

## Survey of patients 2005 Primary care trust



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The primary care trust survey of patients 2005 was designed, developed and coordinated by the NHS survey advice centre at



### **About the Healthcare Commission**

The Healthcare Commission exists to promote improvements in the quality of healthcare and public health in England. We are committed to making a real difference to the delivery of healthcare and to promoting continuous improvement for the benefit of patients and the public. The Healthcare Commission's full name is the Commission for Healthcare Audit and Inspection.

The Healthcare Commission was created under the Health and Social Care (Community Health and Standards) Act 2003. The organisation has a range of new functions and took over some responsibilities from other Commissions. It:

- replaces the Commission for Health Improvement (CHI), which ceased to exist on March 31st 2004
- takes over responsibility for the independent healthcare previously carried out by the National Care Standards Commission, which also ceased to exist on March 31st 2004
- carries out the elements of the Audit Commission's work relating to the efficiency, effectiveness and economy of healthcare

We have a statutory duty to assess the performance of healthcare organisations, award annual performance ratings for the NHS and coordinate reviews of healthcare with others.

We have created an entirely new approach to assessing and reporting on the performance of healthcare organisations. Our annual health check will look at much broader range of issues in our assessments, enabling us to focus on what really matters.

# Executive summary

Primary care trusts (PCTs) are responsible for ensuring that healthcare services are provided to people within their local communities. Since 2003, the Healthcare Commission (and its predecessor, the Commission for Health Improvement) has asked patients about their experiences of these services. This report provides key findings from the survey conducted between January and March 2005. Where appropriate, these findings are compared with those from 2003 and 2004.

Almost 117,000 people responded to the 2005 survey. Eighty-nine per cent of these respondents had visited their general practice or local health centre within the last 12 months.

## Key findings

Overall, three quarters (76%) of respondents said that they were seen as soon as they thought necessary, compared with 58% in 2004. The percentage of people seen on the day that they contacted their general practice or local health centre has increased steadily, from 27% in 2003 to 38% in 2005, while the proportion waiting more than two days for an appointment has fallen from 35% to 25% over the same period.

Nearly three quarters (74%) of people reported that they were seen within the Government's target waiting times of 48 hours for a GP. This compares with about two thirds of people (65%) in 2003. However, delayed appointments were more likely to be caused by fewer appointment slots rather than by people wanting to choose which healthcare professional they see. In 2005, of those people who waited more than two working days, 38% delayed their appointment so that they could see their doctor of choice compared with 41% in 2004. People were asked if their general practice allowed them to make a doctor's appointment three or more working days in advance. Seventy per cent of respondents said yes.

Six per cent of respondents said they were deterred from going to their general practice or local health centre because of inconvenient opening hours and 15% said they were sometimes deterred from going. More than half said that they sometimes (44%) or always (13%) experienced problems contacting their general practice or local health centre by telephone. This was up by 6%, since 2003.

Almost a quarter of respondents (24%) reported they were seen on time by their GP. Forty-seven per cent said that they waited up to 15 minutes after their appointment time, 21% said that they waited 16-30 minutes, and 8% said that they waited more than 30 minutes.

When asked about the conduct of receptionists in their general practice or local health centre, 86% of respondents rated the courtesy of the receptionist as excellent, very good or good. Seventy-two per cent rated their general practice or local health centre as very clean, 27% said it was fairly clean and only 1% of respondents said it was not very clean.

The majority of people (92%) seen within the last 12 months said that their doctor always treated them with dignity and respect. Seventy-six per cent of respondents said that they definitely had confidence and trust in their doctor, 3% that they had no confidence or trust in their doctor. Of those who saw another healthcare professional, 95% said that they were always treated with dignity and respect and 85% that they had trust and confidence in the person they saw.

Eighty-two per cent of people reported that their doctor listened carefully to them – this figure has not changed since 2004. People's perceptions of whether they had enough time to discuss their health or medical problems with their doctor also remained unchanged. Three quarters of respondents said that they received an answer they could definitely understand when they asked their doctor a question.

Fifty-nine per cent of respondents felt they were definitely involved in decisions about their medication. This was consistent with results from the 2004 survey. The proportion who said that they were not involved in these decisions decreased from 15% in 2003 to 12% in 2004 and 2005. A higher percentage of people said that their medication had been reviewed by their GP or another health professional and most (86%) said they were given enough information about how to use their medication. However, 21% of respondents said that they wanted more information about potential side effects and 18% said that they had not received any information.

Of the 36% of respondents that had been referred to a specialist in the past twelve months, 26% were given a choice about which hospital they were referred to, 17% said that they would have liked to be given a choice, and 57% were not given a choice but did not mind. From the end of 2005, patients who need planned hospital care will be offered a choice of four or more hospitals when they are referred by their GP.

For the first time, we asked people if they had been sent copies of letters between the hospital and their GP about their treatment. The majority (70%) of respondents said that they were not sent copies of any letters between the hospital and their GP (this excludes those who did not know if any letters had been sent).

Among respondents aged 65 and older, 84% took up the offer of an influenza vaccination (flu jab) and only 2% reported that they were not offered one. In 2005, 22% of current smokers said that they were definitely given advice or help from their general practice or health centre on how to stop smoking. Overall, the proportion of respondents who were given advice or support increased to 40% from 2004. A further 19% would have liked help or advice but didn't receive it. Fifty-seven per cent of respondents were registered with their dentist as an NHS patient, 23% percent were registered as a non-NHS patient, and the remaining 20% were not registered with a dentist. Of those not registered with an NHS dentist, 69% said that they would like to be.

## The national patient survey programme

Understanding what people think about the care and treatment they receive is crucial to improving the quality of care being delivered by healthcare organisations. One way of doing this is by asking people who have recently used the health service to tell us about their experiences.

The national patient survey programme, which was taken over by the Healthcare Commission in April 2004, is one of the largest patient survey programmes in the world. It provides a unique opportunity to monitor experiences of healthcare and is an important part of the Healthcare Commission's new annual health check.

The national patient survey programme aims to:

- provide feedback from patients to healthcare organisations which can be used locally for quality improvement
- gather information about the experiences of people using services to inform performance assessments and Healthcare Commission inspections and reviews at a local level

- assess the performance of healthcare providers and monitor the experience of patients at a national level
- allow healthcare organisations to compare their results so that best practice can be shared

The Healthcare Commission has already surveyed patients on topics as diverse as hospital inpatient services, services for children and young people, emergency and ambulance services, and mental health and outpatient services. The programme continues to develop new approaches, different topics and improved partnership working to ensure that we capture a wider range of views from people who use the NHS and independent healthcare services.

More information about the national patient survey programme is available on the Healthcare Commission website at [www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk), along with copies of our survey reports.

## About this report

### Understanding differences

When comparing the results of different surveys there can be a degree of uncertainty around the results. Differences may be real or may have occurred by chance, reflecting who responded to the questionnaire. Statistically, it is highly unlikely that any differences mentioned in this report have occurred by chance. They represent a real change between the two surveys. Where there has been no real change, differences or comparisons are not shown.

# Introduction

For many people, healthcare is mainly provided in their local community by primary care staff, such as GPs, practice nurses, district nurses, midwives and dentists. Primary care trusts (PCTs) are responsible for ensuring that people have access to these, and other, healthcare services within their local communities. There are approximately 300 PCTs in England.

Since 2003, the Healthcare Commission (and its predecessor organisation, CHI) has carried out annual surveys of people who have recently used their local healthcare (primary care) services. The surveys provide useful insight on the performance of healthcare services in local communities and patients' access to care and treatment.

This report summarises the key findings from the primary care trust survey of patients carried out in 2005 and makes comparisons with results of the 2003 and 2004 surveys when possible<sup>1</sup>.

Detailed reports for each PCT can be found on the Healthcare Commission website at [www.healthcarecommission.org.uk/PatientSurveyPCT2005](http://www.healthcarecommission.org.uk/PatientSurveyPCT2005).

## Our approach

All PCTs in England took part in the national survey. Each one was asked to survey 850 randomly selected people who were registered with local general practices. Surveys were carried out between January and March 2005.

Postal questionnaires were sent to 257,505 people and up to two reminder letters were sent to people who had not responded. Completed questionnaires were received from 116,939 people, representing an overall response rate of 47%<sup>2</sup>. The response rate for each trust varied from 23% to 61%.

When completing the survey, respondents were asked to think about their most recent contact with a local health service, either for themselves or for a child in their care. The final section of the questionnaire invited respondents to comment on things that they felt were particularly good about their local health care and things that could be improved. The quotes in this report are drawn from these comments.

