

Commentary Report for the GP Patient Survey in Northern Ireland

2009/10 Report

18 June 2010

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Executive Summary

Executive Summary

Overview

2009/10 is the second year of the GP Patient Survey in Northern Ireland and most elements of patient experience of GP services have not changed significantly since last year – impressions of the surgery, 48 hour GP access and advance booking, waiting time, seeing a preferred doctor, how good the doctor was at various aspects of the consultation, overall satisfaction with care received at the surgery and experience of using an out-of-hours GP service. Patient perceptions of getting through to the surgery on the phone and satisfaction with opening hours, on the other hand, have improved slightly since last year.

Throughout this report there are trends that emerge in terms of the types of patients who tend to be more positive about their experience of GP services. For example, older patients tend to be more positive than younger ones. Similarly, as might be expected, those that are satisfied with the overall care they receive at their surgery also tend to be the most positive about specific aspects of the care they received. Conversely, patients from non-White ethnic groups tend to be less positive about their experiences of their surgery than White patients.

The 2009/10 national results are discussed and compared with the 2008/09 results where possible in the national summary below. The remaining chapters cover each section of the survey in more detail and present the results by a number of demographic breakdowns, including gender, age and ethnicity amongst others.

About the surgery or health centre

The majority of patients find it easy to get into their GP surgery (96%), which is one percentage point lower than in 2008/09. However, around three quarters (77%) say it is 'very easy', which is the same proportion as in 2008/09.

The overall proportion saying their surgery is clean is the same as in 2008/09 (99%), but the proportion saying it is 'very clean' has fallen by one percentage point (from 76% to 75%). The proportion saying their surgery is 'fairly clean' has increased from 22% to 23%.

Three quarters of patients (76%) say that other patients can overhear what they say to their surgery's receptionist, but a half (52%) say they don't mind about this. Only 16% of patients report that they cannot be overheard. These results remain unchanged from 2008/09.

Sixty-four percent of patients say their surgery's receptionists are 'very helpful'. The proportion saying the receptionists are 'fairly helpful' has decreased from 32% to 31%, whereas the overall proportion saying the receptionists are helpful has gone up one percentage point (from 95% to 96%).

Getting through on the phone

Patients were asked about how easy they found it to contact their surgery by phone. Over two thirds of patients (69%) say they find it easy to get through to their surgery by phone (this is one percentage point higher than in 2008/09), with 29% saying it is 'very easy' (same as in 2008/09).

The proportion of patients saying it is easy to speak to a doctor on the phone has gone up by three percentage points, from 39% in 2008/09 to 42%. A quarter of patients say it is 'fairly easy' to do this (26%, compared with 25% in 2008/09) and 15% say it is 'very easy' (compared with 14% in 2008/09). The proportion saying it is 'not at all easy' has fallen by

one percentage point, from 8% to 7%. Three in ten patients have not tried to speak to a doctor on the phone (31%, compared with 32% in 2008/09).

Over a third of patients (35%) say they find it easy to speak to a nurse on the phone (same as in 2008/09), while two in five patients say they 'haven't tried' (40%, compared with 41% in 2008/09).

Fifty-eight percent of patients say they find it easy to get test results on the phone (compared with 57% in 2008/09). The proportion saying they find this 'very easy' has gone up by one percentage point (from 30% to 31%). A quarter of patients say they 'haven't tried' to do this.

Seeing a GP or healthcare professional

Almost two thirds of patients (64%) have tried to see a doctor fairly quickly in the past six months (compared with 63% in 2008/09), and the majority of these (84%) were able to be seen on the same day or within the next two days (same as in 2008/09).

The main reason given for not being able to be seen within 48 hours was that there were no appointments available (84% of patients say this, compared with 85% in 2008/09). The proportion saying that they couldn't be seen because the appointment was with a doctor they didn't want to see has increased to 18% from 17% in 2008/09, and the proportion saying they couldn't be seen because the times offered didn't suit them has stayed the same as in 2008/09 (9%). Three percent say they 'could have seen a nurse but they wanted to see a doctor' and a further 3% give another reason.

More than half of patients (57%) have tried to book ahead for an appointment with a doctor in the past six months, which is one percentage point higher than in 2008/09 (56%). The majority of those who tried to book ahead (79%) were able to get an appointment more than two full weekdays in advance, but this is one percentage point lower than in 2008/09 (80%). Eighteen percent of patients were not able to book ahead, which is the same as in 2008/09.

Most patients have seen a doctor at their surgery in the last six months (79%), which is one percentage point less than in 2008/09 (80%). Of the 21% who have not been seen at their surgery in the last six months, the main reason is that they have not needed to visit (91% mention this, which is the same as in 2008/09).

Waiting time in the GP surgery or health centre

When asked how long after their appointment time they normally wait to be seen, the largest proportion of patients says between 5 and 15 minutes (49%, which is the same as in 2008/09). Eleven percent say they are seen at the appointment time itself (which is again the same as in 2008/09). Only 5% say they wait more than 30 minutes.

Seven in ten patients (71%) feel that they do not normally have to wait too long, which is the same as in 2008/09. Almost one in five say they have to wait 'a bit too long' (18%, which is again the same as in 2008/09) and 5% say they have to wait 'far too long', which is again the same as in 2008/09.

Seeing the GP or healthcare professional you prefer

Two thirds of patients (65%) prefer to see a particular doctor, while 32% say they do not have a preference. These proportions are similar to 2008/09 (66% and 31% respectively). The proportion saying there is usually only one doctor in their surgery (3%) is the same as in 2008/09.

Of those who have a preferred doctor, 57% say they 'always or almost always' get to see them, compared with 58% in 2008/09. A further 21% say they see their preferred doctor 'a

lot of the time' (same as in 2008/09) and a similar proportion say they see them 'some of the time' (19%, compared with 18% in 2008/09). Three percent say they 'never or almost never' get to see their preferred doctor, which is the same as in 2008/09.

Opening hours

Most patients are satisfied with the opening hours of their surgery (86%, compared with 85% in 2008/09). This includes 48% who are 'very satisfied', which is three percentage points higher than in 2008/09 (45%). Only 5% of patients say they are dissatisfied with the hours their surgery is open, which is one percentage point less than in 2008/09 (6%). Two percent say they don't know when their surgery is open (same as in 2008/09).

Half of patients (50%) would like their surgery to open at additional times, which is three percentage points lower than in 2008/09 (53%). The clear preferences for additional opening times are on Saturdays (41%, which is the same as in 2008/09) and after 6.30pm (40%, compared with 41% in 2008/09). Ten percent say they would prefer lunchtime opening (compared with 9% in 2008/09). Sundays and before 8am are least favoured (2% and 7%, respectively, which is the same as in 2008/09).

Seeing a doctor in the GP surgery or health centre

Patients were asked a range of questions about the last time they were seen by a doctor at their surgery. The majority of patients are very positive about their experiences with their doctor.

Most say that their doctor is good at the following: giving enough time (94%), asking about symptoms (93%), listening to them (93%), treating them with care and concern (91%), taking their problems seriously (89%), explaining tests and treatments (86%), and involving them in decisions about their care (81%).

In most cases these results remain unchanged since 2008/09, with the exception of the proportion of patients saying their doctor was good at giving them enough time, which has increased one percentage point since 2008/09 (from 93% to 94%).

The vast majority of patients (97%) have confidence and trust in the doctor they saw, which is the same as in 2008/09. However, the proportion saying they 'definitely' have confidence and trust has increased from 78% to 79%. Only 2% percent say they do not have confidence and trust, which is the same as in 2008/09.

Seeing a practice nurse in the GP surgery or health centre

Almost three in five patients have seen a practice nurse at their surgery in the past six months (58%), which is one percentage point higher than in 2008/09 (57%). Of those who have seen a practice nurse, 91% say it is easy to get an appointment, compared with 90% in 2008/09. The proportion saying it is 'very easy' to get an appointment has gone up by one percentage point, from 54% in 2008/09 to 55%.

The majority of patients are very positive about their experiences with a nurse at their surgery. Most say the nurse was good at the following: giving enough time (88%), treating them with care and concern (85%), listening to them (82%), explaining tests and treatments (79%), asking about symptoms (78%), taking their problems seriously (78%), and involving them in decisions about their care (70%). These questions were also asked in 2008/09, but only those who had seen a nurse in the past six months were eligible to answer. In 2009/10 the questionnaire routing was changed to allow all patients to answer these questions. This means that it is not possible to compare the two years' results directly.

Overall satisfaction

As was the case in 2008/09, 94% of patients are satisfied with the care they receive at their surgery. The proportion saying they are 'very satisfied' has gone up by one percentage point, from 61% to 62%, while the proportion saying they are 'fairly satisfied' has decreased from 34% to 32%. Only 2% of patients say they are dissatisfied with the care they receive, which is the same as in 2008/09.

Planning your care

Half of patients (48%) say they have a long-standing health problem, disability, or infirmity, which is one percentage point higher than in 2008/09 (47%). Of these, 87% say they have had discussions with a doctor or nurse about how best to deal with their health problem.

Those who have had discussions about how best to deal with their health problem report different experiences. Nine in ten say that the doctor or nurse took notice of their views about dealing with their health problem, and they were given information on the things they might do to deal with their problem (91% in both cases). Similarly, 89% agreed with the doctor or nurse about how best to manage their health problem. However, only 28% say they were given a written document about the discussions they had. Three in five say they were not given a written document, while 10% say this doesn't apply to them.

Overall, the majority of patients who have had discussions with a doctor or nurse about how best to deal with their health problem think that discussing it has helped improve how they manage their problem (92%), with 48% saying this has 'definitely' helped. Six percent say that the discussions they had did not help improve how they manage their health problem.

Two thirds of patients (65%) say they have had enough support from local services to manage their condition. Over a third (36%) says they have 'definitely' had enough support. One in ten patients (11%) say they haven't had enough support from local services and organisations, while 22% say they haven't needed such support.

Out of hours care

Eight in ten patients (81%) say they would know how to contact an out-of-hours GP service if they needed to, when their surgery was closed (compared with 80% in 2008/09).

A quarter of patients say they have tried to call an out-of-hours GP service when their surgery was closed, either for themselves or for someone else (same as in 2008/09). Most patients who have tried to contact an out-of-hours GP service (90%) found it easy to make contact by telephone (same as in 2008/09), with 51% saying it was 'very easy' (which is one percentage point higher than in 2008/09).

Two thirds of patients (66%) were prescribed or recommended medicines (which is the same as in 2008/09), and of those, 87% found it easy to get hold of these medicines, which is one percentage point higher than in 2008/09 (86%).

Seven in ten patients (72%) say that the time it took to receive care from the out-of-hours GP service was 'about right' (compared with 73% in 2008/09). However, a quarter says it 'took too long' (25%, compared with 24% in 2008/09).

Overall, most patients rate the care they received from the out-of-hours service as good (75%), and one in ten rate it as poor (10%). These proportions remain unchanged since 2008/09.

Introduction

Introduction

This report provides details of the findings from the 2009/10 GP Patient Survey in Northern Ireland (GPPS) conducted by Ipsos MORI on behalf of the Department of Health, Social Services and Public Safety.

This is the second year the Department (DHSSPS) has conducted GPPS in Northern Ireland. The survey uses a quantitative postal methodology and sends questionnaires to around 235,000 patients each year.

The survey is sent to a randomly selected sample of patients in January, with reminder mailings in February and March.

The 2009/10 survey includes the same question areas as those asked in 2008/09. These cover issues such as how easy or difficult it is for patients to make an appointment at their surgery, satisfaction with opening hours, the quality of care received from their GP and practice nurses, and out-of-hours care, amongst other things. Additional questions were added for the 2009/10 survey which focus in more detail on care planning for patients with long-standing health problems. One question was removed in 2009/10 (about patient awareness of their right to 48 hour GP access).

As in 2008/09, questionnaires were mailed directly to patients, and completed questionnaires were sent back to Ipsos MORI for data entry and analysis. In total, 102,214 valid responses were received during the fieldwork period (4 January-8 April 2010). Further details of the conduct of the survey can be found in the Technical Annex available on the website http://www.dhsspsni.gov.uk/2009-10_gpps_in_northern_ireland_technical_annex_-_18.06.10.pdf.

Report structure

This report presents the findings for questions within each of the following sections of the GP Patient Survey:

- About your GP surgery or health centre;
- Getting through on the phone;
- Seeing a GP or healthcare professional;
- Waiting time at the GP surgery or health centre;
- Seeing the doctor you prefer;
- Opening hours;
- Seeing a doctor in the GP surgery or health centre;
- Seeing a practice nurse in the GP surgery or health centre;
- Your overall satisfaction;
- Planning your care; and
- Out-of-hours care.

For questions within each of the above sections we have presented a brief summary of the key findings and comparisons with the 2008/09 results, where possible, followed by a set of charts and/or tables presenting the differences between different groups. The tables and charts presented are based on a standard set of analyses for each question.

Presentation and interpretation of the data

When interpreting the findings, it is important to remember that the results are based on a sample of patients registered with a GP in Northern Ireland who responded to the survey, and not the entire population of patients across Northern Ireland. Consequently, results are subject to sampling tolerances, and not all differences between sub-groups will be *statistically significant*.

Throughout the report, we highlight differences between various sub-groups – on the basis of personal characteristics, such as age and gender, and characteristics of the practice with which patients are registered, such as practice size etc. Differences that are commented on in the report are all statistically significant. A guide to statistical significance is included in the Appendix. The Appendix also provides the base sizes for each of the sub-groups presented in the charts throughout this report.

In charts or tables where percentages do not add up to 100%, this is due to multiple answers or to computer rounding.

In addition, computer rounding means that combined percentage scores are not always the sum of the individual percentage scores. For example, the total percentage 'satisfied' will be calculated from the actual number of respondents answering 'very satisfied' and 'fairly satisfied', and not the sum of the two percentage results.

About your GP surgery or health centre

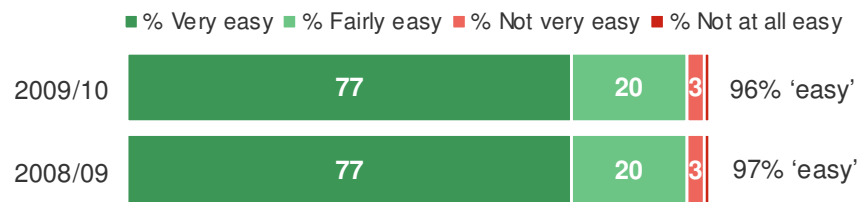
About your GP surgery or health centre

This chapter describes the findings for patients' views of their GP surgery or health centre in relation to ease of physical access to their surgery building, the cleanliness of the surgery, whether or not patients can be overheard when speaking with the receptionist, and finally, helpfulness of their practice receptionists.

Ease of getting into surgery building

The overwhelming majority of patients (96%) find it easy to get into the building at their GP surgery or health centre, which is one percentage point less than in 2008/09. Over three quarters of patients (77%) say they find it 'very easy' (same as in 2008/09), while only 4% feel it is not easy to get into the building (compared with 3% in 2008/09).

Chart 1.1 Ease of getting into surgery building – overall results

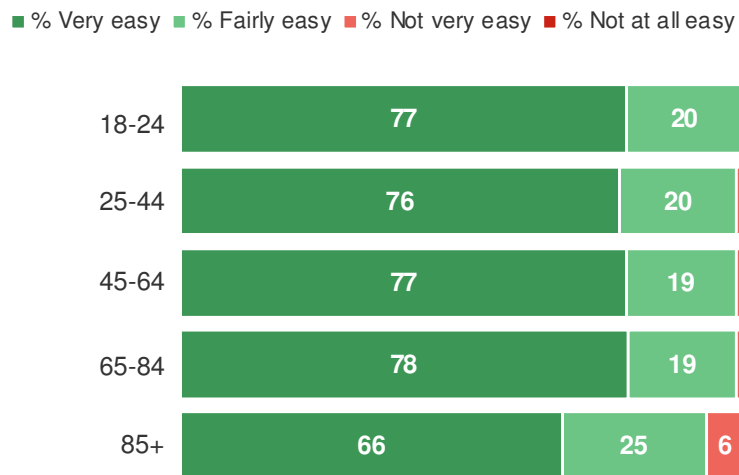


Base: All patients who answered in 2009/10 (101,355) and 2008/09 (104,686)

Source: Ipsos MORI

Patients aged 85 or over are more likely to say it is 'not very easy' to get into their surgery (6%, compared with 2% of 18 to 24 year olds). However, two thirds of over 85 year olds (66%) still say they find access to the surgery 'very easy'.

Chart 1.2 Ease of getting into surgery building by age

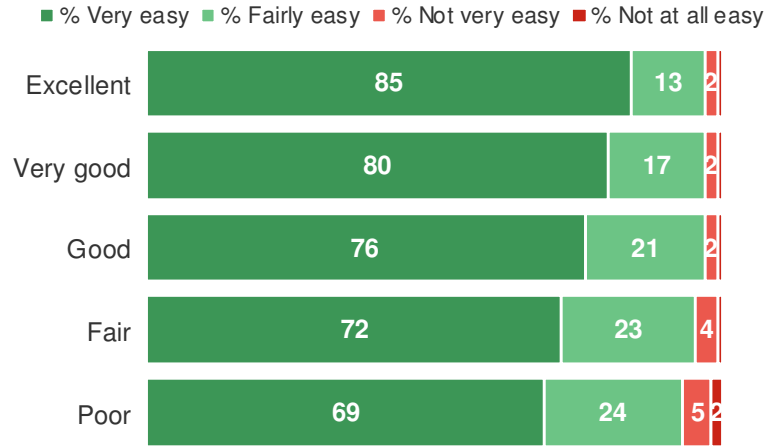


Base: All patients who answered (98,759)

Source: Ipsos MORI

Patients are more likely to say that they find it easy to get into the building at their surgery if they are in good health. For example, 85% of patients who consider their health to be 'excellent' say they find it 'very easy' to get into the building, compared with 69% of patients who say they are in 'poor' health.

Chart 1.3 Ease of getting into surgery building by state of health

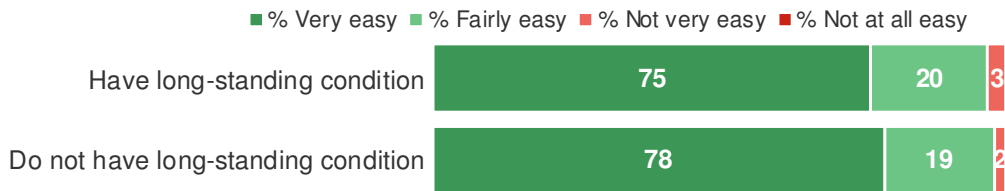


Base: All patients who answered (97,532)

Source: Ipsos MORI

Those with a long-standing condition or disability find it marginally harder than those who do not have a long-standing condition to access their surgery building (75% say it is 'very easy', compared with 78%).

Chart 1.4 Ease of getting into surgery building by long-standing condition

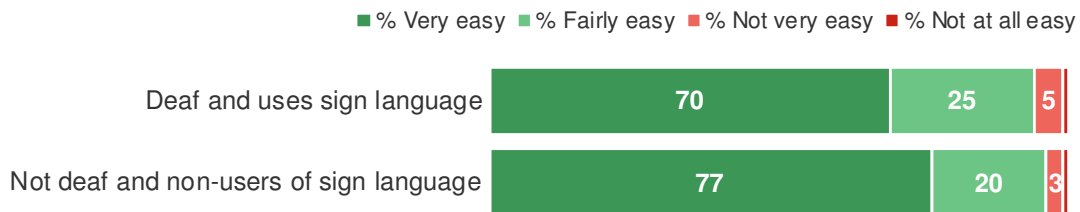


Base: All patients who answered (94,675)

Source: Ipsos MORI

Patients who are deaf and use sign language are also less likely to find it easy to get into the building at their GP surgery (70% find it 'very easy', compared with 77% of those who are not deaf).

Chart 1.5 Ease of getting into surgery building by deaf and BSL users



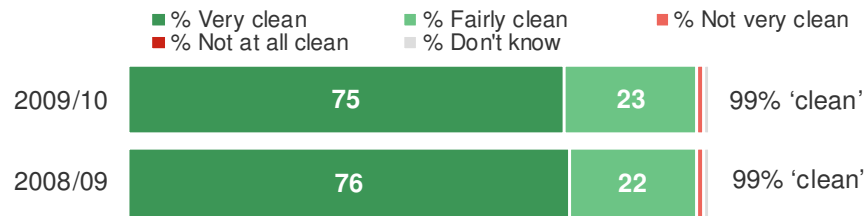
Base: All patients who answered (95,219)

Source: Ipsos MORI

Cleanliness of GP surgery or health centre

When asked about the cleanliness of their surgery, most patients say their surgery is clean (99%). Three quarters (75%) say their surgery is 'very clean', while only 1% of patients say their surgery is not clean. The proportion of patients who say their surgery is clean has not changed since 2008/09 (99%). However, the proportion answering 'very clean' has dropped slightly from 76% to 75%.

Chart 1.6 Cleanliness of surgery – overall results

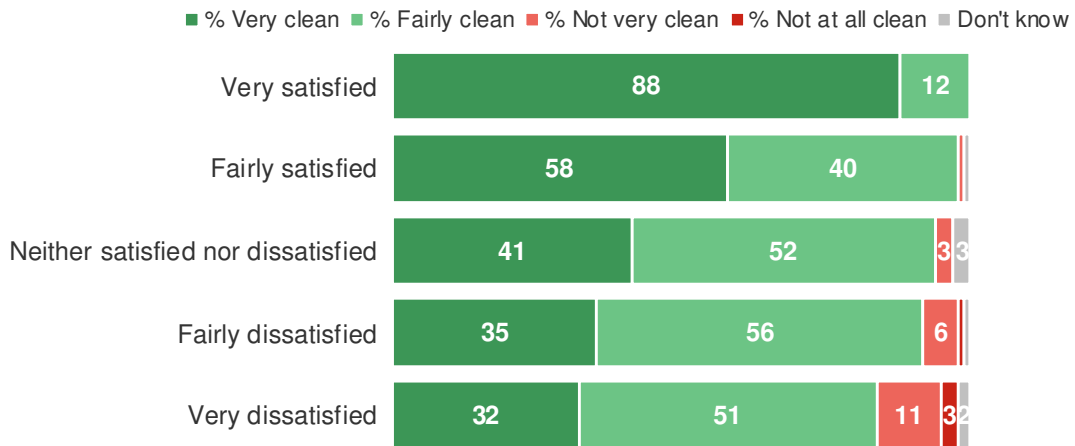


Base: All patients who answered in 2009/10 (101,306) and 2008/09 (104,640)

Source: Ipsos MORI

There appears to be a link between satisfaction with care received at the surgery and perceptions of cleanliness. Nearly nine in ten patients (88%) who are 'very satisfied' with the care at their surgery also think that their surgery is 'very clean'. Conversely, only 32% of those who say that they are 'very dissatisfied' with the care at their surgery think their surgery is 'very clean'.

Chart 1.7 Cleanliness of surgery by satisfaction with care received

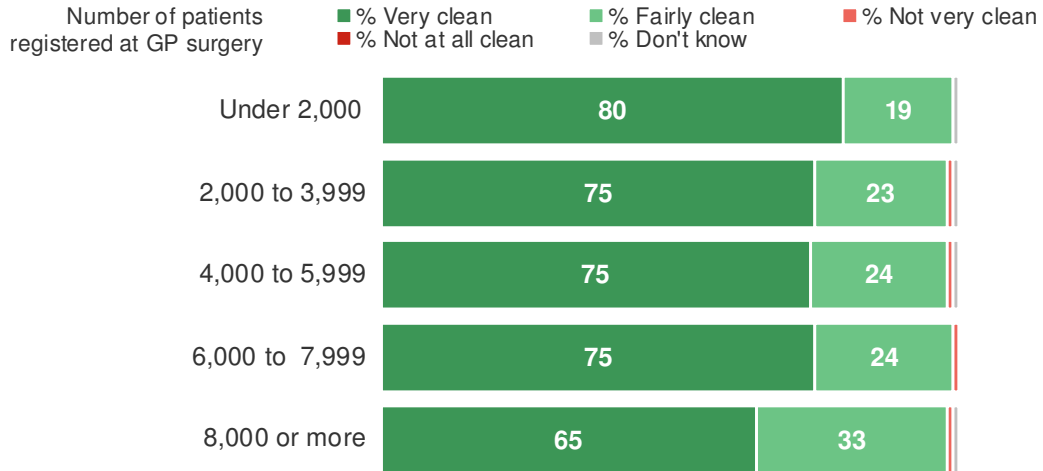


Base: All patients who answered (100,337)

Source: Ipsos MORI

Patients from all practice sizes say that their surgery is clean, with an average of 99% of patients saying so. However, patients in smaller surgeries (under 2,000 patients) are most likely to say that their surgery is 'very clean' (80%, compared with 65% of those in practices with 8,000 patients or more).

Chart 1.8 Cleanliness of surgery by practice size



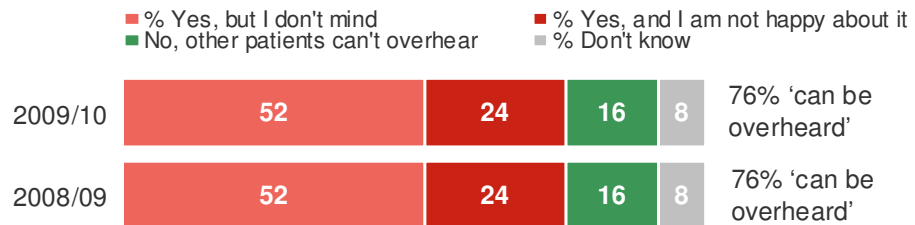
Base: All patients who answered (101,306)

Source: Ipsos MORI

Overheard at reception

Three quarters of patients (76%) say that other patients can overhear what they say in the reception area, but 42% of them 'don't mind'. Sixteen percent of patients say that other patients can't overhear what they say in the reception area at their surgery. This leaves a quarter of patients (24%) who are not happy that other patients can overhear what they say. These proportions remain unchanged from 2008/09.

Chart 1.9 Overheard at reception – overall results

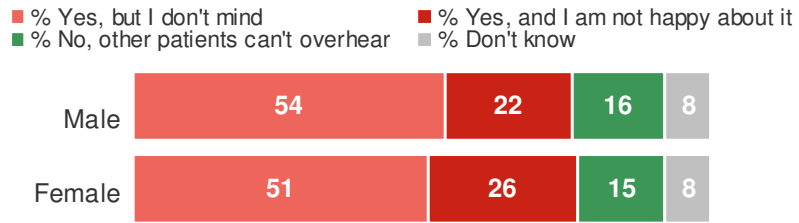


Base: All patients who answered in 2009/10 (100,799) and 2008/09 (104,174)

Source: Ipsos MORI

A greater proportion of men say that they do not mind being overheard – 54%, compared with 51% of women. Nearly a quarter of men (22%) are not happy about being overheard, compared with 26% of women.

Chart 1.10 Overheard at reception by gender

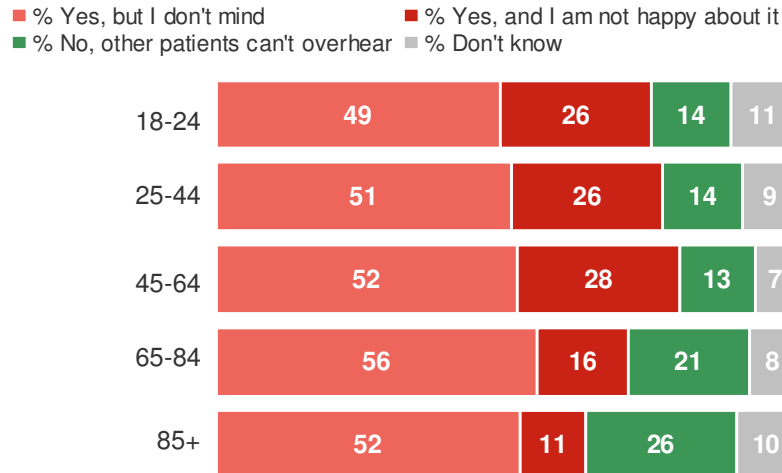


Base: All patients who answered (98,012)

Source: Ipsos MORI

Older patients are more likely than younger ones to say that they cannot be overheard by other patients at reception (21% of 65 to 84 year olds and 26% of those aged 85 or over, compared with 14% of those aged 18 to 44). Younger patients, on the other hand, are more likely to think that they can be overheard, and to be unhappy about this. Twenty-six percent of 18 to 44 year olds and 28% of 45 to 64 year olds say this, compared with just 11% of those aged 85 or over.

Chart 1.11 Overheard at reception by age

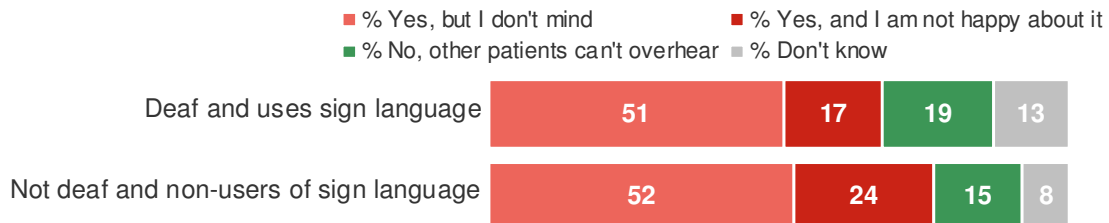


Base: All patients who answered (98,224)

Source: Ipsos MORI

Deaf patients are less likely than hearing patients to say they think they can be overheard at reception and are not happy about it (17%, compared with 24% of other patients).

Chart 1.12 Overheard at reception by deaf and BSL users

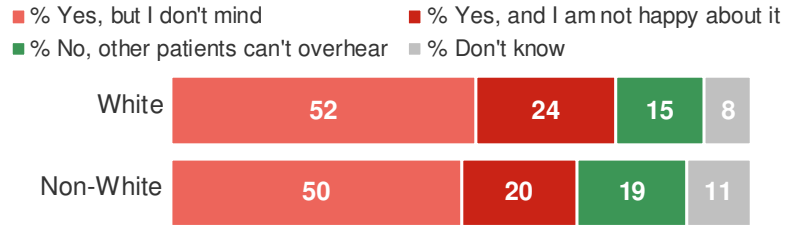


Base: All patients who answered (94,724)

Source: Ipsos MORI

Patients from White ethnic groups are more likely to say that they think they can be overheard and are not happy about it (24%, compared with 20% of non-White patients) and less likely to say they cannot be overheard (15%, compared with 19% of non-White patients).

Chart 1.13 Overheard at reception by ethnicity



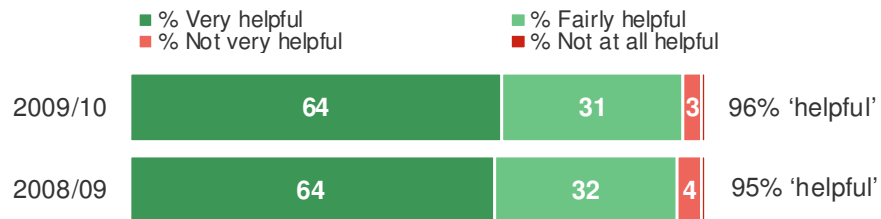
Base: All patients who answered (97,778)

Source: Ipsos MORI

Helpfulness of receptionist

The majority of patients (96%) say that the receptionists at their surgery are helpful, with almost two thirds (64%) saying their receptionists are 'very helpful'. Only 4% of patients say the receptionists at their surgery are either 'not very', or 'not at all helpful'. While the proportion of patients who say that the receptionists at their surgery are 'very helpful' remains the same as in 2008/09, a slightly larger proportion says that their receptionists are helpful overall (96%, compared with 95% in 2008/09).

Chart 1.14 Helpfulness of receptionist – overall results



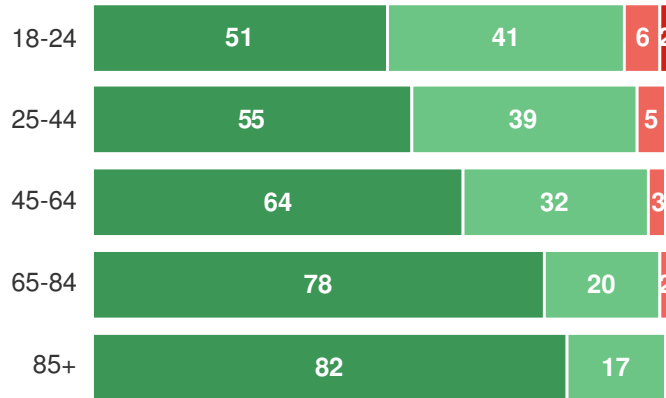
Base: All patients who answered in 2009/10 (98,815) and 2008/09 (102,246)

Source: Ipsos MORI

Views on the helpfulness of receptionists vary by age, with younger patients viewing their surgery's receptionists as least helpful. For example, half of 18 to 24 year olds (51%) say the receptionists as 'very helpful', compared with 82% of those aged 85 or over. Correspondingly, 6% of 18 to 24 year olds think their receptionist is 'not very helpful', compared with only 1% of those aged 85 or over.

Chart 1.15 Helpfulness of receptionist by age

■ % Very helpful ■ % Fairly helpful ■ % Not very helpful ■ % Not at all helpful



Base: All patients who answered (96,323)

Source: Ipsos MORI

Patients with long-term conditions are more likely to find the receptionists at their surgery 'very helpful' (68%, compared with 60% of patients without long-term conditions).

Chart 1.16 Helpfulness of receptionist by long-standing condition

■ % Very helpful ■ % Fairly helpful ■ % Not very helpful ■ % Not at all helpful

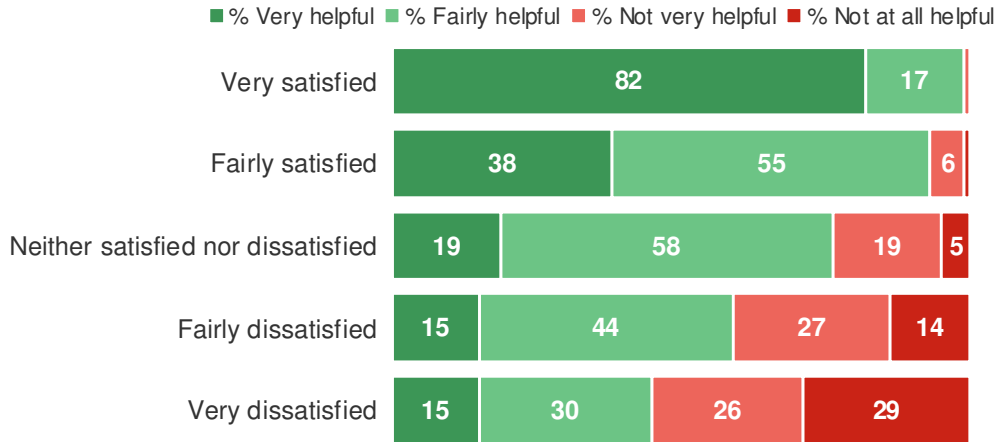


Base: All patients who answered (92,351)

Source: Ipsos MORI

Eight in ten patients who say they are 'very satisfied' with the care they received also say the receptionists are 'very helpful' (82%), whereas only 15% of those who are 'very' or 'fairly dissatisfied' say the same. Twenty-nine percent of those who are 'very dissatisfied' say that the receptionists are 'not at all helpful', compared with less than 1% of those who are 'very satisfied'.

Chart 1.17 Helpfulness of receptionist by overall satisfaction with care received

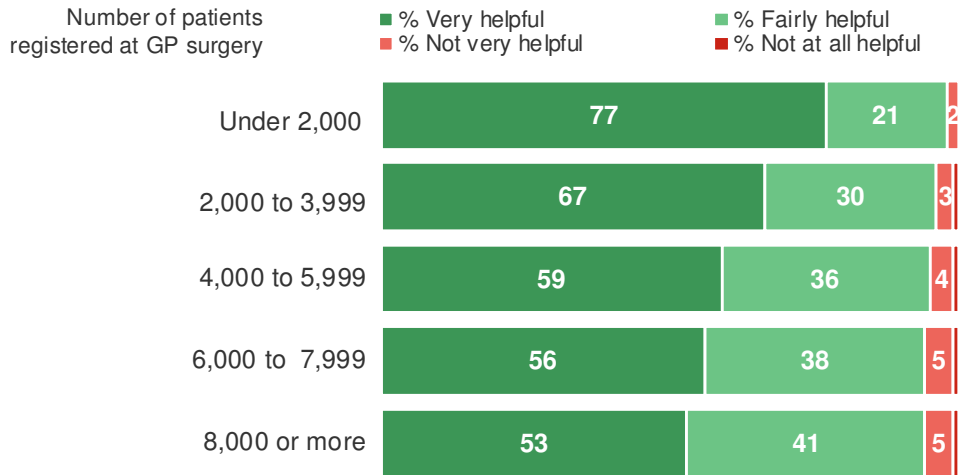


Base: All patients who answered (97,898)

Source: Ipsos MORI

Over three quarters of patients in very small practices (fewer than 2,000 patients) say their receptionist is 'very helpful' (77%), compared with half of those in the largest practices of 8,000 patients or more (53%).

Chart 1.18 Helpfulness of receptionist by practice size



Base: All patients who answered (98,815)

Source: Ipsos MORI

Getting through on the phone

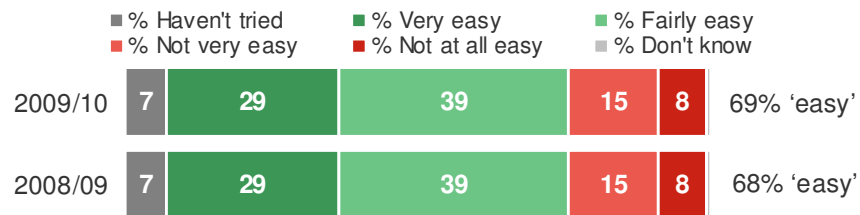
Getting through on the phone

This chapter describes patients' recent experiences of phoning their GP surgery or health centre in relation to ease of getting through on the phone, speaking to a doctor on the phone, speaking to a nurse on the phone, and getting test results on the phone.

Ease of getting through on the phone

Sixty-nine percent of patients say they found it easy getting through to their surgery on the phone in the last six months, including 29% who found it 'very easy'. These proportions are very similar to 2008/09, when 68% of patients said they found it easy, and 29% 'very easy'. Almost a quarter of patients (23%) say they have not found it easy to get through to their surgery on the phone, compared with 24% in 2008/09. Ten percent of patients say they haven't tried to contact their surgery by phone in the last six months, compared with 9% in 2008/09.

Chart 2.1 Ease of getting through to the surgery on the phone – overall results

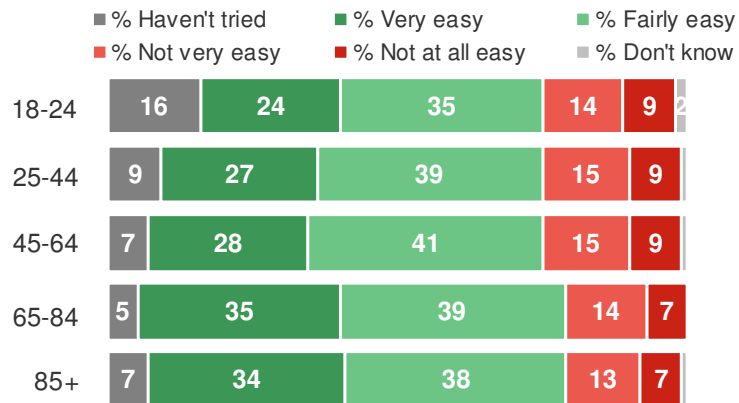


Base: All patients who answered in 2009/10 (100,766) and in 2008/09 (104,175)

Source: Ipsos MORI

A third of patients aged 85 and over (34%) and 35% of those aged 65 to 84 find it 'very easy' to make contact by phone, whereas only a quarter of patients aged 18 to 24 say the same (24%). Younger patients, however, are more likely than older patients to have not attempted to call their surgery in the last six months (16%, compared with just 5% of 65 to 84 year olds).

Chart 2.2 Ease of getting through to the surgery on the phone by age

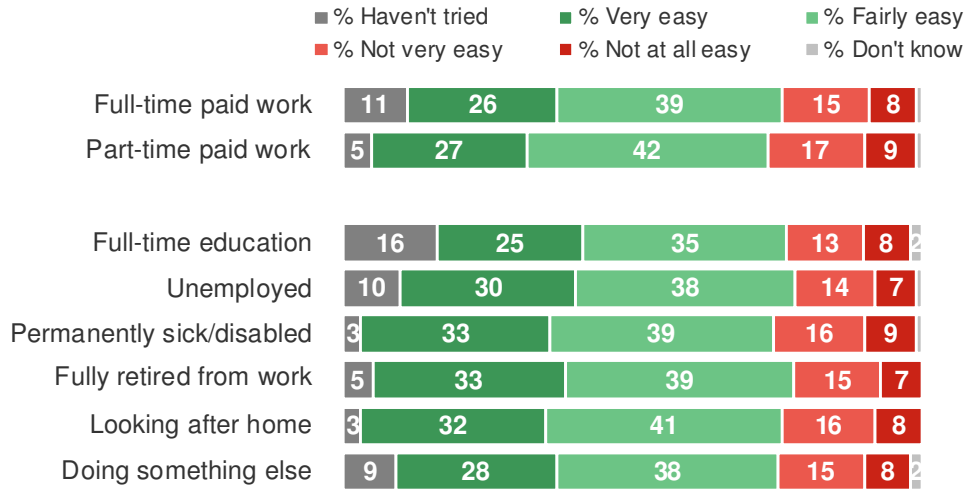


Base: All patients who answered (98,202)

Source: Ipsos MORI

Patients who are not in full-time paid work or full-time education are most likely to have found it easy to get through to their surgery by phone. For example, 33% of those who are fully retired or permanently sick or disabled say they find it 'very easy' to get through on the phone, compared with 26% of those in full-time paid work and 25% of those in full-time education.

Chart 2.3 Ease of getting through to the surgery on the phone by working status

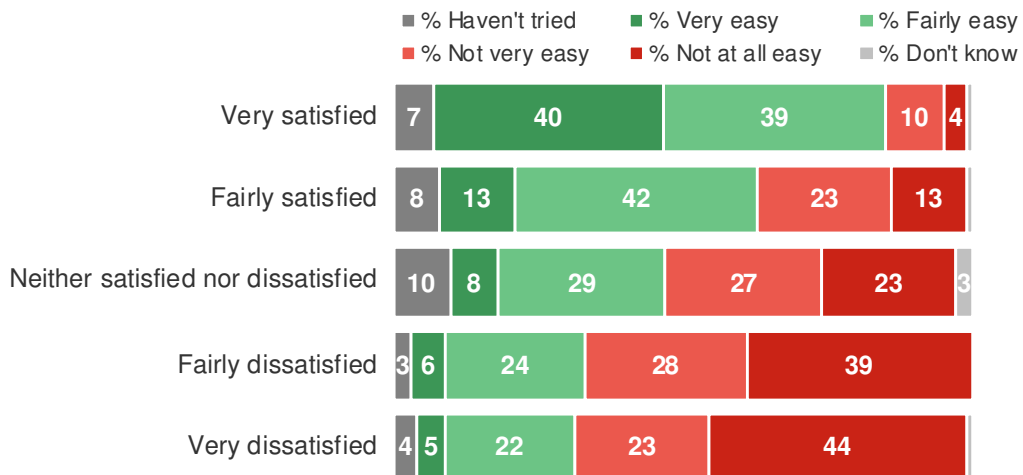


Base: All patients who answered (95,449)

Source: Ipsos MORI

Four in ten patients who are 'very satisfied' with the care received at their surgery say they find it 'very easy' to get through to their surgery on the phone (40%), compared with just 5% of those who are 'very dissatisfied' with the care they receive. Conversely, over four in ten patients who are 'very dissatisfied' say they find it 'not at all easy' to get through to their surgery on the phone (44%, compared with just 4% of those who are 'very satisfied').

