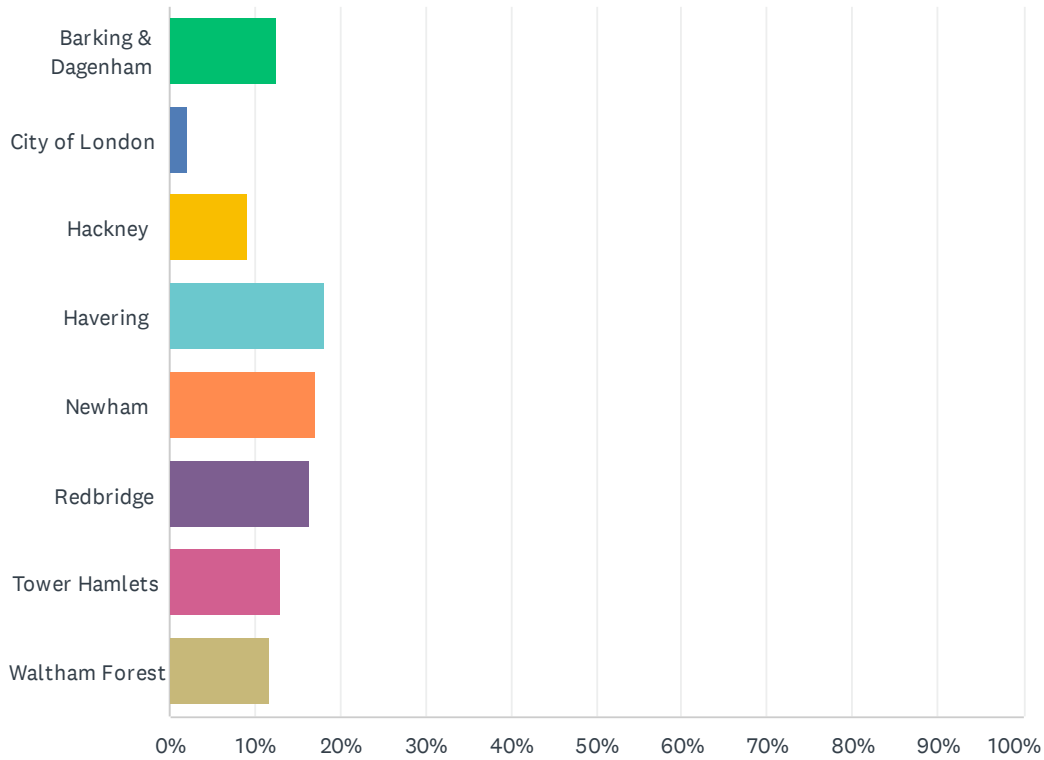


## Q1 What borough do you live in?

Answered: 38,776 Skipped: 0



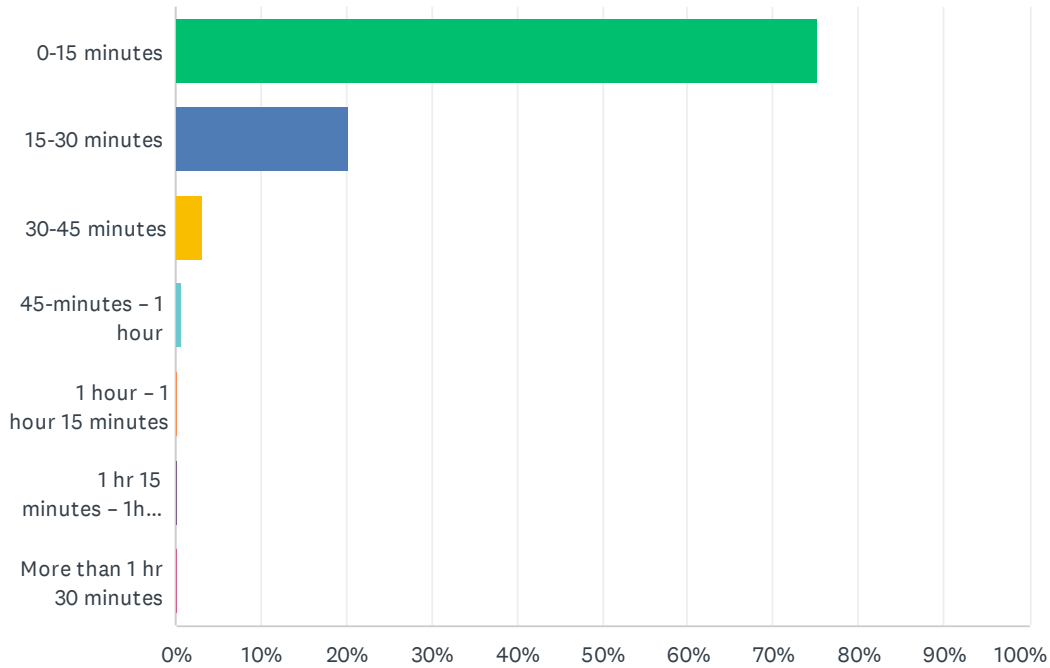
ANSWER CHOICES	RESPONSES	
Barking & Dagenham	12.61%	4,890
City of London	2.11%	820
Hackney	9.17%	3,557
Havering	18.02%	6,989
Newham	17.10%	6,631
Redbridge	16.35%	6,338
Tower Hamlets	12.91%	5,007
Waltham Forest	11.72%	4,544
<b>TOTAL</b>		<b>38,776</b>

