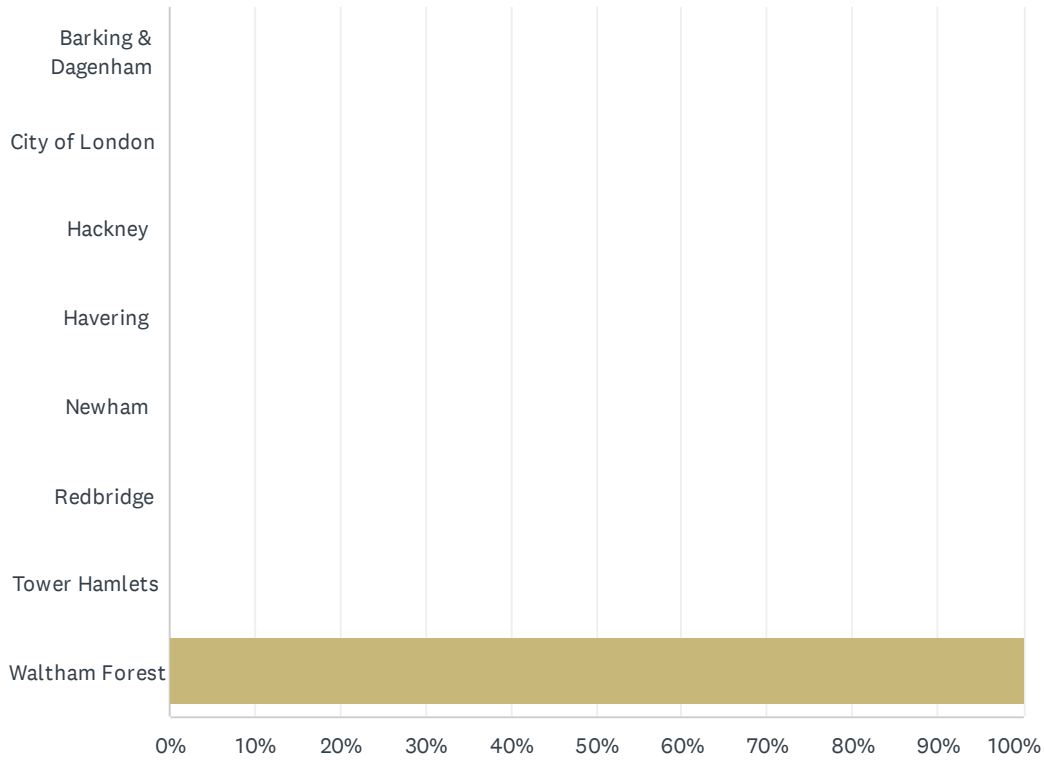


Q1 What borough do you live in?

Answered: 4,544 Skipped: 0



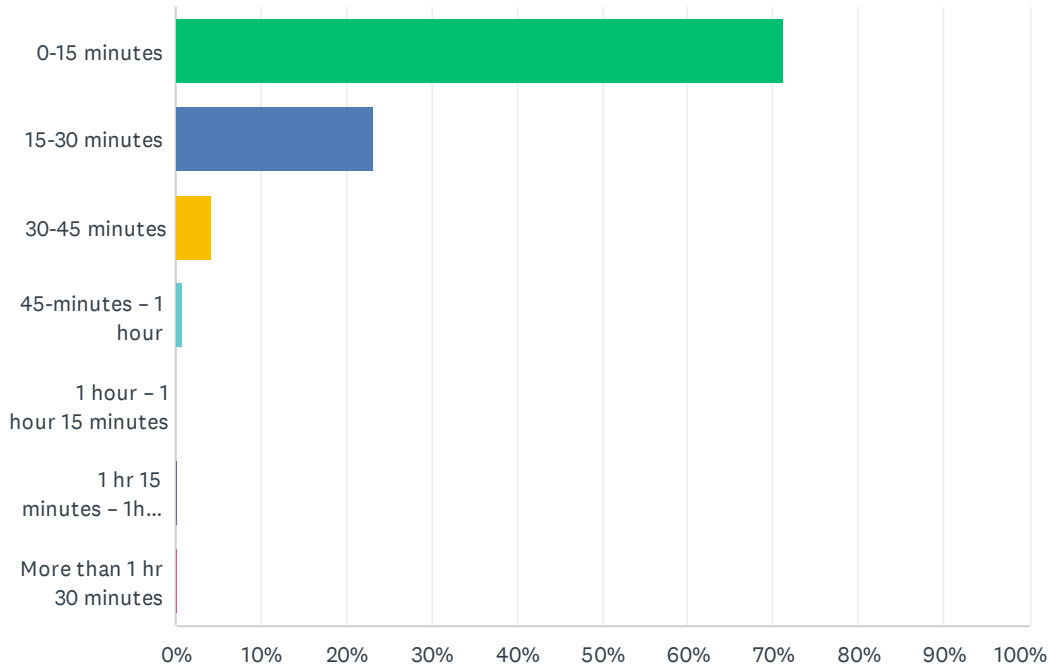
ANSWER CHOICES	RESPONSES	
Barking & Dagenham	0.00%	0
City of London	0.00%	0
Hackney	0.00%	0
Havering	0.00%	0
Newham	0.00%	0
Redbridge	0.00%	0
Tower Hamlets	0.00%	0
Waltham Forest	100.00%	4,544
TOTAL		4,544

