

# **The GP Patient Survey in Northern Ireland 2009/10 Summary Report**

## **Introduction**

This report sets out the headline and summary findings for the GP Patient Survey in Northern Ireland 2009/10.

This is the second time that the GP Patient Survey has been conducted in Northern Ireland, with the aim of measuring how well GP surgeries are meeting the standards agreed between DHSSPS and Health and Social Services Board on patient access to care, consultations with healthcare professionals, the surgery environment and whether patients are satisfied with their treatment.

The survey covers the same issues as the 2008/09 survey, such as how easy or difficult it is for patients to make an appointment at their surgery, satisfaction with opening hours, and the quality of care received from their GP and practice nurses, amongst other things. Comparisons between the results presented here and the 2008/09 survey results published in June 2009 can be made. Where comparison data is available (i.e. if the same question was asked in 2008/09), we have presented it in the right-hand column in the tables from page 8 onwards.

## **Technical Details**

- Ipsos MORI administered the GP Patient Survey in Northern Ireland on behalf of the Department of Health, Social Services and Public Safety (DHSSPS).
- Surveys were sent to 236,646 patients registered with a GP in Northern Ireland. The overall response rate to the survey is 43%, based on 102,214 completed responses. In 2008/09, the response rate was 45%, based on 105,913 completed responses.
- The survey results include 3,193 survey questionnaires completed online, and 10 completed over the telephone by patients calling the survey helpline.

- The survey was also provided in 12 non-English languages, for completion online or over the telephone (for all except Irish and Ulster Scots). The table below details how many patients completed the survey in each non-English language.

Language	Number completed online	Number completed over the telephone
Bengali	0	0
Czech	8	0
Irish	0	0
Lithuanian	40	1
Mandarin	1	0
Polish	170	5
Portuguese	6	0
Punjabi	1	0
Slovak	14	0
Tagalog	2	0
Ulster Scots	4	0
Urdu	1	0
<b>Total</b>	<b>253</b>	<b>6</b>

- Data have not been weighted.
- Where results do not sum to 100, this is due to multiple responses or computer rounding.
- An asterisk (\*) indicates a percentage of less than 0.5% but greater than zero.

## Summary

### About the surgery or health centre

- The majority of patients find it easy to get into their GP surgery (96%), which is one percentage point lower than in 2008/09. However, around three quarters (77%) say it is 'very easy', which is the same proportion as in 2008/09.
- The overall proportion saying their surgery is clean is the same as in 2008/09 (99%), but the proportion saying it is 'very clean' has fallen by one percentage point (from 76% to 75%). The proportion saying their surgery is 'fairly clean' has increased from 22% to 23%.
- Three quarters of patients (76%) say that other patients can overhear what they say to their surgery's receptionist, but a half (52%) say they don't mind about this. Only 16% of patients report that they cannot be overheard. These results remain unchanged from 2008/09.
- Sixty-four percent of patients say their surgery's receptionists are 'very helpful'. The proportion saying the receptionists are 'fairly helpful' has decreased from 32% to 31%, whereas the overall proportion saying the receptionists are helpful has gone up one percentage point (from 95% to 96%).

### Getting through on the phone

- Patients were asked about how easy they found it to contact their surgery by phone. Over two thirds of patients (69%) say they find it easy to get through to their surgery by phone (this is one percentage point higher than in 2008/09), with 29% saying it is 'very easy' (same as in 2008/09).
- The proportion of patients saying it is easy to speak to a doctor on the phone has gone up by three percentage points, from 39% in 2008/09 to 42%. A quarter of patients say it is 'fairly easy' to do this (26%, compared with 25% in 2008/09) and 15% say it is 'very easy' (compared with 14% in 2008/09). The proportion saying it is 'not at all easy' has fallen by one percentage point, from 8% to 7%. A third of patients have not tried to speak to a doctor on the phone (31%, compared with 32% in 2008/09).
- Over a third of patients (35%) say they find it easy to speak to a nurse on the phone (same as in 2008/09), while two in five patients say they 'haven't tried' (40%, compared with 41% in 2008/09).
- Fifty-eight percent of patients say they find it easy to get test results on the phone (compared with 57% in 2008/09). The proportion saying they find this 'very easy' has gone up by one percentage point (from 30% to 31%). A quarter of patients say they 'haven't tried' to do this.

### Seeing a GP or healthcare professional

- Almost two thirds of patients (64%) have tried to see a doctor fairly quickly in the past six months (compared with 63% in 2008/09), and the majority of these (84%) were able to be seen on the same day or within the next two days (same as in 2008/09).