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

Answered: 38,178 Skipped: 598

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

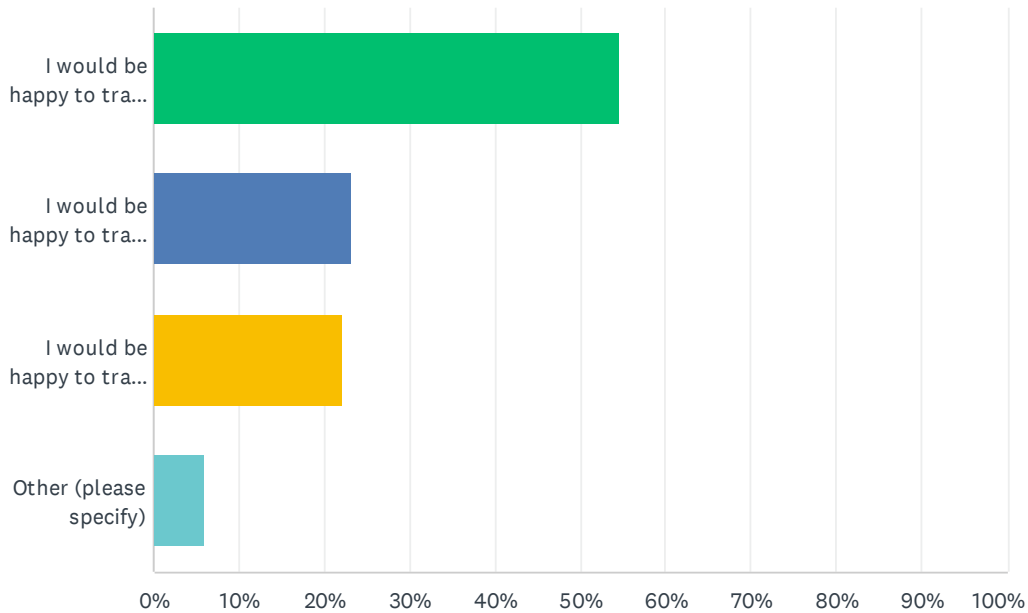
Answered: 38,468 Skipped: 308



ANSWER CHOICES	RESPONSES	
0-15 minutes	75.27%	28,956
15-30 minutes	20.34%	7,826
30-45 minutes	3.14%	1,208
45-minutes – 1 hour	0.75%	287
1 hour – 1 hour 15 minutes	0.20%	76
1 hr 15 minutes – 1hr 30 minutes	0.12%	48
More than 1 hr 30 minutes	0.17%	67
<b>TOTAL</b>		<b>38,468</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)

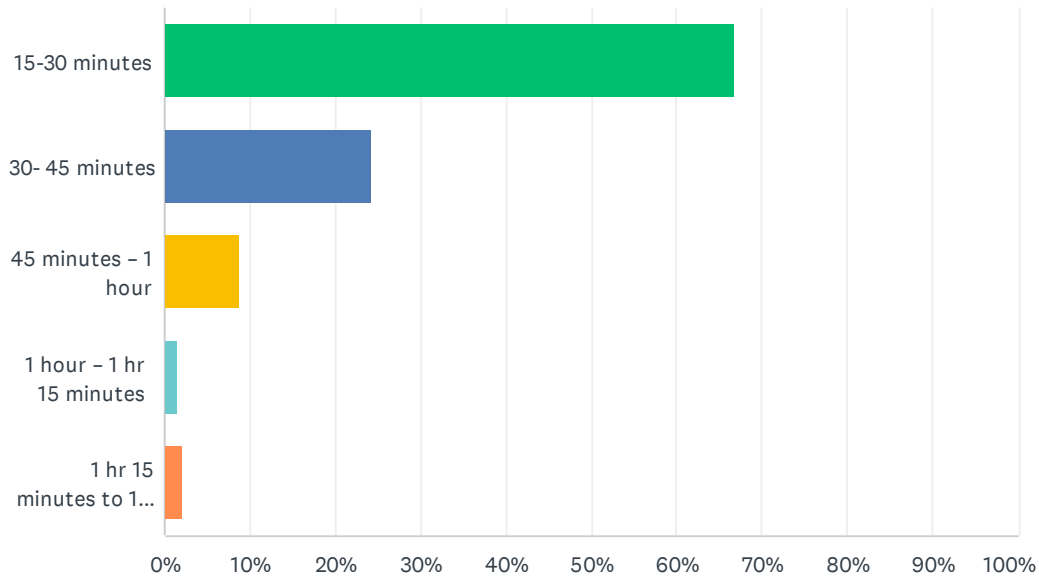
Answered: 38,628 Skipped: 148



ANSWER CHOICES	RESPONSES	
I would be happy to travel 0-2 miles	54.56%	21,077
I would be happy to travel 2-4 miles	23.25%	8,980
I would be happy to travel anywhere within the borough	22.16%	8,561
Other (please specify)	5.88%	2,272
Total Respondents: 38,628		

### 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)

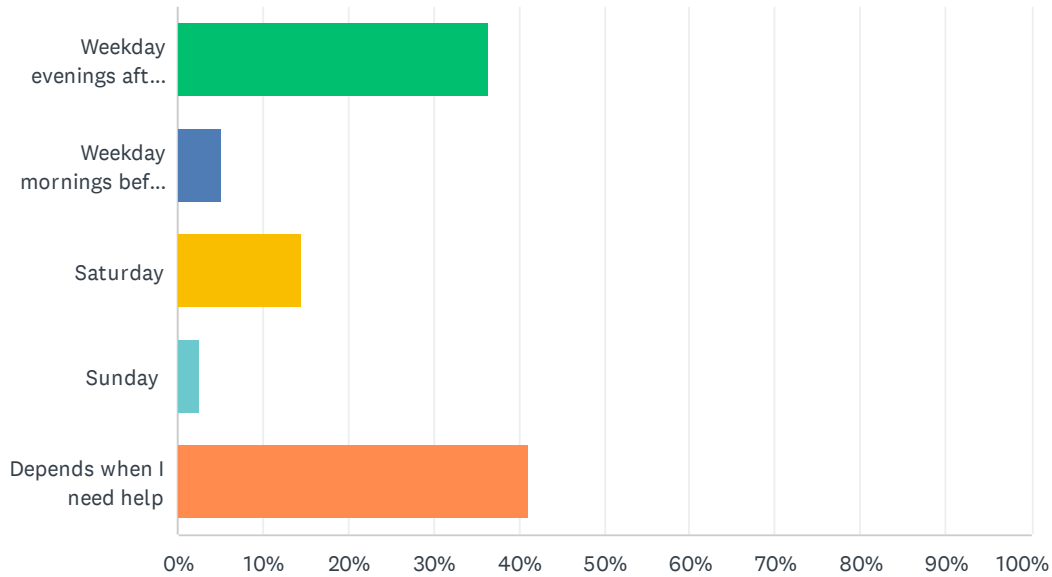
Answered: 38,484 Skipped: 292



ANSWER CHOICES	RESPONSES	
15-30 minutes	66.70%	25,667
30- 45 minutes	24.32%	9,358
45 minutes – 1 hour	8.77%	3,375
1 hour – 1 hr 15 minutes	1.60%	614
1 hr 15 minutes to 1 hr 30 minutes	2.15%	828
Total Respondents: 38,484		

