

GP Patient Survey July - September 2013 and January - March 2014 (Published July 2014)

ELBURY MOOR MEDICAL CENTRE

Forms distributed	328	forms received	114	response rate	34.76%
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Q	Accessing Your GP Services	M81017	Previous	WC	WC Previous	SWCCG	England	Top 10%	Top 25%	Mid 50%	bottom 25%	Bottom 10%
1	Last seen or spoke to a GP in past six months	69.51%	70.69%	75.37%	71.34%	73.42%	71.85%	80.78%	77.08%	72.65%	68.12%	64.14%
2	Last seen or spoke to a nurse in past 6 months	54.71%	53.99%	55.12%	53.08%	55.36%	52.92%	64.94%	59.43%	53.53%	47.07%	41.48%
3	Ease of getting through to someone at GP surgery on the phone - % easy	57.63%	43.86%	68.59%	68.18%	74.66%	72.88%	93.88%	88.71%	79.45%	66.51%	53.52%
4	Helpfulness of receptionists at GP surgery - % helpful	86.43%	79.27%	87.73%	87.41%	88.62%	87.30%	96.47%	93.53%	89.28%	83.92%	78.24%
5	Overheard in reception area											
	% Yes, but don't mind	50.03%	51.58%	58.39%	60.89%	56.01%	56.66%	69.10%	63.64%	57.29%	50.87%	44.77%
	% Yes, and not happy about it	32.61%	25.72%	27.11%	23.55%	24.31%	26.17%	37.85%	31.55%	24.93%	19.06%	14.03%
	% No, other patients can't overhear	4.57%	11.13%	5.42%	7.69%	9.66%	8.41%	17.18%	11.34%	6.91%	4.02%	2.15%
	% Don't know	12.79%	11.57%	9.08%	7.86%	10.01%	8.76%	14.68%	11.27%	8.11%	5.50%	3.53%
6	How normally book appointments to see a GP or nurse at GP surgery											
	% In person	17.92%	24.15%	27.55%	24.70%	28.66%	30.76%	43.36%	36.53%	29.76%	23.89%	19.20%
	% By phone	93.99%	93.48%	91.70%	92.09%	92.16%	89.44%	96.36%	94.18%	91.12%	86.63%	81.04%
	% By fax machine	0.00%	0.00%	0.00%	0.00%	*	*	0.00%	0.00%	0.00%	0.00%	0.00%
	% Online	3.91%	7.63%	4.42%	3.53%	4.69%	4.47%	11.06%	4.54%	1.00%	0.00%	0.00%
	% Doesn't apply	1.94%	1.69%	1.34%	1.51%	1.23%	1.33%	3.59%	1.97%	0.70%	0.00%	0.00%
7	Preferred methods to book appointments at GP surgery											
	% In person	25.33%	33.61%	31.14%	28.13%	31.45%	31.42%	41.82%	36.55%	31.31%	26.44%	22.15%
	% By phone	79.70%	70.42%	78.83%	78.15%	80.31%	78.69%	88.01%	84.46%	80.11%	75.37%	70.69%
	% By fax machine	0.00%	*	0.00%	0.21%	*	*	0.86%	0.00%	0.00%	0.00%	0.00%
	% Online	28.88%	35.95%	38.55%	37.78%	35.99%	33.82%	45.02%	38.10%	30.71%	23.75%	18.00%
	% Doesn't apply	5.52%	4.97%	4.47%	4.39%	3.82%	7.17%	5.25%	3.52%	2.08%	2.08%	1.08%
8	Have a preferred GP to see or speak to - % Yes	46.65%	53.57%	48.91%	52.95%	56.46%	54.85%	68.81%	61.83%	53.61%	45.23%	35.84%
9	Frequency of seeing preferred GP - % most of time	55.54%	52.88%	58.79%	57.87%	64.49%	60.63%	84.03%	74.69%	62.29%	49.86%	38.67%

Q	Making an Appointment	M81017	Previous	WC	WC Previous	SWCCG	England	Top 10%	Top 25%	Mid 50%	bottom 25%	Bottom 10%
