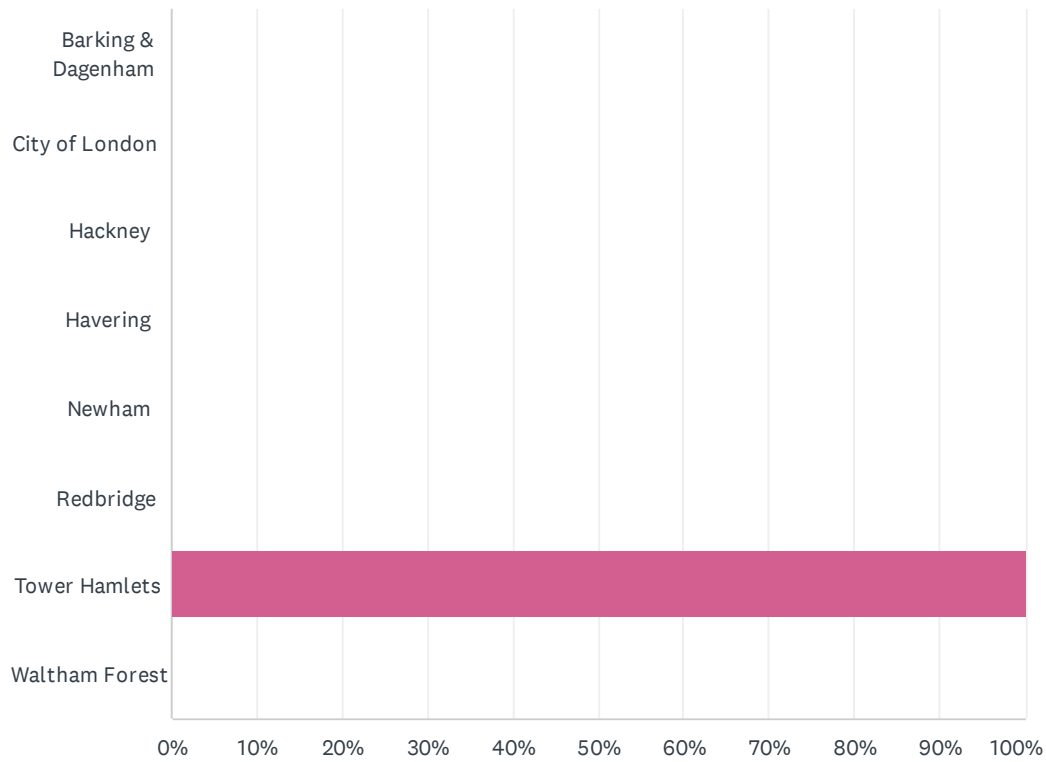


## Q1 What borough do you live in?

Answered: 5,007 Skipped: 0



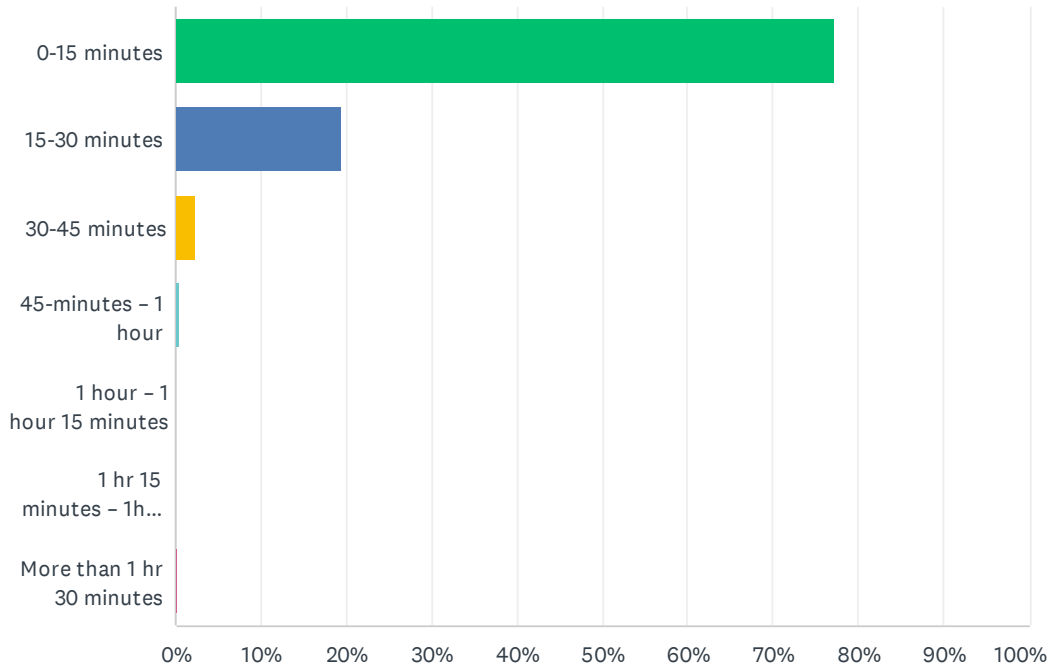
ANSWER CHOICES	RESPONSES	
Barking & Dagenham	0.00%	0
City of London	0.00%	0
Hackney	0.00%	0
Havering	0.00%	0
Newham	0.00%	0
Redbridge	0.00%	0
Tower Hamlets	100.00%	5,007
Waltham Forest	0.00%	0
<b>TOTAL</b>		<b>5,007</b>

