

About your visit to the GP today, how good was the GP at:

Q1. Putting you at ease?

	Males under 45	Males over 45	Females under 45	Females over 45	Total Number	% of Total
Very Good	14	53	66	120	253	62%
Good	10	12	32	29	83	20%
Satisfactory	3	3	16	11	33	8%
Poor				3	3	0.70%
Very Poor				1	1	0.20%
Does not Apply	1	1	8	12	22	5.30%
Total	29	69	124	173	395	96.80%

Q2. Being polite and considerate?

	Males under 45	Males over 45	Females under 45	Females over 45	Total Number	% of Total
Very Good	18	57	77	133	285	69.80%
Good	7	9	24	21	61	14.90%
Satisfactory	3	4	9	8	24	5.80%
Poor			1		1	0.20%
Very Poor			1		1	0.20%
Does not Apply	1	1	8	11	21	5.10%
Total	29	71	120	173	393	96.30%

Q3. Listening to you?

	Males under 45	Males over 45	Females under 45	Females over 45	Total Number	% of Total
Very Good	18	53	79	123	273	66.90%
Good	9	13	26	27	75	18.30%
Satisfactory	1	3	10	9	23	5.60%
Poor			1	2	3	0.70%
Very Poor						
Does not Apply	1	1	8	11	21	5.10%
Total	29	70	124	172	395	96.80%

Q4. Giving you enough time?

	Males under 45	Males over 45	Females under 45	Females over 45	Total Number	% of Total
Very Good	14	45	65	115	239	58.50%
Good	12	18	35	36	101	24.70%
Satisfactory	1	6	8	12	27	6.60%
Poor		1	5	2	8	1.90%
Very Poor	1			1	2	0.40%
Does not Apply	1	1	9	11	22	5.30%
Total	29	71	122	177	399	97.70%

Q5. Assessing your medical condition?

	Males under 45	Males over 45	Females under 45	Females over 45	Total Number	% of Total
Very Good	13	48	69	109	239	58.50%
Good	11	12	27	78	128	31.30%
Satisfactory	1	4	6	8	19	4.60%
Poor	1		2	2	5	12.20%
Very Poor			1		1	0.20%
Does not Apply	2	3	2	3	10	2.40%
Total	28	67	107	200	402	98.50%

Q6. Explaining your condition and treatment?

	Males under 45	Males over 45	Females under 45	Females over 45	Total Number	% of Total
Very Good	12	51	60	111	234	57.30%
Good	11	14	35	32	92	22.50%
Satisfactory	4	2	10	13	29	7.10%
Poor			2	2	4	0.90%
Very Poor						
Does not Apply	2	4	14	18	38	9.30%
Total	29	71	121	176	397	97.30%

Q7. Involving you in decisions about your care?

	Males under 45	Males over 45	Females under 35	Females over	Total Number	% of Total
Very Good	11	48	54	124	237	58%
Good	10	13	30	34	87	21.30%
Satisfactory	5	5	15	19	44	10.70%
Poor			2	2	4	0.90%
Very Poor	1				1	0.20%
Does not Apply	2	5	9	10	26	6.30%
Total	29	71	110	189	399	97.70%

Q8. Providing or arranging treatment for you?

	Males under 45	Males over 45	Females under 45	Females over 45	Total Number	% of Total
Very Good	13	50	57	102	222	54.40%
Good	13	13	30	32	88	21.50%
Satisfactory	1	4	13	14	32	7.80%
Poor			1	1	2	0.40%
Very Poor	1				1	0.20%
Does not Apply	2	4	20	23	49	12%
Total	30	71	121	172	394	96.50%

About receptionists and Appointments:

Q9. How helpful do you find the receptionists at your practice?

	Males under 45	Males over 45	Females under 45	Females over 45	Total Number	% of Total
Very	14	52	65	108	239	58.50%
Fairly	5	17	45	51	118	28.90%
Not Very	4	6	9	7	26	6.30%
Not at all	3		3	4	10	2.40%
Don't know	1			2	3	0.70%
Total	27	75	122	172	396	97%

Q10. How easy is it to get through to the practice on the 'phone?

