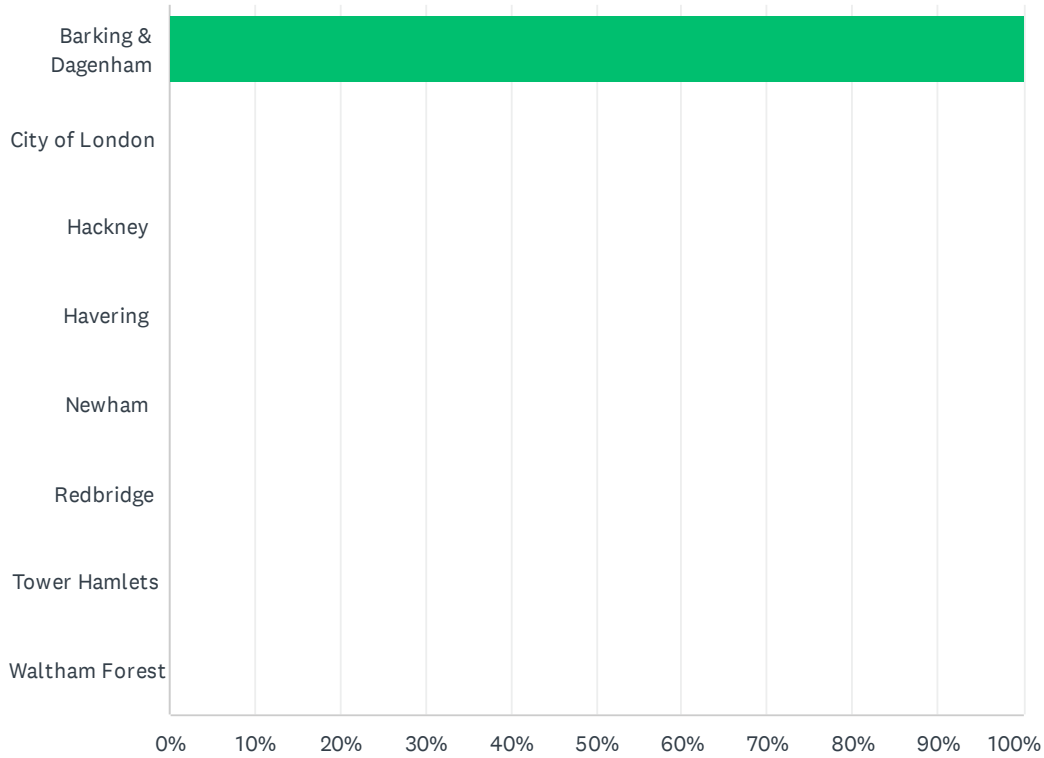


Q1 What borough do you live in?

Answered: 4,890 Skipped: 0



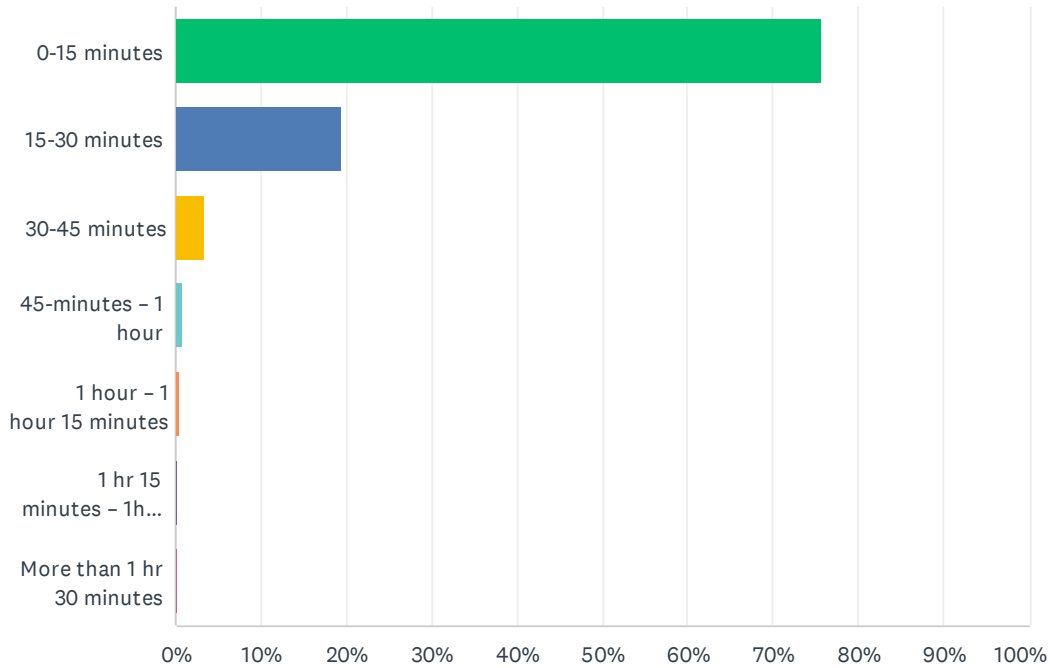
ANSWER CHOICES	RESPONSES	
Barking & Dagenham	100.00%	4,890
City of London	0.00%	0
Hackney	0.00%	0
Havering	0.00%	0
Newham	0.00%	0
Redbridge	0.00%	0
Tower Hamlets	0.00%	0
Waltham Forest	0.00%	0
TOTAL		4,890

Q2 Please tell us which GP practice you are registered with:

Answered: 4,805 Skipped: 85

Q3 How long does it usually take you to travel to your GP practice? (Please select one option)

