

# Technical Details

This report contains data collected from patients aged 16+ registered with a GP practice in England.

The charts produced in this PowerPoint can be resized and reformatted to meet your needs. The data is available behind the charts should you wish to change the chart type.

Data are weighted by age and gender to reflect the population of eligible patients within each practice and CCG.

[See the GP Patient Survey website for further information about weighting.](#)

## **Results**

An asterisk (\*) indicates a base size of fewer than 10. Where a percentage is below 0.5% it will be displayed as 0%.

Where percentages do not sum to 100, or individual responses do not sum-up to the combined response, this may be due to respondents being able to select multiple responses, computer rounding or the exclusion of 'don't know'/ not stated. Where any response is excluded from the combined response, this will be specified.

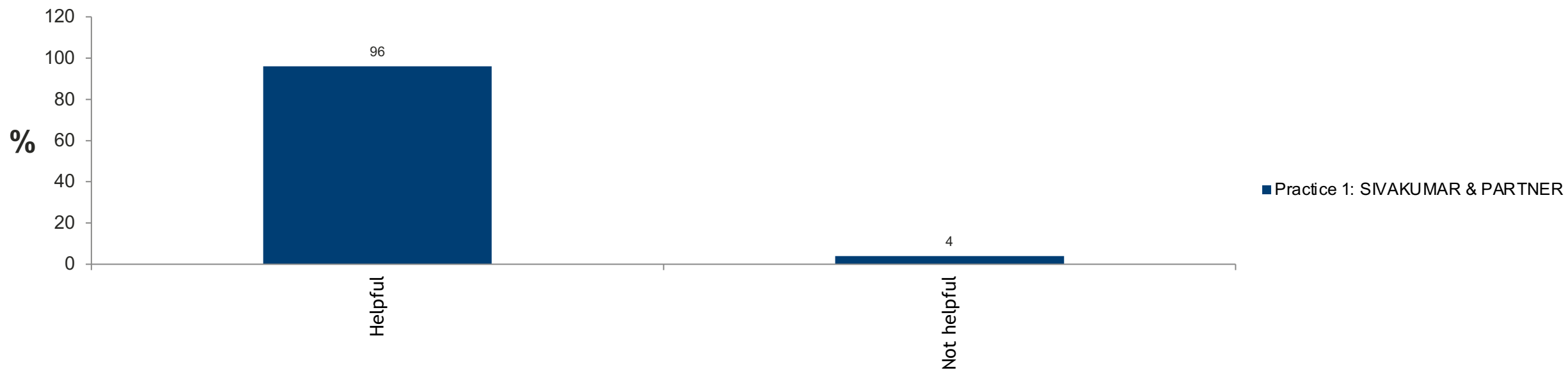
## **More information**

For more information about the survey please see the: [GP Patient Survey website FAQ.](#)

Showing summary results - Q2. How helpful do you find the receptionists at your GP practice?

Filters: No filter applied

Showing weighted data



Base: All patients excluding don't know

Helpful = Very helpful + Fairly helpful. Not helpful = Not very helpful + Not at all helpful

Unweighted Base: Practice 1 (116)

Weighted Base: Practice 1 (58)

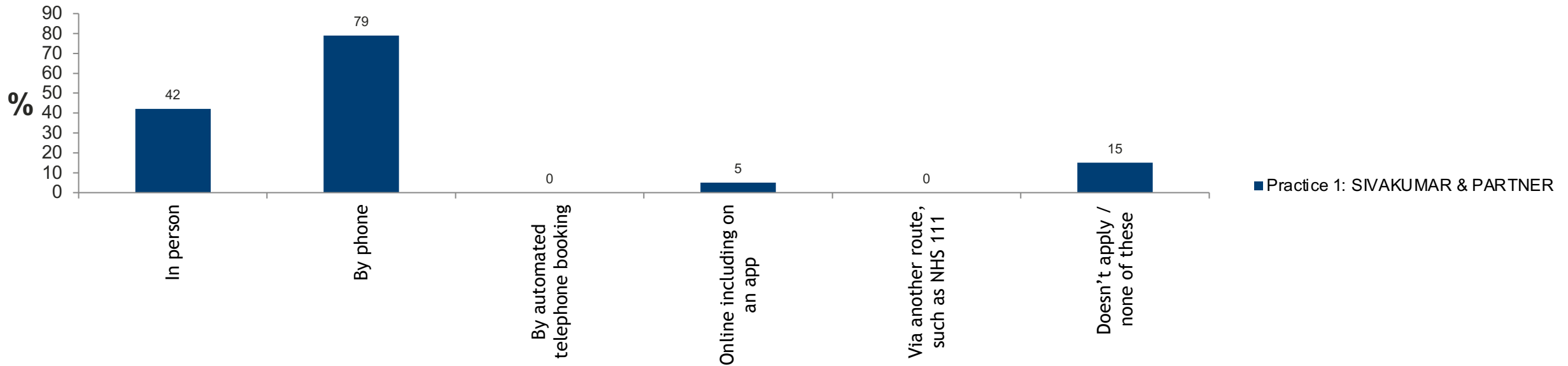
Excluding those who said "Don't know" (weighted): Practice 1 (1)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing full results - Q3. In the past 12 months, have you booked general practice appointments in any of the following ways?