10	Last time you wanted to see or speak to a GP or nurse...What did you want to do?											
	% See a GP at the surgery	57.91%	67.20%	77.88%	77.77%	75.01%	76.70%	86.17%	82.50%	77.93%	72.82%	67.74%
	% See a nurse at the surgery	18.95%	13.07%	16.75%	16.86%	17.49%	17.83%	26.46%	21.96%	17.55%	13.66%	10.38%
	% Speak to a GP on the phone	19.68%	17.44%	4.85%	3.95%	7.13%	5.81%	10.91%	7.22%	4.28%	2.30%	1.09%
	% Speak to a nurse on the phone	0.52%	0.00%	0.86%	0.67%	0.72%	0.88%	2.44%	1.37%	0.57%	0.00%	0.00%
	% Have someone visit me at my home	1.14%	1.96%	2.20%	1.62%	2.13%	1.35%	2.90%	1.91%	1.14%	0.54%	0.00%
	% Didn't mind / wasn't sure	3.30%	4.97%	1.46%	2.56%	1.73%	2.45%	5.54%	3.71%	2.00%	0.77%	0.00%
11	When did you want to see or speak to them?											
	% On the same day	73.18%	70.91%	54.67%	55.32%	49.43%	41.62%	58.35%	49.47%	39.46%	31.51%	25.79%
	% On the next working day	5.41%	2.50%	8.92%	8.80%	9.32%	11.63%	20.55%	15.70%	11.70%	8.39%	5.94%
	% A few days later	10.43%	11.46%	17.66%	17.62%	19.86%	23.96%	34.37%	29.60%	23.87%	18.13%	13.38%
	% A week or more later	2.31%	2.22%	5.12%	6.73%	6.31%	6.16%	10.48%	7.81%	5.25%	3.12%	1.66%
	% Didn't have a specific day in mind	8.11%	7.85%	11.75%	9.71%	13.12%	13.69%	20.30%	16.84%	13.41%	10.20%	7.45%
	% Can't remember	0.55%	5.06%	1.87%	1.82%	1.96%	2.93%	6.58%	4.44%	2.64%	1.28%	0.52%
12	Able to get an appointment to see or speak to someone - % Yes	92.99%	80.55%	88.02%	86.31%	90.27%	85.74%	94.81%	91.48%	86.90%	81.44%	75.63%
13	What type of appointment did you get?											
	% Appointment to see a GP at the surgery	46.79%	40.80%	77.50%	75.78%	74.23%	75.83%	88.54%	84.19%	78.55%	71.81%	64.29%
	% Appointment to see a nurse at the surgery	28.39%	24.76%	18.95%	20.64%	19.14%	20.63%	30.92%	25.08%	19.58%	14.91%	10.94%
	% Appointment to speak to a GP on the phone	29.83%	39.62%	5.02%	5.93%	8.21%	6.24%	12.41%	7.21%	3.52%	1.36%	0.00%
	% Appointment to speak to a nurse on the phone	2.23%	0.00%	0.51%	0.37%	0.64%	0.67%	1.92%	0.82%	0.00%	0.00%	0.00%
	% Appointment for someone to visit at home	0.51%	1.21%	1.79%	1.68%	1.63%	1.19%	2.63%	1.66%	0.79%	0.00%	0.00%
14	How long until actually saw or spoke to GP / nurse											
	% On the same day	73.59%	73.19%	54.97%	53.11%	48.89%	36.82%	55.92%	45.32%	33.77%	25.06%	18.78%
	% On the next working day	12.91%	5.94%	10.67%	11.14%	11.09%	12.20%	23.73%	17.23%	12.09%	8.31%	5.69%
	% A few days later	10.33%	14.00%	20.65%	19.70%	24.82%	31.81%	47.59%	40.32%	31.98%	24.44%	18.56%
	% A week or more later	3.17%	5.78%	11.55%	13.76%	12.84%	15.93%	27.95%	20.44%	12.81%	7.25%	3.69%
