

Your NHS partner for **improving**
health and **integrating** care



Midlands and Lancashire
Commissioning Support Unit

Shropshire, Telford and Wrekin phlebotomy survey

Report of findings

Friday, 17 September 2021

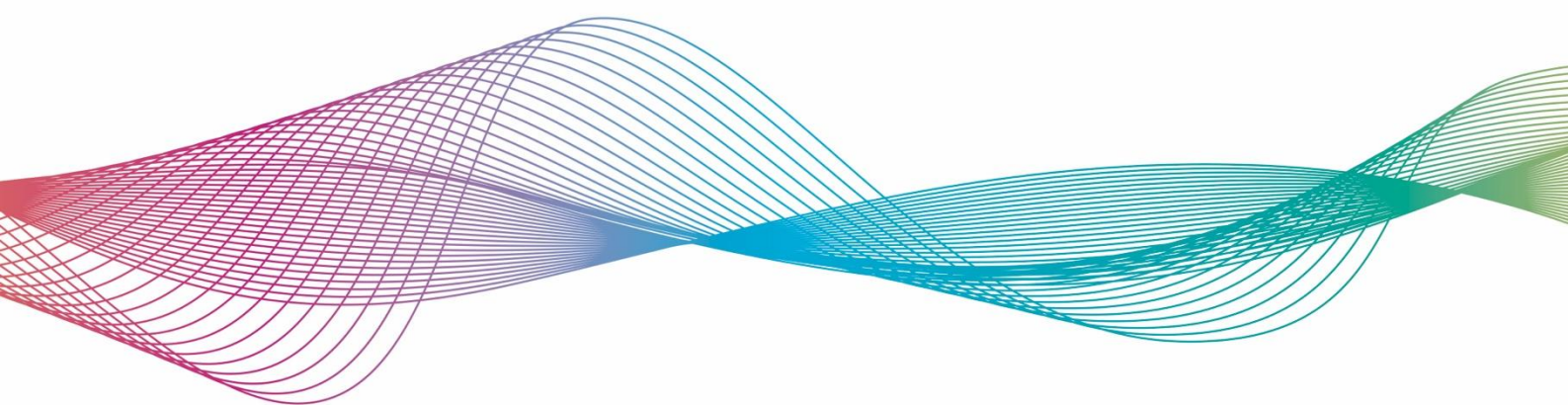


Table of Contents

1	Executive summary	4
1.1	Introduction	4
1.2	Respondent profile	4
1.3	Findings	4
1.3.1	Blood test location	4
1.3.2	Travel	4
1.3.3	Frequency of blood tests	4
1.3.4	Rating appointments during the pandemic	4
1.3.5	Rating experiences before the pandemic	5
1.4	Preferences for blood tests	5
2	Introduction	6
2.1	Background	6
2.2	Report authors	6
2.3	Report structure	6
3	Reporting methodology	7
4	Respondent profiling	8
4.1	Overview of respondents and participants	8
4.2	GP practices	8
4.1	Location profiling	8
4.2	Demographic profiling	9
5	Findings	11
5.1	Location and travel	11
5.1.1	Blood test location	11
5.1.2	Reasons for location	12
5.1.3	Travel method	13
5.1.4	Travel time	14
5.2	Frequency of blood tests	15
5.3	Satisfaction with blood tests during the pandemic	16
5.3.1	Rating appointments during the pandemic	16
5.3.2	Communication	17
5.3.3	Staff	18
5.4	Satisfaction with blood tests before the pandemic	18
5.4.1	Rating experiences before the pandemic	18
5.4.2	Staff	19
5.5	Preferences for blood tests	19
5.5.1	Appointment location	19
5.5.2	Appointment day	20
5.5.3	Appointment time	21
5.5.4	Arranging appointments	21
6	Conclusion	23
7	Appendix A: GP practices	24

References

Table 1. Cross-tabulations	7
Table 2. Are you completing this survey on behalf of:.....	8
Table 3. Which GP practice are you registered with?	8
Table 4. How would you describe the area that you live in?	8
Table 5. Demographic profiling.....	9
Table 6. Census data comparison.....	10
Table 7. Where do you normally have your blood tested?	11
Table 8. Why do you go to this location to have your blood tested?	12
Table 9. How do you usually travel to have your blood test?	13
Table 10. How long does it usually take you to travel to your blood test?	14
Table 11. How often do you have your blood tested?	15
Table 12. GP practice profiling	24
Table 13. Which GP practice are you registered with?	25
Table 14. Q3 Where do you normally have your blood tested?	27
Table 15. Q4 Why do you go to this location to have your blood tested?.....	28
Table 16. Q5 How do you usually travel to have your blood test?	29
Table 17. Q6 How long does it usually take you to travel to your blood test?	29
Table 18. Q8 How often do you have your blood tested?	30
Table 19. Q9 Thinking about your appointment in the past 6 months - since April 2020, please rate the following: Booking an appointment.....	30
Table 20. Q9 Thinking about your appointment in the past 6 months - since April 2020, please rate the following: Attending an appointment.....	31
Table 21. Q9 Thinking about your appointment in the past 6 months - since April 2020, please rate the following: Location of service.....	31
Table 22. Q9 Thinking about your appointment in the past 6 months - since April 2020, please rate the following: Waiting area	32
Table 23. Q9 Thinking about your appointment in the past 6 months - since April 2020, please rate the following: Cleanliness of the building.....	32
Table 24. Q9 Thinking about your appointment in the past 6 months - since April 2020, please rate the following: Care and treatment you received.....	33
Table 25. Q10 Did you receive clear instructions about how to book your appointment?.....	33
Table 26. Q11 Did you feel confident in the skills of the person taking your blood?	34
Table 27. Q12 Thinking about your experience before the pandemic, please rate the following: Waiting times in clinic	34

Table 28. Q12 Thinking about your experience before the pandemic, please rate the following: Location of service	35
Table 29. Q12 Thinking about your experience before the pandemic, please rate the following: Waiting area	35
Table 30. Q12 Thinking about your experience before the pandemic, please rate the following: Cleanliness of the building.....	36
Table 31. Q12 Thinking about your experience before the pandemic, please rate the following: Care and treatment you received.....	36
Table 32. Q13 Did you feel confident in the skills of the person taking your blood?	37
Table 33. Q14 Where would you prefer to go to have your blood tested? Please rank 1 - 5 where 1 is your preferred option: Your GP practice	37
Table 34. Q14 Where would you prefer to go to have your blood tested? Please rank 1 - 5 where 1 is your preferred option: Any GP practice	38
Table 35. Q14 Where would you prefer to go to have your blood tested? Please rank 1 - 5 where 1 is your preferred option: Hospital	38
Table 36. Q14 Where would you prefer to go to have your blood tested? Please rank 1 - 5 where 1 is your preferred option: Somewhere else.....	39
Table 37. Q14 Where would you prefer to go to have your blood tested? Please rank 1 - 5 where 1 is your preferred option: I don't mind.....	39
Table 38. Q16 When would you prefer to have your appointment? (Please rank in order of preference): Weekday	40
Table 39. Q16 When would you prefer to have your appointment? (Please rank in order of preference): Saturday.....	40
Table 40. Q16 When would you prefer to have your appointment? (Please rank in order of preference): Sunday.....	41
Table 41. Q17 What time of day would you prefer to have your appointment? (Please rank in order of preference): Morning	41
Table 42. Q17 What time of day would you prefer to have your appointment? (Please rank in order of preference): Afternoon	42
Table 43. Q17 What time of day would you prefer to have your appointment? (Please rank in order of preference): Evening	42
Table 44. Q18 How would you like to arrange your appointment? (Please rank in order of preference): Online	43
Table 45. Q18 How would you like to arrange your appointment? (Please rank in order of preference): Through your GP practice	43
Table 46. Q18 How would you like to arrange your appointment? (Please rank in order of preference): By calling the booking line	44

1 Executive summary

1.1 Introduction

NHS Shropshire, Telford and Wrekin Clinical Commissioning Group is reviewing phlebotomy services for people living in Shropshire, Telford and Wrekin, aiming to improve services for all patients.

