

You have selected the following CCG:
NHS SOUTH TEES CCG
 weighted data

Q1. Last seen or spoke to a GP

Base: All

	%	N
In the past 3 months	55	2734
Between 3 and 6 months ago	17	853
Between 6 and 12 months ago	14	670
More than 12 months ago	13	624
I have never seen a GP from my GP surgery	1	48
Total		4929

Q2. Last seen or spoke to a nurse

Base: All

	%	N
In the past 3 months	43	2129
Between 3 and 6 months ago	19	939
Between 6 and 12 months ago	15	747
More than 12 months ago	18	880
I have never seen a nurse from my GP surgery	4	220
All		4914

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

Base: All

	%	N
Very easy	32	1563
Fairly easy	45	2241
Not very easy	14	697
Not at all easy	6	310
Haven't tried	3	134
Total		4946

Q4. Helpfulness of receptionists at GP surgery

Base: All

	%	N
Very helpful	52	2561
Fairly helpful	39	1928
Not very helpful	5	261
Not at all helpful	2	93
Don't know	2	100
Total		4943

Q5. Overheard in reception area

Base: All

	%	N
Yes, but I don't mind	60	2935
Yes, and I am not happy about it	25	1213
No, other patients can't overhear	7	328
Don't know	9	440
Total		4915

Q6. How normally book appointments to see a GP or nurse...

Base: All

	%	N
In person	28	1389

By phone	92	4546
By fax machine	*	*
Online	2	80
Doesn't apply	1	54
Total		4941

Q7. Preferred methods to book appointments at GP surgery...

Base: All

	%	N
In person	31	1532
By phone	85	4177
By fax machine	*	*
Online	23	1136
No preference	4	197
Total		4932

Q8. Have a preferred GP

Base: All

	%	N
Yes	56	2725
No	43	2088
There is usually only one GP in my GP surgery	1	69
Total		4882

Q9. Frequency of seeing preferred GP

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

	%	N
Always or almost always	38	997
A lot of the time	23	602
Some of the time	31	808
Never or almost never	7	196
Not tried at this GP surgery	1	20
Total		2624

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	71	3429
See a nurse at the surgery	23	1111
Speak to a GP on the phone	6	298
Speak to a nurse on the phone	1	46
Have someone visit me at my home	2	96
I didn't mind / wasn't sure what I wanted	3	145
Total		4809

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

Base: All

	%	N
On the same day	48	2239
On the next working day	11	524
A few days later	20	922
A week or more later	4	208
I didn't have a specific day in mind	14	671
Can't remember	3	139
Total		4702

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

Base: All

	%	N
Yes	74	3549
Yes, but I had to call back closer to or on the day I wanted	13	634
No	9	442
Can't remember	3	154
Total		4779

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	69	2854
Appointment to see a nurse at the surgery	28	1157
Appointment to speak to a GP on the phone	8	341
Appointment to speak to a nurse on the phone	1	33
Appointment for someone to visit me at my home	2	66
Total		4160

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	45	1852
On the next working day	14	593
A few days later	29	1182
A week or more later	9	349
Can't remember	3	128
Total		4104

Q15. Convenience of appointment

Base: All who were able to get an appointment

	%	N
Very convenient	52	2135
Fairly convenient	43	1768
Not very convenient	5	187
Not at all convenient	1	33
Total		4123

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	51	279
There weren't any appointment for the time I wanted	14	77
I couldn't see my preferred GP	10	53
I couldn't book ahead at my GP surgery	16	88
Another reason	10	53
Total		550

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	34	212
Got an appointment for a different day	22	138
Had a consultation over the phone	8	50
Went to A&E / a walk-in centre	12	75
Saw a pharmacist	2	13
Decided to contact my surgery another time	11	68
Didn't see or speak to anyone	13	82
Total		628

Q18. Overall experience of making an appointment		
Base: All		
	%	N
Very good	39	1839
Fairly good	40	1910
Neither good nor poor	12	572
Fairly poor	6	297
Very poor	3	134
Total		4752

Q19. Waiting time at surgery		
Base: All		
	%	N
I don't normally have appointments at a particular time	4	201
Less than 5 minutes	10	471
5 to 15 minutes	62	2944
More than 15 minutes	20	929
Can't remember	4	204
Total		4749

Q20. Impression of waiting time at surgery		
Base: All		
	%	N
I don't normally have to wait too long	65	3108
I have to wait a bit too long	22	1045
I have to wait far too long	7	320
No opinion / doesn't apply	6	286
Total		4759

Q21a. Rating of GP giving you enough time		
Base: All		
	%	N
Very good	52	2514
Good	36	1741
Neither good nor poor	8	370
Poor	2	86
Very poor	1	42
Doesn't apply	1	60
Total		4813

Q21b. Rating of GP listening to you		
Base: All		
	%	N
Very good	54	2571
Good	36	1713
Neither good nor poor	6	280
Poor	3	125
Very poor	1	45
Doesn't apply	1	60
Total		4795