Filters: No filter applied

Showing weighted data



Base: All patients

Unweighted Base: Practice 1 (119)

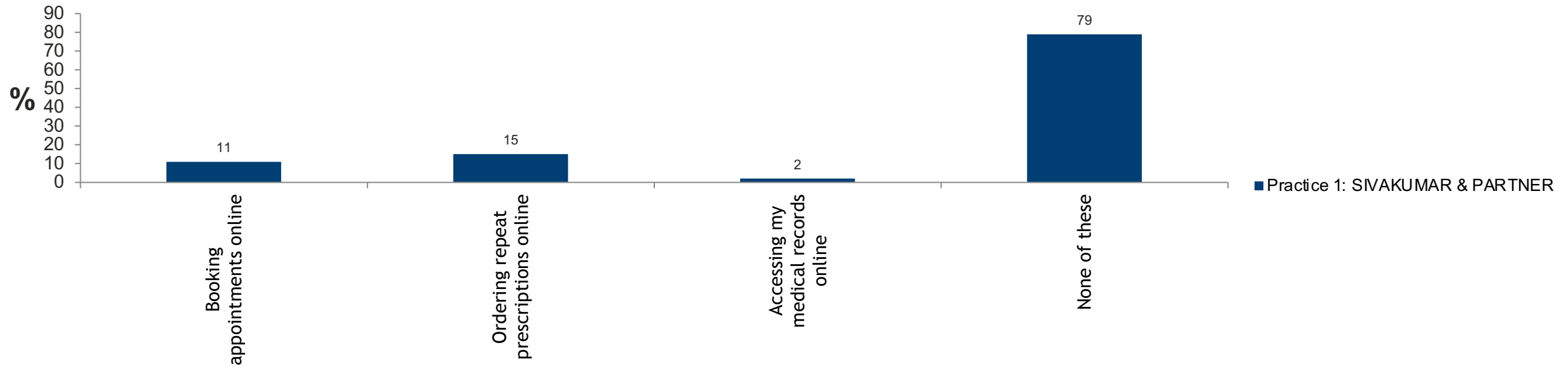
Weighted Base: Practice 1 (60)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing full results - Q5. Which of the following general practice online services have you used in the past 12 months?

Filters: No filter applied

Showing weighted data



Base: All patients

Unweighted Base: Practice 1 (119)

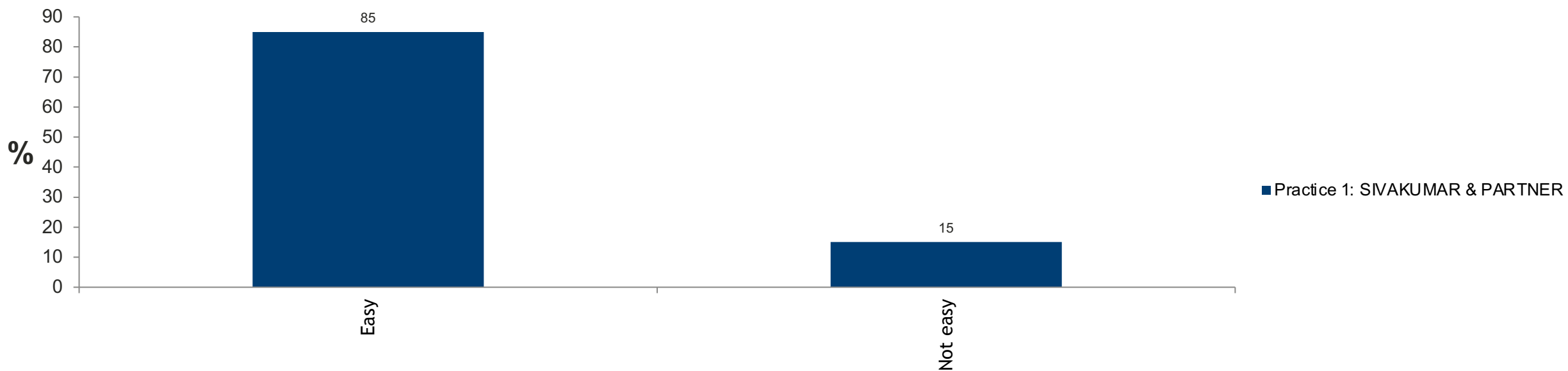
Weighted Base: Practice 1 (60)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q6. How easy is it to use your GP practice's website to look for information or access services?

Filters: No filter applied

Showing weighted data



Base: All patients excluding haven't tried

Easy = Very easy + Fairly easy. Not easy = Not very easy + Not at all easy

Unweighted Base: Practice 1 (36)

Weighted Base: Practice 1 (20)

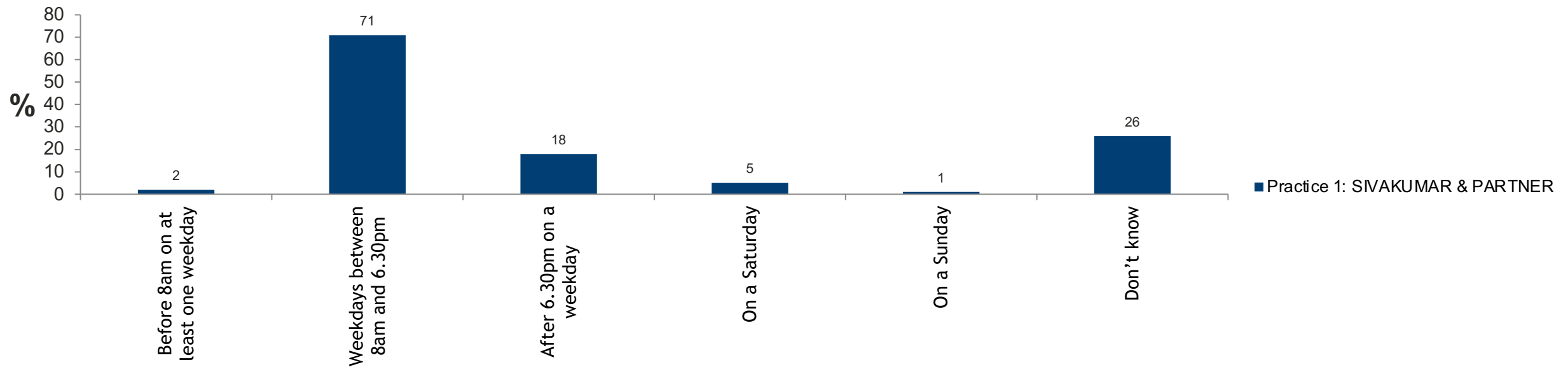
Excluding those who said "Haven't tried" (weighted): Practice 1 (40)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing full results - Q7. As far as you are aware, what general practice appointment times are available to you?

