

InformGloucestershire

GP Patient Survey 2015-2016

About the Survey

The GP Patient Survey is now in its tenth year and is conducted by Ipsos MORI on behalf of NHS England. The purpose of the survey is to use the information gathered to help the NHS to improve local health services. The survey asks questions about the patients' experiences of their GP surgeries and other local NHS services, as well as asking questions about the patients and their general health. The NHS is aiming to improve patient experiences at GP surgeries, the services available when GP surgeries are closed, and access to NHS dental services. The GP Patient Survey aims to measure these aspects in order to influence how services are delivered in the future.

Although the survey was originally conducted annually (January 2007 – March 2009), then on a quarterly basis (April 2009 – March 2011), it is now carried out twice a year. Questionnaires for the 2015-16 survey were sent out in two waves – July-September 2015 (purple questionnaire), and January-March 2016 (blue questionnaire). The questions were the same for both waves of questionnaires, and the results from both waves were aggregated.

In total, around 2.15 million randomly selected patients were sent questionnaires. These patients were registered at 7,787 different GP practices in England. To be eligible, a patient had to have: a valid NHS number, be registered with a GP practice for 6 months or more, be aged 18 or over, and have not received a survey in the past 12 months. Patients were given the option of completing the survey by post, telephone or online. In addition, patients were offered the questionnaire in 13 other languages, in BSL, as well as in braille and large print versions.

The survey specifically asked patients questions related to the following topics:

- When patients last saw a GP or nurse at their practice
- How easy or difficult it is to make an appointment at their practice
- Waiting times
- Satisfaction with opening hours
- Quality of care received from the GP and practice nurses
- Out-of-hours care
- NHS dentistry
- Patients' current health circumstances

- Awareness and use of online services at their GP surgery such as booking appointments and ordering repeat prescriptions online

Results for this latest survey, as well as those for previous years, can be found on the Ipsos MORI GP Patient Survey website: <https://gp-patient.co.uk/surveys-and-reports>. Weighted and unweighted results are provided, however the weighted results are the ones officially used. Unweighted data are not strictly comparable across survey years because the unweighted profile of respondents varies slightly for each publication. Therefore, weighting ensures the results are more representative of the population of adult patients registered with a GP.

Analysing the Results

This report sets out to compare the 2015-16 survey results from NHS Gloucestershire CCG against the overall results from England. The whole survey contained a total of 44 questions on patients' experiences of their GP surgery. Rather than analyse the entire survey, 12 key questions have been selected from the main topics to provide an overview. For reference, a full copy of the January-March 2016 questionnaire can be found in the Appendix at the end of this document.

In addition, comparisons have been made against the results from the 2014-15 survey. In general, the results for both years are very similar. Where they do differ for individual questions, this will be highlighted within the following analysis.

Response Rates

Of the 2,148,791 questionnaires sent out nationally (both waves combined), there was a total of 836,312 responses, giving an overall response rate of 38.9%. In Gloucestershire, the response rate was much higher, with 53% of patients responding to the survey. The 2015-16 survey attracted a much better response rate than the 2014-15 survey, the latter bringing in rates of 32.5% nationally and 41% from within Gloucestershire.

Survey Results (Summary)

Key questions used in this report from the GP Patient Survey are shown in the following Table 1. To give an overall picture of the 2015-16 results, Table 1 shows all positive responses from Gloucestershire patients (or responses given in the affirmative), and compares these to the national average (first column), as well as to the Gloucestershire results from the 2014-15 survey (second column). For the purpose of this summary, positive responses (as well as affirmative responses) have been aggregated for each question, and the responses that have been grouped together are specified with each question.

The most obvious message shown here is that *all* of the responses to these questions from Gloucestershire patients are more positive (or more are answered in the affirmative) than in England overall. This provides an encouraging picture that, as a county, patients are generally happier with their experiences of their GP surgery than the national average.

In comparison with the 2014-15 survey, Table 1 also shows that in Gloucestershire:

- More patients are aware of what online services their GP surgery offers
- More patients now feel that they don't have to wait too long to be seen in the surgery
- More patients are satisfied with the hours the GP surgery is open

However:

- Fewer patients now prefer to see or speak to a particular GP
- Fewer patients are able to see or speak to the GP they prefer
- Fewer patients are able to get an appointment to see or speak to someone

Responses to the other questions were very similar to 2014-15, and patients' overall experience of their GP surgery has not changed between the two years.

These responses might suggest that, although patients don't always get to see their preferred GP or manage to get an appointment, they do not seem to be more dissatisfied overall; in 2015-16, not as many patients are actually asking to see a particular GP, and more patients are satisfied with the hours the GP surgery is open. In addition, although waiting times for appointments seem to be the same in 2015-16 as in the previous year, more patients now perceive that they don't have to wait too long.

Table 1 shows a very general picture of how Gloucestershire's patients have responded to the 2015-16 survey. A more detailed analysis, broken down by question, with percentage results, follows in the next section – "Survey Results (by Question)".

Table 1 – Comparison of Gloucestershire 2015-16 positive/affirmative responses with National Average and with Gloucestershire 2014-15 responses

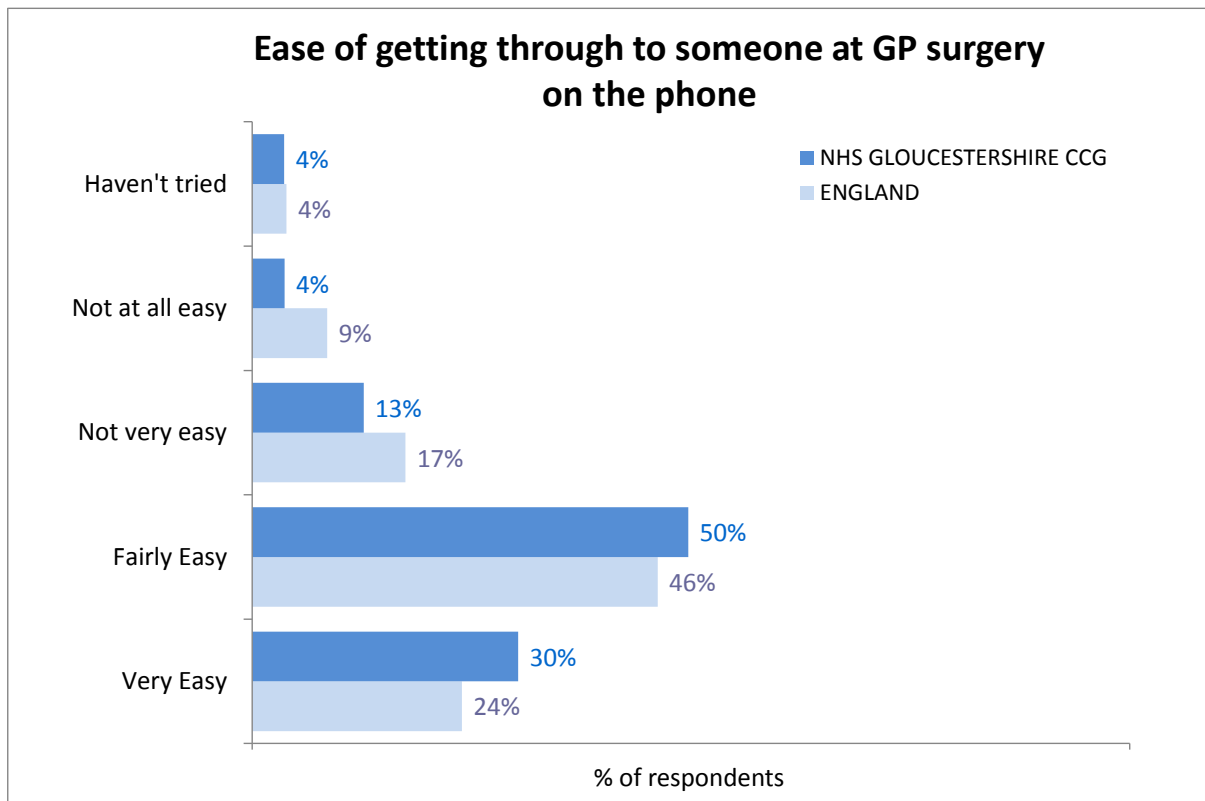
	Gloucestershire Results: Compared with National Average	Gloucestershire Results: Compared with 2014/15
Access to GP Services		
Generally, how easy was it to get through to someone at your GP surgery on the phone? <i>Answers summarised: "Very easy", "Fairly easy"</i>	↑	=
How helpful do you find the receptionists at your GP surgery? <i>Answers summarised: "Very helpful", "Fairly helpful"</i>	↑	=
As far as you know, which of the following online services does your GP surgery offer? <i>Answers summarised: "Booking appointments online", "Ordering repeat prescriptions online", "Accessing medical records online"</i>	↑	↑
Is there a particular GP you usually prefer to see or speak to? <i>Answers summarised: "Yes"</i>	↑	↓
How often do you see or speak to the GP you prefer? <i>Answers summarised: "Always or almost always", "A lot of the time", "Some of the time"</i>	↑	↓
Making an Appointment		
Were you able to get an appointment to see or speak to someone? <i>Answers summarised: "Yes", "Yes, but had to call back closer to or on the day I wanted the appointment"</i>	↑	↓
How convenient was the appointment you were able to get? <i>Answers summarised: "Very convenient", "Fairly convenient"</i>	↑	=
Waiting Times		
How long after your appointment time do you normally wait to be seen? <i>Answers summarised: "Less than 5 minutes", "5 to 15 minutes"</i>	↑	=
How do you feel about how long you normally have to wait to be seen? <i>Answers summarised: "Don't normally have to wait too long"</i>	↑	↑
Last GP Appointment		
Did you have confidence and trust in the GP you saw or spoke to? <i>Answers summarised: "Yes, definitely", "Yes, to some extent"</i>	↑	=
Opening Hours		
How satisfied are you with the hours that your GP surgery is open? <i>Answers summarised: "Very satisfied", "Fairly satisfied"</i>	↑	↑
Overall Experience		
Overall, how would you describe your experience of your GP surgery? <i>Answers summarised: "Very good", "Fairly good"</i>	↑	=

