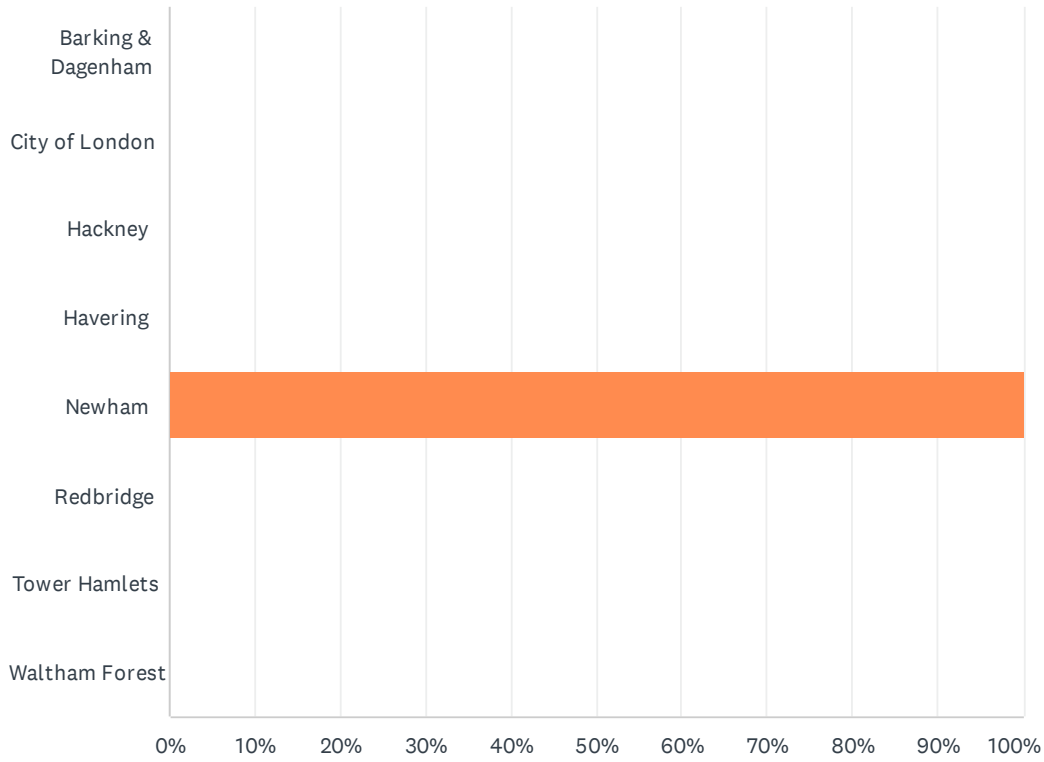


Q1 What borough do you live in?

Answered: 6,631 Skipped: 0



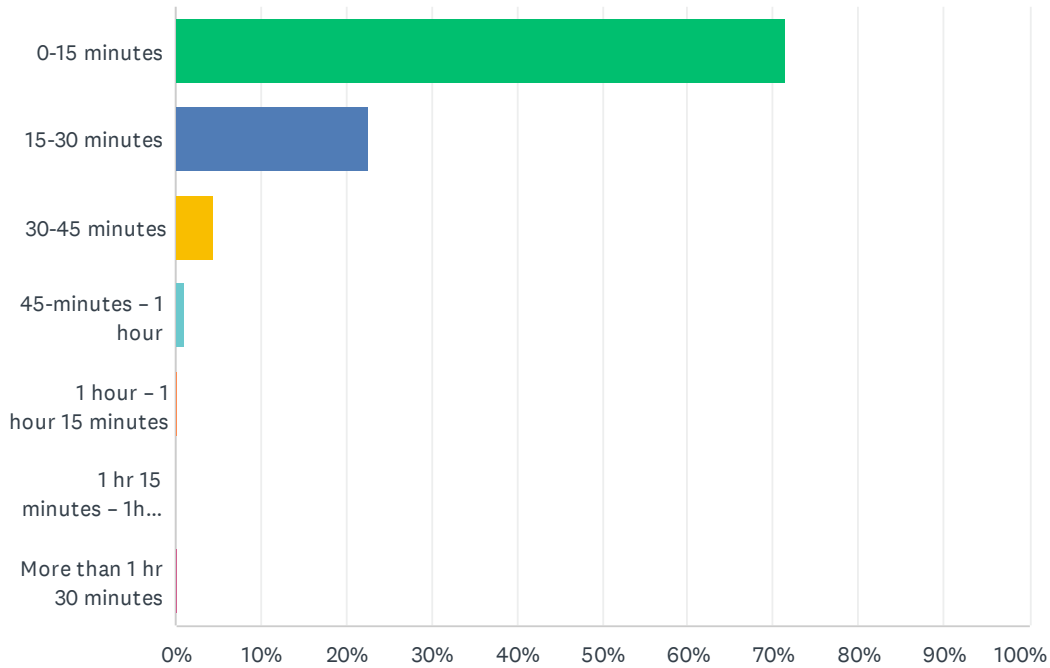
ANSWER CHOICES	RESPONSES
Barking & Dagenham	0.00% 0
City of London	0.00% 0
Hackney	0.00% 0
Havering	0.00% 0
Newham	100.00% 6,631
Redbridge	0.00% 0
Tower Hamlets	0.00% 0
Waltham Forest	0.00% 0
TOTAL	6,631