Nationally, of the people that were surveyed:

- 89% had visited their general practice or local health centre in the previous 12 months
- 58% were women
- 20% were aged 16-35, 26% were aged 36-50, 29% were aged 51-65, 20% were aged 66-80, and 5% were 81 years or older
- 95% were white, 3% were Asian or Asian British, 1% were of mixed race, 1% were black or black British and 1% were from Chinese or other ethnic groups
- 59% left full time education aged 16 or under, 19% left aged 17-18 years and 18% aged 19 or over – the remaining 3% were still in full time education
- 39% of people said that their overall health as excellent or good, 52% said it as good or fair, and 10% said their overall health was poor or very poor

Appendix 2 contains a comparison of the characteristics of respondents and non-respondents. Further detail about how the survey was carried out is available on the NHS surveys advice centre website at [www.nhssurveys.org](http://www.nhssurveys.org).

# Key findings of the survey

## Contact with a general practice

Almost half of respondents said that they sometimes (44%) experienced problems contacting their general practice or local health centre by telephone. Thirteen per cent said that they always experienced problems, an increase from 8% in 2003. Forty-three per cent of respondents said that they had no problem getting through by phone, compared with 51% in 2003.

“Although the doctor has to speak to you over the telephone before you are offered an appointment, I think this works very well indeed. Sometimes the doctor can give you advice over the phone, and an appointment is not necessary. I do not feel that the doctor puts me off attending surgery, I just think it makes the service more efficient.”

“The doctor’s surgery only accepts bookings for appointments 24 hours before. For example, if a Wednesday appointment is required you must phone or go into the surgery on Tuesday. Yet the telephone is constantly engaged from 9am and it is becoming much, much harder to book an appointment.”

Fifteen per cent of people said that they were sometimes deterred from going to their general practice because opening times were inconvenient. A small proportion (6%) said that they were often deterred from going. This was better than responses to the 2004 survey, in which 22% reported that inconvenient opening hours sometimes, or often, deterred them from going. However, only 20% of people agreed in 2003.

“Evening opening times being more available would be a great help to people who are working, as the majority of appointments available are during working hours and you have to take time off work to keep an appointment.”

“I think that the new walk-in centre is a very good idea. It’s convenient and the opening times are excellent.”

## Making an appointment

It is important that people are able to get an appointment at a general practice or local health centre quickly. The Government has set targets to help improve the length of time people have to wait for an appointment. This includes the expectation that people should be able to consult a GP within 48 hours<sup>3</sup>.

In 2005, 85% of respondents made an appointment to see a doctor. This figure was the same in 2004.

Around three quarters (74%) of people said they were seen within two working days of contacting their general practice or local health centre for an appointment. This excludes those with pre-booked appointments. The remainder said that they were not seen within the target time.

Responses indicated that delayed appointments were now more likely to be caused by fewer appointment slots rather than by people wanting to choose who they see. In 2004, 41% of people said that they had delayed their appointment so they could see the doctor of their choice, and 44% said it was because they were unable to get an earlier appointment. But, in 2005, the proportion of

<sup>1</sup> All differences noted in this report are significant at the 1% level (p<0.01).

<sup>2</sup> Overall response rate allows for undelivered questionnaires, deaths and those people who were ineligible to receive a questionnaire, such as patients under 16 years of age.

<sup>3</sup> The survey only asks respondents about their most recent appointment.

respondents who delayed their appointment so that they could see a doctor of their choice had dropped to 38%, while the proportion who reported that they were unable to get an earlier appointment rose to 47%. Fifteen per cent said that there were other reasons why they were not seen within the target time, including 11% who said the earlier appointment was inconvenient.

**“The appointment system at my local surgery leaves a lot to be desired. There are appointments set aside that can be pre-booked for people who work, but these are very difficult to get. Perhaps more appointments that can be pre-booked are needed to satisfy the needs of those of us who work.”**

The percentage of respondents seen on the same day that they contacted their general practice or local health centre has increased steadily in the last three years, from 27% in 2003 to 38% in 2005. This has led to decrease in the proportion of people waiting more than two working days for an appointment from 28% to 25% in 2005.

“I’ve never had any problems. I’ve an excellent doctor, who does home visits if needs be. The surgery is run on a no appointment system, which is brilliant when you’ve young children. You can take them to see the doctor when they are poorly not three days later!”

Since 2003, the percentage of respondents being seen without an appointment also fell from 14% to 7%, and the percentage waiting more than two working days dropped from 35% to 25% over this period.

**“It is possible to get an appointment the same day, as long as you don’t mind which doctor you see.”**

A greater percentage of people now responded positively about the length of time they have to wait for an appointment. Approximately three quarters (76%) of

people said that they were seen as soon as they thought necessary, compared with 58% in 2004. The proportion of people who felt that they should have been seen a bit sooner dropped from 30% in 2004 to 18% in 2005, while those who felt they should have been seen a lot sooner dropped from 13% to 7% respectively.

For the first time, we also asked respondents if their general practice allowed them to make a doctor’s appointment three or more working days in advance. Seventy per cent of respondents said yes.

### Visiting the general practice or local health centre

Almost a quarter (24%) of all respondents reported that they were seen on time. Almost half (47%) reported having to wait up to 15 minutes after their appointment time, 21% said they waited 16-30 minutes, and 8% said they waited 31 minutes or more. These figures have remained stable over the last three years.

Of the respondents who were not seen on time, only 8% were told how long they would have to wait to be seen, although 43% said that they would have liked to have been told. These figures were identical in 2004.

When asked about the conduct of receptionists in their general practice or local health centre, 86% of people rated the courtesy of the receptionist as excellent, very good or good. A further 11% rated the courtesy of the receptionist as fair, and only 3% gave a rating of poor or very poor. These figures have not changed since 2003.

**“The receptionists are very nice and know everyone by name and are very helpful.”**

Seventy-two per cent of respondents rated their local general practice or local health centre as very clean, 27% said it was fairly clean, and only 1% said that it was not very clean. The proportion of people who gave a rating of

very clean had decreased slightly from 74% in 2003 to 73% in 2004. However, the proportion of people who rated their general practice or local health centre as fairly clean increased from 25% in 2003 and 2004 to 27% in 2005. There was no change in the proportion of people who gave a rating of not very clean (1%) or not at all clean (less than 1%) from 2003 to 2005.

### Seeing a doctor

Ninety-two per cent of respondents who saw a doctor within the last 12 months said that they were always treated with respect and dignity, 7% said that they were only treated in this way some of the time and 1% said that they were not treated in this way at all. These figures have not changed since 2004.

**“I cannot fault our local health centre. All the staff treat my husband and myself with respect and dignity and kindness. They are always professional in their treatment of us.”**

**“My GP is excellent, always explains, involves me in decisions and treats me with respect.”**

More than three quarters (76%) of these people reported that they definitely had confidence and trust in their doctor, 21% said that they had confidence and trust to some extent, and 3% reported that they had no confidence and trust in the doctor.

The percentage of people who felt that they definitely had sufficient involvement in decisions about their care and treatment remained at 69% (as in 2004) compared with 73% in 2003. Twenty-six per cent said that they were only involved in decisions to some extent and 5% said that they had no involvement in these decisions.

**“My GP’s attitude is caring and respectful, patient and understanding. They involve people in the decision making about your health.”**

**“I would like to be more involved in discussions made about my health. I want to be given other alternatives instead of being told to take one particular medicine.”**

### Seeing another healthcare professional

The percentage of people being seen by a healthcare professional, other than their doctor, increased from 49% in 2004 to 51% in 2005. Eighty per cent of people reported that their most recent contact with a healthcare professional other than a doctor was with a practice nurse or nurse practitioner. Two per cent of people said that their most recent contact was with a midwife, 4% saw a district nurse, and 3% saw a healthcare visitor.

Overall, the majority of people were satisfied that the healthcare professional they saw treated them with respect and dignity: 95% reported they were always treated in this way (up from 94% in 2004) and only 1% said that they were not (no change from 2004). The proportion who definitely had confidence and trust in the other healthcare professional they saw increased from 81% in 2004 to 85% in 2005. Only 2% in both 2004 and 2005 said that they did not have confidence and trust in the professional they saw and the proportion who said that they sometimes had confidence and trust decreased from 17% in 2004 to 13% in 2005.

**“The nurses and midwives who work at my general practice are very professional in their jobs. They listen to what you have to say and make decisions based on the best healthcare for you. This fills me with confidence in their decision making. They are always polite and always have the time to listen to you.”**

In all cases, the percentage of people who reported that they had definite trust and confidence in other healthcare professionals and were treated with respect and dignity was higher in 2005 when compared with the results of the 2004 survey. For doctors, the figures remained constant (although they were already higher).

