

National Health Report, Q1
Opinion Health commissioned research
Prepared for Health Squared Communications

Topics Covered: NHS services

Date of Fielding: 28 February - 6 March 2007

Country: UK

Base: All adults (18+)

Sample size: N = 2284. Results are based on weighted data.

Data tabulation: Age, gender and region

Methodology: Online

Main findings

- 90 per cent of respondents have some sort of concern with regard to being treated in NHS hospitals, with almost half (46 per cent) of respondents mentioning “contracting MRSA infection” as their biggest worry. Fear of getting an MRSA infection is higher among women (49%) and among older patients, with 57% of those over 55 mentioning it as their main concern.
- There remains some level of satisfaction with NHS services however, with 67 per cent of patients who have received some sort of treatment at GP surgeries, at A&E departments or as out- and/or in-patients, being quite/very satisfied. On a regional level, patients in the Midlands and Wales appear to be the least satisfied, with 27 per cent of those living in those regions, stating they are not very/not at all satisfied, compared to 21 per cent dissatisfaction on a National level. Overall satisfaction with the treatment received is mirrored by 61 per cent of respondents agreeing that the NHS provides a good service locally.

With regard to satisfaction with NHS hospitals and GP surgeries, the table below shows the percentage of patients who rated some of the services good/very good. A full list of services rated can be found in the data tables attached.

	NHS hospitals (%)	GP surgeries (%)
Hygiene and cleanliness	41	81
Treatment information	50	69
Quality of care	57	70
Follow – up care	38	56
Choice of treatment	34	53
Information about ailments	46	55

- However, when asked about improvement in NHS services used over the past five years, only 21 per cent of patients said services had improved, with 24 per cent of those living in the North, reporting improvement, while 39 per cent of those in Midlands & Wales reporting that it had gotten worse.
- With regard to the role of the private sector, 32 per cent believe that the private sector should be more involved than it is now, with only 10 per cent quoting that the private sector should withdraw completely from provision of healthcare services.

Press Release

3 April 2007

NO IMPROVEMENT IN NHS SERVICES OVER LAST FIVE YEARS – NEW SURVEY REVEALS

A massive 73 per cent of the general public do not believe that there has been any improvement in NHS Services over the last five years – new research published today shows.

The ‘National Health Report’, a quarterly review of the UK publics’ and patients’ opinions on healthcare, GP and NHS services, produced by Health Squared Communications in partnership with Opinion Health, also examined peoples’ biggest fears when using NHS hospitals. When asked what their biggest concern was in regard to treatment in NHS hospitals, nearly half said it was contracting MRSA. This fear is worse amongst those aged 55 years and over. Almost six in ten said hygiene and cleanliness was average or not good. Only 9 per cent of respondents have no concern regarding treatment in NHS hospitals.

It’s not all bad news though; over 65 per cent thought the professionalism of NHS staff they interacted with was good. This was echoed in the friendliness of staff with over 70 per cent rating friendliness as good.

Asked if NHS services had improved over the past five years, only 21 per cent believed that they had. When asked about the role of the private sector in providing healthcare, 32 per cent believed there should be more involvement. One in ten said the private sector should totally withdraw, and only 14 per cent called for a reduced role.

National Health Report 2007

Andrew Wigmore, Managing Director of Health Squared, commented: “When we commissioned this report we had no idea about the strength of feeling about the NHS’s current plight. However, all was not bad as far as GP services were concerned, with 75 per cent of those we surveyed happy with the service. We hope that our reports will prove useful as we continue to examine consumer attitudes on the effectiveness of the NHS and the major health issues of the day. ”

The ‘National Health Report’ results are based on a sample of around 2300 members of the general public. The survey, commissioned by Health Squared Communications, the specialist health communications consultancy, in partnership with Opinion Health, the online health-focused research company, will provide a regular quarterly monitor of the perceptions, opinions and experiences of the general public, as well as patients’ opinions of NHS services. These results will be reported back to stakeholders, the NHS and more importantly the patients themselves.

A full copy of the survey results is available to download from the www.healthsquared.co.uk/communications/nationalhealthreport

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Notes to Editors

About Health Squared Communications:

Health Squared Communications is part of the Health Squared Group of companies and is one of the UK’s leading health focused marketing communications and strategic partnership establishing consultancies. It specialises in managing issues, marketing, PR and reputations across the health sectors.

Health Squared Group is the parent company of a number of divisions operating in the media arena. Its divisions provide consultancy services, website design and development, media buying, broadcast and podcast services.

For more information visit: www.healthsquared.co.uk

About Opinion Health:

Opinion Health is a full-service online market research and fieldwork company that specialises in online surveys, provision of samples and data delivery and analysis for the healthcare and pharmaceutical industry.

Opinion Health's unique proposition is its exclusive health focus and its commitment to work with all stakeholders in the industry to raise awareness around key health issues. It provides clients with access to a highly engaged and motivated research panel made up of the general population as well as of people with specific health conditions and of carers. As part of its flexible reward system and social engagement it also gives panel members the opportunity to donate their incentives to a charity of their choice.

For more information about Opinion Health visit: www.opinionhealth.co.uk

Or contact: Michele Poliziani on 020 7486 6700 / michele@opinionhealth.co.uk

			Total	Gender		Age			Region					
				Male	Female	18-34	35-54	55+	London	South	Midlands & Wales	East	North	Scotland

Q.4 To what extent do you agree with the following statements:

♦NHS provides a good service nationally	Strongly agree	Count	163	93	70	42	45	76	9	41	32	15	47	19	
		%	7.2%	8.5%	5.9%	6.2%	5.6%	9.5%	3.0%	7.8%	6.7%	7.5%	8.0%	10.3%	
	Agree	Count	894	464	430	268	323	303	119	193	168	84	259	71	
		%	39.1%	42.3%	36.2%	39.1%	40.8%	37.5%	40.1%	36.8%	34.9%	40.6%	43.7%	38.8%	
	Neither	Count	541	250	291	166	196	179	81	126	119	50	124	42	
		%	23.7%	22.8%	24.5%	24.2%	24.8%	22.2%	27.1%	24.1%	24.8%	24.4%	20.8%	23.0%	
	Disagree	Count	480	206	274	143	160	177	63	115	112	37	121	32	
		%	21.0%	18.8%	23.1%	20.9%	20.2%	21.9%	21.2%	22.0%	23.3%	18.0%	20.3%	17.5%	
	Strongly disagree	Count	110	47	63	30	39	41	13	26	29	7	26	10	
		%	4.8%	4.3%	5.3%	4.4%	4.9%	5.1%	4.3%	4.9%	6.1%	3.4%	4.4%	5.3%	
	Don't know	Count	96	37	59	35	29	31	13	24	21	12	16	10	
		%	4.2%	3.4%	5.0%	5.2%	3.7%	3.9%	4.3%	4.6%	4.3%	6.1%	2.8%	5.2%	
	Total	Count	2,284	1,097	1,187	685	792	807	297	525	480	206	594	183	
		%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	♦My local NHS provides me with a good service	Strongly agree	Count	326	170	156	73	102	152	28	80	51	37	98	32
			%	14.3%	15.5%	13.1%	10.6%	12.8%	18.8%	9.5%	15.1%	10.6%	18.2%	16.5%	17.6%
Agree		Count	1,067	501	565	314	370	383	140	248	213	101	277	88	
		%	46.7%	45.7%	47.6%	45.8%	46.7%	47.4%	47.2%	47.2%	44.4%	48.9%	46.6%	48.0%	
Neither		Count	462	229	233	149	174	138	65	119	100	37	104	36	
		%	20.2%	20.8%	19.6%	21.8%	22.0%	17.1%	21.8%	22.7%	20.9%	17.9%	17.5%	19.9%	
Disagree		Count	318	143	175	103	111	103	48	58	84	22	85	21	
		%	13.9%	13.0%	14.7%	15.0%	14.1%	12.8%	16.1%	11.1%	17.5%	10.8%	14.3%	11.3%	

			Total	Gender		Age			Region					
				Male	Female	18-34	35-54	55+	London	South	Midlands & Wales	East	North	Scotland

Q.6 Thinking about the last time you visited an NHS hospital, how would you rate the following?

♦Hygiene and cleanliness	Very good	Count	296	150	146	93	91	111	26	67	55	32	89	27
		%	12.9%	13.7%	12.3%	13.6%	11.5%	13.8%	8.8%	12.7%	11.6%	15.4%	15.0%	14.7%
	Quite good	Count	647	321	326	211	208	228	89	138	137	62	171	50
		%	28.3%	29.3%	27.4%	30.8%	26.3%	28.3%	30.0%	26.4%	28.5%	30.2%	28.7%	27.2%
	Average	Count	726	360	366	221	266	238	88	170	157	67	186	58
		%	31.8%	32.8%	30.8%	32.3%	33.6%	29.5%	29.6%	32.4%	32.8%	32.5%	31.2%	31.9%
	Not very good	Count	334	151	183	78	122	134	47	79	75	25	79	29
		%	14.6%	13.8%	15.4%	11.4%	15.3%	16.6%	15.9%	15.1%	15.5%	12.2%	13.4%	15.6%
	Not at all good	Count	216	82	134	51	91	74	36	52	46	14	54	14
		%	9.5%	7.5%	11.3%	7.5%	11.5%	9.1%	12.0%	9.9%	9.6%	6.8%	9.1%	7.9%
	Don't know	Count	21	12	9	14	2	5	2	10	2	2	4	1
		%	0.9%	1.1%	0.8%	2.0%	0.3%	0.6%	0.8%	1.9%	0.3%	1.1%	0.7%	0.3%
	Not applicable	Count	45	21	23	17	12	16	8	9	8	4	11	4
		%	2.0%	1.9%	2.0%	2.4%	1.5%	2.0%	2.8%	1.8%	1.7%	1.8%	1.9%	2.2%
	Total	Count	2,284	1,097	1,187	685	792	807	297	525	480	206	594	183
		%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
♦Treatment information	Very good	Count	359	161	199	73	115	172	39	92	64	35	100	30
		%	15.7%	14.7%	16.7%	10.6%	14.5%	21.3%	13.1%	17.5%	13.4%	16.9%	16.8%	16.3%
	Quite good	Count	774	408	367	233	260	281	95	181	154	73	211	59
		%	33.9%	37.1%	30.9%	34.0%	32.9%	34.8%	32.1%	34.5%	32.2%	35.6%	35.4%	32.5%
	Average	Count	667	310	357	212	258	196	91	146	143	60	168	58

			Total	Gender		Age			Region					
				Male	Female	18-34	35-54	55+	London	South	Midlands & Wales	East	North	Scotland
♦Follow-up care		%	2.8%	2.6%	3.0%	3.1%	2.2%	3.2%	3.8%	2.4%	2.6%	2.8%	2.2%	4.5%
	Total	Count	2,284	1,097	1,187	685	792	807	297	525	480	206	594	183
		%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Very good	Count	290	138	153	62	93	136	32	75	48	30	84	21
		%	12.7%	12.6%	12.9%	9.0%	11.7%	16.8%	10.9%	14.3%	9.9%	14.5%	14.2%	11.6%
	Quite good	Count	568	272	296	156	204	209	71	127	118	51	149	52
		%	24.9%	24.8%	25.0%	22.7%	25.7%	25.9%	24.0%	24.3%	24.6%	24.8%	25.0%	28.6%
	Average	Count	647	325	322	197	247	203	81	144	129	62	180	51
		%	28.3%	29.6%	27.1%	28.7%	31.2%	25.2%	27.2%	27.3%	26.9%	30.4%	30.3%	28.0%
	Not very good	Count	342	162	181	117	124	102	43	80	78	28	86	27
	%	15.0%	14.7%	15.2%	17.0%	15.6%	12.6%	14.6%	15.2%	16.3%	13.7%	14.5%	14.5%	
Not at all good	Count	230	105	125	84	70	76	36	50	63	16	50	14	
	%	10.1%	9.6%	10.6%	12.3%	8.9%	9.4%	12.3%	9.5%	13.2%	7.9%	8.4%	7.9%	
Don't know	Count	28	14	14	18	3	8	3	7	6	2	6	2	
	%	1.2%	1.3%	1.2%	2.6%	0.4%	1.0%	1.2%	1.4%	1.4%	1.2%	1.1%	1.3%	
Not applicable	Count	178	82	96	53	52	74	30	42	37	15	38	15	
	%	7.8%	7.5%	8.1%	7.7%	6.5%	9.1%	10.0%	8.1%	7.8%	7.5%	6.5%	8.2%	
Total	Count	2,284	1,097	1,187	685	792	807	297	525	480	206	594	183	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
♦Choice of treatment	Very good	Count	253	127	126	61	80	113	34	54	47	24	76	18
		%	11.1%	11.6%	10.6%	8.8%	10.0%	14.0%	11.3%	10.2%	9.9%	11.5%	12.9%	10.0%
	Quite good	Count	521	267	254	153	182	186	62	129	94	61	132	43
		%	22.8%	24.3%	21.4%	22.4%	22.9%	23.1%	20.7%	24.6%	19.5%	29.9%	22.3%	23.5%
	Average	Count	708	345	363	223	254	231	92	160	155	55	186	58

