

Prepared for:

Leicester City Clinical Commissioning Group
West Leicestershire Clinical Commissioning Group
East Leicestershire and Rutland Clinical Commissioning Group



Consultation Report:

GP Practice Survey – GP
Practice Services in Leicester,
Leicestershire and Rutland.

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Produced by JW Research Limited

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Executive Summary

Encouraging Self-Care and Prevention – High Impact Actions

Significant opportunities to support patients in poor health with advice/ support to self-care

The feedback from the Primary Care Survey shows us that there are significant opportunities for health professionals to directly support those patients in poor health with advice and support to help them manage their conditions, which can often prevent an appointment to urgent and emergency care centre. By aligning this with communications, it is important that the messaging comes from health professionals through their General Practice or Health Centre, which acts as a trusted source of information, because people like receive information directly rather than seek it out.

Improve and update Practice websites

A frustration expressed by some respondents to this survey in various places is that their General Practice website is either out-of-date or not very well designed. Furthermore, this links in to the area of communications – although text messages and emails are preferred ways of finding out NHS information about healthcare issues from the Practice, Practice websites should also hold this information for those who wish to access it in this way. Such information needs to be specifically about self-care help and advice in order to arm patients with as much useful and reliable information as they need in this area.

Improve sign-posting to self-care support

A significant proportion of patients do not consider themselves to have any real medical knowledge or confidence to go looking for self-care advice or support. When patients do seek out support from their General Practice or Health Centre they often find it difficult to even make contact with an appropriate person.

Make it easier to get an appointment

Many patients express frustrations about not being able to make appointments in general. Often they feel they need to have an initial consultation with a GP or other health professional to identify their medical issue and for the GP or health professional to devise a treatment pathway and provide advice about their condition – many patients see this as the gateway to them being able to look after their own health more effectively.

Garner support of PPG – and work with the voluntary and community sectors - to work with communities to promote self-care

Working with these sectors, who represent the vulnerable, elderly and those with protected characteristics, will support communities to prevent illness and support their own self-care.

Encouraging Self-Care and Prevention – Key Headline Findings

Overall, half (50%) of respondents to the survey say that they are either ‘very confident’ or ‘confident’ to care for their own health issues or conditions, or those they care for, if they are provided with access to advice and support to do so effectively. However, a quarter (25%) feel they are either ‘not very confident’ or ‘not at all confident’ to care for their own health issues or conditions, even if they are provided with sufficient support.

Overall, around a third (33%) of respondents to the survey say that they currently receive enough support and advice from their General Practice or Health Centre to help them manage their own health issues or conditions – most feeling that it is ‘about right’ (32%) with a small proportion (1%) claiming that they receive ‘more than I need’. However, nearly a third (32%) think that they do not currently receive enough support to be able to manage their own health conditions/issues.

Respondents take a variety of actions when they first become ill or unwell. Almost a third (32%) of respondents first take action that involves in-person or face-to-face contact – for the majority of these, this involves going to see a pharmacist (22%), with smaller proportions going to the General Practice/Health Centre to book an appointment (6%), going to an Urgent Care Centre (3%) or going to A&E (1%).

For just under three-tenths (28%) of respondents, the first action taken is telephone-based, with just over a sixth (17%) calling the General Practice/Health Centre and a further tenth (11%) calling NHS 111. Alternatively, approaching a fifth (18%) say that their first port of call is to go to a website to get some advice, while 13% say that they take other actions in the first instance when they first become ill or unwell.

Recent General Practice/Health Centre Experiences – High Impact Actions

Provide training & development of frontline General Practice/ Health Centre staff

Some of the comments from patients in the Primary Care survey highlight a need for the provision of training and development in ‘persuasion techniques’ for people who are the ‘first point of contact’ for patients at General Practices and Health Centres. Such training would cover techniques such as handling difficult patients, building rapport with patients and offering choice – all of which will help in terms of making patients feel more valued generally when they contact Practices for help.

Provide more advice and support for Practice staff on using ‘active signposting’ techniques

Coupled with the need to develop the ‘soft skills’ of frontline General Practice/Health Centre staff, there is an opportunity for those in ‘first point of contact’ positions to assist more with signposting patients to advice and support which they can access immediately – either in lieu of obtaining an appointment with a GP or health professional or to empower them to self-care to a greater level than may currently be the case.

Review recorded answerphone messages at Practices and Health Centres

Feedback from some patients mentions the ‘impersonality’ or ‘poor tone’ of recorded answerphone messages that they encounter when contacting General Practices and Health Centres. The content and tone of such messages needs to be edited to provide a more concise, informative and empathetic message generally than many of those currently experienced by patients.

Pilot a cloud-based telephony service

Selecting some General Practices and Health Centres for a pilot of a cloud-based telephony service is likely to identify whether taking this service ‘off-site’ will reduce – and maybe eliminate – the many issues that patients say they encounter with existing telephone systems. In addition, this will also identify the effectiveness and security of storing data on a server that can be accessed via the internet.

Recent General Practice/Health Centre Experiences – Key Headline Findings

Overall, more than two-fifths (41%) of respondents to the survey say that they have changed their GP/Health Centre contacting/visiting behaviour since the Covid-19 outbreak in March 2020. In the main, this finding is driven by more than a third (34%) saying that they contact/visit their General Practice/Health Centre less frequently since March 2020, while less than a tenth (7%) claim to contact/visit them more frequently. However, just over a third (34%) say that their contacting/visiting behaviour has not changed.

More than three-fifths (61%) of respondents to the survey say that they have made an appointment for themselves or someone they care for with their General Practice/Health Centre since the outbreak of Covid-19 in March 2020, with the large majority of these having made at least one appointment in the last 6 months.

Just under a sixth (14%) state that they have not made a General Practice/Health Centre appointment since March 2020.

Phoning the General Practice is by far the most common method that respondents to the survey say that they used to make their appointment with their General Practice/Health Centre since the outbreak of Covid-19 in March 2020, with 46% of all respondents using this method. Approaching a tenth (8%) say that they booked their appointment online through the General Practice website.

When asked to rate the ease of booking their appointment, just over three-tenths (31%) of all respondents indicate that they had no difficulties when booking their appointment (finding the process 'very easy', 'easy' or 'neither easy nor difficult'). However, approaching three-tenths (28%) of all respondents say they encountered some difficulty, finding it either 'difficult' or 'very difficult' to do so.

Overall, more than a third (35%) of respondents say that the appointment they had made with a General Practice/Health Centre since the outbreak of Covid-19 in March 2020 has been with a General Practitioner, while just under a fifth (18%) had their appointment with a nurse and a small minority (4%) with another type of health care professional.

When asked which, if any, of the statements that respondents were presented with applied to their experience with their General Practice/Health Centre appointment, the statements that apply to the largest proportion of respondents are 'I understood the information I was given' (25% of all respondents feeling that this applied to their experience of the appointment) and 'The person I saw was appropriate for my treatment/care (24% saying this applied). The statements that apply to the smallest proportion of respondents are 'I was given advice on how to better manage my health issue/condition' (only 13% of all respondents feeling that this applied) and 'I was involved in decisions about my care and treatment' (15% thinking this applied).

Overall, appointments made by respondents with their General Practice/Health Centre since the outbreak of Covid-19 in March 2020 are most likely to have been conducted over the phone (32% of all respondents having their appointment conducted in this way), with more than a fifth (22%) of respondents having a post Covid-19 appointment conducted in person at the General Practice/Health Centre. Only a very small proportion of respondents say that their appointment was carried out another way.

When asked to rate the way that their appointment was carried out, more than a third (35%) of all respondents indicate that they rate this as either 'very good' or 'good, with a further tenth (11%) rating it as 'fair'.

Overall, the main outcome as a result of the appointments made by respondents with their General Practice/Health Centre since the outbreak of Covid-19 in March 2020 is that they have been 'prescribed medication' (20% of all respondents say that this happened as a result of the appointment). A further 14% mention that they were 'offered advice on how to care for the health issue/condition' and 13% say that they were 'referred to another service'. Only a small proportion of respondents say that they experienced a different outcome as a result of their appointment.

When asked to describe the effect of the treatment or advice on the health issue/condition that they had been experiencing, around a seventh (14%) of all respondents indicate that it 'got better', with a similar proportion (14%) feeling that it had 'stayed the same', although a small proportion (5%) claim that it had 'got worse'. However, it should be noted that for more than a tenth (11%) it was 'too soon to say' what the effect has been and a further 11% of respondents did not feel that this question was applicable.

When respondents were asked to indicate how satisfied overall they were with the appointment they had experienced with a General Practice/Health Centre since the Covid-19 outbreak in March 2020, a third (33%) of all respondents to the survey say that they are either 'very satisfied' or 'satisfied' with the appointment overall, with a further tenth (9%) expressing a neutral view. However, 13% feel either 'dissatisfied' or 'very dissatisfied' overall with their appointment.

Out-of-Hours Access to General Practices/Health Centres – High Impact Actions

Increase awareness of the availability of out-of-hours appointments

Less than a fifth (18%) of respondents to the Primary Care Survey are aware that they can arrange an appointment with a GP or other healthcare professional outside of 'regular' surgery hours, while 47% feel that it is important to them to have access to out-of-hours appointments. This information needs to be more clearly communicated to patients using a mix of channels, such as the Surgery staff themselves informing patients contacting them, making this messaging prominent on Practice websites and using other communication tools (e.g. text messages, emails) to impart this information in order to ensure that more patients can make use of out-of-hours appointments.

Consider non-Practice locations for out-of-hours appointments

Just under half (46%) of respondents would consider attending an out-of-hours appointment at a venue other than their own General Practice if it were available. This indicates that as long as the venue was within a 5 mile radius, offering GP-led services at such a venue may encourage more patients to consider this option, especially if Practice-patient communication about the availability of this service is improved and targeted as recommended.

Ensure that other locations for out-of-hours appointments are close to General Practices

More than a third (36%) of respondents to the Primary Care Survey say they are not willing to travel more than 5 miles away from their General Practice to attend an out-of-hours appointment. Although finding a suitable location in all areas to enable this is likely to be easier in some areas than in others, the likelihood of take-up of out-of-hours access to a GP or other healthcare professional could increase if patients did not need to travel as far to access the service they require.

Out-of-Hours Access to General Practices/Health Centres – Key Headline Findings

Overall, less than a fifth (18%) of respondents to the survey are aware that they can arrange an appointment to see a GP or another appropriate healthcare professional on a weekday before 8am or after 6:30pm and on the weekends or bank holidays. However, just under half (47%) say that they are unaware of this. Only 7% of all respondents say that they, or a member of their family, had ever attended an appointment to see a GP or other appropriate healthcare professional after 6:30pm, before 8am or on weekends or bank holidays.

Approaching half (47%) of all respondents to the survey say that they feel it is either 'very important' or 'important' to have access to early morning, late evening, weekend and bank holiday appointments to see a GP or other healthcare professional, with a further 14% expressing a neutral view (selecting 'neither important nor unimportant'). Only a small minority (5%) think that it is either 'not at all important' or 'unimportant' to them to have access to 'out of regular practice hours' appointments.

When presented with three statements relating to booking the early morning, evening, weekend and/or bank holiday appointments to see a GP or another appropriate healthcare professional and asked which one, if any, applied to them, overall, the statement that applies to the largest proportion of respondents relate to having the ability to book an 'out-of-regular-Practice-hours' appointment at the General Practice/Health Centre that they are actually registered at. Just under a quarter of all respondents (24%) would like to be able to book an appointment to see their own GP or appropriate professional at the General Practice/Health Centre they are registered at, while just over a fifth (21%) would be happy to be able to book such an appointment with another GP or health professional at the same practice they are registered at. However, around a sixth (17%) would not be averse to booking an 'out-of-regular-Practice-hours' appointment with a GP or appropriate healthcare professional from a different General Practice/Health Centre.

When presented with some suggested locations which could be used for early morning, evening, weekend and/or bank holiday appointments to see a GP or another appropriate healthcare professional and asked which ones they would consider, just over half (51%) of respondents would consider attending an early morning, late evening, weekend or bank holiday appointment to see a GP or another appropriate healthcare professional if it was held at their own General Practice/Health Centre. Just over a third (34%) of all respondents would consider attending such an appointment if it was held in 'a dedicated building providing access to GP-led primary care services in my area', while just over three-tenths (31%) would consider attending such an appointment held in a General Practice/Health Centre that is working in partnership with my own'. Just under a quarter (23%) would consider attending such an appointment at a Hospital Urgent Care Centre.

When respondents' answers are analysed further, it can be seen that 46% of all respondents indicate that they would consider attending an early morning, late evening, weekend or bank holiday appointment to see a GP or another appropriate healthcare professional at a place other than their own General Practice/Health Centre. However, around a sixth (17%) say that their own General Practice/Health Centre is the only place they would consider attending such an appointment at.

Overall, nearly a sixth (15%) of respondents would only consider travelling up to 2 miles away from their General Practice/Health Centre in order to attend an out-of-hours appointment, with a further fifth (21%) saying they are willing to travel between 2-5 miles for such an appointment. A fifth of all respondents (20%) feel they would be prepared to travel between 5-10 miles away for an out-of-hours appointment, while only a small minority (6%) indicate that they are willing to travel more than 10 miles for an out-of-hours appointment. Only a very small minority (2%) say that they are not prepared to travel at all for such an appointment.

General Practice/Health Centre Services – High Impact Actions

Reduce the ‘Importance vs. Experience’ gap for some service aspects

Some aspects of booking and seeing a GP or other health professional at the Practice that patients are registered with are seen as being more important than others. It is a positive finding that ‘being treated respectfully by members of staff at the Practice’ is both the most important of the aspects tested and the one where Practices are perceived to perform best. However, much improvement is needed on other aspects of key importance, especially ‘getting through on the phone easily’ and ‘booking the appointment with the GP/health professional quickly’, for which patient experiences lag considerably. Significant improvements in these two areas in particular is also likely to have a positive effect on patient outlook in general for many aspects covered in the Primary Care Survey.

Improve Practice contact mechanisms and systems

A common frustration expressed in many areas of the Primary Care Survey is the time it takes for patients to actually make contact with Practice staff in order to book appointments with GPs and other health professionals, or to receive some advice or support. There is a perception that Practice telephone systems are either outdated or poorly-designed, and that any online booking systems in existence are not fit for purpose. Given the liking for text message and email communication evidenced in other areas of the Survey, it is recommended that wherever possible (subject to GDPR considerations) more effective use is made of these mediums to assist with the reduction of the long waiting times that many patients endure when trying to book a General Practice appointment. This is likely to not only take the strain from Practice staff workloads at peak times but also to ensure that patients are able to be ‘heard’ more quickly, especially in times of potential personal stress when either they, or someone they care for, has a medical issue.

Explore the potential for greater use of telephone and online consultations for non-urgent contact

Despite the obvious preference for ‘traditional’ face-to-face appointments by many respondents to the survey, 28% say they are happy to have an initial telephone consultation and 16% feel the same way about online consultations. However, it should be borne in mind that such remote consultations are viewed as acceptable for ‘non-emergency’ medical issues.

It is clear from a selection of the comments made that some patients are ‘early adopters’ who are comfortable with digital consultations, and that there is also a cohort of patients suffering with certain conditions indicating that they are comfortable with digital consultations for treatment. For these cohorts, practices should adopt an algorithm for General Practice ‘gatekeepers’ to ensure that these patients are provided with – and gain benefit from – a digital appointment. NHS England currently give a target for General Practices of seeing 25% of their patients digitally – however, it appears that the wrong patients are being forced into digital appointments, who are either not digitally enabled or digitally confident, or feel that a digital appointment is not appropriate to their medical problem.

General Practice/Health Centre Services – Key Headline Findings

Overall, half (50%) of respondents state that 'By phone through my General Practice' is a preferred way of booking an appointment at the General Practice/Health Centre. Just over a third (34%) indicate that 'Online via the General practice website' is a preferred way of booking an appointment for them, while just over a sixth (17%) say that a preferred way of booking appointments is 'in-person at the General Practice. For 14%, 'online via email' is a preferred way of booking an appointment, while just over a tenth (11%) like to do so 'via text message' and only a small minority (4%) do so 'by phone through NHS 111'.

When respondents' answers are analysed further, it can be seen that 50% of all respondents say that one of their preferred ways of booking their appointments is by a verbal phone method (i.e. either through their General Practice or through NHS 111), 37% of all respondents express a view that one of their preferred ways of booking appointments is via an online method (i.e. via the General Practice website or online via email) and 17% indicate that one of their preferred ways of booking appointments is in face to face/in person at the General Practice.

Nearly three-fifths (59%) of respondents state that 'in-person at the General Practice' is a preferred way of seeing a GP or other healthcare professional. For just under a third (28%), 'by phone' is a preferred way of seeing a GP or other healthcare professional, while around a sixth (16%) say that a preference is to see a GP or other healthcare professional 'via online video-chat (e.g. Skype, Zoom). At a much lower level, 'home visits' are a preferred method for just under a tenth (8%), although 'group consultations with people with the same health condition as them' (either at the General Practice/Health Centre or via an online video-chat) are selected as a preference by very small minorities of respondents.

When respondents were presented with a list of several aspects related to booking and seeing their GP or other healthcare professional at their General Practice/Health Centre and asked to indicate how important or unimportant they believed each one was, overall the ones that respondents perceive as being the most important ones are 'being treated respectfully by members of the staff at the practice' (60% rating this as either 'very important' or 'important'), 'booking the appointment with the GP/health professional quickly' (59% rating this as either 'very important' or 'important') and 'getting through on the phone easily' (59% rating this as either 'very important' or 'important'). Listed aspects that are perceived to be relatively least important are 'being able to wait for the appointment in a waiting area rather than wait outside' (35% rating this as either 'very important' or 'important') and 'being able to have an initial phone conversation with a GP or other suitable healthcare professional to decide on the most appropriate appointment' (41% rating this as either 'very important' or 'important').

When respondents were presented with a list of the same aspects related to their experience of booking and seeing a GP or other healthcare professional at the General Practice/Health Centre that they are registered with, the one that respondents express the greatest level of agreement with is 'I'm treated respectfully by members of the staff at the practice' (44% saying that they either 'strongly agree' or 'agree' with this). The next highest level of agreement is registered for the aspect that 'I'm able to arrange and have my appointment without having to ask for support with online technology' (33% saying that they either 'strongly agree' or 'agree' with this), followed by 'I'm able to wait for the appointment in a waiting area rather than wait outside' (29% saying that they either 'strongly agree' or 'agree' with this).

Listed aspects that register the lowest levels of agreement are for 'I'm able to choose how the appointment is carried out (e.g. face-to-face, telephone, online), with only 20% saying that they either 'strongly agree' or 'agree' with this, 'I'm able to book the appointment with the GP/health professional without being phoned back' (23% saying that they either 'strongly agree' or 'agree' with this) and 'I'm able to get through on the phone easily' (23% saying that they either 'strongly agree' or 'agree' with this).

When respondents' importance ratings for aspects relating to their experience of aspects of booking and seeing a GP or other healthcare professional at the General Practice/Health Centre that they are registered with are compared to their experiences in these areas, it can be seen that there is perceived to be room for improvement in some of the most important aspects of primary care service areas.

The most significant mismatches between importance and experience relate to 'speed' aspects, most notably for 'getting through on the phone easily' and 'booking the appointment with the GP/health professional quickly'. Another aspect where performance appears to be significantly lower than importance relates to 'choice', namely 'being able to choose how the appointment is carried out (e.g. face-to-face, telephone, online).

However, one encouraging comparison between importance and experience is that 'being treated respectfully by members of staff at the practice' is viewed by respondents as being the most important of the aspects tested, while also being rated as the aspect for which the best performance is evident.

Communications – High Impact Actions

Focus on ‘direct’ patient communication methods (i.e. text message, email)

A theme emerging from respondent comments is that they are far more likely to receive and take notice of communication that comes to them, rather than having to go to look for the information themselves. Hence, providing occasional (but not overly burdensome) information via text messages and email is likely to have a greater impact and take-up than if the information was just displayed on a Practice website.

Ensure the CCG supports Practices individually to communicate directly with their patients

Given the finding that patients are far more likely to receive and take notice of communications that come to them, the CCG should support General Practices and Health Centres to individually communicate directly with their patients. This is likely to enhance patient-practice relationships, improve the quality of communications with patients generally, support patient self-care and prevention, provide patients with more reassurance and start to rebuild patient trust.

Use text messages and email communication as a signpost to Practice websites

As General Practice websites are mentioned as being ‘out-of-date’ by some respondents, an upgrade of these should include a page where the very latest NHS information can be displayed and regularly updated. Patients who do not use smartphones or email could still be able to access the Practice website (or someone they know could do it for them), while the greater use of text messages and emails as ‘instant’ communication tools by Practices will enable these channels to also act as a signpost to Practice websites and may also help patients to access the latest self-care advice and support more effectively than they do currently.

Communications – Key Headline Findings

Overall, the most preferred way of receiving local NHS healthcare-related information from General Practices/Health Centres amongst respondents is via email (46% of all respondents selecting this option), while approaching two-fifths (37%) of respondents select ‘text message’ as a preferred channel. More than a quarter (27%) feel that they would like to receive local NHS healthcare-related information from General Practices/Health Centres by ‘letter’. Other options are preferred by only a minority of respondents, with ‘local websites’ and ‘social media’ popular with 10% and 8% respectively, while ‘radio’, ‘videos’ and ‘TV’ are selected by a very small minority.

When respondents were asked to indicate their likelihood to receive and/or read about local NHS information related to their healthcare from their General Practice/Health Centre via email, text message and from the General Practice website, of the three options respondents are most likely to receive and/or read about this if they receive the communication via text message, with more than two-fifths (45%) saying they are either ‘very likely’ or ‘likely’ to do so. A slightly smaller proportion (41%) indicate that they would be either ‘very likely’ or ‘likely’ to receive/read such information if it came via email, while only just over a fifth (22%) would do so if the information was on the General Practice website. Interestingly, 15% of all respondents indicate that they would be either ‘very likely’ or ‘likely’ to receive and/or read such information from all three sources (text message, email and the General Practice website).

Introduction

Background to the survey

Over the last eighteen months or so, Coronavirus has placed enormous strain on all areas of the NHS, including General Practice. Despite this, General Practice has remained 'open', providing more than six million appointments over the last 12-15 months, with the majority still being provided face-to-face. Some changes have been made to keep both patients and staff safe, including an increased use of both telephone assessment and, in some cases, online consultation where appropriate. Currently, GP practices are handling more appointments than ever before.

The three clinical commissioning groups (CCG) in Leicester, Leicestershire and Rutland (NHS East Leicestershire and Rutland CCG, NHS Leicester City CCG and West Leicestershire CCG) wanted to hear the views and experiences of GP-led primary care services during the Covid-19 pandemic in the Leicester City, Leicestershire and Rutland area in order to help the three CCGs build on the things that people like about the service and to identify areas of care that could be improved for people, their families and friends, as well as helping the three CCGs plan for service delivery in the future.

To this end, a Primary Care Survey was designed and sent to people currently registered with General Practices and Health Centres which fall within the three CCG areas. The survey covered the following aspects of GP practice services:

- Location, registered GP practice and 'overall health' question;
- Enabling self-care and prevention;
- Impact of the Covid-19 outbreak on General Practice/Health Centre access and services;
- Deciding what to do when you get ill/become unwell;
- Most recent General Practice/Health Centre experience;
- Accessing General Practice/Health Centre services when your practice is closed;
- Communications and generic questions related to General Practice/Health Centres; and
- Demographic information, including equality questions

About the consultation approach

The Primary Care Survey could be answered by respondents online (using the QuestionPro survey tool, which collected the data from respondents), although in some cases the survey was sent to the respondent via post. Nearly all respondents to the survey completed their questions online, with only one survey returned by post.

The majority of the questions in the survey were closed questions, although there were several 'open-ended' questions where respondents were invited to write in answers in their own words. None of the questions in the survey were mandatory to answer.

Partly-completed surveys have been included in the final analysis.

The survey was open to anyone living in the Leicester City, Leicestershire and Rutland (LLR) areas and the target audience included the following groups and communities:

- General Practice Managers in the LLR area;
- PPG (Patient Participation Group) members;
- UHL staff and networks, LPT and NHS CCG LLR staff;
- Citizen's Panel – members of a healthcare views panel who signed up to take part in NHS-related research projects in the LLR area;
- The VCS (Voluntary and Community Sector) in the LLR area;
- Partner organisations and local government organisations; and

- Social media channels (such as NHS Facebook pages and Twitter)

The Primary Care Survey was able to be completed by respondents between Monday 14th June – Monday 12th July 2021.

There has been a high level of interest in the Primary Care Survey and a good response to the survey, with a total of 5,483 usable responses included in the analysis. A full profile (by respondent type and demographics) of who responded to the survey is provided overleaf in Section 1.

About this report

JW Research Limited, an independent market research company, was commissioned to provide an independent analysis of the survey findings.

The survey asked respondents a series of questions including closed ('tick-box') questions, and open questions where respondents could type in comments.

In addition to analysing the closed questions, JW Research Limited carried out thematic analysis of the open comments from the online survey on a question-by-question basis, coding them into themes so that these could be quantified.

This document summarises the findings from the independent analysis.

Section 1: Respondent Profile

Respondent profile

In total, 5,483 usable responses to the survey were received. A profile of the respondents to the survey is provided below (tables 1 to 13).

Table 1: Q1. Where do you live?

OVERALL RESULTS (all responses: n=5,483).

Respondent type	No. responses	% responses
Leicester City resident	944	17%
Leicestershire resident	3,363	61%
Rutland resident	980	18%
Other* (i.e. resident outside of Leicester City/Leicestershire/ Rutland)	143	3%
Prefer not to say	46	1%
No information	7	0%

Nearly all respondents (96%) live within the Leicester City, Leicestershire or Rutland areas, with only a small minority (3%) residing outside of these areas. Just over three-fifths (61%) of respondents live in the Leicestershire area, with just under a fifth (18%) residing in Rutland and a further 17% living in the Leicester City area.

*Those classifying themselves as not living in the Leicester City, Leicestershire or Rutland areas are largely based within the counties of Northamptonshire and Warwickshire.

Table 2: C. What is your age?

OVERALL RESULTS (all responses: n=5,483).

Respondent type	No. responses	% responses
16-24	37	1%
25-34	186	3%
35-44	372	7%
45-54	561	10%
55-64	782	14%
65-74	851	16%
75 or more	395	7%
Prefer not to say	93	2%
No information	2,206	40%

Most age groups are well represented, although only 4% of respondents are aged under 35. It should be noted that two-fifths (40%) of surveys contained no information about the respondent's age.

Table 3: A. What is your sex?

OVERALL RESULTS (all responses: n=5,483).

Respondent type	No. responses	% responses
Male	815	15%
Female	2,359	43%
Non-binary	6	0%
I identify another way	2	0%
Prefer not to say	87	2%
No information	2,214	40%

The majority of responses received are from females, although it should be noted that two-fifths (40%) of surveys contained no information about the respondent's gender.

Table 4: B. What is your gender identity? Have you gone through any part of a process or do you intend to (including thoughts and actions) bring your physical sex appearance and/or your gender role more in line with your gender identity? (This could include changing your name, your appearance and the way you dress, taking hormones or having gender-confirming surgery).

OVERALL RESULTS (all responses: n=5,483).

Respondent type	No. responses	% responses
Yes	68	1%
No	3,003	55%
Prefer not to say	161	3%
No information	2,251	41%

Table 5: E. Please select what you consider your ethnic origin to be. *Ethnicity is distinct from nationality.*

OVERALL GROUPED RESULTS (all responses: n=5,483).

Respondent type	No. responses	% responses
White (i.e. British, Irish, any other white background)	2,996	54%
Asian or Asian British (i.e. Indian, Pakistani, Bangladeshi, any other Asian background)	104	3%
Black or Black British (i.e. Caribbean, African, or any other Black background)	28	<1%
Mixed (i.e. White & Black Caribbean, White & Black African, White & Asian and any other Mixed background)	23	<1%
Other	8	<1%
Prefer not to say	112	2%
No information	2,212	40%

The large majority of responses received are from respondents who consider their ethnic origin to be White.

However, it should be noted that two-fifths (40%) of surveys contained no information about the respondent's ethnic origin.

Table 6: D. Which of the following religions do you identify with or follow, if any? Please select one answer.

OVERALL RESULTS (all responses: n=5,483).

Respondent type	No. responses	% responses
Christian	1,788	33%
Muslim	66	1%
Atheist	64	1%
Hindu	59	1%
Buddhist	14	<1%
Sikh	11	<1%
Jewish	10	<1%
Any other religion	41	1%
No religion	1,006	18%
Prefer not to say	214	4%
No information	2,210	40%

Around a third (33%) of respondents identify with or follow, the Christian religion, while just under a fifth (18%) say they identify with no religion.

However, it should be noted that two-fifths (40%) of surveys contained no information about the respondent’s religious convictions.

Table 7: F. Are you pregnant at this time? (The Equality Act 2010 protects women who are pregnant or have given birth within a 26 week period).

OVERALL RESULTS (all responses: n=5,483).

Respondent type	No. responses	% responses
No	2,933	53%
Yes	47	1%
Prefer not to say	52	1%
Not applicable	232	4%
No information	2,219	40%

Only a very small minority (1%) of respondents are currently pregnant – although it should be noted that two-fifths (40%) of surveys contained no information about this issue.

Table 8: F. Have you recently given birth? (within the last 26 week period)?
OVERALL RESULTS (all responses: n=5,483).

Respondent type	No. responses	% responses
Yes	51	1%
No	2,683	52%
Prefer not to say	56	1%
Not applicable	295	5%
No information	2,218	40%

Only a very small minority (1%) of respondents say that they have recently given birth – although it should be noted that two-fifths (40%) of surveys contained no information about this issue.

Table 9: H. Do you consider yourself to have a disability?
OVERALL RESULTS (all responses: n=5,483).

Respondent type	No. responses	% responses
No	2,321	42%
Yes – physical disability	295	5%
Yes – long term illness	257	5%
Yes – mental health need	151	3%
Yes – sensory disability (e.g. deaf, hard of hearing)	139	3%
Yes – blind, visually impaired	20	<1%
Yes – learning disability or difficulty	13	<1%
Yes – other (please specify)	68	1%
No information	2,219	40%

Only a very small minority (2%) of respondents say that they have a disability of some description – the most common disabilities mentioned are a physical disability and a long term illness. More than two-fifths (42%) say they have no disability.

However, it should be noted that two-fifths (40%) of surveys contained no information about this issue.

Table 10: I. Do you provide care for someone?**OVERALL RESULTS** (all responses: n=5,483).

Respondent type	No. responses	% responses
No	2,297	42%
Yes – Care for older person(s) aged over 50 years of age	482	9%
Yes - Care for young person(s) aged younger than 24 years of age	370	7%
Yes – Care for adult(s) aged 25 to 49 years of age	64	1%
Prefer not to say	105	2%
No information	2,230	41%

Only a very small minority (2%) of respondents say that they provide care for someone – the most common care provided is for an older person aged over 50. More than two-fifths (42%) say they do not provide care for someone.

However, it should be noted that more than two-fifths (41%) of surveys contained no information about this issue.

Table 11: J. What is your sexual orientation (preference)?**OVERALL RESULTS** (all responses: n=5,483).

Respondent type	No. responses	% responses
Heterosexual (male to female relationship)	2,739	50%
Bisexual (relationship with any gender/s)	55	1%
Lesbian (female to female relationship)	29	1%
Gay (male to male relationship)	24	0%
Other – please specify	35	1%
Prefer not to say	364	7%
No information	2,237	41%

Only a very small minority (less than 1%) of respondents have a sexual orientation that is not heterosexual.

However, it should be noted that just over two-fifths (41%) of surveys contained no information about this issue.

Table 12: K. Have you ever served in the armed services?

OVERALL RESULTS (all responses: n=5,483).

Respondent type	No. responses	% responses
Yes	147	3%
No	3,004	55%
Prefer not to say	84	2%
No information	2,248	41%

Only a small minority (3%) of respondents indicate that they have ever served in the armed services.

However, it should be noted that just over two-fifths (41%) of surveys contained no information about this issue.

Table 13: Q3. How is your health in general?

OVERALL RESULTS (all responses: n=5,483).

Respondent type	No. responses	% responses
Very good	943	17%
Good	2,378	43%
Fair	1,524	28%
Poor	449	8%
Very poor	146	3%
Prefer not to say	39	1%
No information	4	41%

When asked how their health is in general, three-fifths (60%) of respondent say that they are in either 'very good' or 'good' health, with a further 28% indicating that they are in 'fair' health. However, just over a tenth (11%) say that they are either in 'poor' or 'very poor' health.

However, it should be noted that just over two-fifths (41%) of surveys contained no information about this issue.

In the remainder of this report, where appropriate, analysis has been conducted to determine how views differ by some of the different respondent types and demographic groups outlined above.

Section 2: Encouraging Self-Care and Prevention

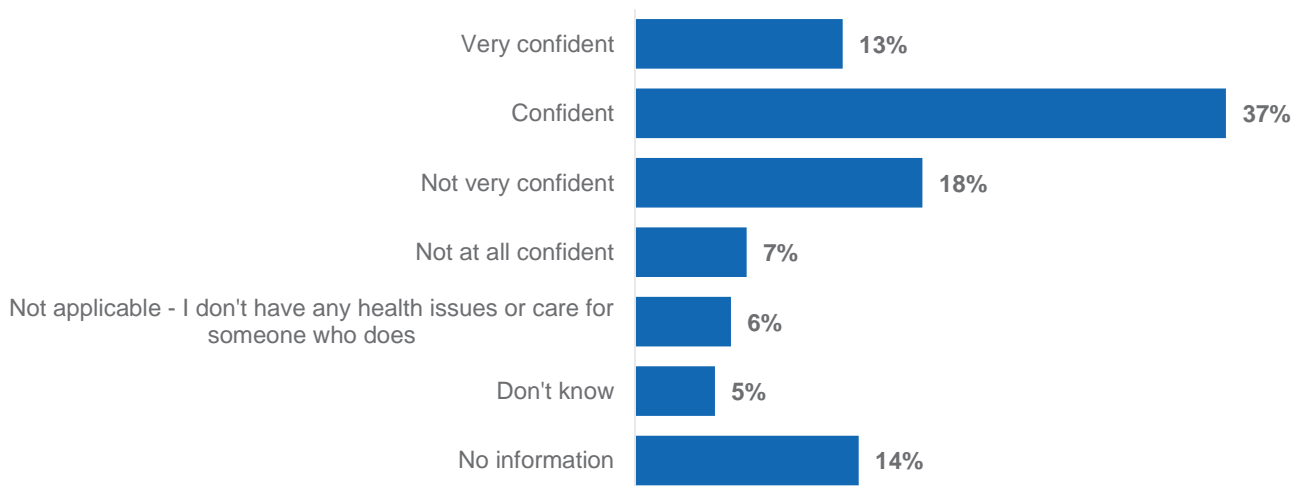
2.1 Confidence to care for own health issues if provided with the necessary support

Headline findings

Those responding to the survey were asked how confident they would be to care for their own health issues or conditions, or those of someone they cared for, if they were provided with access to advice and support to do so effectively. The overall results for this question are summarised in Figure 1 below.

Figure 1: Q4. How confident would you be to care for your own health issues/conditions or for those you care for, if you were provided with access to advice and support to do so effectively?

OVERALL RESULTS (all responses: n=5,483).



Overall, half (50%) of respondents to the survey say that they are either 'very confident' or 'confident' to care for their own health issues or conditions, or those they care for, if they are provided with access to advice and support to do so effectively. However, a quarter (25%) feel they are either 'not very confident' or 'not at all confident' to care for their own health issues or conditions, even if they are provided with sufficient support.

Results by respondent type

Table 14a, 14b and 14c (overleaf) show how responses to this question vary by geographical area, gender and age, while Table 14d shows responses by general health status, carer status and disability status.

Table 14a: Q4. How confident would you be to care for your own health issues/conditions or for those you care for, if you were provided with access to advice and support to do so effectively? RESULTS BY GEOGRAPHICAL AREA (base sizes in brackets).

	Total (5,483)	Leicester City resident (945)	Leicestershire resident (3,368)	Rutland resident (980)	Resident of other area (183)
Very confident	13%	17%	12%	14%	13%
Confident	37%	34%	36%	43%	40%
<i>Net 'confident'</i>	50%	51%	48%	57%	53%
Not very confident	18%	15%	20%	18%	15%
Not at all confident	7%	7%	7%	4%	6%
<i>Net 'not confident'</i>	25%	22%	27%	22%	21%
Not applicable – I don't have any health issues or care for someone who does	6%	5%	5%	8%	7%
Don't know	5%	7%	5%	4%	5%
No information	14%	15%	15%	8%	14%

Respondents living in Rutland are more likely than those living in Leicester City and Leicestershire to feel confident about caring for their own health issues/conditions if they were provided with access to advice and support to do so effectively. Approaching three-fifths (57%) of those living in Rutland are either 'very confident' or 'confident' about caring for their own health conditions given the right support, compared with 48% of Leicestershire residents and 51% of those living in the Leicester City area.

Table 14b: Q4. How confident would you be to care for your own health issues/conditions or for those you care for, if you were provided with access to advice and support to do so effectively? RESULTS BY GENDER (base sizes in brackets).

	Total (5,483)	Male (815)	Female (2,359)	Other (95)	No information (2,214)
Very confident	13%	14%	16%	8%	11%
Confident	37%	45%	43%	36%	28%
Not very confident	18%	23%	22%	28%	13%
Not at all confident	7%	9%	7%	13%	5%
<i>Net 'confident'</i>	50%	59%	59%	44%	39%
<i>Net 'not confident'</i>	25%	32%	29%	41%	18%

Not applicable – I don't have any health issues or care for someone who does	6%	5%	7%	7%	4%
Don't know	5%	3%	5%	6%	5%
No information	14%	0%	0%	1%	34%

There are no differences in confidence levels between males and females, although those identifying another way feel less confident about caring for their own health conditions (44% of those identifying another way are either 'very confident' or 'confident' about caring for their own health conditions given the right support, compared with 59% of males and 59% of females).

Table 14c: Q4. How confident would you be to care for your own health issues/conditions or for those you care for, if you were provided with access to advice and support to do so effectively? RESULTS BY AGE (base sizes in brackets).

	Total (5,483)	<25 (37)	25-34 (186)	35-44 (372)	45-54 (561)	55-64 (782)	65-74 (851)	75+ (395)	No info (2,299)
Very confident	13%	14%	17%	20%	18%	16%	12%	11%	11%
Confident	37%	35%	50%	44%	45%	45%	43%	40%	29%
Not very confident	18%	32%	17%	19%	19%	20%	25%	28%	13%
Not at all confident	7%	5%	3%	6%	7%	8%	9%	10%	5%
<i>Net 'confident'</i>	50%	49%	67%	64%	63%	51%	55%	51%	40%
<i>Net 'not confident'</i>	25%	37%	20%	25%	26%	28%	34%	38%	18%
Not applicable – I don't have any health issues or care for someone who does	6%	5%	10%	6%	6%	6%	6%	7%	4%
Don't know	5%	5%	3%	4%	5%	5%	4%	4%	5%
No information	14%	3%	0%	0%	0%	0%	0%	0%	33%

Confidence to care for their own health conditions is highest amongst those aged 25-34 and decreases with age. More than two-thirds (67%) of those aged 25-34 feel either 'very confident' or 'confident' about caring for their own health issues/conditions if they were provided with access to advice and support to do so effectively, compared with only 51% of those aged over 75.

Table 14d: Q4. How confident would you be to care for your own health issues/conditions or for those you care for, if you were provided with access to advice and support to do so effectively? RESULTS BY ‘OVERALL HEALTH’, ‘CARER STATUS’ AND ‘DISABILITY STATUS’ (base sizes in brackets).

	Total (5,483)	Current Health Status			Carer Responsibility?		Disability?	
		Good (3,321)	Fair (1,524)	Poor (634)	Yes (851)	No (2,297)	Yes (943)	No (2,321)
Very confident	13%	17%	8%	7%	18%	14%	11%	16%
Confident	37%	40%	37%	25%	44%	44%	41%	45%
Not very confident	18%	14%	25%	26%	23%	22%	28%	20%
Not at all confident	7%	4%	8%	19%	8%	7%	12%	6%
<i>Net ‘confident’</i>	50%	57%	45%	32%	62%	58%	52%	51%
<i>Net ‘not confident’</i>	25%	18%	33%	45%	31%	29%	40%	26%
Not applicable – I don’t have any health issues or care for someone who does	6%	8%	2%	1%	2%	8%	2%	8%
Don’t know	5%	4%	5%	6%	4%	5%	5%	5%
No information	14%	13%	15%	16%	0%	0%	0%	0%

Confidence to care for their own health conditions is higher amongst those who consider themselves to be in ‘good health’ compared to those in ‘poor health’ – 57% of respondents in good health say they would be either ‘very confident’ or ‘confident’ about caring for their own health issues/conditions if they were provided with access to advice and support to do so effectively, compared with only 32% of those in poor health.

There are no significant differences evident between those with carer responsibilities and those without, or between those of White or BAME ethnicity. However, although 52% of those with disabilities say they would be confident to self-care to some degree if given advice or support, two-fifths (40%) of those with disabilities say they would not be confident to do so (compared to 26% of those without disabilities).

When respondents were asked to explain why they feel either confident or less confident about caring for their own health issues/conditions if they were provided with access to advice and support to do so effectively, a range of verbatim responses were provided and the key themes to these comments are shown in the following table.

Table 15: Q5. Please tell us why (you are confident/not confident to care for your own health issues/conditions or for those you care for, if you were provided with access to advice and support to do so effectively)?

OVERALL RESULTS (all responses: n=5,483).

NB: Themes mentioned by 25+ respondents.

Theme of comment	No. responses	% responses
Reasons why confident to care for own health issues:		
As long as access to the right support was easily/quickly available (e.g. from a GP, General Practice/Health Centre), I would follow this advice	406	7%
Because I think I can manage my own health well/I self-care already	363	7%
Because I consider myself competent generally/have good general knowledge/common sense	313	6%
Because I currently work in a Health Care Professional/professional medical capacity (e.g. doctor, nurse, midwife, paid carer)	144	3%
Have already received good advice/support from my General Practice/Health Centre/pharmacist	140	3%
Because I used to work in a Health Care Professional/medical capacity (e.g. doctor, nurse) but now left/retired	84	2%
Because I have First Aid training/good medical knowledge (but I am not a HCP)	63	1%
Because I am/we are healthy generally/no need to look	61	1%
Because I know where to seek support if needed	25	<1%

Table 15 (continued): Q5. Please tell us why (you are confident/not confident to care for your own health issues/conditions or for those you care for, if you were provided with access to advice and support to do so effectively)?

OVERALL RESULTS (all responses: n=5,483).

NB: Themes mentioned by 25+ respondents.

