

# Alban Healthcare PCN

## Patient Survey Results - Access to Healthcare Services

1. When would you prefer to attend an appointment?				
Answer Choices			Response Percent	Response Total
1	Early morning (07:00-08:00)		13.30%	523
2	Weekdays (08.30-18:30)		60.68%	2386
3	Evenings and Weekends		26.02%	1023
			answered	3932
			skipped	44

2. If you were to attend an appointment in the evening or at a weekend, which of the following times would be the most convenient to you?				
Answer Choices			Response Percent	Response Total
1	Monday evening between 18:30 and 20:00		25.29%	950
2	Tuesday evening between 18:30 and 20:00		11.50%	432
3	Wednesday evening between 18:30 and 20:00		9.61%	361
4	Thursday evening between 18:30 and 20:00		5.01%	188
5	Friday evening between 18:30 and 20:00		2.32%	87
6	Saturday morning between 09:00 and 13:00		35.78%	1344
7	Saturday afternoon between 13:00 and 17:00		10.49%	394
			answered	3756
			skipped	220

### 3. Which other times would you be willing to attend an appointment in the evenings or at a weekend? (Tick all that apply)

Answer Choices			Response Percent	Response Total
1	Monday evening between 18:30 and 20:00		61.58%	2326
2	Tuesday evening between 18:30 and 20:00		66.11%	2497
3	Wednesday evening between 18:30 and 20:00		65.55%	2476
4	Thursday evening between 18:30 and 20:00		65.32%	2467
5	Friday evening between 18:30 and 20:00		56.50%	2134
6	Saturday morning between 09:00 and 13:00		60.50%	2285
7	Saturday afternoon between 13:00 and 17:00		55.84%	2109
			answered	3777
			skipped	199

### 4. Are there any times you would not want to attend an appointment? (Tick all that apply)

Answer Choices			Response Percent	Response Total
1	Monday evening between 18:30 and 20:00		24.82%	484
2	Tuesday evening between 18:30 and 20:00		25.28%	493
3	Wednesday evening between 18:30 and 20:00		25.33%	494
4	Thursday evening between 18:30 and 20:00		25.33%	494
5	Friday evening between 18:30 and 20:00		45.44%	886
6	Saturday morning between 09:00 and 13:00		28.26%	551
7	Saturday afternoon between 13:00 and 17:00		49.13%	958
			answered	1950
			skipped	2026

**5. Which of the following appointment types would you find most useful? (Choose the 2 or 3 appointment types that would most benefit you)**

Answer Choices			Response Percent	Response Total
1	Chronic Disease Management (e.g. Asthma, COPD, Diabetes, Heart Disease)		30.00%	1169
2	Screening (e.g. Baby Checks, Health Checks, Bowel Screening, Smear Tests etc)		40.83%	1591
3	Minor Illnesses		52.96%	2064
4	Routine appointments		70.62%	2752
5	Medication reviews		33.26%	1296
6	Vaccinations (e.g. Childhood Immunisation, Covid, Flu, Travel etc).		28.59%	1114
7	First contact physiotherapy		14.34%	559
			answered	3897
			skipped	79

**6. If you need a face to face appointment, which of the following locations would you be willing to attend? (Tick all that apply)**

Answer Choices			Response Percent	Response Total
1	At my registered practice		92.55%	3642
2	At another practice within a 3 mile radius		44.80%	1763
			answered	3935
			skipped	41

### 7. Which is your preferred method of travel to attend a healthcare appointment?

Answer Choices			Response Percent	Response Total
1	Car		65.56%	2585
2	Bus		2.71%	107
3	Taxi		0.66%	26
4	Cycle		2.28%	90
5	On-foot		26.12%	1030
6	Prefer not to answer		0.81%	32
7	Other (please specify):		1.85%	73
			answered	3943
			skipped	33

### 8. What barriers do you experience in attending GP Practice core services?

Answer Choices			Response Percent	Response Total
1	Wait times		32.50%	1277
2	Getting through to the practice		55.48%	2180
3	Appointment availability		63.25%	2485
4	No access to online		15.78%	620
5	Unable to attend in core hours		12.27%	482
6	Currently don't experience any of the barriers listed above		18.48%	726
			answered	3929
			skipped	47

### 9. Which GP Practice are you registered with?

Answer Choices			Response Percent	Response Total
1	Grange Street Surgery		16.05%	633
2	Midway Surgery		41.95%	1655

