

YouGov / PHA Media Results

Sample size: 2102 UK Adults

Fieldwork: 13th - 15th August 2013

Total	Gender		Age					Social Grade		Region							
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE	North	Midlands	East	London	South	Wales	Scotland	Northern Ireland

Approximately how many times, if any, have you visited YOUR GP (i.e. the one you are registered to) in the last 12 months (i.e. since August 2012) about YOUR physical and/or mental health?

Unweighted base	2102	1008	1094	286	300	357	424	735	1214	888	459	318	188	310	517	89	170	51
All UK adults aged 18+	2102	1011	1091	252	358	354	390	748	1156	946	502	336	195	261	467	103	179	59
0 - None	17%	20%	14%	16%	24%	16%	22%	12%	18%	16%	17%	18%	17%	20%	16%	17%	15%	10%
Once or twice	39%	38%	40%	39%	37%	40%	39%	39%	41%	36%	39%	39%	39%	37%	42%	36%	31%	41%
Between 3 to 5 times	22%	20%	25%	20%	17%	21%	20%	28%	22%	23%	22%	20%	22%	23%	22%	26%	28%	26%
Between 6 and 10 times	10%	10%	11%	6%	10%	10%	9%	13%	9%	12%	9%	10%	12%	11%	10%	6%	15%	11%
11 or more times	4%	3%	4%	3%	4%	4%	4%	4%	3%	5%	6%	5%	2%	2%	3%	6%	5%	4%
Don't know/ can't recall	1%	2%	1%	2%	2%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	3%	2%	-
Prefer not to say	1%	1%	1%	1%	1%	0%	0%	0%	1%	1%	0%	1%	1%	0%	1%	1%	1%	4%
Not applicable - I Haven't visited my GP in the last 12 months	5%	6%	4%	9%	4%	6%	5%	4%	4%	6%	6%	5%	6%	4%	5%	4%	2%	4%
Not applicable - I haven't got a GP/ I am not registered to a GP	1%	1%	1%	3%	2%	0%	0%	0%	0%	1%	0%	0%	1%	1%	1%	2%	3%	1%

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Sample size: 2102 UK Adults

Fieldwork: 13th - 15th August 2013

Total	Working status							Marital Status				
Base	Working full time	Working part time	ALL WORKERS (NET)	Full time student	Retired	Unemployed	Not working/ Other	Married/ Civil Partnership	Living as married	Separated/ Divorced	Widowed	Never Married

Approximately how many times, if any, have you visited YOUR GP (i.e. the one you are registered to) in the last 12 months (i.e. since August 2012) about YOUR physical and/or mental health?

Unweighted base	2102	1094	186	1280	107	472	100	143	911	230	179	72	501
All UK adults aged 18+	2102	1095	173	1269	96	487	107	144	925	223	168	75	489
0 - None	17%	22%	16%	21%	16%	8%	16%	16%	15%	24%	8%	9%	21%
Once or twice	39%	42%	45%	42%	35%	37%	30%	25%	40%	42%	42%	34%	38%
Between 3 to 5 times	22%	20%	18%	20%	21%	30%	19%	24%	25%	17%	25%	29%	19%
Between 6 and 10 times	10%	7%	10%	7%	11%	16%	17%	15%	11%	6%	11%	10%	9%
11 or more times	4%	3%	6%	3%	2%	5%	2%	10%	4%	3%	4%	6%	3%
Don't know/ can't recall	1%	1%	1%	1%	4%	1%	5%	1%	1%	2%	3%	2%	1%
Prefer not to say	1%	0%	1%	0%	2%	0%	1%	1%	0%	1%	2%	1%	0%
Not applicable - I Haven't visited my GP in the last 12 months	5%	5%	3%	5%	7%	5%	9%	3%	3%	4%	4%	8%	7%
Not applicable - I haven't got a GP/ I am not registered to a GP	1%	0%	1%	0%	2%	0%	1%	5%	0%	1%	1%	1%	2%

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Sample size: 2102 UK Adults

Fieldwork: 13th - 15th August 2013

Total	Children in Household						Government Region											
	Base	0	1	2	3+	ALL WITH CHILDREN IN HOUSEHOLD (NET)	Refused	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland

Approximately how many times, if any, have you visited YOUR GP (i.e. the one you are registered to) in the last 12 months (i.e. since August 2012) about YOUR physical and/or mental health?