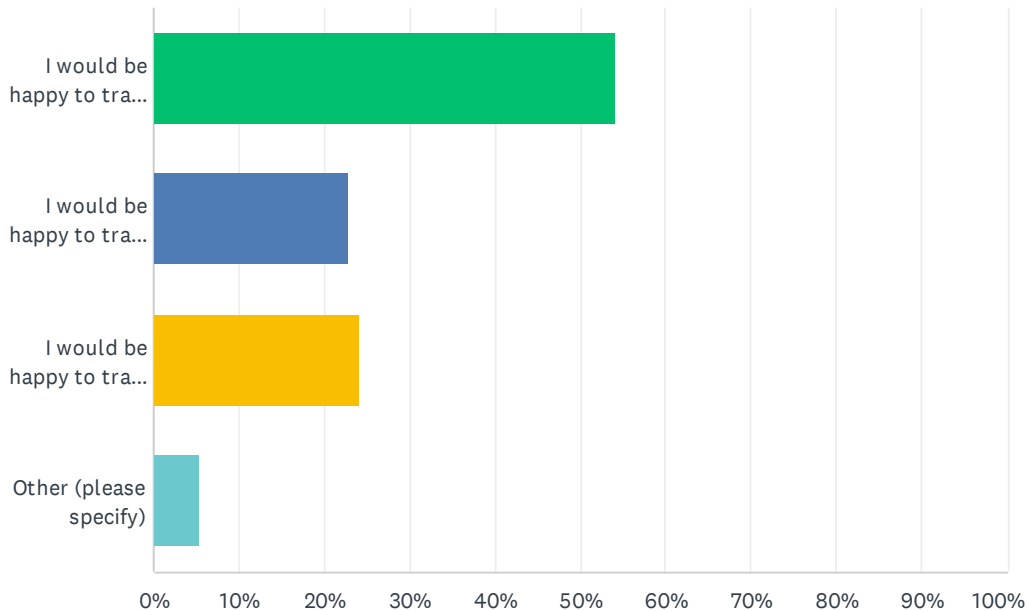
Answered: 4,850 Skipped: 40



ANSWER CHOICES	RESPONSES	
0-15 minutes	75.75%	3,674
15-30 minutes	19.32%	937
30-45 minutes	3.32%	161
45-minutes – 1 hour	0.91%	44
1 hour – 1 hour 15 minutes	0.35%	17
1 hr 15 minutes – 1hr 30 minutes	0.14%	7
More than 1 hr 30 minutes	0.21%	10
TOTAL		4,850

Q4 What is the maximum distance you would you be willing to travel for a face-to-face appointment outside of usual opening hours? (Please select one option)

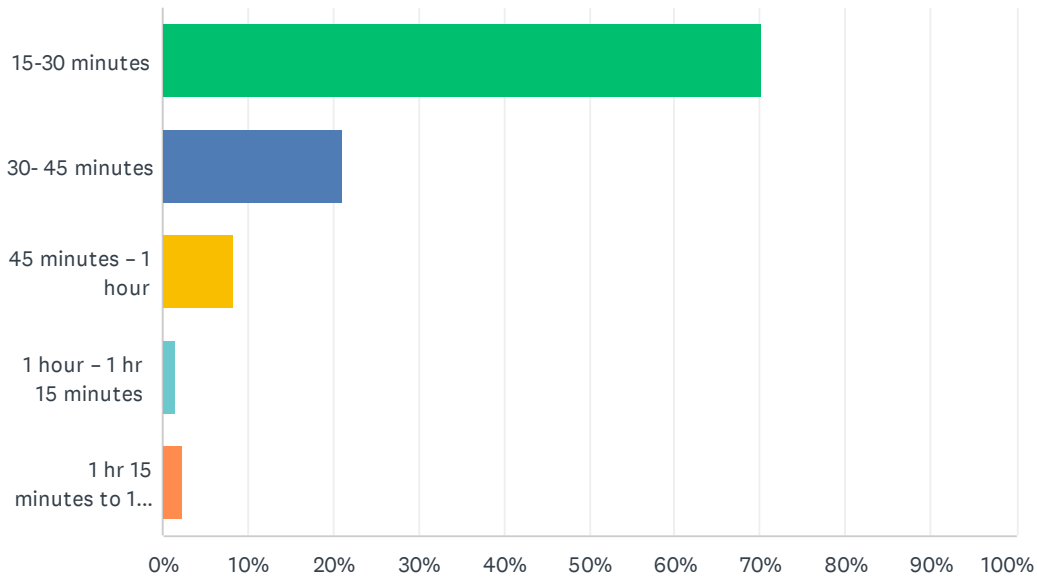
Answered: 4,876 Skipped: 14



ANSWER CHOICES	RESPONSES	
I would be happy to travel 0-2 miles	54.25%	2,645
I would be happy to travel 2-4 miles	22.83%	1,113
I would be happy to travel anywhere within the borough	24.12%	1,176
Other (please specify)	5.37%	262
Total Respondents: 4,876		

Q5 What is the maximum amount of time you would be willing to travel for a face-to-face appointment outside of usual opening hours? (please select one option)

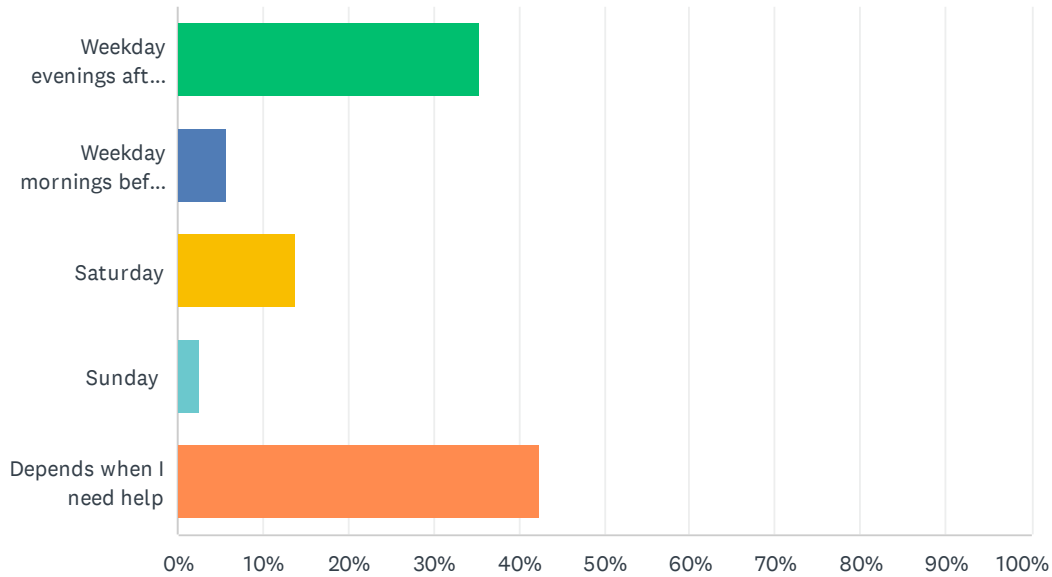
Answered: 4,858 Skipped: 32



ANSWER CHOICES	RESPONSES	
15-30 minutes	70.17%	3,409
30- 45 minutes	21.10%	1,025
45 minutes – 1 hour	8.28%	402
1 hour – 1 hr 15 minutes	1.44%	70
1 hr 15 minutes to 1 hr 30 minutes	2.43%	118
Total Respondents: 4,858		

Q6 When would be best for you to access routine non-urgent general practice services outside of usual opening hours?

