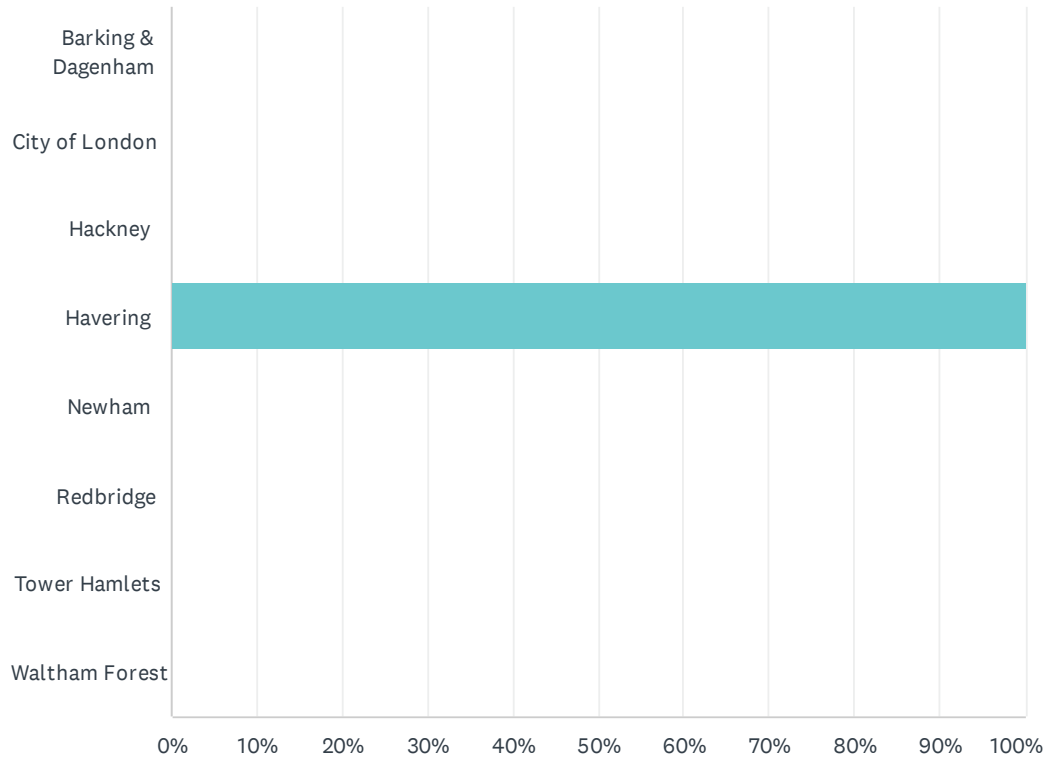


Q1 What borough do you live in?

Answered: 6,989 Skipped: 0



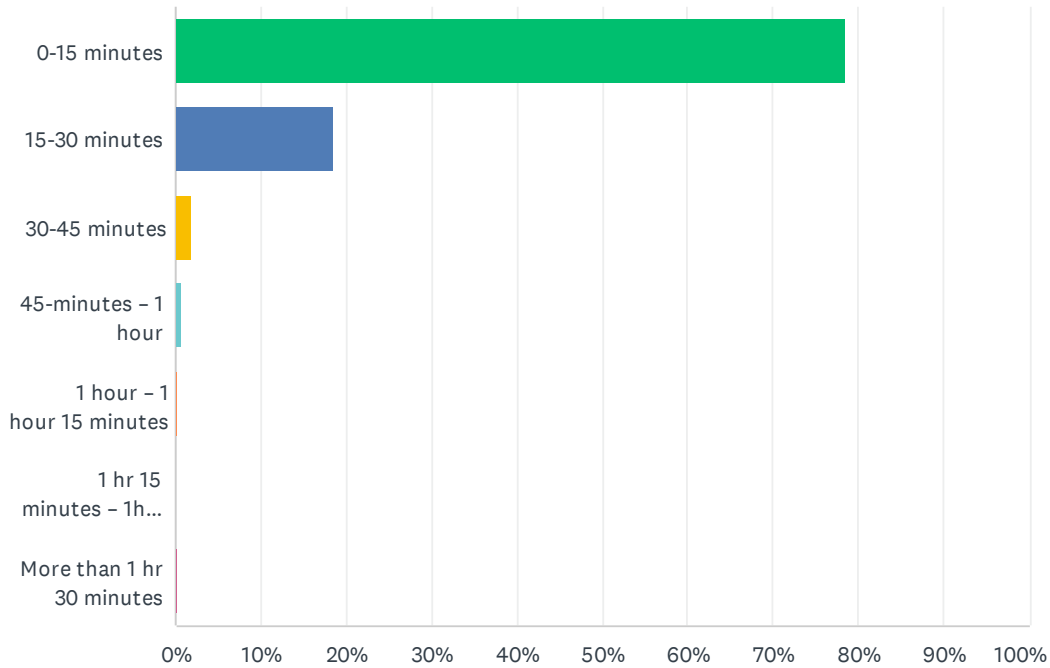
ANSWER CHOICES	RESPONSES
Barking & Dagenham	0.00% 0
City of London	0.00% 0
Hackney	0.00% 0
Havering	100.00% 6,989
Newham	0.00% 0
Redbridge	0.00% 0
Tower Hamlets	0.00% 0
Waltham Forest	0.00% 0
TOTAL	6,989

