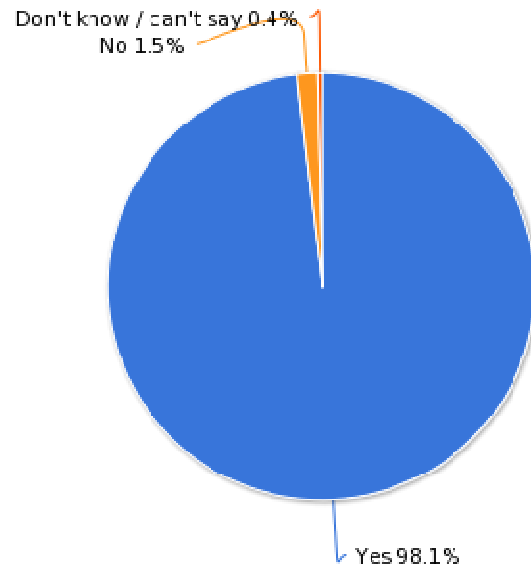


Access to Health Services Survey – final results

February 2014

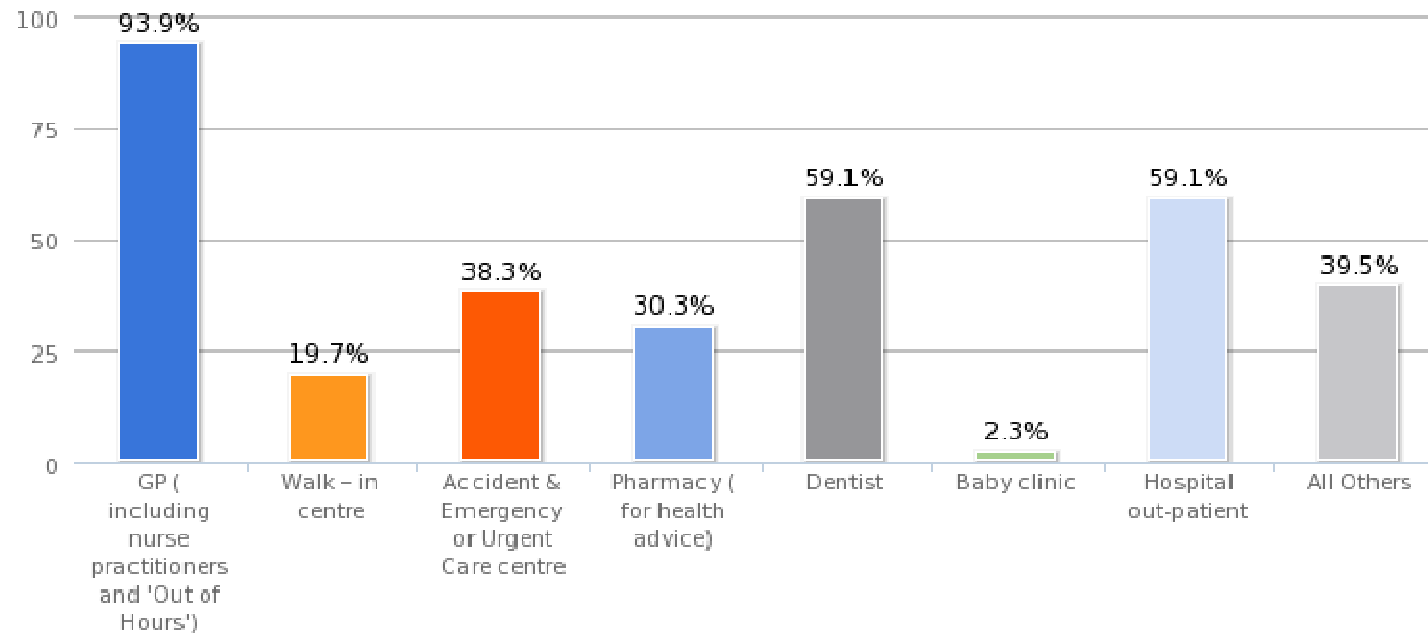
Have you used the NHS in the last two years?



Value	Count	Percent
Yes	264	98.1%
No	4	1.5%
Don't know / can't say	1	0.4%

Statistics	
Total Responses	269

Which services have you used in the last two years?



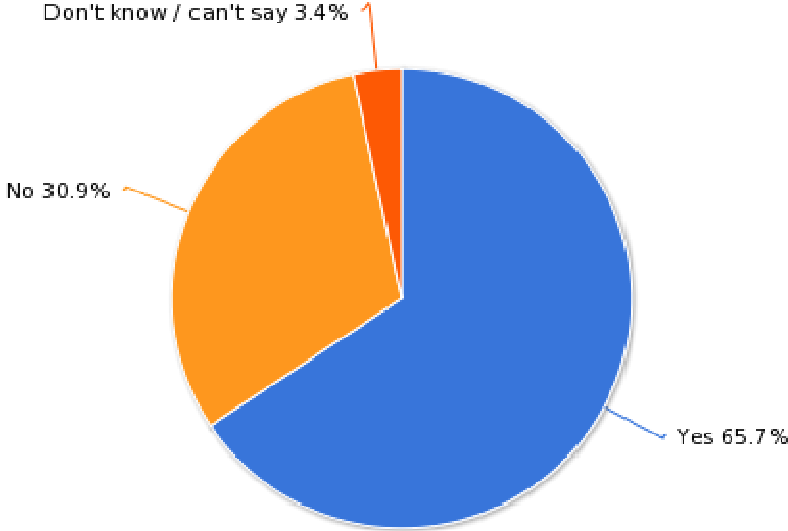
Value	Count	Percent
GP (including nurse practitioners and 'Out of Hours')	248	93.9%
Walk – in centre	52	19.7%
Accident & Emergency or Urgent Care centre	101	38.3%
Pharmacy (for health advice)	80	30.3%
Dentist	156	59.1%
Baby clinic	6	2.3%
Hospital out-patient	156	59.1%
Hospital in-patient	53	20.1%
Community Mental Health service	25	9.5%
Some other service(s)	25	9.5%
None	0	0.0%
Don't know / can't say	1	0.4%

Statistics

Total Responses

264

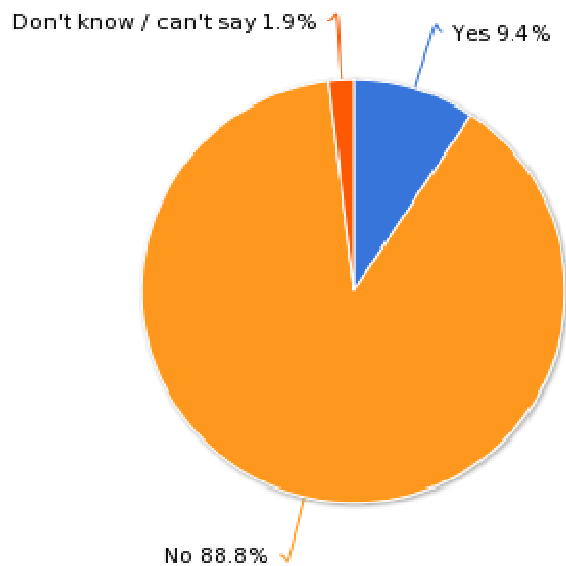
Do you have a long-standing health condition?