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

Answered: 4,482 Skipped: 62

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

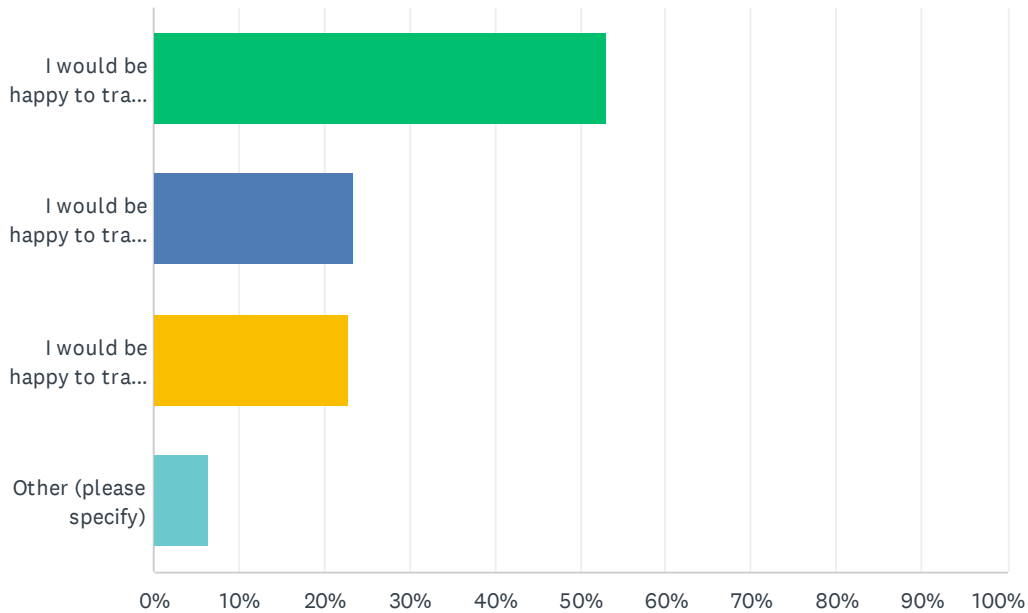
Answered: 4,496 Skipped: 48



ANSWER CHOICES	RESPONSES	
0-15 minutes	71.29%	3,205
15-30 minutes	23.18%	1,042
30-45 minutes	4.23%	190
45-minutes - 1 hour	0.82%	37
1 hour - 1 hour 15 minutes	0.09%	4
1 hr 15 minutes - 1hr 30 minutes	0.20%	9
More than 1 hr 30 minutes	0.20%	9
TOTAL		4,496

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)

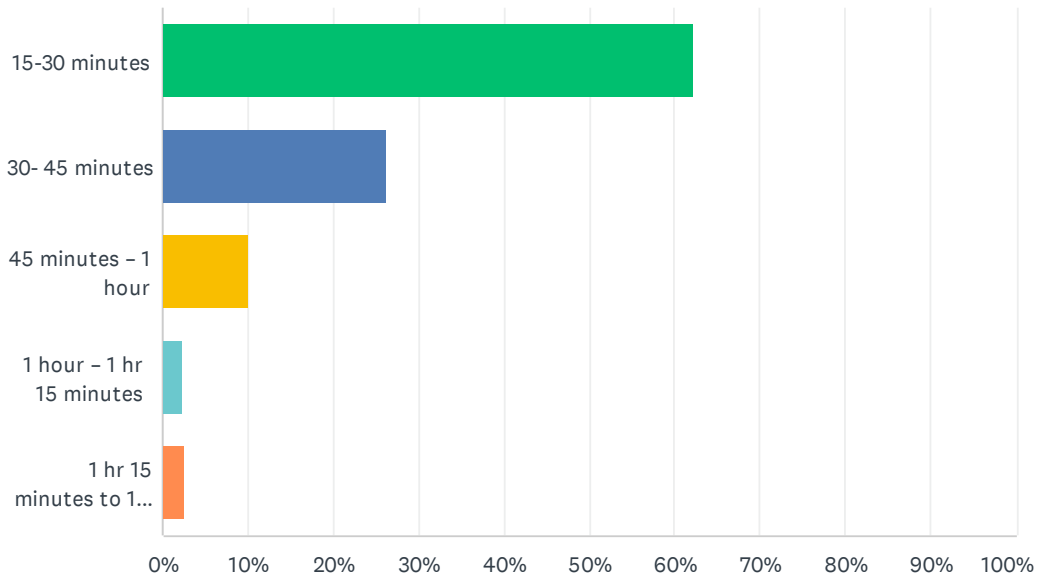
Answered: 4,526 Skipped: 18



ANSWER CHOICES	RESPONSES	
I would be happy to travel 0-2 miles	53.00%	2,399
I would be happy to travel 2-4 miles	23.40%	1,059
I would be happy to travel anywhere within the borough	22.80%	1,032
Other (please specify)	6.36%	288
Total Respondents: 4,526		

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)

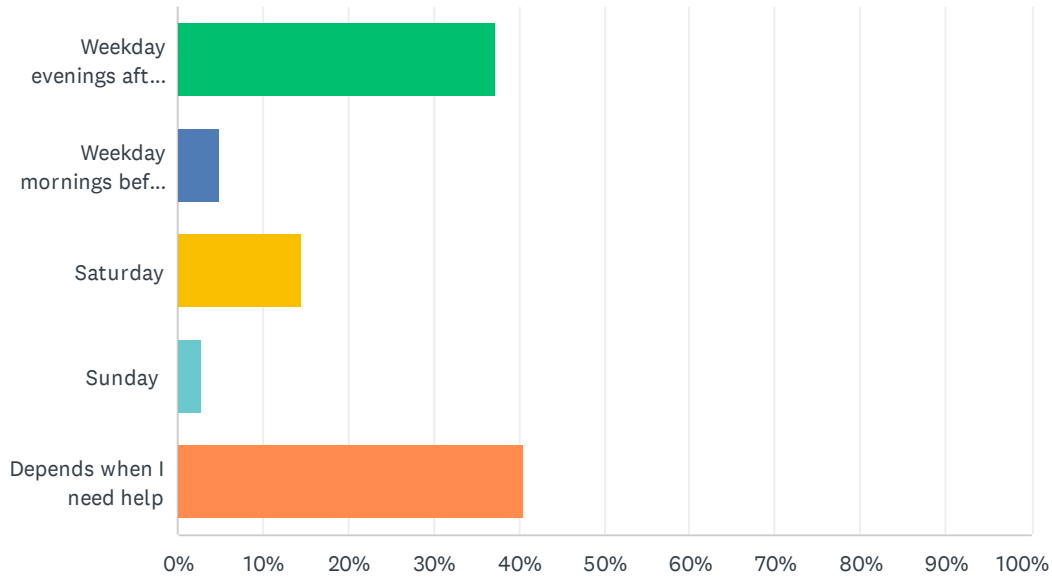
Answered: 4,514 Skipped: 30



ANSWER CHOICES	RESPONSES	
15-30 minutes	62.34%	2,814
30-45 minutes	26.30%	1,187
45 minutes - 1 hour	10.06%	454
1 hour - 1 hr 15 minutes	2.28%	103
1 hr 15 minutes to 1 hr 30 minutes	2.57%	116
Total Respondents: 4,514		