Filters: No filter applied

Showing weighted data



Base: All patients

Unweighted Base: Practice 1 (119)

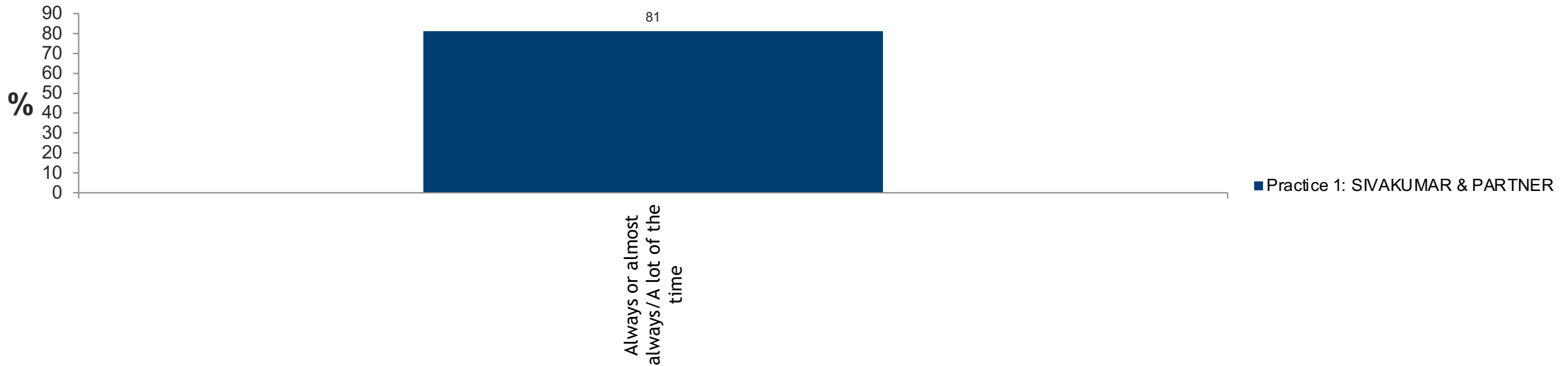
Weighted Base: Practice 1 (60)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing full results - Q10. How often do you see or speak to your preferred GP when you would like to?

Filters: No filter applied

Showing weighted data



Base: All patients who have a GP they prefer to see or speak to, excluding have not tried

Unweighted Base: Practice 1 (53)

Weighted Base: Practice 1 (25)

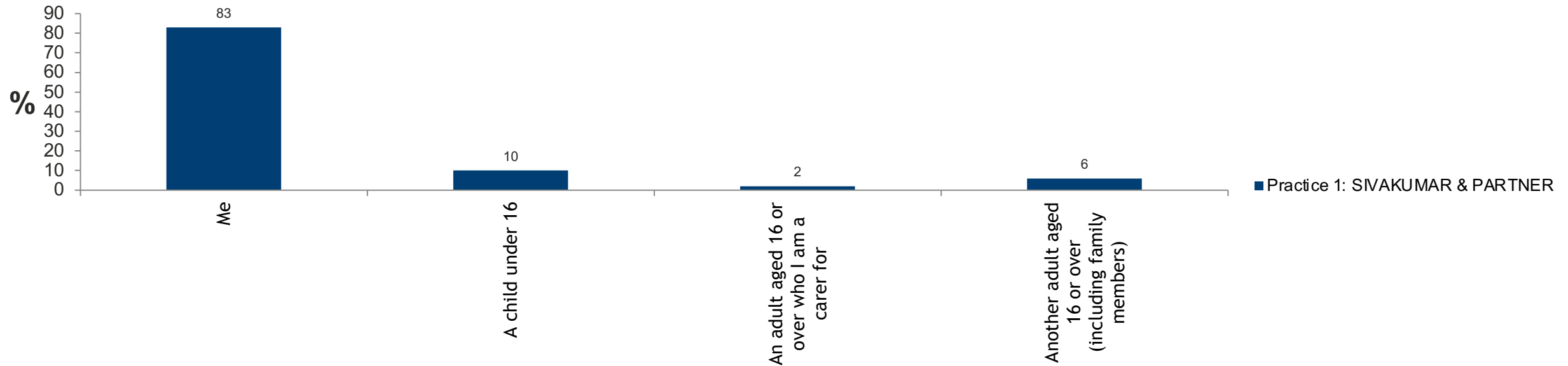
Excluding those who said "I have not tried" (weighted): Practice 1 (1)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing full results - Q12. Who was this appointment for?

Filters: No filter applied

Showing weighted data



Base: All patients excluding those who have not tried to make an appointment since being registered

Unweighted Base: Practice 1 (109)

Weighted Base: Practice 1 (55)

