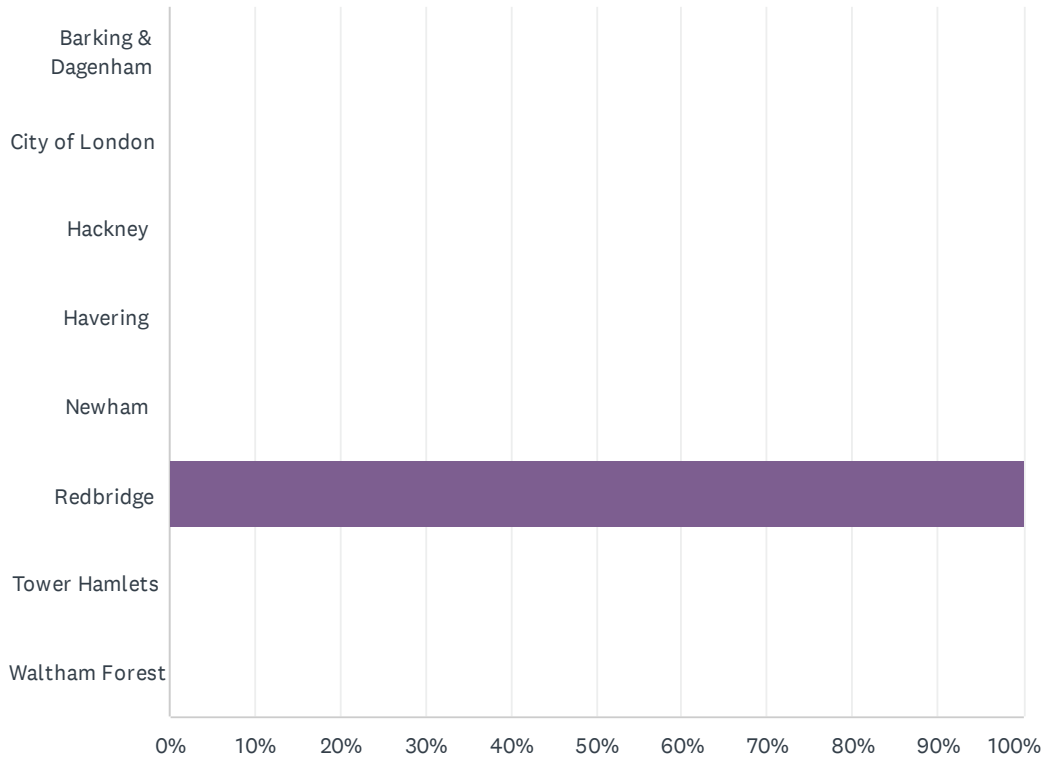


## Q1 What borough do you live in?

Answered: 6,338 Skipped: 0



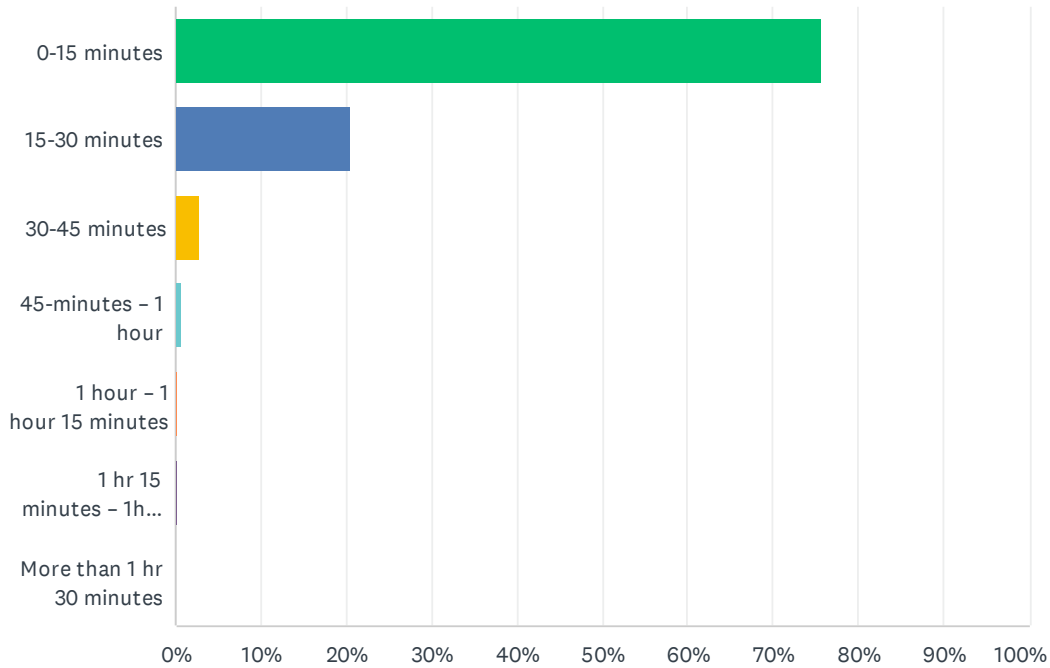
ANSWER CHOICES	RESPONSES	
Barking & Dagenham	0.00%	0
City of London	0.00%	0
Hackney	0.00%	0
Havering	0.00%	0
Newham	0.00%	0
Redbridge	100.00%	6,338
Tower Hamlets	0.00%	0
Waltham Forest	0.00%	0
<b>TOTAL</b>		<b>6,338</b>

