

The GP Patient Survey in Northern Ireland 2008/09 Summary Report

Introduction

This report sets out the headline findings for the GP Patient Survey in Northern Ireland 2008/09. The GP Patient Survey in Northern Ireland was developed as part of the Government's commitment to making the Health Service more responsive to patients' needs.

This is the first time that the GP Patient Survey has been conducted in Northern Ireland, with the aim of measuring how well GP surgeries are meeting the standards agreed between DHSSPS and Health and Social Services Boards on patient access to care, consultations with healthcare professionals, the surgery environment and whether patients are satisfied with their treatment.

Technical Details

- Ipsos MORI administered the GP Patient Survey in Northern Ireland on behalf of the Department of Health, Social Services and Public Safety (DHSSPS).
- Questionnaires were dispatched to 235,975 adult patients registered with GP practices in Northern Ireland, with a covering letter and reply-paid envelope, in the week commencing 5 January 2009. Reminders were sent to non-responding patients in February and March 2009.
- Questionnaires received by 9 April 2009 are included in the survey results, with duplicates excluded. The overall unadjusted response rate to the survey is 45%, based on 105,913 completed responses.
- The survey results include 2,571 survey questionnaires completed online, and 12 completed over the telephone by patients calling the survey helpline.
- Data have not been weighted.
- Where results do not sum to 100, this is due to multiple responses or computer rounding.
- An asterisk (*) indicates a percentage of less than 0.5% but greater than zero.

Summary

About the surgery or health centre

- The majority of patients find it easy to get into their GP surgery (97%), with around three quarters (77%) saying it is *very easy*.
- Almost all patients report their surgery to be clean (99%), with 76% saying it is *very clean*.
- Three quarters of patients say that other patients can overhear what they say to their surgery's receptionist (76%), however, overall a half (52%) say they do not mind about this. Only 16% of patients report that they cannot be overheard.
- Overall, patients find their surgery's receptionists to be helpful (95%), with 64% saying they are *very helpful*.

Getting through on the phone

- Patients were asked about how easy they found it to contact their surgery by phone. Two thirds of patients (68%) say they find it easy to get through to their surgery by phone, with 29% saying it is *very easy*. Two in five (39%) say that it is easy to talk to a doctor on the phone, however, only slightly fewer say that they haven't tried to do this. Similarly, 35% say it is easy to speak to a nurse on the phone, but 41% say they have not tried to do this. Over half (57%) find it easy to get test results on the phone, but again, a quarter (26%) have not attempted this.

Seeing a GP or healthcare professional

- Most patients do not appear to be aware of their right to 48-hour access to general medical services under the GMS contract; only a third are aware (35%), with two thirds unaware (65%).
- Three in five patients (63%) have tried to see a GP or health care professional fairly quickly in the past six months, and of these the majority (84%) were able to be seen on the same day or within the next two days. However, 15% were not able to be seen. The main reason for not being able to be seen, according to patients, was that there were no appointments available (85% mention this).
- Over half of patients (56%) have tried to book ahead for an appointment with a GP or healthcare professional in the past six months, and of these the majority (80%) were able to get an appointment more than two full days in advance. One in five (18%) however, were not able to book ahead.
- Most patients have seen a GP or healthcare professional at their surgery in the last six months (80%). Of the 20% who have not been seen at their surgery in the last six months, the main reason, perhaps unsurprisingly, is that they have not needed to visit (91% mention this).

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 say between 5 and 15 minutes (49%). Only 11% say they are seen at the appointment time itself. Encouragingly, only 5% say they

wait more than 30 minutes. Most people feel that they don't normally have to wait too long (71%), but 5% say they have to wait far too long.

Seeing the GP or healthcare professional you prefer

- Two thirds of patients (66%) prefer to see a particular doctor, while 31% say they do not have a preference. Of those who do have a preference, 58% say they always or almost always see this doctor.

Opening hours

- Most patients (85%) are satisfied with the opening hours of their surgery (including 45% who are *very satisfied*), but 53% would still like to see their surgery open at additional times. Patients are divided about the optimum additional time to be open, with 41% saying after 6.30pm and 41% saying on Saturdays. Sundays, before 8am, and at lunchtime are least favourite (2%, 7% and 9%, respectively).