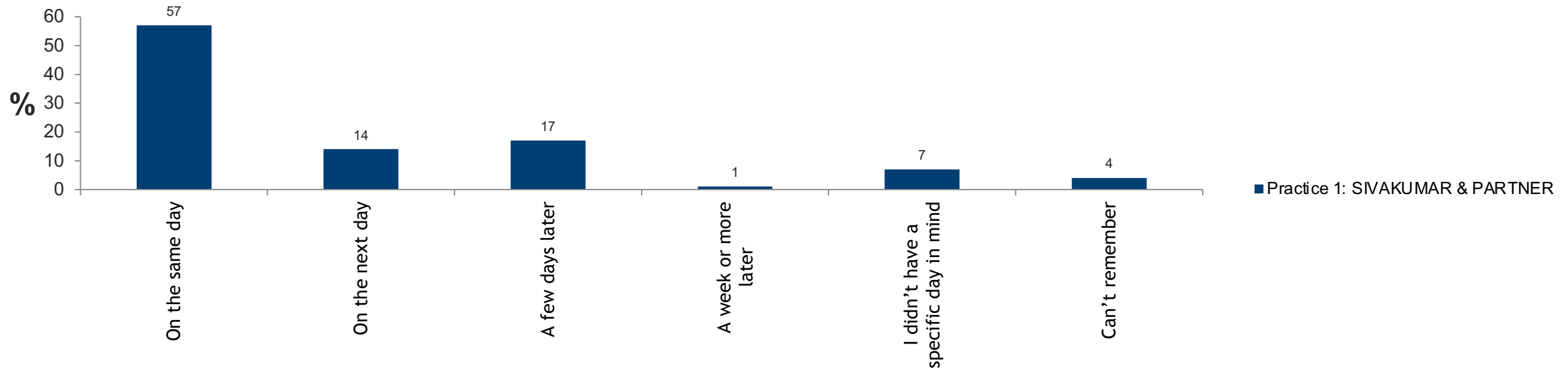
Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.



Showing full results - Q15. When would you have liked this appointment to be?

Filters: No filter applied

Showing weighted data



Base: All patients excluding those who have not tried to make an appointment since being registered

Unweighted Base: Practice 1 (111)

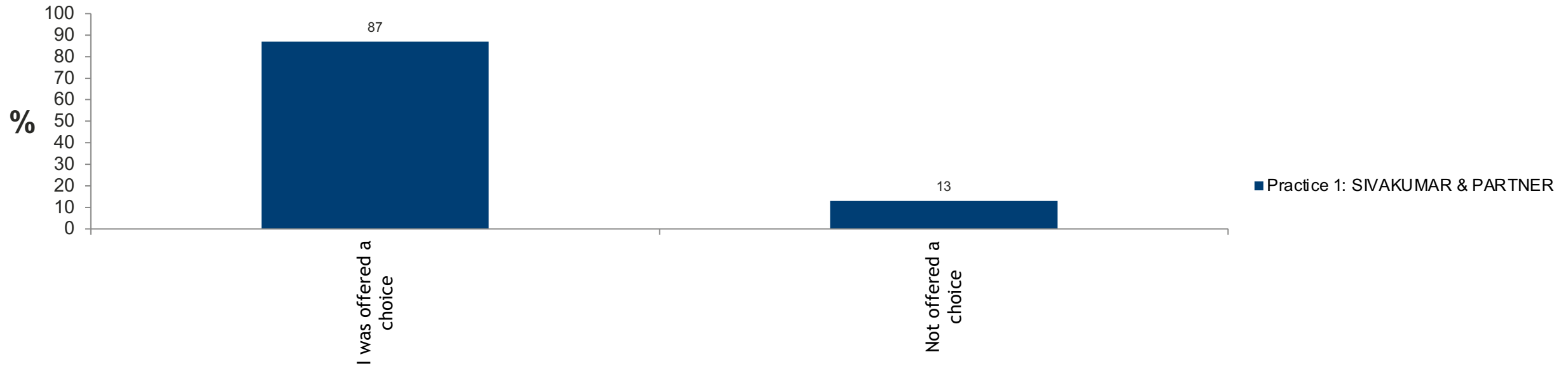
Weighted Base: Practice 1 (57)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q16. On this occasion, were you offered a choice of appointment?

Filters: No filter applied

Showing weighted data



Base: All patients excluding those who have not tried to make an appointment since being registered, excluding can't remember and doesn't apply

Offered a choice = choice of place or time/day or healthcare professional

Unweighted Base: Practice 1 (100)

Weighted Base: Practice 1 (50)

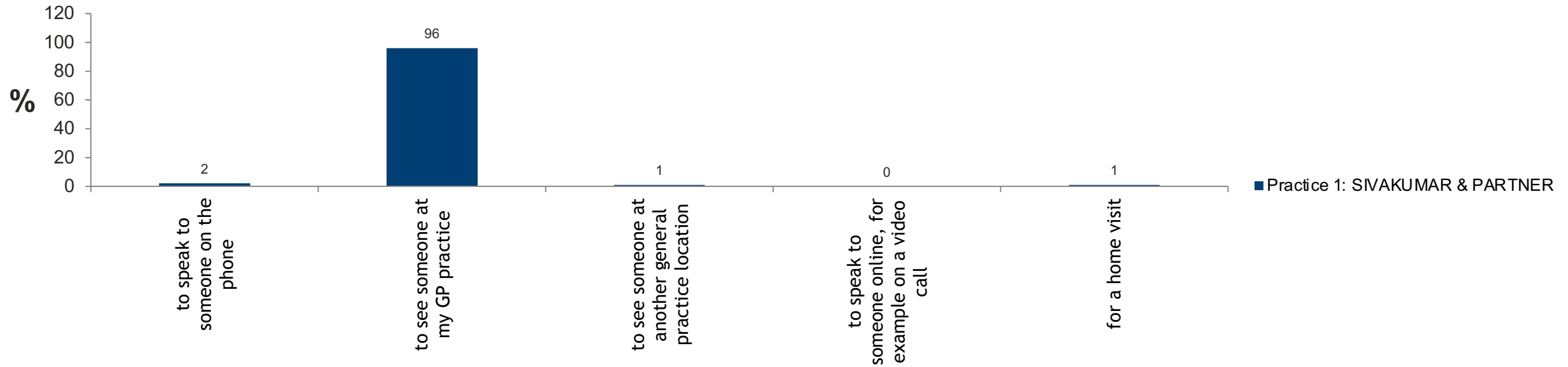
Excluding those who said "Can't remember" or "Doesn't apply" (weighted): Practice 1 (8)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing full results - Q20. What type of appointment did you get?

