

Citizens Advice – GPs Polling

METHODOLOGY NOTE

ComRes interviewed 1,002 General Practitioners in the UK online between the 18th and 25th February 2015. Data were weighted to be representative of all General Practitioners in the UK by former SHA region. ComRes is a member of the British Polling Council and abides by its rules.

All press releases or other publications must be checked with ComRes before use. ComRes requires 48 hours to check a press release unless otherwise agreed.

To commission a voting intention poll or a public opinion survey please contact Katharine Peacock:

katharine.peacock@comres.co.uk

To register for Pollwatch, a monthly newsletter update on the polls, please email: pollwatch@comres.co.uk

Citizens Advice – GPs Polling

S1 Speciality confirmation	1
Base: All respondents	
S2 GP type	3
Base: All respondents	
S3 Region	5
Base: All respondents	
D3 Gender	8
Base: All respondents	
D6 Age	10
Base: All respondents	
D4 Year of qualification	12
Base: All respondents	
D8 CCG Involvement	14
Base: England GP's only	
D7 Number of patients on practice list	16
Base: All respondents	
D1 Overall practice size	18
Base: All respondents	
D5 Dispensing Practice	20
Base: All respondents	
D2 Practice Location	22
Base: All respondents	
Q1 Many GPs find that patients sometimes see them to discuss non-health matters, and that they also sometimes raise non-health related issues alongside discussions about their health. In the last month what, if any, were the main types of non-health issues that patients raised with you during consultations?	24
Base: All respondents	
Q2 When a patient raises a non-health issue as part of a consultation, how, if at all, do you usually address this?	26
Base: All respondents	
Q3 In which of the following ways, if any, does dealing with these non-health queries impact on your work as a GP?	28
Base: All respondents	
Q4 Thinking about your consultations in the last month, approximately what proportion of your consultation time overall would you say was spent discussing non-health matters with patients? Please include all time spent dealing with non-health issues, whether or not it was the main concern of the appointment.	30
Base: All respondents	
Q5 And thinking about the proportion of time you spend dealing with non-health issues as part of consultations, in the last year would you say this has increased, stayed the same, or decreased in the last year?	34
Base: All respondents	

Citizens Advice – GPs Polling

S1 Speciality confirmation

Base: All respondents

Significance Level: 90%

Significance Level: 95%

Total	GENDER		AGE				GP TYPE					
	Male	Female	Under 30	30 - 39	40 - 49	50 - 59	60 or over	GP Principal	Salaried GP	GP Registrar	Locum GP	
	a	b	*c	d	e	f	g	h	i	*j	k	
	A	B	*C	D	E	F	G	H	I	*J	K	
Total	1002	540	462	4	362	316	240	80	649	229	2	122
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
GP	1002	540	462	4	362	316	240	80	649	229	2	122
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hospital Doctor	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-

Columns Tested: A,B - C,D,E,F,G - H,I,J,K

Citizens Advice – GPs Polling

S1 Speciality confirmation

Base: All respondents

	REGION													
	Total	North West	North East	Yorkshire & Humber	East Midlands	West Midlands	East of England	London	South East Coastal	South Central	South West	Scotland	Wales	Northern Ireland
Significance Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	*m
Significance Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	*M
Total	1002	111	44	84	66	86	85	119	68	67	94	102	49	27
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
GP	1002	111	44	84	66	86	85	119	68	67	94	102	49	27
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hospital Doctor	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Columns Tested: A,B,C,D,E,F,G,H,I,J,K,L,M

Citizens Advice – GPs Polling

S2 GP type

Base: All respondents

Significance Level: 90%

Significance Level: 95%

	GENDER		AGE					GP TYPE				
	Total	Male	Female	Under 30	30 - 39	40 - 49	50 - 59	60 or over	GP Principal	Salaried GP	GP Registrar	Locum GP
		a	b	*c	d	e	f	g	h	i	*j	k
		A	B	*C	D	E	F	G	H	I	*J	K
Total	1002	540	462	4	362	316	240	80	649	229	2	122
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
GP Principal	649	399	250	2	189	221	192	45	649	-	-	-
	65%	74%	54%	50%	52%	70%	80%	56%	100%	-	-	-
		B				DG	DEG		IK			
Salaried GP	229	77	152	1	123	68	26	11	-	229	-	-
	23%	14%	33%	25%	34%	22%	11%	14%	-	100%	-	-
			A		EFG	F				HK		
GP Registrar	2	2	-	-	1	-	1	-	-	-	2	-
	*	*	-	-	*	-	*	-	-	-	100%	-
Locum GP	122	62	60	1	49	27	21	24	-	-	-	122
	12%	11%	13%	25%	14%	9%	9%	30%	-	-	-	100%
					Ef			DEF				HI
Other	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-

Columns Tested: A,B - C,D,E,F,G - H,I,J,K

Citizens Advice – GPs Polling

S2 GP type

Base: All respondents

	Total	REGION												
		North West	North East	Yorkshire & Humber	East Midlands	West Midlands	East of England	London	South East Coastal	South Central	South West	Scotland	Wales	Northern Ireland
Significance Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	*m
Significance Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	*M
Total	1002	111	44	84	66	86	85	119	68	67	94	102	49	27
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
GP Principal	649	73	28	58	44	48	58	58	39	38	63	84	37	21
	65%	66%	64%	69%	67%	56%	68%	49%	57%	57%	67%	82%	76%	78%
		G	g	eG	G		eG				G	ABCDEFGHIJ	EGHI	
Salaried GP	229	28	15	17	11	29	16	44	17	17	19	6	7	3
	23%	25%	34%	20%	17%	34%	19%	37%	25%	25%	20%	6%	14%	11%
		K	cDfjKL	K	K	CDFJKL	K	aCDFhJKL	K	K	K		k	
GP Registrar	2	-	-	-	-	-	1	-	-	-	-	1	-	-
	*	-	-	-	-	-	1%	-	-	-	-	1%	-	-
Locum GP	122	10	1	9	11	9	10	17	12	12	12	11	5	3
	12%	9%	2%	11%	17%	10%	12%	14%	18%	18%	13%	11%	10%	11%
				b	B	b	b	B	aB	aB	b	b		
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Columns Tested: A,B,C,D,E,F,G,H,I,J,K,L,M