Value	Count	Percent
Yes	174	65.7%
No	82	30.9%
Don't know / can't say	9	3.4%

Statistics	
Total Responses	265

Do you receive support from Social Services (for example, do you use a day centre, have home help, receive direct payments etc)?

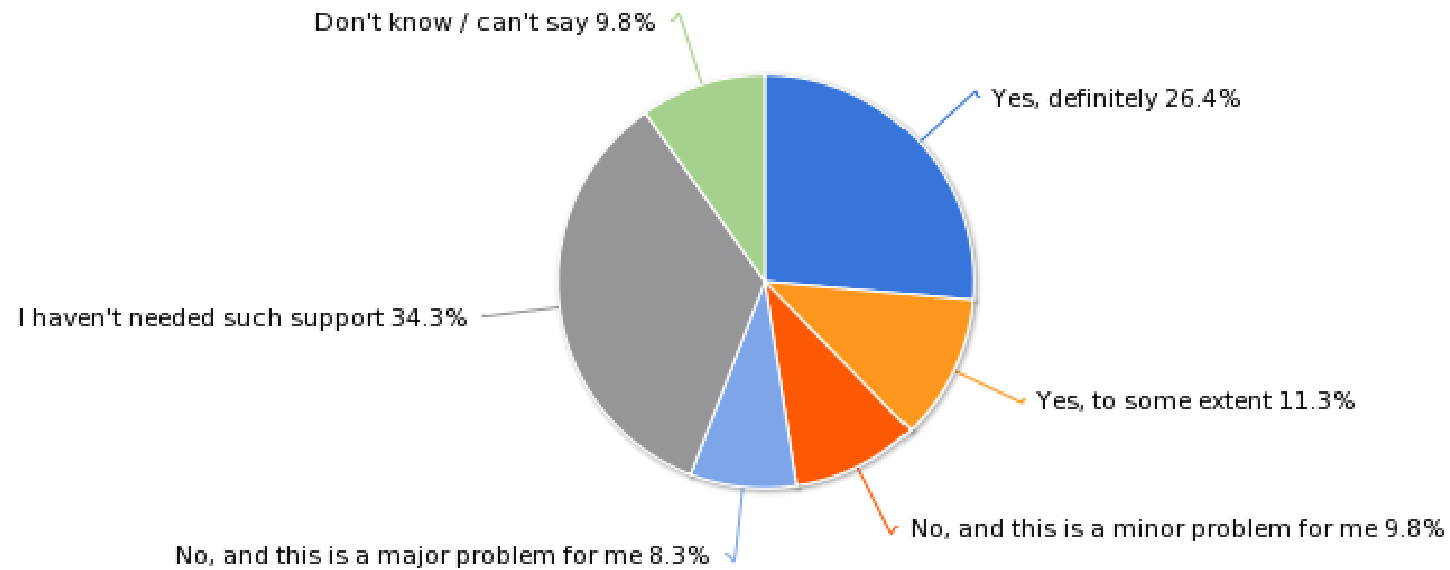


Value	Count	Percent
Yes	25	9.4%
No	237	88.8%
Don't know / can't say	5	1.9%

Statistics

Total Responses	267
-----------------	-----

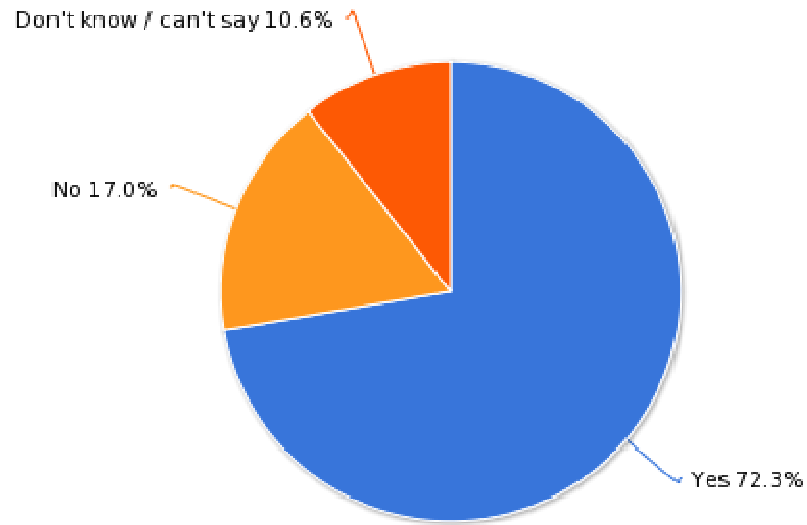
In the last six months, have you had enough support from local services or organisations to help manage your long-term health condition(s) and meet your social care needs? Please think about all services and organisations, not just health services. This could include services from the community, housing support or government benefits.