Filters: No filter applied

Showing weighted data



Base: All patients who accepted an appointment

Unweighted Base: Practice 1 (105)

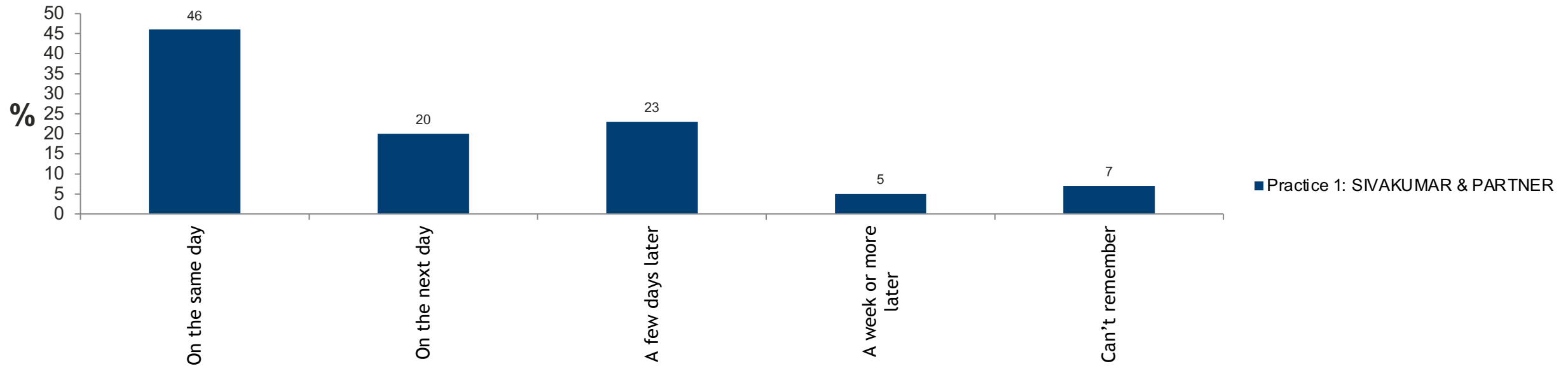
Weighted Base: Practice 1 (51)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing full results - Q21. How long after initially trying to book the appointment did the appointment take place?

Filters: No filter applied

Showing weighted data



Base: All patients who accepted an appointment

Unweighted Base: Practice 1 (106)

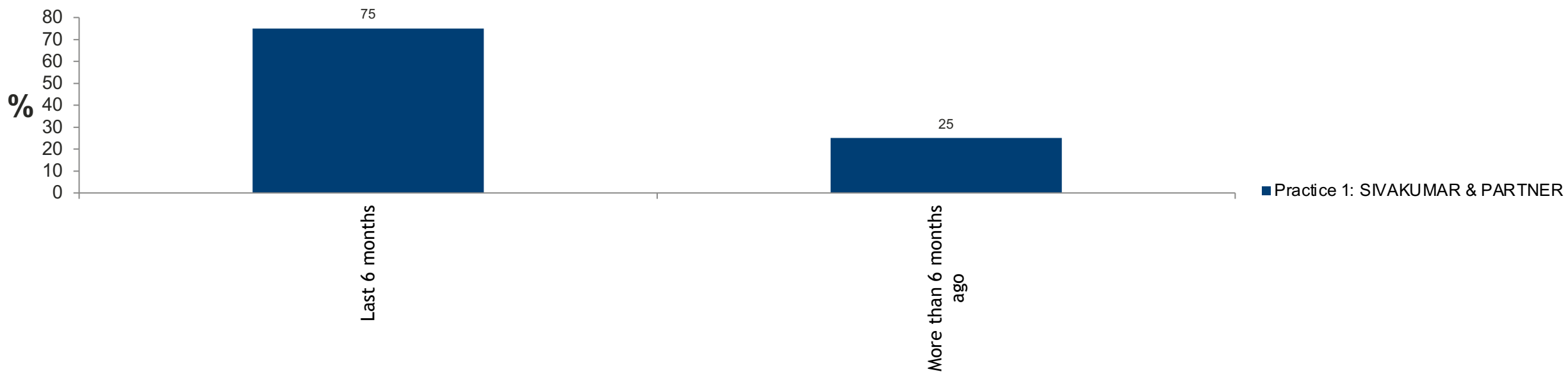
Weighted Base: Practice 1 (54)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q23. When was your last general practice appointment?

Filters: No filter applied

Showing weighted data



Base: All patients

Last 6 months = In the past 3 months + Between 3 and 6 months ago. More than 6 months ago = Between 6 and 12 months ago + More than 12 months ago

Unweighted Base: Practice 1 (116)

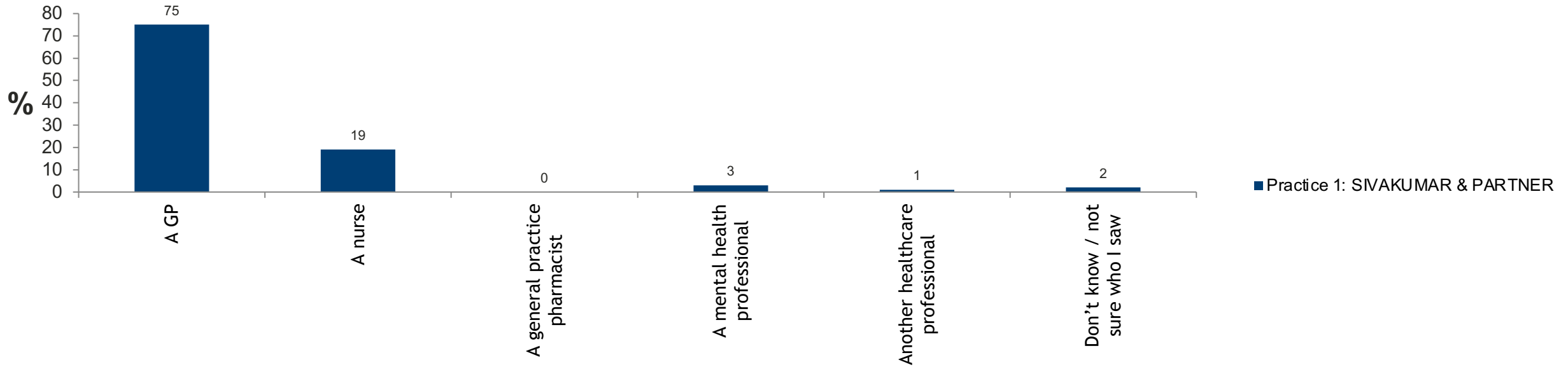
Weighted Base: Practice 1 (59)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing full results - Q24. Who was your last general practice appointment with?