Citizens Advice – GPs Polling

S3 Region

Base: All respondents

Total	GENDER		AGE					GP TYPE				
	Male	Female	Under 30	30 - 39	40 - 49	50 - 59	60 or over	GP Principal	Salaried GP	GP Registrar	Locum GP	
	a	b	*c	d	e	f	g	h	i	*j	k	
	A	B	*C	D	E	F	G	H	I	*J	K	
Significance Level: 90%												
Significance Level: 95%												
Total	1002	540	462	4	362	316	240	80	649	229	2	122
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
North West	111	67	44	2	42	32	28	7	73	28	-	10
	11%	12%	10%	50%	12%	10%	12%	9%	11%	12%	-	8%
North East	44	19	25	-	14	20	9	1	28	15	-	1
	4%	4%	5%	-	4%	6%	4%	1%	4%	7%	-	1%
Yorkshire & Humber	84	43	41	-	28	29	20	7	58	17	-	9
	8%	8%	9%	-	8%	9%	8%	9%	9%	7%	-	7%
East Midlands	66	44	22	-	26	22	14	4	44	11	-	11
	7%	8%	5%	-	7%	7%	6%	5%	7%	5%	-	9%
West Midlands	86	44	42	1	31	24	18	12	48	29	-	9
	9%	8%	9%	25%	9%	8%	8%	15%	7%	13%	-	7%
East of England	85	47	38	-	26	30	22	7	58	16	1	10
	8%	9%	8%	-	7%	9%	9%	9%	9%	7%	50%	8%
London	119	63	56	-	48	34	23	14	58	44	-	17
	12%	12%	12%	-	13%	11%	10%	18%	9%	19%	-	14%
South East Coastal	68	36	32	-	27	20	15	6	39	17	-	12
	7%	7%	7%	-	7%	6%	6%	8%	6%	7%	-	10%
South Central	67	27	40	-	28	20	15	4	38	17	-	12
	7%	5%	9%	-	8%	6%	6%	5%	6%	7%	-	10%
South West	94	50	44	-	26	30	32	6	63	19	-	12
	9%	9%	10%	-	7%	9%	13%	8%	10%	8%	-	10%
Scotland	102	62	40	1	37	31	28	5	84	6	1	11
	10%	11%	9%	25%	10%	10%	12%	6%	13%	3%	50%	9%
Wales	49	23	26	-	19	11	13	6	37	7	-	5
	5%	4%	6%	-	5%	3%	5%	8%	6%	3%	-	4%
Northern Ireland	27	15	12	-	10	13	3	1	21	3	-	3
	3%	3%	3%	-	3%	4%	1%	1%	3%	1%	-	2%

Columns Tested: A,B - C,D,E,F,G - H,I,J,K

Fieldwork: 18th - 25th February 2015

Prepared by ComRes Ltd

Citizens Advice – GPs Polling

S3 Region

Base: All respondents

	REGION													
	Total	North West	North East	Yorkshire & Humber	East Midlands	West Midlands	East of England	London	South East Coastal	South Central	South West	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h	i	j	k	l	*m
	A	B	C	D	E	F	G	H	I	J	K	L	*M	
Significance Level: 90%														
Significance Level: 95%														
Total	1002	111	44	84	66	86	85	119	68	67	94	102	49	27
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
North West	111	111	-	-	-	-	-	-	-	-	-	-	-	-
	11%	100%	-	-	-	-	-	-	-	-	-	-	-	-
		BCDEFGHI												
		JKL												
North East	44	-	44	-	-	-	-	-	-	-	-	-	-	-
	4%	-	100%	-	-	-	-	-	-	-	-	-	-	-
			ACDEFGHI											
			JKL											
Yorkshire & Humber	84	-	-	84	-	-	-	-	-	-	-	-	-	-
	8%	-	-	100%	-	-	-	-	-	-	-	-	-	-
				ABDEFGHIJ										
				KL										
East Midlands	66	-	-	-	66	-	-	-	-	-	-	-	-	-
	7%	-	-	-	100%	-	-	-	-	-	-	-	-	-
					ABCEFGHIJ									
					KL									
West Midlands	86	-	-	-	-	86	-	-	-	-	-	-	-	-
	9%	-	-	-	-	100%	-	-	-	-	-	-	-	-
						ABCEFGHI								
						JKL								
East of England	85	-	-	-	-	-	85	-	-	-	-	-	-	-
	8%	-	-	-	-	-	100%	-	-	-	-	-	-	-
							ABCDEGHI							
							JKL							
London	119	-	-	-	-	-	-	119	-	-	-	-	-	-
	12%	-	-	-	-	-	-	100%	-	-	-	-	-	-
								ABCDEFHIJ						
								KL						
South East Coastal	68	-	-	-	-	-	-	-	68	-	-	-	-	-
	7%	-	-	-	-	-	-	-	100%	-	-	-	-	-
									ABCDEFGIJ					
									KL					
South Central	67	-	-	-	-	-	-	-	-	67	-	-	-	-
	7%	-	-	-	-	-	-	-	-	100%	-	-	-	-
										ABCDEF				
										GH				
										JKL				

Columns Tested: A,B,C,D,E,F,G,H,I,J,K,L,M



Citizens Advice – GPs Polling

S3 Region

Base: All respondents

	REGION													
	Total	North West	North East	Yorkshire & Humber	East Midlands	West Midlands	East of England	London	South East Coastal	South Central	South West	Scotland	Wales	Northern Ireland
Significance Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	*m
Significance Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	*M
Total	1002	111	44	84	66	86	85	119	68	67	94	102	49	27
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South West	94	-	-	-	-	-	-	-	-	-	94	-	-	-
	9%	-	-	-	-	-	-	-	-	-	100%	-	-	-
											ABCDEFHGHIKL			
Scotland	102	-	-	-	-	-	-	-	-	-	-	102	-	-
	10%	-	-	-	-	-	-	-	-	-	-	100%	-	-
												ABCDEFHGHIJL		
Wales	49	-	-	-	-	-	-	-	-	-	-	-	49	-
	5%	-	-	-	-	-	-	-	-	-	-	-	100%	-
													ABCDEFHGHIJK	
Northern Ireland	27	-	-	-	-	-	-	-	-	-	-	-	-	27
	3%	-	-	-	-	-	-	-	-	-	-	-	-	100%

Columns Tested: A,B,C,D,E,F,G,H,I,J,K,L,M



Citizens Advice – GPs Polling

D3 Gender

Base: All respondents

Significance Level: 90%
Significance Level: 95%

	GENDER		AGE					GP TYPE				
	Total	Male	Female	Under 30	30 - 39	40 - 49	50 - 59	60 or over	GP Principal	Salaried GP	GP Registrar	Locum GP
		a	b	*c	d	e	f	g	h	i	*j	k
		A	B	*C	D	E	F	G	H	I	*J	K
Total	1002	540	462	4	362	316	240	80	649	229	2	122
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Male	540	540	-	2	156	166	153	63	399	77	2	62
	54%	100%	-	50%	43%	53%	64%	79%	61%	34%	100%	51%
		B			D	DE	DEF		IK			I
Female	462	-	462	2	206	150	87	17	250	152	-	60
	46%	-	100%	50%	57%	47%	36%	21%	39%	66%	-	49%
			A		EFG	FG	G			HK		H

Columns Tested: A,B - C,D,E,F,G - H,I,J,K

Citizens Advice – GPs Polling

D3 Gender

Base: All respondents

	REGION													
	Total	North West	North East	Yorkshire & Humber	East Midlands	West Midlands	East of England	London	South East Coastal	South Central	South West	Scotland	Wales	Northern Ireland
Significance Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	*m
Significance Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	*M
Total	1002	111	44	84	66	86	85	119	68	67	94	102	49	27
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Male	540	67	19	43	44	44	47	63	36	27	50	62	23	15
	54%	60%	43%	51%	67%	51%	55%	53%	53%	40%	53%	61%	47%	56%
		bl			BcegljL		i	i				bl		
Female	462	44	25	41	22	42	38	56	32	40	44	40	26	12
	46%	40%	57%	49%	33%	49%	45%	47%	47%	60%	47%	39%	53%	44%
			aDk	d		d		d		ADfgK	d		D	