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

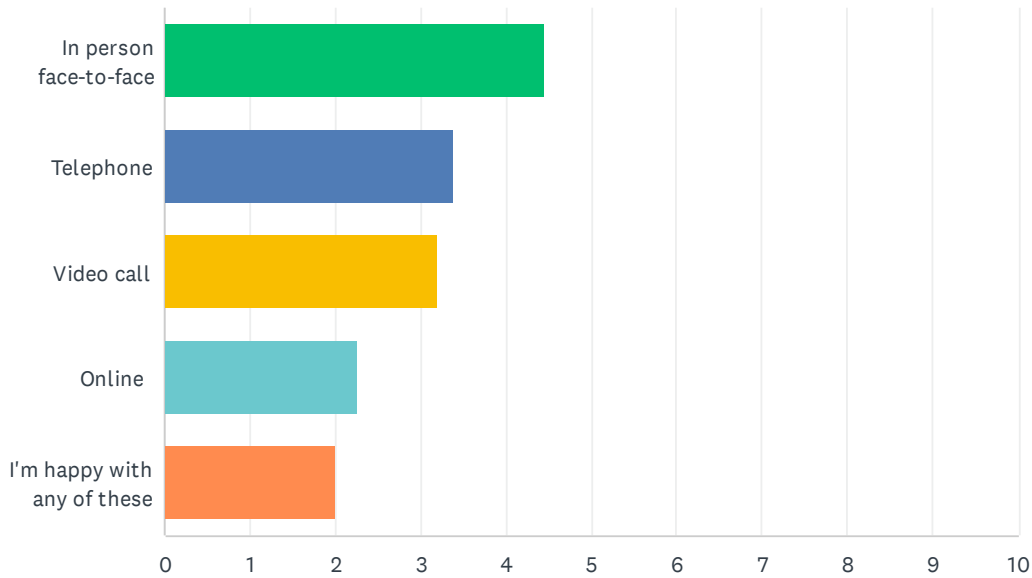
Answered: 38,572 Skipped: 204



ANSWER CHOICES	RESPONSES	
Weekday evenings after 6:30pm	36.57%	14,104
Weekday mornings before 8am	5.18%	1,998
Saturday	14.56%	5,617
Sunday	2.57%	993
Depends when I need help	41.12%	15,860
<b>TOTAL</b>		<b>38,572</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)

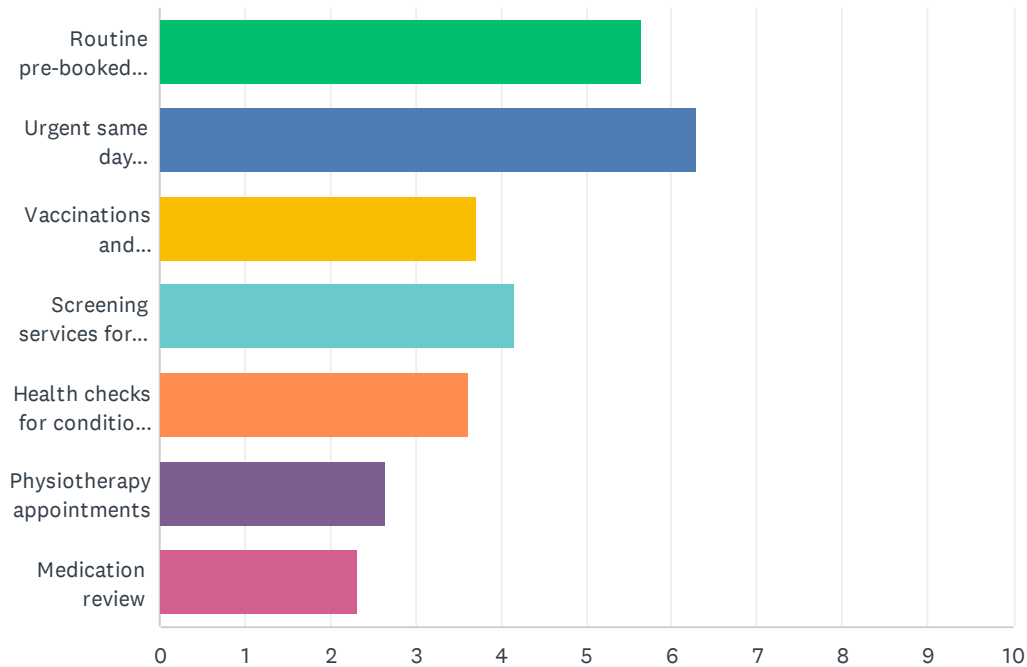
Answered: 38,200 Skipped: 576



	1	2	3	4	5	TOTAL	SCORE
In person face-to-face	76.08% 25,976	9.40% 3,211	4.45% 1,521	3.19% 1,090	6.87% 2,347	34,145	4.45
Telephone	9.71% 2,716	41.60% 11,636	32.20% 9,008	11.96% 3,345	4.53% 1,266	27,971	3.40
Video call	5.86% 1,571	35.46% 9,511	36.55% 9,805	15.79% 4,235	6.34% 1,701	26,823	3.19
Online	3.69% 980	7.50% 1,990	18.26% 4,845	51.64% 13,698	18.90% 5,014	26,527	2.25
I'm happy with any of these	17.17% 4,069	3.45% 817	5.40% 1,280	10.31% 2,444	63.67% 15,089	23,699	2.00