Value	Count	Percent
Yes, definitely	70	26.4%
Yes, to some extent	30	11.3%
No, and this is a minor problem for me	26	9.8%
No, and this is a major problem for me	22	8.3%
I haven't needed such support	91	34.3%
Don't know / can't say	26	9.8%

Statistics	
Total Responses	265

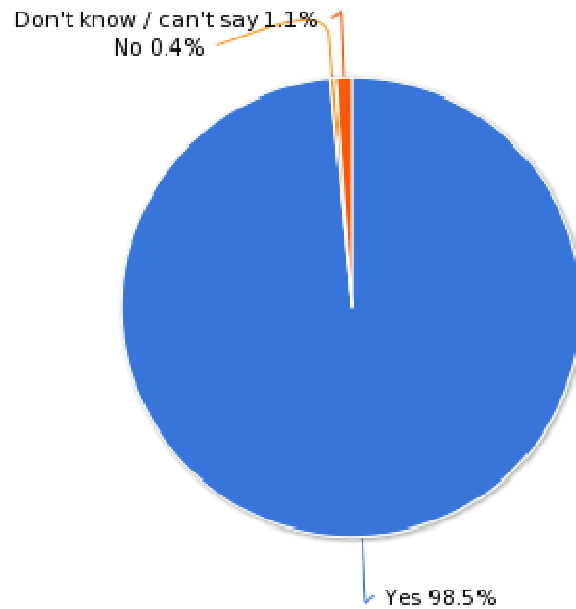
Is this lack of support affecting your health and wellbeing?



Value	Count	Percent
Yes	34	72.3%
No	8	17.0%
Don't know / can't say	5	10.6%

Statistics	
Total Responses	47

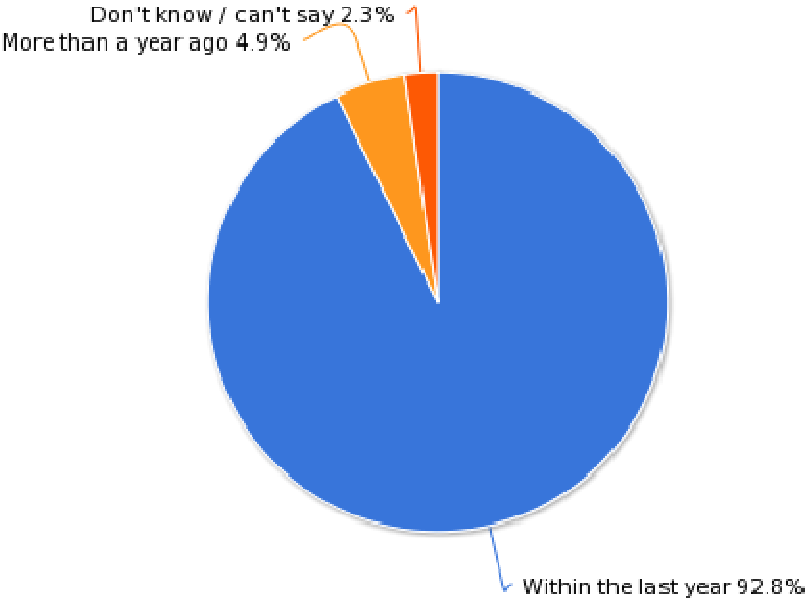
Are you registered at a GP practice?



Value	Count	Percent
Yes	264	98.5%
No	1	0.4%
Don't know / can't say	3	1.1%

Statistics	
Total Responses	268

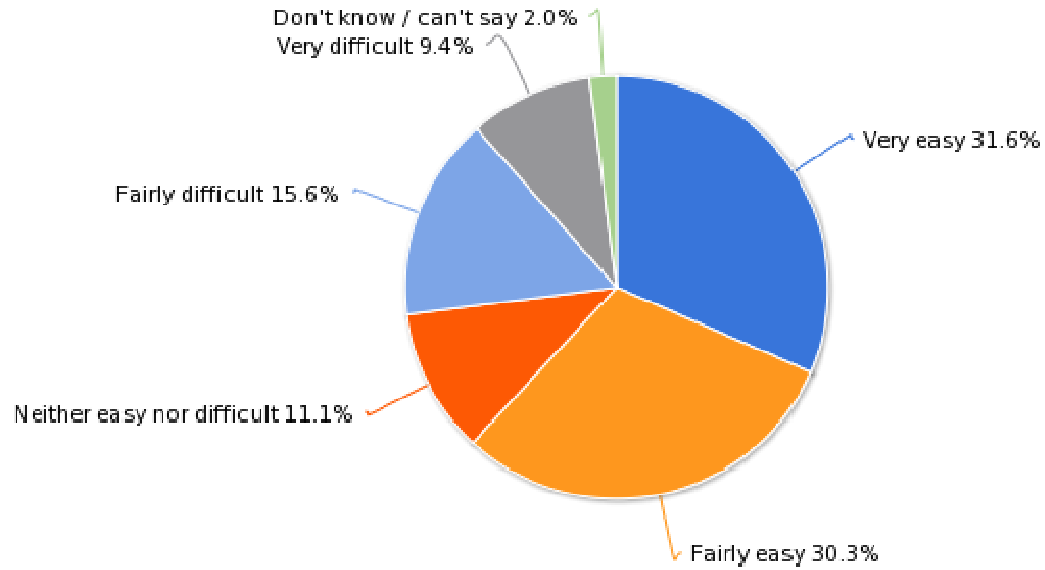
When was the last time you saw (or tried to see) a doctor at your GP practice?



Value	Count	Percent
Within the last year	244	92.8%
More than a year ago	13	4.9%
Don't know / can't say	6	2.3%

Statistics		
Total Responses		263

Thinking about this most recent visit, how easy was it to get a timely appointment with a GP?

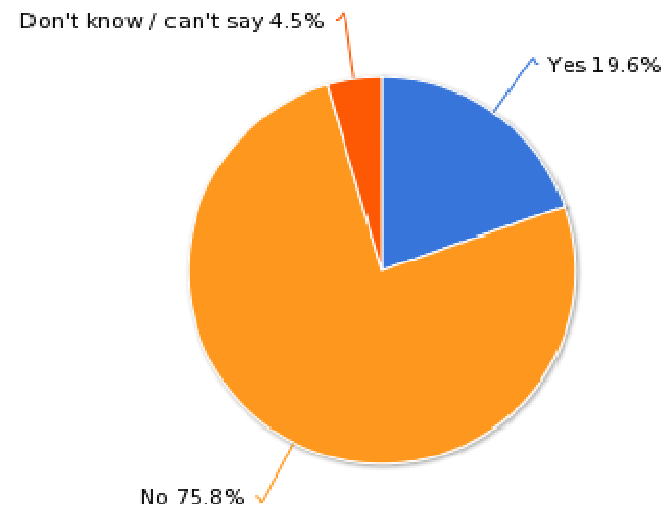


Value	Count	Percent
Very easy	77	31.6%
Fairly easy	74	30.3%
Neither easy nor difficult	27	11.1%
Fairly difficult	38	15.6%
Very difficult	23	9.4%
Don't know / can't say	5	2.1%

Statistics

Total Responses		244
-----------------	--	-----

Have you used an alternative NHS service in the last year because you could not get a GP appointment at a satisfactory time, or were unable to access a GP through the 'Out of Hours' service?