- The main reason given for not being able to be seen within 48 hours was that there were no appointments available (84% of patients say this, compared with 85% in 2008/09). The proportion saying that they couldn't be seen because the appointment was with a doctor they didn't want to see has increased to 18% from 17% in 2008/09, and the proportion saying they couldn't be seen because the times offered didn't suit them has stayed the same as in 2008/09 (9%). Three percent say they 'could have seen a nurse but they wanted to see a doctor' and a further 3% give another reason.
- More than half of patients (57%) have tried to book ahead for an appointment with a doctor in the past six months, which is one percentage point higher than in 2008/09 (56%). The majority of those who tried to book ahead (79%) were able to get an appointment more than two full weekdays in advance, but this is one percentage point lower than in 2008/09 (80%). Eighteen percent of patients were not able to book ahead, which is the same as in 2008/09.
- Most patients have seen a doctor at their surgery in the last six months (79%), which is one percentage point less than in 2008/09 (80%). Of the 21% who have not been seen at their surgery in the last six months, the main reason is that they have not needed to visit (91% mention this, which is the same as in 2008/09).

#### **Waiting time in the GP surgery or health centre**

- When asked how long after their appointment time they normally wait to be seen, the largest proportion of patients says between 5 and 15 minutes (49%, which is the same as in 2008/09). Eleven percent say they are seen at the appointment time itself (which is again the same as in 2008/09). Only 5% say they wait more than 30 minutes.
- Seven in ten patients (71%) feel that they do not normally have to wait too long, which is the same as in 2008/09. Almost one in five say they have to wait 'a bit too long' (18%, which is again the same as in 2008/09) and 5% say they have to wait 'far too long', which is again the same as in 2008/09.

#### **Seeing the GP or healthcare professional you prefer**

- Two thirds of patients (65%) prefer to see a particular doctor, while 32% say they do not have a preference. These proportions are similar to 2008/09 (66% and 31% respectively). The proportion saying there is usually only one doctor in their surgery (3%) is the same as in 2008/09.
- Of those who have a preferred doctor, 57% say they 'always or almost always' get to see them, compared with 58% in 2008/09. A further 21% say they see their preferred doctor 'a lot of the time' (same as in 2008/09) and a similar proportion say they see them 'some of the time' (19%, compared with 18% in 2008/09). Three percent say they 'never or almost never' get to see their preferred doctor, which is the same as in 2008/09.

#### **Opening hours**

- Most patients are satisfied with the opening hours of their surgery (86%, compared with 85% in 2008/09). This includes 48% who are 'very satisfied', which is three percentage points higher than in 2008/09 (45%). Only 5% of patients say they are dissatisfied with the hours their surgery is open, which is

one percentage point less than in 2008/09 (6%). Two percent say they don't know when their surgery is open (same as in 2008/09).

- Half of patients (50%) would like their surgery to open at additional times, which is three percentage points lower than in 2008/09 (53%). The clear preferences for additional opening times are on Saturdays (41%, which is the same as in 2008/09) and after 6.30pm (40%, compared with 41% in 2008/09). Ten percent say they would prefer lunchtime opening (compared with 9% in 2008/09). Sundays and before 8am are least favoured (2% and 7%, respectively, which is the same as in 2008/09).

### **Seeing a doctor in the GP surgery or health centre**

- Patients were asked a range of questions about the last time they were seen by a doctor at their surgery. The majority of patients are very positive about their experiences with their doctor.
- Most say that their doctor is good at the following: giving enough time (94%), asking about symptoms (93%), listening to them (93%), treating them with care and concern (91%), taking their problems seriously (89%), explaining tests and treatments (86%) and involving them in decisions about their care (81%).
- In most cases these results remain unchanged since 2008/09, with the exception of the proportion of patients saying their doctor was good at giving them enough time, which has increased one percentage point since 2008/09 (from 93% to 94%).
- The vast majority of patients (97%) have confidence and trust in the doctor they saw, which is the same as in 2008/09. However, the proportion saying they 'definitely' have confidence and trust has increased from 78% to 79%. Only 2% percent say they do not have confidence and trust, which is the same as in 2008/09.

### **Seeing a practice nurse in the GP surgery or health centre**

- Almost three in five patients have seen a practice nurse at their surgery in the past six months (58%), which is one percentage point higher than in 2008/09 (57%). Of those who have seen a practice nurse, 91% say it is easy to get an appointment, compared with 90% in 2008/09. The proportion saying it is 'very easy' to get an appointment has gone up by one percentage point, from 54% in 2008/09 to 55%.
- The majority of patients are very positive about their experiences with a nurse at their surgery. Most say the nurse was good at the following: giving enough time (88%), treating them with care and concern (85%), listening to them (82%), explaining tests and treatments (79%), asking about symptoms (78%), taking their problems seriously (78%) and involving them in decisions about their care (70%). These questions were also asked in 2008/09, but only those who had seen a nurse in the past six months were eligible to answer. In 2009/10 the questionnaire routing was changed to allow all patients to answer these questions. This means that it is not possible to compare the two years' results directly.

