Chrisie Burns
Woodview Medical Centre
Holmecross Road
Northampton
Northants
NN3 8AW

PatientDynamics GPAQ Report

Thursday 19 February 2009

Chrisie Burns

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Practice Report

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PatientDynamics GPAQ

PatientDynamics is an independent research company specialising in patient experience. PatientDynamics is an approved supplier of NHS Patient Surveys and a licensed provider of GPAQ.

The General Practice Assessment Questionnaire has been developed at the National Primary Care Research and Development Centre in Manchester for the 2005 GP contract. GPAQ helps practices find out what patients think about their care. It specifically focuses on aspects of general practice that are not covered elsewhere in the Quality and Outcomes Framework – for example, access, inter–personal aspects of care and continuity of care. GPAQ is very similar to GPAS (the General Practice Assessment Survey), which has been extensively used and validated in general practice, except that it is shorter and easier to complete.

The PatientDynamics GPAQ kit provides everything necessary to perform an independent, reliable survey for GPs with total confidentiality and anonymity for patients. The same survey can also be used to provide a sophisticated management tool at PCT level.

Report Structure

The results of the survey are summarized in the following sections:

1. Evaluation Questions – patients made a judgement about how good that aspect of care was. Each score is a mean for all patients who completed the question, represented as a percentage of the maximum possible score, and compared with a GPAQ benchmark.
2. Report Questions – patients were asked about specific experiences or were asked for specific information. These are the questions that do not have a mean score and cannot be compared to a GPAQ benchmark.
3. Demographic Questions

Sample and Methodology

A kit comprising: 50 questionnaires for each doctor in the practice plus an extra 50; a ballot box for completed questionnaires; 5 pens; 2 posters; was posted to the practice. The questionnaires were numbered and matched to the practice. The questionnaires were offered to each patient by the receptionist to be completed in the surgery and posted in the ballot box. The practice then sent the completed questionnaires to PatientDynamics for analysis.

GPAQ is designed for adults at least 16 years of age.

Analysis of Survey Results

For evaluation or 'rating' questions an average score for the whole sample was calculated.

Q2, Q3a, Q4b, Q5b, Q7b, Q8a, Q8b, Q9b, Q10a, Q10b, Q10c, Q10d, Q10e, Q10f, Q10g, Q10h, Q12a, Q12b, Q12c:

Rating	*Score*
Excellent	100
Very Good	80
Good	60
Fair	40
Poor	20
Very Poor	0

Q13:

