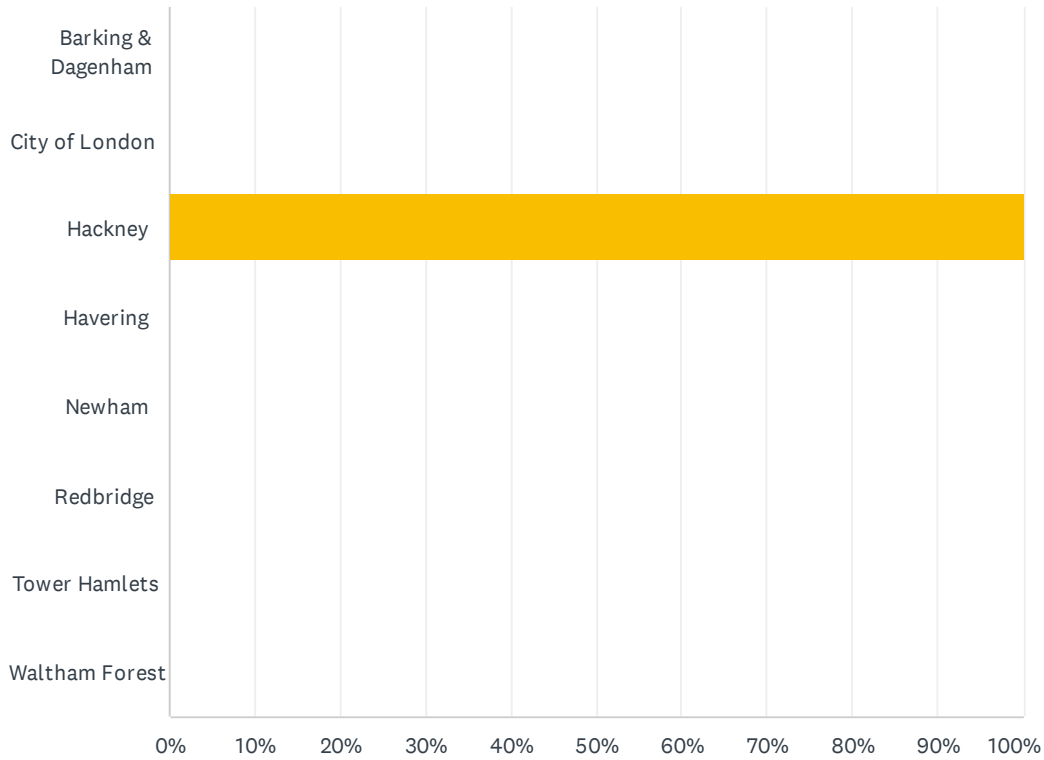


Q1 What borough do you live in?

Answered: 3,557 Skipped: 0



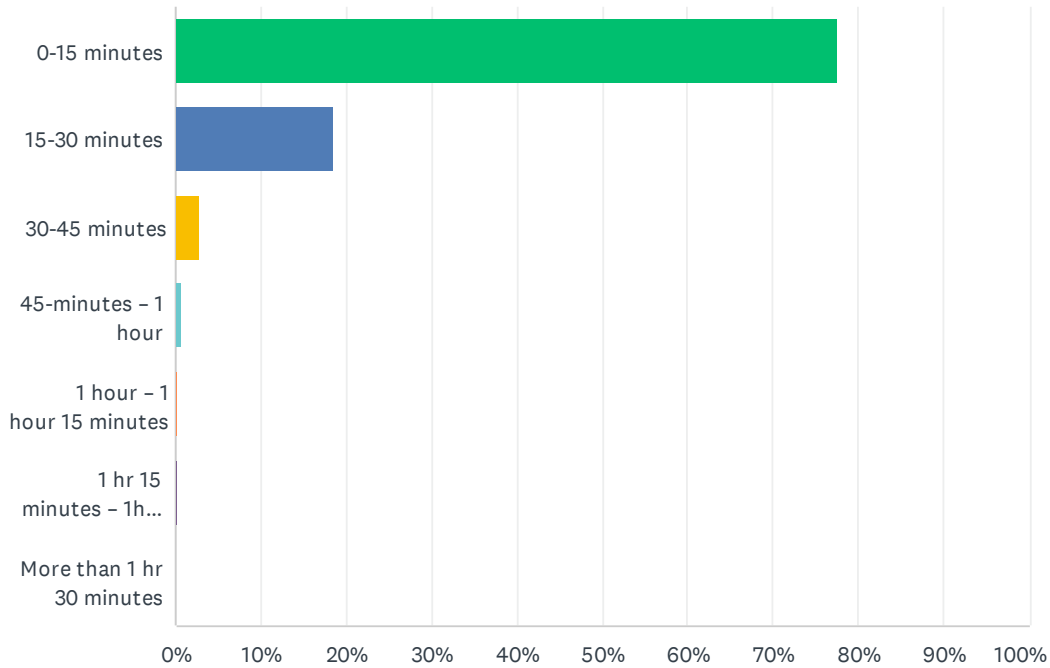
ANSWER CHOICES	RESPONSES
Barking & Dagenham	0.00% 0
City of London	0.00% 0
Hackney	100.00% 3,557
Havering	0.00% 0
Newham	0.00% 0
Redbridge	0.00% 0
Tower Hamlets	0.00% 0
Waltham Forest	0.00% 0
TOTAL	3,557

