

You have selected the following practice:
DANES CAMP MEDICAL CENTRE

weighted data

Q1. Last seen or spoke to a GP

Base: All

	%	N
In the past 3 months	48	58
Between 3 and 6 months ago	13	16
Between 6 and 12 months ago	16	20
More than 12 months ago	22	27
I have never seen a GP from my GP surgery	*	*
Total		123

Q2. Last seen or spoke to a nurse

Base: All

	%	N
In the past 3 months	38	47
Between 3 and 6 months ago	23	28
Between 6 and 12 months ago	17	21
More than 12 months ago	19	24
I have never seen a nurse from my GP surgery	*	*
All		124

Q3. Ease of getting through to someone at GP surgery on the phone

Base: All

	%	N
Very easy	*	*
Fairly easy	55	68
Not very easy	25	31
Not at all easy	12	15
Haven't tried	*	*
Total		124

Q4. Helpfulness of receptionists at GP surgery

Base: All

	%	N
Very helpful	27	32
Fairly helpful	53	64
Not very helpful	16	20
Not at all helpful	*	*
Don't know	*	*
Total		122

Q5. How normally book appointments to see a GP or nurse...

Base: All

	%	N
In person	37	46
By phone	78	97
By fax machine	*	*
Online	*	*
Doesn't apply	*	*
Total		124

Q6 Awareness of online services

Base: All

	%	N
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Booking appointments online	15	18
Ordering repeat prescriptions online	22	27
Accessing my medical records online	*	*
None of these	*	*
Don't know	68	83
Total		122

Q7 Use of online services		
Base: All		
	%	N
Booking appointments online	*	*
Ordering repeat prescriptions online	14	17
Accessing my medical records online	*	*
None of these	84	101
Total		121

Q8. Have a preferred GP		
Base: All		
	%	N
Yes	25	30
No	74	91
There is usually only one GP in my GP surgery	*	*
Total		122

Q9. Frequency of seeing preferred GP		
Base: All who prefer to see or speak to a particular GP		
	%	N
Always or almost always	*	*
A lot of the time	*	*
Some of the time	38	10
Never or almost never	*	*
Not tried at this GP surgery	*	*
Total		27

Q10. Last time wanted to see/speak to GP or nurse: What did you want to do?		
Base: All		
	%	N
See a GP at the surgery	69	85
See a nurse at the surgery	30	37
Speak to a GP on the phone	*	*
Speak to a nurse on the phone	*	*
Have someone visit me at my home	*	*
I didn't mind / wasn't sure what I wanted	*	*
Total		124

Q11. When did you want to see or speak to them?		
Base: All		
	%	N
On the same day	45	55
On the next working day	9	11
A few days later	29	36
A week or more later	*	*
I didn't have a specific day in mind	9	11
Can't remember	*	*
Total		123

Q12. Able to get an appointment to see or speak to someone		
Base: All		

	%	N
Yes	65	80
Yes, but I had to call back closer to or on the day I wanted	17	21
No	15	19
Can't remember	*	*
Total		123

Q13. What type of appointment did you get?

Base: All who were able to get an appointment

	%	N
Appointment to see a GP at the surgery	64	64
Appointment to see a nurse at the surgery	34	34
Appointment to speak to a GP on the phone	*	*
Appointment to speak to a nurse on the phone	*	*
Appointment for someone to visit me at my home	*	*
Total		101

Q14. How long until actually saw or spoke to GP / nurse

Base: All who were able to get an appointment

	%	N
On the same day	44	44
On the next working day	*	*
A few days later	26	26
A week or more later	20	20
Can't remember	*	*
Total		99

Q15. Convenience of appointment

Base: All who were able to get an appointment

	%	N
Very convenient	32	32
Fairly convenient	58	58
Not very convenient	*	*
Not at all convenient	*	*
Total		99

Q16. Reason for not being able to get an appointment / the appointment offered was inconvenient

Base: All who were not able to get an appointment/ convenient appointment

	%	N
There weren't any appointments for the day I wanted	52	13
There weren't any appointments for the time I wanted	*	*
I couldn't see my preferred GP	*	*
I couldn't book ahead at my GP surgery	*	*
Another reason	*	*
Total		26

Q17. What did you do on that occasion?