Survey Results (by Question)

Access to GP Services

Generally, how easy was it to get through to someone at your GP surgery on the phone?

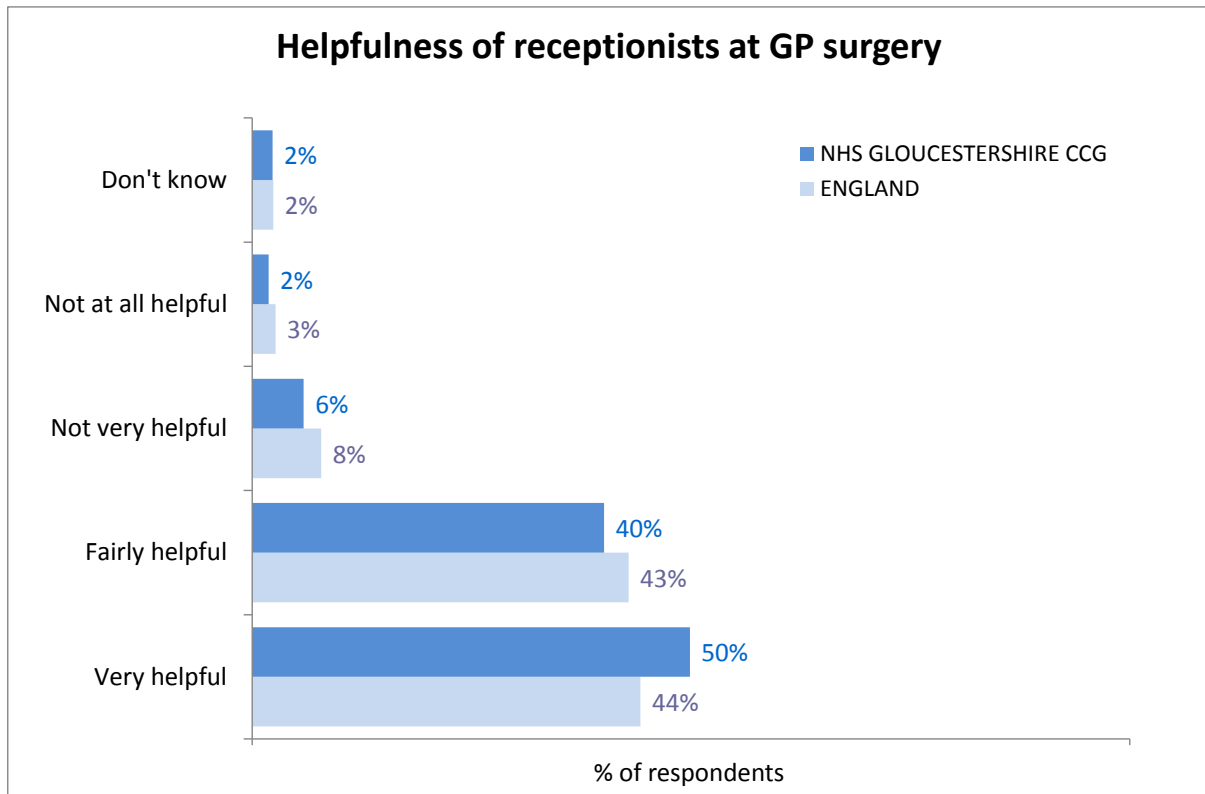
In Gloucestershire, half of patients said they thought it was “fairly easy” to get through to someone at their GP surgery on the phone. A further 30% said it was “very easy”. This overall positive response rate of 80% shows that Gloucestershire patients are happier with the ease of surgery telephone contact than in other parts of England, with the national average showing 70%.



How helpful do you find the receptionists at your GP surgery?

Half of the patients responding in Gloucestershire thought that receptionists in GP surgeries were very helpful. Again, this was a more positive result than the national average of 44%. The overall total of positive responses in Gloucestershire to this question was a high 90%, compared to 87% in England.

In comparison to 2014-15, the results are completely unchanged for both areas, so receptionists are perceived to be showing the same levels of helpfulness over both years.

