

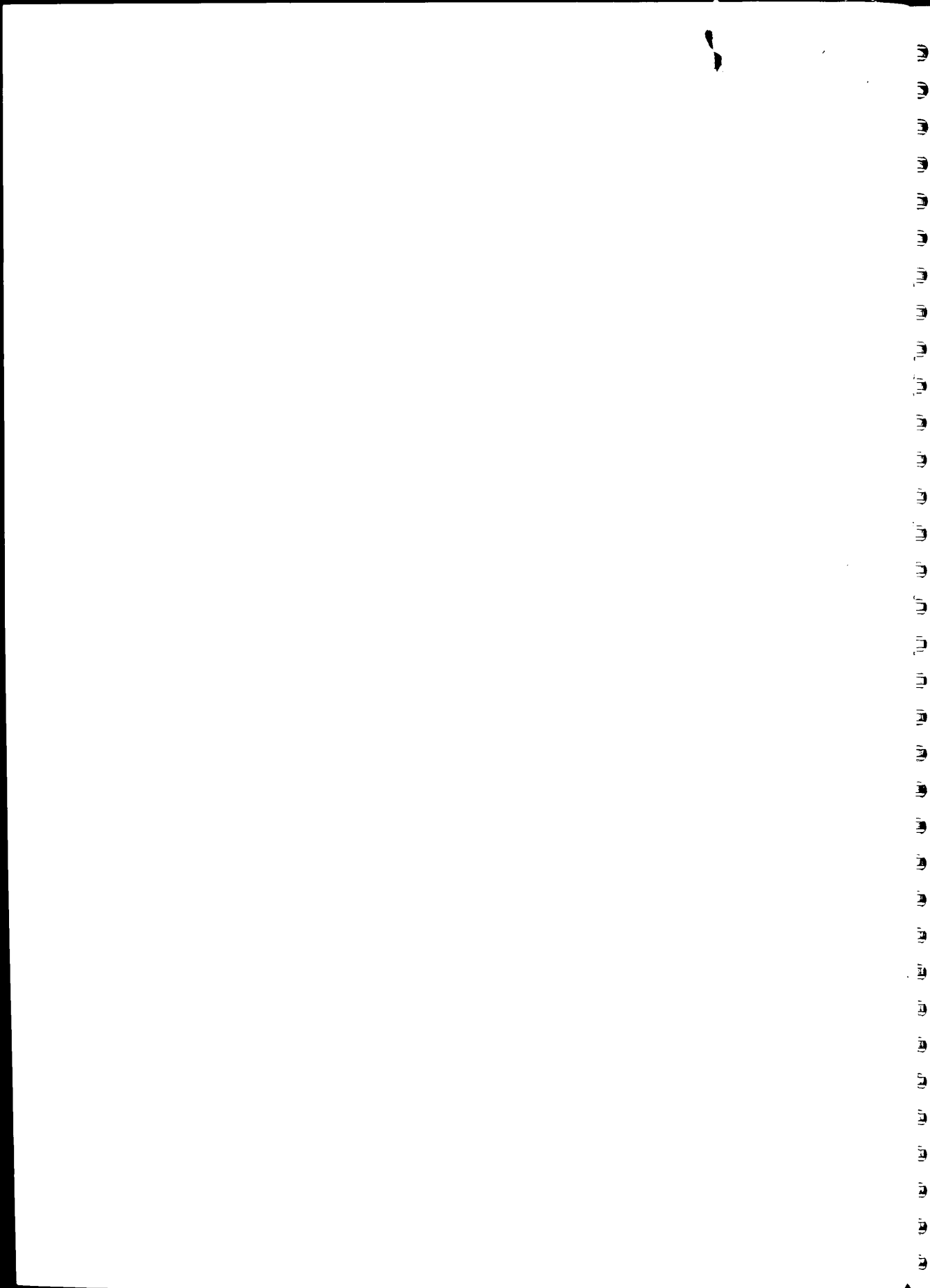
London GPs

Tables prepared by NOP Research Group for the Evening Standard and the King's Fund

April 1999

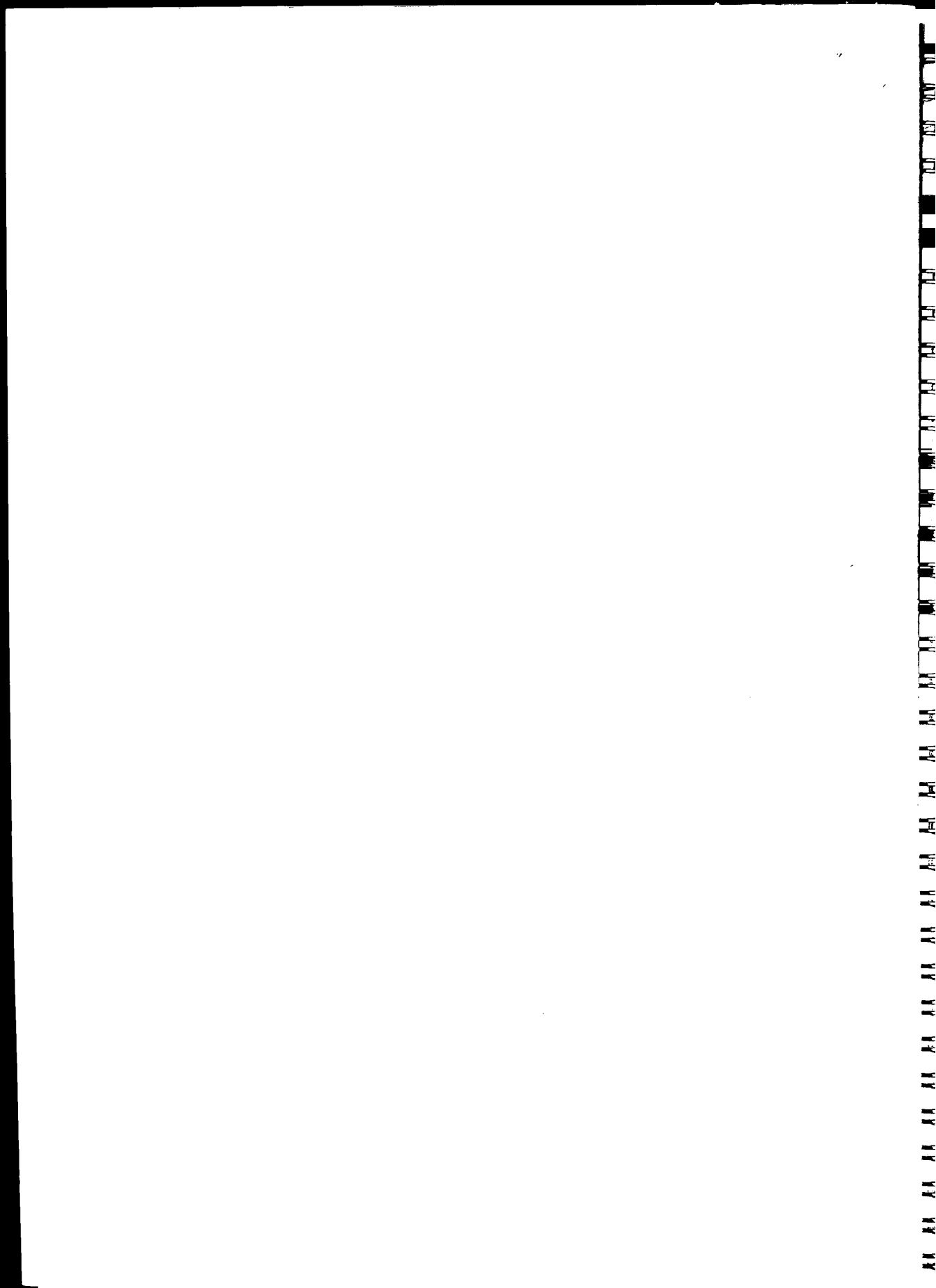
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Technical Note

This volume contains the full tabulations from a survey of 1139 Londoners. The survey was conducted by phone between 19 and 25 April 1999. The data are weighted by age, sex, working status and residents of inner and outer London, to ensure they represent the adult residents of the former GLC.

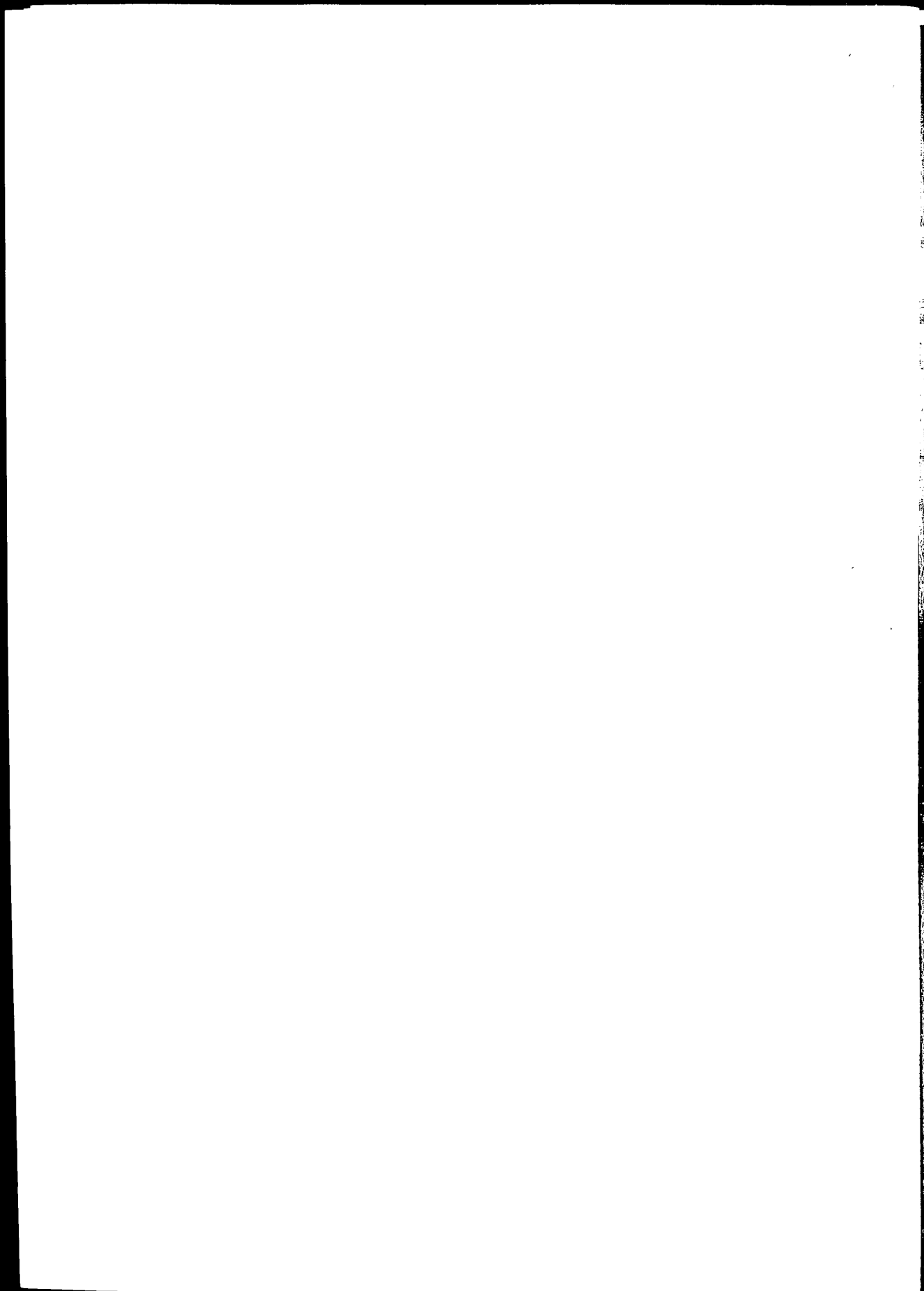


London GPs

Fieldwork dates : 19-25 April 1999

PAGE	TABLE	TITLE	TOTAL
1	1	Q1. Which of the following have you personally done during the past 12 months? Base : All	1139
2	1	Q1. Which of the following have you personally done during the past 12 months? Base : All	1139
3	2	Q.2. Does your GP work on his/her own, or is he/she part of a group practice where a number of doctors work together? Base : All visiting GP except for repeat prescription only	1002
4	2	Q.2. Does your GP work on his/her own, or is he/she part of a group practice where a number of doctors work together? Base : All visiting GP except for repeat prescription only	1002
5	3	Q.3. When you visit your local surgery do you... Base : All visiting GP except for repeat prescription only	1002
6	3	Q.3. When you visit your local surgery do you... Base : All visiting GP except for repeat prescription only	1002
7	4	Q.4. If you wanted to see specifically a (same sex as respondent) doctor at your local surgery, how easy would it be to arrange this? Base : All visiting GP except for repeat prescription only	1002
8	4	Q.4. If you wanted to see specifically a (same sex as respondent) doctor at your local surgery, how easy would it be to arrange this? Base : All visiting GP except for repeat prescription only	1002
9	5	Q.5. How satisfied or dissatisfied are you with the following? a) The time it takes to get a routine appointment at your local surgery Base : All visiting GP except for repeat prescription only	1002
10	5	Q.5. How satisfied or dissatisfied are you with the following? a) The time it takes to get a routine appointment at your local surgery Base : All visiting GP except for repeat prescription only	1002
11	6	Q.5. How satisfied or dissatisfied are you with the following? b) The speed with which you are normally seen when you arrive at the surgery Base : All visiting GP except for repeat prescription only	1002
12	6	Q.5. How satisfied or dissatisfied are you with the following? b) The speed with which you are normally seen when you arrive at the surgery Base : All visiting GP except for repeat prescription only	1002
13	7	Q.5. How satisfied or dissatisfied are you with the following? c) The "opening hours" of your local surgery Base : All visiting GP except for repeat prescription only	1002
14	7	Q.5. How satisfied or dissatisfied are you with the following? c) The "opening hours" of your local surgery Base : All visiting GP except for repeat prescription only	1002

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London GPs

Fieldwork dates : 19-25 April 1999

PAGE	TABLE	TITLE	TOTAL
15	8	Q.5. How satisfied or dissatisfied are you with the following? d) The friendliness and "beside manner" of doctor/doctors at your surgery Base : All visiting GP except for repeat prescription only	1002
16	8	Q.5. How satisfied or dissatisfied are you with the following? d) The friendliness and "beside manner" of doctor/doctors at your surgery Base : All visiting GP except for repeat prescription only	1002
17	9	Q.5. How satisfied or dissatisfied are you with the following? e) The amount and quality of information that your normal doctor/doctors give you Base : All visiting GP except for repeat prescription only	1002
18	9	Q.5. How satisfied or dissatisfied are you with the following? e) The amount and quality of information that your normal doctor/doctors give you Base : All visiting GP except for repeat prescription only	1002
19	10	Q.5. How satisfied or dissatisfied are you with the following? f) The quality of health care of your normal doctor/doctors Base : All visiting GP except for repeat prescription only	1002
20	10	Q.5. How satisfied or dissatisfied are you with the following? f) The quality of health care of your normal doctor/doctors Base : All visiting GP except for repeat prescription only	1002
21	11	Q.5. How satisfied or dissatisfied are you with the following? g) The physical conditions of your local surgery - cleanliness, brightness, comfort etc Base : All visiting GP except for repeat prescription only	1002
22	11	Q.5. How satisfied or dissatisfied are you with the following? g) The physical conditions of your local surgery - cleanliness, brightness, comfort etc Base : All visiting GP except for repeat prescription only	1002
23	12	Q.5. Satisfaction with surgery - Summary Base : All visiting GP except for repeat prescription only	1002
25	13	Q.6. Has the quality of health care at your local surgery improved in the last few years, or got worse, or stayed about the same? Base : All visiting GP except for repeat prescription only	1002
26	13	Q.6. Has the quality of health care at your local surgery improved in the last few years, or got worse, or stayed about the same? Base : All visiting GP except for repeat prescription only	1002
27	14	Q.7. Normally, how long does it take to obtain a non-urgent appointment to see your GP, or another doctor at the same surgery? Base : All visiting GP except for repeat prescription only	1002
28	14	Q.7. Normally, how long does it take to obtain a non-urgent appointment to see your GP, or another doctor at the same surgery? Base : All visiting GP except for repeat prescription only	1002



London GPsFieldwork dates : 19-25 April 1999

PAGE	TABLE	TITLE	TOTAL
29	15	Q.8. There have been suggestions that some common medical problems could be treated at local surgeries by nurses rather than doctors. If you telephoned your local surgery and were offered either an immediate appointment with a nurse or an appointment the following day with a doctor, which would you normally prefer? Base : All visiting GP except for repeat prescription only	1002
30	15	Q.8. There have been suggestions that some common medical problems could be treated at local surgeries by nurses rather than doctors. If you telephoned your local surgery and were offered either an immediate appointment with a nurse or an appointment the following day with a doctor, which would you normally prefer? Base : All visiting GP except for repeat prescription only	1002
31	16	Q.9. If you or a member of your family were suddenly taken ill during the day, how confident are you that: a) you could obtain an emergency appointment to see your doctor at his/her surgery within an hour? Base : All visiting GP except for repeat prescription only	1002
32	16	Q.9. If you or a member of your family were suddenly taken ill during the day, how confident are you that: a) you could obtain an emergency appointment to see your doctor at his/her surgery within an hour? Base : All visiting GP except for repeat prescription only	1002
33	17	Q.9. If you or a member of your family were suddenly taken ill during the day, how confident are you that: b) your GP, or another doctor from the same surgery, would come quickly to your house if the patient could not be taken to the surgery? Base : All visiting GP except for repeat prescription only	1002
34	17	Q.9. If you or a member of your family were suddenly taken ill during the day, how confident are you that: b) your GP, or another doctor from the same surgery, would come quickly to your house if the patient could not be taken to the surgery? Base : All visiting GP except for repeat prescription only	1002
35	18	Q.10. If you had to call a doctor out in an emergency to visit you or a member of your family at night, which of these is most likely to come? Base : All visiting GP except for repeat prescription only	1002
36	18	Q.10. If you had to call a doctor out in an emergency to visit you or a member of your family at night, which of these is most likely to come? Base : All visiting GP except for repeat prescription only	1002
37	19	Q.11. How much would you mind if it were a "locum" doctor who came to your home, rather than a doctor from your own surgery? Base : All visiting GP except for repeat prescription only	1002
38	19	Q.11. How much would you mind if it were a "locum" doctor who came to your home, rather than a doctor from your own surgery? Base : All visiting GP except for repeat prescription only	1002
39	20	Q.11/Q.10 Locums and emergency visits at night Base : All visiting GP except for repeat prescription only	

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100

100

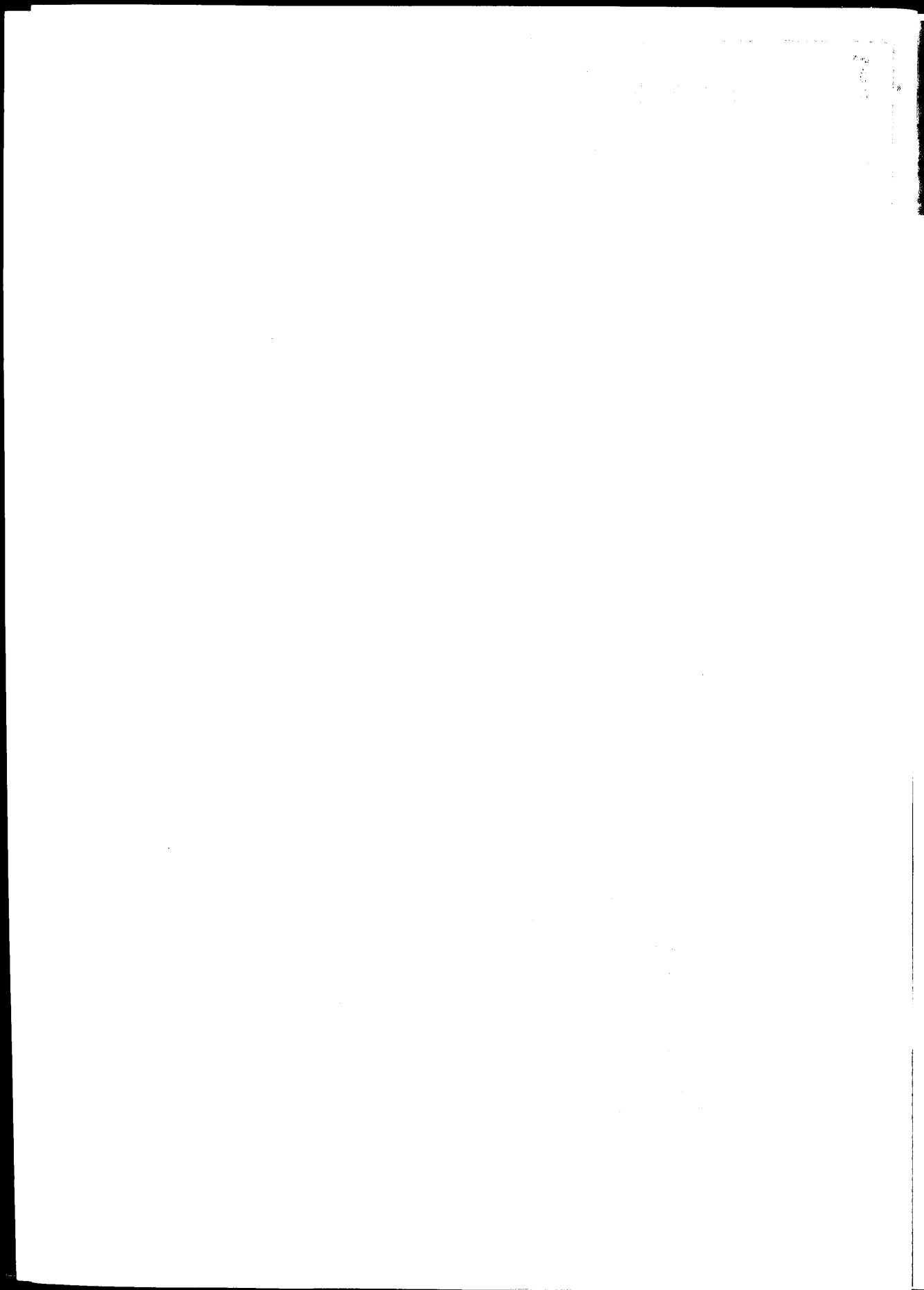
London GPsFieldwork dates : 19-25 April 1999

PAGE	TABLE	TITLE	TOTAL
40	21	Q.12. Thinking back to when you first registered with your present GP, did you find it Base : All visiting GP except for repeat prescription only	1002
41	21	Q.12. Thinking back to when you first registered with your present GP, did you find it Base : All visiting GP except for repeat prescription only	1002
42	22	Q.13. When you registered, was the GP whose list you joined your first choice or not? Base : All visiting GP except for repeat prescription only	1002
43	22	Q.13. When you registered, was the GP whose list you joined your first choice or not? Base : All visiting GP except for repeat prescription only	1002
44	23	Q.14. If you had to complain for any reason about your GP, how confident are you that the complaints process would be... a) Accessible to people like you? Would you be: Base : All visiting GP except for repeat prescription only	1002
45	23	Q.14. If you had to complain for any reason about your GP, how confident are you that the complaints process would be... a) Accessible to people like you? Would you be: Base : All visiting GP except for repeat prescription only	1002
46	24	Q.14. If you had to complain for any reason about your GP, how confident are you that the complaints process would be... b) Fair in the way it treated your complaint? Would you be: Base : All visiting GP except for repeat prescription only	1002
47	24	Q.14. If you had to complain for any reason about your GP, how confident are you that the complaints process would be... b) Fair in the way it treated your complaint? Would you be: Base : All visiting GP except for repeat prescription only	1002
48	25	Q.15A. Have you in fact ever felt like complaining about your GP? Base : All visiting GP except for repeat prescription only	1002
49	25	Q.15A. Have you in fact ever felt like complaining about your GP? Base : All visiting GP except for repeat prescription only	1002
50	26	Q.15B. Did you actually go ahead and complain? Base : All who have felt like complaining about their GP	155
51	26	Q.15B. Did you actually go ahead and complain? Base : All who have felt like complaining about their GP	155
52	27	Q.15C. How satisfied or dissatisfied were you with the outcome of your complaint? Base : All who actually complained	27
53	27	Q.15C. How satisfied or dissatisfied were you with the outcome of your complaint? Base : All who actually complained	
54	28	Q.14/15A. Complaints procedure and experience - felt like complaining. Base : All visiting GP except for repeat prescription only	



London GPsFieldwork dates : 19-25 April 1999

PAGE	TABLE	TITLE	TOTAL
55	29	Q.14/15B. Complaints procedure and experience - actually complained. Base : All who have felt like complaining about their GP	155
56	30	Q.14/15C. Complaints procedure and experience - satisfaction with the outcome Base : All who actually complained	27
57	31	Q.16. Have you been consulted in any way during the past year about changes to your local surgery, or to its relationship to the rest of the NHS? Base : All visiting GP except for repeat prescription only	1002
58	31	Q.16. Have you been consulted in any way during the past year about changes to your local surgery, or to its relationship to the rest of the NHS? Base : All visiting GP except for repeat prescription only	1002
59	32	Q.17A. Have you come across the term, "Primary Care Groups" in connection with the NHS, or have you not heard this term before? Base : All visiting GP except for repeat prescription only	1002
60	32	Q.17A. Have you come across the term, "Primary Care Groups" in connection with the NHS, or have you not heard this term before? Base : All visiting GP except for repeat prescription only	1002
61	33	Q.17B. How much would you say you knew about what Primary Care groups are: Base : All who have come across the term 'Primary Care Groups'	201
62	33	Q.17B. How much would you say you knew about what Primary Care groups are: Base : All who have come across the term 'Primary Care Groups'	201
63	34	Q.18. It has been suggested that patients who were willing to pay £10 per visit to their GP could have quicker appointments, and longer consultations, for non-urgent treatment. Would you personally be willing to pay this amount for such a service? Base : All visiting GP except for repeat prescription only	1002
64	34	Q.18. It has been suggested that patients who were willing to pay £10 per visit to their GP could have quicker appointments, and longer consultations, for non-urgent treatment. Would you personally be willing to pay this amount for such a service? Base : All visiting GP except for repeat prescription only	1002
65	35	Q.19. As far as you know, is your own GP a fund-holder or not? Base : All visiting GP except for repeat prescription only	1002
66	35	Q.19. As far as you know, is your own GP a fund-holder or not? Base : All visiting GP except for repeat prescription only	1002
67	36	Q.20. Record respondent sex Base : All	1139
68	36	Q.20. Record respondent sex Base : All	
69	37	Q.21. What was your age last birthday? Base : All	



London GPsFieldwork dates : 19-25 April 1999

PAGE	TABLE	TITLE	TOTAL
70	37	Q.21. What was your age last birthday? Base : All	1139
71	38	Q.22. Are you... Base : All	1139
72	38	Q.22. Are you... Base : All	1139
73	39	Q.23. Do you have any children under the age of 16 living with you in this household? Base : All	1139
74	39	Q.23. Do you have any children under the age of 16 living with you in this household? Base : All	1139
75	40	Q.24. Are you... Base : All	1139
76	40	Q.24. Are you... Base : All	1139
77	41	What is the occupation of the Chief Wage Earner in your household? Base : All	1139
78	41	What is the occupation of the Chief Wage Earner in your household? Base : All	1139



London GPs

Fieldwork dates : 19-25 April 1999

Table 1

Page 1
Absolutes/col percents

Q1. Which of the following have you personally done during the past 12 months?

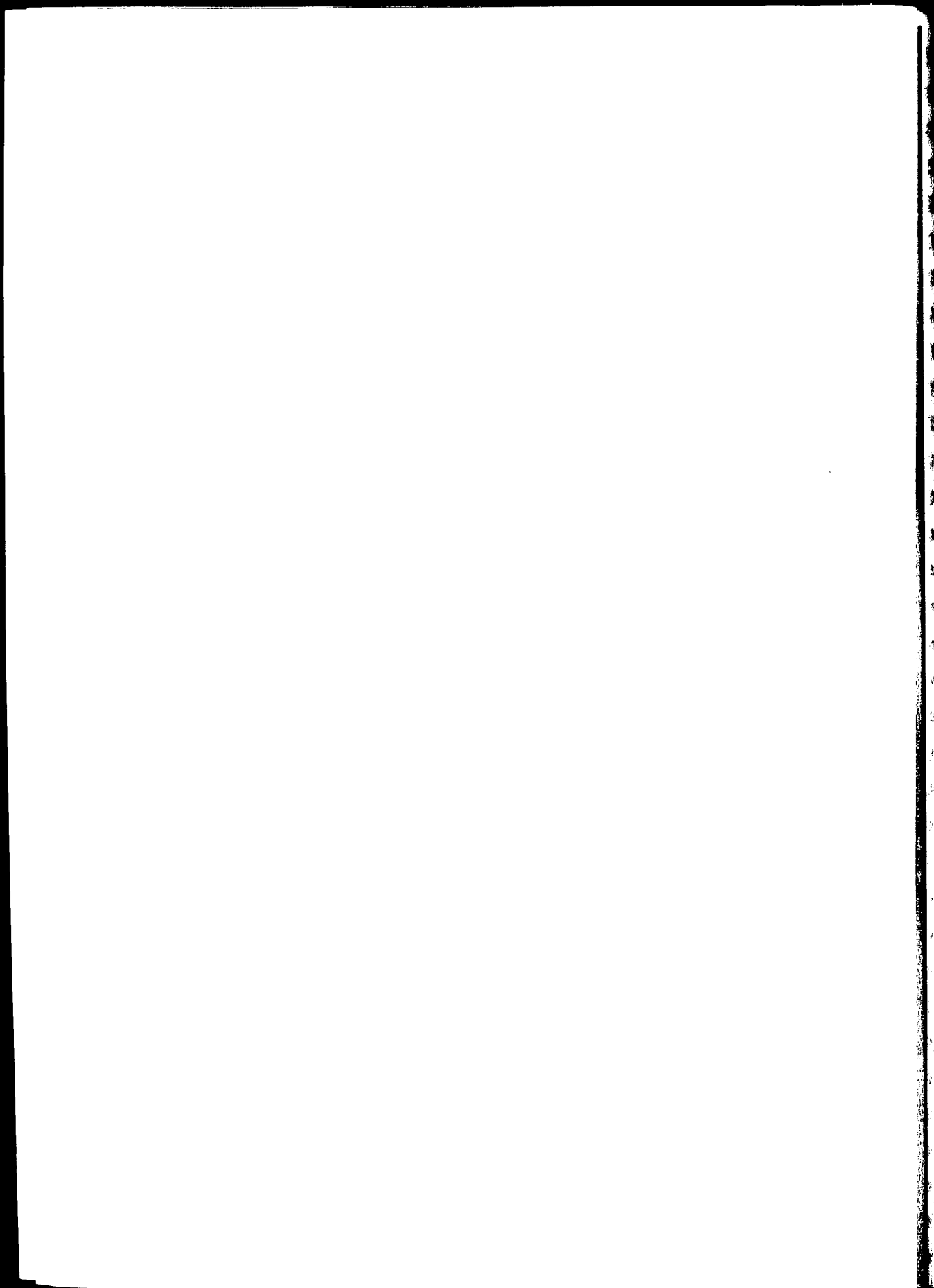
Base : All

	TOTAL	Age			Male					Female					With children				Social Grade	
		18-34	35-54	55+	All	Under 45	45+	Fathers	No Children	All	Under 45	45+	Mothers	No children	0-5 yr olds	6-9 yr olds	10-15 yr olds	None	ABC1	C2DE
Unweighted Base	1139	405	396	338	546	315	231	164	382	593	341	252	213	381	211	141	155	763	582	557
Weighted Base	1139	404	395	339	547	320	227	159	388	592	340	253	211	382	216	140	152	770	580	559
Been to your GP because you were ill	748 66%	267 66%	248 63%	234 69%	343 63%	185 58%	158 69%	102 64%	241 62%	406 68%	232 68%	174 69%	136 65%	270 71%	137 63%	86 61%	93 61%	511 66%	385 66%	363 65%
Been to your GP because someone else in your family was ill	390 34%	138 34%	174 44%	78 23%	165 30%	97 30%	68 30%	94 59%	71 18%	225 38%	164 48%	61 24%	154 73%	72 19%	143 66%	103 73%	105 69%	143 19%	172 30%	218 39%
Been to your GP for help or advice concerning family planning	106 9%	77 19%	25 6%	4 1%	15 3%	11 4%	3 1%	11 7%	4 1%	92 15%	87 26%	5 2%	45 21%	47 12%	41 19%	27 19%	16 11%	51 7%	53 9%	53 10%
Been to your GP because you were pregnant	60 5%	43 11%	17 4%	-	-	-	-	-	-	60 10%	59 17%	1	49 23%	11 3%	43 20%	13 9%	8 5%	11 1%	31 5%	29 5%
Been to your GP for a check-up	447 39%	152 38%	131 33%	164 48%	202 37%	99 31%	104 46%	62 39%	140 36%	245 41%	128 38%	118 47%	82 39%	163 43%	90 42%	53 38%	56 36%	303 39%	206 35%	242 43%
Been to your GP for vaccinations for you or a member of your family	282 25%	104 26%	98 25%	80 24%	125 23%	81 25%	44 19%	60 38%	65 17%	157 26%	87 26%	70 28%	71 34%	86 23%	89 41%	42 30%	46 30%	151 20%	138 24%	144 26%
Been to your GP just for a repeat prescription	607 53%	167 41%	199 50%	241 71%	244 45%	108 34%	136 60%	74 46%	171 44%	363 61%	173 51%	190 75%	116 55%	248 65%	106 49%	76 54%	84 55%	418 54%	266 46%	342 61%
Been to your GP for some other reason	187 16%	58 14%	84 21%	45 13%	85 15%	52 16%	32 14%	24 15%	60 16%	102 17%	61 18%	41 16%	37 18%	66 17%	36 17%	22 15%	27 18%	126 16%	95 16%	92 16%
Called a doctor to your house to treat you or a member of your family	194 17%	73 18%	68 17%	53 16%	81 15%	44 14%	37 16%	38 24%	43 11%	113 19%	68 20%	45 18%	52 25%	62 16%	59 27%	33 24%	33 22%	105 14%	84 14%	110 20%
None of these	114 10%	40 10%	41 10%	33 10%	83 15%	54 17%	30 13%	9 6%	75 19%	30 5%	15 4%	16 6%	6 3%	25 6%	7 3%	6 5%	8 5%	99 13%	56 10%	58 10%

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* = Less Than .5



London GPs

Fieldwork dates : 19-25 April 1999

Table 1

Page 2
Absolutes/col percents

Q1. Which of the following have you personally done during the past 12 months?

Base : All

	TOTAL	London		Working Status			Marital status			Reason for GP visit			Doctor		Quality of healthcare	
		Inner	Outer	Full-time	Part-time	Not working	Married /living as	Widowed /div. /sep.	Single	Self ill	Family member ill	Other	On own	Group practice	Satis.	Dissatis.
Unweighted Base	1139	249	890	487	92	560	577	209	353	752	390	272	139	852	844	75
Weighted Base	1139	421	718	484	97	558	576	206	358	748	390	274	135	856	843	72
Been to your GP because you were ill	748 66%	270 64%	478 67%	310 64%	71 74%	366 66%	378 66%	135 66%	236 66%	748 100%	274 70%	-	97 72%	648 76%	635 75%	60 84%
Been to your GP because someone else in your family was ill	390 34%	147 35%	243 34%	151 31%	45 47%	194 35%	271 47%	50 25%	68 19%	274 37%	390 100%	-	58 43%	329 38%	325 39%	30 41%
Been to your GP for help or advice concerning family planning	106 9%	43 10%	64 9%	42 9%	16 17%	48 9%	51 9%	12 6%	43 12%	81 11%	58 15%	15 6%	10 8%	93 11%	84 10%	11 15%
Been to your GP because you were pregnant	60 5%	34 8%	26 4%	15 3%	8 8%	37 7%	44 8%	9 4%	7 2%	40 5%	38 10%	9 3%	11 8%	47 5%	46 5%	7 9%
Been to your GP for a check-up	447 39%	171 41%	276 38%	156 32%	38 39%	253 45%	237 41%	92 45%	119 33%	341 46%	167 43%	77 28%	66 49%	374 44%	384 46%	23 32%
Been to your GP for vaccinations for you or a member of your family	282 25%	103 24%	179 25%	118 24%	22 23%	142 25%	159 28%	53 26%	70 20%	211 28%	135 34%	40 15%	42 31%	237 28%	242 29%	23 32%
Been to your GP just for a repeat prescription	607 53%	236 56%	371 52%	205 42%	54 56%	348 62%	316 55%	134 66%	158 44%	469 63%	246 63%	83 30%	81 60%	500 58%	495 59%	44 62%
Been to your GP for some other reason	187 16%	72 17%	114 16%	80 16%	16 17%	91 16%	101 18%	27 13%	59 16%	134 18%	73 19%	35 13%	24 18%	161 19%	154 18%	14 19%
Called a doctor to your house to treat you or a member of your family	194 17%	81 19%	113 16%	64 13%	16 16%	114 21%	111 19%	35 17%	49 14%	154 21%	115 29%	16 6%	26 19%	165 19%	156 18%	22 31%
None of these	114 10%	44 10%	70 10%	51 11%	8 8%	55 10%	51 9%	19 9%	44 12%	-	-	114 42%	-	-	-	-

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London GPs

Fieldwork dates : 19-25 April 1999

Table 2

Q.2. Does your GP work on his/her own, or is he/she part of a group practice where a number of doctors work together?

Page 3
Absolutes/col percents

Base : All visiting GP except for repeat prescription only

	TOTAL	Age			Male					Female					With children				Social Grade	
		18-34	35-54	55+	All	Under 45	45+	Fathers	No Children	All	Under 45	45+	Mothers	No children	0-5 yr olds	6-9 yr olds	10-15 yr olds	None	ABC1	C2DE
Unweighted Base	1002	363	345	294	455	258	197	152	303	547	325	222	203	345	202	133	142	648	522	480
Weighted Base	1001	363	343	296	453	261	192	147	305	549	324	224	202	347	207	132	140	653	519	482
Own	135 13%	46 13%	40 12%	49 16%	52 11%	27 10%	25 13%	21 14%	31 10%	83 15%	48 15%	36 16%	32 16%	51 15%	23 11%	23 18%	26 19%	82 13%	57 11%	78 16%
Group	856 85%	309 85%	301 88%	246 83%	393 87%	228 87%	165 86%	122 83%	271 89%	463 84%	274 85%	189 84%	168 83%	296 85%	178 86%	107 81%	112 80%	567 87%	461 89%	395 82%
Don't know	11 1%	8 2%	2 *	1 .	8 2%	6 2%	2 1%	5 3%	3 1%	2 .	2 1%	-	2 1%	-	6 3%	2 1%	2 2%	3 .	2 .	9 2%

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* = Less Than .5

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London GPs

Fieldwork dates : 19-25 April 1999

Table 2

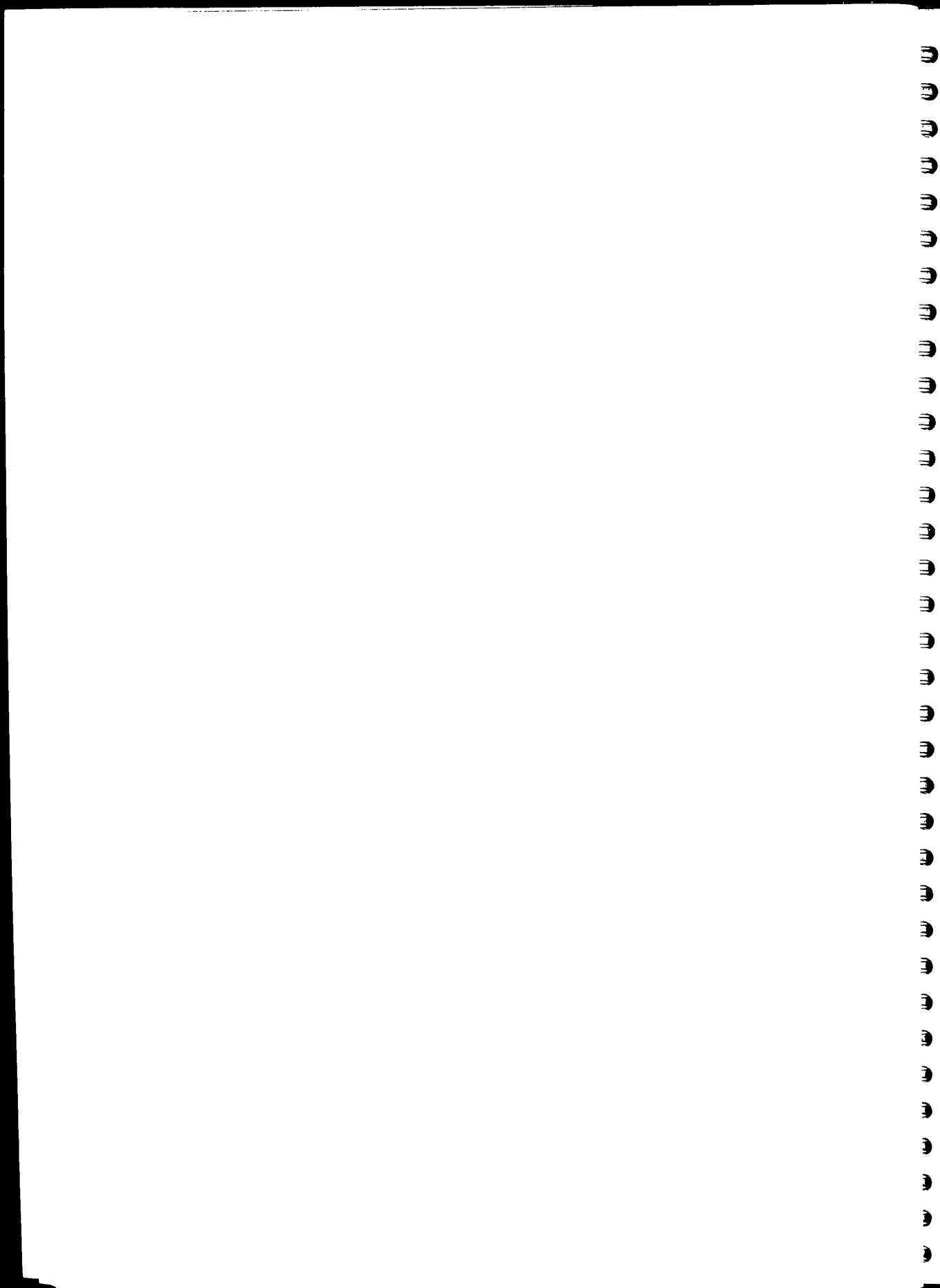
Page 4
Absolutes/col percents

Q.2. Does your GP work on his/her own, or is he/she part of a group practice where a number of doctors work together?

Base : All visiting GP except for repeat prescription only

	TOTAL	London		Working Status			Marital status			Reason for GP visit			Doctor		Quality of healthcare	
		Inner	Outer	Full-time	Part-time	Not working	Married /living as	Widowed /div. /sep.	Single	Self ill	Family member ill	Other	On own	Group practice	Satis.	Dissatis.
Unweighted Base	1002	218	784	427	82	493	516	184	302	752	390	135	139	852	844	75
Weighted Base	1001	369	632	426	86	489	515	182	304	748	390	136	135	856	843	72
Own	135 13%	44 12%	91 14%	44 10%	8 9%	84 17%	71 14%	26 14%	39 13%	97 13%	58 15%	18 13%	135 100%	-	114 13%	13 18%
Group	856 85%	322 87%	534 84%	381 89%	77 89%	398 81%	441 86%	154 85%	262 86%	648 87%	329 84%	114 83%	-	856 100%	720 85%	59 82%
Don't know	11 1%	3 1%	7 1%	2 1%	2 2%	7 1%	4 1%	2 1%	4 1%	3 1%	3 1%	5 4%	-	-	9 1%	-

NOP (Consumer
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London GPs

Fieldwork dates : 19-25 April 1999

Table 3

Q.3. When you visit your local surgery do you...

Base : All visiting GP except for repeat prescription only

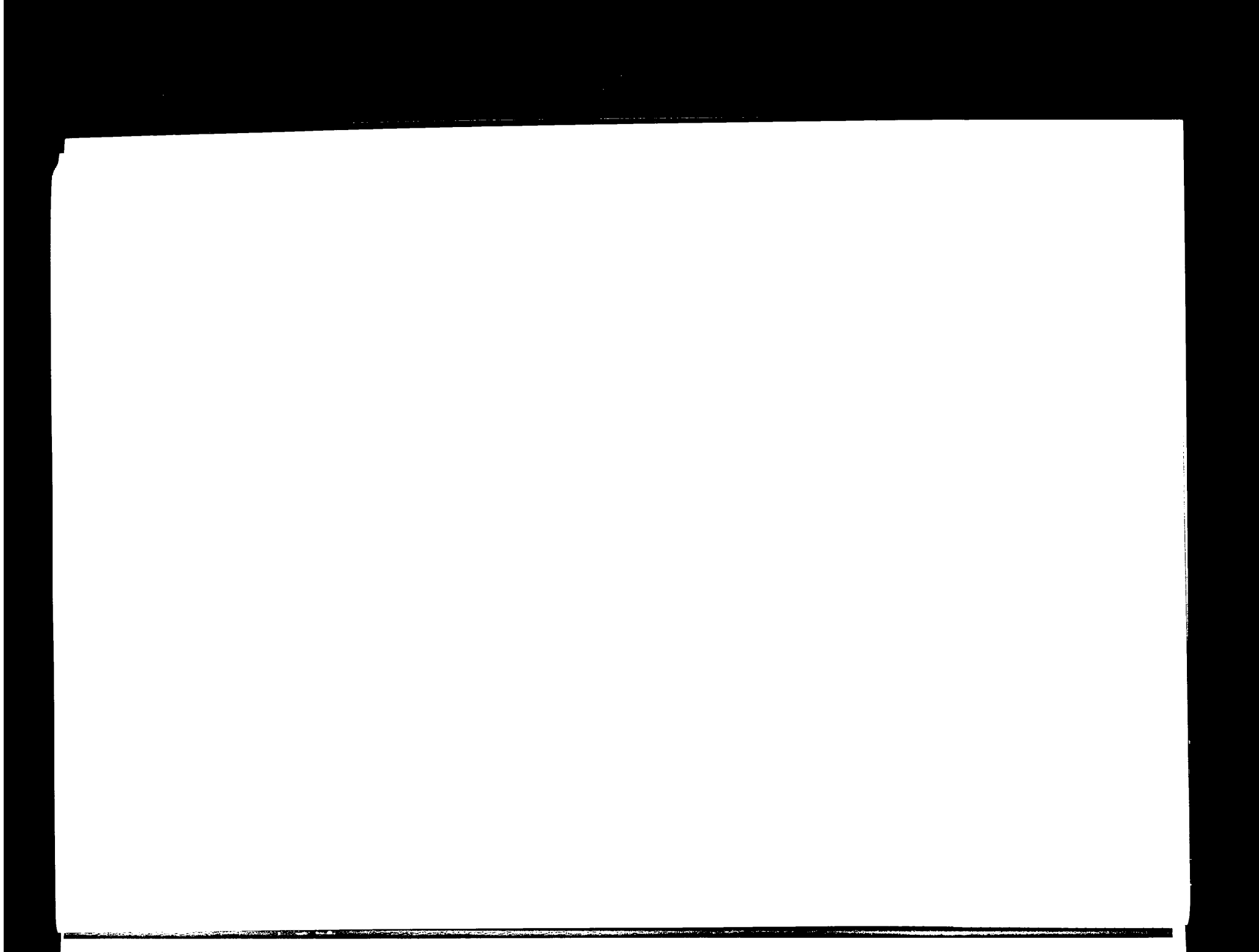
Page 5
Absolutes/col percents

	TOTAL	Age			Male					Female					With children				Social Grade	
		18-34	35-54	55+	All	Under 45	45+	Fathers	No Children	All	Under 45	45+	Mothers	No children	0-5 yr olds	6-9 yr olds	10-15 yr olds	None	ABC1	C2DE
Unweighted Base	1002	363	345	294	455	258	197	152	303	547	325	222	203	345	202	133	142	648	522	480
Weighted Base	1001	363	343	296	453	261	192	147	305	549	324	224	202	347	207	132	140	653	519	482
Always see a male doctor	265 26%	79 22%	85 25%	100 34%	133 29%	61 23%	72 37%	29 20%	104 34%	132 24%	61 19%	70 31%	48 24%	84 24%	45 22%	31 23%	35 25%	188 29%	126 24%	138 29%
Normally see a male doctor	177 18%	58 16%	57 17%	61 21%	95 21%	51 20%	44 23%	31 21%	64 21%	82 15%	43 13%	38 17%	29 14%	54 15%	33 16%	18 13%	24 17%	118 18%	97 19%	80 17%
Always see a female doctor	112 11%	38 10%	38 11%	36 12%	32 7%	20 8%	12 6%	10 7%	22 7%	80 14%	47 15%	32 14%	21 10%	58 17%	19 9%	12 9%	12 9%	81 12%	56 11%	56 12%
Normally see a female doctor	116 12%	43 12%	39 11%	35 12%	30 7%	16 6%	14 7%	15 10%	15 5%	86 16%	51 16%	35 16%	37 18%	49 14%	34 16%	18 13%	20 14%	64 10%	61 12%	55 12%
See either about equally	332 33%	145 40%	124 36%	63 21%	162 36%	113 43%	49 26%	62 42%	100 33%	170 31%	121 37%	48 21%	67 33%	102 29%	75 36%	54 41%	50 36%	203 31%	179 35%	152 32%

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* = Less Than .5



London GPs

Fieldwork dates : 19-25 April 1999

Table 3

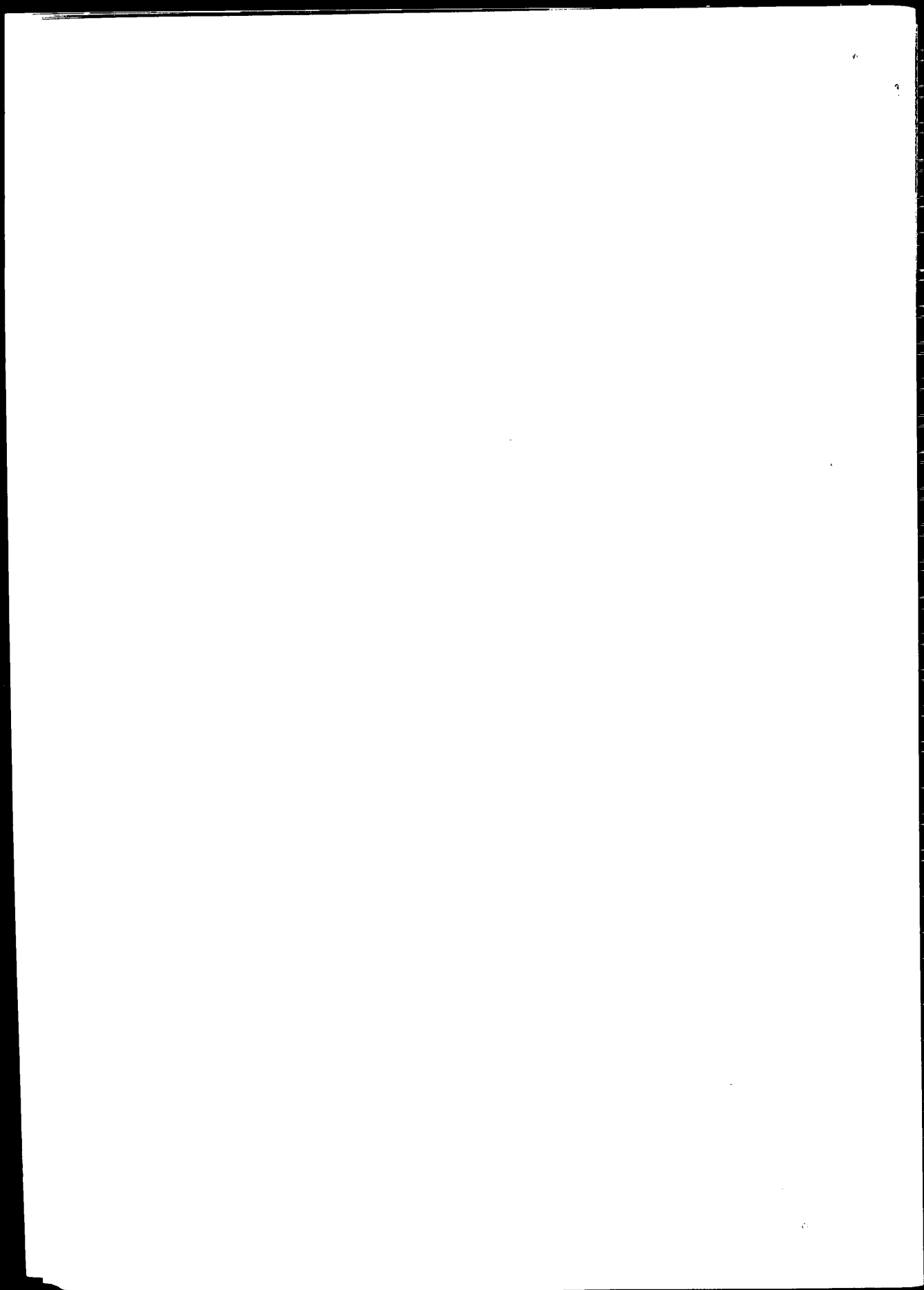
Q.3. When you visit your local surgery do you...