	% Can't remember	0.00%	1.09%	2.17%	2.28%	2.37%	3.24%	6.64%	4.59%	2.83%	1.43%	0.59%
15	Convenience of appointment	95.97%	86.19%	92.60%	91.51%	92.92%	91.91%	98.25%	96.18%	93.14%	89.29%	84.73%
16	Reason for not being able to get an appointment / the appointment offered was inconvenient											
	% Weren't any appointments for the day wanted	12.41%	24.44%	40.59%	39.92%	38.51%	48.96%	70.75%	60.22%	48.81%	37.48%	26.25%
	% Weren't any appointments for the time wanted	15.34%	29.46%	13.88%	20.49%	18.68%	17.48%	34.54%	24.98%	16.14%	8.47%	3.07%
	% Couldn't see preferred GP	17.50%	2.10%	11.18%	7.12%	9.27%	10.24%	24.23%	15.35%	8.08%	2.94%	0.00%
	% Couldn't book ahead at GP surgery	20.63%	26.23%	19.78%	22.64%	22.18%	13.32%	30.24%	20.10%	10.54%	2.90%	0.00%
	% Another reason	34.12%	17.77%	10.60%	8.09%	11.35%	9.99%	23.06%	14.85%	7.65%	1.87%	0.00%
17	What did you do on that occasion?											
	% Went to the appointment offered	19.07%	43.70%	28.04%	38.43%	36.58%	37.67%	58.16%	47.69%	36.72%	27.03%	19.01%
	% Got an appointment for a different day	20.37%	10.61%	18.90%	19.01%	20.00%	23.01%	40.91%	31.23%	22.30%	13.62%	7.53%
	% Had a consultation over the phone	25.05%	16.72%	2.88%	3.78%	6.47%	5.36%	15.80%	7.91%	0.88%	0.00%	0.00%
	% Went to A&E / a walk-in centre	0.00%	16.03%	10.64%	12.73%	6.22%	9.46%	22.97%	14.64%	6.85%	0.00%	0.00%
	% Saw a pharmacist	0.00%	3.79%	3.44%	3.95%	2.37%	2.76%	9.22%	4.36%	0.00%	0.00%	0.00%
	% Decided to contact surgery another time	27.56%	3.79%	25.72%	14.49%	21.58%	13.52%	28.19%	19.66%	11.54%	4.75%	0.00%
	% Didn't see or speak to anyone	17.05%	12.94%	10.88%	7.89%	9.80%	10.90%	23.43%	16.32%	9.21%	3.28%	0.00%
18	Overall experience of making an appointment - % good	67.14%	58.01%	75.17%	71.92%	77.96%	74.60%	92.10%	86.09%	78.03%	68.34%	58.99%

Q	Waiting Times	M81017	Previous	WC	WC Previous	SWCCG	England	Top 10%	Top 25%	Mid 50%	bottom 25%	Bottom 10%
19	Waiting time at surgery											
	% Don't normally have appointments at a particular time	3.71%	1.55%	3.35%	2.56%	3.49%	3.31%	6.62%	4.37%	2.67%	1.46%	0.66%
	% Less than 5 minutes	8.52%	8.56%	8.01%	8.64%	7.64%	9.33%	19.51%	13.28%	8.52%	5.01%	2.77%
	% 5 to 15 minutes	61.75%	70.57%	57.91%	57.04%	57.33%	56.51%	69.28%	64.43%	57.92%	48.91%	39.32%
	% More than 15 minutes	19.55%	17.18%	27.09%	29.09%	27.07%	26.66%	47.05%	35.68%	24.28%	14.91%	8.69%
	% Can't remember	6.48%	2.14%	3.64%	2.68%	4.46%	4.19%	7.82%	5.75%	3.72%	2.16%	1.09%
20	Impression of waiting time at surgery											