### Communication

Eighty-two per cent of people reported that their doctor listened carefully to them. This figure was the same in 2004. People's perceptions of whether they had enough time with the doctor to discuss their health or medical problems also remained unchanged from 2004 to 2005. Only 4% said that they did not have enough time with their doctor, while 22% said they were given enough time to some extent. However, the proportion of people who reported that they had enough time with their doctor decreased slightly between 2003 and 2004 (from 76% to 74%). There was no change in 2005.

Just over three quarters (76%) of people who saw a doctor said that the reasons for treatment or action were explained in a way that they could understand. This was up slightly from 2003 and 2004 (75% in both years). Only 3% said that they were not able to understand what their doctor had told them.

Of those that asked the doctor a question, 75% said that they received an answer that they could definitely understand, down slightly on previous surveys (78% in 2003 and 76% in 2004). However, the proportion of respondents who said that they could mostly understand the answers they received increased from 19% in 2003 to 22% in 2005. There has been no change in the proportion of people who reported that they were completely unable to understand answers (2%) and the proportion who did not have the opportunity to ask questions (1%).

**"Easy to talk with the doctor and ask questions, easy to understand answers, tells you in detail."**

Communication between respondents and other healthcare professionals has also improved. The proportion who completely understood the healthcare professional's reasons for treatment rose from 82% in 2004 to 83% in 2005. All other healthcare professionals scored higher than GPs in terms of the percentage of people who completely understood the explanation they were given. Among the different types of healthcare professionals, practice nurses rated highest for communication (85%), followed by district nurses (82%), midwives (81%) and health visitors (78%).

### Medication

In 2005, 54% of respondents were prescribed a new medication by their doctor or nurse practitioner, up from 53% in 2004 and 46% in 2003. Fifty-nine per cent said that they were definitely involved in decisions about their medication, which was consistent with results from 2004. The proportion of respondents who said that they were not involved in these decisions fell from 15% in 2003 to 12% in 2004 and 2005.

Of respondents who were prescribed new medication, 80% reported that they were given enough information about the purpose of their medication. Seventeen per cent said that they had received some information, and 3% said that they received no information at all. These figures are largely consistent with previous years.

The amount of information given to respondents about the potential side effects of their medication remained relatively poor, with 18% reporting that they received no information, and a further 21% reporting that they received some but wanted more. These findings had not changed since 2004.

**"The doctors are all understanding and they spend a few extra minutes with patients, if you are really sick. They are sympathetic and listen to you and they always explain why they are giving you a particular medicine and what side effects, if any, they might cause."**

**"The doctor had no interest in discussing alternative forms of treatment, despite the medication I was prescribed having side effects and not being an ideal solution."**

Most (86%) respondents received enough information about how to use their medication, although 11% would have liked more, and 4% said that they received no information at all.

The proportion of respondents taking medication for longer than 12 months has increased by 1% each year since 2003 (52%, 53% and 54% respectively). However, more respondents said that their medication had been reviewed – 78% in 2005 compared with 76% in 2004 and 75% in 2003.

### Referral

In 2005, 36% of people were referred to a specialist. Of this group, 26% were given a choice of which hospital they were referred to, 17% would have liked a choice but said that they were not offered one (compared to 16% in 2004), and 57% were not given a choice but did not mind (compared with 58% in 2004). From the end of 2005, people who need planned hospital care will be offered the choice of four or more hospitals when they are referred by their GP.

Sixty-two per cent of these people reported that the specialist they were referred to seemed to have all the necessary information about them. A further 30% reported that the specialist had only some of the necessary information, while 9% reported that they had none of it.

For the first time, we asked people if they received copies of the letters sent between the hospital and their family doctor. As far as they were aware, only 22% received copies of all the letters and 8% received copies of some of the letters. However, the majority (70%) of people said

that they were not sent copies of any letters between the hospital and their GP. These figures exclude those who did not know if any letters had been sent.

**"Recent experience with my son, who has learning disabilities, has shown me that letters written by other professionals to the GP are not read or acted upon."**

### Overall

This year, we asked respondents whether their main reason for visiting their general practice or local health centre was dealt with to their satisfaction. Seventy-three per cent reported complete satisfaction, almost a quarter (24%) reported that their main reason was addressed to some extent, and 3% were not satisfied.

**"My local health centre is excellent. The particular doctor was outstanding, patient and informative, and always available to talk to on the phone or at the surgery. This also applies to the nurses and midwives. They have given 100% and I am extremely satisfied with the care I have received from them."**

**"My local general practice is the student medical practice. It has taken me a while to find a GP I feel comfortable with and trust. There is a high demand on this practice and the service is inconsistent. I have not had poor service but it varies and I know many who are dissatisfied with it."**

### Health promotion

We also asked respondents whether they received advice or treatment in relation to public health issues, such as influenza (flu) or stopping smoking.



The Government target in 2003/2004 was that 70% of the target population would have the flu jab<sup>4</sup>. Among the respondents who were aged 65 years and older, 84% reported they were offered an influenza vaccination (also known as a flu jab) and took it (compared with 83% in 2004) and 14% were offered one but did not take it (no change from 2004). Two per cent of people aged 65 years and older reported that they were not offered the vaccination, compared with 3% in 2004.

In 2005, 22% of people who currently smoked said that they were definitely given advice or help from their general practice or local health centre and a further 18% were given advice or help to some extent. Overall, the proportion of people given advice or support increased to 40%, compared with 35% in 2004. A further 19% would have liked help or advice but didn't receive it and 42% weren't given any but did not want it. This last group has decreased from 46% to 42% since 2004.

**"The local anti-smoking counsellor is very good at her job, helping me to successfully stop smoking after 30 years of smoking."**

## Dental services

Fifty seven per cent of people were registered with an NHS dentist, 23% were registered as a non-NHS patient, and the remaining 20% were not registered with a dentist.

**"I do think I should be entitled to a NHS dentist and not have to go private after paying NI throughout my working life."**

Of those not registered with an NHS dentist, 69% said that they would like to be (compared with 67% in 2004) and 31% said they did not want to be (compared with 33% in 2004).

In the last 12 months, 52% of people had visited a dentist as an NHS patient. Seventy per cent said that they were definitely involved in decisions about their dental care as much as they wanted to be (compared with 75% in 2003 and 69% in 2004) and 24% said that they were involved to some extent.

The percentage of people who reported that they were completely able to understand their dentist's explanation for treatment or action increased from 77% in 2004 to 78% in 2005. Only 3% said that were not able to understand their dentist's explanation (no change from 2004).

**"My current dentist is the best you could wish for always pleasant, helpful, and very good at her job. She is a credit to the profession."**

**"I recently visited the hygienist at the dentist. She was very informative and helpful, didn't seem to be in a rush to get you out."**

Three quarters of people said that they had complete confidence and trust in their dentist. There was a significant increase in the proportion of people who said that they had no confidence or trust in their dentist (3% in 2004 compared to 4% in 2005).

Views on whether dental staff had done everything they could to help control pain have remained constant since 2003 – 77% of people said that dental staff did everything they could to help control their pain and 19% said that they only did so to some extent.

**"Dentist understanding fears of the dentist and is completely reassuring. He deserves a medal."**

# Conclusion

<sup>4</sup> Department of Health (July 2003) Summary of flu immunisation policy.

Most people who responded to the survey had visited their local health centre in the last 12 months, and almost all of them had seen their GP. Just over half also saw another healthcare professional during this time and a third were referred to a specialist.

The most common healthcare professional seen, other than a GP, was a practice nurse or nurse practitioner. A higher percentage of people reported that they had confidence and trust in practice nurses and nurse practitioners than all other healthcare professionals. Comparatively higher percentages of people also considered that this staff group always treated them with respect and dignity and always explained things to them in a way that they could understand.

The percentage of people who said that they completely understood answers given by GPs in response to questions about their care decreased slightly. Since 2003, there has also been a decrease in the percentage of people who said that they were definitely involved in decisions about their care.

A larger percentage of people said that they found it difficult to contact general practices or local health centres, especially by telephone, and around a fifth still said that opening hours of general practices or local health centres were a problem.

Around three quarters of people said that they were seen within two working days of contacting a general practice or local health centre. When there were delays, respondents said that the main reason was because they were unable to get an earlier appointment. In some cases, respondents chose to wait longer for an appointment with a particular doctor.

A higher proportion of people reported that they were being seen on the same day. However, the proportion of people being seen without an appointment fell over the same period. Thirty per cent of people said that they were not able to book an appointment three or more working days in advance.