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

Answered: 6,256 Skipped: 82

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

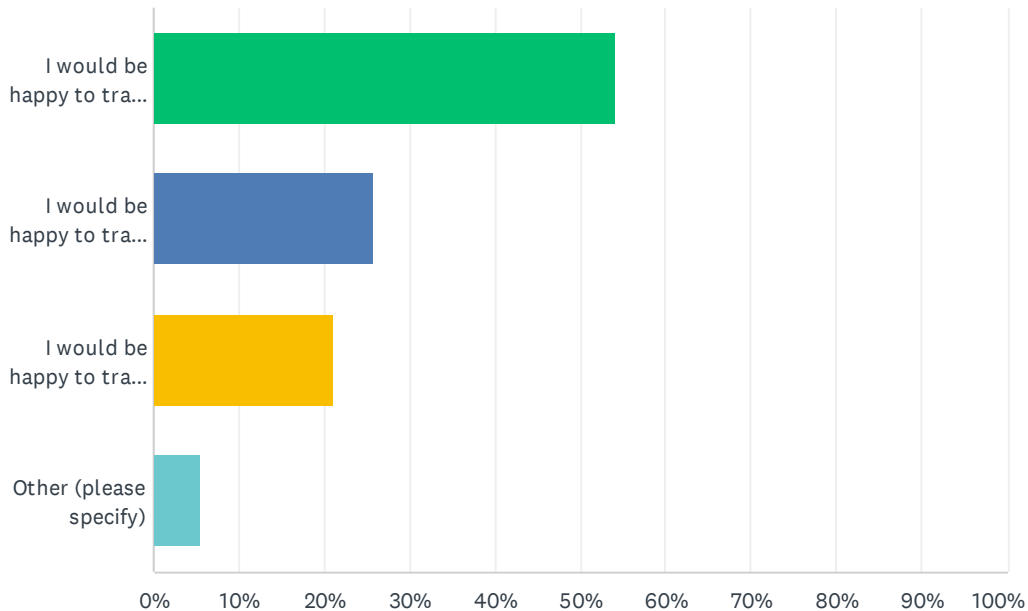
Answered: 6,300 Skipped: 38



ANSWER CHOICES	RESPONSES	
0-15 minutes	75.59%	4,762
15-30 minutes	20.56%	1,295
30-45 minutes	2.87%	181
45-minutes – 1 hour	0.63%	40
1 hour – 1 hour 15 minutes	0.13%	8
1 hr 15 minutes – 1hr 30 minutes	0.13%	8
More than 1 hr 30 minutes	0.10%	6
<b>TOTAL</b>		<b>6,300</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)

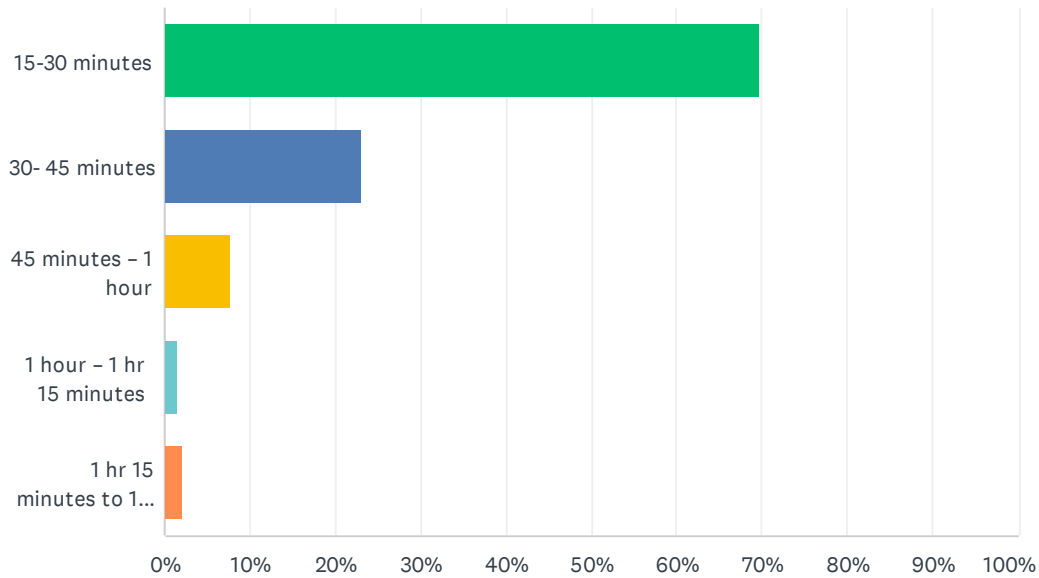
Answered: 6,319 Skipped: 19



ANSWER CHOICES	RESPONSES	
I would be happy to travel 0-2 miles	54.06%	3,416
I would be happy to travel 2-4 miles	25.78%	1,629
I would be happy to travel anywhere within the borough	21.03%	1,329
Other (please specify)	5.57%	352
Total Respondents: 6,319		

### 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)

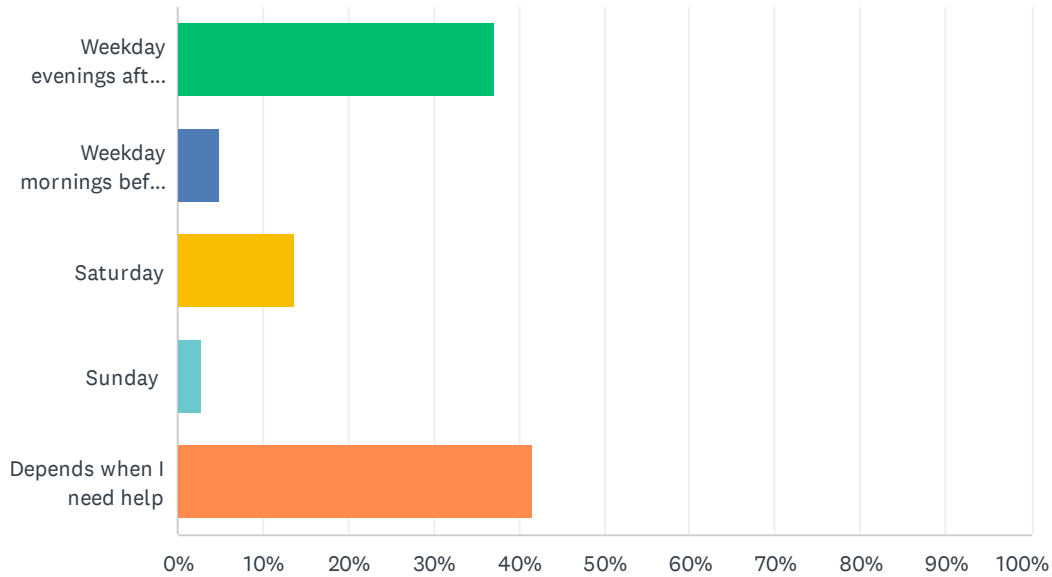
Answered: 6,301 Skipped: 37



ANSWER CHOICES	RESPONSES	
15-30 minutes	69.66%	4,389
30-45 minutes	22.95%	1,446
45 minutes - 1 hour	7.70%	485
1 hour - 1 hr 15 minutes	1.40%	88
1 hr 15 minutes to 1 hr 30 minutes	2.13%	134
Total Respondents: 6,301		

