

# THE KEY FINDINGS REPORT FOR THE 2008 NATIONAL SURVEY OF LOCAL HEALTH SERVICES

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PRIMARY CARE TRUST PATIENT SURVEY  
PROGRAMME

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# 1 Executive summary

## 1.1 The national NHS patient survey programme in England

The national NHS patient survey programme in England is the longest established, and one of the largest, patient survey programmes in the world. The Healthcare Commission assumed responsibility for the programme in April 2004, funding the design, development and co-ordination of the surveys and overseeing implementation of the programme. The survey programme provides a unique opportunity to monitor patients' experiences of healthcare and is an important part of the Healthcare Commission's annual health check of NHS trusts.

Primary care trusts (PCTs) are free-standing statutory NHS bodies with responsibility for commissioning healthcare services and achieving health improvements for their local populations. They commission, or directly provide, a range of community health services. Primary care is the care provided by people you normally see when you first have a health problem (such as a GP, practice nurse or dentist) but the budgets of these organisations also pay for most secondary care services you might need, like having an operation in hospital or going to an emergency department. They are responsible for commissioning these and other services, and for ensuring their quality. This is the fourth survey of peoples' experiences of their local community health services carried out by the Healthcare Commission since 2003<sup>1</sup>.

## 1.2 About this report

This report details the key findings from a 2008 survey of patients who were registered with a general practitioner (GP) in England. Where significant differences exist between years, comparisons are made with the findings of the most recent Healthcare Commission surveys, i.e. those in 2005 and 2004. Comparisons are not reported when no significant difference exists between years.

Between January 2008 and April 2008, more than 69,000 patients responded to the survey asking about their experiences of their local health services. This represents an overall adjusted response rate of 40%. To be eligible to take part in the survey, patients had to be aged 16 years or older and registered with a GP. The median age of respondents to the survey was 44 years. Just over half of those who responded were women (58%), and eight percent were from a minority ethnic group.

## 1.3 Summary of results

Overall, the survey found that the majority of respondents were pleased with many aspects of their local primary care service. When asked if their main reason for visiting the GP practice/health

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<sup>1</sup> In 2006, the survey was conducted nationally by the Picker Institute on behalf of the Department of Health. The survey used the same questionnaire and methodology as the previous Healthcare Commission surveys, although it was designed to produce national results only: a smaller sample of patients was used than in previous years and it was centrally administered. There was no national local health services survey in 2007.

centre was dealt with to their satisfaction, almost three-quarters (74%) of respondents said that they were “completely” satisfied.

### **Making an appointment**

The majority of people were able to get an appointment with a doctor from their GP practice/ health centre within the national target time of 48 hours. Just 13% had to wait longer because of a lack of earlier appointments.

There has been an increase in the proportion of people who delayed their appointment because it was not convenient for them to attend an earlier appointment. In 2008, 14% of those who waited one or more days for an appointment said this, compared with 11% in 2005. This increases to 20% for those aged 16-35. For the oldest respondents, they were most likely to delay their appointment in order to see their own choice of doctor.

There were also signs of improvement in the ability to book appointments in advance. The percentage of people who said that their GP practice/ health centre allowed them to book an appointment three or more days in advance increased from 70% in 2005 to 74% in 2008.

### **Visiting the practice**

More people reported being seen on time or early for their appointment, 27% compared with 24% in 2005. The courtesy of the receptionist and cleanliness of the practice were still rated highly by the majority of visitors to the practice.

### **Seeing a doctor**

Patients reported improvements in most aspects of doctors’ personal skills. The proportion of people who said that the doctor “definitely” listened carefully to what they had to say increased from 82% to 83%. A greater proportion of patients felt that they had “definitely” been given enough time to discuss their problem with the doctor (76% compared with 74% in 2005) and 77% received explanations regarding treatment or action in a way that they could completely understand.

However, the survey showed that not all aspects of doctors’ communication skills have improved. While in 2005, 77% of respondents said they “definitely” got answers to their questions that they could understand, this decreased to 75% in 2008.

There was an improvement in the percentage of people who felt that they were involved as much as they wanted to be in decisions about their care and treatment: 70% said this was “definitely” the case compared with 69% in 2005. The vast majority (93%) felt that they were treated with respect and dignity “all of the time” and 77% stated that they “definitely” had confidence and trust in the doctor.

### **Medicines**

There has been a decrease in the percentage of people who said that they had been given enough information regarding the possible side-effects of their medication: 59% said this compared with 61% in 2005. Likewise, a smaller percentage than in 2005 said that they had been given enough information on how to use the medication: 85% in 2008 compared with 86% in 2005.

### **Referrals**

There was a large increase in the percentage of people being offered a choice of hospital for their first appointment, having been referred to see a specialist. While 26% said they were given a choice when asked in 2005, 43% said this was the case in 2008. This reflects policy and operational changes that have occurred in the years between the two surveys. There was also an increase of ten percentage points between 2005 and 2008 in the proportion of people who said that, as far as they knew, they had received copies of all letters sent between the specialist and their GP (32% compared with 22% in 2005).

### **Dental care**

Only half of respondents said that they are currently making regular visits to a dentist as an NHS patient and 26% do not visit a dentist at all. The majority (79%) of those who do not currently visit a dentist as an NHS patient said that they would like to do so.

### **Health promotion**

While the majority of people did not want to be given advice on issues that might affect their health, such as weight, diet and exercise, a proportion of respondents would have liked such advice but were not being given it.

Over one-third of respondents considered themselves to have at least one long-standing condition. Of these, only 45% said that they had “definitely” been given enough support from their local services or organisations to help them to manage their condition.

## 2 Making an appointment

### 2.1 Opening hours

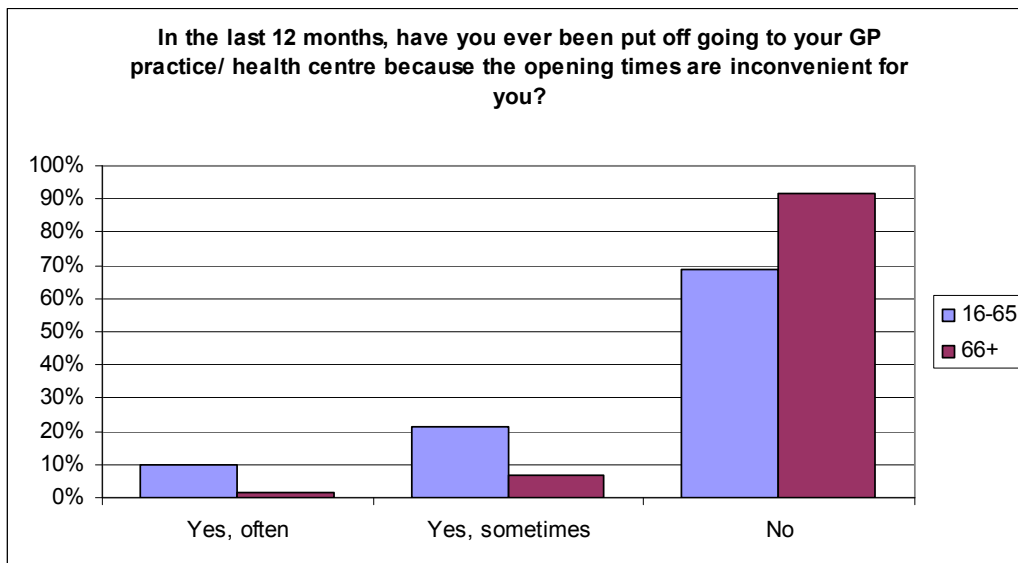
The need for extending GP practice opening hours has been a contentious and on-going debate, with an agreement between the government and British Medical Association (BMA) to amend the GP contract to allow for extra evening and/or weekend openings being reached not long after this survey was completed.

Extended opening hours seem important to many of our survey respondents. One quarter (25%) reported that they had, at some point in the last 12 months, been put off going to their GP practice/ health centre because they found the opening times inconvenient: eight percent said they had been put off “often”, while another 17% said that they were put off “sometimes”.

This has worsened since 2005 when just over one fifth (21%) of respondents said they had been put off going to their GP practice/ health centre because of inconvenient opening hours (six percent “often” and 15% “sometimes”).

There was considerable variation in the perception of “convenient” opening hours across age groups. Respondents of working age (16-65 years) were much more likely to report that practice opening hours were inconvenient for them, with 31% saying they were “often” or “sometimes” put off going to their GP practice or health centre, compared with just eight percent of those aged over 65 years.

**Figure 1: Convenience of GP practice/ health centre opening hours by age group**



### 2.2 Telephone access

Fewer respondents said that they had “sometimes” experienced problems getting through to their GP practice/ health centre on the phone: 42%, down from 44% in 2005. Thirteen percent of respondents reported that they “often” experienced problems getting through on the phone, unchanged from 2005.

## 2.3 Making an appointment

Overall, 86% of survey respondents had made an appointment with a doctor from their GP practice/ health centre in the last 12 months. In both 2004 and 2005, this figure was 85%.

The NHS Plan (2000) promises access to a primary care professional for urgent appointments within 24 hours or a primary care doctor within 48 hour<sup>2</sup> and there has been a continued commitment to this standard since<sup>3</sup>. The percentage of respondents who said they were seen by a GP on the same day that they made the appointment has continued to increase, from 35% in 2004, to 38% in 2005 and is now 39% of respondents. The proportion who said they were seen without an appointment, however, has decreased, from eight percent in 2004 to five percent in 2008.

Although three-quarters (75%) of people said that they were seen within two working days, the remaining quarter were not seen within the target time. Excluding those respondents who were seen without an appointment, 13% of respondents waited longer than two working days because there were no earlier appointments available.

All respondents who were not seen on the same day that they tried to book an appointment were asked the main reason for their wait. Although the proportion of people who delayed getting an appointment in order to see a particular doctor remained consistent with 2005 at 38%, there was an increase in the percentage of people who waited for a more “convenient” appointment. The proportion of respondents who waited one or more working days for an appointment because it was not convenient for them to be seen earlier increased from 11% in 2005 to 14% in 2008.

As can be seen in figure 2, there are notable differences depending on age group behind the reasons people gave for waiting longer than two working days. Those aged 66 years and older were more likely to delay getting an appointment because they wanted to see their own choice of doctor. For those aged 66-80, 59% said that this was the reason they waited for an appointment and 61% of those aged 81 and above said this, while only 18% of 16-35 year olds gave wanting to see a specific doctor as the reason for the delay.

This working age group were, in fact, most likely to say that they could not get an earlier appointment (57%) and to deliberately delay their appointment because it was not convenient for them to have an earlier one (9%).

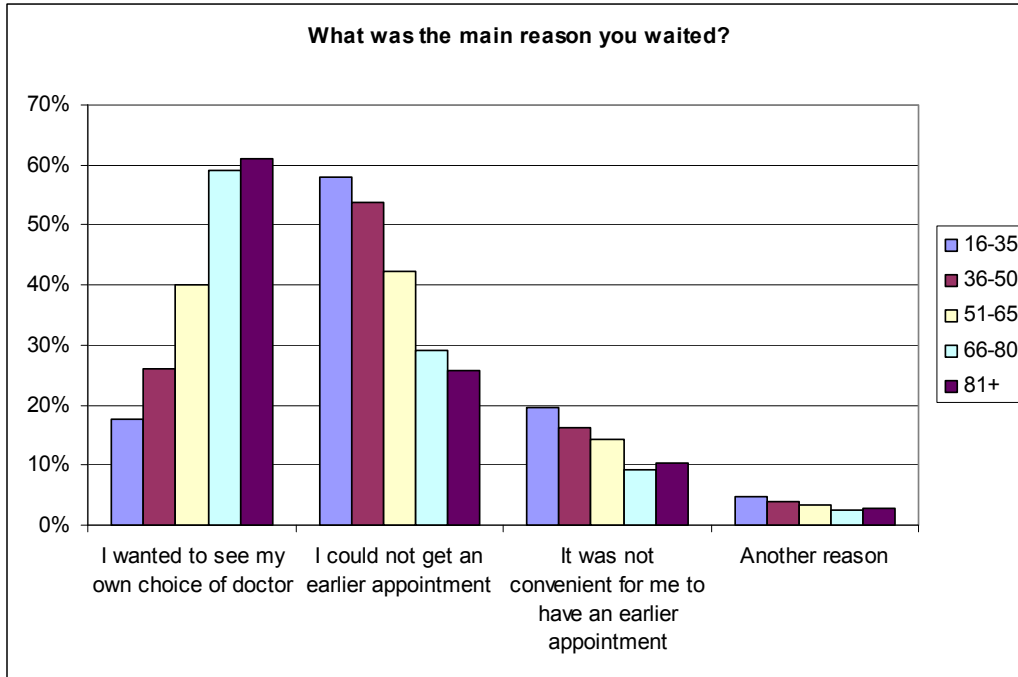
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<sup>2</sup> Department of Health. *The NHS plan: a plan for investment, a plan for reform*. London: Department of Health, 2000.

<sup>3</sup> For example, [http://www.dh.gov.uk/en/Publicationsandstatistics/Pressreleases/DH\\_4136600](http://www.dh.gov.uk/en/Publicationsandstatistics/Pressreleases/DH_4136600)



**Figure 2: Reason given for having to wait for an appointment with a doctor by age group.**



A greater proportion of people (77%) said they felt they were able to get an appointment with a doctor “as soon as they thought was necessary”, an increase from 76% in 2005. Of those who did not this say this, 17% thought that they should have been seen “a bit sooner” and another six percent “a lot sooner”.

Being able to make an appointment quickly if required is only one aspect of good access. Patients should also be able to book an appointment in advance if they do not need to be seen urgently. This survey asked respondents whether their GP practice/ health centre allowed them to make a doctor’s appointment three or more working days in advance, if they wanted to do so. Almost three-quarters (74%) said that this was possible at their practice, an increase of four percentage points from 2005 (70%).

The survey also asked respondents if they had seen anyone other than a doctor from their GP practice/ health centre in the last 12 months. The proportion of respondents who said that they saw someone other than a doctor has increased steadily from 49% in 2004, to 51% in 2005 and 52% this year. The vast majority of these patients (83%) reported seeing a practice nurse or nurse practitioner – again, this is an increase, from 79% in 2004 and 80% in 2005.

