

You have selected the following practice:

HARBURY SURGERY

unweighted data



Q1. Last seen or spoke to a GP		
Base: All		
	%	N
In the past 3 months	52	61
Between 3 and 6 months ago	17	20
Between 6 and 12 months ago	*	*
More than 12 months ago	25	29
I have never seen a GP from my GP surgery	*	*
Total		117

Q2. Last seen or spoke to a nurse		
Base: All		
	%	N
In the past 3 months	42	49
Between 3 and 6 months ago	22	26
Between 6 and 12 months ago	12	14
More than 12 months ago	24	28
I have never seen a nurse from my GP surgery	*	*
All		118

Q3. Ease of getting through to someone at GP surgery on the phone		
Base: All		
	%	N
Very easy	42	49
Fairly easy	42	49
Not very easy	8	10
Not at all easy	*	*
Haven't tried	*	*
Total		118

Q4. Helpfulness of receptionists at GP surgery		
Base: All		
	%	N
Very helpful	56	65
Fairly helpful	32	38
Not very helpful	*	*
Not at all helpful	*	*
Don't know	*	*
Total		117

Q5. How normally book appointments to see a GP or nurse...		
Base: All		
	%	N
In person	38	44
By phone	85	100
By fax machine	*	*
Online	*	*
Doesn't apply	*	*

Total		117
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Q8. Have a preferred GP		
Base: All		
	%	N
Yes	59	69
No	40	46
There is usually only one GP in my GP surgery	*	*
Total		116

Q9. Frequency of seeing preferred GP		
Base: All who prefer to see or speak to a particular GP		
	%	N
Always or almost always	55	36
A lot of the time	29	19
Some of the time	15	10
Never or almost never	*	*
Not tried at this GP surgery	*	*
Total		66

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	66	77
See a nurse at the surgery	33	38
Speak to a GP on the phone	*	*
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		116

Q11. When did you want to see or speak to them?		
Base: All		
	%	N
On the same day	32	36
On the next working day	14	16
A few days later	30	34
A week or more later	*	*
I didn't have a specific day in mind	18	21
Can't remember	*	*
Total		114

Q12. Able to get an appointment to see or speak to someone		
Base: All		
	%	N
Yes	79	92
Yes, but I had to call back closer to or on the day I wanted	9	11
No	9	11
Can't remember	*	*
Total		116

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	63	64
Appointment to see a nurse at the surgery	38	38
Appointment to speak to a GP on the phone	*	*
Appointment to speak to a nurse on the phone	*	*
Appointment for someone to visit me at my home	*	*
Total		101

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	23	23
On the next working day	11	11
A few days later	51	51
A week or more later	13	13
Can't remember	*	*
Total		100

Q15. Convenience of appointment

Base: All who were able to get an appointment

	%	N
Very convenient	58	58
Fairly convenient	33	33
Not very convenient	*	*
Not at all convenient	*	*
Total		100

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		20

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	*	*
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		20

Q18. Overall experience of making an appointment

Base: All

	%	N
Very good	50	58
Fairly good	30	35
Neither good nor poor	13	15

Fairly poor	*	*
Very poor	*	*
Total		115

Q19. Waiting time at surgery		
Base: All		
	%	N
I don't normally have appointments at a particular time	*	*
Less than 5 minutes	17	19
5 to 15 minutes	61	70
More than 15 minutes	12	14
Can't remember	*	*
Total		114

Q20. Impression of waiting time at surgery		
Base: All		
	%	N
I don't normally have to wait too long	65	75
I have to wait a bit too long	19	22
I have to wait far too long	*	*
No opinion / doesn't apply	11	13
Total		115

Q21a. Rating of GP giving you enough time		
Base: All		
	%	N
Very good	54	63
Good	38	44
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		116

Q21b. Rating of GP listening to you		
Base: All		
	%	N
Very good	59	69
Good	32	37
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		117

Q21c. Rating of GP explaining tests and treatments		
Base: All		
	%	N
Very good	53	61
Good	34	39
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*

Total		116
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Q21d. Rating of GP involving you in decisions about your care		
Base: All		
	%	N
Very good	44	52
Good	34	40
Neither good nor poor	10	12
Poor	*	*
Very poor	*	*
Doesn't apply	9	10
Total		117