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

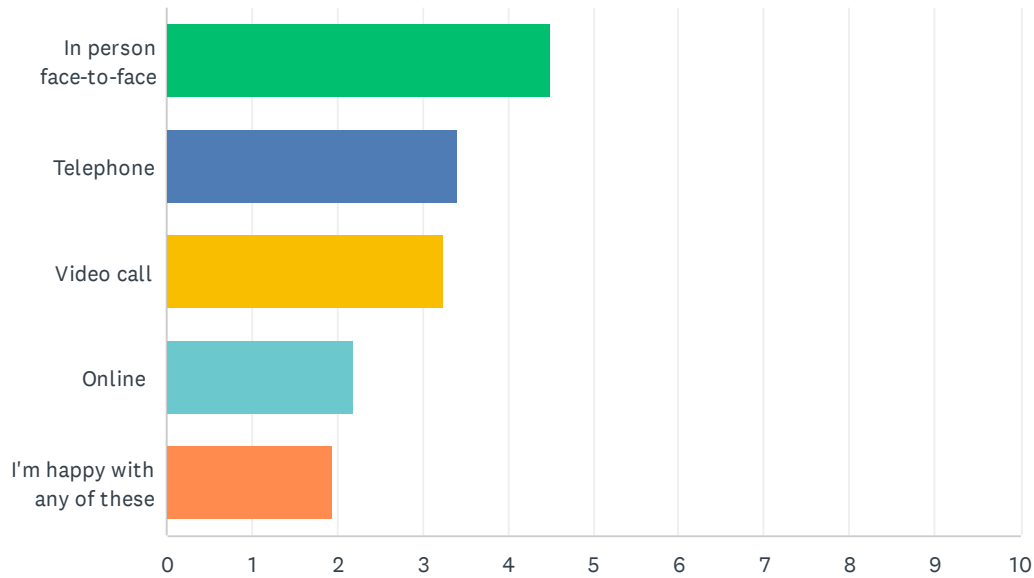
Answered: 6,306 Skipped: 32



ANSWER CHOICES	RESPONSES	
Weekday evenings after 6:30pm	37.08%	2,338
Weekday mornings before 8am	4.90%	309
Saturday	13.65%	861
Sunday	2.70%	170
Depends when I need help	41.67%	2,628
TOTAL		6,306

## 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)

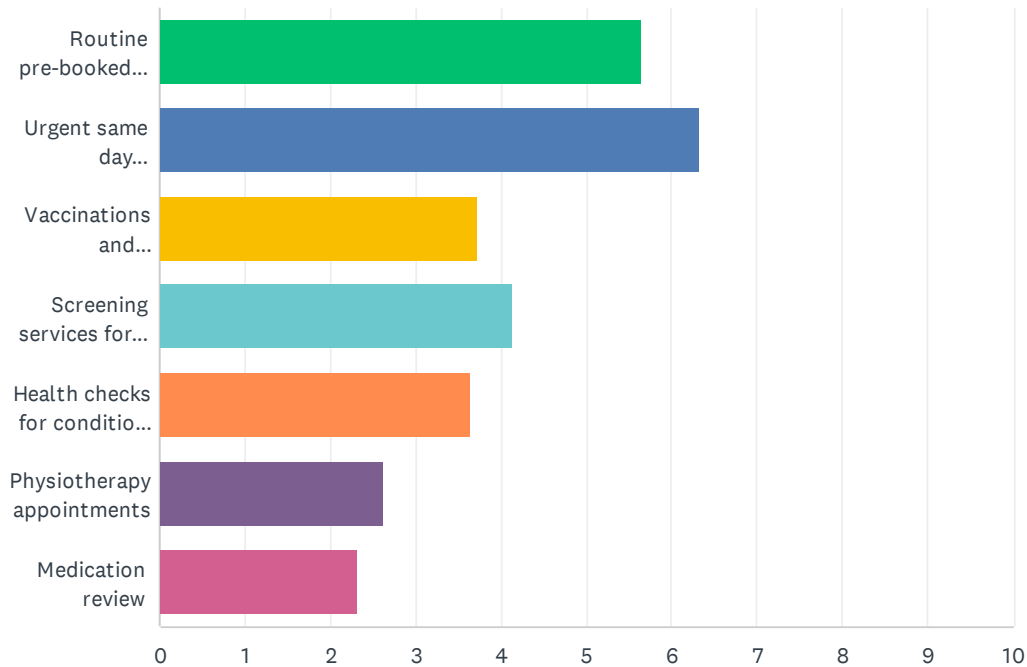
Answered: 6,259 Skipped: 79



	1	2	3	4	5	TOTAL	SCORE
In person face-to-face	77.70% 4,363	9.47% 532	4.01% 225	2.90% 163	5.91% 332	5,615	4.50
Telephone	9.50% 441	41.33% 1,918	33.38% 1,549	11.85% 550	3.94% 183	4,641	3.41
Video call	5.51% 245	38.07% 1,692	36.29% 1,613	15.03% 668	5.11% 227	4,445	3.24
Online	3.36% 147	5.97% 261	17.85% 781	52.89% 2,314	19.93% 872	4,375	2.20
I'm happy with any of these	16.19% 611	3.21% 121	5.43% 205	10.23% 386	64.94% 2,451	3,774	1.95

