

GP Access

Comments

1. Which of these would you be most likely to use- please choose the three most important to you: (1 being the most, 3 the least)

	1	2	3	Response Total
Your GP opening before 8 am (extra morning hours)	28.6% (128)	32.4% (145)	38.9% (174)	447
Your GP opening after 6.30pm (extra evening hours)	47.1% (289)	32.1% (197)	20.7% (127)	613
More routine appointments at your GP practice	53.0% (326)	27.8% (171)	19.2% (118)	615
More emergency appointments at your GP practice	44.7% (205)	33.8% (155)	21.6% (99)	459
A 'hub/central venue' (north, south or central) on Saturday morning for emergency appointments	35.0% (64)	34.4% (63)	30.6% (56)	183
A 'hub/central venue' on Saturday morning for routine appointments	35.1% (98)	31.9% (89)	33.0% (92)	279
A 'hub/central venue' on Sunday morning for emergency appointments	47.5% (114)	30.4% (73)	22.1% (53)	240
A 'hub/central venue' on Sunday morning for routine appointments	30.7% (115)	34.4% (129)	34.9% (131)	375
An online/videocall GP service during the evening/between 6-9???	30.8% (78)	28.5% (72)	40.7% (103)	253
An online/videocall GP service on Saturdays	24.9% (51)	44.4% (91)	30.7% (63)	205
An online/videocall GP service on Sundays	24.4% (184)	32.0% (241)	43.6% (328)	753
Something else – please tell us	47.0% (165)	8.8% (31)	44.2% (155)	351
			answered	1911
			skipped	25

Comments: (359)

1	email consultation
2	It is made difficult to get kids to doctors due to school restriction.
3	For patients registered with a Rotherham GP, live in Rotherham but regularly work out of the area Monday to Friday, normal GP appointments aren't an option unless annual leave is taken. (Would also be advantageous to be able to request a prescription but be able to collect it from a pharmacy out of area?)
4	As I am retired and fit I rarely use my GP services but could foresee a Saturday emergency appointment being useful for me and other services.
5	To be honest a number of these options would be acceptable as opposed to what is currently available.
6	Hardest thing is getting an appointment when you work , it's virtually impossible to get through on the phone and when you do there are no appointments left as feels like they are taken up with frequent attenders who the gp can book in ahead . Get told to phone on the day which is so difficult when you work and can't have your phone on at workthen trying to get out of work
7	Being able to call and book for the next morning.
8	Continuity with the same GP
9	Service really good at Morthern road surgery
10	more equipment like blood pressure monitoring 24 hour machines
11	No problems getting appts at Thurcroft Village Surgery. I would have a lot of difficulty travelling far because of my mobility problems & family illness. Anxiety would stop me consulting another clinician by whatever method.
12	It depends what is defined as an "emergency".i work in Primary Care & the amount of time wasters given appointments for "emergencies " is ridiculous

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13	Carer friendly appoints i.e. appointments available to carers whilst their loved one is being supported/at a service provider and appointments for their loved ones when it isn't busy.				
14	Emergency appointments are well provided for, but routine appointments are too long. A cancellation procedure for routine appointments could be implemented to allow a sooner appointment.				
15	Being able to make appointment without having to wait over a week to see a doctor				
16	I work 6 two 6 most days mon to fri.there are no pre bookable appointments. When i try to book an ap pointment its always in work hours this means having a day off work.				
17	When you are ill you just need to speak to a doctor				
18	Sorry but I couldn't get the grid to work, 1 selection cancelled another				
19	Increase the no of GP's at the Practice				
20	Special medical needs children allocated some appointment separate to other patients				
21	To be acknowledged by reception staff on arrival at the window. Not ignored until previous task completed, hand bag routed through, walk round the office and then open then window and offer zero customer service. No wonder you have so many signs warning people not to get aggressive when staff go out of their way to be so rude				
22	Appointment availability sooner rather than later				
23	I didn't really use the doctors until the last 3 years but I think it is so poor now you ring for a appointment and are told you have to wait 2 weeks but I've paid in the system all my life and having to wait for a appointment is not Wright				
24	To be able to get an appointment when I need it most i.e. when I'm ill, not 3 weeks after when I make my call!				
25	you cannot select more than one item in each vertical column on mac				
26	Practice nurse online appointments.				
27	Improved telephone access				
28	Easier telephone access				
29	It's not realistic or reasonable to have only 1 exclusive selection. There are a number that would suite my requirements				
30	Be able to make appointments at any time of the day				
31					
32	More comfortable chairs in waiting room				
33	Being able to get an appointment would be good				
34	Usually manage ok				
35	Just like to know my diabetes results				
36	They have always been available for me no problems whatsoever				
37	Excellent doctors carnt complain				
38	My doctor's are always busy so it would be helpful to have more appointments in the week I think that they need to have Sunday off to enable them to look after me without being too stressed themselves				
39	To be able to make an appointment in advance rather than same day only appointments				
40	Hub services elsewhere in Rotherham are no use to me. I live on the furthest outskirts of Rotherham (bordering on Doncaster) and work in Sheffield, so it would be easier to seek help in Sheffield. To be honest the best way you could help me is to make appointments bookable online instead of the current callback system.				
41	Not having to wait 2 weeks before getting an appointment.				
42	Don't like to have to ring on the day at 8am for an appointment. Wait a while bk on engaged. I prefer ring in morning for afternoon same day appointment then afternoon for next morning appointment				
43	The times i ve needed a doctor i ve been seen imediatly				
44	to be able to book a time and date appointment at my owen GP practice				
45	Being able to book an appointment for next morning rather ran having to try on the day				
46	I like the call back system currently in use, whereby I can talk to a GP, who will then decide whether I need to attend the surgery, and within what timescale. To be effective, however, there has to be GP availability at the surgery.				