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

Answered: 6,514 Skipped: 117

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

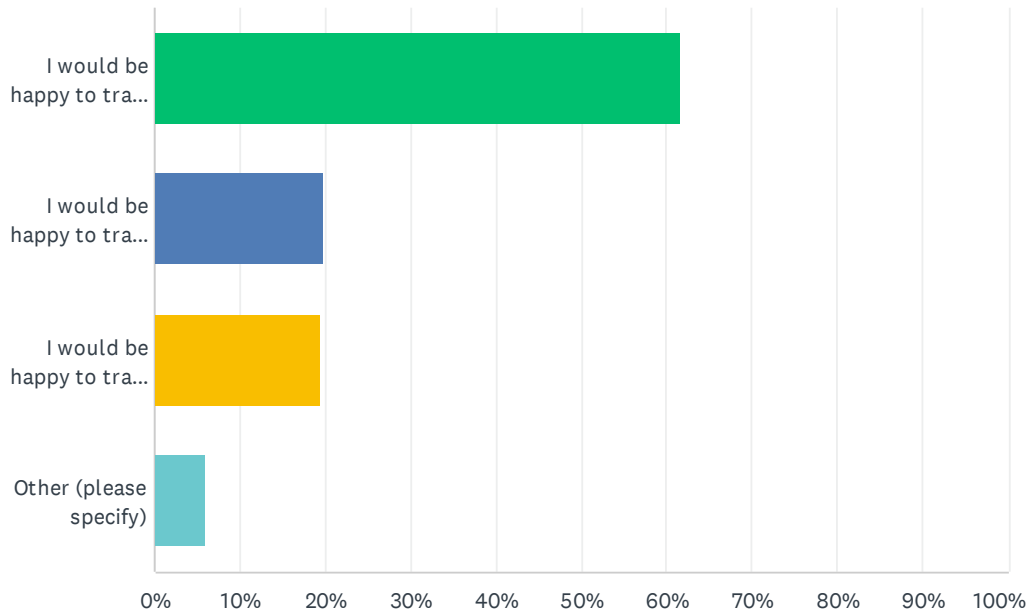
Answered: 6,573 Skipped: 58



ANSWER CHOICES	RESPONSES	
0-15 minutes	71.35%	4,690
15-30 minutes	22.70%	1,492
30-45 minutes	4.44%	292
45-minutes - 1 hour	0.97%	64
1 hour - 1 hour 15 minutes	0.21%	14
1 hr 15 minutes - 1hr 30 minutes	0.09%	6
More than 1 hr 30 minutes	0.23%	15
TOTAL		6,573

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)

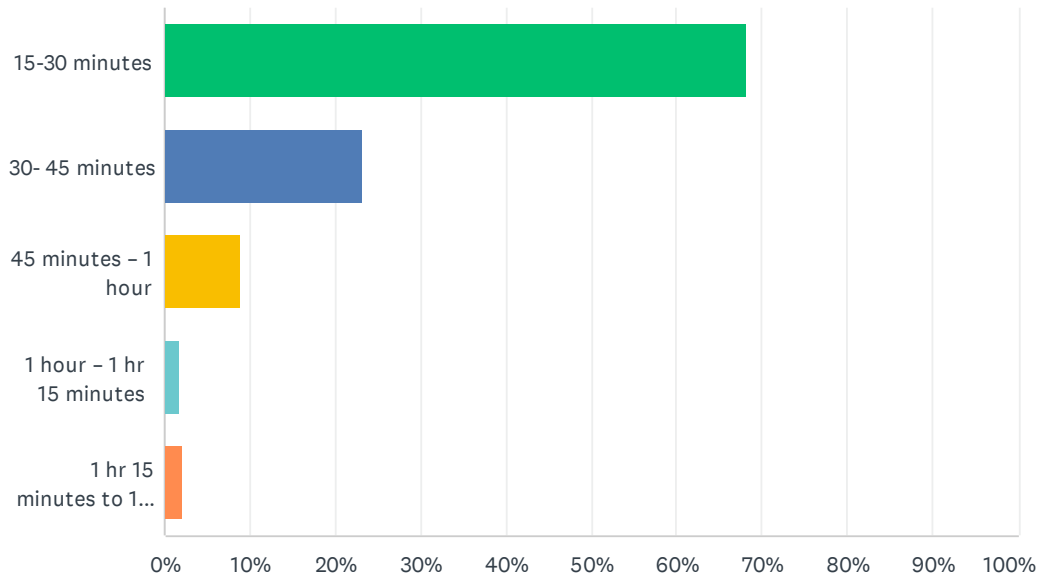
Answered: 6,600 Skipped: 31



ANSWER CHOICES	RESPONSES	
I would be happy to travel 0-2 miles	61.52%	4,060
I would be happy to travel 2-4 miles	19.83%	1,309
I would be happy to travel anywhere within the borough	19.48%	1,286
Other (please specify)	5.92%	391
Total Respondents: 6,600		

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)

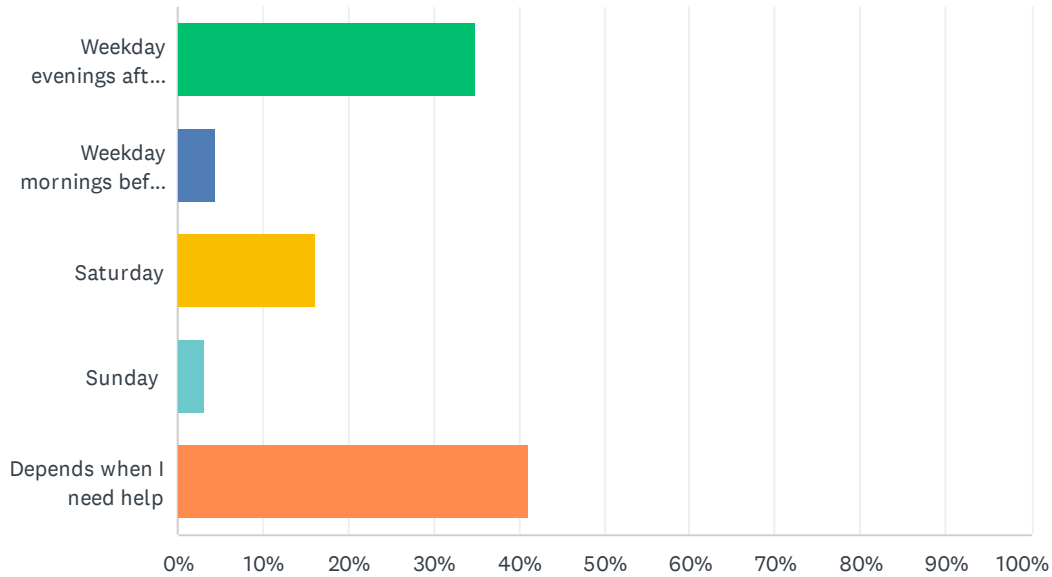
Answered: 6,574 Skipped: 57



ANSWER CHOICES	RESPONSES	
15-30 minutes	68.30%	4,490
30-45 minutes	23.33%	1,534
45 minutes – 1 hour	8.88%	584
1 hour – 1 hr 15 minutes	1.72%	113
1 hr 15 minutes to 1 hr 30 minutes	2.10%	138
Total Respondents: 6,574		