Of all those people seeing someone other than a doctor from their GP practice/ health centre, around half (52%) said that they had been seen within the target time of one working day, including 16% of whom were seen without an appointment. Excluding those people seen without an appointment, 34% waited longer than the target time of 24 hours because there were no earlier appointments available.

### 3 Visiting the GP practice or health centre

The proportion of people who reported being seen “on time or early” for their most recent appointment has improved; over a quarter (27%) reported this in 2008 compared with 24% in 2005. Likewise, fewer people said they had to wait longer than 15 minutes after their appointment time to be seen: 26% compared with 29% in 2005.

Although the proportion of people who said that staff told them how long they would have to wait has increased by two percentage points since 2005 (eight percent), this still represents only one in ten respondents in 2008 being told how long they would have to wait. However, around half (49%) of those who were not seen on time or early “did not mind” that they were not told how long they would have to wait.

The majority of people (62%) rated the courtesy of the receptionist as either “excellent” or “very good”. The proportion rating it as “excellent” increased, from 26% in 2004 to 27% in 2005 and to 28% in 2008. Twenty-four per cent rated the courtesy as “good”, 10% as “fair”, and only three percent of respondents regarded the receptionist as either “poor” or “very poor”.

Patients reports’ regarding the cleanliness of GP practices / health centres have not improved since 2005, but most patients (72%) who had visited the practice in the previous 12 months said it was “very clean” and a further 26% said “fairly clean”.

## 4 Seeing a Doctor

A recent report by the Chief Medical Officer for England has highlighted the important role that patients can play in the assessment of general practitioners<sup>4</sup>. In particular, Sir Liam Donaldson emphasised the need to:

- communicate effectively with patients
- involve them in decisions about their treatment, and
- treat patients with dignity and respect.

The local health services survey asks about all of these issues and can therefore help to assess how well patients feel that general practitioners in England are performing.

### 4.1 Communication

The vast majority of patients felt that the last time they saw a doctor, the doctor “definitely” listened carefully to what they had to say: 83%, up from 82% in 2005. This increase has resulted in smaller proportions of patients saying they felt the doctor listened carefully “to some extent” (down to 16% from 17% in 2005) and those who felt they doctor did not listen carefully at all (down to one percent from two percent in 2005).

Around three-quarters (76%) of those who had seen a doctor in the previous 12 months thought that they were “definitely” given enough time to discuss their health or medical problem with the doctor. Again, this has increased, from 74% in 2005. The proportion who said they were not given enough time has decreased, from four percent in 2005 to three percent in 2008. One reason for this improvement in patients’ experiences could be an increase in the average consultation length. The 2006/2007 General Practice workload survey suggests that the average length of surgery consultations with GP partners has increased from 8.4 minutes in 1992/3 to 11.7 minutes in 2006/7<sup>5</sup>.

Another area showing signs of improvement is patients’ satisfaction with the explanations provided by their doctor regarding the reasons for any treatment or action. Over three-quarters (77%) said that the doctor gave them explanations that they could “completely” understand, an increase of two percentage points over 2004 (75%) and one percentage point over 2005 (76%). Only three percent of respondents to the 2008 survey reported that the doctor did not explain the reasons for any treatment or action in a way they could understand.

However, one area that has seen a decline in respondents’ satisfaction is whether doctors are able to answer questions in a way the patient could comprehend. Although 74% of respondents said that doctors “definitely” gave comprehensible answers to their questions; this has decreased from 75% in 2005 and 76% in 2004. There is a marked difference in those who felt that they “definitely” got comprehensible answers depending on age group. Under two-thirds (64%) of those aged 16-35 thought that they definitely got answers that they could understand, while 80% of those aged between 66 and 80 years felt this way. In fact, 35% of those who said that they did not get

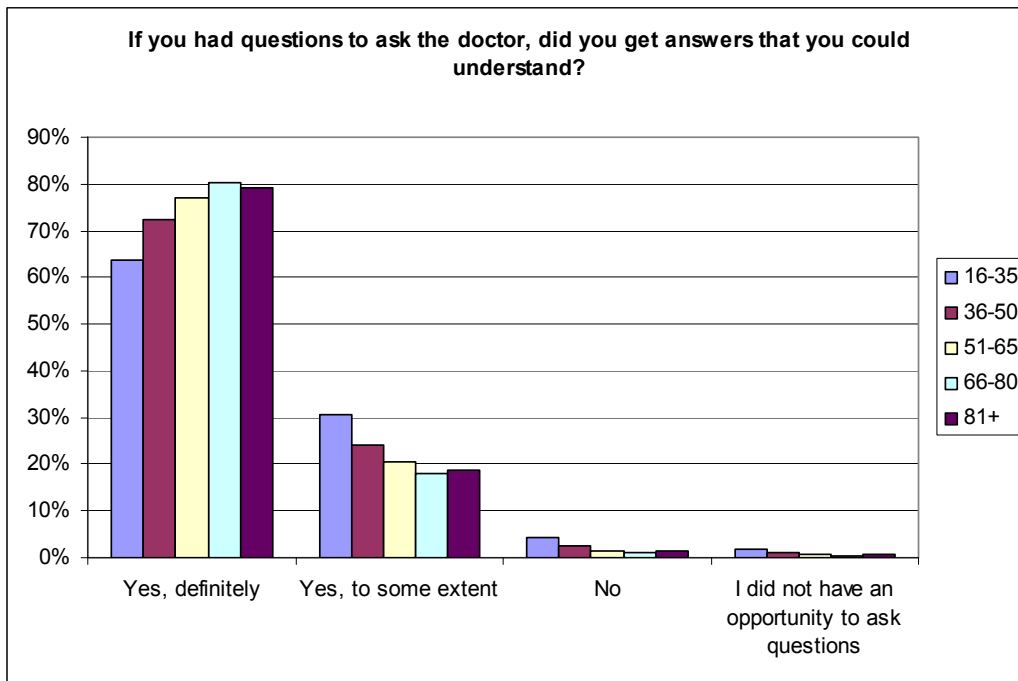
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<sup>4</sup> Department of Health. *Medical revalidation – Principles and next steps: the report of the Chief Medical Officer for England’s working group*. London: Department of Health, 2008

<sup>5</sup> The Information Centre. 2006/07 UK General Practice Workload Survey.  
<http://www.ic.nhs.uk/statistics-and-data-collections/primary-care/general-practice/gp-workload-survey>

answers that they could understand were aged between 16 and 35; while only 15% were aged over 65 years.

**Figure 3: Ability to understand answers given by GPs by age group.**



## 4.2 Involving patients in decisions

As stated by the Chief Medical Officer, “patients should not be seen as passive recipients of healthcare interventions chosen and delivered by health professionals”<sup>6</sup>. Evidence shows that involving patients in decisions about their care and treatment encourages patients to take more responsibility for their own health, in turn reducing risk factors and preventing ill health<sup>7</sup>, and producing better and more cost-effective outcomes in health<sup>8</sup>.

The survey results suggest that there has been a small improvement in the proportion of patients who feel involved in their care and treatment. Seven in ten respondents (70%) said that they were “definitely” involved as much as they wanted to be in decisions about their care and treatment, compared with 69% in 2005.

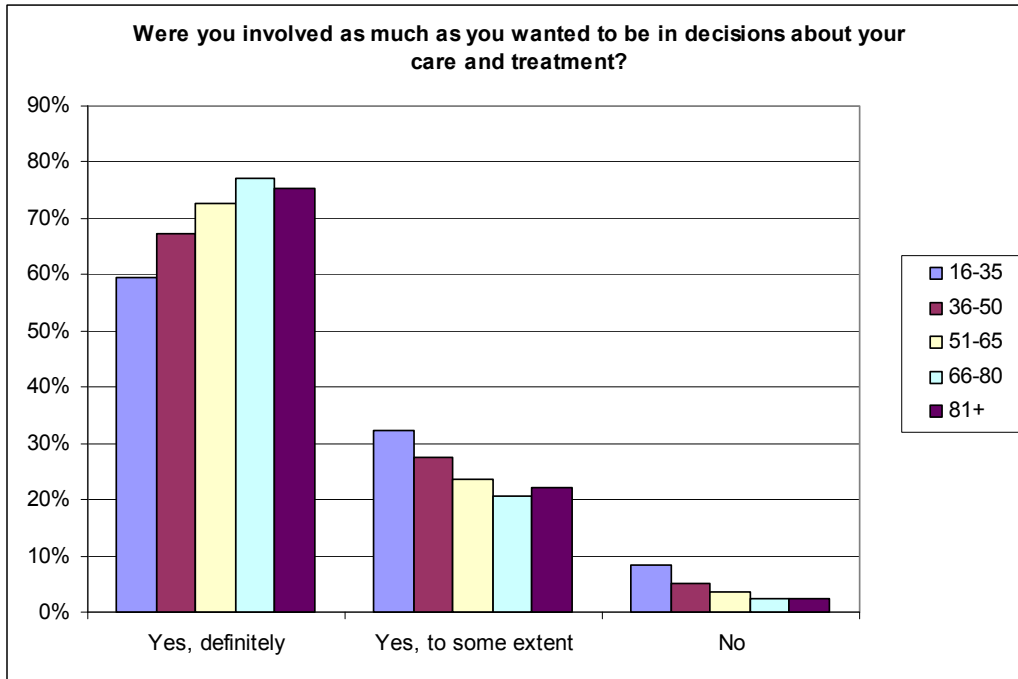
<sup>6</sup> Department of Health. *Medical revalidation – Principles and next steps: the report of the Chief Medical Officer for England’s working group*. London: Department of Health, 2008

<sup>7</sup> Coulter A. Patient engagement: why is it important? In Andersson E., Titter J. and Wilson R. *Healthy Democracy: The future of involvement in health and social care*. Involve and the NHS National Centre for Involvement: London. 2006

<sup>8</sup> O’Connor AM., Stacey D., Rovner D., Holmes-Rovner M., Tetroe J., Llewellyn-Thomas H. et al. *Decision aids for patients facing health treatment or screening decisions* (Cochrane Review). (Oxford: Update Software, 2002).

This leaves, however, 30% of respondents who were not as involved as much as they would have liked to have been. Those in the youngest age group, 16-35 year olds, are over-represented amongst those who felt this way, with 41% saying that they were either involved “to some extent” or not at all. This was only the case for 23% of those aged 66-80.

**Figure 4: Involvement in decisions about medicine by age group.**



### 4.3 Treating patients with respect and dignity

Reporting by respondents on whether they were treated with respect and dignity by their doctor has remained consistently high. More than nine out of ten people (93%) stated that they were treated with respect and dignity “all of the time”, up one percentage point since 2005. Of those who did not report this, 6% said they were treated with respect and dignity “some of the time” and just one percent said that they were not treated in this way at all.

### 4.4 Confidence and trust

Over three-quarters (77%) of respondents reported “definitely” having confidence and trust in their doctor, while 20% said they did “to some extent” and just 3% said that they did not. There has been no significant change in these figures compared with 2005.

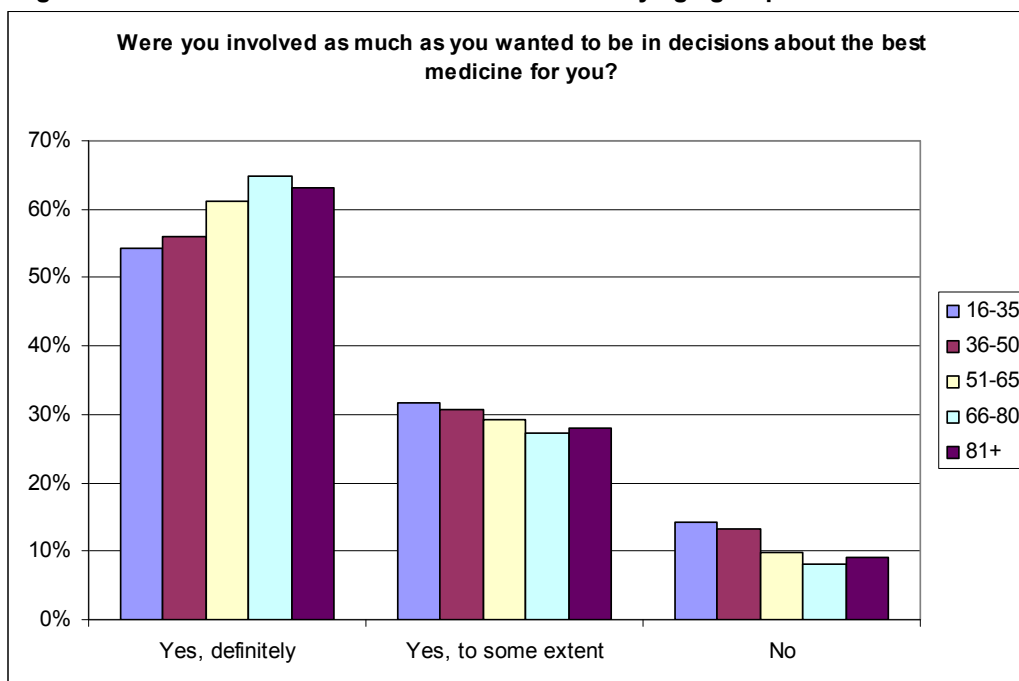
Respondents who gave less positive accounts of their appointment with the doctor were those least likely to express complete confidence and trust in the doctor. For instance, 12% of those who either said that they did not have confidence and trust in the doctor or did “to some extent” said that they were not given enough time to discuss their health or medical problem. Less than one percent of those who “definitely” had confidence and trust in their doctor reported this. Likewise, 16% of those who either had no confidence and trust in the doctor or did “to some extent” said that they were not as involved as much as they wanted to be in decisions about their care and treatment. Only one percent of those who “definitely” had confidence and trust said this.

## 5 Medicines

Over half (54%) of those who responded to the survey had been prescribed new medicines in the previous 12 months. While the previous section showed that a greater proportion of patients report full involvement in decisions about their care and treatment, this is not reflected when it comes to dealing specifically with medication. There has been no increase in the proportion of people who “definitely” felt involved as much as they wanted to be in decisions about the best medicines for them; this has consistently been around 60% in the last few years. This means that four in ten people are not feeling as involved as they would like to be in decisions about the best medication that is being prescribed for them.