	% Don't normally have to wait too long	66.34%	68.59%	56.16%	57.21%	58.31%	58.29%	78.06%	69.78%	59.75%	48.98%	39.14%
	% Have to wait a bit too long	23.39%	26.29%	28.24%	29.59%	26.62%	25.92%	36.78%	31.63%	25.25%	18.76%	13.01%
	% Have to wait far too long	2.21%	3.89%	8.18%	6.69%	8.17%	9.17%	18.90%	12.53%	7.47%	3.83%	1.63%
	% No opinion / doesn't apply	8.06%	1.23%	7.42%	6.51%	6.90%	6.62%	10.86%	8.57%	6.19%	4.21%	2.71%

Q	Last GP Appointment	M81017	Previous	WC	WC Previous	SWCCG	England	Top 10%	Top 25%	Mid 50%	bottom 25%	Bottom 10%
21	Rating of GP giving you enough time - % Good	84.65%	79.13%	87.12%	87.23%	89.00%	85.77%	94.10%	90.94%	86.65%	81.20%	75.30%
22	Rating of GP listening to you - % Good	84.98%	86.16%	90.31%	90.56%	91.01%	87.51%	95.03%	92.25%	88.18%	83.07%	77.00%
23	Rating of GP explaining tests and treatments - % good	79.88%	81.18%	85.46%	84.42%	86.94%	82.47%	91.32%	87.74%	83.13%	77.70%	71.45%
24	Rating of GP involving you in decisions about your care - % good	68.08%	69.33%	76.60%	75.72%	78.41%	75.19%	85.67%	81.20%	76.04%	69.75%	63.28%
25	Rating of GP treating you with care and concern - % good	84.71%	80.92%	85.79%	85.64%	87.79%	83.00%	92.38%	88.72%	83.76%	77.74%	71.10%
26	Confidence and trust in GP - % Yes	92.87%	91.26%	94.44%	94.13%	95.19%	92.53%	97.87%	95.98%	93.18%	89.35%	84.85%

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Q	Last Nurse Appointment	M81017	Previous	WC	WC Previous	SWCCG	England	Top 10%	Top 25%	Mid 50%	bottom 25%	Bottom 10%
27	Rating of nurse giving you enough time - % good	80.56%	77.47%	82.74%	81.96%	84.38%	80.94%	90.49%	86.88%	81.94%	76.10%	69.60%
28	Rating of nurse listening to you - % good	87.26%	79.18%	81.14%	80.65%	82.61%	79.87%	89.66%	85.86%	80.97%	75.20%	68.69%
29	Rating of nurse explaining tests and treatments - % good	74.34%	75.26%	78.04%	77.76%	80.15%	77.55%	87.56%	83.51%	78.55%	72.92%	66.56%
30	Rating of nurse involving you in decisions about your care - % good	69.81%	64.23%	67.13%	64.90%	68.27%	67.31%	79.29%	74.20%	68.53%	62.40%	56.58%
31	Rating of nurse treating you with care and concern - % good	84.10%	77.39%	79.54%	80.00%	82.02%	78.70%	88.66%	84.78%	79.75%	73.68%	67.33%
32	Confidence and trust in nurse - % yes	82.21%	80.00%	87.28%	65.31%	88.07%	86.23%	94.13%	91.10%	87.07%	81.91%	76.16%

Q	Opening Hours	M81017	Previous	WC	WC Previous	SWCCG	England	Top 10%	Top 25%	Mid 50%	bottom 25%	Bottom 10%
33	Satisfaction with opening hours - % satisfied	78.43%	71.79%	74.75%	77.94%	76.18%	76.95%	88.52%	83.79%	78.33%	72.21%	66.58%