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

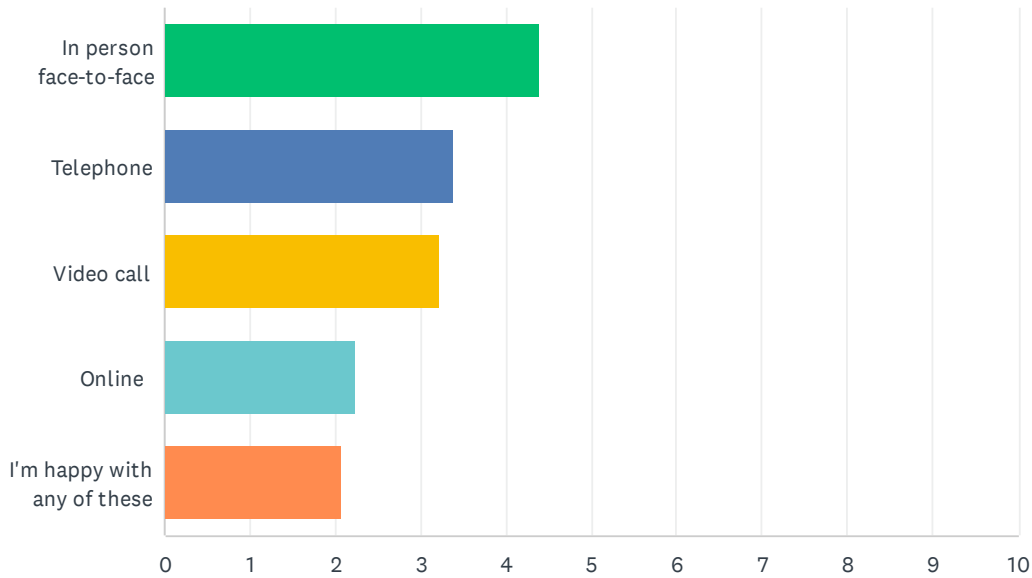
Answered: 4,520 Skipped: 24



ANSWER CHOICES	RESPONSES	
Weekday evenings after 6:30pm	37.41%	1,691
Weekday mornings before 8am	4.96%	224
Saturday	14.40%	651
Sunday	2.68%	121
Depends when I need help	40.55%	1,833
TOTAL		4,520

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)

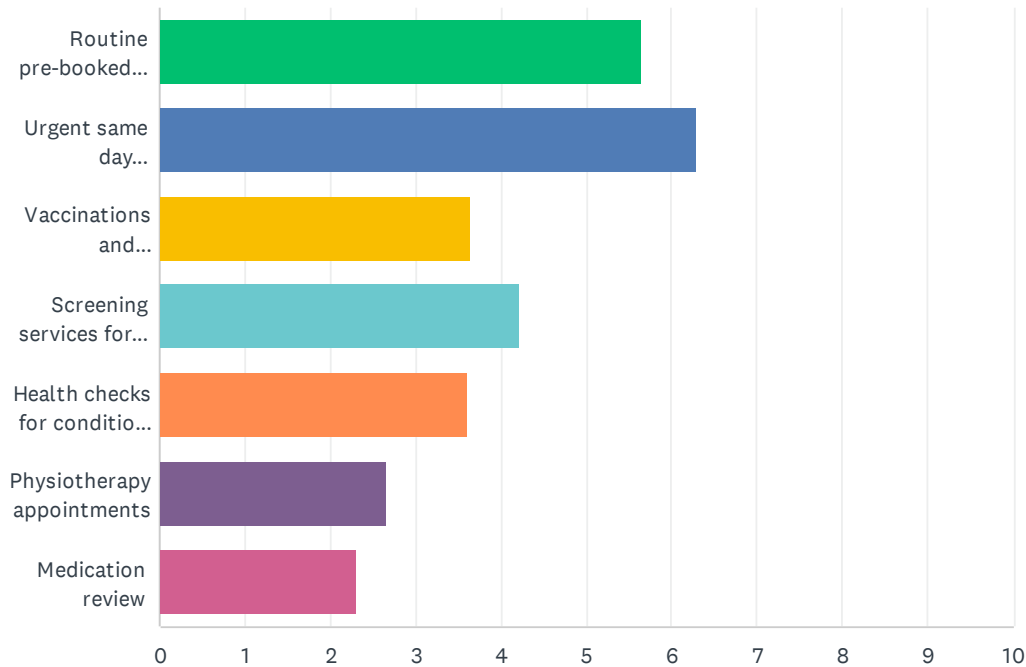
Answered: 4,481 Skipped: 63



	1	2	3	4	5	TOTAL	SCORE
In person face-to-face	74.58% 3,008	9.27% 374	5.11% 206	3.72% 150	7.31% 295	4,033	4.40
Telephone	8.99% 294	42.02% 1,375	31.94% 1,045	11.95% 391	5.10% 167	3,272	3.38
Video call	6.86% 220	35.34% 1,133	37.18% 1,192	14.66% 470	5.96% 191	3,206	3.22
Online	3.61% 114	7.19% 227	17.43% 550	52.34% 1,652	19.42% 613	3,156	2.23
I'm happy with any of these	18.32% 511	3.84% 107	5.38% 150	10.58% 295	61.89% 1,726	2,789	2.06

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)