Base: All who were not able to get an appointment/ convenient appointment

	%	N
Went to the appointment I was offered	47	13
Got an appointment for a different day	*	*
Had a consultation over the phone	*	*
Went to A&E / a walk-in centre	*	*
Saw a pharmacist	*	*
Decided to contact my surgery another time	*	*
Didn't see or speak to anyone	*	*
Total		27

Q18. Overall experience of making an appointment		
Base: All		
	%	N
Very good	17	21
Fairly good	37	46
Neither good nor poor	25	31
Fairly poor	10	13
Very poor	11	13
Total		124

Q19. Waiting time at surgery		
Base: All		
	%	N
I don't normally have appointments at a particular time	*	*
Less than 5 minutes	11	13
5 to 15 minutes	70	85
More than 15 minutes	9	11
Can't remember	*	*
Total		122

Q20. Impression of waiting time at surgery		
Base: All		
	%	N
I don't normally have to wait too long	63	78
I have to wait a bit too long	17	21
I have to wait far too long	*	*
No opinion / doesn't apply	12	15
Total		123

Q21a. Rating of GP giving you enough time		
Base: All		
	%	N
Very good	28	34
Good	42	51
Neither good nor poor	21	26
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		120

Q21b. Rating of GP listening to you		
Base: All		
	%	N
Very good	30	37
Good	46	56
Neither good nor poor	16	19
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		121

Q21c. Rating of GP explaining tests and treatments		
Base: All		
	%	N
Very good	31	38
Good	40	47
Neither good nor poor	17	20
Poor	*	*

Very poor	*	*
Doesn't apply	*	*
Total		119

Q21d. Rating of GP involving you in decisions about your care		
Base: All		
	%	N
Very good	20	24
Good	45	54
Neither good nor poor	19	23
Poor	*	*
Very poor	*	*
Doesn't apply	9	11
Total		121

Q21e. Rating of GP treating you with care and concern		
Base: All		
	%	N
Very good	27	33
Good	43	52
Neither good nor poor	22	27
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		121

Q22. Confidence and trust in GP		
Base: All		
	%	N
Yes, definitely	46	55
Yes, to some extent	38	45
No, not at all	11	13
Don't know / can't say	*	*
Total		119

Q23a. Rating of nurse giving you enough time		
Base: All		
	%	N
Very good	46	57
Good	39	48
Neither good nor poor	8	10
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		123

Q23b. Rating of nurse listening to you		
Base: All		
	%	N
Very good	46	56
Good	38	47
Neither good nor poor	8	10
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		123

Q23c. Rating of nurse explaining tests and treatments		
Base: All		
	%	N
Very good	39	46
Good	42	50
Neither good nor poor	9	10
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		119

Q23d. Rating of nurse involving you in decisions about your care		
Base: All		
	%	N
Very good	32	40
Good	38	47
Neither good nor poor	11	13
Poor	*	*
Very poor	*	*
Doesn't apply	16	20
Total		123

Q23e. Rating of nurse treating you with care and concern		
Base: All		
	%	N
Very good	37	46
Good	45	55
Neither good nor poor	10	12
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		122

Q24. Confidence and trust in nurse		
Base: All		
	%	N
Yes, definitely	63	77
Yes, to some extent	29	35
No, not at all	*	*
Don't know / can't say	*	*
Total		122

Q25. Satisfaction with opening hours		
Base: All		
	%	N
Very satisfied	26	31
Fairly satisfied	35	42
Neither satisfied nor dissatisfied	15	18
Fairly dissatisfied	10	12
Very dissatisfied	*	*
I'm not sure when my GP surgery is open	13	15
Total		120

Q26. Is your GP surgery currently open at times that are convenient for you?		
Base: All		
	%	N
Yes	64	75
No	19	22

Don't know	18	21
Total		118

Q27. Additional opening times that would make it easier to see or speak to someone...