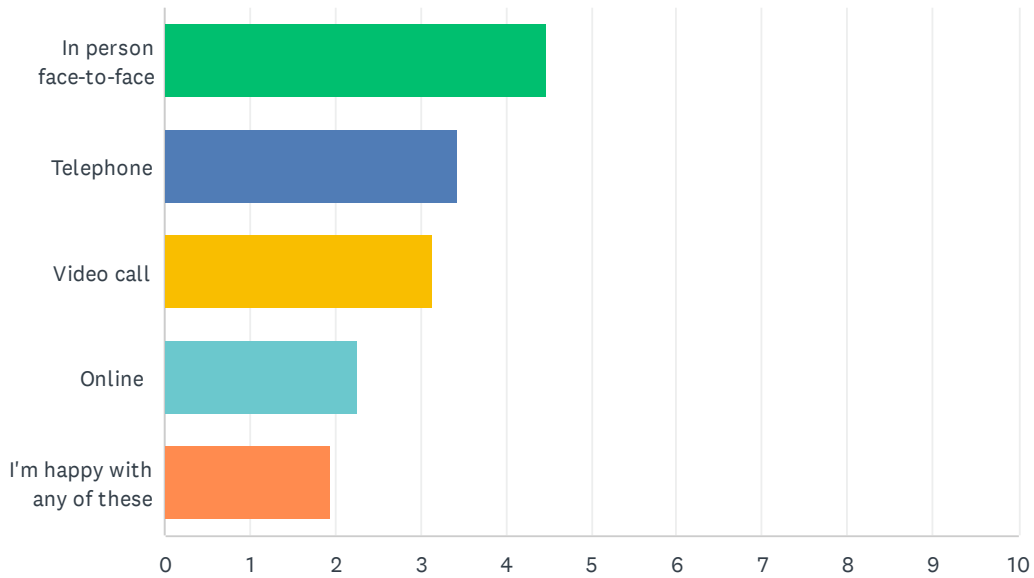
Answered: 4,868 Skipped: 22



ANSWER CHOICES	RESPONSES	
Weekday evenings after 6:30pm	35.33%	1,720
Weekday mornings before 8am	5.81%	283
Saturday	13.76%	670
Sunday	2.65%	129
Depends when I need help	42.44%	2,066
TOTAL		4,868

Q7 How would you prefer to access GP services outside of the usual opening hours? (Please rank them 1 being most preferred to 5 being least preferred)

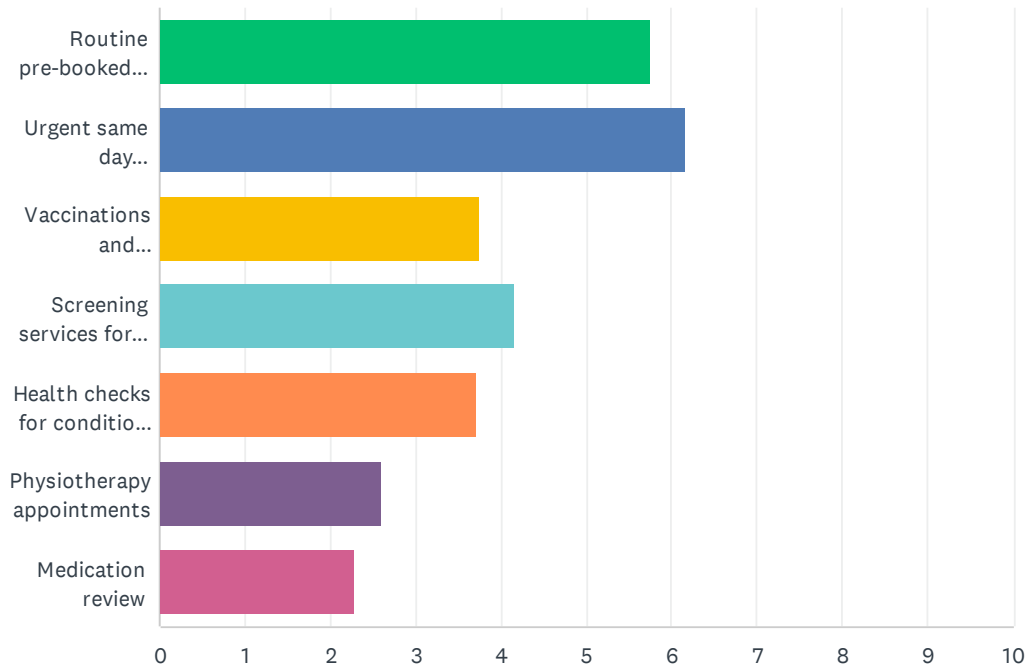
Answered: 4,813 Skipped: 77



	1	2	3	4	5	TOTAL	SCORE
In person face-to-face	78.73% 3,323	7.75% 327	3.32% 140	2.61% 110	7.60% 321	4,221	4.47
Telephone	9.09% 295	44.45% 1,443	31.85% 1,034	10.26% 333	4.34% 141	3,246	3.44
Video call	5.12% 157	33.62% 1,030	38.35% 1,175	15.86% 486	7.05% 216	3,064	3.14
Online	4.57% 139	6.78% 206	16.85% 512	53.31% 1,620	18.49% 562	3,039	2.26
I'm happy with any of these	15.66% 448	3.64% 104	5.84% 167	9.72% 278	65.14% 1,863	2,860	1.95

Q8 How important is it for you to have access to the below services outside of usual practice opening hours? (Please rank them 1 being most preferred to 7 being least preferred)