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

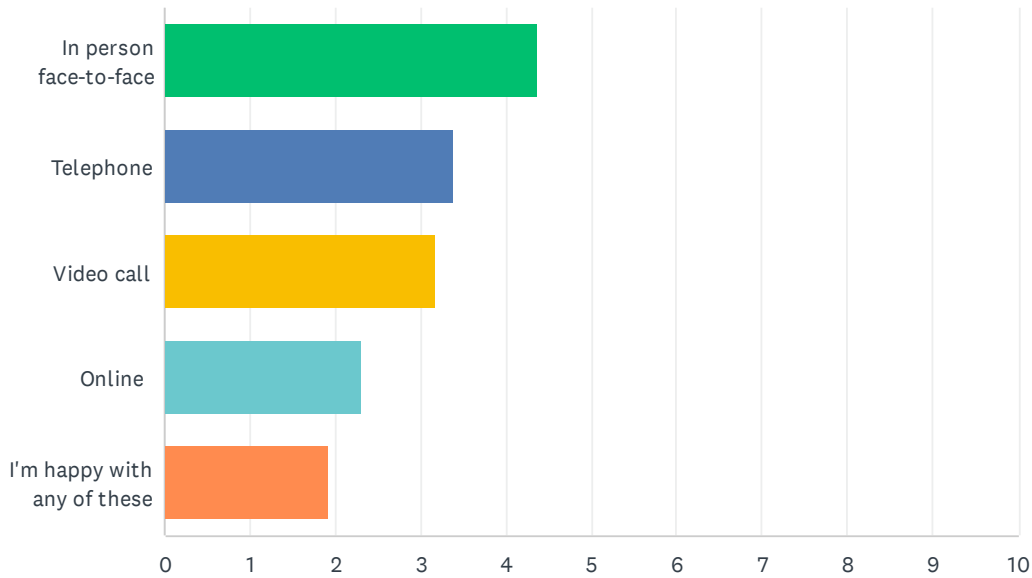
Answered: 6,587 Skipped: 44



ANSWER CHOICES	RESPONSES	
Weekday evenings after 6:30pm	35.02%	2,307
Weekday mornings before 8am	4.55%	300
Saturday	16.20%	1,067
Sunday	3.10%	204
Depends when I need help	41.13%	2,709
TOTAL		6,587

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)

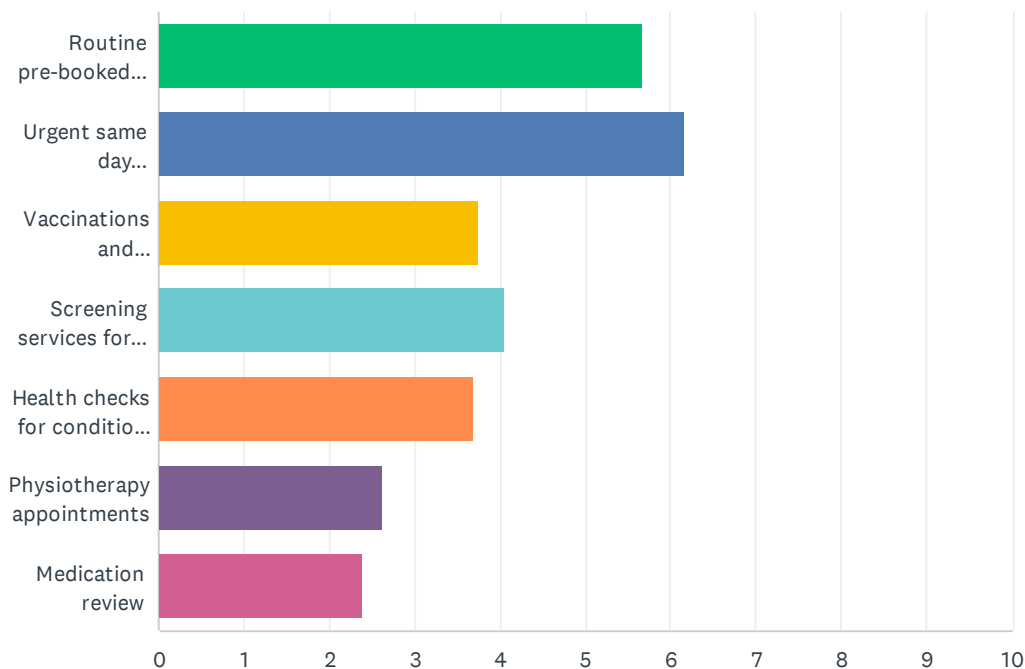
Answered: 6,514 Skipped: 117



	1	2	3	4	5	TOTAL	SCORE
In person face-to-face	75.15% 4,410	8.62% 506	4.24% 249	3.14% 184	8.84% 519	5,868	4.38
Telephone	10.05% 462	41.93% 1,927	30.83% 1,417	12.36% 568	4.83% 222	4,596	3.40
Video call	5.77% 256	34.78% 1,543	37.56% 1,666	15.87% 704	6.02% 267	4,436	3.18
Online	4.20% 185	8.33% 367	19.34% 852	51.00% 2,247	17.14% 755	4,406	2.31
I'm happy with any of these	14.95% 599	3.44% 138	4.74% 190	11.08% 444	65.78% 2,635	4,006	1.91

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)

