

Enhanced Access to GP Services Survey

Final Report

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The Project

Introduction

Wakefield's Primary Care Networks (groups of GP practices working alongside other health and care partners) have been working together to look at how their services outside of the usual core practice opening hours of 8am – 6.30pm are provided. They wanted to hear from their patients about what is important and what matters to them when they need one of their services. For this, they worked with Wakefield Clinical Commissioning Group (CCG) to engage local people to better understand the views and needs of their patients. For the purposes of this engagement, people living within the catchment areas of Wakefield District's Primary Care Networks were encouraged to share their views.

Enventure Research was commissioned to host an online survey and undertake analysis and reporting of the survey responses.

This report can be read in conjunction with the overall project report used to support decision making locally, which provides further information and context.

Methodology and survey design

The questionnaire was designed by NHS Wakefield CCG and was hosted by Enventure Research as an online survey. Enventure Research also provided NHS Wakefield CCG with a paper version of the questionnaire for patients to complete at their GP practice and return for processing. In addition to this, an accessible version of the online survey was also created. A copy of the questionnaire can be found in the **Appendices**.

The survey launched on 23 May and concluded on 27 June 2022. The closing date of the survey was shared in publications, including posters and press releases, and shared via staff in face to face conversations. People Panel, the CCG's local public assurance group, were asked for their views on approach to engagement and given updates during the engagement period. They also received the outcome of this work and asked for their views on proposed communication messages for sharing information with the public.

The survey was made available in the following ways on various points during the engagement period:

- Via GP practices who shared the survey by a mixture of text messaging, emails, social media, letters and displays (poster) within premises. To support this, information was prepared by the engagement team and shared in Practice Manager, Business Manager and project group meetings.
- Local Patient Participation Groups, the Patient Participation Group Network and Covid Community Champions for sharing.
- Local press who carried an article at the beginning of the survey.
- All contacts database of the CCG including individuals and organisations.
- CCG staff newsletter, website and social media
- Primary care newsletter
- Healthwatch via core team and by attendance of their Primary Care Special Interest Group
- Sharing via Carers Wakefield at an event in The Ridings shopping centre
- Onward sharing via the Mental Health Alliance, including associated groups
- Local Facebook groups, for example Normy Watch

- Wakefield District Communications, Involvement and EDI network for onward sharing and support of messaging during the time the survey was open
- To reach those who may not traditionally engage with local services or find it more difficult to engage via the above routes, we worked with NOVA, Wakefield’s third sector umbrella organisation, to reach out into communities and ensure that we have heard from a range of diverse voices. This was a separate piece of work and NOVA supported the individual groups and organisations to input feedback they have gathered.

Survey response

A total of **8,362** responses were received to the survey, including 18 respondents who indicated their GP practice was outside of Wakefield (no further information known about these respondents) and nine completed paper questionnaires received after the survey had closed and analysis had already been undertaken (one postal and eight via outreach work). These responses have been omitted from the analysis but feedback considered. Response rate per practice can be found in appendices. The table below shows the number of responses broken down by survey type.

Figure 1 – Survey responses

| Response | Number | Percentage |
|--------------------------|--------------|-------------|
| Online survey | 8,144 | 97.5% |
| Paper questionnaire | 149 | 1.7% |
| Accessible online survey | 69 | 0.8% |
| TOTAL | 8,362 | 100% |

Interpretation of the findings

This report contains results from a quantitative survey and contains several tables and charts that present survey findings. In some instances, responses may not add up to 100%. This can be explained by the following reasons:

- The question may have allowed each respondent to give more than one answer
- Only the most common responses may be shown in the table or chart

This report includes some subgroup analysis that has been undertaken to explore the results provided by different groups in the survey such as age, gender, ethnicity, working status, carer status and mode of transport. Subgroup analysis has only been carried out where the sample size is seen to be sufficient for comment and where relevant.

Differences that are statistically significant according to the z-test at the 95% confidence level are highlighted in the subgroup analysis boxes. The z-test is a commonly used statistical test used to highlight whether differences in results are ‘significant’. By this we mean that we can say with 95% confidence that we would see a difference if all people in the group took part in the consultation. It should be noted that the percentages shown in the subgroup analysis reflect the proportion of the subgroup that answered the question and gave a particular response.

Coding of open-ended responses has been carried out for specific questions highlighted by NHS Wakefield CCG. For this analysis, comments were read through by a researcher and a

coding frame was developed for each open-ended question based on the themes emerging. This then allowed for categorisation of the themes.

A breakdown of responses to each closed question by PCN is also included within this report. In some instances, only the five most common responses are shown.

Base sizes may vary throughout the report, as not all questions were answered by all respondents.

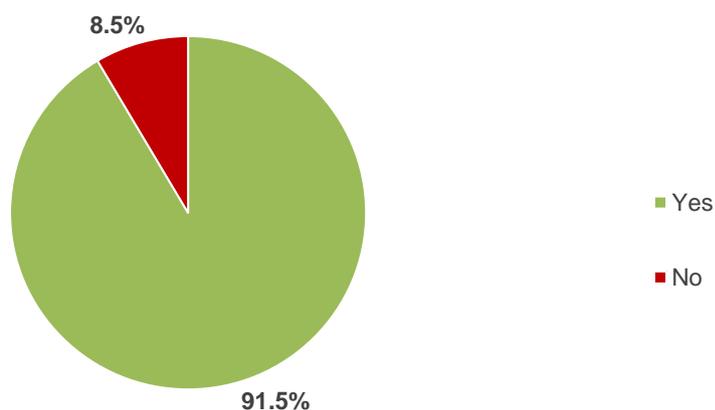
Findings

Routine appointments outside of core GP practice hours

The vast majority (91.5%) of respondents said yes, they would consider a routine appointment with a GP, Nurse or other member of the practice team outside the core hours.

Figure 2 – (Q2) If you needed to book a routine appointment with a GP, Nurse or another member of the GP practice team, would you consider an appointment outside the core hours of 8:00am-6:30pm?

Base: 8,330



Subgroup analysis

Subgroups more likely to say they **would** consider a routine appointment outside the core hours of 8:00am-6:30pm (91.5% overall) include:

- Those aged 16-54 (93.5%) vs those aged 55+ (90.2%)
- Employed respondents (94.9%) vs unemployed respondents (87.4%)
- Those of White ethnicity (91.6%) vs those from ethnic minority backgrounds (83.2%)
- Those who do not have a disability (92.1%) vs those who (88.4%)
- Those who would travel to an out of hours appointment via walking (92.8%), bike (96.8%) or their own/family car (92.9%)

Subgroups more likely to say they **would not** consider a routine appointment outside the core hours of 8:00am-6:30pm (8.5% overall) include:

- Those aged 55+ (9.8%) vs those aged 16-54 (6.5%)
- Unemployed respondents (12.6%) vs employed respondents (5.1%)
- Those from ethnic minority backgrounds (16.8%) vs those of White ethnicity (8.4%)
- Those who have a disability (11.6%) vs those who do not (7.9%)
- Those who would travel to an out of hours appointment via public transport (11.7%), taxi (15.4%) or a lift from family/friend (10.3%)

The table below shows the responses to this question broken down by PCN.

Figure 3 – (Q2) If you needed to book a routine appointment with a GP, Nurse or another member of the GP practice team, would you consider an appointment outside the core hours of 8:00am – 6:30pm? Results by PCN

Base: Brigantes (1,206); Five Towns (954); Trinity (1,246); West Wakefield (945); WHA Central (2,147); WHA North (845); WHA South (987)

| PCN | Response | Percentage |
|----------------|----------|------------|
| Brigantes | Yes | 93.6% |
| | No | 6.4% |
| Five Towns | Yes | 93.3% |
| | No | 6.7% |
| Trinity | Yes | 91.3% |
| | No | 8.7% |
| West Wakefield | Yes | 88.8% |
| | No | 11.2% |
| WHA Central | Yes | 91.9% |
| | No | 8.1% |
| WHA North | Yes | 90.4% |
| | No | 9.6% |
| WHA South | Yes | 90.4% |
| | No | 9.6% |

Those who said they would not consider a routine appointment outside the core hours were asked why this was. These respondents' free text comments have been thematically coded and are presented in the table below.

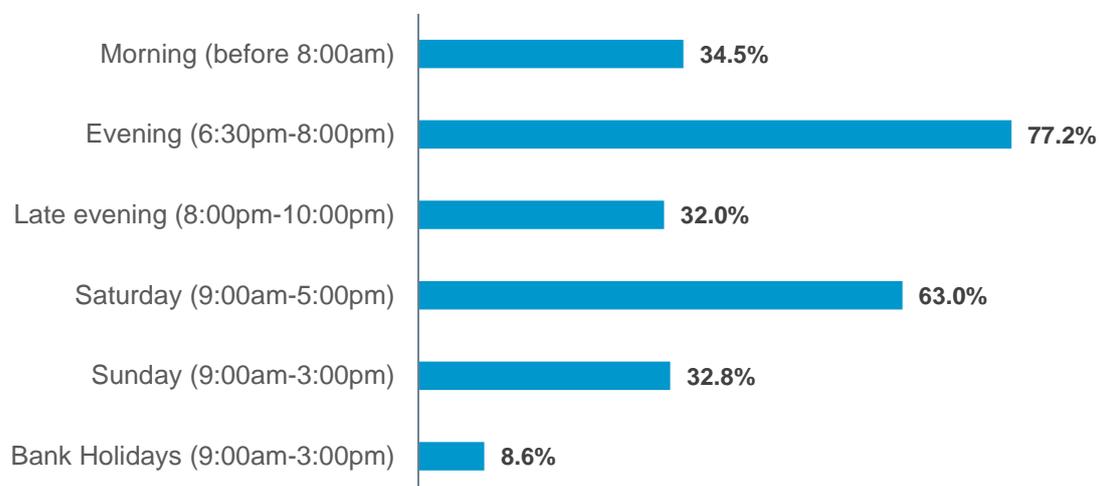
Figure 4 – (Q3) If you would not consider this, could you tell us why?

Base: 605

| Response | Number | Percentage |
|--|--------|------------|
| Can attend during core hours | 200 | 33.1% |
| Retired/age | 116 | 19.2% |
| Too late/don't like going out at night | 100 | 16.5% |
| Inconvenient/difficult to get there | 72 | 11.9% |
| Should be for urgent appointments | 66 | 10.9% |
| Too early before 8:00am | 58 | 9.6% |
| Childcare/caring responsibilities | 50 | 8.3% |
| Can't get appointments anyway | 42 | 6.9% |
| Work commitments | 39 | 6.4% |
| Should be for those who work | 28 | 4.6% |
| No transport/rely on public transport | 27 | 4.5% |
| Disabled/mobility issues | 24 | 4.0% |
| Staff already work long hours | 19 | 3.1% |
| Want to see own GP | 11 | 1.8% |
| Healthy/don't need appointments | 2 | 0.3% |

Respondents were asked to select the times that would be useful to them to have a routine appointment outside the core hours. The results are shown in the chart below, with *evening (6:30pm-8:00pm)* being the most common (77.2%).

Figure 5 – (Q4) Which times would be most useful to you to have a routine appointment?
Base: 7,624



Subgroup analysis

Subgroups more likely to select **morning (before 8:00am)** (34.5% overall) include:

- Those aged 35+ (35.3%) vs those aged 16-34 (28.2%)
- Employed respondents (36.7%) vs unemployed respondents (31.7%)
- Those who do not have a disability (35.7%) vs those who do (27.9%)
- Those who are not a carer (35.1%) vs those who are (31.4%)

Subgroups more likely to select **evening (6:30pm-8:00pm)** (77.2% overall) include:

- Female respondents (78.9%) vs male respondents (73.9%)
- Employed respondents (78.8%) vs unemployed respondents (75.0%)
- Those who do not have a disability (78.2%) vs those who do (69.4%)

Subgroups more likely to select **late evening (8:00pm-10:00pm)** (32.0% all overall) include:

- Male respondents (35.6%) vs female respondents (30.4%)
- Those aged 16-34 (43.4%) vs those aged 35+ (30.8%)
- Employed respondents (36.8%) vs unemployed respondents (25.4%)
- Those who do not have a disability (32.9%) vs those who do (26.2%)

Subgroups more likely to select **Saturday (9:00am-5:00pm)** (63.0% overall) include:

- Female respondents (66.3%) vs male respondents (56.2%)
- Those aged 16-54 (65.0%) vs those aged 55+ (61.5%)
- Those of White ethnicity (64.1%) vs those from ethnic minority backgrounds (50.6%)
- Those who are a carer (66.2%) vs those who are not (62.5%)

Subgroup analysis continued

Subgroups more likely to select **Sunday (9:00am-3:00pm)** (32.8% overall) include:

- Female respondents (33.9%) vs male respondents (30.0%)
- Unemployed respondents (34.9%) vs employed respondents (31.2%)
- Those of White ethnicity (33.2%) vs those from ethnic minority backgrounds (24.1%)
- Those who have a disability (36.3%) vs those who do not (32.3%)
- Those who are a carer (36.8%) vs those who are not (31.9%)

Subgroups more likely to select **Bank Holidays (9:00am-3:00pm)** (8.6% overall) include:

- Female respondents (9.1%) vs male respondents (7.5%)
- Those aged 16-34 (11.1%) vs those aged 35+ (8.3%)
- Unemployed respondents (11.3%) vs employed respondents (6.5%)
- Those who have a disability (15.5%) vs those who do not (7.6%)
- Those who are a carer (11.8%) vs those who are not (8.1%)

The table below shows the responses to this question broken down by PCN.

Figure 6 – (Q4) Which times would be most useful to you to have a routine appointment? Results by PCN

Base: Brigantes (1,129); Five Towns (890); Trinity (1,137); West Wakefield (839); WHA Central (1,973); WHA North (764); WHA South (892)

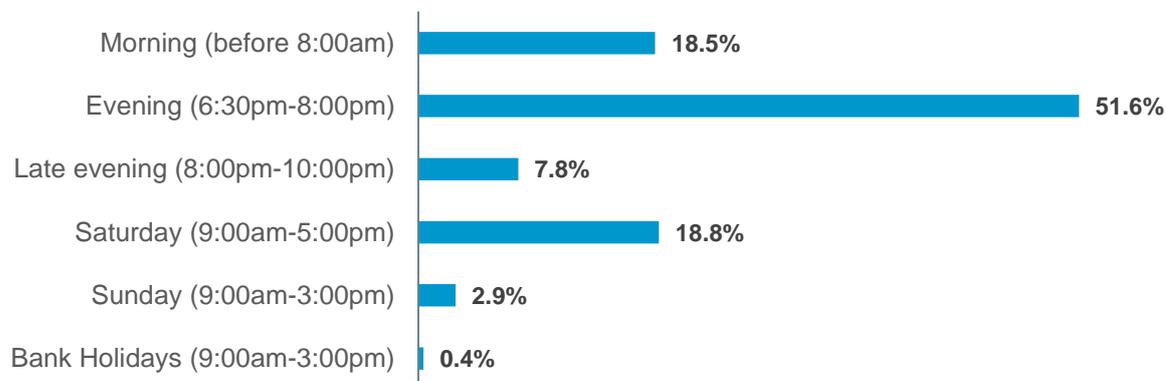
| PCN | Response | Percentage |
|----------------|-------------------------------|------------|
| Brigantes | Morning (before 8:00am) | 33.1% |
| | Evening (6:30pm-8:00pm) | 78.0% |
| | Late evening (8:00pm-10:00pm) | 30.7% |
| | Saturday (9:00am-5:00pm) | 68.7% |
| | Sunday (9:00am-3:00pm) | 35.9% |
| | Bank Holidays (9:00am-3:00pm) | 7.8% |
| Five Towns | Morning (before 8:00am) | 28.4% |
| | Evening (6:30pm-8:00pm) | 77.9% |
| | Late evening (8:00pm-10:00pm) | 34.0% |
| | Saturday (9:00am-5:00pm) | 63.1% |
| | Sunday (9:00am-3:00pm) | 33.3% |
| | Bank Holidays (9:00am-3:00pm) | 8.3% |
| Trinity | Morning (before 8:00am) | 34.4% |
| | Evening (6:30pm-8:00pm) | 76.1% |
| | Late evening (8:00pm-10:00pm) | 31.0% |
| | Saturday (9:00am-5:00pm) | 63.4% |
| | Sunday (9:00am-3:00pm) | 34.9% |
| | Bank Holidays (9:00am-3:00pm) | 8.7% |
| West Wakefield | Morning (before 8:00am) | 34.6% |
| | Evening (6:30pm-8:00pm) | 78.3% |
| | Late evening (8:00pm-10:00pm) | 30.3% |

| PCN | Response | Percentage |
|-------------|-------------------------------|------------|
| | Saturday (9:00am-5:00pm) | 63.1% |
| | Sunday (9:00am-3:00pm) | 31.7% |
| | Bank Holidays (9:00am-3:00pm) | 10.0% |
| WHA Central | Morning (before 8:00am) | 36.8% |
| | Evening (6:30pm-8:00pm) | 77.7% |
| | Late evening (8:00pm-10:00pm) | 33.5% |
| | Saturday (9:00am-5:00pm) | 62.7% |
| | Sunday (9:00am-3:00pm) | 30.7% |
| | Bank Holidays (9:00am-3:00pm) | 8.2% |
| WHA North | Morning (before 8:00am) | 35.5% |
| | Evening (6:30pm-8:00pm) | 76.4% |
| | Late evening (8:00pm-10:00pm) | 34.6% |
| | Saturday (9:00am-5:00pm) | 57.6% |
| | Sunday (9:00am-3:00pm) | 29.6% |
| | Bank Holidays (9:00am-3:00pm) | 8.9% |
| WHA South | Morning (before 8:00am) | 36.4% |
| | Evening (6:30pm-8:00pm) | 75.0% |
| | Late evening (8:00pm-10:00pm) | 29.1% |
| | Saturday (9:00am-5:00pm) | 60.5% |
| | Sunday (9:00am-3:00pm) | 34.0% |
| | Bank Holidays (9:00am-3:00pm) | 8.7% |

Respondents were then asked to identify which time was their preference for a routine appointment outside the core hours. As shown in the chart below, *evening (6:30pm-8:00pm)* was the most favourable by far (51.6%).

Figure 7 – (Q5) Which of the times you have selected would you prefer to have a routine appointment?

Base: 7,612



Subgroup analysis

Subgroups more likely to select **morning (before 8:00am)** (18.5% overall) include:

- Male respondents (21.6%) vs female respondents (17.0%)
- Those aged 55+ (22.1%) vs those aged 16-54 (14.1%)
- Unemployed respondents (20.7%) vs employed respondents (17.1%)

Subgroups more likely to select **evening (6:30pm-8:00pm)** (51.6% overall) include:

- Those aged 16-54 (53.3%) vs those aged 55+ (50.1%)
- Employed respondents (53.1%) vs unemployed respondents (49.2%)
- Those who do not have a disability (52.2%) vs those who do (46.2%)

Subgroups more likely to select **late evening (8:00pm-10:00pm)** (7.8% overall) include:

- Male respondents (10.0%) vs female respondents (6.8%)
- Those aged 16-54 (10.8%) vs those aged 55+ (5.5%)
- Employed respondents (9.9%) vs unemployed respondents (4.9%)

Subgroups more likely to select **Saturday (9:00am-5:00pm)** (18.8% overall) include:

- Female respondents (20.8%) vs male respondents (14.8%)
- Unemployed respondents (21.3%) vs employed respondents (17.0%)
- Those of White ethnicity (19.0%) vs those from ethnic minority backgrounds (10.8%)
- Those who have a disability (24.2%) vs those who do not (18.3%)
- Those who are a carer (22.3%) vs those who are not (18.2%)

Those who are not a carer were more likely to select **Sunday (9:00am-3:00pm)** as their preference (3.0%) vs those who are (1.8%).

Those more likely to select **Bank Holidays (9:00am-3:00pm)** (0.4% overall) include:

- Those aged 16-34 (1.2%) vs those aged 35+ (0.3%)
- Unemployed respondents (0.7%) vs employed respondents (0.2%)

The table below shows the responses to this question broken down by PCN.

Figure 8 – (Q5) Which of the times you have selected would you prefer to have a routine appointment? Results by PCN

Base: Brigantes (1,124); Five Towns (889); Trinity (1,134); West Wakefield (839); WHA Central (1,972); WHA North (764); WHA South (890)

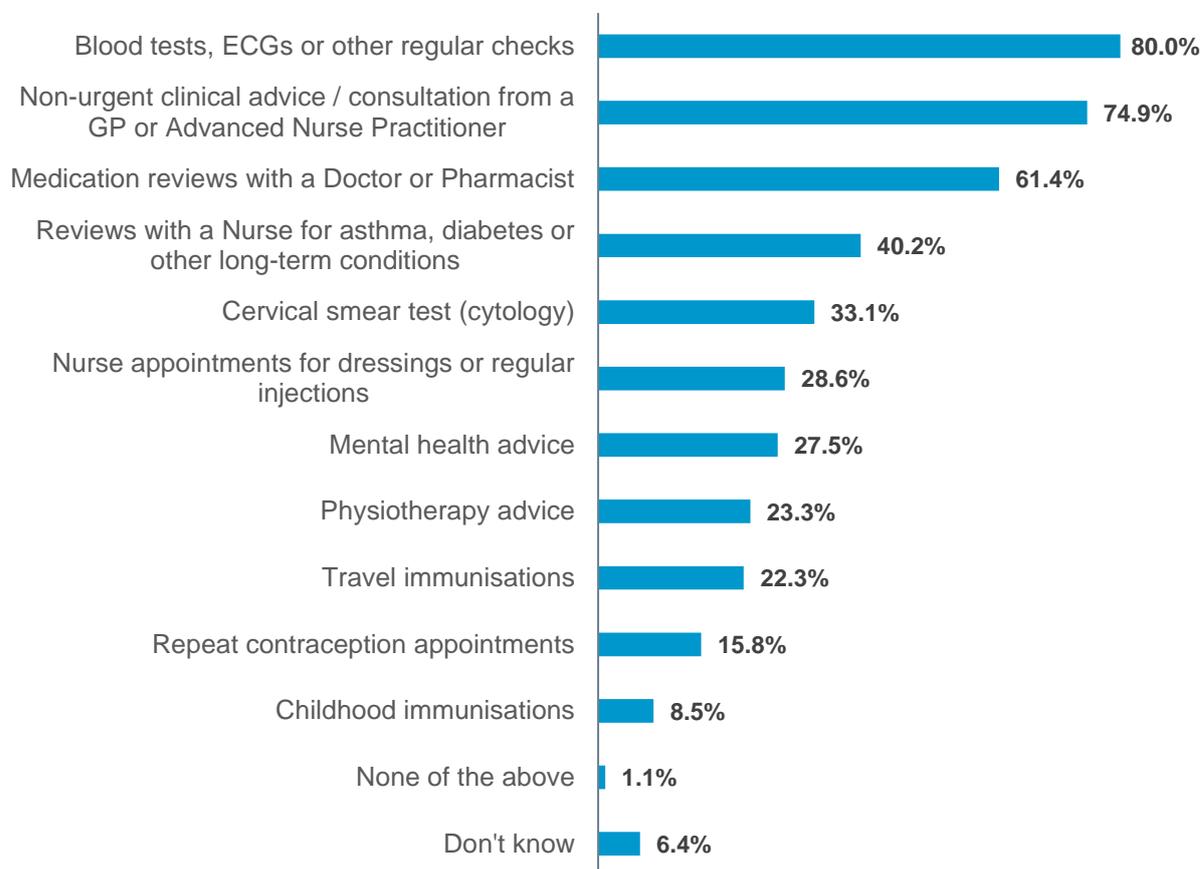
| PCN | Response | Percentage |
|----------------|-------------------------------|------------|
| Brigantes | Morning (before 8:00am) | 16.4% |
| | Evening (6:30pm-8:00pm) | 52.9% |
| | Late evening (8:00pm-10:00pm) | 6.6% |
| | Saturday (9:00am-5:00pm) | 20.4% |
| | Sunday (9:00am-3:00pm) | 3.5% |
| | Bank Holidays (9:00am-3:00pm) | 0.3% |
| Five Towns | Morning (before 8:00am) | 15.9% |
| | Evening (6:30pm-8:00pm) | 55.0% |
| | Late evening (8:00pm-10:00pm) | 8.0% |
| | Saturday (9:00am-5:00pm) | 18.3% |
| | Sunday (9:00am-3:00pm) | 2.6% |
| | Bank Holidays (9:00am-3:00pm) | 0.2% |
| Trinity | Morning (before 8:00am) | 19.3% |
| | Evening (6:30pm-8:00pm) | 47.1% |
| | Late evening (8:00pm-10:00pm) | 8.6% |
| | Saturday (9:00am-5:00pm) | 20.9% |
| | Sunday (9:00am-3:00pm) | 3.6% |
| | Bank Holidays (9:00am-3:00pm) | 0.4% |
| West Wakefield | Morning (before 8:00am) | 20.3% |
| | Evening (6:30pm-8:00pm) | 53.5% |
| | Late evening (8:00pm-10:00pm) | 5.6% |
| | Saturday (9:00am-5:00pm) | 18.6% |
| | Sunday (9:00am-3:00pm) | 1.7% |
| | Bank Holidays (9:00am-3:00pm) | 0.4% |
| WHA Central | Morning (before 8:00am) | 19.4% |
| | Evening (6:30pm-8:00pm) | 50.9% |
| | Late evening (8:00pm-10:00pm) | 8.3% |
| | Saturday (9:00am-5:00pm) | 18.3% |
| | Sunday (9:00am-3:00pm) | 2.7% |
| | Bank Holidays (9:00am-3:00pm) | 0.4% |
| WHA North | Morning (before 8:00am) | 18.8% |
| | Evening (6:30pm-8:00pm) | 51.6% |
| | Late evening (8:00pm-10:00pm) | 8.6% |
| | Saturday (9:00am-5:00pm) | 17.1% |
| | Sunday (9:00am-3:00pm) | 3.0% |
| | Bank Holidays (9:00am-3:00pm) | 0.8% |
| WHA South | Morning (before 8:00am) | 18.9% |
| | Evening (6:30pm-8:00pm) | 51.6% |

| PCN | Response | Percentage |
|-----|-------------------------------|------------|
| | Late evening (8:00pm-10:00pm) | 8.7% |
| | Saturday (9:00am-5:00pm) | 17.5% |
| | Sunday (9:00am-3:00pm) | 2.8% |
| | Bank Holidays (9:00am-3:00pm) | 0.6% |

Figure 9 presents the proportion of respondents who would use each service during the enhanced opening hours, with *blood tests, ECGs or other regular checks* being the most common (80.0%).