Base : All visiting GP except for repeat prescription only

Page 6
Absolutes/col percents

	TOTAL	London		Working Status			Marital status			Reason for GP visit			Doctor		Quality of healthcare	
		Inner	Outer	Full-time	Part-time	Not working	Married /living as	Widowed /div. /sep.	Single	Self ill	Family member ill	Other	On own	Group practice	Satis.	Dissatis
Unweighted Base	1002	218	784	427	82	493	516	184	302	752	390	135	139	852	844	75
Weighted Base	1001	369	632	426	86	489	515	182	304	748	390	136	135	856	843	72
Always see a male doctor	265 26%	99 27%	166 26%	108 25%	15 17%	142 29%	132 26%	47 26%	85 28%	203 27%	95 24%	35 25%	83 62%	177 21%	221 26%	17 24%
Normally see a male doctor	177 18%	58 16%	119 19%	88 21%	9 10%	80 16%	97 19%	35 19%	46 15%	133 18%	62 16%	29 22%	14 10%	161 19%	151 18%	17 24%
Always see a female doctor	112 11%	39 11%	72 11%	44 10%	9 10%	59 12%	53 10%	30 16%	29 10%	84 11%	43 11%	14 10%	19 14%	92 11%	97 11%	5 7%
Normally see a female doctor	116 12%	42 11%	74 12%	42 10%	9 10%	65 13%	59 11%	24 13%	33 11%	78 10%	46 12%	23 17%	8 6%	108 13%	97 12%	6 9%
See either about equally	332 33%	132 36%	200 32%	144 34%	45 53%	142 29%	175 34%	46 25%	111 37%	250 33%	145 37%	35 26%	11 8%	318 37%	276 33%	26 36%

NOP (Consumer
Social & Political



London GPs

Fieldwork dates : 19-25 April 1999

Table 4

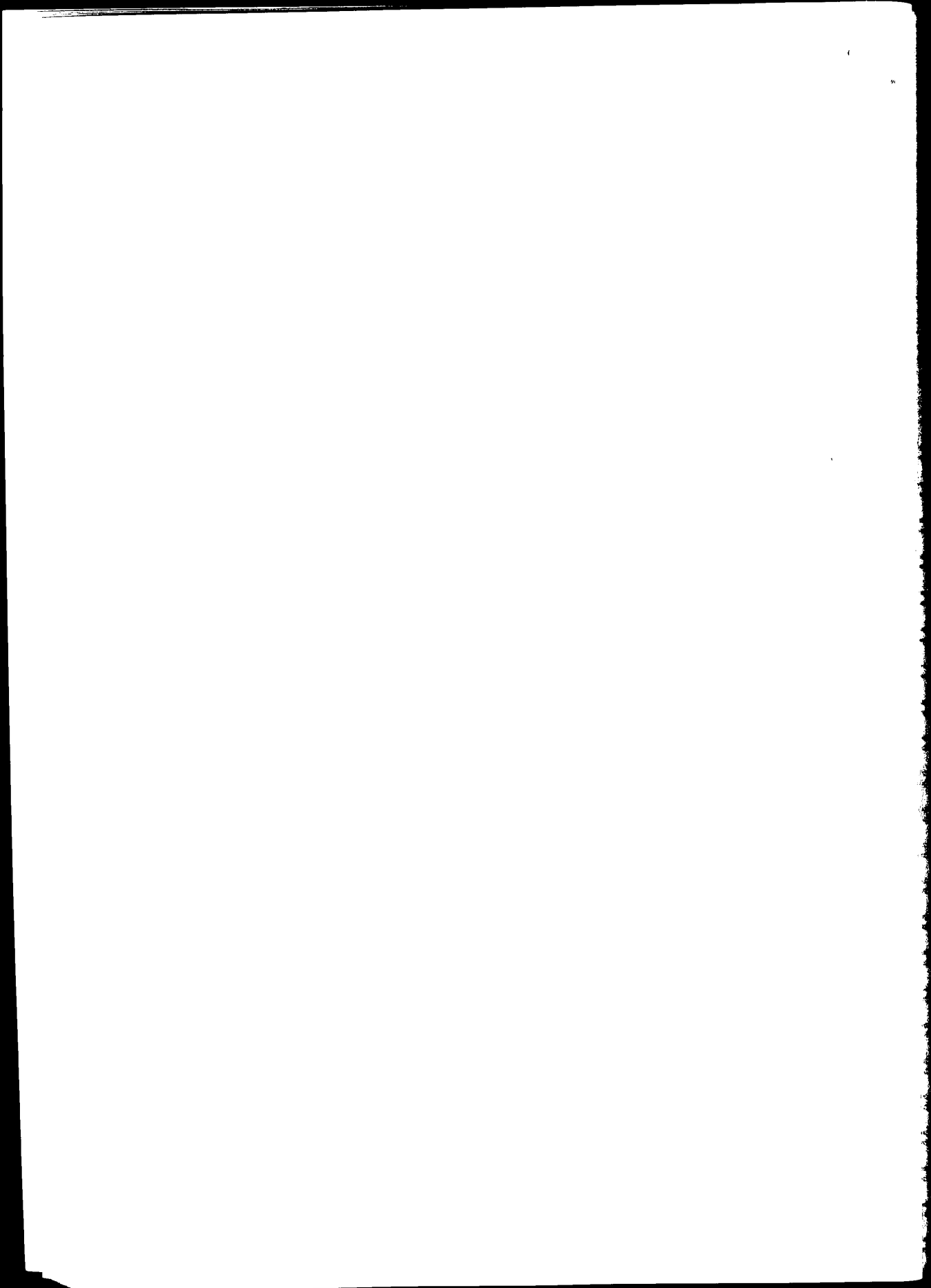
Q.4. If you wanted to see specifically a (same sex as respondent) doctor at your local surgery, how easy would it be to arrange this?

Base : All visiting GP except for repeat prescription only

Page 7
Absolutes/col percents

	TOTAL	Age			Male					Female					With children				Social Grade	
		18-34	35-54	55+	All	Under 45	45+	Fathers	No Children	All	Under 45	45+	Mothers	No children	0-5 yr olds	6-9 yr olds	10-15 yr olds	None	ABC1	C2DE
Unweighted Base	1002	363	345	294	455	258	197	152	303	547	325	222	203	345	202	133	142	648	522	480
Weighted Base	1001	363	343	296	453	261	192	147	305	549	324	224	202	347	207	132	140	653	519	482
Very easy (3)	449 45%	146 40%	152 44%	151 51%	223 49%	114 44%	109 57%	70 48%	153 50%	226 41%	122 38%	104 46%	84 42%	141 41%	95 46%	66 50%	61 44%	294 45%	213 41%	236 49%
Fairly easy (2)	297 30%	115 32%	106 31%	76 26%	143 32%	88 34%	55 29%	46 32%	97 32%	154 28%	105 32%	49 22%	51 25%	102 30%	61 30%	32 24%	39 28%	199 31%	180 35%	117 24%
Fairly difficult (1)	68 7%	41 11%	18 5%	10 3%	15 3%	10 4%	6 3%	3 2%	12 4%	53 10%	38 12%	15 7%	24 12%	29 8%	15 7%	9 7%	12 8%	42 6%	34 6%	35 7%
Very difficult (0)	73 7%	23 6%	31 9%	20 7%	16 4%	10 4%	7 3%	8 5%	8 3%	57 10%	36 11%	21 10%	29 14%	28 8%	17 8%	16 12%	18 13%	36 6%	29 6%	44 9%
Don't know	114 11%	39 11%	35 10%	39 13%	55 12%	40 15%	15 8%	19 13%	35 12%	59 11%	23 7%	35 16%	14 7%	46 13%	18 9%	10 7%	10 7%	81 12%	64 12%	50 10%
All easy	746 74%	260 72%	259 75%	227 77%	366 81%	202 77%	164 86%	116 79%	250 82%	380 69%	227 70%	153 68%	136 67%	244 70%	156 76%	98 74%	100 72%	494 76%	392 76%	353 73%
All difficult	142 14%	63 17%	49 14%	30 10%	32 7%	19 7%	12 6%	11 8%	20 7%	110 20%	74 23%	36 16%	53 26%	57 16%	32 16%	25 19%	29 21%	78 12%	63 12%	79 16%
Mean	2.26	2.18	2.24	2.39	2.44	2.38	2.51	2.40	2.46	2.12	2.04	2.24	2.01	2.19	2.24	2.22	2.11	2.32	2.26	2.26

NOP (Consumer
Social & Political



London GPs

Fieldwork dates : 19-25 April 1999

Table 4

Page 8
Absolutes/col percents

Q.4. If you wanted to see specifically a (same sex as respondent) doctor at your local surgery, how easy would it be to arrange this?

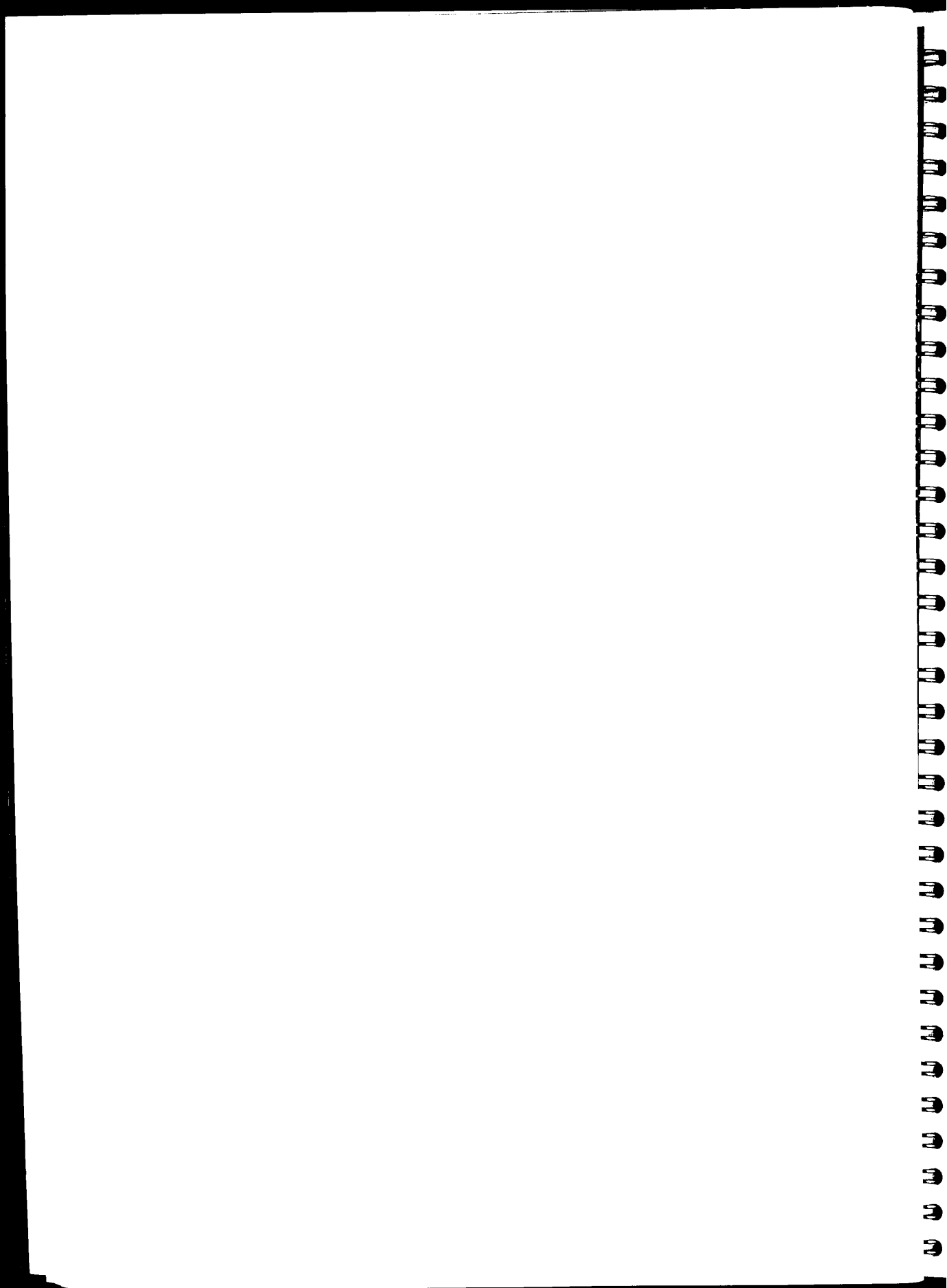
Base : All visiting GP except for repeat prescription only

	TOTAL	London		Working Status			Marital status			Reason for GP visit			Doctor		Quality of healthcare	
		Inner	Outer	Full-time	Part-time	Not working	Married /living as	Widowed /div. /sep.	Single	Self ill	Family member ill	Other	On own	Group practice	Satis.	Dissatis.
Unweighted Base	1002	218	784	427	82	493	516	184	302	752	390	135	139	852	844	75
Weighted Base	1001	369	632	426	86	489	515	182	304	748	390	136	135	856	843	72
Very easy (3)	449 45%	163 44%	285 45%	187 44%	48 56%	213 44%	222 43%	101 56%	125 41%	345 46%	180 46%	55 40%	55 40%	389 45%	390 46%	22 31%
Fairly easy (2)	297 30%	114 31%	183 29%	134 31%	19 22%	144 30%	159 31%	34 18%	104 34%	221 29%	106 27%	47 34%	25 19%	271 32%	248 29%	23 33%
Fairly difficult (1)	68 7%	25 7%	43 7%	28 7%	5 6%	35 7%	30 6%	12 7%	26 9%	47 6%	31 8%	11 8%	8 6%	60 7%	53 6%	10 13%
Very difficult (0)	73 7%	23 6%	50 8%	26 6%	5 6%	42 9%	47 9%	14 8%	13 4%	55 7%	39 10%	4 3%	23 17%	48 6%	57 7%	7 10%
Don't know	114 11%	43 12%	71 11%	51 12%	9 10%	54 11%	57 11%	21 12%	36 12%	81 11%	34 9%	20 14%	24 18%	87 10%	95 11%	9 13%
All easy	746 74%	278 75%	468 74%	321 75%	67 78%	357 73%	382 74%	135 74%	229 75%	566 76%	286 73%	102 75%	80 59%	660 77%	638 76%	46 64%
All difficult	142 14%	49 13%	93 15%	54 13%	11 12%	77 16%	77 15%	26 14%	39 13%	102 14%	70 18%	15 11%	31 23%	109 13%	110 13%	17 23%
Mean	2.26	2.28	2.25	2.29	2.42	2.21	2.22	2.38	2.27	2.28	2.20	2.31	2.01	2.30	2.30	1.97

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* = Less Than .5



London GPs

Fieldwork dates : 19-25 April 1999

Table 5

Page 9
Absolutes/col percents

Q.5. How satisfied or dissatisfied are you with the following?
a) The time it takes to get a routine appointment at your local surgery

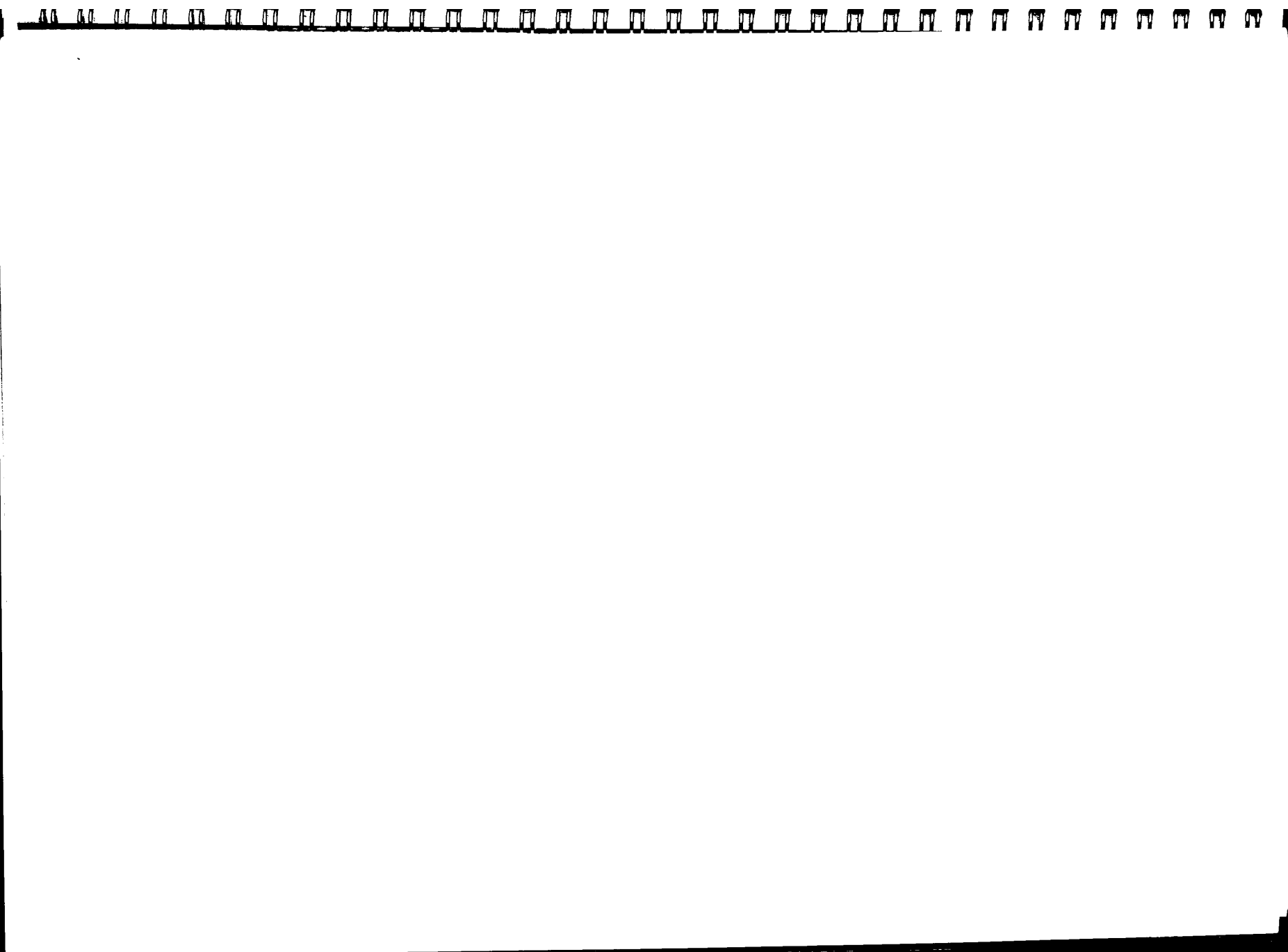
Base : All visiting GP except for repeat prescription only

	TOTAL	Age			Male					Female					With children				Social Grade	
		18-34	35-54	55+	All	Under 45	45+	Fathers	No Children	All	Under 45	45+	Mothers	No children	0-5 yr olds	6-9 yr olds	10-15 yr olds	None	ABC1	C2DE
Unweighted Base	1002	363	345	294	455	258	197	152	303	547	325	222	203	345	202	133	142	648	522	480
Weighted Base	1001	363	343	296	453	261	192	147	305	549	324	224	202	347	207	132	140	653	519	482
Very satisfied (2)	273 27%	77 21%	79 23%	117 40%	117 26%	47 18%	70 37%	35 24%	82 27%	155 28%	77 24%	79 35%	51 25%	105 30%	52 25%	34 26%	35 25%	187 29%	117 23%	156 32%
Fairly satisfied (1)	401 40%	151 42%	132 38%	118 40%	188 42%	119 46%	69 36%	59 40%	129 42%	213 39%	117 36%	97 43%	79 39%	134 39%	83 40%	39 29%	60 43%	263 40%	214 41%	187 39%
Neither (0)	44 4%	19 5%	16 5%	8 3%	23 5%	18 7%	5 3%	3 2%	19 6%	21 4%	15 5%	7 3%	8 4%	13 4%	9 4%	7 5%	3 2%	33 5%	29 6%	15 3%
Fairly dissatisfied (-1)	161 16%	60 17%	69 20%	32 11%	74 16%	42 16%	32 17%	27 19%	47 15%	87 16%	61 19%	26 12%	33 16%	54 15%	37 18%	24 18%	22 15%	101 15%	91 18%	70 15%
Very dissatisfied (-2)	103 10%	50 14%	40 12%	13 4%	41 9%	29 11%	12 6%	22 15%	19 6%	62 11%	52 16%	11 5%	28 14%	34 10%	24 12%	27 21%	19 13%	53 8%	58 11%	45 9%
Don't know	18 2%	6 2%	6 2%	7 2%	9 2%	7 3%	2 1%	-	9 3%	9 2%	3 1%	6 3%	3 1%	7 2%	3 1%	2 1%	2 1%	16 2%	9 2%	9 2%
All satisfied	674 67%	228 63%	211 62%	235 80%	306 68%	166 64%	139 73%	95 64%	211 69%	369 67%	193 60%	175 78%	130 64%	239 69%	134 65%	73 55%	95 68%	450 69%	332 64%	343 71%
All dissatisfied	265 26%	110 30%	110 32%	45 15%	115 26%	71 27%	45 23%	49 34%	66 22%	149 27%	113 35%	36 16%	61 30%	88 25%	61 29%	51 39%	40 29%	154 24%	149 29%	115 24%
Mean	0.59	0.40	0.41	1.02	0.60	0.45	0.81	0.40	0.70	0.58	0.33	0.95	0.46	0.65	0.49	0.22	0.52	0.68	0.47	0.71

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* = Less Than .5



London GPs

Fieldwork dates : 19-25 April 1999

Table 5

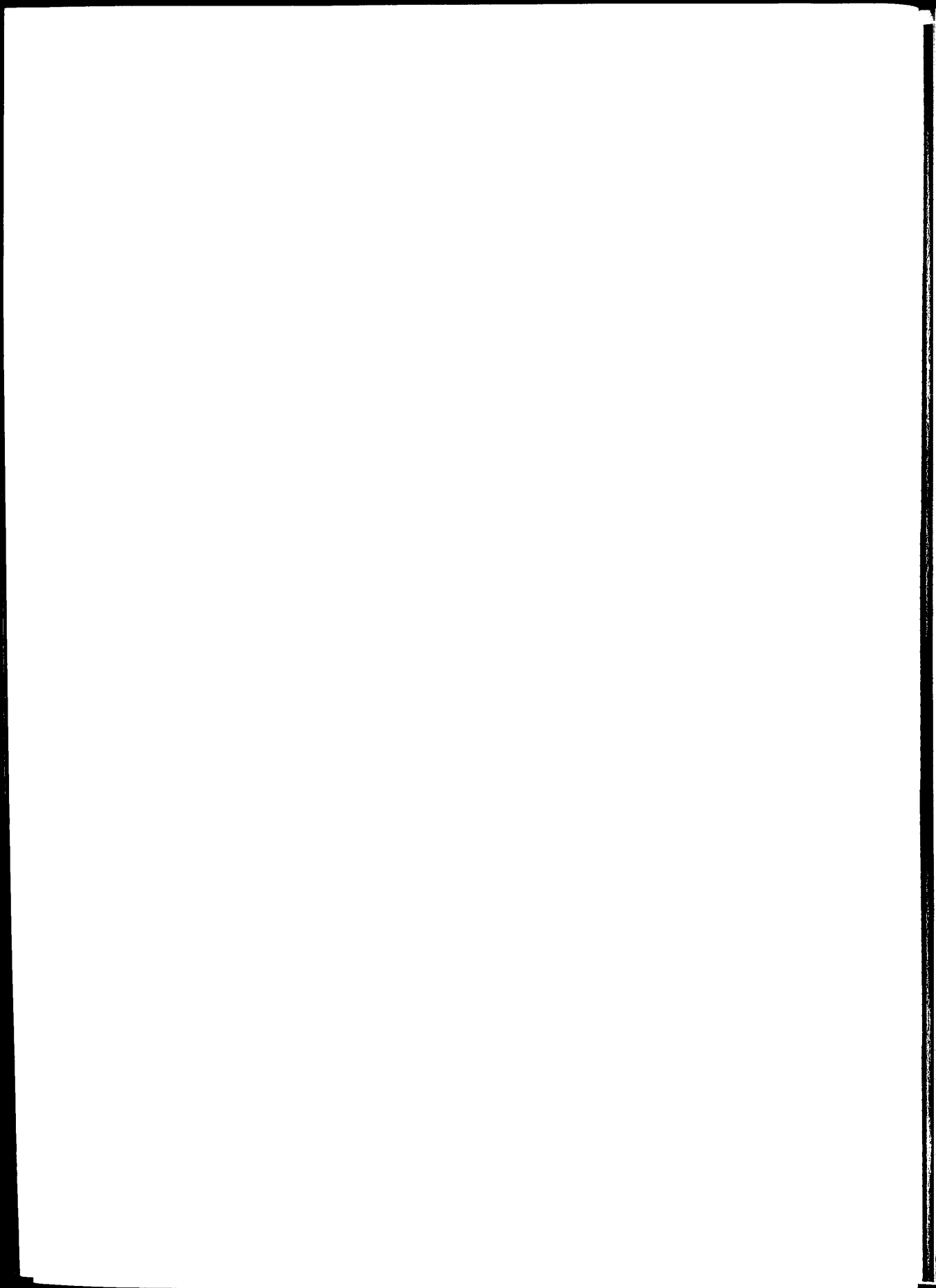
Page 9
Absolutes/col percents

Q.5. How satisfied or dissatisfied are you with the following?
a) The time it takes to get a routine appointment at your local surgery

Base : All visiting GP except for repeat prescription only

	TOTAL	Age			Male					Female					With children				Social Grade	
		18-34	35-54	55+	All	Under 45	45+	Fathers	No Children	All	Under 45	45+	Mothers	No children	0-5 yr olds	6-9 yr olds	10-15 yr olds	None	ABC1	C2DE
Unweighted Base	1002	363	345	294	455	258	197	152	303	547	325	222	203	345	202	133	142	648	522	480
Weighted Base	1001	363	343	296	453	261	192	147	305	549	324	224	202	347	207	132	140	653	519	482
Very satisfied (2)	273 27%	77 21%	79 23%	117 40%	117 26%	47 18%	70 37%	35 24%	82 27%	155 28%	77 24%	79 35%	51 25%	105 30%	52 25%	34 26%	35 25%	187 29%	117 23%	156 32%
Fairly satisfied (1)	401 40%	151 42%	132 38%	118 40%	188 42%	119 46%	69 36%	59 40%	129 42%	213 39%	117 36%	97 43%	79 39%	134 39%	83 40%	39 29%	60 43%	263 40%	214 41%	187 39%
Neither (0)	44 4%	19 5%	16 5%	8 3%	23 5%	18 7%	5 3%	3 2%	19 6%	21 4%	15 5%	7 3%	8 4%	13 4%	9 4%	7 5%	3 2%	33 5%	29 6%	15 3%
Fairly dissatisfied (-1)	161 16%	60 17%	69 20%	32 11%	74 16%	42 16%	32 17%	27 19%	47 15%	87 16%	61 19%	26 12%	33 16%	54 15%	37 18%	24 18%	22 15%	101 15%	91 18%	70 15%
Very dissatisfied (-2)	103 10%	50 14%	40 12%	13 4%	41 9%	29 11%	12 6%	22 15%	19 6%	62 11%	52 16%	11 5%	28 14%	34 10%	24 12%	27 21%	19 13%	53 8%	58 11%	45 9%
Don't know	18 2%	6 2%	6 2%	7 2%	9 2%	7 3%	2 1%	-	9 3%	9 2%	3 1%	6 3%	3 1%	7 2%	3 1%	2 1%	2 1%	16 2%	9 2%	9 2%
All satisfied	674 67%	228 63%	211 62%	235 80%	306 68%	166 64%	139 73%	95 64%	211 69%	369 67%	193 60%	175 78%	130 64%	239 69%	134 65%	73 55%	95 68%	450 69%	332 64%	343 71%
All dissatisfied	265 26%	110 30%	110 32%	45 15%	115 26%	71 27%	45 23%	49 34%	66 22%	149 27%	113 35%	36 16%	61 30%	88 25%	61 29%	51 39%	40 29%	154 24%	149 29%	115 24%
Mean	0.59	0.40	0.41	1.02	0.60	0.45	0.81	0.40	0.70	0.58	0.33	0.95	0.46	0.65	0.49	0.22	0.52	0.68	0.47	0.71

NOP (Consumer
Social & Political



London GPs

Fieldwork dates : 19-25 April 1999

Table 5

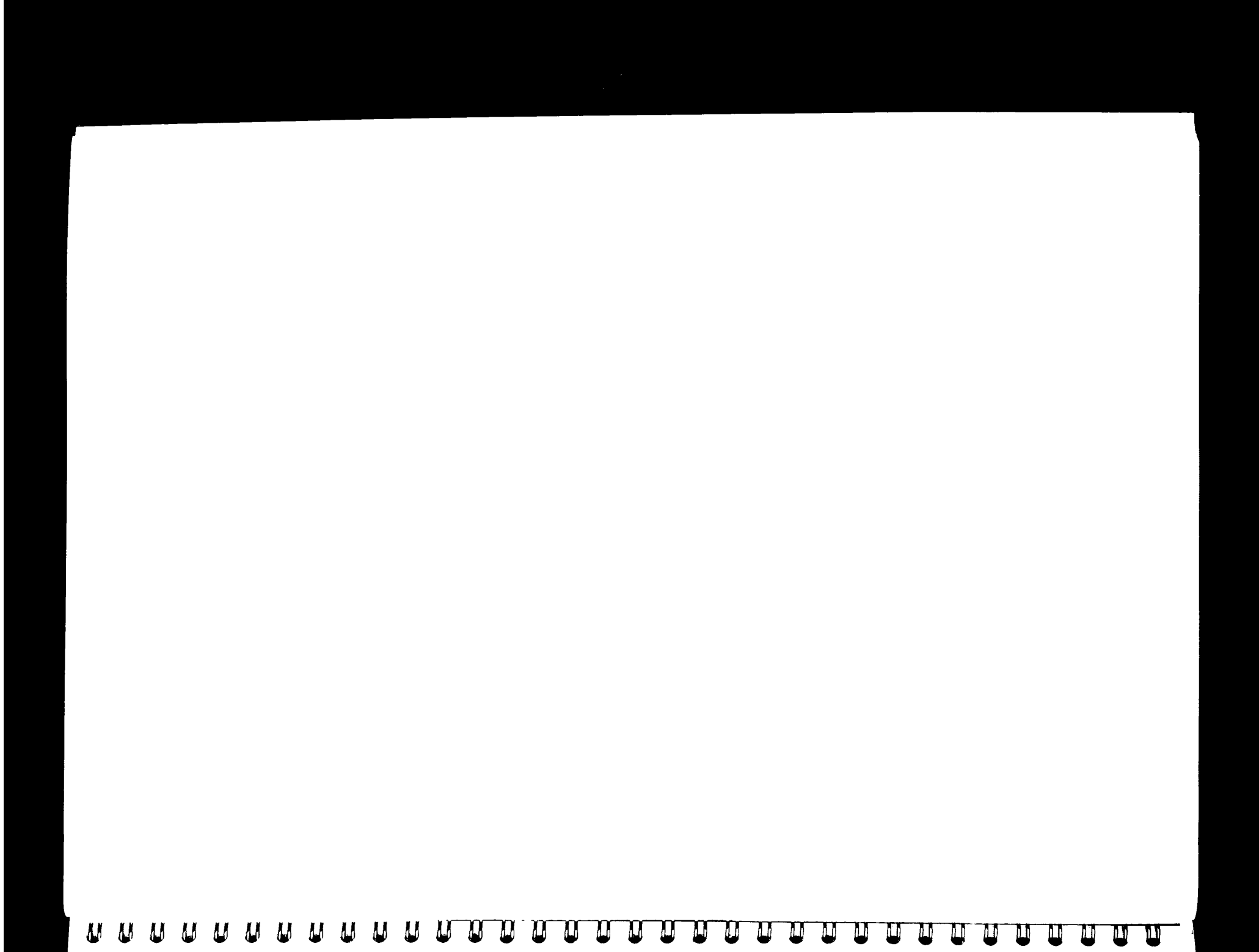
Page 10
Absolutes/col percents

Q.5. How satisfied or dissatisfied are you with the following?
a) The time it takes to get a routine appointment at your local surgery

Base : All visiting GP except for repeat prescription only

	TOTAL	London		Working Status			Marital status			Reason for GP visit			Doctor		Quality of healthcare	
		Inner	Outer	Full-time	Part-time	Not working	Married /living as	Widowed /div. /sep.	Single	Self ill	Family member ill	Other	On own	Group practice	Satis.	Dissatis.
Unweighted Base	1002	218	784	427	82	493	516	184	302	752	390	135	139	852	844	75
Weighted Base	1001	369	632	426	86	489	515	182	304	748	390	136	135	856	843	72
Very satisfied (2)	273 27%	116 31%	157 25%	92 22%	25 28%	156 32%	155 30%	48 27%	69 23%	209 28%	109 28%	34 25%	66 49%	203 24%	258 31%	5 7%
Fairly satisfied (1)	401 40%	130 36%	271 43%	181 43%	30 35%	190 39%	200 39%	77 42%	124 41%	294 39%	144 37%	65 48%	47 35%	350 41%	341 40%	23 31%
Neither (0)	44 4%	18 5%	26 4%	21 5%	2 2%	21 4%	21 4%	5 3%	19 6%	33 4%	10 3%	9 7%	3 2%	41 5%	34 4%	3 4%
Fairly dissatisfied (-1)	161 16%	68 18%	94 15%	69 16%	17 19%	76 15%	79 15%	30 17%	52 17%	121 16%	72 18%	17 13%	12 9%	148 17%	128 15%	16 22%
Very dissatisfied (-2)	103 10%	29 8%	75 12%	55 13%	9 11%	38 8%	55 11%	16 9%	33 11%	80 11%	51 13%	5 4%	5 4%	98 11%	68 8%	24 33%
Don't know	18 2%	9 2%	10 2%	7 2%	3 4%	8 2%	6 1%	5 3%	7 2%	12 2%	3 1%	6 4%	2 1%	16 2%	14 2%	2 2%
All satisfied	674 67%	246 67%	428 68%	274 64%	55 64%	346 71%	355 69%	125 69%	194 64%	503 67%	253 65%	100 73%	113 84%	553 65%	599 71%	28 39%
All dissatisfied	265 26%	96 26%	169 27%	125 29%	26 30%	114 23%	133 26%	47 26%	85 28%	201 27%	123 31%	22 16%	17 13%	246 29%	196 23%	39 54%
Mean	0.59	0.66	0.55	0.44	0.53	0.73	0.63	0.63	0.49	0.58	0.49	0.82	1.18	0.49	0.71	-0.43

NOP (Consumer
Social & Political



London GPs

Fieldwork dates : 19-25 April 1999

Table 6

Page 11
Absolutes/col percents

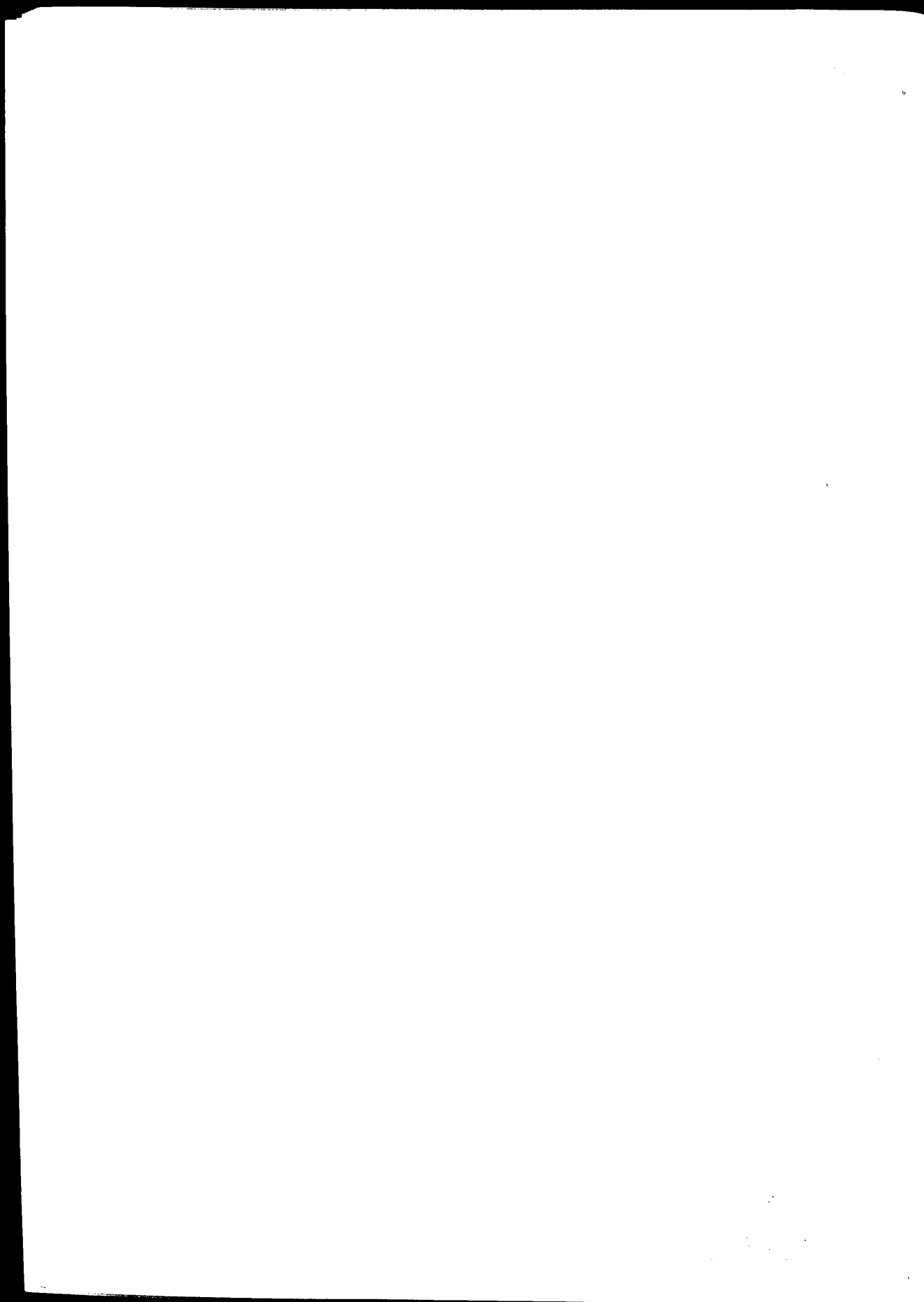
Q.5. How satisfied or dissatisfied are you with the following?

b) The speed with which you are normally seen when you arrive at the surgery

Base : All visiting GP except for repeat prescription only

	TOTAL	Age			Male					Female					With children				Social Grade	
		18-34	35-54	55+	All	Under 45	45+	Fathers	No Children	All	Under 45	45+	Mothers	No children	0-5 yr olds	6-9 yr olds	10-15 yr olds	None	ABC1	C2DE
Unweighted Base	1002	363	345	294	455	258	197	152	303	547	325	222	203	345	202	133	142	648	522	480
Weighted Base	1001	363	343	296	453	261	192	147	305	549	324	224	202	347	207	132	140	653	519	482
Very satisfied (2)	233 23%	60 16%	65 19%	108 36%	103 23%	42 16%	61 32%	32 22%	70 23%	130 24%	51 16%	79 35%	32 16%	98 28%	38 18%	21 16%	27 19%	169 26%	107 21%	126 26%
Fairly satisfied (1)	499 50%	183 50%	180 53%	136 46%	227 50%	137 53%	90 47%	70 47%	158 52%	272 50%	165 51%	107 48%	104 51%	169 49%	101 49%	59 45%	72 52%	326 50%	270 52%	230 48%
Neither (0)	61 6%	23 6%	23 7%	15 5%	35 8%	23 9%	12 6%	13 9%	22 7%	26 5%	16 5%	10 5%	10 5%	17 5%	13 6%	15 12%	12 9%	39 6%	27 5%	35 7%
Fairly dissatisfied (-1)	124 12%	56 16%	47 14%	20 7%	56 12%	37 14%	19 10%	20 14%	36 12%	68 12%	54 17%	15 7%	32 16%	36 10%	34 16%	15 12%	18 13%	72 11%	71 14%	53 11%
Very dissatisfied (-2)	76 8%	37 10%	26 8%	12 4%	28 6%	20 7%	8 4%	11 8%	17 5%	48 9%	38 12%	10 4%	24 12%	24 7%	19 9%	20 15%	10 7%	40 6%	41 8%	35 7%
Don't know	8 1%	3 1%	1 *	4 1%	4 1%	3 1%	1 *	1 1%	3 1%	4 1%	1 *	3 2%	1 *	3 1%	2 1%	1 1%	-	7 1%	4 1%	4 1%
All satisfied	732 73%	243 67%	245 72%	244 82%	330 73%	179 69%	151 79%	102 69%	228 75%	402 73%	216 67%	186 83%	136 67%	267 77%	139 67%	80 61%	100 71%	495 76%	376 72%	356 74%
All dissatisfied	200 20%	94 26%	74 21%	33 11%	94 18%	56 21%	28 14%	32 21%	52 17%	116 21%	92 28%	25 11%	56 28%	60 17%	53 26%	36 27%	28 20%	112 17%	112 22%	88 18%
Mean	0.69	0.48	0.62	1.05	0.72	0.56	0.92	0.62	0.76	0.68	0.42	1.05	0.43	0.82	0.50	0.35	0.63	0.79	0.64	0.75

NOP (Consumer
Social & Political



London GPs

Fieldwork dates : 19-25 April 1999

Table 6

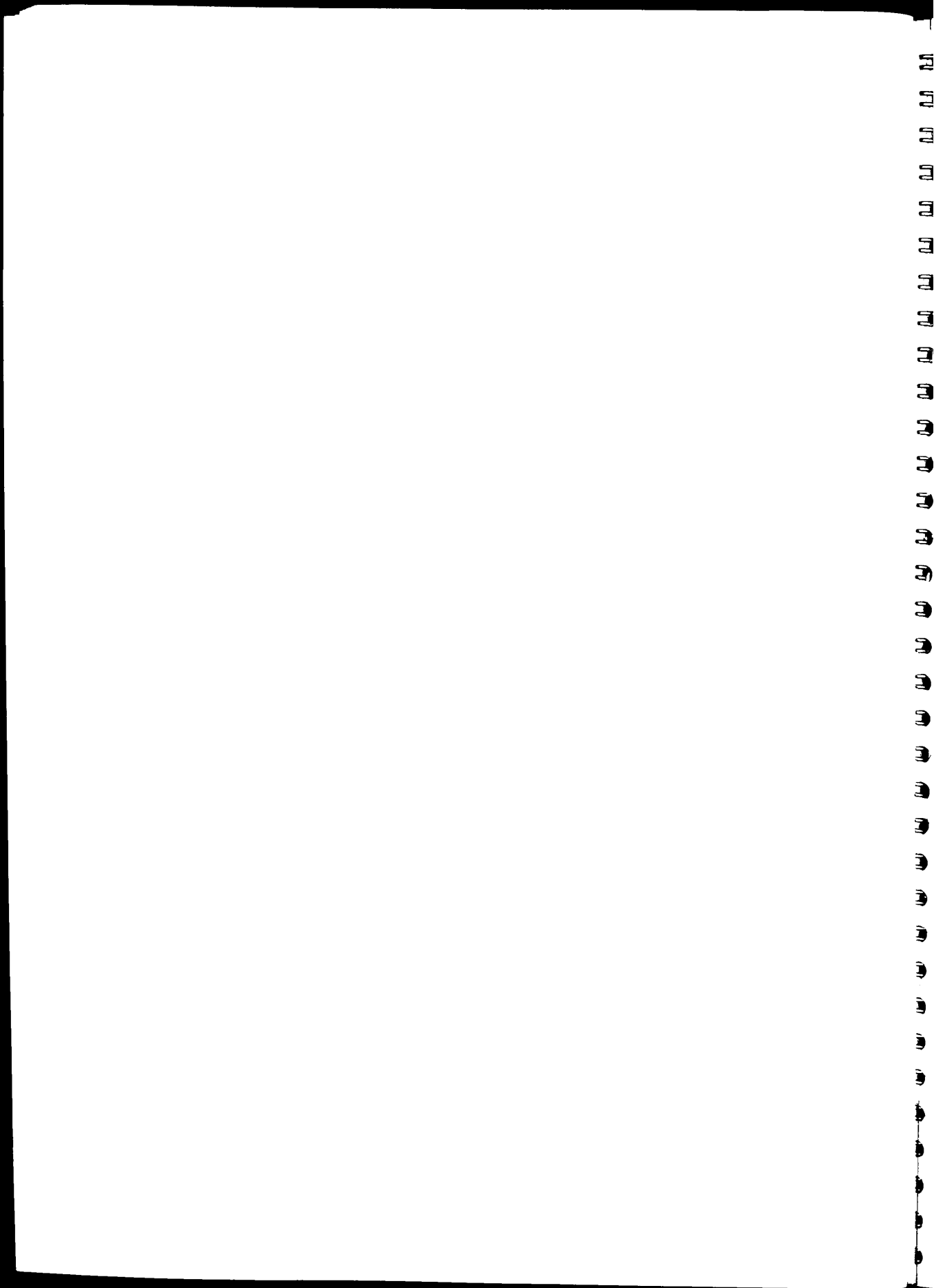
Page 12
Absolutes/col percents

Q.5. How satisfied or dissatisfied are you with the following?
b) The speed with which you are normally seen when you arrive at the surgery

Base : All visiting GP except for repeat prescription only

	TOTAL	London		Working Status			Marital status			Reason for GP visit			Doctor		Quality of healthcare	
		Inner	Outer	Full-time	Part-time	Not working	Married /living as	Widowed /div. /sep.	Single	Self ill	Family member ill	Other	On own	Group practice	Satis.	Dissatis.
Unweighted Base	1002	218	784	427	82	493	516	184	302	752	390	135	139	852	844	75
Weighted Base	1001	369	632	426	86	489	515	182	304	748	390	136	135	856	843	72
Very satisfied (2)	233 23%	89 24%	144 23%	84 20%	24 27%	125 26%	127 25%	59 33%	47 15%	170 23%	76 19%	42 31%	48 35%	180 21%	213 25%	7 9%
Fairly satisfied (1)	499 50%	175 47%	324 51%	214 50%	47 54%	238 49%	260 50%	74 41%	165 54%	373 50%	193 49%	67 49%	62 46%	433 51%	442 53%	28 39%
Neither (0)	61 6%	29 8%	33 5%	26 6%	1 1%	34 7%	28 5%	11 6%	22 7%	43 6%	26 7%	12 9%	2 1%	59 7%	47 6%	2 3%
Fairly dissatisfied (-1)	124 12%	46 12%	78 12%	62 15%	10 12%	52 11%	64 13%	19 10%	41 13%	104 14%	57 15%	6 4%	14 10%	109 13%	89 11%	16 23%
Very dissatisfied (-2)	76 8%	28 8%	47 8%	37 9%	4 5%	35 7%	31 6%	16 9%	29 9%	54 7%	37 10%	6 4%	9 7%	67 8%	46 5%	19 26%
Don't know	8 1%	3 1%	5 1%	3 1%	-	5 1%	5 1%	2 1%	2 1%	4 1%	2 1%	3 2%	-	7 1%	5 1%	-
All satisfied	732 73%	263 71%	469 74%	298 70%	71 82%	363 74%	387 75%	133 73%	212 70%	544 73%	269 69%	109 80%	110 82%	613 72%	655 78%	35 48%
All dissatisfied	200 20%	74 20%	126 20%	99 23%	15 17%	87 18%	95 19%	35 19%	69 23%	158 21%	94 24%	12 8%	23 17%	176 21%	135 16%	35 49%
Mean	0.69	0.68	0.70	0.58	0.87	0.76	0.76	0.78	0.53	0.67	0.55	1.01	0.93	0.65	0.82	-0.17

NOP (Consumer
Social & Political



London GPs

Fieldwork dates : 19-25 April 1999

Table 7

Q.5. How satisfied or dissatisfied are you with the following?
c) The "opening hours" of your local surgery

Page 13
Absolutes/col percents

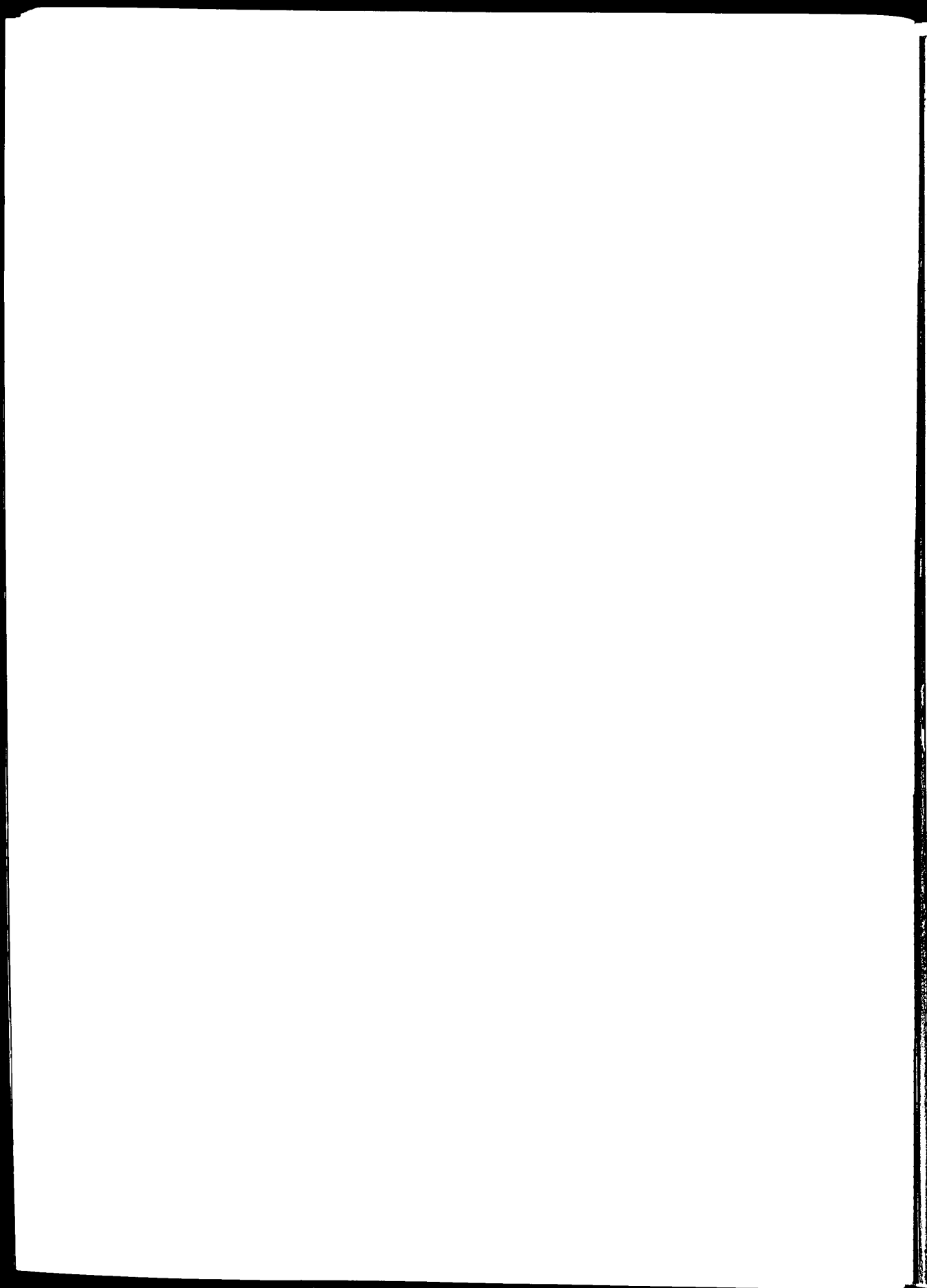
Base : All visiting GP except for repeat prescription only