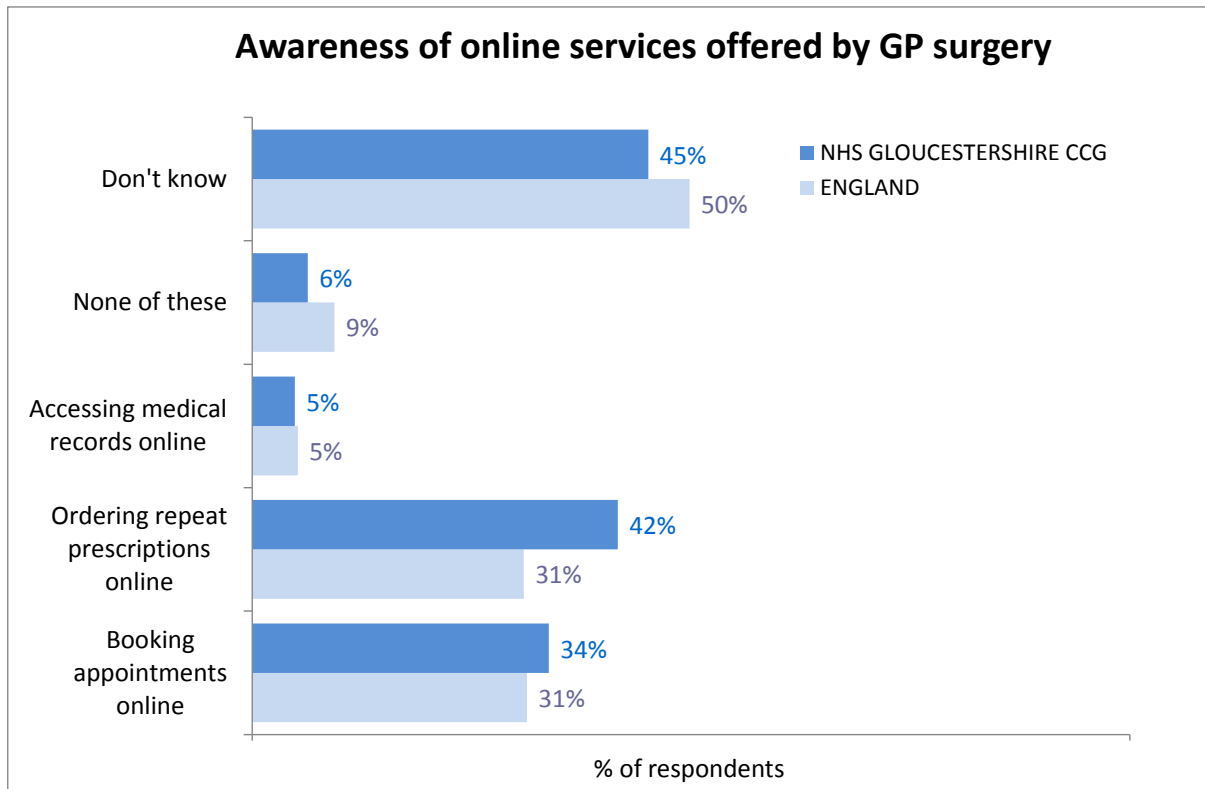


As far as you know, which of the following online services does your GP surgery offer?

For this question, patients were asked to place an “x” in all boxes that applied to them. Nationally, half of patients responding were not aware of what online services were offered by their GP surgery (50%). There was a significantly lower rate of responses from Gloucestershire patients (45%) which points to a higher level of awareness of GP surgery online services than in England.

Gloucestershire had a much higher proportion of patients being aware of the online ordering service of repeat prescriptions than England (42% compared with 34%). In addition, 34% in Gloucestershire knew they could book appointments online, compared with 31% in England. This showed a higher awareness than the national averages for both answers.

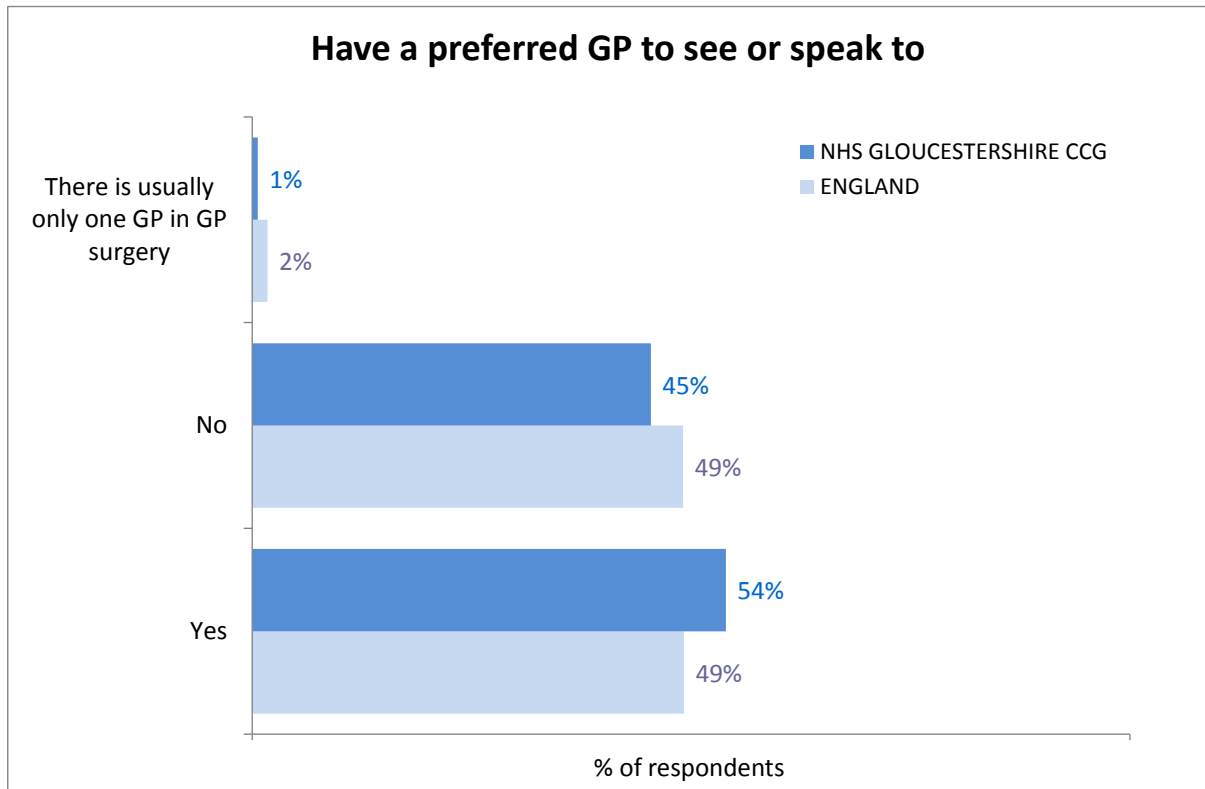
Information about online services has become more prevalent over the last year. Within Gloucestershire, awareness of being able to book appointments online has increased by an extra 5% of patients between 2014-15 and 2015-16 (4% increase in England), and there was a similar increase for ordering repeat prescriptions online of an extra 3% of patients in both Gloucestershire and nationally.



Is there a particular GP you usually prefer to see or speak to?

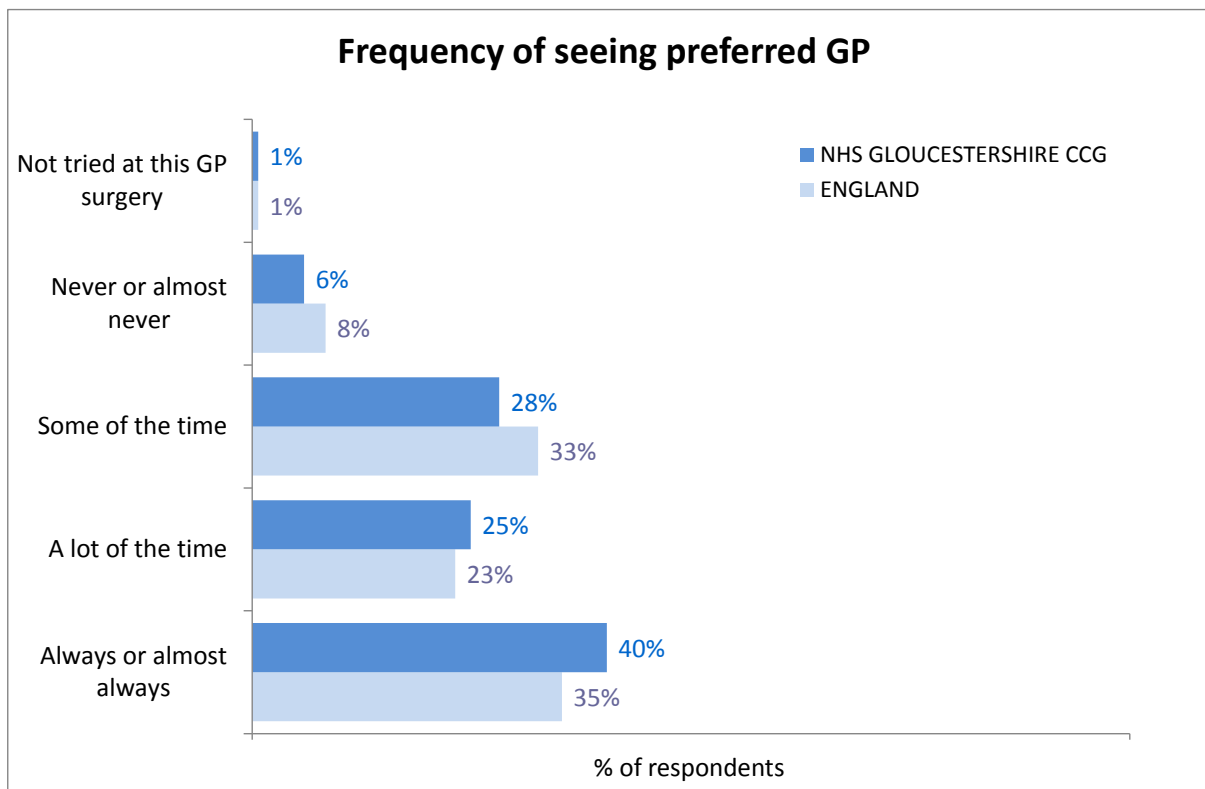
More than half of Gloucestershire patients have a preferred GP they prefer to see or speak to (54% of respondents). This compares to 49% nationally.