Theme of comment	No. responses	% responses
Reasons why <u>not</u> confident to care for own health issues:		
Because I have no medical experience/knowledge/expertise (e.g. I am not a doctor)	290	5%
Because I have too many serious ailment(s)/I am elderly	213	4%
Because I like to be seen in person by a medical expert/GP	149	3%
The existing advice is/has not been good enough/have received no support or advice/no continuity of care	123	2%
Can't get an appointment to be seen by a doctor/advice is trusted from a GP (to diagnose issue and get advice to self-care)	115	2%
Because I am not confident enough (to deal with medical issues myself)	71	1%
Because the internet can give incorrect/untrustworthy/incomplete information/I only trust my GP	26	<1%
I do not understand the question	17	<1%
Other	39	1%
<i>Don't know/not sure</i>	2	0%
<i>No comment made (but gave rating for Q4)</i>	2067	38%
<i>No information (did not give rating for Q4)</i>	762	14%

Around three-tenths of respondents feel that they either have the experience, knowledge or 'common sense' to be able to care for their own health conditions, or those that they care for. Approaching a tenth (7%) of respondents believe that 'as long as access to the right support was quickly or easily available' they would be confident in self-caring, while similar proportions say that they 'think they can manage their health well and/or self-care already' (7%) or that they 'consider themselves competent generally/have good general knowledge or common sense' to self-care (6%). A similar proportion (7%) feel that their current or past experience in the healthcare sector, or keen interest in/experience of medical matters more generally, makes them confident enough to self-care.

The main barriers or concerns to self-care amongst respondents are having no medical experience whatsoever (5% feel unconfident because of this), because they feel that they already have too many ailments to be able to self-care (4%) and because they simply like to be seen in person by a medical expert or GP (3%). However, it should be noted that a small

minority (2%) of respondents say that they have never received any advice or support or that what they have received has been inadequate or incorrect, with a further 2% saying that they cannot access the advice and support that they feel they need from their General Practice/Health Centre.

In total, 2,667 respondents provided a comment of some kind for this question. A few **example comments** illustrating some of the reasons why respondents would or would not be confident to care for their own health issues/conditions, or those that they care for, if they were provided with access and support to do so effectively, are shown below.

Example comments (for why respondents would be confident to care for their own health/issues/conditions if provided with access and support to do so)

Comment	CCG Region	Age	Gender
<i>“As a retired nurse I am confident that I will be able to, with the right support care for my family.”</i>	Leicestershire	55-64	Female
<i>“Because I am a critical reader, a fairly intelligent person, and listen to professionals.”</i>	Leicester City	45-54	Female
<i>“A background in science and a degree and career in industrial pharmacy provides useful general medical knowledge. I am mobile and have good mental awareness.”</i>	Rutland	75+	Male
<i>“Providing the right support was given I feel confident that I can look after my own health. But this does depend on having timely access to the right support.”</i>	Rutland	65-74	Female
<i>“I qualified as a clinical pharmacist, although am now retired and only contact the GPs when I have concerns about something I cannot deal with myself.”</i>	Leicestershire	65-74	Female
<i>“I am First Aid trained and happy to not have to waste NHS time.”</i>	Leicestershire	25-34	Female
<i>“Because I am informed, interested and take control of my conditions. I like to work with the medical profession and be listened to. I know my body well and expect that to be respected. I want a partnership, not a dictatorship.”</i>	Resident of other area	55-64	Female
<i>“Because I’m able to decide when it is necessary to contact a GP I understand how my body works and that of my mum who I care for (Parkinson’s and dementia).”</i>	Leicestershire	55-64	Female
<i>“I have long-standing and more recent health issues so I am used to accessing information and advice on them.”</i>	Leicester City	55-64	Female
<i>“I self-medicate with natural things before I feel I need to go the doctors. With Covid the last place I want to be is where others are likely to have it especially as I am pregnant. The only reason I go to the doctors is because I need a specific medicine, I usually know what is wrong with me so literally go there just for a prescription.”</i>	Leicester City	35-44	Female

Example comments (for why respondents would not be confident to care for their own health/issues/conditions if provided with access and support to do so)

Comment	CCG Region	Age	Gender
<i>"I don't have education and I need support from my doctor when I have a health issue."</i>	Leicester City	25-34	Male
<i>"I am on too many tablets to feel confident also I like a face-to-face with the doctor to discuss my treatment and how I am feeling."</i>	Leicester City	65-74	Female
<i>"You are left to sort everything out for yourself, which I felt scared about."</i>	Leicester City	75+	Female
<i>"I need to seek advice from my GP, whom I trust because he always seems to know what he is doing."</i>	Leicester City	65-74	Male
<i>"I feel you should have the right to be assessed properly by a fully trained medical doctor."</i>	Leicestershire	65-74	Male
<i>"I am a carer so I would not be confident dealing with problems my husband has without consultation with a doctor."</i>	Leicestershire	65-74	Female
<i>"My health is poor at the moment and I struggle to keep it under control."</i>	Leicestershire	55-64	Female
<i>"Sometimes certain health problems are best assessed in person, something which you cannot see on a video link."</i>	Rutland	75+	Female
<i>"I have no experience of caring for others and would need help in dealing with certain medical problems."</i>	Rutland	65-74	Female
<i>"I have not undertaken years of medical training, and as such, rely on professionals to treat me and provide clinical care. Surely that is the point of the NHS? I'm not sure when it has become a 'self-help' service."</i>	Rutland	45-54	Male

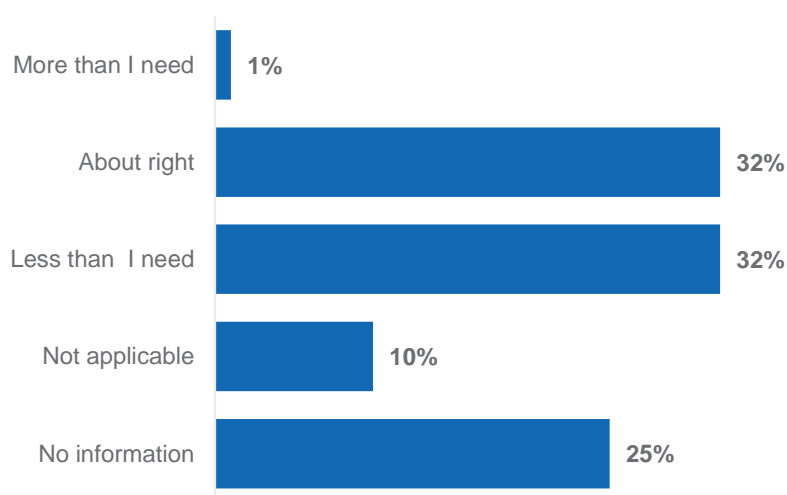
2.2 Support currently received from General Practice/Health Centres to care for own health issues

Headline findings

Those responding to the survey were asked how much support and advice they currently receive from their General Practice/Health Centre to help them manage their own health issues or conditions, or those of someone they cared for. The overall results for this question are summarised in Figure 1 below.

Figure 2: Q6. How much support and advice, if any, do you receive from your General Practice/ Health Centre to help you to manage your own health issues/ conditions or those of the people you care for?

OVERALL RESULTS (all responses: n=5,483).



Overall, around a third (33%) of respondents to the survey say that they currently receive enough support and advice from their General Practice or Health Centre to help them manage their own health issues or conditions – most feeling that it is ‘about right’ (32%) with a small proportion (1%) claiming that they receive ‘more than I need’. However, nearly a third (32%) think that they do not currently receive enough support to be able to manage their own health conditions/issues. It should be noted that 25% of survey respondents did not provide an answer to this question.

Results by respondent type

Tables 16a, 16b and 16c (overleaf) show how responses to this question vary by geographical area, gender and age, while Table 16d shows responses by general health status, carer status and disability status.

Table 16a: Q6. How much support and advice, if any, do you receive from your General Practice/ Health Centre to help you to manage your own health issues/ conditions or those of the people you care for? RESULTS BY GEOGRAPHICAL AREA (base sizes in brackets).

	Total (5,483)	Leicester City resident (945)	Leicestershire resident (3,368)	Rutland resident (980)	Resident of other area (183)
More than I need	1%	3%	1%	<1%	0%
About right	32%	29%	29%	44%	41%
Less than I need	32%	32%	35%	23%	20%
<i>Net 'receive enough support'</i>	33%	32%	30%	44%	41%
<i>Net 'do not receive enough support'</i>	32%	32%	35%	23%	20%
Not applicable	10%	8%	10%	10%	9%
No information	25%	28%	26%	23%	30%

Respondents living in Rutland and those living in other areas outside of the CCG catchment are more likely than those living in Leicester City and Leicestershire to believe that they currently receive adequate support and advice from their General Practice/Health Centre to help them manage their own health issues or those of someone they care for. More than two-fifths (44%) of Rutland residents feel that they receive enough support currently, compared with around three-tenths of Leicester City residents (32%) and Leicestershire residents (30%).

Table 16b: Q6. How much support and advice, if any, do you receive from your General Practice/ Health Centre to help you to manage your own health issues/ conditions or those of the people you care for? RESULTS BY GENDER (base sizes in brackets).

	Total (5,483)	Male (815)	Female (2,359)	Other (95)	No information (2,214)
More than I need	1%	2%	1%	0%	1%
About right	32%	44%	36%	18%	23%
Less than I need	32%	37%	39%	57%	21%
<i>Net 'receive enough support'</i>	33%	46%	37%	18%	24%
<i>Net 'do not receive enough support'</i>	32%	37%	39%	57%	21%
Not applicable	10%	8%	12%	11%	8%
No information	25%	9%	12%	15%	47%

Males are more likely than females and those identifying another way to believe that they currently receive adequate support and advice from their General Practice/Health Centre to help them manage their own health issues or those of someone they care for. More than two-fifths (46%) of males feel that they receive enough support currently, compared with 37% of females and only 18% of those identifying another way.

Table 16c: Q6. How much support and advice, if any, do you receive from your General Practice/ Health Centre to help you to manage your own health issues/ conditions or those of the people you care for? RESULTS BY AGE (base sizes in brackets).

	Total (5,483)	<25 (37)	25-34 (186)	35-44 (372)	45-54 (561)	55-64 (782)	65-74 (851)	75+ (395)	No info (2,299)
More than I need	1%	3%	3%	2%	1%	1%	1%	1%	1%
About right	32%	41%	31%	30%	34%	36%	44%	49%	22%
Less than I need	32%	41%	44%	45%	40%	42%	33%	33%	22%
<i>Net 'receive enough support'</i>	33%	44%	34%	32%	35%	37%	45%	50%	23%
<i>Net 'do not receive enough support'</i>	32%	41%	44%	45%	40%	42%	33%	33%	22%
Not applicable	10%	5%	10%	13%	14%	11%	11%	7%	8%
No information	25%	11%	13%	10%	11%	11%	11%	11%	46%

Those aged 65 and over are more likely than younger age groups to feel that they currently receive adequate support and advice from their General Practice/Health Centre to help them manage their own health issues or those of someone they care for. More than two-fifths (45%) of those aged 65-74 and half (50%) of those aged 75 or over feel that they receive enough support currently, compared with 34% of 25-34s and 32% of 35-44s.

Table 16d: Q6. How much support and advice, if any, do you receive from your General Practice/ Health Centre to help you to manage your own health issues/ conditions or those of the people you care for? RESULTS BY ‘OVERALL HEALTH’, ‘CARER STATUS’ AND ‘DISABILITY STATUS’ (base sizes in brackets).

	Total (5,483)	Current Health Status			Carer Responsibility?		Disability?	
		Good (3,321)	Fair (1,524)	Poor (634)	Yes (851)	No (2,297)	Yes (943)	No (2,321)
More than I need	1%	1%	1%	3%	1%	1%	2%	1%
About right	32%	35%	30%	19%	35%	40%	35%	39%
Less than I need	32%	24%	41%	50%	47%	35%	50%	34%
<i>Net ‘receive enough support’</i>	33%	36%	31%	22%	36%	41%	37%	40%
<i>Net ‘do not receive enough support’</i>	32%	24%	41%	50%	47%	35%	50%	34%
Not applicable	10%	13%	5%	5%	11%	11%	6%	13%
No information	25%	27%	23%	25%	6%	13%	7%	13%

Those who classify themselves as being in ‘poor health’ are less likely than those in ‘good health’ to feel that they currently receive adequate support and advice from their General Practice/Health Centre to help them manage their own health issues or those of someone they care for. Just over a fifth (22%) of those in poor health feel that they receive enough support currently, compared with 36% of those in good health, while half (50%) of those in poor health feel that they do not get enough support, compared with only 24% of those in good health and 41% of those in ‘fair health’.

In addition, those with carer responsibilities and with disabilities are more likely than average to feel that they do not receive enough support and advice from their General Practice/Health Centre to help them manage their own health issues or of someone they care for (47% and 50% respectively).

There are no significant differences between those of White ethnicity and BAME respondents.

2.3 Support would like to receive from General Practice/Health Centres/the NHS to care for own health issues

When respondents were asked to indicate what support or advice they would like to receive from their General Practice/Health Centre or the NHS in general in order to be able to care for their own health issues/conditions or those of the people they care for more effectively, a range of responses were provided and the key themes to these comments are shown in the following table.

Table 17: Q7. What support and/or advice do you receive or would you like to receive from your General Practice/ Health Centre or the NHS in general in order to be able to care for your own health issues/ conditions or those of the people you care for more effectively? OVERALL RESULTS (all responses: n=5,483).

NB: Themes mentioned by 25+ respondents.

Theme of comment	No. responses	% responses
Being able to get a face to face appointment (when I need it)	416	8%
Being able to get access to the appropriate professional (via any method)	381	7%
Being able to get an appointment (when I need it) (general comments)	299	5%
Better information/signposting to advice/support provided (general comments)	280	5%
General health check-ups/monitoring/advice	179	3%
Better/improved telephone system/online system for appointments	152	3%
Being able to see/speak to my own GP/the same doctor (rather than a different one)	100	2%
Being able to access support quickly (i.e. within 48 hours)	92	2%
More support/advice generally (non-specific comments)	81	1%
Courtesy calls/follow-up contact (e.g. email, text, letter) from the General Practice/Health Centre	80	1%
Access to blood tests/blood pressure management	69	1%
Access to mental health services/advice	58	1%
Any – I do not currently receive any advice/support	53	1%
Diabetes checks/advice	48	1%
Better use of technology generally to communicate/consult with patients (e.g. online support, virtual consultations, email, direct telephone consulting)	45	1%
Medication reviews (to help me manage my own health care better)	41	1%
General lifestyle advice/holistic health advice	36	1%

Table 17 (continued): Q7. What support and/or advice do you receive or would you like to receive from your General Practice/ Health Centre or the NHS in general in order to be able to care for your own health issues/ conditions or those of the people you care for more effectively? OVERALL RESULTS (all responses: n=5,483).

Theme of comment	No. responses	% responses
Menopause advice/women's health advice	32	1%
Diet advice	30	1%
Self-care is not liked - I cannot/would not be able to manage my own health care	29	1%
Age-related health issues advice/support	25	<1%
Other	200	4%
<i>Don't know/not sure/can't think of anything</i>	64	1%
<i>No comment made</i>	82	1%
<i>No information/left blank</i>	2,173	40%

Being able to gain access more quickly to a GP or health professional, often in the form of a face-to-face appointment, is the key theme that respondents mention when they are asked to indicate what support or advice they would like to receive from their General Practice/Health Centre or the NHS in general in order to be able to care for their own health issues/conditions or those of the people they care for more effectively. Approaching a tenth (8%) of respondents feel that 'being able to get a face-to-face appointment when I need it' would help them to be able to care for their own health issues/conditions or someone's they care for, while 7% and 5% respectively say that 'being able to get access to the appropriate professional (via any method)' or 'being able to get an appointment when I need it' would help them in this regard, as would a 'better/improved telephone system/online system for appointments' (3% mentioning this).

At a lower level, some respondents would like to have access to 'better information and signposting to advice/support provided' in order to help them care for their own health issues/conditions (5% mention this), while 3% feel that 'general health check-ups/monitoring/advice'

In total, 3,310 respondents provided a comment of some description for this question. A few **example comments** illustrating some of the things that respondents would like to receive from their General Practice/Health Centre or the NHS in general in order to be able to care for their own health conditions, or those that they care for, more effectively are shown below.

Example comments (for what support and/or advice that respondents would like to receive in order to be able to care for their own health/issues/conditions, or of those that they care for, more effectively)

Comment	CCG Region	Age	Gender
<i>“With a life-long condition I find I’m more expert than most GPs and extended practitioners in the practice. With an annual consultant review setting agreed outcomes I manage my condition myself. My bugbear is access to blood test results. I have to ring the hospital ward to get them, the receptionist cannot give them out so it invariably requires a call back from someone authorised to give them to me, this can often result in telephone ping pong, a waste of everyone’s time. All I need is access to the result and then I can arrange a therapeutic intervention if necessary.”</i>	Rutland	65-74	Female
<i>“I would like them to not put barriers in the way of accessing other more specialist health services, they seem to be the gatekeepers, especially to mental health services, which are also cr*p by the way. I had to resort to paying privately for an assessment for my daughter and now I’m being told it will take at least 2 years to see a consultant to confirm the diagnosis!”</i>	Leicestershire	45-54	Female
<i>“I’d just like to be able to get a timely appointment to speak with a GP.”</i>	Leicestershire	45-54	Identify another way
<i>“Our surgery has taken away - it would seem permanently - what was once the waiting room. Call me Sherlock but I deduce from that we won’t be encouraged into face-to-face appointments any time soon. It is nonsense. Next week I have a urology clinic (I have a kidney stone) at LGH. However, I am told not attend - it will be a telephone appointment. Without any prior tests how can any doctor discern the progress of the stone. Clairvoyance?”</i>	Rutland	65-74	Male
<i>“Bring back in-person consultations. It is difficult enough to navigate everything that is needed to say but it’s very anxious waiting for hours for a call and having to take time off work as it is too personal to talk about at work! It is too stressful and not working. Big problems are going to be missed.”</i>	Leicestershire	45-54	Female
<i>“It is so difficult to contact the surgery. Everything seems to have gone online. You cannot simply phone and speak to a practitioner or easily make an appointment to do so. Regarding hospital appointments, there are simply none available. The online booking system has had no appointments for almost a year and the doctor said he would get reception to chase but (I have heard) nothing.”</i>	Rutland	55-64	Female
<i>“Consistent care with the same doctor /practitioner to maintain my long term health problem and being able to make an appointment.”</i>	Leicester City	Unknown	Unknown
<i>Face to face appointments in fewer than 3 weeks (preferably within a week) of trying to book an appointment. On the occasions I do get an appointment being told the day before or on the day that my GP is now on holiday for my appointment day is also annoying. Another 3 weeks later I might get to see someone...</i>	Leicestershire	35-44	Male
<i>Access to a practice nurse via telephone or online for advice, with minimal restrictions on time frame. Out of hours access would be great.</i>	Leicester City	55-64	Female
<i>“What I think overall would be more helpful for this practice is to have approachable, supportive and friendly desk staff as opposed to what I have experienced and witnessed from some of the reception staff and the health visitor. The GPs are absolutely lovely.”</i>	Leicestershire	Unknown	Female

2.4 Concerns about caring for own health issues/conditions

When respondents were asked to indicate whether they had any concerns in relation to being able to care for their own health issues/conditions, a variety of responses were provided and the key themes to these comments are shown in the following table.

Table 18: Q8. Do you have any concerns related to being able to care for your own health issues/ conditions or those of the people you care for? If yes, please tell us what they are. OVERALL RESULTS (all responses: n=5,483).

NB: Themes mentioned by 25+ respondents.

Theme of comment	No. responses	% responses
Being able to access appropriate/timely support/access medical professionals (general comments)	204	4%
I don't have medical experience (e.g. I am not a doctor, I cannot care for my own medical issues)	196	2%
Being able to get an appointment (when I need it) (general comments)	191	3%
Concerns about deteriorating health issues/getting older/co-morbidities	124	2%
Being able to get through on the phone (or online booking system) to the General Practice/Health Centre	99	2%
Advice/support for carers	75	1%
Better information/signposting provided to correct advice (general comments)	70	1%
Medication reviews (to help me manage my own health care better)/prescriptions	63	1%
Concerns about health services being joined up generally (e.g. communication issues, quality of care issues, lack of resources)	63	1%
Access to mental health services/advice	62	1%
Concern about the general quality/competence of GPs/nurses service/advice	61	1%
Being able to get a face to face appointment (when I need it)	53	1%
Thinking that a minor condition might turn into something more serious if not checked by a GP/medical professional	52	1%
General health check-ups/monitoring/advice	48	1%
Not being proactively contacted by GP/HC to have a health discussion/for a follow-up	39	1%
Concern about having online/telephone consultations (e.g. not thorough, can't physically examine)	37	1%

Table 18 (continued): Q8. Do you have any concerns related to being able to care for your own health issues/ conditions or those of the people you care for? If yes, please tell us what they are. OVERALL RESULTS (all responses: n=5,483).

NB: Themes mentioned by 25+ respondents.

Theme of comment	No. responses	% responses
I have some concerns (unspecified what the concerns are)	34	1%
Lack of access to out-of-hours support/care/appointments (e.g. for emergencies)	29	1%
Support for child-related medical issues	26	1%
None/no concerns	858	16%
Other	64	1%
No comment made	55	1%
No information/left blank	2,957	54%

The main theme relating to concerns about being able to care for their own (or someone else's) health issues/conditions centre around the perceived frustrations about not being able to gain access to, or speak to, a GP or other health professional in the first instance in order to obtain a diagnosis of a condition and hence be better informed about how they can actually go about trying to access self-care information themselves. For example, 4% of respondents feel that 'being able to access appropriate/timely support or access medical professionals generally' in the first instance is a concern for them, while 3% are concerned about 'being able to get an appointment when I need it' and 2% cite 'being able to get through on the phone (or online booking system) to the General Practice/Health Centre' as a concern for them. The perceived lack of availability of regular health checks of varying descriptions is also a concern for respondents as these can often detect problems before they get worse and can hence provide a clearer self-care pathway for many.

At a lower level, a smaller proportion of respondents (2%) simply feel that their total lack of health/medicine knowledge is a concern for them being able to self-care, saying that they 'don't have medical experience (e.g. they are not a doctor, they cannot care for my own medical issues)'. In addition, others cite that they would like to be able to access information.

There is also evidence that, amongst a minority, there is a lack of trust in relation to the competence and knowledge of some GPs and healthcare professionals, as well as a lack of co-ordination between various elements of primary care services.

In total, 2,526 respondents provided a comment of some description for this question. A few **example comments** illustrating some of the concerns that respondents have related to being able to care for their own health issues/conditions, or of those that they care for, are shown overleaf.

Example comments (for concerns that respondents have related to being able to care for their own health issues/conditions, or those that they care for)

Comment	CCG Region	Age	Gender
<i>"Access to GP support. In the NHS systems as I understand it, the GP is the access point/the gateway to probably 80-90% of NHS services. As such, it needs to be efficient, accessible, timely and supportive. Our surgery is none of these things. Luckily we are reasonably healthy so this hasn't adversely affected us too much but we often say that if one of us does need more urgent support then we are stuck!"</i>	Leicestershire	55-64	Male
<i>"Allergies - after 8 months I still do not know what I am allergic to and I have only been told not to eat the things I may be allergic to."</i>	Rutland	65-74	Female
<i>"Although in the media it indicates that there are more GP appointments, this is not the experience at this practice. There is always difficulty in securing an appointment. The number of online appointments has remained the same as pre-Covid or has even reduced (you can go weeks with there being no online appointments released) and 2-hour waiting times on the telephone when ringing the GP practice (most often, I have had occasions where my call has cut off after a 1-hour wait) and then to be told that there are no appointments. At times, you have to justify to the receptionist why you want an appointment. Also, despite qualifying for a Covid vaccine under Group 6 and having authority from the GP to book a jab, the reception staff refused to book me in - I had the jab done at the hospital instead. There are only a handful of good supportive doctors at the surgery who actually care about the health of the patients and wanting to provide as much help as possible. Others do not have time for you and need training in customer care (particularly reception staff who have an 'I don't care' attitude and are very rude)."</i>	Leicester City	45-54	Female
<i>"Basically, my concern is that my GP practice seems to be absolving itself of responsibility for primary care. I am worried that the trend towards online diagnosis, sending in photographs of symptoms, being referred to online resources rather than having face-to-face communication and assessment, is simply the thin end of the wedge arising as a result of arms-length Covid measures.."</i>	Rutland	45-54	Male
<i>"I wish there was a group I could join for people with arthritis to know if I'm doing right or wrong."</i>	Leicester City	65-74	Female
<i>"Knowing what best options are for osteoarthritis - which medications, which interventions."</i>	Rutland	65-74	Female
<i>"More in-depth advice and discussion in respect of diabetes would be welcome."</i>	Leicestershire	65-74	Male
<i>"I have conditions which are not being monitored as indicated by my consultant under a shared care agreement with the GP surgery. I have also got health issues which have not been diagnosed and I am treating myself to the best of my abilities."</i>	Leicestershire	65-74	Male
<i>"Struggling with mental health is challenging and difficult - I understand if you haven't ever been in that situation then it can be difficult to understand but better support is needed."</i>	Leicestershire	25-34	Female
<i>"Dementia support is often varied and can cause a crisis and needs to be readily available."</i>	Rutland	55-64	Female
<i>"I am caring for my husband with Parkinson's and feel left to our own devices most of the time. There is no Parkinson's nurse and since the last consultation with a specialist over the phone and his condition has deteriorated over the last year."</i>	Leicestershire	65-74	Female
<i>"I do feel quite alone when it comes to looking after my 95 year old mother. I am not sure what help is available."</i>	Rutland	Unknown	Unknown
<i>"I have skin cancer and leukaemia which I cannot care for myself. Other less serious conditions may be capable of self-management with access to help and advice."</i>	Leicestershire	Unknown	Unknown

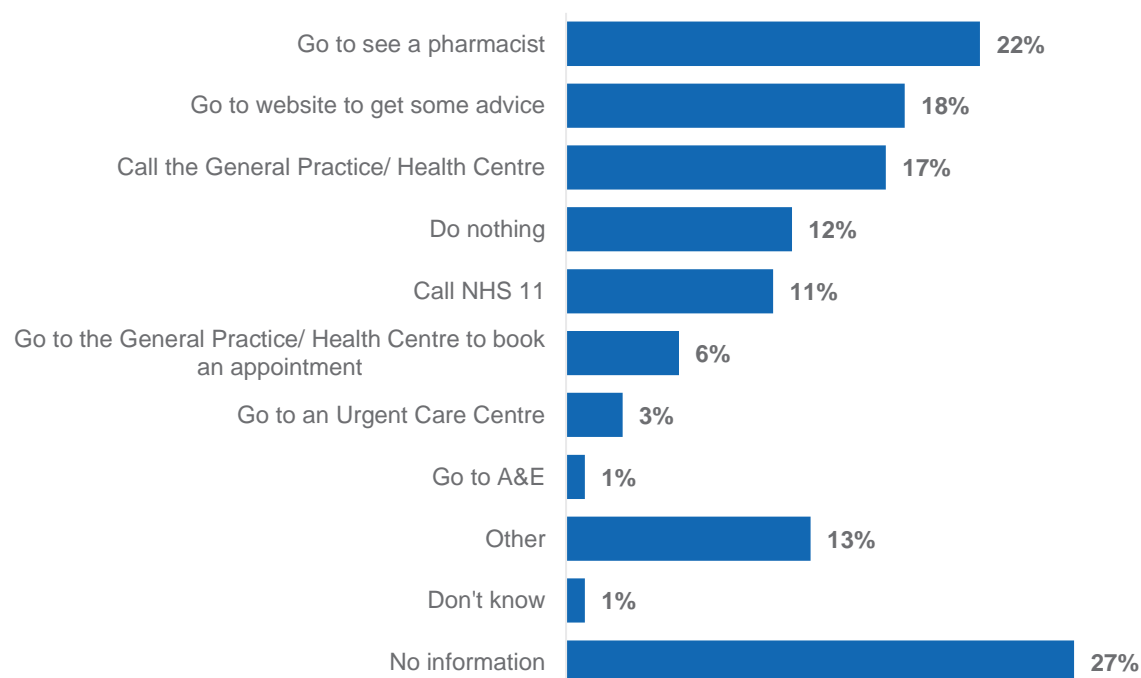
2.5 Initial action taken when become unwell

Headline findings

Those responding to the survey were asked what they would do first when they become ill or unwell. The overall results for this question are summarised in Figure 3 below.

Figure 3: Q12. Which of the following, if any, would you do first when you get ill/ became unwell (e.g. when you experience muscle pain or body aches, headache, ongoing cough, sore throat, feeling sick or being sick, skin condition)? Please select all that apply.

OVERALL RESULTS (all responses: n=5,483).



Respondents take a variety of actions when they first become ill or unwell. Almost a third (32%) of respondents first take action that involves in-person or face-to-face contact – for the majority of these, this involves going to see a pharmacist (22%), with smaller proportions going to the General Practice/Health Centre to book an appointment (6%), going to an Urgent Care Centre (3%) or going to A&E (1%).

For just under three-tenths (28%) of respondents, the first action taken is telephone-based, with just over a sixth (17%) calling the General Practice/Health Centre and just over a tenth (11%) calling NHS 111. Alternatively, approaching a fifth (18%) say that their first port of call is to go to a website to get some advice, while 13% say that they take other actions in the first instance when they first become ill or unwell. However, a significant minority of respondents (12%) say that they ‘do nothing’ when they first get ill or become unwell. It should be noted that 27% of survey respondents did not provide an answer to this question.

Results by respondent type

Tables 19a, 19b and 19c (below) show how responses to this question vary by geographical area, gender and age, while Table 19d shows responses by general health status, carer status and disability status.

Table 19a: Q12. Which of the following, if any, would you do first when you get ill/ became unwell (e.g. when you experience muscle pain or body aches, headache, ongoing cough, sore throat, feeling sick or being sick, skin condition)? Please select all that apply. RESULTS BY GEOGRAPHICAL AREA (base sizes in brackets).

	Total (5,483)	Leicester City resident (945)	Leicestershire resident (3,368)	Rutland resident (980)	Resident of other area (183)
Go to see a pharmacist	22%	21%	24%	19%	17%
Go to website to get some advice	18%	15%	19%	18%	14%
Call the General Practice/ Health Centre	17%	18%	16%	20%	19%
Do nothing	12%	11%	12%	12%	9%
Call NHS 11	11%	15%	11%	9%	12%
Go to the General Practice/ Health Centre to book an appointment	6%	7%	5%	8%	7%
Go to an Urgent Care Centre	3%	3%	2%	3%	2%
Go to A&E	1%	2%	1%	1%	0%
Other, please specify	13%	10%	14%	14%	9%
Don't know	1%	2%	1%	1%	1%
No information	27%	32%	26%	26%	33%

There are no real significant differences in behaviour between residents of the various CCG areas in relation to what they first do when they become unwell.

Table 19b: Q12. Which of the following, if any, would you do first when you get ill/ became unwell (e.g. when you experience muscle pain or body aches, headache, ongoing cough, sore throat, feeling sick or being sick, skin condition)? RESULTS BY GENDER (base sizes in brackets).

	Total (5,483)	Male (815)	Female (2,359)	Other (95)	No information (2,214)
Go to see a pharmacist	22%	27%	33%	24%	9%
Go to website to get some advice	18%	20%	27%	19%	7%
Call the General Practice/ Health Centre	17%	30%	21%	21%	8%
Do nothing	12%	15%	15%	27%	7%
Call NHS 11	11%	17%	15%	18%	5%
Go to the General Practice/ Health Centre to book an appointment	6%	11%	7%	7%	3%
Go to an Urgent Care Centre	3%	5%	3%	5%	2%
Go to A&E	1%	2%	1%	5%	1%
Other, please specify	13%	15%	20%	14%	4%
Don't know	1%	2%	1%	3%	1%
No information	27%	1%	1%	1%	66%

There are a couple of differences between genders relating to the actions they take when they first become ill or unwell. Males are more likely than females to 'call the General Practice/ Health Centre' (30% of males say they do this, compared with 21% of females and 21% of those identifying another way), while females are slightly more likely than males to 'go to see a pharmacist' (33% of females take this action, compared to 27% of males and 24% of those identifying another way).

Table 19c: Q12. Which of the following, if any, would you do first when you get ill/ became unwell (e.g. when you experience muscle pain or body aches, headache, ongoing cough, sore throat, feeling sick or being sick, skin condition)? RESULTS BY AGE (base sizes in brackets).

	Total (5,483)	<25 (37)	25-34 (186)	35-44 (372)	45-54 (561)	55-64 (782)	65-74 (851)	75+ (395)	No info (2,299)
Go to see a pharmacist	22%	14%	27%	28%	33%	35%	31%	29%	10%
Go to website to get some advice	18%	24%	32%	30%	32%	24%	21%	16%	8%
Call the General Practice/ Health Centre	17%	24%	23%	18%	18%	17%	30%	36%	8%
Do nothing	12%	14%	23%	20%	17%	17%	12%	8%	7%
Call NHS 11	11%	24%	18%	15%	13%	14%	16%	21%	5%
Go to the General Practice/ Health Centre to book an appointment	6%	16%	11%	7%	6%	6%	9%	13%	3%
Go to an Urgent Care Centre	3%	3%	4%	3%	4%	2%	3%	6%	2%
Go to A&E	1%	5%	3%	2%	2%	1%	1%	2%	1%
Other, please specify	13%	16%	16%	23%	19%	22%	16%	7%	5%
Don't know	1%	3%	1%	2%	1%	1%	2%	1%	1%
No information	27%	8%	0%	0%	1%	1%	2%	2%	63%

There are some differences between age groups relating to the actions they take when they first become ill or unwell. Those aged between 45-64 are most likely to 'go and see a pharmacist' as their first port of call (35% of 55-64s and 33% of 45-54s take this action), while those aged 25-34 are most likely to 'go to a website to get some advice' (32% do this first) and over 75s are most likely to 'call the General Practice/Health Centre' (36% of those aged 75+ say that they do this first). 'Going to a website to get some advice' is more likely to be a first course of action for those aged under 55 compared to over-55s. Meanwhile, the option of 'doing nothing' is something that a greater proportion of under 45s opt for compared to older age groups.

Table 19d: Q12. Which of the following, if any, would you do first when you get ill/ became unwell (e.g. when you experience muscle pain or body aches, headache, ongoing cough, sore throat, feeling sick or being sick, skin condition)? RESULTS BY 'OVERALL HEALTH', 'CARER STATUS' AND 'DISABILITY STATUS' (base sizes in brackets).

	Total (5,483)	Current Health Status			Carer Responsibility?		Disability?	
		Good (3,321)	Fair (1,524)	Poor (634)	Yes (851)	No (2,297)	Yes (943)	No (2,321)
Go to see a pharmacist	22%	22%	22%	23%	31%	31%	28%	33%
Go to website to get some advice	18%	19%	16%	14%	26%	24%	20%	27%
Call the General Practice/ Health Centre	17%	16%	19%	20%	21%	24%	25%	22%
Do nothing	12%	12%	12%	10%	16%	15%	15%	16%
Call NHS 11	11%	10%	13%	14%	17%	15%	18%	15%
Go to the General Practice/ Health Centre to book an appointment	6%	6%	6%	6%	9%	8%	8%	8%
Go to an Urgent Care Centre	3%	2%	3%	3%	4%	3%	4%	3%
Go to A&E	1%	1%	2%	3%	2%	2%	3%	1%
Other, please specify	13%	13%	12%	12%	21%	18%	19%	19%
Don't know	1%	0%	1%	6%	1%	1%	2%	1%
No information	27%	28%	26%	26%	1%	1%	1%	1%

There are no significant differences between those in good health and those in poor health in relation to the actions they take when they first become ill or unwell. Similarly, there are no significant differences between those with carer responsibilities and those without, or between those with disabilities and those without, in relation to actions taken when they become unwell – there are also no differences evident by ethnicity.

Section 3: Recent General Practice/Health Centre Experiences

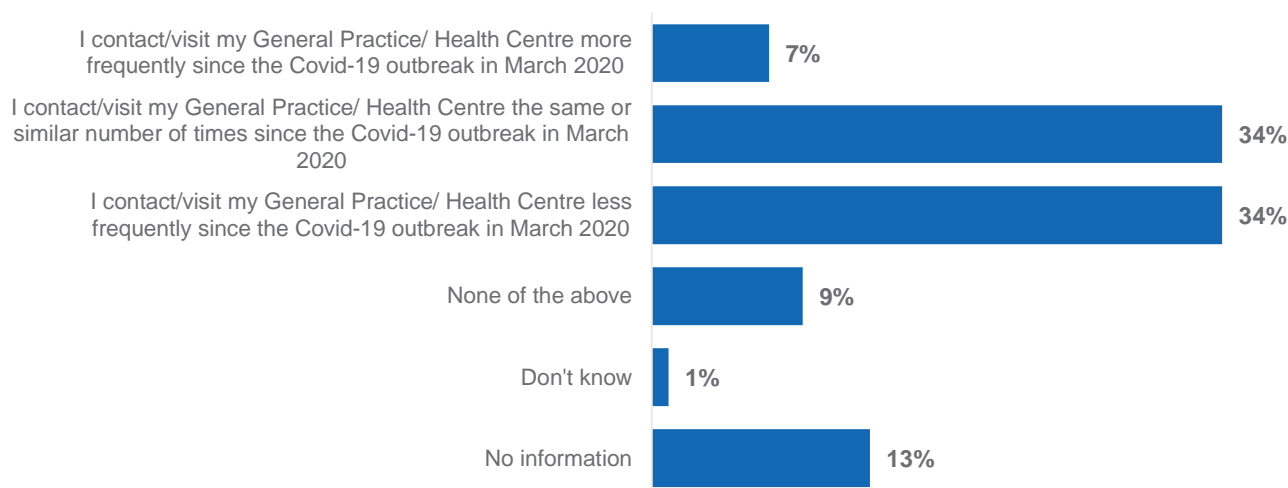
3.1 Frequency of contacting/visiting General Practices/Health Centres since the Covid-19 outbreak in March 2020

Headline findings

Those responding to the survey were asked how confident they would be to care for their own health issues or conditions, or those of someone they cared for, if they were provided with access to advice and support to do so effectively. The overall results for this question are summarised in Figure 1 below.

Figure 4: Q9. Which of the following statements, if any, apply to you? Please select one answer.

OVERALL RESULTS (all responses: n=5,483).



Overall, more than two-fifths (41%) of respondents to the survey say that they have changed their GP/Health Centre contacting/visiting behaviour since the Covid-19 outbreak in March 2020. In the main, this finding is driven by more than a third (34%) saying that they contact/visit their General Practice/Health Centre less frequently since March 2020, while less than a tenth (7%) claim to contact/visit them more frequently. However, just over a third (34%) say that their contacting/visiting behaviour has not changed.

It should be noted that for this question, 9% feel that no option on this question was relevant to them, 1% say that they do not know and 13% of survey respondents did not provide an answer to this question.

Results by respondent type

Tables 20a, 20b and 20c (overleaf) show how responses to this question vary by geographical area, gender and age, while Table 20d shows responses by general health status, carer status and disability status.

Table 20a: Q9. Which of the following statements, if any, apply to you? Please select one answer. RESULTS BY GEOGRAPHICAL AREA (base sizes in brackets).

	Total (5,483)	Leicester City resident (945)	Leicestershire resident (3,368)	Rutland resident (980)	Resident of other area (183)
I contact/visit my General Practice/ Health Centre more frequently since the Covid-19 outbreak in March 2020	7%	9%	7%	6%	5%
I contact/visit my General Practice/ Health Centre the same or similar number of times since the Covid-19 outbreak in March 2020	34%	28%	36%	35%	32%
I contact/visit my General Practice/ Health Centre less frequently since the Covid-19 outbreak in March 2020	34%	30%	37%	32%	30%
None of the above	9%	11%	8%	11%	10%
Don't know	1%	3%	1%	1%	2%
No information	13%	19%	11%	16%	21%

Respondents living in Leicestershire are slightly more likely than those living in Leicester City and Rutland to have changed their GP/Health Centre contacting/visiting behaviour since the Covid-19 outbreak in March 2020. This is largely due to the finding that 37% of Leicestershire residents claim that they have contacted or visited their General Practice/Health Centre less frequently since March 2020, compared with 32% of Rutland residents and 30% of those residing in Leicester City.

Table 20b: Q9. Which of the following statements, if any, apply to you? Please select one answer. RESULTS BY GENDER (base sizes in brackets).

	Total (5,483)	Male (815)	Female (2,359)	Other (95)	No information (2,214)
I contact/visit my General Practice/ Health Centre more frequently since the Covid-19 outbreak in March 2020	7%	7%	8%	8%	6%
I contact/visit my General Practice/ Health Centre the same or similar number of times since the Covid-19 outbreak in March 2020	34%	43%	39%	33%	26%
I contact/visit my General Practice/ Health Centre less frequently since the Covid-19 outbreak in March 2020	34%	40%	42%	45%	24%
None of the above	9%	8%	10%	12%	9%
Don't know	1%	1%	1%	2%	2%
No information	13%	0%	0%	0%	33%

There are no significant differences between genders relating to changing their GP/Health Centre contacting/visiting behaviour since the Covid-19 outbreak in March 2020.

Table 20c: Q9. Which of the following statements, if any, apply to you? Please select one answer. RESULTS BY AGE (base sizes in brackets).

	Total (5,483)	<25 (37)	25-34 (186)	35-44 (372)	45-54 (561)	55-64 (782)	65-74 (851)	75+ (395)	No info (2,299)
I contact/visit my General Practice/ Health Centre more frequently since the Covid-19 outbreak in March 2020	7%	24%	17%	10%	11%	7%	4%	7%	6%
I contact/visit my General Practice/ Health Centre the same or similar number of times since the Covid-19 outbreak in March 2020	34%	35%	44%	43%	39%	38%	39%	42%	26%
I contact/visit my General Practice/ Health Centre less frequently since the Covid-19 outbreak in March 2020	34%	24%	30%	40%	42%	44%	44%	39%	24%
None of the above	9%	3%	7%	10%	8%	10%	12%	11%	9%
Don't know	1%	14%	2%	5%	1%	1%	1%	1%	2%
No information	13%	0%	0%	2%	0%	0%	0%	1%	32%

Interestingly, the proportion of respondents contacting/visiting their General Practice/Health Centre more frequently since the Covid-19 outbreak in March 2020 decreases with age. Around a sixth (17%) of respondents aged 25-34 say that they do so more frequently since March 2020, compared to only 4% of 65-74s and 7% of those aged 75 or over, while those aged over 65 are more likely than average to contact/visit their General Practice/Health Centre less frequently since the Covid-19 outbreak in March 2020.

Table 20d: Q9. Which of the following statements, if any, apply to you? RESULTS BY 'OVERALL HEALTH', 'CARER STATUS' AND 'DISABILITY STATUS' (base sizes in brackets).

	Total (5,483)	Current Health Status			Carer Responsibility?		Disability?	
		Good (3,321)	Fair (1,524)	Poor (634)	Yes (851)	No (2,297)	Yes (943)	No (2,321)
I contact/visit my General Practice/ Health Centre more frequently since the Covid-19 outbreak in March 2020	7%	5%	9%	14%	9%	7%	10%	7%
I contact/visit my General Practice/ Health Centre the same or similar number of times since the Covid-19 outbreak in March 2020	34%	36%	32%	28%	39%	41%	36%	41%
I contact/visit my General Practice/ Health Centre less frequently since the Covid-19 outbreak in March 2020	34%	32%	39%	35%	44%	40%	43%	41%
None of the above	9%	11%	6%	7%	7%	10%	8%	10%
Don't know	1%	1%	1%	3%	1%	6%	2%	1%
No information	13%	14%	12%	13%	0%	0%	0%	0%

Unsurprisingly, the proportion of respondents classifying themselves as being in 'poor health' and contacting/visiting their General Practice/Health Centre more frequently since the Covid-19 outbreak in March 2020 is higher than for those saying they are in 'good health' or 'fair health'. Around a seventh (14%) of respondents in poor health say that they have done so more frequently since March 2020, compared to only 5% of those in good health.