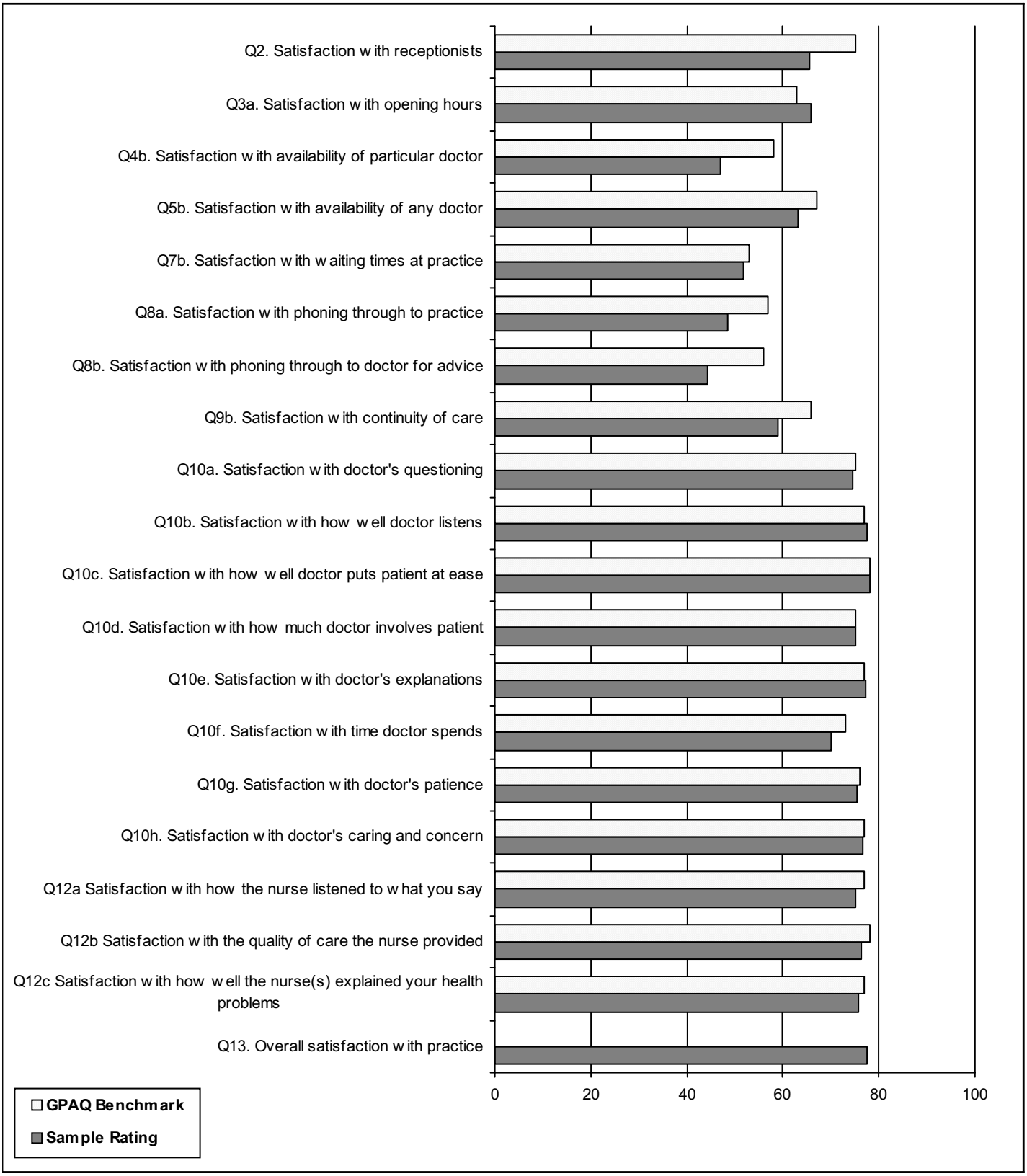
Rating	*Score*
Completely satisfied	100
Very satisfied	83.3
Fairly satisfied	66.7
Neutral	50
Fairly dissatisfied	33.3
Very dissatisfied	16.7
Completely dissatisfied	0

Benchmark figures were calculated using data from identical questions in the postal version of the General Practice Assessment Survey (GPAS), for which there is more data. As GPAQ is a new questionnaire there is not yet enough data to produce benchmark figures using GPAQ alone.

1. Report Ratings

	Rating	BenchMark
Q2. Satisfaction with receptionists	65	75
Q3a. Satisfaction with opening hours	66	63
Q4b. Satisfaction with availability of particular doctor	47	58
Q5b. Satisfaction with availability of any doctor	63	67
Q7b. Satisfaction with waiting times at practice	52	53
Q8a. Satisfaction with phoning through to practice	48	57
Q8b. Satisfaction with phoning through to doctor for advice	44	56
Q9b. Satisfaction with continuity of care	59	66
Q10a. Satisfaction with doctor's questioning	74	75
Q10b. Satisfaction with how well doctor listens	77	77
Q10c. Satisfaction with how well doctor puts patient at ease	78	78
Q10d. Satisfaction with how much doctor involves patient	75	75
Q10e. Satisfaction with doctor's explanations	77	77
Q10f. Satisfaction with time doctor spends	70	73
Q10g. Satisfaction with doctor's patience	75	76
Q10h. Satisfaction with doctor's caring and concern	77	77
Q12a Satisfaction with how the nurse listened to what you say	75	77
Q12b Satisfaction with the quality of care the nurse provided	76	78
Q12c Satisfaction with how well the nurse(s) explained your health problems	76	77
Q13. Overall satisfaction with practice	78	

Chart showing report ratings against benchmark



2. Report Questions

Q1. In the past 12 months, how many times have you seen a doctor from your practice?		Number of Responses	% of Responses
1	None	9	4
2	Once or twice	62	26
3	Three or four times	61	26
4	Five or six times	53	23
5	Seven times or more	49	21
	Question Total:	234	100

