You have selected the following practice:
BOTTISHAM MEDICAL PRACTICE

NHS England

weighted data

Q1. Last seen or spoke to a GP
Base: All

	%	N
In the past 3 months	59	61
Between 3 and 6 months ago	15	16
Between 6 and 12 months ago	12	12
More than 12 months ago	14	15
I have never seen a GP from my GP surgery	*	*
Total		104

Q2. Last seen or spoke to a nurse
Base: All

	%	N
In the past 3 months	41	42
Between 3 and 6 months ago	19	20
Between 6 and 12 months ago	20	21
More than 12 months ago	16	17
I have never seen a nurse from my GP surgery	*	*
All		103

Q3. Ease of getting through to someone at GP surgery on the phone
Base: All

	%	N
Very easy	29	30
Fairly easy	60	62
Not very easy	*	*
Not at all easy	*	*
Haven't tried	*	*
Total		104

Q4. Helpfulness of receptionists at GP surgery
Base: All

	%	N
Very helpful	47	49
Fairly helpful	48	50
Not very helpful	*	*
Not at all helpful	*	*
Don't know	*	*
Total		104

Q5. Overheard in reception area
Base: All

	%	N
Yes, but I don't mind	60	63
Yes, and I am not happy about it	19	20
No, other patients can't overhear	*	*
Don't know	12	12
Total		104

Q6. How normally book appointments to see a GP or nurse...
Base: All

	%	N

In person	20	21
By phone	94	98
By fax machine	*	*
Online	*	*
Doesn't apply	*	*
Total		104

Q7. Preferred methods to book appointments at GP surgery...
Base: All

	%	N
In person	26	26
By phone	84	85
By fax machine	*	*
Online	34	34
No preference	*	*
Total		102

Q8. Have a preferred GP
Base: All

	%	N
Yes	55	56
No	45	46
There is usually only one GP in my GP surgery	*	*
Total		102

Q9. Frequency of seeing preferred GP
Base: All who prefer to see or speak to a particular GP

	%	N
Always or almost always	55	30
A lot of the time	22	12
Some of the time	21	12
Never or almost never	*	*
Not tried at this GP surgery	*	*
Total		55

Q10. Last time wanted to see/speak to GP or nurse: What did you want to do?
Base: All

	%	N
See a GP at the surgery	71	73
See a nurse at the surgery	27	28
Speak to a GP on the phone	*	*
Speak to a nurse on the phone	*	*
Have someone visit me at my home	*	*
I didn't mind / wasn't sure what I wanted	*	*
Total		103

Q11. When did you want to see or speak to them?
Base: All

	%	N
On the same day	32	32
On the next working day	11	11
A few days later	33	33
A week or more later	*	*
I didn't have a specific day in mind	16	16
Can't remember	*	*
Total		100

Q12. Able to get an appointment to see or speak to someone
Base: All

	%	N
Yes	89	88
Yes, but I had to call back closer to or on the day I wanted	10	10
No	*	*
Can't remember	*	*
Total		99

Q13. What type of appointment did you get?
Base: All who were able to get an appointment

	%	N
Appointment to see a GP at the surgery	72	70
Appointment to see a nurse at the surgery	28	28
Appointment to speak to a GP on the phone	*	*
Appointment to speak to a nurse on the phone	*	*
Appointment for someone to visit me at my home	*	*
Total		97

Q14. How long until actually saw or spoke to GP / nurse
Base: All who were able to get an appointment

	%	N
On the same day	30	29
On the next working day	11	10
A few days later	47	45
A week or more later	11	11
Can't remember	*	*
Total		95

Q15. Convenience of appointment
Base: All who were able to get an appointment

	%	N
Very convenient	60	58
Fairly convenient	39	38
Not very convenient	*	*
Not at all convenient	*	*
Total		97

Q16. Reason for not being able to get an appointment / the appointment offered was inconvenient
Base: All who were not able to get an appointment/ convenient appointment