## 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: 6,291 Skipped: 47

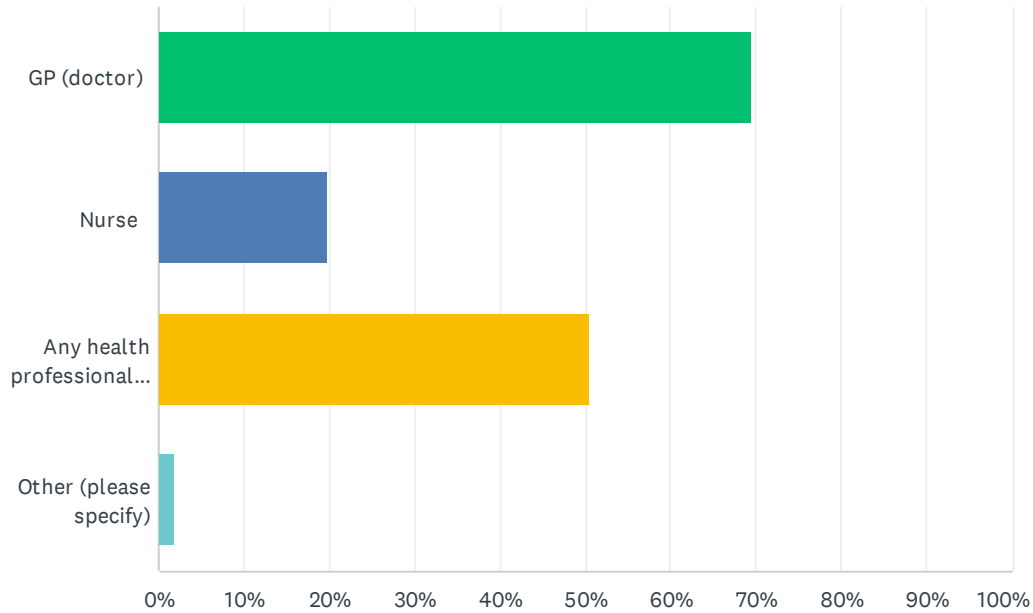


	1	2	3	4	5	6	7	TOTAL	SCORE
Routine pre-booked appointments	28.14% 1,552	42.94% 2,368	12.04% 664	6.91% 381	4.22% 233	3.03% 167	2.72% 150	5,515	5.64
Urgent same day appointments	64.69% 3,750	22.11% 1,282	5.76% 334	2.54% 147	1.47% 85	1.09% 63	2.35% 136	5,797	6.33
Vaccinations and immunisations	2.17% 117	7.69% 414	27.92% 1,504	21.25% 1,145	17.38% 936	11.77% 634	11.82% 637	5,387	3.73
Screening services for cancer (smear test for example)	4.58% 246	13.10% 704	24.02% 1,291	27.47% 1,476	16.17% 869	9.32% 501	5.34% 287	5,374	4.13
Health checks for conditions such as diabetes or asthma	3.64% 198	7.31% 398	15.67% 853	22.86% 1,244	30.26% 1,647	14.99% 816	5.26% 286	5,442	3.65
Physiotherapy appointments	1.66% 90	3.26% 177	6.92% 376	10.28% 559	18.74% 1,019	40.11% 2,181	19.04% 1,035	5,437	2.62
Medication review	3.00% 167	3.77% 210	8.84% 492	8.10% 451	10.13% 564	16.35% 910	49.81% 2,773	5,567	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)

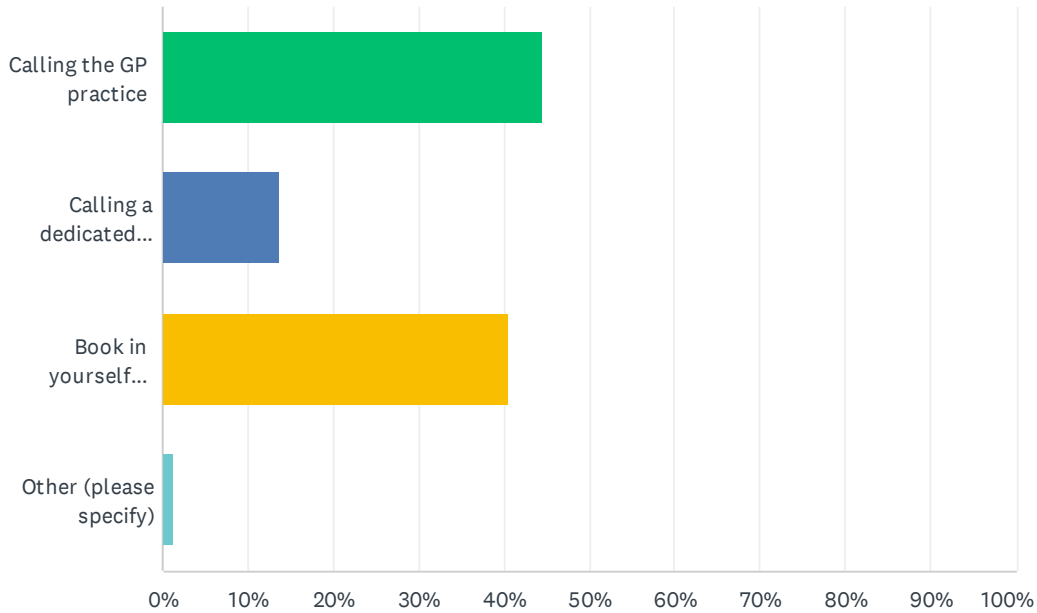
Answered: 6,304 Skipped: 34



ANSWER CHOICES	RESPONSES
GP (doctor)	69.43% 4,377
Nurse	19.83% 1,250
Any health professional appropriate to your needs (e.g. GP, doctor, nurse, healthcare assistant, clinical pharmacist, social prescribing link worker, physician's associate, other)	50.54% 3,186
Other (please specify)	1.84% 116
Total Respondents: 6,304	

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

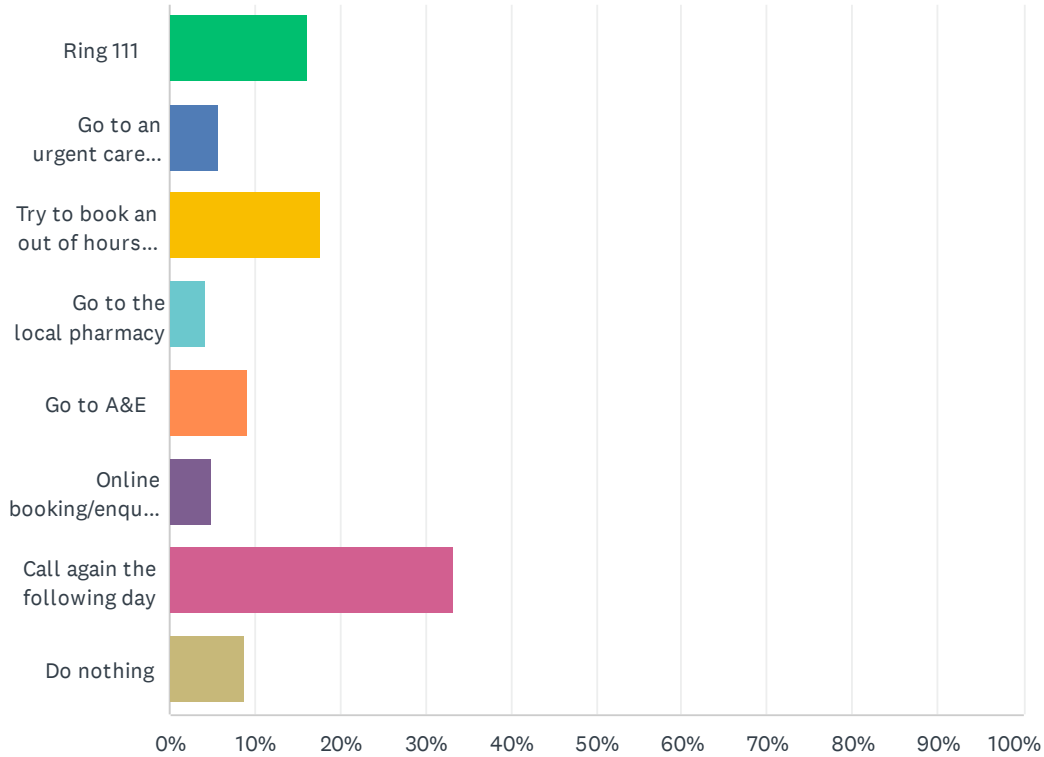
Answered: 6,298 Skipped: 40



ANSWER CHOICES	RESPONSES	
Calling the GP practice	44.59%	2,808
Calling a dedicated booking line	13.73%	865
Book in yourself through GP online services	40.46%	2,548
Other (please specify)	1.22%	77
<b>TOTAL</b>		<b>6,298</b>