34	Is GP surgery currently open at times that are convenient - % yes	69.70%	66.47%	71.78%	74.65%	73.20%	74.60%	86.05%	81.24%	75.66%	69.78%	64.04%
35	Additional opening times that would make it easier to see or speak to someone											
	% Before 8am	19.37%	27.47%	35.03%	31.39%	33.49%	34.40%	50.27%	42.37%	33.65%	24.84%	17.29%
	% At lunchtime	7.47%	18.35%	7.13%	10.37%	7.85%	12.29%	25.58%	17.77%	10.65%	5.18%	1.90%
	% After 6.30pm	76.56%	75.37%	73.59%	78.56%	72.21%	71.08%	85.77%	79.46%	71.51%	62.88%	53.69%
	% On a Saturday	75.48%	84.01%	75.17%	75.38%	79.29%	74.30%	88.58%	82.39%	74.72%	66.49%	57.68%
	% On a Sunday	30.71%	28.33%	36.27%	36.38%	39.61%	36.76%	53.02%	44.65%	35.44%	27.26%	20.20%
	% None of these	1.69%	3.70%	1.62%	0.85%	1.49%	2.93%	8.79%	4.47%	1.44%	0.00%	0.00%

Q	Overall Experience	M81017	Previous	WC	WC Previous	SWCCG	England	Top 10%	Top 25%	Mid 50%	bottom 25%	Bottom 10%
36	Overall experience of GP surgery - % good	84.72%	79.94%	87.86%	87.79%	89.95%	85.70%	95.61%	92.33%	87.47%	80.89%	73.64%
37	Recommending GP surgery to someone who has just moved to the local area - % recommend	64.03%	72.09%	78.67%	79.34%	82.66%	78.66%	92.04%	87.13%	79.97%	70.78%	61.35%

Q	Managing your Health	M81017	Previous	WC	WC Previous	SWCCG	England	Top 10%	Top 25%	Mid 50%	bottom 25%	Bottom 10%
38	Long-standing health condition	56.75%	54.31%	54.86%	50.53%	56.00%	53.95%	63.74%	59.25%	54.10%	48.95%	43.97%
39	Medical conditions											
	% Alzheimer's disease or dementia	2.04%	0.58%	0.93%	0.58%	0.67%	0.56%	1.51%	0.87%	0.50%	0.00%	0.00%
	% Angina or long-term heart problem	2.46%	3.04%	5.70%	4.31%	5.02%	5.07%	8.35%	6.60%	4.81%	3.24%	2.04%
	% Arthritis or long-term joint problem	9.93%	13.25%	10.99%	10.21%	12.13%	13.19%	19.71%	16.35%	13.01%	9.86%	7.26%
	% Asthma or long-term chest problem	15.59%	11.40%	10.42%	9.42%	10.65%	10.78%	15.97%	13.27%	10.43%	7.77%	5.77%
	% Blindness or severe visual impairment	1.73%	1.47%	0.78%	1.11%	0.86%	1.06%	2.56%	1.61%	0.85%	0.00%	0.00%
	% Cancer in the last 5 years	2.83%	4.25%	2.97%	4.15%	3.33%	3.18%	5.49%	4.21%	2.94%	1.82%	1.03%
	% Deafness or severe hearing impairment	2.92%	2.30%	3.88%	2.88%	4.07%	4.01%	6.90%	5.31%	3.72%	2.40%	1.31%
	% Diabetes	9.25%	7.21%	7.59%	5.74%	7.74%	7.37%	12.09%	9.66%	7.32%	5.36%	3.88%
	% Epilepsy	1.21%	0.00%	0.61%	0.96%	0.92%	1.24%	3.25%	1.95%	0.86%	0.00%	0.00%
	% High blood pressure	12.92%	15.69%	17.57%	15.34%	18.89%	18.64%	25.82%	22.31%	18.71%	15.36%	12.28%
	% Kidney or liver disease	2.39%	3.72%	1.09%	1.90%	1.36%	1.70%	3.80%	2.59%	1.53%	0.70%	0.00%
	% Learning difficulty	5.40%	*	1.46%	1.25%	1.59%	1.44%	4.15%	2.38%	0.83%	0.00%	0.00%