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

Answered: 4,923 Skipped: 84

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

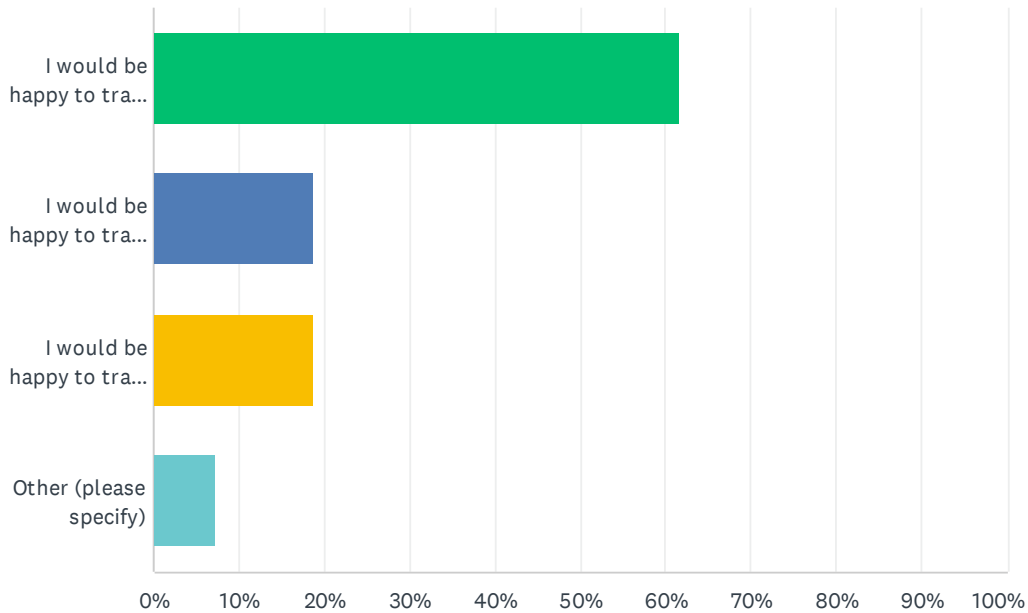
Answered: 4,973 Skipped: 34



ANSWER CHOICES	RESPONSES	
0-15 minutes	77.24%	3,841
15-30 minutes	19.51%	970
30-45 minutes	2.37%	118
45-minutes - 1 hour	0.52%	26
1 hour - 1 hour 15 minutes	0.04%	2
1 hr 15 minutes - 1hr 30 minutes	0.06%	3
More than 1 hr 30 minutes	0.26%	13
<b>TOTAL</b>		<b>4,973</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)

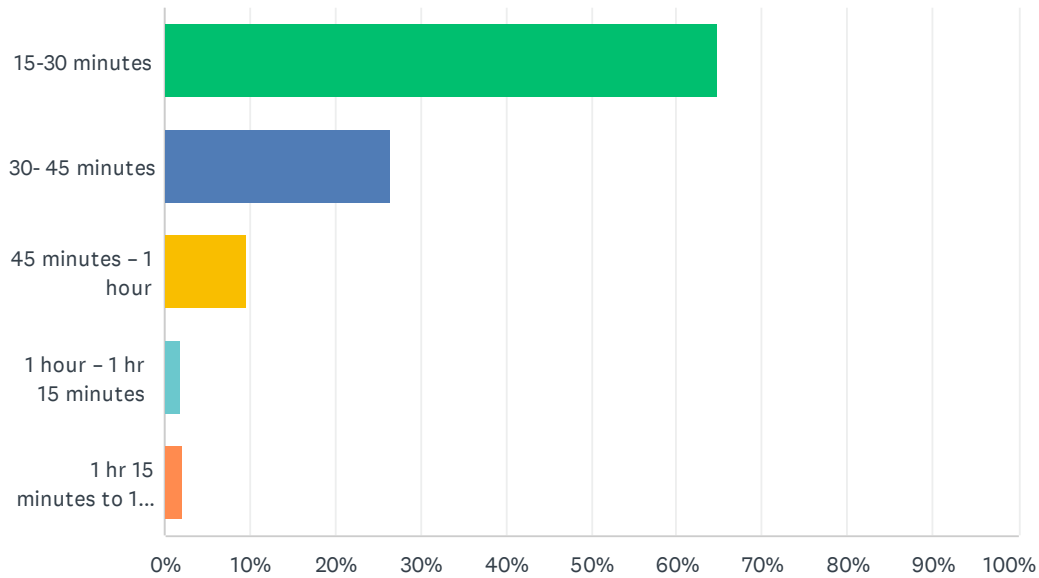
Answered: 4,986 Skipped: 21



ANSWER CHOICES	RESPONSES	
I would be happy to travel 0-2 miles	61.57%	3,070
I would be happy to travel 2-4 miles	18.77%	936
I would be happy to travel anywhere within the borough	18.83%	939
Other (please specify)	7.28%	363
Total Respondents: 4,986		

### 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)

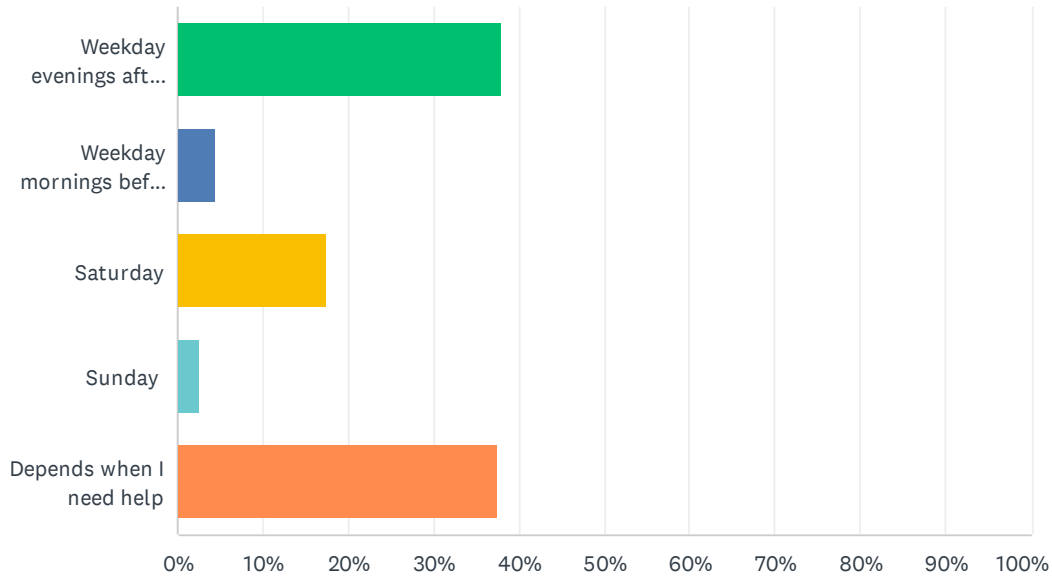
Answered: 4,962 Skipped: 45



ANSWER CHOICES	RESPONSES	
15-30 minutes	64.83%	3,217
30-45 minutes	26.46%	1,313
45 minutes - 1 hour	9.63%	478
1 hour - 1 hr 15 minutes	1.85%	92
1 hr 15 minutes to 1 hr 30 minutes	2.12%	105
Total Respondents: 4,962		

