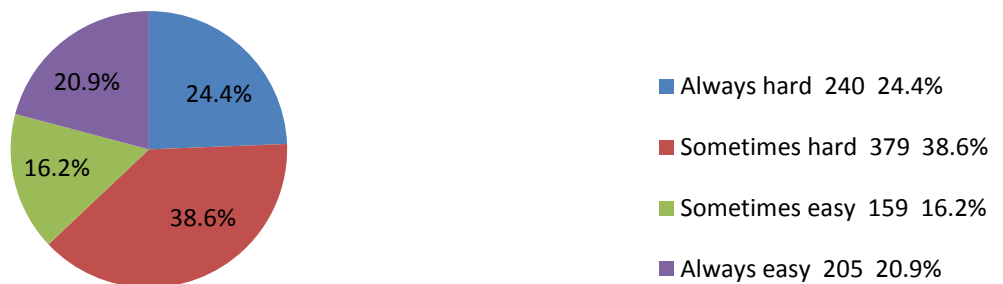


1017 Responses – Welsh & English Hard copy & Online

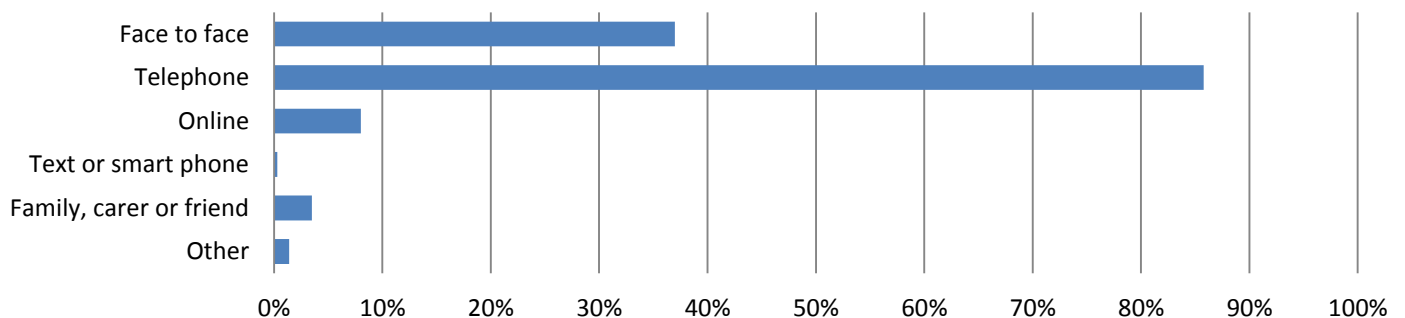
1. Have you visited a GP, nurse or other health professional at a GP surgery in the last two years?



2. Getting an appointment at your GP surgery is...



3. How do you make an appointment at your GP surgery? (Tick all that apply)

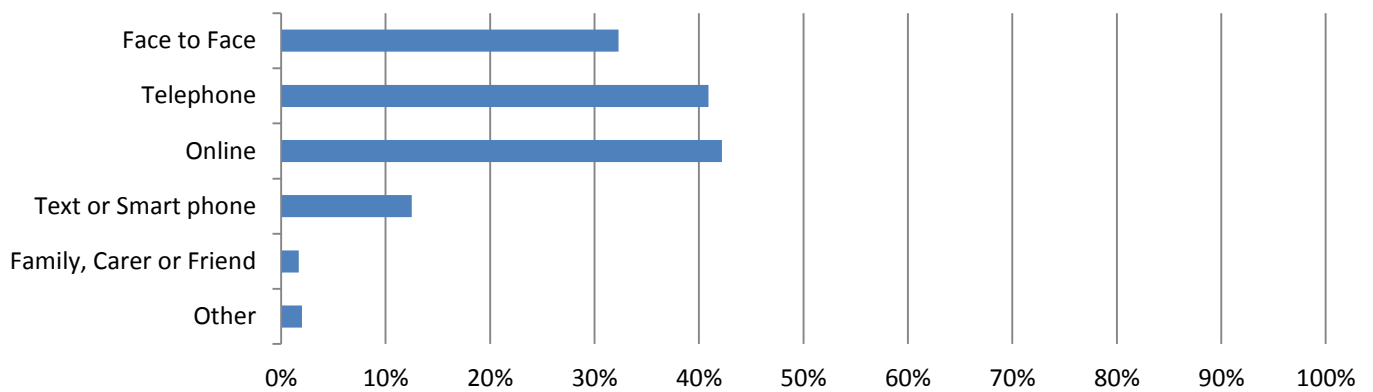


Face to Face	371	37%
Telephone	861	85.8%
Online	80	8%
Text or Smartphone	3	0.3%
Family, carer or friend	35	3.5%
Other	14	1.4%

4. Is this your preferred method to get an appointment?



5. If no, how would you like to get an appointment?

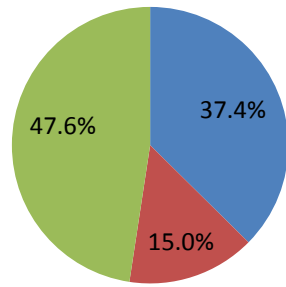


Face to Face	98	32.3%
Telephone	124	40.9%
Online	128	42.2%
Text or Smartphone	38	12.5%
Family, carer or friend	5	1.7%
Other	6	2%