Chart 2.4 Ease of getting through to the surgery on the phone by satisfaction with care received



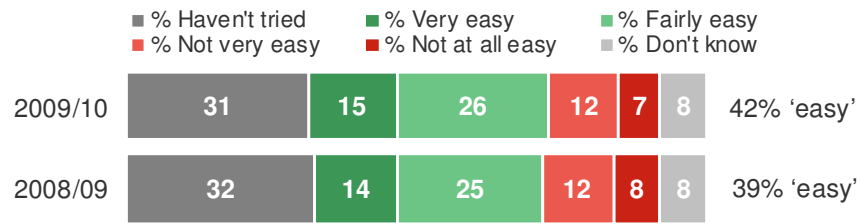
Base: All patients who answered (99,796)

Source: Ipsos MORI

Ease of speaking to a doctor on the phone

More than four in ten patients (42%) say they find it easy to speak to a doctor on the phone, compared with 39% in 2008/09. The proportion saying it is 'very' or 'fairly easy' has also gone up by one percentage point since last year (from 14% to 15% and from 25% to 26% respectively). Conversely, the proportion saying it is 'not at all easy' has gone down by one percentage point, from 8% in 2008/09 to 7% in 2009/10. Overall, one in five patients says it is not easy to speak to a doctor on the phone (20%, which is the same as in 2008/09). However, 31% of patients say they haven't tried to speak to a doctor on the phone (32% said this in 2008/09).

Chart 2.5 Ease of speaking to a doctor on the phone – overall results

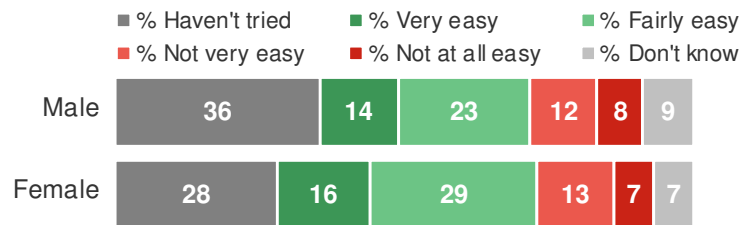


Base: All patients who answered in 2009/10 (98,015) and in 2008/09 (101,118)

Source: Ipsos MORI

Women are more likely than men to say it is 'fairly easy' to speak to a doctor on the phone (29%, compared with 23%), but men are less likely to have tried to do this (36% say they 'haven't tried', compared with 28% of women).

Chart 2.6 Ease of speaking to a doctor on the phone by gender

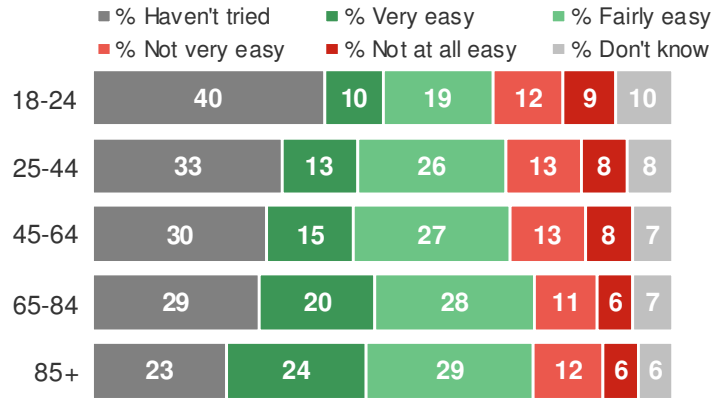


Base: All patients who answered (95,449)

Source: Ipsos MORI

Younger patients are more likely than older ones to say they ‘haven’t tried’ to speak to a doctor on the phone (40% of 18 to 24 year olds say this, compared with 23% of those aged 85 or over), and are less likely to say they find it ‘very easy’ to speak to a doctor (10%, compared with 24% of those aged 85 or over).

Chart 2.7 Ease of speaking to a doctor on the phone by age

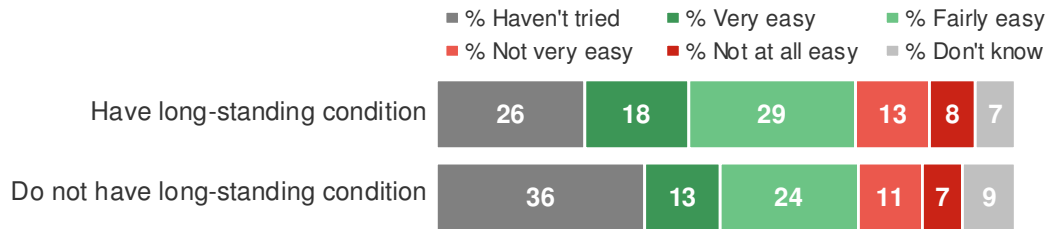


Base: All patients who answered (95,653)

Source: Ipsos MORI

Patients with a long-standing condition are more likely to say they found it ‘very easy’ or ‘fairly easy’ to speak to a doctor on the phone – 18% and 29% say this respectively, compared with 13% and 24% of those who do not have a long-standing condition. However, patients without a long-standing condition are more likely to say they ‘haven’t tried’ to speak to a doctor on the phone (36%, compared with 26% of those with a long-standing condition).

Chart 2.8 Ease of speaking to a doctor on the phone by long-standing condition

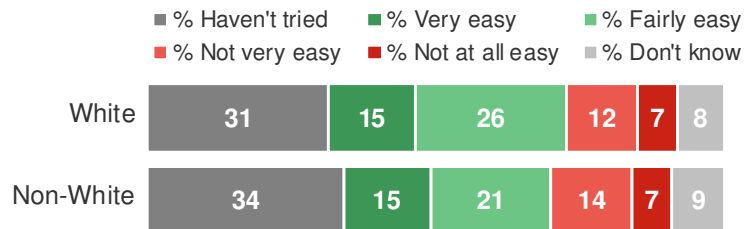


Base: All patients who answered (91,824)

Source: Ipsos MORI

While the same proportion of both White and non-White patients say it was ‘very easy’ to speak to a doctor on the phone (15%), a greater proportion of White patients say this is ‘fairly easy’ (26%, compared with 21% of non-White patients).

Chart 2.9 Ease of speaking to a doctor on the phone by ethnicity



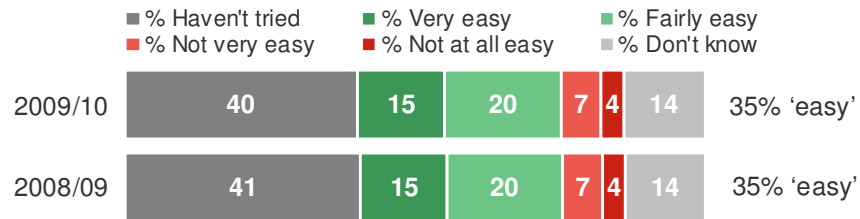
Base: All patients who answered (95,252)

Source: Ipsos MORI

Ease of speaking to a nurse on the phone

Two in five patients (40%) haven't tried speaking to a nurse on the phone (down slightly from 41% in 2008/09). Thirty-five percent, however, continue to say they find it easy to speak to a nurse on the phone. Ten percent of patients say they did not find it easy, which has decreased slightly from 11% saying this in 2008/09.

Chart 2.10 Ease of speaking to a nurse on the phone – overall results

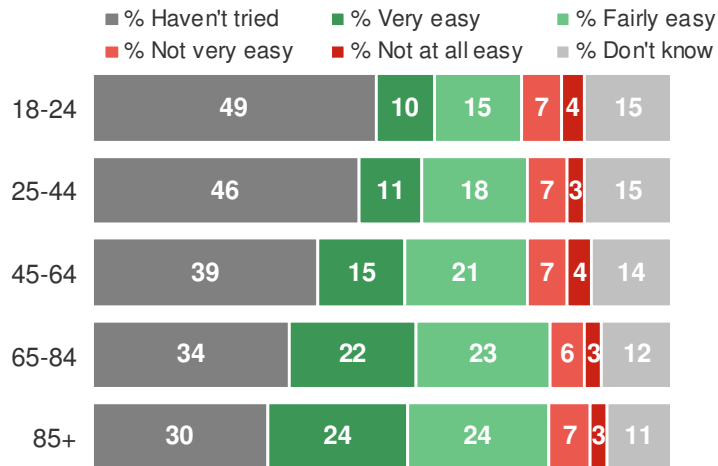


Base: All patients who answered in 2009/10 (97,451) and in 2008/09 (100,519)

Source: Ipsos MORI

Patients aged 85 or over are the most likely to say they find it 'very easy' to speak to a nurse on the phone – 24% say this, compared with just 10% of those aged 18 to 24. However, half of 18 to 24 year olds say they 'haven't tried' (49%), compared with 30% of those aged 85 or over.

Chart 2.11 Ease of speaking to a nurse on the phone by age

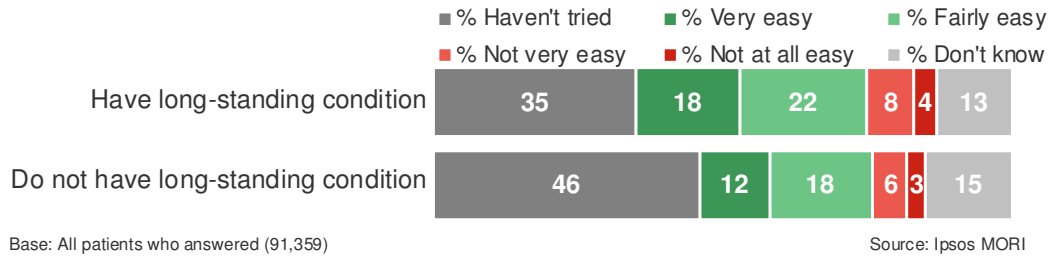


Base: All patients who answered (95,131)

Source: Ipsos MORI

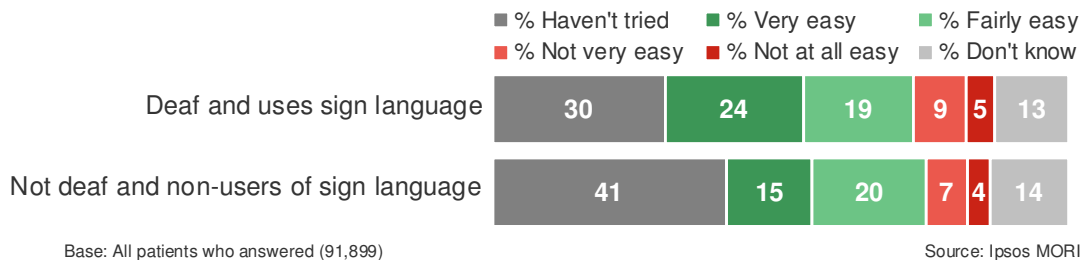
Patients with a long-standing condition are more likely than those without to have tried to speak to a nurse on the phone (35% say they 'haven't tried', compared with 46% of those without a long-standing condition). They are also more likely to say they find it 'very easy' (18%, compared with 12%) or 'fairly easy' (22%, compared with 18%) to speak to a nurse.

Chart 2.12 Ease of speaking to a nurse on the phone by long-standing condition



A quarter of those who are deaf and use BSL say they find it 'very easy' to speak to a nurse on the phone (24%), compared with 15% of hearing patients. However, deaf BSL users are more likely than others to have tried to do this (30% say they 'haven't tried', compared with 41% of other patients).

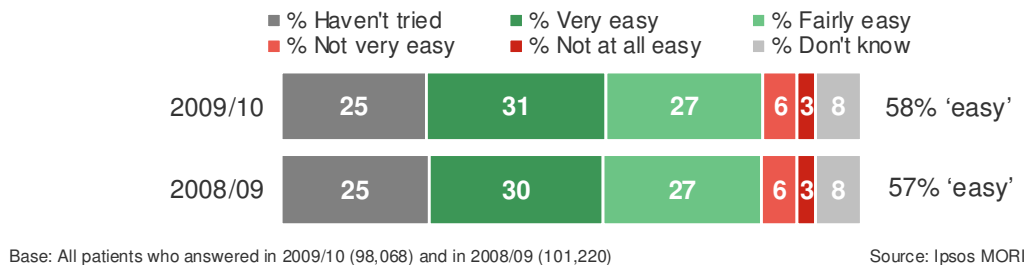
Chart 2.13 Ease of speaking to a nurse on the phone by deaf and BSL users



Ease of getting test results on the phone

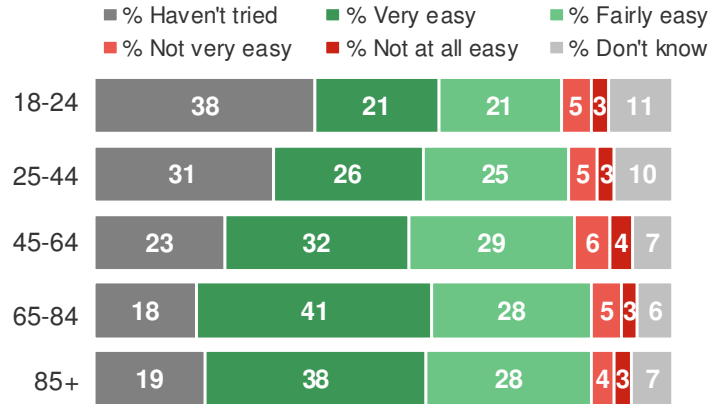
Almost three in five patients (58%) say they find it easy getting test results on the phone, whilst 9% do not find it easy. Overall, the proportion saying they find it easy has gone up one percentage point (from 57% in 2008/09) and the proportion saying this is 'very easy' has increased from 30% to 31%. A quarter of patients have not tried to get test results on the phone in the past six months (unchanged since 2008/09).

Chart 2.14 Ease of getting test results on the phone – overall results



Older patients find it easier than younger ones to get test results on the phone – 41% of 65 to 84 year olds say they find this ‘very easy’, compared with 21% of 18 to 24 year olds. That being said, 38% of 18 to 24 year olds say they ‘haven’t tried’, compared with 18% of 65 to 84 year olds.

Chart 2.15 Ease of getting test results on the phone by age

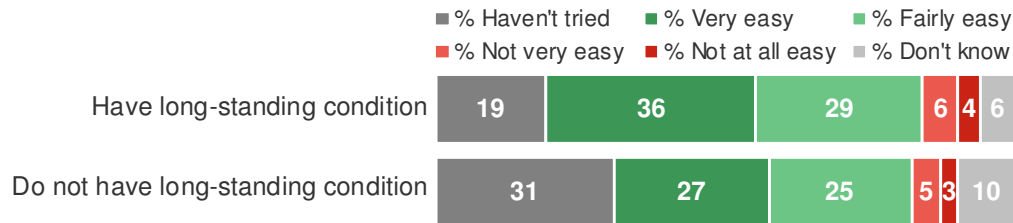


Base: All patients who answered (95,727)

Source: Ipsos MORI

Patients with a long-standing condition are more likely than those without to say that they find it ‘very easy’ to get test results on the phone (36%, compared with 27%), and are also more likely to have tried to do this (19% say they ‘haven’t tried’, compared with 31% of those without a long-standing condition).

Chart 2.16 Ease of getting test results on the phone by long-standing condition

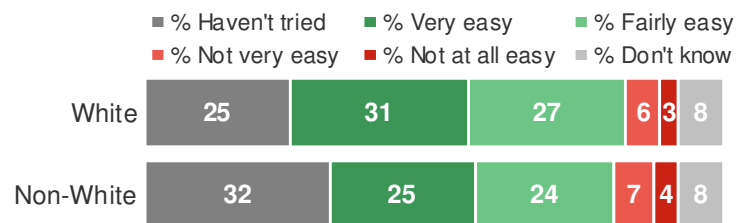


Base: All patients who answered (91,899)

Source: Ipsos MORI

White patients are more likely to say they find it easy to get test results on the phone – 31% say they find it ‘very easy’ and 27% say they find it ‘fairly easy’, compared with 25% and 24% of non-White patients respectively. However, White patients are more likely to have tried to do this (25% say they ‘haven’t tried’, compared with 32% of non-White patients).

Chart 2.17 Ease of getting test results over the phone by ethnicity



Base: All patients who answered (95,324)

Source: Ipsos MORI

Seeing a doctor

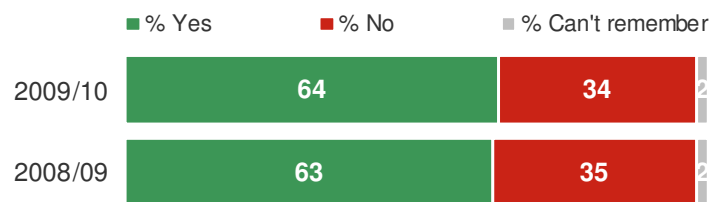
Seeing a doctor

This chapter outlines the findings for questions related to ease of access within 48 hours and advanced booking. It also looks at reasons why patients could not be seen within these two timeframes if they tried.

Tried to see a doctor fairly quickly

Almost two thirds of patients (64%) have tried to see a doctor fairly quickly (within two weekdays) in the past six months. In 2008/09 the figure was 63%. A third (34%) has not tried, which has decreased one percentage point since 2008/09 (35%).

Chart 3.1 Tried to see a doctor fairly quickly – overall results



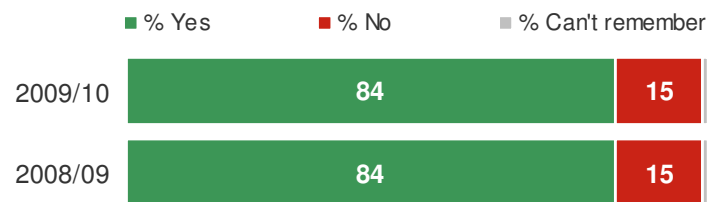
Base: All patients who answered in 2009/10 (95,858) and 2008/09 (103,332)

Source: Ipsos MORI

Able to see a doctor fairly quickly

The majority of patients (84%) were able to see a doctor within two weekdays the last time they tried. Fifteen percent could not see a doctor within this time. These proportions remain unchanged since 2008/09.

Chart 3.2 Able to see a doctor fairly quickly – overall results

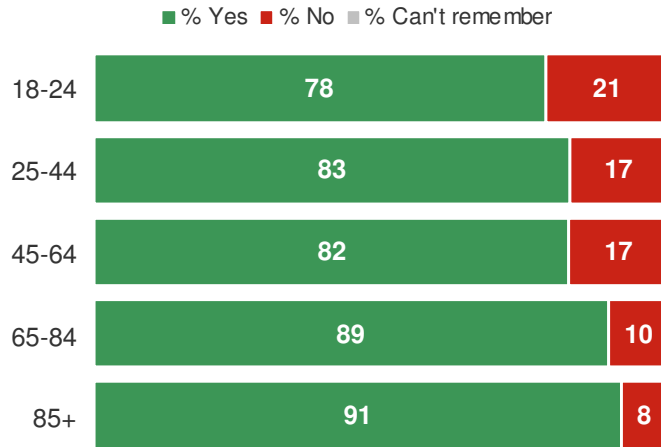


Base: All patients who answered in 2009/10 (60,762) and 2008/09 (64,260)

Source: Ipsos MORI

Older patients are more likely than younger ones to say they could be seen fairly quickly the last time they tried – nine in ten patients (91%) aged 85 or over say this, compared with 78% of 18 to 24 year olds.

Chart 3.3 Able to see a doctor fairly quickly by age

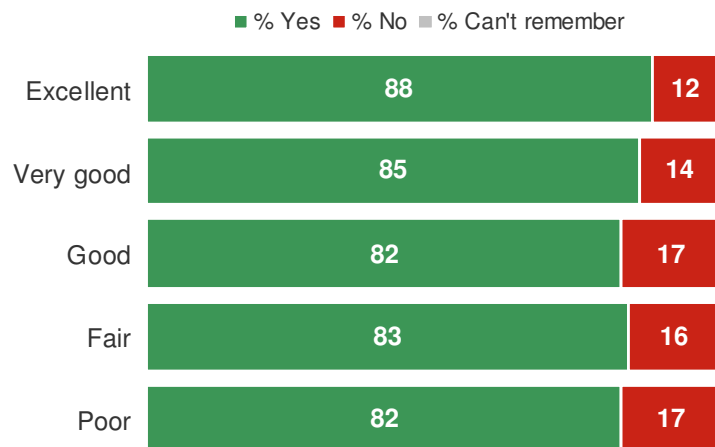


Base: All patients who answered (59,662)

Source: Ipsos MORI

Patients in 'excellent' health are the most likely to say they could see a doctor fairly quickly – 88% say this, compared with 82% of those in 'good' or 'poor' health.

Chart 3.4 Able to see a doctor fairly quickly by state of health

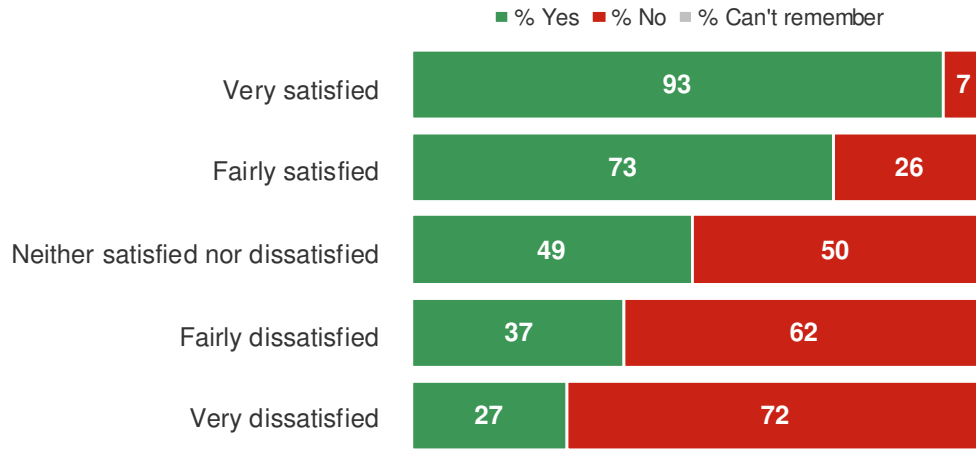


Base: All patients who answered (58,884)

Source: Ipsos MORI

Nine in ten patients (93%) who say they are 'very satisfied' with the care they receive at their surgery say they could be seen by a doctor fairly quickly last time they tried, compared with just 27% of those who are 'very dissatisfied'.

Chart 3.5 Able to see a doctor fairly quickly by satisfaction with care received

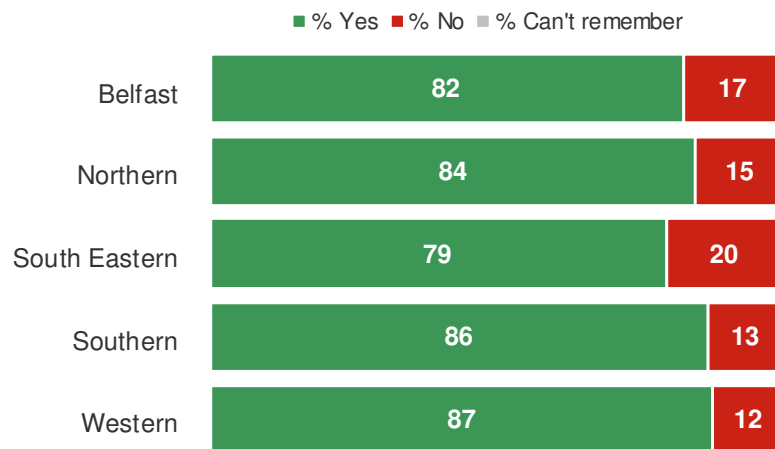


Base: All patients who answered (60,279)

Source: Ipsos MORI

Patients in the Western Local Commissioning Group (LCG) area are the most likely to say they could be seen fairly quickly (87% say this), whereas those in the South Eastern area are the least likely to say this (79%).

Chart 3.6 Able to see a doctor fairly quickly by LCG



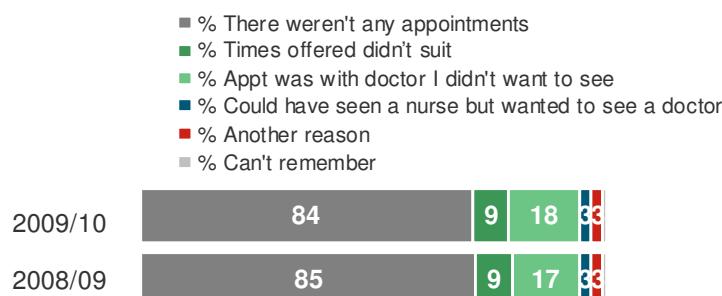
Base: All patients who answered (60,762)

Source: Ipsos MORI

Reasons for not being seen quickly

By far the most common reason for patients not being able to see a doctor within two days was that there were no appointments available (84% of patients say this, compared with 85% last year). The next most common reasons are that the appointment offered was with a doctor they did not want to see (18%, compared with 17% in 2008/09), and the times offered did not suit them (9%, same as in 2008/09). Only 3% of patients say they couldn't be seen by a doctor but could by a nurse (same as in 2008/09) and 3% give another reason (same as in 2008/09).

Chart 3.7 Reason for not being able to see a doctor fairly quickly – overall results



Base: All patients who answered in 2009/10 (9,316) and 2008/09 (9,623)

Source: Ipsos MORI

There are some differences between ethnic groups in terms of the reasons given for not being able to see a doctor fairly quickly. While 84% of White patients say they couldn't be seen because 'there weren't any available appointments', only 74% of non-White patients say the same. Conversely, only 9% of White patients say they couldn't be seen because 'the times offered didn't suit' them, whereas 22% of non-White patients say this.

Table 3.1 Reasons for not being seen quickly by ethnicity

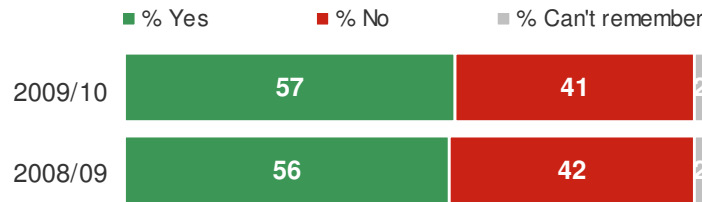
	Total <i>Base: All patients who answered</i> (9,316) %	Ethnicity <i>Base: All patients who answered</i>	
		White (8,986) %	Non-White (139) %
There weren't any available appointments	84	84	74
The times offered didn't suit me	9	9	22
The appointment was with a doctor I didn't want to see	18	18	16
I could have seen a nurse but I wanted to see a doctor	3	3	4
Another reason	3	3	4
Can't remember	1	1	1

NB: Multiple answers were allowed

Trying to book ahead

In the past six months, over half of patients (57%) have tried to book an appointment with a doctor more than two days in advance. This has increased by one percentage point since 2008/09. Forty-one percent of patients have not tried to book an appointment in advance, compared with 42% in 2008/09.

Chart 3.8 Tried to book ahead – overall results

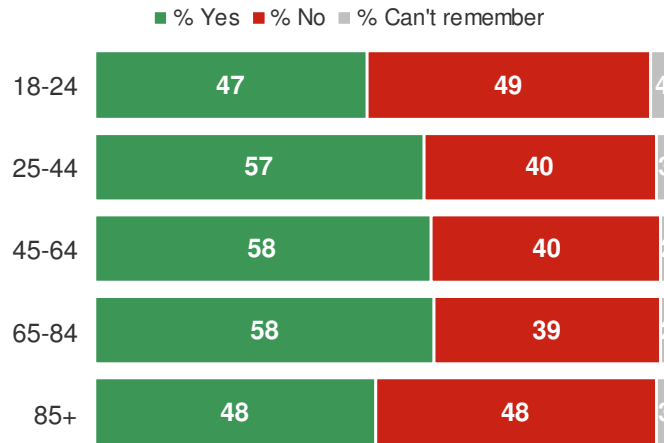


Base: All patients who answered in 2009/10 (95,289) and 2008/09 (102,923)

Source: Ipsos MORI

Patients in the middle of the age range are most likely to have tried to book ahead for an appointment – 58% of 45 to 64 year olds say they have tried, for example, compared with 47% of 18 to 24 year olds and 48% of those aged 85 or over.

Chart 3.9 Tried to get an appointment with a doctor more than 2 days in advance by age

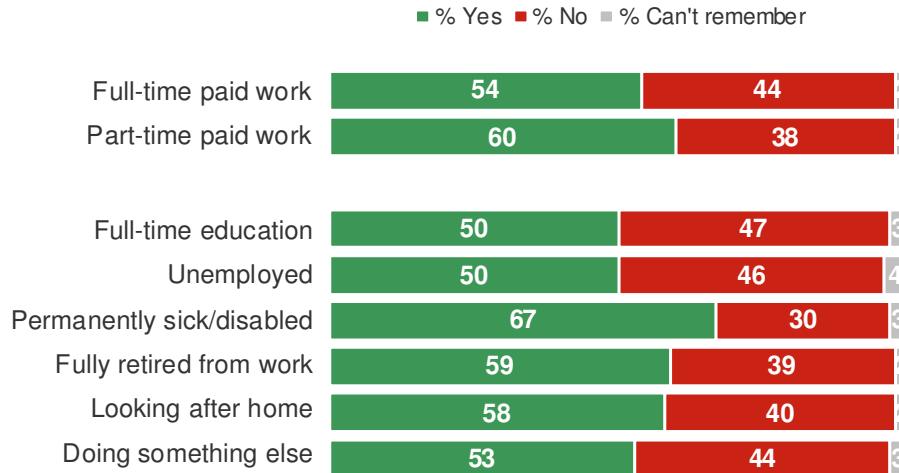


Base: All patients who answered (93,622)

Source: Ipsos MORI

Patients who are permanently sick or disabled are the most likely to have tried to book an appointment in advance (67%), whereas those who are in full-time education or are unemployed are the least likely to have tried to do this in the past six months (50% in both cases).

Chart 3.10 Tried to get an appointment with a doctor more than 2 days in advance by working status



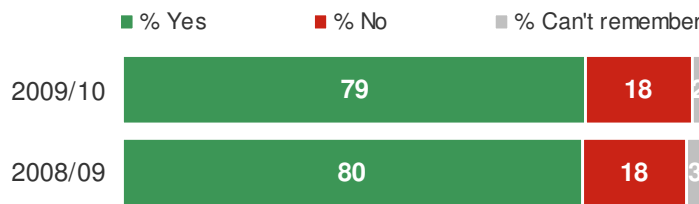
Base: All patients who answered (91,161)

Source: Ipsos MORI

Able to book ahead

Eight in ten patients who tried to book an appointment with a doctor in advance were able to do so (79%), compared with 80% in 2008/09. Eighteen percent were not able to do so, which is the same as in 2008/09.

Chart 3.11 Able to get an appointment with a doctor more than 2 days in advance – overall results

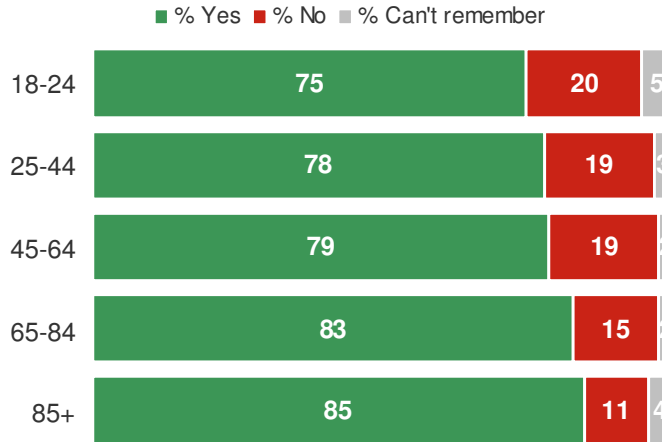


Base: All patients who answered in 2009/10 (53,711) and 2008/09 (57,295)

Source: Ipsos MORI

Older patients are more likely to say they were able to make an advance appointment with a doctor than younger patients, with 85% of patients aged 85 or over saying this, compared with 75% of patients aged between 18 and 24.

Chart 3.12 Able to get an appointment with a doctor more than 2 days in advance by age

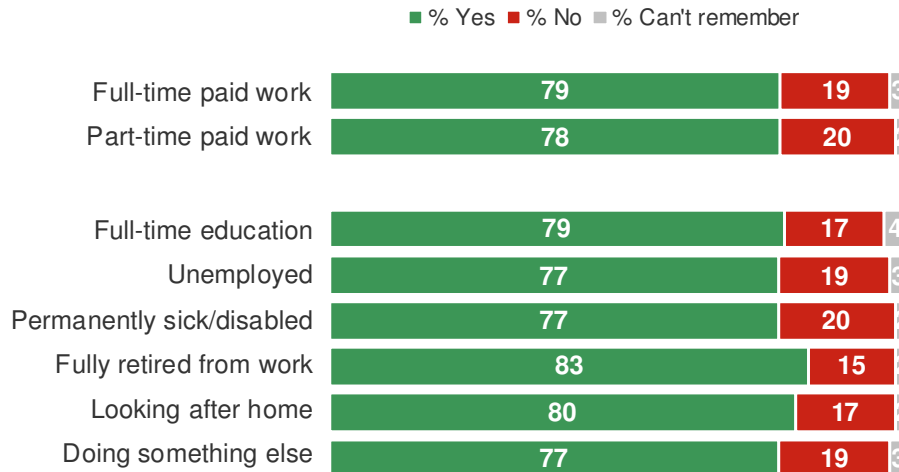


Base: All patients who answered (52,821)

Source: Ipsos MORI

Patients who are fully retired are the most likely to be able to get an appointment with a doctor more than two days in advance, with 83% of this group saying this. Those who are unemployed, permanently sick or disabled or doing something else are the least likely to say they were able to get an appointment in advance (77% in all cases).

Chart 3.13 Able to get an appointment with a doctor more than 2 days in advance by working status

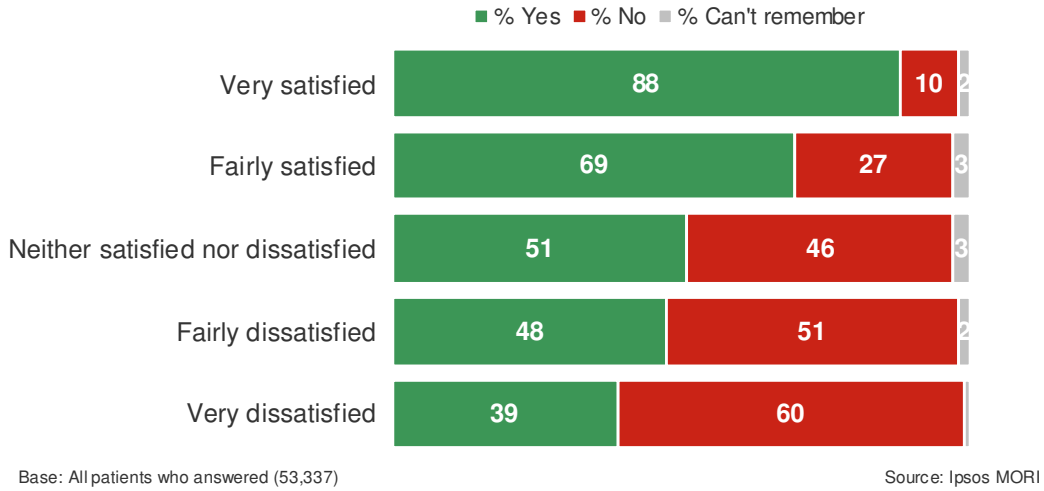


Base: All patients who answered (51,405)

Source: Ipsos MORI

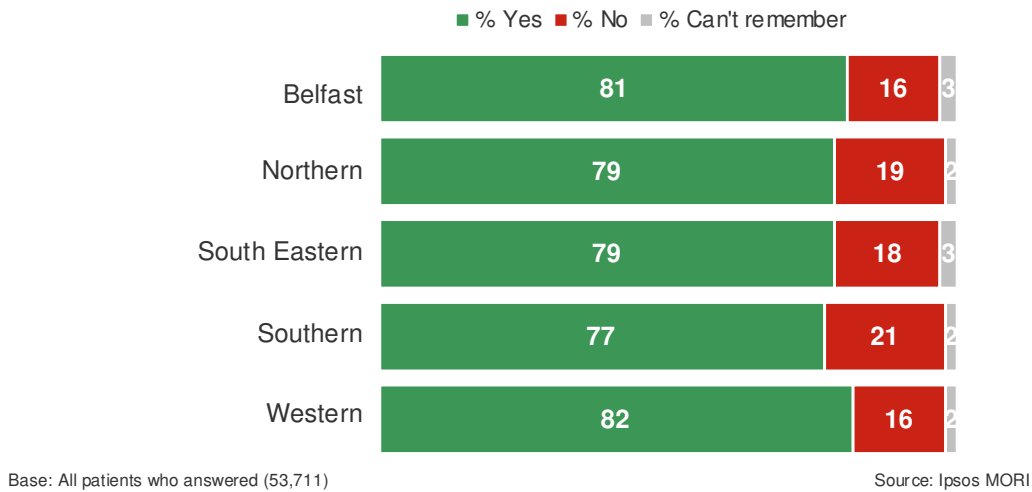
Patients who are satisfied with their care are more likely to report that they were able to make an advanced booking with a doctor. For example, 88% of patients who are 'very satisfied' with the care they receive at their surgery say they could make an advance booking, compared with only 39% of patients who are 'very dissatisfied' with the care received.

Chart 3.14 Able to get an appointment with a doctor more than 2 days in advance by satisfaction with care received



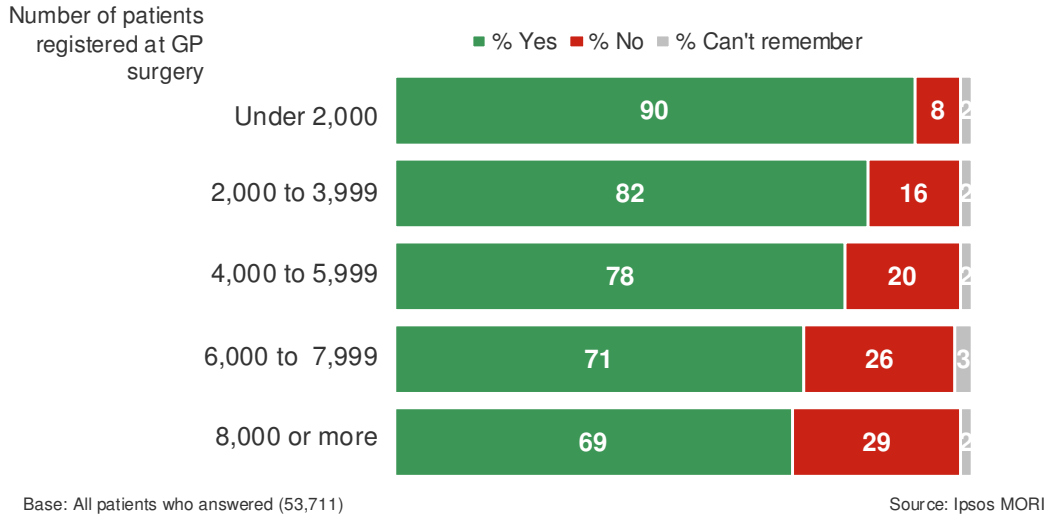
Patients living in the Western and Belfast LCG areas are most likely to say that they were able to make an appointment in advance last time they tried (82% and 81% respectively). Patients in the Southern LCG are the least likely to say they were able to book ahead (77%).

Chart 3.15 Able to get an appointment with a doctor more than 2 days in advance by LCG



Patients that attend surgeries with fewer than 2,000 patients registered are the most likely to say they were able to make an advance appointment last time they tried (90%). The proportion saying they were able to do this decreases as practice size increases, down to 69% of those in practices with 8,000 patients or more.

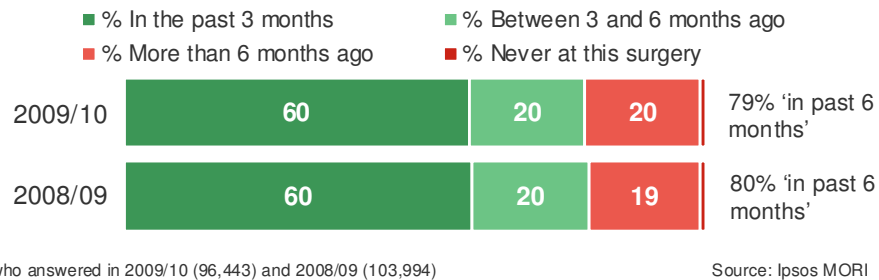
Chart 3.16 Able to get an appointment with a doctor more than 2 days in advance by number of patients registered at GP surgery



Last seen a doctor

Six in ten patients say they have seen a doctor at their surgery in the past three months (60%, unchanged since 2008/09). A further 20% had seen a doctor between three and six months ago (same as in 2008/09), and 20% had seen a doctor more than six months ago (19% in 2008/09).

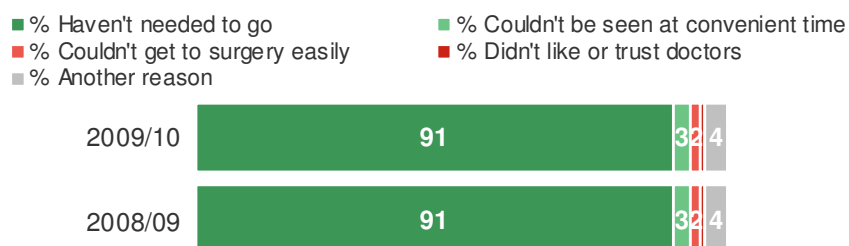
Chart 3.17 Last time seen a doctor – overall results



Reasons for not seeing a doctor

The most common reason for not having seen a doctor in the last six months is that patients have not needed to do so (91% say this). Only 3% say they 'couldn't be seen at a convenient time', and 2% say they 'couldn't get to the surgery easily'. A further 1% says they 'didn't like or trust the doctors', while another 4% give 'another reason'. All of these proportions are the same as in 2008/09.

Chart 3.18 Reasons for not seeing a doctor in the last six months – overall results



Base: All patients who answered in 2009/10 (18,912) and 2008/09 (20,380)

Source: Ipsos MORI

Patients aged 85 or over are much more likely than other age groups to say they have not seen a doctor in the past six months because they couldn't get to the surgery easily (25%, compared with between 1% and 5% of other age groups), and less likely to say they haven't needed to see a doctor (55%, compared with around nine in ten of the other age groups).

Table 3.2 Reasons for not seeing a doctor in the last six months by age

	Total Base: All patients who answered (18,912) %	Age Base: All patients who answered				
		18 to 24 (1,892) %	25 to 44 (6,333) %	45 to 64 (7,315) %	65 to 84 (2,737) %	85+ (378) %
I haven't needed to go	91	93	92	93	89	55
I couldn't be seen at a convenient time	3	4	4	3	1	1
I couldn't get to the surgery easily	2	1	1	1	5	25
I didn't like or trust the doctors	1	1	1	1	1	1
Another reason	4	4	4	3	5	21

NB: Multiple answers were allowed

The permanently sick and disabled are the least likely (58%) to say that they have not seen the doctor because they have not needed to (compared with around nine in ten of all other groups). Eighteen percent of this group say they haven't been to the doctor in the last six months because they 'couldn't get to the surgery easily' (compared with 4% or less of all other groups). Patients in full-time paid work are most likely to say that they 'couldn't be seen at a convenient time' (4%, compared with just 1% of retired patients).