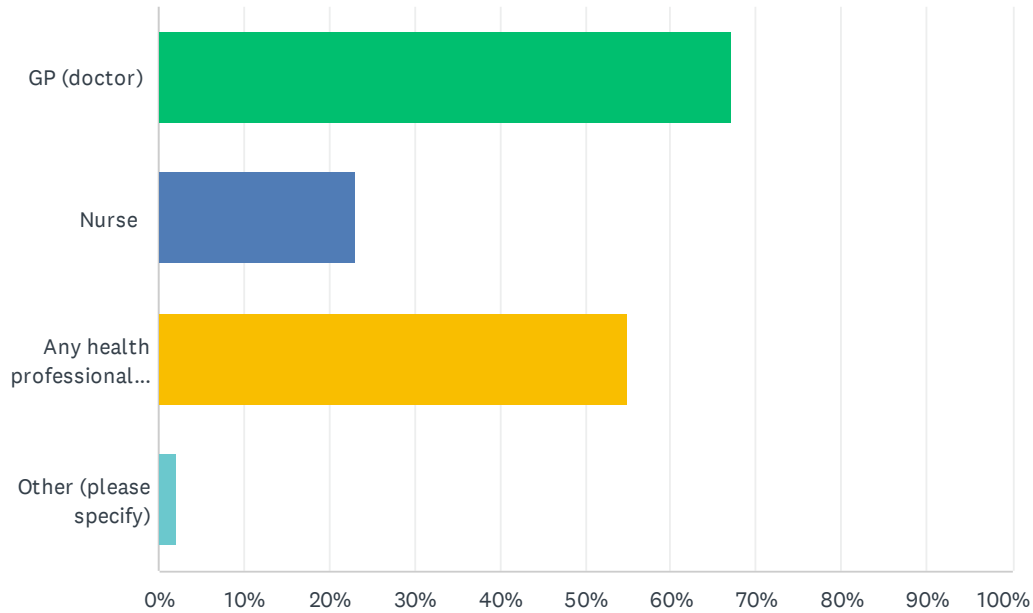
Answered: 4,506 Skipped: 38



	1	2	3	4	5	6	7	TOTAL	SCORE
Routine pre-booked appointments	29.18% 1,158	41.42% 1,644	12.55% 498	6.83% 271	4.23% 168	3.15% 125	2.65% 105	3,969	5.64
Urgent same day appointments	63.29% 2,641	22.91% 956	5.99% 250	2.44% 102	1.58% 66	1.05% 44	2.73% 114	4,173	6.30
Vaccinations and immunisations	2.55% 98	7.16% 275	25.29% 971	21.80% 837	16.59% 637	12.74% 489	13.86% 532	3,839	3.64
Screening services for cancer (smear test for example)	5.10% 198	13.83% 537	25.29% 982	26.45% 1,027	16.51% 641	8.63% 335	4.20% 163	3,883	4.22
Health checks for conditions such as diabetes or asthma	3.02% 117	6.73% 261	16.12% 625	22.39% 868	30.24% 1,172	16.02% 621	5.47% 212	3,876	3.60
Physiotherapy appointments	1.19% 46	3.62% 140	8.19% 317	10.73% 415	19.51% 755	37.97% 1,469	18.79% 727	3,869	2.67
Medication review	2.78% 110	4.01% 159	7.60% 301	8.68% 344	9.94% 394	17.11% 678	49.87% 1,976	3,962	2.30

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)

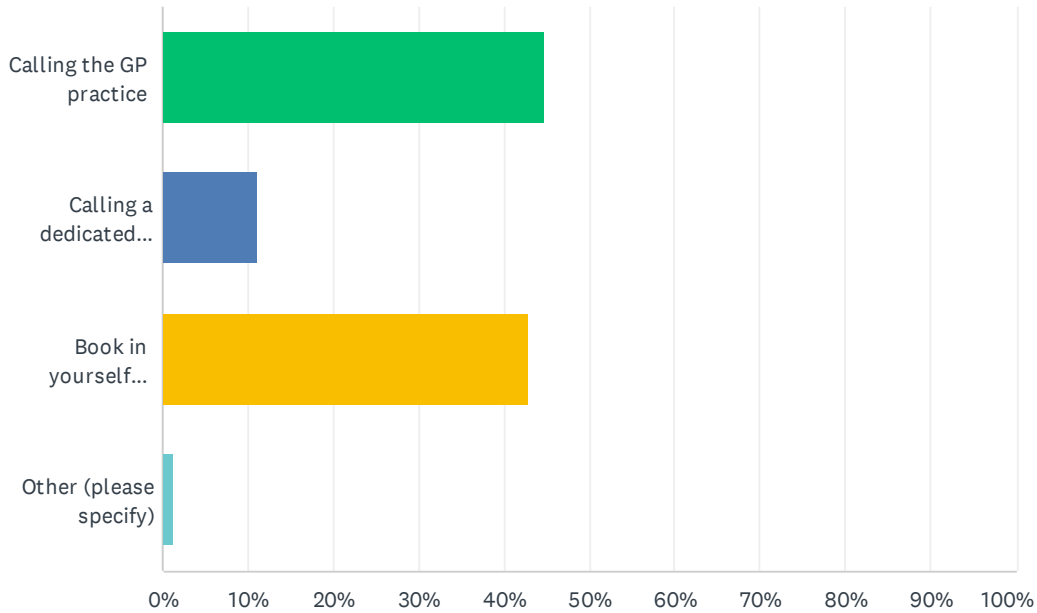
Answered: 4,523 Skipped: 21



ANSWER CHOICES	RESPONSES
GP (doctor)	67.10% 3,035
Nurse	22.95% 1,038
Any health professional appropriate to your needs (e.g. GP, doctor, nurse, healthcare assistant, clinical pharmacist, social prescribing link worker, physician's associate, other)	54.99% 2,487
Other (please specify)	2.06% 93
Total Respondents: 4,523	

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

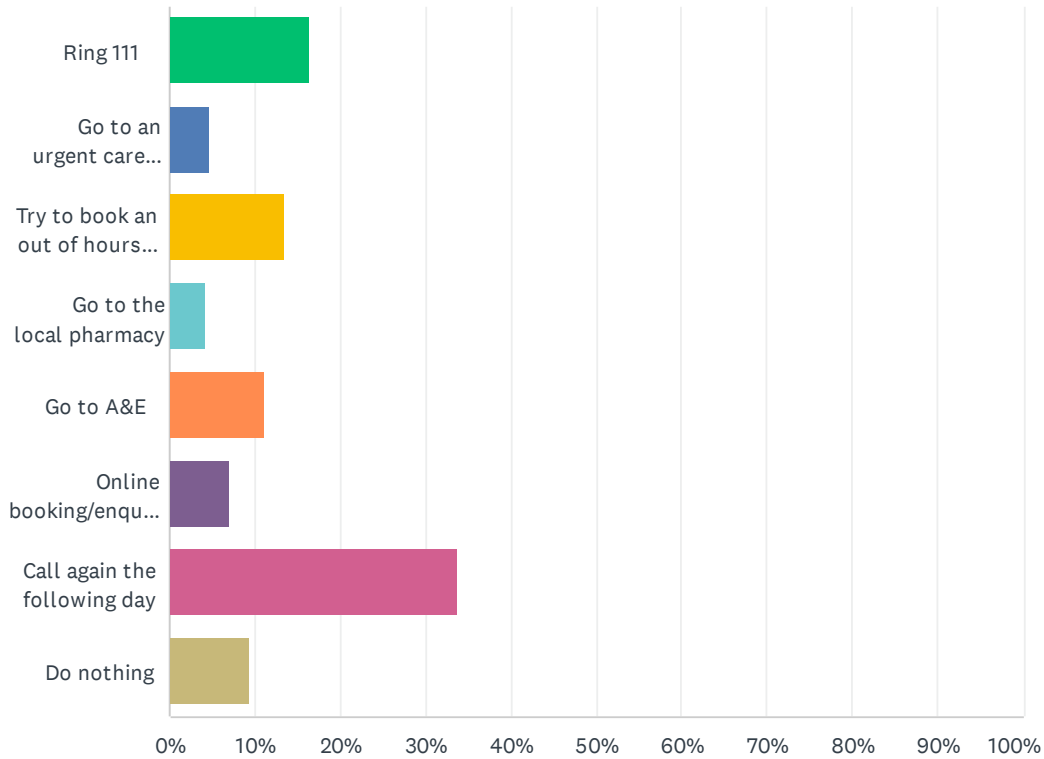
Answered: 4,522 Skipped: 22



ANSWER CHOICES	RESPONSES	
Calling the GP practice	44.78%	2,025
Calling a dedicated booking line	11.10%	502
Book in yourself through GP online services	42.77%	1,934
Other (please specify)	1.35%	61
TOTAL		4,522

