

Sothall and Beighton Medical Centre

Patient Participation Report 2013 - 2014

1. The Patient Participation group (PPG)

Background

Running since March 2006, the PPG format and constitution has evolved. The essential premise is to provide a forum for information sharing between the practice and its patients. This allows the practice to be able to keep representatives of the practice population informed of service changes. More importantly, the group enables the practice to obtain feedback from patients on the current service and allows a forum for discussion for suggested improvements.

PPG Process

The PPG meetings are open to all registered patients and all staff and are advertised on practice and pharmacy posters, Jayex patient call system, prescriptions, patient news -letter and now on the website (www.sothall.net), at least 2 weeks before hand. Current members are also informed of upcoming meetings by email where appropriate. This has been consistent over the last 2 years

The practice aims to host the meetings equally between the Sothall and Beighton Surgery sites and have increased the frequency to quarterly.

Items for the agenda are invited beforehand from PPG members and staff. There is also an opportunity for all registered patients to feedback via the suggestions box in reception.

PPG Outcome

The PPG meetings are minuted and these are published on the website and circulated via email prior to the next meeting.

Topics Discussed include

Access issues

Changes in services and staff

Public health and national issues

National NHS GP patient surveys and results

In-house IPQ of PFEP patient surveys and results

Health promotion

Local issues – including surgery refurbishment

Complaints summary

Ideas for improving involvement and representation

Now also priorities for surveying patient opinion

Action points are allocated and suggestions for further consideration by the practice are fed into the Practice plenary (Doctors and Staff) or business (Doctors)meeting. The outcome is fed back as a matter arising at the next PPG.

Representation

There has been a further 35% increase in attendance at the PPG this year with 27 patients attending at least one of the 4 meetings.

The profile of attendees is shown in the table below and compared to last year, the practice population and those participating in this year's satisfaction survey.

Profile	2014 PPG %	2013 PPG %	2012 PPG %	Completing Survey %	Practice Population %
0-19	0	0	0	0	23.0
20-29	0	0	0	1	12.5
30-39	0	0	0	9	12.1
40-49	7	5	8	12	16.5
50-59	15	20	15	17	15.2
60-69	33	40	23	19	11.0
70-79	26	20	31	26	6.6
80+	19	15	23	16	3.6
Male : Female	37 :63	40 :60	33: 67	34 : 66	49 : 51
Ethnicity WB	96	100	100	99%	

WB= White British

It is recognised by staff and the PPG that younger age groups are under-represented in both the PPG and the survey.

Efforts made this year to increase representation have once again included...

Personal invitations from staff to patients, including invitation slips as a reminder of the dates, times and venue have been successful. Prominent posters and flyers have been waiting room (including during baby clinic), chemists and the meetings have been advertised on the new practice website (www.sothall.net).

2. Agreed areas of priority from the PPG

Update on last year's plan

The 2013 agreed plan can be seen in full on the website.

- Reception privacy has recently been improved, following a suggestion from the PPG to place a 'Please wait here' sign at each reception to create some distance between the desk and

the queue. The positive impact of this has been noted in the survey with a reduction of the percentage of patients being concerned about this issue from 37% to 28%

- Reception and Administrative Staff have had two 'in-house' training sessions in customer care and Communication Skills, from Dr Williams, who has an interest in this area. The training was well received by staff and appears to have had a very positive impact on patient's experience with reception. According to the survey there was a slight increase to 83% of patients being impressed with helpfulness of reception staff. More dramatic was reduction in those 'not-happy-at-all' with reception from 21% to just 4%.
- Appointments for Blood Pressure and Phlebotomy (blood-taking), have now been made available in the early morning 8-8.30am to help accommodate our working population.
- Steps have been taken towards on-line booking of appointments for nursing and health care assistant appointments and the practice has undertaken a contractual obligation to ensure that there is some availability to book on line for doctor appointments. This has been identified by the PPG again this year and will be made available in the near future.
- Phone access has been changed from the 0845 number, unpopular with some patients to Sothall, 0114 2284900 and Beighton, 0114 2284909. The practice has installed a new telephone system linking the two surgeries, allowing calls to be answered at either site at busy times. Call queuing was explored and after discussing with other surgeries who'd tried it and found it unpopular with patients, it was agreed with the PPG not to pursue this further at the current time.