Table 3.3 Reasons for not seeing a doctor in the last six months by working status

	Total <i>Base: All patients who answered</i> (18,912) %	Working status <i>Base: All patients who answered</i>							
		Full-time paid work (9,564) %	Part-time paid work (2,151) %	Full-time education (663) %	Unemployed (1,034) %	Permanently sick or disabled (617) %	Fully retired (2,811) %	Looking after home (1,092) %	Doing something else (390) %
I haven't needed to go	91	94	94	94	90	58	90	93	90
I couldn't be seen at a convenient time	3	4	3	3	3	2	1	2	2
I couldn't get to the GP surgery or health centre easily	2	1	*	1	1	18	4	2	1
I didn't like or trust the doctors	1	1	1	1	2	2	1	1	1
Another reason	4	3	3	2	6	24	5	4	7

NB: Multiple answers were allowed

Patients who have a long-standing condition are more likely than those without to say they have not seen a doctor in the last six months because they 'couldn't get to the surgery easily' (6%, compared with less than 1%), but less likely to say they have not been because they 'haven't needed to go' (80%, compared to 95% of those without a long-standing condition).

Table 3.4 Reasons for not seeing a doctor in the last six months by long-standing condition

	Total <i>Base: All patients who answered</i>	Long-standing condition <i>Base: All patients who answered</i>	
		Yes	No
	(18,912) %	(4,590) %	(13,124) %
I haven't needed to go	91	80	95
I couldn't be seen at a convenient time	3	4	3
I couldn't get to the surgery easily	2	6	*
I didn't like or trust the doctors	1	2	1
Another reason	4	11	2

NB: Multiple answers were allowed

Patients who are satisfied with the care they receive at their surgery are more likely than those who are not to say that they 'haven't needed to go' to see a doctor in the past six months (95% of those who are 'very satisfied' say this, compared with 27% of those who are 'very dissatisfied'), and less likely to say they 'didn't like or trust the doctors' (less than 1% say this, compared with 28% of 'very dissatisfied' patients).

Similarly, those who are 'very satisfied' are less likely than those who are dissatisfied to say that they 'couldn't be seen at a convenient time' (1%, compared with 26% of those who are 'fairly dissatisfied' and 22% of those who are 'very dissatisfied'), and that they 'couldn't get to the surgery easily' (1%, compared with 12% of those who are 'very dissatisfied').

Table 3.5 Reasons for not seeing a doctor in the last six months by satisfaction with care received

	Total <i>Base: All patients who answered</i>	Satisfaction with care received <i>Base: All patients who answered</i>				
		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
	(18,912) %	(10,321) %	(6,857) %	(1,101) %	(286) %	(102) %
I haven't needed to go	91	95	91	75	49	27
I couldn't be seen at a convenient time	3	1	4	12	26	22
I couldn't get to the surgery easily	2	1	2	5	6	12
I didn't like or trust the doctors	1	*	*	4	13	28
Another reason	4	3	4	10	16	25

NB: Multiple answers were allowed

Waiting time at the GP surgery or health centre

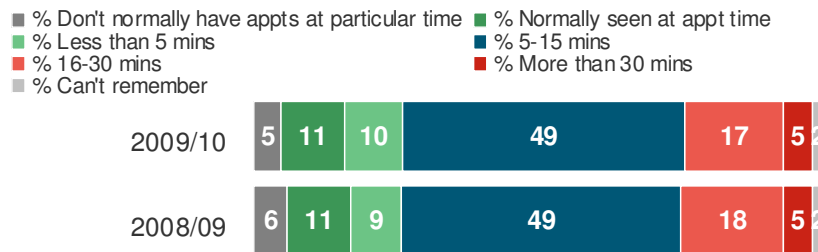
Waiting time at the GP surgery or health centre

This chapter describes patients' experiences of reported waiting times, followed by the key aspects of patients' impressions of waiting times.

Waiting time at surgery

The largest proportion of patients say that they wait between five and 15 minutes after their appointment time (49%, as was the case in 2008/09). One in ten says they are normally seen at their appointment time (11%, same as in 2008/09), while only 5% say they wait more than 30 minutes (same as in 2008/09).

Chart 4.1 Waiting time at surgery – overall results

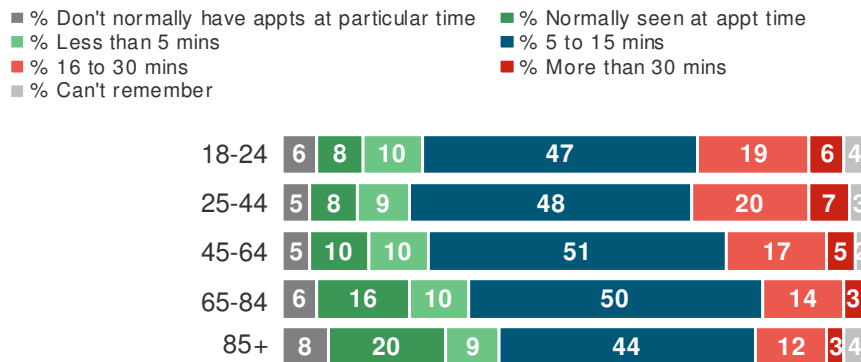


Base: All patients who answered in 2009/10 (95,720) and 2008/09 (103,004)

Source: Ipsos MORI

Older patients are more likely to report shorter waiting times with 20% of those aged 85 or over saying they are seen at their appointment time, compared with 8% of 18 to 44 year olds (and 10% of 45 to 64 year olds). Similarly, while 7% of 25 to 44 year olds say they normally wait more than half an hour after their scheduled appointment time to see their doctor, only 3% of those aged 65 or over say they normally wait that long.

Chart 4.2 Waiting time at surgery by age

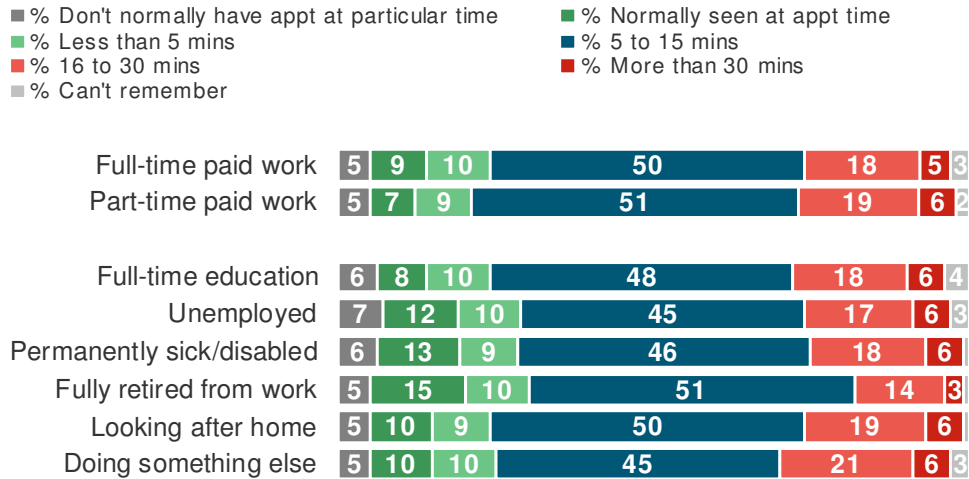


Base: All patients who answered (93,999)

Source: Ipsos MORI

Patients who are working are generally less likely to say they are seen at their appointment time (9% of full-time workers and 7% of part-time workers) compared with those who are unemployed, permanently sick or disabled, or retired (12%, 13% and 15% respectively). Retired patients are the least likely to say they have to wait more than 30 minutes – 3% say this, compared with 6% of most other groups.

Chart 4.3 Waiting time at surgery by working status

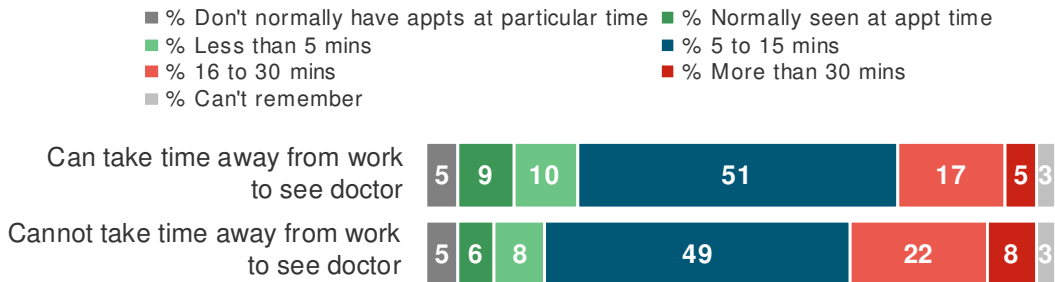


Base: All patients who answered (91,491)

Source: Ipsos MORI

Those patients who can take time away from work to see a doctor during typical working hours tend to report shorter waiting times than those who cannot take time away from work to see a doctor. Five percent of patients who can take time away from work report a wait of more than 30 minutes, compared with 8% of patients who cannot. Similarly, 22% of those who cannot take time off work to see a GP say they normally wait 16 to 30 minutes after their appointment time to see their doctor, whereas 17% of those who can take time away from work say this. Patients who can take time away from work to see a doctor are also more likely to say that they are normally seen at their appointment time (9%, compared with 6% of those who cannot take time away from work).

Chart 4.4 Waiting time at surgery by taking time away from work to see a doctor



Base: All patients who answered (46,007)

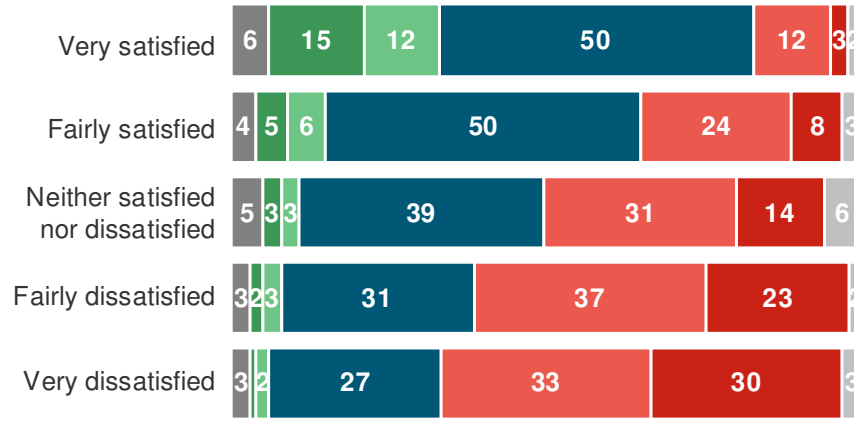
Source: Ipsos MORI

Overall, the more satisfied patients are, the more likely they are to report shorter waiting times at the surgery. Around one in six patients who say they are 'very satisfied' with the care they receive (15%) also report normally being seen at their appointment time, compared with just 2% of patients who are 'fairly dissatisfied' and 1% of patients who are 'very dissatisfied'.

Similarly, patients who say they are 'very satisfied' with the care they receive are generally less likely to report waiting times of more than 30 minutes. Of those who are 'very satisfied', 3% report having to wait more than 30 minutes, compared with 30% of those who are 'very dissatisfied'.

Chart 4.5 Waiting time at surgery by satisfaction with care received

- % Don't normally have appt at particular time
- % Normally seen at appt time
- % Less than 5 mins
- % 5 to 15 mins
- % 16 to 30 mins
- % More than 30 mins
- % Can't remember



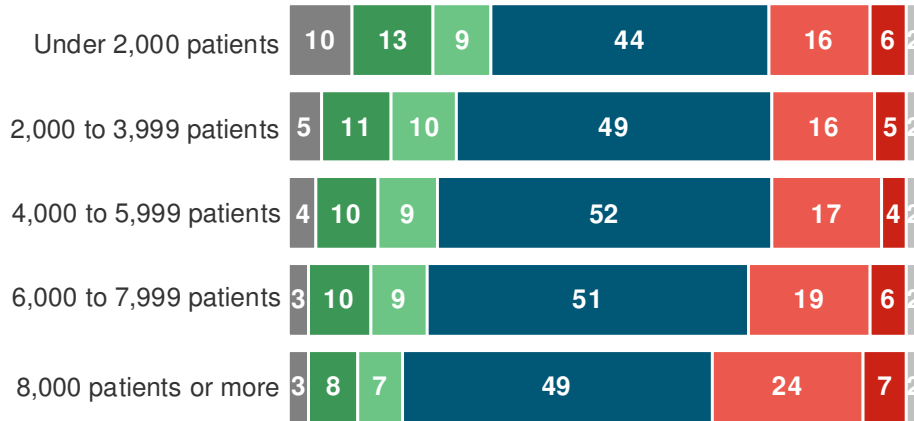
Base: All patients who answered (94,968)

Source: Ipsos MORI

Patients who attend small practices (with fewer than 2,000 patients registered) are the most likely to say that they are seen at their appointment time – 13% say this, compared with only 8% of those registered at practices with 8,000 patients or more. A quarter of patients (24%) in the largest practices (of 8,000 patients or more) say that they wait between 16 and 30 minutes, whereas only 16% of those in practices with fewer than 4,000 patients say this.

Chart 4.6 Waiting time at surgery by practice size

- % Don't normally have appt at particular time
- % Normally seen at appt time
- % Less than 5 mins
- % 5 to 15 mins
- % 16 to 30 mins
- % More than 30 mins
- % Can't remember



Base: All patients who answered (95,720)

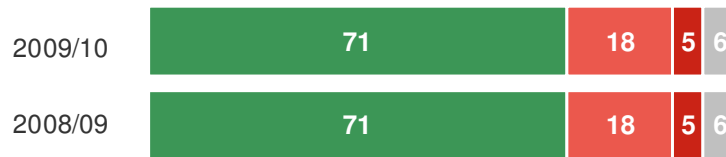
Source: Ipsos MORI

Impression of waiting time at surgery

Seven in ten patients (71%) say that they do not normally have to wait too long after their appointment time to see the doctor. Nearly one in five (18%) are concerned that their waiting time is a bit too long and 6% say they have to wait 'far too long'. These proportions remain unchanged from 2008/09.

Chart 4.7 Impression of waiting time at surgery – overall results

- % I don't normally have to wait too long
- % I have to wait a bit too long
- % I have to wait far too long
- % No opinion/doesn't apply



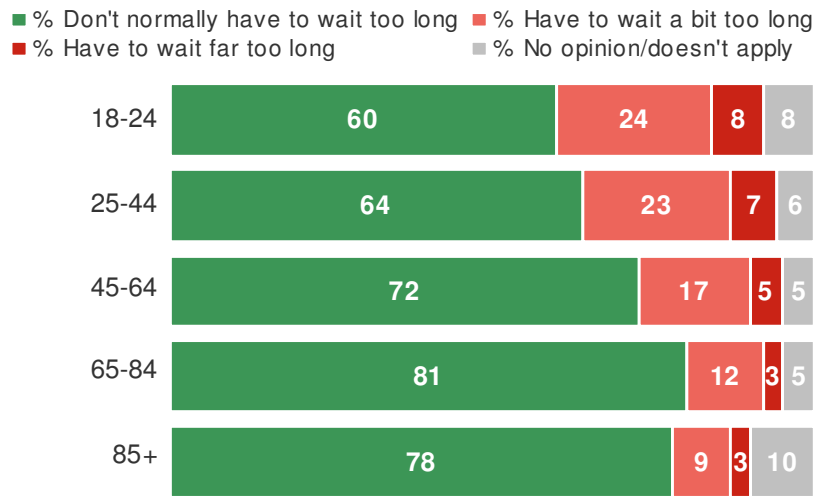
Base: All patients who answered in 2009/10 (94,769) and 2008/09 (102,195)

Source: Ipsos MORI

Younger patients are considerably less likely than older patients to say they ‘don’t normally have to wait too long’, and are much more likely to say they ‘have to wait far too long’. While around eight in ten of those aged 65 and over (81% of 65 to 84 year olds and 78% of those aged 85 or over) say they ‘don’t normally have to wait too long’, this proportion falls to three in five patients aged between 18 and 24 (60%).

Likewise, while 8% of 18 to 24 year olds feel they normally ‘have to wait far too long’ after their appointment time to see the doctor, only 3% of those aged 65 or over say this.

Chart 4.8 Impression of waiting time at surgery by age

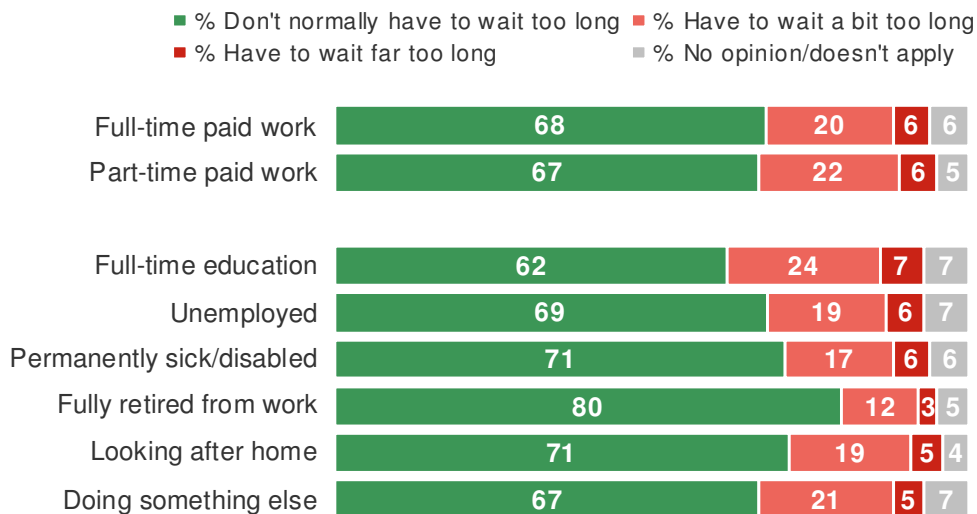


Base: All patients who answered (93,106)

Source: Ipsos MORI

Those in full-time education are more likely than all other groups to report unfavourable impressions of the time they wait to see the doctor. Sixty-two percent of full-time students say they don’t have to wait too long to see a doctor, a much lower figure than all other groups. Conversely, a very small proportion of fully retired patients (3%) say they ‘have to wait far too long’ to see the doctor, while 7% of patients in full-time education say this.

Chart 4.9 Impression of waiting time at surgery by working status

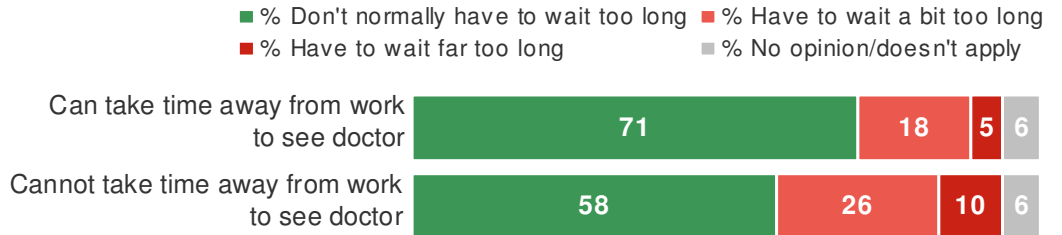


Base: All patients who answered (90,580)

Source: Ipsos MORI

Those patients that can take time away from work to see a doctor during typical working hours are more likely to say that they don't normally have to wait too long after they appointment time to be seen (71% compared with 58% who cannot take time away from work). Similarly, while 10% of those who cannot take time off work to see a doctor say they normally wait 'far too long' after their appointment time to see a doctor, this is only the case for 5% of those who can take time away from work.

Chart 4.10 Impression of waiting time at surgery by taking time away from work to see a doctor

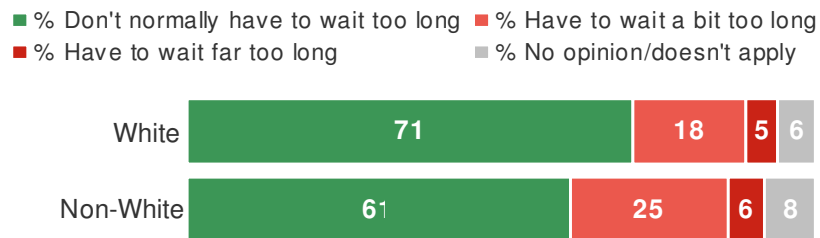


Base: All patients who answered (45,728)

Source: Ipsos MORI

White patients are more likely than non-White patients to say that they don't normally have to wait too long (71%, compared with 61%), whereas non-White patients are more likely to say they have to wait 'a bit too long' (25%, compared with 18% of White patients).

Chart 4.11 Impression of waiting time at surgery by ethnicity

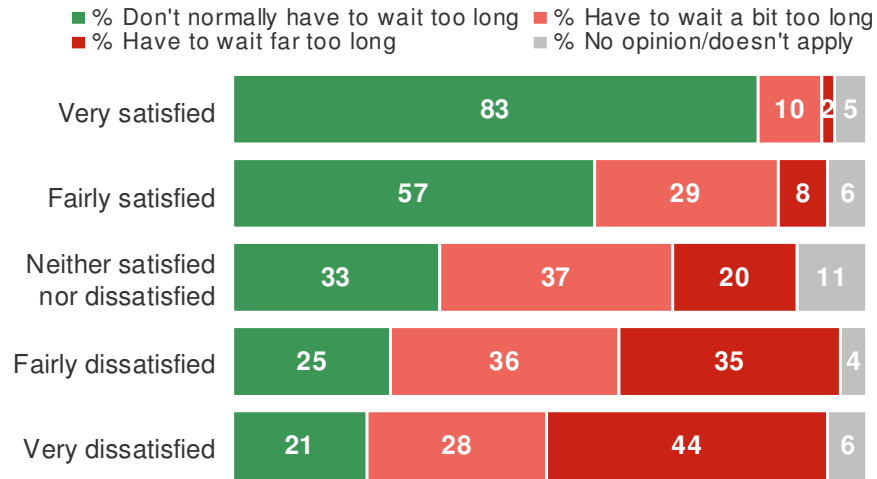


Base: All patients who answered (92,711)

Source: Ipsos MORI

There is a strong relationship between overall satisfaction with the care patients receive at the surgery and the impression they have about waiting times to see the doctor. While eight in ten patients who are 'very satisfied' with the care they receive say they 'don't normally have to wait too long' (83%), the corresponding figure for those who are 'very dissatisfied' is considerably lower, at 21%. Similarly, 44% of patients who are 'very dissatisfied' with the care they receive say they 'have to wait far too long', compared with just 2% of those who are 'very satisfied'.

Chart 4.12 Impression of waiting time at surgery by satisfaction with care received



Base: All patients who answered (94,029)

Source: Ipsos MORI

Seeing the doctor you prefer

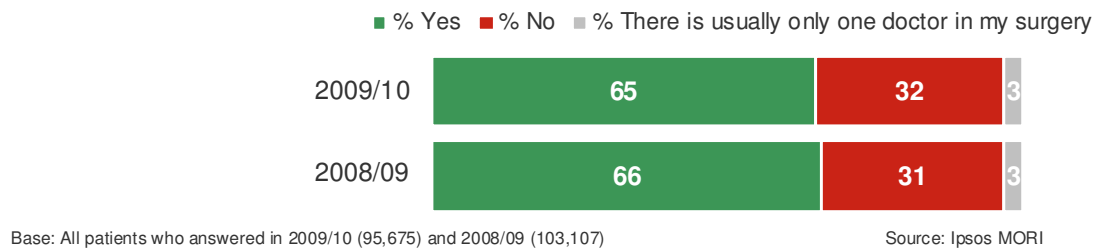
Seeing the doctor you prefer

The following chapter investigates whether or not patients have a doctor they prefer to see in their surgery and if so, whether or not they get to see that doctor when they need an appointment.

Having a preferred doctor

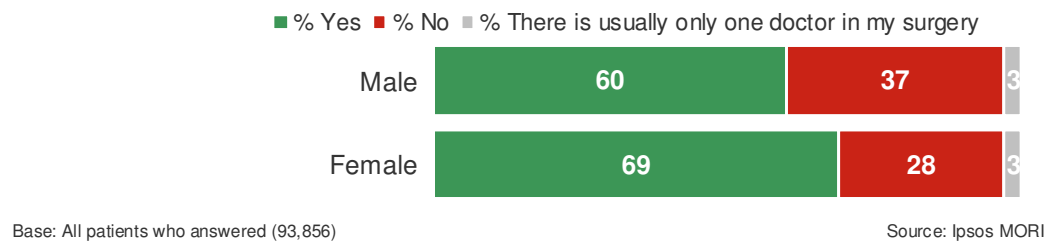
Two thirds of patients say there is a particular doctor they prefer to see at their surgery (65%, compared with 66% in 2008/09), while a third says they do not have a preferred doctor (32%, compared with 31% in 2008/09). Three percent say that there is usually only one doctor in their surgery.

Chart 5.1 Having a preferred doctor – overall results



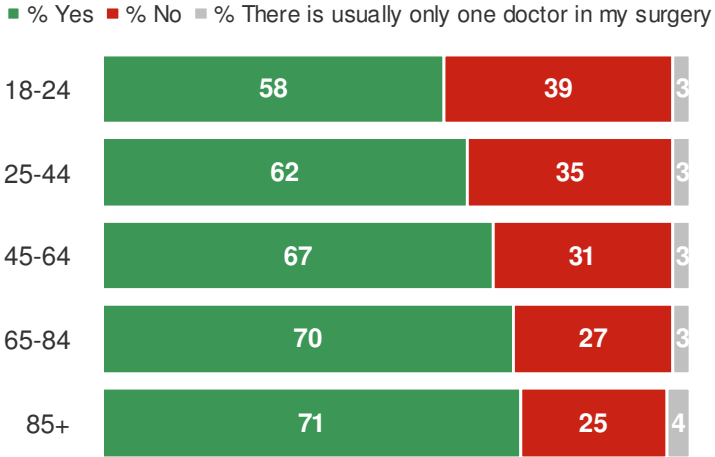
There is a difference in views between men and women, with women more likely to say they prefer to see a particular doctor (69%, compared with 60% of men). Thirty-seven percent of men say they do not have a preferred doctor, compared with 28% of women.

Chart 5.2 Having a preferred doctor by gender



The older the patient, the more likely they are to say they have a preferred doctor. Amongst 18 to 24 year olds, 58% say they have a preference and 39% say they do not. However, the balance changes with age, to the point where 71% of those aged 85 or over say they have a preferred doctor and 25% do not.

Chart 5.3 Having a preferred doctor by age

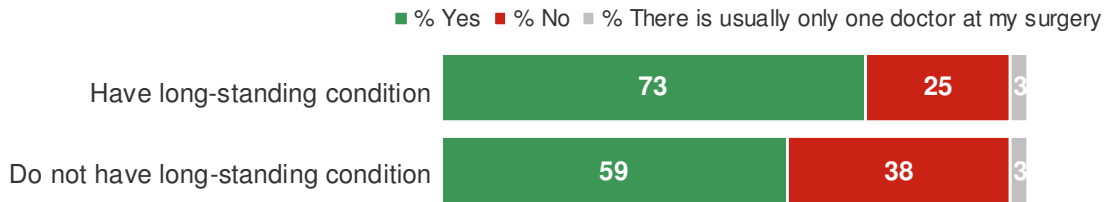


Base: All patients who answered (94,035)

Source: Ipsos MORI

Patients with long-standing conditions are considerably more likely to say that they prefer to see a particular doctor at their surgery – 73% say this, compared with only 59% of those without a long-standing condition.

Chart 5.4 Having a preferred doctor by long-standing condition

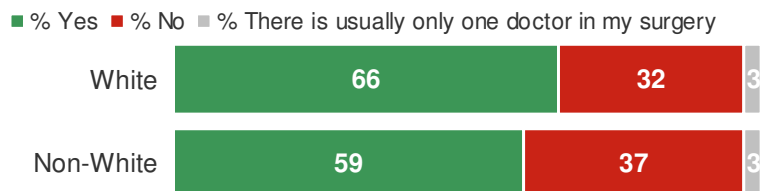


Base: All patients who answered (89,717)

Source: Ipsos MORI

White patients are more likely to say they have a preferred doctor – 66% say this, compared with 59% of non-White patients.

Chart 5.5 Having a preferred doctor by ethnicity



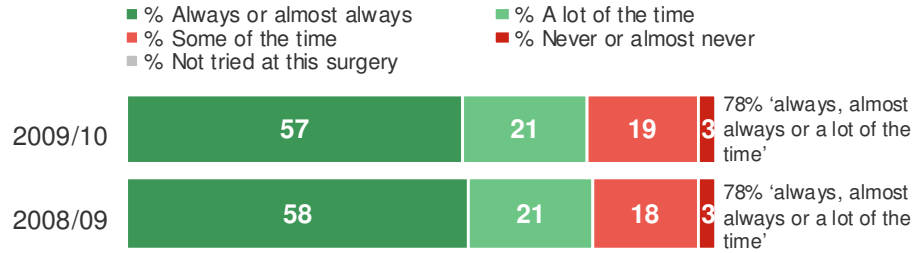
Base: All patients who answered (93,689)

Source: Ipsos MORI

Frequency of seeing the preferred doctor

Over half of patients who have a preference about which doctor they see ‘always or almost always’ manage to see this particular doctor (57%, compared with 58% in 2008/09). One in five says they see their preferred doctor ‘a lot of the time’ (21%, same as in 2008/09), and another 19% see them ‘some of the time’ (18% in 2008/09). Only 3% say they can ‘never or almost never’ see their preferred doctor (same as in 2008/09).

Chart 5.6 Frequency of seeing the preferred doctor – overall results

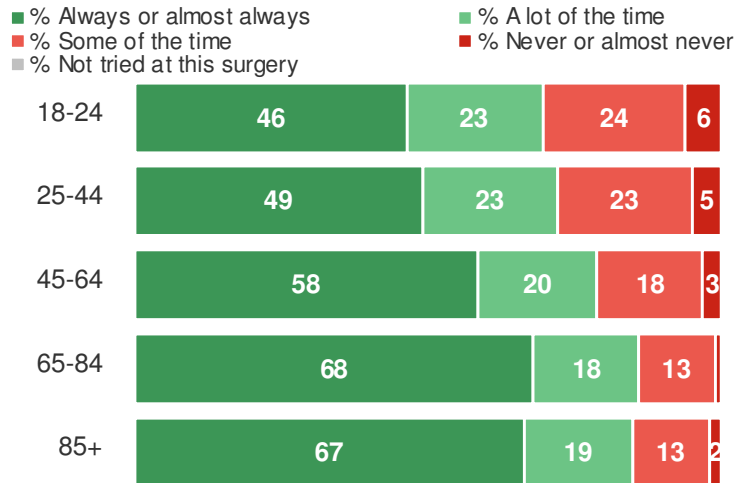


Base: All patients who answered in 2009/10 (62,046) and 2008/09 (67,370)

Source: Ipsos MORI

Older patients say they see their preferred doctor more frequently than younger patients – 68% of those aged 65 to 84 say they ‘always or almost always’ see their preferred doctor, while only 46% of 18 to 24 year olds say this is the case. Six percent of 18 to 24 year olds say they ‘never or almost never’ see their preferred doctor, while only 1% of 65 to 84 year olds say the same.

Chart 5.7 Frequency of seeing the preferred doctor by age

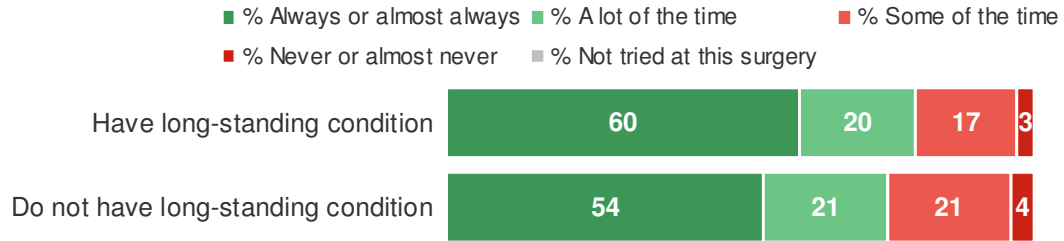


Base: All patients who answered (60,969)

Source: Ipsos MORI

Patients with long-standing conditions are more likely than those without to say that they see their preferred doctor 'always or almost always' (60%, compared with 54%). Conversely, 21% of those without a long-standing condition say they can see their preferred doctor 'some of the time', compared with 17% of those with a long-standing condition.

Chart 5.8 Frequency of seeing the preferred doctor by long-standing condition

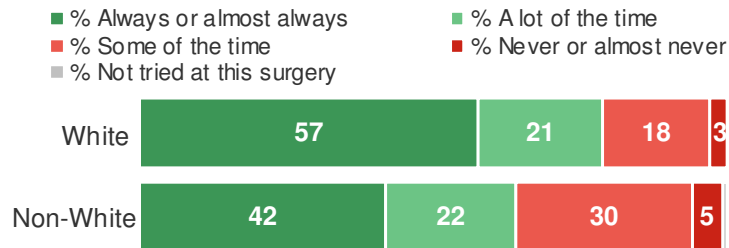


Base: All patients who answered (58,364)

Source: Ipsos MORI

Fifty-seven percent of White patients say they see their preferred doctor 'always or almost always', whereas only 42% of non-White patients say the same. Non-White patients are more likely to say they are able to see their preferred doctor 'some of the time' (30%, compared with 18% of White patients).

Chart 5.9 Frequency of seeing the preferred doctor by ethnicity

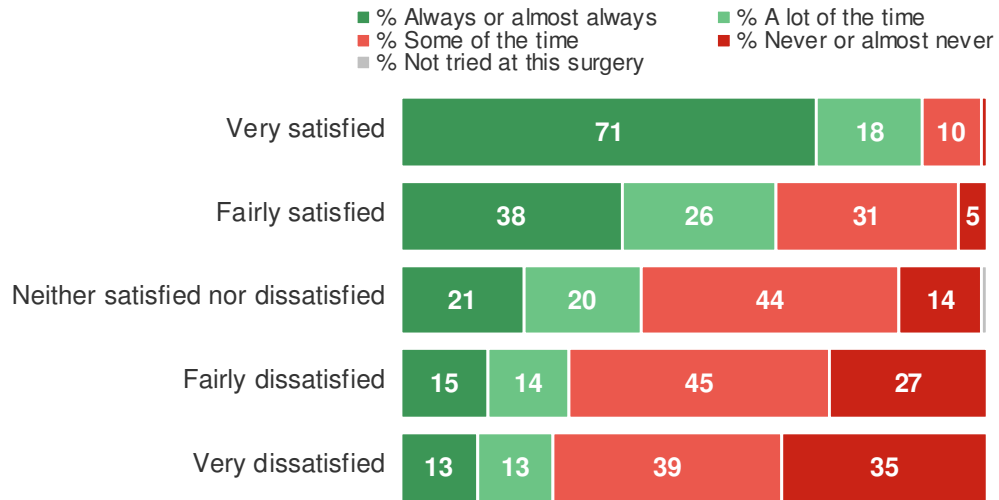


Base: All patients who answered (60,753)

Source: Ipsos MORI

Patients who are 'very satisfied' with the overall care they receive at their surgery are considerably more likely than those who are less satisfied to say that they 'always or almost always' see their preferred doctor (71% say this, compared with 15% of 'fairly dissatisfied' patients and 13% of those who are 'very dissatisfied'). Over a third (35%) of 'very dissatisfied' patients says that they can 'never or almost never' see their preferred doctor, compared with just 1% of those who are 'very satisfied'.

Chart 5.10 Frequency of seeing the preferred doctor by satisfaction with care received



Base: All patients who answered (61,614)

Source: Ipsos MORI

Opening hours

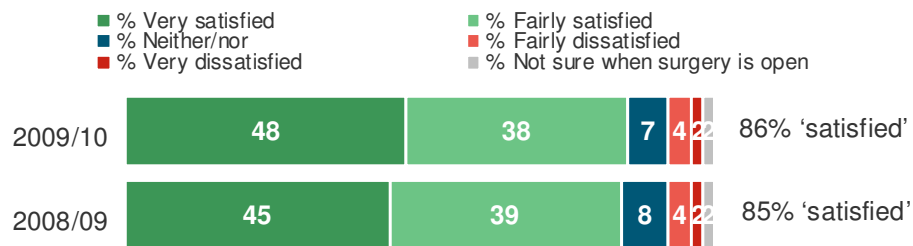
Opening hours

The following chapter looks at patient satisfaction with surgery opening hours and whether or not they would like to see their surgery open at additional times.

Satisfaction with opening hours

Overall, nearly nine in ten patients (86%) are satisfied with their surgery's opening hours, which is one percentage point higher than in 2008/09 (85%). The proportion saying they are 'very satisfied' has gone up three percentage points since 2008/09, from 45% to 48%. The proportion saying they are 'fairly satisfied' has decreased by one percentage point, from 39% to 38%. Only 5% are dissatisfied, compared with 6% in 2008/09. Seven percent are neither satisfied nor dissatisfied (this was 8% in 2008/09), while 2% are not sure when their surgery is open (same as in 2008/09).

Chart 6.1 Satisfaction with opening hours – overall results

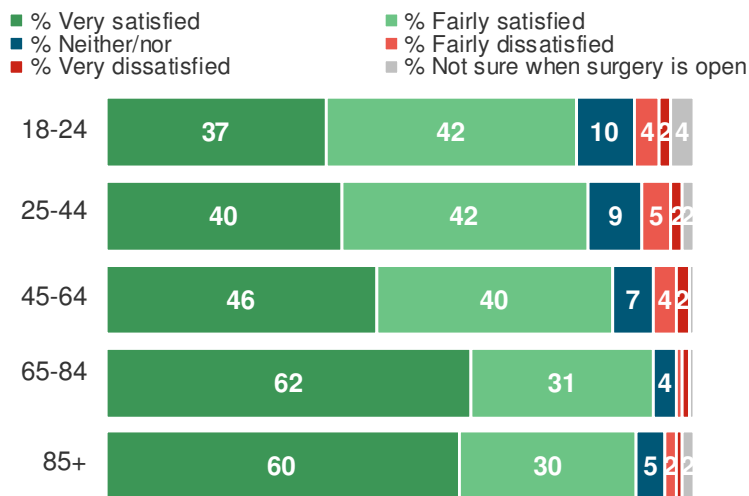


Base: All patients who answered in 2009/10 (97,157) and 2008/09 (104,691)

Source: Ipsos MORI

Satisfaction with opening hours varies markedly by age of the patient. Three in five patients aged 65 and over are 'very satisfied' with their surgery's opening hours (62% of 65 to 84 year olds, and 60% of those aged 85 or over), compared with just 37% of 18 to 24 year olds. Younger patients are also less likely to know when their surgery is open (4% of 18 to 24 year olds are not sure when their surgery is open, compared with less than 1% of those aged 45 to 84).

Chart 6.2 Satisfaction with opening hours by age

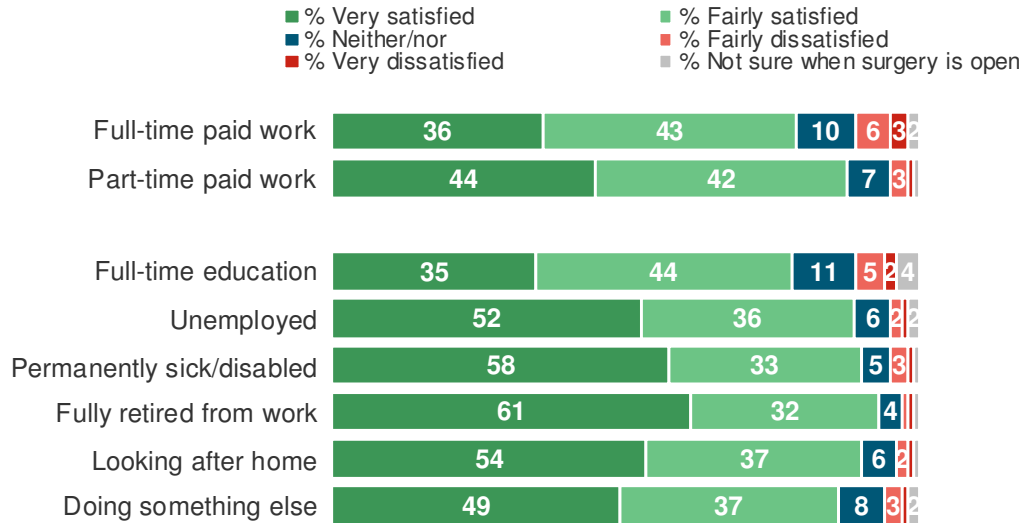


Base: All patients who answered (95,386)

Source: Ipsos MORI

Patients who are not in full-time work or education are more satisfied with their surgery opening hours than those in work. For example, 61% of patients who are retired are 'very satisfied' with the opening hours, compared with 36% of patients in full-time paid work and 35% of full-time students.

Chart 6.3 Satisfaction with opening hours by working status

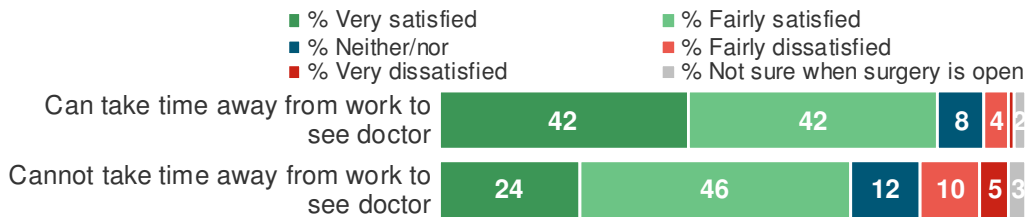


Base: All patients who answered (92,734)

Source: Ipsos MORI

Patients who say they are able to take time away from work to see a doctor at their surgery are more likely than those who cannot to say that they are satisfied with the surgery opening hours (42% are 'very satisfied', compared with 24%). Those who cannot take time away from work are also most likely to say they are 'very dissatisfied' with the opening hours (5%, compared with 1% of those who can take time away from work).

Chart 6.4 Satisfaction with opening hours by taking time away from work to see doctor

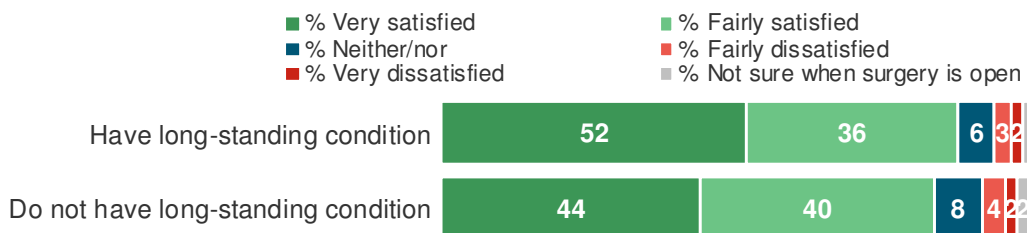


Base: All patients who answered (46,480)

Source: Ipsos MORI

Those who have a long-standing condition are more satisfied with their surgery opening hours (52% are 'very satisfied'), compared with 44% of patients who do not have a long-standing condition.

Chart 6.5 Satisfaction with opening hours by long-standing condition

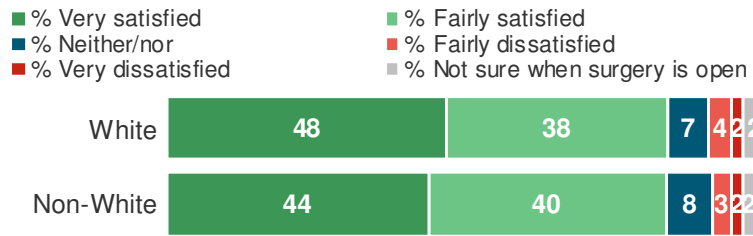


Base: All patients who answered (90,858)

Source: Ipsos MORI

White patients are marginally more satisfied with the opening hours at their surgery than non-White patients – 48% are ‘very satisfied’, compared with 44% of non-White patients.