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

Answered: 3,500 Skipped: 57

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

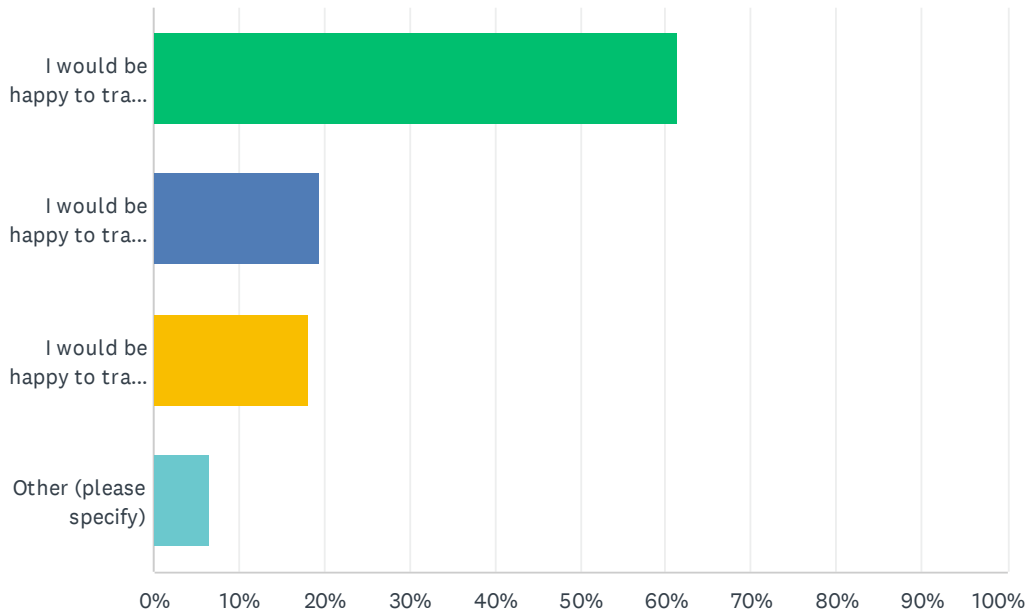
Answered: 3,534 Skipped: 23



ANSWER CHOICES	RESPONSES	
0-15 minutes	77.67%	2,745
15-30 minutes	18.62%	658
30-45 minutes	2.74%	97
45-minutes – 1 hour	0.59%	21
1 hour – 1 hour 15 minutes	0.23%	8
1 hr 15 minutes – 1hr 30 minutes	0.11%	4
More than 1 hr 30 minutes	0.03%	1
TOTAL		3,534

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)

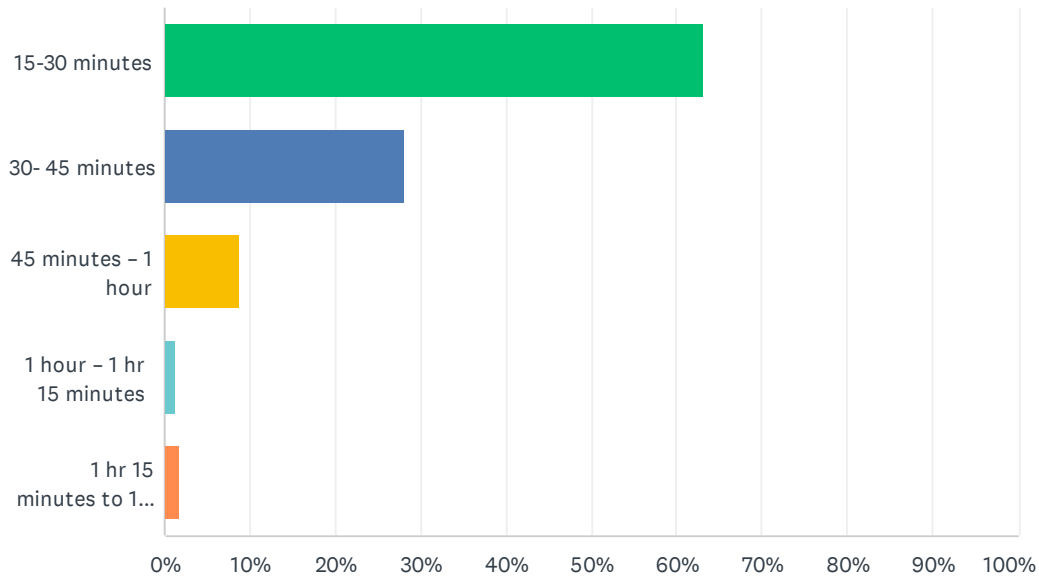
Answered: 3,534 Skipped: 23



ANSWER CHOICES	RESPONSES	
I would be happy to travel 0-2 miles	61.49%	2,173
I would be happy to travel 2-4 miles	19.47%	688
I would be happy to travel anywhere within the borough	18.02%	637
Other (please specify)	6.65%	235
Total Respondents: 3,534		

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)

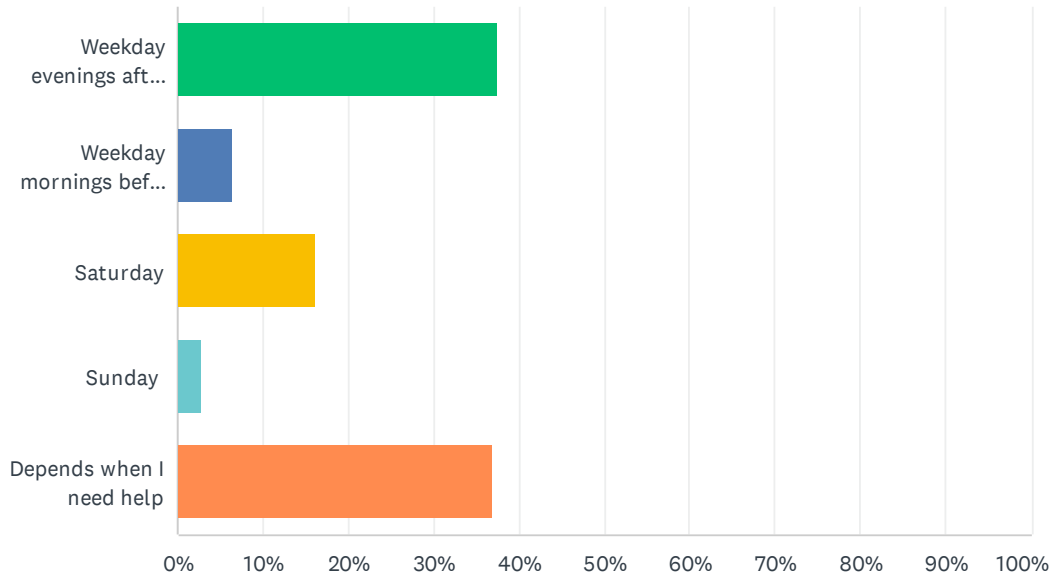
Answered: 3,516 Skipped: 41



ANSWER CHOICES	RESPONSES	
15-30 minutes	63.11%	2,219
30-45 minutes	28.19%	991
45 minutes - 1 hour	8.79%	309
1 hour - 1 hr 15 minutes	1.34%	47
1 hr 15 minutes to 1 hr 30 minutes	1.71%	60
Total Respondents: 3,516		