			Total	Gender		Age			Region						
				Male	Female	18-34	35-54	55+	London	South	Midlands & Wales	East	North	Scotland	
♦Information provided about your ailments	Very good	%	31.0%	31.4%	30.6%	32.5%	32.0%	28.7%	31.1%	30.5%	32.4%	27.0%	31.4%	31.8%	
		Count	338	154	183	108	128	102	46	78	76	26	84	26	
	Not very good	%	14.8%	14.0%	15.5%	15.7%	16.2%	12.6%	15.6%	14.9%	15.8%	12.8%	14.2%	14.4%	
		Count	171	72	99	50	65	57	23	31	45	15	47	10	
	Don't know	%	7.5%	6.6%	8.3%	7.3%	8.2%	7.0%	7.7%	5.8%	9.4%	7.4%	8.0%	5.5%	
		Count	61	27	34	25	13	23	7	13	14	4	19	3	
	Not applicable	%	2.7%	2.5%	2.8%	3.6%	1.6%	2.8%	2.4%	2.5%	3.0%	2.0%	3.2%	1.5%	
		Count	233	105	128	66	71	95	33	60	48	19	48	24	
	Total	%	10.2%	9.6%	10.8%	9.6%	9.0%	11.8%	11.1%	11.4%	10.0%	9.5%	8.1%	13.3%	
		Count	2,284	1,097	1,187	685	792	807	297	525	480	206	594	183	
	♦Information provided about your ailments	Very good	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
			Count	358	161	197	71	111	176	42	86	66	32	103	30
		Quite good	%	15.7%	14.7%	16.6%	10.4%	14.1%	21.8%	14.1%	16.4%	13.8%	15.4%	17.3%	16.2%
			Count	690	369	321	197	241	251	89	164	135	73	169	60
Average		%	30.2%	33.6%	27.0%	28.8%	30.5%	31.1%	29.9%	31.2%	28.2%	35.4%	28.4%	32.8%	
		Count	612	287	324	211	219	182	76	139	132	45	171	50	
Not very good		%	26.8%	26.2%	27.3%	30.8%	27.6%	22.5%	25.5%	26.4%	27.5%	21.8%	28.8%	27.2%	
		Count	332	154	178	95	121	115	50	71	78	32	81	20	
Not at all good		%	14.5%	14.0%	15.0%	13.9%	15.3%	14.3%	16.8%	13.5%	16.3%	15.4%	13.6%	11.0%	
		Count	167	69	99	53	65	50	16	35	45	14	45	12	
Don't know		%	7.3%	6.2%	8.3%	7.8%	8.1%	6.1%	5.5%	6.6%	9.4%	6.6%	7.6%	6.8%	
		Count	22	11	11	15	3	4	4	7	4	1	3	2	
Not applicable		%	0.9%	1.0%	0.9%	2.2%	0.4%	0.5%	1.5%	1.3%	0.9%	0.5%	0.5%	1.1%	
		Count	104	47	57	42	32	30	20	24	18	10	23	9	

			Total	Gender		Age			Region					
				Male	Female	18-34	35-54	55+	London	South	Midlands & Wales	East	North	Scotland
♦Professionalism of staff	Total	%	4.6%	4.3%	4.8%	6.2%	4.0%	3.7%	6.8%	4.5%	3.8%	5.0%	3.8%	4.9%
		Count	2,284	1,097	1,187	685	792	807	297	525	480	206	594	183
		%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Very good	Count	662	321	342	160	226	276	74	158	124	67	183	56
		%	29.0%	29.3%	28.8%	23.3%	28.6%	34.3%	25.1%	30.2%	25.9%	32.6%	30.7%	30.6%
	Quite good	Count	835	426	409	241	299	295	109	195	174	73	215	69
		%	36.6%	38.8%	34.5%	35.2%	37.7%	36.6%	36.9%	37.1%	36.4%	35.3%	36.1%	37.9%
	Average	Count	480	226	254	161	178	141	62	103	110	43	127	36
		%	21.0%	20.6%	21.4%	23.6%	22.4%	17.5%	20.8%	19.6%	22.8%	20.8%	21.4%	19.8%
	Not very good	Count	165	66	99	64	50	51	25	38	45	9	35	12
		%	7.2%	6.0%	8.4%	9.3%	6.3%	6.3%	8.4%	7.3%	9.4%	4.5%	5.9%	6.5%
	Not at all good	Count	81	30	51	31	27	23	15	18	16	8	20	4
		%	3.6%	2.7%	4.3%	4.5%	3.4%	2.8%	5.0%	3.4%	3.4%	3.8%	3.4%	2.3%
	Don't know	Count	13	7	6	10	1	1	2	4	2	2	3	0
%		0.6%	0.6%	0.5%	1.5%	0.2%	0.1%	0.6%	0.7%	0.5%	0.8%	0.4%	0.2%	
Not applicable	Count	48	22	26	17	11	19	9	9	8	5	12	5	
	%	2.1%	2.0%	2.2%	2.5%	1.4%	2.4%	3.1%	1.8%	1.6%	2.3%	2.0%	2.8%	
Total	Count	2,284	1,097	1,187	685	792	807	297	525	480	206	594	183	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
♦Frendliness of staff	Very good	Count	802	390	412	212	265	325	82	195	155	81	221	68
		%	35.1%	35.6%	34.7%	30.9%	33.5%	40.3%	27.6%	37.1%	32.4%	39.4%	37.2%	37.2%
	Quite good	Count	803	412	392	213	302	289	111	182	169	69	203	70
		%	35.2%	37.5%	33.0%	31.1%	38.1%	35.8%	37.4%	34.6%	35.2%	33.5%	34.2%	38.3%
	Average	Count	411	180	232	142	146	124	57	88	90	35	114	27

			Total	Gender		Age			Region					
				Male	Female	18-34	35-54	55+	London	South	Midlands & Wales	East	North	Scotland

Q.8 And thinking about your experience with your GP surgery, how would you rate the following?