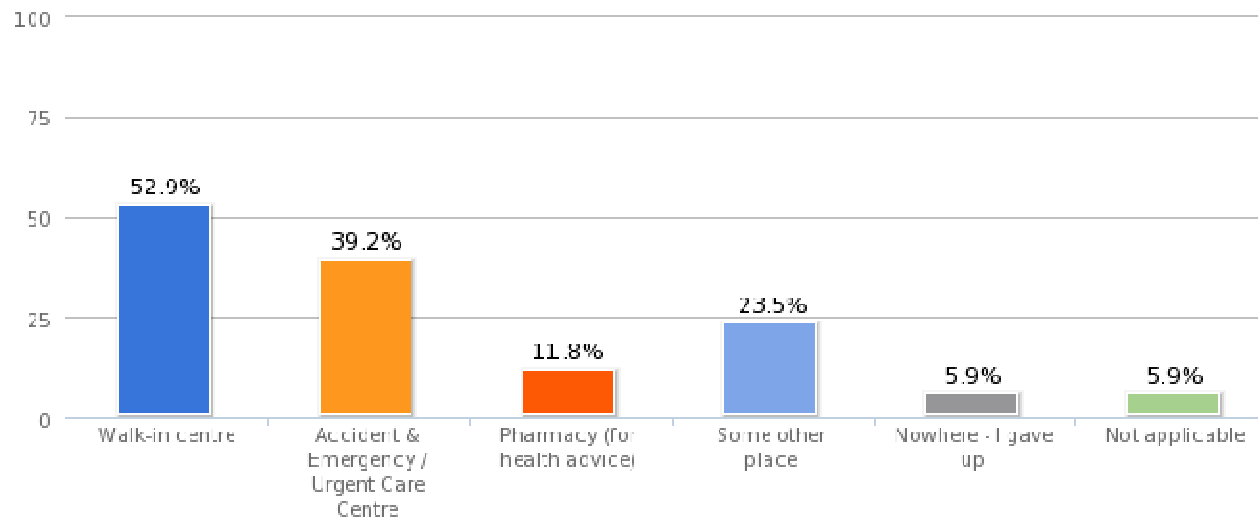


Value	Count	Percent
Yes	52	19.6%
No	201	75.9%
Don't know / can't say	12	4.5%

Statistics

Total Responses	265
-----------------	-----

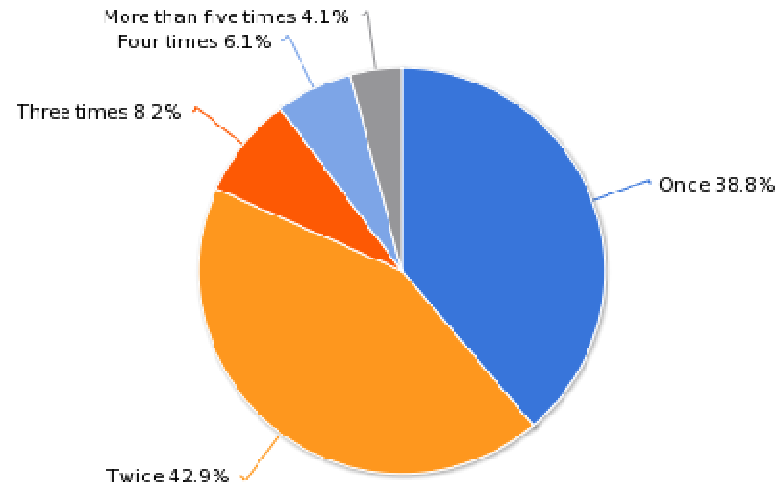
When you have been unable to see a doctor in a way that met your needs, where did you go?



Value	Count	Percent
Walk-in centre	27	52.9%
Accident & Emergency / Urgent Care Centre	20	39.2%
Pharmacy (for health advice)	6	11.8%
Some other place	12	23.5%
Nowhere - I gave up	3	5.9%
Not applicable	3	5.9%

Statistics		
Total Responses		51

How many times has this happened in the last year?



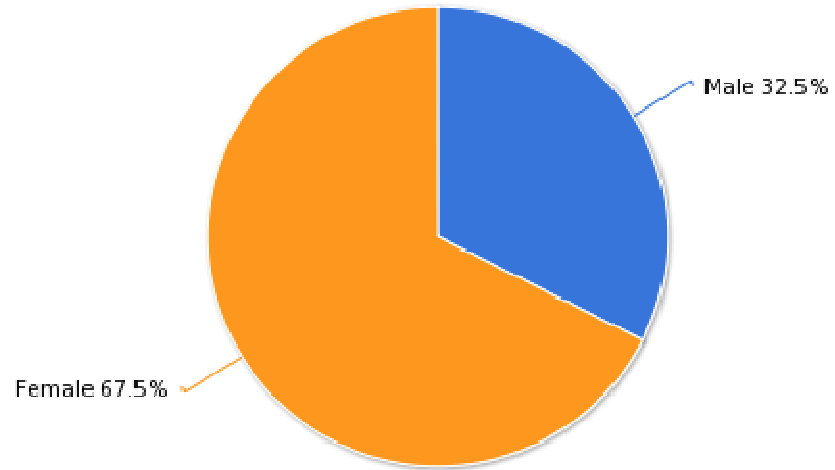
Value	Count	Percent
Once	19	38.8%
Twice	21	42.9%
Three times	4	8.2%
Four times	3	6.1%
More than five times	2	4.1%
Hasn't happened in the last year	0	0.0%