2014 Agreed areas of Priority

At a PPG meeting (13.12.13) areas of priority were discussed for the 2014 year. Once again access was a major concern as was the need to measure success of interventions such as the doctor triage service and the reception training. It was also important that the previously high levels of patient satisfaction with GP and nursing care were monitored. We have also changed the way patients with chronic diseases are monitored and supported at the surgery, making better use of our health care assistant and nursing staff. We wanted to capture how widely this new process was recognised by the surveyed population. Having successfully passed our CQC inspection, we anticipated that the areas to do with the building would be satisfactory. A number of the questions in the survey remained the same as last year, so we could bench mark our progress against previous years.

3. Survey and Results

Once again, the PPG were keen to ensure that the survey was representative and the number of completed surveys maximised to have a meaningful discussion of the results. It was suggested by the PPG that we should...

- Place surveys in waiting rooms at both practice sites together with pens for patients to complete whilst waiting to be seen.
- Make surveys available at both local Pharmacies, the local Co-op and on the website.
- Advertise the survey with posters at both sites and pharmacies.
- Email, at least PPG member

Results

The results of **143** surveys were collated this year and attached (appendix 1). This compares to 101 survey returns in 2013.

4. Discussion of the 2014 Patient Satisfaction Survey Results

A summary of the survey results were discussed at the PPG meeting **21st February 2014** and the power point of this, including a comparison to the 2013 and 2012 results is also on the website.

In brief the survey results can be interpreted as follows...

- The majority had seen a doctor in the last 3 months (78%), suggesting the survey as reaching, although not exclusively, a group of patients using the surgery more recently.
- There was a slight fall in the percentage of patients wanting online booking compared to last year 29% vs 35%.
- A significant number still found it difficult to book an appointment by phone (73%) which was similar to last year.
- Substantially more people found it easier to speak to a doctor than last year (56% vs 40%) This is likely to reflect the popularity of the doctor triage service (see below)
- There has been an increase in the percentage of patients using the doctor triage service (now 63%) and increase to 70% of those impressed with the speed of it. More people felt that their problem could be sorted out over the phone (86%). Only a small minority were unable to use this service (6%) which was similar to last year.
- As discussed above there was a fall in the percentage of patients concerned about confidentiality at the desk from 37 to 28%, which reflects the use of 'Please wait here' stands at each reception.
- There was a dramatic fall in the percentage of patients not at all happy with reception. This has resulted from some hard work on the part of the reception team to accommodate

patients and putting into practice the peer learning from the in-house communication skills training.

- The majority of patients are now able to see a doctor the same day or within 2 days (55%), which has been aided by the doctor triage service.
- Where people were unable to see a doctor in this time frame, there was a substantial increase in the percentage of responders where the time didn't suit. Despite increasing access to services outside core hours, it is possible that this reflects a reluctance on part of patients to request time off work to attend appointments as a result of the economic climate.
- 89% of patients reported being able to see their favourite doctor at least some of the time, which compares to 68% last year. Again, the doctor triage service has helped significantly with continuity, ensuring that patients are seen more by their usual doctor which is appreciated by all.
- As with last year's survey, both doctors and nurses scored highly in all aspects of patient care in consultations and these can be seen in more detail in the appendix1.
- Disappointingly, only 42% of patients were aware of the nurses central role and ability to help them manage their long term conditions.
- Pleasingly and despite this being a new innovation, 51% of patients were aware that their condition reviews would be in the month of their birth.
- The reduction in the ease in getting a nurse appointment (71 vs79%) can likely be explained by the changes to deliver chronic disease/condition reviews in a more structured and coherent way and we would anticipate this improving next year.
- Another improvement, although still disappointingly low was the percentage of patients who were aware that we were open before 8am and after 6.30pm on certain days, 29% and 41% respectively. This may explain the marginal reduction in the percentage very or fairly impressed with our opening times at 73%.
- 95% of patients however were either very or fairly satisfied with their care at the surgery, compared to 88% last year.

5. At the PPG meeting (21.2.14) the following action plan was agreed (actions so far taken under each heading)

- Consider adjusting the seating arrangements in Sothall waiting room to see if confidentiality can be improved further.
This has been discussed at the practice plenary meeting and one of our reception staff is experimenting with this.
- Consider appointing a nurse practitioner to help with on the day access and triage.
This approach has been used by other practices in the locality with some success and we will aim to learn from these and consider how this might improve access for own population.
- Online booking to be available for some doctor appointments
Having already trialled on line booking for non-doctor appointments, we are now in a position to move forward with this and anticipate this being available to patients in the next

few months for a limited number of appointments. We are also aware that the majority of patients are happy to book by phone, despite the frustrations.

