

Universe

Strategic Health Authority (SHA): West Midlands SHA
Primary Care Trust (PCT): COVENTRY PRIMARY CARE TRUST
Practice name: SKY BLUE MEDICAL GROUP
Practice Size (Banded): All
Gender: All
Age group: All
Ethnicity: All
Working status: All
Break-down variable 1: Age group
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

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over
	-	-	-	-	-	-	-	-	-
Very easy	* *	* *	69% 20	76% 32	85% 35	84% 36	82% 40	96% 22	* *
Fairly easy	* *	* *	* *	* *	* *	* *	* *	* *	* *
Not very easy	* *	* *	* *	* *	* *	* *	* *	* *	* *
Not at all easy	* *	* *	* *	* *	* *	* *	* *	* *	* *
Total	0	*	29	42	41	43	49	23	*

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

Base: All

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over
	-	-	-	-	-	-	-	-	-
Very clean	* *	* *	48% 14	48% 20	70% 28	77% 33	86% 42	82% 18	* *
Fairly clean	* *	* *	45% 13	45% 19	28% 11	* *	* *	* *	* *
Not very clean	* *	* *	* *	* *	* *	* *	* *	* *	* *
Not at all clean	* *	* *	* *	* *	* *	* *	* *	* *	* *
Don't know	* *	* *	* *	* *	* *	* *	* *	* *	* *
Total	0	*	29	42	40	43	49	22	*

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

Base: All

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over
	-	-	-	-	-	-	-	-	-
Yes, but I don't mind	* *	* *	46% 13	57% 24	56% 23	73% 30	63% 31	57% 12	* *
Yes, and I am not happy about it	* *	* *	* *	* *	31% 13	39% 16	* *	* *	* *
No, other patients can't overhear	* *	* *	* *	* *	* *	* *	* *	* *	* *
Don't know	* *	* *	* *	* *	* *	* *	* *	* *	* *
Total	0	*	28	42	41	41	49	21	*

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

Base: All

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over
	-	-	-	-	-	-	-	-	-
Very helpful	* *	* *	* *	* *	* *	33% 14	75% 36	64% 14	* *
Fairly helpful	* *	* *	62% 18	59% 24	65% 26	67% 29	25% 12	* *	* *
Net very helpful	* *	* *	* *	* *	* *	* *	* *	* *	* *
Not at all helpful	* *	* *	* *	* *	* *	* *	* *	* *	* *
Total	0	*	29	41	40	43	48	22	*

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

Base: All

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over

	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
Haven't tried	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*		
Very easy	*	*	*	*	*	*	*	*	*	30%	13	40%	19	*	*	*	*		
Fairly easy	*	*	*	*	*	*	*	63%	26	50%	20	56%	24	44%	21	*	*	*	*
Not very easy	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Not at all easy	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Don't know	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Total		0	*	*	*	*	*	41		40		43		48		*	*	*	*

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

Base: All

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over								
	-	-	-	-	-	-	-	-	-								
Haven't tried	*	*	*	*	*	28%	11	28%	11	38%	16	28%	13	*	*	*	*
Very easy	*	*	*	*	*	*	*	*	*	*	*	32%	15	*	*	*	*
Fairly easy	*	*	*	*	*	*	*	36%	14	26%	11	28%	13	*	*	*	*
Not very easy	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Not at all easy	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Don't know	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Total		0	*	*	*	40		39		42		47		*	*	*	*

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

Base: All

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over								
	-	-	-	-	-	-	-	-	-								
Haven't tried	*	*	*	*	*	53%	21	53%	20	57%	24	52%	24	*	*	*	*
Very easy	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Fairly easy	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Not very easy	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Not at all easy	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Don't know	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Total		0	*	*	*	40		38		42		46		*	*	*	*

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

Base: All

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over									
	-	-	-	-	-	-	-	-	-									
Haven't tried	*	*	*	*	41%	11	37%	14	53%	21	51%	21	43%	20	*	*	*	*
Very easy	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Fairly easy	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Not very easy	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Not at all easy	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Don't know	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Total		0	*	*	27		38		40		41		46		*	*	*	*

Question: Q6 - 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.