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47	A call service that doesnot leave you hanging on for someone to answer to make an appointment. When you have rung at 8 then 10 minutes later you call or get answered to be told all appointments have been allocated! How can they have been when you have just hung on the phone.				
48	Access anywhere In rotherham at anytime 24/7 for urgent on the day access hopefully this would free up more time for me to see my GP with routine appointments				
49	Being able to get continuity of care by being able to see the same gp.				
50	Waiting 2 weeks for an appointment when ill is not practical and exactly why AE are full				
51	Waiting 2 weeks for an appointment when ill is not practical and exactly why AE are full				
52	Just been able to make an appointment within a week of been ill would be a start.				
53	1hour in a morning so you could just go and see a doctor with out ringing				
54	A little joined up thinking re nurse provided services - blood samples, bladder/bowel samples need to be anticipated for certain symptoms and a combined GP/specialist nurse appointment be considered/evaluated				
55	The practice to prioritise persons who very rarely request an oppointment with there GP. E.g. if you have not been to the doctor's for a few years then surely when you call for an oppointment it is for a reason!				
56	You need to be able to book advance appointments not just same day ones				
57	Telephone appts				
58	Evening consultants				
59	Better appointment times for people who work				
60	Ability to make appointments other than by phone at 8 each morning, since to get through and get an appointment is difficult Why can't we make appointments at reception				
61	Being able t make appointments on a day you want instead of trying to phone for an on the day appointment.				
62	Being able to phone and get an appointment without having to call at 8 am or being told to call back the day after between 8 and 9. This is annoying				
63	The ease of getting an appointment with a GP when required and not have to wait 3 weeks when a receptionist classify's it as none urgent or what a doctor calls a triad call back				
64	Just to be able to get an appointment (any) would be fantastic.				
65	Would like more operators on the phone lines in the mornings as I have experienced on having to try 40 plus times to get through only to find no appointments were available on the day and told to try again the next day				
66	It is difficult to answer as you never know when you are going to be poorly and need access to a GP for support. I have found when I need it Swindon has always been there for me.				
67	It is difficult to answer as you never know when you are going to be poorly and need access to a GP for support. I have found when I need it Swindon has always been there for me.				
68	Seeing and booking on line. Also an on the day service with 1 doctor able to see patients if they phone, book & that morning for a short appointment				
69	like to be able to email doctor				
70	This question will only let me choose 2 not 3 I'd like an on line / video system sat and sun				
71	Just been able to book an appointment not having to phone at 8 o'clock or not get an appointment				
72	I think it should stay the same				
73	I would like to be able to see my GP on the actual day or as close to the day of my illness or problem and not have to wait 10 days or more.				
74	If prescription isnt available on the day then a home delivery so you dont have to go back another day to pick it up				
75	If prescription isnt available on the day then a home delivery so you dont have to go back another day to pick it up				
76	Ability to book appointment sonline, just like i can at the gym I go to.				
77	I would prefer to have one gp not a practice where you could possibly see one of 4 or 5. I am currently thinking of changing for this reason				
78	None				

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79	So the doctor can contact the hospital for appointments they and then,				
80	My comment is not medical.in the car park at Maltby is 1 way ,can we have more road signs telling drivers of this.NEXT the car park where the doctors park should b 4 the disabled,as the doctors are not ,let them walk a little further THANKS				
81	Face to face for medication revues not phone calls				
82	None of the above in particular however what is needed is to be able to access a GP when I am available and able to due tonworking full time. I am overdue a smear by 14 months due to not being able to get as its when they want as opposed to when I am available to				
83	Happy with curt service				
84	Feeling that you can ring up and make an appointment to see a doctor at moment feel like I can't ring and see a doctor				
85	GP belonging to the practice who works there permanently to give patients the opportunity of seeing a GP who the patient knows. To have continuity and confidence.				
86	online gp access 24/7 365				
87	I don't want things centralised I want to be seen at my own GP surgery				
88	Better access to the surgery by telephone to make appointments.From 8.30to 9.30, I am unable to get through, only to find when I get through that all appointments for that day have gone. Also perhaps a separate telephone system for access to the nurses appointment system from the doctors.For example if I need a vaccine, why can't I just make an appointment with a secretary dedicated for the nurses, that have a different telephone number than to the doctors				
89	I don't go to the doctor s much but when i would like to been seen the day I ring or s Doctors phone me back .				
90	Not booking routine appointments then having to sit there for two hours as emergencies are being seen by your routine up before you. In other words - Keep routine and emergency gp appointments separate, so the system can flow better - otherwise there is no point trying to book a punctual appointment. If you ate a carer or parent and have to be back for a set time when appointments slip like this it's not good. Also having access to your chosen gp is good. They seem to not know us these days we are just a number - it often means meds are stopped for a review you can get an appointment for even if stopping those meds has serious consequences. E.g. stopped my mum's tablets as she needed a routine review even though she needs transfusions without them.				
91	More accessibility to a GP				
92	More appointments available at any times would be a help as we can never get an appointment for at least 3 weeks when we eventually get through to our GP reception				
93	Answering the phone would be a great start. Or maybe even booking an appointment online?				
94	My practice is good and I do not have a problem				
95	My gp surgery closes at 12.15pm on fridays.WHY				
96	I sometimes have had to wait 2 weeks to get an appointment which I think is unacceptable so needs a better appointment system!				
97	Not really sure how you can only rate one. But those are my top 3				
98	I'm inputting my answers then it deletes them. In a nutshell more emergency appointments at any location would be my top priority Thank you				
99	Surgery to allow appointment bookings more than two weeks in advance. Russian roulette has to getting smear appts to fit in with cycle and the no appt booking in advance of two week				
100	Easier appointment systems				
101	More check ups for younger people				
102	I work all day everyday 5am till 6pm its impossible to ever see a doctor need late nights or saturday mornings				
103	all ok				
104	No idea what a hub is!				
105	I am very happy with my GP practice They have served me well all the years I have been under them				
106	Being able to speak to my GP on the telephone, sometimes saves having to make an appointment, which ultimately saves time for the GP. ie a 3 minute call, instead of a 10 minute appointment.				
107	I would appreciate reminder service for repeat prescriptions				
108	I am a mother of two and sometimes struggle to get appointments quickly and before school times.				