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

Answered: 6,896 Skipped: 93

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

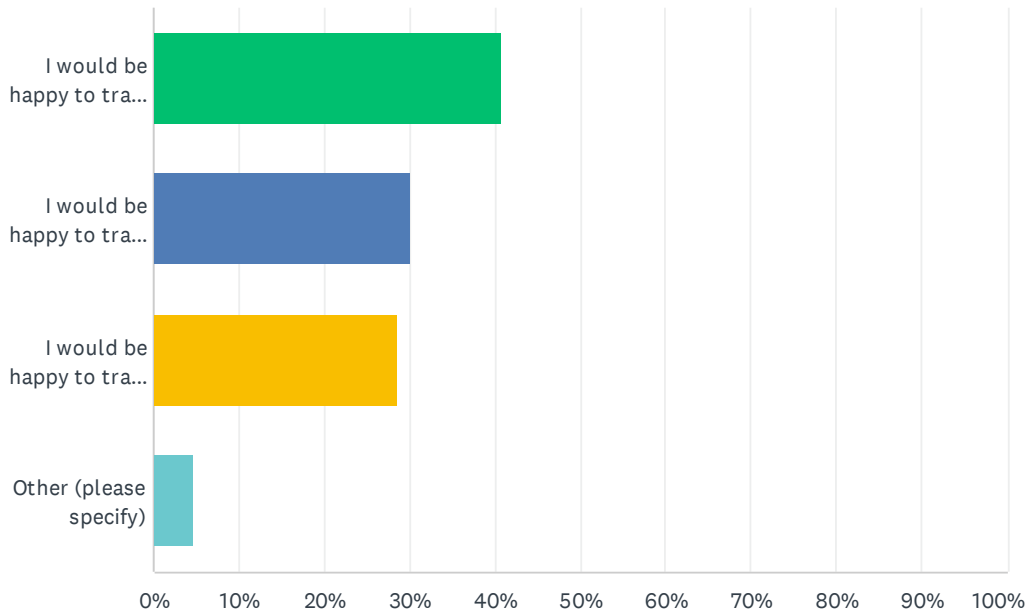
Answered: 6,929 Skipped: 60



ANSWER CHOICES	RESPONSES	
0-15 minutes	78.54%	5,442
15-30 minutes	18.52%	1,283
30-45 minutes	1.91%	132
45-minutes – 1 hour	0.61%	42
1 hour – 1 hour 15 minutes	0.19%	13
1 hr 15 minutes – 1hr 30 minutes	0.10%	7
More than 1 hr 30 minutes	0.14%	10
TOTAL		6,929

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)

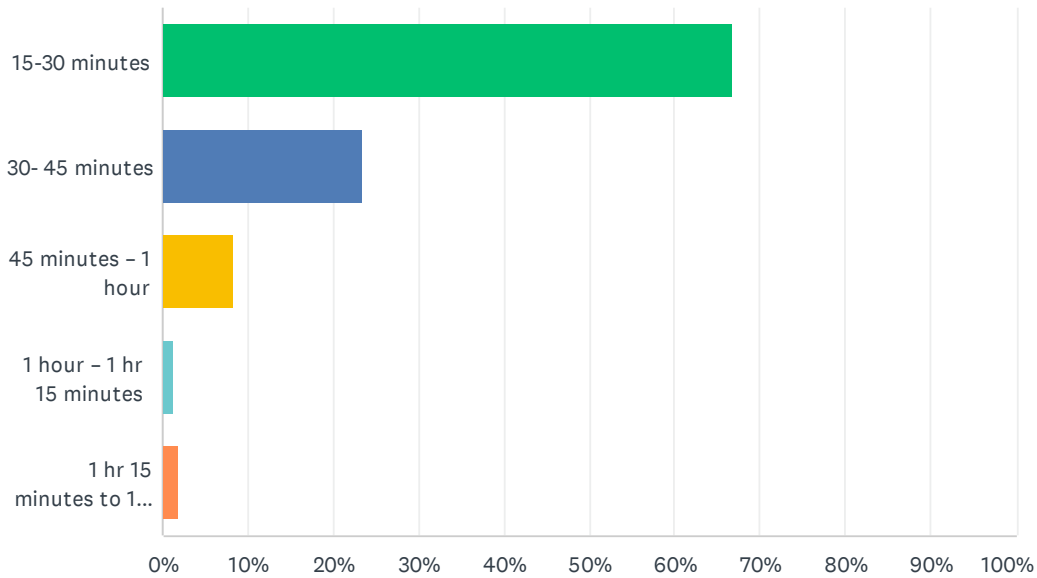
Answered: 6,970 Skipped: 19



ANSWER CHOICES	RESPONSES	
I would be happy to travel 0-2 miles	40.77%	2,842
I would be happy to travel 2-4 miles	30.03%	2,093
I would be happy to travel anywhere within the borough	28.52%	1,988
Other (please specify)	4.72%	329
Total Respondents: 6,970		

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)

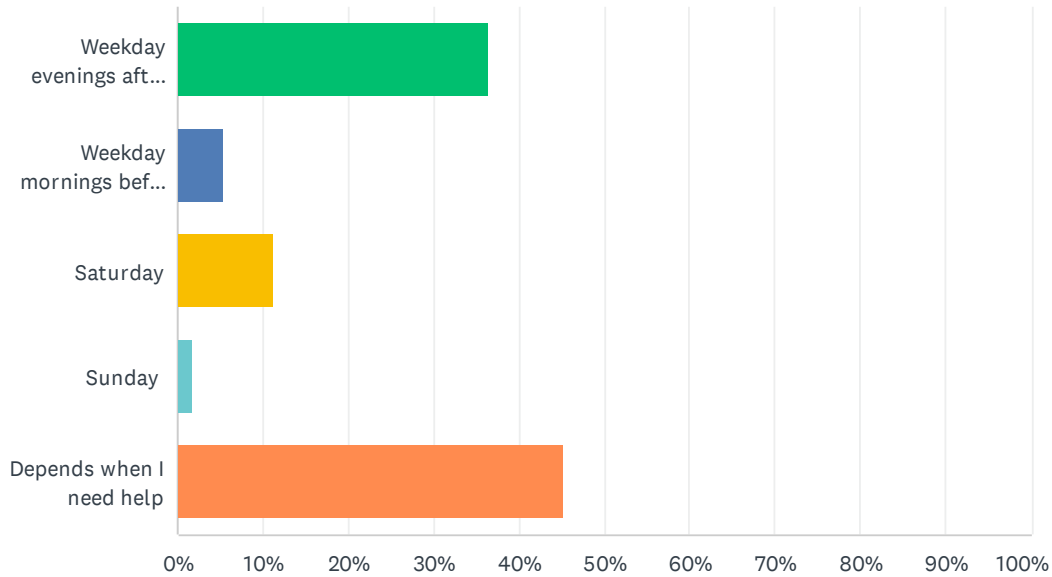
Answered: 6,946 Skipped: 43



ANSWER CHOICES	RESPONSES	
15-30 minutes	66.73%	4,635
30-45 minutes	23.35%	1,622
45 minutes – 1 hour	8.39%	583
1 hour – 1 hr 15 minutes	1.34%	93
1 hr 15 minutes to 1 hr 30 minutes	2.02%	140
Total Respondents: 6,946		