♦Hygiene and cleanliness	Very good	Count	963	413	550	252	309	402	95	236	204	95	254	78	
		%	42.3%	37.7%	46.5%	36.8%	39.1%	50.1%	32.3%	45.0%	42.7%	46.2%	42.9%	42.9%	
	Quite good	Count	870	446	424	269	317	284	119	200	178	79	219	75	
		%	38.2%	40.7%	35.9%	39.3%	40.1%	35.4%	40.4%	38.2%	37.2%	38.4%	37.0%	41.0%	
	Average	Count	355	181	174	120	136	99	63	72	76	25	95	24	
		%	15.6%	16.6%	14.7%	17.6%	17.2%	12.3%	21.5%	13.7%	15.8%	12.3%	16.1%	12.9%	
	Not very good	Count	52	30	22	24	16	12	10	8	15	3	11	5	
		%	2.3%	2.8%	1.8%	3.5%	2.1%	1.5%	3.3%	1.5%	3.2%	1.4%	1.9%	2.7%	
	Not at all good	Count	17	11	6	8	6	3	4	4	2	2	5	0	
		%	0.8%	1.0%	0.5%	1.2%	0.8%	0.4%	1.3%	0.7%	0.5%	1.1%	0.9%	0.0%	
	Don't know	Count	12	7	5	9	1	2	1	3	1	1	5	1	
		%	0.5%	0.6%	0.4%	1.3%	0.2%	0.2%	0.4%	0.5%	0.2%	0.7%	0.8%	0.3%	
	Not applicable	Count	9	8	1	3	5	1	3	2	2	0	2	0	
		%	0.4%	0.8%	0.1%	0.5%	0.6%	0.2%	0.9%	0.4%	0.5%	0.0%	0.3%	0.2%	
	Total	Count	2,279	1,096	1,183	684	791	804	296	525	478	206	592	183	
		%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	♦Treatment information	Very good	Count	710	314	396	152	229	329	71	170	143	73	195	58
			%	31.2%	28.6%	33.5%	22.3%	29.0%	40.9%	24.2%	32.4%	29.9%	35.3%	33.0%	31.9%
Quite good		Count	864	422	442	273	312	280	111	202	180	76	222	73	
		%	37.9%	38.5%	37.3%	39.9%	39.4%	34.8%	37.4%	38.4%	37.7%	37.0%	37.6%	40.0%	
Average		Count	498	253	245	178	181	139	71	119	101	40	126	41	

		Total	Gender		Age			Region						
			Male	Female	18-34	35-54	55+	London	South	Midlands & Wales	East	North	Scotland	
♦Quality of care	Very good	%	21.9%	23.1%	20.7%	26.0%	22.9%	17.3%	24.0%	22.6%	21.1%	19.2%	21.4%	22.7%
	Not very good	Count	145	75	70	51	49	44	29	21	43	11	33	8
		%	6.4%	6.9%	5.9%	7.5%	6.3%	5.5%	9.8%	4.0%	9.0%	5.4%	5.6%	4.4%
	Not at all good	Count	36	15	21	17	13	6	7	9	9	4	6	1
		%	1.6%	1.4%	1.8%	2.5%	1.6%	0.8%	2.2%	1.7%	1.9%	2.0%	1.0%	0.7%
	Don't know	Count	10	5	5	8	1	1	2	1	1	1	4	0
		%	0.4%	0.5%	0.4%	1.2%	0.1%	0.1%	0.7%	0.2%	0.3%	0.7%	0.6%	0.2%
	Not applicable	Count	15	11	4	5	6	5	5	4	1	1	5	0
		%	0.7%	1.0%	0.4%	0.7%	0.7%	0.6%	1.6%	0.7%	0.2%	0.4%	0.9%	0.2%
	Total	Count	2,279	1,096	1,183	684	791	804	296	525	478	206	592	183
		%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Very good	Count	757	323	434	166	249	343	75	179	154	74	213	63
		%	33.2%	29.5%	36.7%	24.3%	31.5%	42.6%	25.4%	34.0%	32.2%	36.0%	35.9%	34.5%
	Quite good	Count	831	411	420	248	307	276	113	203	164	76	207	69
	%	36.5%	37.5%	35.5%	36.2%	38.9%	34.3%	38.2%	38.6%	34.3%	36.9%	35.0%	37.6%	
Average	Count	476	246	231	178	164	135	71	102	103	40	123	37	
	%	20.9%	22.4%	19.5%	26.0%	20.7%	16.8%	24.1%	19.5%	21.5%	19.4%	20.9%	20.2%	
Not very good	Count	143	76	68	59	46	38	23	25	40	10	34	11	
	%	6.3%	6.9%	5.7%	8.6%	5.8%	4.7%	7.9%	4.8%	8.3%	4.8%	5.8%	6.0%	
Not at all good	Count	50	25	25	23	19	8	9	11	16	5	8	2	
	%	2.2%	2.3%	2.1%	3.3%	2.4%	1.0%	3.0%	2.0%	3.4%	2.2%	1.3%	0.9%	
Don't know	Count	10	6	4	7	1	3	2	2	1	1	3	1	
	%	0.5%	0.6%	0.4%	1.0%	0.1%	0.3%	0.5%	0.4%	0.2%	0.7%	0.5%	0.7%	
Not applicable	Count	10	8	2	4	5	1	3	3	1	0	3	0	

