	*	*
No	64	30
Sometimes	*	*
Don't know	30	14
Total		47

As far as you know, is your GP surgery open at lunchtime?		
	%	N
Yes	24	11
No	33	15
Sometimes	*	*
Don't know	38	17
Total		45

As far as you know, is your GP surgery open after 6.30pm?		
	%	N
Yes	*	*
No	50	23
Sometimes	*	*
Don't know	28	13
Total		46

As far as you know, is your GP surgery open on Saturdays?		
	%	N
Yes	31	14
No	33	15
Sometimes	*	*
Don't know	31	14
Total		45

As far as you know, is your GP surgery open on Sundays?		
	%	N
Yes	*	*
No	71	32
Sometimes	*	*
Don't know	27	12
Total		45

Would you like your GP surgery or health centre to open at additional times?		
	%	N
Yes	53	82
No	47	73
Total		155

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

Before 8am	*	*
At lunchtime	*	*
After 6:30pm	48	31
On a Saturday	42	27
On a Sunday	*	*
Total		65

Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at each of the following? - Giving you enough time		
	%	N
Very good	50	85
Good	41	70
Neither good nor poor	7	12
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		169

Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at each of the following? - Asking about your symptoms		
	%	N
Very good	44	73
Good	45	75
Neither good nor poor	8	14
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		166

Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at each of the following? - Listening to you		
	%	N
Very good	46	77
Good	42	70
Neither good nor poor	11	18
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		167

Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at each of the following? - Explaining tests and treatments		
	%	N
Very good	35	57
Good	41	68
Neither good nor poor	10	16
Poor	*	*
Very poor	*	*
Doesn't apply	11	18
Total		165

Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at each of the following? - Involving you in decisions about your care		
	%	N
Very good	34	56

Good	35	57
Neither good nor poor	14	23
Poor	*	*
Very poor	*	*
Doesn't apply	15	24
Total		165

**Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at each of the following? - Treating you with care and concern**

	%	N
Very good	48	79
Good	35	58
Neither good nor poor	13	21
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		165

**Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at each of the following? - Taking your problems seriously**

	%	N
Very good	46	76
Good	33	54
Neither good nor poor	15	24
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		165

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

	%	N
Yes, definitely	71	120
Yes, to some extent	27	46
No, not at all	*	*
Don't know/Can't say	*	*
Total		170

**Have you seen a practice nurse at your GP surgery or health centre in the past 6 months?**

	%	N
Yes	34	58
No	66	111
Total		169

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

	%	N
Haven't tried	*	*
Very easy	46	26
Fairly easy	52	29
Not very easy	*	*
Not at all easy	*	*
Don't know	*	*
Total		56

**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? - Giving you enough time**

	%	N
Very good	46	72
Good	33	52
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	17	26
Total		156

**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? - Asking about your symptoms**

	%	N
Very good	39	61
Good	33	51
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	25	39
Total		156

**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? - Listening to you**

	%	N
Very good	45	70
Good	31	48
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	21	32
Total		156

**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? - Explaining tests and treatments**

	%	N
Very good	40	62
Good	31	48
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	26	40
Total		154

**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? - Involving you in decisions about your care**

	%	N
Very good	31	48
Good	26	40
Neither good nor poor	8	12
Poor	*	*
Very poor	*	*
Doesn't apply	35	54
Total		154



**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? - Treating you with care and concern**

	%	N
Very good	44	67
Good	34	53
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	18	28
Total		154

**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? - Taking your problems seriously**

	%	N
Very good	40	61
Good	29	44
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	27	42
Total		154

**In general, how satisfied are you with the care you get at your GP surgery or health centre?**

	%	N
Very satisfied	57	95
Fairly satisfied	38	63
Neither satisfied nor dissatisfied	*	*
Fairly dissatisfied	*	*
Very dissatisfied	*	*
Total		166

**Recommend GP surgery to someone who has just moved to local area**

	%	N
Yes, would definitely recommend	82	37
Yes, might recommend	*	*
Not sure	*	*
No, would probably not recommend	*	*
No, would definitely not recommend	*	*
Don't know	*	*
Total		45

**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.**

	%	N
Yes	48	78
No	52	85
Don't know/Can't say	*	*
Total		163

**Have you had discussions in the past 12 months with a doctor or nurse about how best to deal with your health problem?**

	%	N
--	---	---

Yes	83	64
No	17	13
Total		77

**In these discussions, did a doctor or nurse take notice of your views about how to deal with your health problem?**

	%	N
Yes	91	58
No	*	*
Don't know	*	*
Not applicable	*	*
Total		64

**In these discussions, did a doctor or nurse give you information about the things you might do to deal with your health problem?**

	%	N
Yes	86	54
No	*	*
Don't know	*	*
Not applicable	*	*
Total		63

**In these discussions, did a doctor or nurse agree about how best to manage your health problem?**

	%	N
Yes	84	53
No	*	*
Don't know	*	*
Not applicable	*	*
Total		63

**In these discussions, did a doctor or nurse give you a written document about the discussions you had about managing your health problem?**