Chart 6.6 Satisfaction with opening hours by ethnicity

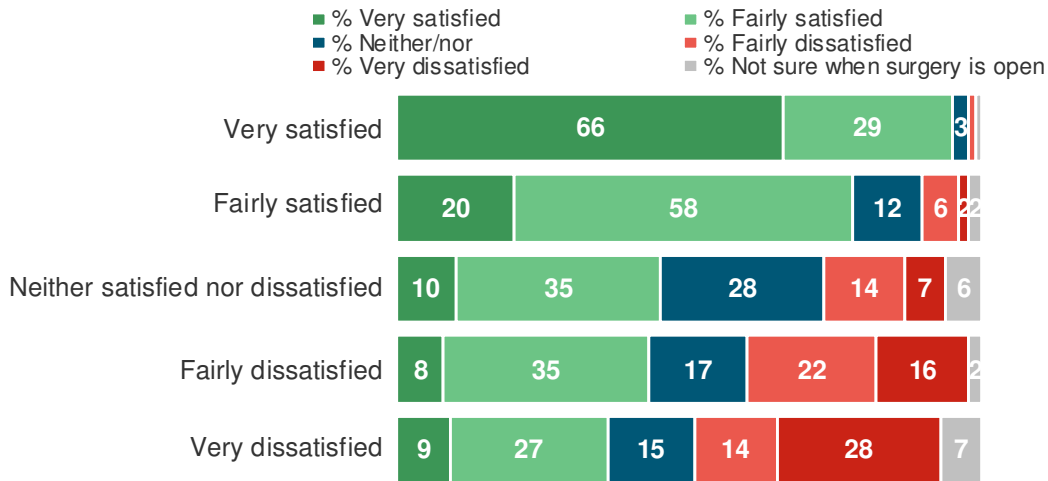


Base: All patients who answered (94,974)

Source: Ipsos MORI

While two thirds of patients (66%) who are ‘very satisfied’ with the care they receive at their surgery are also ‘very satisfied’ with the opening hours, only 9% of those who are ‘very dissatisfied’ and 8% of those who are ‘fairly dissatisfied’ with the care received are ‘very satisfied’ with the opening hours. Conversely, 28% of patients who are ‘very dissatisfied’ with the care they receive also say they are ‘very dissatisfied’ with their surgery’s opening hours, compared with less than 1% of those who are ‘very satisfied’ with the care they receive.

Chart 6.7 Satisfaction with opening hours by satisfaction with care received



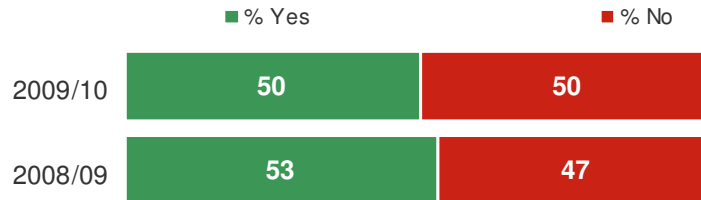
Base: All patients who answered (96,322)

Source: Ipsos MORI

Desire for additional surgery opening times

In 2009/10 exactly half of patients would like their surgery to open at additional times and half would not, compared with 53% who said they wanted additional opening times in 2008/09 and 47% who said they did not.

Chart 6.8 Desire for additional opening times – overall results

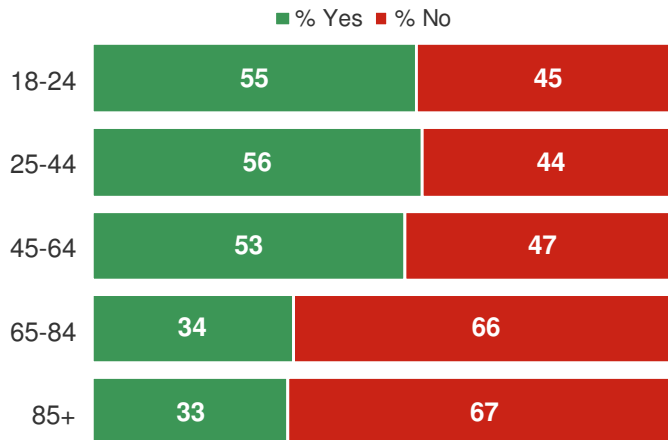


Base: All patients who answered in 2009/10 (95,788) and 2008/09 (98,136)

Source: Ipsos MORI

Younger patients are more likely than older ones to want additional opening times. At least half of those aged between 18 and 64 say they want this, compared with just a third of those aged 65 or over (34% of 65 to 84 year olds and 33% of those aged 85 or over).

Chart 6.9 Desire for additional opening times by age

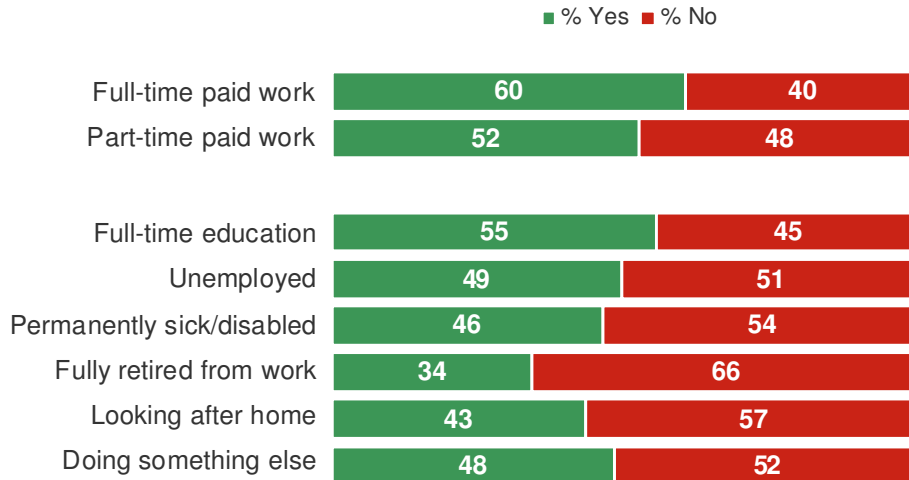


Base: All patients who answered (93,714)

Source: Ipsos MORI

Patients who are working or in full-time education are most likely to want their surgery to open at additional times (60% of full-time and 52% of part-time paid workers, and 55% of those in full-time education). Conversely, only a third of retired patients say they want additional opening times (34%).

Chart 6.10 Desire for additional opening times by working status

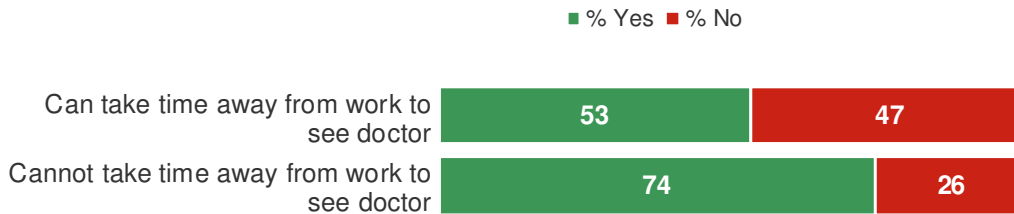


Base: All patients who answered (91,472)

Source: Ipsos MORI

Demand for additional surgery opening times is higher among those who cannot take time away from work to see a doctor than those who can (74%, compared with 53%).

Chart 6.11 Desire for additional opening times by taking time away from work to see a doctor

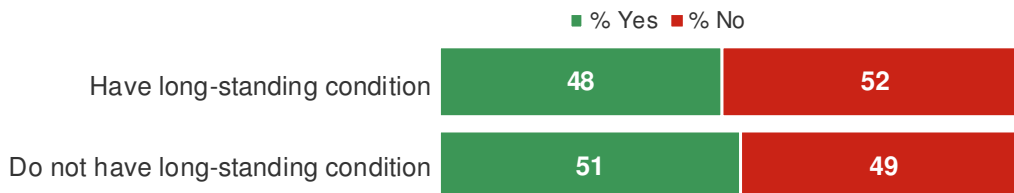


Base: All patients who answered (46,905)

Source: Ipsos MORI

Those who have a long-standing condition are less likely than those who don't to say they want their surgery to open at additional times (48%, compared with 51%).

Chart 6.12 Desire for additional opening times by long-standing condition

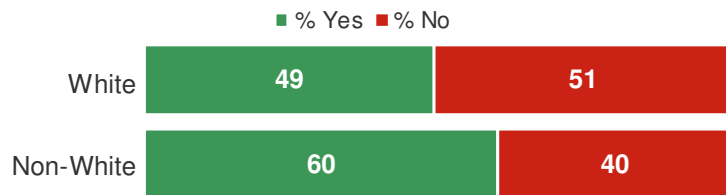


Base: All patients who answered (90,086)

Source: Ipsos MORI

Patients from non-White ethnic groups are more likely than others to want their surgery to open at additional times (60%, compared with 49% of White patients).

Chart 6.13 Desire for additional opening times by ethnicity

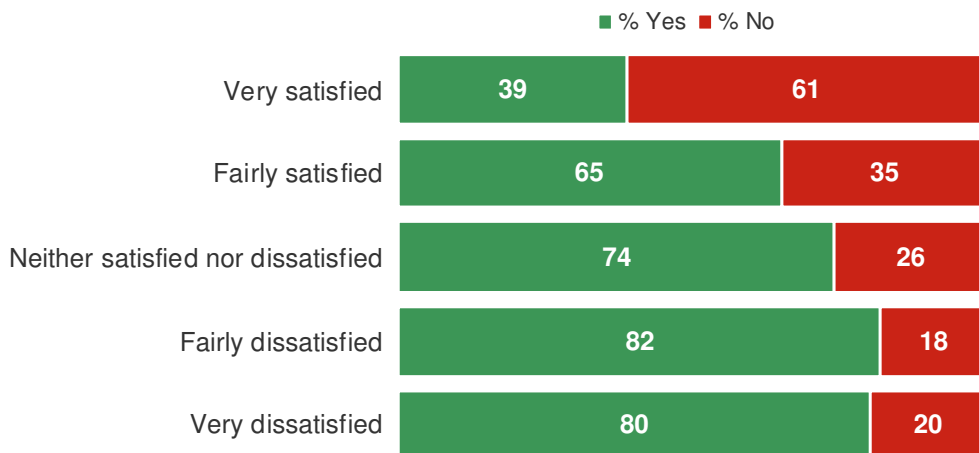


Base: All patients who answered (93,386)

Source: Ipsos MORI

Patients who are dissatisfied with the care they receive at their surgery are most likely to want their surgery to open at additional times – 80% of those who are ‘very dissatisfied’ say this, compared with 39% of those who are ‘very satisfied’.

Chart 6.14 Desire for additional opening times by satisfaction with care received



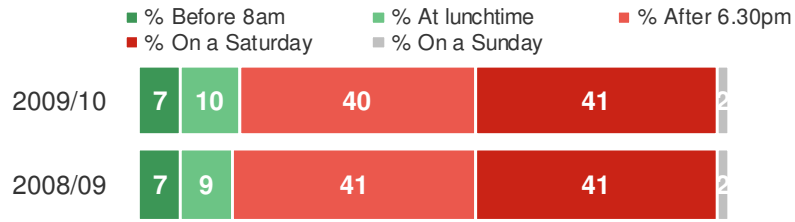
Base: All patients who answered (95,186)

Source: Ipsos MORI

Preferred additional surgery opening times

The most popular times that patients would like their surgeries to open are on a Saturday (41%) and after 6.30pm (40%). Around one in ten patients said they would most like their surgery to open at lunchtime (10%), while 7% would like it to open before 8am, and just 2% want Sunday opening. These results are very similar to 2008/09, with the only differences being that the proportion saying they want their surgery to open at lunchtime is one percentage point higher than in 2008/09 and the proportion wanting evening opening is one percentage point lower.

Chart 6.15 Preference for additional opening times – overall results

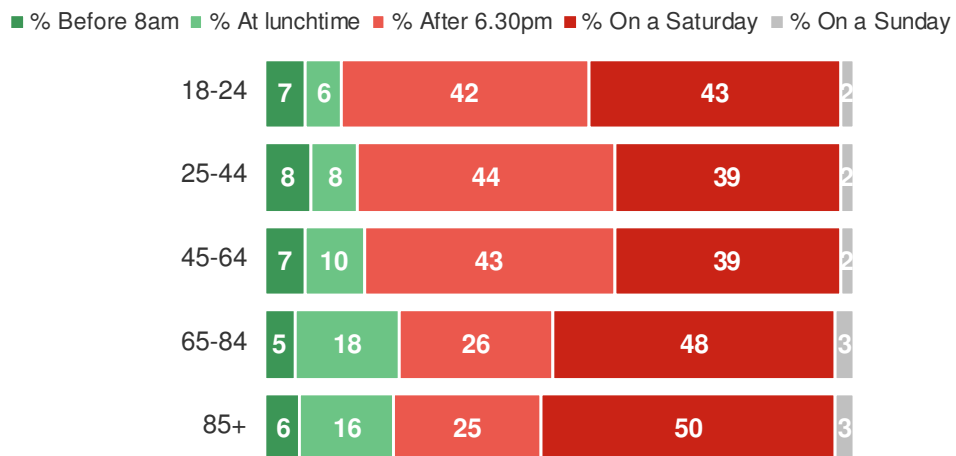


Base: All patients who answered in 2009/10 (42,723) and 2008/09 (46,459)

Source: Ipsos MORI

Younger patients are more likely to want their surgery to open in the evenings than older patients (44% of 25 to 44 year olds want their surgery to open after 6.30pm, compared with 25% of those aged 85 or over). Conversely, older patients are more in favour of their surgeries opening on Saturdays than younger patients (50% of those aged 85 or over would most like their surgery to open on a Saturday, compared with 39% of 25 to 64 year olds). Older patients are also more in favour of lunchtime opening (18% of 65 to 84 year olds want this, compared with 6% of 18 to 24 year olds) and less in favour of early morning opening (5% of 65 to 84 year olds want their surgery to open before 8am, compared with 8% of 25 to 44 year olds).

Chart 6.16 Preference for additional opening times by age

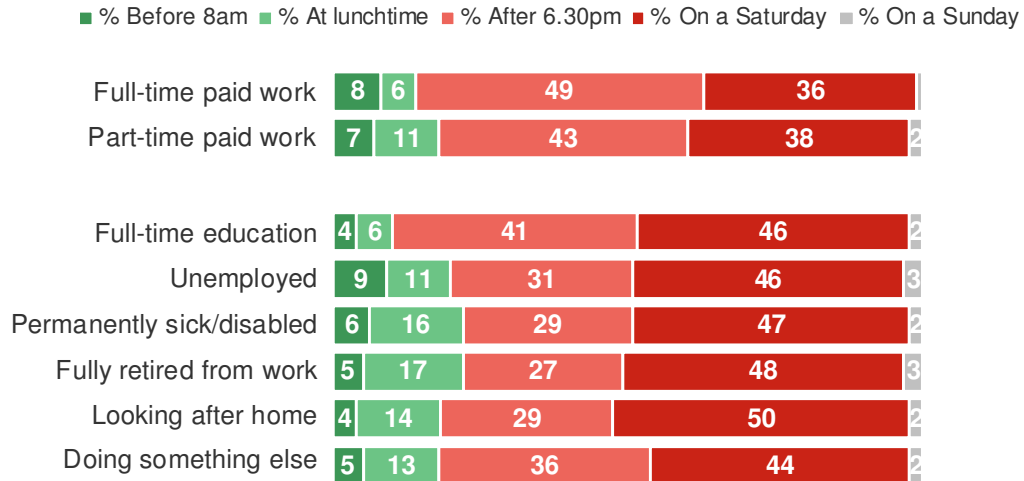


Base: All patients who answered (41,880)

Source: Ipsos MORI

Saturday opening is most preferable to patients who are looking after the home, fully retired or are permanently sick or disabled (50%, 48% and 47% respectively, compared with 36% of full-time paid workers, for example). Patients in full-time paid work are much more likely to want to see their surgery opening in the evening (49% say this, compared with 27% of those who are fully retired).

Chart 6.17 Preference for additional opening times by working status

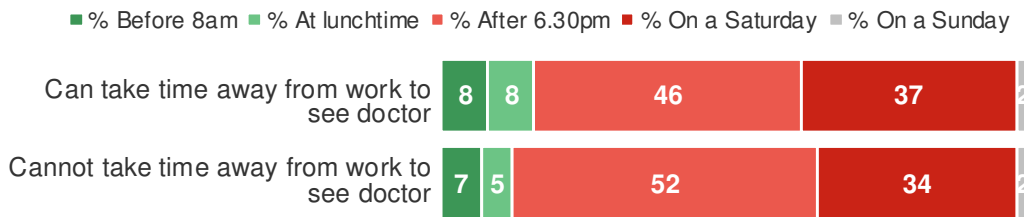


Base: All patients who answered (41,126)

Source: Ipsos MORI

Patients who are unable to take time away from work to see a doctor are more likely than those who can to want their surgery to open after 6.30pm (52%, compared with 46%), and less likely to want their surgery to open on a Saturday (34%, compared with 37%).

Chart 6.18 Preference for additional opening times by taking time away from work to see a doctor

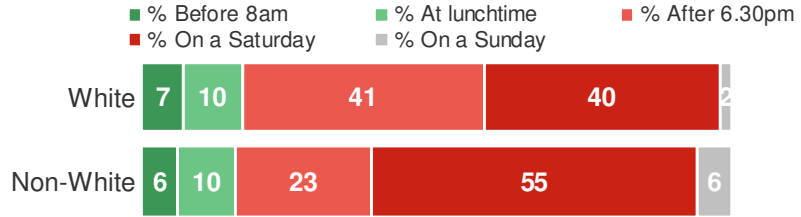


Base: All patients who answered (24,449)

Source: Ipsos MORI

Preferences for opening times vary between White and non-White ethnic groups – two in five White patients (41%) want their surgery to open after 6.30pm, compared with 23% of non-White patients. Conversely, more than half of non-White patients (55%) want their surgery to open on a Saturday, compared with 40% of White patients. Non-White patients also favour Sunday opening more than White patients (6%, compared with 2%).

Chart 6.19 Preference for additional opening times by ethnicity



Base: All patients who answered (41,794)

Source: Ipsos MORI

Seeing a doctor at the GP surgery or health centre

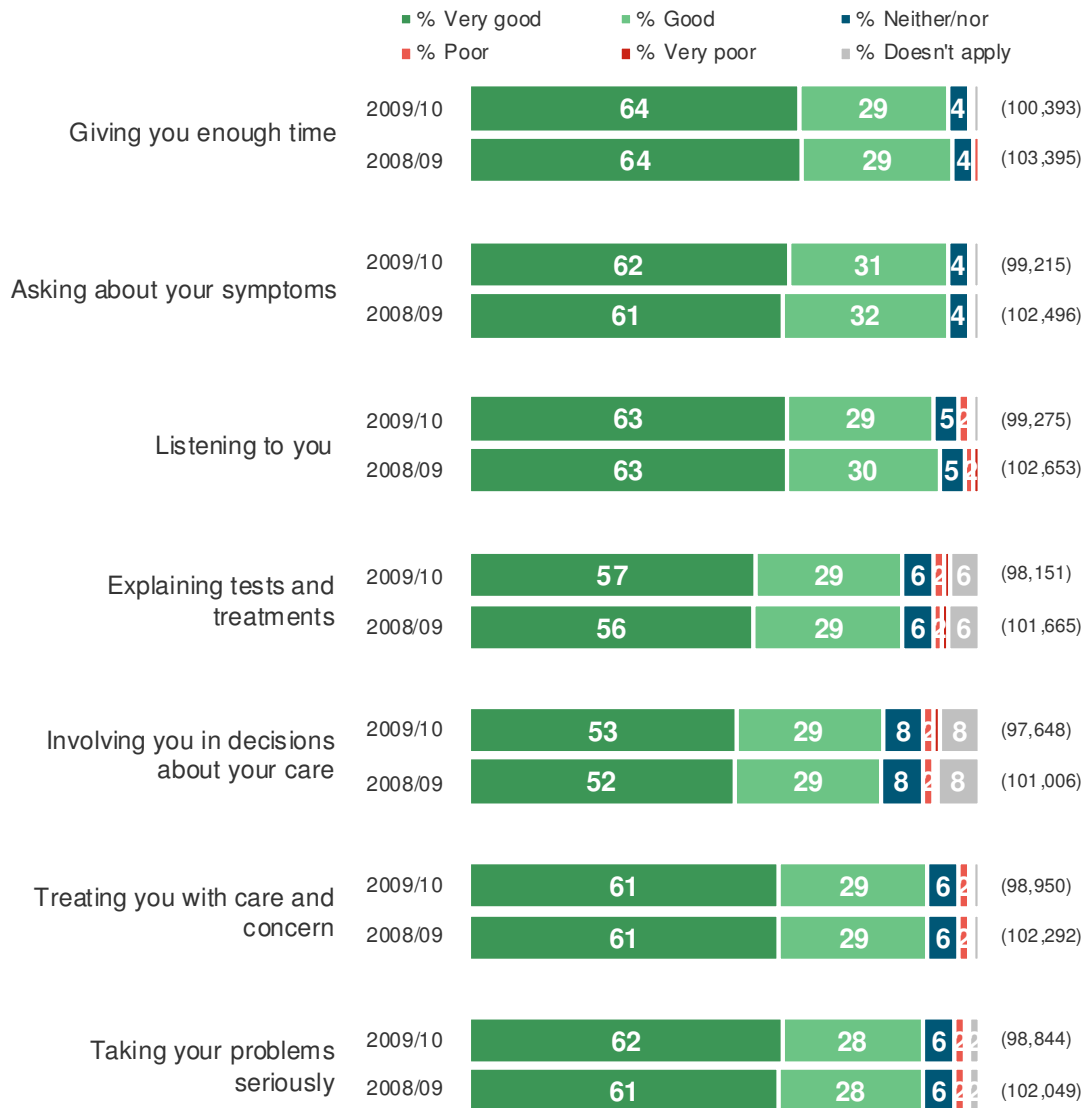
Seeing a doctor at the GP surgery or health centre

This chapter examines patients' experiences of the last time they saw a doctor at their GP surgery or health centre. It looks at ratings of how good the doctor was at giving them enough time, asking about their symptoms, listening to them, explaining tests and treatments, involving them in decisions about their care, treating them with care and concern, and taking their problems seriously. It also looks at whether or not patients had confidence and trust in the doctor.

Overall rating of doctor

Doctors are rated very favourably by their patients on all of the measures related to appointments at the surgery. Nine in ten patients rate their doctor as good at giving enough time (94%), including 64% who rate their doctor as 'very good' at this. Involving patients in decisions about their care is least favourably rated, although eight in ten still say their doctor is good at this aspect of the consultation (81%).

Chart 7.1 Overall rating of doctor



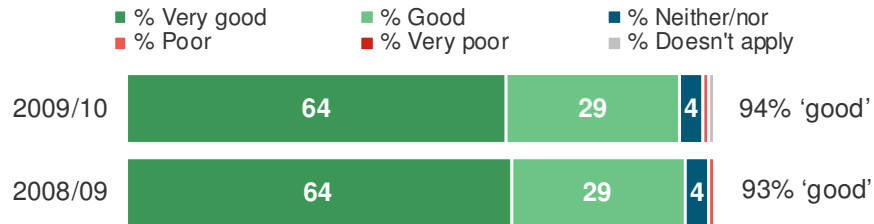
Base: All patients who answered

Source: Ipsos MORI

Rating of doctor giving you enough time

Overall, 94% of patients say that their doctor was good at giving them enough time last time they saw them (up one percentage point from 2008/09), with 64% saying the doctor was 'very good' (same as in 2008/09). Only 2% of patients say that the doctor was poor at giving them enough time (same as in 2008/09).

Chart 7.2 Rating of doctor giving patients enough time – overall results

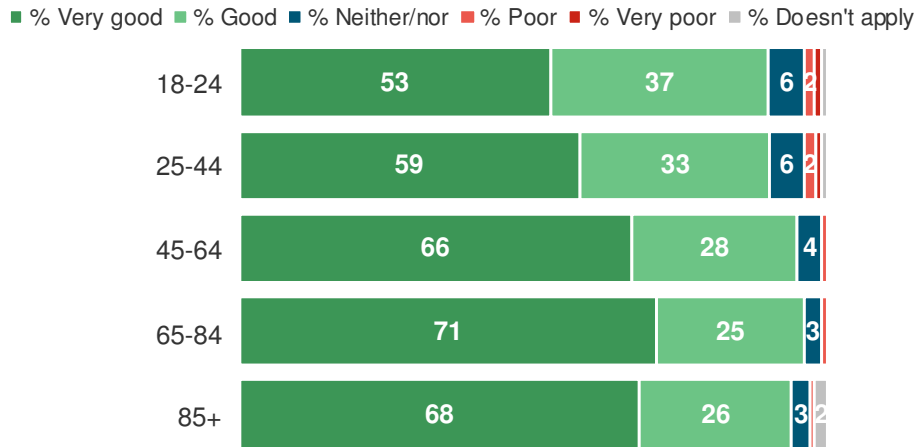


Base: All patients who answered in 2009/10 (100,393) and 2008/09 (103,395)

Source: Ipsos MORI

Older patients are more likely than younger ones to give their doctor a positive rating for giving them enough time – 71% of those aged 65 to 84 say the doctor was 'very good' at this, compared with 53% of those aged 18 to 24.

Chart 7.3 Rating of doctor giving patients enough time by age



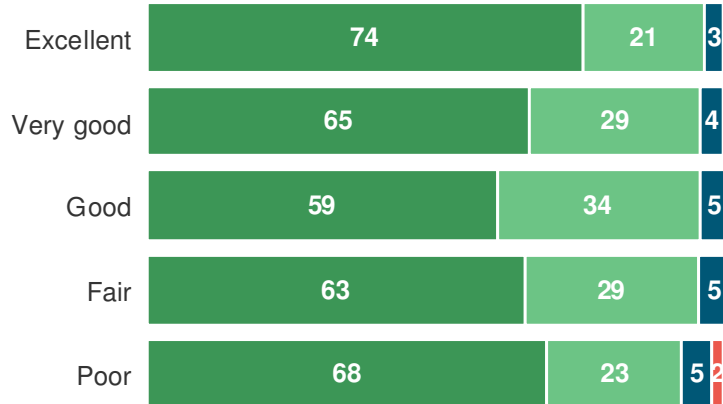
Base: All patients who answered (97,932)

Source: Ipsos MORI

Seventy-four percent of those who say their health is 'excellent' say that the doctor was 'very good' at giving them enough time, compared with 59% who say their health is 'good' and 68% of those who say their health is 'poor'.

Chart 7.4 Rating of doctor giving patients enough time by state of health

■ % Very good ■ % Good ■ % Neither/nor ■ % Poor ■ % Very poor ■ % Doesn't apply



Base: All patients who answered (96,728)

Source: Ipsos MORI

Two thirds of patients with a long-standing condition say their doctor was 'very good' at giving them enough time (67%), compared with 61% of those without a long-standing condition.

Chart 7.5 Rating of doctor giving patients enough time by long-standing condition

■ % Very good ■ % Good ■ % Neither/nor ■ % Poor ■ % Very poor ■ % Doesn't apply



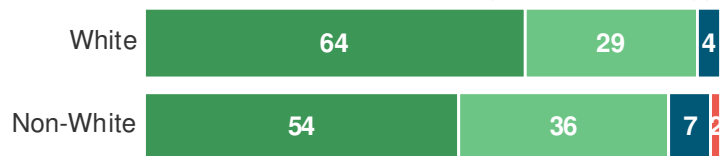
Base: All patients who answered (93,940)

Source: Ipsos MORI

White patients are more likely than non-White patients to rate their doctor as 'very good' at giving them enough time (64%, compared with 54%), but less likely to say their doctor is 'fairly good' at this (29%, compared with 36%).

Chart 7.6 Rating of doctor giving patients enough time by ethnicity

■ % Very good ■ % Good ■ % Neither/nor ■ % Poor ■ % Very poor ■ % Doesn't apply



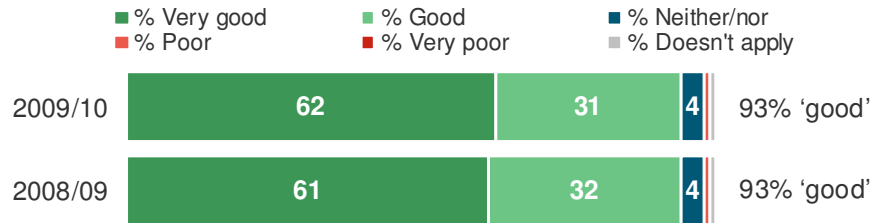
Base: All patients who answered (97,519)

Source: Ipsos MORI

Rating of doctor asking about your symptoms

The vast majority of patients (93%) rate their doctor as good at asking about their symptoms (which is the same proportion as in 2008/09), with three in five (62%) saying that they were 'very good' at this (61% said this in 2008/09). Only 2% of patients felt the doctor was poor at asking about their symptoms (same as in 2008/09).

Chart 7.7 Rating of doctor asking about symptoms – overall results

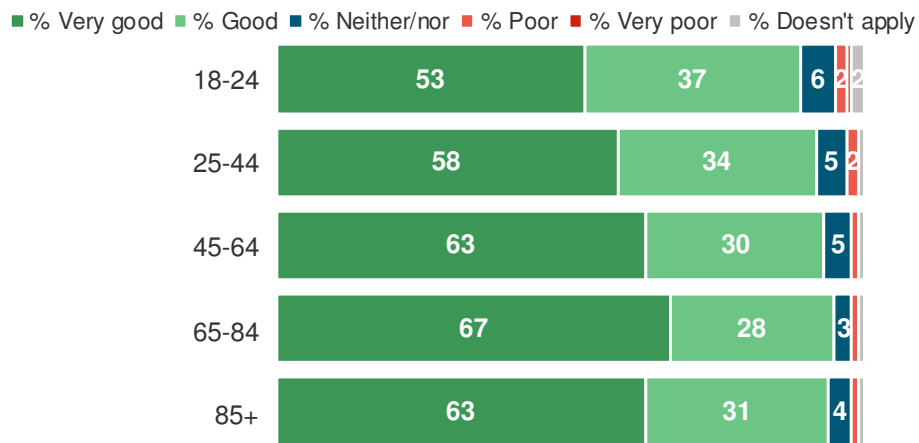


Base: All patients who answered in 2009/10 (99,215) and 2008/09 (102,496)

Source: Ipsos MORI

Older patients are more likely to give their doctor a positive rating on this issue, with 67% of those aged 65 to 84 saying the doctor was 'very good' at asking about their symptoms. In contrast, only 53% of those aged 18 to 24 say this.

Chart 7.8 Rating of doctor asking about symptoms by age



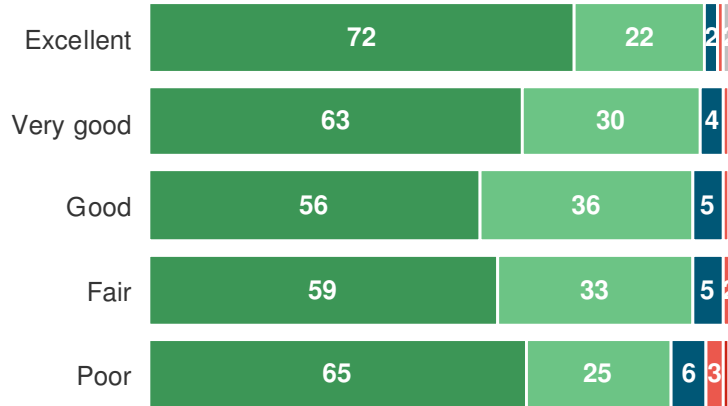
Base: All patients who answered (96,882)

Source: Ipsos MORI

Seventy-two percent of patients who say their health is ‘excellent’ say that their doctor was ‘very good’ at asking about their symptoms, compared with 56% of those who rate their health as ‘good’ and 59% of those who say their health is ‘fair’.

Chart 7.9 Rating of doctor asking about symptoms by state of health

■ % Very good ■ % Good ■ % Neither/nor ■ % Poor ■ % Very poor ■ % Doesn't apply



Base: All patients who answered (95,732)

Source: Ipsos MORI

Patients who have a long-standing condition are more likely than those who do not to say that their doctor was ‘very good’ at asking about their symptoms (64%, compared with 59%).

Chart 7.10 Rating of doctor asking about symptoms by long-standing condition

■ % Very good ■ % Good ■ % Neither/nor ■ % Poor ■ % Very poor ■ % Doesn't apply



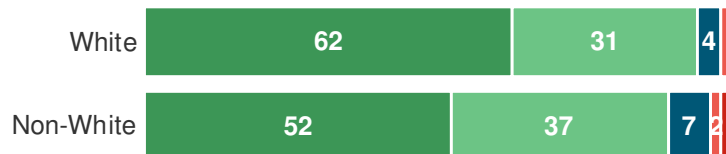
Base: All patients who answered (93,013)

Source: Ipsos MORI

Three in five White patients say that their doctor is ‘very good’ at asking about their symptoms (62%), compared with 52% of non-White patients.

Chart 7.11 Rating of doctor asking about symptoms by ethnicity

■ % Very good ■ % Good ■ % Neither/nor ■ % Poor ■ % Very poor ■ % Doesn't apply



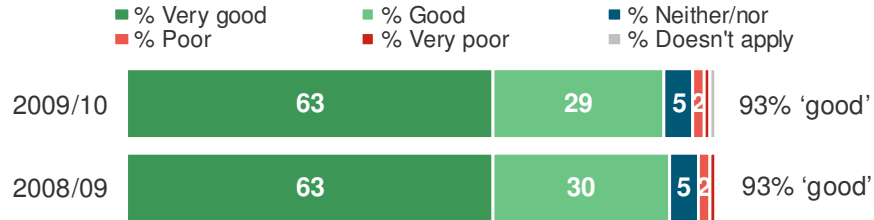
Base: All patients who answered (96,491)

Source: Ipsos MORI

Rating of doctor listening to you

Ninety-three percent of patients rate their doctor as good at listening to them with 63% saying they are 'very good' at this. Only 2% say the doctor was poor at this. All of these proportions are unchanged since 2008/09.

Chart 7.12 Rating of doctor listening to patients – overall results

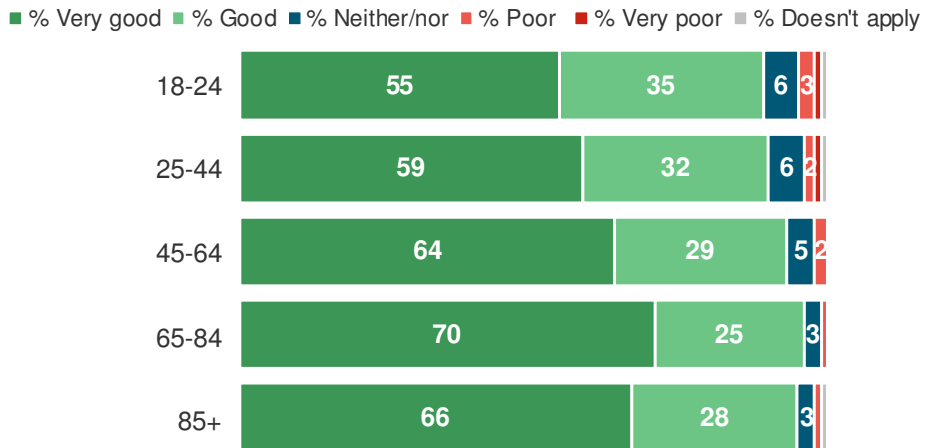


Base: All patients who answered in 2009/10 (99,275) and 2008/09 (102,653)

Source: Ipsos MORI

Seven in ten patients aged 65 to 84 say that their doctor was 'very good' at listening to them, compared with 55% of those aged 18 to 24.

Chart 7.13 Rating of doctor listening to patients by age



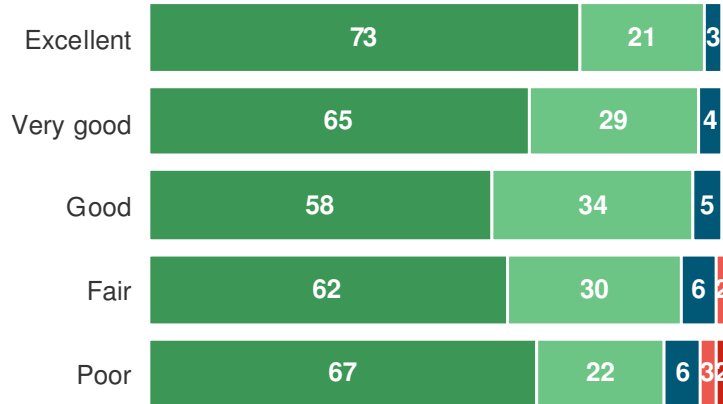
Base: All patients who answered (96,912)

Source: Ipsos MORI

Seventy-three percent of those who say their health is 'excellent' say that the doctor was 'very good' at listening to them, compared with 58% of those in 'good' health and 62% of those in 'fair' health.

Chart 7.14 Rating of doctor listening to patients by state of health

■ % Very good ■ % Good ■ % Neither/nor ■ % Poor ■ % Very poor ■ % Doesn't apply



Base: All patients who answered (95,753)

Source: Ipsos MORI

Patients who have a long-standing condition are more likely than those who do not to say that the doctor was 'very good' at listening to them (66%, compared with 61% of those without a long-standing condition).

Chart 7.15 Rating of doctor listening to patients by long-standing condition

■ % Very good ■ % Good ■ % Neither/nor ■ % Poor ■ % Very poor ■ % Doesn't apply



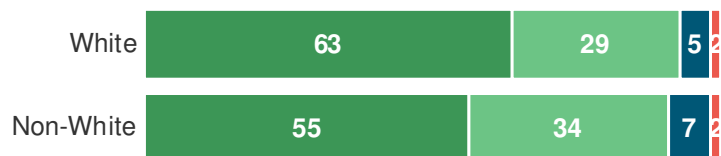
Base: All patients who answered (93,016)

Source: Ipsos MORI

Patients from a White ethnic background are more likely than those from non-White ethnic backgrounds to say that their doctor is 'very good' at listening to them – 63% say this, compared with 55% of non-White patients.

Chart 7.16 Rating of doctor listening to patients by ethnicity

■ % Very good ■ % Good ■ % Neither/nor ■ % Poor ■ % Very poor ■ % Doesn't apply



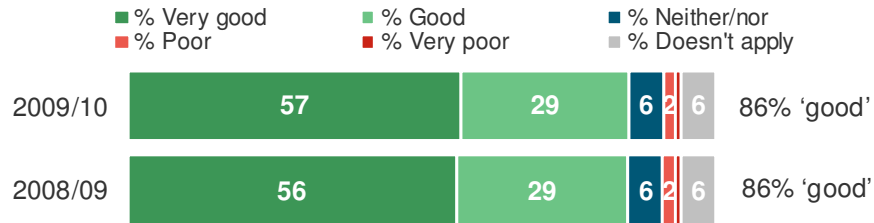
Base: All patients who answered (96,519)

Source: Ipsos MORI

Rating of doctor explaining tests and treatments

Overall, 86% of patients rate the doctor they last saw as good at explaining tests and treatments, which is the same as in 2008/09. However, the proportion saying their doctor is 'very good' at this has gone up one percentage point, from 56% to 57%. Only 2% say their doctor was poor at explaining tests and treatments, and 6% say this doesn't apply to them (both the same as in 2008/09).

Chart 7.17 Rating of doctor explaining tests and treatments – overall results

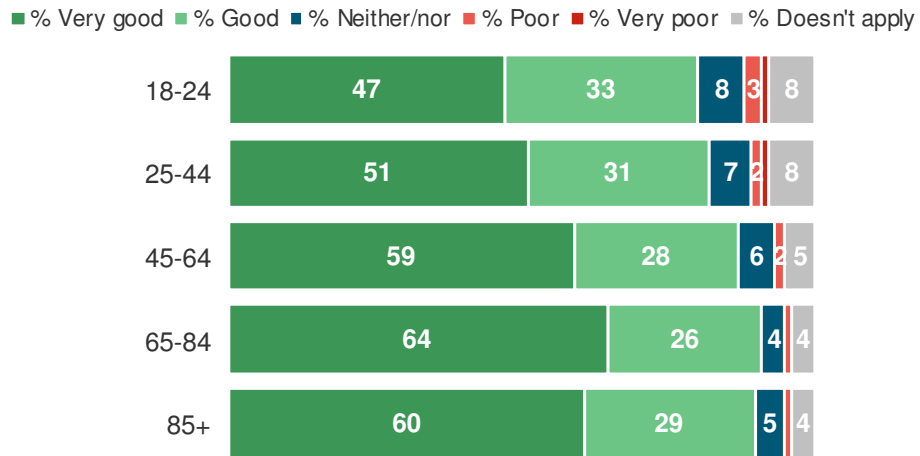


Base: All patients who answered in 2009/10 (98,151) and 2008/09 (101,665)

Source: Ipsos MORI

Patients aged 65 to 84 are most likely to say the doctor was 'very good' at explaining tests and treatments – 64% say this, compared with 47% of 18 to 24 year olds, for example.

Chart 7.18 Rating of doctor explaining tests and treatments by age

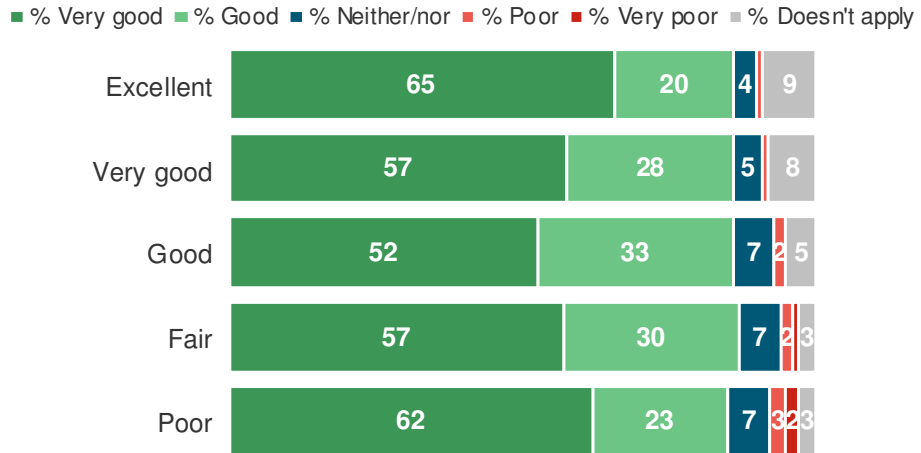


Base: All patients who answered (95,861)

Source: Ipsos MORI

While at least half of all patients say the doctor was ‘very good’ at explaining tests and treatments, those in ‘excellent’ or ‘poor’ health are the most likely to say this – 65% and 62% respectively, compared with 52% of those in ‘good’ health.

Chart 7.19 Rating of doctor explaining tests and treatments by state of health

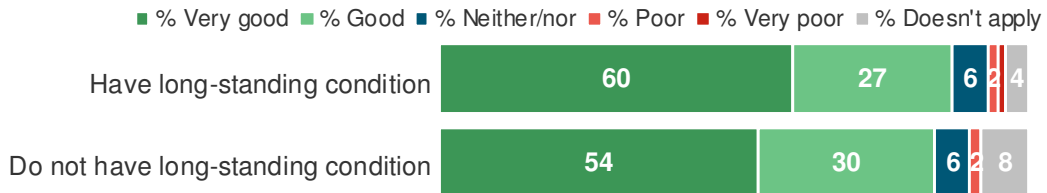


Base: All patients who answered (94,728)

Source: Ipsos MORI

Patients who have a long-standing condition are more likely than those who do not to say that the doctor was ‘very good’ at explaining tests and treatments (60%, compared with 54%).