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

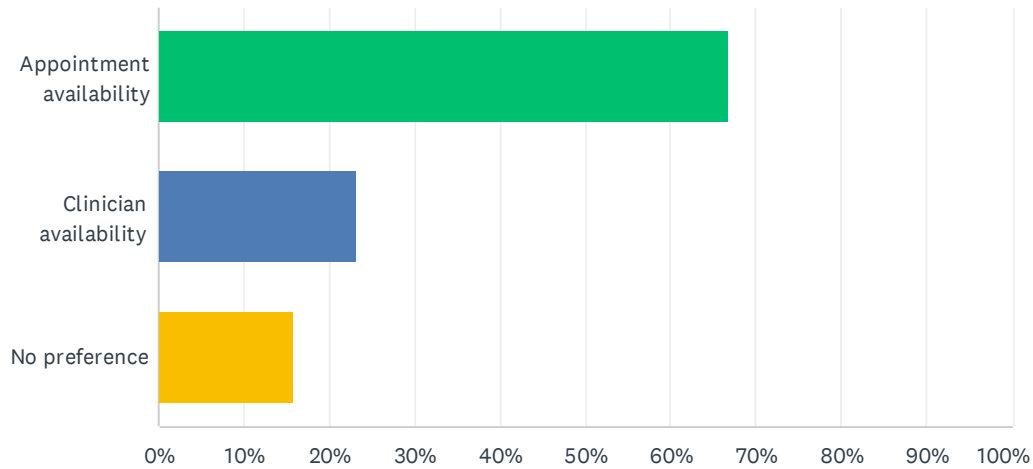
Answered: 6,296 Skipped: 42



ANSWER CHOICES	RESPONSES	
Ring 111	16.18%	1,019
Go to an urgent care centre	5.80%	365
Try to book an out of hours GP appointment	17.74%	1,117
Go to the local pharmacy	4.30%	271
Go to A&E	9.16%	577
Online booking/enquiry form	4.81%	303
Call again the following day	33.23%	2,092
Do nothing	8.77%	552
<b>TOTAL</b>		<b>6,296</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: 6,294 Skipped: 44



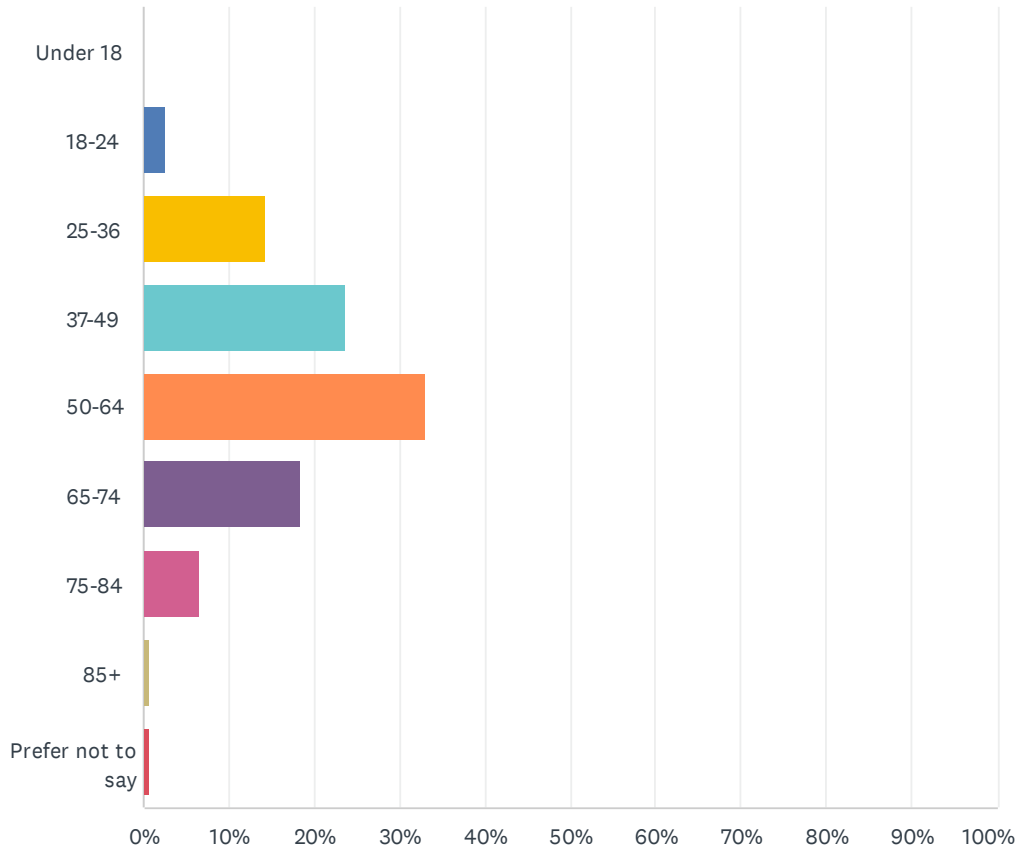
ANSWER CHOICES	RESPONSES	
Appointment availability	66.84%	4,207
Clinician availability	23.16%	1,458
No preference	15.78%	993
Total Respondents: 6,294		

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

Answered: 3,670 Skipped: 2,668

## Q14 What age group do you belong to?

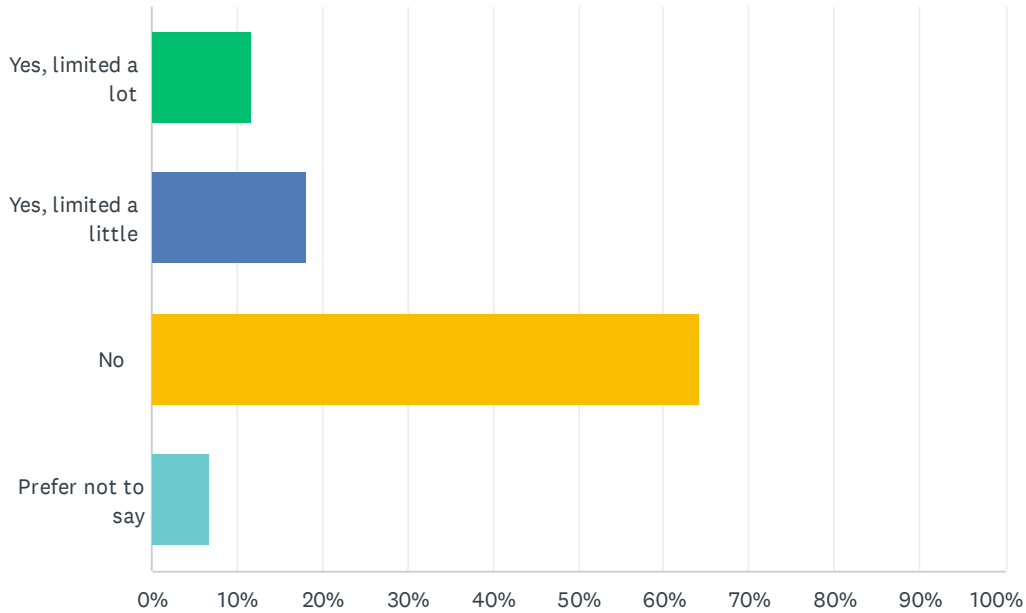
Answered: 5,116 Skipped: 1,222



ANSWER CHOICES	RESPONSES
Under 18	0.06% 3
18-24	2.54% 130
25-36	14.21% 727
37-49	23.77% 1,216
50-64	33.05% 1,691
65-74	18.26% 934
75-84	6.68% 342
85+	0.70% 36
Prefer not to say	0.72% 37
<b>TOTAL</b>	<b>5,116</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?

