



## Citizens Advice – Research with GPs

Methodology: ComRes interviewed 1,006 GPs by telephone between 14<sup>th</sup> and 23<sup>rd</sup> February 2017. Data were weighted by former SHA region to be representative of all GPs in the UK. ComRes is a member of the British Polling Council and abides by its rules.

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**Non-clinical issues discussed by patients during consultations**  
**ONLINE Fieldwork Dates: 14th-23rd February 2017**

Absolutes/col percents

**Table 1**  
**Q1 Research conducted by Citizens Advice in 2015 illustrated that many GPs find that patients sometimes see them to discuss 'non-clinical' matters, and that they also sometimes raise 'non-clinical' related issues alongside discussions about their health.**

**In the last week what, if any, were the main types of 'non-clinical' issues that patients raised with you during consultations?**

**Base: All GPs**

Total	S3 - Region														S3 - England		S3 - England NHS Networks																					
	London	South East Coastal		South Central	South West	West Midlands	East Midlands	East of England	Yorkshire & Humber	North East	North West	Scotland	Wales	Northern Ireland	England	NHS London	NHS South of England	NHS Midlands and East SHA	NHS North of England																			
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R																				
<b>Base</b>	1006	117	62	71	97	92	67	92	84	42	113	92	49	28	837	117	230	251	239																			
<b>Personal relationship problems</b>	874	87%	99	85%	49	79%	60	85%	86	89%	84	91%	58	87%	76	83%	78	93%	38	90%	96	85%	83	90%	42	86%	25	89%	724	86%	99	85%	195	85%	218	87%	212	89%
<b>Work-related issues (unrelated to health)</b>	824	82%	97	83%	43	69%	58	82%	81	84%	76	83%	51	76%	72	78%	74	88%	35	83%	97	86%	77	84%	42	86%	21	75%	684	82%	97	83%	182	79%	199	79%	206	86%
<b>Welfare benefits</b>	765	76%	92	79%	43	69%	56	79%	67	69%	68	74%	50	75%	65	71%	61	73%	39	93%	94	83%	67	73%	41	84%	22	79%	635	76%	92	79%	166	72%	183	73%	194	81%
<b>Housing</b>	721	72%	101	86%	41	66%	53	75%	66	68%	61	66%	43	64%	59	64%	54	64%	36	86%	83	73%	66	72%	37	76%	21	75%	597	71%	101	86%	160	70%	163	65%	173	72%
<b>Social isolation</b>	655	65%	70	60%	44	71%	46	65%	66	68%	58	63%	47	70%	52	57%	61	73%	32	76%	72	64%	62	67%	31	63%	14	50%	548	65%	70	60%	156	68%	157	63%	165	69%
<b>Debt/financial difficulties</b>	614	61%	69	59%	35	56%	38	54%	60	62%	57	62%	39	58%	53	58%	55	65%	30	71%	74	65%	54	59%	31	63%	19	68%	510	61%	69	59%	133	58%	149	59%	159	67%
<b>Other (please specify)</b>	67	7%	13	11%	2	3%	8	11%	6	6%	7	8%	6	9%	5	5%	5	6%	1	2%	6	5%	3	3%	2	4%	3	11%	59	7%	13	11%	16	7%	18	7%	12	5%
<b>None of the above</b>	15	1%	3	3%	0	0%	1	1%	4	4%	1	1%	0	0%	1	1%	0	0%	1	2%	3	3%	1	1%	0	0%	0	0%	14	2%	3	3%	5	2%	2	1%	4	2%
<b>Total</b>	<b>1006</b>	<b>100%</b>	<b>117</b>	<b>100%</b>	<b>62</b>	<b>100%</b>	<b>71</b>	<b>100%</b>	<b>97</b>	<b>100%</b>	<b>92</b>	<b>100%</b>	<b>67</b>	<b>100%</b>	<b>92</b>	<b>100%</b>	<b>84</b>	<b>100%</b>	<b>42</b>	<b>100%</b>	<b>113</b>	<b>100%</b>	<b>92</b>	<b>100%</b>	<b>49</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>837</b>	<b>100%</b>	<b>117</b>	<b>100%</b>	<b>230</b>	<b>100%</b>	<b>251</b>	<b>100%</b>	<b>239</b>	<b>100%</b>

Prepared by ComRes



**Non-clinical issues discussed by patients during consultations**  
**ONLINE Fieldwork Dates: 14th-23rd February 2017**

Absolutes/col percents

Table 2

Q1 Research conducted by Citizens Advice in 2015 illustrated that many GPs find that patients sometimes see them to discuss 'non-clinical' matters, and that they also sometimes raise 'non-clinical' related issues alongside discussions about their health.

In the last week what, if any, were the main types of 'non-clinical' issues that patients raised with you during consultations?

Base: All GPs

	Total	S2 - GP type				D3 - Gender		D4 - Year of qualification					D6 - Age					D8 - CCG Involvement																								
		GP Principal	Salaried GP	GP Registrar	Locum GP	Male	Female	1979 or earlier	1980-1989	1990-1999	2000-2009	2010+	Under 30	30 – 39	40 – 49	50 – 59	60 or over	I am, or plan to be, an active member of my CCG governing board	I am, or plan to be, a GP representative	I do not take an active part in my CCG																						
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P																									
<b>Base</b>	1006	615	233	2	156	563	443	58	213	338	383	14	2	313	374	242	75	837	100%	837	100%	837	100%																			
<b>Personal relationship problems</b>	874	87%	543	<b>D88%</b>	206	<b>D88%</b>	1	50%	124	79%	478	85%	396	<b>E89%</b>	49	84%	184	86%	292	86%	337	88%	12	86%	2	<b>mnop100%</b>	273	87%	322	86%	215	89%	62	83%	66	88%	120	86%	541	86%		
<b>Work-related issues (unrelated to health)</b>	824	82%	523	<b>D85%</b>	187	80%	1	50%	113	72%	456	81%	368	83%	45	78%	174	82%	270	80%	322	84%	13	93%	2	<b>mnop100%</b>	265	<b>P85%</b>	299	80%	203	84%	55	73%	63	84%	122	88%	502	80%		
<b>Welfare benefits</b>	765	76%	494	<b>BD80%</b>	172	<b>D74%</b>	1	50%	98	63%	430	76%	335	76%	34	59%	164	<b>G77%</b>	259	<b>G77%</b>	296	<b>G77%</b>	12	<b>g86%</b>	2	<b>mnop100%</b>	248	<b>P79%</b>	282	<b>P75%</b>	187	<b>P77%</b>	46	61%	51	68%	112	81%	475	76%		
<b>Housing</b>	721	72%	464	<b>BD75%</b>	151	65%	1	50%	105	67%	399	71%	322	73%	35	60%	140	66%	247	73%	288	<b>GH75%</b>	11	79%	2	<b>mnop100%</b>	239	<b>P76%</b>	270	<b>P72%</b>	168	<b>P69%</b>	42	56%	60	80%	101	73%	439	70%		
<b>Social isolation</b>	655	65%	410	<b>D67%</b>	154	66%	2	<b>abd100%</b>	89	57%	341	61%	314	<b>E71%</b>	33	57%	129	61%	237	<b>H70%</b>	246	64%	10	71%	1	50%	201	64%	257	<b>P69%</b>	155	64%	41	55%	54	72%	102	73%	395	63%		
<b>Debt/financial difficulties</b>	614	61%	393	<b>cD64%</b>	139	<b>c60%</b>	0	0%	82	<b>c53%</b>	329	58%	285	64%	28	48%	121	57%	215	<b>G64%</b>	242	<b>G63%</b>	8	57%	2	<b>mnop100%</b>	200	<b>P64%</b>	235	<b>P63%</b>	142	59%	35	47%	48	64%	85	61%	380	61%		
<b>Other (please specify)</b>	67	7%	41	<b>c7%</b>	13	<b>c6%</b>	0	0%	13	<b>c8%</b>	37	7%	30	7%	5	<b>k9%</b>	18	<b>k8%</b>	19	<b>k6%</b>	25	<b>k7%</b>	0	0%	0	0%	19	<b>I6%</b>	17	<b>I5%</b>	23	<b>IN10%</b>	8	<b>I11%</b>	4	5%	12	9%	43	7%		
<b>None of the above</b>	15	1%	3	0%	4	<b>c2%</b>	0	0%	8	<b>Ac5%</b>	9	2%	6	1%	2	3%	4	<b>k2%</b>	5	<b>k1%</b>	4	<b>k1%</b>	0	0%	0	0%	3	1%	6	<b>I2%</b>	4	<b>I2%</b>	2	3%	0	0%	1	1%	13	2%		
<b>Total</b>	<b>1006</b>	<b>100%</b>	<b>615</b>	<b>100%</b>	<b>233</b>	<b>100%</b>	<b>2</b>	<b>100%</b>	<b>156</b>	<b>100%</b>	<b>563</b>	<b>100%</b>	<b>443</b>	<b>100%</b>	<b>58</b>	<b>100%</b>	<b>213</b>	<b>100%</b>	<b>338</b>	<b>100%</b>	<b>383</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>2</b>	<b>100%</b>	<b>313</b>	<b>100%</b>	<b>374</b>	<b>100%</b>	<b>242</b>	<b>100%</b>	<b>75</b>	<b>100%</b>	<b>75</b>	<b>100%</b>	<b>837</b>	<b>100%</b>	<b>837</b>	<b>100%</b>	<b>837</b>	<b>100%</b>

Prepared by ComRes



**Non-clinical issues discussed by patients during consultations**  
**ONLINE Fieldwork Dates: 14th-23rd February 2017**

Absolutes/col percents

**Table 4**  
**Q2 When a patient raises (or you identify) a 'non-clinical' issue as part of a consultation, how do you usually address this, if at all?**

Base: All GPs

Total	S3 - Region																		S3 - England		S3 - England NHS Networks																	
	London		South East Coastal		South Central		South West		West Midlands		East Midlands		East of England		Yorkshire & Humber		North East		North West		Scotland		Wales		Northern Ireland		England		NHS London		NHS South of England		NHS Midlands and East SHA		NHS North of England			
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R																				
<b>Base</b>	1006	117	62	71	97	92	67	92	84	42	113	92	49	28	837	117	230	251	239																			
<b>Refer or signpost the patient to an advice agency in the community</b>	853	85%	100	85%	52	84%	58	82%	82	85%	80	87%	53	79%	81	88%	72	86%	37	88%	95	84%	77	84%	43	88%	23	82%	710	85%	100	85%	192	83%	214	85%	204	85%
<b>Refer or signpost the patient to a government agency</b>	515	51%	70	CF60%	30	48%	29	41%	50	52%	50	54%	29	43%	54	C59%	41	49%	22	52%	57	50%	43	47%	27	55%	13	46%	432	52%	70	P60%	109	47%	133	53%	120	50%
<b>I am able to advise the patient adequately myself</b>	289	29%	42	GL36%	15	24%	21	30%	30	31%	24	26%	16	24%	20	22%	26	31%	10	24%	36	32%	30	33%	9	18%	10	36%	240	29%	42	Q36%	66	29%	60	24%	72	30%
<b>Refer or signpost the patient to an advice expert based in the surgery</b>	170	17%	20	Bm17%	3	5%	19	BELm27%	16	Bm16%	11	12%	13	Bm19%	16	Bm17%	19	Bm23%	8	Bm19%	21	Bm19%	17	Bm18%	6	12%	1	4%	146	17%	20	17%	38	17%	40	16%	48	20%
<b>I feel unable to assist with 'non-clinical' issues (either personally or through referrals/signposting) though I would like to</b>	50	5%	11	CIm9%	4	m6%	2	3%	5	m5%	5	m5%	3	4%	4	m4%	3	4%	1	2%	6	m5%	4	m4%	2	4%	0	0%	44	5%	11	9%	11	5%	12	5%	10	4%
<b>I choose not to assist (either personally or through referrals) with 'non-clinical' issues</b>	14	1%	2	2%	1	2%	4	DGIJm6%	0	0%	1	1%	1	1%	0	0%	1	1%	0	0%	0	0%	3	3%	1	2%	0	0%	10	1%	2	2%	5	2%	2	1%	1	0%
<b>Other (please specify)</b>	40	4%	5	m4%	1	2%	7	BEJKm10%	3	3%	2	2%	5	Jm7%	3	3%	8	BEJKLm10%	3	7%	1	1%	1	1%	1	2%	0	0%	38	5%	5	4%	11	5%	10	4%	12	5%
<b>Don't know</b>	3	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%	0	0%	0	0%	1	1%	0	0%	0	0%	1	4%	2	0%	0	0%	0	0%	1	0%	1	0%
<b>Total</b>	<b>1006</b>	<b>100%</b>	<b>117</b>	<b>100%</b>	<b>62</b>	<b>100%</b>	<b>71</b>	<b>100%</b>	<b>97</b>	<b>100%</b>	<b>92</b>	<b>100%</b>	<b>67</b>	<b>100%</b>	<b>92</b>	<b>100%</b>	<b>84</b>	<b>100%</b>	<b>42</b>	<b>100%</b>	<b>113</b>	<b>100%</b>	<b>92</b>	<b>100%</b>	<b>49</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>837</b>	<b>100%</b>	<b>117</b>	<b>100%</b>	<b>230</b>	<b>100%</b>	<b>251</b>	<b>100%</b>	<b>239</b>	<b>100%</b>

Prepared by ComRes

**Non-clinical issues discussed by patients during consultations  
ONLINE Fieldwork Dates: 14th-23rd February 2017**

Absolutes/col percents

**Table 5  
Q2 When a patient raises (or you identify) a 'non-clinical' issue as part of a consultation, how do you usually address this, if at all?**

Base: All GPs

	Total	S2 - GP type				D3 - Gender			D4 - Year of qualification					D6 - Age					D8 - CCG Involvement																					
		GP Principal		Salaried GP		GP Registrar	Locum GP	Male	Female	1979 or earlier	1980-1989	1990-1999	2000-2009	2010+	Under 30	30 - 39	40 - 49	50 - 59	60 or over	I am, or plan to be, an active member of my CCG governing board	I am, or plan to be, a GP representative	I do not take an active part in my CCG																		
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P																							
<b>Base</b>	1006	615	233	2	156	563	443	58	213	338	383	14	2	313	374	242	75	837	100%	837	100%	837	100%																	
<b>Refer or signpost the patient to an advice agency in the community</b>	853	85%	515	84%	203	87%	2	abd100%	133	85%	462	82%	391	E88%	46	79%	186	87%	280	83%	328	86%	13	93%	1	50%	273	N87%	305	82%	212	N88%	62	83%	61	81%	120	86%	532	85%
<b>Refer or signpost the patient to a government agency</b>	515	51%	294	48%	131	A56%	1	50%	89	A57%	285	51%	230	52%	24	41%	97	46%	165	49%	219	GHI57%	10	gh71%	1	50%	187	NOP60%	181	48%	111	46%	35	47%	37	49%	82	59%	316	50%
<b>I am able to advise the patient adequately myself</b>	289	29%	180	c29%	60	c26%	0	0%	49	c31%	175	31%	114	26%	13	22%	58	27%	91	27%	124	32%	3	21%	0	0%	108	INO35%	102	I27%	61	I25%	18	I24%	19	25%	45	32%	177	28%
<b>Refer or signpost the patient to an advice expert based in the surgery</b>	170	17%	103	17%	45	19%	1	50%	21	13%	89	16%	81	18%	9	16%	31	15%	64	19%	64	17%	2	14%	1	50%	48	15%	70	19%	41	17%	10	13%	12	16%	21	15%	113	18%
<b>I feel unable to assist with 'non-clinical' issues (either personally or through referrals/signposting) though I would like to</b>	50	5%	31	c5%	12	c5%	0	0%	7	c4%	38	F7%	12	3%	4	k7%	8	k4%	26	HJk8%	12	k3%	0	0%	0	0%	7	I2%	30	IMO8%	9	I4%	4	I5%	10	13%	8	6%	26	4%
<b>I choose not to assist (either personally or through referrals) with 'non-clinical' issues</b>	14	1%	12	Bc2%	1	0%	0	0%	1	1%	11	2%	3	1%	2	3%	4	k2%	5	k1%	3	1%	0	0%	0	0%	3	1%	4	I1%	5	I2%	2	3%	0	0%	2	1%	8	1%
<b>Other (please specify)</b>	40	4%	27	c4%	7	c3%	0	0%	6	c4%	18	3%	22	5%	4	k7%	11	k5%	8	k2%	17	k4%	0	0%	0	0%	15	IN5%	7	I2%	14	IN6%	4	I5%	5	7%	9	6%	24	4%
<b>Don't know</b>	3	0%	2	0%	0	0%	0	0%	1	1%	2	0%	1	0%	0	0%	0	0%	0	0%	2	1%	1	7%	1	50%	1	0%	1	0%	0	0%	0	0%	0	0%	0	0%	2	0%
<b>Total</b>	<b>1006</b>	<b>100%</b>	<b>615</b>	<b>100%</b>	<b>233</b>	<b>100%</b>	<b>2</b>	<b>100%</b>	<b>156</b>	<b>100%</b>	<b>563</b>	<b>100%</b>	<b>443</b>	<b>100%</b>	<b>58</b>	<b>100%</b>	<b>213</b>	<b>100%</b>	<b>338</b>	<b>100%</b>	<b>383</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>2</b>	<b>100%</b>	<b>313</b>	<b>100%</b>	<b>374</b>	<b>100%</b>	<b>242</b>	<b>100%</b>	<b>75</b>	<b>100%</b>	<b>75</b>	<b>100%</b>	<b>139</b>	<b>100%</b>	<b>626</b>	<b>100%</b>