Base: All

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over									
	-	-	-	-	-	-	-	-	-									
Yes	*	*	*	*	79%	23	73%	30	71%	27	65%	28	53%	24	*	*	*	*
No	*	*	*	*	*	*	*	*	*	*	35%	15	47%	21	*	*	*	*
Can't remember	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Total		0	*	*	29		41		38		43		45		*	*	*	*

Question: Q7 - 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 days the GP surgery or health centre was open?

Base: All patients who say they tried to see a doctor fairly quickly in the past 6 months

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over
	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-

Yes	*	*	*	*	78%	18	66%	19	74%	20	81%	22	83%	20	*	*	*	*
No	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Can't remember	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Total		0		*	23		29		27		27		24		*	*	*	*

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

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over
	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
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	*	*	*	*	*	*	*	*	*
Another reason	*	*	*	*	*	*	*	*	*
Can't remember	*	*	*	*	*	*	*	*	*
Total		0		*	*	*	*	*	0

Question: Q9 - 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 days in advance.

Base: All

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over									
	-	-	-	-	-	-	-	-	-									
	-	-	-	-	-	-	-	-	-									
Yes	*	*	*	*	48%	13	55%	22	64%	25	60%	26	65%	30	52%	12	*	*
No	*	*	*	*	52%	14	40%	16	36%	14	37%	16	35%	16	48%	11	*	*
Can't remember	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Total		0		*	27		40		39		43		46		23		*	*

Question: Q10 - Last time you tried to, were you able to get an appointment with a doctor more than 2 full days in advance?

Base: All patients who tried to book ahead for an appointment with a doctor in the past 6 months

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over							
	-	-	-	-	-	-	-	-	-							
	-	-	-	-	-	-	-	-	-							
Yes	*	*	*	*	*	*	64%	16	73%	19	67%	20	*	*	*	*
No	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Can't remember	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Total		0		*	*	*	25		26		30		*	*	*	*

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

Base: All

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over									
	-	-	-	-	-	-	-	-	-									
	-	-	-	-	-	-	-	-	-									
In the past 3 months	*	*	*	*	59%	17	36%	15	51%	21	70%	30	65%	32	65%	15	*	*
Between 3 and 6 months ago	*	*	*	*	*	*	38%	16	27%	11	*	*	*	*	*	*	*	*
More than six months ago	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Never	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Total		0		*	29		42		41		43		49		23		*	*

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

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over									
	-	-	-	-	-	-	-	-	-									
	-	-	-	-	-	-	-	-	-									
I haven't needed to see a doctor	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
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		0		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*

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

Base: All

	Under 18		18 to 24		25 to 34		35 to 44		45 to 54		55 to 64		65 to 74		75 to 84		85 or over	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't normally have appointments at a particular time	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
I am normally seen at my appointment time	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Less than 5 minutes	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
5 to 15 minutes	*	*	*	*	39%	11	33%	14	41%	17	42%	18	68%	32	*	*	*	*
16 to 30 minutes	*	*	*	*	*	*	40%	17	41%	17	33%	14	*	*	*	*	*	*
More than 30 minutes	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Can't remember	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Total		0		*		28		42		41		43		47		*		*

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

Base: All

	Under 18		18 to 24		25 to 34		35 to 44		45 to 54		55 to 64		65 to 74		75 to 84		85 or over	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't normally have to wait too long	*	*	*	*	*	*	45%	19	56%	23	65%	28	83%	40	65%	15	*	*
I have to wait a bit too long	*	*	*	*	*	*	29%	12	39%	16	28%	12	*	*	*	*	*	*
I have to wait far too long	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
No opinion/doesn't apply	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Total		0		*		*		42		41		43		48		23		*