Base: All whose GP surgery is not open at convenient times

	%	N
Before 8am	28	12
At lunchtime	*	*
After 6.30pm	63	27
On a Saturday	65	28
On a Sunday	34	15
None of these	*	*
Total		42

Q28. Overall experience of GP surgery

Base: All

	%	N
Very good	22	27
Fairly good	53	64
Neither good nor poor	15	18
Fairly poor	*	*
Very poor	*	*
Total		120

Q29. Recommending GP surgery to someone who has just moved to the local area

Base: All

	%	N
Yes, would definitely recommend	28	34
Yes, would probably recommend	34	41
Not sure	22	26
No, would probably not recommend	9	11
No, would definitely not recommend	*	*
Don't know	*	*
Total		120

Q30. Long-standing health condition

Base: All

	%	N
Yes	45	54
No	54	65
Don't know / can't say	*	*
Total		120

Q31. Medical conditions...

Base: All

	%	N
Alzheimer's disease or dementia	*	*
Angina or long-term heart problem	*	*
Arthritis or long-term joint problem	12	11
Asthma or long-term chest problem	*	*
Blindness or severe visual impairment	*	*
Cancer in the last 5 years	*	*
Deafness or severe hearing impairment	*	*
Diabetes	*	*
Epilepsy	*	*
High blood pressure	23	22
Kidney or liver disease	*	*
Learning difficulty	*	*

Long-term back problem	12	11
Long-term mental health problem	*	*
Long-term neurological problem	*	*
Another long-term condition	12	11
None of these conditions	49	46
I would prefer not to say	*	*
Total		95

Q32. Last 6 months, enough support from local services/organisations to help manage long-term conditions

	%	N
Yes, definitely	29	13
Yes, to some extent	22	10
No	*	*
I have not needed such support	32	15
Don't know / can't say	*	*
Total		47

Q33. Confidence in managing own health

Base: All

	%	N
Very confident	42	48
Fairly confident	52	59
Not very confident	*	*
Not at all confident	*	*
Total		114

Q34a. State of health today...Mobility

Base: All

	%	N
I have no problems in walking about	85	100
I have slight problems in walking about	10	12
I have moderate problems in walking about	*	*
I have severe problems in walking about	*	*
I am unable to walk about	*	*
Total		118

Q34b. State of health today...Self-Care

Base: All

	%	N
I have no problems washing or dressing myself	96	113
I have slight problems washing or dressing myself	*	*
I have moderate problems washing or dressing myself	*	*
I have severe problems washing or dressing myself	*	*
I am unable to wash or dress myself	*	*
Total		118

Q34c. State of health today...Usual Activities

Base: All

	%	N
I have no problems doing my usual activities	81	96
I have slight problems doing my usual activities	14	16
I have moderate problems doing my usual activities	*	*
I have severe problems doing my usual activities	*	*
I am unable to do my usual activities	*	*
Total		118

Q34d. State of health today...Pain/Discomfort		
Base: All		
	%	N
I have no pain or discomfort	66	78
I have slight pain or discomfort	24	28
I have moderate pain or discomfort	*	*
I have severe pain or discomfort	*	*
I have extreme pain or discomfort	*	*
Total		118

Q34e. State of health today...Anxiety/Depression		
Base: All		
	%	N
I am not anxious or depressed	70	83
I am slightly anxious or depressed	20	23
I am moderately anxious or depressed	10	12
I am severely anxious or depressed	*	*
I am extremely anxious or depressed	*	*
Total		118

Q35. Activities limited today due to recent illness or injury		
Base: All		
	%	N
Yes, limited a lot	*	*
Yes, limited a little	10	12
No	85	101
Total		119

Q36. Have a written care plan		
Base: All		
	%	N
Yes	*	*
No	99	119
Don't know	*	*
Total		120

Q37. Helped putting care plan together		
Base: All who have a written care plan		
	%	N
Yes	*	*
No	*	*
Total		*

Q38. Using written care plan to help manage health day-to-day.		
Base: All who have a written care plan		
	%	N
Yes	*	*
No	*	*
Total		*

Q39. Reviewing written care plan with GP, nurse or other health professional.		
Base: All who have a written care plan		
	%	N
Yes	*	*
No	*	*
Don't know	*	*
Total		*

Q40. Know how to contact an out-of-hours GP service		
Base: All		
	%	N
Yes	59	72
No	41	50
Total		122