Prepared by ComRes



**Non-clinical issues discussed by patients during consultations**  
**ONLINE Fieldwork Dates: 14th-23rd February 2017**

Absolutes/col percents

**Table 6**  
**Q2 When a patient raises (or you identify) a 'non-clinical' issue as part of a consultation, how do you usually address this, if at all?**

Base: All GPs

	Total	D2 - Practice Location					D1 - Overall practice size				D5 - Dispensing Practice		D7 - Number of patients on practice list																					
		Rural area		Urban area		Semi-rural area	Suburban area	Other	1-2	3-5	6-10	11 or more	Yes	No	1-2500	2501-5000	5001-7500	7501-10000	10001+															
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P																	
<b>Base</b>	1006	92	412	229	267	6	59	436	414	97	185	821	39	177	210	227	353																	
<b>Refer or signpost the patient to an advice agency in the community</b>	853	85%	76	83%	355	86%	195	85%	222	83%	5	83%	49	83%	366	84%	357	86%	81	84%	154	83%	699	85%	32	82%	154	87%	180	86%	191	84%	296	84%
<b>Refer or signpost the patient to a government agency</b>	515	51%	43	47%	225	55%	112	49%	132	49%	3	50%	25	42%	207	47%	223	54%	60	<b>FG</b> 62%	96	52%	419	51%	14	36%	85	48%	99	47%	119	<b>L</b> 52%	198	<b>LN</b> 56%
<b>I am able to advise the patient adequately myself</b>	289	29%	28	30%	125	30%	64	28%	70	26%	2	33%	18	31%	116	27%	122	29%	33	34%	49	26%	240	29%	15	38%	49	28%	49	23%	61	27%	115	<b>N</b> 33%
<b>Refer or signpost the patient to an advice expert based in the surgery</b>	170	17%	13	14%	72	17%	29	13%	54	<b>C</b> 20%	2	33%	5	8%	65	15%	73	<b>F</b> 18%	27	<b>FGH</b> 28%	27	15%	143	17%	5	13%	20	11%	31	15%	38	17%	76	<b>MN</b> 22%
<b>I feel unable to assist with 'non-clinical' issues (either personally or through referrals/signposting) though I would like to</b>	50	5%	7	<b>e</b> 8%	18	<b>e</b> 4%	11	<b>e</b> 5%	14	<b>e</b> 5%	0	0%	4	7%	22	5%	17	4%	7	7%	10	5%	40	5%	1	3%	5	3%	18	<b>MP</b> 9%	13	6%	13	4%
<b>I choose not to assist (either personally or through referrals) with 'non-clinical' issues</b>	14	1%	3	3%	4	<b>Ce</b> 1%	0	0%	7	<b>Ce</b> 3%	0	0%	2	3%	8	2%	3	1%	1	1%	4	2%	10	1%	3	8%	2	1%	3	1%	1	0%	5	1%
<b>Other (please specify)</b>	40	4%	2	2%	13	<b>e</b> 3%	13	<b>e</b> 6%	12	<b>e</b> 4%	0	0%	1	2%	18	4%	16	4%	5	5%	8	4%	32	4%	0	0%	5	<b>L</b> 3%	7	<b>L</b> 3%	7	<b>L</b> 3%	21	<b>L</b> 6%
<b>Don't know</b>	3	0%	0	0%	2	0%	0	0%	1	0%	0	0%	0	0%	2	0%	1	0%	0	0%	1	1%	2	0%	0	0%	1	1%	1	0%	1	0%	0	0%
<b>Total</b>	<b>1006</b>	<b>100%</b>	<b>92</b>	<b>100%</b>	<b>412</b>	<b>100%</b>	<b>229</b>	<b>100%</b>	<b>267</b>	<b>100%</b>	<b>6</b>	<b>100%</b>	<b>59</b>	<b>100%</b>	<b>436</b>	<b>100%</b>	<b>414</b>	<b>100%</b>	<b>97</b>	<b>100%</b>	<b>185</b>	<b>100%</b>	<b>821</b>	<b>100%</b>	<b>39</b>	<b>100%</b>	<b>177</b>	<b>100%</b>	<b>210</b>	<b>100%</b>	<b>227</b>	<b>100%</b>	<b>353</b>	<b>100%</b>

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**Non-clinical issues discussed by patients during consultations**  
**ONLINE Fieldwork Dates: 14th-23rd February 2017**

Absolutes/col percents

**Table 7**  
**Q3 Thinking about your consultations in the last week, approximately what proportion of your consultation time overall would you say was spent discussing 'non-clinical' matters with patients?**  
**Please include all time spent dealing with 'non-clinical' issues, whether or not it was the main concern of the appointment.**

Base: All GPs

	Total	S3 - Region														S3 - England		S3 - England NHS Networks																				
		London		South East Coastal		South Central		South West		West Midlands		East Midlands		East of England		Yorkshire & Humber	North East		North West		Scotland	Wales	Northern Ireland	England	NHS London	NHS South of England	NHS Midlands and East SHA	NHS North of England										
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R																			
<b>Base</b>	1006	117	62	71	97	92	67	92	84	42	113	92	49	28	837	117	230	251	239																			
<b>0%</b>	4	0%	1	1%	0	0%	0	0%	1	1%	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	3	0%	1	1%	1	0%	1	0%	0	0%						
<b>1%-5%</b>	160	16%	11	9%	12	19%	13	18%	13	13%	11	12%	11	16%	15	16%	20	<b>AEIL</b> 24%	3	7%	22	<b>AIL</b> 19%	20	<b>AIL</b> 22%	4	8%	5	18%	131	16%	11	9%	38	17%	37	15%	45	<b>O</b> 19%
<b>6%-10%</b>	199	20%	20	17%	17	<b>HJm</b> 27%	16	23%	23	24%	19	21%	16	24%	17	18%	11	13%	11	26%	15	13%	19	21%	12	24%	3	11%	165	20%	20	17%	56	<b>R</b> 24%	52	21%	37	15%
<b>11%-15%</b>	119	12%	14	12%	6	10%	7	10%	12	12%	11	12%	3	4%	13	<b>F</b> 14%	13	<b>F</b> 15%	5	12%	12	11%	12	<b>F</b> 13%	9	<b>F</b> 18%	2	7%	96	11%	14	12%	25	11%	27	11%	30	13%
<b>16%-20%</b>	165	16%	17	15%	10	16%	7	10%	20	<b>CL</b> 21%	17	<b>L</b> 18%	13	<b>L</b> 19%	18	<b>L</b> 20%	12	14%	10	<b>L</b> 24%	21	<b>L</b> 19%	12	13%	3	6%	5	18%	145	17%	17	15%	37	16%	48	19%	43	18%
<b>21%-30%</b>	137	14%	24	<b>GIK</b> 21%	7	11%	9	13%	11	11%	13	14%	9	13%	7	8%	13	15%	3	7%	16	14%	9	10%	12	<b>GIK</b> 24%	4	14%	112	13%	24	<b>PQ</b> 21%	27	12%	29	12%	32	13%
<b>31%-50%</b>	94	9%	13	11%	4	6%	8	11%	6	6%	10	11%	4	6%	8	9%	9	11%	4	10%	12	11%	8	9%	5	10%	3	11%	78	9%	13	11%	18	8%	22	9%	25	10%
<b>51%+</b>	14	1%	2	2%	0	0%	1	1%	1	1%	0	0%	3	4%	2	2%	1	1%	1	2%	1	1%	0	0%	0	0%	2	7%	12	1%	2	2%	2	1%	5	2%	3	1%
<b>Don't know</b>	114	11%	15	13%	6	10%	10	14%	10	10%	10	11%	8	12%	12	13%	5	6%	5	12%	14	12%	11	12%	4	8%	4	14%	95	11%	15	13%	26	11%	30	12%	24	10%
<b>Total</b>	<b>1006</b>	<b>100%</b>	<b>117</b>	<b>100%</b>	<b>62</b>	<b>100%</b>	<b>71</b>	<b>100%</b>	<b>97</b>	<b>100%</b>	<b>92</b>	<b>100%</b>	<b>67</b>	<b>100%</b>	<b>92</b>	<b>100%</b>	<b>84</b>	<b>100%</b>	<b>42</b>	<b>100%</b>	<b>113</b>	<b>100%</b>	<b>92</b>	<b>100%</b>	<b>49</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>837</b>	<b>100%</b>	<b>117</b>	<b>100%</b>	<b>230</b>	<b>100%</b>	<b>251</b>	<b>100%</b>	<b>239</b>	<b>100%</b>
<b>AVG</b>	19	<b>BDK</b> 21	16	19	17	19	19	18	18	20	19	16	20	<b>bk</b> 22	19	<b>P</b> 21	17	19	19																			

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**Non-clinical issues discussed by patients during consultations  
 ONLINE Fieldwork Dates: 14th-23rd February 2017**

Absolutes/col percents

**Table 8**  
**Q3 Thinking about your consultations in the last week, approximately what proportion of your consultation time overall would you say was spent discussing 'non-clinical' matters with patients?**  
**Please include all time spent dealing with 'non-clinical' issues, whether or not it was the main concern of the appointment.**

Base: All GPs

Total	S2 - GP type				D3 - Gender		D4 - Year of qualification						D6 - Age					D8 - CCG Involvement																								
	GP Principal		Salaried GP		GP Registrar	Locum GP	Male	Female	1979 or earlier	1980-1989	1990-1999	2000-2009	2010+	Under 30	30 - 39	40 - 49	50 - 59	60 or over	I am, or plan to be, an active member of my CCG governing board	I am, or plan to be, a GP representative	I do not take an active part in my CCG																					
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P																										
<b>Base</b>	1006	615	233	2	156	563	443	58	213	338	383	14	2	313	374	242	75	837	100%	837	100%	837	100%																			
<b>0%</b>	4	0%	1	0%	0	0%	0	0%	3	2%	4	F1%	0	0%	3	5%	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	3	0%										
<b>1%-5%</b>	160	16%	105	c17%	30	c13%	0	0%	25	c16%	101	F18%	59	13%	9	16%	38	18%	51	15%	60	16%	2	14%	0	0%	49	I16%	59	I16%	37	I15%	15	I20%	13	17%	18	13%	100	16%		
<b>6%-10%</b>	199	20%	136	cD22%	44	c19%	0	0%	19	c12%	125	F22%	74	17%	7	12%	57	GI27%	56	17%	77	20%	2	14%	1	50%	61	19%	58	16%	69	MNP29%	10	13%	15	20%	34	24%	117	19%		
<b>11%-15%</b>	119	12%	75	c12%	29	c12%	0	0%	15	c10%	77	F14%	42	9%	6	10%	27	13%	44	13%	41	11%	1	7%	0	0%	33	I11%	47	I13%	31	I13%	8	I11%	4	5%	16	12%	76	12%		
<b>16%-20%</b>	165	16%	91	c15%	47	c20%	0	0%	27	c17%	81	14%	84	19%	9	16%	32	15%	61	18%	61	16%	2	14%	0	0%	51	I16%	68	I18%	34	I14%	12	I16%	11	15%	27	19%	108	17%		
<b>21%-30%</b>	137	14%	83	13%	28	12%	2	abd100%	24	15%	68	12%	69	16%	12	21%	25	12%	44	13%	54	14%	2	14%	0	0%	44	I14%	49	I13%	31	I13%	13	I17%	13	17%	20	14%	80	13%		
<b>31%-50%</b>	94	9%	59	c10%	23	c10%	0	0%	12	c8%	40	7%	54	E12%	4	7%	6	3%	29	H9%	51	HI13%	4	h29%	0	0%	42	IOP13%	41	IO11%	7	I3%	4	I5%	11	15%	13	9%	54	9%		
<b>51%+</b>	14	1%	6	c1%	5	c2%	0	0%	3	2%	6	1%	8	2%	0	0%	1	0%	7	Gk2%	6	Gk2%	0	0%	0	0%	6	IOP2%	8	IOP2%	0	0%	0	0%	2	3%	2	1%	8	1%		
<b>Don't know</b>	114	11%	59	c10%	27	c12%	0	0%	28	Ac18%	61	11%	53	12%	8	14%	27	13%	45	J13%	33	9%	1	7%	1	50%	27	9%	43	11%	33	14%	10	13%	6	8%	9	6%	80	13%		
<b>Total</b>	<b>1006</b>	<b>100%</b>	<b>615</b>	<b>100%</b>	<b>233</b>	<b>100%</b>	<b>2</b>	<b>100%</b>	<b>156</b>	<b>100%</b>	<b>563</b>	<b>100%</b>	<b>443</b>	<b>100%</b>	<b>58</b>	<b>100%</b>	<b>213</b>	<b>100%</b>	<b>338</b>	<b>100%</b>	<b>383</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>2</b>	<b>100%</b>	<b>313</b>	<b>100%</b>	<b>374</b>	<b>100%</b>	<b>242</b>	<b>100%</b>	<b>75</b>	<b>100%</b>	<b>75</b>	<b>100%</b>	<b>837</b>	<b>100%</b>	<b>837</b>	<b>100%</b>	<b>837</b>	<b>100%</b>
<b>AVG</b>	19		18		20		30		19		17		E21		18		15		H19		H20		h26		10		OP20		OP20		15		16		21		19		18			

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**Non-clinical issues discussed by patients during consultations**  
**ONLINE Fieldwork Dates: 14th-23rd February 2017**

Absolutes/col percents

**Table 9**  
**Q3 Thinking about your consultations in the last week, approximately what proportion of your consultation time overall would you say was spent discussing 'non-clinical' matters with patients?**  
**Please include all time spent dealing with 'non-clinical' issues, whether or not it was the main concern of the appointment.**

Base: All GPs

Total	D2 - Practice Location					D1 - Overall practice size					D5 - Dispensing Practice				D7 - Number of patients on practice list																			
	Rural area		Urban area		Semi-rural area	Suburban area		Other		1-2	3-5		6-10		11 or more		Yes	No		1-2500	2501-5000		5001-7500		7501-10000		10001+							
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P																		
<b>Base</b>	1006	92	412	229	267	6	59	436	414	97	185	821	39	177	210	227	353																	
<b>0%</b>	4	0%	1	1%	2	0%	1	0%	0	0%	0	0%	1	2%	1	0%	2	0%	0	0%	1	1%	3	0%	1	3%	1	1%	0	0%	1	0%	1	0%
<b>1%-5%</b>	160	16%	16	e17%	57	e14%	42	e18%	45	e17%	0	0%	4	7%	68	F16%	71	F17%	17	F18%	32	17%	128	16%	5	13%	18	10%	44	M21%	39	M17%	54	15%
<b>6%-10%</b>	199	20%	16	17%	77	19%	45	20%	60	22%	1	17%	9	15%	96	22%	76	18%	18	19%	38	21%	161	20%	7	18%	40	23%	41	20%	41	18%	70	20%
<b>11%-15%</b>	119	12%	16	e17%	45	e11%	24	e10%	34	e13%	0	0%	6	10%	54	I12%	53	I13%	6	6%	19	10%	100	12%	2	5%	22	12%	24	11%	28	12%	43	12%
<b>16%-20%</b>	165	16%	15	16%	69	17%	38	17%	42	16%	1	17%	12	20%	73	17%	58	14%	22	23%	28	15%	137	17%	4	10%	30	17%	36	17%	38	17%	57	16%
<b>21%-30%</b>	137	14%	11	12%	65	16%	30	13%	30	11%	1	17%	12	20%	57	13%	59	14%	9	9%	26	14%	111	14%	9	23%	23	13%	27	13%	32	14%	46	13%
<b>31%-50%</b>	94	9%	5	5%	46	A11%	19	8%	23	9%	1	17%	7	12%	36	8%	42	10%	9	9%	13	7%	81	10%	4	10%	17	10%	17	8%	20	9%	36	10%
<b>51%+</b>	14	1%	0	0%	7	Ae2%	4	Ae2%	3	1%	0	0%	1	2%	5	1%	5	1%	3	3%	3	2%	11	1%	0	0%	3	2%	2	1%	3	1%	6	L2%
<b>Don't know</b>	114	11%	12	13%	44	11%	26	11%	30	11%	2	33%	7	12%	46	11%	48	12%	13	13%	25	14%	89	11%	7	18%	23	13%	19	9%	25	11%	40	11%
<b>Total</b>	<b>1006</b>	<b>100%</b>	<b>92</b>	<b>100%</b>	<b>412</b>	<b>100%</b>	<b>229</b>	<b>100%</b>	<b>267</b>	<b>100%</b>	<b>6</b>	<b>100%</b>	<b>59</b>	<b>100%</b>	<b>436</b>	<b>100%</b>	<b>414</b>	<b>100%</b>	<b>97</b>	<b>100%</b>	<b>185</b>	<b>100%</b>	<b>821</b>	<b>100%</b>	<b>39</b>	<b>100%</b>	<b>177</b>	<b>100%</b>	<b>210</b>	<b>100%</b>	<b>227</b>	<b>100%</b>	<b>353</b>	<b>100%</b>
<b>AVG</b>	19	16	A20	18	18	25	22	18	18	19	18	19	20	19	17	18	19																	

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**Non-clinical issues discussed by patients during consultations**  
**ONLINE Fieldwork Dates: 14th-23rd February 2017**