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

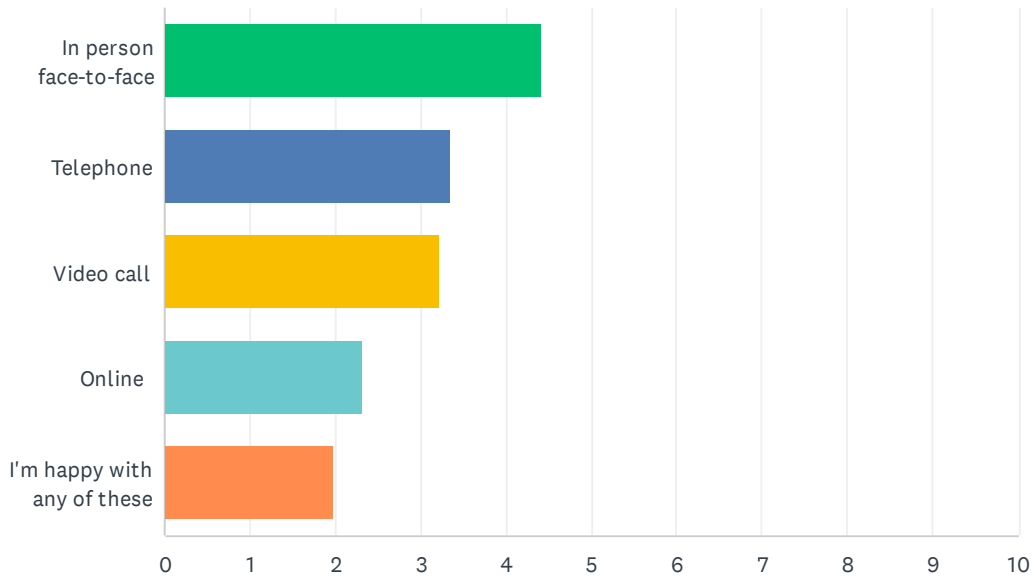
Answered: 4,978 Skipped: 29



ANSWER CHOICES	RESPONSES	
Weekday evenings after 6:30pm	37.97%	1,890
Weekday mornings before 8am	4.50%	224
Saturday	17.44%	868
Sunday	2.55%	127
Depends when I need help	37.55%	1,869
TOTAL		4,978

## 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)

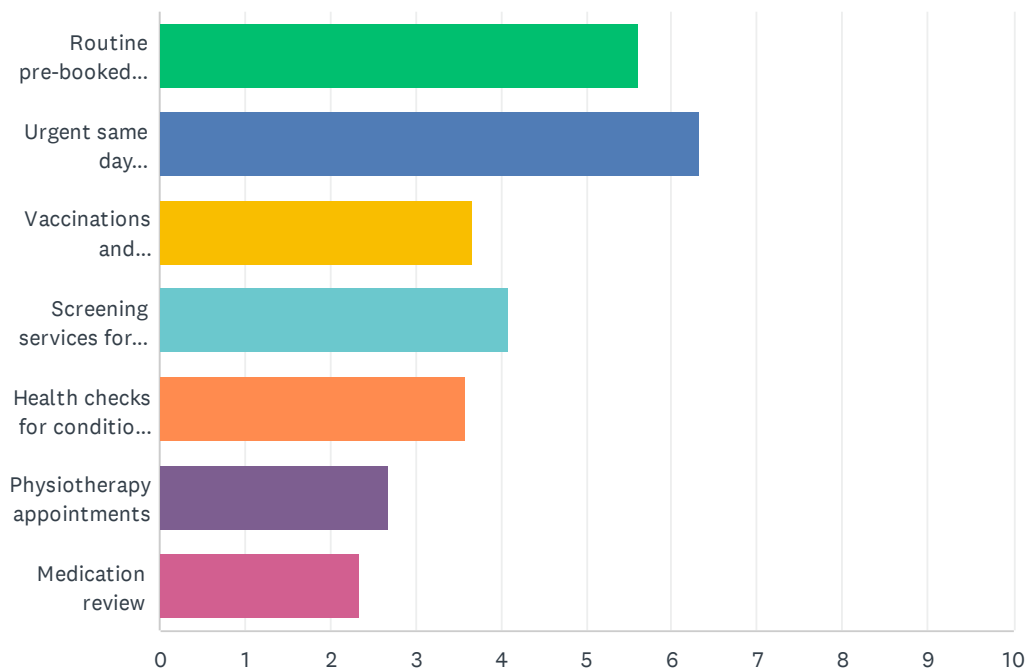
Answered: 4,941 Skipped: 66



	1	2	3	4	5	TOTAL	SCORE
In person face-to-face	74.16% 3,312	10.30% 460	5.19% 232	3.78% 169	6.56% 293	4,466	4.42
Telephone	9.74% 377	38.90% 1,506	32.83% 1,271	13.69% 530	4.83% 187	3,871	3.35
Video call	6.70% 251	36.13% 1,353	35.25% 1,320	15.49% 580	6.44% 241	3,745	3.21
Online	3.90% 144	9.08% 335	19.49% 719	51.03% 1,883	16.50% 609	3,690	2.33
I'm happy with any of these	17.45% 570	3.25% 106	4.72% 154	10.04% 328	64.54% 2,108	3,266	1.99