Figure 9 – (Q6) Which services would you want to use in these enhanced opening hours?

Base: 7,513



Subgroup analysis

Subgroups more likely to select **blood tests, ECGs or other regular checks** (80.0% overall) include:

- Those aged 55+ (82.7%) vs those aged 16-54 (76.5%)
- Unemployed respondents (81.9%) vs employed respondents (78.6%)
- Those who are a carer (83.6%) vs those who are not (79.4%)

Subgroups more likely to select **non-urgent clinical advice/consultation from a GP or Advanced Nurse Practitioner** (74.9% overall) include:

- Female respondents (78.4%) vs male respondents (68.1%)
- Those aged 35-54 (76.5%) vs those aged 55+ (74.2%)
- Employed respondents (76.5%) vs unemployed respondents (72.6%)
- Those of White ethnicity (76.0%) vs those from ethnic minority backgrounds (66.7%)
- Those who do not have a disability (75.7%) vs those who do (72.1%)

Subgroup analysis continued

Subgroups more likely to select **medication reviews with a Doctor or pharmacist** (61.4% overall) include:

- Those aged 55+ (63.5%) vs those aged 16-54 (58.9%)
- Unemployed respondents (64.5%) vs employed respondents (59.2%)
- Those who have a disability (67.8%) vs those who do not (60.5%)
- Those who are a carer (65.1%) vs those who are not (61.0%)

Subgroups more likely to select **reviews with a Nurse for asthma, diabetes or other long-term conditions** (40.2% overall) include:

- Those aged 55+ (41.5%) vs those aged 16-54 (38.6%)
- Unemployed respondents (42.1%) vs employed respondents (38.8%)
- Those who have a disability (55.3%) vs those who do not (37.7%)
- Those who are a carer (45.1%) vs those who are not (39.4%)

Subgroups more likely to select **Nurse appointments for dressings or regular injections** (28.6% overall) include:

- Those aged 16-54 (30.5%) vs those aged 55+ (26.9%)
- Those who have a disability (32.9%) vs those who do not (28.1%)
- Those who are a carer (31.5%) vs those who are not (27.9%)

Subgroups more likely to select **mental health advice** (27.5% overall) include:

- Female respondents (29.6%) vs male respondents (22.6%)
- Those aged 16-54 (39.4%) vs those aged 55+ (18.1%)
- Employed respondents (32.1%) vs unemployed respondents (20.7%)
- Those who have a disability (36.9%) vs those who do not (25.8%)
- Those who are a carer (31.8%) vs those who are not (26.8%)

Subgroups more likely to select **travel immunisations** (22.3% overall) include:

- Those aged 16-54 (27.5%) vs those aged 55+ (18.2%)
- Employed respondents (26.2%) vs unemployed respondents (16.8%)
- Those from ethnic minority backgrounds (32.0%) vs those of White ethnicity (21.9%)
- Those who do not have a disability (23.5%) vs those who do (14.4%)

Subgroups more likely to select **repeat contraception appointments** (15.8% overall) include:

- Female respondents (20.1%) vs male respondents (6.9%)
- Those aged 16-34 (48.6%) vs those aged 35+ (12.2%)
- Employed respondents (22.4%) vs unemployed respondents (6.3%)
- Those from ethnic minority backgrounds (26.1%) vs those of White ethnicity (15.2%)
- Those who do not have a disability (16.4%) vs those who do (12.3%)
- Those who are not a carer (16.2%) vs those who are (12.9%)

Subgroup analysis continued

Subgroups more likely to select **childhood immunisations** (8.5% overall) include:

- Female respondents (9.7%) vs male respondents (5.9%)
- Those aged 16-34 (26.1%) vs those aged 35+ (6.5%)
- Employed respondents (12.2%) vs unemployed respondents (3.2%)
- Those from ethnic minority backgrounds (14.4%) vs those of White ethnicity (8.3%)
- Those who do not have a disability (9.0%) vs those who do (5.8%)

The table below shows the five most common responses to this question by PCN.

Figure 10 – (Q6) Which services would you want to use in these enhanced opening hours? Results by PCN [top 5 responses per PCN]

Base: Brigantes (1,112); Five Towns (882); Trinity (1,123); West Wakefield (835); WHA Central (1,939); WHA North (762); WHA South (860)

| PCN | Response | Percentage |
|----------------|--|------------|
| Brigantes | Blood tests, ECGS or other regular checks | 84.0% |
| | Non-urgent clinical advice / consultation from a GP or Advanced Nurse Practitioner | 75.4% |
| | Medication reviews with a Doctor or Pharmacist | 63.4% |
| | Reviews with a Nurse for asthma, diabetes or other long-term conditions | 38.8% |
| | Cervical smear test (cytology) | 37.9% |
| Five Towns | Blood tests, ECGS or other regular checks | 79.5% |
| | Non-urgent clinical advice / consultation from a GP or Advanced Nurse Practitioner | 73.6% |
| | Medication reviews with a Doctor or Pharmacist | 58.7% |
| | Reviews with a Nurse for asthma, diabetes or other long-term conditions | 43.0% |
| | Cervical smear test (cytology) | 32.2% |
| Trinity | Blood tests, ECGS or other regular checks | 81.2% |
| | Non-urgent clinical advice / consultation from a GP or Advanced Nurse Practitioner | 74.3% |
| | Medication reviews with a Doctor or Pharmacist | 59.5% |
| | Reviews with a Nurse for asthma, diabetes or other long-term conditions | 40.1% |
| | Cervical smear test (cytology) | 31.8% |
| West Wakefield | Blood tests, ECGS or other regular checks | 82.3% |
| | Non-urgent clinical advice / consultation from a GP or Advanced Nurse Practitioner | 72.9% |
| | Medication reviews with a Doctor or Pharmacist | 63.0% |
| | Reviews with a Nurse for asthma, diabetes or other long-term conditions | 42.3% |
| | Cervical smear test (cytology) | 27.2% |

| PCN | Response | Percentage |
|-------------|--|------------|
| WHA Central | Blood tests, ECGS or other regular checks | 78.0% |
| | Non-urgent clinical advice / consultation from a GP or Advanced Nurse Practitioner | 76.5% |
| | Medication reviews with a Doctor or Pharmacist | 64.9% |
| | Reviews with a Nurse for asthma, diabetes or other long-term conditions | 39.4% |
| | Cervical smear test (cytology) | 32.8% |
| WHA North | Blood tests, ECGS or other regular checks | 77.8% |
| | Non-urgent clinical advice / consultation from a GP or Advanced Nurse Practitioner | 74.5% |
| | Medication reviews with a Doctor or Pharmacist | 58.9% |
| | Reviews with a Nurse for asthma, diabetes or other long-term conditions | 37.9% |
| | Cervical smear test (cytology) | 36.5% |
| WHA South | Blood tests, ECGS or other regular checks | 77.8% |
| | Non-urgent clinical advice / consultation from a GP or Advanced Nurse Practitioner | 74.9% |
| | Medication reviews with a Doctor or Pharmacist | 57.2% |
| | Reviews with a Nurse for asthma, diabetes or other long-term conditions | 41.0% |
| | Cervical smear test (cytology) | 33.4% |

Respondents were then asked to identify any other routine GP services to be considered for being offered outside the core hours. These respondents' free text comments have been thematically coded and are presented in the table below.

Figure 11 – (Q7) Are there any other routine GP services we should consider offering outside core GP hours?

Base: 910

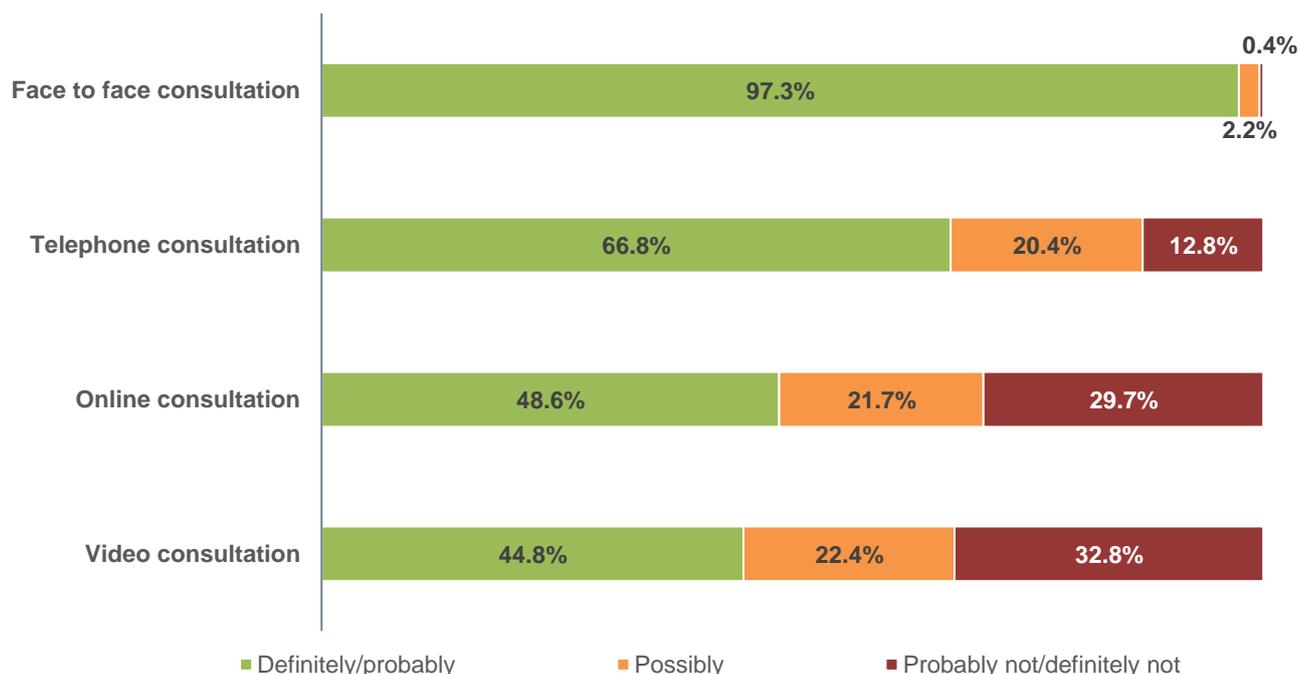
| Response | Number | Percentage |
|--|--------|------------|
| All services/appointment types | 175 | 19.2% |
| Improved service/reduced waiting times | 163 | 17.9% |
| Appointments with a doctor | 147 | 16.2% |
| Routine/normal appointments | 110 | 12.1% |
| Face to face appointments | 104 | 11.4% |
| Age/gender/work related health checks | 82 | 9.0% |
| Screening/diagnostic tests | 37 | 4.1% |
| Urgent advice/care | 36 | 4.0% |
| Prescriptions | 33 | 3.6% |
| Menopause/HRT | 29 | 3.2% |
| Ear syringing | 23 | 2.5% |
| Vaccinations | 22 | 2.4% |
| Minor surgery | 22 | 2.4% |
| Telephone appointments | 20 | 2.2% |
| Pain clinic | 13 | 1.4% |
| Home visits | 11 | 1.2% |
| Midwife/pregnancy care | 9 | 1.0% |
| Weight management | 9 | 1.0% |
| Sick notes/paperwork | 8 | 0.9% |
| Dermatology/skin clinics | 7 | 0.8% |
| Initial contraception appointments | 7 | 0.8% |
| Podiatry/foot health | 6 | 0.7% |
| Test/scan results | 4 | 0.4% |
| Video consultation | 3 | 0.3% |
| Counselling | 3 | 0.3% |
| Referrals | 3 | 0.3% |
| Hearing clinics | 2 | 0.2% |
| Chiropody | 2 | 0.2% |
| ENT | 1 | 0.1% |
| Eye clinics | 1 | 0.1% |
| Massage services | 1 | 0.1% |
| Palliative care | 1 | 0.1% |
| Smoking cessation | 1 | 0.1% |
| Other | 11 | 1.2% |

Respondents were most likely to say they would ‘definitely’ or ‘probably’ use a *face to face consultation* (97.3%).

Furthermore, 35.3% of those who said they would consider a routine appointment outside of the core hours indicated that they *did not mind* which type of appointment they used (not shown in chart).

Figure 12 – (Q8) How likely would you be to use the different types of appointments to get the advice you need?

Base: Face to face consultation (7,537) Telephone consultation (7,426); Online consultation (7,199); Video consultation (7,221)



Subgroup analysis

Those aged 55+ and those of White ethnicity were more likely to say they would **definitely or probably use a face to face consultation** (97.8% and 97.5% respectively) vs those aged 16-54 (96.8%) and those from ethnic minority backgrounds (92.9%).

Subgroups more likely to say they would **definitely or probably use a telephone consultation** (66.8% overall) include:

- Female respondents (68.8%) vs male respondents (63.1%)
- Those aged 35+ (67.4%) vs those aged 16-34 (62.4%)
- Those who are a carer (70.9%) vs those who are not (66.5%)

Subgroups more likely to say they would **probably not or definitely not use a telephone consultation** (12.8% overall) include:

- Male respondents (15.0%) vs female respondents (11.5%)
- Those aged 16-34 (18.0%) vs those aged 35+ (12.1%)
- Employed respondents (13.7%) vs unemployed respondents (11.6%)
- Those who are not a carer (13.1%) vs those who are (10.4%)

Subgroup analysis continued

Subgroups more likely to say they would **definitely or probably use an online consultation** (48.6% overall) include:

- Female respondents (51.5%) vs male respondents (43.1%)
- Those aged 16-54 (56.4%) vs those aged 55+ (42.5%)
- Employed respondents (52.7%) vs unemployed respondents (42.6%)
- Those who do not have a disability (49.5%) vs those who do (45.6%)

Subgroups more likely to say they would **probably not or definitely not use an online consultation** (29.7% overall) include:

- Male respondents (34.4%) vs female respondents (27.2%)
- Those aged 55+ (34.2%) vs those aged 16-54 (23.9%)
- Unemployed respondents (33.8%) vs employed respondents (26.8%)
- Those who have a disability (34.2%) vs those who do not (28.5%)

Subgroups more likely to say they would **definitely or probably use a video consultation** (44.8% overall) include:

- Those aged 16-54 (49.3%) vs those aged 55+ (41.4%)
- Employed respondents (49.3%) vs unemployed respondents (38.4%)
- Those from ethnic minority backgrounds (56.5%) vs those of White ethnicity (44.5%)

Subgroups more likely to say they would **probably not or definitely not use a video consultation** (32.8% overall) include:

- Those aged 55+ (35.5%) vs those aged 16-54 (28.9%)
- Unemployed respondents (37.8%) vs employed respondents (29.3%)
- Those of White ethnicity (32.7%) vs those from ethnic minority backgrounds (23.2%)
- Those who have a disability (37.5%) vs those who do not (31.7%)

Those aged 35+ were more likely to indicate that they **don't mind which type of appointment they use** (35.9%) vs those aged 16-34 (31.3%).

The table below shows the responses to this question broken down by PCN.

Figure 13 – (Q8) How likely would you be to use the different types of appointments to get the advice you need? Results by PCN

Base: Brigantes (varies between 1,082 and 1,120); Five Towns (varies between 837 and 879); Trinity (varies between 1,064 and 1,125); West Wakefield (varies between 790 and 829); WHA Central (varies between 1,866 and 1,948); WHA North (varies between 711 and 752); WHA South (varies between 843 and 884)

| PCN | Response | Percentage |
|----------------------------------|-----------------------------|------------|
| Face to face consultation | | |
| Brigantes | Definitely/probably | 97.2% |
| | Possibly | 2.1% |
| | Probably not/definitely not | 0.6% |
| Five Towns | Definitely/probably | 97.7% |

| PCN | Response | Percentage |
|-------------------------------|-----------------------------|------------|
| | Possibly | 1.8% |
| | Probably not/definitely not | 0.5% |
| Trinity | Definitely/probably | 96.6% |
| | Possibly | 2.9% |
| | Probably not/definitely not | 0.4% |
| West Wakefield | Definitely/probably | 97.1% |
| | Possibly | 2.5% |
| | Probably not/definitely not | 0.4% |
| WHA Central | Definitely/probably | 97.9% |
| | Possibly | 1.8% |
| | Probably not/definitely not | 0.3% |
| WHA North | Definitely/probably | 97.2% |
| | Possibly | 2.1% |
| | Probably not/definitely not | 0.7% |
| WHA South | Definitely/probably | 97.2% |
| | Possibly | 2.6% |
| | Probably not/definitely not | 0.2% |
| Telephone consultation | | |
| Brigantes | Definitely/probably | 66.9% |
| | Possibly | 21.5% |
| | Probably not/definitely not | 11.6% |
| Five Towns | Definitely/probably | 65.6% |
| | Possibly | 18.9% |
| | Probably not/definitely not | 15.5% |
| Trinity | Definitely/probably | 61.1% |
| | Possibly | 22.2% |
| | Probably not/definitely not | 16.7% |
| West Wakefield | Definitely/probably | 69.6% |
| | Possibly | 20.5% |
| | Probably not/definitely not | 9.9% |
| WHA Central | Definitely/probably | 69.9% |
| | Possibly | 18.8% |
| | Probably not/definitely not | 11.4% |
| WHA North | Definitely/probably | 65.9% |
| | Possibly | 21.3% |
| | Probably not/definitely not | 12.8% |
| WHA South | Definitely/probably | 66.4% |
| | Possibly | 21.0% |
| | Probably not/definitely not | 12.6% |
| Online consultation | | |
| Brigantes | Definitely/probably | 50.6% |
| | Possibly | 22.2% |
| | Probably not/definitely not | 27.3% |
| Five Towns | Definitely/probably | 44.2% |

| PCN | Response | Percentage |
|----------------------------------|-----------------------------|------------|
| | Possibly | 22.3% |
| | Probably not/definitely not | 33.5% |
| Trinity | Definitely/probably | 43.8% |
| | Possibly | 23.2% |
| | Probably not/definitely not | 33.0% |
| West Wakefield | Definitely/probably | 54.9% |
| | Possibly | 21.1% |
| | Probably not/definitely not | 24.0% |
| WHA Central | Definitely/probably | 49.4% |
| | Possibly | 21.3% |
| | Probably not/definitely not | 29.3% |
| WHA North | Definitely/probably | 48.7% |
| | Possibly | 21.0% |
| | Probably not/definitely not | 30.4% |
| WHA South | Definitely/probably | 48.5% |
| | Possibly | 20.9% |
| | Probably not/definitely not | 30.6% |
| <i>Video consultation</i> | | |
| Brigantes | Definitely/probably | 48.3% |
| | Possibly | 21.8% |
| | Probably not/definitely not | 29.8% |
| Five Towns | Definitely/probably | 40.4% |
| | Possibly | 22.1% |
| | Probably not/definitely not | 37.5% |
| Trinity | Definitely/probably | 43.1% |
| | Possibly | 23.7% |
| | Probably not/definitely not | 33.2% |
| West Wakefield | Definitely/probably | 44.7% |
| | Possibly | 23.0% |
| | Probably not/definitely not | 32.3% |
| WHA Central | Definitely/probably | 46.7% |
| | Possibly | 21.8% |
| | Probably not/definitely not | 31.5% |
| WHA North | Definitely/probably | 41.9% |
| | Possibly | 20.9% |
| | Probably not/definitely not | 37.3% |
| WHA South | Definitely/probably | 45.4% |
| | Possibly | 24.0% |
| | Probably not/definitely not | 30.6% |

Respondents were asked to elaborate on their response to the previous question. Free text comments have been thematically coded and are presented in **Figures 14 to 16**, broken down by consultation type and the likeliness of them using each of these.

Figure 14 – (Q9) Please tell us more [most common responses per appointment type – definitely/probably]

Base: Face to face consultation (2,883); Telephone consultation (1,846); Online consultation (1,244); Video consultation (1,249)

| Response | Number | Percentage |
|---|--------|------------|
| Face to face consultation | | |
| Face to face best/preferred | 1,286 | 44.6% |
| Difficult/unable to book an appointment | 429 | 14.9% |
| Depends on problem/reason/urgency | 417 | 14.5% |
| Can't assess/diagnose remotely | 358 | 12.4% |
| Would use any/all | 282 | 9.8% |
| Can't use/dislike using technology | 169 | 5.9% |
| Quicker/reduces waiting/saves time | 150 | 5.2% |
| Want an appointment with a doctor | 144 | 5.0% |
| Good to have more options/flexibility | 138 | 4.8% |
| Phone lines too busy | 122 | 4.2% |
| Telephone consultation | | |
| Face to face best/preferred | 589 | 31.9% |
| Depends on problem/reason/urgency | 324 | 17.6% |
| Would use any/all | 271 | 14.7% |
| Difficult/unable to book an appointment | 265 | 14.4% |
| Quicker/reduces waiting/saves time | 146 | 7.9% |
| Can't assess/diagnose remotely | 135 | 7.3% |
| Good to have more options/flexibility | 119 | 6.4% |
| Can't use/dislike using technology | 112 | 6.1% |
| Many appointments can be carried out remotely | 85 | 4.6% |
| Phone lines too busy | 84 | 4.6% |
| Online consultation | | |
| Face to face best/preferred | 305 | 24.5% |
| Depends on problem/reason/urgency | 235 | 18.9% |
| Would use any/all | 219 | 17.6% |
| Difficult/unable to book an appointment | 201 | 16.2% |
| Quicker/reduces waiting/saves time | 126 | 10.1% |
| Good to have more options/flexibility | 99 | 8.0% |
| Can't assess/diagnose remotely | 80 | 6.4% |
| Many appointments can be carried out remotely | 73 | 5.9% |
| Easier/more convenient | 71 | 5.7% |
| Longer opening times/out of hours needed | 70 | 5.6% |
| Video consultation | | |
| Face to face best/preferred | 351 | 28.1% |
| Depends on problem/reason/urgency | 232 | 18.6% |

| Response | Number | Percentage |
|---|--------|------------|
| Would use any/all | 220 | 17.6% |
| Difficult/unable to book an appointment | 195 | 15.6% |
| Quicker/reduces waiting/saves time | 128 | 10.2% |
| Can't assess/diagnose remotely | 113 | 9.0% |
| Good to have more options/flexibility | 94 | 7.5% |
| Many appointments can be carried out remotely | 67 | 5.4% |
| Longer opening times/out of hours needed | 59 | 4.7% |
| Easier/more convenient | 58 | 4.6% |

Figure 15 – (Q9) Please tell us more [most common responses per appointment type – possibly]

Base: Face to face consultation (53); Telephone consultation (596); Online consultation (611); Video consultation (601)

| Response | Number | Percentage |
|---|--------|------------|
| Face to face consultation | | |
| Depends on problem/reason/urgency | 12 | 22.6% |
| Many appointments can be carried out remotely | 9 | 17.0% |
| Easier/more convenient | 8 | 15.1% |
| Quicker/reduces waiting/saves time | 8 | 15.1% |
| Would use any/all | 5 | 9.4% |
| Telephone consultations useful/preferred | 5 | 9.4% |
| Like online/video consultations | 4 | 7.5% |
| Can't assess/diagnose remotely | 3 | 5.7% |
| Difficult/unable to book an appointment | 3 | 5.7% |
| Longer opening times/hours needed | 3 | 5.7% |
| Telephone consultation | | |
| Face to face best/preferred | 357 | 59.9% |
| Can't assess/diagnose remotely | 108 | 18.1% |
| Depends on problem/reason/urgency | 90 | 15.1% |
| Difficult/unable to book an appointment | 85 | 14.3% |
| Can't use/dislike using technology | 37 | 6.2% |
| Want an appointment with a doctor | 29 | 4.9% |
| Phone lines too busy | 24 | 4.0% |
| Longer opening times/out of hours needed | 22 | 3.7% |
| Patients should have more choice | 18 | 3.0% |
| Good to have more options/flexibility | 17 | 2.9% |
| Online consultation | | |
| Face to face best/preferred | 327 | 53.5% |
| Depends on problem/reason/urgency | 97 | 15.9% |
| Can't assess/diagnose remotely | 89 | 14.6% |
| Difficult/unable to book an appointment | 77 | 12.6% |
| Would use any/all | 50 | 8.2% |
| Can't use/dislike using technology | 28 | 4.6% |

| Response | Number | Percentage |
|--|--------|------------|
| Good to have more options/flexibility | 27 | 4.4% |
| Phone lines too busy | 22 | 3.6% |
| Quicker/reduces waiting/saves time | 22 | 3.6% |
| Want an appointment with a doctor | 21 | 3.4% |
| Video consultation | | |
| Face to face best/preferred | 310 | 51.6% |
| Depends on problem/reason/urgency | 99 | 16.5% |
| Can't assess/diagnose remotely | 82 | 13.6% |
| Difficult/unable to book an appointment | 76 | 12.6% |
| Would use any/all | 43 | 7.2% |
| Want an appointment with a doctor | 31 | 5.2% |
| Longer opening times/out of hours needed | 24 | 4.0% |
| Phone lines too busy | 23 | 3.8% |
| Good to have more options/flexibility | 21 | 3.5% |
| Can't use/dislike using technology | 21 | 3.5% |
| Patients should have more choice | 20 | 3.3% |

The responses of those who answered 'probably not' or 'definitely not' regarding a face to face consultation have not been included as only 13 respondents answered in this way and provided a comment.

