

Practice results - topline document
 You have selected the following practice:
LITCHDON MEDICAL CENTRE

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

	%	N
Very easy	85	102
Fairly easy	12	15
Not very easy	*	*
Not at all easy	*	*
Total		120

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

	%	N
Very clean	81	96
Fairly clean	18	22
Not very clean	*	*
Not at all clean	*	*
Don't know	*	*
Total		119

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

	%	N
Yes, but I don't mind	62	73
Yes, and I am not happy about it	23	27
No, other patients can't overhear	9	11
Don't know	*	*
Total		118

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

	%	N
Very helpful	59	69
Fairly helpful	37	43
Not very helpful	*	*
Not at all helpful	*	*
Total		116

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

	%	N
Haven't tried	*	*
Very easy	24	29
Fairly easy	49	58
Not very easy	13	16
Not at all easy	*	*
Don't know	*	*
Total		119

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	22	25
Very easy	21	24
Fairly easy	23	27
Not very easy	14	16
Not at all easy	*	*
Don't know	16	18
Total		116

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

	%	N
Haven't tried	40	45
Very easy	10	11
Fairly easy	19	22
Not very easy	*	*
Not at all easy	*	*
Don't know	27	30
Total		113

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

	%	N
Haven't tried	36	41
Very easy	13	15
Fairly easy	14	16
Not very easy	*	*
Not at all easy	*	*
Don't know	32	36
Total		113

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	67	76
No	31	35
Can't remember	*	*
Total		114

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	91	69
No	*	*
Can't remember	*	*
Total		76

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	49	58
No	50	59
Can't remember	*	*
Total		119

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	93	54
No	*	*
Can't remember	*	*
Total		58

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

	%	N
In the past 3 months	55	66
Between 3 and 6 months ago	28	33
More than six months ago	18	21
Never	*	*
Total		120

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	*	*
Less than 5 minutes	10	12
5 to 15 minutes	56	67
16 to 30 minutes	17	20
More than 30 minutes	*	*
Can't remember	*	*
Total		119

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

	%	N
I don't normally have to wait too long	70	82

I have to wait a bit too long	21	24
I have to wait far too long	*	*
No opinion/doesn't apply	*	*
Total		117

Q15 - Is there a particular doctor you prefer to see at your GP surgery or health centre?		
	%	N
Yes	80	94
No	20	24
There is usually only one doctor in my GP surgery or health centre	*	*
Total		118

Q16 - How often do you see the doctor you prefer to see?		
	%	N
Always or almost always	64	58
A lot of the time	18	16
Some of the time	19	17
Never or almost never	*	*
Not tried at this GP surgery or health centre	*	*
Total		91

Q17 - How satisfied are you with the hours that your GP surgery or health centre is open?		
	%	N
Very satisfied	51	61
Fairly satisfied	38	45
Neither satisfied nor dissatisfied	*	*
Fairly dissatisfied	*	*
Very dissatisfied	*	*
I'm not sure when my GP surgery or health centre is open	*	*
Total		120

Q18 - Would you like your GP surgery or health centre to open at additional times?		
	%	N
Yes	43	49
No	57	64
Total		113

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	11
On a Saturday	56	25
On a Sunday	*	*
Total		45

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	62	75
Good	32	38
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		120

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	53	63
Good	40	48
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		119

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	62	74
Good	29	35
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		119

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	53	63
Good	29	35
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		119

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	48	57
Good	29	34
Neither good nor poor	10	12
Poor	*	*
Very poor	*	*
Doesn't apply	10	12
Total		119

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
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Very good	56	66
Good	36	42
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		118

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	58	69
Good	31	37
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		119

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

	%	N
Yes, definitely	81	97
Yes, to some extent	15	18
No, not at all	*	*
Don't know/Can't say	*	*
Total		120

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

	%	N
Yes	38	44
No	62	72
Total		116

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	55	24
Fairly easy	39	17
Not very easy	*	*
Not at all easy	*	*
Don't know	*	*
Total		44

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	42	46
Good	40	44
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	13	14

Total		109
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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	30	33
Good	35	38
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	28	31
Total		109

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	36	39
Good	37	40
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	23	25
Total		109

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	29	32
Good	42	46
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	23	25
Total		109

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	27	29
Good	35	37
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	30	32
Total		107

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	42	46
Good	39	43
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	15	16

Total		110
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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	36	39
Good	31	34
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	28	30
Total		108

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

	%	N
Very satisfied	69	81
Fairly satisfied	25	30
Neither satisfied nor dissatisfied	*	*
Fairly dissatisfied	*	*
Very dissatisfied	*	*
Total		118

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	51	59
No	49	56
Don't know/Can't say	*	*
Total		115