Q21c. Rating of GP explaining tests and treatments		
Base: All		
	%	N
Very good	51	2437
Good	34	1632
Neither good nor poor	9	418
Poor	1	55

Very poor	1	52
Doesn't apply	4	179
Total		4774

Q21d. Rating of GP involving you in decisions about your care		
Base: All		
	%	N
Very good	44	2083
Good	35	1671
Neither good nor poor	12	570
Poor	2	104
Very poor	1	53
Doesn't apply	6	302
Total		4783

Q21e. Rating of GP treating you with care and concern		
Base: All		
	%	N
Very good	50	2408
Good	36	1719
Neither good nor poor	9	409
Poor	2	104
Very poor	1	61
Doesn't apply	2	86
Total		4786

Q22. Confidence and trust in GP		
Base: All		
	%	N
Yes, definitely	68	3282
Yes, to some extent	25	1197
No, not at all	4	181
Don't know / can't say	3	144
Total		4804

Q23a. Rating of nurse giving you enough time		
Base: All		
	%	N
Very good	56	2680
Good	31	1474
Neither good nor poor	4	199
Poor	0	23
Very poor	1	30
Doesn't apply	8	364
Total		4769

Q23b. Rating of nurse listening to you		
Base: All		
	%	N
Very good	55	2632
Good	31	1469
Neither good nor poor	5	229
Poor	0	24
Very poor	0	17
Doesn't apply	8	372
Total		4743

Q23c. Rating of nurse explaining tests and treatments		
Base: All		
	%	N
Very good	53	2481
Good	31	1464
Neither good nor poor	6	268
Poor	1	36
Very poor	1	26
Doesn't apply	9	420
Total		4696

Q23d. Rating of nurse involving you in decisions about your care		
Base: All		
	%	N
Very good	45	2148
Good	30	1419
Neither good nor poor	9	403
Poor	1	43
Very poor	1	35
Doesn't apply	14	684
Total		4732

Q23e. Rating of nurse treating you with care and concern		
Base: All		
	%	N
Very good	54	2549
Good	32	1489
Neither good nor poor	5	219
Poor	1	40
Very poor	1	26
Doesn't apply	8	388
Total		4711

Q24. Confidence and trust in nurse		
Base: All		
	%	N
Yes, definitely	70	3306
Yes, to some extent	20	959
No, not at all	2	90
Don't know / can't say	7	345
Total		4700

Q25. Satisfaction with opening hours		
Base: All		
	%	N
Very satisfied	46	2250
Fairly satisfied	36	1751
Neither satisfied nor dissatisfied	8	372
Fairly dissatisfied	5	242
Very dissatisfied	2	82
I'm not sure when my GP surgery is open	3	161
Total		4858

Q26. Is your GP surgery currently open at times that are convenient for you?		
Base: All		
	%	N
Yes	81	3864
No	13	635

Don't know	6	289
Total		4788

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	255
At lunchtime	11	103
After 6.30pm	70	628
On a Saturday	72	647
On a Sunday	40	363
None of these	3	30
Total		902

Q28. Overall experience of GP surgery

Base: All

	%	N
Very good	49	2395
Fairly good	39	1909
Neither good nor poor	8	373
Fairly poor	3	141
Very poor	1	37
Total		4855

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

Base: All

	%	N
Yes, would definitely recommend	51	2469
Yes, would probably recommend	30	1434
Not sure	11	523
No, would probably not recommend	4	215
No, would definitely not recommend	3	131
Don't know	2	77
Total		4849

Q30. Long-standing health condition

Base: All

	%	N
Yes	58	2828
No	40	1920
Don't know / can't say	2	105
Total		4852

Q31. Medical conditions...

Base: All

	%	N
Alzheimer's disease or dementia	0	22
Angina or long-term heart problem	7	305
Arthritis or long-term joint problem	17	749
Asthma or long-term chest problem	11	502
Blindness or severe visual impairment	1	42
Cancer in the last 5 years	3	140
Deafness or severe hearing impairment	5	218
Diabetes	7	325
Epilepsy	1	53
High blood pressure	20	913
Kidney or liver disease	2	100
Learning difficulty	1	61

Long-term back problem	13	563
Long-term mental health problem	7	294
Long-term neurological problem	2	84
Another long-term condition	13	566
None of these conditions	39	1728
I would prefer not to say	2	81
Total		4460

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

	%	N
Yes, definitely	44	1095
Yes, to some extent	25	612
No	10	259
I have not needed such support	19	470
Don't know / can't say	2	55
Total		2491

Q33. Confidence in managing own health

Base: All

	%	N
Very confident	47	2240
Fairly confident	46	2207
Not very confident	6	295
Not at all confident	1	69
Total		4812

Q34a. State of health today...Mobility

Base: All

	%	N
I have no problems in walking about	71	3409
I have slight problems in walking about	13	625
I have moderate problems in walking about	9	420
I have severe problems in walking about	6	303
I am unable to walk about	1	45
Total		4803