Figure 16 – (Q9) Please tell us more [most common responses per appointment type – probably not/definitely not]

Base: Telephone consultation (459); Online consultation (959); Video consultation (972)

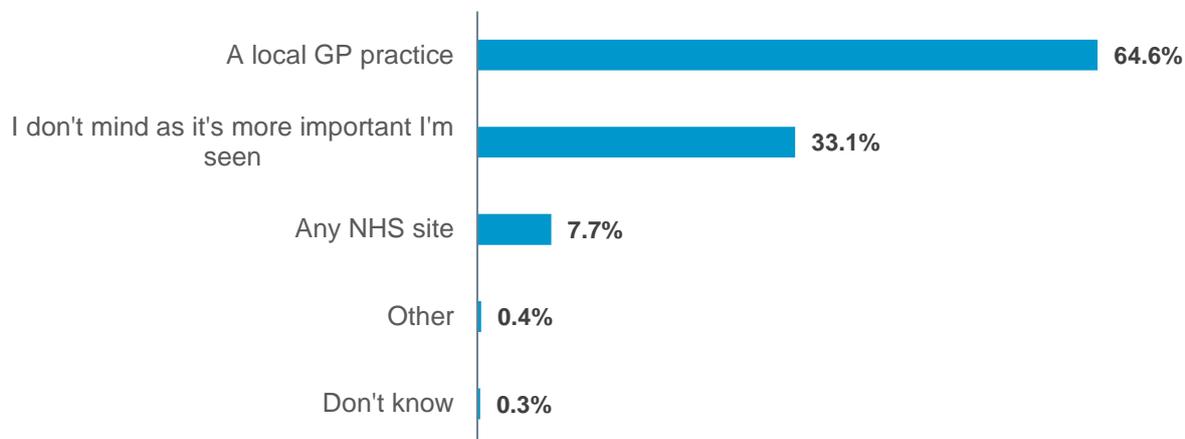
| Response | Number | Percentage |
|---|--------|------------|
| Telephone consultation | | |
| Face to face best/preferred | 305 | 66.4% |
| Can't assess/diagnose remotely | 110 | 24.0% |
| Difficult/unable to book an appointment | 77 | 16.8% |
| Want an appointment with a doctor | 45 | 9.8% |
| Dislike telephone appointments | 32 | 7.0% |
| Can't use/dislike using technology | 21 | 4.6% |
| Deaf/hard of hearing | 17 | 3.7% |
| Depends on problem/reason/urgency | 16 | 3.5% |
| Phone lines too busy | 16 | 3.5% |
| Can't always answer phone/specific times needed | 11 | 2.4% |
| Wastes time/requires extra appointments | 11 | 2.4% |
| Online consultation | | |
| Face to face best/preferred | 572 | 59.6% |
| Can't assess/diagnose remotely | 174 | 18.1% |
| Difficult/unable to book an appointment | 130 | 13.6% |
| Can't use/dislike using technology | 113 | 11.8% |
| Depends on problem/reason/urgency | 88 | 9.2% |

| Response | Number | Percentage |
|--|---------------|-------------------|
| Want an appointment with a doctor | 77 | 8.0% |
| Phone lines too busy | 37 | 3.9% |
| Dislike telephone appointments | 36 | 3.8% |
| Waiting times too long | 26 | 2.7% |
| Wastes time/requires extra appointments | 24 | 2.5% |
| <i>Video consultation</i> | | |
| Face to face best/preferred | 546 | 56.2% |
| Can't assess/diagnose remotely | 154 | 15.8% |
| Difficult/unable to book an appointment | 144 | 14.8% |
| Can't use/dislike using technology | 116 | 11.9% |
| Depends on problem/reason/urgency | 89 | 9.2% |
| Want an appointment with a doctor | 63 | 6.5% |
| Phone lines too busy | 40 | 4.1% |
| Dislike telephone appointments | 27 | 2.8% |
| Waiting times too long | 25 | 2.6% |
| Longer opening times/out of hours needed | 25 | 2.6% |

Almost two thirds (64.6%) of respondents would prefer to be seen at a *local GP practice* for a routine face to face appointment outside the core hours.

Figure 17 – (Q10) If you could book an appointment outside of 8:00am-6:30pm for a routine face to face appointment, where would you prefer to be seen?

Base: 7,623



Subgroup analysis

Subgroups more likely to select a **local GP practice** (64.6% overall) include:

- Those aged 35+ (65.3%) vs those aged 16-34 (57.0%)
- Unemployed respondents (68.4%) vs employed respondents (61.9%)
- Those who have a disability (68.3%) vs those who do not (63.8%)
- Those who would travel to an out of hours appointment via walking (70.9%) or taxi (67.7%)

Subgroups more likely to indicate they **do not mind as it's more important to be seen** (33.1% overall) include:

- Those aged 16-34 (39.7%) vs those aged 35+ (32.5%)
- Employed respondents (35.8%) vs unemployed respondents (29.4%)
- Those who do not have a disability (33.9%) vs those who do (29.5%)
- Those who would travel to an out of hours appointment via their own/family car (35.7%) or a lift from family/friend (34.5%)

Subgroups more likely to select **any NHS site** (7.7% overall) include:

- Male respondents (9.1%) vs female respondents (7.0%)
- Those aged 16-34 (9.9%) vs those aged 35+ (7.5%)
- Employed respondents (8.2%) vs unemployed respondents (6.9%)

The table below shows the responses to this question broken down by PCN.

Figure 18 – (Q10) If you could book an appointment outside of 8:00am – 6:30pm for a routine face to face appointment, where would you prefer to be seen? Results by PCN

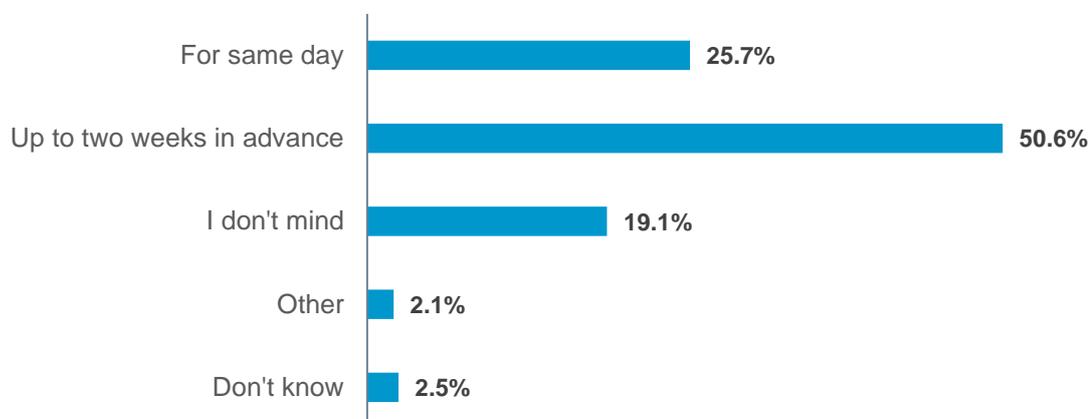
Base: Brigantes (1,129); Five Towns (890); Trinity (1,137); West Wakefield (839); WHA Central (1,972); WHA North (764); WHA South (892)

| PCN | Response | Percentage |
|----------------|--|------------|
| Brigantes | A local GP practice | 59.3% |
| | I don't mind as it's more important I'm seen | 38.7% |
| | Any NHS site | 8.4% |
| | Other | 0.2% |
| | Don't know | 0.2% |
| Five Towns | A local GP practice | 66.1% |
| | I don't mind as it's more important I'm seen | 31.9% |
| | Any NHS site | 6.5% |
| | Other | 0.3% |
| | Don't know | 0.3% |
| Trinity | A local GP practice | 57.2% |
| | I don't mind as it's more important I'm seen | 40.1% |
| | Any NHS site | 7.9% |
| | Other | 0.4% |
| | Don't know | 0.6% |
| West Wakefield | A local GP practice | 68.5% |
| | I don't mind as it's more important I'm seen | 30.3% |
| | Any NHS site | 6.7% |
| | Other | 0.4% |
| | Don't know | 0.1% |
| WHA Central | A local GP practice | 63.7% |
| | I don't mind as it's more important I'm seen | 33.2% |
| | Any NHS site | 9.3% |
| | Other | 0.7% |
| | Don't know | 0.2% |
| WHA North | A local GP practice | 67.8% |
| | I don't mind as it's more important I'm seen | 30.0% |
| | Any NHS site | 6.8% |
| | Other | 0.4% |
| | Don't know | 0.1% |
| WHA South | A local GP practice | 75.1% |
| | I don't mind as it's more important I'm seen | 23.1% |
| | Any NHS site | 5.8% |
| | Other | 0.3% |
| | Don't know | 0.4% |

Respondents would mostly like to book a routine appointment *up to two weeks in advance* (50.6%).

Figure 19 – (Q11) How far ahead would you want to book a routine appointment?

Base: 7,622



Subgroup analysis

Subgroups more likely to select **for same day** (25.7% overall) include:

- Male respondents (30.3%) vs female respondents (23.3%)
- Those aged 55+ (27.1%) vs those aged 16-54 (23.7%)
- Unemployed respondents (28.0%) vs employed respondents (23.9%)
- Those from ethnic minority backgrounds (34.2%) vs those of White ethnicity (24.7%)
- Those who have a disability (31.1%) vs those who do not (24.6%)

Subgroups more likely to select **up to two weeks in advance** (50.6% overall) include:

- Female respondents (54.2%) vs male respondents (43.6%)
- Those aged 16-54 (52.4%) vs those aged 55+ (49.1%)
- Employed respondents (53.3%) vs unemployed respondents (47.0%)
- Those who do not have a disability (51.6%) vs those who do (46.9%)

Subgroups more likely to indicate they **don't mind** (19.1% overall) include:

- Male respondents (20.9%) vs female respondents (18.4%)
- Unemployed respondents (20.4%) vs employed respondents (18.3%)

The table below shows the responses to this question broken down by PCN.

**Figure 20 – (Q11) How far ahead would you want to book a routine appointment?
Results by PCN**

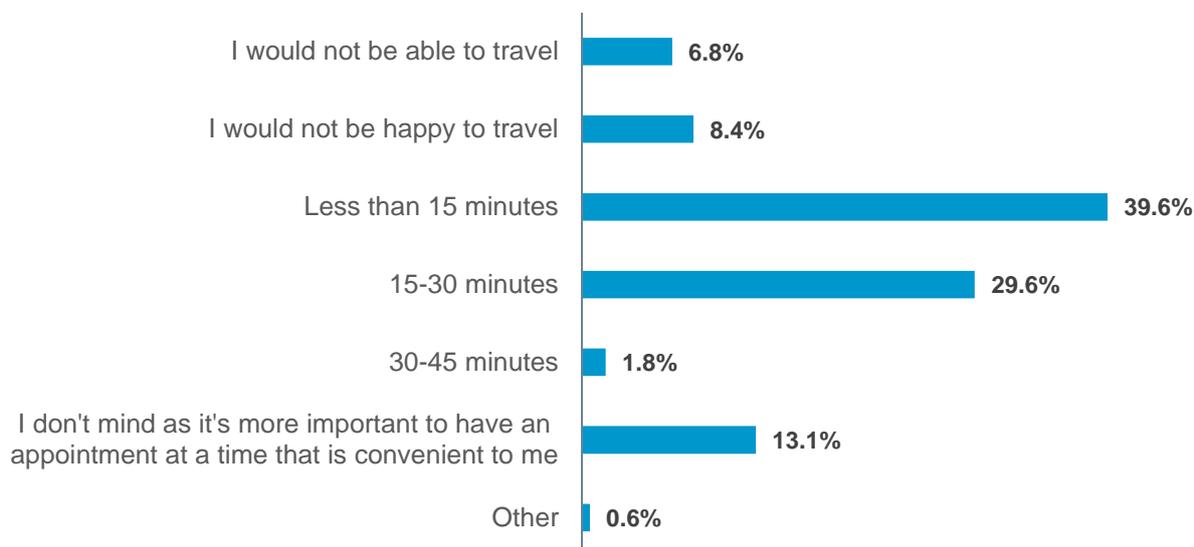
Base: Brigantes (1,129); Five Towns (890); Trinity (1,137); West Wakefield (839); WHA Central (1,971); WHA North (764); WHA South (892)

| PCN | Response | Percentage |
|----------------|----------------------------|------------|
| Brigantes | For same day | 22.8% |
| | Up to two weeks in advance | 55.8% |
| | I don't mind | 16.7% |
| | Other | 2.6% |
| | Don't know | 2.1% |
| Five Towns | For same day | 27.2% |
| | Up to two weeks in advance | 49.6% |
| | I don't mind | 17.5% |
| | Other | 3.3% |
| | Don't know | 2.5% |
| Trinity | For same day | 22.4% |
| | Up to two weeks in advance | 50.7% |
| | I don't mind | 21.1% |
| | Other | 2.8% |
| | Don't know | 2.9% |
| West Wakefield | For same day | 24.6% |
| | Up to two weeks in advance | 54.9% |
| | I don't mind | 17.4% |
| | Other | 1.8% |
| | Don't know | 1.3% |
| WHA Central | For same day | 26.4% |
| | Up to two weeks in advance | 50.7% |
| | I don't mind | 19.2% |
| | Other | 1.3% |
| | Don't know | 2.3% |
| WHA North | For same day | 28.3% |
| | Up to two weeks in advance | 45.8% |
| | I don't mind | 21.2% |
| | Other | 1.7% |
| | Don't know | 3.0% |
| WHA South | For same day | 29.3% |
| | Up to two weeks in advance | 45.0% |
| | I don't mind | 20.9% |
| | Other | 1.7% |
| | Don't know | 3.3% |

Small proportions said they would *not be able* (6.8%) or *happy to travel* (8.4%). The largest proportion (39.6%) would prefer a journey of *less than 15 minutes*. In total, almost half (44.5%) said they would be willing to travel for 15+ minutes, including those who said they *don't mind as it's more important to have an appointment at a time convenient to me*.

Figure 21 – (Q12) If you were offered a face to face routine appointment outside of 8:00am-6:30pm, how far would you be able / happy to travel?

Base: 7,624



Subgroup analysis

Compared with employed respondents, those who were unemployed were more likely to say they would **not be able** (9.3% vs 5.0%) or **happy to travel** (10.3% vs 7.1%).

Subgroups more likely to say they would **not be able to travel** (6.8% overall) include:

- Female respondents (7.3%) vs male respondents (5.5%)
- Those who have a disability (16.8%) vs those who do not (5.3%)
- Those who are not a carer (7.0%) vs those who are (5.2%)
- Those who would travel to an out of hours appointment via walking (12.5%), public transport (14.5%), taxi (15.0%) or a lift from family/friend (12.5%)

Subgroups more likely to say they would **not be happy to travel** (8.4% overall) include:

- Those aged 55+ (10.1%) vs those aged 16-54 (6.3%)
- Those who would walk to an out of hours appointment (11.1%)

Subgroups more likely to say they would **travel less than 15 minutes** (39.6% overall) include:

- Female respondents (41.8%) vs male respondents (35.2%)
- Those aged 35+ (40.1%) vs those aged 16-34 (34.4%)
- Employed respondents (41.5%) vs unemployed respondents (37.2%)
- Those who do not have a disability (40.1%) vs those who do (35.6%)
- Those who would travel to an out of hours appointment via walking (41.0%) or their own/family car (41.1%)

Subgroup analysis continued

Subgroups more likely to say they would **travel 15+ minutes** (44.5% overall [including those who said they don't mind]) include:

- Male respondents (49.4%) vs female respondents (42.2%)
- Those aged 16-34 (54.5%) vs those aged 35+ (43.5%)
- Employed respondents (45.8%) vs unemployed respondents (42.5%)
- Those who do not have a disability (46.0%) vs those who do (36.3%)

Figure 22 shows the number and percentage of respondents from each postcode who indicated that they would be willing to travel 15+ minutes for a routine face to face appointment. As not all respondents provided their postcode, and in some cases only very small numbers provided a unique postcode, caution is advised if drawing conclusions from these results.

Figure 22 – (Q12) If you were offered a face to face routine appointment outside of 8:00am – 6:30pm, how far would you be able / happy to travel? Postcodes of those who would travel for 15+ minutes

| Postcode | Total number of respondents per postcode | Number of respondents in each postcode willing to travel 15+ minutes | Percentage of respondents in each postcode willing to travel 15+ minutes |
|----------|--|--|--|
| DN14 | 196 | 112 | 57.1% |
| DN5 | 11 | 7 | 63.6% |
| DN6 | 27 | 20 | 74.1% |
| HD8 | 2 | 2 | 100.0% |
| HX3 | 1 | 1 | 100.0% |
| LS25 | 6 | 5 | 83.3% |
| LS26 | 123 | 50 | 40.7% |
| S63 | 1 | 1 | 100.0% |
| S72 | 13 | 6 | 46.2% |
| S75 | 5 | 2 | 40.0% |
| SR8 | 1 | 1 | 100.0% |
| SY1 | 1 | 1 | 100.0% |
| WF1 | 797 | 294 | 36.9% |
| WF2 | 1,116 | 489 | 43.8% |
| WF3 | 179 | 73 | 44.1% |
| WF4 | 794 | 333 | 41.9% |
| WF5 | 280 | 107 | 38.2% |
| WF6 | 252 | 97 | 38.5% |
| WF7 | 453 | 158 | 34.5% |
| WF8 | 1,445 | 561 | 38.8% |
| WF9 | 546 | 222 | 40.7% |
| WF10 | 898 | 382 | 42.5% |
| WF11 | 606 | 256 | 42.2% |
| WF12 | 27 | 6 | 22.2% |

| Postcode | Total number of respondents per postcode | Number of respondents in each postcode willing to travel 15+ minutes | Percentage of respondents in each postcode willing to travel 15+ minutes |
|----------|--|--|--|
| WF13 | 3 | 1 | 33.3% |
| WF14 | 8 | 3 | 37.5% |
| WF15 | 1 | 1 | 100.0% |
| WF17 | 2 | 1 | 50.0% |
| WF19 | 1 | - | - |
| YO24 | 1 | - | - |
| YO8 | 3 | 3 | 100.0% |

The table below shows the responses to this question broken down by PCN.

Figure 23 – (Q12) If you were offered a face to face routine appointment outside of 8:00am – 6:30pm, how far would you be able / happy to travel? Results by PCN

Base: Brigantes (1,129); Five Towns (890); Trinity (1,137); West Wakefield (839); WHA Central (1,973); WHA North (764); WHA South (892)

| PCN | Response | Percentage |
|------------|---|------------|
| Brigantes | I would not be able to travel | 4.9% |
| | I would not be happy to travel | 6.6% |
| | Less than 15 minutes | 47.2% |
| | 15-30 minutes | 28.2% |
| | 30-45 minutes | 1.2% |
| | I don't mind as it's more important to have an appointment at a time that is convenient to me | 11.7% |
| | 15+ minutes | 41.0% |
| | Other | 0.3% |
| Five Towns | I would not be able to travel | 8.5% |
| | I would not be happy to travel | 8.8% |
| | Less than 15 minutes | 35.1% |
| | 15-30 minutes | 31.9% |
| | 30-45 minutes | 1.8% |
| | I don't mind as it's more important to have an appointment at a time that is convenient to me | 13.1% |
| | 15+ minutes | 46.9% |
| | Other | 0.8% |
| Trinity | I would not be able to travel | 5.6% |
| | I would not be happy to travel | 7.7% |
| | Less than 15 minutes | 36.6% |
| | 15-30 minutes | 32.4% |
| | 30-45 minutes | 1.7% |
| | I don't mind as it's more important to have an appointment at a time that is convenient to me | 15.3% |
| | 15+ minutes | 49.3% |
| | Other | 0.7% |

| PCN | Response | Percentage |
|----------------|---|------------|
| West Wakefield | I would not be able to travel | 4.3% |
| | I would not be happy to travel | 10.5% |
| | Less than 15 minutes | 41.8% |
| | 15-30 minutes | 29.1% |
| | 30-45 minutes | 1.4% |
| | I don't mind as it's more important to have an appointment at a time that is convenient to me | 12.4% |
| | 15+ minutes | 42.9% |
| | Other | 0.5% |
| WHA Central | I would not be able to travel | 7.8% |
| | I would not be happy to travel | 7.9% |
| | Less than 15 minutes | 39.3% |
| | 15-30 minutes | 28.6% |
| | 30-45 minutes | 2.2% |
| | I don't mind as it's more important to have an appointment at a time that is convenient to me | 13.7% |
| | 15+ minutes | 44.5% |
| | Other | 0.6% |
| WHA North | I would not be able to travel | 8.5% |
| | I would not be happy to travel | 9.2% |
| | Less than 15 minutes | 39.5% |
| | 15-30 minutes | 28.8% |
| | 30-45 minutes | 1.6% |
| | I don't mind as it's more important to have an appointment at a time that is convenient to me | 11.4% |
| | 15+ minutes | 41.8% |
| | Other | 1.0% |
| WHA South | I would not be able to travel | 8.2% |
| | I would not be happy to travel | 10.1% |
| | Less than 15 minutes | 36.9% |
| | 15-30 minutes | 28.8% |
| | 30-45 minutes | 2.5% |
| | I don't mind as it's more important to have an appointment at a time that is convenient to me | 12.8% |
| | 15+ minutes | 44.1% |
| | Other | 0.8% |

Respondents were asked to elaborate on their response to the previous question. These respondents' free text comments have been thematically coded and the most common responses are presented in **Figure 24**, broken down by their response to the previous question.

Figure 24 – (Q13) Please tell us more [most common responses per response]

Base: I would not be able to travel (185); I would not be happy to travel (244); Less than 15 minutes (684); 15-30 minutes (511); 30-45 minutes (47); I don't mind (243)

| Response | Number | Percentage |
|--|--------|------------|
| <i>I would not be able to travel</i> | | |
| Don't drive/have a car | 89 | 48.1% |
| Should be accessible locally | 35 | 18.9% |
| Rely on/limited by public transport | 29 | 15.7% |
| Prefer to see own GP/visit own practice | 27 | 14.6% |
| Disabled/mobility issues | 24 | 13.0% |
| Difficult to travel | 18 | 9.7% |
| Health issues | 14 | 7.6% |
| Rely on family/others to take me | 13 | 7.0% |
| Dislike/feel unsafe travelling far | 9 | 4.9% |
| Not easy/safe to travel when unwell | 7 | 3.8% |
| Cost of travelling further | 7 | 3.8% |
| <i>I would not be happy to travel</i> | | |
| Prefer to see own GP/visit own practice | 89 | 36.5% |
| Should be accessible locally | 73 | 29.9% |
| Don't drive/have a car | 26 | 10.7% |
| Complaint about service/booking appointments | 23 | 9.4% |
| Not easy/safe to travel when unwell | 16 | 6.6% |
| Rely on/limited by public transport | 15 | 6.1% |
| Face to face appointments important | 12 | 4.9% |
| Depends on urgency/reason for appointment | 12 | 4.9% |
| Disabled/mobility issues | 11 | 4.5% |
| Difficult for older people to travel | 10 | 4.1% |
| <i>Less than 15 minutes</i> | | |
| Should be accessible locally | 144 | 21.1% |
| Prefer to see own GP/visit own practice | 122 | 17.8% |
| Don't drive/have a car | 84 | 12.3% |
| Wouldn't travel far/out of local area | 80 | 11.7% |
| Not easy/safe to travel when unwell | 50 | 7.3% |
| Cost of travelling further | 50 | 7.3% |
| Depends on urgency/reason for appointment | 47 | 6.9% |
| Complaint about service/booking appointments | 44 | 6.4% |
| Rely on/limited by public transport | 41 | 6.0% |
| Important to be seen/access advice quickly | 31 | 4.5% |
| <i>15-30 minutes</i> | | |
| Depends on urgency/reason for appointment | 63 | 12.3% |

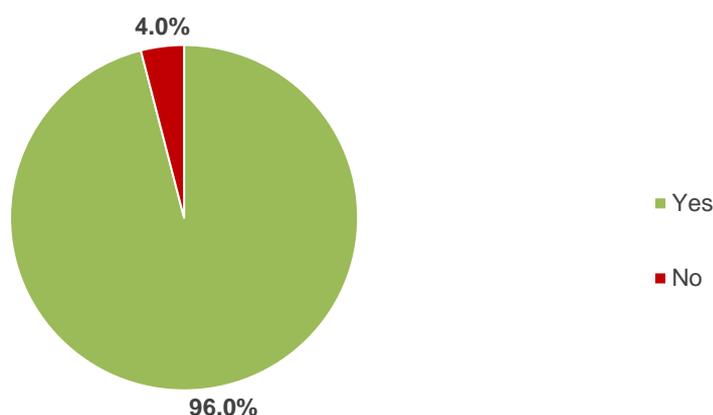
| Response | Number | Percentage |
|---|---------------|-------------------|
| Flexible/willing to travel | 58 | 11.4% |
| Wouldn't travel far/out of local area | 55 | 10.8% |
| Important to be seen/access advice quickly | 53 | 10.4% |
| Should be accessible locally | 51 | 10.0% |
| Prefer to see own GP/visit own practice | 42 | 8.2% |
| Complaint about service/booking appointments | 41 | 8.0% |
| Not easy/safe to travel when unwell | 39 | 7.6% |
| Reasonable travel time | 37 | 7.6% |
| Don't drive/have a car | 36 | 7.0% |
| 30-45 minutes | | |
| Flexible/willing to travel | 9 | 19.1% |
| Don't drive/have a car | 7 | 14.9% |
| Important to be seen/access advice quickly | 7 | 14.9% |
| Face to face appointments important | 6 | 12.8% |
| Depends on urgency/reason for appointment | 5 | 10.6% |
| Rely on/limited by public transport | 4 | 8.5% |
| Should be accessible locally | 4 | 8.5% |
| Able to drive/have a car | 3 | 6.7% |
| Not easy/safe to travel when unwell | 3 | 6.7% |
| Depends on accessibility/ease of travel | 3 | 6.7% |
| <i>I don't mind as it's more important to have an appointment at a time that is convenient to me</i> | | |
| Important to be seen/access advice quickly | 79 | 32.5% |
| Flexible/willing to travel | 52 | 21.4% |
| Face to face appointments important | 27 | 11.1% |
| Complaint about service/booking appointments | 19 | 7.8% |
| Depends on urgency/reason for appointment | 17 | 7.0% |
| Able to drive/have a car | 15 | 6.2% |
| Should be accessible locally | 14 | 5.8% |
| Prefer to see own GP/visit own practice | 12 | 4.9% |
| Would travel if necessary but prefer local | 11 | 4.5% |

Urgent appointments outside of core GP practice hours

Nearly all (96.0%) respondents said yes, they would consider an appointment for urgent clinical advice or treatment from a GP service outside the core hours.

Figure 25 – (Q14) If you needed to book an appointment for urgent clinical advice or treatment from a GP service, would you consider an appointment outside the core hours of 8:00am-6:30pm?

Base: 8,330



Subgroup analysis

Subgroups more likely to say they **would** consider an urgent appointment outside the core hours of 8:00am-6:30pm (96.0% overall) include:

- Female respondents (96.4%) vs male respondents (95.3%)
- Those aged 35-54 (96.8%) vs those aged 16-34 (95.0%) and 55+ (95.8%)
- Employed respondents (97.2%) vs unemployed respondents (94.6%)
- Those of White ethnicity (96.1%) vs those from ethnic minority backgrounds (92.6%)
- Those who do not have a disability (96.4%) vs those who do (93.6%)
- Those who would travel to an out of hours appointment via bike (98.4%)

Subgroups more likely to say they **would not** consider an urgent appointment outside the core hours of 8:00am-6:30pm (4.0% overall) include:

- Male respondents (4.7%) vs female respondents (3.6%)
- Those aged 16-34 (5.0%) and 55+ (4.2%) vs those aged 35-54 (3.2%)
- Unemployed respondents (5.4%) vs employed respondents (2.8%)
- Those from ethnic minority backgrounds (7.4%) vs those of White ethnicity (3.9%)
- Those who have a disability (6.4%) vs those who do not (3.6%)
- Those who would travel to an out of hours appointment via public transport (5.1%) or taxi (6.5%)

The table below shows the responses to this question broken down by PCN.