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

Base: All

	Under 18		18 to 24		25 to 34		35 to 44		45 to 54		55 to 64		65 to 74		75 to 84		85 or over	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	*	*	*	*	66%	19	52%	22	61%	25	77%	33	68%	32	83%	19	*	*
No	*	*	*	*	*	*	48%	20	39%	16	*	*	32%	15	*	*	*	*
There is usually only one doctor in my GP surgery or health centre	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Total		0		*		29		42		41		43		47		23		*

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

	Under 18		18 to 24		25 to 34		35 to 44		45 to 54		55 to 64		65 to 74		75 to 84		85 or over	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always or almost always	*	*	*	*	*	*	*	*	*	*	55%	18	69%	22	*	*	*	*
A lot of the time	*	*	*	*	*	*	*	*	46%	11	*	*	*	*	*	*	*	*
Some of the time	*	*	*	*	*	*	55%	12	*	*	*	*	*	*	*	*	*	*
Never or almost never	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Not tried at this GP surgery or health centre is open	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Total		0		*		*		22		24		33		32		*		*

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

Base: All

	Under 18		18 to 24		25 to 34		35 to 44		45 to 54		55 to 64		65 to 74		75 to 84		85 or over	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Very satisfied	*	*	*	*	*	*	*	*	*	*	*	49%	24	*	*	*	*	*
Fairly satisfied	*	*	*	*	45%	13	48%	20	39%	16	53%	23	51%	25	59%	13	*	*
Neither satisfied nor dissatisfied	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Fairly dissatisfied	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very dissatisfied	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
I'm not sure when my GP surgery or health centre is open	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Total		0		*		29		42		41		43		49		22		*

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

Base: All

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over
	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
Yes	* * * *	64% 18	76% 31	78% 32	72% 31	39% 18	58% 11	* *	* *
No	* * * *	* *	* *	* *	28% 12	61% 28	* *	* *	* *
Total	0	* 28	* 41	* 41	* 43	* 46	* 19	* *	* *

Question: Q19 - 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.

Base: All patients who would like their surgery to be open at additional times

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over
	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
Before 8am	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *
At lunchtime	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *
After 6:30pm	* * * *	* * * *	* * * *	38% 11	43% 13	* * * *	* * * *	* * * *	* * * *
On a Saturday	* * * *	* * * *	* * * *	38% 11	43% 13	64% 18	93% 13	* * * *	* * * *
On a Sunday	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *
Total	0	* *	* *	* 29	* 30	* 28	* 14	* *	* *

Question: Q20 - 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

Base: All

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over
	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
Very good	* * * *	* * * *	* * * *	37% 15	34% 14	67% 29	66% 31	* * * *	* * * *
Good	* * * *	* * * *	* * * *	39% 16	41% 17	30% 13	32% 15	55% 12	* * * *
Neither good nor poor	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *
Poor	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *
Very poor	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *
Doesn't apply	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *
Total	0	* *	* *	* 41	* 41	* 43	* 47	* 22	* *

Question: Q20 - 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

Base: All

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over
	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
Very good	* * * *	* * * *	* * * *	31% 13	39% 16	63% 26	64% 30	* * * *	* * * *
Good	* * * *	* * * *	* * * *	48% 20	41% 17	32% 13	32% 15	* * * *	* * * *
Neither good nor poor	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *
Poor	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *
Very poor	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *
Doesn't apply	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *
Total	0	* *	* *	* 42	* 41	* 41	* 47	* *	* *

Question: Q20 - 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

Base: All

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over
	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
Very good	* * * *	* * * *	* * * *	32% 13	37% 15	66% 27	67% 31	55% 12	* * * *
Good	* * * *	* * * *	* * * *	54% 22	44% 18	32% 13	24% 11	* * * *	* * * *
Neither good nor poor	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *
Poor	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *
Very poor	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *
Doesn't apply	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *	* * * *
Total	0	* *	* *	* 41	* 41	* 41	* 46	* 22	* *