6. How long do you usually wait for an appointment?

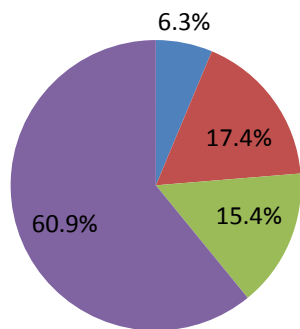


7. If needed, could you get a home visit?



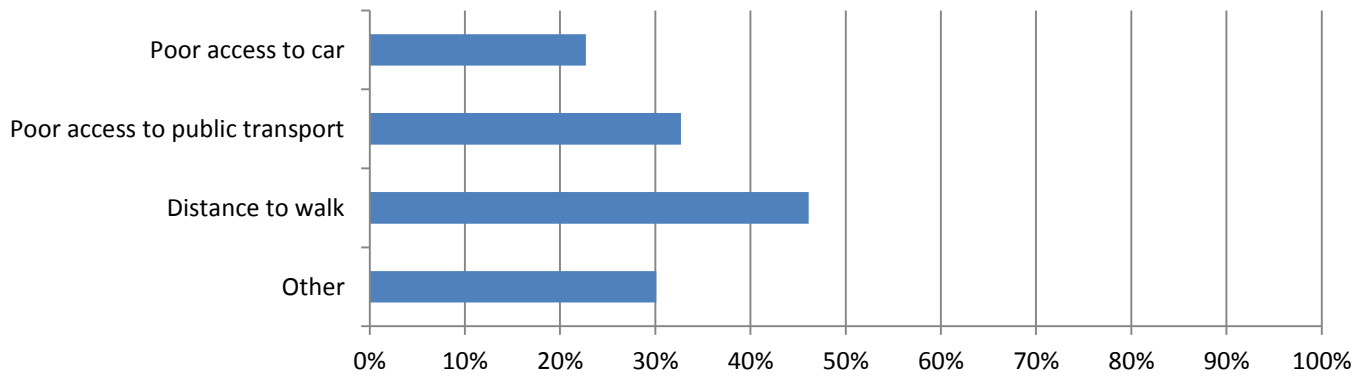
■ Yes 371 37.4%
 ■ No 149 15%
 ■ Don't know 472 47.6%

8. Travelling to your GP surgery is...



■ Always hard 62 6.3%
 ■ Sometimes hard 172 17.4%
 ■ Sometimes easy 152 15.4%
 ■ Always easy 600 60.9%

**9. If you answered always hard or sometimes hard, what are the reasons for this?
 (Tick all that apply)**

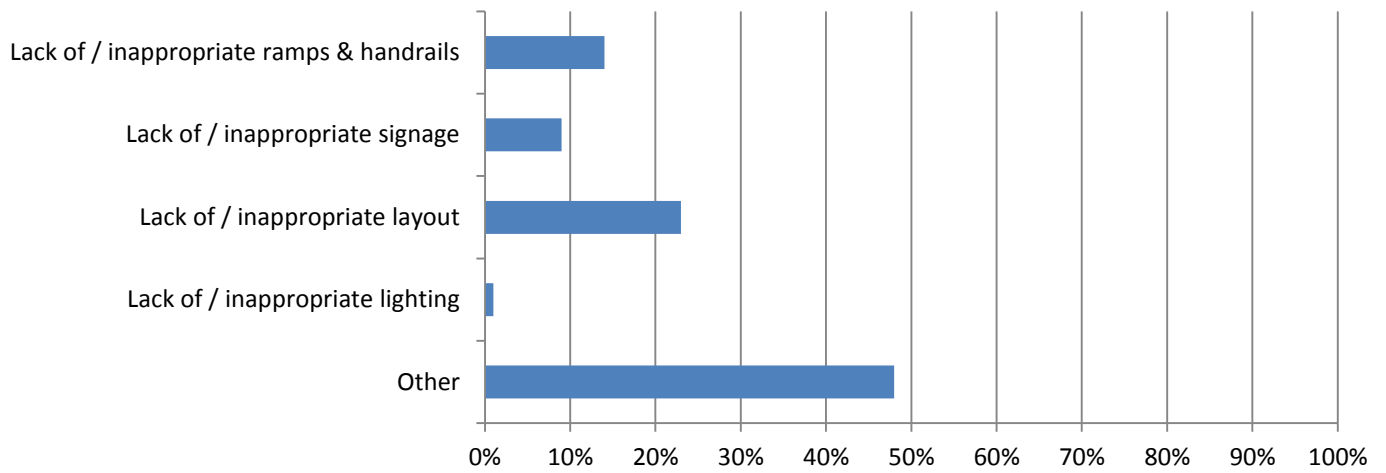


Poor access to car	61	22.7%
Poor access to public transport	88	32.7%
Distance to walk	124	46.1%
Other	81	30.1%

10. Getting into and moving around your GP surgery building is...



11. If you answered always hard or sometimes hard, what are the reasons for this? (Tick all that apply)



Lack of / inappropriate ramps & handrails	14	14%
Lack of / inappropriate signage	9	9%
Lack of / inappropriate layout	23	23%
Lack of / inappropriate lighting	1	1%
Other	48	48%