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

Base: All

	%	N
I have no problems washing or dressing myself	87	4158
I have slight problems washing or dressing myself	6	268
I have moderate problems washing or dressing myself	5	236
I have severe problems washing or dressing myself	2	73
I am unable to wash or dress myself	1	37
Total		4771

Q34c. State of health today...Usual Activities

Base: All

	%	N
I have no problems with performing my usual activities	69	3294
I have slight problems doing my usual activities	14	690
I have moderate problems doing my usual activities	10	455
I have severe problems doing my usual activities	4	203
I am unable to do my usual activities	3	119
Total		4761

Q34d. State of health today...Pain/Discomfort		
Base: All		
	%	N
I have no pain or discomfort	49	2330
I have slight pain or discomfort	27	1270
I have moderate pain or discomfort	16	780
I have severe pain or discomfort	6	302
I have extreme pain or discomfort	2	90
Total		4772

Q34e. State of health today...Anxiety/Depression		
Base: All		
	%	N
I am not anxious or depressed	64	3030
I am slightly anxious or depressed	20	939
I am moderately anxious or depressed	11	524
I am severely anxious or depressed	3	137
I am extremely anxious or depressed	2	93
Total		4723

Q35. Activities limited today due to recent illness or injury		
Base: All		
	%	N
Yes, limited a lot	5	249
Yes, limited a little	15	729
No	79	3778
Total		4756

Q40. Know how to contact an out-of-hours GP service		
Base: All		
	%	N
Yes	59	2856
No	41	2007
Total		4863

Q41. Tried to call an out-of-hours GP service in past 6 months...		
Base: All		
	%	N
Yes, for myself	6	288
Yes, for someone else	7	356
No	87	4221
Total		4846

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	29	180
Fairly easy	44	269
Not very easy	14	84
Not at all easy	9	57
Don't know / didn't make contact	4	24
Total		614

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	58	354
It took too long	39	236

Don't know / doesn't apply	3	20
Total		609

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	33	200
Yes, to some extent	45	274
No, not at all	18	108
Don't know / can't say	4	25
Total		609

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	26	161
Fairly good	40	243
Neither good nor poor	19	113
Fairly poor	9	56
Very poor	6	38
Total		611

Q51. Gender		
Base: All		
	%	N
Male	50	2431
Female	50	2466
Total		4897

Q52. Age		
Base: All		
	%	N
18 to 24	11	544
25 to 34	16	770
35 to 44	15	745
45 to 54	19	952
55 to 64	16	766
65 to 74	13	626
75 to 84	7	365
85 or over	3	132
Total		4901

Q53. Ethnic group		
Base: All		
	%	N
English / Welsh / Scottish / Northern Irish / British	92	4477
Irish	0	12
Gypsy or Irish Traveller	*	*
Any other White background	2	93
White and Black Caribbean	*	*
White and Black African	*	*
White and Asian	0	11
Any other Mixed / multiple ethnic background	*	*
Indian	0	17
Pakistani	2	98
Bangladeshi	*	*
Chinese	*	*
Any other Asian background	1	26

African	1	49
Caribbean	*	*
Any other Black / African / Caribbean background	*	*
Arab	*	*
Any other ethnic group	1	70
Total		4893

Q54. Working status

Base: All

	%	N
Full-time paid work (30 hours or more each week)	35	1656
Part-time paid work (under 30 hours each week)	13	631
Full-time education at school, college or university	4	173
Unemployed	10	469
Permanently sick or disabled	8	371
Fully retired from work	23	1082
Looking after the home	5	257
Doing something else	2	92
Total		4730

Q55. Journey time from home to work

Base: All in part or full-time work

	%	N
Up to 30 minutes	72	1594
31 minutes to 1 hour	17	381
More than 1 hour	6	139
I live on site	5	102
Total		2215

Q56. Can take time away from work to see GP

Base: All in part or full-time work

	%	N
Yes	62	1379
No	38	850
Total		2229

Q57. Parent or legal guardian

Base: All

	%	N
Yes	24	1135
No	76	3525
Total		4660

Q58. Deaf and use sign language

Base: All

	%	N
Yes	0	20
No	100	4654
Total		4674

Q59. Smoking habits

Base: All

	%	N
Never smoked	51	2465
Former smoker	27	1319
Occasional smoker	8	374
Regular smoker	14	691
Total		4850

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

	%	N
No	79	3692
Yes, 1-9 hours a week	11	499
Yes, 10-19 hours a week	3	135
Yes, 20-34 hours a week	2	71
Yes, 35-49 hours a week	1	58
Yes, 50+ hours a week	5	214
Total		4669

Q61. Sexual orientation**Base: All**

	%	N
Heterosexual / straight	94	4406
Gay / Lesbian	2	86
Bisexual	1	47
Other	0	20
I would prefer not to say	3	152
Total		4711

Q62. Religion**Base: All**

	%	N
No religion	26	1250
Buddhist	0	10
Christian	66	3208
Hindu	0	22
Jewish	*	*
Muslim	4	215
Sikh	*	*
Other	1	44
I would prefer not to say	2	110
Total		4861