

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.

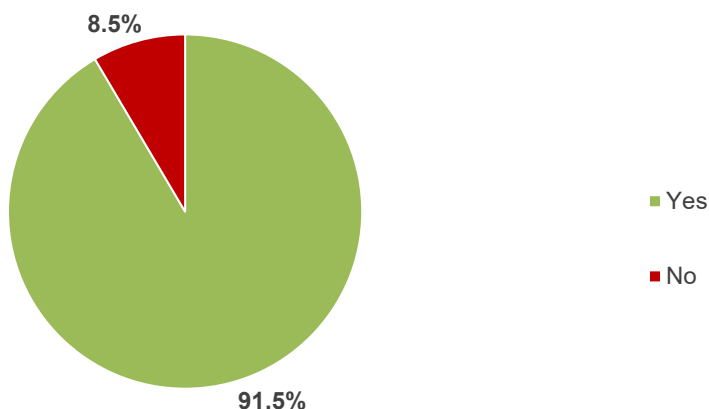
Base sizes may vary throughout the report, as not all questions were answered by all respondents.

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.

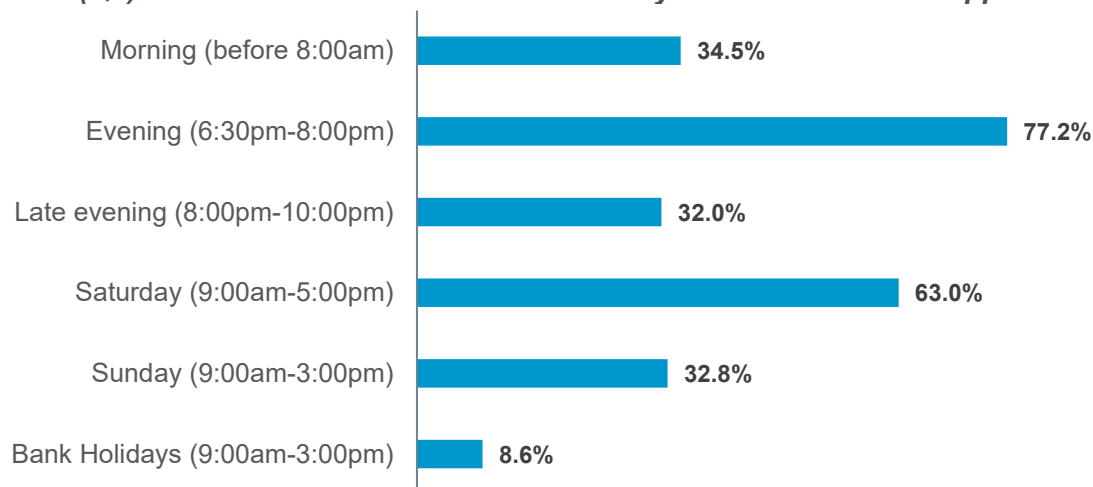
Figure 4 – (Q3) If you would not consider this, could you tell us why?

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)
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)
	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)
Evening (6:30pm-8:00pm)		78.3%
Late evening (8:00pm-10:00pm)		30.3%
Saturday (9:00am-5:00pm)		63.1%
Sunday (9:00am-3:00pm)		31.7%

WHA Central	Bank Holidays (9:00am-3:00pm)	10.0%
	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%
WHA North	Bank Holidays (9:00am-3:00pm)	8.2%
	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%
WHA South	Bank Holidays (9:00am-3:00pm)	8.9%
	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%).

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:

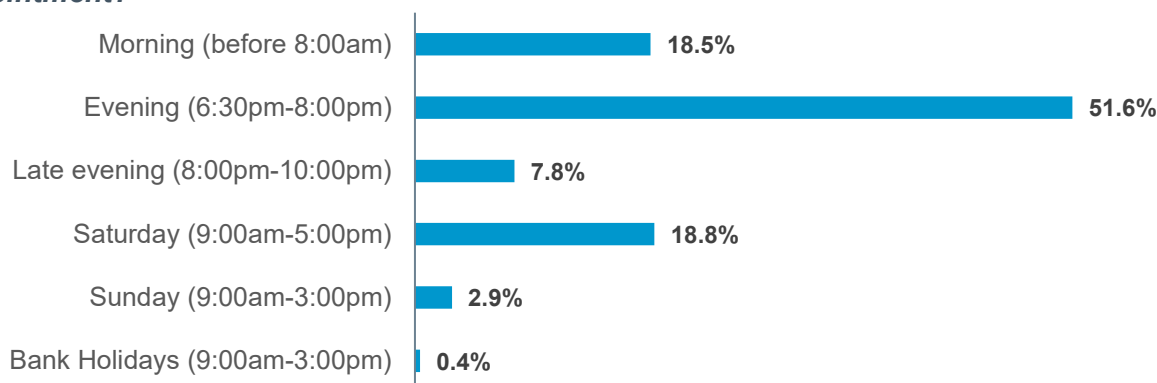
- Female respondents (20.8%) vs male respondents (14.8%)
- Unemployed respondents (21.3%) vs employed respondents (17.0%)
- Those of White ethnicity (19.0%) vs those from ethnic minority backgrounds (10.8%)
- Those who have a disability (24.2%) vs those who do not (18.3%)
- Those who are a carer (22.3%)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

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



Base: 7,612

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

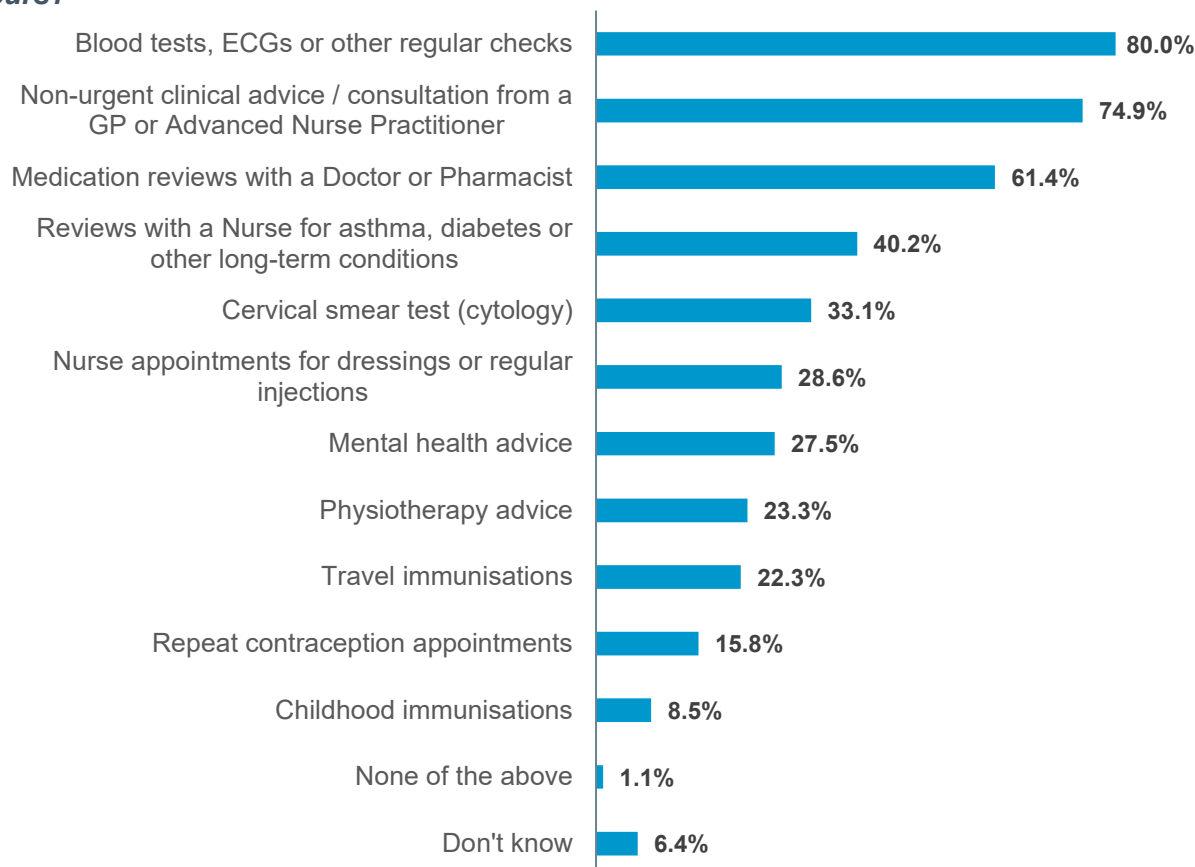
Base: Brigantes (1,124); Five Towns (889); Trinity (1,134); West Wakefield (839); WHA Central (1,972); WHA North (764); WHA South (890)