12. If needed, is support available to people who may need it to get into and move around the GP surgery building?



13. Thinking about things like temperature, noise, furniture, the waiting room environment is...



14. Thinking about things like temperature, noise, furniture, and privacy, the appointment room environment is...



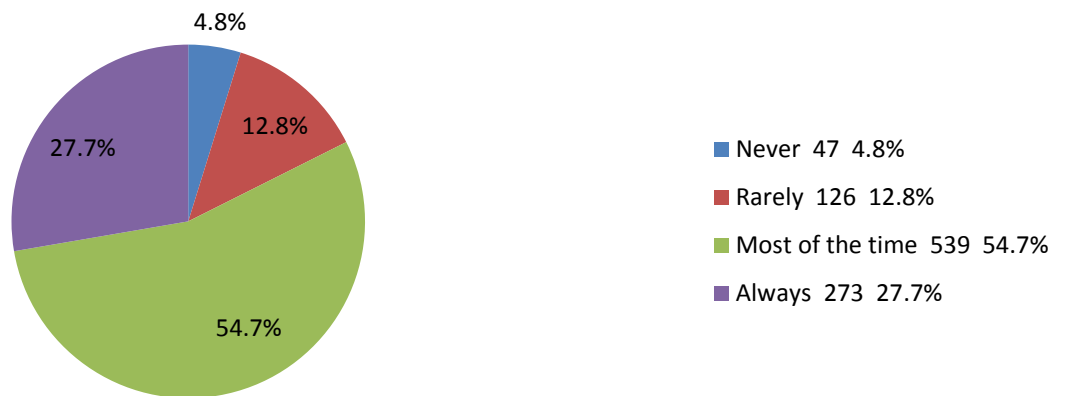
15. Do your appointments at your GP surgery run on time?



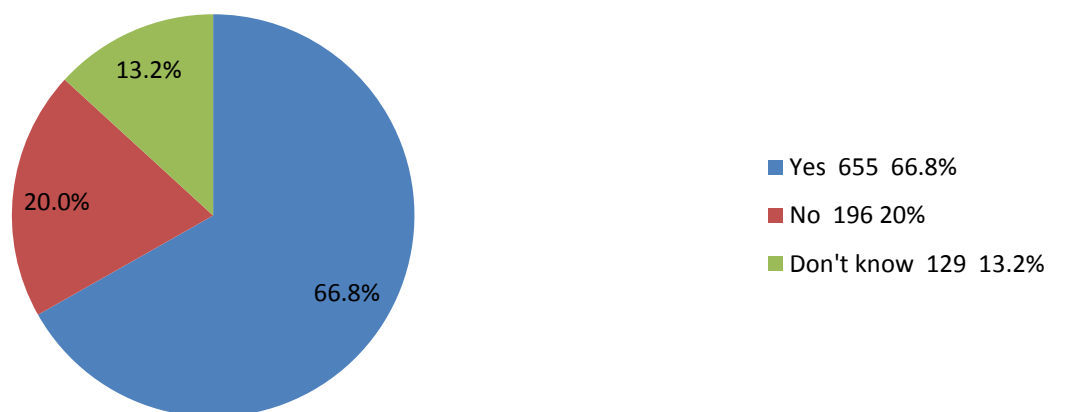
16. If wanted, would someone be able to accompany you into an appointment?



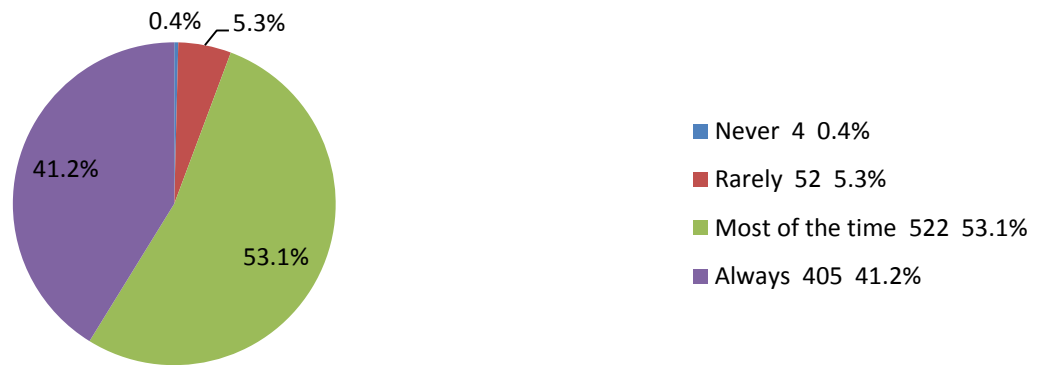
17. Do you feel you have enough time in your appointment?