	Males under 45	Males over 45	Females under 45	Females over 45	Total Number	% of Total
Very easy	4	6	8	25	43	10.50%
Fairly easy	12	31	56	62	161	39.40%
Not very easy	9	24	31	57	121	29.60%
Not at all easy	2	8	26	28	64	15.60%
Don't know	2		1		3	0.70%
Haven't tried	1	2		2	5	1.20%
Total	30	71	122	174	397	97.30%

Q11. How easy is it to speak to a doctor or nurse on the 'phone?

	Males under 45	Males over 45	Females under 45	Females over 45	Total Number	% of Total
Very easy	2	6	11	24	43	10.50%
Fairly easy	7	23	26	60	116	28.40%
Not very easy	3	16	29	28	76	18.60%
Not at all easy	5	6	14	16	41	10%
Don't know	2	4	8	12	26	6.30%
Haven't tried	10	18	34	32	94	23%
Total	29	73	122	172	396	97%

Q12. If you need to see a GP urgently, can you normally get seen the same day?

	Males under 45	Males over 45	Females under 45	Females over 45	Total Number	% of Total
Yes	20	36	66	100	222	54.40%
No	9	22	44	42	117	28.60%
Don't know/never needed to	4	14	12	31	61	14.90%
Total	33	72	122	173	400	98%

Q13. How important is it to you to be able to book ahead?

	Males under 45	Males over 45	Females under 45	Females over 45	Total Number	% of Total
Important	25	62	105	152	344	84.30%
Not Important	3	9	17	16	45	11%
Total	28	71	122	168	389	95.30%

Q14. How easy is it to book ahead?

	Males under 45	Males over 45	Females under 45	Females over 45	Total Number	% of Total
Very easy	5	13	23	48	89	21.80%
Fairly easy	16	41	32	79	168	41.10%
Not very easy	5	12	24	29	70	17.10%
Not at all easy	1	2	9	13	25	6.10%
Don't know	2	1	2	4	9	2.20%
Haven't tried	2	3	4	2	11	2.60%
Total	31	72	94	175	372	91.10%

Q15. How do you normally book appointments?

	Males under 45	Males over 45	Females under 45	Females over 45	Total Number	% of Total
In person	6	29	42	80	157	38.40%
By 'phone	26	53	98	131	308	75.40%
Online	1	11	13	17	42	10.20%
Doesn't apply	1				1	0.20%
Total	34	93	153	228	508	124%

(cells may add up to more than 100% as patient can tick more than one box)

Q16. How would you prefer to make appointments?

	Males under 45	Males over 45	Females under 45	Females over 45	Total number	% of total
In person	5	22	37	73	137	33.50%
By 'phone	26	51	90	129	296	72.50%
Online	7	14	43	31	95	23.20%
Doesn't apply			3		3	0.70%
Total	38	87	173	233	531	130.10%

(cells may add up to more than 100% as patient can tick more than one box)

Q17. When arriving at the Health Centre for your appointment have you used the self check-in screensto confirm your arrival? If so, how easy did you find these to use?

	Males under 45	Males over 45	Females under 45	Females over 45	Total Number	% of Total
Very easy	24	51	98	140	313	76.70%
Fairly easy	2	7	13	11	33	8%
Not very easy			2	3	5	1.20%
Not at all easy		2	1	3	6	1.40%
Don't know	1				1	0.20%
Did not use self check-in	2	7	4	7	20	4.90%
Was not aware of self check-in			1		1	0.20%
Total	29	67	119	164	379	92.80%

Thinking of times when you want to see a particular doctor:

Q18. How quickly do you usually get seen?