Columns Tested: A,B,C,D,E,F,G,H,I,J,K,L,M

Citizens Advice – GPs Polling

D6 Age

Base: All respondents

Significance Level: 90%

Significance Level: 95%

	GENDER		AGE				GP TYPE					
	Total	Male	Female	Under 30	30 - 39	40 - 49	50 - 59	60 or over	GP Principal	Salaried GP	GP Registrar	Locum GP
		a	b	*c	d	e	f	g	h	i	*j	k
		A	B	*C	D	E	F	G	H	I	*J	K
Total	1002	540	462	4	362	316	240	80	649	229	2	122
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Under 30	4	2	2	4	-	-	-	-	2	1	-	1
	*	*	*	100%	-	-	-	-	*	*	-	1%
30 - 39	362	156	206	-	362	-	-	-	189	123	1	49
	36%	29%	45%	-	100%	-	-	-	29%	54%	50%	40%
			A		EFG					HK		H
40 - 49	316	166	150	-	-	316	-	-	221	68	-	27
	32%	31%	32%	-	-	100%	-	-	34%	30%	-	22%
						DFG			K			
50 - 59	240	153	87	-	-	-	240	-	192	26	1	21
	24%	28%	19%	-	-	-	100%	-	30%	11%	50%	17%
		B					DEG		IK			
60 or over	80	63	17	-	-	-	-	80	45	11	-	24
	8%	12%	4%	-	-	-	-	100%	7%	5%	-	20%
		B						DEF				HI

Columns Tested: A,B - C,D,E,F,G - H,I,J,K

Citizens Advice – GPs Polling

D6 Age

Base: All respondents

	REGION													
	Total	North West	North East	Yorkshire & Humber	East Midlands	West Midlands	East of England	London	South East Coastal	South Central	South West	Scotland	Wales	Northern Ireland
Significance Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	*m
Significance Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	*M
Total	1002 100%	111 100%	44 100%	84 100%	66 100%	86 100%	85 100%	119 100%	68 100%	67 100%	94 100%	102 100%	49 100%	27 100%
Under 30	4 *	2 2%	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	1 1%	- -	- -
30 - 39	362 36%	42 38%	14 32%	28 33%	26 39%	31 36%	26 31%	48 40%	27 40%	28 42%	26 28%	37 36%	19 39%	10 37%
40 - 49	316 32%	32 29%	20 45%	29 35%	22 33%	24 28%	30 35%	34 29%	20 29%	20 30%	30 32%	31 30%	11 22%	13 48%
50 - 59	240 24%	28 25%	9 20%	20 24%	14 21%	18 21%	22 26%	23 19%	15 22%	15 22%	32 34%	28 27%	13 27%	3 11%
60 or over	80 8%	7 6%	1 2%	7 8%	4 6%	12 14%	7 8%	14 12%	6 9%	4 6%	6 6%	5 5%	6 12%	1 4%

Columns Tested: A,B,C,D,E,F,G,H,I,J,K,L,M



Citizens Advice – GPs Polling

D4 Year of qualification

Base: All respondents

Significance Level: 90%
Significance Level: 95%

	GENDER		AGE					GP TYPE				
	Total	Male	Female	Under 30	30 - 39	40 - 49	50 - 59	60 or over	GP Principal	Salaried GP	GP Registrar	Locum GP
		a	b	*c	d	e	f	g	h	i	*j	k
		A	B	*C	D	E	F	G	H	I	*J	K
Total	1002	540	462	4	362	316	240	80	649	229	2	122
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Post 2000	316	140	176	4	285	26	1	-	164	108	1	43
	32%	26%	38%	100%	79%	8%	*	-	25%	47%	50%	35%
			A		EFG	FG				HK		H
1990-2000	376	190	186	-	76	275	24	1	259	83	-	34
	38%	35%	40%	-	21%	87%	10%	1%	40%	36%	-	28%
			a		FG	DFG	G		K			
Pre 1990	310	210	100	-	1	15	215	79	226	38	1	45
	31%	39%	22%	-	*	5%	90%	99%	35%	17%	50%	37%
		B				D	DE	DEF	I			I
Mean score	1994	1992	1996	2009	2003	1995	1985	1976	1993	1998	1998	1993
			A		EFG	FG	G			HK		
Standard deviation	9.71	10.10	8.81	.58	2.92	5.03	4.17	4.19	9.33	8.80	14.14	11.64
Standard error	.31	.43	.41	.29	.15	.28	.27	.47	.37	.58	10.00	1.05

Columns Tested: A,B - C,D,E,F,G - H,I,J,K



Citizens Advice – GPs Polling

D4 Year of qualification

Base: All respondents

	REGION													
	Total	North West	North East	Yorkshire & Humber	East Midlands	West Midlands	East of England	London	South East Coastal	South Central	South West	Scotland	Wales	Northern Ireland
Significance Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	*m
Significance Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	*M
Total	1002	111	44	84	66	86	85	119	68	67	94	102	49	27
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Post 2000	316	39	11	22	22	26	25	43	23	23	24	34	16	8
	32%	35%	25%	26%	33%	30%	29%	36%	34%	34%	26%	33%	33%	30%
								j						
1990-2000	376	38	22	35	26	34	31	43	24	26	34	34	15	14
	38%	34%	50%	42%	39%	40%	36%	36%	35%	39%	36%	33%	31%	52%
			akl											
Pre 1990	310	34	11	27	18	26	29	33	21	18	36	34	18	5
	31%	31%	25%	32%	27%	30%	34%	28%	31%	27%	38%	33%	37%	19%
Mean score	1994	1995	1994	1993	1995	1993	1994	1994	1994	1995	1993	1994	1993	1995
Standard deviation	9.71	9.67	8.43	9.56	8.80	10.58	10.74	10.44	9.74	8.77	9.18	9.68	10.73	8.00
Standard error	.31	.92	1.27	1.04	1.08	1.14	1.17	.96	1.18	1.07	.95	.96	1.53	1.54

Columns Tested: A,B,C,D,E,F,G,H,I,J,K,L,M

Citizens Advice – GPs Polling

D8 CCG Involvement

Base: England GP's only

Significance Level: 90%

Significance Level: 95%

	GENDER		AGE					GP TYPE				
	Total	Male	Female	Under 30	30 - 39	40 - 49	50 - 59	60 or over	GP Principal	Salaried GP	GP Registrar	Locum GP
		a	b	*c	d	e	f	g	h	i	*j	k
		A	B	*C	D	E	F	G	H	I	*J	K
Total	824	440	384	3	296	261	196	68	507	213	1	103
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
I am, or plan to be, an active member of my CCG governing board	88	61	27	-	30	34	19	5	62	23	-	3
	11%	14%	7%	-	10%	13%	10%	7%	12%	11%	-	3%
		B							K	K		
I am, or plan to be, a GP representative	159	107	52	-	59	45	45	10	131	19	-	9
	19%	24%	14%	-	20%	17%	23%	15%	26%	9%	-	9%
		B							IK			
I do not take an active part in my CCG	583	277	306	3	208	184	135	53	318	173	1	91
	71%	63%	80%	100%	70%	70%	69%	78%	63%	81%	100%	88%
			A							H		H

Columns Tested: A,B - C,D,E,F,G - H,I,J,K

Citizens Advice – GPs Polling

D8 CCG Involvement

Base: England GP's only

	REGION													
	Total	North West	North East	Yorkshire & Humber	East Midlands	West Midlands	East of England	London	South East Coastal	South Central	South West	Scotland	Wales	Northern Ireland
Significance Level: 90%		a	b	c	d	e	f	g	h	i	j	*k	*l	*m
Significance Level: 95%		A	B	C	D	E	F	G	H	I	J	*K	*L	*M
Total	824 100%	111 100%	44 100%	84 100%	66 100%	86 100%	85 100%	119 100%	68 100%	67 100%	94 100%	- -	- -	- -
I am, or plan to be, an active member of my CCG governing board	88 11%	15 14%	7 16%	10 12%	10 15%	12 14%	5 6%	14 12%	6 9%	2 3%	7 7%	- -	- -	- -
		fl	fl	l	fl	fl		l						
I am, or plan to be, a GP representative	159 19%	30 27%	7 16%	15 18%	17 26%	11 13%	13 15%	22 18%	15 22%	15 22%	14 15%	- -	- -	- -
		EfJ		Ej										
I do not take an active part in my CCG	583 71%	66 59%	30 68%	59 70%	40 61%	65 76%	67 79%	85 71%	48 71%	50 75%	73 78%	- -	- -	- -
						AD	AD	a		Ad	AD			

