

Universe

Strategic Health Authority (SHA): West Midlands SHA
 Primary Care Trust (PCT): HEREFORDSHIRE PRIMARY CARE TRUST
 Practice name: All
 Practice Size (Banded): All
 Gender: All
 Age group: All
 Ethnicity: All
 Working status: All
 Break-down variable 1: « None »
 Break-down variable 2: « None »
 Break-down variable 3: « None »

Crosstables

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

Base: All

| | | |
|-----------------|-----|-------|
| | - | |
| | - | |
| | - | |
| Very easy | 80% | 4,842 |
| Fairly easy | 18% | 1,086 |
| Not very easy | 2% | 123 |
| Not at all easy | 0% | 26 |
| Total | | 6,077 |

Question: Q2 - How clean is your GP surgery or health centre?

Base: All

| | | |
|------------------|-----|-------|
| | - | |
| | - | |
| | - | |
| Very clean | 80% | 4,878 |
| Fairly clean | 18% | 1,118 |
| Not very clean | 0% | 21 |
| Not at all clean | * | * |
| Don't know | 1% | 60 |
| Total | | 6,083 |

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

Base: All

| | | |
|-----------------------------------|-----|-------|
| | - | |
| | - | |
| | - | |
| Yes, but I don't mind | 65% | 3,942 |
| Yes, and I am not happy about it | 20% | 1,238 |
| No, other patients can't overhear | 10% | 598 |
| Don't know | 5% | 284 |
| Total | | 6,062 |

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

Base: All

| | | |
|--------------------|-----|-------|
| | - | |
| | - | |
| | - | |
| Very helpful | 64% | 3,832 |
| Fairly helpful | 32% | 1,873 |
| Not very helpful | 3% | 202 |
| Not at all helpful | 1% | 39 |
| Total | | 5,946 |

Question: Q5a - In the past 6 months, how easy have you found the following?... Getting through on the phone

Base: All

| | | |
|-----------------|-----|-------|
| | - | |
| | - | |
| | - | |
| Haven't tried | 8% | 508 |
| Very easy | 39% | 2,344 |
| Fairly easy | 38% | 2,275 |
| Not very easy | 10% | 632 |
| Not at all easy | 4% | 225 |
| Don't know | 1% | 65 |
| Total | | 6,049 |

Question: Q5b - In the past 6 months, how easy have you found the following?... Speaking to a doctor on the phone

Base: All

| | | |
|-----------------|-----|--------------|
| | - | |
| | - | |
| | - | |
| Haven't tried | 41% | 2,409 |
| Very easy | 14% | 796 |
| Fairly easy | 21% | 1,235 |
| Not very easy | 9% | 534 |
| Not at all easy | 5% | 291 |
| Don't know | 10% | 595 |
| Total | | 5,860 |

Question: Q5c - In the past 6 months, how easy have you found the following?... Speaking to a nurse on the phone

Base: All

| | | |
|-----------------|-----|--------------|
| | - | |
| | - | |
| | - | |
| Haven't tried | 51% | 2,984 |
| Very easy | 11% | 635 |
| Fairly easy | 15% | 883 |
| Not very easy | 5% | 293 |
| Not at all easy | 3% | 154 |
| Don't know | 15% | 869 |
| Total | | 5,818 |

Question: Q5d - In the past 6 months, how easy have you found the following?... Getting test results on the phone

Base: All

| | | |
|-----------------|-----|--------------|
| | - | |
| | - | |
| | - | |
| Haven't tried | 41% | 2,390 |
| Very easy | 22% | 1,256 |
| Fairly easy | 17% | 999 |
| Not very easy | 5% | 289 |
| Not at all easy | 3% | 202 |
| Don't know | 12% | 691 |
| Total | | 5,827 |

Question: Q6 - In the past 6 months, have you tried to see a doctor fairly quickly? By 'fairly quickly' we mean on the s

Base: All

| | | |
|----------------|-----|--------------|
| | - | |
| | - | |
| | - | |
| Yes | 65% | 3,895 |
| No | 34% | 1,996 |
| Can't remember | 1% | 62 |
| Total | | 5,953 |

Question: Q7 - Think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor on the :
Base: All patients who say they tried to see a doctor fairly quickly in the past 6 months

| | | |
|----------------|-----|--------------|
| | - | |
| | - | |
| | - | |
| Yes | 89% | 3,440 |
| No | 10% | 391 |
| Can't remember | 1% | 23 |
| Total | | 3,854 |