- Have a profile of each doctor to include their areas of expertise to help patients choose who to see for a particular issue and publicise these on the website.

Although not part of the action plan, it has been recognised by the practice that, the improvement in experience with reception should be built on and there will be an ongoing schedule of training in communication skills and customer care.

6. Publicise Actions Taken and subsequent achievements

The action plan will be advertised in the next patient news-letter and the results of the survey will be available in full on the website.

The achievements and progress towards them will be minuted and placed on the website.

Current opening times for Sothall and Beighton Medical Centres

Telephone access is available by ringing the usual numbers:

0114 2284900 (Sothall)

0114 2284909 (Beighton)

The Practice is open from 8.30am-6pm, Monday to Friday.

The doors will be closed for lunchtime, daily 12.30-1.30pm at both Sothall and Beighton .

½ day closing

Sothall - Thursday pm, except for Baby clinic (*Beighton Site remains open for all patients*)

Beighton - Wednesday pm, (*Sothall Site remains open for all patients*).

Although a patient's nearest site will be closed at these times, they are welcome to attend the other site that is open if needed (as above)

The telephones are answered on behalf of the practice between 8-8.30am, 12.30-1.30pm, and 6-6.30pm.

Extended hours

The practice offers extended hours pre-bookable Doctor and Nurse appointments on

Monday, Wednesday, Thursday and Friday 7.30-8.30am

AND

Tuesdays 6.00-7.45pm.

At these times the *doors will not be open*, but patients with appointments should **ring the access bell**.

Please note: other patients will not be admitted at these times and during Baby clinic on Thursday 1.30 -4pm at Sothall.

Out of Surgery Hours

Depending on the time you call the surgery, out of surgery hours, you will be directed clearly via a recorded message to call the Sheffield GP Out of Hours service or call NHS 111.

Appendix 1.

Sothall Medical Centre and Beighton Health Centre Patient Survey 2013/14

Sample group size: 143 patients compared to 100 patients (2013) and 52 (2012)

The following responses were given to the questionnaire as a % of those answering the question/survey. The figure in brackets relates to the response from 2013 survey.

Q1) When did you last see a doctor at the GP surgery?

- 78% (80.2%) saw a doctor in the last 3 months 2012: 69%
- 10% (13.9%) saw a doctor in the last 3-6 months
- 12% (5.9%) saw a doctor more than 6 months ago

Q2) How do you normally book your appointment to see a doctor or nurse at the surgery? (tick as apply)

- 21% (26.7%) normally book their appointments in person
- 77% (73.3%) normally book their appointments over the phone

Q3) Which of the following methods would you prefer to use to book an appointment at the surgery? (tick as apply)

- 17% (34.7%) are happy to book in person
- 53% (70.3%) are happy to book over the phone 2012: 61%
- 21% (34.7%) would be happy to book online 2012: 29%
- 7.8% (7.9%) had no preference

Q4) In the last 6 months how easy have you found the following?

Getting through on the phone:

0% (1%) haven't tried

7.8% (7.9%) very easy

17% (21.8%) fairly easy 2012: 29%

35% (23.8%) not very easy 2012: 37%

38% (45.5%) not at all easy 2012: 25%

Speaking to a doctor on the phone:

14.1% (13.9%) haven't tried 2012: 25%

23.6% (16.8%) very easy 2012: 30%

32.2% (22.8%) fairly easy 2012: 25%

15.0% (12.9%) not very easy 2012: 11%

5.5% (16.8%) not at all easy 2012: 2%

9.4% (16.8%) don't know

Speaking to a nurse on the phone:

43.4% (41.6%) haven't tried 2012: 61%

3.4% (4%) very easy

10.4% (13.9%) fairly easy

10.4% (8.9%) not very easy

6.0% (5%) not at all easy

26% (26.6%) don't know

Obtaining test results by phone:

26% (18.8%) haven't tried 2012: 33%

24% (21.8%) very easy 2012: 22%

22.8% (34.6%) fairly easy 2012: 27%

9.8% (3%) not very easy 2012: 2%

4% (4%) not at all easy 2012: 0%

16.2% (17.8%) don't know

Q5) Have you used the doctor telephone triage service available between 8.30am to 11.30am?

Yes: 66% (56.4%) 2012: 44%

No: 34% (33.7%)

No answer: (9.9%)

Q6) Were you satisfied with how soon the doctor phoned you back after your message was taken?