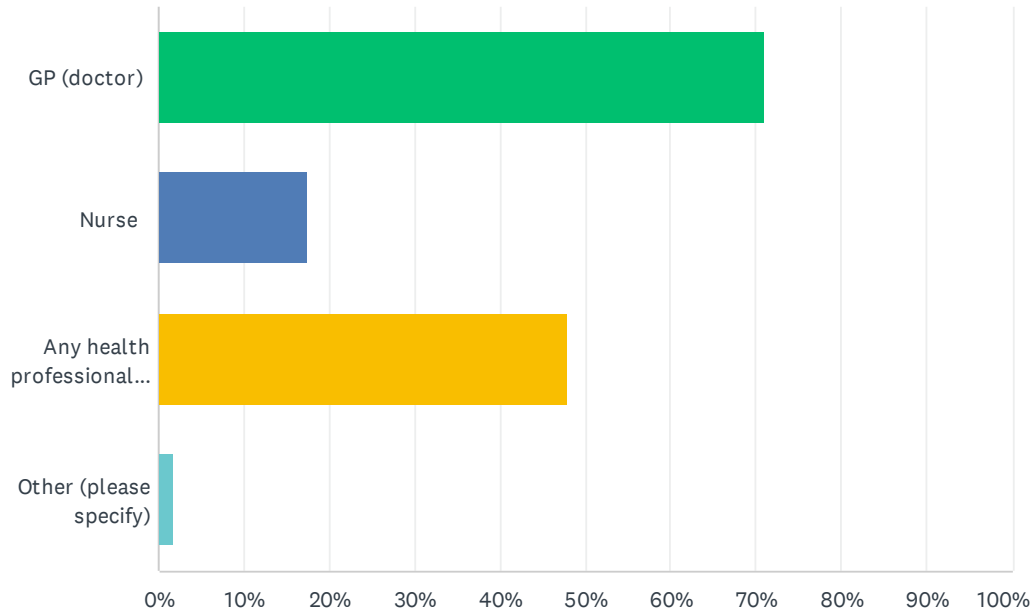
Answered: 6,566 Skipped: 65



	1	2	3	4	5	6	7	TOTAL	SCORE
Routine pre-booked appointments	33.11% 1,910	38.40% 2,215	11.30% 652	6.41% 370	4.77% 275	3.17% 183	2.83% 163	5,768	5.68
Urgent same day appointments	58.64% 3,535	25.33% 1,527	6.25% 377	2.67% 161	2.22% 134	1.23% 74	3.65% 220	6,028	6.17
Vaccinations and immunisations	2.32% 129	8.44% 469	28.88% 1,605	20.22% 1,124	15.69% 872	11.60% 645	12.85% 714	5,558	3.75
Screening services for cancer (smear test for example)	4.38% 245	11.23% 629	22.45% 1,257	29.11% 1,630	17.95% 1,005	9.46% 530	5.43% 304	5,600	4.05
Health checks for conditions such as diabetes or asthma	3.59% 202	8.15% 458	16.49% 927	22.06% 1,240	29.53% 1,660	14.73% 828	5.44% 306	5,621	3.68
Physiotherapy appointments	1.43% 80	3.65% 205	6.61% 371	10.28% 577	18.76% 1,053	40.73% 2,286	18.55% 1,041	5,613	2.62
Medication review	3.43% 197	4.51% 259	8.18% 469	8.63% 495	9.73% 558	16.38% 940	49.14% 2,819	5,737	2.38

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)

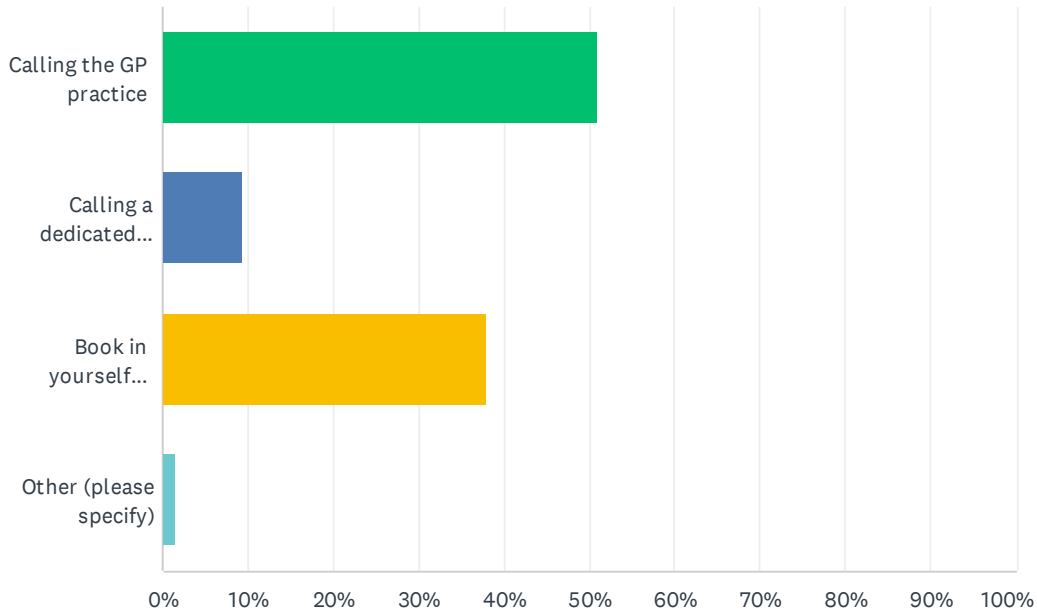
Answered: 6,594 Skipped: 37



ANSWER CHOICES	RESPONSES
GP (doctor)	70.90% 4,675
Nurse	17.42% 1,149
Any health professional appropriate to your needs (e.g. GP, doctor, nurse, healthcare assistant, clinical pharmacist, social prescribing link worker, physician's associate, other)	48.04% 3,168
Other (please specify)	1.68% 111
Total Respondents: 6,594	

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

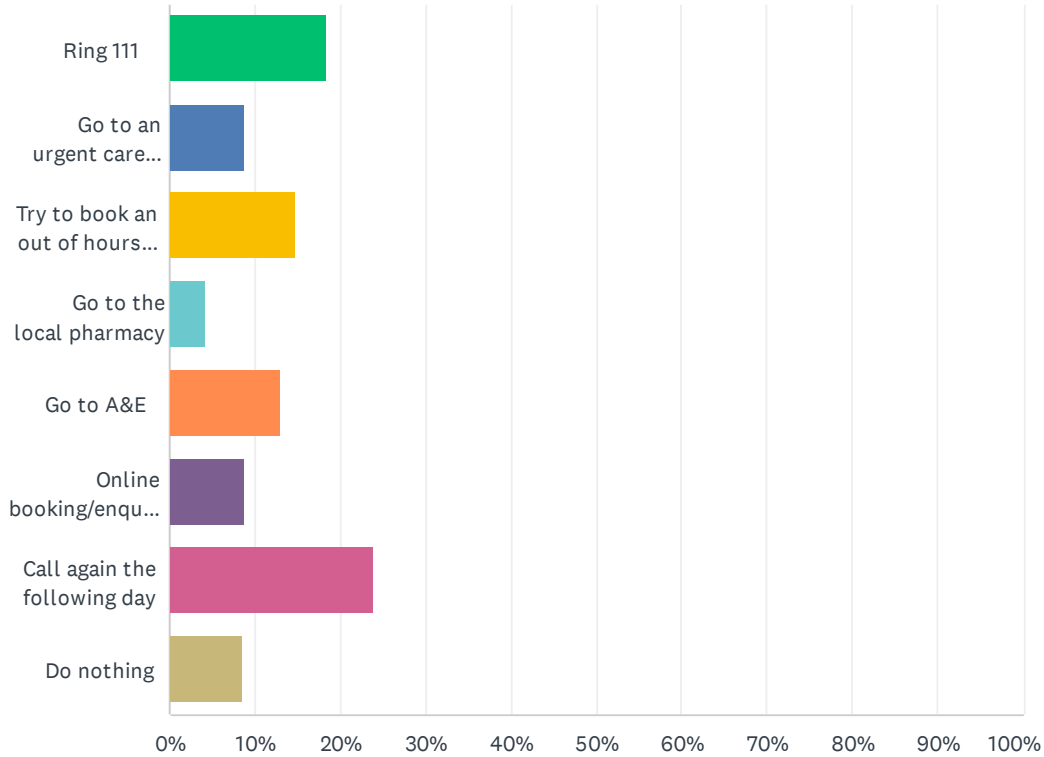
Answered: 6,594 Skipped: 37



ANSWER CHOICES	RESPONSES	
Calling the GP practice	51.00%	3,363
Calling a dedicated booking line	9.39%	619
Book in yourself through GP online services	38.05%	2,509
Other (please specify)	1.56%	103
TOTAL		6,594