Filters: No filter applied

Showing weighted data



Base: All patients who had an appointment in the last 12 months

Unweighted Base: Practice 1 (114)

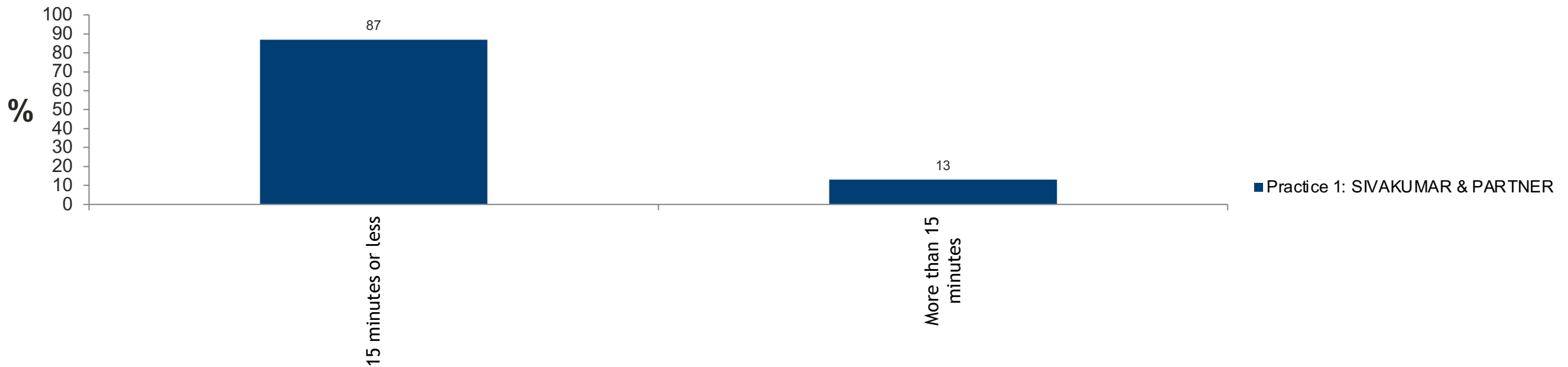
Weighted Base: Practice 1 (59)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q25. How long after your appointment time did you wait to see or speak to a healthcare professional?

Filters: No filter applied

Showing weighted data



Base: All patients who had an appointment in the last 12 months, excluding can't remember and I didn't have an appointment at a set time

15 minutes or less = 5 minutes or less + Between 5 and 15 minutes. More than 15 minutes = 15 to 30 minutes + More than 30 minutes

Unweighted Base: Practice 1 (96)

Weighted Base: Practice 1 (46)

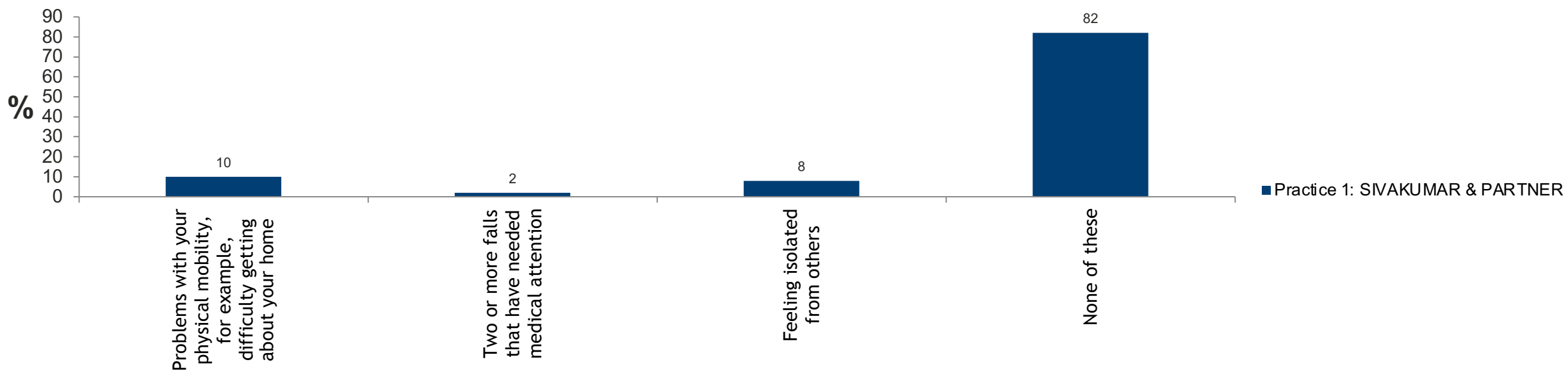
Excluding those who said "I didn't have an appointment at a set time" or "Can't remember" (weighted): Practice 1 (9)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing full results - Q32. Have you experienced any of the following over the last 12 months?