In comparison to 2014/15, a preference to see or speak to a particular GP has diminished slightly. In Gloucestershire it has decreased by 2%, and nationally, 3%.



How often do you see or speak to the GP you prefer?

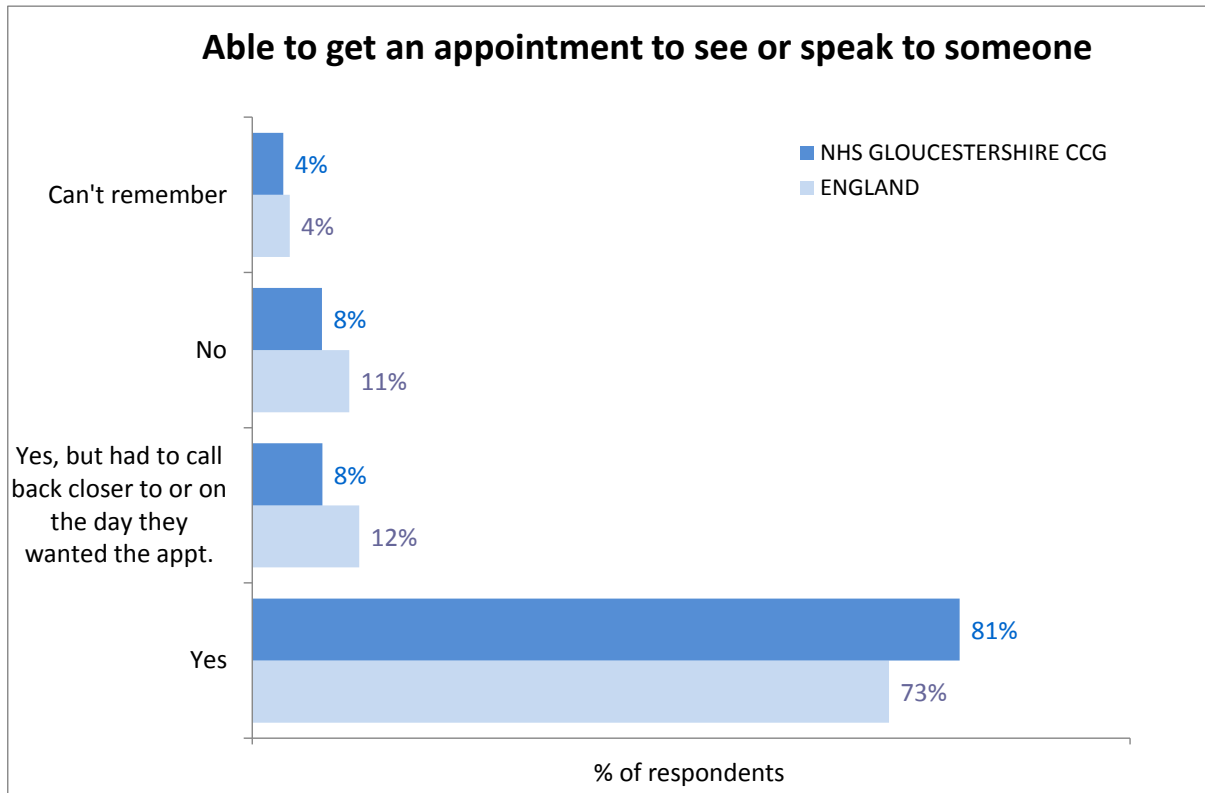
Patients who answered “yes” to the previous question (“Is there a particular GP you usually prefer to see or speak to?”) were then asked how often they were able to see their preferred GP. Again, the Gloucestershire results were more favourable than the national average. Patients in Gloucestershire stating they saw their preferred GP “always or almost always” amounted to 40%, whereas this percentage for England overall was only 35%. It is worth noting that in the 2014-15 survey, the responses were higher; 42% in Gloucestershire and 37% in England. This highlights that it has become more difficult everywhere for patients to see their GP of choice.



Making an Appointment

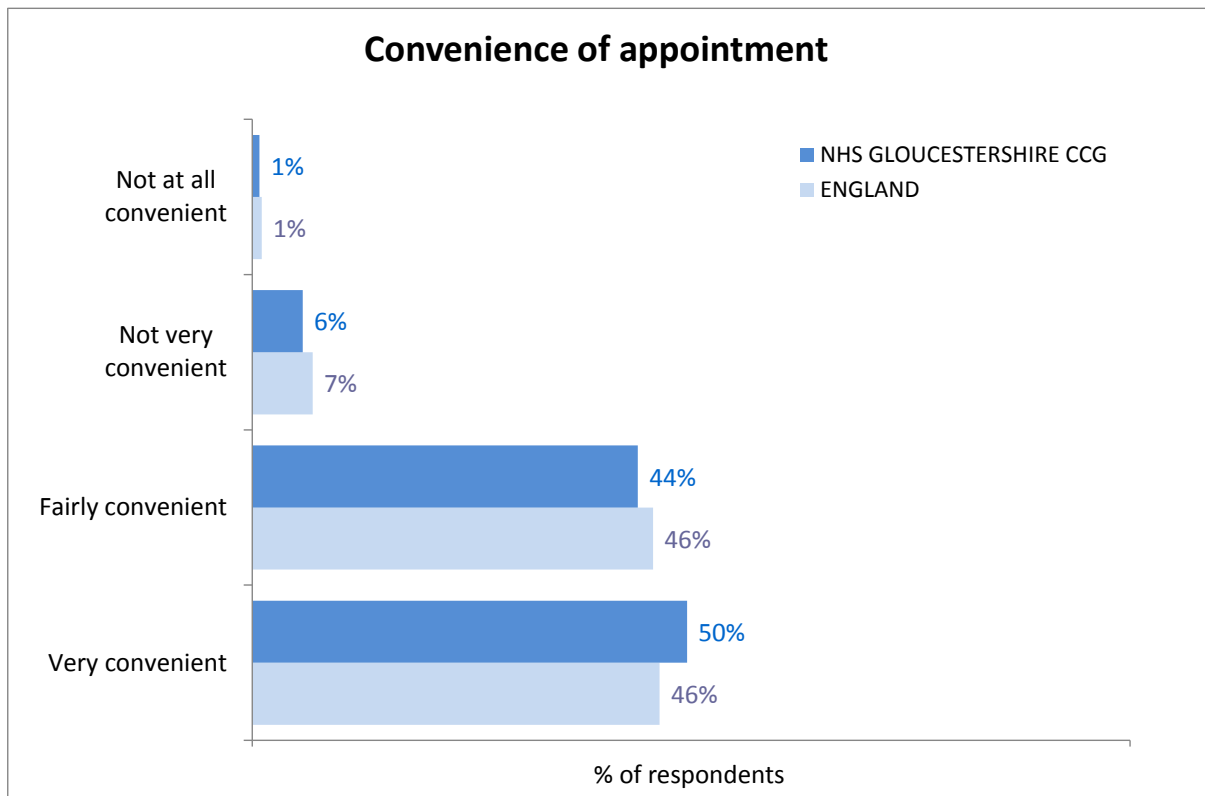
Were you able to get an appointment to see or speak to someone?

A high 81% of Gloucestershire patients were able to get an appointment to see or speak to someone. This was 8% higher than the national average of 73%. These percentages remain almost unchanged from the 2014-15 survey.



How convenient was the appointment you were able to get?