Chart 7.20 Rating of doctor explaining tests and treatments by long-standing condition

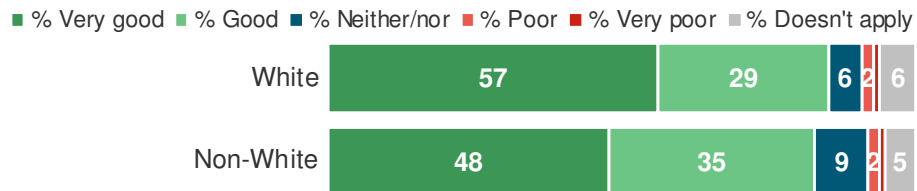


Base: All patients who answered (92,092)

Source: Ipsos MORI

White patients are more likely than non-White patients to say that their doctor is ‘very good’ at explaining tests and treatments (57%, compared with 48%), but less likely to rate their doctor as ‘good’ at this – 29%, compared with 35%.

Chart 7.21 Rating of doctor explaining tests and treatments by ethnicity



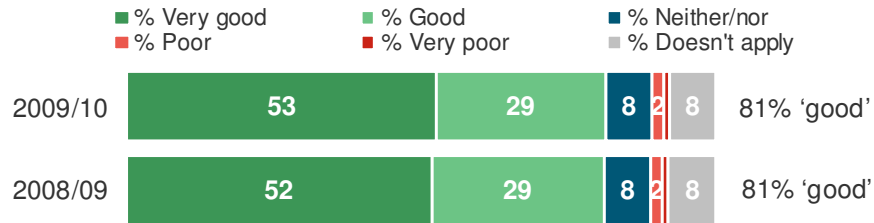
Base: All patients who answered (95,495)

Source: Ipsos MORI

Rating of doctor involving you in decisions about your care

Eight in ten patients continue to feel that their doctor was good at involving them in decisions about their care (81%, same as in 2008/09), with 53% saying the doctor was 'very good' (52% in 2008/09). Only 3% of patients feel that their doctor was poor at this, as was the case in 2008/09.

Chart 7.22 Rating of doctor involving patients in decisions about care – overall results

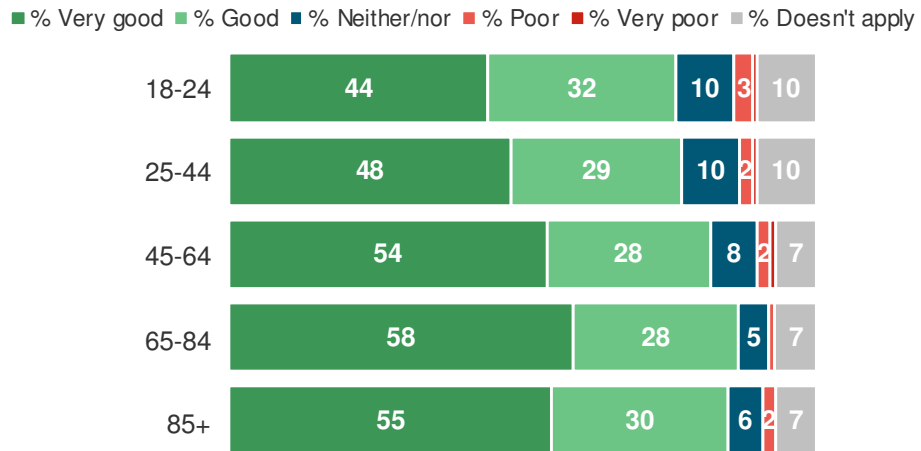


Base: All patients who answered in 2009/10 (97,648) and 2008/09 (101,006)

Source: Ipsos MORI

The proportion of patients saying the doctor was 'very good' at involving them in decisions about their care is lower among 18 to 24 year olds than older patients – 44% say this, compared with 58% of 65 to 84 year olds, for example.

Chart 7.23 Rating of doctor involving patients in decisions about care by age



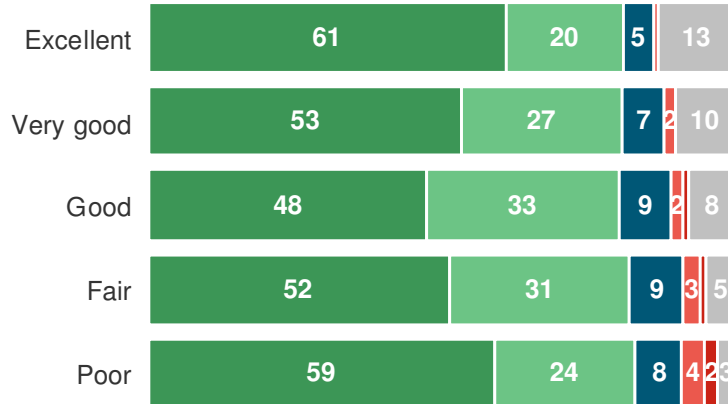
Base: All patients who answered (95,417)

Source: Ipsos MORI

Patients who describe their health as 'poor' are more likely than those in 'excellent' or 'very good' health to say that their doctor was 'poor' at involving them in decisions about their care (4%, compared with 1%).

Chart 7.24 Rating of doctor in involving in decisions about care by state of health

■ % Very good ■ % Good ■ % Neither/nor ■ % Poor ■ % Very poor ■ % Doesn't apply



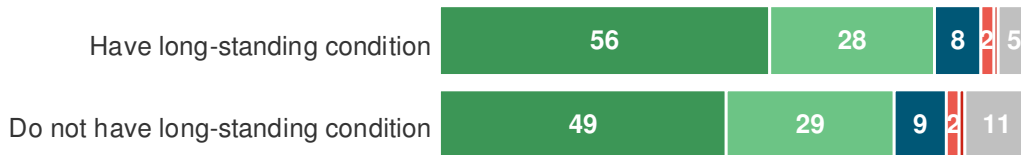
Base: All patients who answered (94,316)

Source: Ipsos MORI

Patients with a long-standing condition are more likely than those without to say their doctor is 'very good' at involving them in decisions about their care (56%, compared with 49%).

Chart 7.25 Rating of doctor in involving in decisions about care by long-standing condition

■ % Very good ■ % Good ■ % Neither/nor ■ % Poor ■ % Very poor ■ % Doesn't apply



Base: All patients who answered (91,705)

Source: Ipsos MORI

White patients are more likely than non-White patients to say that their doctor is 'very good' at involving them in decisions (53%, compared with 44%), but less likely to say their doctor is 'fairly good' at this (29%, compared with 44%).

Chart 7.26 Rating of doctor involving patients in decisions about care by ethnicity

■ % Very good ■ % Good ■ % Neither/nor ■ % Poor ■ % Very poor ■ % Doesn't apply



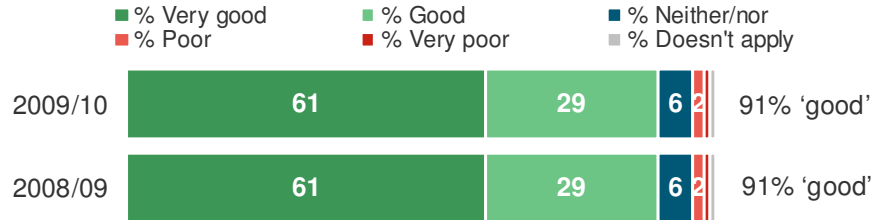
Base: All patients who answered (95,066)

Source: Ipsos MORI

Rating of doctor treating you with care and concern

The majority of patients (91%) say that the last doctor they saw was good at treating them with care and concern, which includes 61% who rate them as 'very good'. Only 2% say their doctor was poor at this. These results remain unchanged from 2008/09.

Chart 7.27 Rating of doctor treating patients with care and concern – overall results

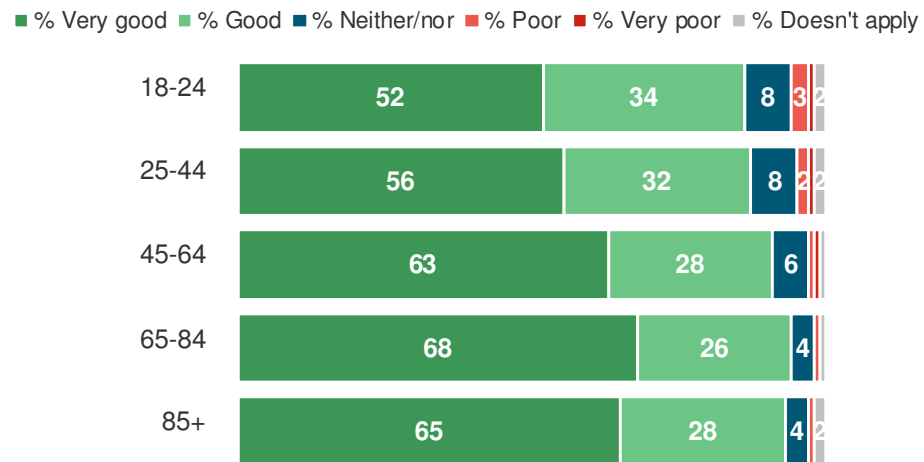


Base: All patients who answered in 2009/10 (98,950) and 2008/09 (102,292)

Source: Ipsos MORI

Older patients rate their doctor more favourably on treating them with care and concern than young patients. Sixty-eight percent of patients aged 65 to 85 and 65% of those aged 85 or over say the doctor was 'very good' at treating them with care and concern, compared with 52% of patients aged 18 to 24.

Chart 7.28 Rating of doctor treating patients with care and concern by age



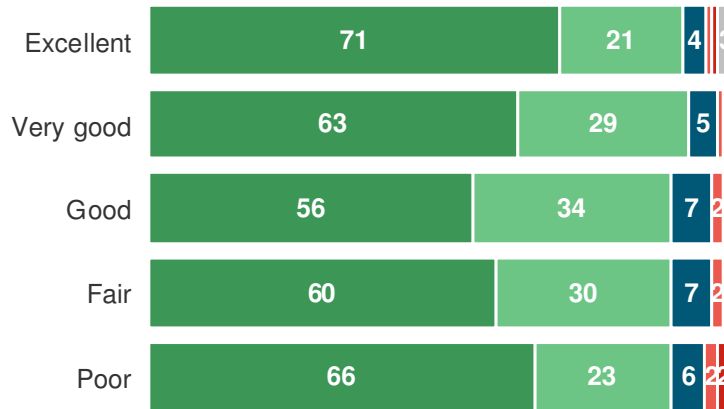
Base: All patients who answered (96,627)

Source: Ipsos MORI

Patients who are in 'good' health are the least likely to say the doctor was 'very good' at treating them with care and concern – 56% say this, compared with 71% of those in 'excellent' health. However, those in 'good' health are the most likely to say the doctor was 'good' at this (34%, compared with 23% of those in 'poor' health, and 21% of those in 'excellent' health).

Chart 7.29 Rating of doctor treating patients with care and concern by state of health

■ % Very good ■ % Good ■ % Neither/nor ■ % Poor ■ % Very poor ■ % Doesn't apply



Base: All patients who answered (95,459)

Source: Ipsos MORI

Patients with a long-standing condition are more likely than those without to say their doctor was 'very good' at treating them with care and concern (65%, compared with 58%), whereas those without a long-standing condition are more likely to say the doctor was 'good' at this (32%, compared with 26%).

Chart 7.30 Rating of doctor treating patients with care and concern by long-standing condition

■ % Very good ■ % Good ■ % Neither/nor ■ % Poor ■ % Very poor ■ % Doesn't apply



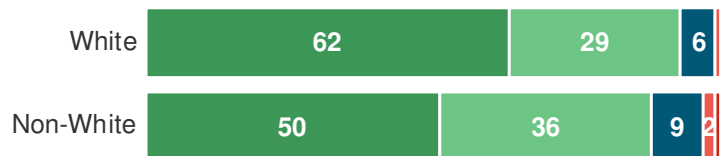
Base: All patients who answered (92,793)

Source: Ipsos MORI

White patients are more likely than non-White patients to rate their doctor as 'very good' at treating them with care and concern – 62%, compared with 50%.

Chart 7.31 Rating of doctor treating patients with care and concern by ethnicity

■ % Very good ■ % Good ■ % Neither/nor ■ % Poor ■ % Very poor ■ % Doesn't apply



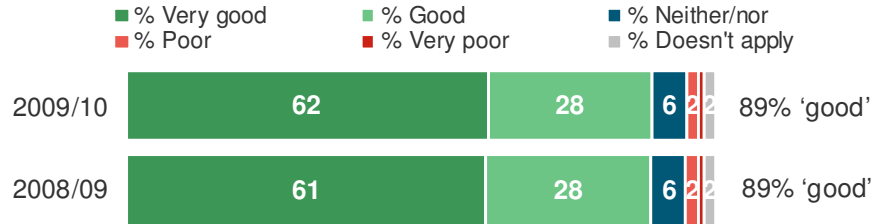
Base: All patients who answered (96,246)

Source: Ipsos MORI

Rating of doctor taking your problems seriously

Overall, 89% of patients say that their doctor was good at taking their problems seriously (same as in 2008/09). Three in five (62%) say their doctor was 'very good' at this (61% said this last year), whilst only 3% say they were poor (same as in 2008/09).

Chart 7.32 Rating of doctor taking problems seriously – overall results

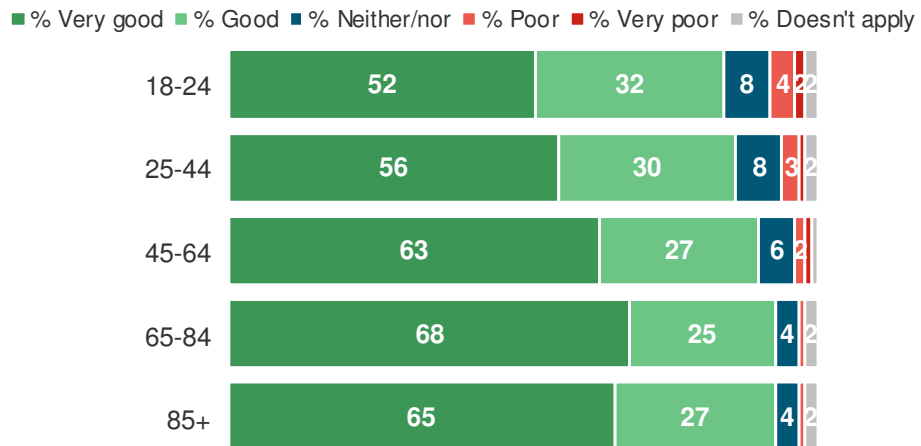


Base: All patients who answered in 2009/10 (98,844) and 2008/09 (102,049)

Source: Ipsos MORI

Nearly seven in ten patients aged 65 to 84 say their doctor was 'very good' at taking their problems seriously (68%), compared with 52% of those aged 18 to 24.

Chart 7.33 Rating of doctor taking problems seriously by age

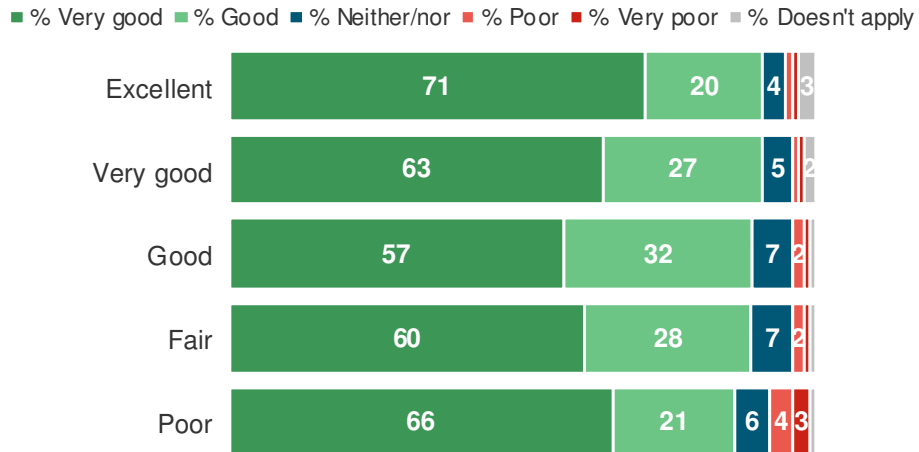


Base: All patients who answered (96,528)

Source: Ipsos MORI

Seven in ten of those who say their health is 'excellent' say the doctor was 'very good' at taking their problem seriously during their last consultation (71%), compared with 57% of those in 'good' health and 60% of those in 'fair' health. Conversely, those in 'poor' health are more likely to say the doctor is 'poor' at taking their problem seriously (4% compared with 1% of those in 'excellent' health).

Chart 7.34 Rating of doctor taking problems seriously by state of health

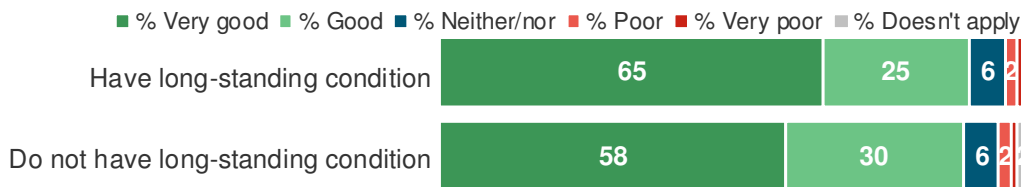


Base: All patients who answered (95,361)

Source: Ipsos MORI

Two thirds of patients (65%) with a long-standing condition say their doctor was 'very good' at taking their problems seriously, compared with 58% of those without a long-standing condition.

Chart 7.35 Rating of doctor taking problems seriously by long-standing condition

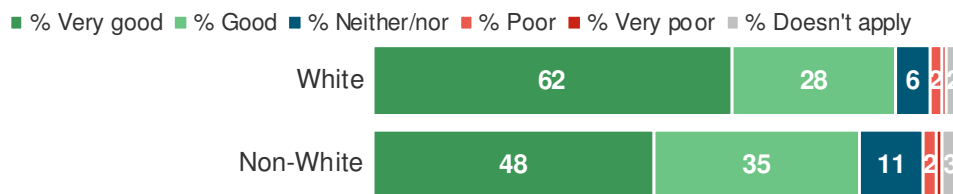


Base: All patients who answered (92,722)

Source: Ipsos MORI

As seen throughout this chapter, White patients are more likely than non-White patients to rate the doctor they saw as 'very good' at taking their problems seriously (62%, compared with 48%).

Chart 7.36 Rating of doctor taking problems seriously by ethnicity



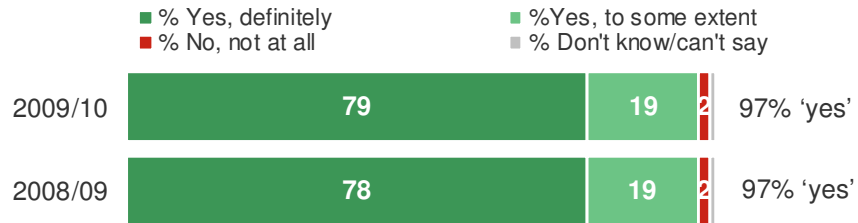
Base: All patients who answered (96,148)

Source: Ipsos MORI

Confidence and trust in doctor

Almost all patients (97%) say they had confidence and trust in the doctor they saw at their surgery (same as in 2008/09), with 79% saying they ‘definitely’ had confidence and trust in them (78% said this in 2008/09). Only 2% say they had no confidence at all in the doctor (same as last year).

Chart 7.37 Confidence and trust in doctor – overall results

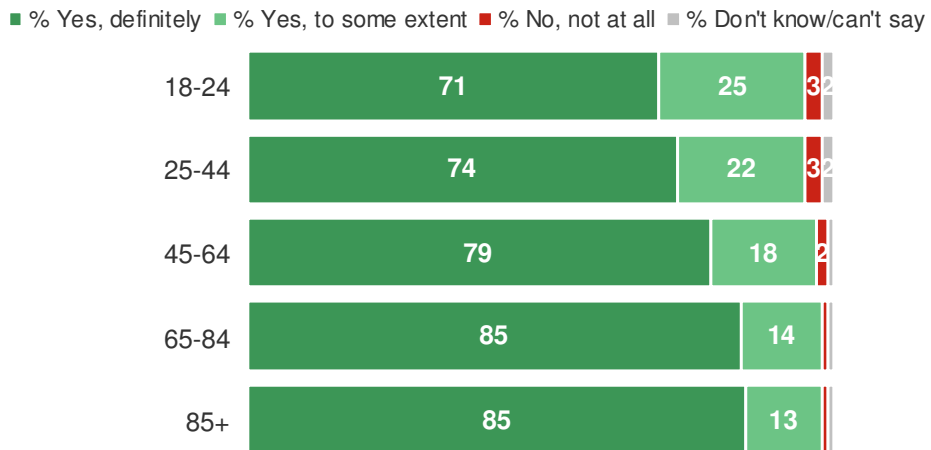


Base: All patients who answered in 2009/10 (100,657) and 2008/09 (103,559)

Source: Ipsos MORI

Older patients are more likely than younger patients to say they had confidence and trust in the doctor they saw – 85% of those aged 65 and over say they ‘definitely’ had confidence and trust, compared with 71% of 18 to 24 year olds.

Chart 7.38 Confidence and trust in doctor by age



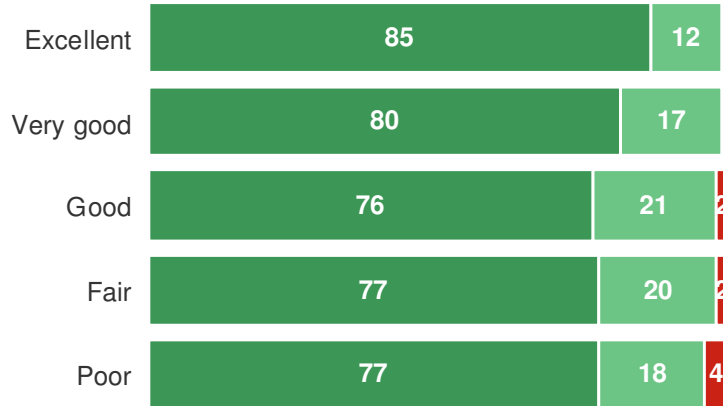
Base: All patients who answered (98,182)

Source: Ipsos MORI

Patients who view their health as ‘excellent’ are most likely to be positive about their doctor – 85% say they ‘definitely’ had confidence and trust in the doctor they saw, compared with 77% of those in ‘fair’ or ‘poor’ health and 76% of those in ‘good’ health.

Chart 7.39 Confidence and trust in doctor by state of health

■ % Yes, definitely ■ % Yes, to some extent ■ % No, not at all ■ % Don't know/can't say



Base: All patients who answered (96,970)

Source: Ipsos MORI

Patients with long-standing conditions are marginally more likely than those without to have confidence and trust in their doctor – 80% say they ‘definitely’ have confidence and trust, compared with 77% of those without a condition.

Chart 7.40 Confidence and trust in doctor by long-standing condition

■ % Yes, definitely ■ % Yes, to some extent ■ % No, not at all ■ % Don't know/can't say



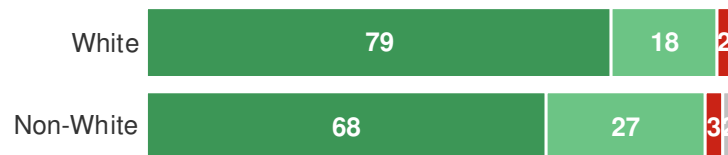
Base: All patients who answered (94,147)

Source: Ipsos MORI

While eight in ten White patients (79%) say they ‘definitely’ have confidence and trust the doctor they saw at their surgery, 68% of non-White patients say the same. Non-White patients are more likely than White patients to say they trust their doctor ‘to some extent’ (27%, compared with 18%).

Chart 7.41 Confidence and trust in doctor by ethnicity

■ % Yes, definitely ■ % Yes, to some extent ■ % No, not at all ■ % Don't know/can't say

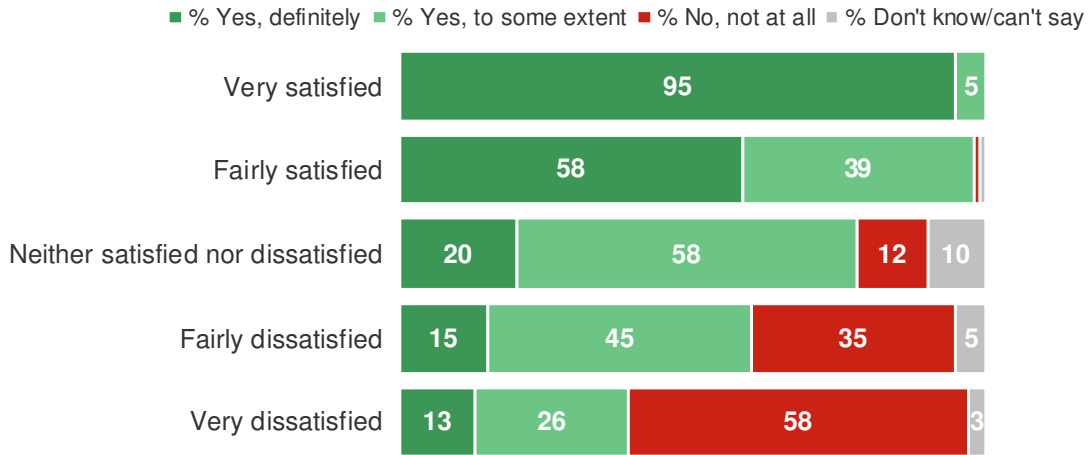


Base: All patients who answered (97,744)

Source: Ipsos MORI

Almost all patients who are 'very satisfied' with the care they receive at their surgery say they 'definitely' had confidence and trusted the doctor (95%), and none of them say they did not have trust. Conversely, 58% of those who are 'very dissatisfied' say they did not have trust and confidence in the doctor they saw, and only 13% say they 'definitely' did.

Chart 7.42 Confidence and trust in doctor by satisfaction with care received



Base: All patients who answered (99,995)

Source: Ipsos MORI

**Seeing a practice nurse
at the GP surgery or
health centre**

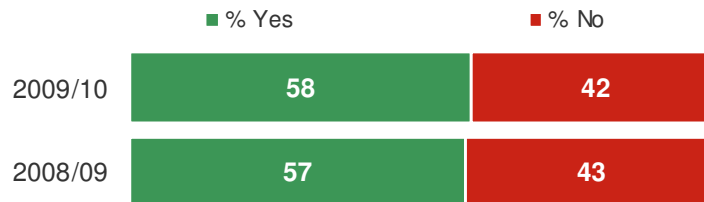
Seeing a practice nurse in the GP surgery or health centre

As in the previous chapter, this section examines patients' experiences of the last time they saw a practice nurse at their GP surgery or health centre. It looks at ratings of how good the nurse was at giving them enough time, asking about their symptoms, listening to them, explaining tests and treatments, involving them in decisions about their care, treating them with care and concern, and taking their problems seriously.

Seen a practice nurse in the last six months

Over half of patients (58%) have seen a practice nurse in the last six months, which is one percentage point higher than in 2008/09.

Chart 8.1 Seen a practice nurse – overall results



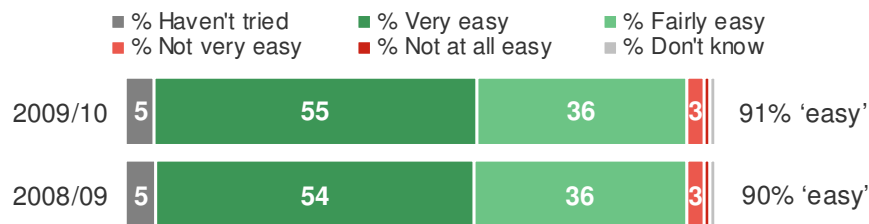
Base: All patients who answered in 2009/10 (100,528) and 2008/09 (103,227)

Source: Ipsos MORI

Ease of getting an appointment with a practice nurse

Overall, 91% of patients say they find it easy to get an appointment with a practice nurse at their surgery, which is up slightly from 91% in 2008/09. Over half (55%) say it is 'very easy', up one percentage point from 2008/09. Only 4% of patients say it is not easy, which is the same as in 2008/09.

Chart 8.2 Ease of getting an appointment with a practice nurse – overall results

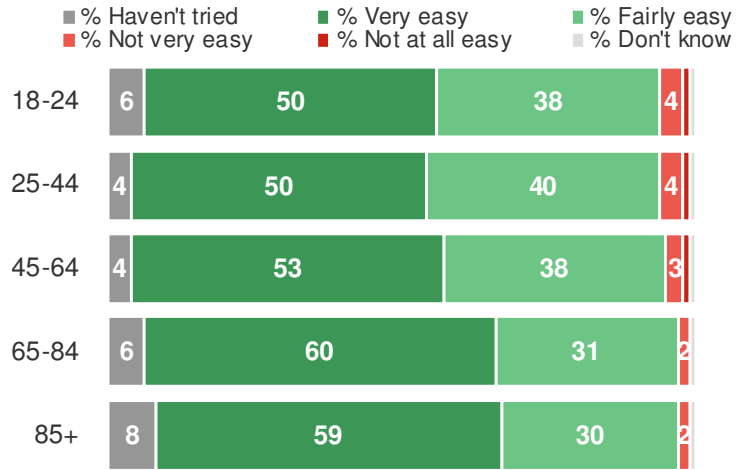


Base: All patients who answered in 2009/10 (57,984) and 2008/09 (58,335)

Source: Ipsos MORI

Older patients find it easier to get appointments than younger patients. Sixty percent of 65 to 84 years olds and 59% of those aged 85 or over say they find it 'very easy' to get an appointment, compared with 50% of 18 to 44 year olds.

Chart 8.3 Ease of getting an appointment with a practice nurse by age

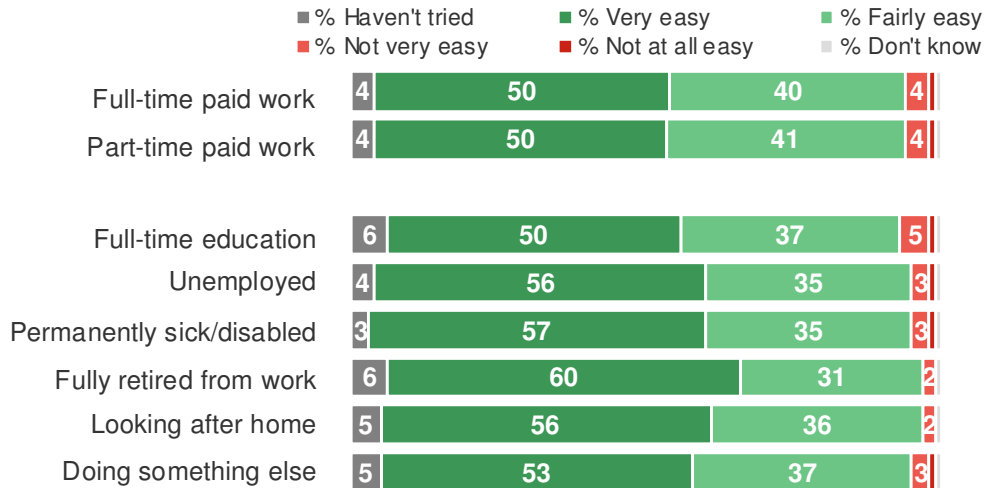


Base: All patients who answered (56,309)

Source: Ipsos MORI

Patients who are fully retired are the most likely to say they find it 'very easy' to get an appointment with a practice nurse (60%). In contrast, half of those in full-time education or paid work say this.

Chart 8.4 Ease of getting an appointment with a practice nurse by working status

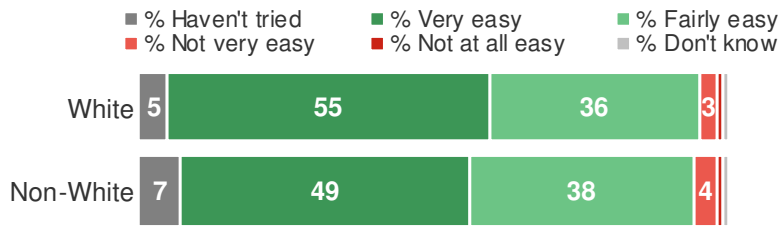


Base: All patients who answered (54,427)

Source: Ipsos MORI

Fifty-five percent of White patients say it is 'very easy' to get an appointment with a practice nurse compared with 49% of non-White patients.

Chart 8.5 Ease of getting an appointment with a practice nurse by ethnicity

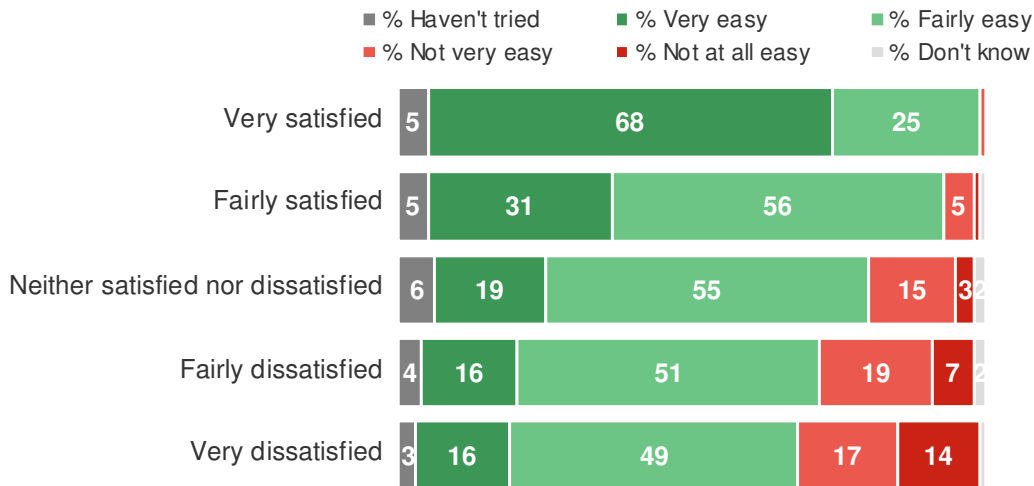


Base: All patients who answered (55,986)

Source: Ipsos MORI

As elsewhere, satisfaction with the care received at the surgery has an effect on views on this issue. Sixty-eight percent of patients who are 'very satisfied' with the care received say they find it 'very easy' to book an appointment, compared with 16% of those who are 'fairly' or 'very dissatisfied'.

Chart 8.6 Ease of getting an appointment with a practice nurse by satisfaction with care received



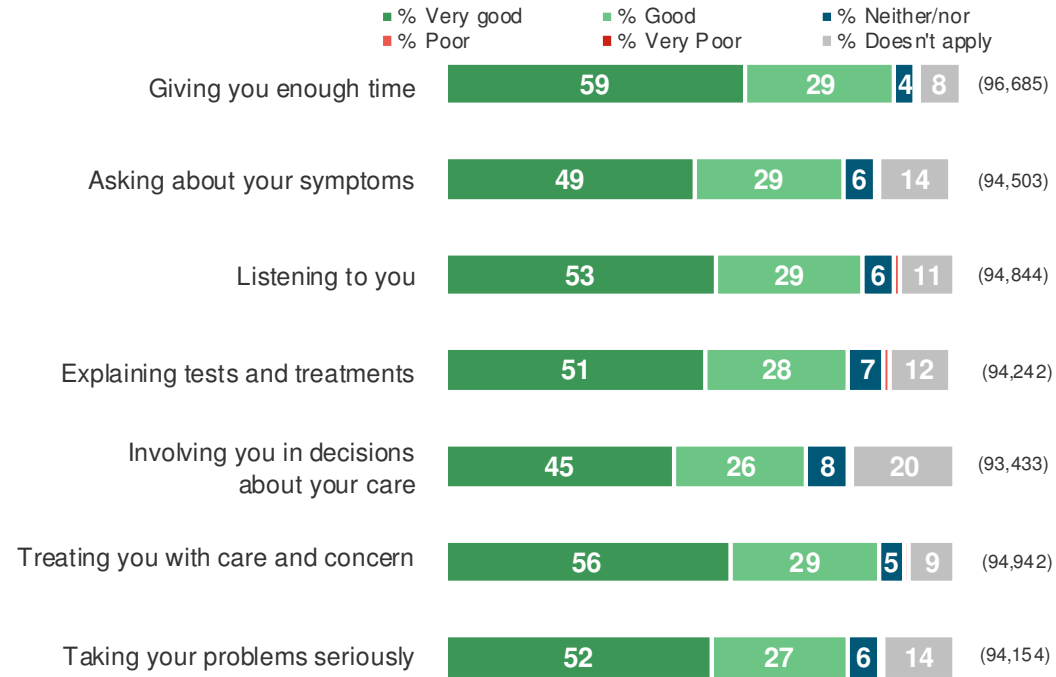
Base: All patients who answered (57,635)

Source: Ipsos MORI

Overall rating of practice nurse

Practice nurses are rated favourably by the majority of patients on all of the measures related to appointments at the surgery; with no fewer than seven in ten patients rating their practice nurse as good in all areas. Nearly nine in ten patients rate their nurse as good at giving enough time (88%), which includes 59% who rate their nurse as 'very good' at this. Involving patients in decisions about their care is least favourably rated, although 70% still say their nurse is good at this aspect of the consultation.

Chart 8.7 Overall rating of practice nurse



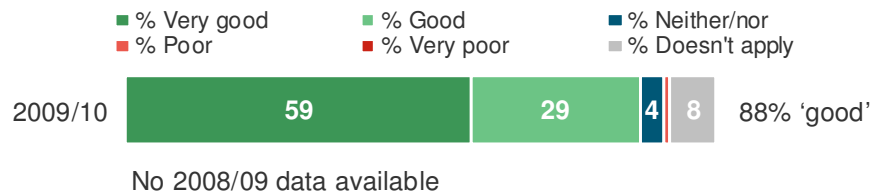
Base: All patients who answered

Source: Ipsos MORI

Rating of practice nurse giving you enough time

Overall, 88% of patients say that the practice nurse they saw was good at giving them enough time. Three in five patients (59%) say their nurse was 'very good' at this, and only 1% says their nurse was 'poor' at giving them enough time.

Chart 8.8 Rating of practice nurse giving enough time – overall results



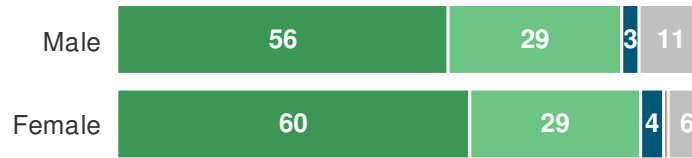
Base: All patients who answered (96,685)

Source: Ipsos MORI

Women rate practice nurses higher than men for giving them enough time with 60% of female patients saying the nurse was 'very good' at giving enough time compared with 56% of men.

Chart 8.9 Rating of practice nurse giving enough time by gender

■ % Very good ■ % Good ■ % Neither/nor ■ % Poor ■ % Very poor ■ % Doesn't apply



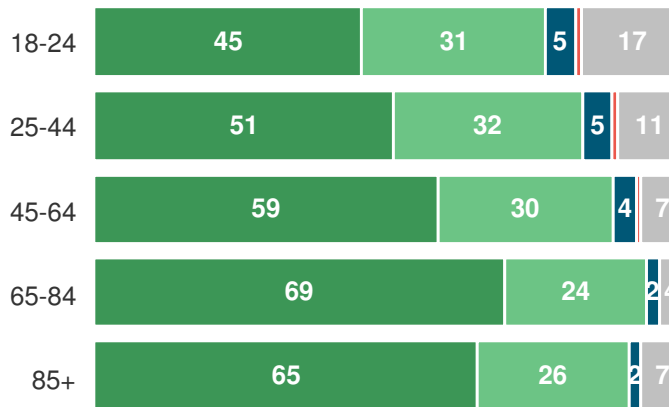
Base: All patients who answered (94,161)

Source: Ipsos MORI

The rating of nurses on this aspect of the consultation is best among older patients – 69% of patients aged 65 to 84 and 65% of patients aged 85 or over say the nurse was 'very good' at giving them enough time, compared with 45% of patients aged 18 to 24.

Chart 8.10 Rating of practice nurse giving enough time by age

■ % Very good ■ % Good ■ % Neither/nor ■ % Poor ■ % Very poor ■ % Doesn't apply



Base: All patients who answered (94,361)

Source: Ipsos MORI

Patients who have a long-standing condition are more likely than those who do not to say that the practice nurse was 'very good' at giving them enough time (63%, compared with 54%).

Chart 8.11 Rating of practice nurse giving enough time by long-standing condition

■ % Very good ■ % Good ■ % Neither/nor ■ % Poor ■ % Very poor ■ % Doesn't apply

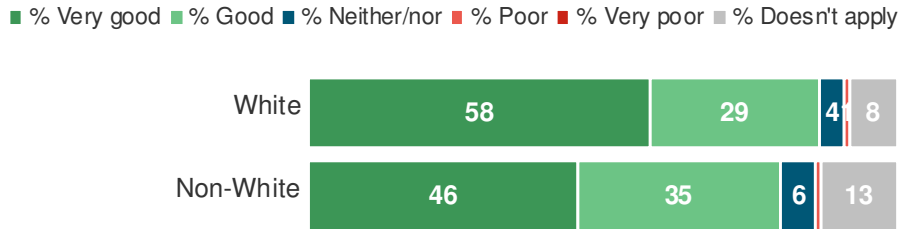


Base: All patients who answered (90,704)

Source: Ipsos MORI

White patients are more likely than non-White patients to say that their practice nurse is 'very good' at giving them enough time (58%, compared with 46%), but less likely to say that they are 'fairly good' at this (29%, compared with 35%).

Chart 8.12 Rating of practice nurse giving enough time by ethnicity



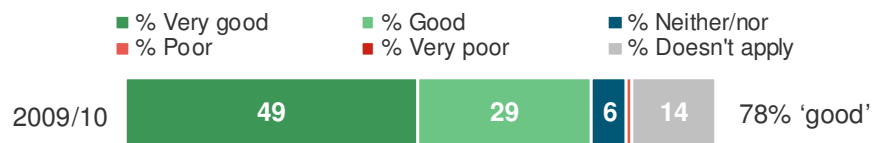
Base: All patients who answered (93,980)

Source: Ipsos MORI

Rating of practice nurse asking about your symptoms

Overall, 78% of patients say the practice nurse was good at asking about their symptoms. Half (49%) say that their nurse was 'very good' at asking about symptoms. Only 1% says the nurse was poor, with 14% saying this did not apply to them.

Chart 8.13 Rating of practice nurse asking about your symptoms – overall results



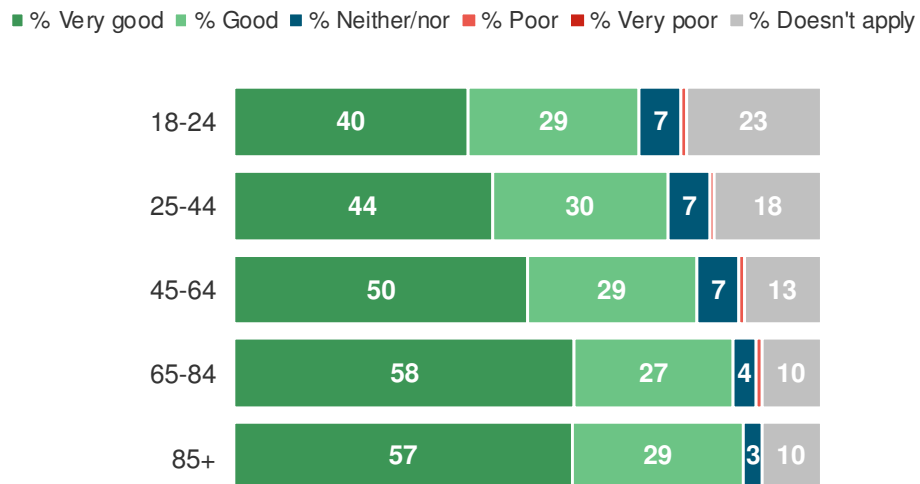
No 2008/09 data available

Base: All patients who answered (94,503)

Source: Ipsos MORI

Older patients are more likely than younger ones to rate their practice nurse as 'very good' at asking about their symptoms – 58% of 65 to 84 year olds and 57% of those aged 85 or over say this, compared with 40% of 18 to 24 year olds.