Filters: No filter applied

Showing weighted data



Base: All patients

Unweighted Base: Practice 1 (118)

Weighted Base: Practice 1 (60)

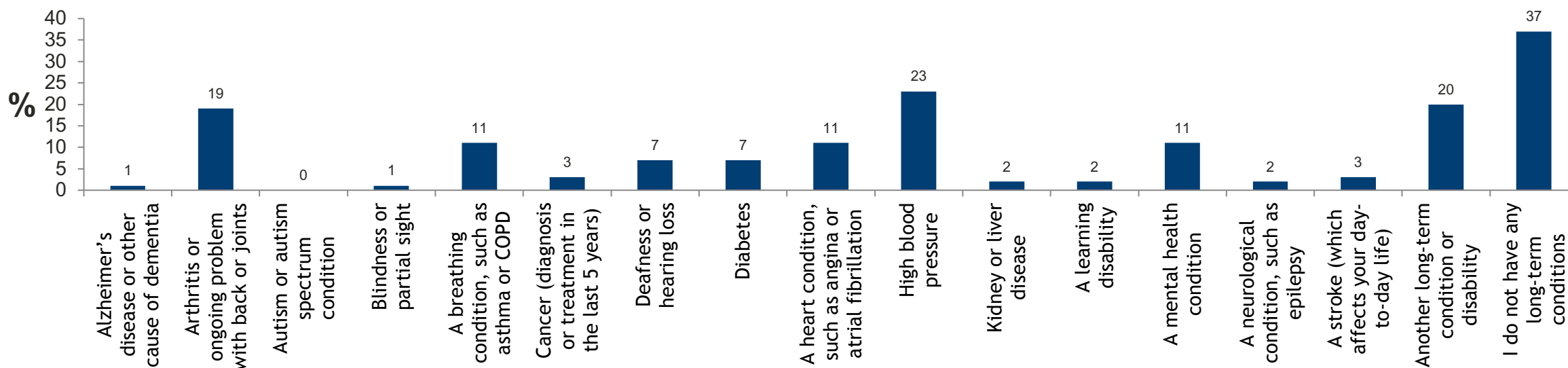
Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.



Showing full results - Q35. Which, if any, of the following long-term conditions do you have?

Filters: No filter applied

Showing weighted data



■ Practice 1: SIVAKUMAR & PARTNER

Base: All patients excluding those who prefer not to say if they have a long-term condition

Note: "Autism or autism spectrum condition" is a new answer option for the 2019 questionnaire

Unweighted Base: Practice 1 (107)

Weighted Base: Practice 1 (55)

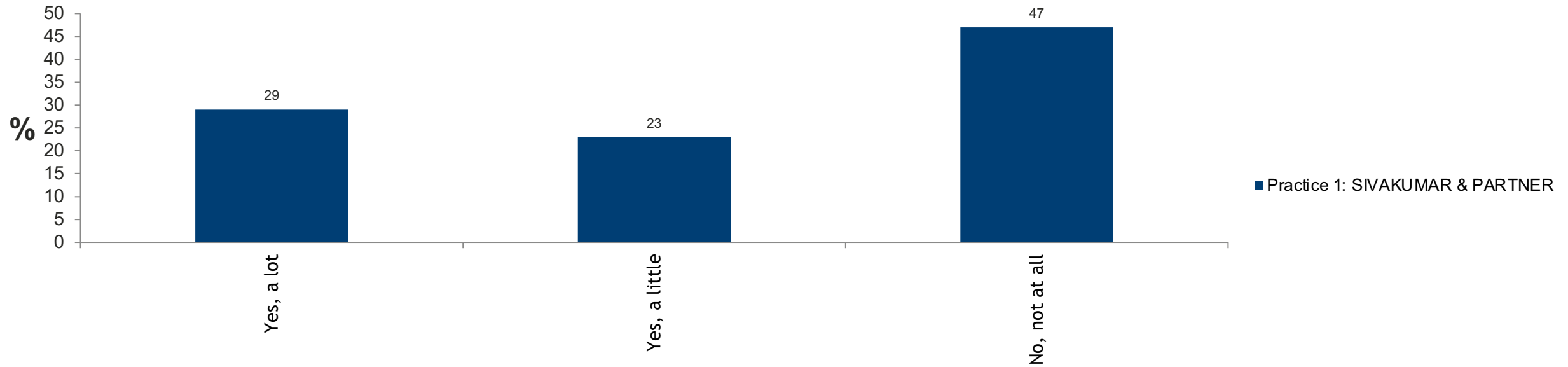
Due to the large number of answer codes, it may be easier to view this data by switching to table view or using the excel download at the top of this page.

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing full results - Q36. Do any of these conditions reduce your ability to carry out your day-to-day activities?

Filters: No filter applied

Showing weighted data



Base: All patients with a long-term condition

Unweighted Base: Practice 1 (78)

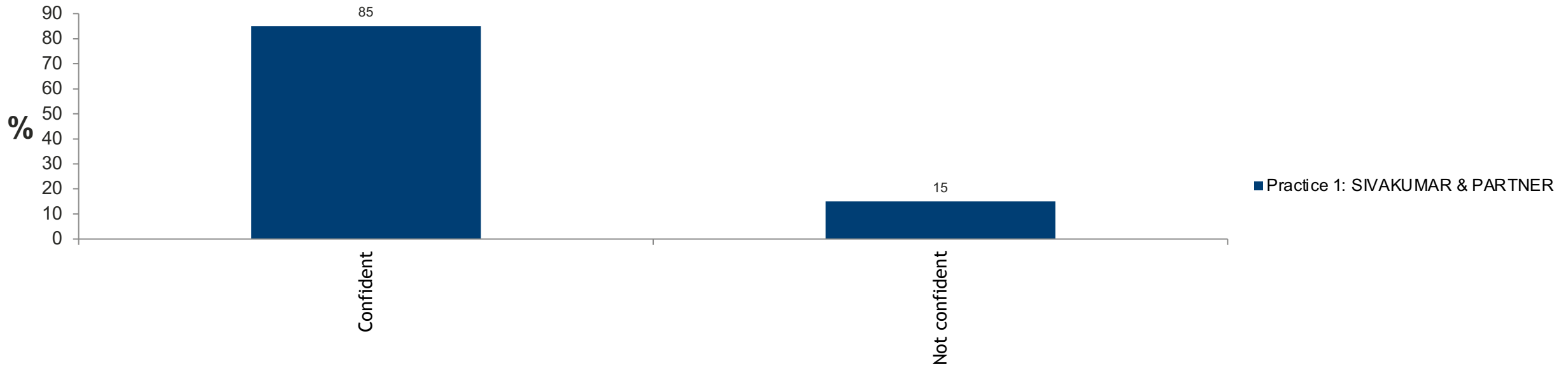
Weighted Base: Practice 1 (35)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q37. How confident are you that you can manage any issues arising from your condition (or conditions)?