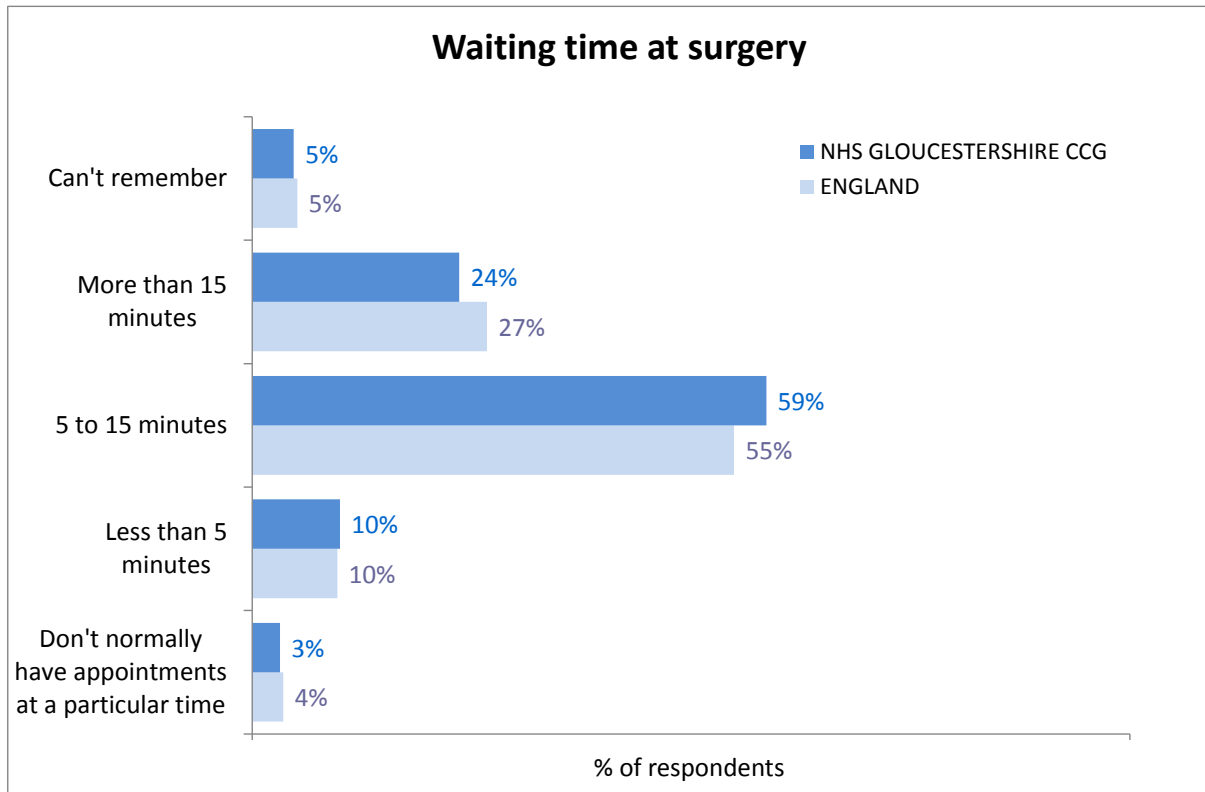
Patients who answered “yes” or “yes, but I had to call back closer to or on the day I wanted the appointment” to the previous question (“Were you able to get an appointment to see or speak to someone?”) were then asked how convenient this appointment was. A total of 94% of Gloucestershire respondents thought the appointment was either very or fairly convenient. This rate was comparable with the national average of 92%, and was very similar to 2014-15 results.



Waiting Times

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

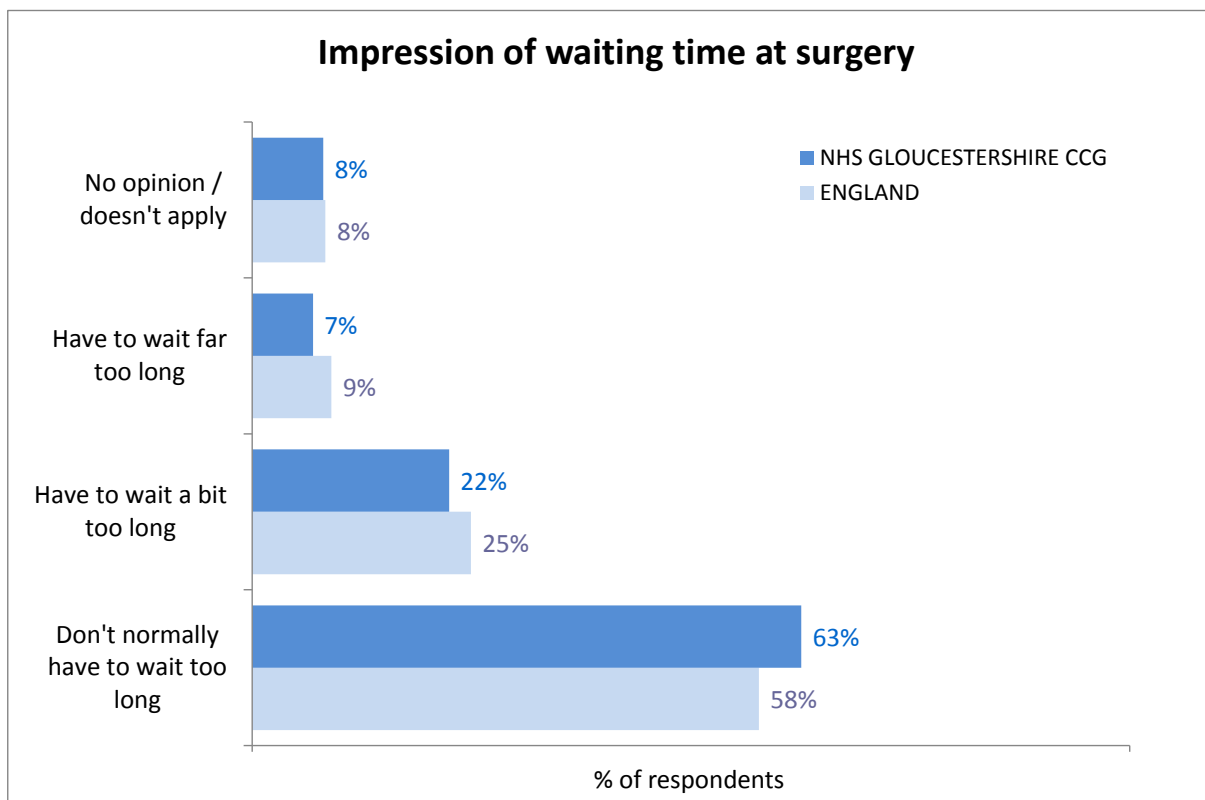
Although only 10% of all patients reported being seen within 5 minutes, around two thirds were seen within 15 minutes of their appointment time (69% in Gloucestershire, 65% in England). Approximately a quarter of patients had to wait longer than 15 minutes (24% in Gloucestershire, 27% in England). Results were almost identical to those from the 2014-15 survey.



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

When asked how they felt about the length of time they had to wait to be seen, 29% of respondents in Gloucestershire felt they either had to wait a bit too long, or far too long, which was a more positive response rate than in England, which was 34%. In general, Gloucestershire patients felt happier with their waiting times than patients nationally, with 63% saying they felt they didn't have to wait too long, compared with 58% in England.