Absolutes/col percents

**Table 10**  
**Q4 And thinking about the proportion of time you spend dealing with 'non-clinical' issues as part of consultations, in the last year would you say this has increased, stayed the same, or decreased?**

Base: All GPs

	Total	S3 - Region																		S3 - England		S3 - England NHS Networks																
		London	South East Coastal		South Central		South West		West Midlands		East Midlands		East of England		Yorkshire & Humber	North East		North West		Scotland	Wales	Northern Ireland	England	NHS London	NHS South of England	NHS Midlands and East SHA	NHS North of England											
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R																			
Base	1006	117	62	71	97	92	67	92	84	42	113	92	49	28	837	117	230	251	239																			
Net: Increased	738	73%	90	77%	47	76%	50	70%	67	69%	71	77%	54	81%	65	71%	61	73%	32	76%	84	74%	63	68%	32	65%	22	79%	621	74%	90	77%	164	71%	190	76%	177	74%
Increased a lot	274	27%	46	BCDFGHK39%	13	21%	14	20%	23	24%	29	32%	14	21%	23	25%	22	26%	9	21%	39	BCFK35%	19	21%	13	27%	10	36%	232	28%	46	PQ39%	50	22%	66	26%	70	29%
Increased a little	464	46%	44	38%	34	A55%	36	51%	44	45%	42	46%	40	AJL60%	42	46%	39	46%	23	55%	45	40%	44	48%	19	39%	12	43%	389	46%	44	38%	114	O50%	124	O49%	107	45%
Stayed the same	248	25%	25	21%	15	24%	19	27%	27	28%	20	22%	12	18%	23	25%	23	27%	8	19%	25	22%	29	F32%	16	33%	6	21%	197	24%	25	21%	61	27%	55	22%	56	23%
Decreased a little	3	0%	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%	1	1%	0	0%	0	0%	0	0%	0	0%	3	0%	1	1%	0	0%	2	1%	0	0%		
Decreased a lot	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%		
Net: Decreased	3	0%	1	1%	0	0%	0	0%	0	0%	0	0%	1	1%	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	3	0%	1	1%	0	0%	2	1%	0	0%		
Don't know	17	2%	1	1%	0	0%	2	3%	3	3%	1	1%	0	0%	3	3%	0	0%	2	5%	4	BFHKm4%	0	0%	1	2%	0	0%	16	2%	1	1%	5	2%	4	2%	6	3%
Total	1006	100%	117	100%	62	100%	71	100%	97	100%	92	100%	67	100%	92	100%	84	100%	42	100%	113	100%	92	100%	49	100%	28	100%	837	100%	117	100%	230	100%	251	100%	239	100%

Prepared by ComRes



**Non-clinical issues discussed by patients during consultations**  
**ONLINE Fieldwork Dates: 14th-23rd February 2017**

Absolutes/col percents

**Table 11**  
**Q4 And thinking about the proportion of time you spend dealing with 'non-clinical' issues as part of consultations, in the last year would you say this has increased, stayed the same, or decreased?**

Base: All GPs

Total	S2 - GP type				D3 - Gender			D4 - Year of qualification						D6 - Age				D8 - CCG Involvement																						
	GP Principal	Salaried GP	GP Registrar	Locum GP	Male	Female	1979 or earlier	1980-1989	1990-1999	2000-2009	2010+	Under 30	30 - 39	40 - 49	50 - 59	60 or over	I am, or plan to be, an active member of my CCG governing board	I am, or plan to be, a GP representative	I do not take an active part in my CCG																					
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P																								
<b>Base</b>	1006	615	233	2	156	563	443	58	213	338	383	14	2	313	374	242	75	837	100%	837	100%	837	100%																	
<b>Net: Increased</b>	738	73%	465	D76%	174	D75%	2	abd100%	97	62%	409	73%	329	74%	36	62%	143	67%	254	H75%	295	GH77%	10	71%	1	50%	238	P76%	288	OP77%	167	69%	44	59%	55	73%	116	83%	453	72%
<b>Increased a lot</b>	274	27%	168	27%	65	28%	2	abd100%	39	25%	154	27%	120	27%	16	28%	49	23%	89	26%	115	30%	5	36%	0	0%	88	I28%	111	I30%	55	I23%	20	I27%	25	33%	46	33%	162	26%
<b>Increased a little</b>	464	46%	297	cD48%	109	c47%	0	0%	58	c37%	255	45%	209	47%	20	34%	94	44%	165	G49%	180	47%	5	36%	1	50%	150	P48%	177	P47%	112	P46%	24	32%	30	40%	70	50%	291	46%
<b>Stayed the same</b>	248	25%	141	c23%	56	c24%	0	0%	51	Ac33%	142	25%	106	24%	20	I34%	67	IJ31%	78	23%	81	21%	2	14%	0	0%	68	I22%	80	I21%	72	IMN30%	28	IMN37%	19	25%	23	17%	155	25%
<b>Decreased a little</b>	3	0%	1	0%	0	0%	0	0%	2	1%	2	0%	1	0%	1	2%	0	0%	1	0%	1	0%	0	0%	0	0%	1	0%	1	0%	0	0%	1	1%	0	0%	0	0%	3	0%
<b>Decreased a lot</b>	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
<b>Net: Decreased</b>	3	0%	1	0%	0	0%	0	0%	2	1%	2	0%	1	0%	1	2%	0	0%	1	0%	1	0%	0	0%	0	0%	1	0%	1	0%	0	0%	1	1%	0	0%	0	0%	3	0%
<b>Don't know</b>	17	2%	8	c1%	3	1%	0	0%	6	c4%	10	2%	7	2%	1	2%	3	1%	5	1%	6	2%	2	14%	1	50%	6	2%	5	1%	3	1%	2	3%	1	1%	0	0%	15	2%
<b>Total</b>	<b>1006</b>	<b>100%</b>	<b>615</b>	<b>100%</b>	<b>233</b>	<b>100%</b>	<b>2</b>	<b>100%</b>	<b>156</b>	<b>100%</b>	<b>563</b>	<b>100%</b>	<b>443</b>	<b>100%</b>	<b>58</b>	<b>100%</b>	<b>213</b>	<b>100%</b>	<b>338</b>	<b>100%</b>	<b>383</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>2</b>	<b>100%</b>	<b>313</b>	<b>100%</b>	<b>374</b>	<b>100%</b>	<b>242</b>	<b>100%</b>	<b>75</b>	<b>100%</b>	<b>75</b>	<b>100%</b>	<b>139</b>	<b>100%</b>	<b>626</b>	<b>100%</b>

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**Non-clinical issues discussed by patients during consultations**  
**ONLINE Fieldwork Dates: 14th-23rd February 2017**

Absolutes/col percents

**Table 12**  
**Q4 And thinking about the proportion of time you spend dealing with 'non-clinical' issues as part of consultations, in the last year would you say this has increased, stayed the same, or decreased?**

Base: All GPs

	Total	D2 - Practice Location					D1 - Overall practice size					D5 - Dispensing Practice		D7 - Number of patients on practice list																				
		Rural area		Urban area		Semi-rural area	Suburban area		Other	1-2	3-5	6-10	11 or more	Yes	No	1-2500	2501-5000	5001-7500	7501-10000	10001+														
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P																	
<b>Base</b>	1006	92	412	229	267	6	59	436	414	97	185	821	39	177	210	227	353																	
<b>Net: Increased</b>	738	73%	57	62%	316	A77%	168	73%	194	73%	3	50%	46	78%	324	74%	301	73%	67	69%	123	66%	615	J75%	22	56%	129	73%	154	L73%	170	L75%	263	L75%
<b>Increased a lot</b>	274	27%	18	20%	128	A31%	58	25%	68	25%	2	33%	24	H41%	126	29%	99	24%	25	26%	39	21%	235	J29%	10	26%	48	27%	59	28%	67	30%	90	25%
<b>Increased a little</b>	464	46%	39	42%	188	e48%	110	e48%	126	e47%	1	17%	22	37%	198	45%	202	49%	42	43%	84	45%	380	46%	12	31%	81	46%	95	45%	103	45%	173	L49%
<b>Stayed the same</b>	248	25%	33	BC36%	89	22%	53	23%	70	26%	3	50%	12	20%	103	24%	107	26%	26	27%	54	29%	194	24%	16	NOP41%	45	25%	47	22%	55	24%	85	24%
<b>Decreased a little</b>	3	0%	0	0%	1	0%	2	1%	0	0%	0	0%	0	0%	2	0%	1	0%	0	0%	2	1%	1	0%	0	0%	0	0%	2	1%	0	0%	1	0%
<b>Decreased a lot</b>	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
<b>Net: Decreased</b>	3	0%	0	0%	1	0%	2	1%	0	0%	0	0%	0	0%	2	0%	1	0%	0	0%	2	1%	1	0%	0	0%	0	0%	2	1%	0	0%	1	0%
<b>Don't know</b>	17	2%	2	2%	6	e1%	6	e3%	3	1%	0	0%	1	2%	7	2%	5	1%	4	4%	6	3%	11	1%	1	3%	3	2%	7	3%	2	1%	4	1%
<b>Total</b>	<b>1006</b>	<b>100%</b>	<b>92</b>	<b>100%</b>	<b>412</b>	<b>100%</b>	<b>229</b>	<b>100%</b>	<b>267</b>	<b>100%</b>	<b>6</b>	<b>100%</b>	<b>59</b>	<b>100%</b>	<b>436</b>	<b>100%</b>	<b>414</b>	<b>100%</b>	<b>97</b>	<b>100%</b>	<b>185</b>	<b>100%</b>	<b>821</b>	<b>100%</b>	<b>39</b>	<b>100%</b>	<b>177</b>	<b>100%</b>	<b>210</b>	<b>100%</b>	<b>227</b>	<b>100%</b>	<b>353</b>	<b>100%</b>

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**Non-clinical issues discussed by patients during consultations**  
**ONLINE Fieldwork Dates: 14th-23rd February 2017**

Absolutes/col percents

**Table 13**  
**Q5 You mentioned that when a patient raises a 'non-clinical' issue as part of a consultation you often refer or signpost these patients to advice agencies. Through which of the following means, if any, do you tend to do so?**

**Base: All GPs who refer or signpost patients to an advice agency/ advice expert**

	Total	S3 - Region														S3 - England		S3 - England NHS Networks																				
		London	South East Coastal		South Central		South West		West Midlands		East Midlands		East of England		Yorkshire & Humber	North East		North West		Scotland	Wales	Northern Ireland		England	NHS London	NHS South of England		NHS Midlands and East SHA		NHS North of England								
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R																			
<b>Base</b>	878	100	53	63	84	81	56	83	74	38	100	79	43	24	732	100	200	220	212																			
<b>I tell patients, or provide information, about Citizens Advice</b>	686	78%	82	H82%	43	81%	46	73%	63	75%	58	72%	44	79%	73	CDEHIJ88%	50	68%	25	66%	77	77%	66	HI84%	38	CDEHI88%	21	hi88%	561	77%	82	R82%	152	76%	175	80%	152	72%
<b>I tell patients, or provide information, about another advice agency</b>	590	67%	68	68%	37	70%	40	63%	56	67%	49	60%	36	64%	54	65%	52	70%	26	68%	64	64%	58	73%	34	E79%	16	67%	482	66%	68	68%	133	67%	139	63%	142	67%
<b>I (or someone else in the GP practice) help people to make appointments or pass their contact details to another advice agency</b>	93	11%	8	8%	4	8%	7	11%	10	12%	7	9%	5	9%	6	7%	16	ABEFGJ22%	5	13%	10	10%	8	10%	4	9%	3	13%	78	11%	8	8%	21	11%	18	8%	31	Q15%
<b>We have another advice agency outreach in the GP surgery</b>	84	10%	9	B9%	0	0%	7	B11%	9	B11%	6	B7%	7	B13%	10	B12%	11	B15%	2	5%	9	B9%	10	B13%	3	7%	1	4%	70	10%	9	9%	16	8%	23	10%	22	10%
<b>We have a Citizens Advice outreach in the GP surgery</b>	62	7%	8	8%	1	2%	4	6%	3	4%	6	7%	5	9%	6	7%	6	8%	4	11%	11	BD11%	5	6%	2	5%	1	4%	54	7%	8	8%	8	4%	17	8%	21	P10%
<b>I (or someone else in the GP practice) help people to make appointments or pass their contact details to Citizens Advice</b>	47	5%	5	m5%	2	4%	4	m6%	4	m5%	3	4%	5	m9%	5	m6%	5	m7%	2	5%	7	m7%	3	4%	2	5%	0	0%	42	6%	5	5%	10	5%	13	6%	14	7%
<b>Other</b>	33	4%	4	DL4%	2	4%	2	3%	0	0%	6	DL7%	3	5%	2	2%	5	DL7%	2	5%	2	2%	4	DL5%	0	0%	1	4%	28	4%	4	4%	4	2%	11	5%	9	4%
<b>Don't know</b>	7	1%	0	0%	0	0%	1	2%	1	1%	1	1%	0	0%	0	0%	1	1%	0	0%	2	2%	0	0%	0	0%	1	4%	6	1%	0	0%	2	1%	1	0%	3	1%
<b>Total</b>	<b>878</b>	<b>100%</b>	<b>100</b>	<b>100%</b>	<b>53</b>	<b>100%</b>	<b>63</b>	<b>100%</b>	<b>84</b>	<b>100%</b>	<b>81</b>	<b>100%</b>	<b>56</b>	<b>100%</b>	<b>83</b>	<b>100%</b>	<b>74</b>	<b>100%</b>	<b>38</b>	<b>100%</b>	<b>100</b>	<b>100%</b>	<b>79</b>	<b>100%</b>	<b>43</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>732</b>	<b>100%</b>	<b>100</b>	<b>100%</b>	<b>200</b>	<b>100%</b>	<b>220</b>	<b>100%</b>	<b>212</b>	<b>100%</b>

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**Non-clinical issues discussed by patients during consultations  
ONLINE Fieldwork Dates: 14th-23rd February 2017**

Absolutes/col percents

**Table 14  
Q5 You mentioned that when a patient raises a 'non-clinical' issue as part of a consultation you often refer or signpost these patients to advice agencies. Through which of the following means, if any, do you tend to do so?**

**Base: All GPs who refer or signpost patients to an advice agency/ advice expert**

Total	S2 - GP type				D3 - Gender				D4 - Year of qualification						D6 - Age					D8 - CCG Involvement																				
	GP Principal		Salaried GP		GP Registrar		Locum GP		Male	Female	1979 or earlier	1980-1989	1990-1999	2000-2009	2010+	Under 30	30 - 39	40 - 49	50 - 59	60 or over	I am, or plan to be, an active member of my CCG governing board		I am, or plan to be, a GP representative		I do not take an active part in my CCG															
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z														
<b>Base</b>	878	528	213	2	135	473	405	49	190	290	336	13	1	279	316	217	65	732	100%	732	100%	732	100%																	
<b>I tell patients, or provide information, about Citizens Advice</b>	686	78%	410	78%	169	79%	1	50%	106	79%	370	78%	316	78%	40	82%	138	73%	234	h81%	262	78%	12	h92%	0	0%	223	l80%	250	l79%	163	l75%	50	l77%	47	77%	101	83%	416	75%
<b>I tell patients, or provide information, about another advice agency</b>	590	67%	346	66%	145	68%	1	50%	98	73%	318	67%	272	67%	36	73%	133	70%	191	66%	221	66%	9	69%	0	0%	194	l70%	202	l64%	147	l68%	47	l72%	42	69%	89	74%	353	64%
<b>I (or someone else in the GP practice) help people to make appointments or pass their contact details to another advice agency</b>	93	11%	60	11%	21	10%	1	50%	11	8%	53	11%	40	10%	6	12%	19	10%	30	10%	35	10%	3	23%	1	mnop100%	26	9%	33	10%	26	12%	7	11%	3	5%	12	10%	63	11%
<b>We have another advice agency outreach in the GP surgery</b>	84	10%	58	cD11%	21	cD10%	0	0%	5	c4%	46	10%	38	9%	3	6%	19	10%	32	11%	29	9%	1	8%	1	mnop100%	18	6%	41	M13%	20	9%	4	6%	3	5%	11	9%	56	10%
<b>We have a Citizens Advice outreach in the GP surgery</b>	62	7%	43	c8%	11	c5%	0	0%	8	c6%	34	7%	28	7%	3	6%	11	k6%	25	k9%	23	k7%	0	0%	0	0%	19	l7%	26	l8%	14	l6%	3	5%	5	8%	9	7%	40	7%
<b>I (or someone else in the GP practice) help people to make appointments or pass their contact details to Citizens Advice</b>	47	5%	31	c6%	11	c5%	0	0%	5	c4%	33	F7%	14	3%	3	6%	10	5%	16	6%	17	5%	1	8%	0	0%	16	l6%	14	l4%	14	l6%	3	5%	5	8%	8	7%	29	5%
<b>Other</b>	33	4%	19	c4%	9	c4%	0	0%	5	c4%	21	4%	12	3%	2	4%	8	k4%	10	k3%	13	k4%	0	0%	0	0%	10	l4%	11	l3%	8	l4%	4	l6%	0	0%	7	6%	21	4%
<b>Don't know</b>	7	1%	4	cD1%	3	1%	0	0%	0	0%	5	1%	2	0%	0	0%	2	1%	3	1%	2	1%	0	0%	0	0%	1	0%	4	lP1%	2	1%	0	0%	0	0%	1	1%	5	1%
<b>Total</b>	878	100%	528	100%	213	100%	2	100%	135	100%	473	100%	405	100%	49	100%	190	100%	290	100%	336	100%	13	100%	1	100%	279	100%	316	100%	217	100%	65	100%	61	100%	121	100%	553	100%



