

Practice results - topline document  
 You have selected the following practice:  
**MARPLE COTTAGE SURGERY**

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

	%	N
Very easy	79	97
Fairly easy	19	23
Not very easy	*	*
Not at all easy	*	*
Total		123

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

	%	N
Very clean	84	103
Fairly clean	16	20
Not very clean	*	*
Not at all clean	*	*
Don't know	*	*
Total		123

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

	%	N
Yes, but I don't mind	68	84
Yes, and I am not happy about it	21	26
No, other patients can't overhear	*	*
Don't know	*	*
Total		123

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

	%	N
Very helpful	68	81
Fairly helpful	30	36
Not very helpful	*	*
Not at all helpful	*	*
Total		119

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

	%	N
Haven't tried	*	*
Very easy	54	67
Fairly easy	36	45
Not very easy	*	*
Not at all easy	*	*
Don't know	*	*
Total		124

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

	%	N
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Haven't tried	71	84
Very easy	*	*
Fairly easy	*	*
Not very easy	*	*
Not at all easy	*	*
Don't know	12	14
Total		118

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

	%	N
Haven't tried	67	80
Very easy	*	*
Fairly easy	8	10
Not very easy	*	*
Not at all easy	*	*
Don't know	11	13
Total		119

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

	%	N
Haven't tried	66	78
Very easy	*	*
Fairly easy	*	*
Not very easy	*	*
Not at all easy	*	*
Don't know	13	15
Total		119

**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.**

	%	N
Yes	74	93
No	25	31
Can't remember	*	*
Total		125

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

	%	N
Yes	97	90
No	*	*
Can't remember	*	*
Total		93

**Q8 - 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		*

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 weekdays in advance.		
	%	N
Yes	53	65
No	44	54
Can't remember	*	*
Total		122

Q10 - Last time you tried to, were you able to get an appointment with a doctor more than 2 full weekdays in advance?		
	%	N
Yes	95	62
No	*	*
Can't remember	*	*
Total		65

Q11 - When did you last see a doctor at your GP surgery or health centre?		
	%	N
In the past 3 months	58	71
Between 3 and 6 months ago	25	31
More than six months ago	16	20
Never	*	*
Total		123

Q12 - If you haven't seen a doctor in the past 6 months, why is that?		
	%	N
I haven't needed to see a doctor	90	19
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		21

Q13 - 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	15	18
Less than 5 minutes	17	21
5 to 15 minutes	55	68
16 to 30 minutes	*	*
More than 30 minutes	*	*
Can't remember	*	*
Total		123

Q14 - How do you feel about how long you normally have to wait?		
	%	N
I don't normally have to wait too long	86	104
I have to wait a bit too long	9	11

I have to wait far too long	*	*
No opinion/doesn't apply	*	*
Total		121

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

	%	N
Yes	66	81
No	34	42
There is usually only one doctor in my GP surgery or health centre	*	*
Total		123

**Q16 - How often do you see the doctor you prefer to see?**

	%	N
Always or almost always	67	54
A lot of the time	20	16
Some of the time	*	*
Never or almost never	*	*
Not tried at this GP surgery or health centre	*	*
Total		81

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

	%	N
Very satisfied	52	65
Fairly satisfied	37	46
Neither satisfied nor dissatisfied	*	*
Fairly dissatisfied	*	*
Very dissatisfied	*	*
I'm not sure when my GP surgery or health centre is open	*	*
Total		124

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

	%	N
Yes	49	59
No	51	61
Total		120

**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.**

	%	N
Before 8am	*	*
At lunchtime	*	*
After 6:30pm	24	13
On a Saturday	59	32
On a Sunday	*	*
Total		54

**Q20a - 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	49	61
Good	43	53

Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		124

**Q20b - 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	48	59
Good	44	54
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		124

**Q20c - 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	50	62
Good	40	50
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		124

**Q20d - 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	44	55
Good	40	49
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	10	13
Total		124

**Q20e - 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	41	50
Good	36	43
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	14	17
Total		121

**Q20f - 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	45	55
Good	37	45

Neither good nor poor	12	15
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		123

**Q20g - 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	44	54
Good	41	51
Neither good nor poor	8	10
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		123

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

	%	N
Yes, definitely	75	91
Yes, to some extent	22	27
No, not at all	*	*
Don't know/Can't say	*	*
Total		122

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

	%	N
Yes	54	67
No	46	58
Total		125

**Q23 - 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	63	42
Fairly easy	30	20
Not very easy	*	*
Not at all easy	*	*
Don't know	*	*
Total		67

**Q24a - 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	55	66
Good	36	43
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		119

**Q24b - 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	46	54
Good	28	33
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	21	24
Total		117

**Q24c - 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	49	57
Good	38	44
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	10	12
Total		116

**Q24d - 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	50	58
Good	29	34
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	16	19
Total		116

**Q24e - 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	40	46
Good	30	34
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	24	28
Total		115

**Q24f - 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	53	63
Good	33	39
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	12	14
Total		118

**Q24g - 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	48	55
Good	28	32
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	22	25
Total		115

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

	%	N
Very satisfied	76	93
Fairly satisfied	20	25
Neither satisfied nor dissatisfied	*	*
Fairly dissatisfied	*	*
Very dissatisfied	*	*
Total		122

