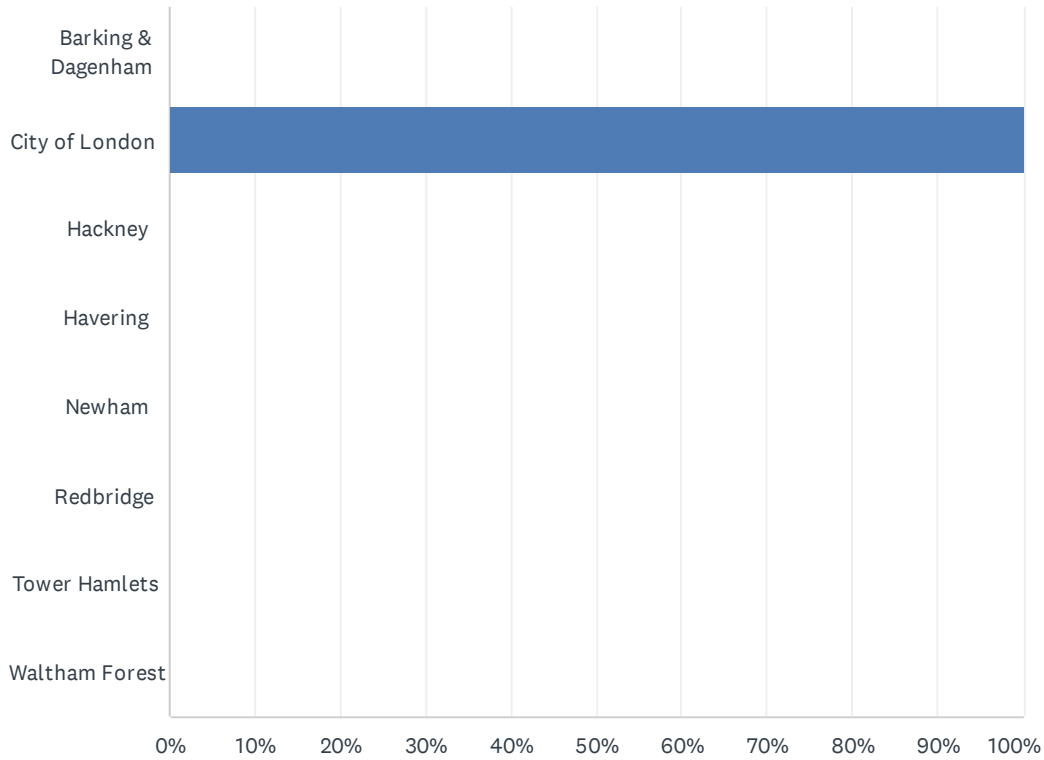


## Q1 What borough do you live in?

Answered: 820 Skipped: 0



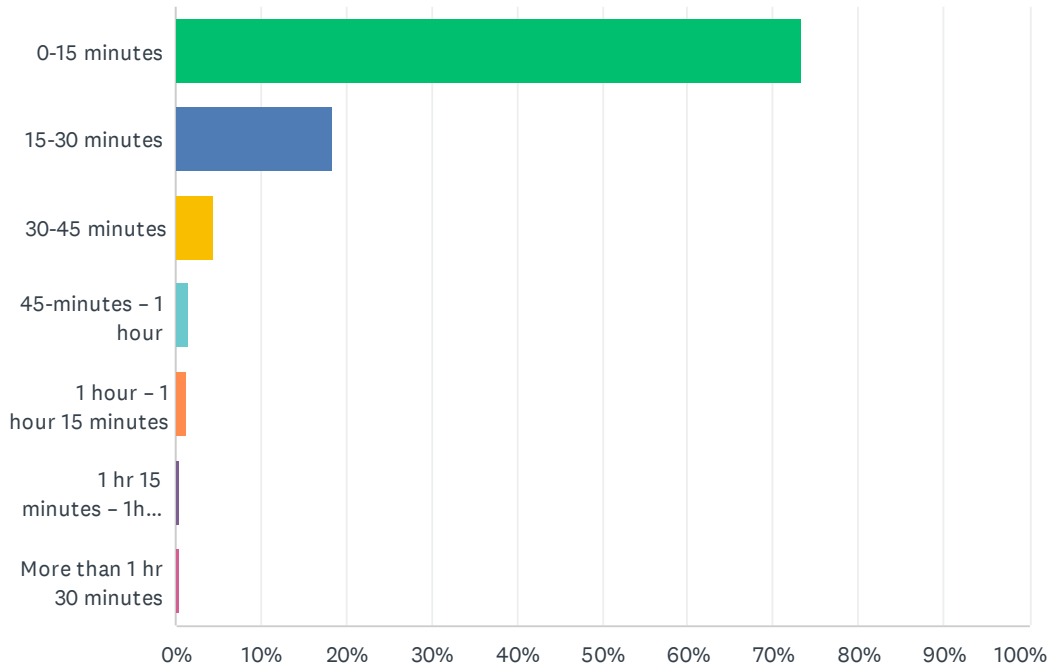
ANSWER CHOICES	RESPONSES	
Barking & Dagenham	0.00%	0
City of London	100.00%	820
Hackney	0.00%	0
Havering	0.00%	0
Newham	0.00%	0
Redbridge	0.00%	0
Tower Hamlets	0.00%	0
Waltham Forest	0.00%	0
<b>TOTAL</b>		<b>820</b>