	TOTAL	Age			Male					Female					With children				Social Grade	
		18-34	35-54	55+	All	Under 45	45+	Fathers	No Children	All	Under 45	45+	Mothers	No children	0-5 yr olds	6-9 yr olds	10-15 yr olds	None	ABC1	C2DE
Unweighted Base	1002	363	345	294	455	258	197	152	303	547	325	222	203	345	202	133	142	648	522	480
Weighted Base	1001	363	343	296	453	261	192	147	305	549	324	224	202	347	207	132	140	653	519	482
Very satisfied (2)	301 30%	74 20%	88 26%	140 47%	119 26%	48 18%	71 37%	34 23%	85 28%	183 33%	82 25%	101 45%	55 27%	129 37%	54 26%	36 27%	34 24%	214 33%	138 27%	164 34%
Fairly satisfied (1)	522 52%	196 54%	190 55%	136 46%	250 55%	147 56%	103 54%	89 60%	161 53%	272 50%	173 53%	99 44%	105 52%	167 48%	116 56%	69 52%	81 58%	328 50%	257 50%	265 55%
Neither (0)	34 3%	17 5%	14 4%	2 1%	15 3%	10 4%	6 3%	5 3%	11 3%	18 3%	16 5%	2 1%	12 6%	6 2%	9 4%	6 4%	8 6%	17 3%	23 5%	10 2%
Fairly dissatisfied (-1)	94 9%	48 13%	33 10%	13 4%	42 9%	36 14%	6 3%	13 9%	30 10%	52 9%	37 11%	15 7%	20 10%	31 9%	18 9%	14 10%	13 9%	61 9%	66 13%	28 6%
Very dissatisfied (-2)	37 4%	21 6%	11 3%	4 1%	17 4%	12 4%	5 3%	4 3%	13 4%	20 4%	15 5%	6 3%	8 4%	12 4%	6 3%	6 5%	2 2%	25 4%	26 5%	11 2%
Don't know	13 1%	6 2%	6 2%	1 0%	10 2%	9 3%	1 0%	3 2%	6 2%	3 1%	2 1%	1 0%	2 1%	2 0%	5 2%	2 1%	2 1%	8 1%	9 2%	4 1%
All satisfied	823 82%	270 74%	278 81%	276 93%	369 81%	195 75%	174 91%	122 83%	246 81%	455 83%	255 79%	200 89%	160 79%	295 85%	170 82%	105 79%	115 82%	542 83%	395 76%	429 89%
All dissatisfied	131 13%	70 19%	45 13%	17 6%	59 13%	48 18%	11 6%	17 11%	42 14%	72 13%	51 16%	21 9%	28 14%	44 13%	24 11%	20 15%	15 11%	86 13%	92 18%	39 8%
Mean	0.97	0.71	0.92	1.34	0.93	0.73	1.20	0.94	0.93	1.00	0.84	1.23	0.89	1.07	0.96	0.87	0.95	1.00	0.81	1.14

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* = Less Than .5



London GPs

Fieldwork dates : 19-25 April 1999

Table 7

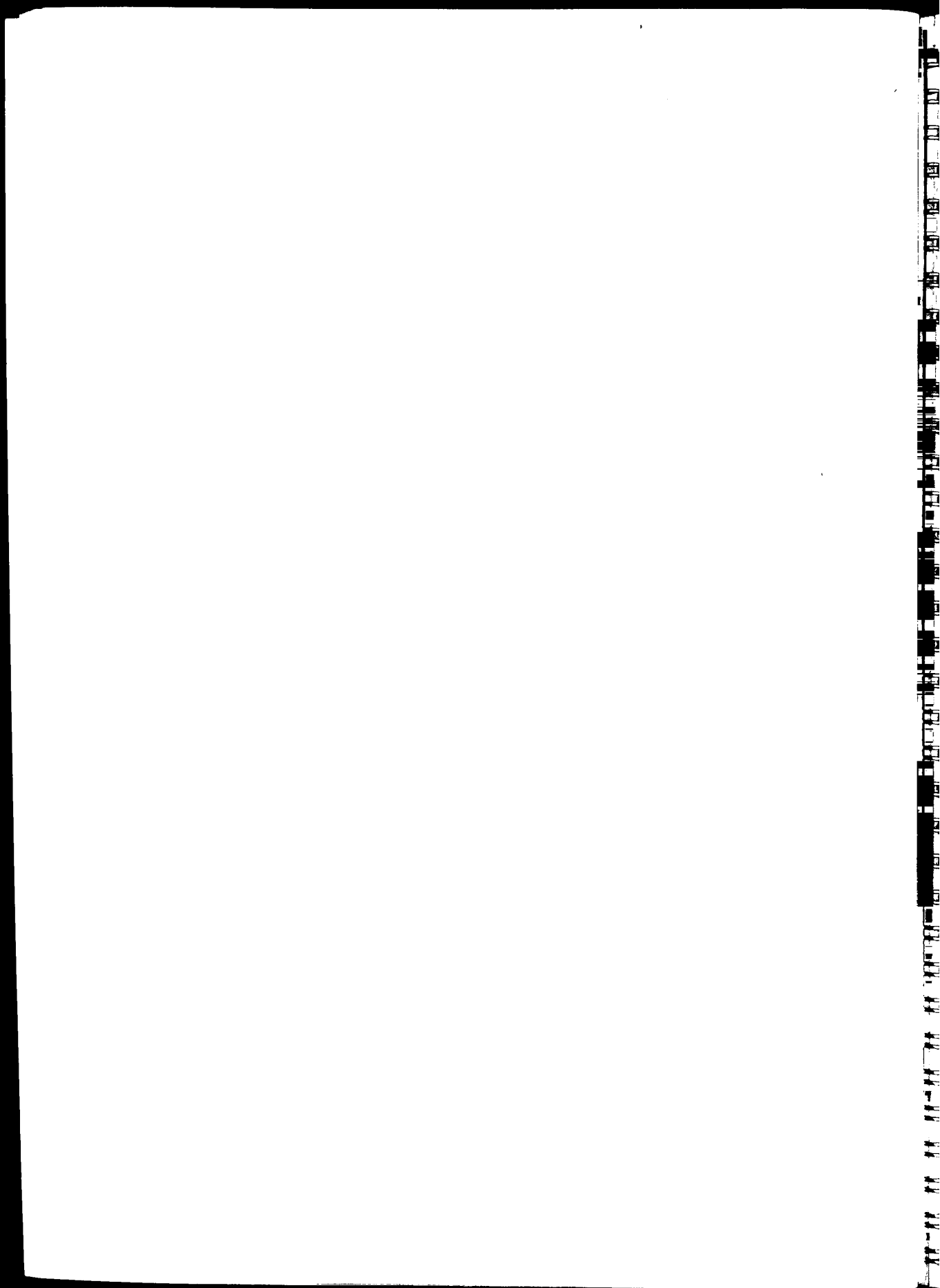
Page 14
Absolutes/col percents

Q.5. How satisfied or dissatisfied are you with the following?
c) The "opening hours" of your local surgery

Base : All visiting GP except for repeat prescription only

	TOTAL	London		Working Status			Marital status			Reason for GP visit			Doctor		Quality of healthcare	
		Inner	Outer	Full-time	Part-time	Not working	Married /living as	Widowed /div. /sep.	Single	Self ill	Family member ill	Other	On own	Group practice	Satis.	Dissatis.
Unweighted Base	1002	218	784	427	82	493	516	184	302	752	390	135	139	852	844	75
Weighted Base	1001	369	632	426	86	489	515	182	304	748	390	136	135	856	843	72
Very satisfied (2)	301 30%	108 29%	194 31%	102 24%	29 34%	171 35%	174 34%	63 35%	64 21%	227 30%	109 28%	47 35%	49 37%	250 29%	278 33%	10 14%
Fairly satisfied (1)	522 52%	203 55%	319 51%	214 50%	44 51%	264 54%	259 50%	96 53%	167 55%	386 52%	214 55%	67 49%	64 47%	454 53%	435 52%	40 56%
Neither (0)	34 3%	7 2%	27 4%	23 5%	-	11 2%	16 3%	4 2%	14 5%	23 3%	17 4%	6 5%	3 2%	30 3%	25 3%	1 1%
Fairly dissatisfied (-1)	94 9%	34 9%	60 10%	60 14%	7 8%	27 6%	44 9%	16 9%	34 11%	75 10%	33 9%	7 5%	11 8%	83 10%	68 8%	13 18%
Very dissatisfied (-2)	37 4%	15 4%	22 3%	22 5%	4 5%	10 2%	15 3%	2 1%	21 7%	33 4%	14 3%	2 1%	6 4%	30 3%	27 3%	7 9%
Don't know	13 1%	3 1%	10 2%	6 1%	2 2%	6 1%	7 1%	1 *	6 2%	4 1%	3 1%	7 5%	2 2%	11 1%	9 1%	2 2%
All satisfied	823 82%	310 84%	513 81%	315 74%	73 85%	435 89%	434 84%	160 88%	230 76%	613 82%	323 83%	114 84%	113 84%	703 82%	714 85%	50 69%
All dissatisfied	131 13%	49 13%	82 13%	82 19%	11 13%	38 8%	59 11%	17 10%	55 18%	108 14%	47 12%	9 7%	16 12%	112 13%	95 11%	20 27%
Mean	0.97	0.97	0.97	0.74	1.03	1.15	1.05	1.13	0.73	0.94	0.96	1.16	1.06	0.96	1.04	0.48

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London GPs

Fieldwork dates : 19-25 April 1999

Table 8

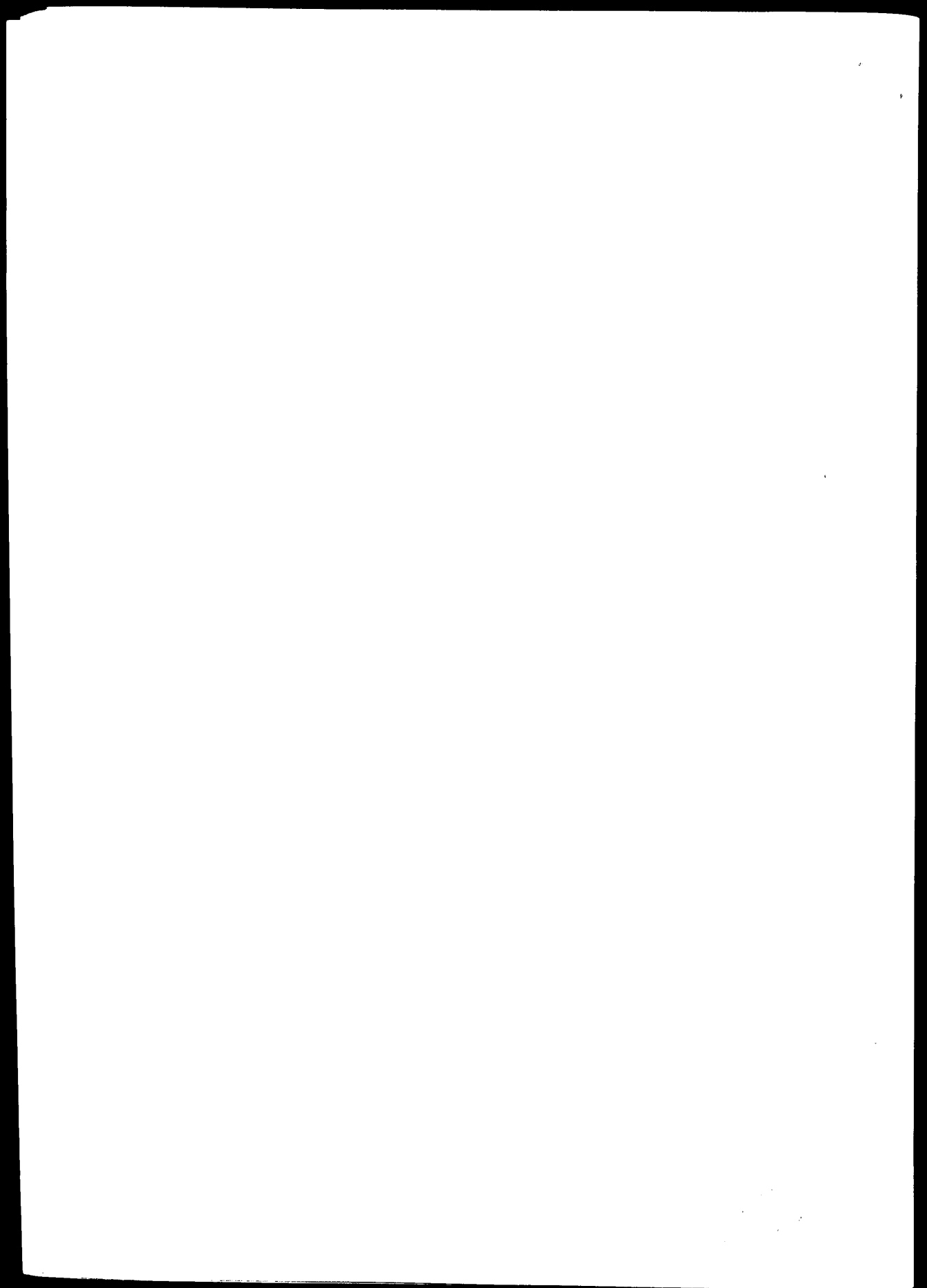
Page 15
Absolutes/col percents

Q.5. How satisfied or dissatisfied are you with the following?
d) The friendliness and "beside manner" of doctor/doctors at your surgery

Base : All visiting GP except for repeat prescription only

	TOTAL	Age			Male					Female					With children				Social Grade	
		18-34	35-54	55+	All	Under 45	45+	Fathers	No Children	All	Under 45	45+	Mothers	No children	0-5 yr olds	6-9 yr olds	10-15 yr olds	None	ABC1	C2DE
Unweighted Base	1002	363	345	294	455	258	197	152	303	547	325	222	203	345	202	133	142	648	522	480
Weighted Base	1001	363	343	296	453	261	192	147	305	549	324	224	202	347	207	132	140	653	519	482
Very satisfied (2)	493 49%	155 43%	146 43%	192 65%	213 47%	106 41%	107 56%	61 42%	152 50%	280 51%	142 44%	138 62%	93 46%	188 54%	90 43%	66 50%	65 46%	340 52%	252 49%	241 50%
Fairly satisfied (1)	385 38%	151 42%	164 48%	70 24%	185 41%	125 48%	61 32%	68 46%	117 38%	200 36%	141 43%	59 26%	87 43%	113 33%	98 47%	53 40%	57 41%	231 35%	206 40%	179 37%
Neither (0)	36 4%	19 5%	6 2%	11 4%	14 3%	8 3%	6 3%	7 5%	7 2%	22 4%	11 3%	11 5%	4 2%	18 5%	4 2%	5 4%	6 4%	24 4%	19 4%	16 3%
Fairly dissatisfied (-1)	47 5%	18 5%	20 6%	9 3%	22 5%	9 3%	13 7%	4 3%	17 6%	25 5%	17 5%	8 4%	10 5%	15 4%	6 3%	5 4%	9 6%	33 5%	19 4%	28 6%
Very dissatisfied (-2)	23 2%	10 3%	6 2%	6 2%	10 2%	6 2%	4 2%	4 3%	6 2%	13 2%	10 3%	3 2%	6 3%	7 2%	4 2%	2 2%	4 3%	13 2%	15 3%	8 2%
Don't know	17 2%	10 3%	1 0%	7 2%	9 2%	7 3%	2 1%	2 2%	7 2%	8 2%	3 1%	5 2%	3 2%	5 2%	6 3%	1 1%	- 0%	12 2%	7 1%	10 2%
All satisfied	879 88%	306 84%	310 90%	263 89%	398 88%	231 88%	167 87%	130 88%	269 88%	480 88%	283 87%	197 88%	180 89%	301 87%	187 91%	119 90%	121 87%	570 87%	459 88%	420 87%
All dissatisfied	70 7%	28 8%	26 8%	15 5%	31 7%	15 6%	17 9%	8 5%	23 8%	38 7%	27 8%	12 5%	15 8%	23 7%	10 5%	7 6%	13 9%	46 7%	34 7%	36 7%
Mean	1.30	1.20	1.24	1.50	1.29	1.25	1.33	1.23	1.31	1.31	1.21	1.46	1.26	1.34	1.31	1.34	1.21	1.33	1.29	1.31

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London GPs

Fieldwork dates : 19-25 April 1999

Table 8

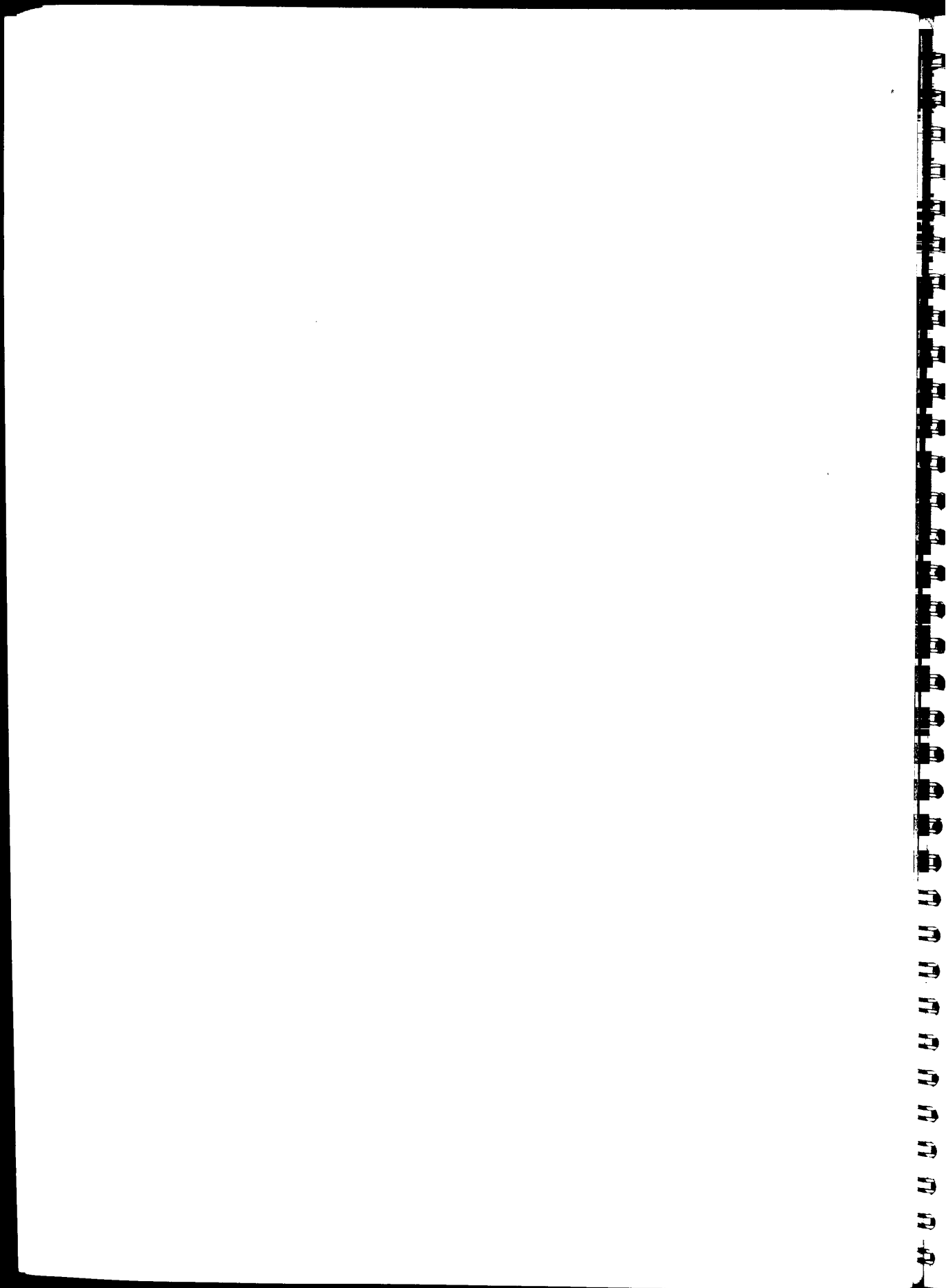
Page 16
Absolutes/col percents

Q.5. How satisfied or dissatisfied are you with the following?
d) The friendliness and "beside manner" of doctor/doctors at your surgery

Base : All visiting GP except for repeat prescription only

	TOTAL	London		Working Status			Marital status			Reason for GP visit			Doctor		Quality of healthcare	
		Inner	Outer	Full-time	Part-time	Not working	Married /living as	Widowed /div. /sep.	Single	Self ill	Family member ill	Other	On own	Group practice	Satis.	Dissatis.
Unweighted Base	1002	218	784	427	82	493	516	184	302	752	390	135	139	852	844	75
Weighted Base	1001	369	632	426	86	489	515	182	304	748	390	136	135	856	843	72
Very satisfied (2)	493 49%	182 49%	311 49%	187 44%	43 50%	263 54%	272 53%	101 55%	120 40%	366 49%	191 49%	65 47%	72 53%	420 49%	476 57%	2 2%
Fairly satisfied (1)	385 38%	146 40%	239 38%	180 42%	36 42%	169 35%	183 36%	62 34%	140 46%	288 39%	160 41%	53 39%	51 38%	329 38%	310 37%	28 38%
Neither (0)	36 4%	8 2%	27 4%	13 3%	2 2%	21 4%	17 3%	4 2%	14 5%	28 4%	15 4%	6 4%	1 1%	35 4%	19 2%	7 10%
Fairly dissatisfied (-1)	47 5%	19 5%	28 4%	23 5%	4 5%	19 4%	22 4%	7 4%	17 6%	40 5%	12 3%	3 2%	7 5%	39 5%	19 2%	21 30%
Very dissatisfied (-2)	23 2%	5 1%	18 3%	16 4%	-	7 1%	13 3%	3 2%	6 2%	17 2%	10 3%	3 2%	2 2%	20 2%	6 1%	13 18%
Don't know	17 2%	9 2%	9 1%	8 2%	1 1%	9 2%	7 1%	4 2%	6 2%	10 1%	3 1%	7 5%	2 1%	14 2%	13 1%	1 1%
All satisfied	879 88%	328 89%	550 87%	367 86%	79 92%	432 88%	456 88%	163 90%	260 85%	654 87%	350 90%	118 86%	123 91%	749 87%	786 93%	29 41%
All dissatisfied	70 7%	24 6%	46 7%	39 9%	4 5%	27 5%	35 7%	11 6%	24 8%	56 8%	22 6%	7 5%	10 7%	58 7%	25 3%	34 48%
Mean	1.30	1.33	1.28	1.19	1.38	1.38	1.34	1.41	1.18	1.28	1.32	1.33	1.37	1.30	1.48	-0.23

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London GPs

Fieldwork dates : 19-25 April 1999

Table 9

Q.5. How satisfied or dissatisfied are you with the following?

e) The amount and quality of information that your normal doctor/doctors give you

Base : All visiting GP except for repeat prescription only

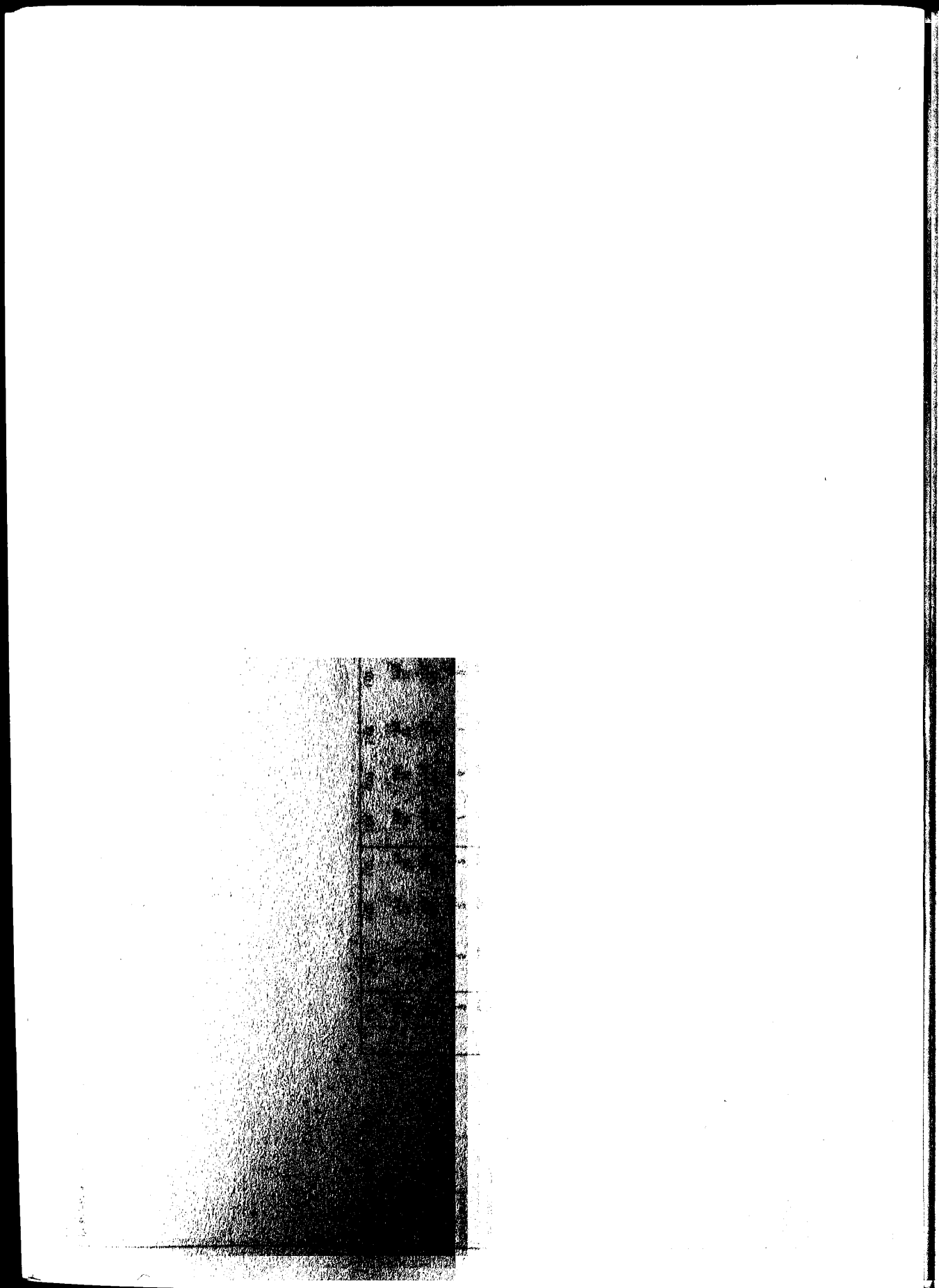
Page 17
Absolutes/col percents

	TOTAL	Age			Male					Female					With children				Social Grade	
		18-34	35-54	55+	All	Under 45	45+	Fathers	No Children	All	Under 45	45+	Mothers	No children	0-5 yr olds	6-9 yr olds	10-15 yr olds	None	ABC1	C2DE
Unweighted Base	1002	363	345	294	455	258	197	152	303	547	325	222	203	345	202	133	142	648	522	480
Weighted Base	1001	363	343	296	453	261	192	147	305	549	324	224	202	347	207	132	140	653	519	482
Very satisfied (2)	382 38%	120 33%	121 35%	142 48%	167 37%	88 34%	80 42%	53 36%	114 37%	215 39%	113 35%	102 45%	68 34%	147 42%	76 37%	52 39%	50 35%	261 40%	192 37%	191 40%
Fairly satisfied (1)	441 44%	158 43%	165 48%	119 40%	191 42%	111 42%	80 42%	63 43%	128 42%	251 46%	152 47%	98 44%	97 48%	155 45%	93 45%	56 42%	61 44%	282 43%	228 44%	213 44%
Neither (0)	57 6%	24 6%	22 6%	12 4%	41 9%	27 10%	14 7%	14 9%	27 9%	16 3%	9 3%	7 3%	7 4%	9 3%	14 7%	6 5%	9 6%	36 6%	32 6%	25 5%
Fairly dissatisfied (-1)	75 8%	40 11%	21 6%	15 5%	32 7%	22 8%	11 6%	8 5%	24 8%	43 8%	33 10%	10 4%	22 11%	21 6%	17 8%	13 10%	11 8%	45 7%	40 8%	36 7%
Very dissatisfied (-2)	36 4%	18 5%	11 3%	7 2%	15 3%	8 3%	7 3%	7 5%	7 2%	21 4%	15 5%	6 3%	6 3%	15 4%	5 2%	4 3%	7 5%	23 3%	22 4%	14 3%
Don't know	9 1%	5 1%	2 1%	2 1%	7 1%	6 2%	1 1%	2 2%	4 1%	2 1%	2 1%	1 1%	2 1%	1 1%	2 1%	-	2 1%	5 1%	5 1%	4 1%
All satisfied	824 82%	277 76%	286 84%	261 88%	358 79%	199 76%	159 83%	116 79%	242 79%	466 85%	266 82%	200 89%	165 82%	301 87%	169 82%	108 82%	111 79%	543 83%	420 81%	404 84%
All dissatisfied	111 11%	57 16%	32 9%	22 7%	47 10%	30 11%	17 9%	15 10%	32 10%	64 12%	48 15%	16 7%	28 14%	36 10%	22 11%	18 13%	19 13%	68 10%	62 12%	49 10%
Mean	1.07	0.90	1.07	1.27	1.04	0.97	1.13	1.01	1.05	1.09	0.98	1.26	1.00	1.15	1.07	1.05	0.97	1.10	1.03	1.11

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* = Less Than .5



London GPs

Fieldwork dates : 19-25 April 1999

Table 9

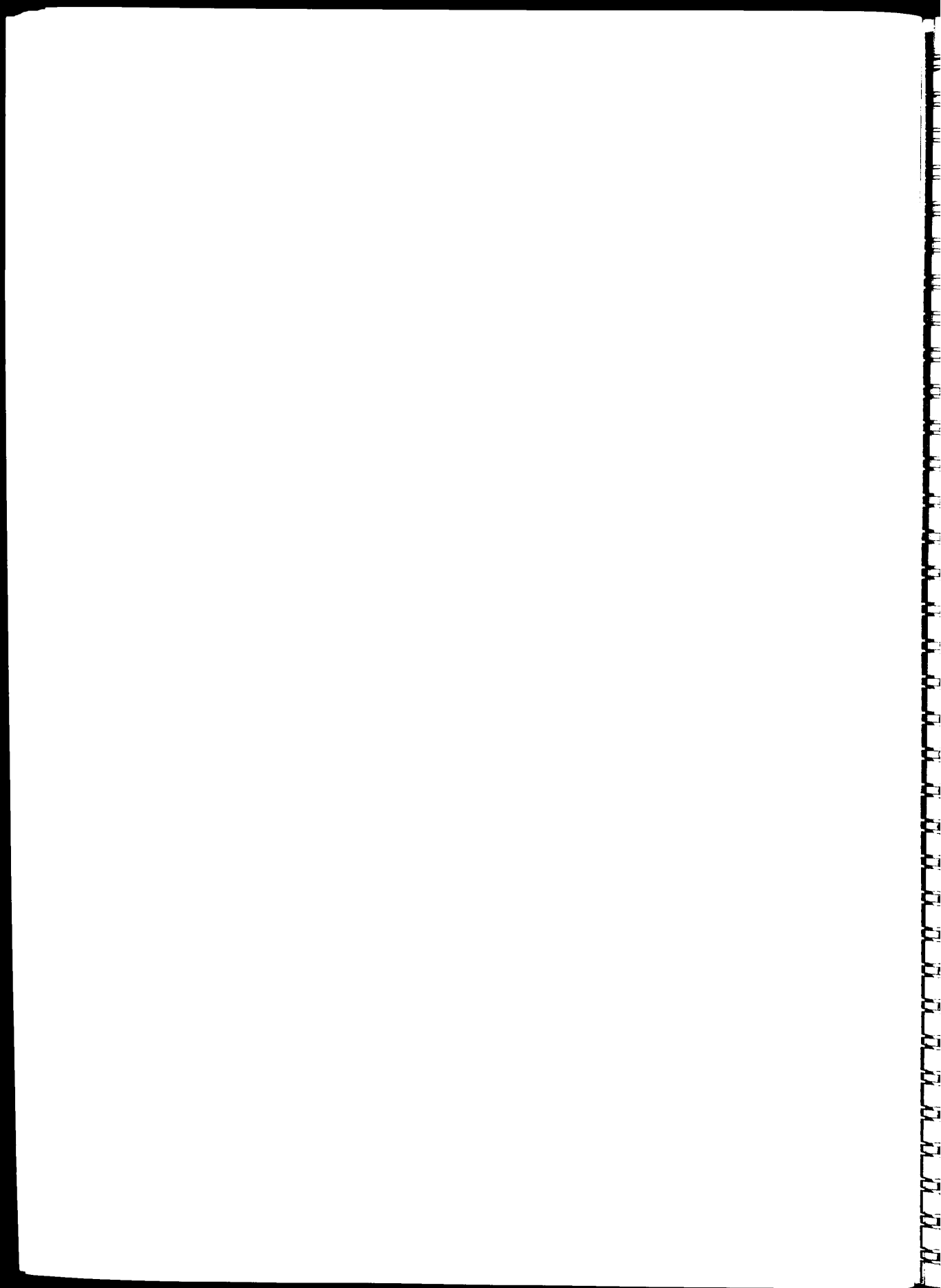
Page 18
Absolutes/col percents

Q.5. How satisfied or dissatisfied are you with the following?
e) The amount and quality of information that your normal doctor/doctors give you

Base : All visiting GP except for repeat prescription only

	TOTAL	London		Working Status			Marital status			Reason for GP visit			Doctor		Quality of healthcare	
		Inner	Outer	Full-time	Part-time	Not working	Married /living as	Widowed /div. /sep.	Single	Self ill	Family member ill	Other	On own	Group practice	Satis.	Dissatis.
Unweighted Base	1002	218	784	427	82	493	516	184	302	752	390	135	139	852	844	75
Weighted Base	1001	369	632	426	86	489	515	182	304	748	390	136	135	856	843	72
Very satisfied (2)	382 38%	146 40%	236 37%	140 33%	39 46%	203 41%	208 40%	82 45%	92 30%	295 39%	145 37%	51 38%	51 38%	328 38%	374 44%	1 1%
Fairly satisfied (1)	441 44%	169 46%	272 43%	201 47%	35 40%	206 42%	222 43%	76 42%	144 47%	318 43%	177 45%	59 43%	52 38%	386 45%	390 46%	14 20%
Neither (0)	57 6%	22 6%	35 6%	28 7%	4 5%	25 5%	28 5%	5 3%	24 8%	38 5%	20 5%	15 11%	12 9%	43 5%	30 4%	7 10%
Fairly dissatisfied (-1)	75 8%	20 5%	55 9%	31 7%	4 5%	40 8%	35 7%	11 6%	30 10%	63 8%	31 8%	6 4%	11 8%	63 7%	36 4%	25 35%
Very dissatisfied (-2)	36 4%	9 2%	27 4%	23 5%	3 4%	10 2%	19 4%	8 5%	9 3%	31 4%	16 4%	1 1%	6 5%	29 3%	7 1%	25 34%
Don't know	9 1%	3 1%	6 1%	3 1%	-	6 1%	4 1%	-	5 2%	2 *	2 *	5 4%	2 2%	6 1%	5 1%	-
All satisfied	824 82%	315 85%	509 80%	341 80%	74 86%	409 84%	429 83%	158 87%	236 78%	613 82%	321 82%	110 81%	102 76%	714 83%	764 91%	15 21%
All dissatisfied	111 11%	29 8%	83 13%	54 13%	8 9%	50 10%	54 10%	19 10%	39 13%	94 13%	47 12%	6 5%	18 13%	93 11%	44 5%	50 69%
Mean	1.07	1.16	1.01	0.96	1.18	1.14	1.11	1.17	0.94	1.05	1.04	1.17	0.97	1.08	1.30	-0.81

NOP (Consumer
Social & Political



London GPs

Fieldwork dates : 19-25 April 1999

Table 10

Page 19
Absolutes/col percents

Q.5. How satisfied or dissatisfied are you with the following?
f) The quality of health care of your normal doctor/doctors

Base : All visiting GP except for repeat prescription only

	TOTAL	Age			Male					Female					With children				Social Grade	
		18-34	35-54	55+	All	Under 45	45+	Fathers	No Children	All	Under 45	45+	Mothers	No children	0-5 yr olds	6-9 yr olds	10-15 yr olds	None	ABC1	C2DE
Unweighted Base	1002	363	345	294	455	258	197	152	303	547	325	222	203	345	202	133	142	648	522	480
Weighted Base	1001	363	343	296	453	261	192	147	305	549	324	224	202	347	207	132	140	653	519	482
Very satisfied (2)	414 41%	124 34%	125 36%	165 56%	184 41%	88 34%	97 50%	59 40%	125 41%	230 42%	111 34%	119 53%	73 36%	157 45%	83 40%	56 43%	53 38%	282 43%	203 39%	211 44%
Fairly satisfied (1)	429 43%	166 46%	161 47%	102 34%	191 42%	123 47%	68 36%	61 41%	131 43%	238 43%	154 48%	83 37%	92 46%	146 42%	86 41%	50 38%	65 46%	277 42%	230 44%	199 41%
Neither (0)	61 6%	25 7%	25 7%	11 4%	32 7%	16 6%	16 8%	10 7%	22 7%	29 5%	24 8%	5 2%	15 8%	14 4%	15 7%	10 8%	9 6%	36 6%	34 7%	28 6%
Fairly dissatisfied (-1)	46 5%	25 7%	13 4%	8 3%	23 5%	17 7%	6 3%	11 8%	11 4%	24 4%	18 5%	6 3%	11 5%	13 4%	14 7%	7 5%	6 4%	24 4%	22 4%	25 5%
Very dissatisfied (-2)	26 3%	11 3%	10 3%	5 2%	9 2%	7 3%	2 1%	2 2%	7 2%	16 3%	10 3%	7 3%	7 3%	10 3%	3 2%	4 3%	6 4%	16 3%	16 3%	10 2%
Don't know	25 3%	11 3%	9 3%	5 2%	13 3%	10 4%	3 2%	4 3%	9 3%	12 2%	7 2%	5 2%	5 2%	7 2%	6 3%	4 3%	2 1%	17 3%	15 3%	11 2%
All satisfied	843 84%	290 80%	286 83%	266 90%	375 83%	210 81%	165 86%	120 81%	256 84%	467 85%	265 82%	202 90%	165 82%	303 87%	169 82%	106 80%	118 84%	559 86%	433 83%	409 85%
All dissatisfied	72 7%	36 10%	23 7%	13 5%	32 7%	24 9%	7 4%	14 9%	18 6%	40 7%	28 9%	12 6%	17 9%	23 7%	17 8%	11 9%	12 8%	41 6%	38 7%	34 7%
Mean	1.19	1.05	1.13	1.42	1.18	1.06	1.34	1.13	1.20	1.19	1.07	1.37	1.08	1.26	1.15	1.15	1.11	1.23	1.16	1.22

NOP (Consumer
Social & Political

London GPs

Fieldwork dates : 19-25 April 1999

Page 20
Absolutes/col percents

Table 10

Q.5. How satisfied or dissatisfied are you with the following?
f) The quality of health care of your normal doctor/doctors

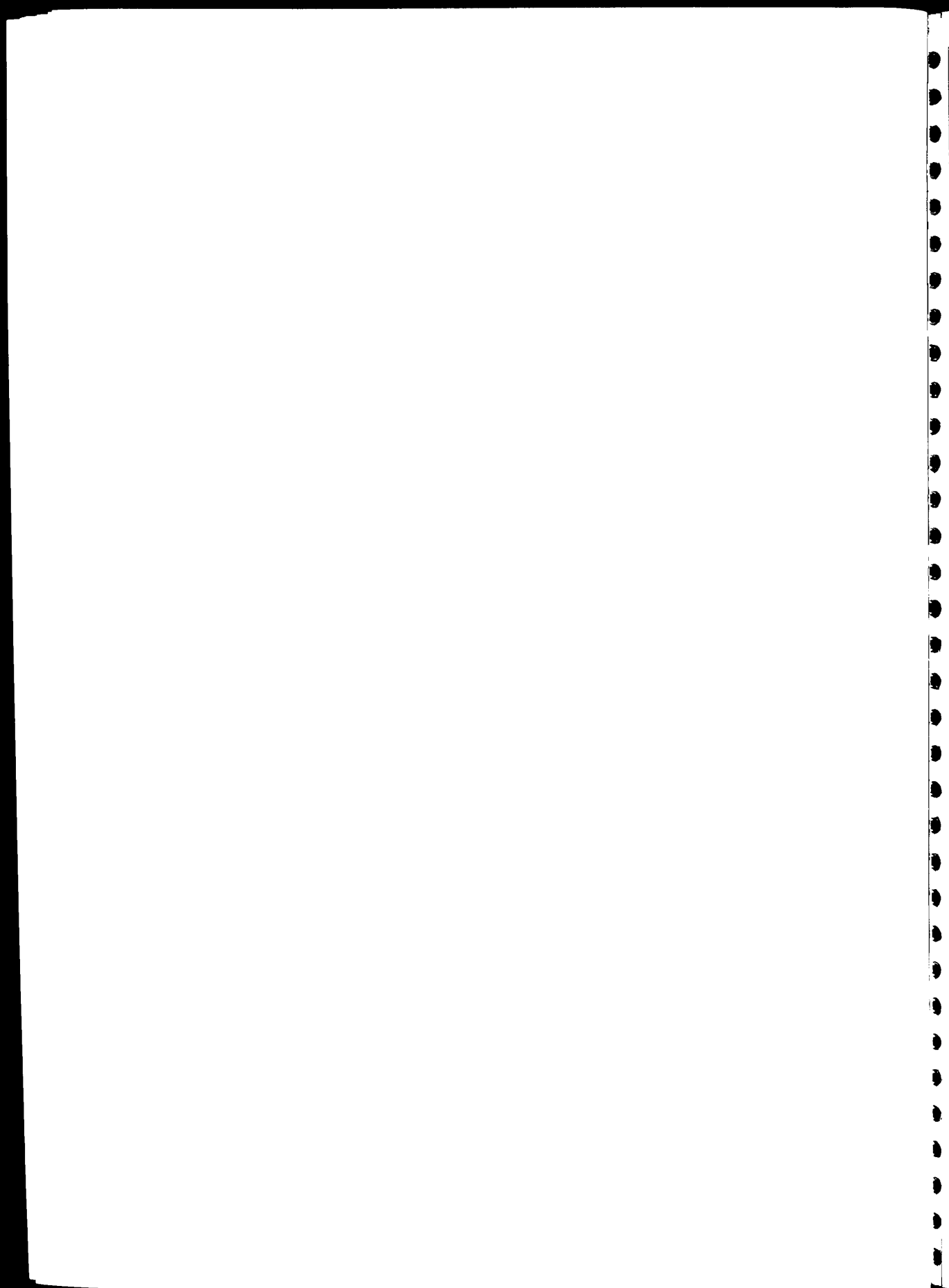
Base : All visiting GP except for repeat prescription only

	TOTAL	London		Working Status			Marital status			Reason for GP visit			Doctor		Quality of healthcare	
		Inner	Outer	Full-time	Part-time	Not working	Married /living as	Widowed /div. /sep.	Single	Self ill	Family member ill	Other	On own	Group practice	Satis.	Dissatis.
Unweighted Base	1002	218	784	427	82	493	516	184	302	752	390	135	139	852	844	75
Weighted Base	1001	369	632	426	86	489	515	182	304	748	390	136	135	856	843	72
Very satisfied (2)	414 41%	155 42%	259 41%	145 34%	39 46%	229 47%	228 44%	86 47%	100 33%	312 42%	155 40%	63 46%	61 45%	346 40%	414 49%	-
Fairly satisfied (1)	429 43%	154 42%	275 44%	203 48%	34 39%	192 39%	208 40%	68 38%	152 50%	323 43%	169 43%	50 36%	53 39%	374 44%	429 51%	-
Neither (0)	61 6%	27 7%	35 5%	26 6%	5 6%	30 6%	29 6%	11 6%	21 7%	40 5%	27 7%	12 9%	8 6%	53 6%	-	-
Fairly dissatisfied (-1)	46 5%	14 4%	33 5%	25 6%	3 3%	18 4%	25 5%	7 4%	14 5%	40 5%	20 5%	3 2%	12 9%	35 4%	-	46 64%
Very dissatisfied (-2)	26 3%	9 2%	17 3%	16 4%	4 4%	6 1%	13 3%	4 2%	8 3%	21 3%	10 3%	2 1%	2 1%	24 3%	-	26 36%
Don't know	25 3%	12 3%	14 2%	11 3%	2 2%	13 3%	11 2%	4 2%	10 3%	13 2%	9 2%	7 5%	-	25 3%	-	-
All satisfied	843 84%	308 84%	534 85%	348 82%	73 85%	421 86%	436 85%	155 85%	252 83%	635 85%	325 83%	112 82%	114 84%	720 84%	843 100%	-
All dissatisfied	72 7%	22 6%	50 8%	41 10%	6 7%	25 5%	38 7%	12 6%	22 7%	60 8%	30 8%	5 4%	13 10%	59 7%	-	72 100%
Mean	1.19	1.21	1.17	1.05	1.22	1.30	1.21	1.27	1.09	1.18	1.16	1.30	1.19	1.18	1.49	-1.36

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* = Less Than .5



London GPs

Fieldwork dates : 19-25 April 1999

Page 21
Absolutes/col percents

Table 11

Q.5. How satisfied or dissatisfied are you with the following?
g) The physical conditions of your local surgery - cleanliness, brightness, comfort etc

Base : All visiting GP except for repeat prescription only

	TOTAL	Age			Male					Female					With children				Social Grade	
		18-34	35-54	55+	All	Under 45	45+	Fathers	No Children	All	Under 45	45+	Mothers	No children	0-5 yr olds	6-9 yr olds	10-15 yr olds	None	ABC1	C2DE
Unweighted Base	1002	363	345	294	455	258	197	152	303	547	325	222	203	345	202	133	142	648	522	480
Weighted Base	1001	363	343	296	453	261	192	147	305	549	324	224	202	347	207	132	140	653	519	482
Very satisfied (2)	578 58%	187 52%	188 55%	203 69%	240 53%	118 45%	121 63%	72 49%	168 55%	338 62%	185 57%	153 68%	120 60%	218 63%	114 55%	79 60%	82 59%	386 59%	280 54%	298 62%
Fairly satisfied (1)	345 34%	135 37%	129 38%	81 27%	175 39%	113 43%	63 33%	66 45%	109 36%	169 31%	106 33%	63 28%	59 29%	111 32%	70 34%	45 34%	50 35%	220 34%	191 37%	154 32%
Neither (0)	27 3%	15 4%	9 3%	3 1%	16 4%	12 5%	4 2%	3 2%	13 4%	11 2%	8 3%	2 1%	4 2%	6 2%	5 2%	1 1%	2 2%	20 3%	21 4%	6 1%
Fairly dissatisfied (-1)	39 4%	22 6%	11 3%	5 2%	16 4%	14 5%	2 1%	6 4%	11 3%	22 4%	19 6%	3 1%	14 7%	8 2%	14 7%	7 6%	4 3%	19 3%	20 4%	18 4%
Very dissatisfied (-2)	8 1%	2 1%	5 1%	2 1%	3 1%	2 1%	1 1%	- 1%	3 1%	5 1%	4 1%	1 1%	3 2%	2 1%	2 1%	1 1%	2 1%	5 1%	5 1%	3 1%
Don't know	5 1%	2 1%	1 1%	2 1%	2 1%	2 1%	- 1%	1 1%	1 1%	3 1%	2 1%	2 1%	2 1%	2 1%	2 1%	- 1%	- 1%	3 1%	2 1%	3 1%
All satisfied	923 92%	322 89%	317 92%	284 96%	415 92%	231 88%	184 96%	138 93%	277 91%	508 93%	292 90%	216 96%	179 89%	329 95%	184 89%	123 93%	132 94%	607 93%	470 91%	452 94%
All dissatisfied	47 5%	24 7%	16 5%	7 2%	20 4%	16 6%	3 2%	6 4%	14 5%	27 5%	23 7%	4 2%	17 8%	10 3%	16 8%	8 6%	6 4%	24 4%	25 5%	21 4%
Mean	1.45	1.34	1.41	1.63	1.40	1.27	1.57	1.39	1.41	1.49	1.40	1.64	1.39	1.55	1.37	1.46	1.48	1.48	1.39	1.51

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134	135	136	137	138	139	140	141	142	143	144	145	146	147	148	149	150	151	152	153	154	155	156	157	158	159	160	161	162	163	164	165	166	167	168	169	170	171	172	173	174	175	176	177	178	179	180	181	182	183	184	185	186	187	188	189	190	191	192	193	194	195	196	197	198	199	200	201	202	203	204	205	206	207	208	209	210	211	212	213	214	215	216	217	218	219	220	221	222	223	224	225	226	227	228	229	230	231	232	233	234	235	236	237	238	239	240	241	242	243	244	245	246	247	248	249	250	251	252	253	254	255	256	257	258	259	260	261	262	263	264	265	266	267	268	269	270	271	272	273	274	275	276	277	278	279	280	281	282	283	284	285	286	287	288	289	290	291	292	293	294	295	296	297	298	299	300	301	302	303	304	305	306	307	308	309	310	311	312	313	314	315	316	317	318	319	320	321	322	323	324	325	326	327	328	329	330	331	332	333	334	335	336	337	338	339	340	341	342	343	344	345	346	347	348	349	350	351	352	353	354	355	356	357	358	359	360	361	362	363	364	365	366	367	368	369	370	371	372	373	374	375	376	377	378	379	380	381	382	383	384	385	386	387	388	389	390	391	392	393	394	395	396	397	398	399	400	401	402	403	404	405	406	407	408	409	410	411	412	413	414	415	416	417	418	419	420	421	422	423	424	425	426	427	428	429	430	431	432	433	434	435	436	437	438	439	440	441	442	443	444	445	446	447	448	449	450	451	452	453	454	455	456	457	458	459	460	461	462	463	464	465	466	467	468	469	470	471	472	473	474	475	476	477	478	479	480	481	482	483	484	485	486	487	488	489	490	491	492	493	494	495	496	497	498	499	500	501	502	503	504	505	506	507	508	509	510	511	512	513	514	515	516	517	518	519	520	521	522	523	524	525	526	527	528	529	530	531	532	533	534	535	536	537	538	539	540	541	542	543	544	545	546	547	548	549	550	551	552	553	554	555	556	557	558	559	560	561	562	563	564	565	566	567	568	569	570	571	572	573	574	575	576	577	578	579	580	581	582	583	584	585	586	587	588	589	590	591	592	593	594	595	596	597	598	599	600	601	602	603	604	605	606	607	608	609	610	611	612	613	614	615	616	617	618	619	620	621	622	623	624	625	626	627	628	629	630	631	632	633	634	635	636	637	638	639	640	641	642	643	644	645	646	647	648	649	650	651	652	653	654	655	656	657	658	659	660	661	662	663	664	665	666	667	668	669	670	671	672	673	674	675	676	677	678	679	680	681	682	683	684	685	686	687	688	689	690	691	692	693	694	695	696	697	698	699	700	701	702	703	704	705	706	707	708	709	710	711	712	713	714	715	716	717	718	719	720	721	722	723	724	725	726	727	728	729	730	731	732	733	734	735	736	737	738	739	740	741	742	743	744	745	746	747	748	749	750	751	752	753	754	755	756	757	758	759	760	761	762	763	764	765	766	767	768	769	770	771	772	773	774	775	776	777	778	779	780	781	782	783	784	785	786	787	788	789	790	791	792	793	794	795	796	797	798	799	800	801	802	803	804	805	806	807	808	809	810	811	812	813	814	815	816	817	818	819	820	821	822	823	824	825	826	827	828	829	830	831	832	833	834	835	836	837	838	839	840	841	842	843	844	845	846	847	848	849	850	851	852	853	854	855	856	857	858	859	860	861	862	863	864	865	866	867	868	869	870	871	872	873	874	875	876	877	878	879	880	881	882	883	884	885	886	887	888	889	890	891	892	893	894	895	896	897	898	899	900	901	902	903	904	905	906	907	908	909	910	911	912	913	914	915	916	917	918	919	920	921	922	923	924	925	926	927	928	929	930	931	932	933	934	935	936	937	938	939	940	941	942	943	944	945	946	947	948	949	950	951	952	953	954	955	956	957	958	959	960	961	962	963	964	965	966	967	968	969	970	971	972	973	974	975	976	977	978	979	980	981	982	983	984	985	986	987	988	989	990	991	992	993	994	995	996	997	998	999	1000
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London GPs