Three quarters of people said they were not seen on time, but only 8% were told how long they would have to wait.

The percentage of people who received help or advice from their local health centre about stopping smoking increased, and the proportion of people aged 65 years and over who were offered, and accepted, an influenza vaccination was well above the 70% Government target.

Overall, almost three quarters of people who had attended a local health centre said that their main reason for going had been dealt with to their satisfaction. However, nearly a quarter of all respondents said that their visit had not fully resolved their main problem, and 4% said the visit had not resolved their main problem at all.

# Appendices

# Appendix 1

## Tables of results

National average results are presented here for each question, along with tables comparing demographic information for responders and non-responders.

The results reported are results for the average NHS trust in England. The responses from each trust have an equal influence over the national average, regardless of differences in response rate between trusts.

The average number of people per trust giving a specific response to each question was found, and then the number of responders in each individual trust was divided by this figure. This produces a ratio for each trust and for each question of the number of people responding in that trust by the average number of people responding in all trusts. These values are used to weight the results so that all trusts have an equal influence regardless of their response rates.

The only exceptions to this approach were in the demographic figures, for example age, sex and ethnic group. These are given as true, non-weighted percentages, as it is more appropriate to present the real percentages of sampled people and responders, rather than average figures.

Q1. Have you made an appointment with a doctor from your general practice or local health centre in the last 12 months?		
	National average (%)	Number
Yes	85	
No	15	
<b>Total specific responses</b>		<b>115900</b>
Missing responses		1039

Answered by all

Q2. The last time you saw a doctor from your general practice did you have to wait for an appointment?		
	National average (%)	Number
No, I was seen without an appointment	7	
I was seen on the same working day	38	
I had to wait one or two working days	29	
I had to wait more than two working days	25	
<b>Total specific responses</b>		<b>80548</b>
It was a pre-planned appointment or visit		15257
Can't remember		1859
Missing responses		1477

Answered by all who made an appointment to see a GP in the last 12 months

Q3 What was the main reason you had to wait?		
	National average (%)	Number
I wanted to see my own choice of doctor	38	
I could not get earlier appointment with any GP at surgery	47	
It was not convenient for me to have an earlier appointment	11	
Another reason	4	
<b>Total specific responses</b>		<b>42917</b>
Missing responses		624

Answered by all who made an appointment to see a GP in the last 12 months and had to wait one or more working days

Q4. How do you feel about the length of time you had to wait for an appointment with a doctor?		
	National average (%)	Number
I was seen as soon as I thought was necessary	76	
I should have been seen a bit sooner	18	
I should have been seen a lot sooner	7	
<b>Total specific responses</b>		<b>89717</b>
Missing responses		2045

Answered by all who made an appointment to see a GP in the last 12 months and had to wait for an appointment

Q5. If you want to make a doctors appointment three or more working days in advance does your general practice allow you to do that?		
	National average (%)	Number
Yes	70	
No	30	
<b>Total specific responses</b>		<b>76521</b>
Don't know/ Not sure		20339
Missing responses		2287

Answered by all who made an appointment to see a GP in the last 12 months

Q6. Have you visited your general practice or local health centre in the last 12 months?		
	National average (%)	Number
Yes	89	
No	11	
<b>Total specific responses</b>		<b>115654</b>
Missing responses		1285

Answered by all

Q7. When you arrived, how would you rate the courtesy of the receptionist?		
	National average (%)	Number
Excellent	27	
Very good	34	
Good	25	
Fair	11	
Poor	2	
Very poor	1	
<b>Total specific responses</b>		<b>102274</b>
Missing responses		714

Answered by all who visited their general practice in last 12 months

Q8. How long after your appointment time did you have to wait to be seen?		
	National average (%)	Number
Seen on time or early	24	
Waited up to 15 minutes	47	
Waited 16-30 minutes	21	
Waited 31 minutes or longer	8	
<b>Total specific responses</b>		<b>95178</b>
I did not have an appointment		4241
Can't remember		2668
Missing responses		1013

Answered by all who visited their general practice in last 12 months

Q9. Did someone tell you how long you would have to wait?		
	National average (%)	Number
Yes	8	
No, but I would have liked to have been told	43	
No, but I did not mind	49	
<b>Total specific responses</b>		<b>76926</b>
Not sure/Can't remember		1882
Missing responses		518

Answered by all those who either did not have an appointment or were not seen on time

Q10. Have you seen a doctor from your general practice or local health centre in the last 12 months?		
	National average (%)	Number
Yes	85	
No	15	
<b>Total specific responses</b>		<b>115647</b>
Missing responses		1292

Answered by all

Q11 Did the doctor listen carefully to what you had to say?		
	National average (%)	Number
Yes, definitely	82	
Yes, to some extent	17	
No	2	
<b>Total specific responses</b>		<b>98070</b>
Missing responses		587

Answered by people who saw a doctor in last 12 months

Q12. Were you given enough time to discuss your health or medical problem with the doctor?		
	National average (%)	Number
Yes, definitely	74	
Yes, to some extent	22	
No	4	
<b>Total specific responses</b>		<b>97208</b>
I did not need to discuss anything		838
Missing responses		605

Answered by people who saw a doctor in last 12 months

Q13. Were you involved as much as you wanted to be in decisions about your care and treatment?		
	National average (%)	Number
Yes, definitely	69	
Yes, to some extent	26	
No	5	
<b>Total specific responses</b>		<b>97506</b>
Missing responses		1136

Answered by people who saw a doctor in last 12 months

Q14. Did the doctor explain the reasons for any treatment or action in a way that you could understand?		
	National average (%)	Number
Yes, completely	76	
Yes, to some extent	21	
No	3	
<b>Total specific responses</b>		<b>93032</b>
I did not need an explanation		3503
No treatment or action was needed		1231
Missing responses		889

Answered by people who saw a doctor in last 12 months

Q15. If you had questions to ask the doctor, did you get answers that you could understand?		
	National average (%)	Number
Yes, definitely	75	
Yes, to some extent	22	
No	2	
I did not have an opportunity to ask questions	1	
<b>Total specific responses</b>		<b>92069</b>
I did not need to ask any questions		5750
Missing responses		880

Answered by people who saw a doctor in last 12 months

Q16. Did you have confidence and trust in the doctor?		
	National average (%)	Number
Yes, definitely	76	
Yes, to some extent	21	
No	3	
<b>Total specific responses</b>		<b>97899</b>
Missing responses		805

Answered by people who saw a doctor in last 12 months

Q17. Did the doctor treat you with respect and dignity?		
	National average (%)	Number
Yes, all of the time	92	
Yes, some of the time	7	
No	1	
<b>Total specific responses</b>		<b>97921</b>
Missing responses		781

Answered by people who saw a doctor in last 12 months

Q18. In the last 12 months, have you had any new medicine prescribed for you by a doctor or nurse practitioner from your general practice or local health centre?		
	National average (%)	Number
Yes	54	
No	46	
<b>Total specific responses</b>		<b>114094</b>
Can't remember		1434
Missing responses		1411

Answered by all

Q19. Were you involved as much as you wanted to be in decisions about the best medicine for you?		
	National average (%)	Number
Yes, definitely	59	
Yes, to some extent	29	
No	12	
<b>Total specific responses</b>		<b>60538</b>
Missing responses		773

Answered by all who had any new medicines prescribed by GP in last 12 months

Q20. Were you given enough information about the purpose of the medicine?		
	National average (%)	Number
Yes, enough information	80	
Some, but I would have liked more	17	
I got no information, but I wanted some	3	
<b>Total specific responses</b>		<b>58329</b>
I did not want/need any information		1867
Don't know/Can't say		547
Missing responses		591

Answered by all who had any new medicines prescribed by GP in last 12 months

Q21. Were you given enough information about any side effects the medicine might have?		
	National average (%)	Number
Yes, enough information	61	
Some, but I would have liked more	21	
I got no information, but I wanted some	18	
<b>Total specific responses</b>		<b>49847</b>
I did not want/need any information		8207
Don't know/Can't say		2211
Missing responses		1169

Answered by all who had any new medicines prescribed by GP in last 12 months

Q22. Were you given enough information about how to use the medicine?		
	National average (%)	Number
Yes, enough information	86	
Some, but I would have liked more	11	
I got no information, but I wanted some	4	
<b>Total specific responses</b>		<b>57696</b>
I did not want/need any information		2442
Don't know/Can't say		375
Missing responses		942

Answered by all who had any new medicines prescribed by GP in last 12 months

Q23. Have you been taking any prescribed medicine(s) for 12 months or longer?		
	National average (%)	Number
Yes	54	
No	46	
<b>Total specific responses</b>		<b>114985</b>
Missing responses		1954

