

2022

**PRIMARY CARE
SURVEY**
CAREWATCH



Island Global Research

CONTENTS

This report presents findings from a survey on Primary Care completed by 1985 residents of the Bailiwick of Guernsey in March and April 2022.

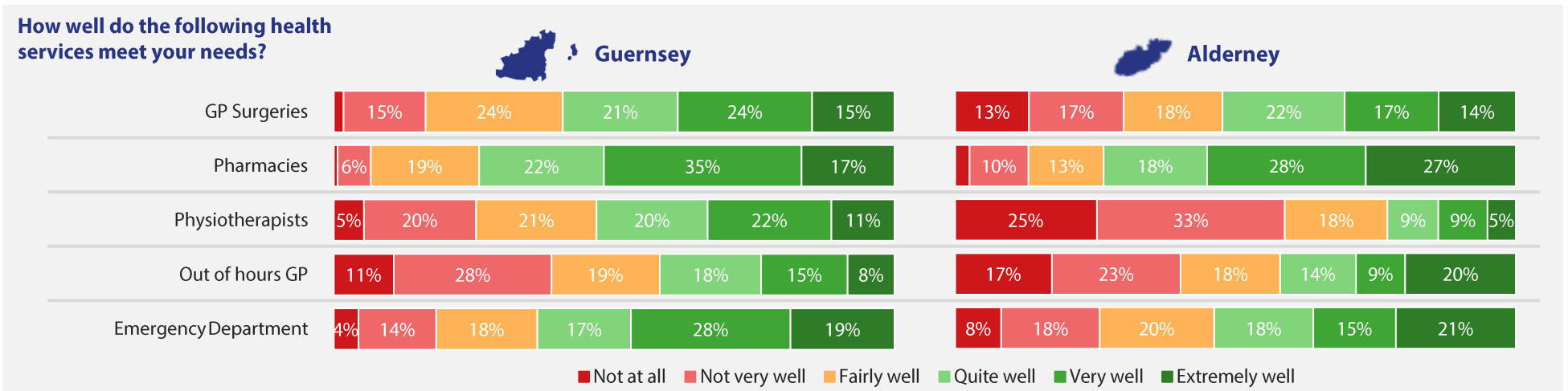
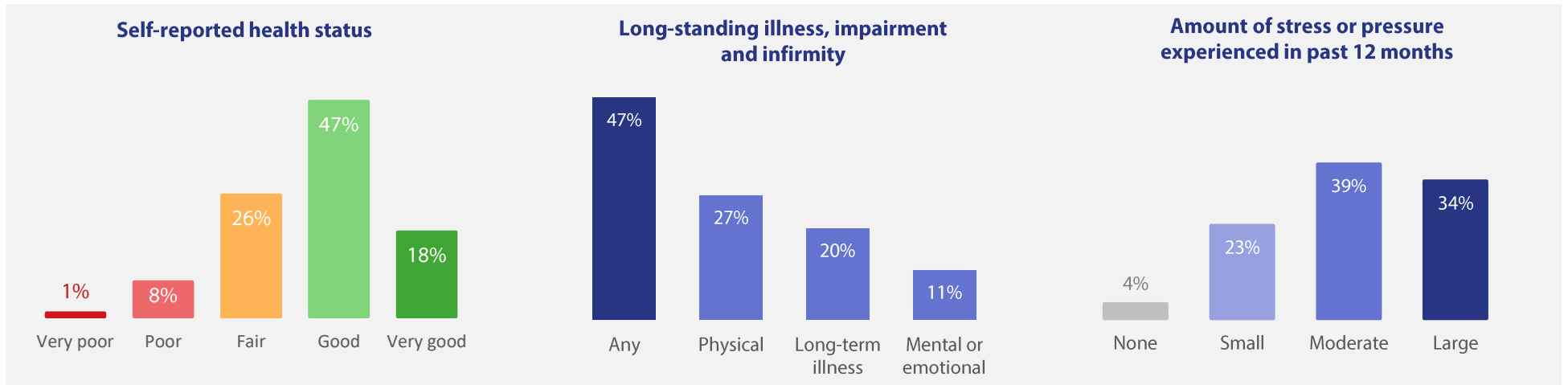
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About Island Global Research

Island Global Research is a market research and consultancy company with experience in both quantitative and qualitative research methods. We regularly conduct market research for clients in the Crown Dependencies.

Island Global Research is part of the BWCI Group.

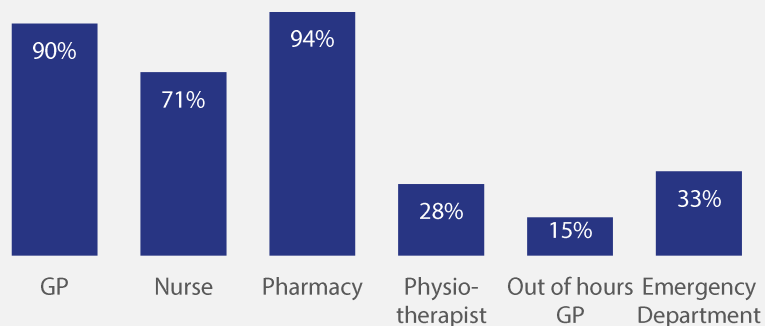
KEY FINDINGS



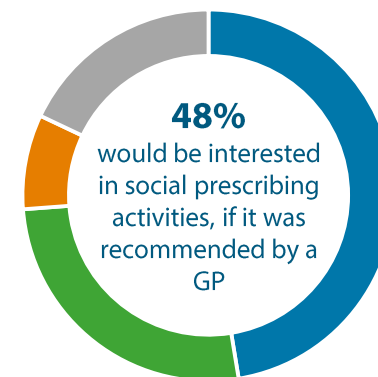
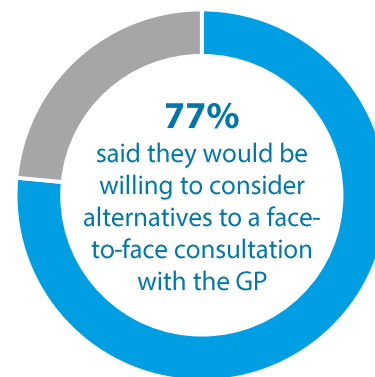
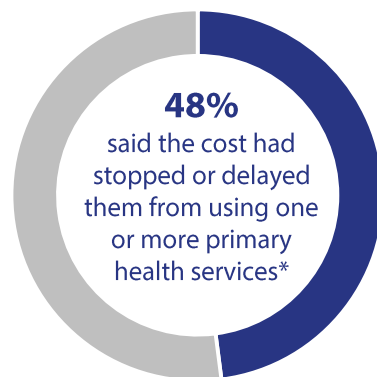
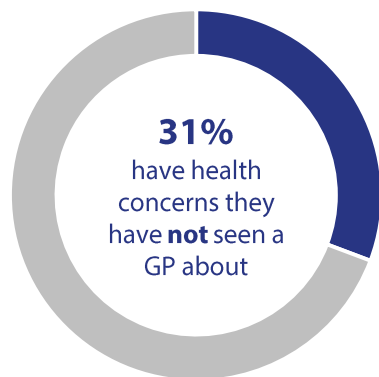
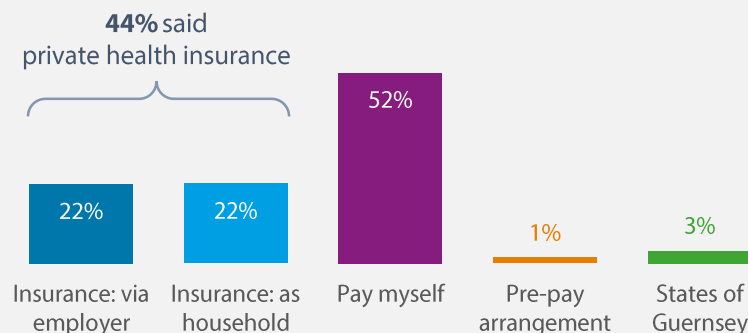
KEY FINDINGS

CONTINUED

In the past 12 months, % of households who have used ...



Who normally pays for the consultation when you see a GP or nurse?



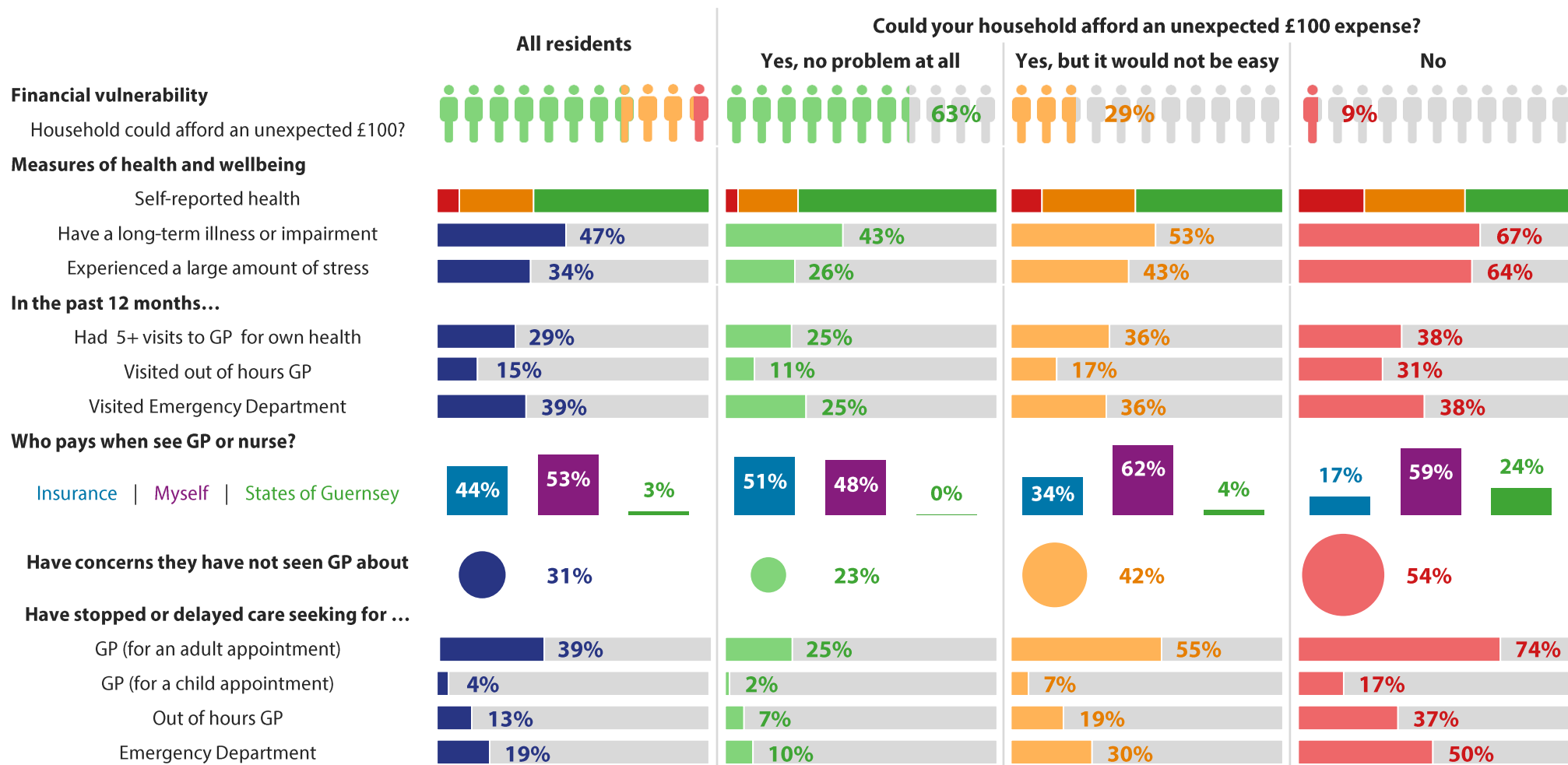
People who are financially vulnerable, and people without health insurance, were more likely to report health concerns and were more likely to say the cost has stopped or delayed care seeking.

Alternatives included telephone and video appointments with a GP, and consultations with a practice nurse or pharmacist.

25% were reluctant but may give it a try, 9% were resistant and not willing to give it try, and 19% didn't know.

KEY FINDINGS SEGMENTATION

There were some significant inequalities in health and care seeking behaviour, which are associated with a household's financial situation.



See Appendix for additional indicators, and further segmentation, including notable differences in care seeking between those with and without private health insurance.

INTRODUCTION

Island Global Research undertook a survey of Guernsey and Alderney residents to understand islanders' views on accessing primary health care services.

For the purposes of the survey, primary care was defined to include use of GP surgeries and the out of hours GP, pharmacies, physiotherapists (via GP and/or self-referral), and also the Emergency Departments of the Princess Elizabeth Hospital in Guernsey and Le Mignot Memorial Hospital in Alderney.

The survey was commissioned by CareWatch, an independent community forum sponsored by the Committee for Health & Social Care (HSC). CareWatch acts as a two-way communication channel between the community and HSC. CareWatch was established to act as a voice of service users and to help shape the future of health and care in the Bailiwick.

It is hoped the results of this survey will inform an ongoing review by the States of Guernsey of the funding and delivery model for primary care. CareWatch has been involved since the review started as a key stakeholder. To support their role in ensuring islanders' voices are heard and represented in policy and service development, CareWatch commissioned the survey to gather an objective body of evidence detailing how and when islanders access primary care and their experiences.



METHODOLOGY

Survey design

The survey instrument was developed to provide insights on access to primary health care services in Guernsey and Alderney.

Island Global Research developed the questionnaire, drawing on previous work (as applicable), including the Guernsey and Alderney Wellbeing Survey 2018. A wide range of stakeholders were consulted as the questionnaire was designed, and feedback was provided by CareWatch, the Committee for Health & Social Care (including Public Health), States of Guernsey's Data and Analysis professionals, Guernsey Disability Alliance, Health Improvement Commission, and GP Practices.

The questionnaire was set up and tested online using professional survey software. The questionnaire was also formatted as an A4 printable version, which allowed respondents to complete a paper survey (see Appendix C for a copy of the questionnaire).

Island Global Research also designed promotional material which could be displayed as posters or used on social media.

Data collection

The survey had a very good response, with 1,985 eligible responses from residents in Guernsey and Alderney. The sample represents 3.5% of the eligible population, as there are almost 56,000 adult (aged 16+) residents. The achieved sample gives a maximum margin of error of 2.2% on results for the population as a whole.

Responses were collected between 9 March and 19 April 2022. The survey was promoted to a wide audience using the following channels:

- Island Global Research contacted their market research panel and invited them to participate in the survey and used paid-for promotion on social media (Facebook and Instagram).
- Island Global Research supplied paper copies of the questionnaire to Age Concern and residents who called the office to request a paper copy.*
- A joint press release was issued by CareWatch and the States of Guernsey, which led to widespread coverage in the local media (including good coverage in the Guernsey Press, the Bailiwick Express and on BBC Radio Guernsey).
- Several interested stakeholders (including Guernsey Disability Alliance and Age Concern) helped to promote survey to their members.

PROFILE OF RESPONDENTS

The Primary Care Survey 2022 was completed by 1,985 individuals aged 16 and over living in Guernsey, Alderney, Herm and Jethou.

The profile of people who completed the survey was compared to the latest available data on the population of the Guernsey.*

Survey responses were weighted in proportion to the age and gender profile of the adult population in Guernsey. All figures, tables and text presented in this report refer to weighted responses, unless otherwise specified.

About survey weights

Survey weights correct for age and gender differences between the sample and the population. Thus, they compensate for different patterns of non-response from different sub-groups of the population, such that survey results can be generalised from the sample back to the population from which they are drawn.

Fewer young people completed the survey and more females participated in the survey than males (see right). However, the survey was completed by a wide range of the people and the differences are relatively small. The largest weights are for males aged 16-34 and females aged 16-24 and they were capped at 3.0.

Results rounded to the nearest integer

All calculations were independently rounded so totals published in tables and graphs may not necessarily sum 100%.

The table shows the age and gender profile of the adult population living in Guernsey, and the profile of the sample who completed the survey. It also shows the profile of the sample after weights have been applied.

	Guernsey's Population	Survey		
	%	% of sample	% after survey weights	
Age group				
16-24	12%	2%	6%	
25-29	7%	3%	7%	
30-34	8%	4%	6%	
35-39	7%	6%	8%	
40-44	7%	7%	8%	
45-49	8%	8%	9%	
50-54	9%	10%	10%	
55-59	9%	13%	10%	
60-64	8%	15%	9%	
65-69	7%	11%	7%	
70-74	7%	10%	7%	
75-79	7%	7%	5%	
80+	7%	4%	7%	
Prefer not to say	-	<1%	<1%	
Gender				
Female	51%	71%	54%	
Male	49%	28%	46%	
Prefer to self-describe	**	<1%	<1%	
Prefer not to say	-	<1%	1%	

* Population data excludes Alderney

** Gender is not available for the population, and biological sex has been used as a proxy for gender

PROFILE OF RESPONDENTS

CONTINUED

The tables on this and the following page present the profile of survey respondents after survey weights have been applied.

The analysis routinely considered the following sub-groups, and disaggregated results are frequently reported:

- 10-year age bands
- For females and males*
- Housing status (own home / affordable / private rental / other)
- With / without private health insurance
- Whether could afford an unexpected £100 expense.

10 year age band	n=1985
16-24	6%
25-34	13%
35-44	16%
45-54	19%
55-64	19%
65-74	14%
75+	12%
Prefer not to say	<1%

Gender	n=1985
Female	54%
Male	46%
Prefer to self-describe	<1%
Prefer not to say	1%

Housing status	n=1752
<u>Own home</u>	
Own home owned outright	41%
Own home buying with a mortgage	27%
<u>Affordable</u>	
Partial ownership: pay part rent and part mortgage	<1%
Social rental housing	4%
<u>Private rental</u>	
Private rental	18%
<u>Other</u>	
Accommodation provided with job	1%
Extra care housing	<1%
Living rent free, or paying a small rent e.g. to parent(s) / friend(s)	7%
Residential / nursing home	<1%
Other: miscellaneous	1%

When you see a GP or nurse at your doctor's surgery, who normally pays the consultation charge?	n=1815
<u>Health Insurance</u>	
Private health insurance taken out as an individual or household	22%
Private health insurance via an employer	22%
<u>Pay myself</u>	
I pay for my own appointments	52%
I have a pre-pay arrangement (e.g. Medipact)	1%
<u>Other</u>	
States of Guernsey (via Income Support or Medical Expenditure Assistance Scheme)	3%

Could your household afford an unexpected, but necessary expense of £100?	n = 1752
No	9%
Yes, but it would not be easy	28%
Yes, no problem at all	62%
Don't know	1%

PROFILE OF RESPONDENTS

CONTINUED

The tables on this page present the profile of survey respondents after survey weights have been applied.

Where do you live?	n=1981
Alderney	6%
Herm / Jethou	<1%
Sark/ Brecqhou	<1%
Castel	12%
Forest	2%
St Andrew	4%
St Martin	11%
St Peter Port	27%
St Pierre du Bois	4%
St Sampson	13%
St Saviour	4%
Torteval	1%
Vale	16%

Household Composition	n=1939
Single Adult 16-64	11%
Single adult, 16-64 with dependant child(ren)	2%
Single adult, 65 or over	9%
2 adults, 16-64	20%
2 adults, 16-64, with dependant child(ren)	16%
2 adults 65 or over	13%
1 adult 16-64, 1 adult 65 or over	7%
3 adults 16-64	11%
Other	11%
Have children in household	28%

What is your total gross household income?	n=1981
Less than £20,000	9%
£20,000 - £39,999	22%
£40,000 - £59,999	21%
£60,000 - £79,999	13%
£80,000 - £99,999	8%
£100,000 - £119,999	5%
Over £120,000	7%
Prefer not to say	11%
Don't know	3%

Which of the following best describes your current work situation?	n=1982
Employed on a permanent contract	53%
Employed on a temporary contract	4%
Self-employed	8%
In full-time education or training	1%
Retired	26%
Not employed	6%
Other	2%

Do you, or does a member of your household, work in primary care?	n=1968
Yes	10%
No	90%

Do you care for a family member, partner or friend who needs help because of long-term ill health OR problems related to old age, other than as part of your job?	n=1979
Yes	12%
No	88%

Do you receive care or help at home from a family member, partner, friend OR a paid carer?	n=1975
Yes	6%
No	94%

SELF-REPORTED HEALTH AND WELLBEING



SELF-REPORTED HEALTH

Respondents were asked: "How is your health in general?"

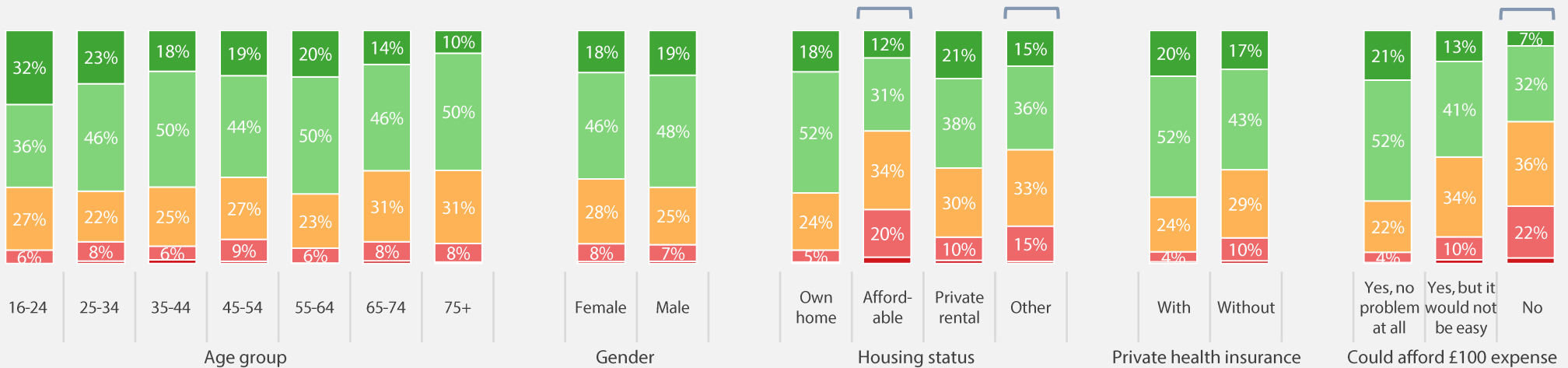
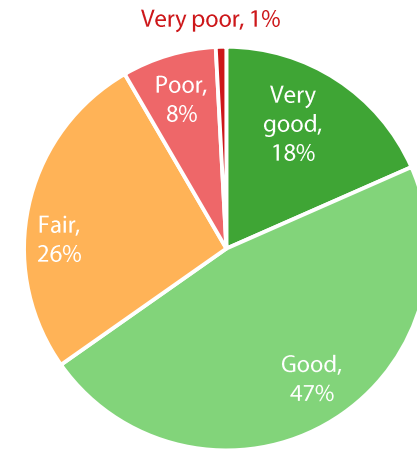
- 65% said their health is good or very good. Less than 10% said their health is poor or very poor.

The graphs below show self-reported health for selected sub-groups. The percentage of people who report very good health decreases with age.

There is a notable increase in the percentage of people with poor or very poor health in people:

- living in affordable housing compared to those who own their home (23% vs 6%);
- without private health insurance (11% vs 5% with insurance); and
- who are financially vulnerable (i.e. 24% who could not afford £100 expense vs 11% who said it would not be easy and 5% who said no problem).

In general my health is...