Statistics

Total Responses

49

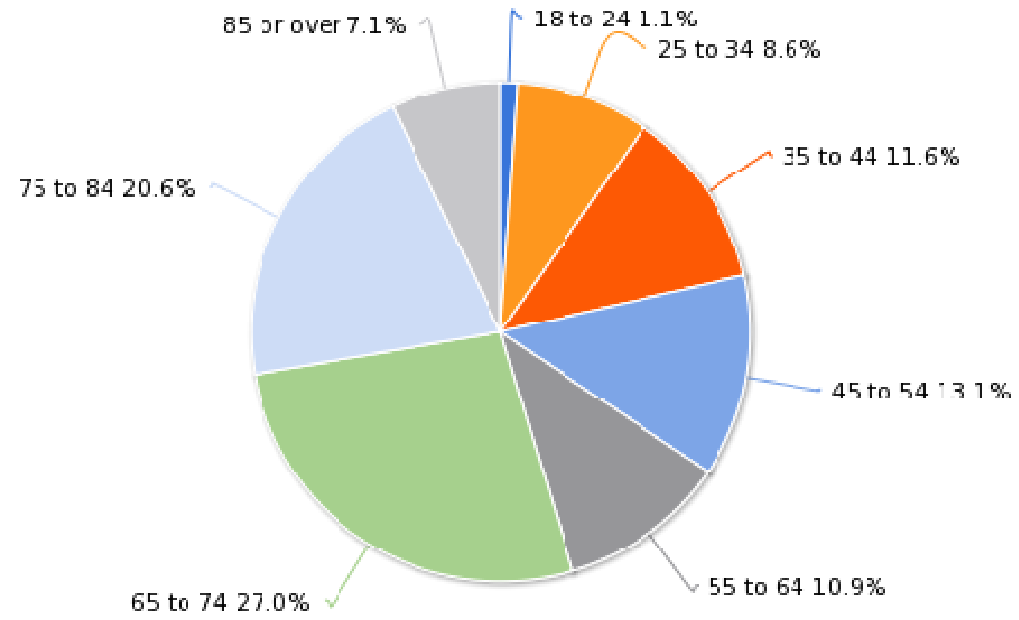
Are you male or female?



Value	Count	Percent
Male	86	32.5%
Female	179	67.6%

Statistics	
Total Responses	265

How old are you?

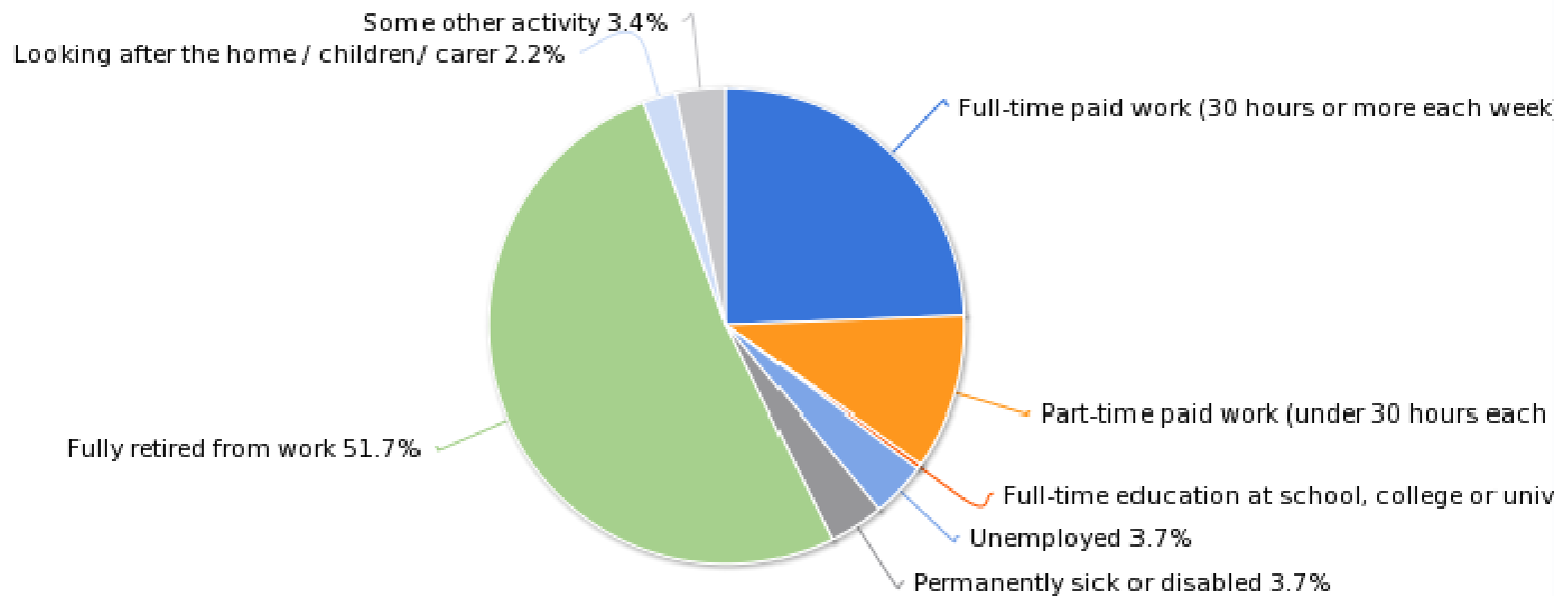


Value	Count	Percent
Under 18	0	0.0%
18 to 24	3	1.1%
25 to 34	23	8.6%
35 to 44	31	11.6%
45 to 54	35	13.1%
55 to 64	29	10.9%
65 to 74	72	27.0%
75 to 84	55	20.6%
85 or over	19	7.1%

Statistics

Total Responses	267
Sum	15,304.0
Avg.	57.3
StdDev	17.9
Max	85.0

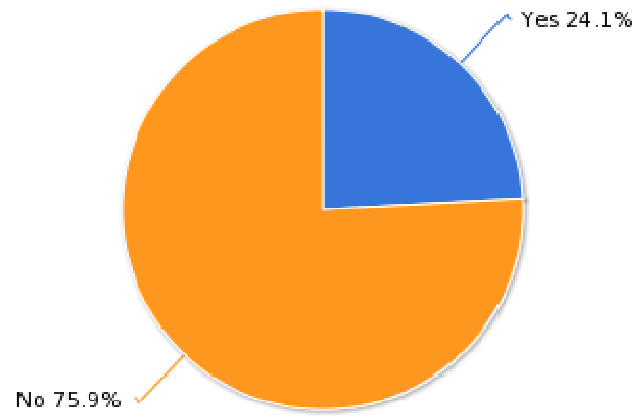
Which of the following best describes your current activity? If more than one of these apply, please choose your main activity.