	Males under 45	Males over 45	Females under 45	Females over 45	Total Number	% of Total
Same day or next day	7	2	14	16	39	9.50%
2-4 days	5	18	24	29	76	18.60%
5 days or more	12	44	77	109	242	59.30%
I don't usually need to be seen quickly	3	5	5	16	29	7.10%
Don't know, never tried	3	4	8	3	18	4.40%
Total	30	73	128	173	404	99%

Q19. How do you rate how quickly you were seen?

	Males under 45	Males over 45	Females under 45	Females over 45	Total Number	% of Total
Excellent	4	7	14	14	39	9.50%
Very good	9	16	17	33	75	18.30%
Good	11	18	21	41	91	22.30%
Satisfactory		18	36	49	103	25.20%
Poor	6	10	19	23	58	14.20%
Very poor		4	5	5	14	3.40%
Does not apply			7	3	10	2.40%
Total	30	73	119	168	390	95.50%

Thinking of times when you are willing to see any doctor:

Q20. How quickly do you usually get seen?

	Males under 45	Males over 45	Females under 45	Females over 45	Total Number	% of Total
Same day or next day	10	21	38	51	120	29.40%
2-4 days	7	20	58	68	153	37.50%
5 days or more	9	20	28	33	90	22%
Don't usually need to be seen quickly	2	6	3	6	17	4.10%
Don't know, never tried	2	6	2	14	24	5.80%
Total	30	73	129	172	404	99%

Q21. How do you rate how quickly you were seen?

	Males under 45	Males over 45	Females under 45	Females over 45	Total Number	% of Total
Excellent	6	12	16	24	58	14.20%
Very good	5	14	24	37	80	19.60%
Good	9	22	34	42	107	26.20%
Satisfactory	3	17	27	38	85	20.80%
Poor	4	3	13	13	33	8%
Very poor	2	3	5	3	13	3.10%
Does not apply		2	2	12	16	3.90%
Total	29	73	121	169	392	96%

Thinking of your most recent consultation with a doctor or nurse:

Q22. How long did you wait for your consultation to start?

	Males under 45	Males over 45	Females under 45	Females over 45	Total Number	% of Total
Less than 5 minutes	3	12	23	24	62	15.10%
5-10 minutes	8	23	27	69	127	31.10%
11-20 minutes	9	21	33	44	107	26.20%
21-30 minutes	3	9	15	17	44	10.70%
More than 30 minutes	1	2	15	7	25	6.10%
There was no set time	1		3	2	6	1.40%
Total	25	67	116	163	371	90.90%

Q23. How do you rate how long you waited?

	Males under 45	Males over 45	Females under 45	Females over 45	Total Number	% of Total
Excellent		8	14	25	47	11.50%
Very good	9	11	18	36	74	18.10%
Good	4	24	26	34	88	21.50%
Satisfactory	6	23	31	53	113	27.60%
Poor	7	2	21	13	43	10.50%
Very poor		1	5	6	12	2.90%
Does not apply			1	1	2	0.40%
Total	26	69	116	168	379	92.80%

Q24. Is your GP practice currently open at times that are convenient to you?

	Males under 45	Males over 45	Females under 45	Females over 45	Total Number	% of Total
Yes	17	59	93	156	325	79.60%
No	2	4	11	7	24	5.80%
Don't know	8	4	9	4	25	6.10%
Total	27	67	113	167	374	91.60%

Q25. Which of the following additional opening hours would make it easier for you to see or speak to someone? (please X all boxes that apply)

	Males under 45	Males over 45	Females under 45	Females over 45	Total Number	% of Total
Before 8am	12	7	18	22	59	14.40%
At lunchtime	2	9	8	24	43	10.50%
After 6.30pm	8	12	26	24	70	17.10%
On a Saturday	8	15	29	34	86	21%
On a Sunday	7	10	17	15	49	12%
None of these	1	10	7	17	35	8.50%
Total	38	63	105	136	342	83.80%

Q26. Is there a particular GP you usually prefer to see or speak to?