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

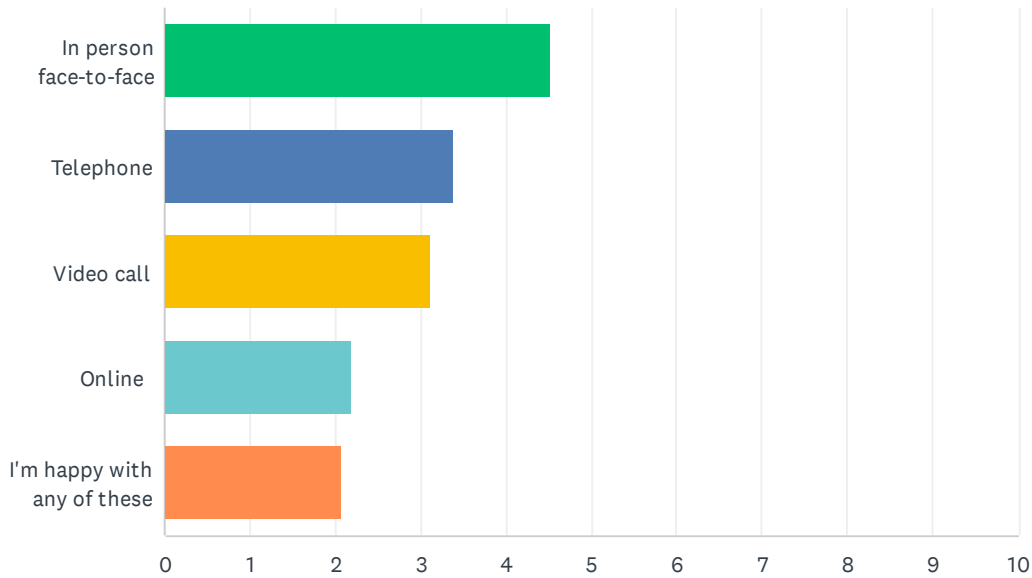
Answered: 6,961 Skipped: 28



ANSWER CHOICES	RESPONSES	
Weekday evenings after 6:30pm	36.49%	2,540
Weekday mornings before 8am	5.33%	371
Saturday	11.23%	782
Sunday	1.71%	119
Depends when I need help	45.24%	3,149
TOTAL		6,961

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)

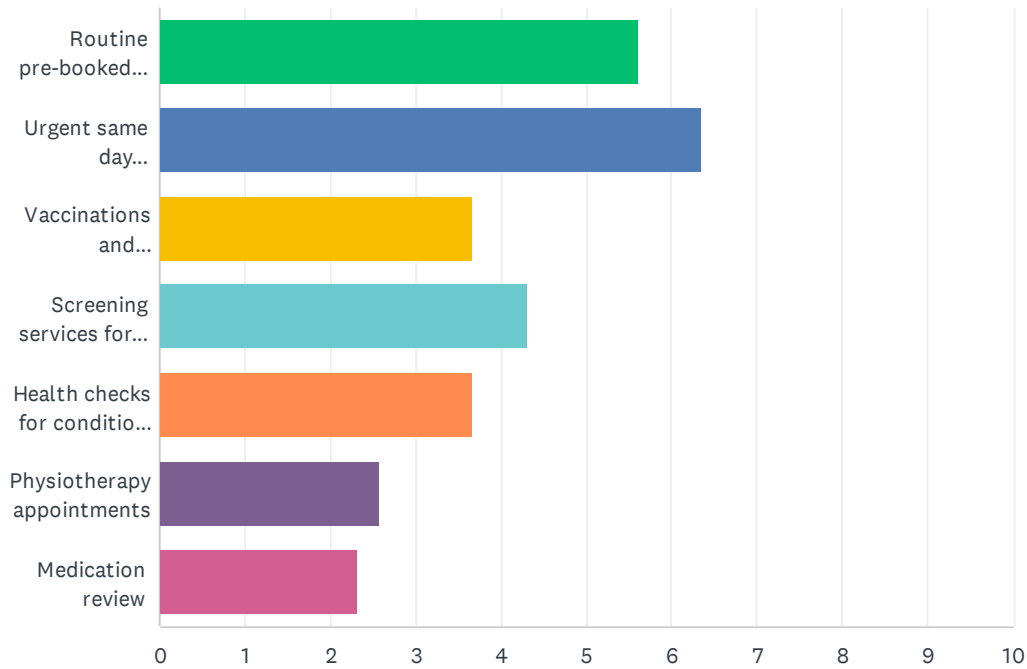
Answered: 6,881 Skipped: 108



	1	2	3	4	5	TOTAL	SCORE
In person face-to-face	78.96% 4,836	9.00% 551	3.89% 238	2.48% 152	5.68% 348	6,125	4.53
Telephone	8.85% 451	42.07% 2,143	33.10% 1,686	11.58% 590	4.40% 224	5,094	3.39
Video call	4.49% 217	35.62% 1,722	35.08% 1,696	17.31% 837	7.49% 362	4,834	3.12
Online	3.09% 149	6.89% 332	18.11% 873	50.75% 2,446	21.16% 1,020	4,820	2.20
I'm happy with any of these	18.72% 796	3.29% 140	6.21% 264	9.88% 420	61.90% 2,632	4,252	2.07

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)