	% Long-term back problem	12.50%	11.60%	8.50%	9.16%	9.29%	10.18%	15.35%	12.65%	9.95%	7.64%	5.76%
	% Long-term mental health problem	13.41%	4.82%	5.22%	4.51%	4.70%	4.78%	8.99%	6.58%	4.32%	2.55%	1.34%
	% Long-term neurological problem	1.21%	3.50%	1.97%	1.40%	2.19%	1.99%	4.21%	2.88%	1.74%	0.85%	0.00%
	% Another long-term condition	15.89%	10.03%	13.84%	13.19%	12.86%	12.58%	17.40%	14.79%	12.13%	9.58%	7.35%
	% None of these conditions	39.67%	39.05%	43.44%	46.89%	41.93%	42.69%	53.32%	47.88%	42.54%	37.13%	32.30%
	% Prefer not to say	0.82%	1.87%	1.15%	1.73%	1.19%	2.10%	5.13%	3.26%	1.72%	0.66%	0.00%
40	In last 6 months, had enough support from local services or organisations to help manage long-term health condition(s) - % yes	55.77%	61.69%	62.31%	66.68%	64.29%	63.91%	74.22%	69.59%	63.98%	58.11%	52.62%
41	Confidence in managing own health - % confident	92.56%	91.30%	95.07%	94.04%	94.34%	92.51%	96.84%	95.22%	92.89%	89.79%	86.50%

Q	Out of Hours	M81017	Previous	WC	WC Previous	SWCCG	England	Top 10%	Top 25%	Mid 50%	bottom 25%	Bottom 10%
42	Know how to contact an out-of-hours GP service - % yes	56.20%	65.53%	57.63%	56.15%	58.22%	55.85%	68.78%	63.32%	56.50%	49.38%	42.07%
43	Tried to call an out-of-hours GP service in past 6 months - % yes	23.55%	16.01%	15.00%	5.30%	14.11%	13.86%	20.37%	16.67%	12.97%	9.88%	7.27%
44	Ease of contacting the out-of-hours GP service by telephone - % easy	75.38%	86.55%	67.62%	78.87%	74.82%	74.51%	92.35%	85.39%	75.73%	65.33%	53.95%
45	Impression of how quickly care from out-of-hours GP service received - % right	37.17%	71.96%	50.53%	61.06%	57.02%	58.88%	79.82%	70.68%	59.33%	47.76%	36.96%
46	Confidence and trust in out-of-hours clinician - % yes	62.61%	91.62%	75.10%	82.66%	81.77%	79.10%	95.20%	89.12%	80.65%	70.89%	60.42%
47	Overall experience of out-of-hours GP services	54.46%	80.42%	59.41%	70.42%	67.13%	66.22%	85.96%	77.36%	67.28%	55.47%	44.37%

Q	State of health Today	M81017	Previous	WC	WC Previous	SWCCG	England	Top 10%	Top 25%	Mid 50%	bottom 25%	Bottom 10%
48	State of health today...mobility											
	% No problems in walking about	75.33%	69.03%	78.98%	#REF!	77.22%	75.77%	83.76%	80.14%	75.75%	71.02%	66.26%
	% Slight problems in walking about	13.59%	16.13%	9.63%	#REF!	11.12%	11.64%	16.63%	14.01%	11.44%	9.14%	7.10%
	% Moderate problems in walking about	8.12%	8.27%	6.91%	#REF!	7.08%	7.27%	11.64%	9.25%	7.05%	5.08%	3.58%
	% Severe problems in walking about	2.50%	5.39%	3.79%	#REF!	3.89%	4.60%	8.51%	6.36%	4.39%	2.85%	1.80%