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

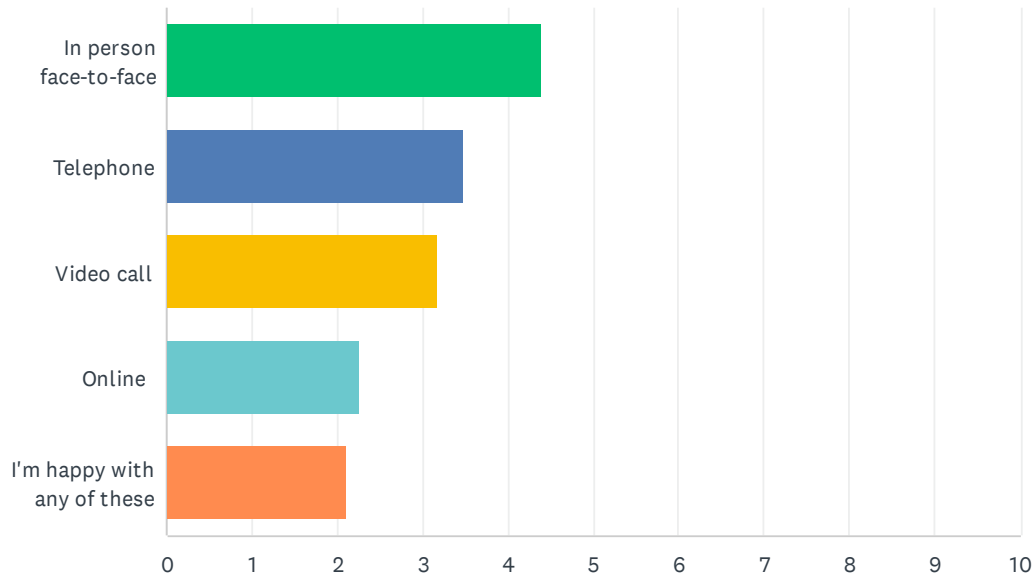
Answered: 3,536 Skipped: 21



ANSWER CHOICES	RESPONSES	
Weekday evenings after 6:30pm	37.58%	1,329
Weekday mornings before 8am	6.45%	228
Saturday	16.15%	571
Sunday	2.86%	101
Depends when I need help	36.96%	1,307
TOTAL		3,536

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)

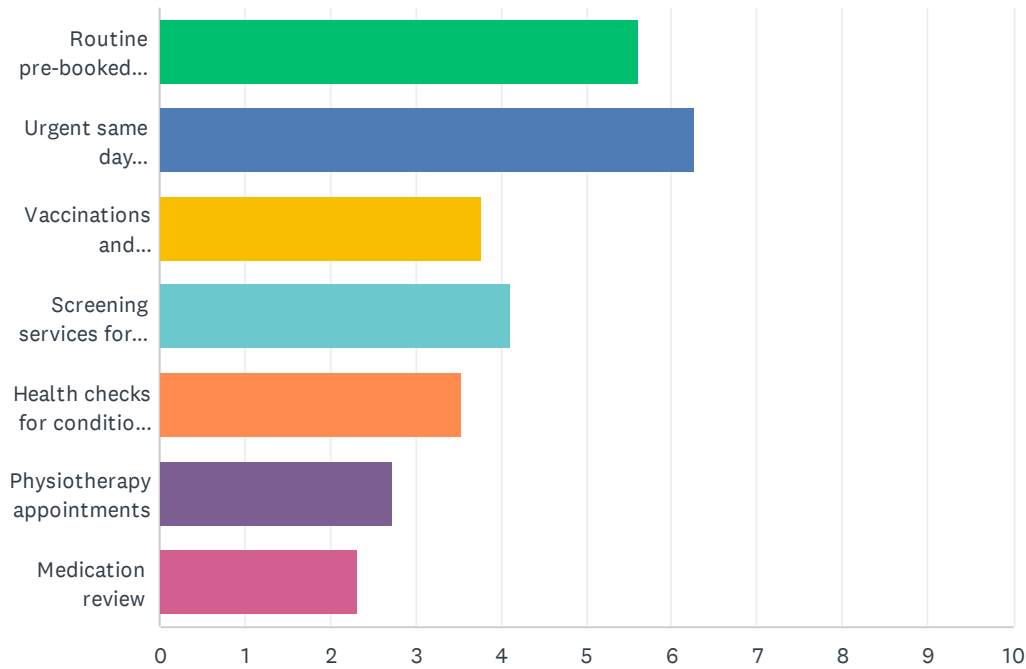
Answered: 3,500 Skipped: 57



	1	2	3	4	5	TOTAL	SCORE
In person face-to-face	71.69% 2,211	12.35% 381	6.23% 192	4.09% 126	5.64% 174	3,084	4.40
Telephone	12.47% 329	41.58% 1,097	30.71% 810	11.37% 300	3.87% 102	2,638	3.47
Video call	7.23% 182	32.99% 831	36.92% 930	16.24% 409	6.63% 167	2,519	3.18
Online	3.40% 84	8.10% 200	18.31% 452	50.41% 1,244	19.77% 488	2,468	2.25
I'm happy with any of these	19.33% 434	4.05% 91	5.61% 126	10.91% 245	60.09% 1,349	2,245	2.12

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)