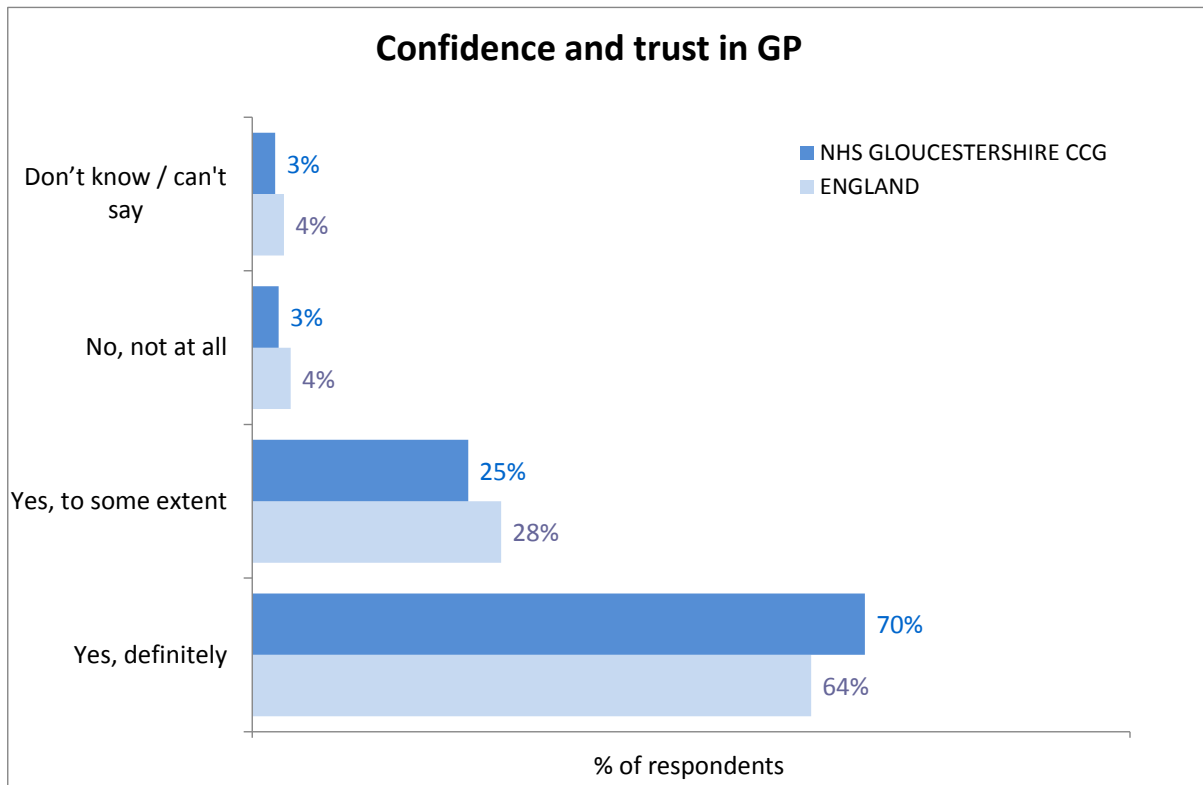
Compared with the 2014/15 survey, the national average remains unchanged. In Gloucestershire, however, the overall impression of waiting times has slightly improved, with 2% more patients responding that they don't normally have to wait too long.



Last GP Appointment

Did you have confidence and trust in the GP you saw or spoke to?

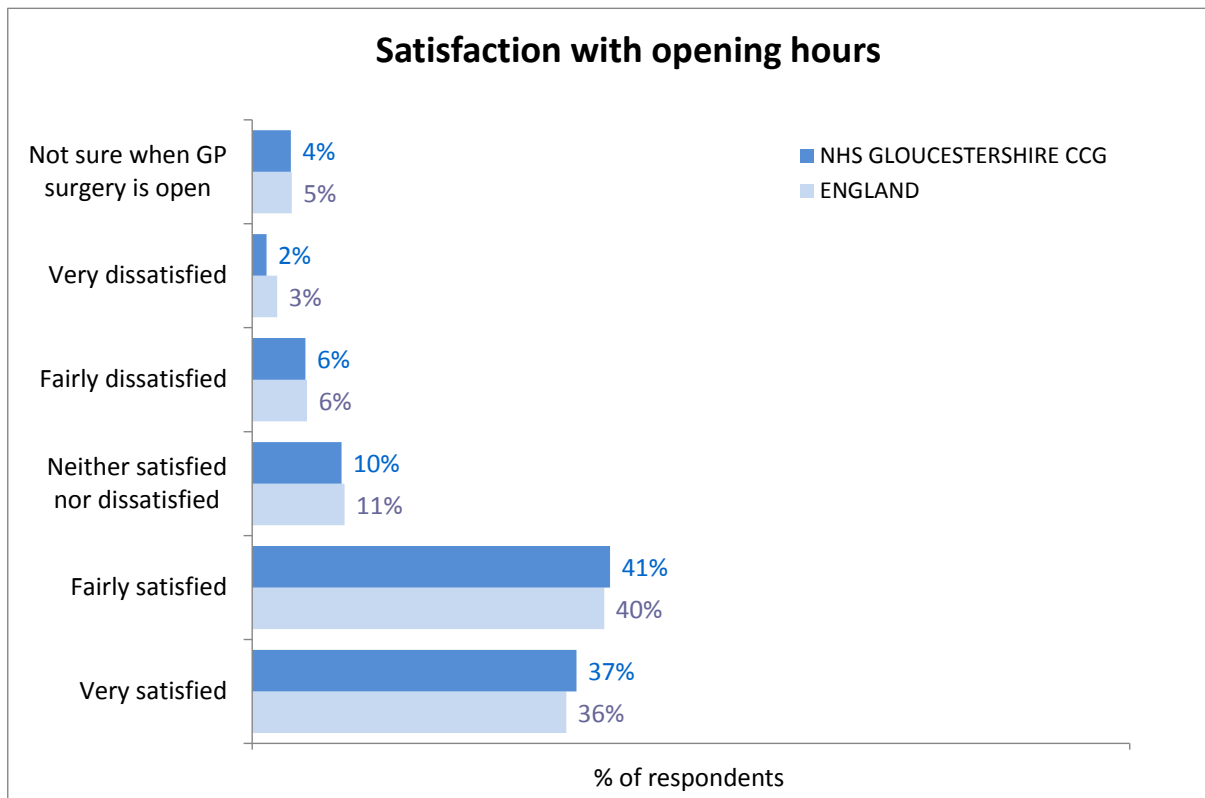
A large proportion of Gloucestershire respondents said they definitely had confidence and trust in the GP they saw at their last appointment (70%). A further 25% said that, to some extent, they had confidence and trust in the GP, giving a high overall positive response rate of 95%. Although the positive response rates are similar to the national average, Gloucestershire's rate for definite confidence and trust in the GP was 6 percentage points higher.



Opening Hours

How satisfied are you with the hours that your GP surgery is open?

Overall, Gloucestershire's respondents were either fairly or very satisfied with GP surgery opening hours, with rates totalling 78%. Most respondents stated they were "fairly satisfied". The responses equated similarly to the national averages, and there was little change from the survey responses in 2014-15. Negative responses to opening hours totalled 8% in Gloucestershire and 9% nationally.