Q2. Satisfaction with receptionists		Number of Responses	% of Responses
1	Very poor	4	2
2	Poor	12	5
3	Fair	35	15
4	Good	81	35
5	Very Good	66	28
6	Excellent	34	15
	Question Total:	232	100

Q3a. Satisfaction with opening hours		Number of Responses	% of Responses
1	Very poor	1	0
2	Poor	4	2
3	Fair	36	16
4	Good	97	42
5	Very Good	71	31
6	Excellent	22	10
	Question Total:	231	100

Q3b. What additional hours would you like the practice to be open? (please tick all that apply)		Number of Responses	% of Responses
1	Early Morning	13	5
2	Lunch Times	17	7
3	Evenings	57	22
4	Weekends	62	24
5	None I am satisfied	109	42
	Question Total:	258	100

Q4a. How quickly do you usually get to see a particular doctor?		Number of Responses	% of Responses
1	Same day	13	6
2	Next working day	15	7
3	Within 2 working days	33	14
4	Within 3 working days	17	7
5	Within 4 working days	21	9
6	5 or more working days	114	50
7	Does not apply	16	7
	Question Total:	229	100

Q4b. Satisfaction with availability of particular doctor		Number of Responses	% of Responses
1	Very poor	10	4
2	Poor	47	21
3	Fair	72	32
4	Good	43	19
5	Very Good	23	10
6	Excellent	17	8
7	Does not apply	13	6
	Question Total:	225	100

Q5a. How quickly do you usually get seen?		Number of Responses	% of Responses
1	Same day	67	30
2	Next working day	43	19
3	Within 2 working days	40	18
4	Within 3 working days	26	12
5	Within 4 working days	13	6
6	5 or more working days	24	11
7	Does not apply	13	6
	Question Total:	226	100

Q5b. Satisfaction with availability of any doctor		Number of Responses	% of Responses
1	Very poor	4	2
2	Poor	15	7
3	Fair	43	20
4	Good	60	28
5	Very Good	46	21
6	Excellent	36	17
7	Does not apply	10	5
	Question Total:	214	100

Q6. Can you normally get seen on the same day?		Number of Responses	% of Responses
1	Yes	166	74
2	No	23	10
3	Don't know	36	16
	Question Total:	225	100

Q7a. How long do you usually have to wait at the practice for your consultation to begin?		Number of Responses	% of Responses
1	5 minutes or less	26	12
2	6-10 minutes	96	42
3	11-20 minutes	87	38
4	21-30 minutes	15	7
5	More than 30 minutes	2	1
	Question Total:	226	100

Q7b. Satisfaction with waiting times at practice		Number of Responses	% of Responses
1	Very poor	3	1
2	Poor	21	10
3	Fair	94	43
4	Good	57	26
5	Very Good	34	16
6	Excellent	10	5
	Question Total:	219	100

Q8a. Satisfaction with phoning through to practice		Number of Responses	% of Responses
1	Very poor	13	6
2	Poor	37	16
3	Fair	64	28
4	Good	70	31
5	Very Good	27	12
6	Excellent	11	5
7	Don't Know	7	3
	Question Total:	229	100

Q8b. Satisfaction with phoning through to doctor for advice		Number of Responses	% of Responses
1	Very poor	11	5
2	Poor	29	13
3	Fair	26	12
4	Good	28	13
5	Very Good	15	7
6	Excellent	6	3
7	Don’t know	106	48
	Question Total:	221	100

Q9a. In general, how often do you see your usual doctor?		Number of Responses	% of Responses
1	Always	35	16
2	Almost always	46	21
3	A lot of the time	37	17
4	Some of the time	81	37
5	Almost never	16	7
6	Never	5	2
	Question Total:	220	100

Q9b. Satisfaction with continuity of care		Number of Responses	% of Responses
1	Very poor	2	1
2	Poor	16	8
3	Fair	59	29
4	Good	65	32
5	Very Good	36	18
6	Excellent	25	12
	Question Total:	203	100

Q10a. Satisfaction with doctor's questioning		Number of Responses	% of Responses
1	Very poor	0	0
2	Poor	1	0
3	Fair	24	11
4	Good	63	29
5	Very Good	71	33
6	Excellent	55	26
7	Does not apply	1	0
	Question Total:	215	100