Question: Q20 - 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

Base: All

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over							
	-	-	-	-	-	-	-	-	-							
	-	-	-	-	-	-	-	-	-							
Very good	*	*	*	*	35%	14	56%	23	57%	26	*	*	*	*		
Good	*	*	*	*	50%	21	28%	11	32%	13	28%	13	*	*	*	*
Neither good nor poor	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Poor	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very poor	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Doesn't apply	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Total		0	*	*	42	40	41	46	*	*	*	*	*	*	*	*

Question: Q20 - 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

Base: All

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over					
	-	-	-	-	-	-	-	-	-					
	-	-	-	-	-	-	-	-	-					
Very good	*	*	*	*	34%	14	59%	24	41%	19	*	*	*	*
Good	*	*	*	*	43%	18	30%	14	*	*	*	*	*	*
Neither good nor poor	*	*	*	*	27%	11	*	*	*	*	*	*	*	*
Poor	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very poor	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Doesn't apply	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Total		0	*	*	42	41	41	46	*	*	*	*	*	*

Question: Q20 - 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

Base: All

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over							
	-	-	-	-	-	-	-	-	-							
	-	-	-	-	-	-	-	-	-							
Very good	*	*	*	*	39%	16	68%	28	65%	30	57%	12	*	*		
Good	*	*	*	*	44%	18	32%	13	27%	11	24%	11	*	*	*	*
Neither good nor poor	*	*	*	*	*	*	*	*	*	*	*	*	*	*		
Poor	*	*	*	*	*	*	*	*	*	*	*	*	*	*		
Very poor	*	*	*	*	*	*	*	*	*	*	*	*	*	*		
Doesn't apply	*	*	*	*	*	*	*	*	*	*	*	*	*	*		
Total		0	*	*	41	41	41	46	21	*	*	*	*	*		

Question: Q20 - 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

Base: All

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over							
	-	-	-	-	-	-	-	-	-							
	-	-	-	-	-	-	-	-	-							
Very good	*	*	*	*	39%	11	41%	17	68%	28	65%	30	55%	11	*	*
Good	*	*	*	*	44%	18	32%	13	29%	12	26%	12	*	*	*	*
Neither good nor poor	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Poor	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very poor	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Doesn't apply	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Total		0	*	28	41	41	41	46	20	*	*	*	*	*		

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

Base: All

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over									
	-	-	-	-	-	-	-	-	-									
	-	-	-	-	-	-	-	-	-									
Yes, definitely	*	*	*	*	41%	12	56%	23	60%	24	80%	32	87%	40	74%	17	*	*
Yes, to some extent	*	*	*	*	41%	12	37%	15	30%	12	*	*	*	*	*	*	*	*
No, not at all	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Don't know	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Total		0	*	29	41	40	40	46	23	*	*	*	*	*				

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

Base: All

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over
	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
Yes	* * *	* * *	46% 13	50% 20	45% 18	51% 22	70% 32	86% 18	* *
No	* * *	* * *	54% 15	50% 20	55% 22	49% 21	30% 14	* *	* *
Total	0	*	28	40	40	43	46	21	*

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

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over
	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
Haven't tried	* * *	* * *	* * *	* * *	* * *	* * *	* * *	* * *	* * *
Very easy	* * *	* * *	* * *	* * *	* * *	* * *	65% 20	* * *	* * *
Fairly easy	* * *	* * *	* * *	* * *	* * *	59% 13	35% 11	* * *	* * *
Not very easy	* * *	* * *	* * *	* * *	* * *	* * *	* * *	* * *	* * *
Not at all easy	* * *	* * *	* * *	* * *	* * *	* * *	* * *	* * *	* * *
Don't know	* * *	* * *	* * *	* * *	* * *	* * *	* * *	* * *	* * *
Total	0	*	*	*	*	22	31	*	*

Question: Q24 - 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

Base: All patients who have seen a practice nurse at the surgery in the past 6 months