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%
	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%
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?

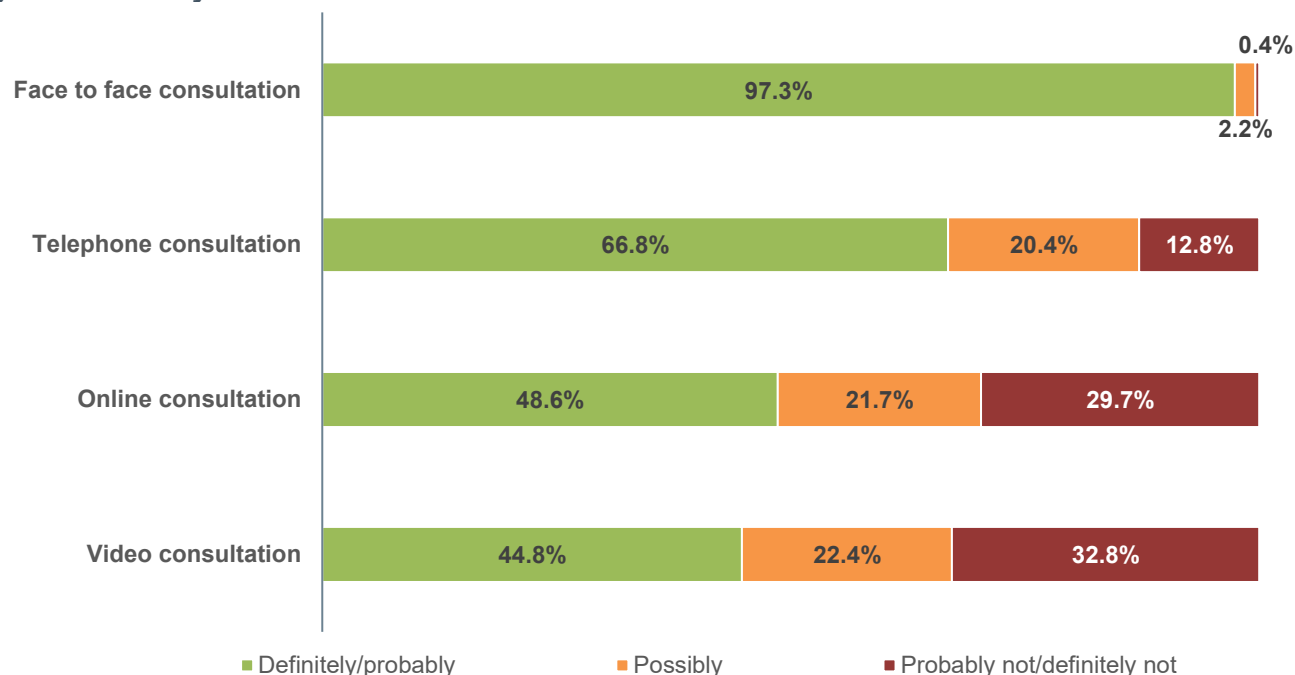
Base: 910

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%
	Possibly	1.8%

Trinity	Probably not/definitely not	0.5%
	Definitely/probably	96.6%
	Possibly	2.9%
West Wakefield	Probably not/definitely not	0.4%
	Definitely/probably	97.1%
	Possibly	2.5%
WHA Central	Probably not/definitely not	0.4%
	Definitely/probably	97.9%
	Possibly	1.8%
WHA North	Probably not/definitely not	0.3%
	Definitely/probably	97.2%
	Possibly	2.1%
WHA South	Probably not/definitely not	0.7%
	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%
	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%
	Video consultation	
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%
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%
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%
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%
Video consultation		
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:

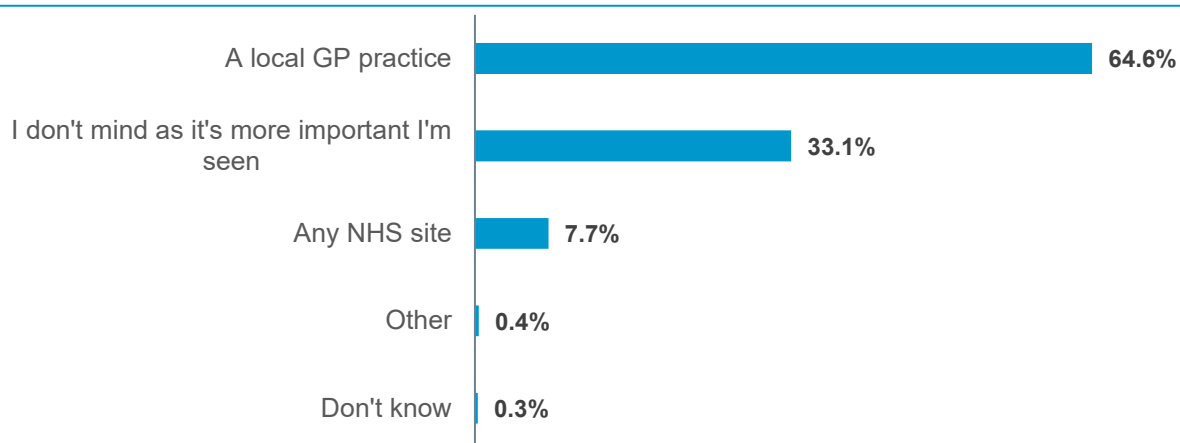
- Those aged 35+ (65.3%) vs those aged 16-34 (57.0%)
- Unemployed respondents (68.4%) vs employed respondents (61.9%)
- Those who have a disability (68.3%) vs those who do not (63.8%)
- Those who would travel to an out of hours appointment via walking (70.9%) or taxi (67.7%)

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.