Very: 70% (63.9%) 2012: 59%

Fairly: 26.7% (20.8%) 2012: 30%

Neither satisfied or dissatisfied: 11.1% (9.7%)

Quite dissatisfied: 6.0% (4.2%)

Very dissatisfied: 2.0% (1.4%)

Q7) Was the doctor able to sort out your problem/request over the phone?

Yes: 85.6% (78%) 2012: 54%

No: 25.6% (22%) 2012: 32%

Q8) Which situations would you be happy to use the doctor telephone triage service for?

New urgent problem: 37% (24.8%)

New routine problem: 29% (16.5%)

Follow-up: 29% (24.1%)

No face-to-face doctor appointments left: 33% (30.1%)

Other: 3% (0.7%)

Not happy to use the service: 7.7% (5%) 2012: 6%

Q9) Do you have any suggestions to make the doctor telephone triage service better?

Q10) In the past 6 months have you tried to see a doctor fairly quickly?

Yes: 71.3% (84.2%) 2012: 62%

No: 24.0% (14.8%)

Can't remember: 5% (1%)

Q11) Think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor on the same day or in the next two weekdays that the GP or Health centre was open?

Yes: 55% (44.5%) 2012: 47%

No: 39% (46.5%) 2012: 49%

Can't remember: 6% (5%)

Q12) If you weren't able to be seen during the next 2 weekdays that the GP or health centre was open, why was that?

There weren't any appointments: 68% (51.5%) 2012: 73%

Time offered didn't suit: 12% (5%) 2012: 14%

Appointment was with a doctor who I didn't want to see: 8% (18.8%)

A nurse was free but I wanted to see a Dr: 0% (0%)

Was offered an appointment at a different branch of my surgery: 8% (5%)

Can't remember: 2% (2%)

Q13) In the last 6 months, have you tried to book ahead for an appointment with a doctor?

Yes: 77% (79.2%) 2012: 62%

No: 19% (18.8%)

Can't remember: 4% (1%)

Q14) Last time you tried, were you able to get an appointment with a Dr more than 2 weekdays in advance?

Yes: 37.0% (37.6%) 2012: 42%

No: 57% (50.5%) 2012: 53%

Can't remember: 6% (3%)

Q15) How easy do you find getting into the building at the surgery?

Very easy: 82% (78.2%) 2012: 73%

Fairly easy: 17% (18.8%) 2012: 22%

Not very easy: 1% (2%)

Not at all easy: 1% (1%)

Q16) How clean is the GP surgery?

Very clean: 81% (72.3%) 2012: 63%

Fairly clean: 19% (26.7%) 2012: 32%

Not very clean: 0.7% (1%)

Q17) In the reception area, can other patients overhear what you say to the receptionist?

Yes but don't mind: 58% (56.4%) 2012: 66%

Yes and am not happy about it: 28% (36.6%) 2012: 34%:

No, other patients can't overhear: 6% (2%)

Don't know: 16% (5%)

Q18) How helpful do you find the receptionists at the surgery?

Very: 46% (33.7%) 2012: 43%

Fairly: 37% (45.5%) 2012: 45%

Not very: 13% (12.9%)

Not at all: 4% (7.9%)

Q19) In the last 12 months, have the receptionists ever made it difficult for you to see or talk to a GP?

Yes, once: 13% (13.8%)

Yes, more than once: 25% (25.8%)

No, not at all: 59% (57.4%)

Not had contact with a receptionist: 2% (2%)

Q20) How long after your appointment time do you normally wait to be seen?

I am normally seen on time: 0% (6.9%)

Less than 5 minutes: 4% (9.9%)

5 to 15 minutes: 51% (34.7%) 2012: 67%

15-30 minutes: 34% (40.6%) 2012: 16%

More than 30 minutes: 9.3% (5.9%) 2012: 7%

Can't remember: 1.4% (2%)

Q21) How do you feel about how long you normally wait to be seen?

I don't normally have to wait long: 51% (45.5%) 2012: 56%

I have to wait a bit too long: 32% (34.7%) 2012: 31%

I have to wait far too long: 11% (11.9%)

No opinion/doesn't reply: 6% (7.9%)

Q22) Is there a particular Dr you prefer to see at the GP surgery or Health centre?

Yes: 66% (71.3%) 2012: 66%

No: 34% (28.7%)

Q23) How often do you see the Dr you prefer?