### 9. Which GP Practice are you registered with?

3	Parkbury House Surgery		42.00%	1657
			answered	3945
			skipped	31

### 10. About you - Age

Answer Choices		Response Percent	Response Total	
1	Under 18		0.00% 0	
2	18-24		1.44% 57	
3	25-34		4.56% 180	
4	35-44		12.02% 474	
5	45-54		17.95% 708	
6	55-64		22.99% 907	
7	65 or above		41.04% 1619	
			answered	3945
			skipped	31

### 11. About you - Gender

Answer Choices		Response Percent	Response Total	
1	Male		34.38% 1358	
2	Female		65.06% 2570	
3	Non-binary		0.15% 6	
4	Prefer not to answer		0.23% 9	
5	Other (please specify):		0.18% 7	
			answered	3950
			skipped	26

## 12. About you - Ethnic Group

Answer Choices			Response Percent	Response Total
1	Asian or Asian British		4.37%	172
2	Black, Black British, Caribbean or African		0.97%	38
3	Mixed or multiple ethnic groups		1.19%	47
4	Gypsy, Traveller or Roma Community		0.13%	5
5	White		88.69%	3491
6	Prefer Not to Answer		2.77%	109
7	Other (please specify):		1.88%	74
			answered	3936
			skipped	40

## 13. About you - Employment Status

Answer Choices			Response Percent	Response Total
1	Employed Full-Time		30.70%	1211
2	Employed Part-Time		12.19%	481
3	Self-employed		7.93%	313
4	Not employed but looking for work		0.63%	25
5	Not employed and not looking for work		1.95%	77
6	Homemaker		3.22%	127
7	Retired		40.15%	1584
8	Student		0.68%	27
9	Carer		0.68%	27
10	Prefer Not to Answer		1.85%	73
			answered	3945
			skipped	31

## Full detail on 'other' responses

7. Which is your preferred method of travel to attend a healthcare appointment? Other (please specify): (73)		
1	24/06/2022 15:57 PM ID: 194099688	Walk
2	24/06/2022 16:00 PM ID: 194099993	Husband driving me
3	24/06/2022 16:01 PM ID: 194100236	I do not drive
4	24/06/2022 16:01 PM ID: 194100023	Of foot if we'll enough otherwise by car
5	24/06/2022 16:02 PM ID: 194099981	Mobilty scooter
6	24/06/2022 16:05 PM ID: 194100752	Bus
7	24/06/2022 16:06 PM ID: 194100504	Walk
8	24/06/2022 16:16 PM ID: 194101724	I'm houßebound
9	24/06/2022 19:14 PM ID: 194115405	Walking
10	24/06/2022 20:11 PM ID: 194117819	Cycle if feeling ok
11	24/06/2022 20:56 PM ID: 194119708	Wall
12	24/06/2022 21:15 PM ID: 194120194	Car or walk depending on time
13	25/06/2022 11:47 AM ID: 194136399	I don't leave my house
14	27/06/2022 18:11 PM ID: 194262519	Any
15	27/06/2022 18:15 PM ID: 194262915	If parkbury if sandridge by car

16	27/06/2022 18:15 PM ID: 194262735	Walk or car
17	27/06/2022 18:15 PM ID: 194263043	Would walk or drive
18	27/06/2022 18:18 PM ID: 194262946	At the moment - this may change.
19	27/06/2022 18:26 PM ID: 194263990	On foot at times
20	27/06/2022 18:27 PM ID: 194264222	Depends on location - walk or cycle, poss car
21	27/06/2022 18:38 PM ID: 194264962	Uber
22	27/06/2022 18:49 PM ID: 194266038	Motorcycle
23	27/06/2022 19:03 PM ID: 194267056	Or lift in car from husband, I don't drive
24	27/06/2022 19:06 PM ID: 194267318	Mobility scooter
25	27/06/2022 19:30 PM ID: 194262786	Car OR walk
26	27/06/2022 19:37 PM ID: 194269588	Any of the above
27	27/06/2022 20:02 PM ID: 194271300	Car, bike or foot
28	27/06/2022 20:15 PM ID: 194272110	Walk unless too unwell
29	27/06/2022 20:16 PM ID: 194271901	Bus during day. No evening bus
30	27/06/2022 20:31 PM ID: 194273074	Need to ask for help
31	27/06/2022 20:42 PM ID: 194274021	Or taxi.
32	27/06/2022 23:07 PM ID: 194281651	Electric scooter