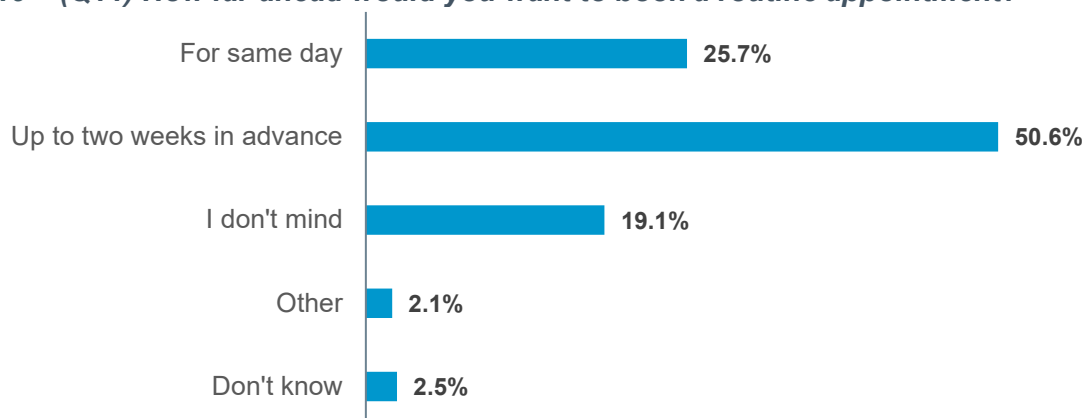
Figure 18 – (Q10) If you could book an appointment outside of 8:00am – 6:30pm for a routine face to face appointment, where would you prefer to be seen? Results by PCN

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?

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:

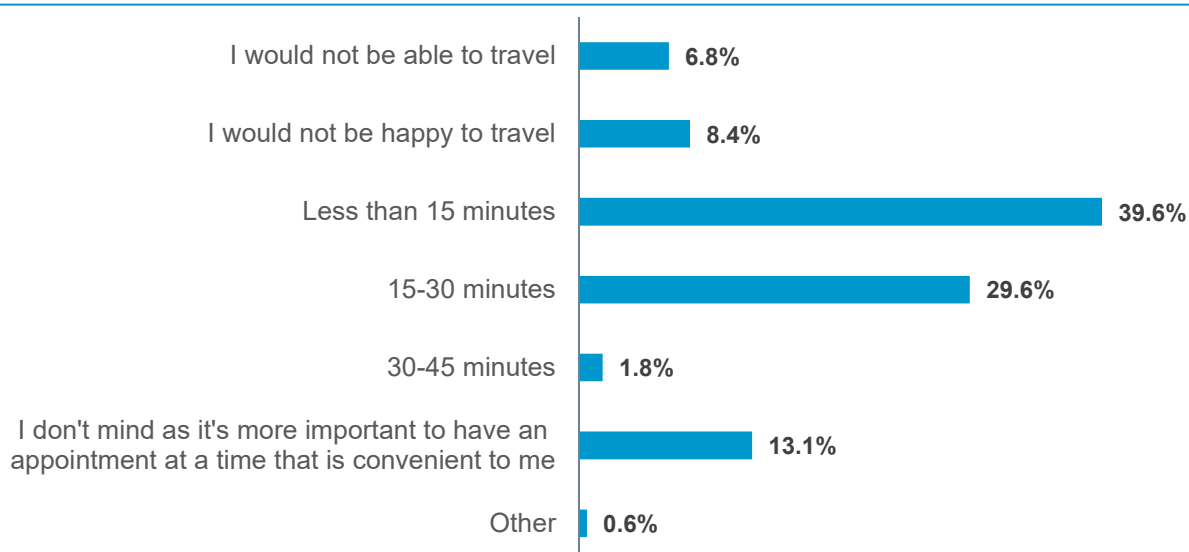
- Female respondents (7.3%) vs male respondents (5.5%)
- Those who have a disability (16.8%) vs those who do not (5.3%)
- Those who are not a carer (7.0%) vs those who are (5.2%)
- Those who would travel to an out of hours appointment via walking (12.5%), public transport (14.5%), taxi (15.0%) or a lift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



Base: 7,624

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%
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%
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%
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?

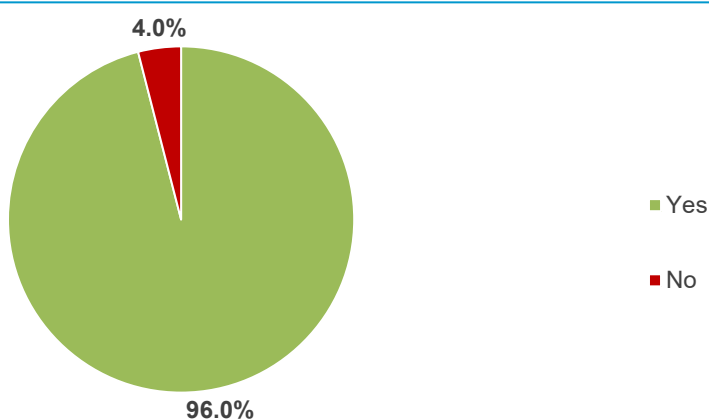
Subgroup analysis

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%)



Base: 8,330

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

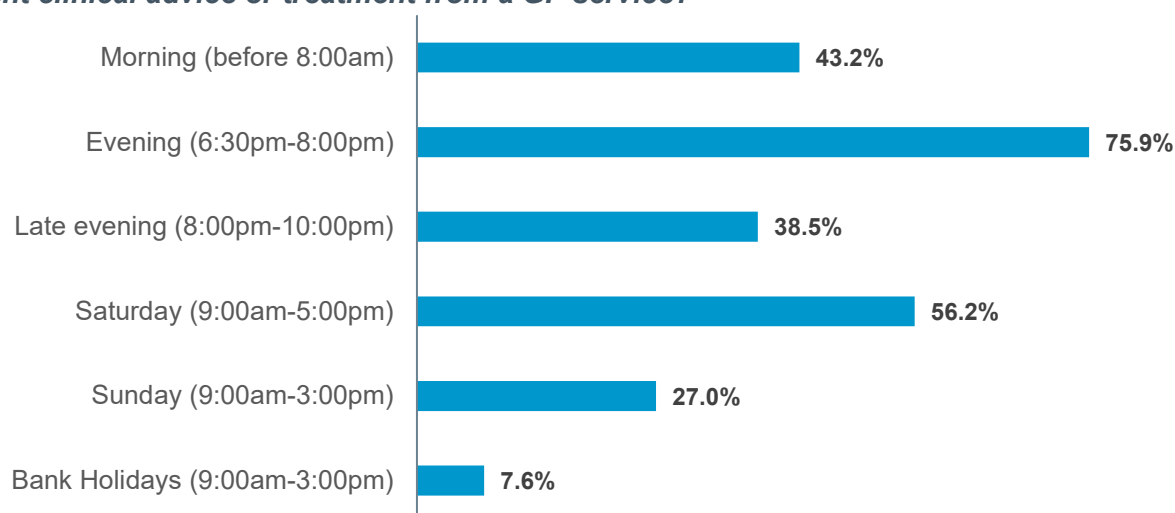
Figure 26 – (Q14) If you needed to book an appointment for urgent clinical advice or treatment from a GP service, would you consider an appointment outside the core hours of 8:00am – 6:30pm? Results by PCN