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: gives enough time (93%), asks about symptoms (93%), listens to them (93%), explains tests and treatments (86%), involves them in decisions about their care (81%), treats them with care and concern (91%), and takes their problems seriously (89%).
- Importantly, the vast majority of patients (97%) have confidence and trust in their doctor, with 78% saying they *definitely* have confidence and trust in him or her. Only two percent say they do not.

Seeing a practice nurse in the GP surgery or health centre

- Over half of patients have seen a practice nurse at their surgery in the past six months (57%). Of those, the majority say it is easy to get an appointment with a nurse (90%), with 54% saying it is *very easy*.
- 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: gives enough time (95%), asks about symptoms (85%), listens to them (89%), explains tests and treatments (87%), involves them in decisions about their care (77%), treats them with care and concern (92%), and takes their problems seriously (86%). Interestingly, patients rate nurses higher than their doctors on all measures, apart from taking their problems seriously.

Overall satisfaction

- Most patients are satisfied with the care they receive at their surgery (94%), including 61% who are *very satisfied*. Only two percent are dissatisfied.

Planning your care

- Just under half of patients (47%) say they have one or more long-standing health problem, disability, or infirmity. Of these, three quarters (77%) say they have had a discussion with a doctor or nurse about managing their condition, while 22% say they have not had a discussion. Most of these patients who had not had a discussion were also not offered one (60%). Only a fifth (21%) said they were offered the chance to have a discussion, but did not take up the offer. A similar proportion cannot remember either way (19%).

Out of hours care

- Most patients would know how to contact an out-of-hours GP service if they needed to, when their surgery was closed (80%).
- Only a quarter of patients (25%) have tried to call an out-of-hours GP service when their surgery was shut, either for themselves or for someone else. Of these most people found it easy to contact the service (90%), with 50% saying it was *very easy*.
- Two thirds of patients were prescribed or recommended medicines by the out-of-hours service (66%), and of these people 86% found it easy to get hold of these medicines.
- Three quarters (73%) felt that the time it took to receive care from the out-of-hours GP service was about right. However, a quarter felt it took too long (24%).
- Overall, most patients rate the care they received from the out-of-hours service as good (75%), although one in ten rate it as poor (10%).

Topline results

- Ipsos MORI administered the GP Patient Survey in Northern Ireland on behalf of the Department of Health, Social Services and Public Safety (DHSSPS).
- The overall unadjusted response rate to the survey is 45%, based on 105,913 completed responses.
- Data have not been weighted.
- Where results do not sum to 100, this is due to multiple responses or computer rounding.
- An asterisk (*) indicates a percentage of less than 0.5% but greater than zero.

A. ABOUT YOUR GP SURGERY OR HEALTH CENTRE

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

Base: All patients who answered Q1 (104,686)

	%	N
Very easy	77	80,403
Fairly easy	20	20,666
Not very easy	3	2,658
Not at all easy	1	959
Easy (total)	97	101,069

Q2 How clean is your GP surgery or health centre?

Base: All patients who answered Q2 (104,640)

	%	N
Very clean	76	79,822
Fairly clean	22	23,331
Not very clean	1	712
Not at all clean	*	100
Don't know	1	675
Clean (total)	99	103,153

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

Base: All patients who answered Q3 (104,174)

	%	N
Yes, but I don't mind	52	53,979
Yes, and I am not happy about it	24	25,484
No, other patients can't overhear	16	16,159
Don't know	8	8,552
Yes (total)	76	79,463

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

Base: All patients who answered Q4 (102,246)

	%	N
Very helpful	64	65,004
Fairly helpful	32	32,639
Not very helpful	4	3,690
Not at all helpful	1	913
Helpful (total)	95	97,643

B GETTING THROUGH ON THE PHONE

Now please think about times you have phoned your GP surgery or health centre in the past six months.

Q5 In the past 6 months, how easy have you found the following?