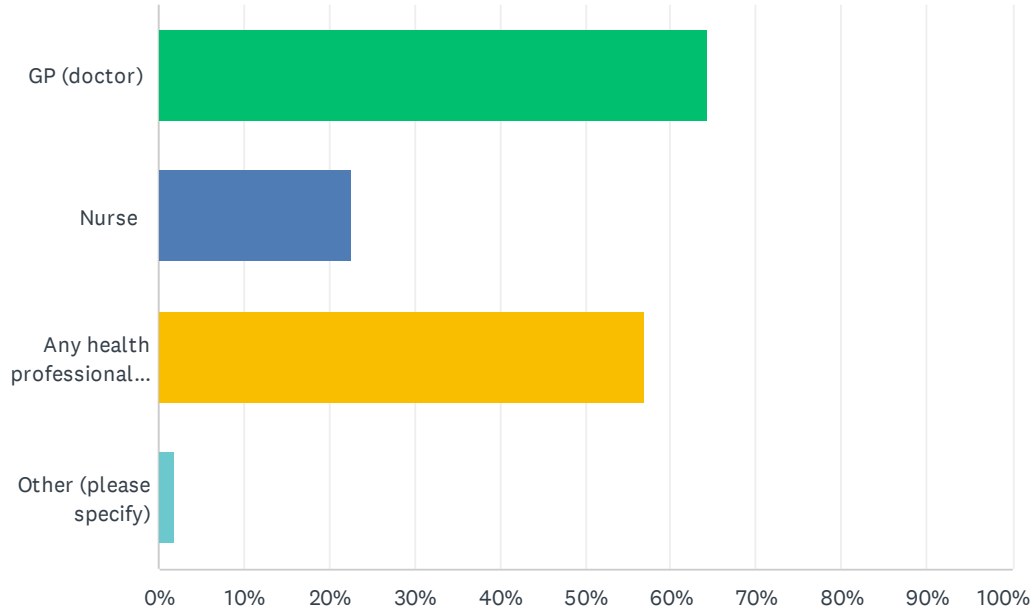
Answered: 3,516 Skipped: 41



	1	2	3	4	5	6	7	TOTAL	SCORE
Routine pre-booked appointments	29.30% 919	40.48% 1,270	12.37% 388	6.76% 212	4.56% 143	3.41% 107	3.12% 98	3,137	5.60
Urgent same day appointments	61.51% 2,012	24.24% 793	5.75% 188	2.93% 96	1.74% 57	0.95% 31	2.87% 94	3,271	6.27
Vaccinations and immunisations	2.39% 72	7.46% 225	29.53% 891	21.28% 642	16.37% 494	11.27% 340	11.70% 353	3,017	3.78
Screening services for cancer (smear test for example)	5.17% 157	12.65% 384	22.73% 690	27.90% 847	16.34% 496	9.85% 299	5.37% 163	3,036	4.11
Health checks for conditions such as diabetes or asthma	3.25% 100	7.39% 227	14.06% 432	20.34% 625	31.63% 972	16.53% 508	6.80% 209	3,073	3.53
Physiotherapy appointments	1.51% 46	4.16% 127	8.44% 258	11.55% 353	17.80% 544	39.14% 1,196	17.41% 532	3,056	2.73
Medication review	2.63% 82	4.39% 137	7.63% 238	9.20% 287	10.16% 317	16.18% 505	49.82% 1,555	3,121	2.32

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)

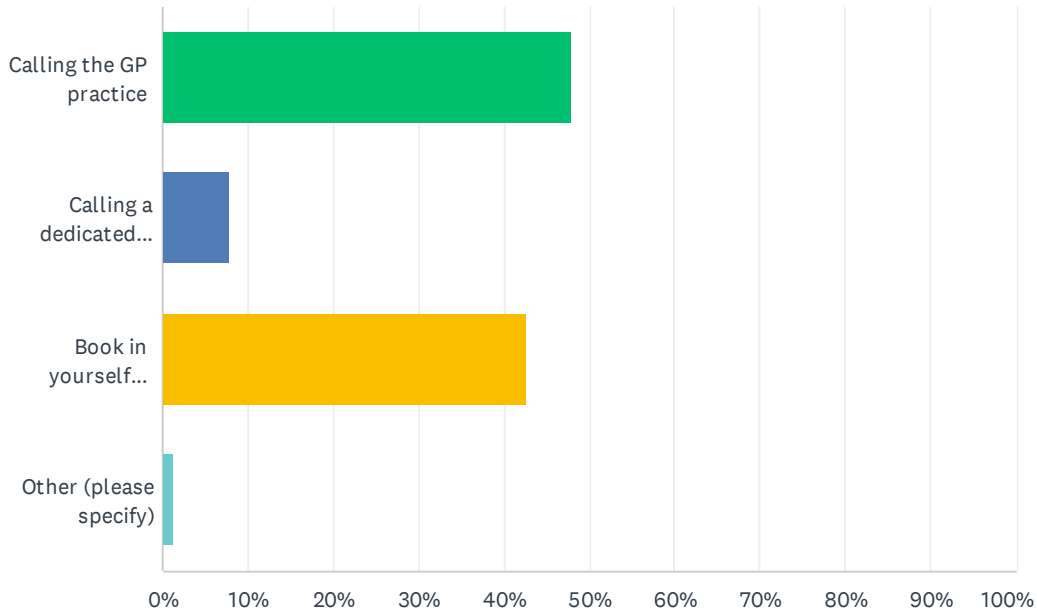
Answered: 3,538 Skipped: 19



ANSWER CHOICES	RESPONSES
GP (doctor)	64.39% 2,278
Nurse	22.50% 796
Any health professional appropriate to your needs (e.g. GP, doctor, nurse, healthcare assistant, clinical pharmacist, social prescribing link worker, physician's associate, other)	56.84% 2,011
Other (please specify)	1.89% 67
Total Respondents: 3,538	

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

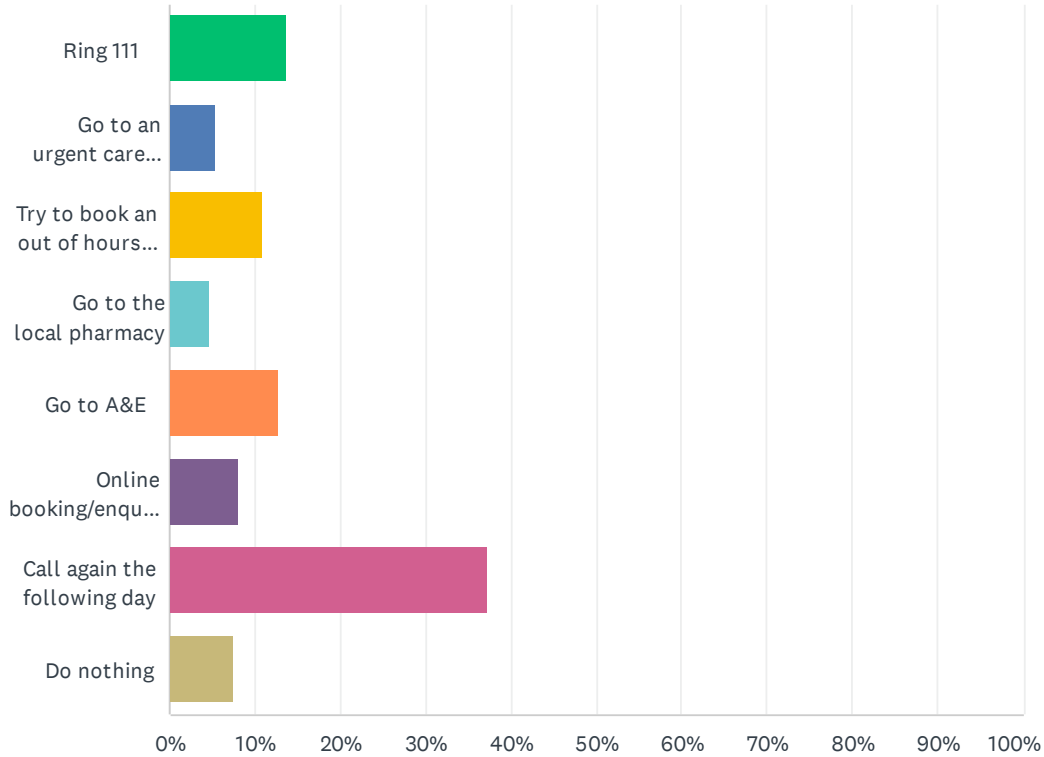
Answered: 3,539 Skipped: 18



ANSWER CHOICES	RESPONSES	
Calling the GP practice	47.95%	1,697
Calling a dedicated booking line	7.94%	281
Book in yourself through GP online services	42.72%	1,512
Other (please specify)	1.38%	49
TOTAL		3,539