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

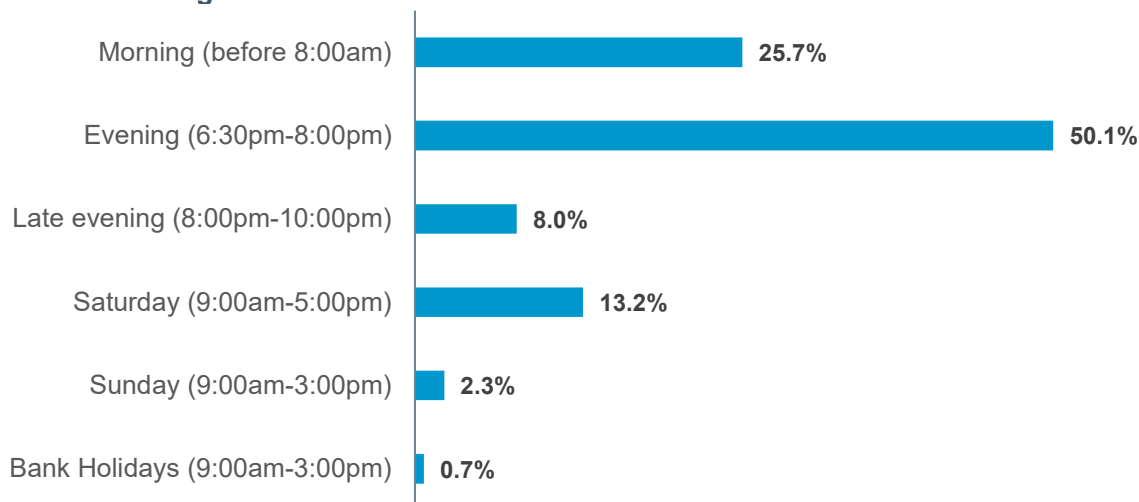
Base: Brigantes (1,172); Five Towns (920); Trinity (1,196); West Wakefield (899); WHA Central (2,046); WHA North (802); WHA South (948)

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%
	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)
	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)

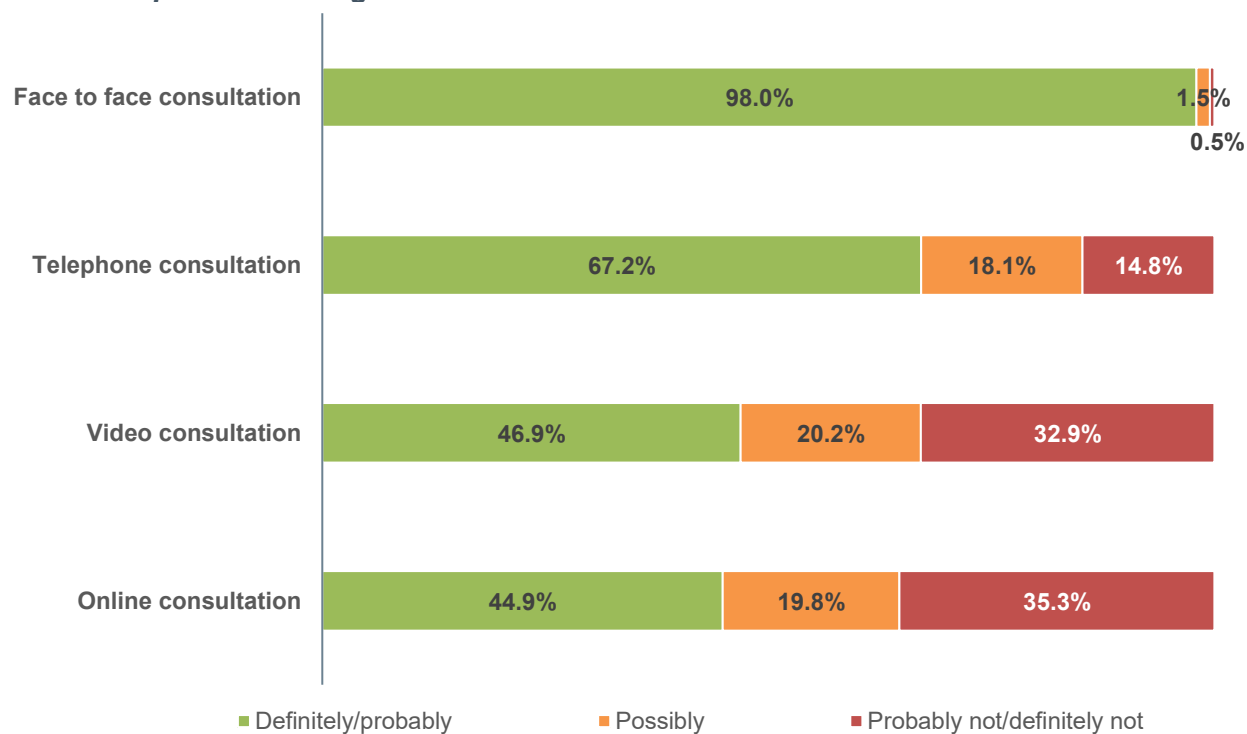
PCN	Response	Percentage
Brigantes	Morning (before 8:00am)	24.1%
	Evening (6:30pm-8:00pm)	51.7%
	Late evening (8:00pm-10:00pm)	8.2%
	Saturday (9:00am-5:00pm)	12.8%
	Sunday (9:00am-3:00pm)	2.4%
	Bank Holidays (9:00am-3:00pm)	0.8%
Five Towns	Morning (before 8:00am)	22.7%
	Evening (6:30pm-8:00pm)	52.4%
	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%
	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%
	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%
	Probably not/definitely not	29.7%
Five Towns	Definitely/probably	40.7%
	Possibly	19.6%

Trinity	Probably not/definitely not	39.6%
	Definitely/probably	45.5%
	Possibly	21.7%
West Wakefield	Probably not/definitely not	32.8%
	Definitely/probably	46.8%
	Possibly	20.1%
WHA Central	Probably not/definitely not	33.1%
	Definitely/probably	48.3%
	Possibly	19.2%
WHA North	Probably not/definitely not	32.5%
	Definitely/probably	44.7%
	Possibly	19.2%
WHA South	Probably not/definitely not	36.1%
	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:

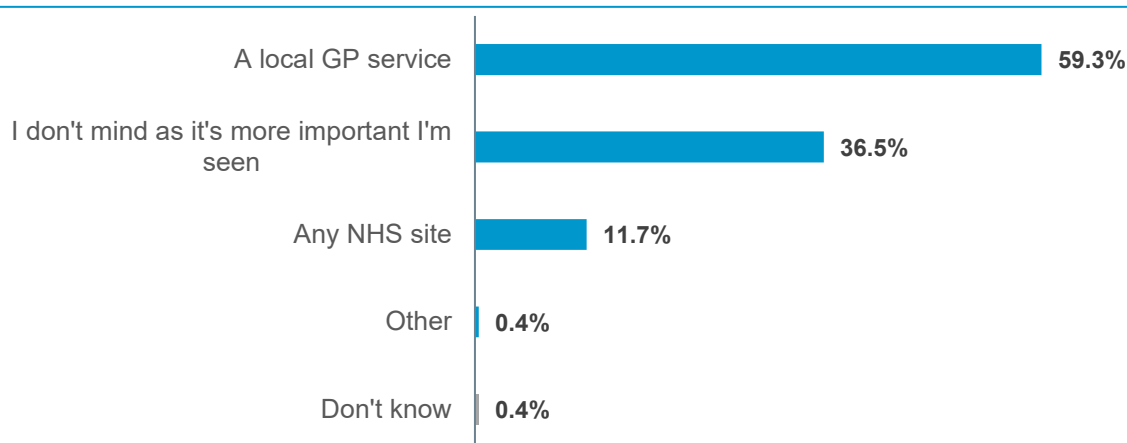
- Those aged 55+ (62.5%) vs those aged 16-54 (54.9%)
- Unemployed respondents (63.2%) vs employed respondents (56.4%)
- Those who have a disability (65.3%) vs those who do not (58.2%)
- Those who would travel to an out of hours appointment via walking (66.2%) or taxi (64.2%)

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*.