**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.**

	%	N
Yes	50	63
No	49	61
Don't know/Can't say	*	*
Total		125

**Q27 - 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	90	57
No	*	*
Total		63

**Q28a - In these discussions, did a doctor or nurse take notice of your views about how to deal with your health problem?**

	%	N
Yes	81	44
No	*	*
Don't know	*	*
Not applicable	*	*
Total		54

**Q28b - 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	87	48
No	*	*
Don't know	*	*
Not applicable	*	*
Total		55

<b>Q28c - In these discussions, did a doctor or nurse agree about how best to manage your health problem?</b>		
	%	N
Yes	87	47
No	*	*
Don't know	*	*
Not applicable	*	*
Total		54

<b>Q28d - In these discussions, did a doctor or nurse give you a written document about the discussions you had about managing your health problem?</b>		
	%	N
Yes	20	11
No	65	36
Don't know	*	*
Not applicable	*	*
Total		55

<b>Q28e - In these discussions, did a doctor or nurse ever tell that you had something called a 'care plan'?</b>		
	%	N
Yes	*	*
No	74	40
Don't know	*	*
Not applicable	*	*
Total		54

<b>Q29 - Do you think that having these discussions with your doctor or nurse has helped improve how you manage your health problem?</b>		
	%	N
Yes, definitely	42	22
Yes, to some extent	50	26
No, not at all	*	*
Don't know/Can't remember	*	*
Total		52

<b>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?</b>		
	%	N
Yes	70	85
No	30	37
Total		122

<b>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?</b>		
	%	N
Yes, for myself	*	*
Yes, for someone else	*	*
No	88	107
Total		121

<b>Q32 - How easy was it to contact the out-of-hours GP service by telephone?</b>		
	%	N

Very easy	*	*
Fairly easy	*	*
Not very easy	*	*
Not at all easy	*	*
Don't know/didn't make contact	*	*
Total		14

Q33 - 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		14

Q34 - How easy was it to get these medicines?		
	%	N
Very easy	*	*
Fairly easy	*	*
Not very easy	*	*
Not at all easy	*	*
Total		*

Q35 - How do you feel about how quickly you received care from the out-of-hours GP service?		
	%	N
It was about right	93	13
It took too long	*	*
Don't know/doesn't apply	*	*
Total		14

Q36 - 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		14

Q37 - Are you male or female?		
	%	N
Male	43	52
Female	57	68
Total		120

Q38 - How old are you?		
	%	N
Under 18	*	*
18 to 24	*	*

25 to 34	*	*
35 to 44	16	19
45 to 54	18	22
55 to 64	23	28
65 to 74	21	26
75 to 84	9	11
85 or over	*	*
Total		121

<b>Q39 - Which of these best describes what you are doing at present?</b>		
	%	N
Full-time paid work (30 hours or more each week)	37	42
Part-time paid work (under 30 hours each week)	21	24
Full-time education at school, college or university	*	*
Unemployed	*	*
Permanently sick or disabled	*	*
Fully retired from work	32	36
Looking after the home	*	*
Doing something else	*	*
Total		114

<b>Q40 - In general, how long does your journey take from home to work (door to door)?</b>		
	%	N
Up to 30 minutes	67	42
31 minutes - 1 hour	24	15
More than 1 hour	*	*
I live on site	*	*
Total		63

<b>Q41 - 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?</b>		
	%	N
Yes	79	52
No	21	14
Total		66

<b>Q42 - In general, would you say your health is?</b>		
	%	N
Excellent	9	11
Very good	40	47
Good	29	34
Fair	16	19
Poor	*	*
Total		117

<b>Q43 - Do you have any of the following long-standing conditions? Please include problems which are due to old age.</b>		
	%	N
Deafness or severe hearing impairment	*	*
Blindness or severe visual impairment	*	*
A condition that substantially limits one or more basic physical activities such as	16	17
A learning difficulty	*	*

A long-standing psychological or emotional condition	*	*
Any other long-standing illness	28	30
No, I do not have a long-standing conditions	55	59
Total		108

#### Q44 - Are you a deaf person who uses sign language?

	%	N
Yes	*	*
No	100	114
Total		114

#### Q45 - Are you a parent or a legal guardian for any children aged under 16 currently living in your home?

	%	N
Yes	23	26
No	77	89
Total		115

#### Q46 - Do you have carer responsibilities for anyone in your household with a long-standing health problem or disability?

	%	N
Yes	*	*
No	94	112
Total		119

#### Q47 - What is your ethnic group?

	%	N
British	97	119
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		123

#### Q48 - Which of the following best describes how you think of yourself?

	%	N
Heterosexual/Straight	97	112
Gay/Lesbian	*	*
Bisexual	*	*
Other	*	*
I would prefer not to say	*	*

Total		115
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Q49 - Which of the following best describes your religion?		
	%	N
None	23	28
Buddhist	*	*
Christian (including Church of England, Catholic, Protestant, and other Christian)	74	89
Hindu	*	*
Jewish	*	*
Muslim	*	*
Sikh	*	*
Other	*	*
I would prefer not to say	*	*
Total		120