Chart 8.14 Rating of practice nurse asking about your symptoms by age

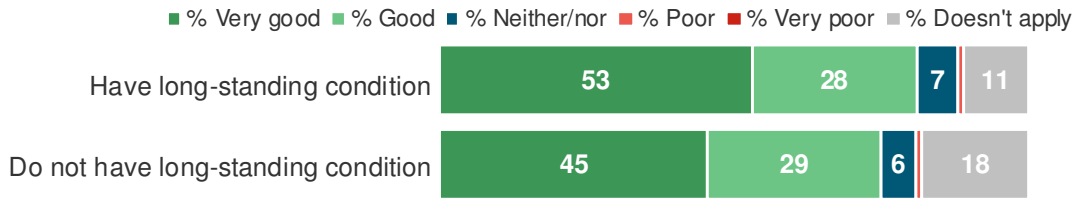


Base: All patients who answered (92,374)

Source: Ipsos MORI

Patients who have a long-standing condition are more likely than those who do not to say that the practice nurse was 'very good' at asking about their symptoms (53%, compared with 45%).

Chart 8.15 Rating of practice nurse asking about symptoms by long-standing condition

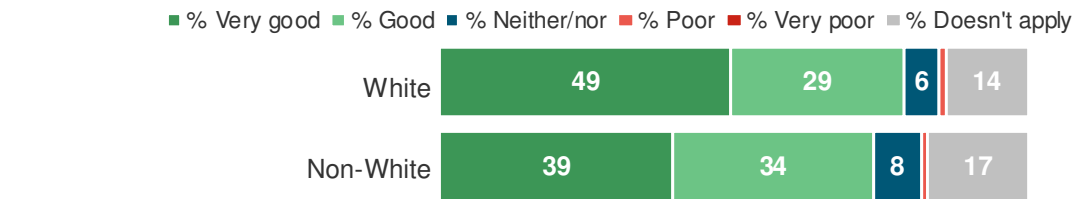


Base: All patients who answered (88,900)

Source: Ipsos MORI

Half of all White patients (49%) say their nurse was 'very good' at asking about their symptoms, compared with 39% of non-White patients.

Chart 8.16 Rating of practice nurse asking about your symptoms by ethnicity



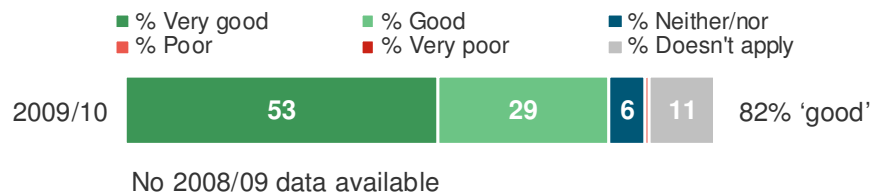
Base: All patients who answered (92,037)

Source: Ipsos MORI

Rating of practice nurse listening to you

Eight in ten patients (82%) say that the practice nurse they last saw was good at listening to them (53% say the nurse was 'very good'). Six percent say that the nurse was 'neither good nor poor' at listening to them, and 11% say that this didn't apply to them.

Chart 8.17 Rating of practice nurse listening to you – overall results

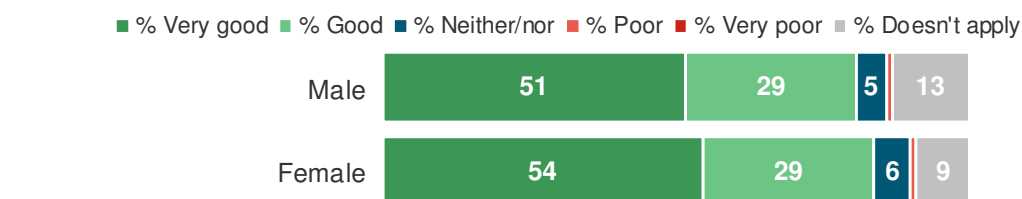


Base: All patients who answered (94,844)

Source: Ipsos MORI

Women are more likely than men to say their practice nurse was 'very good' at listening to them (54%, compared with 51%).

Chart 8.18 Rating of practice nurse at listening to you by gender



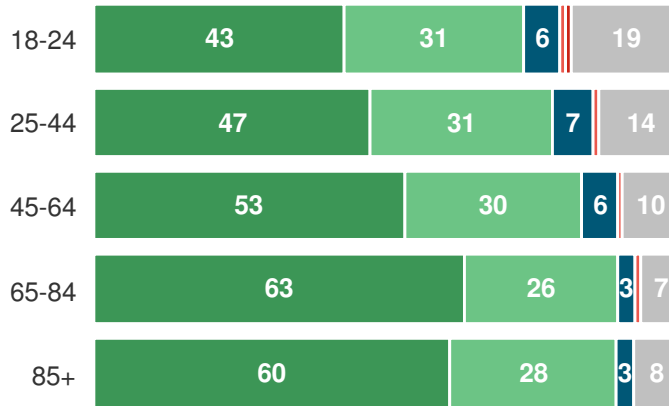
Base: All patients who answered (92,485)

Source: Ipsos MORI

Older patients are most likely to say the nurse was good at listening to them, with 63% of patients aged 65 to 84 saying the nurse was 'very good' at this, compared with 43% of 18 to 24 year olds.

Chart 8.19 Rating of practice nurse listening to you by age

■ % Very good ■ % Good ■ % Neither/nor ■ % Poor ■ % Very poor ■ % Doesn't apply



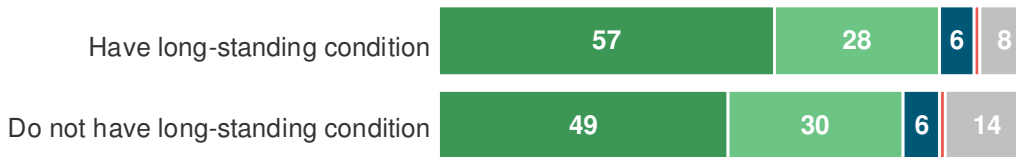
Base: All patients who answered (92,685)

Source: Ipsos MORI

Patients who have a long-standing condition are more likely than those who do not to say that the practice nurse was 'very good' at listening to them (57%, compared with 49%).

Chart 8.20 Rating of practice nurse listening to you by long-standing condition

■ % Very good ■ % Good ■ % Neither/nor ■ % Poor ■ % Very poor ■ % Doesn't apply



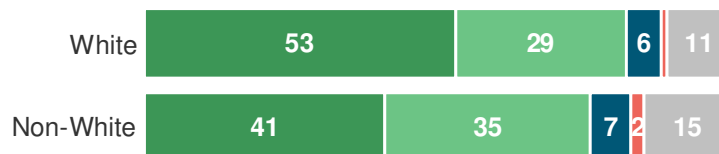
Base: All patients who answered (89,147)

Source: Ipsos MORI

White patients are more likely than non-White patients to say that the practice nurse was 'very good' at listening to them (53%, compared with 41%).

Chart 8.21 Rating of practice nurse listening to you by ethnicity

■ % Very good ■ % Good ■ % Neither/nor ■ % Poor ■ % Very poor ■ % Doesn't apply



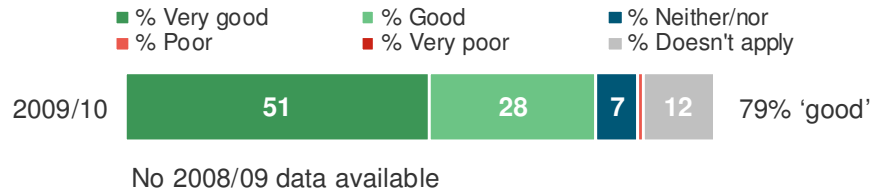
Base: All patients who answered (92,332)

Source: Ipsos MORI

Rating of practice nurse explaining tests and treatments

Overall, 79% of patients say that the last nurse they saw was good at explaining tests and treatments to them, half of whom (51%) rate the nurse as 'very good' in this aspect of their last appointment. Twelve percent of patients say this does not apply to them.

Chart 8.22 Rating of practice nurse explaining tests and treatments – overall results

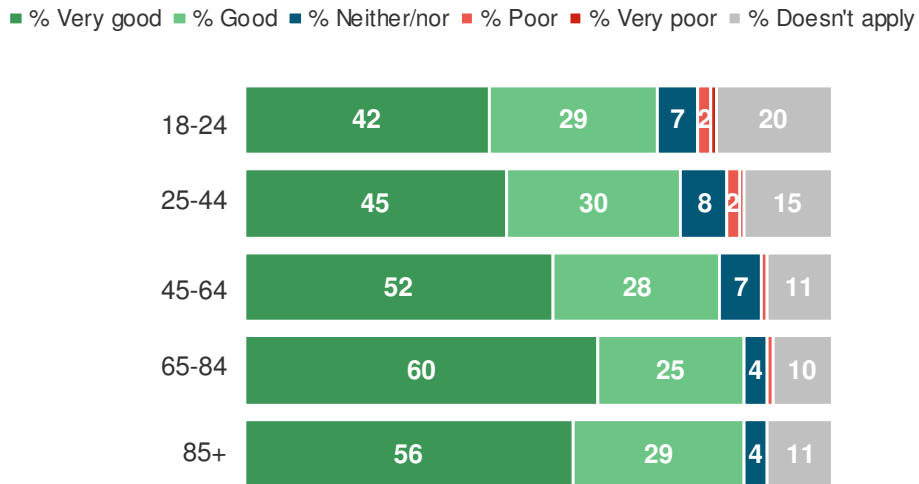


Base: All patients who answered (94,242)

Source: Ipsos MORI

Three in five patients aged 65 to 84 (60%) say their practice nurse was 'very good' at explaining tests and treatments to them, compared with 42% of 18 to 24 year olds.

Chart 8.23 Rating of practice nurse explaining tests and treatments by age

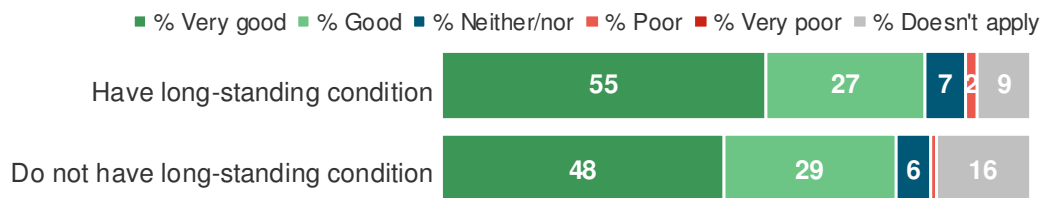


Base: All patients who answered (92,118)

Source: Ipsos MORI

Patients who have a long-standing condition are more likely than those who do not to say that the practice nurse was 'very good' at explaining tests and treatments (55%, compared with 48%).

Chart 8.24 Rating of practice nurse explaining tests and treatments by long-standing condition

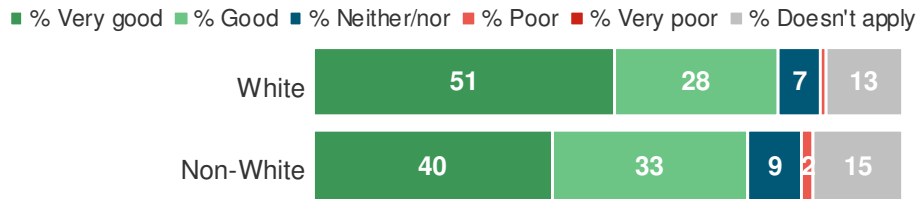


Base: All patients who answered (88,682)

Source: Ipsos MORI

Half of White patients (51%) say their practice nurse was ‘very good’ at explaining tests and treatments, compared with 40% of non-White patients.

Chart 8.25 Rating of practice nurse explaining tests and treatments by ethnicity



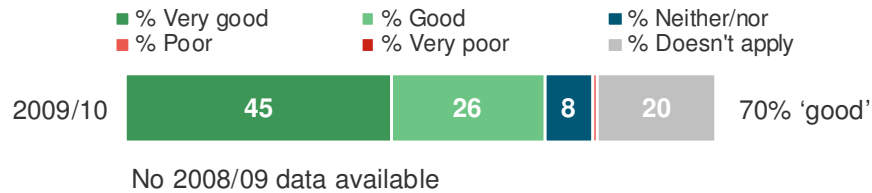
Base: All patients who answered (91,797)

Source: Ipsos MORI

Rating of practice nurse involving you in decisions about your care

Seven in ten patients (70%) say the practice nurse they last saw was good at involving them in decisions about their care. Only 2% of patients say the nurse was poor at involving them in decisions about their care, whilst 20% say this doesn't apply to them.

Chart 8.26 Rating of practice nurse involving you in decisions about your care – overall results

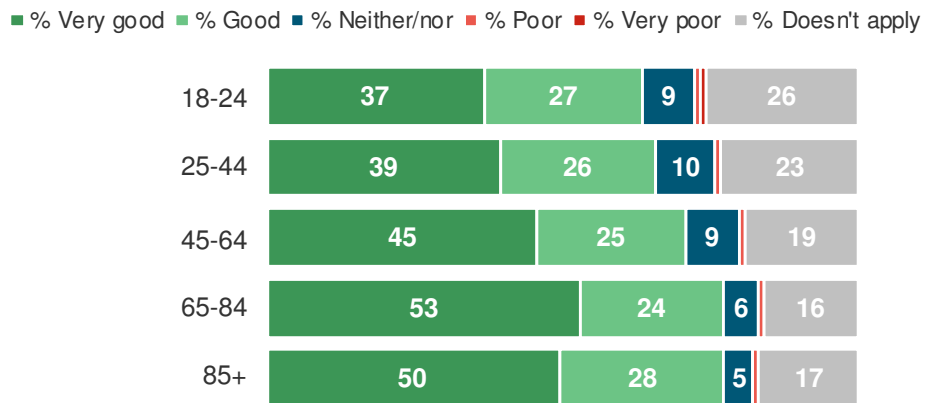


Base: All patients who answered (93,433)

Source: Ipsos MORI

Patients aged 65 or over are more likely than younger ones to say that the practice nurse was ‘very good’ at involving them in decisions about their care – 53% of 65 to 84 year olds and 50% of those aged 85 or over say this, compared with 37% of 18 to 24 year olds.

Chart 8.27 Rating of practice nurse involving you in decisions about your care by age

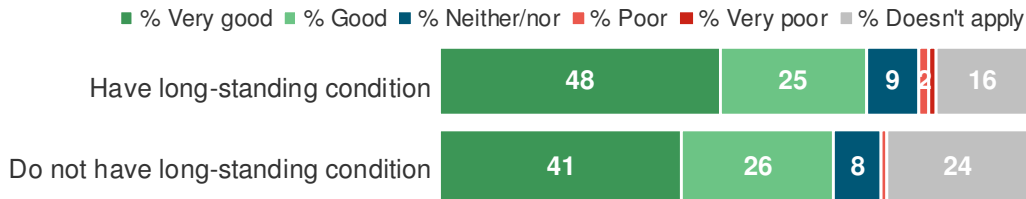


Base: All patients who answered (91,356)

Source: Ipsos MORI

Patients who have a long-standing condition are more likely than those who do not to say that the practice nurse was 'very good' at involving them in decisions (48%, compared with 41%).

Chart 8.28 Rating of practice nurse involving you in decisions by long-standing condition

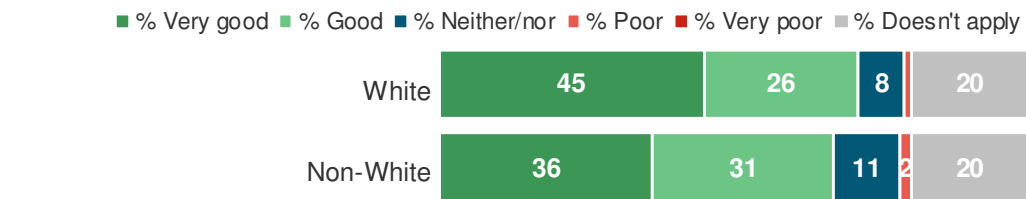


Base: All patients who answered (87,982)

Source: Ipsos MORI

White patients are more likely than non-White patients to say that their practice nurse was 'very good' at involving them in decisions about their care (45%, compared with 36%).

Chart 8.29 Rating of practice nurse involving you in decisions about your care by ethnicity



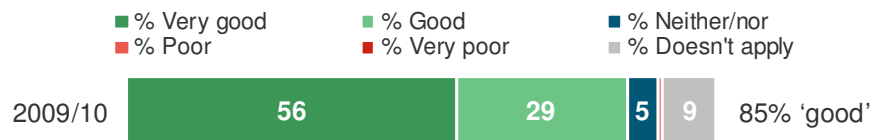
Base: All patients who answered (91,032)

Source: Ipsos MORI

Rating of practice nurse treating you with care and concern

Eighty-five percent of patients rate their nurse as good at treating them with care and concern. Over half of patients (56%) rate the nurse as 'very good' in this respect. Only 1% says the nurse was poor at treating them with care and concern.

Chart 8.30 Rating of practice nurse treating you with care and concern – overall results



No 2008/09 data available

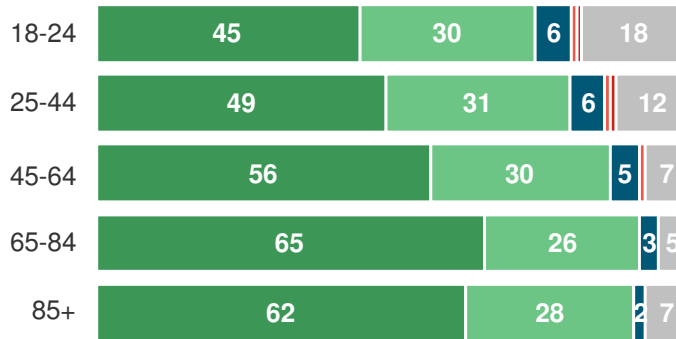
Base: All patients who answered (94,942)

Source: Ipsos MORI

Sixty-five percent of patients aged 65 to 84 say the nurse was ‘very good’ at treating them with care and concern, compared with just 45% of 18 to 24 year olds.

Chart 8.31 Rating of practice nurse treating you with care and concern by age

■ % Very good ■ % Good ■ % Neither/nor ■ % Poor ■ % Very poor ■ % Doesn't apply



Base: All patients who answered (92,780)

Source: Ipsos MORI

Patients who have a long-standing condition are more likely than those who do not to say that the practice nurse was ‘very good’ at treating them with care and concern (60%, compared with 51%).

Chart 8.32 Rating of practice nurse treating you with care and concern by long-standing condition

■ % Very good ■ % Good ■ % Neither/nor ■ % Poor ■ % Very poor ■ % Doesn't apply



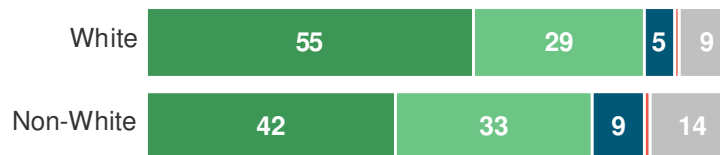
Base: All patients who answered (89,257)

Source: Ipsos MORI

White patients are more likely to say that the nurse was ‘very good’ at treating them with care and concern – 55% say this, compared with 42% of non-White patients.

Chart 8.33 Rating of practice nurse treating you with care and concern by ethnicity

■ % Very good ■ % Good ■ % Neither/nor ■ % Poor ■ % Very poor ■ % Doesn't apply



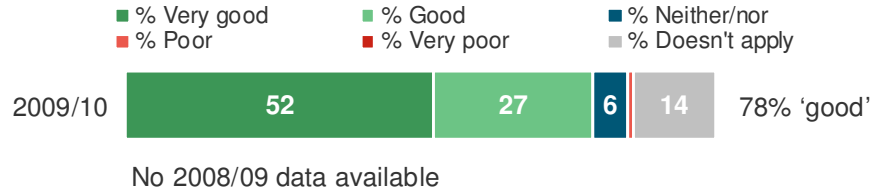
Base: All patients who answered (92,424)

Source: Ipsos MORI

Rating of practice nurse taking your problems seriously

Overall, 78% of patients say that the nurse they saw was good at taking their problems seriously. However, half (52%) rate the nurse as 'very good' and only 1% says that the nurse was poor, whilst 14% say it doesn't apply to them.

Chart 8.34 Rating of practice nurse taking your problems seriously – overall results

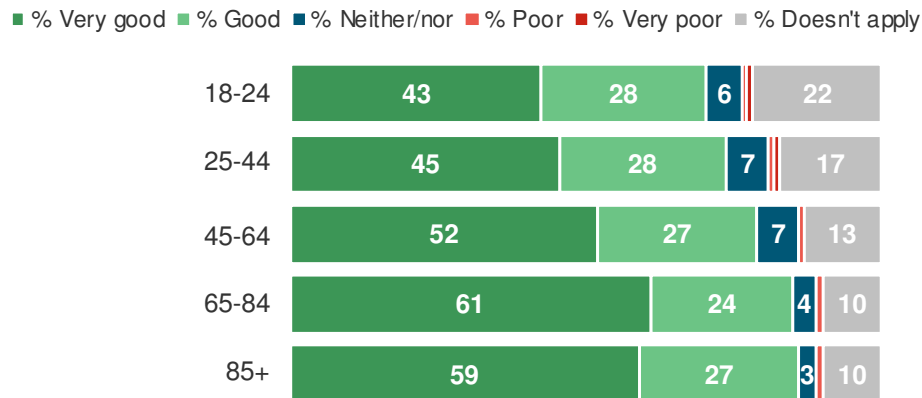


Base: All patients who answered (94,154)

Source: Ipsos MORI

Three in five patients aged 65 or over say that the practice nurse was 'very good' at taking their problems seriously (61% of 65 to 84 year olds and 59% of those aged 85 or over), compared with 43% of those aged 18 to 24.

Chart 8.35 Rating of practice nurse taking your problems seriously by age

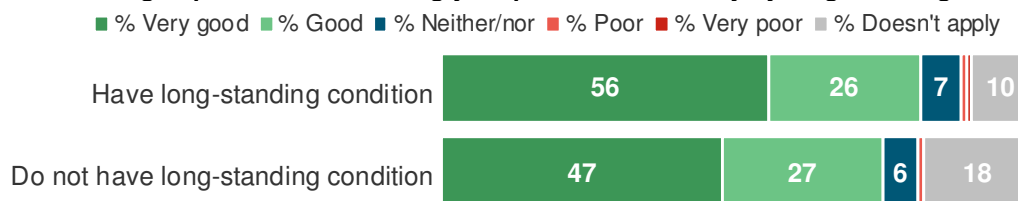


Base: All patients who answered (92,029)

Source: Ipsos MORI

Patients who have a long-standing condition are more likely than those who do not to say that the practice nurse was 'very good' at taking their problems seriously (56%, compared with 47%).

Chart 8.36 Rating of practice nurse taking your problems seriously by long-standing condition



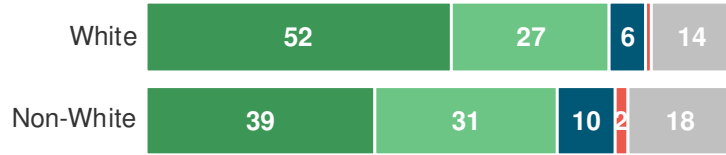
Base: All patients who answered (88,611)

Source: Ipsos MORI

As has been seen consistently throughout this section, White patients are more likely than non-White patients to say that the practice nurse was 'very good' at taking their problems seriously (52%, compared with 39%).

Chart 8.37 Rating of practice nurse taking your problems seriously by ethnicity

■ % Very good ■ % Good ■ % Neither/nor ■ % Poor ■ % Very poor ■ % Doesn't apply



Base: All patients who answered (91,690)

Source: Ipsos MORI

Your overall satisfaction

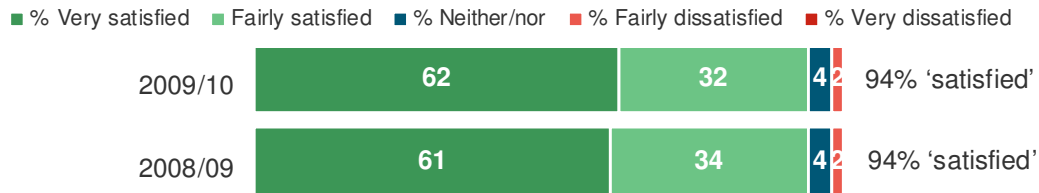
Your overall satisfaction

This chapter examines overall satisfaction with the care patients receive at their surgery.

Satisfaction with care received at the surgery

Over nine in ten patients (94%) are satisfied with the care they receive at their GP surgery, with 62% of those being 'very satisfied'. While the proportion who says they are 'very satisfied' has increased by one percentage point over the year, the proportion who says they are 'fairly satisfied' has decreased by two percentage points (from 34% in 2008/09 to 32%). Only 2% say they are dissatisfied with the care they receive at their surgery (same as in 2008/09).

Chart 9.1 Satisfaction with care received – overall results



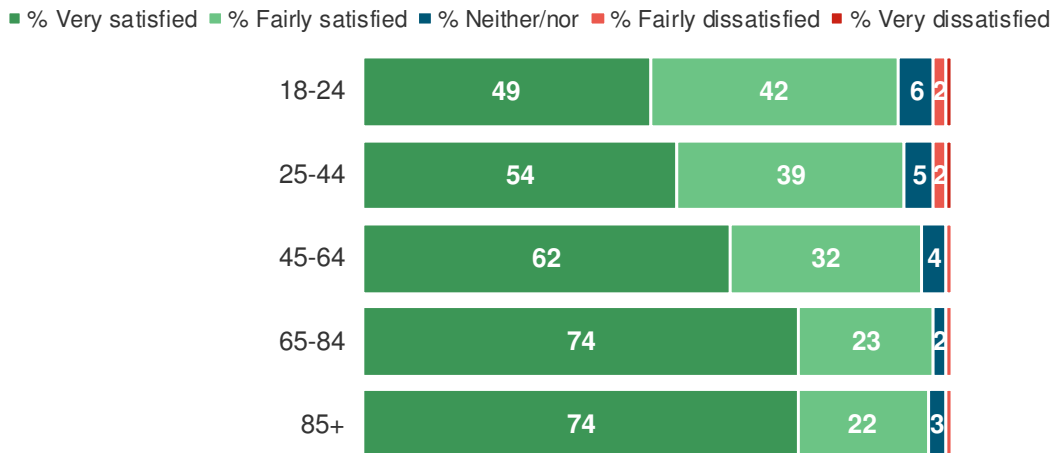
Base: All patients who answered in 2009/10 (101,150) and 2008/09 (103,953)

Source: Ipsos MORI

Older patients are more satisfied with the care they receive at their surgery than younger patients with 74% of those who are aged 65 or over saying they are 'very satisfied', compared with 49% of 18 to 24 year olds, 54% of 25 to 44 year olds and 62% of 45 to 64 year olds.

However, younger patients are more likely than older patients to be 'neither satisfied nor dissatisfied'. For example, 6% of 18 to 24 year olds say they are 'neither satisfied nor dissatisfied' compared with 2% of 65 to 84 year olds. Younger patients are also more likely than older patients to say they are 'fairly satisfied' with the care they receive (42% of 18 to 24 year olds, compared with 22% of those aged 85 or over).

Chart 9.2 Satisfaction with care received by age



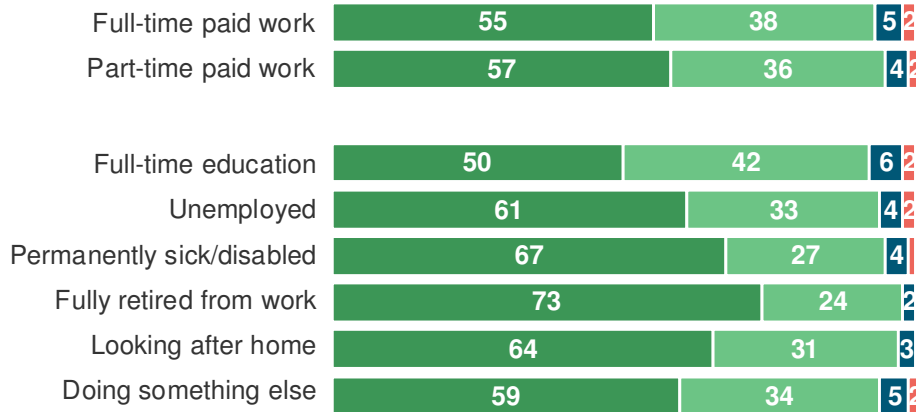
Base: All patients who answered (98,648)

Source: Ipsos MORI

Patients who are retired from work are the most satisfied with the care they receive at their surgery with 73% saying they are ‘very satisfied’, compared with 55% of those in full-time paid work and 50% of those in full-time education. Patients in full-time education are the most likely to say they are ‘fairly satisfied’ (42%, compared with just 24% of those who are retired, for example).

Chart 9.3 Satisfaction with care received by working status

■ % Very satisfied ■ % Fairly satisfied ■ % Neither/nor ■ % Fairly dissatisfied ■ % Very dissatisfied



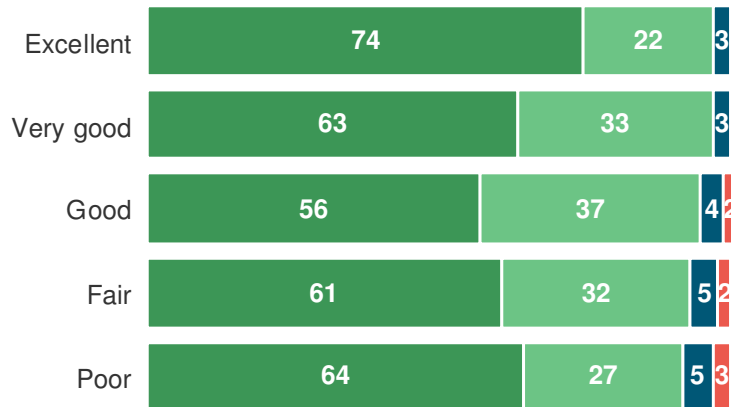
Base: All patients who answered (95,882)

Source: Ipsos MORI

Patients who say they are in ‘excellent’ health are the most satisfied with the care they receive at their surgery. Seventy-four percent of those in ‘excellent’ health are ‘very satisfied’, compared with around three in five of all other groups.

Chart 9.4 Satisfaction with care received by state of health

■ % Very satisfied ■ % Fairly satisfied ■ % Neither/nor ■ % Fairly dissatisfied ■ % Very dissatisfied

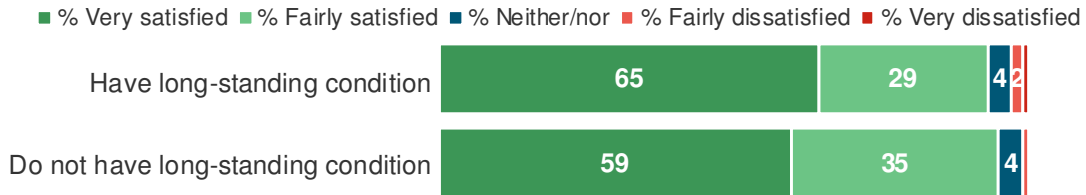


Base: All patients who answered (97,428)

Source: Ipsos MORI

Patients who have a long-standing condition are more likely to be 'very satisfied' with the care they receive at their surgery than those who do not have a long-standing condition (65%, compared with 59%). However, a larger proportion of those who do not have a long-standing condition say they are 'fairly satisfied' (35%, compared with 29% of those with a long-standing condition).

Chart 9.5 Satisfaction with care received by long-standing condition

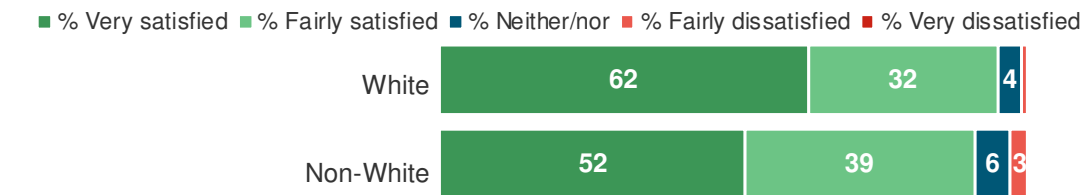


Base: All patients who answered (94,583)

Source: Ipsos MORI

White patients are more likely than non-White patients to say they are 'very satisfied' with the care they receive at their surgery (62%, compared with 52%), but less likely to say they are 'fairly satisfied' (32%, compared with 39%).

Chart 9.6 Satisfaction with care received by ethnicity

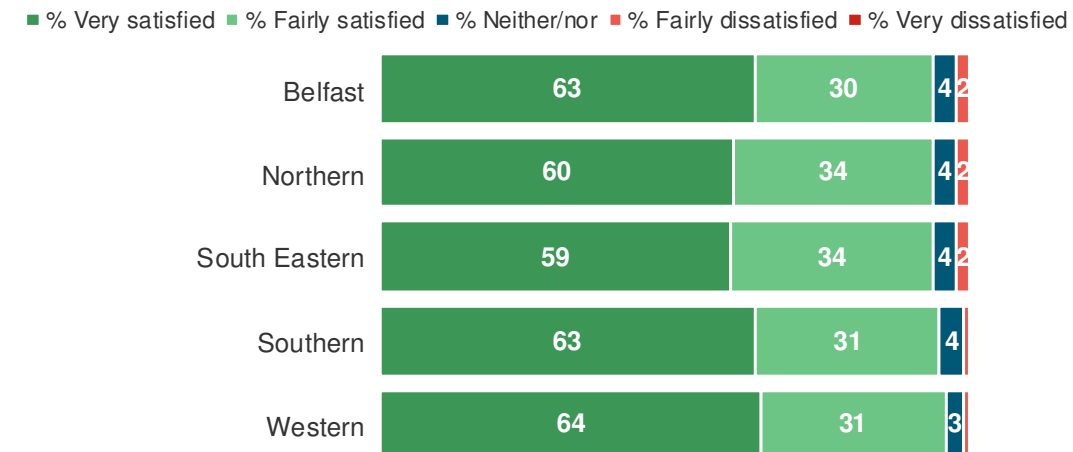


Base: All patients who answered (98,196)

Source: Ipsos MORI

Satisfaction with care received at the surgery is fairly consistent across the five LCG areas, but patients living in the Western LCG are more likely than others to say they are 'very satisfied' (64%, compared with 60% of those in Belfast and 59% of those in the South Eastern area).

Chart 9.7 Satisfaction with care received by LCG



Base: All patients who answered (101,150)

Source: Ipsos MORI

Planning your care

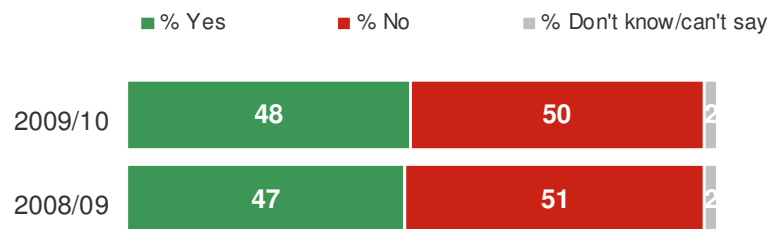
Planning your care

This chapter examines aspects of care planning discussions patients with long-term health problems may have had with their doctor or nurse. It begins with a look at who has had these types of discussion, and patients' impressions of the discussion. It ends with a look at whether or not the discussions helped improve how they manage their health problem, and whether or not they have had enough support from local services or organisations in the last six months.

Long-standing health problem, disability or infirmity

Just under half of patients in England say they have a long-standing health problem, disability or infirmity (48%), which is one percentage point higher than in 2008/09.

Chart 10.1 Long-standing health problem – overall results



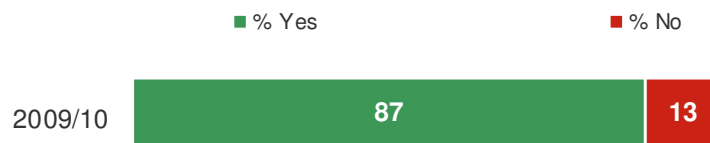
Base: All patients who answered in 2009/10 (99,240) and 2008/09 (101,753)

Source: Ipsos MORI

Discussion with a doctor or nurse about how best to deal with your health problem

Of those patients who have a long-standing health problem, disability or infirmity, 87% say they have had discussions with a doctor or nurse about how best to deal with their health problem in the past 12 months. This question is new in 2009/10 so it is not possible to compare the results to 2008/09.

Chart 10.2 Had discussions with a doctor or nurse – overall results



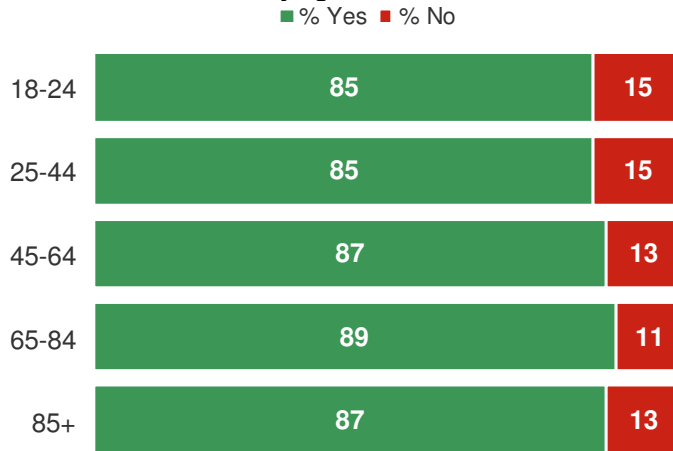
No 2008/09 data available

Base: All patients who answered (47,523)

Source: Ipsos MORI

Older patients are slightly more likely than younger patients to have had discussions with a doctor or nurse about how best to deal with their health problem – 89% of those aged 65 to 84 say they have had discussions, compared with 85% of those aged 18 to 44.

Chart 10.3 Had discussions with a doctor or nurse by age

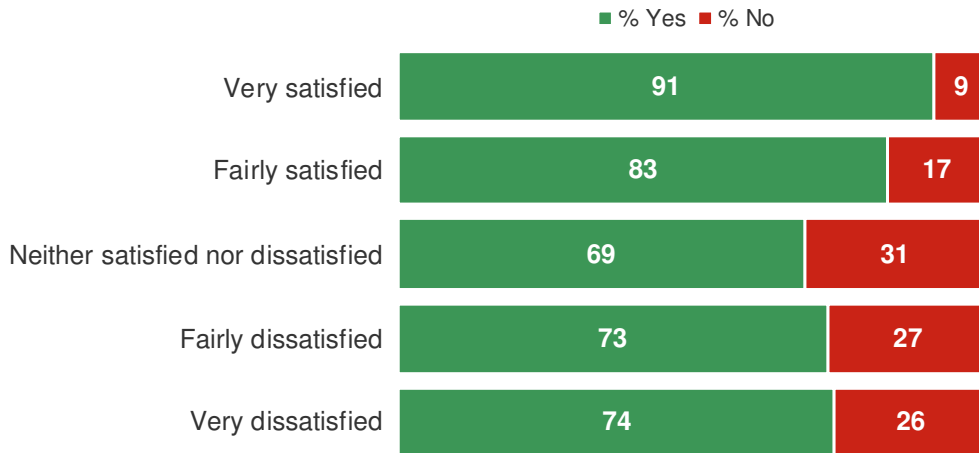


Base: All patients who answered (46,017)

Source: Ipsos MORI

Patients who are satisfied with the care they receive at their surgery are more likely than those who are dissatisfied to say they have had discussions with a doctor or nurse about their health problem. Nine in ten 'very satisfied' patients (91%) say they have had discussions in the past 12 months, compared with 73% of 'fairly dissatisfied' and 74% of 'very dissatisfied' patients.

Chart 10.4 Had discussions with a doctor or nurse by satisfaction with care received

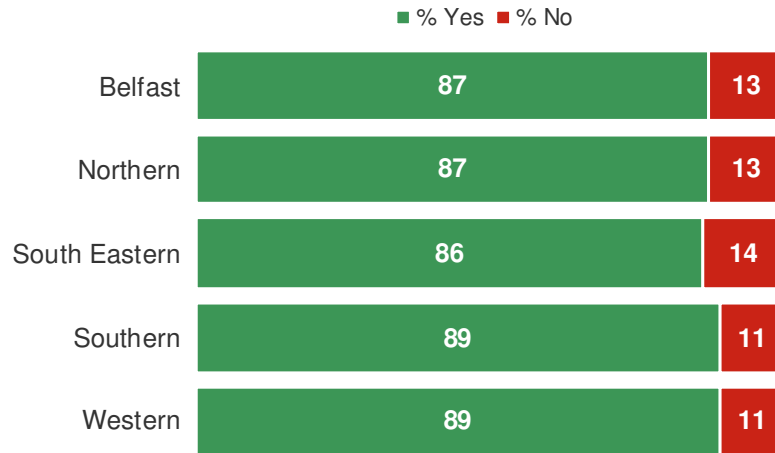


Base: All patients who answered (47,256)

Source: Ipsos MORI

Patients registered with a practice in the Southern or Western LCG areas are most likely to have had discussions with a doctor or nurse about their health problem in the past 12 months – 89% say this, compared with 86% of patients in the South Eastern LCG area.

Chart 10.5 Had discussions with a doctor or nurse by LCG



Base: All patients who answered (47,523)

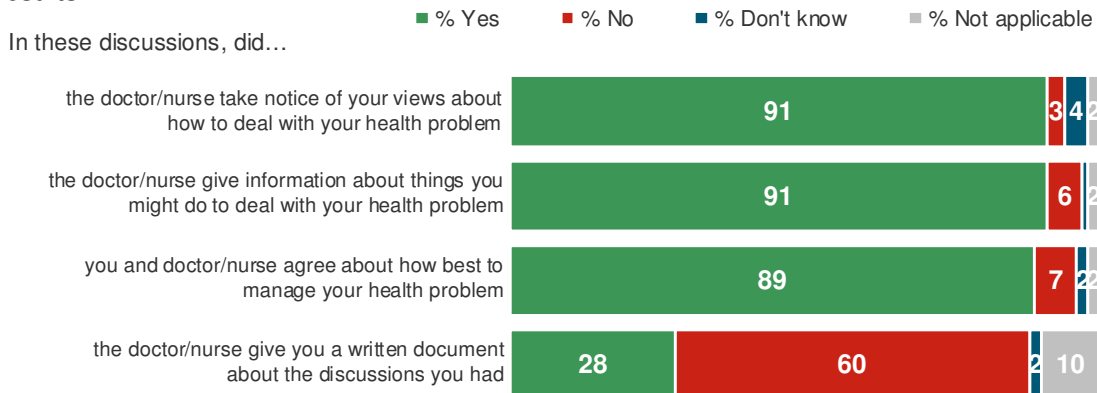
Source: Ipsos MORI

Impressions of discussions about how best to deal with health problem

Overall, patients are very positive about some aspects of the discussions they have had with a doctor or nurse about how best to deal with their health problem. Nine in ten patients say the doctor or nurse took notice of their views about how to deal with their health problem and gave them information about the things they might do to deal with their health problem (91% in both cases). A slightly smaller proportion (but still a large majority) says that they agreed with the doctor or nurse about how best to manage their health problem (89%).

In contrast, only 28% of patients say that the doctor or nurse gave them a written document about the discussions they had about managing their health problem.