	Males under 45	Males over 45	Females under 45	Females over 45	Total Number	% of Total
Yes	6	35	41	81	163	39.90%
No	16	13	27	23	79	19.30%
Total	22	48	68	104	242	59.30%

Q27. How often do you see or speak to the GP you prefer?

	Males under 45	Males over 45	Females under 45	Females over 45	Total Number	% of Total
Always or almost always	2	10	6	26	44	10.70%
A lot of the time	3	15	13	23	54	13.20%
Some of the time	5	12	19	40	76	18.60%
Never or almost never	1	3	8	7	19	4.60%
Not tried at this GP practice	5	1	3	2	11	2.60%
Total	16	41	49	98	204	50%

Q28-33. Summary of how good the nurse was perceived to be at the following:

Q28-33. Summary of how good the nurse was perceived to be at the following:							
(only patients who have seen a nurse in the last 6 months should have answered this question)							
	Q28. Putting you at ease	Q29. Giving you enough time	Q30. Listening to you	Q31. Explaining condition and treatment	Q32. Involving you in decisions re your care	Q33. Providing/arranging treatment for you	
MALES UNDER 45							
Very good	13	12	12	12	11	10	70
Good	5	6	8	7	8	8	42
Satisfactory	2	1	2	2	1	2	10
Poor		1		2	2	1	6
Very poor	1		1				2
Does not apply	1	2	1	1	2	2	9
Total	22	22	24	24	24	23	139
	5.30%	5.30%	5.80%	5.80%	5.80%	5.60%	
MALES OVER 45							
Very good	45	41	35	34	28	32	215
Good	8	12	14	16	20	18	88
Satisfactory	4	3	4	3	3	2	19
Poor							-
Very poor							-
Does not apply			2	3	4	5	14
Total	57	56	55	56	55	57	336
	13.90%	13.20%	13.40%	13.20%	13.40%	13.90%	
FEMALES UNDER 45							
Very good	53	40	48	55	39	39	274
Good	23	33	30	32	35	32	185
Satisfactory	5	6	5	7	4	4	31
Poor		1	1	1	1	2	6
Very poor	1		1				2
Does not apply	12	11	11	12	15	16	77
Total	94	91	96	107	94	93	575
	23%	22.30%	23.50%	26.20%	23%	22.70%	
FEMALES OVER 45							
Very Good	86	77	84	73	66	68	454
Good	27	32	29	32	34	29	183
Satisfactory	3	12	11	12	11	12	61
Poor	1	1	1	1	2	1	7
Very poor	1					1	2
Does not apply	8	8	8	13	19	22	78
Total	126	130	133	131	132	133	785
	30.80%	31.80%	32.50%	32.10%	32.30%	32.50%	

Q34. Would you be completely happy to see this nurse again?

	Males under 45	Males over 45	Females under 45	Females over 45	Total Number	% of Total
Yes	19	57	83	121	280	68.60%
No	2		2	1	5	1.20%
Total	21	57	85	122	285	69.80%

Thinking about the care you get from your doctors and nurses overall, how does the practice help you to:

Q35. Understand your health problems?

	Males under 45	Males over 45	Females under 45	Females over 45	Total Number	% of Total
Very well	19	57	75	131	282	69.10%
Unsure	2	5	21	19	47	11.50%
Not very well	3	2	10	4	19	4.60%
Does not apply	2		3	4	9	2.20%
Total	26	64	109	158	357	87.50%

Q36. Cope with your health problems?

	Males under 45	Males over 45	Females under 45	Females over 45	Total Number	% of Total
Very well	17	59	74	125	275	67.40%
Unsure	7	6	40	17	70	17.10%
Not very well	1	1	10	7	19	4.60%
Does not apply	1		4	6	11	2.60%
Total	26	66	128	155	375	91.90%

Q37. Keep yourself healthy?