Answered by all

Q24. In the last 12 months, have you seen anyone at your general practice to check how you are getting on with this medicine?		
	National average (%)	Number
Yes	78	
No	22	
<b>Total specific responses</b>		<b>59990</b>
Don't know/Not sure		1523
Missing responses		699

Answered by all taking medicine by prescription for 12 months or longer

Q25. In the last 12 months, has anyone at your surgery referred you to a specialist (e.g. a hospital consultant)?		
	National average (%)	Number
Yes	36	
No	64	
<b>Total specific responses</b>		<b>114941</b>
Missing responses		1998

Answered by all

Q22. Were you given enough information about how to use the medicine?		
	National average (%)	Number
Yes	26	
No, but I would have liked a choice	17	
No, but I did not mind	57	
<b>Total specific responses</b>		<b>40564</b>
Don't know/Can't remember		348
Missing responses		682

Answered by all referred to a specialist in last 12 months

Q27. When you first saw the person you were referred to, did he or she seem to have all the necessary information about you and your condition or treatment?		
	National average (%)	Number
Yes, completely	62	
Yes, to some extent	30	
No	9	
<b>Total specific responses</b>		<b>37059</b>
I have not been yet		3224
Don't know		478
Missing responses		844

Answered by all referred to a specialist in last 12 months

Q28. Did you receive copies of letters sent between the hospital and your family doctor (GP)?		
	National average (%)	Number
Yes, as far as I know I received copies of all letters	22	
I received copies of some but not all letters	8	
No, I did not receive copies of any letters	70	
<b>Total specific responses</b>		<b>34593</b>
I do not know if any letters were sent		5118
I asked not to receive copies of letters		261
Missing responses		1666

Answered by all referred to a specialist in last 12 months

Q29. Have you seen anyone else from a local health centre other than a doctor in the last 12 months?		
	National average (%)	Number
Yes	51	
No	49	
<b>Total specific responses</b>		<b>114557</b>
Missing responses		2382

Answered by all

Q30. The last time you saw someone other than a doctor from a general practice or local health centre, who did you see?		
	National average (%)	Number
A practice nurse or nurse practitioner	80	
A midwife	2	
A district nurse	4	
A health visitor	3	
Someone else	9	
I was not sure who I saw	1	
<b>Total specific responses</b>		<b>57228</b>
Missing responses		1920

Answered by all who saw someone other than doctor in the last 12 months

Q31. Did that person explain the reasons for any treatment or action in a way that you could understand?		
	National average (%)	Number
<b>All health professionals:</b>		
Yes, completely	83	
Yes, to some extent	14	
No	2	
<b>Total specific responses</b>		<b>52221</b>
I did not need an explanation		4385
No treatment or action was needed		1742
Missing responses		815

Answered by all who saw someone other than doctor in the last 12 months

<b>Nurse practitioner:</b>		
Yes, completely	85	
Yes, to some extent	13	
No	2	
<b>Total specific responses</b>		<b>40830</b>
I did not need an explanation		3762
No treatment or action was needed		1299
Missing responses		456

Answered by all who saw a nurse practitioner in last 12 months

Q31. Did that person explain the reasons for any treatment or action in a way that you could understand?		
	National average (%)	Number
<b>Midwife:</b>		
Yes, completely	81	
Yes, to some extent	17	
No	2	
<b>Total specific responses</b>		<b>1227</b>
I did not need an explanation		20
No treatment or action was needed		46
Missing responses		20

Answered by all who saw a midwife in last 12 months

<b>District nurse:</b>		
Yes, completely	82	
Yes, to some extent	16	
No	3	
<b>Total specific responses</b>		<b>2235</b>
I did not need an explanation		185
No treatment or action was needed		60
Missing responses		50

Answered by all who saw a district nurse in last 12 months

<b>Health visitor:</b>		
Yes, completely	78	
Yes, to some extent	19	
No	3	
<b>Total specific responses</b>		<b>1320</b>
I did not need an explanation		62
No treatment or action was needed		170
Missing responses		23

Answered by all who saw a health visitor in the last 12 months

<b>Someone else:</b>		
Yes, completely	78	
Yes, to some extent	19	
No	4	
<b>Total specific responses</b>		<b>4436</b>
I did not need an explanation		241
No treatment or action was needed		106
Missing responses		79

Answered by all who saw someone else in the last 12 months

Q32. Did that person treat you with respect and dignity?		
	National average (%)	Number
<b>All health professionals:</b>		
Yes, all of the time	95	
Yes, some of the time	4	
No	1	
<b>Total specific responses</b>		<b>58463</b>
Missing responses		716

Answered by all who saw someone other than doctor in the last 12 months

<b>Nurse practitioner:</b>		
Yes, all of the time	96	
Yes, some of the time	3	
No	1	
<b>Total specific responses</b>		<b>45941</b>
Missing responses		406

Answered by all who saw a nurse practitioner in the last 12 months

<b>Midwife:</b>		
Yes, all of the time	92	
Yes, some of the time	7	
No	1	
<b>Total specific responses</b>		<b>1288</b>
Missing responses		25

Answered by all who saw a midwife in the last 12 months

<b>District nurse:</b>		
Yes, all of the time	95	
Yes, some of the time	4	
No	1	
<b>Total specific responses</b>		<b>2497</b>
Missing responses		33

Answered by all who saw a district nurse in the last 12 months

<b>Health visitor:</b>		
Yes, all of the time	90	
Yes, some of the time	8	
No	2	
<b>Total specific responses</b>		<b>1556</b>
Missing responses		19

Answered by all who saw a health visitor in the last 12 months

Q32. Did that person treat you with respect and dignity?		
	National average (%)	Number
<b>Someone else:</b>		
Yes, all of the time	91	
Yes, some of the time	7	
No	2	
<b>Total specific responses</b>		<b>4799</b>
Missing responses		63

Answered by all who saw someone else in the last 12 months

Q33. Did you have confidence and trust in that person?		
	National average (%)	Number
<b>Health visitor:</b>		
Yes, definitely	73	
Yes, to some extent	22	
No	5	
<b>Total specific responses</b>		<b>1559</b>
Missing responses		16

Answered by all who saw a health visitor in the last 12 months

Q33. Did you have confidence and trust in that person?		
	National average (%)	Number
<b>All health professionals:</b>		
Yes, definitely	85	
Yes, to some extent	13	
No	2	
<b>Total specific responses</b>		<b>58427</b>
Missing responses		752

Answered by all who saw someone other than doctor in the last 12 months

<b>Someone else:</b>		
Yes, definitely	77	
Yes, to some extent	19	
No	4	
<b>Total specific responses</b>		<b>4793</b>
Missing responses		69

Answered by all who saw someone else in the last 12 months

Q34. In your opinion, how clean is the surgery or local health centre?		
	National average (%)	Number
Very clean	72	
Fairly clean	27	
Not very clean	1	
Not at all clean	0	
<b>Total specific responses</b>		<b>112342</b>
Can't say		3311
Missing responses		1286

Answered by all

Q35. Have you had a problem getting through to your general practice or local health centre on the phone?		
	National average (%)	Number
Yes, always	13	
Yes, sometimes	44	
No	43	
<b>Total specific responses</b>		<b>110456</b>
I have not tried to get through on the phone		4863
Missing responses		1620

Answered by all

<b>Nurse practitioner:</b>		
Yes, definitely	87	
Yes, to some extent	11	
No	1	
<b>Total specific responses</b>		<b>45903</b>
Missing responses		444

Answered by all who saw a nurse practitioner in the last 12 months

<b>Midwife:</b>		
Yes, definitely	80	
Yes, to some extent	16	
No	3	
<b>Total specific responses</b>		<b>1294</b>
Missing responses		19

Answered by all who saw a midwife in the last 12 months

<b>District nurse:</b>		
Yes, definitely	86	
Yes, to some extent	12	
No	2	
<b>Total specific responses</b>		<b>2494</b>
Missing responses		36

Answered by all who saw a district nurse in the last 12 months

Q36. In the last 12 months, have you ever been put off going to your general practice or local health centre because the opening times are inconvenient for you?		
	National average (%)	Number
Yes, often	6	
Yes, sometimes	15	
No	79	
<b>Total specific responses</b>		<b>114672</b>
Missing responses		2267

Answered by all

Q37. Was the main reason you went to your general practice or local health centre dealt with to your satisfaction?		
	National average (%)	Number
Yes, completely	73	
Yes, to some extent	24	
No	3	
<b>Total specific responses</b>		<b>101537</b>
Missing responses		2477