LONGSTANDING ILLNESS, IMPAIRMENT OR INFIRMITY

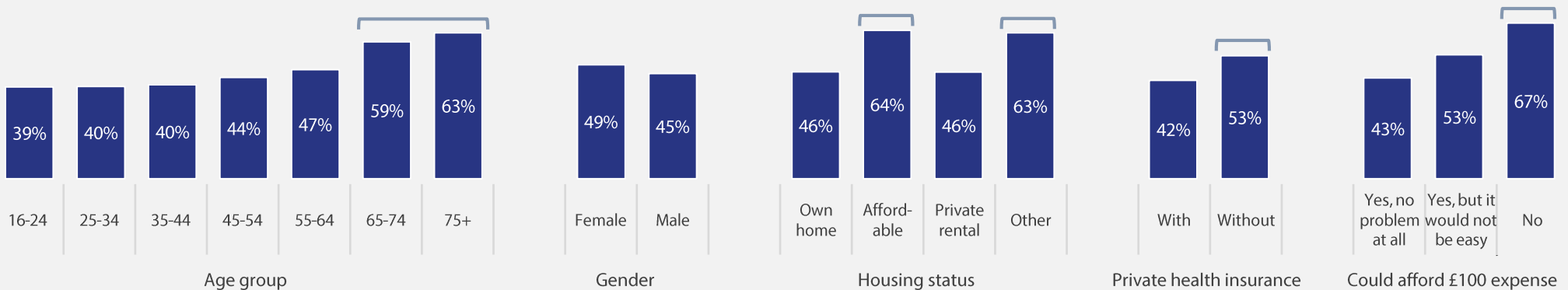
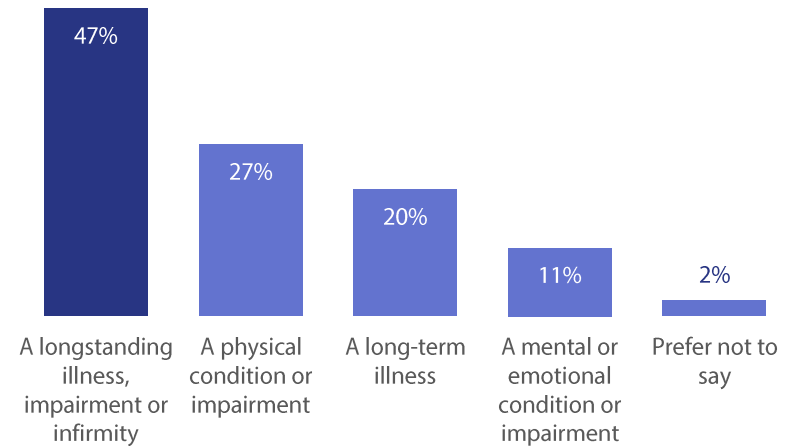
Respondents were asked: “Do you have any longstanding illness, impairment or infirmity?
By longstanding illness, we mean any condition that has lasted (or is expected to last) at least 12 months. Include any problems related to old age.”

- 47% said they had a longstanding illness, impairment or infirmity. This included 27% who said they had a physical condition or impairment, 20% who said they a long-term illness, and; 11% who have a mental or emotional condition or impairment.

There is a notable increase in the percentage of people with a longstanding illness, impairment or infirmity in people:

- aged 65 and over compared to the younger age groups
- living in affordable or other housing compared to those who own their home or are in a private rental
- without private health insurance, compared to those with private health insurance
- who are financially vulnerable (i.e. said could not afford £100 compared to those who could; and also said it would not be easy, compared to no problem at all).

Longstanding illness, impairment or infirmity



LONGSTANDING ILLNESS, IMPAIRMENT OR INFIRMITY



AMOUNT OF STRESS

Respondents were asked: "Which of these statements best describes the amount of stress or pressure that you have experienced in the last 12 months?"

Just over a third of people said they had experienced a large amount of stress in the last 12 months.

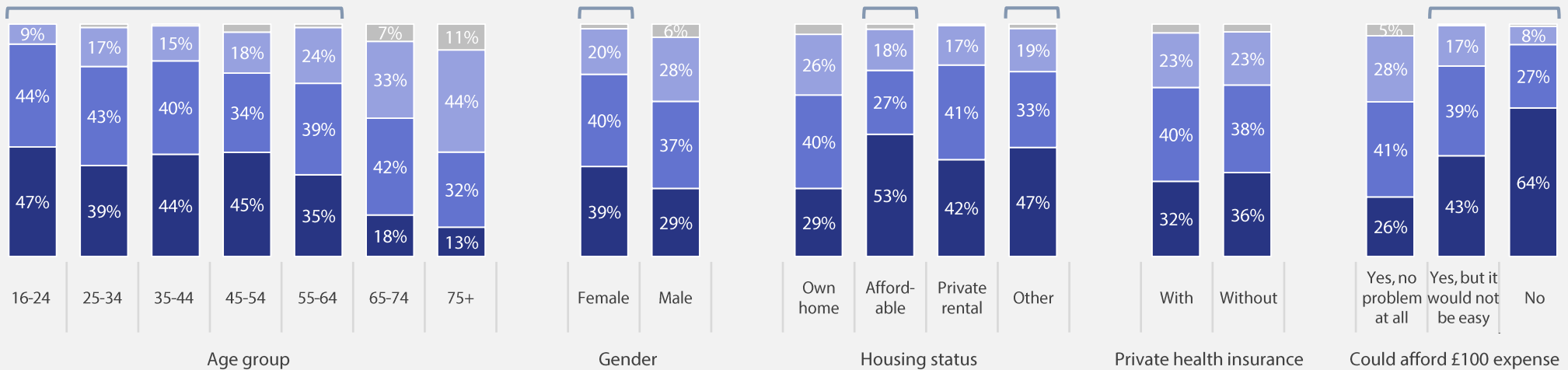
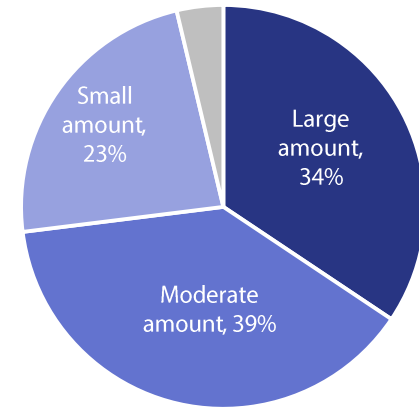
There is a notable increase in the percentage who reported they had experienced large amounts of stress in people:

- aged 16-64 compared to the older age groups
- females compared to males
- living in affordable and other housing compared to those who own their home
- who are financially vulnerable (i.e. said could not afford £100 compared to those who could; and also said it would not be easy compared to no problem at all).

We also noted significantly higher levels of stress in people who are carers (i.e. 49% of carers said large amount compared to 33% who do not have caring responsibilities).

Amount of stress or pressure

Completely free of stress, 4%



CAUSES OF STRESS

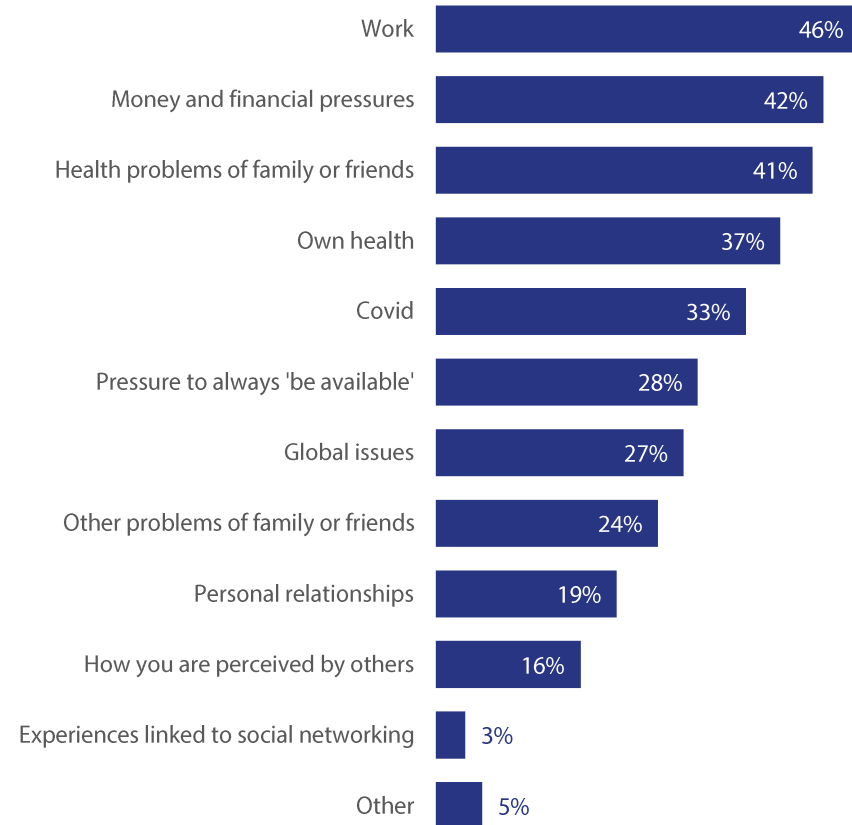
Respondents who indicated they experienced a small, moderate or large amount of stress were asked: “Which of the following things are often or always causing you stress or anxiety?”

- Work is the biggest cause of stress: 46% said work was often or always a cause of stress.
- This was followed by money and financial pressures (42%); health problems of family or friends (42%) and their own health (41%).

There are notable differences in some of the sub-groups (see next page).

- Work was much more likely to be a cause of stress or anxiety among those aged 16-64 (compared to those 65+); and those living in private rental or other housing (compared to living in own home or affordable housing).
- Money and financial pressures was more likely to be a cause of stress among those aged 16-54 (compared to those aged 55+); living in affordable and private rental housing (compared to own home or other housing); and who are financial vulnerable (i.e. said could not afford £100 compared to those who could; and also said it would not be easy compared to no problem at all).
- Health problems of family and friends was more likely to be a cause of stress among females compared to males.
- Own health was more likely to be a cause of stress among people without health insurance (compared to those with) and people who are financially vulnerable (i.e. said could not afford £100 compared to those who could; and also said it would not be easy compared to no problem at all).

Common causes of stress or anxiety



CAUSES OF STRESS: DISAGGREGATED



HEALTH SERVICE PROVISION AND USE



HEALTH SERVICES IN GUERNSEY



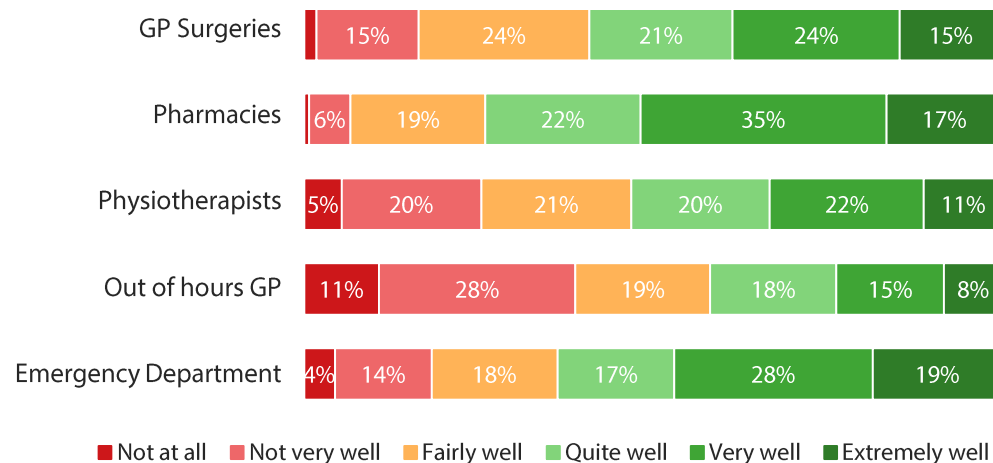
Respondents were asked: “To what extent do you think the following health services in Guernsey meet your needs?”

The graph on the right shows the distribution of views among residents living in Guernsey. For example, 15% said GP surgeries meet their needs extremely well, and a further 24% said very well. There were, however, 16% who said GP surgeries did not at all or not very well meet their needs.

Of the services asked about, the out of hours GP was least likely to meet respondent’s needs: 11% said not at all, and a further 28% said not very well.

There were notable differences between those with and without private health insurance, as illustrated in the graphs below. For example 54% with private health insurance said GP surgeries meet their needs very or extremely well, compared to 30% without private health insurance.

How well health services meet my needs



	With private health insurance	Without private health insurance
GP Surgeries	8% 18% 19% 33% 21%	19% 27% 22% 19% 11%
Pharmacies	5% 16% 20% 39% 20%	7% 21% 24% 33% 14%
Physiotherapists	12% 19% 21% 28% 17%	8% 27% 22% 18% 18% 7%
Out of hours GP	5% 23% 18% 19% 23% 12%	16% 31% 19% 17% 11% 7%
Emergency Department	9% 15% 15% 36% 24%	7% 18% 19% 17% 24% 15%

HEALTH SERVICES IN GUERNSEY

CONTINUED



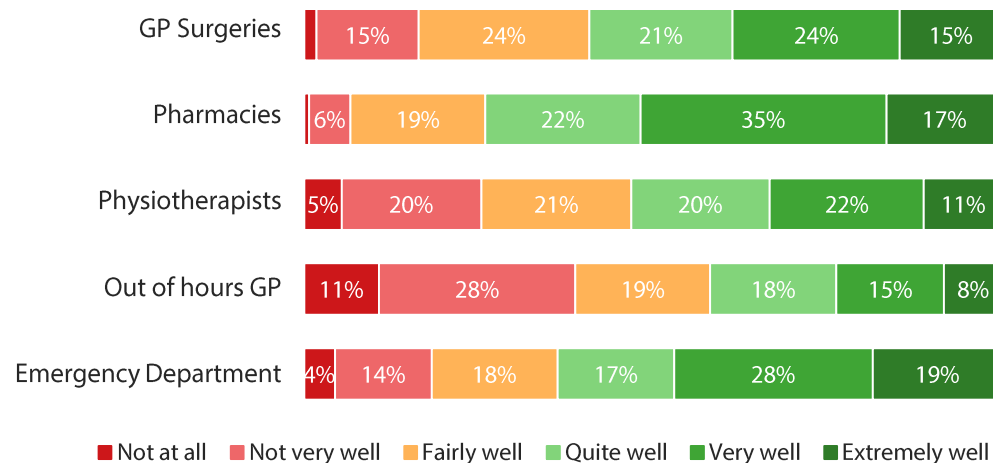
How well health services meet my needs

As before, the graph on the right shows the views of Guernsey residents.

The graphs below show the distribution of views based on the proxy measure for financial vulnerability: whether their household could afford an unexpected but necessary expense of £100.

There were notable differences between the three groups, with those who are financially vulnerable less likely to say the services meet their needs. For instance:

- 40% of people who said they could not afford an unexpected £100 expense said GP surgeries are not at all or not very well meeting their needs;
- almost 60% this group said physiotherapists (59%) and the out of hours GP (58%) are not at all or not very well meeting their needs; and
- 44% of this group said the Emergency Department is not at all or not very well meeting their needs.



	Yes, no problem at all to afford unexpected £100 expense	Yes, but it would not be easy to afford unexpected £100 expense	No, cannot afford unexpected £100 expense
GP Surgeries	8% 19% 21% 31% 20%	21% 28% 22% 18% 8%	6% 34% 38% 13% 6%
Pharmacies	15% 17% 42% 20%	6% 22% 30% 29% 11%	14% 32% 25% 14% 11%
Physiotherapists	14% 20% 19% 28% 15%	6% 27% 24% 22% 15% 7%	22% 37% 18% 13% 9%
Out of hours GP	7% 24% 16% 20% 21% 12%	14% 33% 19% 17% 12% 5%	23% 35% 25% 10% 5%
Emergency Department	10% 15% 15% 36% 23%	10% 18% 21% 18% 21% 12%	12% 31% 19% 18% 11% 7%

HEALTH SERVICES IN ALDERNEY



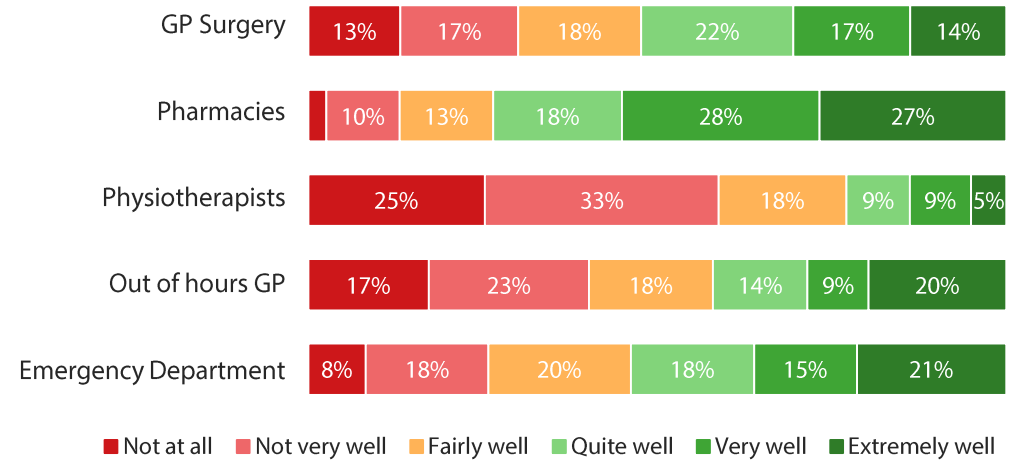
The graphs on this page show the distribution of views among residents in Alderney – with overall results presented on the right, and results for those with and without health insurance below.

The views from residents in Alderney tended to be less positive than in Guernsey. For instance: 31% of Alderney residents said their GP surgery meets their needs very or extremely well. While 59% said physiotherapists were not at all or not very well meeting their needs.

There were some differences between those with and without private health insurance (see below), though the differences between these groups are smaller than in Guernsey.

Views by financial vulnerability are not reported for Alderney due to the small base size.

How well health services meet my needs



	With private health insurance	Without private health insurance
GP Surgery	17% Not at all, 18% Not very well, 7% Fairly well, 28% Quite well, 19% Very well, 11% Extremely well	13% Not at all, 16% Not very well, 25% Fairly well, 20% Quite well, 8% Very well, 17% Extremely well
Pharmacies	12% Fairly well, 20% Quite well, 41% Very well, 21% Extremely well	13% Not at all, 16% Fairly well, 12% Quite well, 23% Very well, 34% Extremely well
Physiotherapists	27% Not at all, 34% Not very well, 25% Fairly well, 13% Quite well	26% Not at all, 35% Not very well, 18% Fairly well, 10% Quite well, 8% Very well
Out of hours GP	30% Not at all, 9% Not very well, 16% Fairly well, 15% Quite well, 13% Very well, 17% Extremely well	12% Not at all, 32% Not very well, 18% Fairly well, 11% Quite well, 8% Very well, 19% Extremely well
Emergency Department	29% Not at all, 22% Fairly well, 15% Quite well, 11% Very well, 20% Extremely well	10% Not at all, 13% Not very well, 21% Fairly well, 16% Quite well, 15% Very well, 26% Extremely well

KEY THEMES FROM COMMENTS ON GP SURGERIES

Respondents were asked: “Do you have any comments relating to the availability of the primary care services that you would like to share?”

Many respondents provided comments, and these often referred to GP surgeries. Thematic analysis identified views which were frequently expressed, and there were some qualitative differences which reflected their rating of the services. Key themes are summarised below.

Views of those who said GP surgeries meet their needs very well or extremely well

Note: More than half of this group have health insurance

- Many mentioned that the availability of appointments and quality of service is excellent compared to the UK
- A notable amount mentioned the cost of seeing a GP being expensive and prohibitive

Other key points:

- Some felt there are insufficient services to support mental health concerns
- A few felt the States grant could be increased
- A few noted that it is difficult to get seen by own doctor each time which prevents continuity in care
- A few mentioned that they should not have to pay for a doctor's appointment to get a repeat prescription
- A few thought there was a long wait between GP referral and seeing a specialist

Views of those who said GP surgeries meet their needs quite or fairly well or don't know

Note: Two thirds of this group do not have health insurance

- Cost was the main concern which prevents many from accessing GP services

Other key points:

- Appointments for prescriptions and test results should be available over the phone
- Can be difficult to get an appointment especially with own GP
- Appointments are not long enough to address all health concerns
- More support needed for mental health
- GPs running behind schedule
- Appointments should be available outside of working hours, and with the option to book online
- A few also mentioned bad experiences communicating with receptionists
- A few reported long waiting times between referral and seeing specialist

Views of those who said GP surgeries meet their needs not at all or not very well

Note: Most of this group do not have health insurance

- Most noted the cost of attending a GP appointment was prohibitive which resulted in waiting until their health issue was severe or they had a list of ailments before seeing the GP

Other key points

- Some shared frustration at the difficulty of getting an appointment. This was of particular concern in Alderney among those working full time
- Some feel they are not listened to or taken seriously by their GP with some also sharing experiences of late diagnosis or misdiagnosis
- Some were frustrated with having to see their GP to get a repeat prescription or to be referred to a specialist. An option to do this over the phone without a charge was preferred
- Some respondents have a lack of trust and confidence in the GPs and surgeries
- A few commented that the appointments do not last long enough

COMMENTS ON OUT OF HOURS GP & EMERGENCY DEPARTMENT

Respondents were asked: “Do you have any comments relating to the availability of these services that you would like to share?”

Many respondents commented on cost across the different groups, however, the views of those who feel the service meets their needs were more positive, commenting on the excellent service. This compares to those who feel it does not meet their needs who shared their user experiences of feeling they are not being listened to.

Views of those who said out of hours GP/Emergency Department meet their needs very or extremely well

Note: Half of this group have health insurance

- **Many commented on the excellent quality of service and care received at the emergency department**
- **Many felt the cost to access the service was very expensive**
- A lot of respondents noted the short wait times
- Some felt the services should be free to use
- A few appreciated the availability at the out of hours and emergency department in comparison to the UK

Views of those who said out of hours GP/Emergency Department meet their needs quite or fairly well or don't know

Note: Most of this group don't have health insurance

- **Many found the cost of the out of hours GP and the Emergency Department too high which adversely impacts on access to care**
- Some mentioned that the service should be free
- A few said their health concern was not addressed at the Emergency Department and they were sent home without sufficient treatment

Views of those who said out of hours GP/Emergency Department meet their needs quite or fairly well or don't know

Note: Most of this group don't have health insurance

- **The majority of comments mentioned that out of hours GP and Emergency Department are too expensive to use, making the services inaccessible to those that need them**
- Some had bad user experience and felt they had not been listened to or taken seriously

COMMENTS ON PHARMACIES & PHYSIOTHERAPISTS

Respondents were asked: “Do you have any comments relating to the availability of these services that you would like to share?”

Relatively few respondents commented on these services, though the key themes are noted below.

Pharmacies

There were relatively few comments about the services provided by pharmacies. Those who did comment tended to comment on:

- **Opening hours** - the main issue was that pharmacies are often closed at lunchtimes, and close at 5pm, which is before the last GP appointment of the day
- **Availability of medicines** - some shared frustrations about limited availability of some prescriptions
- **Prescription charges** - can add up and become expensive if require multiple medicines
- **Waiting times** - some commented on the time they have to wait at the pharmacies to get their prescription

In addition, those who indicated pharmacies were not meeting their needs commented on **poor customer service**.

Physiotherapists

There were a few comments about physiotherapists. These related to:

- **Cost** - main barrier preventing most from accessing the service including those with health insurance
- **Poor experience** – some experienced a poor level of service from their physiotherapist
- **Long wait times** – some commented on the long wait to be seen by a physiotherapist
- **Access** – A few experienced issues being referred to the service



AWARENESS OF THE CHILDREN'S HEALTH SUBSIDY

Respondents were told: "From 1st January 2022, children resident in Guernsey and Alderney are entitled to certain health subsidies up to their 18th birthday, following the redistribution of the family allowance.

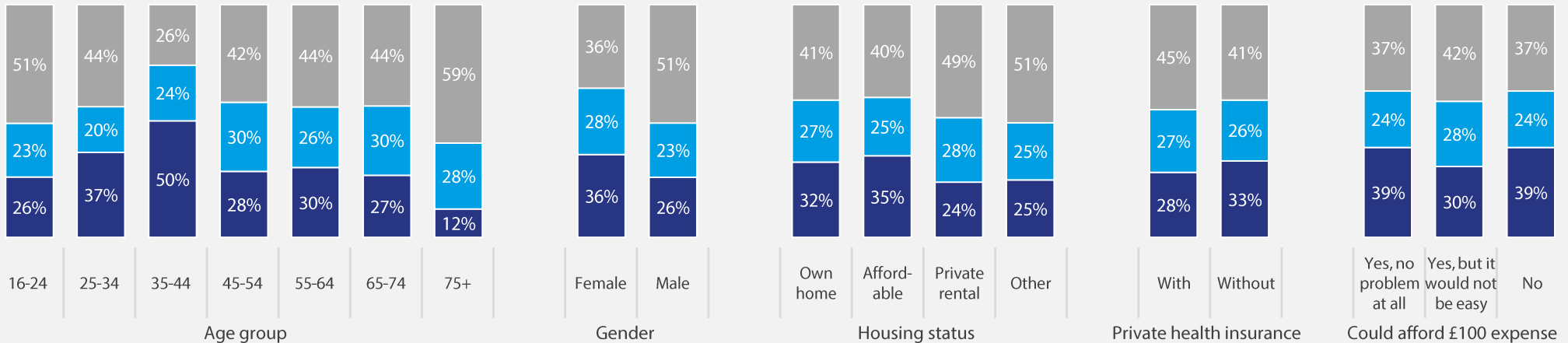
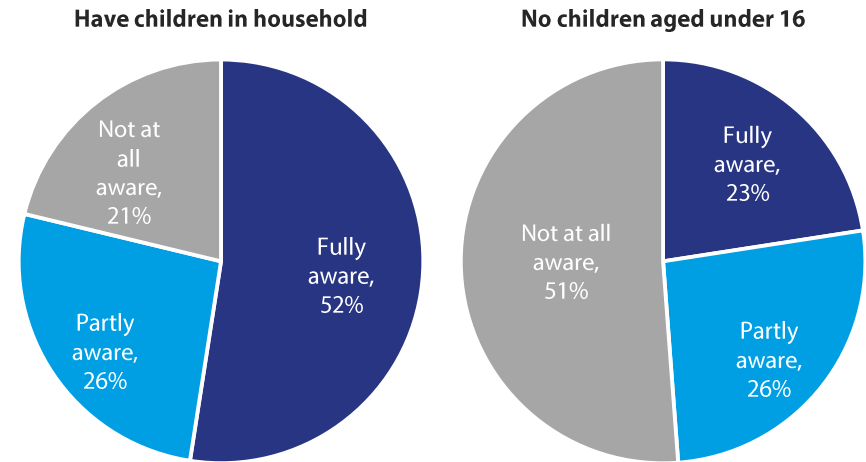
- Parents/carers of child visiting the Emergency Department will only be required to pay £25 regardless of the subsequent treatment required.
- Parents/carers of child visiting the GP will only be required to pay £25, with a visit to the practice nurse costing £15.