Q10b. Satisfaction with how well doctor listens		Number of Responses	% of Responses
1	Very poor	0	0
2	Poor	0	0
3	Fair	16	7
4	Good	61	29
5	Very Good	70	33
6	Excellent	66	31
7	Does not apply	1	0
	Question Total:	214	100

Q10c. Satisfaction with how well doctor puts patient at ease		Number of Responses	% of Responses
1	Very poor	0	0
2	Poor	0	0
3	Fair	16	7
4	Good	54	25
5	Very Good	72	34
6	Excellent	67	31
7	Does not apply	5	2
	Question Total:	214	100

Q10d. Satisfaction with how much doctor involves patient		Number of Responses	% of Responses
1	Very poor	0	0
2	Poor	2	1
3	Fair	24	11
4	Good	55	26
5	Very Good	67	31
6	Excellent	60	28
7	Does not apply	6	3
	Question Total:	214	100

Q10e. Satisfaction with doctor's explanations		Number of Responses	% of Responses
1	Very poor	0	0
2	Poor	2	1
3	Fair	21	10
4	Good	51	24
5	Very Good	66	31
6	Excellent	71	33
7	Does not apply	3	1
	Question Total:	214	100

Q10f. Satisfaction with time doctor spends		Number of Responses	% of Responses
1	Very poor	0	0
2	Poor	5	2
3	Fair	39	18
4	Good	60	28
5	Very Good	58	27
6	Excellent	49	23
7	Does not apply	2	1
	Question Total:	213	100

Q10g. Satisfaction with doctor's patience		Number of Responses	% of Responses
1	Very poor	0	0
2	Poor	4	2
3	Fair	24	11
4	Good	59	28
5	Very Good	55	26
6	Excellent	70	33
7	Does not apply	2	1
	Question Total:	214	100

Q10h. Satisfaction with doctor's caring and concern		Number of Responses	% of Responses
1	Very poor	0	0
2	Poor	1	0
3	Fair	26	12
4	Good	54	26
5	Very Good	54	26
6	Excellent	73	35
7	Does not apply	2	1
	Question Total:	210	100

Q11. Have you seen a nurse from your practice in the past 12 months		Number of Responses	% of Responses
1	Yes	184	86
2	No	30	14
	Question Total:	214	100

Q12a Satisfaction with how the nurse listened to what you say		Number of Responses	% of Responses
1	Very poor	1	1
2	Poor	4	2
3	Fair	9	5
4	Good	54	30
5	Very Good	69	38
6	Excellent	44	24
	Question Total:	181	100

Q12b Satisfaction with the quality of care the nurse provided		Number of Responses	% of Responses
1	Very poor	2	1
2	Poor	4	2
3	Fair	6	3
4	Good	48	26
5	Very Good	74	41
6	Excellent	48	26
	Question Total:	182	100

Q12c Satisfaction with how well the nurse(s) explained your health problems		Number of Responses	% of Responses
1	Very poor	1	1
2	Poor	2	1
3	Fair	13	7
4	Good	48	27
5	Very Good	69	39
6	Excellent	46	26
	Question Total:	179	100

Q13. Overall satisfaction with practice		Number of Responses	% of Responses
1	Completely dissatisfied	1	0
2	Very dissatisfied	2	1
3	Fairly dissatisfied	8	4
4	Neutral	9	4
5	Fairly satisfied	71	32
6	Very satisfied	82	37
7	Completely satisfied	49	22
	Question Total:	222	100

Q14. Male or Female?

		Number of Responses	% of Responses
1	Male	76	34
2	Female	149	66
	Question Total:	225	100

Q15. How old are you?

		Number of Responses	% of Responses
1	16 to 24	11	5
2	25 - 34	31	14
3	35 - 44	28	13
4	45 - 54	38	17
5	55 - 64	48	22
6	65 - 74	36	16
7	75 and Older	27	12
	Question Total:	219	100

Q16. Long standing illness or disability?

		Number of Responses	% of Responses
1	Yes	119	55
2	No	96	45
	Question Total:	215	100

Q17. Which ethnic group do you belong to?