Answered by all who visited their general practice in last 12 months

Q38. Are you currently on a dentist's list as an NHS patient?		
	National average (%)	Number
Yes	57	
No, but registered with dentist as non-NHS patient	23	
No, I am not registered with any dentist at all	20	
<b>Total specific responses</b>		<b>110252</b>
Don't know		4221
Missing responses		2466

Answered by all

Q39. Would you like to be on a dentist's list as an NHS patient?		
	National average (%)	Number
Yes	69	
No	31	
<b>Total specific responses</b>		<b>49998</b>
Missing responses		1743

Answered by people not currently on a dentists list as an NHS patient

Q40. In the last 12 months, have you visited a dentist as an NHS patient?		
	National average (%)	Number
Yes	52	
No	48	
<b>Total specific responses</b>		<b>112913</b>
Not sure/Can't remember		1164
Missing responses		2862

Answered by all

Q41. Were you involved as much as you wanted to be in decisions about your dental care and treatment?		
	National average (%)	Number
Yes, definitely	70	
Yes, to some extent	24	
No	6	
<b>Total specific responses</b>		<b>58757</b>
Missing responses		658

Answered by all who visited a dentist as an NHS patient in last 12 months

Q42. Did the dentist explain the reasons for any treatment or action in a way that you could understand?		
	National average (%)	Number
Yes, completely	78	
Yes, to some extent	19	
No	3	
<b>Total specific responses</b>		<b>52547</b>
I did not need an explanation		1701
No treatment or action was needed		4389
Missing responses		817

Answered by all who visited a dentist as an NHS patient in last 12 months

Q43. Did you have confidence and trust in the dentist?		
	National average (%)	Number
Yes, completely	75	
Yes, to some extent	21	
No	4	
<b>Total specific responses</b>		<b>58687</b>
Missing responses		778

Answered by all who visited a dentist as an NHS patient in last 12 months

Q44. Did dental staff do everything they could to help control any pain you experienced?		
	National average (%)	Number
Yes, definitely	77	
Yes, to some extent	19	
No	4	
<b>Total specific responses</b>		<b>35777</b>
Can't say/Don't know		629
I did not experience any pain		22081
Missing responses		969

Answered by all who visited a dentist as an NHS patient in last 12 months

Q45. Have you ever smoked a cigarette, a cigar or a pipe?		
	National average (%)	Number
Yes	56	
No	44	
<b>Total specific responses</b>		<b>115291</b>
Missing responses		1648

Answered by all

Q46. Do you smoke cigarettes at all nowadays?		
	National average (%)	Number
Yes	32	
No	68	
<b>Total specific responses</b>		<b>64209</b>
Missing responses		607

Answered by all who have ever smoked a cigarette, cigar or pipe

Q47. In the last 12 months, have you been given advice or help from your general practice or local health centre on giving up smoking?		
	National average (%)	Number
Yes, definitely	22	
Yes, to some extent	18	
No, but I would have liked help/advice	19	
No, but I did not want any help/advice	42	
<b>Total specific responses</b>		<b>20221</b>
Missing responses		340

Answered by anyone currently smoking cigarettes

Q48. In the last 12 months, have you been offered a flu jab (influenza vaccination)?		
	National average (%)	Number
Yes, and I have had a flu jab in the last 12 months	43	
I've been offered it but have not had one in last 12 months	11	
No, I have not been offered a flu jab in the last 12 months	45	
<b>Total specific responses</b>		<b>85573</b>
I do not think I need a flu jab		26968
Not sure/Can't remember		1119
Missing responses		3279

Answered by all

Q48. In the last 12 months, have you been offered a flu jab (influenza vaccination)?		
	National average (%)	Number
<b>Those 65 years and over:</b>		
Yes, and I have had a flu jab in the last 12 months	84	
I've been offered it but have not had one in last 12 months	14	
No, I have not been offered a flu jab in the last 12 months	2	
<b>Total specific responses</b>		<b>29367</b>
I do not think I need a flu jab		1144
Not sure/Can't remember		94
Missing responses		908

Answered by all 65 years and over

Q49. Proportions of those responding to the survey by sex		
	Percentage (%)	Total
Male	42	
Female	58	
<b>Total specific responses</b>		<b>116934</b>
Missing data		5

Answered by all – data taken from response but if missing taken from sample data

Q50. Proportions of those responding to the survey by age group		
	Percentage (%)	Total
16-35	20	
36-50	26	
51-65	29	
66-80	20	
81 years and older	5	
<b>Total specific responses</b>		<b>116917</b>
Missing data		22

Answered by all – data taken from response but if missing taken from sample data

Q51. How old were you when you left full time education?		
	Percentage (%)	Total
16 years or younger	59	
17 or 18 years	19	
19 years or older	18	
Still in full time education	3	
<b>Total specific responses</b>		<b>113549</b>
Missing responses		3390

Answered by all

Q52. Overall, how would you rate your health during the past four weeks?		
	Percentage (%)	Total
Excellent	13	
Very good	26	
Good	30	
Fair	22	
Poor	8	
Very poor	2	
<b>Total specific responses</b>		<b>114734</b>
Missing responses		2205

Answered by all

Q53. Do you have a long standing physical or mental health problem or disability?		
	Percentage (%)	Total
Yes	33	
No	67	
<b>Total specific responses</b>		<b>113978</b>
Missing responses		2961

Answered by all

Q54. Does this problem or disability affect your day to day activities?		
	Percentage (%)	Total
Yes, definitely	32	
Yes, to some extent	48	
No	20	
<b>Total specific responses</b>		<b>37669</b>
Missing responses		316

Answered by people who have a long standing physical or mental health problem or disability

Q55. Proportions of those responding to the survey by ethnic group		
	Percentage (%)	Total
White	95	
Mixed	1	
Asian or Asian British	3	
Black or black British	1	
Chinese or other ethnic group	1	
<b>Total specific responses</b>		<b>114310</b>
Missing response		2629

Answered by all

## Appendix 2

### Demographic information of responders and non-responders

Gender of responders vs. non-responders					
			Did not respond/opted out	Responded	Total
Gender	Male	Number	72649	48813	121462
		Percentage (%)	59.8	40.2	
	Female	Number	60325	68121	128446
		Percentage (%)	47.0	53.0	
<b>Total</b>		<b>Number</b>	<b>132974</b>	<b>116934</b>	<b>249908</b>
		Percentage (%)	53.2	46.8	

Age effect on responding to 2005 survey					
			Did not respond/opted out	Responded	Total
Age group	16-35	Number	56260	23906	80166
		Percentage (%)	70.2	29.8	
	36-50	Number	38381	29898	68279
		Percentage (%)	56.2	43.8	
	51-65	Number	20980	33737	54717
		Percentage (%)	38.3	61.7	
	66-80	Number	11351	23543	34894
		Percentage (%)	32.5	67.5	
	81 years and older	Number	6003	5833	11836
		Percentage (%)	50.7	49.3	
<b>Total</b>		<b>Number</b>	<b>132975</b>	<b>116917</b>	<b>249892</b>
		Percentage (%)	53.2	46.8	

Age and sex grouped by categories for responders and non-responders					
			Did not respond/opted out	Responded	Total
Age and sex groups	Men 16-35	Number	31558	8497	40055
		Percentage (%)	78.8	21.2	
	Men 36-50	Number	22167	11826	33993
		Percentage (%)	65.2	34.8	
	Men 51-65	Number	12055	15218	27273
		Percentage (%)	44.2	55.8	
	Men 66-80	Number	5162	10972	16134
		Percentage (%)	32.0	68.0	
	Men 81 years and older	Number	1707	2292	3999
		Percentage (%)	42.7	57.3	
	Women 16-35	Number	24701	15408	40109
		Percentage (%)	61.6	38.4	
	Women 36-50	Number	16214	18070	34284
		Percentage (%)	47.3	52.7	
	Women 51-65	Number	8925	18518	27443
		Percentage (%)	32.5	67.5	
	Women 66-80	Number	6189	12570	18759
		Percentage (%)	33.0	67.0	
	Women 81 years and older	Number	4296	3541	7837
		Percentage (%)	54.8	45.2	
<b>Total</b>		<b>Number</b>	<b>132974</b>	<b>116912</b>	<b>249886</b>
		Percentage (%)	53.2	46.8	

Ethnicity of responders		
		Number of responders
Ethnic group (self reported)	White	108519
	Mixed	648
	Asian or Asian British	3017
	Black or black British	1483
	Chinese or other ethnic group	643
<b>Total</b>		<b>114310</b>

Note: Ethnicity data is not available for non-responders

## Appendix 3

### Comparison tables

Tables of differences between comparable items in the 2003, 2004 and 2005 primary care trust surveys using trust based national averages

Note: All values are percentages except for the total number of specific responses, which are count values. All percentages are rounded to whole numbers. The question numbering relates to the 2005 survey.

