

YouGov Survey Results

Results

Sample Size: 2424

Fieldwork: 11th - 13th August 2004

| | | % |
|--|---|----|
| BASE: Those with an individual GP or have someone they regard as their GP (n=1571) | | |
| Do you know your GP's name? | Yes, I do | 94 |
| | No, I do not | 4 |
| | Not certain | 2 |
| Does your GP know your name (without looking at your notes)? | Yes, they do | 47 |
| | No they do not | 28 |
| | Don't know | 25 |
| How well do you feel you know your GP? | Very well | 15 |
| | Fairly well | 41 |
| | Not very well | 29 |
| | Not at all well | 15 |
| | Don't know | 0 |
| How well do you think your GP knows you? | Very well | 15 |
| | Fairly well | 39 |
| | Not very well | 25 |
| | Not at all well | 18 |
| | Don't know | 2 |
| When you see your GP, does he or she give the impression of being reasonably relaxed and not under any great pressure or of being harassed and overworked? | Reasonably relaxed and not under any great pressure | 70 |
| | Harassed and overworked | 4 |
| | It varies | 21 |
| | Don't know | 5 |
| If you 'phone to make a ROUTINE appointment, how soon are you likely to be able to see him or her (or another doctor from the practice)? | The same day that you 'phone | 19 |
| | The next day | 8 |
| | Within the next TWO days | 21 |
| | Within a week | 32 |
| | Within a fortnight | 13 |
| | Longer than that | 2 |
| | Don't know | 6 |
| If you 'phone to make an URGENT OUT-OF-HOURS appointment with your GP, how soon are you likely to be able to see him or her (or another doctor from the practice)? | The same day that you 'phone | 40 |
| | The next day | 8 |
| | Within the next TWO days | 2 |
| | Longer than that | 1 |
| | My GP has no out-of-hours provision | 10 |
| | Don't know | 39 |
| Is it your impression that the standard of care provided by your GP has... | Improved in recent years | 25 |
| | Stayed about the same | 55 |
| | Deteriorated in recent years | 11 |
| | Don't know | 9 |

If you had to give an overall assessment of your GP's performance, would you rate it as being...

| | |
|------------------------|----|
| Absolutely first class | 19 |
| Very good | 46 |
| Good, but not great | 20 |
| Just about all right | 7 |
| Poor | 2 |
| Very poor | 1 |
| Don't know | 4 |

BASE: Those who are registered with a group practice and see whichever doctor is available (n=782)

Would you prefer to have a doctor you could regard as your GP, or is the present arrangement satisfactory from your point of view?

| | |
|-------------------------------------|----|
| Would prefer to have my own GP | 41 |
| Present arrangement is satisfactory | 58 |
| Don't know | 1 |

When you see a doctor in your group practice, do they usually seem to know who you are and the details of your previous medical history, or do you and the doctor usually have to start all over again from the beginning?

| | |
|--|----|
| Usually seem to know who I am and my history | 36 |
| Usually have to start all over again | 27 |
| It varies | 33 |
| Don't know | 4 |

When you see one of the doctors in your practice do they give the impression of being reasonably relaxed and not under any great pressure or of being harassed and overworked?

| | |
|---|----|
| Reasonably relaxed and not under any great pressure | 58 |
| Harassed and overworked | 8 |
| It varies | 31 |
| Don't know | 3 |

Is it your impression that the standard of care provided by the doctors in your practice has...

| | |
|------------------------------|----|
| Improved in recent years | 17 |
| Stayed about the same | 49 |
| Deteriorated in recent years | 20 |
| Don't know | 15 |

If you had to give an overall assessment of the performance of the doctors in your practice, would you rate it as being...

| | |
|------------------------|----|
| Absolutely first class | 7 |
| Very good | 39 |
| Good, but not great | 31 |
| Just about all right | 11 |
| Poor | 8 |
| Very poor | 1 |
| Don't know | 3 |

BASE: All who are registered with an individual GP or group practice and have someone they regard as their GP or see whichever doctor is available (n=2353)

As you may have heard, GPs in Britain are now working under a new contract which means that individual GPs are no longer required to provide medical cover at night and over weekends. Night and weekend cover will continue to be provided, but responsibility for organising it has been handed over to the various NHS primary health care trusts.

This being so, which of the following comes closer to your own view?

| | |
|---|----|
| It is good that GPs should no longer be on call at all hours of the day and night and that special arrangements are being made to provide night and weekend cover | 59 |
| It is a bad idea that GPs who live locally and know their own patients are no longer required to be on call during the night and at weekends | 31 |
| Don't know | 10 |

| | |
|--|-----------|
| Given that GPs may no longer provide night and weekend cover for their patients, which of the following comes closer to your own view? | |
| It is good that the the number of hours that GPs work should be limited so that they do not become over-tired and over-stressed, even if it means that patients are no longer always seen by their own doctor. | 82 |
| Patients should continue to be seen by their own doctor or members of their own practice, even if it means doctors working very long hours and running the risk of becoming over-tired and over-stressed. | 10 |
| Don't know | 8 |
| If your own GP or a member of your practice were no longer available in the usual way to see patients at night or over weekends, which of the following would you prefer? | |
| To pay to see your own GP or a doctor in your own practice | 8 |
| Not to pay but to see another doctor whom you probably would not have seen before | 83 |
| Don't know | 8 |
| The new GPs contract means that in future patients are more likely to be seen by a doctor who is not their own and who may come from another part of the UK or, indeed, from another country. Does that development worry you or not worry you? | |
| Worries me a great deal | 14 |
| Worries me a certain amount | 38 |
| Does not worry me much | 32 |
| Does not worry me at all | 13 |
| Don't know | 2 |