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

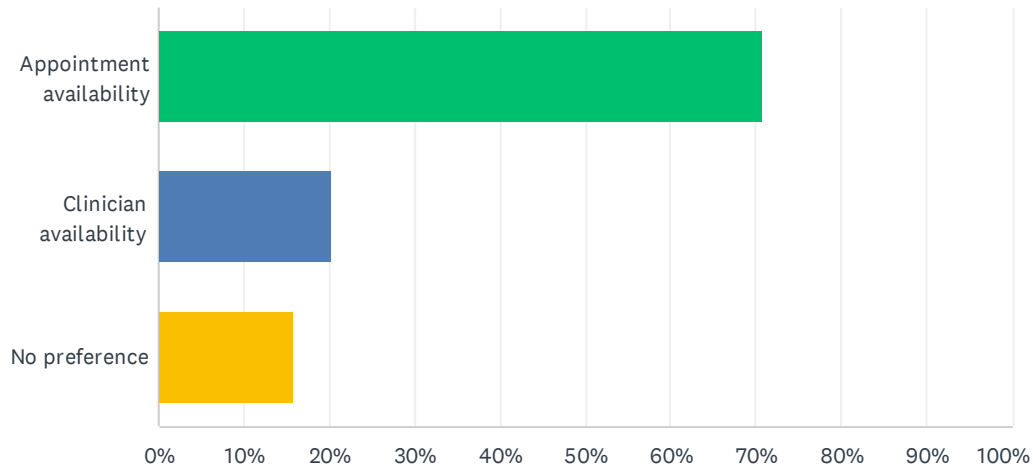
Answered: 6,575 Skipped: 56



ANSWER CHOICES	RESPONSES	
Ring 111	18.31%	1,204
Go to an urgent care centre	8.64%	568
Try to book an out of hours GP appointment	14.62%	961
Go to the local pharmacy	4.23%	278
Go to A&E	12.94%	851
Online booking/enquiry form	8.68%	571
Call again the following day	23.98%	1,577
Do nothing	8.59%	565
TOTAL		6,575

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: 6,577 Skipped: 54



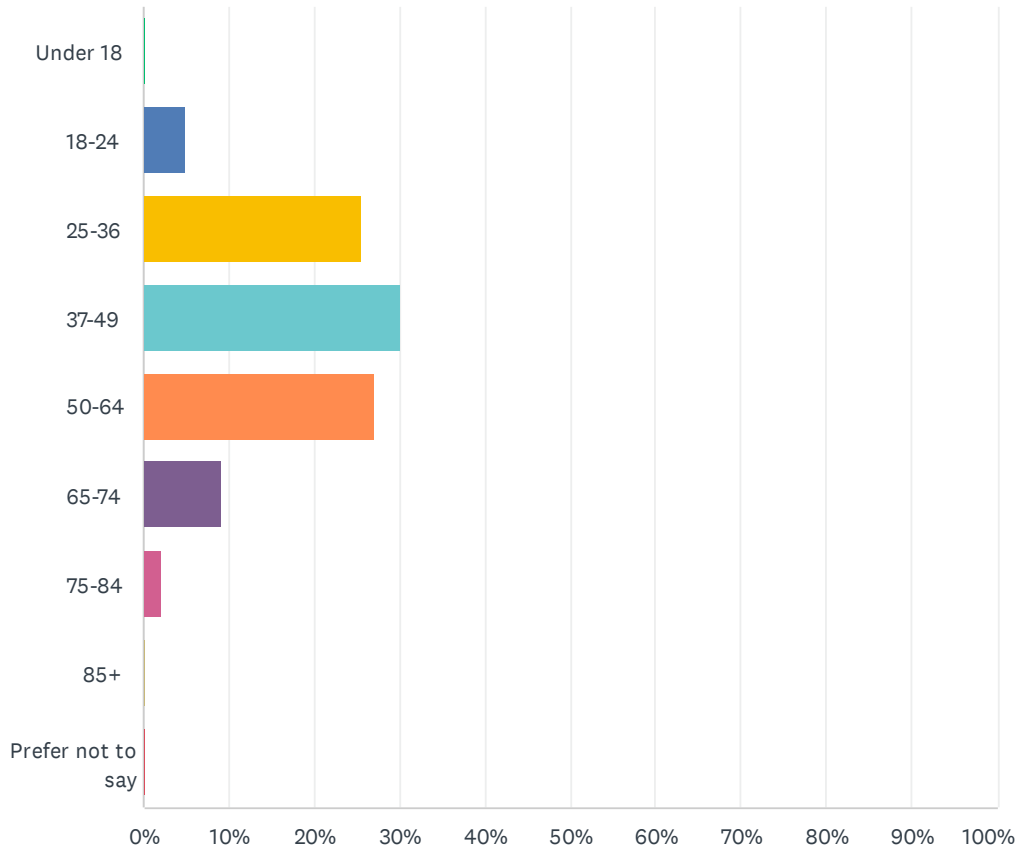
ANSWER CHOICES	RESPONSES	
Appointment availability	70.69%	4,649
Clinician availability	20.18%	1,327
No preference	15.78%	1,038
Total Respondents: 6,577		

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

Answered: 3,754 Skipped: 2,877

Q14 What age group do you belong to?

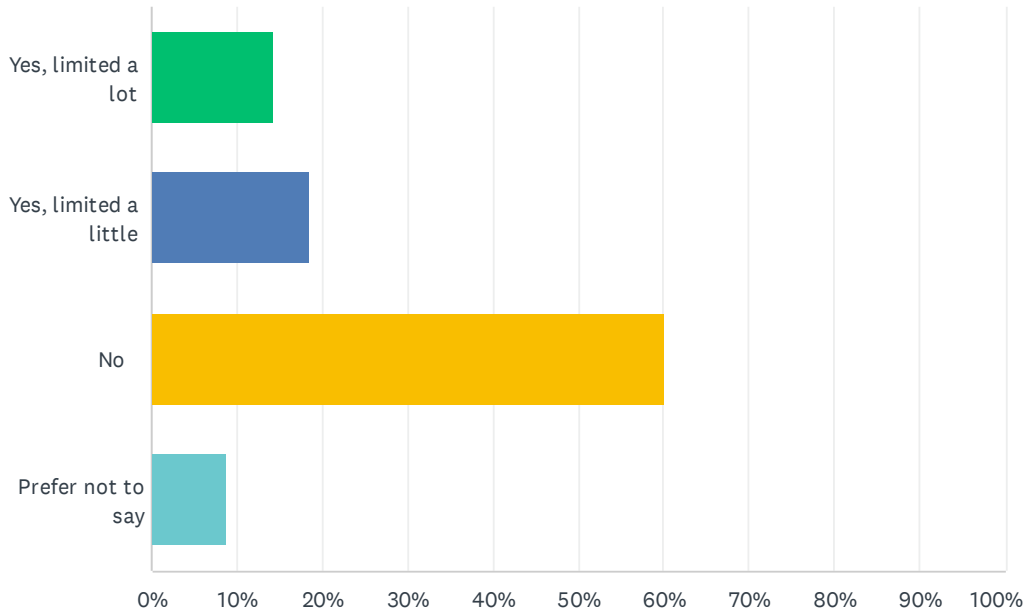
Answered: 5,322 Skipped: 1,309



ANSWER CHOICES	RESPONSES	
Under 18	0.28%	15
18-24	4.92%	262
25-36	25.65%	1,365
37-49	30.16%	1,605
50-64	27.13%	1,444
65-74	9.15%	487
75-84	2.22%	118
85+	0.21%	11
Prefer not to say	0.28%	15
TOTAL		5,322

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?