## 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: 38,424 Skipped: 352

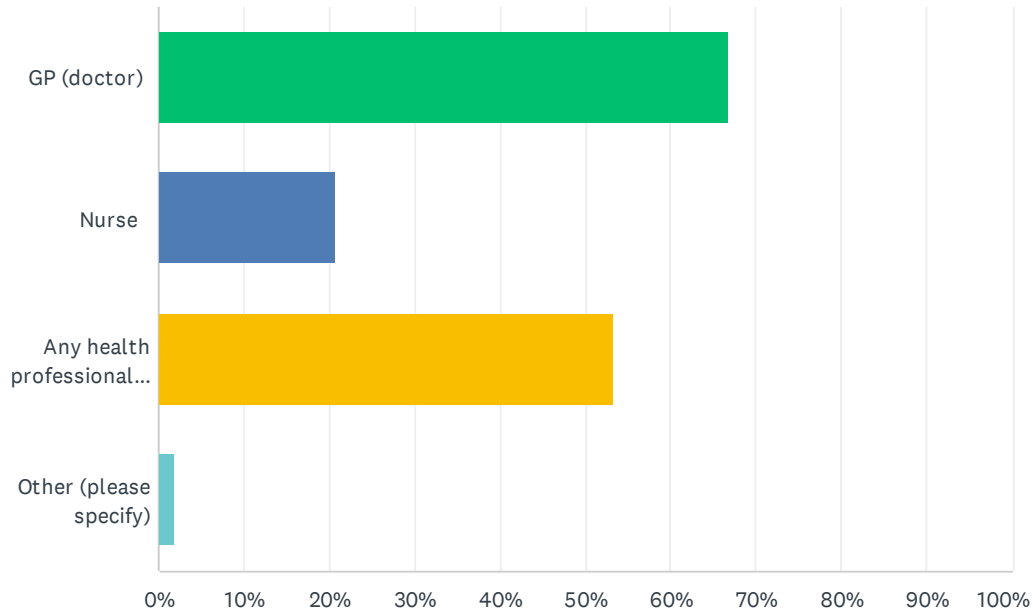


	1	2	3	4	5	6	7	TOTAL	SCORE
Routine pre-booked appointments	29.64% 10,020	41.17% 13,919	12.23% 4,134	6.78% 2,292	4.39% 1,483	3.04% 1,027	2.77% 935	33,810	5.65
Urgent same day appointments	62.39% 22,086	23.48% 8,313	5.89% 2,085	2.59% 916	1.69% 597	1.13% 399	2.84% 1,005	35,401	6.28
Vaccinations and immunisations	2.22% 727	7.60% 2,489	27.69% 9,066	21.14% 6,921	17.10% 5,598	12.15% 3,979	12.09% 3,957	32,737	3.72
Screening services for cancer (smear test for example)	5.03% 1,656	12.83% 4,227	24.02% 7,914	27.61% 9,096	16.44% 5,416	9.08% 2,990	4.99% 1,643	32,942	4.15
Health checks for conditions such as diabetes or asthma	3.48% 1,150	7.25% 2,398	15.90% 5,261	22.58% 7,471	29.66% 9,814	15.37% 5,085	5.76% 1,907	33,086	3.63
Physiotherapy appointments	1.52% 501	3.65% 1,208	7.24% 2,395	10.25% 3,388	18.83% 6,225	39.51% 13,065	19.01% 6,285	33,067	2.64
Medication review	3.02% 1,023	4.04% 1,367	7.89% 2,670	8.59% 2,905	10.39% 3,513	16.52% 5,588	49.54% 16,758	33,824	2.33



## 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)

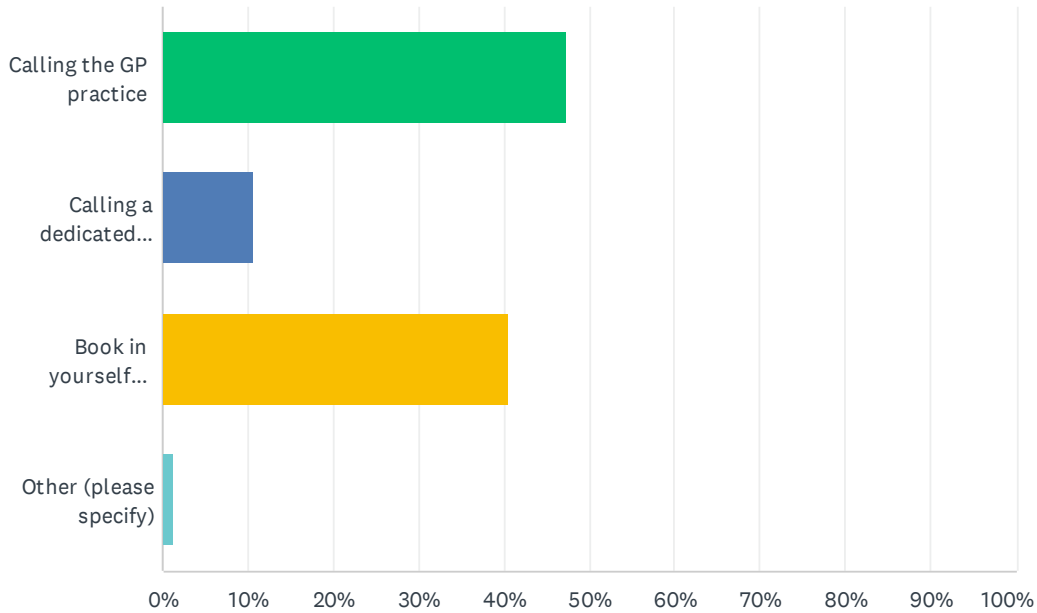
Answered: 38,579 Skipped: 197



ANSWER CHOICES	RESPONSES
GP (doctor)	66.77% 25,759
Nurse	20.69% 7,981
Any health professional appropriate to your needs (e.g. GP, doctor, nurse, healthcare assistant, clinical pharmacist, social prescribing link worker, physician's associate, other)	53.24% 20,539
Other (please specify)	1.82% 702
Total Respondents: 38,579	

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

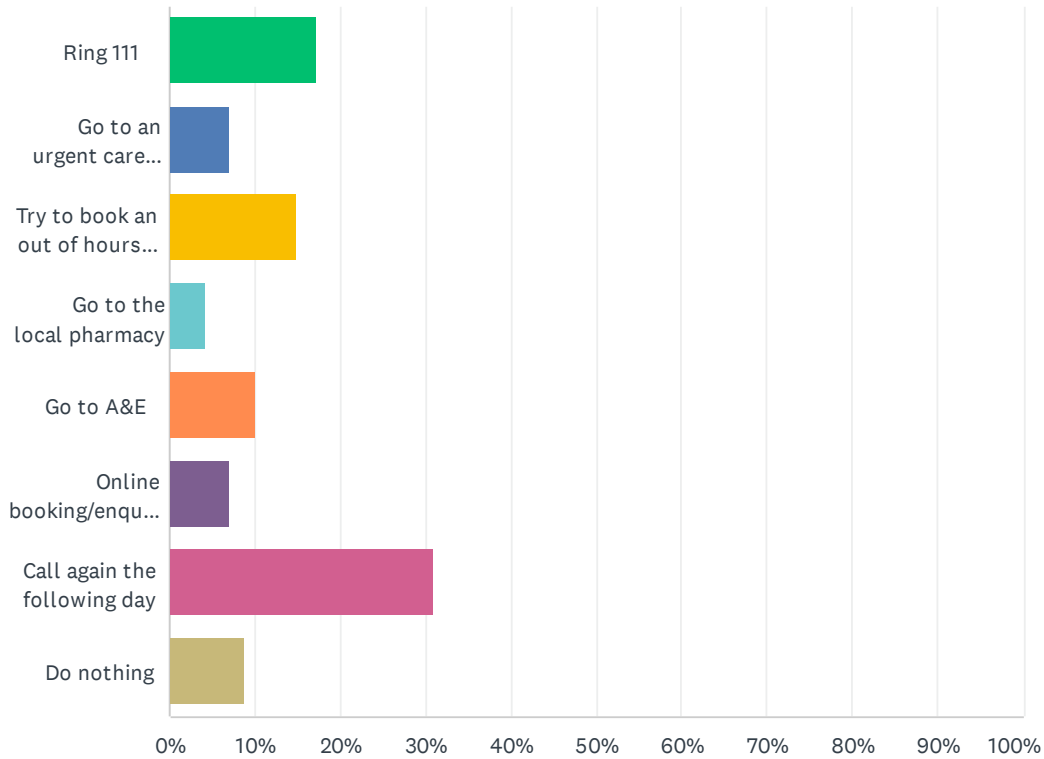
Answered: 38,584 Skipped: 192



ANSWER CHOICES	RESPONSES	
Calling the GP practice	47.34%	18,266
Calling a dedicated booking line	10.75%	4,146
Book in yourself through GP online services	40.55%	15,645
Other (please specify)	1.37%	527
<b>TOTAL</b>		<b>38,584</b>