There are no significant differences evident amongst those with carer responsibilities, those with disabilities or those of a BAME ethnic group.

When respondents were asked to indicate why they visit their General Practice/Health Centre more, less or the same compared to since before the Covid-19 outbreak in March 2020, a range of responses were provided and the key themes to these comments are shown in the following table.

Table 21: Q10. Please tell us why that is? OVERALL RESULTS (all responses: n=5,483).

NB: Themes mentioned by 25+ respondents.

Theme of comment	No. responses	% responses
Reasons why visit General Practice/Health Centre <u>more</u> often than pre March 2020:		
To pick up/obtain prescriptions/medication/received medication/injections	141	3%
For (unspecified) ongoing health issues/conditions	138	2%
Became ill since March 2020 (non-Covid-19)/health has deteriorated	137	2%
For general health issues/concerns (unspecified conditions e.g. 'illness')	112	2%
For blood tests	96	2%
For Covid-19 health issues/concerns	45	1%
For other specific named conditions	44	1%
For general health check-up	38	1%
For mental health issues/concerns (e.g. anxiety, depression)	29	1%
For child-related issues/concerns	37	1%
Became pregnant/ante-natal/post-natal issues	36	1%
For diabetes issues/concerns	28	1%

Table 21 (continued): Q10. Please tell us why that is? OVERALL RESULTS (all responses: n=5,483).

NB: Themes mentioned by 25+ respondents.

Theme of comment	No. responses	% responses
Reasons why visit General Practice/Health Centre <u>less</u> often than pre March 2020:		
Only go to GP/HC when need to/I am in good health	726	13%
Not been able to make contact with a GP or health professional (e.g. cannot get through on the phone/online)	503	9%
Difficult to get an appointment (of any kind)	460	8%
Don't want to bother/burden GPs or Practice staff	364	7%
Appointments being done by telephone/online (and/or don't like appointments being conducted in this way)	148	3%
Disinterested/rude/unhelpful staff	120	2%
Did not/do not want to catch/spread Covid-19	118	2%
Difficult to get a face to face appointment	111	2%
Am self-managing conditions/conditions	88	2%
Other	57	1%
<i>Don't know/not sure</i>	7	2%
<i>No comment made</i>	11	2%
<i>No information/left blank</i>	1,958	2%

The main reasons for visiting the General Practice/Health Centre more often than before March 2020 relate to specific health concerns, either new ones or ongoing issues. However, 3% say they have visited more often than usual since March 2020 for prescription and medication/injection-related reasons.

On the other hand, 13% of respondents say they have visited a General Practice/Health Centre less often than before March 2020 simply because they have not needed to, while 7% have stayed away because they 'do not want to bother or burden General Practice/Health Centre staff' and 2% because 'they did not want to catch or spread Covid-19'.

However, it is a concern that significant proportions of respondents have visited less often due to specific issues with trying to access a GP or health professional. For example, 9% of respondents feel that they have 'not been able to make contact with a GP or health professional' because they cannot get through on the telephone, while 8% and 2% respectively mention that their reason for visiting less often than before March 2020 is either because 'it is difficult to get an appointment of any kind' or that 'it is difficult to get a face-to-face appointment'.

In total, 3,525 respondents provided a comment of some description for this question. A few **example comments** illustrating some of the reasons why respondents visit their General Practice/Health Centre more or less often now than they did before the Covid-19 outbreak in March 2020, are shown below.

Example comments (for reasons why respondents visit their General Practice/Health Centre more now than before the Covid-19 outbreak in March 2020)

Comment	CCG Region	Age	Gender
<i>"Because I developed a new long-term health condition which began in July 2020 and led to a 2-month hospital stay in November 2020. It wasn't Covid."</i>	Leicester City	55-64	Female
<i>"Because it became much harder to get an appointment with their inadequate system during lockdown. Getting through on the phone was very long-winded and I sometimes got cut off just before they answered...it felt like there were less GP appointments to go round."</i>	Leicestershire	35-44	Male
<i>"Because coinciding with the lockdown I have given birth 5 months ago and since then I have had numerous problems which I feel all interlink but I struggle to get appointments and when I do they tell me I'm okay and they haven't investigated further."</i>	Leicestershire	Unknown	Unknown
<i>"Because I was diagnosed with a genetic issue during lockdown but also because you have to talk to so many different clinicians until a doctor actually gets involved so it wastes time and resources."</i>	Leicestershire	Unknown	Unknown
<i>"Because the NHS app has crashed on my mobile phone and tablet and the app people say I have to ask the surgery for help."</i>	Rutland	65-74	Other
<i>"For my mother, not myself. She has become more infirm in the last 18 months and her mobility has deteriorated dramatically under lockdown and so her needs have become greater and several things e.g. hearing tests were put off due to Covid so we have had to chase again to get back in the queue. I tend to resolve a lot of my own issues by using internet resources and online forums rather than battling to speak to a GP or get a nurse appointment."</i>	Leicestershire	55-64	Female
<i>"My baby was referred to a dermatologist by a doctor. The NHS dermatologist refused to see her face-to-face and we finally had to go private. This was extremely frustrating considering she had been suffering for months and none of us had any symptoms. Plus we were self-isolating. Even GPs refused to see her and kept asking for photos of her lesions. Based on multiple rounds of photo uploads she was misdiagnosed more than once, she had 2 rounds of antibiotics for no reason when she wasn't even a year old."</i>	Leicester City	Unknown	Unknown
<i>"Lack of being able to see a GP led to more phone calls about my diagnosis and more tests and more phone calls re. what happens next. A vicious continuous circle that a face-to-face consultation would have sorted my problem out sooner. I still had to go to the health centre and saw the phlebotomists and receptionists but I was not allowed to see a doctor."</i>	Leicestershire	Unknown	Unknown
<i>"Mental health - high dosage of anti-depressants needs a weekly prescription. However, these are not always there weekly and it takes ages to get hold of a doctor to reissue them, so I am off them for extended periods of time. Asthma - catching covid has worsened my asthma, I have been to the doctor more than usual for this."</i>	Leicester City	16-24	Female
<i>"My wife had cancer which was terminal. This has made me aware that if I have a problem I should consult the doctor as early as possible."</i>	Rutland	65-74	Male

Example comments (for reasons why respondents visit their General Practice/Health Centre less now than before the Covid-19 outbreak in March 2020)

Comment	CCG Region	Age	Gender
<i>"As I have no health problems at the moment I do not want to distract them from their additional heavy COVID workload."</i>	Rutland	75+	Male
<i>"Because I calculate the now near-impossibility of seeing a doctor in person. I will - and have - referred myself for physio and paid privately rather than attempt to snake through the labyrinth of the surgery ('hoorah' says the NHS). I consult with nice pharmacists at Boots (they gave me my 'flu jab last year and I'm hoping they branch into knee surgery soon) who can normally prescribe some potion or balm and if all else fails I shall save up and 'in extremis' go to a private GP."</i>	Rutland	65-74	Male
<i>"I assumed appointments which were not urgent would not be going ahead."</i>	Leicestershire	25-34	Female
<i>"Because I feel uncomfortable with just a telephone call and would prefer face-to-face."</i>	Leicestershire	Unknown	Other
<i>"Because I have not been unwell apart from once and I have tried my best to manage other issues myself with lifestyle changes as I haven't wanted to add strain on the NHS."</i>	Rutland	55-64	Female
<i>"Because accessing the practice was much more difficult, especially in the early stages of the pandemic."</i>	Leicestershire	65-74	Female
<i>"Because I know I won't get an appointment and I have a general anxiety that I could catch COVID there."</i>	Leicester City	Unknown	Unknown
<i>"Because it is difficult to get through. When I have managed to get through then a virtual appointment has been offered - however if I call at 8am in the morning and I am told that I am caller number 20+ then I know that I will have to wait at least 1 hour to get to speak to someone and then be told there are no more appointments available and to call back the next day.!"</i>	Leicester City	Unknown	Unknown
<i>"Because it has become so very difficult to gain access to the health centre due to high demand, limited staff and the nature of the phone system."</i>	Leicestershire	65-74	Male
<i>"Because it is impossible to see a GP. More and more houses are being built but the infrastructure to support it is not there, especially the GP practice."</i>	Leicestershire	65-74	Male

3.2 Experiences of accessing and receiving care from General Practices/Health Centres since the Covid-19 outbreak in March 2020

When respondents were asked to share their experiences of accessing and receiving care from General Practices/Health Centres since the Covid-19 outbreak in March 2020, a variety of responses were provided and the key themes to these comments are shown in the following table.

Table 22: Q11. Please tell us about your experiences of accessing and receiving care from General Practice/ Health Centre (including GPs, nurses, healthcare assistants and any other members of the primary care team) since the Covid-19 outbreak in March 2020. This can include any elements of access, care or treatment that you have either been pleased with or have concerns about.

OVERALL RESULTS (all responses: n=5,483).

NB: Themes mentioned by 25+ respondents.

Theme of comment	No. responses	% responses
Positive experiences of accessing/receiving care from General Practices/Health Centres since the Covid-19 outbreak in March 2020:		
Positive - good/excellent experience/have had no issues/satisfactory (unspecified comments)	776	14%
Easy to book appointments/get GP appointment	425	8%
Appointment was conducted online/on phone/no need to be seen in person/I like online or phone appointments	273	5%
GP/nurse has been supportive/efficient/professional/helpful/listened to me	236	4%
Friendly/helpful/pleasant staff at General Practice/Health Centre (unspecified comments)	105	2%
Good/helpful Practice website	62	1%
Good Covid-19 precautions taken at General Practice/Health Centre	43	1%
Good/helpful prescription service	37	1%

Table 22 (continued): Q11. Please tell us about your experiences of accessing and receiving care from General Practice/ Health Centre (including GPs, nurses, healthcare assistants and any other members of the primary care team) since the Covid-19 outbreak in March 2020. This can include any elements of access, care or treatment that you have either been pleased with or have concerns about.

OVERALL RESULTS (all responses: n=5,483).

NB: Themes mentioned by 25+ respondents.

Theme of comment	No. responses	% responses
Negative experiences of accessing/receiving care from General Practices/Health Centres since the Covid-19 outbreak in March 2020:		
Can never get an appointment to see a GP/can never get one when I need it	887	16%
Hard to/can never get through to reception on the telephone/did not receive call-back	805	15%
Negative - bad/appalling/awful/difficult/frustrating experience (unspecified comments)	306	6%
Rude/unhelpful/unprofessional staff at General Practice/Health Centre (e.g. reception staff, GP)	215	4%
Do not like telephone/online appointments	197	4%
Hard to get face-to-face appointment to see a GP/would have preferred a face-to-face appointment	170	3%
Didn't get the help I needed	159	3%
The GP/health professional didn't listen to me/had no time for me	127	2%
No continuity of care/saw different GP/health professional	89	2%
Problems with prescription services	68	1%
Poor Covid-19 precautions taken at General Practice/Health Centre	60	1%
Poor Practice website/poor information or advice given by Practice	55	1%
Problems with online booking system/e-consult	42	1%
Appointment was late/cancelled	28	1%
Have had no need to access General Practice/Health Centre services / have received no care / not applicable	189	2%
<i>Other</i>	37	1%
<i>No comment made</i>	16	0%
<i>No information/left blank</i>	1,618	30%

Around a quarter of respondents indicate some form of positive experience of accessing and receiving care from General Practices/Health Centres since March 2020, either a general positive comment (14%) or a more specific one such as 'easy to book an appointment with a

GP (8%), a liking for ‘the appointment being conducted online/on the phone (5%) and ‘the GP/nurse has been supportive/efficient/professional/helpful/has listened to me’ (4%).

However, there are a larger proportion of less positive experiences mentioned by respondents, with the main ones relating to the difficulty to access care, either saying that ‘I can never get an appointment’ (16%) or that they have experienced difficulties getting through to the Practice on the telephone (15%). At a lower level, other respondents mention issues with ‘rude/unhelpful/unprofessional staff at the Practice’ (4%), that they ‘dislike telephone appointments’ (4%) and that they ‘would have preferred a face-to-face appointment’ (3%).

In total, 3,865 respondents provided a comment of some description for this question. A few **example comments** illustrating some of the positive and negative experiences of accessing and receiving care from a General Practice/Health Centre since the Covid-19 outbreak in March 2020 are shown below.

Example comments (for positive experiences of accessing/receiving care from a General Practice/Health Centre since the Covid-19 outbreak in March 2020)

Comment	CCG Region	Age	Gender
<i>“Excellent procedures in place at the GP surgery for Covid.”</i>	Leicestershire	35-44	Female
<i>“No problem. I have had one telephone assessment and that went well.”</i>	Leicestershire	65-74	Female
	Leicestershire		
<i>Positive overall. Especially after my GP talked me through downloading the NHS app and utilising this to book a GP appointment online and being able to have flexibility to have my health concerns managed online and by phone without needing to physically go to the practice.”</i>	Leicester City	35-44	Female
<i>“Dr Tank was brilliant before Covid, the pandemic did not make any difference to the level of care she gave her patients. She is an excellent GP.”</i>	Leicester City	Unknown	Unknown
<i>“I cannot fault the care I have had with any staff and I always feel they go the extra mile. I have a chronic autoimmune disease and have regular blood tests there. Everyone is very friendly and happy to help when I need it.”</i>	Leicester City	65-74	Female
<i>“I have always been treated with respect and have been completely satisfied with the treatment, or advice given on the phone. I have always managed to get an appointment the same day if my condition was urgent. My repeat prescriptions are always done on time.”</i>	Leicester City	Unknown	Unknown
<i>“Absolutely excellent, especially considering the pressure they must have been under. Had appointments and monitoring by phone which worked really well.”</i>	Rutland	45-54	Female
<i>“Absolutely outstanding in all aspects: advice given, efficiency, choice of treatment and all-round care.”</i>	Rutland	45-54	Female
<i>“Good system of call-back from a member of the team and I have been seen within a reasonable time frame. Staff are professional and helpful.”</i>	Rutland	55-64	Male

Example comments (for negative experiences of accessing/receiving care from a General Practice/Health Centre since the Covid-19 outbreak in March 2020)

Comment	CCG Region	Age	Gender
<i>"None - I refuse to engage with the aloof, ignorant and offensive reception staff."</i>	Leicestershire	55-64	Male
<i>"Can never get an appointment through E-Consult unless its 6am, receptionists always push you to use it even though there is nothing available."</i>	Leicestershire	25-34	Female
<i>"First you are 'caller number 20-plus' and after about 45 minutes you get to be answered only to be told that there are no appointments left this month and it wasn't even the end of the first month, it was either April or May 2021. The same thing happened twice again, I was told there were no appointments for 15 days unless really urgent. I feel they have abused patients as you're not able to go in to the surgery to get an appointment. On one occasion I got to caller number 2 and the phone ran out of power, only for me to call back and be patient number 18!!!! I cannot go into my daughter's situation but I can say that a very serious situation was glossed over and on Friday 2nd July an appointment booked 10 days ago for 9am was cancelled at 8.30am by a receptionist, again regarding my daughter who has now been on her periods for just under 5 months. I am disgusted at how little respect they have for their own patients' health!!!! I am only telling you this to point out the severity of the poor service."</i>	Leicestershire	55-64	Female
<i>"Inability to access appointments, difficulty in ordering prescriptions as the pharmacy is not able to do so anymore, phonecards promised and not received, misplaced paperwork for weeks at a time."</i>	Leicester City	35-44	Female
<i>"A lot of the doctors are rude, that's if you manage to get an appointment and get past the receptionist. There is also a high turnover of staff and it would be nice to have some continuity in care."</i>	Leicester City	Unknown	Other
<i>"Absolutely disgusting, never being able to be seen and to be told by receptionist to go and buy something at the chemist. Clinically trained? I don't think so! They can't be bothered anymore, not like years ago."</i>	Leicester City	65-74	Other
<i>"A waste of time, you can never get to see a doctor. Receptionists are rude and just tell you to go to the hub - that's great advice when you don't drive."</i>	Leicester City	35-44	Female
<i>"Access is not helped by a very poor website with confusing messages about how to make appointments. For example we are exhorted to make appointments via the website but there is no way to make appointments with nurses except by telephone. When ordering a repeat prescription the site says that it will be ready in two days, three days or on a specific date which may be neither of these. Really this needs significant improvement."</i>	Rutland	65-74	Male
<i>"Not being able to get through on phone lines, huge difficulty accessing online methods. Made to feel guilty for contacting the practice."</i>	Rutland	35-44	Female
<i>"GP call-back availability is poor. GP appointment - when achieved – is good. Pharmacy is poor. Monthly prescriptions are always not ready against the advised available date, prescriptions are never complete."</i>	Rutland	65-74	Male

3.3 Whether made an appointment with a General Practice/Health Centre since the Covid-19 outbreak in March 2020

Headline findings

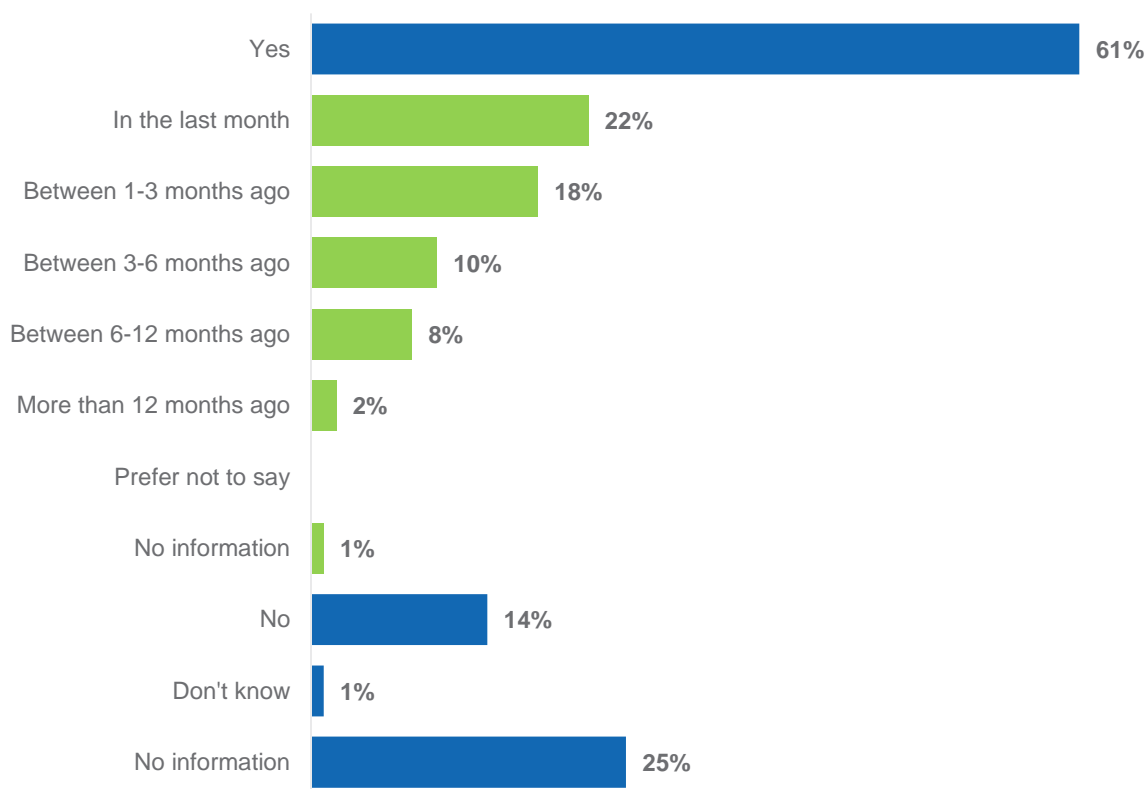
Those responding to the survey were asked whether they had actually made an appointment with a General Practice/Health Centre since the Covid-19 outbreak in March 2020, and those that had made an appointment were then asked when they had made it. The overall results for this question are summarised in Figure 5 below.

Figure 5: Q15. Have you made an appointment for yourself or someone you care for with the General Practice/ Health Centre since the outbreak of Covid-19 in March 2020?

Please select one answer.

Q16. And when did you last make an appointment for yourself, someone you care for or your child/ dependent with your General Practice/ Health Centre?

OVERALL RESULTS (all responses: n=5,483).



Overall, more than three-fifths (61%) of respondents to the survey say that they have made an appointment for themselves or someone they care for with their General Practice/Health Centre since the outbreak of Covid-19 in March 2020, with the large majority of these having made at least one appointment in the last 6 months.

Just under a sixth (14%) state that they have not made a General Practice/Health Centre appointment since March 2020.

It should be noted for this question that 1% say they do not know if they have made such an appointment and that 25% of survey respondents did not provide an answer to this question.

Results by respondent type

Tables 23a, 23b and 23c (below) show how responses to these questions vary by geographical area, gender and age, while Table 23d shows results by general health status, carer status and disability status.

Table 23a: Q15. Have you made an appointment for yourself or someone you care for with the General Practice/ Health Centre since the outbreak of Covid-19 in March 2020?
Q16: And when did you last make an appointment for yourself, someone you care for or your child/ dependent with your General Practice/ Health Centre? Please select one answer.

Q17. Please tell us who was the appointment for? Please select one answer.

RESULTS BY GEOGRAPHICAL AREA (base sizes in brackets).

	Total (5,483)	Leicester City resident (945)	Leicestershire resident (3,368)	Rutland resident (980)	Resident of other area (183)
Yes (I have made a General Practice/Health Centre appointment since March 2020)	61%	54%	64%	57%	54%
Q16. When did you last make an appointment?					
<i>In the last month</i>	22%	21%	24%	20%	22%
<i>Between 1-3 months ago</i>	18%	17%	18%	18%	16%
<i>Between 3-6 months ago</i>	10%	7%	11%	9%	8%
<i>Between 6-12 months ago</i>	8%	6%	8%	8%	5%
<i>More than 12 months ago</i>	2%	1%	2%	1%	1%
<i>Prefer not to say</i>	<1%	1%	0%	0%	0%
<i>No information</i>	1%	1%	1%	1%	2%
Q17. Who was the appointment for?					
<i>Myself</i>	49%	44%	50%	50%	45%
<i>Someone I care for</i>	5%	4%	6%	4%	4%
<i>My child or dependent</i>	5%	5%	6%	3%	2%
<i>Prefer not to say</i>	1%	0%	1%	0%	2%
<i>No information</i>	1%	1%	1%	1%	1%
No (I have not made a General Practice/Health Centre appointment since March 2020)	14%	14%	14%	15%	15%
Don't remember	1%	1%	1%	1%	2%
No information	25%	31%	22%	27%	30%

Respondents living in Leicestershire are more likely than those living in Leicester City and Rutland to have made an appointment for themselves or someone they care for with their General Practice/Health Centre since the Covid-19 outbreak in March 2020. Approaching three-quarters (64%) of Leicestershire residents claim to have done so, compared with 57% of Rutland residents and 54% of those residing in Leicester City.

Across all areas, the large majority of respondents who have made appointments with their General Practice/Health Centre since the Covid-19 outbreak in March 2020 have made the appointment for themselves (49% of all respondents stating this), although a tenth (10%) have made an appointment for someone else – either someone they care for or a child/dependent.

Table 23b: Q15. Have you made an appointment for yourself or someone you care for with the General Practice/ Health Centre since the outbreak of Covid-19 in March 2020?
Q16: And when did you last make an appointment for yourself, someone you care for or your child/ dependent with your General Practice/ Health Centre? Please select one answer.

Q17. Please tell us who was the appointment for? Please select one answer.

RESULTS BY GENDER (base sizes in brackets).

	Total (5,483)	Male (815)	Female (2,359)	Other (95)	No information (2,214)
Yes (I have made a General Practice/Health Centre appointment since March 2020)	61%	78%	82%	79%	31%
Q16. When did you last make an appointment?					
<i>In the last month</i>	22%	29%	30%	27%	11%
<i>Between 1-3 months ago</i>	18%	21%	25%	22%	9%
<i>Between 3-6 months ago</i>	10%	14%	13%	12%	5%
<i>Between 6-12 months ago</i>	8%	10%	10%	4%	4%
<i>More than 12 months ago</i>	2%	1%	2%	2%	1%
<i>Prefer not to say</i>	<1%	0%	0%	3%	0%
<i>No information</i>	1%	0%	1%	2%	2%
Q17. Who was the appointment for?					
<i>Myself</i>	49%	68%	66%	63%	22%
<i>Someone I care for</i>	5%	4%	7%	6%	3%
<i>My child or dependent</i>	5%	4%	8%	1%	3%
<i>Prefer not to say</i>	1%	1%	1%	8%	1%
<i>No information</i>	1%	0%	0%	0%	2%
No (I have not made a General Practice/Health Centre appointment since March 2020)	14%	21%	17%	20%	7%
Don't remember	1%	1%	1%	1%	1%
No information	25%	0%	0%	0%	61%

There are no differences evident between genders in relation to having made an appointment for themselves or someone they care for with their General Practice/Health Centre since the Covid-19 outbreak in March 2020, or in terms of how long ago they made an appointment or who the appointment was for.

Table 23c: Q15. Have you made an appointment for yourself or someone you care for with the General Practice/ Health Centre since the outbreak of Covid-19 in March 2020?

Q16: And when did you last make an appointment for yourself, someone you care for or your child/ dependent with your General Practice/ Health Centre? Please select one answer.

Q17. Please tell us who was the appointment for? Please select one answer.

RESULTS BY AGE (base sizes in brackets).

	Total (5,483)	<25 (37)	25-34 (186)	35-44 (372)	45-54 (561)	55-64 (782)	65-74 (851)	75+ (395)	No info (2,299)
Yes (I have made a General Practice/Health Centre appointment since March 2020)	61%	78%	86%	87%	83%	79%	77%	80%	33%
Q16. When did you last make an appointment?									
<i>In the last month</i>	22%	35%	34%	34%	32%	27%	27%	35%	12%
<i>Between 1-3 months ago</i>	18%	27%	32%	27%	24%	25%	22%	21%	9%
<i>Between 3-6 months ago</i>	10%	8%	13%	12%	13%	12%	14%	12%	5%
<i>Between 6-12 months ago</i>	8%	5%	5%	12%	11%	12%	10%	9%	4%
<i>More than 12 months ago</i>	2%	0%	1%	1%	2%	2%	3%	3%	1%
<i>Prefer not to say</i>	<1%	3%	0%	0%	1%	0%	0%	0%	0%
<i>No information</i>	1%	0%	1%	0%	0%	1%	1%	1%	2%
Q17. Who was the appointment for?									
<i>Myself</i>	49%	70%	58%	62%	69%	66%	69%	70%	24%
<i>Someone I care for</i>	5%	5%	1%	3%	4%	9%	7%	8%	3%
<i>My child or dependent</i>	5%	3%	26%	21%	9%	3%	1%	2%	3%
<i>Prefer not to say</i>	1%	0%	1%	1%	1%	1%	1%	1%	1%
<i>No information</i>	1%	0%	0%	0%	0%	0%	0%	0%	2%
No (I have not made a General Practice/Health Centre appointment since March 2020)	14%	14%	13%	12%	17%	20%	22%	19%	8%
Don't remember	1%	5%	1%	1%	0%	1%	1%	1%	1%
No information	25%	3%	0%	0%	0%	0%	0%	0%	59%

There are no significant differences evident between age groups in relation to having made an appointment for themselves or someone they care for with their General Practice/Health Centre since the Covid-19 outbreak in March 2020, or in terms of how long ago they made an appointment or who the appointment was for.

Table 23d: Q15. Have you made an appointment for yourself or someone you care for with the General Practice/ Health Centre since the outbreak of Covid-19 in March 2020?
Q16: And when did you last make an appointment for yourself, someone you care for or your child/ dependent with your General Practice/ Health Centre? Please select one answer.

Q17. Please tell us who was the appointment for? Please select one answer.

RESULTS BY 'OVERALL HEALTH', 'CARER STATUS' AND 'DISABILITY STATUS' (base sizes in brackets).

	Total (5,483)	Current Health Status			Carer Responsibility?		Disability?	
		Good (3,321)	Fair (1,524)	Poor (634)	Yes (851)	No (2,297)	Yes (943)	No (2,321)
Yes (I have made a General Practice/Health Centre appointment since March 2020)	61%	59%	64%	63%	85%	79%	82%	80%
Q16. When did you last make an appointment?								
<i>In the last month</i>	22%	19%	26%	34%	35%	29%	37%	27%
<i>Between 1-3 months ago</i>	18%	18%	19%	15%	25%	23%	24%	24%
<i>Between 3-6 months ago</i>	10%	11%	9%	6%	13%	13%	11%	14%
<i>Between 6-12 months ago</i>	8%	8%	8%	5%	8%	11%	8%	11%
<i>More than 12 months ago</i>	2%	2%	1%	1%	2%	2%	2%	2%
<i>Prefer not to say</i>	<1%	0%	1%	1%	0%	0%	1%	0%
<i>No information</i>	1%	1%	1%	1%	15%	21%	0%	1%
Q17. Who was the appointment for?								
<i>Myself</i>	49%	45%	54%	56%	53%	73%	72%	65%
<i>Someone I care for</i>	5%	5%	5%	4%	16%	2%	5%	6%
<i>My child or dependent</i>	5%	6%	4%	2%	16%	3%	4%	7%
<i>Prefer not to say</i>	1%	1%	1%	1%	1%	1%	1%	1%
<i>No information</i>	1%	1%	1%	1%	15%	21%	0%	0%
No (I have not made a General Practice/Health Centre appointment since March 2020)	14%	15%	12%	10%	14%	20%	17%	19%
Don't remember	1%	1%	1%	1%	1%	1%	1%	1%
No information	25%	25%	22%	26%	0%	0%	0%	0%

As may be expected, those considering themselves to be in 'poor health', those with carer responsibilities and those with a disability are more likely than average to have made an appointment in the last month.

There are no significant differences evident between those of White ethnicity and BAME respondents.

After being asked whether they had actually made an appointment with a General Practice/Health Centre since the Covid-19 outbreak in March 2020, respondents were then asked how they booked the appointment and also how easy or difficult they had found booking their appointment. The overall results for these questions are summarised in Table 24a, 24b, 24c and 24d overleaf and are shown at the overall level - and also by geographical area, gender, age, general health status, carer status and disability status - in relation to the answers provided earlier at Q15 for context.

Table 24a: Q19. Thinking about the last time you booked an appointment for yourself, someone you care for or your child/ dependent with the General Practice/ Health Centre, how did you book it? *Please select one answer.*

Q20. And how easy or difficult did you find booking this appointment?

RESULTS BY GEOGRAPHICAL AREA (base sizes in brackets).

	Total (5,483)	Leicester City resident (945)	Leicestershire resident (3,368)	Rutland resident (980)	Resident of other area (183)
Yes (I have made a General Practice/Health Centre appointment since March 2020)	61%	54%	64%	57%	54%
Q19. How did you book the appointment?					
<i>By phone through the General Practice</i>	46%	44%	50%	37%	39%
<i>Online via General Practice's website</i>	8%	3%	7%	14%	8%
<i>In person at the General Practice</i>	2%	3%	2%	1%	2%
<i>By phone through NHS 111</i>	1%	2%	1%	1%	1%
<i>By email</i>	1%	<0.5%	<0.5%	1%	1%
<i>By text message</i>	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
<i>Don't remember</i>	<0.5%	<0.5%	<0.5%	1%	1%
<i>No information</i>	2%	1%	2%	2%	3%
Q20. And how easy or difficult did you find booking this appointment?					
<i>Very easy</i>	9%	7%	8%	13%	11%
<i>Easy</i>	11%	9%	10%	14%	10%
<i>Neither easy nor difficult</i>	11%	10%	11%	13%	14%
<i>Difficult</i>	12%	10%	13%	10%	11%
<i>Very difficult</i>	16%	17%	19%	6%	4%
<i>Don't know</i>	<0.5%	<0.5%	<0.5%	<0.5%	1%
<i>No information</i>	2%	2%	2%	2%	3%
'Net easy'	20%	16%	18%	27%	21%
'Net difficult'	28%	27%	32%	16%	15%
No (I have not made a General Practice/Health Centre appointment since March 2020)	14%	14%	14%	15%	15%
Don't remember	1%	1%	1%	1%	2%
No information	25%	31%	22%	27%	30%

Overall, phoning the General Practice is by far the most common method that respondents to the survey say that they used to make their appointment with their General Practice/Health Centre since the outbreak of Covid-19 in March 2020, with 46% of all respondents using this method. Approaching a tenth (8%) say that they booked their appointment online through the General Practice website.

When asked to rate the ease of booking their appointment, just over three-tenths (31%) of all respondents indicate that they had no difficulties when booking their appointment (finding the process 'very easy', 'easy' or 'neither easy nor difficult'). However, approaching three-tenths (28%) of all respondents say they encountered some difficulty, finding it either 'difficult' or 'very difficult' to do so. Respondents living in Leicestershire appear to be more likely than those living in Leicester City and Rutland to have encountered some level of difficulty when booking an appointment with their General Practice/Health Centre since the Covid-19 outbreak in March 2020. Nearly a third (32%) of Leicestershire residents claim to have encountered difficulty, compared with 27% of Leicester City residents and 16% of those residing in Rutland.

Table 24b: Q19. Thinking about the last time you booked an appointment for yourself, someone you care for or your child/ dependent with the General Practice/ Health Centre, how did you book it? Please select one answer.

Q20. And how easy or difficult did you find booking this appointment?

RESULTS BY GENDER (base sizes in brackets).

	Total (5,483)	Male (815)	Female (2,359)	Other (95)	No information (2,214)
Yes (I have made a General Practice/Health Centre appointment since March 2020)	61%	78%	82%	79%	31%
Q19. How did you book the appointment?					
By phone through the General Practice	46%	58%	65%	58%	21%
Online via General Practice's website	8%	11%	11%	14%	3%
In person at the General Practice	2%	6%	3%	1%	2%
By phone through NHS 111	1%	1%	1%	5%	1%
By email	1%	1%	1%	0%	0%
By text message	<0.5%	1%	0%	0%	0%
Don't remember	<0.5%	1%	0%	1%	0%
No information	2%	0%	0%	0%	5%
Q20. And how easy or difficult did you find booking this appointment?					
Very easy	9%	14%	13%	5%	3%
Easy	11%	14%	15%	5%	5%
Neither easy nor difficult	11%	15%	15%	17%	5%
Difficult	12%	13%	16%	18%	6%
Very difficult	16%	21%	22%	34%	6%
Don't know	<0.5%	0%	0%	0%	0%
No information	2%	0%	0%	0%	5%
'Net easy'	20%	28%	28%	11%	8%
'Net difficult'	28%	35%	39%	52%	12%
No (I have not made a General Practice/Health Centre appointment since March 2020)	14%	21%	17%	20%	7%
Don't remember	1%	1%	1%	1%	1%
No information	25%	0%	0%	0%	61%

There are no significant differences evident between genders in relation to making their appointment with their General Practice/Health Centre since the outbreak of Covid-19 in March 2020, or in relation to their ratings of the ease of booking their appointment.

Table 24c: Q19. Thinking about the last time you booked an appointment for yourself, someone you care for or your child/ dependent with the General Practice/ Health Centre, how did you book it? Please select one answer.

Q20. And how easy or difficult did you find booking this appointment?

RESULTS BY AGE (base sizes in brackets).

	Total (5,483)	<25 (37)	25-34 (186)	35-44 (372)	45-54 (561)	55-64 (782)	65-74 (851)	75+ (395)	No info (2,299)
Yes (I have made a General Practice/Health Centre appointment since March 2020)	61%	78%	86%	87%	83%	79%	77%	80%	33%
Q19. How did you book the appointment?									
By phone through the General Practice	46%	65%	73%	65%	66%	60%	59%	67%	23%
Online via General Practice's website	8%	8%	9%	15%	11%	12%	11%	6%	3%
In person at the General Practice	2%	0%	2%	3%	2%	3%	4%	4%	1%
By phone through NHS 111	1%	3%	3%	2%	2%	1%	1%	1%	1%
By email	1%	3%	0%	1%	1%	1%	1%	1%	0%
By text message	<0.5%	0%	0%	0%	0%	0%	0%	1%	0%
Don't remember	<0.5%	0%	0%	0%	0%	0%	1%	1%	0%
No information	2%	0%	0%	0%	0%	0%	0%	0%	5%
Q20. And how easy or difficult did you find booking this appointment?									
Very easy	9%	8%	13%	14%	12%	13%	12%	16%	4%
Easy	11%	11%	11%	15%	17%	12%	16%	15%	5%
Neither easy nor difficult	11%	0%	9%	10%	14%	14%	17%	23%	6%
Difficult	12%	24%	19%	17%	16%	16%	15%	12%	6%
Very difficult	16%	35%	33%	30%	24%	24%	17%	13%	7%
Don't know	<0.5%	0%	0%	0%	0%	0%	0%	0%	0%
No information	2%	0%	0%	0%	0%	0%	0%	0%	5%
'Net easy'	20%	19%	24%	30%	29%	25%	28%	32%	9%
'Net difficult'	28%	59%	53%	47%	40%	40%	32%	25%	14%
No (I have not made a General Practice/Health Centre appointment since March 2020)	14%	14%	13%	12%	17%	20%	22%	19%	8%
Don't remember	1%	5%	1%	1%	0%	1%	1%	1%	1%
No information	25%	3%	0%	0%	0%	0%	0%	0%	59%

Interestingly, difficulties in relation to making their appointment with their General Practice/Health Centre since the outbreak of Covid-19 in March 2020, or in relation to their ratings of the ease of booking their appointment generally increased with age. More than half (53%) of those aged 25-34 say they had found it either 'difficult' or 'very difficult' to book their appointment, compared with 40% of 55-64s, 32% of 65-74s and only 14% of those aged over 75.

Table 24d: Q19. Thinking about the last time you booked an appointment for yourself, someone you care for or your child/ dependent with the General Practice/ Health Centre, how did you book it? Please select one answer.

Q20. And how easy or difficult did you find booking this appointment? RESULTS BY 'OVERALL HEALTH', 'CARER STATUS' AND 'DISABILITY STATUS' (base sizes in brackets).

	Total (5,483)	Current Health Status			Carer Responsibility?		Disability?	
		Good (3,321)	Fair (1,524)	Poor (634)	Yes (851)	No (2,297)	Yes (943)	No (2,321)
Yes (I have made a GP/Health Centre app't since March 2020)	61%	59%	64%	63%	85%	79%	82%	80%
Q19. How did you book the appointment?								
<i>By phone through the General Practice</i>	46%	44%	49%	50%	69%	61%	65%	62%
<i>Online via General Practice's website</i>	8%	8%	9%	6%	10%	12%	10%	12%
<i>In person at the General Practice</i>	2%	2%	2%	3%	3%	3%	3%	3%
<i>By phone through NHS 111</i>	1%	1%	1%	1%	2%	1%	1%	2%
<i>By email</i>	1%	0%	1%	0%	1%	1%	1%	1%
<i>By text message</i>	<0.5%	0%	0%	0%	0%	0%	1%	0%
<i>Don't remember</i>	<0.5%	0%	0%	0%	0%	1%	0%	1%
<i>No information</i>	2%	2%	3%	1%	0%	0%	0%	0%
Q20. And how easy or difficult did you find booking this appointment?								
<i>Very easy</i>	9%	10%	8%	8%	14%	13%	12%	13%
<i>Easy</i>	11%	12%	9%	8%	12%	16%	13%	15%
<i>Neither easy nor difficult</i>	11%	10%	12%	11%	13%	16%	16%	14%
<i>Difficult</i>	12%	11%	14%	12%	19%	14%	17%	15%
<i>Very difficult</i>	16%	14%	18%	23%	28%	20%	23%	22%
<i>Don't know</i>	<0.5%	0%	0%	0%	0%	0%	0%	0%
<i>No information</i>	2%	2%	3%	1%	0%	0%	0%	0%
'Net easy'	20%	21%	17%	16%	26%	29%	24%	28%
'Net difficult'	28%	25%	32%	35%	47%	34%	40%	37%
No (I have not made a GP/Health Centre app't since March 2020)	14%	15%	12%	10%	14%	20%	17%	19%
Don't remember	1%	1%	1%	1%	1%	1%	1%	1%
No information	25%	25%	22%	26%	0%	0%	0%	0%

Difficulties in relation to making their appointment with their General Practice/Health Centre since the outbreak of Covid-19 in March 2020, or in relation to their ratings of the ease of booking their appointment, are more likely to have been experienced by those in 'poor health' (35% finding it difficult to book their post-March 2020 appointment, compared with 25% of those in good health encountering problems) and those with carer responsibilities (47% say they found it difficult to book their post-March 2020 appointment, compared with 34% of non-carers). There are no significant differences between those of White ethnicity and BAME respondents.

When respondents were asked to share their experiences of talking to the General Practice/Health Centre receptionist and booking their appointment, a variety of responses were provided and the key themes to these comments are shown in the following table.

Table 25: Q21. Please tell us how was your experience of talking to the receptionist and booking this appointment?

OVERALL RESULTS (all responses: n=5,483).

NB: Themes mentioned by 25+ respondents.

Theme of comment	No. responses	% responses
Positive experiences of talking to the receptionist and booking this appointment:		
Friendly/helpful/pleasant receptionists at General Practice/Health Centre	699	13%
Good/excellent/fine/easy experience (unspecified comments)	381	7%
No problem getting through to reception on the telephone	263	5%
Adequate/fine/okay/as expected experience (unspecified comments)	235	4%
Easy to book appointments (e.g. on telephone, online)	150	3%
Negative experiences of talking to the receptionist and booking this appointment:		
Hard to/can never get through to reception on the telephone/did not receive call-back	623	11%
Rude/unhelpful/unprofessional/untrained staff at General Practice/Health Centre (e.g. reception staff, GP)	402	7%
Hard to get appointment to see a GP (e.g. face-to-face)	241	4%
Difficult/frustrating experience/not easy (unspecified comments)	140	3%
Don't like talking about my medical conditions with a receptionist	58	1%
Bad/appalling/awful experience (unspecified comments)	54	1%
Have had no need to access General Practice/Health Centre services / have received no care / not applicable	39	1%
Hard to get face-to-face appointment to see a GP/would have preferred a face-to-face appointment	26	<0.5%
Other	13	0%
<i>Don't know/not sure/can't think of anything</i>	6	0%
<i>No comment made</i>	3	0%
<i>No information/left blank</i>	2,486	45%

In total, 2,997 respondents made a comment for this question. A few **example comments** illustrating some of the positive and negative experiences of talking to the receptionist when booking an appointment with a General Practice/Health Centre since the Covid-19 outbreak in March 2020 are shown below.