**Non-clinical issues discussed by patients during consultations**  
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Absolutes/col percents

Table 16

**Summary Table**

**Q6 To what extent do you think patients' receiving help from advice agencies about 'non-clinical' issues leads to positive or negative effects on the following?**

**Base: All GPs who refer or signpost patients to an advice agency/ advice expert**

	<b>Net: Positive</b>	<b>Very positive effect</b>	<b>Slightly positive effect</b>	<b>Neither positive nor negative effect</b>	<b>Slightly negative effect</b>	<b>Very negative effect</b>	<b>Net: Negative</b>	<b>Don't know</b>
<b>Patients' health and wellbeing</b>	659	195	464	121	29	17	46	52
	75%	22%	53%	14%	3%	2%	5%	6%
<b>Overall care for patients</b>	631	191	440	150	37	21	58	39
	72%	22%	50%	17%	4%	2%	7%	4%
<b>Your ability to focus on and treat patients' 'clinical' health issues</b>	530	148	382	206	70	32	102	40
	60%	17%	44%	23%	8%	4%	12%	5%
<b>The number of repeat visits about the same 'non-clinical' issue</b>	521	148	373	190	79	34	113	54
	59%	17%	42%	22%	9%	4%	13%	6%
<b>The amount of time you spend on 'non-clinical' issues in consultations</b>	467	119	348	239	81	44	125	47
	53%	14%	40%	27%	9%	5%	14%	5%
<b>Your ability to work well with other service providers</b>	446	114	332	323	38	12	50	59
	51%	13%	38%	37%	4%	1%	6%	7%
<b>Your satisfaction with your job</b>	437	120	317	299	82	29	111	31
	50%	14%	36%	34%	9%	3%	13%	4%

**Non-clinical issues discussed by patients during consultations  
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Absolutes/col percents

**Table 17  
 Q6 To what extent do you think patients' receiving help from advice agencies about 'non-clinical' issues leads to positive or negative effects on the following?**

**Overall care for patients**

**Base: All GPs who refer or signpost patients to an advice agency/ advice expert**

Total	S3 - Region													S3 - England		S3 - England NHS Networks								
	London	South East Coastal		South Central		South West		West Midlands		East Midlands		East of England		Yorkshire & Humber	North East	North West	Scotland	Wales	Northern Ireland	England	NHS London	NHS South of England	NHS Midlands and East SHA	NHS North of England
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R						
<b>Base</b>	878	100	53	63	84	81	56	83	74	38	100	79	43	24	732	100	200	220	212					
<b>Net: Positive</b>	631 72%	75 75%	33 62%	46 73%	64 76%	59 73%	35 63%	58 70%	62 84%	31 82%	65 65%	57 72%	30 70%	16 67%	528 72%	75 75%	143 72%	152 69%	158 75%					
<b>Very positive effect</b>	191 22%	35 35%	13 25%	11 17%	15 18%	16 20%	10 18%	14 17%	20 27%	8 21%	19 19%	19 24%	5 12%	6 25%	161 22%	35 35%	39 20%	40 18%	47 22%					
<b>Slightly positive effect</b>	440 50%	40 40%	20 38%	35 56%	49 58%	43 53%	25 45%	44 53%	42 57%	23 61%	46 46%	38 48%	25 58%	10 42%	367 50%	40 40%	104 52%	112 51%	111 52%					
<b>Neither positive nor negative effect</b>	150 17%	14 14%	10 19%	9 14%	14 17%	14 17%	16 29%	18 22%	6 8%	3 8%	16 16%	13 16%	10 23%	7 29%	120 16%	14 14%	33 17%	48 22%	25 12%					
<b>Slightly negative effect</b>	37 4%	3 3%	6 11%	4 6%	2 2%	3 4%	2 4%	3 4%	2 3%	2 5%	4 4%	4 5%	2 5%	0 0%	31 4%	3 3%	12 6%	8 4%	8 4%					
<b>Very negative effect</b>	21 2%	3 3%	2 4%	1 2%	0 0%	2 2%	0 0%	1 1%	2 3%	2 5%	6 6%	1 1%	0 0%	1 4%	19 3%	3 3%	3 2%	3 1%	10 5%					
<b>Net: Negative</b>	58 7%	6 6%	8 15%	5 8%	2 2%	5 6%	2 4%	4 5%	4 5%	4 11%	10 10%	5 6%	2 5%	1 4%	50 7%	6 6%	15 8%	11 5%	18 8%					
<b>Don't know</b>	39 4%	5 5%	2 4%	3 5%	4 5%	3 4%	3 5%	3 4%	2 3%	0 0%	9 9%	4 5%	1 2%	0 0%	34 5%	5 5%	9 5%	9 4%	11 5%					
<b>Total</b>	<b>878 100%</b>	<b>100 100%</b>	<b>53 100%</b>	<b>63 100%</b>	<b>84 100%</b>	<b>81 100%</b>	<b>56 100%</b>	<b>83 100%</b>	<b>74 100%</b>	<b>38 100%</b>	<b>100 100%</b>	<b>79 100%</b>	<b>43 100%</b>	<b>24 100%</b>	<b>732 100%</b>	<b>100 100%</b>	<b>200 100%</b>	<b>220 100%</b>	<b>212 100%</b>					
<b>AVG</b>	3.9	BJ4.1	3.7	3.9	4.0	3.9	3.8	3.8	BJ4.1	3.9	3.7	3.9	3.8	3.8	3.9	Q4.1	3.9	3.8	3.9					

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**Non-clinical issues discussed by patients during consultations**  
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Absolutes/col percents

**Table 18**  
**Q6 To what extent do you think patients' receiving help from advice agencies about 'non-clinical' issues leads to positive or negative effects on the following?**

**Overall care for patients**

**Base: All GPs who refer or signpost patients to an advice agency/ advice expert**

	Total	S2 - GP type				D3 - Gender		D4 - Year of qualification					D6 - Age					D8 - CCG Involvement																						
		GP Principal	Salaried GP	GP Registrar	Locum GP	Male	Female	1979 or earlier	1980-1989	1990-1999	2000-2009	2010+	Under 30	30 - 39	40 - 49	50 - 59	60 or over	I am, or plan to be, an active member of my CCG governing board	I am, or plan to be, a GP representative	I do not take an active part in my CCG																				
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P																							
<b>Base</b>	878	528	213	2	135	473	405	49	190	290	336	13	1	279	316	217	65	732	100%	732	100%	732	100%																	
<b>Net: Positive</b>	631	72%	376	c71%	151	c71%	0	0%	104	c77%	329	70%	302	75%	35	71%	134	71%	211	73%	242	72%	9	69%	1	mnop100%	206	74%	222	70%	153	71%	49	75%	43	70%	90	74%	397	72%
<b>Very positive effect</b>	191	22%	110	c21%	49	c23%	0	0%	32	c24%	95	20%	96	24%	8	16%	42	22%	73	k25%	67	20%	1	8%	0	0%	54	l19%	75	l24%	49	l23%	13	l20%	16	26%	30	25%	117	21%
<b>Slightly positive effect</b>	440	50%	266	c50%	102	c48%	0	0%	72	c53%	234	49%	206	51%	27	55%	92	48%	138	48%	175	52%	8	62%	1	mnop100%	152	54%	147	47%	104	48%	36	55%	27	44%	60	50%	280	51%
<b>Neither positive nor negative effect</b>	150	17%	88	17%	42	20%	1	50%	19	14%	85	18%	65	16%	9	18%	34	18%	49	17%	55	16%	3	23%	0	0%	43	l15%	56	l18%	41	l19%	10	l15%	8	13%	20	17%	92	17%
<b>Slightly negative effect</b>	37	4%	27	5%	6	3%	1	50%	3	2%	26	F5%	11	3%	3	6%	9	k5%	11	k4%	14	k4%	0	0%	0	0%	11	l4%	14	l4%	8	l4%	4	l6%	4	7%	7	6%	20	4%
<b>Very negative effect</b>	21	2%	16	Bc3%	2	1%	0	0%	3	2%	14	3%	7	2%	2	4%	6	k3%	5	k2%	8	k2%	0	0%	0	0%	5	l2%	7	l2%	7	l3%	2	3%	2	3%	3	2%	14	3%
<b>Net: Negative</b>	58	7%	43	B8%	8	4%	1	50%	6	4%	40	F8%	18	4%	5	k10%	15	k8%	16	k6%	22	k7%	0	0%	0	0%	16	l6%	21	l7%	15	l7%	6	l9%	6	10%	10	8%	34	6%
<b>Don't know</b>	39	4%	21	c4%	12	c6%	0	0%	6	c4%	19	4%	20	5%	0	0%	7	G4%	14	G5%	17	G5%	1	8%	0	0%	14	lP5%	17	lP5%	8	lP4%	0	0%	4	7%	1	1%	30	5%
<b>Total</b>	<b>878</b>	<b>100.0%</b>	<b>528</b>	<b>100.0%</b>	<b>213</b>	<b>100.0%</b>	<b>2</b>	<b>100.0%</b>	<b>135</b>	<b>100.0%</b>	<b>473</b>	<b>100.0%</b>	<b>405</b>	<b>100.0%</b>	<b>49</b>	<b>100.0%</b>	<b>190</b>	<b>100.0%</b>	<b>290</b>	<b>100.0%</b>	<b>336</b>	<b>100.0%</b>	<b>13</b>	<b>100.0%</b>	<b>1</b>	<b>100.0%</b>	<b>279</b>	<b>100.0%</b>	<b>316</b>	<b>100.0%</b>	<b>217</b>	<b>100.0%</b>	<b>65</b>	<b>100.0%</b>	<b>61</b>	<b>100.0%</b>	<b>121</b>	<b>100.0%</b>	<b>553</b>	<b>100.0%</b>
<b>AVG</b>	3.9		c3.8		c3.9		2.5		c4.0		3.8		E4.0		3.7		3.8		4.0		3.9		3.8		4.0		3.9		3.9		3.9		3.8		3.9		3.9		3.9	

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**Non-clinical issues discussed by patients during consultations**  
**ONLINE Fieldwork Dates: 14th-23rd February 2017**

Absolutes/col percents

**Table 19**  
**Q6 To what extent do you think patients' receiving help from advice agencies about 'non-clinical' issues leads to positive or negative effects on the following?**

**Overall care for patients**

**Base: All GPs who refer or signpost patients to an advice agency/ advice expert**

	Total	D2 - Practice Location					D1 - Overall practice size					D5 - Dispensing Practice		D7 - Number of patients on practice list																				
		Rural area		Urban area		Semi-rural area	Suburban area	Other	1-2	3-5	6-10	11 or more	Yes	No	1-2500	2501-5000	5001-7500	7501-10000	10001+															
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P																	
<b>Base</b>	878	77	364	201	231	5	49	376	369	84	160	718	32	159	182	199	306																	
<b>Net: Positive</b>	631	72%	50	65%	255	70%	152	76%	169	73%	5	abcd100%	30	61%	260	69%	276	75%	65	77%	113	71%	518	72%	21	66%	106	67%	132	73%	142	71%	230	75%
<b>Very positive effect</b>	191	22%	12	16%	81	22%	50	25%	47	20%	1	20%	10	20%	92	H24%	62	17%	27	H32%	28	18%	163	23%	5	16%	38	24%	48	O26%	35	18%	65	21%
<b>Slightly positive effect</b>	440	50%	38	49%	174	48%	102	51%	122	53%	4	80%	20	41%	168	45%	214	FGI58%	38	45%	85	53%	355	49%	16	50%	68	43%	84	46%	107	M54%	165	M54%
<b>Neither positive nor negative effect</b>	150	17%	21	CDe27%	62	e17%	32	e16%	35	e15%	0	0%	9	18%	76	I20%	55	15%	10	12%	37	K23%	113	16%	6	19%	36	P23%	33	18%	30	15%	45	15%
<b>Slightly negative effect</b>	37	4%	3	4%	13	e4%	6	e3%	15	e6%	0	0%	6	I12%	15	4%	14	4%	2	2%	1	1%	36	J5%	2	6%	7	4%	6	3%	10	5%	12	4%
<b>Very negative effect</b>	21	2%	0	0%	12	Ae3%	4	Ae2%	5	Ae2%	0	0%	2	4%	8	I2%	11	I3%	0	0%	4	3%	17	2%	2	6%	5	3%	4	2%	3	2%	7	2%
<b>Net: Negative</b>	58	7%	3	4%	25	e7%	10	e5%	20	e9%	0	0%	8	I16%	23	6%	25	I7%	2	2%	5	3%	53	J7%	4	13%	12	8%	10	5%	13	7%	19	6%
<b>Don't know</b>	39	4%	3	4%	22	e6%	7	e3%	7	e3%	0	0%	2	4%	17	5%	13	4%	7	8%	5	3%	34	5%	1	3%	5	3%	7	4%	14	7%	12	4%
<b>Total</b>	<b>878</b>	<b>100.0%</b>	<b>77</b>	<b>100.0%</b>	<b>364</b>	<b>100.0%</b>	<b>201</b>	<b>100.0%</b>	<b>231</b>	<b>100.0%</b>	<b>5</b>	<b>100.0%</b>	<b>49</b>	<b>100.0%</b>	<b>376</b>	<b>100.0%</b>	<b>369</b>	<b>100.0%</b>	<b>84</b>	<b>100.0%</b>	<b>160</b>	<b>100.0%</b>	<b>718</b>	<b>100.0%</b>	<b>32</b>	<b>100.0%</b>	<b>159</b>	<b>100.0%</b>	<b>182</b>	<b>100.0%</b>	<b>199</b>	<b>100.0%</b>	<b>306</b>	<b>100.0%</b>
<b>AVG</b>	3.9		3.8		3.9		4.0		3.9		4.2		3.6		3.9		3.8		FGH4.2		3.9		3.9		3.6		3.8		3.9		3.9		3.9	

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**Non-clinical issues discussed by patients during consultations**  
**ONLINE Fieldwork Dates: 14th-23rd February 2017**

Absolutes/col percents

**Table 20**  
**Q6 To what extent do you think patients' receiving help from advice agencies about 'non-clinical' issues leads to positive or negative effects on the following?**

**Patients' health and wellbeing**

**Base: All GPs who refer or signpost patients to an advice agency/ advice expert**

Total	S3 - Region														S3 - England		S3 - England NHS Networks																					
	London		South East Coastal		South Central		South West		West Midlands		East Midlands		East of England		Yorkshire & Humber		North East		North West		Scotland		Wales		Northern Ireland		England		NHS London		NHS South of England		NHS Midlands and East SHA		NHS North of England			
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R																				
<b>Base</b>	878	100	53	63	84	81	56	83	74	38	100	79	43	24	732	100	200	220	212																			
<b>Net: Positive</b>	659	75%	80	80%	37	70%	48	76%	64	76%	66	81%	38	68%	57	69%	59	80%	31	82%	68	68%	57	72%	32	74%	22	92%	548	75%	80	80%	149	75%	161	73%	158	75%
<b>Very positive effect</b>	195	22%	29	29%	8	15%	13	21%	17	20%	18	22%	14	25%	11	13%	26	35%	9	24%	20	20%	16	20%	5	12%	9	38%	165	23%	29	29%	38	19%	43	20%	55	26%
<b>Slightly positive effect</b>	464	53%	51	51%	29	55%	35	56%	47	56%	48	59%	24	43%	46	55%	33	45%	22	58%	48	48%	41	52%	27	63%	13	54%	383	52%	51	51%	111	56%	118	54%	103	49%
<b>Neither positive nor negative effect</b>	121	14%	8	8%	8	15%	7	11%	13	15%	12	15%	12	15%	15	18%	10	14%	4	11%	10	10%	14	18%	7	16%	1	4%	99	14%	8	8%	28	14%	39	18%	24	11%
<b>Slightly negative effect</b>	29	3%	4	4%	4	8%	3	5%	0	0%	0	0%	2	4%	5	6%	3	4%	1	3%	3	3%	2	3%	2	5%	0	0%	25	3%	4	4%	7	4%	7	3%	7	3%
<b>Very negative effect</b>	17	2%	1	1%	1	2%	2	3%	0	0%	1	1%	0	0%	1	1%	0	0%	2	5%	5	5%	1	1%	2	5%	1	4%	13	2%	1	1%	3	2%	2	1%	7	3%
<b>Net: Negative</b>	46	5%	5	5%	5	9%	5	8%	0	0%	1	1%	2	4%	6	7%	3	4%	3	8%	8	8%	3	4%	4	9%	1	4%	38	5%	5	5%	10	5%	9	4%	14	7%
<b>Don't know</b>	52	6%	7	7%	3	6%	3	5%	7	8%	2	2%	4	7%	5	6%	2	3%	0	0%	14	14%	5	6%	0	0%	0	0%	47	6%	7	7%	13	7%	11	5%	16	8%
<b>Total</b>	<b>878</b>	<b>100%</b>	<b>100</b>	<b>100%</b>	<b>53</b>	<b>100%</b>	<b>63</b>	<b>100%</b>	<b>84</b>	<b>100%</b>	<b>81</b>	<b>100%</b>	<b>56</b>	<b>100%</b>	<b>83</b>	<b>100%</b>	<b>74</b>	<b>100%</b>	<b>38</b>	<b>100%</b>	<b>100</b>	<b>100%</b>	<b>79</b>	<b>100%</b>	<b>43</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>732</b>	<b>100%</b>	<b>100</b>	<b>100%</b>	<b>200</b>	<b>100%</b>	<b>220</b>	<b>100%</b>	<b>212</b>	<b>100%</b>
<b>AVG</b>	4.0		<b>BGL</b> 4.1		3.8		3.9		<b>BGL</b> 4.1		<b>GL</b> 4.0		4.0		3.8		<b>BGL</b> 4.1		3.9		3.9		3.9		3.7		<b>gl</b> 4.2		4.0		4.1		3.9		3.9		4.0	

