

You have selected the following practice:  
**JORVIK MEDICAL PRACTICE**

When did you last see a doctor at your GP surgery or health centre?	
	%
In the past 3 months	52
Between 3 and 6 months ago	18
More than 6 months ago	30
I have never been seen at my present GP surgery or health centre	*
Total	

If you haven't seen a doctor in the past 6 months, why is that?	
	%
I haven't needed to	99
I couldn't be seen at a convenient time	*
I couldn't get to the surgery easily	*
I didn't like or trust the doctors	*
Another reason	*
Total	

How do you normally book your appointments to see a doctor or nurse at your GP surgery or health centre?	
	%
In person	18
By phone	94
By fax machine	*
Online	8
Digital TV	*
Doesn't apply	*
Total	

Which of the following methods would you prefer to use to book appointments at your GP surgery or health centre?	
	%
In person	29
By phone	86
By fax machine	*
Online	30
Digital TV	*
No preference	*
Total	

In the past 6 months, how easy have you found the following: Getting through on the phone	
	%
Haven't tried	10
Very easy	37
Fairly easy	40
Not very easy	8
Not at all easy	4
Don't know	*
Total	

In the past 6 months, how easy have you found the following: Speaking to a doctor on the phone	
	%
Haven't tried	34
Very easy	26
Fairly easy	25
Not very easy	6
Not at all easy	*
Don't know	7
Total	

In the past 6 months, how easy have you found the following: Speaking to a nurse on the phone	
	%
Haven't tried	51
Very easy	10
Fairly easy	13
Not very easy	*
Not at all easy	*
Don't know	21
Total	

In the past 6 months, how easy have you found the following: Getting test results on the phone	
	%
Haven't tried	39
Very easy	30
Fairly easy	14
Not very easy	4
Not at all easy	*
Don't know	12
Total	

In the past 6 months, have you tried to see a doctor fairly quickly? By 'fairly quickly' we mean on the day or in the next 2 weekdays the GP surgery or health centre was open.	
	%
Yes	59
No	39
Can't remember	*
Total	

Think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor on the day or in the next 2 weekdays the GP surgery or health centre was open?	
	%
Yes	89
No	11
Can't remember	*
Total	

If you couldn't be seen within the next 2 weekdays the GP surgery or health centre was open, why?	
	%
No appointments	81
Time didn't suit me	*
I didn't want to see that doctor	*
I could have seen a nurse but I wanted to see a doctor	*

Appointment was at a different branch	*
Another reason	*
Can't remember	*
Total	

**In the past 6 months, have you tried to book ahead for an appointment with a doctor? By 'book' mean booking an appointment more than 2 full weekdays in advance.**

	%
Yes	45
No	51
Can't remember	4
Total	

**Last time you tried to, were you able to get an appointment with a doctor more than 2 full weeks advance?**

	%
Yes	68
No	28
Can't remember	*
Total	

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

	%
Very easy	85
Fairly easy	13
Not very easy	*
Not at all easy	*
Total	

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

	%
Very clean	81
Fairly clean	17
Not very clean	*
Not at all clean	*
Don't know	*
Total	

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

	%
Yes, but I don't mind	64
Yes, and I am not happy about it	11
No, other patients can't overhear	14
Don't know	11
Total	

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

	%
Very helpful	66
Fairly helpful	31
Not very helpful	*
Not at all helpful	*

Total	
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### How long after your appointment time do you normally wait to be seen?

	%
I don't normally have appointments at a particular time	*
I am normally seen at my appointment time	11
Less than 5 minutes	13
5 to 15 minutes	56
16 to 30 minutes	14
More than 30 minutes	*
Can't remember	*
Total	

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

	%
I don't normally have to wait too long	73
I have to wait a bit too long	19
I have to wait far too long	*
No opinion/doesn't apply	5
Total	

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

	%
Yes	52
No	48
There is usually only one doctor	*
Total	

### How often do you see the doctor you prefer to see?

	%
Always or almost always	51
A lot of the time	23
Some of the time	22
Never or almost never	*
Not tried at this GP surgery or health centre	*
Total	

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

	%
Very satisfied	47
Fairly satisfied	37
Neither satisfied nor dissatisfied	6
Fairly dissatisfied	4
Very dissatisfied	*
I'm not sure when my GP surgery or health centre is open	4
Total	