Always or most of the time: 29% (29.7%) 2012: 38%

A lot of the time: 25% (20.8%) 2012: 19%

Some of the time: 35% (30.7%) 2012: 17%

Never or almost never: 6.6% (6%) 2012: 9%

Not tried at this practice: 4% (6%)

Q24) How satisfied are you with the opening hours at the surgery?

Very: 39% (54.5%)

Fairly: 34% (25.7%)

Very & fairly combined: 73% (80.2%) 2012: 82%

Neither satisfied nor dissatisfied: 12% (8.9%)

Quite dissatisfied: 9% (8.9%)

Very dissatisfied: 4% (1%)

Don't know opening hours: 1.5% (1%)

Q25) As far as you know is the surgery open....

Before 8am

Yes: 26% (24.8%) 2012: 10%

No: 13% (48.5%) 2012: 63%

Sometimes: 3% (10.9%) 2012: 8%

Don't know: 54% (15.8%) 2012: 19%

After 6.30pm:

Yes: 25% (15.8%) 2012: 27%

No: 6% (35.6%) 2012: 30%

Sometimes: 3.5% (25.8%) 2012: 11%

Don't know: 56% (22.8%) 2012: 32%

Q26) The last time you saw a Dr at the surgery how good was the Dr at each of the following:

Giving you enough time:

Very good: 71% (69.3%) 2012: 70%

Good: 20% (24.7%) 2012: 19%

Neither good nor poor: 6% (4%)

Poor: 3% (2%)

Very poor: 0.7% (0%)

Doesn't apply: 0% (0%)

Asking about your symptoms:

Very good: 68.0% (68.3%) 2012: 66%

Good: 28% (27.7%) 2012: 30%

Neither good nor poor: 3% (2%)

Poor: 0.7% (2%)

Very poor: 0% (0%)

Doesn't apply: 0.7% (0%)

Listening:

Very good: 70% (68.3%) 2012: 65%

Good: 23% (26.7%) 2012: 28%

Neither good nor poor: 5% (5%)

Poor: 1.5% (0%)

Very poor: 0% (0%)

Doesn't apply: 4% (0%)

Explaining tests and treatments:

Very good: 61% (52.5%) 2012: 50%

Good: 26% (27.7%) 2012: 33%

Neither good nor poor: 8% (8.9%)

Poor: 1.5% (1%)

Very poor: 0% (1%)

Doesn't apply: 5% (8.9%)

Involving you in decisions about your care:

Very good: 60% (62.4%) 2012: 45%

Good: 26% (29.6%) 2012: 30%

Neither good nor poor: 8% (5%)

Poor: 1.5% (1%)

Very poor: 0% (0%)

Doesn't apply: 5 (2%)

Treating you with care and concern:

Very good: 65% (67.3%) 2012: 62%

Good: 22% (24.7%) 2012: 23%

Neither good nor poor: 10% (3%)

Poor: 1.5% (3%)

Very poor: 0% (1%)

Doesn't apply: 1.5% (1%)

Taking your problems seriously:

Very good: 67% (66.2%) 2012: 65%

Good: 20% (22.8%) 2012: 23%

Neither good nor poor: 12% (6%)

Poor: 2% (3%)

Very poor: 0.7% (1%)

Doesn't apply: 0.7% (1%)

Q27) Did you have confidence and trust in the doctor you saw?

Yes, definitely: 80% (80.2%) 2012: 65%

Yes, to some extent: 18% (18.8%) 2012: 24%

No, not at all: 1.4% (1%)

Don't know/can't say: 0.7% (0%)

Q28 (a) How easy is it for you to get an appointment with a Practice Nurse at the surgery?

Haven't tried: 15% (9.9%) 2012: 18%

Very: 28% (36.6%)

Fairly: 43% (42.6%)

Very and fairly combined: 71% (79.2%) 2012: 76%

Not very: 9.4% (7.9%)

Not at all: 2% (0%)

Don't know: 2% (3%)

b) If you have booked a routine blood test at the surgery in the last six months, how long did you have to wait:

Less than 1 week: 31% (34.6%)

1-2 weeks: 43% (30.7%)

More than 2 weeks: 5% (9.9%)

Not applicable: 21% (24.8%)

Q29) Last time you saw a Practice Nurse at the surgery, how good did you find the Practice Nurse at each of the following?