As with involvement in care and treatment, it is the youngest age group who most expressed that they did not feel as involved as they wanted to be in decisions about the best medication for them. While 65% of those aged 66-80 said they were “definitely” involved as much as they wanted to be, the same was true for only 54% of 16-35 year olds.

**Figure 5: Involvement in decisions about medicine by age group.**



Eight in ten respondents felt that they had been given enough information about the purpose of the medicine that had been prescribed, a figure consistent with 2004 and 2005. However, there was a decline in the proportion of people who said that they had been given enough information regarding any side-effects the medicine might have. In 2008, 59% of respondents said that they had been given enough information, a decrease of two percentage points compared with 2005. Of the remaining 41% who did not feel that they got “enough information” about medication side-effects, 22% got some information but wanted more while the remaining 19% said that they got no information at all concerning side-effects. In 2005, these figures were 21% and 18% respectively. Similarly, fewer respondents compared with previous years felt that they had been given enough information about how to use the medicine that they had been prescribed, for example, when to take it and how long to take it for. In 2005, 86% of respondents said this compared with 85% in 2008. The proportion of people who said that they got no information about how to use their medicine remained at four percent.

The proportion of people taking prescribed medicines for a period of 12 months or longer has shown consistent increases since the 2003 survey. In 2003, just over half (52%) said that they had done so rising to 56% in 2008. The percentage of people saying that they had had their medicine reviewed in the last 12 months, however, has remained at the same level as in 2005, 78%. Given the increase in the number of people on long-term medication, this figure suggests that health centre staff have been able to keep up with regular reviews of patient medication. Those respondents who said that they have a long-standing condition involving an illness are more likely than all other respondents to have had their medicine reviewed in the previous 12 months - 82% said this had happened.

## 6 Referrals

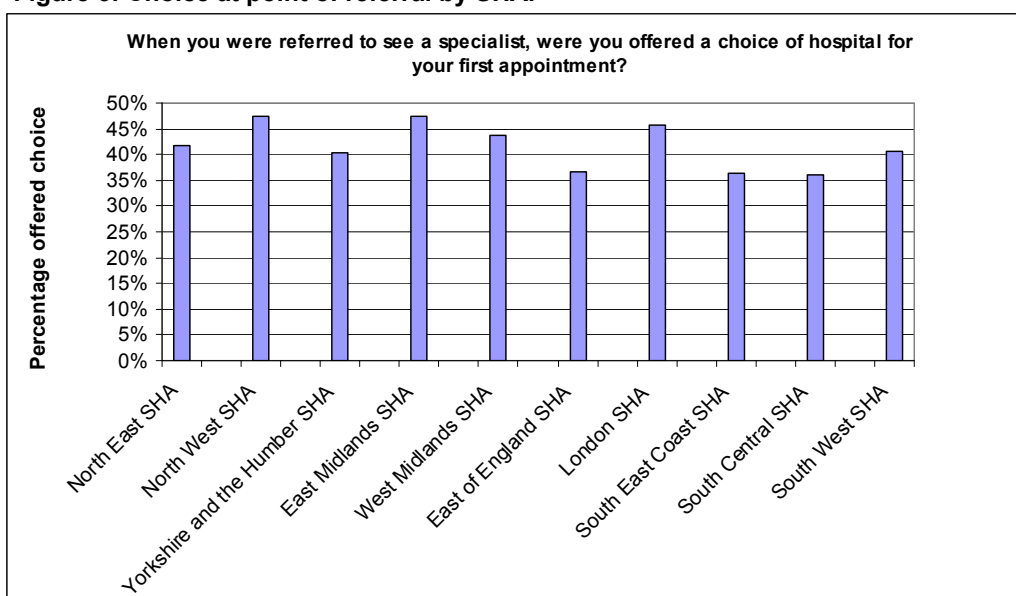
Increasing patients' involvement in their treatment by offering them a choice of provider when referring them to a specialist has been a key policy in recent years. As of January 1st 2006, most patients referred to see a specialist by a GP were entitled to be offered a choice of at least four providers. In April 2008, this choice was extended to include all hospitals in England, including many private and independent sector hospitals. The survey took place before this "free choice" policy came into effect in 2008.

Although the survey results cannot be taken as a direct measure of the policy<sup>9</sup>, they do show that there has been some increase in the proportion of people who were offered a choice of hospital provider although there are still many who were not. Just over a third (35%) of respondents said that someone from their GP practice/ health centre had referred them to see a specialist in the previous 12 months. This is a slight decrease from 2005 when 36% said that they had been referred.

In 2005, prior to the implementation of the policy, 26% of those who had been referred in the previous 12 months said that they had been offered a choice of hospital for their first appointment. In 2008, some time since the inception of the policy, 43% of patients reported this. These results indicate that the policies have had an impact on the overall proportion of people being offered a choice about where they are referred. However, the majority of people, 57%, were still not offered such a choice.

The proportion of people who said that they were not offered a choice varies across the country. In South Central SHA, and South East Coast SHA, only 36% of those referred said that they were offered a choice of hospital for their first appointment; whereas in North West SHA 48% recalled being given this choice.

**Figure 6: Choice at point of referral by SHA.**



<sup>9</sup> Owing to the survey methodology, not enough detail could be obtained regarding the specialties to which people were referred, or whether being offered a choice was clinically appropriate in all cases.



Just under two thirds (63%) of those referred to see a specialist were satisfied that the person they were referred to had all the necessary information about them and their condition or treatment. This represents an increase of one percentage point compared with 2005. Of those who did not think this, 28% thought the person they were referred to had the necessary information "to some extent" and eight percent thought that they did not. Both of these figures represent no significant change from 2005.

The NHS Plan (2000) stated as one of its objectives that "letters between clinicians about individual patients' care will be copied to the patient as of right". Full implementation of this initiative was due in April 2004. In 2005, only 22% of respondents who had been referred to a specialist in the previous 12 months said that, as far as they knew, they had "received copies of all letters". This figure had improved greatly by 2008, with almost a third (32%) saying that they had received copies of all letters. The proportion of people who said they had received copies of "some but not all letters" also increased from eight percent in 2005 to nine percent in 2008, while those who reported not receiving any letters decreased from 70% to 58%.

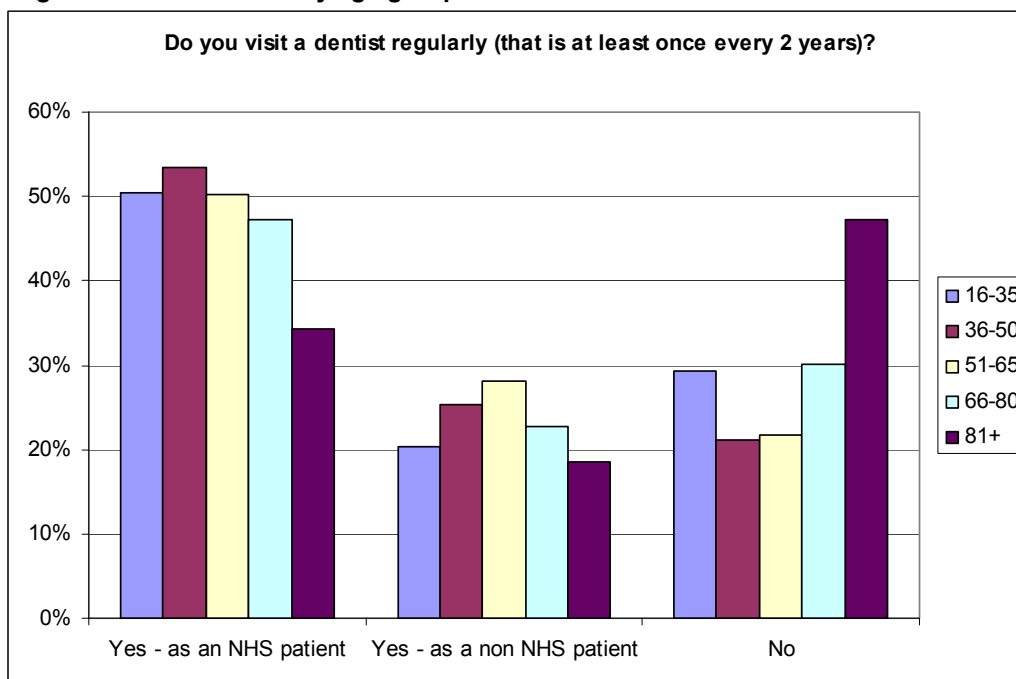
## 7 Dental care

In April 2006, the most fundamental reforms of NHS dental services were introduced since the system was originally set up in 1948. One of the key purposes of these reforms was to improve access to NHS dental care. Guidelines from the National Institute of Clinical Excellence (NICE) state that the longest interval a patient aged 18 and over should have between visits to the dentist is 24 months.

The survey asked respondents if they visit a dentist regularly (that is, at least once every two years) and only half (50%) of all respondents said that they did so as an NHS patient. This figure is unchanged (50%) for those covered by the NICE guideline (ie aged 18 years and over). NHS dental statistics for England suggest that this figure has fallen over the last two years, as 53% of adults aged 18 and over were seen by an NHS dentist in the 24 months up to December 2006<sup>10</sup>. Of the remaining half of respondents who are not seeing a dentist regularly as an NHS patient, 24% see a dentist as a private patient and 26% do not regularly visit a dentist at all.

The proportion of people regularly seeing an NHS dentist varies across age groups. Those aged 36-50 are most likely to see a dentist regularly as NHS patients -- 53% of this group do so -- while the highest proportion of those seeing a dentist as a private patient are in the 51-65 age group (28%). Professional dental care seems particularly lacking for those aged 81 and over: almost half (47%) do not visit a dentist regularly at all.

**Figure 7: Dental access by age group.**



<sup>10</sup> The NHS Information Centre, Dental Statistics. NHS Dental Statistics for England: 2007/08. <http://www.ic.nhs.uk/statistics-and-data-collections/primary-care/dentistry/nhs-dental-statistics-2007-08-annual-report>

Those who are not current NHS dental patients were asked if they would *like* to receive dental care as an NHS patient. The vast majority, 79% said that they would. Around eight in ten (81%) of those who are not regularly seeing any dentist would like to be an NHS dental patient and even three-quarters (76%) of those who have private dental care would like to receive the care as an NHS patient.

## 8 Health promotion

There has been an increased focus on so-called “lifestyle diseases” in recent years, and an emphasis on the importance of public health in relation to the affordability of health services. Smoking, alcohol and a lack of exercise for instance, increase the risk of certain diseases; money spent on these conditions could be reduced if people were to adopt a healthier lifestyle. In *Securing Good Health for the Whole Population* (2004), Wanless argues that “public health interventions need to be assessed as possibly the most effective means of reducing the future burden or mortality and morbidity”<sup>11</sup>.

Obesity, in particular, is an area of great concern as the UK has the highest prevalence of obesity among adults in Western Europe. In 2006, 67% of men and 56% of women were classified as overweight or obese, while projections by the Government Office for Science’s Foresight programme suggest that almost nine in ten adults and two-thirds of children will be overweight or obese by 2050<sup>12</sup>. Obesity increases the risk of a range of chronic diseases; particularly type two diabetes, stroke and coronary heart disease, cancer and arthritis. NHS costs attributable to overweight and obesity are projected to double to £10 billion per year by 2050<sup>13</sup>.

The Department of Health’s own assertion is that “the national engine for health improvement is to be found in people’s own ambition to live healthier lives”<sup>14</sup>, but primary care practitioners also play a role in promoting healthy behaviour. Therefore, this survey asked a number of questions about people’s current lifestyle and whether they had received advice from someone at their GP practice/ health centre on several lifestyle factors.

### 8.1 Weight

Respondents were asked if they had been given any advice from their GP practice/ health centre on their weight. The majority of respondents (60%) said they did not get any advice but did not want it anyway. Another 15% did not get advice on their weight but would have liked some. Only a quarter (25%) of respondents said that they had received advice of some nature.

Of those who were given advice, the vast majority of these people (67%) had been told that they should try to lose weight, 28% were told to stay the same weight and five percent to gain weight.

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<sup>11</sup> Wanless D. *Securing good health for the whole population: final report*. London: The Stationary Office, 2004

<sup>12</sup> NHS Information Centre. *Statistics on Obesity, Physical Activity and Diet: England, January 2008*  
<http://www.ic.nhs.uk/webfiles/publications/opan08/OPAD%20Jan%202008%20final%20v6%20with%20links%20and%20buttons.pdf>

<sup>13</sup> Foresight. *Tackling Obesities: Future Choices – Summary of Key Messages*. Government Office for Science  
<http://www.foresight.gov.uk/Obesity/20.pdf>

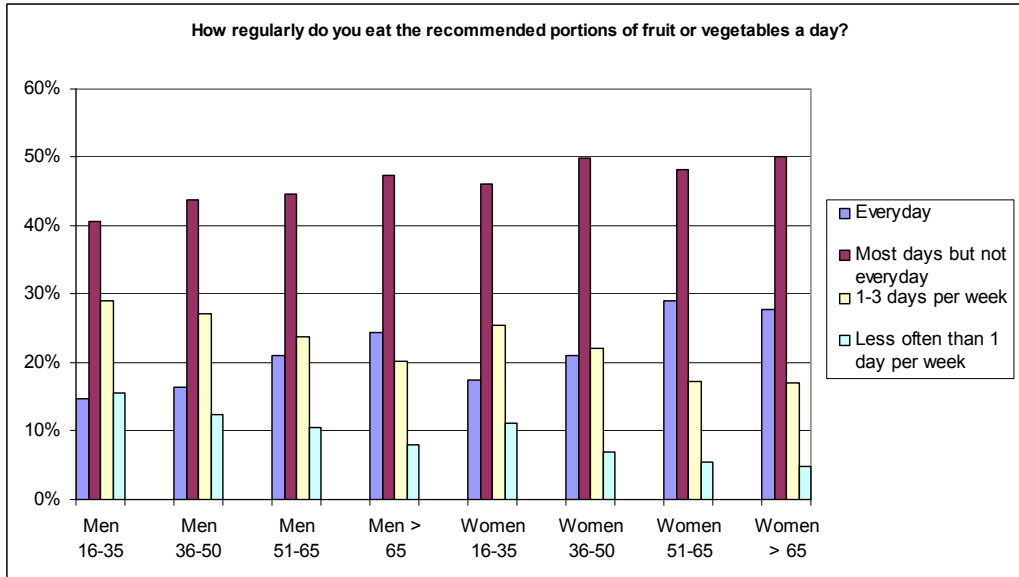
<sup>14</sup> The Department of Health. *Delivering Choosing Health: making healthier choices easier*. London: Department of Health, 2005

## 8.2 Diet

The Department of Health recommends that people eat at least five portions of fruit or vegetables a day as part of a healthy diet<sup>15</sup>. Less than a quarter (23%) of respondents to the survey said that they did this “everyday”. The majority (47%) said that they did this “most days but not everyday”, while 22% claim to eat the recommended five portions one-three days per week. Almost one in ten (9%) respondents said that they eat the recommended five portions of fruit and vegetables “less often than one day per week”.