	%	N
There weren't any appointments for the day I wanted	*	*
There weren't any appointment for the time I wanted	*	*
I couldn't see my preferred GP	*	*
I couldn't book ahead at my GP surgery	*	*
Another reason	*	*
Total		*

Q17. What did you do on that occasion?
Base: All who were not able to get an appointment/ convenient appointment

	%	N
Went to the appointment I was offered	*	*
Got an appointment for a different day	*	*
Had a consultation over the phone	*	*
Went to A&E / a walk-in centre	*	*
Saw a pharmacist	*	*
Decided to contact my surgery another time	*	*
Didn't see or speak to anyone	*	*

Total		*

Q18. Overall experience of making an appointment
Base: All

	%	N
Very good	56	58
Fairly good	34	35
Neither good nor poor	*	*
Fairly poor	*	*
Very poor	*	*
Total		103

Q19. Waiting time at surgery
Base: All

	%	N
I don't normally have appointments at a particular time	*	*
Less than 5 minutes	*	*
5 to 15 minutes	49	49
More than 15 minutes	35	35
Can't remember	10	10
Total		101

Q20. Impression of waiting time at surgery
Base: All

	%	N
I don't normally have to wait too long	60	60
I have to wait a bit too long	25	26
I have to wait far too long	*	*
No opinion / doesn't apply	9	10
Total		101

Q21a. Rating of GP giving you enough time
Base: All

	%	N
Very good	64	67
Good	28	29
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		103

Q21b. Rating of GP listening to you
Base: All

	%	N
Very good	69	71
Good	29	29
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		102

Q21c. Rating of GP explaining tests and treatments
Base: All

	%	N
Very good	60	61
Good	34	35

Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		103

Q21d. Rating of GP involving you in decisions about your care
Base: All

	%	N
Very good	56	57
Good	29	30
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		103

Q21e. Rating of GP treating you with care and concern
Base: All

	%	N
Very good	65	67
Good	29	30
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		103

Q22. Confidence and trust in GP
Base: All

	%	N
Yes, definitely	73	75
Yes, to some extent	25	26
No, not at all	*	*
Don't know / can't say	*	*
Total		103

Q23a. Rating of nurse giving you enough time
Base: All

	%	N
Very good	64	65
Good	27	27
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		102

Q23b. Rating of nurse listening to you
Base: All

	%	N
Very good	65	66
Good	24	24
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	9	10
Total		102

Q23c. Rating of nurse explaining tests and treatments
Base: All

	%	N
Very good	56	58
Good	27	28
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	12	12
Total		102

Q23d. Rating of nurse involving you in decisions about your care
Base: All

	%	N
Very good	49	49
Good	26	26
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	20	20
Total		102

Q23e. Rating of nurse treating you with care and concern
Base: All

	%	N
Very good	63	64
Good	23	23
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	12	12
Total		102

Q24. Confidence and trust in nurse
Base: All

	%	N
Yes, definitely	71	73
Yes, to some extent	23	23
No, not at all	*	*
Don't know / can't say	*	*
Total		102

Q25. Satisfaction with opening hours
Base: All

	%	N
Very satisfied	42	43
Fairly satisfied	42	43
Neither satisfied nor dissatisfied	*	*
Fairly dissatisfied	*	*
Very dissatisfied	*	*
I'm not sure when my GP surgery is open	*	*
Total		102

Q26. Is your GP surgery currently open at times that are convenient for you?
Base: All

	%	N
Yes	72	71

No	23	23
Don't know	*	*
Total		99

Q27. Additional opening times that would make it easier to see or speak to someone...
Base: All whose GP surgery is not open at convenient times

	%	N
Before 8am	45	12
At lunchtime	*	*
After 6.30pm	68	19
On a Saturday	67	19
On a Sunday	40	11
None of these	*	*
Total		28