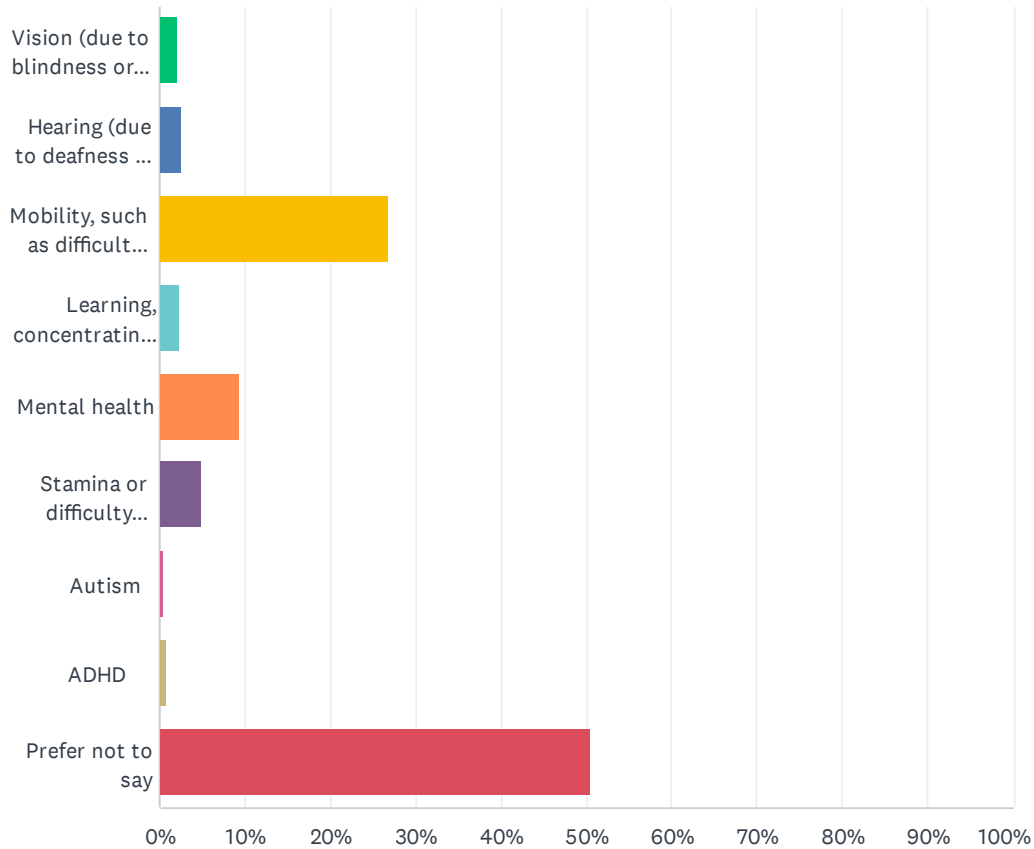
Answered: 5,338 Skipped: 1,293



ANSWER CHOICES	RESPONSES	
Yes, limited a lot	14.22%	759
Yes, limited a little	18.45%	985
No	60.08%	3,207
Prefer not to say	8.84%	472
Total Respondents: 5,338		