Respondents were then asked if they were aware of the change.

52% of people in households with children said they were fully aware of the change, and further 26% were partly aware of the change.

There were some notable differences, including greater awareness among those aged 35-44 (compared to older age groups) and females (compared to males).

Awareness of children's health subsidy



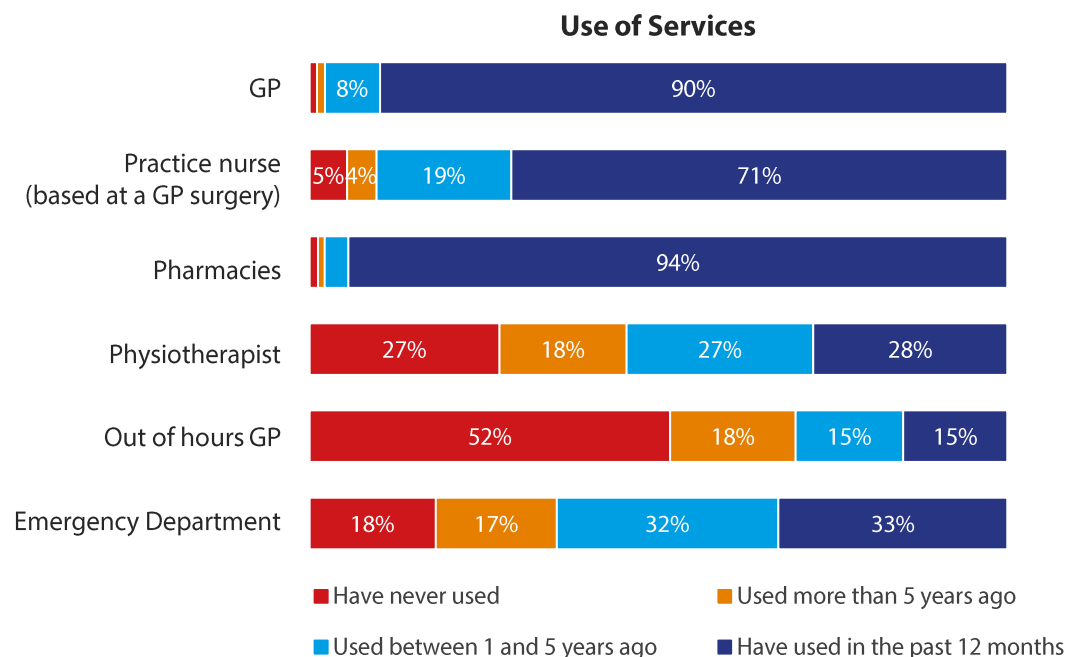
USE OF HEALTH SERVICES

Respondents were asked: “Which, if any, of the following health care services in Guernsey and Alderney have you used in the past 5 years? This may be for yourself, or for someone else in your immediate household.”

In the past 12 months, GPs and Pharmacies have been used by over 90% of households; and more than 70% have used a practice nurse.

In addition, 33% said they had used the Emergency Department and 15% had used the out of hours GP.

People who were financially vulnerable were more likely to report their household have used the GP, the out of hours GP and Emergency Department.



% used in past 12 months	Has private health insurance		Could afford an unexpected £100 expense		
	Yes	No	Yes, no problem at all	Yes, but it would not be easy	No
GP	91%	89%	89%	90%	97% [*]
Practice nurse	73%	69%	72%	71%	69%
Pharmacies	95%	95%	95%	95%	94%
Physiotherapist	31%	25%	28%	28%	22%
Out of hours GP	14%	15%	11%	17% [*]	31% [*]
Emergency Department	32%	33%	30%	35%	46% [*]

VISITS TO GP: ADULT APPOINTMENTS

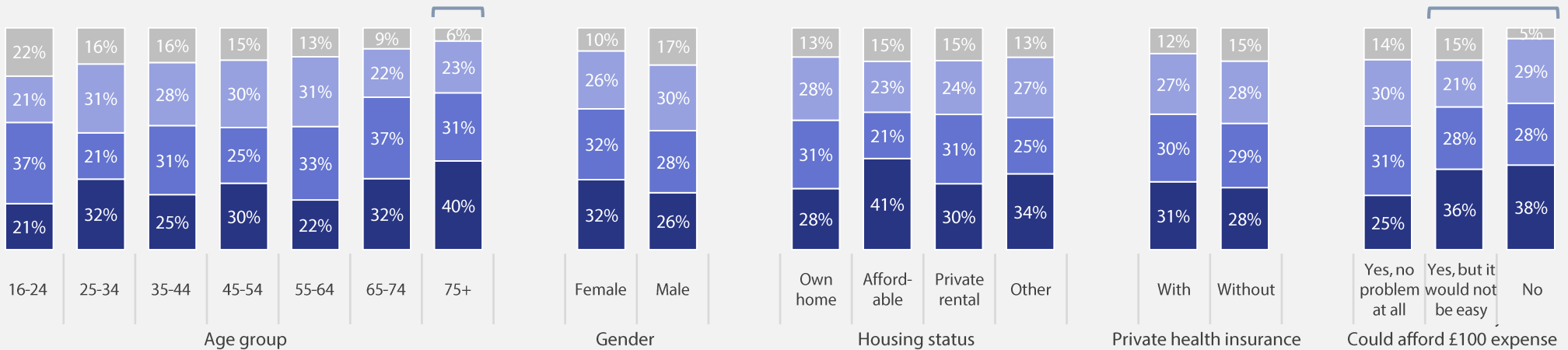
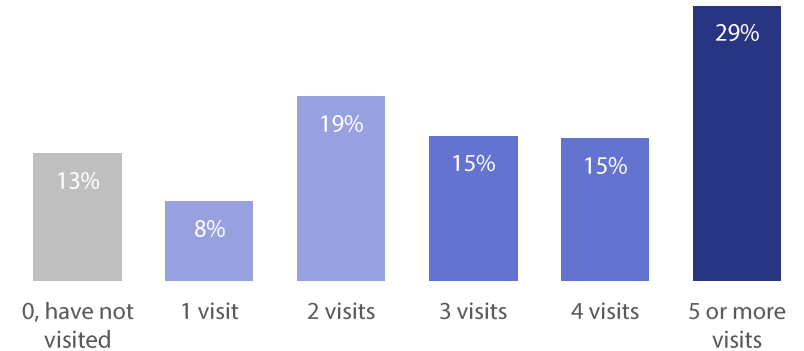
Respondents were asked about the number of times they had seen a GP in the last 12 months regarding **your own health**? They were told this could be at the practice, at home or elsewhere (including telephone and video consultations) and not to include visits to a GP outside the Bailiwick

87% of people had seen a GP about their own health in the past 12 months. This includes 29% of people who had seen a GP about their own health 5 or more times in the past 12 months.

The percentage of people who had visited the GP about their own health 5 or more times was notably higher in people:

- aged 75+ compared to those aged 35-44 and 55-64
- who are more financially vulnerable (i.e. said could not afford £100 or said it would not be easy, compared to no problem at all).

Number of GP visits for own health in the last 12 months

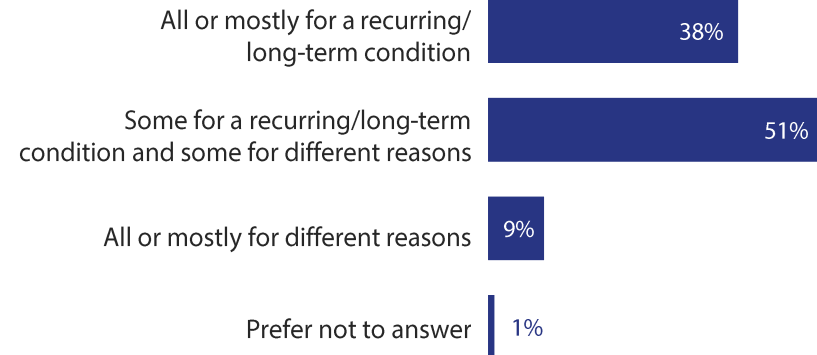


VISITS TO GP: ADULT APPOINTMENTS

Respondents who had seen a GP 5 or more times about their own health in the past 12 months were asked: "Please can you tell us if your GP appointments were related to a recurring/long-term condition or for a range of different reasons? Please select the answer that fits best."

- 38% said their GP appointments were all or mostly for a recurring or long-term condition.
- 51% said the appointments were both some for a recurring/long-term condition and some for different reasons.

If 5 or more visits ...



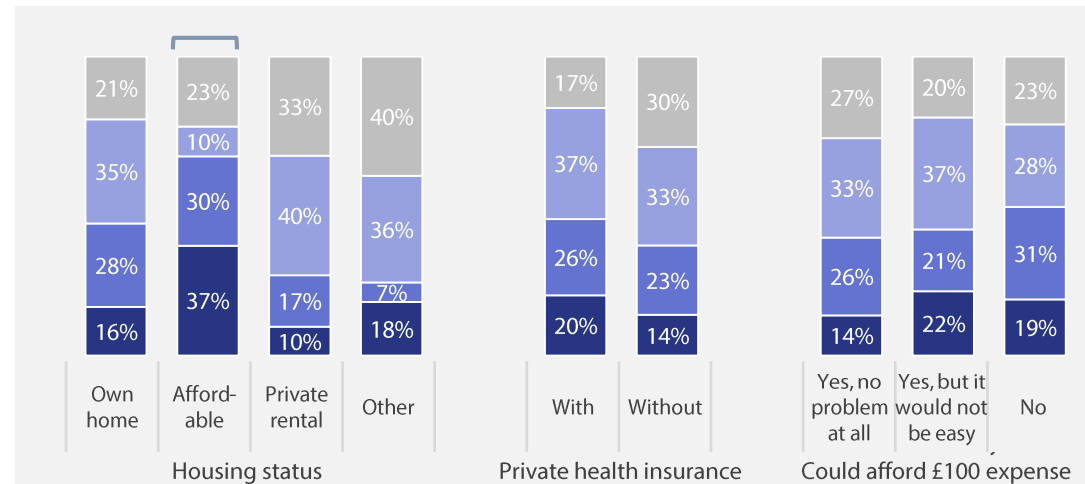
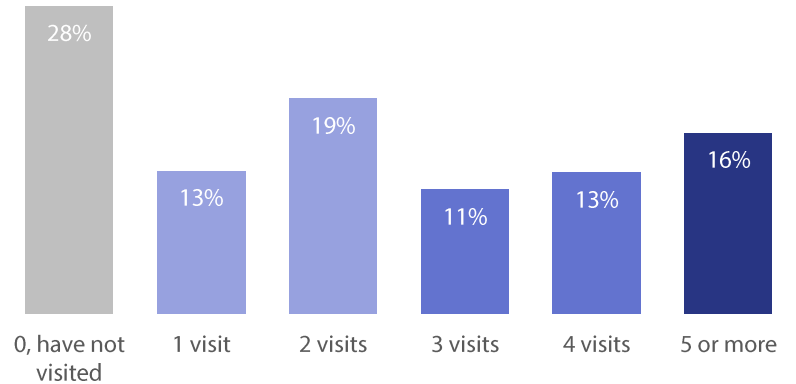
VISITS TO GP: CHILDREN APPOINTMENTS

Respondents in households with children aged under 18 years were asked: "How many times have your children seen a GP in the last 12 months?"

72% of people who had a child or children in their household said their child/ren had seen a GP in the past 12 months. This includes 16% of people who had taken a child/ren to a GP 5 or more times in the past 12 months.

On average, households reported one GP visit per child under 18 in the last 12 months.

Number of GP visits for child(ren)'s health in the last 12 months



HEALTH CONCERNS



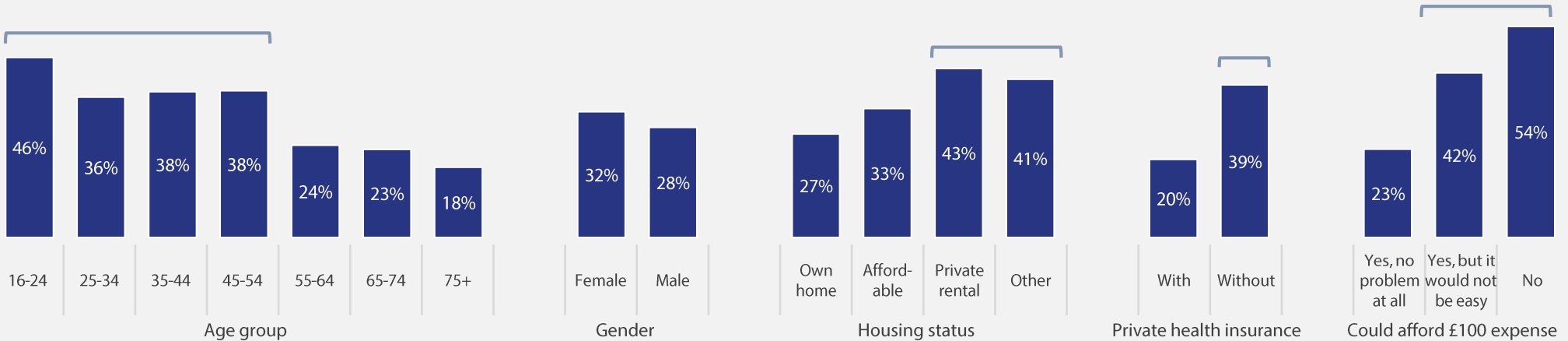
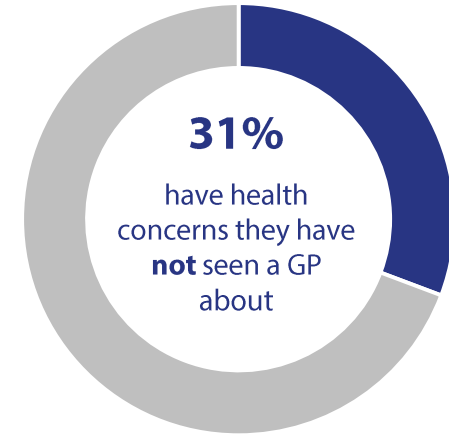
HEALTH CONCERNS NOT SEEN A GP ABOUT

Respondents were asked: “Do you currently have any health concerns that you have not seen a GP about?”

Overall, 31% of people in Guernsey and Alderney said they have health concerns they haven't seen a GP about.

The percentage of people who have health concerns they have not seen a GP about was notably higher in people:

- aged 16-54 compared to the older age groups
- living in a private rental and other housing compared to those who own their home
- without private health insurance, compared to those with private health insurance
- who are more financially vulnerable (i.e. said could not afford £100 or said it would not be easy, compared to no problem at all).



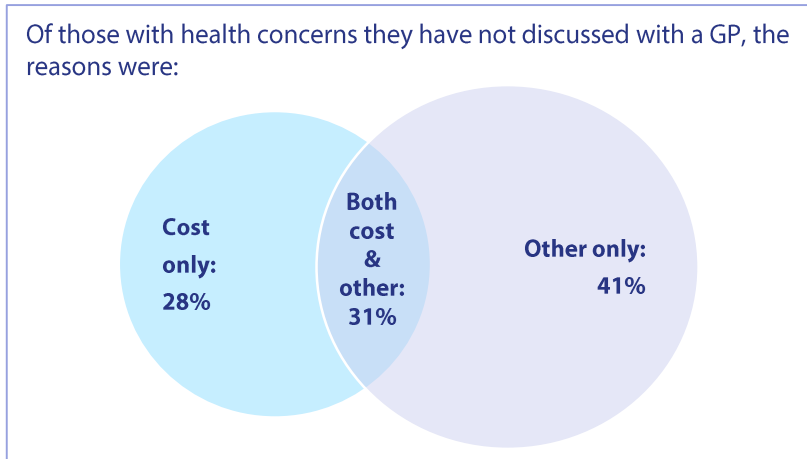
REASONS WHY HAVE NOT SEEN A GP ABOUT A HEALTH CONCERN

Respondents who said they had a health concern they had not seen a GP about were asked to indicate the reasons why. They could select one or more reasons from a list or write another reason.

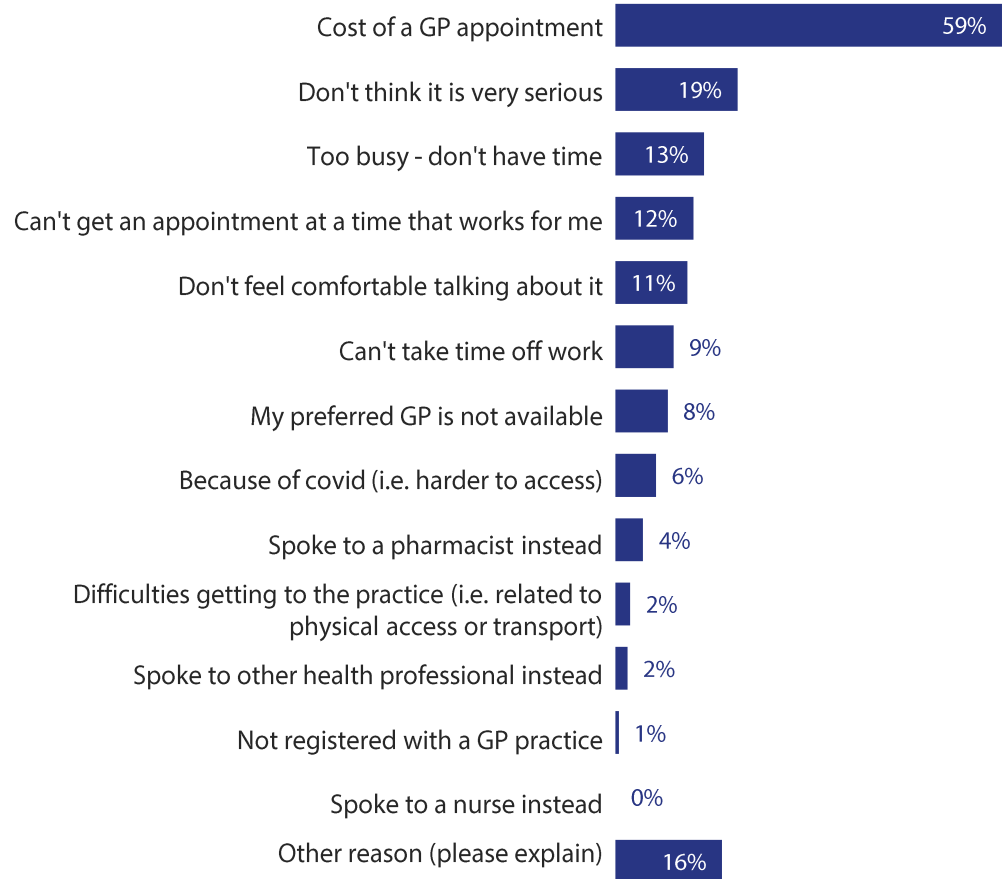
- 59% of this group said this was because of the cost of a GP appointment. 72% said this was due to other reason(s). There were 31% who said this was due to both cost and other reason(s).

The percentage of people who selected cost as a reason was notably higher in people:

- without private health insurance (76%), compared to those with private health insurance (13%);
- who are more financially vulnerable (i.e. said could not afford £100 (74%) or said it would not be easy (70%) , compared to no problem at all (43%).



Please would you tell us why you haven't visited a GP about your health concerns?



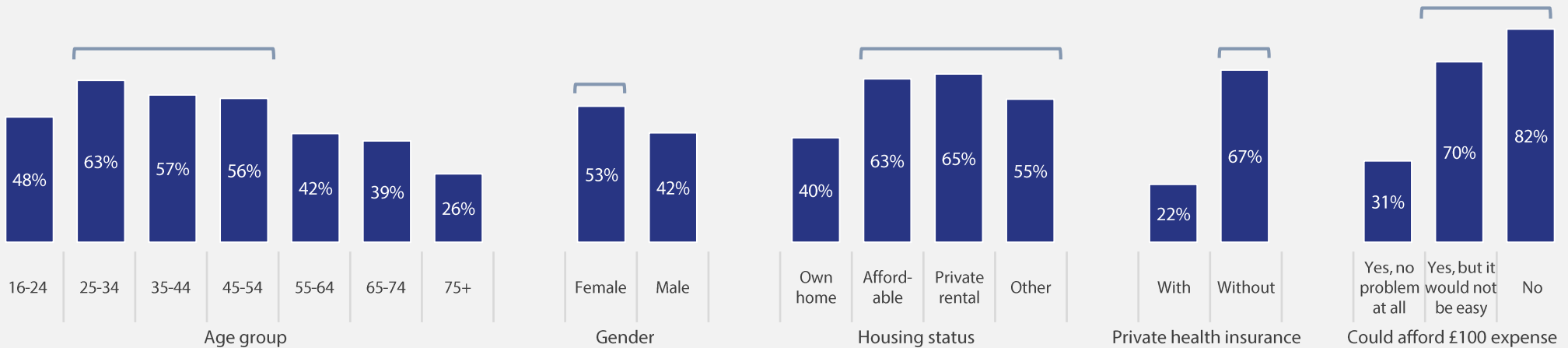
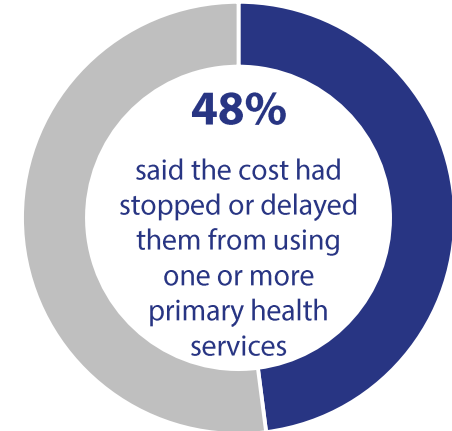
COST AS A BARRIER TO ACCESSING SERVICES

In addition, respondents were asked “In the past 12 months, has the cost stopped or delayed you from using any of the following health services?*

48% of people said the cost had stopped or delayed them from using one or more primary health services asked about.

The percentage of people who said the cost had stopped or delayed care seeking was notably higher in people:

- aged 25-54 compared to the older age groups
- females compared to males
- living in affordable, private rental and other housing compared to those who own their home
- without private health insurance, compared to those with private health insurance
- who are more financially vulnerable (i.e. said could not afford £100 or said it would not be easy, compared to no problem at all).



COST AS A BARRIER TO ACCESSING SERVICES

The graph on the right provides additional detail on the services and type of care for which people said they said cost had stopped or delayed them from accessing.

For instance, 39% of people said cost had stopped or delayed them from visiting a GP for an adult appointment, and 19% said cost had stopped or delayed them visiting the Emergency Department.

