

YouGov / Daily Telegraph Survey on GPs

YouGov questioned 2430 adults aged 18+ throughout Britain online between 11th and 15th August 2005

	Gender		Age			Social Grade		Region					
	Total	Male	Female	18 to 29	30 to 50	Over 50	ABC1	C2DE	London	Rest of South	Midlands and Wales	North	Scotland
Weighted base													
Unweighted base	2498	1201	1297	507	956	1036	1336	1163	310	697	629	602	221
	2430	1233	1197	599	1055	776	1233	1197	531	563	487	597	212
	%	%	%	%	%	%	%	%	%	%	%	%	%

In general, how satisfied are you with the services offered by your GP surgery?

Very satisfied	35	33	36	19	30	47	34	36	27	38	35	36	37
Fairly satisfied	41	41	41	45	47	34	42	40	44	42	41	39	40
Fairly dissatisfied	9	9	9	11	9	9	9	9	13	9	8	8	12
Very dissatisfied	6	5	7	8	5	6	6	6	5	5	8	7	3
Don't have a GP surgery	1	2	0	3	1	0	1	1	1	1	1	1	0
Have not visited recently enough to comment	8	10	6	14	8	5	8	8	10	6	7	10	8

Remaining questions: those who have a GP and have visited recently enough to comment (n = 2,275)

How much time, on average, would you say your GP spends on each consultation with you?

Less than five minutes	20	19	21	29	25	12	20	21	22	18	18	24	20
Between five and ten minutes	61	60	61	58	60	63	62	59	61	60	64	59	56
More than ten minutes	17	19	16	9	13	24	17	17	15	20	16	16	21
Don't know	2	2	2	4	2	1	1	2	2	2	1	2	2

In general, how well do you think your GP is able to explain your diagnosis and the course of treatment he or she recommends?

The explanation is very clear	77	78	76	68	77	81	78	76	73	81	76	77	78
The explanation is not very clear	18	18	19	25	19	15	17	20	21	15	19	19	18
The explanation is not at all clear	5	4	5	8	4	3	4	5	6	4	5	5	4

	Gender		Age			Social Grade		Region					
Weighted base	Total	Male	Female	18 to 29	30 to 50	Over 50	ABC1	C2DE	London	Rest of South	Midlands and Wales	North	Scotland

If you wish to, are you able to see the same GP each time you have an appointment?

Yes, always	45	49	42	35	40	53	45	45	42	45	47	47	38
Sometimes	39	38	41	41	44	35	38	41	40	41	38	38	40
Hardly ever	14	11	16	19	14	11	15	12	15	12	13	13	18
Don't know	2	3	1	4	2	1	2	2	2	2	2	1	3

Has the service offered by your GP in the last 5 years improved, deteriorated or stayed roughly the same?

Improved	25	25	25	18	22	31	25	25	20	23	28	27	26
Deteriorated	23	20	25	23	21	25	23	23	23	25	23	21	20
Stayed roughly the same	43	44	42	42	46	40	42	44	44	42	41	44	44
Don't know/Not applicable	9	10	9	17	12	4	10	9	13	10	7	9	10

How confident are you that your GP will make a successful diagnosis of your condition and prescribe the best course of treatment?

Very confident	31	31	30	27	27	35	30	31	23	33	31	30	34
Fairly confident	54	55	54	53	58	51	55	53	56	54	54	55	52
Not very confident	13	12	14	16	12	13	13	13	19	11	12	13	13
Not confident at all	2	2	2	4	2	1	2	2	3	2	3	3	1

Weighted base	Gender		Age			Social Grade		Region				
	Total	Male	Female	18 to 29	30 to 50	Over 50	ABC1	C2DE	London	Rest of South	Midlands and Wales	North

In terms of the services your GP provides, which of the following is the most important to you?

Being able to see the same doctor every time you have an appointment	41	41	41	37	40	45	41	42	39	44	39	42	40
Being able to spend more than ten minutes with your GP each time you visit	13	13	13	15	11	14	12	14	14	11	13	13	20
Being given a choice of four or five hospitals if your GP refers you for further treatment or tests	5	5	4	5	4	5	4	5	7	4	5	4	3
Having access to a wide range of services at your GP's surgery, such as physiotherapy, asthma, diabetes and heart clinics, travel inoculations and complementary therapies	29	27	30	28	31	28	29	29	25	29	31	29	27
None of these	12	13	10	15	15	8	13	11	14	11	11	12	10

According to the NHS, if your condition is non-urgent, you can expect to see a GP within two working days. In your experience, in the past 12 months, have you...?

Always been able to see a GP within two working days	44	44	45	37	45	47	46	42	42	48	45	44	38
Sometimes been able to see a GP within two working days	25	27	24	28	26	23	24	27	26	26	25	25	22
Hardly ever been able to see a GP within two working days	22	19	24	24	20	23	21	23	20	17	24	23	33
Haven't see a GP in the past 12 months	6	7	6	7	7	5	7	6	9	7	5	6	5
Don't know	2	3	1	4	2	1	1	2	3	2	1	2	1

Weighted base	Gender		Age			Social Grade		Region				
	Total	Male	Female	18 to 29	30 to 50	Over 50	ABC1	C2DE	London	Rest of South	Midlands and Wales	North

If you don't need an appointment within two working days, you also have the option to book in advance, if this is more convenient for you. In general, which of these sums up your experience of making non-urgent appointments?

I am always able to make an appointment with a doctor on the day or time I want	22	22	23	17	20	27	22	23	19	23	25	22	21
I am sometimes able to make an appointment with a doctor on the or time I want, but sometimes have to wait a bit longer	37	39	36	39	40	34	37	37	37	40	37	35	34
I regularly find it difficult to make an appointment with a doctor on the day or time I want	19	16	22	20	18	19	20	18	21	18	16	19	26
I am never able to make an appointment with a doctor on the day or time I want	11	10	13	13	10	12	12	11	10	12	14	11	7
I have never tried to make a non-urgent appointment	10	14	7	11	11	9	9	11	12	8	9	13	11

After last consulting your GP, which of the following best sums up your experience?

The doctor listened to my concerns and took my opinions seriously	77	77	77	65	76	83	78	77	72	80	79	75	78
The doctor did not spend enough time listening to my concerns or opinions	13	13	13	21	13	10	13	13	16	12	11	14	14
The doctor did not listen to my concerns and or take my opinions seriously at all	7	6	7	9	7	5	6	7	9	4	8	7	5
Cannot remember the last time I consulted my GP	3	4	3	5	4	2	3	4	3	4	1	4	4

	Gender		Age			Social Grade		Region					
Weighted base	Total	Male	Female	18 to 29	30 to 50	Over 50	ABC1	C2DE	London	Rest of South	Midlands and Wales	North	Scotland

If you have tried to arrange for a doctor to see you or a member of your family out-of-hours or over the weekend during the past six months, do you feel that you were...?

Able to see a doctor quite easily and without much fuss	15	14	15	16	15	13	14	16	13	17	15	13	16
Not able to see a doctor easily, but managed to see one eventually	14	15	14	15	17	11	14	14	11	13	15	14	18
Found it impossible to see a doctor	6	6	7	7	7	5	6	7	8	4	8	6	6
I haven't tried to see a doctor out of hours or at the weekend	65	65	65	61	61	70	66	64	69	66	62	68	60