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

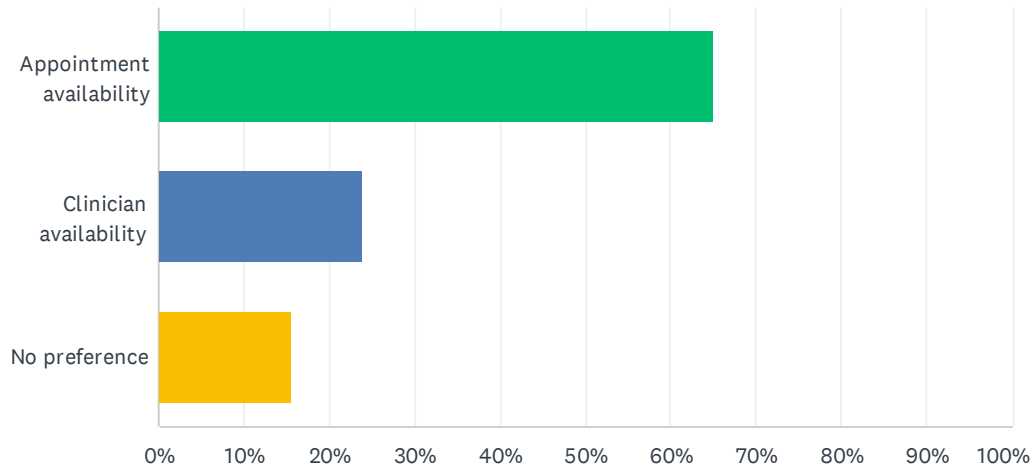
Answered: 3,537 Skipped: 20



ANSWER CHOICES	RESPONSES	
Ring 111	13.63%	482
Go to an urgent care centre	5.34%	189
Try to book an out of hours GP appointment	10.91%	386
Go to the local pharmacy	4.61%	163
Go to A&E	12.72%	450
Online booking/enquiry form	8.17%	289
Call again the following day	37.23%	1,317
Do nothing	7.38%	261
TOTAL		3,537

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: 3,539 Skipped: 18



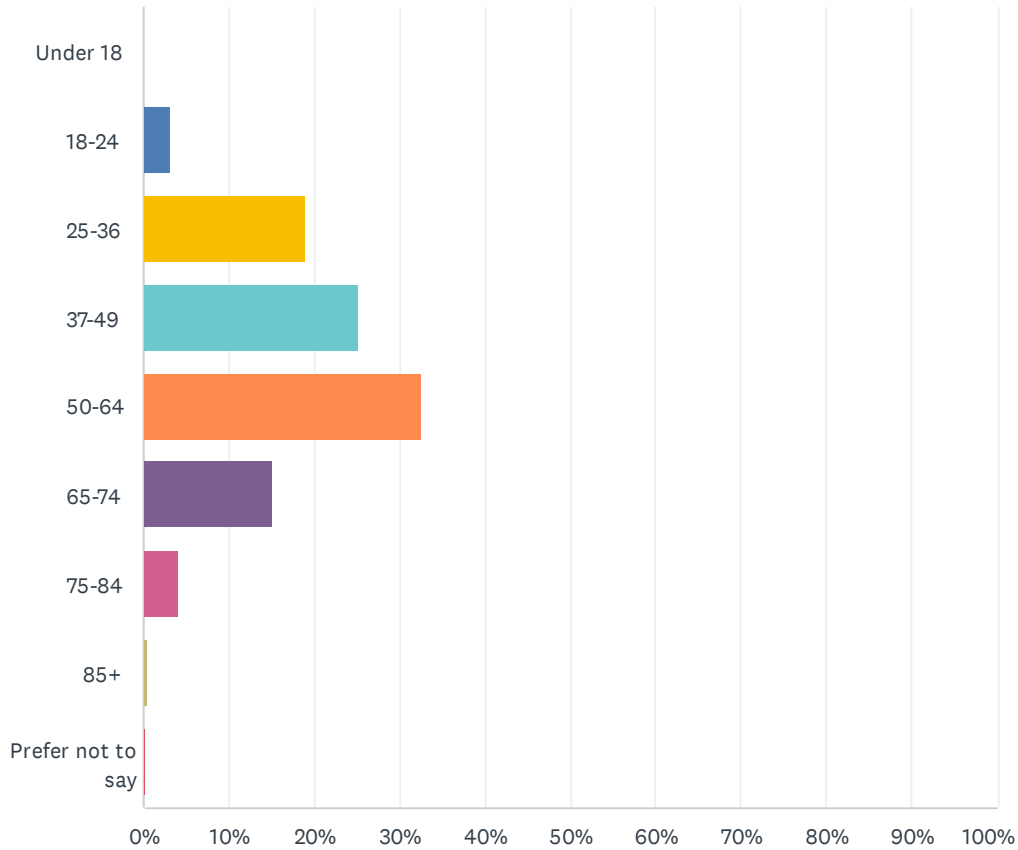
ANSWER CHOICES	RESPONSES	
Appointment availability	65.02%	2,301
Clinician availability	23.96%	848
No preference	15.63%	553
Total Respondents: 3,539		

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

Answered: 1,765 Skipped: 1,792

Q14 What age group do you belong to?

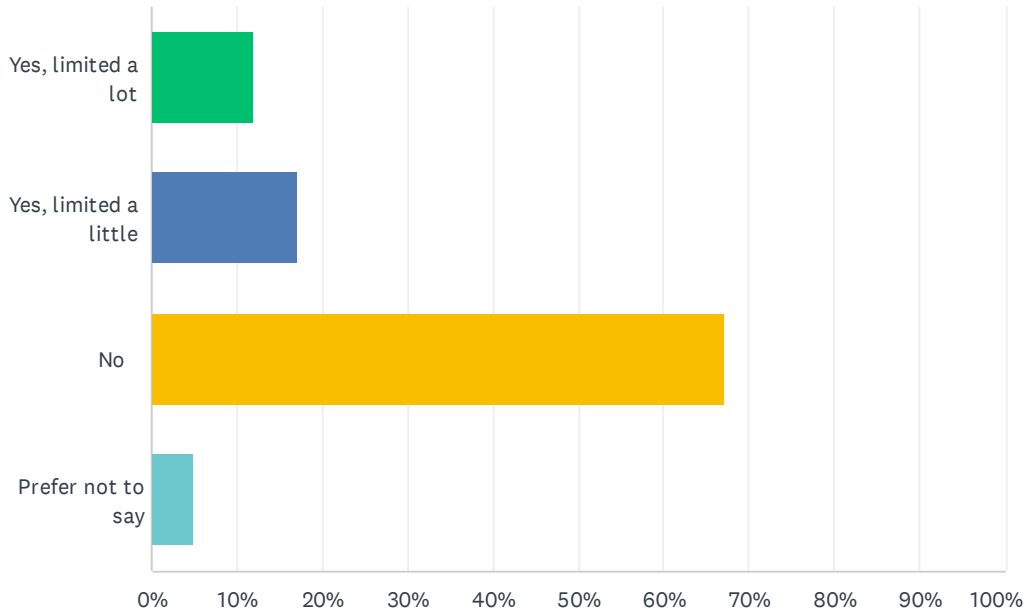
Answered: 2,878 Skipped: 679



ANSWER CHOICES	RESPONSES	
Under 18	0.03%	1
18-24	3.16%	91
25-36	18.90%	544
37-49	25.26%	727
50-64	32.59%	938
65-74	15.22%	438
75-84	4.10%	118
85+	0.45%	13
Prefer not to say	0.28%	8
TOTAL		2,878

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?