Example comments (for positive experiences of talking to the receptionist when booking an appointment with a General Practice/Health Centre since the Covid-19 outbreak in March 2020)

Comment	CCG Region	Age	Gender
<i>"Excellent - helpful and compassionate."</i>	Rutland	55-64	Female
<i>"They are as helpful and friendly as they can be in difficult circumstances. Not enough appointments available."</i>	Leicestershire	55-64	Female
<i>"Excellent service. Does take time sometimes to get through. Sometimes appointments for the day are all gone. Generally very good availability. Polite kind and friendly to talk to. Please send my special thanks for the support they have provided, both doctors and reception staff."</i>	Leicester City	25-34	Female
<i>"Great experience, they tactfully asked what the issue was but not asking for invasive details, explained about the GP calling back at a specified time, confirmed details - very friendly and helpful."</i>	Leicester City	35-44	Female
<i>"Excellent. They are amazing, polite, have empathy, understanding and are very helpful. Excellent customer service."</i>	Leicester City	35-44	Female
<i>"The receptionist was professional yet friendly. At no point did she attempt to ascertain the reason for my call beyond my wanting an appointment. I requested a phone appointment with the doctor as the face-to-face appointment was to be a couple of weeks away and the receptionist was again very helpful and was able to give me a time slot which was 4 days away. It was the first time I had made an appointment since registering several years ago and I was very impressed! (and she told me the named doctor is lovely which reassured me!)"</i>	Leicestershire	Unknown	Unknown
<i>"It was really good. I explained that I wasn't sure if I needed an extended appointment as I had a few things to talk about and that I didn't know if I needed to be seen or not. She explained how the doctors are currently working and was really compassionate in her approach and got me booked in for a phone call for my usual doctor."</i>	Leicestershire	45-54	Female
<i>"It was fine, the receptionist asked for a bit of information regarding why I was calling. I provided this and they then booked me in for a call back. I completely appreciate why the receptionist wanted further information, clearly to make sure I go to the right place i.e. nurse, GP or perhaps signposting me to a pharmacist."</i>	Leicestershire	25-34	Female
<i>"I requested a consultation online. My GP called me back the same day so I didn't speak to the receptionist. However, when I do call the surgery, the receptionists are always very polite and helpful."</i>	Rutland	55-64	Female
<i>"The receptionist was helpful and efficient. I spoke to a doctor the next morning and an appointment was given within the hour. Excellent service giving me great confidence in the surgery, which as a new patient I appreciate."</i>	Rutland	75+	Female

Example comments (for negative experiences of talking to the receptionist when booking an appointment with a General Practice/Health Centre since the Covid-19 outbreak in March 2020)

Comment	CCG Region	Age	Gender
<i>"Not helpful, couldn't offer me a telephone appointment, told me she would ring me back but didn't."</i>	Leicester City	55-64	Female
<i>"Rude and unhelpful. Said it was fine to wait a few more weeks seeing as the cough had been happening for a few weeks already."</i>	Leicestershire	45-54	Female
<i>"I have been generally very pleased with the service received. I like having telephone appointments. However there have been two times where I rang at 8am and was told by reception that GP would ring in the morning, and then ended receiving a call at midday saying they could no longer provide a call, so I would have to ring back the following day and re-book. It would be nice if they could automatically pre-book an appointment in these instances."</i>	Leicestershire	35-44	Male
<i>"Frustrating. I was told that I didn't need to book a blood test as my results were clear. They were looking at database notes from 2011!"</i>	Leicester City	55-64	Female
<i>"It's always difficult speaking to the receptionist as they ask you questions that are unnecessary I feel...most of the times doctors value the concern whilst receptionist don't, even when you know something is wrong with your health and you have been advised by a 111 nurse or pharmacist to seek medical attention."</i>	Leicester City	35-44	Female
<i>"All I got from the receptionist was 'oh you have only got fibroids' and I have been suffering - I made a comment of how insensitive the comment was and I was desperate to speak to the doctor after a week of trying and was advised to book online but there were no appointments online."</i>	Leicestershire	35-44	Female
<i>"The appointment queue is very long, it requires you to call at 08:00 and wait a considerable time for an answer. Much time can be wasted in this way. Once an appointment is made it's usually a telephone call back requiring the recipient to stay by their phone all day until the clinician calls back. A better indication of when to expect a call (to within an hour) would be appreciated."</i>	Leicestershire	55-64	Male
<i>"Extremely frustrating, I tried for three days to get through, I was on hold for approximately 25 minutes each time. Eventually I got through and was told there were no appointments and that I would have to go online to book one. There were no appointments available on any of the next 9 days I logged on. I rang the surgery again and was told I had to go online at 06:00 every morning until one became available. I eventually managed to book an appointment."</i>	Rutland	65-74	Female
<i>"Not good. They booked me in for a phone appointment when I asked for face-to-face. The appointment was over a month away from the call. When I was upset and distressed and pleaded for someone to call me back and talk to me sooner, she said no and told me that appointments are 4-5 weeks and are telephone as standard and not face-to-face unless the GP deems it necessary. I'm not very confident that I will have said appointment as the last two times I've asked for a GP to ring me back I was told it would be passed on and it has never been followed up."</i>	Rutland	25-34	Female
<i>"The receptionist wanted to know what I wanted an appointment for, she was rude and not medically trained to advise on medical matters."</i>	Rutland	35-44	Female

After being asked whether they had actually made an appointment with a General Practice/Health Centre since the Covid-19 outbreak in March 2020, respondents were then asked who their appointment was with and were also asked to indicate whether any statements about their experience with the General Practice/Health Centre appointment applied to them. The overall results for these questions are summarised in Tables 26a, 26b, 26c and 26d overleaf and are shown at the overall level - and also by geographical area, gender, age, general health status, carer status and disability status - in relation to the answers provided earlier at Q15 for context.

Table 26a: Q22. Thinking about the last time you booked an appointment for yourself, someone you care for or your child/ dependent with the General Practice/ Health Centre, please tell us who the appointment was with? RESULTS BY GEOGRAPHICAL AREA
(base sizes in brackets).

	Total (5,483)	Leicester City resident (945)	Leicestershire resident (3,368)	Rutland resident (980)	Resident of other area (183)
Yes (I have made an appointment since March 2020)	61%	54%	64%	57%	54%
Q22. Thinking about the last time you booked an appointment for yourself, someone you care for or your child/ dependent with the General Practice/ Health Centre, please tell us who the appointment was with?					
General Practitioner	35%	35%	38%	28%	26%
Nurse	18%	14%	18%	21%	19%
Other health care professional (e.g. physiotherapist, mental health professional etc.)	4%	2%	3%	5%	3%
Prefer not to say	1%	1%	1%	<0.5%	2%
No information	3%	2%	3%	2%	4%
Q23. And which of the following statements about your experience with the General Practice/ Health Centre appointment, if any, apply? Please select all that apply.					
I understood the information I was given	25%	21%	25%	28%	26%
The person I saw was appropriate for my treatment/care	24%	20%	23%	30%	26%
I felt like I was listened to	20%	17%	20%	24%	21%
I was treated with compassion and understanding	20%	17%	19%	23%	22%
I was given enough time	19%	14%	19%	24%	21%
I was involved in decisions about my care and treatment	15%	12%	15%	17%	16%
I was given advice on how to better manage my health issue/ condition	13%	12%	13%	15%	11%
Other	6%	2%	7%	5%	4%
Don't know	2%	2%	2%	1%	0%
No information	15%	14%	17%	10%	14%
No (I have not made an appointment since March 2020)	14%	14%	14%	15%	15%
Don't remember	1%	1%	1%	1%	2%
No information	25%	31%	22%	27%	30%

Overall, more than a third (35%) of respondents say that the appointment they had made with a General Practice/Health Centre since the outbreak of Covid-19 in March 2020 has been with a General Practitioner, while just under a fifth (18%) had their appointment with a nurse and a small minority (4%) with another type of health care professional.

When asked which, if any, of the statements respondents were presented with applied to their experience with their General Practice/Health Centre appointment, the statements that apply to the largest proportion of respondents are 'I understood the information I was given' (25% of all respondents feeling that this applied to their experience of the appointment) and 'The person I saw was appropriate for my treatment/care (24% saying this applied). The statements that apply to the smallest proportion of respondents are 'I was given advice on how to better manage my health issue/condition' (only 13% of all respondents feeling that this applied) and 'I was involved in decisions about my care and treatment' (15% thinking this applied).

Interestingly, respondents living in Rutland appear to be slightly more likely than those living in Leicester City and Rutland to believe that most of the statements about their experience with their General Practice/Health Centre appointment apply. For example, three-tenths (30%) of Rutland residents agree that 'The person I saw was appropriate for my treatment /care' (compared with 23% of Leicestershire residents and 20% of those residing in Leicester City), while 28% of Rutland residents agree with the statement that 'I understood the information I was given', compared with 25% of those residing in Leicestershire and 21% of Leicester City residents).

Table 26b: Q22. Thinking about the last time you booked an appointment for yourself, someone you care for or your child/ dependent with the General Practice/ Health Centre, please tell us who the appointment was with? RESULTS BY GENDER (base sizes in brackets).

	Total (5,483)	Male (815)	Female (2,359)	Other (95)	No information (2,214)
Yes (I have made a General Practice/Health Centre appointment since March 2020)	61%	78%	82%	79%	31%
Q22. Thinking about the last time you booked an appointment for yourself, someone you care for or your child/ dependent with the General Practice/ Health Centre, please tell us who the appointment was with?					
General Practitioner	35%	42%	51%	45%	15%
Nurse	18%	29%	25%	25%	7%
Other health care professional (e.g. physiotherapist, mental health professional etc.)	4%	6%	5%	4%	1%
Prefer not to say	1%	1%	1%	4%	1%
No information	3%	0%	0%	0%	7%
Q23. And which of the following statements about your experience with the General Practice/ Health Centre appointment, if any, apply? Please select all that apply.					
I understood the information I was given	25%	39%	37%	22%	8%
The person I saw was appropriate for my treatment/care	24%	38%	35%	17%	7%
I felt like I was listened to	20%	32%	30%	17%	6%
I was treated with compassion and understanding	20%	31%	28%	15%	6%
I was given enough time	19%	30%	28%	13%	5%
I was involved in decisions about my care and treatment	15%	23%	20%	14%	4%
I was given advice on how to better manage my health issue/ condition	13%	20%	19%	8%	5%
Other	6%	9%	8%	20%	2%
Don't know	2%	2%	2%	6%	1%
No information	15%	11%	17%	17%	15%
No (I have not made a General Practice/Health Centre appointment since March 2020)	14%	21%	17%	20%	7%
Don't remember	1%	1%	1%	1%	1%
No information	25%	0%	0%	0%	61%

Interestingly, respondents who do not identify as male or female are less likely to feel that all of the statements they were presented with regarding their experience with their General Practice/Health Centre appointment apply to them.

Table 26c: Q22. Thinking about the last time you booked an appointment for yourself, someone you care for or your child/ dependent with the General Practice/ Health Centre, please tell us who the appointment was with? RESULTS BY AGE (base sizes in brackets).

	Total (5,483)	<25 (37)	25-34 (186)	35-44 (372)	45-54 (561)	55-64 (782)	65-74 (851)	75+ (395)	No info (2,299)
Yes (I have made a General Practice/Health Centre appointment since March 2020)	61%	78%	86%	87%	83%	79%	77%	80%	33%
Q22. Thinking about the last time you booked an appointment for yourself, someone you care for or your child/ dependent with the General Practice/ Health Centre, please tell us who the appointment was with?									
General Practitioner	35%	59%	56%	57%	52%	47%	45%	44%	16%
Nurse	18%	14%	29%	28%	31%	33%	33%	36%	22%
Other health care professional (e.g. physiotherapist, mental health professional etc.)	4%	8%	3%	5%	4%	5%	5%	6%	2%
Prefer not to say	1%	0%	1%	1%	1%	0%	1%	1%	1%
No information	3%	0%	0%	0%	0%	0%	0%	1%	7%
Q23. And which of the following statements about your experience with the General Practice/ Health Centre appointment, if any, apply? Please select all that apply.									
I understood the information I was given	25%	32%	36%	35%	37%	36%	39%	37%	9%
The person I saw was appropriate for my treatment/care	24%	41%	31%	31%	37%	34%	37%	38%	8%
I felt like I was listened to	20%	27%	28%	29%	32%	28%	32%	31%	6%
I was treated with compassion and understanding	20%	38%	30%	28%	31%	28%	29%	27%	6%
I was given enough time	19%	27%	26%	27%	30%	26%	30%	28%	6%
I was involved in decisions about my care and treatment	15%	35%	24%	23%	24%	21%	23%	21%	5%
I was given advice on how to better manage my health issue/ condition	13%	27%	22%	18%	19%	18%	19%	18%	5%
Other	6%	14%	5%	7%	10%	10%	8%	7%	2%
Don't know	2%	3%	4%	2%	4%	2%	2%	2%	1%
No information	15%	11%	31%	27%	16%	15%	9%	11%	15%
No (I have not made a General Practice/Health Centre appointment since March 2020)	14%	14%	13%	12%	17%	20%	22%	19%	8%
Don't remember	1%	5%	1%	1%	0%	1%	1%	1%	1%
No information	25%	3%	0%	0%	0%	0%	0%	0%	59%

In terms of who their appointment was with, younger age groups appear slightly more likely than older respondents to have seen a GP, while older respondents appear slightly more likely than younger age groups to have seen a nurse.

There are no significant differences between age groups in relation to the statements they were presented with regarding their experience with their General Practice/Health Centre appointment.

Table 26d: Q22. Thinking about the last time you booked an appointment for yourself, someone you care for or your child/ dependent with the General Practice/ Health Centre, please tell us who the appointment was with? RESULTS BY 'OVERALL HEALTH', 'CARER STATUS' AND 'DISABILITY STATUS' (base sizes in brackets).

	Total (5,483)	Current Health Status			Carer Responsibility?		Disability?	
		Good (3,321)	Fair (1,524)	Poor (634)	Yes (851)	No (2,297)	Yes (943)	No (2,321)
Yes (I have made a GP/Health Centre app't since March 2020)	61%	59%	64%	63%	85%	79%	82%	80%
Q22. Thinking about the last time you booked an appointment for yourself, someone you care for or your child/ dependent with the General Practice/ Health Centre, please tell us who the appointment was with?								
General Practitioner	35%	33%	37%	42%	53%	48%	52%	48%
Nurse	18%	19%	19%	13%	26%	25%	23%	26%
Other health care professional (e.g. physiotherapist, mental health professional etc.)	4%	3%	4%	4%	5%	5%	5%	5%
Prefer not to say	1%	1%	1%	1%	1%	1%	1%	1%
No information	3%	3%	4%	2%	0%	0%	1%	0%
Q23. And which of the following statements about your experience with the General Practice/ Health Centre appointment, if any, apply? Please select all that apply.								
I understood the information I was given	25%	25%	25%	24%	29%	40%	37%	37%
The person I saw was appropriate for my treatment/care	24%	25%	23%	22%	28%	39%	35%	35%
I felt like I was listened to	20%	20%	21%	22%	24%	33%	33%	29%
I was treated with compassion and understanding	20%	19%	20%	23%	23%	31%	31%	27%
I was given enough time	19%	19%	18%	18%	22%	30%	28%	28%
I was involved in decisions about my care and treatment	15%	15%	15%	16%	19%	24%	25%	22%
I was given advice on how to better manage my health issue/ condition	13%	13%	14%	14%	15%	20%	18%	19%
Other	6%	5%	7%	9%	7%	9%	11%	8%
Don't know	2%	2%	2%	3%	2%	2%	2%	2%
No information	15%	16%	15%	11%	0%	0%	12%	17%
No (I have not made a GP/Health Centre app't since March 2020)	14%	15%	12%	10%	14%	20%	17%	19%
Don't remember	1%	1%	1%	1%	1%	1%	1%	1%
No information	25%	25%	22%	26%	0%	0%	0%	0%

In terms of who their appointment was with, those classifying themselves to be in 'poor health' are more likely than those in 'good health' to have had an appointment with a General Practitioner (42% and 33% respectively).

Interestingly, those with carer responsibilities are slightly less likely than non-carers to agree with many of the statements presented to them regarding their experience with the General Practice/Health Centre appointment, with the largest differences in agreement levels being for the statements 'I understood the information I was given' (only 29% of carers agree with this, compared with 40% of non-carers) and 'the person I saw was appropriate for my treatment/care' (only 28% of carers agree with this, compared with 39% of non-carers).

There are no significant differences between those with and without disabilities or between those of White or BAME ethnicity.

After being asked whether they had actually made an appointment with a General Practice/Health Centre since the Covid-19 outbreak in March 2020, respondents were then asked how their appointment was carried out and were also asked to rate how their appointment had been carried out. The overall results for these questions are summarised in Tables 27a, 27b, 27c and 27d overleaf and are shown at the overall level - and also by geographical area, gender, age, general health status, carer status and disability status - in relation to the answers provided earlier at Q15 for context.

Table 27a: Q24. How was the General Practice/ Health Centre appointment you booked for yourself, someone you care for or your child/ dependent carried out? Please select one answer.

RESULTS BY GEOGRAPHICAL AREA (base sizes in brackets).

	Total (5,483)	Leicester City resident (945)	Leicestershire resident (3,368)	Rutland resident (980)	Resident of other area (183)
Yes (I have made an appointment since March 2020)	61%	54%	64%	57%	54%
Q24. How was the General Practice/ Health Centre appointment you booked for yourself, someone you care for or your child/ dependent carried out? Please select one answer.					
Over the phone	32%	31%	36%	23%	22%
Face-to-face at the General Practice/ Health Centre	22%	18%	21%	30%	24%
Via online video-chat (e.g. Skype, Zoom)	1%	0.5%	1%	0.5%	2%
Home visit	<0.5%	0.5%	0.5%	0.5%	1%
Other, please specify	2%	1%	2%	2%	0%
Don't know	<0.5%	0.5%	0.5%	<0.5%	0%
No information	3%	3%	4%	2%	4%
Q25. Overall, how would you rate the way that the appointment was carried out?					
Very good	20%	15%	19%	26%	25%
Good	15%	15%	15%	16%	13%
Fair	11%	9%	13%	7%	5%
Poor	6%	6%	6%	4%	3%
Very poor	5%	6%	6%	2%	3%
Don't know	1%	1%	1%	0%	0%
No information	4%	3%	4%	3%	4%
'Net good'	35%	30%	34%	42%	38%
'Net poor'	11%	12%	20%	10%	11%
No (I have not made an appointment since March 2020)	14%	14%	14%	15%	15%
Don't remember	1%	1%	1%	1%	2%
No information	25%	31%	22%	27%	30%

Overall, appointments made by respondents with their General Practice/Health Centre since the outbreak of Covid-19 in March 2020 are most likely to have been conducted over the phone (32% of all respondents having their appointment conducted in this way), with more than a fifth (22%) of respondents having a post Covid-19 appointment conducted in person at the General Practice/Health Centre. Only a very small proportion of respondents say that their appointment was carried out another way.

Interestingly, Leicestershire residents appear more likely than those living in Leicester City and Rutland to have had their appointment conducted over the phone (36% of Leicestershire residents having their appointment conducted in this way, compared with 31% of Leicester City residents and 23% of those residing in Rutland). Conversely, Rutland residents are more likely than those in Leicestershire and Leicester City to have had their appointment conducted face to face at the General Practice/Health Centre (30% of Rutland residents having their appointment conducted in this way, compared with 21% of Leicestershire residents and 18% of those in Leicester City).

When asked to rate the way that their appointment was carried out, more than a third (35%) of all respondents indicate that they rate this as either 'very good' or 'good', with a further tenth (11%) rating it as 'fair'. Respondents living in Rutland are more likely than those living in Leicestershire and Leicester City to indicate a positive experience with their General Practice/Health Centre appointment made since the Covid-19 outbreak in March 2020 – more than two-fifths (42%) of Rutland residents give a rating of either 'very good' or 'good', compared with just over a third (34%) of those residing in Leicestershire and 30% of Leicester City residents.

Table 27b: Q24. How was the General Practice/ Health Centre appointment you booked for yourself, someone you care for or your child/ dependent carried out? Please select one answer. RESULTS BY GENDER (base sizes in brackets).

	Total (5,483)	Male (815)	Female (2,359)	Other (95)	No information (2,214)
Yes (I have made a General Practice/Health Centre appointment since March 2020)	61%	78%	82%	79%	31%
Q24. How was the General Practice/ Health Centre appointment you booked for yourself, someone you care for or your child/ dependent carried out? Please select one answer.					
Over the phone	32%	40%	46%	42%	14%
Face-to-face at the General Practice/ Health Centre	22%	33%	32%	27%	8%
Via online video-chat (e.g. Skype, Zoom)	1%	1%	1%	0%	0%
Home visit	<0.5%	0%	0%	0%	0%
Other, please specify	2%	3%	3%	3%	1%
Don't know	<0.5%	0%	0%	0%	0%
No information	3%	0%	0%	0%	8%
Q25. Overall, how would you rate the way that the appointment was carried out?					
Very good	20%	30%	29%	17%	7%
Good	15%	19%	21%	11%	7%
Fair	11%	13%	15%	20%	4%
Poor	6%	6%	8%	14%	2%
Very poor	5%	10%	7%	17%	2%
Don't know	1%	1%	1%	1%	0%
No information	4%	0%	0%	0%	9%
'Net good'	35%	48%	50%	27%	13%
'Net poor'	11%	15%	15%	31%	5%
No (I have not made a General Practice/Health Centre appointment since March 2020)	14%	21%	17%	20%	7%
Don't remember	1%	1%	1%	1%	1%
No information	25%	0%	0%	0%	61%

There is some evidence to suggest that females may be slightly more likely than males to have had their appointment conducted over the phone (46% of females used this method, compared with 40% of males). However, no differences between genders are evident in terms of their satisfaction levels with the way that the appointment was carried out.

Table 27c: Q24. How was the General Practice/ Health Centre appointment you booked for yourself, someone you care for or your child/ dependent carried out? Please select one answer. RESULTS BY AGE (base sizes in brackets).

	Total (5,483)	<25 (37)	25-34 (186)	35-44 (372)	45-54 (561)	55-64 (782)	65-74 (851)	75+ (395)	No info (2,299)
Yes (I have made a General Practice/Health Centre appointment since March 2020)	61%	78%	86%	87%	83%	79%	77%	80%	33%
Q24. How was the General Practice/ Health Centre appointment you booked for yourself, someone you care for or your child/ dependent carried out? Please select one answer.									
Over the phone	32%	70%	49%	53%	48%	45%	40%	39%	15%
Face-to-face at the General Practice/ Health Centre	22%	8%	30%	29%	32%	31%	33%	36%	8%
Via online video-chat (e.g. Skype, Zoom)	1%	0%	2%	0%	0%	1%	1%	1%	0%
Home visit	<0.5%	0%	1%	0%	0%	1%	0%	1%	0%
Other, please specify	2%	0%	4%	3%	2%	2%	3%	19%	1%
Don't know	<0.5%	0%	0%	0%	0%	0%	0%	0%	0%
No information	3%	0%	0%	0%	0%	0%	0%	0%	8%
Q25. Overall, how would you rate the way that the appointment was carried out?									
Very good	20%	19%	27%	26%	29%	28%	30%	35%	7%
Good	15%	16%	22%	22%	20%	20%	21%	21%	7%
Fair	11%	14%	15%	16%	48%	16%	13%	12%	5%
Poor	6%	16%	12%	10%	9%	7%	7%	6%	3%
Very poor	5%	14%	9%	11%	8%	8%	5%	4%	3%
Don't know	1%	0%	1%	1%	1%	1%	1%	2%	0%
No information	4%	0%	0%	0%	0%	0%	0%	0%	8%
'Net good'	35%	35%	49%	48%	48%	48%	51%	56%	14%
'Net poor'	11%	30%	20%	21%	17%	15%	12%	10%	6%
No (I have not made a General Practice/Health Centre appointment since March 2020)	14%	14%	13%	12%	17%	20%	22%	19%	8%
Don't remember	1%	5%	1%	1%	0%	1%	1%	1%	1%
No information	25%	3%	0%	0%	0%	0%	0%	0%	59%

There is some evidence to suggest that those in the younger and middle age groups may be slightly more likely than older respondents to have had their appointment conducted over the phone (49% of 25-34s, 53% of 35-44s and 48% of 45-54s used this method, compared with 40% of 65-74 and 39% of those aged 75 or over). It appears that satisfaction levels with the way that the appointment was carried out increase slightly with age – 56% of over 75s rate the way their appointment was carried out as either 'very good' or 'good', compared with 49% of 25-34s.

Table 27d: Q24. How was the General Practice/ Health Centre appointment you booked for yourself, someone you care for or your child/ dependent carried out? Please select one answer. RESULTS BY ‘OVERALL HEALTH’, ‘CARER STATUS’ AND ‘DISABILITY STATUS’ (base sizes in brackets).

	Total (5,483)	Current Health Status			Carer Responsibility?		Disability?	
		Good (3,321)	Fair (1,524)	Poor (634)	Yes (851)	No (2,297)	Yes (943)	No (2,321)
Yes (I have made a GP/Health Centre app't since March 2020)	61%	59%	64%	63%	85%	79%	82%	80%
Q24. How was the General Practice/ Health Centre appointment you booked for yourself, someone you care for or your child/ dependent carried out? Please select one answer.								
Over the phone	32%	30%	35%	39%	51%	43%	47%	44%
Face-to-face at the General Practice/ Health Centre	22%	23%	22%	19%	31%	33%	32%	32%
Via online video-chat (e.g. Skype, Zoom)	1%	1%	0%	0%	1%	1%	0%	1%
Home visit	<0.5%	0%	0%	0%	1%	0%	0%	0%
Other, please specify	2%	2%	2%	1%	2%	3%	2%	3%
Don't know	<0.5%	0%	0%	0%	0%	0%	0%	0%
No information	3%	3%	4%	3%	0%	0%	0%	0%
Q25. Overall, how would you rate the way that the appointment was carried out?								
Very good	20%	21%	18%	17%	28%	30%	28%	29%
Good	15%	15%	15%	13%	21%	20%	22%	20%
Fair	11%	9%	13%	12%	16%	14%	15%	15%
Poor	6%	5%	7%	9%	9%	7%	8%	8%
Very poor	5%	5%	6%	9%	10%	6%	9%	7%
Don't know	1%	1%	1%	1%	1%	1%	1%	1%
No information	4%	3%	4%	3%	0%	0%	0%	0%
'Net good'	35%	36%	33%	30%	49%	50%	50%	49%
'Net poor'	11%	9%	13%	17%	19%	13%	16%	15%
No (I have not made a GP/Health Centre app't since March 2020)	14%	15%	12%	10%	14%	20%	17%	19%
Don't remember	1%	1%	1%	1%	1%	1%	1%	1%
No information	25%	25%	22%	26%	0%	0%	0%	0%

There is some evidence to suggest that those in 'poor health' may be slightly more likely than older respondents to have had their appointment conducted over the phone (39% of those in poor health had their appointment conducted in this way, compared with 29% of those in good health), while 51% of those with carer responsibilities had their appointment conducted over the phone compared with 43% of non-carers. It appears that satisfaction levels with the way that the appointment was carried out are similar by health status, carer status and disability status.

There are no significant differences between ethnicities in relation to the method, or satisfaction with, the way their appointment was conducted.

When respondents were asked to indicate the reasons for giving their rating of the way that their appointment was carried out by their General Practice/Health Centre, a variety of responses were provided and the key themes to these comments are shown in the following table.

Table 28: Q26. Please tell us why (you gave your rating for the way that the appointment was carried out)?

OVERALL RESULTS (all responses: n=5,483).

NB: Themes mentioned by 25+ respondents.

Theme of comment	No. responses	% responses
Positive comments relating to the way that the appointment was carried out		
GP/nurse has been supportive/efficient/helpful/listened to me	304	6%
Efficient/on time/quick/simple/professional service (unspecified comments)	130	2%
Friendly/helpful/pleasant staff at General Practice/Health Centre (unspecified comments)	111	2%
Satisfactory outcome/got what I needed	101	2%
Appointment conducted on time/no delays	76	1%
Good Covid-19 precautions taken at General Practice/Health Centre	60	1%
Appointment was conducted online/on phone/no need to be seen in person	46	1%
Easy to book appointments	41	1%
Was able to see the GP/nurse face to face	36	1%
Good/excellent/fine/easy experience (unspecified comments)	27	<0.5%
Negative comments relating to the way that the appointment was carried out		
Do not like telephone/online appointments	105	2%
Didn't get the help I needed	91	2%
Hard to get face-to-face appointment to see a GP/would have preferred a face-to-face appointment	84	2%
Can never get an appointment to see a GP/can never get one when I need it	71	1%
The GP/health professional didn't listen to me/had no time for me	70	1%
Hard to/can never get through to reception on the telephone/did not receive call back	42	1%
Difficult/frustrating experience/not easy (unspecified comments)	38	1%
Rude/unhelpful/unprofessional staff at General Practice/Health Centre (e.g. reception staff, GP)	37	1%
<i>Other</i>	23	<0.5%
<i>No information/left blank</i>	4080	74%

Encouragingly, positive comments relating to the way the appointment was carried out outweigh the negative comments. The main positive theme that respondents mention relates to 'the GP/nurse has been supportive/efficient/helpful/listened to me' (6% saying this), while smaller proportions are happy with the 'efficient/quick/simple/professional service' (2%), the 'friendly/helpful/pleasant staff' (2%) and that their appointment had a 'satisfactory outcome/I got what I needed' (2%). However, the main causes of dissatisfaction relate to a dislike for telephone/online appointments (2%), the difficulty of (or preference for) face-to-face appointments (2%) and the perception that 'I didn't get what I needed' as a result of the appointment (2%).

In total, 1,405 respondents provided a comment of some description for this question. A few **example comments** illustrating some of the reasons why respondents gave either a 'very good'/'good' or 'very poor'/'poor' rating for the way that their appointment was carried out at the General Practice/Health Centre since the Covid-19 outbreak in March 2020 are shown below.

Example comments (for reasons for giving a 'very good'/'good' rating for the way that their appointment was carried out at the General Practice/Health Centre since the Covid-19 outbreak in March 2020)

Comment	CCG Region	Age	Gender
<i>"Covid safety was priority, nurse took time to explain and engage in all steps of my care."</i>	Leicestershire	35-44	Female
<i>"I had anxiety problems and was helped a lot with relaxing and putting my mind at ease."</i>	Leicester City	65-74	Male
<i>"The GP was excellent and very professional, she was able to listen to my concerns, bring my in face to face, examine, diagnosis and prescribe a course of treatment."</i>	Leicester City	25-34	Female
<i>"The GP phoned when they said she would. We had a satisfactory conversation. A prescription was sent to the chemist. The course of antibiotic cleared up my infection."</i>	Rutland	65-74	Female
<i>"Because he texted me before his phone call (no other doctor does this), spoke to me with a very caring manner and booked for me to come in to the surgery and see him that same day he then handled me very well and followed that up with a text after with lots of information. He is the best!"</i>	Leicestershire	25-34	Female
<i>"Because once I had been seen and a blood test confirmed the condition, I was prescribed the medication which quickly brought about improvement. The following care resulted in the condition improve vastly (although it is ongoing but easily controlled)."</i>	Leicestershire	75+	Male
<i>"It was with the midwife. Since she has been in contact with me she has been nothing but brilliant. Always makes me feel welcome and ensures I am not waiting for a long period of time in the waiting area."</i>	Leicester City	Unknown	Unknown
<i>"Because Dr Bhatt takes the time to listen and takes on board the things I have mentioned before - even things that are not relevant."</i>	Leicestershire	45-54	Male
<i>"Initially it was via their automated GP service and then a telephone call. The GP listened and asked questions and then sent me a link so that I could submit my blood pressure – I had to buy a machine first but was happy to do that to avoid going into the surgery. I then got a text to say my prescription would be ready to collect from the pharmacy. It was very efficient. Loved the text communication after the appointment."</i>	Leicestershire	Unknown	Unknown
<i>"Really good care- the nurse didn't rush me and took time to answer questions plus was really kind to my child."</i>	Rutland	35-44	Female

Example comments (for reasons for giving a 'very poor'/'poor' rating for the way that their appointment was carried out at the General Practice/Health Centre since the Covid-19 outbreak in March 2020)

Comment	CCG Region	Age	Gender
<i>"Having to wait for a phone call appointment makes me very anxious. You're not given an exact time like you would be with an in person appointment, you're just told you'll be called between say 12pm & 5pm. So then you spend the entire afternoon sitting next to the phone. It's awful."</i>	Leicestershire	25-34	Female
<i>"I was sent to another healthcare centre, they didn't know my previous health records and I was admitted to hospital."</i>	Leicester City	25-34	Female
<i>"GP didn't read my notes regarding my appointment for an ongoing problem."</i>	Leicestershire	45-54	Female
<i>"The call was booked online for 8.20am but I didn't receive it until 11.49am which meant I spent all morning waiting for it. The GP was very helpful but my concern is that now everything is done by phone you cannot guarantee when the phone call will take place. If you manage to book on the phone and ask the receptionist what time the call will be they cannot tell you. How can it be acceptable to tell the patient they will have a phone consultancy but not give them an accurate time period in which to expect the call?"</i>	Leicestershire	45-54	Female
<i>"I needed a big change of meds as the result of blood test findings – the appointment was very rushed, no explanations etc."</i>	Rutland	35-44	Male
<i>"When you eventually get an appointment they give you a rough time but the call comes 3 hours later. If you are working it is so difficult as you can't be in a private place easily."</i>	Leicestershire	45-54	Female
<i>"Not nice at all. I know they have a job to do, but some sympathy and knowledge (even though) they are not GPs would go a long way."</i>	Leicester City	Unknown	Unknown
<i>"You need to see your own family doctor face-to-face in person to trust any diagnosis. It must be the same doctor for the correct care."</i>	Leicestershire	55-64	Female
<i>"They were very rude, they wanted to know why I was calling and then said there were no appointments."</i>	Leicester City	65-74	Female
<i>Sending a photo of the problem did not show the severity of it. Difficult to take the photo. I feel I would have received much faster effective treatment if I had been seen face to face. It took 4 days to receive the required medication which was too late when I was suffering a very severe allergic reaction to a chemical.</i>	Rutland	55-64	Female

3.4 Outcomes of General Practice/Health Centre appointments made since the Covid-19 outbreak in March 2020

Those responding to the survey were asked to indicate what they, or the person they made the appointment for, were offered as a result of the appointment they had made with a General Practice/Health Centre since the Covid-19 outbreak in March 2020. The overall results for this question are summarised in Tables 29a, 29b, 29c and 29d below and overleaf and are shown at the overall level - and also by geographical area, gender, age, general health status, carer status and disability status - in relation to the answers provided earlier at Q15 for context.

Table 29a: Q27. Which of the following, if any, were you, someone you care for or your child/dependent offered as a result of your appointment? OVERALL RESULTS BY GEOGRAPHICAL AREA (base sizes in brackets).

	Total (5,483)	Leicester City resident (945)	Leicestershire resident (3,368)	Rutland resident (980)	Resident of other area (183)
Yes (made an appointment since March 2020)	61%	54%	64%	57%	54%
Q27. Which of the following, if any, were you, someone you care for or your child/dependent offered as a result of your appointment? Please select all that apply.					
Referred to another service	13%	11%	13%	13%	9%
Advised to book an appointment with a GP (General Practitioner) / other healthcare professional through my General Practice/ Health Centre	5%	6%	6%	4%	2%
Prescribed medication	20%	18%	22%	19%	15%
Offered advice on how to care for the health issue/ condition	14%	13%	13%	16%	16%
Received no treatment/ advice	5%	5%	6%	5%	6%
Other – please specify	5%	6%	9%	7%	6%
Prefer not to say	2%	2%	2%	1%	1%
No information	11%	15%	15%	11%	19%
No (not made an appointment since March 2020)	14%	14%	14%	15%	15%
Don't remember	1%	1%	1%	1%	2%
No information	25%	31%	22%	27%	30%

Overall, the main outcome as a result of the appointments made by respondents with their General Practice/Health Centre since the outbreak of Covid-19 in March 2020 is that they have been 'prescribed medication' (20% of all respondents say that this happened as a result of the appointment). A further 14% mention that they were 'offered advice on how to care for the

health issue/condition' and 13% say that they were 'referred to another service'. Only a small proportion of respondents say that they experienced a different outcome as a result of their appointment.

There are no significant differences evident in the appointment outcomes experienced by CCG region.

Table 29b: Q27. Which of the following, if any, were you, someone you care for or your child/dependent offered as a result of your appointment? RESULTS BY GENDER (base sizes in brackets).

	Total (5,483)	Male (815)	Female (2,359)	Other (95)	No information (2,214)
Yes (I have made a General Practice/Health Centre appointment since March 2020)	61%	78%	82%	79%	31%
<i>Referred to another service</i>	13%	17%	19%	17%	4%
<i>Advised to book an appointment with a GP (General Practitioner) / other healthcare professional through my General Practice/ Health Centre</i>	5%	7%	8%	5%	2%
<i>Prescribed medication</i>	20%	28%	31%	20%	7%
<i>Offered advice on how to care for the health issue/ condition</i>	14%	22%	20%	12%	4%
<i>Received no treatment/ advice</i>	5%	8%	8%	18%	2%
<i>Other – please specify</i>	5%	12%	12%	6%	2%
<i>Prefer not to say</i>	2%	1%	2%	5%	1%
<i>No information</i>	6%	2%	2%	2%	13%
No (I have not made a General Practice/Health Centre appointment since March 2020)	14%	21%	17%	20%	7%
Don't remember	1%	1%	1%	1%	1%
No information	25%	0%	0%	0%	61%

There are no significant differences between males and females in relation to what they were offered as a result of their appointment.

Table 29c: Q27. Which of the following, if any, were you, someone you care for or your child/dependent offered as a result of your appointment? RESULTS BY AGE (base sizes in brackets).

	Total (5,483)	<25 (37)	25-34 (186)	35-44 (372)	45-54 (561)	55-64 (782)	65-74 (851)	75+ (395)	No info (2,299)
Yes (I have made a General Practice/Health Centre appointment since March 2020)	61%	78%	86%	87%	83%	79%	77%	80%	33%
Q27. Which of the following, if any, were you, someone you care for or your child/dependent offered as a result of your appointment? Please select all that apply.									
<i>Referred to another service</i>	13%	22%	17%	19%	20%	17%	19%	19%	5%
<i>Advised to book an appointment with a GP (General Practitioner) / other healthcare professional through my General Practice/ Health Centre</i>	5%	14%	8%	13%	7%	8%	7%	7%	2%
<i>Prescribed medication</i>	20%	19%	37%	32%	33%	29%	27%	29%	7%
<i>Offered advice on how to care for the health issue/ condition</i>	14%	16%	25%	19%	18%	20%	22%	22%	5%
<i>Received no treatment/ advice</i>	5%	16%	12%	10%	8%	7%	6%	8%	2%
<i>Other – please specify</i>	5%	14%	6%	11%	12%	12%	12%	14%	2%
<i>Prefer not to say</i>	2%	3%	2%	1%	2%	2%	2%	1%	2%
<i>No information</i>	6%	5%	1%	1%	2%	2%	1%	2%	13%
No (I have not made a General Practice/Health Centre appointment since March 2020)	14%	14%	13%	12%	17%	20%	22%	19%	8%
Don't remember	1%	5%	1%	1%	0%	1%	1%	1%	1%
No information	25%	3%	0%	0%	0%	0%	0%	0%	59%

There are no significant differences between the various age groups in relation to what they were offered as a result of their appointment.

Table 29d: Q27. Which of the following, if any, were you, someone you care for or your child/dependent offered as a result of your appointment? RESULTS BY ‘OVERALL HEALTH’, ‘CARER STATUS’ AND ‘DISABILITY STATUS’ (base sizes in brackets).

	Total (5,483)	Current Health Status			Carer Responsibility?		Disability?	
		Good (3,321)	Fair (1,524)	Poor (634)	Yes (851)	No (2,297)	Yes (943)	No (2,321)
Yes (I have made a GP/Health Centre app't since March 2020)	61%	59%	64%	63%	85%	79%	82%	80%
Q27. Which of the following, if any, were you, someone you care for or your child/dependent offered as a result of your appointment? Please select all that apply.								
<i>Referred to another service</i>	13%	12%	15%	13%	19%	19%	21%	18%
<i>Advised to book an appointment with a GP (General Practitioner) / other healthcare professional through my General Practice/ Health Centre</i>	5%	5%	6%	7%	9%	8%	8%	8%
<i>Prescribed medication</i>	20%	19%	22%	25%	32%	29%	29%	30%
<i>Offered advice on how to care for the health issue/ condition</i>	14%	13%	15%	14%	22%	20%	23%	19%
<i>Received no treatment/ advice</i>	5%	5%	7%	5%	8%	8%	9%	8%
<i>Other – please specify</i>	5%	8%	6%	10%	12%	11%	12%	11%
<i>Prefer not to say</i>	2%	2%	1%	2%	2%	2%	2%	1%
<i>No information</i>	6%	2%	9%	9%	6%	6%	6%	6%
No (I have not made a GP/Health Centre app't since March 2020)	14%	15%	12%	10%	14%	20%	17%	19%
Don't remember	1%	1%	1%	1%	1%	1%	1%	1%
No information	25%	25%	22%	26%	0%	0%	0%	0%

There are no significant differences between the various groups in relation to what they were offered as a result of their appointment.

Those responding to the survey were asked to indicate how they would describe the effect of the treatment or advice on the health issue/condition that they had made an appointment with the General Practice/Health Centre for. The overall results for this question are summarised in Tables 30a, 30b, 30c and 30d below and overleaf and are shown at the overall level - and also by geographical area, gender, age, general health status, carer status and disability status - in relation to the answers provided earlier at Q15 for context.

Table 30a: Q28. And how would you describe the effect of the treatment or advice on the health issue/ condition that you, someone you care for or your child/dependent were experiencing? Please select one answer. OVERALL RESULTS BY GEOGRAPHICAL AREA (base sizes in brackets).

	Total (5,483)	Leicester City resident (945)	Leicestershire resident (3,368)	Rutland resident (980)	Resident of other area (183)
Yes (made an appointment since March 2020)	61%	54%	64%	57%	54%
Q28. And how would you describe the effect of the treatment or advice on the health issue/ condition that you, someone you care for or your child/dependent were experiencing?					
Got better	14%	13%	14%	16%	14%
Stayed the same	14%	13%	16%	11%	10%
Got worse	5%	5%	6%	3%	2%
Too soon to say	11%	10%	11%	11%	10%
Not applicable	11%	9%	11%	13%	11%
No information	5%	5%	5%	4%	7%
No (not made an appointment since March 2020)	14%	14%	14%	15%	15%
Don't remember	1%	1%	1%	1%	2%
No information	25%	31%	22%	27%	30%

When asked to describe the effect of the treatment or advice on the health issue/condition that they had been experiencing, around a seventh (14%) of all respondents indicate that it 'got better', with a similar proportion (14%) feeling that it had 'stayed the same', although a small proportion (5%) claim that it had 'got worse'. However, it should be noted that for more than a tenth (11%) it was 'too soon to say' what the effect has been and a further 11% of respondents did not feel that this question was applicable.

There are no significant differences evident in the effect of the treatment/advice received by CCG region.

Table 30b: Q28. And how would you describe the effect of the treatment or advice on the health issue/ condition that you, someone you care for or your child/dependent were experiencing? Please select one answer. RESULTS BY GENDER (base sizes in brackets).