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

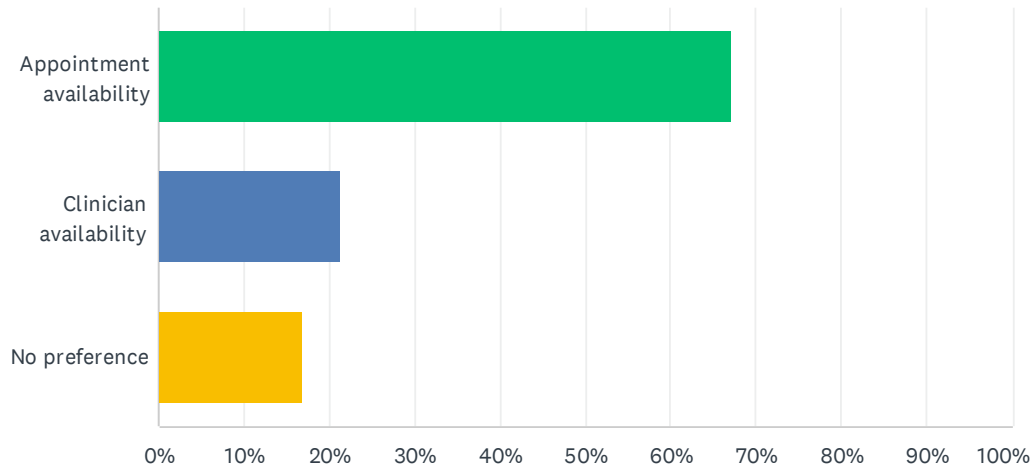
Answered: 38,513 Skipped: 263



ANSWER CHOICES	RESPONSES	
Ring 111	17.24%	6,639
Go to an urgent care centre	7.09%	2,730
Try to book an out of hours GP appointment	14.86%	5,724
Go to the local pharmacy	4.26%	1,640
Go to A&E	9.98%	3,844
Online booking/enquiry form	7.00%	2,694
Call again the following day	30.85%	11,880
Do nothing	8.73%	3,362
<b>TOTAL</b>		<b>38,513</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: 38,536 Skipped: 240



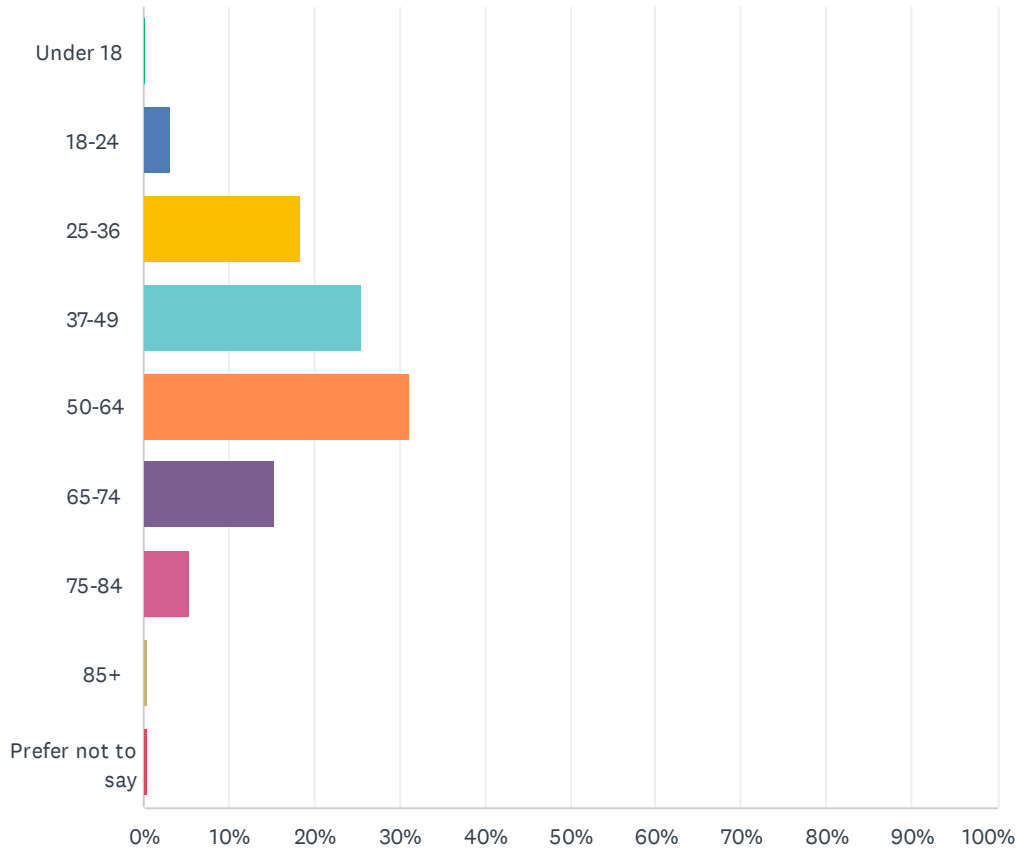
ANSWER CHOICES	RESPONSES	
Appointment availability	67.14%	25,872
Clinician availability	21.23%	8,181
No preference	16.87%	6,500
Total Respondents: 38,536		

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

Answered: 21,456 Skipped: 17,320

## Q14 What age group do you belong to?

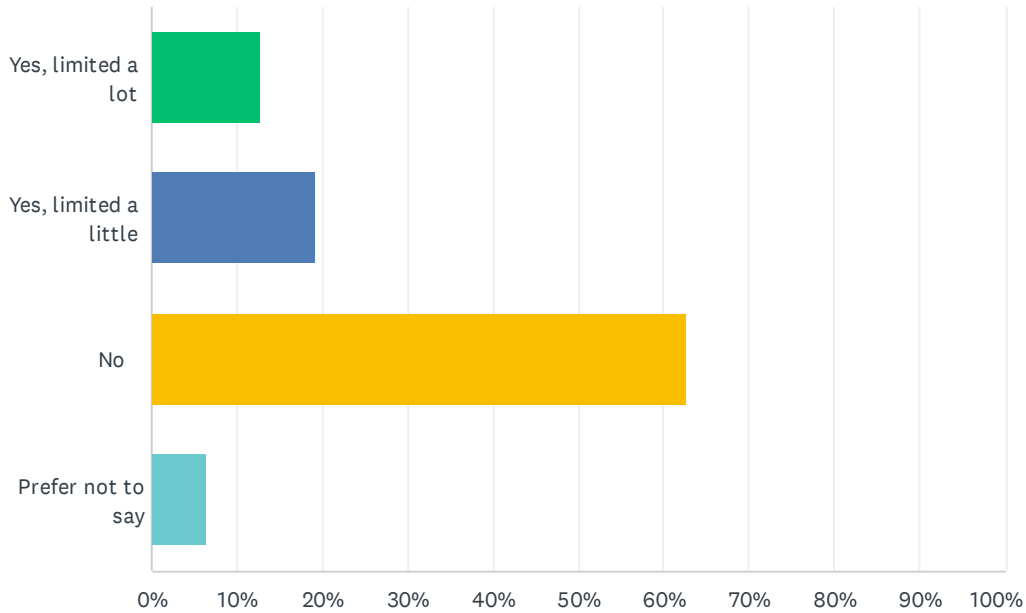
Answered: 31,648 Skipped: 7,128



ANSWER CHOICES	RESPONSES	
Under 18	0.12%	38
18-24	3.28%	1,038
25-36	18.33%	5,801
37-49	25.59%	8,100
50-64	31.17%	9,865
65-74	15.31%	4,846
75-84	5.23%	1,655
85+	0.49%	155
Prefer not to say	0.47%	150
<b>TOTAL</b>		<b>31,648</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?