Columns Tested: A,B,C,D,E,F,G,H,I,J,K,L,M

Citizens Advice – GPs Polling

D7 Number of patients on practice list

Base: All respondents

	GENDER		AGE					GP TYPE				
	Total	Male	Female	Under 30	30 - 39	40 - 49	50 - 59	60 or over	GP Principal	Salaried GP	GP Registrar	Locum GP
Significance Level: 90%		a	b	*c	d	e	f	g	h	i	*j	k
Significance Level: 95%		A	B	*C	D	E	F	G	H	I	*J	K
Total	1002	540	462	4	362	316	240	80	649	229	2	122
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Up to 6000	285	154	131	1	85	95	68	36	165	67	1	52
	28%	29%	28%	25%	23%	30%	28%	45%	25%	29%	50%	43%
						d		DEF				HI
6000-9999	350	196	154	1	127	110	84	28	240	68	-	42
	35%	36%	33%	25%	35%	35%	35%	35%	37%	30%	-	34%
									I			
10000 or more	367	190	177	2	150	111	88	16	244	94	1	28
	37%	35%	38%	50%	41%	35%	37%	20%	38%	41%	50%	23%
					eG	G	G		K	K		
Mean score	8651.1	8583.4	8730.2	8500.0	9228.5	8507.2	8508.7	7041.7	8901.3	8747.2	7000.0	7166.7
					EfG	G	G		K	K		
Standard deviation	4584.43	4620.74	4545.35	4922.06	4651.18	4404.24	4660.99	4377.57	4582.19	4595.33	4242.64	4343.33
Standard error	144.83	198.84	211.47	2461.03	244.46	247.76	300.87	489.43	179.87	303.67	3000.00	393.23

Columns Tested: A,B - C,D,E,F,G - H,I,J,K

Citizens Advice – GPs Polling

D7 Number of patients on practice list

Base: All respondents

	Total	REGION												
		North West	North East	Yorkshire & Humber	East Midlands	West Midlands	East of England	London	South East Coastal	South Central	South West	Scotland	Wales	Northern Ireland
Significance Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	*m
Significance Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	*M
Total	1002	111	44	84	66	86	85	119	68	67	94	102	49	27
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Up to 6000	285	33	9	25	17	30	18	31	14	15	21	46	12	14
	28%	30%	20%	30%	26%	35%	21%	26%	21%	22%	22%	45%	24%	52%
						bFhij						ABCDFGHIJL		
6000-9999	350	45	19	31	21	28	31	39	23	17	37	36	16	7
	35%	41%	43%	37%	32%	33%	36%	33%	34%	25%	39%	35%	33%	26%
		l	i								i			
10000 or more	367	33	16	28	28	28	36	49	31	35	36	20	21	6
	37%	30%	36%	33%	42%	33%	42%	41%	46%	52%	38%	20%	43%	22%
		k	K	K	aK	K	aK	aK	AK	ACEJK	K		K	
Mean score	8651.1	8508.4	8540.5	8570.2	9912.8	8259.9	9437.1	8842.3	8899.4	9941.3	8896.3	6763.1	8741.6	6801.9
		K	K	K	aeK	K	K	K	K	acEK	K		K	
Standard deviation	4584.43	4654.69	3688.23	4278.10	6356.31	4927.67	4508.96	4436.64	3780.59	5365.64	4426.92	3900.26	3414.76	3382.95
Standard error	144.83	441.80	556.02	466.78	782.41	531.36	489.07	406.71	458.46	655.52	456.60	386.18	487.82	651.05

Columns Tested: A,B,C,D,E,F,G,H,I,J,K,L,M

Citizens Advice – GPs Polling

D1 Overall practice size

Base: All respondents

Significance Level: 90%

Significance Level: 95%

	GENDER		AGE				GP TYPE					
	Total	Male	Female	Under 30	30 - 39	40 - 49	50 - 59	60 or over	GP Principal	Salaried GP	GP Registrar	Locum GP
		a	b	*c	d	e	f	g	h	i	*j	k
		A	B	*C	D	E	F	G	H	I	*J	K
Total	1002	540	462	4	362	316	240	80	649	229	2	122
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
1-3	200	122	78	1	55	61	49	34	124	47	-	29
	20%	23%	17%	25%	15%	19%	20%	43%	19%	21%	-	24%
		B					d	DEF				
4-6	425	224	201	1	150	143	103	28	259	92	1	73
	42%	41%	44%	25%	41%	45%	43%	35%	40%	40%	50%	60%
						g						HI
7-9	265	140	125	2	101	81	67	14	191	59	-	15
	26%	26%	27%	50%	28%	26%	28%	18%	29%	26%	-	12%
					g		g		K	K		
10+	112	54	58	-	56	31	21	4	75	31	1	5
	11%	10%	13%	-	15%	10%	9%	5%	12%	14%	50%	4%
					EFG				K	K		
Mean score	6.1	5.9	6.3	5.3	6.6	5.9	5.9	4.8	6.2	6.3	7.0	5.1
			A		EFG	G	G		K	K		
Standard deviation	3.19	3.22	3.14	2.75	3.55	2.94	2.91	2.78	3.01	3.62	4.24	3.13
Standard error	.10	.14	.15	1.38	.19	.17	.19	.31	.12	.24	3.00	.28

Columns Tested: A,B - C,D,E,F,G - H,I,J,K

Citizens Advice – GPs Polling

D1 Overall practice size

Base: All respondents

	REGION													
	Total	North West	North East	Yorkshire & Humber	East Midlands	West Midlands	East of England	London	South East Coastal	South Central	South West	Scotland	Wales	Northern Ireland
Significance Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	*m
Significance Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	*M
Total	1002	111	44	84	66	86	85	119	68	67	94	102	49	27
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
1-3	200	28	6	13	13	22	13	31	11	8	12	26	8	9
	20%	25%	14%	15%	20%	26%	15%	26%	16%	12%	13%	25%	16%	33%
		cfJ				fiJ		bcfJ				cfJ		
4-6	425	46	24	41	31	37	36	37	27	32	38	37	25	14
	42%	41%	55%	49%	47%	43%	42%	31%	40%	48%	40%	36%	51%	52%
			GK	Gk	G	g	g			G			Gk	
7-9	265	21	10	22	16	15	24	37	22	15	30	33	16	4
	26%	19%	23%	26%	24%	17%	28%	31%	32%	22%	32%	32%	33%	15%
							e	AE	AE		AE	AE	aE	
10+	112	16	4	8	6	12	12	14	8	12	14	6	-	-
	11%	14%	9%	10%	9%	14%	14%	12%	12%	18%	15%	6%	-	-
		KL	L	L	L	kL	kL	L	L	KL	KL	I		
Mean score	6.1	5.9	6.0	6.0	5.6	5.7	6.3	6.2	6.1	7.0	6.9	5.5	5.7	4.8
							k			acDEKI	acDEKI			
Standard deviation	3.19	3.26	3.06	2.62	2.54	3.07	2.82	3.47	2.55	4.30	4.24	2.95	1.95	1.96
Standard error	.10	.31	.46	.29	.31	.33	.31	.32	.31	.53	.44	.29	.28	.38