Question: Q8 - If you couldn't be seen within the next 2 days the GP surgery or health centre was open, why was that?
Base: All patients who couldn't be seen within the next two days the surgery was open

| | | |
|---|-----|------------|
| | - | |
| | - | |
| | - | |
| There weren't any appointments | 72% | * |
| The time offered didn't suit me | 12% | * |
| The appointment was with a doctor I didn | 23% | * |
| I could have seen a nurse but I wanted to | 4% | * |
| Another reason | 8% | * |
| Can't remember | * | * |
| Total | | 388 |

Question: Q9 - In the past 6 months, have you tried to book ahead for an appointment with a doctor? By 'booking ahe.
Base: All

| | | |
|----------------|-----|--------------|
| | | |
| | | |
| | | |
| Yes | 57% | 3,366 |
| No | 41% | 2,463 |
| Can't remember | 2% | 106 |
| Total | | 5,935 |

Question: Q10 - Last time you tried to, were you able to get an appointment with a doctor more than 2 full days in adv
Base: All patients who tried to book ahead for an appointment with a doctor in the past 6 months

| | | |
|----------------|-----|--------------|
| | | |
| | | |
| | | |
| Yes | 78% | 2,585 |
| No | 20% | 646 |
| Can't remember | 2% | 80 |
| Total | | 3,311 |

Question: Q11 - When did you last see a doctor at your GP surgery or health centre?
Base: All

| | | |
|----------------------------|-----|--------------|
| | | |
| | | |
| | | |
| In the past 3 months | 56% | 3,385 |
| Between 3 and 6 months ago | 21% | 1,250 |
| More than six months ago | 23% | 1,370 |
| Never | 1% | 39 |
| Total | | 6,044 |

Question: Q12 - If you haven't seen a doctor in the past 6 months, why is that?
Base: All patients who say they haven't seen a doctor in the past 6 months

| | | |
|--|-----|--------------|
| | | |
| | | |
| | | |
| I haven't needed to see a doctor | 93% | * |
| I couldn't be seen at a convenient time | 2% | * |
| I couldn't get to the GP surgery or health | 2% | * |
| I didn't like or trust the doctors | 1% | * |
| Another reason | 3% | * |
| Total | | 1,378 |

Question: Q13 - How long after your appointment time do you normally wait to be seen?
Base: All

| | | |
|---|-----|--------------|
| | | |
| | | |
| | | |
| I don't normally have appointments at a p | 1% | 80 |
| I am normally seen at my appointment tin | 12% | 693 |
| Less than 5 minutes | 12% | 708 |
| 5 to 15 minutes | 53% | 3,202 |
| 16 to 30 minutes | 15% | 889 |
| More than 30 minutes | 4% | 244 |
| Can't remember | 3% | 177 |
| Total | | 5,993 |

Question: Q14 - How do you feel about how long you normally have to wait?
Base: All

| | | |
|--|-----|--------------|
| | | |
| | | |
| | | |
| I don't normally have to wait too long | 74% | 4,408 |
| I have to wait a bit too long | 15% | 898 |
| I have to wait far too long | 5% | 276 |
| No opinion/doesn't apply | 6% | 360 |
| Total | | 5,942 |

Question: Q15 - Is there a particular doctor you prefer to see at your GP surgery or health centre?
Base: All

| | | |
|---|-----|--------------|
| | | |
| | | |
| | | |
| Yes | 70% | 4,195 |
| No | 30% | 1,818 |
| There is usually only one doctor in my GI | 0% | 15 |
| Total | | 6,028 |

Question: 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

| | | |
|--|-----|--------------|
| | - | |
| | - | |
| | - | |
| Always or almost always | 61% | 2,518 |
| A lot of the time | 21% | 866 |
| Some of the time | 15% | 620 |
| Never or almost never | 3% | 128 |
| Not tried at this GP surgery or health cen | * | * |
| Total | | 4,139 |

Question: Q17 - How satisfied are you with the hours that your GP surgery or health centre is open?
Base: All

| | | |
|---|-----|--------------|
| | - | |
| | - | |
| | - | |
| Very satisfied | 42% | 2,567 |
| Fairly satisfied | 39% | 2,390 |
| Neither satisfied nor dissatisfied | 9% | 545 |
| Fairly dissatisfied | 5% | 274 |
| Very dissatisfied | 2% | 96 |
| I'm not sure when my GP surgery or heal | 3% | 182 |
| Total | | 6,054 |