Base: All patients who answered Q5a (104,175)

a. Getting through on the phone

	%	N
Haven't tried	7	7,520
Very easy	29	30,410
Fairly easy	39	40,745
Not very easy	15	15,879
Not at all easy	8	8,712
Don't know	1	909
Easy (total)	68	71,155

Q5 Continued

b. Speaking to a doctor on the phone

Base: All patients who answered Q5b (101,118)

Haven't tried	32	32,460
Very easy	14	14,534
Fairly easy	25	25,054
Not very easy	12	12,541
Not at all easy	8	8,188
Don't know	8	8,341
Easy (total)	39	39,588

c. Speaking to a nurse on the phone

Base: All patients who answered Q5c (100,519)

	%	N
Haven't tried	41	41,058
Very easy	15	14,821
Fairly easy	20	20,002
Not very easy	7	6,959
Not at all easy	4	3,900
Don't know	14	13,779
Easy (total)	35	34,823

d. Getting test results on the phone

Base: All patients who answered Q5d (101,220)

	%	N
Haven't tried	26	25,781
Very easy	30	30,648
Fairly easy	27	27,287
Not very easy	6	5,694
Not at all easy	3	3,465
Don't know	8	8,345
Easy (total)	57	57,935

C	SEEING A GP OR HEALTHCARE PROFESSIONAL
----------	---

Q6 Are you aware of your right to 48-hour-access to general medical services under the GMS contract?

Base: All patients who answered Q6 (102,942)

	%	N
Yes	35	35,785
No	65	67,157

Q7 In the past 6 months, have you tried to see a GP or healthcare professional fairly quickly? By 'fairly quickly' we mean on the same day or in the next 2 days the GP surgery or health centre was open.

Base: All patients who answered Q7 (103,332)

	%	N
Yes	63	65,074
No	35	35,977
Can't remember	2	2,281

Q8 Think about the last time you tried to see a GP or healthcare professional fairly quickly. Were you able to see a GP or healthcare professional on the same day or in the next two days the GP surgery or health centre was open?

Base: All patients who say they tried to see a doctor fairly quickly in the past 6 months and answered Q8 (64,260)

	%	N
Yes	84	54,027
No	15	9,696
Can't remember	1	537

Q9 If you couldn't be seen within the next 2 days the GP surgery or health centre was open, why was that?

(multiple responses allowed)

Base: All patients who couldn't be seen within the next two days the surgery was open and answered Q9 (9,623)

	%	N
There weren't any appointments	85	8,205
The times offered didn't suit me	9	858
The appointment was with a doctor I didn't want to see	17	1,643
I could have seen a nurse but I wanted to see a doctor	3	324
Another reason	3	326
Can't remember	1	56

Q10 In the past 6 months, have you tried to book ahead for an appointment with a GP or healthcare professional? By 'booking ahead' we mean booking an appointment more than 2 full days in advance.

Base: All patients who answered Q10 (102,923)

	%	N
Yes	56	57,941
No	42	42,756
Can't remember	2	2,226

Q11 Last time you tried to, were you able to get an appointment with a GP or healthcare professional more than 2 full days in advance?

Base: All patients who tried to book ahead for an appointment with a doctor in the past 6 months and answered Q11 (57,295)

	%	N
Yes	80	45,758
No	18	10,096
Can't remember	3	1,441

Q12 When did you last see a GP or healthcare professional at your GP surgery or health centre?

Base: All patients who answered Q12 (103,994)

	%	N
In the past 3 months	60	62,603
Between 3 and 6 months ago	20	20,514
More than 6 months ago	19	20,274
I have never been seen at my present GP surgery or health centre	1	603

Q13 If you haven't seen a GP or healthcare professional in the past 6 months, why is that?

(multiple responses allowed)

Base: All patients who say they haven't seen a doctor in the past 6 months and who answered Q13 (20,380)

	%	N
I haven't needed to go	91	18,617
I couldn't be seen at a convenient time	3	589
I couldn't get to the GP surgery or health centre easily	2	400
I didn't like or trust the doctors	1	176
Another reason	4	846

D	WAITING TIME IN THE GP SURGERY OR HEALTH CENTRE
----------	--

Q14 How long after your appointment time do you normally wait to be seen?