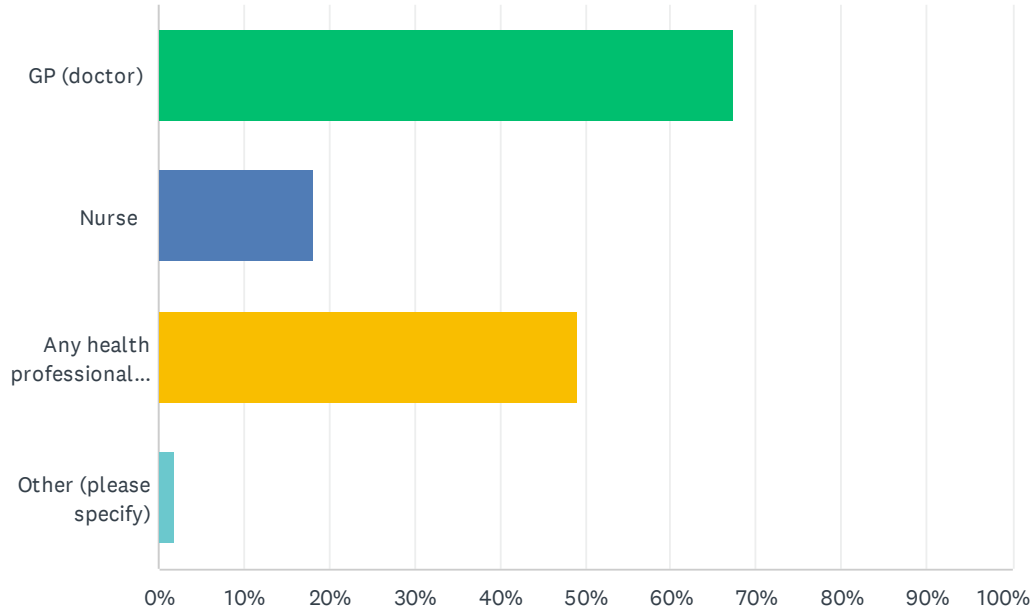
Answered: 4,841 Skipped: 49



	1	2	3	4	5	6	7	TOTAL	SCORE
Routine pre-booked appointments	35.19% 1,469	38.44% 1,605	10.90% 455	6.40% 267	3.98% 166	2.28% 95	2.83% 118	4,175	5.76
Urgent same day appointments	56.45% 2,464	27.74% 1,211	6.46% 282	2.77% 121	1.92% 84	1.47% 64	3.18% 139	4,365	6.17
Vaccinations and immunisations	1.97% 79	7.50% 300	29.69% 1,188	21.14% 846	16.22% 649	11.85% 474	11.62% 465	4,001	3.76
Screening services for cancer (smear test for example)	5.76% 232	11.46% 462	23.67% 954	28.68% 1,156	16.35% 659	9.33% 376	4.74% 191	4,030	4.15
Health checks for conditions such as diabetes or asthma	4.43% 180	7.01% 285	17.13% 696	22.57% 917	29.44% 1,196	14.37% 584	5.05% 205	4,063	3.71
Physiotherapy appointments	1.62% 66	3.42% 139	6.30% 256	9.32% 379	19.58% 796	42.03% 1,709	17.73% 721	4,066	2.61
Medication review	3.63% 151	3.73% 155	6.67% 277	8.57% 356	10.64% 442	15.21% 632	51.56% 2,143	4,156	2.29

Q9 Which practice staff would it be helpful for you to be able access outside of usual practice opening hours? (Please select options that apply)

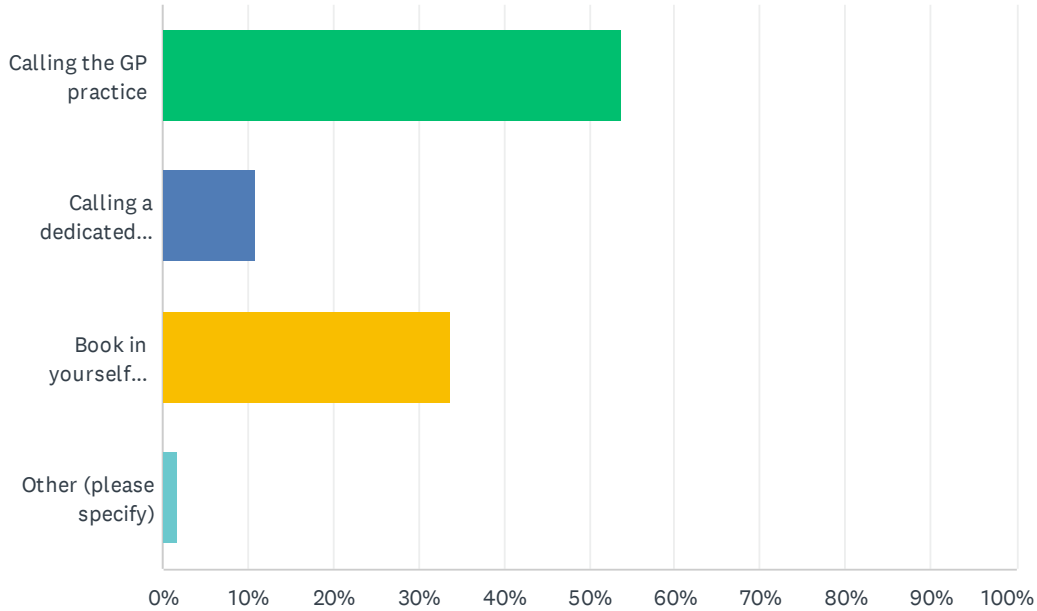
Answered: 4,861 Skipped: 29



ANSWER CHOICES	RESPONSES
GP (doctor)	67.46% 3,279
Nurse	18.10% 880
Any health professional appropriate to your needs (e.g. GP, doctor, nurse, healthcare assistant, clinical pharmacist, social prescribing link worker, physician's associate, other)	49.13% 2,388
Other (please specify)	1.89% 92
Total Respondents: 4,861	

Q10 How would you like to book your appointment in the evening or at the weekend? (Please select options that apply)

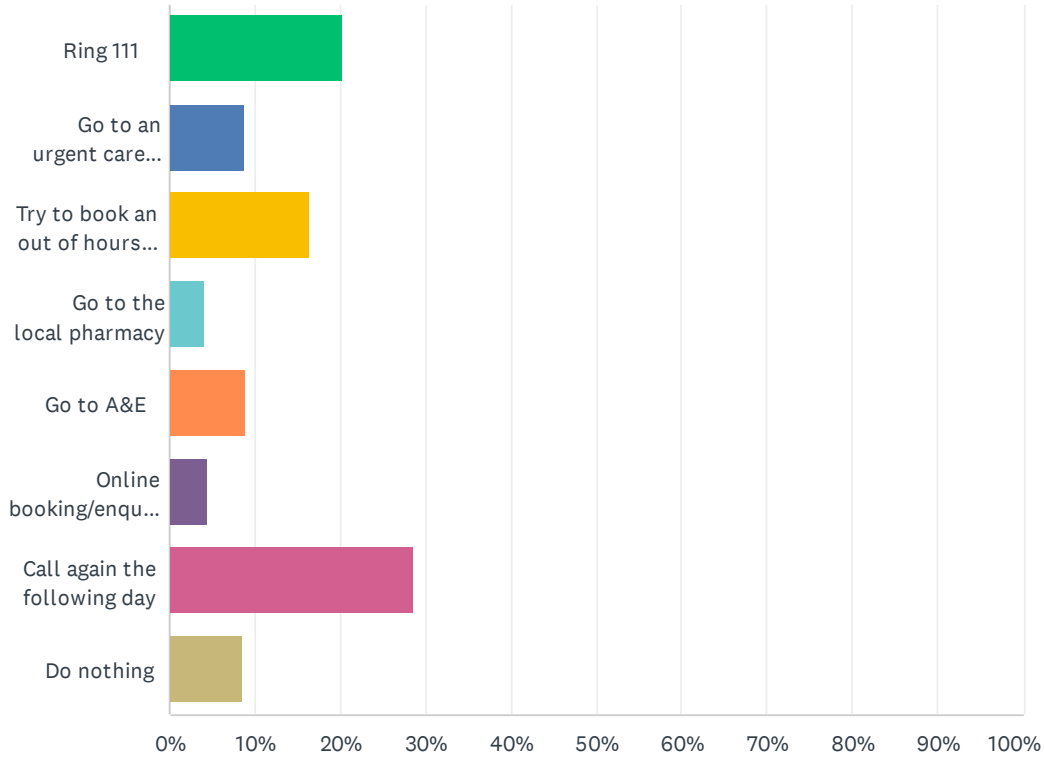
Answered: 4,864 Skipped: 26



ANSWER CHOICES	RESPONSES	
Calling the GP practice	53.76%	2,615
Calling a dedicated booking line	10.88%	529
Book in yourself through GP online services	33.70%	1,639
Other (please specify)	1.67%	81
TOTAL		4,864

Q11 If your GP practice has no further appointments at a time convenient to you, what do you normally do?