## 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: 4,963 Skipped: 44

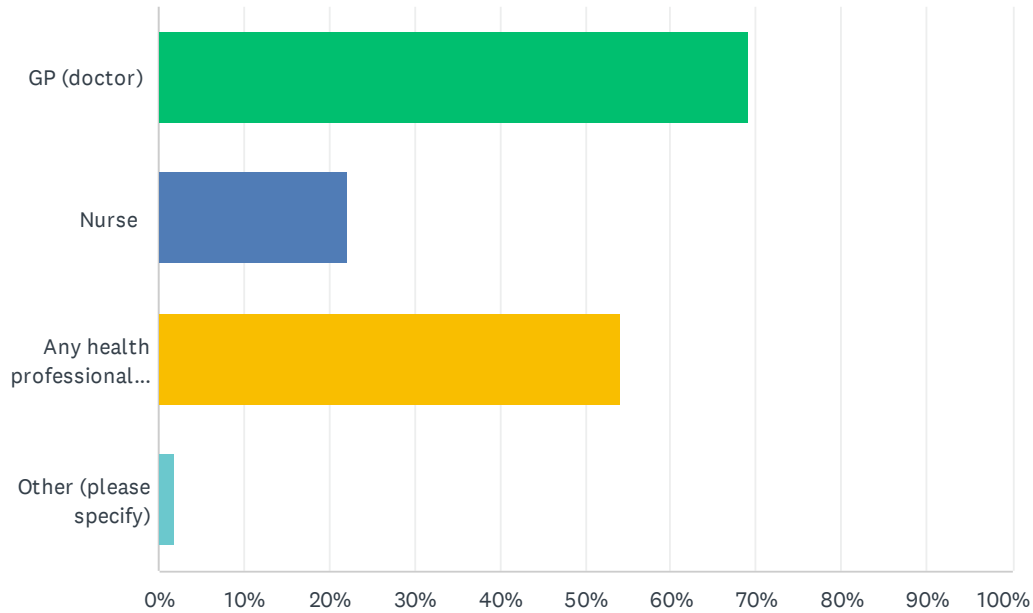


	1	2	3	4	5	6	7	TOTAL	SCORE
Routine pre-booked appointments	27.75% 1,236	41.54% 1,850	13.07% 582	7.27% 324	4.63% 206	3.28% 146	2.47% 110	4,454	5.61
Urgent same day appointments	64.78% 3,007	22.06% 1,024	5.86% 272	2.15% 100	1.34% 62	0.99% 46	2.82% 131	4,642	6.33
Vaccinations and immunisations	1.95% 85	7.61% 331	26.78% 1,165	20.66% 899	17.90% 779	12.43% 541	12.66% 551	4,351	3.67
Screening services for cancer (smear test for example)	4.33% 190	13.00% 570	23.22% 1,018	27.34% 1,199	17.04% 747	9.97% 437	5.11% 224	4,385	4.10
Health checks for conditions such as diabetes or asthma	2.88% 126	7.34% 321	15.42% 674	22.72% 993	28.48% 1,245	16.75% 732	6.41% 280	4,371	3.58
Physiotherapy appointments	1.42% 62	4.46% 195	8.37% 366	10.27% 449	18.50% 809	37.36% 1,634	19.64% 859	4,374	2.69
Medication review	2.74% 122	4.09% 182	8.07% 359	9.24% 411	10.72% 477	16.63% 740	48.52% 2,159	4,450	2.35



## 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)

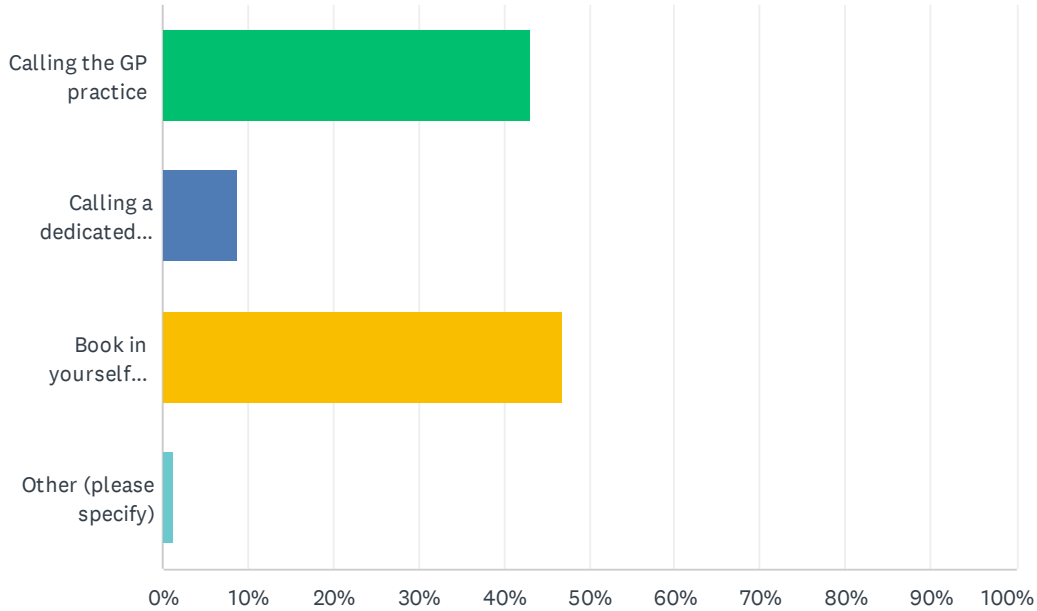
Answered: 4,987 Skipped: 20



ANSWER CHOICES	RESPONSES
GP (doctor)	69.00% 3,441
Nurse	22.12% 1,103
Any health professional appropriate to your needs (e.g. GP, doctor, nurse, healthcare assistant, clinical pharmacist, social prescribing link worker, physician's associate, other)	54.14% 2,700
Other (please specify)	1.88% 94
Total Respondents: 4,987	

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

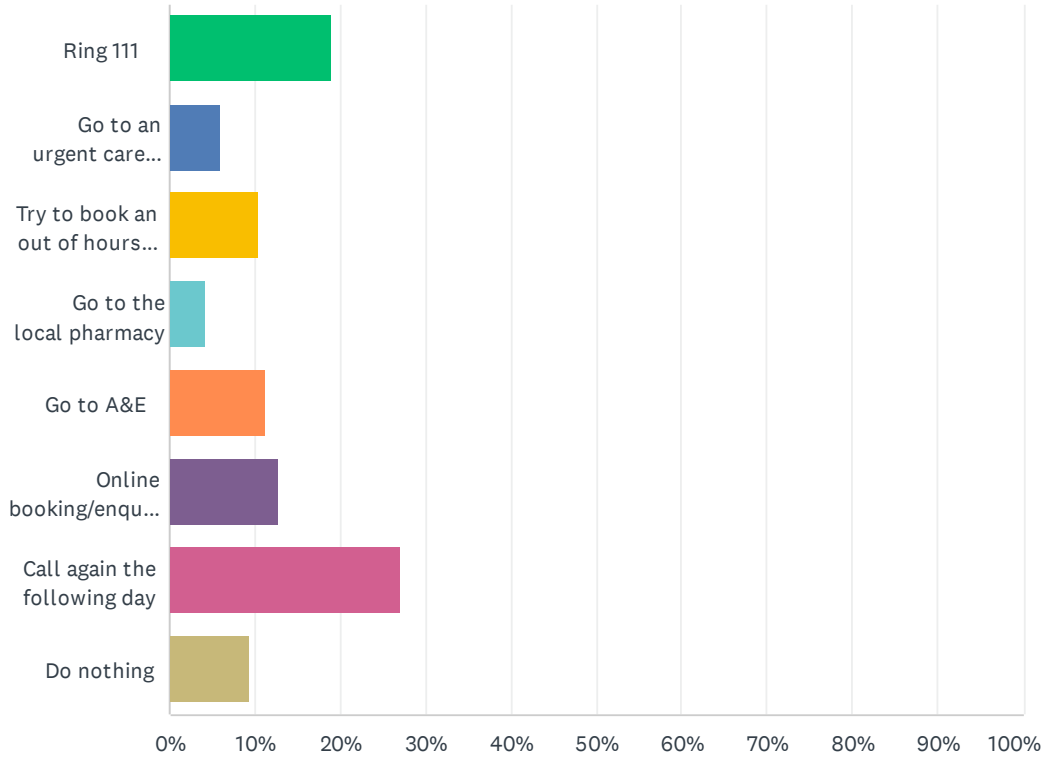
Answered: 4,989 Skipped: 18



ANSWER CHOICES	RESPONSES	
Calling the GP practice	43.13%	2,152
Calling a dedicated booking line	8.74%	436
Book in yourself through GP online services	46.86%	2,338
Other (please specify)	1.26%	63
<b>TOTAL</b>		<b>4,989</b>