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

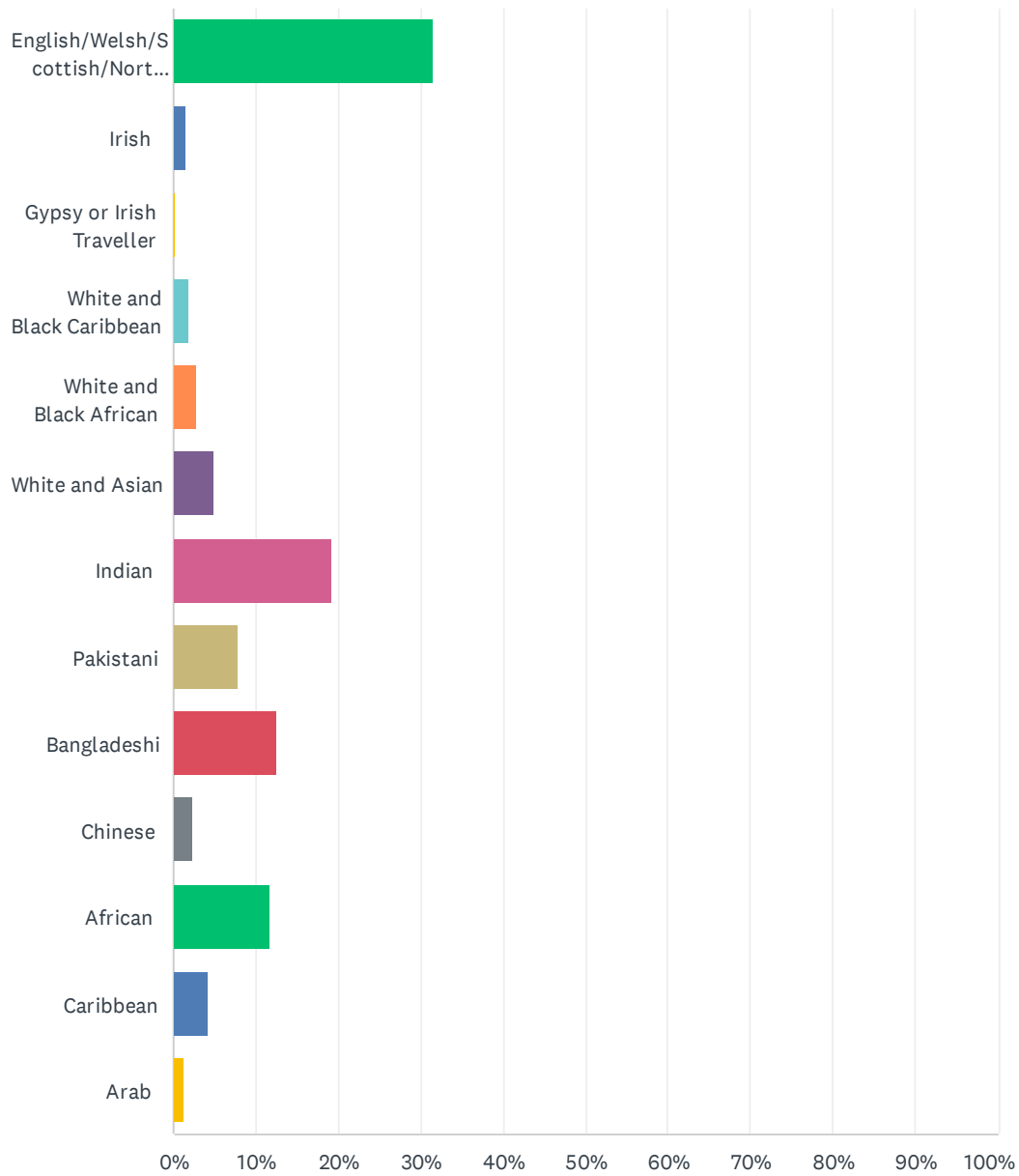
Answered: 3,061 Skipped: 3,570



ANSWER CHOICES	RESPONSES	
Vision (due to blindness or partially sighted)	2.19%	67
Hearing (due to deafness or partial hearing)	2.58%	79
Mobility, such as difficulty walking short distance, climbing stairs, lifting and carrying objects	26.85%	822
Learning, concentrating or remembering	2.32%	71
Mental health	9.31%	285
Stamina or difficulty breathing	4.87%	149
Autism	0.49%	15
ADHD	0.78%	24
Prefer not to say	50.60%	1,549
TOTAL		3,061

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

Answered: 4,214 Skipped: 2,417

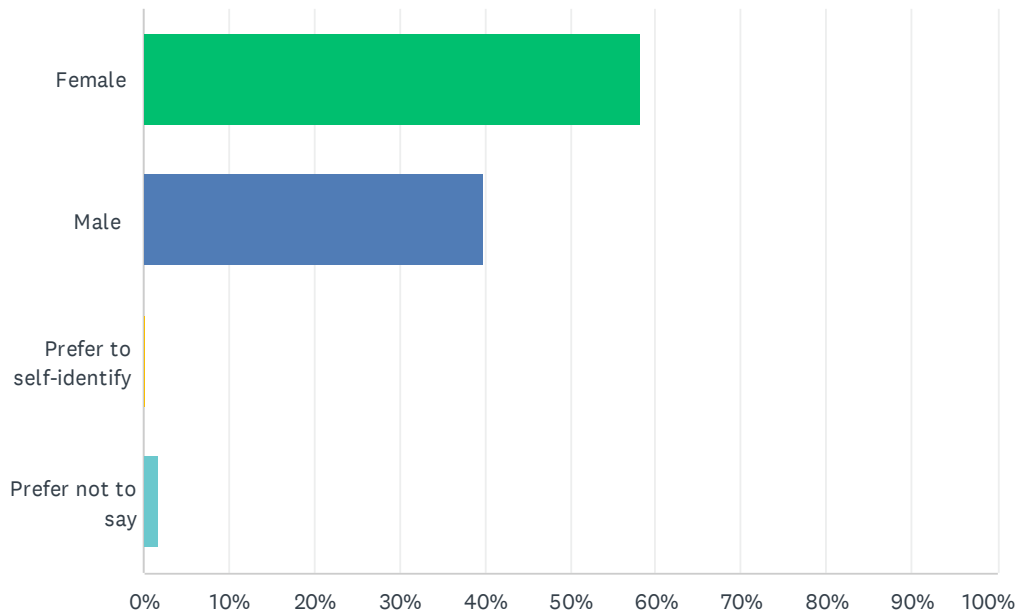


Evening and weekend appointments survey - when would you like to be seen?

ANSWER CHOICES	RESPONSES	
English/Welsh/Scottish/Northern Irish/British	31.56%	1,330
Irish	1.42%	60
Gypsy or Irish Traveller	0.14%	6
White and Black Caribbean	1.92%	81
White and Black African	2.68%	113
White and Asian	4.94%	208
Indian	19.22%	810
Pakistani	7.81%	329
Bangladeshi	12.65%	533
Chinese	2.35%	99
African	11.68%	492
Caribbean	4.27%	180
Arab	1.19%	50
Total Respondents: 4,214		

Q18 What is your gender?

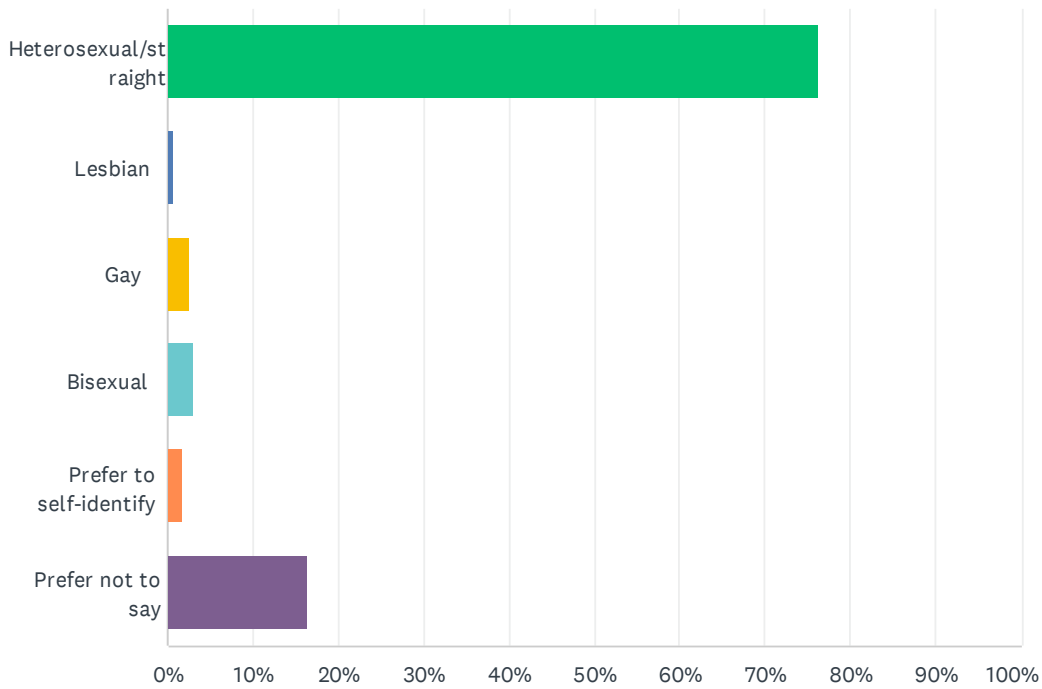
Answered: 5,331 Skipped: 1,300



ANSWER CHOICES	RESPONSES	
Female	58.28%	3,107
Male	39.92%	2,128
Prefer to self-identify	0.28%	15
Prefer not to say	1.74%	93
Total Respondents: 5,331		