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**Non-clinical issues discussed by patients during consultations  
ONLINE Fieldwork Dates: 14th-23rd February 2017**

Absolutes/col percents

**Table 21  
Q6 To what extent do you think patients' receiving help from advice agencies about 'non-clinical' issues leads to positive or negative effects on the following?**

**Patients' health and wellbeing**

**Base: All GPs who refer or signpost patients to an advice agency/ advice expert**

	Total	S2 - GP type				D3 - Gender		D4 - Year of qualification					D6 - Age					D8 - CCG Involvement																						
		GP Principal		Salaried GP		GP Registrar	Locum GP	Male	Female	1979 or earlier	1980-1989	1990-1999	2000-2009	2010+	Under 30	30 - 39	40 - 49	50 - 59	60 or over	I am, or plan to be, an active member of my CCG governing board	I am, or plan to be, a GP representative	I do not take an active part in my CCG																		
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P																							
<b>Base</b>	878	528	213	2	135	473	405	49	190	290	336	13	1	279	316	217	65	732	100%	732	100%	732	100%																	
<b>Net: Positive</b>	659	75%	400	76%	155	73%	1	50%	103	76%	345	73%	314	78%	37	76%	140	74%	232	80%	242	72%	8	62%	1	100%	205	73%	238	75%	164	76%	51	78%	43	70%	87	72%	420	76%
<b>Very positive effect</b>	195	22%	105	20%	53	25%	0	0%	37	27%	97	21%	98	24%	8	16%	41	22%	76	26%	68	20%	2	15%	0	0%	58	21%	76	24%	47	22%	14	22%	15	25%	25	21%	126	23%
<b>Slightly positive effect</b>	464	53%	295	56%	102	48%	1	50%	66	49%	248	52%	216	53%	29	59%	99	52%	156	54%	174	52%	6	46%	1	100%	147	53%	162	51%	117	54%	37	57%	28	46%	62	51%	294	53%
<b>Neither positive nor negative effect</b>	121	14%	67	13%	36	17%	1	50%	17	13%	67	14%	54	13%	7	14%	27	14%	30	10%	53	16%	4	31%	0	0%	45	16%	41	13%	28	13%	7	11%	10	16%	18	15%	71	13%
<b>Slightly negative effect</b>	29	3%	25	5%	3	1%	0	0%	1	1%	23	5%	6	1%	2	4%	8	4%	10	3%	9	3%	0	0%	0	0%	4	1%	12	4%	9	4%	4	6%	2	3%	8	7%	15	3%
<b>Very negative effect</b>	17	2%	13	2%	2	1%	0	0%	2	1%	13	3%	4	1%	1	2%	4	2%	5	2%	7	2%	0	0%	0	0%	4	1%	8	3%	4	2%	1	2%	1	2%	3	2%	9	2%
<b>Net: Negative</b>	46	5%	38	7%	5	2%	0	0%	3	2%	36	8%	10	2%	3	6%	12	6%	15	5%	16	5%	0	0%	0	0%	8	3%	20	6%	13	6%	5	8%	3	5%	11	9%	24	4%
<b>Don't know</b>	52	6%	23	4%	17	8%	0	0%	12	9%	25	5%	27	7%	2	4%	11	6%	13	4%	25	7%	1	8%	0	0%	21	8%	17	5%	12	6%	2	3%	5	8%	5	4%	38	7%
<b>Total</b>	<b>878</b>	<b>100%</b>	<b>528</b>	<b>100%</b>	<b>213</b>	<b>100%</b>	<b>2</b>	<b>100%</b>	<b>135</b>	<b>100%</b>	<b>473</b>	<b>100%</b>	<b>405</b>	<b>100%</b>	<b>49</b>	<b>100%</b>	<b>190</b>	<b>100%</b>	<b>290</b>	<b>100%</b>	<b>336</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>1</b>	<b>100%</b>	<b>279</b>	<b>100%</b>	<b>316</b>	<b>100%</b>	<b>217</b>	<b>100%</b>	<b>65</b>	<b>100%</b>	<b>61</b>	<b>100%</b>	<b>121</b>	<b>100%</b>	<b>553</b>	<b>100%</b>
<b>AVG</b>	4.0	3.9	4.0	3.5	4.1	3.9	4.1	3.9	3.9	4.0	3.9	3.8	4.0	4.0	4.0	3.9	3.9	4.0	3.8	4.0	4.0	3.9	4.0	4.0	4.0	4.0	3.8	4.0	3.8	4.0	3.8	4.0	3.8	4.0	3.8	4.0	3.8	4.0	3.8	4.0

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**Non-clinical issues discussed by patients during consultations**  
**ONLINE Fieldwork Dates: 14th-23rd February 2017**

Absolutes/col percents

**Table 22**  
**Q6 To what extent do you think patients' receiving help from advice agencies about 'non-clinical' issues leads to positive or negative effects on the following?**

**Patients' health and wellbeing**

**Base: All GPs who refer or signpost patients to an advice agency/ advice expert**

	Total	D2 - Practice Location					D1 - Overall practice size					D5 - Dispensing Practice		D7 - Number of patients on practice list																				
		Rural area		Urban area		Semi-rural area	Suburban area	Other	1-2	3-5	6-10	11 or more	Yes	No	1-2500	2501-5000	5001-7500	7501-10000	10001+															
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P																	
<b>Base</b>	878	77	364	201	231	5	49	376	369	84	160	718	32	159	182	199	306																	
<b>Net: Positive</b>	659	75%	57	74%	265	73%	156	78%	176	76%	5	abcd100%	33	67%	280	74%	281	76%	65	77%	120	75%	539	75%	22	69%	118	74%	144	079%	138	69%	237	077%
<b>Very positive effect</b>	195	22%	13	e17%	83	e23%	55	ADe27%	44	e19%	0	0%	13	27%	89	24%	69	19%	24	29%	34	21%	161	22%	8	25%	40	25%	44	24%	42	21%	61	20%
<b>Slightly positive effect</b>	464	53%	44	57%	182	50%	101	50%	132	57%	5	abcd100%	20	41%	191	51%	212	F57%	41	49%	86	54%	378	53%	14	44%	78	49%	100	55%	96	48%	176	058%
<b>Neither positive nor negative effect</b>	121	14%	11	e14%	48	e13%	29	e14%	33	e14%	0	0%	9	18%	55	15%	48	13%	9	11%	27	17%	94	13%	5	16%	23	14%	20	11%	32	16%	41	13%
<b>Slightly negative effect</b>	29	3%	3	4%	13	e4%	5	e2%	8	e3%	0	0%	2	4%	9	2%	16	4%	2	2%	3	2%	26	4%	2	6%	2	1%	7	4%	7	4%	11	4%
<b>Very negative effect</b>	17	2%	1	1%	10	e3%	3	1%	3	1%	0	0%	2	4%	8	I2%	7	I2%	0	0%	3	2%	14	2%	2	6%	5	3%	3	2%	4	2%	3	1%
<b>Net: Negative</b>	46	5%	4	e5%	23	e6%	8	e4%	11	e5%	0	0%	4	8%	17	5%	23	6%	2	2%	6	4%	40	6%	4	13%	7	4%	10	5%	11	6%	14	5%
<b>Don't know</b>	52	6%	5	e6%	28	e8%	8	e4%	11	e5%	0	0%	3	6%	24	6%	17	5%	8	10%	7	4%	45	6%	1	3%	11	7%	8	4%	18	9%	14	5%
<b>Total</b>	<b>878</b>	<b>100%</b>	<b>77</b>	<b>100%</b>	<b>364</b>	<b>100%</b>	<b>201</b>	<b>100%</b>	<b>231</b>	<b>100%</b>	<b>5</b>	<b>100%</b>	<b>49</b>	<b>100%</b>	<b>376</b>	<b>100%</b>	<b>369</b>	<b>100%</b>	<b>84</b>	<b>100%</b>	<b>160</b>	<b>100%</b>	<b>718</b>	<b>100%</b>	<b>32</b>	<b>100%</b>	<b>159</b>	<b>100%</b>	<b>182</b>	<b>100%</b>	<b>199</b>	<b>100%</b>	<b>306</b>	<b>100%</b>
<b>AVG</b>	4.0		3.9		3.9		4.0		3.9		4.0		3.9		4.0		3.9		H4.1		3.9		4.0		3.8		4.0		4.0		3.9		4.0	

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**Non-clinical issues discussed by patients during consultations**  
**ONLINE Fieldwork Dates: 14th-23rd February 2017**

Absolutes/col percents

**Table 23**  
**Q6 To what extent do you think patients' receiving help from advice agencies about 'non-clinical' issues leads to positive or negative effects on the following?**

**The amount of time you spend on 'non-clinical' issues in consultations**

**Base: All GPs who refer or signpost patients to an advice agency/ advice expert**

Total	S3 - Region													S3 - England		S3 - England NHS Networks																						
	London	South East Coastal		South Central		South West		West Midlands		East Midlands		East of England		Yorkshire & Humber	North East		North West		Scotland	Wales	Northern Ireland	England	NHS London	NHS South of England		NHS Midlands and East SHA	NHS North of England											
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R																				
<b>Base</b>	878	100	53	63	84	81	56	83	74	38	100	79	43	24	732	100	200	220	212																			
<b>Net: Positive</b>	467	53%	56	56%	28	53%	26	41%	49	C58%	43	53%	25	45%	44	53%	45	C61%	23	61%	47	47%	43	54%	24	56%	14	58%	386	53%	56	56%	103	52%	112	51%	115	54%
<b>Very positive effect</b>	119	14%	23	BCFJK23%	5	9%	4	6%	13	K15%	15	CK19%	6	11%	11	13%	13	CK18%	6	16%	11	11%	4	5%	5	12%	3	13%	107	15%	23	P23%	22	11%	32	15%	30	14%
<b>Slightly positive effect</b>	348	40%	33	33%	23	43%	22	35%	36	43%	28	35%	19	34%	33	40%	32	43%	17	45%	36	36%	39	A49%	19	44%	11	46%	279	38%	33	33%	81	41%	80	36%	85	40%
<b>Neither positive nor negative effect</b>	239	27%	19	19%	12	23%	27	ABDEm43%	15	18%	21	26%	25	ABDEGKLm45%	23	28%	21	28%	10	26%	29	29%	22	28%	11	26%	4	17%	202	28%	19	19%	54	27%	69	O31%	60	28%
<b>Slightly negative effect</b>	81	9%	13	13%	6	11%	4	6%	12	14%	8	10%	4	7%	6	7%	4	5%	4	11%	6	6%	5	6%	5	12%	4	17%	67	9%	13	13%	22	11%	18	8%	14	7%
<b>Very negative effect</b>	44	5%	6	F6%	4	F8%	2	3%	1	1%	5	F6%	0	0%	3	4%	3	4%	1	3%	10	DF10%	5	F6%	2	5%	2	8%	35	5%	6	6%	7	4%	8	4%	14	7%
<b>Net: Negative</b>	125	14%	19	F19%	10	19%	6	10%	13	15%	13	16%	4	7%	9	11%	7	9%	5	13%	16	16%	10	13%	7	16%	6	25%	102	14%	19	19%	29	15%	26	12%	28	13%
<b>Don't know</b>	47	5%	6	Im6%	3	6%	4	Im6%	7	HIm8%	4	Im5%	2	4%	7	HIm8%	1	1%	0	0%	8	HIm8%	4	Im5%	1	2%	0	0%	42	6%	6	6%	14	7%	13	6%	9	4%
<b>Total</b>	<b>878</b>	<b>100%</b>	<b>100</b>	<b>100%</b>	<b>53</b>	<b>100%</b>	<b>63</b>	<b>100%</b>	<b>84</b>	<b>100%</b>	<b>81</b>	<b>100%</b>	<b>56</b>	<b>100%</b>	<b>83</b>	<b>100%</b>	<b>74</b>	<b>100%</b>	<b>38</b>	<b>100%</b>	<b>100</b>	<b>100%</b>	<b>79</b>	<b>100%</b>	<b>43</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>732</b>	<b>100%</b>	<b>100</b>	<b>100%</b>	<b>200</b>	<b>100%</b>	<b>220</b>	<b>100%</b>	<b>212</b>	<b>100%</b>
<b>AVG</b>	3.5	3.6	3.4	3.4	3.6	3.5	3.5	3.6	3.7	3.6	3.3	3.4	3.5	3.4	3.5	3.4	3.5	3.6	3.5	3.6	3.5	3.6	3.5	3.5	3.6	3.5	3.5	3.5	3.6	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	

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**Non-clinical issues discussed by patients during consultations  
ONLINE Fieldwork Dates: 14th-23rd February 2017**

Absolutes/col percents

**Table 24  
Q6 To what extent do you think patients' receiving help from advice agencies about 'non-clinical' issues leads to positive or negative effects on the following?**

**The amount of time you spend on 'non-clinical' issues in consultations**

**Base: All GPs who refer or signpost patients to an advice agency/ advice expert**

	Total	S2 - GP type				D3 - Gender		D4 - Year of qualification					D6 - Age					D8 - CCG Involvement																						
		GP Principal		Salaried GP		GP Registrar	Locum GP	Male	Female	1979 or earlier	1980-1989	1990-1999	2000-2009	2010+	Under 30	30 - 39	40 - 49	50 - 59	60 or over	I am, or plan to be, an active member of my CCG governing board	I am, or plan to be, a GP representative	I do not take an active part in my CCG																		
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P																							
<b>Base</b>	878	528	213	2	135	473	405	49	190	290	336	13	1	279	316	217	65	732	100%	732	100%	732	100%																	
<b>Net: Positive</b>	467	53%	275	52%	113	53%	1	50%	78	58%	248	52%	219	54%	26	53%	102	54%	166	57%	165	49%	8	62%	1	100%	137	49%	177	56%	116	53%	36	55%	29	48%	71	59%	288	52%
<b>Very positive effect</b>	119	14%	68	13%	30	14%	0	0%	21	16%	60	13%	59	15%	2	4%	29	15%	45	16%	40	12%	3	23%	0	0%	35	13%	44	14%	34	16%	6	9%	12	20%	18	15%	78	14%
<b>Slightly positive effect</b>	348	40%	207	39%	83	39%	1	50%	57	42%	188	40%	160	40%	24	49%	73	38%	121	42%	125	37%	5	38%	1	100%	102	37%	133	42%	82	38%	30	46%	17	28%	53	44%	210	38%
<b>Neither positive nor negative effect</b>	239	27%	145	27%	59	28%	0	0%	35	26%	130	27%	109	27%	13	27%	51	27%	69	24%	103	31%	3	23%	0	0%	85	30%	77	24%	58	27%	19	29%	18	30%	24	20%	160	29%
<b>Slightly negative effect</b>	81	9%	50	9%	21	10%	1	50%	9	7%	44	9%	37	9%	6	12%	17	9%	29	10%	28	8%	1	8%	0	0%	22	8%	33	10%	21	10%	5	18%	8	13%	13	11%	46	8%
<b>Very negative effect</b>	44	5%	33	6%	4	2%	0	0%	7	5%	33	7%	11	3%	3	6%	10	5%	12	4%	19	6%	0	0%	0	0%	16	6%	14	4%	10	15%	4	16%	3	5%	9	7%	23	4%
<b>Net: Negative</b>	125	14%	83	16%	25	12%	1	50%	16	12%	77	16%	48	12%	9	18%	27	14%	41	14%	47	14%	1	8%	0	0%	38	14%	47	15%	31	14%	9	14%	11	18%	22	18%	69	12%
<b>Don't know</b>	47	5%	25	5%	16	8%	0	0%	6	4%	18	4%	29	7%	1	2%	10	5%	14	5%	21	6%	1	8%	0	0%	19	7%	15	5%	12	16%	1	2%	3	5%	4	3%	36	7%
<b>Total</b>	<b>878</b>	<b>100%</b>	<b>528</b>	<b>100%</b>	<b>213</b>	<b>100%</b>	<b>2</b>	<b>100%</b>	<b>135</b>	<b>100%</b>	<b>473</b>	<b>100%</b>	<b>405</b>	<b>100%</b>	<b>49</b>	<b>100%</b>	<b>190</b>	<b>100%</b>	<b>290</b>	<b>100%</b>	<b>336</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>1</b>	<b>100%</b>	<b>279</b>	<b>100%</b>	<b>316</b>	<b>100%</b>	<b>217</b>	<b>100%</b>	<b>65</b>	<b>100%</b>	<b>61</b>	<b>100%</b>	<b>121</b>	<b>100%</b>	<b>553</b>	<b>100%</b>
<b>AVG</b>	3.5		3.5		3.6		3.0		3.6		3.4		3.6		3.3		3.5		3.6		3.4		3.8		4.0		3.5		3.5		3.5		3.5		3.5		3.5		3.5	