33	28/06/2022 07:31 AM ID: 194290301	Car or foot depending on distance
34	28/06/2022 08:55 AM ID: 194296008	Motorcycle
35	28/06/2022 10:30 AM ID: 194307236	Any - dependant on the emergency and availability
36	28/06/2022 12:16 PM ID: 194319738	Car and walk
37	28/06/2022 12:57 PM ID: 194324389	Mobility scooter
38	28/06/2022 22:53 PM ID: 194382444	On rare occasions a home visit
39	29/06/2022 15:00 PM ID: 194446539	Car while I am still able to drive
40	29/06/2022 15:17 PM ID: 194448429	Depends where the appointment is. If in St Albans I would travel by car or bus. If in Sandridge I'd walk
41	30/06/2022 08:32 AM ID: 194514692	Foot or car depending on distance from home
42	30/06/2022 15:35 PM ID: 194558827	Car but need to be driven.
43	01/07/2022 17:40 PM ID: 194660594	Bus
44	02/07/2022 10:20 AM ID: 194690614	I'd love to cycle bit that suggests I'm not feel well.
45	02/07/2022 10:20 AM ID: 194690624	In a wheelchair therefore I rely on my wife to drive
46	02/07/2022 10:21 AM ID: 194690468	Car unless it's within half a mile from home
47	02/07/2022 10:21 AM ID: 194690883	On foot
48	02/07/2022 10:22 AM ID: 194690435	Walk
49	02/07/2022 10:22 AM ID: 194690551	If close enough, walking, if not, car

50	02/07/2022 10:22 AM ID: 194690879	Need my carer to drive me
51	02/07/2022 10:24 AM ID: 194691130	I cannot get to the surgery. I am housebound now.
52	02/07/2022 10:25 AM ID: 194690782	Depends if I'm not we'll car is best
53	02/07/2022 10:27 AM ID: 194691598	Foot
54	02/07/2022 10:33 AM ID: 194692643	Uber
55	02/07/2022 10:35 AM ID: 194692964	Walk if close if not car, so would require easy parking
56	02/07/2022 10:46 AM ID: 194694113	8 doors away
57	02/07/2022 10:48 AM ID: 194694319	I live opposite surgery - can drive to other though
58	02/07/2022 11:29 AM ID: 194697992	I am full-time wheelchair user and need a carer to bring me
59	02/07/2022 11:34 AM ID: 194698732	by car or phone appointment or video appointment
60	02/07/2022 11:34 AM ID: 194698649	Bus don't drive
61	02/07/2022 12:31 PM ID: 194703587	Can walk there at a push if fine
62	02/07/2022 12:35 PM ID: 194703986	Car or walk
63	02/07/2022 13:04 PM ID: 194706428	Family assistance
64	02/07/2022 15:57 PM ID: 194720209	On foot if midway, car if other practice.
65	02/07/2022 16:42 PM ID: 194723058	Driven by a friend
66	02/07/2022 17:36 PM ID: 194725788	While I can still drive.

67	02/07/2022 17:37 PM ID: 194725966	Uber
68	03/07/2022 04:46 AM ID: 194740393	Any as long as I can be seen
69	03/07/2022 12:01 PM ID: 194749843	To however is freepl
70	03/07/2022 12:59 PM ID: 194752696	Walking
71	03/07/2022 15:01 PM ID: 194757393	Car or on foot
72	05/07/2022 16:39 PM ID: 194932834	Depends which practice! Car for Midway, on-foot or cycle for town centre.
73	06/07/2022 22:30 PM ID: 195034191	Those who want 9 to 5 should of chosen a different profession

### 11. About you - Gender

Other (please specify): (7)

1	24/06/2022 16:29 PM ID: 194104699	My SEX is female
2	24/06/2022 17:25 PM ID: 194109579	Preeferably just the St.Albans surgeries as I live in Sandrige
3	27/06/2022 18:15 PM ID: 194262666	husband and wife
4	27/06/2022 18:15 PM ID: 194263043	Sex not gender
5	29/06/2022 12:39 PM ID: 194430405	This should be listed as sex, not gender!
6	02/07/2022 12:06 PM ID: 194700404	I don't know what non-binary means, so I must be mono.
7	06/07/2022 17:38 PM ID: 195018811	

**12. About you - Ethnic Group**

Other (please specify): (74)

