

You have selected the following practice:

HARBURY SURGERY

weighted data



Q1. Last seen or spoke to a GP

Base: All

	%	N
In the past 3 months	43	40
Between 3 and 6 months ago	17	16
Between 6 and 12 months ago	21	19
More than 12 months ago	18	17
I have never seen a GP from my GP surgery	*	*
Total		92

Q2. Last seen or spoke to a nurse

Base: All

	%	N
In the past 3 months	42	38
Between 3 and 6 months ago	18	16
Between 6 and 12 months ago	20	18
More than 12 months ago	17	15
I have never seen a nurse from my GP surgery	*	*
All		90

Q3. Ease of getting through to someone at GP surgery on the phone

Base: All

	%	N
Very easy	42	39
Fairly easy	53	49
Not very easy	*	*
Not at all easy	*	*
Haven't tried	*	*
Total		92

Q4. Helpfulness of receptionists at GP surgery

Base: All

	%	N
Very helpful	52	48
Fairly helpful	45	42
Not very helpful	*	*
Not at all helpful	*	*
Don't know	*	*
Total		92

Q5. How normally book appointments to see a GP or nurse...

Base: All

	%	N
In person	28	26
By phone	90	83

By fax machine	*	*
Online	*	*
Doesn't apply	*	*
Total		92

Q6 Awareness of online services		
Base: All		
	%	N
Booking appointments online	32	30
Ordering repeat prescriptions online	35	32
Accessing my medical records online	*	*
None of these	*	*
Don't know	48	44
Total		92

Q7 Use of online services		
Base: All		
	%	N
Booking appointments online	*	*
Ordering repeat prescriptions online	13	11
Accessing my medical records online	*	*
None of these	84	72
Total		85

Q8. Have a preferred GP		
Base: All		
	%	N
Yes	53	49
No	47	43
There is usually only one GP in my GP surgery	*	*
Total		92

Q9. Frequency of seeing preferred GP		
Base: All who prefer to see or speak to a particular GP		
	%	N
Always or almost always	36	17
A lot of the time	46	21
Some of the time	*	*
Never or almost never	*	*
Not tried at this GP surgery	*	*
Total		47

Q10. Last time you wanted to see/speak to GP or nurse: What did you want to do?		
Base: All		
	%	N
See a GP at my surgery	70	63
See a nurse at my surgery	28	25
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		89
-------	--	----

Q11. When did you want to see or speak to them?

Base: All

	%	N
On the same day	28	25
On the next working day	*	*
A few days later	40	36
A week or more later	*	*
I didn't have a specific day in mind	14	12
Can't remember	*	*
Total		90

Q12. Able to get an appointment to see or speak to someone

Base: All

	%	N
Yes	81	72
Yes, but I had to call back closer to or on the day I wanted	13	12
No	*	*
Can't remember	*	*
Total		89

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	19	16
On the next working day	12	10
A few days later	52	43
A week or more later	16	14
Can't remember	*	*
Total		84

Q15. Convenience of appointment

Base: All who were able to get an appointment

	%	N
Very convenient	46	38
Fairly convenient	49	41
Not very convenient	*	*
Not at all convenient	*	*
Total		84

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		10

Q18. Overall experience of making an appointment

Base: All

	%	N
Very good	38	33
Fairly good	48	42
Neither good nor poor	11	10
Fairly poor	*	*
Very poor	*	*
Total		88

Q19. Waiting time at surgery

Base: All

	%	N
I don't normally have appointments at a particular time	*	*
Less than 5 minutes	15	13
5 to 15 minutes	69	61
More than 15 minutes	14	12
Can't remember	*	*
Total		89

Q20. Impression of waiting time at surgery

Base: All

	%	N
I don't normally have to wait too long	73	66
I have to wait a bit too long	15	14
I have to wait far too long	*	*
No opinion / doesn't apply	*	*
Total		90

Q21a. Rating of GP giving you enough time

Base: All

	%	N
Very good	49	44
Good	36	32
Neither good nor poor	12	11
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		89