18. If needed, are you able to raise more than one issue at your appointment?



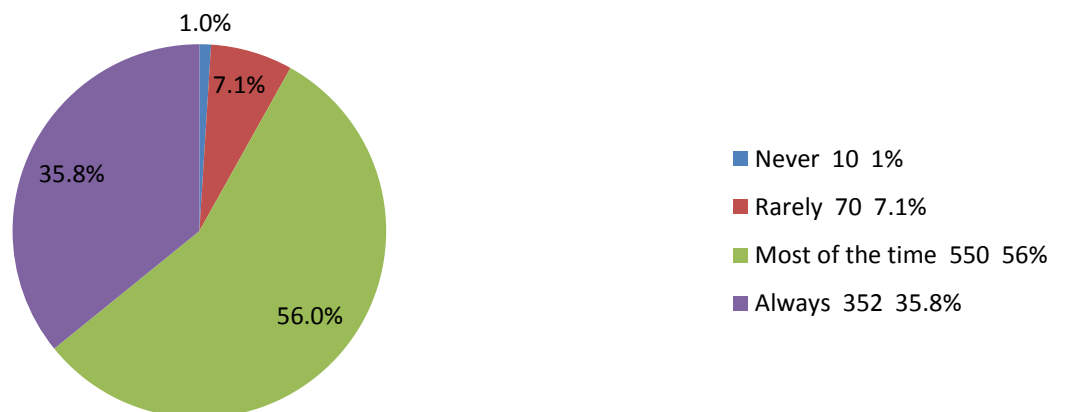
19. Do you feel you are listened to and understood by the GP, nurse or other health professional?



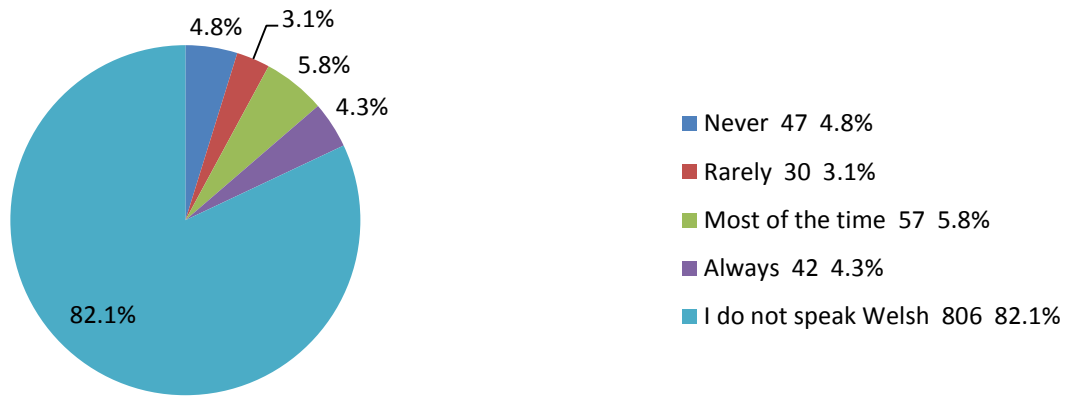
20. Do you feel you are listened to and understood by other staff at the GP surgery e.g. receptionists?



21. Do you feel your views are considered have a say when decisions about your health and treatment are made?



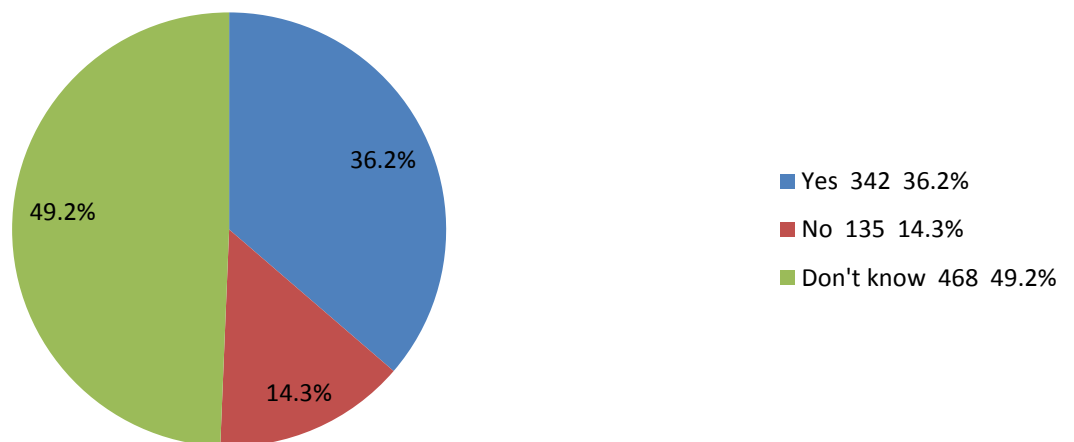
22. Are you able to speak in the Welsh language at the GP surgery?