## **Overall satisfaction**

- As was the case in 2008/09, 94% of patients are satisfied with the care they receive at their surgery. The proportion saying they are 'very satisfied' has gone up by one percentage point, from 61% to 62%, while the proportion saying they are 'fairly satisfied' has decreased from 34% to 32%. Only 2% of patients say they are dissatisfied with the care they receive, which is the same as in 2008/09.

## **Planning your care**

- Half of patients (48%) say they have one or more long-standing health problem, disability, or infirmity, which is one percentage point higher than in 2008/09 (47%). Of these, 87% say they have had discussions with a doctor or nurse about how best to deal with their health problem.
- Those who have had discussions about how best to deal with their health problem report different experiences. Nine in ten say that the doctor or nurse took notice of their views about dealing with their health problem, and they were given information on the things they might do to deal with their problem (91% in both cases). Similarly, 89% agreed with the doctor or nurse about how best to manage their health problem. However, only 28% say they were given a written document about the discussions they had. Three in five say they were not given a written document, while 10% say this doesn't apply to them.
- Overall, the majority of patients who have had discussions with a doctor or nurse about how best to deal with their health problem think that discussing it has helped improve how they manage their problem (92%), with 48% saying this has 'definitely' helped. Six percent say that the discussions they had did not help improve how they manage their health problem.
- Two thirds of patients (65%) say they have had enough support from local services to manage their condition. Over a third (36%) says they have 'definitely' had enough support. One in ten patients (11%) say they haven't had enough support from local services and organisations, while 22% say they haven't needed such support.

## **Out of hours care**

- Eight in ten patients (81%) say they would know how to contact an out-of-hours GP service if they needed to, when their surgery was closed (compared with 80% in 2008/09).
- A quarter of patients say they have tried to call an out-of-hours GP service when their surgery was closed, either for themselves or for someone else (same as in 2008/09). Most patients who have tried to contact an out-of-hours GP service (90%) found it easy to make contact by telephone (same as in 2008/09), with 51% saying it was 'very easy' (which is one percentage point higher than in 2008/09).
- Two thirds of patients (66%) were prescribed or recommended medicines (which is the same as in 2008/09), and of those, 87% found it easy to get hold of these medicines, which is one percentage point higher than in 2008/09 (86%).

- Seven in ten patients (72%) say that the time it took to receive care from the out-of-hours GP service was 'about right' (compared with 73% in 2008/09). However, a quarter says it 'took too long' (25%, compared with 24% in 2008/09).
- Overall, most patients rate the care they received from the out-of-hours service as good (75%), although one in ten rate it as poor (10%). These proportions remain unchanged since 2008/09.

## Topline results

- Ipsos MORI administered the GP Patient Survey in Northern Ireland on behalf of the Department of Health, Social Services and Public Safety (DHSSPS).
- The overall unadjusted response rate to the survey is 43%, based on 102,214 completed responses.
- Data have not been weighted.
- Where results do not sum to 100, this is due to multiple responses or computer rounding.
- An asterisk (\*) indicates a percentage of less than 0.5% but greater than zero.

## ABOUT YOUR GP SURGERY OR HEALTH CENTRE

### How easy do you find it to get into the building at your GP surgery or health centre?

Base: All patients who answered question

	2009/10 (101,355)	2008/09 (104,686)
	%	%
Very easy	77	77
Fairly easy	20	20
Not very easy	3	3
Not at all easy	1	1
Easy (total)	96	97

### How clean is your GP surgery or health centre?

Base: All patients who answered question

	2009/10 (101,306)	2008/09 (104,640)
	%	%
Very clean	75	76
Fairly clean	23	22
Not very clean	1	1
Not at all clean	*	*
Don't know	1	1
Clean (total)	99	99



**In the reception area, can other patients overhear what you say to the receptionist?**

Base: All patients who answered question

	2009/10 (100,799)	2008/09 (104,174)
	%	%
Yes, but I don't mind	52	52
Yes, and I am not happy about it	24	24
No, other patients can't overhear	16	16
Don't know	8	8
Yes (total)	76	76

**How helpful do you find the receptionists at your GP surgery or health centre?**

Base: All patients who answered question

	2009/10 (98,815)	2008/09 (102,246)
	%	%
Very helpful	64	64
Fairly helpful	31	32
Not very helpful	3	4
Not at all helpful	1	1
Helpful (total)	96	95

<b>GETTING THROUGH ON THE PHONE</b>
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Now please think about times you have phoned your GP surgery or health centre in the past 6 months.