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

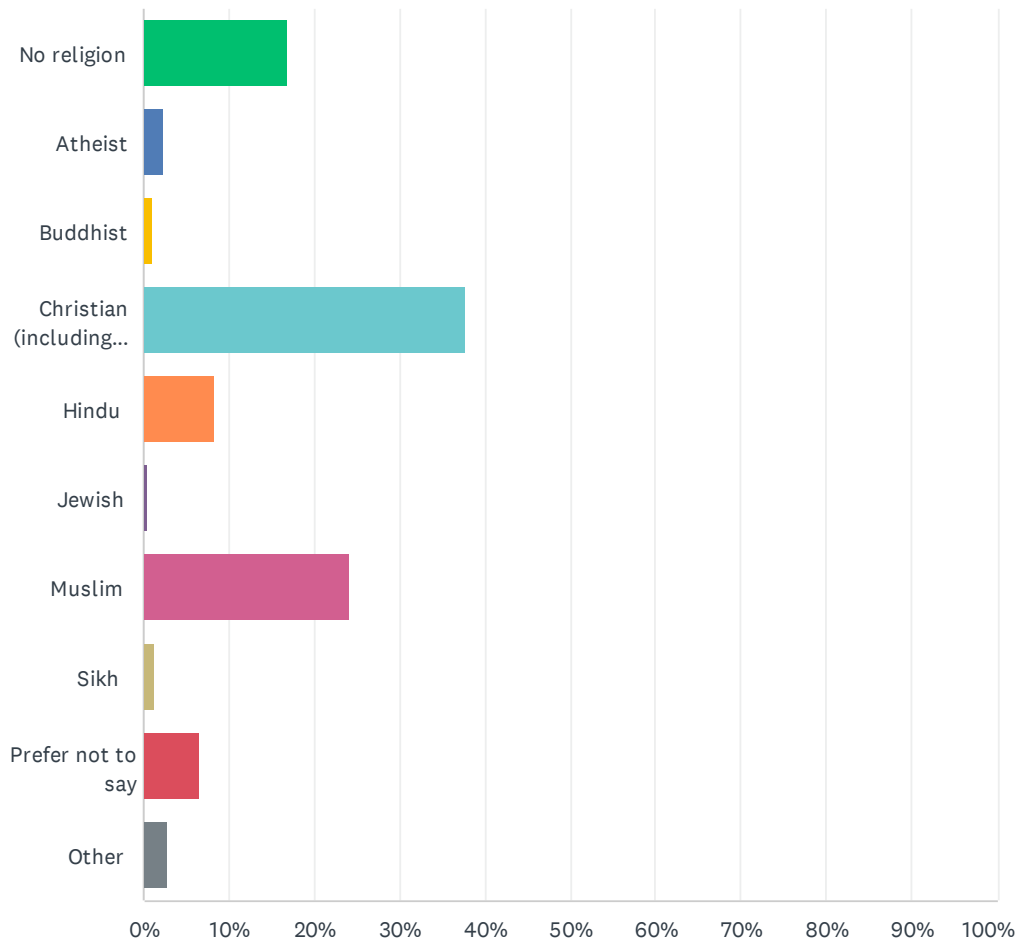
Answered: 5,241 Skipped: 1,390



ANSWER CHOICES	RESPONSES	
Heterosexual/straight	76.42%	4,005
Lesbian	0.53%	28
Gay	2.56%	134
Bisexual	2.94%	154
Prefer to self-identify	1.60%	84
Prefer not to say	16.49%	864
Total Respondents: 5,241		

Q20 What is your religion?

Answered: 5,319 Skipped: 1,312

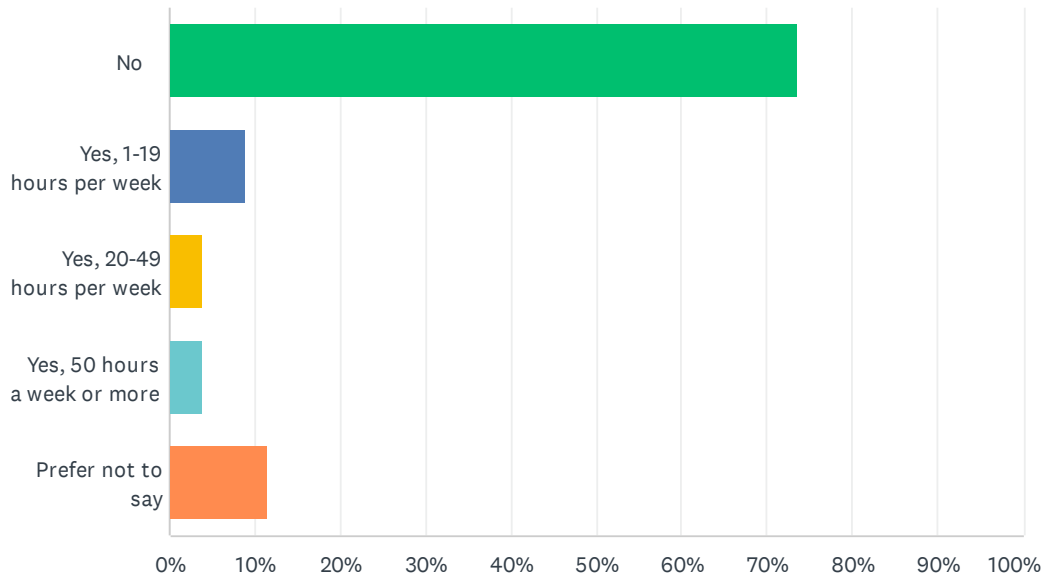


Evening and weekend appointments survey - when would you like to be seen?

ANSWER CHOICES	RESPONSES	
No religion	16.92%	900
Atheist	2.43%	129
Buddhist	0.98%	52
Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	37.71%	2,006
Hindu	8.22%	437
Jewish	0.39%	21
Muslim	24.03%	1,278
Sikh	1.37%	73
Prefer not to say	6.50%	346
Other	2.86%	152
Total Respondents: 5,319		

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: 5,370 Skipped: 1,261



ANSWER CHOICES	RESPONSES	
No	73.46%	3,945
Yes, 1-19 hours per week	8.92%	479
Yes, 20-49 hours per week	3.78%	203
Yes, 50 hours a week or more	3.87%	208
Prefer not to say	11.42%	613
Total Respondents: 5,370		