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over
	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
Very good	* * *	* * *	* * *	* * *	* * *	50% 11	69% 22	* * *	* * *
Good	* * *	* * *	* * *	65% 13	* * *	* * *	* * *	* * *	* * *
Neither good nor poor	* * *	* * *	* * *	* * *	* * *	* * *	* * *	* * *	* * *
Poor	* * *	* * *	* * *	* * *	* * *	* * *	* * *	* * *	* * *
Very poor	* * *	* * *	* * *	* * *	* * *	* * *	* * *	* * *	* * *
Doesn't apply	* * *	* * *	* * *	* * *	* * *	* * *	* * *	* * *	* * *
Total	0	*	*	20	*	22	32	*	*

Question: Q24 - 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

Base: All patients who have seen a practice nurse at the surgery in the past 6 months

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over
	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
Very good	* * *	* * *	* * *	* * *	* * *	* * *	66% 19	* * *	* * *
Good	* * *	* * *	* * *	55% 11	* * *	* * *	* * *	* * *	* * *
Neither good nor poor	* * *	* * *	* * *	* * *	* * *	* * *	* * *	* * *	* * *
Poor	* * *	* * *	* * *	* * *	* * *	* * *	* * *	* * *	* * *
Very poor	* * *	* * *	* * *	* * *	* * *	* * *	* * *	* * *	* * *
Doesn't apply	* * *	* * *	* * *	* * *	* * *	* * *	* * *	* * *	* * *
Total	0	*	*	20	*	*	29	*	*

Question: Q24 - 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

Base: All patients who have seen a practice nurse at the surgery in the past 6 months

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over
	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
Very good	* * *	* * *	* * *	* * *	* * *	50% 11	79% 23	* * *	* * *
Good	* * *	* * *	* * *	55% 11	* * *	* * *	* * *	* * *	* * *
Neither good nor poor	* * *	* * *	* * *	* * *	* * *	* * *	* * *	* * *	* * *
Poor	* * *	* * *	* * *	* * *	* * *	* * *	* * *	* * *	* * *
Very poor	* * *	* * *	* * *	* * *	* * *	* * *	* * *	* * *	* * *
Doesn't apply	* * *	* * *	* * *	* * *	* * *	* * *	* * *	* * *	* * *
Total	0	*	*	20	*	22	29	*	*

Question: Q24 - 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

Base: All patients who have seen a practice nurse at the surgery in the past 6 months

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over				
	-	-	-	-	-	-	-	-	-				
	-	-	-	-	-	-	-	-	-				
Very good	*	*	*	*	*	50%	11	61%	17	*	*	*	*
Good	*	*	*	*	*	*	*	*	*	*	*	*	*
Neither good nor poor	*	*	*	*	*	*	*	*	*	*	*	*	*
Poor	*	*	*	*	*	*	*	*	*	*	*	*	*
Very poor	*	*	*	*	*	*	*	*	*	*	*	*	*
Doesn't apply	*	*	*	*	*	*	*	*	*	*	*	*	*
Total		0	*	*	*	*	22	28	*	*	*	*	*

Question: Q24 - 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

Base: All patients who have seen a practice nurse at the surgery in the past 6 months

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over				
	-	-	-	-	-	-	-	-	-				
	-	-	-	-	-	-	-	-	-				
Very good	*	*	*	*	*	*	45%	13	*	*	*	*	*
Good	*	*	*	*	*	*	*	*	*	*	*	*	*
Neither good nor poor	*	*	*	*	*	*	*	*	*	*	*	*	*
Poor	*	*	*	*	*	*	*	*	*	*	*	*	*
Very poor	*	*	*	*	*	*	*	*	*	*	*	*	*
Doesn't apply	*	*	*	*	*	*	*	*	*	*	*	*	*
Total		0	*	*	*	*		29	*	*	*	*	*

Question: Q24 - 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

Base: All patients who have seen a practice nurse at the surgery in the past 6 months