	%	N
Yes	18	11
No	65	40
Don't know	*	*
Not applicable	18	11
Total		62

**In these discussions, did a doctor or nurse ever tell that you had something called a 'care plan'?**

	%	N
Yes	*	*
No	74	46
Don't know	*	*
Not applicable	*	*
Total		62

**Do you think that having these discussions with your doctor or nurse has helped improve how you manage your health problem?**

	%	N
Yes, definitely	37	23
Yes, to some extent	49	31
No, not at all	*	*

Don't know/Can't remember	*	*
Total		63

In last 6 months had enough support from local services to help manage long-term health condition		
	%	N
Yes, definitely	*	*
Yes, to some extent	*	*
No	*	*
I have not needed such support	*	*
Don't know/can't say	*	*
Total		16

If you wanted to, would you know how to contact an out-of-hours GP service when the surgery or health centre is closed?		
	%	N
Yes	69	81
No	31	37
Total		118

In the past 6 months, have you tried to call an out-of-hours GP service when the surgery or health centre was closed?		
	%	N
Yes, for myself	*	*
Yes, for someone else	10	12
No	85	101
Total		119

How easy was it to contact the out-of-hours GP service by telephone?		
	%	N
Very easy	*	*
Fairly easy	*	*
Not very easy	*	*
Not at all easy	*	*
Don't know/didn't make contact	*	*
Total		18

Were you prescribed or recommended any medicines by the out-of-hours GP service you contacted?		
	%	N
Yes	*	*
No	*	*
Don't know/doesn't apply	*	*
Total		18

How easy was it to get these medicines?		
	%	N
Very easy	*	*
Fairly easy	*	*
Not very easy	*	*
Not at all easy	*	*
Total		*

How do you feel about how quickly you received care from the out-of-hours GP service?		
	%	N
It was about right	78	14
It took too long	*	*
Don't know/doesn't apply	*	*
Total		18

Overall, how do you feel about the care you received from the out-of-hours GP service?		
	%	N
Very good	*	*
Good	*	*
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Don't know/doesn't apply	*	*
Total		17

Are you male or female?		
	%	N
Male	44	73
Female	56	94
Total		167

How old are you?		
	%	N
Under 18	*	*
18 to 24	*	*
25 to 34	9	14
35 to 44	20	33
45 to 54	19	31
55 to 64	18	30
65 to 74	14	23
75 to 84	15	24
85 or over	*	*
Total		163

Which of these best describes what you are doing at present?		
	%	N
Full-time paid work (30 hours or more each week)	38	60
Part-time paid work (under 30 hours each week)	12	19
Full-time education at school, college or university	*	*
Unemployed	*	*
Permanently sick or disabled	*	*
Fully retired from work	29	45
Looking after the home	16	25
Doing something else	*	*
Total		156

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

	%	N
Up to 30 minutes	37	29
31 minutes - 1 hour	38	30
More than 1 hour	24	19
I live on site	*	*
Total		79

**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?**

	%	N
Yes	71	56
No	29	23
Total		79

**In general, would you say your health is?**

	%	N
Excellent	16	26
Very good	36	59
Good	35	58
Fair	10	17
Poor	*	*
Total		165

**Do you have any of the following long-standing conditions? Please include problems which are due to old age.**

	%	N
Deafness or severe hearing impairment	*	*
Blindness or severe visual impairment	*	*
A condition that substantially limits one or more basic physical activities such as walking, climbing stairs, lifting or carrying	18	27
A learning difficulty	*	*
A long-standing psychological or emotional condition	*	*
Any other long-standing illness	25	37
No, I do not have a long-standing conditions	56	82
Total		147

**Are you a deaf person who uses sign language?**

	%	N
Yes	*	*
No	100	153
Total		153

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

	%	N
Yes	30	46
No	70	109
Total		155

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

	%	N
Yes	*	*

No	94	149
Total		158

What is your ethnic group?		
	%	N
British	93	157
Irish	*	*
Any other white background	*	*
White and Black Caribbean	*	*
White and Black African	*	*
White and Asian	*	*
Any other mixed background	*	*
Indian	*	*
Pakistani	*	*
Bangladeshi	*	*
Any other Asian background	*	*
Caribbean	*	*
African	*	*
Any other Black background	*	*
Chinese	*	*
Any other ethnic group	*	*
Total		169

Which of the following best describes how you think of yourself?		
	%	N
Heterosexual/Straight	97	152
Gay/Lesbian	*	*
Bisexual	*	*
Other	*	*
I would prefer not to say	*	*
Total		157

Which of the following best describes your religion?		
	%	N
None	15	25
Buddhist	*	*
Christian (including Church of England, Catholic, Protestant, and other Christian denominations)	75	123
Hindu	*	*
Jewish	*	*
Muslim	*	*
Sikh	*	*
Other	*	*
I would prefer not to say	*	*
Total		164