Value	Count	Percent
Full-time paid work (30 hours or more each week)	65	24.3%
Part-time paid work (under 30 hours each week)	28	10.5%
Full-time education at school, college or university	1	0.4%
Unemployed	10	3.8%
Permanently sick or disabled	10	3.8%
Fully retired from work	138	51.7%
Looking after the home / children/ carer	6	2.3%
Some other activity	9	3.4%

Statistics	
Total Responses	267

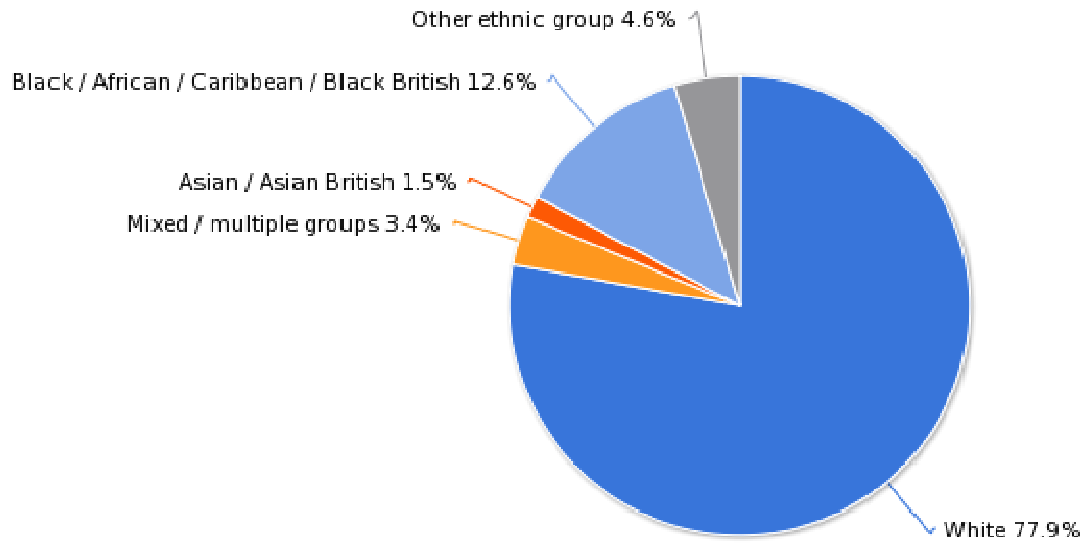
Do you look after or give any help or support to family members, friends, neighbours or anyone else because of either: long-term physical or mental health / disability; or problems relating to old age?



Value	Count	Percent
Yes	61	24.1%
No	192	75.9%

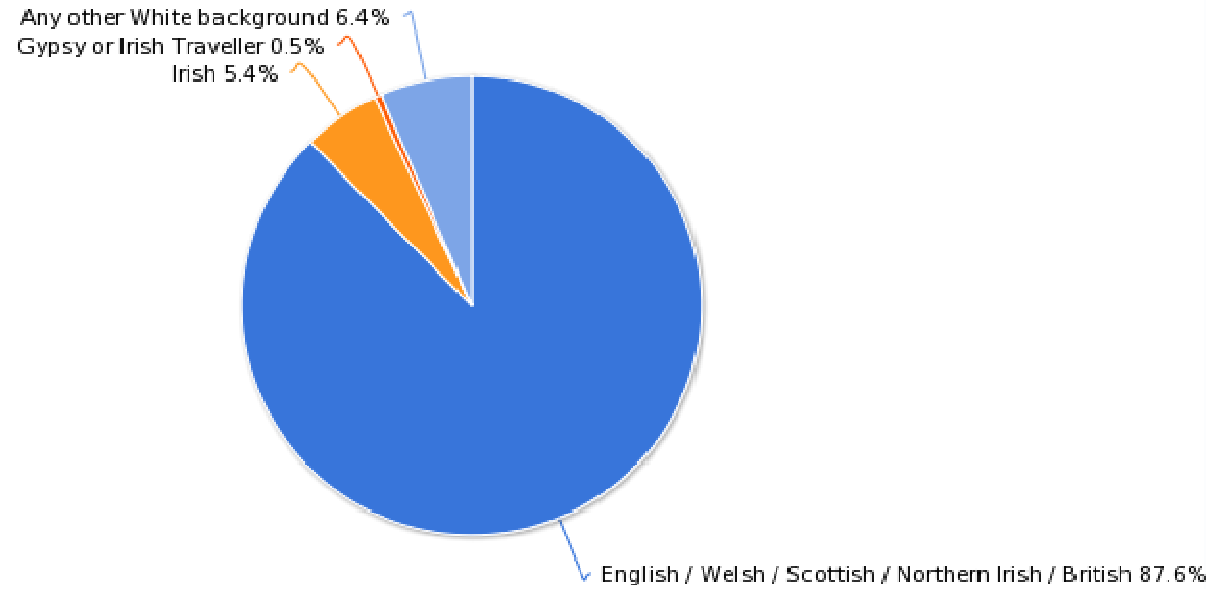
Statistics	
Total Responses	253

What is your ethnic group?



Value	Count	Percent
White	204	77.9%
Mixed / multiple groups	9	3.4%
Asian / Asian British	4	1.5%
Black / African / Caribbean / Black British	33	12.6%
Other ethnic group	12	4.6%
Statistics		
Total Responses		262