A patient experience survey was launched to gather patients' views on the current blood taking service in Shropshire, Telford and Wrekin, to find out what is working well and how the service may be improved. The survey also gathered feedback on how well the service worked during COVID-19 measures.

This report of findings presents an analysis of the feedback to the closed questions in the survey.

1.2 Respondent profile

The survey received 3,495 responses.

A summary of the demographics of respondents is provided below:

- **Gender:** 2,114 (63%) respondents were female
- **Age:** 2,338 (70%) respondents were aged 55 or over
- **Ethnicity:** 3,194 (96%) respondents were white
- **Marital status:** 2,197 (66%) respondents were married
- **Disability:** 558 (17%) respondents had a disability
- **Religion:** 2,123 (64%) respondents were Christian
- **Pregnancy and maternity:** 62 (2%) respondents were pregnant or had given birth recently
- **Sexual orientation:** 3014 (92%) respondents were heterosexual.

1.3 Findings

1.3.1 Blood test location

2,602 (75%) respondents normally had their blood tested at a GP practice. The most common reason for their choice in appointment location was that it was close (1,254 / 36%).

1.3.2 Travel

The most common travel method was by car (2,053 / 59%). 1,528 (44%) respondents travelled 5-10 minutes for their blood test.

1.3.3 Frequency of blood tests

1,342 (39%) respondents did not have their blood tested regularly.

1.3.4 Rating appointments during the pandemic

There were high levels of satisfaction with all aspects of appointments. Satisfaction was highest with care and treatment received with 3,134 (95%) respondents rating this excellent, very good or good. 2,289 (67%) respondents indicated they received clear instructions on how to book their appointment and 3,316 (98%) respondents felt confident with the skills of the person taking their blood.

1.3.5 Rating experiences before the pandemic

Satisfaction was very high with all aspects of appointments. Satisfaction was highest with care and treatment received with 2,104 (99.6%) respondents rating this excellent, very good or good. 3295 (99%) respondents felt confident with the skills of the person taking their blood.

1.4 Preferences for blood tests

Respondents were asked to rank options for locations, time and method of arranging their blood test appointment. The most popular options are summarised below:

- **Location:** Respondents' own GP practice was the most frequently rated preferred option (2,815 / 85%)
- **Day:** Weekdays were the most frequently rated preferred option (2,854 / 87%)
- **Time of day:** Morning was the most frequently rated preferred option (2,504 / 79%).
- **Booking method:** Through their GP practice was the most frequently rated preferred option (1,850 / 59%).

2 Introduction

This report presents the findings from the phlebotomy survey held across Shropshire, Telford and Wrekin between autumn 2020 and spring 2021. The survey was hosted on SurveyMonkey and received 3,495 responses.

2.1 Background

NHS Shropshire, Telford and Wrekin Clinical Commissioning Group is reviewing phlebotomy services for people living in Shropshire, Telford and Wrekin, aiming to improve services for all patients.

A patient experience survey was launched to gather patients' views on the current blood taking service in Shropshire, Telford and Wrekin, to find out what is working well and how the service may be improved. The survey also gathered feedback on how well the service worked during COVID-19 measures.

The survey aimed to gather feedback from adults, carers and the parents of children that have accessed any blood taking services or any local residents who wished to express their views.

2.2 Report authors

Shropshire, Telford and Wrekin CCG commissioned NHS Midlands and Lancashire Commissioning Support Unit's (MLCSU's) Communications and Engagement Service to coordinate the independent analysis of the feedback from the engagement and to produce this report.

2.3 Report structure

The report is structured into the following sections:

- Introduction
- Reporting methodology
- Respondent profiling
- Findings
- Appendix.

3 Reporting methodology

The survey was structured into the following sections:

- Your experience of blood testing services
- Thinking about designing a new service
- About you

This report presents the findings to the closed questions in the survey only. The questions have been cross tabulated by the following variables:

- Age
- Commissioning status of practices
- Locality
- Primary Care Network (PCN)
- Urban / rural (area type)

Table 1 shows how these variables were identified.

Table 1. Cross-tabulations

Variable	Source
PCN	Profiled from the GP practice question
Locality	Profiled from the GP practice question
Commissioning status of practice	Profiled from the GP practice question
Urban / rural (area type)	Profiled from the question asking respondents to describe the area they live in
Age	Profiled from the age question

The findings section presents key findings from the cross-tabulated data, while Appendix B presents the full data tables.

Percentages may not add up to 100% due to rounding or where respondents could choose multiple responses.

4 Respondent profiling

This section provides a profile of those completing the survey.

4.1 Overview of respondents and participants

Table 2 shows how respondents were completing the survey.

Table 2. Are you completing this survey on behalf of:

	No.	%
Yourself	3,284	95%
Someone you care for	99	3%
A child or young person	38	1%
Other response	35	1%
Base	3456	

4.2 GP practices

Table 3 shows the top 10 most selected GP practices. Table 13 in Appendix A shows the full list.

Table 3. Which GP practice are you registered with?

	No.	
Cleobury Mortimer Medical Practice	908	27%
Portcullis Medical Practice	394	12%
Broseley Medical Practice	313	9%
Albrighton Medical Practice	163	5%
Ditton Priors Medical Practice (Brown Clee)	154	5%
Station Drive Medical Practice	149	4%
Alveley Medical Practice	131	4%
Churchmere Medical Group Ellesmere	129	4%
Churchmere Medical Group Bridgewater	121	4%
Riverside Medical Practice	67	2%
Base	3,413	

4.1 Location profiling

Table 4 shows the type of area respondents live in.

Table 4. How would you describe the area that you live in?

	No.	%
Small town	1,357	39%
Rural	1,009	29%
Village	730	21%
Large town	281	8%
Town centre	73	2%
Base	3450	

4.2 Demographic profiling

The table below presents a summary of the demographic profile of respondents.

Table 5. Demographic profiling

Gender	No.	%	Sexual orientation	No.	%
Male	1169	35%	Heterosexual/straight	3014	92%
Female	2114	63%	Gay Woman/Lesbian	16	0.5%
Non-binary	7	0.2%	Gay man	24	1%
Prefer not to say	35	1%	Bi/bisexual	26	1%
Other response	9	0.2%	Prefer not to say	135	4%
Base	3334		Other response	50	2%
Gender reassignment	No.	%	Base	3014	
Yes	9	0.3%	Ethnicity	No.	%
No	3032	98%	Arab	-	-
Prefer not to say	68	2%	Asian/Asian British: Bangladeshi	-	-
Base	3109		Asian/Asian British: Chinese	4	0.1%
Age	No.	%	Asian/Asian British: Indian	6	0.2%
Under 18	19	1%	Asian/Asian British: Pakistani	1	0.03%
18 - 24	47	1%	Asian/Asian British: Other	-	-
25 - 34	156	5%	Black/Black British: African	2	0.1%
35 - 44	250	8%	Black/Black British: Caribbean	3	0.1%
45 - 54	489	15%	Black/Black British: Other	1	0.03%
55 - 64	833	25%	Gypsy, Roma or Traveller	-	-
65 - 74	982	29%	Mixed/Multiple: Black African and White	2	0.1%
75 - 84	453	14%	Mixed/Multiple: Black Caribbean and White	7	0.2%
85 and over	70	2%	Mixed/Multiple: Asian and White	6	0.2%
Prefer not to say	34	1%	Mixed/Multiple: Other	4	0.1%
Base	3333		White: British/English/Welsh/Scottish/Northern Irish	3087	93%
Disability	No.	%	White: Irish	25	1%
Yes	558	17%	White: Any other White background	82	2%
No	2588	78%	Any other ethnic group	6	0.2%
Not sure	100	3%	Prefer not to say	79	2%
Prefer not to say	77	2%	Other response	-	-
Base	3323		Base	3315	
Carer	No.	%	Religion	No.	%
Yes	366	11%	No religion	977	29%
No	2877	87%	Christian	2123	64%
Not sure	14	0.4%	Buddhist	12	0.4%
Prefer not to say	52	2%	Hindu	3	0.1%
Base	3313		Jewish	3	0.1%
Pregnancy and maternity	No.	%	Muslim	1	0.03%
Yes	62	2%	Sikh	3	0.1%
No	3151	97%	Prefer not to say	145	4%
Prefer not to say	47	1%	Other response	50	2%
Base	3260		Base	3316	
Marital status	No.	%	First language	No.	%
Single	439	13%	English	3262	98%
Married	2197	66%	Welsh	5	0.2%
Civil Partnership	20	1%	Other language	14	0.4%
Living with partner	283	9%	Other response	5	0.2%
Widowed	234	7%	Prefer not to say	39	1%
Divorced	39	1%	Base	3325	
Separated	9	0.3%			
Prefer not to say	89	3%			
Other response	16	0.5%			
Base	3326				