Fieldwork dates : 19-25 April 1999

Table 11

Page 22
Absolutes/col percents

Q.5. How satisfied or dissatisfied are you with the following?

g) The physical conditions of your local surgery - cleanliness, brightness, comfort etc

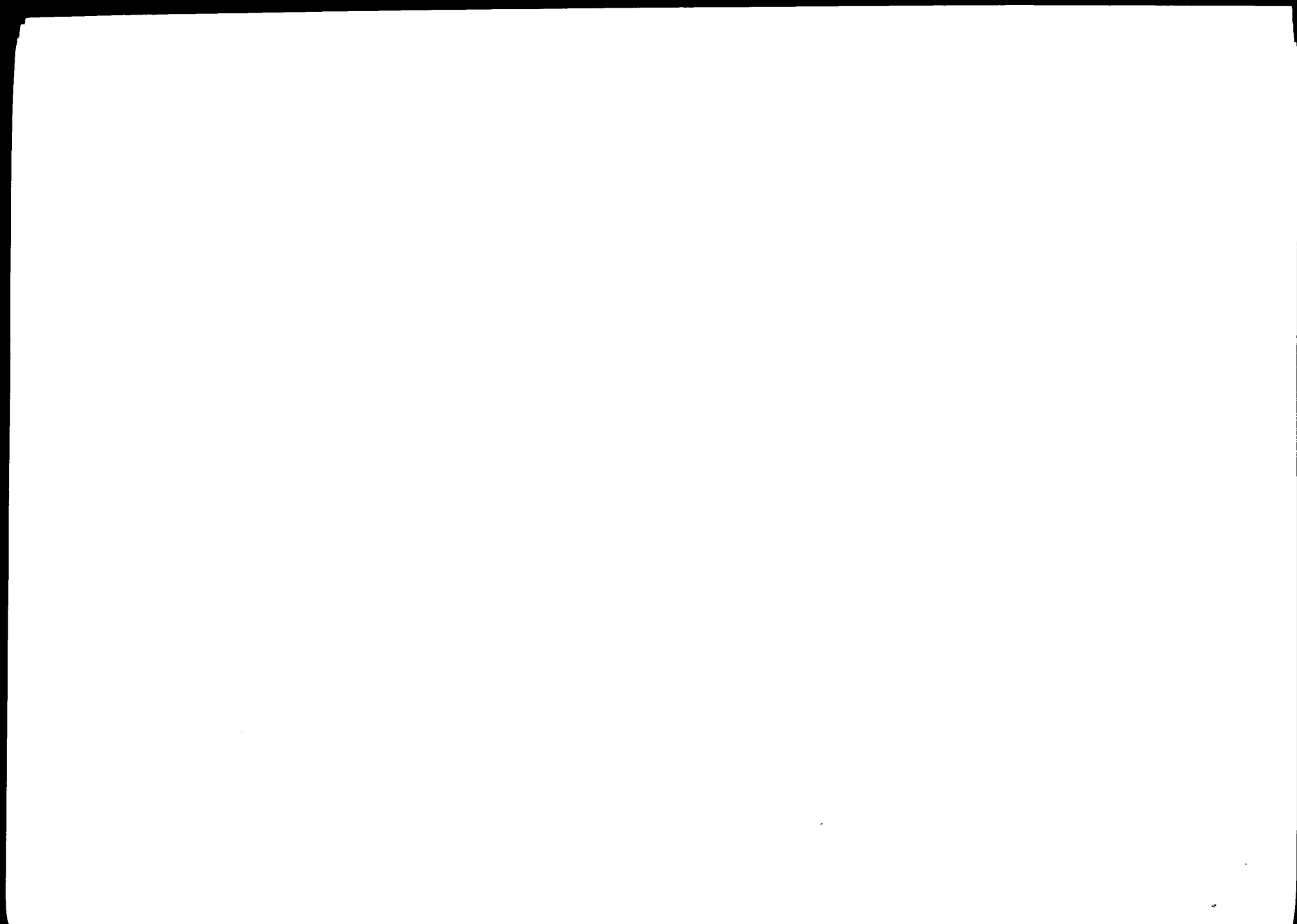
Base : All visiting GP except for repeat prescription only

	TOTAL	London		Working Status			Marital status			Reason for GP visit			Doctor		Quality of healthcare	
		Inner	Outer	Full-time	Part-time	Not working	Married /living as	Widowed /div. /sep.	Single	Self ill	Family member ill	Other	On own	Group practice	Satis.	Dissatis.
Unweighted Base	1002	218	784	427	82	493	516	184	302	752	390	135	139	852	844	75
Weighted Base	1001	369	632	426	86	489	515	182	304	748	390	136	135	856	843	72
Very satisfied (2)	578 58%	195 53%	383 61%	205 48%	58 67%	316 65%	288 56%	127 70%	162 53%	439 59%	217 56%	77 56%	71 53%	501 59%	523 62%	22 31%
Fairly satisfied (1)	345 34%	140 38%	204 32%	177 42%	24 28%	143 29%	185 36%	45 25%	114 37%	255 34%	138 35%	49 36%	51 38%	290 34%	275 33%	32 44%
Neither (0)	27 3%	10 3%	17 3%	20 5%	1 1%	6 1%	16 3%	2 1%	9 3%	16 2%	14 4%	5 4%	4 3%	22 3%	15 2%	3 4%
Fairly dissatisfied (-1)	39 4%	19 5%	20 3%	19 4%	4 4%	16 3%	19 4%	6 4%	13 4%	26 4%	18 5%	5 4%	7 5%	31 4%	23 3%	8 12%
Very dissatisfied (-2)	8 1%	2 1%	6 1%	5 1%	-	3 1%	3 1%	1 1%	4 1%	7 1%	3 1%	-	1 1%	7 1%	2 1%	6 8%
Don't know	5 *	3 1%	2 *	1 *	-	4 1%	3 1%	-	2 1%	4 1%	-	1 1%	-	4 *	4 *	1 1%
All satisfied	923 92%	335 91%	587 93%	382 90%	82 95%	459 94%	474 92%	173 95%	276 91%	694 93%	355 91%	126 92%	123 91%	791 92%	798 95%	54 75%
All dissatisfied	47 5%	20 5%	26 4%	24 6%	4 4%	19 4%	22 4%	7 4%	18 6%	34 5%	21 5%	5 4%	8 6%	39 5%	25 3%	14 19%
Mean	1.45	1.39	1.49	1.31	1.57	1.55	1.44	1.61	1.38	1.47	1.40	1.46	1.37	1.46	1.54	0.79

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London GPs

Fieldwork dates : 19-25 April 1999

Table 12

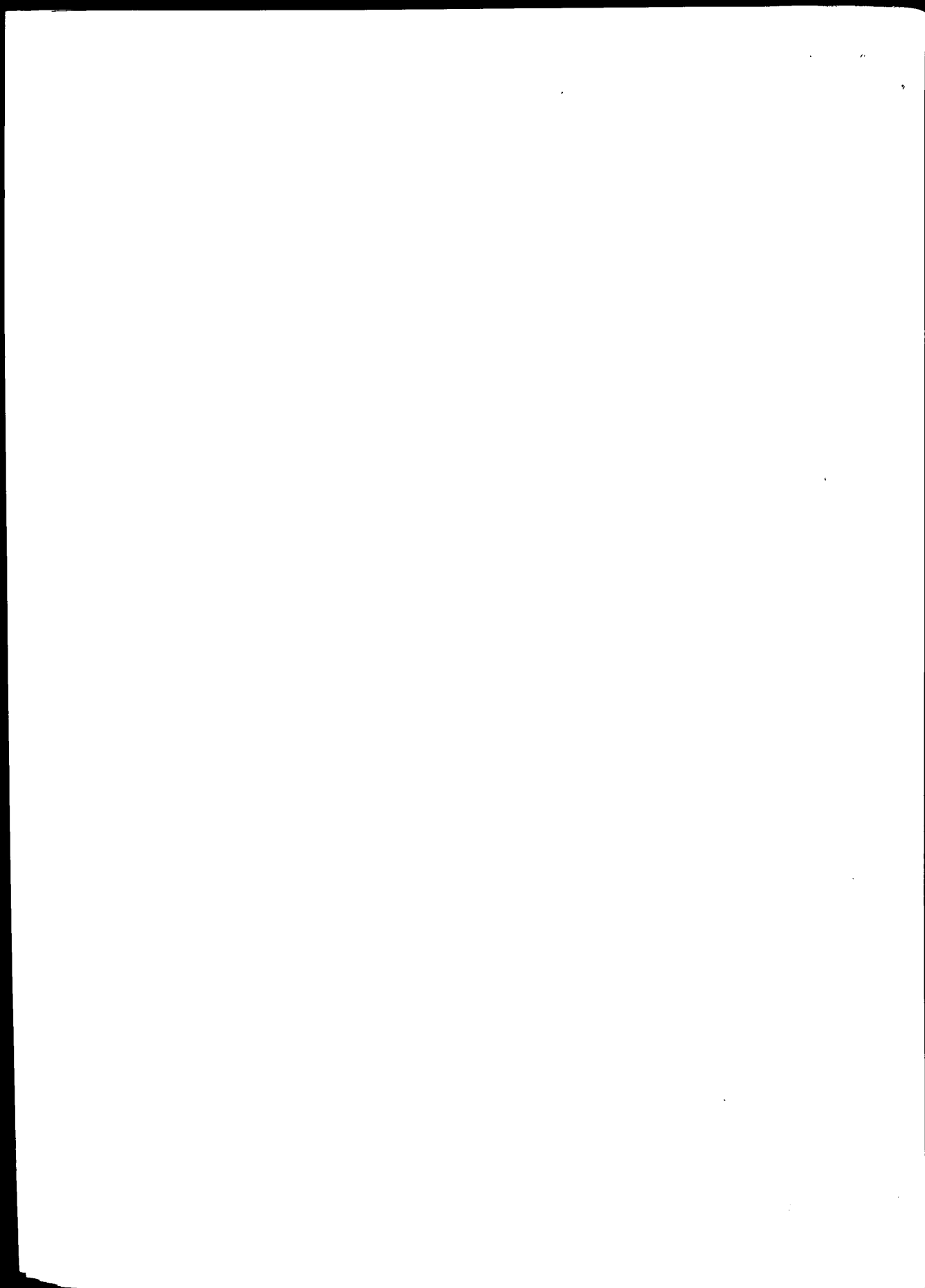
Q.5. Satisfaction with surgery - Summary

Page 23
Absolutes/col percents

Base : All visiting GP except for repeat prescription only

	TOTAL	The time it takes to get a routine appointment		The speed with which you are normally seen		The "opening hours"		The friendliness and "beside manner" of doctor		The amount and quality of information		The quality of healthcare		The physical conditions	
		Satisfied	Dis-satisfied	Satisfied	Dis-satisfied	Satisfied	Dis-satisfied	Satisfied	Dis-satisfied	Satisfied	Dis-satisfied	Satisfied	Dis-satisfied	Satisfied	Dis-satisfied
Unweighted Base	1002	675 67%	267 27%	735 73%	201 20%	819 82%	131 13%	876 87%	71 7%	816 81%	120 12%	844 84%	75 7%	926 92%	45 4%
Weighted Base	1001	674 67%	265 26%	732 73%	200 20%	823 82%	131 13%	879 88%	70 7%	824 82%	111 11%	843 84%	72 7%	923 92%	47 5%
The time it takes to get a routine appointment															
Satisfied	674 67%	674 100%	- 100%	580 86%	67 33%	603 73%	47 36%	625 71%	24 35%	585 71%	45 40%	599 71%	28 39%	636 69%	22 48%
Dissatisfied	265 26%	- 100%	265 100%	117 16%	124 44%	178 22%	70 54%	203 23%	42 16%	191 23%	58 52%	196 23%	39 54%	233 25%	20 42%
The speed with which you are normally seen															
Satisfied	732 73%	580 86%	117 44%	732 100%	- 100%	646 78%	61 8%	675 77%	35 51%	636 77%	51 7%	655 78%	35 48%	701 76%	13 28%
Dissatisfied	200 20%	67 10%	124 47%	- 100%	200 100%	127 15%	60 46%	152 17%	32 46%	137 17%	49 44%	135 16%	35 49%	166 18%	25 53%
The "opening hours"															
Satisfied	823 82%	603 89%	178 22%	646 88%	127 15%	823 100%	- 100%	746 85%	42 60%	702 85%	71 64%	714 85%	50 69%	772 84%	33 70%
Dissatisfied	131 13%	47 7%	70 27%	61 8%	60 30%	- 100%	131 100%	97 11%	23 33%	91 11%	34 31%	95 11%	20 27%	111 12%	12 25%
The friendliness and "beside manner" of doctor															
Satisfied	879 88%	625 93%	203 77%	675 92%	152 76%	746 91%	97 74%	879 100%	- 11%	781 95%	54 49%	786 93%	29 41%	822 89%	36 77%
Dissatisfied	70 7%	24 4%	42 16%	35 5%	32 46%	42 5%	23 17%	- 100%	70 42%	16 22%	47 67%	25 36%	34 50%	56 80%	10 14%

NOP (Consumer
Social & Political



London GPs

Fieldwork dates : 19-25 April 1999

Page 24
Absolutes/col percents

Table 12

Q.5. Satisfaction with surgery - Summary

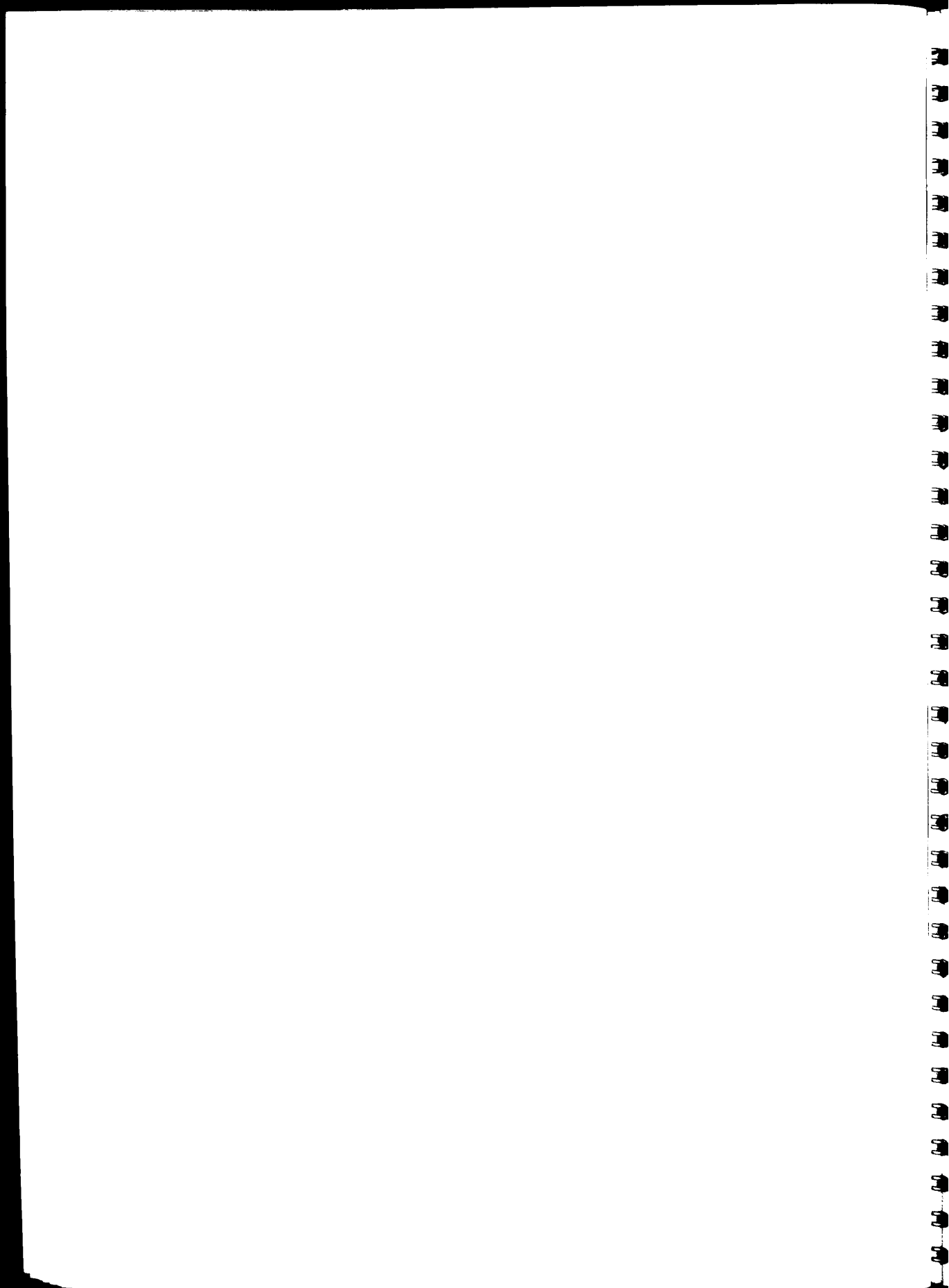
Base : All visiting GP except for repeat prescription only

	TOTAL	The time it takes to get a routine appointment		The speed with which you are normally seen		The "opening hours"		The friendliness and "beside manner" of doctor		The amount and quality of information		The quality of healthcare		The physical conditions	
		Satisfied	Dis-satisfied	Satisfied	Dis-satisfied	Satisfied	Dis-satisfied	Satisfied	Dis-satisfied	Satisfied	Dis-satisfied	Satisfied	Dis-satisfied	Satisfied	Dis-satisfied
The amount and quality of Information															
Satisfied	824 82%	585 87% 71%	191 22% 23%	636 87% 77%	137 68% 17%	702 85% 85%	91 70% 11%	781 89% 95%	16 22% 2%	824 100% 100%	- - -	764 91% 93%	15 21% 2%	778 84% 94%	26 56% 3%
Dissatisfied	111 11%	45 7% 40%	58 22% 52%	51 7% 46%	49 25% 44%	71 9% 64%	34 26% 31%	54 6% 49%	47 67% 42%	- 100% 100%	111 - -	44 5% 39%	50 69% 45%	89 10% 80%	16 35% 15%
The quality of healthcare															
Satisfied	843 84%	599 89% 71%	196 24% 23%	655 90% 78%	135 67% 16%	714 87% 85%	95 73% 11%	786 89% 93%	25 36% 3%	764 93% 91%	44 39% 5%	843 100% 100%	- - -	798 87% 95%	25 54% 3%
Dissatisfied	72 7%	28 4% 39%	39 15% 54%	35 5% 48%	35 17% 49%	50 6% 69%	20 15% 27%	29 3% 41%	34 50% 48%	15 2% 21%	50 45% 69%	- - -	72 100% 100%	54 6% 75%	14 30% 19%
The physical conditions															
Satisfied	923 92%	636 94% 69%	233 88% 25%	701 96% 76%	166 83% 18%	772 94% 84%	111 85% 12%	822 94% 89%	56 80% 6%	778 94% 84%	89 80% 10%	798 95% 87%	54 75% 6%	923 100% 100%	- - -
Dissatisfied	47 5%	22 3% 48%	20 7% 42%	13 2% 28%	25 12% 53%	33 4% 70%	12 9% 25%	36 4% 77%	10 14% 21%	26 3% 56%	16 15% 35%	25 3% 54%	14 19% 30%	- - -	47 100% 100%

NOP Consumer
Social & Political

Prepared by NOP Social & Political

* = Less Than .5



London GPs

Fieldwork dates : 19-25 April 1999

Table 13

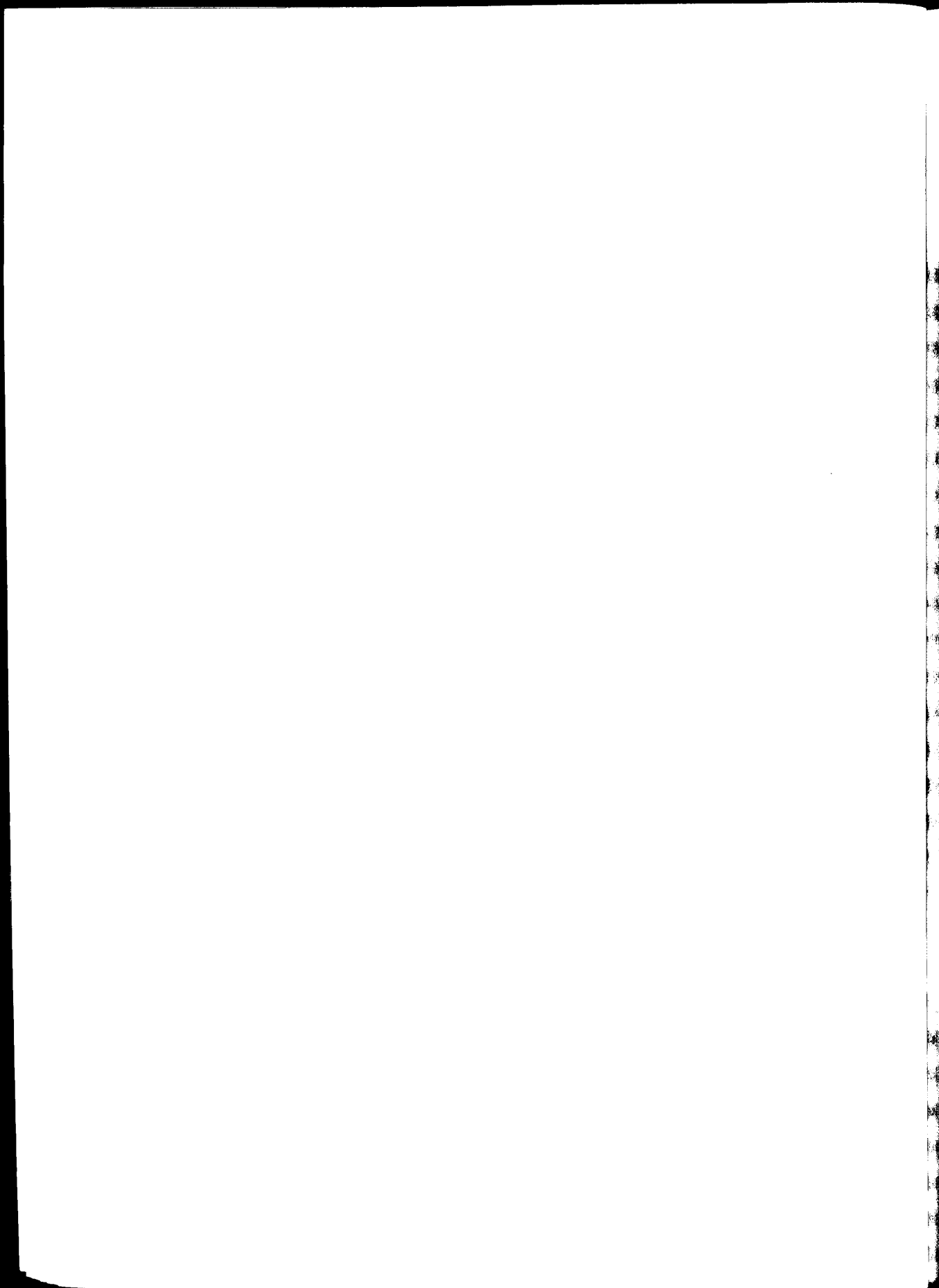
Page 25
Absolutes/col percents

Q.6. Has the quality of health care at your local surgery improved in the last few years, or got worse, or stayed about the same?

Base : All visiting GP except for repeat prescription only

	TOTAL	Age			Male					Female					With children				Social Grade	
		18-34	35-54	55+	All	Under 45	45+	Fathers	No Children	All	Under 45	45+	Mothers	No children	0-5 yr olds	6-9 yr olds	10-15 yr olds	None	ABC1	C2DE
Unweighted Base	1002	363	345	294	455	258	197	152	303	547	325	222	203	345	202	133	142	648	522	480
Weighted Base	1001	363	343	296	453	261	192	147	305	549	324	224	202	347	207	132	140	653	519	482
Improved	292 29%	73 20%	95 28%	124 42%	133 29%	40 15%	92 48%	34 23%	99 32%	159 29%	82 25%	77 35%	62 31%	98 28%	59 28%	36 27%	39 28%	196 30%	130 25%	162 34%
Got worse	47 5%	10 3%	26 8%	11 4%	20 4%	11 4%	8 4%	7 5%	12 4%	28 5%	19 6%	8 4%	13 6%	15 4%	4 2%	10 7%	11 8%	27 4%	26 5%	21 4%
About same	508 51%	190 52%	182 53%	136 46%	228 50%	150 58%	78 41%	89 60%	139 46%	280 51%	166 51%	113 51%	100 50%	179 52%	110 53%	76 58%	76 54%	319 49%	259 50%	248 52%
Not been there long	103 10%	67 18%	25 7%	11 4%	50 11%	42 16%	7 4%	9 6%	41 13%	53 10%	43 13%	10 4%	21 10%	33 9%	21 10%	6 5%	9 6%	74 11%	76 15%	27 6%
Don't know	51 5%	22 6%	15 4%	14 5%	23 5%	17 6%	6 3%	8 5%	15 5%	29 5%	14 4%	15 7%	6 3%	22 6%	13 6%	4 3%	5 3%	37 6%	29 6%	23 5%

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London GPs

Fieldwork dates : 19-25 April 1999

Table 13

Page 26
Absolutes/col percents

Q.6. Has the quality of health care at your local surgery improved in the last few years, or got worse, or stayed about the same?

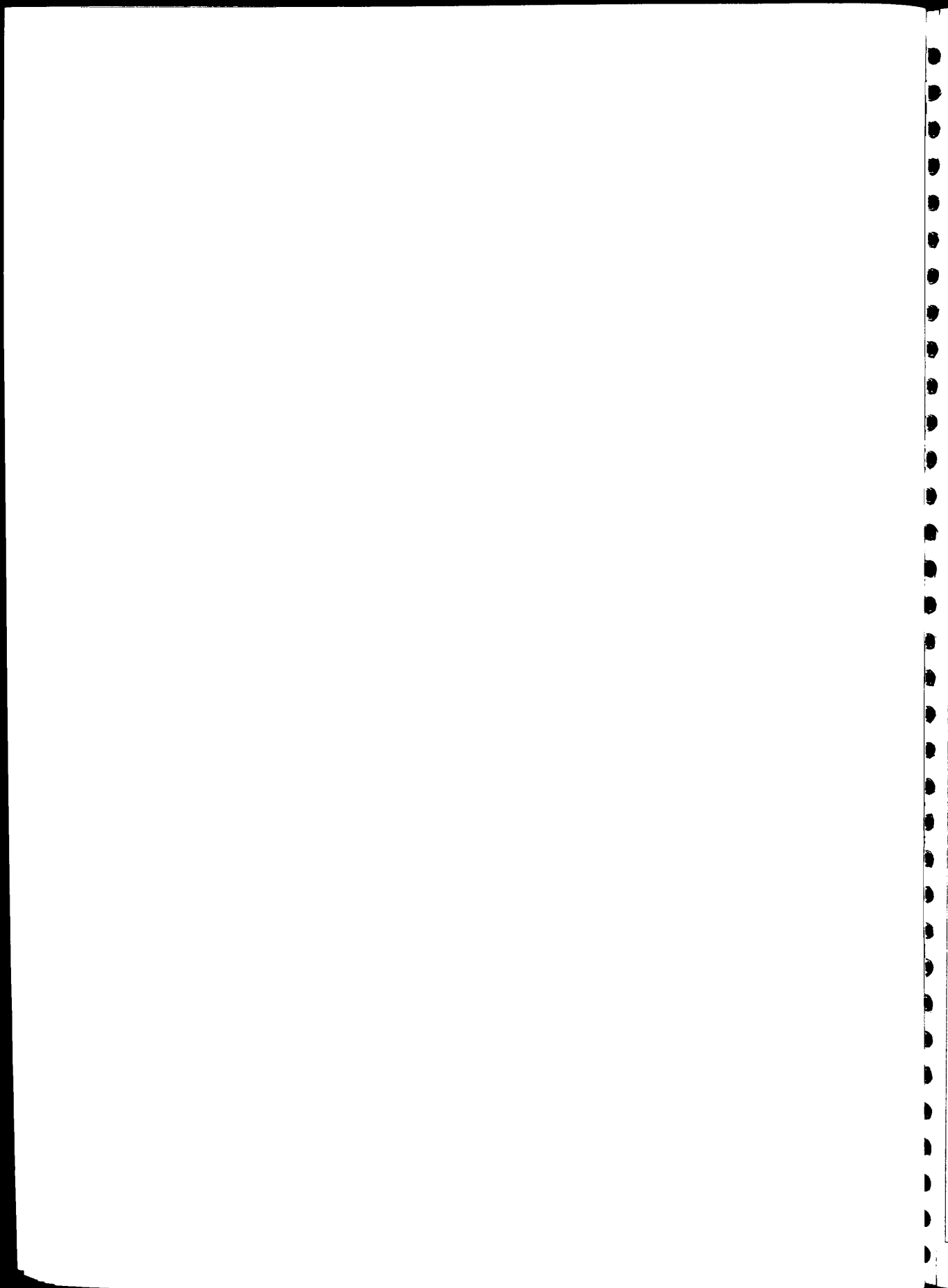
Base : All visiting GP except for repeat prescription only

	TOTAL	London		Working Status			Marital status			Reason for GP visit			Doctor		Quality of healthcare	
		Inner	Outer	Full-time	Part-time	Not working	Married /living as	Widowed /div. /sep.	Single	Self ill	Family member ill	Other	On own	Group practice	Satis.	Dissatis
Unweighted Base	1002	218	784	427	82	493	516	184	302	752	390	135	139	852	844	75
Weighted Base	1001	369	632	426	86	489	515	182	304	748	390	136	135	856	843	72
Improved	292 29%	99 27%	193 31%	97 23%	35 41%	160 33%	158 31%	70 39%	64 21%	231 31%	125 32%	33 24%	37 27%	253 30%	265 31%	11 15%
Got worse	47 5%	12 3%	35 6%	27 6%	3 4%	17 3%	21 4%	13 7%	13 4%	38 5%	22 6%	3 2%	3 2%	43 5%	29 3%	13 18%
About same	508 51%	186 50%	322 51%	227 53%	36 41%	245 50%	270 52%	67 37%	170 56%	367 49%	199 51%	72 53%	75 56%	425 50%	432 51%	36 50%
Not been there long	103 10%	52 14%	51 8%	55 13%	11 13%	36 7%	45 9%	13 7%	45 15%	78 10%	30 8%	16 11%	17 13%	86 10%	80 9%	8 11%
Don't know	51 5%	20 5%	31 5%	21 5%	1 1%	30 6%	21 4%	18 10%	12 4%	34 5%	14 3%	12 9%	2 2%	49 6%	37 4%	4 6%

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London GPs

Fieldwork dates : 19-25 April 1999

Table 14

Page 27
Absolutes/col percents

Q.7. Normally, how long does it take to obtain a non-urgent appointment to see your GP, or another doctor at the same surgery:

Base : All visiting GP except for repeat prescription only

	TOTAL	Age			Male					Female					With children				Social Grade	
		18-34	35-54	55+	All	Under 45	45+	Fathers	No Children	All	Under 45	45+	Mothers	No children	0-5 yr olds	6-9 yr olds	10-15 yr olds	None	ABC1	C2DE
Unweighted Base	1002	363	345	294	455	258	197	152	303	547	325	222	203	345	202	133	142	648	522	480
Weighted Base	1001	363	343	296	453	261	192	147	305	549	324	224	202	347	207	132	140	653	519	482
Same day	210 21%	74 20%	69 20%	68 23%	93 21%	54 21%	39 20%	40 27%	53 17%	117 21%	58 18%	60 27%	36 18%	81 23%	49 24%	27 20%	29 21%	134 21%	95 18%	115 24%
Next day	179 18%	67 19%	61 18%	51 17%	86 19%	48 18%	38 20%	24 16%	63 21%	93 17%	60 19%	33 15%	35 17%	58 17%	35 17%	22 17%	25 18%	120 18%	86 17%	93 19%
Within three days	275 27%	91 25%	98 29%	86 29%	128 28%	74 28%	55 28%	41 28%	87 29%	146 27%	79 24%	67 30%	59 29%	88 25%	58 28%	37 28%	41 29%	175 27%	141 27%	133 28%
Longer than three days	281 28%	113 31%	99 29%	69 23%	117 26%	73 28%	43 23%	38 26%	79 26%	164 30%	114 35%	50 22%	64 32%	100 29%	57 27%	40 30%	38 27%	179 27%	171 33%	110 23%
(Never tried)	22 2%	6 2%	6 2%	10 3%	14 3%	4 2%	10 5%	1 1%	13 4%	8 1%	6 2%	2 1%	4 2%	4 1%	4 2%	3 2%	3 2%	17 3%	10 2%	12 3%
Don't know	34 3%	11 3%	10 3%	12 4%	14 3%	7 3%	7 3%	3 2%	11 3%	20 4%	8 3%	12 5%	4 2%	17 5%	4 2%	4 3%	4 3%	27 4%	16 3%	18 4%

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* = Less Than .5

1. Name of the person
 2. Address
 3. City
 4. State
 5. Zip
 6. Telephone
 7. E-mail
 8. Fax
 9. Other

Name	Address	City	State	Zip	Telephone	E-mail	Fax	Other
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								

1. Name of the person
 2. Address
 3. City
 4. State
 5. Zip
 6. Telephone
 7. E-mail
 8. Fax
 9. Other

10

London GPs

Fieldwork dates : 19-25 April 1999

Table 14

Page 28
Absolutes/col percents

Q.7. Normally, how long does it take to obtain a non-urgent appointment to see your GP, or another doctor at the same surgery:

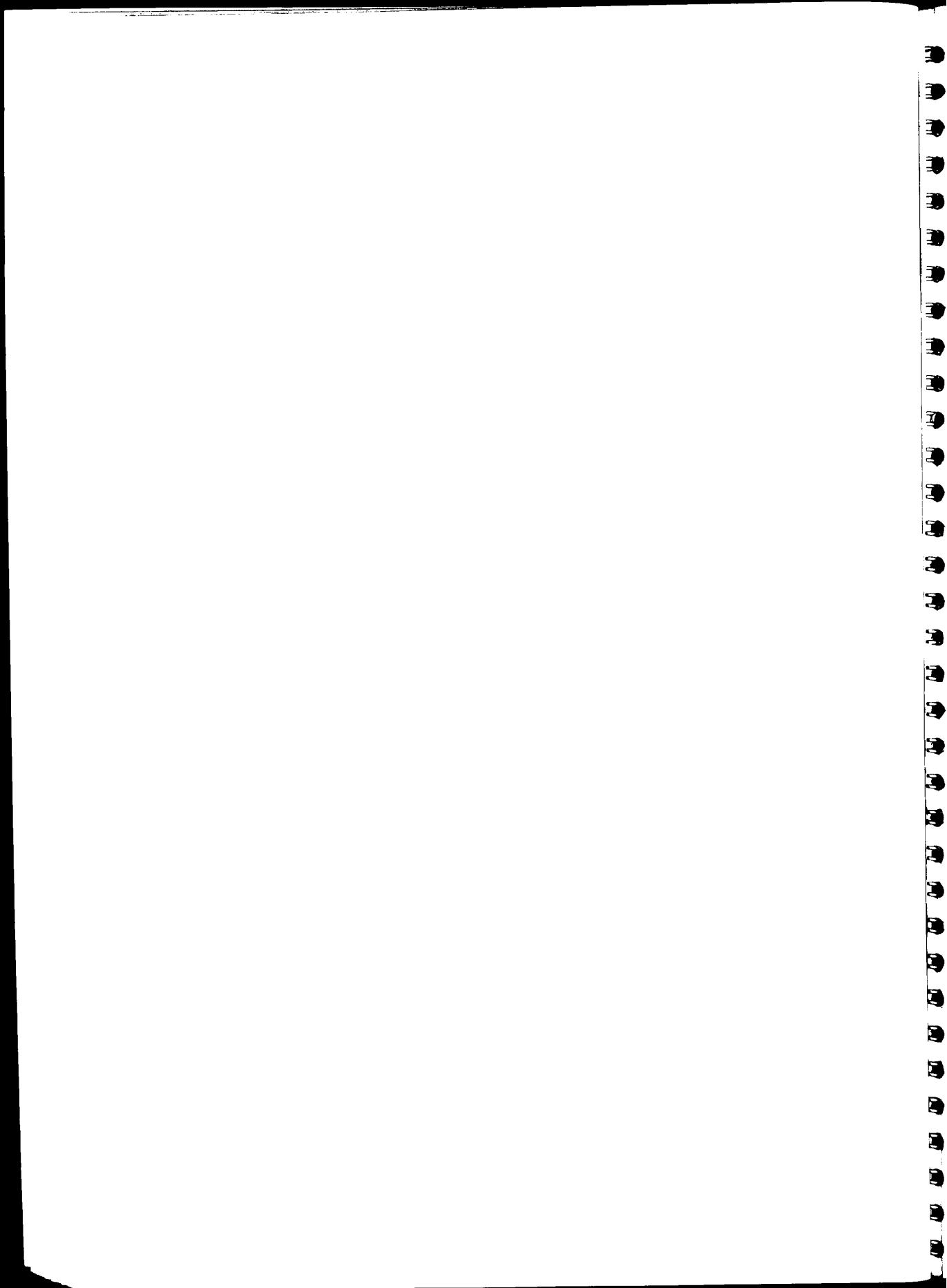
Base : All visiting GP except for repeat prescription only

	TOTAL	London		Working Status			Marital status			Reason for GP visit			Doctor		Quality of healthcare	
		Inner	Outer	Full-time	Part-time	Not working	Married /living as	Widowed /div. /sep.	Single	Self ill	Family member ill	Other	On own	Group practice	Satis.	Dissatis
Unweighted Base	1002	218	784	427	82	493	516	184	302	752	390	135	139	852	844	75
Weighted Base	1001	369	632	426	86	489	515	182	304	748	390	136	135	856	843	72
Same day	210 21%	69 19%	141 22%	77 18%	18 21%	115 24%	112 22%	44 24%	55 18%	159 21%	92 24%	23 17%	62 46%	144 17%	190 23%	10 14%
Next day	179 18%	74 20%	105 17%	67 16%	16 18%	96 20%	97 19%	21 12%	61 20%	132 18%	76 20%	24 17%	27 20%	149 17%	158 19%	7 10%
Within three days	275 27%	95 26%	180 28%	122 29%	23 27%	129 26%	138 27%	59 33%	78 26%	197 26%	106 27%	46 34%	31 23%	242 28%	231 27%	22 31%
Longer than three days	281 28%	110 30%	171 27%	141 33%	25 29%	116 24%	149 29%	47 26%	86 28%	225 30%	106 27%	29 21%	11 8%	270 32%	223 27%	30 42%
(Never tried)	22 2%	7 2%	15 2%	6 1%	3 4%	13 3%	7 1%	3 2%	12 4%	14 2%	3 1%	6 5%	3 2%	20 2%	16 2%	2 2%
Don't know	34 3%	14 4%	20 3%	13 3%	1 1%	19 4%	12 2%	8 4%	14 5%	21 3%	7 2%	8 6%	2 1%	31 4%	25 3%	1 1%

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London GPs

Fieldwork dates : 19-25 April 1999

Table 15

Page 29
Absolutes/col percents

Q.8. There have been suggestions that some common medical problems could be treated at local surgeries by nurses rather than doctors. If you telephoned your local surgery and were offered either an immediate appointment with a nurse or an appointment the following day with a doctor, which would you normally prefer?

Base : All visiting GP except for repeat prescription only

	TOTAL	Age			Male					Female					With children				Social Grade	
		18-34	35-54	55+	All	Under 45	45+	Fathers	No Children	All	Under 45	45+	Mothers	No children	0-5 yr olds	6-9 yr olds	10-15 yr olds	None	ABC1	C2DE
Unweighted Base	1002	363	345	294	455	258	197	152	303	547	325	222	203	345	202	133	142	648	522	480
Weighted Base	1001	363	343	296	453	261	192	147	305	549	324	224	202	347	207	132	140	653	519	482
Prefer immediate nurse	372 37%	159 44%	136 40%	77 26%	169 37%	111 42%	58 30%	58 39%	111 36%	204 37%	134 41%	70 31%	82 40%	122 35%	87 42%	57 43%	58 41%	233 36%	201 39%	172 36%
Prefer doctor next day	285 28%	80 22%	90 26%	115 39%	131 29%	63 24%	68 36%	40 27%	91 30%	154 28%	71 22%	83 37%	48 24%	106 31%	49 24%	31 23%	41 29%	197 30%	130 25%	156 32%
Would depend on problem	325 32%	118 33%	111 32%	96 32%	145 32%	85 32%	60 32%	47 32%	98 32%	180 33%	112 35%	68 30%	68 33%	112 32%	67 33%	43 33%	38 27%	210 32%	183 35%	142 30%
Don't know	19 2%	6 2%	5 1%	8 3%	7 2%	2 1%	5 3%	2 1%	6 2%	11 2%	7 2%	4 2%	5 2%	7 2%	3 2%	2 1%	3 2%	12 2%	7 1%	12 3%

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Social & Political

100-100000

21 April 1964

TO: DIRECTOR, FBI
FROM: SAC, NEW YORK
SUBJECT: [illegible]
RE: [illegible]

London GPs

Fieldwork dates : 19-25 April 1999

Table 15

Page 30
Absolutes/col percents

Q.8. There have been suggestions that some common medical problems could be treated at local surgeries by nurses rather than doctors. If you telephoned your local surgery and were offered either an immediate appointment with a nurse or an appointment the following day with a doctor, which would you normally prefer?

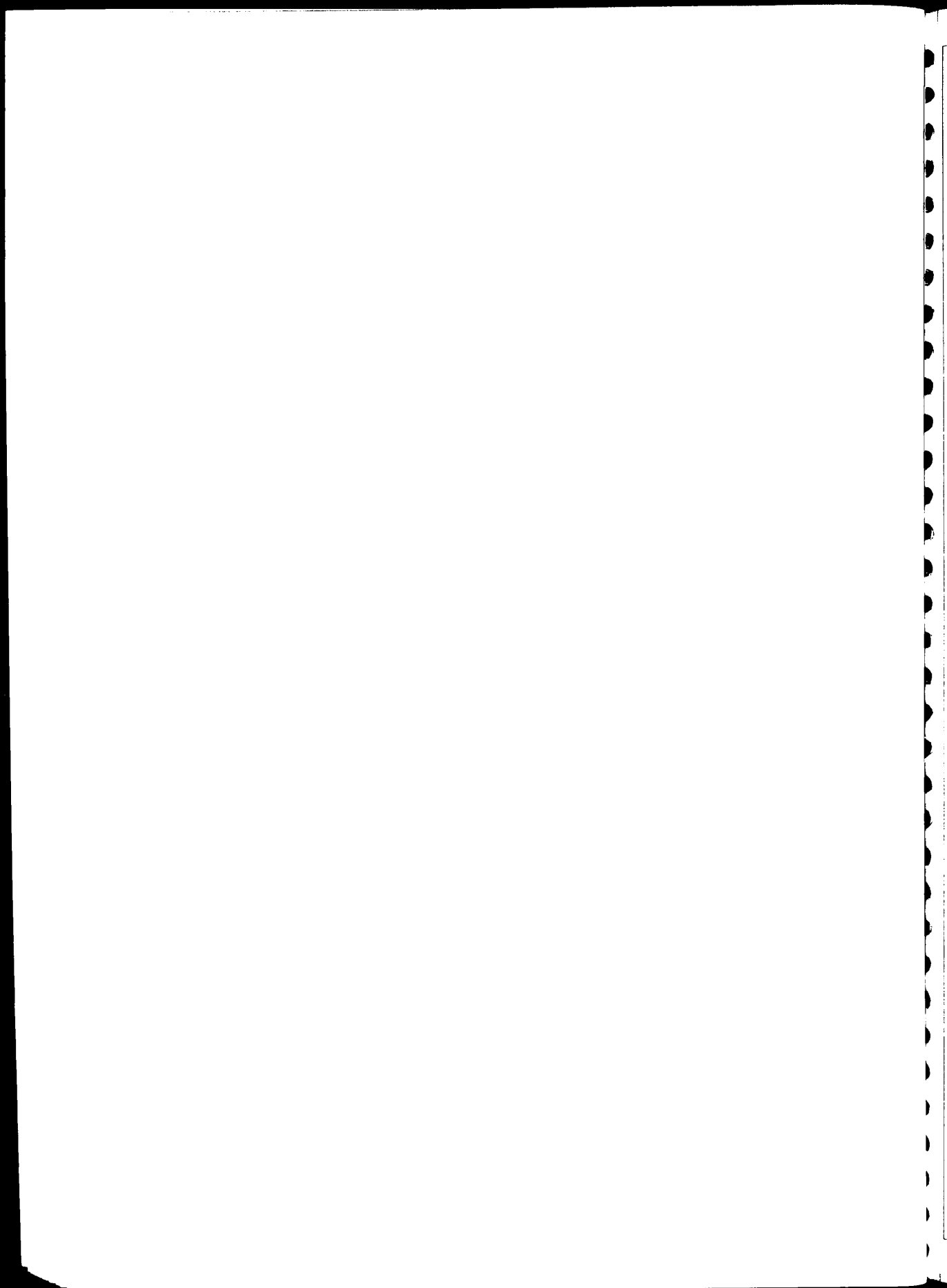
Base : All visiting GP except for repeat prescription only

	TOTAL	London		Working Status			Marital status			Reason for GP visit			Doctor		Quality of healthcare	
		Inner	Outer	Full-time	Part-time	Not working	Married /living as	Widowed /div. /sep.	Single	Self ill	Family member ill	Other	On own	Group practice	Satis.	Dissatis.
Unweighted Base	1002	218	784	427	82	493	516	184	302	752	390	135	139	852	844	75
Weighted Base	1001	369	632	426	86	489	515	182	304	748	390	136	135	856	843	72
Prefer immediate nurse	372 37%	133 36%	239 38%	173 41%	37 42%	163 33%	194 38%	59 32%	120 39%	263 35%	142 36%	62 46%	41 31%	329 38%	314 37%	26 36%
Prefer doctor next day	285 28%	112 30%	173 27%	103 24%	24 27%	158 32%	155 30%	64 35%	66 22%	234 31%	116 30%	25 18%	50 37%	233 27%	244 29%	21 29%
Would depend on problem	325 32%	120 33%	205 32%	145 34%	26 30%	154 32%	161 31%	54 29%	111 36%	240 32%	128 33%	46 34%	37 27%	283 33%	268 32%	24 33%
Don't know	19 2%	3 1%	15 2%	5 1%	-	14 3%	5 1%	6 3%	8 3%	11 2%	5 1%	3 2%	6 5%	11 1%	16 2%	2 2%

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London GPs

Fieldwork dates : 19-25 April 1999

Table 16

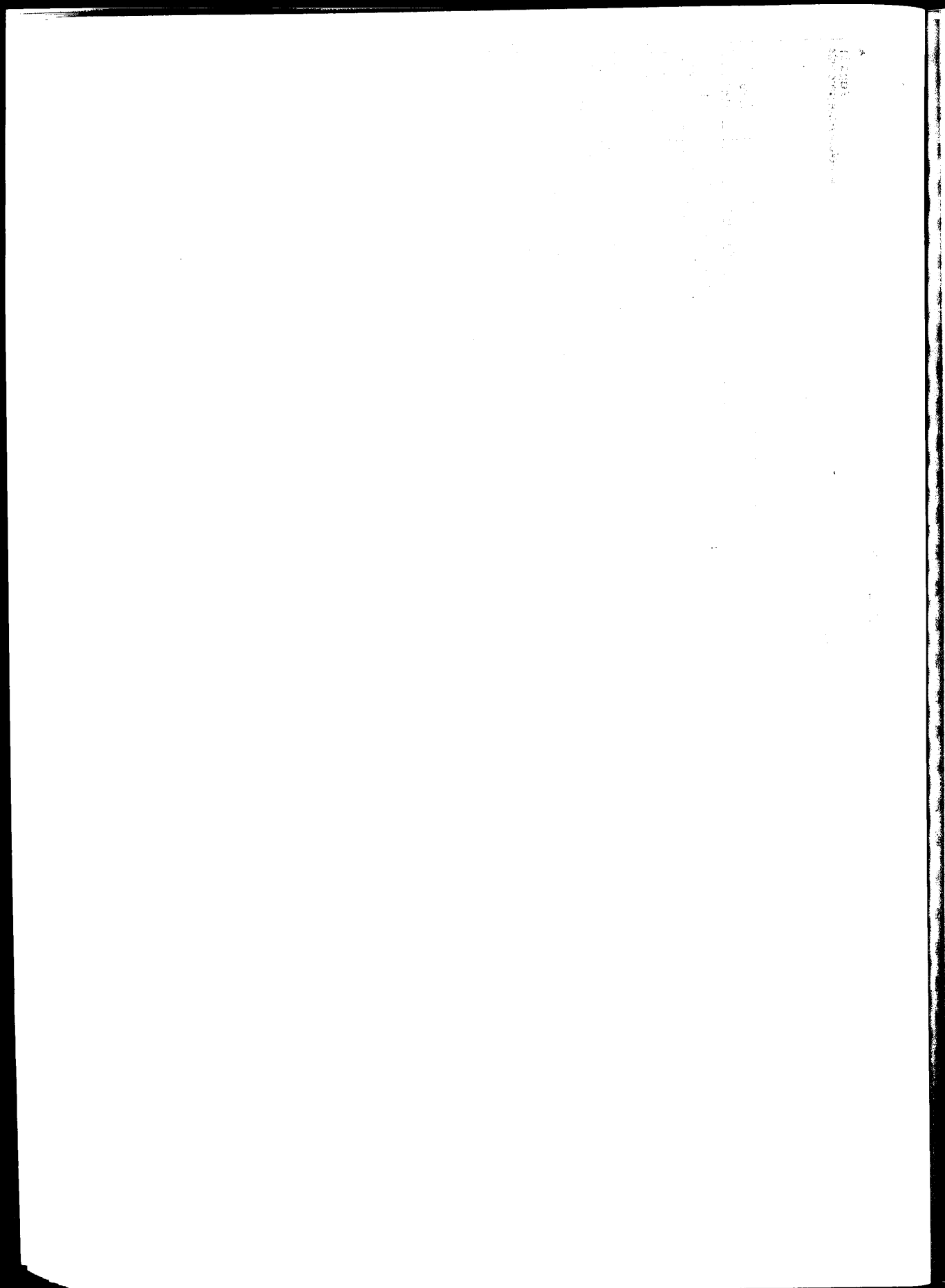
Page 31
Absolutes/col percents

Q.9. If you or a member of your family were suddenly taken ill during the day, how confident are you that:
a) you could obtain an emergency appointment to see your doctor at his/her surgery within an hour?

Base : All visiting GP except for repeat prescription only

	TOTAL	Age			Male					Female					With children				Social Grade	
		18-34	35-54	55+	All	Under 45	45+	Fathers	No Children	All	Under 45	45+	Mothers	No children	0-5 yr olds	6-9 yr olds	10-15 yr olds	None	ABC1	C2DE
Unweighted Base	1002	363	345	294	455	258	197	152	303	547	325	222	203	345	202	133	142	648	522	480
Weighted Base	1001	363	343	296	453	261	192	147	305	549	324	224	202	347	207	132	140	653	519	482
Very confident (3)	198 20%	57 16%	57 17%	84 28%	81 18%	40 15%	41 21%	24 16%	57 19%	117 21%	54 17%	63 28%	33 16%	84 24%	34 17%	19 14%	28 20%	141 22%	82 16%	116 24%
Fairly confident (2)	292 29%	108 30%	96 28%	88 30%	133 29%	78 30%	54 28%	51 34%	82 27%	159 29%	93 29%	66 29%	62 31%	98 28%	65 32%	47 36%	45 32%	180 28%	156 30%	136 28%
Not very confident (1)	232 23%	92 25%	91 27%	49 17%	119 26%	69 26%	50 26%	39 26%	80 26%	113 21%	79 24%	34 15%	38 19%	75 22%	47 23%	31 24%	34 24%	155 24%	131 25%	101 21%
Not at all confident (0)	175 17%	74 20%	67 20%	34 11%	71 16%	48 19%	22 12%	27 18%	44 14%	104 19%	73 22%	31 14%	49 24%	55 16%	43 21%	30 23%	23 16%	99 15%	95 18%	80 17%
Don't know	104 10%	33 9%	31 9%	41 14%	50 11%	26 10%	24 13%	7 5%	43 14%	54 10%	25 8%	29 13%	19 9%	35 10%	17 8%	6 4%	11 8%	78 12%	56 11%	49 10%
All confident	490 49%	165 45%	153 45%	172 58%	213 47%	118 45%	95 50%	74 50%	139 45%	276 50%	147 45%	129 58%	96 47%	182 52%	99 48%	66 50%	72 52%	321 49%	237 46%	252 52%
All not confident	407 41%	166 46%	159 46%	83 28%	189 42%	117 45%	72 38%	66 45%	124 40%	218 40%	152 47%	66 29%	88 43%	130 37%	90 44%	61 46%	57 41%	254 39%	226 44%	181 38%
Mean	1.57	1.44	1.46	1.87	1.55	1.46	1.68	1.51	1.58	1.58	1.43	1.83	1.43	1.68	1.48	1.43	1.60	1.63	1.48	1.67

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London GPs

Fieldwork dates : 19-25 April 1999

Table 16

Page 32
Absolutes/col percents

Q.9. If you or a member of your family were suddenly taken ill during the day, how confident are you that:
a) you could obtain an emergency appointment to see your doctor at his/her surgery within an hour?