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	Having a service before school times (am) and a Saturday GP service (as I also work full time) would be very convenient and helpful.				
109	Being able to book next day appointments online.				
110	I'm currently waiting 2 weeks for an appointment				
111	More appointments available to access when you need to see a doctor set days and times will not change this				
112	Easier access to see a Dr more phones for prescription line because we're always in a cue then we have to wait to see which medication we can order because we're to early. taking to many they need to ask Dr if they can put it in then have phone slammed down definitely not good waiting time to collect prescription isn't good because if they can get the ones ready you've run out of why not let you have all of your prescription thank you				
113	Be called in to the surgery for annual blood tests instead of having to go through the receptionist and trying to remember what blood tests need doing				
114	It is all well and good making savings via cutbacks but the services is just not able to cope with the reduced number of appointments available. An increase to availability of consultants/appointment slots is the only answer.				
115	Dr's work very hard and some people should be more considorate. The reception staff are under pressure enough. Patients expect antibiotics for everything. It should be made more aware that some medication should be bought over the counter. Also treat colds at home some expect everything cause they don't pay for their prescriptions you can buy paracetamol for 30p. It's all money drained from the NHS when will theses people learn. Then there would be more appointments available.				
116	Would be nice (if possible) to have more access to medical facilities				
117	Have had to wait 1-2 week for appointments,				
118	More available appointments critical. 10 day waits not acceptable.				
119	More flexi - time should be given to appointments. The reason for attendance is very varied and the consultation time should appreciate that fact. Appointments should not be made to a specific time, but within a short time-frame, giving some flexibility.				
120	Doctors always booked up two weeks can't get an appointment, surgery opening hours no good for full time workers, some receptionists very unhelpful,waste of time and space				
121	To be open longer.				
122	Would like more access available for same day service, as seems likely that you can present your problems when you are suffering from them, rather than relating them at some future date, worrying in the meantime.				
123	Cant get blood results. When i ring up. Have to wait for a doctor send a message to book an appointment if anything shows on them. Then cant always get an appointment straight away				
124	Blood tests etc that can be done at times when working people can get i.e. not before 2pm unless needed early in the case of blood tests (appointments from 7.30am).				
125	You have to be ill for 2 weeks to get an appointment and you have to tell receptionists what you want app for				
126	It's up to everyone opinion I think it ok				
127	Think there should be more appointment n open later some of us can't even get appointment to see are doctor				
128	Luckily, I don't use the doctors much. It would be nice to see the doctor over the weekend though, when needed.				
129	To be able to get an appointment in the same week without having to tell the receptionists all your personal details of why you require a doctor, so they can assess whether you need the appointment or not!				
130	A routine yearly blood test				
131	I think our doctors do enough thay will do what that have to do thay will get my backing what ever thay decide				
132	Satisfied with all aspects of crown st surgery.				
133	It takes around 2 to 3 weeks to get an appointment what's the point of having a doctors service you cannot use				
134	Appointments not always needed. Wish you could just get a call back to discuss issue. Instead of wasting appointments. Also waiting 3 wks to see a female dr is disgusting ..				
135	Appointments later at night and weekends as I work 6.00 am to 6.00pm				
136	To long to wait for routine appointment				
137	I am happy with our Surgery appointments although a little flexibilty would be better.				
138	Not having to discuss with the receptionist exactly what I want a doctor appointment for and then being told I can't have an appointment until I tell her exactly what I want to talk to the doctor about				

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139	Being able to book appts more than 2weeks in advance thorgate surgery is barely open charge for missed appts				
140	It would be nice to get in to see a dr instead of eating 3 weeks				
141	Quite satisfied. Just needs more same day appointments.				
142	My GP opening on Saturday mornings.				
143	When routin appointments are booked up 2weeks in advace, theres no room for people to develop a non emergency illness but still needs medical help to get to see a dr. Not everyone has access to the internet to do the on line medical help.				
144	Seeing the same doctor not a different locum each appointment ensuring continuity of care.				
145	The opportunity to see the same GP at each consultation.				
146	All of the above are valid option which I would like to use or have available to me if I was Ill. There is NO consideration given for people whom work at the moment and no early or late access. Surely in this day and age there should be 24/7 access to a doctor apart from clogging up A&E departments.				
147	I've suffered with the lack of availability at my practice - Morthern Rd Surgery. I've rang when it opens at 8 on multiple occasions and not been able to get an appt when I've really needed one and the receptionists are no help saying that sorry appts are all taken we can get you in in two weeks time. On one occasion because I couldn't get in with my GP I was forced to go to A and E because of a life threatening condition that I have I could not wait two weeks for an appt I needed to be seen that day. Yet I didn't need to waste the hospitals time it's something that my GP could've dealt with				
148	More female doctors. I've had many appointments which I've been forced to see a male doctor as it would take even longer to make an appointment and they have been late to appointments, rude upon arrival and basically rushed me through what I was telling them and paid no attention to what I was talking about and basically told me I was being stupid, did nothing to help with my anxiety about my problems and left me feeling more stressed. In need of more female doctors and there are just some situations women are more sympathetic towards than men.				
149	Contract service where you can speak to a health care professional e.g nurse for advice on your needs so to use the correct appointment and not time waste GPS				
150	I work away mon- fri Ive been unable to make A appointment when ive tried saying you have to phone in the morning Unable to book in advance Evan with my 2 weeks adv work schedule Ive given in				
151	More gp opening hours between 9 am and 6 pm.				
152	Simply prompt appointments when illness/injury is serious enough to warrant attention.				
153	To be able to visit a gp when needed not up to two weeks after				
154	I am bed bound, so a monthly district nurse visit or equivalent would make me feel less forgotten.				
155	Would like more appointments for nurse aswell				
156	More care with prescriptions and getting them done on time.				
157	To be able to book an appointment within a couple of days, b. Not having to depend on 'pot luck' with the 8.00am system: which is good for same day appointments but puts back those with less pressing needs				
158	Being able to use another gp without them overrddiing current treatment plan from you're current gp				
159	You can never get an appointment at your doctors . Even if you phone dead on 8.. there is never no appointments left ,				
160	Just to be able to make an appointment on The thankfully rare occasion I need to see a doctor. Currently you ring reception, tell her the problem, doctor rings you back and decides if he thinks it necessary to see you. This is farcical. I am not a time waster and rarely need to see a doctor, but it would be lovely to think that I could if I should need medical help.				
161	Perhaps more could be done to penalise people who don't turn up for appointments. Maybe then there would be more appointments available for those who need them.				
162	Stop receptionists questioning you on your illness as they intrude in your personal problems				
163	It would be more helpful if appointments could be made at reception rather than 8am phone call as you can never get through. Also one session could be wait your turn to see doctor than trying to get an appointment - as successfully tried in North Yorkshire.				
164	Have one appointment session a week dedicated to drop in rather than appointment				
165	Easier access to GP. Less intrusive questioning by the receptionists.				