	Males under 45	Males over 45	Females under 45	Females over 45	Total Number	% of Total
Very well	13	53	78	124	268	65.60%
Unsure	11	9	46	22	88	21.50%
Not very well	1	3	8	7	19	4.60%
Does not apply	2	4	6	14	26	6.30%
Total	27	69	138	167	401	98.20%

Q38. Overall, how would you describe your experience of your GP surgery?

	Males under 45	Males over 45	Females under 45	Females over 45	Total Number	% of Total
Excellent	5	19	24	56	104	25.40%
Very good	7	34	37	66	144	35.20%
Good	10	17	31	32	90	22%
Satisfactory	6	2	22	22	52	12.70%
Poor	1	1	6	1	9	2.20%
Very poor	1		3	2	6	1.40%
Total	30	73	123	179	405	99.20%

Family and Friends Test

Q39. How likely are you to recommend your GP surgery to friends and family if they need similar care or treatment?

	Males under 45	Males over 45	Females under 45	Females over 45	Total Number	% of Total
Extremely likely	7	24	28	69	128	31.30%
Likely	12	34	53	64	163	39.90%
Neither likely nor unlikely	6	9	24	30	69	16.90%
Unlikely	3	1	10	4	18	4.40%
Extremely unlikely	1	1	5	3	10	2.40%
Don't know		1	3	2	6	1.40%
Total	29	70	123	172	394	96.50%

It will help us to understand your answers if you could tell us a little about yourself:

Q40-41. Are you male, female, under 45 or over 45?

	Number Males	Number Females	Total Number	% of Total
Under 16	3	2	5	1.20%
16 to 44	28	122	150	36.70%
45 to 64	26	96	122	29.90%
65 to 74	32	45	77	18.80%
75 and over	15	38	53	12.90%
Total	104	303	407	99.70%
Missing answer	1			

Q42. Do you have a longstanding health condition?

	Males under 45	Males over 45	Females under 45	Females over 45	Total Number	% of Total
Yes	9	54	45	123	231	56.60%
No	18	19	66	47	150	36.70%
Don't know/can't say	2	2	13	5	22	5.30%
Total	29	75	124	175	403	98.70%

Q43. What is your ethnic group?

	Males under 45	Males over 45	Females under 45	Females over 45	Total Number	% of Total
White	29	69	112	156	366	89.70%
Black or Black British	1	2	6	6	15	3.60%
Asian or Asian British		3	6	3	12	2.90%
Mixed						
Chinese						
Other ethnic group			1	1	2	0.40%
Total	30	74	125	166	395	96.80%
Missing answer	4	5	2	2		

395 of the 408 patients who completed the questionnaire answered this question.

Q44. Which of the following best describes you?

	Males under 45	Males over 45	Females under 45	Females over 45	Total Number	% of Total
Employed	21	18	80	54	173	42.40%
Unemployed	2	1	8	3	14	3.40%
At school (or education)	4		7		11	2.60%
Unable to work (sickness)	1	5	6	17	29	7.10%
Looking after home/family	1		20	15	36	8.80%
Retired from paid work		52		74	126	30.80%
Other	1		3	9	13	3.10%
Total	30	76	124	172	402	98.50%
Missing answer	2	1	1	2		

Characteristics of the Laindon Medical Group Survey 2017

Practice Survey 2017

Total number of questionnaires	408
% Female	74.20%
% over 45	61.70%
% with long term disability	56.60%
Ethnicity	
% White	89.70%
% Black/Black British	3.60%
% Asian/Asian British	2.90%
% Mixed	
% Chinese	
% Other ethnic group	0.40%
Employment	
% employed	42.40%
% unemployed	3.40%
% in full time education	2.60%
% unable to work / long term sickness	7.10%
% looking after home / family	8.80%
% retired	30.80%
% other	3.10%

When asked the question as to whether they saw the doctor/nurse for themselves, their child or another reason, of the 346 (or 84.8%) who answered the question:

: Saw the GP/nurse for themselves	305
: Saw the GP/nurse for their child	36
: Saw the GP/nurse for another reason or person	5
: Not stated	62

TOTAL **408**