Figure 26 – (Q14) If you needed to book an appointment for urgent clinical advice or treatment from a GP service, would you consider an appointment outside the core hours of 8:00am – 6:30pm? Results by PCN

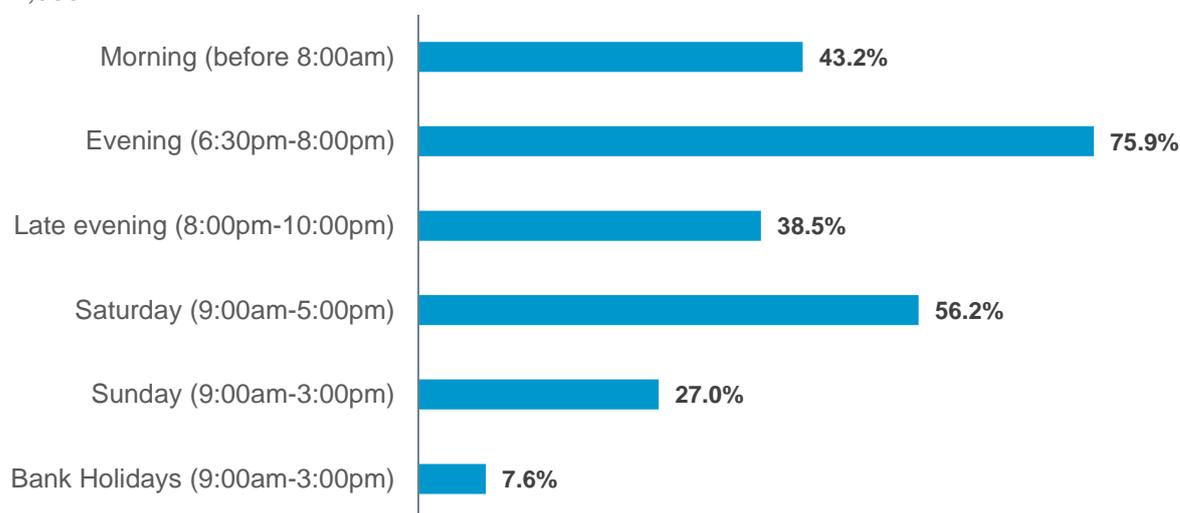
Base: Brigantes (1,205); Five Towns (954); Trinity (1,247); West Wakefield (945); WHA Central (2,145); WHA North (846); WHA South (988)

| PCN | Response | Percentage |
|----------------|----------|------------|
| Brigantes | Yes | 97.3% |
| | No | 2.7% |
| Five Towns | Yes | 96.5% |
| | No | 3.5% |
| Trinity | Yes | 95.9% |
| | No | 4.1% |
| West Wakefield | Yes | 95.1% |
| | No | 4.9% |
| WHA Central | Yes | 95.5% |
| | No | 4.5% |
| WHA North | Yes | 94.8% |
| | No | 5.2% |
| WHA South | Yes | 96.6% |
| | No | 3.4% |

As seen for the section regarding routine appointments, respondents were asked to select which times would be useful for them to have an appointment for urgent clinical advice or treatment from a GP service outside the core hours. Three quarters (75.9%) selected *evening (6:30pm-8:00pm)*.

Figure 27 – (Q16) Which times would be most useful to you to have an appointment for urgent clinical advice or treatment from a GP service?

Base: 7,983



Subgroup analysis

Subgroups more likely to select **morning (before 8:00am)** (43.2% overall) include:

- Those aged 35+ (44.0%) vs those aged 16-34 (35.9%)
- Those who do not have a disability (44.5%) vs those who do (35.7%)

Subgroups more likely to select **evening (6:30pm-8:00pm)** (75.9% overall) include:

- Female respondents (76.8%) vs male respondents (74.2%)
- Employed respondents (77.3%) vs unemployed respondents (74.2%)
- Those of White ethnicity (76.8%) vs those from ethnic minority backgrounds (64.8%)
- Those who do not have a disability (76.8%) vs those who do (70.3%)

Subgroups more likely to select **late evening (8:00pm-10:00pm)** (38.5% all overall) include:

- Male respondents (40.2%) vs female respondents (37.8%)
- Those aged 16-34 (49.1%) vs those aged 35+ (37.4%)
- Employed respondents (44.6%) vs unemployed respondents (30.5%)
- Those who do not have a disability (39.4%) vs those who do (32.5%)

Subgroups more likely to select **Saturday (9:00am-5:00pm)** (56.2% overall) include:

- Female respondents (58.9%) vs male respondents (50.4%)
- Those of White ethnicity (57.3%) vs those from ethnic minority backgrounds (45.5%)
- Those who are a carer (60.5%) vs those who are not (55.5%)

Subgroup analysis continued

Subgroups more likely to select **Sunday (9:00am-3:00pm)** (27.0% overall) include:

- Female respondents (28.2%) vs male respondents (24.3%)
- Those aged 16-34 (32.3%) vs those aged 35+ (26.2%)
- Unemployed respondents (29.1%) vs employed respondents (25.2%)
- Those who have a disability (30.7%) vs those who do not (26.5%)
- Those who are a carer (31.3%) vs those who are not (26.2%)

Subgroups more likely to select **Bank Holidays (9:00am-3:00pm)** (7.6% overall) include:

- Female respondents (8.2%) vs male respondents (6.5%)
- Those aged 55+ (8.4%) vs those aged 16-54 (6.7%)
- Unemployed respondents (10.1%) vs employed respondents (5.6%)
- Those who have a disability (12.7%) vs those who do (6.9%)
- Those who are a carer (10.3%) vs those who are not (7.1%)

The table below shows the responses to this question broken down by PCN.

Figure 28 – (Q16) Which times would be most useful to you to have an appointment for urgent clinical advice or treatment from a GP service? Results by PCN

Base: Brigantes (1,172); Five Towns (920); Trinity (1,196); West Wakefield (899); WHA Central (2,046); WHA North (802); WHA South (948)

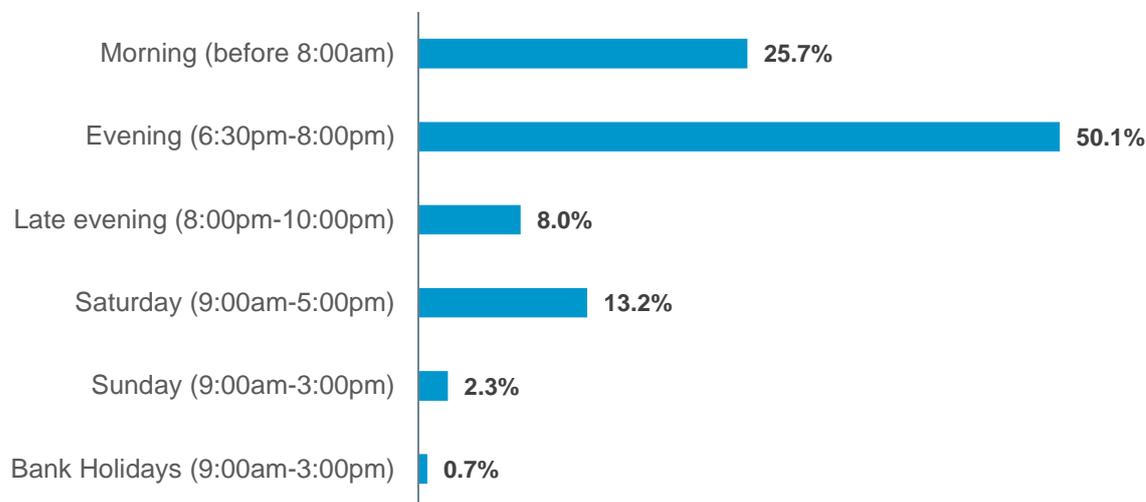
| PCN | Response | Percentage |
|----------------|-------------------------------|------------|
| Brigantes | Morning (before 8:00am) | 43.3% |
| | Evening (6:30pm-8:00pm) | 76.5% |
| | Late evening (8:00pm-10:00pm) | 38.9% |
| | Saturday (9:00am-5:00pm) | 61.9% |
| | Sunday (9:00am-3:00pm) | 28.9% |
| | Bank Holidays (9:00am-3:00pm) | 6.7% |
| Five Towns | Morning (before 8:00am) | 38.7% |
| | Evening (6:30pm-8:00pm) | 78.0% |
| | Late evening (8:00pm-10:00pm) | 40.1% |
| | Saturday (9:00am-5:00pm) | 55.7% |
| | Sunday (9:00am-3:00pm) | 27.5% |
| | Bank Holidays (9:00am-3:00pm) | 7.0% |
| Trinity | Morning (before 8:00am) | 41.6% |
| | Evening (6:30pm-8:00pm) | 76.2% |
| | Late evening (8:00pm-10:00pm) | 37.0% |
| | Saturday (9:00am-5:00pm) | 57.5% |
| | Sunday (9:00am-3:00pm) | 29.9% |
| | Bank Holidays (9:00am-3:00pm) | 6.9% |
| West Wakefield | Morning (before 8:00am) | 42.6% |
| | Evening (6:30pm-8:00pm) | 73.7% |
| | Late evening (8:00pm-10:00pm) | 36.0% |
| | Saturday (9:00am-5:00pm) | 57.5% |

| PCN | Response | Percentage |
|-------------|-------------------------------|------------|
| | Sunday (9:00am-3:00pm) | 28.3% |
| | Bank Holidays (9:00am-3:00pm) | 10.9% |
| WHA Central | Morning (before 8:00am) | 45.0% |
| | Evening (6:30pm-8:00pm) | 76.8% |
| | Late evening (8:00pm-10:00pm) | 39.9% |
| | Saturday (9:00am-5:00pm) | 54.3% |
| | Sunday (9:00am-3:00pm) | 24.9% |
| | Bank Holidays (9:00am-3:00pm) | 7.0% |
| WHA North | Morning (before 8:00am) | 46.1% |
| | Evening (6:30pm-8:00pm) | 74.3% |
| | Late evening (8:00pm-10:00pm) | 38.0% |
| | Saturday (9:00am-5:00pm) | 51.4% |
| | Sunday (9:00am-3:00pm) | 23.3% |
| | Bank Holidays (9:00am-3:00pm) | 7.5% |
| WHA South | Morning (before 8:00am) | 43.6% |
| | Evening (6:30pm-8:00pm) | 74.3% |
| | Late evening (8:00pm-10:00pm) | 37.9% |
| | Saturday (9:00am-5:00pm) | 55.1% |
| | Sunday (9:00am-3:00pm) | 26.6% |
| | Bank Holidays (9:00am-3:00pm) | 8.6% |

Half (50.1%) of respondents also selected *evening (6:30pm-8:00pm)* as their preference of appointment time for urgent clinical advice or treatment from a GP service.

Figure 29 – (Q17) Which of the times you have selected would you prefer to have an appointment for urgent clinical advice or treatment from a GP service?

Base: 7,838



Subgroup analysis

Subgroups more likely to select **morning (before 8:00am)** (25.7% overall) include:

- Male respondents (27.4%) vs female respondents (25.0%)
- Those aged 55+ (29.6%) vs those aged 16-54 (20.6%)
- Unemployed respondents (28.7%) vs employed respondents (23.5%)

Employed respondents were more likely to select **evening (6:30pm-8:00pm)** (51.2%) and **late evening (8:00pm-10:00pm)** (10.6%) than unemployed respondents (48.8% and 4.7% respectively).

Male respondents were also more likely to select **late evening (8:00pm-10:00pm)** (9.9%) than female respondents (7.1%).

Subgroups more likely to select **Saturday (9:00am-5:00pm)** (13.2% overall) include:

- Female respondents (14.3%) vs male respondents (10.6%)
- Unemployed respondents (14.2%) vs employed respondents (12.3%)
- Those who have a disability (16.2%) vs those who do not (12.7%)
- Those who are a carer (15.9%) vs those who are not (12.5%)

Female respondents and those aged 16-34 were more likely to select **Sunday (9:00am-3:00pm)** (3.9% and 2.9% respectively) than male respondents (1.6%) and those aged 35+ (2.0%).

Unemployed respondents and those who are a carer were more likely to select **Bank Holidays (9:00am-3:00pm)** (1.1% and 1.4% respectively) than employed respondents (0.3%) and those who are not a carer (0.6%).

The table below shows the responses to this question broken down by PCN.

Figure 30 – (Q17) Which of the times you have selected would you prefer to have an appointment for urgent clinical advice or treatment from a GP service? Results by PCN

Base: Brigantes (1,153); Five Towns (900); Trinity (1,180); West Wakefield (882); WHA Central (2,011); WHA North (781); WHA South (931)

| PCN | Response | Percentage |
|----------------|-------------------------------|------------|
| Brigantes | Morning (before 8:00am) | 24.1% |
| | Evening (6:30pm-8:00pm) | 51.7% |
| | Late evening (8:00pm-10:00pm) | 8.2% |
| | Saturday (9:00am-5:00pm) | 12.8% |
| | Sunday (9:00am-3:00pm) | 2.4% |
| | Bank Holidays (9:00am-3:00pm) | 0.8% |
| Five Towns | Morning (before 8:00am) | 22.7% |
| | Evening (6:30pm-8:00pm) | 52.4% |
| | Late evening (8:00pm-10:00pm) | 9.0% |
| | Saturday (9:00am-5:00pm) | 12.8% |
| | Sunday (9:00am-3:00pm) | 2.6% |
| | Bank Holidays (9:00am-3:00pm) | 0.6% |
| Trinity | Morning (before 8:00am) | 25.6% |
| | Evening (6:30pm-8:00pm) | 49.1% |
| | Late evening (8:00pm-10:00pm) | 7.5% |
| | Saturday (9:00am-5:00pm) | 14.2% |
| | Sunday (9:00am-3:00pm) | 3.3% |
| | Bank Holidays (9:00am-3:00pm) | 0.4% |
| West Wakefield | Morning (before 8:00am) | 27.3% |
| | Evening (6:30pm-8:00pm) | 50.3% |
| | Late evening (8:00pm-10:00pm) | 6.3% |
| | Saturday (9:00am-5:00pm) | 12.5% |
| | Sunday (9:00am-3:00pm) | 2.3% |
| | Bank Holidays (9:00am-3:00pm) | 1.2% |
| WHA Central | Morning (before 8:00am) | 26.3% |
| | Evening (6:30pm-8:00pm) | 50.4% |
| | Late evening (8:00pm-10:00pm) | 8.5% |
| | Saturday (9:00am-5:00pm) | 12.6% |
| | Sunday (9:00am-3:00pm) | 1.9% |
| | Bank Holidays (9:00am-3:00pm) | 0.2% |
| WHA North | Morning (before 8:00am) | 27.5% |
| | Evening (6:30pm-8:00pm) | 48.3% |
| | Late evening (8:00pm-10:00pm) | 7.6% |
| | Saturday (9:00am-5:00pm) | 14.0% |
| | Sunday (9:00am-3:00pm) | 1.4% |
| | Bank Holidays (9:00am-3:00pm) | 1.3% |
| WHA South | Morning (before 8:00am) | 26.4% |
| | Evening (6:30pm-8:00pm) | 48.1% |

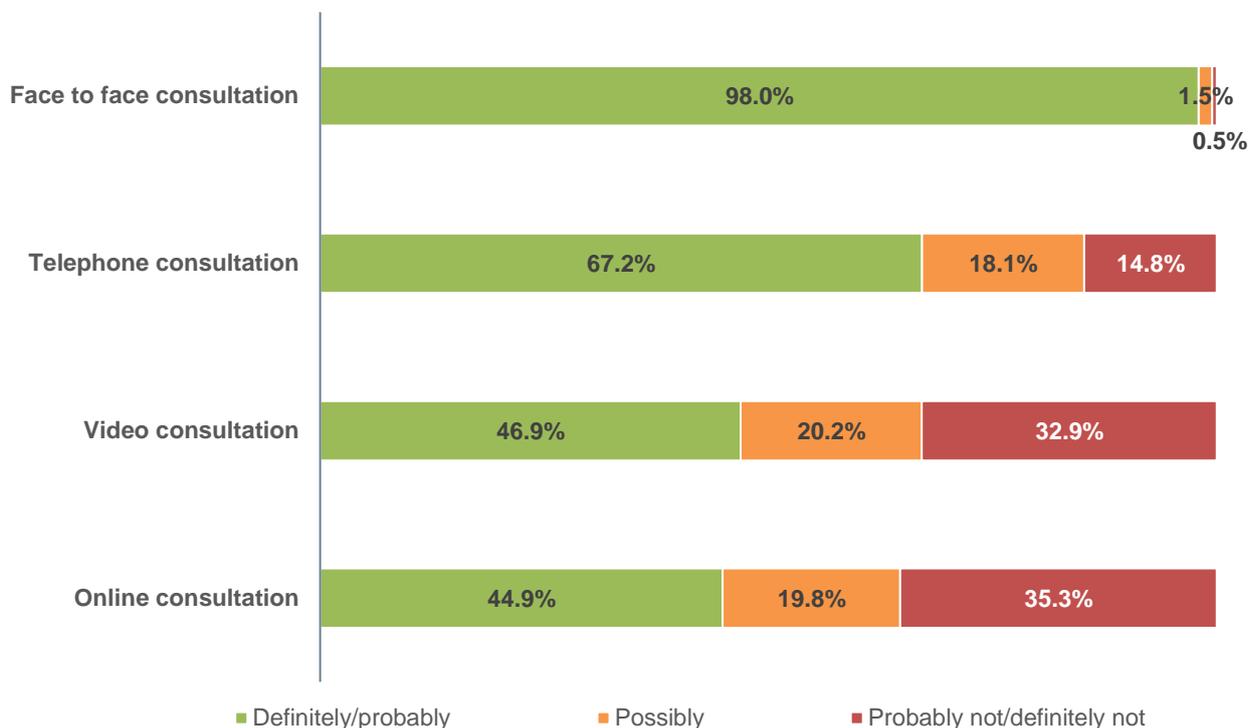
| PCN | Response | Percentage |
|-----|-------------------------------|------------|
| | Late evening (8:00pm-10:00pm) | 8.7% |
| | Saturday (9:00am-5:00pm) | 13.9% |
| | Sunday (9:00am-3:00pm) | 2.0% |
| | Bank Holidays (9:00am-3:00pm) | 0.9% |

Nearly all (98.0%) respondents said they would ‘definitely’ or ‘probably’ be likely to use a *face to face consultation* from a GP practice for urgent clinical advice or treatment.

Furthermore, 30.7% of those who said they would consider an appointment for urgent clinical advice or treatment outside of the core hours indicated that they did not mind which type of appointment they used (not shown in chart).

Figure 31 – (Q18) How likely would you be to use the different types of appointments from a GP practice for urgent clinical advice or treatment?

Base: Face to face consultation (7,170) Telephone consultation (7,118); Online consultation (6,893); Video consultation (6,922)



Subgroup analysis

Those aged 55+ and those of White ethnicity were more likely to say they would **definitely or probably use a face to face appointment** (98.5% and 98.3% respectively) vs those aged 16-54 and those from ethnic minority backgrounds (97.5% and 92.4%).

Female respondents and those aged 35+ were more likely to say they would **definitely or probably use a telephone appointment** (69.7% and 68.5% respectively) than male respondents (62.4%) and those aged 16-34 (63.8%).

Subgroups more likely to say they would **probably not or definitely not use a telephone consultation** (14.8% overall) include:

- Male respondents (17.5%) vs female respondents (13.1%)
- Those aged 16-34 (18.4%) vs those aged 35+ (14.2%)
- Employed respondents (16.1%) vs unemployed respondents (13.0%)

Subgroup analysis continued

Subgroups more likely to say they would **definitely or probably use an online consultation** (44.9% overall) include:

- Female respondents (47.3%) vs male respondents (40.6%)
- Those aged 16-54 (52.4%) vs those aged 55+ (39.2%)
- Employed respondents (49.1%) vs unemployed respondents (39.0%)

Subgroups more likely to say they would **probably not or definitely not use an online consultation** (35.3% overall) include:

- Male respondents (38.0%) vs female respondents (33.7%)
- Those aged 55+ (39.9%) vs those aged 16-54 (29.3%)
- Unemployed respondents (40.0%) vs employed respondents (32.0%)
- Those who have a disability (39.9%) vs those who do not (34.1%)

Subgroups more likely to say they would **definitely or probably use a video consultation** (46.9% overall) include:

- Those aged 16-54 (53.0%) vs those aged 55+ (42.3%)
- Employed respondents (52.1%) vs unemployed respondents (39.3%)
- Those who do not have a disability (47.9%) vs those who do (42.8%)

Subgroups more likely to say they would **probably not or definitely not use a video consultation** (32.9% overall) include:

- Those aged 55+ (36.7%) vs those aged 16-54 (27.7%)
- Unemployed respondents (39.1%) vs employed respondents (28.6%)
- Those of White ethnicity (32.8%) vs those from ethnic minority backgrounds (21.2%)
- Those who have a disability (39.3%) vs those who do not (31.7%)

Subgroups more likely to indicate that they **don't mind which appointment type they use** (30.7% overall) include:

- Those aged 35-54 (34.3%) vs those aged 55+ (28.7%)
- Employed respondents (31.9%) vs unemployed respondents (28.8%)
- Those from ethnic minority backgrounds (43.8%) vs those of White ethnicity (30.4%)

The table below shows the responses to this question broken down by PCN.

Figure 32 – (Q18) How likely would you be to use the different types of appointments from a GP practice for urgent clinical advice or treatment? Results by PCN

Base: Brigantes (varies between 1,033 and 1,060); Five Towns (varies between 807 and 845); Trinity (varies between 1,028 and 1,085); West Wakefield (varies between 752 and 786); WHA Central (varies between 1,761 and 1,834); WHA North (varies between 692 and 720); WHA South (varies between 816 and 843)

| PCN | Response | Percentage |
|----------------------------------|---------------------|------------|
| Face to face consultation | | |
| Brigantes | Definitely/probably | 97.5% |
| | Possibly | 1.7% |

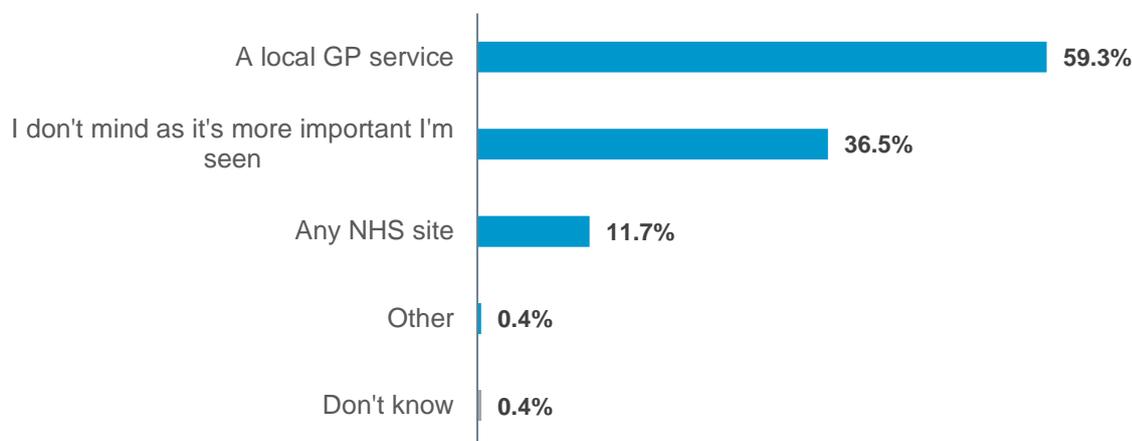
| PCN | Response | Percentage |
|-------------------------------|-----------------------------|------------|
| | Probably not/definitely not | 0.8% |
| Five Towns | Definitely/probably | 98.6% |
| | Possibly | 1.1% |
| | Probably not/definitely not | 0.4% |
| Trinity | Definitely/probably | 97.4% |
| | Possibly | 1.8% |
| | Probably not/definitely not | 0.7% |
| West Wakefield | Definitely/probably | 98.6% |
| | Possibly | 1.3% |
| | Probably not/definitely not | 0.1% |
| WHA Central | Definitely/probably | 98.4% |
| | Possibly | 1.3% |
| | Probably not/definitely not | 0.4% |
| WHA North | Definitely/probably | 98.5% |
| | Possibly | 1.0% |
| | Probably not/definitely not | 0.6% |
| WHA South | Definitely/probably | 97.4% |
| | Possibly | 2.3% |
| | Probably not/definitely not | 0.4% |
| Telephone consultation | | |
| Brigantes | Definitely/probably | 68.1% |
| | Possibly | 18.1% |
| | Probably not/definitely not | 13.8% |
| Five Towns | Definitely/probably | 64.3% |
| | Possibly | 17.0% |
| | Probably not/definitely not | 18.8% |
| Trinity | Definitely/probably | 61.7% |
| | Possibly | 20.5% |
| | Probably not/definitely not | 17.8% |
| West Wakefield | Definitely/probably | 70.0% |
| | Possibly | 16.8% |
| | Probably not/definitely not | 13.2% |
| WHA Central | Definitely/probably | 69.3% |
| | Possibly | 17.2% |
| | Probably not/definitely not | 13.5% |
| WHA North | Definitely/probably | 67.3% |
| | Possibly | 18.2% |
| | Probably not/definitely not | 14.5% |
| WHA South | Definitely/probably | 68.5% |
| | Possibly | 19.0% |
| | Probably not/definitely not | 12.5% |
| Video consultation | | |
| Brigantes | Definitely/probably | 51.4% |
| | Possibly | 18.9% |

| PCN | Response | Percentage |
|----------------------------|-----------------------------|------------|
| | Probably not/definitely not | 29.7% |
| Five Towns | Definitely/probably | 40.7% |
| | Possibly | 19.6% |
| | Probably not/definitely not | 39.6% |
| Trinity | Definitely/probably | 45.5% |
| | Possibly | 21.7% |
| | Probably not/definitely not | 32.8% |
| West Wakefield | Definitely/probably | 46.8% |
| | Possibly | 20.1% |
| | Probably not/definitely not | 33.1% |
| WHA Central | Definitely/probably | 48.3% |
| | Possibly | 19.2% |
| | Probably not/definitely not | 32.5% |
| WHA North | Definitely/probably | 44.7% |
| | Possibly | 19.2% |
| | Probably not/definitely not | 36.1% |
| WHA South | Definitely/probably | 47.5% |
| | Possibly | 23.8% |
| | Probably not/definitely not | 28.7% |
| Online consultation | | |
| Brigantes | Definitely/probably | 46.2% |
| | Possibly | 20.0% |
| | Probably not/definitely not | 33.8% |
| Five Towns | Definitely/probably | 39.4% |
| | Possibly | 20.6% |
| | Probably not/definitely not | 40.0% |
| Trinity | Definitely/probably | 41.0% |
| | Possibly | 20.3% |
| | Probably not/definitely not | 38.7% |
| West Wakefield | Definitely/probably | 48.7% |
| | Possibly | 20.2% |
| | Probably not/definitely not | 31.1% |
| WHA Central | Definitely/probably | 47.2% |
| | Possibly | 19.0% |
| | Probably not/definitely not | 33.7% |
| WHA North | Definitely/probably | 44.9% |
| | Possibly | 18.2% |
| | Probably not/definitely not | 36.8% |
| WHA South | Definitely/probably | 45.0% |
| | Possibly | 20.5% |
| | Probably not/definitely not | 34.6% |

Six in ten (59.3%) would prefer to be seen at a *local GP practice* for an urgent appointment with a GP service outside the core hours.

