

Practice results - topline document
You have selected the following practice:
THREE SHIRES MEDICAL PRACTICE
Weighted data



Q1. Last seen or spoke to a GP

Base: All

	%	N
In the past 3 months	52	72
Between 3 and 6 months ago	18	25
Between 6 and 12 months ago	14	20
More than 12 months ago	16	23
I have never seen a GP from my GP surgery	*	*
Total		140

Q2. Last seen or spoke to a nurse

Base: All

	%	N
In the past 3 months	35	49
Between 3 and 6 months ago	18	26
Between 6 and 12 months ago	17	23
More than 12 months ago	23	32
I have never seen a nurse from my GP surgery	*	*
All		140

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

Base: All

	%	N
Very easy	50	70
Fairly easy	37	52
Not very easy	7	10
Not at all easy	*	*
Haven't tried	*	*
Total		140

Q4. Helpfulness of receptionists at GP surgery

Base: All

	%	N
Very helpful	62	87
Fairly helpful	26	37
Not very helpful	9	13
Not at all helpful	*	*
Don't know	*	*
Total		140

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

Base: All

	%	N
In person	29	41
By phone	79	111
By fax machine	*	*
Online	15	20

Doesn't apply	*	*
Total		140

Q8. Have a preferred GP

Base: All

	%	N
Yes	59	79
No	36	48
There is usually only one GP in my GP surgery	*	*
Total		134

Q9. Frequency of seeing preferred GP

Base: All who prefer to see or speak to a particular GP

	%	N
Always or almost always	41	31
A lot of the time	25	19
Some of the time	25	19
Never or almost never	*	*
Not tried at this GP surgery	*	*
Total		76

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	82	113
See a nurse at the surgery	20	28
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		138

Q11. When did you want to see or speak to them?

Base: All

	%	N
On the same day	25	35
On the next working day	10	14
A few days later	31	42
A week or more later	9	12
I didn't have a specific day in mind	23	31
Can't remember	*	*
Total		137

Q12. Able to get an appointment to see or speak to someone

Base: All

	%	N
Yes	86	119
Yes, but I had to call back closer to or on the day I wanted	8	11
No	*	*
Can't remember	*	*
Total		139

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	79	103
Appointment to see a nurse at the surgery	25	32
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		130

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	23	30
On the next working day	10	12
A few days later	46	59
A week or more later	19	24
Can't remember	*	*
Total		129

Q15. Convenience of appointment

Base: All who were able to get an appointment

	%	N
Very convenient	60	77
Fairly convenient	28	36
Not very convenient	10	12
Not at all convenient	*	*
Total		128

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	*	*
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		21

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	57	12
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		21

Q18. Overall experience of making an appointment

Base: All

	%	N
Very good	55	77
Fairly good	25	34
Neither good nor poor	13	18
Fairly poor	*	*
Very poor	*	*
Total		139

Q19. Waiting time at surgery

Base: All

	%	N
I don't normally have appointments at a particular time	*	*
Less than 5 minutes	*	*
5 to 15 minutes	44	61
More than 15 minutes	49	67
Can't remember	*	*
Total		137

Q20. Impression of waiting time at surgery

Base: All

	%	N
I don't normally have to wait too long	39	53
I have to wait a bit too long	30	40
I have to wait far too long	24	33
No opinion / doesn't apply	*	*
Total		136

Q21a. Rating of GP giving you enough time

Base: All

	%	N
Very good	57	79
Good	33	45
Neither good nor poor	7	10
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		139

Q21b. Rating of GP listening to you

Base: All

	%	N
Very good	58	81
Good	36	49
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		139

Q21c. Rating of GP explaining tests and treatments

Base: All

	%	N
Very good	52	72
Good	30	41
Neither good nor poor	11	15
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		137

Q21d. Rating of GP involving you in decisions about your care

Base: All

	%	N
Very good	48	65
Good	33	44
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	13	18
Total		137