23. Providing feedback on your experiences (both good and bad) at your GP surgery is...



24. If you provided feedback, do you feel this would be listened to and acted on?



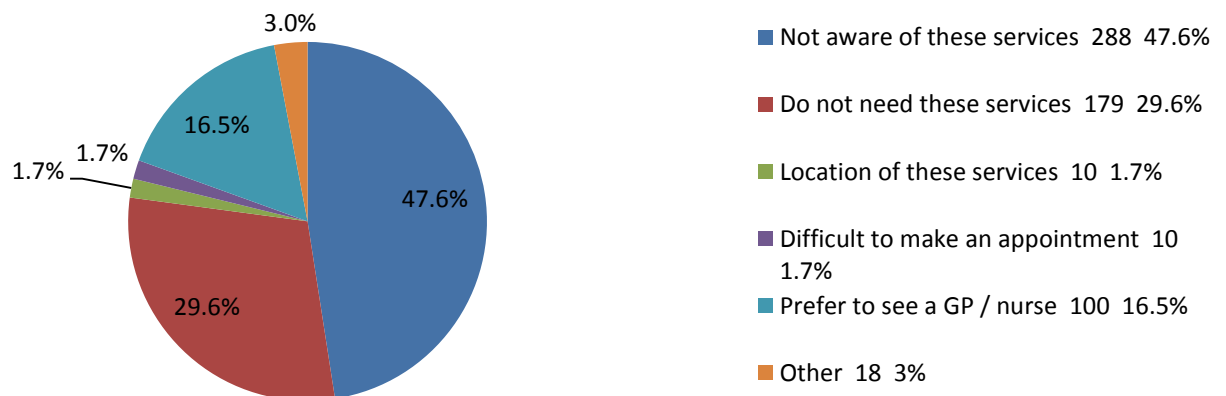
25. Do you know that as an alternative to visiting your GP, you are able to access health services in your community e.g. a community pharmacist; a community chiropodist ; a community optometrist ; a community audiologist and others?



26. Have you used community health services as an alternative to visiting your GP service in the last two years e.g. a community pharmacist , a community chiropodist; a community optometrist ; a community audiologist and others?

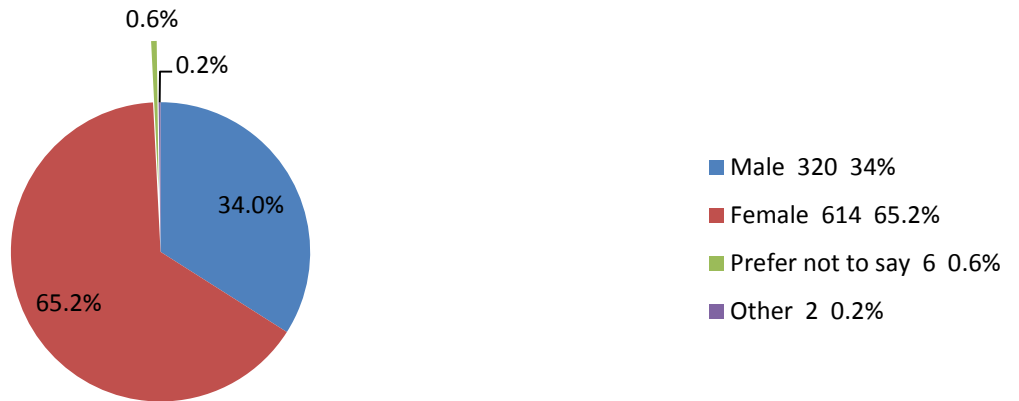


27. If you answered No, what is the reason for this?

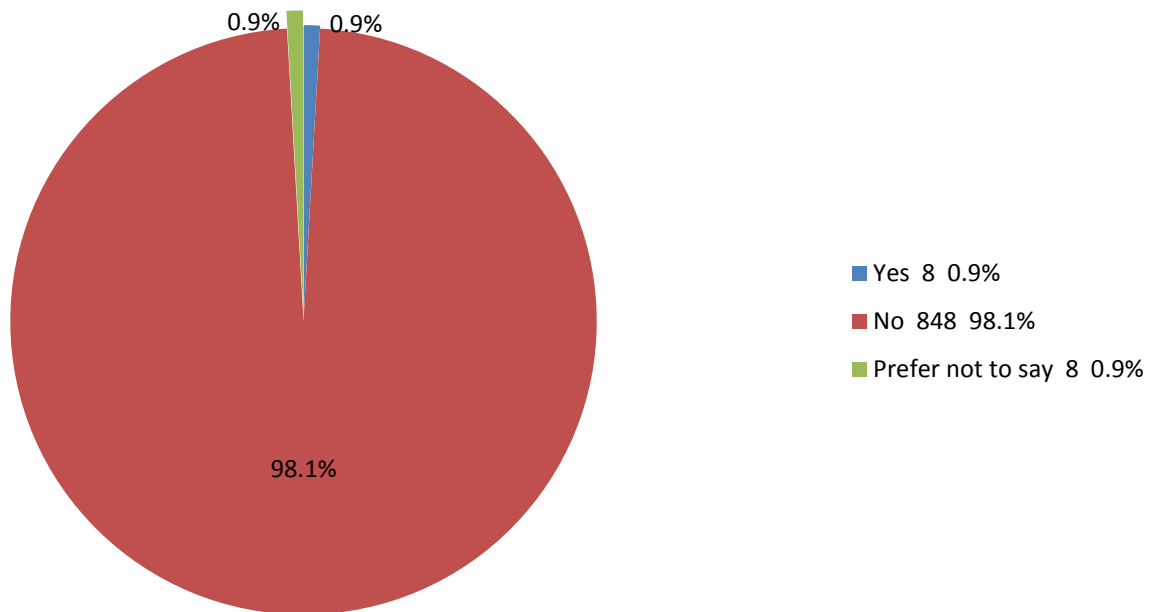


Further information (Optional)