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over				
	-	-	-	-	-	-	-	-	-				
	-	-	-	-	-	-	-	-	-				
Very good	*	*	*	*	*	50%	11	69%	20	*	*	*	*
Good	*	*	*	*	60%	12	*	*	*	*	*	*	*
Neither good nor poor	*	*	*	*	*	*	*	*	*	*	*	*	*
Poor	*	*	*	*	*	*	*	*	*	*	*	*	*
Very poor	*	*	*	*	*	*	*	*	*	*	*	*	*
Doesn't apply	*	*	*	*	*	*	*	*	*	*	*	*	*
Total		0	*	*	20	*	22	29	*	*	*	*	*

Question: Q24 - 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

Base: All patients who have seen a practice nurse at the surgery in the past 6 months

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over				
	-	-	-	-	-	-	-	-	-				
	-	-	-	-	-	-	-	-	-				
Very good	*	*	*	*	*	55%	12	57%	16	*	*	*	*
Good	*	*	*	*	*	*	*	*	*	*	*	*	*
Neither good nor poor	*	*	*	*	*	*	*	*	*	*	*	*	*
Poor	*	*	*	*	*	*	*	*	*	*	*	*	*
Very poor	*	*	*	*	*	*	*	*	*	*	*	*	*
Doesn't apply	*	*	*	*	*	*	*	*	*	*	*	*	*
Total		0	*	*	*	*	22	28	*	*	*	*	*

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

Base: All

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over							
	-	-	-	-	-	-	-	-	-							
	-	-	-	-	-	-	-	-	-							
Very satisfied	*	*	*	*	36%	15	40%	16	57%	24	75%	36	50%	11	*	*
Fairly satisfied	*	*	*	*	48%	14	38%	16	48%	19	40%	17	23%	11	*	*
Neither satisfied nor dissatisfied	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Fairly dissatisfied	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very dissatisfied	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Total		0	*	*	29	42	40	42	48	22	48	22	48	22	*	*

Question: Q26 - 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.

Base: All

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over							
	-	-	-	-	-	-	-	-	-							
	-	-	-	-	-	-	-	-	-							
Yes	*	*	*	*	53%	21	55%	23	47%	22	75%	15	*	*		
No	*	*	*	*	71%	20	78%	31	45%	18	45%	19	51%	24	*	*
Don't know	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Total	0	*	28	40	40	42	47	20	*							

Question: Q27 - In the past 6 months, have you had a discussion with a doctor or nurse about managing your long-standing health problem?

Base: All patients who have a long-standing health problem, disability or infirmity

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over					
	-	-	-	-	-	-	-	-	-					
	-	-	-	-	-	-	-	-	-					
Yes	*	*	*	*	*	*	57%	12	87%	20	86%	19	*	*
No, I don't want a discussion	*	*	*	*	*	*	*	*	*	*	*	*	*	*
No, I would have liked a discussion	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Can't remember	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Total	0	*	*	*	*	*	21	23	22	*	*			

Question: Q28 - Following this discussion, did a doctor or nurse agree a plan about how you wanted to manage your long-standing health problem?

Base: All patients who had a discussion with a doctor or nurse about managing their long-standing health problem

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over				
	-	-	-	-	-	-	-	-	-				
	-	-	-	-	-	-	-	-	-				
Yes	*	*	*	*	*	80%	16	95%	18	*	*	*	*
No	*	*	*	*	*	*	*	*	*	*	*	*	*
Can't remember	*	*	*	*	*	*	*	*	*	*	*	*	*
Total	0	*	*	*	*	20	19	*	*				

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

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over			
	-	-	-	-	-	-	-	-	-			
	-	-	-	-	-	-	-	-	-			
Yes, definitely	*	*	*	*	*	*	74%	14	*	*	*	*
Yes, to some extent	*	*	*	*	*	*	*	*	*	*	*	*
No, not at all	*	*	*	*	*	*	*	*	*	*	*	*
Don't know	*	*	*	*	*	*	*	*	*	*	*	*
Total	0	*	*	*	*	*	19	*	*			

Question: Q30 - If you wanted to, would you know how to contact an out-of-hours GP service when the surgery or health centre is closed?