Q21e. Rating of GP treating you with care and concern

Base: All

	%	N
Very good	58	80
Good	35	48
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		138

Q22. Confidence and trust in GP

Base: All

	%	N
Yes, definitely	76	106
Yes, to some extent	20	27
No, not at all	*	*
Don't know / can't say	*	*
Total		139

Q23a. Rating of nurse giving you enough time

Base: All

	%	N
Very good	59	81
Good	30	41
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*

Total		137
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Q23b. Rating of nurse listening to you

Base: All

	%	N
Very good	56	76
Good	33	45
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		137

Q23c. Rating of nurse explaining tests and treatments

Base: All

	%	N
Very good	50	67
Good	28	37
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	13	18
Total		134

Q23d. Rating of nurse involving you in decisions about your care

Base: All

	%	N
Very good	43	59
Good	26	35
Neither good nor poor	8	11
Poor	*	*
Very poor	*	*
Doesn't apply	20	28
Total		137

Q23e. Rating of nurse treating you with care and concern

Base: All

	%	N
Very good	53	73
Good	30	41
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	9	12
Total		137

Q24. Confidence and trust in nurse

Base: All

	%	N
Yes, definitely	68	93
Yes, to some extent	22	29

No, not at all	*	*
Don't know / can't say	*	*
Total		137

Q25. Satisfaction with opening hours

Base: All

	%	N
Very satisfied	38	52
Fairly satisfied	35	47
Neither satisfied nor dissatisfied	*	*
Fairly dissatisfied	13	18
Very dissatisfied	7	10
I'm not sure when my GP surgery is open	*	*
Total		137

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

Base: All

	%	N
Yes	70	94
No	26	34
Don't know	*	*
Total		135

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	65	26
At lunchtime	*	*
After 6.30pm	84	33
On a Saturday	81	32
On a Sunday	35	14
None of these	*	*
Total		40

Q28. Overall experience of GP surgery

Base: All

	%	N
Very good	57	79
Fairly good	27	37
Neither good nor poor	14	19
Fairly poor	*	*
Very poor	*	*
Total		139

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

Base: All

	%	N
Yes, would definitely recommend	58	79
Yes, would probably recommend	24	33
Not sure	11	15
No, would probably not recommend	*	*

No, would definitely not recommend	*	*
Don't know	*	*
Total		137

Q30. Long-standing health condition

Base: All

	%	N
Yes	52	72
No	48	67
Don't know / can't say	*	*
Total		140

Q31. Medical conditions...

Base: All

	%	N
Alzheimer's disease or dementia	*	*
Angina or long-term heart problem	*	*
Arthritis or long-term joint problem	14	17
Asthma or long-term chest problem	13	15
Blindness or severe visual impairment	*	*
Cancer in the last 5 years	*	*
Deafness or severe hearing impairment	*	*
Diabetes	*	*
Epilepsy	*	*
High blood pressure	20	25
Kidney or liver disease	*	*
Learning difficulty	*	*
Long-term back problem	*	*
Long-term mental health problem	*	*
Long-term neurological problem	*	*
Another long-term condition	8	10
None of these conditions	43	52
I would prefer not to say	*	*
Total		122

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

Base: All who have a medical condition

	%	N
Yes, definitely	50	33
Yes, to some extent	20	13
No	*	*
I have not needed such support	24	16
Don't know / can't say	*	*
Total		65

Q33. Confidence in managing own health

Base: All

	%	N
Very confident	51	69
Fairly confident	44	60
Not very confident	*	*

Not at all confident	*	*
Total		137

Q34a. State of health today...Mobility

Base: All

	%	N
I have no problems in walking about	76	104
I have slight problems in walking about	10	14
I have moderate problems in walking about	10	13
I have severe problems in walking about	*	*
I am unable to walk about	*	*
Total		138

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

Base: All

	%	N
I have no problems washing or dressing myself	92	127
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		138