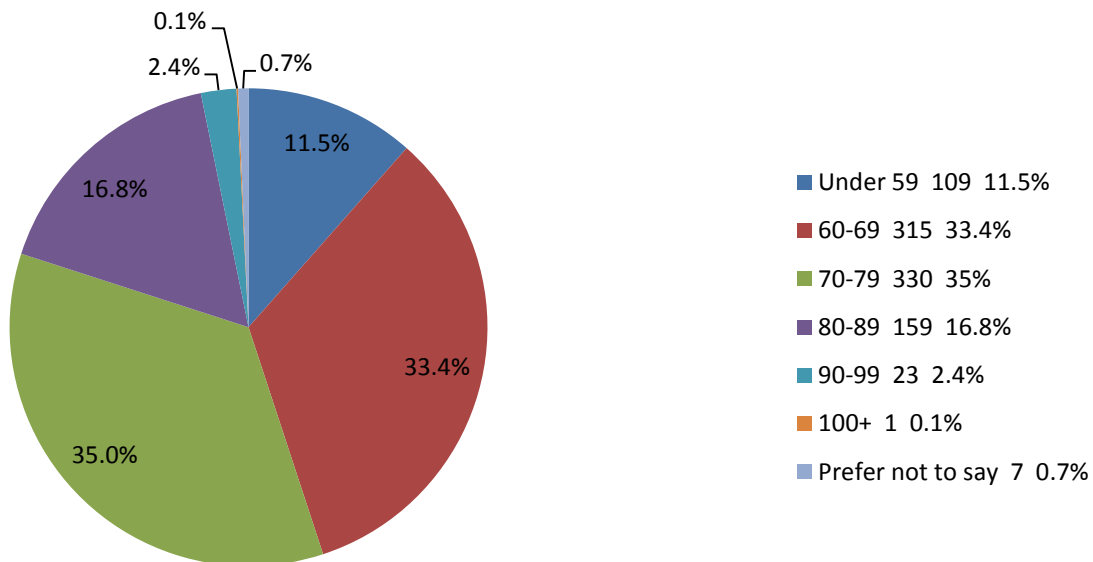
Gender



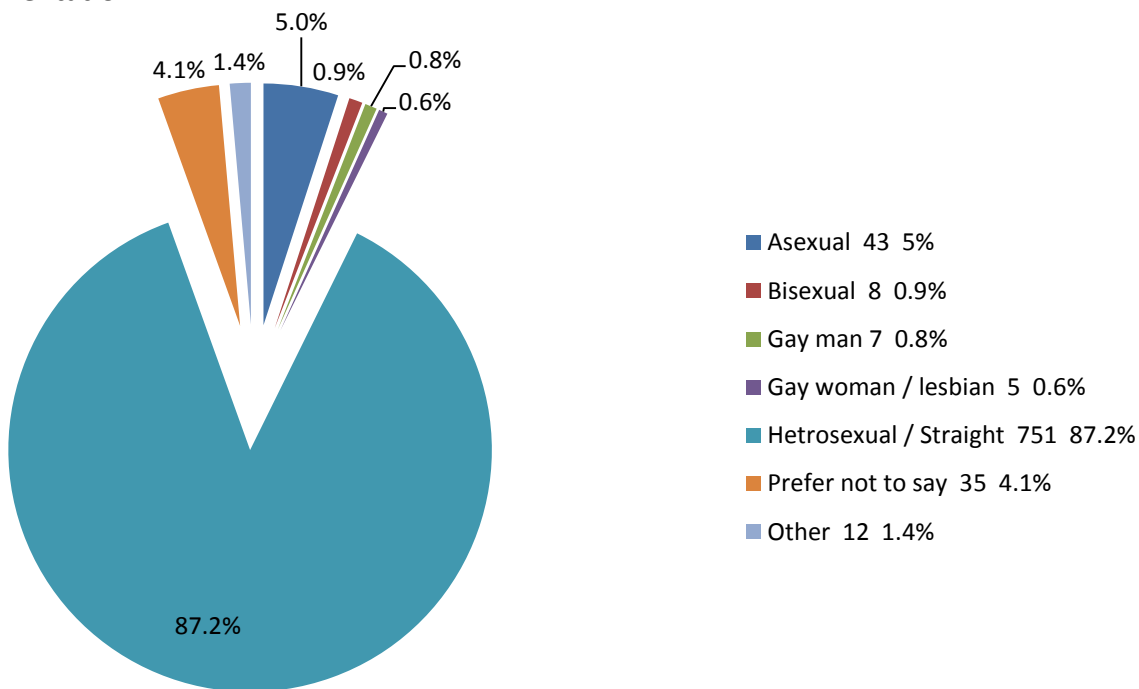
Have you ever identified as any other gender?