		Number of Responses	% of Responses
1	White	209	94
2	Black or Black British	7	3
3	Asian or Asian British	5	2
4	Mixed	0	0
5	Chinese	0	0
6	Other Ethnic Group	1	0
	Question Total:	222	100

Q18. Is your accommodation:

		Number of Responses	% of Responses
1	Owner occupied / mortgaged	152	69
2	Rented or other arrangements	69	31
	Question Total:	221	100

Q19. Which of the following best describes you?		Number of Responses	% of Responses
1	Employed	103	47
2	Unemployed and looking for work	4	2
3	At school or full time education	5	2
4	Unable to work due to long term sickness	13	6
5	Looking after your home / family	17	8
6	Retired from work	71	32
7	Other	6	3
	Question Total:	219	100

This report is based on a total of 251 completed questionnaires

Report - Open Ended Comments

Q20a. Is there anything particularly good about your healthcare?

I have complete confidence in my doctor.

Long term receptionists are excellent- caring and dedicated.

Dr is excellent, very caring and explained everything and did not rush you.

I get very good service.

To have the same doctor is very reassuring - doctor is very approachable and caring.

Understanding, meeting the needs.

Since operation- the continuity of seeing one doctor who knows my history and monitors my healthcare.
Before operation- lack of understanding (different doctors).

Everything is fine.

The doctors are available if serious. Reception always good. My BP under control now.

A basic BT phone system should replace the expensive time consuming system they operate.

Have always found every aspect of the surgery very good.

Same day if urgent.

So far everything I have needed has been onsite and I hope that continues.

They are very understanding and listen and friendly.

All the treatment I have received in the last 10 years is taken into account when I receive new treatment. I am treated as an individual.

The nurses listen to me. The doctors listen.

All doctors and nurses are very caring and helpful.

The service and kindness of staff.

Doctors provide exceptional healthcare. The midwife is wonderful.

Information on all the walls.

Diabetic nurse is very helpful.

Wish there was a proper bus service.

The service I am getting must be given credit for my health.

The receptionists seem to try and fit you in more these days, although they could be more approachable.

Was very well taken care of when sent to hospital from the surgery.

The doctor has even asked me about things I didn't come to consult them about and always follow up queries from the last visit.

The doctors and nurses are excellent, caring, compassionate people. I would give them all full marks.

Meets my needs adequately.

The midwife is fantastic, put me at ease.

The speed in which I am dealt with and help given.

Have been delighted with recent help and support. Surgery have been great.

Good at letting me know about smear tests etc.

The phone system has improved.

All aspects I have had to use have been well delivered.

Rather not comment.

The excellent way all staff care about me.

Dr is excellent, always makes you feel she has time to spend listening, never rushes you, always get good advice.

Diagnosed with diabetes, all staff have helped me deal with the deal with the condition.

It's local.

The doctors are really good, really couldn't ask for better.

Q20b.Is there anything that could be improved?

Some receptionists can be a little unfriendly.

Weekend opening times for emergency use.

Décor of surgery, more flowers and pot plants.

Repeat prescription service.

Occasionally have to wait a long time to get an appointment.

I object to being asked my date of birth every time I make an appointment. I do not see many younger people being asked this question and it makes me feel patronised.

A couple of receptionists could do with improving their attitude towards patients. Possibly to be considered a walk in day.

Phoning the surgery for information could be made easier.

Closing for lunch.

Phone system for appointments. This can take over one hour of continual phoning or waiting in queue.

To be able to see a doctor after 5pm.

Would help to get quicker appointments for my regular doctor.

Some receptionists are 'gate keepers', others are extremely helpful. The blood testing should be more attentive i.e. with names.

Communication with reception could be clearer.

Would prefer to see own/same doctor the majority of the time.

The practice is very good.

Some receptionists could be more pleasant and well mannered, could be more discreet.

The time the gate closes in the evenings.

Out of hours service would be nice.

In recent years there has been much improvement, particularly with receptionists.

No.

Blood test should be a walk in service- not have to wait 3 weeks.

Number of phone lines and being answered.

The receptionists are at times rude.

Only for phoning.

Unsure- possibly appointments for lunch periods.

No.

Communication.

Phone appointments. Car park is getting overwhelmed at busy times.