	Total (5,483)	Male (815)	Female (2,359)	Other (95)	No information (2,214)
Yes (I have made a General Practice/Health Centre appointment since March 2020)	61%	78%	82%	79%	31%
Q28. And how would you describe the effect of the treatment or advice on the health issue/ condition that you, someone you care for or your child/dependent were experiencing?					
<i>Got better</i>	14%	22%	21%	12%	5%
<i>Stayed the same</i>	14%	20%	20%	22%	6%
<i>Got worse</i>	5%	7%	8%	14%	1%
<i>Too soon to say</i>	11%	15%	16%	12%	4%
<i>Not applicable</i>	11%	13%	17%	20%	3%
<i>No information</i>	5%	0%	0%	0%	12%
No (I have not made a General Practice/Health Centre appointment since March 2020)	14%	21%	17%	20%	7%
Don't remember	1%	1%	1%	1%	1%
No information	25%	0%	0%	0%	61%

There are no significant differences between males and females in relation to how they describe the effect of the treatment or advice on the health issue/condition that they, someone they care for or their child/dependent, were experiencing.

Table 30c: Q28. And how would you describe the effect of the treatment or advice on the health issue/ condition that you, someone you care for or your child/dependent were experiencing? Please select one answer. RESULTS BY AGE (base sizes in brackets).

	Total (5,483)	<25 (37)	25-34 (186)	35-44 (372)	45-54 (561)	55-64 (782)	65-74 (851)	75+ (395)	No info (2,299)
Yes (I have made a General Practice/Health Centre appointment since March 2020)	61%	78%	86%	87%	83%	79%	77%	80%	33%
Q28. And how would you describe the effect of the treatment or advice on the health issue/ condition that you, someone you care for or your child/dependent were experiencing?									
Got better	14%	16%	22%	23%	20%	22%	19%	22%	5%
Stayed the same	14%	30%	24%	24%	23%	21%	18%	16%	6%
Got worse	5%	16%	11%	10%	9%	7%	6%	5%	2%
Too soon to say	11%	8%	9%	14%	14%	14%	19%	18%	4%
Not applicable	11%	8%	20%	15%	17%	15%	14%	18%	4%
No information	5%	0%	0%	0%	0%	0%	0%	0%	12%
No (I have not made a General Practice/Health Centre appointment since March 2020)	14%	14%	13%	12%	17%	20%	22%	19%	8%
Don't remember	1%	5%	1%	1%	0%	1%	1%	1%	1%
No information	25%	3%	0%	0%	0%	0%	0%	0%	59%

There are no significant differences between the different age groups in relation to how they describe the effect of the treatment or advice on the health issue/condition that they, someone they care for or their child/dependent, were experiencing.

Table 30d: Q28. And how would you describe the effect of the treatment or advice on the health issue/ condition that you, someone you care for or your child/dependent were experiencing? Please select one answer. RESULTS BY ‘OVERALL HEALTH’, ‘CARER STATUS’ AND ‘DISABILITY STATUS’ (base sizes in brackets).

		Current Health Status			Carer Responsibility?		Disability?	
	Total (5,483)	Good (3,321)	Fair (1,524)	Poor (634)	Yes (851)	No (2,297)	Yes (943)	No (2,321)
Yes (I have made a GP/Health Centre app't since March 2020)	61%	59%	64%	63%	85%	79%	82%	80%
Q28. And how would you describe the effect of the treatment or advice on the health issue/ condition that you, someone you care for or your child/dependent were experiencing?								
<i>Got better</i>	14%	16%	13%	9%	20%	21%	18%	22%
<i>Stayed the same</i>	14%	13%	17%	18%	23%	20%	22%	20%
<i>Got worse</i>	5%	4%	6%	10%	10%	7%	11%	6%
<i>Too soon to say</i>	11%	10%	13%	13%	17%	15%	17%	15%
<i>Not applicable</i>	11%	12%	10%	9%	15%	16%	14%	17%
<i>No information</i>	5%	5%	6%	4%	0%	0%	0%	0%
No (I have not made a GP/Health Centre app't since March 2020)	14%	15%	12%	10%	14%	20%	17%	19%
Don't remember	1%	1%	1%	1%	1%	1%	1%	1%
No information	25%	25%	22%	26%	0%	0%	0%	0%

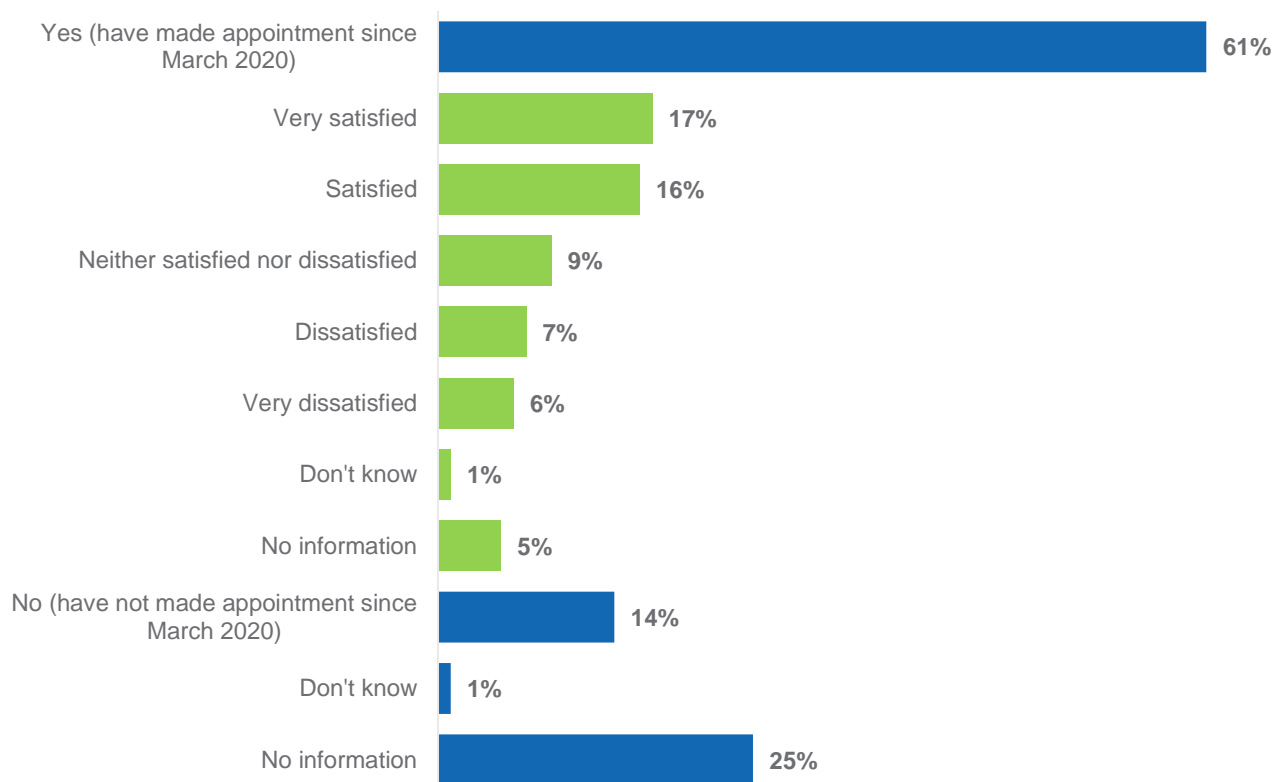
There are no significant differences between the different age groups in relation to how they describe the effect of the treatment or advice on the health issue/condition that they, someone they care for or their child/dependent, were experiencing.

3.5 Outcomes of General Practice/Health Centre appointments made since the Covid-19 outbreak in March 2020

Those responding to the survey were asked to indicate how satisfied overall they were with the appointment they had experienced with a General Practice/Health Centre since the Covid-19 outbreak in March 2020. The overall results for this question are summarised in Figure 6 below and are shown in relation to the answers provided earlier at Q15 for context.

Figure 6: Q29. Overall, how satisfied or dissatisfied were you with that appointment?
Please select one answer.

OVERALL RESULTS (all responses: n=5,483).



A third (33%) of all respondents to the survey say that they are either ‘very satisfied’ or ‘satisfied’ with the appointment overall, with a further tenth (9%) expressing a neutral view. However, 13% feel either ‘dissatisfied’ or ‘very dissatisfied’ overall with their appointment.

Results by respondent type

Tables 31a, 31b, 31c and 31d (overleaf) show how responses to these questions vary by geographical area, gender, age, general health status, carer status and disability status - in relation to the answers provided earlier at Q15 for context.

Table 31a: Q29. Overall, how satisfied or dissatisfied were you with that appointment?
 Please select one answer. **OVERALL RESULTS BY GEOGRAPHICAL AREA** (base sizes in brackets).

	Total (5,483)	Leicester City resident (945)	Leicestershire resident (3,368)	Rutland resident (980)	Resident of other area (183)
Yes (made an appointment since March 2020)	61%	54%	64%	57%	54%
Q29. Overall, how satisfied or dissatisfied were you with that appointment?					
<i>Very satisfied</i>	17%	14%	16%	21%	20%
<i>Satisfied</i>	16%	15%	16%	18%	15%
<i>Neither satisfied nor dissatisfied</i>	9%	8%	10%	7%	5%
<i>Dissatisfied</i>	7%	5%	8%	4%	4%
<i>Very dissatisfied</i>	6%	7%	7%	3%	3%
<i>Don't know</i>	1%	1%	1%	1%	0%
<i>No information</i>	5%	10%	9%	8%	13%
Net 'satisfied'	33%	29%	32%	39%	35%
Net 'dissatisfied'	13%	12%	15%	7%	7%
No (not made an appointment since March 2020)	14%	14%	14%	15%	15%
Don't remember	1%	1%	1%	1%	2%
No information	25%	31%	22%	27%	30%

Respondents living in Rutland are more likely than those living in Leicestershire and Leicester City to express satisfaction with their appointment overall – nearly two-fifths (39%) of Rutland residents give a rating of either ‘very satisfied’ or ‘satisfied’, compared with just under a third (32%) of those residing in Leicestershire and 29% of Leicester City residents.

Table 31b: Q29. Overall, how satisfied or dissatisfied were you with that appointment?
Please select one answer. **RESULTS BY GENDER** (base sizes in brackets).

	Total (5,483)	Male (815)	Female (2,359)	Other (95)	No information (2,214)
Yes (I have made a General Practice/Health Centre appointment since March 2020)	61%	78%	82%	79%	31%
Q29. Overall, how satisfied or dissatisfied were you with that appointment?					
<i>Very satisfied</i>	17%	26%	26%	11%	5%
<i>Satisfied</i>	16%	22%	23%	13%	6%
<i>Neither satisfied nor dissatisfied</i>	9%	11%	9%	18%	3%
<i>Dissatisfied</i>	7%	8%	10%	17%	2%
<i>Very dissatisfied</i>	6%	10%	8%	21%	2%
<i>Don't know</i>	1%	1%	1%	0%	0%
<i>No information</i>	5%	0%	0%	0%	13%
Net 'satisfied'	33%	47%	49%	23%	11%
Net 'dissatisfied'	13%	18%	18%	38%	4%
No (I have not made a General Practice/Health Centre appointment since March 2020)	14%	21%	17%	20%	7%
Don't remember	1%	1%	1%	1%	1%
No information	25%	0%	0%	0%	61%

There are no significant differences between males and females in relation to how satisfied or dissatisfied they were with the appointment.

Table 31c: Q29. Overall, how satisfied or dissatisfied were you with that appointment?

Please select one answer. **RESULTS BY AGE** (base sizes in brackets).

	Total (5,483)	<25 (37)	25-34 (186)	35-44 (372)	45-54 (561)	55-64 (782)	65-74 (851)	75+ (395)	No info (2,299)
Yes (I have made a General Practice/Health Centre appointment since March 2020)	61%	78%	86%	87%	83%	79%	77%	80%	33%
Q29. Overall, how satisfied or dissatisfied were you with that appointment?									
Very satisfied	17%	19%	17%	24%	24%	24%	26%	32%	5%
Satisfied	16%	11%	28%	23%	24%	22%	24%	21%	6%
Neither satisfied nor dissatisfied	9%	19%	15%	14%	12%	14%	11%	13%	4%
Dissatisfied	7%	16%	12%	11%	11%	8%	8%	8%	3%
Very dissatisfied	6%	14%	13%	14%	11%	10%	6%	4%	3%
Don't know	1%	0%	1%	0%	0%	1%	1%	2%	0%
No information	5%	0%	0%	1%	1%	0%	0%	1%	12%
Net 'satisfied'	33%	30%	45%	47%	47%	46%	50%	53%	11%
Net 'dissatisfied'	13%	30%	25%	25%	22%	18%	14%	12%	6%
No (I have not made a General Practice/Health Centre appointment since March 2020)	14%	14%	13%	12%	17%	20%	22%	19%	8%
Don't remember	1%	5%	1%	1%	0%	1%	1%	1%	1%
No information	25%	3%	0%	0%	0%	0%	0%	0%	59%

There is some evidence to suggest that older age groups are slightly less likely to have been dissatisfied with the appointment – only 14% of 65-74s and 12% of over 75s say they are dissatisfied with their appointment, compared with 25% of 25-34s and 25% of 35-44s.

Table 31d: Q29. Overall, how satisfied or dissatisfied were you with that appointment?
Please select one answer. **RESULTS BY ‘OVERALL HEALTH’, ‘CARER STATUS’ AND ‘DISABILITY STATUS’** (base sizes in brackets).

	Total (5,483)	Current Health Status			Carer Responsibility?		Disability?	
		Good (3,321)	Fair (1,524)	Poor (634)	Yes (851)	No (2,297)	Yes (943)	No (2,321)
Yes (I have made a GP/Health Centre app't since March 2020)	61%	59%	64%	63%	85%	79%	82%	80%
Q29. Overall, how satisfied or dissatisfied were you with that appointment?								
<i>Very satisfied</i>	17%	18%	15%	15%	25%	26%	25%	25%
<i>Satisfied</i>	16%	16%	17%	12%	22%	23%	24%	22%
<i>Neither satisfied nor dissatisfied</i>	9%	8%	10%	11%	14%	12%	12%	13%
<i>Dissatisfied</i>	7%	6%	8%	8%	11%	9%	10%	10%
<i>Very dissatisfied</i>	6%	5%	7%	11%	13%	7%	11%	8%
<i>Don't know</i>	1%	1%	0%	1%	1%	1%	1%	1%
<i>No information</i>	5%	5%	6%	4%	0%	0%	0%	1%
Net 'satisfied'	33%	34%	32%	27%	47%	49%	49%	47%
Net 'dissatisfied'	13%	11%	15%	19%	24%	16%	20%	18%
No (I have not made a GP/Health Centre app't since March 2020)	14%	15%	12%	10%	14%	20%	17%	19%
Don't remember	1%	1%	1%	1%	1%	1%	1%	1%
No information	25%	25%	22%	26%	0%	0%	0%	0%

There is some evidence to suggest that those classifying themselves to be in 'poor health' are slightly less satisfied than respondents in 'good health' or 'fair health' with their appointment overall. Just over a third (34%) of those in good health express some level of satisfaction with their appointment overall, compared to 27% of those in poor health, while 19% of those in poor health express some level of dissatisfaction compared to 11% of respondents who are in good health. There is also a slightly higher level of dissatisfaction with the appointment overall amongst carers (24% providing a 'dissatisfied' or 'very dissatisfied' rating, compared with 16% of non-carers).

There are no significant differences evident in this respect between those of White ethnicity and those in BAME groups.

Section 4: Out-of-Hours Access to General Practice/Health Centre

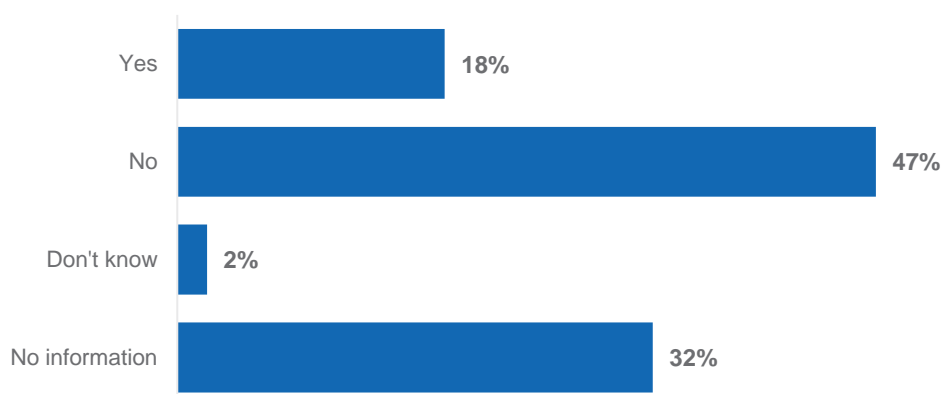
4.1 Awareness of out-of-hours appointment availability

Headline findings

Those responding to the survey were asked whether they were aware that they can arrange appointments to see a GP or other healthcare professional outside of 'regular' surgery hours. The overall results for this question are summarised in Figure 7 below.

Figure 7: Q30. Before today, were you aware that you can arrange an appointment to see a GP or another appropriate healthcare professional on the weekday before 8 am, after 6.30 pm, and on the weekends, or bank holidays? Please select one answer.

OVERALL RESULTS (all responses: n=5,483).



Overall, less than a fifth (18%) of respondents to the survey are aware that they can arrange an appointment to see a GP or another appropriate healthcare professional on a weekday before 8am or after 6:30pm and on the weekends or bank holidays. However, just under half (47%) say that they are unaware of this.

It should be noted that for this question, 2% selected the 'don't know' option and 32% of survey respondents did not provide an answer to this question.

Results by respondent type

Tables 32a, 32b, 32c and 32d (overleaf) show how responses to this question vary by geographical area, gender, age, general health status, carer status and disability status.

Table 32a: Q30. Before today, were you aware that you can arrange an appointment to see a GP or another appropriate healthcare professional on the weekday before 8 am, after 6.30 pm, and on the weekends, or bank holidays? *Please select one answer.*
RESULTS BY GEOGRAPHICAL AREA (base sizes in brackets).

	Total (5,483)	Leicester City resident (945)	Leicestershire resident (3,368)	Rutland resident (980)	Resident of other area (183)
Yes	18%	20%	18%	17%	20%
No	47%	37%	50%	48%	39%
Don't know	2%	3%	2%	3%	2%
No information	32%	40%	30%	32%	39%

Respondents living in the Leicestershire and Rutland areas are more likely than those living in Leicester City to say that they did not know that they could arrange an appointment to see a GP or other appropriate healthcare professional outside of 'regular' weekday practice hours. When adding the proportions selecting 'Don't know' as a response, two-fifths (40%) of those in Leicester City are not aware of this, compared with 52% of Leicestershire residents and 51% of those residing in Rutland.

Table 32b: Q30. Before today, were you aware that you can arrange an appointment to see a GP or another appropriate healthcare professional on the weekday before 8 am, after 6.30 pm, and on the weekends, or bank holidays? *Please select one answer.*
RESULTS BY GENDER (base sizes in brackets).

	Total (5,483)	Male (815)	Female (2,359)	Other (95)	No information (2,214)
Yes	18%	33%	26%	22%	5%
No	47%	62%	72%	75%	14%
Don't know	2%	5%	8%	3%	1%
No information	32%	1%	0%	0%	80%

Females are less likely than males and those identifying another way to say that they did not know that they could arrange an appointment to see a GP or other appropriate healthcare professional outside of 'regular' weekday practice hours. When adding the proportions selecting 'Don't know' as a response, four-fifths (80%) of females and 78% of those identifying another way are not aware of this, compared with 67% of males.

Table 32c: Q30. Before today, were you aware that you can arrange an appointment to see a GP or another appropriate healthcare professional on the weekday before 8 am, after 6.30 pm, and on the weekends, or bank holidays? Please select one answer.
RESULTS BY AGE (base sizes in brackets).

	Total (5,483)	<25 (37)	25-34 (186)	35-44 (372)	45-54 (561)	55-64 (782)	65-74 (851)	75+ (395)	No info (2,299)
Yes	18%	30%	19%	24%	24%	28%	29%	32%	6%
No	47%	65%	79%	73%	73%	69%	68%	62%	16%
Don't know	2%	0%	2%	4%	3%	3%	3%	5%	1%
No information	32%	5%	0%	0%	0%	0%	0%	1%	77%

Those aged between 25-34 are less likely than older age groups to say that they did not know that they could arrange an appointment to see a GP or other appropriate healthcare professional outside of 'regular' weekday practice hours. When adding the proportions selecting 'Don't know' as a response, more than four-fifths (81%) of 25-34s are not aware of this, compared with 71% of 65-74s and 67% of those aged 75 or over.

Table 32d: Q30. Before today, were you aware that you can arrange an appointment to see a GP or another appropriate healthcare professional on the weekday before 8 am, after 6.30 pm, and on the weekends, or bank holidays? Please select one answer.
RESULTS BY 'OVERALL HEALTH', 'CARER STATUS' AND 'DISABILITY STATUS' (base sizes in brackets).

	Total (5,483)	Current Health Status			Carer Responsibility?		Disability?	
		Good (3,321)	Fair (1,524)	Poor (634)	Yes (851)	No (2,297)	Yes (943)	No (2,321)
Yes	18%	18%	18%	20%	26%	28%	29%	26%
No	47%	47%	48%	43%	72%	69%	66%	71%
Don't know	2%	2%	2%	4%	2%	3%	14%	0%
No information	32%	33%	31%	34%	0%	0%	0%	0%

There are no significant differences between the above sub-groups in terms of awareness of the ability to arrange an 'outside of regular hours' appointment to see a GP or other appropriate healthcare professional.

Those responding to the survey were asked whether they, or a family member, had ever attended an appointment to see a GP or other healthcare professional after 6:30pm or before 8am or on weekends or bank holidays. The overall results for this question are summarised in Tables 33a, 33b, 33c and 33d below – at the overall level and by geographical area, gender, age, general health status, carer status and disability status - and are shown in relation to the answers provided earlier at Q30 for context.

Table 33a: Q31. Have you or a member of your family ever attended an appointment to see a GP or other appropriate healthcare professional after 6.30pm, before 8am and on the weekends or bank holidays? Please select one answer. OVERALL RESULTS BY GEOGRAPHICAL AREA (base sizes in brackets).

	Total (5,483)	Leicester City resident (945)	Leicestershire resident (3,368)	Rutland resident (980)	Resident of other area (183)
Yes (I am aware that can make 'out of regular practice hours' appointments)	18%	20%	18%	17%	20%
Q31. Have you or a member of your family ever attended an appointment to see a GP or other appropriate healthcare professional after 6.30pm, before 8am and on the weekends or bank holidays?					
Yes	7%	10%	7%	3%	7%
No	11%	10%	10%	14%	12%
Don't know	<0.5%	1%	<0.5%	<0.5%	1%
No information	<0.5%	<0.5%	<0.5%	0%	0%
No (I am not aware that can make 'out of regular practice hours' appointments)	47%	37%	50%	48%	39%
Don't know	2%	3%	2%	3%	2%
No information	32%	40%	30%	32%	39%

Overall, only 7% of all respondents say that they, or a member of their family, had ever attended an appointment to see a GP or other appropriate healthcare professional after 6:30pm, before 8am or on weekends of bank holidays.

There is some evidence to suggest that respondents living in the Leicester City area may be slightly more likely than those in the Leicestershire and Rutland areas to have ever attended an 'out of regular practice hours' appointment – 10% of Leicester City residents claim to have done so, compared with 7% of Leicestershire residents and only 3% of those residing in Rutland.

Table 33b: Q31. Have you or a member of your family ever attended an appointment to see a GP or other appropriate healthcare professional after 6.30pm, before 8am and on the weekends or bank holidays? Please select one answer. RESULTS BY GENDER (base sizes in brackets).

	Total (5,483)	Male (815)	Female (2,359)	Other (95)	No information (2,214)
Yes (I am aware that can make 'out of regular practice hours' appointments)	18%	33%	26%	22%	5%
Q31. Have you or a member of your family ever attended an appointment to see a GP or other appropriate healthcare professional after 6.30pm, before 8am and on the weekends or bank holidays?					
Yes	7%	9%	11%	9%	2%
No	11%	23%	14%	12%	3%
Don't know	<0.5%	1%	1%	1%	0%
No information	<0.5%	0%	0%	0%	95%
No (I am not aware that can make 'out of regular practice hours' appointments)	47%	62%	72%	75%	14%
Don't know	2%	5%	8%	3%	1%
No information	32%	1%	0%	0%	80%

There is some evidence to suggest that males are more likely than females to say that they or a family member have never attended an 'out of regular practice hours' appointment – 23% of males claim they have not done so, compared with 14% of females.

Table 33c: Q31. Have you or a member of your family ever attended an appointment to see a GP or other appropriate healthcare professional after 6.30pm, before 8am and on the weekends or bank holidays? Please select one answer. RESULTS BY AGE (base sizes in brackets).

	Total (5,483)	<25 (37)	25-34 (186)	35-44 (372)	45-54 (561)	55-64 (782)	65-74 (851)	75+ (395)	No info (2,299)
Yes (I am aware that can make 'out of regular practice hours' appointments)	18%	30%	19%	24%	24%	28%	29%	32%	6%
Q31. Have you or a member of your family ever attended an appointment to see a GP or other appropriate healthcare professional after 6.30pm, before 8am and on the weekends or bank holidays?									
Yes	7%	16%	11%	13%	11%	12%	8%	6%	2%
No	11%	11%	8%	10%	12%	15%	21%	25%	4%
Don't know	<0.5%	3%	1%	0%	1%	1%	0%	1%	0%
No information	<0.5%	0%	0%	0%	0%	0%	0%	1%	0%
No (I am not aware that can make 'out of regular practice hours' appointments)	47%	65%	79%	73%	73%	69%	68%	62%	16%
Don't know	2%	0%	2%	4%	3%	3%	3%	5%	1%
No information	32%	5%	0%	0%	0%	0%	0%	1%	77%

There is some evidence to suggest that those in older age groups are more likely than younger respondents to say that they or a family member have never attended an 'out of regular practice hours' appointment – 25% of over-75s claim they have not done so, compared with only 8% of 25-34s and 10% of 35-44s.

Table 33d: Q31. Have you or a member of your family ever attended an appointment to see a GP or other appropriate healthcare professional after 6.30pm, before 8am and on the weekends or bank holidays? Please select one answer. RESULTS BY ‘OVERALL HEALTH’, ‘CARER STATUS’ AND ‘DISABILITY STATUS’ (base sizes in brackets).

		Current Health Status			Carer Responsibility?		Disability?	
	Total (5,483)	Good (3,321)	Fair (1,524)	Poor (634)	Yes (851)	No (2,297)	Yes (943)	No (2,321)
Yes (I am aware that can make ‘out of regular practice hours’ appointments)	18%	18%	18%	20%	26%	28%	29%	26%
Q31. Have you or a member of your family ever attended an appointment to see a GP or other appropriate healthcare professional after 6.30pm, before 8am and on the weekends or bank holidays?								
Yes	7%	7%	7%	7%	12%	10%	11%	10%
No	11%	11%	10%	12%	14%	17%	17%	16%
Don't know	<0.5%	0%	0%	0%	0%	1%	1%	0%
No information	<0.5%	0%	0%	0%	0%	0%	0%	0%
No (I am not aware that can make ‘out of regular practice hours’ appointments)	47%	47%	48%	43%	72%	69%	66%	71%
Don't know	2%	2%	2%	4%	2%	3%	14%	0%
No information	32%	33%	31%	34%	0%	0%	0%	0%

There are no significant differences between these groups in relation to having ever attended an ‘out of regular practice hours’ appointment.

Those who have attended an appointment to see a GP or other healthcare professional after 6:30pm or before 8am or on weekends or bank holidays were asked to rate their satisfaction with that appointment. Of the 370 respondents who answered this question, almost three-quarters (74%) say that they are either ‘very satisfied’ or ‘satisfied’ with that appointment, with just over a tenth (11%) feeling ‘dissatisfied’ or ‘very dissatisfied’ with it.

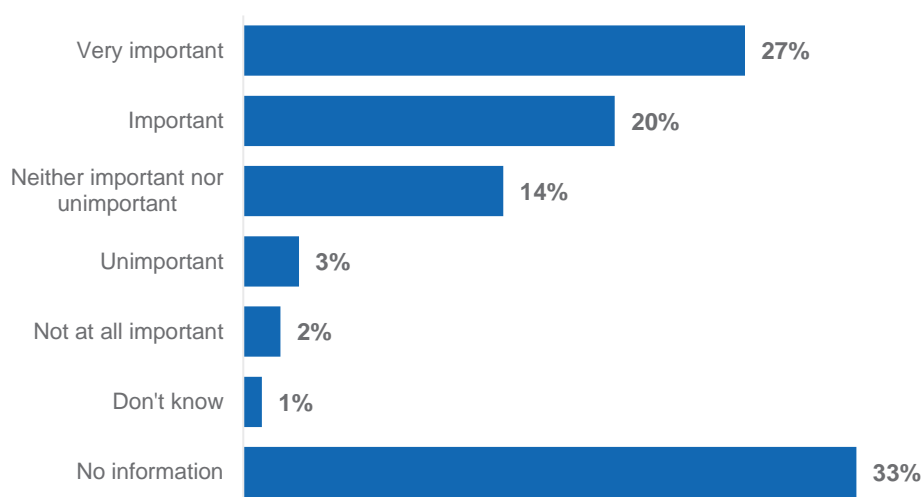
4.2 Importance of out-of-hours appointment availability

Headline findings

Those responding to the survey were asked how important or unimportant it is to have access to early morning, late evening, weekend and bank holiday appointments to see a GP or other healthcare professional. The overall results for this question are summarised in Figure 8 below.

Figure 8: Q33. How important or unimportant is it to you and/or your family to have access to the weekend, bank holiday, and/or weekday before 8 am or after 6.30 pm appointments to see a GP or another appropriate healthcare professional? Please select one answer.

OVERALL RESULTS (all responses: n=5,483).



Overall, approaching half (47%) of all respondents to the survey say that they feel it is either 'very important' or 'important' to have access to early morning, late evening, weekend and bank holiday appointments to see a GP or other healthcare professional, with a further 14% expressing a neutral view (selecting 'neither important nor unimportant'). Only a small minority (5%) think that it is either 'not at all important' or 'unimportant' to them to have access to 'out of regular practice hours' appointments.

It should be noted for this question that 1% selected the 'Don't know' option for this question and 33% of survey respondents did not provide an answer to this question.

Results by respondent type

Tables 34a, 34b, 34c and 34d (overleaf) show how responses to this question vary by geographical area, gender, age, general health status, carer status and disability status.

Table 34a: Q33. How important or unimportant is it to you and/or your family to have access to the weekend, bank holiday, and/or weekday before 8 am or after 6.30 pm appointments to see a GP or another appropriate healthcare professional? Please select one answer. RESULTS BY GEOGRAPHICAL AREA (base sizes in brackets).

	Total (5,483)	Leicester City resident (945)	Leicestershire resident (3,368)	Rutland resident (980)	Resident of other area (183)
Very important	27%	30%	29%	19%	21%
Important	20%	15%	21%	21%	19%
Neither important nor unimportant	14%	9%	13%	18%	14%
Unimportant	3%	2%	3%	4%	3%
Not at all important	2%	1%	2%	3%	3%
Don't know	1%	2%	1%	1%	2%
No information	33%	41%	30%	32%	38%
<i>Net 'important'</i>	47%	45%	50%	40%	40%
<i>Net 'unimportant'</i>	5%	3%	5%	7%	6%

Respondents living in the Leicestershire area are more likely than those living in Leicester City and Rutland to feel that having access to early morning, late evening, weekend and bank holiday appointments to see a GP or other healthcare professional is important to them. Half (50%) of Leicestershire residents state that this is either 'very important' or 'important' to them, compared with 45% of Leicester City residents and 40% of those living in Rutland.

Table 34b: Q33. How important or unimportant is it to you and/or your family to have access to the weekend, bank holiday, and/or weekday before 8 am or after 6.30pm appointments to see a GP or another appropriate healthcare professional? Please select one answer. RESULTS BY GENDER (base sizes in brackets).

	Total (5,483)	Male (815)	Female (2,359)	Other (95)	No information (2,214)
Very important	27%	36%	42%	52%	7%
Important	20%	28%	30%	22%	6%
Neither important nor unimportant	14%	23%	19%	16%	4%
Unimportant	3%	7%	4%	4%	1%
Not at all important	2%	4%	3%	1%	1%
Don't know	1%	2%	2%	5%	1%
No information	33%	0%	0%	0%	81%
<i>Net 'important'</i>	47%	64%	72%	74%	13%
<i>Net 'unimportant'</i>	5%	11%	7%	5%	2%

There is evidence to suggest that females and those identifying another way are more likely than males to feel that it is important for them and/or their family to have access to weekend, bank holiday and/or pre-8am/post-6:30pm weekday appointments to see a GP or appropriate healthcare professional. More than seven-tenths (72%) of females rate this as either 'very important' or 'important' and 74% of those identifying another way give the same rating, compared with 64% of males.

Table 34c: Q33. How important or unimportant is it to you and/or your family to have access to the weekend, bank holiday, and/or weekday before 8 am or after 6.30pm appointments to see a GP or another appropriate healthcare professional? RESULTS BY AGE (base sizes in brackets).

	Total (5,483)	<25 (37)	25-34 (186)	35-44 (372)	45-54 (561)	55-64 (782)	65-74 (851)	75+ (395)	No info (2,299)
Very important	27%	54%	57%	51%	48%	41%	30%	32%	9%
Important	20%	22%	27%	30%	30%	28%	30%	30%	6%
Neither important nor unimportant	14%	5%	12%	12%	16%	21%	25%	26%	4%
Unimportant	3%	0%	2%	3%	4%	5%	7%	5%	1%
Not at all important	2%	5%	1%	2%	2%	4%	5%	4%	1%
Don't know	1%	5%	1%	2%	1%	1%	3%	3%	1%
No information	33%	8%	0%	0%	0%	0%	0%	0%	78%
<i>Net 'important'</i>	47%	76%	84%	81%	78%	69%	60%	62%	16%
<i>Net 'unimportant'</i>	5%	5%	3%	5%	6%	9%	12%	9%	2%

There is evidence to suggest that younger age groups are more likely than older age groups to feel that it is important for them and/or their family to have access to weekend, bank holiday and/or pre-8am/post-6:30pm weekday appointments to see a GP or appropriate healthcare professional. More than four-fifths (84%) of those aged 25-34 and 81% of 35-44s rate this as either 'very important' or 'important', compared with 60% of 65-74s and 62% of those aged 75 or over.

Table 34d: Q33. How important or unimportant is it to you and/or your family to have access to the weekend, bank holiday, and/or weekday before 8 am or after 6.30pm appointments to see a GP or another appropriate healthcare professional? RESULTS BY ‘OVERALL HEALTH’, ‘CARER STATUS’ AND ‘DISABILITY STATUS’ (base sizes in brackets).

	Total (5,483)	Current Health Status			Carer Responsibility?		Disability?	
		Good (3,321)	Fair (1,524)	Poor (634)	Yes (851)	No (2,297)	Yes (943)	No (2,321)
Very important	27%	26%	30%	30%	51%	36%	42%	40%
Important	20%	21%	19%	16%	27%	30%	27%	30%
Neither important nor unimportant	14%	14%	14%	12%	14%	23%	20%	20%
Unimportant	3%	3%	2%	4%	4%	5%	5%	5%
Not at all important	2%	3%	2%	3%	2%	4%	3%	3%
Don't know	1%	1%	2%	2%	1%	2%	3%	1%
No information	33%	33%	31%	34%	0%	0%	0%	0%
<i>Net 'important'</i>	47%	46%	49%	46%	78%	66%	69%	70%
<i>Net 'unimportant'</i>	5%	6%	4%	6%	6%	9%	8%	8%

Those with carer responsibilities are more likely than non-carers to view access to ‘out of regular hours’ appointments as being important to them and/or their family. Almost four-fifths (78%) of those with carer responsibilities feel it is either ‘very important’ or ‘important’ to have access to such appointments, compared with 66% of non-carers.

Respondents from BAME groups are also more likely than those of White ethnicity to view access to ‘out of regular hours’ appointments as being important to them and/or their family. More than four-fifths (81%) of those with a BAME ethnicity believe it is either ‘very important’ or ‘important’ to have access to such appointments, compared with 69% of those of White ethnicity.

When respondents were asked to indicate why they feel it is important or unimportant for them and their family to have access to early morning, late evening, weekend and bank holiday appointments to see a GP or other healthcare professional, a variety of responses were provided and the key themes to these comments are shown in the following table.

Table 35: Q34. Please tell us why? What impact, if any, does the availability of the early morning, evening, weekend, and/or bank holiday GP-led appointments have on you or your family?

OVERALL RESULTS (all responses: n=5,483).

NB: Themes mentioned by 25+ respondents.

Theme of comment	No. responses	% responses
Reasons for thinking out-of-hours appointments will have an impact:		
Can fit in around work commitments I work during weekdays/daytimes/can attend early/late on weekdays	826	15%
Because illness can happen at any time/helpful in emergencies/should always have 24/7 access	381	7%
Will be easier to get an appointment/see a doctor/GP more quickly	343	6%
Provides peace of mind/reassurance/security	203	4%
Can fit in around family/school/child commitments/I am a parent	197	4%
Easier access to primary care/more accessible (general comments)	129	2%
Will help to ease strain on NHS resources (e.g. A&E)	123	2%
Has a good/great/significant impact (unspecified comments)	70	1%
Provides flexibility (general comments)	45	1%
Will help for someone I care for	40	1%
Will reduce travel time to the nearest primary care location	35	1%
Better continuity of care/good for those needing long term treatment/elderly	28	1%
A big impact if I can see my own GP/can be at my own practice	27	<1%
Reasons for thinking out-of-hours appointments will <u>not</u> have an impact:		
No impact - Will have no impact on me (general comments)	365	7%
No impact - Retired/can use General Practice in regular hours	190	3%
No impact - Already have access to other healthcare options	46	1%
No impact - Self-employed/part-time/work from home/can use General Practice in regular hours	29	1%
Other	68	1%
<i>Don't know/not sure</i>	31	1%
<i>No comment made</i>	11	0%
<i>No information/left blank</i>	2,551	47%

The majority of respondents feel that the availability of out-of-hours appointments would have a positive effect on them or their family, with the ability to fit appointments in around work schedules being the most commonly-mentioned theme (by 15%). The ability to access care in emergencies is mentioned as a benefit by 7% of respondents, while 6% specifically cite the ability to simply access an appointment. A further 4% believe that knowing that out-of-hours appointments are available would offer them 'peace of mind and security', while 4% would appreciate the ability to arrange their family/school/child commitments more easily around a wider range of available appointment times.

Around an eighth of respondents indicate that the availability of out-of-hours appointments would have no impact on them – the most commonly-mentioned specific reasons for this relate to the fact that some people are retired and hence can use 'regular hours' appointments easily and that some are happy with other primary care options already available for them (1%).

In total, 2,932 respondents provided a comment of some description for this question. A few **example comments** illustrating some of the reasons why respondents feel it is either 'very important'/'important' or 'unimportant'/'not at all important' for them and their family to have access to early morning, late evening, weekend and bank holiday appointments to see a GP or other healthcare professional are shown in the following table.

Example comments (for reasons for feeling that it is 'very important'/'important' for them and their family to have access to early morning, late evening, weekend and bank holiday appointments to see a GO or other healthcare professional)

Comment	CCG Region	Age	Gender
<i>"A big impact, my mum is a carer and cannot leave work to attend appointments, she works full time 8am-6pm and weekend/evening appointments would be a great benefit."</i>	Other area	25-34	Female
<i>"Access at time of crisis when needed. Enables support to be given to family members. It should be available as the norm."</i>	Leicester City	55-64	Female
<i>"Accidents and emergencies are never convenient - knowing that there is 24-hour access is hugely reassuring, though we would only use out-of-hours availability if it was essential."</i>	Rutland	75+	Female
<i>"You never know when you will need a doctor. I suddenly vomited a few days ago and I couldn't breathe properly during or afterwards. This happened after 8.30pm and I was at home. It didn't seem like a 999 emergency to me so I just sat on the bathroom floor until everything calmed down but my breathing took a few days to return properly. I didn't know what to do as I have not vomited in maybe 15 or more years. If I knew there was access to a doctor that evening I may have considered calling for one."</i>	Leicester City	45-54	Female
<i>"Are many/any of the GP practices making this known? Appointments at these stated times are a step in the right direction."</i>	Leicestershire	75+	Male
<i>"Easier to see (a GP) before or after work or school. Healthcare problems occur on weekends and bank holidays and if access is not available then people will attend in appropriate places for help such as A&E departments, which then causes delays for those really needing acute facilities such as hospitals."</i>	Rutland	45-54	Female
<i>"Because people get ill at the weekend etc. and having to wait until Monday or burden the A&E department isn't a good solution."</i>	Leicester City	35-44	Male
<i>"Allows speedier access to advice and care for emergency situations that are not life-threatening."</i>	Leicestershire	55-64	Male
<i>"As I work full time an early morning or an early evening suits me fine as it doesn't interrupt my working day. However I haven't tried to get an appointment with the GP at the weekend or a bank holiday because it never seems possible and some of these 111 services haven't got a very good reputation with staff giving out the wrong advice."</i>	Leicestershire	55-64	Female
<i>"1. Health emergencies do not run to timetables. 2 If I am visiting a frail relative, (mine live alone and are 3 hours away), I often have limited time to sort things out for them. 3 When working (as a doctor) health issues that were serious enough to warrant attention but not serious enough to cancel clinics etc. were really difficult without OOH (outside of office hours) help."</i>	Rutland	65-74	Female

Example comments (for reasons for feeling that it is 'unimportant'/'not at all important' for them and their family to have access to early morning, late evening, weekend and bank holiday appointments to see a GO or other healthcare professional)

Comment	CCG Region	Age	Gender
<i>"It has very little impact. If I am really ill then it's '999', otherwise I can wait for reception to be open."</i>	Leicestershire	75+	Male
<i>"If I was working this might be useful but as self-employed working from home and flexible I don't need to use that facility and GPs are entitled to breaks so would never really consider looking to book an appointment on a weekend or bank holiday."</i>	Leicestershire	65-74	Female
<i>"None really as I live alone and I am able to get to the surgery within normal opening hours."</i>	Leicestershire	65-74	Female
<i>"I'm retired. I don't need outside normal working hours appointments. However, people get ill any day of the week. It is illogical not to have GP services available somewhere at all times."</i>	Leicestershire	75+	Male
<i>"Being able to see a random person for a GP-led appointment at those times and days would, I suppose, make me slightly less likely to go to A&E at those times. But, unless my condition and symptoms seemed severe and/or had been going on for many days and/or I had multiple symptoms, I am more likely to want to wait until I can see my own GP rather than a random strange person. On the other hand, it would be far more reassuring, caring, and practically helpful if there were appointments available at those times to see my normal GP for when other times are inconvenient - as seeing my normal GP might mean they are more familiar to me and know me and understand me and have a longer-term relationship with me that will be of enormous value and benefit to my health."</i>	Leicester City	35-44	Male
<i>"It has very little impact. If I am really ill it is 999, otherwise I can wait for reception to be open."</i>	Leicestershire	75+	Male
<i>"If the issue is an emergency e.g. when I broke my ankle, the availability is crucial. However, the Urgent Care Centre at Loughborough Hospital more than covers that need - there is no need for my GP to offer the same OOH service."</i>	Leicestershire	55-64	Female
<i>"If I was working this might be useful but as a self-employed person working from home and flexible, I don't need to use that facility and GPs are entitled to breaks so I would never really consider looking to book an appointment on a weekend or bank holiday."</i>	Leicestershire	65-74	Female
<i>"Well, these appointments aren't with your usual GP are they? The tendency is for the patient to be referred back to their own GP."</i>	Rutland	65-74	Other
<i>"There is the 111 service or A&E for concerns / significant urgent issues outside of working hours. I don't think it's fair to expect GPs to work longer or extended hours given the pressures they are under. If anything, I have only had to access urgent care on a weekend for my son's sporting events - a GP would not be the best person to help with these in my opinion."</i>	Leicestershire	45-44	Female

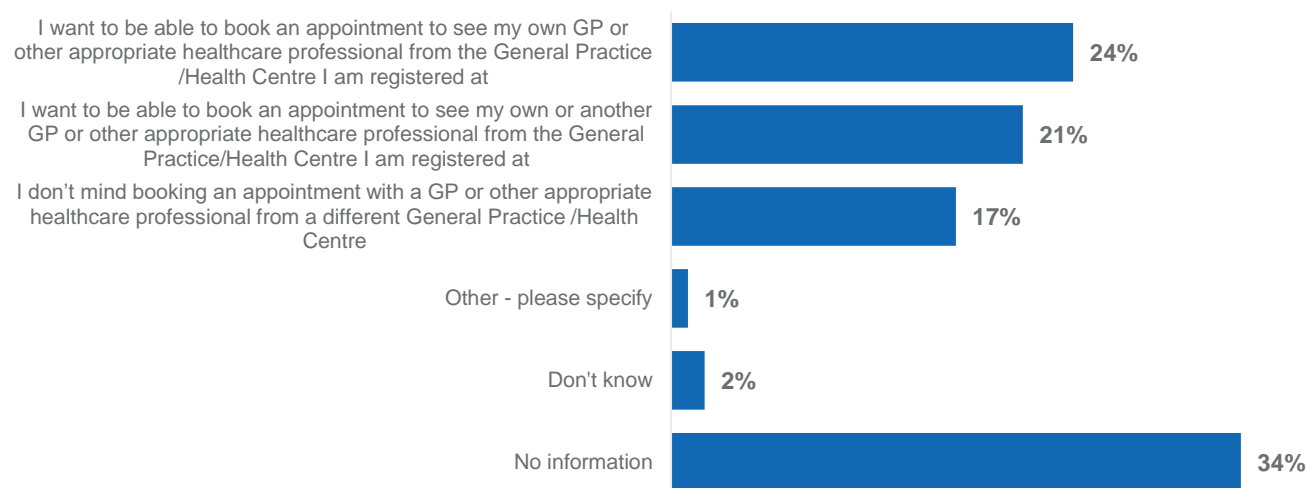
4.3 Attitudes to out-of-hours appointment availability

Headline findings

Those responding to the survey were presented with three statements about booking the early morning, evening, weekend and/or bank holiday appointments to see a GP or another appropriate healthcare professional and asked which one, if any, applied to them. The overall results for this question are summarised in Figure 9 below.