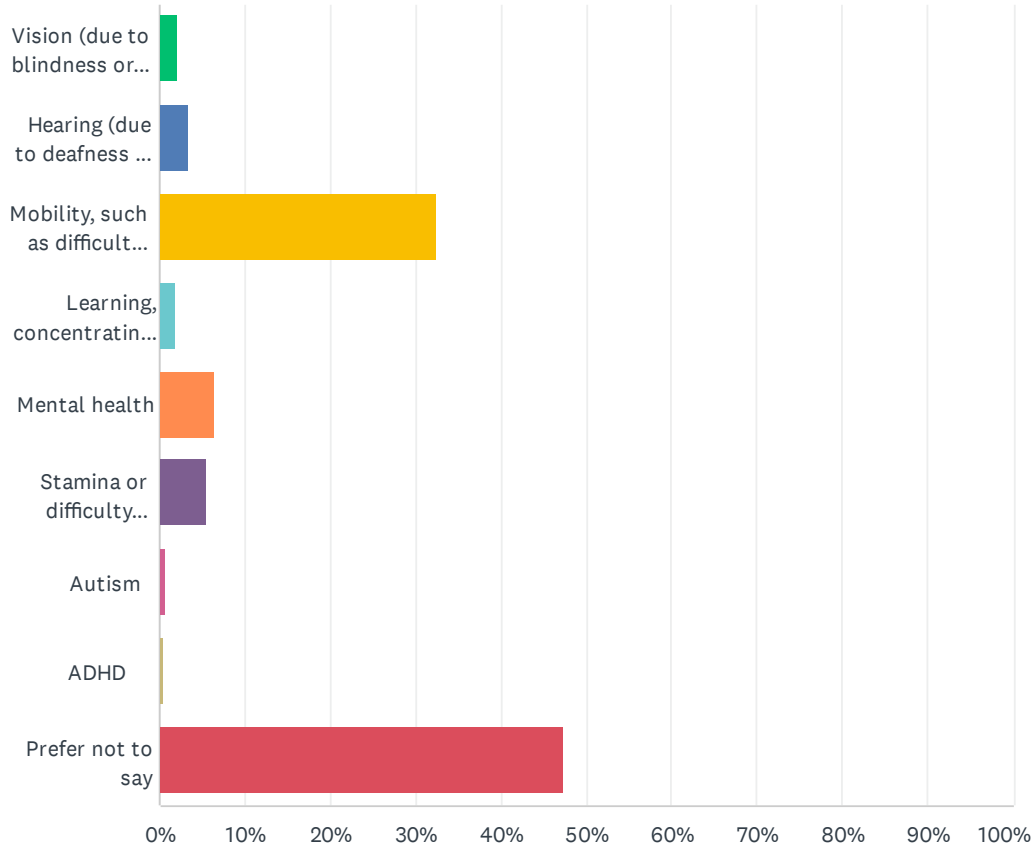
Answered: 5,136 Skipped: 1,202



ANSWER CHOICES	RESPONSES	
Yes, limited a lot	11.62%	597
Yes, limited a little	18.19%	934
No	64.08%	3,291
Prefer not to say	6.81%	350
Total Respondents: 5,136		