### As far as you know, is your GP surgery open before 8am?

	%
Yes	8

No	66
Sometimes	*
Don't know	26
Total	

As far as you know, is your GP surgery open at lunchtime?	
	%
Yes	47
No	22
Sometimes	*
Don't know	29
Total	

As far as you know, is your GP surgery open after 6.30pm?	
	%
Yes	*
No	59
Sometimes	*
Don't know	36
Total	

As far as you know, is your GP surgery open on Saturdays?	
	%
Yes	7
No	57
Sometimes	*
Don't know	33
Total	

As far as you know, is your GP surgery open on Sundays?	
	%
Yes	*
No	74
Sometimes	*
Don't know	26
Total	

Would you like your GP surgery or health centre to open at additional times?	
	%
Yes	52
No	48
Total	

Which one of the following additional times would you most like the GP surgery or health centre to open? Please pick one answer showing the time you would most like it to be open.	
	%
Before 8am	*
At lunchtime	*
After 6:30pm	34
On a Saturday	49
On a Sunday	*

Total	
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**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**

	%
Very good	64
Good	27
Neither good nor poor	5
Poor	*
Very poor	*
Doesn't apply	*
Total	

**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**

	%
Very good	60
Good	31
Neither good nor poor	4
Poor	*
Very poor	*
Doesn't apply	*
Total	

**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**

	%
Very good	62
Good	30
Neither good nor poor	4
Poor	*
Very poor	*
Doesn't apply	*
Total	

**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**

	%
Very good	55
Good	26
Neither good nor poor	7
Poor	*
Very poor	*
Doesn't apply	11
Total	

**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**

	%
Very good	51
Good	24
Neither good nor poor	8
Poor	*
Very poor	*
Doesn't apply	14
Total	

**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**

	%
Very good	59
Good	30
Neither good nor poor	5
Poor	*
Very poor	*
Doesn't apply	*
Total	

**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**

	%
Very good	57
Good	31
Neither good nor poor	4
Poor	4
Very poor	*
Doesn't apply	*
Total	

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

	%
Yes, definitely	80
Yes, to some extent	17
No, not at all	*
Don't know/Can't say	*
Total	

**How easy is it for you to get an appointment with a practice nurse at your GP surgery or health centre?**

	%
Haven't tried	15
Very easy	42
Fairly easy	33
Not very easy	6
Not at all easy	*
Don't know	*
Total	

**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**

	%
Very good	53
Good	28
Neither good nor poor	*
Poor	*
Very poor	*
Doesn't apply	14
Total	

**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**

	%
Very good	44
Good	27
Neither good nor poor	4
Poor	*
Very poor	*
Doesn't apply	24
Total	

**Last time you saw a practice nurse at your GP surgery or health centre, how good was the practice each of the following? - Listening to you**

	%
Very good	50
Good	26
Neither good nor poor	5
Poor	*
Very poor	*
Doesn't apply	16
Total	

**Last time you saw a practice nurse at your GP surgery or health centre, how good was the practice each of the following? - Explaining tests and treatments**

	%
Very good	46
Good	26
Neither good nor poor	6
Poor	*
Very poor	*
Doesn't apply	21
Total	

**Last time you saw a practice nurse at your GP surgery or health centre, how good was the practice each of the following? - Involving you in decisions about your care**

	%
Very good	36
Good	21
Neither good nor poor	7
Poor	*
Very poor	*
Doesn't apply	33
Total	

**Last time you saw a practice nurse at your GP surgery or health centre, how good was the practice each of the following? - Treating you with care and concern**

	%
Very good	52
Good	25
Neither good nor poor	6
Poor	*
Very poor	*
Doesn't apply	17
Total	

**Last time you saw a practice nurse at your GP surgery or health centre, how good was the practice each of the following? - Taking your problems seriously**

	%

Very good	45
Good	25
Neither good nor poor	5
Poor	*
Very poor	*
Doesn't apply	24
Total	

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

	%
Very satisfied	68
Fairly satisfied	27
Neither satisfied nor dissatisfied	*
Fairly dissatisfied	*
Very dissatisfied	*
Total	

**Would you recommend your GP surgery or health centre to someone who has just moved to you?**

	%
Yes, would definitely recommend	75
Yes, might recommend	16
Not sure	5
No, would probably not recommend	*
No, would definitely not recommend	*
Don't know	*
Total	

**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.**

	%
Yes	44
No	55
Don't know/Can't say	*
Total	

**Have you had discussions in the past 12 months with a doctor or nurse about how best to deal with your health problem?**