			Total	Gender		Age			Region						
				Male	Female	18-34	35-54	55+	London	South	Midlands & Wales	East	North	Scotland	
♦Follow-up care	Total	%	0.4%	0.8%	0.1%	0.6%	0.6%	0.2%	0.9%	0.6%	0.1%	0.0%	0.5%	0.2%	
		Count	2,279	1,096	1,183	684	791	804	296	525	478	206	592	183	
			%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Very good	Count	588	249	340	120	199	270	57	141	119	60	163	48	
		%	25.8%	22.7%	28.7%	17.5%	25.1%	33.6%	19.4%	26.8%	24.8%	29.4%	27.6%	26.2%	
	Quite good	Count	691	325	366	193	247	251	87	169	138	60	175	62	
		%	30.3%	29.7%	30.9%	28.2%	31.3%	31.2%	29.5%	32.1%	28.8%	29.0%	29.7%	34.2%	
	Average	Count	534	269	265	186	193	155	76	110	117	51	140	39	
		%	23.4%	24.5%	22.4%	27.2%	24.5%	19.2%	25.8%	21.0%	24.6%	24.6%	23.7%	21.4%	
	Not very good	Count	266	146	120	98	91	77	44	57	59	23	63	19	
%		11.7%	13.3%	10.1%	14.4%	11.5%	9.5%	14.9%	10.8%	12.3%	11.2%	10.7%	10.4%		
Not at all good	Count	92	45	47	43	30	19	15	20	26	6	19	5		
	%	4.0%	4.1%	3.9%	6.2%	3.8%	2.4%	5.2%	3.9%	5.4%	2.8%	3.3%	3.0%		
Don't know	Count	28	14	13	16	7	6	3	5	3	3	12	2		
	%	1.2%	1.3%	1.1%	2.3%	0.8%	0.7%	0.9%	0.9%	0.6%	1.3%	2.1%	1.3%		
Not applicable	Count	80	48	32	28	24	27	13	23	17	3	17	6		
	%	3.5%	4.4%	2.7%	4.1%	3.1%	3.4%	4.3%	4.4%	3.5%	1.6%	2.9%	3.6%		
Total		Count	2,279	1,096	1,183	684	791	804	296	525	478	206	592	183	
		%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
♦Choice of treatment given	Very good	Count	492	207	284	103	164	225	54	112	96	48	141	40	
		%	21.6%	18.9%	24.0%	15.1%	20.7%	28.0%	18.1%	21.4%	20.2%	23.5%	23.8%	22.1%	
	Quite good	Count	714	347	367	207	245	263	88	160	149	65	190	62	
		%	31.3%	31.7%	31.0%	30.2%	30.9%	32.7%	29.8%	30.5%	31.3%	31.6%	32.1%	33.8%	
	Average	Count	582	283	299	206	215	161	82	144	122	50	145	40	

			Total	Gender		Age			Region					
				Male	Female	18-34	35-54	55+	London	South	Midlands & Wales	East	North	Scotland
◆Time spent to get an appointment	Very good	%	25.6%	25.8%	25.3%	30.2%	27.2%	20.1%	27.8%	27.5%	25.4%	24.2%	24.5%	21.8%
	Not very good	Count	267	138	129	91	96	81	41	59	59	23	62	24
		%	11.7%	12.6%	10.9%	13.2%	12.1%	10.0%	13.7%	11.2%	12.3%	11.4%	10.4%	13.0%
	Not at all good	Count	90	46	43	33	30	27	15	16	26	8	19	5
		%	3.9%	4.2%	3.7%	4.9%	3.7%	3.3%	5.1%	3.1%	5.5%	3.9%	3.2%	2.7%
	Don't know	Count	41	17	24	17	9	15	4	9	6	6	16	0
		%	1.8%	1.6%	2.0%	2.5%	1.1%	1.9%	1.2%	1.8%	1.2%	2.7%	2.8%	0.2%
	Not applicable	Count	92	57	36	27	34	32	13	24	20	6	19	12
		%	4.1%	5.2%	3.0%	3.9%	4.3%	4.0%	4.2%	4.6%	4.1%	2.7%	3.2%	6.5%
	Total	Count	2,279	1,096	1,183	684	791	804	296	525	478	206	592	183
		%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Very good	Count	520	227	293	131	164	226	49	136	99	55	139	42
		%	22.8%	20.7%	24.8%	19.1%	20.7%	28.1%	16.5%	25.8%	20.8%	26.8%	23.4%	23.2%
	Quite good	Count	534	272	261	152	184	198	66	128	111	46	140	43
	%	23.4%	24.8%	22.1%	22.2%	23.2%	24.7%	22.3%	24.3%	23.2%	22.3%	23.6%	23.8%	
Average	Count	500	238	262	145	192	162	75	106	102	39	137	42	
	%	21.9%	21.7%	22.1%	21.2%	24.3%	20.2%	25.4%	20.2%	21.3%	18.9%	23.1%	22.9%	
Not very good	Count	357	176	181	123	117	117	52	83	85	34	77	26	
	%	15.7%	16.1%	15.3%	17.9%	14.8%	14.6%	17.6%	15.8%	17.8%	16.6%	13.0%	14.3%	
Not at all good	Count	342	166	176	121	125	96	48	69	77	30	91	27	
	%	15.0%	15.1%	14.9%	17.6%	15.8%	12.0%	16.2%	13.1%	16.1%	14.4%	15.5%	14.9%	
Don't know	Count	14	8	6	11	2	1	2	2	3	1	6	0	
	%	0.6%	0.7%	0.5%	1.6%	0.3%	0.1%	0.8%	0.3%	0.6%	0.7%	1.0%	0.2%	
Not applicable	Count	12	9	3	2	6	3	3	3	1	1	2	1	

			Total	Gender		Age			Region					
				Male	Female	18-34	35-54	55+	London	South	Midlands & Wales	East	North	Scotland
♦Availability of out-of-hours care	Total	%	0.5%	0.8%	0.3%	0.3%	0.8%	0.4%	1.2%	0.6%	0.2%	0.3%	0.4%	0.7%
		Count	2,279	1,096	1,183	684	791	804	296	525	478	206	592	183
		%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Very good	Count	170	68	102	47	55	68	14	38	27	21	52	18
		%	7.4%	6.2%	8.6%	6.9%	7.0%	8.4%	4.7%	7.2%	5.7%	10.4%	8.8%	9.6%
	Quite good	Count	294	141	153	94	113	87	33	78	47	31	81	23
		%	12.9%	12.9%	12.9%	13.7%	14.3%	10.9%	11.2%	14.9%	9.9%	15.3%	13.8%	12.6%
	Average	Count	506	234	272	165	176	165	67	117	104	44	131	44
		%	22.2%	21.3%	23.0%	24.2%	22.2%	20.5%	22.7%	22.2%	21.7%	21.2%	22.1%	24.1%
	Not very good	Count	419	203	216	121	141	157	68	94	85	43	93	35
		%	18.4%	18.5%	18.3%	17.6%	17.8%	19.6%	23.1%	17.9%	17.9%	20.8%	15.8%	19.0%
	Not at all good	Count	380	191	189	103	143	134	55	75	100	27	93	30
		%	16.7%	17.5%	16.0%	15.0%	18.1%	16.7%	18.7%	14.3%	20.9%	13.3%	15.7%	16.2%
	Don't know	Count	356	169	187	100	114	141	39	85	82	28	101	21
%		15.6%	15.4%	15.8%	14.7%	14.4%	17.6%	13.2%	16.1%	17.2%	13.6%	17.0%	11.4%	
Not applicable	Count	154	90	64	54	49	51	19	39	32	11	40	13	
	%	6.8%	8.2%	5.4%	7.9%	6.2%	6.4%	6.4%	7.4%	6.8%	5.4%	6.8%	7.1%	
Total	Count	2,279	1,096	1,183	684	791	804	296	525	478	206	592	183	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
♦Choice given when referred to a specialist	Very good	Count	265	113	152	57	86	121	36	62	47	23	76	20
		%	11.6%	10.3%	12.9%	8.4%	10.9%	15.1%	12.1%	11.8%	9.8%	11.3%	12.9%	11.2%
	Quite good	Count	423	206	217	104	137	181	59	98	79	44	117	27
		%	18.6%	18.8%	18.4%	15.3%	17.4%	22.6%	19.8%	18.6%	16.4%	21.2%	19.8%	15.0%
	Average	Count	541	267	274	171	194	177	63	133	110	52	136	47

