



Market Research Report

Delivery of healthcare in the NHS Patients

Prepared for The Times

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Demographics

Region	N	%
East & Anglia	93	9%
London - Greater London	55	5%
London - Inner London	47	5%
Midlands - East Midlands	81	8%
Midlands - West Midlands	85	8%
North East	50	5%
North West	125	12%
Northern Ireland	14	1%
Scotland Central	36	4%
Scotland North	18	2%
Scotland West	29	3%
South East	144	14%
South West	104	10%
Wales	48	5%
Yorkshire & Humber	93	9%
Base	1022	

Age	N
Range	18 - 64
Average	44
Base	1022

Gender	N	%
Male	459	45%
Female	563	55%
Base	1022	

Fieldwork:

Started: 20-02-08

Finished: 21-02-08

Sample: 1022 Patients

Q1. How easy do you find it to get an appointment with your GP?

Q1.	Total	
	N	%
Very easy	180	18%
Easy	343	34%
Neither easy nor difficult	202	20%
Difficult	196	19%
Very difficult	46	5%
Unsure	0	0%
Haven't tried in the last six months	55	5%
Base	1022	

(All respondents who did not indicate "Haven't tried in the last six months" at Q1 otherwise go to Q3)

Q2. When you made an appointment to see your GP were you seen within 48 hours of your request?

Q2.	Total	
	N	%
Yes	629	65%
No	305	32%
Unsure	33	3%
Base	967	

Q3. When being seen by a doctor in your general practice surgery:

Q3.	Total	
	N	%
Do you prefer to see the same doctor each time?	505	49%
Are you happy to see a different doctor on each visit whatever the cause?	267	26%
Are you happy to see a different doctor if it is an emergency?	230	23%
Other, please specify	20	2%
Base	1022	

Q4. How important is it for you to have the option to see a doctor in the evenings or on a Saturday morning?

Q4.	Total	
	N	%
Very important	271	27%
Important	349	34%
Neither important or unimportant	249	24%
Unimportant	118	12%
Very unimportant	27	3%
Unsure	8	1%
Base	1022	

Q5. Are you willing to see a nurse rather than a doctor when you visit the surgery for a new medical problem?

Q5.	Total	
	N	%
Yes	444	43%
No	390	38%
Unsure	188	18%
Base	1022	

Q6. Are you willing to see a nurse rather than a doctor when you visit the surgery for an existing medical problem?

Q6.	Total	
	N	%
Yes	636	62%
No	279	27%
Unsure	107	10%
Base	1022	

Q7. Do you understand what a polyclinic is?

	Total	
Q7.	N	%
Yes	224	22%
No	648	63%
Unsure	150	15%
Base	1022	

Q8. Do you believe a polyclinic (which is a large clinic incorporating a general practice, other healthcare professionals and some hospital type specialist services) serving your neighbourhood would make making appointments easier?

	Total	
Q8.	N	%
Yes	481	47%
No	217	21%
Unsure	324	32%
Base	1022	

Q9. How do you think having a polyclinic (which is a large clinic incorporating a general practice, other healthcare professionals and some hospital type specialist services) serving your neighbourhood would affect the quality of healthcare you receive?

	Total	
Q9.	N	%
Improvement in quality	461	45%
No change	199	19%
Worsening of quality	142	14%
Unsure	211	21%
Other, please specify	9	1%
Base	1022	

Q10. Overall how do you feel the NHS has performed for you over the last 10 years?

	Total	
Q10.	N	%
Marked improvement	46	5%
Improved	262	26%
No change	329	32%
Deteriorated	276	27%
Marked deterioration	82	8%
Unsure	27	3%
Base	1022	