Fruit and vegetable intake varied widely by age and sex; as figure 8 clearly shows, the consumption of five portions of fruit or vegetables “most” or “every” day generally increases with age across both sexes. Younger males were the group most likely to report not eating the recommended five portions regularly with 16% of males aged 16-35 and 12% aged 36-50 saying that they eat five portions of fruit or vegetables “less often than 1 day per week”. Women aged 51-65 were the group most likely to state that they eat five portions “everyday” (29%), compared with 21% of men of the same age and just 15% of men aged between 16-35.

**Figure 8: Consumption of 5 portions of fruit or vegetables by age and sex groups.**



Respondents were also asked whether they had been given any advice or help from their GP practice/ health centre on eating a healthy diet. Again, the majority of respondents neither received advice nor wanted any (63%). One in ten respondents said that they were “definitely” given advice and a further 11% were given advice “to some extent”. This leaves 16% of respondents who wanted some advice or help on eating a healthy diet, but did not receive any. Of these people, only 14% said that they were eating the recommended five portions of fruit or vegetables everyday (Table 1). In contrast, 30% of those people who said they “definitely” received advice or help on eating a healthy diet reported eating five portions of fruit or vegetables everyday.

<sup>15</sup> <http://www.dh.gov.uk/en/PublicHealth/Healthimprovement/FiveADay/index.htm>

**Table 1: Frequency of eating five portions of fruit or vegetables a day by whether people received advice on eating a healthy diet**

Consumption of 5 portions of fruit or veg.	In the last 12 months, have you been given advice or help from your GP practice/ health centre on eating a healthy diet?			
	Yes, definitely	Yes, to some extent	No, but I would have liked help/advice	No, but I did not want any help/ advice
Everyday	30%	19%	14%	24%
Most days but not everyday	48%	50%	44%	48%
1-3 days per week	16%	23%	28%	21%
Less often than 1 day per week	6%	7%	14%	7%
Total (n)	100% (6612)	100% (7030)	100% (4171)	100% (40554)

### 8.3 Exercise

Getting regular exercise is seen as another important factor in maintaining a healthy life. Although figures have shown that overall, physical activity has increased since 1997, still just 40% of men and 28% of women reached the recommended levels in 2006 (at least 30 minutes of moderately intense exercise at least five times a week)<sup>16</sup>. The National Institute of Clinical Excellence (NICE) recommends that wherever possible, primary care practitioners should take the opportunity to identify inactive adults and to advise them to aim for 30 minutes of moderate activity on five or more days of the week<sup>17</sup>.

Survey respondents were asked if they had been given any advice on getting enough exercise from their GP practice/ health centre. Fewer than one fifth of all respondents said that they had been given such advice (19%), including only eight percent who said that they had “definitely” been given advice or help. Fifteen percent of respondents would have liked such help or advice but did not receive it while the remaining 67% neither wanted advice, nor got any.

### 8.4 Smoking

Smoking remains the single biggest preventable cause of ill-health in England<sup>18</sup>, yet only 19% of smokers who responded to the survey had received advice or help from their GP practice/ health centre on quitting. A further seven percent did not get any advice but would have liked some. Three-quarters (75%) of smokers, however, reported that they did not want any such advice.

<sup>16</sup> NHS Information Centre. Statistics on Obesity, Physical Activity and Diet: England, January 2008 <http://www.ic.nhs.uk/webfiles/publications/opan08/OPAD%20Jan%202008%20final%20v6%20with%20links%20and%20buttons.pdf>

<sup>17</sup> National Institute for Health and Clinical Excellence. *Public Health Intervention Guidance: Four commonly used methods to increase physical activity*. London: NICE, 2006

<sup>18</sup> Department of Health. *Smokefree England – one year on*. London: Department of Health, 2008

## 8.5 Alcohol

Excessive alcohol consumption can result in ill-health and is also known to contribute to anti-social behaviour and crime. Alcohol related hospital admissions have more than doubled in the last 10 years<sup>19</sup>. Although a self-completion questionnaire such as this cannot accurately calculate individual alcohol intake, respondents were asked if someone at their GP practice/ health centre had asked them about how much alcohol they drink. Less than one third (29%) of people said that they had been asked. Excluding those people who said that they do not drink alcohol, only 18% had been given advice or help on a sensible alcohol intake. A further five percent would have liked to have been given advice but were not.

## 8.6 Long-term conditions

According to the Department of Health, there are 15.4 million people with a long-term condition in England, a figure expected to rise due to “an ageing population and certain lifestyle choices that people make”<sup>20</sup>. Encouraging these people to manage their own condition has been shown to provide benefits for both the individual and the health service. It is argued that people who manage their own condition and self-care are more likely, amongst other things, to experience better health and well-being, remain in their own home and have greater confidence and self-control<sup>21</sup>. The health service can benefit by reducing visits to the GP and use of acute services<sup>22</sup>. Existing national health and social care targets aim to provide improved care in primary care and community settings for people with long-term conditions in order to help maintain health and avoid unnecessary use of acute inpatient hospital services<sup>23</sup>.

Over a third (37%) of respondents described themselves in the survey as having at least one long-standing condition. The majority of these reported having a physical condition (18%) or a long-term illness (13%).

Of those with a long-standing condition, 42% said that it does not cause them difficulty with activities. For those whose condition does cause them difficulties, 41% said that this causes them “difficulty with everyday activities that people their age can usually do” and 16% said it causes them difficulty with “communicating, mixing with others, or socialising”.

All of those respondents who reported having at least one long-standing condition were asked if they had received enough support from local services or organisations to help them to manage their condition. Respondents were directed to give consideration to all services and organisations rather than just focusing on health services. Under half (45%) of those respondents with a long-standing condition said that they “definitely” had been given enough support in the last 12 months.

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<sup>19</sup> The Information Centre. Statistics on Alcohol: England 2008  
[http://www.ic.nhs.uk/statistics-and-data-collections/health-and-lifestyles/alcohol/statistics-on-alcohol:-england-2008-\[ns\]](http://www.ic.nhs.uk/statistics-and-data-collections/health-and-lifestyles/alcohol/statistics-on-alcohol:-england-2008-[ns])

<sup>20</sup> Department of Health. Long term conditions  
<http://www.dh.gov.uk/en/Healthcare/Longtermconditions/index.htm>

<sup>21</sup> Department of Health. *Supporting people with long term conditions to self care*. London: Department of Health, 2006

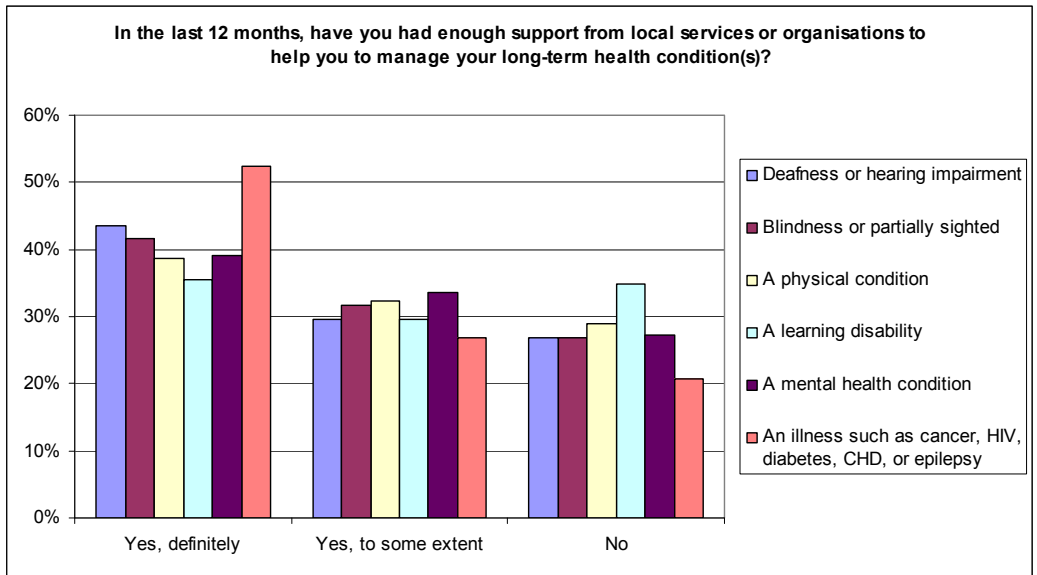
<sup>22</sup> Ibid.

<sup>23</sup> Department of Health. Appendix B *National Standards Local Action – Health and Social Care Standards and Planning Framework 2005/06-2007/08*. London: Department of Health, 2007

Around a quarter (26%) said that they had not, while the remaining 29% said that they had received enough support “to some extent”.

As can be seen in figure 9, perception of support varies by the type of long-term condition a person has. Those with a long-standing condition involving an illness such as cancer or diabetes are much more likely to say that they have “definitely” received enough support in the last 12 months. Over half (52%) of respondents from the long-term illness group “definitely” felt they received enough support, while only 21% said that they had not received enough. In contrast, 36% of those who said that they had a learning disability felt that they had “definitely” had enough support while a similar percentage (35%) thought that they had not.

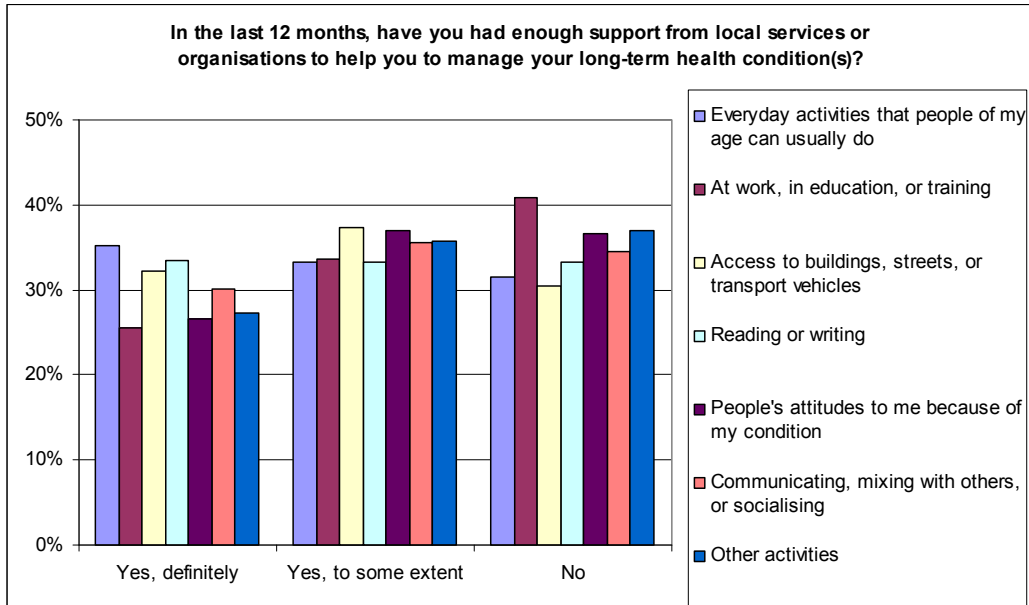
**Figure 9: Whether received enough support to manage long-term health condition by type of condition.**



Levels of support also seem to vary depending on what difficulty the long-standing condition causes in day-to-day life. Of those who reported having difficulty at work, in education or training, 41% said that they had not received enough support to help them to manage their condition. Those who have difficulty with everyday activities that people of the same age can usually do, were the most likely to say that they “definitely” had enough support.



**Figure 10: Whether received enough support to manage long-term health condition by type of difficulty caused by the condition.**



## Appendix 1: About the national NHS patient survey programme

The national NHS patient survey programme, which the Healthcare Commission assumed responsibility for in April 2004, is one of the largest patient survey programmes in the world. It provides a unique opportunity to monitor the experiences of healthcare users and is an important part of the Healthcare Commission's annual health check assessment of NHS organisations.

The national NHS 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 experiences of patients at a national level
- Allow healthcare organisations to compare their results so that best practice can be shared.

The questionnaire and methodology used in this local health services survey was developed by the Picker Institute.

The results of the survey and data on patients' experiences in each NHS trust are available in detailed reports and can be found on the Healthcare Commission website at:

<http://www.healthcarecommission.org.uk/nationalfindings/surveys/patientsandthepublic/patientsurveyresults/primarycare.cfm>

### How was the 2008 local health services questionnaire developed?

Instruments to measure patients' experience were originally developed by researchers at Harvard Medical School with funds from the Picker/Commonwealth Program for Patient-Centred Care, a programme established in 1987 under the auspices of the Commonwealth Fund of New York<sup>24</sup>. Patients were asked to report in detail on their experience of a particular provider at a specific point in time by responding to questions about whether or not certain processes or events occurred during the course of a specific episode of care<sup>25</sup>. Responses to these types of questions are intended to be factual rather than evaluative and they are designed to help healthcare organisations to pinpoint problems more precisely<sup>26</sup>.

The early development of the 2003 Local Health Services questionnaire was based on a review of the literature on patient surveys which had been used in primary care settings, and the General

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<sup>24</sup> Beatrice DF, Thomas CP, Biles B. Grant making with an impact: the Picker / Commonwealth patient-centred care program. *Health Affairs* 1998; 17:236-44.