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%)

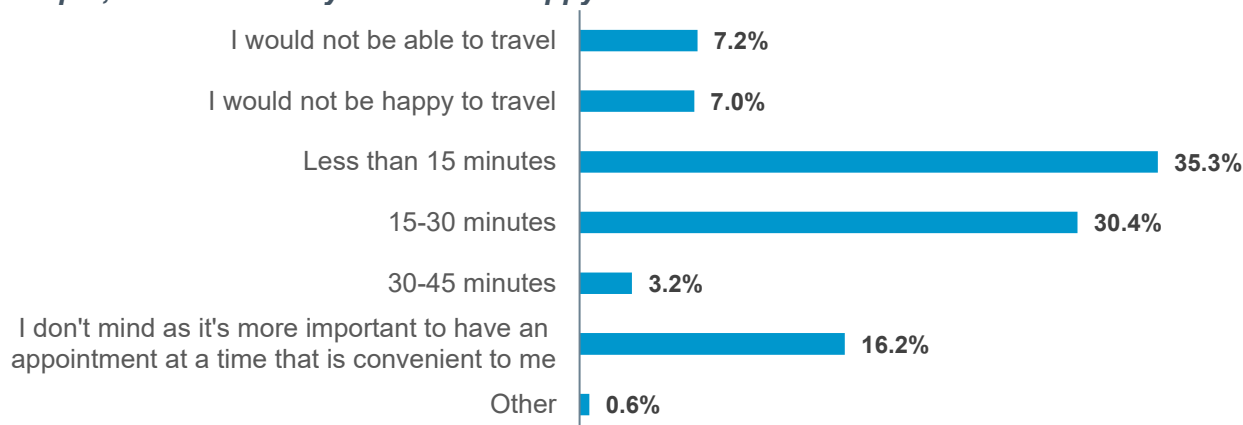
Subgroups more likely to say they would **travel less than 15 minutes** (35.3% overall) include:

- 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 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

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
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%
Trinity	Other	0.7%
	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%	
West Wakefield	Other	0.6%
	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%	
WHA Central	Other	0.7%
	I would not be able to travel	7.8%
	I would not be happy to travel	7.0%
	Less than 15 minutes	35.6%
	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>		
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 don't mind as it's more important to have an appointment at a time that is convenient to me

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

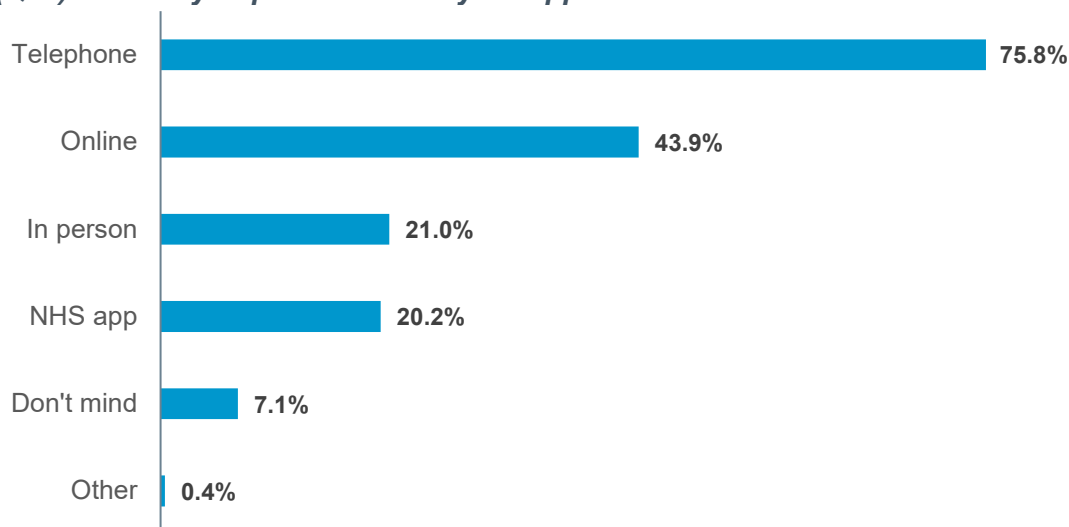
Base: Brigantes (1,206); Five Towns (953); Trinity (1,246); West Wakefield (945); WHA Central (2,146); WHA North (846); WHA South (986)

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%
	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%
	Don't know	3.7%
WHA Central	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%
	Other	1.1%
	Don't know	3.0%
WHA North	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%
	Because I can't attend during core hours	24.2%
	Other	0.8%
	Don't know	4.1%
WHA South	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

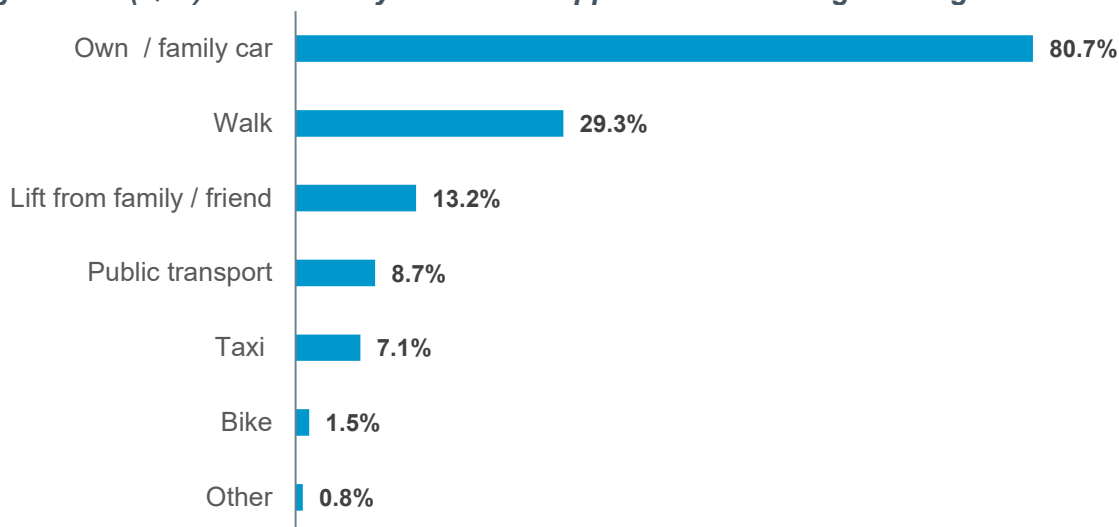
Base: Brigantes (1,206); Five Towns (953); Trinity (1,246); West Wakefield (945); WHA Central (2,147); WHA North (846); WHA South (988)

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%
	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**

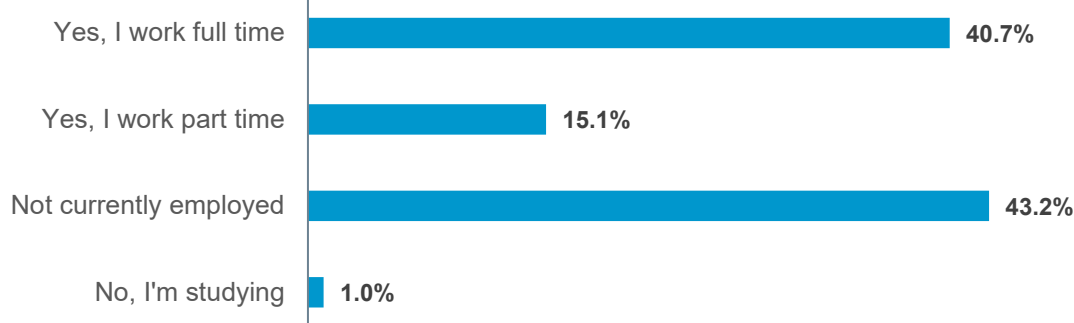
Base: Brigantes (1,206); Five Towns (953); Trinity (1,247); West Wakefield (945); WHA Central (2,147); WHA North (846); WHA South (988)