Question: Q18 - Would you like your GP surgery or health centre to open at additional times?
Base: All

| | | |
|--------------|-----|--------------|
| | - | |
| | - | |
| | - | |
| Yes | 54% | 3,070 |
| No | 46% | 2,595 |
| Total | | 5,665 |

Question: Q19 - Which one of the following additional times would you most like the GP surgery or health centre to be open at?
Base: All patients who would like their surgery to be open at additional times

| | | |
|---------------|-----|--------------|
| | - | |
| | - | |
| | - | |
| Before 8am | 5% | 128 |
| At lunchtime | 3% | 92 |
| After 6:30pm | 23% | 620 |
| On a Saturday | 66% | 1,793 |
| On a Sunday | 3% | 72 |
| Total | | 2,705 |

Question: Q20 - Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at each of t
Base: All

| | | |
|-----------------------|-----|--------------|
| | - | |
| | - | |
| | - | |
| Very good | 63% | 3,757 |
| Good | 30% | 1,822 |
| Neither good nor poor | 5% | 299 |
| Poor | 1% | 55 |
| Very poor | 0% | 22 |
| Doesn't apply | 1% | 35 |
| Total | | 5,990 |

Question: Q20 - Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at each of t
Base: All

| | | |
|-----------------------|-----|--------------|
| | - | |
| | - | |
| | - | |
| Very good | 60% | 3,552 |
| Good | 32% | 1,926 |
| Neither good nor poor | 5% | 280 |
| Poor | 1% | 80 |
| Very poor | 0% | 14 |
| Doesn't apply | 1% | 79 |
| Total | | 5,931 |

Question: Q20 - Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at each of t
 Base: All

| | | |
|-----------------------|-----|--------------|
| | - | |
| | - | |
| | - | |
| Very good | 63% | 3,730 |
| Good | 30% | 1,777 |
| Neither good nor poor | 5% | 270 |
| Poor | 2% | 108 |
| Very poor | 0% | 22 |
| Doesn't apply | 1% | 42 |
| Total | | 5,949 |

Question: Q20 - Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at each of t
 Base: All

| | | |
|-----------------------|-----|--------------|
| | - | |
| | - | |
| | - | |
| Very good | 55% | 3,252 |
| Good | 28% | 1,655 |
| Neither good nor poor | 6% | 371 |
| Poor | 2% | 105 |
| Very poor | 0% | 20 |
| Doesn't apply | 8% | 475 |
| Total | | 5,878 |

Question: Q20 - Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at each of t
 Base: All

| | | |
|-----------------------|-----|--------------|
| | - | |
| | - | |
| | - | |
| Very good | 50% | 2,946 |
| Good | 27% | 1,586 |
| Neither good nor poor | 8% | 465 |
| Poor | 2% | 111 |
| Very poor | 1% | 37 |
| Doesn't apply | 12% | 706 |
| Total | | 5,851 |

Question: Q20 - Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at each of t
 Base: All

| | | |
|-----------------------|-----|--------------|
| | - | |
| | - | |
| | - | |
| Very good | 61% | 3,587 |
| Good | 29% | 1,716 |
| Neither good nor poor | 6% | 349 |
| Poor | 2% | 95 |
| Very poor | 1% | 33 |
| Doesn't apply | 2% | 108 |
| Total | | 5,888 |

Question: Q20 - Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at each of t
 Base: All

| | | |
|-----------------------|-----|--------------|
| | - | |
| | - | |
| | - | |
| Very good | 61% | 3,586 |
| Good | 28% | 1,642 |
| Neither good nor poor | 6% | 369 |
| Poor | 2% | 125 |
| Very poor | 1% | 52 |
| Doesn't apply | 2% | 129 |
| Total | | 5,903 |

Question: Q21 - Did you have confidence and trust in the doctor you saw?
 Base: All

| | | |
|---------------------|-----|-------|
| | - | |
| | - | |
| | - | |
| Yes, definitely | 79% | 4,709 |
| Yes, to some extent | 18% | 1,088 |
| No, not at all | 2% | 122 |

| | | |
|--------------|----|--------------|
| Don't know | 1% | 74 |
| Total | | 5,993 |