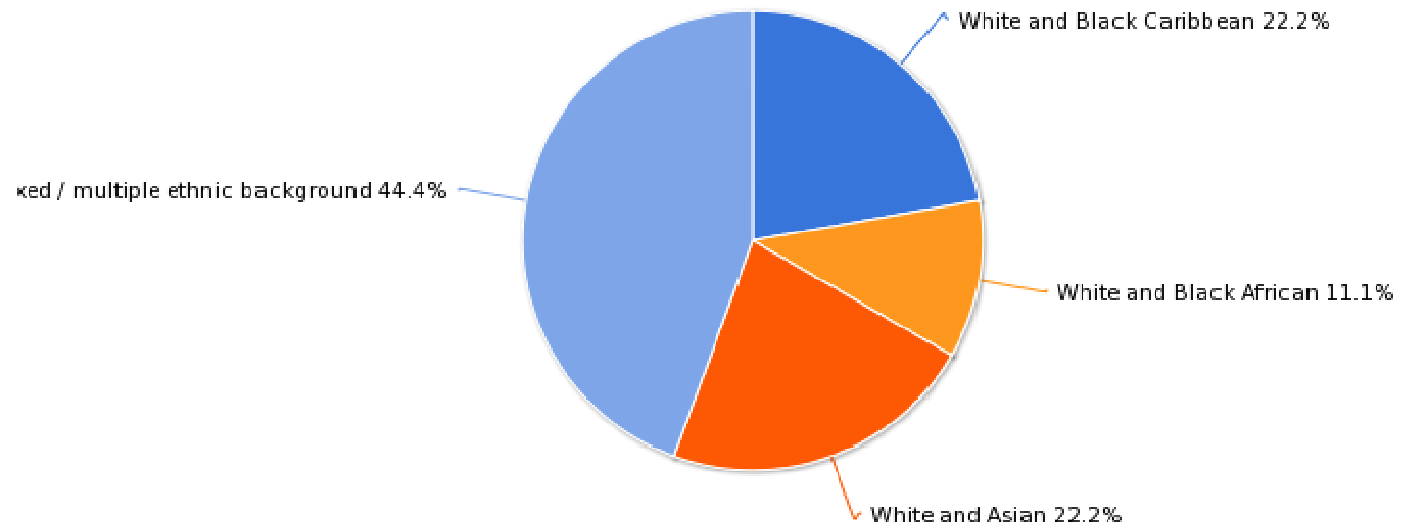
Again, what is your ethnic group?



Value	Count	Percent
English / Welsh / Scottish / Northern Irish / British	177	87.6%
Irish	11	5.5%
Gypsy or Irish Traveller	1	0.5%
Any other White background	13	6.4%

Statistics	
Total Responses	202

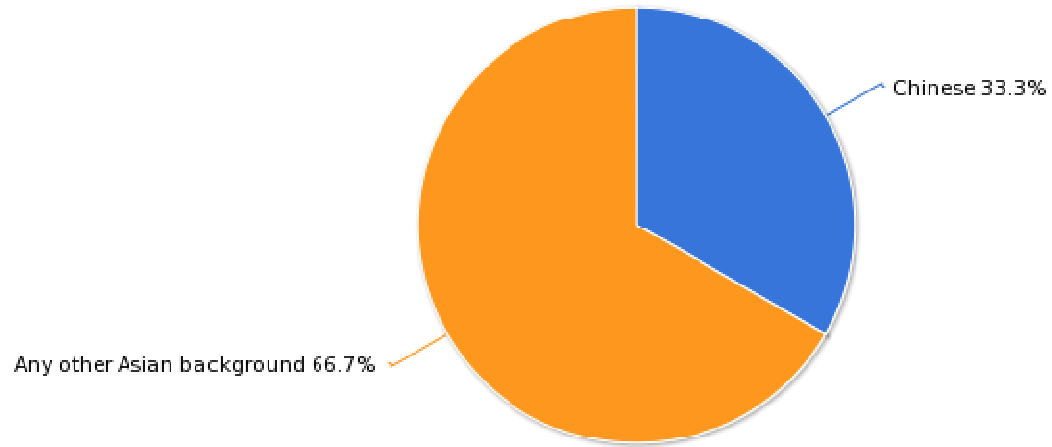
Again, what is your ethnic group?



Value	Count	Percent
White and Black Caribbean	2	22.2%
White and Black African	1	11.1%
White and Asian	2	22.2%
Any other mixed / multiple ethnic background	4	44.4%

Statistics		
Total Responses		9

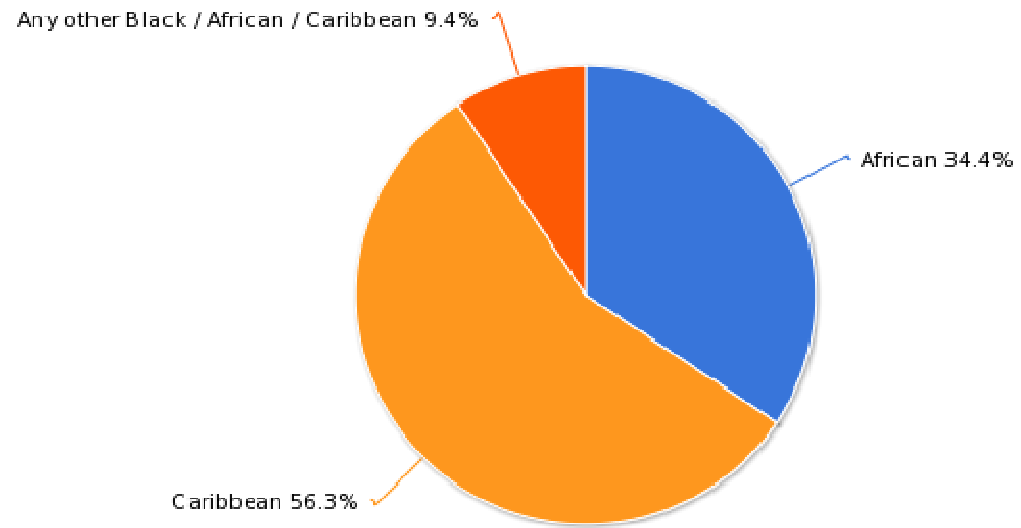
Again, what is your ethnic group?



Value	Count	Percent
Indian	0	0.0%
Pakistani	0	0.0%
Bangladeshi	0	0.0%
Chinese	1	33.3%
Any other Asian background	2	66.7%

Statistics	
Total Responses	3

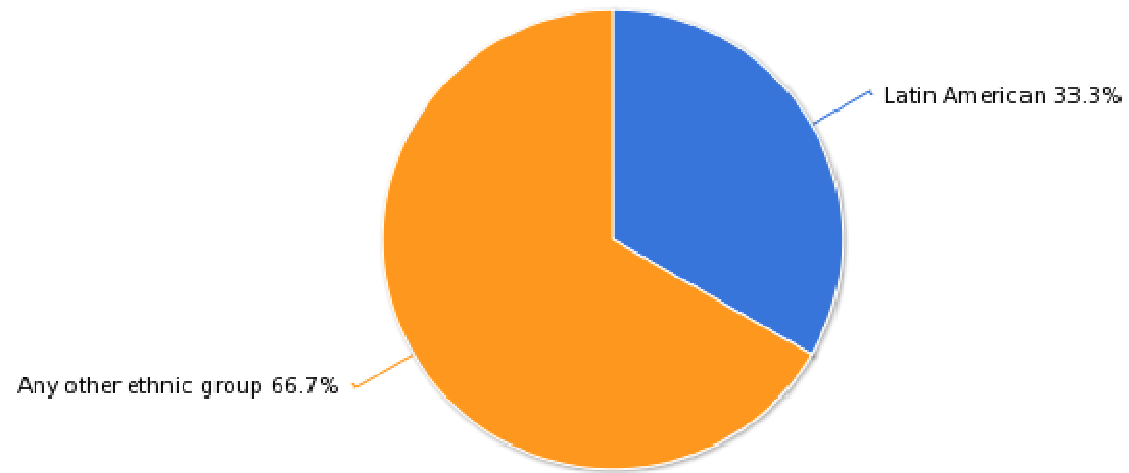
Again, what is your ethnic group?