Table 6 compares the survey demographic data to the population of Shropshire, Telford and Wrekin.

Table 6. Census data comparison

Survey		Census	Survey		Census
Gender			Marital status		
Male	35%	50%	Single	13%	30%
Female	63%	50%	Married	66%	50%
Non-binary	0%	-	Civil Partnership	1%	0.2%
Prefer not to say	35%	-	Living with partner	9%	-
In your own words:	0%	-	Widowed	7%	7%
Base	3,334	472,770	Divorced	1%	10%
Age			Separated	0%	2%
Under 18	1%	21%	Prefer not to say	3%	-
18 - 24	1%	8%	In your own words:	1%	-
25 - 34	5%	11%	Base	3,326	385,419
35 - 44	8%	14%	Disability		
45 - 54	15%	14%	Yes	17%	19%
55 - 64	25%	13%	No	78%	81%
65 - 74	30%	10%	Not sure	3%	-
75 - 84	14%	6%	Prefer not to say	2%	-
85 and over	2%	2%	Base	3323	472,770
Prefer not to say	1%	-	Religion		
Base	3,333	472,770	No religion	29%	24%
Ethnicity			Christian	64%	66%
White	96%	96%	Buddhist	0.4%	0.3%
Asian	0.3%	2%	Hindu	0.1%	0.3%
Black	0.2%	0.5%	Jewish	0.1%	0.04%
Mixed	1%	1%	Muslim	0.03%	1%
Other	0.2%	0.20%	Sikh	0.1%	1%
Prefer not to say	2%	-	Prefer not to say	4%	7%
Base	3,236	472,770	Other religion	2%	0%
First language			Base	3,316	472,770
English	98%	97%	Carer		
Welsh	0%	0.1%	Yes	11%	11%
Other language	0%	3%	No	87%	89%
In your own words:	0%	-	Not sure	0%	-
Prefer not to say	1%	-	Prefer not to say	2%	-
Base	3,325	456,592	Base	3,313	472,770

Data source: 2011 census data and ONS data downloaded from nomisweb.co.uk

5 Findings

This section presents the survey findings. The section is split into the following sub-sections:

- Location and travel
- Frequency of blood tests
- Satisfaction with blood tests during the pandemic
- Satisfaction with blood tests before the pandemic
- Preferences for blood tests.

5.1 Location and travel

This section presents the feedback from the following questions:

- Where do you normally have your blood tested?
- Why do you go to this location to have your blood tested?
- How do you usually travel to have your blood test?
- How long does it usually take you to travel to your blood test?

5.1.1 Blood test location

Table 7 shows that 2,602 (75%) respondents normally had their blood tested at a GP practice.

Table 7. Where do you normally have your blood tested?

	No.	%
GP practice	2,602	75%
Hospital (RSH or PRH)	508	15%
Community Hospital Whitchurch	160	5%
Other	115	3%
Community Hospital Bridgnorth	51	1%
Home visit	20	1%
Care or residential home	2	0.1%
Base	3,458	

5.1.1.1 Significant differences by respondent groups

Locality

- Most respondents in the Shropshire area had their blood tested at a GP practice (2,489 / 79%), whereas most respondents in the Telford and Wrekin area had their blood tested at hospital (RSH or PRH) (153 / 61%).

Area type

- Most respondents in both rural / village locations (1,482 / 85%) and urban / town locations (1,112 / 65%) had their blood tested at a GP practice, although the proportion was lower for respondents from more urban locations.

Commissioning status

- A large proportion of respondents registered at fully commissioned GP practices had their blood tested at a GP practice (2,402 / 93%), compared to respondents registered at non-commissioned GP practices (83 / 14%).
- Respondents registered at partially commissioned practices mostly had their blood tests at either a hospital (RSH or PRH) (83 / 40%) or GP practice (76 / 37%).

PCN

- Most respondents from the Newport / Central PCN (58 / 70%), Shrewsbury PCN (282 / 69%), Teldoc PCN (21 / 54%) and Wrekin PCN (57 / 78%) areas had their blood tested at hospital
- Most respondents from South East Shropshire PCN (1611 / 92%) and South West Shropshire PCN (621 / 97%) areas had their blood tested at a GP practice
- Respondents from the North Shropshire PCN area mostly had their blood tested at a GP practice (160 / 46%) or Community Hospital Whitchurch (156 / 44%)
- Respondents from the Southeast Telford PCN area mostly had their blood tested at a GP practice (26 / 47%) or at hospital (RSH or PRH) (17 / 31%).

Age

- Respondents across all age groups mostly had their blood tests at GP practices, although a greater proportion of respondents under 35 (51 / 23%) had blood tests at hospital, compared to respondents aged 75 and over (65 / 13%).

For a detailed breakdown of responses by locality, area type, commissioning status, PCN and age, please see Table 14 in Appendix B.

5.1.2 Reasons for location

Table 8 shows that the most common reason for the choice in appointment location was that it was close to respondents (1254 / 36%).

Table 8. Why do you go to this location to have your blood tested?

	No.	%
Close to me	1,254	36%
Convenient	866	25%
Go where my GP tells me	489	14%
Other response	297	8%
Can book an appointment	282	8%
No other choice	235	7%
Don't have to book an appointment	26	1%
Base	3,449	

5.1.2.1 Top reason by location of blood test

- **GP practice:** 'Close to me' (1,026 / 40%)
- **Hospital (RSH or PRH):** 'No other choice' (125 / 25%)
- **Community Hospital Whitchurch:** 'Close to me' (81 / 51%)
- **Community Hospital Bridgnorth:** 'Close to me' (26 / 51%)

5.1.2.2 Significant differences by respondent groups

Locality

- The top reasons for respondents in the Shropshire area were 'close to me' (1,171 / 37%) and 'convenient' (814 / 26%)
- The top reasons for respondents in the Telford and Wrekin area were 'close to me' (61 / 25%) and 'go where GP tells me' (48 / 19%).

Area type

- 'Close to me' was the top reason at both urban / town (638 / 37%) and rural / village (610 / 35%) locations.

Commissioning status

- The top reasons for respondents registered at fully commissioned practices were 'close to me' (999 / 39%) and 'convenient' (743 / 29%)
- The top reasons for respondents registered at partially commissioned practices were 'go where GP tells me' (46 / 22%) and 'close to me' (43 / 21%)
- The top reasons for respondents registered at non-commissioned practices were 'close to me' (190 / 32%) and 'go where GP tells me' (116 / 19%).