Base: All

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over						
	-	-	-	-	-	-	-	-	-						
	-	-	-	-	-	-	-	-	-						
Yes	*	*	*	58%	23	68%	28	63%	27	69%	33	64%	14	*	*
No	*	*	*	66%	19	43%	17	32%	13	37%	16	31%	15	*	*
Total	0	*	29	40	41	43	48	22	*						

Question: Q31 - In the past 6 months, have you tried to call an out-of-hours GP service when the surgery or health centre was closed?

Base: All

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over						
	-	-	-	-	-	-	-	-	-						
	-	-	-	-	-	-	-	-	-						
Yes, for myself	*	*	*	*	*	*	*	*	*	*	*	*	*		
Yes, for someone else	*	*	*	*	*	*	*	*	*	*	*	*	*		
No	*	*	*	89%	*	83%	*	80%	*	88%	*	94%	*	90%	*
Total	0	*	28	40	41	43	49	21	*						

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

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over
	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
Very easy	*	*	*	*	*	*	*	*	*
Fairly easy	*	*	*	*	*	*	*	*	*
Not very easy	*	*	*	*	*	*	*	*	*
Not at all easy	*	*	*	*	*	*	*	*	*
Don't know/didn't make contact	*	*	*	*	*	*	*	*	*
Total		0	*	*	*	*	*	*	0

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

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over
	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
Yes	*	*	*	*	*	*	*	*	*
No	*	*	*	*	*	*	*	*	*
Don't know	*	*	*	*	*	*	*	*	*
Total		0	*	*	*	*	*	*	0

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

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over
	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
Very easy	*	*	*	*	*	*	*	*	*
Fairly easy	*	*	*	*	*	*	*	*	*
Not very easy	*	*	*	*	*	*	*	*	*
Not at all easy	*	*	*	*	*	*	*	*	*
Total		0	0	*	*	*	0	*	0

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

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over
	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
It was about right	*	*	*	*	*	*	*	*	*
It took too long	*	*	*	*	*	*	*	*	*
Don't know/doesn't apply	*	*	*	*	*	*	*	*	*
Total		0	*	*	*	*	*	*	0

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

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over
	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
Very good	*	*	*	*	*	*	*	*	*
Good	*	*	*	*	*	*	*	*	*
Neither good nor poor	*	*	*	*	*	*	*	*	*
Poor	*	*	*	*	*	*	*	*	*
Very poor	*	*	*	*	*	*	*	*	*
Doesn't apply	*	*	*	*	*	*	*	*	*
Total		0	*	*	*	*	*	*	0

Question: Q37 - Are you male or female?

Base: All

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over
	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
Male	*	*	*	45% 13	32% 13	51% 21	53% 23	46% 22	* *
Female	*	*	*	55% 16	68% 28	49% 20	47% 20	54% 26	57% 13

Total	0	*	29	41	41	43	48	23	*
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Question: Q38 - How old are you?

Base: All

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over
	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
18 to 24	*	*	*	*	*	*	*	*	*
25 to 34	*	*	*	*	*	*	*	*	*
35 to 44	*	*	*	*	*	*	*	*	*
45 to 54	*	*	*	*	*	*	*	*	*
55 to 64	*	*	*	*	*	*	*	*	*
65 to 74	*	*	*	*	*	*	*	*	*
75 to 84	*	*	*	*	*	*	*	*	*
85 or over	*	*	*	*	*	*	*	*	*
Total	0	*	29	42	41	43	49	23	*

Question: Q39 - What is your ethnic group?

Base: All

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over									
	-	-	-	-	-	-	-	-	-									
	-	-	-	-	-	-	-	-	-									
British	*	*	*	*	69%	20	66%	27	88%	36	86%	37	83%	40	83%	19	*	*
Irish	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Any other white	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
White and Black Caibbean	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
White and Black African	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
White and Asian	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Any other mixed	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Indian	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Pakistani	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Bangladeshi	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Any other Asian	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Caribbean	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
African	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Any other Black	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Chinese	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Other	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Total	0	*	29	41	41	43	48	23	*									

Question: Q40 - Which of these best describes what you are doing at present?