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

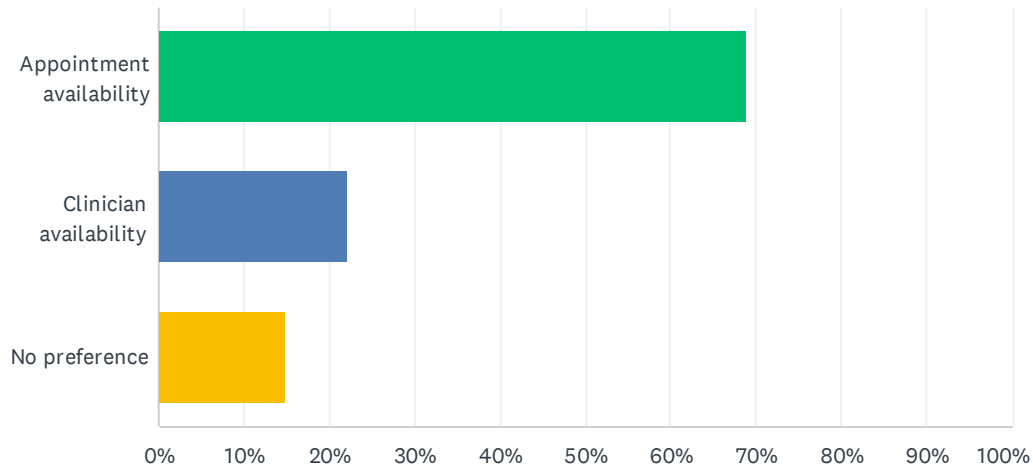
Answered: 4,980 Skipped: 27



ANSWER CHOICES	RESPONSES	
Ring 111	19.04%	948
Go to an urgent care centre	5.90%	294
Try to book an out of hours GP appointment	10.48%	522
Go to the local pharmacy	4.20%	209
Go to A&E	11.20%	558
Online booking/enquiry form	12.73%	634
Call again the following day	27.07%	1,348
Do nothing	9.38%	467
<b>TOTAL</b>		<b>4,980</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: 4,985 Skipped: 22



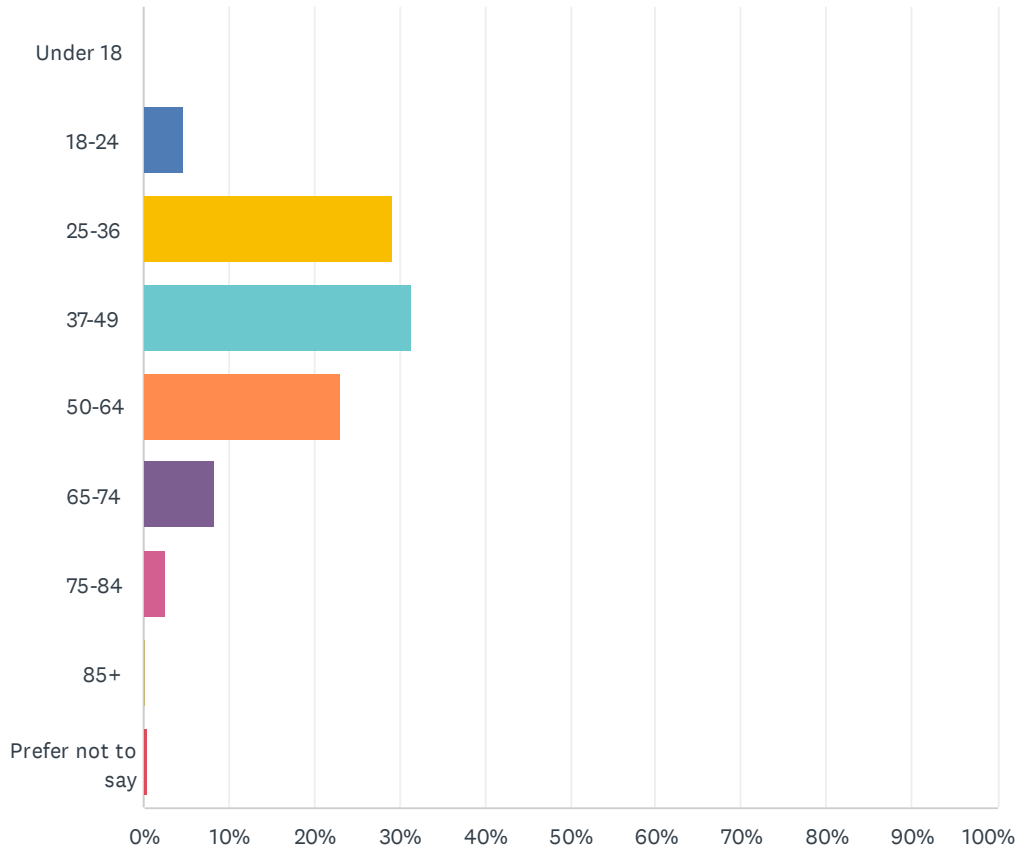
ANSWER CHOICES	RESPONSES	
Appointment availability	68.83%	3,431
Clinician availability	22.19%	1,106
No preference	14.96%	746
Total Respondents: 4,985		

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

Answered: 2,650 Skipped: 2,357

## Q14 What age group do you belong to?

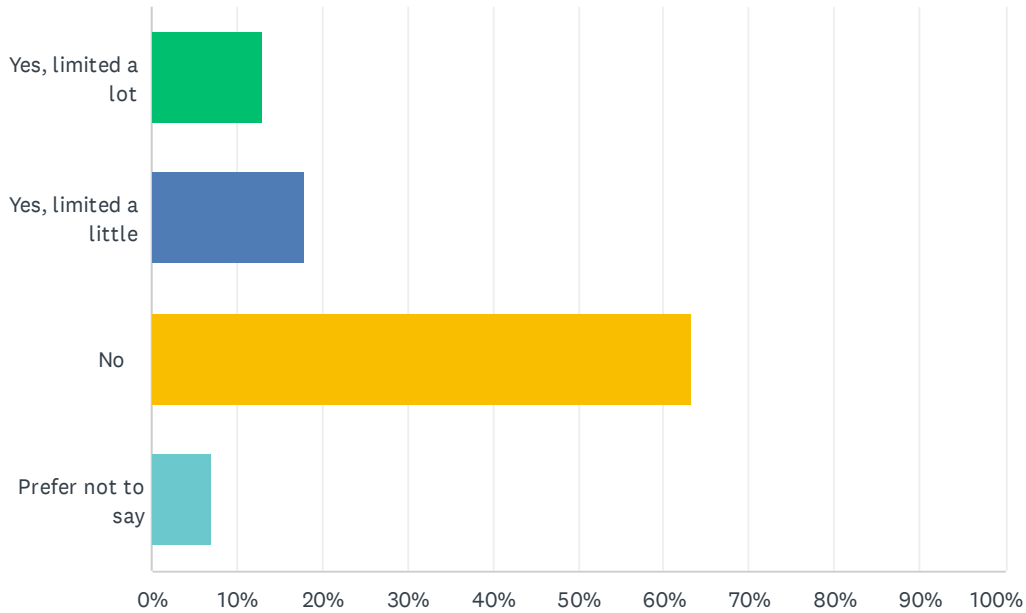
Answered: 4,121 Skipped: 886



ANSWER CHOICES	RESPONSES	
Under 18	0.10%	4
18-24	4.68%	193
25-36	29.14%	1,201
37-49	31.45%	1,296
50-64	23.10%	952
65-74	8.32%	343
75-84	2.50%	103
85+	0.24%	10
Prefer not to say	0.46%	19
<b>TOTAL</b>		<b>4,121</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?