Columns Tested: A,B,C,D,E,F,G,H,I,J,K,L,M

Citizens Advice – GPs Polling

D5 Dispensing Practice

Base: All respondents

Significance Level: 90%

Significance Level: 95%

	GENDER		AGE					GP TYPE				
	Total	Male	Female	Under 30	30 - 39	40 - 49	50 - 59	60 or over	GP Principal	Salaried GP	GP Registrar	Locum GP
		a	b	*c	d	e	f	g	h	i	*j	k
		A	B	*C	D	E	F	G	H	I	*J	K
Total	1002	540	462	4	362	316	240	80	649	229	2	122
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yes	189	114	75	1	70	62	38	18	114	50	1	24
	19%	21%	16%	25%	19%	20%	16%	23%	18%	22%	50%	20%
		B										
No	813	426	387	3	292	254	202	62	535	179	1	98
	81%	79%	84%	75%	81%	80%	84%	78%	82%	78%	50%	80%
			A									

Columns Tested: A,B - C,D,E,F,G - H,I,J,K

Citizens Advice – GPs Polling

D5 Dispensing Practice

Base: All respondents

	REGION													
	Total	North West	North East	Yorkshire & Humber	East Midlands	West Midlands	East of England	London	South East Coastal	South Central	South West	Scotland	Wales	Northern Ireland
Significance Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	*m
Significance Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	*M
Total	1002	111	44	84	66	86	85	119	68	67	94	102	49	27
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yes	189	13	6	24	14	18	35	6	14	10	23	16	9	1
	19%	12%	14%	29%	21%	21%	41%	5%	21%	15%	24%	16%	18%	4%
		g	g	AbGIK	aG	aG	ABcDEGHijkl		G	G	AG	G	G	
No	813	98	38	60	52	68	50	113	54	57	71	86	40	26
	81%	88%	86%	71%	79%	79%	59%	95%	79%	85%	76%	84%	82%	96%
		CdeFJ	cF	f	F	F		abCDEFHIJKL	F	CF	F	CF	F	

Columns Tested: A,B,C,D,E,F,G,H,I,J,K,L,M

Citizens Advice – GPs Polling

D2 Practice Location

Base: All respondents

	GENDER		AGE					GP TYPE				
	Total	Male	Female	Under 30	30 - 39	40 - 49	50 - 59	60 or over	GP Principal	Salaried GP	GP Registrar	Locum GP
Significance Level: 90%		a	b	*c	d	e	f	g	h	i	*j	k
Significance Level: 95%		A	B	*C	D	E	F	G	H	I	*J	K
Total	1002	540	462	4	362	316	240	80	649	229	2	122
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Rural area	103	69	34	1	26	37	27	12	80	15	1	7
	10%	13%	7%	25%	7%	12%	11%	15%	12%	7%	50%	6%
		B			D	d	D		IK			
Urban area	402	207	195	2	156	120	83	41	240	101	1	60
	40%	38%	42%	50%	43%	38%	35%	51%	37%	44%	50%	49%
					F			EF		h		H
Semi-rural area	236	121	115	1	103	79	41	12	167	49	-	20
	24%	22%	25%	25%	28%	25%	17%	15%	26%	21%	-	16%
					FG	Fg			K			
Suburban area	254	141	113	-	75	78	87	14	160	63	-	31
	25%	26%	24%	-	21%	25%	36%	18%	25%	28%	-	25%
							DEG					
Other	7	2	5	-	2	2	2	1	2	1	-	4
	1%	*	1%	-	1%	1%	1%	1%	*	*	-	3%
												HI

Columns Tested: A,B - C,D,E,F,G - H,I,J,K

Citizens Advice – GPs Polling

D2 Practice Location

Base: All respondents

	Total	REGION												
		North West	North East	Yorkshire & Humber	East Midlands	West Midlands	East of England	London	South East Coastal	South Central	South West	Scotland	Wales	Northern Ireland
Significance Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	*m
Significance Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	*M
Total	1002	111	44	84	66	86	85	119	68	67	94	102	49	27
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Rural area	103	3	1	9	10	5	15	-	3	4	21	23	5	4
	10%	3%	2%	11%	15%	6%	18%	-	4%	6%	22%	23%	10%	15%
		g		AbG	ABeGHi	G	ABEGHI		G	G	ABCEGHII	ABCEGHII	AG	
Urban area	402	56	19	32	19	40	23	79	15	26	28	34	15	16
	40%	50%	43%	38%	29%	47%	27%	66%	22%	39%	30%	33%	31%	59%
		cDFHJKL	fH	H		DFHJKI		ABCDEFHIJKL		H				
Semi-rural area	236	17	9	22	18	19	29	4	25	17	23	28	21	4
	24%	15%	20%	26%	27%	22%	34%	3%	37%	25%	24%	27%	43%	15%
		G	G	aG	aG	G	AeG		AbEGj	aG	G	AG	ABCdEgIJk	
Suburban area	254	34	15	21	19	20	18	36	25	19	21	15	8	3
	25%	31%	34%	25%	29%	23%	21%	30%	37%	28%	22%	15%	16%	11%
		KI	KI	k	K			KI	eFJKL	K				
Other	7	1	-	-	-	2	-	-	-	1	1	2	-	-
	1%	1%	-	-	-	2%	-	-	-	1%	1%	2%	-	-
						g								

Columns Tested: A,B,C,D,E,F,G,H,I,J,K,L,M

Citizens Advice – GPs Polling

Q1 Many GPs find that patients sometimes see them to discuss non-health matters, and that they also sometimes raise non-health related issues alongside discussions about their health. In the last month what, if any, were the main types of non-health issues that patients raised with you during consultations?

Base: All respondents

	GENDER		AGE					GP TYPE				
	Total	Male	Female	Under 30	30 - 39	40 - 49	50 - 59	60 or over	GP Principal	Salaried GP	GP Registrar	Locum GP
Significance Level: 90%		a	b	*c	d	e	f	g	h	i	*j	k
Significance Level: 95%		A	B	*C	D	E	F	G	H	I	*J	K
Total	1002	540	462	4	362	316	240	80	649	229	2	122
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Debt/financial difficulties	673	338	335	4	270	202	156	41	442	163	2	66
	67%	63%	73%	100%	75%	64%	65%	51%	68%	71%	100%	54%
			A		EFG	G	G		K	K		
Housing	772	416	356	4	303	234	173	58	513	179	-	80
	77%	77%	77%	100%	84%	74%	72%	73%	79%	78%	-	66%
					EFG				K	K		
Personal relationship problems	920	479	441	4	336	286	225	69	608	211	1	100
	92%	89%	95%	100%	93%	91%	94%	86%	94%	92%	50%	82%
			A		g		G		K	K		
Welfare benefits	767	422	345	3	292	239	178	55	512	170	-	85
	77%	78%	75%	75%	81%	76%	74%	69%	79%	74%	-	70%
					fG				K			
Unemployment/work-related issues (unrelated to health)	763	398	365	3	293	234	178	55	503	173	1	86
	76%	74%	79%	75%	81%	74%	74%	69%	78%	76%	50%	70%
			A		EFG				k			
Social isolation	646	329	317	3	262	193	150	38	430	147	1	68
	64%	61%	69%	75%	72%	61%	63%	48%	66%	64%	50%	56%
			A		EFG	G	G		K			
Other	63	34	29	-	23	13	22	5	41	15	-	7
	6%	6%	6%	-	6%	4%	9%	6%	6%	7%	-	6%
							E					
None of the above	15	9	6	-	3	7	2	3	6	3	-	6
	1%	2%	1%	-	1%	2%	1%	4%	1%	1%	-	5%
								Df				HI

Columns Tested: A,B - C,D,E,F,G - H,I,J,K

Citizens Advice – GPs Polling

Q1 Many GPs find that patients sometimes see them to discuss non-health matters, and that they also sometimes raise non-health related issues alongside discussions about their health. In the last month what, if any, were the main types of non-health issues that patients raised with you during consultations?