Q21b. Rating of GP listening to you

Base: All

	%	N
Very good	53	46
Good	35	30
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		87

Q21c. Rating of GP explaining tests and treatments

Base: All

	%	N
Very good	44	39
Good	39	35
Neither good nor poor	11	10
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		89

Q21d. Rating of GP involving you in decisions about your care

Base: All

	%	N
Very good	50	44
Good	25	22
Neither good nor poor	14	12
Poor	*	*
Very poor	*	*
Doesn't apply	11	10
Total		88

Q21e. Rating of GP treating you with care and concern

Base: All

	%	N
Very good	52	46
Good	34	30
Neither good nor poor	11	10
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		88

Q22. Confidence and trust in GP

Base: All

	%	N
Yes, definitely	73	65
Yes, to some extent	20	18
No, not at all	*	*
Don't know / can't say	*	*
Total		89

Q23a. Rating of nurse giving you enough time

Base: All

	%	N
Very good	54	45
Good	38	32
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*

Total		83
-------	--	----

Q23b. Rating of nurse listening to you

Base: All

	%	N
Very good	55	46
Good	36	30
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		83

Q23c. Rating of nurse explaining tests and treatments

Base: All

	%	N
Very good	49	40
Good	38	32
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		83

Q23d. Rating of nurse involving you in decisions about your care

Base: All

	%	N
Very good	40	33
Good	36	30
Neither good nor poor	12	10
Poor	*	*
Very poor	*	*
Doesn't apply	12	10
Total		82

Q23e. Rating of nurse treating you with care and concern

Base: All

	%	N
Very good	57	45
Good	33	26
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		79

Q24. Confidence and trust in nurse

Base: All

	%	N
Yes, definitely	74	61
Yes, to some extent	22	18

No, not at all	*	*
Don't know / can't say	*	*
Total		83

Q25. Satisfaction with opening hours		
Base: All		
	%	N
Very satisfied	23	21
Fairly satisfied	48	44
Neither satisfied nor dissatisfied	11	10
Fairly dissatisfied	12	11
Very dissatisfied	*	*
I'm not sure when my GP surgery is open	*	*
Total		91

Q26. Is your GP surgery currently open at times that are convenient for you?		
Base: All		
	%	N
Yes	71	65
No	24	22
Don't know	*	*
Total		91

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	*	*
At lunchtime	*	*
After 6.30pm	81	21
On a Saturday	83	22
On a Sunday	57	15
None of these	*	*
Total		26

Q28. Overall experience of GP surgery		
Base: All		
	%	N
Very good	52	47
Fairly good	39	36
Neither good nor poor	*	*
Fairly poor	*	*
Very poor	*	*
Total		92

Q29. Recommending GP surgery to someone who has just moved to the local area		
Base: All		
	%	N
Yes, would definitely recommend	59	53
Yes, would probably recommend	27	24
Not sure	*	*
No, would probably not recommend	*	*

No, would definitely not recommend	*	*
Don't know	*	*
Total		91

Q30. Long-standing health condition		
Base: All		
	%	N
Yes	46	42
No	53	49
Don't know / can't say	*	*
Total		92

Q31. Medical conditions...		
Base: All		
	%	N
Alzheimer's disease or dementia	*	*
Angina or long-term heart problem	*	*
Arthritis or long-term joint problem	17	13
Asthma or long-term chest problem	*	*
Blindness or severe visual impairment	*	*
Cancer in the last 5 years	*	*
Deafness or severe hearing impairment	*	*
Diabetes	*	*
Epilepsy	*	*
High blood pressure	21	16
Kidney or liver disease	*	*
Long-term back problem	*	*
Long-term mental health problem	*	*
Long-term neurological problem	*	*
Another long-term condition	*	*
None of these conditions	45	33
I would prefer not to say	*	*
Total		74

Q32. Last 6 months, enough support from local services/organisations to help manage long-term conditions		
Base: All who have a medical condition		
	%	N
Yes, definitely	51	20
Yes, to some extent	*	*
No	*	*
I have not needed such support	*	*
Don't know / can't say	*	*
Total		39