<sup>25</sup> Cleary PD and Edgman-Levitan S. Health care quality: incorporating consumer perspectives. *Journal of the American Medical Association* 1997; 278:608-12.

<sup>26</sup> eg Cleary PD. The increasing importance of patient surveys. *BMJ* 1999; 319:720-1

Practice surveys of 1998 and 2002. Cognitive interviews with patients were conducted in December 2002/January 2003 to test the comprehensibility of the new questions and the acceptability and structure of the questionnaire as a whole. The questionnaire was refined in 2004, following a consultation with PCTs, an examination of the 2003 dataset and the inclusion of new questions to reflect policy changes. Further refinements were made to the questionnaire for the 2005 and 2008 surveys. Reports on the development of the questionnaire for each survey are available on the NHS Surveys website<sup>27,28,29</sup>.

## Sampling

This survey was carried out in 152 English NHS primary care trusts. For each PCT, a list of 1200 eligible people was drawn from a central system that contains all people who are registered with a GP within its area. All people registered with a GP were eligible for inclusion as long as they were aged 16 years or over.

## Comparisons between years

The Healthcare Commission first carried out the local health services survey in 2003 and repeated the survey in 2004, 2005 and 2008. The Department of Health repeated the survey in 2006 but it was conducted centrally with a much smaller sample size meaning the results could not be used for comparisons at a local level. This report summarises the key findings of the 2008 local health services survey and highlights differences with previous survey results.

Z-tests were used for significance and all differences that are noted in this report are significant using  $\alpha=0.05$ . Bonferroni correction was used for all multiple comparisons (i.e. where data was available for more than two years).

## Questionnaire and method

The questionnaire was composed of closed questions except for a final section that invited respondents to comment in their own words on the aspects that were particularly good about their care, and the aspects that could be improved. This information is available for trusts to use, but was not submitted to the Co-ordination Centre as part of the national patient survey programme.

Patients selected for the sample were sent a postal questionnaire and a covering letter. Up to two reminder letters were sent to non-respondents.

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<sup>27</sup> Chisholm A., Osborn C., Magee, H. and Reeves, R. *Development of the questionnaire for use in the Primary Care Trust survey programme*, Picker Institute Europe. Oxford. 2004. <http://www.nhssurveys.org/survey/260>

<sup>28</sup> Chisholm A., Osborn C., Magee, H. and Reeves, R. *Preparation of core questionnaire for local health services survey 2004*, Picker Institute Europe. Oxford, 2004. <http://www.nhssurveys.org/survey/355>

<sup>29</sup> Chisholm A., Osborn C., Magee, H. and Reeves, R. *Preparation of core questionnaire for local health services survey 2005*, Picker Institute Europe. Oxford, 2005. <http://www.nhssurveys.org/survey/356>

## Calculation of trust-based national averages for responses to all questions

The weighted percentages presented in this report were calculated so that each trust had an equal influence on the final estimate. They therefore represent the results from the “average trust”. If unweighted percentages had been used, the trusts’ influence would not have been equal, since some trusts had a higher response rate than others and would therefore contribute more to any percentage calculated in this way. The effect of this would have been to skew the national averages towards the averages for the trusts with the greatest response rates.

This method ensures that all trusts had the same influence on the percentages, regardless of their response rate. That is, the proportion of responses to each response option for each individual question is calculated within each trust. The overall national percentage for a given response is then calculated as a mean of all the trusts’ proportions.

This method provides a figure that represents every trust equally regardless of differential response rates.

The only exceptions to this approach were in the figures for demographics (sex, age, level of education, personal health evaluation, any disability and its effect on daily living, and ethnic group). These are given as simple percentages, as it is more appropriate to present the real percentages of sampled patients and respondents, rather than average figures.

## Appendix 2: Who took part in the survey?

Questionnaires were sent to 181,207 patients and completed questionnaires were received from 69,470 respondents. This represents an adjusted response rate of 40% when undelivered questionnaires, ineligible patients, and patients who died after the sample was drawn have been accounted for.

This represents a decrease from the 2005 survey, which had an adjusted response rate of 47% and response rates of 49% in 2004 and 2003.

### Outcome of sending questionnaire<sup>30</sup>

	Number	Percent
Returned useable questionnaire	69470	38.3
Returned undelivered or pt moved house	6685	3.7
Patient died	158	0.1
Too ill, opted out or returned blank questionnaire	9876	5.5
Patient not eligible to fill in questionnaire	96	0.1
Questionnaire not returned - reason not known	94507	52.2

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<sup>30</sup> Note an additional 415 questionnaires were included in the original sample but were later removed when it became apparent that the patient had either moved house or had died after the first mailing had taken place. It is not possible to determine which category they should be placed in.

## Appendix 3: Table of results

Please note, due to rounding, the sum of some responses may not equal 100%.

### Making an appointment

**Q1 Have you made an appointment with a doctor from your GP practice/ health centre in the last 12 months?**

	National average %	Number
Yes	85.9%	59169
No	14.1%	9756
<b>Total specific responses</b>	<b>100.0%</b>	<b>68925</b>
Missing responses		545

Answered by all

**Q2 The last time you saw a doctor from your GP practice/ health centre, how long did you wait for an appointment?**

	National average %	Number
I was seen without an appointment	4.9%	2295
I was seen on the same working day	39.2%	19701
I waited 1 or 2 working days	31.4%	15354
I waited more than 2 working days	24.5%	11722
<b>Total specific responses</b>	<b>100.0%</b>	<b>49072</b>
It was a pre-planned appointment or visit		8272
Can't remember		989
Missing responses		1054

Answered by all who had made an appointment with a doctor from a GP practice/ health centre in the last 12 months

**Q3 What was the main reason you waited?**

	National average %	Number
I wanted to see my own choice of doctor	37.9%	10405
I could not get an earlier appointment	44.1%	11866
It was not convenient for me to have an earlier appointment	14.4%	3938
Another reason	3.6%	944
<b>Total specific responses</b>	<b>100.0%</b>	<b>27153</b>
Missing responses		413

Answered by all who waited 1 or more working days for an appointment

**Q4 How do you feel about the length of time you waited for an appointment with a doctor?**

	National average %	Number
I was seen as soon as I thought was necessary	76.6%	42930
I should have been seen a bit sooner	17.0%	9059
I should have been seen a lot sooner	6.3%	3251
<b>Total specific responses</b>	<b>100.0%</b>	<b>55240</b>
Missing responses		1545

Answered by all who were seen with an appointment

**Q5 If you want to make a doctor's appointment 3 or more working days in advance does your GP practice/ health centre allow you to do that?**

	National average %	Number
Yes	73.8%	32815
No	26.2%	11595
<b>Total specific responses</b>	<b>100.0%</b>	<b>44410</b>
Don't know/ Not sure		13804
Missing responses		1196

Answered by all who had made an appointment with a doctor from a GP practice/ health centre in the last 12 months

**Q6 Have you visited your GP practice/ health centre in the last 12 months?**

	National average %	Number
Yes	88.5%	60569
No	11.5%	7953
<b>Total specific responses</b>	<b>100.0%</b>	<b>68522</b>
Missing responses		948

Answered by all

**Q7 When you arrived, how would you rate the courtesy of the receptionist?**

	National average %	Number
Excellent	28.5%	17418
Very good	33.9%	20631
Good	24.3%	14560
Fair	10.3%	6056
Poor	2.2%	1244
Very poor	.9%	497
<b>Total specific responses</b>	<b>100.0%</b>	<b>60406</b>
Missing responses		640

Answered by all who had visited a GP practice/ health centre in the 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	26.8%	15423
Waited up to 15 minutes	46.8%	26943
Waited 16-30 minutes	19.5%	10950
Waited 31 minutes or longer	7.0%	3754
<b>Total specific responses</b>	<b>100.0%</b>	<b>57070</b>
I did not have an appointment		2022
Can't remember		1398
Missing responses		523

Answered by all who had visited a GP practice/ health centre in the last 12 months

**Q9 Did someone tell you how long you would have to wait?**

	National average %	Number
Yes	9.9%	4299
No, but I would have liked to have been told	41.3%	17860
No, but I did not mind	48.8%	21651
<b>Total specific responses</b>	<b>100.0%</b>	<b>43810</b>
Not sure/ Can't remember		1232
Missing responses		397

Answered by all who were seen after their appointment time

**Q10 Have you seen a doctor from your GP practice/ health centre in the last 12 months?**

	National average %	Number
Yes	85.4%	58558
No	14.6%	10117
<b>Total specific responses</b>	<b>100.0%</b>	<b>68675</b>
Missing responses		795

Answered by all



**Q11 Did the doctor listen carefully to what you had to say?**

	National average %	Number
Yes, definitely	82.6%	48866
Yes, to some extent	16.0%	9142
No	1.4%	784
<b>Total specific responses</b>	<b>100.0%</b>	<b>58792</b>
Missing responses		170

Answered by all who had seen a doctor from a GP practice/ health centre in the last 12 months

**Q12 Were you given enough time to discuss your health or medical problem with the doctor?**

	National average %	Number
Yes, definitely	75.8%	44611
Yes, to some extent	20.7%	11857
No	3.4%	1880
<b>Total specific responses</b>	<b>100.0%</b>	<b>58348</b>
I did not need to discuss anything		<b>442</b>
Missing responses		168

Answered by all who had seen a doctor from a GP practice/ health centre in the 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	70.1%	41471
Yes, to some extent	25.4%	14616
No	4.5%	2478
<b>Total specific responses</b>	<b>100.0%</b>	<b>58565</b>
Missing responses		377

Answered by all who had seen a doctor from a GP practice/ health centre in the last 12 months

**Q14 If you had questions to ask the doctor, did you get answers that you could understand?**

	National average %	Number
Yes, definitely	74.4%	42104
Yes, to some extent	22.6%	12473
No	2.1%	1118
I did not have an opportunity to ask questions	.9%	470
<b>Total specific responses</b>	<b>100.0%</b>	<b>56165</b>
I did not need to ask any questions		2577
Missing responses		228

Answered by all who had seen a doctor from a GP practice/ health centre in the last 12 months

**Q15 Did the doctor explain the reasons for any treatment or action in a way that you could understand?**

	National average %	Number
Yes, completely	76.5%	43241
Yes, to some extent	20.8%	11456
No	2.6%	1410
<b>Total specific responses</b>	<b>100.0%</b>	<b>56107</b>
I did not need an explanation		1912
No treatment or action was needed		684
Missing responses		270

Answered by all who had seen a doctor from a GP practice/ health centre in the last 12 months

**Q16 Did you have confidence and trust in the doctor?**

	National average %	Number
Yes, definitely	76.8%	45478
Yes, to some extent	20.2%	11599
No	3.0%	1695
<b>Total specific responses</b>	<b>100.0%</b>	<b>58772</b>
Missing responses		207

Answered by all who had seen a doctor from a GP practice/ health centre in the last 12 months

**Q17 Did the doctor treat you with respect and dignity?**

	National average %	Number
Yes, all of the time	92.7%	54707
Yes, some of the time	6.2%	3487
No	1.0%	551
<b>Total specific responses</b>	<b>100.0%</b>	<b>58745</b>
Missing responses		243

Answered by all who had seen a doctor from your GP practice/ health centre in the last 12 months

**Q18 In the last 12 months, have you had any new medicine(s) (including tablets, suppositories, injections) prescribed for you by a doctor or nurse practitioner from your GP practice/ health centre?**

	National average %	Number
Yes	54.0%	36597
No	46.0%	31281
<b>Total specific responses</b>	<b>100.0%</b>	<b>67878</b>
Can't remember		889
Missing responses		703

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	59.5%	21957
Yes, to some extent	29.5%	10739
No	11.0%	3905
<b>Total specific responses</b>	<b>100.0%</b>	<b>36601</b>
Missing responses		293

Answered by all who had new medicine prescribed in the last 12 months

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

	National average %	Number
Yes, enough information	80.2%	28666
Some, but I would have liked more	16.7%	5789
I got no information, but I wanted some	3.1%	1052
<b>Total specific responses</b>	<b>100.0%</b>	<b>35507</b>
I did not want/ need any information		875
Don't know/ Can't say		292
Missing responses		251

Answered by all who had new medicine prescribed in the last 12 months

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

	National average %	Number
Yes, enough information	59.0%	18043
Some, but I would have liked more	21.6%	6511
I got no information, but I wanted some	19.4%	5734
<b>Total specific responses</b>	<b>100.0%</b>	<b>30288</b>
I did not want/ need any information		4860
Don't know/ Can't say		1353
Missing responses		413

Answered by all who had new medicine prescribed in the last 12 months

**Q22 Were you given enough information about how to use the medicine (e.g. when to take it, how long you should take it for, whether it should be taken with food)?**

	National average %	Number
Yes, enough information	85.1%	29864
Some, but I would have liked more	11.1%	3798
I got no information, but I wanted some	3.8%	1315
<b>Total specific responses</b>	<b>100.0%</b>	<b>34977</b>
I did not want/ need any information		1385
Don't know/ Can't say		259
Missing responses		310

Answered by all who had new medicine prescribed in the last 12 months

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

	National average %	Number
Yes	55.6%	38224
No	44.4%	30233
<b>Total specific responses</b>	<b>100.0%</b>	<b>68457</b>
Missing responses		1013

Answered by all

**Q24 In the last 12 months, have you seen anyone at your GP practice/ health centre to check how you are getting on with this medicine (i.e. have your medicines been reviewed)?**

	National average %	Number
Yes	77.7%	29104
No	22.3%	8116
<b>Total specific responses</b>	<b>100.0%</b>	<b>37220</b>
Don't know/ Not sure		1022
Missing responses		349

Answered by all who had been taking prescribed medicine(s) for 12 months or longer

**Q25 In the last 12 months, has anyone at your GP practice/ health centre referred you to a specialist (e.g. a hospital consultant)?**

	National average %	Number
Yes	35.3%	24041
No	64.7%	44399
<b>Total specific responses</b>	<b>100.0%</b>	<b>68440</b>
Missing responses		1030

Answered by all

**Q26 When you were referred to see a specialist, were you offered a choice of hospital for your first hospital appointment?**

	National average %	Number
Yes	42.7%	9787
No	57.3%	13260
<b>Total specific responses</b>	<b>100.0%</b>	<b>23047</b>
Don't know/ Can't remember		757
Missing responses		450