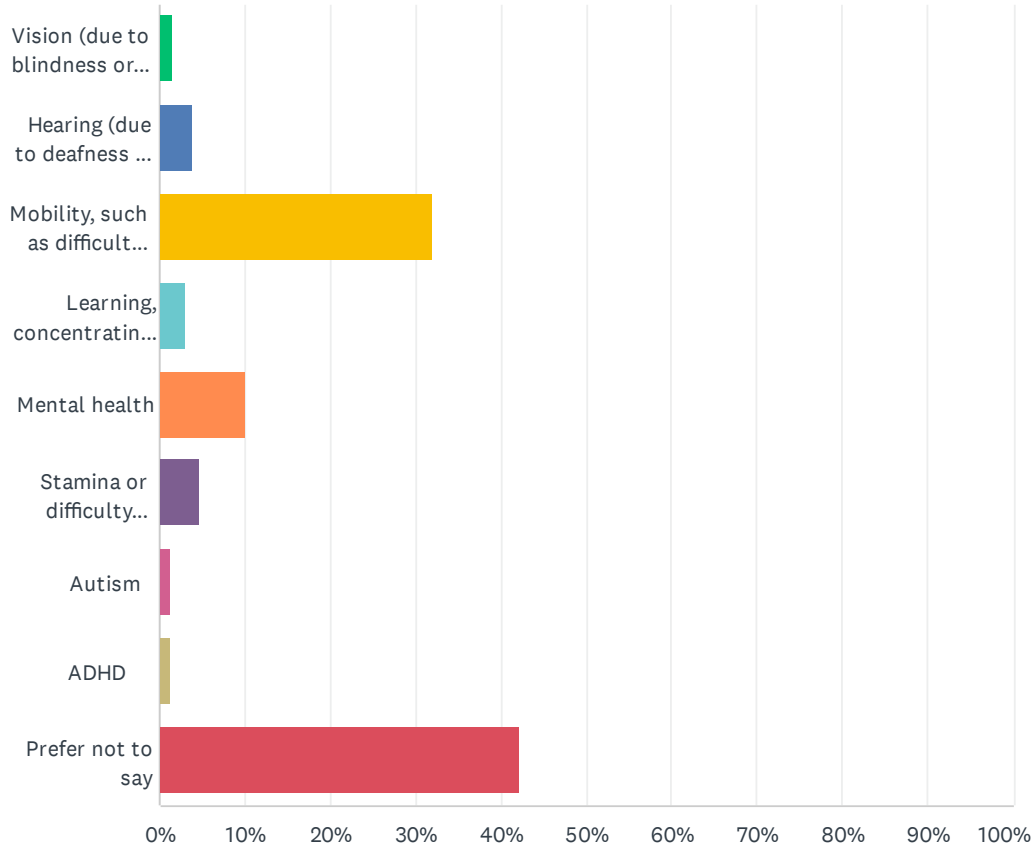
Answered: 2,886 Skipped: 671



ANSWER CHOICES	RESPONSES	
Yes, limited a lot	11.92%	344
Yes, limited a little	16.98%	490
No	67.26%	1,941
Prefer not to say	4.95%	143
Total Respondents: 2,886		