Unweighted base	2102	1518	254	187	58	499	85	81	199	179	143	175	188	310	309	208	89	170	51
All UK adults aged 18+	2102	1510	262	187	63	512	81	81	219	203	149	187	195	261	280	187	103	179	59
0 - None	17%	18%	15%	17%	12%	16%	13%	23%	16%	17%	13%	22%	17%	20%	19%	12%	17%	15%	10%
Once or twice	39%	39%	44%	38%	42%	42%	21%	36%	38%	41%	43%	36%	39%	37%	41%	45%	36%	31%	41%
Between 3 to 5 times	22%	24%	18%	26%	14%	20%	12%	16%	25%	22%	18%	21%	22%	23%	20%	24%	26%	28%	26%
Between 6 and 10 times	10%	10%	10%	9%	15%	11%	18%	6%	10%	9%	11%	9%	12%	11%	10%	10%	6%	15%	11%
11 or more times	4%	4%	4%	2%	7%	4%	7%	10%	5%	4%	5%	5%	2%	2%	4%	1%	6%	5%	4%
Don't know/ can't recall	1%	1%	1%	3%	1%	1%	5%	1%	1%	0%	2%	2%	1%	1%	1%	2%	3%	2%	-
Prefer not to say	1%	0%	1%	0%	4%	1%	6%	-	1%	-	1%	0%	1%	1%	0%	-	1%	1%	4%
Not applicable - I Haven't visited my GP in the last 12 months	5%	5%	6%	4%	4%	5%	9%	7%	5%	6%	7%	4%	6%	4%	5%	6%	4%	2%	4%
Not applicable - I haven't got a GP/ I am not registered to a GP	1%	0%	1%	0%	1%	1%	8%	1%	0%	-	-	0%	1%	1%	1%	1%	2%	3%	1%

YouGov / PHA Media Results

Sample size: 2102 UK Adults

Fieldwork: 13th - 15th August 2013

Total	Social Media (monthly or more)			
	Facebook	LinkedIn	Google+	Twitter
Base				

Approximately how many times, if any, have you visited YOUR GP (i.e. the one you are registered to) in the last 12 months (i.e. since August 2012) about YOUR physical and/or mental health?

	Unweighted base	2102	1334	292	112	484
All UK adults aged 18+	2102	1358	260	122	471	
0 - None	17%	16%	17%	17%	21%	
Once or twice	39%	40%	46%	35%	36%	
Between 3 to 5 times	22%	23%	25%	22%	26%	
Between 6 and 10 times	10%	10%	6%	20%	8%	
11 or more times	4%	4%	1%	4%	4%	
Don't know/ can't recall	1%	1%	0%	0%	0%	
Prefer not to say	1%	0%	1%	-	0%	
Not applicable - I Haven't visited my GP in the last 12 months	5%	4%	3%	1%	4%	
Not applicable - I haven't got a GP/ I am not registered to a GP	1%	0%	1%	1%	-	

Fieldwork: 13th - 15th August 2013

Total	Gender		Age					Social Grade		Region							
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE	North	Midlands	East	London	South	Wales	Scotland	Northern Ireland

For the following question, please think about times in the last 12 months (i.e. since August 2012) when you asked for the NEXT available appointment from your GP...
On average, how long did you have to wait for the NEXT available appointment to become available to see your GP (i.e. from your initial contact)?