PCN

- 'Close to me' was the top theme for respondents in the Newport / Central PCN (22 / 27%), North Shropshire PCN (159 / 46%), South East Shropshire PCN (700 / 40%), South East Telford PCN (16 / 30%) and South West Shropshire PCN (232 / 36%) areas
- The top reasons for respondents in the Shrewsbury PCN area were 'go where GP tells me' (100 / 25%) and 'no other choice' (99 / 24%)
- The top reasons for respondents in the Wrekin PCN area were 'close to me' (17 / 23%) and 'go where GP tells me' (17 / 23%)
- The top reason for respondents in the Telford PCN area was 'go where GP tells me' (8 / 21%).

Age

- 'Close to me' was the top reason across all age groups.

For a detailed breakdown of responses by locality, area type, commissioning status, PCN and age, please see Table 15 in Appendix B.

5.1.3 Travel method

Table 9 shows that the most common travel method was by car (2,053 / 59%)

Table 9. How do you usually travel to have your blood test?

	No.	%
Car (including taxi or lift)	2053	59%
Walk	1241	36%
Other	84	2%
Public transport	38	1%
Cycle	31	1%
Patient transport	5	0.1%
Base	3452	

5.1.3.1 Significant differences by respondent groups

Locality

- A greater proportion of respondents in the Telford and Wrekin area travelled by car (196 / 79%), compared to respondents in the Shropshire area (1,829 / 58%).

Area type

- A greater proportion of respondents in rural / village locations travelled by car (1,304 / 75%), compared to respondents in urban / town locations (743 / 44%).

Commissioning status

- A greater proportion of respondents registered at fully commissioned practices walked to their blood test, with 1,051 (41%) walking, compared to 42 (20%) respondents registered at partially commissioned practices and 123 (21%) registered at non-commissioned practices.

PCN

- Car was the most popular travel method for respondents in the Newport / Central PCN (61 / 73%), North Shropshire PCN (216 / 62%), Shrewsbury PCN (299 / 74%), South East Shropshire PCN (1011 / 58%), South East Telford PCN (44 / 83%), Teldoc PCN (32 / 82%) and Wrekin PCN (59 / 81%) areas
- A slightly greater proportion of respondents in the South West Shropshire PCN area walked (316 / 49%) compared to travelling by car (303 / 47%).

Age

- Car was the most popular travel method across all age groups.

For a detailed breakdown of responses by locality, area type, commissioning status, PCN and age, please see Table 16 in Appendix B.

5.1.4 Travel time

Table 10 shows that 1,528 (44%) respondents travelled 5-10 minutes to their blood test.

Table 10. How long does it usually take you to travel to your blood test?

	No.	%
Less than 5 minutes	751	22%
5-10 minutes	1,528	44%
11-30 minutes	1,021	30%
31-60 minutes	75	2%
More than 60 minutes	15	0.4%
Other response	62	2%
Base	3,452	

5.1.4.1 Significant differences by respondent groups

Locality

- A greater proportion of respondents in the Shropshire area travelled for 10 minutes or less (2,106 / 67%), compared to 136 (55%) in the Telford and Wrekin area.

Area type

- A greater proportion of respondents from urban / town locations travelled 10 minutes or less (1,198 / 70%), compared to 1,077 (62%) respondents from rural / village locations.

Commissioning status

- A greater proportion of respondents registered at fully commissioned practices travelled 10 minutes or less (1,805 / 70%), compared to 322 (54%) respondents registered at non-commissioned practices.

PCN

- A greater proportion of respondents in the South East Shropshire PCN area travelled 10 minutes or less (1239 / 71%), compared to 13 (33%) in the Teldoc PCN area.

Age

- No significant differences.

For a detailed breakdown of responses by locality, area type, commissioning status, PCN and age, please see Table 17 in Appendix B.

5.2 Frequency of blood tests

This section presents the feedback to the question: How often do you have your blood tested?

Table 11 shows that 1,342 (39%) respondents did not have their blood tested regularly.

Table 11. How often do you have your blood tested?

	No.	%
Once a week	25	1%
Every fortnight	82	2%
Every 3-4 weeks	209	6%
Every 5-6 weeks	159	4%
Longer than every 6 weeks	1,044	30%
Not regularly	1,342	39%
Other response	589	17%
Base	3,450	

5.2.1.1 Significant differences by respondent groups

Locality

- A greater proportion of respondents in the Telford and Wrekin area had their blood tested every six weeks or more regularly (48 / 20%), compared to 421 (13%) in the Shropshire area.

Area type

- No significant differences.

Commissioning status

- A greater proportion of respondents registered at partially commissioned practices had their blood tested every six weeks or more regularly (49 / 24%), compared to 294 (11%) respondents registered at fully commissioned practices.

PCN

- A greater proportion of respondents in the South East Telford PCN area had their blood tested every six weeks or more regularly (13 / 25%), compared to 63 (10%) respondents in the South West Shropshire PCN area.

Age

- A greater proportion of respondents aged 75 or over had their blood tested every six weeks or more regularly (108 / 21%), compared to 26 (10%) respondents aged 35-44.

For a detailed breakdown of responses by locality, area type, commissioning status, PCN and age, please see Table 18 in Appendix B.

5.3 Satisfaction with blood tests during the pandemic

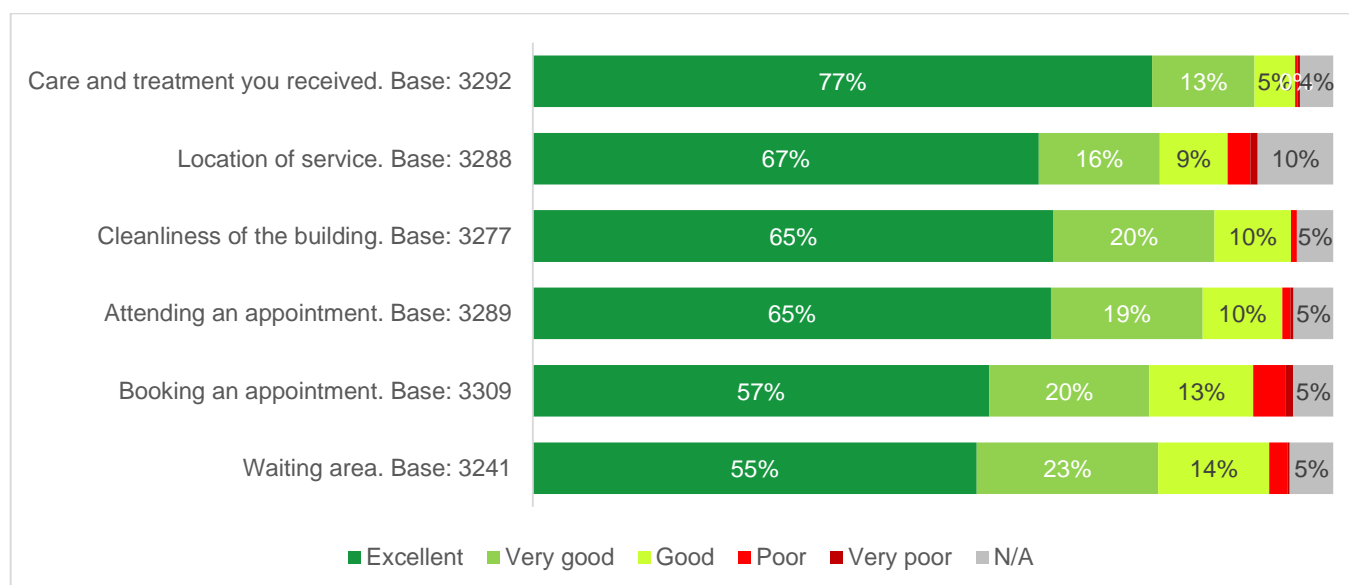
This section presents the feedback from the following questions:

- Thinking about your appointment in the past 6 months - since April 2020, please rate the following: Care and treatment you received, Cleanliness of the building, waiting area, Location of service, attending an appointment, Booking an appointment
- Did you receive clear instructions about how to book your appointment?
- Did you feel confident in the skills of the person taking your blood?
- Thinking about your experience before the pandemic, please rate the following: Waiting times in clinic, location of service, waiting area, Cleanliness of the building, Care and treatment you received
- Did you feel confident in the skills of the person taking your blood?