Base: All respondents

	REGION													
	Total	North West	North East	Yorkshire & Humber	East Midlands	West Midlands	East of England	London	South East Coastal	South Central	South West	Scotland	Wales	Northern Ireland
Significance Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	*m
Significance Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	*M
Total	1002	111	44	84	66	86	85	119	68	67	94	102	49	27
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Debt/financial difficulties	673	80	28	56	36	61	54	74	45	48	68	76	29	18
	67%	72%	64%	67%	55%	71%	64%	62%	66%	72%	72%	75%	59%	67%
		D				D				D	D	Dgl		
Housing	772	83	39	61	46	59	66	101	59	46	72	78	39	23
	77%	75%	89%	73%	70%	69%	78%	85%	87%	69%	77%	76%	80%	85%
			aCDEIjk					aCDEI	aCDEIk					
Personal relationship problems	920	104	40	80	57	78	82	101	65	62	87	93	47	24
	92%	94%	91%	95%	86%	91%	96%	85%	96%	93%	93%	91%	96%	89%
		G		dG			DG		dG		g		dG	
Welfare benefits	767	85	37	62	43	66	61	89	57	43	74	83	43	24
	77%	77%	84%	74%	65%	77%	72%	75%	84%	64%	79%	81%	88%	89%
		i	DI			i			Dfl		dl	DI	cDFgl	
Unemployment/work-related issues (unrelated to health)	763	88	34	66	47	69	63	87	53	50	76	75	37	18
	76%	79%	77%	79%	71%	80%	74%	73%	78%	75%	81%	74%	76%	67%
Social isolation	646	70	29	60	44	55	54	73	44	37	61	69	31	19
	64%	63%	66%	71%	67%	64%	64%	61%	65%	55%	65%	68%	63%	70%
				I										
Other	63	8	2	4	5	4	6	9	4	5	9	3	1	3
	6%	7%	5%	5%	8%	5%	7%	8%	6%	7%	10%	3%	2%	11%
											kl			
None of the above	15	2	-	-	1	2	1	6	-	-	2	1	-	-
	1%	2%	-	-	2%	2%	1%	5%	-	-	2%	1%	-	-
								Chik						

Columns Tested: A,B,C,D,E,F,G,H,I,J,K,L,M

Citizens Advice – GPs Polling

Q2 When a patient raises a non-health issue as part of a consultation, how, if at all, do you usually address this?

Base: All respondents

	GENDER		AGE					GP TYPE				
	Total	Male	Female	Under 30	30 - 39	40 - 49	50 - 59	60 or over	GP Principal	Salaried GP	GP Registrar	Locum GP
Significance Level: 90%		a	b	*c	d	e	f	g	h	i	*j	k
Significance Level: 95%		A	B	*C	D	E	F	G	H	I	*J	K
Total	1002	540	462	4	362	316	240	80	649	229	2	122
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Refer the patient to an advice agency in the community	841	439	402	4	307	264	199	67	539	194	2	106
	84%	81%	87%	100%	85%	84%	83%	84%	83%	85%	100%	87%
			A									
Refer the patient to a government agency	498	254	244	2	186	155	119	36	323	117	-	58
	50%	47%	53%	50%	51%	49%	50%	45%	50%	51%	-	48%
			a									
Refer the patient to an advice expert based in the surgery	152	82	70	-	52	46	42	12	94	35	-	23
	15%	15%	15%	-	14%	15%	18%	15%	14%	15%	-	19%
I am able to advise the patient adequately myself	310	181	129	-	111	88	83	28	205	67	1	37
	31%	34%	28%	-	31%	28%	35%	35%	32%	29%	50%	30%
		b					e					
I feel unable to assist with non-health issues (either personally or through referrals) though I would like to	49	25	24	-	11	20	13	5	34	12	-	3
	5%	5%	5%	-	3%	6%	5%	6%	5%	5%	-	2%
						D						
I choose not to assist (either personally or through referrals) with non-health issues	23	17	6	-	9	7	6	1	14	5	-	4
	2%	3%	1%	-	2%	2%	3%	1%	2%	2%	-	3%
		b										

Columns Tested: A,B - C,D,E,F,G - H,I,J,K

Citizens Advice – GPs Polling

Q2 When a patient raises a non-health issue as part of a consultation, how, if at all, do you usually address this?

Base: All respondents

	Total	REGION												
		North West	North East	Yorkshire & Humber	East Midlands	West Midlands	East of England	London	South East Coastal	South Central	South West	Scotland	Wales	Northern Ireland
Significance Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	*m
Significance Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	*M
Total	1002	111	44	84	66	86	85	119	68	67	94	102	49	27
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Refer the patient to an advice agency in the community	841	91	40	67	61	69	63	103	57	57	88	83	41	21
	84%	82%	91%	80%	92%	80%	74%	87%	84%	85%	94%	81%	84%	78%
			F		aCEFK			F			ACEFgHiKl			
Refer the patient to a government agency	498	55	26	40	38	42	39	61	34	37	45	44	26	11
	50%	50%	59%	48%	58%	49%	46%	51%	50%	55%	48%	43%	53%	41%
			k		k									
Refer the patient to an advice expert based in the surgery	152	29	11	15	7	8	14	24	6	6	12	8	10	2
	15%	26%	25%	18%	11%	9%	16%	20%	9%	9%	13%	8%	20%	7%
		DEHIJK	DEHIJK	K			k	dEHIK					ehiK	
I am able to advise the patient adequately myself	310	34	13	27	26	30	24	29	27	22	25	29	13	11
	31%	31%	30%	32%	39%	35%	28%	24%	40%	33%	27%	28%	27%	41%
					Gj				Gj					
I feel unable to assist with non-health issues (either personally or through referrals) though I would like to	49	3	-	7	3	8	8	2	3	4	1	4	4	2
	5%	3%	-	8%	5%	9%	9%	2%	4%	6%	1%	4%	8%	7%
				abGJ		ABGJ	ABGJ			j			bGJ	
I choose not to assist (either personally or through referrals) with non-health issues	23	-	1	3	-	1	1	4	2	2	3	6	-	-
	2%	-	2%	4%	-	1%	1%	3%	3%	3%	3%	6%	-	-
				A				a	a	a	a	ADefl		

Columns Tested: A,B,C,D,E,F,G,H,I,J,K,L,M

Citizens Advice – GPs Polling

Q3 In which of the following ways, if any, does dealing with these non-health queries impact on your work as a GP?