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

Answered: 2,645 Skipped: 3,693

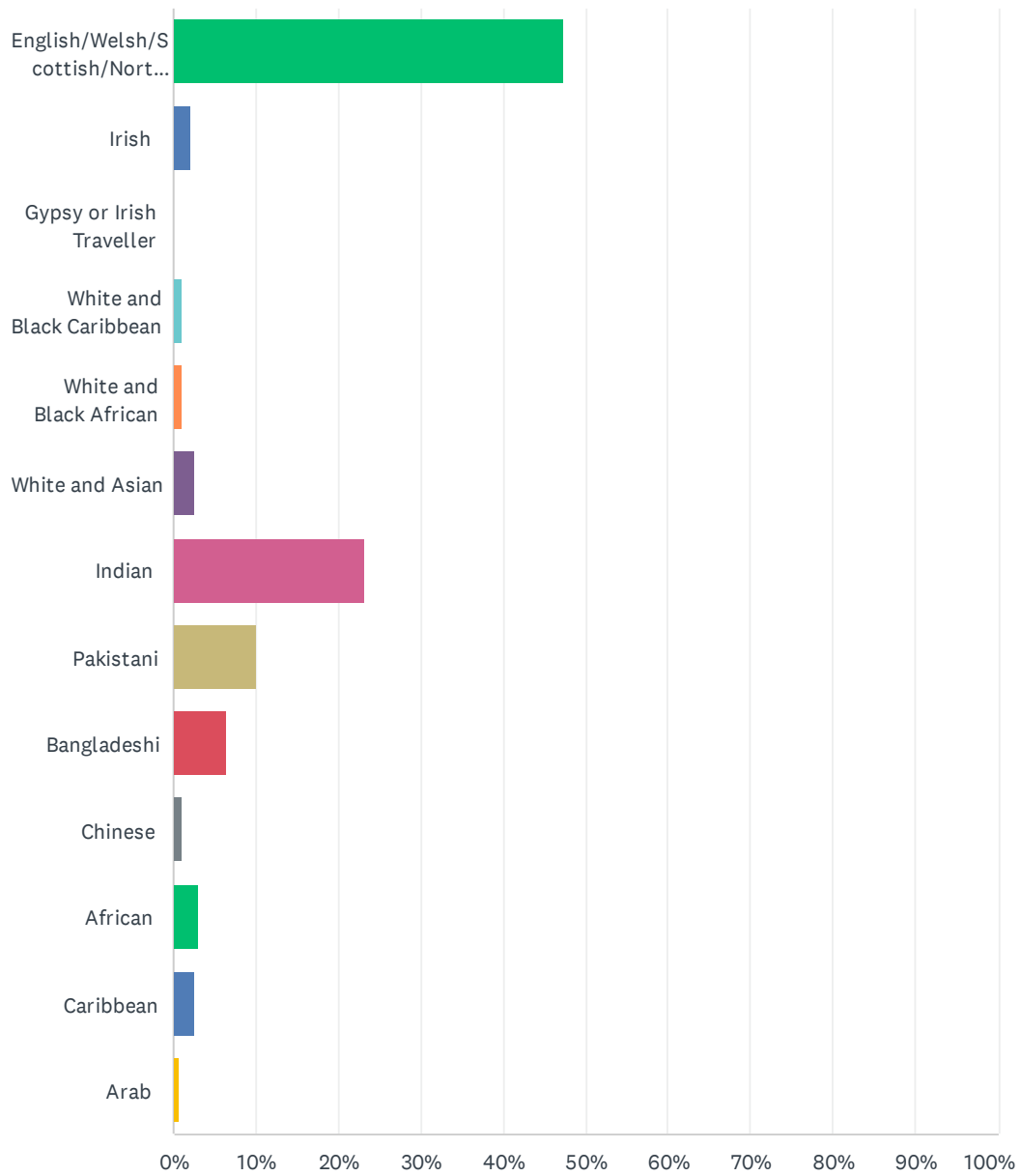


ANSWER CHOICES	RESPONSES	
Vision (due to blindness or partially sighted)	2.08%	55
Hearing (due to deafness or partial hearing)	3.36%	89
Mobility, such as difficulty walking short distance, climbing stairs, lifting and carrying objects	32.40%	857
Learning, concentrating or remembering	1.97%	52
Mental health	6.47%	171
Stamina or difficulty breathing	5.44%	144
Autism	0.57%	15
ADHD	0.38%	10
Prefer not to say	47.33%	1,252
<b>TOTAL</b>		<b>2,645</b>



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

Answered: 4,412 Skipped: 1,926

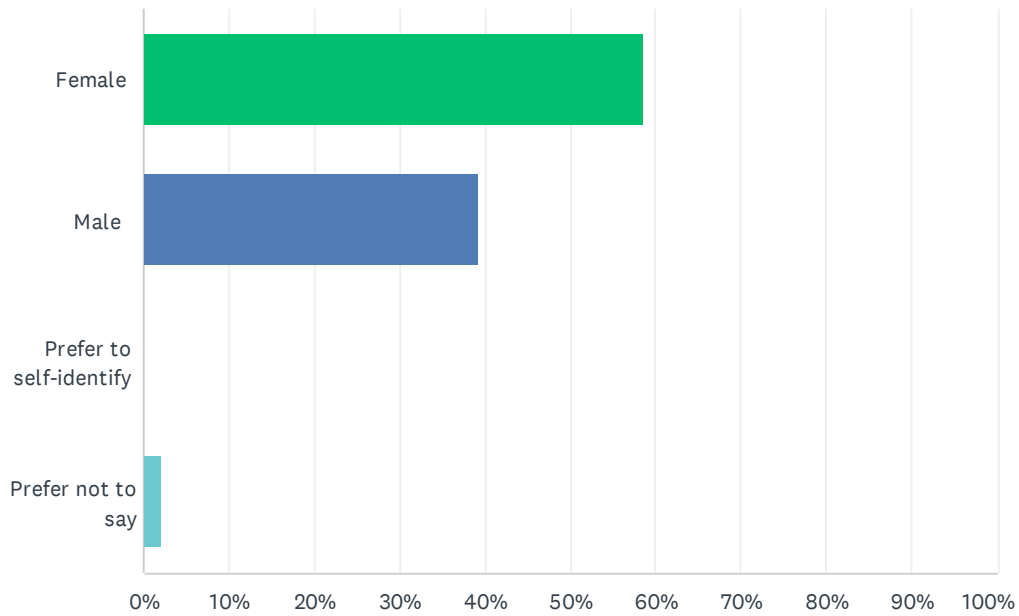


## Evening and weekend appointments survey - when would you like to be seen?

ANSWER CHOICES	RESPONSES	
English/Welsh/Scottish/Northern Irish/British	47.37%	2,090
Irish	2.22%	98
Gypsy or Irish Traveller	0.07%	3
White and Black Caribbean	1.16%	51
White and Black African	1.02%	45
White and Asian	2.54%	112
Indian	23.32%	1,029
Pakistani	10.04%	443
Bangladeshi	6.46%	285
Chinese	1.11%	49
African	2.95%	130
Caribbean	2.52%	111
Arab	0.54%	24
Total Respondents: 4,412		

## Q18 What is your gender?

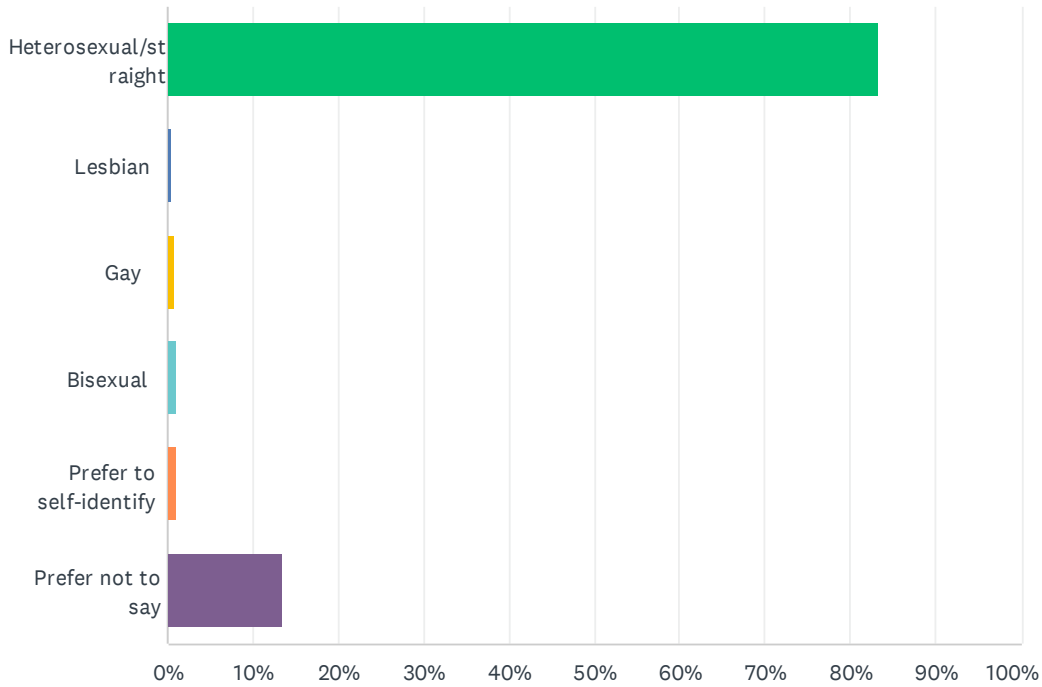
Answered: 5,128 Skipped: 1,210



ANSWER CHOICES	RESPONSES	
Female	58.74%	3,012
Male	39.22%	2,011
Prefer to self-identify	0.10%	5
Prefer not to say	2.05%	105
Total Respondents: 5,128		