**In the past 6 months, how easy have you found the following?**

Base: All patients who answered question

**a. Getting through on the phone**

	2009/10 (100,766)	2008/09 (104,175)
	%	%
Haven't tried	7	7
Very easy	29	29
Fairly easy	39	39
Not very easy	15	15
Not at all easy	8	8
Don't know	1	1
Easy (total)	69	68

**b. Speaking to a doctor on the phone**

Base: All patients who answered question

	2009/10 (98,015)	2008/09 (101,118)
	%	%
Haven't tried	31	32
Very easy	15	14
Fairly easy	26	25
Not very easy	12	12
Not at all easy	7	8
Don't know	8	8
Easy (total)	42	39

**c. Speaking to a nurse on the phone**

Base: All patients who answered question

	2009/10 (97,451)	2008/09 (100,519)
	%	%
Haven't tried	40	41
Very easy	15	15
Fairly easy	20	20
Not very easy	7	7
Not at all easy	4	4
Don't know	14	14
Easy (total)	35	35

**d. Getting test results on the phone**

Base: All patients who answered question

	2009/10 (98,068)	2008/09 (101,220)
	%	%
Haven't tried	25	25
Very easy	31	30
Fairly easy	27	27
Not very easy	6	6
Not at all easy	3	3
Don't know	8	8
Easy (total)	58	57

<b>SEEING A GP OR HEALTHCARE PROFESSIONAL</b>
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**In the past 6 months, have you tried to see a GP or healthcare professional fairly quickly?** By 'fairly quickly' we mean on the same day or in the next 2 days the GP surgery or health centre was open.

Base: All patients who answered question

	2009/10 (95,858)	2008/09 (103,332)
	%	%
Yes	64	63
No	34	35
Can't remember	2	2

**Think about the last time you tried to see a GP or healthcare professional fairly quickly. Were you able to see a GP or healthcare professional on the same day or in the next two days the GP surgery or health centre was open?**

Base: All patients who say they tried to see a doctor fairly quickly in the past 6 months and answered question

	2009/10 (60,762)	2008/09 (64,260)
	%	%
Yes	84	84
No	15	15
Can't remember	1	1

**If you couldn't be seen within the next 2 days the GP surgery or health centre was open, why was that? (multiple responses allowed)**

Base: All patients who couldn't be seen within the next two days the surgery was open and answered question

	2009/10 (9,316)	2008/09 (9,623)
	%	%
There weren't any appointments	84	85
The times offered didn't suit me	9	9
The appointment was with a doctor I didn't want to see	18	17
I could have seen a nurse but I wanted to see a doctor	3	3
Another reason	3	3
Can't remember	1	1

**In the past 6 months, have you tried to book ahead for an appointment with a GP or healthcare professional? By 'booking ahead' we mean booking an appointment more than 2 full days in advance.**

Base: All patients who answered question

	2009/10 (95,289)	2008/09 (102,923)
	%	%
Yes	57	56
No	41	42
Can't remember	2	2

**Last time you tried to, were you able to get an appointment with a GP or healthcare professional more than 2 full days in advance?**

Base: All patients who tried to book ahead for an appointment with a doctor in the past 6 months and answered question

	2009/10 (53,711)	2008/09 (57,295)
	%	%
Yes	79	80
No	18	18
Can't remember	2	3

**When did you last see a GP or healthcare professional at your GP surgery or health centre?**

Base: All patients who answered question

	2009/10 (96,443)	2008/09 (103,994)
	%	%
In the past 3 months	60	60
Between 3 and 6 months ago	20	20
More than 6 months ago	20	19
I have never been seen at my present GP surgery or health centre	1	1
In the past 6 months (total)	79	80

**If you haven't seen a GP or healthcare professional in the past 6 months, why is that? (multiple responses allowed)**

Base: All patients who say they haven't seen a doctor in the past 6 months and who answered question

	2009/10 (18,912)	2008/09 (20,380)
	%	%
I haven't needed to go	91	91
I couldn't be seen at a convenient time	3	3
I couldn't get to the GP surgery or health centre easily	2	2
I didn't like or trust the doctors	1	1
Another reason	4	4

<b>WAITING TIME IN THE GP SURGERY OR HEALTH CENTRE</b>
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**How long after your appointment time do you normally wait to be seen?**

Base: All patients who answered question

	2009/10 (95,720)	2008/09 (103,004)
	%	%
I don't normally have appointments at a particular time	5	6
I am normally seen at my appointment time	11	11
Less than 5 minutes	10	9
5 to 15 minutes	49	49
16 to 30 minutes	17	18
More than 30 minutes	5	5
Can't remember	2	2