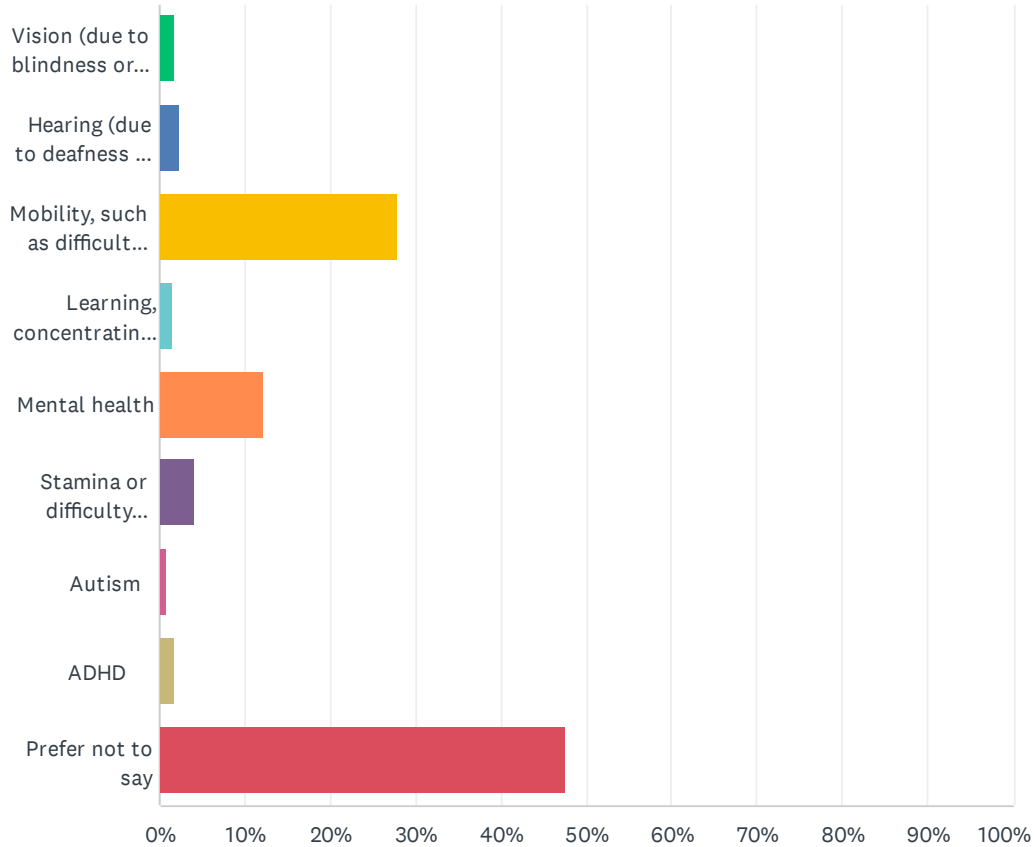
Answered: 4,135 Skipped: 872



ANSWER CHOICES	RESPONSES	
Yes, limited a lot	12.96%	536
Yes, limited a little	17.82%	737
No	63.39%	2,621
Prefer not to say	6.94%	287
Total Respondents: 4,135		