Answered by all who had been referred to a specialist in the last 12 months

**Q27 When you first saw the person you were referred to, did he /she seem to have all the necessary information about you and your condition or treatment?**

	National average %	Number
Yes, completely	63.5%	14270
Yes, to some extent	28.3%	6212
No	8.2%	1780
<b>Total specific responses</b>	<b>100.0%</b>	<b>22262</b>
I have not been yet		1043
Don't know/ can't remember		345
Missing responses		551

Answered by all who had been referred to a specialist in the last 12 months

**Q28 Did you receive copies of letters sent between the specialist and your GP?**

	National average %	Number
Yes, as far as I know I received copies of all letters	32.1%	6641
I received copies of some but not all letters	9.5%	1941
No, I did not receive copies of any letters	58.4%	12127
<b>Total specific responses</b>	<b>100.0%</b>	<b>20709</b>
I do not know if any letters were sent		2463
I asked not to receive copies of letters		184
Missing responses		1013

Answered by all who had been referred to a specialist in the last 12 months

**Q29 Have you seen anyone else from a GP practice/ health centre other than a doctor in the last 12 months?**

	National average %	Number
Yes	51.6%	35532
No	48.4%	32605
<b>Total specific responses</b>	<b>100.0%</b>	<b>68137</b>
Missing responses		1333

Answered by all

**Q30 The last time you saw someone other than a doctor from a GP practice/ health centre, who did you see?**

	National average %	Number
A practice nurse or nurse practitioner	83.3%	29520
A midwife	2.5%	840
A district nurse	3.8%	1329
A health visitor	1.8%	611
Someone else	7.3%	2478
I was not sure who I saw	1.3%	401
<b>Total specific responses</b>	<b>100.0%</b>	<b>35179</b>
Missing responses		914

Answered by all who had seen someone from a GP practice/ health centre other than a doctor in the last 12 months

**Q31 The last time you saw this person, how long did you wait for an appointment?**

	National average %	Number
I was seen without an appointment	15.5%	2703
I was seen on the same working day	24.6%	4523
I waited 1 working day	11.9%	2144
I waited 2 working days	15.1%	2686
I waited more than 2 working days	32.8%	5794
<b>Total specific responses</b>	<b>100.0%</b>	<b>17850</b>
It was a pre-planned appointment or visit		16513
Can't remember		1212
Missing responses		504

Answered by all who had seen someone from a GP practice/ health centre other than a doctor in the last 12 months

**Q32 What was the main reason you waited?**

	National average %	Number
I wanted to see my own choice of professional	7.7%	802
I could not get an earlier appointment	57.2%	5993
It was not convenient for me to have an earlier appointment	23.4%	2501
Another reason	11.8%	1242
<b>Total specific responses</b>	<b>100.0%</b>	<b>10538</b>
Missing responses		276

Answered by all who waited one or more working days for an appointment to see someone other than a doctor

**Q33 How do you feel about the length of time you waited for an appointment with this person?**

	National average %	Number
I was seen as soon as I thought was necessary	83.6%	26991
I should have been seen a bit sooner	12.6%	3823
I should have been seen a lot sooner	3.8%	1115
<b>Total specific responses</b>	<b>100.0%</b>	<b>31929</b>
Missing responses		1267

Answered by all had an appointment to see someone other than a doctor

**Q34 Was the main reason you went to your GP practice/ health centre dealt with to your satisfaction?**

	National average %	Number
Yes, completely	73.9%	44823
Yes, to some extent	22.6%	13717
No	3.5%	2091
<b>Total specific responses</b>	<b>100.0%</b>	<b>60631</b>
Missing responses		886

Answered by all who had visited a GP practice/health centre in the last 12 months

**Q35 In your opinion, how clean is the GP practice/ health centre?**

	National average %	Number
Very clean	72.0%	44388
Fairly clean	26.3%	15334
Not very clean	1.4%	776
Not at all clean	.2%	127
<b>Total specific responses</b>	<b>100.0%</b>	<b>60625</b>
Can't say		420
Missing responses		472

Answered by all who had visited a GP practice/health centre in the last 12 months

**Q36 Have you had a problem getting through to your GP practice/ health centre on the phone?**

	National average %	Number
Yes, always	13.0%	8473
Yes, sometimes	42.1%	27912
No	44.9%	29660
<b>Total specific responses</b>	<b>100.0%</b>	<b>66045</b>
I have not tried to get through		2465
Missing responses		960

Answered by all

**Q37 In the last 12 months, have you ever been put off going to your GP practice/ health centre because the opening times are inconvenient for you?**

	National average %	Number
Yes, often	7.7%	5028
Yes, sometimes	17.4%	11622
No	74.9%	51560
<b>Total specific responses</b>	<b>100.0%</b>	<b>68210</b>
Missing responses		1260

Answered by all

**Q38 Do you visit a dentist regularly (that is at least once every 2 years)?**

	National average %	Number
Yes - as an NHS patient	49.5%	33640
Yes - as a non NHS patient	24.3%	16689
No	26.2%	17126
<b>Total specific responses</b>	<b>100.0%</b>	<b>67455</b>
Don't know		444
Missing responses		1571

Answered by all

**Q39 Would you like to receive dental care as an NHS patient?**

	National average %	Number
Yes	78.7%	26213
No	21.3%	7102
<b>Total specific responses</b>	<b>100.0%</b>	<b>33315</b>
Missing responses		1289

Answered by all who do not visit a dentist regularly as an NHS patient



**Q40 In the last 12 months have you had your blood pressure taken by anyone from your GP practice/ health centre?**

	National average %	Number
Yes	66.4%	44140
No	33.6%	22292
<b>Total specific responses</b>	<b>100.0%</b>	<b>66432</b>
Not sure/ Can't remember		2190
Missing responses		848

Answered by all

**Q41 In the last 12 months, have you been given advice from your GP practice/ health centre on your weight? (EXCLUDING responses of "No, but I did not want any advice")**

	National average %	Number
Yes - I was told I should try to lose weight	42.0%	11215
Yes - I was told I should try to stay the same weight	17.3%	4626
Yes - I was told I should try to gain weight	3.2%	841
No, but I would have liked some advice	37.5%	9946
<b>Total specific responses</b>	<b>100.0%</b>	<b>26628</b>
No, but I did not want any advice		40788
Missing responses		2054

Answered by all

**Q41 In the last 12 months, have you been given advice from your GP practice/ health centre on your weight? (INCLUDING responses of "No, but I did not want any advice")**

	National average %	Number
Yes - I was told I should try to lose weight	16.6%	11215
Yes - I was told I should try to stay the same weight	6.8%	4626
Yes - I was told I should try to gain weight	1.3%	841
No, but I would have liked some advice	14.8%	9946
No, but I did not want any advice	60.5%	40788
<b>Total specific responses</b>	<b>100.0%</b>	<b>67416</b>
Missing responses		2054

Answered by all

**Q42 In the last 12 months, have you been given advice or help from your GP practice/ health centre on eating a healthy diet? (EXCLUDING responses of “No, but I did not want any help/advice”)**

	National average %	Number
Yes, definitely	27.6%	6806
Yes, to some extent	29.5%	7294
No, but I would have liked help/ advice	42.9%	10564
<b>Total specific responses</b>	<b>100.0%</b>	<b>24664</b>
No, but I did not want any help/ advice		42350
Missing responses		1907

Answered by all

**Q42 In the last 12 months, have you been given advice or help from your GP practice/ health centre on eating a healthy diet? (INCLUDING responses of “No, but I did not want any help/advice”)**

	National average %	Number
Yes, definitely	10.1%	6806
Yes, to some extent	10.8%	7294
No, but I would have liked help/ advice	15.7%	10564
No, but I did not want any help/ advice	63.4%	42350
<b>Total specific responses</b>	<b>100.0%</b>	<b>67014</b>
Missing responses	.0%	1907

Answered by all

**Q43 How regularly do you eat the recommended 5 portions of fruit or vegetables a day?**

	National average %	Number
Everyday	22.5%	14895
Most days but not everyday	47.0%	31058
1-3 days per week	21.9%	14293
Less often than 1 day per week	8.5%	5489
<b>Total specific responses</b>	<b>100.0%</b>	<b>65735</b>
Don't know/ can't say		2669
Missing responses		1066

Answered by all

**Q44 In the last 12 months, have you been given advice or help from your GP practice/ health centre on getting enough exercise? (EXCLUDING responses of “No, but I did not want any help/advice”)**

	National average %	Number
Yes, definitely	22.4%	5078
Yes, to some extent	33.5%	7601
No, but I would have liked help/ advice	44.1%	9970
<b>Total specific responses</b>	<b>100.0%</b>	<b>22649</b>
No, but I did not want any help/ advice		44568
Missing responses		2253

Answered by all

**Q44 In the last 12 months, have you been given advice or help from your GP practice/ health centre on getting enough exercise? (INCLUDING responses of “No, but I did not want any help/advice”)**

	National average %	Number
Yes, definitely	7.5%	5078
Yes, to some extent	11.2%	7601
No, but I would have liked help/ advice	14.7%	9970
No, but I did not want any help/ advice	66.5%	44568
<b>Total specific responses</b>	<b>100.0%</b>	<b>67217</b>
Missing responses	.0%	2253

Answered by all

**Q45 In the last 12 months, have you been given advice or help from your GP practice/ health centre on giving up smoking? (EXCLUDING responses of “No, but I did not want any help/advice”)**

	National average %	Number
Yes, definitely	42.6%	3295
Yes, to some extent	30.7%	2371
No, but I would have liked help/ advice	26.8%	2054
<b>Total specific responses</b>	<b>100.0%</b>	<b>7720</b>
I have not smoked in the last 12 months		30433
No, but I did not want any help/ advice		22454
Missing responses		7794

Answered by all

**Q45 In the last 12 months, have you been given advice or help from your GP practice/ health centre on giving up smoking? (INCLUDING responses of "No, but I did not want any help/advice")**

	National average %	Number
Yes, definitely	10.6%	3295
Yes, to some extent	7.6%	2371
No, but I would have liked help/ advice	6.7%	2054
No, but I did not want any help/ advice	75.1%	22454
<b>Total specific responses</b>	<b>100.0%</b>	<b>30174</b>
I have not smoked in the last 12 months		30433
Missing responses		7794

Answered by all

**Q46 In the last 12 months, have you been asked by someone at your GP practice/ health centre about how much alcohol you drink?**

	National average %	Number
Yes	29.4%	18580
No	70.6%	45008
<b>Total specific responses</b>	<b>100.0%</b>	<b>63588</b>
Don't know/ Can't remember		2908
Missing responses		2974

Answered by all

**Q47 In the last 12 months, have you been given advice or help from your GP practice/ health centre on sensible alcohol intake? (EXCLUDING responses of "No, but I did not want any help/advice")**

	National average %	Number
Yes, definitely	43.3%	5076
Yes, to some extent	34.2%	3957
No, but I would have liked help/ advice	22.5%	2524
<b>Total specific responses</b>	<b>100.0%</b>	<b>11557</b>
No, but I did not want any help/ advice		36088
I do not drink alcohol		18809
Missing responses		3016

Answered by all

**Q47 In the last 12 months, have you been given advice or help from your GP practice/ health centre on sensible alcohol intake? (INCLUDING responses of “No, but I did not want any help/advice”)**

	National average %	Number
Yes, definitely	10.5%	5076
Yes, to some extent	8.3%	3957
No, but I would have liked help/ advice	5.5%	2524
No, but I did not want any help/ advice	75.8%	36088
<b>Total specific responses</b>	<b>100.0%</b>	<b>47645</b>
I do not drink alcohol		18809
Missing responses		3016

Answered by all

**Q51 In the last 12 months, have you had enough support from local services or organisations to help you to manage your long-term health condition(s)? (Please think about all services and organisations, not just health services)**

	National average %	Number
Yes, definitely	44.9%	7806
Yes, to some extent	29.2%	4941
No	25.9%	4303
<b>Total specific responses</b>	<b>100.0%</b>	<b>17050</b>
No, but I have not needed such support		6877
Don't know/ Can't say		773
Missing responses		820

Answered by all who have a long-standing condition

**Q54 How old were you when you left full-time education?**

	Percentage	Total
16 years or less	55.6%	37483
17 or 18 years	19.4%	13122
19 years or over	21.5%	14516
Still in full-time education	3.5%	2351
<b>Total specific responses</b>	<b>100.0%</b>	<b>67472</b>
Missing responses		1998

Answered by all

**Q55 Overall, how would you rate your health during the past 4 weeks?**

	Percentage	Total
Excellent	12.3%	8411
Very good	26.9%	18390
Good	31.3%	21386
Fair	21.2%	14496
Poor	6.8%	4672
Very poor	1.4%	958
<b>Total specific responses</b>	<b>100.0%</b>	<b>68313</b>
Missing responses		1157

Answered by all

**Proportions of those participating to the survey by sex**

	Percentage	Total
Male	41.6%	28913
Female	58.4%	40557
<b>Total specific responses</b>	<b>100.0%</b>	<b>69470</b>
Missing data		0

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

**Proportions of those participating to the survey by sex**

	Percentage	Total
Male	42.3%	29391
Female	57.7%	40079
<b>Total specific responses</b>	<b>100.0%</b>	<b>69470</b>

Answered by all - data taken sample data only

**Proportions of those participating to the survey by age group**

	Percentage	Total
16-35	17.8%	12349
36-50	24.7%	17188
51-65	29.6%	20597
>65	27.8%	19336
<b>Total specific responses</b>	<b>100.0%</b>	<b>69470</b>
Missing data		0

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

**Proportions of those participating to the survey by age group**

	Percentage	Total
16-35	19.6%	13624
36-50	25.2%	17481
51-65	29.4%	20441
>65	25.8%	17924
<b>Total specific responses</b>	<b>100.0%</b>	<b>69470</b>
Missing data		0

Answered by all - data taken from sample data only

**Proportions of those participating to the survey by ethnic group**

	Percentage	Total
White	91.7%	62171
Mixed	.9%	598
Asian or Asian British	4.2%	2834
Black or Black British	2.4%	1623
Chinese or Other Ethnic Group	.8%	545
<b>Total specific responses</b>	<b>100.0%</b>	<b>67771</b>
Missing		0