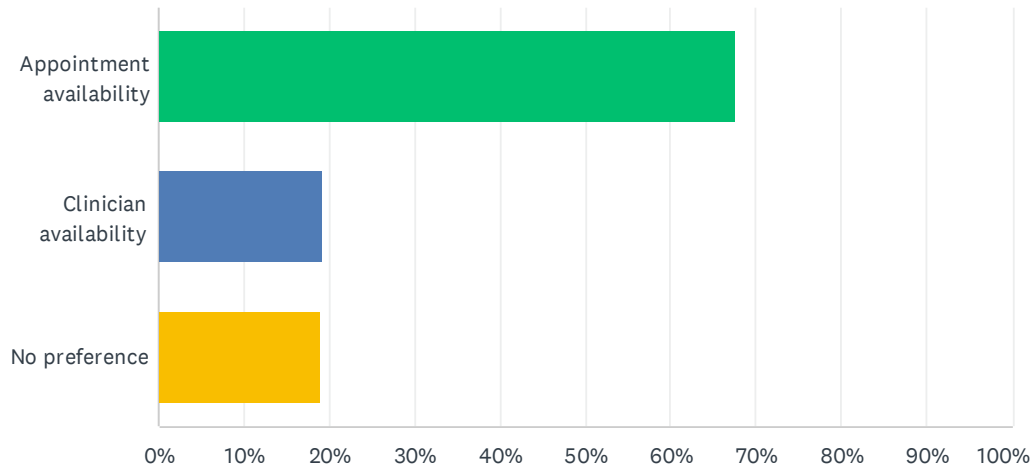
Answered: 4,851 Skipped: 39



ANSWER CHOICES	RESPONSES	
Ring 111	20.22%	981
Go to an urgent care centre	8.66%	420
Try to book an out of hours GP appointment	16.39%	795
Go to the local pharmacy	4.04%	196
Go to A&E	9.05%	439
Online booking/enquiry form	4.41%	214
Call again the following day	28.61%	1,388
Do nothing	8.62%	418
TOTAL		4,851

Q12 Is it more important to you to get an appointment as soon as possible, regardless of who the clinician is, or do you put more importance on who you see (e.g. GP, nurse, etc)?

Answered: 4,855 Skipped: 35



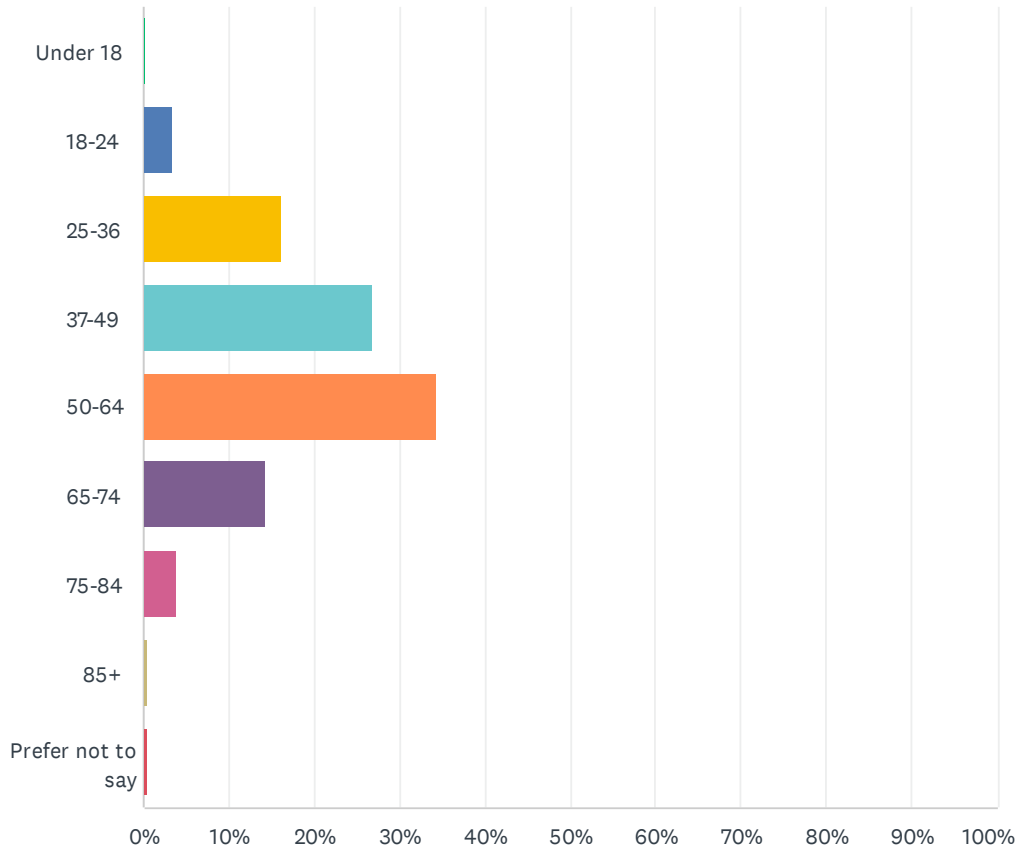
ANSWER CHOICES	RESPONSES	
Appointment availability	67.64%	3,284
Clinician availability	19.20%	932
No preference	18.97%	921
Total Respondents: 4,855		

Q13 Is there anything else you would like to tell us about accessing GP services out of hours?

Answered: 2,910 Skipped: 1,980

Q14 What age group do you belong to?