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

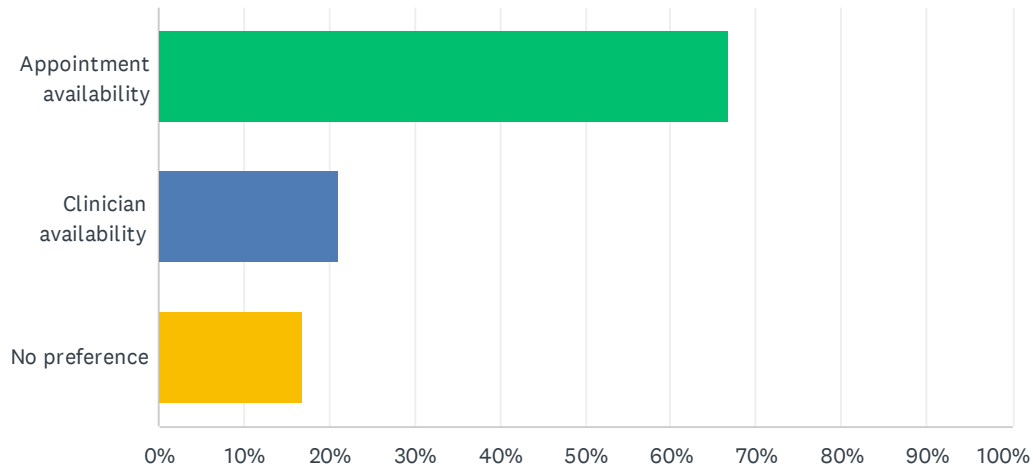
Answered: 4,514 Skipped: 30



ANSWER CHOICES	RESPONSES	
Ring 111	16.39%	740
Go to an urgent care centre	4.76%	215
Try to book an out of hours GP appointment	13.38%	604
Go to the local pharmacy	4.25%	192
Go to A&E	11.12%	502
Online booking/enquiry form	7.11%	321
Call again the following day	33.58%	1,516
Do nothing	9.39%	424
TOTAL		4,514

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: 4,518 Skipped: 26



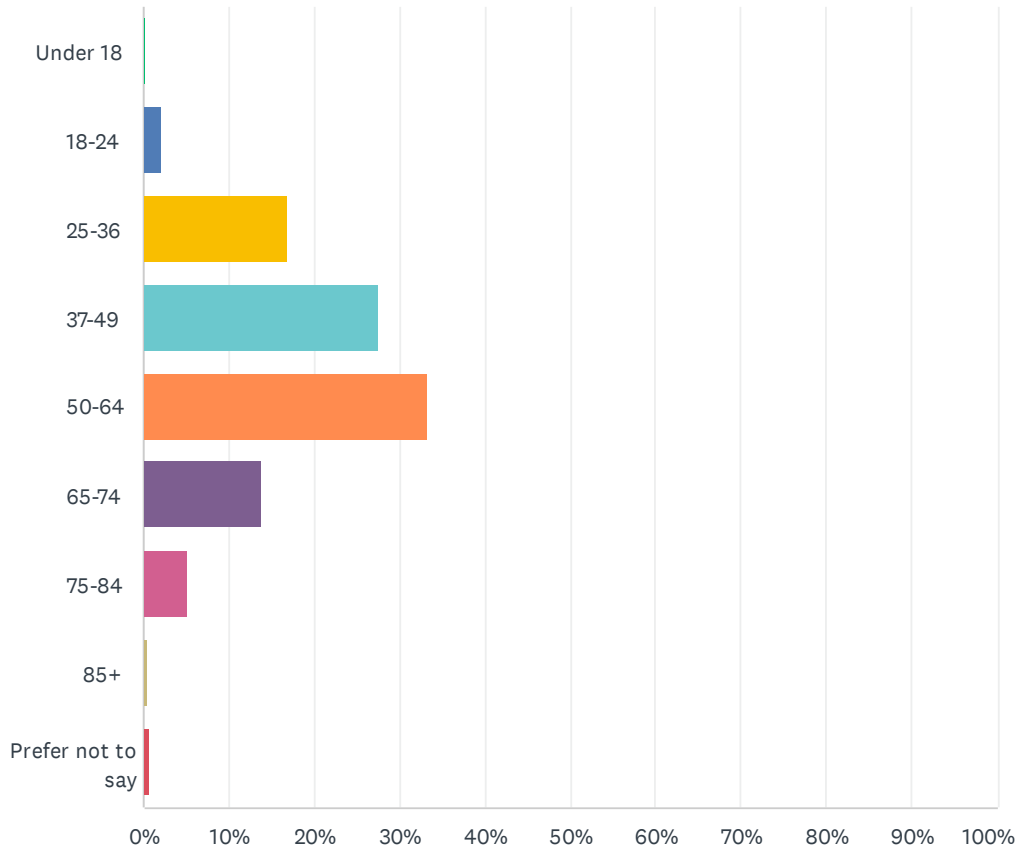
ANSWER CHOICES	RESPONSES	
Appointment availability	66.82%	3,019
Clinician availability	21.05%	951
No preference	16.80%	759
Total Respondents: 4,518		

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

Answered: 2,526 Skipped: 2,018

Q14 What age group do you belong to?

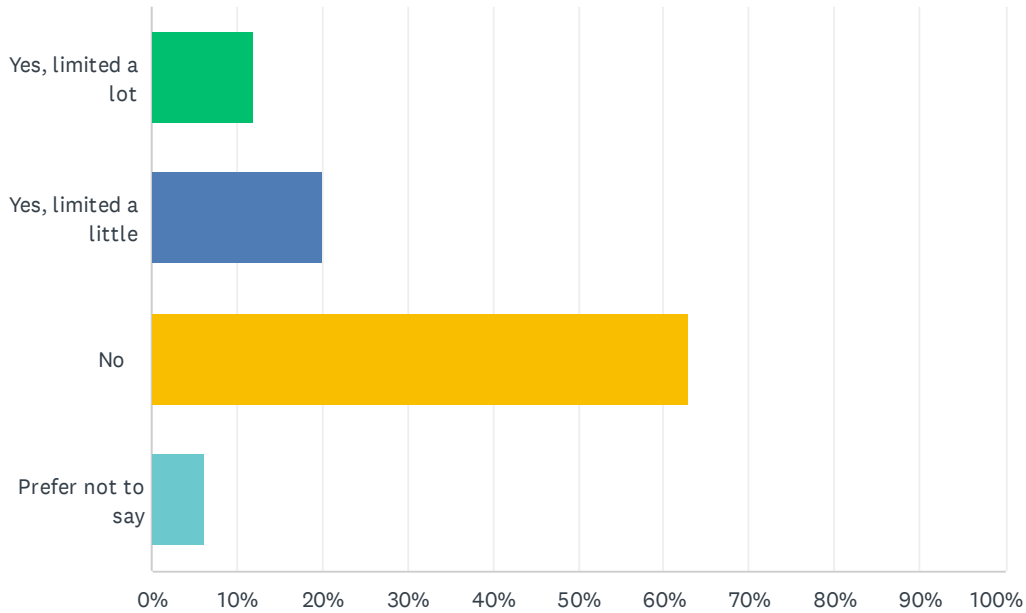
Answered: 3,799 Skipped: 745



ANSWER CHOICES	RESPONSES	
Under 18	0.13%	5
18-24	2.21%	84
25-36	16.90%	642
37-49	27.40%	1,041
50-64	33.30%	1,265
65-74	13.87%	527
75-84	5.19%	197
85+	0.37%	14
Prefer not to say	0.63%	24
TOTAL		3,799

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?