Base: All patients who answered Q14 (103,004)

	%	N
I don't normally have appointments at a particular time	6	5,853
I am normally seen at my appointment time	11	11,218
Less than 5 minutes	9	9,226
5 to 15 minutes	49	50,512
16 to 30 minutes	18	18,261
More than 30 minutes	5	5,576
Can't remember	2	2,358

Q15 How do you feel about how long you normally have to wait?

Base: All patients who answered Q15 (102,195)

	%	N
I don't normally have to wait too long	71	72,607
I have to wait a bit too long	18	18,358
I have to wait far too long	5	5,463
No opinion /doesn't apply	6	5,767

E	SEEING THE GP OR HEALTHCARE PROFESSIONAL YOU PREFER
----------	--

Q16 Is there a particular doctor you prefer to see at your GP surgery or health centre?

Base: All patients who answered Q16 (103,107)

	%	N
Yes	66	68,019
No	31	31,736
There is usually only one doctor in my GP surgery or health centre	3	3,352

Q17 How often do you see the doctor you prefer to see?

Base: All patients who have a doctor they prefer to see at their surgery and who answered Q17 (67,370)

	%	N
Always or almost always	58	38,825
A lot of the time	21	13,897
Some of the time	18	12,326
Never or almost never	3	2,156
Not tried at this GP surgery or health centre	*	166

F OPENING HOURS

In the next few questions, think about the times your GP surgery or health centre is open for you to see a GP or healthcare professional.

Q18 How satisfied are you with the hours that your GP surgery or health centre is open?

Base: All patients who answered Q18 (104,691)

	%	N
Very satisfied	45	47,242
Fairly satisfied	39	41,315
Neither satisfied nor dissatisfied	8	8,054
Fairly dissatisfied	4	4,135
Very dissatisfied	2	1,813
I'm not sure when my GP surgery or health centre is open	2	2,132
Satisfied (total)	85	88,557

Q19 Would you like your GP surgery or health centre to open at additional times?

Base: All patients who answered Q19 (98,136)

	%	N
Yes	53	51,679
No	47	46,457

Q20 Which one of the following additional times would you most like the GP surgery or health centre to be open? Please tick one answer showing the time you would most like it to be open

Base: All patients who would like their surgery to be open at additional times and who answered Q20 (46,459)

	%	N
Before 8am	7	3,051
At lunchtime	9	4,271
After 6.30pm	41	19,269
On a Saturday	41	18,824
On a Sunday	2	1,044

G SEEING A DOCTOR IN THE GP SURGERY OR HEALTH CENTRE

Please answer these next questions about the last time you saw a doctor at your GP surgery or health centre

Q21 Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at each of the following?

a. Giving you enough time

Base: All patients who answered Q21a (103,395)

Very good	64	66,243
Good	29	30,418
Neither good nor poor	4	4,482
Poor	1	1,317
Very poor	*	450
Doesn't apply	1	485
Good (total)	93	96,661

Q21 Continued

b. Asking about your symptoms

Base: All patients who answered Q21b (102,496)

	%	N
Very good	61	62,643
Good	32	32,501
Neither good nor poor	5	4,571
Poor	1	1,470
Very poor	*	450
Doesn't apply	1	861
Good (total)	93	95,144

c. Listening to you

Base: All patients who answered Q21c (102,653)

	%	N
Very good	63	64,652
Good	30	30,482
Neither good nor poor	5	4,747
Poor	2	1,682
Very poor	1	612
Doesn't apply	*	478
Good (total)	93	95,134

d. Explaining tests and treatments

Base: All patients who answered Q21d (101,665)

	%	N
Very good	56	57,326
Good	29	29,666
Neither good nor poor	6	6,181
Poor	2	1,858
Very poor	1	636
Doesn't apply	6	5,998
Good (total)	86	86,992

e. Involving you in decisions about your care

Base: All patients who answered Q21e (101,006)

	%	N
Very good	52	52,174
Good	29	29,408
Neither good nor poor	8	8,255
Poor	2	2,114
Very poor	1	788
Doesn't apply	8	8,267
Good (total)	81	81,582

f. Treating you with care and concern

Base: All patients who answered Q21f (102,292)