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

**Proportions of those participating to the survey by ethnic group**

	Percentage	Total
British	87.0%	58979
Irish	1.3%	909
Any other White background	3.4%	2283
White and Black Caribbean	.3%	175
White and Black African	.1%	99
White and Asian	.3%	179
Any other Mixed background	.2%	145
Indian	2.0%	1358
Pakistani	1.0%	665
Bangladeshi	.4%	258
Any other Asian background	.8%	553
Caribbean	.9%	635
African	1.4%	917
Any other Black background	.1%	71
Chinese	.5%	319
Any other ethnic group	.3%	226
<b>Total specific responses</b>	<b>100.0%</b>	<b>67771</b>
Missing responses		1699

Answered by all

**Q49. Do you have any of the following long-standing conditions?**

		Number	% (Base: Respondents)	% (Base: Responses)
\$Q49M	I have a long-standing condition involving deafness or hearing impairment	5131	8%	7%
	I have a long-standing condition involving blindness or partially sighted	1485	2%	2%
	I have a long-standing condition involving a physical condition	11936	18%	17%
	I have a long-standing condition involving a learning disability	797	1%	1%
	I have a long-standing condition involving a mental health condition	2532	4%	4%
	I have a long-standing condition involving an illness such as cancer, HIV, diabetes, CHD, or epilepsy	8678	13%	12%
	I do not have a long-standing condition	41371	63%	58%
	<b>Total</b>	<b>65645</b>	<b>110%</b>	<b>100%</b>
Q49_missing	Missing responses	3825		

Answered by all



**Q50. Does this condition(s) cause you difficulty with any of the following?**

		Number	% (Base: Respondents)	% (Base: Responses)
\$Q50M	This condition causes me difficulty with everyday activities that people of my age can usually do?	9816	41%	26%
	This condition causes me difficulty at work, in education, or training?	3223	13%	9%
	This condition causes me difficulty with access to buildings, streets, or transport vehicles?	3282	14%	9%
	This condition causes me difficulty with reading or writing?	1921	8%	5%
	This condition causes me difficulty with people's attitudes to me because of my condition?	2173	9%	6%
	This condition causes me difficulty with communicating, mixing with others, or socialising?	3941	16%	10%
	This condition causes me difficulty with other activities?	3086	13%	8%
	This condition does not cause me difficulty with any of these?	10172	42%	27%
	<b>Total</b>	<b>24102</b>	<b>156%</b>	<b>100%</b>
Q50_missing	Missing responses	973		

Answered by those with a long-standing condition

## Appendix 4: Comparative results

### Interpreting the tables

The tables present the results for each question for each year that it has been asked. Where the column for a particular year is missing, the question was not asked in that year.

### Statistical significance

Significance tests have been applied to all response options between surveys and are based on two-sided tests with significance level 0.05 using the Bonferroni method.

The final two columns of the tables use up and down arrows to indicate whether there has been a 'statistically significant' change between 2008 and 2005, and also between 2008 and the earliest available data:

↑ shows that there has been a statistically significant **increase** in results

↓ shows that there has been a statistically significant **decrease** in results.

Where a cell in the final two columns is blank, there has been no statistically significant change.

For example, in the table for question 4 it can be seen that between 2008 and 2005, there has been a significant increase in the proportion of respondents who say that they were seen as soon as they thought was necessary. There has been a significant decrease in the proportion who say they thought they should have been seen a bit sooner.

#### Q1 Have you made an appointment with a doctor from your GP practice/ health centre in the last 12 months?

	Survey Year			Significant change between 04 and 08	Significant change between 05 and 08
	2004	2005	2008		
Yes	85%	85%	86%	↑	↑
No	15%	15%	14%	↓	↓
Total specific responses	120993	115900	68925		

Answered by all

**Q2 The last time you saw a doctor from your GP practice/ health centre, how long did you wait for an appointment? (INCLUDING responses of "I was seen without an appointment")**

	Survey Year			Significant change between 04 and 08	Significant change between 05 and 08
	2004	2005	2008		
I was seen without an appointment	8%	7%	5%	↓	↓
I was seen on the same working day	35%	38%	39%	↑	↑
I waited 1 or 2 working days	30%	29%	31%	↑	↑
I waited more than 2 working days	28%	25%	25%	↓	↓
Total specific responses	83566	80548	49072		

Answered by all who had made an appointment with a doctor from a GP practice/ health centre in the last 12 months

**Q2 The last time you saw a doctor from your GP practice/ health centre, how long did you wait for an appointment? (EXCLUDING responses of "I was seen without an appointment")**

	Survey Year			Significant change between 04 and 08	Significant change between 05 and 08
	2004	2005	2008		
I was seen on the same working day	37%	41%	41%	↑	
I waited 1 or 2 working days	32%	31%	33%	↑	↑
I waited more than 2 working days	30%	28%	26%	↓	↓
Total specific responses	77076	74821	46777		

Answered by all who had made an appointment with a doctor from a GP practice/ health centre in the last 12 months. Responses of 'I did not have an appointment' excluded

**Q2/3 The last time you saw a doctor from your GP practice/ health centre, how long did you wait for an appointment? (Responses of >2 working days grouped by reason for this)**

	Survey Year			Significant change between 04 and 08	Significant change between 05 and 08
	2004	2005	2008		
I was seen on the same working day	38%	41%	41%	↑	
I waited 1 or 2 working days	32%	31%	33%	↑	↑
>2 working days but could've had an earlier appointment	16%	14%	13%	↓	↓
>2 working days because there were no earlier appointments	14%	13%	13%	↓	↓
Total specific responses	76618	74544	46627		

NOTE: Responses of 'I did not have an appointment' excluded

**Q3 What was the main reason you waited?**

	Survey Year			Significant change between 04 and 08	Significant change between 05 and 08
	2004	2005	2008		
I wanted to see my own choice of doctor	41%	38%	38%	↓	
I could not get an earlier appointment	44%	47%	44%		↓
It was not convenient for me to have an earlier appointment	11%	11%	14%	↑	↑
Another reason	4%	4%	4%	↓	
Total specific responses	46564	42917	27153		

Answered by all who waited 1 or more working days for an appointment

**Q4 How do you feel about the length of time you waited for an appointment with a doctor? (INCLUDING all people who had an appointment in the last 12 months)**

	Survey Year		Significant change between 05 and 08
	2005	2008	
I was seen as soon as I thought was necessary	76%	77%	↑
I should have been seen a bit sooner	18%	17%	↓
I should have been seen a lot sooner	7%	6%	
Total specific responses	89717	55240	

Answered by all who were seen with an appointment

**Q4 How do you feel about the length of time you waited for an appointment with a doctor? (EXCLUDING people seen on the same day they tried to make an appointment)**

	Survey Year			Significant change between 04 and 08	Significant change between 05 and 08
	2004	2005	2008		
I was seen as soon as I thought was necessary	58%	59%	63%	↑	↑
I should have been seen a bit sooner	30%	30%	27%	↓	↓
I should have been seen a lot sooner	13%	11%	10%	↓	↓
Total specific responses	47671	42993	27405		

NOTE: Data from 2005, 2006 & 2008 questionnaires filtered to correspond to 2004 questionnaire structure (e.g., only answered by respondents who waited at least 1 working day to see a doctor)

**Q5 If you want to make a doctor's appointment 3 or more working days in advance does your GP practice/ health centre allow you to do that?**

	Survey Year		Significant change between 05 and 08
	2005	2008	
Yes	70%	74%	↑
No	30%	26%	↓
Total specific responses	76521	44410	

Answered by all who had made an appointment with a doctor from a GP practice/ health centre in the last 12 months

**Q6 Have you visited your GP practice/ health centre in the last 12 months?**

	Survey Year			Significant change between 04 and 08	Significant change between 05 and 08
	2004	2005	2008		
Yes	88%	89%	88%		
No	12%	11%	12%		
Total specific responses	120365	115654	68522		

Answered by all

**Q7 When you arrived, how would you rate the courtesy of the receptionist?**

	Survey Year				Significant change between 03 and 08	Significant change between 05 and 08
	2003	2004	2005	2008		
Excellent	26%	26%	27%	28%	↑	↑
Very good	35%	34%	34%	34%	↓	
Good	24%	25%	25%	24%		↓
Fair	11%	11%	11%	10%	↓	↓
Poor	2%	2%	2%	2%		
Very poor	1%	1%	1%	1%	↓	
Total specific responses	103691	106673	102274	60406		

Answered by all who had visited a GP practice/ health centre in the last 12 months

**Q8 How long after your appointment time did you have to wait to be seen?**

	Survey Year				Significant change between 03 and 08	Significant change between 05 and 08
	2003	2004	2005	2008		
Seen on time or early	24%	24%	24%	27%	↑	↑
Waited up to 15 minutes	46%	47%	47%	47%	↑	
Waited 16-30 minutes	22%	22%	21%	19%	↓	↓
Waited 31 minutes or longer	8%	8%	8%	7%	↓	↓
Total specific responses	93770	97723	95178	57070		

NOTE: Number of responses of '31 mins or longer' for 2003 may be inflated as this has been merged from two categories ('31-60 mins' & '>1 hour')

**Q9 Did someone tell you how long you would have to wait?**

	Survey Year			Significant change between 04 and 08	Significant change between 05 and 08
	2004	2005	2008		
Yes	8%	8%	10%	↑	↑
No, but I would have liked to have been told	43%	43%	41%	↓	↓
No, but I did not mind	49%	49%	49%		
Total specific responses	80110	76926	43810		

Answered by all who were seen after their appointment time

**Q10 Have you seen a doctor from your GP practice/ health centre in the last 12 months?**

	Survey Year			Significant change between 04 and 08	Significant change between 05 and 08
	2004	2005	2008		
Yes	85%	85%	85%		
No	15%	15%	15%		
Total specific responses	120440	115647	68675		

Answered by all

**Q11 Did the doctor listen carefully to what you had to say?**

	Survey Year			Significant change between 04 and 08	Significant change between 05 and 08
	2004	2005	2008		
Yes, definitely	82%	82%	83%	↑	↑
Yes, to some extent	17%	17%	16%	↓	↓
No	2%	2%	1%	↓	↓
Total specific responses	103008	98070	58792		

Answered by all who had seen a doctor from a GP practice/ health centre in the last 12 months

**Q12 Were you given enough time to discuss your health or medical problem with the doctor?**

	Survey Year			Significant change between 04 and 08	Significant change between 05 and 08
	2004	2005	2008		
Yes, definitely	74%	74%	76%	↑	↑
Yes, to some extent	22%	22%	21%	↓	↓
No	4%	4%	3%	↓	
Total specific responses	101930	97208	58348		

Answered by all who had seen a doctor from a GP practice/ health centre in the last 12 months

**Q13 Were you involved as much as you wanted to be in decisions about your care and treatment?**

	Survey Year			Significant change between 04 and 08	Significant change between 05 and 08
	2004	2005	2008		
Yes, definitely	69%	69%	70%	↑	↑
Yes, to some extent	27%	26%	25%	↓	↓
No	5%	5%	5%		
Total specific responses	102383	97506	58565		

Answered by all who had seen a doctor from a GP practice/ health centre in the last 12 months

**Q14 If you had questions to ask the doctor, did you get answers that you could understand?**

	Survey Year			Significant change between 04 and 08	Significant change between 05 and 08
	2004	2005	2008		
Yes, definitely	76%	75%	74%	↓	↓
Yes, to some extent	21%	22%	23%	↑	
No	2%	2%	2%	↑	
I did not have an opportunity to ask questions	1%	1%	1%		
Total specific responses	97354	92069	56165		

Answered by all who had seen a doctor from a GP practice/ health centre in the last 12 months

**Q15 Did the doctor explain the reasons for any treatment or action in a way that you could understand?**

	Survey Year			Significant change between 04 and 08	Significant change between 05 and 08
	2004	2005	2008		
Yes, completely	75%	76%	77%	↑	↑
Yes, to some extent	21%	21%	21%		
No	3%	3%	3%	↓	↓
Total specific responses	97819	93032	56107		

Answered by all who had seen a doctor from a GP practice/ health centre in the last 12 months

**Q16 Did you have confidence and trust in the doctor?**

	Survey Year			Significant change between 04 and 08	Significant change between 05 and 08
	2004	2005	2008		
Yes, definitely	76%	76%	77%	↑	
Yes, to some extent	21%	21%	20%	↓	
No	3%	3%	3%	↓	
Total specific responses	102920	97899	58772		

Answered by all who had seen a doctor from a GP practice/ health centre in the last 12 months

**Q17 Did the doctor treat you with respect and dignity?**

	Survey Year			Significant change between 04 and 08	Significant change between 05 and 08
	2004	2005	2008		
Yes, all of the time	92%	92%	93%	↑	↑
Yes, some of the time	7%	7%	6%	↓	↓
No	1%	1%	1%	↓	
Total specific responses	102933	97921	58745		

Answered by all who had seen a doctor from your GP practice/ health centre in the last 12 months

**Q18 In the last 12 months, have you had any new medicine(s) (including tablets, suppositories, injections) prescribed for you by a doctor or nurse practitioner from your GP practice/ health centre?**

	Survey Year			Significant change between 04 and 08	Significant change between 05 and 08
	2004	2005	2008		
Yes	53%	54%	54%	↑	
No	47%	46%	46%	↓	
Total specific responses	118919	114094	67878		

Answered by all

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

	Survey Year			Significant change between 04 and 08	Significant change between 05 and 08
	2004	2005	2008		
Yes, definitely	59%	59%	60%		
Yes, to some extent	29%	29%	29%		
No	12%	12%	11%	↓	↓
Total specific responses	62998	60538	36601		

Answered by all who had new medicine prescribed in the last 12 months



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

	Survey Year			Significant change between 04 and 08	Significant change between 05 and 08
	2004	2005	2008		
Yes, enough information	80%	80%	80%		
Some, but I would have liked more	17%	17%	17%		
I got no information, but I wanted some	3%	3%	3%		
Total specific responses	60666	58329	35507		