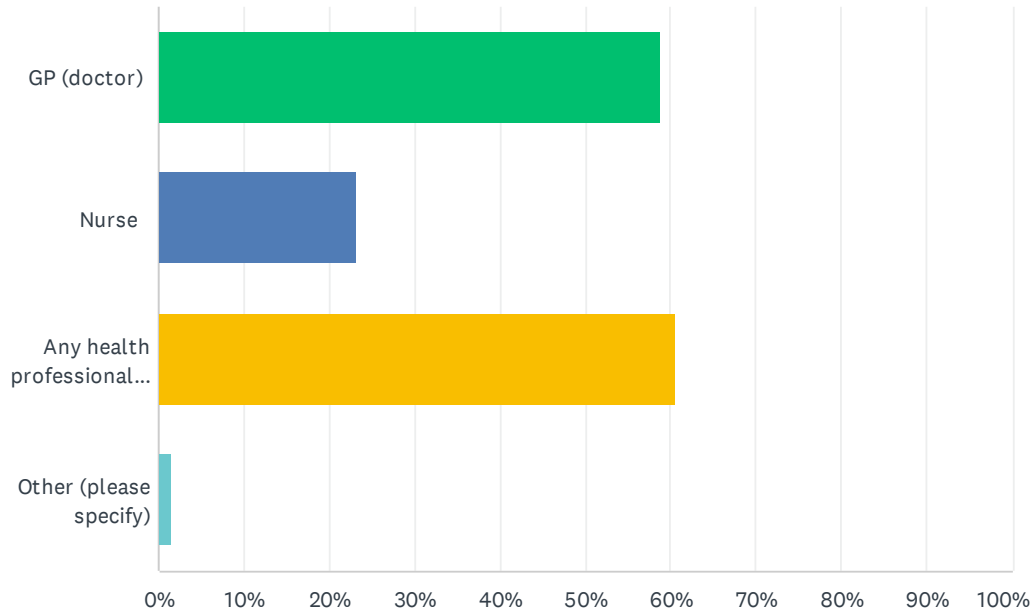
Answered: 6,930 Skipped: 59



	1	2	3	4	5	6	7	TOTAL	SCORE
Routine pre-booked appointments	25.64% 1,555	44.24% 2,683	13.32% 808	6.79% 412	4.25% 258	2.89% 175	2.87% 174	6,065	5.60
Urgent same day appointments	66.25% 4,216	21.07% 1,341	5.31% 338	2.47% 157	1.52% 97	1.04% 66	2.34% 149	6,364	6.36
Vaccinations and immunisations	2.18% 128	6.89% 405	25.60% 1,504	21.94% 1,289	19.21% 1,129	13.24% 778	10.94% 643	5,876	3.67
Screening services for cancer (smear test for example)	6.00% 356	14.48% 859	26.64% 1,580	26.13% 1,550	14.77% 876	7.54% 447	4.43% 263	5,931	4.30
Health checks for conditions such as diabetes or asthma	3.52% 209	6.92% 411	16.23% 964	24.66% 1,465	28.74% 1,707	14.07% 836	5.86% 348	5,940	3.66
Physiotherapy appointments	1.60% 95	3.18% 189	6.65% 395	9.54% 567	18.89% 1,123	39.37% 2,340	20.78% 1,235	5,944	2.58
Medication review	2.89% 177	3.73% 228	7.82% 478	8.19% 501	11.05% 676	17.67% 1,081	48.64% 2,975	6,116	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)

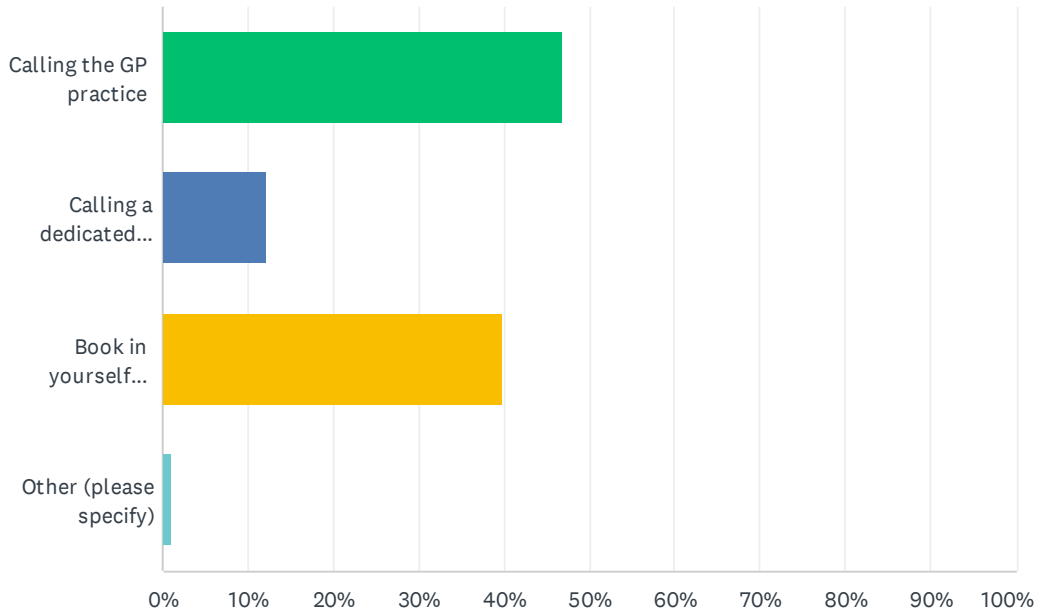
Answered: 6,956 Skipped: 33



ANSWER CHOICES	RESPONSES
GP (doctor)	58.81% 4,091
Nurse	23.15% 1,610
Any health professional appropriate to your needs (e.g. GP, doctor, nurse, healthcare assistant, clinical pharmacist, social prescribing link worker, physician's associate, other)	60.51% 4,209
Other (please specify)	1.57% 109
Total Respondents: 6,956	

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

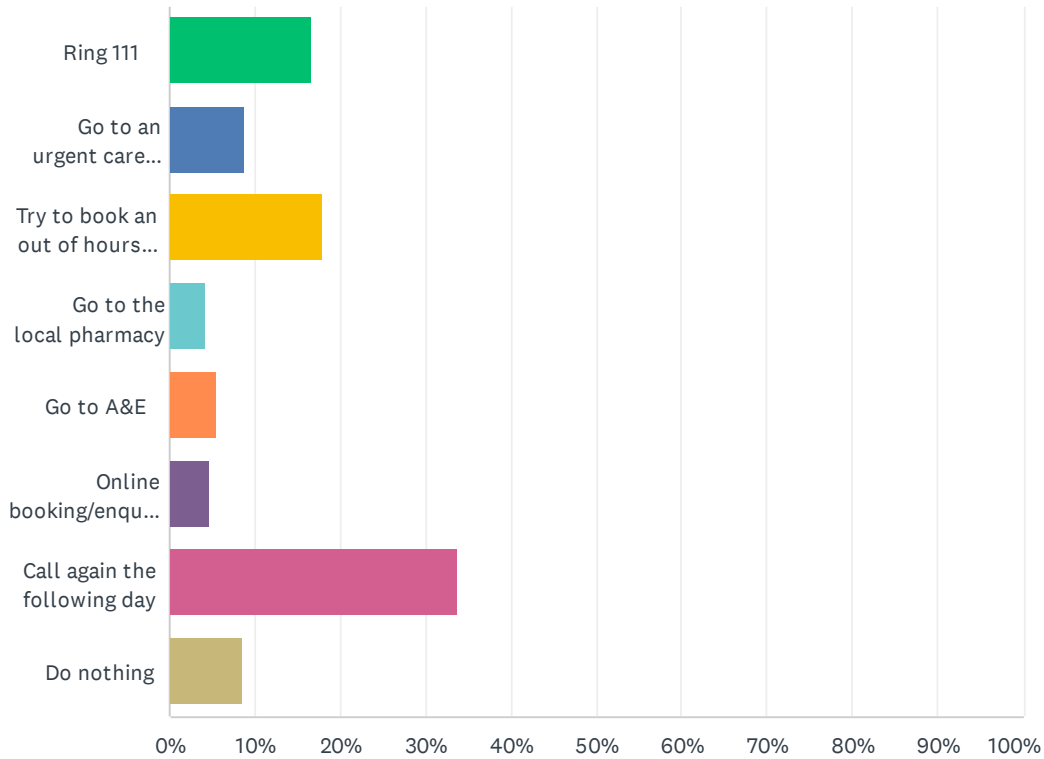
Answered: 6,963 Skipped: 26



ANSWER CHOICES	RESPONSES	
Calling the GP practice	46.83%	3,261
Calling a dedicated booking line	12.15%	846
Book in yourself through GP online services	39.91%	2,779
Other (please specify)	1.11%	77
TOTAL		6,963