	%	N
Very good	61	62,816
Good	29	30,031
Neither good nor poor	6	5,947
Poor	2	1,598
Very poor	1	739
Doesn't apply	1	1,161
Good (total)	91	92,847

g. Taking your problems seriously

Base: All patients who answered Q21g (102,049)

	%	N
Very good	61	62,501
Good	28	28,468
Neither good nor poor	6	6,402
Poor	2	2,017
Very poor	1	1,064
Doesn't apply	2	1,597
Good (total)	89	90,969

Q22 Did you have confidence and trust in the doctor you saw?

Base: All patients who answered Q22 (103,559)

	%	N
Yes, definitely	78	80,816
Yes, to some extent	19	19,762
No, not at all	2	1,815
Don't know/can't say	1	1,166
Yes (total)	97	100,578

H SEEING A PRACTICE NURSE IN THE GP SURGERY OR HEALTH CENTRE**Q23 Have you seen a practice nurse at your GP surgery or health centre in the past 6 months?**

Base: All patients who answered Q23 (103,227)

	%	N
Yes	57	58,993
No	43	44,234

Q24 How easy is it for you to get an appointment with a practice nurse at your GP surgery or health centre?

Base: All patients who have seen a practice nurse at the GP surgery or health centre in the past 6 months and who answered Q24 (58,335)

	%	N
Haven't tried	5	2,908
Very easy	54	31,787
Fairly easy	36	20,942
Not very easy	3	1,842
Not at all easy	1	348
Don't know	1	508
Easy (total)	90	52,729

Q25 Last time you saw a practice nurse at your GP surgery or health centre, how good was the practice nurse at each of the following?

a. Giving you enough time

Base: All patients who have seen a practice nurse at the surgery in the past 6 months and who answered Q25a (58,037)

	%	N
Very good	69	39,756
Good	27	15,581
Neither good nor poor	3	1,814
Poor	1	337
Very poor	*	89
Doesn't apply	1	460
Good (total)	95	55,337

b. Asking about your symptoms

Base: All patients who have seen a practice nurse at the surgery in the past 6 months and who answered Q25b (57,015)

	%	N
Very good	58	33,094
Good	27	15,575
Neither good nor poor	6	3,240
Poor	1	691
Very poor	*	183
Doesn't apply	7	4,232
Good (total)	95	48,669

Q25 continued**c. Listening to you**

Base: All patients who have seen a practice nurse at the surgery in the past 6 months and who answered Q25c (57,149)

	%	N
Very good	62	35,313
Good	28	15,796
Neither good nor poor	5	2,987
Poor	1	652
Very poor	*	201
Doesn't apply	4	2,200
Good (total)	89	51,109

d. Explaining tests and treatments

Base: All patients who have seen a practice nurse at the surgery in the past 6 months and who answered Q25d (56,910)

	%	N
Very good	60	33,994
Good	27	15,316
Neither good nor poor	6	3,416
Poor	2	836
Very poor	*	253
Doesn't apply	5	3,095
Good (total)	87	49,310

Q25 continued**e. Involving you in decisions about your care**

Base: All patients who have seen a practice nurse at the surgery in the past 6 months and who answered Q25e (56,340)

	%	N
Very good	52	29,525
Good	25	13,973
Neither good nor poor	8	4,488
Poor	1	797
Very poor	*	263
Doesn't apply	13	7,294
Good (total)	77	43,498

f. Treating you with care and concern

Base: All patients who have seen a practice nurse at the surgery in the past 6 months and who answered Q25f (57,251)

	%	N
Very good	65	37,065
Good	28	15,875
Neither good nor poor	4	2,484
Poor	1	536
Very poor	*	248
Doesn't apply	2	1,043
Good (total)	92	52,940

Q25 continued**g. Taking your problems seriously**

Base: All patients who have seen a practice nurse at the surgery in the past 6 months and who answered Q25g (56,713)

	%	N
Very good	61	34,589
Good	25	14,243
Neither good nor poor	6	3,227
Poor	1	557
Very poor	*	243
Doesn't apply	7	3,854
Good (total)	86	48,832

I YOUR OVERALL SATISFACTION
Q26 In general, how satisfied are you with the care you get at your GP surgery or health centre?