5.3.1 Rating appointments during the pandemic

Figure 1 shows that satisfaction was high with all aspects of appointments. Satisfaction was highest with care and treatment received with 3,134 (95%) respondents rating excellent.

Figure 1. Thinking about your appointment in the past 6 months - since April 2020, please rate the following



5.3.1.1 Significant differences by respondent groups

Locality

- Satisfaction with waiting areas was lower in the Telford and Wrekin area with 201 (84%) respondents rating excellent, very good or good, compared to 2,737 (93%) in the Shropshire area.

Area type

- No significant differences.

Commissioning status

- No significant differences.

PCN

- Satisfaction with booking an appointment was lower in the North Shropshire PCN area (272 / 80%), compared to the South West Shropshire PCN area (588 / 96%).

- Satisfaction with waiting areas was lower in the Teldoc PCN area with 28 (76%) respondents rating it as excellent, very good or good, compared to 581 (95%) in the South West Shropshire PCN area.

Age

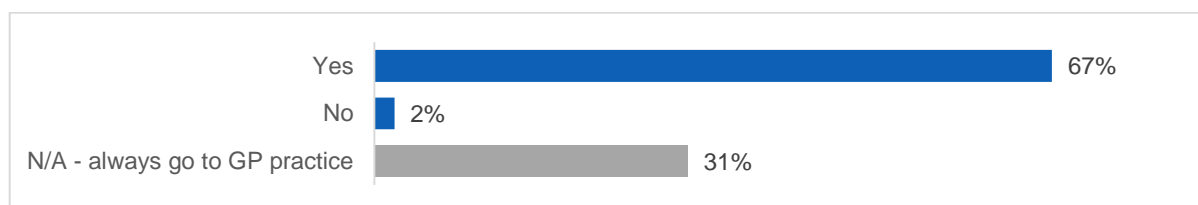
- No significant differences.

For a detailed breakdown of responses by locality, area type, commissioning status, PCN and age, please see Tables 19-24 in Appendix B.

5.3.2 Communication

Figure 2 shows that 2,289 (67%) respondents indicated they received clear instructions on how to book their appointment.

Figure 2. Did you receive clear instructions about how to book your appointment? Base: 3400



5.3.2.1 Significant differences by respondent groups

Locality

- A greater proportion of respondents in the Shropshire area indicated that they always went to their GP practice (986 / 32%), compared to (36 / 15%) in the Telford and Wrekin area.

Area type

- A greater proportion of respondents from rural / village locations indicated that they always went to their GP practice (593 / 35%), compared to (443 / 26%) respondents from urban / town locations.

Commissioning status

- A greater proportion of respondents registered at fully commissioned practices indicated that they always went to their GP practice (948 / 37%), compared to (54 / 9%) respondents from non-commissioned practices.

PCN

- A greater proportion of respondents in the South East Telford PCN area indicated they did not receive clear instructions (6 / 11%), compared to (3 / 0.5%) in the South West Shropshire PCN area.

Age

- A greater proportion of respondents aged 75 or over indicated they always went to their GP practice (176 / 35%), compared to 46 (21%) respondents aged under 35.

For a detailed breakdown of responses by locality, area type, commissioning status, PCN and age, please see Table 25 in Appendix B.

5.3.3 Staff

Figure 3 shows that 3,316 (98%) respondents felt confident with the skills of the person taking their blood.

Figure 3. Did you feel confident in the skills of the person taking your blood? Base: 3377



5.3.3.1 Significant differences by respondent groups

There are no significant differences across the different localities, area types, PCNs, commissioning statuses and age groups.

For a detailed breakdown of responses by locality, area type, commissioning status, PCN and age, please see Table 26 in Appendix B.

5.4 Satisfaction with blood tests before the pandemic

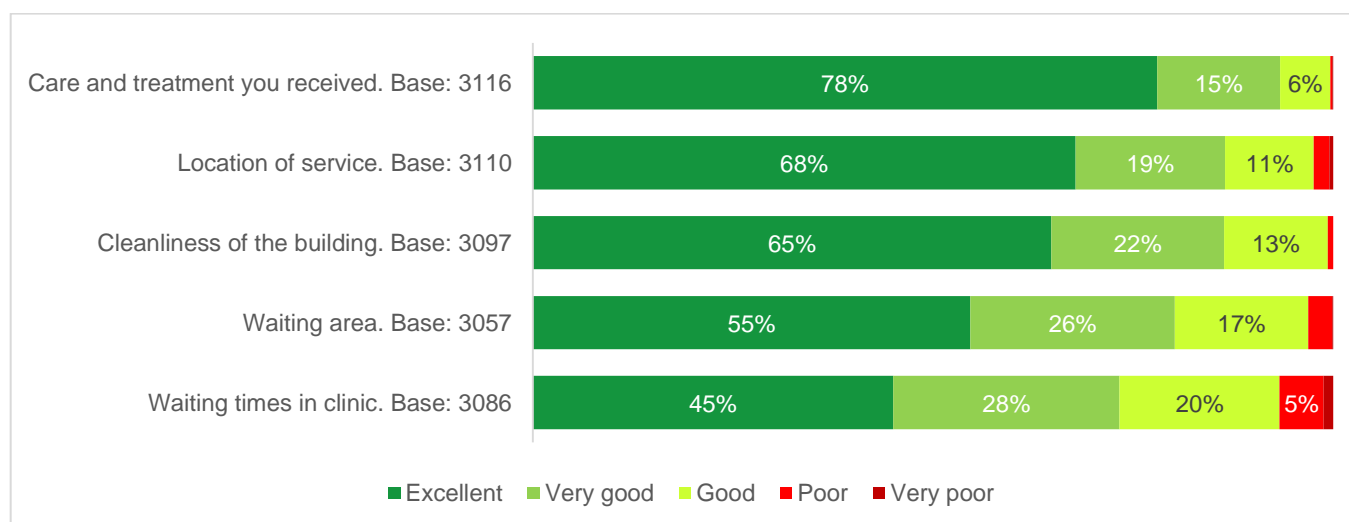
This section presents feedback from the following questions:

- Thinking about your experience before the pandemic, please rate the following: Waiting times in clinic, location of service, waiting area, cleanliness of the building and care and treatment you received
- Did you feel confident in the skills of the person taking your blood?

5.4.1 Rating experiences before the pandemic

Figure 4 shows that satisfaction was high with all aspects of appointments. Satisfaction was highest with care and treatment received with 2,104 (99.6%) respondents rating excellent, very good or good.

Figure 4. Thinking about your experience before the pandemic, please rate the following:



5.4.1.1 Significant differences by respondent groups

Locality

- A greater proportion of respondents in the Telford and Wrekin area rated waiting times poor or very poor (49 / 21%), compared to respondents in the Shropshire area (156 / 6%).

Area type

- A greater proportion of respondents from the Wrekin PCN (22 / 33%), Teldoc PCN (8 / 24%), Newport/Central PCN (15 / 19%) and North Shropshire PCN (60 / 19%) areas rated waiting times poor or very poor, compared to 6 (1%) in the South West Shropshire PCN area.