Chart 10.6 Impressions of discussions about how best to deal with health problem – overall results



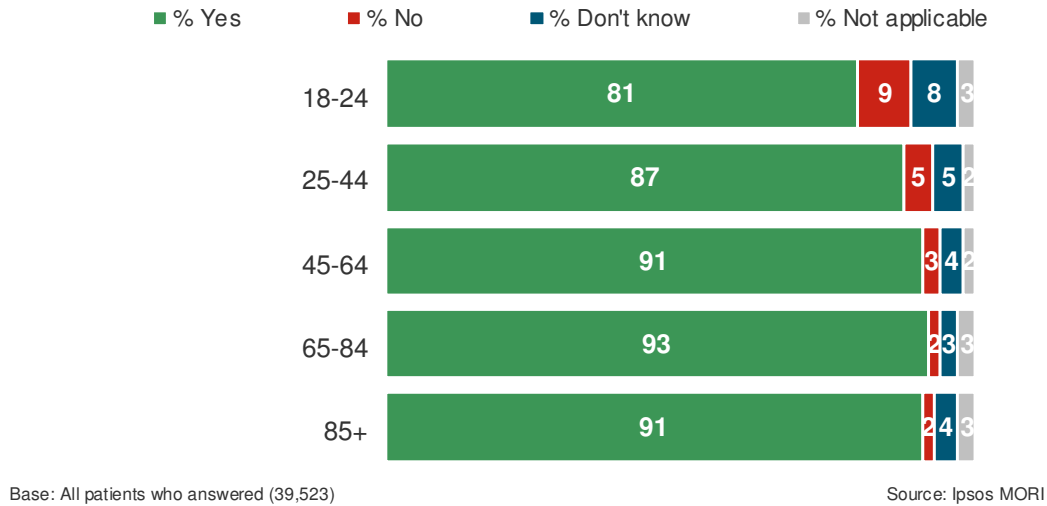
Base: All patients who answered parts a) (40,847); b) (40,638); c) (40,363); and d) (39,902)

Source: Ipsos MORI

Did the doctor or nurse take notice of your views about how to deal with your health problem?

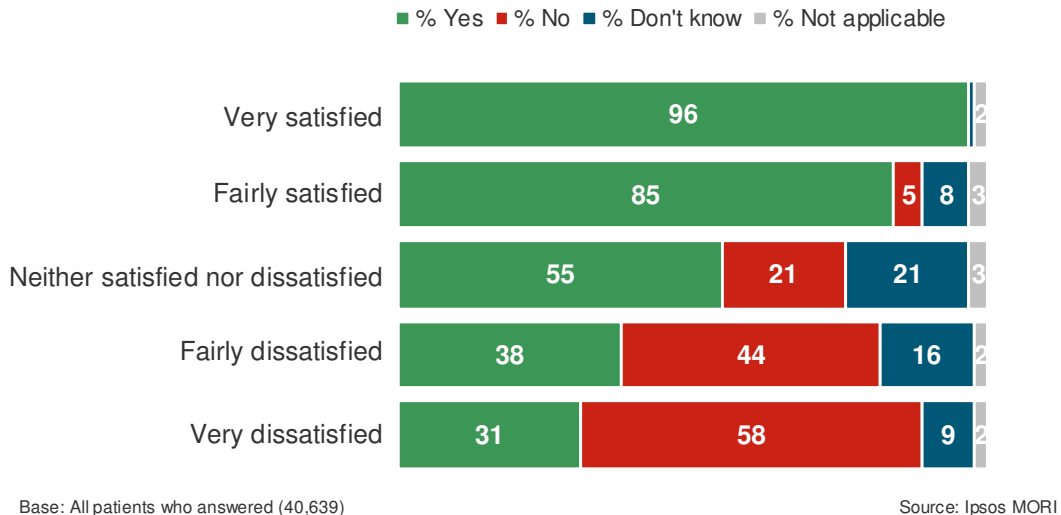
Older patients are more likely than younger ones to say that the doctor or nurse took notice of their views during their discussions about how to manage their health problem. Nine in ten patients aged 45 or over (91% of 45 to 64 year olds, 93% of 65 to 84 year olds and 91% of those aged 85 or over) say that the doctor or nurse took notice of their views, compared with 81% of 18 to 24 year olds.

Chart 10.7 Did the doctor or nurse take notice of your views about how to deal with health problem by age



The vast majority of patients (96%) who are 'very satisfied' with the care they receive at their surgery also say that the doctor or nurse took notice of their views during their discussions about their health problem. In contrast, three in five patients (58%) who are 'very dissatisfied' with the care they receive say that the doctor or nurse did not take notice of their views during the discussions.

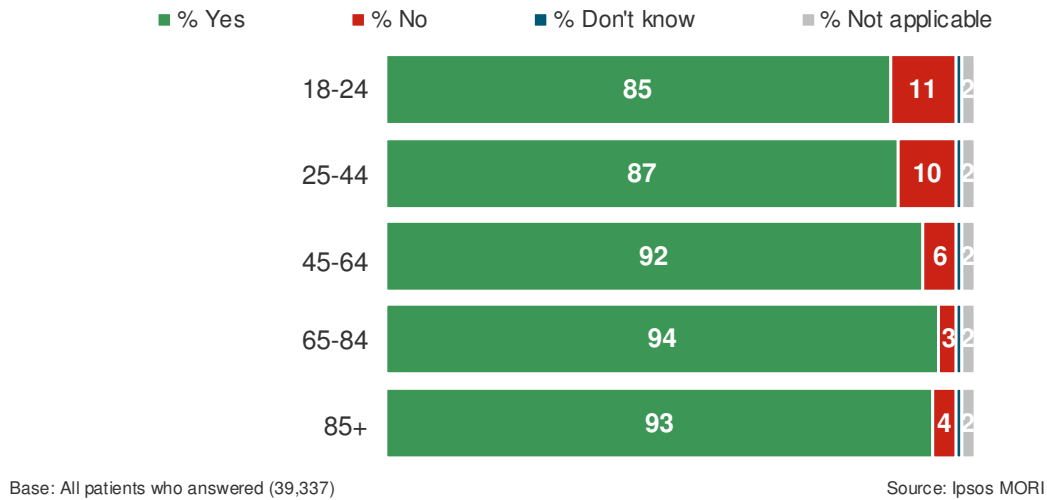
Chart 10.8 Did the doctor or nurse take notice of your views about how to deal with health problem by satisfaction with care received



Did the doctor or nurse give you information about things you might do to deal with your health problem?

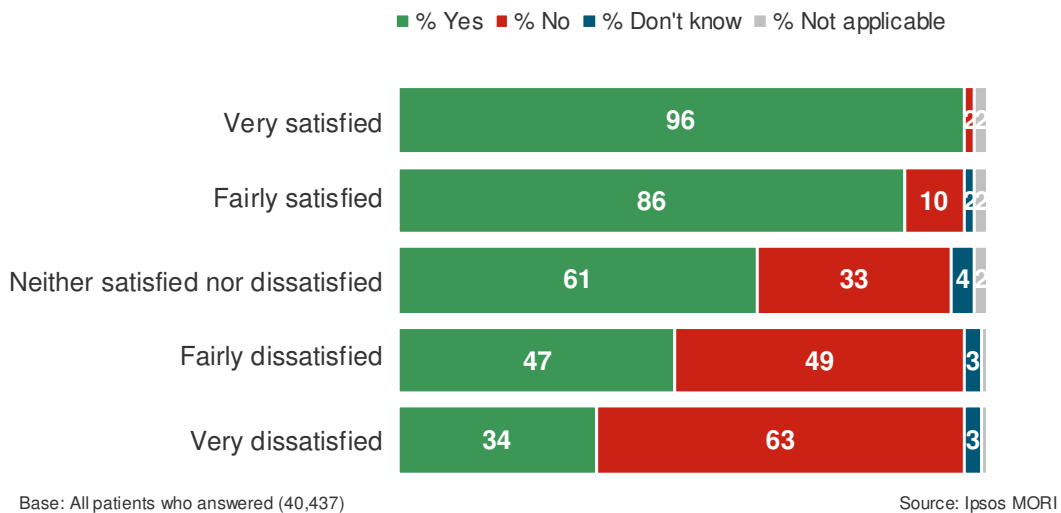
Older patients are more likely than younger ones to say that the doctor or nurse gave them information about things they might do to deal with their health problem (94% of 65 to 84 year olds say this, compared with 85% of 18 to 24 year olds).

Chart 10.9 Did the doctor or nurse give information about things might do to deal with health problem by age



Again, the majority of patients (96%) who are 'very satisfied' with the care they receive at their surgery say that the doctor or nurse gave them information about the things they might do to deal with their health problem. In contrast, only a third of 'very dissatisfied' patients say the same (34%).

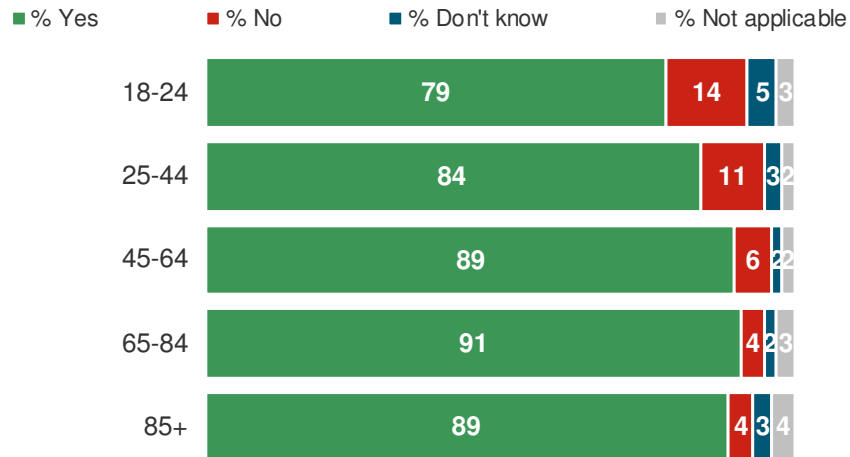
Chart 10.10 Did the doctor or nurse give information about things might do to deal with health problem by satisfaction with care received



Did you agree with the doctor or nurse about how best to manage your health problem?

Younger patients are less likely than older ones to agree with the doctor or nurse about how best to deal with their health problem – 14% of 18 to 24 year olds say they did not agree, compared with only 4% of those aged 65 or over.

Chart 10.11 Did you agree with the doctor or nurse about how best to manage health problem by age

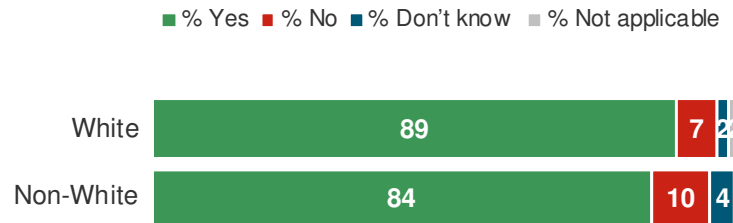


Base: All patients who answered (39,084)

Source: Ipsos MORI

Nine in ten White patients say that they agreed with the doctor or nurse about how best to manage their health problem (89%), compared with 84% of non-White patients. Conversely, 10% of non-White patients say they did not agree with the doctor or nurse, compared with 7% of White patients.

Chart 10.12 Did you agree with the doctor or nurse about how best to manage health problem by ethnicity

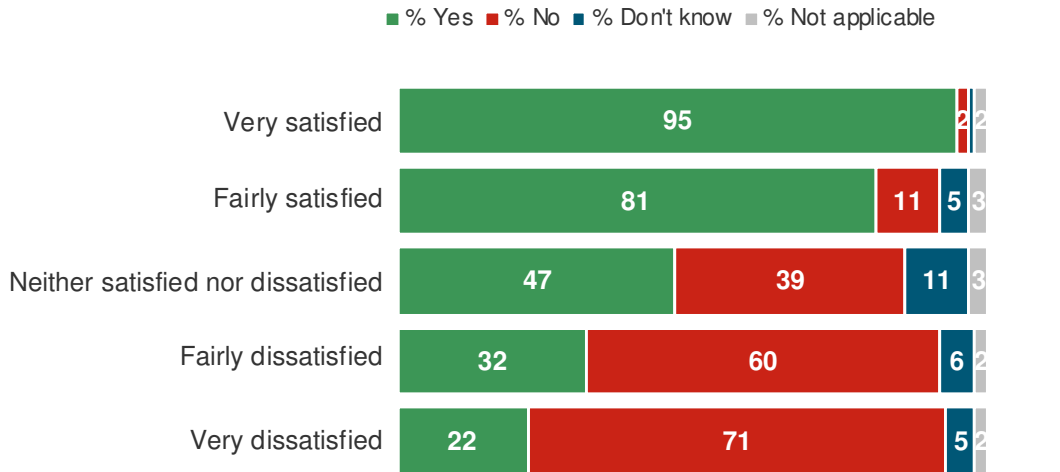


Base: All patients who answered (38,950)

Source: Ipsos MORI

The proportion of patients who say that they agreed with the doctor or nurse about how best to deal with their health problem ranges from 95% of patients who are 'very satisfied' with the care they receive at their surgery to 22% of those who are 'very dissatisfied'. Seven in ten of those who are 'very dissatisfied' say they did not agree, compared with just 2% of those who are 'very satisfied'.

Chart 10.13 Did you agree with the doctor or nurse about how best to manage health problem by satisfaction with care received



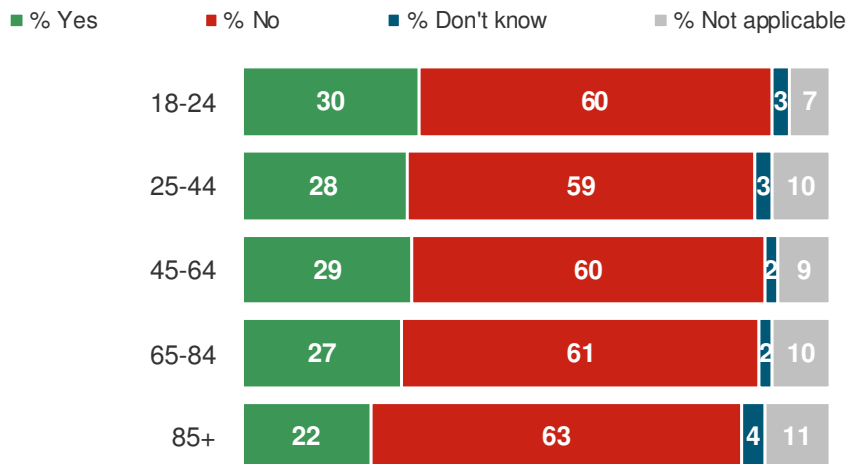
Base: All patients who answered (40,172)

Source: Ipsos MORI

Did the doctor or nurse give you a written document about the discussions you had about managing your health problem?

A slightly larger proportion of younger patients say they were given a written document about the discussions they had – 30% say this, compared with 22% of those aged 85 or over. However, around three in five of all age groups say they were not given a written document.

Chart 10.14 Did the doctor or nurse give you a written document about the discussions you had by age

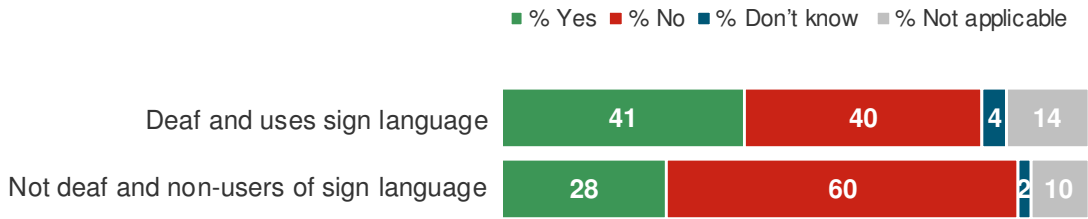


Base: All patients who answered (38,645)

Source: Ipsos MORI

Patients who are deaf and use BSL are much more likely than those who are not deaf to say that they were given a written document (41%, compared with 28%).

Chart 10.15 Did the doctor or nurse give you a written document about the discussions you had by deaf and BSL users

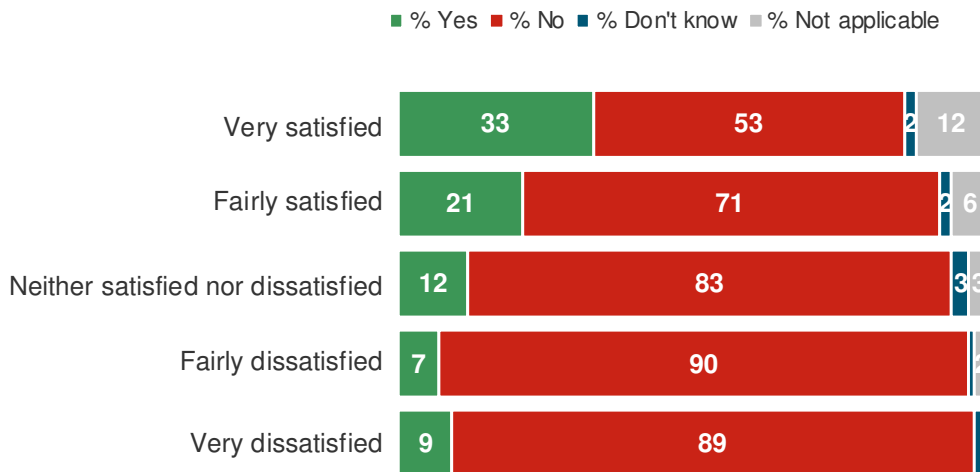


Base: All patients who answered (37,332)

Source: Ipsos MORI

Nine in ten patients who are 'fairly' or 'very dissatisfied' with the care they receive at their surgery (90% and 89% respectively) say they were not given a written document about the discussions they had with a doctor or nurse about their health problem. This proportion decreases to seven in ten of those who are 'fairly satisfied' (71%) and just over half of those who are 'very satisfied' (53%).

Chart 10.16 Did the doctor or nurse give you a written document about the discussions you had by satisfaction with care received



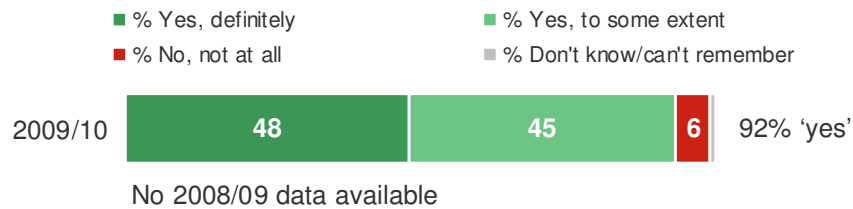
Base: All patients who answered (39,713)

Source: Ipsos MORI

Having discussions with a doctor or nurse has helped improve how you manage your health problem

Of those patients who had discussions with a doctor or nurse about how best to deal with their health problem, 92% say that it helped improve how they manage it, with 48% saying the discussions 'definitely' helped and 45% saying they helped 'to some extent'. Only 6% say that the discussions did not improve how they manage their health problem. This question is new in 2009/10 so it is not possible to compare the results to 2008/09.

Chart 10.17 Having discussions has helped improve how manage health problem – overall results



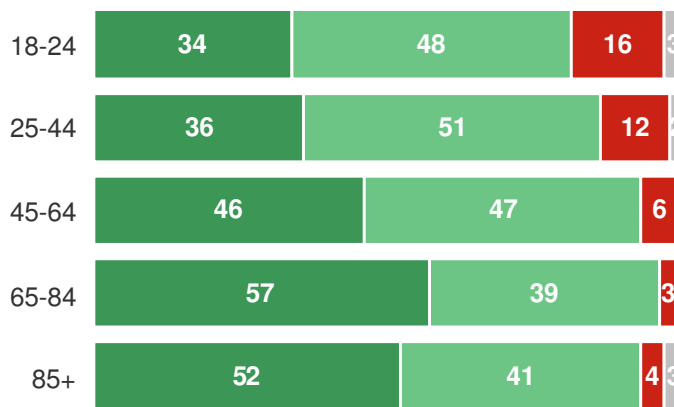
Base: All patients who answered (39,923)

Source: Ipsos MORI

Older patients are more likely than younger patients to say that discussions with a doctor or nurse have 'definitely' helped improve how they manage their health problem (57% of 65 to 84 year olds say this, compared with 34% of 18 to 24 year olds).

Chart 10.18 Having discussions has helped improve how manage health problem by age

■ % Yes, definitely ■ % Yes, to some extent ■ % No, not at all ■ % Don't know/can't remember

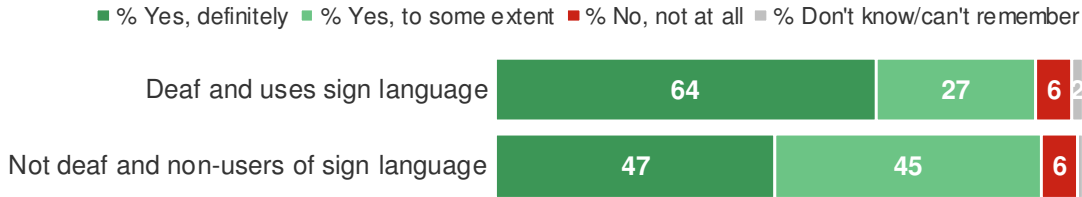


Base: All patients who answered (39,658)

Source: Ipsos MORI

Patients who are deaf and use BSL are more likely to say that having discussions with a doctor or nurse about their health problem has 'definitely' helped improve how they manage it (64%, compared with 47% of patients who are not deaf), whereas hearing patients are more likely to say the discussions helped 'to some extent' (45%, compared with 27% of deaf BSL users).

Chart 10.19 Having discussions has helped improve how manage health problem by deaf and BSL users

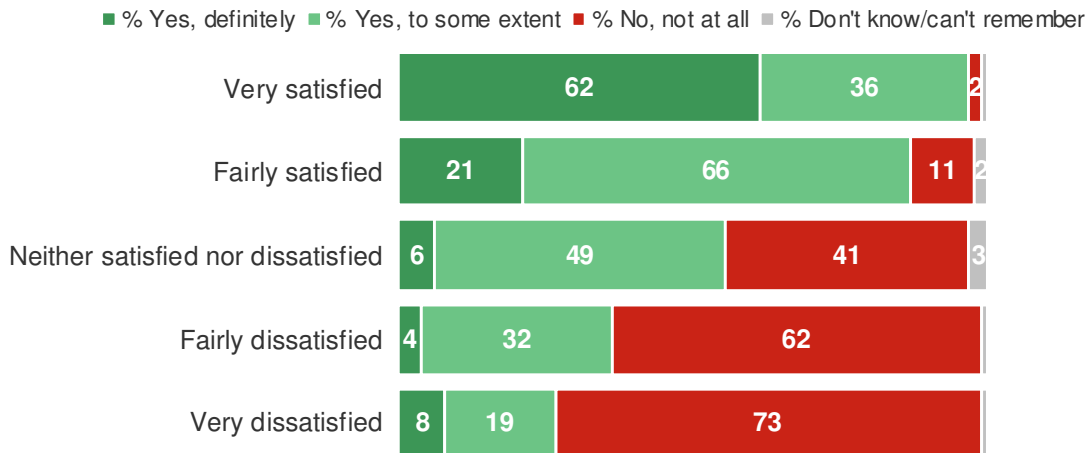


Base: All patients who answered (37,251)

Source: Ipsos MORI

Patients who are 'very satisfied' with the care received at their surgery are more likely than those who are dissatisfied to say discussions about their health problem have helped improve how they manage it (62% of 'very satisfied' patients say the discussions 'definitely' helped, compared with just 4% of those who are 'fairly dissatisfied').

Chart 10.20 Having discussions has helped improve how manage health problem by satisfaction with care received



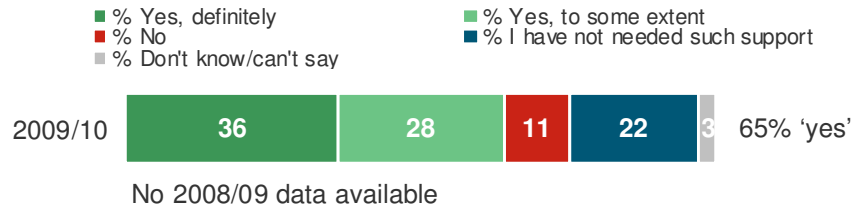
Base: All patients who answered (39,722)

Source: Ipsos MORI

Support from local services or organisations to help you manage your long-term health condition

Two thirds of patients with long-standing conditions say that they have had enough support from local services to help manage them (65%). Over a third of patients say they have 'definitely' had enough support (36%). One in ten patients (11%) say they have not had enough support, and 22% say they have not needed such support. This question is new in 2009/10 so it is not possible to compare the results to 2008/09.

Chart 10.21 Support from local services to help manage condition – overall results

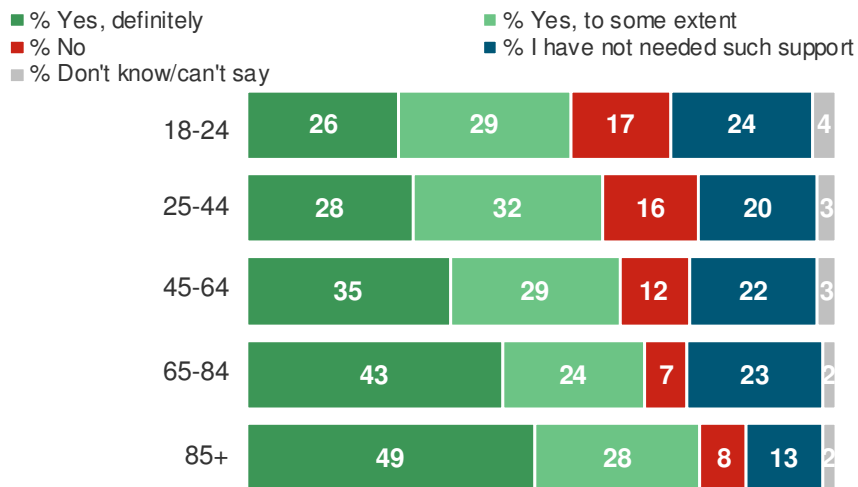


Base: All patients who answered (39,638)

Source: Ipsos MORI

Older patients are more likely than younger patients to say that they have had enough support from local services to help manage their long-term health condition. Forty-three percent of those aged 65 to 84 and 49% of those aged 85 or over say they have 'definitely' had enough support, compared with just 26% of 18 to 24 year olds. Younger patients are more likely than older ones to say they have not had enough support (17% of 18 to 24 year olds say this, compared with 7% of 65 to 84 year olds). However, a greater proportion of younger patients say they have not needed such support – 24% of 18 to 24 year olds say this, compared with 13% of those aged 85 or over.

Chart 10.22 Support from local services to help manage condition by age



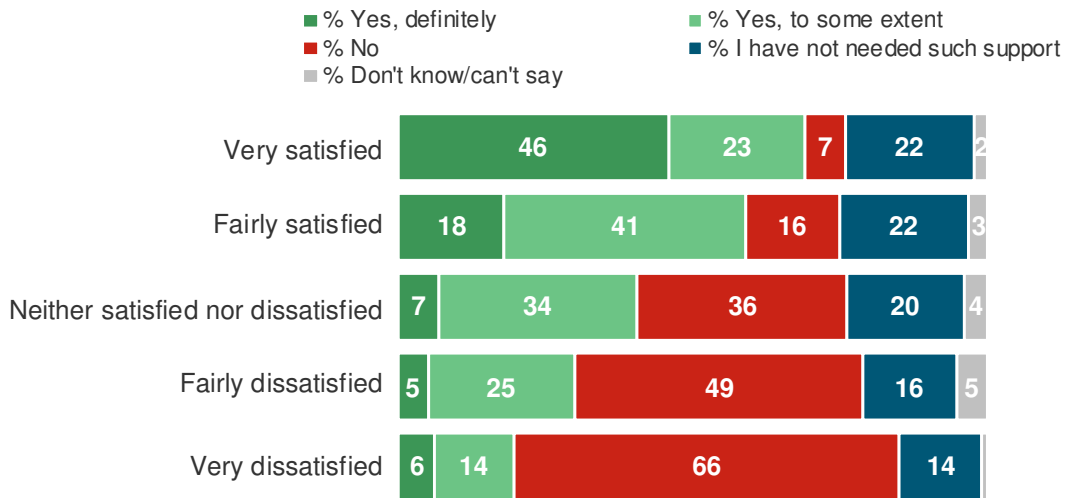
Base: All patients who answered (39,381)

Source: Ipsos MORI

Patients who are satisfied with the care they receive at their surgery are far more likely than those who are dissatisfied to say they have had enough support from local services to help manage their long-term health condition. Almost half of patients who are ‘very satisfied’ (46%) say they have ‘definitely’ had enough support, compared with just 6% of those who are ‘very dissatisfied’ and 5% of those who are ‘fairly dissatisfied’.

In contrast, two thirds of those who are ‘very dissatisfied’ (66%) say they have not had enough support. Dissatisfied patients are also less likely than satisfied ones to say that they have not needed such support – 14% of ‘very dissatisfied’ patients say this, compared with 22% of ‘very’ and ‘fairly satisfied’ patients.

Chart 10.23 Support from local services to help manage condition by satisfaction with care received

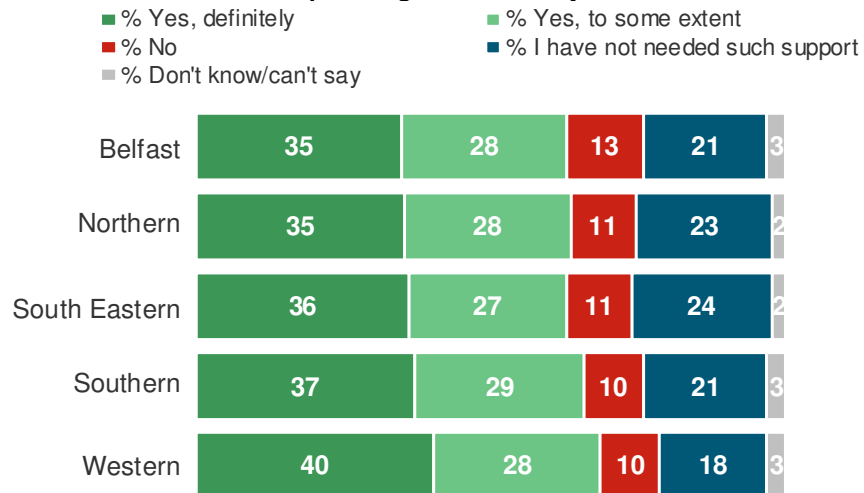


Base: All patients who answered (39,442)

Source: Ipsos MORI

Patients registered with a practice in the Western LCG area are most likely to say they have ‘definitely’ had enough from local services to help manage their health problem – 40% say this, compared with 35% of patients in Belfast and the Northern LCG areas.

Chart 10.24 Support from local services to help manage condition by LCG



Base: All patients who answered (39,638)

Source: Ipsos MORI

Out-of-hours care

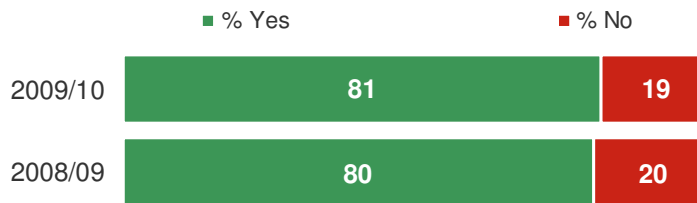
Out-of-hours care

In this section we look at how patients contact GPs when their practice is closed – whether or not patients know how to make contact and investigating patients' experiences of contacting an out-of-hours GP service.

Know how to contact an out-of-hours GP service

As in 2008/09, around eight in ten patients say they would know how to contact an out-of-hours GP service if they wanted to (81% now and 80% in 2008/09). However, one in five does not know how they would do so (19% now and 20% in 2008/09).

Chart 11.1 Know how to contact an out-of-hours GP service – overall results

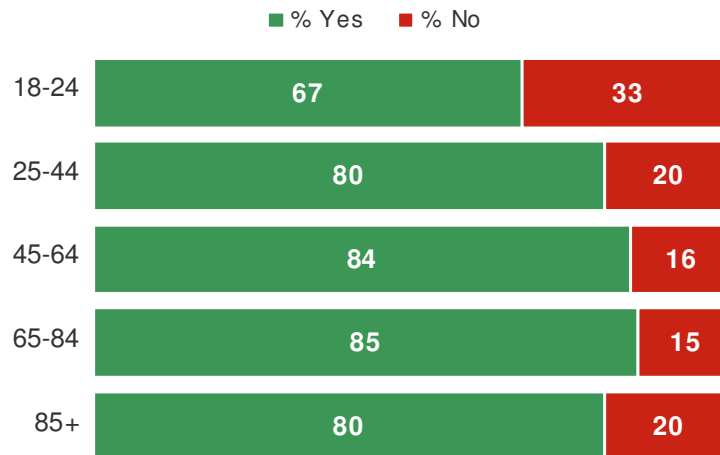


Base: All patients who answered in 2009/10 (99,154) and 2008/09 (103,605)

Source: Ipsos MORI

Younger patients are less likely than older ones to say they know how to contact an out-of-hours GP when their surgery is closed with 67% of 18 to 24 year olds saying they would know how to make contact, compared with 85% of those aged 65 to 84.

Chart 11.2 Know how to contact out-of-hours GP by age

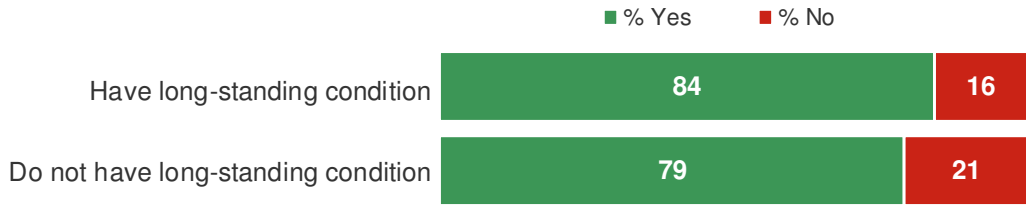


Base: All patients who answered (98,495)

Source: Ipsos MORI

Patients who have a long-standing condition are more likely than those who do not to say they would know how to contact an out-of-hours GP service if they wanted to (84%, compared with 79%).

Chart 11.3 Know how to contact out-of-hours GP by long-standing condition

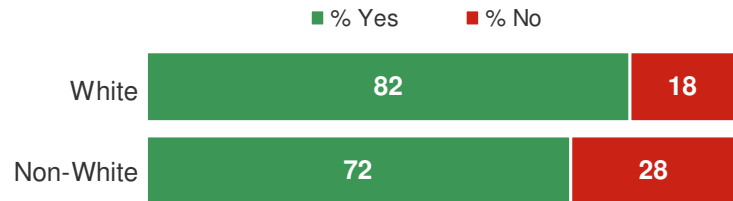


Base: All patients who answered (92,891)

Source: Ipsos MORI

White patients are more likely than non-White patients to say they would know how to contact an out-of-hours GP service if they needed to (82%, compared with 72%).

Chart 11.4 Know how to contact an out-of-hours GP service by ethnicity

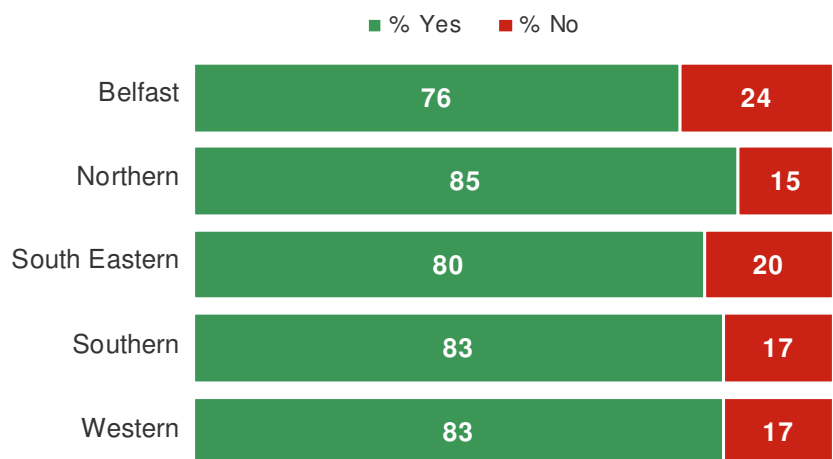


Base: All patients who answered (98,079)

Source: Ipsos MORI

Patients who are registered with a practice in the Northern LCG area are the most likely to say that they would know how to contact an out-of-hours GP service – 85% say this, compared with 80% in the South Eastern and 76% in the Belfast LCG areas.

Chart 11.5 Know how to contact an out-of-hours GP service by LCG



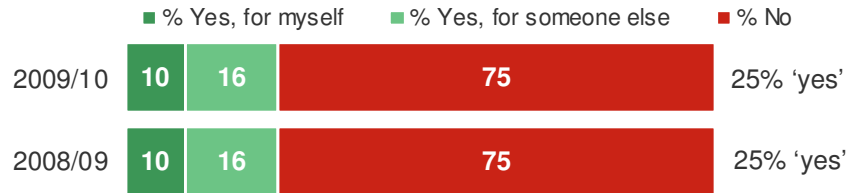
Base: All patients who answered (99,154)

Source: Ipsos MORI

Tried to call an out-of-hours GP service

As in 2008/09, three quarters of patients say they have not tried to call an out-of-hours service in the past six months. Ten percent say they have called for themselves and 16% say they called for someone else (both proportions are the same as in 2008/09).

Chart 11.6 Tried to call an out-of-hours GP service – overall results



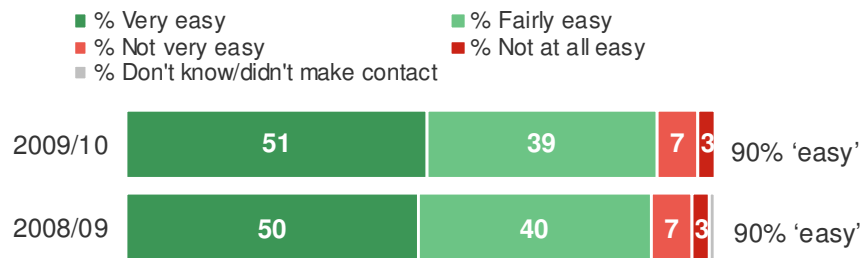
Base: All patients who answered in 2009/10 (99,025) and 2008/09 (103,417)

Source: Ipsos MORI

Ease of contacting the out-of-hours GP service by telephone

Nine in ten (90%) of those who have tried to contact an out-of-hours GP service recently say they found it either 'very' or 'fairly easy' to make contact (unchanged since 2008/09). Half (51%) say it was 'very easy' (50% said this in 2008/09). Ten percent of patients say they did not find it easy (9% said this in 2008/09), with 3% saying it was 'not at all easy' (the same proportion said this in 2008/09).

Chart 11.7 Ease of contacting an out-of-hours GP service – overall results

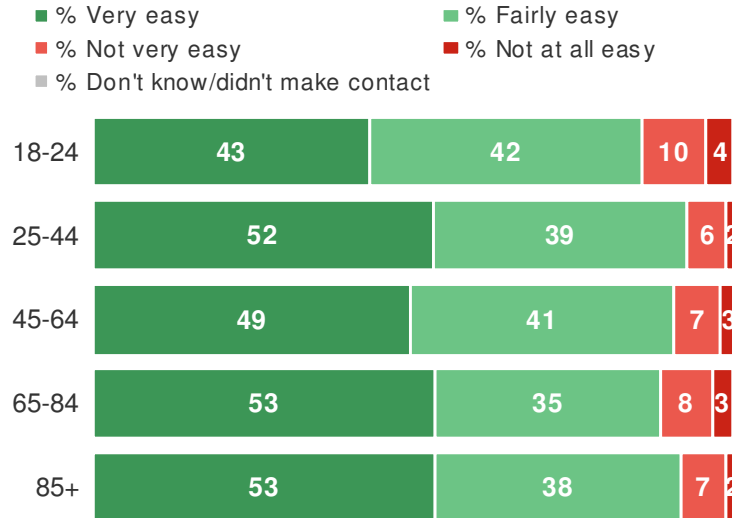


Base: All patients who answered in 2009/10 (24,752) and 2008/09 (25,877)

Source: Ipsos MORI

Younger patients are less likely than older ones to have found it easy to contact the out-of-hours service. Two in five 18 to 24 year olds say it was 'very easy' to make contact (43%), compared with 53% of patients aged 65 or over. Conversely, those aged 18 to 24 are the most likely to say it was 'not very easy' to make contact (10%), compared with 6% of those aged 25 to 44.

Chart 11.8 Ease of contacting an out-of-hours GP service by age

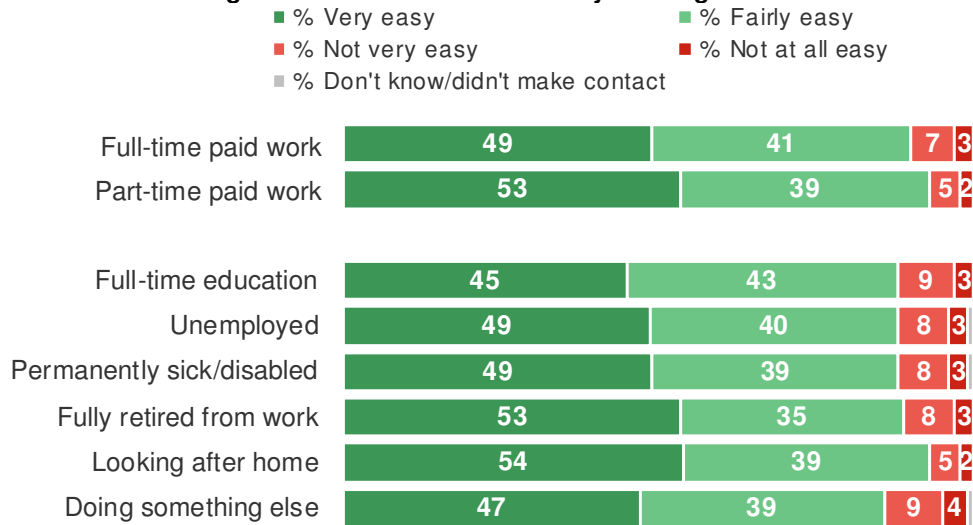


Base: All patients who answered (24,578)

Source: Ipsos MORI

Patients in part-time paid work, those who are retired and those looking after the home are the most likely to say it was 'very easy' to make contact with the out-of-hours GP service by telephone (more than half of all three groups), whereas 45% of those in full-time education say the same.

Chart 11.9 Ease of contacting an out-of-hours GP service by working status

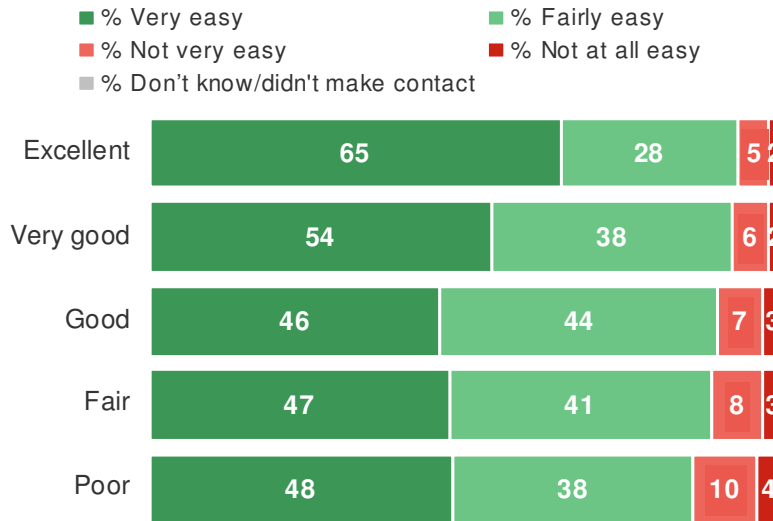


Base: All patients who answered (23,936)

Source: Ipsos MORI

Patients who say they are in 'excellent' health are most likely to find it 'very easy' to get through to an out-of-hours GP service by telephone. Two thirds of those in 'excellent' health (65%) say this, compared with 46% of those who say their health is 'good' and 48% of those who say their health is 'poor'. Conversely, those in 'poor' health are more likely than those in 'excellent' health to say it was 'not very easy' to make contact with the out-of-hours GP service (10%, compared with 5%).