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

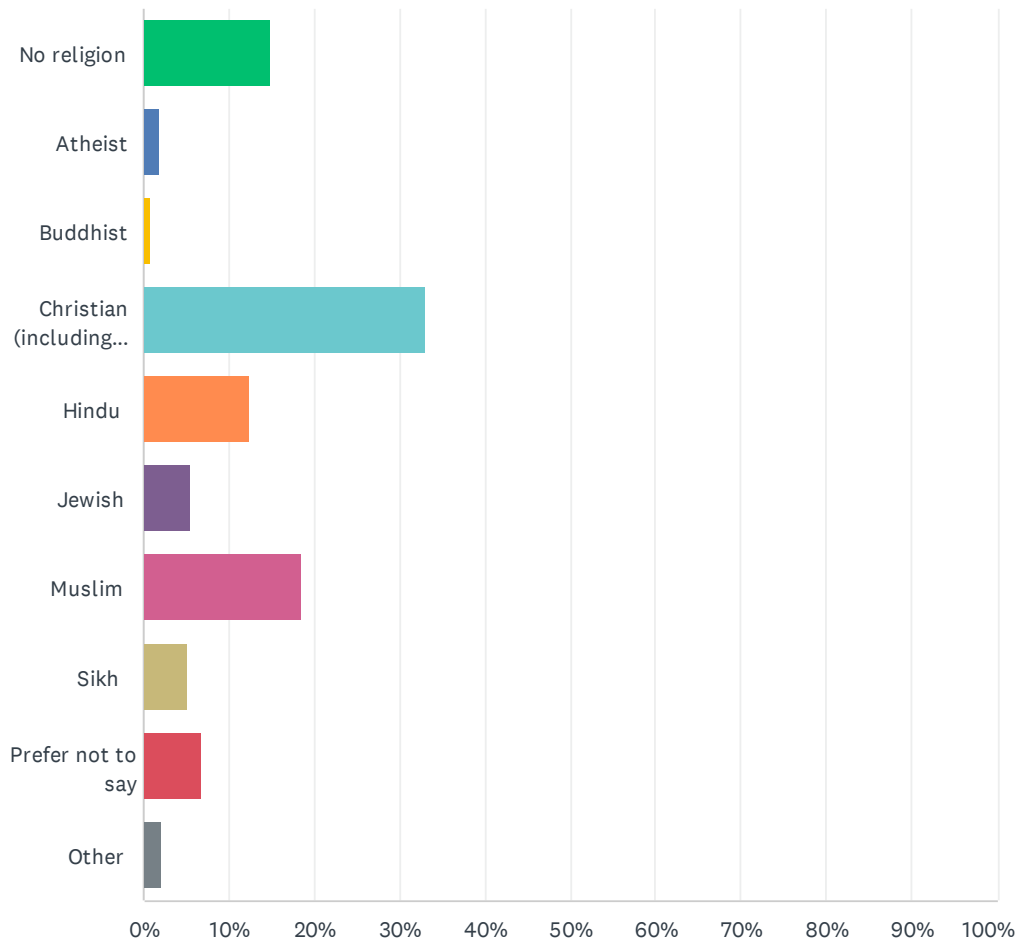
Answered: 5,053 Skipped: 1,285



ANSWER CHOICES	RESPONSES	
Heterosexual/straight	83.30%	4,209
Lesbian	0.38%	19
Gay	0.93%	47
Bisexual	1.15%	58
Prefer to self-identify	0.99%	50
Prefer not to say	13.54%	684
Total Respondents: 5,053		

## Q20 What is your religion?

Answered: 5,113 Skipped: 1,225

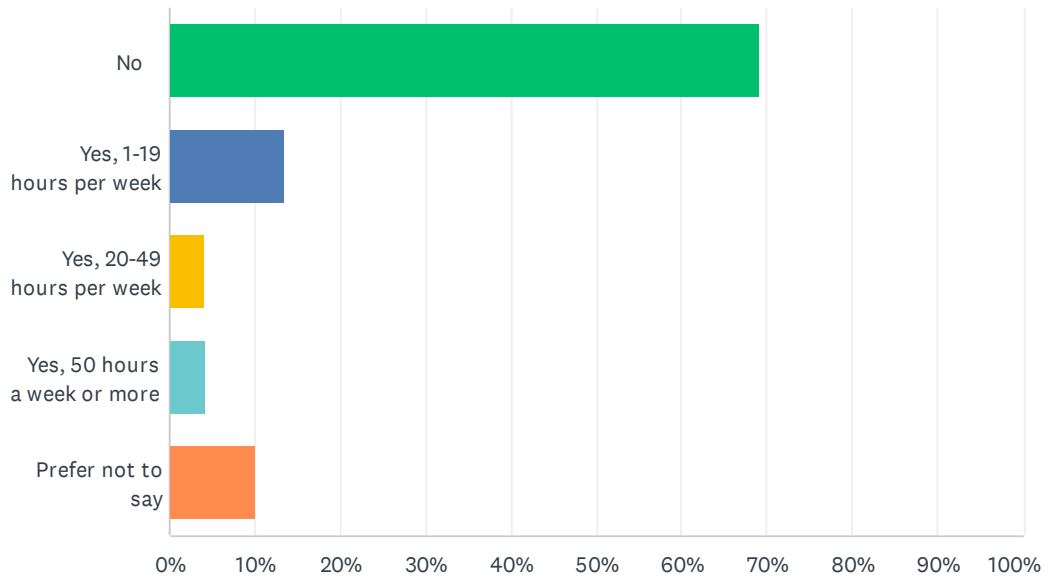


Evening and weekend appointments survey - when would you like to be seen?

ANSWER CHOICES	RESPONSES	
No religion	14.90%	762
Atheist	1.90%	97
Buddhist	0.82%	42
Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	32.97%	1,686
Hindu	12.28%	628
Jewish	5.55%	284
Muslim	18.46%	944
Sikh	5.07%	259
Prefer not to say	6.86%	351
Other	2.11%	108
Total Respondents: 5,113		

## 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: 5,136 Skipped: 1,202



ANSWER CHOICES	RESPONSES	
No	69.06%	3,547
Yes, 1-19 hours per week	13.53%	695
Yes, 20-49 hours per week	3.95%	203
Yes, 50 hours a week or more	4.32%	222
Prefer not to say	10.11%	519
Total Respondents: 5,136		