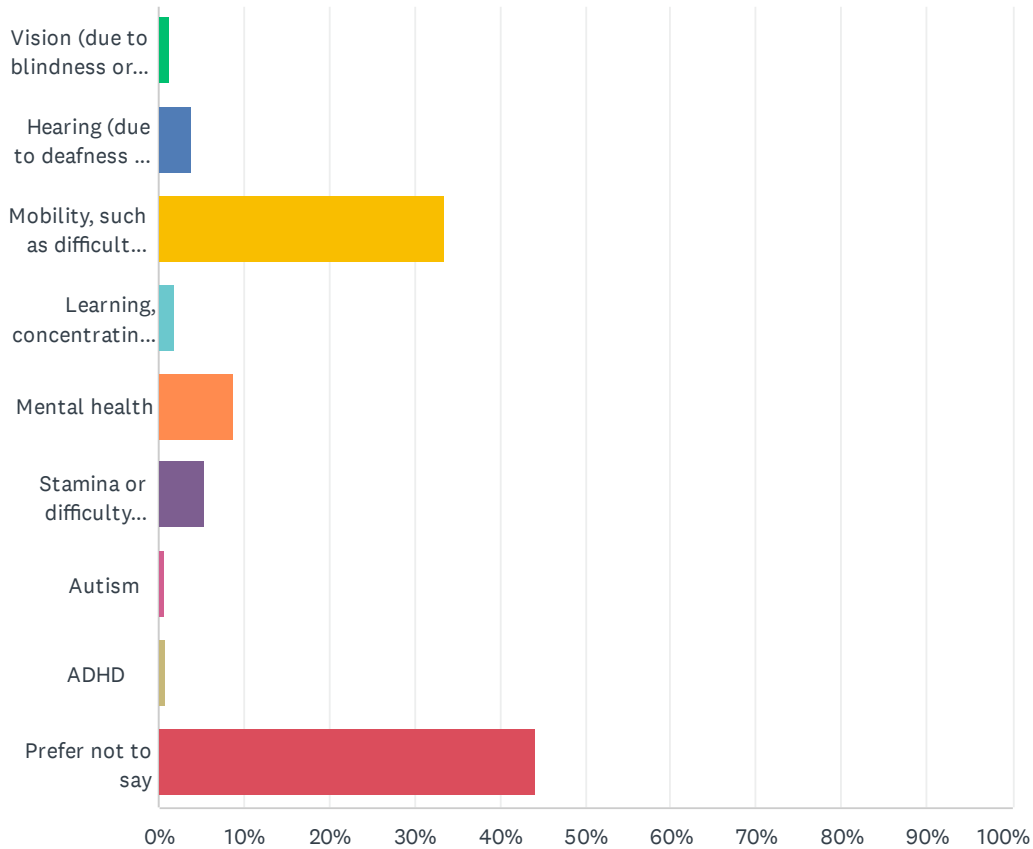
Answered: 3,819 Skipped: 725



ANSWER CHOICES	RESPONSES
Yes, limited a lot	11.97% 457
Yes, limited a little	20.06% 766
No	62.92% 2,403
Prefer not to say	6.15% 235
Total Respondents: 3,819	