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

Answered: 802 Skipped: 18

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

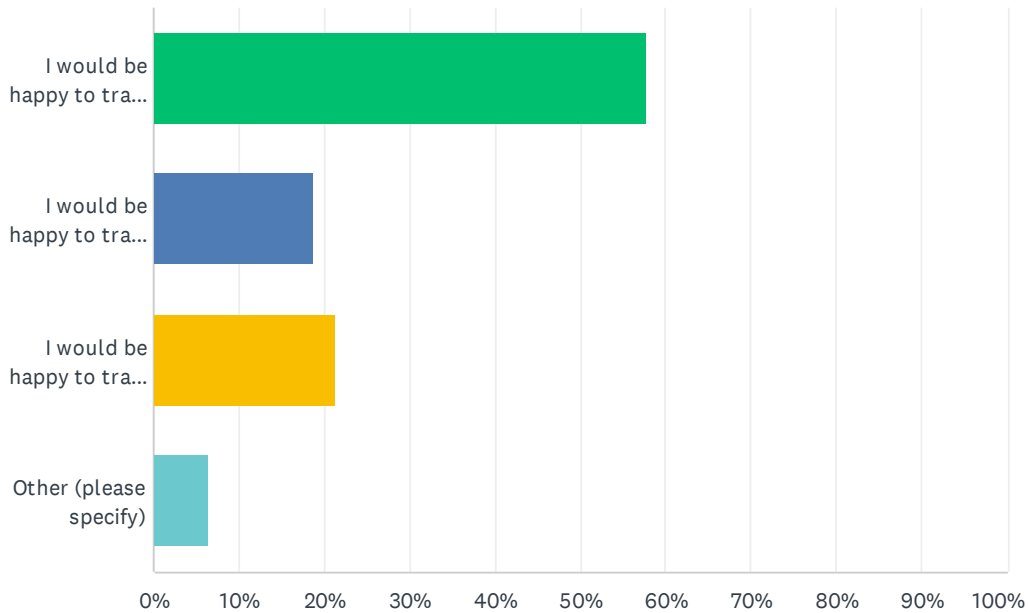
Answered: 813 Skipped: 7



ANSWER CHOICES	RESPONSES	
0-15 minutes	73.43%	597
15-30 minutes	18.33%	149
30-45 minutes	4.55%	37
45-minutes – 1 hour	1.60%	13
1 hour – 1 hour 15 minutes	1.23%	10
1 hr 15 minutes – 1hr 30 minutes	0.49%	4
More than 1 hr 30 minutes	0.37%	3
<b>TOTAL</b>		<b>813</b>

### 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)

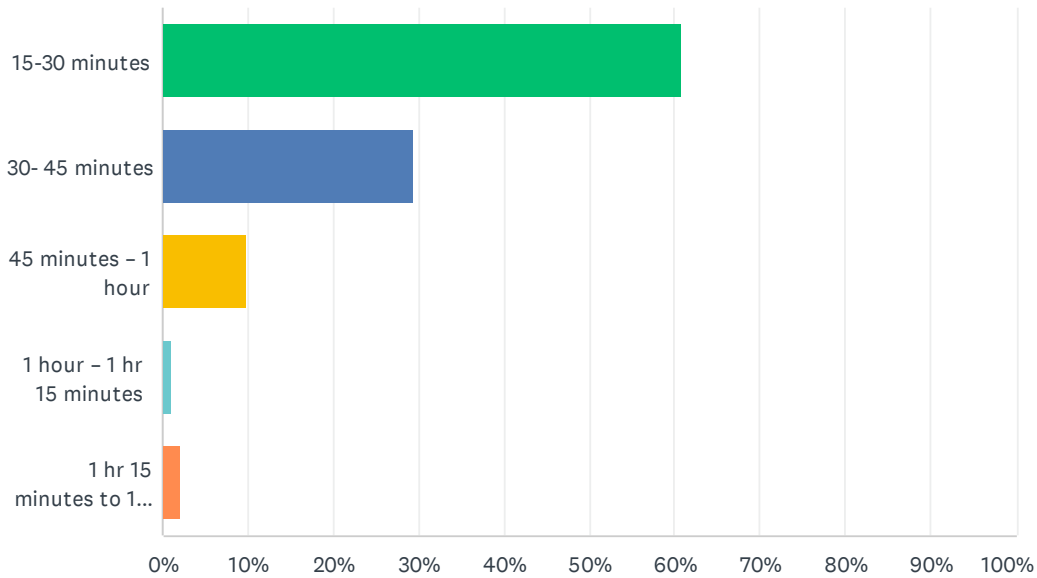
Answered: 817 Skipped: 3



ANSWER CHOICES	RESPONSES	
I would be happy to travel 0-2 miles	57.77%	472
I would be happy to travel 2-4 miles	18.73%	153
I would be happy to travel anywhere within the borough	21.30%	174
Other (please specify)	6.36%	52
Total Respondents: 817		

### 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)

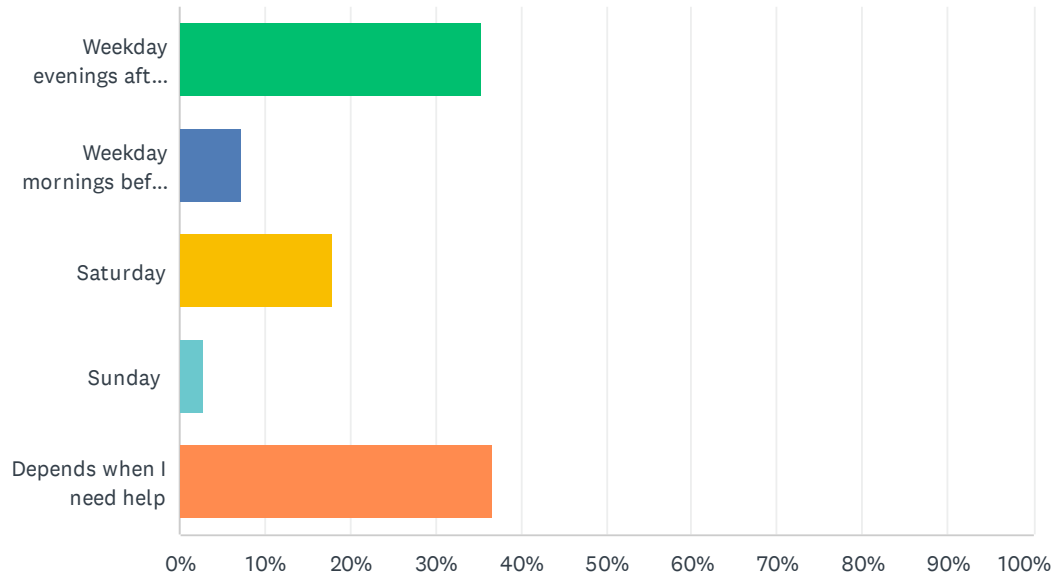
Answered: 813 Skipped: 7



ANSWER CHOICES	RESPONSES	
15-30 minutes	60.76%	494
30- 45 minutes	29.52%	240
45 minutes – 1 hour	9.84%	80
1 hour – 1 hr 15 minutes	0.98%	8
1 hr 15 minutes to 1 hr 30 minutes	2.09%	17
Total Respondents: 813		