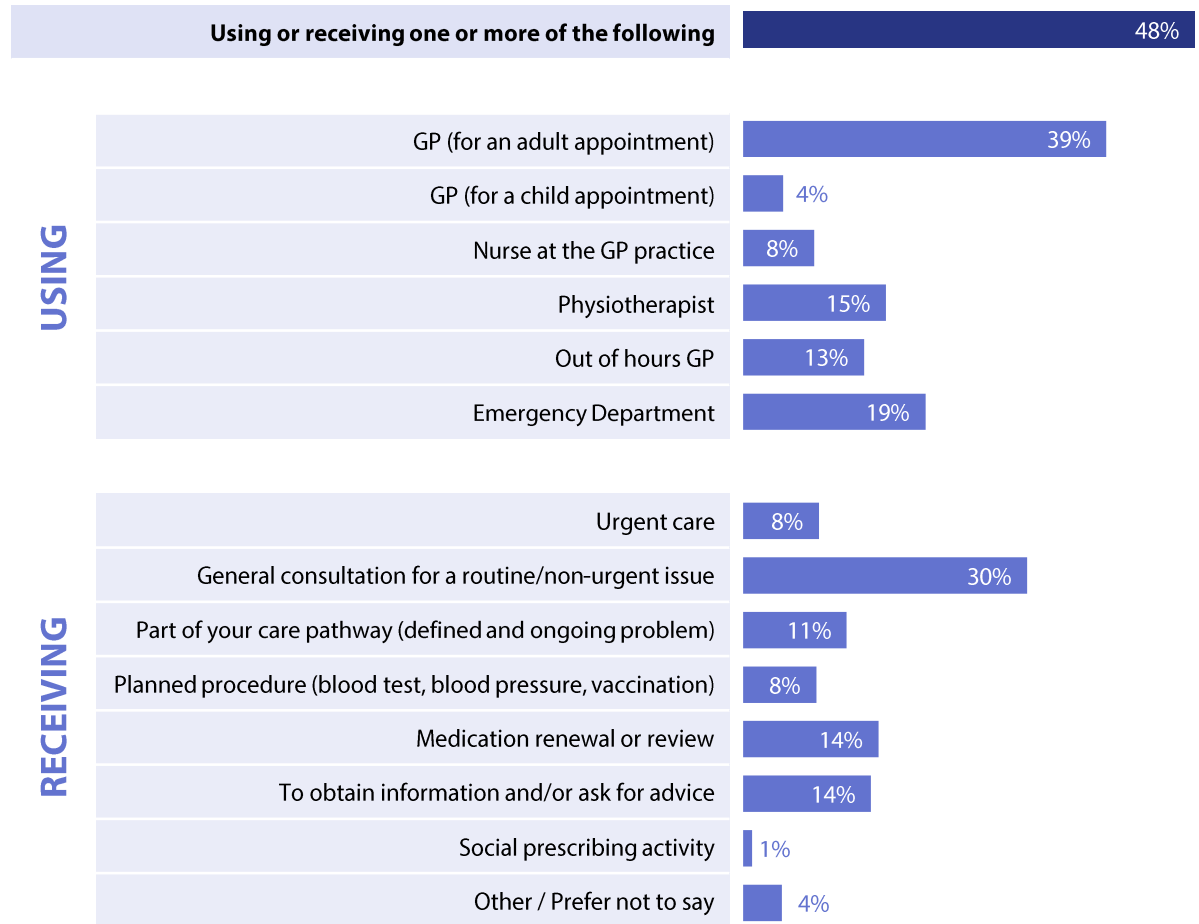
Similarly, 30% said cost had stopped or delayed them from having a general consultation for a routine or non-urgent issue. While 8% said cost had stopped or delayed seeking urgent care.

There were notable differences in people without health insurance (compared to those with) and those who are more financially vulnerable (i.e. could not unexpected £100 expense, or would said it would not easy. These differences are shown on the following page.

There were also some notable differences by age and gender by service and type of care.

- Aged 25-54* (compared to 65+) for GP adult appointment and Emergency Department; and for urgent care, general consultation, care pathway, and medication review, and to obtain information/advice.
- Females (compared to males) for GP adult appointment, nurse appointment and physiotherapist; and to obtain information/advice

In the last 12 months, cost has stopped or delayed me from...



COST AS A BARRIER TO ACCESSING SERVICES

People without private health insurance (compared to those with), and those who said they could not afford, or would not find it easy to afford an unexpected £100 expense (compared to those who said it would be no problem) were significantly more likely to report that the cost stopped or delayed them from using one or more of the health services.

In the last 12 months, cost has stopped or delayed me from...

	Private health insurance		Could afford unexpected £100 expense		
	With	Without	Yes, no problem at all	Yes, but it would not be easy	No
... using or receiving one or more of:	22%	67% [*]	31%	70%[*]	82%[*]
USING					
GP (for an adult appointment)	12%	58% [*]	25%	55% [*]	74% [*]
GP (for a child appointment)	2%	6% [*]	2%	7% [*]	17% [*]
Nurse at the GP practice	2%	12% [*]	3%	14% [*]	19% [*]
Physiotherapist	9%	20% [*]	10%	24% [*]	27% [*]
Out of hours GP	6%	18% [*]	7%	19% [*]	37% [*]
Emergency Department	10%	26% [*]	10%	30% [*]	50% [*]
RECEIVING					
Urgent care	4%	11% [*]	4%	12% [*]	23% [*]
General consultation (non-urgent)	10%	44% [*]	19%	44% [*]	53% [*]
Part of your care pathway	4%	16% [*]	6%	17% [*]	31% [*]
Planned procedure	3%	11% [*]	3%	12% [*]	22% [*]
Medication renewal or review	5%	22% [*]	7%	23% [*]	34% [*]
To obtain information / advice	6%	19% [*]	9%	20% [*]	22% [*]
Social prescribing activity	0%	1%	1%	1%	2%
Other / Prefer not to say	2%	6%	2%	7% [*]	6%

[*] results are significantly higher in this category compared to one or more of the other categories in the sub-group

TRANSPORT AS A BARRIER TO ACCESSING SERVICES

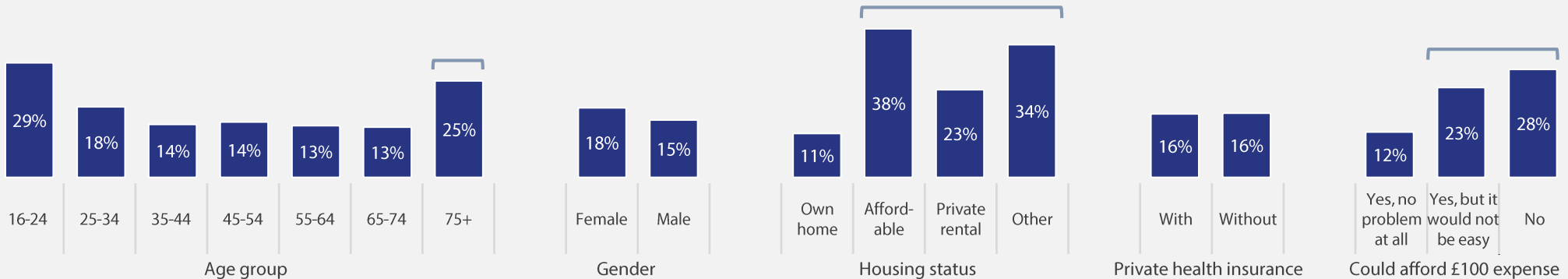
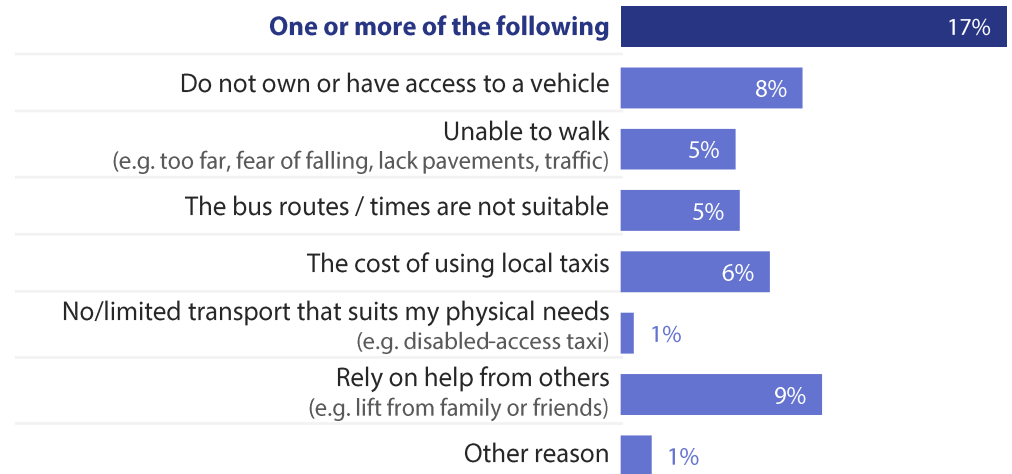
Respondents were asked: “In the past 12 months, have you or has someone in your household found it difficult to access primary health care services due to transportation issues?” They were able to select from a list of reasons (see right).

17% of people said someone in their household had found it difficult to access primary care services due to transportation issues.

The percentage was notably higher in people:

- aged 75+ compared to those aged 25-74*
- living in affordable, private rental and other housing compared to those who own their home
- who are more financially vulnerable (i.e. said could not afford £100 or said it would not be easy, compared to no problem at all).

Transport issues making it difficult to access primary health care



results are significantly higher in this category compared to one or more of the other categories in the sub-group

* For those aged 16-24 but it is not possible to determine whether it is a statistically significant difference due to small base size of this sub-group.

COMMENTS ON ACCESS TO HEALTH SERVICES

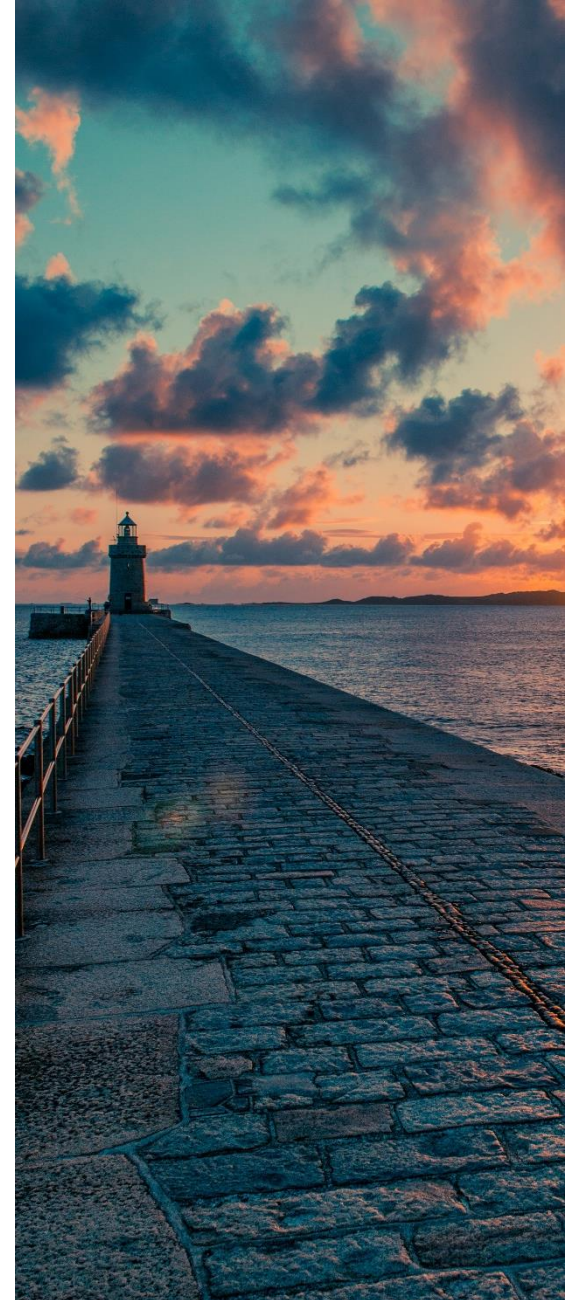
Having been asked directly about cost and transport as barriers to accessing primary care, respondents were then given the opportunity to tell us about any other challenges they, or someone close to them, had faced accessing or using primary health care services in the past 12 months.

The comments which respondents provided here echo many of the issues raised earlier, again with the cost of accessing health services as the dominant theme.

- **Cost was the main barrier to accessing health services, with some noting they struggle to afford care and suffering with worsening health as a result**
- **Many had difficulty getting an appointment and lack of availability of GP prevents continuity in care**
- **Many said they felt dismissed or not taken seriously by their GP**

Other key points:

- Long wait time on phone to make GP appointment
- No drop in appointments available in Alderney
- Having to make appointment to get prescription
- Appointments not long enough
- Opening hours of GP and pharmacy not fitting around work hours
- Prescriptions not in stock
- Long wait times for physio, referrals and results
- Lack of specialist knowledge of GPs and difficulty getting mental health support
- Unreliable public transport and difficulty parking
- Physical access to GP surgery and pharmacy
- Access to GP surgeries was affected by the covid pandemic



HEALTH INSURANCE



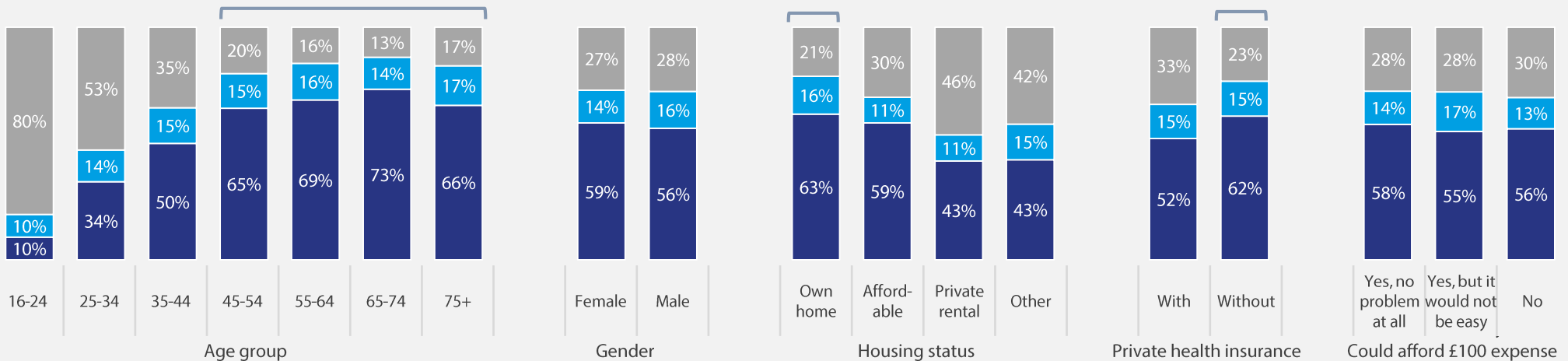
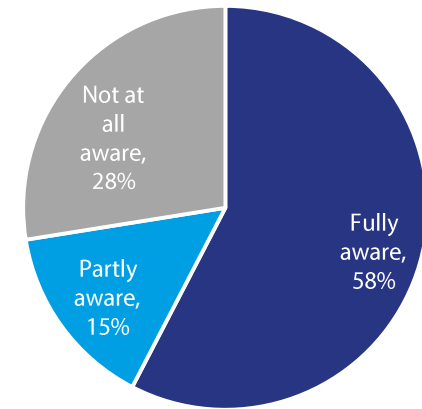
AWARENESS OF THE STATES GRANT FOR GP AND NURSE APPOINTMENTS

Respondents were asked: "Are you aware the States of Guernsey provides a £12 grant per GP consultation and £6 grant per nurse consultation?"

58% of people said they were fully aware and a further 15% said they were partly aware of the States grant.

There were some notable differences, including greater awareness among those aged 45+ (compared to younger age groups), those who own their own home (compared to those in private rental and other housing) and those without private health insurance (compared to those with insurance).

Awareness of States Grant



PAYING FOR PRIMARY CARE SERVICES

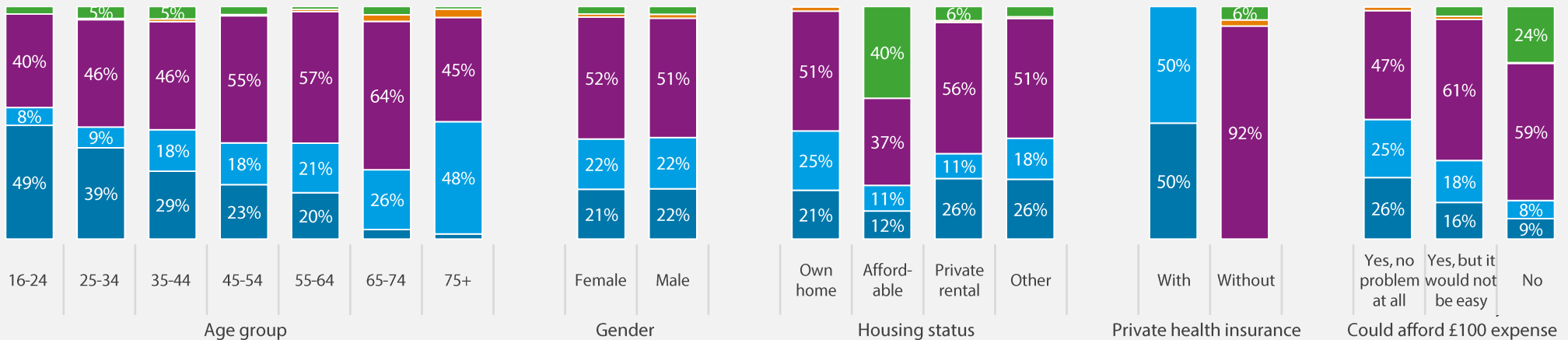
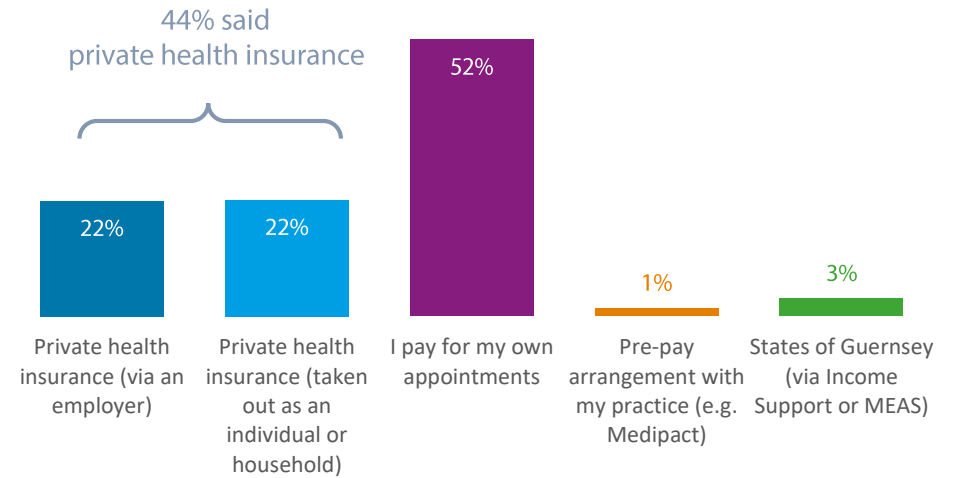
Respondents were asked: "When you see a GP or nurse at your doctor's surgery, who normally pays the consultation charge? "

- 44% said they would use private health insurance to pay for their GP or nurse consultations. This included 22% whose health insurance is via an employer and 22% who have taken out health insurance as an individual or household.
- 52% said they pay for their appointment, 1% have a pre-pay arrangement with their practice, and 3% said the States of Guernsey pays.

People aged 65-74 were less likely to have insurance (compared to other age groups). The percentage with insurance via an employer declines with age, and drops considerably among those aged 65+.

People living in affordable housing and those who said they could not afford £100 expense were less likely to have health insurance and more likely to say the States of Guernsey pays. However, many in these groups pay for the consultation themselves.

Who normally pays when you see a GP or nurse?



PRIVATE HEALTH INSURANCE

Respondents with private health insurance were asked about the services included in their cover.

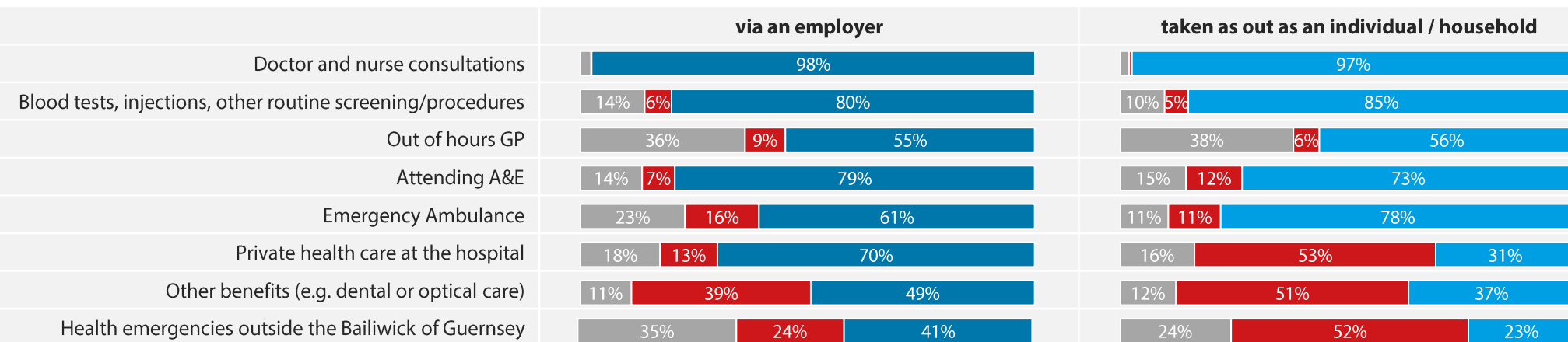
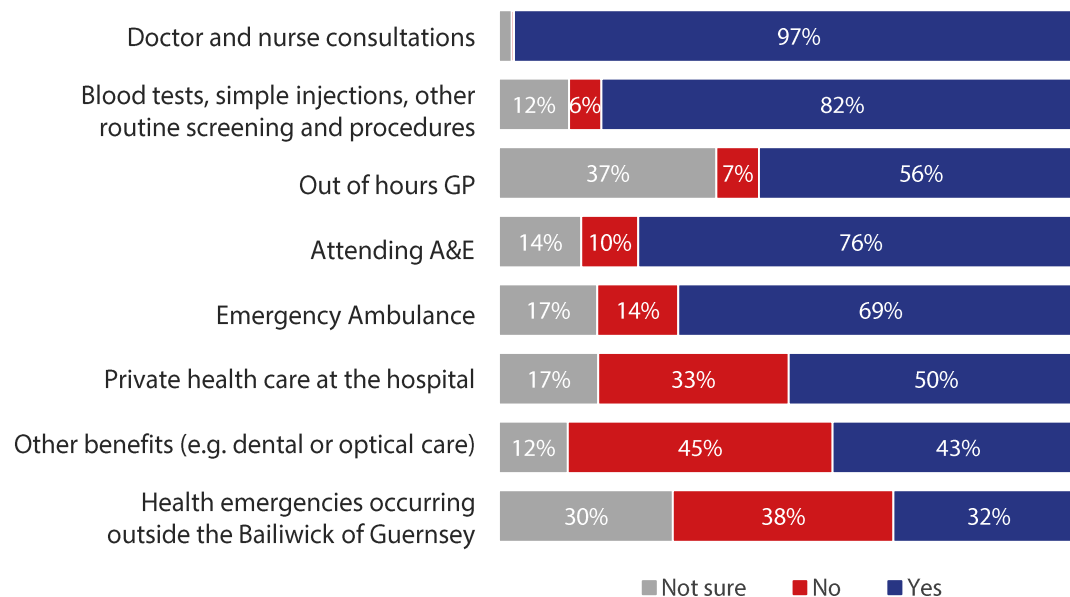
The graph on the right shows for everyone with private health insurance, and the graphs below show the results based on who pays for the insurance.

Most said doctor and nurse consultations, blood tests and attending A&E were included in their cover.

More than a third of respondents were not sure whether the out of hours GP and health emergencies outside of the Bailiwick would be covered.

People with health insurance via an employer were more likely to have health insurance which included private health care at the hospital and other benefits, such as dental or optical care.