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166	Make appointments online				
167	Been able to book a routine check up ie pill check 3/4 wks in advance. I understand docs dairies need to be checked but seems really silly you are unable to do that. Also a idea could be 10mins per problem. If theres more book another app so docs feel stressed n can give extra time by ages ect?? Also general NHS shifts for 24hrs care could adopt a 4 12hr shifts on 3 days off?? First on days so 7 weeks then nights for 7weeks n rota it so it falls were every 7 weeks they gt a week off due to how rota falls. They would be proper rested less likey to make mistakes n more likly to volunteer for overtime				
168	Greater efforts to communicate the booking process. To my knowledge, booking an appointment was to be done on the day at 8am. I have found over the last month that lines don't even open until around 8.15 & there are no appointments available on the day.				
169	Don't understand the question "the hub" north South or central ?				
170	My doctor to open 7 days a week				
171	The need to see a Dr when you are l'll and not in two weeks time.				
172	All of the above. I work shifts which change weekly. I rarely can make an appointment for when I need.				
173	I am quite happy with my doctors				
174	More facilities for blood test as we have to wait three weeks for an appontment				
175	Same day appintments instead of having to wait 1-2 weeks to get one.				
176	I do not like the idea of having to ring at 8am to get an appointment. I expect to be able to get an appointment immediately.				
177	Easier to make a doctors appointment please.				
178	My surgery has online apps although they always av a wait in time of at least 2 weeks n when u ring surgery they av no appointments n when u work it would be nice to book pre 8.30 am appointments in advance				
179	Being able to phone any time to get an appointment, even phone for a next day appointment, but you have to phone on the day for an appointment, and that's not convenient when you have to prioritise your time.				
180	Pharmacy in surgeries to remain open all day ie not close for lunchtime				
181	I would more likely use the longer opening hours and Saturday opening due to working. I do not like taking time off work for example asthma reviews and stuff that is not an emergency				
182	This Survey is biased. It is programmed to guide patients to a 'Central Hub' and delete the answers you do not want to receive.				
183	Just an appointment within a day or two instead of a week or two.				
184	It is very upsetting when I am told that I can't get an appointment to see my GP within 2 weeks. Have also been told that I can't make an appointment at all. Often have doctors i have never seen before. There is no personalisation anymore.				
185	I work anywhere from 3 am to midnight over 7 days on an irregular pattern. So none of the above are applicable at this time for me.				
186	Set appointment times and slots took me over 3hrs of waiting over 2 days to see 1 GP as people in over 45 minutes went on Wednesday sat for 2hrs supposedly 36 min delay after waiting 2 hours asked receptionist and still 4 people in front of me so I had to cancel as due at work....taking into consideration this appointment was 10:40 and several people had already gone in.				
187	I will not use an online service or video call. Survey won't allow me to put that				
188	It would be good if I could make an appointment in advance instead of having to call at 8 on the day. I start work at 8 and By the time I get through all appointments are gone.				
189	Being able to actualy get an appintment. Not having to waitings even over a week plus when is very ill.				
190	To go back to how it used to be you go to your GP when your l'll and you wait your turn not make an appointment and have to wait upto 7 days before your seen your not l'll then your l'll when you go to see if you can get an appointment				
191	Opportunity to speak by telephone to a clinician and obtain advice/reassurance.				
192	An automated 24/7 system to give the next available appointment at a North South Central Hub 7 days a week.				
193	Continuity with my doctor.				
194	Better access to phone for GP appointment				
195	Ability to get appointments on same day				
196	As an older person with health problems I most definitely would like to be able to access my GP or an online Skype type of service more frequently.				

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197	We really need many more available appointments as a starting point				
198	We really need many more available appointments as a starting point				
199	Something / place where you don't have to wait for hours and hours to be seen by a doctor when your child is not feeling well and your gp has advised you to take your child at.				
200	On line prescriptions , for the past 3 days we've been blocked off the site for some reason. It never runs smooth and we still have to keep visiting surgery to put it right				
201	I have to go to work late once every month when collecting regular prescription. Why not give 3 months supply when condition (hypertension) has been stable for years and script unchanged?				
202	Surely the walk in centre should provide some of above. Own gp availability v. important. More local mental health support.				
203	Surely the walk in centre should provide some of above. Own gp availability v. important. More local mental health support.				
204	I was only able to choose one answer to the questions, as the answers to the previous question disappeared when I tried to choose the next answer. however, all of the questions asked where I wasn't able to answer were no. 1 very important to me. This questionnaire is faulty.				
205	A Lady Doctor would be nice to have at the surgery for any personal female complaints.				
206	Morthern road does not offer a good service , need more book on day app and routine.				
207	Right now you can only book appointments on the day you ring or 3-4 weeks in advance. I'd like to be able to book an appointment in a couple of days time for non urgent cases such as skin complaints or medication reviews. It's too far at either end of the spectrum right now				
208	With working full time it would be nice to get an appointment to suit me and not had to wait a week or two				
209	some great ideas but f2f is important to me				
210	More information ie after tests can we have ALL the information gained from these tests				
211	Been able to make appointments more than 2wks in advance, sometimes there's no appointments left within the 2wk period & then you can't make one for the following wk as it more than 2wk in advanced, patients that work are restricted to the times they can attend so they have limited availability.				
212	I understand that the G.Ps need time off work like the rest of us and rightfully so. But some of the times I've needed to see my doctor I have to take time of from work witch is a lot of money theses days so stayin open later on a night would be a great help for Work in people.				
213	Me personally think that it's better to talk to someone face to face. Then they can see how bad you really are. My G.P. is fantastic only problem is not enough staff and Doctors to do the work, Witch is a shame. The health authorities should try their best to get more doctors as I think that a 37 hour week is plenty to do for a working person. That's all over the N H S . Over worked and under payed. What I think is everyone pays a £ 1.00. Extra in taxes that should help with the shot fall. Or an extra £ 2.00 it's not a great deal to pay for N H S . I would do that definitely. Like every other assett we have not enough money as always cut backs got to save a pound. The only way to sort it out is MORE TAXING				
214	As I work shifts need to be able to see doctor early morning or late evening.				
215	Working in the health care profession being able to get my bloods taken annually for to check my hep A hep B and Hiv status.				
216	To be able to see your GP on the day you ring for an appointment not two to four weeks later .				
217	The survey has a fault as it will not retain selected answers and cancels responses as soon as you move to the next question.				
218	More phone lines so you're not on hold for a long time				
219	We have a good level of service at our doctors practice.				
220	More appointments available when you phone in a morning and should be able to phone for an appointment for next day				
221	What would also be beneficial is doctors who listen and do not patronise and dismiss you therefore putting you off from attending the doctors.				
222	Would like surgery to be open on Saturday for those who work during the week and are not able to attend current surgery opening times				
223	I work full time and leave for work at 7am and not home until after 7pm so not available during present surgery hours				