Q34c. State of health today...Usual Activities

Base: All

	%	N
I have no problems doing my usual activities	77	106
I have slight problems doing my usual activities	12	16
I have moderate problems doing my usual activities	8	11
I have severe problems doing my usual activities	*	*
I am unable to do my usual activities	*	*
Total		138

Q34d. State of health today...Pain/Discomfort

Base: All

	%	N
I have no pain or discomfort	51	69
I have slight pain or discomfort	33	46
I have moderate pain or discomfort	*	*
I have severe pain or discomfort	7	10
I have extreme pain or discomfort	*	*
Total		136

Q34e. State of health today...Anxiety/Depression

Base: All

	%	N
I am not anxious or depressed	70	95
I am slightly anxious or depressed	17	24
I am moderately anxious or depressed	11	15
I am severely anxious or depressed	*	*
I am extremely anxious or depressed	*	*

Total		136
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Q35. Activities limited today due to recent illness or injury

Base: All

	%	N
Yes, limited a lot	*	*
Yes, limited a little	9	12
No	85	116
Total		137

Q36. Have a written care plan

Base: All

	%	N
Yes	*	*
No	96	131
Don't know	*	*
Total		137

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	61	84
No	39	54
Total		138

Q41. Tried to call an out-of-hours GP service in past 6 months...

Base: All

	%	N
Yes, for myself	*	*

Yes, for someone else	8	12
No	87	119
Total		137

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		18

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	*	*
It took too long	*	*
Don't know / doesn't apply	*	*
Total		18

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	70	12
No, not at all	*	*
Don't know / can't say	*	*
Total		17

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		18

Q51. Gender

Base: All

	%	N
Male	56	77
Female	44	60
Total		137

Q52. Age

Base: All

	%	N

18 to 24	8	11
25 to 34	11	15
35 to 44	18	25
45 to 54	21	29
55 to 64	18	26
65 to 74	14	20
75 to 84	8	11
85 or over	*	*
Total		139

Q53. Ethnic group

Base: All

	%	N
English / Welsh / Scottish / Northern Irish / British	97	133
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		136

Q54. Working status

Base: All

	%	N
Full-time paid work (30 hours or more each week)	40	55
Part-time paid work (under 30 hours each week)	25	34
Full-time education at school, college or university	*	*
Unemployed	*	*
Permanently sick or disabled	*	*
Fully retired from work	21	28
Looking after the home	*	*
Doing something else	*	*
Total		135

Q55. Journey time from home to work

Base: All in part or full-time work

	%	N
Up to 30 minutes	60	51
31 minutes to 1 hour	26	22

More than 1 hour	*	*
I live on site	*	*
Total		85

Q56. Can take time away from work to see GP

Base: All in part or full-time work

	%	N
Yes	75	67
No	25	22
Total		89

Q57. Parent or legal guardian

Base: All

	%	N
Yes	28	37
No	72	97
Total		135

Q58. Deaf and use sign language

Base: All

	%	N
Yes	*	*
No	100	136
Total		136

Q59. Smoking habits

Base: All

	%	N
Never smoked	56	77
Former smoker	32	44
Occasional smoker	7	10
Regular smoker	*	*
Total		139

Q60. Look after/provide support to family etc. for physical or mental ill health/problems in old age

Base: All

	%	N
No	83	112
Yes, 1-9 hours a week	10	14
Yes, 10-19 hours a week	*	*
Yes, 20-34 hours a week	*	*
Yes, 35-49 hours a week	*	*
Yes, 50+ hours a week	*	*
Total		135

Q61. Sexual orientation

Base: All

	%	N
Heterosexual / straight	96	131
Gay / Lesbian	*	*
Bisexual	*	*

Other	*	*
I would prefer not to say	*	*
Total		136

Q62. Religion

Base: All

	%	N
No religion	38	52
Buddhist	*	*
Christian	55	77
Hindu	*	*
Jewish	*	*
Muslim	*	*
Sikh	*	*
Other	*	*
I would prefer not to say	*	*
Total		139