Commissioning status

- No significant differences.

PCN

- No significant differences.

Age

- No significant differences.

For a detailed breakdown of responses by locality, area type, commissioning status, PCN and age, please see Tables 27-31 in Appendix B.

5.4.2 Staff

Figure 5 shows that 3,295 (99%) respondents felt confident with the skills of the person taking their blood.

Figure 5. Did you feel confident in the skills of the person taking your blood? Base: 3325



5.4.2.1 Significant differences by respondent groups

There are no significant differences across the different groups with over 95% of respondents confident with the skills of the person taking their blood across all localities, area types, PCNs, commissioning statuses and age groups.

For a detailed breakdown of responses by locality, area type, commissioning status, PCN and age, please see Table 32 in Appendix B.

5.5 Preferences for blood tests

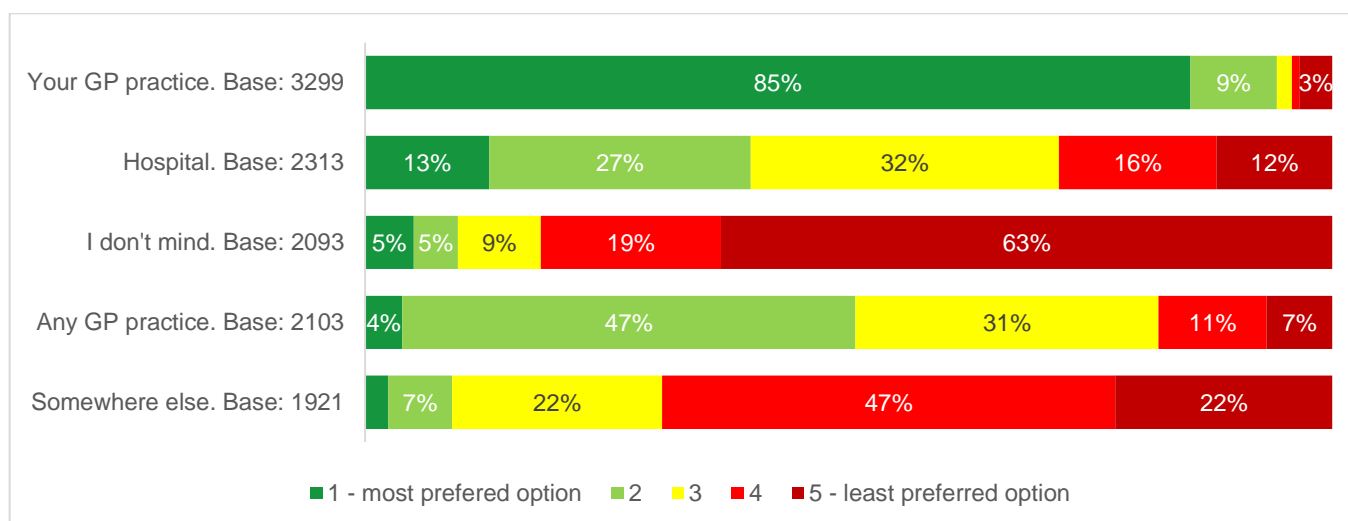
This section presents the feedback to the following questions:

- Where would you prefer to go to have your blood tested? Please rank 1 - 5 where 1 is your preferred option
- When would you prefer to have your appointment? (Please rank in order of preference)
- What time of day would you prefer to have your appointment? (Please rank in order of preference)
- How would you like to arrange your appointment? (Please rank in order of preference)

5.5.1 Appointment location

Respondents were asked to rank their preferred blood test location, with 1 as their most preferred option. Figure 6 shows that 'your GP practice' was the preferred option with 2,815 (85%) respondents rating it as 1.

Figure 6. Where would you prefer to go to have your blood tested? Please rank 1 - 5 where 1 is your preferred option



5.5.1.1 Significant differences by respondent groups

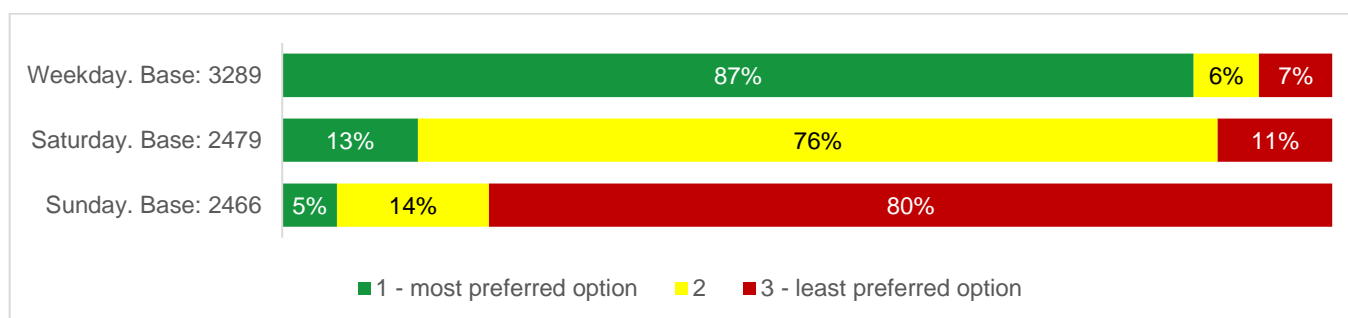
Across all area types, commissioning statuses, PCNs, age groups and both Shropshire and Telford and Wrekin, 'your GP practice' was the most frequently rated preferred option.

For a detailed breakdown of responses by locality, area type, commissioning status, PCN and age, please see Tables 33-37 in Appendix B.

5.5.2 Appointment day

Respondents were asked to rank their preferred appointment days for blood tests, with 1 as their most preferred option. Figure 7 shows that weekdays were the preferred option with 2854 (87%) respondents rating it as 1.

Figure 7. When would you prefer to have your appointment? (Please rank in order of preference)



5.5.2.1 Most popular day by respondent type

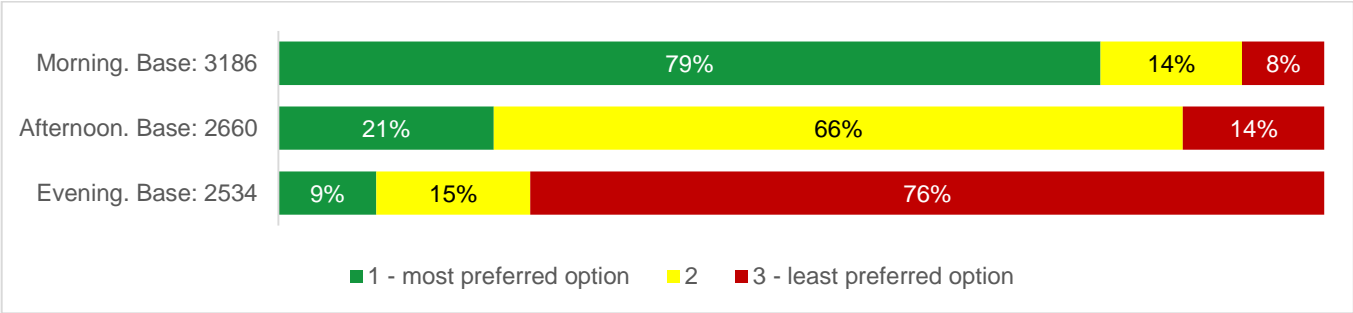
Across all area types, commissioning statuses, PCNs, age groups and both Shropshire and Telford and Wrekin, weekdays were the most frequently rated preferred option.

For a detailed breakdown of responses by locality, area type, commissioning status, PCN and age, please see Tables 38-40 in Appendix B.