Q28. Overall experience of GP surgery
Base: All

	%	N
Very good	62	63
Fairly good	37	38
Neither good nor poor	*	*
Fairly poor	*	*
Very poor	*	*
Total		102

Q29. Recommending GP surgery to someone who has just moved to the local area
Base: All

	%	N
Yes, would definitely recommend	73	74
Yes, would probably recommend	26	26
Not sure	*	*
No, would probably not recommend	*	*
No, would definitely not recommend	*	*
Don't know	*	*
Total		100

Q30. Long-standing health condition
Base: All

	%	N
Yes	50	50
No	48	48
Don't know / can't say	*	*
Total		101

Q31. Medical conditions...
Base: All

	%	N
Alzheimer's disease or dementia	*	*
Angina or long-term heart problem	*	*
Arthritis or long-term joint problem	18	16
Asthma or long-term chest problem	14	13
Blindness or severe visual impairment	*	*
Cancer in the last 5 years	*	*
Deafness or severe hearing impairment	*	*
Diabetes	*	*
Epilepsy	*	*
High blood pressure	16	14
Kidney or liver disease	*	*

Learning difficulty	*	*
Long-term back problem	*	*
Long-term mental health problem	*	*
Long-term neurological problem	*	*
Another long-term condition	*	*
None of these conditions	50	45
I would prefer not to say	*	*
Total		90

Q32. Last 6 months, enough support from local services/organisations to help manage long-term conditions

	%	N
Yes, definitely	64	28
Yes, to some extent	*	*
No	*	*
I have not needed such support	*	*
Don't know / can't say	*	*
Total		44

Q33. Confidence in managing own health
Base: All

	%	N
Very confident	47	48
Fairly confident	50	51
Not very confident	*	*
Not at all confident	*	*
Total		101

Q34a. State of health today...Mobility
Base: All

	%	N
I have no problems in walking about	81	83
I have slight problems in walking about	*	*
I have moderate problems in walking about	*	*
I have severe problems in walking about	*	*
I am unable to walk about	*	*
Total		102

Q34b. State of health today...Self-Care
Base: All

	%	N
I have no problems washing or dressing myself	95	97
I have slight problems washing or dressing myself	*	*
I have moderate problems washing or dressing myself	*	*
I have severe problems washing or dressing myself	*	*
I am unable to wash or dress myself	*	*
Total		102

Q34c. State of health today...Usual Activities
Base: All

	%	N
I have no problems with performing my usual activities	79	80
I have slight problems doing my usual activities	13	13
I have moderate problems doing my usual activities	*	*
I have severe problems doing my usual activities	*	*
I am unable to do my usual activities	*	*
Total		101

Q34d. State of health today...Pain/Discomfort **Base: All**		
	%	N
I have no pain or discomfort	60	61
I have slight pain or discomfort	24	25
I have moderate pain or discomfort	11	11
I have severe pain or discomfort	*	*
I have extreme pain or discomfort	*	*
Total		101

Q34e. State of health today...Anxiety/Depression **Base: All**		
	%	N
I am not anxious or depressed	77	77
I am slightly anxious or depressed	17	17
I am moderately anxious or depressed	*	*
I am severely anxious or depressed	*	*
I am extremely anxious or depressed	*	*
Total		100

Q35. Activities limited today due to recent illness or injury **Base: All**		
	%	N
Yes, limited a lot	*	*
Yes, limited a little	10	10
No	89	88
Total		99

Q36. Know how to contact an out-of-hours GP service **Base: All**		
	%	N
Yes	71	73
No	29	30
Total		103

Q37. Tried to call an out-of-hours GP service in past 6 months... **Base: All**		
	%	N
Yes, for myself	*	*
Yes, for someone else	14	15
No	80	82
Total		102