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

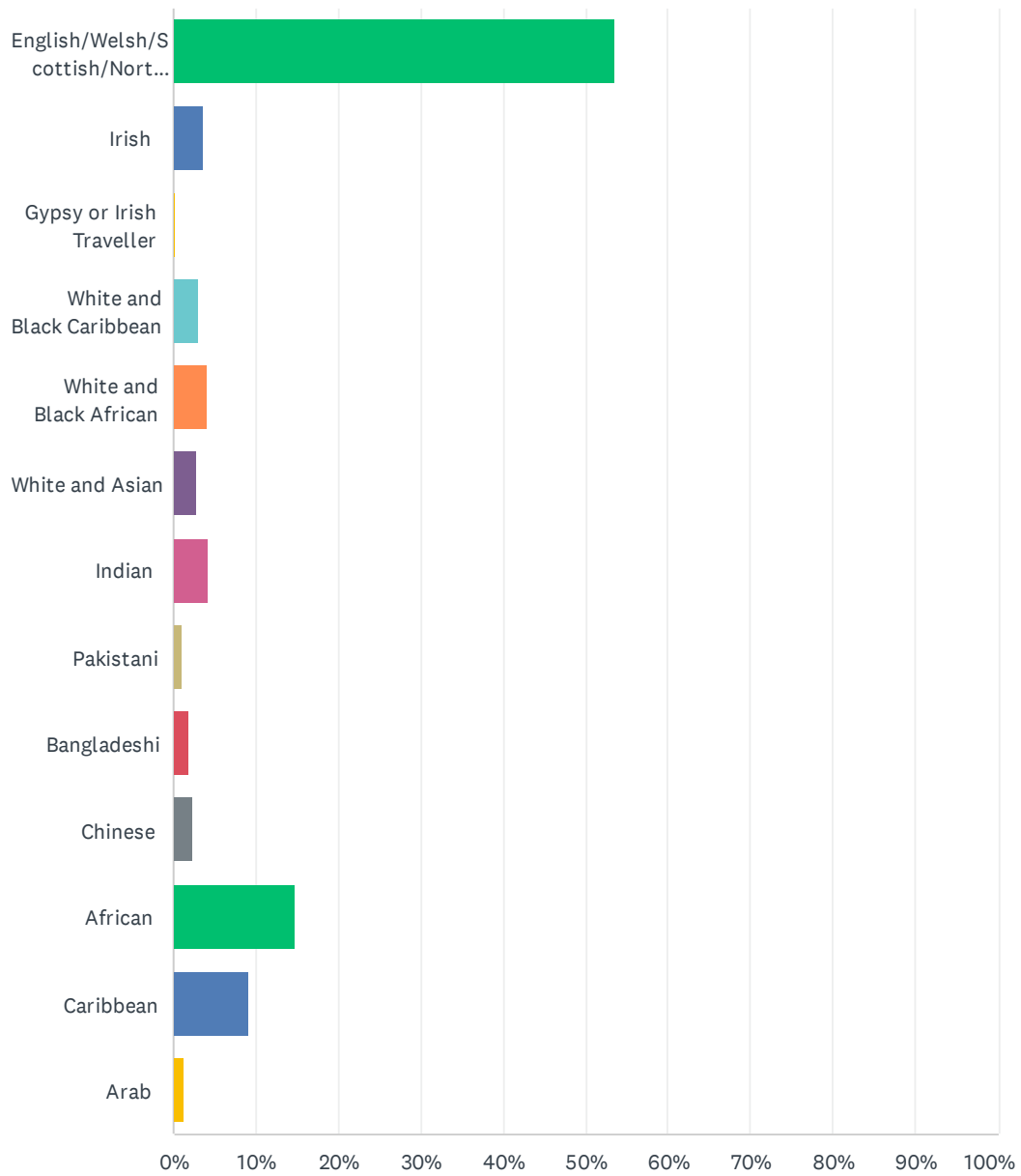
Answered: 1,397 Skipped: 2,160



ANSWER CHOICES	RESPONSES	
Vision (due to blindness or partially sighted)	1.43%	20
Hearing (due to deafness or partial hearing)	3.79%	53
Mobility, such as difficulty walking short distance, climbing stairs, lifting and carrying objects	32.07%	448
Learning, concentrating or remembering	2.93%	41
Mental health	10.02%	140
Stamina or difficulty breathing	4.80%	67
Autism	1.29%	18
ADHD	1.36%	19
Prefer not to say	42.30%	591
TOTAL		1,397

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

Answered: 2,276 Skipped: 1,281

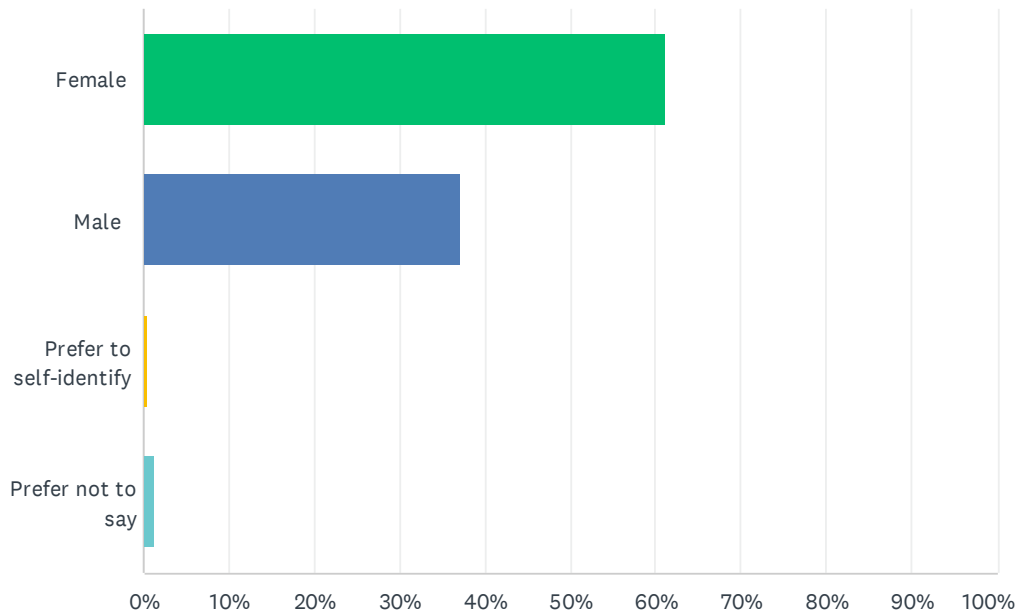


Evening and weekend appointments survey - when would you like to be seen?

ANSWER CHOICES	RESPONSES	
English/Welsh/Scottish/Northern Irish/British	53.47%	1,217
Irish	3.60%	82
Gypsy or Irish Traveller	0.13%	3
White and Black Caribbean	2.99%	68
White and Black African	4.04%	92
White and Asian	2.81%	64
Indian	4.31%	98
Pakistani	0.97%	22
Bangladeshi	1.89%	43
Chinese	2.24%	51
African	14.76%	336
Caribbean	9.27%	211
Arab	1.36%	31
Total Respondents: 2,276		

Q18 What is your gender?

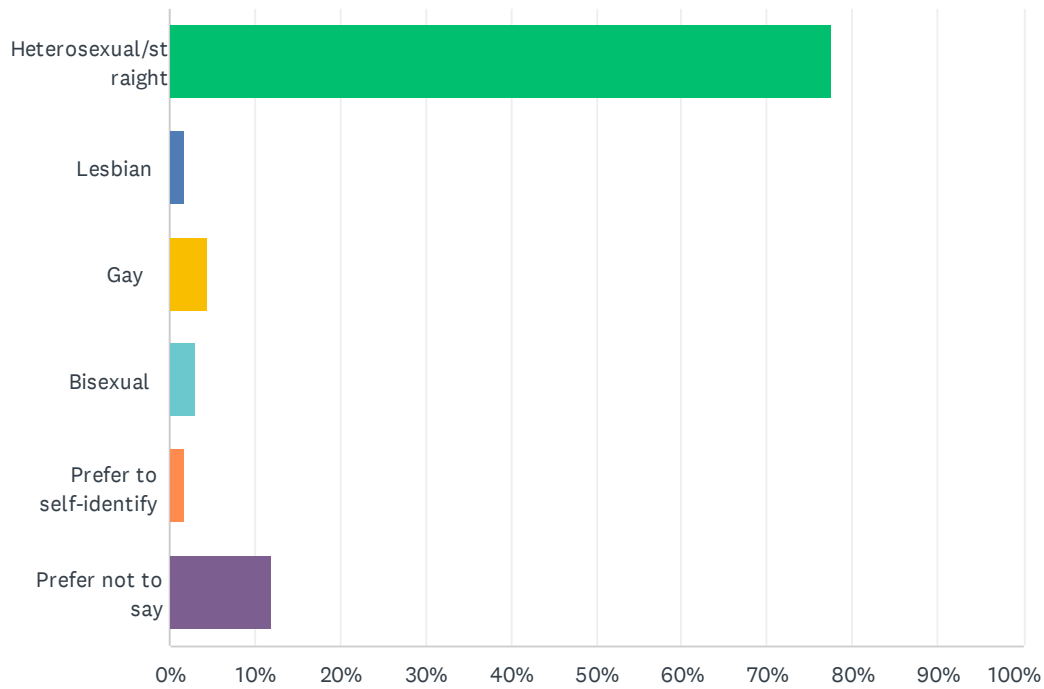
Answered: 2,879 Skipped: 678



ANSWER CHOICES	RESPONSES	
Female	61.10%	1,759
Male	37.20%	1,071
Prefer to self-identify	0.52%	15
Prefer not to say	1.22%	35
Total Respondents: 2,879		