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

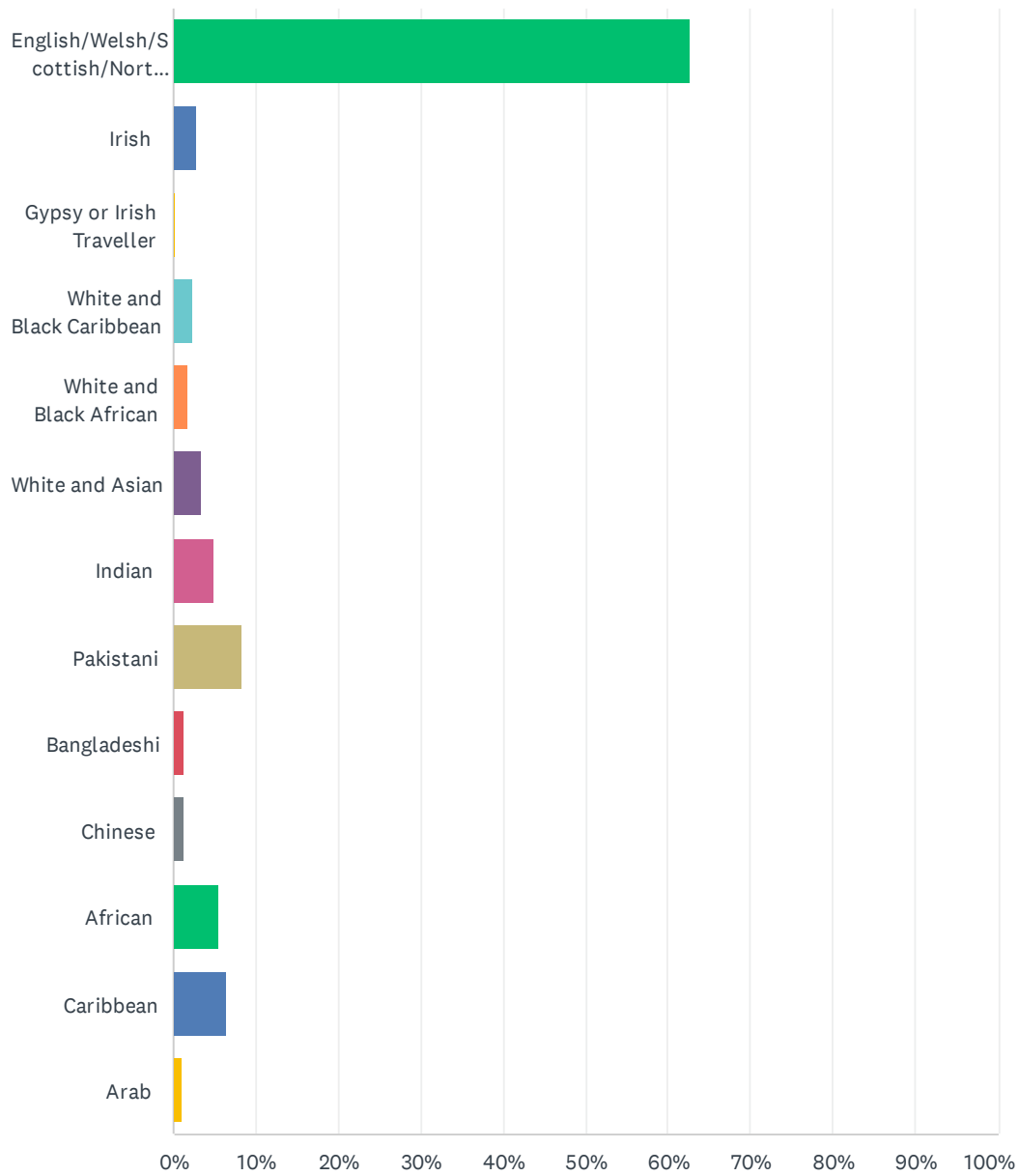
Answered: 1,968 Skipped: 2,576



ANSWER CHOICES	RESPONSES	
Vision (due to blindness or partially sighted)	1.32%	26
Hearing (due to deafness or partial hearing)	3.76%	74
Mobility, such as difficulty walking short distance, climbing stairs, lifting and carrying objects	33.49%	659
Learning, concentrating or remembering	1.98%	39
Mental health	8.64%	170
Stamina or difficulty breathing	5.23%	103
Autism	0.66%	13
ADHD	0.81%	16
Prefer not to say	44.11%	868
TOTAL		1,968

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

Answered: 3,058 Skipped: 1,486

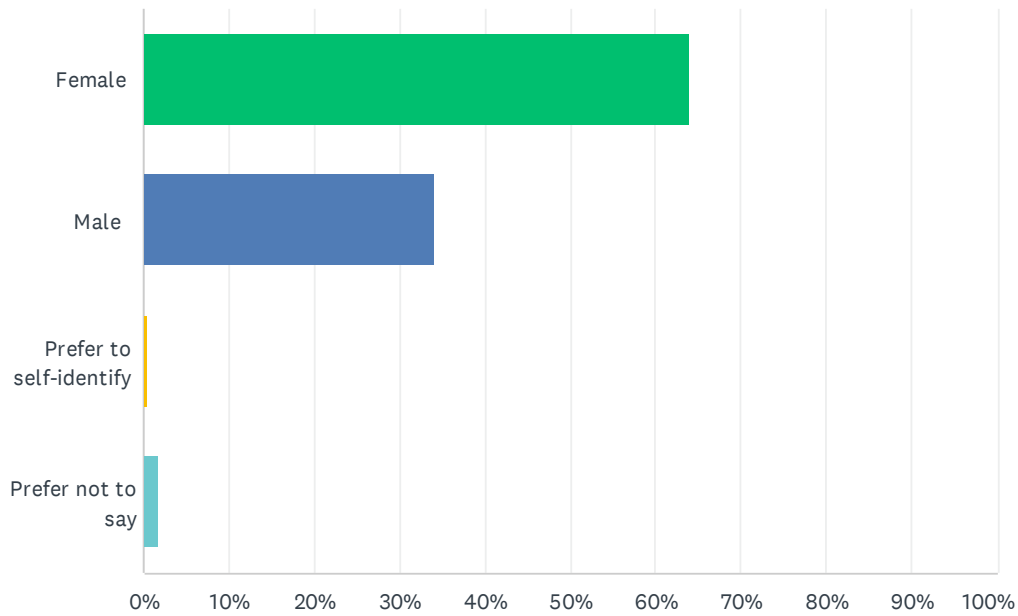


Evening and weekend appointments survey - when would you like to be seen?

ANSWER CHOICES	RESPONSES	
English/Welsh/Scottish/Northern Irish/British	62.69%	1,917
Irish	2.78%	85
Gypsy or Irish Traveller	0.23%	7
White and Black Caribbean	2.35%	72
White and Black African	1.80%	55
White and Asian	3.40%	104
Indian	4.94%	151
Pakistani	8.34%	255
Bangladeshi	1.28%	39
Chinese	1.37%	42
African	5.53%	169
Caribbean	6.31%	193
Arab	1.05%	32
Total Respondents: 3,058		

Q18 What is your gender?

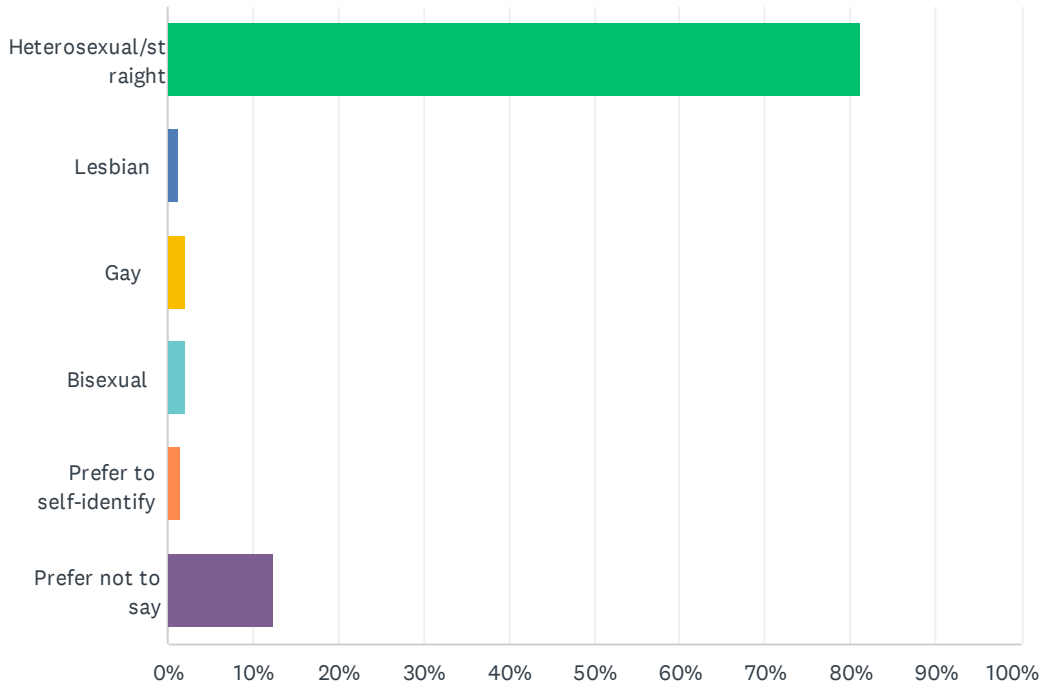
Answered: 3,812 Skipped: 732



ANSWER CHOICES	RESPONSES	
Female	64.06%	2,442
Male	34.05%	1,298
Prefer to self-identify	0.50%	19
Prefer not to say	1.71%	65
Total Respondents: 3,812		