	Unweighted base	1588	714	874	193	211	260	303	621	922	666	351	235	142	224	395	68	131	42
All adults who have visited their GP in the last 12 months	1589	713	875	173	242	266	281	627	874	715	380	248	145	192	360	76	140	48	
0 days - I was seen by a GP on the same day	24%	24%	23%	26%	23%	27%	25%	21%	24%	23%	26%	21%	26%	21%	24%	44%	15%	13%	
1 to 3 days	33%	33%	32%	27%	33%	30%	31%	35%	33%	32%	34%	37%	29%	29%	31%	19%	42%	32%	
4 to 6 days	15%	14%	15%	13%	16%	16%	17%	13%	14%	15%	15%	12%	16%	16%	14%	12%	19%	14%	
One week	8%	8%	8%	8%	8%	6%	7%	9%	8%	8%	8%	8%	11%	7%	6%	8%	10%	10%	
More than one week	14%	14%	14%	13%	10%	14%	15%	15%	13%	15%	11%	15%	13%	16%	16%	15%	8%	25%	
Don't know/ can't recall	3%	4%	2%	6%	5%	2%	1%	2%	2%	3%	4%	3%	1%	4%	3%	-	2%	4%	
Prefer not to say	0%	0%	-	1%	-	-	-	0%	-	0%	-	0%	-	1%	-	-	-	-	
Not applicable - I have never asked for the next available appointment	5%	4%	5%	5%	5%	4%	3%	5%	5%	4%	2%	4%	5%	6%	7%	2%	5%	3%	

Which, if any, of the following are reasons that would ever prevent you from seeing a GP?

	Unweighted base	2102	1008	1094	286	300	357	424	735	1214	888	459	318	188	310	517	89	170	51
All UK adults aged 18+	2102	1011	1091	252	358	354	390	748	1156	946	502	336	195	261	467	103	179	59	
Waiting time for an appointment (i.e. from when you first call to make an appointment)	34%	34%	34%	39%	42%	37%	42%	22%	35%	32%	34%	29%	40%	37%	33%	34%	29%	45%	
Inconvenience	18%	20%	16%	34%	31%	24%	12%	7%	19%	17%	17%	15%	24%	19%	19%	12%	20%	16%	
Embarrassment	13%	11%	14%	31%	19%	13%	7%	7%	13%	12%	13%	10%	13%	14%	14%	8%	17%	10%	
Not being able to see my regular doctor	15%	13%	16%	11%	15%	10%	15%	17%	14%	15%	10%	16%	20%	16%	14%	15%	13%	36%	
Waiting time at the GP practice (i.e. time spent in the waiting room)	15%	15%	14%	20%	21%	21%	11%	9%	14%	15%	13%	11%	15%	17%	15%	26%	10%	19%	
Other	5%	5%	5%	8%	8%	5%	3%	4%	5%	5%	3%	5%	7%	6%	4%	8%	6%	3%	
Don't know	3%	3%	2%	5%	3%	3%	5%	1%	2%	4%	2%	5%	3%	4%	3%	1%	3%	-	
Not applicable - Nothing would prevent me from attending my GP practice	40%	39%	40%	23%	21%	33%	40%	58%	40%	39%	44%	42%	35%	34%	41%	39%	39%	23%	

Fieldwork: 13th - 15th August 2013

Total	Working status							Marital Status				
	Working full time	Working part time	ALL WORKERS (NET)	Full time student	Retired	Unemployed	Not working/ Other	Married/ Civil Partnership	Living as married	Separated/ Divorced	Widowed	Never Married

For the following question, please think about times in the last 12 months (i.e. since August 2012) when you asked for the NEXT available appointment from your GP...
On average, how long did you have to wait for the NEXT available appointment to become available to see your GP (i.e. from your initial contact)?

