

Populus interviewed 7,038 adults online in England & Wales, across four waves of omnibus (11th - 24th April). This included 2,706 interviews with respondents who have been referred for an outpatient appointment by their GP within the last 12 months.

Populus is a member of the British Polling Council and abides by its rules. For more details go to www.populus.co.uk.

Q1 Have you seen a GP in the last 12 months?

Asked to all (N= 7,038).

	Total	Male	Female
Yes	75%	71%	80%
No	24%	29%	19%
Don't know	1%	1%	1%

- Three quarters (75%) of all respondents have been to their GP in the last 12 months. The proportion of women who have seen their GP in the last 12 months is significantly higher than men (80% vs. 71%).
- Respondents aged 65 and over are significantly more likely to have been to see their GP (85%) compared to all other age groups. In comparison, respondents aged 25-34 are the age category who have seen their GP the least within the last 12 months (69%).
- Four-fifths (80%) of those in social grade DE have seen their GP in the last 12 months, which is significantly higher than other social grades. C1s are the least likely to have had an appointment in the last 12 months (73%).
- Respondents who live in rural areas of England & Wales are significantly more likely to have been to see their GP in the last 12 months (78% vs. 75% of those who live in urban areas).
- Those who are currently not working are much more likely to have seen their GP in the last 12 months (82%), than those who are working either part time or full time (70%). 76% of part time workers have had an appointment in the last 12 months, compared to 69% of full time workers.

Q2 Thinking about the last 12 months, have you been referred by your GP for an outpatient appointment?

Asked to all who have seen a GP in the last 12 months (N= 5,310).

	Total
Yes	51%
No	48%
Don't know	1%

- Over half (51%) of people surveyed who have been to see their GP in the last 12 months have been referred by their GP for an outpatient appointment.
- Likelihood to have been referred for an outpatient appointment increases cumulatively with age, with 44% of respondents aged 18-24 having been referred, compared to 56% of respondents aged 65 and over.
- Those in the East Midlands are the least likely to have been referred by their GP in the last year (43%). This is significantly lower than other regions, especially the South East and London (both 54%).

Q3 Did you discuss with your GP which hospital or clinic you might go to for your first outpatient appointment?

Asked to all who have seen a GP in the last 12 months and have been referred for an outpatient appointment (N= 2,706).

	Total
Yes	53%
No	46%
Don't know	1%

- More than half (53%) of respondents who have been referred for an outpatient appointment by their GP in the last 12 months did discuss with their GP which hospital or clinic they might go to for their first outpatient appointment.
- Younger respondents are much more likely to have discussed with their GP where to go for their first outpatient appointment; 64% of 18-24s said that they did which is significantly higher than respondents aged 45 and above (48% for those aged 45-54, 46% for those aged 55-64, and 51% for those aged 65 and over).

- Respondents in the East Midlands and London were the most likely to have spoken to their GP about where to go for their first outpatient appointment (both 64%), which is significantly higher than most of the other regions. Those based in the South West are the least likely to have had a discussion with their GP (44%).
- Non-white respondents are significantly more likely to have discussed with their GP where to go for the first appointment (66% vs 52% for white respondents).
- Respondents with children under 18 are also significantly more likely to have spoken to their GP about where to go for their first outpatient appointment (60% vs. 51% for those without any children under 18).

Q4 Were you offered a choice of hospital or clinic for your first outpatient appointment?

Asked to all who have seen a GP in the last 12 months and have been referred for an outpatient appointment (N= 2,706).

	Total
Yes	38%
No	60%
Don't know	2%

- Almost 4 in 10 (38%) were offered a choice of hospital or clinic to go to for their first outpatient appointment. However, 6 in 10 (60%) were not offered a choice, and a further 2% were not sure.
- Respondents aged 55-64 were the least likely to have been offered a choice with two-thirds (66%) saying that they weren't. Those aged 35-44 were the most likely to have been offered a choice of where to go, with 42% saying that they were.
- Londoners were the most likely to have been offered a choice, with almost half (47%) saying that they were. In comparison only a third (33%) of those in the East of England were offered a choice, and just 31% in the South East.
- 45% of respondents who live in rural areas were offered a choice, which is significantly higher than those in urban areas (36%).
- Over two-fifths (43%) of those with children under 18 were also offered a choice of hospital or clinic for their first outpatient appointment, which is significantly more than those without children under 18 (36%).

Q5 Before you visited your GP, did you know that you had a choice of hospitals or clinics that you could go to for your first hospital or clinic outpatient appointment?

Asked to all who have seen a GP in the last 12 months and have been referred for an outpatient appointment (N= 2,706).

	Total
Yes	51%
No	49%

- Just over half (51%) of respondents who have been referred for an outpatient appointment by their GP in the last 12 months, knew before they visited their GP that they had a choice of hospitals or clinics that they could go to for their first appointment. The remainder (49%) said that they did not know this beforehand.
- As age increases so does the likelihood of respondents being aware that they had a choice for their first outpatient appointment. Two-fifths (40%) of those aged 18-24 said that they knew they had a choice, compared to over three-fifths (64%) of respondents aged 65 and over.
- Almost three-fifths (58%) who live in rural areas say that they knew that they had choice before they visited their GP, compared to half (49%) of respondents living in urban areas.
- 55% of respondents who are not working knew before they saw their GP that they had a choice of hospitals or clinics that they could go to for their first outpatient appointment, which is significantly higher than those who are working (46%).
- Just over half (51%) of white respondents knew that they had a choice of where to have their first outpatient appointment, which is significantly more than non-white (42%).

Q6 When you were offered the choice of hospital or clinic for your first outpatient appointment, did you have enough information to help you make your decision?

Asked to all those who were offered a choice of hospital or clinic for their first outpatient appointment (N= 1,028).

	Total
Yes	89%
No	11%

- Among those who were offered a choice of where to go for their first outpatient appointment, 9 in 10 (89%) felt that they had enough information to help them make their decision.

- 93% of respondents aged 55-64 felt that they had enough information to make a decision in deciding where to go for their first outpatient appointment, falling to 84% of 18-24 year olds.
- More than 9 in 10 (92%) respondents in the South East felt that they had enough information to help them make an informed decision, which was significantly higher than Londoners of whom 83% said that they had enough information.

Q7 And were you able to go to the hospital or clinic that you wanted to go to for your first outpatient appointment?

Asked to all those who were offered a choice of hospital or clinic for their first outpatient appointment (N= 1,028).

	Total
Yes	92%
No	3%
I didn't have a preference	5%

- For those respondents who were offered a choice of where to go for their first outpatient appointment, the majority (92%) said that they were able to go to their chosen hospital or clinic. A further 5% did not mind where they went, and 3% did not have their first outpatient appointment in a hospital or clinic that they would have liked to have gone to.
- The vast majority (95%) of 45-64 year olds said that they were able to go to the hospital or clinic that they wanted to go to, which is significantly higher than those aged 25-34, of whom 86% said that they went to a hospital or clinic that they chose.
- Respondents in the North West and South East were more likely to have gone to their chosen hospital or clinic for their first appointment (both 93%), compared to those in the South West (87%).
- 25-34 year olds are the most relaxed when it comes to where their first outpatient appointment was, with 9% saying that they did not have a preference. Respondents in the South West are also did not mind, with 1 in 10 (10%) saying that they did not have a preference.