1. Which of these would you be most likely to use- please choose the three most important to you: (1 being the most, 3 the least)

		1	2	3	Response Total
224	Telephone appointments with my practice.				
225	I struggle to make appointments as there is never much choice with times especially with there only being one doctor and one nurse on duty				
226	If there are no Apts we are asked to ring at 8 in the morning . We can never get through .				
227	I would like to see my GP asap and not have to wait weeks. Further more I would like to speak to reception and not have to wait 20 mins for an answer. Since joining the practice in 2006, the service was A++ since then the practice has gone backwards.				
228	cannot make three choices, the survey only allows one. I would choose GP opening after 6.30pm and more routine appointments at the GP practise				
229	More doctors, more staff, more clinics. The population is growing and our infrastructure is failing. Getting an appointment for 11:30 and still being sat here at 12:05 in a room with a sick child surrounded by loads of other sick people just isn't what I pay tax for. It's a disgrace and an embarrassment to our country. The staff do 3 peoples worth of jobs for the same money whilst we have millions unemployed?				
230	Calling the surgery on a Monday morning for an appointment was unacceptable started calling at 7.59am by the time someone answered it was 8.25 then no appointment available counting the number of times I called hung up engaged called again 118 times a ridiculous system				
231	More appointments in the surgery.				
232	I find it very frustrating to see how many missed appointments there have been for either the GP or nurse in the previous months, especially if i have struggled to get an appointment. Patients who fail to cancel appointments should be fined or penalised in some way.				
233	I am highly satisfied with the service provided				
234	I am a 79 year old male Who remembers , in my youth, how I used to go to my doctor before 9 am and wait in a room and see my doctor within an hour.Those were the days What a change a lifetime makes.Now, one has to know 3 weeks in advance when one is going to be sick. That is the time necessary to ensure seeing a doctor. This is a long wait and dangerous for the young and old. I live alone and find the drop in service a means of overcoming the wait. The idea of changing the venue to the hospital is not a good one Let it stay outside Instead of changing to the hospital I would like to see another venue in addition>They are a very good idea. One is seen earlier and gives one peace of mind. The Hospital has enough on its plate. Give it a break. Also if any problem is found it could be important does not matter if the doctor is fully qualified or not. Also the time allowed for an appointment is only 10 minutes Not enough . Every help given to hospitals and GPs can only be better for the patient My surgery is Manor Field in Maltby				
235	Doctors taking note of hospital recommendations.not put in your file and forgot about until someone picks it up three years later and then it's all systems go because they find out you have got what the hospital had told them to look out for.				
236	Doctors taking note of hospital recommendations.not put in your file and forgot about until someone picks it up three years later and then it's all systems go because they find out you have got what the hospital had told them to look out for.				
237	Doctors taking note of hospital recommendations.not put in your file and forgot about until someone picks it up three years later and then it's all systems go because they find out you have got what the hospital had told them to look out for.				
238	The medical oversight provided by Dr Mellor is excellent located on Braithwell Road, Maltby.				
239	An easier way to do my repeat prescriptions as for me to take them in ever few weeks can be difficult at times and not always someone else on hand to help.				
240	To be able to get appointments when needed not two weeks later also to not have to wait for drug addicts who always seem to have priority				
241	More appointments with doctors that understand mental health, ive felt totally let down by not just one practice but several.				
242	i work long hours & travel over 1hr+ do these options would help immensley.				
243	The ability to have telephone discussion with a clinician to help decide whether a face to face appointment is required				
244	To not be interrogated by receptionists when trying to book appointments. I understand they are "doing their job" but on some occasions it can be embarrassing/ annoying. Communication once prescriptions have been ordered online i.e. Once prescriptions are ready for collection.				
245	Just a GP to speak to via telephone at weekends				
246	The emergency appointment would be good if needed, hopefully you don't need them. We work office hours so any appointments on weekends or later would be helpful				
247	How am I supposed to work that out				
248	There is not enough joined up thinking with the system as it is without involving other Drs, Practices or things/people who don't know the patient				

1. Which of these would you be most likely to use- please choose the three most important to you: (1 being the most, 3 the least)

		1	2	3	Response Total
	Time moves on but it is not always for the best. People do still live in one house/area for years & use the same Drs Practice for years. More often than not at least 1 Dr remains the same so why not go back to family doctors. There's a lot to be said for knowing the family eg hereditary illnesses, issues in a family etc. That's the choice we should be given! Another EU v UK - remind me who won!				
249	I have cancer and when I am unwell I panic and would find it really helpful if I could see a doctor to tell me what's wrong and put my mind at rest.				
250	More flexible receptionists				
251	More appointments available either on the day or within a week. Sometimes it is neither an emergency requiring same day attention nor something that will wait 2 weeks.				
252	Why can't you just leave things alone?				
253	Cut the wait for appointments IV had to wait up to 4 weeks to see a doctor				
254	Easier access via telephone long time answering				
255	Good as it is for me.				
256	I work afternoons and nights so I'm only able to make lunchtime appointments				
257	Getting an appointment at the minute WHEN you're actually poorly is ridiculous. A hub is no good, Shouldn't have to travel when you're ill. My surgery is open 4.5 days a week, illness occurs 7 days a week! Not rocket science. People who work struggle to get suitable appointments when they work miles away. My husband once travelled 20miles back from work for an afternoon appointment and was 3 mins past his appointment and was told he was too late and the nurse had finished her shift! Absolutely disgrace of a service at present.				
258	When you work and work well away from Gp practice it's so hard to get time off work				
259	Having more emergency appointments and for people with long term illness who needs dressing bandage to be available on prescription rather than having to ring surgert get an appointment for them to contact tissue viability team for them to issue us bandages .				
260	I am completely satisfied with our my GPS surgery is run and have no problems with any of the services that are available .excellent. staff doctors and reception staff				
261	Being able to get a that day appointment made				
262	Ring any time to make appointments not just ring at 8 if not than no appointments				
263	My doctor's are the best. I've listened to friends moaning about others and this practice is brill.				
264	I believe The hub service would be a great addition , however, it would have to be within an appropriate distance. I understand and appreciate the demands on the nhs services, and people live much different lifestyles, compared to 20 years ago, so I believe a service that is flexible and considerate to its service users would be very appreciated.				
265	more gp emergency appointment on Saturday and sunday				
266	More appointments readily available especially for those who are working. Appointments to be booked before 8.30 are horrendous for 1 you don't get through at 8 an when you do the appointments have all gone by 8.15am !!				
267	The gp surgery to be open one hour earlier and one hour later during the day for people in employment only.				
268	It would be nice to make appointment and can see a doctor same day or at least the next day having to wait more than 3 day to c a doctor isn't acceptable also have GPS who actually want to be in a practice				
269	Nil				
270	Because I start work early I'm the morning Monday to Friday, evening availability for GP appointments at my local surgery would certainly be beneficial.				
271	they should have appointment avaiable gave appoinment whenever need it gp o nurse				
272	I feel happy with the current service.I would be apprehensive about online or video services- is a full clinical assessment achievable? some people in the local community, perhaps those who most need appointments may not be able to benefit from this service.				
273	Early and late opening hours for Dr surgery				
274	Open after 6pm for those who work. Would be great. Then hi wouldn't have to lose a days pay and nearly lose my job.				
275	Having repeat prescriptions auto filled, instead of having to traipse to the doctors to hand in a slip of paper. Especially when only 28 tablets are issued, it's obvious they need another script!				