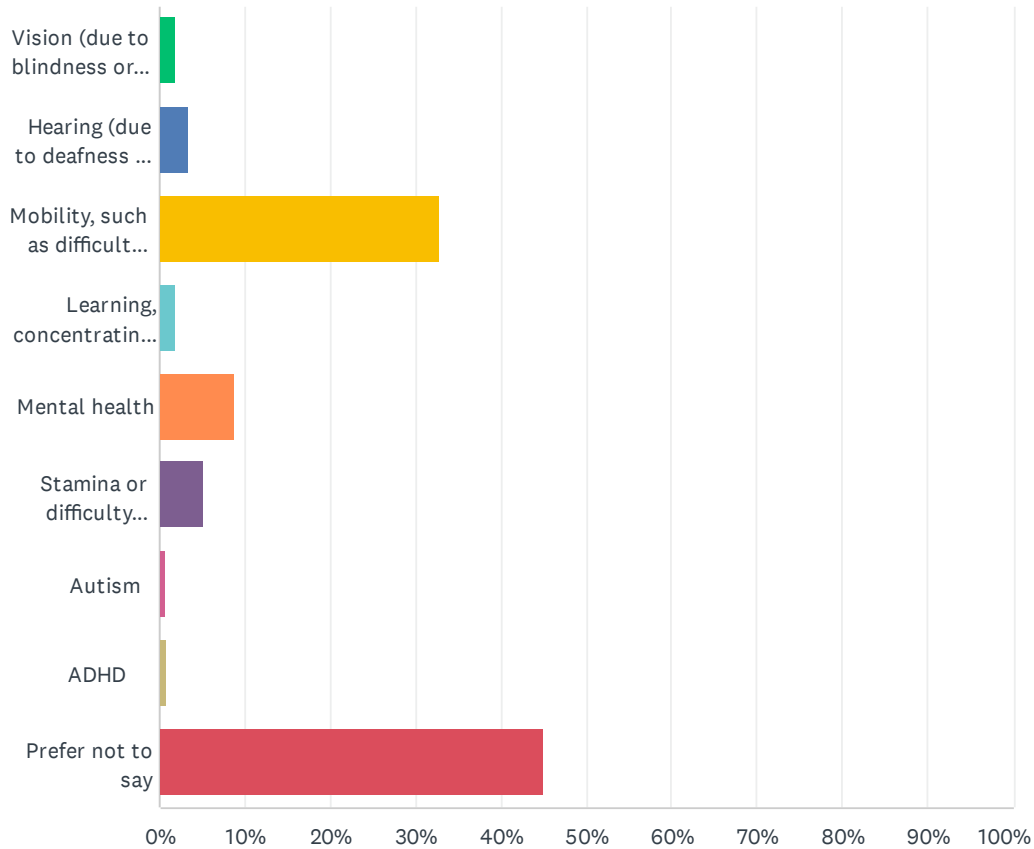
Answered: 31,772 Skipped: 7,004



ANSWER CHOICES	RESPONSES	
Yes, limited a lot	12.82%	4,073
Yes, limited a little	19.16%	6,086
No	62.61%	19,894
Prefer not to say	6.39%	2,031
Total Respondents: 31,772		