Giving you enough time:

Very good: 65% (66.3%) 2012: 65%

Good: 27% (24.8%) 2012: 24%

Neither good nor poor: 3% (3%)

Poor: 0% (0%)

Very poor: 0% (0%)

Doesn't apply: 5% (6%)

Asking about your symptoms:

Very good: 53% (59.4%) 2012: 55%

Good: 27% (23.8%) 2012: 23%

Neither good nor poor: 8% (6%)

Poor: 0.7% (0%)

Very poor: 0% (0%)

Doesn't apply: 9.3% (10.8%)

Listening:

Very good: 59% (62.4%) 2012: 63%

Good: 29% (20.8%) 2012: 22%

Neither good nor poor: 6.0% (6.9%)

Poor: 0.8% (2%)

Very poor: 0% (0%)

Doesn't apply: 5.6% (7.9%)

Explaining tests and treatments:

Very good: 52% (61.4%) 2012: 60%

Good: 29% (20.8%) 2012: 21%

Neither good nor poor: 6.0% (6.9%)

Poor: 0% (1%)

Very poor: 0% (1%)

Doesn't apply: 9% (9.9%)

Involving you in decisions about your care:

Very good: 46% (54.4%) 2012: 45%

Good: 27% (22.8%) 2012: 19%

Neither good nor poor: 6.5% (10.9%)

Poor: 0% (2%)

Very poor: 0% (0%)

Doesn't apply: 16% (9.9%)

Treating you with care and concern:

Very good: 60% (63.4%) 2012: 60%

Good: 25% (23.8%) 2012: 23%

Neither good nor poor: 6.4% (5%)

Poor: 0.8% (0%)

Very poor: 0% (0%)

Doesn't apply: 7% (10.8%)

Taking your problems seriously:

Very good: 54% (63.4%) 2012: 55%

Good: 34% (19.8%) 2012: 19%

Neither good nor poor: 8% (7%)

Poor: 0% (0%)

Very poor: 0% (0%)

Doesn't apply: 10% (9.9%)

Q30) Are you aware that some nurse appointments are available for the following?

Minor illness:

Yes: 78% (76%) 2012: 63%

No: 22% (24%) 2012: 35%

Medication review:

Yes: 60% (51%) 2012: 42%

No: 33% (49%) 2012: 58%

Managing long-term conditions:

Yes: 42% (53%) 2012: 43%

No: 50% (47%) 2012: 57%

Q31) Are you aware that if you have a chronic disease this will now be reviewed (often by the nurse) in the month of your Birthday?

Yes 51%

No 49%

Q32) In general, how satisfied are you with the care you get at the surgery?

Very: 60% (65.3%) 2012: 51%

Fairly: 35% (22.8%) 2012: 37%

Neither satisfied nor dissatisfied: 3% (5.9%) 2012: 10%

Quite dissatisfied: 1.4% (5%)

Very dissatisfied: 0.7%) 1%

Q33) Would you recommend the Surgery to someone who has just moved to your local area?

Yes: 71% (81.1%) 2012: 84%

Might: 15% (7.9%) 2012: 10%

Not sure: 5% (4%)

Probably not: 8% (3%)

Definitely not: 0.7% (2%)

Don't know: 0% (1%)

Q34) Are you male or female?

Male: 34% (24.7%) 2012: 33%

Female: 66% (73.3%) 2012: 67%

Q35) How old are you?

Under 18: 0% (0%)

18-24: 0.7% (3%)

25-34: 9% (14.9%)

35-44: 12% (12.9%)

45-54: 17% (17.8%)

55-64: 18% (12.9%)

65-74: 24% (25.6%)

75-84: 15% (8.9%)

85 and over: 4% (2%)

Q36) Which of these best describes what you are doing at present?

Full-time paid work: 25% (21.8%)

Part-time paid work: 14% (17.8%)

Full-time education: 0% (1%)

Unemployed: 2% (3%)

Permanently sick or disabled: 8% (5.9%)

Fully retired from work: 43% (38.6%)

Looking after the home: 7% (7.9%)

Doing something else: 0.7% (2%)

Q37) If you need to see a doctor at your GP surgery or health centre during your typical working hours, can you take time away from your work to do this?

Yes: 50% (54.7%) 2012: 56%

No: 50% (45.3%) 2012: 44%

Q38) Do you have carer responsibilities for anyone in your household with a long-standing health problem or disability?

Yes: 23% (35.5%) 2012: 13%

No: 77% (64.5%) 2012: 68%

Q39) What is your ethnic group?

White British: 99% (97%) 2012: 94%

Mixed White and Asian: 1% (1%)