Answered by all who had new medicine prescribed in the last 12 months

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

	Survey Year			Significant change between 04 and 08	Significant change between 05 and 08
	2004	2005	2008		
Yes, enough information	61%	61%	59%	↓	↓
Some, but I would have liked more	21%	21%	22%		↑
I got no information, but I wanted some	18%	18%	19%	↑	↑
Total specific responses	52332	49847	30288		

Answered by all who had new medicine prescribed in the last 12 months

**Q22 Were you given enough information about how to use the medicine (e.g. when to take it, how long you should take it for, whether it should be taken with food)?**

	Survey Year			Significant change between 04 and 08	Significant change between 05 and 08
	2004	2005	2008		
Yes, enough information	86%	86%	85%		↓
Some, but I would have liked more	11%	11%	11%		
I got no information, but I wanted some	3%	4%	4%	↑	
Total specific responses	60417	57696	34977		

Answered by all who had new medicine prescribed in the last 12 months

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

	Survey Year				Significant change between 03 and 08	Significant change between 05 and 08
	2003	2004	2005	2008		
Yes	52%	53%	54%	56%	↑	↑
No	48%	47%	46%	44%	↓	↓
Total specific responses	121520	120051	114985	68457		

Answered by all

**Q24 In the last 12 months, have you seen anyone at your GP practice/ health centre to check how you are getting on with this medicine (i.e. have your medicines been reviewed)?**

	Survey Year				Significant change between 03 and 08	Significant change between 05 and 08
	2003	2004	2005	2008		
Yes	75%	76%	78%	78%	↑	
No	25%	24%	22%	22%	↓	
Total specific responses	60783	62497	59990	37220		

Answered by all who had been taking prescribed medicine(s) for 12 months or longer

**Q25 In the last 12 months, has anyone at your GP practice/ health centre referred you to a specialist (e.g. a hospital consultant)?**

	Survey Year			Significant change between 04 and 08	Significant change between 05 and 08
	2004	2005	2008		
Yes	36%	36%	35%	↓	↓
No	64%	64%	65%	↑	↑
Total specific responses	120012	114941	68440		

Answered by all

**Q26 When you were referred to see a specialist, were you offered a choice of hospital for your first hospital appointment?**

	Survey Year			Significant change between 04 and 08	Significant change between 05 and 08
	2004	2005	2008		
Yes	26%	26%	43%	↑	↑
No	74%	74%	57%	↓	↓
Total specific responses	42614	40564	23047		

Answered by all who had been referred to a specialist in the last 12 months

**Q27 When you first saw the person you were referred to, did he /she seem to have all the necessary information about you and your condition or treatment?**

	Survey Year			Significant change between 04 and 08	Significant change between 05 and 08
	2004	2005	2008		
Yes, completely	63%	62%	63%		↑
Yes, to some extent	29%	29%	28%		
No	8%	8%	8%		
Total specific responses	38645	37059	22262		

Answered by all who had been referred to a specialist in the last 12 months

**Q28 Did you receive copies of letters sent between the specialist and your GP?**

	Survey Year		Significant change between 05 and 08
	2005	2008	
Yes, as far as I know I received copies of all letters	22%	32%	↑
I received copies of some but not all letters	8%	9%	↑
No, I did not receive copies of any letters	70%	58%	↓
Total specific responses	34593	20709	

Answered by all who had been referred to a specialist in the last 12 months

**Q29 Have you seen anyone else from a GP practice/ health centre other than a doctor in the last 12 months?**

	Survey Year			Significant change between 04 and 08	Significant change between 05 and 08
	2004	2005	2008		
Yes	49%	51%	52%	↑	↑
No	51%	49%	48%	↓	↓
Total specific responses	119724	114557	68137		

Answered by all

**Q30 The last time you saw someone other than a doctor from a GP practice/ health centre, who did you see?**

	Survey Year			Significant change between 04 and 08	Significant change between 05 and 08
	2004	2005	2008		
A practice nurse or nurse practitioner	79%	80%	83%	↑	↑
A midwife	3%	2%	3%		
A district nurse	5%	4%	4%	↓	↓
A health visitor	3%	3%	2%	↓	↓
Someone else	10%	9%	7%	↓	↓
I was not sure who I saw	0%	1%	1%	↑	
Total specific responses	58592	57228	35179		

Answered by all who had seen someone from a GP practice/ health centre other than a doctor in the last 12 months

**Q31 The last time you saw this person, how long did you wait for an appointment? (INCLUDING responses of "I was seen without an appointment")**

	Survey Year
	2008
I was seen without an appointment	16%
I was seen on the same working day	25%
I waited 1 working day	12%
I waited 2 working days	15%
I waited more than 2 working days	33%
Total specific responses	17850

Answered by all who had seen someone from a GP practice/ health centre other than a doctor in the last 12 months

**Q31 The last time you saw this person, how long did you wait for an appointment? (EXCLUDING responses of "I was seen without an appointment")**

	Survey Year
	2008
I was seen on the same working day	29%
I waited 1 working day	14%
I waited 2 working days	18%
I waited more than 2 working days	39%
Total specific responses	15147

Answered by all who had seen someone from a GP practice/ health centre other than a doctor in the last 12 months. Responses of 'I did not have an appointment' excluded

**Q31/32 The last time you saw another health professional from your GP practice/ health centre, how long did you wait for an appointment? (Responses of >2 working days grouped by reason for this)**

	Survey Year
	2008
I was seen on the same working day	29%
I waited 1 working day	14%
>1 working day but could've had an earlier appointment	23%
>1 working days because there were no earlier appointments	34%
Total specific responses	15147

NOTE: Responses of 'I did not have an appointment' excluded

**Q32 What was the main reason you waited?**

	Survey Year
	2008
I wanted to see my own choice of professional	8%
I could not get an earlier appointment	57%
It was not convenient for me to have an earlier appointment	23%
Another reason	12%
Total specific responses	10538

Answered by all who waited one or more working days for an appointment to see someone other than a doctor

**Q33 How do you feel about the length of time you waited for an appointment with this person?**

	Survey Year
	2008
I was seen as soon as I thought was necessary	84%
I should have been seen a bit sooner	13%
I should have been seen a lot sooner	4%
Total specific responses	31929

Answered by all who had an appointment to see someone other than a doctor

**Q34 Was the main reason you went to your GP practice/ health centre dealt with to your satisfaction?**

	Survey Year		Significant change between 05 and 08
	2005	2008	
Yes, completely	73%	74%	↑
Yes, to some extent	24%	23%	↓
No	3%	3%	↑
Total specific responses	101537	60631	

Answered by all who had visited a GP practice/ health centre in the last 12 months

**Q35 In your opinion, how clean is the GP practice/ health centre?**

	Survey Year				Significant change between 03 and 08	Significant change between 05 and 08
	2003	2004	2005	2008		
Very clean	74%	74%	72%	72%	↓	
Fairly clean	25%	25%	26%	26%	↑	
Not very clean	1%	1%	1%	1%	↑	
Not at all clean	0%	0%	0%	0%		
Total specific responses	116251	106632	102346	60625		

Answered by all who had visited a GP practice/ health centre in the last 12 months

**Q36 Have you had a problem getting through to your GP practice/ health centre on the phone?**

	Survey Year		Significant change between 05 and 08
	2005	2008	
Yes, always	13%	13%	
Yes, sometimes	44%	42%	↓
No	43%	45%	↑
Total specific responses	110456	66045	

Answered by all who had visited a GP practice/health centre in the last 12 months

**Q37 In the last 12 months, have you ever been put off going to your GP practice/ health centre because the opening times are inconvenient for you?**

	Survey Year				Significant change between 03 and 08	Significant change between 05 and 08
	2003	2004	2005	2008		
Yes, often	6%	6%	6%	8%	↑	↑
Yes, sometimes	14%	16%	15%	17%	↑	↑
No	80%	78%	79%	75%	↓	↓
Total specific responses	121511	119544	114672	68210		

Answered by all

**Q38 Do you visit a dentist regularly (that is at least once every 2 years)?**

	Survey Year
	2008
Yes - as an NHS patient	50%
Yes - as a non NHS patient	24%
No	26%
Total specific responses	67455

Answered by all

**Q39 Would you like to receive dental care as an NHS patient?**

	Survey Year
	2008
Yes	79%
No	21%
Total specific responses	33315

Answered by all who do not visit a dentist regularly as an NHS patient

**Q40 In the last 12 months have you had your blood pressure taken by anyone from your GP practice/ health centre?**

	Survey Year			Significant change between 03 and 08	Significant change between 04 and 08
	2003	2004	2008		
Yes	63%	64%	66%	↑	↑
No	37%	36%	34%	↓	↓
Total specific responses	116783	116156	66432		

Answered by all

**Q41 In the last 12 months, have you been given advice from your GP practice/ health centre on your weight?**

	Survey Year
	2008
Yes - I was told I should try to lose weight	42%
Yes - I was told I should try to stay the same weight	17%
Yes - I was told I should try to gain weight	3%
No, but I would have liked some advice	38%
Total specific responses	26628

Answered by all

**Q42 In the last 12 months, have you been given advice or help from your GP practice/ health centre on eating a healthy diet?**

	Survey Year
	2008
Yes, definitely	28%
Yes, to some extent	30%
No, but I would have liked help/ advice	43%
Total specific responses	24664

Answered by all

**Q43 How regularly do you eat the recommended 5 portions of fruit or vegetables a day?**

	Survey Year
	2008
Everyday	23%
Most days but not everyday	47%
1-3 days per week	22%
Less often than 1 day per week	9%
Total specific responses	65735

Answered by all

**Q44 In the last 12 months, have you been given advice or help from your GP practice/ health centre on getting enough exercise?**

	Survey Year
	2008
Yes, definitely	22%
Yes, to some extent	33%
No, but I would have liked help/ advice	44%
Total specific responses	22649

Answered by all

**Q45 In the last 12 months, have you been given advice or help from your GP practice/ health centre on giving up smoking?**

	Survey Year
	2008
Yes, definitely	43%
Yes, to some extent	31%
No, but I would have liked help/ advice	27%
Total specific responses	7720

Answered by all

**Q46 In the last 12 months, have you been asked by someone at your GP practice/ health centre about how much alcohol you drink?**

	Survey Year
	2008
Yes	29%
No	71%
Total specific responses	63588

Answered by all

**Q47 In the last 12 months, have you been given advice or help from your GP practice/ health centre on sensible alcohol intake?**

	Survey Year
	2008
Yes, definitely	43%
Yes, to some extent	34%
No, but I would have liked help/ advice	23%
Total specific responses	11557

Answered by all



**Q51 In the last 12 months, have you had enough support from local services or organisations to help you to manage your long-term health condition(s)? (Please think about all services and organisations, not just health services)**

	Survey Year
	2008
Yes, definitely	45%
Yes, to some extent	29%
No	26%
Total specific responses	17050

Answered by all who have a long-standing condition

**Proportions of those responding to the survey by sex**

	Survey Year				Significant change between 03 and 08	Significant change between 05 and 08
	2003	2004	2005	2008		
Male	41%	41%	42%	42%		
Female	59%	59%	58%	58%		
Total specific responses	120939	120033	114922	68485		

Answered by all - response data only

**Proportions of those responding to the survey by age group**

	Survey Year				Significant change between 03 and 08	Significant change between 05 and 08
	2003	2004	2005	2008		
16-35	20%	20%	19%	18%	↓	↓
36-50	25%	25%	25%	25%	↓	↓
51-65	28%	28%	29%	30%	↑	↑
66-80	21%	21%	21%	22%	↑	↑
>80	6%	6%	6%	6%	↑	↑
Total specific responses	121449	116359	115026	68056		

Answered by all - response data only

**Q54 How old were you when you left full-time education?**

	Survey Year				Significant change between 03 and 08	Significant change between 05 and 08
	2003	2004	2005	2008		
16 years or less	60%	59%	59%	56%	↓	↓
17 or 18 years	19%	20%	19%	19%		
19 years or over	17%	18%	18%	22%	↑	↑
Still in full-time education	4%	4%	3%	3%		
Total specific responses	120036	118702	113549	67472		

Answered by all

**Q55 Overall, how would you rate your health during the past 4 weeks?**

	Survey Year			Significant change between 04 and 08	Significant change between 05 and 08
	2004	2005	2008		
Excellent	13%	13%	12%	↓	
Very good	26%	26%	27%	↑	↑
Good	30%	30%	31%	↑	↑
Fair	22%	22%	21%	↓	↓
Poor	7%	8%	7%		↓
Very poor	2%	2%	1%		↓
Total specific responses	119887	114734	68313		

Answered by all

**Proportions of those participating to the survey by broad ethnic group**

	Survey Year				Significant change between 03 and 08	Significant change between 05 and 08
	2003	2004	2005	2008		
White	95%	96%	95%	92%	↓	↓
Mixed	1%	1%	1%	1%	↑	↑
Asian or Asian British	2%	2%	3%	4%	↑	↑
Black or Black British	1%	1%	1%	2%	↑	↑
Chinese or other ethnic group	1%	1%	1%	1%	↑	↑
Total specific responses	121222	119158	114310	67771		

Answered by all - response data only

**Proportions of those participating to the survey by ethnic group**

	Survey Year				Significant change between 03 and 08	Significant change between 05 and 08
	2003	2004	2005	2008		
British	92%	92%	91%	87%	↓	↓
Irish	1%	1%	1%	1%	↑	↑
Any other White background	2%	2%	3%	3%	↑	↑
White and Black Caribbean	0%	0%	0%	0%	↑	↑
White and Black African	0%	0%	0%	0%	↑	↑
White and Asian	0%	0%	0%	0%	↑	↑
Any other Mixed background	0%	0%	0%	0%	↑	↑
Indian	1%	1%	1%	2%	↑	↑
Pakistani	1%	0%	1%	1%	↑	↑
Bangladeshi	0%	0%	0%	0%	↑	↑
Any other Asian background	0%	0%	1%	1%	↑	↑
Caribbean	1%	1%	1%	1%	↑	↑
African	1%	1%	1%	1%	↑	↑
Any other Black background	0%	0%	0%	0%		
Chinese	0%	0%	0%	0%	↑	↑
Any other ethnic group	0%	0%	0%	0%	↑	↑
Total specific responses	121222	119158	114310	67771		

Answered by all - response data only