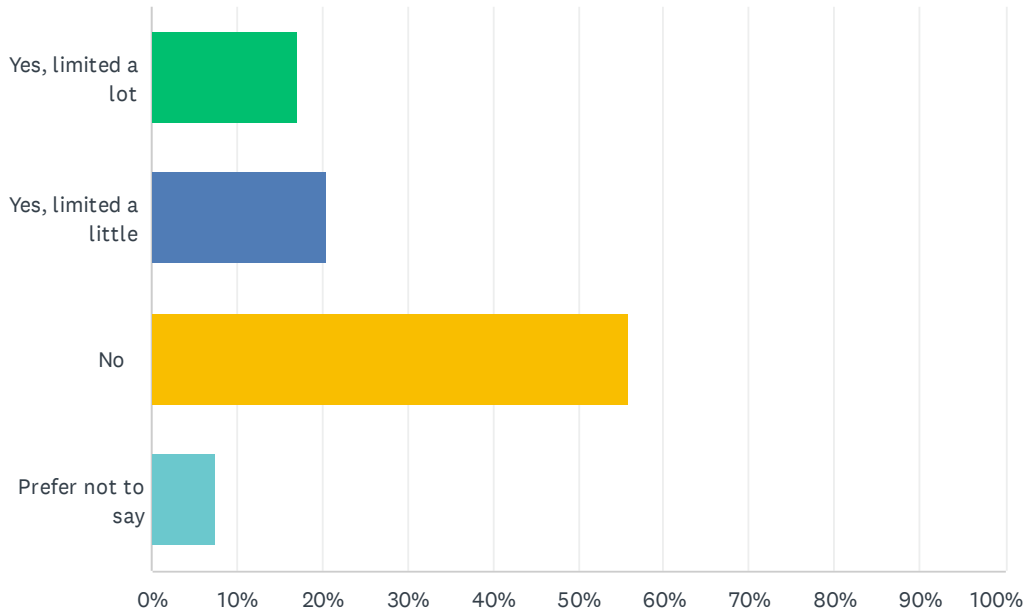
Answered: 3,842 Skipped: 1,048



ANSWER CHOICES	RESPONSES	
Under 18	0.16%	6
18-24	3.51%	135
25-36	16.11%	619
37-49	26.97%	1,036
50-64	34.25%	1,316
65-74	14.32%	550
75-84	3.83%	147
85+	0.39%	15
Prefer not to say	0.47%	18
TOTAL		3,842

Q15 Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

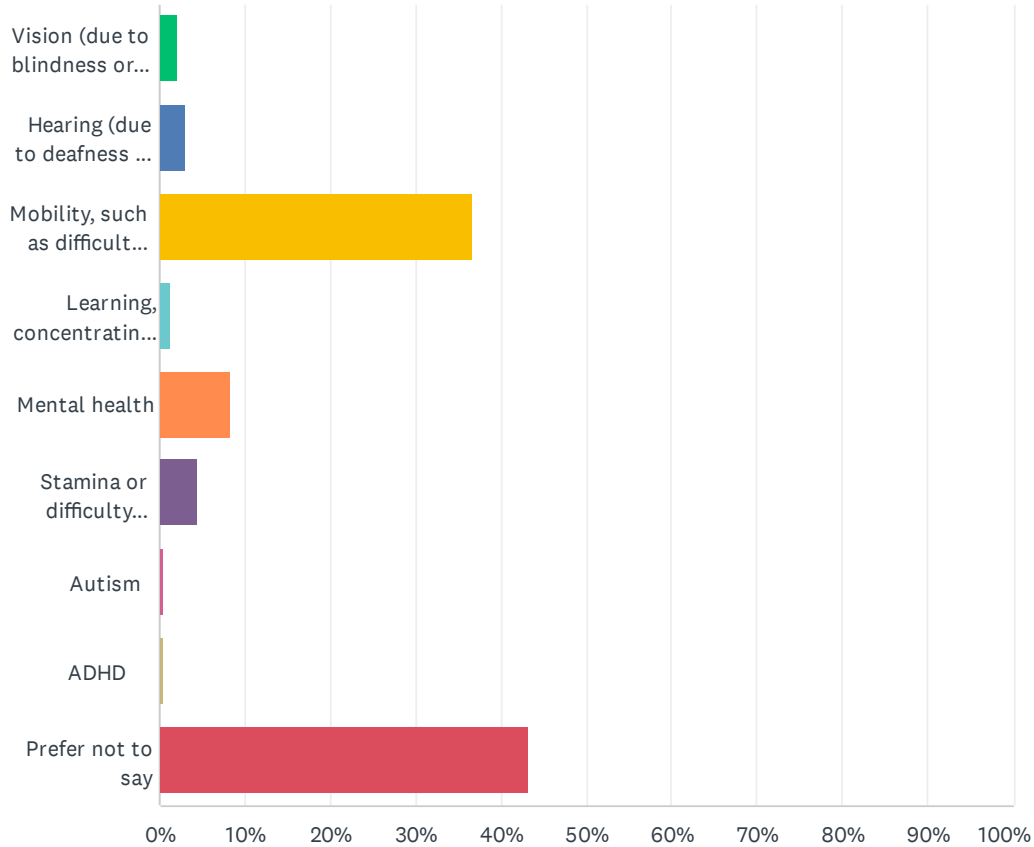
Answered: 3,858 Skipped: 1,032



ANSWER CHOICES	RESPONSES	
Yes, limited a lot	17.00%	656
Yes, limited a little	20.43%	788
No	55.88%	2,156
Prefer not to say	7.57%	292
Total Respondents: 3,858		

Q16 If you answered yes to the above question, please indicate your disability:

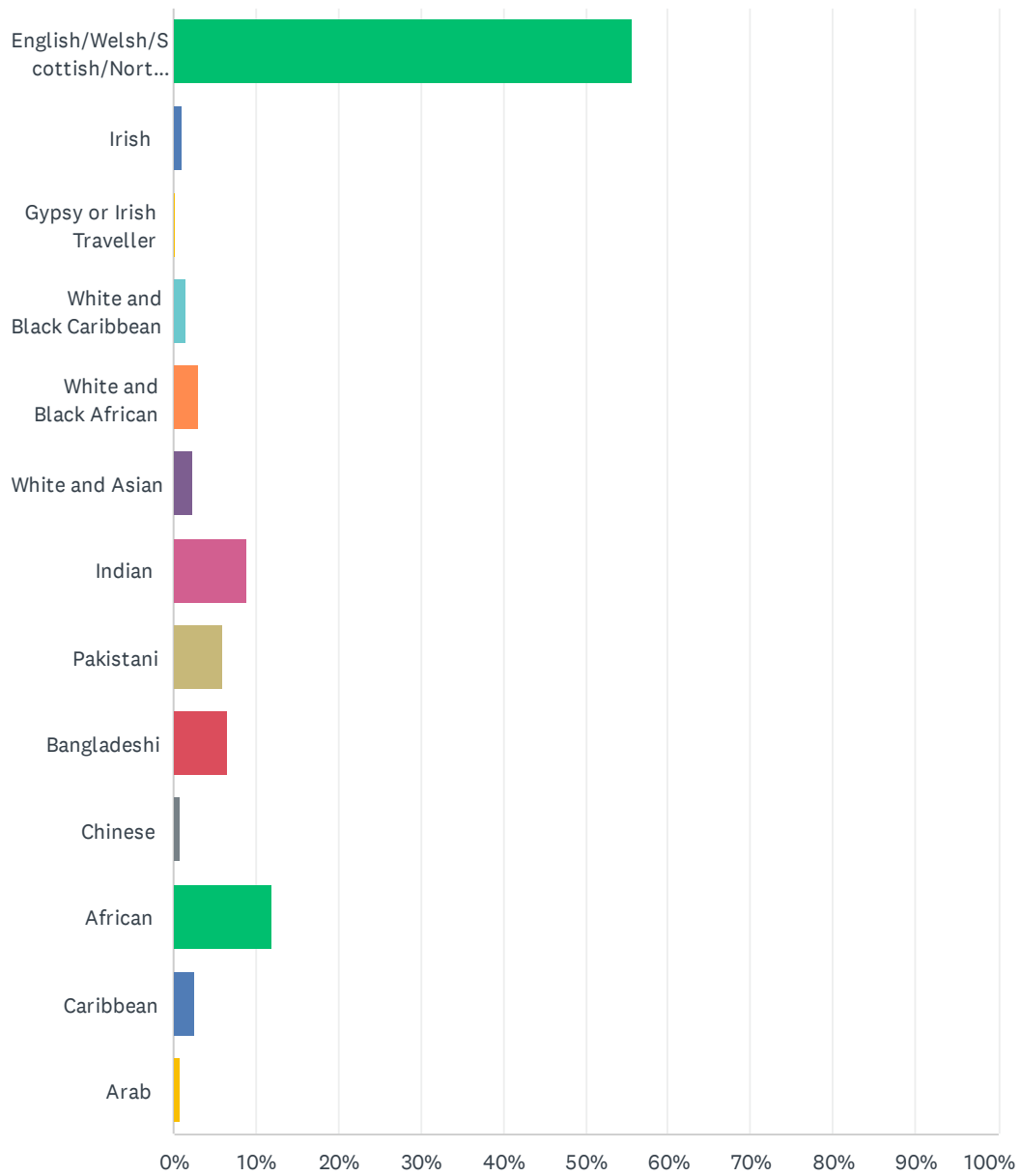
Answered: 2,332 Skipped: 2,558



ANSWER CHOICES	RESPONSES	
Vision (due to blindness or partially sighted)	2.14%	50
Hearing (due to deafness or partial hearing)	2.92%	68
Mobility, such as difficulty walking short distance, climbing stairs, lifting and carrying objects	36.58%	853
Learning, concentrating or remembering	1.29%	30
Mental health	8.23%	192
Stamina or difficulty breathing	4.55%	106
Autism	0.47%	11
ADHD	0.47%	11
Prefer not to say	43.35%	1,011
TOTAL		2,332

Q17 What is your ethnic group? (Choose one option)

Answered: 3,303 Skipped: 1,587

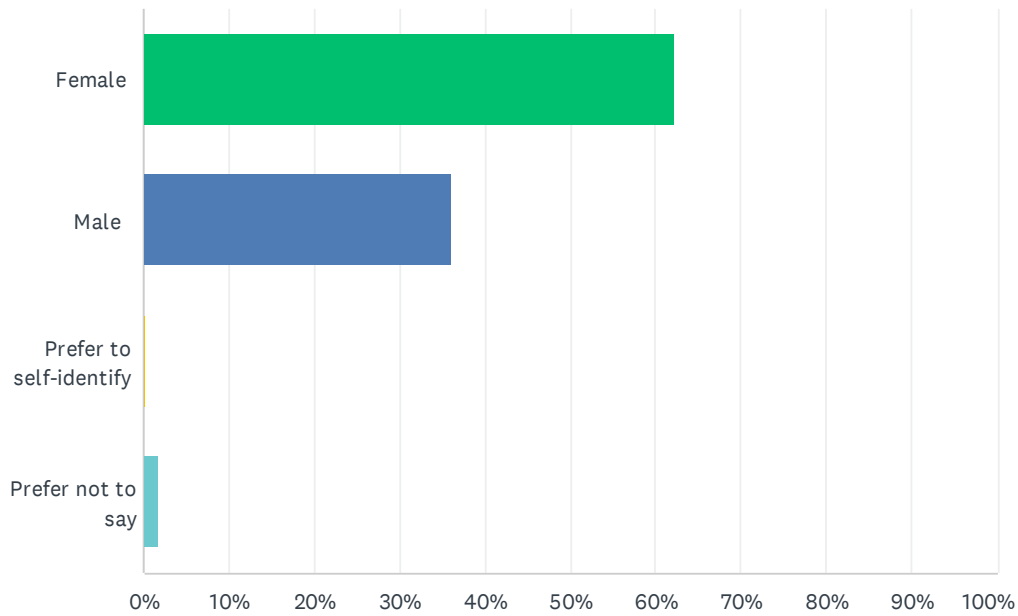


Evening and weekend appointments survey - when would you like to be seen?

ANSWER CHOICES	RESPONSES	
English/Welsh/Scottish/Northern Irish/British	55.56%	1,835
Irish	0.97%	32
Gypsy or Irish Traveller	0.24%	8
White and Black Caribbean	1.54%	51
White and Black African	2.94%	97
White and Asian	2.24%	74
Indian	8.99%	297
Pakistani	5.99%	198
Bangladeshi	6.63%	219
Chinese	0.82%	27
African	11.93%	394
Caribbean	2.57%	85
Arab	0.76%	25
Total Respondents: 3,303		

Q18 What is your gender?

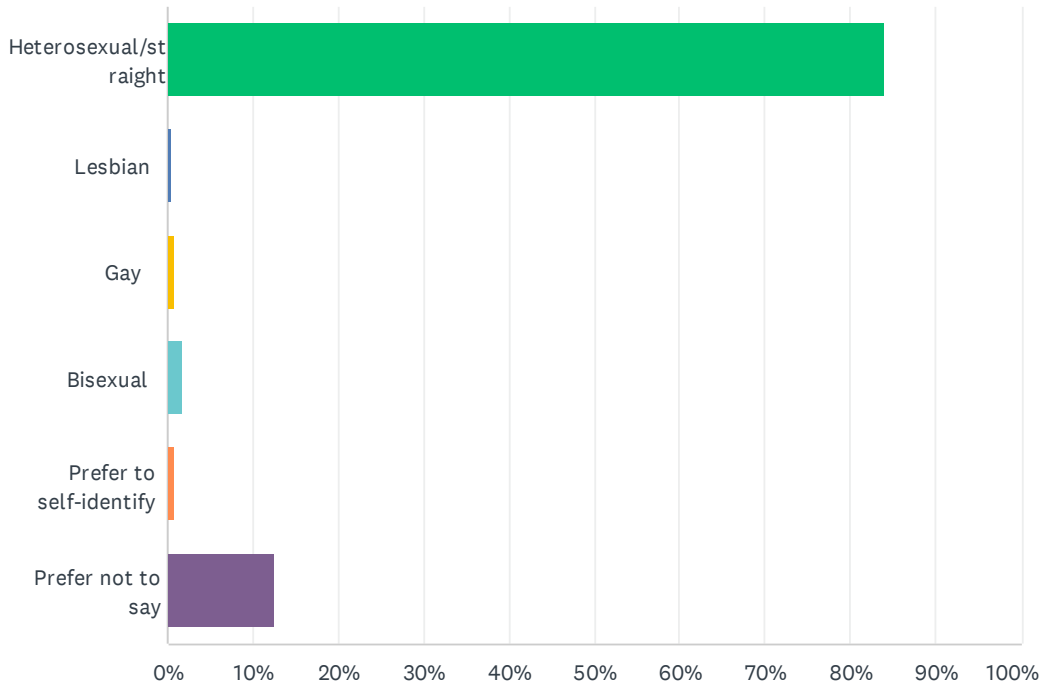
Answered: 3,845 Skipped: 1,045



ANSWER CHOICES	RESPONSES	
Female	62.16%	2,390
Male	36.10%	1,388
Prefer to self-identify	0.29%	11
Prefer not to say	1.64%	63
Total Respondents: 3,845		

Q19 Which of the following options best describes your sexual orientation?