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

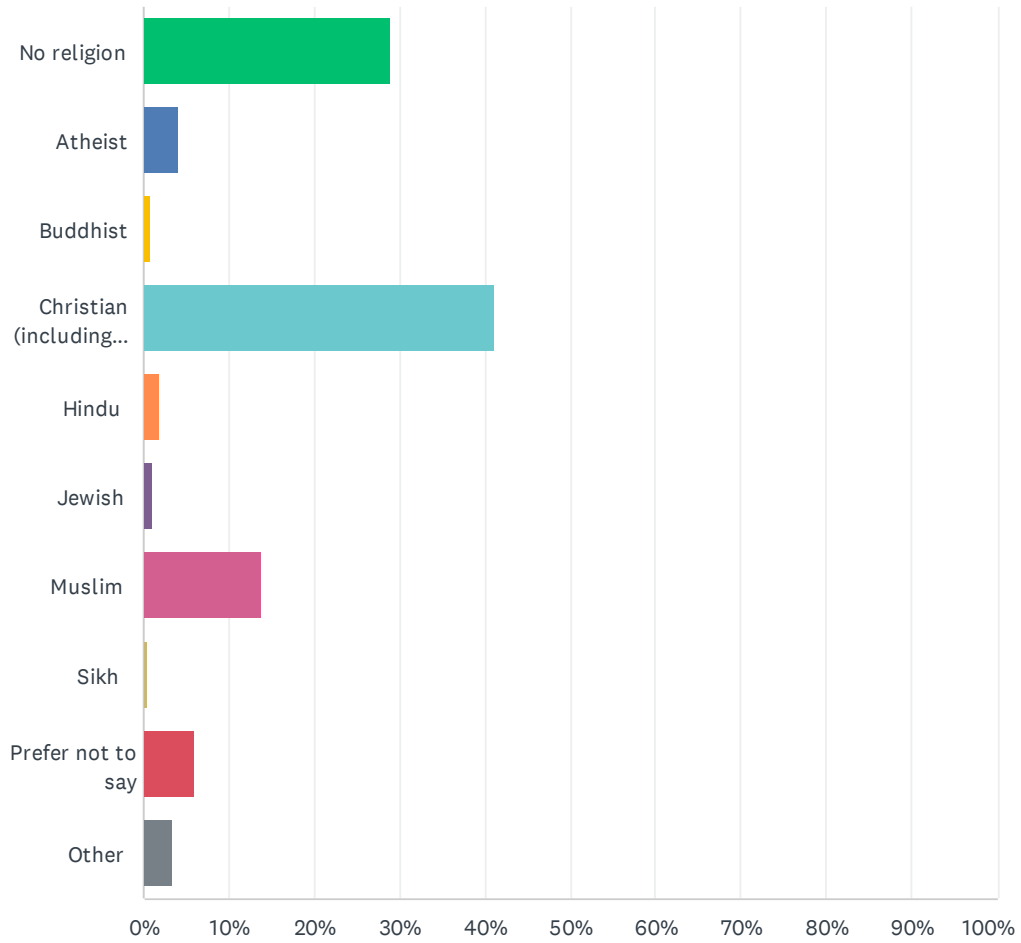
Answered: 3,771 Skipped: 773



ANSWER CHOICES	RESPONSES	
Heterosexual/straight	81.28%	3,065
Lesbian	1.30%	49
Gay	2.12%	80
Bisexual	2.09%	79
Prefer to self-identify	1.43%	54
Prefer not to say	12.36%	466
Total Respondents: 3,771		

Q20 What is your religion?

Answered: 3,804 Skipped: 740

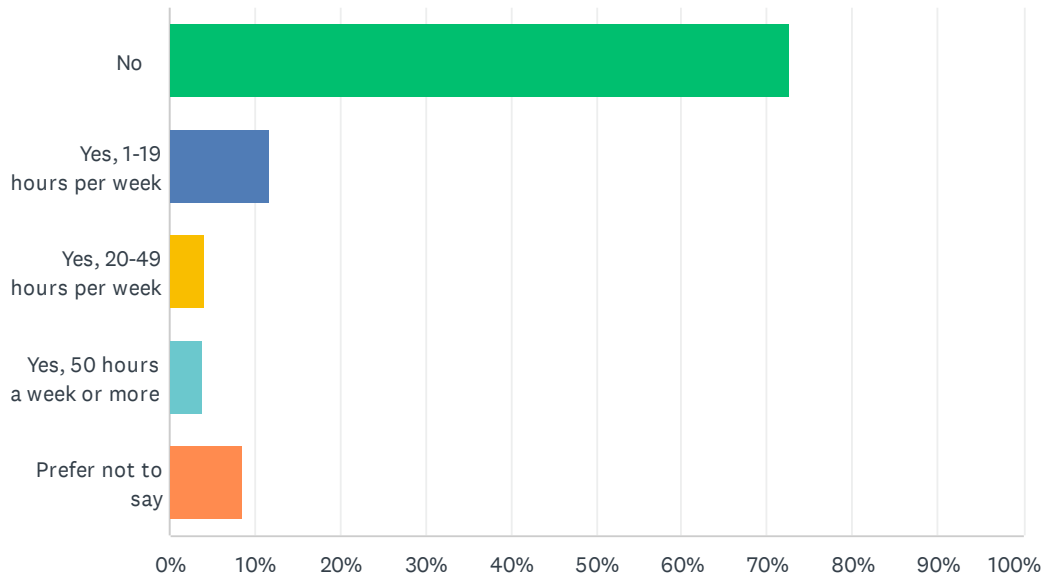


Evening and weekend appointments survey - when would you like to be seen?

ANSWER CHOICES	RESPONSES	
No religion	28.92%	1,100
Atheist	4.02%	153
Buddhist	0.95%	36
Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	41.17%	1,566
Hindu	2.02%	77
Jewish	1.16%	44
Muslim	13.91%	529
Sikh	0.47%	18
Prefer not to say	5.91%	225
Other	3.34%	127
Total Respondents: 3,804		

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: 3,844 Skipped: 700



ANSWER CHOICES	RESPONSES	
No	72.76%	2,797
Yes, 1-19 hours per week	11.78%	453
Yes, 20-49 hours per week	4.06%	156
Yes, 50 hours a week or more	3.90%	150
Prefer not to say	8.45%	325
Total Respondents: 3,844		