Figure 33 – (Q20) If you could book an appointment outside of 8:00am – 6:30pm for an urgent appointment with a GP service, where would you prefer to be seen?

Base: 7,990



Subgroup analysis

Subgroups more likely to select a **local GP service** (59.3% overall) include:

- Those aged 55+ (62.5%) vs those aged 16-54 (54.9%)
- Unemployed respondents (63.2%) vs employed respondents (56.4%)
- Those who have a disability (65.3%) vs those who do not (58.2%)
- Those who would travel to an out of hours appointment via walking (66.2%) or taxi (64.2%)

Subgroups more likely to indicate that they **don't mind as it's more important to be seen** (36.5% overall) include:

- Those aged 16-34 (44.5%) vs those aged 35+ (35.7%)
- Employed respondents (39.0%) vs unemployed respondents (33.2%)
- Those who do not have a disability (37.7%) vs those who do (30.5%)
- Those who would travel to an out of hours appointment via bike (40.2%) or their own/family car (40.0%)

Subgroups more likely to select **any NHS site** (11.7% overall) include:

- Male respondents (13.0%) vs female respondents (11.0%)
- Those aged 16-34 (14.2%) vs those aged 35+ (11.4%)
- Employed respondents (12.8%) vs unemployed respondents (10.0%)
- Those from ethnic minority backgrounds (17.6%) vs those of White ethnicity (11.7%)
- Those who do not have a disability (12.1%) vs those who do (9.2%)
- Those who would travel to an out of hours appointment via bike (21.3%) or taxi (17.4%)

The table below shows the responses to this question broken down by PCN.

Figure 34 – (Q20) If you could book an appointment outside of 8:00am-6:30pm for an urgent appointment with a GP service, where would you prefer to be seen? Results by PCN

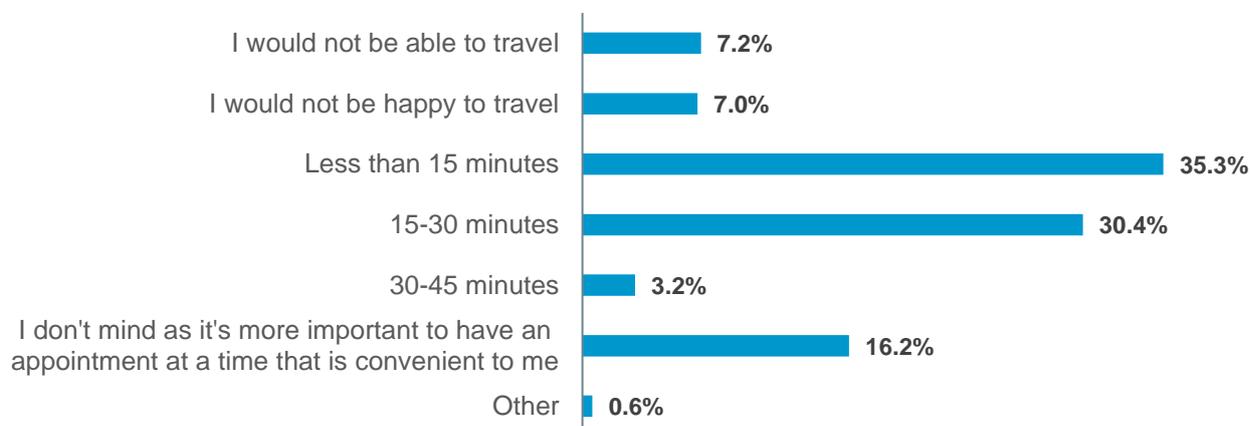
Base: Brigantes (1,172); Five Towns (921); Trinity (1,196); West Wakefield (899); WHA Central (2,046); WHA North (802); WHA South (954)

| PCN | Response | Percentage |
|----------------|--|------------|
| Brigantes | A local GP service | 54.9% |
| | I don't mind as it's more important I'm seen | 41.0% |
| | Any NHS site | 13.9% |
| | Other | 0.2% |
| | Don't know | 0.3% |
| Five Towns | A local GP service | 59.6% |
| | I don't mind as it's more important I'm seen | 36.9% |
| | Any NHS site | 9.9% |
| | Other | 0.1% |
| | Don't know | 0.4% |
| Trinity | A local GP service | 52.6% |
| | I don't mind as it's more important I'm seen | 41.7% |
| | Any NHS site | 12.0% |
| | Other | 0.6% |
| | Don't know | 0.8% |
| West Wakefield | A local GP service | 61.2% |
| | I don't mind as it's more important I'm seen | 35.7% |
| | Any NHS site | 9.8% |
| | Other | 0.4% |
| | Don't know | 0.3% |
| WHA Central | A local GP service | 59.4% |
| | I don't mind as it's more important I'm seen | 36.2% |
| | Any NHS site | 12.6% |
| | Other | 0.6% |
| | Don't know | 0.1% |
| WHA North | A local GP service | 64.8% |
| | I don't mind as it's more important I'm seen | 31.5% |
| | Any NHS site | 11.5% |
| | Other | 0.6% |
| | Don't know | 0.6% |
| WHA South | A local GP service | 66.1% |
| | I don't mind as it's more important I'm seen | 29.7% |
| | Any NHS site | 10.4% |
| | Other | 0.3% |
| | Don't know | 0.7% |

A third (35.3%) of respondents said they would be willing to travel *less than 15 minutes* for an urgent face to face appointment outside the core hours. Half (49.9%) of respondents said they would be willing to travel 15+ minutes, including those who said they *don't mind*.

Figure 35 – (Q21) If you were offered a face to face appointment outside of 8:00am-6:30pm, how far would you be able / happy to travel?

Base: 7,986



Subgroup analysis

Subgroups more likely to say they would **not be able to travel** (7.2% overall) include:

- Female respondents (7.7%) vs male respondents (6.0%)
- Unemployed respondents (9.6%) vs employed respondents (5.4%)
- Those who have a disability (17.9%) vs those who do not (5.5%)
- Those who would travel to an out of hours appointment via walking (13.0%) public transport (12.9%), taxi (13.8%) or a lift from family/friend (12.3%)

Subgroups more likely to say they would **not be happy to travel** (7.0% overall) include:

- Those aged 55+ (8.3%) vs those aged 16-54 (5.3%)
- Unemployed respondents (8.3%) vs employed respondents (6.1%)
- Those who would walk to an out of hours appointment (9.4%)

Subgroups more likely to say they would **travel less than 15 minutes** (35.3% overall) include:

- Female respondents (36.5%) vs male respondents (32.8%)
- Those aged 35+ (35.7%) vs those aged 16-34 (31.7%)
- Employed respondents (36.8%) vs unemployed respondents (33.3%)
- Those who would travel to an out of hours appointment via walking (37.2%) or their own/family car (36.1%)

Subgroups more likely to say they would **travel 15+ minutes** (49.9% overall [including those who said they don't mind]) include:

- Male respondents (53.6%) vs female respondents (48.2%)
- Those aged 16-34 (57.9%) vs those aged 35+ (49.0%)
- Employed respondents (51.2%) vs unemployed respondents (48.0%)
- Those who do not have a disability (52.0%) vs those who do (37.5%)
- Those who would travel to an out of hours appointment via bike (62.3%) or their own/family car (54.7%)

Figure 36 shows the number and percentage of respondents from each postcode who indicated that they would be willing to travel 15+ minutes for an urgent face to face appointment. As not all respondents provided their postcode, and in some cases only very small numbers provided a unique postcode, caution is advised if drawing conclusions from these results.

Figure 36 – (Q21) If you were offered a face to face appointment outside of 8:00am-6:30pm, how far would you be able / happy to travel? Postcodes of those who would travel for 15+ minutes

| Postcode | Total number of respondents per postcode | Number of respondents in each postcode willing to travel 15+ minutes | Percentage of respondents in each postcode willing to travel 15+ minutes |
|----------|--|--|--|
| DN14 | 196 | 129 | 65.8% |
| DN5 | 11 | 8 | 72.7% |
| DN6 | 27 | 20 | 74.1% |
| HD8 | 2 | 2 | 100.0% |
| HX3 | 1 | 1 | 100.0% |
| LS25 | 6 | 5 | 83.3% |
| LS26 | 123 | 55 | 44.7% |
| S63 | 1 | 1 | 100.0% |
| S72 | 13 | 9 | 69.2% |
| S75 | 5 | 3 | 60.0% |
| SR8 | 1 | 1 | 100.0% |
| SY1 | 1 | 1 | 100.0% |
| WF1 | 797 | 350 | 43.9% |
| WF2 | 1,116 | 587 | 52.6% |
| WF3 | 179 | 82 | 45.8% |
| WF4 | 794 | 401 | 50.5% |
| WF5 | 280 | 123 | 43.9% |
| WF6 | 252 | 110 | 43.7% |
| WF7 | 453 | 203 | 44.8% |
| WF8 | 1,445 | 650 | 45.0% |
| WF9 | 546 | 272 | 49.8% |
| WF10 | 898 | 433 | 48.2% |
| WF11 | 606 | 281 | 46.4% |
| WF12 | 27 | 12 | 44.4% |
| WF13 | 3 | 1 | 33.3% |
| WF14 | 8 | 3 | 37.5% |
| WF15 | 1 | 1 | 100.0% |
| WF17 | 2 | 1 | 50.0% |
| WF19 | 1 | - | - |
| YO24 | 1 | 1 | 100.0% |
| YO8 | 3 | 3 | 100.0% |

The table below shows the responses to this question broken down by PCN.

Figure 37 – (Q21) If you were offered a face to face appointment outside of 8:00am – 6:30pm, how far would you be able / happy to travel? Results by PCN

Base: Brigantes (1,172); Five Towns (921); Trinity (1,196); West Wakefield (899); WHA Central (2,045); WHA North (802); WHA South (951)

| PCN | Response | Percentage |
|----------------|---|------------|
| Brigantes | I would not be able to travel | 4.6% |
| | I would not be happy to travel | 5.4% |
| | Less than 15 minutes | 43.0% |
| | 15-30 minutes | 28.8% |
| | 30-45 minutes | 2.4% |
| | I don't mind as it's more important to have an appointment at a time that is convenient to me | 15.4% |
| | 15+ minutes | 46.6% |
| | Other | 0.4% |
| Five Towns | I would not be able to travel | 10.0% |
| | I would not be happy to travel | 7.8% |
| | Less than 15 minutes | 30.8% |
| | 15-30 minutes | 31.9% |
| | 30-45 minutes | 3.1% |
| | I don't mind as it's more important to have an appointment at a time that is convenient to me | 15.6% |
| | 15+ minutes | 50.7% |
| | Other | 0.7% |
| Trinity | I would not be able to travel | 5.3% |
| | I would not be happy to travel | 5.8% |
| | Less than 15 minutes | 32.8% |
| | 15-30 minutes | 33.9% |
| | 30-45 minutes | 3.3% |
| | I don't mind as it's more important to have an appointment at a time that is convenient to me | 18.4% |
| | 15+ minutes | 55.6% |
| | Other | 0.6% |
| West Wakefield | I would not be able to travel | 6.5% |
| | I would not be happy to travel | 7.3% |
| | Less than 15 minutes | 36.5% |
| | 15-30 minutes | 31.5% |
| | 30-45 minutes | 2.4% |
| | I don't mind as it's more important to have an appointment at a time that is convenient to me | 15.1% |
| | 15+ minutes | 49.1% |
| | Other | 0.7% |
| WHA Central | I would not be able to travel | 7.8% |
| | I would not be happy to travel | 7.0% |
| | Less than 15 minutes | 35.6% |

| PCN | Response | Percentage |
|-----------|---|------------|
| | 15-30 minutes | 29.5% |
| | 30-45 minutes | 3.8% |
| | I don't mind as it's more important to have an appointment at a time that is convenient to me | 15.8% |
| | 15+ minutes | 49.1% |
| | Other | 0.5% |
| WHA North | I would not be able to travel | 9.0% |
| | I would not be happy to travel | 7.4% |
| | Less than 15 minutes | 36.3% |
| | 15-30 minutes | 28.6% |
| | 30-45 minutes | 3.1% |
| | I don't mind as it's more important to have an appointment at a time that is convenient to me | 14.8% |
| | 15+ minutes | 46.5% |
| | Other | 0.9% |
| WHA South | I would not be able to travel | 8.4% |
| | I would not be happy to travel | 9.0% |
| | Less than 15 minutes | 30.6% |
| | 15-30 minutes | 29.1% |
| | 30-45 minutes | 4.0% |
| | I don't mind as it's more important to have an appointment at a time that is convenient to me | 18.1% |
| | 15+ minutes | 51.2% |
| | Other | 0.7% |

Respondents were asked to elaborate on their response to the previous question. These free text comments have been thematically coded and the most common responses are presented in **Figure 38**, broken down by their response to the previous question.

Figure 38 – (Q22) Please tell us more [most common responses per response]

Base: I would not be able to travel (161); I would not be happy to travel (156); Less than 15 minutes (490); 15-30 minutes (387); 30-45 minutes (53); I don't mind (224)

| Response | Number | Percentage |
|--|--------|------------|
| <i>I would not be able to travel</i> | | |
| Don't drive/have a car | 64 | 39.8% |
| Disabled/mobility issues | 24 | 14.9% |
| Should be accessible locally | 23 | 14.3% |
| Prefer to see own GP/visit own practice | 22 | 13.7% |
| Rely on/limited by public transport | 20 | 12.4% |
| May be unable to travel/drive if unwell | 14 | 8.7% |
| Rely on family/others to take me | 11 | 6.8% |
| Difficult to travel | 11 | 6.8% |
| Dislike/feel unsafe travelling far | 10 | 6.2% |
| Health issues | 9 | 5.6% |
| <i>I would not be happy to travel</i> | | |
| Prefer to see own GP/visit own practice | 49 | 31.4% |
| Should be accessible locally | 33 | 21.2% |
| May be unable to travel/drive if unwell | 20 | 12.8% |
| Don't drive/have a car | 13 | 8.3% |
| Depends on urgency/reason for appointment | 9 | 5.8% |
| Wouldn't travel far/out of area | 8 | 5.1% |
| Difficult to travel | 7 | 4.5% |
| Complaint about service/booking appointments | 7 | 4.5% |
| Rely on/limited by public transport | 6 | 3.8% |
| Flexible/able to travel if urgent | 5 | 3.2% |
| Important to be seen/access advice quickly | 5 | 3.2% |
| <i>Less than 15 minutes</i> | | |
| Should be accessible locally | 113 | 23.1% |
| May be unwell to travel/drive if unwell | 89 | 18.2% |
| Prefer to see own GP/visit own practice | 67 | 13.7% |
| Don't drive/have a car | 59 | 12.0% |
| Wouldn't travel far/out of local area | 57 | 11.6% |
| Depends on urgency/reason for appointment | 36 | 7.3% |
| Important to be seen/access advice quickly | 33 | 6.7% |
| Dislike/feel unsafe travelling far | 20 | 4.1% |
| Rely on family/others to take me | 19 | 3.9% |
| Difficult to travel | 19 | 3.9% |
| Disabled/mobility issues | 19 | 3.9% |
| Flexible/able to travel if urgent | 19 | 3.9% |
| <i>15-30 minutes</i> | | |

| Response | Number | Percentage |
|---|--------|------------|
| Flexible/able to travel if urgent | 69 | 17.8% |
| May be unable to travel/drive if unwell | 64 | 16.5% |
| Important to be seen/access advice quickly | 62 | 16.0% |
| Depends on urgency/reason for appointment | 57 | 14.7% |
| Should be accessible locally | 51 | 13.2% |
| Wouldn't travel far/out of the local area | 41 | 10.6% |
| Don't drive/have a car | 34 | 8.8% |
| Rely on/limited by public transport | 23 | 5.9% |
| Depends on accessibility/ease of travel | 21 | 5.4% |
| Prefer to see own GP/visit own practice | 10 | 5.2% |
| 30-45 minutes | | |
| Important to be seen/access advice quickly | 16 | 30.2% |
| Flexible/able to travel if urgent | 13 | 24.5% |
| Depends on urgency/reason for appointment | 10 | 18.9% |
| Don't drive/have a car | 7 | 13.2% |
| Should be accessible locally | 6 | 11.3% |
| May be unable to travel/drive if unwell | 6 | 11.3% |
| Depends on accessibility/ease of travel | 5 | 9.4% |
| Able to drive/have a car | 4 | 7.5% |
| Rely on/limited by public transport | 4 | 7.5% |
| <i>I don't mind as it's more important to have an appointment at a time that is convenient to me</i> | | |
| Flexible/able to travel if urgent | 91 | 40.6% |
| Important to be seen/access advice quickly | 74 | 33.0% |
| Depends on urgency/reason for appointment | 24 | 10.7% |
| May be unable to travel/drive if unwell | 23 | 10.3% |
| Should be accessible locally | 13 | 5.8% |
| Face to face appointments important | 12 | 5.4% |
| Prefer to see own GP/visit own practice | 11 | 4.9% |
| Wouldn't travel far/out of the local area | 10 | 4.5% |
| Depends on accessibility/ease of travel | 7 | 3.1% |
| Complaint about service/booking appointments | 7 | 3.1% |

General questions on using our services

The most common (69.0%) reason to use a GP service outside of the core hours was *when my practice is closed and I need help for something more urgent*, followed by *when there aren't appointments available during the day* (62.2%).

Figure 39 – (Q23) When are you most likely to use your GP service outside of the core hours?

Base: 8,328



Subgroup analysis

Subgroups more likely to select **when my practice is closed and I need help for something more urgent** (69.0% overall) include:

- Female respondents (72.3%) vs male respondents (62.5%)
- Unemployed respondents (70.4%) vs employed respondents (68.0%)
- Those who are a carer (76.2%) vs those who are not (68.1%)

Subgroups more likely to select **when there aren't appointments available during the day** (62.2% overall) include:

- Those aged 16-54 (65.0%) vs those aged 55+ (60.1%)
- Employed respondents (65.2%) vs unemployed respondents (58.4%)
- Those of White ethnicity (63.0%) vs those from ethnic minority backgrounds (52.6%)
- Those who do not have a disability (63.3%) vs those who do (55.4%)
- Those who are a carer (66.4%) vs those who are not (61.7%)

Subgroup analysis continued

Subgroups more likely to select **when I can't get through to my practice during the core hours to book an appointment** (50.4% overall) include:

- Female respondents (51.6%) vs male respondents (48.2%)
- Those aged 16-54 (53.3%) vs those aged 55+ (48.2%)
- Employed respondents (54.1%) vs unemployed respondents (45.9%)
- Those of White ethnicity (51.4%) vs those from ethnic minority backgrounds (37.4%)
- Those who do not have a disability (51.3%) vs those who do (45.2%)

Subgroups more likely to select **if my practice booked me an appointment into these hours** (38.9% overall) include:

- Female respondents (41.1%) vs male respondents (34.5%)
- Those aged 55+ (40.1%) vs those aged 16-54 (37.3%)
- Unemployed respondents (40.3%) vs employed respondents (37.8%)
- Those of White ethnicity (39.9%) vs those from ethnic minority backgrounds (32.1%)

The table below shows the responses to this question broken down by PCN.

Figure 40 – (Q23) When are you most likely to use your GP service outside of the core hours? Results by PCN

Base: Brigantes (1,206); Five Towns (953); Trinity (1,246); West Wakefield (945); WHA Central (2,146); WHA North (846); WHA South (986)

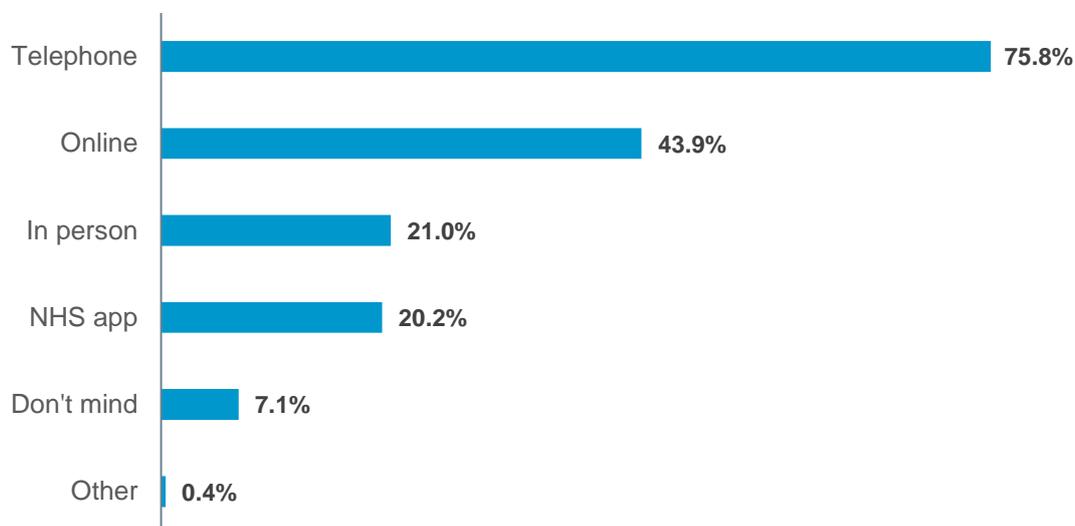
| PCN | Response | Percentage |
|------------|--|------------|
| Brigantes | When my practice is closed and I need help for something more urgent | 71.6% |
| | When there aren't appointments available during the day | 65.8% |
| | When I can't get through to my practice during the core hours to book an appointment | 46.9% |
| | If my practice booked me an appointment into these hours | 40.2% |
| | Because I can't attend during core hours | 31.2% |
| | Other | 0.7% |
| | Don't know | 2.7% |
| Five Towns | When my practice is closed and I need help for something more urgent | 65.9% |
| | When there aren't appointments available during the day | 65.1% |
| | When I can't get through to my practice during the core hours to book an appointment | 56.3% |
| | If my practice booked me an appointment into these hours | 38.2% |
| | Because I can't attend during core hours | 23.8% |
| | Other | 0.5% |
| | Don't know | 3.7% |
| Trinity | When my practice is closed and I need help for something more urgent | 70.3% |

| PCN | Response | Percentage |
|----------------|--|------------|
| | When there aren't appointments available during the day | 60.0% |
| | When I can't get through to my practice during the core hours to book an appointment | 45.5% |
| | If my practice booked me an appointment into these hours | 39.6% |
| | Because I can't attend during core hours | 26.0% |
| | Other | 1.0% |
| | Don't know | 4.0% |
| West Wakefield | When my practice is closed and I need help for something more urgent | 71.5% |
| | When there aren't appointments available during the day | 59.4% |
| | When I can't get through to my practice during the core hours to book an appointment | 48.8% |
| | If my practice booked me an appointment into these hours | 37.9% |
| | Because I can't attend during core hours | 20.6% |
| | Other | 1.1% |
| WHA Central | Don't know | 3.7% |
| | When my practice is closed and I need help for something more urgent | 66.8% |
| | When there aren't appointments available during the day | 65.2% |
| | When I can't get through to my practice during the core hours to book an appointment | 57.4% |
| | If my practice booked me an appointment into these hours | 39.6% |
| | Because I can't attend during core hours | 27.2% |
| WHA North | Other | 1.1% |
| | Don't know | 3.0% |
| | When my practice is closed and I need help for something more urgent | 69.3% |
| | When there aren't appointments available during the day | 60.9% |
| | When I can't get through to my practice during the core hours to book an appointment | 49.3% |
| | If my practice booked me an appointment into these hours | 36.9% |
| WHA South | Because I can't attend during core hours | 24.2% |
| | Other | 0.8% |
| | Don't know | 4.1% |
| | When my practice is closed and I need help for something more urgent | 69.3% |
| | When there aren't appointments available during the day | 54.8% |
| | When I can't get through to my practice during the core hours to book an appointment | 42.4% |
| | If my practice booked me an appointment into these hours | 38.0% |
| | Because I can't attend during core hours | 26.2% |
| | Other | 0.7% |
| | Don't know | 3.0% |

Telephone is the most preferred method of booking an appointment, as selected by three quarters (75.8%) of respondents.

Figure 41 – (Q24) How do you prefer to book your appointments?

Base: 8,331



Subgroup analysis

Those aged 55+ and unemployed respondents were more likely to select **telephone** (82.0% and 81.7% respectively) than those aged 16-54 (67.7%) and employed respondents (71.3%)

Subgroups more likely to select **online** (43.9% overall) include:

- Female respondents (44.7%) vs male respondents (42.2%)
- Those aged 16-54 (54.4%) vs those aged 55+ (36.0%)
- Employed respondents (50.5%) vs unemployed respondents (35.6%)
- Those who do not have a disability (44.9%) vs those who do (40.0%)

Subgroups more likely to select **in person** (21.0% overall) include:

- Those aged 55+ (25.2%) vs those aged 16-54 (15.6%)
- Unemployed respondents (26.2%) vs employed respondents (17.1%)
- Those who have a disability (24.4%) vs those who do not (20.5%)

Subgroups more likely to select **NHS app** (20.2% overall) include:

- Those aged 16-34 (33.9%) vs those aged 35+ (18.7%)
- Employed respondents (25.7%) vs unemployed respondents (13.0%)
- Those from ethnic minority backgrounds (30.5%) vs those of White ethnicity (20.1%)
- Those who do not have a disability (20.9%) vs those who do (16.9%)

The table below shows the responses to this question broken down by PCN.