		Total	Gender		Age			Region						
			Male	Female	18-34	35-54	55+	London	South	Midlands & Wales	East	North	Scotland	
♦Availability of home visits	Very good	%	23.8%	24.3%	23.2%	25.0%	24.5%	22.0%	21.2%	25.4%	23.0%	25.4%	23.1%	25.5%
	Not very good	Count	287	134	152	86	107	94	35	56	80	26	64	26
		%	12.6%	12.3%	12.9%	12.5%	13.5%	11.7%	11.8%	10.7%	16.7%	12.7%	10.8%	14.1%
	Not at all good	Count	216	102	114	60	83	73	36	39	53	17	52	18
		%	9.5%	9.3%	9.7%	8.8%	10.5%	9.1%	12.3%	7.4%	11.1%	8.5%	8.9%	9.6%
	Don't know	Count	277	118	159	96	88	93	31	71	59	22	73	20
		%	12.2%	10.8%	13.4%	14.1%	11.1%	11.5%	10.6%	13.5%	12.4%	10.8%	12.3%	11.1%
	Not applicable	Count	270	157	113	109	96	65	36	66	50	21	72	25
		%	11.8%	14.3%	9.6%	15.9%	12.1%	8.1%	12.3%	12.6%	10.4%	10.0%	12.2%	13.5%
	Total	Count	2,279	1,096	1,183	684	791	804	296	525	478	206	592	183
		%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Very good	Count	174	70	103	34	49	90	16	41	26	19	52	19
		%	7.6%	6.4%	8.7%	5.0%	6.3%	11.2%	5.3%	7.8%	5.5%	9.4%	8.8%	10.5%
	Quite good	Count	225	121	104	54	76	95	22	53	43	23	62	21
		%	9.9%	11.1%	8.8%	7.9%	9.7%	11.8%	7.4%	10.2%	9.0%	11.4%	10.4%	11.8%
	Average	Count	395	197	198	114	146	135	45	90	82	38	104	36
	%	17.3%	18.0%	16.8%	16.7%	18.5%	16.7%	15.3%	17.2%	17.1%	18.6%	17.6%	19.4%	
Not very good	Count	310	144	166	96	115	99	41	68	67	28	83	24	
	%	13.6%	13.2%	14.0%	14.0%	14.6%	12.3%	13.7%	12.9%	14.0%	13.5%	14.0%	13.1%	
Not at all good	Count	340	157	183	100	125	115	48	71	91	27	80	22	
	%	14.9%	14.4%	15.4%	14.6%	15.8%	14.3%	16.2%	13.6%	19.1%	13.2%	13.6%	11.9%	
Don't know	Count	546	236	310	161	192	193	76	127	121	47	139	36	
	%	24.0%	21.5%	26.2%	23.5%	24.3%	24.0%	25.8%	24.1%	25.4%	22.8%	23.5%	19.4%	
Not applicable	Count	289	170	119	125	86	78	48	74	47	23	72	25	

			Total	Gender		Age			Region						
				Male	Female	18-34	35-54	55+	London	South	Midlands & Wales	East	North	Scotland	
♦Choice of date and time for your appointment		%	12.7%	15.5%	10.1%	18.3%	10.9%	9.7%	16.3%	14.1%	9.8%	11.1%	12.1%	13.8%	
	Total	Count	2,279	1,096	1,183	684	791	804	296	525	478	206	592	183	
		%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Very good	Count	370	157	213	81	110	179	27	97	68	39	106	32	
		%	16.2%	14.3%	18.0%	11.8%	13.9%	22.3%	9.2%	18.4%	14.3%	19.1%	17.9%	17.6%	
	Quite good	Count	523	268	256	152	168	203	73	125	116	40	130	40	
		%	23.0%	24.4%	21.6%	22.2%	21.3%	25.3%	24.8%	23.8%	24.2%	19.5%	21.9%	22.0%	
	Average	Count	566	279	287	173	210	183	74	129	108	55	151	48	
		%	24.8%	25.5%	24.2%	25.3%	26.5%	22.8%	25.2%	24.6%	22.7%	26.9%	25.5%	26.1%	
	Not very good	Count	384	182	203	131	140	113	57	87	86	35	90	30	
		%	16.9%	16.6%	17.1%	19.2%	17.7%	14.1%	19.2%	16.5%	18.0%	17.0%	15.3%	16.4%	
	Not at all good	Count	391	184	206	132	148	111	57	79	89	33	104	29	
		%	17.1%	16.8%	17.5%	19.3%	18.7%	13.8%	19.1%	15.0%	18.6%	16.0%	17.6%	15.9%	
	Don't know	Count	24	12	12	11	5	8	4	4	7	2	6	1	
	%	1.1%	1.1%	1.0%	1.6%	0.7%	1.0%	1.3%	0.9%	1.4%	1.2%	1.0%	0.5%		
Not applicable	Count	20	14	6	4	10	6	3	5	4	1	4	3		
	%	0.9%	1.3%	0.5%	0.6%	1.3%	0.8%	1.2%	0.9%	0.9%	0.3%	0.7%	1.5%		
Total	Count	2,279	1,096	1,183	684	791	804	296	525	478	206	592	183		
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
♦Information provided about your ailments	Very good	Count	510	224	287	96	157	257	50	121	101	49	147	41	
		%	22.4%	20.4%	24.2%	14.0%	19.9%	32.0%	17.0%	23.1%	21.1%	24.0%	24.9%	22.7%	
	Quite good	Count	745	376	370	225	267	253	94	180	152	70	182	68	
		%	32.7%	34.3%	31.3%	32.9%	33.7%	31.5%	31.6%	34.3%	31.9%	33.8%	30.8%	37.0%	
	Average	Count	658	316	341	232	239	187	93	149	132	59	176	47	