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

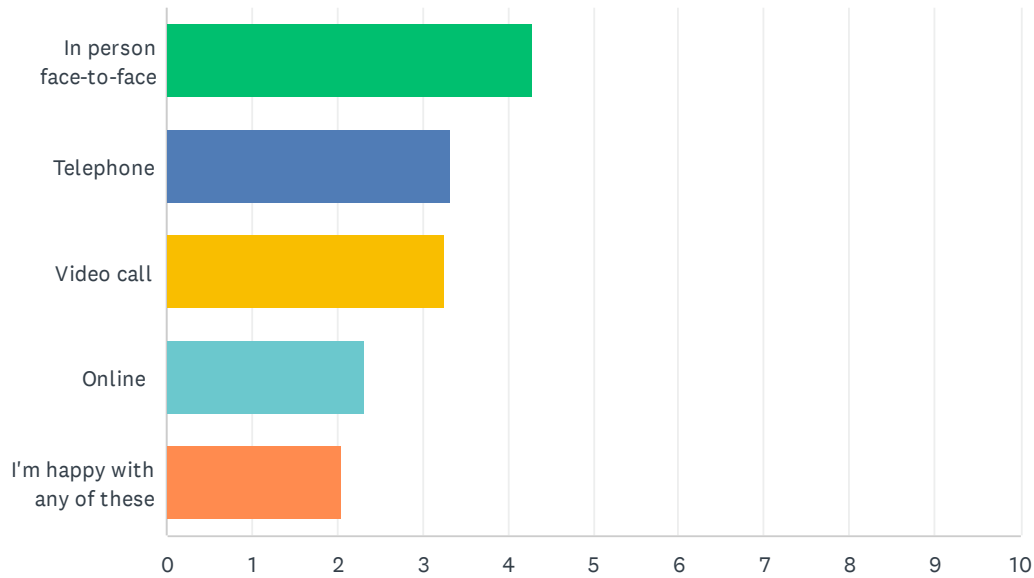
Answered: 816 Skipped: 4



ANSWER CHOICES	RESPONSES	
Weekday evenings after 6:30pm	35.42%	289
Weekday mornings before 8am	7.23%	59
Saturday	18.01%	147
Sunday	2.70%	22
Depends when I need help	36.64%	299
<b>TOTAL</b>		<b>816</b>

## 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)

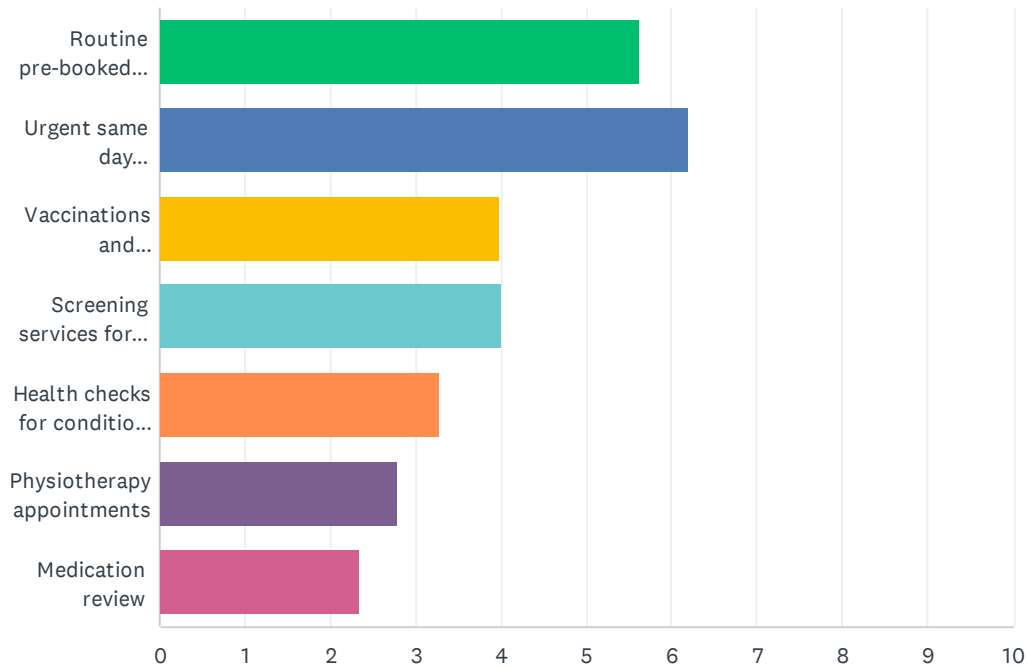
Answered: 811 Skipped: 9



	1	2	3	4	5	TOTAL	SCORE
In person face-to-face	69.99% 513	10.91% 80	5.32% 39	4.91% 36	8.87% 65	733	4.28
Telephone	10.93% 67	37.03% 227	31.97% 196	13.54% 83	6.53% 40	613	3.32
Video call	7.49% 43	36.06% 207	37.11% 213	14.11% 81	5.23% 30	574	3.26
Online	3.14% 18	10.82% 62	18.50% 106	50.96% 292	16.58% 95	573	2.33
I'm happy with any of these	19.72% 100	1.97% 10	4.73% 24	9.47% 48	64.10% 325	507	2.04