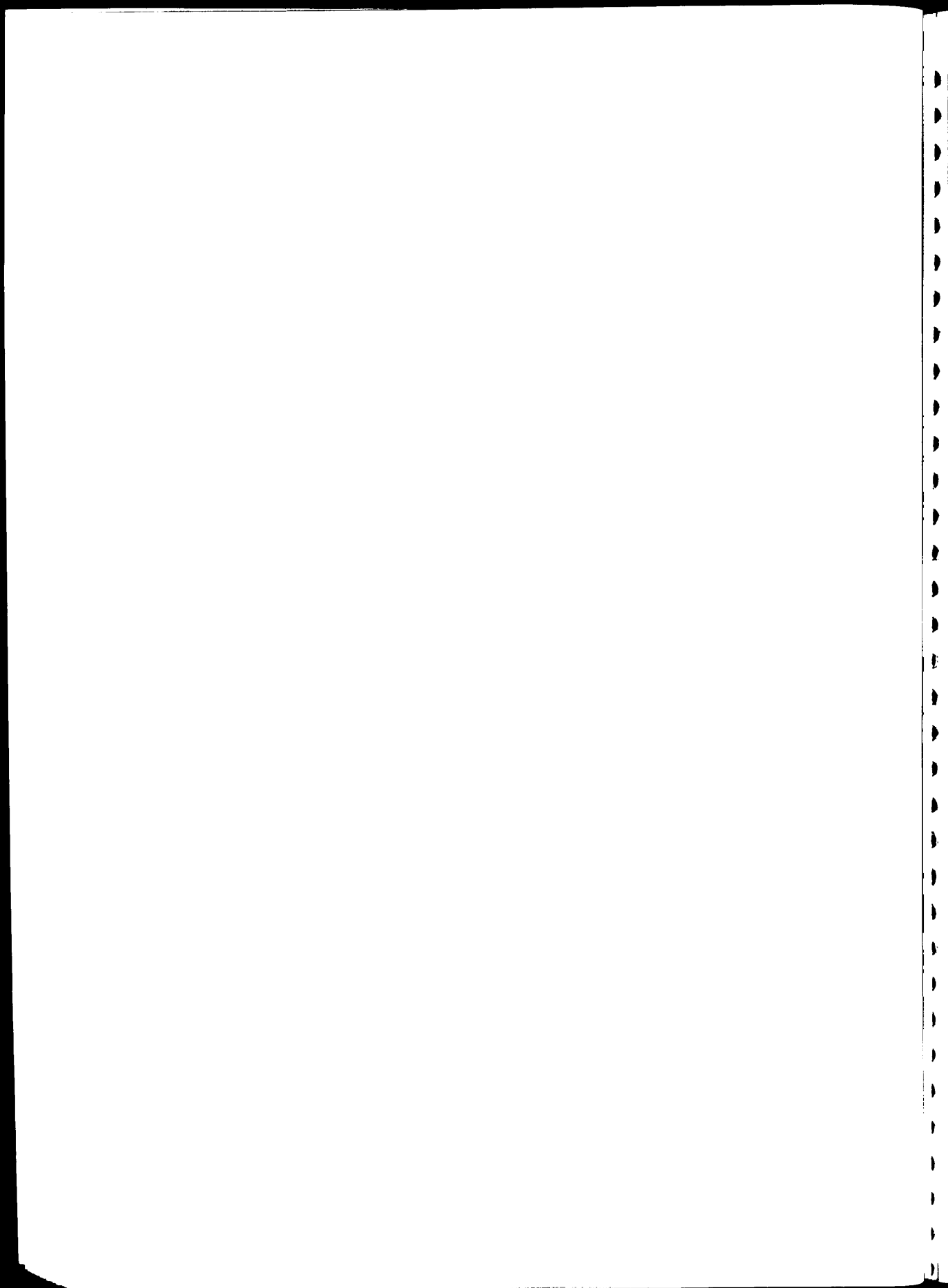
Base : All visiting GP except for repeat prescription only

	TOTAL	London		Working Status			Marital status			Reason for GP visit			Doctor		Quality of healthcare	
		Inner	Outer	Full-time	Part-time	Not working	Married /living as	Widowed /div. /sep.	Single	Self ill	Family member ill	Other	On own	Group practice	Satis.	Dissatis
Unweighted Base	1002	218	784	427	82	493	516	184	302	752	390	135	139	852	844	75
Weighted Base	1001	369	632	426	86	489	515	182	304	748	390	136	135	856	843	72
Very confident (3)	198 20%	80 22%	118 19%	57 13%	15 17%	126 26%	102 20%	47 26%	49 16%	147 20%	77 20%	35 25%	33 24%	160 19%	188 22%	2 3%
Fairly confident (2)	292 29%	102 27%	190 30%	121 28%	26 30%	145 30%	150 29%	51 28%	92 30%	225 30%	118 30%	29 21%	40 30%	251 29%	264 31%	6 9%
Not very confident (1)	232 23%	87 23%	146 23%	117 27%	25 28%	91 19%	120 23%	34 19%	78 26%	174 23%	99 25%	34 25%	27 20%	203 24%	183 22%	24 33%
Not at all confident (0)	175 17%	61 16%	114 18%	86 20%	17 20%	72 15%	93 18%	31 17%	51 17%	124 17%	76 20%	18 13%	21 16%	153 18%	117 14%	34 48%
Don't know	104 10%	41 11%	64 10%	46 11%	3 4%	55 11%	51 10%	19 10%	34 11%	77 10%	19 5%	21 15%	14 10%	89 10%	90 11%	5 7%
All confident	490 49%	181 49%	308 49%	178 42%	41 48%	271 55%	251 49%	98 54%	141 46%	373 50%	196 50%	63 46%	73 54%	411 48%	452 54%	9 12%
All not confident	407 41%	147 40%	260 41%	203 48%	42 49%	163 33%	213 41%	65 36%	130 43%	299 40%	176 45%	52 38%	48 35%	356 42%	301 36%	58 81%
Mean	1.57	1.61	1.55	1.39	1.47	1.75	1.56	1.70	1.51	1.59	1.53	1.69	1.70	1.54	1.69	0.66

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London GPs

Fieldwork dates : 19-25 April 1999

Table 17

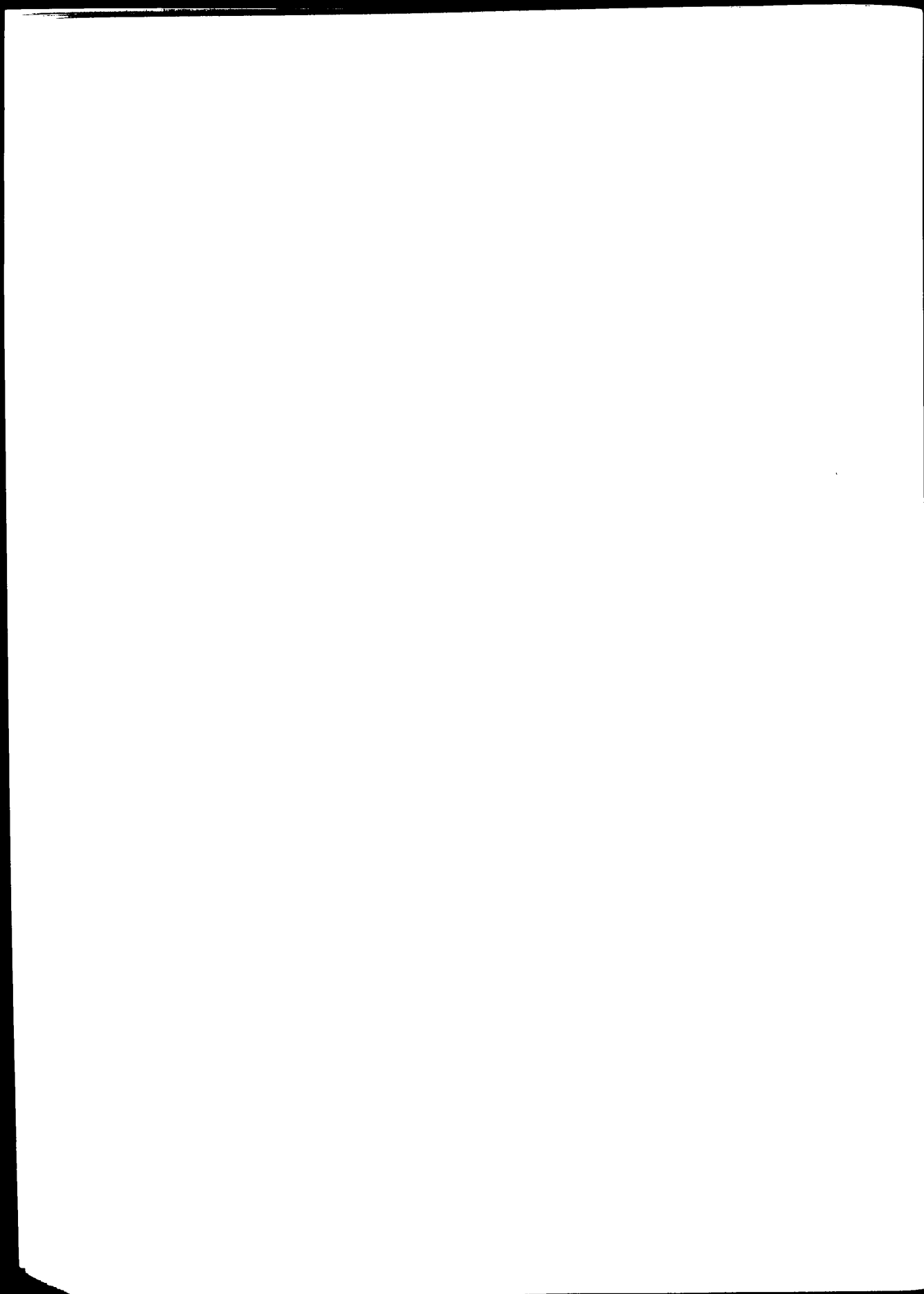
Page 33
Absolutes/col percents

Q.9. If you or a member of your family were suddenly taken ill during the day, how confident are you that:
b) your GP, or another doctor from the same surgery, would come quickly to your house if the patient could not be taken to the surgery?

Base : All visiting GP except for repeat prescription only

	TOTAL	Age			Male					Female					With children				Social Grade	
		18-34	35-54	55+	All	Under 45	45+	Fathers	No Children	All	Under 45	45+	Mothers	No children	0-5 yr olds	6-9 yr olds	10-15 yr olds	None	ABC1	C2DE
Unweighted Base	1002	363	345	294	455	258	197	152	303	547	325	222	203	345	202	133	142	648	522	480
Weighted Base	1001	363	343	296	453	261	192	147	305	549	324	224	202	347	207	132	140	653	519	482
Very confident (3)	174 17%	43 12%	50 15%	81 27%	63 14%	28 11%	36 19%	17 12%	46 15%	111 20%	43 13%	68 30%	26 13%	85 24%	28 13%	15 12%	20 15%	131 20%	76 15%	98 20%
Fairly confident (2)	322 32%	112 31%	106 31%	104 35%	155 34%	82 31%	73 38%	52 35%	103 34%	167 30%	96 30%	71 32%	59 29%	108 31%	66 32%	32 25%	46 33%	211 32%	177 34%	145 30%
Not very confident (1)	215 21%	92 25%	84 25%	39 13%	106 23%	77 29%	29 15%	39 26%	67 22%	109 20%	77 24%	32 14%	55 27%	55 16%	54 26%	41 31%	41 29%	123 19%	115 22%	100 21%
Not at all confident (0)	128 13%	61 17%	47 14%	21 7%	54 12%	34 13%	20 10%	23 16%	31 10%	75 14%	57 17%	18 8%	36 18%	38 11%	33 16%	29 22%	16 12%	69 11%	65 12%	64 13%
Don't know	162 16%	56 15%	55 16%	51 17%	75 16%	41 16%	34 18%	16 11%	58 19%	87 16%	51 16%	36 16%	27 13%	61 17%	26 13%	14 10%	16 12%	119 18%	87 17%	75 16%
All confident	496 50%	154 43%	156 46%	185 63%	218 48%	110 42%	109 57%	69 47%	149 49%	278 51%	139 43%	139 62%	85 42%	193 56%	94 45%	48 36%	66 47%	342 52%	253 49%	243 50%
All not confident	343 34%	152 42%	131 38%	60 20%	160 35%	111 42%	49 25%	62 42%	98 32%	184 33%	134 41%	50 22%	91 45%	94 27%	87 42%	71 53%	58 41%	192 29%	179 35%	164 34%
Mean	1.65	1.45	1.56	2.00	1.60	1.47	1.79	1.49	1.67	1.68	1.46	2.00	1.42	1.84	1.49	1.28	1.57	1.76	1.61	1.68

NOP (Consumer
Social & Political



London GPs

Fieldwork dates : 19-25 April 1999

Page 34
Absolutes/col percents

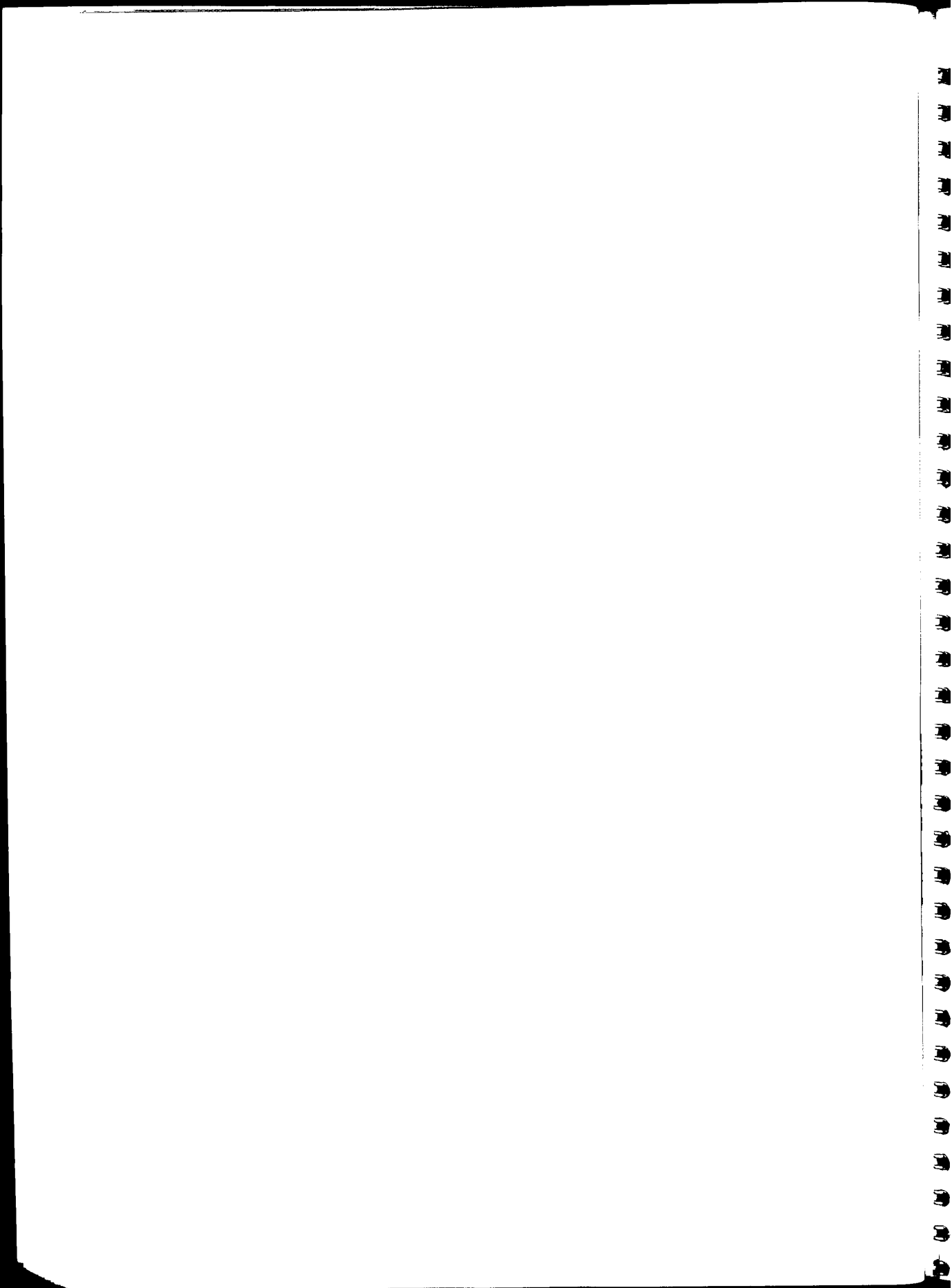
Table 17

Q.9. If you or a member of your family were suddenly taken ill during the day, how confident are you that:
b) your GP, or another doctor from the same surgery, would come quickly to your house if the patient could not be taken to the surgery?

Base : All visiting GP except for repeat prescription only

	TOTAL	London		Working Status			Marital status			Reason for GP visit			Doctor		Quality of healthcare	
		Inner	Outer	Full-time	Part-time	Not working	Married /living as	Widowed /div. /sep.	Single	Self ill	Family member ill	Other	On own	Group practice	Satis.	Dissatis
Unweighted Base	1002	218	784	427	82	493	516	184	302	752	390	135	139	852	844	75
Weighted Base	1001	369	632	426	86	489	515	182	304	748	390	136	135	856	843	72
Very confident (3)	174 17%	68 18%	106 17%	41 10%	15 17%	118 24%	90 18%	44 24%	40 13%	132 18%	67 17%	25 18%	24 18%	147 17%	169 20%	-
Fairly confident (2)	322 32%	120 33%	202 32%	132 31%	26 30%	164 34%	165 32%	57 31%	100 33%	244 33%	115 29%	42 31%	34 26%	285 33%	288 34%	8 11%
Not very confident (1)	215 21%	76 21%	139 22%	110 26%	22 25%	84 17%	106 21%	36 20%	73 24%	150 20%	96 25%	31 23%	30 22%	183 21%	169 20%	23 32%
Not at all confident (0)	128 13%	41 11%	88 14%	66 16%	14 16%	48 10%	73 14%	20 11%	35 11%	104 14%	61 16%	10 7%	16 12%	112 13%	79 9%	33 47%
Don't know	162 16%	64 17%	98 15%	77 18%	10 11%	75 15%	80 16%	25 14%	56 19%	118 16%	52 13%	28 20%	30 23%	128 15%	137 16%	7 10%
All confident	496 50%	188 51%	308 49%	173 41%	41 48%	281 58%	255 50%	101 55%	140 46%	377 50%	181 46%	67 49%	58 43%	432 50%	457 54%	8 11%
All not confident	343 34%	117 32%	227 36%	176 41%	36 41%	132 27%	179 35%	56 31%	108 36%	254 34%	157 40%	41 30%	46 34%	296 35%	249 30%	56 79%
Mean	1.65	1.71	1.61	1.43	1.55	1.85	1.63	1.79	1.58	1.64	1.55	1.76	1.63	1.64	1.77	0.61

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London GPs

Fieldwork dates : 19-25 April 1999

Table 18

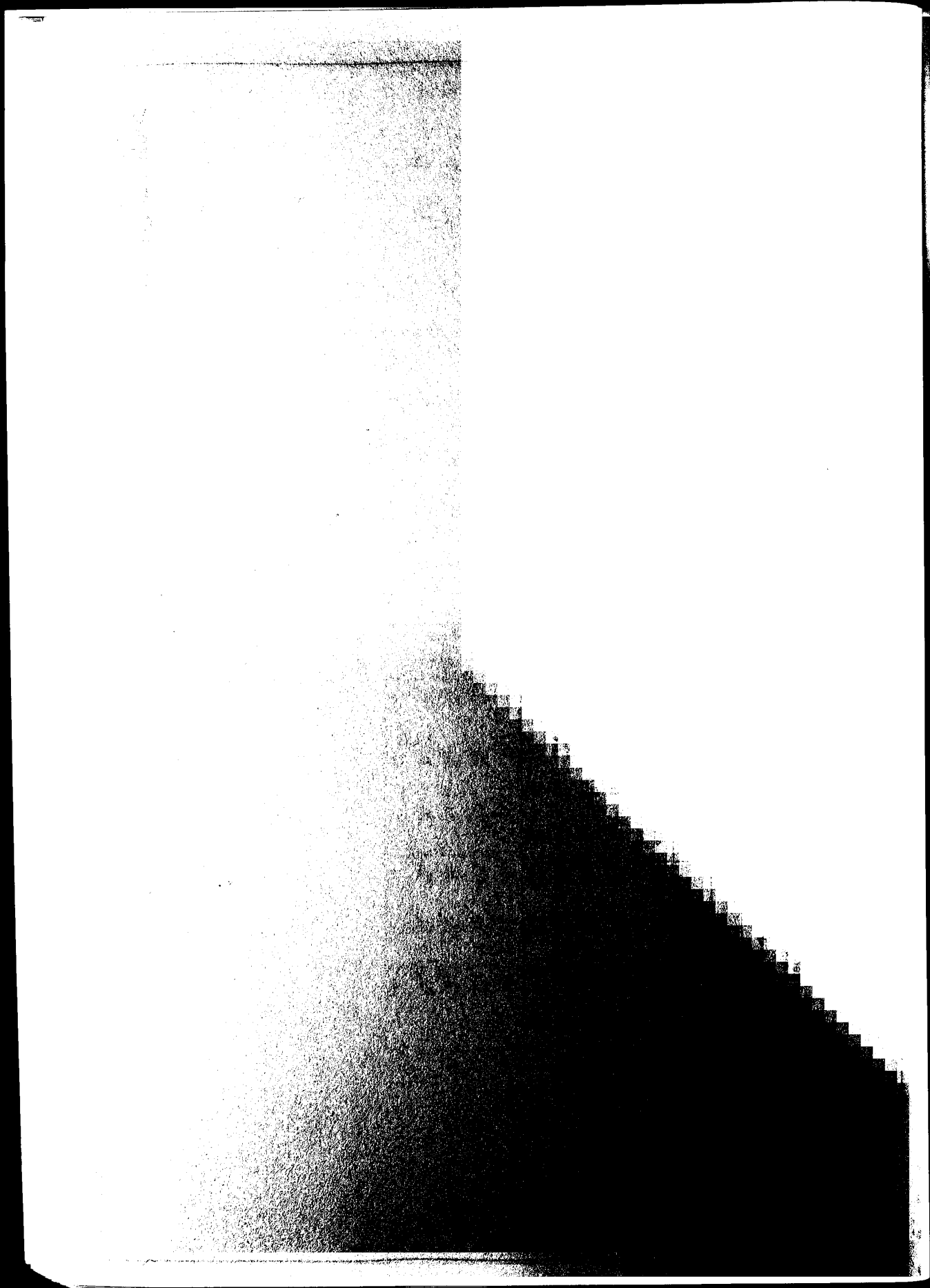
Page 35
Absolutes/col percents

Q.10. If you had to call a doctor out in an emergency to visit you or a member of your family at night, which of these is most likely to come?

Base : All visiting GP except for repeat prescription only

	TOTAL	Age			Male					Female					With children				Social Grade	
		18-34	35-54	55+	All	Under 45	45+	Fathers	No Children	All	Under 45	45+	Mothers	No children	0-5 yr olds	6-9 yr olds	10-15 yr olds	None	ABC1	C2DE
Unweighted Base	1002	363	345	294	455	258	197	152	303	547	325	222	203	345	202	133	142	648	522	480
Weighted Base	1001	363	343	296	453	261	192	147	305	549	324	224	202	347	207	132	140	653	519	482
Your own GP	104 10%	52 14%	29 8%	23 8%	46 10%	33 13%	12 6%	15 10%	31 10%	59 11%	37 11%	21 10%	19 9%	40 12%	18 9%	12 9%	17 12%	71 11%	52 10%	52 11%
A GP from your surgery, but not necessarily your own GP	167 17%	75 21%	46 13%	46 15%	82 18%	52 20%	30 16%	23 15%	59 19%	85 15%	55 17%	30 13%	23 12%	62 18%	32 15%	11 9%	16 12%	121 19%	95 18%	71 15%
Another doctor altogether - a 'locum'	497 50%	155 43%	188 55%	154 52%	223 49%	114 44%	108 57%	79 54%	144 47%	274 50%	156 48%	118 53%	119 59%	156 45%	109 53%	82 62%	80 57%	299 46%	252 49%	245 51%
Don't know	233 23%	81 22%	79 23%	73 25%	102 23%	61 23%	41 21%	30 21%	72 24%	131 24%	76 23%	55 25%	42 21%	89 26%	48 23%	27 20%	27 19%	161 25%	119 23%	114 24%

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London GPs

Fieldwork dates : 19-25 April 1999

Page 36
Absolutes/col percents

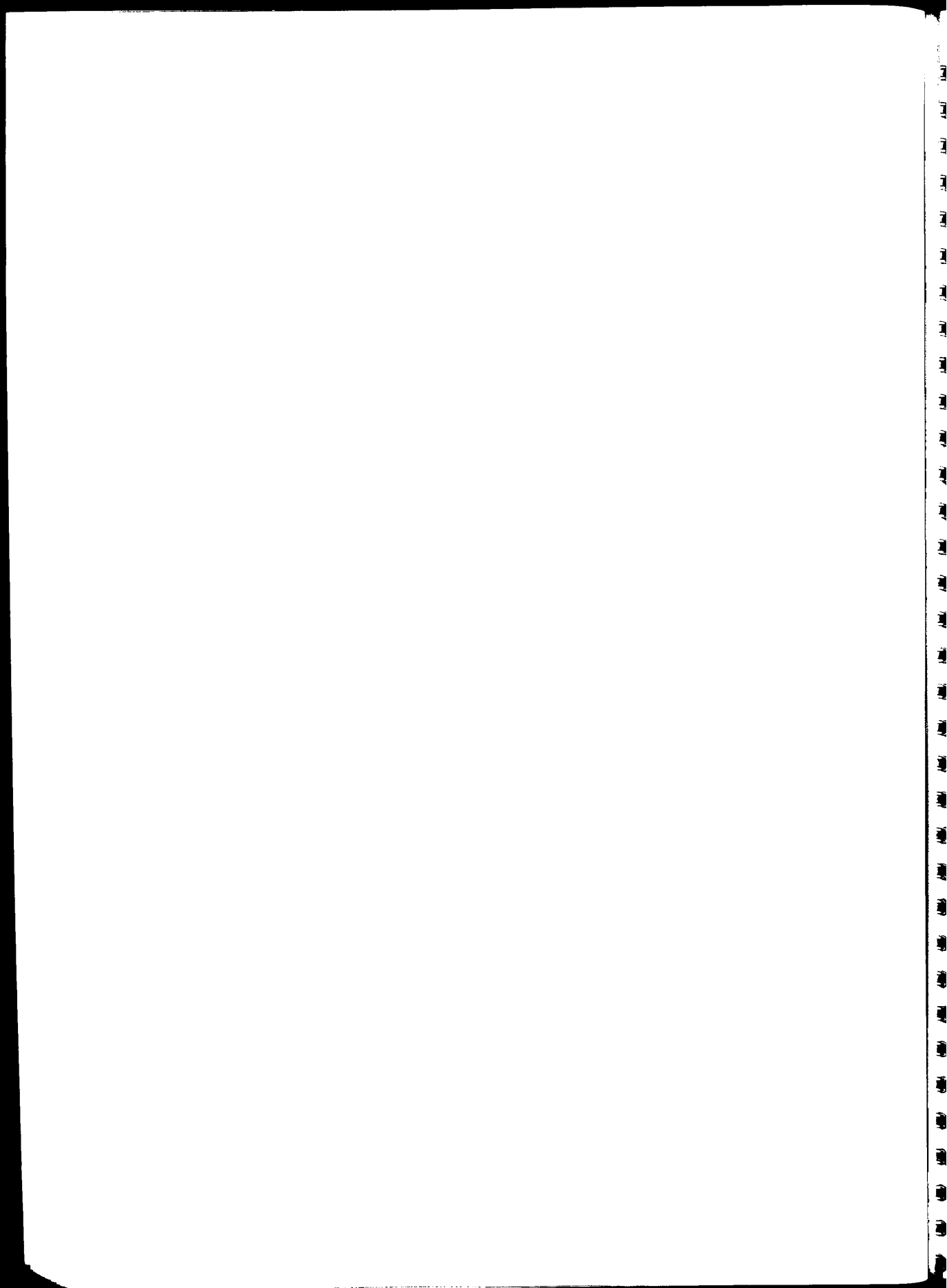
Table 18

Q.10. If you had to call a doctor out in an emergency to visit you or a member of your family at night, which of these is most likely to come?

Base : All visiting GP except for repeat prescription only

	TOTAL	London		Working Status			Marital status			Reason for GP visit			Doctor		Quality of healthcare	
		Inner	Outer	Full-time	Part-time	Not working	Married /living as	Widowed /div. /sep.	Single	Self ill	Family member ill	Other	On own	Group practice	Satis.	Dissatis
Unweighted Base	1002	218	784	427	82	493	516	184	302	752	390	135	139	852	844	75
Weighted Base	1001	369	632	426	86	489	515	182	304	748	390	136	135	856	843	72
Your own GP	104 10%	37 10%	67 11%	40 9%	7 8%	57 12%	46 9%	14 8%	44 15%	72 10%	41 11%	18 13%	35 26%	68 8%	88 10%	7 10%
A GP from your surgery, but not necessarily your own GP	167 17%	68 18%	99 16%	80 19%	8 9%	79 16%	86 17%	23 13%	58 19%	127 17%	58 15%	25 18%	8 6%	156 18%	144 17%	9 12%
Another doctor altogether - a "locum"	497 50%	173 47%	325 51%	203 48%	49 56%	245 50%	270 52%	98 54%	130 43%	374 50%	200 51%	59 43%	59 44%	434 51%	413 49%	40 55%
Don't know	233 23%	92 25%	141 22%	102 24%	23 26%	108 22%	114 22%	47 26%	72 24%	176 23%	91 23%	35 26%	33 24%	198 23%	198 23%	16 22%

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London GPs

Fieldwork dates : 19-25 April 1999

Table 19

Page 37
Absolutes/col percents

Q.11. How much would you mind if it were a "locum" doctor who came to your home, rather than a doctor from your own surgery?

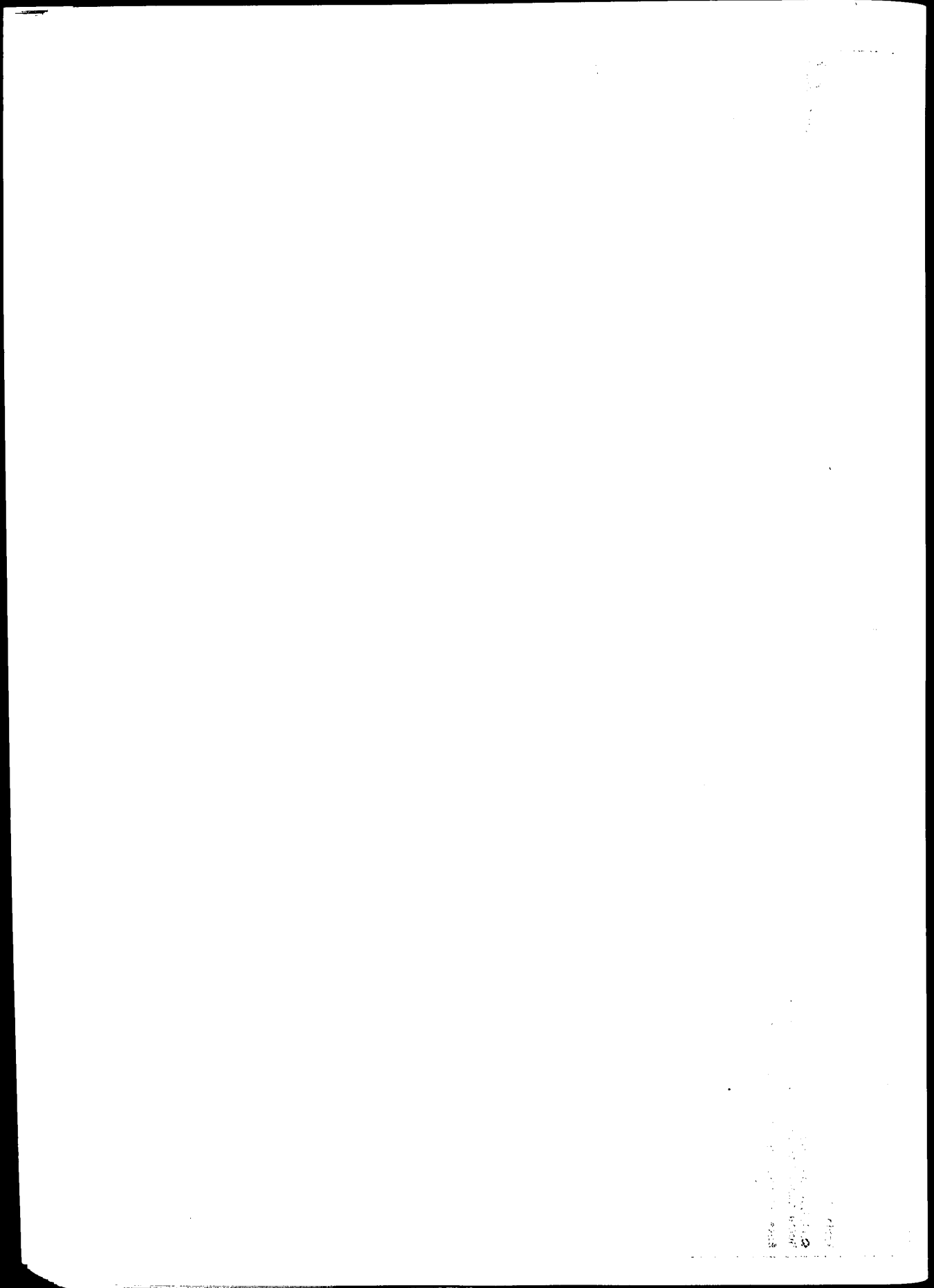
Base : All visiting GP except for repeat prescription only

	TOTAL	Age			Male					Female					With children				Social Grade	
		18-34	35-54	55+	All	Under 45	45+	Fathers	No Children	All	Under 45	45+	Mothers	No children	0-5 yr olds	6-9 yr olds	10-15 yr olds	None	ABC1	C2DE
Unweighted Base	1002	363	345	294	455	258	197	152	303	547	325	222	203	345	202	133	142	648	522	480
Weighted Base	1001	363	343	296	453	261	192	147	305	549	324	224	202	347	207	132	140	653	519	482
A lot (3)	82 8%	25 7%	25 7%	32 11%	33 7%	19 7%	14 7%	16 11%	17 6%	49 9%	22 7%	27 12%	16 8%	34 10%	19 9%	14 11%	14 10%	51 8%	46 9%	35 7%
A fair amount (2)	75 7%	28 8%	31 9%	16 5%	33 7%	19 7%	13 7%	15 11%	17 6%	42 8%	28 9%	15 7%	12 6%	30 9%	12 6%	14 10%	13 9%	47 7%	42 8%	33 7%
A little (1)	135 13%	54 15%	45 13%	36 12%	57 13%	28 11%	29 15%	20 14%	37 12%	78 14%	48 15%	29 13%	44 22%	34 10%	37 18%	27 21%	25 18%	71 11%	66 13%	69 14%
Would not mind at all (0)	693 69%	252 70%	236 69%	205 69%	322 71%	190 73%	132 69%	94 64%	227 74%	371 68%	225 69%	146 65%	130 64%	241 69%	138 67%	75 57%	87 62%	468 72%	361 70%	332 69%
Don't know	17 2%	5 1%	6 2%	7 2%	8 2%	5 2%	3 2%	2 1%	7 2%	9 2%	2 1%	7 3%	1 1%	8 2%	2 1%	2 1%	1 1%	15 2%	5 1%	12 3%
Mean	0.54	0.51	0.54	0.57	0.50	0.48	0.52	0.67	0.41	0.57	0.51	0.64	0.57	0.58	0.57	0.74	0.67	0.50	0.56	0.52

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* = Less Than .5



London GPs

Fieldwork dates : 19-25 April 1999

Table 19

Page 38
Absolutes/col percents

Q.11. How much would you mind If It were a "locum" doctor who came to your home, rather than a doctor from your own surgery?

Base : All visiting GP except for repeat prescription only

	TOTAL	London		Working Status			Marital status			Reason for GP visit			Doctor		Quality of healthcare	
		Inner	Outer	Full-time	Part-time	Not working	Married /living as	Widowed /div. /sep.	Single	Self ill	Family member ill	Other	On own	Group practice	Satis.	Dissatis.
Unweighted Base	1002	218	784	427	82	493	516	184	302	752	390	135	139	852	844	75
Weighted Base	1001	369	632	426	86	489	515	182	304	748	390	136	135	856	843	72
A lot (3)	82 8%	26 7%	56 9%	30 7%	10 11%	41 8%	46 9%	14 8%	21 7%	56 7%	34 9%	13 10%	13 10%	67 8%	65 8%	7 9%
A fair amount (2)	75 7%	24 6%	51 8%	24 6%	10 11%	42 9%	32 6%	20 11%	24 8%	56 7%	34 9%	7 5%	15 11%	60 7%	62 7%	4 5%
A little (1)	135 13%	56 15%	79 12%	49 11%	7 8%	79 16%	85 16%	21 11%	30 10%	108 14%	63 16%	10 7%	22 16%	113 13%	118 14%	8 11%
Would not mind at all (0)	693 69%	261 71%	432 68%	314 74%	60 70%	318 65%	342 66%	126 69%	225 74%	515 69%	255 65%	103 76%	84 62%	599 70%	581 69%	53 74%
Don't know	17 2%	3 1%	14 2%	9 2%	-	8 2%	11 2%	2 1%	5 2%	14 2%	4 1%	2 2%	1 1%	16 2%	17 2%	-
Mean	0.54	0.49	0.57	0.45	0.63	0.60	0.57	0.57	0.47	0.53	0.60	0.48	0.68	0.52	0.53	0.50

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London GPs

Fieldwork dates : 19-25 April 1999

Table 20

Q.11/Q.10 Locums and emergency visits at night

Base : All visiting GP except for repeat prescription only

Page 39
Absolutes/col percents

	TOTAL	Most likely to come in an emergency at night (Q10)			
		Your own GP	From your surgery, but not your own GP	A locum	Don't know
Unweighted Base	1002	106 11%	163 16%	504 50%	229 23%
Weighted Base	1001	104 10%	167 17%	497 50%	233 23%
Q.11. How much would you mind if it were a "locum" doctor who came to your home, rather than a doctor from your own surgery?					
A lot (3)	82 8%	14 13% 17%	11 7% 14%	41 8% 51%	15 6% 18%
A fair amount (2)	75 7%	8 8% 11%	17 10% 23%	38 8% 51%	12 5% 15%
A little (1)	135 13%	15 14% 11%	22 13% 16%	76 15% 56%	22 9% 16%
Would not mind at all (0)	693 69%	67 64% 10%	112 67% 16%	336 68% 49%	178 76% 26%
Don't know	17 2%	1 5%	4 2% 24%	6 1% 33%	6 3% 38%
Mean	0.54	0.70	0.56	0.56	0.40

Figure 1

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1. The first step is to identify the problem or question that needs to be addressed. This involves understanding the context and the specific requirements of the task.

60

London GPs

Fieldwork dates : 19-25 April 1999

Table 21

Page 40
Absolutes/col percents

Q.12. Thinking back to when you first registered with your present GP, did you find it

Base : All visiting GP except for repeat prescription only

	TOTAL	Age			Male					Female					With children				Social Grade	
		18-34	35-54	55+	All	Under 45	45+	Fathers	No Children	All	Under 45	45+	Mothers	No children	0-5 yr olds	6-9 yr olds	10-15 yr olds	None	ABC1	C2DE
Unweighted Base	1002	363	345	294	455	258	197	152	303	547	325	222	203	345	202	133	142	648	522	480
Weighted Base	1001	363	343	296	453	261	192	147	305	549	324	224	202	347	207	132	140	653	519	482
Very easy (3)	592 59%	179 49%	210 61%	203 69%	236 52%	126 48%	110 58%	78 53%	159 52%	355 65%	195 60%	160 71%	124 61%	231 67%	120 58%	74 56%	84 60%	390 60%	300 58%	292 60%
Fairly easy (2)	268 27%	126 35%	96 28%	45 15%	145 32%	98 38%	47 25%	53 36%	91 30%	123 22%	85 26%	37 17%	59 29%	64 18%	71 34%	45 34%	44 31%	155 24%	148 29%	119 25%
Fairly hard (1)	36 4%	14 4%	13 4%	9 3%	19 4%	8 3%	11 6%	4 3%	15 5%	16 3%	12 4%	4 2%	5 2%	12 3%	4 2%	5 4%	2 2%	27 4%	24 5%	12 3%
Very hard to register (0)	15 2%	9 2%	4 1%	2 1%	6 1%	4 2%	2 1%	-	6 2%	10 2%	9 3%	1 -	3 2%	6 2%	2 1%	1 1%	1 1%	12 2%	11 2%	4 1%
(can't remember/dk)	91 9%	35 10%	19 6%	36 12%	46 10%	25 9%	22 11%	12 8%	34 11%	45 8%	23 7%	22 10%	11 5%	34 10%	10 5%	8 6%	9 6%	68 10%	36 7%	55 11%
All easy	859 86%	304 84%	307 89%	248 84%	381 84%	224 86%	157 82%	131 89%	250 82%	478 87%	281 87%	198 88%	184 91%	295 85%	191 92%	119 90%	128 91%	545 84%	448 86%	411 85%
All difficult	51 5%	23 6%	17 5%	11 4%	25 6%	12 5%	13 7%	4 3%	21 7%	26 5%	21 7%	5 2%	8 4%	18 5%	6 3%	6 4%	3 2%	39 6%	35 7%	16 3%
Mean	2.58	2.45	2.58	2.73	2.51	2.46	2.57	2.55	2.49	2.63	2.55	2.76	2.59	2.66	2.58	2.55	2.61	2.58	2.53	2.64

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London GPs

Fieldwork dates : 19-25 April 1999

Table 21

Page 41
Absolutes/col percents

Q.12. Thinking back to when you first registered with your present GP, did you find it

Base : All visiting GP except for repeat prescription only

	TOTAL	London		Working Status			Marital status			Reason for GP visit			Doctor		Quality of healthcare	
		Inner	Outer	Full time	Part time	Not working	Married /living as	Widowed /div. /sep.	Single	Self ill	Family member ill	Other	On own	Group practice	Satis.	Dissatis
Unweighted Base	1002	218	784	427	82	493	516	184	302	752	390	135	139	852	844	75
Weighted Base	1001	369	632	426	86	489	515	182	304	748	390	136	135	856	843	72
Very easy (3)	592 59%	210 57%	381 60%	240 56%	53 62%	299 61%	302 59%	144 79%	145 48%	445 59%	239 61%	75 55%	84 62%	504 59%	526 62%	28 39%
Fairly easy (2)	268 27%	110 30%	158 25%	132 31%	22 25%	114 23%	153 30%	27 15%	88 29%	194 26%	114 29%	38 28%	27 20%	237 28%	207 25%	32 44%
Fairly hard (1)	36 4%	21 6%	15 2%	20 5%	4 4%	12 2%	13 3%	5 3%	18 6%	29 4%	8 2%	6 4%	6 4%	30 4%	19 2%	6 8%
Very hard to register (0)	15 2%	3 1%	12 2%	7 2%	1 1%	8 2%	8 2%	1 1%	6 2%	11 2%	5 1%	2 2%	3 2%	12 1%	11 1%	2 3%
(can't remember/dk)	91 9%	25 7%	65 10%	28 7%	7 8%	56 11%	39 8%	5 3%	47 15%	69 9%	24 6%	15 11%	15 11%	73 9%	79 9%	4 6%
All easy	859 86%	320 87%	539 85%	371 87%	75 87%	413 85%	455 88%	171 94%	233 77%	639 85%	353 91%	113 83%	111 82%	741 87%	734 87%	60 83%
All difficult	51 5%	24 6%	27 4%	26 6%	4 5%	20 4%	21 4%	6 3%	24 8%	41 5%	13 3%	8 6%	9 7%	42 5%	30 4%	8 12%
Mean	2.58	2.53	2.60	2.52	2.61	2.63	2.57	2.78	2.45	2.58	2.60	2.53	2.60	2.57	2.63	2.26

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* = Less Than .5

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and the interest paid on the principal of the loan is not deductible for the purpose of computing the net income of the taxpayer.

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London GPs

Fieldwork dates : 19-25 April 1999

Table 22

Q.13. When you registered, was the GP whose list you joined your first choice or not?

Page 42
Absolutes/col percents

Base : All visiting GP except for repeat prescription only

	TOTAL	Age			Male					Female					With children				Social Grade	
		18-34	35-54	55+	All	Under 45	45+	Fathers	No Children	All	Under 45	45+	Mothers	No children	0-5 yr olds	6-9 yr olds	10-15 yr olds	None	ABC1	C2DE
Unweighted Base	1002	363	345	294	455	258	197	152	303	547	325	222	203	345	202	133	142	648	522	480
Weighted Base	1001	363	343	296	453	261	192	147	305	549	324	224	202	347	207	132	140	653	519	482
Yes	699 70%	237 65%	246 72%	217 73%	315 70%	174 67%	141 74%	103 70%	212 69%	384 70%	220 68%	164 73%	154 76%	230 66%	154 74%	94 71%	103 74%	442 68%	366 70%	333 69%
No	152 15%	59 16%	53 15%	41 14%	58 13%	36 14%	22 11%	20 14%	37 12%	95 17%	59 18%	36 16%	31 15%	64 18%	28 14%	24 18%	20 14%	101 15%	76 15%	76 16%
Can't remember/dk	150 15%	68 19%	44 13%	38 13%	80 18%	51 20%	28 15%	23 16%	56 18%	70 13%	46 14%	24 11%	17 9%	53 15%	25 12%	15 11%	17 12%	109 17%	77 15%	73 15%

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London GPs

Fieldwork dates : 19-25 April 1999

Table 22

Q.13. When you registered, was the GP whose list you joined your first choice or not?