The results from the 2003 survey have been weighted to ensure all trusts have an equal influence over the national

average, regardless of the trust's response rate. Several of the previous survey's percentages presented here will differ slightly from those originally published in the summer of 2003, as the original figures were not weighted.

There are a number of questions where certain responses were included in the original 2003 and 2004 PCT survey results but have been omitted from this comparative analysis (since they are not specific responses, or had been omitted from the subsequent survey/s). As a consequence, the figures may appear different to those previously published.

Q1. Have you made an appointment with a doctor from your general practice or local health centre in the last 12 months?						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Yes	-	-	85		85	
No	-	-	15		15	
<b>Number of total specific responses</b>	-	-		<b>120964</b>		<b>115900</b>

Answered by all

Q2. The last time you saw a doctor from your general practice did you have to wait for an appointment?						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
No, I was seen without an appointment	14		8		7	
I was seen on the same working day	27		35		38	
I had to wait 1 or 2 working days	24		30		29	
I had to wait more than 2 working days	35		28		25	
<b>Number of total specific responses</b>		<b>58489</b>		<b>83561</b>		<b>80548</b>

Answered by all who made an appointment to see a GP in the last 12 months



Q3. What was the main reason you had to wait?						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
I wanted to see my own choice of doctor	-	-	41		38	
I could not get earlier appointment with any GP at surgery	-	-	44		47	
It was not convenient for me to have an earlier appointment	-	-	11		11	
Another reason	-	-	4		4	
<b>Number of total specific responses</b>	-	-	<b>46563</b>		<b>42917</b>	

Answered by all who made an appointment to see a GP in the last 12 months and had to wait one or more working days

Q4. How do you feel about the length of time you had to wait for an appointment with a doctor?						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
I was seen as soon as I thought was necessary	-	-	58		76	
I should have been seen a bit sooner	-	-	30		18	
I should have been seen a lot sooner	-	-	13		7	
<b>Number of total specific responses</b>	-	-	<b>47670</b>		<b>89717</b>	

Answered by all who made an appointment to see a GP in the last 12 months and had to wait for an appointment

Q7. When you arrived, how would you rate the courtesy of the receptionist?						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Excellent	26		26		27	
Very good	35		34		34	
Good	24		25		25	
Fair	11		11		11	
Poor	2		2		2	
Very poor	1		1		1	
<b>Number of total specific responses</b>		<b>103691</b>		<b>106673</b>		<b>102274</b>

Answered by all who visited their general practice in last 12 months

Q8. How long after your appointment time did you have to wait to be seen?						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Seen on time or early	24		24		24	
Waited up to 15 minutes	46		47		47	
Waited 16-30 minutes	22		22		21	
Waited 31 minutes or longer	8		8		8	
<b>Number of total specific responses</b>		<b>93770</b>		<b>97723</b>		<b>95178</b>

Answered by all who visited their general practice in last 12 months

Q9. Did someone tell you how long you would have to wait?						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Yes	11		8		8	
No, but I would have liked to have been told	53		43		43	
No, but I did not mind	36		49		49	
<b>Number of total specific responses</b>		<b>34216</b>		<b>80110</b>		<b>76926</b>

Answered by all those who either did not have an appointment or were not seen on time

Q10. Have you seen a doctor from your general practice or local health centre in the last 12 months?						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Yes	-	-	85		85	
No	-	-	15		15	
<b>Number of total specific responses</b>	-	-		<b>120432</b>		<b>115647</b>

Answered by all

Q12. Were you given enough time to discuss your health or medical problem with the doctor?						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Yes, definitely	76		74		74	
Yes, to some extent	20		22		22	
No	4		4		4	
<b>Number of total specific responses</b>		<b>89738</b>		<b>101930</b>		<b>97208</b>

Answered by people who saw a doctor in last 12 months

Q13. Were you involved as much as you wanted to be in decisions about your care and treatment?						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Yes, definitely	73		69		69	
Yes, to some extent	22		27		26	
No	5		5		5	
<b>Number of total specific responses</b>		<b>90340</b>		<b>102383</b>		<b>97506</b>

Answered by people who saw a doctor in last 12 months

Q14. Did the doctor explain the reasons for any treatment or action in a way that you could understand?						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Yes, completely	75		75		76	
Yes, to some extent	21		21		21	
No	3		3		3	
<b>Number of total specific responses</b>		<b>85424</b>		<b>97819</b>		<b>93032</b>

Answered by people who saw a doctor in last 12 months

Q15. If you had questions to ask the doctor, did you get answers that you could understand?						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Yes, definitely	78		76		75	
Yes, to some extent	19		21		22	
No	2		2		2	
I did not have an opportunity to ask questions	1		1		1	
<b>Number of total specific responses</b>		<b>84089</b>		<b>97354</b>		<b>92069</b>

Answered by people who saw a doctor in last 12 months

Q16. Did you have confidence and trust in the doctor?						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Yes, definitely	76		76		76	
Yes, to some extent	21		21		21	
No	3		3		3	
<b>Number of total specific responses</b>		<b>91021</b>		<b>102920</b>		<b>97899</b>

Answered by people who saw a doctor in last 12 months

Q17. Did the doctor treat you with respect and dignity?						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Yes, all of the time	93		92		92	
Yes, some of the time	6		7		7	
No	1		1		1	
<b>Number of total specific responses</b>		<b>90977</b>		<b>102933</b>		<b>97921</b>

Answered by people who saw a doctor in last 12 months

**Q18. In the last 12 months, have you had any new medicine prescribed for you by a doctor or nurse practitioner from your general practice or local health centre?**

Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Yes	46		53		54	
No	54		47		46	
<b>Number of total specific responses</b>		119161		118916		114094

Answered by people who saw a doctor in last 12 months

**Q19. Were you involved as much as you wanted to be in decisions about the best medicine for you?**

Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Yes, definitely	55		59		59	
Yes, to some extent	30		29		29	
No	15		12		12	
<b>Number of total specific responses</b>		55041		62998		60538

Answered by all who had any new medicines prescribed by GP in last 12 months

**Q20. Were you given enough information about the purpose of the medicine?**

Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Yes, enough information	81		80		80	
Some, but I would have liked more	16		17		17	
I got no information, but I wanted some	3		3		3	
<b>Number of total specific responses</b>		54194		60666		58329

Answered by all who had any new medicines prescribed by GP in last 12 months

**Q21. Were you given enough information about any side effects the medicine might have?**

Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Yes, enough information	61		61		61	
Some, but I would have liked more	20		21		21	
I got no information, but I wanted some	19		18		18	
<b>Number of total specific responses</b>		48663		52332		49847

Answered by all who had any new medicines prescribed by GP in last 12 months

**Q22. Were you given enough information about how to use the medicine?**

Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Yes, enough information	86		86		86	
Some, but I would have liked more	11		11		11	
I got no information, but I wanted some	3		3		4	
<b>Number of total specific responses</b>		54146		60417		57696

Answered by all who had any new medicines prescribed by GP in last 12 months

**Q23. Have you been taking any prescribed medicine(s) for 12 months or longer?**

Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Yes	52		53		54	
No	48		47		46	
<b>Number of total specific responses</b>		121520		120050		114985

Answered by all

**Q24. In the last 12 months, have you seen anyone at your general practice to check how you are getting on with this medicine?**

Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Yes	75		76		78	
No	25		24		22	
<b>Number of total specific responses</b>		60783		62497		59990

Answered by all taking medicine by prescription in the last 12 months

<b>Q25. In the last 12 months, has anyone at your surgery referred you to a specialist (e.g. a hospital consultant)?</b>						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Yes	-	-	36		36	
No	-	-	64		64	
<b>Number of total specific responses</b>	-	-		120012		114941

Answered by all

<b>Q26. Were you given a choice about where you were referred (i.e. which hospital)?</b>						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Yes	-	-	26		26	
No, but I would have liked a choice	-	-	16		17	
No, but I did not mind	-	-	58		57	
<b>Number of total specific responses</b>	-	-		42614		40564

Answered by all referred to a specialist in last 12 months

<b>Q27. When you first saw the person you were referred to, did he or she seem to have all the necessary information?</b>						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Yes, completely	-	-	63		62	
Yes, to some extent	-	-	29		30	
No	-	-	8		9	
<b>Number of total specific responses</b>	-	-		38645		37059