## 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: 811 Skipped: 9

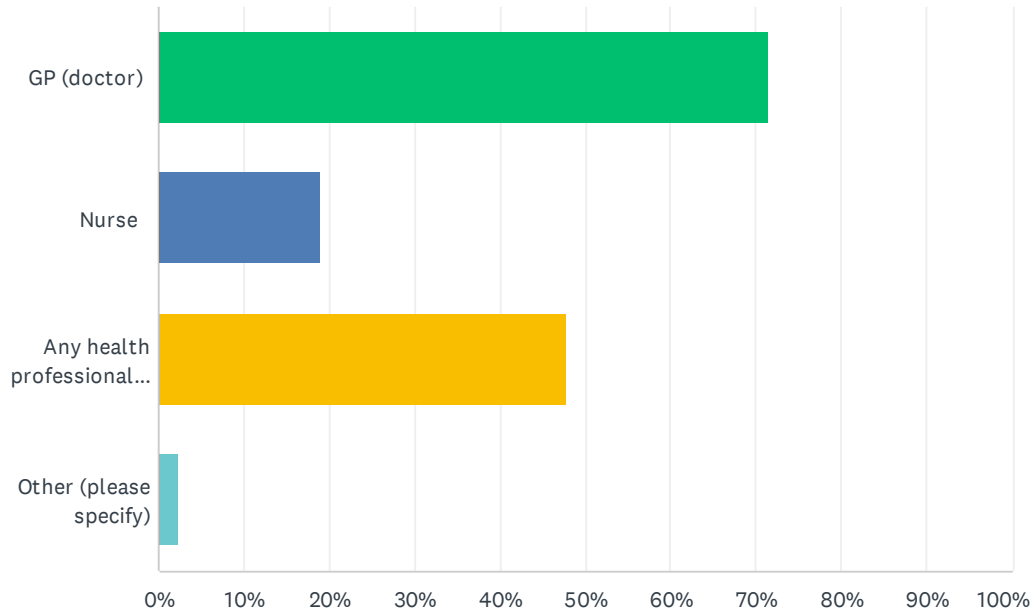


	1	2	3	4	5	6	7	TOTAL	SCORE
Routine pre-booked appointments	30.40% 221	39.06% 284	11.97% 87	7.57% 55	4.68% 34	3.99% 29	2.34% 17	727	5.62
Urgent same day appointments	60.58% 461	23.52% 179	5.78% 44	4.20% 32	1.58% 12	1.45% 11	2.89% 22	761	6.21
Vaccinations and immunisations	2.68% 19	9.89% 70	33.62% 238	19.63% 139	14.41% 102	11.02% 78	8.76% 62	708	3.99
Screening services for cancer (smear test for example)	4.55% 32	11.66% 82	20.20% 142	30.01% 211	17.50% 123	9.25% 65	6.83% 48	703	4.01
Health checks for conditions such as diabetes or asthma	2.57% 18	5.29% 37	12.86% 90	17.00% 119	30.71% 215	22.86% 160	8.71% 61	700	3.29
Physiotherapy appointments	2.26% 16	5.08% 36	7.91% 56	12.57% 89	17.80% 126	35.31% 250	19.07% 135	708	2.79
Medication review	2.38% 17	5.17% 37	7.83% 56	8.39% 60	11.89% 85	14.27% 102	50.07% 358	715	2.35



## 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)

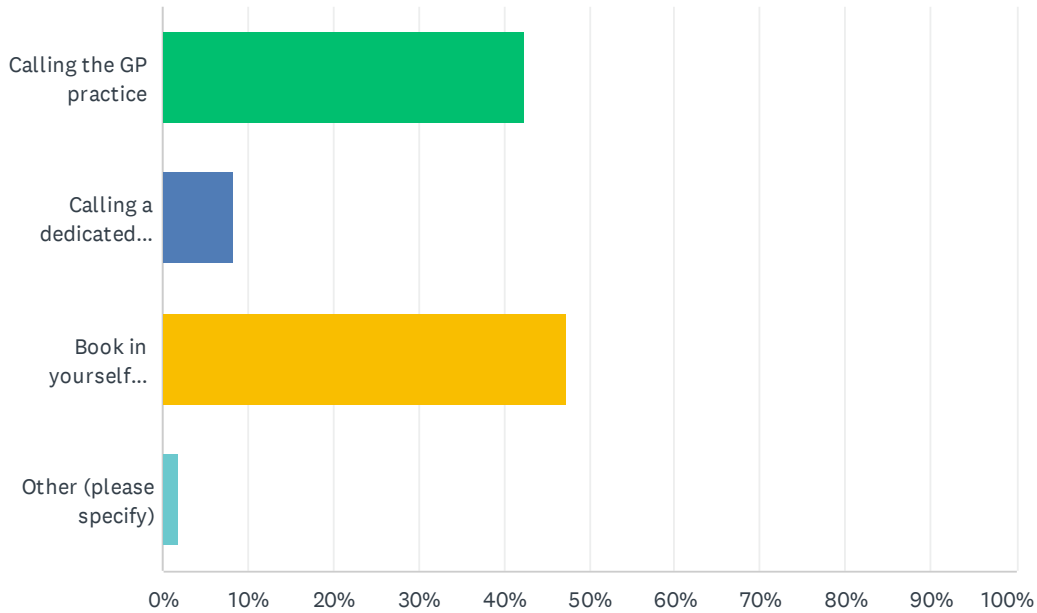
Answered: 816 Skipped: 4



ANSWER CHOICES	RESPONSES
GP (doctor)	71.45% 583
Nurse	19.00% 155
Any health professional appropriate to your needs (e.g. GP, doctor, nurse, healthcare assistant, clinical pharmacist, social prescribing link worker, physician's associate, other)	47.79% 390
Other (please specify)	2.45% 20
Total Respondents: 816	

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

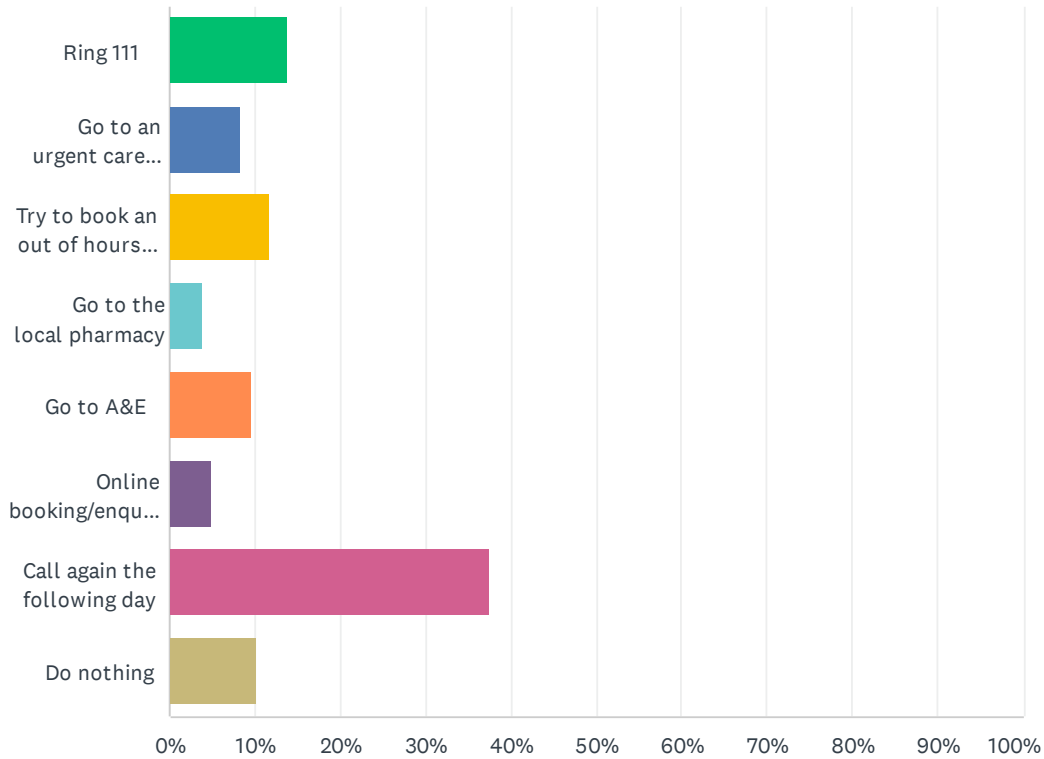
Answered: 815 Skipped: 5



ANSWER CHOICES	RESPONSES	
Calling the GP practice	42.33%	345
Calling a dedicated booking line	8.34%	68
Book in yourself through GP online services	47.36%	386
Other (please specify)	1.96%	16
<b>TOTAL</b>		<b>815</b>