Q21e. Rating of GP treating you with care and concern		
Base: All		
	%	N
Very good	50	58
Good	37	43
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		116

Q22. Confidence and trust in GP		
Base: All		
	%	N
Yes, definitely	71	82
Yes, to some extent	22	25
No, not at all	*	*
Don't know / can't say	*	*
Total		116

Q23a. Rating of nurse giving you enough time		
Base: All		
	%	N
Very good	61	71
Good	23	27
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	9	11
Total		117

Q23b. Rating of nurse listening to you		
Base: All		
	%	N
Very good	59	68
Good	26	30
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	10	12
Total		116

Q23c. Rating of nurse explaining tests and treatments		
Base: All		
	%	N
Very good	53	62
Good	28	33
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	12	14
Total		116

Q23d. Rating of nurse involving you in decisions about your care		
Base: All		
	%	N
Very good	43	50
Good	26	30
Neither good nor poor	9	10
Poor	*	*
Very poor	*	*
Doesn't apply	20	23
Total		115

Q23e. Rating of nurse treating you with care and concern		
Base: All		
	%	N
Very good	59	68
Good	25	29
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	10	11
Total		115

Q24. Confidence and trust in nurse		
Base: All		
	%	N
Yes, definitely	73	83
Yes, to some extent	17	19
No, not at all	*	*
Don't know / can't say	*	*
Total		114

Q25. Satisfaction with opening hours		
Base: All		
	%	N
Very satisfied	34	40
Fairly satisfied	41	48
Neither satisfied nor dissatisfied	9	10
Fairly dissatisfied	*	*
Very dissatisfied	*	*
I'm not sure when my GP surgery is open	*	*
Total		116

Q26. Is your GP surgery currently open at times that are convenient for you?		
Base: All		
	%	N
Yes	74	84
No	19	21
Don't know	*	*
Total		113

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	39	11
At lunchtime	*	*
After 6.30pm	75	21
On a Saturday	75	21
On a Sunday	*	*
None of these	*	*
Total		28

Q28. Overall experience of GP surgery		
Base: All		
	%	N
Very good	51	60
Fairly good	44	51
Neither good nor poor	*	*
Fairly poor	*	*
Very poor	*	*
Total		117

Q29. Recommending GP surgery to someone who has just moved to the local area		
Base: All		
	%	N
Yes, would definitely recommend	53	62
Yes, would probably recommend	34	39
Not sure	*	*
No, would probably not recommend	*	*
No, would definitely not recommend	*	*
Don't know	*	*
Total		116

Q30. Long-standing health condition		
Base: All		
	%	N
Yes	65	76
No	35	41
Don't know / can't say	*	*
Total		117

Q31. Medical conditions...		
Base: All		
	%	N
Alzheimer's disease or dementia	*	*
Angina or long-term heart problem	*	*
Arthritis or long-term joint problem	14	15

Asthma or long-term chest problem	11	12
Blindness or severe visual impairment	*	*
Cancer in the last 5 years	*	*
Deafness or severe hearing impairment	*	*
Diabetes	*	*
Epilepsy	*	*
High blood pressure	31	33
Kidney or liver disease	*	*
Learning difficulty	*	*
Long-term back problem	*	*
Long-term mental health problem	*	*
Long-term neurological problem	*	*
Another long-term condition	15	16
None of these conditions	32	34
I would prefer not to say	*	*
Total		106

Q32. Last 6 months, enough support from local services/organisations to help manage long-term conditions

	%	N
Yes, definitely	45	31
Yes, to some extent	*	*
No	16	11
I have not needed such support	26	18
Don't know / can't say	*	*
Total		69

Q33. Confidence in managing own health

Base: All

	%	N
Very confident	42	49
Fairly confident	51	59
Not very confident	*	*
Not at all confident	*	*
Total		116

Q34a. State of health today...Mobility

Base: All

	%	N
I have no problems in walking about	71	83
I have slight problems in walking about	17	20
I have moderate problems in walking about	*	*
I have severe problems in walking about	9	10
I am unable to walk about	*	*
Total		117