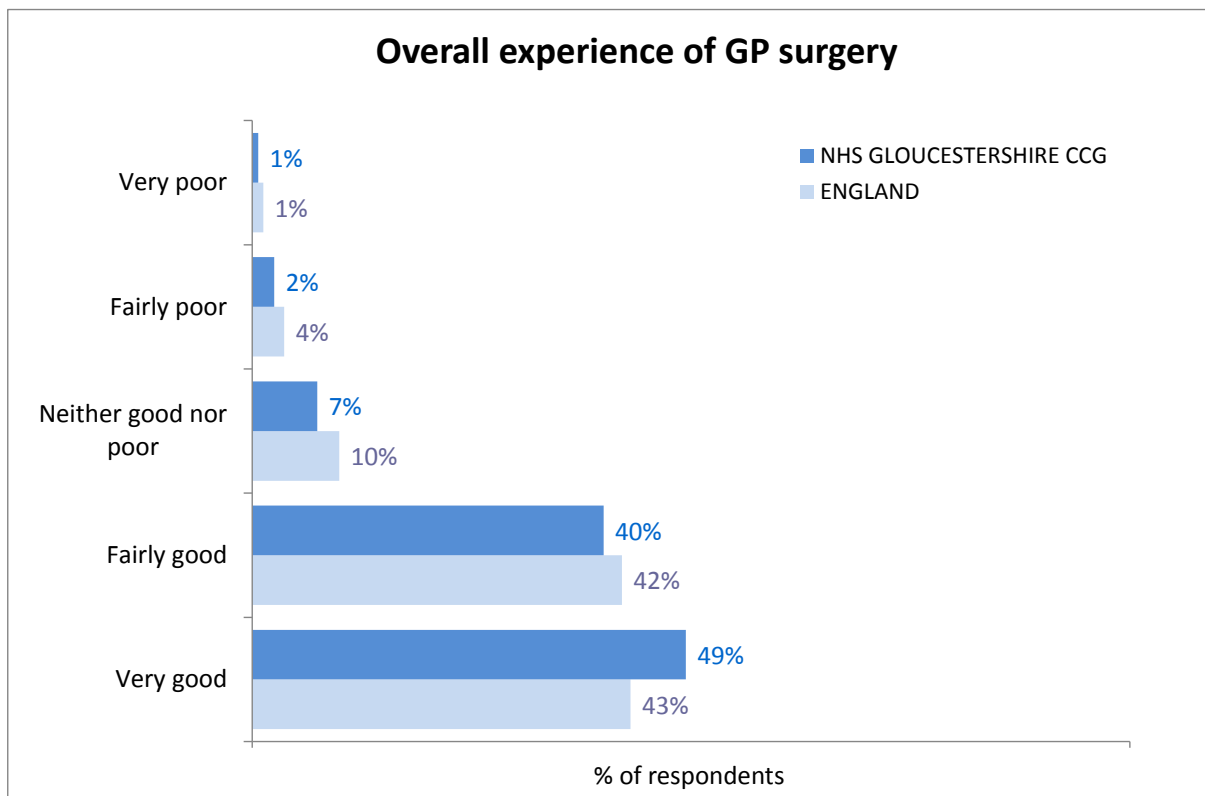
Overall Experience

Overall, how would you describe your experience of your GP surgery?

Almost half of Gloucestershire respondents said that the overall experience of their GP surgery was “very good” (49%), and a further 40% said their experience was “fairly good”. The national average rates were evenly split across “fairly good” and “very good” responses (42% and 43% respectively).

Patients in Gloucestershire stating they’d had a poor experience of their GP surgery amounted to 3% overall which, again, was more favourable than the national average of 5%.

Responses were almost identical to those from the 2014-15 survey.



Appendix (Jan-Mar 2016 Questionnaire)

+ Ipsos MORI



GP PATIENT SURVEY

Please answer the questions below by putting an **X** in ONE BOX for each question unless more than one answer is allowed (these questions are clearly marked). We will keep your answers completely confidential.

If you would prefer to complete the survey online, please go to www.gp-patient.co.uk/survey



Reference:

1234567890



Online password:

ABCDE



ACCESSING YOUR GP SERVICES

Q1 When did you last see or speak to a GP from your GP surgery?

- In the past 3 months
- Between 3 and 6 months ago
- Between 6 and 12 months ago
- More than 12 months ago
- I have never seen a GP from my GP surgery

Q2 When did you last see or speak to a nurse from your GP surgery?

- In the past 3 months
- Between 3 and 6 months ago
- Between 6 and 12 months ago
- More than 12 months ago
- I have never seen a nurse from my GP surgery

Q3 Generally, how easy is it to get through to someone at your GP surgery on the phone?

- Very easy
- Fairly easy
- Not very easy
- Not at all easy
- Haven't tried

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

- Very helpful
- Fairly helpful
- Not very helpful
- Not at all helpful
- Don't know

Q5 How do you normally book appointments to see a GP or nurse at your GP surgery?

Please **X** all the boxes that apply to you

- In person
- By phone
- By fax machine
- Online
- Doesn't apply

Q6 As far as you know, which of the following online services does your GP surgery offer?

By 'online' we mean on a website or smartphone app

Please **X** all the boxes that apply to you

- Booking appointments online
- Ordering repeat prescriptions online
- Accessing my medical records online
- None of these
- Don't know

Q7 And in the past 6 months, which of the following online services have you used at your GP surgery?

Please **X** all the boxes that apply to you

- Booking appointments online
- Ordering repeat prescriptions online
- Accessing my medical records online
- None of these

Q8 Is there a particular GP you usually prefer to see or speak to?

- Yes
- NoGo to Q10
- There is usually only one GP in my GP surgeryGo to Q10

Q9 How often do you see or speak to the GP you prefer?

- Always or almost always
- A lot of the time
- Some of the time
- Never or almost never
- Not tried at this GP surgery

page 1

Please turn over

MAKING AN APPOINTMENT

Q10 Last time you wanted to see or speak to a GP or nurse from your GP surgery:

What did you want to do?

- See a GP at my surgery
- See a nurse at my surgery
- 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

Q11 And when did you want to see or speak to them?

- On the same day
- On the next working day
- A few days later
- A week or more later
- I didn't have a specific day in mind
- Can't remember

Q12 Were you able to get an appointment to see or speak to someone?

- Yes
- Yes, but I had to call back closer to or on the day I wanted the appointment
- NoGo to Q16
- Can't rememberGo to Q18

Q13 What type of appointment did you get? I got an appointment...

- ...to see a GP at my surgery
- ...to see a nurse at my surgery
- ...to speak to a GP on the phone
- ...to speak to a nurse on the phone
- ...to see a GP or nurse at another surgery
- ...to speak to a GP or nurse online, for example using Skype
- ...for someone to visit me at my home

Q14 How long after initially contacting the surgery did you actually see or speak to them?

- On the same day
- On the next working day
- A few days later
- A week or more later
- Can't remember

Q15 How convenient was the appointment you were able to get?

- Very convenientGo to Q18
- Fairly convenientGo to Q18
- Not very convenient
- Not at all convenient

Q16 If you weren't able to get an appointment or the appointment you were offered wasn't convenient, why was that?

- There weren't any appointments for the day I wanted
- 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

Q17 What did you do on that occasion?

- Went to the appointment I was offered
- Got an appointment for a different day
- Had a consultation over the phone
- Went to A&E
- Saw a pharmacist
- Used another NHS service
- Decided to contact my surgery another time
- Didn't see or speak to anyone

Q18 Overall, how would you describe your experience of making an appointment?

- Very good
- Fairly good
- Neither good nor poor
- Fairly poor
- Very poor

WAITING TIMES

Q19 How long after your appointment time do you normally wait to be seen?

- I don't normally have appointments at a particular time
- Less than 5 minutes
- 5 to 15 minutes
- More than 15 minutes
- Can't remember

Q20 How do you feel about how long you normally have to wait to be seen?

- 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

LAST GP APPOINTMENT

Q21 Last time you saw or spoke to a **GP** from your GP surgery, how good was that GP at each of the following?

Giving you enough time

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Doesn't apply

Listening to you

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Doesn't apply

Explaining tests and treatments

- Very good
- Good
- Neither good nor poor

- Poor
- Very poor
- Doesn't apply

Involving you in decisions about your care

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Doesn't apply

Treating you with care and concern

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Doesn't apply

Q22 Did you have confidence and trust in the **GP** you saw or spoke to?

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

LAST NURSE APPOINTMENT

Q23 Last time you saw or spoke to a **nurse** from your GP surgery, how good was that nurse at each of the following?

Giving you enough time

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Doesn't apply

Listening to you

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Doesn't apply

Explaining tests and treatments

- Very good
- Good
- Neither good nor poor

- Poor
- Very poor
- Doesn't apply

Involving you in decisions about your care

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Doesn't apply

Treating you with care and concern

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Doesn't apply

Q24 Did you have confidence and trust in the **nurse** you saw or spoke to?

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

OPENING HOURS

Q25 How satisfied are you with the hours that your GP surgery is open?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- I'm not sure when my GP surgery is open

Q26 Is your GP surgery currently open at times that are convenient for you?

- YesGo to Q28
- No
- Don't know

Q27 Which of the following additional opening times would make it easier for you to see or speak to someone?

Please **X** all the boxes that apply to you

- Before 8am
- At lunchtime
- After 6.30pm
- On a Saturday
- On a Sunday
- None of these

OVERALL EXPERIENCE

Q28 Overall, how would you describe your experience of your GP surgery?