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%
	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

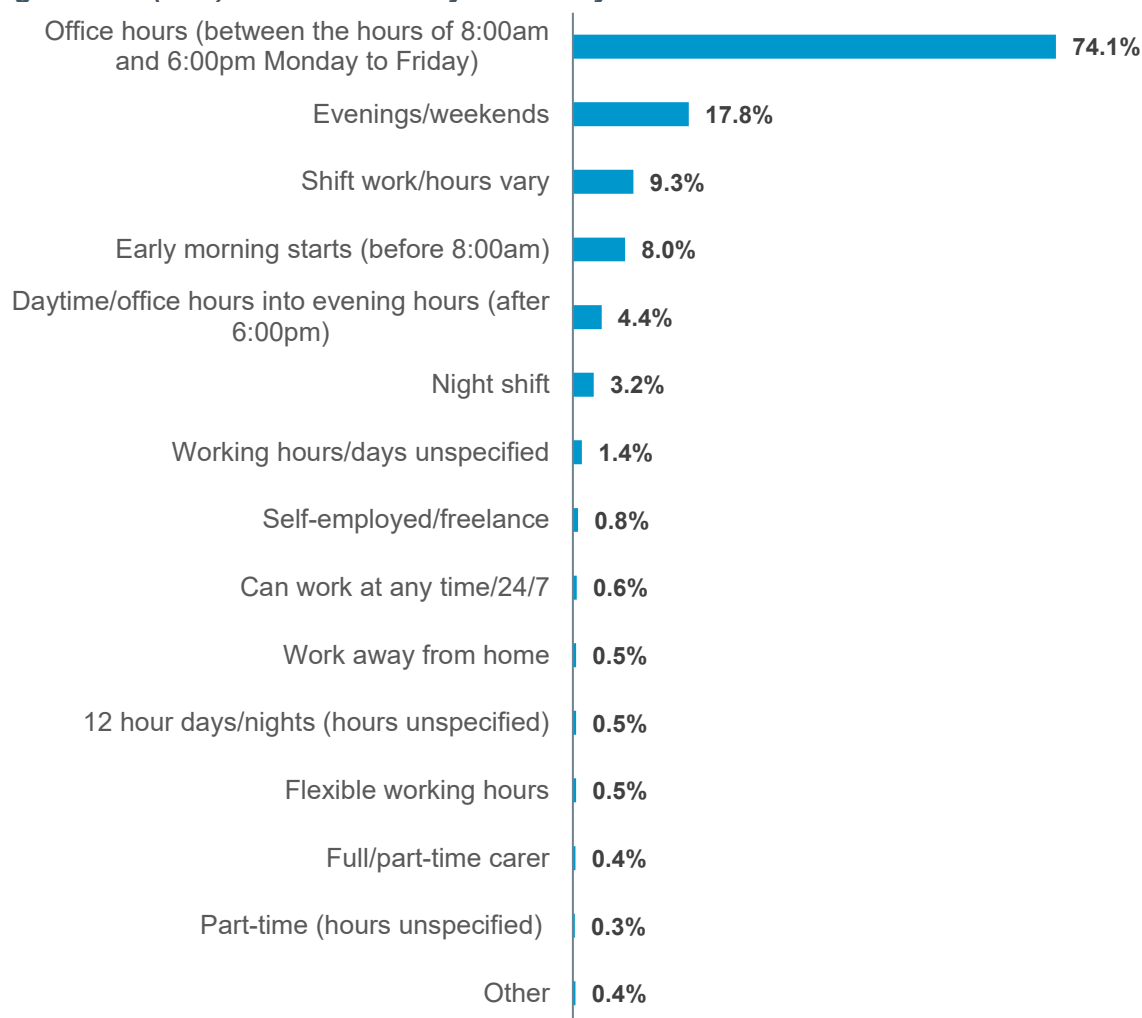
Base: Brigantes (1,205); Five Towns (954); Trinity (1,242); West Wakefield (944); WHA Central (2,143); WHA North (846); WHA South (988)

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]

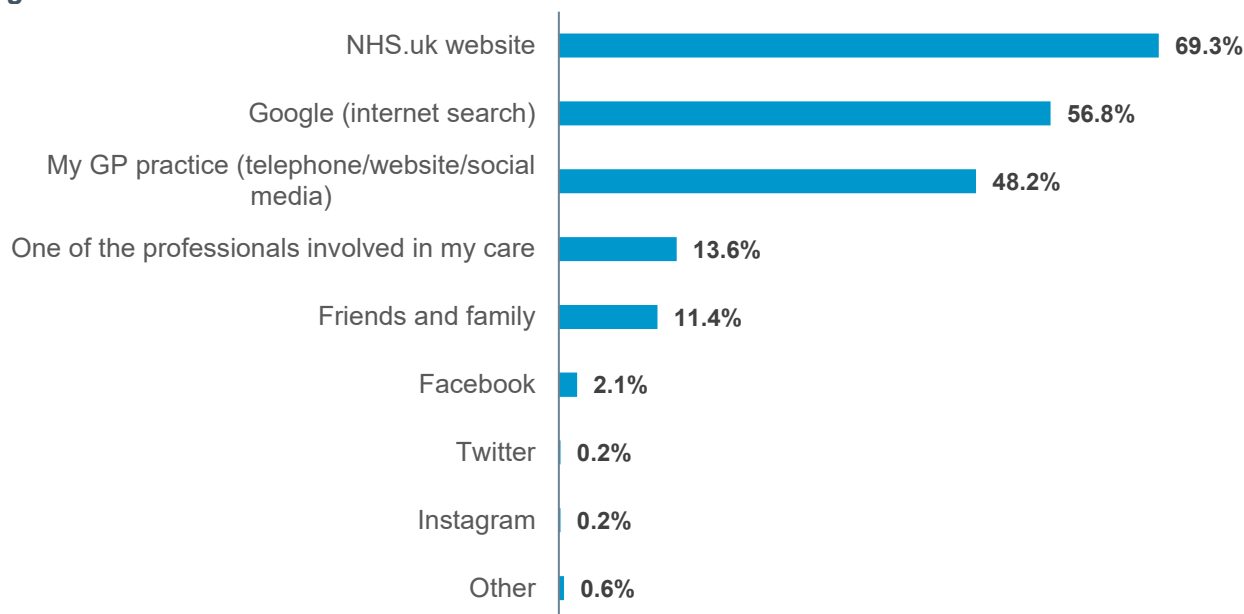
Base: Brigantes (750); Five Towns (525); Trinity (692); West Wakefield (411); WHA Central (1,231); WHA North (484); WHA South (541)

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%
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)

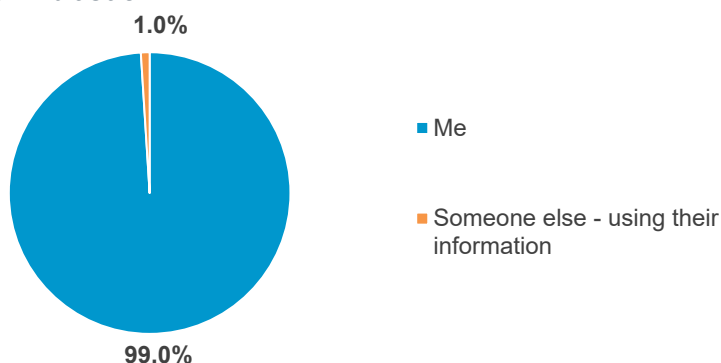
PCN	Response	Percentage
Brigantes	NHS.uk website	74.4%
	Google (internet search)	60.5%
	My GP practice (telephone/website/social media)	47.2%
	One of the professionals involved in my care	11.9%
	Friends and family	10.7%
Five Towns	NHS.uk website	69.4%
	Google (internet search)	55.0%
	My GP practice (telephone/website/social 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%
	My GP practice (telephone/website/social media)	48.6%
	One of the professionals involved in my care	14.1%

WHA North	Friends and family	11.8%
	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%
WHA South	Friends and family	11.3%
	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?