Base: All respondents

	GENDER		AGE					GP TYPE				
	Total	Male	Female	Under 30	30 - 39	40 - 49	50 - 59	60 or over	GP Principal	Salaried GP	GP Registrar	Locum GP
Significance Level: 90%		a	b	*c	d	e	f	g	h	i	*j	k
Significance Level: 95%		A	B	*C	D	E	F	G	H	I	*J	K
Total	1002	540	462	4	362	316	240	80	649	229	2	122
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Decreased time available to treat other patients' health issues	806	420	386	4	309	259	186	48	527	188	2	89
	80%	78%	84%	100%	85%	82%	78%	60%	81%	82%	100%	73%
			A		FG	G	G		K	K		
Increased costs to practice and the NHS	468	252	216	2	183	161	103	19	331	85	1	51
	47%	47%	47%	50%	51%	51%	43%	24%	51%	37%	50%	42%
					fG	fG	G		lk			
Increased stress of the job	644	332	312	2	249	204	150	39	418	151	1	74
	64%	61%	68%	50%	69%	65%	63%	49%	64%	66%	50%	61%
			A		G	G	G					
Greater job satisfaction, allowing a more holistic approach to the job	287	157	130	1	90	85	71	40	183	64	-	40
	29%	29%	28%	25%	25%	27%	30%	50%	28%	28%	-	33%
								DEF				
Helps me to better understand the community I work in	462	242	220	2	147	146	116	51	295	108	1	58
	46%	45%	48%	50%	41%	46%	48%	64%	45%	47%	50%	48%
							d	DEF				
None of the above	14	9	5	-	4	3	4	3	8	4	-	2
	1%	2%	1%	-	1%	1%	2%	4%	1%	2%	-	2%
								de				

Columns Tested: A,B - C,D,E,F,G - H,I,J,K

Citizens Advice – GPs Polling

Q3 In which of the following ways, if any, does dealing with these non-health queries impact on your work as a GP?

Base: All respondents

	REGION													
	Total	North West	North East	Yorkshire & Humber	East Midlands	West Midlands	East of England	London	South East Coastal	South Central	South West	Scotland	Wales	Northern Ireland
Significance Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	*m
Significance Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	*M
Total	1002	111	44	84	66	86	85	119	68	67	94	102	49	27
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Decreased time available to treat other patients' health issues	806	95	34	68	56	68	64	89	54	56	77	80	42	23
	80%	86%	77%	81%	85%	79%	75%	75%	79%	84%	82%	78%	86%	85%
		fG												
Increased costs to practice and the NHS	468	55	18	43	30	34	43	47	33	30	45	52	23	15
	47%	50%	41%	51%	45%	40%	51%	39%	49%	45%	48%	51%	47%	56%
												g		
Increased stress of the job	644	76	24	51	43	53	53	75	52	43	58	66	31	19
	64%	68%	55%	61%	65%	62%	62%	63%	76%	64%	62%	65%	63%	70%
									BCefgJ					
Greater job satisfaction, allowing a more holistic approach to the job	287	28	14	29	16	37	21	45	14	17	22	23	17	4
	29%	25%	32%	35%	24%	43%	25%	38%	21%	25%	23%	23%	35%	15%
				hk		ADFHJK		AdFHiJK					h	
Helps me to better understand the community I work in	462	47	25	45	25	47	38	60	38	38	38	40	16	5
	46%	42%	57%	54%	38%	55%	45%	50%	56%	57%	40%	39%	33%	19%
			djKL	djKL		aDjKL		kL	aDjKL	aDJKL				
None of the above	14	1	-	2	-	-	2	1	1	1	2	2	2	-
	1%	1%	-	2%	-	-	2%	1%	1%	1%	2%	2%	4%	-
													e	

Columns Tested: A,B,C,D,E,F,G,H,I,J,K,L,M

Citizens Advice – GPs Polling

Q4 Thinking about your consultations in the last month, approximately what proportion of your consultation time overall would you say was spent discussing non-health matters with patients?

Please include all time spent dealing with non-health issues, whether or not it was the main concern of the appointment.

Base: All respondents

	GENDER		AGE					GP TYPE				
	Total	Male	Female	Under 30	30 - 39	40 - 49	50 - 59	60 or over	GP Principal	Salaried GP	GP Registrar	Locum GP
Significance Level: 90%		a	b	*c	d	e	f	g	h	i	*j	k
Significance Level: 95%		A	B	*C	D	E	F	G	H	I	*J	K
Total	1002	540	462	4	362	316	240	80	649	229	2	122
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
None	9	5	4	-	2	4	1	2	4	2	-	3
	1%	1%	1%	-	1%	1%	*	3%	1%	1%	-	2%
								df				H
1%-9%	179	119	60	-	42	70	48	19	124	24	2	29
	18%	22%	13%	-	12%	22%	20%	24%	19%	10%	100%	24%
		B				D	D	D	I			I
10%-19%	339	201	138	2	118	93	94	32	226	78	-	35
	34%	37%	30%	50%	33%	29%	39%	40%	35%	34%	-	29%
		B					dE	e				
20%-29%	262	133	129	1	97	87	59	18	165	70	-	27
	26%	25%	28%	25%	27%	28%	25%	23%	25%	31%	-	22%
										k		
30%-39%	107	45	62	1	50	27	23	6	67	28	-	12
	11%	8%	13%	25%	14%	9%	10%	8%	10%	12%	-	10%
			A		E							
40%-49%	54	19	35	-	26	21	6	1	33	17	-	4
	5%	4%	8%	-	7%	7%	3%	1%	5%	7%	-	3%
			A		FG	Fg						
50%-59%	36	14	22	-	19	10	5	2	21	7	-	8
	4%	3%	5%	-	5%	3%	2%	3%	3%	3%	-	7%
			a		f							h
60%-69%	11	3	8	-	8	1	2	-	5	2	-	4
	1%	1%	2%	-	2%	*	1%	-	1%	1%	-	3%
			a		E							Hi
70%-79%	2	-	2	-	-	1	1	-	1	1	-	-
	*	-	*	-	-	*	*	-	*	*	-	-
80%-89%	3	1	2	-	-	2	1	-	3	-	-	-
	*	*	*	-	-	1%	*	-	*	-	-	-
90%-99%	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
100%	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-

Columns Tested: A,B - C,D,E,F,G - H,I,J,K

Fieldwork: 18th - 25th February 2015

Prepared by ComRes Ltd

Citizens Advice – GPs Polling

Q4 Thinking about your consultations in the last month, approximately what proportion of your consultation time overall would you say was spent discussing non-health matters with patients?

Please include all time spent dealing with non-health issues, whether or not it was the main concern of the appointment.

Base: All respondents

	GENDER		AGE					GP TYPE				
	Total	Male	Female	Under 30	30 - 39	40 - 49	50 - 59	60 or over	GP Principal	Salaried GP	GP Registrar	Locum GP
Significance Level: 90%		a	b	*c	d	e	f	g	h	i	*j	k
Significance Level: 95%		A	B	*C	D	E	F	G	H	I	*J	K
Total	1002	540	462	4	362	316	240	80	649	229	2	122
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
Mean score	18.7	16.4	21.4	17.5	21.4	18.2	16.8	14.6	18.3	20.2	4.0	18.8
			A		EFG	G				h		
Standard deviation	13.19	11.74	14.26	9.57	13.65	13.45	12.37	10.14	12.96	12.56	1.41	15.30
Standard error	.42	.51	.66	4.79	.72	.76	.80	1.13	.51	.83	1.00	1.38

Columns Tested: A,B - C,D,E,F,G - H,I,J,K

Citizens Advice – GPs Polling

Q4 Thinking about your consultations in the last month, approximately what proportion of your consultation time overall would you say was spent discussing non-health matters with patients?