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

Answered: 2,221 Skipped: 2,786

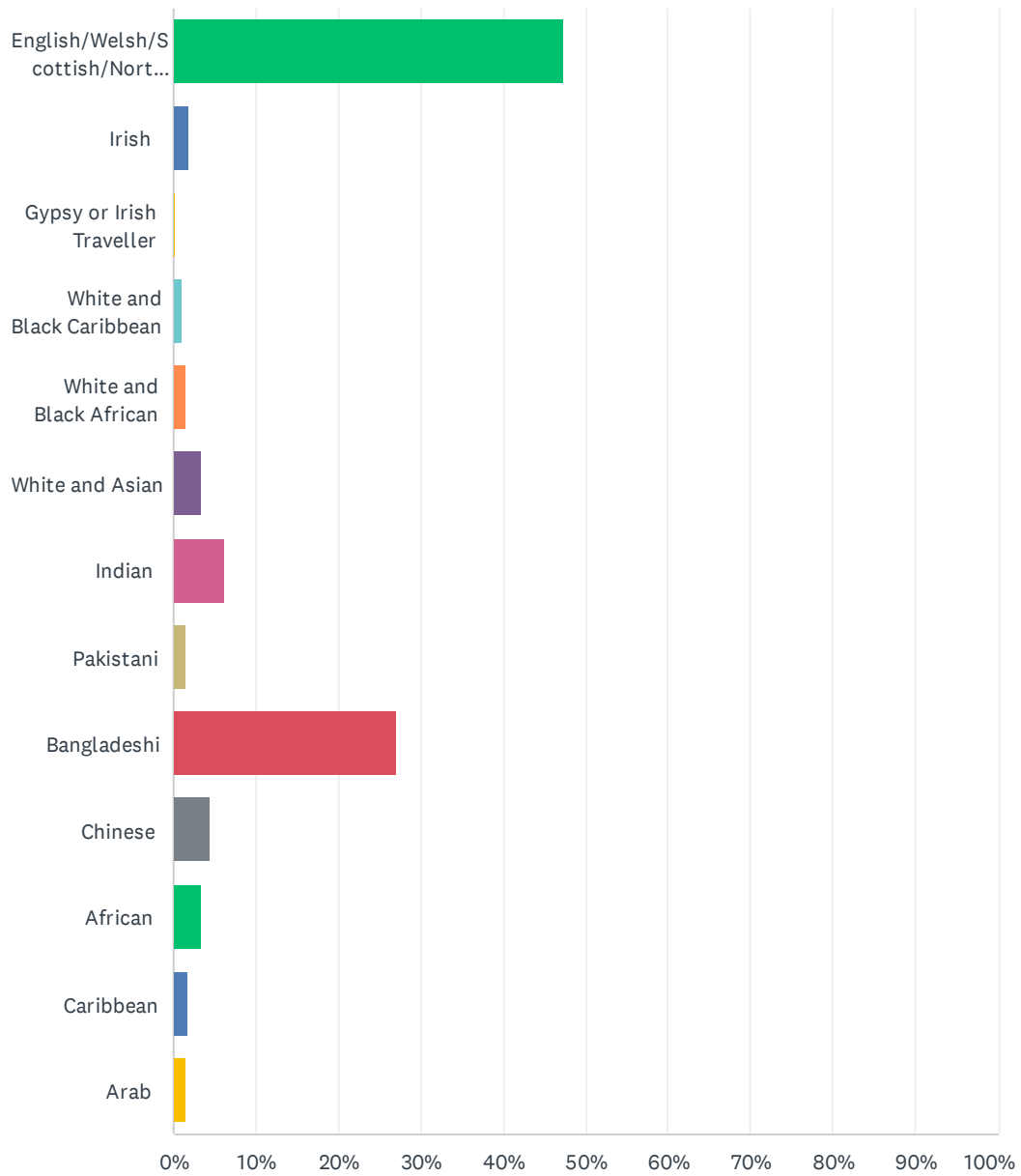


ANSWER CHOICES	RESPONSES	
Vision (due to blindness or partially sighted)	1.80%	40
Hearing (due to deafness or partial hearing)	2.43%	54
Mobility, such as difficulty walking short distance, climbing stairs, lifting and carrying objects	27.96%	621
Learning, concentrating or remembering	1.53%	34
Mental health	12.20%	271
Stamina or difficulty breathing	4.05%	90
Autism	0.86%	19
ADHD	1.62%	36
Prefer not to say	47.55%	1,056
<b>TOTAL</b>		<b>2,221</b>



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

Answered: 3,277 Skipped: 1,730

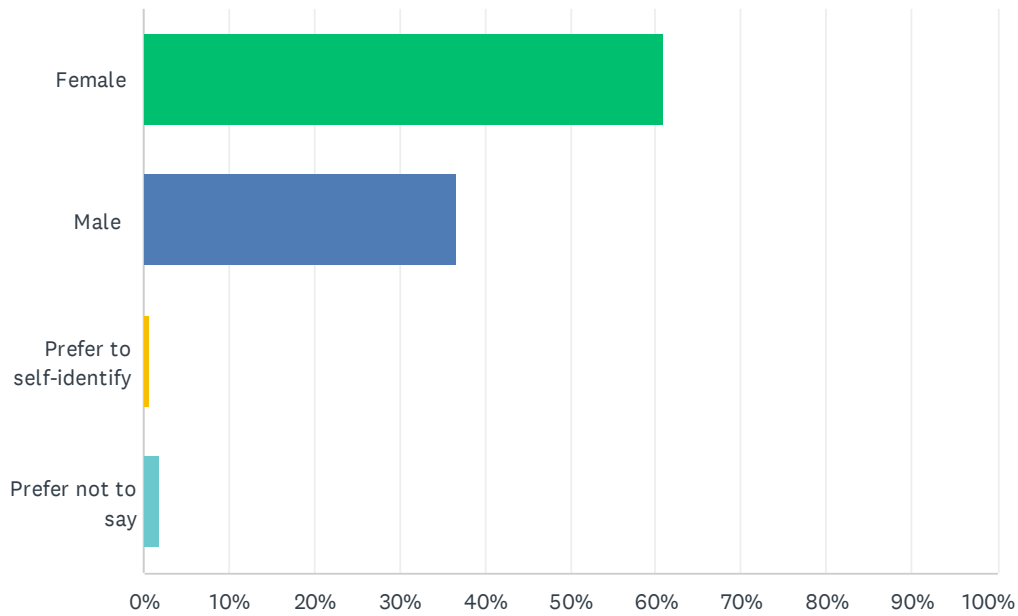


## Evening and weekend appointments survey - when would you like to be seen?

ANSWER CHOICES	RESPONSES	
English/Welsh/Scottish/Northern Irish/British	47.33%	1,551
Irish	1.95%	64
Gypsy or Irish Traveller	0.15%	5
White and Black Caribbean	1.10%	36
White and Black African	1.59%	52
White and Asian	3.48%	114
Indian	6.29%	206
Pakistani	1.43%	47
Bangladeshi	27.07%	887
Chinese	4.58%	150
African	3.48%	114
Caribbean	1.74%	57
Arab	1.53%	50
Total Respondents: 3,277		

## Q18 What is your gender?

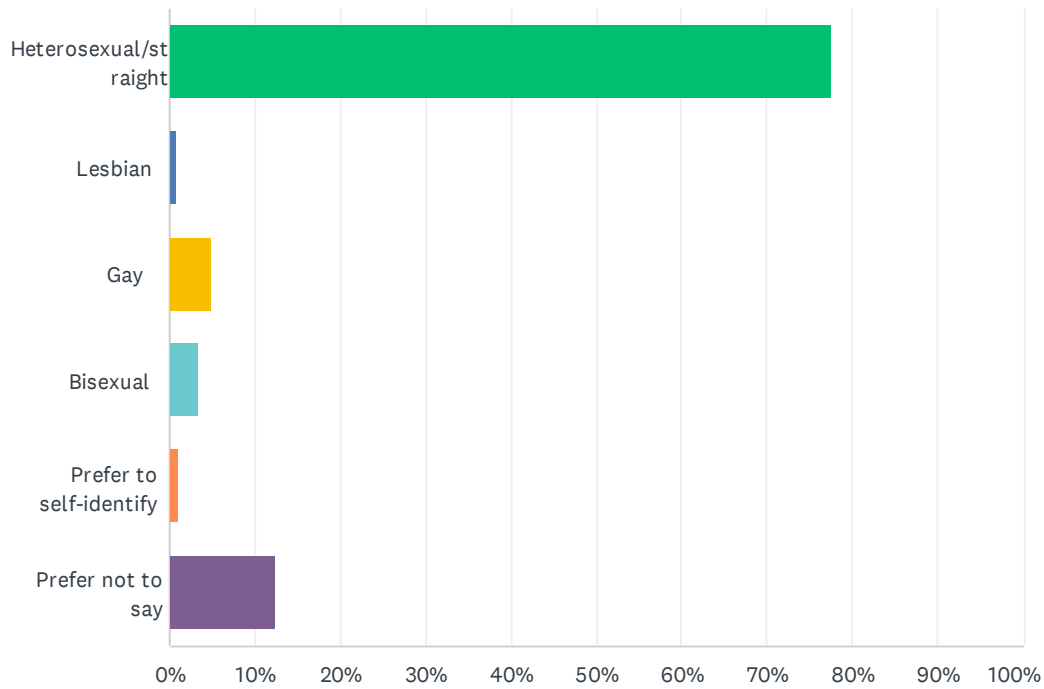
Answered: 4,125 Skipped: 882



ANSWER CHOICES	RESPONSES	
Female	60.92%	2,513
Male	36.75%	1,516
Prefer to self-identify	0.65%	27
Prefer not to say	1.82%	75
Total Respondents: 4,125		