	% Unable to walk about	*	1.19%	0.69%	#REF!	0.68%	0.73%	2.08%	1.17%	0.55%	0.00%	0.00%
49	State of health today...self-care											
	% No problems washing or dressing myself	91.53%	89.06%	92.54%	#REF!	92.01%	90.54%	95.31%	93.40%	90.67%	87.43%	83.76%
	% Slight problems washing or dressing myself	0.68%	4.11%	3.26%	#REF!	3.81%	4.33%	7.82%	5.97%	4.14%	2.76%	1.70%
	% Moderate problems washing or dressing myself	7.33%	5.52%	2.75%	#REF!	2.80%	3.34%	6.74%	4.80%	3.07%	1.86%	1.04%
	% Severe problems washing or dressing myself	0.00%	1.31%	0.99%	#REF!	0.91%	1.16%	3.09%	1.90%	1.02%	0.00%	0.00%
	% Unable to wash or dress myself	*	0.00%	0.46%	#REF!	*	0.65%	1.94%	1.06%	0.00%	0.00%	0.00%
50	State of health today...usual activities											
	% No problems doing usual activities	75.55%	69.40%	76.54%	#REF!	75.46%	73.67%	82.30%	78.30%	73.85%	68.90%	64.09%
	% Slight problems doing usual activities	10.66%	16.58%	11.78%	#REF!	13.03%	13.77%	18.98%	16.30%	13.50%	10.88%	8.71%
	% Moderate problems doing usual activities	7.55%	8.22%	7.91%	#REF!	7.28%	7.60%	12.34%	9.74%	7.25%	5.24%	3.67%
	% Severe problems doing usual activities	4.96%	4.91%	2.40%	#REF!	2.80%	3.34%	6.71%	4.77%	3.15%	1.86%	1.06%
	% Unable to do usual activities	1.28%	0.88%	1.37%	#REF!	1.43%	1.62%	3.62%	2.46%	1.44%	0.70%	0.00%
51	State of health today...pain / discomfort											
	% No pain or discomfort	52.85%	49.69%	54.25%	#REF!	51.45%	51.71%	61.33%	56.65%	51.58%	46.69%	42.08%
	% Slight pain or discomfort	29.70%	29.48%	28.44%	#REF!	30.62%	28.70%	35.32%	31.89%	28.17%	24.55%	21.32%
	% Moderate pain or discomfort	11.72%	11.65%	12.97%	#REF!	13.41%	13.54%	19.49%	16.38%	13.38%	10.56%	8.15%
	% Severe pain or discomfort	4.81%	6.69%	3.91%	#REF!	4.09%	4.91%	9.25%	6.95%	4.70%	2.99%	1.84%
	% Extreme pain or discomfort	0.92%	2.49%	0.43%	#REF!	*	1.14%	3.14%	1.93%	0.98%	0.00%	0.00%
52	State of health today...anxiety / depression											
	% Not anxious or depressed	69.23%	66.88%	66.34%	#REF!	68.09%	68.21%	76.34%	72.76%	68.57%	64.00%	59.30%
	% Slightly anxious or depressed	15.82%	21.22%	21.46%	#REF!	21.11%	19.52%	25.45%	22.42%	19.12%	16.13%	13.54%
	% Moderately anxious or depressed	10.72%	8.25%	10.30%	#REF!	8.57%	8.74%	13.59%	10.95%	8.33%	6.16%	4.36%
	% Severely anxious or depressed	1.06%	3.65%	1.11%	#REF!	1.41%	2.35%	5.53%	3.63%	2.04%	0.89%	0.00%
	% Extremely anxious or depressed	3.18%	0.00%	0.79%	#REF!	0.82%	1.18%	3.48%	1.99%	0.80%	0.00%	0.00%
53	Activities limited today due to recent illness or injury - % yes	19.72%	19.07%	16.15%	#REF!	15.80%	17.66%	25.62%	21.50%	17.59%	14.22%	11.65%