Services included in the cover

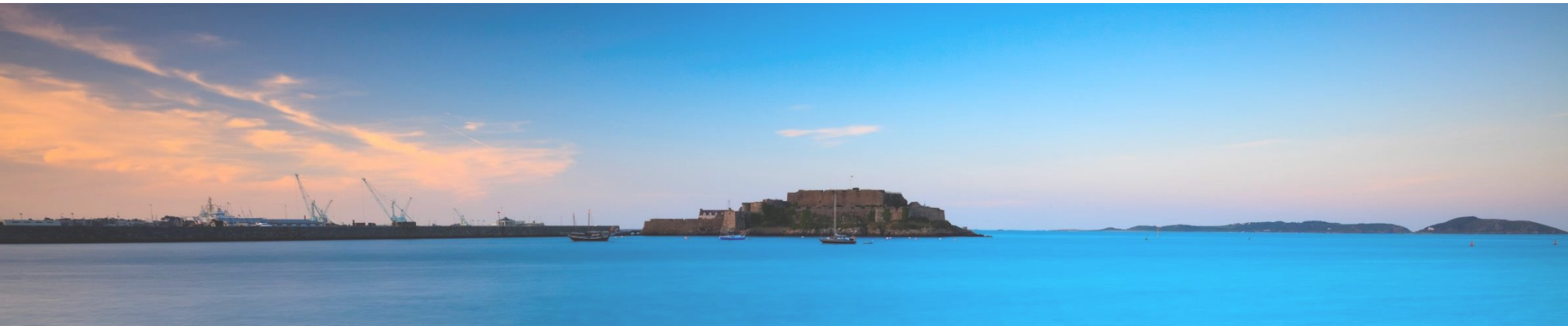
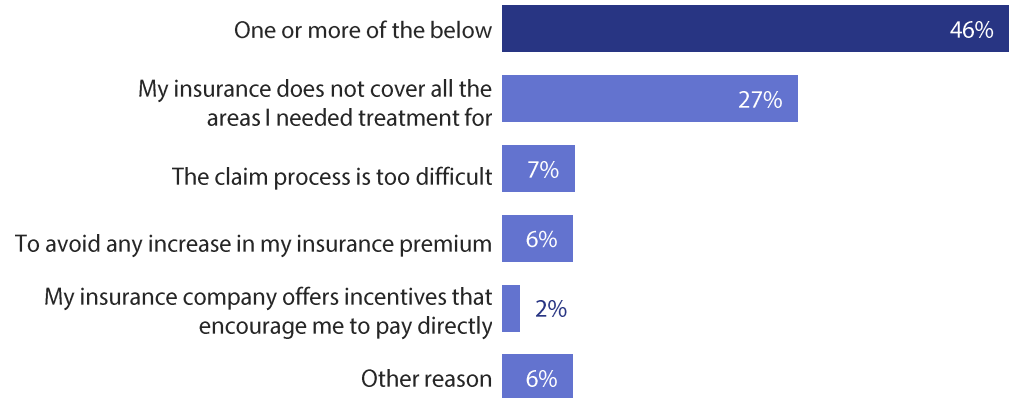


HEALTH INSURANCE: REASONS FOR NOT USING POLICY

Respondents who had private health insurance were asked: “Are there any occasions when you do not, or choose not, to use your private health insurance? Please select all that apply or write your answer in the box.”

46% of people indicated there were occasions when they did not use their health insurance policy. This was often because their insurance policy did not cover the treatment, though some noted it was because the claim can be difficult to process, while in other cases it was to avoid an increase in their insurance premium.

Reasons for not using health insurance policy



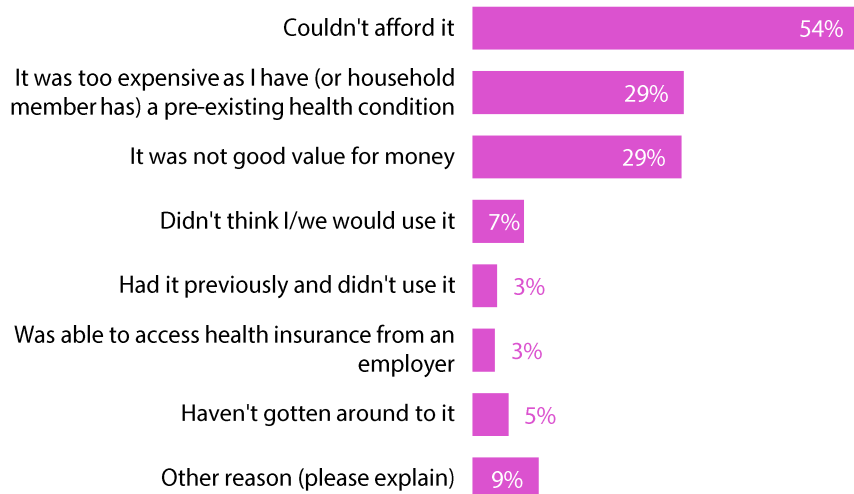
PAY FOR OWN APPOINTMENT: CONSIDERED HEALTH INSURANCE?

Respondents who pay for their own appointments were asked if they had considered taking out private health insurance, and then either the reasons why they hadn't taken it out or the reasons they hadn't considered it.

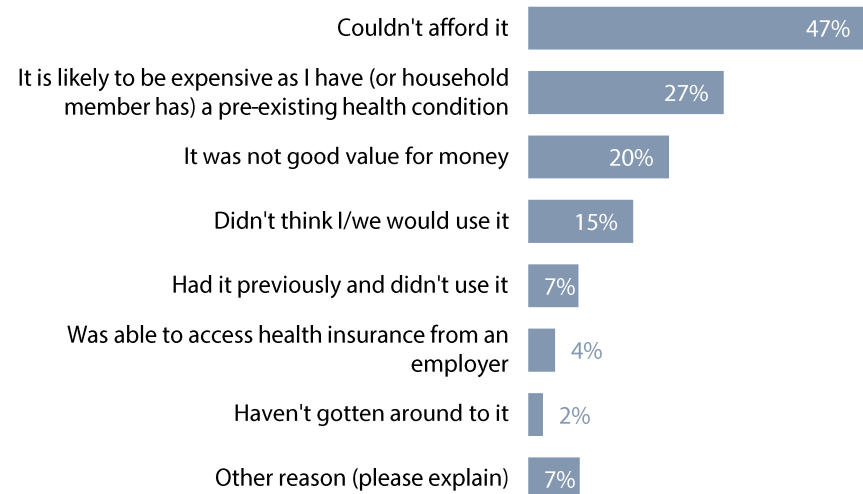
Of this group, 64% said they had considered taking out private health insurance. When asked why they hadn't taken it out, more than half (54%) of this group indicated they couldn't afford it. 29% said it was too expensive because of pre-existing health conditions, and 29% said it was not good value for money. There were also some people who selected other and said they were unable to get insurance because of an existing health condition.

The 36% of people who said they hadn't considered taking out health insurance were also asked why. Cost was also the key factor for this group: 47% said they couldn't afford it. 27% said it was too expensive because of pre-existing health conditions, and 20% said it was not good value for money. There were also 15% of this group who said they didn't think they would use it, or use it enough.

64% of people who pay for their own appointments have considered taking out health insurance



36% of people who pay for their own appointments have not considered taking out health insurance



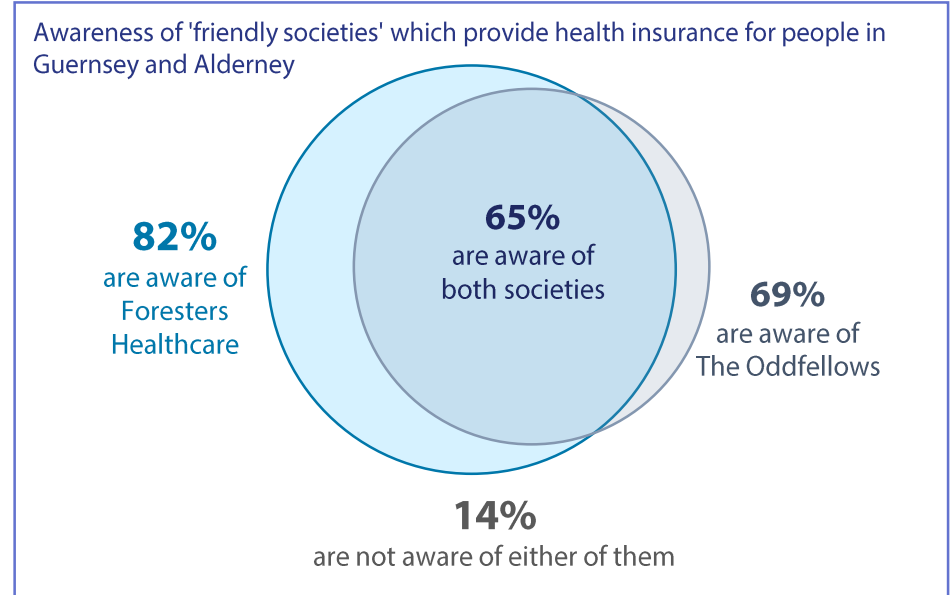
AWARENESS OF FRIENDLY SOCIETIES

Respondents were asked: “Are you aware of the following 'friendly societies' which provide health insurance for people in Guernsey and Alderney?”

86% of people were aware of either one or both of the friendly societies.

Awareness was notably higher among people aged 35+ compared to those aged 16-24 and 25-34.

People who said they couldn't afford an unexpected £100 expense were less aware of the friendly societies than those who had said it would be no problem at all (71% vs 84%).



	16-24	25-34	35-44	45-54	55-64	65-74	75+
Foresters Healthcare	52%	57%	79%	84%	87%	84%	80%
The Oddfellows	26%	48%	64%	70%	74%	75%	67%
Neither of the above	45%	38%	18%	14%	10%	11%	9%

COMMENTS ON HEALTH INSURANCE

Respondents were asked: "Do you have any comments related to health insurance that you would like to share?"

Views from those with Private Health Insurance via an employer

- Coverage may be limited and/or have exclusions e.g. on long-term conditions
- Health insurance is expensive, many would not be able to afford health insurance without their employer
- Many worry what they will do once they retire and are no longer covered

Views from those with Private Health Insurance they had taken out as an individual / household

- Many are pleased with their health insurance provider
- Many said their insurance was expensive and some struggle to afford their cover
- Some highlighted the disparity in the service given to those with insurance and those without
- Some commented that their insurance does not cover all services
- A few mentioned the idea of offering a tax relief to encourage people to have insurance
- A few felt there should be a compulsory health insurance scheme for everyone to pay into
- A few found that it is not always clear which services are covered by their insurance

Views from those without any health insurance

- Very expensive, most can't afford it
- Pre-existing health conditions and age make it impossible to qualify for insurance
- Insurance is too limited in what it covers
- Not value for money
- Some said they do not go to the doctor enough to justify the cost so it is cheaper to pay as you go
- Healthcare workers should be provided with insurance
- NHS style system where taxes go towards providing everyone with free access to healthcare would be better

"Health insurance is expensive. I only have it whilst with my current employer. I will not be able to continue with it once I retire."

"It's very expensive if you have to pay rather than through an employment scheme."

"Health care is very expensive with most things you visit for excluded!"

"My insurance has a cap and I have already reached this in February I now have to pay for own costs which is difficult and insurance doesn't renew until July"

"Odd Fellows are excellent in every relevant way"

"Too expensive"

"I am with the Foresters and they are excellent"

"It is clear that those of us with health insurance are seen before those without. This is not a fair system as people should be given care based on need."

"Should have tax relief on health insurance contributions to encourage people to take out health insurance"

"My insurance only partially covers some of the things you have mentioned. e.g. they paid £100 of my A&E bill."

"Cannot afford any cover"

"We would have to go to the doctor a minimum of 10 per year to make it viable, hence it's not value for money."

"I tried to get family cover but was told I wasn't eligible because of pre-existing conditions."

"It's generally too restrictive and limited in cover"

"All health insurance gets too expensive as you get older"

"NHS style would suit Bailiwick best"

"Too expensive and should be at least available to nurses who work in health"

HEALTH INFORMATION AND ALTERNATIVES TO A GP CONSULTATION



SOURCES OF HEALTH INFORMATION

Respondents were asked: “If you wanted information or advice on a health or medical need, where would you go to look for information?”

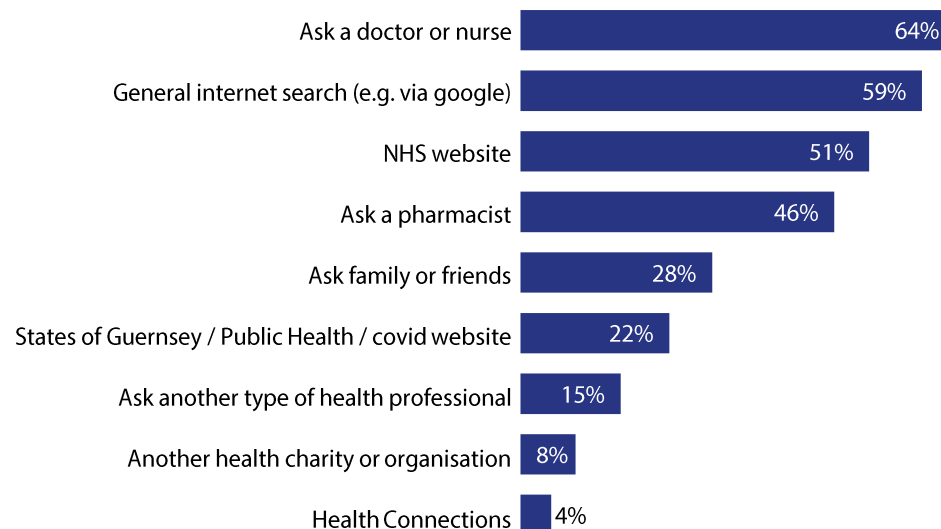
Almost two-thirds (64%) said they would ask a doctor or nurse, and more than half said they would use the internet (59% would do a general search and 51% would use the NHS website). In addition 46% said they would ask a pharmacist.

There were some differences by age: those aged 16-64 more likely to use the NHS website than those aged 65+. Males were more likely than females to ask a doctor/nurse 68% vs 60%), and less likely to ask family/friends (24% vs 31%).

There were also notable differences in the percentage who would ask a doctor/nurse in people:

- with private health insurance (73%) compared to those without (56%)
- who said they would have no problem affording £100 expense (72%), compared to those who said it would not be easy (55%) and who couldn't afford a £100 expense (37%).

Sources of health advice



	16-24	25-34	35-44	45-54	55-64	65-74	75+
Ask a doctor or nurse	66%	55%	61%	59%	65%	71%	70%
General internet search (e.g. via google)	67%	65%	56%	62%	63%	55%	45%
NHS website	77%	66%	54%	58%	52%	35%	27%
Ask a pharmacist	30%	32%	45%	46%	54%	51%	51%
Ask family or friends	50%	37%	30%	28%	24%	20%	22%
States of Guernsey / Public Health / covid website	16%	25%	22%	25%	25%	22%	12%
Ask another type of health professional	17%	9%	20%	14%	19%	15%	7%
Another health charity or organisation	12%	7%	9%	8%	10%	8%	5%
Health Connections	3%	2%	6%	4%	5%	6%	5%

ALTERNATIVES TO FACE-TO-FACE GP APPOINTMENTS

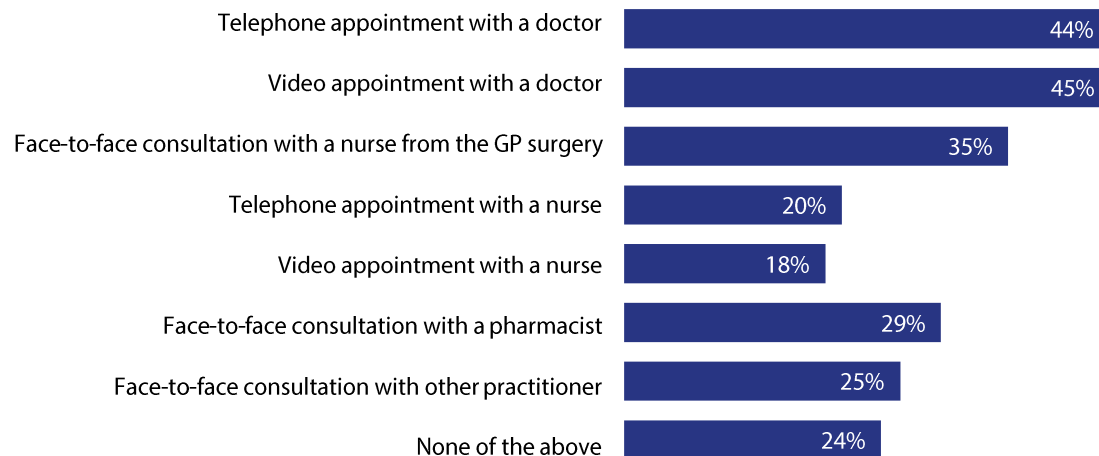
Respondents were asked: “Which of the following options would you consider an acceptable alternative to a face-to-face consultation with a doctor at the GP surgery?”

Three quarters of people said one or more of these options is an acceptable alternative:

- The most acceptable alternatives are with a doctor e.g. over the phone, by video (just under half selected this).
- This followed by face-to-face appointments with a nurse (35%), pharmacist (29%) or other practitioner (25%).
- A phone or video call with a nurse is the least acceptable alternative (20%).

There were some differences by age, with willingness to accept alternatives declining with age. There were no notable differences by housing, health insurance status, or financial vulnerability.

Acceptable alternatives to an in-person GP appointment



	16-24	25-34	35-44	45-54	55-64	65-74	75+
Telephone appointment with a doctor	47%	55%	45%	47%	44%	40%	37%
Video appointment with a doctor	53%	61%	53%	53%	44%	30%	20%
Face-to-face consultation with a nurse from the GP surgery	60%	30%	36%	31%	36%	32%	35%
Telephone appointment with a nurse	30%	26%	21%	20%	18%	15%	17%
Video appointment with a nurse	27%	26%	20%	20%	19%	14%	8%
Face-to-face consultation with a pharmacist	53%	30%	31%	25%	32%	25%	22%
Face-to-face consultation with other practitioner	57%	24%	28%	25%	24%	22%	16%
None of the above	7%	11%	21%	20%	28%	32%	34%

COMMENTS ON SOURCES OF HEALTH INFORMATION AND ALTERNATIVES TO FACE-TO-FACE GP APPOINTMENTS

Respondents were asked: “Do you have any comments about access to health information and alternatives to a face-to-face GP appointment that you would like to share?”.

Most of the comments were about the alternatives to in-person GP appointments. Those without health insurance were conscious of the cost of appointments: some were open to the alternatives if they achieved a cost saving, but were wary that they may end up paying twice if were then asked to make a follow-up in-person appointment.

On sources of health information:

- Some noted that health information needs to be regulated to ensure it is trustworthy
- Some said they use internet or ask a pharmacist for information, but a few noted they would appreciate clearer guidance or signposting on what online sources are relevant and trustworthy

On alternatives to a face-to-face GP appointment

- Most prefer to see their GP face-to-face and many do not think alternatives are acceptable, saying nothing can replace personal face-to-face care.
- Telephone/video consultations are not satisfactory but are acceptable in exceptional circumstances e.g. for repeat prescriptions, or test results. Those without insurance fear being charged twice if told to make appointment to see GP in person after the call.
- Telephone consultations would appeal if offered free of charge or at a reduced rate, particularly for those without insurance.
- Many worried that not seeing a GP face-to-face would prevent medical examinations and an accurate diagnosis from happening.
- Those with hearing impairments viewed telephone and video consultations as a huge barrier to accessing care.
- Some felt it was important to see their GP who they trust for their health concern rather than someone else.
- Some commented that the appropriateness of alternatives was dependent on the health issue being discussed.
- Some felt that they are paying for the service so face-to-face should always be available as an option.
- Some agree with alternatives and can see the perks of not having to travel to an appointment or sit in a waiting room with others.

SOCIAL PRESCRIBING



AWARENESS OF SOCIAL PRESCRIBING

Respondents were asked: “Have you heard of social prescribing?”

55% of people said they had heard of social prescribing. This includes 5% of people who said they have experience of it.

Awareness of social prescribing was notably higher among people:

- Aged 35-64 compared to 65+ (63% aged 35-44; 60% aged 45-54; 57% aged 55-64; vs 46% aged 65-74; 38% aged 75+)
- Females compared to males (59% vs 49%).

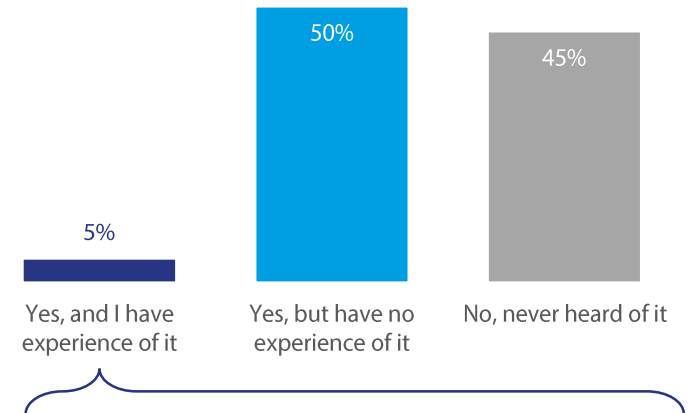
The 5% of people who had experience of it were also asked “how would you rate your experience of the social prescribing activity?”

- 56% rated their experience as good, very good or excellent, and a further 25% said fair.

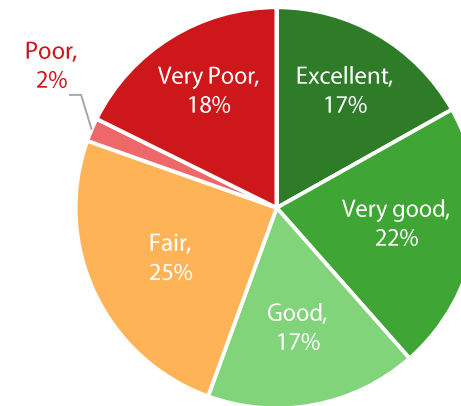
Some respondents who had experience of social prescribing commented on their experience.

- Quite a few said they had found it helpful, and it had enhanced their wellbeing.
- Several noted the quality of the experience may vary by activity and depend on the volunteers.
- Some suggested social prescribing activities should be expanded to include a wider range of activities.
- A few noted the social prescribing activity suggested didn't seem relevant to their health care needs.
- Others commented that it should not be seen as an alternative to medical care, but accepted it could be used alongside it.

Have you heard of social prescribing?



How would you rate your experience of social prescribing?



56% rate their experience as good, very good or excellent

ATTITUDES TO SOCIAL PRESCRIBING

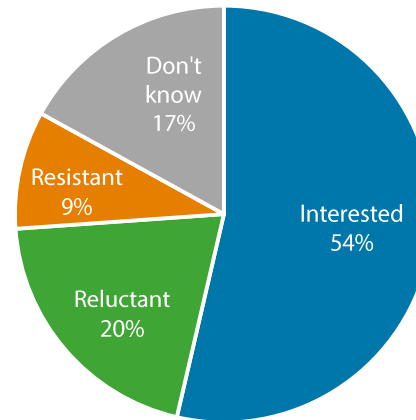
Respondents were asked either: "How did you feel at first when it was recommended that you try a social prescribing activity?" or "How would you feel if it was recommended you try a social prescribing activity?", depending on whether or not they had experience of it.

- Around half of people were interested in the idea
- Around three-quarter of people were open to giving it a go (although some more reluctantly).

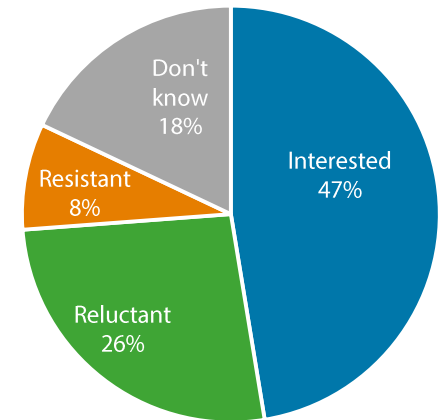
There were no notable differences by age*. Females were notably more interested than males. While, people living in affordable housing and people who said they could not afford an unexpected £100 expense were less likely to be interested.

If / when social prescribing was recommended to me I would / did feel...

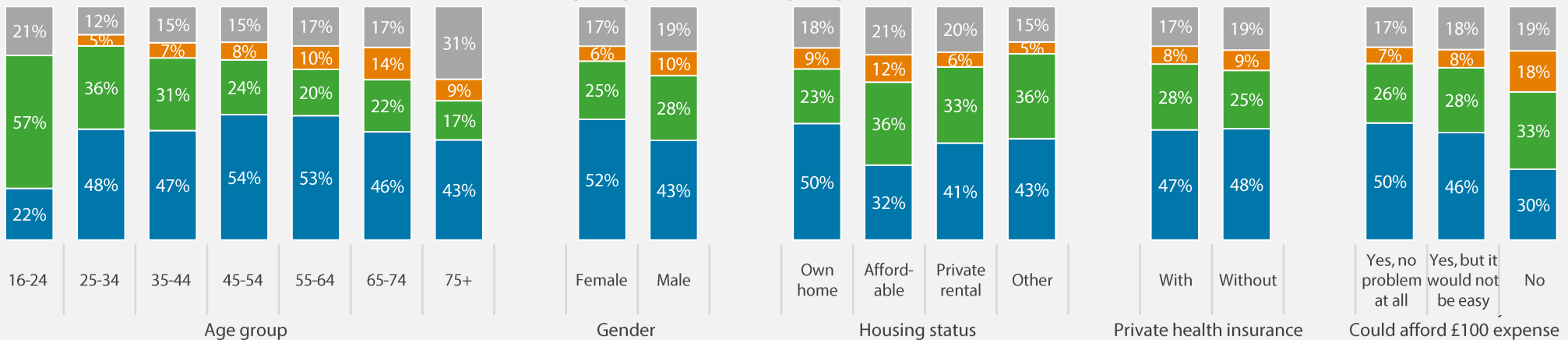
Had experience of social prescribing



No experience of social prescribing



Views of those with no experience of social prescribing



results are significantly higher in this category compared to one or more of the other categories in the sub-group

* The percentage of people aged 16-24 who were interested was much lower, but it is not possible to determine whether it is a statistically significant difference due to small base size of this sub-group.