Question: Q22 - Have you seen a practice nurse at your GP surgery or health centre in the past 6 months?
Base: All

| | | |
|--------------|-----|--------------|
| | - | |
| | - | |
| | - | |
| Yes | 58% | 3,494 |
| No | 42% | 2,500 |
| Total | | 5,994 |

Question: 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

| | | |
|-----------------|-----|--------------|
| | - | |
| | - | |
| | - | |
| Haven't tried | 2% | 55 |
| Very easy | 63% | 2,165 |
| Fairly easy | 33% | 1,134 |
| Not very easy | 2% | 79 |
| Not at all easy | * | * |
| Don't know | 0% | 13 |
| Total | | 3,455 |

Question: Q24 - Last time you saw a practice nurse at your GP surgery or health centre, how good was the practice n
Base: All patients who have seen a practice nurse at the surgery in the past 6 months

| | | |
|-----------------------|-----|--------------|
| | - | |
| | - | |
| | - | |
| Very good | 70% | 2,394 |
| Good | 26% | 906 |
| Neither good nor poor | 2% | 80 |
| Poor | 1% | 21 |
| Very poor | * | * |
| Doesn't apply | 1% | 37 |
| Total | | 3,443 |

Question: Q24 - Last time you saw a practice nurse at your GP surgery or health centre, how good was the practice n
Base: All patients who have seen a practice nurse at the surgery in the past 6 months

| | | |
|-----------------------|-----|--------------|
| | - | |
| | - | |
| | - | |
| Very good | 56% | 1,882 |
| Good | 27% | 912 |
| Neither good nor poor | 5% | 174 |
| Poor | 1% | 24 |
| Very poor | * | * |
| Doesn't apply | 11% | 362 |
| Total | | 3,360 |

Question: Q24 - Last time you saw a practice nurse at your GP surgery or health centre, how good was the practice n
Base: All patients who have seen a practice nurse at the surgery in the past 6 months

| | | |
|-----------------------|-----|--------------|
| | - | |
| | - | |
| | - | |
| Very good | 61% | 2,078 |
| Good | 29% | 980 |
| Neither good nor poor | 4% | 127 |
| Poor | 1% | 29 |
| Very poor | 0% | 16 |
| Doesn't apply | 5% | 155 |
| Total | | 3,385 |

Question: Q24 - Last time you saw a practice nurse at your GP surgery or health centre, how good was the practice n
Base: All patients who have seen a practice nurse at the surgery in the past 6 months

| | | |
|-----------------------|-----|-------|
| | - | |
| | - | |
| | - | |
| Very good | 58% | 1,937 |
| Good | 28% | 934 |
| Neither good nor poor | 5% | 166 |
| Poor | 1% | 23 |

| | | |
|---------------|----|--------------|
| Very poor | * | * |
| Doesn't apply | 8% | 277 |
| Total | | 3,346 |

Question: Q24 - Last time you saw a practice nurse at your GP surgery or health centre, how good was the practice n
Base: All patients who have seen a practice nurse at the surgery in the past 6 months

| | | |
|-----------------------|-----|--------------|
| | - | |
| | - | |
| | - | |
| Very good | 49% | 1,617 |
| Good | 26% | 854 |
| Neither good nor poor | 7% | 225 |
| Poor | 1% | 32 |
| Very poor | 0% | 12 |
| Doesn't apply | 17% | 579 |
| Total | | 3,319 |

Question: Q24 - Last time you saw a practice nurse at your GP surgery or health centre, how good was the practice n
Base: All patients who have seen a practice nurse at the surgery in the past 6 months

| | | |
|-----------------------|-----|--------------|
| | - | |
| | - | |
| | - | |
| Very good | 65% | 2,199 |
| Good | 28% | 928 |
| Neither good nor poor | 4% | 122 |
| Poor | 1% | 29 |
| Very poor | 0% | 11 |
| Doesn't apply | 3% | 85 |
| Total | | 3,374 |

Question: Q24 - Last time you saw a practice nurse at your GP surgery or health centre, how good was the practice n
Base: All patients who have seen a practice nurse at the surgery in the past 6 months

| | | |
|-----------------------|-----|--------------|
| | - | |
| | - | |
| | - | |
| Very good | 59% | 1,973 |
| Good | 26% | 873 |
| Neither good nor poor | 5% | 152 |
| Poor | 1% | 21 |
| Very poor | * | * |
| Doesn't apply | 10% | 326 |
| Total | | 3,355 |