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

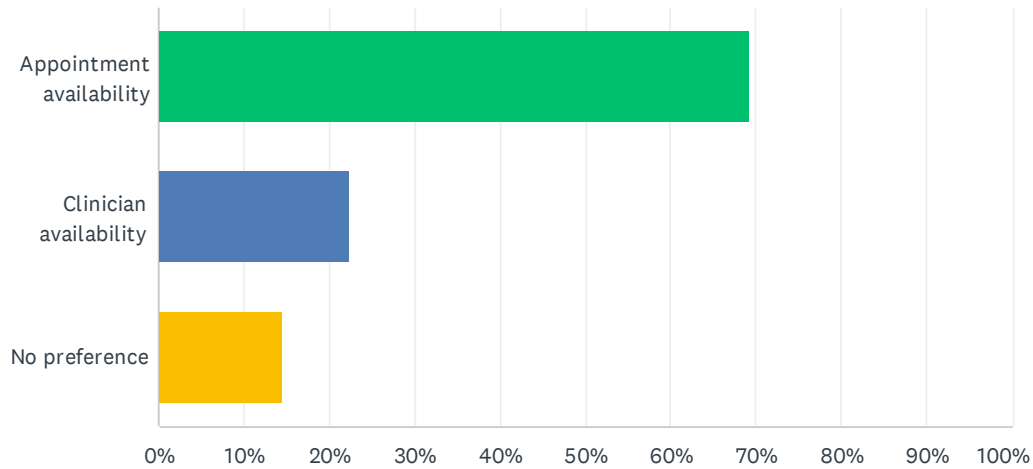
Answered: 812 Skipped: 8



ANSWER CHOICES	RESPONSES	
Ring 111	13.79%	112
Go to an urgent care centre	8.25%	67
Try to book an out of hours GP appointment	11.82%	96
Go to the local pharmacy	3.82%	31
Go to A&E	9.61%	78
Online booking/enquiry form	4.93%	40
Call again the following day	37.56%	305
Do nothing	10.22%	83
<b>TOTAL</b>		<b>812</b>

### 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: 815 Skipped: 5



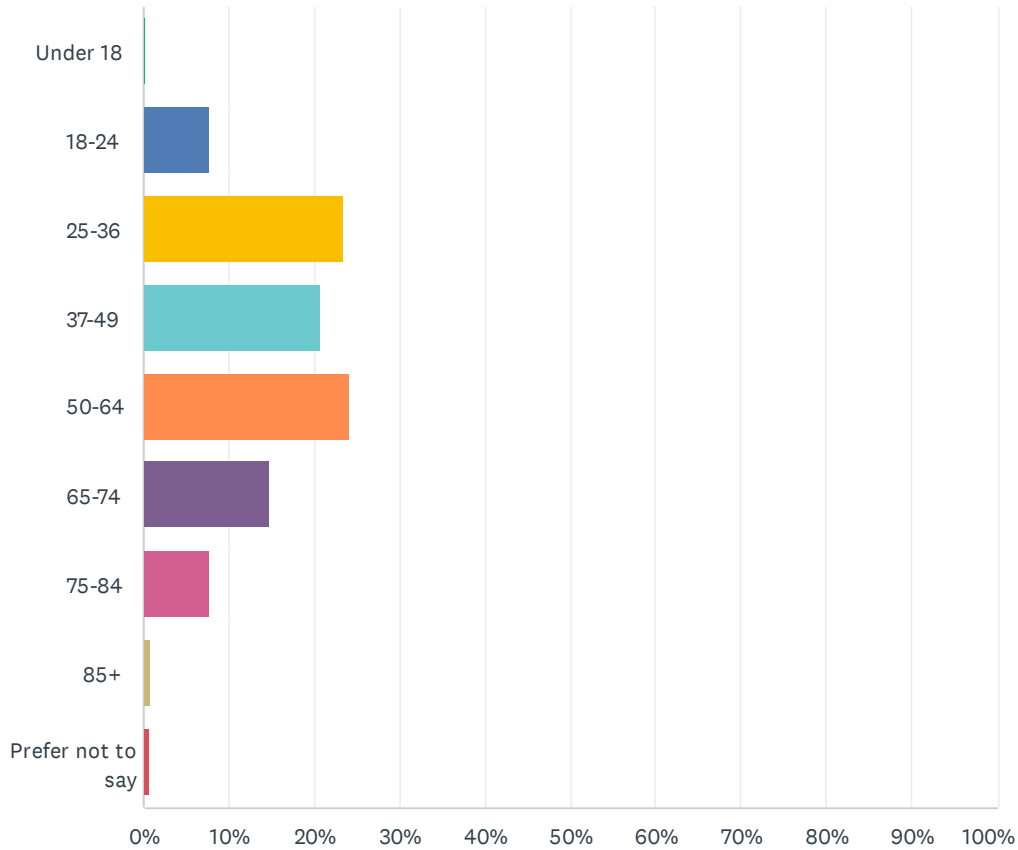
ANSWER CHOICES	RESPONSES	
Appointment availability	69.33%	565
Clinician availability	22.33%	182
No preference	14.48%	118
Total Respondents: 815		

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

Answered: 416 Skipped: 404

## Q14 What age group do you belong to?

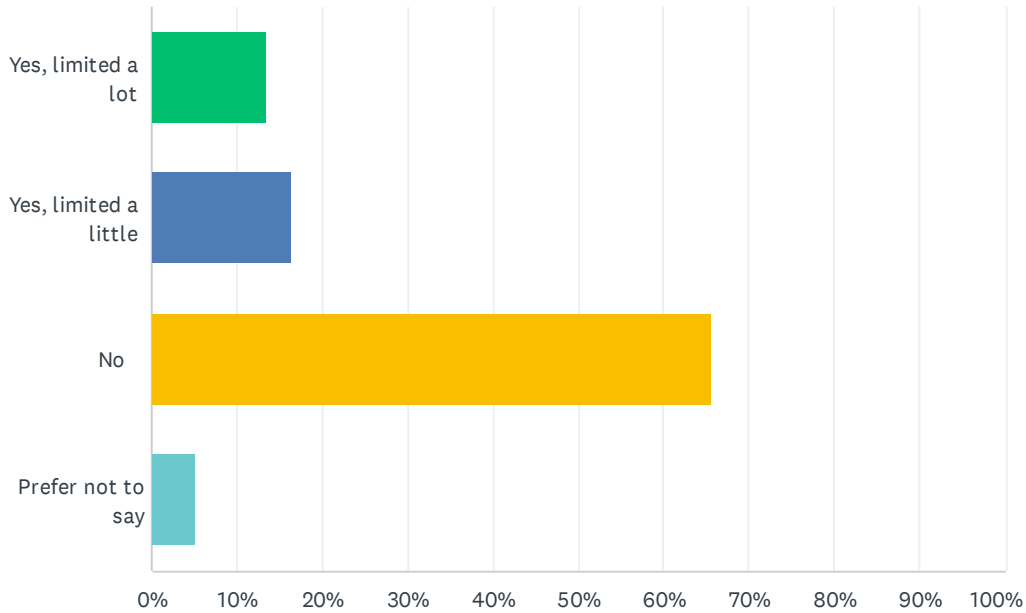
Answered: 669 Skipped: 151



ANSWER CHOICES	RESPONSES	
Under 18	0.15%	1
18-24	7.62%	51
25-36	23.47%	157
37-49	20.63%	138
50-64	24.07%	161
65-74	14.80%	99
75-84	7.77%	52
85+	0.90%	6
Prefer not to say	0.60%	4
<b>TOTAL</b>		<b>669</b>