COMMENTS RELATED TO SOCIAL PRESCRIBING

Respondents were asked: “Do you have any comments related to social prescribing that you would like to share?” Those interested in social prescribing were supportive of the idea regardless of whether they had heard of it before. Those who had not experienced or heard of it tended to be more sceptical.

Views of those who do not have any experience of social prescribing

Interested

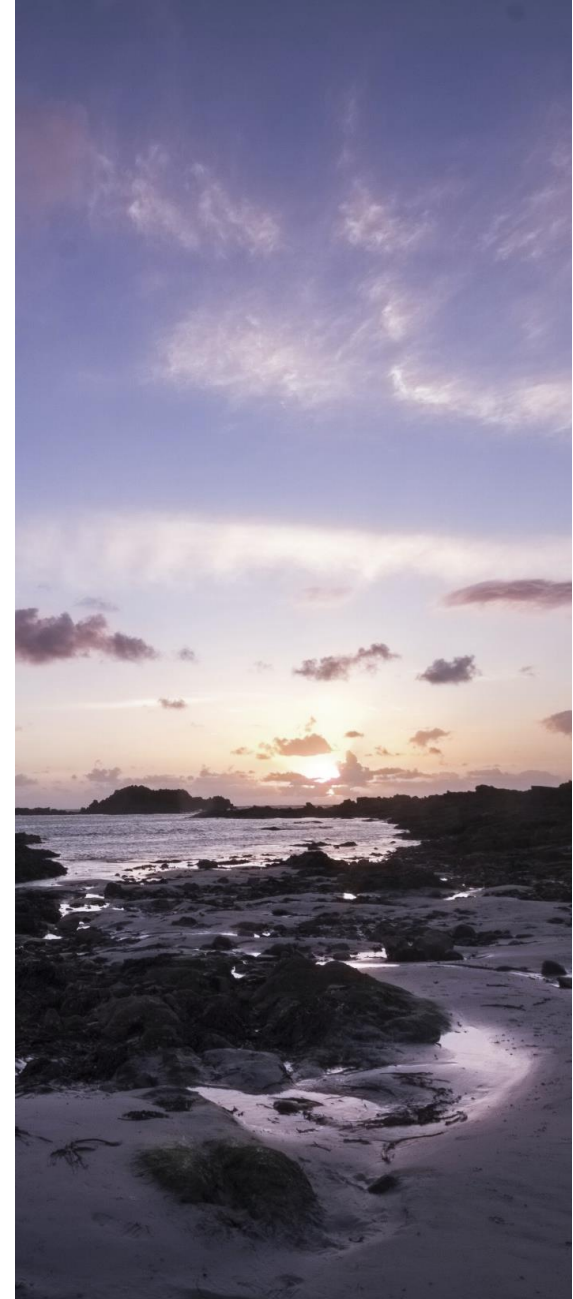
- Many are supportive of the idea
- Some believe it is a better alternative to medical intervention
- Some noted they are too busy with work or other activities they already do in their spare time
- Others commented it would depend on the medical condition as it would not be appropriate in all circumstances
- Feedback suggested it was not currently available in Alderney
- More information and promotion is needed so people know how to access it

Reluctant

- Tended to be sceptical of the concept and don't think it would help
- Worry that it could be seen as patronising and not treating the health problem seriously
- A few people who have anxiety or stress feel it would add to the problem

Resistant

- A lot of this group are sceptical with many seeing it as a waste of time and money
- Some do not want to commit to a group activity or speak to people they do not know
- Some are already involved in activities so do not think this would be helpful



HEALTH AND WELLBEING CHECKS



USE AND INTEREST IN HEALTH AND WELLBEING CHECK UPS

Respondents were asked: “Have you ever had a general check-up or assessment of your health and wellbeing?”

Overall 50% of people said they had had a general check-up or assessment.

The percentage who had had a health check increased with age. It was also notably higher among those aged 55+ (63% aged 55-64, 66% aged 65-74 and 63% aged 75+ compared to 29% aged 16-24, 30% aged 25-34, 34% aged 35-44 and 49% aged 45-54).

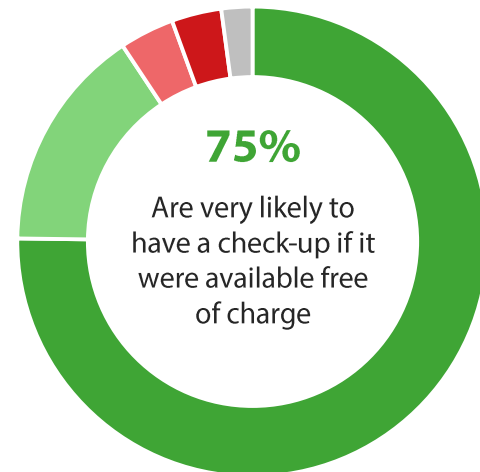
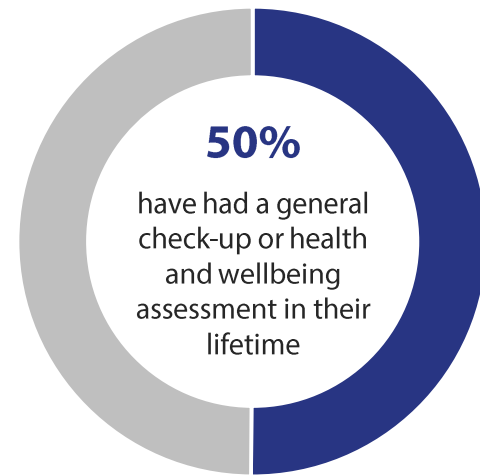
Males were more likely to have had a health check than females (58% vs 43%).

There were no notable differences by health insurance status, or financial vulnerability.

Respondents were also asked: “How likely would you be to have a general health and wellbeing check-up if it was available to you free of charge?”

Overall 75% said they were very likely to have a general health and wellbeing check up if it were free of charge.

There were no notable differences in the likelihood, across any of the sub-groups.



COMMENTS RELATED TO HEALTH AND WELLBEING CHECK UPS

Respondents were asked: “Do you have any comments or experience about health and wellbeing checks that you would like to share?”

Many of the comments are supportive of this service as a preventative measure, especially if the service was available without charge.

Views from those who had experienced of a health and wellbeing check

- Excellent and useful service
- Most have experience from Chest and Heart but some through their GP
- Free service would be a good preventative measure which would save money in the long run
- Should be offered every year regardless of age and health
- Some had a health and wellbeing check when they registered with their GP but have not been offered one since
- Over 70s should have access to them
- Some offer donation for their appreciation of the Chest and Heart service even though it is free
- Offer these at different locations to cater for those working full-time
- Some already see their GP regularly for health checks due to prescriptions or long-standing health issues
- Appointments need to be long enough to allow for thorough checks

Views from those who had not experienced a health or wellbeing check

- Many think this is a good initiative which should be available to everyone regularly
- Preventative medicine should be encouraged and be more widely available
- Cost is a barrier to access so free checks would be beneficial
- Should be extended to older people
- More access to screening, particularly for cancer and women’s health
- Some already receive this service from their GP
- A few felt that a health and wellbeing check would be too intrusive

APPENDIX

Appendix A: Benchmarking 2022 compared to 2018:

- Comparing findings from Primary Care 2022 with Wellbeing Survey 2018

Appendix B: Selected results for key segments

- With/without health insurance
- Financial Vulnerability
- 10 Year Age Bands
- Gender
- Island
- Housing
- Self-reported health status
- Long-standing illness / impairment
- Carer responsibilities

Appendix C: Primary Care Survey Questionnaire 2022

APPENDIX A:

BENCHMARKING AGAINST THE WELLBEING SURVEY 2018

Some of the questions asked in the Primary Care Survey (2022) were also asked in the Guernsey and Alderney Wellbeing Survey (2018). This appendix presents some results from the two surveys.

Several of the indicators suggest the health and wellbeing of the population now is much worse than in 2018. For example:

- 31% of people said their health was very good in 2018. The equivalent statistic is now 18%.
- 8% of people said they had a health concern they had not seen their GP about in 2018. It is now 31%.

When comparing these statistics, it is important to be aware of some methodological differences in sampling and questionnaire design.

- The profile of respondents who completed the Primary Care Survey was slightly older than the profile who completed the Wellbeing Survey, after survey weights have been applied (see right). The age profile may have some bearing on comparability of the overall results, but is unlikely to explain the differences over time within an age group (see page 62).
- There were some changes to how questions were phrased in the two surveys, which may impact some of the results. For example, in 2022 respondents were asked: *“Do you have any longstanding illness, impairment or infirmity?”*, while in 2018 the question focused on disability instead of impairment: *“Do you have any longstanding illness, disability or infirmity?”*.

It is also important to acknowledge potential contextual differences between the two surveys, most notably the covid pandemic. The Bailiwick of Guernsey has experienced the covid pandemic since March 2020, and the timing of the Primary Care Survey (2022) coincided with some of the highest rates of covid infection. Thus, it is possible the timing of the survey impacted on the self-reported measures for health and wellbeing, and care seeking behaviour.

In summary, the changes observed since 2018 are concerning, but it is hard to draw firm conclusions. As a minimum, the findings emphasise the need to monitor the health and wellbeing of the local population. The Wellbeing Survey is conducted every five years and the next one is due in 2023. This survey is likely to be important in helping to determine whether the differences observed remain and are significantly worse than in 2018.

	Guernsey's Population	% after survey weights	
	%	Primary Care 2022	Wellbeing 2018
Age group			
16-24	12%	2%	12%
25-29	7%	3%	7%
30-34	8%	4%	7%
35-39	7%	6%	7%
40-44	7%	7%	7%
45-49	8%	8%	9%
50-54	9%	10%	9%
55-59	9%	13%	9%
60-64	8%	15%	7%
65-69	7%	11%	7%
70-74	7%	10%	6%
75-79	7%	7%	4%
80+	7%	4%	7%
Prefer not to say	-	<1%	<1%
Gender			
Female	51%	54%	51%
Male	49%	46%	49%
Prefer to self-describe	**	<1%	<1%
Prefer not to say	-	1%	<1%

* Population data excludes Alderney

** Gender is not available for the population, and biological sex has been used as a proxy for gender

APPENDIX A:

BENCHMARKING AGAINST THE WELLBEING SURVEY 2018

CONTINUED

These tables here show the profile of respondents who completed the Primary Care Survey in 2022, and the Wellbeing Survey in 2018.

	Primary Care 2022	Wellbeing 2018
Island of Residence		
Guernsey / Herm / Jethou	94%	97%
Alderney	6%	3%
Could your household afford an unexpected, but necessary expense of £100?		
No	9%	6%
Yes, but it would not be easy	28%	20%
Yes, no problem at all	62%	72%
Don't know	1%	2%
Which of the following best describes your current work situation?		
Employed	57%	61%
Self-employed	8%	6%
In full-time education or training	1%	3%
Retired	26%	22%
Not employed	6%	6%
Other	2%	3%

	Primary Care 2022	Wellbeing 2018
Household Composition		
Single Adult 16-64	11%	11%
Single adult, 16-64 with dependant child(ren)	2%	3%
Single adult, 65 or over	9%	9%
2 adults, 16-64	20%	18%
2 adults, 16-64, with dependant child(ren)	16%	14%
2 adults 65 or over	13%	9%
1 adult 16-64, 1 adult 65 or over	7%	3%
3 adults 16-64	11%	13%
Other	11%	15%
Have children in Household	28%	27%
What is your total gross household income?		
Less than £20,000	9%	12%
£20,000 - £39,999	22%	21%
£40,000 - £59,999	21%	18%
£60,000 - £79,999	13%	13%
£80,000 - £99,999	8%	9%
£100,000 +	12%	16%
Don't know / Prefer not to say	14%	10%

APPENDIX A: BENCHMARKING AGAINST THE WELLBEING SURVEY 2018

Results from the Primary Care Survey (2022) are presented alongside findings from the Wellbeing Survey (2018). Differences in how questions were worded are noted.

Primary Care Questionnaire Wording	Wellbeing Questionnaire Wording	Primary Care Options	Wellbeing Options	Primary Care %	95% CI	Wellbeing %	95% CI
How is your health in general? Would you say it is... (select one)		Very Good	Very Good	18%	(17-20%)	31%	(29-33%)
		Good	Good	47%	(45-49%)	45%	(43-47%)
		Fair	Fair	26%	(25-28%)	20%	(18-21%)
		Poor	Bad	8%	(6-9%)	4%	(3-5%)
		Very Poor	Very Bad	1%	(1-1%)	0%	(0-1%)
Do you have any longstanding illness, impairment or infirmity	Do you have any longstanding illness, disability or infirmity?		Yes	47%	(45-50%)	33%	(31-34%)
Of those that say yes: Thinking of these conditions and/or illnesses, would you describe yourself as having? Select all that apply		A physical condition or impairment	A physical disability	56%	(53-59%)	33%	(30-36%)
		A mental or emotional condition or impairment	A mental or emotional health condition	22%	(20-25%)	28%	(25-31%)
		A long-term illness		41%	(38-44%)	44%	(41-47%)
Which of these statements best describes the amount of stress or pressure that you have experienced in the last 12 months?		Small		23%	(21-25%)	22%	(20-23%)
		Moderate		39%	(37-41%)	39%	(37-41%)
		Large		34%	(32-37%)	36%	(34-37%)
IF small, moderate or large: Which of the following things are often or always causing you stress or anxiety. Select all that apply. <i>(selected options to left, same list in both questionnaires).</i>	How often do the following things cause you anxiety or stress? – Always, often, sometimes, never <i>(selected options to left, same list in both questionnaires).</i>	Selected from list:	Selected always or often:				
			Own Health	37%	(35-39%)	17%	(15-18%)
			Health problems of family or friends	41%	(38-43%)	28%	(26-30%)
			Money and financial pressures	42%	(40-44%)	30%	(29-32%)
			Work	46%	(43-48%)	38%	(36-40%)
			How you are perceived by others	16%	(14-17%)	19%	(18-21%)
			Pressure to always 'be available'	28%	(26-30%)	31%	(29-33%)
			Global issues (excluding COVID)	27%	(25-29%)	12%	(11-14%)

APPENDIX A: BENCHMARKING AGAINST THE WELLBEING SURVEY 2018

Primary Care Questionnaire Wording	Wellbeing Questionnaire Wording	Primary Care Options	Wellbeing Options	Primary Care %	95% CI	Wellbeing %	95% CI
How many times have you seen a GP in the past year regarding your own health? This could be at the practice, at home or elsewhere (including telephone and video consultations). Do not include visits outside the Bailiwick.	How many times have you seen a GP in the past year regarding your own health? This could be at the practice, at home or elsewhere.	0, have not visited		4%	(3-5%)	13%	(12-14%)
		1 visit		9%	(8-11%)	18%	(17-20%)
		2 visit		22%	(20-24%)	21%	(20-23%)
		3 visit		17%	(15-19%)	16%	(15-17%)
		4 visit		17%	(15-18%)	14%	(13-16%)
		5+ (derived from options: 5, 6,7,8,9, 10 or more visits)	5 or more visits (given as option)	32%	(30-34%)	17%	(16-19%)
Do you currently have any health concerns that you have not seen a GP about?	Yes			31%	(29-33%)	18%	(17-20%)
In the last 12 months, has the cost stopped or delayed you from using any of the following health services?	In the last 12 months, has the cost stopped you from using any of the following health services?	GP (for an adult appointment)		39%	(36-41%)	23%	(22-25%)
		GP (for a child appointment)		4%	(3-5%)	3%	(3-4%)
		Nurse at the GP practice		8%	(6-9%)	5%	(4-6%)
		2 separate options: • Out of hours GP • Accident and Emergency Department	Single option: Out of hours GP or Accident and Emergency Department (i.e. at night or over the weekend)	• 13% • 19%	• (11-14%) • (18-21%)	11%	(10-12%)
		No other options provided	A number of other options provided e.g. dentist				
		I have a pre-pay arrangement with my practice (e.g. Medipact)		1%	(1-2%)	1%	(1-2%)
When you see a GP or nurse at your doctor's surgery, who normally pays the consultation charge? Note: this is the cost after the States grant has been deducted.	I pay for my own appointments			52%	(50-54%)	46%	(44-48%)
	Private health insurance (taken out as an individual or household)			22%	(20-24%)	25%	(24-27%)
	Private health insurance (via an employer)			22%	(20-24%)	24%	(23-26%)
	States of Guernsey (via Income Support or medical Expenditure Assistance Scheme)			3%	(3-4%)	3%	(3-4%)

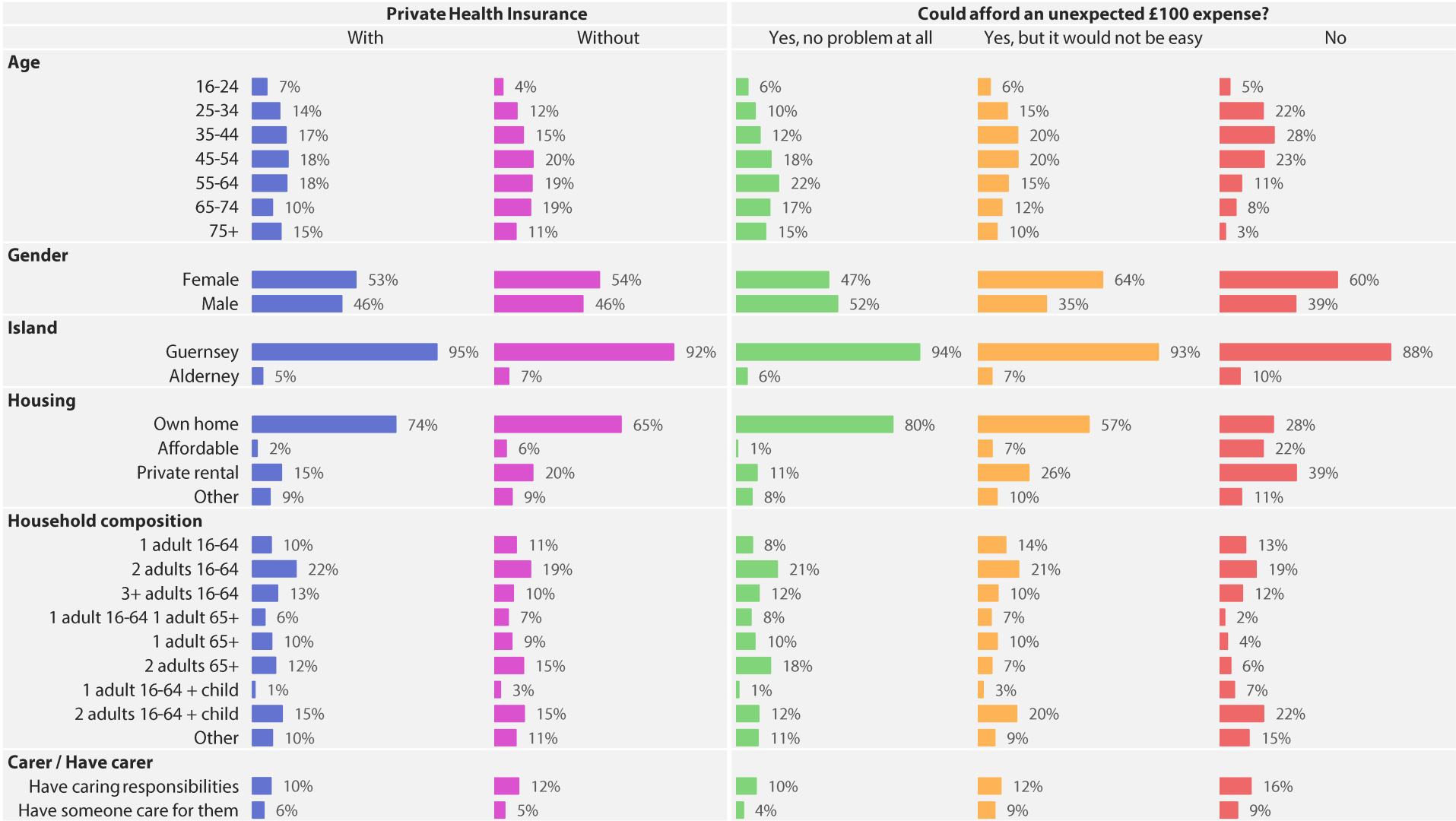
APPENDIX A: BENCHMARKING AGAINST THE WELLBEING SURVEY 2018

For selected measures where there are notable differences, the results are presented by age group:

	UNDER 40s				AGED 40-64				AGED 65+			
	Primary Care %	95% CI	Wellbeing %	95% CI	Primary Care %	95% CI	Wellbeing %	95% CI	Primary Care %	95% CI	Wellbeing %	95% CI
GENERAL HEALTH & WELLBEING												
Have 'very good' health	23%	(19-28%)	34%	(31-38%)	19%	(17-22%)	32%	(29-35%)	12%	(10-15%)	24%	(21-27%)
Do you have any longstanding illness, impairment or infirmity / Do you have any longstanding illness, disability or infirmity	42%	(36-47%)	20%	(17-24%)	43%	(40-46%)	32%	(29-34%)	61%	(57-64%)	52%	(48-55%)
Have a physical condition or impairment / physical disability	40%	(32-49%)	18%	(13-25%)	61%	(56-65%)	33%	(28-37%)	61%	(56-65%)	43%	(38-48%)
Often or Always a cause of stress: Own health	38%	(32-43%)	20%	(17-24%)	34%	(31-37%)	16%	(14-18%)	43%	(39-47%)	13%	(11-16%)
Often or Always a cause of stress: Health of family & friends	37%	(32-43%)	27%	(24-31%)	42%	(39-45%)	32%	(29-34%)	42%	(38-46%)	24%	(21-28%)
USE OF HEALTH SERVICES												
Visited a GP about own health 5 or more times in the last year.	31%	(25-36%)	13%	(11-16%)	29%	(26-32%)	15%	(13-17%)	38%	(34-42%)	27%	(24-31%)
Currently have health concerns that they have not seen a GP about	38%	(33-44%)	28%	(24-31%)	32%	(29-35%)	16%	(14-19%)	21%	(18-24%)	9%	(7-12%)
In the last 12 months, cost has stopped / stopped or delayed going to the GP for an adult appointment.	51%	(46-57%)	33%	(30-37%)	39%	(36-42%)	21%	(19-24%)	25%	(22-29%)	9%	(7-11%)
Pay for own appointments	46%	(41-52%)	45%	(42-49%)	53%	(50-56%)	43%	(41-46%)	55%	(51-59%)	50%	(50-47%)