Base: All

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over									
	-	-	-	-	-	-	-	-	-									
	-	-	-	-	-	-	-	-	-									
Full time paid work	*	*	*	*	64%	18	53%	21	63%	26	33%	14	*	*	*	*	*	*
Part time paid work	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Full-time education	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Unemployed	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Permanently sick or disabled	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Fully retired from work	*	*	*	*	*	*	*	*	*	*	31%	13	85%	41	85%	17	*	*
Looking after home	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Doing something else	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Total	0	*	28	40	41	42	48	20	*									

Question: Q41 - In general, how long does your journey take from home to work (door to door)?

Base: All patients who say they are in paid work

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over									
	-	-	-	-	-	-	-	-	-									
	-	-	-	-	-	-	-	-	-									
Up to 30 minutes	*	*	*	*	65%	13	82%	23	74%	23	82%	18	*	*	*	*	*	*
31 minutes - 1 hour	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
More than 1 hour	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
I live on site	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Total	0	*	20	28	31	22	*	*	0									

Question: Q42 - 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?

Base: All patients who say they are in paid work

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over							
	-	-	-	-	-	-	-	-	-							
Yes	*	*	*	*	69%	20	69%	22	55%	12	*	*	*	*	*	*
No	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Total	0	*	*	*	29	32	22	*	*	0						

Question: Q43 - In general, would you say your health is?

Base: All

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over								
	-	-	-	-	-	-	-	-	-								
Excellent	*	*	*	*	*	*	*	*	*								
Very good	*	*	*	54%	15	41%	17	34%	13	33%	13	30%	14	*	*	*	*
Good	*	*	*	*	37%	15	55%	21	44%	17	50%	23	*	*	*	*	
Fair	*	*	*	*	*	*	*	*	*	*	*	57%	12	*	*	*	
Poor	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	
Total	0	*	28	41	38	39	46	21	*								

Question: Q44 - Do you have any of the following long-standing conditions? Please include problems which are due to old age.

Base: All

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over							
	-	-	-	-	-	-	-	-	-							
Deafness or severe hearing impairment	*	*	*	*	*	*	*	*	*							
Blindness or severe visual impairment	*	*	*	*	*	*	*	*	*							
A condition that substantially limits one or more basic physical activities	*	*	*	*	*	*	*	*	*							
A learning difficulty	*	*	*	*	*	*	*	*	*							
A long-standing psychological or emotional condition	*	*	*	*	*	*	*	*	*							
Any other long standing conditions	*	*	*	*	*	*	35%	*	33%							
No long standing conditions	*	*	*	*	81%	*	74%	*	56%	*	35%	*	33%	*	*	*
Total	0	*	27	39	36	40	42	*	*							

Question: Q45 - Are you a deaf person who uses sign language?

Base: All

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over							
	-	-	-	-	-	-	-	-	-							
Yes	*	*	*	*	*	*	*	*	*							
No	*	*	100%	27	100%	41	100%	38	100%	39	100%	41	100%	17	*	*
Total	0	*	27	41	38	39	41	17	*							

Question: Q46 - Are you a parent or a legal guardian for any children aged under 16 currently living in your home?

Base: All

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over							
	-	-	-	-	-	-	-	-	-							
Yes	*	*	48%	14	67%	28	32%	12	*	*	*	*	*	*	*	
No	*	*	52%	15	33%	14	68%	25	95%	38	100%	43	94%	15	*	*
Total	0	*	29	42	37	40	43	16	*							

Question: Q47 - Do you have carer responsibilities for anyone in your household with a long-standing health problem or disability?

Base: All

	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over							
	-	-	-	-	-	-	-	-	-							
Yes	*	*	*	*	*	*	*	*	*							
No	*	*	97%	28	90%	37	86%	32	88%	36	86%	36	84%	16	*	*
Total	0	*	29	41	37	41	42	19	*							