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

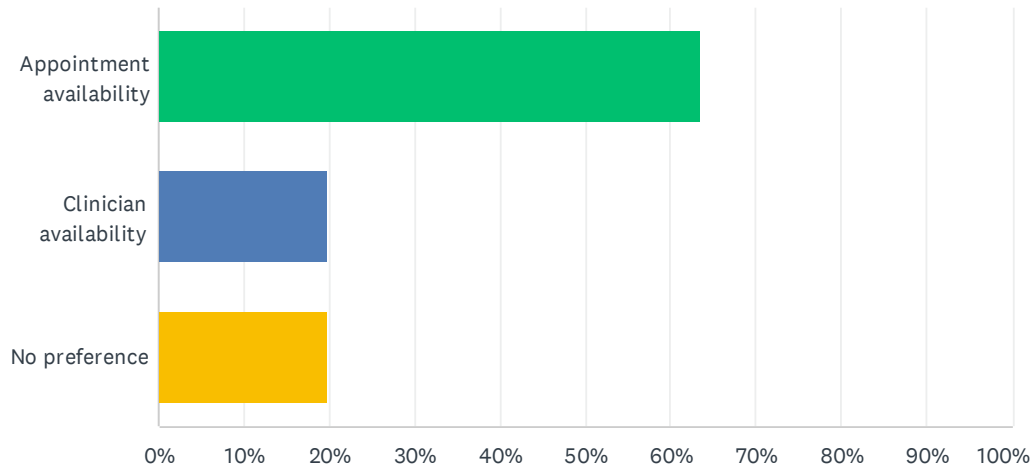
Answered: 6,948 Skipped: 41



ANSWER CHOICES	RESPONSES	
Ring 111	16.59%	1,153
Go to an urgent care centre	8.81%	612
Try to book an out of hours GP appointment	17.89%	1,243
Go to the local pharmacy	4.32%	300
Go to A&E	5.60%	389
Online booking/enquiry form	4.63%	322
Call again the following day	33.64%	2,337
Do nothing	8.52%	592
TOTAL		6,948

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: 6,953 Skipped: 36



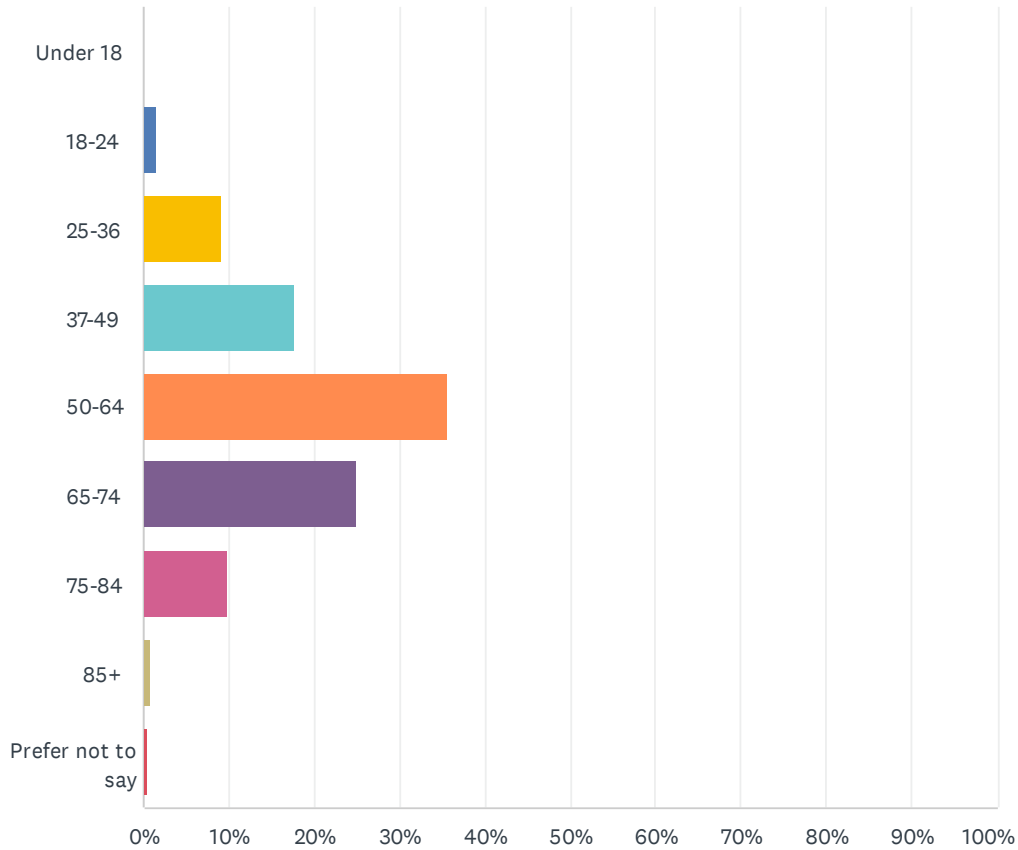
ANSWER CHOICES	RESPONSES	
Appointment availability	63.51%	4,416
Clinician availability	19.80%	1,377
No preference	19.73%	1,372
Total Respondents: 6,953		

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

Answered: 3,765 Skipped: 3,224

Q14 What age group do you belong to?

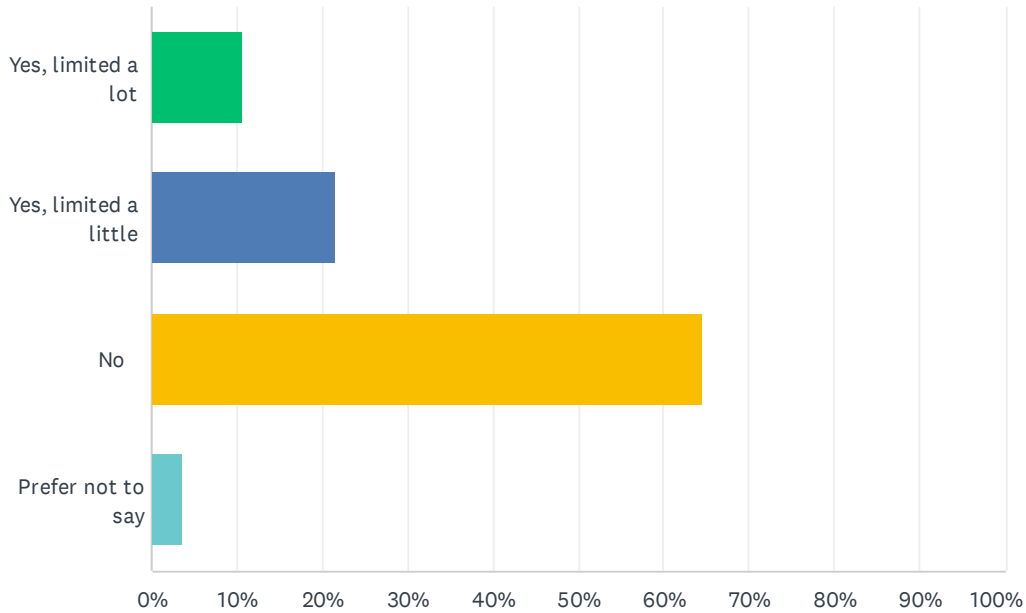
Answered: 5,901 Skipped: 1,088



ANSWER CHOICES	RESPONSES
Under 18	0.05% 3
18-24	1.56% 92
25-36	9.25% 546
37-49	17.64% 1,041
50-64	35.55% 2,098
65-74	24.88% 1,468
75-84	9.79% 578
85+	0.85% 50
Prefer not to say	0.42% 25
TOTAL	5,901

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?