Figure 9: Q35. Which of the following statements about booking the early morning, evening, weekend, and/or bank holiday appointments to see a GP or another appropriate healthcare professional, if any, apply to you? Please select one answer only.

OVERALL RESULTS (all responses: n=5,483).



Overall, the statement that applies to the largest proportion of respondents relates to having the ability to book an ‘out-of-regular-Practice-hours’ appointment at the General Practice/Health Centre that they are actually registered at. Just under a quarter of all respondents (24%) would like to be able to book an appointment to see their own GP or appropriate professional at the General Practice/Health Centre they are registered at, while just over a fifth (21%) would be happy to be able to book such an appointment with another GP or health professional at the same practice they are registered at. However, around a sixth (17%) would not be averse to booking an ‘out-of-regular-Practice-hours’ appointment with a GP or appropriate healthcare professional from a different General Practice/Health Centre.

It should be noted for this question that 1% selected the ‘Other – please specify’ option for this question, 2% selected the ‘Don’t know’ option and 34% of survey respondents did not provide an answer to this question.

Results by respondent type

Tables 36a, 36b, 36c and 36d (overleaf) show how responses to this question vary by geographical area, gender, age, general health status, carer status and disability status.

Table 36a: Q35. Which of the following statements about booking the early morning, evening, weekend, and/or bank holiday appointments to see a GP or another appropriate healthcare professional, if any, apply to you? Please select one answer only. RESULTS BY GEOGRAPHICAL AREA (base sizes in brackets).

	Total (5,483)	Leicester City resident (945)	Leicestershire resident (3,368)	Rutland resident (980)	Resident of other area (183)
I want to be able to book an appointment to see my own GP (General Practitioner) or other appropriate healthcare professional from the General Practice /Health Centre I am registered at	24%	23%	25%	25%	22%
I want to be able to book an appointment to see my own or another GP (General Practitioner) or other appropriate healthcare professional from the General Practice /Health Centre I am registered at	21%	16%	23%	23%	22%
I don't mind booking an appointment with a GP (General Practitioner) or other appropriate healthcare professional from a different General Practice /Health Centre	17%	16%	18%	13%	11%
Other – please specify	1%	1%	1%	2%	2%
Don't know	2%	3%	2%	2%	2%
No information	34%	41%	31%	34%	41%

The only difference evident between the CCG areas is that respondents living in the Leicestershire City area are slightly less likely than those living in Leicestershire and Rutland to want to be able to book an 'out-of-normal-Practice-hours' appointment with either their own or another GP or other healthcare professional at the General Practice/Health Centre they are registered at (16% of Leicester City residents saying that this statement applied to them, compared with 23% of those living in Leicestershire and 23% of Rutland residents).

Table 36b: Q35. Which of the following statements about booking the early morning, evening, weekend, and/or bank holiday appointments to see a GP or another appropriate healthcare professional, if any, apply to you? Please select one answer only. RESULTS BY GENDER (base sizes in brackets).

	Total (5,483)	Male (815)	Female (2,359)	Other (95)	No information (2,214)
I want to be able to book an appointment to see my own GP (General Practitioner) or other appropriate healthcare professional from the General Practice /Health Centre I am registered at	24%	33%	37%	39%	7%
I want to be able to book an appointment to see my own or another GP (General Practitioner) or other appropriate healthcare professional from the General Practice /Health Centre I am registered at	21%	33%	32%	36%	5%
I don't mind booking an appointment with a GP (General Practitioner) or other appropriate healthcare professional from a different General Practice /Health Centre	17%	26%	26%	18%	4%
Other – please specify	1%	4%	2%	3%	0%
Don't know	2%	4%	3%	4%	1%
No information	34%	1%	1%	0%	83%

There is some evidence to suggest that females and those identifying another way may be very slightly more likely than males to want to be able to book an 'out-of-normal-Practice-hours' appointment with their own GP or other healthcare professional at the General Practice/Health Centre they are registered at (37% of females and 39% of those identifying a different way saying that this statement applied to them, compared with 33% of males).

Table 36c: Q35. Which of the following statements about booking the early morning, evening, weekend, and/or bank holiday appointments to see a GP or another appropriate healthcare professional, if any, apply to you? Please select one answer only. RESULTS BY AGE (base sizes in brackets).

	Total (5,483)	<25 (37)	25-34 (186)	35-44 (372)	45-54 (561)	55-64 (782)	65-74 (851)	75+ (395)	No info (2,299)
I want to be able to book an appointment to see my own GP (General Practitioner) or other appropriate healthcare professional from the General Practice /Health Centre I am registered at	24%	32%	37%	28%	34%	38%	35%	43%	9%
I want to be able to book an appointment to see my own or another GP (General Practitioner) or other appropriate healthcare professional from the General Practice /Health Centre I am registered at	21%	22%	28%	34%	33%	33%	33%	31%	6%
I don't mind booking an appointment with a GP (General Practitioner) or other appropriate healthcare professional from a different General Practice /Health Centre	17%	30%	33%	31%	29%	25%	23%	17%	4%
Other – please specify	1%	0%	1%	2%	1%	2%	3%	3%	0%
Don't know	2%	11%	1%	3%	2%	2%	4%	4%	1%
No information	34%	5%	0%	0%	1%	0%	2%	1%	80%

There is some evidence to suggest that younger age groups are more likely than older age groups to consider booking an 'out-of-normal-Practice-hours' appointment with a GP or other healthcare professional from a different General Practice/Health Centre to their own. A third (33%) of 25-34 and 31% of 35-44s say that they would not mind doing this, compared with 23% of 65-74s and only 17% of those aged over 75.

Table 36d: Q35. Which of the following statements about booking the early morning, evening, weekend, and/or bank holiday appointments to see a GP or another appropriate healthcare professional, if any, apply to you? Please select one answer only. RESULTS BY ‘OVERALL HEALTH’, ‘CARER STATUS’ AND ‘DISABILITY STATUS’ (base sizes in brackets).

	Total (5,483)	Current Health Status			Carer Responsibility?		Disability?	
		Good (3,321)	Fair (1,524)	Poor (634)	Yes (851)	No (2,297)	Yes (943)	No (2,321)
I want to be able to book an appointment to see my own GP (General Practitioner) or other appropriate healthcare professional from the General Practice /Health Centre I am registered at	24%	22%	27%	30%	37%	35%	42%	33%
I want to be able to book an appointment to see my own or another GP (General Practitioner) or other appropriate healthcare professional from the General Practice /Health Centre I am registered at	21%	22%	21%	17%	33%	33%	30%	34%
I don't mind booking an appointment with a GP (General Practitioner) or other appropriate healthcare professional from a different General Practice /Health Centre	17%	18%	15%	11%	26%	26%	21%	27%
Other – please specify	1%	1%	1%	2%	2%	2%	3%	2%
Don't know	2%	2%	2%	4%	2%	3%	4%	3%
No information	34%	34%	33%	35%	0%	1%	1%	1%

There is some evidence to suggest that respondents with disabilities are more likely than those without disabilities to want to be able to book an ‘out-of-normal-Practice-hours’ appointment with a GP or other healthcare professional from the different General Practice/Health Centre they are registered at (42% of those with disabilities say that this applies to them, compared with 33% of those with no disabilities). Those who classify themselves as being in ‘poor health’ may also be slightly more likely than those in ‘good health’ to want to book such an appointment with the Practice they are registered at (30% and 27% respectively).

There are no significant differences between the responses of those of White or BAME ethnicity in terms of where they would consider booking an ‘out-of-normal-Practice-hours’ appointment.

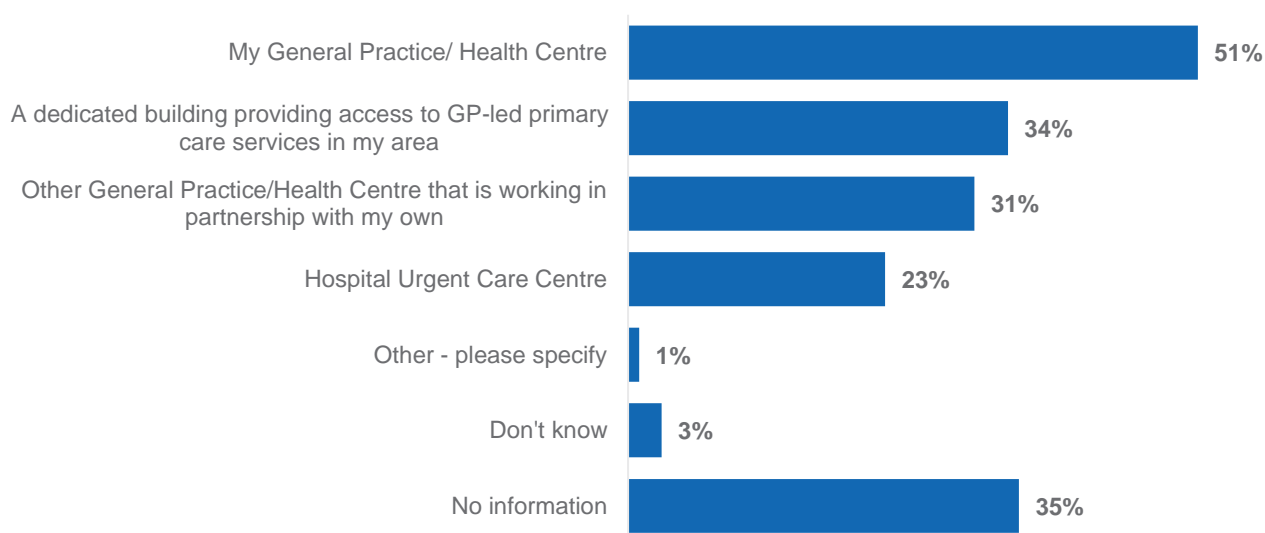
4.4 Preference for out-of-hours appointment locations

Headline findings

Those responding to the survey were presented with some suggested locations which could be used for early morning, evening, weekend and/or bank holiday appointments to see a GP or another appropriate healthcare professional and asked which ones they would consider. The overall results for this question are summarised in Figure 10 below.

Figure 10: Q36. Which of the following places, if any, would you consider in order to attend weekday before 8 am, after 6.30 pm, weekend and/or bank holiday appointments to see a GP or another appropriate healthcare professional? Please select all that apply.

OVERALL RESULTS (all responses: n=5,483).



Overall, just over half (51%) of respondents would consider attending an early morning, late evening, weekend or bank holiday appointment to see a GP or another appropriate healthcare professional if it was held at their own General Practice/Health Centre. Just over a third (34%) of all respondents would consider attending such an appointment if it was held in 'a dedicated building providing access to GP-led primary care services in my area', while just over three-tenths (31%) would consider attending such an appointment held in a General Practice/Health Centre that is working in partnership with my own'. Just under a quarter (23%) would consider attending such an appointment at a Hospital Urgent Care Centre.

When respondents' answers are analysed further, it can be seen that 46% of all respondents indicate that they would consider attending an early morning, late evening, weekend or bank holiday appointment to see a GP or another appropriate healthcare professional at a place other than their own General Practice/Health Centre. However, around a sixth (17%) say that their own General Practice/Health Centre is the only place they would consider attending such an appointment at.

It should be noted for this question that 1% selected the 'Other – please specify' option for this question, 3% selected the 'Don't know' option and 35% of survey respondents did not provide an answer to this question.

Results by respondent type

Tables 37a, 37b, 37c and 37d (overleaf) show how responses to this question vary by geographical area, gender, age, general health status, carer status and disability status.

Table 37a: Q36. Which of the following places, if any, would you consider in order to attend weekday before 8 am, after 6.30 pm, weekend and/or bank holiday appointments to see a GP or another appropriate healthcare professional? Please select all that apply. RESULTS BY GEOGRAPHICAL AREA (base sizes in brackets).

	Total (5,483)	Leicester City resident (945)	Leicestershire resident (3,368)	Rutland resident (980)	Resident of other area (183)
My General Practice/ Health Centre	51%	39%	54%	52%	38%
A dedicated building providing access to GP-led primary care services in my area	34%	27%	37%	32%	23%
Other General Practice/Health Centre that is working in partnership with my own	31%	25%	35%	28%	24%
Hospital Urgent Care Centre	23%	18%	25%	23%	18%
Other, please specify	1%	1%	1%	2%	3%
<i>Net 'Would consider other location for out of hours appointment'</i>	46%	39%	49%	44%	39%
<i>Net 'Would NOT consider other location for out of hours appointment'</i>	17%	14%	17%	18%	14%
Don't know	3%	4%	2%	3%	3%
No information	35%	43%	32%	35%	43%

There are some differences evident between the CCG areas in relation to preferences for out-of-normal-hours appointment locations. Overall, respondents living in Leicestershire are more likely than those living in Leicester City to consider locations other than their own General Practice/Health Centre for such appointments (49% of Leicestershire residents would consider other locations, compared to 39% of those in Leicester City and 44% of Rutland residents). This is reflective of the proportions of residents in each area selecting the various location options presented to them.

Table 37b: Q36. Which of the following places, if any, would you consider in order to attend weekday before 8 am, after 6.30 pm, weekend and/or bank holiday appointments to see a GP or another appropriate healthcare professional? Please select all that apply. RESULTS BY GENDER (base sizes in brackets).

	Total (5,483)	Male (815)	Female (2,359)	Other (95)	No information (2,214)
My General Practice/ Health Centre	51%	78%	78%	80%	11%
A dedicated building providing access to GP-led primary care services in my area	34%	49%	54%	40%	7%
Other General Practice/Health Centre that is working in partnership with my own	31%	47%	50%	31%	6%
Hospital Urgent Care Centre	23%	37%	36%	23%	4%
Other, please specify	1%	2%	2%	3%	0%
<i>Net 'Would consider at least one location other than own General Practice/Health Centre for out of hours appointment'</i>	46%	69%	71%	53%	10%
<i>Net 'Would NOT consider other location for out of hours appointment'</i>	17%	26%	24%	42%	4%
Don't know	3%	4%	4%	4%	1%
No information	35%	1%	1%	0%	85%

The only difference of note between genders in relation to preferences for out-of-normal-hours appointment locations is that those identifying as neither male nor female are less likely to consider locations other than their own General Practice/Health Centre for such appointments (53% of those identifying in another way would consider other locations, compared to 69% of males and 71% of females).

Table 37c: Q36. Which of the following places, if any, would you consider in order to attend weekday before 8 am, after 6.30 pm, weekend and/or bank holiday appointments to see a GP or another appropriate healthcare professional? Please select all that apply. RESULTS BY AGE (base sizes in brackets).

	Total (5,483)	<25 (37)	25-34 (186)	35-44 (372)	45-54 (561)	55-64 (782)	65-74 (851)	75+ (395)	No info (2,299)
My General Practice/ Health Centre	51%	51%	73%	81%	81%	80%	76%	75%	13%
A dedicated building providing access to GP-led primary care services in my area	34%	38%	59%	59%	60%	57%	48%	37%	8%
Other General Practice/Health Centre that is working in partnership with my own	31%	46%	52%	56%	56%	51%	46%	38%	7%
Hospital Urgent Care Centre	23%	32%	38%	42%	39%	37%	32%	33%	5%
Other, please specify	1%	0%	3%	2%	2%	1%	2%	2%	1%
<i>Net 'Would consider at least one location other than own General Practice/Health Centre for out of hours appointment'</i>	46%	65%	75%	77%	77%	74%	66%	62%	11%
<i>Net 'Would NOT consider other location other than own General Practice/Health Centre for out of hours appointment'</i>	17%	14%	17%	17%	20%	23%	29%	33%	6%
Don't know	3%	14%	6%	5%	3%	2%	4%	3%	1%
No information	35%	5%	1%	1%	0%	1%	1%	2%	82%

The only difference of note between age groups in relation to preferences for out-of-normal-hours appointment locations is that the proportions who would consider locations other than their own General Practice/Health Centre for such appointments tends to decrease with age (75% of 25-34s and 77% of 35-44s would consider attending an out-of-normal hours appointment at a place other than their own General Practice/Health Centre, compared with 66% of 65-74s and 62% of over-75s).

Table 37d: Q36. Which of the following places, if any, would you consider in order to attend weekday before 8 am, after 6.30 pm, weekend and/or bank holiday appointments to see a GP or another appropriate healthcare professional? Please select all that apply. RESULTS BY 'OVERALL HEALTH', 'CARER STATUS' AND 'DISABILITY STATUS' (base sizes in brackets).

	Total (5,483)	Current Health Status			Carer Responsibility?		Disability?	
		Good (3,321)	Fair (1,524)	Poor (634)	Yes (851)	No (2,297)	Yes (943)	No (2,321)
My General Practice/ Health Centre	51%	51%	51%	45%	79%	77%	73%	79%
A dedicated building providing access to GP-led primary care services in my area	34%	35%	33%	28%	37%	36%	46%	55%
Other General Practice/Health Centre that is working in partnership with my own	31%	34%	30%	23%	52%	49%	41%	52%
Hospital Urgent Care Centre	23%	24%	22%	23%	57%	52%	32%	37%
Other, please specify	1%	1%	2%	2%	2%	1%	3%	2%
<i>Net 'Would consider at least one location other than own General Practice/Health Centre for out of hours appointment'</i>	46%	47%	46%	41%	72%	70%	65%	72%
<i>Net 'Would NOT consider other location other than own General Practice/Health Centre for out of hours appointment'</i>	17%	16%	18%	18%	24%	25%	28%	23%
Don't know	3%	3%	3%	3%	3%	4%	4%	3%
No information	35%	35%	33%	37%	1%	1%	1%	1%

Those classifying themselves as having 'poor health' appear to be slightly less likely than those in 'good health' to consider locations other than their own General Practice/Health Centre for 'out-of-regular-hours' appointments – 41% of those in poor health say they would consider a location other than the Practice they are registered with, compared with 47% of those in good health. Respondents with disabilities are also slightly less likely than those without disabilities to consider locations other than the Practice they are registered with (65% would consider another location, compared with 72% of non-disabled respondents).

There are no significant differences between ethnicities in this regard.

When respondents were asked to indicate what impact being able to access out-of-normal-hours appointments at these locations would have on them, a variety of responses were provided and the key themes to these comments are shown in the following table.

Table 38: Q37. Please tell us what impact this would have on you?

OVERALL RESULTS (all responses: n=5,483).

NB: Themes mentioned by 25+ respondents.

Theme of comment	No. responses	% responses
Makes primary care services more accessible/available/convenient	307	6%
Provides peace of mind/reassurance/confidence/reduce stress	290	5%
No impact - will have no impact on me	262	5%
Cuts down travel time to access medical help/close to where I live/parking access	236	4%
Depends on travel time/mileage involved	207	4%
Will be able to see my own GP/a GP/go to my local General Practice/Health Centre	202	4%
Will make getting an appointment easier/easier to see someone when you need to	194	4%
Provides flexibility/can fit in around other commitments (e.g. work)	181	3%
Provides better care/better continuity of care	79	1%
Provides more choice of services/more options	69	1%
Provides quick/speedy access to healthcare	62	1%
Has a good/great/significant impact (unspecified comments)	54	1%
Because illness can happen at any time/weekend access/can help with emergencies	50	1%
Will be helpful/make life easier (unspecified comments)	48	1%
Other	45	1%
<i>Don't know/not sure</i>	117	2%
<i>No comment made</i>	16	<0.5%
<i>No information/left blank</i>	3,095	56%

Reflective of the positive reactions to the provision of out-of-hours healthcare seen earlier, the main comments made by respondents relate to the positive impacts they believe they would feel in terms of simply having more accessible primary care services (6% of respondents saying this would be the main impact on them) and the peace of mind/reassurance that this would provide (5%). Other positive impacts mentioned by respondents include having an available primary care location close to them/in the same locality (4%), that they will be able to see either their own GP or another GP at the same practice they are registered at (4%) and

that they will simply have more chance of being able to make an appointment to see a health professional (4%).

Only a small minority (5%) feel that having greater out-of-hours access to primary care services would have no impact on them, although 4% state that the impact of this on them would very much depend on how far they have to travel to access their nearest primary care service.

In total, 2,388 respondents provided some form of comment for this question. A few **example comments** illustrating the impacts that being able to access out-of-normal-hours appointments at these locations would have on them are shown below.

Example comments (for the impacts that being able to access out-of-normal-hours appointments at the listed locations would have on them)

Comment	CCG Region	Age	Gender
<i>"Not having to drive and so much easier for my elderly aunt who has Warfarin tests every four weeks." (NB: comment relates to 'A dedicated building providing access to GP-led primary care services in my area')</i>	Leicestershire	65-74	Female
<i>"A knowledge that continuity of care is being provided and any serious or ongoing medical conditions can be treated appropriately without being passed from one person to another who has no knowledge or the time to read up to date patient medical records. There is currently no single healthcare data base which provides access to patient records cross counties!!!!" (NB: comment relates to 'My General Practice/Health Centre')</i>	Leicestershire	55-64	Female
<i>"Continuity of care, trust that actions will be followed up going forward."</i>	Leicestershire	35-44	Female
<i>"After Covid, when restrictions have been lifted, I think being able to see a GP when it fits in with my work would be most beneficial. I work Monday to Friday in a busy hospital."</i>	Leicestershire	Unknown	Unknown
<i>"As I do not have a car, I would prefer an appointment at my General Practice where I can walk to in ten minutes."</i>	Rutland	75+	Female
<i>"As long as it was reasonably local because if you're feeling poorly you don't want to have to drive long distances or ask someone to drive you a long way. I live in Uppingham so Oakham is fine but not Melton or Leicester."</i>	Rutland	45-54	Female
<i>"Better accessibility, not having to delay an urgent issue to fit around work. Not having to delay (e.g. for a weekend) something that does need a GP prescription but doesn't really need A&E."</i>	Rutland	45-54	Female
<i>"Confidence that there was somewhere to visit if the event of an emergency not related to A&E. The Minor Injuries department used to work well."</i>	Leicester City	65-74	Female
<i>"As long as the GP that I am seeing has access to my medical records and understands the underlying health conditions that I have and the medication that I already take for them, I don't have a problem. I wouldn't want to go to a GP that may give me medication that may not be suitable to take with my current medication."</i>	Leicester City	65-74	Female
<i>"(It would have an) enormous impact as time is difficult to juggle when you are at work and leaving work to go to a doctor's appointment is so difficult. Even finding a private space to have a personal telephone appointment with your GP at work is challenging."</i>	Leicester City	45-54	Female

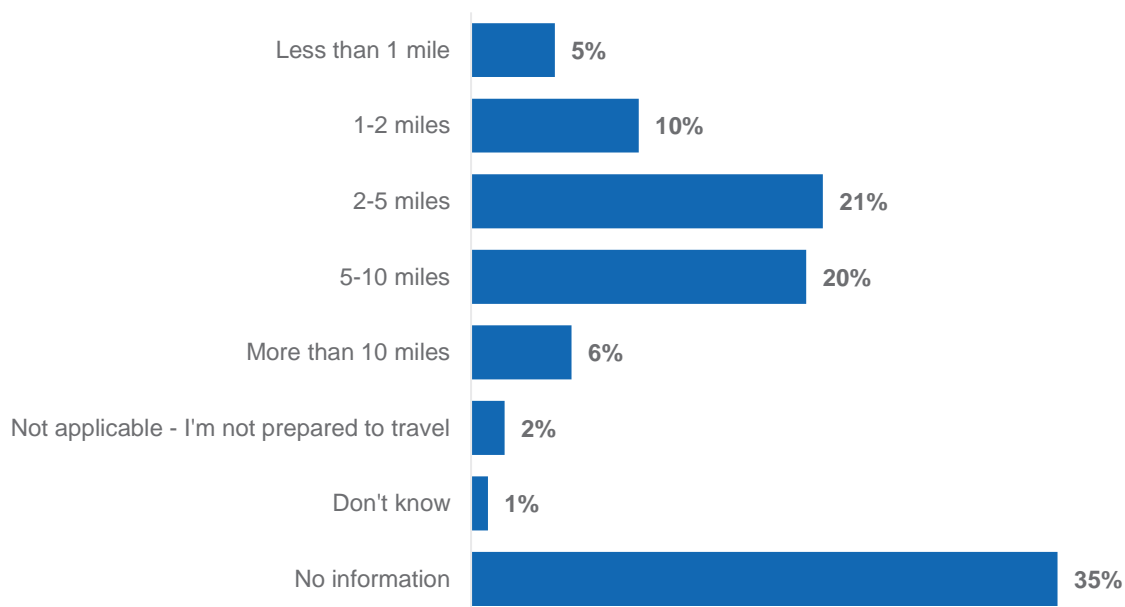
4.5 How far would be willing to travel from own General Practice/Health Centre for an out-of-hours appointment

Headline findings

Those responding to the survey were asked how far away from their General Practice/Health Centre they are prepared to travel in order to attend an out-of-hours appointment. The overall results for this question are summarised in Figure 11 below.

Figure 11: Q38. How far away from your General Practice/Health Centre are you prepared to travel in order to attend an out-of-hours appointment?

OVERALL RESULTS (all responses: n=5,483).



Overall, nearly a sixth (15%) of respondents would only consider travelling up to 2 miles away from their General Practice/Health Centre in order to attend an out-of-hours appointment, with a further fifth (21%) saying they are willing to travel between 2-5 miles for such an appointment. A fifth of all respondents (20%) feel they would be prepared to travel between 5-10 miles away for an out-of-hours appointment, while only a small minority (6%) indicate that they are willing to travel more than 10 miles for an out-of-hours appointment. Only a very small minority (2%) say that they are not prepared to travel at all for such an appointment.

It should be noted for this question that 1% selected the 'Don't know' option and 35% of survey respondents did not provide an answer to this question.

Results by respondent type

Tables 39a, 39b, 39c and 39d (overleaf) show how responses to this question vary by geographical area, gender, age, general health status, career status and disability status.

Table 39a: Q38. How far away from your General Practice/Health Centre are you prepared to travel in order to attend an out-of-hours appointment? RESULTS BY GEOGRAPHICAL AREA (base sizes in brackets).

	Total (5,483)	Leicester City resident (945)	Leicestershire resident (3,368)	Rutland resident (980)	Resident of other area (183)
Less than 1 mile	5%	8%	4%	2%	2%
1-2 miles	10%	18%	9%	4%	5%
2-5 miles	21%	19%	23%	17%	13%
5-10 miles	20%	4%	22%	28%	25%
More than 10 miles	6%	2%	6%	9%	7%
Not applicable – I'm not prepared to travel	2%	2%	2%	2%	1%
Don't know	1%	2%	2%	2%	3%
No information	35%	45%	33%	36%	44%

The main difference between the CCG areas in relation to how far respondents are prepared to travel for out-of-hours appointments is that Leicester City residents are much less likely than Leicestershire and Rutland residents to be willing to travel more than 5 miles for such an appointment. Only 6% of Leicester City residents say they are prepared to travel more than 5 miles for an out-of-hours appointment, compared with 37% of Rutland residents and 28% of those living in Leicestershire.

Table 39b: Q38. How far away from your General Practice/Health Centre are you prepared to travel in order to attend an out-of-hours appointment? RESULTS BY GENDER (base sizes in brackets).

	Total (5,483)	Male (815)	Female (2,359)	Other (95)	No information (2,214)
Less than 1 mile	5%	7%	6%	14%	2%
1-2 miles	10%	11%	16%	27%	2%
2-5 miles	21%	28%	33%	34%	5%
5-10 miles	20%	34%	31%	12%	3%
More than 10 miles	6%	14%	7%	3%	1%
Not applicable – I'm not prepared to travel	2%	3%	3%	3%	1%
Don't know	1%	2%	3%	4%	1%
No information	35%	2%	1%	3%	86%

The main difference between males and females in relation to how far respondents are prepared to travel for out-of-hours appointments is that males appear to be more likely than females to be willing to travel more than 5 miles for such an appointment. Just under half (48%) of males say they are willing to travel more than 5 miles for such an appointment, compared with 38% of females and only 15% of those identifying another way.

Table 39c: Q38. How far away from your General Practice/Health Centre are you prepared to travel in order to attend an out-of-hours appointment? RESULTS BY AGE (base sizes in brackets).

	Total (5,483)	<25 (37)	25-34 (186)	35-44 (372)	45-54 (561)	55-64 (782)	65-74 (851)	75+ (395)	No info (2,299)
Less than 1 mile	5%	14%	11%	7%	5%	6%	6%	9%	2%
1-2 miles	10%	22%	19%	15%	16%	13%	13%	14%	3%
2-5 miles	21%	19%	25%	32%	33%	33%	31%	29%	6%
5-10 miles	20%	22%	25%	29%	33%	33%	33%	30%	3%
More than 10 miles	6%	19%	13%	10%	9%	8%	9%	7%	1%
Not applicable – I’m not prepared to travel	2%	0%	3%	2%	2%	3%	3%	5%	1%
Don’t know	1%	0%	2%	3%	1%	2%	3%	4%	1%
No information	35%	5%	2%	1%	1%	1%	2%	2%	83%

There are no significant differences evident between age groups in relation to how far respondents are prepared to travel for out-of-hours appointments.

Table 39d: Q38. How far away from your General Practice/Health Centre are you prepared to travel in order to attend an out-of-hours appointment? RESULTS BY ‘OVERALL HEALTH’, ‘CARER STATUS’ AND ‘DISABILITY STATUS’ (base sizes in brackets).

	Total (5,483)	Current Health Status			Carer Responsibility?		Disability?	
		Good (3,321)	Fair (1,524)	Poor (634)	Yes (851)	No (2,297)	Yes (943)	No (2,321)
Less than 1 mile	5%	4%	6%	7%	6%	6%	9%	6%
1-2 miles	10%	9%	11%	14%	16%	14%	17%	14%
2-5 miles	21%	21%	21%	17%	33%	31%	31%	31%
5-10 miles	20%	22%	18%	15%	33%	31%	26%	34%
More than 10 miles	6%	6%	5%	4%	8%	9%	7%	10%
Not applicable – I’m not prepared to travel	2%	1%	3%	4%	2%	3%	5%	2%
Don’t know	1%	2%	2%	2%	2%	3%	3%	2%
No information	35%	36%	34%	38%	0%	2%	2%	1%

The main differences between sub-groups here are that those in good health are more likely than those in poor health to be prepared to travel more than 5 miles for out-of-hours appointments (28% of those in good health, compared with 19% of those in poor health). In addition, respondents with disabilities are also less prepared to travel more than 5 miles for such an appointment – 33% of those with disabilities say they are prepared to travel more than 5 miles, compared with 44% of respondents with no disabilities.

Section 5: General Practice/Health Centre Services

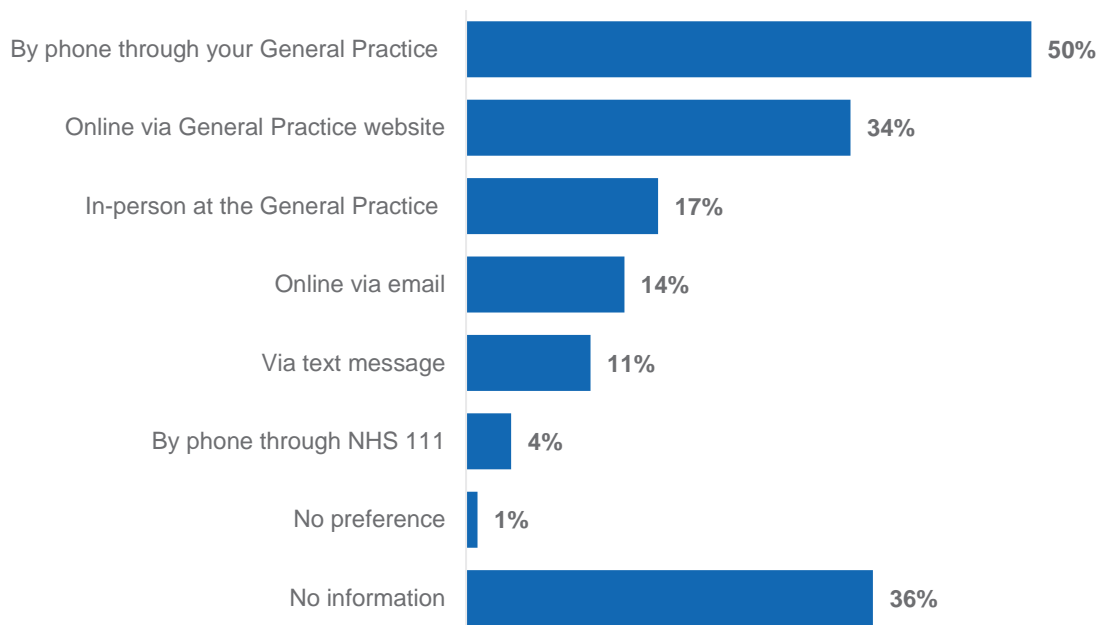
5.1 Preferred ways of booking appointments at the General Practice/Health Centre

Headline findings

Those responding to the survey were asked to indicate their preferred ways of booking an appointment at the General Practice/Health Centre (respondents were able to select more than one option if they wished). The overall results for this question are summarised in Figure 12 below.

Figure 12: Q39. Which of the following, if any, are your preferred ways of booking an appointment at the General Practice/ Health Centre? Please select all that apply.

OVERALL RESULTS (all responses: n=5,483).



Overall, half (50%) of respondents state that 'By phone through my General Practice' is a preferred way of booking an appointment at the General Practice/Health Centre. Just over a third (34%) indicate that 'Online via the General practice website' is a preferred way of booking an appointment for them, while just over a sixth (17%) say that a preferred way of booking appointments is 'in-person at the General Practice. For 14%, 'online via email' is a preferred way of booking an appointment, while just over a tenth (11%) like to do so 'via text message' and only a small minority (4%) do so 'by phone through NHS 111'.

When respondents' answers are analysed further, it can be seen that 50% of all respondents say that one of their preferred ways of booking their appointments is by a verbal phone method (i.e. either through their General Practice or through NHS 111), 37% of all respondents express a view that one of their preferred ways of booking appointments is via an online method (i.e. via the General Practice website or online via email) and 17% indicate that one of their preferred ways of booking appointments is in face to face/in person at the General Practice.

It should be noted for this question that 1% selected the 'No preference' option and 36% of survey respondents did not provide an answer to this question.

Results by respondent type

Tables 40a, 40b, 40c and 40d (overleaf) show how responses to this question vary by geographical area, gender, age, general health status, carer status and disability status.

Table 40a: Q39. Which of the following, if any, are your preferred ways of booking an appointment at the General Practice/ Health Centre? Please select all that apply.
RESULTS BY GEOGRAPHICAL AREA (base sizes in brackets).

	Total (5,483)	Leicester City resident (945)	Leicestershire resident (3,368)	Rutland resident (980)	Resident of other area (183)
By phone through your General Practice	50%	42%	52%	51%	44%
Online via General Practice website	34%	25%	37%	32%	23%
In-person at the General Practice	17%	16%	19%	11%	10%
Online via email	14%	11%	15%	16%	11%
Via text message	11%	13%	11%	9%	9%
By phone through NHS 111	4%	7%	3%	2%	2%
No preference	1%	2%	2%	1%	1%
No information	36%	45%	33%	36%	43%

One of the main differences evident between the CCG areas in relation to preferred individual methods of booking appointments is that Rutland residents appear less likely than those in Leicester City and Leicestershire to say that one of their preferred methods is 'in-person at the General Practice (only 11% of Rutland residents indicate this as a preferred method, compared to 16% of Leicester City residents and 19% of those residing in Leicestershire).

Another difference evident is that Leicester City residents appear less likely compared to Leicestershire and Rutland residents to express a preference for both phoning their General Practice and booking online via the General Practice website.

Table 40b: Q39. Which of the following, if any, are your preferred ways of booking an appointment at the General Practice/ Health Centre? RESULTS BY GENDER (base sizes in brackets).

	Total (5,483)	Male (815)	Female (2,359)	Other (95)	No information (2,214)
By phone through your General Practice	50%	78%	77%	79%	8%
Online via General Practice website	34%	48%	54%	56%	5%
In-person at the General Practice	17%	26%	27%	40%	2%
Online via email	14%	25%	22%	21%	2%
Via text message	11%	15%	18%	20%	2%
By phone through NHS 111	4%	7%	5%	2%	1%
No preference	1%	2%	2%	1%	0%
No information	36%	0%	0%	1%	89%

The only slight difference evident between genders in relation to preferred individual methods of booking appointments is that males appear marginally less likely than females and those identifying another way to say that one of their preferred methods is 'online via the General Practice website' (48% of males indicate this as a preferred method, compared to 54% of females and 56% of those identifying another way).

Table 40c: Q39. Which of the following, if any, are your preferred ways of booking an appointment at the General Practice/ Health Centre? RESULTS BY AGE (base sizes in brackets).

	Total (5,483)	<25 (37)	25-34 (186)	35-44 (372)	45-54 (561)	55-64 (782)	65-74 (851)	75+ (395)	No info (2,299)
By phone through your General Practice	50%	49%	72%	72%	75%	77%	81%	84%	11%
Online via General Practice website	34%	38%	65%	66%	59%	55%	47%	35%	7%
In-person at the General Practice	17%	24%	29%	25%	24%	27%	28%	28%	4%
Online via email	14%	19%	24%	24%	24%	24%	20%	19%	3%
Via text message	11%	24%	26%	27%	24%	16%	12%	9%	3%
By phone through NHS 111	4%	14%	6%	8%	8%	4%	4%	6%	1%
No preference	1%	11%	2%	3%	2%	2%	2%	1%	1%
No information	36%	8%	0%	0%	0%	0%	0%	0%	85%

There are a couple of differences evident between age groups in relation to preferred individual methods of booking appointments. As may be expected, younger age groups are more likely than older age groups to say that one of their preferred methods is 'online via the General Practice website' (65% of 25-34s and 66% of 35-44s indicate this as a preferred method, compared to 47% of 65-74s and 35% of those aged over 75. This pattern is also evident when looking at the proportions who say that one of their preferred methods is 'via text message', with those aged 25-34 (26%) and 35-44 (27%) indicating this as a preferred method, compared with only 12% of 65-74s and 9% of those aged 75 or over.

Another difference evident is that older age groups appear slightly more compared to younger age groups to express a preference for both phoning their General Practice (81% of 65-74 and 84% of those aged 75 or over indicate this as a preferred method, compared with 72% of those aged 25-34 and 35-44.

Table 40d: Q39. Which of the following, if any, are your preferred ways of booking an appointment at the General Practice/ Health Centre? RESULTS BY ‘OVERALL HEALTH’, ‘CARER STATUS’ AND ‘DISABILITY STATUS’ (base sizes in brackets).

	Total (5,483)	Current Health Status			Carer Responsibility?		Disability?	
		Good (3,321)	Fair (1,524)	Poor (634)	Yes (851)	No (2,297)	Yes (943)	No (2,321)
By phone through your General Practice	50%	49%	53%	45%	81%	77%	77%	77%
Online via General Practice website	34%	34%	35%	29%	53%	53%	50%	54%
In-person at the General Practice	17%	16%	19%	16%	28%	26%	29%	26%
Online via email	14%	14%	15%	13%	23%	22%	21%	23%
Via text message	11%	11%	11%	12%	20%	17%	17%	18%
By phone through NHS 111	4%	3%	4%	3%	7%	5%	6%	5%
No preference	1%	1%	2%	2%	1%	2%	2%	2%
No information	36%	36%	34%	38%	0%	0%	0%	0%

There are no real significant differences between the sub-groups above in relation to preferred individual methods of booking appointments and also no significant differences by ethnicity.