5.5.3 Appointment time

Respondents were asked to rank their preferred appointment times for blood tests, with 1 as their most preferred option. Figure 8 shows that morning was the most preferred options with 2,504 (79%) respondents rating it as 1.

Figure 8. When would you prefer to have your appointment? (Please rank in order of preference)



5.5.3.1 Most popular time by respondent groups

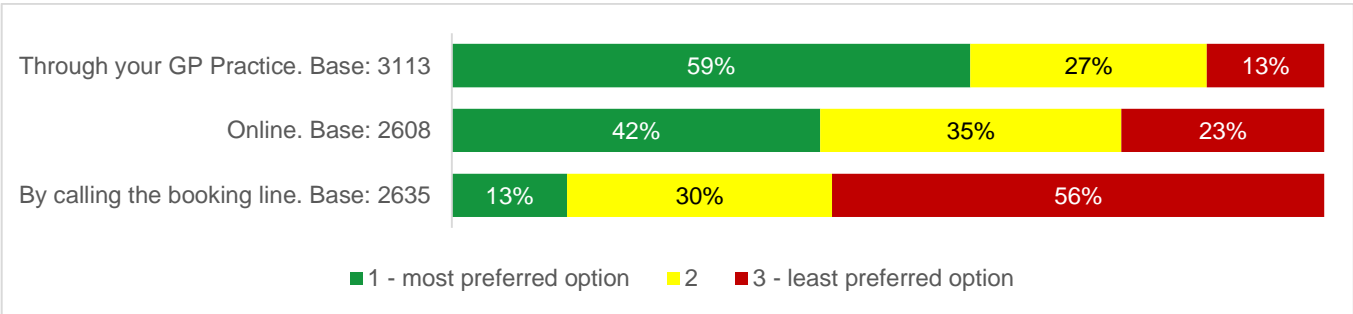
Across all area types, commissioning statuses, PCNs, age groups and both Shropshire and Telford and Wrekin, mornings were the most frequently rated preferred option.

For a detailed breakdown of responses by locality, area type, commissioning status, PCN and age, please see Tables 41-43 in Appendix B.

5.5.4 Arranging appointments

Respondents were asked to rank options for arranging blood tests, with 1 as their most preferred option. Figure 9 shows that through their GP practice was the preferred option with 1,850 (59%) respondents rating it as 1.

Figure 9. How would you like to arrange your appointment? (Please rank in order of preference)



5.5.4.1 Most popular method by respondent groups

Locality

- **Shropshire:** Through your GP practice (1,747 / 61%)
- **Telford and Wrekin:** Online (116 / 58%)

Area type

- **Urban / town:** Through your GP Practice (829 / 55%)
- **Rural / village:** Through your GP practice (1,012 / 64%)

Commissioning status

- **Fully commissioned:** Through your GP practice (1,607 / 66%)
- **Partially commissioned:** Online (86 / 55%)
- **Not commissioned:** Online (258 / 57%)

PCN

- **Newport/Central:** Online (45 / 63%)
- **North Shropshire:** Online (135 / 51%)
- **Shrewsbury:** Online (179 / 57%)
- **South East Shropshire:** Through your GP practice (1,094 / 67%)
- **South East Telford:** Through your GP practice (26 / 57%)
- **South West Shropshire:** Through your GP practice (417 / 70%)
- **Teldoc:** Online (21 / 64%)
- **Wrekin:** Online (29 / 52%)

Age

- **Under 35:** Online (102 / 53%)
- **35-44:** Online (120 / 53%)
- **45-54:** Through your GP practice (232 / 50%)
- **55-64:** Through your GP practice (445 / 59%)
- **65-74:** Through your GP practice (553 / 64%)
- **75 and over:** Through your GP practice (343 / 75%)

For a detailed breakdown of responses by locality, area type, commissioning status, PCN and age, please see Tables 44-46 in Appendix B.

6 Conclusion

Most respondents in the Shropshire area had their blood tested at a GP practice (2,489 / 79%), whereas most respondents in the Telford and Wrekin area had their blood tested at hospital (RSH or PRH) (153 / 61%). For respondents having their blood tested at a GP practice, the top reason was that it was close to them, whereas for those having their blood tested at hospital (RSH or PRH), the top reason was that they had no other choice.

Most respondents travelled to their blood tests by car (2,053 / 59%). Respondents tended to have short journey times, with 2,279 (69%) respondents travelling 10 minutes or less for their blood tests.

Satisfaction with blood tests was high both during and before the pandemic. Care and treatment received was rated highest both before and during the pandemic. A very high proportion of respondents were confident in the skills of the person taking their blood, with over 98% indicating they were confident both before and during the pandemic.

When thinking about preferences for blood tests, GP practices were the most popular location with 2,815 (85%) respondents rating this as their preferred choice. Weekdays were the most popular day (2854 / 87%) and morning the most popular choice of time (2504 / 79%). To arrange an appointment, 'through your GP practice' was the most popular choice of method in the Shropshire area (1,747 / 61%), while online (116 / 58%) was most popular in the Telford and Wrekin area.

7 Appendix A: GP practices

Table 12. GP practice profiling

GP practice	Locality	PCN	Commissioning status?
Albrighton Medical Practice	Shropshire	South East Shropshire	Fully commissioned
Alveley Medical Practice	Shropshire	South East Shropshire	Fully commissioned
Arwystli Medical Practice	Powys	Powys	Unknown
Belvidere Medical Practice	Shropshire	Shrewsbury	Not commissioned
Bishops Castle Medical Practice	Shropshire	South West Shropshire	Fully commissioned
Bridgnorth Medical Practice	Shropshire	South East Shropshire	Partially commissioned
Broseley Medical Practice	Shropshire	South East Shropshire	Fully commissioned
Cambrian Medical Centre	Shropshire	North Shropshire	Fully commissioned
Caxton Medical Practice	Shropshire	North Shropshire	Fully commissioned
Charlton Medical Practice	Telford and Wrekin	Wrekin	Not commissioned
Church Stretton Medical Practice	Shropshire	South West Shropshire	Fully commissioned
Churchmere Medical Group Bridgewater	Shropshire	North Shropshire	Not commissioned
Churchmere Medical Group Ellesmere	Shropshire	North Shropshire	Fully commissioned
Claremont Medical Practice	Shropshire	Shrewsbury	Not commissioned
Cleobury Mortimer Medical Practice	Shropshire	South East Shropshire	Fully commissioned
Clive Medical Practice	Shropshire	Shrewsbury	Fully commissioned
Court Street Surgery	Telford and Wrekin	South East Telford	Not commissioned
Craven Arms Medical Practice	Shropshire	South West Shropshire	Fully commissioned
Dawley Medical Practice	Telford and Wrekin	Wrekin	Not commissioned
Ditton Priors Medical Practice (Brown Clee)	Shropshire	South East Shropshire	Fully commissioned
Dodington Medical Practice	Shropshire	North Shropshire	Not commissioned
Donnington Medical Practice	Telford and Wrekin	Newport/Central	Not commissioned
Highley Medical Practice	Shropshire	South East Shropshire	Fully commissioned
Hodnet Medical Practice	Shropshire	North Shropshire	Fully commissioned
Hollinswood Surgery	Telford and Wrekin	Wrekin	Not commissioned
Ironbridge Medical Practice	Shropshire	South East Shropshire	Not commissioned
Knockin Medical Practice	Shropshire	Shrewsbury	Fully commissioned
Linden Hall Surgery	Telford and Wrekin	Newport/Central	Partially commissioned
Llanfyllin Health Centre	Powys	Powys	Unknown
Marden Medical Practice	Shropshire	Shrewsbury	Partially commissioned
Marysville Medical Practice	Shropshire	Shrewsbury	Fully commissioned
Montgomery Health Centre	Powys	Powys	Unknown
Much Wenlock and Cressage Medical Practice	Shropshire	South East Shropshire	Fully commissioned
Mytton Oak Medical Practice	Shropshire	Shrewsbury	Not commissioned
Northgate Health Centre	Shropshire	South East Shropshire	Partially commissioned
Plas Ffynnon Medical Practice	Shropshire	North Shropshire	Fully commissioned
Pontesbury Medical Practice	Shropshire	Shrewsbury	Fully commissioned
Portcullis Medical Practice	Shropshire	South West Shropshire	Fully commissioned
Prees Medical Practice	Shropshire	North Shropshire	Fully commissioned
Prescott Medical Practice	Shropshire	Shrewsbury	Fully commissioned
Radbrook Green Medical Practice	Shropshire	Shrewsbury	Partially commissioned
Riverside Medical Practice	Shropshire	Shrewsbury	Not commissioned
Severn Fields Medical Practice	Shropshire	Shrewsbury	Partially commissioned
Shawburch Medical Centre	Telford and Wrekin	Newport/Central	Not commissioned
Shawbury Medical Practice	Shropshire	Shrewsbury	Fully commissioned
Shifnal & Priorslee Medical Practice	Telford and Wrekin	Teldoc	Fully commissioned
South Hermitage Medical Practice	Shropshire	Shrewsbury	Partially commissioned
Station Drive Medical Practice	Shropshire	South West Shropshire	Fully commissioned
Stirchley Medical Practice	Telford and Wrekin	South East Telford	Not commissioned
Sutton Hill Medical Practice	Telford and Wrekin	South East Telford	Not commissioned
Teldoc	Telford and Wrekin	Teldoc	Not commissioned
The Beeches Medical Practice	Shropshire	Shrewsbury	Partially commissioned
The Meadows, Clun Surgery	Shropshire	South West Shropshire	Fully commissioned
The Surgery, Wellington Road	Telford and Wrekin	Newport/Central	Partially commissioned
Wellington Medical Practice	Telford and Wrekin	Wrekin	Not commissioned
Wem Medical Practice	Shropshire	North Shropshire	Fully commissioned
Westbury Medical Practice	Shropshire	Shrewsbury	Fully commissioned
Woodside Medical Practice	Telford and Wrekin	South East Telford	Not commissioned
Worthen Medical Practice	Shropshire	Shrewsbury	Fully commissioned