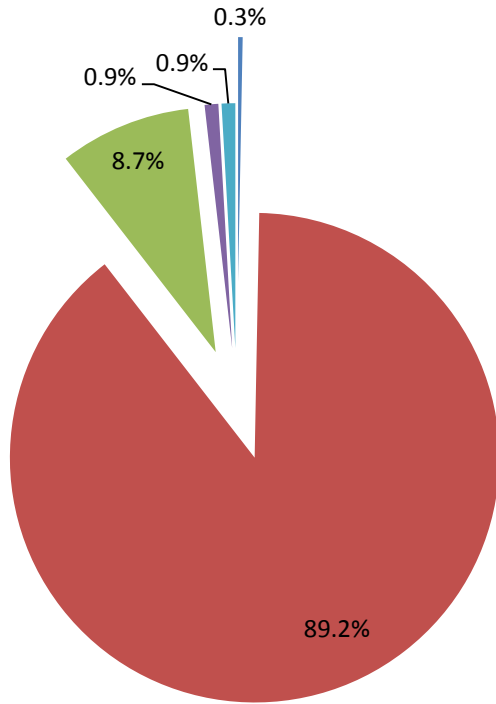
Age



Sexual orientation

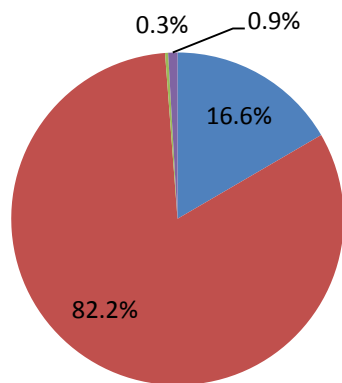


Language



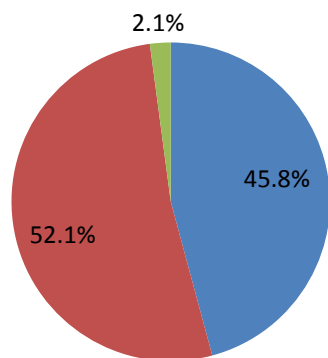
- British Sign Language 3 0.3%
- English 802 89.2%
- Welsh 78 8.7%
- Prefer not to say 8 0.9%
- Other 8 0.9%

Are you an unpaid carer?



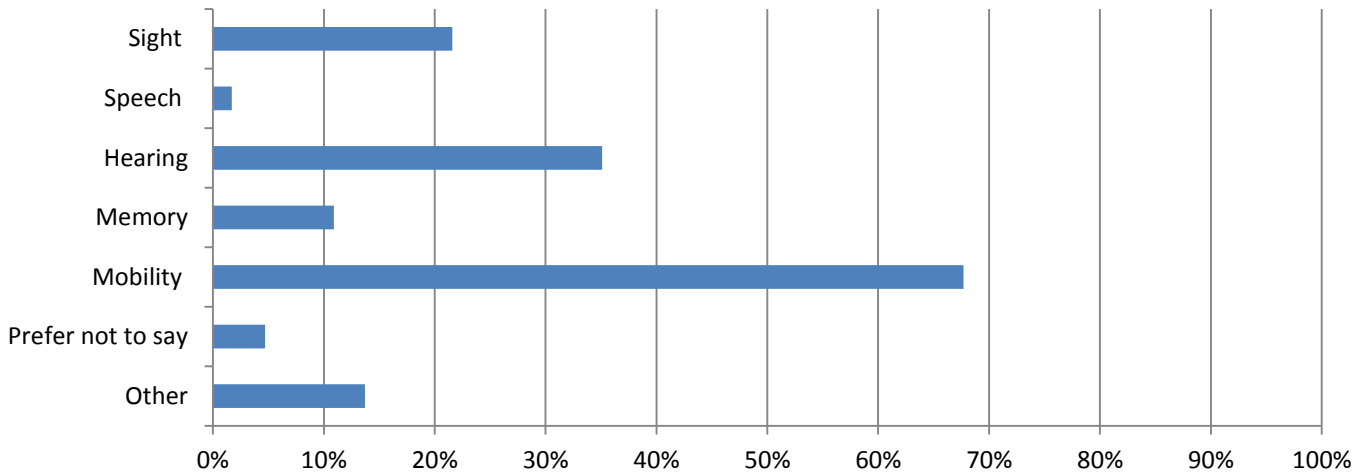
- Yes 152 16.6%
- No 753 82.2%
- Don't know 3 0.3%
- Prefer not to say 8 0.9%

Do you consider yourself to have a disability?