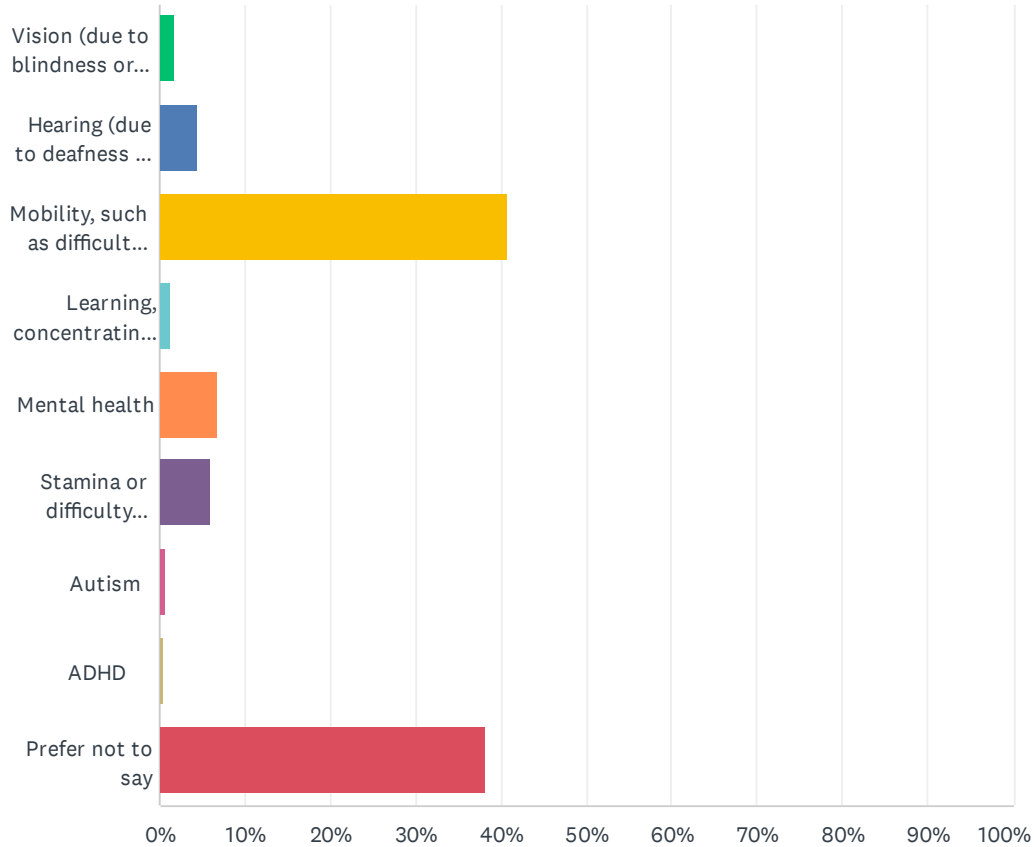
Answered: 5,924 Skipped: 1,065



ANSWER CHOICES	RESPONSES	
Yes, limited a lot	10.69%	633
Yes, limited a little	21.52%	1,275
No	64.67%	3,831
Prefer not to say	3.68%	218
Total Respondents: 5,924		