Page 43
Absolutes/col percents

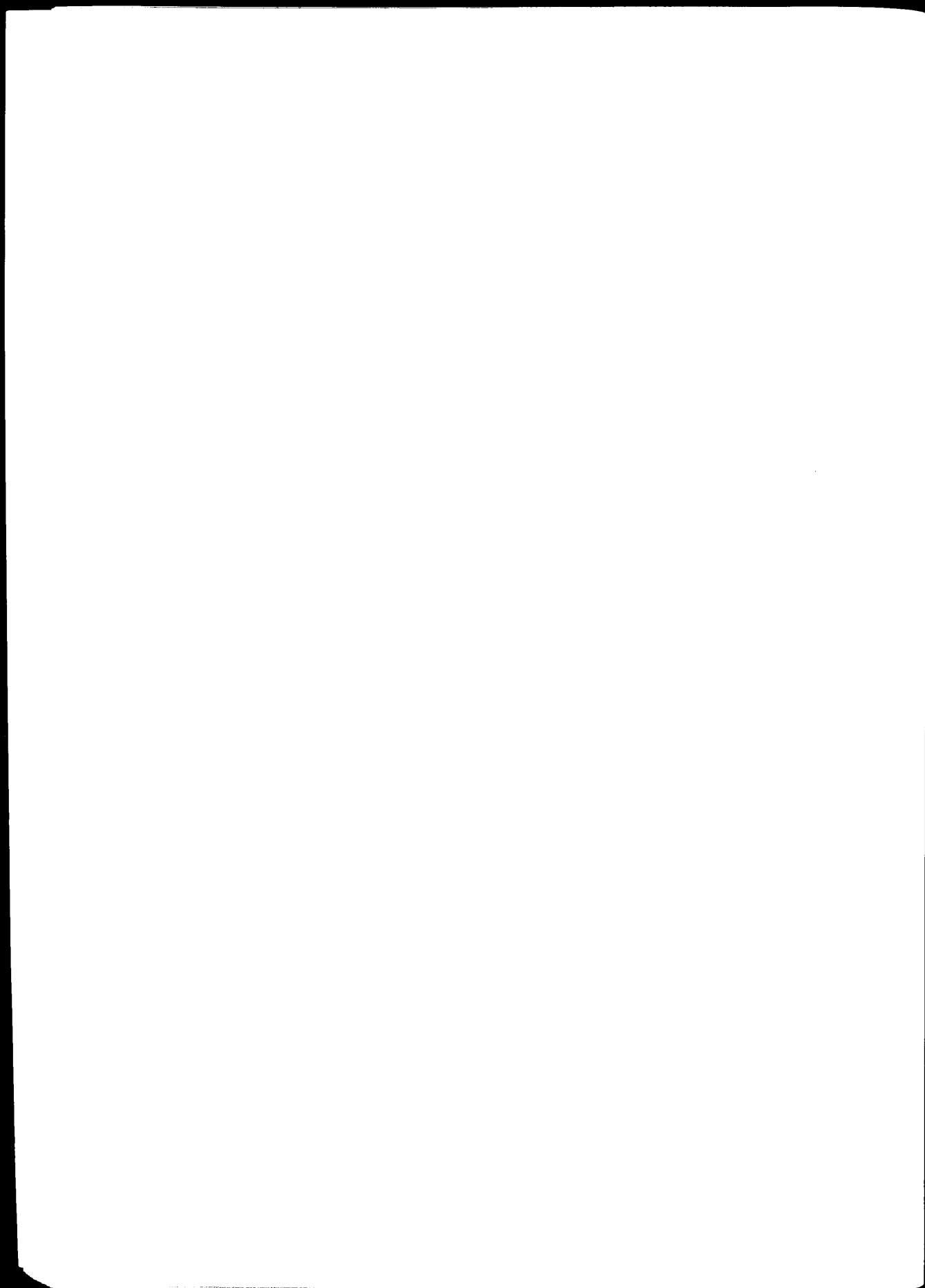
Base : All visiting GP except for repeat prescription only

	TOTAL	London		Working Status			Marital status			Reason for GP visit			Doctor		Quality of healthcare	
		Inner	Outer	Full-time	Part-time	Not working	Married /living as	Widowed /div. /sep.	Single	Self ill	Family member ill	Other	On own	Group practice	Satis.	Dissatis
Unweighted Base	1002	218	784	427	82	493	516	184	302	752	390	135	139	852	844	75
Weighted Base	1001	369	632	426	86	489	515	182	304	748	390	136	135	856	843	72
Yes	699 70%	240 65%	459 73%	284 67%	60 70%	355 73%	382 74%	132 73%	184 61%	520 70%	274 70%	94 69%	105 78%	588 69%	609 72%	43 60%
No	152 15%	68 18%	85 13%	69 16%	11 13%	72 15%	76 15%	26 14%	51 17%	120 16%	65 17%	17 12%	17 13%	134 16%	112 13%	20 27%
Can't remember/dk	150 15%	61 17%	89 14%	73 17%	15 17%	62 13%	57 11%	24 13%	69 23%	108 14%	51 13%	26 19%	13 10%	134 16%	122 14%	9 12%

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London GPs

Fieldwork dates : 19-25 April 1999

Table 23

Page 44
Absolutes/col percents

Q.14. If you had to complain for any reason about your GP, how confident are you that the complaints process would be...
a) Accessible to people like you? Would you be:

Base : All visiting GP except for repeat prescription only

	TOTAL	Age			Male					Female					With children				Social Grade	
		18-34	35-54	55+	All	Under 45	45+	Fathers	No Children	All	Under 45	45+	Mothers	No children	0-5 yr olds	6-9 yr olds	10-15 yr olds	None	ABC1	C2DE
Unweighted Base	1002	363	345	294	455	258	197	152	303	547	325	222	203	345	202	133	142	648	522	480
Weighted Base	1001	363	343	296	453	261	192	147	305	549	324	224	202	347	207	132	140	653	519	482
Very confident (3)	176 18%	60 16%	55 16%	62 21%	76 17%	41 16%	36 19%	24 16%	53 17%	100 18%	62 19%	38 17%	34 17%	66 19%	39 19%	28 21%	24 17%	118 18%	96 18%	81 17%
Fairly confident (2)	364 36%	156 43%	114 33%	94 32%	166 37%	103 39%	63 33%	54 37%	112 37%	198 36%	126 39%	72 32%	74 37%	125 36%	78 38%	48 36%	45 32%	236 36%	197 38%	167 35%
Not very confident (1)	167 17%	68 19%	63 19%	36 12%	73 16%	53 20%	20 10%	20 14%	53 17%	94 17%	62 19%	33 15%	37 18%	58 17%	39 19%	21 16%	21 15%	110 17%	93 18%	75 15%
Not at all confident (0)	81 8%	27 7%	33 10%	21 7%	40 9%	21 8%	18 9%	13 9%	26 9%	42 8%	24 7%	17 8%	15 7%	27 8%	11 5%	13 10%	10 7%	54 8%	40 8%	42 9%
Don't know	212 21%	52 14%	77 22%	83 28%	98 22%	43 16%	55 29%	36 24%	62 20%	115 21%	50 15%	65 29%	42 21%	72 21%	40 19%	23 17%	41 29%	134 21%	94 18%	118 24%
All confident	540 54%	216 59%	169 49%	156 53%	242 54%	144 55%	99 52%	78 53%	164 54%	298 54%	188 58%	109 49%	109 54%	190 55%	117 57%	76 58%	69 49%	354 54%	292 56%	248 51%
All not confident	249 25%	95 26%	97 28%	57 19%	113 25%	75 29%	38 20%	33 23%	79 26%	136 25%	86 27%	50 22%	51 25%	85 24%	50 24%	33 25%	30 22%	164 25%	133 26%	116 24%
Mean	1.81	1.80	1.72	1.92	1.79	1.75	1.85	1.80	1.78	1.82	1.82	1.81	1.80	1.83	1.87	1.83	1.84	1.81	1.82	1.79

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London GPs

Fieldwork dates : 19-25 April 1999

Table 23

Page 45
Absolutes/col percents

Q.14. If you had to complain for any reason about your GP, how confident are you that the complaints process would be...
a) Accessible to people like you? Would you be:

Base : All visiting GP except for repeat prescription only

	TOTAL	London		Working Status			Marital status			Reason for GP visit			Doctor		Quality of healthcare	
		Inner	Outer	Full-time	Part-time	Not working	Married /living as	Widowed /div. /sep.	Single	Self ill	Family member ill	Other	On own	Group practice	Satis.	Dissatis
Unweighted Base	1002	218	784	427	82	493	516	184	302	752	390	135	139	852	844	75
Weighted Base	1001	369	632	426	86	489	515	182	304	748	390	136	135	856	843	72
Very confident (3)	176 18%	73 20%	103 16%	65 15%	17 20%	94 19%	99 19%	35 19%	42 14%	130 17%	73 19%	27 20%	23 17%	150 17%	152 18%	7 10%
Fairly confident (2)	364 36%	117 32%	247 39%	158 37%	31 35%	175 36%	181 35%	62 34%	121 40%	253 34%	138 35%	56 41%	43 32%	320 37%	320 38%	17 24%
Not very confident (1)	167 17%	75 20%	93 15%	79 19%	12 14%	76 16%	73 14%	29 16%	65 21%	127 17%	62 16%	25 18%	20 15%	146 17%	128 15%	23 32%
Not at all confident (0)	81 8%	32 9%	49 8%	36 8%	9 10%	36 7%	44 9%	8 5%	29 9%	72 10%	35 9%	3 3%	16 12%	65 8%	51 6%	17 24%
Don't know	212 21%	73 20%	139 22%	87 20%	17 20%	108 22%	118 23%	48 26%	46 15%	166 22%	82 21%	25 18%	34 25%	176 21%	191 23%	7 10%
All confident	540 54%	190 51%	351 55%	224 52%	48 56%	269 55%	280 54%	96 53%	164 54%	383 51%	211 54%	84 61%	65 48%	469 55%	473 56%	25 34%
All not confident	249 25%	107 29%	142 22%	115 27%	21 24%	112 23%	117 23%	37 21%	94 31%	200 27%	97 25%	28 20%	36 27%	211 25%	179 21%	40 56%
Mean	1.81	1.78	1.82	1.75	1.82	1.86	1.84	1.92	1.69	1.76	1.81	1.96	1.72	1.81	1.88	1.23

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London GPs

Fieldwork dates : 19-25 April 1999

Table 24

Page 46
Absolutes/col percents

Q.14. If you had to complain for any reason about your GP, how confident are you that the complaints process would be...
b) Fair in the way it treated your complaint? Would you be:

Base : All visiting GP except for repeat prescription only

	TOTAL	Age			Male					Female					With children				Social Grade	
		18-34	35-54	55+	All	Under 45	45+	Fathers	No Children	All	Under 45	45+	Mothers	No children	0-5 yr olds	6-9 yr olds	10-15 yr olds	None	ABC1	C2DE
Unweighted Base	1002	363	345	294	455	258	197	152	303	547	325	222	203	345	202	133	142	648	522	480
Weighted Base	1001	363	343	296	453	261	192	147	305	549	324	224	202	347	207	132	140	653	519	482
Very confident (3)	115 12%	37 10%	30 9%	48 16%	53 12%	25 10%	28 15%	10 7%	43 14%	63 11%	32 10%	31 14%	18 9%	45 13%	20 10%	16 12%	13 9%	88 13%	54 10%	61 13%
Fairly confident (2)	404 40%	169 47%	125 37%	109 37%	179 39%	113 43%	65 34%	63 43%	116 38%	225 41%	136 42%	89 40%	82 40%	144 42%	90 44%	52 39%	48 34%	260 40%	218 42%	186 39%
Not very confident (1)	176 18%	67 18%	72 21%	37 12%	78 17%	52 20%	26 14%	32 22%	46 15%	98 18%	64 20%	33 15%	42 21%	55 16%	47 23%	27 20%	29 21%	102 16%	96 18%	80 17%
Not at all confident (0)	74 7%	28 8%	34 10%	12 4%	41 9%	25 9%	16 8%	12 8%	29 9%	34 6%	27 8%	7 3%	13 6%	20 6%	13 6%	10 7%	6 4%	49 8%	37 7%	37 8%
Don't know	232 23%	62 17%	81 24%	90 30%	103 23%	46 18%	56 29%	31 21%	71 23%	130 24%	66 20%	64 29%	47 23%	83 24%	38 18%	28 21%	44 31%	154 24%	115 22%	118 24%
All confident	519 52%	206 57%	155 45%	158 53%	231 51%	138 53%	93 49%	73 49%	159 52%	288 52%	168 52%	120 54%	100 49%	189 54%	110 53%	67 51%	61 44%	347 53%	272 52%	247 51%
All not confident	250 25%	95 26%	107 31%	48 16%	119 26%	77 29%	42 22%	43 29%	75 25%	131 24%	91 28%	40 18%	55 27%	76 22%	59 29%	37 28%	35 25%	151 23%	133 26%	117 24%
Mean	1.73	1.71	1.58	1.94	1.70	1.64	1.78	1.61	1.74	1.76	1.67	1.90	1.67	1.81	1.69	1.70	1.71	1.77	1.72	1.74

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London GPs

Fieldwork dates : 19-25 April 1999

Table 24

Page 47
Absolutes/col percents

Q.14. If you had to complain for any reason about your GP, how confident are you that the complaints process would be...
b) Fair in the way it treated your complaint? Would you be:

Base : All visiting GP except for repeat prescription only

	TOTAL	London		Working Status			Marital status			Reason for GP visit			Doctor		Quality of healthcare	
		Inner	Outer	Full-time	Part-time	Not working	Married /living as	Widowed /div. /sep.	Single	Self ill	Family member ill	Other	On own	Group practice	Satis.	Dissatis
Unweighted Base	1002	218	784	427	82	493	516	184	302	752	390	135	139	852	844	75
Weighted Base	1001	369	632	426	86	489	515	182	304	748	390	136	135	856	843	72
Very confident (3)	115 12%	41 11%	74 12%	36 9%	12 14%	67 14%	52 10%	35 19%	29 10%	78 10%	43 11%	26 19%	14 10%	99 12%	104 12%	2 3%
Fairly confident (2)	404 40%	135 37%	269 43%	181 42%	34 39%	189 39%	206 40%	64 35%	133 44%	298 40%	142 36%	61 45%	51 38%	349 41%	355 42%	17 24%
Not very confident (1)	176 18%	73 20%	103 16%	87 20%	18 21%	71 14%	95 18%	28 16%	53 17%	133 18%	83 21%	18 13%	27 20%	148 17%	137 16%	19 26%
Not at all confident (0)	74 7%	34 9%	40 6%	36 8%	10 11%	28 6%	34 7%	7 4%	33 11%	64 9%	32 8%	6 4%	7 5%	65 8%	42 5%	22 31%
Don't know	232 23%	86 23%	146 23%	86 20%	12 14%	134 27%	129 25%	47 26%	56 19%	174 23%	90 23%	26 19%	36 26%	194 23%	204 24%	11 16%
All confident	519 52%	176 48%	343 54%	217 51%	46 54%	256 52%	258 50%	99 54%	162 53%	376 50%	185 47%	87 63%	65 48%	448 52%	459 55%	20 27%
All not confident	250 25%	107 29%	143 23%	123 29%	28 33%	99 20%	128 25%	36 20%	86 28%	198 26%	115 29%	24 17%	34 25%	213 25%	179 21%	41 57%
Mean	1.73	1.65	1.78	1.64	1.66	1.83	1.72	1.94	1.64	1.68	1.65	1.96	1.72	1.73	1.82	1.00

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Таблица 1

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London GPs

Fieldwork dates : 19-25 April 1999

Table 25

Page 48
Absolutes/col percents

Q.15A. Have you in fact ever felt like complaining about your GP?

Base : All visiting GP except for repeat prescription only

	TOTAL	Age			Male					Female					With children				Social Grade	
		18-34	35-54	55+	All	Under 45	45+	Fathers	No Children	All	Under 45	45+	Mothers	No children	0-5 yr olds	6-9 yr olds	10-15 yr olds	None	ABC1	C2DE
Unweighted Base	1002	363	345	294	455	258	197	152	303	547	325	222	203	345	202	133	142	648	522	480
Weighted Base	1001	363	343	296	453	261	192	147	305	549	324	224	202	347	207	132	140	653	519	482
Yes	158 16%	72 20%	62 18%	24 8%	55 12%	34 13%	21 11%	21 14%	34 11%	103 19%	76 23%	27 12%	51 25%	52 15%	34 17%	35 26%	36 25%	86 13%	76 15%	82 17%
No	842 84%	291 80%	281 82%	271 92%	397 88%	227 87%	170 89%	126 86%	271 89%	446 81%	248 77%	197 88%	151 75%	295 85%	172 83%	98 74%	104 75%	566 87%	444 85%	399 83%
Don't know	1	.	.	1	1	.	1	.	1	1	.	1

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London GPs

Fieldwork dates : 19-25 April 1999

Table 25

Q.15A. Have you in fact ever felt like complaining about your GP?

Page 49
Absolutes/col percents

Base : All visiting GP except for repeat prescription only

	TOTAL	London		Working Status			Marital status			Reason for GP visit			Doctor		Quality of healthcare	
		Inner	Outer	Full-time	Part-time	Not working	Married /living as	Widowed /div. /sep.	Single	Self ill	Family member ill	Other	On own	Group practice	Satis.	Dissatis.
Unweighted Base	1002	218	784	427	82	493	516	184	302	752	390	135	139	852	844	75
Weighted Base	1001	369	632	426	86	489	515	182	304	748	390	136	135	856	843	72
Yes	158 16%	64 17%	94 15%	67 16%	18 20%	73 15%	76 15%	26 14%	56 18%	131 18%	77 20%	11 8%	16 12%	142 17%	93 11%	43 60%
No	842 84%	305 83%	537 85%	358 84%	69 80%	415 85%	439 85%	156 86%	248 81%	616 82%	313 80%	125 92%	119 88%	713 83%	749 89%	29 40%
Don't know	1	.	1	1	1	1	.	.	.	1	1	.

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London GPs

Fieldwork dates : 19-25 April 1999

Table 26

Q.15B. Did you actually go ahead and complain?

Page 50
Absolutes/col percents

Base : All who have felt like complaining about their GP

	TOTAL	Age			Male					Female					With children				Social Grade	
		18-34	35-54	55+	All	Under 45	45+	Fathers	No Children	All	Under 45	45+	Mothers	No children	0-5 yr olds	6-9 yr olds	10-15 yr olds	None	ABC1	C2DE
Unweighted Base	155	72	58	25	54	33	21	22	32	101	75	26	46	55	32	31	31	87	76	79
Weighted Base	158	72	62	24	55	34	21	21	34	103	76	27	51	52	34	35	36	86	76	82
Yes	29 18%	12 17%	13 21%	3 14%	9 17%	6 17%	3 17%	4 19%	5 15%	20 19%	16 21%	4 15%	13 26%	6 12%	9 27%	12 33%	7 19%	12 13%	16 21%	13 16%
No	129 82%	59 83%	49 79%	21 86%	46 83%	29 83%	17 83%	17 81%	29 85%	83 81%	60 79%	23 85%	38 74%	46 88%	25 73%	23 67%	29 81%	74 87%	60 79%	69 84%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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London GPs

Fieldwork dates : 19-25 April 1999

Table 26

Q.15B. Did you actually go ahead and complain?

Base : All who have felt like complaining about their GP

Page 51
Absolutes/col percents

	TOTAL	London		Working Status			Marital status			Reason for GP visit			Doctor		Quality of healthcare	
		Inner	Outer	Full-time	Part-time	Not working	Married /living as	Widowed /div. /sep.	Single	Self ill	Family member ill	Other	On own	Group practice	Satsf.	Dissatsf.
Unweighted Base	155	38	117	68	14	73	75	26	54	129	71	12	18	137	88	45
Weighted Base	158	64	94	67	18	73	76	26	56	131	77	11	16	142	93	43
Yes	29 18%	13 21%	15 16%	12 18%	4 25%	12 17%	19 25%	5 19%	5 9%	24 18%	16 21%	1 7%	3 20%	26 18%	16 17%	10 23%
No	129 82%	51 79%	78 84%	55 82%	13 75%	61 83%	58 75%	21 81%	51 91%	107 82%	61 79%	10 93%	13 80%	116 82%	77 83%	33 77%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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London GPs

Fieldwork dates : 19-25 April 1999

Table 27

Page 52
Absolutes/col percents

Q.15C. How satisfied or dissatisfied were you with the outcome of your complaint?

Base : All who actually complained

	TOTAL	Age			Male					Female					With children				Social Grade	
		18-34	35-54	55+	All	Under 45	45+	Fathers	No Children	All	Under 45	45+	Mothers	No children	0-5 yr olds	6-9 yr olds	10-15 yr olds	None	ABC1	C2DE
Unweighted Base	27	12	12	3	8	5	3	4	4	19	15	4	11	8	7	10	5	12	16	11
Weighted Base	29	12	13	3	9	6	3	4	5	20	16	4	13	6	9	12	7	12	16	13
Very satisfied (2)	4 14%	-	4 31%	-	2 18%	2 29%	-	-	2 33%	2 12%	-	2 60%	2 12%	1 12%	-	2 14%	-	2 21%	2 16%	2 13%
Fairly satisfied (1)	5 17%	4 33%	1 6%	-	2 26%	2 42%	-	2 41%	1 15%	2 12%	2 16%	-	2 18%	-	4 45%	3 29%	2 25%	1 7%	1 5%	4 31%
Neither (0)	3 11%	3 26%	-	-	1 9%	1 14%	-	1 20%	-	2 12%	2 16%	-	2 18%	-	2 27%	2 14%	1 12%	-	-	3 25%
Fairly dissatisfied (-1)	6 20%	2 13%	2 12%	3 76%	3 38%	-	3 100%	1 20%	3 52%	2 12%	2 16%	-	1 6%	2 24%	1 9%	-	1 12%	4 37%	4 27%	2 12%
Very dissatisfied (-2)	11 37%	3 27%	7 51%	1 24%	1 9%	1 14%	-	1 20%	-	10 50%	8 53%	2 40%	6 44%	4 63%	2 20%	5 43%	3 51%	4 35%	8 52%	2 19%
All satisfied	9 31%	4 33%	5 37%	-	4 45%	4 72%	-	2 41%	2 48%	5 25%	2 16%	2 60%	4 31%	1 12%	4 45%	5 43%	2 25%	3 28%	3 21%	6 44%
All dissatisfied	17 58%	5 40%	8 63%	3 100%	4 47%	1 14%	3 100%	2 39%	3 52%	12 63%	11 69%	2 40%	7 51%	6 88%	3 29%	5 43%	4 63%	8 72%	13 79%	4 31%
Mean	-0.49	-0.34	-0.44	-1.24	0.08	0.73	-1.00	-0.19	0.29	-0.76	-1.06	0.40	-0.52	-1.26	-0.04	-0.30	-0.90	-0.58	-0.95	0.06

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London GPs

Fieldwork dates : 19-25 April 1999

Table 27

Page 52
Absolutes/col percents

Q.15C. How satisfied or dissatisfied were you with the outcome of your complaint?

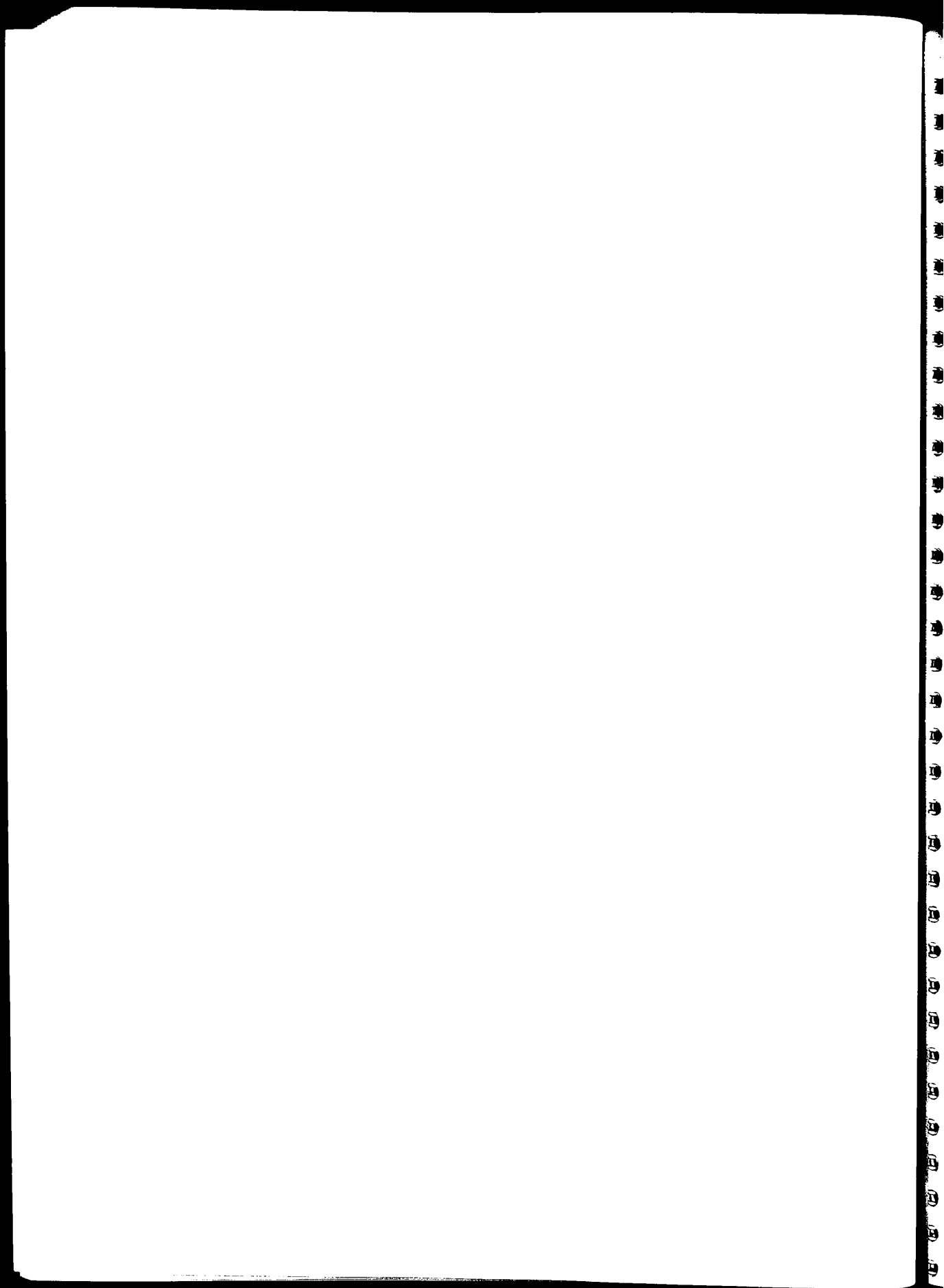
Base : All who actually complained

	TOTAL	Age			Male					Female					With children				Social Grade	
		18-34	35-54	55+	All	Under 45	45+	Fathers	No Children	All	Under 45	45+	Mothers	No children	0-5 yr olds	6-9 yr olds	10-15 yr olds	None	ABC1	C2DE
Unweighted Base	27	12	12	3	8	5	3	4	4	19	15	4	11	8	7	10	5	12	16	11
Weighted Base	29	12	13	3	9	6	3	4	5	20	16	4	13	6	9	12	7	12	16	13
Very satisfied (2)	4 14%	-	4 31%	-	2 18%	2 29%	-	-	2 33%	2 12%	-	2 60%	2 12%	1 12%	-	2 14%	-	2 21%	2 16%	2 13%
Fairly satisfied (1)	5 17%	4 33%	1 6%	-	2 26%	2 42%	-	2 41%	1 15%	2 12%	2 16%	-	2 18%	-	4 45%	3 29%	2 25%	1 7%	1 5%	4 31%
Neither (0)	3 11%	3 26%	-	-	1 9%	1 14%	-	1 20%	-	2 12%	2 16%	-	2 18%	-	2 27%	2 14%	1 12%	-	-	3 25%
Fairly dissatisfied (-1)	6 20%	2 13%	2 12%	3 76%	3 38%	-	3 100%	1 20%	3 52%	2 12%	2 16%	-	1 6%	2 24%	1 9%	-	1 12%	4 37%	4 27%	2 12%
Very dissatisfied (-2)	11 37%	3 27%	7 51%	1 24%	1 9%	1 14%	-	1 20%	-	10 50%	8 53%	2 40%	6 44%	4 63%	2 20%	5 43%	3 51%	4 35%	8 52%	2 19%
All satisfied	9 31%	4 33%	5 37%	-	4 45%	4 72%	-	2 41%	2 48%	5 25%	2 16%	2 60%	4 31%	1 12%	4 45%	5 43%	2 25%	3 28%	3 21%	6 44%
All dissatisfied	17 58%	5 40%	8 63%	3 100%	4 47%	1 14%	3 100%	2 39%	3 52%	12 63%	11 69%	2 40%	7 51%	6 88%	3 29%	5 43%	4 63%	8 72%	13 79%	4 31%
Mean	-0.49	-0.34	-0.44	-1.24	0.08	0.73	-1.00	-0.19	0.29	-0.76	-1.06	0.40	-0.52	-1.26	-0.04	-0.30	-0.90	-0.58	-0.95	0.06

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London GPs

Fieldwork dates : 19-25 April 1999

Table 27

Q.15C. How satisfied or dissatisfied were you with the outcome of your complaint?

Base : All who actually complained

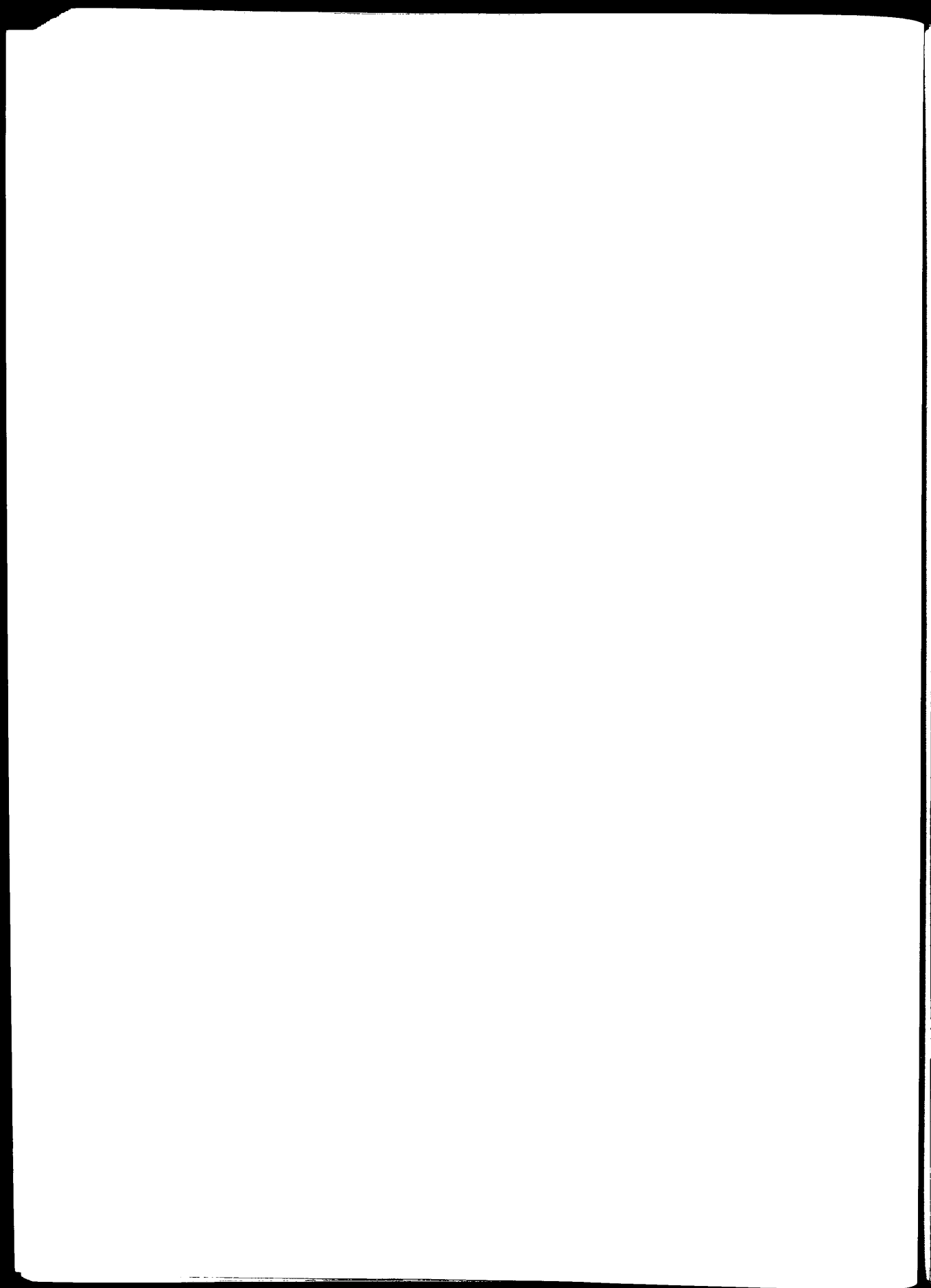
Page 53
Absolutes/col percents

	TOTAL	London		Working Status			Marital status			Reason for GP visit			Doctor		Quality of healthcare	
		Inner	Outer	Full-time	Part-time	Not working	Married /living as	Widowed /div. /sep.	Single	Self ill	Family member ill	Other	On own	Group practice	Satis.	Dissatis.
Unweighted Base	27	8	19	13	4	10	18	4	5	23	13	1	3	24	13	10
Weighted Base	29	13	15	12	4	12	19	5	5	24	16	1	3	26	16	10
Very satisfied (2)	4 14%	3 25%	1 5%	2 20%	-	2 13%	1 4%	2 33%	2 34%	2 10%	2 10%	-	-	4 16%	4 26%	-
Fairly satisfied (1)	5 17%	3 24%	2 10%	-	-	5 40%	5 26%	-	-	3 13%	3 21%	-	2 75%	2 9%	5 31%	-
Neither (0)	3 11%	2 12%	2 10%	1 7%	-	2 20%	3 17%	-	-	3 14%	1 5%	-	-	3 13%	-	2 25%
Fairly dissatisfied (-1)	6 20%	2 13%	4 27%	3 27%	2 40%	1 6%	5 27%	-	1 16%	6 26%	4 27%	-	-	6 23%	3 16%	1 8%
Very dissatisfied (-2)	11 37%	3 25%	7 47%	6 46%	3 60%	2 20%	5 26%	3 67%	2 50%	9 38%	6 37%	1 100%	1 25%	10 39%	4 26%	7 67%
All satisfied	9 31%	7 49%	2 15%	2 20%	-	6 53%	6 30%	2 33%	2 34%	6 24%	5 31%	-	2 75%	7 26%	9 57%	-
All dissatisfied	17 58%	5 39%	11 74%	9 73%	4 100%	3 27%	10 53%	3 67%	3 66%	15 63%	10 64%	1 100%	1 25%	16 62%	7 43%	7 75%
Mean	-0.49	0.10	-1.01	-0.79	-1.60	0.20	-0.46	-0.66	-0.48	-0.67	-0.60	-2.00	0.26	-0.59	0.15	-1.42

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London GPs

Fieldwork dates : 19-25 April 1999

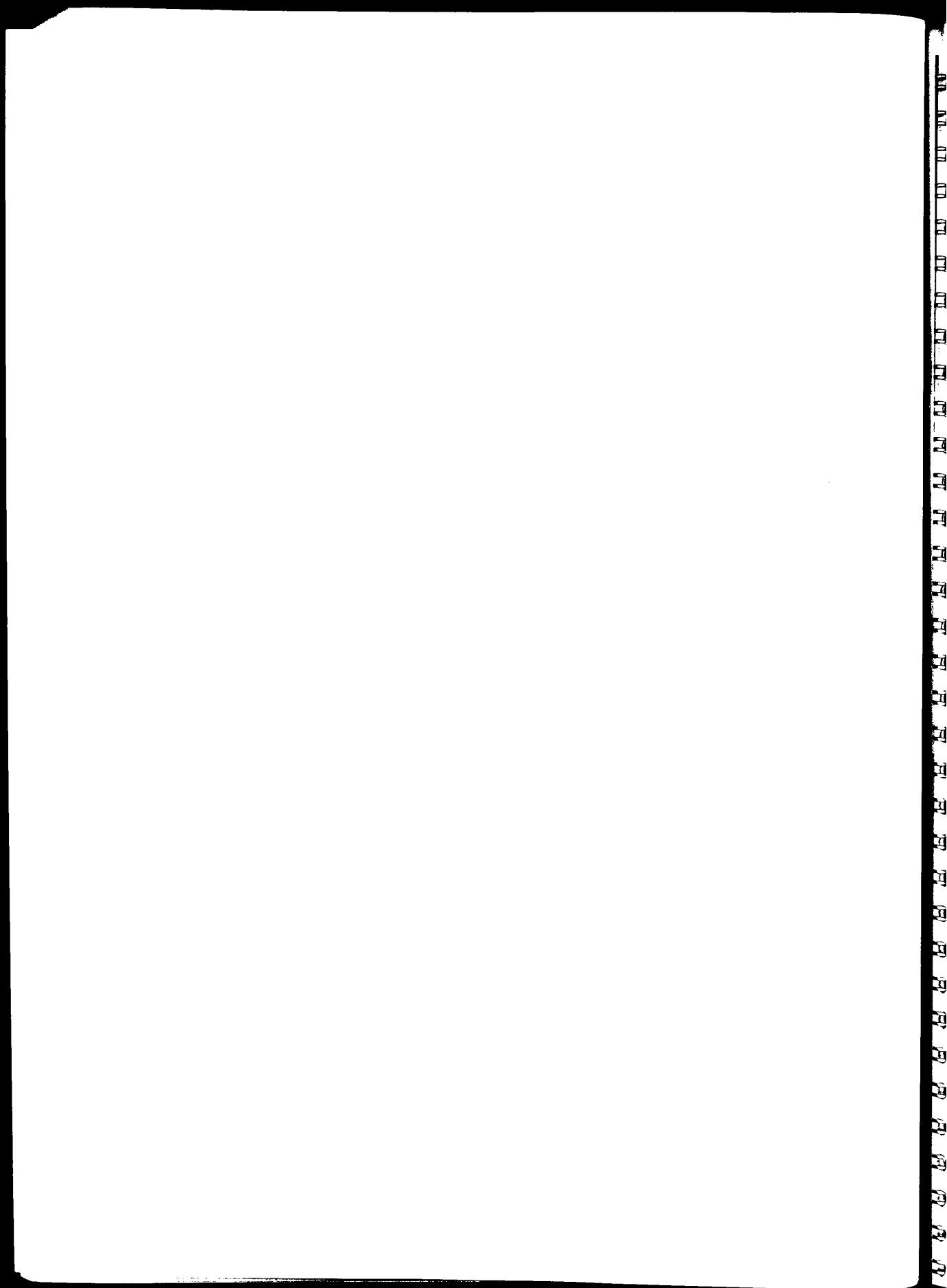
Table 28

Q.14/15A. Complaints procedure and experience - felt like complaining.

Base : All visiting GP except for repeat prescription only

Page 54
Absolutes/col percents

		Complaints procedure (Q14)			
		Confident that it is accessible	Not confident that it is accessible	Confident that it is fair	Not confident that it is fair
TOTAL					
Unweighted Base	1002	547 55%	240 24%	529 53%	241 24%
Weighted Base	1001	540 54%	249 25%	519 52%	250 25%
Yes	158 16%	51 9% 32%	80 32% 51%	57 11% 36%	66 27% 42%
No	842 84%	489 91% 58%	169 68% 20%	462 89% 55%	183 73% 22%
Don't know	1 .	- - -	- - -	- - -	- - -



London GPs

Fieldwork dates : 19-25 April 1999

Table 29

Q.14/158. Complaints procedure and experience - actually complained.

Base : All who have felt like complaining about their GP

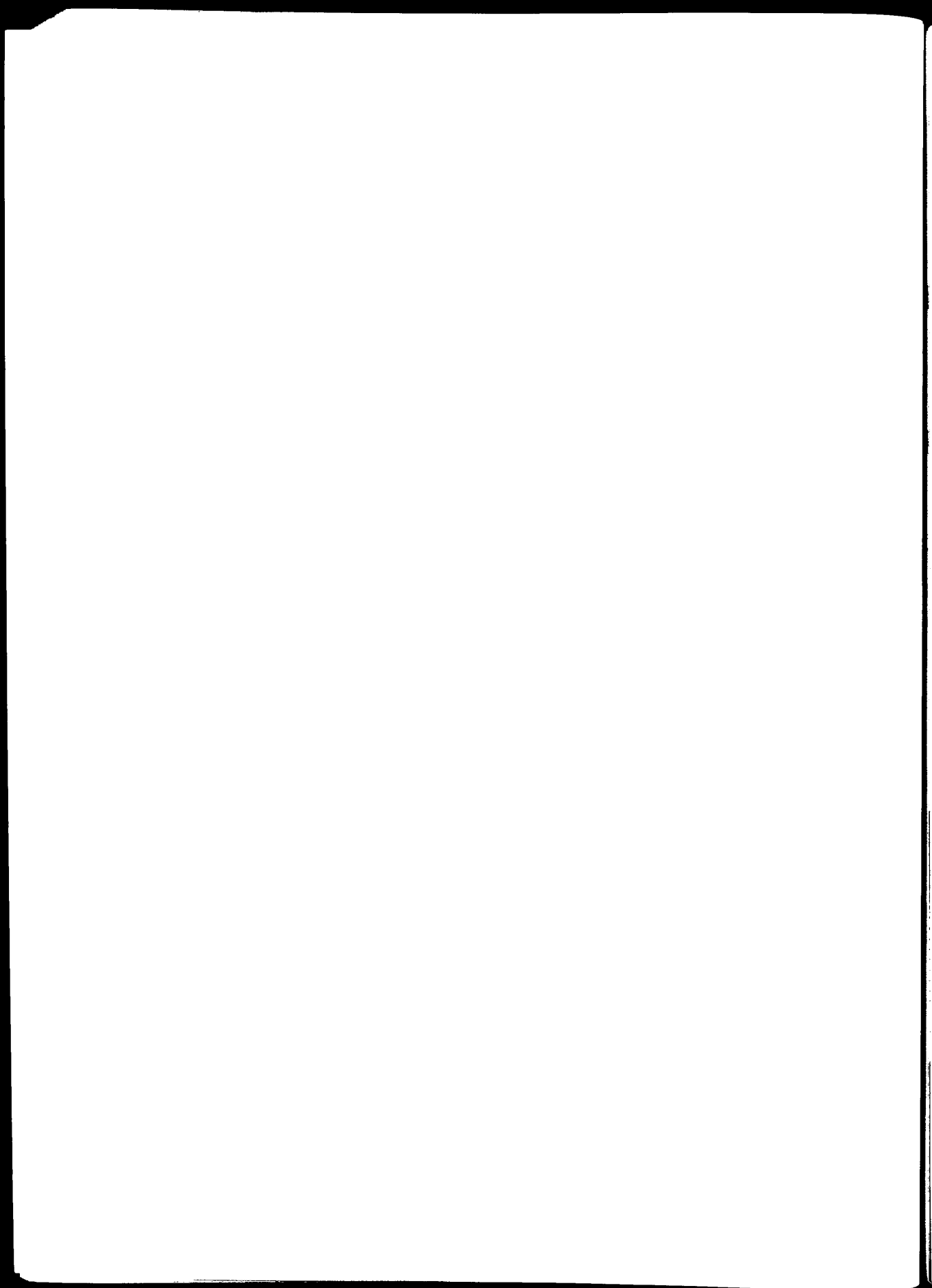
Page 55
Absolutes/col percents

	TOTAL	Complaints procedure (Q14)			
		Confident that it is accessible	Not confident that it is accessible	Confident that it is fair	Not confident that it is fair
Unweighted Base	155	50 32%	80 52%	56 36%	67 43%
Weighted Base	158	51 32%	80 51%	57 36%	66 42%
Yes	29 18%	15 29% 51%	12 15% 43%	11 20% 39%	11 16% 37%
No	129 82%	36 71% 28%	68 85% 52%	46 80% 35%	56 84% 43%
Don't know	-	-	-	-	-

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London GPs

Fieldwork dates : 19-25 April 1999

Table 30

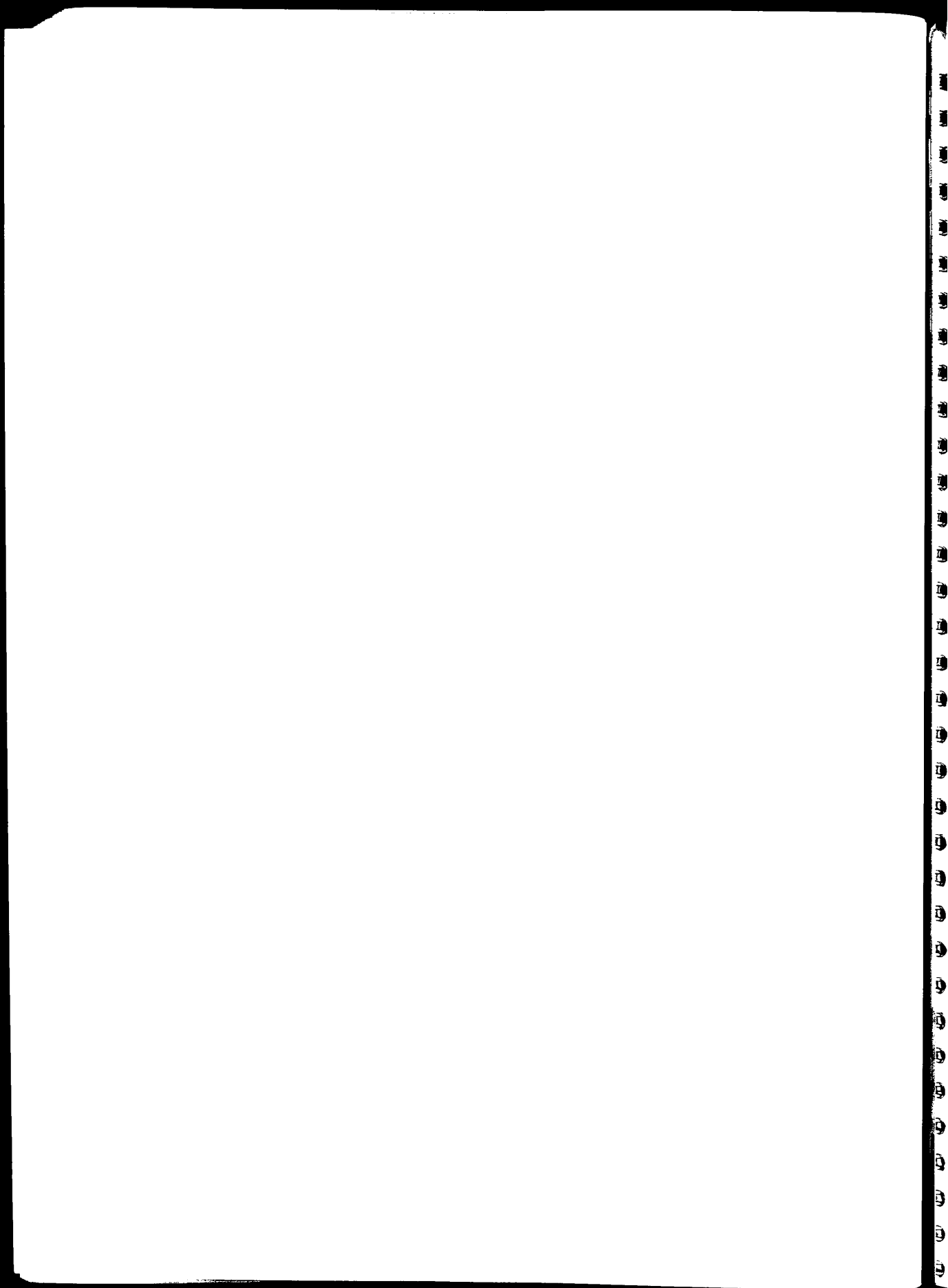
Q.14/15C. Complaints procedure and experience - satisfaction with the outcome

Base : All who actually complained

Page 56
Absolutes/col percents

	TOTAL	Complaints procedure (Q14)			
		Confident that it is accessible	Not confident that it is accessible	Confident that it is fair	Not confident that it is fair
Unweighted Base	27	14 52%	12 44%	11 41%	11 41%
Weighted Base	29	15 51%	12 43%	11 39%	11 37%
Very satisfied (2)	4 14%	3 23% 81%	1 6% 19%	2 22% 60%	- - -
Fairly satisfied (1)	5 17%	2 16% 50%	2 20% 50%	3 28% 66%	- - -
Neither (0)	3 11%	3 22% 100%	- - -	2 21% 75%	- - -
Fairly dissatisfied (-1)	6 20%	2 11% 28%	2 20% 42%	1 7% 14%	3 31% 56%
Very dissatisfied (-2)	11 37%	4 28% 38%	7 54% 62%	2 22% 23%	7 69% 69%
All satisfied	9 31%	6 39% 64%	3 26% 36%	6 50% 63%	- - -
All dissatisfied	17 58%	6 39% 34%	9 74% 55%	3 29% 20%	11 100% 65%
Mean	-0.49	-0.05	-0.95	0.22	-1.69

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London GPs

Fieldwork dates : 19-25 April 1999

Table 31

Page 57
Absolutes/col percents

Q.16. Have you been consulted in any way during the past year about changes to your local surgery, or to its relationship to the rest of the NHS?

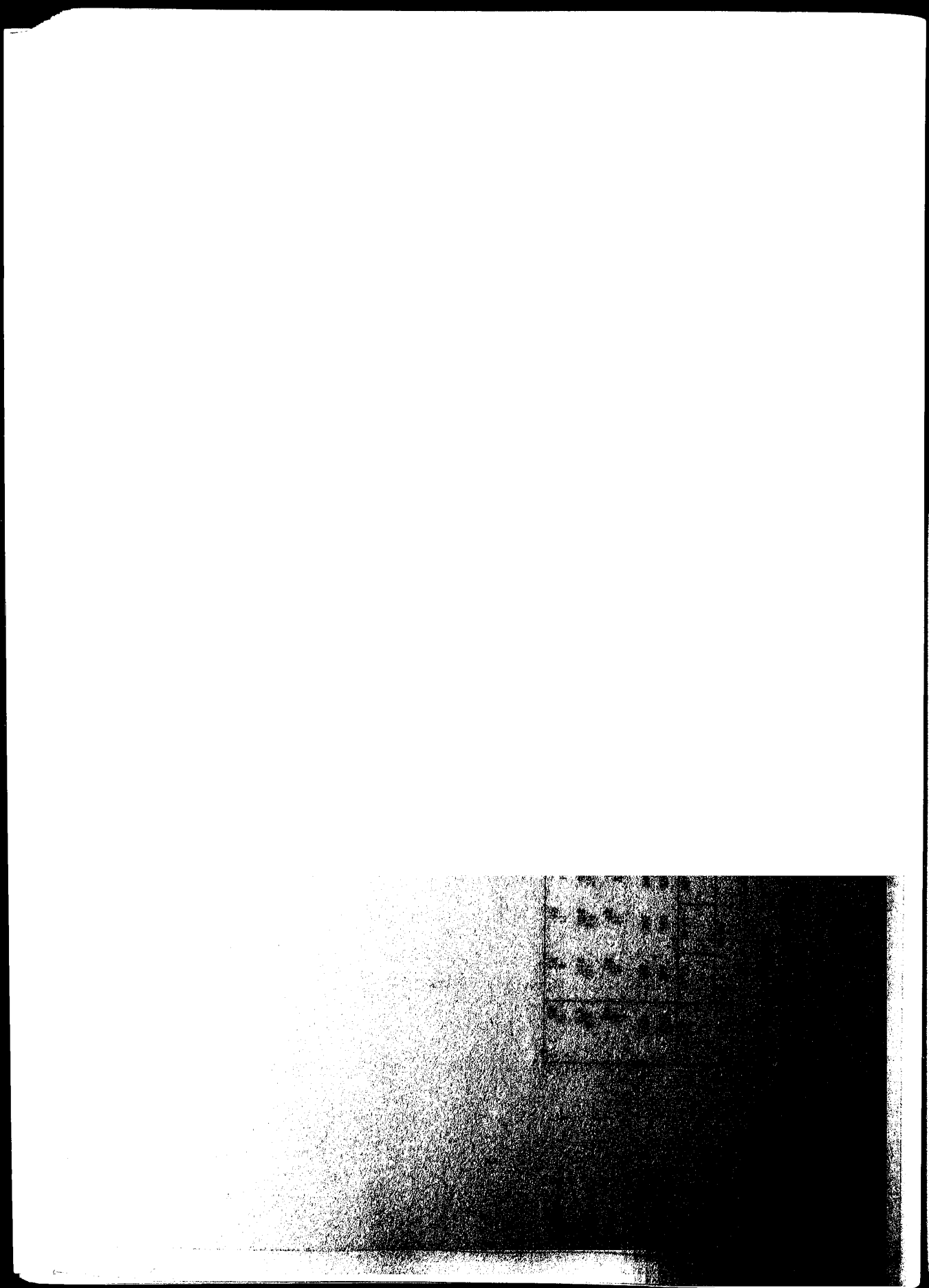
Base : All visiting GP except for repeat prescription only

	TOTAL	Age			Male					Female					With children				Social Grade	
		18-34	35-54	55+	All	Under 45	45+	Fathers	No Children	All	Under 45	45+	Mothers	No children	0-5 yr olds	6-9 yr olds	10-15 yr olds	None	ABC1	C2DE
Unweighted Base	1002	363	345	294	455	258	197	152	303	547	325	222	203	345	202	133	142	648	522	480
Weighted Base	1001	363	343	296	453	261	192	147	305	549	324	224	202	347	207	132	140	653	519	482
Yes	79 8%	23 6%	31 9%	25 8%	31 7%	15 6%	16 8%	14 9%	17 6%	48 9%	24 7%	24 11%	22 11%	26 8%	22 11%	9 7%	15 11%	44 7%	36 7%	43 9%
No	893 89%	331 91%	301 88%	261 88%	408 90%	238 91%	171 89%	129 88%	279 91%	485 88%	293 90%	192 86%	177 88%	308 89%	182 88%	120 91%	121 87%	587 90%	469 90%	424 88%
Not sure	29 3%	8 2%	11 3%	10 3%	13 3%	8 3%	5 3%	4 3%	9 3%	16 3%	7 2%	8 4%	3 2%	13 4%	3 2%	3 3%	3 2%	22 3%	14 3%	15 3%

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London GPs

Fieldwork dates : 19-25 April 1999

Table 31

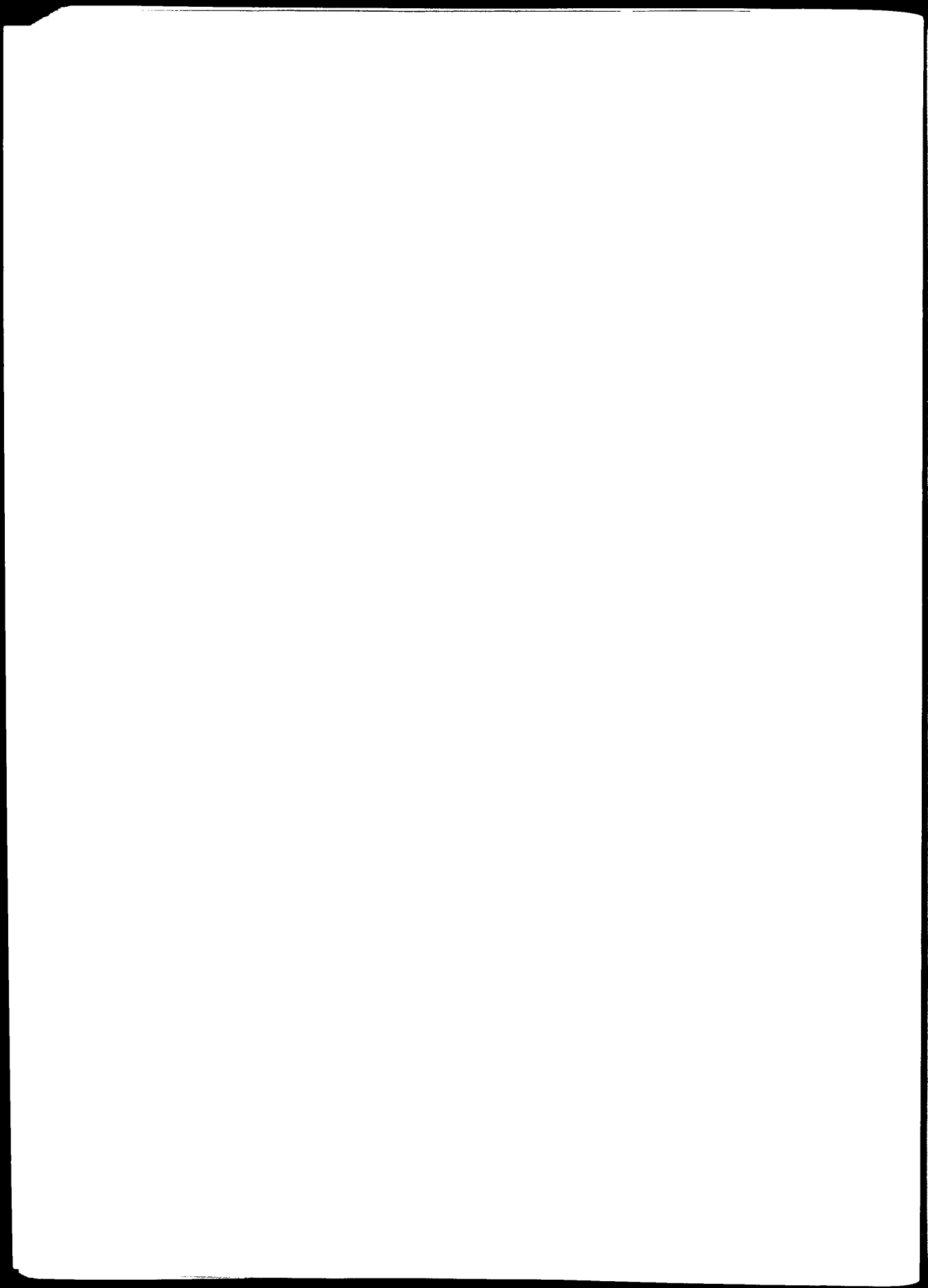
Page 58
Absolutes/col percents

Q.16. Have you been consulted in any way during the past year about changes to your local surgery, or to its relationship to the rest of the NHS?