Base: All patients who answered Q25 (103,953)

	%	N
Very satisfied	61	62,939
Fairly satisfied	34	34,826
Neither satisfied nor dissatisfied	4	4,117
Fairly dissatisfied	2	1,590
Very dissatisfied	*	481
Satisfied (total)	94	97,765

J PLANNING YOUR CARE

The next few questions are about a discussion you may have had with any doctor or nurse.

Q27 Do you have any long-standing health problem, disability or infirmity? Please include anything that has troubled you over a period of time or that is likely to affect you over a period of time.

Base: All patients who answered Q27 (101,753)

	%	N
Yes	47	47,826
No	51	52,049
Don't know/can't say	2	1,878

Q28 In the past 6 months, have you had a discussion with a doctor or nurse about managing your long-standing health problem?

Base: All patients who have a long-standing health problem, disability or infirmity and who answered Q28 (47,298)

	%	N
Yes	77	36,353
No	22	10,292
Can't remember	1	653

Q29 Were you offered the chance to discuss managing your long-standing health problem?

Base: All patients who have not had a discussion with a doctor or nurse about managing their long-standing health problem in the past six months, and who answered Q29 (10,515)

	%	N
Yes	21	2,215
No	60	6,310
Can't remember	19	1,990

K OUT OF HOURS CARE

The next few questions are about contacting an out-of-hours GP service when your GP surgery or health centre is closed (for example, in the evening, at night or at the weekend).

These questions are not about Accident and Emergency (A&E) or Casualty services.

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

Base: All patients who answered Q30 (103,605)

	%	N
Yes	80	82,714
No	20	20,891

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

(multiple responses allowed)

Base: All patients who answered Q31 (103,417)

	%	N
Yes, for myself	10	10,388
Yes, for someone else	16	16,744
No	75	77,492

Q32 How easy was it to contact the out-of-hours GP service by telephone?

Base: All patients who tried to call an out-of-hours GP service in the past 6 months and who answered Q32 (25,877)

	%	N
Very easy	50	12,841
Fairly easy	40	10,476
Not very easy	7	1,754
Not at all easy	3	659
Don't know/didn't make contact	1	147
Easy (total)	90	23,317

Q33 Were you prescribed or recommended any medicines by the out-of-hours GP service you contacted?

Base: All patients who tried to call an out-of-hours GP service in the past 6 months and who answered Q33 (25,598)

	%	N
Yes	66	16,783
No	29	7,438
Don't know/doesn't apply	5	1,377

Q34 How easy was it to get these medicines?

Base: All patients who were prescribed or recommended medicines by the out-of-hours GP service and who answered Q34 (16,625)

	%	N
Very easy	42	6,974
Fairly easy	44	7,324
Not very easy	12	1,946
Not at all easy	2	381
Easy (total)	86	14,298

Q35 How do you feel about how quickly you received care from the out-of-hours GP service?

Base: All patients who tried to call an out-of-hours GP service in the past 6 months and who answered Q35 (25,650)

	%	N
It was about right	73	18,682
It took too long	24	6,095
Don't know/doesn't apply	3	873

Q36 Overall, how do you feel about the care you received from the out-of-hours GP service?

Base: All patients who tried to call an out-of-hours GP service in the past 6 months and who answered Q36 (25,742)

	%	N
Very good	35	9,038
Good	40	10,319
Neither good nor poor	13	3,471
Poor	6	1,434
Very poor	4	1,043
Don't know/doesn't apply	2	437
Good (total)	75	19,357

L SOME QUESTIONS ABOUT YOURSELF

The following questions will help us to see how experiences vary between different groups of the population.

Q37 Are you male or female?

Base: All patients who answered Q37 (103,592)

	%	N
Male	43	44,256
Female	57	59,336

Q38 How old are you?