			Total	Gender		Age			Region						
				Male	Female	18-34	35-54	55+	London	South	Midlands & Wales	East	North	Scotland	
♦GP surgery opening hours	Very good	%	28.9%	28.9%	28.9%	33.9%	30.2%	23.3%	31.6%	28.4%	27.7%	28.5%	29.8%	26.0%	
		Count	205	98	107	71	71	63	33	41	50	17	50	14	
	Not at all good	%	9.0%	9.0%	9.0%	10.3%	9.0%	7.9%	11.0%	7.8%	10.5%	8.4%	8.5%	7.6%	
		Count	105	48	57	31	41	33	17	20	32	7	21	7	
	Don't know	%	4.6%	4.3%	4.8%	4.6%	5.2%	4.1%	5.8%	3.8%	6.8%	3.6%	3.6%	3.6%	
		Count	28	16	13	20	6	3	3	7	6	3	7	2	
	Not applicable	%	1.2%	1.4%	1.1%	2.9%	0.7%	0.3%	1.2%	1.3%	1.2%	1.5%	1.2%	1.0%	
		Count	27	18	8	9	10	7	5	6	4	0	7	4	
	Total	%	1.2%	1.7%	0.7%	1.4%	1.3%	0.9%	1.8%	1.2%	0.7%	0.1%	1.3%	2.1%	
		Count	2,279	1,096	1,183	684	791	804	296	525	478	206	592	183	
	♦GP surgery opening hours	Very good	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
			Count	409	162	248	89	123	197	37	94	81	39	120	39
		Quite good	%	18.0%	14.7%	20.9%	13.0%	15.5%	24.6%	12.4%	17.9%	16.8%	19.1%	20.3%	21.4%
			Count	748	391	357	221	256	271	95	183	156	74	180	59
		Average	%	32.8%	35.7%	30.2%	32.3%	32.4%	33.7%	32.2%	34.8%	32.7%	36.0%	30.5%	32.4%
			Count	680	311	369	219	255	206	98	151	142	57	177	55
Not very good		%	29.8%	28.4%	31.2%	32.0%	32.3%	25.6%	33.1%	28.7%	29.7%	27.7%	30.0%	30.4%	
		Count	248	134	115	89	89	70	32	55	56	21	67	17	
Not at all good		%	10.9%	12.2%	9.7%	13.1%	11.3%	8.7%	10.9%	10.5%	11.8%	10.4%	11.3%	9.1%	
		Count	164	80	84	52	57	56	29	35	38	13	39	10	
Don't know		%	7.2%	7.3%	7.1%	7.6%	7.2%	6.9%	9.7%	6.7%	8.0%	6.2%	6.6%	5.7%	
		Count	21	12	9	11	6	3	2	5	4	1	6	2	
Not applicable		%	0.9%	1.1%	0.8%	1.7%	0.8%	0.4%	0.8%	1.0%	0.8%	0.5%	1.1%	1.0%	
		Count	8	7	1	2	5	1	3	2	1	0	2	0	

			Total	Gender		Age			Region					
				Male	Female	18-34	35-54	55+	London	South	Midlands & Wales	East	North	Scotland
♦Easiness to get an appointment with a doctor of your choice	Total	%	0.4%	0.6%	0.1%	0.3%	0.6%	0.2%	1.1%	0.4%	0.2%	0.0%	0.3%	0.2%
		Count	2,279	1,096	1,183	684	791	804	296	525	478	206	592	183
		%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Very good	Count	335	149	185	79	98	158	28	83	70	36	92	26
		%	14.7%	13.6%	15.7%	11.6%	12.3%	19.7%	9.5%	15.9%	14.6%	17.5%	15.5%	14.0%
	Quite good	Count	481	241	240	127	159	195	53	122	86	39	140	41
		%	21.1%	22.0%	20.3%	18.6%	20.1%	24.3%	17.8%	23.2%	18.0%	19.2%	23.7%	22.6%
	Average	Count	548	277	271	181	196	171	80	127	117	56	128	41
		%	24.0%	25.3%	22.9%	26.4%	24.8%	21.3%	27.0%	24.1%	24.5%	27.2%	21.6%	22.3%
	Not very good	Count	383	172	211	121	131	132	57	83	90	28	91	35
		%	16.8%	15.7%	17.8%	17.7%	16.5%	16.4%	19.1%	15.8%	18.8%	13.6%	15.3%	19.3%
	Not at all good	Count	433	201	233	135	170	128	59	88	98	40	114	33
		%	19.0%	18.3%	19.7%	19.8%	21.6%	15.9%	20.0%	16.8%	20.5%	19.6%	19.3%	18.3%
	Don't know	Count	51	23	27	23	18	9	9	9	7	5	15	5
%		2.2%	2.1%	2.3%	3.4%	2.2%	1.2%	3.0%	1.7%	1.6%	2.5%	2.5%	2.8%	
Not applicable	Count	47	32	15	17	19	10	11	13	10	1	12	1	
	%	2.1%	2.9%	1.3%	2.5%	2.5%	1.3%	3.6%	2.4%	2.0%	0.5%	2.0%	0.8%	
Total	Count	2,279	1,096	1,183	684	791	804	296	525	478	206	592	183	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
♦Availability of same day appointment	Very good	Count	324	132	193	84	113	128	29	81	68	36	85	26
		%	14.2%	12.0%	16.3%	12.2%	14.2%	16.0%	9.7%	15.4%	14.3%	17.3%	14.4%	14.3%
	Quite good	Count	446	209	237	123	144	179	51	115	90	45	113	32
		%	19.6%	19.1%	20.1%	17.9%	18.3%	22.3%	17.4%	21.9%	18.8%	22.0%	19.1%	17.5%
	Average	Count	464	228	235	148	164	151	55	104	108	43	118	35