	Unweighted base	776	151	927	74	407	70	110	724	157	145	58	345
All adults who have visited their GP in the last 12 months	1589	785	135	921	66	422	73	107	745	152	139	60	336
0 days - I was seen by a GP on the same day	24%	24%	23%	24%	21%	21%	31%	25%	24%	19%	17%	25%	23%
1 to 3 days	33%	34%	28%	33%	33%	34%	19%	33%	35%	40%	32%	29%	28%
4 to 6 days	15%	17%	12%	16%	16%	12%	8%	14%	14%	17%	15%	14%	16%
One week	8%	6%	12%	7%	8%	10%	10%	4%	8%	7%	12%	6%	7%
More than one week	14%	12%	20%	13%	11%	16%	16%	17%	13%	11%	18%	14%	15%
Don't know/ can't recall	3%	3%	3%	3%	2%	3%	3%	3%	3%	3%	1%	4%	5%
Prefer not to say	0%	-	-	-	1%	0%	1%	-	0%	-	-	-	0%
Not applicable - I have never asked for the next available appointment	5%	4%	3%	4%	7%	5%	11%	4%	3%	4%	5%	8%	6%

Which, if any, of the following are reasons that would ever prevent you from seeing a GP?

	Unweighted base	1094	186	1280	107	472	100	143	911	230	179	72	501
All UK adults aged 18+	2102	1095	173	1269	96	487	107	144	925	223	168	75	489
Waiting time for an appointment (i.e. from when you first call to make an appointment)	34%	39%	40%	39%	34%	22%	34%	30%	31%	42%	29%	26%	38%
Inconvenience	18%	25%	12%	23%	31%	5%	18%	10%	14%	27%	10%	6%	24%
Embarrassment	13%	14%	11%	14%	31%	7%	12%	12%	9%	14%	8%	7%	21%
Not being able to see my regular doctor	15%	12%	18%	13%	10%	17%	17%	24%	15%	12%	18%	19%	14%
Waiting time at the GP practice (i.e. time spent in the waiting room)	15%	16%	13%	16%	21%	8%	18%	20%	12%	19%	17%	13%	16%
Other	5%	5%	6%	5%	9%	2%	8%	7%	4%	8%	2%	6%	7%
Don't know	3%	3%	2%	3%	1%	1%	15%	1%	2%	1%	1%	1%	6%
Not applicable - Nothing would prevent me from attending my GP practice	40%	32%	40%	33%	21%	60%	35%	43%	45%	29%	51%	55%	31%

Fieldwork: 13th - 15th August 2013

Total	Children in Household							Government Region										
	Base	0	1	2	3+	ALL WITH CHILDREN IN HOUSEHOLD (NET)	Refused	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland

For the following question, please think about times in the last 12 months (i.e. since August 2012) when you asked for the NEXT available appointment from your GP...
On average, how long did you have to wait for the NEXT available appointment to become available to see your GP (i.e. from your initial contact)?

	Unweighted base	1588	1159	194	142	44	380	49	58	155	138	107	128	142	224	229	166	68	131	42
All adults who have visited their GP in the last 12 months	1589	1151	202	140	49	391	47	55	170	155	115	133	145	192	209	150	76	140	48	
0 days - I was seen by a GP on the same day	24%	22%	28%	36%	15%	29%	11%	28%	17%	34%	23%	19%	26%	21%	24%	23%	44%	15%	13%	
1 to 3 days	33%	33%	34%	27%	36%	32%	31%	29%	42%	26%	40%	34%	29%	29%	34%	28%	19%	42%	32%	
4 to 6 days	15%	14%	15%	16%	20%	16%	13%	19%	15%	14%	9%	14%	16%	16%	13%	14%	12%	19%	14%	
One week	8%	7%	11%	5%	5%	8%	14%	10%	5%	11%	8%	8%	11%	7%	3%	9%	8%	10%	10%	
More than one week	14%	15%	9%	9%	13%	9%	25%	8%	15%	8%	15%	16%	13%	16%	17%	16%	15%	8%	25%	
Don't know/ can't recall	3%	3%	0%	2%	8%	2%	1%	1%	2%	6%	3%	3%	1%	4%	1%	-	-	2%	4%	
Prefer not to say	0%	0%	0%	-	-	0%	-	-	-	-	-	0%	-	1%	-	-	-	-	-	
Not applicable - I have never asked for the next available appointment	5%	5%	3%	5%	3%	4%	5%	5%	3%	1%	2%	6%	5%	6%	5%	10%	2%	5%	3%	

Which, if any, of the following are reasons that would ever prevent you from seeing a GP?