Information about appointments and being able to speak to a doctor. Being able to communicate by email would help. This is a very friendly practice.

Emergency appointments. Having to ring again in the afternoon if you can't make the first slot given to you.

More lady Drs on a permanent basis.

Sometimes long wait for appointment. Should be able to be seen within 3-5 days.

Receptionists are helpful but some could be more charming.

Some staff could be a little more caring and committed to their duty.

Some receptionists are good but some need training.

More varied times for appointments e.g. evenings and Sats.

Routine appointment times.

I am ok.

Friendliness of receptionists on the phone, usually rushed and not happy.

Q20c. Any other comments?

I am happy with the practice and care I receive. Thank you.

Very satisfied with the practice, but it would be nice if I could see my usual doctor sometimes.

Would be better if one could mostly see the doctor of their choice.

Once past some receptionists care of doctors fine. Little more compassion needs to be given to some patients.

Thank you for years of excellent service.

The doorways need widening so all wheelchairs will go through them, especially the ones in the corridor.

Not very good for wheelchair users i.e. doors and car park. Ramp cannot be used when I have no help. Disabled parking at front of practice.

Very happy with my doctors. Would be nice to get appointments within 48 hours.

People who don't turn up for their appointment without phoning should be fined £10.

Thank you for a job well done.

Mostly very satisfactory.

Doctors are friendly, helpful, listen to you and always put my mind at ease.

Appointments made over phone are not on computer so you lose your place.

Surgery waiting area always neat and tidy. Staff welcoming. Screen booking in system is very good.

Very good practice.

Use your technology to remind patients of appointments i.e. day before by text message or email. All in all a great doctors.

Some office staff lack the ability to empathise with people.

Have been with practice over 30 years, have no complaints.

Please get rid of the automatic answering phone system.

Our GP surgery could do with some new reception staff, current ones are quite rude.

Generally very happy here.

Exceptionally pleased with care and concern given by doctors.

If above were managed it would be an excellent all round practice.

On the whole, well pleased with my treatment here.

I don't think it could be much better.

Always been completely satisfied with this doctors.

PATIENT DYNAMICS™
listening to patients' views

Your opinion counts!

3rd FOLD

The General Practice Assessment Questionnaire (GPAQ)

Dear Patient

We would be grateful if you would complete this survey about your general practice.

Your practice wants to provide the highest standard of care. Feedback from this survey will enable the practice to identify areas that may need improvement. Your opinions are therefore very valuable.

Please answer **ALL** the questions that apply to you. There are no right or wrong answers and staff will NOT be able to identify your individual responses.

Thank you.

4th FOLD, TUCK IN UNDER FLAP 3

Please **complete and return immediately** to ensure your views are included in the results

Re-fold the completed questionnaire, tucking the 3rd fold into this flap. Post directly in the ballot box provided or return to the receptionist.

You can also complete this survey on our website:
www.gpaqsurvey.co.uk

(Enter the number on the questionnaire to identify the practice)

2nd FOLD

The General Practice Assessment Questionnaire (GPAQ)

1 In the past 12 months, **how many times** have you seen a doctor from your practice?

None	Once or twice	Three or four times	Five or six times	Seven times or more
☐ 1	☐ 2	☐ 3	☐ 4	☐ 5

2 How do you rate the way you are treated by **receptionists** at your practice?

Very poor	Poor	Fair	Good	Very good	Excellent
☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6

3 a) How do you rate the **hours** that your practice is open for appointments?

Very poor	Poor	Fair	Good	Very good	Excellent
☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6

b) What **additional** hours would you like the practice to be open? (please tick all that apply)

Early morning	Lunch-times	Evenings	Weekends	None, I am satisfied
☐ 1	☐ 2	☐ 3	☐ 4	☐ 5

4 Thinking of times when you want to see a **particular** doctor: (please tick one box only)

a) How **quickly** do you usually get to see that doctor?

Same day	Next working day	Within 2 working days	Within 3 working days	Within 4 working days	5 or more working days	Does not apply
☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6	☐ 7

b) How do you rate this?

Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6	☐ 7

5 Thinking of times when you are willing to see **any** doctor: (please tick one box only)

a) How **quickly** do you usually get seen?