Q33. Confidence in managing own health		
Base: All		
	%	N
Very confident	34	31
Fairly confident	60	55
Not very confident	*	*
Not at all confident	*	*
Total		92

Q34a. State of health today...Mobility		
Base: All		
	%	N
I have no problems in walking about	77	70
I have slight problems in walking about	13	12
I have moderate problems in walking about	*	*
I have severe problems in walking about	*	*
I am unable to walk about	*	*
Total		92

Q34b. State of health today...Self-Care		
Base: All		
	%	N
I have no problems washing or dressing myself	93	86
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		92

Q34c. State of health today...Usual Activities		
Base: All		
	%	N
I have no problems doing my usual activities	77	71
I have slight problems doing my usual activities	16	15
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		92

Q34d. State of health today...Pain/Discomfort		
Base: All		
	%	N
I have no pain or discomfort	53	49
I have slight pain or discomfort	34	32
I have moderate pain or discomfort	*	*
I have severe pain or discomfort	*	*
I have extreme pain or discomfort	*	*
Total		92

Q34e. State of health today...Anxiety/Depression		
Base: All		
	%	N
I am not anxious or depressed	77	69
I am slightly anxious or depressed	14	13
I am moderately anxious or depressed	*	*
I am severely anxious or depressed	*	*
I am extremely anxious or depressed	*	*
Total		90

Q35. Activities limited today due to recent illness or injury

Base: All

	%	N
Yes, limited a lot	*	*
Yes, limited a little	13	12
No	85	78
Total		91

Q36. Have a written care plan

Base: All

	%	N
Yes	*	*
No	98	89
Don't know	*	*
Total		91

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		*

Q50. Gender

Base: All

	%	N
Male	52	47
Female	48	44
Total		91

Q51. Age

Base: All

	%	N
18 to 24	11	10

25 to 34	11	10
35 to 44	12	11
45 to 54	19	17
55 to 64	19	17
65 to 74	15	14
75 to 84	*	*
85 or over	*	*
Total		91

Q52. Ethnic group		
Base: All		
	%	N
English / Welsh / Scottish / Northern Irish / British	98	88
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		90

Q53. Working status		
Base: All		
	%	N
Full-time paid work (30 hours or more each week)	47	42
Part-time paid work (under 30 hours each week)	17	16
Full-time education at school, college or university	*	*
Unemployed	*	*
Permanently sick or disabled	*	*
Fully retired from work	24	21
Looking after the home	*	*
Doing something else	*	*
Total		91

Q54. Journey time from home to work		
Base: All in part or full-time work		
	%	N
Up to 30 minutes	65	34
31 minutes to 1 hour	*	*
More than 1 hour	*	*
I live on site	*	*

Total		53
-------	--	----

Q55. Can take time away from work to see GP
Base: All in part or full-time work

	%	N
Yes	74	40
No	26	14
Total		54

Q56. Parent or legal guardian
Base: All

	%	N
Yes	20	18
No	80	72
Total		90

Q57. Deaf and use sign language
Base: All

	%	N
Yes	*	*
No	100	89
Total		89

Q59. Smoking habits
Base: All

	%	N
Never smoked	66	61
Former smoker	24	23
Occasional smoker	*	*
Regular smoker	*	*
Total		92

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

	%	N
No	85	75
Yes, 1-9 hours a week	12	10
Yes, 10-19 hours a week	*	*
Yes, 20-34 hours a week	*	*
Yes, 35-49 hours a week	*	*
Yes, 50+ hours a week	*	*
Total		88

Q61. Sexual orientation
Base: All

	%	N
Heterosexual / straight	97	88
Gay / Lesbian	*	*
Bisexual	*	*
Other	*	*

I would prefer not to say	*	*
Total		91

Q62. Religion		
Base: All		
	%	N
No religion	40	37
Buddhist	*	*
Christian	58	53
Hindu	*	*
Jewish	*	*
Muslim	*	*
Sikh	*	*
Other	*	*
I would prefer not to say	*	*
Total		92