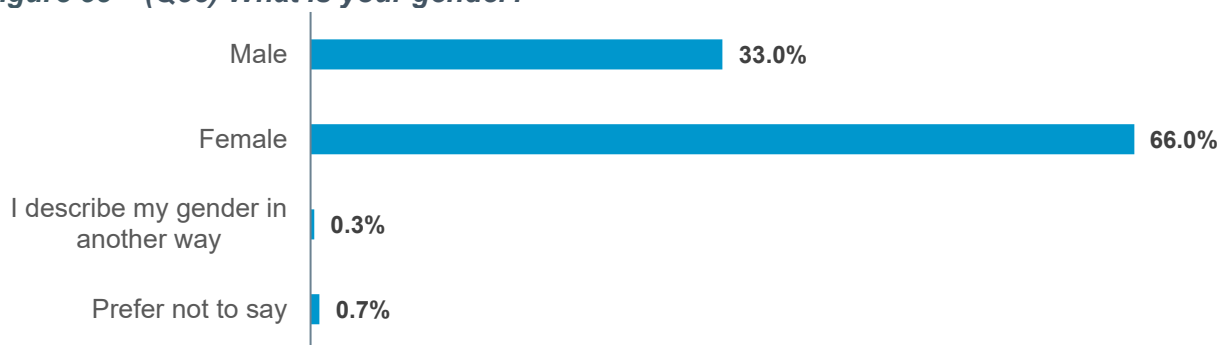
Base: 8,351

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%
Lengthwaite 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%
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.

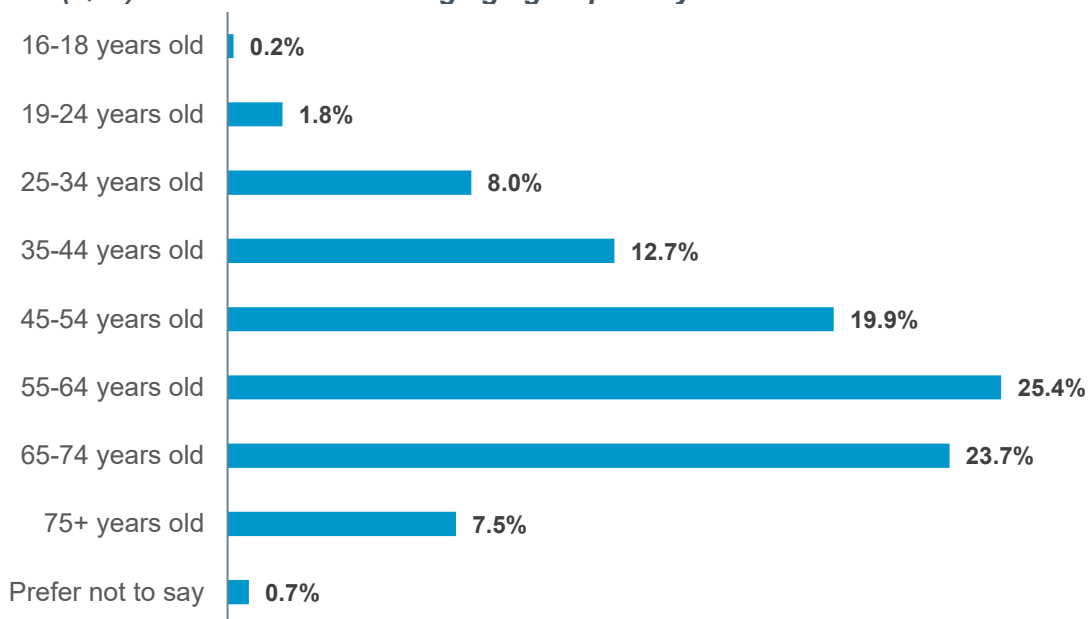
Figure 53 – (Q33) What is your gender?



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

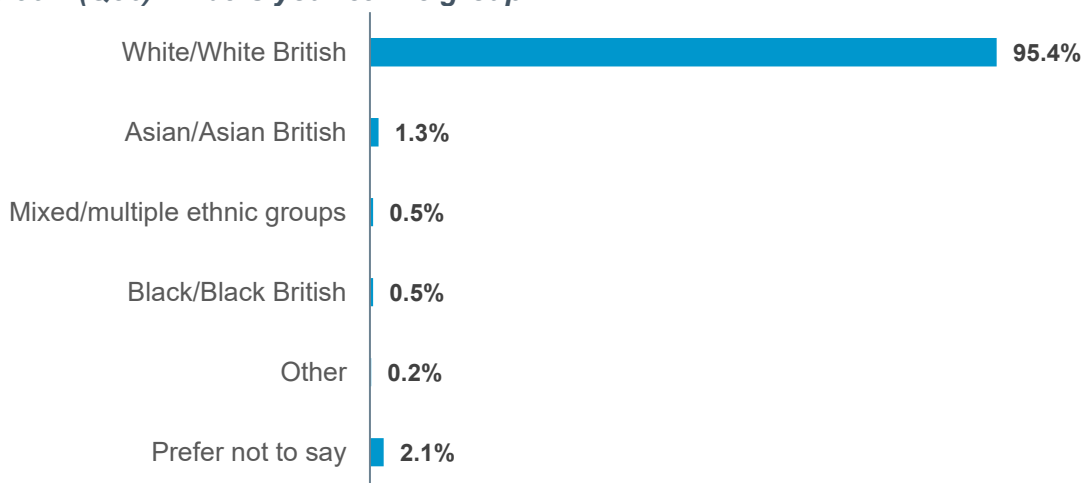
Figure 55 – (Q35) Which country were you born in?