Q41. Tried to call an out-of-hours GP service in past 6 months...		
Base: All		
	%	N
Yes, for myself	*	*
Yes, for someone else	12	15
No	82	100
Total		122

Q42. Ease of contacting the out-of-hours GP service by telephone		
Base: All who have tried to call an out of hours GP service when the surgery was closed		
	%	N
Very easy	*	*
Fairly easy	*	*
Not very easy	*	*
Not at all easy	*	*
Don't know / didn't make contact	*	*
Total		22

Q43. Impression of how quickly care from out-of-hours GP service received		
Base: All who have tried to call an out of hours GP service when the surgery was closed		
	%	N
It was about right	53	12
It took too long	47	10
Don't know / doesn't apply	*	*
Total		22

Q44. Confidence and trust in out-of-hours clinician		
Base: All who have tried to call an out of hours GP service when the surgery was closed		
	%	N
Yes, definitely	*	*
Yes, to some extent	44	10
No, not at all	*	*
Don't know / can't say	*	*
Total		22

Q45. Overall experience of out-of-hours GP services		
Base: All who have tried to call an out of hours GP service when the surgery was closed		
	%	N
Very good	*	*
Fairly good	*	*
Neither good nor poor	*	*
Fairly poor	*	*
Very poor	*	*
Total		22

Q51. Gender		
Base: All		
	%	N
Male	49	61
Female	51	63
Total		124

Q52. Age		
Base: All		
	%	N
18 to 24	*	*
25 to 34	11	14
35 to 44	22	27
45 to 54	27	33
55 to 64	17	21
65 to 74	10	12
75 to 84	*	*
85 or over	*	*
Total		124

Q53. Ethnic group		
Base: All		
	%	N
English / Welsh / Scottish / Northern Irish / British	83	102
Irish	*	*
Gypsy or Irish Traveller	*	*
Any other White background	*	*
White and Black Caribbean	*	*
White and Black African	*	*
White and Asian	*	*
Any other Mixed / multiple ethnic background	*	*
Indian	*	*
Pakistani	*	*
Bangladeshi	*	*
Chinese	*	*
Any other Asian background	*	*
African	*	*
Caribbean	*	*
Any other Black / African / Caribbean background	*	*
Arab	*	*
Any other ethnic group	*	*
Total		123

Q54. Working status		
Base: All		
	%	N
Full-time paid work (30 hours or more each week)	52	61
Part-time paid work (under 30 hours each week)	16	19
Full-time education at school, college or university	*	*
Unemployed	*	*
Permanently sick or disabled	*	*
Fully retired from work	14	17
Looking after the home	8	10
Doing something else	*	*
Total		118

Q55. Journey time from home to work		
Base: All in part or full-time work		
	%	N
Up to 30 minutes	64	49
31 minutes to 1 hour	16	13
More than 1 hour	*	*
I live on site	*	*
Total		77

Q56. Can take time away from work to see GP		
Base: All in part or full-time work		
	%	N
Yes	74	57
No	26	20
Total		77

Q57. Parent or legal guardian		
Base: All		
	%	N
Yes	31	37
No	69	82
Total		119

Q58. Deaf and use sign language		
Base: All		
	%	N
Yes	*	*
No	100	121
Total		121

Q59. Smoking habits		
Base: All		
	%	N
Never smoked	65	80
Former smoker	24	29
Occasional smoker	*	*
Regular smoker	*	*
Total		123

Q60. Look after/provide support to family etc. for physical or mental ill health/problems in old age		
Base: All		
	%	N
No	88	109
Yes, 1-9 hours a week	*	*
Yes, 10-19 hours a week	*	*
Yes, 20-34 hours a week	*	*
Yes, 35-49 hours a week	*	*
Yes, 50+ hours a week	*	*
Total		123

Q61. Sexual orientation		
Base: All		
	%	N
Heterosexual / straight	95	118
Gay / Lesbian	*	*
Bisexual	*	*
Other	*	*
I would prefer not to say	*	*
Total		123

Q62. Religion		
Base: All		
	%	N
No religion	32	39
Buddhist	*	*
Christian	58	72

Hindu	*	*
Jewish	*	*
Muslim	*	*
Sikh	*	*
Other	*	*
I would prefer not to say	*	*
Total		123