Filters: No filter applied

Showing weighted data



Base: All patients with a long-term condition, excluding don't know

Confident = Very confident + Fairly confident. Not confident = Not very confident + Not at all confident

Unweighted Base: Practice 1 (76)

Weighted Base: Practice 1 (33)

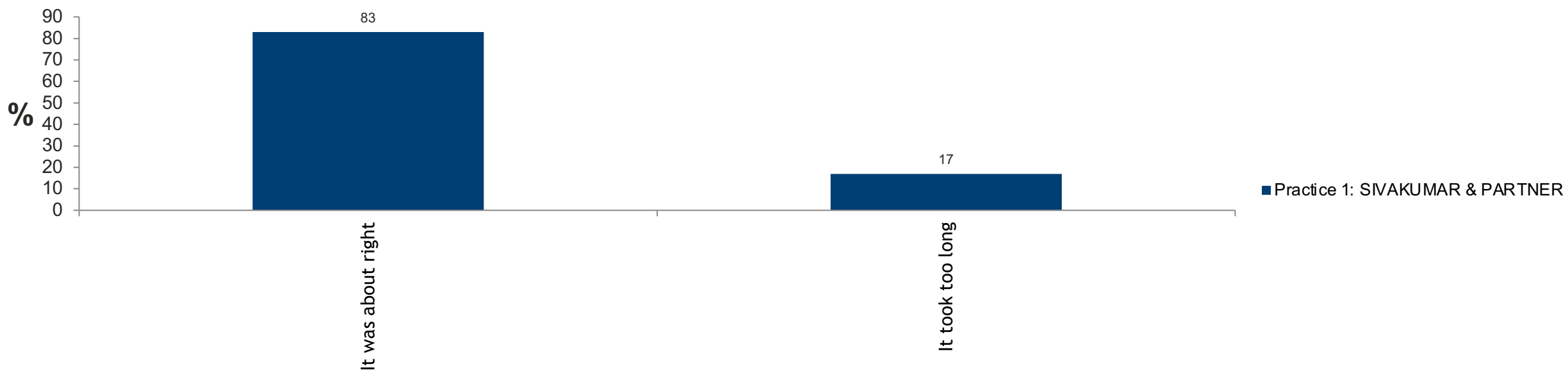
Excluding those who said "Don't know" (weighted): Practice 1 (1)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing full results - Q46. How do you feel about how quickly you received care or advice on that occasion?

Filters: No filter applied

Showing weighted data



Base: All patients who contacted an out-of-hours service in the last 12 months, excluding don't know/doesn't apply

Unweighted Base: Practice 1 (18)

Weighted Base: Practice 1 (10)

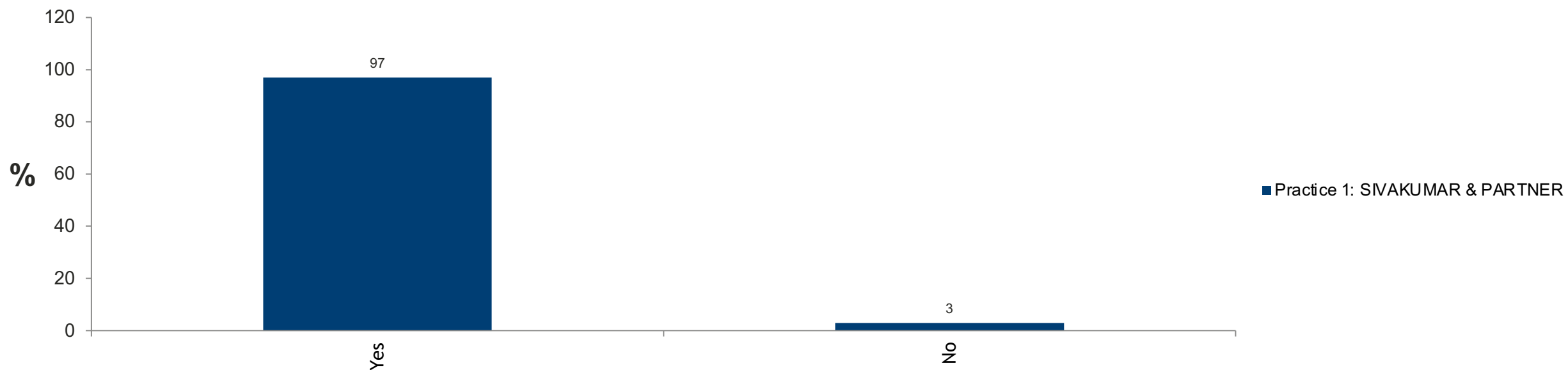
Excluding those who said "Don't know" or "doesn't apply" (weighted): Practice 1 (0)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q47. Considering all of the people that you saw or spoke to on that occasion, did you have confidence and trust in them?

Filters: No filter applied

Showing weighted data



Base: All patients who contacted an out-of-hours service in the last 12 months, excluding don't know/can't say

Yes = Yes, definitely + Yes, to some extent

Unweighted Base: Practice 1 (19)

Weighted Base: Practice 1 (11)

Excluding those who said "Don't know" or "can't say" (weighted): Practice 1 (0)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.