### 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?

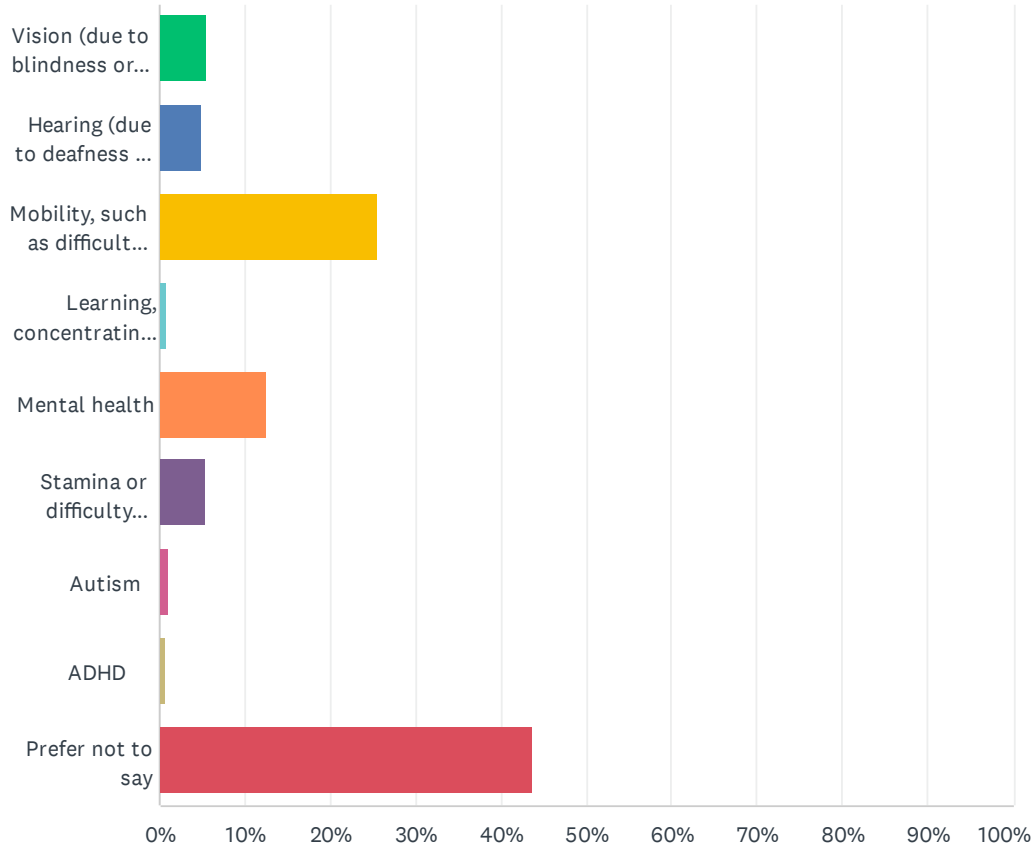
Answered: 676 Skipped: 144



ANSWER CHOICES	RESPONSES	
Yes, limited a lot	13.46%	91
Yes, limited a little	16.42%	111
No	65.68%	444
Prefer not to say	5.03%	34
Total Respondents: 676		