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**Non-clinical issues discussed by patients during consultations**  
**ONLINE Fieldwork Dates: 14th-23rd February 2017**

Absolutes/col percents

**Table 25**  
**Q6 To what extent do you think patients' receiving help from advice agencies about 'non-clinical' issues leads to positive or negative effects on the following?**

**The amount of time you spend on 'non-clinical' issues in consultations**

**Base: All GPs who refer or signpost patients to an advice agency/ advice expert**

	Total	D2 - Practice Location					D1 - Overall practice size					D5 - Dispensing Practice		D7 - Number of patients on practice list																				
		Rural area		Urban area		Semi-rural area	Suburban area		Other		1-2	3-5	6-10	11 or more	Yes	No	1-2500	2501-5000	5001-7500	7501-10000	10001+													
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P																	
<b>Base</b>	878	77	364	201	231	5	49	376	369	84	160	718	32	159	182	199	306																	
<b>Net: Positive</b>	467	53%	40	52%	191	52%	115	57%	117	51%	4	80%	26	53%	202	54%	192	52%	47	56%	83	52%	384	53%	15	47%	80	50%	107	59%	98	49%	167	55%
<b>Very positive effect</b>	119	14%	4	e5%	47	Ae13%	36	Ae18%	32	Ae14%	0	0%	10	20%	56	15%	38	10%	15	18%	18	11%	101	14%	2	6%	26	16%	26	14%	27	14%	38	12%
<b>Slightly positive effect</b>	348	40%	36	47%	144	40%	79	39%	85	37%	4	bcd80%	16	33%	146	39%	154	42%	32	38%	65	41%	283	39%	13	41%	54	34%	81	M45%	71	36%	129	42%
<b>Neither positive nor negative effect</b>	239	27%	20	26%	90	25%	56	28%	72	31%	1	20%	8	16%	96	26%	113	F31%	22	26%	53	33%	186	26%	10	31%	38	24%	40	22%	65	N33%	86	28%
<b>Slightly negative effect</b>	81	9%	7	e9%	35	e10%	17	e8%	22	e10%	0	0%	9	18%	36	10%	29	8%	7	8%	12	8%	69	10%	4	13%	16	10%	22	12%	15	8%	24	8%
<b>Very negative effect</b>	44	5%	4	e5%	27	CDe7%	7	e3%	6	e3%	0	0%	3	6%	19	5%	19	5%	3	4%	7	4%	37	5%	2	6%	15	NO9%	3	2%	8	4%	16	N5%
<b>Net: Negative</b>	125	14%	11	e14%	62	e17%	24	e12%	28	e12%	0	0%	12	24%	55	15%	48	13%	10	12%	19	12%	106	15%	6	19%	31	O19%	25	14%	23	12%	40	13%
<b>Don't know</b>	47	5%	6	e8%	21	e6%	6	e3%	14	e6%	0	0%	3	6%	23	6%	16	4%	5	6%	5	3%	42	6%	1	3%	10	6%	10	5%	13	7%	13	4%
<b>Total</b>	<b>878</b>	<b>100%</b>	<b>77</b>	<b>100%</b>	<b>364</b>	<b>100%</b>	<b>201</b>	<b>100%</b>	<b>231</b>	<b>100%</b>	<b>5</b>	<b>100%</b>	<b>49</b>	<b>100%</b>	<b>376</b>	<b>100%</b>	<b>369</b>	<b>100%</b>	<b>84</b>	<b>100%</b>	<b>160</b>	<b>100%</b>	<b>718</b>	<b>100%</b>	<b>32</b>	<b>100%</b>	<b>159</b>	<b>100%</b>	<b>182</b>	<b>100%</b>	<b>199</b>	<b>100%</b>	<b>306</b>	<b>100%</b>
<b>AVG</b>	3.5	3.4	3.4	3.4	3.6	3.5	3.8	3.5	3.5	3.5	3.5	3.6	3.5	3.5	3.5	3.5	3.3	3.4	3.6	3.5	3.5	3.3	3.4	3.6	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	

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**Non-clinical issues discussed by patients during consultations  
 ONLINE Fieldwork Dates: 14th-23rd February 2017**

Absolutes/col percents

**Table 26**  
**Q6 To what extent do you think patients' receiving help from advice agencies about 'non-clinical' issues leads to positive or negative effects on the following?**

**Your ability to focus on and treat patients' 'clinical' health issues**

**Base: All GPs who refer or signpost patients to an advice agency/ advice expert**

	Total	S3 - Region														S3 - England		S3 - England NHS Networks																				
		London	South East Coastal	South Central	South West	West Midlands	East Midlands	East of England	Yorkshire & Humber	North East	North West	Scotland	Wales	Northern Ireland	England	NHS London	NHS South of England	NHS Midlands and East SHA	NHS North of England																			
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R																			
<b>Base</b>	878	100	53	63	84	81	56	83	74	38	100	79	43	24	732	100	200	220	212																			
<b>Net: Positive</b>	530	60%	67	67%	32	60%	38	60%	50	60%	46	57%	31	55%	48	58%	47	64%	28	J74%	54	54%	47	59%	25	58%	17	71%	441	60%	67	67%	120	60%	125	57%	129	61%
<b>Very positive effect</b>	148	17%	25	FGKL25%	9	17%	10	16%	12	14%	15	19%	5	9%	9	11%	20	DFGKL27%	8	21%	17	17%	9	11%	4	9%	5	21%	130	18%	25	Q25%	31	16%	29	13%	45	Q21%
<b>Slightly positive effect</b>	382	44%	42	42%	23	43%	28	44%	38	45%	31	38%	26	46%	39	47%	27	36%	20	53%	37	37%	38	48%	21	49%	12	50%	311	42%	42	42%	89	45%	96	44%	84	40%
<b>Neither positive nor negative effect</b>	206	23%	20	20%	10	19%	16	25%	20	24%	22	27%	19	Im34%	22	27%	19	26%	6	16%	21	21%	17	22%	11	26%	3	13%	175	24%	20	20%	46	23%	63	29%	46	22%
<b>Slightly negative effect</b>	70	8%	5	5%	4	8%	5	8%	8	10%	6	7%	3	5%	7	8%	6	8%	3	8%	9	9%	6	8%	6	14%	2	8%	56	8%	5	5%	17	9%	16	7%	18	8%
<b>Very negative effect</b>	32	4%	6	FL6%	4	FL8%	1	2%	1	1%	3	4%	0	0%	2	2%	1	1%	1	3%	8	CDFHL8%	3	4%	0	0%	2	8%	27	4%	6	6%	6	3%	5	2%	10	5%
<b>Net: Negative</b>	102	12%	11	11%	8	15%	6	10%	9	11%	9	11%	3	5%	9	11%	7	9%	4	11%	17	F17%	9	11%	6	14%	4	17%	83	11%	11	11%	23	12%	21	10%	28	13%
<b>Don't know</b>	40	5%	2	2%	3	6%	3	5%	5	Im6%	4	Im5%	3	5%	4	Im5%	1	1%	0	0%	8	AHIm8%	6	Im8%	1	2%	0	0%	33	5%	2	2%	11	6%	11	5%	9	4%
<b>Total</b>	<b>878</b>	<b>100%</b>	<b>100</b>	<b>100%</b>	<b>53</b>	<b>100%</b>	<b>63</b>	<b>100%</b>	<b>84</b>	<b>100%</b>	<b>81</b>	<b>100%</b>	<b>56</b>	<b>100%</b>	<b>83</b>	<b>100%</b>	<b>74</b>	<b>100%</b>	<b>38</b>	<b>100%</b>	<b>100</b>	<b>100%</b>	<b>79</b>	<b>100%</b>	<b>43</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>732</b>	<b>100%</b>	<b>100</b>	<b>100%</b>	<b>200</b>	<b>100%</b>	<b>220</b>	<b>100%</b>	<b>212</b>	<b>100%</b>
<b>AVG</b>	3.6	3.8	3.6	3.7	3.7	3.6	3.6	3.6	3.6	3.8	3.8	3.5	3.6	3.5	3.7	3.7	3.8	3.6	3.6	3.5	3.7	3.7	3.8	3.6	3.6	3.6	3.7	3.8	3.6	3.6	3.6	3.6	3.6	3.6	3.6	3.7	3.7	

Prepared by ComRes



**Non-clinical issues discussed by patients during consultations**  
**ONLINE Fieldwork Dates: 14th-23rd February 2017**

Absolutes/col percents

**Table 27**  
**Q6 To what extent do you think patients' receiving help from advice agencies about 'non-clinical' issues leads to positive or negative effects on the following?**

**Your ability to focus on and treat patients' 'clinical' health issues**

**Base: All GPs who refer or signpost patients to an advice agency/ advice expert**

	Total	S2 - GP type				D3 - Gender				D4 - Year of qualification					D6 - Age					D8 - CCG Involvement																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																															
		GP Principal		Salaried GP		GP Registrar		Locum GP		Male	Female		1979 or earlier		1980-1989		1990-1999		2000-2009		2010+		Under 30	30 - 39		40 - 49		50 - 59		60 or over		I am, or plan to be, an active member of my CCG governing board	I am, or plan to be, a GP representative		I do not take an active part in my CCG																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN

**Non-clinical issues discussed by patients during consultations**  
**ONLINE Fieldwork Dates: 14th-23rd February 2017**

Absolutes/col percents

**Table 28**  
**Q6 To what extent do you think patients' receiving help from advice agencies about 'non-clinical' issues leads to positive or negative effects on the following?**

**Your ability to focus on and treat patients' 'clinical' health issues**

**Base: All GPs who refer or signpost patients to an advice agency/ advice expert**

	Total	D2 - Practice Location					D1 - Overall practice size				D5 - Dispensing Practice		D7 - Number of patients on practice list																					
		Rural area		Urban area		Semi-rural area	Suburban area		Other		1-2	3-5	6-10	11 or more	Yes	No	1-2500	2501-5000	5001-7500	7501-10000	10001+													
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P																	
<b>Base</b>	878	77	364	201	231	5	49	376	369	84	160	718	32	159	182	199	306																	
<b>Net: Positive</b>	530	60%	40	52%	217	60%	129	64%	140	61%	4	80%	25	51%	226	60%	222	60%	57	68%	93	58%	437	61%	17	53%	86	54%	123	<b>MO</b> 68%	115	58%	189	62%
<b>Very positive effect</b>	148	17%	7	9%	66	<b>A</b> 18%	38	<b>A</b> 19%	36	16%	1	20%	7	14%	71	<b>H</b> 19%	50	14%	20	<b>H</b> 24%	25	16%	123	17%	4	13%	28	18%	33	18%	35	18%	48	16%
<b>Slightly positive effect</b>	382	44%	33	43%	151	41%	91	45%	104	45%	3	60%	18	37%	155	41%	172	47%	37	44%	68	43%	314	44%	13	41%	58	36%	90	<b>M</b> 49%	80	40%	141	<b>M</b> 46%
<b>Neither positive nor negative effect</b>	206	23%	22	<b>e</b> 29%	82	<b>e</b> 23%	47	<b>e</b> 23%	55	<b>e</b> 24%	0	0%	10	20%	88	23%	89	24%	19	23%	45	28%	161	22%	8	25%	39	<b>N</b> 25%	28	15%	55	<b>N</b> 28%	76	<b>N</b> 25%
<b>Slightly negative effect</b>	70	8%	10	13%	31	9%	12	6%	16	7%	1	20%	7	<b>I</b> 14%	32	<b>I</b> 9%	28	8%	3	4%	11	7%	59	8%	6	<b>O</b> 19%	17	<b>O</b> 11%	18	<b>O</b> 10%	8	4%	21	7%
<b>Very negative effect</b>	32	4%	0	0%	19	<b>Ae</b> 5%	5	<b>Ae</b> 2%	8	<b>Ae</b> 3%	0	0%	6	<b>GI</b> 12%	10	3%	14	4%	2	2%	4	3%	28	4%	1	3%	10	6%	4	2%	7	4%	10	3%
<b>Net: Negative</b>	102	12%	10	13%	50	<b>C</b> 14%	17	8%	24	10%	1	20%	13	<b>GHI</b> 27%	42	11%	42	11%	5	6%	15	9%	87	12%	7	22%	27	<b>OP</b> 17%	22	12%	15	8%	31	10%
<b>Don't know</b>	40	5%	5	<b>e</b> 6%	15	<b>e</b> 4%	8	<b>e</b> 4%	12	<b>e</b> 5%	0	0%	1	2%	20	5%	16	4%	3	4%	7	4%	33	5%	0	0%	7	<b>L</b> 4%	9	<b>L</b> 5%	14	<b>L</b> 7%	10	<b>L</b> 3%
<b>Total</b>	<b>878</b>	<b>100%</b>	<b>77</b>	<b>100%</b>	<b>364</b>	<b>100%</b>	<b>201</b>	<b>100%</b>	<b>231</b>	<b>100%</b>	<b>5</b>	<b>100%</b>	<b>49</b>	<b>100%</b>	<b>376</b>	<b>100%</b>	<b>369</b>	<b>100%</b>	<b>84</b>	<b>100%</b>	<b>160</b>	<b>100%</b>	<b>718</b>	<b>100%</b>	<b>32</b>	<b>100%</b>	<b>159</b>	<b>100%</b>	<b>182</b>	<b>100%</b>	<b>199</b>	<b>100%</b>	<b>306</b>	<b>100%</b>
<b>AVG</b>	3.6	3.5	3.6	3.8	3.7	3.8	3.3	<b>F</b> 3.7	<b>F</b> 3.6	<b>FH</b> 3.9	3.6	3.6	3.4	3.5	<b>M</b> 3.8	3.7	3.7																	

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**Non-clinical issues discussed by patients during consultations**  
**ONLINE Fieldwork Dates: 14th-23rd February 2017**

Absolutes/col percents

**Table 29**  
**Q6 To what extent do you think patients' receiving help from advice agencies about 'non-clinical' issues leads to positive or negative effects on the following?**

**Your ability to work well with other service providers**

**Base: All GPs who refer or signpost patients to an advice agency/ advice expert**

Total	S3 - Region														S3 - England		S3 - England NHS Networks			
	London	South East Coastal	South Central	South West	West Midlands	East Midlands	East of England	Yorkshire & Humber	North East	North West	Scotland	Wales	Northern Ireland	England	NHS London	NHS South of England	NHS Midlands and East SHA	NHS North of England		
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R		
<b>Base</b>	878	100	53	63	84	81	56	83	74	38	100	79	43	24	732	100	200	220	212	
<b>Net: Positive</b>	446 51%	47 47%	28 53%	31 49%	45 54%	44 54%	30 54%	38 46%	42 57%	19 50%	47 47%	43 54%	18 42%	14 58%	371 51%	47 47%	104 52%	112 51%	108 51%	
<b>Very positive effect</b>	114 13%	18 18%	6 11%	10 16%	11 13%	7 9%	8 14%	11 13%	12 16%	6 16%	10 10%	9 11%	3 7%	3 13%	99 14%	18 18%	27 14%	26 12%	28 13%	
<b>Slightly positive effect</b>	332 38%	29 29%	22 42%	21 33%	34 40%	37 46%	22 39%	27 33%	30 41%	13 34%	37 37%	34 43%	15 35%	11 46%	272 37%	29 29%	77 39%	86 39%	80 38%	
<b>Neither positive nor negative effect</b>	323 37%	38 38%	16 30%	22 35%	31 37%	30 37%	21 38%	32 39%	24 32%	16 42%	37 37%	28 35%	22 51%	6 25%	267 36%	38 38%	69 35%	83 38%	77 36%	
<b>Slightly negative effect</b>	38 4%	5 5%	5 9%	5 8%	2 2%	2 2%	2 4%	4 5%	2 3%	2 5%	3 3%	2 3%	2 5%	2 8%	32 4%	5 5%	12 6%	8 4%	7 3%	
<b>Very negative effect</b>	12 1%	1 1%	3 6%	0 0%	0 0%	1 1%	0 0%	2 2%	1 1%	0 0%	3 3%	0 0%	0 0%	1 4%	11 2%	1 1%	3 2%	3 1%	4 2%	
<b>Net: Negative</b>	50 6%	6 6%	8 15%	5 8%	2 2%	3 4%	2 4%	6 7%	3 4%	2 5%	6 6%	2 3%	2 5%	3 13%	43 6%	6 6%	15 8%	11 5%	11 5%	
<b>Don't know</b>	59 7%	9 9%	1 2%	5 8%	6 7%	4 5%	3 5%	7 8%	5 7%	1 3%	10 10%	6 8%	1 2%	1 4%	51 7%	9 9%	12 6%	14 6%	16 8%	
<b>Total</b>	<b>878 100%</b>	<b>100 100%</b>	<b>53 100%</b>	<b>63 100%</b>	<b>84 100%</b>	<b>81 100%</b>	<b>56 100%</b>	<b>83 100%</b>	<b>74 100%</b>	<b>38 100%</b>	<b>100 100%</b>	<b>79 100%</b>	<b>43 100%</b>	<b>24 100%</b>	<b>732 100%</b>	<b>100 100%</b>	<b>200 100%</b>	<b>220 100%</b>	<b>212 100%</b>	
<b>AVG</b>	3.6	3.6	3.4	3.6	3.7	3.6	3.7	3.5	3.7	3.6	3.5	3.7	3.5	3.6	3.6	3.6	3.6	3.6	3.6	

