



## **Market Research Report**

### **Delivery of healthcare in the NHS General Practitioners**

**Prepared for The Times**

**February 2008**

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### Demographics

Decade qualified	N	%
1960s or before	15	3%
1970s	152	30%
1980s	216	43%
1990s	95	19%
2000s	25	5%
<b>Base</b>	<b>503</b>	

Position	N	%
Locum	21	4%
GP Assistant	9	2%
GP Registrar	17	3%
GP Partner	456	91%
<b>Base</b>	<b>503</b>	

NHS region	N	%
Eastern	51	10%
London	45	9%
North West	59	12%
Northern & Yorkshire	61	12%
Northern Ireland	16	3%
Scotland	46	9%
South East	69	14%
South West	46	9%
Trent	38	8%
Wales	19	4%
West Midlands	53	11%
<b>Base</b>	<b>503</b>	

Commitment	N	%
Full time	441	88%
Part time	62	12%
<b>Base</b>	<b>503</b>	

Gender	N	%
Male	401	80%
Female	102	20%
<b>Base</b>	<b>503</b>	

#### Fieldwork:

**Started: 19-02-08**

**Finished: 20-02-08**

**Sample: 503 GPs**

**Q1. What proportion of the patients who are seeking appointments in your surgery do you estimate are being seen within 48 hours of requesting an appointment?**

	Total	
<b>Q1. % of the patients</b>	<b>N</b>	<b>%</b>
10 - 20	7	1%
21 - 30	13	3%
31 - 40	4	1%
41 - 50	29	6%
51 - 60	31	6%
61 - 70	30	6%
71 - 80	87	17%
81 - 90	105	21%
91 - 100	197	39%
Range (%)	10 - 100	
Average	82.9	
<b>Base</b>	<b>503</b>	

**Q2. How good do you think the present arrangements are for patients to make appointments to see you?**

	Total	
<b>Q2.</b>	<b>N</b>	<b>%</b>
Excellent	189	38%
Good	263	52%
Neither good nor bad	32	6%
Bad	14	3%
Poor	4	1%
Unsure	1	0%
<b>Base</b>	<b>503</b>	

**Q3. Do you believe that the Government moves to increase the hours that GPs surgeries are open will improve the access for patients to consult with you?**

Q3.	Total	
	N	%
Yes	50	10%
No	384	76%
Unsure	47	9%
Other, please specify	22	4%
<b>Base</b>	<b>503</b>	

Q3. Other, please specify - Verbatim Responses	
Already open till 8.30 twice per week	
Better for worried well, worse for the sick	
Depends on the population you are serving	
Depends on the practice	
Deteriorate	
If work away but at the expense of the old	
It will improve access for a minority	
Make it worse as most of our patients are elderly	
Make it worse, worsen continuity	
More access for well, less for chronic ill	
No if it's imposed I won't do it anyway	
Not particularly in rural areas - no buses!	
Obviously, but at great personal cost to GP's	
Only for a small number	
Will aid some and disadvantage others	
Will help expand capacity of premises	
Will worsen access as we shall not be there	
Worsen them	
Yes but no for those who want day appointment	
Yes will improve access for the middle class	
Yes, but demand is only small	
Yes, but with no new funding	
<b>Base</b>	<b>22</b>

**Q4. How do you believe that the Government moves to increase the hours that GPs surgeries are open will affect the quality of healthcare for patients?**

Q4.	Total	
	N	%
Improve in quality	10	2%
No change	146	29%
Worsening of quality	321	64%
Unsure	21	4%
Other, please specify	5	1%
<b>Base</b>	<b>503</b>	

Q4. Other, please specify - Verbatim Responses	
Better for well, worse for chronic ill	
Increase fatigue	
Will reduce continuity of care	
Will probably decrease continuity	
Worsen for certain groups of patients	
<b>Base</b>	<b>5</b>

**Q5. What effect, if any, do you think the polyclinics as outlined in Lord Darzi's plan for reorganising the NHS will have on the quality of health care provided?**

Q5.	Total	
	N	%
Improvement in quality	15	3%
No change	55	11%
Worsening of quality	400	80%
Unsure	33	7%
<b>Base</b>	<b>503</b>	

**Q7. How well do you think the nurse prescribing is working in general?**

	Total	
<b>Q7.</b>	<b>N</b>	<b>%</b>
Very well	18	4%
Well	125	25%
Neither well nor badly	214	43%
Badly	84	17%
Very badly	30	6%
Unsure	32	6%
<b>Base</b>	<b>503</b>	

**Q8. Overall how do you feel the NHS has performed for patients over the last 10 years?**

	Total	
<b>Q8.</b>	<b>N</b>	<b>%</b>
Marked improvement	38	8%
Improved	285	57%
No change	56	11%
Deteriorated	79	16%
Marked deterioration	30	6%
Unsure	15	3%
<b>Base</b>	<b>503</b>	