Base : All visiting GP except for repeat prescription only

	TOTAL	London		Working Status			Marital status			Reason for GP visit			Doctor		Quality of healthcare	
		Inner	Outer	Full-time	Part-time	Not working	Married /living as	Widowed /div. /sep.	Single	Self ill	Family member ill	Other	On own	Group practice	Satis.	Dissatis.
Unweighted Base	1002	218	784	427	82	493	516	184	302	752	390	135	139	852	844	75
Weighted Base	1001	369	632	426	86	489	515	182	304	748	390	136	135	856	843	72
Yes	79 8%	21 6%	59 9%	31 7%	10 12%	38 8%	43 8%	21 11%	16 5%	70 9%	41 10%	3 2%	5 4%	74 9%	71 8%	2 3%
No	893 89%	335 91%	558 88%	383 90%	73 85%	436 89%	458 89%	156 86%	279 92%	659 88%	339 87%	126 93%	124 92%	760 89%	750 89%	69 96%
Not sure	29 3%	14 4%	15 2%	12 3%	3 3%	15 3%	15 3%	5 3%	9 3%	20 3%	11 3%	7 5%	6 4%	22 3%	22 3%	1 1%

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London GPs

Fieldwork dates : 19-25 April 1999

Table 32

Q.17A. Have you come across the term, "Primary Care Groups" in connection with the NHS, or have you not heard this term before?

Page 59
Absolutes/col percents

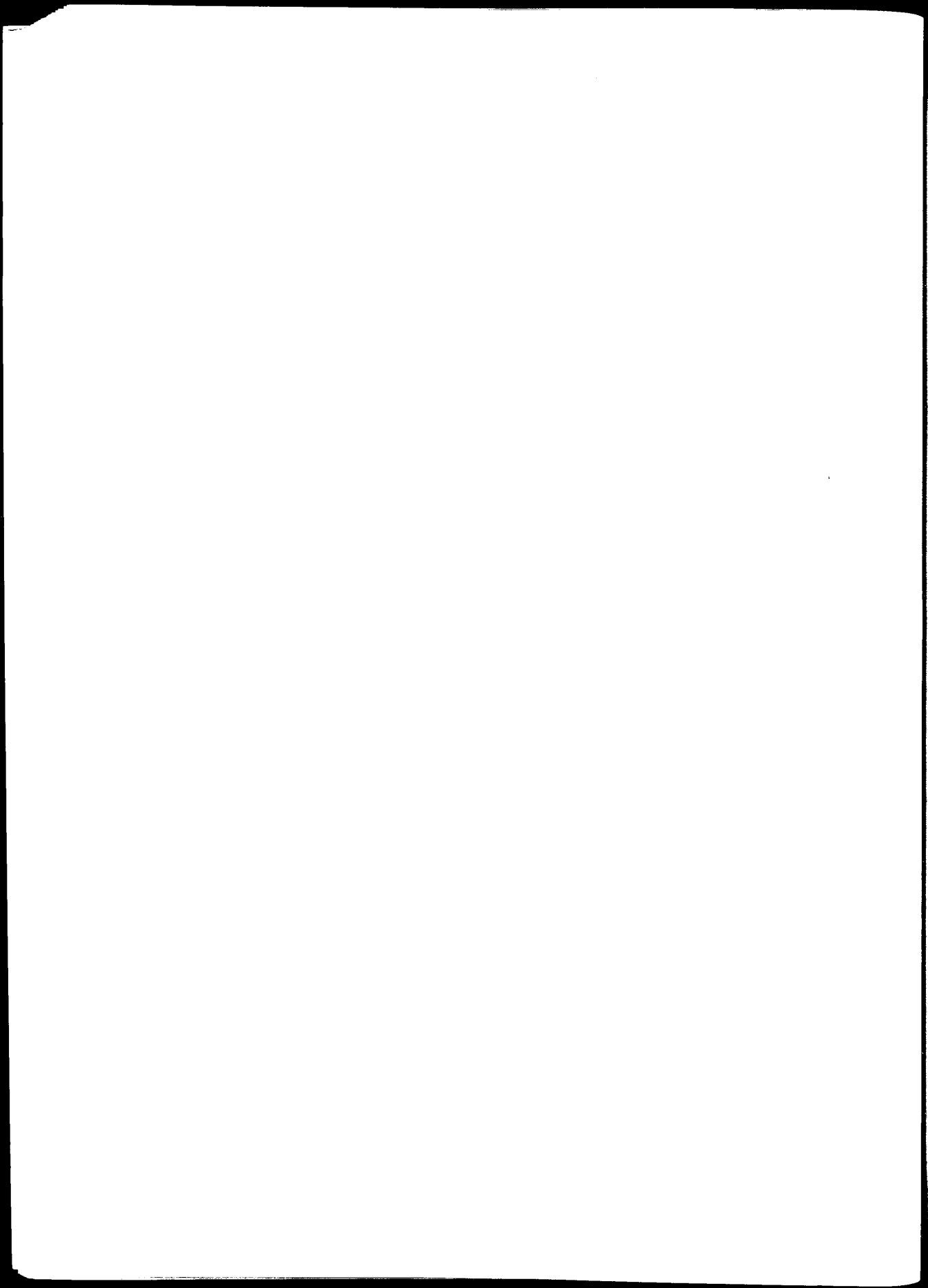
Base : All visiting GP except for repeat prescription only

	TOTAL	Age			Male					Female					With children				Social Grade	
		18-34	35-54	55+	All	Under 45	45+	Fathers	No Children	All	Under 45	45+	Mothers	No children	0-5 yr olds	6-9 yr olds	10-15 yr olds	None	ABC1	C2DE
Unweighted Base	1002	363	345	294	455	258	197	152	303	547	325	222	203	345	202	133	142	648	522	480
Weighted Base	1001	363	343	296	453	261	192	147	305	549	324	224	202	347	207	132	140	653	519	482
Yes, come across	207 21%	63 17%	85 25%	59 20%	88 19%	48 18%	39 20%	28 19%	60 20%	119 22%	69 21%	50 22%	41 20%	78 22%	37 18%	26 20%	30 22%	138 21%	150 29%	56 12%
No, not heard before	781 78%	297 82%	254 74%	231 78%	359 79%	210 81%	148 77%	118 80%	241 79%	422 77%	252 78%	171 76%	158 78%	265 76%	169 81%	104 78%	108 77%	506 77%	362 70%	419 87%
Not sure	14 1%	3 1%	4 1%	7 2%	7 1%	2 1%	4 2%	2 1%	5 2%	7 1%	4 1%	3 1%	3 2%	4 1%	2 1%	2 2%	2 1%	9 1%	7 1%	6 1%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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London GPs

Fieldwork dates : 19-25 April 1999

Table 32

Page 60
Absolutes/col percents

Q.17A. Have you come across the term, "Primary Care Groups" in connection with the NHS, or have you not heard this term before?

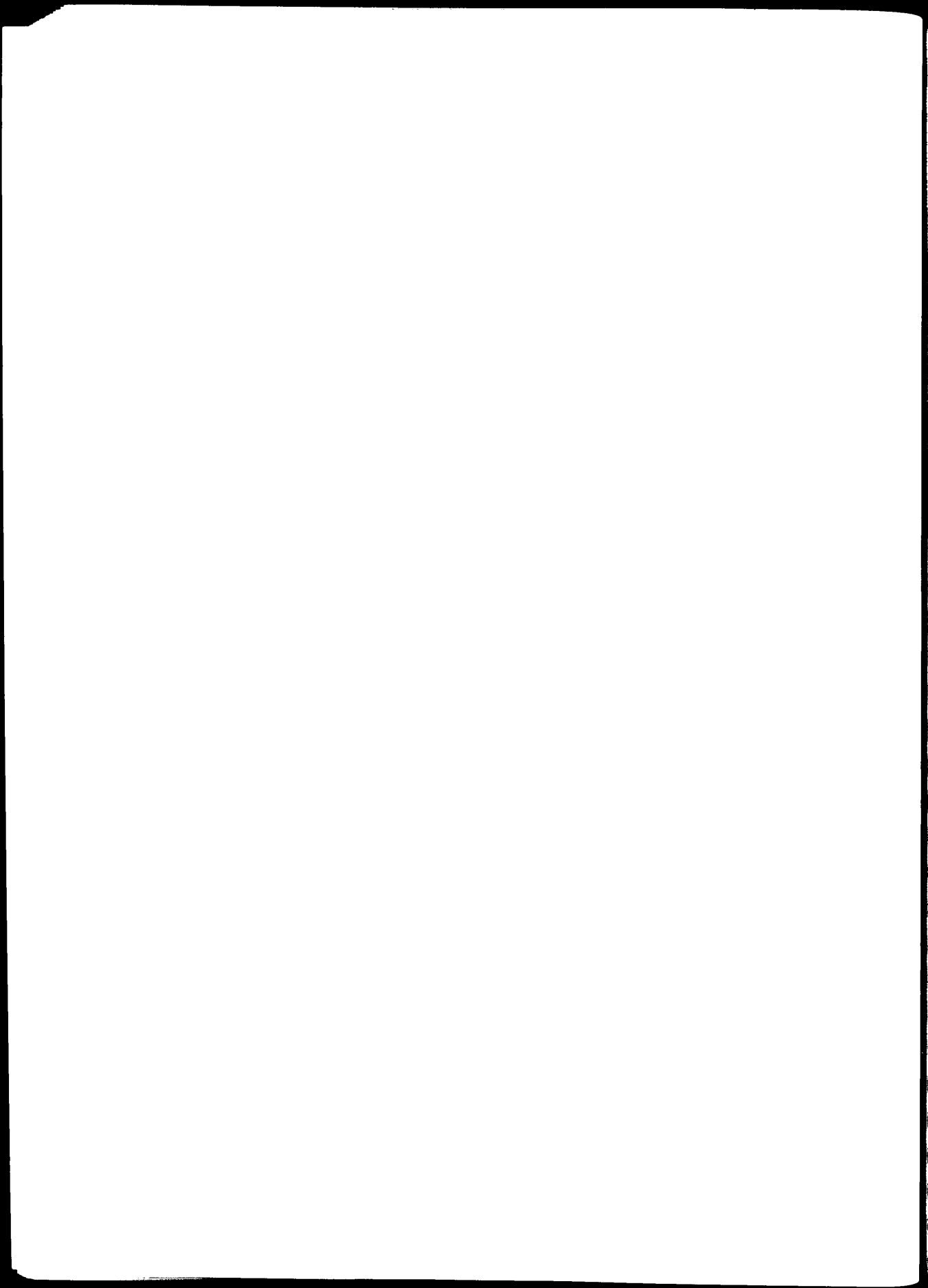
Base : All visiting GP except for repeat prescription only

	TOTAL	London		Working Status			Marital status			Reason for GP visit			Doctor		Quality of healthcare	
		Inner	Outer	Full-time	Part-time	Not working	Married /living as	Widowed /div. /sep.	Single	Self ill	Family member ill	Other	On own	Group practice	Satis.	Dissatis
Unweighted Base	1002	218	784	427	82	493	516	184	302	752	390	135	139	852	844	75
Weighted Base	1001	369	632	426	86	489	515	182	304	748	390	136	135	856	843	72
Yes, come across	207 21%	83 23%	123 20%	101 24%	27 31%	78 16%	122 24%	26 14%	58 19%	155 21%	72 18%	28 21%	21 16%	185 22%	177 21%	11 16%
No, not heard before	781 78%	284 77%	497 79%	322 75%	59 69%	400 82%	388 75%	151 83%	242 80%	583 78%	313 80%	106 78%	111 82%	660 77%	654 78%	60 83%
Not sure	14 1%	2 1%	12 2%	3 1%	- -	11 2%	5 1%	5 3%	4 1%	10 1%	5 1%	2 2%	2 2%	11 1%	11 1%	1 1%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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London GPs

Fieldwork dates : 19-25 April 1999

Table 33

Q.17B. How much would you say you knew about what Primary Care groups are:

Base : All who have come across the term 'Primary Care Groups'

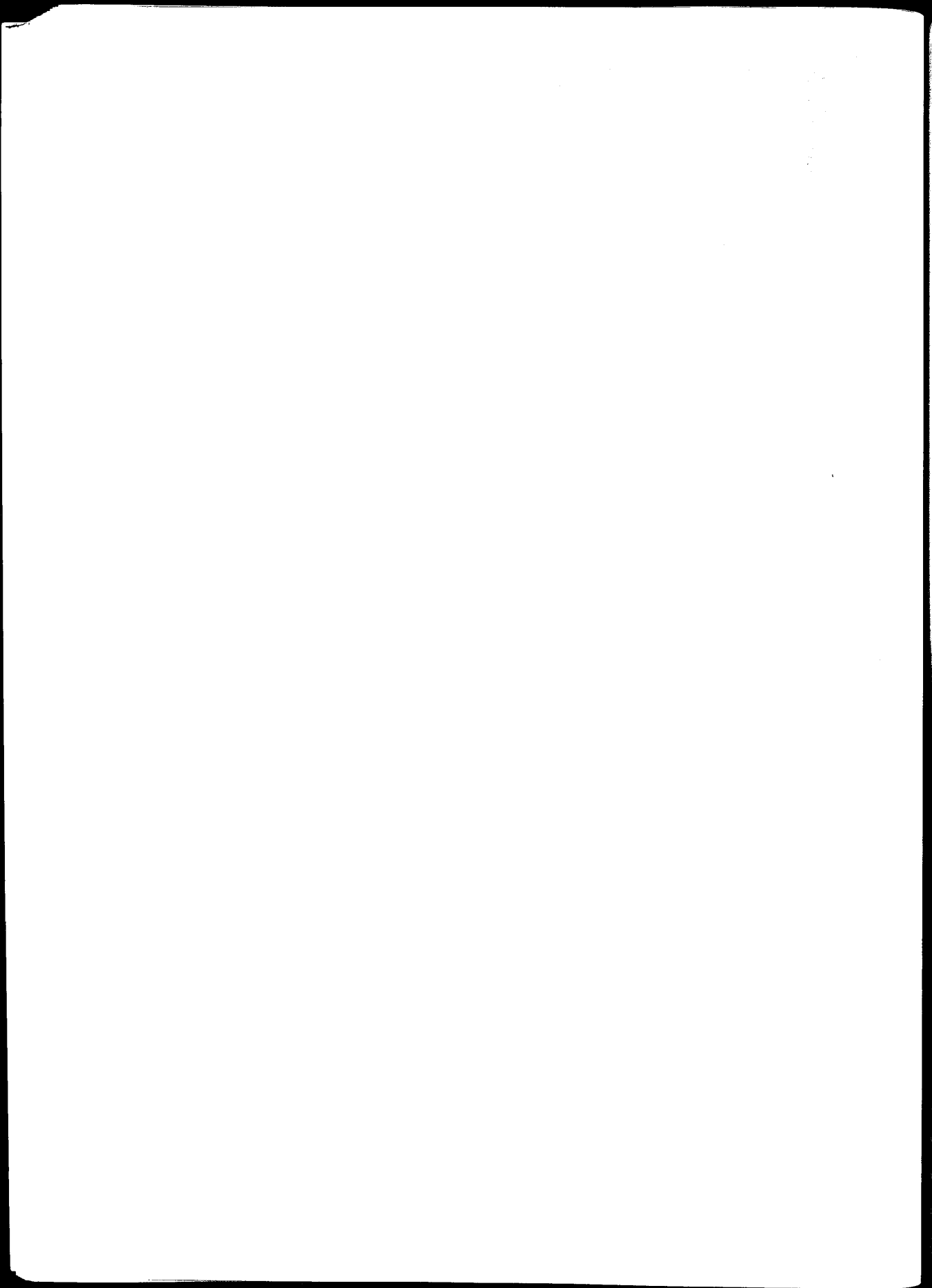
Page 61
Absolutes/col percents

	TOTAL	Age			Male					Female					With children				Social Grade	
		18-34	35-54	55+	All	Under 45	45+	Fathers	No Children	All	Under 45	45+	Mothers	No children	0-5 yr olds	6-9 yr olds	10-15 yr olds	None	ABC1	C2DE
Unweighted Base	201	58	84	59	84	43	41	29	55	117	67	50	42	75	36	26	31	130	146	55
Weighted Base	207	63	85	59	88	48	39	28	60	119	69	50	41	78	37	26	30	138	150	56
Great deal	22 11%	10 16%	8 10%	4 7%	4 5%	2 5%	2 5%	2 6%	3 4%	18 15%	12 18%	6 12%	1 2%	17 22%	2 7%	-	-	20 15%	21 14%	2 3%
Fair amount	50 24%	13 21%	17 20%	20 34%	16 19%	9 18%	8 19%	6 23%	10 17%	33 28%	16 24%	17 34%	9 22%	24 31%	5 13%	7 25%	8 27%	34 25%	33 22%	17 30%
Little/nothing at all	134 65%	40 64%	60 70%	34 59%	67 76%	37 76%	30 76%	20 71%	47 79%	67 57%	40 58%	27 54%	31 76%	36 46%	29 80%	20 75%	22 73%	83 60%	96 64%	38 67%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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London GPs

Fieldwork dates : 19-25 April 1999

Table 33

Page 62
Absolutes/col percents

Q.17B. How much would you say you knew about what Primary Care groups are:

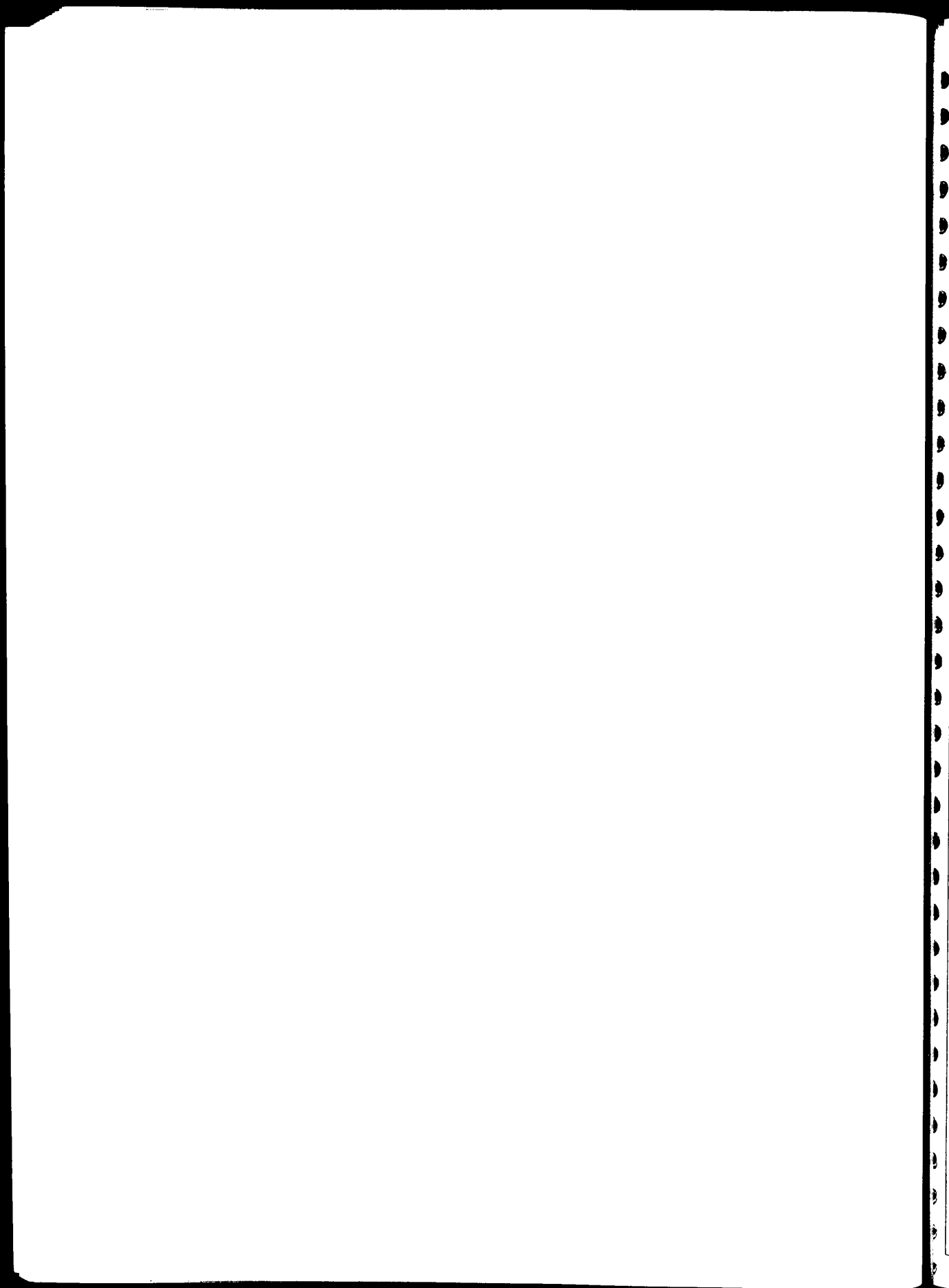
Base : All who have come across the term 'Primary Care Groups'

	TOTAL	London		Working Status			Marital status			Reason for GP visit			Doctor		Quality of healthcare	
		Inner	Outer	Full-time	Part-time	Not working	Married /living as	Widowed /div. /sep.	Single	Self ill	Family member ill	Other	On own	Group practice	Sats.	Dissats
Unweighted Base	201	49	152	98	26	77	121	26	54	152	73	26	20	181	171	12
Weighted Base	207	83	123	101	27	78	122	26	58	155	72	28	21	185	177	11
Great deal	22 11%	15 18%	7 6%	14 14%	1 3%	7 9%	12 10%	3 13%	7 11%	17 11%	6 8%	2 9%	2 8%	21 11%	21 12%	1 7%
Fair amount	50 24%	17 21%	33 26%	21 21%	9 33%	20 25%	29 24%	8 30%	13 23%	37 24%	15 21%	8 27%	6 27%	44 24%	44 25%	-
Little/nothing at all	134 65%	51 61%	84 68%	66 65%	17 64%	51 65%	81 66%	15 57%	39 66%	101 65%	51 71%	18 65%	14 65%	120 65%	112 63%	11 93%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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London GPs

Fieldwork dates : 19-25 April 1999

Table 34

Page 63
Absolutes/col percents

Q.18. It has been suggested that patients who were willing to pay £10 per visit to their GP could have quicker appointments, and longer consultations, for non-urgent treatment. Would you personally be willing to pay this amount for such a service?

Base : All visiting GP except for repeat prescription only

	TOTAL	Age			Male					Female					With children				Social Grade	
		18-34	35-54	55+	All	Under 45	45+	Fathers	No Children	All	Under 45	45+	Mothers	No children	0-5 yr olds	6-9 yr olds	10-15 yr olds	None	ABC1	C2DE
Unweighted Base	1002	363	345	294	455	258	197	152	303	547	325	222	203	345	202	133	142	648	522	480
Weighted Base	1001	363	343	296	453	261	192	147	305	549	324	224	202	347	207	132	140	653	519	482
Yes	228 23%	86 24%	86 25%	57 19%	108 24%	72 28%	36 19%	43 29%	65 21%	121 22%	74 23%	47 21%	45 22%	75 22%	59 29%	38 28%	29 21%	140 22%	139 27%	89 19%
No	693 69%	252 69%	234 68%	208 70%	306 68%	166 63%	140 73%	88 60%	218 71%	387 71%	232 72%	155 69%	145 72%	243 70%	130 63%	86 65%	97 69%	461 71%	352 68%	341 71%
Not sure	80 8%	25 7%	23 7%	31 11%	39 9%	23 9%	16 8%	17 12%	22 7%	41 7%	19 6%	22 10%	12 6%	28 8%	17 8%	8 6%	15 10%	51 8%	28 5%	52 11%

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Date		Time		Place		Remarks	
1941	10/10	10:00	10:15	10:30	10:45	11:00	11:15
1941	10/11	10:00	10:15	10:30	10:45	11:00	11:15
1941	10/12	10:00	10:15	10:30	10:45	11:00	11:15
1941	10/13	10:00	10:15	10:30	10:45	11:00	11:15
1941	10/14	10:00	10:15	10:30	10:45	11:00	11:15
1941	10/15	10:00	10:15	10:30	10:45	11:00	11:15
1941	10/16	10:00	10:15	10:30	10:45	11:00	11:15
1941	10/17	10:00	10:15	10:30	10:45	11:00	11:15
1941	10/18	10:00	10:15	10:30	10:45	11:00	11:15
1941	10/19	10:00	10:15	10:30	10:45	11:00	11:15
1941	10/20	10:00	10:15	10:30	10:45	11:00	11:15
1941	10/21	10:00	10:15	10:30	10:45	11:00	11:15
1941	10/22	10:00	10:15	10:30	10:45	11:00	11:15
1941	10/23	10:00	10:15	10:30	10:45	11:00	11:15
1941	10/24	10:00	10:15	10:30	10:45	11:00	11:15
1941	10/25	10:00	10:15	10:30	10:45	11:00	11:15
1941	10/26	10:00	10:15	10:30	10:45	11:00	11:15
1941	10/27	10:00	10:15	10:30	10:45	11:00	11:15
1941	10/28	10:00	10:15	10:30	10:45	11:00	11:15
1941	10/29	10:00	10:15	10:30	10:45	11:00	11:15
1941	10/30	10:00	10:15	10:30	10:45	11:00	11:15
1941	10/31	10:00	10:15	10:30	10:45	11:00	11:15

London GPs

Fieldwork dates : 19-25 April 1999

Table 34

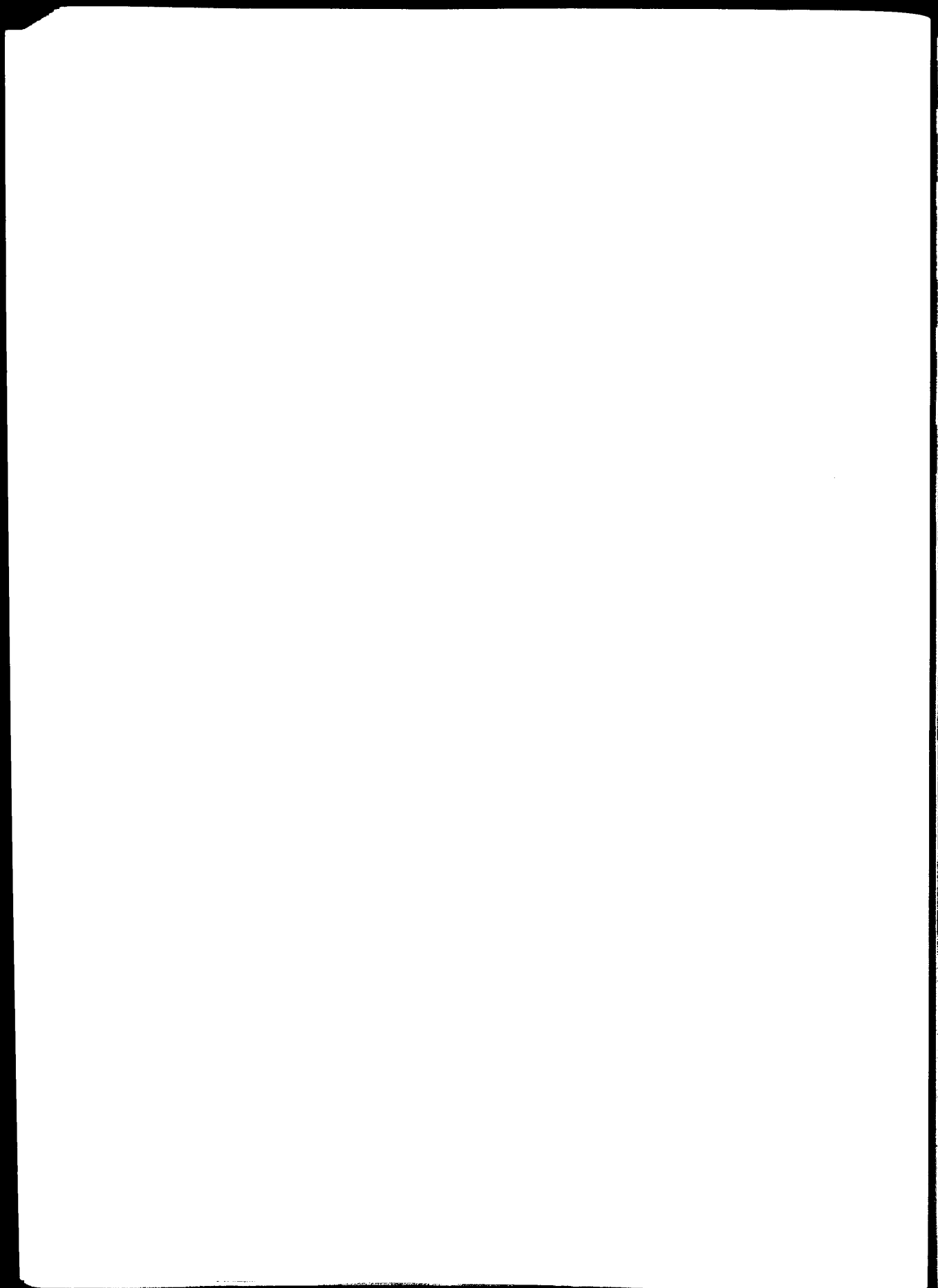
Page 64
Absolutes/col percents

Q.18. It has been suggested that patients who were willing to pay £10 per visit to their GP could have quicker appointments, and longer consultations, for non-urgent treatment. Would you personally be willing to pay this amount for such a service?

Base : All visiting GP except for repeat prescription only

	TOTAL	London		Working Status			Marital status			Reason for GP visit			Doctor		Quality of healthcare	
		Inner	Outer	Full-time	Part-time	Not working	Married /living as	Widowed /div. /sep.	Single	Self ill	Family member ill	Other	On own	Group practice	Satis.	Dissatis
Unweighted Base	1002	218	784	427	82	493	516	184	302	752	390	135	139	852	844	75
Weighted Base	1001	369	632	426	86	489	515	182	304	748	390	136	135	856	843	72
Yes	228 23%	102 28%	126 20%	109 26%	22 26%	97 20%	136 26%	34 19%	59 19%	171 23%	86 22%	29 21%	32 24%	194 23%	188 22%	25 34%
No	693 69%	235 64%	458 72%	289 68%	56 65%	348 71%	335 65%	137 75%	221 73%	525 70%	275 71%	88 64%	89 66%	597 70%	592 70%	41 58%
Not sure	80 8%	32 9%	48 8%	28 7%	8 9%	44 9%	45 9%	11 6%	25 8%	52 7%	29 7%	20 15%	14 10%	65 8%	63 7%	6 8%

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Social & Political



London GPs

Fieldwork dates : 19-25 April 1999

Table 35

Page 65
Absolutes/col percents

Q.19. As far as you know, is your own GP a fund-holder or not?

Base : All visiting GP except for repeat prescription only

	TOTAL	Age			Male					Female					With children				Social Grade	
		18-34	35-54	55+	All	Under 45	45+	Fathers	No Children	All	Under 45	45+	Mothers	No children	0-5 yr olds	6-9 yr olds	10-15 yr olds	None	ABC1	C2DE
Unweighted Base	1002	363	345	294	455	258	197	152	303	547	325	222	203	345	202	133	142	648	522	480
Weighted Base	1001	363	343	296	453	261	192	147	305	549	324	224	202	347	207	132	140	653	519	482
Is	254 25%	52 14%	103 30%	99 33%	126 28%	43 16%	83 43%	38 25%	88 29%	128 23%	72 22%	56 25%	51 25%	77 22%	39 19%	38 29%	44 32%	165 25%	147 28%	107 22%
Is not	91 9%	33 9%	35 10%	23 8%	38 8%	26 10%	12 6%	15 10%	23 8%	52 10%	26 8%	26 12%	23 11%	29 8%	22 11%	15 11%	19 13%	52 8%	46 9%	44 9%
Don't know	657 66%	278 77%	205 60%	174 59%	289 64%	192 74%	96 50%	94 64%	194 64%	368 67%	226 70%	142 63%	128 63%	241 69%	146 70%	80 60%	77 55%	435 67%	327 63%	330 69%

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Date				Time			
Day	Month	Year	Hour	Min	Sec	Day	Month
1	1	1900	12	00	00	1	1
2	2	1901	13	01	01	2	2
3	3	1902	14	02	02	3	3
4	4	1903	15	03	03	4	4
5	5	1904	16	04	04	5	5
6	6	1905	17	05	05	6	6
7	7	1906	18	06	06	7	7
8	8	1907	19	07	07	8	8
9	9	1908	20	08	08	9	9
10	10	1909	21	09	09	10	10
11	11	1910	22	10	10	11	11
12	12	1911	23	11	11	12	12
13	1	1912	24	12	12	13	1
14	2	1913	25	1	1	14	2
15	3	1914	26	2	2	15	3
16	4	1915	27	3	3	16	4
17	5	1916	28	4	4	17	5
18	6	1917	29	5	5	18	6
19	7	1918	30	6	6	19	7
20	8	1919	31	7	7	20	8
21	9	1920	1	8	8	21	9
22	10	1921	2	9	9	22	10
23	11	1922	3	10	10	23	11
24	12	1923	4	11	11	24	12
25	1	1924	5	12	12	25	1
26	2	1925	6	1	1	26	2
27	3	1926	7	2	2	27	3
28	4	1927	8	3	3	28	4
29	5	1928	9	4	4	29	5
30	6	1929	10	5	5	30	6
31	7	1930	11	6	6	31	7

London GPs

Fieldwork dates : 19-25 April 1999

Table 35

Page 66
Absolutes/col percents

Q.19. As far as you know, is your own GP a fund-holder or not?

Base : All visiting GP except for repeat prescription only

	TOTAL	London		Working Status			Marital status			Reason for GP visit			Doctor		Quality of healthcare	
		Inner	Outer	Full-time	Part-time	Not working	Married /living as	Widowed /div. /sep.	Single	Self ill	Family member ill	Other	On own	Group practice	Satis.	Dissatis
Unweighted Base	1002	218	784	427	82	493	516	184	302	752	390	135	139	852	844	75
Weighted Base	1001	369	632	426	86	489	515	182	304	748	390	136	135	856	843	72
Is	254 25%	82 22%	172 27%	109 25%	28 32%	117 24%	151 29%	46 25%	57 19%	203 27%	109 28%	21 16%	25 19%	228 27%	222 26%	12 17%
Is not	91 9%	42 11%	49 8%	39 9%	9 10%	43 9%	55 11%	13 7%	23 7%	69 9%	36 9%	10 7%	12 9%	74 9%	71 8%	8 11%
Don't know	657 66%	245 66%	412 65%	279 65%	50 58%	328 67%	309 60%	123 68%	224 74%	477 64%	245 63%	105 77%	97 72%	554 65%	549 65%	52 72%

NOP (Consumer
Social & Political

SECRET

REF: HQA 32-81: 13-32 HQA 13-32

London GPs

From to select brief a GP my way of...
Who collection for to be used for...

Area	1950-1951		1951-1952		1952-1953		1953-1954		1954-1955		1955-1956		1956-1957		1957-1958		1958-1959		1959-1960		1960-1961		1961-1962		1962-1963		1963-1964		1964-1965		1965-1966		1966-1967		1967-1968		1968-1969		1969-1970		1970-1971		1971-1972		1972-1973		1973-1974		1974-1975		1975-1976		1976-1977		1977-1978		1978-1979		1979-1980		1980-1981		1981-1982		1982-1983		1983-1984		1984-1985		1985-1986		1986-1987		1987-1988		1988-1989		1989-1990		1990-1991		1991-1992		1992-1993		1993-1994		1994-1995		1995-1996		1996-1997		1997-1998		1998-1999		1999-2000		2000-2001		2001-2002		2002-2003		2003-2004		2004-2005		2005-2006		2006-2007		2007-2008		2008-2009		2009-2010		2010-2011		2011-2012		2012-2013		2013-2014		2014-2015		2015-2016		2016-2017		2017-2018		2018-2019		2019-2020		2020-2021		2021-2022		2022-2023		2023-2024		2024-2025		2025-2026		2026-2027		2027-2028		2028-2029		2029-2030		2030-2031		2031-2032		2032-2033		2033-2034		2034-2035		2035-2036		2036-2037		2037-2038		2038-2039		2039-2040		2040-2041		2041-2042		2042-2043		2043-2044		2044-2045		2045-2046		2046-2047		2047-2048		2048-2049		2049-2050		2050-2051		2051-2052		2052-2053		2053-2054		2054-2055		2055-2056		2056-2057		2057-2058		2058-2059		2059-2060		2060-2061		2061-2062		2062-2063		2063-2064		2064-2065		2065-2066		2066-2067		2067-2068		2068-2069		2069-2070		2070-2071		2071-2072		2072-2073		2073-2074		2074-2075		2075-2076		2076-2077		2077-2078		2078-2079		2079-2080		2080-2081		2081-2082		2082-2083		2083-2084		2084-2085		2085-2086		2086-2087		2087-2088		2088-2089		2089-2090		2090-2091		2091-2092		2092-2093		2093-2094		2094-2095		2095-2096		2096-2097		2097-2098		2098-2099		2099-2100		2100-2101		2101-2102		2102-2103		2103-2104		2104-2105		2105-2106		2106-2107		2107-2108		2108-2109		2109-2110		2110-2111		2111-2112		2112-2113		2113-2114		2114-2115		2115-2116		2116-2117		2117-2118		2118-2119		2119-2120		2120-2121		2121-2122		2122-2123		2123-2124		2124-2125		2125-2126		2126-2127		2127-2128		2128-2129		2129-2130		2130-2131		2131-2132		2132-2133		2133-2134		2134-2135		2135-2136		2136-2137		2137-2138		2138-2139		2139-2140		2140-2141		2141-2142		2142-2143		2143-2144		2144-2145		2145-2146		2146-2147		2147-2148		2148-2149		2149-2150		2150-2151		2151-2152		2152-2153		2153-2154		2154-2155		2155-2156		2156-2157		2157-2158		2158-2159		2159-2160		2160-2161		2161-2162		2162-2163		2163-2164		2164-2165		2165-2166		2166-2167		2167-2168		2168-2169		2169-2170		2170-2171		2171-2172		2172-2173		2173-2174		2174-2175		2175-2176		2176-2177		2177-2178		2178-2179		2179-2180		2180-2181		2181-2182		2182-2183		2183-2184		2184-2185		2185-2186		2186-2187		2187-2188		2188-2189		2189-2190		2190-2191		2191-2192		2192-2193		2193-2194		2194-2195		2195-2196		2196-2197		2197-2198		2198-2199		2199-2200		2200-2201		2201-2202		2202-2203		2203-2204		2204-2205		2205-2206		2206-2207		2207-2208		2208-2209		2209-2210		2210-2211		2211-2212		2212-2213		2213-2214		2214-2215		2215-2216		2216-2217		2217-2218		2218-2219		2219-2220		2220-2221		2221-2222		2222-2223		2223-2224		2224-2225		2225-2226		2226-2227		2227-2228		2228-2229		2229-2230		2230-2231		2231-2232		2232-2233		2233-2234		2234-2235		2235-2236		2236-2237		2237-2238		2238-2239		2239-2240		2240-2241		2241-2242		2242-2243		2243-2244		2244-2245		2245-2246		2246-2247		2247-2248		2248-2249		2249-2250		2250-2251		2251-2252		2252-2253		2253-2254		2254-2255		2255-2256		2256-2257		2257-2258		2258-2259		2259-2260		2260-2261		2261-2262		2262-2263		2263-2264		2264-2265		2265-2266		2266-2267		2267-2268		2268-2269		2269-2270		2270-2271		2271-2272		2272-2273		2273-2274		2274-2275		2275-2276		2276-2277		2277-2278		2278-2279		2279-2280		2280-2281		2281-2282		2282-2283		2283-2284		2284-2285		2285-2286		2286-2287		2287-2288		2288-2289		2289-2290		2290-2291		2291-2292		2292-2293		2293-2294		2294-2295		2295-2296		2296-2297		2297-2298		2298-2299		2299-2300		2300-2301		2301-2302		2302-2303		2303-2304		2304-2305		2305-2306		2306-2307		2307-2308		2308-2309		2309-2310		2310-2311		2311-2312		2312-2313		2313-2314		2314-2315		2315-2316		2316-2317		2317-2318		2318-2319		2319-2320		2320-2321		2321-2322		2322-2323		2323-2324		2324-2325		2325-2326		2326-2327		2327-2328		2328-2329		2329-2330		2330-2331		2331-2332		2332-2333		2333-2334		2334-2335		2335-2336		2336-2337		2337-2338		2338-2339		2339-2340		2340-2341		2341-2342		2342-2343		2343-2344		2344-2345		2345-2346		2346-2347		2347-2348		2348-2349		2349-2350		2350-2351		2351-2352		2352-2353		2353-2354		2354-2355		2355-2356		2356-2357		2357-2358		2358-2359		2359-2360		2360-2361		2361-2362		2362-2363		2363-2364		2364-2365		2365-2366		2366-2367		2367-2368		2368-2369		2369-2370		2370-2371		2371-2372		2372-2373		2373-2374		2374-2375		2375-2376		2376-2377		2377-2378		2378-2379		2379-2380		2380-2381		2381-2382		2382-2383		2383-2384		2384-2385		2385-2386		2386-2387		2387-2388		2388-2389		2389-2390		2390-2391		2391-2392		2392-2393		2393-2394		2394-2395		2395-2396		2396-2397		2397-2398		2398-2399		2399-2400		2400-2401		2401-2402		2402-2403		2403-2404		2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London GPs

Fieldwork dates : 19-25 April 1999

Table 36

Q.20. Record respondent sex

Base : All

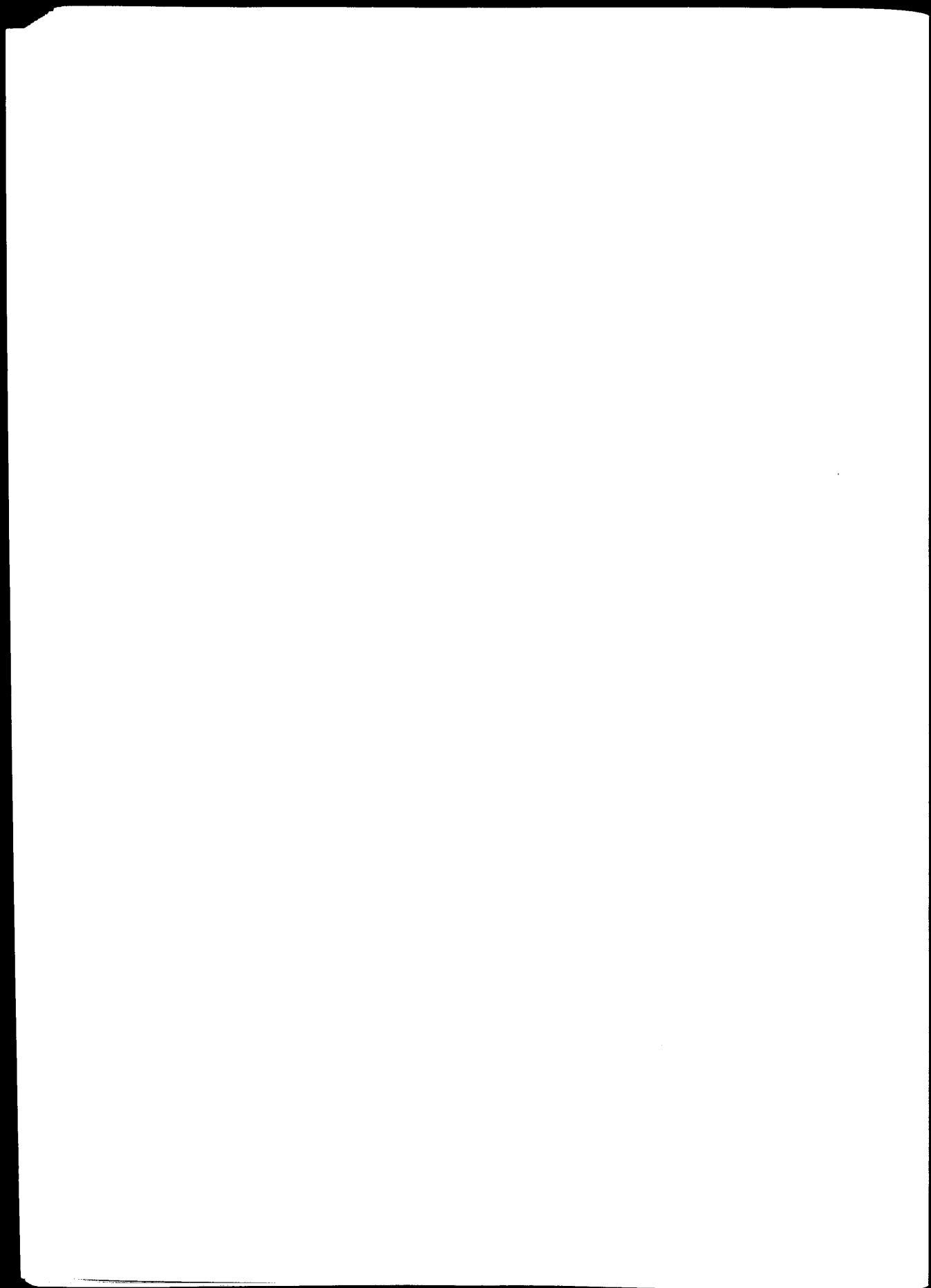
Page 67
Absolutes/col percents

	TOTAL	Age			Male					Female					With children				Social Grade	
		18-34	35-54	55+	All	Under 45	45+	Fathers	No Children	All	Under 45	45+	Mothers	No children	0-5 yr olds	6-9 yr olds	10-15 yr olds	None	ABC1	C2DE
Unweighted Base	1139	405	396	338	546	315	231	164	382	593	341	252	213	381	211	141	155	763	582	557
Weighted Base	1139	404	395	339	547	320	227	159	388	592	340	253	211	382	216	140	152	770	580	559
Male	547 48%	192 48%	200 51%	154 45%	547 100%	320 100%	227 100%	159 100%	388 100%	-	-	-	-	-	97 45%	60 43%	63 41%	388 50%	287 50%	260 46%
Female	592 52%	212 52%	195 49%	185 55%	-	-	-	-	-	592 100%	340 100%	253 100%	211 100%	382 100%	119 55%	80 57%	89 59%	382 50%	293 50%	299 54%

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London GPs

Fieldwork dates : 19-25 April 1999

Page 68
Absolutes/col percents

Table 36

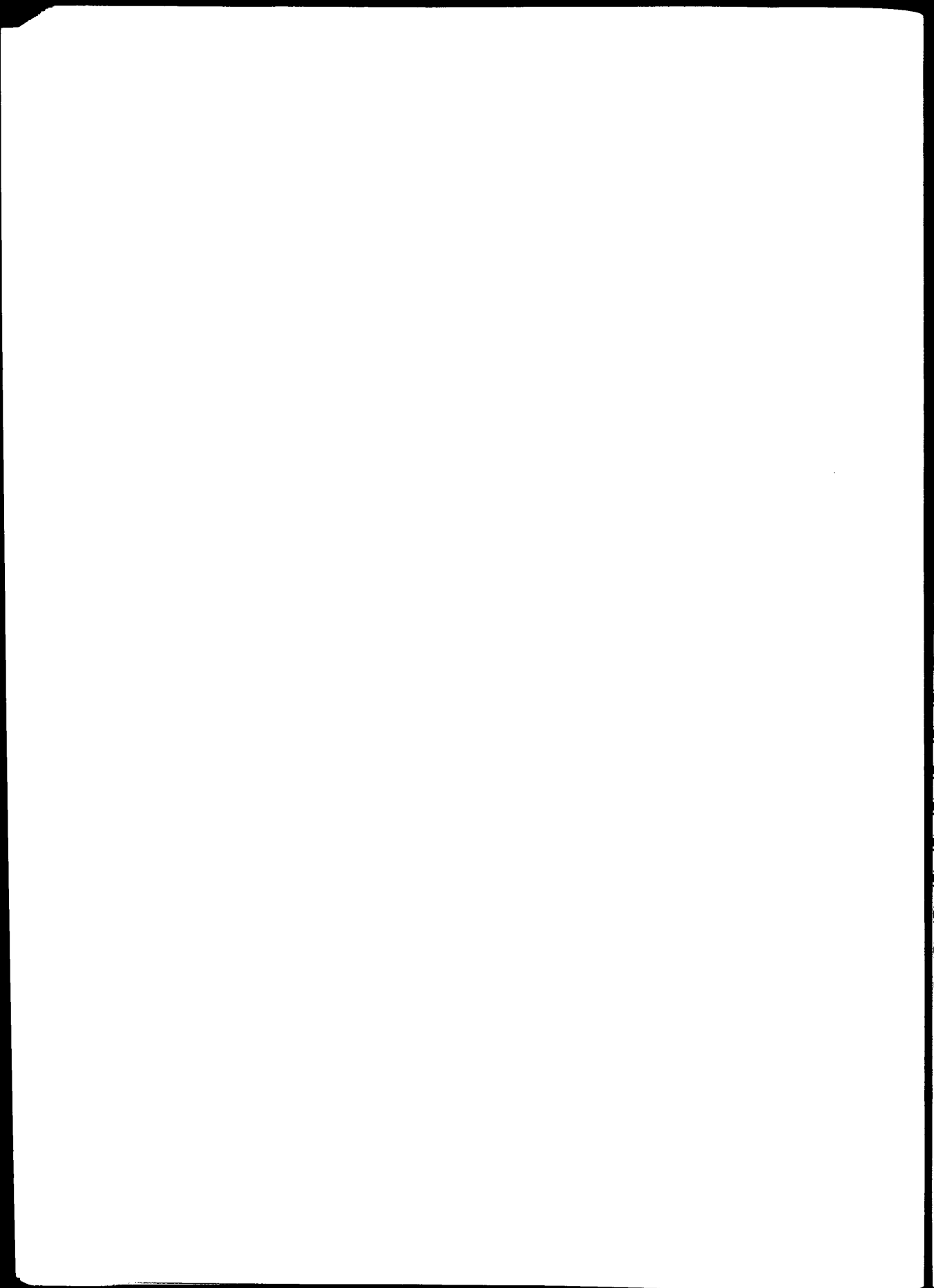
Q.20. Record respondent sex

Base : All

	London		Working Status			Marital status			Reason for GP visit			Doctor		Quality of healthcare	
	Inner	Outer	Full-time	Part-time	Not working	Married /living as	Widowed /div. /sep.	Single	Self ill	Family member ill	Other	On own	Group practice	Satis.	Dissatis
TOTAL															
Unweighted Base	1139	249 890	487 92	560		577 209	353		752 390	272		139 852		844 75	
Weighted Base	1139	421 718	484 97	558		576 206	358		748 390	274		135 856		843 72	
Male	547 48%	204 49% 342 48%	302 62% 40 41%	205 37%		289 50% 61 30%	197 55%		343 46% 165 42%	154 56%		52 38% 393 46%		375 45% 32 44%	
Female	592 52%	217 51% 375 52%	182 38% 57 59%	353 63%		287 50% 144 70%	161 45%		406 54% 225 58%	120 44%		83 62% 463 54%		467 55% 40 56%	

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* = Less Than .5



London GPs

Fieldwork dates : 19-25 April 1999

Table 37

Page 69
 Absolutes/col percents

Q.21. What was your age last birthday?