Chart 11.10 Ease of contacting an out-of-hours GP service by state of health

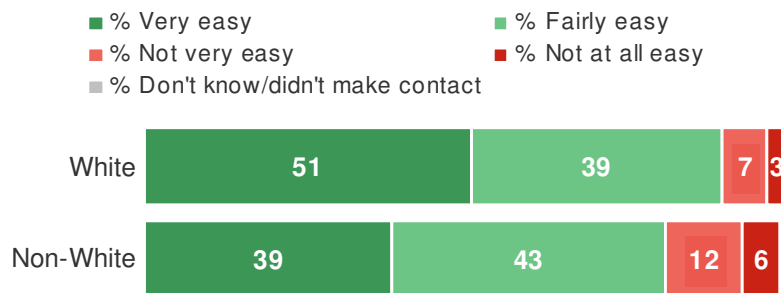


Base: All patients who answered (24,312)

Source: Ipsos MORI

Half of White patients say it is 'very easy' to make contact with an out-of-hours GP service by phone (51%), compared with 39% of non-White patients.

Chart 11.11 Ease of contacting an out-of-hours GP service by ethnicity

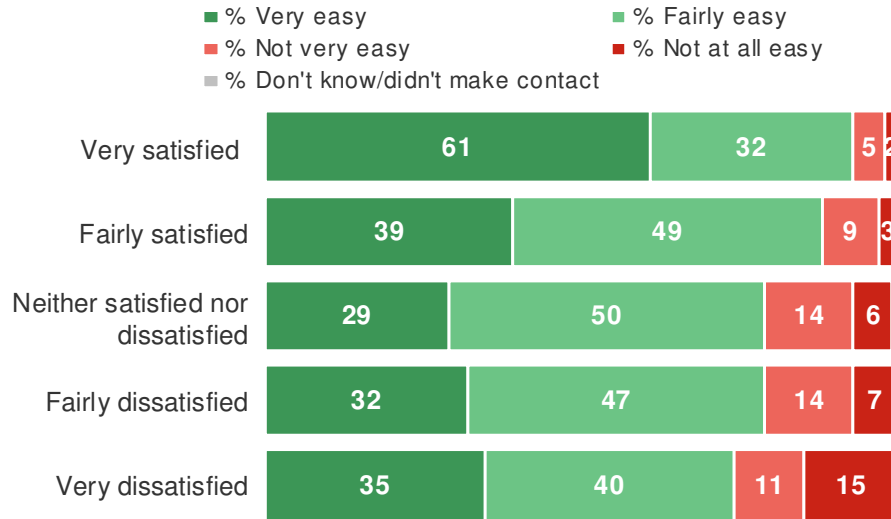


Base: All patients who answered (24,507)

Source: Ipsos MORI

Patients who are 'very satisfied' with the care they receive at their surgery are more likely than those who are less satisfied to say that they found it 'very easy' to make contact with the out-of-hours GP service (61%, compared with 32% of those who are 'fairly dissatisfied' and 35% of those who are 'very dissatisfied'). However, patients who are 'neither satisfied nor dissatisfied' with the care they receive at their surgery are the least likely to say it was 'very easy' to make contact (29%).

Chart 11.12 Ease of contacting an out-of-hours GP service by satisfaction with care received

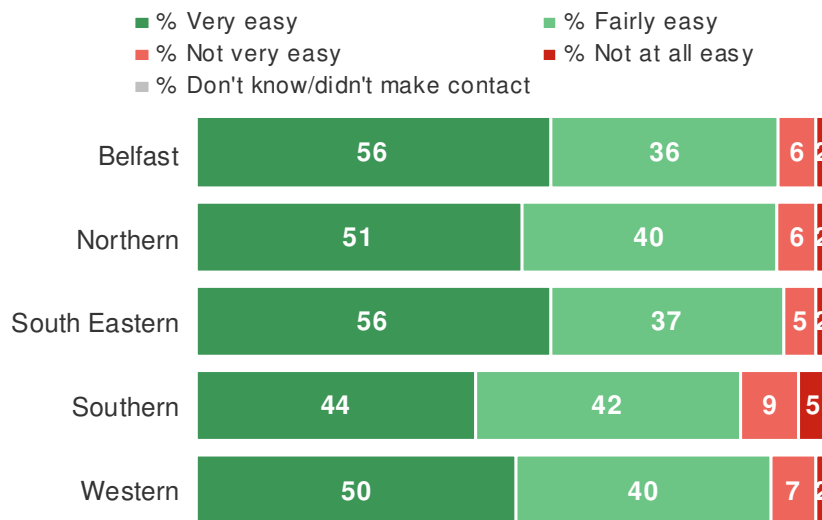


Base: All patients who answered (24,562)

Source: Ipsos MORI

Patients registered with practices in the Southern LCG area are less likely than those in other areas to find it easy to contact an out-of-hours service – 44% say it is 'very easy', compared with 56% in the South Eastern and Belfast LCG areas.

Chart 11.13 Ease of contacting an out-of-hours GP service by LCG



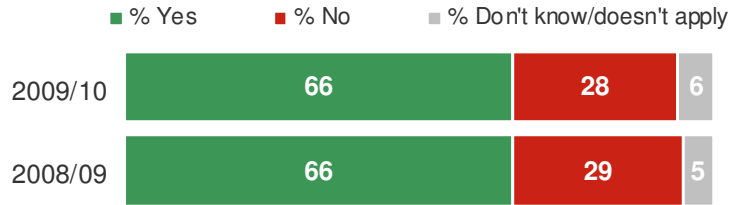
Base: All patients who answered (24,752)

Source: Ipsos MORI

Prescribed or recommended medicines by the out-of-hours GP service

As in 2008/09, two thirds of patients who contacted an out-of-hours service say they were prescribed or recommended medicines, whilst 28% say they were not (29% said this in 2008/09).

Chart 11.14 Prescribed or recommended medicines by the out-of-hours GP service – overall results



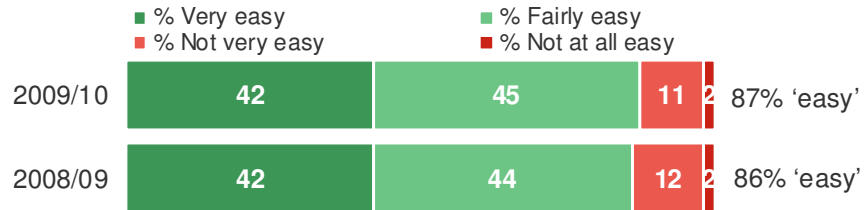
Base: All patients who answered in 2009/10 (24,495) and 2008/09 (25,598)

Source: Ipsos MORI

Ease of getting the medicines

Eighty-seven percent of patients who were prescribed or recommended medicines by the out-of-hours GP continue to find it easy to get the medicines, compared with 86% in 2008/09. The proportion saying it is 'fairly easy' has gone up one percentage point (from 44% to 45%) and the proportion saying it was 'not very easy' has gone down from 12% to 11%.

Chart 11.15 Ease of getting medicines – overall results

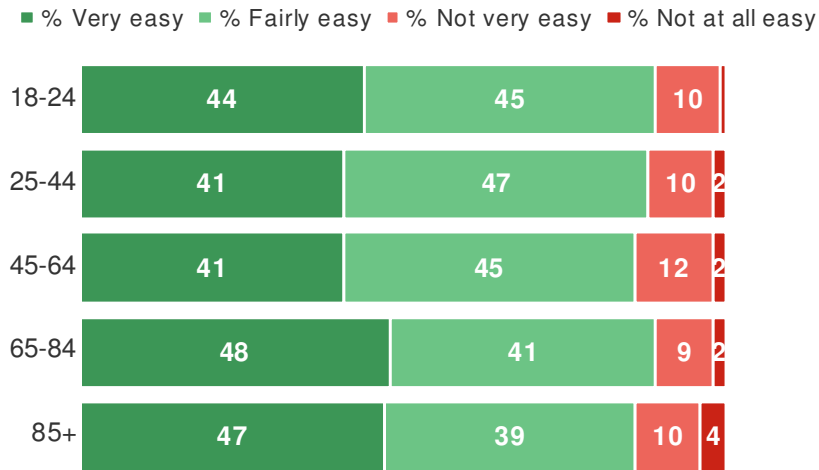


Base: All patients who answered in 2009/10 (15,820) and 2008/09 (16,625)

Source: Ipsos MORI

Older patients are more likely than younger ones to say that it was 'very easy' to get the medicines they were prescribed by the out-of-hours GP service. Half of those aged 65 to 84 (48%) say this, compared with 41% of those aged 25 to 64.

Chart 11.16 Ease of getting medicines by age

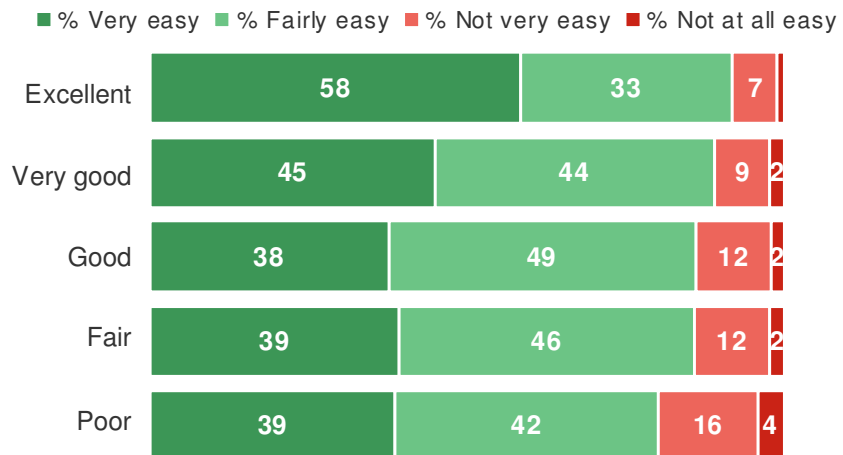


Base: All patients who answered (15,716)

Source: Ipsos MORI

There is a strong link between state of health and ease of getting medicines, with 58% of those saying they are in 'excellent' health also saying it was 'very easy' to get the medicines they were prescribed, compared with 39% of those in 'fair', or 'poor' health, and 38% of those in 'good' health.

Chart 11.17 Ease of getting medicines by state of health

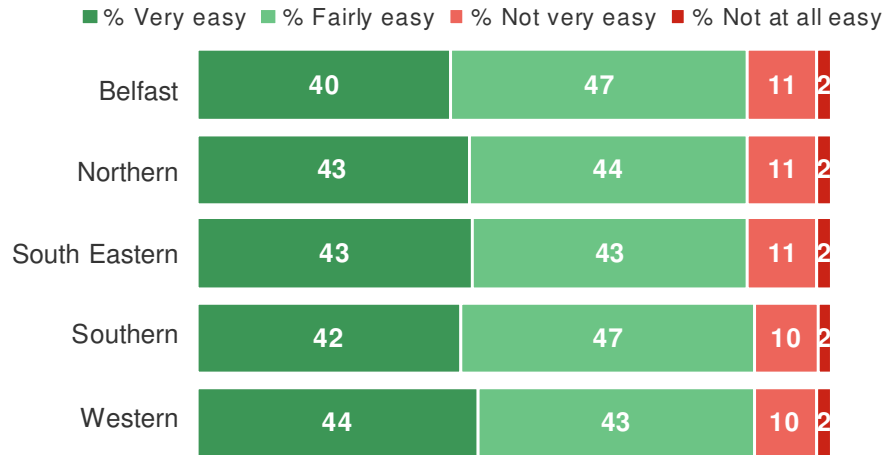


Base: All patients who answered (15,534)

Source: Ipsos MORI

Patients registered with practices in the Western LCG area are the most likely to say they found it 'very easy' to get the medicines they were prescribed (44%), compared with 40% in the Belfast LCG area.

Chart 11.18 Ease of getting medicines by LCG



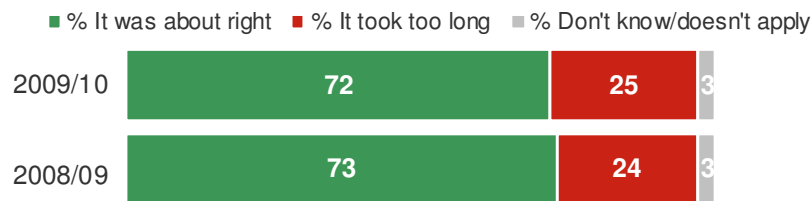
Base: All patients who answered (15,820)

Source: Ipsos MORI

Impression of how quickly care from out-of-hours GP service received

As in 2008/09, just under three quarters of patients say that the time it took to receive care from the out-of-hours service was about right (72%, 73% in 2008/09), while a quarter (25%, 24% in 2008/09) feel it took too long.

Chart 11.19 Impression of how quickly care from out-of-hours GP service received – overall results

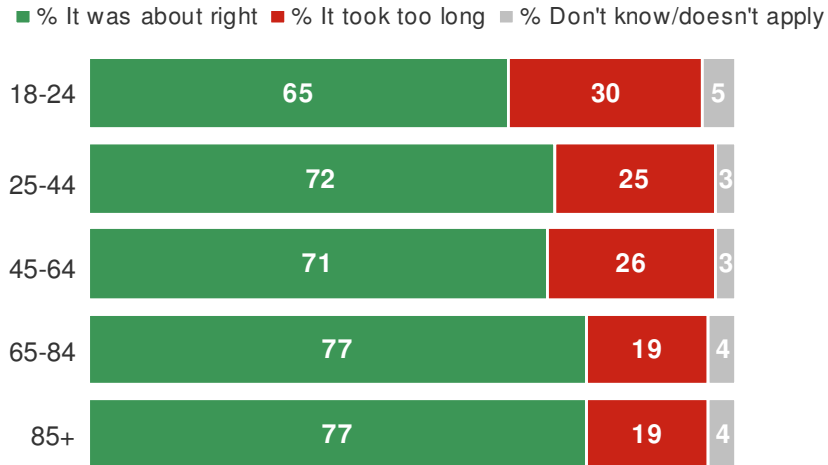


Base: All patients who answered in 2009/10 (24,314) and 2008/09 (25,650)

Source: Ipsos MORI

Seventy-seven percent of patients aged 65 and over say that the time it took for them to receive care from the out-of-hours GP service 'was about right', compared with 65% of patients aged 18 to 24. Conversely, patients aged 18 to 24 are most likely to feel that the out-of-hours service 'took too long', with 30% saying this, compared with 19% of those aged 65 or over.

Chart 11.20 Impression of how quickly care from out-of-hours GP service received by age

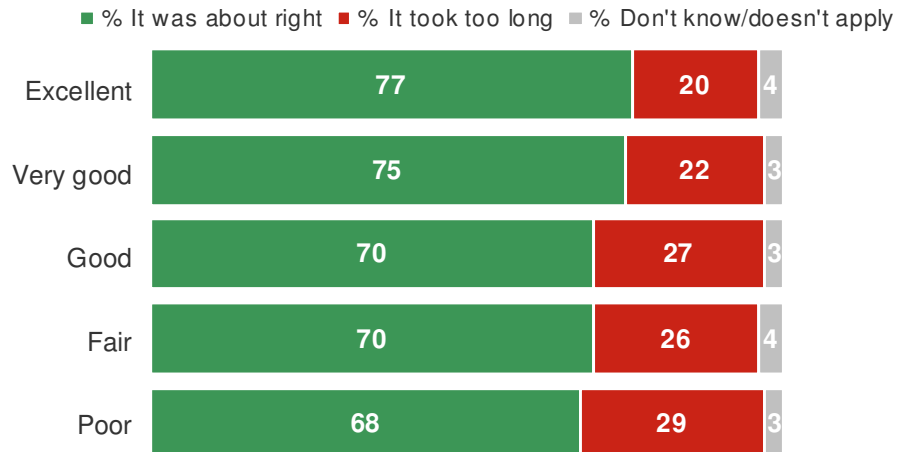


Base: All patients who answered (24,145)

Source: Ipsos MORI

Just over three quarters of patients who view their health as 'excellent' say the time it took to receive care from the out-of-hours GP service was about right (77%), compared with 68% who say their health is 'poor'. Conversely, 29% of those in 'poor' health say 'it took too long', compared with 20% of those in 'excellent' health.

Chart 11.21 Impression of how quickly care from out-of-hours GP service received by state of health

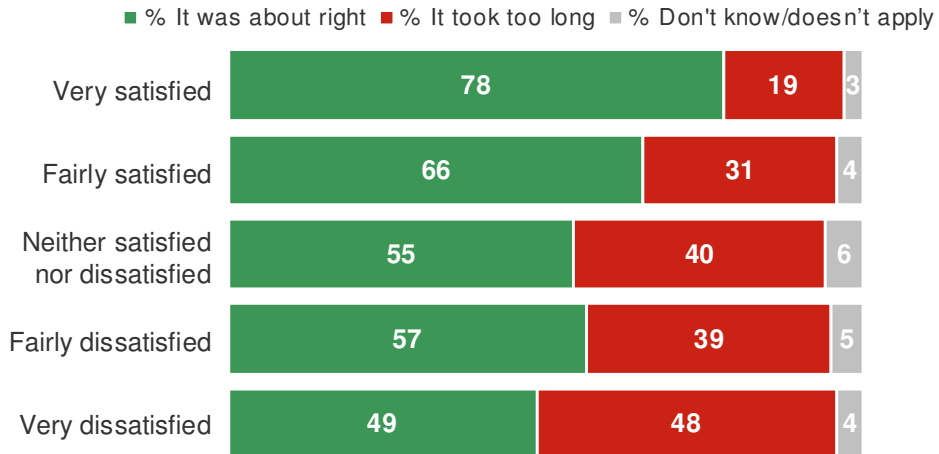


Base: All patients who answered (23,891)

Source: Ipsos MORI

Patients who are satisfied with the care received at the GP surgery are more likely to be positive about the amount of time it took to receive care from the out-of-hours GP service. Eight in ten (78%) of those who are 'very satisfied' with the care say that the amount of time they waited was 'about right', compared with just 49% of those who are 'very dissatisfied'.

Chart 11.22 How quickly you received care from out-of-hours GP by satisfaction with care received

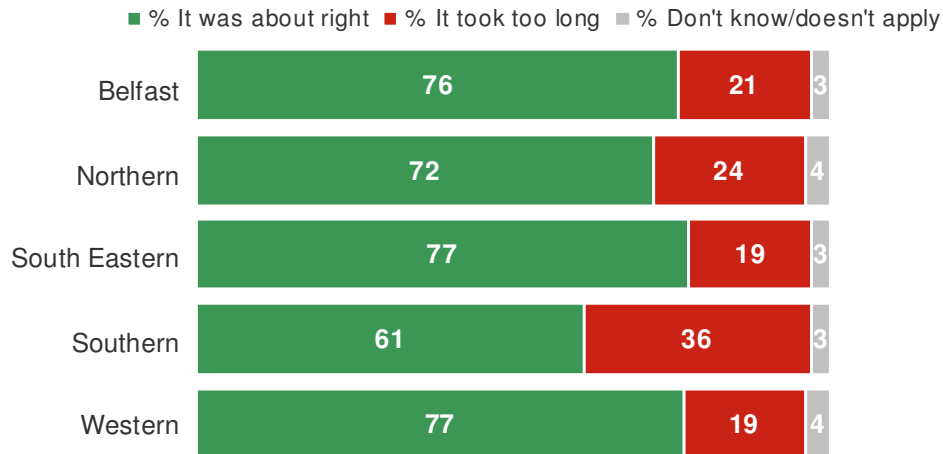


Base: All patients who answered (24,130)

Source: Ipsos MORI

Patients registered with practices in the South Eastern and Western LCG areas are most likely to say that the amount of time it took for them to receive care from the out-of-hours GP service was 'about right' (77% in both cases). Conversely, those in the Southern LCG area are the most likely to say 'it took too long' (36%, compared with 19% in the South Eastern and Belfast areas).

Chart 11.23 Impression of how quickly care from out-of-hours GP service received by LCG



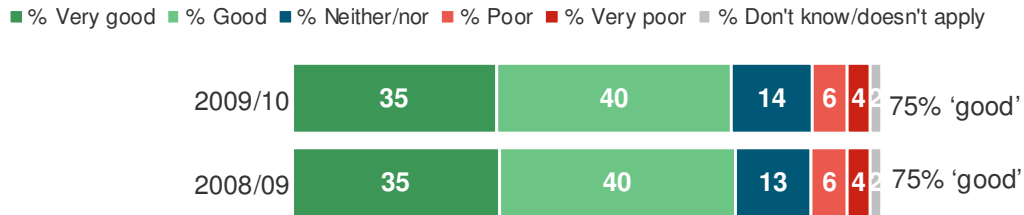
Base: All patients who answered (24,314)

Source: Ipsos MORI

Rating of the care received from the out-of-hours GP service

As in 2008/09, three quarters of patients who have had contact with an out-of-hours service GP feel that the care received was good, with 35% saying it was 'very good'. Ten percent of patients felt that the service was either 'poor' or 'very poor'.

Chart 11.24 Rating of the care received from the out-of-hours GP service – overall results

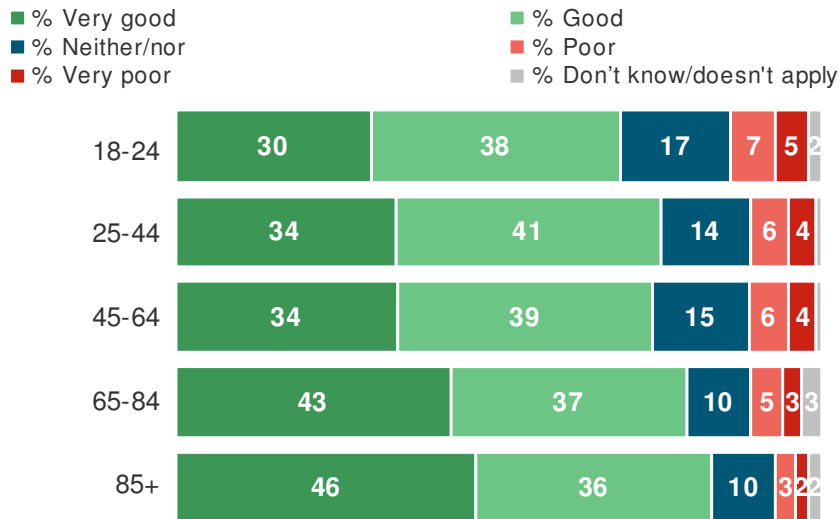


Base: All patients who answered in 2009/10 (24,454) and 2008/09 (25,742)

Source: Ipsos MORI

Older patients are more likely than younger ones to rate the out-of-hours service positively – 46% of patients aged 85 or over say the care received was 'very good', compared with 30% of patients aged 18 to 24.

Chart 11.25 Rating of the care received from the out-of-hours GP service by age



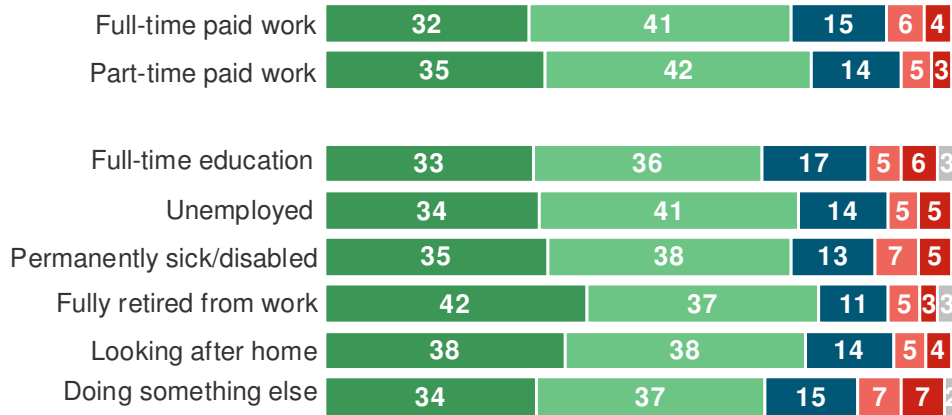
Base: All patients who answered (24,285)

Source: Ipsos MORI

Looking at working status, 42% of patients who are retired say that the care received from the out-of-hours service was 'very good', compared with 33% of those in full-time education and 32% in full-time paid work.

Chart 11.26 Rating of the care received from the out-of-hours GP service by working status

■ % Very good ■ % Good ■ % Neither/nor ■ % Poor ■ % Very poor ■ % Don't know/doesn't apply



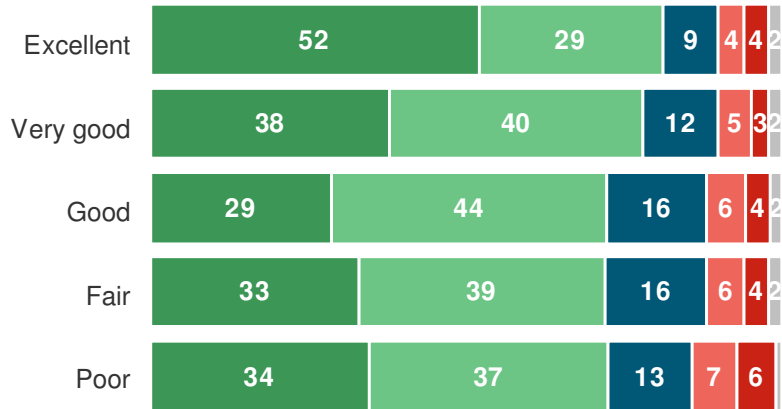
Base: All patients who answered (23,664)

Source: Ipsos MORI

Those who rate their health as 'excellent' are more likely to have positive views on the care received out-of-hours – 52% rate it as 'very good', compared with 29% of those in 'good', 33% of those in 'fair' and 34% of those in 'poor' health.

Chart 11.27 Rating of the care received from the out-of-hours GP service by state of health

■ % Very good ■ % Good ■ % Neither/nor ■ % Poor ■ % Very poor ■ % Don't know/doesn't apply

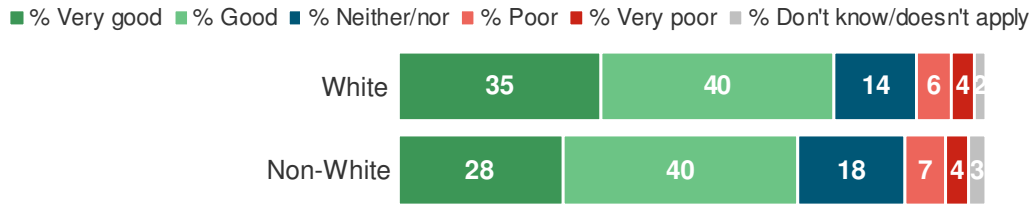


Base: All patients who answered (24,021)

Source: Ipsos MORI

White patients are more likely than non-White patients to say the care they received from the out-of-hours GP service was 'very good' (35%, compared with 28%).

Chart 11.28 Rating of the care received from the out-of-hours GP by ethnicity

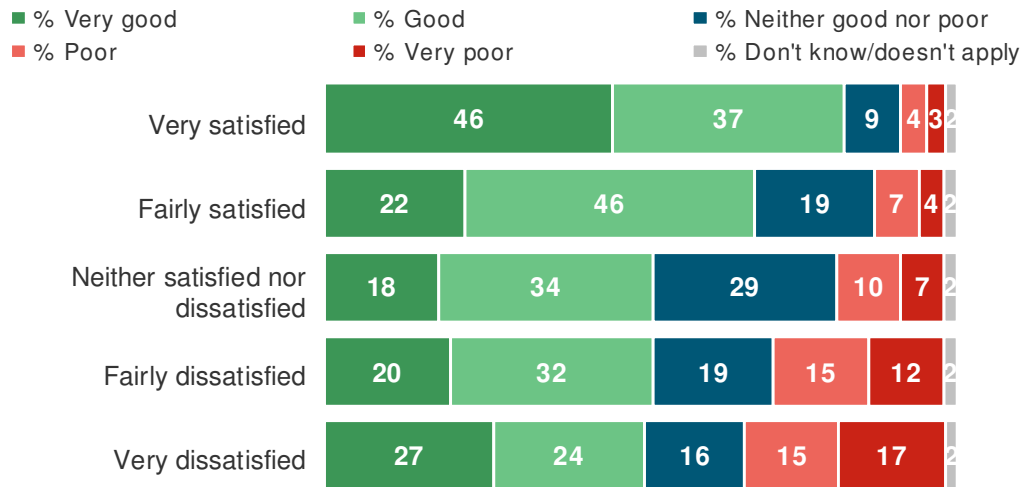


Base: All patients who answered (24,212)

Source: Ipsos MORI

Patients who are satisfied with the care they receive at their surgery are most likely to rate the care they received from the out-of-hours GP service positively. For example, 46% of those who are 'very satisfied' say that the care they received was 'very good', compared with just 18% of those who are 'neither satisfied nor dissatisfied' and 20% of those who are 'fairly dissatisfied'. Those who are 'very dissatisfied' with the care they receive at their surgery are the most likely to say that the care they received from the out-of-hours GP was 'very poor' (17%, compared with just 3% of those who are 'very satisfied').

Chart 11.29 Overall rating of care received from out-of-hours GP by satisfaction with care received at GP surgery



Base: All patients who answered (24,270)

Source: Ipsos MORI

Two in five patients in the South Eastern LCG area say that the care they received from the out-of-hours GP service was 'very good', whereas only 30% of those in the Southern LCG area say the same.

Chart 11.30 Rating of the care received from the out-of-hours GP service by LCG

■ % Very good ■ % Good ■ % Neither/nor ■ % Poor ■ % Very poor ■ % Don't know/doesn't apply



Base: All patients who answered (24,454)

Source: Ipsos MORI

Appendix

Appendix

Statistical reliability

The size of the sample for the survey means that even small differences, of one or a few percentage points, in results for different sub-groups are likely to be statistically significant. However, some bases are small, and care should be taken when drawing comparisons between them.

Table A1 below gives an indication of the most easily calculable confidence intervals to apply to different percentage results for different sample sizes, assuming a random sample from an infinite population. Where the population is small, the sampling tolerances would be smaller. These '99% confidence intervals' are the levels within which we can be 99% confident (i.e. it will happen 19 times out of 20) that the true answer will lie.

For example, with a sample size of 1,000 patients where 30% say they are satisfied with a certain aspect of their GP service, the chances are 99 in 100 that the 'true' value (which would have been obtained if all patients had been interviewed) will fall within the range of ± 3.7 percentage points from the sample result (i.e. between 26.3% and 33.7%).

Table A1 Statistical reliability at the 99% confidence interval

Sample size	Approximate sampling tolerances around results at a given level		
	10% or 90%	30% or 70%	50%
	\pm	\pm	\pm
100 patients	7.8	11.9	13.0
200 patients	5.5	8.4	9.1
500 patients	3.5	5.3	5.8
1,000 patients	2.4	3.7	4.4
10,000 patients	0.8	1.2	1.3
50,000 patients	0.3	0.5	0.6

Source: Ipsos MORI

When results are compared between separate groups within a sample, different results may be obtained. This difference may be “real”, or it may occur by chance (because not everyone in the population has been interviewed). To test if the difference is statistically significant and therefore most likely “real”, we again have to know the size of the sample, the percentage giving a certain answer and the degree of confidence chosen. If we assume a 99% confidence interval, the differences between the results of two separate groups must be greater than the values given in the Table A2 for the difference to be statistically significant.

Table A2 Comparing samples at the 99% confidence interval

Sample size	Approximate sampling tolerances		
	10% or 90% ±	30% or 70% ±	50% ±
100 and 100	11.0	16.8	18.3
200 and 200	7.8	11.9	12.9
500 and 500	4.9	7.5	8.2
1,000 and 1,000	3.5	5.3	5.8
10,000 and 10,000	1.1	1.7	1.8
50,000 and 50,000	0.5	0.7	0.8

Source: Ipsos MORI

Base size information

The tables below list the base size (i.e. the number of patients who answered) for each subgroup where charts have been included in the report. The charts present the findings by different groups of patients. For example, Table 1 below demonstrates that 42,415 men and 55,597 women answered the question which Chart 1.10 refers to.

Table 1. Gender
Chart number

	Base size		Total
	Male	Female	
1.10	42,415	55,597	98,012
2.6	41,063	54,386	95,449
5.2	40,605	53,251	93,856
8.9	40,539	53,622	94,161
8.18	39,858	52,627	92,485

**Table 2. Age
Chart number**

Chart number	Base size					Total
	18-24	25-44	45-64	65-84	85+	
1.2	6,816	29,343	37,127	23,374	2,099	98,759
1.11	6,808	29,227	36,915	23,180	2,094	98,224
1.15	6,648	28,635	36,122	22,857	2,061	96,323
2.2	6,805	29,273	36,934	23,097	2,093	98,202
2.7	6,730	28,973	36,112	21,897	1,941	95,653
2.11	6,717	28,886	35,934	21,688	1,906	95,131
2.15	6,730	28,944	36,090	22,021	1,942	95,727
3.3	3,751	18,972	22,344	13,407	1,188	59,662
3.9	6,607	28,358	35,295	21,494	1,868	93,622
3.12	3,099	16,088	20,419	12,328	887	52,821
4.2	6,567	28,155	35,457	21,947	1,873	93,999
4.8	6,540	28,148	35,008	21,535	1,875	93,106
5.3	6,617	28,434	35,530	21,578	1,876	94,035
5.7	3,802	17,431	23,508	14,922	1,306	60,969
6.2	6,642	28,526	35,833	22,403	1,982	95,386
6.9	6,714	28,784	35,627	20,833	1,756	93,714
6.16	3,321	14,464	17,119	6,462	514	41,880
7.3	6,812	29,254	36,950	22,899	2,017	97,932
7.8	6,781	29,170	36,667	22,332	1,932	96,882
7.13	6,774	29,107	36,620	22,453	1,958	96,912
7.18	6,734	28,973	36,312	21,957	1,885	95,861
7.23	6,750	29,024	36,284	21,533	1,826	95,417
7.28	6,767	29,103	36,588	22,257	1,912	96,627
7.33	6,759	29,073	36,573	22,211	1,912	96,528
7.38	6,787	29,205	36,919	23,179	2,092	98,182
8.3	2,602	13,322	21,262	17,758	1,365	56,309
8.10	6,508	28,193	35,703	22,060	1,897	94,361
8.14	6,474	28,027	35,167	20,950	1,756	92,374
8.19	6,467	28,039	35,200	21,180	1,799	92,685
8.23	6,446	27,983	35,086	20,873	1,730	92,118
8.27	6,454	27,929	34,890	20,407	1,676	91,356
8.31	6,464	28,019	35,246	21,271	1,780	92,780
8.35	6,437	27,882	35,048	20,905	1,757	92,029
9.2	6,812	29,260	37,101	23,361	2,114	98,648
10.3	1,422	9,057	19,248	14,844	1,446	46,017
10.7	1,195	7,677	16,626	12,826	1,199	39,523
10.9	1,193	7,651	16,606	12,697	1,190	39,337
10.11	1,192	7,641	16,515	12,566	1,170	39,084
10.14	1,191	7,588	16,381	12,332	1,153	38,645
10.18	1,194	7,646	16,658	12,938	1,222	39,658
10.22	1,185	7,626	16,554	12,806	1,210	39,381
11.2	6,806	29,293	37,082	23,214	2,100	98,495
11.8	1,450	10,367	8,596	3,724	441	24,578
11.16	9,04	6,906	5,397	2,237	272	15,716
11.20	1,429	10,285	8,435	3,568	428	24,145
11.25	1,435	10,302	8,489	3,626	433	24,285

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Table 3. Working status
Chart number

Chart number	Full-time paid work	Part-time paid work	Full-time education	Unemployed	Base size Permanently sick/disabled	Fully retired from work	Looking after home	Doing something else	Total
2.3	36,455	11,928	2,325	4,940	8,446	22,127	7,459	1,769	95,449
3.10	35,104	11,458	2,254	4,769	8,054	20,743	7,087	1,692	91,161
3.13	18,778	6,868	1,110	2,375	5,342	11,982	4,061	889	51,405
4.3	35,050	11,466	2,243	4,765	8,060	21,068	7,132	1,707	91,491
4.9	34,832	11,386	2,241	4,729	7,916	20,716	7,073	1,687	90,580
6.3	35,407	11,596	2,270	4,825	8,218	21,446	7,249	1,723	92,734
6.10	35,824	11,581	2,312	4,764	7,905	20,388	6,988	1,710	91,472
6.17	19,289	5,425	1,152	2,100	3,286	6,389	2,748	737	41,126
8.4	16,560	6,381	929	2,399	5,962	16,545	4,667	984	54,427
9.3	36,535	11,953	2,330	4,961	8,473	22,368	7,490	1,772	95,882
11.9	9,404	3,806	468	1,202	2,578	3,660	2,354	464	23,936
11.26	9,329	3,774	463	1,180	2,540	3,590	2,330	458	23,664

Table 4. Can take time away from work

Chart number	Yes	Base size No	Total
4.4	35,708	10,299	46,007
4.10	35,453	10,275	45,728
6.4	36,042	10,438	46,480
6.11	36,296	10,609	46,905
6.18	17,457	6,992	24,449

Table 5. State of health

Chart number	Excellent	Very good	Base size			Total
			Good	Fair	Poor	
1.3	10,664	30,631	30,934	19,153	6,150	97,532
3.4	5,365	17,394	18,861	12,765	4,499	58,884
7.4	10,616	30,481	30,753	18,829	6,049	96,728
7.9	10,479	30,227	30,518	18,567	5,941	95,732
7.14	10,487	30,246	30,462	18,612	5,946	95,753
7.19	10,399	29,932	30,185	18,333	5,879	94,728
7.24	10,392	29,895	30,039	18,161	5,829	94,316
7.29	10,465	30,146	30,379	18,528	5,941	95,459
7.34	10,436	30,103	30,361	18,523	5,938	95,361
7.39	10,586	30,471	30,798	19,016	6,099	96,970
9.4	10,649	30,586	30,903	19,117	6,173	97,428
11.10	2,302	7,397	7,653	4,922	2,038	24,312
11.17	1,446	4,695	4,864	3,172	1,357	15,534
11.21	2,277	7,300	7,518	4,805	1,991	23,891
11.27	2,282	7,322	7,572	4,836	2,009	24,021

Table 6. Long-standing condition

Chart number	Base size		Total
	Yes	No	
1.4	45,880	48,795	94,675
1.16	44,690	47,661	92,351
2.8	44,358	47,466	91,824
2.12	44,084	47,275	91,359
2.16	44,417	47,482	91,899
5.4	43,288	46,429	89,717
5.8	31,092	27,272	58,364
6.5	43,952	46,906	90,858
6.12	43,190	46,896	90,086
7.5	45,431	48,509	93,940
7.10	44,922	48,091	93,013
7.15	44,943	48,073	93,016
7.20	44,445	47,647	92,092
7.25	44,208	47,497	91,705
7.30	44,841	47,952	92,793
7.35	44,833	47,889	92,722
7.40	45,627	48,520	94,147
8.11	44,112	46,592	90,704
8.15	43,084	45,816	88,900
8.20	43,229	45,918	89,147
8.24	42,991	45,691	88,682
8.28	42,547	45,435	87,982
8.32	43,336	45,921	89,257
8.36	42,971	45,640	88,611
9.5	45,872	48,711	94,583
11.3	44,646	48,245	92,891

Table 7. Deaf and uses sign language

Chart number	Base size		Total
	Yes	No	
1.5	326	94,893	95,219
1.12	318	94,406	94,724
2.13	285	91,614	91,899
10.15	135	37,197	37,332
10.19	135	37,116	37,251

Table 8. Ethnicity

Chart number	Base size		Total
	White	Non-White	
1.13	96,301	1,477	97,778
2.9	93,824	1,428	95,252
2.17	93,898	1,426	95,324
4.11	91,293	1,418	92,711
5.5	92,293	1,396	93,689
5.9	59,937	816	60,753
6.6	93,540	1,434	94,974
6.13	91,999	1,387	93,386
6.19	41,050	744	41,794
7.6	96,058	1,461	97,519
7.11	95,063	1,428	96,491
7.16	95,076	1,443	96,519
7.21	94,084	1,411	95,495
7.26	93,654	1,412	95,066
7.31	94,817	1,429	96,246
7.36	94,718	1,430	96,148
7.41	96,270	1,474	97,744
8.5	55,235	751	55,986
8.12	92,602	1,378	93,980
8.16	90,703	1,334	92,037
8.21	90,990	1,342	92,332
8.25	90,461	1,336	91,797
8.29	89,712	1,320	91,032
8.33	91,085	1,339	92,424
8.37	90,355	1,335	91,690
9.6	96,712	1,484	98,196
10.12	38,542	408	38,950
11.4	96,599	1,480	98,079
11.11	24,160	347	24,507
11.28	23,868	344	24,212

Table 9. Satisfaction with care received

Chart number	Base size					Total
	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	
1.7	62,242	32,270	3,861	1,520	444	100,337
1.17	60,761	31,505	3,720	1,482	430	97,898
2.4	61,844	32,150	3,842	1,516	444	99,796
3.5	38,310	18,504	2,092	1,054	319	60,279
3.14	33,106	17,083	1,900	966	282	53,337
4.5	58,824	30,676	3,604	1,453	411	94,968
4.12	58,061	30,494	3,609	1,451	414	94,029
5.10	37,664	20,341	2,290	1,032	287	61,614
6.7	59,701	31,050	3,685	1,467	419	96,322
6.14	58,524	31,021	3,724	1,494	423	95,186
7.42	62,086	32,133	3,819	1,516	441	99,995
8.6	38,083	16,779	1,749	789	235	57,635
10.4	30,635	13,868	1,698	798	257	47,256
10.8	27,443	11,284	1,150	576	186	40,639
10.10	27,230	11,288	1,158	576	185	40,437
10.13	27,068	11,198	1,144	577	185	40,172
10.16	26,639	11,158	1,154	576	186	39,713
10.20	26,771	11,084	1,127	561	179	39,722
10.23	26,520	11,057	1,120	566	179	39,442
11.12	13,809	8,838	1,134	590	191	24,562
11.22	13,555	8,697	1,114	573	191	24,130
11.29	13,624	8,748	1,124	583	191	24,270

Table 10. LCG

Chart number	Base size					Total
	Belfast	Northern	South Eastern	Southern	Western	
3.6	12,585	14,961	9,449	13,479	10,288	60,762
3.15	11,878	12,751	9,295	11,166	8,621	53,711
9.7	21,591	24,568	16,722	21,734	16,535	101,150
10.5	11,189	11,511	7,990	9,326	7,507	47,523
10.24	9,202	9,588	6,552	7,881	6,415	39,638
11.5	21,024	24,151	16,364	21,343	16,272	99,154
11.13	4,267	6,063	4,034	5,945	4,443	24,752
11.18	2,850	3,621	2,649	3,817	2,883	15,820
11.23	4,188	5,947	3,962	5,861	4,356	24,314
11.30	4,211	5,979	3,991	5,891	4,382	24,454

Table 11. Practice size

Chart number	Base size					Total
	Under 2,000 patients	2,000-3,999 patients	4,000-5,999 patients	6,000-7,999 patients	8,000 patients or more	
1.8	15,907	41,814	26,949	11,327	5,309	101,306
1.18	15,468	40,833	26,307	11,032	5,175	98,815
3.16	7,222	21,694	14,890	6,682	3,223	53,711
4.6	15,007	39,513	25,463	10,702	5,035	95,720