Base: All patients who answered Q38 (103,950)

	%	N
18 to 24	7	7,470
25 to 34	13	13,340
35 to 44	17	18,108
45 to 54	19	19,726
55 to 64	18	18,960
65 to 74	15	15,339
75 to 84	8	8,689
85 or over	2	2,318

Q39 What is your current marital or civil partnership status?

Base: All patients who answered Q39 (103,682)

	%	N
Single, that is, never married or in a civil partnership	22	22,963
Married	60	62,232
Separated, but still legally married	3	3,031
Divorced	5	4,781
Widowed	8	8,728
In a civil partnership	2	1,735
Separated, but still legally in a civil partnership	*	85
Formerly in a civil partnership which is now legally dissolved	*	60
Surviving partner from a civil partnership	*	67

Q40 To which of these ethnic groups do you consider you belong?

Please select the option that is most appropriate for you

Base: All patients who answered Q40 (103,489)

	%	N
White	99	102,032
Chinese	*	212
Irish Traveller	*	132
Indian	*	198
Pakistani	*	43
Bangladeshi	*	17
Black Caribbean	*	11
Black African	*	72
Black other	*	20
Mixed ethnic group	*	108
Any other ethnic group	1	644

Q41 Which of these best describes what you are doing at present?**If more than one of these applies to you, please tick the main ONE only**

Base: All patients who answered Q41 (100,991)

	%	N
Full-time paid work (30 hours or more each week)	39	39,671
Part-time paid work (under 30 hours each week)	12	12,333
Full-time education at school, college or university	2	2,392
Unemployed	4	4,517
Permanently sick or disabled	9	9,129
Fully retired from work	23	22,894
Looking after the home	8	8,268
Doing something else	2	1,787

Q42 In general, how long does your journey take from home to work (door to door)?

Base: All patients who say they are in paid work and who answered Q42 (51,041)

	%	N
Up to 30 minutes	66	33,909
31 minutes to 1 hour	20	10,413
More than 1 hour	6	3,177
I live on site	7	3,542

Q43 If you need to see a GP or healthcare professional at your GP surgery or health centre during your typical working hours, can you take time away from your work to do this?

Base: All patients who answered Q43 (51,326)

	%	N
Yes	77	39,440
No	23	11,886

Q44 In general, would you say your health is . . . ?

Base: All patients who answered Q44 (96,305)

	%	N
Excellent	12	11,281
Very good	33	32,004
Good	34	32,554
Fair	21	20,363
Poor	*	103

Q45 Do you have any of the following long-standing conditions? Please include problems which are due to old age.

Please tick all the boxes that apply to you

(multiple responses allowed)

Base: All patients who answered Q45 (98,205)

	%	N
Physical impairment, such as difficulty using your arms or mobility issues which means using a wheelchair or crutches	7	6,949
Sensory impairment, such as being blind/having a serious visual impairment or being deaf/having a serious hearing impairment	4	4,063
Mental health condition, such as depression or schizophrenia	9	9,211
Learning disability/difficulty, (such as Down's syndrome or dyslexia) or cognitive impairment (such as autistic spectrum disorder)	1	1,203
Long-standing illness or health condition such as cancer, HIV, diabetes, chronic heart disease, or epilepsy	14	13,733
Other	26	25,009
No, I do not have a long-standing condition	53	51,565

Q46 Are you a deaf person who uses sign language?

Base: All patients who answered Q46 (99,006)

	%	N
Yes	*	238
No	100	98,768

Q47 Do you have personal responsibility for the care of . . . ?

Please tick all the boxes that apply to you

Base: All patients who answered Q47 (97,090)

	%	N
A child or children	27	26,687
A person with a disability	7	6,662
A dependent older person	7	6,493
None of the above	63	60,855

Q48 Regardless of whether we practice religion, most of us in Northern Ireland are seen as either Catholic or Protestant. We are therefore asking you to indicate your community background by ticking the appropriate box below.

Base: All patients who answered Q48 (102,047)

	%	N
I am a member of the Protestant community	54	55,601
I am a member of the Roman Catholic community	41	41,346
I am a member of neither the Protestant nor Roman Catholic community	5	5,100