Q38. Ease of contacting the out-of-hours GP service by telephone **Base: All who have tried to call an out of hours GP service when the surgery was closed**		
	%	N
Very easy	56	10
Fairly easy	*	*
Not very easy	*	*
Not at all easy	*	*
Don't know / didn't make contact	*	*
Total		19

Q39. Impression of how quickly care from out-of-hours GP service received **Base: All who have tried to call an out of hours GP service when the surgery was closed**		
	%	N
It was about right	78	14
It took too long	*	*

Don't know / doesn't apply	*	*
Total		19

Q40. Confidence and trust in out-of-hours clinician		
Base: All who have tried to call an out of hours GP service when the surgery was closed		
	%	N
Yes, definitely	*	*
Yes, to some extent	53	10
No, not at all	*	*
Don't know / can't say	*	*
Total		19

Q41. Overall experience of out-of-hours GP services		
Base: All who have tried to call an out of hours GP service when the surgery was closed		
	%	N
Very good	*	*
Fairly good	61	11
Neither good nor poor	*	*
Fairly poor	*	*
Very poor	*	*
Total		19

Q47. Gender		
Base: All		
	%	N
Male	48	50
Female	52	53
Total		103

Q48. Age		
Base: All		
	%	N
18 to 24	*	*
25 to 34	*	*
35 to 44	16	17
45 to 54	24	25
55 to 64	14	14
65 to 74	14	15
75 to 84	10	10
85 or over	*	*
Total		103

Q49. Ethnic group		
Base: All		
	%	N
English / Welsh / Scottish / Northern Irish / British	91	95
Irish	*	*
Gypsy or Irish Traveller	*	*
Any other White background	*	*
White and Black Caribbean	*	*
White and Black African	*	*
White and Asian	*	*
Any other Mixed / multiple ethnic background	*	*
Indian	*	*
Pakistani	*	*
Bangladeshi	*	*
Chinese	*	*
Any other Asian background	*	*

African	*	*
Caribbean	*	*
Any other Black / African / Caribbean background	*	*
Arab	*	*
Any other ethnic group	*	*
Total		103

Q50. Working status
Base: All

	%	N
Full-time paid work (30 hours or more each week)	47	47
Part-time paid work (under 30 hours each week)	16	16
Full-time education at school, college or university	*	*
Unemployed	*	*
Permanently sick or disabled	*	*
Fully retired from work	24	24
Looking after the home	*	*
Doing something else	*	*
Total		100

Q51. Journey time from home to work
Base: All in part or full-time work

	%	N
Up to 30 minutes	50	31
31 minutes to 1 hour	32	20
More than 1 hour	*	*
I live on site	*	*
Total		62

Q52. Can take time away from work to see GP
Base: All in part or full-time work

	%	N
Yes	77	48
No	23	14
Total		62

Q53. Parent or legal guardian
Base: All

	%	N
Yes	25	25
No	75	75
Total		100

Q54. Deaf and use sign language
Base: All

	%	N
Yes	*	*
No	100	99
Total		99

Q55. Smoking habits
Base: All

	%	N
Never smoked	61	62
Former smoker	27	28
Occasional smoker	*	*
Regular smoker	*	*
Total		102

Q56. Look after/provide support to family etc. for physical or mental ill health/problems in old age
Base: All

	%	N
No	80	80
Yes, 1-9 hours a week	13	13
Yes, 10-19 hours a week	*	*
Yes, 20-34 hours a week	*	*
Yes, 35-49 hours a week	*	*
Yes, 50+ hours a week	*	*
Total		100

Q57. Sexual orientation
Base: All

	%	N
Heterosexual / straight	97	97
Gay / Lesbian	*	*
Bisexual	*	*
Other	*	*
I would prefer not to say	*	*
Total		100

Q58. Religion
Base: All

	%	N
No religion	31	32
Buddhist	*	*
Christian	64	66
Hindu	*	*
Jewish	*	*
Muslim	*	*
Sikh	*	*
Other	*	*
I would prefer not to say	*	*
Total		103