		Total	Gender		Age			Region						
			Male	Female	18-34	35-54	55+	London	South	Midlands & Wales	East	North	Scotland	
◆Practice nurses	Very good	%	20.3%	20.8%	19.9%	21.7%	20.7%	18.8%	18.4%	19.8%	22.7%	20.7%	20.0%	19.4%
	Not very good	Count	411	201	210	131	148	131	59	94	81	34	108	35
		%	18.0%	18.4%	17.7%	19.2%	18.8%	16.4%	20.1%	18.0%	17.0%	16.4%	18.3%	19.0%
	Not at all good	Count	523	256	268	153	185	185	81	102	109	43	141	48
		%	23.0%	23.3%	22.6%	22.4%	23.3%	23.1%	27.2%	19.4%	22.8%	20.7%	23.8%	26.5%
	Don't know	Count	75	46	29	27	25	23	14	20	17	4	17	3
		%	3.3%	4.2%	2.5%	4.0%	3.1%	2.8%	4.7%	3.7%	3.5%	2.0%	2.9%	1.9%
	Not applicable	Count	35	24	11	17	12	5	7	9	5	2	8	3
		%	1.5%	2.2%	0.9%	2.6%	1.5%	0.6%	2.5%	1.8%	1.0%	0.8%	1.4%	1.4%
	Total	Count	2,279	1,096	1,183	684	791	804	296	525	478	206	592	183
		%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Very good	Count	667	278	389	146	217	304	64	159	141	68	182	53
		%	29.3%	25.4%	32.9%	21.3%	27.5%	37.9%	21.8%	30.2%	29.5%	33.0%	30.8%	29.2%
	Quite good	Count	776	382	393	221	279	275	106	180	154	76	201	58
		%	34.0%	34.9%	33.2%	32.3%	35.3%	34.3%	35.9%	34.3%	32.1%	36.9%	34.1%	31.8%
	Average	Count	496	251	246	177	179	140	74	110	99	41	128	44
	%	21.8%	22.9%	20.8%	25.9%	22.6%	17.5%	24.9%	20.9%	20.8%	20.0%	21.7%	24.2%	
Not very good	Count	107	59	49	41	34	32	15	16	38	6	24	7	
	%	4.7%	5.3%	4.1%	6.0%	4.3%	4.0%	5.2%	3.1%	8.0%	3.1%	4.1%	3.9%	
Not at all good	Count	55	25	30	19	20	16	11	12	12	5	11	5	
	%	2.4%	2.3%	2.6%	2.8%	2.5%	1.9%	3.7%	2.3%	2.6%	2.2%	1.8%	2.6%	
Don't know	Count	116	58	57	50	40	26	17	33	20	6	28	10	
	%	5.1%	5.3%	4.9%	7.3%	5.0%	3.2%	5.8%	6.2%	4.3%	3.1%	4.8%	5.7%	
Not applicable	Count	61	43	18	30	22	10	8	16	13	3	17	5	

			Total	Gender		Age			Region					
				Male	Female	18-34	35-54	55+	London	South	Midlands & Wales	East	North	Scotland
♦Availability of appointments		%	2.7%	3.9%	1.5%	4.4%	2.7%	1.2%	2.6%	3.0%	2.7%	1.7%	2.8%	2.6%
	Total	Count	2,279	1,096	1,183	684	791	804	296	525	478	206	592	183
		%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Very good	Count	335	143	192	81	102	152	32	82	64	29	99	29
		%	14.7%	13.0%	16.2%	11.8%	12.9%	18.9%	10.7%	15.6%	13.4%	14.0%	16.7%	16.1%
	Quite good	Count	591	287	304	163	191	237	78	145	122	61	143	44
		%	26.0%	26.2%	25.7%	23.8%	24.1%	29.5%	26.2%	27.5%	25.4%	29.6%	24.1%	24.2%
	Average	Count	626	317	308	202	228	195	79	145	134	55	162	51
		%	27.5%	29.0%	26.1%	29.6%	28.8%	24.3%	26.7%	27.7%	27.9%	26.7%	27.4%	27.7%
	Not very good	Count	331	162	170	104	117	110	51	72	69	30	83	26
		%	14.5%	14.8%	14.3%	15.3%	14.7%	13.7%	17.3%	13.8%	14.4%	14.8%	14.0%	14.1%
	Not at all good	Count	348	162	186	115	136	97	48	71	80	27	93	30
		%	15.3%	14.8%	15.8%	16.8%	17.3%	12.0%	16.3%	13.5%	16.6%	13.2%	15.6%	16.4%
	Don't know	Count	30	13	17	14	9	7	5	5	7	2	10	2
	%	1.3%	1.2%	1.4%	2.0%	1.2%	0.9%	1.7%	0.9%	1.5%	1.1%	1.6%	0.9%	
Not applicable	Count	17	11	5	5	8	4	3	5	3	1	3	1	
	%	0.7%	1.0%	0.5%	0.7%	1.0%	0.6%	1.1%	0.9%	0.7%	0.7%	0.5%	0.7%	
Total	Count	2,279	1,096	1,183	684	791	804	296	525	478	206	592	183	
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
♦Choice to see the same GP for your appointments	Very good	Count	478	212	265	107	137	233	43	128	86	44	138	40
		%	21.0%	19.4%	22.4%	15.7%	17.4%	29.0%	14.5%	24.4%	17.9%	21.3%	23.3%	21.9%
	Quite good	Count	579	290	289	163	188	228	71	129	129	56	148	46
		%	25.4%	26.4%	24.4%	23.8%	23.7%	28.4%	24.1%	24.6%	26.9%	27.2%	25.0%	25.2%
	Average	Count	495	236	260	165	180	150	67	111	104	47	125	42

Statistical Reliability

The table below illustrates the possible variations between the sample results and the “true values” (if the entire population were surveyed). On a question where 50% of the people in a sample of 1000 give a particular answer, we can be 95 percent confident that the result would not vary by more than 3 percent (plus or minus) from surveying the entire population.

RANGE OF ERROR PER SAMPLE SIZE (at 95% confidence limit)			
	10% or 90%	30% or 70%	50%
Sample size	±	±	±
100	6	9	10
200	4	6	7
500	3	4	4
1000	2	3	3
3000	1	2	2

Error margins

Results are subject to the normal error margins for sample surveys. The tabulation and the routing used can result in relatively small sub-samples for which the error margin is higher than for the total sample. Care should be taken with results based on answers from small sub-samples.

Further Information

For further information on the report findings, please contact Alastair Cartwright or Georgina Franks by calling 020 7486 6660 or emailing firstname@healthquared.co.uk

For information on commissioning your own survey with Opinion Health, please contact Michele Poliziani on 020 7486 6700 or emailing michele@opinionhealth.co.uk