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

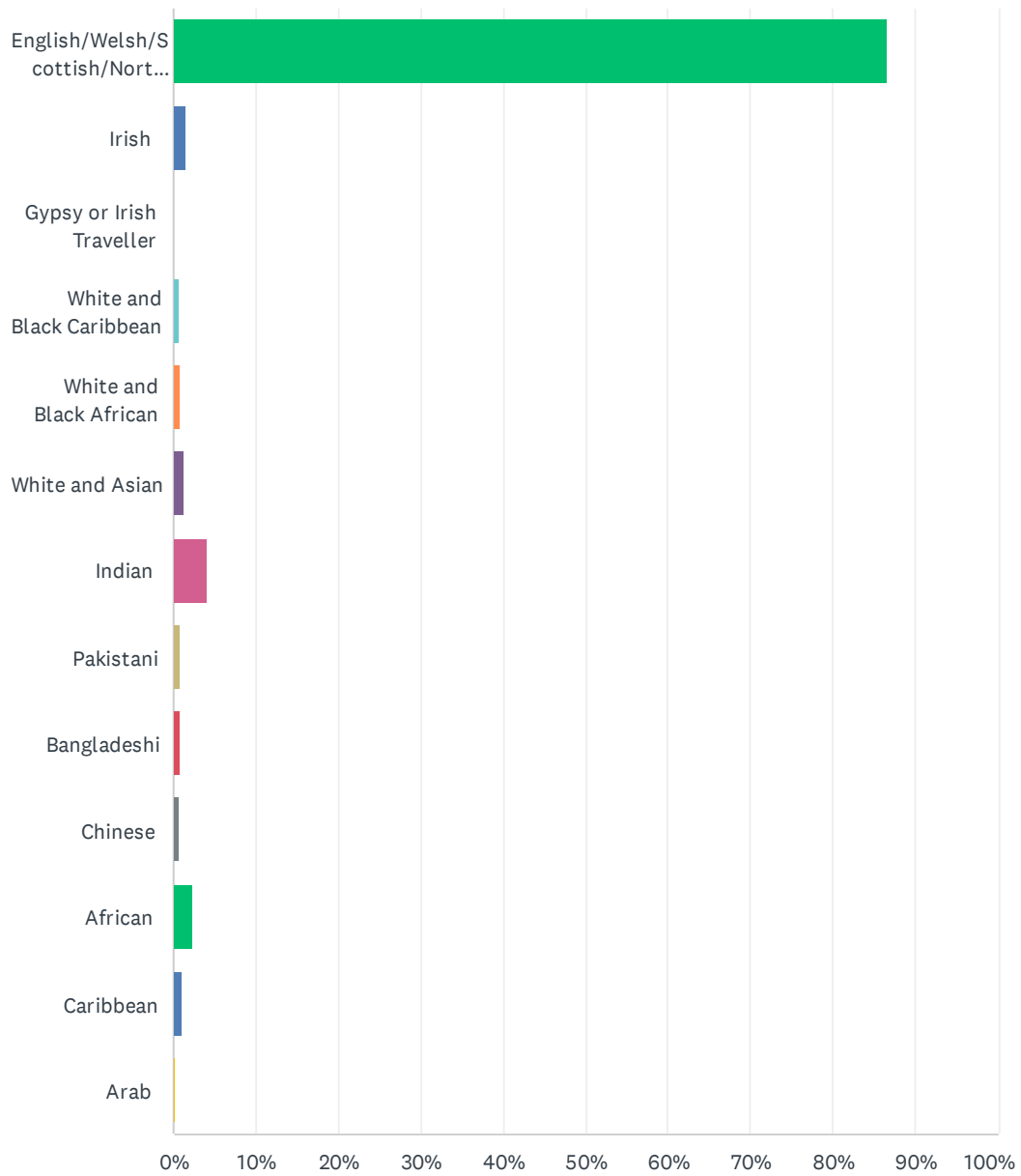
Answered: 2,941 Skipped: 4,048



ANSWER CHOICES	RESPONSES	
Vision (due to blindness or partially sighted)	1.63%	48
Hearing (due to deafness or partial hearing)	4.49%	132
Mobility, such as difficulty walking short distance, climbing stairs, lifting and carrying objects	40.73%	1,198
Learning, concentrating or remembering	1.29%	38
Mental health	6.73%	198
Stamina or difficulty breathing	5.98%	176
Autism	0.54%	16
ADHD	0.41%	12
Prefer not to say	38.18%	1,123
TOTAL		2,941

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

Answered: 5,486 Skipped: 1,503

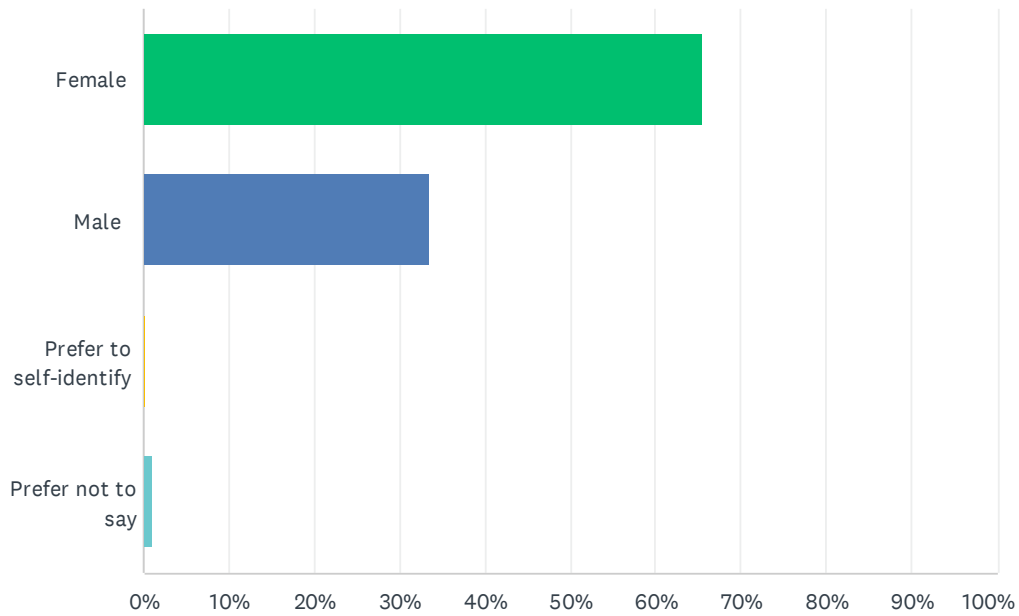


Evening and weekend appointments survey - when would you like to be seen?

ANSWER CHOICES	RESPONSES	
English/Welsh/Scottish/Northern Irish/British	86.47%	4,744
Irish	1.40%	77
Gypsy or Irish Traveller	0.07%	4
White and Black Caribbean	0.57%	31
White and Black African	0.78%	43
White and Asian	1.28%	70
Indian	3.96%	217
Pakistani	0.82%	45
Bangladeshi	0.80%	44
Chinese	0.67%	37
African	2.39%	131
Caribbean	1.00%	55
Arab	0.31%	17
Total Respondents: 5,486		

Q18 What is your gender?

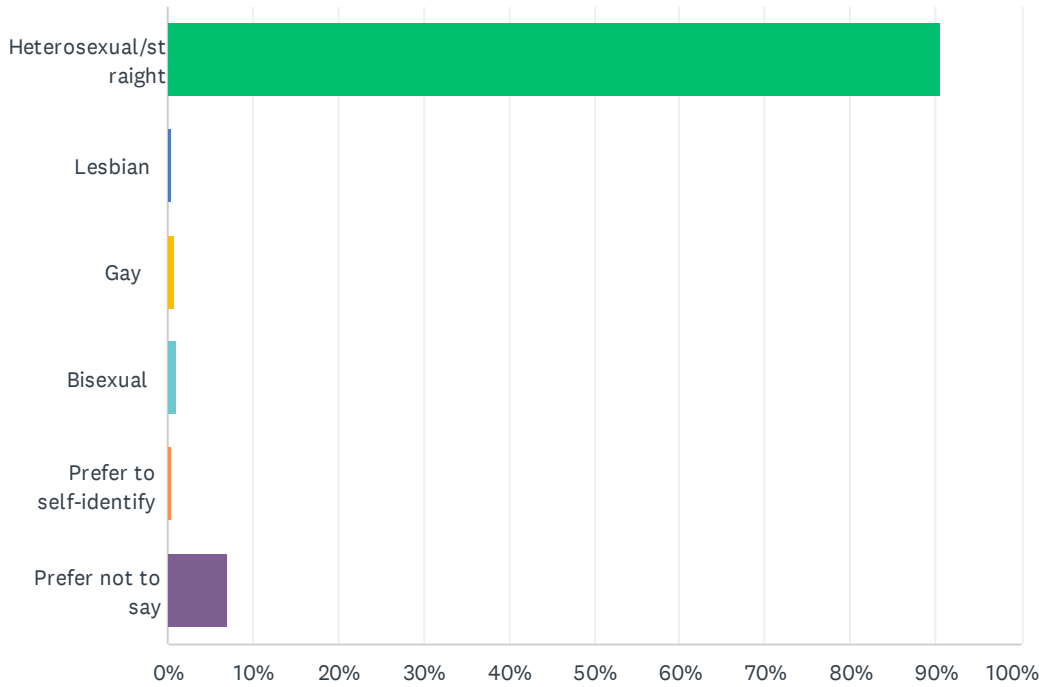
Answered: 5,919 Skipped: 1,070



ANSWER CHOICES	RESPONSES	
Female	65.38%	3,870
Male	33.43%	1,979
Prefer to self-identify	0.17%	10
Prefer not to say	1.06%	63
Total Respondents: 5,919		