- Very good
- Fairly good
- Neither good nor poor
- Fairly poor
- Very poor

Q29 Would you recommend your GP surgery to someone who has just moved to your local area?

- Yes, would definitely recommend
- Yes, would probably recommend
- Not sure
- No, would probably not recommend
- No, would definitely not recommend
- Don't know

MANAGING YOUR HEALTH

Q30 Do you have a long-standing health condition?

- Yes
- No
- Don't know / can't say

Q31 Which, if any, of the following medical conditions do you have?

Please **X** all the boxes that apply to you

- Alzheimer's disease or dementia
- Angina or long-term heart problem
- Arthritis or long-term joint problem
- 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
- Kidney or liver disease
- Long-term back problem
- Long-term mental health problem
- Long-term neurological problem

- Another long-term condition
- None of these conditionsGo to Q33
- I would prefer not to sayGo to Q33

Q32 In the last 6 months, have you had enough support from local services or organisations to help you to manage your long-term health condition(s)?

Please think about all services and organisations, not just health services

- Yes, definitely
- Yes, to some extent
- No
- I haven't needed such support
- Don't know / can't say

Q33 How confident are you that you can manage your own health?

- Very confident
- Fairly confident
- Not very confident
- Not at all confident

YOUR STATE OF HEALTH TODAY

Q34 By placing an **X** in one box in each group below, please indicate which statements best describe your own health state today.

Mobility

- I have no problems in walking about
- I have slight problems in walking about
- I have moderate problems in walking about
- I have severe problems in walking about
- I am unable to walk about

Self-Care

- I have no problems washing or dressing myself
- 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

Usual Activities (e.g. work, study, housework, family or leisure activities)

- I have no problems doing my usual activities
- I have slight problems doing my usual activities
- I have moderate problems doing my usual activities
- I have severe problems doing my usual activities
- I am unable to do my usual activities

Pain / Discomfort

- I have no pain or discomfort
- I have slight pain or discomfort
- I have moderate pain or discomfort
- I have severe pain or discomfort
- I have extreme pain or discomfort

Anxiety / Depression

- I am not anxious or depressed
- I am slightly anxious or depressed
- I am moderately anxious or depressed
- I am severely anxious or depressed
- I am extremely anxious or depressed

Q35 Have your activities been limited today because you have recently become unwell or been injured?

By 'unwell or injured' we mean anything that only lasts for a few days or weeks, e.g. a bad cold or broken leg

- Yes, limited a lot
- Yes, limited a little
- No

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PLANNING YOUR CARE

The next few questions are about care plans.

A care plan is an agreement between you and your health professional(s) to help you manage your health day-to-day.

It is usually a written document you carry with you to appointments and use at home. It can include information about your medicine, an eating or exercise plan, or goals you want to work toward, like returning to work.

- Q36** Do you have a written care plan?
- Yes
 - NoGo to Q40
 - Don't knowGo to Q40

- Q37** Did you help put your written care plan together?

By 'help' we mean setting goals for yourself or choosing how you want to manage your health

- Yes
- No

- Q38** Do you use your written care plan to help you manage your health day-to-day?

- Yes
- No

- Q39** Does your GP, nurse or other health professional review your written care plan with you regularly?

- Yes
- No
- Don't know

OUT OF HOURS

- Q40** In the past 6 months, have you contacted an NHS service when you wanted to see a GP but your GP surgery was closed?
- Yes, for myself
 - Yes, for someone else
 - NoGo to Q45

Please think about the last time you contacted an NHS service (for yourself or for someone else) when you wanted to see a GP but your GP surgery was closed.

- Q41** Considering all of the services you contacted, which of the following happened on that occasion?

Please **X** all the boxes that apply to you

- I contacted an NHS service by telephone
- A health professional called me back
- A health professional visited me at home
- I went to A&E
- I saw a pharmacist
- I went to another NHS service
- Can't remember

- Q42** How do you feel about how quickly you received care or advice on that occasion?

- It was about right
- It took too long
- Don't know / doesn't apply

- Q43** Considering all of the people that you saw or spoke to on that occasion, did you have confidence and trust in them?

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

- Q44** Overall, how would you describe your last experience of NHS services when you wanted to see a GP but your GP surgery was closed?

- Very good
- Fairly good
- Neither good nor poor
- Fairly poor
- Very poor
- Don't know / can't say

NHS DENTISTRY

Q45 When did you last try to get an NHS dental appointment for yourself?

- In the last 3 months
- Between 3 and 6 months ago
- Between 6 months and a year ago
- Between 1 and 2 years ago
- More than 2 years agoGo to Q49
- I have never tried to get an NHS dental appointment.....Go to Q49

Q46 Last time you tried to get an NHS dental appointment, was it with a dental practice you had been to before for NHS dental care?

- Yes
- No
- Can't remember

Q47 Were you successful in getting an NHS dental appointment?

- Yes
- No
- Can't remember

Q48 Overall, how would you describe your experience of NHS dental services?

- Very good
 - Fairly good
 - Neither good nor poor
 - Fairly poor
 - Very poor
- Please go to Q50

Q49 Why haven't you tried to get an NHS dental appointment in the last two years?

If more than one of these applies to you, please X the main ONE only

- I haven't needed to visit a dentist
- I no longer have any natural teeth
- I haven't had time to visit a dentist
- I don't like going to the dentist
- I didn't think I could get an NHS dentist
- I'm on a waiting list for an NHS dentist
- I stayed with my dentist when they changed from NHS to private
- I prefer to go to a private dentist
- NHS dental care is too expensive
- Another reason

SOME QUESTIONS ABOUT YOU

The following questions will help us to see how experiences vary between different groups of the population. We will keep your answers completely confidential.

Q50 Are you male or female?

- Male
- Female

Q51 How old are you?

- Under 18
- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 to 84
- 85 or over

Q52 What is your ethnic group?

- A. White**
- English / Welsh / Scottish / Northern Irish / British
 - Irish
 - Gypsy or Irish Traveller
 - Any other White background

→ Please write in

B. Mixed / multiple ethnic groups

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other Mixed / multiple ethnic background

→ Please write in

C. Asian / Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background

→ Please write in

D. Black / African / Caribbean / Black British

- African
- Caribbean
- Any other Black / African / Caribbean background

→ Please write in

E. Other ethnic group

- Arab
- Any other ethnic group

→ Please write in

Q53 Which of these best describes what you are doing at present?

If more than one of these applies to you, please **X** the main **ONE** only

- Full-time paid work (30 hours or more each week)
- Part-time paid work (under 30 hours each week)
- Full-time education at school, college or university
- Unemployed
- Permanently sick or disabled
- Fully retired from work
- Looking after the home
- Doing something else

Please go to **Q56**

Q54 In general, how long does your journey take from home to work (door to door)?

- Up to 30 minutes
- 31 minutes to 1 hour
- More than 1 hour
- I live on site

Q55 If you need to see a GP at your GP surgery during your typical working hours, can you take time away from your work to do this?

- Yes
- No

Q56 Are you a parent or a legal guardian for any children aged under 16 living in your home?

- Yes
- No

Q57 Are you a deaf person who uses sign language?

- Yes
- No

Q58 Do you have a learning disability?

- Yes
- No

Q59 Which of the following best describes your smoking habits?

- Never smoked
- Former smoker
- Occasional smoker
- Regular smoker

Q60 Do you look after, or give any help or support to family members, friends, neighbours or others because of either:

- long-term physical or mental ill health / disability, or
- problems related to old age?

Don't count anything you do as part of your paid employment

- No
- 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

Q61 Which of the following options best describes how you think of yourself?

- Heterosexual or Straight
- Gay or Lesbian
- Bisexual
- Other
- Prefer not to say

Q62 Which, if any, of the following best describes your religion?

- No religion
- Buddhist
- Christian (including Church of England, Catholic, Protestant, and other Christian denominations)
- Hindu
- Jewish
- Muslim
- Sikh
- Other
- I would prefer not to say

Thank you for your time.

Please return this questionnaire in the reply paid envelope provided or send it in an envelope marked only FREEPOST GP PATIENT SURVEY (no stamp is needed).

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