1. Which of these would you be most likely to use- please choose the three most important to you: (1 being the most, 3 the least)

		1	2	3	Response Total
276	You need to have more time for people that cum and see you. Becasue I'm quite upset everytime I get the chance to see the DR. He goes less time				
277	Nurse services as well as gp				
278	Some of the Reception staffs should be given more specific training especially in politeness and respect to patients. Receptionist being non-medical staffs should not be allowed to ask from patients about their problems over the phone to find a lame excuse to refuse for an appointment with a doctor and instead giving advise to patients. Receptionist should not tell typical lies to patients that "we are fully booked" they should be honest with their jobs. Thank you.				
279	I would just love to see my doctor and not another stand in or another doctor who works at the same surgery. Seeing your own doctor who knows all of your medical past is very important to me as he knows you and all your medical needs especially if it's been over 25 years and am getting older.				
280	I either have to wait three weeks for an appointment or I can't get one. more appointments need to be made overall.				
281	The only complaint I have is not been able to see the same doctor each time. I have just waited 4 weeks to able to see the same doctor ..				
282	Need better access to gp for non urgent but routine concerns pertaining to health.				
283	Need better access to gp for non urgent but routine concerns pertaining to health. At present feel that emergency appointments are well catered but routine are too difficult to arrange.				
284	Just like to see a doctor when I need to not have to wait a week for an appointment				
285	More appointments being made available				
286	As I work full time in the day & have a very stressful job which requires my full attention & travel at times I find it difficult to makeal daytime appointments which fit in with my work so tend to neglect my health because this causes more stress. It would be good to be able to attend appointments in the evening after work or early morning. I have tried to make appointments in past which fit in with my work schedule but they are always full by the time I know when I can attend without affecting work. This causes more stress & I have given up trying. I am off with stress currently & have still struggled to get appointments.				
287	A phone call from the GP followed by an appointment to see them or a nurse that day if appropriate				
288	My own surgery in Ravenfield is very restrictive and getting any appointment is helpful althoug usually have a minimum of 2 week wait				
289	Just would be nice to be able to book an appointment in advance. Perhaps next day or day after. I have had to turn down going to see my GP as I can't not go into work without advance warning.				
290	Faster appointments				
291	Nothing wrong with how it is run at the moment!				
292	Telephone consultations where appropriate				
293	Telephone consultations where appropriate				
294	Have to wait over a week for appointments struggling around work schedule with appointments				
295	We just want ppl to tell us what helps instead of telling us what they won't give us. Oh and when we do get told we poorly seriously. Then don't blame the patient when u forget to do something which is on in front of you a n your pc don't blame the patient. I got the worst news ever from dr Goni in Rotherham and two years later still nothing. My go practice is liable t be sued soon.				
296	I currently work for iheart Barnsley, and the hub extended hours works really well. It takes the pressure off ed and of course out of hours . Patients give great feedback .				
297	I really value the relationship that I with my local surgery. I would much prefer to see my own doctor that to see a stranger as I am a very nervous patient				
298	It is so worrying when you ring the doctors for an appointment and you are told there are no appointments for another 3 weeks.				
299	Receptionists not to ask you to explain why you are going to go see the doctor/nurse and refusing to make your appointment if you don't tell them				
300	receptionists who ask you what is the matter with you.They should only make the appointment,not assessyour condition.thats what the doctors for.				
301	Just to see a doctor in the same month/year that I require an appointment				
302	I don't access appointments very often and would prefer to be seen on the day (presume this would be emergency?) The term emergency appointment puts me off taking the slot. I would probably delay the appointment to a routine which may not be of benefit. I would like to call the surgery and have a telephone consultation/face to face rather than face the disappointment of sitting two hours to be seen at a walk in centre where they are unable to take a diagnostic test eg sputum/urine to look for				

1. Which of these would you be most likely to use- please choose the three most important to you: (1 being the most, 3 the least)