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

Answered: 344 Skipped: 476

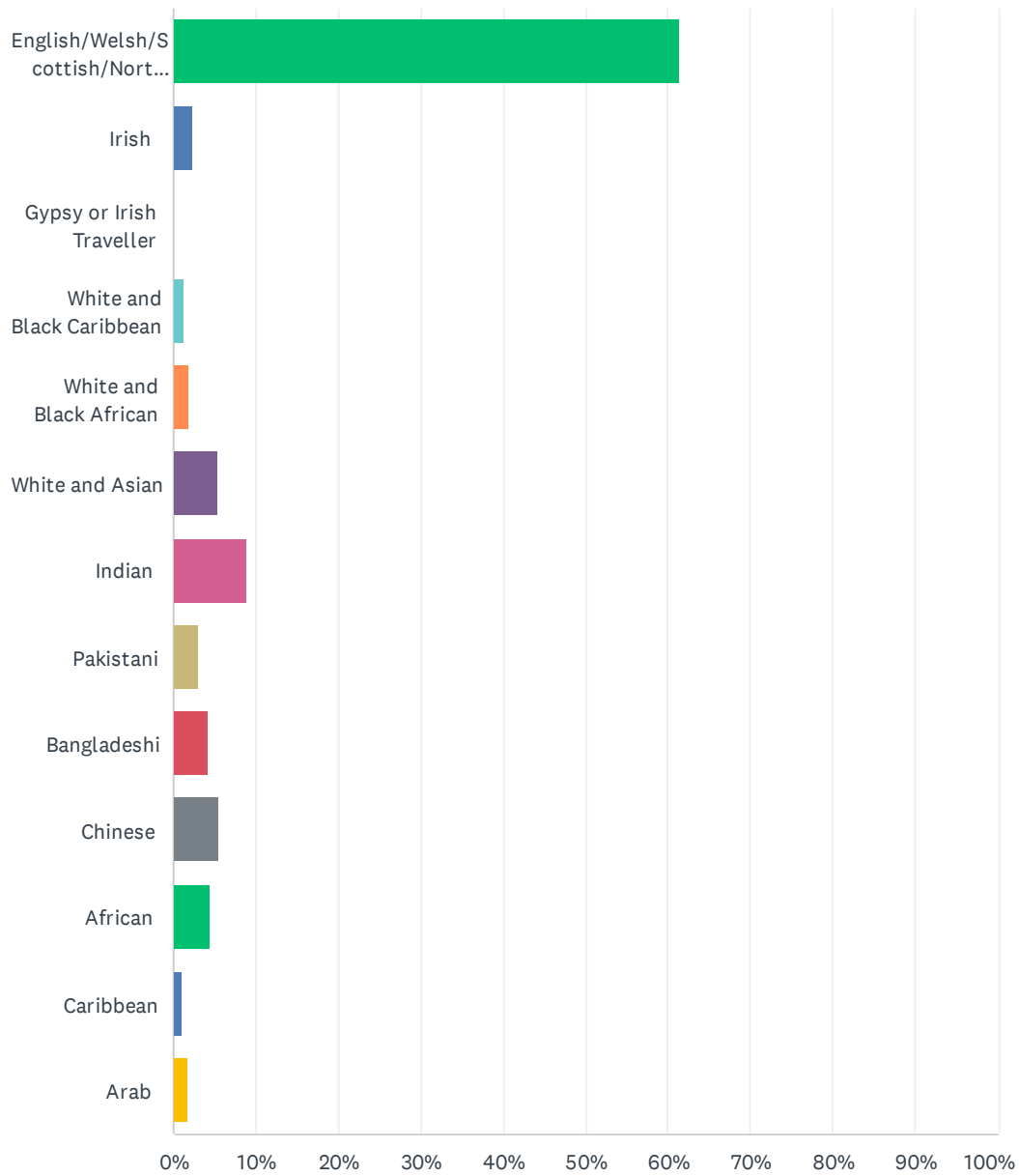


ANSWER CHOICES	RESPONSES	
Vision (due to blindness or partially sighted)	5.52%	19
Hearing (due to deafness or partial hearing)	4.94%	17
Mobility, such as difficulty walking short distance, climbing stairs, lifting and carrying objects	25.58%	88
Learning, concentrating or remembering	0.87%	3
Mental health	12.50%	43
Stamina or difficulty breathing	5.23%	18
Autism	1.16%	4
ADHD	0.58%	2
Prefer not to say	43.60%	150
<b>TOTAL</b>		<b>344</b>



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

Answered: 518 Skipped: 302

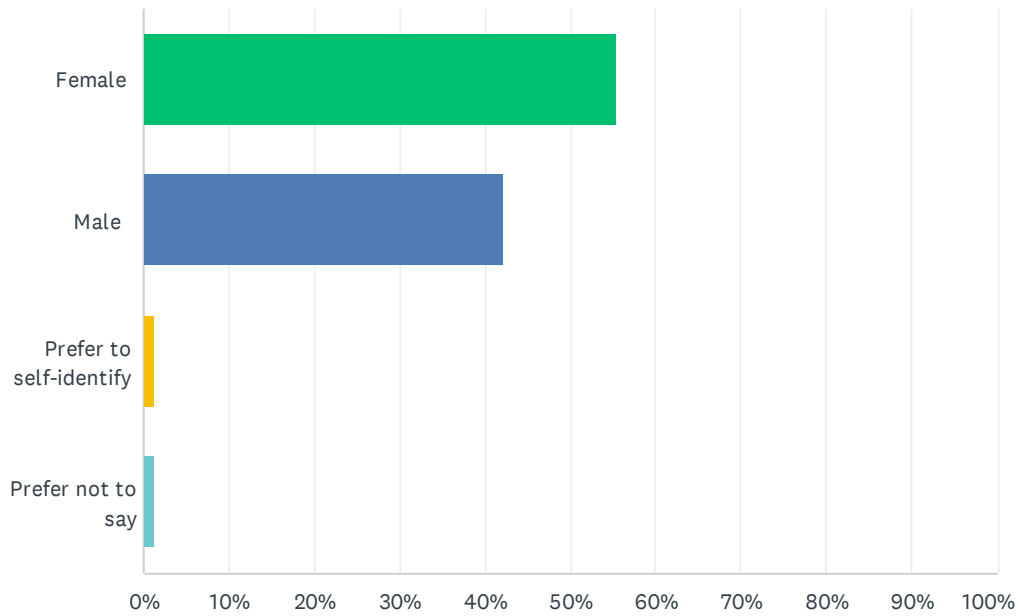


## Evening and weekend appointments survey - when would you like to be seen?

ANSWER CHOICES	RESPONSES	
English/Welsh/Scottish/Northern Irish/British	61.39%	318
Irish	2.32%	12
Gypsy or Irish Traveller	0.00%	0
White and Black Caribbean	1.35%	7
White and Black African	1.93%	10
White and Asian	5.41%	28
Indian	8.88%	46
Pakistani	3.09%	16
Bangladeshi	4.25%	22
Chinese	5.60%	29
African	4.44%	23
Caribbean	0.97%	5
Arab	1.74%	9
Total Respondents: 518		

## Q18 What is your gender?

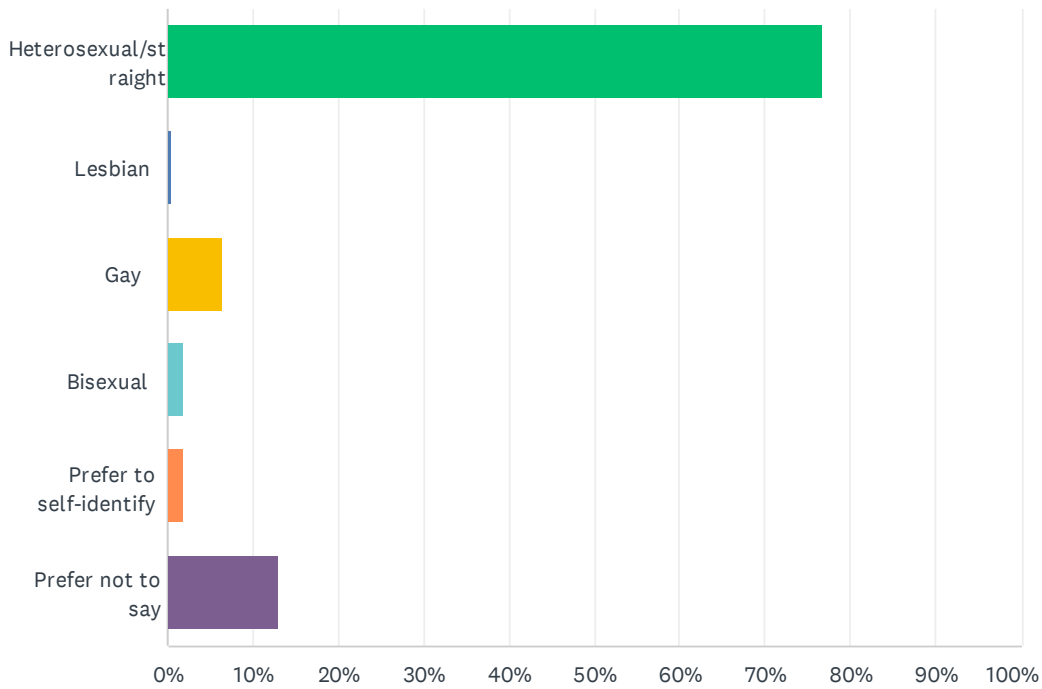
Answered: 676 Skipped: 144



ANSWER CHOICES	RESPONSES	
Female	55.47%	375
Male	42.31%	286
Prefer to self-identify	1.18%	8
Prefer not to say	1.33%	9
Total Respondents: 676		