Figure 42 – (Q24) How do you prefer to book your appointments? Results by PCN

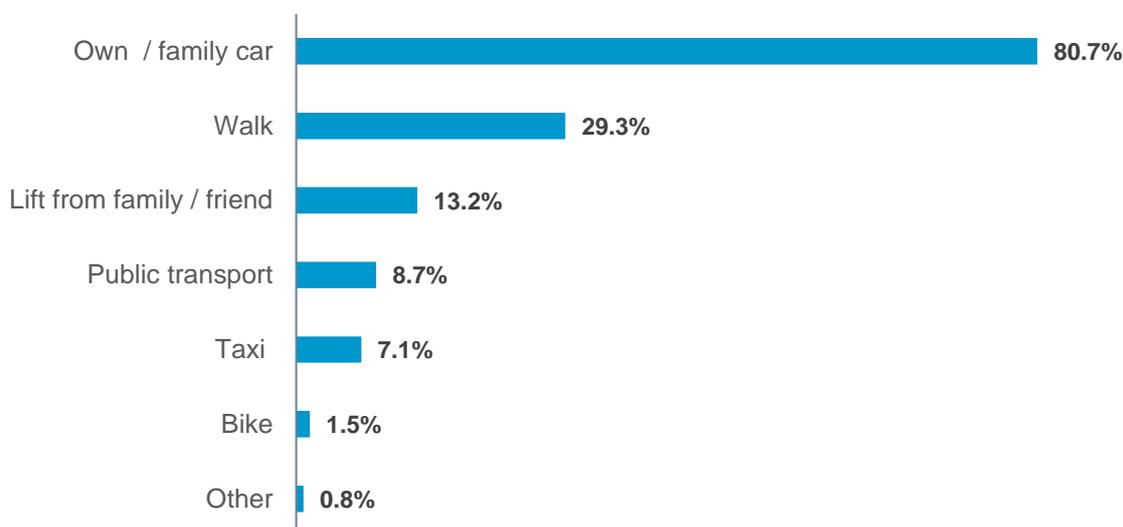
Base: Brigantes (1,206); Five Towns (953); Trinity (1,246); West Wakefield (945); WHA Central (2,147); WHA North (846); WHA South (988)

| PCN | Response | Percentage |
|----------------|------------|------------|
| Brigantes | Telephone | 78.2% |
| | Online | 48.8% |
| | In person | 16.8% |
| | NHS app | 23.6% |
| | Don't mind | 6.1% |
| | Other | - |
| Five Towns | Telephone | 73.1% |
| | Online | 40.6% |
| | In person | 27.1% |
| | NHS app | 25.6% |
| | Don't mind | 8.2% |
| | Other | 0.2% |
| Trinity | Telephone | 76.2% |
| | Online | 42.4% |
| | In person | 21.7% |
| | NHS app | 19.3% |
| | Don't mind | 7.0% |
| | Other | 0.6% |
| West Wakefield | Telephone | 75.1% |
| | Online | 47.8% |
| | In person | 23.4% |
| | NHS app | 14.0% |
| | Don't mind | 7.0% |
| | Other | 0.5% |
| WHA Central | Telephone | 74.1% |
| | Online | 45.7% |
| | In person | 21.2% |
| | NHS app | 22.0% |
| | Don't mind | 6.7% |
| | Other | 0.3% |
| WHA North | Telephone | 79.6% |
| | Online | 38.9% |
| | In person | 19.3% |
| | NHS app | 14.7% |
| | Don't mind | 7.3% |
| | Other | 0.7% |
| WHA South | Telephone | 76.4% |
| | Online | 39.4% |
| | In person | 18.3% |

| PCN | Response | Percentage |
|------------|-----------------|-------------------|
| | NHS app | 18.8% |
| | Don't mind | 8.3% |
| | Other | 0.5% |

The majority (80.7%) of respondents indicated they would travel to appointments during evenings and weekends by using their *own / family car*.

Figure 43 – (Q25) How would you travel to appointments during evenings / weekends?
Base: 8,332



Subgroup analysis

Subgroups more likely to select **own / family car** (80.7% overall) include:

- Male respondents (83.0%) vs female respondents (79.8%)
- Those aged 35+ (81.3%) vs those aged 16-34 (76.1%)
- Employed respondents (85.1%) vs unemployed respondents (75.3%)
- Those of White ethnicity (81.2%) vs those from ethnic minority backgrounds (72.1%)
- Those who do not have a disability (83.1%) vs those who do (67.8%)
- Those who are a carer (84.2%) vs those who are not (80.5%)

Subgroups more likely to select **walk** (29.3% overall) include:

- Those aged 16-54 (33.5%) vs those aged 55+ (26.1%)
- Employed respondents (31.3%) vs unemployed respondents (26.7%)
- Those who do not have a disability (30.5%) vs those who do (19.6%)

Subgroups more likely to select **lift from family / friend** (13.2% overall) include:

- Female respondents (14.4%) vs male respondents (10.6%)
- Those aged 55+ (14.8%) vs those aged 16-54 (11.1%)
- Unemployed respondents (18.2%) vs employed respondents (9.3%)
- Those who have a disability (25.1%) vs those who do not (11.2%)
- Those who are a carer (15.0%) vs those who are not (12.7%)

The table below shows the responses to this question broken down by PCN.

Subgroup analysis continued

Subgroups more likely to select **public transport** (8.7% overall) include:

- Those aged 16-34 (15.9%) vs those aged 35+ (7.9%)
- Unemployed respondents (10.0%) vs employed respondents (7.6%)
- Those from ethnic minority backgrounds (17.9%) vs those of White ethnicity (8.8%)
- Those who have a disability (10.6%) vs those who do not (8.4%)

Subgroups more likely to select **taxi** (7.1% overall) include:

- Female respondents (7.7%) vs male respondents (5.7%)
- Those aged 55+ (8.1%) vs those aged 16-54 (5.7%)
- Unemployed respondents (10.6%) vs employed respondents (4.4%)
- Those from ethnic minority backgrounds (12.6%) vs those of White ethnicity (7.2%)
- Those who have a disability (14.9%) vs those who do not (5.9%)
- Those who are a carer (9.0%) vs those who are not (6.8%)

**Figure 44 – (Q25) How would you travel to appointments during evenings / weekends?
Results by PCN**

Base: Brigantes (1,206); Five Towns (953); Trinity (1,247); West Wakefield (945); WHA Central (2,147); WHA North (846); WHA South (988)

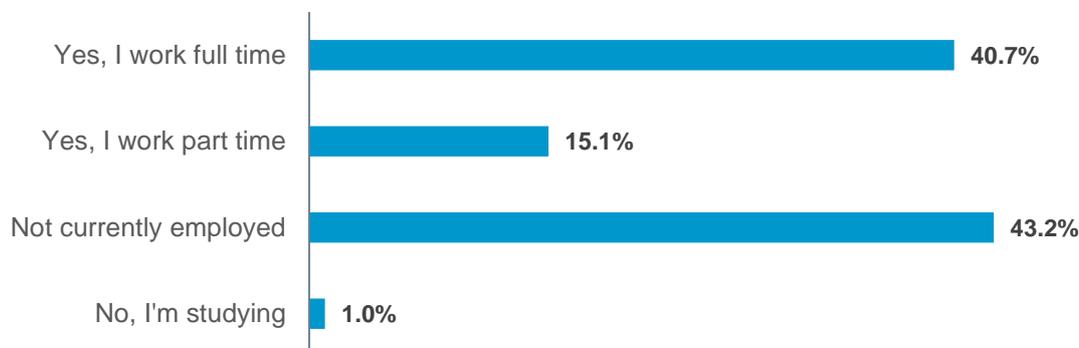
| PCN | Response | Percentage |
|----------------|---------------------------|------------|
| Brigantes | Own / family car | 81.8% |
| | Walk | 32.7% |
| | Lift from family / friend | 13.2% |
| | Public transport | 8.4% |
| | Taxi | 7.9% |
| | Bike | 1.8% |
| | Other | 0.7% |
| Five Towns | Own / family car | 81.6% |
| | Walk | 28.3% |
| | Lift from family / friend | 14.2% |
| | Public transport | 8.6% |
| | Taxi | 6.5% |
| | Bike | 1.6% |
| | Other | 0.4% |
| Trinity | Own / family car | 78.0% |
| | Walk | 28.4% |
| | Lift from family / friend | 13.4% |
| | Public transport | 13.5% |
| | Taxi | 8.8% |
| | Bike | 2.5% |
| | Other | 1.0% |
| West Wakefield | Own / family car | 83.6% |
| | Walk | 25.1% |
| | Lift from family / friend | 12.9% |

| PCN | Response | Percentage |
|-------------|---------------------------|------------|
| | Public transport | 9.2% |
| | Taxi | 6.8% |
| | Bike | 1.4% |
| | Other | 0.6% |
| WHA Central | Own / family car | 80.9% |
| | Walk | 28.2% |
| | Lift from family / friend | 13.8% |
| | Public transport | 7.2% |
| | Taxi | 7.7% |
| | Bike | 1.5% |
| | Other | 0.9% |
| WHA North | Own / family car | 76.8% |
| | Walk | 36.5% |
| | Lift from family / friend | 12.2% |
| | Public transport | 9.9% |
| | Taxi | 6.6% |
| | Bike | 0.8% |
| | Other | 0.8% |
| WHA South | Own / family car | 81.7% |
| | Walk | 27.9% |
| | Lift from family / friend | 11.7% |
| | Public transport | 5.3% |
| | Taxi | 3.7% |
| | Bike | 0.4% |
| | Other | 0.7% |

Over half (55.8%) of respondents were currently employed, either *full time* (40.7%) or *part time* (15.1%). A large proportion (43.2%) indicated that they are not currently employed. It is important to note that this also includes those who may be retired.

Figure 45 – (Q26) Do you currently work?

Base: 8,322



Subgroup analysis

Subgroups more likely to indicate that they **work full time** (40.7% overall) include:

- Male respondents (42.4%) vs female respondents (39.7%)
- Those aged 16-54 (67.0%) vs those aged 55+ (20.7%)
- Those from ethnic minority backgrounds (53.4%) vs those of White ethnicity (39.7%)
- Those who do not have a disability (44.3%) vs those who do (18.3%)
- Those who are not a carer (42.1%) vs those who are (32.2%)

Subgroups more likely to indicate that they **work part time** (15.1% overall) include:

- Female respondents (19.1%) vs male respondents (6.9%)
- Those aged 16-54 (17.3%) vs those aged 55+ (13.5%)
- Those who do not have a disability (16.2%) vs those who do (8.4%)
- Those who are a carer (19.4%) vs those who are not (14.4%)

Subgroups more likely to indicate that they are **not currently employed** (43.2% overall) include:

- Male respondents (49.7%) vs female respondents (40.2%)
- Those aged 55+ (65.3%) vs those aged 16-54 (14.1%)
- Those of White ethnicity (44.4%) vs those from ethnic minority backgrounds (30.2%)
- Those who have a disability (72.2%) vs those who do not (38.6%)
- Those who are a carer (47.2%) vs those who are not (42.5%)

The table below shows the responses to this question broken down by PCN.

Figure 46 – (Q26) Do you currently work? Results by PCN

Base: Brigantes (1,205); Five Towns (954); Trinity (1,242); West Wakefield (944); WHA Central (2,143); WHA North (846); WHA South (988)

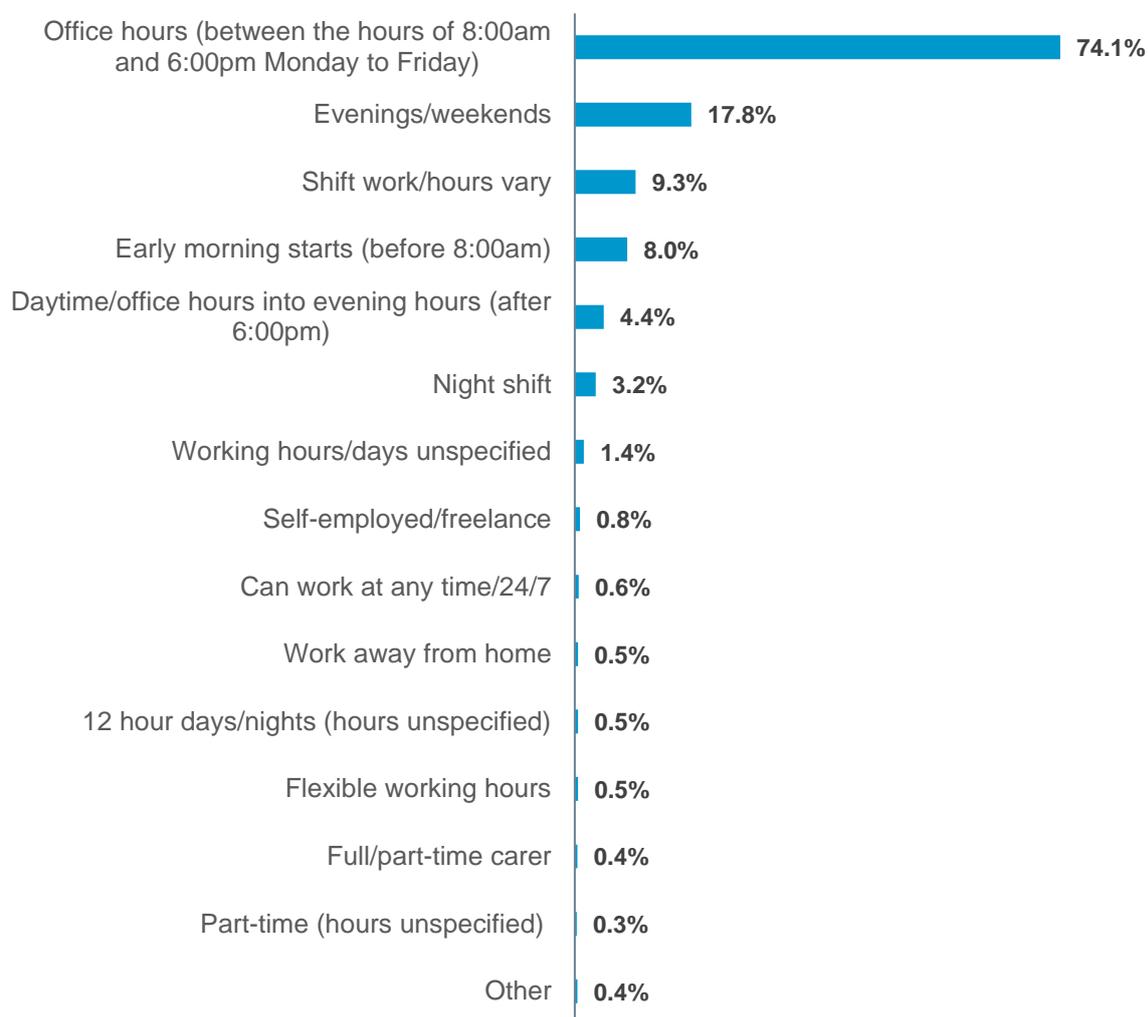
| PCN | Response | Percentage |
|----------------|------------------------|------------|
| Brigantes | Yes, I work full time | 47.1% |
| | Yes, I work part time | 15.2% |
| | Not currently employed | 36.8% |
| | No, I'm studying | 1.0% |
| Five Towns | Yes, I work full time | 39.3% |
| | Yes, I work part time | 15.7% |
| | Not currently employed | 43.7% |
| | No, I'm studying | 1.3% |
| Trinity | Yes, I work full time | 41.8% |
| | Yes, I work part time | 13.9% |
| | Not currently employed | 43.0% |
| | No, I'm studying | 1.3% |
| West Wakefield | Yes, I work full time | 29.4% |
| | Yes, I work part time | 14.1% |
| | Not currently employed | 55.4% |
| | No, I'm studying | 1.1% |
| WHA Central | Yes, I work full time | 42.3% |
| | Yes, I work part time | 15.3% |
| | Not currently employed | 41.3% |
| | No, I'm studying | 1.1% |
| WHA North | Yes, I work full time | 42.1% |
| | Yes, I work part time | 15.1% |
| | Not currently employed | 42.1% |
| | No, I'm studying | 0.7% |
| WHA South | Yes, I work full time | 38.6% |
| | Yes, I work part time | 16.4% |
| | Not currently employed | 44.4% |
| | No, I'm studying | 0.6% |

Figure 47 shows the breakdown of hours usually worked by those currently in employment. The majority of these responses were provided as free text comments and have been thematically coded for analysis.

Three quarters (74.1%) of respondents work during *office hours (between 8:00am and 6:00pm Monday to Friday)*. It should be noted that the questionnaire originally described office hours as 9:00am-5:00pm Monday to Friday. Due to the large volume of respondents providing similar hours after indicating that they worked ‘other’ hours, the definition of office hours has been widened to capture those who may start earlier or finish later than the hours stipulated in the questionnaire. This also includes those who may work part time hours within 8:00am-6:00pm Monday to Friday.

Figure 47 – (Q27) What hours do you usually work?

Base: 4,634



Subgroup analysis

Subgroups more likely to indicate that they worked **office hours** (74.1% overall) include:

- Female respondents (77.1%) vs male respondents (67.5%)
- Those aged 16-54 (78.0%) vs those aged 55+ (67.2%)
- Those who are not a carer (74.9%) vs those who are (69.8%)

Subgroups more likely to indicate that they worked **evenings / weekends** (17.8% overall) include:

- Male respondents (19.5%) vs female respondents (16.9%)
- Those aged 16-34 (23.9%) vs those aged 35+ (16.7%)
- Those from ethnic minority backgrounds (26.6%) vs those of White ethnicity (17.5%)

Subgroups more likely to indicate that they worked **shift work** or their **hours vary** (9.3% overall) include:

- Male respondents (10.6%) vs female respondents (8.7%)
- Those aged 55+ (11.0%) vs those aged 16-54 (8.4%)

Subgroups more likely to indicate that they worked **night shifts** (3.2% overall) include:

- Male respondents (4.7%) vs female respondents (2.6%)
- Those aged 16-34 (4.4%) vs those aged 55+ (2.5%)

The table below shows the responses to this question broken down by PCN.

Figure 48 – (Q27) What hours do you usually work? Results by PCN [top 5 responses per PCN]

Base: Brigantes (750); Five Towns (525); Trinity (692); West Wakefield (411); WHA Central (1.231); WHA North (484); WHA South (541)

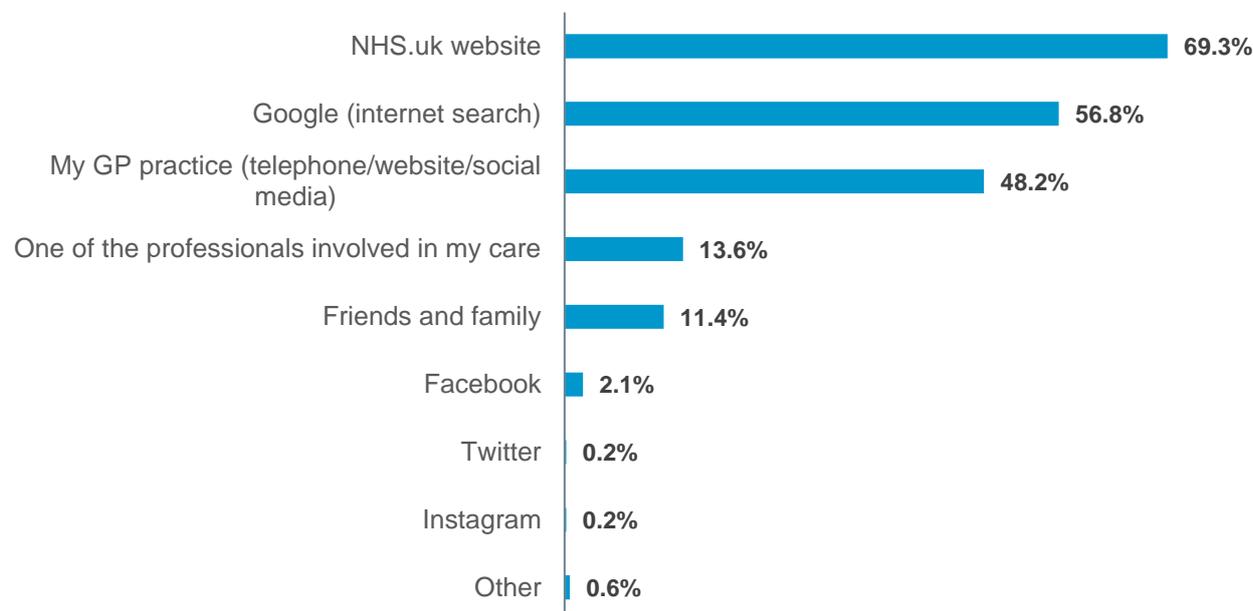
| PCN | Response | Percentage |
|------------|--|------------|
| Brigantes | Office hours | 78.7% |
| | Evenings / weekends | 15.1% |
| | Shift work/hours vary | 7.6% |
| | Early morning starts (before 8:00am) | 6.4% |
| | Daytime/office hours into evening (after 6:00pm) | 3.5% |
| Five Towns | Office hours | 72.0% |
| | Evenings / weekends | 17.0% |
| | Shift work/hours vary | 9.1% |
| | Early morning starts (before 8:00am) | 8.8% |
| | Daytime/office hours into evening (after 6:00pm) | 4.8% |
| Trinity | Office hours | 75.0% |
| | Evenings / weekends | 17.3% |
| | Shift work/hours vary | 7.5% |
| | Early morning starts (before 8:00am) | 7.5% |
| | Daytime/office hours into evening (after 6:00pm) | 5.3% |

| PCN | Response | Percentage |
|----------------|--|-------------------|
| West Wakefield | Office hours | 76.9% |
| | Evenings / weekends | 19.0% |
| | Early morning starts (before 8:00am) | 6.6% |
| | Shift work/hours vary | 6.3% |
| | Daytime/office hours into evening (after 6:00pm) | 2.9% |
| WHA Central | Office hours | 72.9% |
| | Evenings / weekends | 19.2% |
| | Shift work/hours vary | 10.4% |
| | Early morning starts (before 8:00am) | 8.9% |
| | Daytime/office hours into evening (after 6:00pm) | 4.4% |
| WHA North | Office hours | 70.0% |
| | Evenings / weekends | 19.4% |
| | Shift work/hours vary | 12.0% |
| | Early morning starts (before 8:00am) | 9.7% |
| | Daytime/office hours into evening (after 6:00pm) | 5.4% |
| WHA South | Office hours | 73.0% |
| | Evenings / weekends | 17.6% |
| | Shift work/hours vary | 11.3% |
| | Early morning starts (before 8:00am) | 7.8% |
| | Daytime/office hours into evening (after 6:00pm) | 4.6% |

By far the most common channels that respondents would use to look for information about local NHS services are the *NHS.uk website* (69.3%), *Google (internet search)* (56.8%) and *my GP practice (telephone/website/social media)* (48.2%).

Figure 49 – (Q29) If you needed information about local NHS services, where would you go to look for it?

Base: 8,331



Subgroup analysis

Subgroups more likely to select **NHS.uk website** (69.3% overall) include:

- Female respondents (71.2%) vs male respondents (65.7%)
- Those aged 16-54 (71.4%) vs those aged 55+ (67.8%)
- Employed respondents (71.0%) vs unemployed respondents (67.3%)
- Those who do not have a disability (70.6%) vs those who do (63.1%)

Subgroups more likely to select **Google (internet search)** (56.8% overall) include:

- Female respondents (59.3%) vs male respondents (51.9%)
- Those aged 16-54 (68.1%) vs those aged 55+ (48.3%)
- Employed respondents (64.6%) vs unemployed respondents (46.8%)
- Those from ethnic minority backgrounds (65.8%) vs those of White ethnicity (56.7%)
- Those who do not have a disability (58.1%) vs those who do (50.5%)

Subgroups more likely to select **my GP practice** (48.2% overall) include:

- Male respondents (53.4%) vs female respondents (45.8%)
- Those aged 55+ (57.1%) vs those aged 16-54 (36.8%)
- Unemployed respondents (57.8%) vs employed respondents (40.9%)
- Those of White ethnicity (49.5%) vs those from ethnic minority backgrounds (39.5%)

Subgroup analysis continued

Subgroups more likely to select **one of the professionals involved in my care** (13.6% overall) include:

- Those aged 55+ (17.9%) vs those aged 16-54 (8.0%)
- Unemployed respondents (18.9%) vs employed respondents (9.6%)
- Those who have a disability (23.5%) vs those who do not (12.3%)
- Those who are a carer (19.2%) vs those who are not (12.8%)

Subgroups more likely to select **friends and family** (11.4% overall) include:

- Female respondents (12.2%) vs male respondents (10.0%)
- Those aged 16-34 (14.4%) vs those aged 35+ (11.1%)
- Unemployed respondents (12.7%) vs employed respondents (10.5%)
- Those who have a disability (13.6%) vs those who do not (11.1%)
- Those who are a carer (14.0%) vs those who are not (11.0%)

The table below shows the five most common responses to this question by PCN.

Figure 50 – (Q29) If you needed information about local NHS services, where would you go to look for it? Results by PCN [top 5 responses per PCN]

Base: Brigantes (1,206); Five Towns (954); Trinity (1,246); West Wakefield (945); WHA Central (2,147); WHA North (846); WHA South (987)

| PCN | Response | Percentage |
|----------------|---|------------|
| Brigantes | NHS.uk website | 74.4% |
| | Google (internet search) | 60.5% |
| | My GP practice (telephone/website/social media) | 47.2% |
| | One of the professionals involved in my care | 11.9% |
| | Friends and family | 10.7% |
| Five Towns | NHS.uk website | 69.4% |
| | Google (internet search) | 55.0% |
| | My GP practice (telephone/website/social media) | 45.0% |
| | One of the professionals involved in my care | 11.7% |
| | Friends and family | 11.6% |
| Trinity | NHS.uk website | 66.7% |
| | Google (internet search) | 56.6% |
| | My GP practice (telephone/website/social media) | 48.6% |
| | One of the professionals involved in my care | 14.4% |
| | Friends and family | 12.0% |
| West Wakefield | NHS.uk website | 68.4% |
| | Google (internet search) | 56.1% |
| | My GP practice (telephone/website/social media) | 52.8% |
| | One of the professionals involved in my care | 16.1% |
| | Friends and family | 11.9% |
| WHA Central | NHS.uk website | 69.4% |
| | Google (internet search) | 55.8% |

| PCN | Response | Percentage |
|-----------|---|------------|
| | My GP practice (telephone/website/social media) | 48.6% |
| | One of the professionals involved in my care | 14.1% |
| | Friends and family | 11.8% |
| WHA North | NHS.uk website | 66.3% |
| | Google (internet search) | 60.2% |
| | My GP practice (telephone/website/social media) | 43.0% |
| | One of the professionals involved in my care | 13.0% |
| | Friends and family | 11.3% |
| WHA South | NHS.uk website | 69.2% |
| | Google (internet search) | 54.7% |
| | My GP practice (telephone/website/social media) | 51.5% |
| | One of the professionals involved in my care | 13.5% |
| | Friends and family | 10.2% |

Respondent profile

Figures 51 to 61 show the demographic profile of survey respondents.