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

Answered: 16,909 Skipped: 21,867

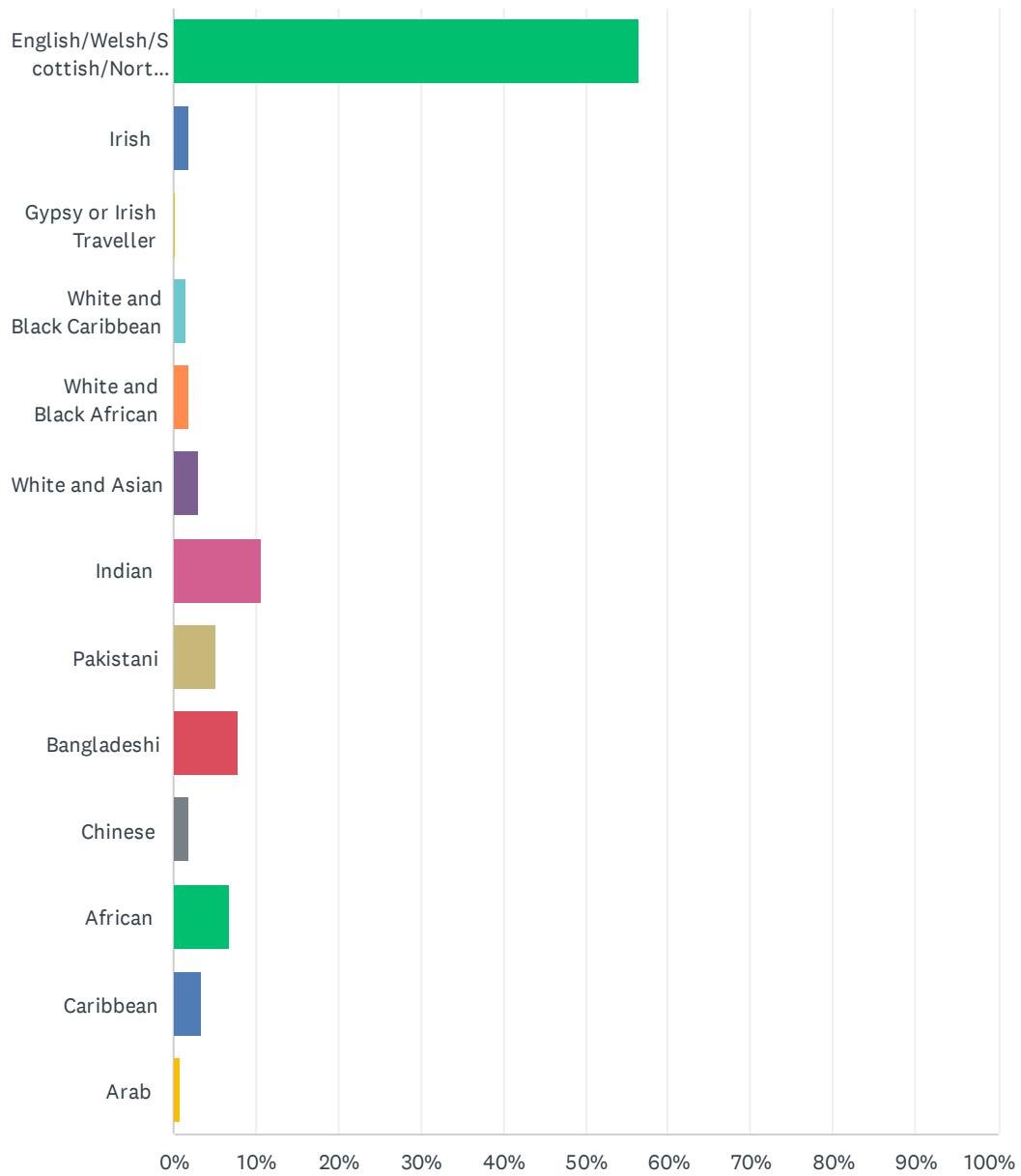


ANSWER CHOICES	RESPONSES	
Vision (due to blindness or partially sighted)	1.92%	325
Hearing (due to deafness or partial hearing)	3.35%	566
Mobility, such as difficulty walking short distance, climbing stairs, lifting and carrying objects	32.80%	5,546
Learning, concentrating or remembering	1.82%	308
Mental health	8.69%	1,470
Stamina or difficulty breathing	5.04%	853
Autism	0.66%	111
ADHD	0.77%	130
Prefer not to say	44.95%	7,600
<b>TOTAL</b>		<b>16,909</b>



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

Answered: 26,544 Skipped: 12,232

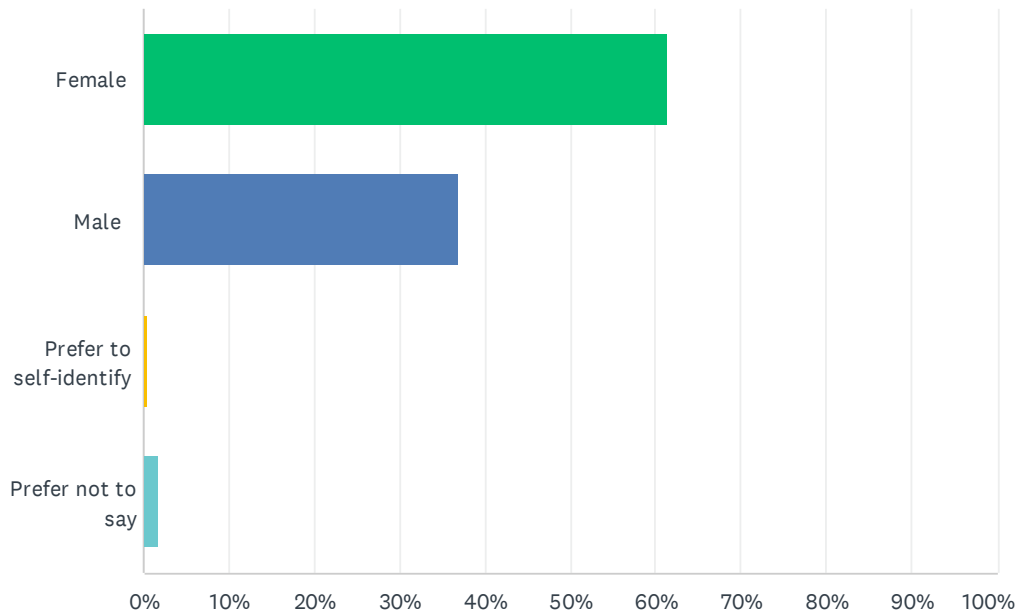


## Evening and weekend appointments survey - when would you like to be seen?

ANSWER CHOICES	RESPONSES	
English/Welsh/Scottish/Northern Irish/British	56.52%	15,002
Irish	1.92%	510
Gypsy or Irish Traveller	0.14%	36
White and Black Caribbean	1.50%	397
White and Black African	1.91%	507
White and Asian	2.92%	774
Indian	10.75%	2,854
Pakistani	5.10%	1,355
Bangladeshi	7.81%	2,072
Chinese	1.82%	484
African	6.74%	1,789
Caribbean	3.38%	897
Arab	0.90%	238
Total Respondents: 26,544		

## Q18 What is your gender?

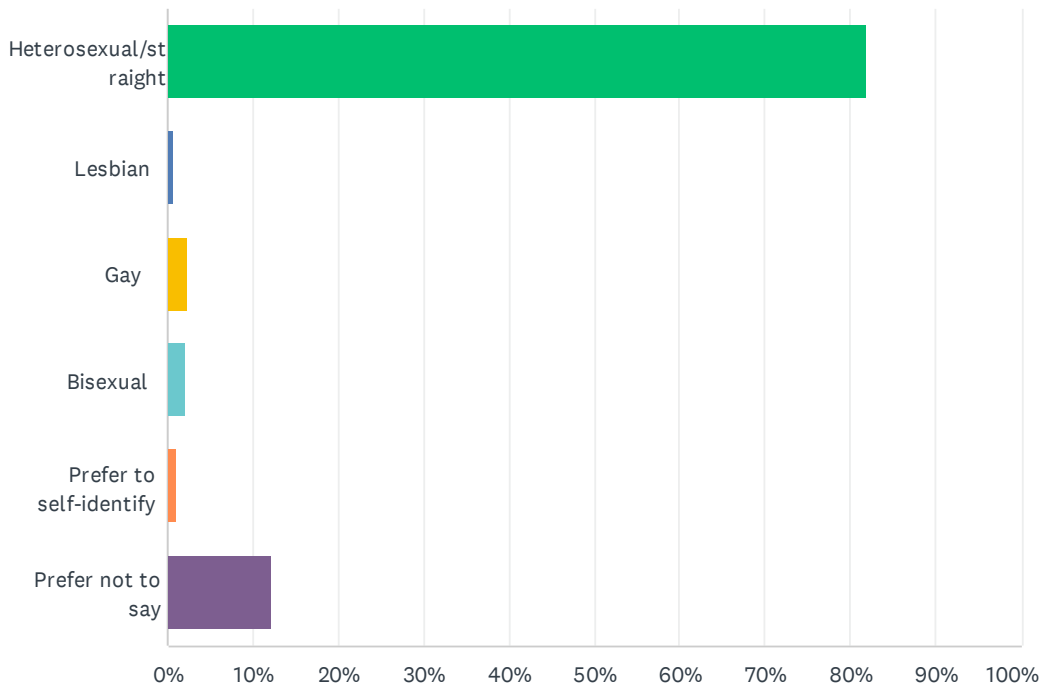
Answered: 31,715 Skipped: 7,061



ANSWER CHOICES	RESPONSES	
Female	61.38%	19,468
Male	36.82%	11,677
Prefer to self-identify	0.35%	110
Prefer not to say	1.60%	508
Total Respondents: 31,715		