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

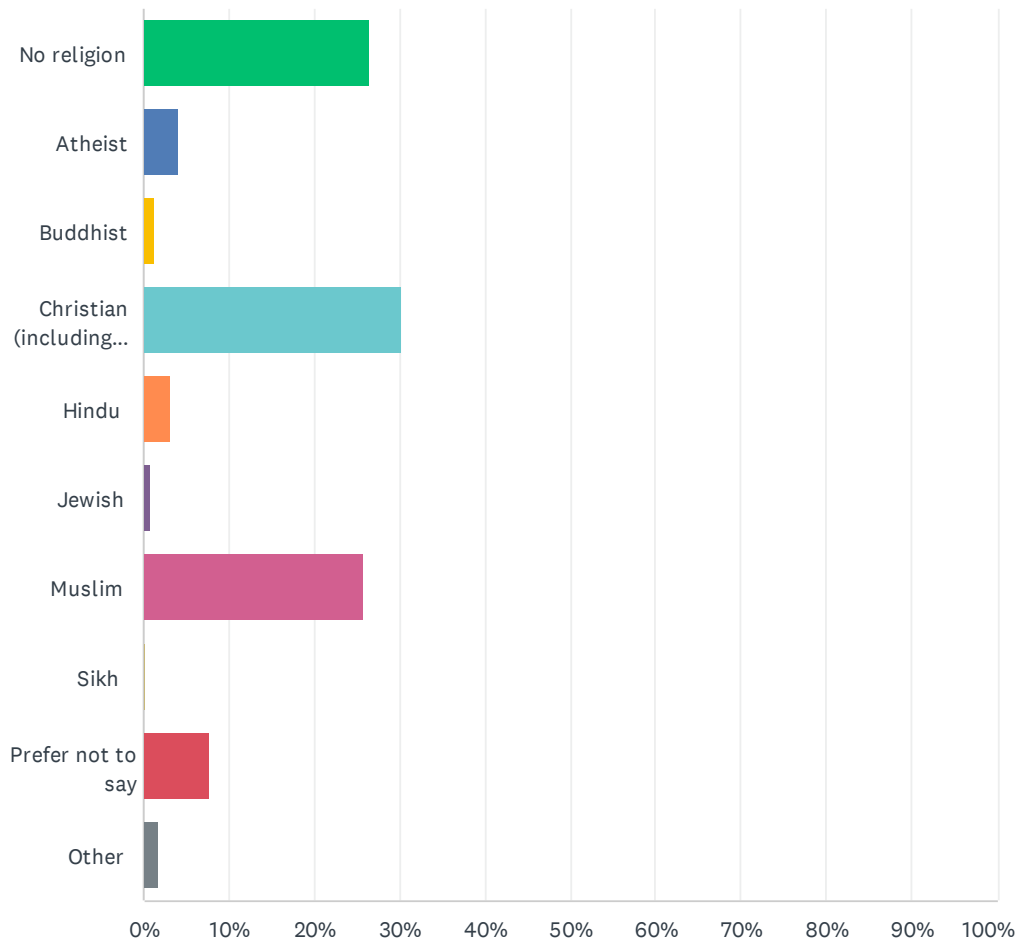
Answered: 4,073 Skipped: 934



ANSWER CHOICES	RESPONSES	
Heterosexual/straight	77.53%	3,158
Lesbian	0.93%	38
Gay	4.89%	199
Bisexual	3.46%	141
Prefer to self-identify	1.10%	45
Prefer not to say	12.37%	504
Total Respondents: 4,073		

## Q20 What is your religion?

Answered: 4,102 Skipped: 905

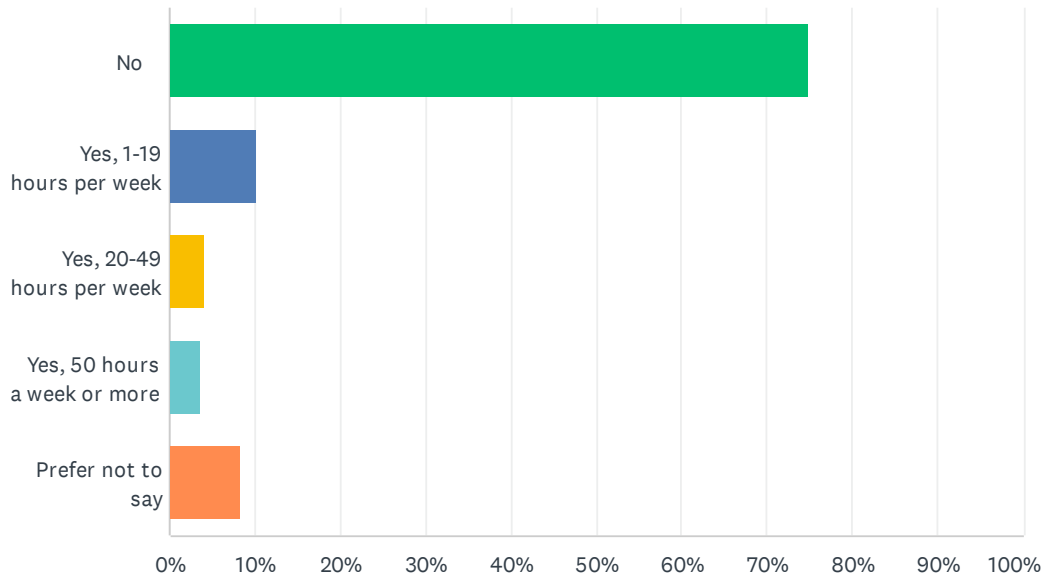


Evening and weekend appointments survey - when would you like to be seen?

ANSWER CHOICES	RESPONSES	
No religion	26.52%	1,088
Atheist	4.05%	166
Buddhist	1.27%	52
Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	30.25%	1,241
Hindu	3.10%	127
Jewish	0.76%	31
Muslim	25.79%	1,058
Sikh	0.29%	12
Prefer not to say	7.65%	314
Other	1.66%	68
Total Respondents: 4,102		

### 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: 4,158 Skipped: 849



ANSWER CHOICES	RESPONSES	
No	74.87%	3,113
Yes, 1-19 hours per week	10.20%	424
Yes, 20-49 hours per week	3.99%	166
Yes, 50 hours a week or more	3.68%	153
Prefer not to say	8.27%	344
Total Respondents: 4,158		