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	88	52
No	*	*
Total		59

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

	%	N
Yes	90	47
No	*	*
Don't know	*	*
Not applicable	*	*
Total		52

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	80	40
No	*	*
Don't know	*	*
Not applicable	*	*

Total		50
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Q28c - In these discussions, did a doctor or nurse agree about how best to manage your health problem?		
	%	N
Yes	88	45
No	*	*
Don't know	*	*
Not applicable	*	*
Total		51

Q28d - In these discussions, did a doctor or nurse give you a written document about the discussions you had about managing your health problem?		
	%	N
Yes	*	*
No	71	35
Don't know	*	*
Not applicable	*	*
Total		49

Q28e - In these discussions, did a doctor or nurse ever tell that you had something called a 'care plan'?		
	%	N
Yes	*	*
No	69	34
Don't know	*	*
Not applicable	*	*
Total		49

Q29 - Do you think that having these discussions with your doctor or nurse has helped improve how you manage your health problem?		
	%	N
Yes, definitely	40	20
Yes, to some extent	48	24
No, not at all	*	*
Don't know/Can't remember	*	*
Total		50

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?		
	%	N
Yes	72	83
No	28	33
Total		116

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?		
	%	N
Yes, for myself	*	*
Yes, for someone else	14	16
No	80	92
Total		115

Q32 - How easy was it to contact the out-of-hours GP service by telephone?		
	%	N
Very easy	61	14
Fairly easy	*	*
Not very easy	*	*
Not at all easy	*	*
Don't know/didn't make contact	*	*
Total		23

Q33 - Were you prescribed or recommended any medicines by the out-of-hours GP service you contacted?		
	%	N
Yes	43	10
No	*	*
Don't know/doesn't apply	*	*
Total		23

Q34 - How easy was it to get these medicines?		
	%	N
Very easy	*	*
Fairly easy	*	*
Not very easy	*	*
Not at all easy	*	*
Total		10

Q35 - How do you feel about how quickly you received care from the out-of-hours GP service?		
	%	N
It was about right	83	19
It took too long	*	*
Don't know/doesn't apply	*	*
Total		23

Q36 - Overall, how do you feel about the care you received from the out-of-hours GP service?		
	%	N
Very good	48	11
Good	48	11
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Don't know/doesn't apply	*	*
Total		23

Q37 - Are you male or female?		
	%	N
Male	42	50
Female	58	68
Total		118

Q38 - How old are you?		
	%	N
Under 18	*	*
18 to 24	*	*
25 to 34	*	*
35 to 44	15	18
45 to 54	14	16
55 to 64	25	30
65 to 74	17	20
75 to 84	10	12
85 or over	*	*
Total		118

Q39 - Which of these best describes what you are doing at present?		
	%	N
Full-time paid work (30 hours or more each week)	38	44
Part-time paid work (under 30 hours each week)	17	20
Full-time education at school, college or university	*	*
Unemployed	*	*
Permanently sick or disabled	*	*
Fully retired from work	31	36
Looking after the home	*	*
Doing something else	*	*
Total		116

Q40 - In general, how long does your journey take from home to work (door to door)?		
	%	N
Up to 30 minutes	79	50
31 minutes - 1 hour	*	*
More than 1 hour	*	*
I live on site	*	*
Total		63

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?		
	%	N
Yes	79	49
No	21	13
Total		62

Q42 - In general, would you say your health is?		
	%	N
Excellent	9	11
Very good	31	36
Good	43	51
Fair	14	17
Poor	*	*
Total		118

Q43 - Do you have any of the following long-standing conditions? Please include problems which are due to old age.

	%	N
Deafness or severe hearing impairment	14	15
Blindness or severe visual impairment	*	*
A condition that substantially limits one or more basic physical activities such as	22	24
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	52	56
Total		108

Q44 - Are you a deaf person who uses sign language?		
	%	N
Yes	*	*
No	100	113
Total		113

Q45 - Are you a parent or a legal guardian for any children aged under 16 currently living in your home?		
	%	N
Yes	18	20
No	82	89
Total		109

Q46 - Do you have carer responsibilities for anyone in your household with a long-standing health problem or disability?		
	%	N
Yes	10	11
No	90	101
Total		112

Q47 - What is your ethnic group?		
	%	N
British	97	116
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		120

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

Heterosexual/Straight	96	109
Gay/Lesbian	*	*
Bisexual	*	*
Other	*	*
I would prefer not to say	*	*
Total		113

Q49 - Which of the following best describes your religion?		
	%	N
None	22	25
Buddhist	*	*
Christian (including Church of England, Catholic, Protestant, and other Christian)	76	88
Hindu	*	*
Jewish	*	*
Muslim	*	*
Sikh	*	*
Other	*	*
I would prefer not to say	*	*
Total		116