		1	2	3	Response Total
	possible causes which would inform treatment if antibiotics are needed a couple of days later.				
303	More time during appt to discuss in more detail concerns and problems				
304	Being able to talk about more than one problem at a time, because it is hard to keep getting appointments especially with the GP of my choosing. Being able to book appointments by coming into the surgery when you are passing				
305	Care navigation should help the future most of the questions are already active in surgery. Mine is a good practice giving 100% late surgery is Wednesday				
306	i don't understand what you mean. What is a hub central venue?				
307	To get a general doctors appointment within one week of phoning up requesting one is a must. Thanks.				
308	We should not have to wait for a month for an appointment				
309	Being able to see the same Dr and having same day appts when feeling very unwell is important when older but broad access times are necessary for younger working people.				
310	We definitely need more appointments especially when we need to doctors with ongoing problems thanks				
311	I would like to be able to book appointments that need to be within a few days but don't necessarily mean that they need to be on that day. Having to ring early and grab an emergency appt that day for something which would be ok within a day or two would be great. Then there's time to arrange things and the emergency slots are kept open for actual emergencies. Otherwise you often have to book ages in advance which is too long.				
312	I think you have covered most times				
313	An easier way to make appointments. I just can't get through.				
314	Be able to book an appointment when it is needrf				
315	Present appointment system of booking in at 8am on the day is totally unworkable for 'working' people. We need to be able to book appointments in advance, so more pre-bookables need to be made available to have any hope of seeing a doctor.				
316	It would just be nice to get an appointment to be honest				
317	When you need a follow up appointment with a doctor it should be much easier to make. Making appointments in advance is so difficult and doing it on line for the surgery I use (there are two within the practice) always comes up with no doctors available.				
318	My doctors has 2 surgeries and both on open 4 and half days but to see a doctor I have to book 2 weeks in advance, surely if people are struggling to get appointments the surgeries should open for 5 full week days.				
319	Prefer phone conversation, if face to face not available				
320	Being able to make an appointment and to see a doctor within one week would be a bonus				
321	Ability to get test results at all times of the day instead of just after 4pm.				
322	The practice have a Saturday service but I didn't save the number to contact it would be helpful if this was given out. Also extra openings for people who work 9-6 would be helpful.				
323	Crown Street is a good practice almost old-fashioned VERY GOOD				
324	We seem to be the poor neighbours as there are more appointments at high street surgery rawmarsh than thorpe hesley surgery				
325	Quick referrals to clinics with short waiting times out of normal area is Barlborough clinic				
326	GPS that want to help with your problems instead of being un-interested or fobbing you off. If you require referral to a consultant offering you that instead of quoting how the nhs is over spent.				
327	Longer appointments. 5 mins is not enough.				
328	I would love to be able to get into the doctors when I need to it's not always possible. The doctors do need rest as well as the patients. It's finding a happy medium				
329	This survey removes preferences on iPhone 6s. Calls from the doctor is often preferable to visiting the surgery.				
330	I am happy with the service i have thanks				
331	Satisfied with my GP practice				
332	This survey is ridiculous. It's cancelling my previous answers when answering the next question				
333	I am happy with the service i have thanks				

1. Which of these would you be most likely to use- please choose the three most important to you: (1 being the most, 3 the least)

		1	2	3	Response Total
334	To be able to get an appointment in a couple of days and not weeks				
335	would be better if the receptionist dint lie to ya with stuff				
336	Get rid of dr Cronley he is the worse doctor I have ever seen He is so rude and doesn't care It seems like he hates his job he doesn't even look at me when I am in the room				
337	More doctors				
338	An appointment with out having to wait 2 weeks for one				
339	Less waiting time to see doctors or nurses				
340	Shorter waiting for doctor appointment my last three was 15 days and 16 days				
341	More readily available appointments and home visits for children				
342	Go opening late at night and Saturday morning				
343	Length of appointments. 5 minutes puts the doctor and patient under pressure. The doctor will focus on one issue and sometimes they are connected. Eg thyroid problems and vitamin deficiency have multiple issues that are connected. Don't get a complete diagnosis. End up having many appointments and still not getting sorted. Having lots of different medicines that aren't necessary and not being treated for the real problem. Need longer appointment to avoid many appointments and excess medications.				
344	Having a choice of Doctors, we only have twp and I know one of the doctors so would feel uncomfortable seeing him with any medical problems				
345	We have a excellent service at our GP practice. All should be congratulated				
346	To have all the Doctors effective. Perhaps conduct a satisfaction survey of the Patients. Many are not satisfied with 'all' the Doctors performance/prognosis. Just by listening to conversations within the waiting room many are dissatisfied and will not make appointments with certain Doctors.				
347	Would just like to get an appointment without having to tell receptionist what my problem is				
348	Pharmacy to be open from the first available appointment, ie on Fridays, first appt is at 7.15 and the pharmacy doesn't open til 8 so you either have to wait or come back later.				
349	Answering phones at gp takes a very long time it once took me 45 minutes to get through				
350	no female doctor in surgery, discussions with family & friends all say they would like a female doctor, as they feel embarrassed discussing certain things with a male doctor.				
351	If there are no Apts we are asked to ring at 8 in the morning . We can never get through .				
352	Standardized opening hours across branches ie 8 to 5 mon-fri				
353	Too long a waiting time to see a GP				
354	Currently waiting 2 weeks to see a doctor for a non emergency appointment. That to me is ludicrous!				
355	More appointment dates in advance number of times I've not been able to book future appointments because not on screen				
356	My current work situation means the best time for me to attend surgery is after 5.30pm so this is most important.				
357	Online video call at any time- some of us do not work locally				
358	The ability to see a doctor within 8 days.				
359	A lot of time is wasted when GPs arrive late for their first appointment of the day. The "rule" that only one problem can be dealt with per appointment is a terrible waste of gps and patients time and is a bit like asking you constantly revisit the supermarket check out three times with 3 products - the queue would be 20 times the length				

Charts

1.1. Your GP opening before 8 am (extra morning hours)							Response Percent	Response Total
1	1						28.6%	128
2	2						32.4%	145
3	3						38.9%	174
Analysis	Mean:	2.1	Std. Deviation:	0.82	Satisfaction Rate:	55.15	answered	447
	Variance:	0.67	Std. Error:	0.04				

1.2. Your GP opening after 6.30pm (extra evening hours)							Response Percent	Response Total
1	1						47.1%	289
2	2						32.1%	197
3	3						20.7%	127
Analysis	Mean:	1.74	Std. Deviation:	0.78	Satisfaction Rate:	36.79	answered	613
	Variance:	0.61	Std. Error:	0.03				

1.3. More routine appointments at your GP practice							Response Percent	Response Total
1	1						53.0%	326
2	2						27.8%	171
3	3						19.2%	118
Analysis	Mean:	1.66	Std. Deviation:	0.78	Satisfaction Rate:	33.09	answered	615
	Variance:	0.61	Std. Error:	0.03				

1.4. More emergency appointments at your GP practice							Response Percent	Response Total
1	1						44.7%	205
2	2						33.8%	155
3	3						21.6%	99
Analysis	Mean:	1.77	Std. Deviation:	0.78	Satisfaction Rate:	38.45	answered	459
	Variance:	0.61	Std. Error:	0.04				

1.5. A 'hub/central venue' (north, south or central) on Saturday morning for emergency appointments							Response Percent	Response Total
1	1						35.0%	64
2	2						34.4%	63
3	3						30.6%	56
Analysis	Mean:	1.96	Std. Deviation:	0.81	Satisfaction Rate:	47.81	answered	183
	Variance:	0.65	Std. Error:	0.06				