APPENDIX B: SELECTED RESULTS BY SEGMENT

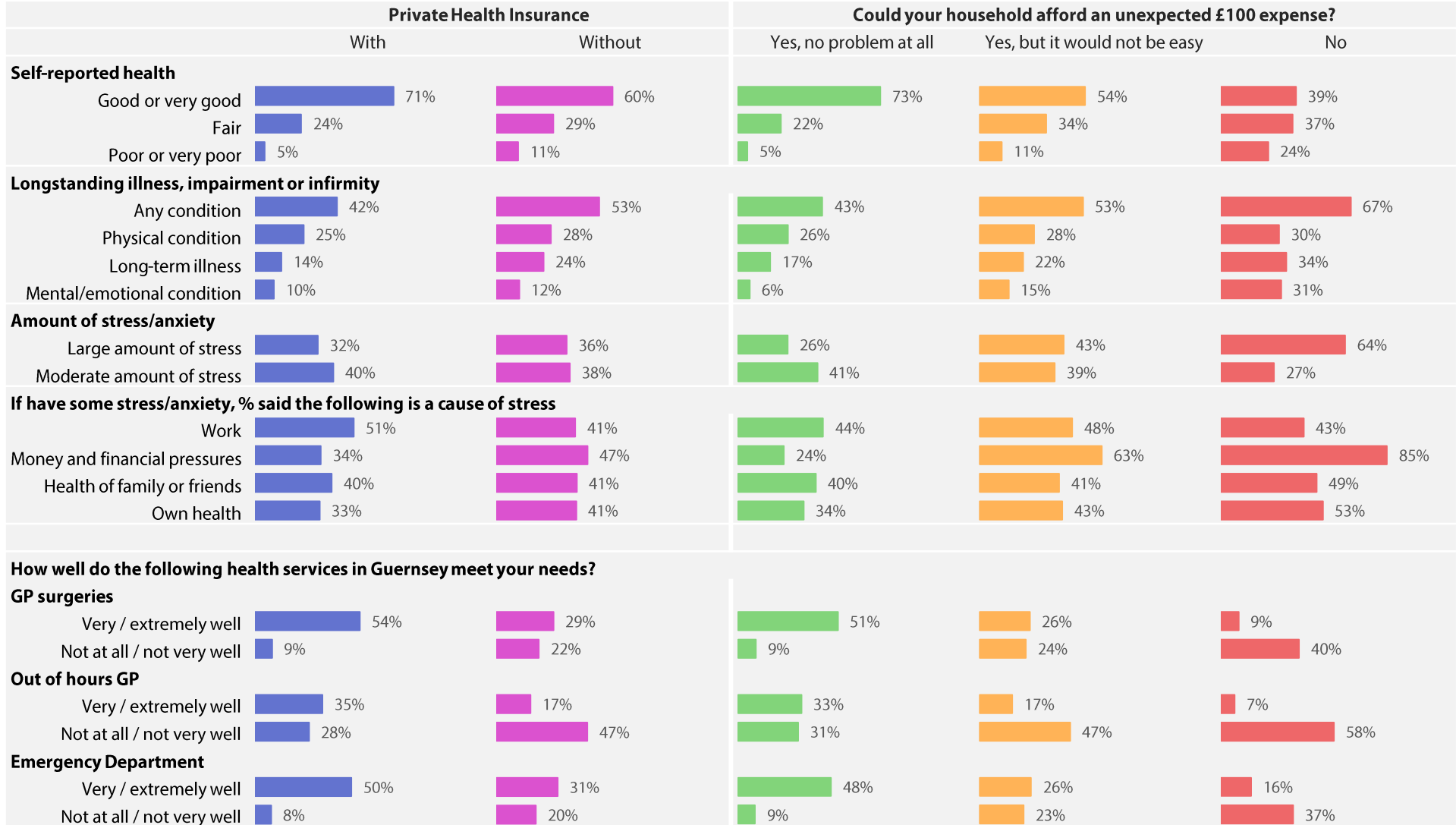
DEMOGRAPHIC PROFILE



Private Health Insurance | Financial Vulnerability

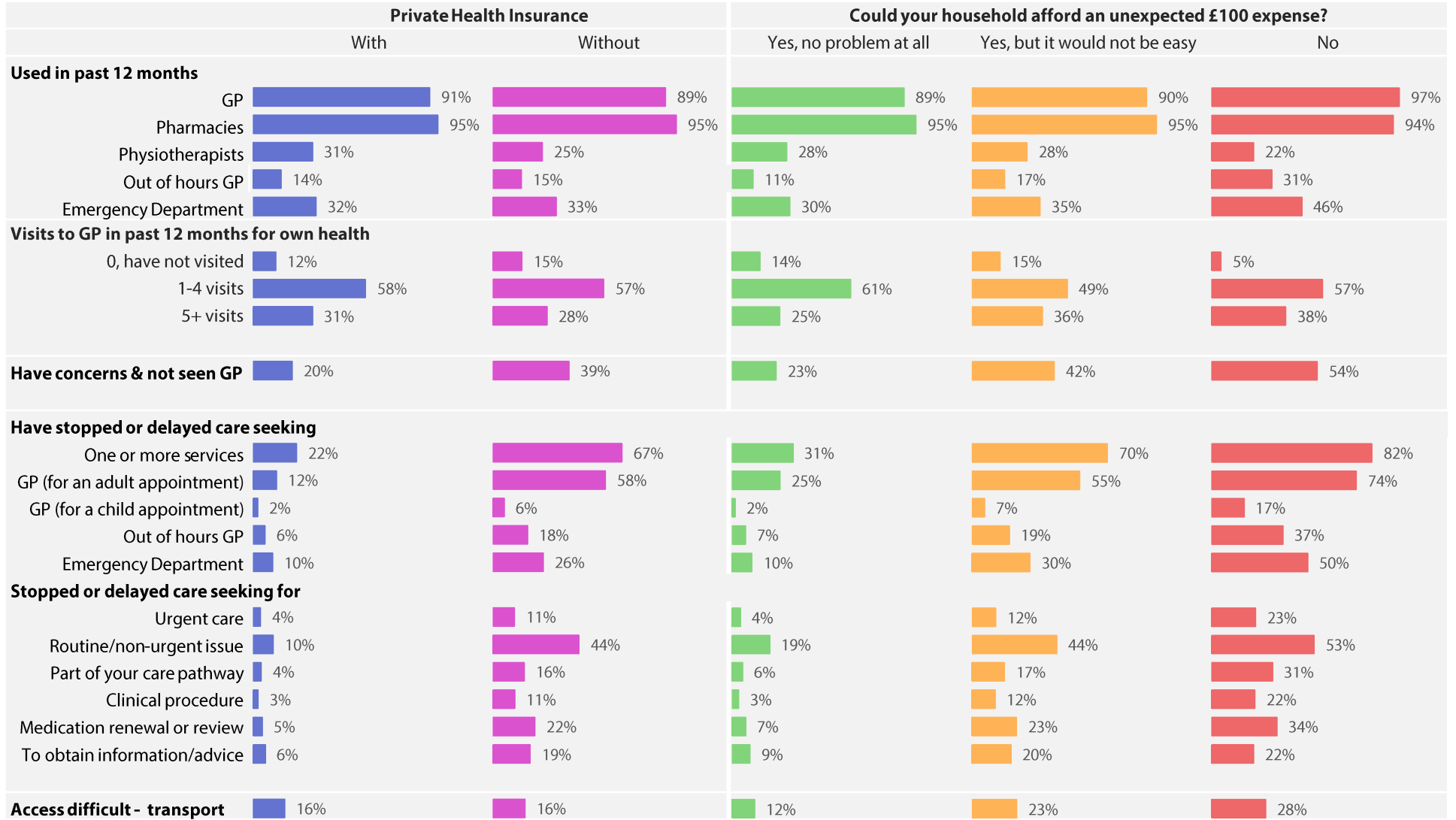
APPENDIX B: SELECTED RESULTS BY SEGMENT

HEALTH STATUS & VIEW ON HEALTH SERVICES



APPENDIX B: SELECTED RESULTS BY SEGMENT

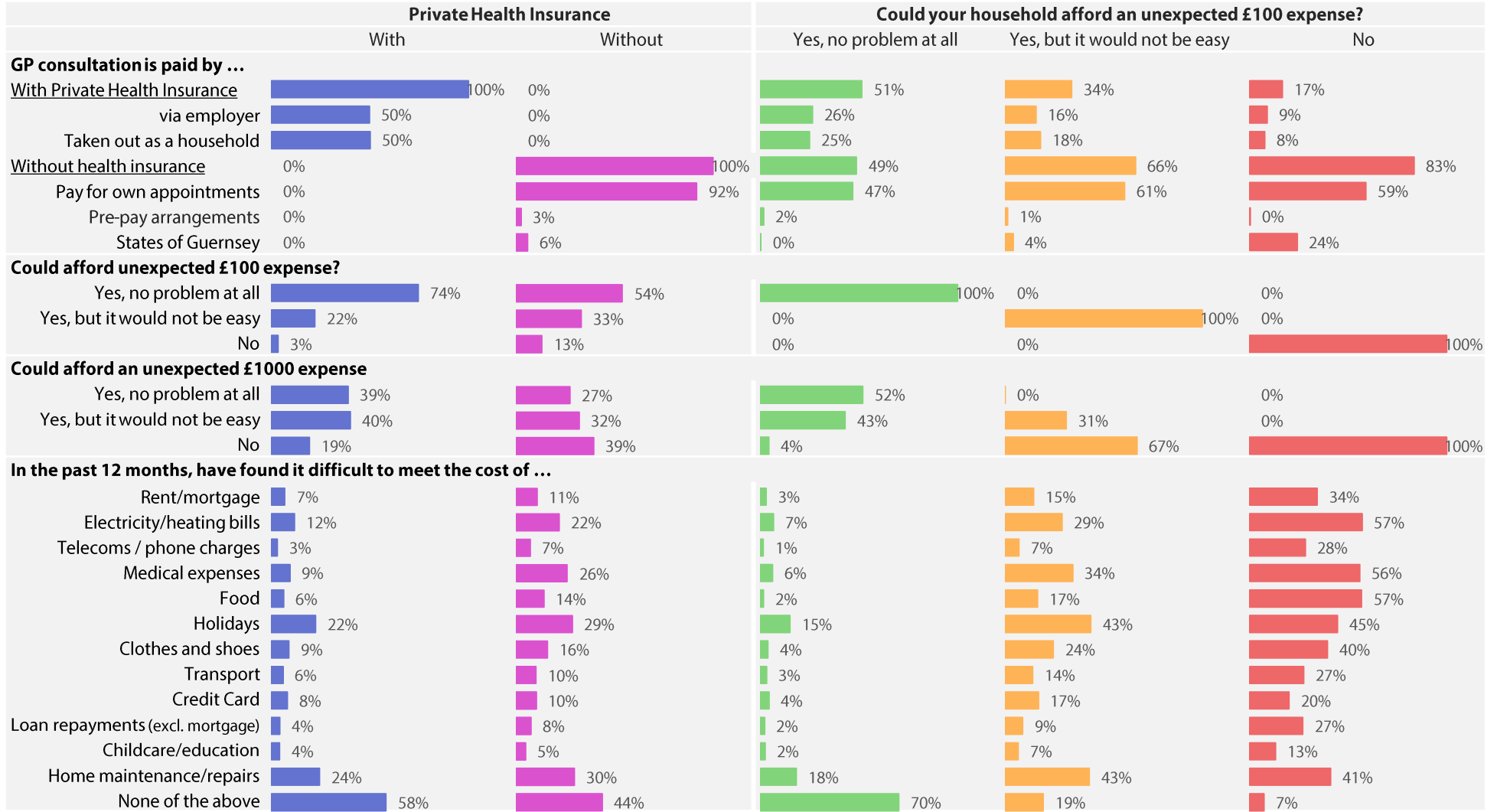
USE OF SERVICES & BARRIERS TO CARE SEEKING



Private Health Insurance | Financial Vulnerability

APPENDIX B: SELECTED RESULTS BY SEGMENT

MONEY MATTERS



APPENDIX B: SELECTED RESULTS BY SEGMENT

DEMOGRAPHIC PROFILE

	10 Year Age Band							Gender		Island	
	16-24	25-34	35-44	45-54	55-64	65-74	75+	Females	Males	Guernsey	Alderney
Age											
16-24	100%	-	-	-	-	-	-	7%	4%	6%	3%
25-34	-	100%	-	-	-	-	-	15%	11%	12%	22%
35-44	-	-	100%	-	-	-	-	15%	18%	17%	8%
45-54	-	-	-	100%	-	-	-	18%	20%	19%	20%
55-64	-	-	-	-	100%	-	-	18%	20%	19%	24%
65-74	-	-	-	-	-	100%	-	14%	16%	15%	14%
75+	-	-	-	-	-	-	100%	13%	12%	12%	9%
Gender											
Female	66%	61%	49%	51%	50%	51%	57%	100%	-	54%	54%
Male	32%	38%	50%	47%	49%	49%	43%	-	100%	46%	45%
Island											
Guernsey	97%	89%	96%	93%	92%	94%	94%	93%	93%	100%	-
Alderney	3%	11%	3%	7%	8%	6%	5%	6%	6%	-	100%
Housing											
Own home	16%	38%	69%	74%	80%	84%	81%	68%	71%	69%	63%
Affordable	7%	7%	7%	5%	2%	4%	2%	5%	4%	4%	9%
Private rental	36%	40%	19%	15%	15%	6%	8%	16%	19%	17%	19%
Other	41%	16%	5%	6%	4%	5%	10%	11%	6%	9%	9%
Household composition											
1 adult 16-64	6%	17%	12%	15%	19%	-	-	9%	13%	11%	13%
2 adults 16-64	40%	34%	14%	24%	33%	-	-	20%	20%	20%	19%
3+ adults 16-64	24%	12%	4%	19%	20%	-	-	11%	12%	11%	17%
1 adult 16-64 1 adult 65+	3%	0%	0%	4%	15%	16%	4%	7%	6%	7%	6%
1 adult 65+	-	-	-	-	-	26%	44%	12%	6%	9%	10%
2 adults 65+	-	-	-	-	-	51%	45%	12%	15%	13%	12%
1 adult 16-64 + child	0%	5%	7%	3%	0%	-	-	2%	2%	2%	3%
2 adults 16-64 + child	6%	25%	51%	18%	3%	-	-	14%	17%	16%	14%
Other	21%	6%	13%	17%	10%	7%	7%	13%	9%	11%	6%
Carer / Have carer											
Have caring responsibilities	17%	2%	9%	17%	14%	11%	9%	13%	10%	12%	8%
Have someone care for them	0%	2%	4%	6%	4%	5%	17%	6%	5%	6%	5%

APPENDIX B: SELECTED RESULTS BY SEGMENT

HEALTH STATUS & VIEW ON HEALTH SERVICES

	10 Year Age Band							Gender		Island	
	16-24	25-34	35-44	45-54	55-64	65-74	75+	Females	Males	Guernsey	Alderney
Self-reported health											
Good or very good	67%	69%	67%	63%	70%	60%	60%	64%	67%	65%	75%
Fair	27%	22%	25%	27%	23%	31%	32%	28%	25%	27%	22%
Poor or very poor	6%	9%	7%	10%	7%	9%	9%	8%	8%	9%	3%
Longstanding illness, impairment or infirmity											
Any condition	39%	40%	40%	44%	47%	59%	63%	49%	45%	48%	36%
Physical condition	27%	17%	15%	27%	28%	32%	42%	28%	25%	27%	16%
Long-term illness	18%	15%	21%	18%	19%	26%	18%	18%	21%	20%	14%
Mental/emotional condition	25%	17%	14%	11%	6%	3%	6%	12%	9%	11%	6%
Amount of stress/anxiety											
Large amount of stress	47%	39%	44%	45%	35%	18%	13%	39%	29%	35%	31%
Moderate amount of stress	44%	43%	40%	34%	39%	42%	32%	40%	37%	38%	42%
If have some stress/anxiety, % said the following is a cause of stress											
Work	72%	63%	71%	57%	45%	6%	1%	43%	50%	46%	44%
Money and financial pressures	59%	63%	56%	51%	28%	22%	18%	41%	42%	42%	39%
Health of family or friends	39%	41%	35%	44%	40%	46%	38%	45%	35%	41%	36%
Own health	37%	41%	36%	36%	29%	43%	43%	36%	38%	38%	21%
How well do the following health services in Guernsey meet your needs?											
GP surgeries											
Very / extremely well	30%	30%	33%	29%	44%	43%	62%	35%	43%	39%	26%
Not at all / not very well	16%	22%	20%	22%	11%	13%	8%	19%	13%	16%	14%
Out of hours GP											
Very / extremely well	17%	12%	33%	22%	26%	22%	24%	21%	27%	24%	26%
Not at all / not very well	50%	41%	28%	49%	30%	41%	46%	40%	37%	39%	29%
Emergency Department											
Very / extremely well	32%	26%	36%	34%	43%	45%	51%	36%	41%	40%	14%
Not at all / not very well	17%	14%	18%	18%	11%	16%	11%	15%	15%	15%	4%

APPENDIX B: SELECTED RESULTS BY SEGMENT

USE OF SERVICES & BARRIERS TO CARE SEEKING

	10 Year Age Band							Gender		Island	
	16-24	25-34	35-44	45-54	55-64	65-74	75+	Females	Males	Guernsey	Alderney
Used in past 12 months (by anyone in household)											
GP	82%	89%	88%	90%	90%	92%	95%	93%	86%	90%	86%
Pharmacies	94%	94%	93%	96%	95%	95%	93%	97%	92%	95%	97%
Physiotherapists	9%	25%	31%	28%	32%	31%	25%	29%	27%	29%	16%
Out of hours GP	13%	16%	23%	17%	10%	11%	9%	18%	11%	14%	28%
Emergency Department	22%	34%	36%	32%	33%	36%	30%	36%	29%	33%	28%
Visits to GP in past 12 months for own health											
0, have not visited	22%	16%	16%	15%	13%	9%	6%	10%	17%	13%	17%
1-4 visits	57%	52%	60%	56%	65%	59%	54%	58%	58%	58%	58%
5+ visits	21%	32%	25%	30%	22%	32%	40%	32%	26%	29%	25%
Have concerns & not seen GP											
	46%	36%	38%	38%	24%	23%	18%	32%	28%	30%	36%
Have stopped or delayed care seeking											
One or more services	48%	63%	57%	56%	42%	39%	26%	53%	42%	48%	47%
GP (for an adult appointment)	45%	58%	41%	46%	32%	32%	17%	43%	34%	38%	40%
GP (for a child appointment)	0%	7%	14%	5%	1%	0%	0%	5%	4%	4%	7%
Out of hours GP	9%	16%	17%	18%	12%	8%	5%	14%	11%	12%	20%
Emergency Department	23%	24%	27%	23%	18%	11%	7%	20%	19%	20%	13%
Stopped or delayed care seeking for											
Urgent care	10%	12%	13%	11%	4%	5%	0%	8%	8%	8%	6%
Routine/non-urgent issue	37%	46%	35%	36%	25%	24%	9%	32%	28%	30%	29%
Part of your care pathway	8%	15%	13%	17%	8%	8%	3%	12%	10%	11%	7%
Clinical procedure	16%	8%	10%	9%	8%	5%	4%	7%	8%	8%	6%
Medication renewal or review	13%	22%	17%	19%	14%	8%	4%	16%	13%	14%	16%
To obtain information/advice	24%	25%	12%	16%	10%	9%	6%	16%	10%	13%	13%
Access difficult - transport											
	29%	18%	14%	14%	13%	13%	25%	18%	15%	16%	14%

APPENDIX B: SELECTED RESULTS BY SEGMENT

MONEY MATTERS

	10 Year Age Band							Gender		Island	
	16-24	25-34	35-44	45-54	55-64	65-74	75+	Females	Males	Guernsey	Alderney
GP consultation is paid by ...											
<u>With Private Health Insurance</u>	57%	48%	47%	41%	41%	30%	50%	43%	44%	44%	36%
via employer	49%	39%	29%	23%	20%	4%	2%	21%	22%	22%	17%
Taken out as a household	8%	9%	18%	18%	21%	26%	48%	22%	22%	22%	18%
<u>Without health insurance</u>	43%	52%	53%	59%	59%	70%	50%	57%	56%	56%	64%
Pay for own appointments	40%	46%	46%	55%	57%	64%	45%	52%	51%	51%	62%
Pre-pay arrangements	0%	1%	1%	1%	1%	3%	4%	1%	2%	2%	0%
States of Guernsey	3%	5%	5%	3%	1%	4%	1%	3%	3%	3%	2%
Could afford unexpected £100 expense?											
Yes, no problem at all	63%	49%	48%	59%	72%	72%	76%	56%	71%	63%	55%
Yes, but it would not be easy	29%	34%	36%	30%	23%	23%	22%	34%	22%	28%	31%
No	8%	16%	16%	11%	5%	5%	2%	10%	8%	8%	14%
Could afford an unexpected £1000 expense?											
Yes, no problem at all	17%	15%	22%	29%	39%	44%	51%	25%	41%	33%	24%
Yes, but it would not be easy	46%	38%	27%	35%	38%	37%	34%	37%	33%	36%	35%
No	34%	45%	50%	34%	22%	18%	12%	35%	25%	30%	39%
In the past 12 months, have found it difficult to meet the cost of ...											
Rent/mortgage	17%	15%	20%	6%	6%	3%	2%	8%	10%	9%	16%
Electricity/heating bills	10%	25%	28%	21%	13%	10%	11%	17%	18%	17%	29%
Telecoms / phone charges	7%	8%	9%	6%	3%	3%	2%	5%	6%	5%	11%
Medical expenses	27%	30%	30%	22%	12%	10%	7%	21%	16%	19%	20%
Food	16%	17%	20%	14%	5%	4%	1%	12%	9%	11%	8%
Holidays	26%	33%	46%	29%	22%	12%	10%	31%	20%	26%	20%
Clothes and shoes	26%	16%	26%	16%	6%	4%	3%	17%	9%	13%	8%
Transport	11%	16%	12%	10%	7%	3%	1%	8%	8%	8%	8%
Credit Card	7%	9%	18%	12%	8%	6%	3%	10%	9%	9%	11%
Loan repayments (excl. mortgage)	7%	9%	15%	6%	4%	2%	1%	6%	7%	6%	8%
Childcare/education	7%	5%	17%	2%	2%	0%	0%	5%	5%	4%	10%
Home maintenance/repairs	16%	30%	45%	35%	22%	17%	18%	33%	21%	27%	26%
None of the above	47%	31%	26%	43%	61%	69%	71%	46%	55%	50%	45%

APPENDIX B: SELECTED RESULTS BY SEGMENT

DEMOGRAPHIC PROFILE

		Housing				Self-reported Health			Any long-term illness/impairment		Are a carer	
		Own home	Affordable	Private rental	Other	Poor / very poor	Fair	Good / very good	Yes	No	Yes	No
Age	16-24	1%	9%	12%	27%	4%	6%	6%	5%	7%	9%	5%
	25-34	7%	18%	28%	21%	14%	11%	14%	11%	15%	3%	14%
	35-44	16%	24%	17%	9%	14%	15%	17%	14%	18%	13%	17%
	45-54	20%	21%	16%	13%	24%	19%	19%	18%	21%	28%	18%
	55-64	22%	8%	16%	7%	15%	17%	20%	19%	19%	24%	18%
	65-74	18%	14%	5%	9%	16%	17%	13%	18%	11%	14%	15%
	75+	15%	5%	6%	14%	12%	15%	11%	16%	9%	9%	12%
Gender	Female	53%	60%	50%	63%	54%	56%	52%	55%	52%	59%	53%
	Male	47%	40%	49%	32%	44%	43%	47%	43%	47%	39%	46%
Island	Guernsey	94%	87%	92%	93%	96%	95%	92%	95%	92%	95%	93%
	Alderney	6%	13%	7%	6%	2%	5%	7%	5%	8%	5%	7%
Housing	Own home	100%	-	-	-	47%	63%	74%	66%	72%	68%	69%
	Affordable	-	100%	-	-	12%	6%	3%	6%	3%	4%	5%
	Private rental	-	-	100%	-	24%	20%	16%	17%	18%	8%	19%
	Other	-	-	-	100%	17%	11%	7%	12%	7%	20%	8%
Household composition	1 adult 16-64	8%	10%	23%	9%	13%	13%	10%	10%	12%	9%	11%
	2 adults 16-64	19%	9%	32%	19%	18%	17%	22%	17%	23%	20%	20%
	3+ adults 16-64	11%	9%	8%	18%	9%	8%	13%	10%	12%	16%	10%
	1 adult 16-64 1 adult 65+	8%	6%	3%	8%	10%	7%	6%	8%	5%	7%	7%
	1 adult 65+	10%	10%	6%	10%	9%	10%	9%	12%	7%	3%	10%
	2 adults 65+	18%	2%	2%	11%	13%	16%	12%	17%	10%	14%	13%
	1 adult 16-64 + child	1%	14%	3%	1%	6%	1%	3%	2%	2%	1%	2%
	2 adults 16-64 + child	15%	28%	17%	1%	12%	14%	17%	12%	19%	7%	17%
	Other	10%	13%	7%	23%	12%	14%	10%	13%	10%	24%	9%
Carer / Have carer	Have caring responsibilities	11%	9%	5%	24%	18%	14%	10%	12%	11%	100%	0%
	Have someone care for them	4%	17%	4%	15%	27%	6%	3%	10%	2%	13%	5%