Figure 51 – (Q31) Who is this form about?

Base: 8,267

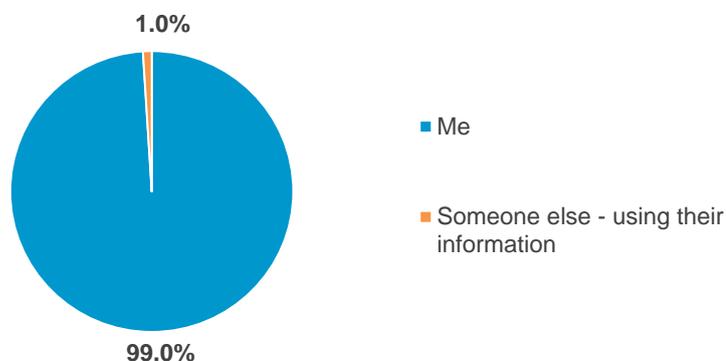


Figure 52 – (Q1) Which GP practice are you registered with?

Base: 8,351

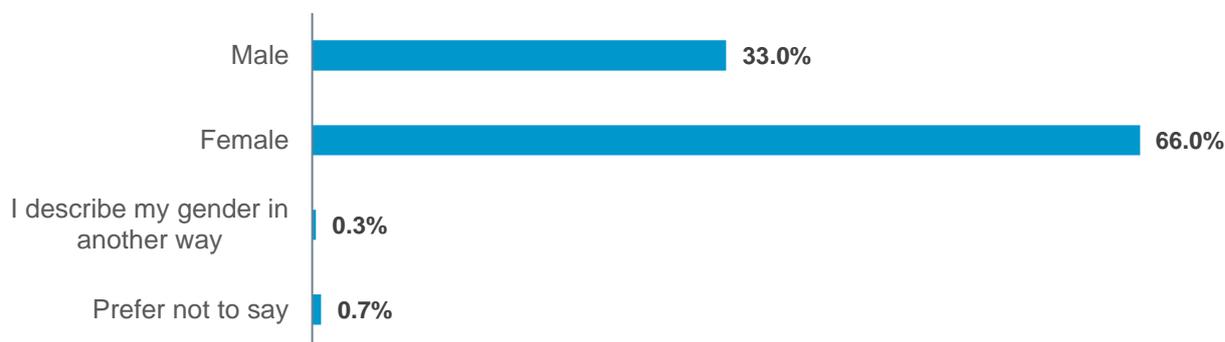
| Response | Number | Percentage |
|------------------------------|--------|------------|
| Alverthorpe Surgery | 20 | 0.2% |
| Ashgrove Medical Centre | 653 | 7.8% |
| Castleford Medical Centre | 102 | 1.2% |
| Chapelthorpe Medical Centre | 529 | 6.3% |
| College Lane Medical Centre | 389 | 4.7% |
| Crofton & Sharlston Surgery | 308 | 3.7% |
| Eastmoor Health Centre | 56 | 0.7% |
| Ferrybridge Medical Centre | 286 | 3.4% |
| Friarwood Medical Centre | 651 | 7.8% |
| Health Care First | 211 | 2.5% |
| Henry Moore Clinic | 460 | 5.5% |
| Homestead Medical Centre | 21 | 0.3% |
| Kings Medical Centre | 103 | 1.2% |
| Langthwaite Surgery | 111 | 1.3% |
| Lupset Medical Centre | 50 | 0.6% |
| Maybush Medical Centre | 74 | 0.9% |
| Middlestown Medical Centre | 23 | 0.3% |
| Newland Surgery | 29 | 0.3% |
| New Southgate Surgery | 455 | 5.4% |
| Northgate Medical Centre | 218 | 2.6% |
| Orchard Croft Medical Centre | 40 | 0.5% |
| Ossett Health Centre | 303 | 3.6% |
| Outwood Park | 592 | 7.1% |
| Park Green Surgery | 30 | 0.4% |
| Park View Surgery | 23 | 0.3% |

| Response | Number | Percentage |
|---------------------------------|--------|------------|
| Patience Lane Surgery | 13 | 0.2% |
| Pinfold Surgery | 122 | 1.5% |
| Queen Street Surgery | 94 | 1.1% |
| Riverside Medical Centre | 41 | 0.5% |
| Rycroft Primary Care Centre | 30 | 0.4% |
| St Thomas Road | 168 | 2.0% |
| Stanley Health Centre | 62 | 0.7% |
| Station Lane Medical Centre | 17 | 0.2% |
| Stuart Road Medical Centre | 625 | 7.5% |
| The Grange Medical Centre | 54 | 0.6% |
| Tieve Tara Medical Centre | 131 | 1.6% |
| Trinity Medical Centre | 836 | 10.0% |
| Warrengate Medical Centre | 29 | 0.3% |
| White Rose Surgery | 374 | 4.5% |
| Unsure/out of area ¹ | 18 | 0.2% |

The response rate compared to the number of patients registered at each practice can be seen in the Appendices.

Figure 53 – (Q33) What is your gender?

Base: 8,300



¹ The responses of those who indicated their GP practice is outside of Wakefield are not included in any other tables and charts throughout the report.

Figure 54 – (Q34) Which of the following age groups do you fall into?

Base: 8,314

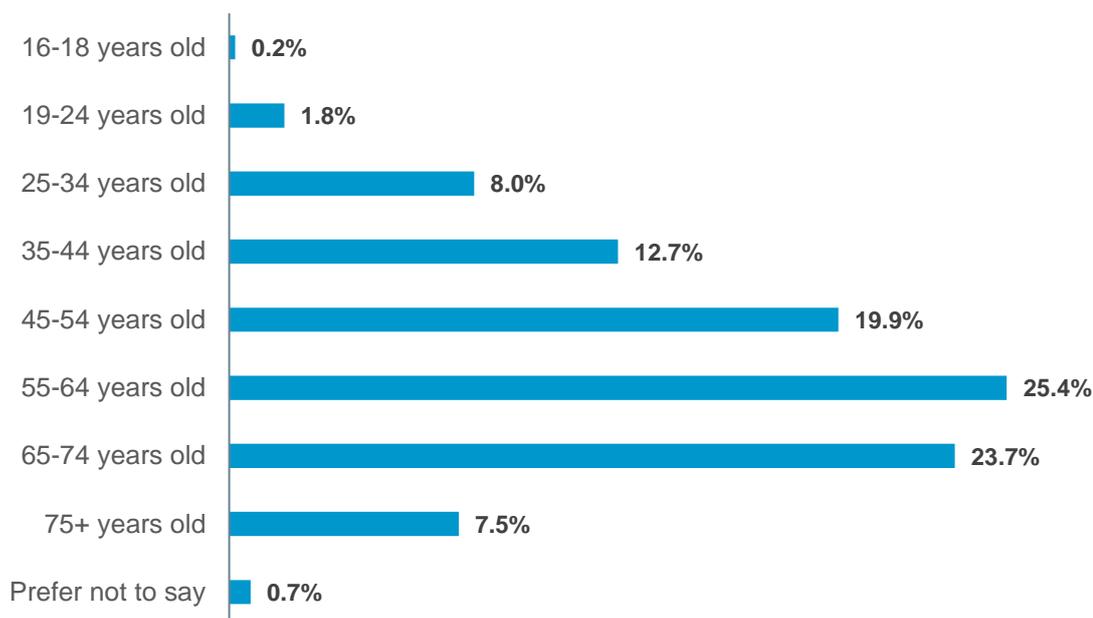


Figure 55 – (Q35) Which country were you born in?

Base: 8,166

| Response | Number | Percentage |
|----------------|--------|------------|
| Afghanistan | 1 | 0.0% |
| Albania | 1 | 0.0% |
| Australia | 5 | 0.1% |
| Bahrain | 1 | 0.0% |
| Bangladesh | 1 | 0.0% |
| Barbados | 1 | 0.0% |
| Brazil | 2 | 0.0% |
| Bulgaria | 1 | 0.0% |
| Burundi | 1 | 0.0% |
| Canada | 4 | 0.0% |
| Cyprus | 1 | 0.0% |
| Czech Republic | 7 | 0.1% |
| Egypt | 3 | 0.0% |
| Eritrea | 1 | 0.0% |
| Finland | 1 | 0.0% |
| France | 11 | 0.1% |
| The Gambia | 1 | 0.0% |
| Ghana | 1 | 0.0% |
| Germany | 18 | 0.2% |
| Gibraltar | 2 | 0.0% |
| Greece | 1 | 0.0% |
| Grenada | 1 | 0.0% |

| Response | Number | Percentage |
|-----------------|---------------|-------------------|
| Hong Kong | 3 | 0.1% |
| Hungary | 3 | 0.0% |
| India | 10 | 0.1% |
| Indonesia | 2 | 0.0% |
| Iraq | 6 | 0.1% |
| Ireland | 16 | 0.2% |
| Italy | 3 | 0.0% |
| Kazakhstan | 1 | 0.0% |
| Kenya | 1 | 0.0% |
| Kurdistan | 1 | 0.0% |
| Latvia | 7 | 0.1% |
| Lithuania | 7 | 0.1% |
| Libya | 1 | 0.0% |
| Malaysia | 1 | 0.0% |
| Mauritius | 1 | 0.0% |
| Mexico | 1 | 0.0% |
| Moldova | 3 | 0.0% |
| Myanmar | 1 | 0.0% |
| Namibia | 1 | 0.0% |
| The Netherlands | 2 | 0.0% |
| New Zealand | 1 | 0.0% |
| Nigeria | 3 | 0.0% |
| Pakistan | 10 | 0.1% |
| Palestine | 1 | 0.0% |
| Philippines | 3 | 0.0% |
| Poland | 45 | 0.6% |
| Portugal | 4 | 0.0% |
| Romania | 8 | 0.1% |
| Russia | 1 | 0.0% |
| Saudi Arabia | 1 | 0.0% |
| Singapore | 2 | 0.0% |
| Slovakia | 3 | 0.0% |
| Somalia | 1 | 0.0% |
| South Africa | 5 | 0.1% |
| Spain | 3 | 0.0% |
| Sri Lanka | 1 | 0.0% |
| Sudan | 1 | 0.0% |
| Syria | 1 | 0.0% |
| Thailand | 1 | 0.0% |
| Turkey | 1 | 0.0% |
| USA | 4 | 0.0% |
| Vietnam | 1 | 0.0% |
| Yemen | 2 | 0.0% |
| Zambia | 3 | 0.0% |

| Response | Number | Percentage |
|----------------|--------|------------|
| Zimbabwe | 10 | 0.1% |
| United Kingdom | 7,907 | 96.8% |
| Not specified | 6 | 0.1% |

Figure 56 – (Q36) What is your ethnic group?

Base: 7,630

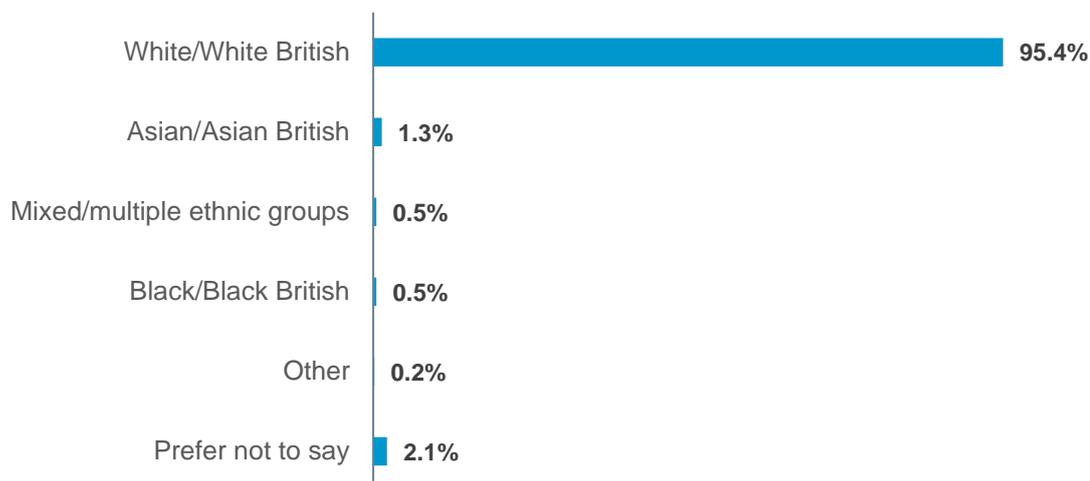


Figure 57 – (Q37) Are you disabled?

Base: 8,190

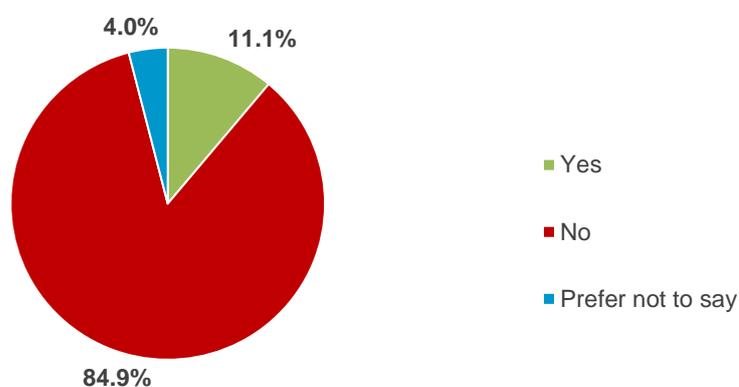
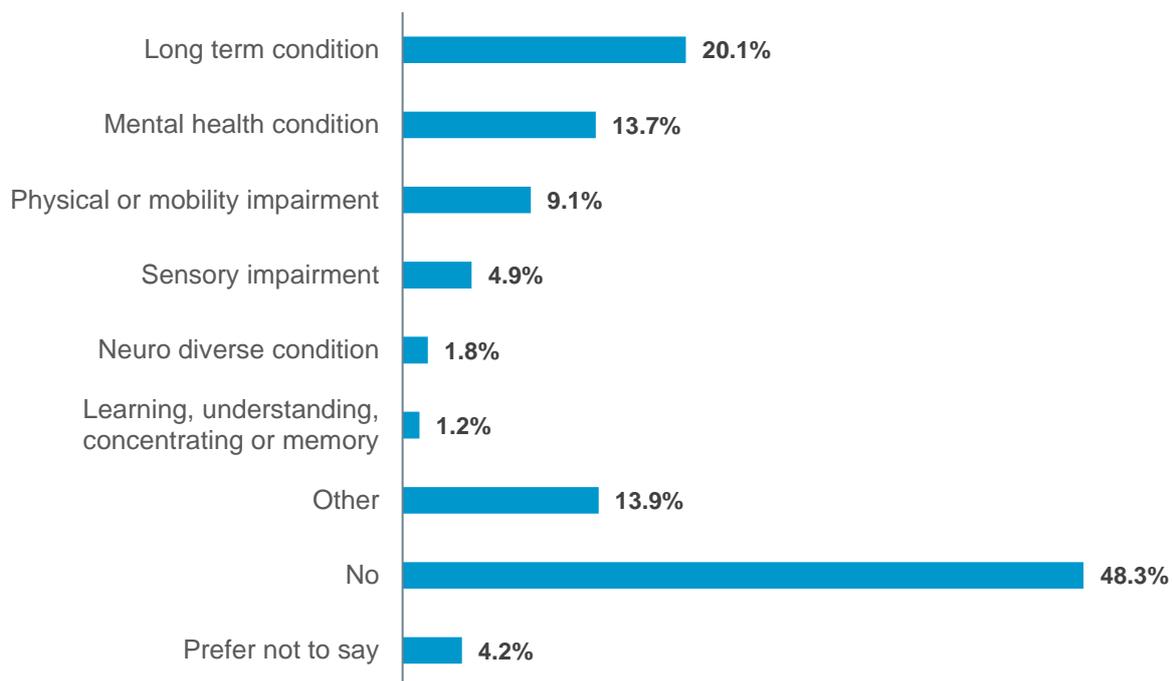


Figure 58 – (Q38) Do you have any long term conditions, impairments or illness?

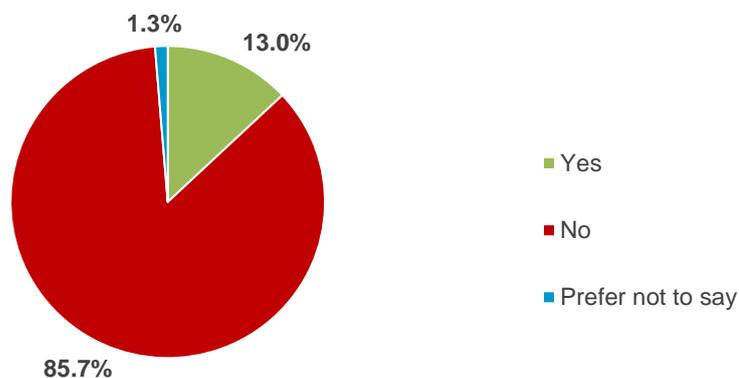
Base: 7,866



The most common ‘other’ responses include arthritis, asthma, high blood pressure and thyroid issues.

Figure 59 – (Q39) Are you a carer?

Base: 8,246



Respondents were asked whether they, or anyone they live with, receive the following benefits:

- Child Tax Credit
- Council Tax Benefit
- Free School Meals
- Housing Benefit
- Incapacity Benefit / Employment Support Allowance
- Income Support
- Pension Credit – Guarantee Credit Element
- Universal Credit
- Working Tax Credit

Figure 60 – (Q40) Do you or anyone you live with receive any of these types of benefits?
Base: 8,281

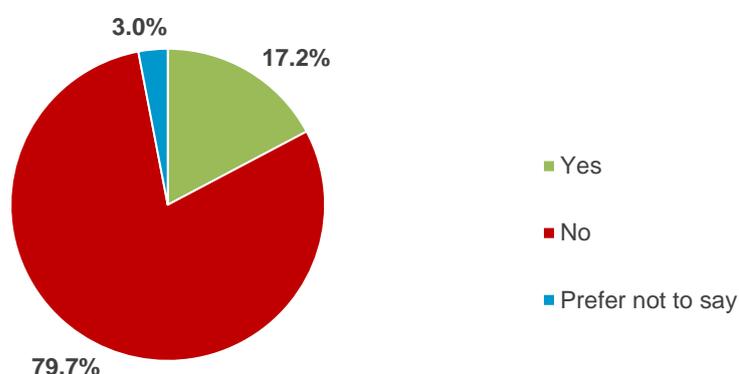
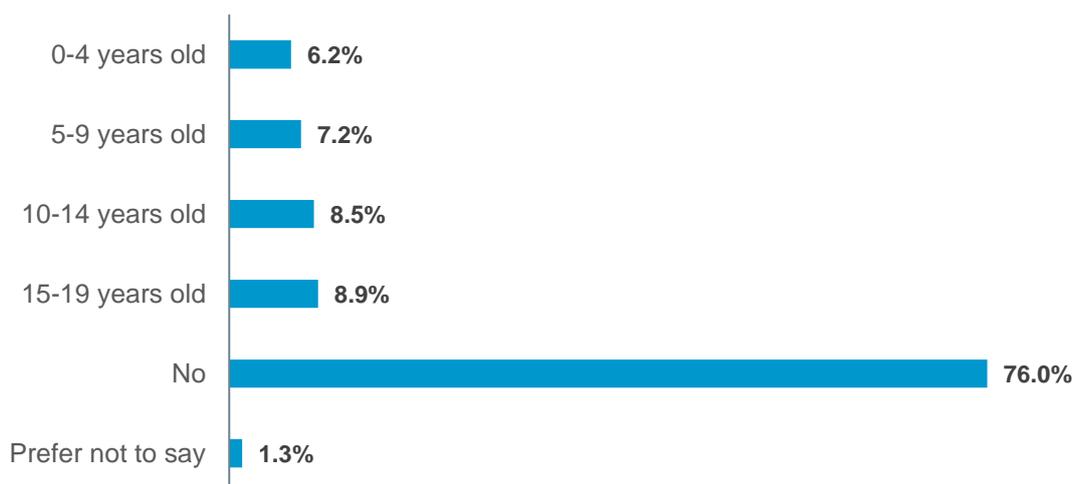


Figure 61 – (Q41) Are you a parent or primary carer of a child or children? If yes, how old are they?
Base: 8,133



Key Findings

Routine appointments outside of core GP practice hours

- The vast majority would consider a routine appointment with a GP, Nurse or other member of the practice team outside the core hours
- A third of those who said they would not consider a routine appointment outside the core hours suggested this was because they can already attend during the core hours
- Half of respondents would prefer an appointment in the evening between 6:30pm and 8:00pm
- Respondents are most likely to access GP services outside the core hours for: blood tests, ECGs or other regular checks; non-urgent clinical advice or consultation from a GP or Advanced Nurse Practitioner and; medication reviews with a Doctor or Pharmacist
- Face to face consultation was the type of appointment that respondents would be most likely to use, followed by a telephone consultation
- A third said they would probably not or definitely not use a video consultation
- The type of appointment that respondents would be likely to use for a routine appointment is often driven by their problem and how urgent it is
- Respondents would mostly prefer to be seen at a local GP practice, but a third also said they don't mind as it's more important to be seen
- Half of respondents would want to book a routine appointment up to two weeks in advance, while a quarter would prefer the ability to book for the same day
- Small proportions said they would either be unable or unhappy to travel for a face to face appointment
- Almost half would be willing to travel 15+ minutes for a face to face appointment, including those who said they don't mind as it's more important to have an appointment at a time convenient to them

Urgent appointments outside of core GP practice hours

- Nearly all respondents would consider an appointment outside the core hours for urgent clinical advice or treatment from a GP service
- Half of respondents would prefer an appointment in the evening between 6:30pm and 8:00pm, and a quarter would prefer one in the morning before 8:00am
- Face to face consultation was the type of appointment that respondents would be most likely to use, followed by a telephone consultation
- Over a third would probably not or definitely not use an online consultation
- The majority would prefer to be seen for an urgent face to face appointment at a local GP service, and over a third said they don't mind as it's more important to be seen
- Small proportions said they would either be unable or unhappy to travel for a face to face appointment
- Half of respondents would be willing to travel 15+ minutes for a face to face appointment, including those who said they don't mind as it's more important to have an appointment at a time convenient to them

General questions on using our services

- Respondents are most likely to use their GP service outside the core hours when their practice is closed and they need help for something more urgent, or when there aren't appointments available during the day

- Three quarters prefer to book their appointments via telephone
- Eight in ten would travel to evening and weekend appointments using their own or family car
- Over half are currently employed, whilst over four in ten are not
- Those currently in employment are most likely to be working within office hours or during evenings and weekends
- To look for information about local NHS services, respondents would mostly visit the NHS.uk website, or search via Google or their GP practice

Key differences between PCNs

Brigantes respondents answered in the following way vs other PCN areas:

- More likely to consider a routine or urgent appointment outside the core hours
- Less likely to prefer a routine appointment in the morning before 8:00am
- More likely to prefer a routine appointment on a Sunday
- More likely to use the out of hours service for blood tests, ECGs or other regular checks and cervical smear tests
- More likely to say they don't mind where they are seen for a routine or urgent face to face appointment as it's more important to be seen
- More likely to prefer to book a routine appointment up to two weeks in advance
- More likely to prefer to be seen for an urgent face to face appointment at any NHS site
- More likely to use their GP service in the enhanced opening times because they can't attend during the core hours
- More likely to prefer to book their appointments online
- More likely to be currently working full time
- More likely to work office hours
- More likely to look for information about local NHS services via the NHS.uk website and Google

Five Towns respondents answered in the following way vs other PCN areas:

- More likely to consider a routine appointment outside the core hours
- Less likely to prefer a routine or urgent appointment in the morning before 8:00am
- Less likely to use a telephone, video or online consultation for a routine or urgent appointment
- More likely to be unable to travel to a routine or urgent out of hours appointment
- More likely to prefer an urgent appointment in the late evening between 8:00am and 10:00pm
- More likely to prefer to book their appointments in person or via the NHS app

Trinity respondents answered in the following way vs other PCN areas:

- Less likely to prefer a routine out of hours appointment in the evening between 6:30pm and 8:00pm
- More likely to prefer a routine out of hours appointment on a Saturday or Sunday
- Less likely to use a telephone or online consultation for a routine or urgent appointment
- More likely to say they don't mind where they are seen for a routine or urgent face to face appointment as it's more important to be seen
- More likely to be willing to travel 15+ minutes for a routine or urgent out of hours appointment
- More likely to travel to an appointment during the evening or weekend via public transport

West Wakefield respondents answered in the following way vs other PCN areas:

- Less likely to consider a routine appointment outside the core hours
- More likely to prefer a routine or urgent out of hours appointment in the morning before 8:00am
- Less likely to prefer a routine or urgent out of hours appointment in the late evening between 8:00pm and 10:00pm
- Less likely to prefer a routine out of hours appointment on a Sunday
- More likely to prefer to book a routine appointment up to two weeks in advance
- More likely to be unhappy to travel to a routine out of hours appointment
- More likely to not currently be unemployed
- More likely to look for information about local NHS services via one of the professionals involved in their care

WHA Central respondents answered in the following way vs other PCN areas:

- More likely to prefer a routine or urgent out of hours appointment in the morning before 8:00am
- More likely to prefer to be seen for a routine face to face appointment at any NHS site
- More likely to be unable to travel to a routine out of hours appointment
- More likely to be working evenings and weekends, shift work or varied hours, and night shifts

WHA North respondents answered in the following way vs other PCN areas:

- Less likely to prefer a routine out of hours appointment on a Saturday
- More likely to be unable to travel to a routine out of hours appointment
- Less likely to consider an urgent out of hours appointment
- More likely to prefer an urgent out of hours appointment in the morning before 8:00am
- More likely to prefer to book their appointments via telephone
- More likely to walk to an appointment during the evening or weekend
- More likely to be working shift work or varied hours