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

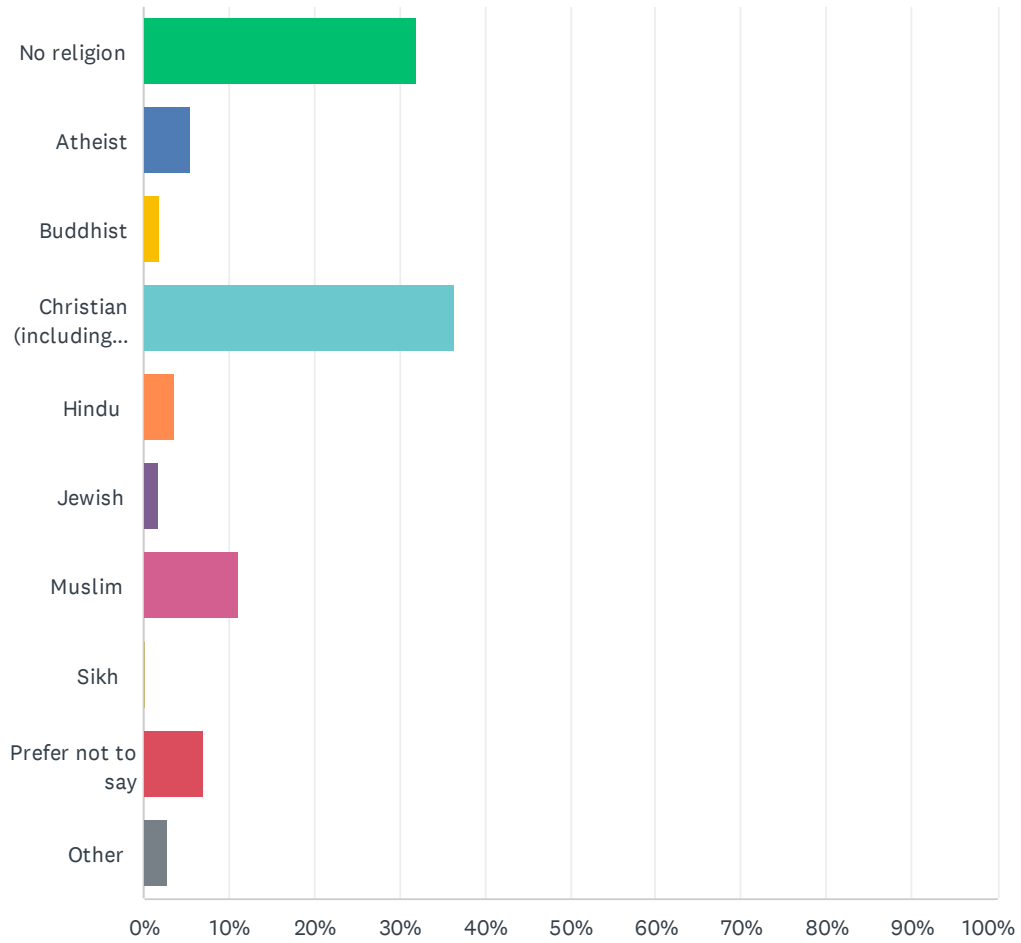
Answered: 665 Skipped: 155



ANSWER CHOICES	RESPONSES	
Heterosexual/straight	76.69%	510
Lesbian	0.45%	3
Gay	6.32%	42
Bisexual	1.95%	13
Prefer to self-identify	1.95%	13
Prefer not to say	12.93%	86
Total Respondents: 665		

## Q20 What is your religion?

Answered: 673 Skipped: 147

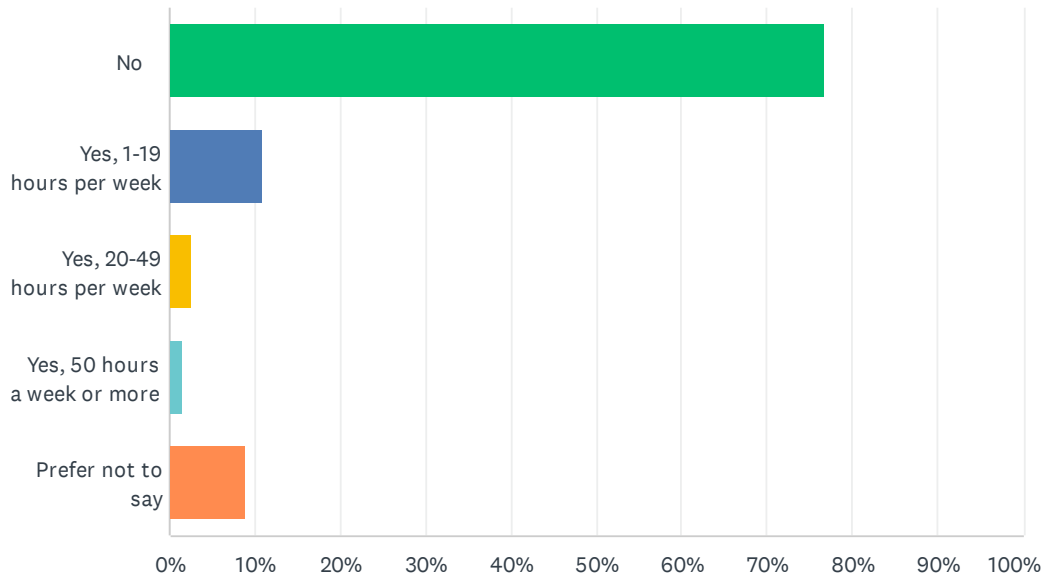


Evening and weekend appointments survey - when would you like to be seen?

ANSWER CHOICES	RESPONSES	
No religion	31.95%	215
Atheist	5.50%	37
Buddhist	1.93%	13
Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	36.40%	245
Hindu	3.57%	24
Jewish	1.63%	11
Muslim	11.00%	74
Sikh	0.30%	2
Prefer not to say	7.13%	48
Other	2.67%	18
Total Respondents: 673		

### 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: 674 Skipped: 146



ANSWER CHOICES	RESPONSES	
No	76.85%	518
Yes, 1-19 hours per week	10.98%	74
Yes, 20-49 hours per week	2.52%	17
Yes, 50 hours a week or more	1.48%	10
Prefer not to say	8.90%	60
Total Respondents: 674		