APPENDIX B: SELECTED RESULTS BY SEGMENT

HEALTH STATUS & VIEW ON HEALTH SERVICES

	Housing				Self-reported Health			Any long-term illness/impairment		Are a carer	
	Own home	Affordable	Private rental	Other	Poor / very poor	Fair	Good / very good	Yes	No	Yes	No
Self-reported health											
Good or very good	70%	43%	59%	51%	-	-	100%	42%	86%	54%	67%
Fair	25%	34%	30%	33%	-	100%	-	41%	13%	33%	26%
Poor or very poor	6%	23%	11%	16%	100%	-	-	17%	0%	13%	8%
Longstanding illness, impairment or infirmity											
Any condition	46%	64%	46%	63%	97%	74%	30%	100%	0%	50%	47%
Physical condition	27%	41%	20%	31%	59%	41%	16%	56%	n/a	30%	26%
Long-term illness	18%	29%	21%	29%	70%	28%	10%	41%	n/a	25%	19%
Mental/emotional condition	6%	26%	16%	31%	31%	18%	5%	22%	n/a	12%	10%
Amount of stress/anxiety											
Large amount of stress	29%	53%	42%	47%	57%	42%	29%	37%	32%	49%	33%
Moderate amount of stress	40%	27%	41%	33%	30%	39%	40%	38%	39%	35%	39%
If have some stress/anxiety, % said the following is a cause of stress											
Work	41%	32%	56%	55%	32%	41%	49%	36%	54%	36%	47%
Money and financial pressures	32%	65%	67%	45%	58%	46%	38%	42%	41%	45%	41%
Health of family or friends	41%	53%	33%	49%	45%	44%	39%	43%	38%	77%	36%
Own health	35%	48%	40%	54%	89%	61%	20%	58%	18%	37%	37%
How well do the following health services in Guernsey meet your needs?											
GP surgeries											
Very / extremely well	46%	33%	27%	27%	22%	29%	45%	35%	41%	25%	40%
Not at all / not very well	14%	25%	23%	16%	27%	24%	12%	19%	14%	17%	16%
Out of hours GP											
Very / extremely well	27%	31%	10%	23%	9%	18%	29%	21%	26%	20%	24%
Not at all / not very well	36%	39%	56%	38%	63%	49%	30%	46%	32%	35%	39%
Emergency Department											
Very / extremely well	43%	28%	28%	37%	26%	32%	43%	37%	40%	35%	39%
Not at all / not very well	12%	27%	22%	19%	30%	22%	10%	20%	10%	17%	15%

APPENDIX B: SELECTED RESULTS BY SEGMENT

USE OF SERVICES & BARRIERS TO CARE SEEKING

	Housing				Self-reported Health			Any long-term illness/impairment		Are a carer	
	Own home	Affordable	Private rental	Other	Poor / very poor	Fair	Good / very good	Yes	No	Yes	No
Used in past 12 months											
GP	90%	92%	88%	89%	94%	96%	87%	95%	85%	93%	89%
Pharmacies	95%	95%	94%	91%	96%	98%	93%	95%	93%	96%	94%
Physiotherapists	29%	27%	28%	16%	33%	29%	27%	30%	26%	32%	27%
Out of hours GP	14%	32%	10%	14%	29%	15%	13%	16%	14%	25%	14%
Emergency Department	34%	38%	30%	28%	46%	36%	30%	37%	29%	44%	31%
Visits to GP in past 12 months for own health											
0, have not visited	13%	15%	15%	13%	6%	7%	17%	7%	19%	12%	14%
1-4 visits	59%	44%	56%	53%	32%	50%	64%	50%	65%	57%	58%
5+ visits	28%	41%	30%	34%	62%	43%	19%	44%	15%	31%	29%
Have concerns & not seen GP	27%	33%	43%	41%	50%	41%	24%	36%	26%	40%	30%
Have stopped or delayed care seeking											
One or more services	40%	63%	65%	55%	65%	60%	41%	54%	43%	56%	47%
GP (for an adult appointment)	32%	45%	56%	49%	51%	46%	34%	41%	37%	48%	37%
GP (for a child appointment)	4%	10%	7%	1%	3%	4%	5%	5%	4%	2%	4%
Out of hours GP	11%	16%	18%	16%	23%	17%	10%	16%	10%	22%	12%
Emergency Department	15%	33%	29%	26%	33%	28%	14%	24%	16%	26%	19%
Stopped or delayed care seeking for											
Urgent care	6%	15%	13%	10%	23%	10%	5%	13%	4%	11%	8%
Routine/non-urgent issue	25%	32%	44%	36%	37%	33%	28%	32%	29%	34%	30%
Part of your care pathway	8%	8%	17%	21%	30%	19%	5%	16%	7%	15%	10%
Clinical procedure	5%	13%	13%	13%	19%	14%	4%	11%	5%	13%	7%
Medication renewal or review	11%	15%	20%	25%	28%	21%	10%	20%	10%	20%	14%
To obtain information/advice	10%	16%	25%	22%	23%	17%	11%	16%	11%	16%	13%
Access difficult - transport	11%	38%	23%	34%	41%	20%	12%	23%	11%	29%	15%

APPENDIX B: SELECTED RESULTS BY SEGMENT

MONEY MATTERS

	Housing				Self-reported Health			Any long-term illness/impairment		Are a carer	
	Own home	Affordable	Private rental	Other	Poor / very poor	Fair	Good / very good	Yes	No	Yes	No
GP consultation is paid by ...											
<u>With Private Health Insurance</u>	46%	23%	37%	43%	26%	38%	48%	38%	48%	37%	44%
via employer	21%	12%	26%	26%	11%	17%	25%	15%	27%	19%	22%
Taken out as a household	25%	11%	11%	18%	15%	21%	23%	23%	21%	18%	22%
<u>Without health insurance</u>	54%	77%	63%	57%	74%	62%	52%	62%	52%	63%	56%
Pay for own appointments	51%	37%	56%	51%	58%	55%	50%	54%	50%	55%	51%
Pre-pay arrangements	2%	0%	1%	1%	1%	2%	1%	2%	1%	3%	1%
States of Guernsey	0%	40%	6%	4%	15%	5%	1%	6%	1%	5%	3%
Could afford unexpected £100 expense?											
Yes, no problem at all	73%	10%	38%	58%	36%	51%	71%	56%	69%	57%	64%
Yes, but it would not be easy	23%	46%	42%	31%	38%	36%	24%	31%	26%	30%	28%
No	4%	44%	20%	11%	26%	12%	5%	12%	6%	13%	8%
Could afford an unexpected £1000 expense?											
Yes, no problem at all	41%	1%	13%	23%	12%	27%	37%	29%	35%	28%	33%
Yes, but it would not be easy	37%	12%	30%	45%	34%	31%	37%	35%	37%	39%	35%
No	21%	87%	56%	28%	52%	41%	24%	35%	27%	32%	31%
In the past 12 months, have found it difficult to meet the cost of ...											
Rent/mortgage	4%	29%	25%	10%	23%	9%	7%	11%	8%	7%	9%
Electricity/heating bills	13%	49%	28%	17%	33%	21%	14%	20%	16%	20%	17%
Telecoms / phone charges	3%	23%	11%	7%	14%	7%	4%	6%	5%	9%	5%
Medical expenses	13%	33%	35%	26%	38%	25%	14%	24%	14%	23%	18%
Food	6%	35%	22%	12%	31%	12%	7%	14%	8%	13%	11%
Holidays	22%	42%	39%	19%	35%	29%	24%	28%	24%	29%	25%
Clothes and shoes	9%	31%	24%	14%	31%	15%	10%	15%	11%	20%	12%
Transport	5%	29%	14%	11%	22%	10%	6%	10%	7%	12%	8%
Credit Card	7%	14%	19%	5%	13%	11%	8%	10%	9%	4%	10%
Loan repayments (excl. mortgage)	4%	5%	16%	5%	9%	8%	5%	6%	6%	5%	6%
Childcare/education	4%	12%	5%	3%	3%	6%	4%	5%	4%	5%	4%
Home maintenance/repairs	31%	19%	15%	29%	36%	35%	23%	32%	23%	34%	26%
None of the above	57%	24%	32%	43%	25%	42%	57%	45%	54%	45%	51%



Please return your completed survey to:
 Island Global Research, Freepost GU212, Guernsey, GY1 5SS
 If you would prefer to complete the survey online, you can do so at
www.islandglobalresearch.com/PrimaryCare
 or by scanning the QR code.



Guernsey and Alderney Primary Care Survey 2022

We would like to hear the views of islanders in accessing primary health care services. Primary care includes your use of GP surgeries and the out of hours GP, pharmacies, physiotherapists (via GP and/or self-referral), and also the Emergency Departments of the Princess Elizabeth Hospital in Guernsey and Mignot Memorial Hospital in Alderney.

This survey has been commissioned by CareWatch, an independent community forum sponsored by the Committee for Health & Social Care (HSC). CareWatch acts as a two-way communication channel between the community and HSC. CareWatch was established to act as a voice of service users and to help shape the future of health and care in the Bailiwick.

The results of this survey will be used to inform an ongoing review by the States of Guernsey of the funding and delivery model for primary care. CareWatch has been involved since the review started as a key stakeholder. To support their role in ensuring islanders' voices are heard and represented in policy and service development, CareWatch has commissioned this survey to gather an objective body of evidence detailing how and when islanders access primary care and their experiences.

The survey will take around 10 to 15 minutes to complete and we would like to hear from anyone aged 16 or over.

Thank you for taking the time to complete the survey. Your answers will be treated confidentially. Your response is anonymous. We do not ask for your name, date of birth or other details that would identify you. Our privacy policy is available from www.islandglobalresearch.com/your-privacy

If you have any questions please contact Island Global Research (by phone 01481 716227 or email: info@islandglobalresearch.com). If you would like to complete this survey over the phone, please call 01481 716227 to arrange a time.

Thank you for taking the time to complete the survey.



About you

What age range do you fall into?

- 16-17
- 18-24
- 25-29
- 30-34
- 35-39
- 40-44
- 45-49
- 50-54
- 55-59
- 60-64
- 65-69
- 70-74
- 75-79
- 80 and over
- Prefer not to say

What gender do you identify with / as?

- Female
- Male
- Prefer to self-describe
- Prefer not to say

Where do you live?

- Castel
- Forest
- St Andrew
- St Martin
- St Peter Port
- St Pierre du Bois
- St Sampson
- St Saviour
- Torteval
- Vale
- Alderney
- Herm / Jethou
- Sark/ Brecqhou

Which of the following best describes your current work situation?

- Employed (full-time or part-time) on a permanent contract
- Employed (full-time or part-time) on a temporary contract
- Self-employed
- In full-time education or training
- Retired
- Unable to work due to long-term sickness or disability
- Not employed, but seeking employment
- Not employed, and not looking for employment
- Other (please describe): _____

Do you, or does a member of your household, work in primary care? *Primary care includes GP surgeries and the out of hours GP, pharmacies, physiotherapists (via GP and/ or self-referral), and also the Emergency Departments of the Princess Elizabeth Hospital in Guernsey and the Mignot Memorial Hospital in Alderney.*

- Yes
- No

What is your total gross household income? *Please include all income from salaries or wages from paid work, income from any state benefits, occupational or state pensions and any other income before tax.*

- Less than £20,000
- £20,000 - £39,999
- £40,000 - £59,999
- £60,000 - £79,999
- £80,000 - £99,999
- £100,000 - £119,999
- Over £120,000
- Don't know
- Prefer not to answer

Including yourself, how many members of your household are in each age group? *Please write in a number in each box:*

Aged 15 and under	Aged 16-17 years	Aged 18-64	Aged 65 and over

Please tell us about care that you give to someone else...

Do you care for a family member, partner or friend who needs help because of long-term ill health OR problems related to old age, other than as part of your job?

- Yes
- No

Now a question about help that other people give you...

Do you receive care or help at home from a family member, partner, friend or a paid carer?

- Yes
- No

Your general health

How is your health in general? Would you say it is... (select one)

- Very poor Poor Fair Good Very good
-

Do you have any longstanding illness, impairment or infirmity?

By longstanding illness, we mean any condition that has lasted (or is expected to last) at least 12 months. Include any problems related to old age.

- Yes No

Thinking of these conditions and/or illnesses, would you describe yourself as having...?

Please select all that apply.

- A physical condition or impairment
- A mental or emotional condition or impairment
- A long-term illness
- Prefer not to answer
- Don't know

Which of these statements best describes the amount of stress or pressure that you have experienced in the last 12 months?

- Completely free of stress
- Small amount of stress
- Moderate amount of stress
- Large amount of stress
- Don't know

If answered: "small", "moderate" or "large" amount:

Which of the following things are often or always causing you stress or anxiety? *Please select all that apply.*

- Own health
- Health problems of family or friends
- Other problems of family or friends
- Money and financial pressures
- Work
- Personal relationships
- How you are perceived by others
- Pressure to always 'be available' (for work, family or other reasons)
- Experiences linked to social networking
- Covid
- Global issues
- Other (please describe): _____
- None of the above
- Prefer not to answer

Health services in Guernsey and Alderney

To what extent do you think the following health services in Guernsey meet your needs? Think about the range of services, the cost of accessing services and the ease of getting assistance. *Please note there is a separate question about health services in Alderney.*

	Not at all well	Not very well	Fairly well	Quite well	Very well	Extremely well	Don't know/ N/A
GP surgeries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pharmacies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physiotherapists (via GP and/or self-referral)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Out of hours GP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency Department, Princess Elizabeth Hospital	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Would you also be able to provide feedback on health services in Alderney?

- Yes
 No – **SKIP THE NEXT QUESTION**

To what extent do you think the following health services in Alderney meet your needs? Think about the range of services, the cost of accessing services and the ease of getting assistance.

	Not at all well	Not very well	Fairly well	Quite well	Very well	Extremely well	Don't know/ N/A
GP surgeries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pharmacies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physiotherapists (via GP and/or self-referral)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Out of hours GP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency Department, Mignot Memorial Hospital	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you have any comments relating to the availability of these services that you would like to share? *Your comment may be in general or about one or more of the services asked about in the previous question. If the latter, please note which service(s) you are referring to.*

From 1st January 2022, children resident in Guernsey and Alderney have been entitled to certain health subsidies up to their 18th birthday, following the redistribution of family allowance.

- Parents/carers of children visiting the Emergency Department will only be required to pay £25 regardless of the subsequent treatment required.
- Parents/carers of children visiting the GP will only be required to pay £25, with a visit to the practice nurse costing £15.

People on income support will continue to have their attendance and consultation funded by the Committee for Employment & Social Security. Children will also be entitled to receive a free annual dental check-up, as well as receiving dental health education in schools.

Were you aware of this change?

- Fully aware
 Partly aware
 Not at all aware

Use of health services in Guernsey and Alderney

Which, if any, of the following health care services in Guernsey and Alderney have you used in the past 5 years? *This may be for yourself, or for someone else in your immediate household. Please select all that apply.*

	Have used in the past 12 months	Used between 1 and 5 years ago	Used more than 5 years ago	Have never used
GP / Doctor (based at GP surgery)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Practice nurse (based at GP surgery)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pharmacies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physiotherapists (via GP and/or self-referral)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Out of hours GP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency Department	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How many times have you seen a GP in the last 12 months regarding your own health? This could be at the practice, at home or elsewhere (including telephone and video consultations). Do not include visits to a GP outside the Bailiwick

- 0, have not visited
- 1 visit
- 2 visits
- 3 visits
- 4 visits
- 5 visits
- 6 visits
- 7 visits
- 8 visits
- 9 visits
- 10 or more visits

If 5 or more visits:

Please can you tell us if your GP appointments were related to a recurring/long-term condition or for a range of different reasons? *Please select the answer that fits best.*

- All or mostly for a recurring/long-term condition
- Some for a recurring/long-term condition and some for different reasons
- All or mostly for different reasons
- Don't know
- Prefer not to answer

How many times have your children seen a GP in the last 12 months? This could be at the practice, at home or elsewhere (including telephone and video consultations).

Do not include visits to a GP outside of the Bailiwick. Please answer this question for children under 18 who live in your immediate household. If you have more than one child please indicate the total number of visits for all children combined.

- 0, have not visited
- 1 visit
- 2 visits
- 3 visits
- 4 visits
- 5 visits
- 6 visits
- 7 visits
- 8 visits
- 9 visits
- 10 visits or more

Health concerns

Do you currently have any health concerns that you have not seen a GP about?

- Yes
- No

If yes:

Please would you tell us why you haven't visited a GP about your health concerns? *Please select all that apply.*

- My preferred GP is not available
- Can't get an appointment at a time that works for me
- Cost of a GP appointment
- Spoke to a nurse instead
- Spoke to a pharmacist instead
- Spoke to other health professional instead: _____
- Don't feel comfortable talking about it
- Don't think it is very serious
- Too busy - don't have time
- Can't take time off work
- Because of covid (i.e. harder to access)
- Difficulties getting to the practice (i.e. related to physical access or transport)
- Not registered with a GP practice
- Other reason (please explain): _____
- Prefer not to answer

In the past 12 months, has the cost stopped or delayed you from using any of the following health services? *Please select all that apply or choose 'None of the above'.*

- GP (for an adult appointment)
- GP (for a child appointment)
- Nurse at the GP practice
- Physiotherapist
- Out of hours GP
- Emergency Department
- None of the above

If selected one or more of the services:

Please could you tell us which types of health care you have missed or delayed due to the cost? *This may have been for a physical and/or a mental health concern. Please select all that apply.*

- Urgent care
- General consultation for a routine/non-urgent issue
- Part of your care pathway for a defined and ongoing problem
- Planned clinical procedure (blood test, blood pressure measurement, vaccination)
- Medication renewal or review
- To obtain information and/or ask for advice
- Social prescribing activity
- Other reason: _____
- None of the above
- Prefer not to answer

In the past 12 months, have you or has someone in your household found it difficult to access primary health care services due to transportation issues? *Please select one or more of the following options, or write your answer in the box.*

- Do not own or have access to a car (or other vehicle)
- Unable to walk (e.g. too far, fear of falling, lack of pavements, road traffic)
- The bus routes / times are not suitable
- The cost of using local taxis
- No or limited transport available that suits my physical needs (e.g. disabled-access taxi)
- Rely on help from others (e.g. lift from family or friends)
- Other reason (please explain): _____
- No, none of the above

Please can you tell us about any other challenges you, or someone close to you, have faced accessing or using primary health care services in the past 12 months. *(Optional).*

Primary care includes GPs and the out of hours GP, pharmacies, physiotherapists, and the Emergency Department of the hospital)

Health insurance

Are you aware the States of Guernsey provides a £12 grant per GP consultation and a £6 grant per nurse consultation?

- Fully aware
- Partly aware
- Not at all aware

When you see a GP or nurse at your doctor's surgery, who normally pays the consultation charge? *Note: this is the cost after the States grant has been deducted.*

- I pay for my own appointments
- Private health insurance (via an employer)
- Private health insurance (taken out as an individual or household)
- States of Guernsey (via Income Support or Medical Expenditure Assistance Scheme)
- I have a pre-pay arrangement with my practice (e.g. Medipact)

If you have private health insurance (via an employer or taken out as an individual or household)

Does your health insurance cover you for ... ?

	Yes	No	Not sure
Doctor and nurse consultations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blood tests, simple injections, other routine screening and procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Out of hours GP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attending A&E	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency Ambulance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private health care at the hospital	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other benefits (e.g. dental or optical care)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health emergencies occurring outside the Bailiwick of Guernsey	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are there any occasions when you do not, or choose not, to use your private health insurance? *Please select all that apply or write your answer in the box.*

- My insurance does not cover all the area I needed treatment for
- To avoid any increase in my insurance premium
- The claim process is too difficult
- My insurance company offers incentives that encourage me to pay directly
- Other reason (please explain): _____
- None of the above
- Don't know

If you have pay for your own appointments when you see a GP or nurse:

You told us that you pay for your own appointments when you see a GP or nurse. Have you considered taking out health insurance for you and/or your household?

- Yes No

If answered "yes":

Please could you explain why you have not taken out health insurance? *Please select all that apply or write your answer in the box*

- Couldn't afford it
- Didn't think I/we would use it
- Had it previously and didn't use it
- Haven't gotten around to it
- It was too expensive because I have (or household member has) a pre-existing health condition
- It was not good value for money
- Was able to access health insurance from an employer
- Other reason (please explain):

- Don't know

If answered "no":

Please could you explain why you did not consider taking out health insurance? *Please select all that apply or write your answer in the box.*

- Couldn't afford it
- Didn't think I/we would use it
- Had it previously and didn't use it
- Haven't gotten around to it
- It is likely to be expensive because I have (or household member has) a pre-existing health condition
- It was not good value for money
- Was able to access health insurance from an employer
- Other reason (please explain):

- Don't know

Are you aware of the following 'friendly societies' which provide health insurance for people in Guernsey and Alderney? *Please select all that apply.*

- Foresters Healthcare
 The Oddfellows
 Neither of the above

Do you have any comments related to health insurance that you would like to share? *(Optional)*

Sources of health information

If you wanted information or advice on a health or medical need, where would you go to look for information? *Please select all that apply.*

- Ask a doctor or nurse
- Ask a pharmacist
- Ask another type of health professional
- Ask family or friends
- Health Connections (by phone or the directory on the website)
- Another health charity or organisation (e.g. Age Concern, Autism Guernsey, Guernsey Disability Alliance, Guernsey Mind)
- States of Guernsey / Public Health / covid website
- NHS website
- General internet search (e.g. via google)
- Other: _____
- Don't know

Which of the following options would you consider an acceptable alternative to a face-to-face consultation with a doctor at the GP surgery? *Please select all that apply.*

- Telephone appointment with a doctor
- Video appointment with a doctor
- Face-to-face consultation with a nurse from the GP surgery
- Telephone appointment with a nurse
- Video appointment with a nurse
- Face-to-face consultation with a pharmacist (e.g. in a private consulting room at pharmacy)
- Face-to-face consultation with other health care practitioner
- None of the above
- Don't know

Do you have any comments about access to health information and alternatives to a face-to-face GP appointment that you would like to share? *(Optional)*

Social prescribing

Social prescribing, sometimes referred to as community referral, is a means of enabling GPs, nurses and other primary care professionals to refer people to a range of local, non-clinical services.

Social prescribing seeks to empower people to overcome life's problems, by addressing unmet non-medical needs around issues including, loneliness and social isolation, home environment, employment, and lifestyle. Social Prescribing can involve a variety of resources and activities which are typically provided by charities and community groups, as well as statutory services. Examples include volunteering, an art or gardening group, a physical activity or support for other practical matters around home and work.

Have you heard of social prescribing?

- Yes, and I have experience of it Yes, but have no experience of it No, never heard of it

If answered: "Yes, and I have experience of it"

How did you feel at first when it was recommended that you try a social prescribing activity? *Please select the answer that fits best.*

- Resistant, not willing to give it a try
 Reluctant, but gave it a try
 Interested, and gave it a try
 Don't know

How would you rate your experience of the social prescribing activity?

- Very poor
 Poor
 Fair
 Good
 Very good
 Excellent

Do you have any comments related to social prescribing that you would like to share? *(Optional)*

Health and wellbeing checks

Have you ever had a general check-up or assessment of your health and wellbeing?

In a typical check up a health professional (often a nurse) would ask you a series of questions about your health, lifestyle and family history. They may measure your height and weight, take your blood pressure and do a blood test. The blood test results can show your chances of getting heart disease, stroke kidney disease and diabetes. A typical check up takes 20 minutes.

- Yes
 No

How likely would you be to have a general health and wellbeing check-up if it was available to you free of charge?

Please assume the check-up would be conducted by a nurse and take place at your GP surgery or in a private room at a pharmacy. The check-up would take 20 minutes. The check would be designed to assess your risk of developing high blood pressure, heart disease, stroke, kidney disease or diabetes.

- Not at all likely
 Not very likely
 Somewhat likely
 Very likely
 Don't know

Do you have any comments or experience about health and wellbeing checks that you would like to share? *(Optional)*

Money matters

What type of housing do you live in?

- Own home – owned outright
- Own home – buying with a mortgage
- Private rental
- Partial ownership – pay part rent and part mortgage
- Social rental housing
- Extra care housing
- Residential / nursing home
- Accommodation provided with job
- Living rent free, or paying a small rent e.g. to parent(s) / friend(s)
- Other (please state): _____

Could your household afford an unexpected, but necessary expense of £100?

- Yes, no problem at all
- Yes, but it would not be easy
- No
- Don't know

Could your household afford an unexpected, but necessary expense of £1,000?

- Yes, no problem at all
- Yes, but it would not be easy
- No
- Don't know

In the last 12 months, which of the following has your household found it difficult meet the cost of? (e.g. paid late, had to borrow money, or have gone without). *Please select all that apply or choose 'None of the above'.*

- Rent/mortgage
 - Electricity/heating bills
 - Telephone, internet or mobile phone charges
 - Medical expenses
 - Food
 - Holidays
 - Clothes and shoes
 - Transport
 - Credit Card
 - Loan repayments (excluding mortgage)
 - Childcare/education
 - Home maintenance/repairs
 - None of the above
-

Final Comments

Do you have any comments you would like to share about access to primary health care services or any of the topics covered in this survey?

THANK YOU FOR COMPLETING THE SURVEY

(If you need more room for comments, please enclose them on a separate sheet.)



Island Global Research

Island Global Research

PO Box 68
Albert House
South Esplanade, St Peter Port
Guernsey, GY1 3BY
+44 (0) 1481 716227
info@islandglobalresearch.com
www.islandglobalresearch.com

IGR is a part of the BWCI Group