**How do you feel about how long you normally have to wait?**

Base: All patients who answered question

	2009/10 (94,769)	2008/09 (102,195)
	%	%
I don't normally have to wait too long	71	71
I have to wait a bit too long	18	18
I have to wait far too long	5	5
No opinion /doesn't apply	6	6

<b>SEEING THE DOCTOR YOU PREFER</b>
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**Is there a particular doctor you prefer to see at your GP surgery or health centre?**

Base: All patients who answered question

	2009/10 (95,675)	2008/09 (103,107)
	%	%
Yes	65	66
No	32	31
There is usually only one doctor in my GP surgery or health centre	3	3

**How often do you see the doctor you prefer to see?**

Base: All patients who have a doctor they prefer to see at their surgery and who answered question

	2009/10 (62,046)	2008/09 (67,370)
	%	%
Always or almost always	57	58
A lot of the time	21	21
Some of the time	19	18
Never or almost never	3	3
Not tried at this GP surgery or health centre	*	*
Always, almost always or a lot of the time (total)	78	78



<b>OPENING HOURS</b>
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In the next few questions, think about the times your GP surgery or health centre is open for you to see a GP or healthcare professional.

**How satisfied are you with the hours that your GP surgery or health centre is open?**

Base: All patients who answered question

	2009/10 (97,157)	2008/09 (104,691)
	%	%
Very satisfied	48	45
Fairly satisfied	38	39
Neither satisfied nor dissatisfied	7	8
Fairly dissatisfied	4	4
Very dissatisfied	2	2
I'm not sure when my GP surgery or health centre is open	2	2
Satisfied (total)	86	85

**Would you like your GP surgery or health centre to open at additional times?**

Base: All patients who answered question

	2009/10 (95,788)	2008/09 (98,136)
	%	%
Yes	50	53
No	50	47

**Which one of the following additional times would you most like the GP surgery or health centre to be open? Please pick one answer showing the time you would most like it to be open**

Base: All patients who would like their surgery to be open at additional times and who answered question

	2009/10 (42,723)	2008/09 (46,459)
	%	%
Before 8am	7	7
At lunchtime	10	9
After 6.30pm	40	41
On a Saturday	41	41
On a Sunday	2	2

<b>SEEING A DOCTOR IN THE GP SURGERY OR HEALTH CENTRE</b>
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Please answer these next questions about the last time you saw a doctor at your GP surgery or health centre

**Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at each of the following?**

**a. Giving you enough time**

Base: All patients who answered question

	2009/10 (100,393)	2008/09 (103,395)
	%	%
Very good	64	64
Good	29	29
Neither good nor poor	4	4
Poor	1	1
Very poor	*	*
Doesn't apply	1	*
Good (total)	94	93

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**b. Asking about your symptoms**

Base: All patients who answered question

	2009/10 (99,215)	2008/09 (102,496)
	%	%
Very good	62	61
Good	31	32
Neither good nor poor	4	4
Poor	1	1
Very poor	*	*
Doesn't apply	1	1
Good (total)	93	93

**c. Listening to you**

Base: All patients who answered question

	2009/10 (99,275)	2008/09 (102,653)
	%	%
Very good	63	63
Good	29	30
Neither good nor poor	5	5
Poor	2	2
Very poor	1	1
Doesn't apply	1	*
Good (total)	93	93

**d. Explaining tests and treatments**

Base: All patients who answered question

	2009/10 (98,151)	2008/09 (101,665)
	%	%
Very good	57	56
Good	29	29
Neither good nor poor	6	6
Poor	2	2
Very poor	1	1
Doesn't apply	6	6
Good (total)	86	86

**e. Involving you in decisions about your care**

Base: All patients who answered question

	2009/10 (97,648)	2008/09 (101,006)
	%	%
Very good	53	52
Good	29	29
Neither good nor poor	8	8
Poor	2	2
Very poor	1	1
Doesn't apply	8	8
Good (total)	81	81

**f. Treating you with care and concern**

Base: All patients who answered question

	2009/10	2008/09
	<i>(98,950)</i>	<i>(102,292)</i>
	%	%
Very good	61	61
Good	29	29
Neither good nor poor	6	6
Poor	2	2
Very poor	1	1
Doesn't apply	1	1
Good (total)	91	91

**g. Taking your problems seriously**

Base: All patients who answered question

	2009/10	2008/09
	<i>(98,844)</i>	<i>(102,049)</i>
	%	%
Very good	62	61
Good	28	28
Neither good nor poor	6	6
Poor	2	2
Very poor	1	1
Doesn't apply	2	2
Good (total)	89	89