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%
Hong Kong	3	0.1%
Hungary	3	0.0%

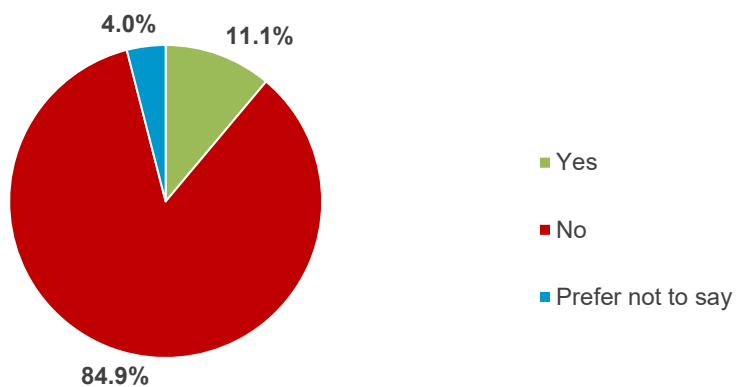
India	10	0.1%
Indonesia	2	0.0%
Iraq	6	0.1%
Ireland	16	0.2%
Italy	3	0.0%
Kazakhstan	1	0.0%
Kenya	1	0.0%
Kurdistan	1	0.0%
Latvia	7	0.1%
Lithuania	7	0.1%
Libya	1	0.0%
Malaysia	1	0.0%
Mauritius	1	0.0%
Mexico	1	0.0%
Moldova	3	0.0%
Myanmar	1	0.0%
Namibia	1	0.0%
The Netherlands	2	0.0%
New Zealand	1	0.0%
Nigeria	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%
Zimbabwe	10	0.1%
United Kingdom	7,907	96.8%
Not specified	6	0.1%

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



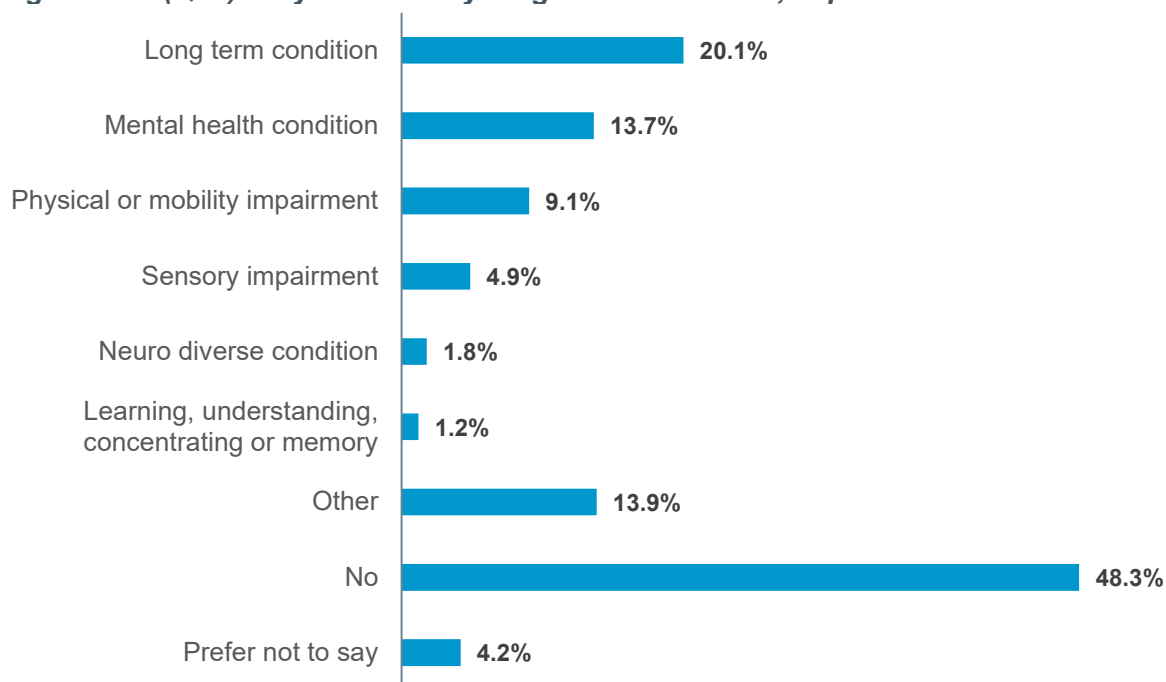
Base: 7,630

Figure 57 – (Q37) Are you disabled?



Base: 8,190

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

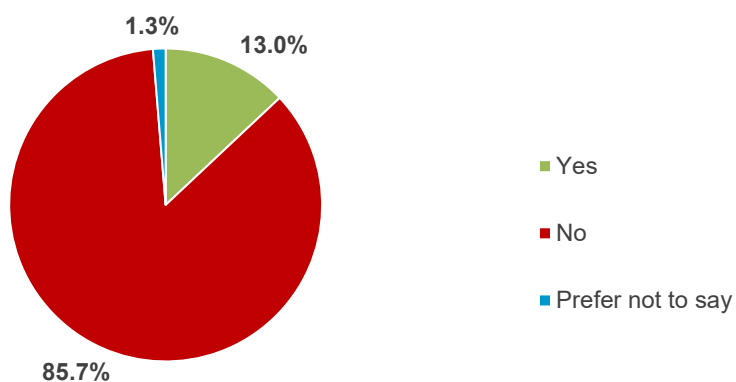


Base: 7,866

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

Figure 59 – (Q39) Are you a carer?

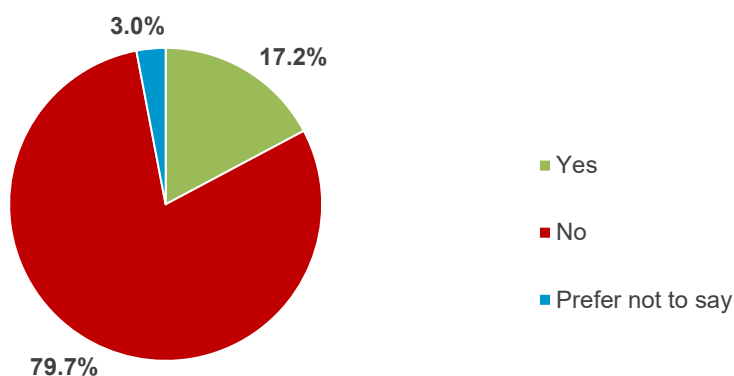
Base: 8,246



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

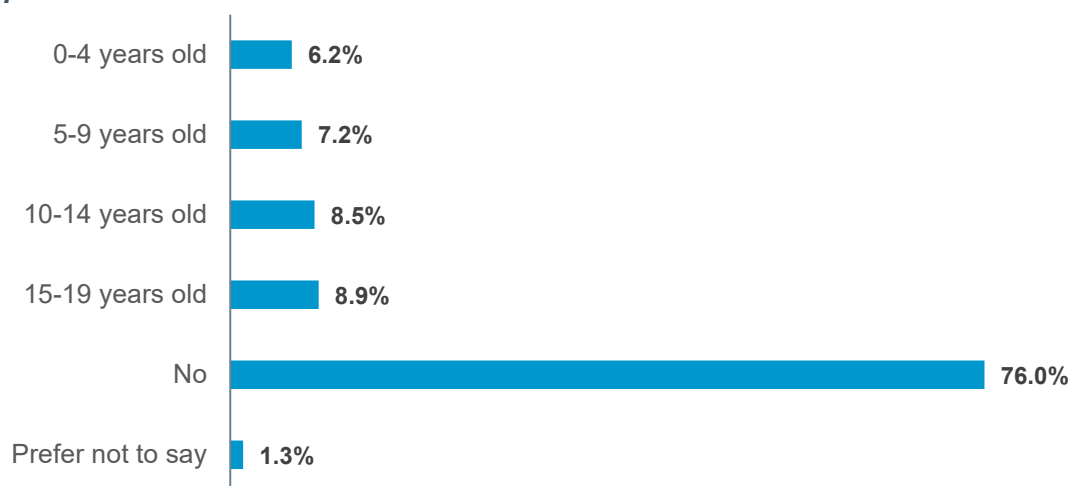
- Child Tax Credit
- Council Tax Benefit
- Free School Meals
- Housing Benefit
- Incapacity Benefit / Employment Support Allowance
- Income Support
- Pension Credit – Guarantee Credit Element
- Universal Credit
- Working Tax Credit

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