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**Non-clinical issues discussed by patients during consultations  
 ONLINE Fieldwork Dates: 14th-23rd February 2017**

Absolutes/col percents

**Table 30**  
**Q6 To what extent do you think patients' receiving help from advice agencies about 'non-clinical' issues leads to positive or negative effects on the following?**

**Your ability to work well with other service providers**

**Base: All GPs who refer or signpost patients to an advice agency/ advice expert**

	Total	S2 - GP type				D3 - Gender			D4 - Year of qualification					D6 - Age					D8 - CCG Involvement																					
		GP Principal	Salaried GP	GP Registrar	Locum GP	Male	Female	1979 or earlier	1980-1989	1990-1999	2000-2009	2010+	Under 30	30 - 39	40 - 49	50 - 59	60 or over	I am, or plan to be, an active member of my CCG governing board	I am, or plan to be, a GP representative	I do not take an active part in my CCG																				
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P																							
<b>Base</b>	878	528	213	2	135	473	405	49	190	290	336	13	1	279	316	217	65	732	100%	732	100%	732	100%																	
<b>Net: Positive</b>	446	51%	256	48%	117	55%	1	50%	72	53%	231	49%	215	53%	27	55%	91	48%	149	51%	170	51%	9	69%	1	mnop100%	143	51%	163	52%	104	48%	35	54%	30	49%	57	47%	286	52%
<b>Very positive effect</b>	114	13%	66	c13%	24	c11%	0	0%	24	c18%	54	11%	60	15%	8	16%	23	12%	43	15%	39	12%	1	8%	0	0%	34	l12%	44	l14%	24	l11%	12	l18%	8	13%	16	13%	76	14%
<b>Slightly positive effect</b>	332	38%	190	36%	93	44%	1	50%	48	36%	177	37%	155	38%	19	39%	68	36%	106	37%	131	39%	8	62%	1	mnop100%	109	39%	119	38%	80	37%	23	35%	22	36%	41	34%	210	38%
<b>Neither positive nor negative effect</b>	323	37%	202	c38%	71	c33%	0	0%	50	c37%	181	38%	142	35%	17	35%	76	40%	105	36%	122	36%	3	23%	0	0%	101	l36%	109	l34%	89	l41%	24	l37%	21	34%	46	38%	200	36%
<b>Slightly negative effect</b>	38	4%	27	c5%	7	c3%	0	0%	4	c3%	26	5%	12	3%	3	6%	13	k7%	9	k3%	13	k4%	0	0%	0	0%	8	l3%	12	l4%	13	l6%	5	l8%	4	7%	8	7%	20	4%
<b>Very negative effect</b>	12	1%	7	1%	2	1%	1	50%	2	1%	8	2%	4	1%	2	4%	1	1%	4	k1%	5	k1%	0	0%	0	0%	3	1%	8	l03%	0	0%	1	2%	2	3%	2	2%	7	1%
<b>Net: Negative</b>	50	6%	34	6%	9	4%	1	50%	6	4%	34	F7%	16	4%	5	k10%	14	k7%	13	k4%	18	k5%	0	0%	0	0%	11	l4%	20	l6%	13	l6%	6	l9%	6	10%	10	8%	27	5%
<b>Don't know</b>	59	7%	36	c7%	16	c8%	0	0%	7	c5%	27	6%	32	8%	0	0%	9	G5%	23	G8%	26	G8%	1	8%	0	0%	24	lP9%	24	lP8%	11	lP5%	0	0%	4	7%	8	7%	40	7%
<b>Total</b>	<b>878</b>	<b>100%</b>	<b>528</b>	<b>100%</b>	<b>213</b>	<b>100%</b>	<b>2</b>	<b>100%</b>	<b>135</b>	<b>100%</b>	<b>473</b>	<b>100%</b>	<b>405</b>	<b>100%</b>	<b>49</b>	<b>100%</b>	<b>190</b>	<b>100%</b>	<b>290</b>	<b>100%</b>	<b>336</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>1</b>	<b>100%</b>	<b>279</b>	<b>100%</b>	<b>316</b>	<b>100%</b>	<b>217</b>	<b>100%</b>	<b>65</b>	<b>100%</b>	<b>61</b>	<b>100%</b>	<b>121</b>	<b>100%</b>	<b>553</b>	<b>100%</b>
<b>AVG</b>	3.6	3.6	c3.7	2.5	3.7	3.5	E3.7	3.6	3.5	3.7	3.6	3.8	4.0	3.6	3.6	3.6	3.6	3.5	3.5	3.6																				

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**Non-clinical issues discussed by patients during consultations**  
**ONLINE Fieldwork Dates: 14th-23rd February 2017**

Absolutes/col percents

**Table 31**  
**Q6 To what extent do you think patients' receiving help from advice agencies about 'non-clinical' issues leads to positive or negative effects on the following?**

**Your ability to work well with other service providers**

**Base: All GPs who refer or signpost patients to an advice agency/ advice expert**

	Total	D2 - Practice Location					D1 - Overall practice size					D5 - Dispensing Practice		D7 - Number of patients on practice list																				
		Rural area		Urban area		Semi-rural area	Suburban area		Other		1-2	3-5	6-10	11 or more	Yes	No	1-2500	2501-5000	5001-7500	7501-10000	10001+													
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P																	
<b>Base</b>	878	77	364	201	231	5	49	376	369	84	160	718	32	159	182	199	306																	
<b>Net: Positive</b>	446	51%	36	47%	178	49%	118	BD59%	111	48%	3	60%	23	47%	190	51%	187	51%	46	55%	90	56%	356	50%	16	50%	84	53%	99	54%	95	48%	152	50%
<b>Very positive effect</b>	114	13%	9	e12%	40	e11%	33	e16%	32	e14%	0	0%	4	8%	58	H15%	37	10%	15	18%	23	14%	91	13%	4	13%	21	13%	28	15%	25	13%	36	12%
<b>Slightly positive effect</b>	332	38%	27	35%	138	38%	85	42%	79	34%	3	60%	19	39%	132	35%	150	41%	31	37%	67	42%	265	37%	12	38%	63	40%	71	39%	70	35%	116	38%
<b>Neither positive nor negative effect</b>	323	37%	31	40%	132	36%	65	32%	93	40%	2	40%	19	39%	146	39%	133	36%	25	30%	57	36%	266	37%	12	38%	59	37%	64	35%	77	39%	111	36%
<b>Slightly negative effect</b>	38	4%	3	4%	14	e4%	9	e4%	12	e5%	0	0%	4	8%	13	3%	18	5%	3	4%	4	3%	34	5%	3	9%	3	2%	6	3%	10	5%	16	M5%
<b>Very negative effect</b>	12	1%	0	0%	8	Ae2%	1	0%	3	1%	0	0%	1	2%	4	1%	5	1%	2	2%	2	1%	10	1%	1	3%	2	1%	2	1%	2	1%	5	2%
<b>Net: Negative</b>	50	6%	3	4%	22	e6%	10	e5%	15	e6%	0	0%	5	10%	17	5%	23	6%	5	6%	6	4%	44	6%	4	13%	5	3%	8	4%	12	6%	21	7%
<b>Don't know</b>	59	7%	7	e9%	32	Ce9%	8	e4%	12	e5%	0	0%	2	4%	23	6%	26	7%	8	10%	7	4%	52	7%	0	0%	11	L7%	11	L6%	15	L8%	22	L7%
<b>Total</b>	<b>878</b>	<b>100%</b>	<b>77</b>	<b>100%</b>	<b>364</b>	<b>100%</b>	<b>201</b>	<b>100%</b>	<b>231</b>	<b>100%</b>	<b>5</b>	<b>100%</b>	<b>49</b>	<b>100%</b>	<b>376</b>	<b>100%</b>	<b>369</b>	<b>100%</b>	<b>84</b>	<b>100%</b>	<b>160</b>	<b>100%</b>	<b>718</b>	<b>100%</b>	<b>32</b>	<b>100%</b>	<b>159</b>	<b>100%</b>	<b>182</b>	<b>100%</b>	<b>199</b>	<b>100%</b>	<b>306</b>	<b>100%</b>
<b>AVG</b>	3.6	3.6	3.6	3.6	B3.7	3.6	3.6	3.6	3.4	3.6	3.6	3.6	3.7	3.7	3.6	3.5	3.7	3.7	3.6	3.5	3.7	3.7	3.6	3.5	3.7	3.7	3.6	3.6	3.6	3.6	3.6	3.6		

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**Non-clinical issues discussed by patients during consultations  
ONLINE Fieldwork Dates: 14th-23rd February 2017**

Absolutes/col percents

**Table 32  
Q6 To what extent do you think patients' receiving help from advice agencies about 'non-clinical' issues leads to positive or negative effects on the following?**

**Your satisfaction with your job**

**Base: All GPs who refer or signpost patients to an advice agency/ advice expert**

Total	S3 - Region													S3 - England		S3 - England NHS Networks																						
	London	South East Coastal		South Central		South West		West Midlands		East Midlands		East of England		Yorkshire & Humber	North East	North West	Scotland	Wales	Northern Ireland	England	NHS London	NHS South of England	NHS Midlands and East SHA	NHS North of England														
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R																				
<b>Base</b>	878	100	53	63	84	81	56	83	74	38	100	79	43	24	732	100	200	220	212																			
<b>Net: Positive</b>	437	50%	58	BEFK58%	22	42%	31	49%	43	51%	33	41%	22	39%	43	52%	43	EF58%	22	58%	50	50%	34	43%	22	51%	14	58%	367	50%	58	Q58%	96	48%	98	45%	115	Q54%
<b>Very positive effect</b>	120	14%	23	DEJKL23%	8	15%	10	16%	8	10%	8	10%	8	14%	12	14%	13	18%	5	13%	10	10%	7	9%	4	9%	4	17%	105	14%	23	PQR23%	26	13%	28	13%	28	13%
<b>Slightly positive effect</b>	317	36%	35	35%	14	26%	21	33%	35	F42%	25	31%	14	25%	31	37%	30	41%	17	F45%	40	F40%	27	34%	18	42%	10	42%	262	36%	35	35%	70	35%	70	32%	87	Q41%
<b>Neither positive nor negative effect</b>	299	34%	26	26%	19	36%	21	33%	34	AJ40%	37	AHJLm46%	29	ACGHJLm52%	26	31%	20	27%	11	29%	25	25%	33	AJ42%	12	28%	6	25%	248	34%	26	26%	74	OR37%	92	OR42%	56	26%
<b>Slightly negative effect</b>	82	9%	10	10%	5	9%	7	11%	5	6%	7	9%	3	5%	8	10%	6	8%	2	5%	12	12%	8	10%	8	Fm19%	1	4%	65	9%	10	10%	17	9%	18	8%	20	9%
<b>Very negative effect</b>	29	3%	2	2%	5	DF9%	1	2%	1	1%	1	1%	0	0%	2	2%	3	4%	3	8%	6	F6%	1	1%	1	2%	3	13%	24	3%	2	2%	7	4%	3	1%	12	Q6%
<b>Net: Negative</b>	111	13%	12	12%	10	F19%	8	13%	6	7%	8	10%	3	5%	10	12%	9	12%	5	13%	18	DF18%	9	11%	9	DF21%	4	17%	89	12%	12	12%	24	12%	21	10%	32	15%
<b>Don't know</b>	31	4%	4	ILm4%	2	4%	3	5%	1	1%	3	4%	2	4%	4	ILm5%	2	3%	0	0%	7	DILm7%	3	4%	0	0%	0	0%	28	4%	4	4%	6	3%	9	4%	9	4%
<b>Total</b>	<b>878</b>	<b>100%</b>	<b>100</b>	<b>100%</b>	<b>53</b>	<b>100%</b>	<b>63</b>	<b>100%</b>	<b>84</b>	<b>100%</b>	<b>81</b>	<b>100%</b>	<b>56</b>	<b>100%</b>	<b>83</b>	<b>100%</b>	<b>74</b>	<b>100%</b>	<b>38</b>	<b>100%</b>	<b>100</b>	<b>100%</b>	<b>79</b>	<b>100%</b>	<b>43</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>732</b>	<b>100%</b>	<b>100</b>	<b>100%</b>	<b>200</b>	<b>100%</b>	<b>220</b>	<b>100%</b>	<b>212</b>	<b>100%</b>
<b>AVG</b>	3.5	BEJK3.7		3.3	3.5	3.5	3.4	3.5	3.5	3.5	3.6	3.5	3.4	3.4	3.4	3.4	3.5	3.5	3.7	3.5	3.5	3.7	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5		

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**Non-clinical issues discussed by patients during consultations  
 ONLINE Fieldwork Dates: 14th-23rd February 2017**

Absolutes/col percents

**Table 33  
 Q6 To what extent do you think patients' receiving help from advice agencies about 'non-clinical' issues leads to positive or negative effects on the following?**

**Your satisfaction with your job**

**Base: All GPs who refer or signpost patients to an advice agency/ advice expert**

	Total	S2 - GP type				D3 - Gender				D4 - Year of qualification						D6 - Age					D8 - CCG Involvement																			
		GP Principal	Salaried GP	GP Registrar	Locum GP	Male	Female	1979 or earlier	1980-1989	1990-1999	2000-2009	2010+	Under 30	30 - 39	40 - 49	50 - 59	60 or over	I am, or plan to be, an active member of my CCG governing board	I am, or plan to be, a GP representative	I do not take an active part in my CCG																				
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P																							
<b>Base</b>	878	528	213	2	135	473	405	49	190	290	336	13	1	279	316	217	65	732	100%	732	100%	732	100%																	
<b>Net: Positive</b>	437	50%	254	c48%	104	c49%	0	0%	79	Ac59%	228	48%	209	52%	24	49%	89	47%	155	53%	163	49%	6	46%	1	mnop100%	131	47%	165	52%	106	49%	34	52%	27	44%	65	54%	277	50%
<b>Very positive effect</b>	120	14%	69	c13%	26	c12%	0	0%	25	c19%	63	13%	57	14%	9	18%	26	14%	48	J17%	35	10%	2	15%	0	0%	28	I10%	48	I15%	29	I13%	15	IM23%	12	20%	19	16%	76	14%
<b>Slightly positive effect</b>	317	36%	185	c35%	78	c37%	0	0%	54	c40%	165	35%	152	38%	15	31%	63	33%	107	37%	128	38%	4	31%	1	mnop100%	103	37%	117	37%	77	35%	19	29%	15	25%	46	38%	201	36%
<b>Neither positive nor negative effect</b>	299	34%	181	34%	76	36%	1	50%	41	30%	166	35%	133	33%	13	27%	73	38%	91	31%	117	35%	5	38%	0	0%	98	I35%	104	I33%	79	I36%	18	I28%	23	38%	35	29%	190	34%
<b>Slightly negative effect</b>	82	9%	57	11%	15	7%	1	50%	9	7%	47	10%	35	9%	8	16%	14	7%	32	11%	27	8%	1	8%	0	0%	24	I9%	31	I10%	18	I8%	9	I14%	4	7%	15	12%	46	8%
<b>Very negative effect</b>	29	3%	21	c4%	4	c2%	0	0%	4	c3%	20	4%	9	2%	3	6%	9	Ik5%	4	k1%	13	Ik4%	0	0%	0	0%	10	I4%	8	I3%	8	I4%	3	5%	4	7%	5	4%	15	3%
<b>Net: Negative</b>	111	13%	78	B15%	19	9%	1	50%	13	10%	67	14%	44	11%	11	22%	23	12%	36	12%	40	12%	1	8%	0	0%	34	I12%	39	I12%	26	I12%	12	I18%	8	13%	20	17%	61	11%
<b>Don't know</b>	31	4%	15	c3%	14	AcD7%	0	0%	2	1%	12	3%	19	5%	1	2%	5	3%	8	3%	16	5%	1	8%	0	0%	16	IP6%	8	I3%	6	I3%	1	2%	3	5%	1	1%	25	5%
<b>Total</b>	<b>878</b>	<b>100%</b>	<b>528</b>	<b>100%</b>	<b>213</b>	<b>100%</b>	<b>2</b>	<b>100%</b>	<b>135</b>	<b>100%</b>	<b>473</b>	<b>100%</b>	<b>405</b>	<b>100%</b>	<b>49</b>	<b>100%</b>	<b>190</b>	<b>100%</b>	<b>290</b>	<b>100%</b>	<b>336</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>1</b>	<b>100%</b>	<b>279</b>	<b>100%</b>	<b>316</b>	<b>100%</b>	<b>217</b>	<b>100%</b>	<b>65</b>	<b>100%</b>	<b>61</b>	<b>100%</b>	<b>121</b>	<b>100%</b>	<b>553</b>	<b>100%</b>
<b>AVG</b>	3.5	3.4	3.5	2.5	A3.7	3.4	3.6	3.4	3.4	3.6	3.5	3.6	4.0	3.4	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	

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**Non-clinical issues discussed by patients during consultations**  
**ONLINE Fieldwork Dates: 14th-23rd February 2017**

Absolutes/col percents

**Table 34**  
**Q6 To what extent do you think patients' receiving help from advice agencies about 'non-clinical' issues leads to positive or negative effects on the following?**