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

Base: All patients who answered question

	2009/10 (100,657)	2008/09 (103,559)
	%	%
Yes, definitely	79	78
Yes, to some extent	19	19
No, not at all	2	2
Don't know/can't say	1	1
Yes (total)	97	97

**SEEING A PRACTICE NURSE IN THE GP SURGERY OR HEALTH CENTRE****Have you seen a practice nurse at your GP surgery or health centre in the past 6 months?**

Base: All patients who answered question

	2009/10 (100,528)	2008/09 (103,227)
	%	%
Yes	58	57
No	42	43

**How easy is it for you to get an appointment with a practice nurse at your GP surgery or health centre?**

Base: All patients who have seen a practice nurse at the GP surgery or health centre in the past 6 months and who answered question

	2009/10 (57,984)	2008/09 (58,335)
	%	%
Haven't tried	5	5
Very easy	55	54
Fairly easy	36	36
Not very easy	3	3
Not at all easy	1	1
Don't know	1	1
Easy (total)	91	90

**Last time you saw a practice nurse at your GP surgery or health centre, how good was the practice nurse at each of the following?**

**a. Giving you enough time<sup>1</sup>**

Base: All patients who answered question

	2009/10
	(96,685)
	%
Very good	59
Good	29
Neither good nor poor	4
Poor	1
Very poor	*
Doesn't apply	8
Good (total)	88

**b. Asking about your symptoms<sup>1</sup>**

Base: All patients who answered question

	2009/10
	(94,503)
	%
Very good	49
Good	29
Neither good nor poor	6
Poor	1
Very poor	*
Doesn't apply	14
Good (total )	78

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<sup>1</sup> Please note this question was asked in the 2008/09 survey but only of those who had seen a nurse in the past 6 months. In 2009/10 all patients were asked this question. The data, therefore, is not comparable.

...continued

**c. Listening to you<sup>2</sup>**

Base: All patients who answered question

	2009/10
	(94,844)
	%
Very good	53
Good	29
Neither good nor poor	6
Poor	1
Very poor	*
Doesn't apply	11
Good (total)	82

**d. Explaining tests and treatments<sup>2</sup>**

Base: All patients who answered question

	2009/10
	(94,242)
	%
Very good	51
Good	28
Neither good nor poor	7
Poor	1
Very poor	*
Doesn't apply	12
Good (total)	79

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<sup>2</sup> Please note this question was asked in the 2008/09 survey but only of those who had seen a nurse in the past 6 months. In 2009/10 all patients were asked this question. The data, therefore, is not comparable.



...continued

**e. Involving you in decisions about your care<sup>3</sup>**

Base: All patients who answered question

	2009/10 (93,433)
	%
Very good	45
Good	26
Neither good nor poor	8
Poor	1
Very poor	*
Doesn't apply	20
Good (total)	70

**f. Treating you with care and concern<sup>3</sup>**

Base: All patients who answered question

	2009/10 (94,942)
	%
Very good	56
Good	29
Neither good nor poor	5
Poor	1
Very poor	*
Doesn't apply	9
Good (total)	85

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<sup>3</sup> Please note this question was asked in the 2008/09 survey but only of those who had seen a nurse in the past 6 months. In 2009/10 all patients were asked this question. The data, therefore, is not comparable.

...continued

**g. Taking your problems seriously<sup>4</sup>**

Base: All patients who answered question

	2009/10 (94,154)
	%
Very good	52
Good	27
Neither good nor poor	6
Poor	1
Very poor	*
Doesn't apply	14
Good (total)	78

<b>YOUR OVERALL SATISFACTION</b>
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**In general, how satisfied are you with the care you get at your GP surgery or health centre?**

Base: All patients who answered question

	2009/10 (101,150)	2008/09 (103,953)
	%	%
Very satisfied	62	61
Fairly satisfied	32	34
Neither satisfied nor dissatisfied	4	4
Fairly dissatisfied	2	2
Very dissatisfied	*	*
Satisfied (total)	94	94

<sup>4</sup> Please note this question was asked in the 2008/09 survey but only of those who had seen a nurse in the past 6 months. In 2009/10 all patients were asked this question. The data, therefore, is not comparable.

<b>PLANNING YOUR CARE</b>
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The next few questions are about discussions you may have had with any doctor or nurse.