	%
Yes	88
No	12
Total	

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

	%
Yes	87
No	*
Don't know	*
Not applicable	*
Total	

**In these discussions, did the doctor or nurse give you information about the things you might do to help with your health problem?**

	%
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Yes	89
No	*
Don't know	*
Not applicable	*
Total	

In these discussions, did you and the doctor or nurse agree about how best to manage your health problem?	
	%
Yes	85
No	*
Don't know	*
Not applicable	*
Total	

In these discussions, did the doctor or nurse give you a written document about the discussion about managing your health problem?	
	%
Yes	*
No	77
Don't know	*
Not applicable	12
Total	

In these discussions, did you want a written plan summarising discussion with doctor or nurse?	
	%
Yes	*
No	69
Don't know	*
Not applicable	*
Total	

In these discussions, did the doctor or nurse ever tell you that you had something called a 'care plan'?	
	%
Yes	*
No	81
Don't know	*
Not applicable	*
Total	

Do you think that having these discussions with your doctor or nurse has helped improve how you manage your health problem?	
	%
Yes, definitely	41
Yes, to some extent	46
No, not at all	*
Don't know/Can't remember	*
Total	

In the last 6 months, have you had enough support from local services or organisations to help you manage your long-term health condition(s)?	
	%
Yes, definitely	38
Yes, to some extent	27

No	*
I have not needed such support	24
Don't know/can't say	*
Total	

**If you wanted to, would you know how to contact an out-of-hours GP service when the surgery centre is closed?**

	%
Yes	59
No	41
Total	

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

	%
Yes, for myself	*
Yes, for someone else	8
No	88
Total	

**How easy was it to contact the out-of-hours GP service by telephone?**

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

**Were you prescribed or recommended any medicines by the out-of-hours GP service you contacted?**

	%
Yes	*
No	*
Don't know/doesn't apply	*
Total	

**How easy was it to get these medicines?**

	%
Very easy	*
Fairly easy	*
Not very easy	*
Not at all easy	*
Total	

**How do you feel about how quickly you received care from the out-of-hours GP service?**

	%
It was about right	76
It took too long	*
Don't know/doesn't apply	*
Total	

**Overall, how do you feel about the care you received from the out-of-hours GP service?**

	%
Very good	*
Good	65
Neither good nor poor	*
Poor	*
Very poor	*
Don't know/doesn't apply	*
Total	

**Are you male or female?**

	%
Male	40
Female	60
Total	

**How old are you?**

	%
18 to 24	4
25 to 34	18
35 to 44	17
45 to 54	19
55 to 64	18
65 to 74	13
75 to 84	8
85 or over	*
Total	

**Which of these best describes what you are doing at present?**

	%
Full-time work	47
Part-time work	16
Full-time education	*
Unemployed	*
Permanently sick or disabled	*
Fully retired from work	23
Looking after the home	6
Doing something else	*
Total	

**In general, how long does your journey take from home to work (door to door)?**

	%
Up to 30 minutes	69
31 minutes - 1 hour	16
More than 1 hour	10
I live on site	*
Total	

**If you need to see a doctor at your GP surgery or health centre during your typical working hours, how much time do you take away from your work to do this?**

	%

Yes	75
No	25
Total	

In general, would you say your health is?	
	%
Excellent	16
Very good	33
Good	30
Fair	16
Poor	5
Total	

Do you have any of the following long-standing conditions? Please include problems which arise with age.	
	%
Hearing impairment	6
Visual impairment	*
A condition that limits basic physical activities	14
A learning difficulty	*
Psychological or emotional condition	*
Other	29
Do not have a long-standing condition	59
Total	

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

Are you a parent or a legal guardian for any children aged under 16 currently living in your home?	
	%
Yes	20
No	80
Total	

Do you have carer responsibilities for anyone in your household with a long-standing health problem or disability?	
	%
Yes	5
No	95
Total	

What is your ethnic group?	
	%
British	92
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	

Which of the following best describes how you think of yourself?	
	%
Heterosexual/Straight	94
Gay/Lesbian	*
Bisexual	*
Other	*
I would prefer not to say	4
Total	

Which of the following best describes your religion?	
	%
None	27
Buddhist	*
Christian (including Church of England, Catholic, Protestant, and other Christian denominations)	66
Hindu	*
Jewish	*
Muslim	*
Sikh	*
Other	*
I would prefer not to say	4
Total	

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