1.6. A 'hub/central venue' on Saturday morning for routine appointments							Response Percent	Response Total
1	1						35.1%	98
2	2						31.9%	89
3	3						33.0%	92

1.6. A 'hub/central venue' on Saturday morning for routine appointments							Response Percent	Response Total
Analysis	Mean:	1.98	Std. Deviation:	0.82	Satisfaction Rate:	48.92	answered	279
	Variance:	0.68	Std. Error:	0.05				

1.7. A 'hub/central venue' on Sunday morning for emergency appointments							Response Percent	Response Total
1	1						47.5%	114
2	2						30.4%	73
3	3						22.1%	53
Analysis	Mean:	1.75	Std. Deviation:	0.79	Satisfaction Rate:	37.29	answered	240
	Variance:	0.63	Std. Error:	0.05				

1.8. A 'hub/central venue' on Sunday morning for routine appointments							Response Percent	Response Total
1	1						30.7%	115
2	2						34.4%	129
3	3						34.9%	131
Analysis	Mean:	2.04	Std. Deviation:	0.81	Satisfaction Rate:	52.13	answered	375
	Variance:	0.65	Std. Error:	0.04				

1.9. An online/videocall GP service during the evening/between 6-9??							Response Percent	Response Total
1	1						30.8%	78
2	2						28.5%	72
3	3						40.7%	103
Analysis	Mean:	2.1	Std. Deviation:	0.84	Satisfaction Rate:	54.94	answered	253
	Variance:	0.71	Std. Error:	0.05				

1.10. An online/videocall GP service on Saturdays							Response Percent	Response Total
1	1						24.9%	51
2	2						44.4%	91
3	3						30.7%	63
Analysis	Mean:	2.06	Std. Deviation:	0.74	Satisfaction Rate:	52.93	answered	205
	Variance:	0.55	Std. Error:	0.05				

1.11. An online/videocall GP service on Sundays							Response Percent	Response Total
1	1						24.4%	184
2	2						32.0%	241
3	3						43.6%	328
Analysis	Mean:	2.19	Std. Deviation:	0.8	Satisfaction Rate:	59.56	answered	753
	Variance:	0.64	Std. Error:	0.03				

1.12. Something else – please tell us							Response Percent	Response Total
1	1						47.0%	165

1.12. Something else – please tell us						Response Percent	Response Total
2	2					8.8%	31
3	3					44.2%	155
Analysis	Mean:	1.97	Std. Deviation:	0.95	Satisfaction Rate:	48.58	answered
	Variance:	0.91	Std. Error:	0.05			

2. It may be that your own GP Practice is unable to offer additional hours, but we could offer 'Hub' access in several locations across Rotherham. Please indicate how far you would be prepared to travel:

						Response Percent	Response Total
1	Less than 2.5 miles					31.53%	587
2	Between 2.5 and 5 miles					42.32%	788
3	More than 5 miles and less than 10 miles					14.29%	266
4	Between 10 and 15 miles					0.97%	18
5	I don't mind					10.90%	203
Analysis	Mean:	2.17	Std. Deviation:	1.2	Satisfaction Rate:	29.35	answered
	Variance:	1.45	Std. Error:	0.03			skipped
							1862
							74

3. Please tell us what you think about the following:-

	I would welcome this	I would accept this but prefer a face to face consultation	Not acceptable	No opinion	Response Total	
A Telephone Consultation with a clinician	34.2% (645)	52.7% (993)	10.8% (204)	2.3% (44)	1886	
a Skype/ Video Call with a clinician	24.7% (441)	39.4% (704)	25.0% (446)	10.9% (195)	1786	
E Consultation / Email with a clinician	21.2% (378)	29.8% (532)	40.9% (730)	8.2% (146)	1786	
					answered	1892
					skipped	44

Matrix Charts

3.1. A Telephone Consultation with a clinician						Response Percent	Response Total
1	I would welcome this					34.2%	645
2	I would accept this but prefer a face to face consultation					52.7%	993
3	Not acceptable					10.8%	204
4	No opinion					2.3%	44
Analysis	Mean:	1.81	Std. Deviation:	0.71	Satisfaction Rate:	27.09	answered
	Variance:	0.51	Std. Error:	0.02			

3.2. a Skype/ Video Call with a clinician						Response Percent	Response Total
1	I would welcome this					24.7%	441

3.2. a Skype/ Video Call with a clinician						Response Percent	Response Total
2	I would accept this but prefer a face to face consultation					39.4%	704
3	Not acceptable					25.0%	446
4	No opinion					10.9%	195
Analysis	Mean:	2.22	Std. Deviation:	0.94	Satisfaction Rate:	40.71	answered
	Variance:	0.88	Std. Error:	0.02			

3.3. E Consultation / Email with a clinician						Response Percent	Response Total
1	I would welcome this					21.2%	378
2	I would accept this but prefer a face to face consultation					29.8%	532
3	Not acceptable					40.9%	730
4	No opinion					8.2%	146
Analysis	Mean:	2.36	Std. Deviation:	0.9	Satisfaction Rate:	45.35	answered
	Variance:	0.82	Std. Error:	0.02			

2. About Yourself

4. Do you live in Rotherham						Response Percent	Response Total
1	Yes					93.49%	1781
2	No					6.51%	124
Analysis	Mean:	1.07	Std. Deviation:	0.25	Satisfaction Rate:	6.51	answered
	Variance:	0.06	Std. Error:	0.01			skipped
							1905
							31

6. Gender?						Response Percent	Response Total
1	Male					36.35%	691
2	Female					63.65%	1210
Analysis	Mean:	1.64	Std. Deviation:	0.48	Satisfaction Rate:	63.65	answered
	Variance:	0.23	Std. Error:	0.01			skipped
							1901
							35

7. Please select any of the following that describe you						Response Percent	Response Total
1	I'm in full time work					46.64%	881
2	I'm in part time work					17.15%	324
3	I'm retired					26.20%	495
4	I'm a carer					6.88%	130
5	I have a disability or long term condition					16.89%	319

7. Please select any of the following that describe you

						Response Percent	Response Total	
6	I have children under 5					6.19%	117	
7	I have children 5-15					11.70%	221	
Analysis	Mean:	3.91	Std. Deviation:	2.52	Satisfaction Rate:	43.15	answered	1889
	Variance:	6.37	Std. Error:	0.06			skipped	47