**Do you have any long-standing health problem, disability or infirmity? Please include anything that has troubled you over a period of time or that is likely to affect you over a period of time.**

Base: All patients who answered question

	2009/10 (99,240)	2008/09 (101,753)
	%	%
Yes	48	47
No	50	51
Don't know/can't say	2	2

**Have you had discussions in the past 12 months with a doctor or nurse about how best to deal with your health problem?**

Base: All patients who have a long-standing health problem, disability or infirmity and who answered question

	2009/10 (47,523)
	%
Yes	87
No	13

**In these discussions...**

**...did the doctor or nurse take notice of your views about how to deal with your health problem?**

Base: All patients who have had discussions about how best to deal with their health problem and who answered question

	2009/10 (40,847)
	%
Yes	91
No	3
Don't know	4
Not applicable	2

**In these discussions...**

**...did the doctor or nurse give you information about the things you might do to deal with your health problem?**

Base: All patients who have had discussions about how best to deal with their health problem and who answered question

	2009/10
	(40,638)
	%
Yes	91
No	6
Don't know	1
Not applicable	2

**In these discussions...**

**...did you and the doctor or nurse agree about how best to manage your health problem?**

Base: All patients who have had discussions about how best to deal with their health problem and who answered question

	2009/10
	(40,363)
	%
Yes	89
No	7
Don't know	2
Not applicable	2

**In these discussions...**

**...did the doctor or nurse give you a written document about the discussions you had about managing your health problem?**

Base: All patients who have had discussions about how best to deal with their health problem and who answered question

	2009/10
	(39,902)
	%
Yes	28
No	60
Don't know	2
Not applicable	10

**Do you think that having these discussions with your doctor or nurse has helped improve how you manage your health problem?**

Base: All patients who have had discussions about how best to deal with their health problem and who answered question

	2009/10
	(39,923)
	%
Yes, definitely	48
Yes, to some extent	45
No, not at all	6
Don't know/can't remember	1
Yes (total)	92

**In the last 6 months, have you had enough support from local services or organisations to help you to manage your long-term health condition(s)? (Please think about all services and organisations, not just health services)**

Base: All patients who have had discussions about how best to deal with their health problem and who answered question

	2009/10
	(39,638)
	%
Yes, definitely	36
Yes, to some extent	28
No	11
I have not needed such support	22
Don't know/can't say	3
Yes (total)	65

#### **OUT OF HOURS CARE**

The next few questions are about contacting an out-of-hours GP service when your GP surgery or health centre is closed (for example, in the evening, at night or at the weekend).

These questions are not about Accident and Emergency (A&E) or Casualty services.

**If you wanted to, would you know how to contact an out-of-hours GP service when the surgery or health centre is closed?**

Base: All patients who answered question

	2009/10	2008/09
	(99,154)	(103,605)
	%	%
Yes	81	80
No	19	20

**In the past 6 months, have you tried to call an out-of-hours GP service when the surgery or health centre was closed? (multiple responses allowed)**

Base: All patients who answered question

	2009/10 (99,025)	2008/09 (103,417)
	%	%
Yes, for myself	10	10
Yes, for someone else	16	16
No	75	75
Yes (total)	25	25

**How easy was it to contact the out-of-hours GP service by telephone?**

Base: All patients who tried to call an out-of-hours GP service in the past 6 months and who answered question

	2009/10 (24,752)	2008/09 (25,877)
	%	%
Very easy	51	50
Fairly easy	39	40
Not very easy	7	7
Not at all easy	3	3
Don't know/didn't make contact	*	1
Easy (total)	90	90

**Were you prescribed or recommended any medicines by the out-of-hours GP service you contacted?**

Base: All patients who tried to call an out-of-hours GP service in the past 6 months and who answered question

	2009/10 (24,495)	2008/09 (25,598)
	%	%
Yes	66	66
No	28	29
Don't know/doesn't apply	6	5

### How easy was it to get these medicines?

Base: All patients who were prescribed or recommended medicines by the out-of-hours GP service and who answered question

	2009/10	2008/09
	(15,820)	(16,625)
	%	%
Very easy	42	42
Fairly easy	45	44
Not very easy	11	12
Not at all easy	2	2
Easy (total)	87	86

### How do you feel about how quickly you received care from the out-of-hours GP service?

Base: All patients who tried to call an out-of-hours GP service in the past 6 months and who answered question

	2009/10	2008/09
	(24,314)	(25,650)
	%	%
It was about right	72	73
It took too long	25	24
Don't know/doesn't apply	3	3

### Overall, how do you feel about the care you received from the out-of-hours GP service?

Base: All patients who tried to call an out-of-hours GP service in the past 6 months and who answered question

	2009/10	2008/09
	(24,454)	(25,742)
	%	%
Very good	35	35
Good	40	40
Neither good nor poor	14	13
Poor	6	6
Very poor	4	4
Don't know/doesn't apply	2	2
Good (total)	75	75



<b>SOME QUESTIONS ABOUT YOURSELF</b>
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The following questions will help us to see how experiences vary between different groups of the population. We will keep your answers completely confidential.