WHA South respondents answered in the following way vs other PCN areas:

- Less likely to use the out of hours service for mental health advice
- More likely to prefer to be seen for a routine or urgent face to face appointment at a local GP practice
- More likely to prefer to book a routine appointment for the same day
- More likely to be unable to travel to a routine out of hours appointment
- More likely to be unhappy to travel to an urgent out of hours appointment
- More likely to be working shift work or varied hours

Key differences between subgroups

Male respondents were more likely to answer in the following way vs female respondents:

- Would prefer a routine or urgent out of hours appointment in the morning before 8:00am or in the late evening between 8:00pm and 10:00pm
- Would prefer to book a routine appointment for the same day
- Would be willing to travel 15+ minutes for a routine or urgent face to face appointment outside the core hours
- Currently working full time or are not currently employed
- Work evenings and weekends, shift work or varied hours, and night shifts

Female respondents were more likely to answer in the following way vs male respondents:

- Would prefer a routine out of hours appointment on a Saturday
- Would use the out of hours service for mental health advice
- Would be unable to travel to a routine or urgent face to face appointment outside the core hours
- Likely to use their GP service in the enhanced opening times because they can't attend during the core hours
- Currently working part time

Those aged 16-34 were more likely to answer in the following way vs older respondents:

- Would be willing to travel 15+ minutes for a routine or urgent face to face appointment outside the core hours
- Prefer to book their appointments via the NHS app
- Work evenings and weekends, and night shifts

Those aged 16-54 were more likely to answer in the following way vs older respondents:

- Would prefer a routine out of hours appointment in the evening between 6:30pm and 8:00pm or late evening between 8:00pm and 10:00pm
- Likely to use their GP service in the enhanced opening times because they can't attend during the core hours

Those aged 35+ were more likely to answer in the following way vs younger respondents:

- Do not mind which type of consultation they use for a routine appointment

Those aged 55+ were more likely to answer in the following way vs younger respondents:

- Would prefer a routine or urgent out of hours appointment in the morning before 8:00am
- Would not use either an online consultation or video consultation for a routine or urgent appointment
- Would prefer to book a routine appointment for the same day
- Would be unhappy to travel to a routine or urgent face to face appointment outside the core hours
- Work shifts or varied hours

Employed respondents were more likely to answer in the following way vs unemployed respondents:

- Would prefer a routine or urgent out of hours appointment in the evening between 6:30pm and 8:00pm or late evening between 8:00pm and 10:00pm
- Would not use a telephone consultation for a routine or urgent appointment
- Likely to use their GP service in the enhanced opening times because they can't attend during the core hours

Unemployed respondents were more likely to answer in the following way vs employed respondents:

- Would prefer a routine or urgent out of hours appointment in the morning before 8:00am, Saturday or Bank Holidays
- Would be unable or unhappy to travel to a routine or urgent face to face appointment outside the core hours

Those from ethnic minority backgrounds were more likely to answer in the following way vs those of White ethnicity:

- Would not consider a routine or urgent appointment outside the core hours
- Would use the out of hours service for travel immunisations, repeat contraception appointments and childhood immunisations
- Would use a video consultation for a routine appointment
- Would prefer to book a routine appointment for the same day
- Do not mind which type of consultation they use for an urgent appointment
- Prefer to book their appointments via the NHS app
- Currently working full time
- Work evenings and weekends
- Would look for information about local NHS services via Google

Those who have a disability were more likely to answer in the following way vs those who do not have a disability:

- Would not consider a routine or urgent appointment outside the core hours
- Would prefer a routine or urgent out of hours appointment on a Saturday
- Would not use an online consultation or video consultation for a routine or urgent appointment
- Would prefer to be seen for a routine or urgent out of hours appointment at a local GP practice/service
- Would prefer to book a routine appointment for the same day
- Would be unable to travel to a routine or urgent face to face appointment outside the core hours
- Prefer to book their appointments in person
- Would rely on a lift from family or a friend, public transport and a taxi to travel to an appointment during the evening or weekend
- Would look for information about local NHS services via one of the professionals involved in their care or friends and family

Those who are a carer were more likely to answer in the following way vs those who are not a carer:

- Would prefer a routine or urgent out of hours appointment on a Saturday
- Would use the out of hours service for mental health advice
- Would travel to an appointment during the evening or weekend using their own or family car, or rely on a lift from family or a friend or a taxi

Differences between method of transport to evening/weekend appointments:

- Those who would travel to an out of hours appointment via public transport, taxi or a lift from family or a friend are more likely to not consider a routine appointment outside the core hours
- Those who would travel to an out of hours appointment via public transport or taxi are more likely to not consider an urgent appointment outside the core hours
- Those who would walk to an out of hours appointment or travel via taxi would prefer to be seen for a routine or urgent out of hours appointment at a local GP practice
- Those who would travel to an out of hours appointment via walking, public transport, taxi or a lift from family/friend would be unable to travel for a routine or urgent face to face appointment outside the core hours
- Those who would walk to an out of hours appointment would be unhappy to travel for a routine or urgent face to face appointment outside the core hours

Equality representation

8,362 respondents; a selection of equality monitoring questions was asked, based on the areas it was felt would most likely impact access to care. Equality monitoring is optional, so some respondents have skipped answering the equality monitoring questions.

This analysis will cover those who answered the question, providing information, so excluding those who 'preferred not to say'. The data will be compared to the Wakefield results of the 2011 Census. It is recognised that the 2011 Census is over 10 years old, and the population will have changed, however the newest Census data has not been published at the time of this report being written.

Of the respondents, 66.4% were women, 33.3% male and 0.3% described their gender in another way; this compares to Census data of 50.9% female and 49.1% male. It is clear that women are overrepresented compared to the population, however this is common in NHS involvement work. However, at 33.3%, the views of men should have been captured.

The age range of respondents was:

| | |
|-----------------|-------|
| 16-18 years old | 0.2% |
| 19-24 years old | 1.8% |
| 25-34 years old | 8.1% |
| 35-44 years old | 12.8% |
| 45-54 years old | 20.0% |
| 55-64 years old | 25.6% |
| 65-74 years old | 23.8% |
| 75+ years old | 7.6% |

By contrast, the Census recorded 21.2% aged 0-17, 34.7% aged 18-44, 27.3% aged 45-64 and 17% aged over 65.

In terms of age, the younger age ranges (those aged 16-24) are not well represented, whilst the older age groups are overrepresented, which may reflect their greater use of GP services to their access and willingness to complete the survey.

96.2% of the respondents who provided the information regarding the country they were born in said the United Kingdom, 3.8% other countries. Of these, 17.4% were born in Poland, 6.6% Germany, 6.2% Ireland, 4.2% France, 3.9% India, Pakistan and Zimbabwe, Romania 3.1% and 2.7% in the Czech Republic, Latvia and Lithuania, and Iraq 2.3%. A further 59 countries were suggested by less than 2% of respondents.

The 2011 Census recorded 94.6% of the Wakefield population as being born in the United Kingdom, 0.2% Ireland, 2.4% as other European Union, 0.6% member countries (in March 2001), 1.8% accession countries (April 2001-March 2011) and 2.8% other countries.

The UK born population is very comparable to the Census, with other nationalities not represented as well. While 316 respondents said they were born outside the UK, a smaller number (259) provided details.

The table overleaf describes the ethnicity of respondents compared to the Census data.

| Ethnicity | Respondents % | Wakefield (Census 2011) % |
|---|----------------------|----------------------------------|
| Asian / Asian British | 1.3 | 2.7 |
| Black / Black British | 0.5 | 0.8 |
| Mixed / multiple ethnic groups | 0.5 | 0.9 |
| White English/Welsh/Scottish/Northern Irish/British | 91.1 | 92.8 |
| Irish | 0.5 | 0.3 |
| Gypsy or Irish Traveller | 0.1 | 0.1 |
| White Other | 3.8 | 2.3 |
| Other | 0.3 | 0.3 |

As can be seen, only the White Other group is overrepresented, with the Asian / Asian British and Mixed / multiple ethnic groups underrepresented. This, alongside the small numbers contributing means these groups views may not have been adequately captured despite the outreach work aimed to address this.

Of the respondents, 11.6% were disabled, which compares to a Census result of 11.3% whose daily activities were limited a little and 10.7% whose activities were limited a lot. This would suggest that disabled people were underrepresented in the respondents. This group may be more likely to regularly access GP services, so this means their views are important.

Of the respondents, 13.2% were carers, which compares to 11.3% recorded as part of the Census. While this number is representative, we know Covid-19 and improved awareness will have increased the numbers of those providing care and this group is likely to be accessing GP services.

Of the respondents, 17.8% were in receipt of one or more benefits.

Appendices

Appendix A

Questionnaire

Enhanced Opening Hours in GP Practices

What is the survey about?

As groups of GP practices, we are working together to look at how our services are provided outside of the core practice opening hours of 8:00am - 6:30pm. We are doing this to better understand the views and needs of our patients.

Who can take part in the survey?

We want to hear from our patients on what is important and what matters to you when you need one of our services. Please answer the questions based on your own views and experiences, and encourage other people who access our services to take part.

Taking part in the survey

It is very important that you follow the question instructions to ensure you complete the survey correctly. For example, some survey questions are single choice while others are multiple choice.

Once you have completed the questionnaire, please return it to your GP practice.

If you have any questions about taking part, please email wakccg.engagement@nhs.net

How we will use your information and your rights

Wakefield CCG has asked an independent organisation, Enventure Research, to collect survey responses so that your individual response stays confidential. The CCG will receive a report on the aggregated survey findings and anonymised data from the survey.

For information about your data rights and who to contact please visit our website at www.enventure.co.uk

Please turn over the page to begin the questionnaire.

Q1 Which GP practice are you registered with?

Select one option only

- | | | |
|---|--|---|
| <input type="radio"/> Alverthorpe Surgery | <input type="radio"/> Langthwaite Surgery | <input type="radio"/> Riverside Medical Centre |
| <input type="radio"/> Ashgrove Medical Centre | <input type="radio"/> Lupset Medical Centre | <input type="radio"/> Rycroft Primary Care Centre |
| <input type="radio"/> Castleford Medical Centre | <input type="radio"/> Maybush Medical Centre | <input type="radio"/> St Thomas Road |
| <input type="radio"/> Chapelthorpe Medical Centre | <input type="radio"/> Middlestown Medical Centre | <input type="radio"/> Stanley Health Centre |
| <input type="radio"/> College Lane Medical Centre | <input type="radio"/> Newland Surgery | <input type="radio"/> Station Lane Medical Centre |
| <input type="radio"/> Crofton & Sharlston Surgery | <input type="radio"/> New Southgate Surgery | <input type="radio"/> Stuart Road Medical Centre |
| <input type="radio"/> Eastmoor Health Centre | <input type="radio"/> Northgate Medical Centre | <input type="radio"/> The Grange Medical Centre |
| <input type="radio"/> Ferrybridge Medical Centre | <input type="radio"/> Orchard Croft Medical Centre | <input type="radio"/> Tieve Tara Medical Centre |
| <input type="radio"/> Friarwood Medical Centre | <input type="radio"/> Ossett Health Centre | <input type="radio"/> Trinity Medical Centre |
| <input type="radio"/> Health Care First | <input type="radio"/> Outwood Park | <input type="radio"/> Warrengate Medical Centre |
| <input type="radio"/> Henry Moore Clinic | <input type="radio"/> Park Green Surgery | <input type="radio"/> White Rose Surgery |
| <input type="radio"/> Homestead Medical Centre | <input type="radio"/> Park View Surgery | <input type="radio"/> Unsure/out of area |
| <input type="radio"/> Kings Medical Practice | <input type="radio"/> Patience Lane Surgery | <input type="radio"/> My GP practice is not on the list |
| | <input type="radio"/> Pinfold Surgery | |
| | <input type="radio"/> Queen Street Surgery | |

Please tell us which GP practice you are registered with in the box below

Routine appointments outside of core GP practice hours

This section asks for your views if you need to see a GP, Nurse or another member of the GP practice team for something routine. Routine means it is for something that is not urgent and does not need to be dealt with on the same day.

Q2 If you needed to book a routine appointment with a GP, Nurse or another member of the GP practice team, would you consider an appointment outside the core hours of 8:00am - 6:30pm?

Select one option only

- Yes [go to Q4]
 No [go to Q3]

Q3 If you would not consider this, could you tell us why?

Briefly summarise your comments below

If you have completed Q3, please go to Q14

Q4 Which times would be most useful to you to have a routine appointment?

Select up to three options

- Morning (before 8:00am)
- Evening (6:30pm - 8:00pm)
- Late evening (8:00pm - 10:00pm)
- Saturday (9:00am - 5:00pm)
- Sunday (9:00am - 3:00pm)
- Bank Holidays (9:00am - 3:00pm)

Q5 Which of the times would you prefer to have a routine appointment?

Select one option only

- Morning (before 8:00am)
- Evening (6:30pm - 8:00pm)
- Late evening (8:00pm - 10:00pm)
- Saturday (9:00am - 5:00pm)
- Sunday (9:00am - 3:00pm)
- Bank Holidays (9:00am - 3:00pm)

Q6 Which services would you want to use in these enhanced opening hours?

Select as many as apply

- | | |
|--|---|
| <input type="checkbox"/> Blood tests, ECGs or other regular checks | <input type="checkbox"/> Childhood immunisations |
| <input type="checkbox"/> Repeat contraception appointments | <input type="checkbox"/> Travel immunisations |
| <input type="checkbox"/> Cervical smear test (cytology) | <input type="checkbox"/> Non-urgent clinical advice / consultation from a GP or Advanced Nurse Practitioner |
| <input type="checkbox"/> Reviews with a Nurse for asthma, diabetes or other long-term conditions | <input type="checkbox"/> Physiotherapy advice |
| <input type="checkbox"/> Nurse appointments for dressings or regular injections | <input type="checkbox"/> Mental health advice |
| <input type="checkbox"/> Medication reviews with a Doctor or Pharmacist | <input type="checkbox"/> None of the above |
| | <input type="checkbox"/> Don't know |

Q7 Are there any other routine GP services we should consider offering outside core GP hours?

Briefly summarise your comments below

Routine appointments outside of core GP practice hours

Q8 If available, how likely would you be to use the different types of appointments to get the advice you need?

Select one answer for each option

| | Definitely | Probably | Possibly | Probably not | Definitely not |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Telephone consultation | <input type="radio"/> |
| Video consultation | <input type="radio"/> |
| Online consultation (where you can send an online message to your GP practice) | <input type="radio"/> |
| Face to face consultation | <input type="radio"/> |

If you do not mind which type of appointment you use, please tick the box below

I don't mind which type of appointment I use

Q9 Please tell us more

Briefly summarise your comments below

Q10 If you could book an appointment outside of 8:00am - 6:30pm for a routine face to face appointment, where would you prefer to be seen?

Select as many as apply

- A local GP practice
- Any NHS site
- I don't mind as it's more important I'm seen
- Don't know
- Other

Other (please specify)

Routine appointments outside of core GP practice hours

Q11 **How far ahead would you want to book a routine appointment?**

Select one option only

- For same day
- Up to two weeks in advance
- I don't mind
- Don't know
- Other

Other (please specify)

Q12 **If you were offered a face to face appointment outside of 8:00am - 6:30pm, how far would you be able / happy to travel?**

Please select the response that most closely matches your views

- I would not be **able** to travel
- I would not be **happy** to travel
- Less than 15 minutes
- 15-30 minutes
- 30-45 minutes
- I don't mind as it's more important to have an appointment at a time that is convenient to me
- Other

Other (please specify)

Q13 **Please tell us more**

Briefly summarise your comments below

Urgent appointments outside of core GP practice hours

This section asks you for views if you need to see a GP, Nurse or another member of the GP practice team for something urgent. This is when you need help on the same day or within the next 24 hours.

Q14 **If you needed to book an appointment for urgent clinical advice or treatment from a GP service, would you consider an appointment outside the core hours of 8:00am - 6:30pm?**

Select one option only

- Yes [go to Q16]
- No [go to Q15]

Urgent appointments outside of core GP practice hours

Q15 **If you would not consider this, could you tell us why?**

Briefly summarise your comments below

If you have answered Q15, please go to Q23

Q16 **Which times would be most useful for you to have an appointment for urgent clinical advice or treatment from a GP service?**

Select up to three options

- Morning (before 8:00am)
- Evening (6:30pm - 8:00pm)
- Late evening (8:00pm - 10:00pm)
- Saturday (9:00am - 5:00pm)
- Sunday (9:00am - 3:00pm)
- Bank Holidays (9:00am - 3:00pm)

Q17 **Which of the times would you prefer to have an appointment for urgent clinical advice or treatment from a GP service?**

Select one option only

- Morning (before 8:00am)
- Evening (6:30pm - 8:00pm)
- Late evening (8:00pm - 10:00pm)
- Saturday (9:00am - 5:00pm)
- Sunday (9:00am - 3:00pm)
- Bank Holidays (9:00am - 3:00pm)

Q18 **How likely would you be to use the different types of appointments from a GP practice for urgent clinical advice or treatment?**

Select one answer for each option

| | Definitely | Probably | Possibly | Probably not | Definitely not |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Telephone consultation | <input type="radio"/> |
| Video consultation | <input type="radio"/> |
| Online consultation (where you can send an online message to your GP practice) | <input type="radio"/> |
| Face to face consultation | <input type="radio"/> |

If you do not mind which type of appointment you use, please tick the box below

- I don't mind which type of appointment I use

Q19 **Please tell us more**

Briefly summarise your comments below

Q20 **If you could book an appointment outside of 8:00am - 6:30pm for an urgent appointment with a GP service, where would you prefer to be seen?**

Select all that apply

- A local GP service
- Any NHS site
- I don't mind as it's more important I'm seen
- Don't know
- Other

Other (please specify)

Q21 **If you were offered a face to face appointment outside of 8:00am - 6:30pm for something that is urgent, how far would you be able / happy to travel?**

Please tick the box that most closely matches your views

- I would not be **able** to travel
- I would not be **happy** to travel
- Less than 15 minutes
- 15-30 minutes
- 30-45 minutes
- I don't mind as it's more important to have an appointment at a time that is convenient to me
- Other

Other (please specify)

Q22 **Please tell us more**

Briefly summarise your comments below

Q23 When are you most likely to use your GP service outside of the core hours?

Select as many as apply

- When my practice is closed and I need help for something more urgent
- When there aren't appointments available during the day
- When I can't get through to my practice during the core hours to book an appointment
- Because I can't attend during core hours
- If my practice booked me an appointment into these hours
- Other
- Don't know

Other (please specify)

Q24 How do you prefer to book your appointments?

Select all that apply

- Online
- Telephone
- In person
- NHS app
- Other
- Don't mind

Other (please specify)

Q25 How would you travel to appointments during evenings / weekends?

Select all that apply

- Walk
- Public transport
- Bike
- Own / family car
- Taxi
- Lift from family / friend
- Other

Other (please specify)

General questions on using our services

Q26 **Do you currently work?**

Select one option only

- Yes, I work full time [go to Q27]
- Yes, I work part time [go to Q27]
- Not currently employed [go to Q28]
- No, I'm studying [go to Q28]

Q27 **What hours do you usually work?**

Select all that apply

- Office hours / days (e.g. 9:00am - 5:00pm, Monday to Friday)
- Evenings / weekends
- Other

Other (please specify)

We would like to ask you about your thoughts on care navigation. When you ring a GP practice, you may be asked by staff to tell us brief details of why you are contacting the GP practice. This is so that we are able to help you get the best care from the right person as quickly as we can.

Q28 **Please tell us what you think about being helped by other healthcare professionals working in general practice, like Advanced Nurse Practitioners or Pharmacists**

Briefly summarise your comments below

Q29 **If you needed information about local NHS services, where would you go to look for it?**

Select as many as apply

- Google (internet) search
- NHS.uk website
- My GP practice (telephone/website/social media)
- One of the professionals involved in my care
- Friends and family
- Facebook
- Twitter
- Instagram
- Other

Other (please specify)

General questions on using our services

Q30 Is there anything else you would like to tell us?

Briefly summarise your comments below

Equality monitoring form

In order to make sure we provide the right services and avoid discriminating against any groups, it is important to collect and analyse the following information. When we write reports, no personal information will be shared. Your information will be protected and stored securely in line with data protection rules. If you would like to know how we use this data, please see Wakefield CCG's privacy notice at www.wakefieldccg.nhs.uk and Enventure Research's privacy policy at www.enventure.co.uk

Q31 Who is this form about?

Select one option only

- Me
- Someone else - using their information

Q32 What is the first part of your postcode? For example, WF11

Write in the box below

Q33 What is your gender?

Select one option only

- Male
- Female
- I describe my gender in another way
- Prefer not to say

I describe my gender in another way (please specify)

Q34 Which of the following age groups do you fall into?

Select one option only

- 16-18 years old
- 19-24 years old
- 25-34 years old
- 35-44 years old
- 45-54 years old
- 55-64 years old
- 65-74 years old
- 75+ years old
- Prefer not to say

Q35 Which country were you born in?

Select one option only

- United Kingdom
- Other
- Prefer not to say

Other (please specify)

Q36 What is your ethnic group?

Select one option only

- | | |
|---|---|
| <input type="radio"/> Asian or Asian British - Bangladeshi | <input type="radio"/> Mixed or multiple ethnic groups - White and Black Caribbean |
| <input type="radio"/> Asian or Asian British - Chinese | <input type="radio"/> Mixed or multiple ethnic groups - Other |
| <input type="radio"/> Asian or Asian British - Indian | <input type="radio"/> White - English/Welsh/Scottish/Northern Irish/British |
| <input type="radio"/> Asian or Asian British - Other | <input type="radio"/> White - Gypsy or Irish Traveller |
| <input type="radio"/> Black or Black British - African | <input type="radio"/> White - Irish |
| <input type="radio"/> Black or Black British - Caribbean | <input type="radio"/> White - Other |
| <input type="radio"/> Black or Black British - Other | <input type="radio"/> Other ethnic group - Arab |
| <input type="radio"/> Mixed or multiple ethnic groups - White and Asian | <input type="radio"/> Any other ethnic group |
| <input type="radio"/> Mixed or multiple ethnic groups - White and Black African | <input type="radio"/> Prefer not to say |

Other (please specify)

Q37 **Are you disabled?**
Select one option only

- Yes
- No
- Prefer not to say

Q38 **Do you have any long term conditions, impairments or illness?**
Select as many as apply

- Physical or mobility impairment** (such as using a wheelchair to get around and/or difficulty using your arms)
- Sensory impairment** (such as being blind/partially sighted or deaf/hard of hearing)
- Mental health condition** (such as having depression or schizophrenia)
- Learning, understanding, concentrating or memory** (such as Down's Syndrome, stroke or head injury)
- Neuro diverse condition** (such as autism, ADHD, dyslexia)
- Long term condition** (such as cancer, HIV, diabetes, chronic heart disease or epilepsy)
- Other
- No
- Prefer not to say

Other (please specify)

Q39 **Are you a carer?** Do you provide unpaid care/support to someone who is older, disabled or has a long term condition?
Select one option only

- Yes
- No
- Prefer not to say

We are asking the following question to help us understand if being on a lower income affects experiences of services or health.

Q40 **Do you or anyone you live with receive any of these types of benefits?**

Universal Credit; Housing Benefit; Income Support; Pension Credit - Guarantee Credit Element; Child Tax Credit; Incapacity Benefit/Employment Support Allowance; Free School Meals; Working Tax Credit; Council Tax Benefit

Select one option only

- Yes
- No
- Prefer not to say

Q41 **Are you a parent or primary carer of a child or children? If yes, how old are they?**

Select as many as apply

- 0-4 years old
- 5-9 years old
- 10-14 years old
- 15-19 years old
- No
- Prefer not to say

Thank you for taking the time to complete the survey. Your views are greatly appreciated.

Please return your completed questionnaire to your GP practice OR return to FREEPOST NHS Wakefield CCG.

Appendix B

Response rate per GP
practice

| Response | List size | Responses | Response rate |
|-------------------------------|------------------|------------------|----------------------|
| Alverthorpe Surgery | 2,639 | 20 | 0.76% |
| Ashgrove Medical Centre | 12,188 | 653 | 5.36% |
| Castleford Medical Centre | 7,351 | 102 | 1.39% |
| Chapelthorpe Medical Centre | 13,646 | 529 | 3.88% |
| College Lane Medical Centre | 10,400 | 389 | 3.74% |
| Crofton & Sharlston Surgery | 10,800 | 308 | 2.85% |
| Eastmoor Health Centre | 2,633 | 56 | 2.13% |
| Friarwood Medical Centre | 13,561 | 651 | 4.80% |
| Health Care First Partnership | 32,107 | 525 | 1.64% |
| Henry Moore Clinic | 10,998 | 460 | 4.18% |
| Homestead Medical Centre | 8,389 | 21 | 0.25% |
| Kings Medical Centre | 15,676 | 103 | 0.66% |
| Langthwaite Surgery | 4,260 | 111 | 2.61% |
| Lupset Medical Centre | 13,975 | 50 | 0.36% |
| Maybush Medical Centre | 9,352 | 74 | 0.79% |
| Middlestown Medical Centre | 9,129 | 23 | 0.25% |
| Newland Surgery | 4,161 | 29 | 0.70% |
| New Southgate Surgery | 14,272 | 455 | 3.19% |
| Northgate Medical Centre | 13,194 | 218 | 1.65% |
| Orchard Croft Medical Centre | 11,172 | 40 | 0.36% |
| Ossett Health Centre | 21,386 | 303 | 1.42% |
| Outwood Park | 13,556 | 592 | 4.37% |
| Park Green Surgery | 10,958 | 30 | 0.27% |
| Patience Lane Surgery | 2,774 | 13 | 0.47% |
| Riverside Medical Centre | 11,386 | 41 | 0.36% |
| St Thomas Road | 6,386 | 168 | 2.63% |
| Stanley Health Centre | 7,133 | 62 | 0.87% |
| Station Lane Medical Centre | 7,832 | 17 | 0.22% |
| Stuart Road Medical Centre | 8,420 | 625 | 7.42% |
| The Grange Medical Centre | 14,575 | 131 | 0.90% |
| Tieve Tara Medical Centre | 5,463 | 54 | 0.99% |
| Trinity Medical Centre | 25,007 | 836 | 3.34% |
| Warrengate Medical Centre | 10,819 | 29 | 0.27% |
| White Rose Surgery | 23,589 | 404 | 1.71% |



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