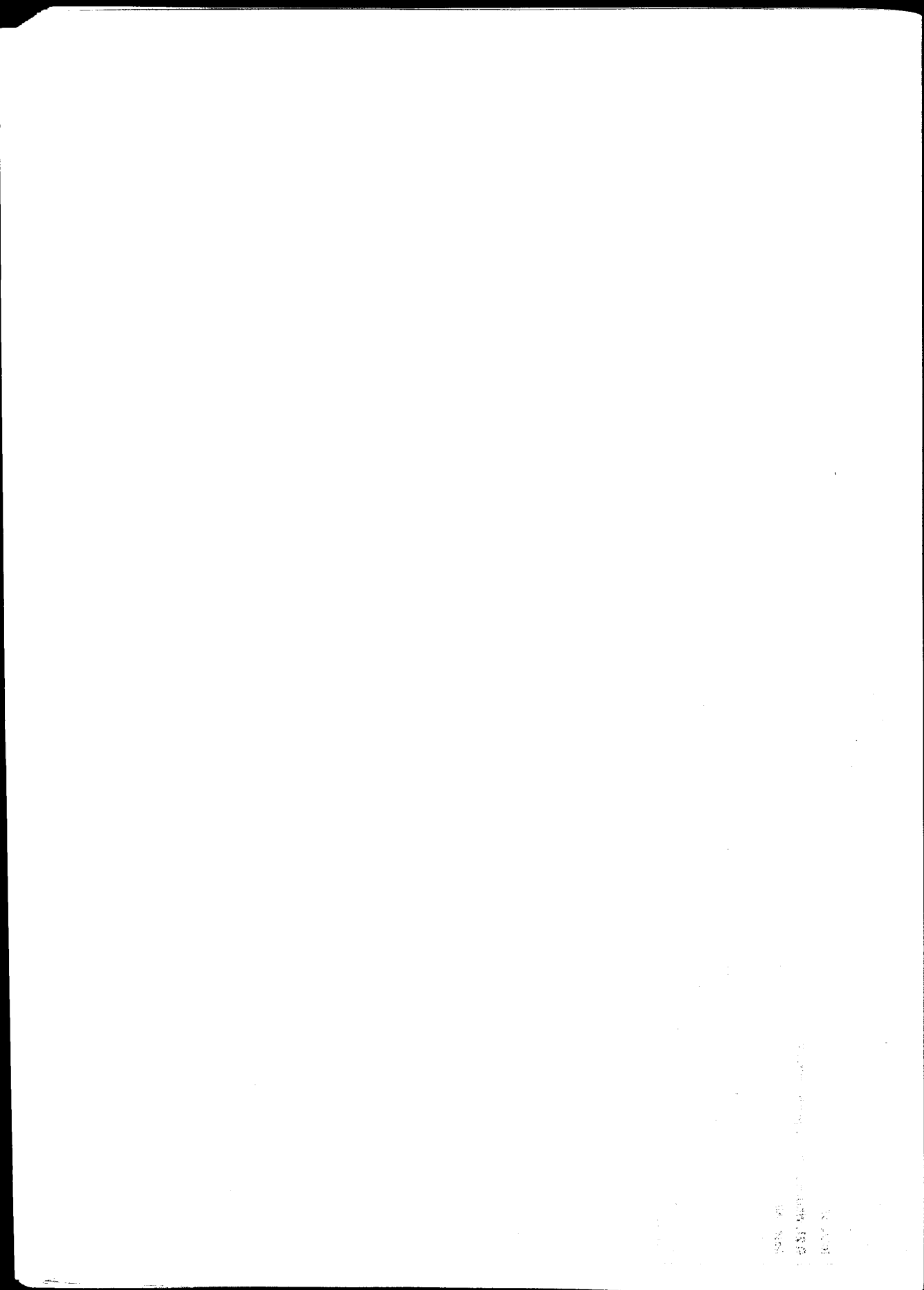
Base : All

	TOTAL	Age			Male					Female					With children				Social Grade	
		18-34	35-54	55+	All	Under 45	45+	Fathers	No Children	All	Under 45	45+	Mothers	No children	0-5 yr olds	6-9 yr olds	10-15 yr olds	None	ABC1	C2DE
Unweighted Base	1139	405	396	338	546	315	231	164	382	593	341	252	213	381	211	141	155	763	582	557
Weighted Base	1139	404	395	339	547	320	227	159	388	592	340	253	211	382	216	140	152	770	580	559
18-24	124 11%	124 31%	-	-	55 10%	55 17%	-	10 7%	45 11%	69 12%	69 20%	-	18 9%	51 13%	17 8%	5 3%	11 7%	96 12%	79 14%	46 8%
25-34	280 25%	280 69%	-	-	137 25%	137 43%	-	38 24%	100 26%	143 24%	143 42%	-	74 35%	68 18%	96 44%	41 29%	19 13%	168 22%	168 29%	112 20%
35-44	255 22%	-	255 65%	-	127 23%	127 40%	-	74 46%	54 14%	128 22%	128 38%	-	82 39%	46 12%	80 37%	79 56%	73 48%	99 13%	157 27%	98 18%
45-54	140 12%	-	140 35%	-	73 13%	-	73 32%	23 14%	50 13%	68 11%	-	68 27%	25 12%	43 11%	10 4%	11 8%	37 24%	93 12%	59 10%	81 14%
55-64	169 15%	-	-	169 50%	78 14%	-	78 34%	10 6%	68 17%	91 15%	-	91 36%	7 3%	85 22%	8 4%	4 3%	9 6%	152 20%	68 12%	102 18%
65+	170 15%	-	-	170 50%	76 14%	-	76 34%	4 3%	72 19%	94 16%	-	94 37%	5 2%	89 23%	7 3%	-	3 2%	161 21%	50 9%	120 21%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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London GPs

Fieldwork dates : 19-25 April 1999

Table 37

Page 70
Absolutes/col percents

Q.21. What was your age last birthday?

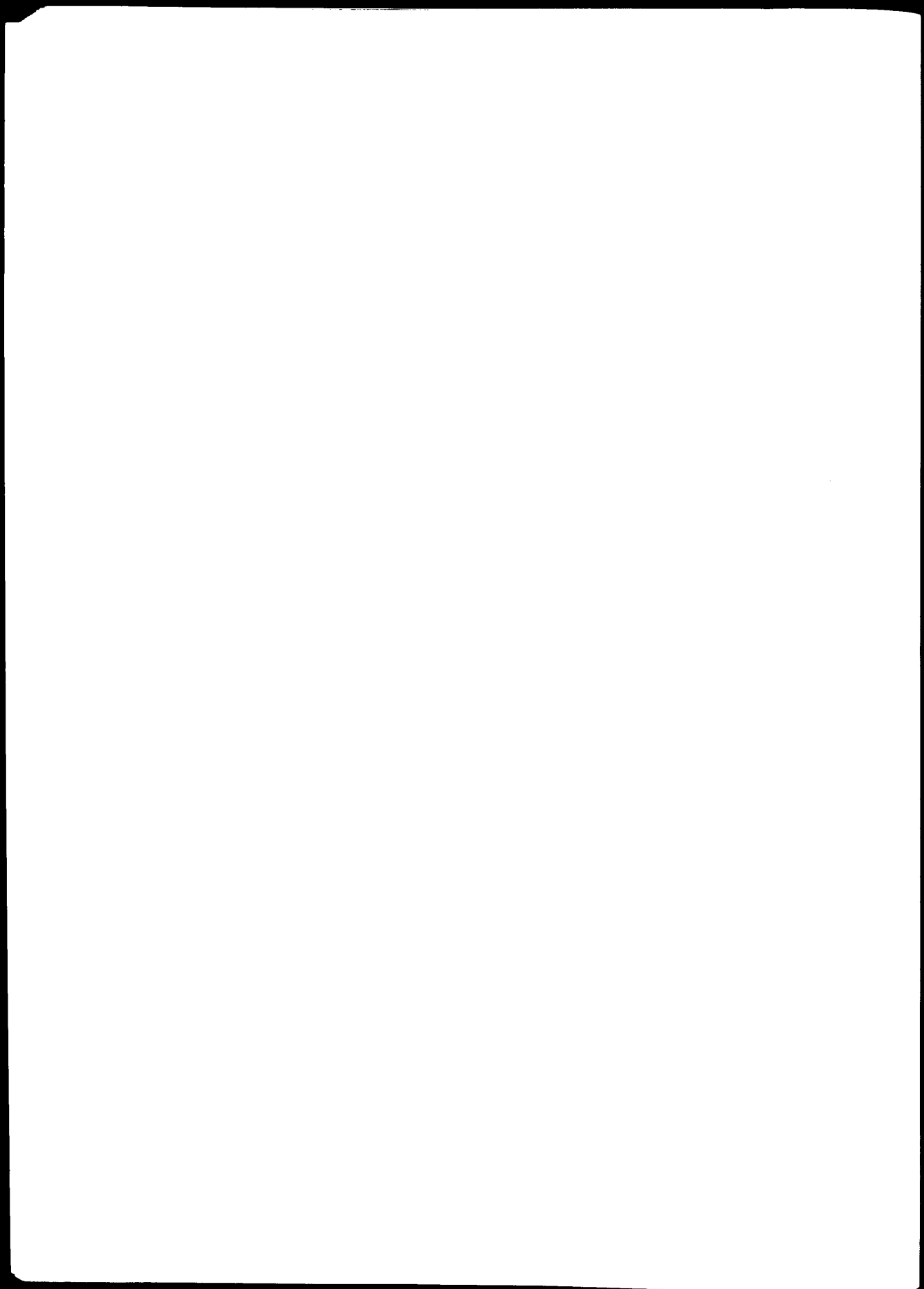
Base : All

	TOTAL	London		Working Status			Marital status			Reason for GP visit			Doctor		Quality of healthcare	
		Inner	Outer	Full-time	Part-time	Not working	Married /living as	Widowed /div. /sep.	Single	Self ill	Family member ill	Other	On own	Group practice	Satis.	Dissatis
Unweighted Base	1139	249	890	487	92	560	577	209	353	752	390	272	139	852	844	75
Weighted Base	1139	421	718	484	97	558	576	206	358	748	390	274	135	856	843	72
18-24	124 11%	42 10%	83 12%	45 9%	9 10%	70 13%	14 3%	-	110 31%	89 12%	27 7%	29 11%	15 11%	93 11%	91 11%	5 7%
25-34	280 25%	113 27%	167 23%	167 34%	25 26%	88 16%	150 26%	25 12%	105 29%	178 24%	111 28%	65 24%	31 23%	216 25%	199 24%	31 43%
35-44	255 22%	105 25%	150 21%	139 29%	29 30%	87 16%	155 27%	33 16%	67 19%	150 20%	123 32%	62 23%	28 21%	194 23%	185 22%	16 23%
45-54	140 12%	48 11%	92 13%	70 14%	10 11%	60 11%	85 15%	26 13%	29 8%	98 13%	51 13%	30 11%	12 9%	107 13%	101 12%	6 9%
55-64	169 15%	63 15%	106 15%	57 12%	18 19%	94 17%	102 18%	39 19%	28 8%	112 15%	46 12%	48 17%	24 18%	122 14%	128 15%	9 13%
65+	170 15%	50 12%	120 17%	7 1%	4 5%	159 28%	70 12%	82 40%	18 5%	122 16%	33 8%	40 15%	24 18%	124 15%	139 16%	4 6%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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London GPs

Fieldwork dates : 19-25 April 1999

Table 38

Q.22. Are you...

Base : All

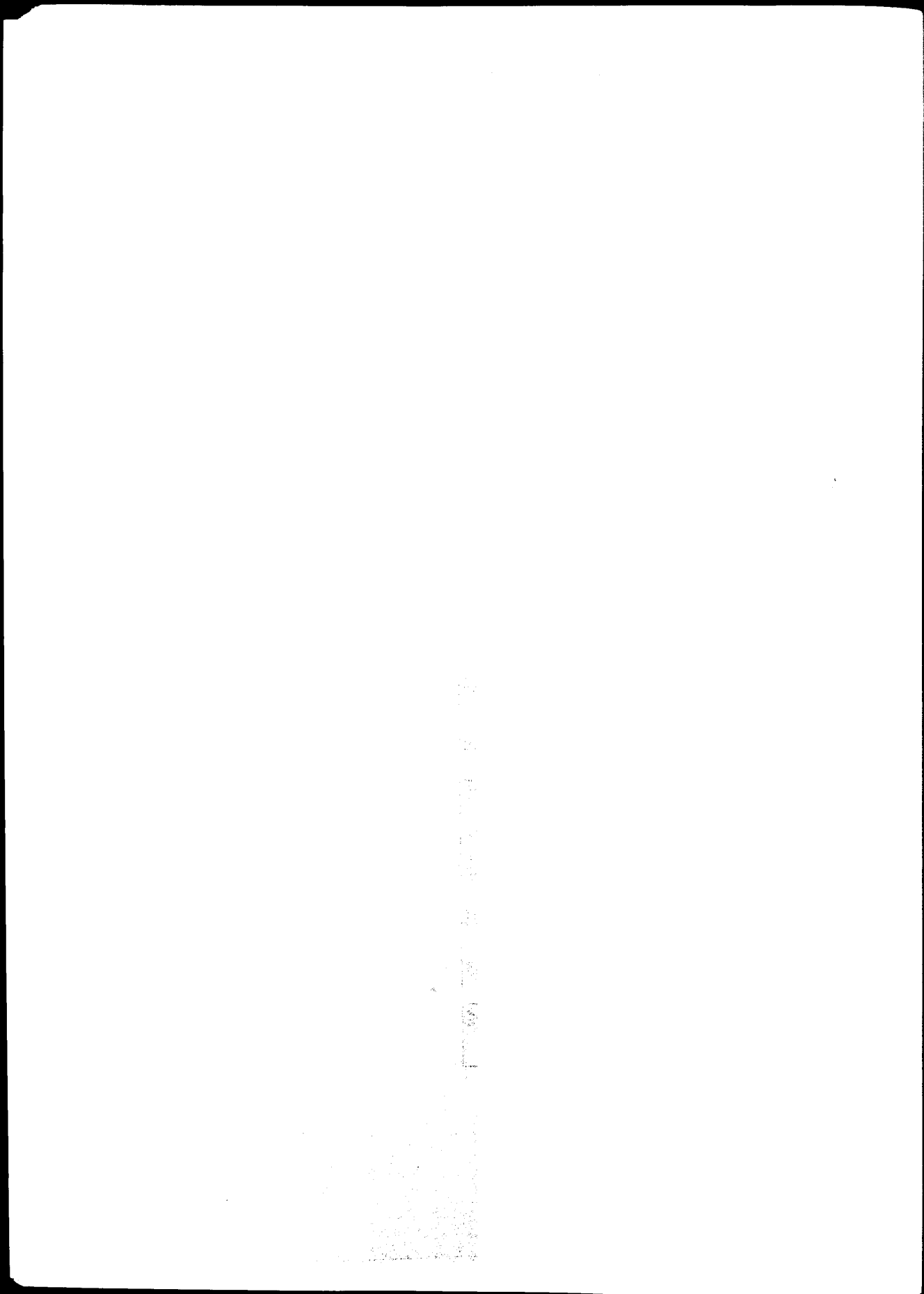
Page 71
Absolutes/col percents

	TOTAL	Age			Male					Female					With children				Social Grade	
		18-34	35-54	55+	All	Under 45	45+	Fathers	No Children	All	Under 45	45+	Mothers	No children	0-5 yr olds	6-9 yr olds	10-15 yr olds	None	ABC1	C2DE
Unweighted Base	1139	405	396	338	546	315	231	164	382	593	341	252	213	381	211	141	155	763	582	557
Weighted Base	1139	404	395	339	547	320	227	159	388	592	340	253	211	382	216	140	152	770	580	559
Married	481 42%	107 27%	206 52%	168 50%	241 44%	109 34%	131 58%	111 70%	130 33%	241 41%	124 36%	117 46%	113 53%	129 34%	126 58%	100 71%	96 63%	258 34%	244 42%	237 42%
Living as married	94 8%	57 14%	34 9%	3 1%	48 9%	42 13%	6 3%	17 11%	31 8%	46 8%	44 13%	3 1%	16 8%	30 8%	21 10%	7 5%	11 7%	61 8%	67 12%	27 5%
Widowed	79 7%	-	3 1%	76 22%	15 3%	-	15 7%	-	15 4%	64 11%	2	62 25%	6 3%	58 15%	3	1 1%	2 1%	73 9%	22 4%	57 10%
Divorced	87 8%	9 2%	41 10%	37 11%	28 5%	6 2%	21 9%	2 1%	26 7%	60 10%	21 6%	38 15%	21 10%	39 10%	6 3%	11 8%	14 9%	65 8%	32 5%	55 10%
Separated	40 3%	16 4%	15 4%	8 2%	19 3%	10 3%	8 4%	5 3%	14 4%	21 4%	19 5%	2 1%	16 8%	5 1%	15 7%	6 5%	11 7%	19 2%	13 2%	27 5%
Single	358 31%	215 53%	96 24%	46 14%	197 36%	152 47%	45 20%	24 15%	172 44%	161 27%	131 38%	30 12%	40 19%	121 32%	44 20%	14 10%	18 12%	294 38%	203 35%	155 28%

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London GPs

Fieldwork dates : 19-25 April 1999

Page 72
Absolutes/col percents

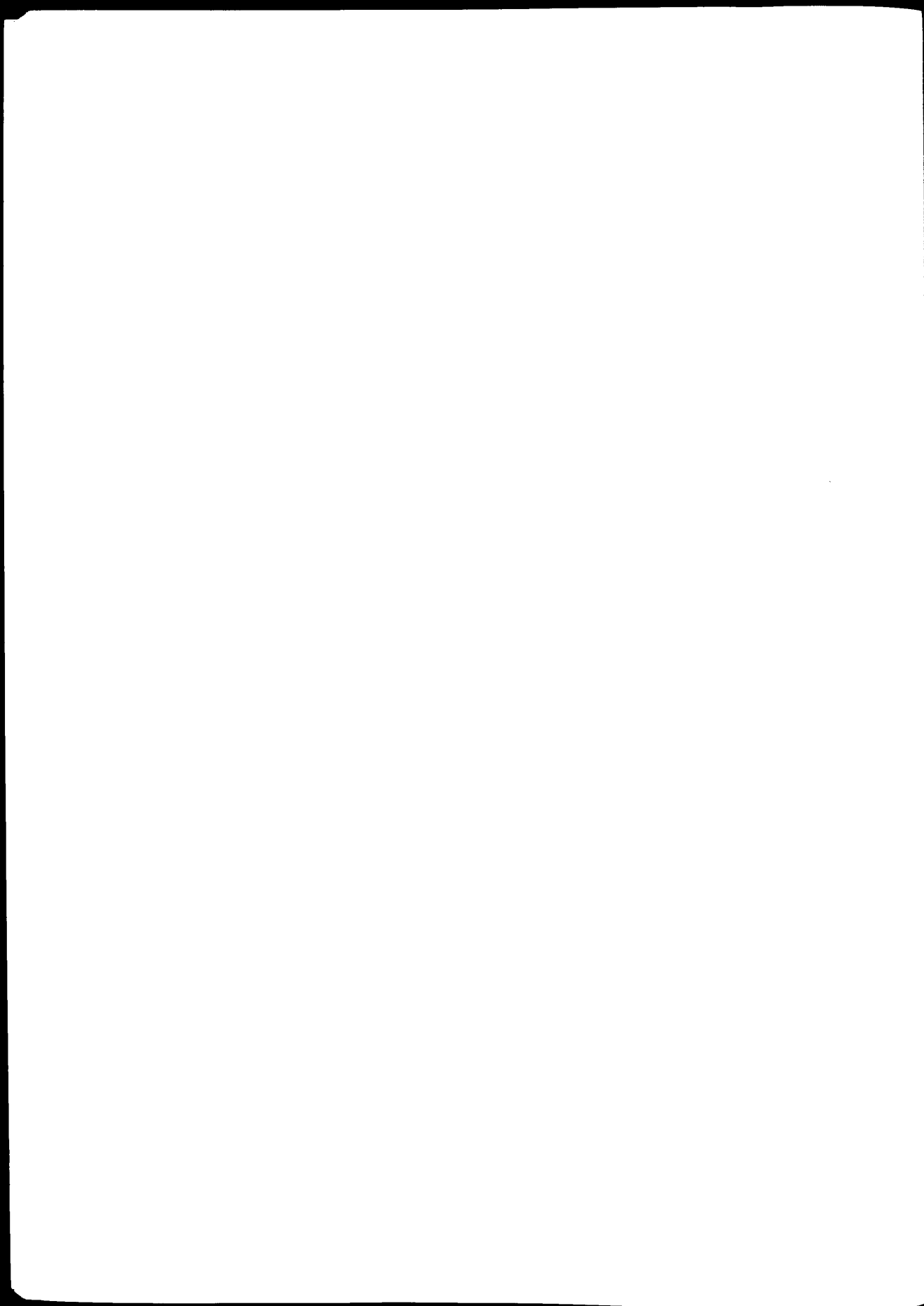
Table 38

Q.22. Are you...

Base : All

	TOTAL	London		Working Status			Marital status			Reason for GP visit			Doctor		Quality of healthcare	
		Inner	Outer	Full-time	Part-time	Not working	Married /living as	Widowed /div. /sep.	Single	Self ill	Family member ill	Other	On own	Group practice	Satsf.	Dissatsf.
Unweighted Base	1139	249	890	487	92	560	577	209	353	752	390	272	139	852	844	75
Weighted Base	1139	421	718	484	97	558	576	206	358	748	390	274	135	856	843	72
Married	481 42%	178 42%	303 42%	206 43%	45 46%	231 41%	481 84%	-	-	322 43%	244 63%	87 32%	68 51%	364 43%	371 44%	32 44%
Living as married	94 8%	32 8%	63 9%	62 13%	7 7%	26 5%	94 16%	-	-	55 7%	27 7%	29 11%	2 2%	77 9%	65 8%	6 9%
Widowed	79 7%	21 5%	58 8%	8 2%	5 6%	66 12%	-	79 38%	-	49 6%	9 2%	28 10%	11 8%	55 6%	57 7%	3 5%
Divorced	87 8%	32 8%	55 8%	26 5%	7 7%	54 10%	-	87 42%	-	59 8%	21 5%	21 8%	14 10%	65 8%	68 8%	5 7%
Separated	40 3%	15 4%	25 3%	14 3%	2 2%	24 4%	-	40 19%	-	27 4%	20 5%	6 2%	1 1%	33 4%	30 4%	3 5%
Single	358 31%	143 34%	214 30%	169 35%	31 32%	158 28%	-	-	358 100%	236 32%	68 18%	104 38%	39 29%	262 31%	252 30%	22 31%

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London GPs

Fieldwork dates : 19-25 April 1999

Table 39

Q.23. Do you have any children under the age of 16 living with you in this household?

Base : All

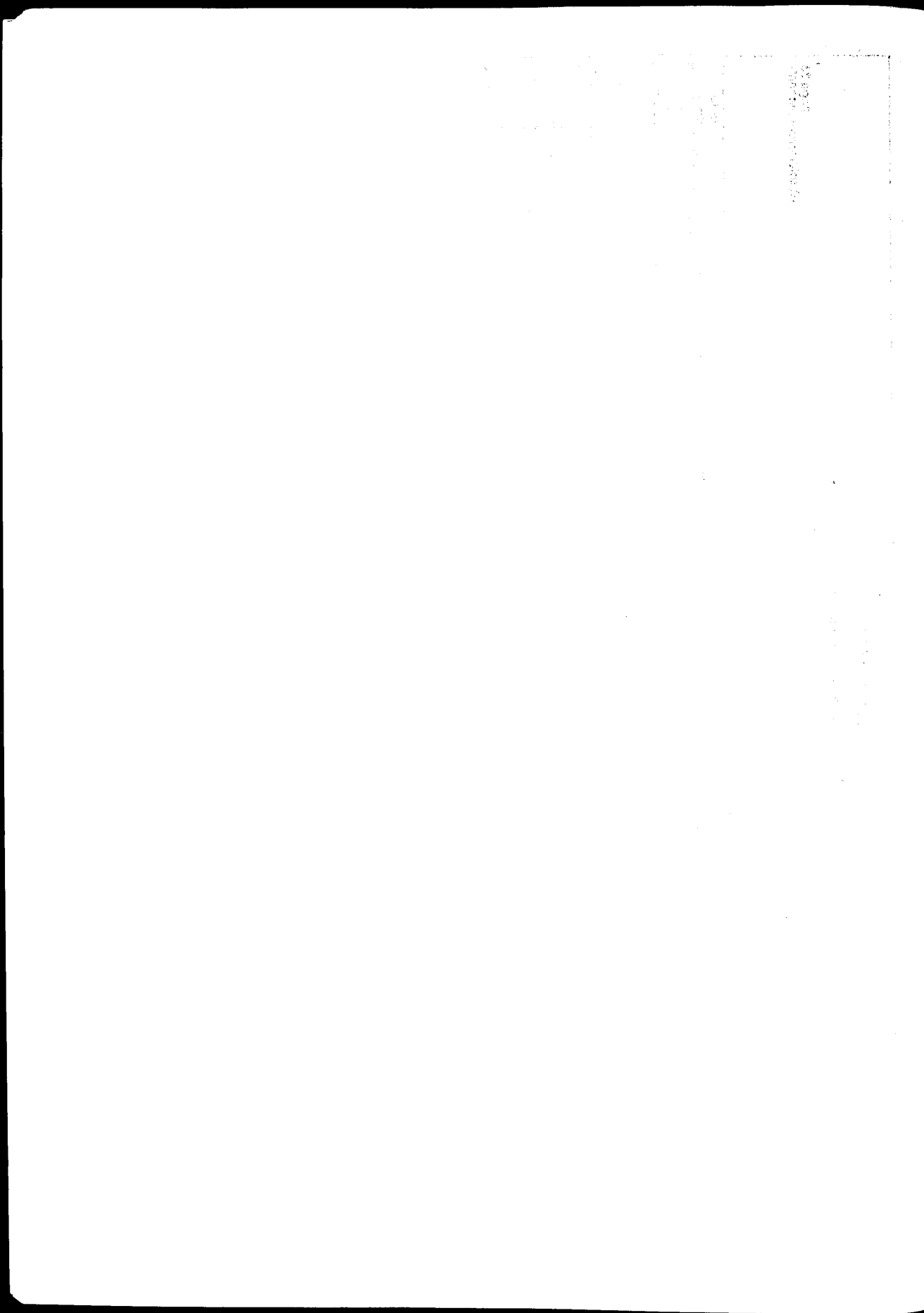
Page 73
Absolutes/col percents

	TOTAL	Age			Male					Female					With children				Social Grade	
		18-34	35-54	55+	All	Under 45	45+	Fathers	No Children	All	Under 45	45+	Mothers	No children	0-5 yr olds	6-9 yr olds	10-15 yr olds	None	ABC1	C2DE
Unweighted Base	1139	405	396	338	546	315	231	164	382	593	341	252	213	381	211	141	155	763	582	557
Weighted Base	1139	404	395	339	547	320	227	159	388	592	340	253	211	382	216	140	152	770	580	559
0-5	216 19%	112 28%	89 23%	14 4%	97 18%	81 25%	16 7%	97 61%	-	119 20%	111 33%	8 3%	119 56%	-	216 100%	64 46%	34 22%	-	114 20%	102 18%
6-9	140 12%	46 11%	90 23%	4 1%	60 11%	52 16%	8 4%	60 38%	-	80 14%	73 21%	7 3%	80 38%	1	64 30%	140 100%	55 36%	1	70 12%	71 13%
10-15	152 13%	31 8%	110 28%	12 3%	63 11%	37 12%	26 11%	63 40%	-	89 15%	67 20%	23 9%	89 42%	1	34 16%	55 40%	152 100%	1	68 12%	84 15%
None under 16	770 68%	264 65%	193 49%	313 92%	388 71%	198 62%	190 84%	-	388 100%	382 64%	165 49%	217 86%	1	382 100%	-	1 1%	1 1%	770 100%	390 67%	380 68%
Any children	370 32%	140 35%	203 51%	26 8%	159 29%	122 38%	37 16%	159 100%	-	211 36%	174 51%	37 15%	211 100%	1	216 100%	140 100%	152 100%	1	190 33%	180 32%

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London GPs

Fieldwork dates : 19-25 April 1999

Page 74
Absolutes/col percents

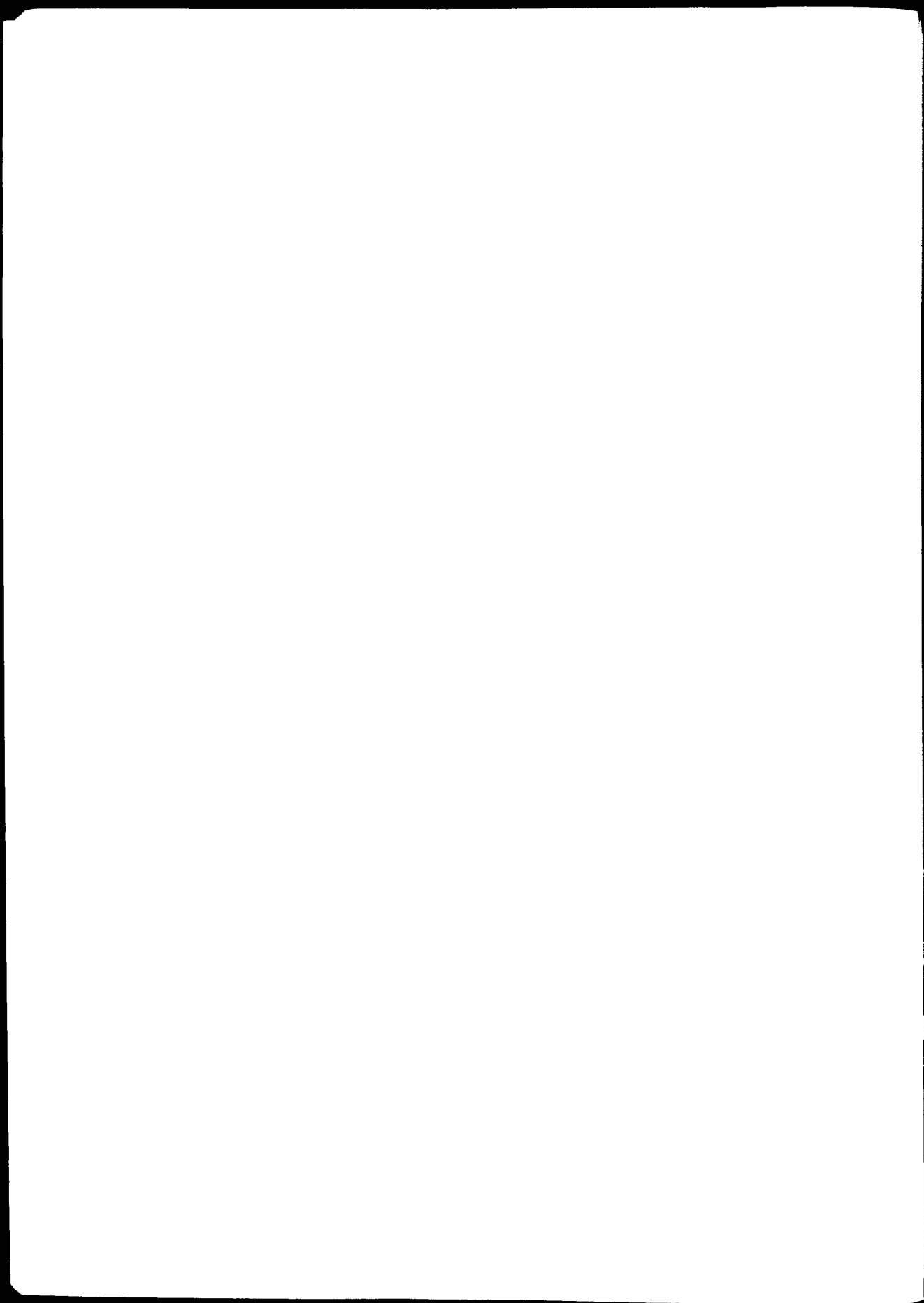
Table 39

Q.23. Do you have any children under the age of 16 living with you in this household?

Base : All

	TOTAL	London		Working Status			Marital status			Reason for GP visit			Doctor		Quality of healthcare	
		Inner	Outer	Full-time	Part-time	Not working	Married /living as	Widowed /div. /sep.	Single	Self ill	Family member ill	Other	On own	Group practice	Satis.	Dissatis.
Unweighted Base	1139	249	890	487	92	560	577	209	353	752	390	272	139	852	844	75
Weighted Base	1139	421	718	484	97	558	576	206	358	748	390	274	135	856	843	72
0-5	216 19%	91 22%	125 17%	81 17%	25 26%	110 20%	147 25%	25 12%	44 12%	137 18%	143 37%	31 11%	23 17%	178 21%	169 20%	17 24%
6-9	140 12%	54 13%	87 12%	57 12%	17 18%	66 12%	107 19%	19 9%	14 4%	86 11%	103 26%	19 7%	23 17%	107 13%	106 13%	11 16%
10-15	152 13%	54 13%	99 14%	57 12%	25 26%	71 13%	107 19%	27 13%	18 5%	93 12%	105 27%	23 9%	26 19%	112 13%	118 14%	12 16%
None under 16	770 68%	290 69%	480 67%	334 69%	49 51%	387 69%	320 56%	156 76%	294 82%	511 68%	143 37%	221 81%	82 61%	567 66%	559 66%	41 57%
Any children	370 32%	131 31%	239 33%	151 31%	48 49%	171 31%	257 45%	49 24%	64 18%	238 32%	247 63%	53 19%	53 39%	290 34%	284 34%	31 43%

NOP (Consumer
Social & Political



London GPs

Fieldwork dates : 19-25 April 1999

Table 40

Q.24. Are you...

Base : All

Page 75
Absolutes/col percents

	TOTAL	Age			Male					Female					With children				Social Grade	
		18-34	35-54	55+	All	Under 45	45+	Fathers	No Children	All	Under 45	45+	Mothers	No children	0-5 yr olds	6-9 yr olds	10-15 yr olds	None	ABC1	C2DE
Unweighted Base	1139	405	396	338	546	315	231	164	382	593	341	252	213	381	211	141	155	763	582	557
Weighted Base	1139	404	395	339	547	320	227	159	388	592	340	253	211	382	216	140	152	770	580	559
Working full time	484 42%	212 52%	209 53%	64 19%	302 55%	222 70%	80 35%	101 64%	201 52%	182 31%	128 38%	54 21%	50 24%	133 35%	81 37%	57 40%	57 37%	334 43%	342 59%	143 25%
Working part time	97 8%	35 9%	40 10%	22 7%	40 7%	25 8%	15 7%	17 11%	23 6%	57 10%	39 11%	18 7%	30 14%	26 7%	25 12%	17 12%	25 16%	49 6%	51 9%	46 8%
Retired	228 20%	2 1%	13 3%	212 63%	103 19%	-	103 45%	5 3%	98 25%	125 21%	3 1%	122 48%	10 5%	115 30%	12 5%	1 1%	2 2%	213 28%	62 11%	165 30%
Looking after the home or family	133 12%	49 12%	64 16%	20 6%	9 2%	5 1%	4 2%	6 4%	3 1%	124 21%	91 27%	33 13%	84 40%	40 10%	56 26%	42 30%	36 24%	43 6%	41 7%	92 16%
Something else	198 17%	107 26%	70 18%	21 6%	93 17%	68 21%	26 11%	29 19%	64 16%	104 18%	78 23%	26 10%	37 17%	68 18%	42 20%	23 17%	32 21%	131 17%	84 14%	114 20%

NOP (Consumer
Social & Political

Prepared by NOP Social & Political

* = Less Than .5

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100	101	102	103	104	105	106	107	108	109	110	111	112	113	114	115	116	117	118	119	120	121	122	123	124	125	126	127	128	129	130	131	132	133	134	135	136	137	138	139	140	141	142	143	144	145	146	147	148	149	150	151	152	153	154	155	156	157	158	159	160	161	162	163	164	165	166	167	168	169	170	171	172	173	174	175	176	177	178	179	180	181	182	183	184	185	186	187	188	189	190	191	192	193	194	195	196	197	198	199	200	201	202	203	204	205	206	207	208	209	210	211	212	213	214	215	216	217	218	219	220	221	222	223	224	225	226	227	228	229	230	231	232	233	234	235	236	237	238	239	240	241	242	243	244	245	246	247	248	249	250	251	252	253	254	255	256	257	258	259	260	261	262	263	264	265	266	267	268	269	270	271	272	273	274	275	276	277	278	279	280	281	282	283	284	285	286	287	288	289	290	291	292	293	294	295	296	297	298	299	300	301	302	303	304	305	306	307	308	309	310	311	312	313	314	315	316	317	318	319	320	321	322	323	324	325	326	327	328	329	330	331	332	333	334	335	336	337	338	339	340	341	342	343	344	345	346	347	348	349	350	351	352	353	354	355	356	357	358	359	360	361	362	363	364	365	366	367	368	369	370	371	372	373	374	375	376	377	378	379	380	381	382	383	384	385	386	387	388	389	390	391	392	393	394	395	396	397	398	399	400	401	402	403	404	405	406	407	408	409	410	411	412	413	414	415	416	417	418	419	420	421	422	423	424	425	426	427	428	429	430	431	432	433	434	435	436	437	438	439	440	441	442	443	444	445	446	447	448	449	450	451	452	453	454	455	456	457	458	459	460	461	462	463	464	465	466	467	468	469	470	471	472	473	474	475	476	477	478	479	480	481	482	483	484	485	486	487	488	489	490	491	492	493	494	495	496	497	498	499	500	501	502	503	504	505	506	507	508	509	510	511	512	513	514	515	516	517	518	519	520	521	522	523	524	525	526	527	528	529	530	531	532	533	534	535	536	537	538	539	540	541	542	543	544	545	546	547	548	549	550	551	552	553	554	555	556	557	558	559	560	561	562	563	564	565	566	567	568	569	570	571	572	573	574	575	576	577	578	579	580	581	582	583	584	585	586	587	588	589	590	591	592	593	594	595	596	597	598	599	600	601	602	603	604	605	606	607	608	609	610	611	612	613	614	615	616	617	618	619	620	621	622	623	624	625	626	627	628	629	630	631	632	633	634	635	636	637	638	639	640	641	642	643	644	645	646	647	648	649	650	651	652	653	654	655	656	657	658	659	660	661	662	663	664	665	666	667	668	669	670	671	672	673	674	675	676	677	678	679	680	681	682	683	684	685	686	687	688	689	690	691	692	693	694	695	696	697	698	699	700	701	702	703	704	705	706	707	708	709	710	711	712	713	714	715	716	717	718	719	720	721	722	723	724	725	726	727	728	729	730	731	732	733	734	735	736	737	738	739	740	741	742	743	744	745	746	747	748	749	750	751	752	753	754	755	756	757	758	759	760	761	762	763	764	765	766	767	768	769	770	771	772	773	774	775	776	777	778	779	780	781	782	783	784	785	786	787	788	789	790	791	792	793	794	795	796	797	798	799	800	801	802	803	804	805	806	807	808	809	810	811	812	813	814	815	816	817	818	819	820	821	822	823	824	825	826	827	828	829	830	831	832	833	834	835	836	837	838	839	840	841	842	843	844	845	846	847	848	849	850	851	852	853	854	855	856	857	858	859	860	861	862	863	864	865	866	867	868	869	870	871	872	873	874	875	876	877	878	879	880	881	882	883	884	885	886	887	888	889	890	891	892	893	894	895	896	897	898	899	900	901	902	903	904	905	906	907	908	909	910	911	912	913	914	915	916	917	918	919	920	921	922	923	924	925	926	927	928	929	930	931	932	933	934	935	936	937	938	939	940	941	942	943	944	945	946	947	948	949	950	951	952	953	954	955	956	957	958	959	960	961	962	963	964	965	966	967	968	969	970	971	972	973	974	975	976	977	978	979	980	981	982	983	984	985	986	987	988	989	990	991	992	993	994	995	996	997	998	999	1000	1001	1002	1003	1004	1005	1006	1007	1008	1009	1010	1011	1012	1013	1014	1015	1016	1017	1018	1019	1020	1021	1022	1023	1024	1025	1026	1027	1028	1029	1030	1031	1032	1033	1034	1035	1036	1037	1038	1039	1040	1041	1042	1043	1044	1045	1046	1047	1048	1049	1050	1051	1052	1053	1054	1055	1056	1057	1058	1059	1060	1061	1062	1063	1064	1065	1066	1067	1068	1069	1070	1071	1072	1073	1074	1075	1076	1077	1078	1079	1080	1081	1082	1083	1084	1085	1086	1087	1088	1089	1090	1091	1092	1093	1094	1095	1096	1097	1098	1099	1100	1101	1102	1103	1104	1105	1106	1107	1108	1109	1110	1111	1112	1113	1114	1115	1116	1117	1118	1119	1120	1121	1122	1123	1124	1125	1126	1127	1128	1129	1130	1131	1132	1133	1134	1135	1136	1137	1138	1139	1140	1141	1142	1143	1144	1145	1146	1147	1148	1149	1150	1151	1152	1153	1154	1155	1156	1157	1158	1159	1160	1161	1162	1163	1164	1165	1166	1167	1168	1169	1170	1171	1172	1173	1174	1175	1176	1177	1178	1179	1180	1181	1182	1183	1184	1185	1186	1187	1188	1189	1190	1191	1192	1193	1194	1195	1196	1197	1198	1199	1200	1201	1202	1203	1204	1205	1206	1207	1208	1209	1210	1211	1212	1213	1214	1215	1216	1217	1218	1219	1220	1221	12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London GPs

Fieldwork dates : 19-25 April 1999

Page 76
Absolutes/col percents

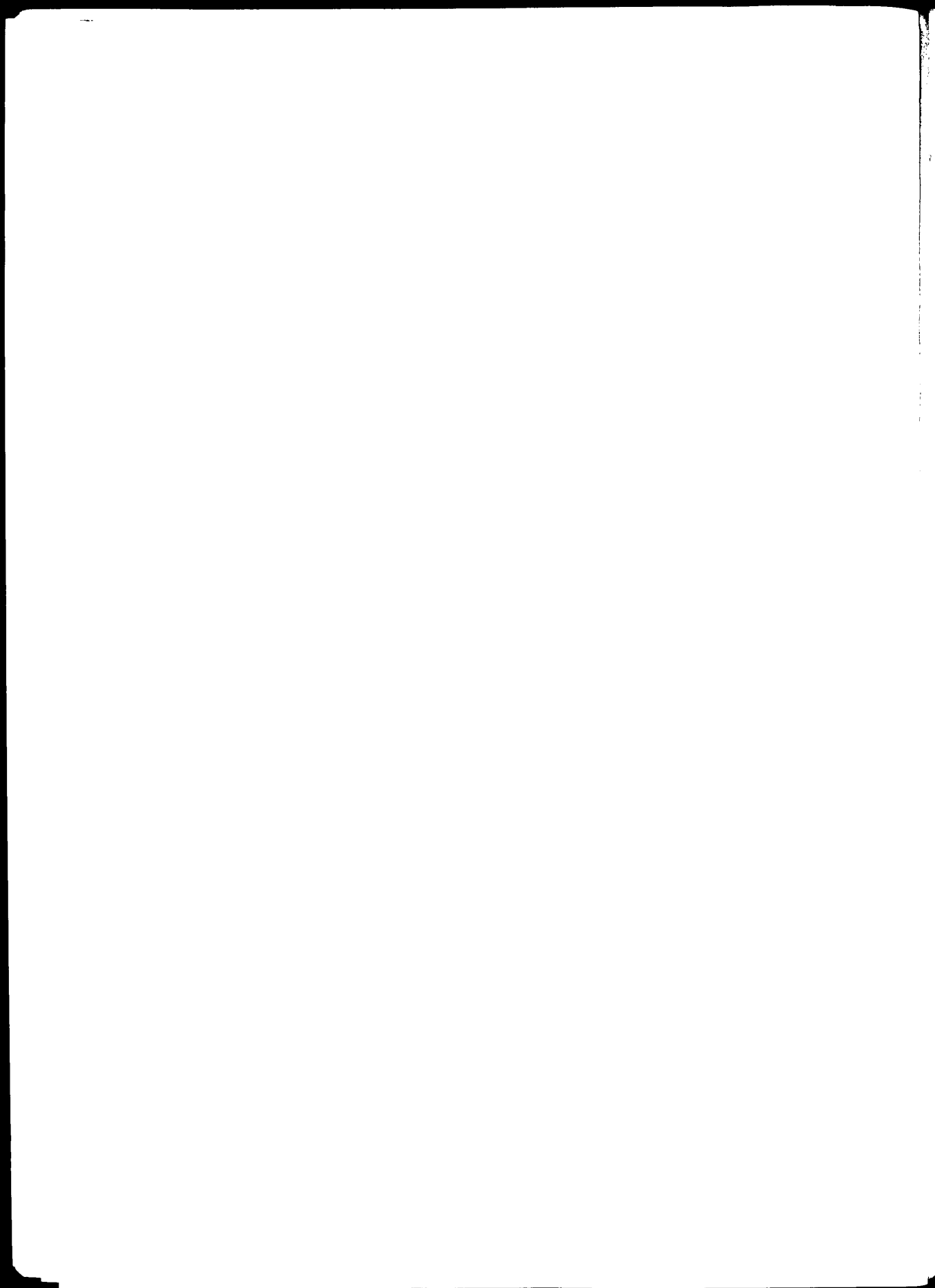
Table 40

Q.24. Are you...

Base : All

	TOTAL	London		Working Status			Marital status			Reason for GP visit			Doctor		Quality of healthcare	
		Inner	Outer	Full-time	Part-time	Not working	Married /living as	Widowed /div. /sep.	Single	Self ill	Family member ill	Other	On own	Group practice	Satis.	Dissatis.
Unweighted Base	1139	249	890	487	92	560	577	209	353	752	390	272	139	852	844	75
Weighted Base	1139	421	718	484	97	558	576	206	358	748	390	274	135	856	843	72
Working full time	484 42%	175 42%	309 43%	484 100%	-	-	268 47%	47 23%	169 47%	310 41%	151 39%	121 44%	44 32%	381 45%	348 41%	41 57%
Working part time	97 8%	34 8%	63 9%	-	97 100%	-	51 9%	14 7%	31 9%	71 10%	45 12%	18 7%	8 6%	77 9%	73 9%	6 9%
Retired	228 20%	77 18%	150 21%	-	-	228 41%	115 20%	85 41%	28 8%	160 21%	49 13%	59 21%	31 23%	165 19%	180 21%	4 6%
Looking after the home or family	133 12%	51 12%	82 11%	-	-	133 24%	78 14%	34 17%	21 6%	81 11%	85 22%	22 8%	25 18%	94 11%	101 12%	9 12%
Something else	198 17%	84 20%	113 16%	-	-	198 35%	64 11%	25 12%	108 30%	125 17%	61 16%	54 20%	28 21%	138 16%	141 17%	12 17%

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London GPs

Fieldwork dates : 19-25 April 1999

Table 41

What is the occupation of the Chief Wage Earner in your household?

Base : All

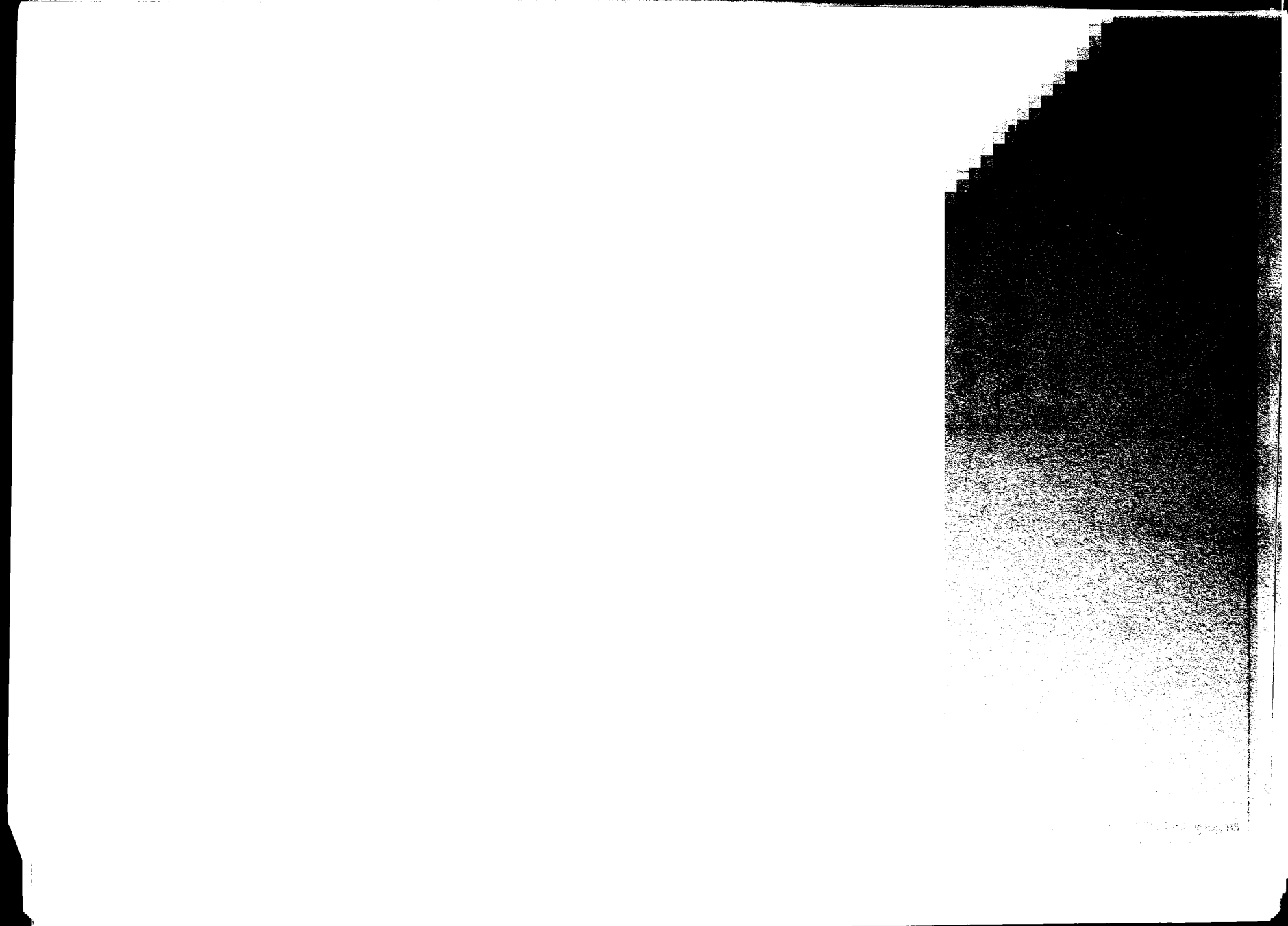
Page 77
Absolutes/col percents

	TOTAL	Age			Male					Female					With children				Social Grade	
		18-34	35-54	55+	All	Under 45	45+	Fathers	No Children	All	Under 45	45+	Mothers	No children	0-5 yr olds	6-9 yr olds	10-15 yr olds	None	ABC1	C2DE
Unweighted Base	1139	405	396	338	546	315	231	164	382	593	341	252	213	381	211	141	155	763	582	557
Weighted Base	1139	404	395	339	547	320	227	159	388	592	340	253	211	382	216	140	152	770	580	559
AB	205 18%	88 22%	78 20%	39 12%	117 21%	81 25%	36 16%	36 23%	81 21%	88 15%	65 19%	23 9%	35 16%	53 14%	41 19%	25 18%	24 16%	135 18%	205 35%	-
C1	375 33%	158 39%	138 35%	79 23%	170 31%	117 37%	53 23%	51 32%	119 31%	205 35%	140 41%	65 26%	69 32%	136 36%	72 34%	45 32%	44 29%	255 33%	375 65%	-
C2	184 16%	74 18%	59 15%	51 15%	113 21%	62 19%	51 23%	30 19%	83 21%	71 12%	46 13%	25 10%	33 15%	39 10%	34 16%	28 20%	33 22%	122 16%	-	184 33%
DE	375 33%	85 21%	120 30%	170 50%	146 27%	60 19%	86 38%	42 26%	105 27%	229 39%	89 26%	140 55%	75 36%	153 40%	69 32%	43 31%	51 34%	258 33%	-	375 67%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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* = Less Than .5



London GPs

Fieldwork dates : 19-25 April 1999

Table 41

What is the occupation of the Chief Wage Earner in your household?

Base : All

Page 78
Absolutes/col percents

	TOTAL	London		Working Status			Marital status			Reason for GP visit			Doctor		Quality of healthcare	
		Inner	Outer	Full-time	Part-time	Not working	Married /living as	Widowed /div. /sep.	Single	Self ill	Family member ill	Other	On own	Group practice	Satis.	Dissatis.
Unweighted Base	1139	249	890	487	92	560	577	209	353	752	390	272	139	852	844	75
Weighted Base	1139	421	718	484	97	558	576	206	358	748	390	274	135	856	843	72
AB	205 18%	88 21%	118 16%	131 27%	13 13%	62 11%	133 23%	14 7%	58 16%	138 18%	61 16%	44 16%	12 9%	173 20%	155 18%	10 13%
C1	375 33%	124 29%	251 35%	211 44%	38 39%	126 23%	178 31%	53 26%	144 40%	247 33%	111 28%	94 34%	44 33%	288 34%	279 33%	28 39%
C2	184 16%	56 13%	128 18%	97 20%	23 24%	64 11%	108 19%	23 11%	53 15%	116 15%	84 22%	42 15%	22 16%	134 16%	133 16%	14 20%
DE	375 33%	153 36%	221 31%	45 9%	23 24%	307 55%	157 27%	116 56%	102 29%	248 33%	134 34%	94 34%	56 42%	261 30%	276 33%	20 28%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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