Answered by all referred to a specialist in last 12 months

<b>Q29. Have you seen anyone else from a local health centre other than a doctor in the last 12 months?</b>						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Yes	-	-	49		51	
No	-	-	51		49	
<b>Number of total specific responses</b>	-	-		119723		114557

Answered by all

<b>Q30. The last time you saw someone other than a doctor from a general practice or local health centre, who did you see?</b>						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
A practice nurse or nurse practitioner	-	-	79		80	
A midwife	-	-	3		2	
A district nurse	-	-	5		4	
A health visitor	-	-	3		3	
Someone else	-	-	10		9	
I was not sure who I saw	-	-	0		1	
<b>Number of total specific responses</b>	-	-		58592		57228

Answered by all who saw someone other than doctor last time they attended general practice

<b>Q31. Did that person explain the reasons for any treatment or action in a way that you could understand?</b>						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Yes, completely	-	-	82		83	
Yes, to some extent	-	-	16		14	
No	-	-	3		2	
<b>Number of total specific responses</b>	-	-		52609		52221

Answered by all who saw someone other than doctor last time they attended general practice

<b>Q32. Did that person treat you with respect and dignity?</b>						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Yes, all of the time	-	-	94		95	
Yes, some of the time	-	-	5		4	
No	-	-	1		1	
<b>Number of total specific responses</b>	-	-		58830		58463

Answered by all who saw someone other than doctor last time they attended general practice

<b>Q33. Did you have confidence and trust in that person?</b>						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Yes, definitely	-	-	81		85	
Yes, to some extent	-	-	17		13	
No	-	-	2		2	
<b>Number of total specific responses</b>	-	-		59040		58427

Answered by all who saw someone other than doctor last time they attended general practice

<b>Q34. In your opinion, how clean is the surgery or local health centre?</b>						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Very clean	74		73		72	
Fairly clean	25		25		27	
Not very clean	1		1		1	
Not at all clean	0		0		0	
<b>Number of total specific responses</b>		118788		117505		112342

Answered by all who saw someone other than doctor last time they attended general practice

<b>Q35. Have you had a problem getting through to your general practice or local health centre on the phone?</b>						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Yes, always	8		-	-	13	
Yes, sometimes	41		-	-	44	
No	51		-	-	43	
<b>Number of total specific responses</b>		117360	-	-		110456

Answered by all

<b>Q36. In the last 12 months, have you ever been put off going to your general practice or local health centre because the opening times are inconvenient for you?</b>						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Yes, often	6		6		6	
Yes, sometimes	14		16		15	
No	80		78		79	
<b>Number of total specific responses</b>		121511		119544		114672

Answered by all

<b>Q38. Are you currently on a dentists list as an NHS patient?</b>						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Yes	-	-	58		57	
No, but registered with dentist as non-NHS patient	-	-	21		23	
No, I am not registered with any dentist at all	-	-	20		20	
<b>Number of total specific responses</b>	-	-		116263		110252

Answered by all

<b>Q39. Would you like to be on a dentists list as an NHS patient?</b>						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Yes	-	-	67		69	
No	-	-	33		31	
<b>Number of total specific responses</b>	-	-		49810		49998

Answered by people not currently on a dentists list as an NHS patient

<b>Q40. In the last 12 months, have you visited a dentist as an NHS patient?</b>						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Yes	-	-	52		52	
No	-	-	48		48	
<b>Number of total specific responses</b>	-	-		117712		112913

Answered by all

Q41. Were you involved as much as you wanted to be in decisions about your dental care and treatment?						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Yes, definitely	75		69		70	
Yes, to some extent	20		25		24	
No	5		6		6	
<b>Number of total specific responses</b>		<b>61939</b>		<b>61996</b>		<b>58757</b>

Answered by all who visited a dentist as an NHS patient in last 12 months

Q42. Did the dentist explain the reasons for any treatment or action in a way that you could understand?						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Yes, completely	-	-	77		78	
Yes, to some extent	-	-	20		19	
No	-	-	3		3	
<b>Number of total specific responses</b>	-	-		<b>55112</b>		<b>52547</b>

Answered by all who visited a dentist as an NHS patient in last 12 months

Q43. Did you have confidence and trust in the dentist?						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Yes, completely	77		75		75	
Yes, to some extent	20		22		21	
No	3		3		4	
<b>Number of total specific responses</b>		<b>62787</b>		<b>62020</b>		<b>58687</b>

Answered by all who visited a dentist as an NHS patient in last 12 months

Q44. Did dental staff do everything they could to help control any pain you experienced?						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Yes, definitely	78		77		77	
Yes, to some extent	18		19		19	
No	4		4		4	
<b>Number of total specific responses</b>		<b>35314</b>		<b>38802</b>		<b>35777</b>

Answered by all who visited a dentist as an NHS patient in last 12 months

Q45. Have you ever smoked a cigarette, a cigar or a pipe?						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Yes	56		56		56	
No	44		44		44	
<b>Number of total specific responses</b>		<b>121720</b>		<b>118736</b>		<b>115291</b>

Answered by all

Q46. Do you smoke cigarettes at all nowadays?						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Yes	36		35		32	
No	64		65		68	
<b>Number of total specific responses</b>		<b>68595</b>		<b>66304</b>		<b>64209</b>

Answered by all who have ever smoked a cigarette, cigar or pipe

Q47. In the last 12 months, have you been given advice or help from your general practice or local health centre on giving up smoking?						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Yes, definitely	-	-	19		22	
Yes, to some extent	-	-	16		18	
No, but I would have liked help/advice	-	-	19		19	
No, but I did not want any help/advice	-	-	46		42	
<b>Number of total specific responses</b>	-	-		<b>23518</b>		<b>20221</b>

Answered by anyone currently smoking cigarettes

<b>Q48. In the last 12 months, have you been offered a flu jab (influenza vaccination)?</b>						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Yes, and I have had a flu jab in the last 12 months	-	-	43		43	
I've been offered it but have not had one in last 12 months	-	-	11		11	
No, I have not been offered a flu jab in the last 12 months	-	-	47		45	
<b>Number of total specific responses</b>	-	-		<b>87801</b>		<b>85573</b>

Answered by all

<b>Those aged 65 years and over: Q48. In the last 12 months, have you been offered a flu jab (influenza vaccination)?</b>						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Yes, and I have had a flu jab in the last 12 months	-	-	83		84	
I've been offered it but have not had one in last 12 months	-	-	14		14	
No, I have not been offered a flu jab in the last 12 months	-	-	3		2	
<b>Number of total specific responses</b>	-	-		<b>31001</b>		<b>29367</b>

Answered by all. Results taken from responses of people aged 65 or over

<b>Q49. Proportions of those responding to the survey by sex</b>						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Male	41		41		42	
Female	59		59		58	
<b>Number of total specific responses</b>		<b>121016</b>		<b>120033</b>		<b>116934</b>

Answered by all – data taken from response but if missing taken from sample data

<b>Q50. Proportion of those responding to the survey by age group</b>						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
16-35	22		21		20	
36-50	26		25		26	
51-65	28		28		29	
66-80	20		20		20	
81 or older	5		5		5	
<b>Number of total specific responses</b>		<b>123310</b>		<b>121986</b>		<b>116917</b>

Answered by all – data taken from response but if missing taken from sample data

<b>Q51. How old were you when you left full-time education?</b>						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
16 years or younger	60		59		59	
17 or 18 years	19		20		19	
19 years or older	17		18		18	
Still in full time education	4		4		3	
<b>Number of total specific responses</b>		<b>120405</b>		<b>118702</b>		<b>113549</b>

Answered by all

<b>Q52. Overall, how would you rate your health during the past 4 weeks?</b>						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
Excellent	-	-	13		13	
Very good	-	-	26		26	
Good	-	-	30		30	
Fair	-	-	22		22	
Poor	-	-	7		8	
Very poor	-	-	2		2	
<b>Number of total specific responses</b>	-	-		<b>119887</b>		<b>11473</b>

Answered by all

## Acknowledgement

The Healthcare Commission would like to thank the patients, users of services and carers who responded to this survey, as well as the primary care trusts in England that participated. We would also like to thank Jason Boyd, Daniel Wood and Rachel Reeves of Picker Institute Europe for their contribution.

Q55. To which of these ethnic groups would you say you belong?						
Year survey carried out						
	2003		2004		2005	
	Percentage (%)	n	Percentage (%)	n	Percentage (%)	n
White	95		96		95	
Mixed	1		1		1	
Asian or Asian British	2		2		3	
Black or black British	1		1		1	
Chinese or other ethnic group	1		1		1	
<b>Number of total specific responses</b>		<b>121595</b>		<b>119158</b>		<b>114310</b>

Answered by all