Please include all time spent dealing with non-health issues, whether or not it was the main concern of the appointment.

Base: All respondents

	REGION													
	Total	North West	North East	Yorkshire & Humber	East Midlands	West Midlands	East of England	London	South East Coastal	South Central	South West	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h	i	j	k	l	*m
	A	B	C	D	E	F	G	H	I	J	K	L	*M	
Significance Level: 90%														
Significance Level: 95%														
Total	1002 100%	111 100%	44 100%	84 100%	66 100%	86 100%	85 100%	119 100%	68 100%	67 100%	94 100%	102 100%	49 100%	27 100%
None	9 1%	1 1%	- -	- -	- -	2 2%	- -	5 4%	- -	- -	1 1%	- -	- -	- -
								cdfhiK						
1%-9%	179 18%	17 15%	9 20%	21 25%	12 18%	9 10%	16 19%	22 18%	8 12%	11 16%	18 19%	23 23%	10 20%	3 11%
				aEH								Eh		
10%-19%	339 34%	40 36%	15 34%	24 29%	24 36%	29 34%	28 33%	31 26%	23 34%	27 40%	38 40%	34 33%	16 33%	10 37%
										G	cG			
20%-29%	262 26%	25 23%	9 20%	25 30%	15 23%	26 30%	27 32%	33 28%	21 31%	16 24%	22 23%	21 21%	12 24%	10 37%
							k							
30%-39%	107 11%	15 14%	4 9%	7 8%	8 12%	10 12%	5 6%	13 11%	8 12%	7 10%	8 9%	14 14%	5 10%	3 11%
				f								f		
40%-49%	54 5%	9 8%	5 11%	3 4%	4 6%	3 3%	4 5%	7 6%	1 1%	4 6%	4 4%	4 4%	5 10%	1 4%
			ceHk										H	
50%-59%	36 4%	3 3%	1 2%	4 5%	2 3%	5 6%	2 2%	5 4%	5 7%	1 1%	2 2%	5 5%	1 2%	- -
60%-69%	11 1%	- -	1 2%	- -	- -	1 1%	2 2%	2 2%	2 3%	1 1%	1 1%	1 1%	- -	- -
									a					
70%-79%	2 *	- -	- -	- -	- -	- -	1 1%	1 1%	- -	- -	- -	- -	- -	- -
80%-89%	3 *	1 1%	- -	- -	1 2%	1 1%	- -	- -	- -	- -	- -	- -	- -	- -
90%-99%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
100%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Columns Tested: A,B,C,D,E,F,G,H,I,J,K,L,M

Fieldwork: 18th - 25th February 2015

Prepared by ComRes Ltd

Citizens Advice – GPs Polling

Q4 Thinking about your consultations in the last month, approximately what proportion of your consultation time overall would you say was spent discussing non-health matters with patients?

Please include all time spent dealing with non-health issues, whether or not it was the main concern of the appointment.

Base: All respondents

	REGION													
	Total	North West	North East	Yorkshire & Humber	East Midlands	West Midlands	East of England	London	South East Coastal	South Central	South West	Scotland	Wales	Northern Ireland
Significance Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	*m
Significance Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	*M
Total	1002	111	44	84	66	86	85	119	68	67	94	102	49	27
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean score	18.7	19.4	19.3	17.3	18.9	20.3	18.4	19.6	20.8	17.9	16.4	18.5	18.3	17.6
		j			J			j	cJ					
Standard deviation	13.19	13.30	13.94	11.96	13.77	14.42	13.52	14.63	14.11	11.91	11.64	13.37	12.12	8.96
Standard error	.42	1.26	2.10	1.31	1.69	1.56	1.47	1.34	1.71	1.45	1.20	1.32	1.73	1.72

Columns Tested: A,B,C,D,E,F,G,H,I,J,K,L,M

Citizens Advice – GPs Polling

Q5 And thinking about the proportion of time you spend dealing with non-health issues as part of consultations, in the last year would you say this has increased, stayed the same, or decreased in the last year?

Base: All respondents

	GENDER		AGE					GP TYPE				
	Total	Male	Female	Under 30	30 - 39	40 - 49	50 - 59	60 or over	GP Principal	Salaried GP	GP Registrar	Locum GP
Significance Level: 90%		a	b	*c	d	e	f	g	h	i	*j	k
Significance Level: 95%		A	B	*C	D	E	F	G	H	I	*J	K
Total	1002	540	462	4	362	316	240	80	649	229	2	122
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Increased a lot	276	149	127	1	115	97	48	15	185	59	-	32
	28%	28%	27%	25%	32%	31%	20%	19%	29%	26%	-	26%
					FG	FG						
Increased a little	451	220	231	2	166	139	115	29	297	116	1	37
	45%	41%	50%	50%	46%	44%	48%	36%	46%	51%	50%	30%
			A				g		K	K		
Stayed the same	243	151	92	1	68	74	66	34	149	46	1	47
	24%	28%	20%	25%	19%	23%	28%	43%	23%	20%	50%	39%
		B					D	DEF				HI
Decreased a little	12	9	3	-	4	4	4	-	9	1	-	2
	1%	2%	1%	-	1%	1%	2%	-	1%	*	-	2%
Decreased a lot	3	2	1	-	1	-	1	1	1	-	-	2
	*	*	*	-	*	-	*	1%	*	-	-	2%
								E				Hi
Don't know	17	9	8	-	8	2	6	1	8	7	-	2
	2%	2%	2%	-	2%	1%	3%	1%	1%	3%	-	2%
					e		e			h		

Columns Tested: A,B - C,D,E,F,G - H,I,J,K

Citizens Advice – GPs Polling

Q5 And thinking about the proportion of time you spend dealing with non-health issues as part of consultations, in the last year would you say this has increased, stayed the same, or decreased in the last year?

Base: All respondents

	Total	REGION												
		North West	North East	Yorkshire & Humber	East Midlands	West Midlands	East of England	London	South East Coastal	South Central	South West	Scotland	Wales	Northern Ireland
Significance Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	*m
Significance Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	*M
Total	1002 100%	111 100%	44 100%	84 100%	66 100%	86 100%	85 100%	119 100%	68 100%	67 100%	94 100%	102 100%	49 100%	27 100%
Increased a lot	276 28%	44 40%	10 23%	24 29%	14 21%	25 29%	27 32%	30 25%	17 25%	14 21%	17 18%	31 30%	14 29%	9 33%
		BDGHIJ		j		j	J					J		
Increased a little	451 45%	42 38%	24 55%	38 45%	33 50%	36 42%	37 44%	49 41%	30 44%	35 52%	49 52%	36 35%	31 63%	11 41%
			aK		k					aK	AK	ACEFGHK		
Stayed the same	243 24%	23 21%	9 20%	19 23%	16 24%	21 24%	18 21%	36 30%	19 28%	17 25%	24 26%	30 29%	4 8%	7 26%
		l	l	L	L	L	l	aL	L	L	L	L		
Decreased a little	12 1%	-	-	1 1%	1 2%	1 1%	1 1%	1 1%	1 1%	-	3 3%	3 3%	-	-
											a	a		
Decreased a lot	3 *	-	-	-	-	-	1 1%	1 1%	-	-	-	1 1%	-	-
Don't know	17 2%	2 2%	1 2%	2 2%	2 3%	3 3%	1 1%	2 2%	1 1%	1 1%	1 1%	1 1%	-	-

Columns Tested: A,B,C,D,E,F,G,H,I,J,K,L,M