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

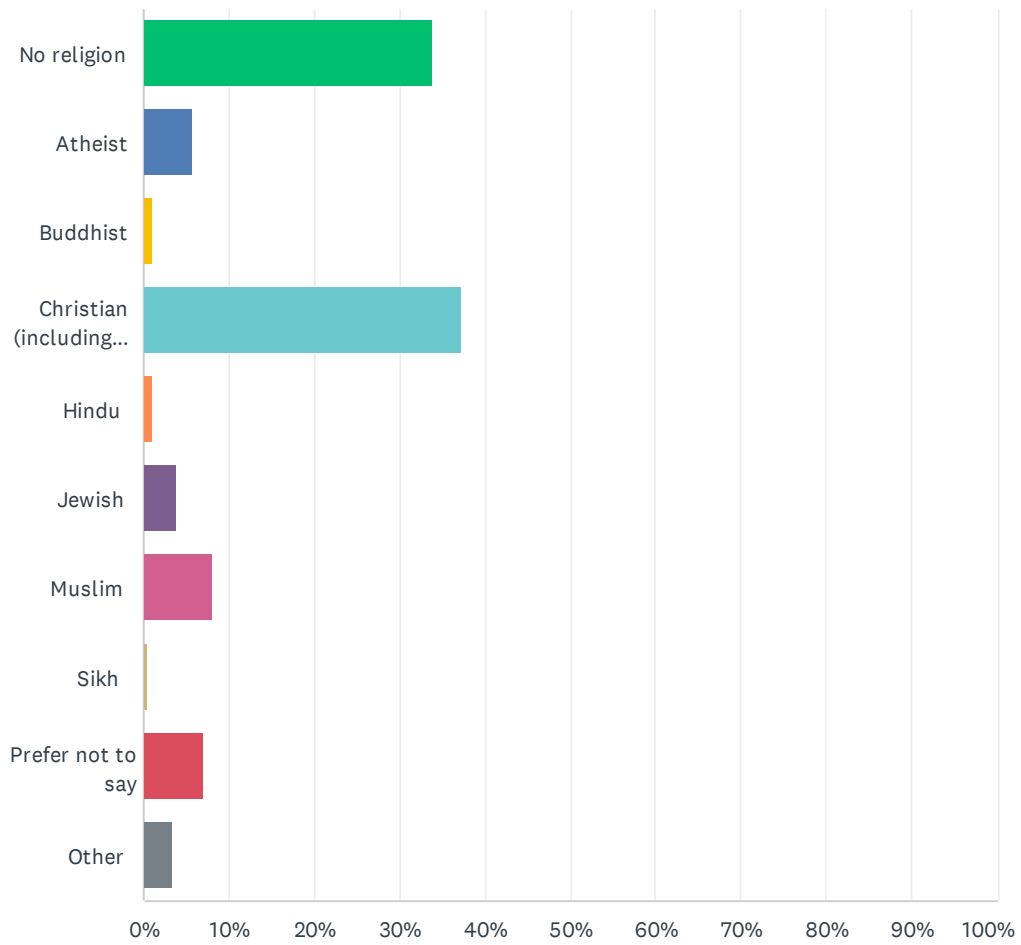
Answered: 2,831 Skipped: 726



ANSWER CHOICES	RESPONSES	
Heterosexual/straight	77.61%	2,197
Lesbian	1.66%	47
Gay	4.42%	125
Bisexual	3.07%	87
Prefer to self-identify	1.62%	46
Prefer not to say	11.87%	336
Total Respondents: 2,831		

Q20 What is your religion?

Answered: 2,855 Skipped: 702

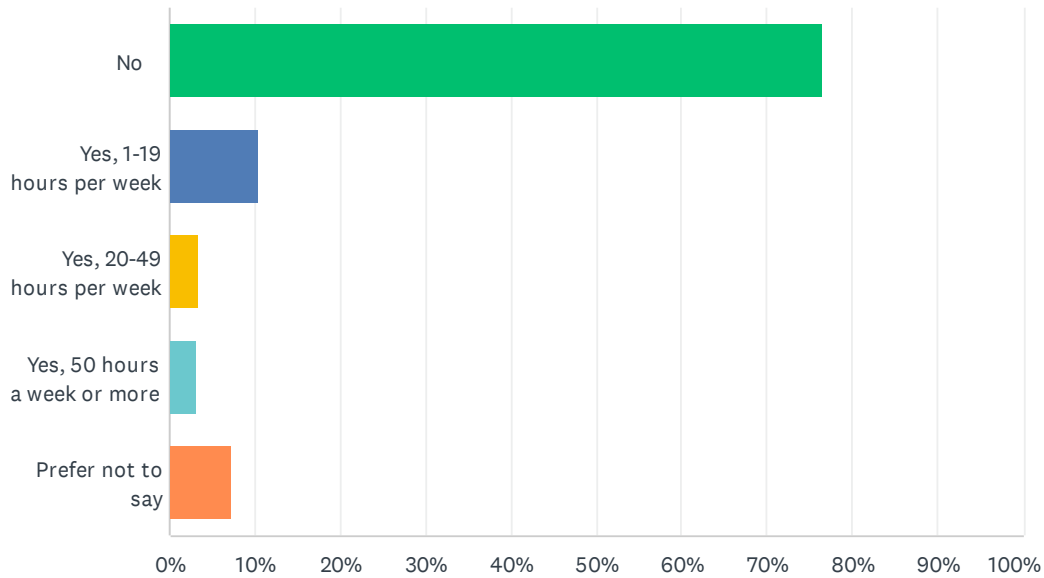


Evening and weekend appointments survey - when would you like to be seen?

ANSWER CHOICES	RESPONSES	
No religion	33.80%	965
Atheist	5.85%	167
Buddhist	1.09%	31
Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	37.37%	1,067
Hindu	1.02%	29
Jewish	3.92%	112
Muslim	8.20%	234
Sikh	0.53%	15
Prefer not to say	6.94%	198
Other	3.50%	100
Total Respondents: 2,855		

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: 2,870 Skipped: 687



ANSWER CHOICES	RESPONSES	
No	76.52%	2,196
Yes, 1-19 hours per week	10.38%	298
Yes, 20-49 hours per week	3.34%	96
Yes, 50 hours a week or more	3.10%	89
Prefer not to say	7.28%	209
Total Respondents: 2,870		