**Are you male or female?**

Base: All patients who answered question

	2009/10 (99,309)	2008/09 (103,592)
	%	%
Male	43	43
Female	57	57

**How old are you?**

Base: All patients who answered question

	2009/10 (99,538)	2008/09 (103,950)
	%	%
18 to 24	7	7
25 to 34	13	13
35 to 44	17	17
45 to 54	19	19
55 to 64	19	18
65 to 74	15	15
75 to 84	8	8
85 or over	2	2

**What is your current marital or civil partnership status?**

Base: All patients who answered question

	2009/10 (99,167)	2008/09 (103,682)
	%	%
Single, that is, never married or in a civil partnership	22	22
Married	60	60
Separated, but still legally married	3	3
Divorced	5	5
Widowed	8	8
In a civil partnership	2	2
Separated, but still legally in a civil partnership	*	*
Formerly in a civil partnership which is now legally dissolved	*	*
Surviving partner from a civil partnership	*	*

**To which of these ethnic groups do you consider you belong?**

Please select the option that is most appropriate for you

Base: All patients who answered question

	2009/10 (99,074)	2008/09 (103,489)
	%	%
White	98	99
Chinese	*	*
Irish Traveller	*	*
Indian	*	*
Pakistani	*	*
Bangladeshi	*	*
Black Caribbean	*	*
Black African	*	*
Black Other	*	*
Mixed ethnic group	*	*
Any other ethnic group	1	1

**Which of these best describes what you are doing at present?**

**If more than one of these applies to you, please X the main ONE only**

Base: All patients who answered question

	2009/10 (96,694)	2008/09 (100,991)
	%	%
Full-time paid work (30 hours or more each week)	38	39
Part-time paid work (under 30 hours each week)	12	12
Full-time education at school, college or university	2	2
Unemployed	5	4
Permanently sick or disabled	9	9
Fully retired from work	23	23
Looking after the home	8	8
Doing something else	2	2

**In general, how long does your journey take from home to work (door to door)?**

Base: All patients who say they are in paid work and who answered question

	2009/10 (47,969)	2008/09 (51,041)
	%	%
Up to 30 minutes	67	66
31 minutes to 1 hour	20	20
More than 1 hour	6	6
I live on site	7	7

**If you need to see a GP or healthcare professional at your GP surgery or health centre during your typical working hours, can you take time away from your work to do this?**

Base: All patients who say they are in paid work and who answered question

	2009/10 (48,258)	2008/09 (51,326)
	%	%
Yes	77	77
No	23	23

**In general, would you say your health is . . . ?**

Base: All patients who answered question

	2009/10 (98,274)	2008/09 (102,730)
	%	%
Excellent	11	11
Very good	31	31
Good	32	32
Fair	20	20
Poor	6	7

The following questions will help us to see how experiences vary between different groups of the population. We will keep your answers completely confidential.

**Do you have any of the following long-standing conditions? Please include problems which are due to old age.** (multiple responses allowed)

Base: All patients who answered question

	2009/10 (94,689)	2008/09 (98,205)
	%	%
Physical impairment, such as difficulty using your arms or mobility issues which means using a wheelchair or crutches	7	7
Sensory impairment, such as being blind/having a serious visual impairment or being deaf/having a serious hearing impairment	4	4
Mental health condition, such as depression or schizophrenia	10	9
Learning disability/difficulty, (such as Down's syndrome or dyslexia) or cognitive impairment (such as autistic spectrum disorder)	1	1
Long-standing illness or health condition such as cancer, HIV, diabetes, chronic heart disease, or epilepsy	14	14
Other	24	25
No, I do not have a long-standing condition	52	53

**Are you a deaf person who uses sign language?**

Base: All patients who answered question

	2009/10 (95,941)	2008/09 (99,006)
	%	%
Yes	*	*
No	100	100

**Do you have personal responsibility for the care of...? (multiple responses allowed)**

Base: All patients who answered question

	2009/10 (94,072)	2008/09 (97,090)
	%	%
A child or children	27	27
A person with a disability	7	7
A dependent older person	7	7
None of the above	63	63

**Regardless of whether we practice religion, most of us in Northern Ireland are seen as either Catholic or Protestant. We are therefore asking you to indicate your community background by ticking the appropriate box below.**

Base: All patients who answered question

	2009/10 (98,438)	2008/09 (102,047)
	%	%
I am a member of the Protestant community	54	54
I am a member of the Roman Catholic community	40	41
I am a member of neither the Protestant nor Roman Catholic community	5	5