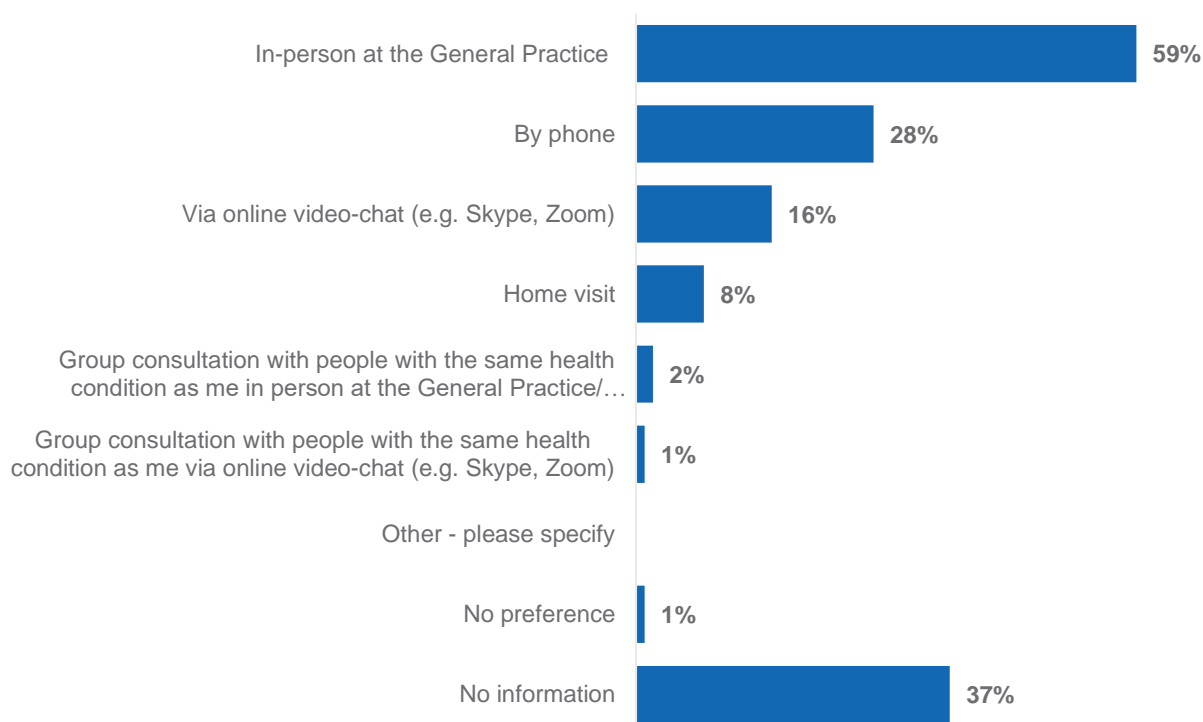
5.2 Preferred ways of seeing a GP or other healthcare professional

Headline findings

Those responding to the survey were asked to indicate their preferred ways to see a GP or other healthcare professional (again, respondents were able to select more than one option if they wished). The overall results for this question are summarised in Figure 13 below.

Figure 13: Q40. Which of the following, if any, are your preferred ways to see a GP or other healthcare professional? Please select all that apply.

OVERALL RESULTS (all responses: n=5,483).



Overall, nearly three-fifths (59%) of respondents state that 'in-person at the General Practice' is a preferred way of seeing a GP or other healthcare professional. For just under a third (28%), 'by phone' is a preferred way of seeing a GP or other healthcare professional, while around a sixth (16%) say that a preference is to see a GP or other healthcare professional 'via online video-chat (e.g. Skype, Zoom)'. At a much lower level, 'home visits' are a preferred method for just under a tenth (8%), although 'group consultations with people with the same health condition as them' (either at the General Practice/Health Centre or via an online video-chat) are selected as a preference by very small minorities of respondents.

It should be noted for this question that 1% selected the 'No preference' option and 37% of survey respondents did not provide an answer to this question.

Results by respondent type

Tables 41a, 41b, 41c and 41d (overleaf) show how responses to this question vary by geographical area, gender, age, general health status, carer status and disability status.

Table 41a: Q40. Which of the following, if any, are your preferred ways to see a GP or other healthcare professional? Please select all that apply.

RESULTS BY GEOGRAPHICAL AREA (base sizes in brackets).

	Total (5,483)	Leicester City resident (945)	Leicestershire resident (3,368)	Rutland resident (980)	Resident of other area (183)
In-person at the General Practice	59%	48%	62%	59%	53%
By phone	28%	26%	28%	30%	31%
Via online video-chat (e.g. Skype, Zoom)	16%	13%	16%	18%	15%
Home visit	8%	6%	8%	8%	5%
Group consultation with people with the same health condition as me in person at the General Practice/ Health Centre	2%	2%	2%	2%	1%
Group consultation with people with the same health condition as me via online video-chat (e.g. Skype, Zoom)	1%	1%	1%	1%	1%
Other – please specify	<0.5%	1%	0%	1%	1%
No preference	1%	2%	1%	1%	1%
No information	37%	45%	34%	37%	44%

One of the main differences evident between the CCG areas in relation to preferred ways to see a GP or healthcare professional is that Leicester City residents appear to be less likely than those in Rutland and Leicestershire to say that one of their preferred methods is ‘in-person at the General Practice (48% of Leicester City residents indicate this as a preferred method, compared to 62% of Leicestershire residents and 59% of those residing in Rutland).

Table 41b: Q40. Which of the following, if any, are your preferred ways to see a GP or other healthcare professional? Please select all that apply. RESULTS BY GENDER (base sizes in brackets).

	Total (5,483)	Male (815)	Female (2,359)	Other (95)	No information (2,214)
In-person at the General Practice	59%	92%	93%	97%	9%
By phone	28%	43%	45%	39%	3%
Via online video-chat (e.g. Skype, Zoom)	16%	27%	25%	20%	2%
Home visit	8%	15%	11%	16%	1%
Group consultation with people with the same health condition as me in person at the General Practice/ Health Centre	2%	3%	3%	2%	0%
Group consultation with people with the same health condition as me via online video-chat (e.g. Skype, Zoom)	1%	2%	2%	0%	0%
Other – please specify	<0.5%	1%	1%	0%	0%
No preference	1%	2%	1%	0%	0%
No information	37%	0%	0%	1%	90%

There are no significant differences evident between genders in relation to preferred ways to see a GP or healthcare professional.

Table 41c: Q40. Which of the following, if any, are your preferred ways to see a GP or other healthcare professional? Please select all that apply. RESULTS BY AGE (base sizes in brackets).

	Total (5,483)	<25 (37)	25-34 (186)	35-44 (372)	45-54 (561)	55-64 (782)	65-74 (851)	75+ (395)	No info (2,299)
In-person at the General Practice	59%	78%	96%	93%	94%	92%	94%	92%	12%
By phone	28%	32%	53%	49%	49%	45%	40%	40%	4%
Via online video-chat (e.g. Skype, Zoom)	16%	14%	29%	35%	35%	26%	21%	14%	3%
Home visit	8%	5%	15%	12%	9%	12%	12%	18%	1%
Group consultation with people with the same health condition as me in person at the General Practice/ Health Centre	2%	3%	1%	4%	4%	3%	2%	2%	0%
Group consultation with people with the same health condition as me via online video-chat (e.g. Skype, Zoom)	1%	3%	2%	3%	2%	2%	2%	2%	0%
Other – please specify	<0.5%	0%	0%	1%	1%	2%	0%	1%	0%
No preference	1%	5%	0%	1%	2%	1%	1%	1%	0%
No information	37%	8%	1%	0%	0%	0%	0%	1%	87%

The main differences evident between age groups are that younger age groups are more likely than older age groups to indicate that their preferred ways to see a GP or healthcare professional are 'by phone' or 'via online video chat (e.g. Skype, Zoom)', with preference for these ways decreasing with age. Although 40% of 65-74s and those aged 75 or over indicate that 'by phone' is a preferred way to see a GP or healthcare professional, this rises to 53% amongst the 25-34 age group. Similarly, only 14% of over 75s favour 'via online video chat' as a preferred method but this increases to 29% amongst 25-34s.

Table 41d: Q40. Which of the following, if any, are your preferred ways to see a GP or other healthcare professional? Please select all that apply. RESULTS BY 'OVERALL HEALTH', 'CARER STATUS' AND 'DISABILITY STATUS' (base sizes in brackets).

	Total (5,483)	Current Health Status			Carer Responsibility?		Disability?	
		Good (3,321)	Fair (1,524)	Poor (634)	Yes (851)	No (2,297)	Yes (943)	No (2,321)
In-person at the General Practice	59%	58%	61%	57%	94%	93%	93%	93%
By phone	28%	29%	27%	22%	46%	44%	42%	45%
Via online video-chat (e.g. Skype, Zoom)	16%	18%	14%	12%	31%	24%	21%	28%
Home visit	8%	6%	9%	14%	15%	11%	18%	10%
Group consultation with people with the same health condition as me in person at the General Practice/ Health Centre	2%	1%	3%	3%	4%	2%	3%	3%
Group consultation with people with the same health condition as me via online video-chat (e.g. Skype, Zoom)	1%	1%	1%	2%	2%	2%	2%	2%
Other – please specify	<0.5%	1%	1%	1%	1%	1%	1%	1%
No preference	1%	1%	1%	1%	1%	1%	1%	2%
No information	37%	37%	35%	38%	0%	0%	1%	0%

The pattern of preferences is similar across all of the above sub-groups, although there is some evidence to suggest that those with carer responsibilities may be slightly more likely than non-carers to select online video chats as a suitable way to see a GP or healthcare professional (31% of carers select this as a preferred way, compared with 24% of non-carers).

There are no significant differences by ethnicity.

When respondents were asked to indicate why they preferred certain ways of seeing a GP or healthcare professional, a variety of responses were provided. In total, 2,510 respondents provided a comment of some kind for this question. A few **example comments** illustrating why respondents preferred certain ways of seeing a GP or healthcare professional are shown below.

Example comments (for reasons why respondents prefer certain ways of seeing a GP or healthcare professional)

Comment	CCG Region	Age	Gender
In person at the General Practice:			
<i>"You need face to face if you are trying to explain how you feel and will feel like you matter to the doctor instead of an informal chat on the phone." (NB: comment relates to 'In person at the General Practice')</i>	Leicestershire	55-64	Female
<i>"A GP can see lots more from face-to-face contact that he will not pick up with any of the other methods. Sometimes frequent illnesses shield other issues that will only be seen through face-to-face contact. Also, how can you truly know where someone's pain is and how it feels from a phone call?"</i>	Leicester City	55-64	Female
<i>"Because it's the best method of communication, I only go to my GP when truly needed and I want the best service possible when I do go."</i>	Rutland	45-54	Female
By phone:			
<i>"A telephone call might be all that is required but some things require a face-to-face consultation."</i>	Rutland	55-64	Female
<i>"Sometimes I think it appropriate to see a health care professional in person but in most instances phone is fine."</i>	Leicestershire	55-64	Female
<i>"I think the new system has worked, I prefer to do it over the phone as I work and don't have the time to travel to see the GP."</i>	Leicester City	45-54	Male
Via online video-chat (e.g. Skype, Zoom):			
<i>"Online video means they can see who they are dealing with. The result may be a treatment plan or an in-person visit." (NB: comment relates to 'Via online video chat e.g. Skype, Zoom)."</i>	Rutland	55-64	Male
<i>"Less travel, I don't have to be in a waiting room with sick people and I can attend from work."</i>	Leicestershire	45-54	Female
<i>"I think that using Zoom, the phone or email can save time for both parties in some circumstances."</i>	Leicester City	65-74	Female
Home visit:			
<i>"I have poor mobility it's difficult to get anywhere without someone to help me."</i>	Leicester City	65-74	Female
<i>"If fit enough to travel I don't mind going a reasonable distance. If I was really ill I would wish to be seen at home. In all cases would prefer to see my own GP who knows me, my family, and my circumstances."</i>	Leicestershire	65-74	Male
<i>"Home visits are for the hopefully rare occasions when you are unable to travel or bed-ridden. The rest would be the normal way of making an appointment."</i>	Leicestershire	65-74	Male
A group consultation:			
<i>"A group consultation may be beneficial as it could highlight things about your condition that you didn't know, you could learn from each other. Nice to know what others are going through when you have the same illness. Must have the option to discuss anything personal with the doctor separately."</i>	Leicester City	45-54	Female

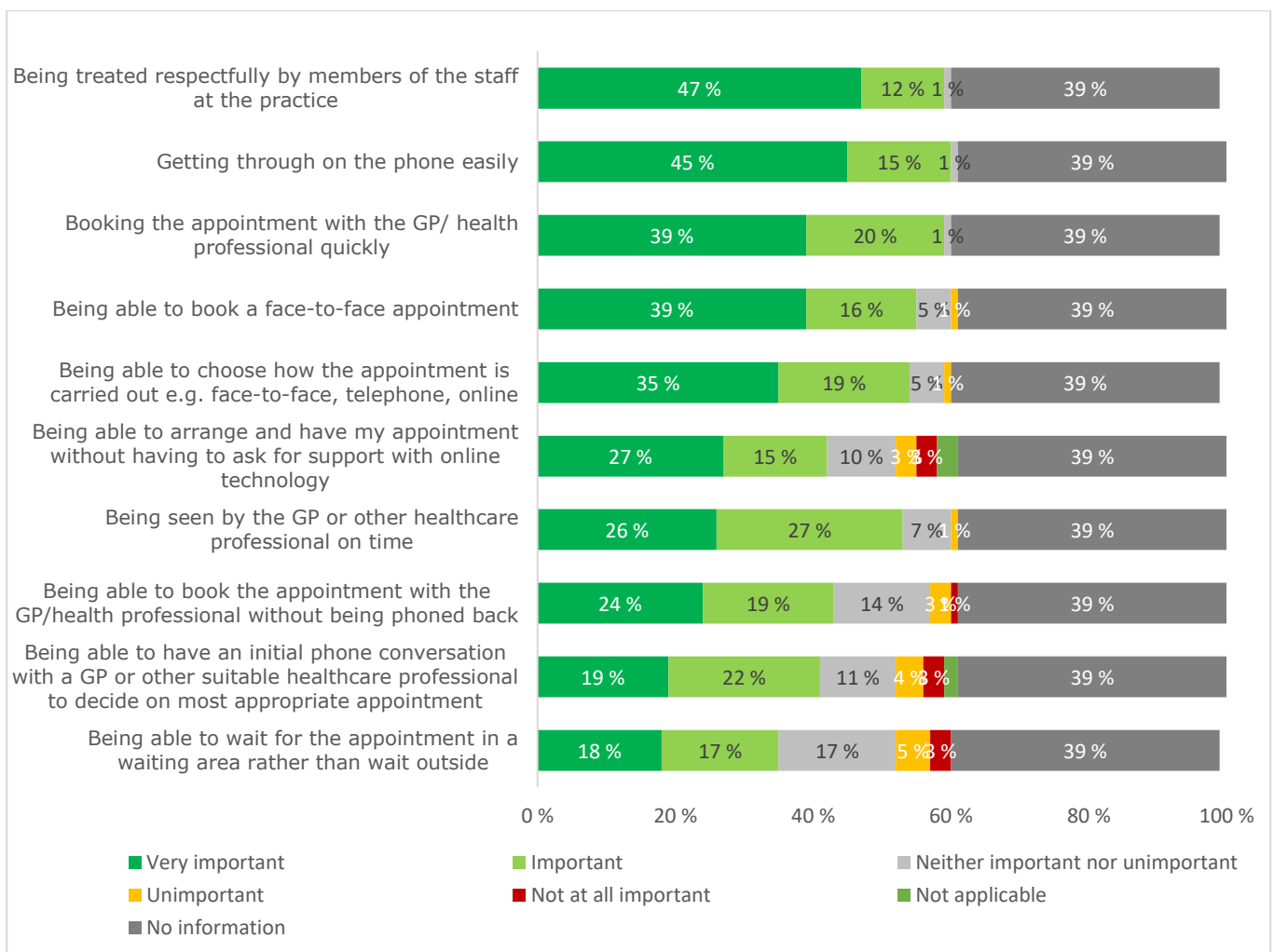
5.3 Importance of aspects of booking and seeing GP or healthcare professional at General Practice/Health Centre

Headline findings

Those responding to the survey were presented with a list of several aspects related to booking and seeing their GP or other healthcare professional at their General Practice/Health Centre and asked to indicate how important or unimportant they believed each one was. The overall results for this question are summarised in Figure 14 below.

Figure 14: Q42. In your opinion, how important or unimportant are the following aspects of booking and seeing your GP or other healthcare professional at your General Practice/ Health Centre? Please select one answer per each statement/row.

OVERALL RESULTS (all responses: n=5,483).



Overall, of the aspects rated, the ones that respondents perceive as being the most important ones are 'being treated respectfully by members of the staff at the practice' (60% rating this as either 'very important' or 'important'), 'booking the appointment with the GP/health professional quickly' (59% rating this as either 'very important' or 'important') and 'getting through on the phone easily' (59% rating this as either 'very important' or 'important').

Listed aspects that are perceived to be relatively least important are 'being able to wait for the appointment in a waiting area rather than wait outside' (35% rating this as either 'very important' or 'important') and 'being able to have an initial phone conversation with a GP or other suitable healthcare professional to decide on the most appropriate appointment' (41% rating this as either 'very important' or 'important').

It should be noted for this question that 39% of survey respondents did not provide an answer to the statements.

Results by respondent type

Tables 42a, 42b, 42c and 42d (overleaf) show how responses to this question vary by geographical area, gender, age, general health status, carer status and disability status.

Table 42a: Q42. In your opinion, how important or unimportant are the following aspects of booking and seeing your GP or other healthcare professional at your General Practice/ Health Centre? Please select one answer per each statement/row.

RESULTS BY GEOGRAPHICAL AREA (base sizes in brackets).

	Total (5,483)	Leicester City resident (945)	Leicestershire resident (3,368)	Rutland resident (980)	Resident of other area (183)
PROPORTIONS RATING EACH ASPECT AS EITHER 'VERY IMPORTANT' OR 'IMPORTANT'					
Being treated respectfully by members of the staff at the practice	60%	50%	63%	58%	51%
Getting through on the phone easily	59%	48%	63%	59%	54%
Booking the appointment with the GP/ health professional quickly	59%	49%	63%	59%	52%
Being able to book a face-to-face appointment	55%	44%	58%	55%	48%
Being able to choose how the appointment is carried out e.g. face-to-face, telephone, online	54%	45%	58%	52%	46%
Being seen by the GP or other healthcare professional on time	53%	45%	55%	53%	43%
Being able to book the appointment with the GP/health professional without being phoned back	43%	40%	48%	32%	26%
Being able to arrange and have my appointment without having to ask for support with online technology	42%	38%	44%	41%	41%
Being able to have an initial phone conversation with a GP or other suitable healthcare professional to decide on most appropriate appointment	41%	37%	40%	47%	44%
Being able to wait for the appointment in a waiting area rather than wait outside	35%	35%	38%	29%	30%

One of the main differences evident between the CCG areas in relation to the perceived importance of the various aspects is that Leicestershire residents appear to place slightly greater importance on the majority of the aspects compared to those residing in Leicester City and Rutland.

Table 42b: Q42. In your opinion, how important or unimportant are the following aspects of booking and seeing your GP or other healthcare professional at your General Practice/ Health Centre? Please select one answer per each statement/row. RESULTS BY GENDER (base sizes in brackets).

	Total (5,483)	Male (815)	Female (2,359)	Other (95)	No information (2,214)
PROPORTIONS RATING EACH ASPECT AS EITHER 'VERY IMPORTANT' OR 'IMPORTANT'					
Being treated respectfully by members of the staff at the practice	60%	92%	97%	97%	7%
Getting through on the phone easily	59%	93%	96%	95%	6%
Booking the appointment with the GP/ health professional quickly	59%	93%	96%	96%	7%
Being able to book a face-to-face appointment	55%	88%	87%	89%	6%
Being able to choose how the appointment is carried out e.g. face-to-face, telephone, online	54%	83%	88%	92%	6%
Being seen by the GP or other healthcare professional on time	53%	85%	84%	92%	6%
Being able to book the appointment with the GP/health professional without being phoned back	43%	63%	70%	82%	5%
Being able to arrange and have my appointment without having to ask for support with online technology	42%	62%	69%	77%	5%
Being able to have an initial phone conversation with a GP or other suitable healthcare professional to decide on most appropriate appointment	41%	66%	65%	63%	5%
Being able to wait for the appointment in a waiting area rather than wait outside	35%	58%	56%	58%	4%

A couple of slight differences evident between genders in relation to the perceived importance of the various aspects is that females appear to place slightly greater importance than males on the aspects of 'being treated respectfully by members of staff at the practice', 'being able to

choose how the appointment is carried out (e.g. face-to-face, telephone, online), 'being able to book the appointment with the GP/health professional without being phoned back' and 'being able to arrange and have my appointment without having to ask for support with online technology.

Table 42c: Q42. In your opinion, how important or unimportant are the following aspects of booking and seeing your GP or other healthcare professional at your General Practice/ Health Centre? Please select one answer per each statement/row. RESULTS BY AGE (base sizes in brackets).

	Total (5,483)	<25 (37)	25-34 (186)	35-44 (372)	45-54 (561)	55-64 (782)	65-74 (851)	75+ (395)	No info (2,299)
PROPORTIONS RATING EACH ASPECT AS EITHER 'VERY IMPORTANT' OR 'IMPORTANT'									
Being treated respectfully by members of the staff at the practice	60%	89%	97%	97%	96%	96%	95%	92%	10%
Getting through on the phone easily	59%	86%	94%	95%	96%	96%	95%	94%	10%
Booking the appointment with the GP/ health professional quickly	59%	89%	94%	97%	95%	96%	96%	92%	10%
Being able to book a face-to-face appointment	55%	76%	87%	85%	82%	89%	90%	88%	9%
Being able to choose how the appointment is carried out e.g. face-to-face, telephone, online	54%	84%	85%	88%	86%	88%	88%	86%	9%
Being seen by the GP or other healthcare professional on time	53%	86%	96%	91%	86%	85%	80%	78%	9%
Being able to book the appointment with the GP/health professional without being phoned back	43%	62%	74%	71%	71%	68%	65%	64%	8%
Being able to arrange and have my appointment without having to ask for support with online technology	42%	62%	62%	62%	63%	69%	70%	69%	8%
Being able to have an initial phone conversation with a GP or other suitable healthcare professional to decide on most appropriate appointment	41%	65%	63%	60%	60%	65%	70%	70%	7%
Being able to wait for the appointment in a waiting area rather than wait outside	35%	68%	55%	53%	47%	55%	59%	68%	7%

A couple of slight differences evident between age groups in relation to the perceived importance of the various aspects are that younger age groups appear to place greater

importance than older age groups on the aspects of 'being seen by the GP or other healthcare professional on time' (96% of 25-34s indicate that this is either 'very important' or 'important' to them, compared with 80% of 65-74s and 78% of over-75s) and 'being able to book the appointment with the GP/health professional without being phoned back (74% of 25-34s, compared with 65% of 65-74s and 64% of over-75s).

Conversely, there is some evidence that the importance of a couple of aspects increases with age. This is for the aspects of 'being able to arrange and have my appointment without having to ask for support with online technology' (62% of 25-34s indicate that this is either 'very important' or 'important' to them, compared with 70% of 65-74s and 69% of over-75s) and 'being able to wait for the appointment in a waiting area rather than wait outside' (55% of 25-34s indicate that this is either 'very important' or 'important' to them, compared with 68% of over-75s).

Table 42d: Q42. In your opinion, how important or unimportant are the following aspects of booking and seeing your GP or other healthcare professional at your General Practice/ Health Centre? Please select one answer per each statement/row. RESULTS BY 'OVERALL HEALTH', 'CARER STATUS' AND 'DISABILITY STATUS' (base sizes in brackets).

		Current Health Status			Carer Responsibility?		Disability?	
	Total (5,483)	Good (3,321)	Fair (1,524)	Poor (634)	Yes (851)	No (2,297)	Yes (943)	No (2,321)
PROPORTIONS RATING EACH ASPECT AS EITHER 'VERY IMPORTANT' OR 'IMPORTANT'								
Being treated respectfully by members of the staff at the practice	60%	59%	62%	72%	97%	95%	95%	96%
Getting through on the phone easily	59%	59%	62%	57%	98%	94%	95%	95%
Booking the appointment with the GP/ health professional quickly	59%	59%	62%	55%	97%	94%	94%	96%
Being able to book a face-to-face appointment	55%	53%	58%	53%	87%	87%	87%	87%
Being able to choose how the appointment is carried out e.g. face-to-face, telephone, online	54%	53%	58%	53%	89%	86%	88%	87%
Being seen by the GP or other healthcare professional on time	53%	53%	54%	48%	86%	83%	81%	85%
Being able to book the appointment with the GP/health professional without being phoned back	43%	40%	47%	46%	73%	66%	72%	67%
Being able to arrange and have my appointment without having to ask for support with online technology	42%	40%	45%	44%	71%	65%	72%	65%
Being able to have an initial phone conversation with a GP or other suitable healthcare professional to decide on most appropriate appointment	41%	42%	41%	37%	64%	66%	64%	66%
Being able to wait for the appointment in a waiting area rather than wait outside	35%	33%	40%	36%	57%	56%	63%	54%

Although the pattern of importance ratings is similar across all of the above sub-groups, those who classify themselves as being in 'poor health' are more likely than those in 'good health' to place greater importance on 'being treated respectfully by members of staff at the practice' (72% of those in poor health feel this is either 'important' or 'very important', compared with 59% of those in good health). In addition, those with carer responsibilities are slightly more likely than non-carers to feel that 'being able to book the appointment with the GP/healthcare professional without being phoned back' is important (73% of carers feel this is either 'very important' or 'important' to them, compared with 66% of non-carers) and 'being able to arrange and have my appointments without having to ask for support with online technology' (71% of carers feel this is either 'very important' or 'important' to them, compared with 65% of non-carers).

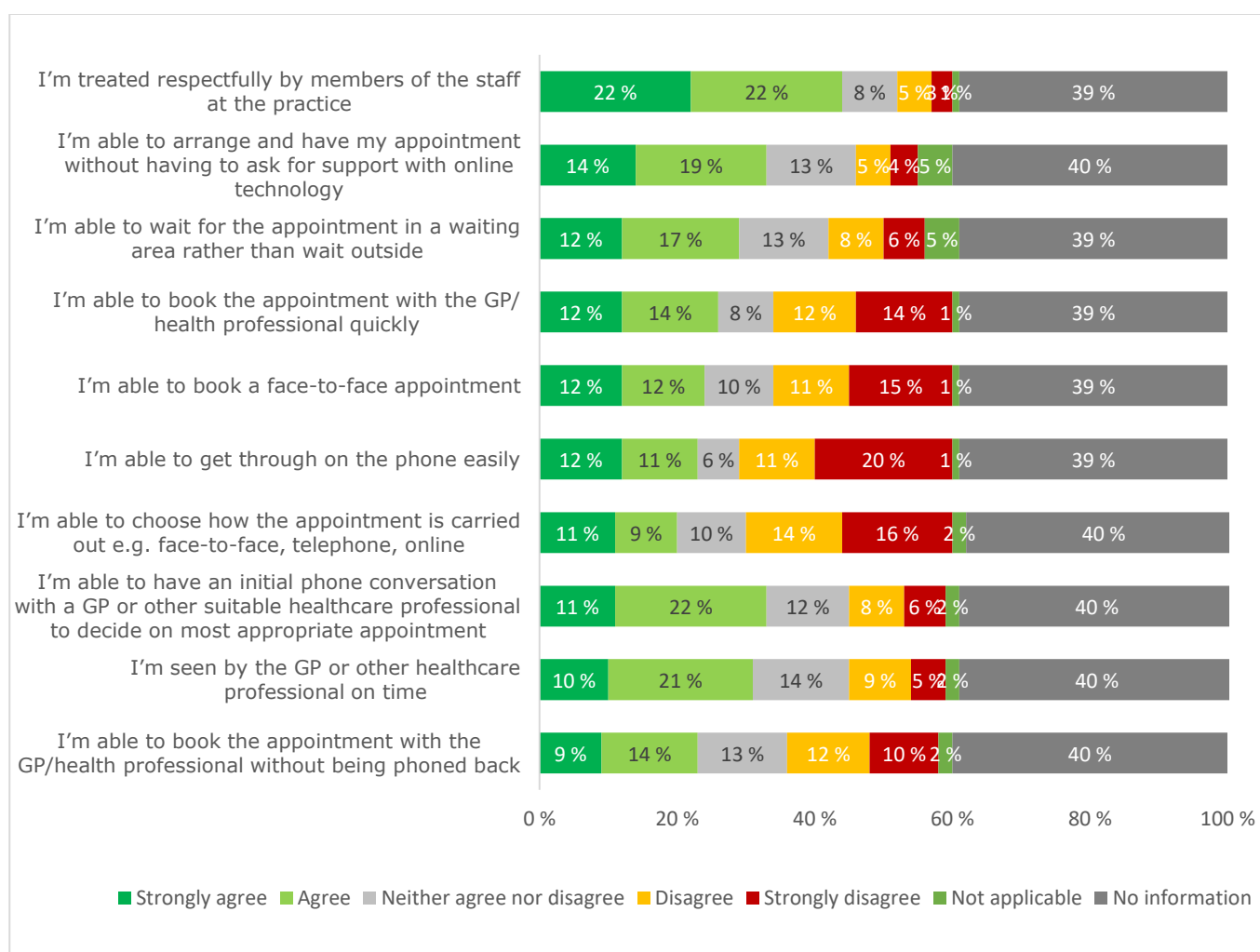
5.4 Experience of aspects of booking and seeing GP or healthcare professional at General Practice/Health Centre

Headline findings

Those responding to the survey were asked to indicate their level of agreement with statements relating to their experience of aspects of booking and seeing a GP or other healthcare professional at the General Practice/Health Centre that they are registered with. The overall results for this question are summarised in Figure 15 below.

Figure 15: Q43. Thinking about the General Practice/ Health Centre that you are registered with, how much do you agree or disagree with each of the following? Please select one answer per each statement/row.

OVERALL RESULTS (all responses: n=5,483).



Overall, of the aspects rated, the one that respondents express the greatest level of agreement with is 'I'm treated respectfully by members of the staff at the practice' (44% saying that they either 'strongly agree' or 'agree' with this). The next highest level of agreement is registered for the aspect that 'I'm able to arrange and have my appointment without having to ask for support with online technology' (33% saying that they either 'strongly agree' or 'agree' with this),

followed by 'I'm able to wait for the appointment in a waiting area rather than wait outside' (29% saying that they either 'strongly agree' or 'agree' with this).

Listed aspects that register the lowest levels of agreement are for 'I'm able to choose how the appointment is carried out (e.g. face-to-face, telephone, online), with only 20% saying that they either 'strongly agree' or 'agree' with this, 'I'm able to book the appointment with the GP/health professional without being phoned back' (23% saying that they either 'strongly agree' or 'agree' with this) and 'I'm able to get through on the phone easily' (23% saying that they either 'strongly agree' or 'agree' with this).

It should be noted for this question that 39%-40% of survey respondents did not provide an answer to the statements.

Results by respondent type

Tables 43a, 43b, 43c and 43d (overleaf) show how responses to this question vary by geographical area, gender, age, general health status, carer status and disability status.

Table 43a: Q43. Thinking about the General Practice/ Health Centre that you are registered with, how much do you agree or disagree with each of the following? Please select one answer per each statement/row.

RESULTS BY GEOGRAPHICAL AREA (base sizes in brackets).

	Total (5,483)	Leicester City resident (945)	Leicestershire resident (3,368)	Rutland resident (980)	Resident of other area (183)
PROPORTIONS WHO 'STRONGLY AGREE' OR 'AGREE' FOR EACH ASPECT					
I'm treated respectfully by members of the staff at the practice	44%	35%	45%	49%	46%
I'm able to arrange and have my appointment without having to ask for support with online technology	34%	30%	34%	36%	37%
I'm able to have an initial phone conversation with a GP or other suitable healthcare professional to decide on most appropriate appointment	33%	28%	32%	42%	33%
I'm seen by the GP or other healthcare professional on time	30%	27%	29%	38%	36%
I'm able to wait for the appointment in a waiting area rather than wait outside	29%	33%	32%	15%	17%
I'm able to book the appointment with the GP/ health professional quickly	26%	24%	24%	35%	31%
I'm able to book the appointment with the GP/health professional without being phoned back	24%	25%	24%	21%	18%
I'm able to book a face-to-face appointment	24%	23%	22%	30%	28%
I'm able to get through on the phone easily	23%	22%	22%	28%	26%
I'm able to choose how the appointment is carried out e.g. face-to-face, telephone, online	19%	20%	18%	22%	23%

For some of these aspects, the experiences of these aspects do vary between CCG areas. For example, agreement with the aspect 'I'm able to wait for the appointment in a waiting area rather than wait outside' is lower amongst Rutland residents (only 15% saying that they either 'strongly agree' or 'agree' with this) compared with those residing in Leicester City (33%) and Leicestershire (32%). Conversely, agreement with the aspect 'I'm able to book the appointment with the GP/health professional quickly' is higher amongst Rutland residents (35% saying that they either 'strongly agree' or 'agree' with this) compared with those residing in Leicester City (24%) and Leicestershire (24%)

Table 43b: Q43. Thinking about the General Practice/ Health Centre that you are registered with, how much do you agree or disagree with each of the following? Please select one answer per each statement/row. RESULTS BY GENDER (base sizes in brackets).

	Total (5,483)	Male (815)	Female (2,359)	Other (95)	No information (2,214)
PROPORTIONS WHO 'STRONGLY AGREE' OR 'AGREE' FOR EACH ASPECT					
I'm treated respectfully by members of the staff at the practice	44%	77%	72%	46%	3%
I'm able to arrange and have my appointment without having to ask for support with online technology	34%	55%	55%	37%	2%
I'm able to have an initial phone conversation with a GP or other suitable healthcare professional to decide on most appropriate appointment	33%	56%	53%	24%	3%
I'm seen by the GP or other healthcare professional on time	30%	59%	47%	22%	2%
I'm able to wait for the appointment in a waiting area rather than wait outside	29%	49%	47%	32%	2%
I'm able to book the appointment with the GP/health professional quickly	26%	48%	41%	21%	2%
I'm able to book the appointment with the GP/health professional without being phoned back	24%	43%	37%	27%	2%

I'm able to book a face-to-face appointment	24%	47%	36%	18%	2%
I'm able to get through on the phone easily	23%	42%	37%	21%	2%
I'm able to choose how the appointment is carried out e.g. face-to-face, telephone, online	19%	37%	29%	17%	2%

For some of these aspects, the experiences of these aspects do vary between genders, with males slightly more likely than females to agree to some extent with many of the statements about their experiences. For example, agreement with the aspect 'I'm seen by the GP or other healthcare professional on time' is lower amongst females (47% saying that they either 'strongly agree' or 'agree' with this) compared with males (59%). The same is also true of experiences relating to 'I'm able to book the appointment with the GP/health professional quickly' (41% of females agreeing to some extent with this, compared with 48% of males), 'I'm able to book a face-to-face appointment' (36% of females, compared with 47% of males) and 'I'm able to choose how the appointment is carried out' (29% of females, compared to 37% of males).

Table 43c: Q43. Thinking about the General Practice/ Health Centre that you are registered with, how much do you agree or disagree with each of the following? Please select one answer per each statement/row. RESULTS BY AGE (base sizes in brackets).

	Total (5,483)	<25 (37)	25-34 (186)	35-44 (372)	45-54 (561)	55-64 (782)	65-74 (851)	75+ (395)	No info (2,299)
PROPORTIONS WHO 'STRONGLY AGREE' OR 'AGREE' FOR EACH ASPECT									
I'm treated respectfully by members of the staff at the practice	44%	51%	61%	63%	66%	71%	79%	87%	5%
I'm able to arrange and have my appointment without having to ask for support with online technology	34%	38%	48%	50%	58%	51%	59%	61%	4%
I'm able to have an initial phone conversation with a GP or other suitable healthcare professional to decide on most appropriate appointment	33%	41%	54%	48%	52%	50%	58%	63%	4%
I'm seen by the GP or other healthcare professional on time	30%	38%	38%	40%	45%	49%	55%	65%	4%
I'm able to wait for the appointment in a waiting area rather than wait outside	29%	43%	52%	48%	39%	42%	49%	60%	4%
I'm able to book the appointment with the GP/health professional quickly	26%	30%	33%	32%	39%	40%	49%	59%	24%
I'm able to book the appointment with the GP/health professional without being phoned back	24%	35%	24%	34%	39%	34%	42%	50%	3%
I'm able to book a face-to-face appointment	24%	30%	28%	28%	32%	36%	46%	54%	3%
I'm able to get through on the phone easily	23%	22%	26%	26%	32%	37%	42%	57%	3%
I'm able to choose how the appointment is carried out e.g. face-to-face, telephone, online	19%	19%	17%	20%	24%	30%	38%	49%	3%

For many of these aspects, the experiences of respondents do vary between age groups, with older age groups more likely than younger age groups to express higher agreements levels with most of them. For example, agreement with the aspect 'I'm seen by the GP or other

healthcare professional on time' is lower amongst 25-34s (38% saying that they either 'strongly agree' or 'agree' with this) compared with those aged over 75 (65%). The same is also true of experiences relating to 'I'm able to book the appointment with the GP/health professional quickly' (33% of 25-34s agreeing to some extent with this, compared with 59% of over-75s), 'I'm able to book a face-to-face appointment' (28% of 25-34s, compared with 46% of 65-74s and 54% of over-75s) and 'I'm able to choose how the appointment is carried out' (only 17% of 25-34s, compared to 49% of over 75s).

Table 43d: Q43. Thinking about the General Practice/ Health Centre that you are registered with, how much do you agree or disagree with each of the following? RESULTS BY ‘OVERALL HEALTH’, ‘CARER STATUS’ AND ‘DISABILITY STATUS’ (base sizes in brackets).

		Current Health Status			Carer Responsibility?		Disability?	
	Total (5,483)	Good (3,321)	Fair (1,524)	Poor (634)	Yes (851)	No (2,297)	Yes (943)	No (2,321)
PROPORTIONS WHO ‘STRONGLY AGREE’ OR ‘AGREE’ FOR EACH ASPECT								
I’m treated respectfully by members of the staff at the practice	44%	45%	44%	38%	68%	75%	71%	73%
I’m able to arrange and have my appointment without having to ask for support with online technology	34%	34%	34%	32%	53%	56%	53%	55%
I’m able to have an initial phone conversation with a GP or other suitable healthcare professional to decide on most appropriate appointment	33%	34%	32%	28%	52%	55%	50%	55%
I’m seen by the GP or other healthcare professional on time	30%	31%	30%	29%	47%	51%	50%	49%
I’m able to wait for the appointment in a waiting area rather than wait outside	29%	28%	31%	30%	47%	47%	51%	45%
I’m able to book the appointment with the GP/health professional quickly	26%	26%	26%	25%	39%	44%	43%	42%
I’m able to book the appointment with the GP/health professional without being phoned back	24%	23%	24%	25%	35%	40%	40%	37%
I’m able to book a face-to-face appointment	24%	24%	23%	24%	34%	41%	40%	38%
I’m able to get through on the phone easily	23%	23%	23%	22%	33%	40%	38%	37%
I’m able to choose how the appointment is carried out e.g. face-to-face, telephone, online	19%	19%	19%	22%	28%	32%	33%	30%

The only real differences of note between the above sub-groups are for the aspect 'I'm treated respectfully by members of staff at the practice'. Those classifying themselves as being in 'poor health' are slightly less likely than those in 'good health' to agree that this has been their experience (38% of those in poor health saying that they either 'strongly agree' or 'agree' with this, compared with 45% of those in good health), while those with carer responsibilities are also less likely than non-carers to agree with this statement (68% and 75% respectively).

5.5 Importance vs. Experience of aspects of booking and seeing GP or healthcare professional at General Practice/Health Centre

The importance ratings of aspects relating to their experience of aspects of booking and seeing a GP or other healthcare professional at the General Practice/Health Centre that they are registered with (covered at Q42 of the survey) can be compared to the experiences of respondents in these areas (covered at Q43 of the survey) and a summary of this is shown in the following table.

Table 44: Importance v Experience of Aspects of Booking and Seeing a GP or Other Healthcare Professional at the General Practice/Health Centre They Are Registered With. OVERALL RESULTS.

	Importance Ranking (out of the 10 aspects)	% Rating for Importance ('Very Important' / 'Important')	Experience Ranking (out of the 10 aspects)	% Rating for Experience ('Strongly Agree' / 'Agree')
<i>PROPORTIONS WHO 'STRONGLY AGREE' OR 'AGREE' FOR EACH ASPECT</i>				
Being treated respectfully by members of the staff at the practice	1 st	60%	1 st	44%
Getting through on the phone easily	=2 nd	59%	9 th	23%
Booking the appointment with the GP/ health professional quickly	=2 nd	59%	6 th	26%
Being able to book a face-to-face appointment	4 th	55%	=7 th	24%
Being able to choose how the appointment is carried out e.g. face-to-face, telephone, online	5 th	54%	10 th	19%
Being seen by the GP or other healthcare professional on time	6 th	53%	4 th	30%
Being able to book the appointment with the GP/health professional without being phoned back	7 th	43%	=7 th	24%
Being able to arrange and have my appointment without having to ask for support with online technology	8 th	42%	2 nd	34%
Being able to have an initial phone conversation with a GP or other suitable healthcare professional to decide on most appropriate appointment	9 th	41%	3 rd	33%
Being able to wait for the appointment in a waiting area rather than wait outside	10 th	35%	5 th	29%

When respondents' importance ratings for aspects relating to their experience of aspects of booking and seeing a GP or other healthcare professional at the General Practice/Health Centre that they are registered with are compared to their experiences in these areas, it can be seen that there is perceived to be room for improvement in some of the most important aspects of primary care service areas.

The most significant mismatches between importance and experience relate to 'speed' aspects, most notably for 'getting through on the phone easily' and 'booking the appointment with the GP/health professional quickly'. Another aspect where performance appears to be significantly lower than importance relates to 'choice', namely 'being able to choose how the appointment is carried out (e.g. face-to-face, telephone, online).

However, one encouraging comparison between importance and experience is that 'being treated respectfully by members of staff at the practice' is viewed by respondents as being the most important of the aspects tested, while also being rated as the aspect for which the best performance is evident.