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

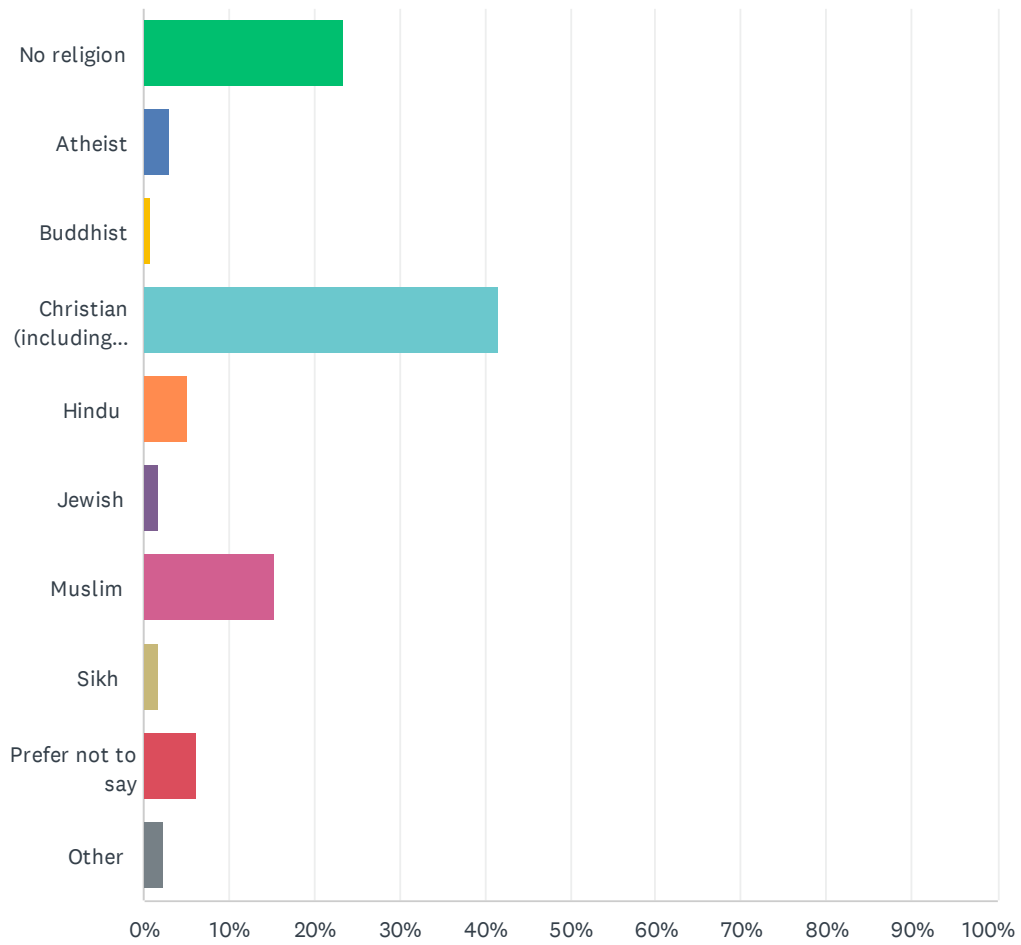
Answered: 31,308 Skipped: 7,468



ANSWER CHOICES	RESPONSES	
Heterosexual/straight	81.96%	25,659
Lesbian	0.72%	226
Gay	2.24%	702
Bisexual	2.08%	651
Prefer to self-identify	1.12%	352
Prefer not to say	12.22%	3,826
Total Respondents: 31,308		

## Q20 What is your religion?

Answered: 31,604 Skipped: 7,172

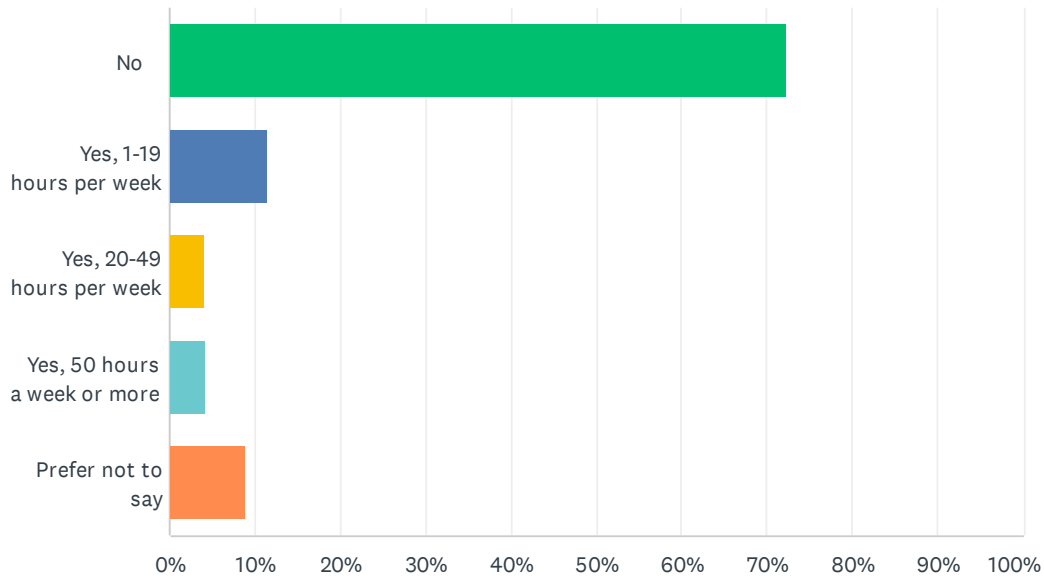


Evening and weekend appointments survey - when would you like to be seen?

ANSWER CHOICES	RESPONSES	
No religion	23.40%	7,394
Atheist	3.03%	958
Buddhist	0.85%	270
Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	41.59%	13,144
Hindu	5.12%	1,618
Jewish	1.77%	560
Muslim	15.26%	4,824
Sikh	1.60%	507
Prefer not to say	6.26%	1,979
Other	2.41%	762
Total Respondents: 31,604		

### 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: 31,838 Skipped: 6,938



ANSWER CHOICES	RESPONSES	
No	72.18%	22,980
Yes, 1-19 hours per week	11.58%	3,686
Yes, 20-49 hours per week	3.94%	1,256
Yes, 50 hours a week or more	4.26%	1,356
Prefer not to say	9.00%	2,866
Total Respondents: 31,838		