Value	Count	Percent
African	11	34.4%
Caribbean	18	56.3%
Any other Black / African / Caribbean	3	9.4%

Statistics		
Total Responses		32

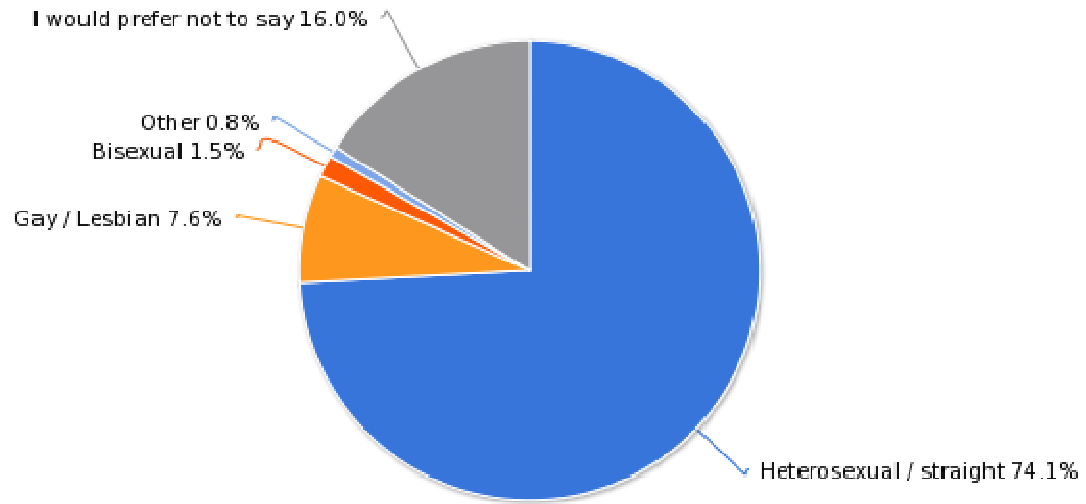
Again, what is your ethnic group?



Value	Count	Percent
Arab	0	0.0%
Latin American	3	33.3%
Any other ethnic group	6	66.7%

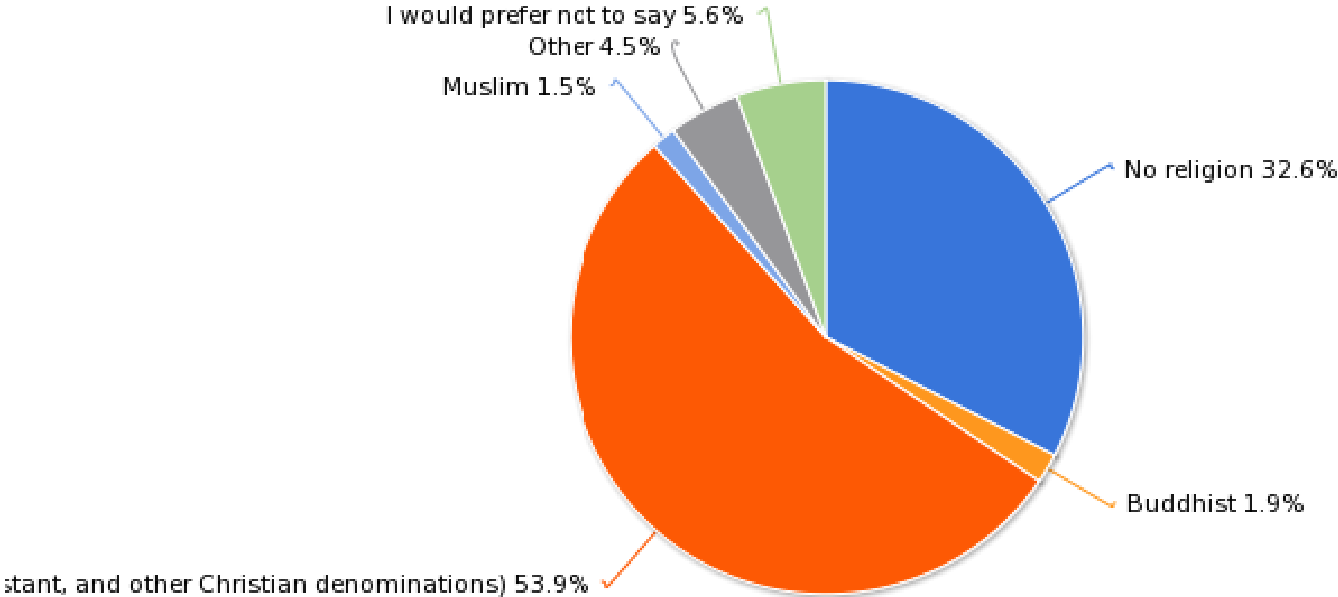
Statistics	
Total Responses	9

Which of the following best describes how you think of yourself?



Value	Count	Percent
Heterosexual / straight	195	74.1%
Gay / Lesbian	20	7.6%
Bisexual	4	1.5%
Other	2	0.8%
I would prefer not to say	42	16.0%
Statistics		
Total Responses		263

Which, if any, of the following best describes your religion?



Value	Count	Percent
No religion	87	32.6%
Buddhist	5	1.9%
Christian (incl. C of E, Catholic, Protestant, and other Christian denominations)	144	53.9%
Hindu	0	0.0%
Jewish	0	0.0%
Muslim	4	1.5%
Pagan	0	0.0%
Sikh	0	0.0%
Other	12	4.5%
I would prefer not to say	15	5.6%

Statistics

Total Responses

267