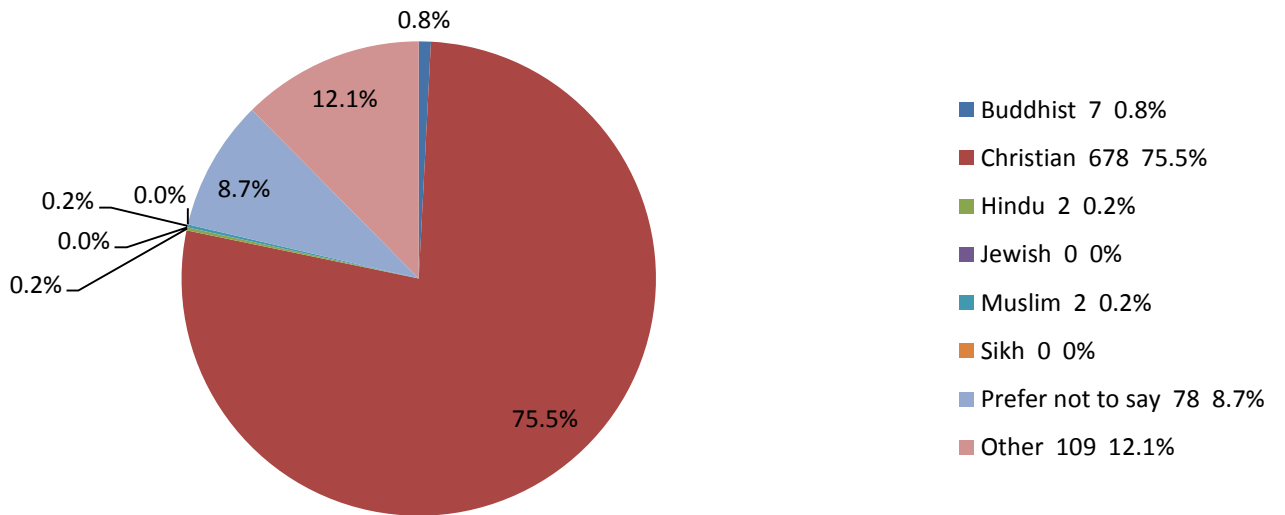
- Yes 428 45.8%
- No 487 52.1%
- Prefer not to say 20 2.1%

If yes, which of the following affect you? (Tick all that apply)

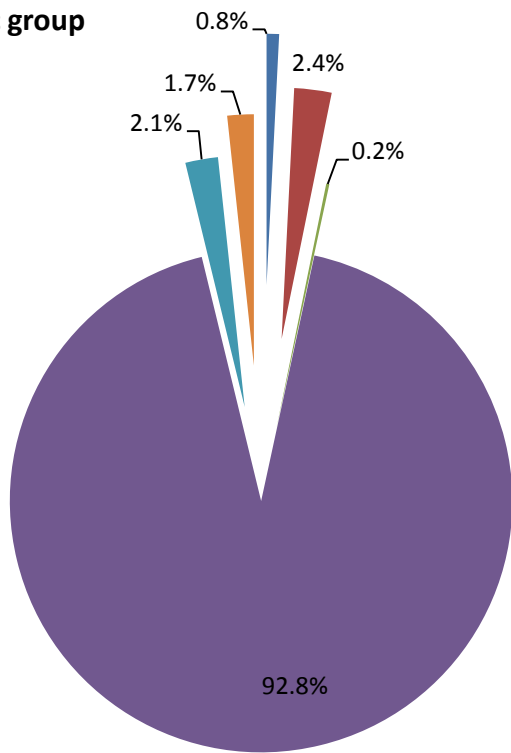


Sight	100	21.6%
Speech	8	1.7%
Hearing	164	35.1%
Memory	51	10.9%
Mobility	316	67.7%
Prefer not to say	22	4.7%
Other	64	13.7%

Religion or belief

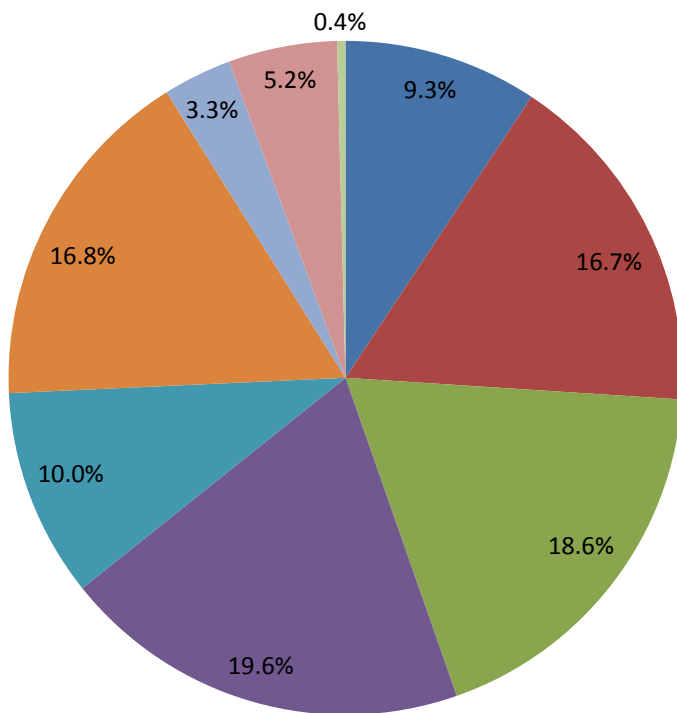


Ethnic group



- Asian / Asian British 7 0.8%
- Black / African / Caribbean / Black British 21 2.4%
- Mixed / multiple ethnic groups 2 0.2%
- White 813 92.8%
- Prefer not to say 18 2.1%
- Other 15 1.7%

Health Board area



- Abertawe Bro Morgannwg University Health Board 87 9.3%
- Aneurin Bevan University Health Board 156 16.7%
- Betsi Cadwaladr University Health Board 174 18.6%
- Cardiff & Vale University Health Board 183 19.6%
- Cwm Taf University Health Board 93 10%
- Hywel Dda University Health Board 157 16.8%
- Powys Teaching Health Board 31 3.3%
- Don't know 49 5.2%
- Prefer not to say 4 0.4%