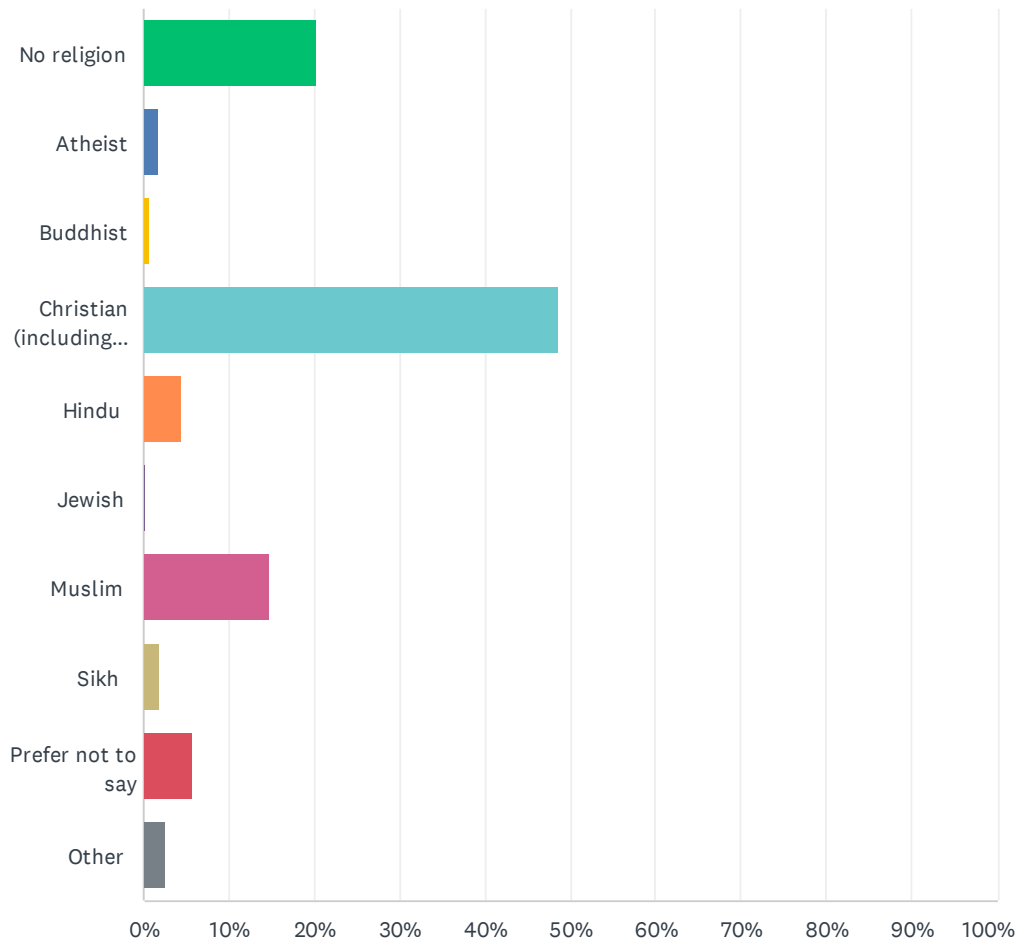
Answered: 3,783 Skipped: 1,107



ANSWER CHOICES	RESPONSES	
Heterosexual/straight	83.98%	3,177
Lesbian	0.42%	16
Gay	0.82%	31
Bisexual	1.61%	61
Prefer to self-identify	0.85%	32
Prefer not to say	12.61%	477
Total Respondents: 3,783		

Q20 What is your religion?

Answered: 3,831 Skipped: 1,059

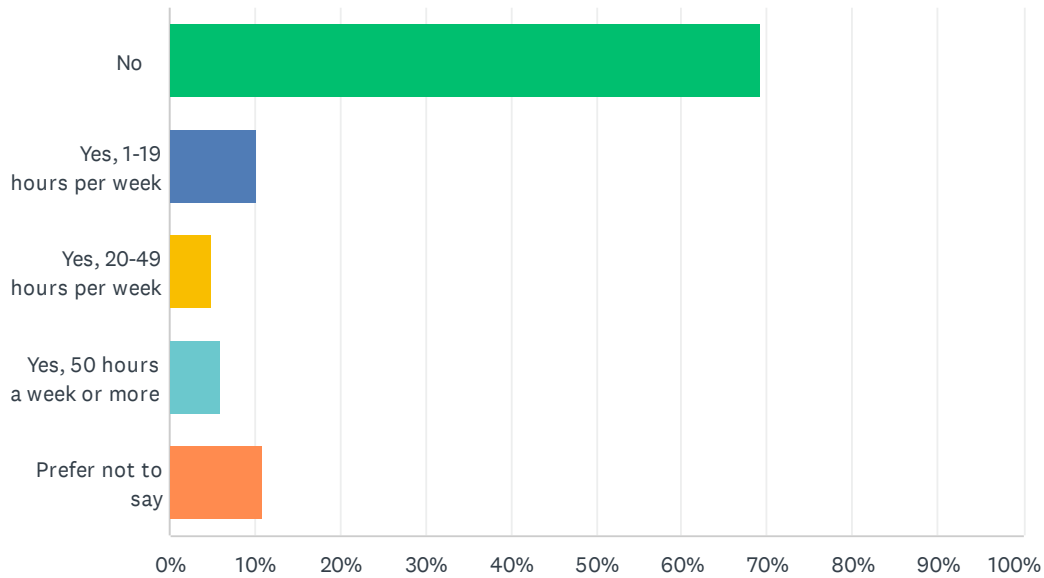


Evening and weekend appointments survey - when would you like to be seen?

ANSWER CHOICES	RESPONSES	
No religion	20.26%	776
Atheist	1.80%	69
Buddhist	0.60%	23
Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	48.55%	1,860
Hindu	4.54%	174
Jewish	0.21%	8
Muslim	14.67%	562
Sikh	1.88%	72
Prefer not to say	5.72%	219
Other	2.51%	96
Total Respondents: 3,831		

Q21 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?

Answered: 3,855 Skipped: 1,035



ANSWER CHOICES	RESPONSES	
No	69.31%	2,672
Yes, 1-19 hours per week	10.27%	396
Yes, 20-49 hours per week	4.85%	187
Yes, 50 hours a week or more	5.89%	227
Prefer not to say	10.79%	416
Total Respondents: 3,855		