Q34b. State of health today...Self-Care

Base: All

	%	N
I have no problems washing or dressing myself	93	107
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		115
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Q34c. State of health today...Usual Activities		
Base: All		
	%	N
I have no problems doing my usual activities	68	79
I have slight problems doing my usual activities	21	24
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		117

Q34d. State of health today...Pain/Discomfort		
Base: All		
	%	N
I have no pain or discomfort	40	46
I have slight pain or discomfort	43	49
I have moderate pain or discomfort	12	14
I have severe pain or discomfort	*	*
I have extreme pain or discomfort	*	*
Total		114

Q34e. State of health today...Anxiety/Depression		
Base: All		
	%	N
I am not anxious or depressed	64	72
I am slightly anxious or depressed	27	31
I am moderately anxious or depressed	*	*
I am severely anxious or depressed	*	*
I am extremely anxious or depressed	*	*
Total		113

Q35. Activities limited today due to recent illness or injury		
Base: All		
	%	N
Yes, limited a lot	*	*
Yes, limited a little	12	14
No	85	97
Total		114

Q36. Have a written care plan		
Base: All		
	%	N
Yes	*	*
No	95	110
Don't know	*	*
Total		116

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	54	63
No	46	54
Total		117

Q41. Tried to call an out-of-hours GP service in past 6 months...		
Base: All		
	%	N
Yes, for myself	*	*
Yes, for someone else	*	*
No	92	106
Total		115

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	*	*
Not very easy	*	*
Not at all easy	*	*
Don't know / didn't make contact	*	*
Total		*

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	*	*
It took too long	*	*
Don't know / doesn't apply	*	*
Total		*

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		*

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	*	*
Neither good nor poor	*	*
Fairly poor	*	*
Very poor	*	*
Total		*

Q51. Gender		
Base: All		
	%	N
Male	44	52
Female	56	65
Total		117

Q52. Age		
Base: All		
	%	N
18 to 24	*	*
25 to 34	*	*
35 to 44	*	*
45 to 54	22	25
55 to 64	19	22
65 to 74	30	35
75 to 84	13	15
85 or over	*	*
Total		116

Q53. Ethnic group		
Base: All		
	%	N
English / Welsh / Scottish / Northern Irish / British	97	112
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		116

Q54. Working status		
Base: All		
	%	N
Full-time paid work (30 hours or more each week)	33	36
Part-time paid work (under 30 hours each week)	16	17
Full-time education at school, college or university	*	*
Unemployed	*	*
Permanently sick or disabled	*	*
Fully retired from work	39	42
Looking after the home	*	*
Doing something else	*	*
Total		109

Q55. Journey time from home to work		
Base: All in part or full-time work		
	%	N
Up to 30 minutes	67	35
31 minutes to 1 hour	*	*
More than 1 hour	*	*
I live on site	*	*
Total		52

Q56. Can take time away from work to see GP		
Base: All in part or full-time work		
	%	N
Yes	68	36
No	32	17
Total		53

Q57. Parent or legal guardian		
Base: All		
	%	N
Yes	12	13
No	88	100
Total		113

Q58. Deaf and use sign language		
Base: All		
	%	N
Yes	*	*
No	100	111
Total		111

Q59. Smoking habits		
Base: All		
	%	N
Never smoked	57	66
Former smoker	36	42
Occasional smoker	*	*
Regular smoker	*	*

Total		116
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Q60. Look after/provide support to family etc. for physical or mental ill health/problems in old age
Base: All

	%	N
No	78	85
Yes, 1-9 hours a week	17	18
Yes, 10-19 hours a week	*	*
Yes, 20-34 hours a week	*	*
Yes, 35-49 hours a week	*	*
Yes, 50+ hours a week	*	*
Total		109

Q61. Sexual orientation
Base: All

	%	N
Heterosexual / straight	95	107
Gay / Lesbian	*	*
Bisexual	*	*
Other	*	*
I would prefer not to say	*	*
Total		113

Q62. Religion
Base: All

	%	N
No religion	21	24
Buddhist	*	*
Christian	71	83
Hindu	*	*
Jewish	*	*
Muslim	*	*
Sikh	*	*
Other	*	*
I would prefer not to say	*	*
Total		117