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

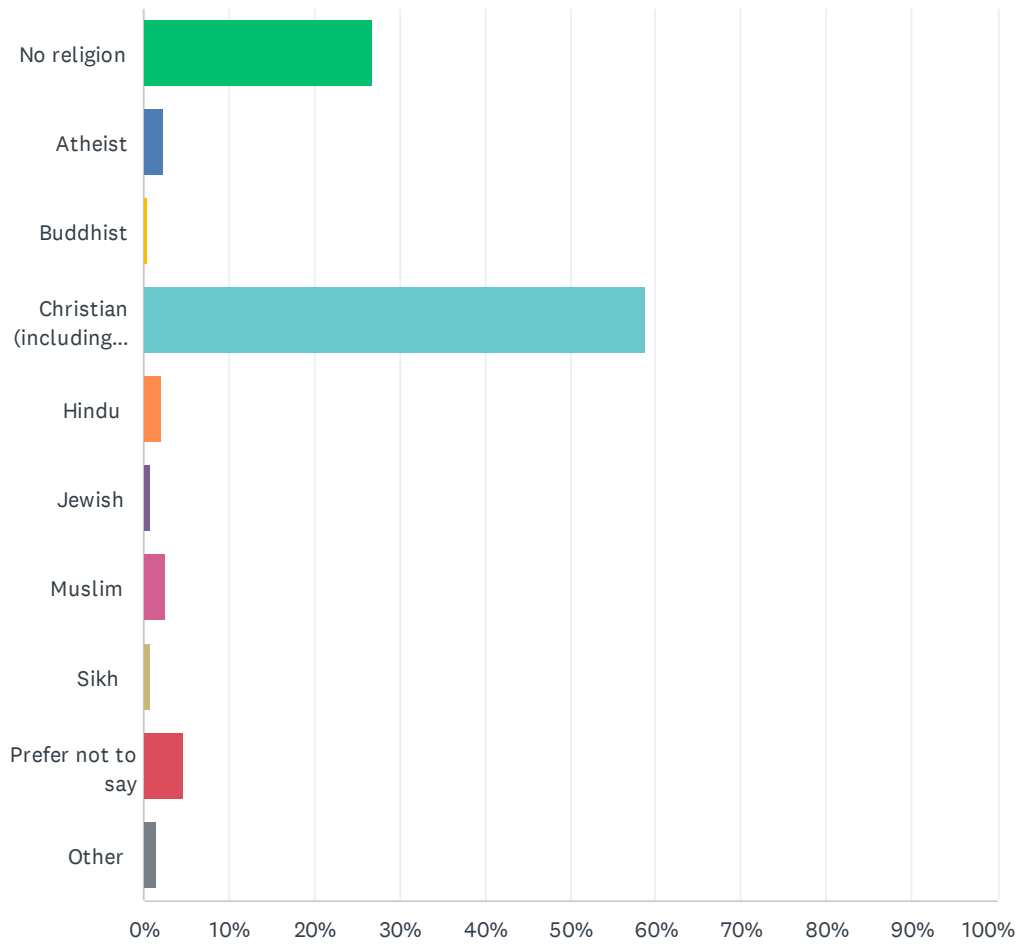
Answered: 5,891 Skipped: 1,098



ANSWER CHOICES	RESPONSES	
Heterosexual/straight	90.61%	5,338
Lesbian	0.44%	26
Gay	0.75%	44
Bisexual	0.98%	58
Prefer to self-identify	0.48%	28
Prefer not to say	6.94%	409
Total Respondents: 5,891		

Q20 What is your religion?

Answered: 5,907 Skipped: 1,082

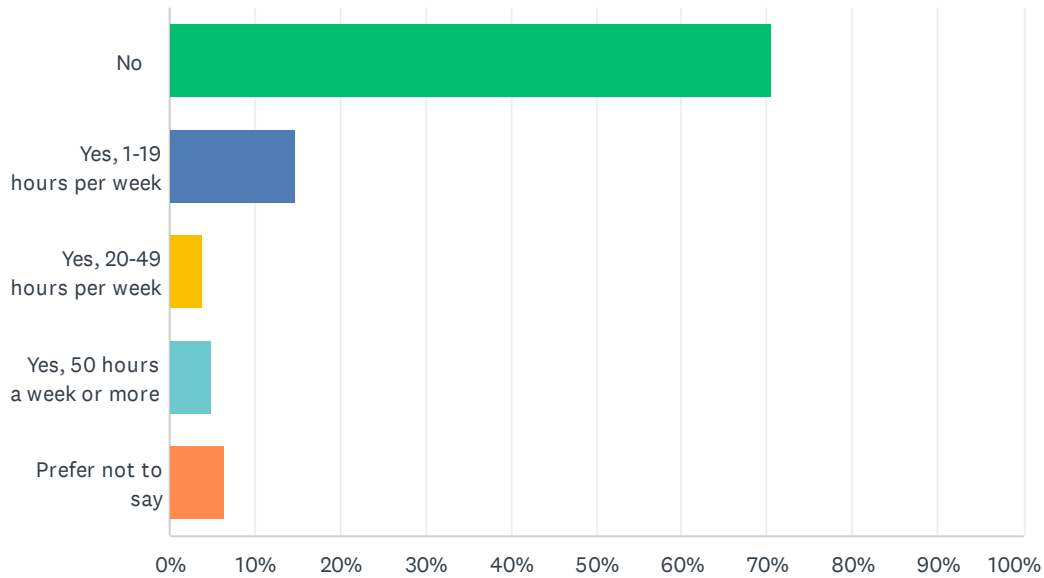


Evening and weekend appointments survey - when would you like to be seen?

ANSWER CHOICES	RESPONSES	
No religion	26.88%	1,588
Atheist	2.37%	140
Buddhist	0.36%	21
Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	58.79%	3,473
Hindu	2.07%	122
Jewish	0.83%	49
Muslim	2.45%	145
Sikh	0.95%	56
Prefer not to say	4.71%	278
Other	1.57%	93
Total Respondents: 5,907		

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: 5,931 Skipped: 1,058



ANSWER CHOICES	RESPONSES	
No	70.68%	4,192
Yes, 1-19 hours per week	14.62%	867
Yes, 20-49 hours per week	3.84%	228
Yes, 50 hours a week or more	5.01%	297
Prefer not to say	6.41%	380
Total Respondents: 5,931		