1	24/06/2022 16:02 PM ID: 194100111	White British
2	24/06/2022 16:15 PM ID: 194102068	White english
3	24/06/2022 16:21 PM ID: 194102240	White british
4	24/06/2022 17:18 PM ID: 194109009	
5	24/06/2022 18:12 PM ID: 194112614	Hispanic
6	24/06/2022 18:30 PM ID: 194113266	
7	25/06/2022 19:04 PM ID: 194154676	White British
8	26/06/2022 09:54 AM ID: 194169203	White Other
9	27/06/2022 18:08 PM ID: 194262324	
10	27/06/2022 18:11 PM ID: 194262606	
11	27/06/2022 18:12 PM ID: 194262689	Jedi
12	27/06/2022 18:12 PM ID: 194262698	
13	27/06/2022 18:14 PM ID: 194262849	Arab
14	27/06/2022 18:14 PM ID: 194262459	
15	27/06/2022 18:15 PM ID: 194262574	White English
16	27/06/2022 18:15 PM ID: 194262735	Not applicable

17	27/06/2022 18:16 PM ID: 194262832	European
18	27/06/2022 18:17 PM ID: 194263163	English
19	27/06/2022 18:28 PM ID: 194264329	
20	27/06/2022 18:34 PM ID: 194264670	Chinese British
21	27/06/2022 18:48 PM ID: 194265560	Half Iranian, half English
22	27/06/2022 18:48 PM ID: 194265523	Italian
23	27/06/2022 18:51 PM ID: 194266200	Greek
24	27/06/2022 18:59 PM ID: 194266707	European
25	27/06/2022 20:42 PM ID: 194274021	
26	27/06/2022 21:58 PM ID: 194278324	South Korean
27	27/06/2022 22:59 PM ID: 194281317	Syrian
28	28/06/2022 00:33 AM ID: 194283935	Azerbaijan
29	28/06/2022 09:24 AM ID: 194298658	British
30	28/06/2022 10:08 AM ID: 194304123	White British
31	28/06/2022 12:46 PM ID: 194323481	Chinese
32	29/06/2022 08:24 AM ID: 194404153	Anglo Chinese
33	29/06/2022 08:45 AM ID: 194405762	White other

34	29/06/2022 12:56 PM ID: 194432194	Chinese
35	29/06/2022 19:45 PM ID: 194481121	East Asian
36	02/07/2022 10:19 AM ID: 194690559	English
37	02/07/2022 10:21 AM ID: 194690474	Latin American
38	02/07/2022 10:22 AM ID: 194690435	White British
39	02/07/2022 10:23 AM ID: 194690970	English
40	02/07/2022 10:24 AM ID: 194690974	Middle East
41	02/07/2022 10:27 AM ID: 194691334	Indian
42	02/07/2022 10:30 AM ID: 194692311	Chinese
43	02/07/2022 10:33 AM ID: 194692733	Middle Eastern
44	02/07/2022 10:46 AM ID: 194693677	White British should be included as a category
45	02/07/2022 10:57 AM ID: 194695308	English
46	02/07/2022 11:05 AM ID: 194694061	Middle Eastern
47	02/07/2022 12:06 PM ID: 194700999	Jewish
48	02/07/2022 12:28 PM ID: 194703285	Irish
49	02/07/2022 12:29 PM ID: 194703610	English
50	02/07/2022 13:10 PM ID: 194706684	

51	02/07/2022 13:18 PM ID: 194707432	Chinese
52	02/07/2022 15:26 PM ID: 194718472	Persian
53	02/07/2022 16:20 PM ID: 194721552	White British
54	02/07/2022 19:05 PM ID: 194729549	Iranian
55	02/07/2022 19:49 PM ID: 194731580	white english
56	03/07/2022 00:14 AM ID: 194738616	
57	03/07/2022 08:55 AM ID: 194743811	British
58	03/07/2022 12:48 PM ID: 194752136	Anglo Indian
59	03/07/2022 16:10 PM ID: 194760686	Middle Eastern
60	04/07/2022 09:51 AM ID: 194788692	Armenian
61	04/07/2022 12:01 PM ID: 194802344	English
62	04/07/2022 17:36 PM ID: 194842451	Chinese
63	05/07/2022 10:41 AM ID: 194888472	Indian
64	05/07/2022 11:23 AM ID: 194893999	Indian origin
65	06/07/2022 12:38 PM ID: 194987512	Egyptian
66	06/07/2022 12:39 PM ID: 194988817	Egyptian
67	06/07/2022 15:34 PM ID: 195005727	Persian

68	06/07/2022 23:13 PM ID: 195035340	Jewish
69	07/07/2022 11:11 AM ID: 195057249	White english
70	07/07/2022 11:30 AM ID: 195059612	Iran
71	07/07/2022 11:33 AM ID: 195060366	Iran
72	07/07/2022 20:39 PM ID: 195178960	British Chinese
73	08/07/2022 10:35 AM ID: 195218249	Hindu mauritian
74	10/07/2022 19:30 PM ID: 195332182	White British