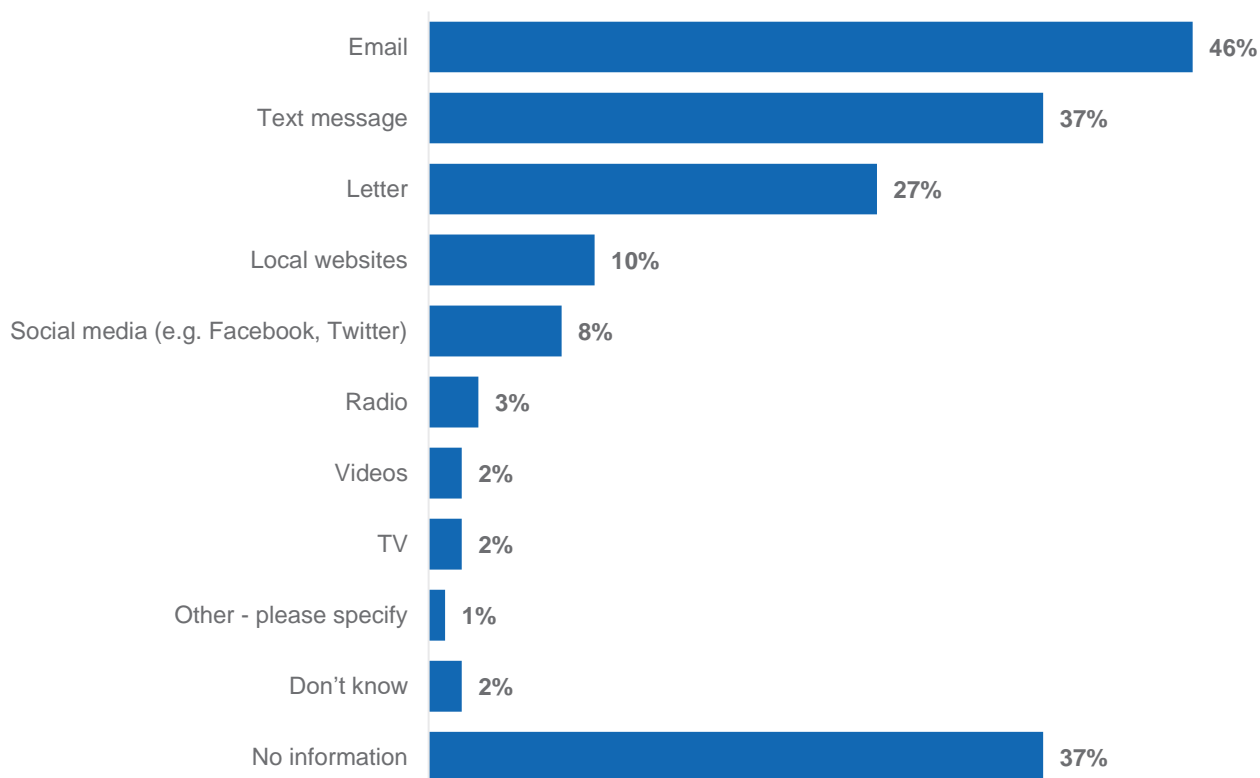
Section 6: Communications

6.1 Preferred ways of receiving local NHS information related to healthcare from General Practices/Health Centres

Headline findings

Those responding to the survey were asked to indicate their preferred ways of receiving their local NHS information related to their healthcare from their General Practice/Health Centre (respondents were able to select more than one option if they wished). The overall results for this question are summarised in Figure 16 below.

Figure 16: Q44. How would you like to receive your local NHS information related to your healthcare from your General Practice/ Health Centre? Please select all that apply.
OVERALL RESULTS (all responses: n=5,483).



Overall, the most preferred way of receiving local NHS healthcare-related information from General Practices/Health Centres amongst respondents is via email (46% of all respondents selecting this option), while approaching two-fifths (37%) of respondents select 'text message' as a preferred channel. More than a quarter (27%) feel that they would like to receive local NHS healthcare-related information from General Practices/Health Centres by 'letter'. Other options are preferred by only a minority of respondents, with 'local websites' and 'social media' popular with 10% and 8% respectively, while 'radio', 'videos' and 'TV' are selected by a very small minority.

It should be noted for this question that 2% selected the 'Don't know' option and 37% of survey respondents did not provide an answer to this question.

Results by respondent type

Tables 45a, 45b, 45c and 45d (below and overleaf) show how responses to this question vary by geographical area, gender, age, general health status, carer status and disability status.

Table 45a: Q44. How would you like to receive your local NHS information related to your healthcare from your General Practice/ Health Centre? Please select all that apply. RESULTS BY GEOGRAPHICAL AREA (base sizes in brackets).

	Total (5,483)	Leicester City resident (945)	Leicestershire resident (3,368)	Rutland resident (980)	Resident of other area (183)
Email	46%	32%	48%	51%	45%
Text message	37%	35%	37%	39%	33%
Letter	27%	25%	29%	20%	19%
Local websites	10%	8%	13%	6%	7%
Social media (e.g. Facebook, Twitter)	8%	5%	11%	4%	2%
Radio	3%	3%	3%	1%	1%
TV	2%	3%	3%	1%	1%
Videos	2%	2%	2%	2%	3%
Other – please specify	1%	1%	2%	1%	1%
Don't know	2%	3%	2%	1%	1%
No information	37%	46%	34%	37%	43%

The main difference evident between the CCG areas in relation to preferred ways to receive local NHS information related to healthcare from General Practices/Health Centres is that Leicester City residents are less likely than those living in Leicestershire and Rutland to favour email as a communication channel. Just under a third (32%) of Leicester City residents say that they would like to receive their information in this way, compared with 51% of those in Rutland and 48% of Leicestershire residents. For Leicester City residents, their most preferred way of receiving such information is via text message (35% selecting this option) – although larger proportions of those in Leicestershire and Rutland select this option, for these respondents email is still selected by greater proportions in these areas. Interestingly, at a lower level, there is some evidence to suggest that local websites and social media are communication channels that may be slightly more favoured by Leicestershire residents compared to those living in Leicester City and Rutland.

Table 45b: Q44. How would you like to receive your local NHS information related to your healthcare from your General Practice/ Health Centre? Please select all that apply. RESULTS BY GENDER (base sizes in brackets).

	Total (5,483)	Male (815)	Female (2,359)	Other (95)	No information (2,214)
Email	46%	76%	72%	52%	6%
Text message	37%	59%	60%	49%	5%
Letter	27%	41%	42%	49%	4%
Local websites	10%	15%	17%	13%	1%
Social media (e.g. Facebook, Twitter)	8%	6%	16%	8%	1%
Radio	3%	4%	4%	9%	0%
TV	2%	4%	4%	6%	0%
Videos	2%	3%	3%	3%	0%
Other – please specify	1%	2%	2%	4%	0%
Don't know	2%	2%	3%	6%	1%
No information	37%	1%	0%	2%	90%

The main slight difference evident between genders is that females may be slightly more likely than males to prefer to receive local NHS information related to healthcare from General Practices/Health Centres though social media (e.g. Facebook, Twitter), with 16% of females saying that they would like to receive their information in this way, compared with 6% of males.

Table 45c: Q44. How would you like to receive your local NHS information related to your healthcare from your General Practice/ Health Centre? Please select all that apply. RESULTS BY AGE (base sizes in brackets).

	Total (5,483)	<25 (37)	25-34 (186)	35-44 (372)	45-54 (561)	55-64 (782)	65-74 (851)	75+ (395)	No info (2,299)
Email	46%	46%	68%	68%	76%	73%	75%	73%	8%
Text message	37%	59%	62%	64%	63%	59%	60%	48%	6%
Letter	27%	51%	37%	40%	36%	40%	44%	51%	6%
Local websites	10%	14%	22%	18%	19%	18%	16%	9%	2%
Social media (e.g. Facebook, Twitter)	8%	24%	26%	23%	18%	13%	7%	2%	2%
Radio	3%	5%	5%	5%	3%	5%	3%	3%	1%
TV	2%	8%	5%	5%	4%	5%	2%	2%	0%
Videos	2%	8%	1%	3%	4%	4%	2%	1%	0%
Other – please specify	1%	0%	1%	1%	1%	2%	2%	4%	0%
Don't know	2%	0%	6%	4%	3%	3%	2%	2%	1%
No information	37%	8%	1%	2%	0%	0%	0%	1%	87%

The main difference evident between age groups is that the oldest age group (those aged 75 and over) are less likely than younger age groups to want to receive local NHS information related to healthcare from General Practices/Health Centres via text message (48% of over-75s indicate this, compared with 62% of 25-34s), via local websites (only 9% of over 75s selecting this as a preferred method, compared to 22% of 25-34s) and through social media (only 2% of over 75s and 7% of 65-74s selecting this as a preferred method, compared to 26% of 25-34s).

Table 45d: Q44. How would you like to receive your local NHS information related to your healthcare from your General Practice/ Health Centre? Please select all that apply. RESULTS BY 'OVERALL HEALTH', 'CARER STATUS' AND 'DISABILITY STATUS' (base sizes in brackets).

	Total (5,483)	Current Health Status			Carer Responsibility?		Disability?	
		Good (3,321)	Fair (1,524)	Poor (634)	Yes (851)	No (2,297)	Yes (943)	No (2,321)
Email	46%	47%	47%	40%	72%	74%	69%	74%
Text message	37%	37%	37%	36%	64%	58%	57%	60%
Letter	27%	24%	30%	30%	43%	41%	49%	39%
Local websites	10%	11%	10%	9%	18%	16%	15%	17%
Social media (e.g. Facebook, Twitter)	8%	9%	7%	7%	17%	11%	11%	14%
Radio	3%	3%	2%	3%	5%	4%	5%	4%
TV	2%	2%	3%	3%	4%	4%	5%	4%
Videos	2%	2%	1%	2%	3%	3%	3%	3%
Other – please specify	1%	1%	2%	2%	2%	2%	3%	2%
Don't know	2%	2%	3%	2%	3%	3%	3%	3%
No information	37%	37%	35%	38%	0%	0%	1%	0%

Although the pattern of responses is similar across all of the above sub-groups, those in poor health appear slightly less likely than those in good health to say that they would like to receive local NHS information related to healthcare from General Practices/Health Centres via email (40% of those in poor health, compared to 47% of those in good health). Text messages are slightly more likely to appeal to those with carer responsibilities (64%) than non-carers (58%), while those with disabilities are more likely than those without disabilities to favour receiving such information via a letter (49% and 39% respectively).

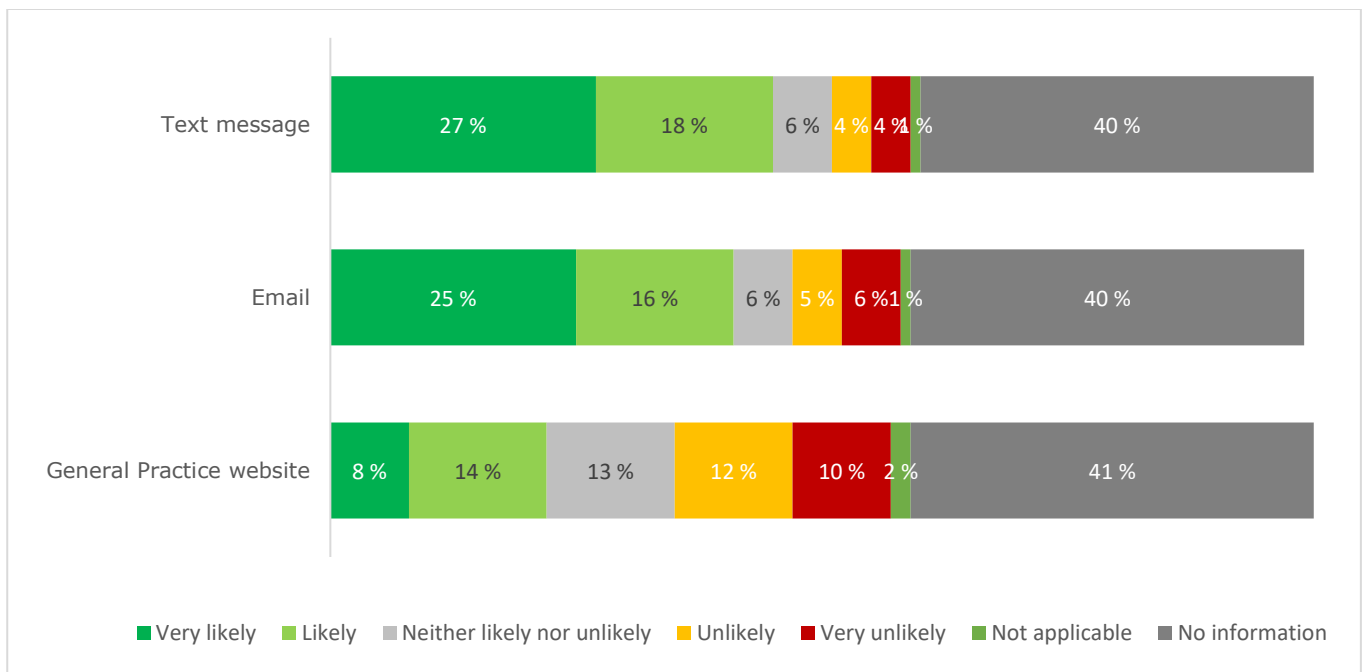
6.2 Likelihood of receiving/reading local NHS information related to healthcare from General Practices/Health Centres

Headline findings

Those responding to the survey were asked to indicate their likelihood to receive and/or read about local NHS information related to their healthcare from their General Practice/Health Centre via email, text message and the General Practice website. The overall results for this question are summarised in Figure 17 below.

Figure 17: Q45. How likely or unlikely would be to receive and/or read about your local NHS information related to your healthcare from your General Practice/ Health Centre via the following? Please select one answer.

OVERALL RESULTS (all responses: n=5,483).



Overall, of the three options, respondents are most likely to receive and/or read about their local NHS information related to their healthcare from their General Practice/Health Centre if they receive the communication via text message, with more than two-fifths (45%) saying they are either 'very likely' or 'likely' to do so. A slightly smaller proportion (41%) indicate that they would be either 'very likely' or 'likely' to receive/read such information if it came via email, while only just over a fifth (22%) would do so if the information was on the General Practice website.

Interestingly, 15% of all respondents indicate that they would be either 'very likely' or 'likely' to receive and/or read such information from all three sources (text message, email and the General Practice website).

It should be noted for this question that between 1%-2% selected the 'Not applicable' option and 40%-41% of survey respondents did not provide an answer to these communication options.

Results by respondent type

Tables 46a, 46b, 46c and 46d (overleaf) show how responses to this question vary by geographical area, gender, age, general health status, carer status and disability status.

Table 46a: Q45. How likely or unlikely would be to receive and/or read about your local NHS information related to your healthcare from your General Practice/ Health Centre via the following? Please select one answer.

RESULTS BY GEOGRAPHICAL AREA (base sizes in brackets).

	Total (5,483)	Leicester City resident (945)	Leicestershire resident (3,368)	Rutland resident (980)	Resident of other area (183)
PROPORTIONS 'VERY LIKELY' OR 'LIKELY' FOR EACH CHANNEL					
Text message	45%	39%	45%	49%	44%
Email	41%	32%	42%	48%	42%
General Practice website	21%	19%	23%	19%	27%

Leicester City residents appear to be less likely than those in Rutland and Leicestershire to be likely to receive and/or read about their local NHS information related to their healthcare from their General Practice/Health Centre if they were to receive it via text message or email. Just under two-fifths (39%) of Leicester City residents indicate that they would be either 'very likely' or 'likely' to receive/read this information if it was communicated via text message (compared with 49% of Rutland residents and 45% of those residing in Leicestershire), while just under a third (32%) of those in Leicestershire feel the same about receiving/reading this information via email (compared to 48% of Rutland residents and 42% of Leicestershire residents).

Table 46b: Q45. How likely or unlikely would be to receive and/or read about your local NHS information related to your healthcare from your General Practice/ Health Centre via the following? Please select one answer. RESULTS BY GENDER (base sizes in brackets).

	Total (5,483)	Male (815)	Female (2,359)	Other (95)	No information (2,214)
PROPORTIONS 'VERY LIKELY' OR 'LIKELY' FOR EACH CHANNEL					
Text message	45%	71%	71%	62%	6%
Email	41%	69%	64%	56%	5%
General Practice website	21%	33%	35%	27%	3%

There is some evidence to suggest that males appear to be slightly more likely than females to be favourable towards receiving and/or reading about their local NHS information related to their healthcare from their General Practice/Health Centre via email, with 69% of males indicating that they would be either 'very likely' or 'likely' to receive/read this information if it was communicated in this way.

Table 46c: Q45. How likely or unlikely would be to receive and/or read about your local NHS information related to your healthcare from your General Practice/ Health Centre via the following? Please select one answer. RESULTS BY AGE (base sizes in brackets).

	Total (5,483)	<25 (37)	25-34 (186)	35-44 (372)	45-54 (561)	55-64 (782)	65-74 (851)	75+ (395)	No info (2,299)
PROPORTIONS 'VERY LIKELY' OR 'LIKELY' FOR EACH CHANNEL									
Text message	45%	78%	76%	75%	73%	73%	71%	78%	7%
Email	41%	59%	63%	69%	67%	65%	63%	68%	8%
General Practice website	21%	35%	32%	35%	32%	35%	36%	34%	4%

There are no significant differences in the responses across the different age groups in terms of being more or less favourable towards receiving and/or reading about their local NHS information related to their healthcare from their General Practice/Health Centre via email, text message or via the General Practice website.

Table 46d: Q45. How likely or unlikely would be to receive and/or read about your local NHS information related to your healthcare from your General Practice/ Health Centre via the following? Please select one answer. RESULTS BY 'OVERALL HEALTH', 'CARER STATUS' AND 'DISABILITY STATUS' (base sizes in brackets).

	Total (5,483)	Current Health Status			Carer Responsibility?		Disability?	
		Good (3,321)	Fair (1,524)	Poor (634)	Yes (851)	No (2,297)	Yes (943)	No (2,321)
PROPORTIONS 'VERY LIKELY' OR 'LIKELY' FOR EACH CHANNEL								
Text message	45%	46%	44%	41%	74%	71%	68%	72%
Email	41%	43%	39%	36%	66%	66%	61%	67%
General Practice website	21%	22%	22%	20%	33%	35%	36%	34%

The only real difference of note evident between the above sub-groups is that those with disabilities are slightly less likely than those with no disabilities to be likely to receive and/or read about their local NHS information related to their healthcare from their General Practice/Health Centre if they were to receive it via email (61% of those with disabilities say they would be either 'very likely' or 'likely' to receive/read this information if it was communicated this way, compared with 67% of those with no disabilities).

When respondents were asked to indicate why they were likely or unlikely to receive and/or read about their local NHS information related to their healthcare from their General Practice/Health Centre through either text message email or through the General Practice website, a variety of responses were provided and the key themes to these comments are shown in the following table.

Table 47: Q46. Please tell us why that is?**OVERALL RESULTS** (all responses: n=5,483).*NB: Themes mentioned by 25+ respondents.*

Theme of comment	No. responses	% responses
Because this/these are easily accessible/immediate/convenient for me	422	8%
Because I would not/never look at the General Practice/Health Centre website/website out of date	402	7%
Because I check this/these options every day	266	5%
I am already used to getting this contact from my General Practice/Health Centre	171	3%
I never usually get any contact from my General Practice/Health Centre/contact is unreliable	132	2%
Text & email are direct communication (website is not)/would need to check website regularly	104	2%
I prefer email (unspecified comments)	86	2%
I don't like/can't use modern ways of communication/would prefer a letter/newsletter/face to face	78	1%
I prefer text message (unspecified comments)	68	1%
Because I like to keep up-to-date/in touch/any contact is good	66	1%
Because they would indicate that the information is important/needs to be read/wouldn't miss it	62	1%
Because it/these are easy to use/read/am familiar with them/effective	53	1%
Information can be received very quickly	40	1%
Because I don't have internet access/computer access/phone	38	1%
Suspicious of emails/texts/internet (scams, lack of confidentiality etc.)	30	1%
Not interested in any of these methods (general comments, can't see due to poor eyesight, too busy to read)	27	<1%
I can read the information in my own time	25	<1%

Table 47 (continued): Q46. Please tell us why that is?

OVERALL RESULTS (all responses: n=5,483).

NB: Themes mentioned by 25+ respondents.

Theme of comment	No. responses	% responses
Did not understand the question	45	1%
Other	96	2%
Don't know/not sure/can't think of anything	41	1%
<i>No comment made</i>	30	1%
<i>No information/left blank</i>	3,176	58%

The majority of comments given for respondent preferences for receiving information either via email, text or through the General Practice website relate to the relative ease and convenience of being sent an email or a text, as opposed to having to go and search out the information on General Practice websites. The ‘ease and accessibility’ of all three communication forms tested is cited as a reason by 8% of respondents (although this is more likely to be mentioned in relation to texts and emails), while 5% mention that they use these mediums of communication regularly. Furthermore, a similar proportion (7%) say that they would not look at their General Practice website, largely because this would involve some effort on their behalf but also because their previous experiences of accessing their General Practice’s website have not been positive, while 2% say that they would need to have notifications ‘pushed’ to them (in the form of a direct text or email) rather than having to seek out the information on the General Practice/Health Centre website themselves because they may miss important information if they forget to use the General Practice/Health Centre website.

Encouragingly, a small proportion (3%) say that they already receive text or email communication from their General Practice/Health Centre – however, 2% state that they never receive communication of any description from their General Practice/Health Centre.

In total, 2,307 respondents made a comment of some description for this question. A few **example comments** illustrating why respondents would be likely or unlikely to receive and/or read about their local NHS information related to their healthcare from their General Practice/Health Centre via text message, email or the General Practice website are shown below.

Example comments (for reasons why respondents would be likely to receive and/or read about local NHS information related to their healthcare from their General Practice/Health Centre via text message, email or the General Practice website)

Comment	CCG Region	Age	Gender
<i>“Any information from my GP surgery by these means would indicate to me that they are important and need to be read.” (NB: comment relates to all three means – text message, email and General Practice website)</i>	Other area	55-64	Female
<i>“We are bombarded with emails & texts, I would take more notice of letters.” (NB: comment is made by someone who says they would be ‘unlikely’ to read/receive communication from any of the three means)</i>	Leicestershire	65-74	Female
<i>“They (emails and text messages) are directed to me personally rather than remembering to look at the practice website.”</i>	Leicestershire	55-64	Male
<i>“Our website isn't that good and having to go online is not the first choice.”</i>	Leicestershire	65-74	Female
<i>“I am more likely to look at and save an email but discard a text message.”</i>	Leicestershire	55-64	Female
<i>“Because the GP practice website should be the first point when wanting advice.”</i>	Leicestershire	55-64	Female
<i>“You have to know there is something on the website that needs reading, so you need an email or text first.”</i>	Rutland	55-64	Male
<i>“I prefer direct communication and have been impressed with texts and e-mail correspondence thus far. The website can be repetitive and, sometimes, overly general in content.”</i>	Rutland	75+	Male
<i>“I read my own emails all day and text messages come through on my watch. I don't have time to visit the GP website.”</i>	Rutland	65-74	Male
<i>“The email and phone text would be seen by me within a few hours or sometimes straight away.”</i>	Leicester City	55-64	Female
<i>“Unless I go onto the website I won't see anything on there and unless I have a specific reason to go to the website I won't.”</i>	Leicester City	35-44	Male
<i>I am a regular user of electronic communication therefore I usually see messages quickly</i>	Rutland	75+	Male

Section 7: Suggested Improvements to Healthcare Access and Services

Headline findings

At the end of the survey, respondents were asked to share any suggestions for how the healthcare access and services that their General Practice/Health Centre is offering could be improved. A variety of responses were provided and the key themes to these comments are shown in the table below.

NB: Themes mentioned by 25+ respondents.

Table 48: Q47. Please share with us any suggestions for how we could improve the healthcare access and services that your General Practice/ Health Centre is offering?

OVERALL RESULTS (all responses: n=5,483).

Theme of comment	No. responses	% responses
Make it easier to make GP appointments when I need them (e.g. online system, better telephone system, call-back system, email)	643	12%
Make it easier/quicker to contact General Practice/Health Centre (e.g. by phone/easier phone access, access for those without modern technology)	547	10%
Allow/bring back face to face appointments	408	7%
More Practice staff training (e.g. politeness, professionalism, better running of Practice)	282	5%
Ensure that more/better GPs/more nurses/more staff are available at the General Practice/Health Centre (increased resources)	242	4%
More funding for NHS/General Practices/Health Centres/need more Practices/Centres	126	2%
Return services to how they were pre-Covid-19/make Practices fully operational	109	2%
Better communication from Practice about services available/about general information etc.	102	2%
Allow out of hours appointments/access to Practices	102	2%
Better continuity of care (e.g. should be able to see the same GP every time/notes access at all places)	92	2%
Provide choice of consultation methods/options (e.g. online, telephone, home visits, email)	88	2%
Ensure patients can wait inside the Practice (rather than outside)/improve physical Practice procedures/provide better parking	71	1%
Provide better prescription services (e.g. delivery service, better efficiency)	47	1%
Improve Practice websites	47	1%

Table 48 (continued): Q47. Please share with us any suggestions for how we could improve the healthcare access and services that your General Practice/ Health Centre is offering?

OVERALL RESULTS (all responses: n=5,483).

Theme of comment	No. responses	% responses
Doctors/GPs to listen more to patients (e.g. show empathy, allow longer appointment time, discuss more than one issue etc.)	39	1%
Increased referrals to specialists/have specialists in Practices (e.g. female issues, elderly issues)	35	1%
Provide more healthcare options/locations (e.g. walk-in centres, pharmacies)	30	1%
No improvements needed/excellent/good service	191	3%
Other	84	2%
<i>Don't know/not sure/can't think of anything</i>	35	1%
<i>No comment made</i>	48	1%
<i>No information/left blank</i>	3,025	55%

Many suggestions for improvements tend to back up the comments made by respondents in previous open-ended questions throughout the survey. The most commonly-mentioned themes relate to the difficulties experienced with accessing primary healthcare services, with 12% making comments relating to ‘making it easier to obtain GP appointments when I need them’, a further 7% specifically mentioning ‘allow/bring back face-to-face appointments’ and 10% would like to ‘make it easier to contact the General Practice/Health Centre generally’. The other main theme emerging relates to the staffing levels and staffing quality at General Practices/Health Centres, with 5% making comments relating to the need for ‘more Practice staff training (e.g. politeness, professionalism and general management of the facility) and 4% mentioning the need for ‘more/better GPs/nurses/staff at General Practices/Health Centres’.

In total, 2,458 respondents made a comment of some description for this question. A few **example comments** illustrating some of the suggestions made by respondents for improving the healthcare access and services that their General Practice/Health Centre is offering are provided in the following table.

Example comments (for suggestions made to improve the healthcare access and services that General Practices/Health Centres offer)

Comment	CCG Region	Age	Gender
<i>“Employ the appropriate amount of staff to manage the patients registered, both admin and GPs. Be able to book your own appointments online, no matter how far in advance.”</i>	Leicestershire	35-44	Female
<i>“1 - Stop us waiting outside - pets are given better access to the Vets than we get to the GP Practice. 2 - Give patients who want to book appointments by 'phone the facility to do so by reverting to previous practice rather than forcing me online. 3 Stop believing your/the government's propaganda that we are here to protect the NHS - the NHS is here to protect us for which we pay grandly.”</i>	Leicestershire	Prefer not to say	Male
<i>“Give patients a choice of face-to-face/telephone/video call. Not all patients have access to online, especially elderly people. Let the patient decide, not the receptionist!”</i>	Leicestershire	45-54	Female
<i>“1. The surgery could assign one doctor to each patient to make sure they receive consistent treatment and advice. 2. The telephone capacity should be increased to reduce waiting times. 3. If the health professional is running late or the appointments are running over then the estimated waiting times should be displayed so you can choose to wait or rearrange. 4. Customer care training should be given to the reception staff as some are rude and aggressive - you need staff who are sympathetic and kind at front of house!</i>	Leicester City	45-54	Male
<i>“A more welcoming automated voice answering the phone (would be good) and having a named GP assigned to each patient (I don't have a named GP as far as I know). Care is good but could be more holistic (e.g. asking about my health in general, rather than just taking blood).”</i>	Leicester City	65-74	Male
<i>“Actually make it accessible to patients. The telephone system is truly appalling, the receptionists are the next hurdle, then you find out all the appointments for that day have gone IF you get past the first two hurdles. Then the process starts again the next day. Why not let people book appointments in advance?”</i>	Leicester City	55-64	Male
<i>“Improve the appointment system, let patients see doctors again, make sure test results are communicated to patients in good time. On the web page it says you can access results but you can't. Stop people having to stand out in the carpark, being told off if you are there 5 minutes before time and nearly being run over in the inadequate parking area. Provide somewhere where you can drop off urine samples/ letters etc. Some people do not use computers!”</i>	Rutland	65-74	Female
<i>“Improve the telephone system so that the pre-recorded message is shorter and there is more time to select an option before you are cut off. Allow waiting in the building. Improve on administration, I have direct experience of consultant letters being filed without being acted on so medication hasn't been changed. Easier access to see a GP rather than a nurse.”</i>	Rutland	55-64	Female
<i>“In rural areas there should be better liaison with local councils. It is obviously complete nonsense for local councils to rigidly apply planning requirements for provision of parking spaces at GP practices and Medical Centres. Local Councils should recognise that to provide a service to communities GP practices/medical centres need to be in established settlements and that Local Councils should assist with the provision of parking spaces.”</i>	Rutland	75+	Male
<i>“More use of technology. A website that WORKS and enables you to easily book appointments so you are not having to waste time trying to get through on the phone. Proper linkage with the NHS app, especially in relation to repeat prescriptions.”</i>	Rutland	65-74	Male

Appendix:

List of Practices

Appendix: Q2. General Practice/ Health Centre are you registered at?

OVERALL RESULTS (all responses: n=5,483).

General Practice	CCG Area	No. responses	% responses
Alpine House Surgery, Mountsorrel	Leicestershire	50	
Anstey Surgery	Leicestershire	51	
Banks Surgery, Sileby	Leicestershire	29	
Barrow Health Centre, Barrow upon Soar	Leicestershire	40	
Barwell & Hollycroft Medical Centre (Clifton Way, Hinckley)	Leicestershire	23	
Barwell & Hollycroft Medical Centre (Jersey Way, Barwell)	Leicestershire	11	
Beaumont Lodge Medical Practice (Beaumont Lodge Surgery, Leicester)	Leicester City	14	
Beaumont Lodge Medical Practice (The Surgery, Beaumont Leys)	Leicester City	1	
Billesdon Surgery (Main Street, Bushby)	Leicestershire	4	
Billesdon Surgery (Market Place, Billesdon)	Leicestershire	11	
Birstall Medical Centre (Border Drive, Leicester)	Leicester City	3	
Birstall Medical Centre (Whiles Lane, Birstall)	Leicestershire	15	
Bowling Green Street Surgery, Leicester	Leicester City	161	
Bridge Street Medical Practice, Loughborough	Leicestershire	43	
Broom Leys Surgery, Coalville	Leicestershire	28	
Bushloe Surgery, Wigston	Leicestershire	44	
Castle Donington Surgery	Leicestershire	123	
Castle Mead Medical Centre (Hill Street, Hinckley)	Leicestershire	36	
Castle Mead Medical Centre (Pine Close, Stoke Golding)	Leicestershire	8	
Castle Medical Group, Ashby De La Zouch	Leicestershire	71	
Charnwood GP Network, Thurmaston Health Centre	Leicester City	14	
Charnwood Surgery, Mountsorrel	Leicestershire	9	
Cossington Park Surgery (Belgrave Health Centre, Leicester)	Leicester City	8	
Cottage Surgery, Woodhouse Eaves	Leicestershire	14	
Countesthorpe Health Centre	Leicestershire	14	
Desford Medical Centre	Leicestershire	19	

Appendix: Q2. General Practice/ Health Centre are you registered at?

OVERALL RESULTS (all responses: n=5,483).

General Practice	CCG Area	No. responses	% responses
Desford Medical Centre	Leicestershire	19	
Dishley Grange Medical Practice (Cross Street, Hathern)	Leicestershire	7	
Dishley Grange Medical Practice (Maxwell Drive, Loughborough)	Leicestershire	17	
Downing Drive Surgery, Evington, Leicester	Leicester City	10	
Dr A Prasad; Partner, Clarendon Park Surgery, Leicester	Leicester City	11	
Dr AK Vania, Ar Razi Medical Centre, Leicester	Leicester City	3	
Dr AM Farooqi & Partners, East Leicester Medical Practice, Leicester	Leicester City	9	
Dr B Hainsworth, The Parks Medical Centre, Leicester	Leicester City	4	
Dr B Modi, Canon Street, Leicester	Leicester City	1	
Dr DS Panacer, Walnut Street Surgery, Leicester	Leicester City	2	
Dr F Docrat, Shefa Medical Practice, St. Peter's Health Centre, Leicester	Leicester City	3	
Dr F Rizvi & Partner, Heatherbrook Surgery, Leicester	Leicester City	5	
Dr G Ingrams; Partners, Glenfield, Leicester	Leicester City	17	
Dr GK Sharma; Partners, Fosse Medical Centre, Leicester	Leicester City	6	
Dr J A Wood (St Elizabeth's Medical Centre, Netherhall Road, Leicester)	Leicester City	3	
Dr J G Astles; Partners (Springfield Road Health Centre, Leicester)	Leicester City	8	
Dr J G Astles; Partners (Willowbrook Medical Centre, Thurnby Lodge)	Leicester City	12	
Dr J Heaton; Partners, Student Health Centre, De Montfort Surgery	Leicester City	11	
Dr KA Choudhry, Al-Waqas Medical Centre, Leicester	Leicester City	2	
Dr KS Morjaria; Partner, Broadhurst Street, Leicester	Leicester City	1	
Dr N D Henwood; Partners, Pasley Road, Leicester	Leicester City	61	
Dr P Khunti; Partners, Victoria Park Health Centre, Leicester	Leicester City	25	
Dr P Pancholi; Partners (Doncaster Road, Leicester)	Leicester City	2	
Dr P Pancholi & Partners (Spinney Hill Medical Centre, Leicester)	Leicestershire	9	

Appendix: Q2. General Practice/ Health Centre are you registered at?

OVERALL RESULTS (all responses: n=5,483).

General Practice	CCG Area	No. responses	% responses
Dr R Kapur, Belgrave Health Centre, Leicester	Leicester City	1	
Dr R P Pandya; Partners (Doncaster Road, Leicester)	Leicester City	1	
Dr R P Pandya; Partners (East Park Medical Centre, East Park Road, Leicester)	Leicester City	5	
Dr R Sahdev, Aylestone Road, Leicester	Leicester City	13	
Dr Roshan, The Willows Medical Centre, Leicester	Leicester City	1	
Dr RP Tew; Partners, Merridale Medical Centre, Leicester	Leicester City	11	
Dr S Souza; Partner (Queens Road, Leicester)	Leicester City	8	
Dr S D;Souza; Partner (St. Peter's Health Centre, Sparkenhoe Street, Leicester)	Leicester City	2	
Dr S Shafi, Westcotes GP Surgery, Leicester (Dr S Shafi)	Leicester City	1	
Dr Singhs Surgery, Sturdee Road Health; Well Being Centre	Leicester City	2	
Dr TLH Sperry; Partners, Humberstone Medical Centre, Leicester	Leicester City	10	
Dr UK Roy, Fosse Road South, Leicester	Leicester City	1	
Dr ZS Osama; Partners, The Community Health Centre, The Melbourne Centre, Leicester	Leicester City	10	
Empingham Medical Centre	Rutland	28	
Enderby Medical Centre, Leicester	Leicestershire	11	
Field Street Surgery, Shepshed	Leicestershire	15	
Forest House Medical Centre (Park Drive, Leicester Forest East)	Leicestershire	20	
Forest House Medical Centre (Warren Lane, Leicester Forest East)	Leicestershire	30	
Forest House Surgery, Shepshed	Leicestershire	70	
Greengate Medical Centre, Birstall	Leicestershire	29	
Groby Road Medical Centre, Leicester	Leicester City	21	
Groby Surgery, Groby, Leicester	Leicester City	8	
Hazelmere Medical Centre, Blaby	Leicestershire	7	

Appendix: Q2. General Practice/ Health Centre are you registered at?

OVERALL RESULTS (all responses: n=5,483).

General Practice	CCG Area	No. responses	% responses
Heath Lane Surgery, Earl Shilton	Leicestershire	34	
Heron GP Practice (St Matthews Health; Community Centre, Leicester)	Leicester City	66	
Heron GP Practice (The Merlyn Vaz Health & Social Care Centre, Leicester)	Leicester City	112	
Highfields Medical Centre (Belgrave Health Centre, Leicester)	Leicester City	1	
Highfields Medical Centre (Highfields Medical Centre, Merlyn Vaz Health; Social Care Centre. Leicester)	Leicester City	7	
Highfields Surgery, Leicester	Leicester City	1	
Highgate Medical Centre, Sileby	Leicestershire	30	
Hinckley; Bosworth Medical Alliance Ltd, The Centre Surgery, Hinckley Health Centre	Leicestershire	40	
Hockley Farm Medical Practice, Braunstone	Leicester City	8	
Horizon Healthcare (Horizon Healthcare, Halsbury Street, Leicester)	Leicester City	1	
Hugglescote Surgery, Leicestershire	Leicestershire	28	
Husbands Bosworth Medical Centre (Marsh Drive, Husbands Bosworth)	Leicestershire	20	
Husbands Bosworth Medical Centre (Village Hall, Welford)	Leicestershire	3	
Ibstock & Barlestone Surgeries (High Street, Ibstock)	Leicestershire	23	
Ibstock & Barlestone Surgeries (Westfields, Barlestone)	Leicestershire	11	
Inclusion Healthcare (Charles Berry House, Leicester)	Leicester City	1	
Johnson Medical Practice (Hilltop Surgery, Hamilton)	Leicester City	11	
Johnson Medical Practice (Melbourne Street, Leicester)	Leicester City	4	
Jubilee Medical Practice, Syston	Leicestershire	48	
Kings Way Surgery (Kings Way Surgery, Narborough Road South)	Leicestershire	15	
Kings Way Surgery (Thorpe Astley Branch)	Leicestershire	1	
Latham House Medical Practice (Asfordby Surgery, Regency Road, Asfordby)	Leicestershire	63	
Latham House Medical Practice (Sage Cross Street, Melton Mowbray)	Leicestershire	413	

Appendix: Q2. General Practice/ Health Centre are you registered at?

OVERALL RESULTS (all responses: n=5,483).

General Practice	CCG Area	No. responses	% responses
Leicester Medical Group, Aylestone Health Centre	Leicester City	76	
Long Clawson Medical Practice	Leicestershire	36	
Long Lane Surgery, Coalville	Leicestershire	59	
Manor House Surgery, Belton	Leicestershire	13	
Manor Park Medical Practice (Manor Medical Centre, Leicester)	Leicester City	27	
Manor Park Medical Practice (Parker Drive Surgery, Leicester)	Leicester City	17	
Maples Family Medical Practice, Hinckley	Leicestershire	36	
Market Harborough Medical Centre (Market Harborough Medical Centre)	Leicestershire	141	
Market Harborough Medical Centre (St Lukes Branch Surgery)	Leicestershire	13	
Market Overton Surgery (Somerby) (Church Lane, Wymondham)	Leicestershire	3	
Market Overton Surgery (&Somerby) (Oakham Road, Somerby)	Leicestershire	1	
Market Overton Surgery (Somerby) (Thistleton Road, Market Overton)	Leicestershire	2	
Markfield Medical Centre	Leicestershire	79	
Measham Medical Unit (High Street)	Leicestershire	29	
Medical Centre, Loughborough University	Leicestershire	3	
Narborough Road Surgery, Leicester	Leicestershire	4	
Newbold Verdon Medical Practice (Back Lane, Market Bosworth)	Leicestershire	25	
Newbold Verdon Medical Practice (St Georges Close, Newbold Verdon)	Leicestershire	19	
Northfield Medical Centre, Blaby	Leicestershire	19	
Oakham Medical Practice	Rutland	59	
Park View Surgery, Loughborough	Leicestershire	16	
Pasley Road Health Centre, Eyres Monsell	Leicester City	19	
Pinfold Medical Practice, Loughborough	Leicestershire	18	

Appendix: Q2. General Practice/ Health Centre are you registered at?

OVERALL RESULTS (all responses: n=5,483).

General Practice	CCG Area	No. responses	% responses
Quorn Medical Centre, Leicestershire	Leicestershire	26	
Ratby Surgery	Leicestershire	12	
Saffron Health, Leicester	Leicester City	20	
Sayeed Medical Centre, East Park Road, Leicester	Leicester City	1	
Silverdale Medical Centre, Thurmaston	Leicestershire	12	
South Leicestershire Medical Group (Fleckney Medical Centre)	Leicestershire	51	
South Leicestershire Medical Group (Fleckney Surgery)	Leicestershire	32	
South Leicestershire Medical Group (Great Glen Surgery)	Leicestershire	18	
South Leicestershire Medical Group (Hallaton Outreach Clinic)	Leicestershire	1	
South Leicestershire Medical Group (Kibworth Medical Centre)	Leicestershire	171	
South Leicestershire Medical Group (Medbourne Outreach Clinic)	Leicestershire	6	
South Leicestershire Medical Group (The Old School Surgery, Kibworth)	Leicestershire	54	
South Leicestershire Medical Group (Two Shires Surgery, Market Harborough)	Leicestershire	91	
South Wigston Health Centre	Leicestershire	26	
Spectrum Health (Oadby, Leicester)	Leicestershire	10	
Spirit Asquith Surgery, Welford Road, Leicester	Leicester City	6	
Spirit Beaumont Leys, Beaumont Leys Health Centre	Leicester City	2	
Spirit Rushey Mead, Rushey Mead Health Centre, Leicester	Leicester City	4	
Station View Health Centre, Hinckley	Leicestershire	28	
The Burbage Surgery (Evergreen Hall, Sharnford)	Leicestershire	1	
The Burbage Surgery (The Square, Wolvey)	Leicestershire	1	
The Burbage Surgery (Tilton Road, Burbage)	Leicestershire	42	
The Central Surgery, Oadby	Leicestershire	30	
The Charnwood Practice, The Merlyn Vaz Health; Social Care Centre, Leicester	Leicester City	1	

Appendix: Q2. General Practice/ Health Centre are you registered at?

OVERALL RESULTS (all responses: n=5,483).

General Practice	CCG Area	No. responses	% responses
The County Practice, Syston Health Centre	Leicestershire	36	
The Croft Medical Centre	Leicestershire	18	
The Glenfield Surgery	Leicestershire	32	
The Limes Medical Centre, Narborough	Leicestershire	30	
The Masharani Practice, Lutterworth	Leicestershire	34	
The Old School Surgery, Stoney Stanton	Leicestershire	20	
The Orchard Medical Practice (Orchard Road, Broughton Astley)	Leicestershire	47	
The Orchard Medical Practice (Station Road, Ullesthorpe)	Leicestershire	7	
The Rosemead Drive Surgery (Harborough Road, Oadby)	Leicestershire	3	
The Rosemead Drive Surgery (Rosemead Drive, Leicester)	Leicestershire	3	
The Surgery, Charnwood Medical Group (Forest Edge Medical Centre)	Leicestershire	3	
The Surgery, Charnwood Medical Group (Outwoods Medical Centre)	Leicestershire	6	
The Surgery, Charnwood Medical Group (Rosebery Medical Centre)	Leicestershire	19	
The Surgery, Whitwick Road, Coalville	Leicestershire	11	
The Uppingham Surgery (Kings Lane, Barrowden)	Rutland	37	
The Uppingham Surgery (Kirby Road, Gretton)	Rutland	42	
The Uppingham Surgery (North Gate, Uppingham)	Rutland	995	
The Wycliffe Medical Practice, Lutterworth	Leicestershire	74	
Westcotes Medical Practice, Westcotes Health Centre, Leicester	Leicestershire	11	
Whitwick Health Centre (Dr R Patel, Dr H Tailor)	Leicestershire	9	
Whitwick Health Centre (Dr S Virmani, Dr G Bedi)	Leicestershire	25	
Wigston Central Surgery	Leicestershire	33	
Woodbrook Medical Centre, Loughborough	Leicestershire	17	
Other General Practices/Health Centres	n/a	166	