Same day	Next working day	Within 2 working days	Within 3 working days	Within 4 working days	5 or more working days	Does not apply
☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6	☐ 7

b) How do you rate this?

Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6	☐ 7

6 If you need to see a GP **urgently**, can you normally get seen on the same day?

Yes	No	Don't know / never needed to
☐ 1	☐ 2	☐ 3

7 a) How long do you usually have to **wait** at the practice for your consultations to begin? (please tick one box only)

5 minutes or less	6-10 minutes	11-20 minutes	21-30 minutes	More than 30 minutes
☐ 1	☐ 2	☐ 3	☐ 4	☐ 5

b) How do you rate this?

Very poor	Poor	Fair	Good	Very good	Excellent
☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6

8 Thinking of times you have **phoned** the practice, how do you rate the following:

	Very poor	Poor	Fair	Good	Very good	Excellent	Don't know/ never tried
a) Ability **to get through to** the practice on the phone?	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6	☐ 7
b) Ability to **speak to** a doctor on the phone when you have a question or need medical advice?	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6	☐ 7

1st FOLD

The next questions ask about your usual doctor. If you don't have a 'usual doctor', answer about the one doctor at your practice who you know best. If you don't know any of the doctors, go straight to question 11.

9 a) In general, how often do you see your **usual doctor**?

Always	Almost always	A lot of the time	Some of the time	Almost never	Never
1	2	3	4	5	6

b) How do you rate this?

Very poor	Poor	Fair	Good	Very good	Excellent
1	2	3	4	5	6

10 Thinking about **when you consult** your usual doctor, how do you rate the following:

	Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
a) How **thoroughly** the doctor asked about your symptoms and how you are feeling?	1	2	3	4	5	6	7
b) How well the doctor **listens** to what you have to say?	1	2	3	4	5	6	7
c) How well the doctor **puts you at ease** during your physical examination?	1	2	3	4	5	6	7
d) How much the doctor **involves you in decisions** about your care?	1	2	3	4	5	6	7
e) How well the doctor **explains** your problems or any treatment that you need?	1	2	3	4	5	6	7
f) The amount of **time** your doctor spends with you today?	1	2	3	4	5	6	7
g) The doctor's **patience** with your questions or worries?	1	2	3	4	5	6	7
h) The doctor's **caring and concern** for you?	1	2	3	4	5	6	7

11 Have you seen a **nurse** from your practice in the past 12 months?

Yes 1 - go to question 12 No 2 go to question 13

12 Thinking about the **nurse(s) you have seen**, how do you rate the following:

	Very poor	Poor	Fair	Good	Very good	Excellent
a) How well they **listen** to what you say?	1	2	3	4	5	6
b) The **quality** of care they provide?	1	2	3	4	5	6
c) How well they **explain** your health problems or any treatment that you need	1	2	3	4	5	6

13 All things considered, how **satisfied** are you with your practice? (please tick only one box)

Completely satisfied	Very satisfied	Fairly satisfied	Neutral	Fairly dissatisfied	Very dissatisfied	Completely dissatisfied
1	2	3	4	5	6	7

Finally, it will help us to understand your answers if you could tell us a little about yourself:

14 Are you: 1 Male 2 Female

15 How old are you? _____ years

16 Do you have any **long-standing illness, disability or infirmity**? By long-standing we mean anything that has troubled you over a period of time or that is likely to affect you over a period of time. 1 Yes 2 No

17 Which **ethnic group** do you belong to? (please tick one box)

1 White
2 Black or Black British
3 Asian or Asian British
4 Mixed
5 Chinese
6 Other ethnic group

18 Is your **accommodation**: (please tick one box)

1 Owner-occupied / mortgaged?
2 Rented or other arrangements?

19 Which of the following best describes you? (please tick one box)

1 Employed (full or part time, including self-employed)
2 Unemployed and looking for work
3 At school or in full time education
4 Unable to work due to long term sickness
5 Looking after your home/family
6 Retired from paid work
7 Other (please describe)_____

20 **We are interested in any other comments you may have. Please write them here.**

Is there anything particularly good about your health care?

_____

Is there anything that could be improved?

_____

Any other comments?

_____

Thank you for taking time to complete this questionnaire.

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