	Unweighted base	2102	1518	254	187	58	499	85	81	199	179	143	175	188	310	309	208	89	170	51
All UK adults aged 18+	2102	1510	262	187	63	512	81	81	219	203	149	187	195	261	280	187	103	179	59	
Waiting time for an appointment (i.e. from when you first call to make an appointment)	34%	33%	40%	40%	23%	38%	28%	33%	35%	34%	23%	34%	40%	37%	31%	36%	34%	29%	45%	
Inconvenience	18%	17%	21%	29%	8%	22%	12%	20%	16%	18%	12%	18%	24%	19%	19%	19%	12%	20%	16%	
Embarrassment	13%	12%	17%	17%	16%	17%	8%	11%	14%	12%	9%	10%	13%	14%	15%	13%	8%	17%	10%	
Not being able to see my regular doctor	15%	14%	16%	12%	10%	14%	23%	9%	12%	7%	13%	17%	20%	16%	14%	16%	15%	13%	36%	
Waiting time at the GP practice (i.e. time spent in the waiting room)	15%	13%	20%	22%	17%	20%	7%	20%	13%	12%	11%	12%	15%	17%	17%	12%	26%	10%	19%	
Other	5%	5%	5%	4%	7%	5%	7%	4%	2%	5%	6%	4%	7%	6%	3%	5%	8%	6%	3%	
Don't know	3%	2%	2%	3%	5%	3%	14%	6%	1%	2%	6%	4%	3%	4%	4%	2%	1%	3%	-	
Not applicable - Nothing would prevent me from attending my GP practice	40%	44%	28%	30%	32%	29%	32%	41%	43%	46%	45%	40%	35%	34%	41%	41%	39%	39%	23%	

Fieldwork: 13th - 15th August 2013

Total	Social Media (monthly or more)			
	Facebook	LinkedIn	Google+	Twitter

For the following question, please think about times in the last 12 months (i.e. since August 2012) when you asked for the NEXT available appointment from your GP...
On average, how long did you have to wait for the NEXT available appointment to become available to see your GP (i.e. from your initial contact)?

	Unweighted base	1588	1029	221	88	359
All adults who have visited their GP in the last 12 months	1589	1061	202	99	350	
0 days - I was seen by a GP on the same day	24%	23%	25%	24%	27%	
1 to 3 days	33%	34%	34%	31%	28%	
4 to 6 days	15%	14%	14%	15%	16%	
One week	8%	8%	9%	12%	9%	
More than one week	14%	13%	12%	12%	12%	
Don't know/ can't recall	3%	3%	1%	1%	2%	
Prefer not to say	0%	0%	-	-	0%	
Not applicable - I have never asked for the next available appointment	5%	5%	5%	5%	7%	

Which, if any, of the following are reasons that would ever prevent you from seeing a GP?

	Unweighted base	2102	1334	292	112	484
All UK adults aged 18+	2102	1358	260	122	471	
Waiting time for an appointment (i.e. from when you first call to make an appointment)	34%	36%	37%	39%	43%	
Inconvenience	18%	21%	23%	23%	26%	
Embarrassment	13%	14%	11%	14%	14%	
Not being able to see my regular doctor	15%	13%	13%	26%	16%	
Waiting time at the GP practice (i.e. time spent in the waiting room)	15%	16%	19%	17%	19%	
Other	5%	5%	7%	5%	7%	
Don't know	3%	3%	3%	1%	1%	
Not applicable - Nothing would prevent me from attending my GP practice	40%	37%	36%	32%	30%	