Question: Q25 - In general, how satisfied are you with the care you get at your GP surgery or health centre?
Base: All

| | | |
|------------------------------------|-----|--------------|
| | - | |
| | - | |
| | - | |
| Very satisfied | 67% | 4,054 |
| Fairly satisfied | 27% | 1,662 |
| Neither satisfied nor dissatisfied | 4% | 216 |
| Fairly dissatisfied | 1% | 85 |
| Very dissatisfied | 0% | 28 |
| Total | | 6,045 |

Question: Q26 - Do you have any long-standing health problem, disability or infirmity? Please include anything that h
Base: All

| | | |
|--------------|-----|--------------|
| | - | |
| | - | |
| | - | |
| Yes | 51% | 3,007 |
| No | 48% | 2,808 |
| Don't know | 2% | 89 |
| Total | | 5,904 |

Question: Q27 - In the past 6 months, have you had a discussion with a doctor or nurse about managing your long-st.
Base: All patients who have a long-standing health problem, disability or infirmity

| | | |
|-------------------------------------|-----|-------|
| | - | |
| | - | |
| | - | |
| Yes | 76% | 2,208 |
| No, I don't want a discussion | 17% | 506 |
| No, I would have liked a discussion | 5% | 149 |

| | | |
|----------------|----|--------------|
| Can't remember | 2% | 56 |
| Total | | 2,919 |

Question: Q28 - Following this discussion, did a doctor or nurse agree a plan about how you wanted to manage your
Base: All patients who had a discussion with a doctor or nurse about managing their long-standing health problem

| | | |
|----------------|-----|--------------|
| | - | |
| | - | |
| | - | |
| Yes | 88% | 1,913 |
| No | 9% | 195 |
| Can't remember | 3% | 55 |
| Total | | 2,163 |

Question: 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

| | | |
|---------------------|-----|--------------|
| | - | |
| | - | |
| | - | |
| Yes, definitely | 55% | 1,167 |
| Yes, to some extent | 35% | 747 |
| No, not at all | 6% | 124 |
| Don't know | 4% | 87 |
| Total | | 2,125 |

Question: Q30 - If you wanted to, would you know how to contact an out-of-hours GP service when the surgery or hea
Base: All

| | | |
|--------------|-----|--------------|
| | - | |
| | - | |
| | - | |
| Yes | 72% | 4,337 |
| No | 28% | 1,666 |
| Total | | 6,003 |

Question: Q31 - In the past 6 months, have you tried to call an out-of-hours GP service when the surgery or health ce
Base: All

| | | |
|-----------------------|-----|--------------|
| | - | |
| | - | |
| | - | |
| Yes, for myself | 6% | * |
| Yes, for someone else | 10% | * |
| No | 84% | * |
| Total | | 5,993 |

Question: 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

| | | |
|--------------------------------|-----|------------|
| | - | |
| | - | |
| | - | |
| Very easy | 34% | 321 |
| Fairly easy | 43% | 410 |
| Not very easy | 14% | 130 |
| Not at all easy | 7% | 67 |
| Don't know/didn't make contact | 2% | 18 |
| Total | | 946 |

Question: 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

| | | |
|--------------|-----|------------|
| | - | |
| | - | |
| | - | |
| Yes | 52% | 491 |
| No | 41% | 386 |
| Don't know | 7% | 66 |
| Total | | 943 |

Question: 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

| | | |
|-------------|-----|-----|
| | - | |
| | - | |
| | - | |
| Very easy | 36% | 176 |
| Fairly easy | 41% | 200 |

| | | |
|-----------------|-----|------------|
| Not very easy | 16% | 79 |
| Not at all easy | 7% | 32 |
| Total | | 487 |

Question: 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

| | | |
|--------------------------|-----|------------|
| | - | |
| | - | |
| | - | |
| It was about right | 59% | 547 |
| It took too long | 37% | 339 |
| Don't know/doesn't apply | 5% | 42 |
| Total | | 928 |

Question: 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

| | | |
|-----------------------|-----|------------|
| | - | |
| | - | |
| | - | |
| Very good | 23% | 215 |
| Good | 37% | 345 |
| Neither good nor poor | 20% | 187 |
| Poor | 10% | 90 |
| Very poor | 8% | 72 |
| Doesn't apply | 3% | 31 |
| Total | | 940 |