**Your satisfaction with your job**

**Base: All GPs who refer or signpost patients to an advice agency/ advice expert**

	Total	D2 - Practice Location					D1 - Overall practice size					D5 - Dispensing Practice		D7 - Number of patients on practice list																				
		Rural area		Urban area		Semi-rural area	Suburban area		Other		1-2	3-5	6-10	11 or more	Yes	No	1-2500	2501-5000	5001-7500	7501-10000	10001+													
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P																	
<b>Base</b>	878	77	364	201	231	5	49	376	369	84	160	718	32	159	182	199	306																	
<b>Net: Positive</b>	437	50%	37	48%	189	52%	103	51%	104	45%	4	80%	22	45%	191	51%	181	49%	43	51%	77	48%	360	50%	17	53%	76	48%	100	55%	96	48%	148	48%
<b>Very positive effect</b>	120	14%	8	e10%	47	e13%	38	De19%	27	e12%	0	0%	6	12%	66	H18%	37	10%	11	13%	21	13%	99	14%	5	16%	21	13%	35	P19%	26	13%	33	11%
<b>Slightly positive effect</b>	317	36%	29	38%	142	39%	65	32%	77	33%	4	abcd80%	16	33%	125	33%	144	39%	32	38%	56	35%	261	36%	12	38%	55	35%	65	36%	70	35%	115	38%
<b>Neither positive nor negative effect</b>	299	34%	30	e39%	106	e29%	74	e37%	89	Be39%	0	0%	16	33%	123	33%	129	35%	31	37%	65	41%	234	33%	8	25%	57	36%	56	31%	67	34%	111	36%
<b>Slightly negative effect</b>	82	9%	8	10%	33	9%	17	8%	23	10%	1	20%	7	14%	35	9%	36	10%	4	5%	10	6%	72	10%	2	6%	18	11%	14	8%	22	11%	26	8%
<b>Very negative effect</b>	29	3%	0	0%	20	ACe5%	3	1%	6	Ae3%	0	0%	4	8%	11	3%	11	3%	3	4%	3	2%	26	4%	4	13%	5	3%	6	3%	4	2%	10	3%
<b>Net: Negative</b>	111	13%	8	10%	53	15%	20	10%	29	13%	1	20%	11	I22%	46	12%	47	13%	7	8%	13	8%	98	J14%	6	19%	23	14%	20	11%	26	13%	36	12%
<b>Don't know</b>	31	4%	2	3%	16	e4%	4	e2%	9	e4%	0	0%	0	0%	16	F4%	12	F3%	3	4%	5	3%	26	4%	1	3%	3	2%	6	3%	10	5%	11	4%
<b>Total</b>	<b>878</b>	<b>100%</b>	<b>77</b>	<b>100%</b>	<b>364</b>	<b>100%</b>	<b>201</b>	<b>100%</b>	<b>231</b>	<b>100%</b>	<b>5</b>	<b>100%</b>	<b>49</b>	<b>100%</b>	<b>376</b>	<b>100%</b>	<b>369</b>	<b>100%</b>	<b>84</b>	<b>100%</b>	<b>160</b>	<b>100%</b>	<b>718</b>	<b>100%</b>	<b>32</b>	<b>100%</b>	<b>159</b>	<b>100%</b>	<b>182</b>	<b>100%</b>	<b>199</b>	<b>100%</b>	<b>306</b>	<b>100%</b>
<b>AVG</b>	3.5		3.5		3.5		3.6		3.4		3.6		3.3		3.6		3.4		3.5		3.5		3.5		3.4		3.4		3.6		3.5		3.5	

Prepared by ComRes





**Non-clinical issues discussed by patients during consultations**  
**ONLINE Fieldwork Dates: 14th-23rd February 2017**

Absolutes/col percents

**Table 36**  
**Q6 To what extent do you think patients' receiving help from advice agencies about 'non-clinical' issues leads to positive or negative effects on the following?**

**The number of repeat visits about the same 'non-clinical' issue**

**Base: All GPs who refer or signpost patients to an advice agency/ advice expert**

	S2 - GP type				D3 - Gender				D4 - Year of qualification						D6 - Age					D8 - CCG Involvement																						
	GP Principal		Salaried GP		GP Registrar		Locum GP		Male	Female	1979 or earlier	1980-1989	1990-1999	2000-2009	2010+	Under 30	30 - 39	40 - 49	50 - 59	60 or over	I am, or plan to be, an active member of my CCG governing board	I am, or plan to be, a GP representative	I do not take an active part in my CCG																			
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P																										
<b>Base</b>	878	528	213	2	135	473	405	49	190	290	336	13	1	279	316	217	65	732	100%	732	100%	732	100%																			
<b>Net: Positive</b>	521	59%	306	c58%	131	c62%	0	0%	84	c62%	274	58%	247	61%	28	57%	111	58%	178	61%	197	59%	7	54%	0	0%	170	l61%	187	l59%	125	l58%	39	l60%	34	56%	76	63%	333	60%		
<b>Very positive effect</b>	148	17%	78	c15%	40	c19%	0	0%	30	c22%	78	16%	70	17%	6	12%	33	17%	60	J21%	47	14%	2	15%	0	0%	44	l16%	54	l17%	40	l18%	10	l15%	13	21%	17	14%	103	19%		
<b>Slightly positive effect</b>	373	42%	228	c43%	91	c43%	0	0%	54	c40%	196	41%	177	44%	22	45%	78	41%	118	41%	150	45%	5	38%	0	0%	126	l45%	133	l42%	85	l39%	29	l45%	21	34%	59	49%	230	42%		
<b>Neither positive nor negative effect</b>	190	22%	120	c23%	47	c22%	0	0%	23	c17%	105	22%	85	21%	13	27%	44	23%	57	20%	73	22%	3	23%	1	mnop100%	56	20%	65	21%	52	24%	16	25%	15	25%	18	15%	118	21%		
<b>Slightly negative effect</b>	79	9%	53	B10%	12	6%	1	50%	13	10%	46	10%	33	8%	6	12%	21	11%	21	7%	29	9%	2	15%	0	0%	24	l9%	25	l8%	21	l10%	9	l14%	6	10%	14	12%	43	8%		
<b>Very negative effect</b>	34	4%	20	4%	7	3%	1	50%	6	4%	25	F5%	9	2%	1	2%	4	k2%	14	k5%	15	k4%	0	0%	0	0%	9	IP3%	18	IP6%	7	IP3%	0	0%	1	2%	8	7%	20	4%		
<b>Net: Negative</b>	113	13%	73	B14%	19	9%	2	abd100%	19	14%	71	F15%	42	10%	7	14%	25	13%	35	12%	44	13%	2	15%	0	0%	33	l12%	43	l14%	28	l13%	9	l14%	7	11%	22	18%	63	11%		
<b>Don't know</b>	54	6%	29	c5%	16	c8%	0	0%	9	c7%	23	5%	31	8%	1	2%	10	5%	20	7%	22	7%	1	8%	0	0%	20	IP7%	21	IP7%	12	l6%	1	2%	5	8%	5	4%	39	7%		
<b>Total</b>	<b>878</b>	<b>100%</b>	<b>528</b>	<b>100%</b>	<b>213</b>	<b>100%</b>	<b>2</b>	<b>100%</b>	<b>135</b>	<b>100%</b>	<b>473</b>	<b>100%</b>	<b>405</b>	<b>100%</b>	<b>49</b>	<b>100%</b>	<b>190</b>	<b>100%</b>	<b>290</b>	<b>100%</b>	<b>336</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>1</b>	<b>100%</b>	<b>279</b>	<b>100%</b>	<b>316</b>	<b>100%</b>	<b>217</b>	<b>100%</b>	<b>65</b>	<b>100%</b>	<b>61</b>	<b>100%</b>	<b>121</b>	<b>100%</b>	<b>553</b>	<b>100%</b>		
<b>AVG</b>	3.6		c3.6		c3.7		1.5		c3.7		3.6		E3.7		3.5		3.6		3.7		3.6		3.6		3.0		3.7		3.6		3.6		3.6		3.6		3.7		3.5		3.7	

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**Non-clinical issues discussed by patients during consultations**  
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Absolutes/col percents

**Table 37**  
**Q6 To what extent do you think patients' receiving help from advice agencies about 'non-clinical' issues leads to positive or negative effects on the following?**

**The number of repeat visits about the same 'non-clinical' issue**

**Base: All GPs who refer or signpost patients to an advice agency/ advice expert**

	Total	D2 - Practice Location					D1 - Overall practice size					D5 - Dispensing Practice		D7 - Number of patients on practice list																				
		Rural area		Urban area		Semi-rural area	Suburban area		Other		1-2	3-5	6-10	11 or more	Yes	No	1-2500	2501-5000	5001-7500	7501-10000	10001+													
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P																	
<b>Base</b>	878	77	364	201	231	5	49	376	369	84	160	718	32	159	182	199	306																	
<b>Net: Positive</b>	521	59%	44	57%	206	57%	132	B66%	136	59%	3	60%	27	55%	216	57%	222	60%	56	67%	96	60%	425	59%	15	47%	92	58%	107	59%	111	56%	196	64%
<b>Very positive effect</b>	148	17%	9	12%	52	14%	46	AB23%	40	17%	1	20%	9	18%	74	H20%	47	13%	18	21%	27	17%	121	17%	1	3%	36	LO23%	36	L20%	27	L14%	48	L16%
<b>Slightly positive effect</b>	373	42%	35	45%	154	42%	86	43%	96	42%	2	40%	18	37%	142	38%	175	G47%	38	45%	69	43%	304	42%	14	44%	56	35%	71	39%	84	42%	148	MN48%
<b>Neither positive nor negative effect</b>	190	22%	20	e26%	73	e20%	42	e21%	55	e24%	0	0%	10	20%	84	22%	79	21%	17	20%	43	27%	147	20%	8	25%	39	25%	35	19%	45	23%	63	21%
<b>Slightly negative effect</b>	79	9%	5	e6%	40	e11%	13	e6%	21	e9%	0	0%	7	I14%	34	I9%	35	I9%	3	4%	8	5%	71	J10%	4	13%	13	8%	17	9%	21	11%	24	8%
<b>Very negative effect</b>	34	4%	1	1%	16	4%	7	3%	9	4%	1	20%	2	4%	16	4%	14	4%	2	2%	6	4%	28	4%	3	9%	6	4%	9	5%	6	3%	10	3%
<b>Net: Negative</b>	113	13%	6	8%	56	A15%	20	10%	30	13%	1	20%	9	I18%	50	I13%	49	I13%	5	6%	14	9%	99	14%	7	22%	19	12%	26	14%	27	14%	34	11%
<b>Don't know</b>	54	6%	7	9%	29	C8%	7	3%	10	4%	1	20%	3	6%	26	7%	19	5%	6	7%	7	4%	47	7%	2	6%	9	6%	14	8%	16	8%	13	4%
<b>Total</b>	<b>878</b>	<b>100%</b>	<b>77</b>	<b>100%</b>	<b>364</b>	<b>100%</b>	<b>201</b>	<b>100%</b>	<b>231</b>	<b>100%</b>	<b>5</b>	<b>100%</b>	<b>49</b>	<b>100%</b>	<b>376</b>	<b>100%</b>	<b>369</b>	<b>100%</b>	<b>84</b>	<b>100%</b>	<b>160</b>	<b>100%</b>	<b>718</b>	<b>100%</b>	<b>32</b>	<b>100%</b>	<b>159</b>	<b>100%</b>	<b>182</b>	<b>100%</b>	<b>199</b>	<b>100%</b>	<b>306</b>	<b>100%</b>
<b>AVG</b>	3.6		3.7		3.6		B3.8		3.6		3.5		3.5		3.6		3.6		H3.9		3.7		3.6		3.2		L3.7		L3.6		3.6		L3.7	

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**Non-clinical issues discussed by patients during consultations**  
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Absolutes/col percents

**Table 38**  
**S2 Which of the following best describes your role in the practice?**

**Base: All GPs**

	<b>Total</b>	
<b>Base</b>	<b>1006</b>	
<b>GP Principal</b>	615	61%
<b>Salaried GP</b>	233	23%
<b>GP Registrar</b>	2	0%
<b>Locum GP</b>	156	16%
<b>Other</b>	0	0%
<b>Total</b>	<b>1006</b>	<b>100%</b>

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**Non-clinical issues discussed by patients during consultations**  
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Absolutes/col percents

**Table 39**  
**S3 Where are you currently practising?**

**Base: All GPs**

	<b>Total</b>	
<b>Base</b>	1006	
<b>London</b>	117	12%
<b>South East Coastal</b>	62	6%
<b>South Central</b>	71	7%
<b>South West</b>	97	10%
<b>West Midlands</b>	92	9%
<b>East Midlands</b>	67	7%
<b>East of England</b>	92	9%
<b>Yorkshire &amp; Humber</b>	84	8%
<b>North East</b>	42	4%
<b>North West</b>	113	11%
<b>Scotland</b>	92	9%
<b>Wales</b>	49	5%
<b>Northern Ireland</b>	28	3%
<b>Retired</b>	0	0%
<b>Not working in the UK</b>	0	0%
<b>Total</b>	<b>1006</b>	<b>100%</b>
<b>England</b>	837	100%
<b>Total</b>	<b>837</b>	<b>100%</b>
<b>NHS London</b>	117	14%
<b>NHS South of England</b>	230	27%
<b>NHS Midlands and East SHA</b>	251	30%
<b>NHS North of England</b>	239	29%
<b>Total</b>	<b>837</b>	<b>100%</b>

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**Non-clinical issues discussed by patients during consultations**  
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Absolutes/col percents

**Table 40**  
**D1 Please write in the number of GPs working in this practice (including yourself).**

Base: All GPs

	<b>Total</b>	
	<hr/> <hr/>	
<b>Base</b>	1006	
<b>1-2</b>	59	6%
<b>3-5</b>	436	43%
<b>6-10</b>	414	41%
<b>11 or more</b>	97	10%
<b>Total</b>	<b>1006</b>	<b>100%</b>
<b>AVG</b>	6	
<b>MAX</b>	40	
<b>MIN</b>	1	
<b>MEDIAN</b>	6	

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**Non-clinical issues discussed by patients during consultations**  
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Absolutes/col percents

**Table 41**  
**D2 Is your practice based in a...**

**Base: All GPs**

	<b>Total</b>	
<b>Base</b>	1006	
<b>Rural area</b>	92	9%
<b>Urban area</b>	412	41%
<b>Semi-rural area</b>	229	23%
<b>Suburban area</b>	267	27%
<b>Other</b>	6	1%
<b>Total</b>	<b>1006</b>	<b>100%</b>

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**Non-clinical issues discussed by patients during consultations**  
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Absolutes/col percents

**Table 42**  
**D5 Is your practice a dispensing practice?**

**Base: All GPs**

	<b>Total</b>	
<b>Base</b>	1006	
<b>Yes</b>	185	18%
<b>No</b>	821	82%
<b>Total</b>	<b>1006</b>	<b>100%</b>

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**Non-clinical issues discussed by patients during consultations**  
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Absolutes/col percents

**Table 43**  
**D3 Are you...**

**Base: All GPs**

	<b>Total</b>	
<b>Base</b>	1006	
<b>Male</b>	563	56%
<b>Female</b>	443	44%
<b>Total</b>	<b>1006</b>	<b>100%</b>

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**Non-clinical issues discussed by patients during consultations**  
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Absolutes/col percents

**Table 44**  
**D4 When did you qualify as a doctor?**

**Base: All GPs**

	<b>Total</b>	
<b>Base</b>	<b>1006</b>	
<b>1979 or earlier</b>	58	6%
<b>1980-1989</b>	213	21%
<b>1990-1999</b>	338	34%
<b>2000-2009</b>	383	38%
<b>2010+</b>	14	1%
<b>Total</b>	<b>1006</b>	<b>100%</b>
<b>AVG</b>	1995	
<b>MAX</b>	2012	
<b>MIN</b>	1968	
<b>MODE</b>	1998	
<b>MEDIAN</b>	1997	

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**Non-clinical issues discussed by patients during consultations**  
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Absolutes/col percents

**Table 45**  
**D6 Are you...**

**Base: All GPs**

	<b>Total</b>	
<b>Base</b>	<b>1006</b>	
<b>Under 30</b>	2	0%
<b>30 – 39</b>	313	31%
<b>40 – 49</b>	374	37%
<b>50 – 59</b>	242	24%
<b>60 or over</b>	75	7%
<b>Total</b>	<b>1006</b>	<b>100%</b>

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**Non-clinical issues discussed by patients during consultations**  
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Absolutes/col percents

**Table 46**  
**D7 How many patients do you have on your practice list?**

**Base: All GPs**

	<b>Total</b>	
<b>Base</b>	1006	
<b>1-2500</b>	39	4%
<b>2501-5000</b>	177	18%
<b>5001-7500</b>	210	21%
<b>7501-10000</b>	227	23%
<b>10001+</b>	353	35%
<b>Total</b>	<b>1006</b>	<b>100%</b>
<b>AVG</b>	9262	
<b>MAX</b>	70000	
<b>MIN</b>	500	
<b>MODE</b>	10000	
<b>MEDIAN</b>	8500	

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**Non-clinical issues discussed by patients during consultations**  
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Absolutes/col percents

**Table 47**  
**D8 What level of involvement do you have in the governing body of your CCG?**

**Base: All GPs in England**

	<b>Total</b>	
	<hr/> <hr/>	
<b>Base</b>	837	
<b>I am, or plan to be, an active member of my CCG governing board</b>	75	9%
<b>I am, or plan to be, a GP representative</b>	139	17%
<b>I do not take an active part in my CCG</b>	626	75%
<b>Total</b>	<b>837</b>	<b>100%</b>

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