Table 13. Which GP practice are you registered with?

	No.	%
Cleobury Mortimer Medical Practice	908	27%
Portcullis Medical Practice	394	12%
Broseley Medical Practice	313	9%
Albrighton Medical Practice	163	5%
Ditton Priors Medical Practice (Brown Clee)	154	5%
Station Drive Medical Practice	149	4%
Alveley Medical Practice	131	4%
Churchmere Medical Group Ellesmere	129	4%
Churchmere Medical Group Bridgewater	121	4%
Riverside Medical Practice	67	2%
Church Stretton Medical Practice	59	2%
Claremont Medical Practice	56	2%
Mytton Oak Medical Practice	52	2%
Shawbircb Medical Centre	48	1%
Severn Fields Medical Practice	43	1%
Radbrook Green Medical Practice	37	1%
Dodington Medical Practice	35	1%
Bridgnorth Medical Practice	33	1%
Marden Medical Practice	33	1%
South Hermitage Medical Practice	33	1%
Belvidere Medical Practice	32	1%
Charlton Medical Practice	30	1%
Wem Medical Practice	30	1%
Stirchley Medical Practice	25	1%
Ironbridge Medical Practice	24	1%
Wellington Medical Practice	24	1%
Teldoc	23	1%
Much Wenlock and Cressage Medical Practice	22	1%
Craven Arms Medical Practice	20	1%
Dawley Medical Practice	18	1%
Donnington Medical Practice	17	1%
Shifnal & Priorslee Medical Practice	16	0.5%
Prees Medical Practice	14	0.4%
Court Street Surgery	13	0.4%
Linden Hall Surgery	13	0.4%
Marysville Medical Practice	13	0.4%
The Meadows, Clun Surgery	13	0.4%
Highley Medical Practice	11	0.3%
Cambrian Medical Centre	9	0.3%
The Beeches Medical Practice	9	0.3%
Woodside Medical Practice	9	0.3%
Caxton Medical Practice	8	0.2%
Pontesbury Medical Practice	8	0.2%
Sutton Hill Medical Practice	8	0.2%
Prescott Medical Practice	7	0.2%
Bishops Castle Medical Practice	6	0.2%
Clive Medical Practice	6	0.2%
The Surgery, Wellington Road	5	0.2%
Plas Ffynnon Medical Practice	4	0.1%
Shawbury Medical Practice	4	0.1%
Arwystli Medical Practice	2	0.1%
Hodnet Medical Practice	2	0.1%
Knockin Medical Practice	2	0.1%
Westbury Medical Practice	2	0.1%
Worthen Medical Practice	2	0.1%
Hollinswood Surgery	1	0.03%
Llanfyllin Health Centre	1	0.03%

Montgomery Health Centre	1	0.03%
Northgate Health Centre	1	0.03%
Base	3413	

8 Appendix B: Findings

Table 14. Q3 Where do you normally have your blood tested?

	Overall		Locality			Urban / rural		Commissioning status			PCN								Age					
	No.	%	Telford and Wrekin	Shropshire	Powys	Rural / village	Urban / town	Fully commissioned	Partially commissioned	Not commissioned	Newport/Central	North Shropshire	Shrewsbury	South East Shropshire	South East Telford	South West Shropshire	Telford	Wrekin	Under 35	35-44	45-54	55-64	65-74	75 and over
GP practice	2602	75%	29%	79%	50%	85%	65%	92.6%	37%	14%	25%	46%	24%	92%	47%	97%	36%	15%	66%	72%	73%	78%	77%	76%
Hospital (RSH or PRH)	508	15%	61%	11%	50%	7%	23%	3%	40%	57%	70%	7%	69%	2%	31%	1%	54%	78%	23%	16%	17%	13%	14%	13%
Community Hospital Whitchurch	160	5%	0.4%	5%	-	3%	6%	1%	-	22%	1%	44%	0.3%	-	-	-	-	-	2%	4%	5%	4%	5%	5%
Other	115	3%	7%	3%	-	3%	3%	3%	8%	5%	4%	2%	6%	3%	13%	1%	8%	7%	8%	4%	3%	3%	2%	3%
Community Hospital Bridgnorth	51	2%	2%	2%	-	1%	2%	1%	15%	1%	-	-	-	3%	9%	-	-	-	2%	2%	1%	1%	1%	1%
Home visit	20	1%	0.4%	1%	-	1%	0.4%	0.7%	0.5%	0.3%	-	1%	0.3%	1%	-	1%	3%	-	-	-	0.2%	1%	0.3%	2%
Care or residential home	2	0.1%	-	0.1%	-	0.1%	-	0.4%	-	0.2%	-	-	-	0.1%	-	-	-	-	-	-	-	0.1%	-	-
Base	3458		250	3153	4	1736	1707	2593	207	603	83	351	406	1757	55	639	39	73	222	250	488	832	977	516

Table 15. Q4 Why do you go to this location to have your blood tested?

	Overall		Locality			Urban / rural		Commissioning status			PCN								Age					
	No.	%	Telford and Wrekin	Shropshire	Powys	Rural / village	Urban / town	Fully commissioned	Partially commissioned	Not commissioned	Newport/Central	North Shropshire	Shrewsbury	South East Shropshire	South East Telford	South West Shropshire	Teldoc	Wrekin	Under 35	35-44	45-54	55-64	65-74	75 and over
Close to me	1254	36%	25%	37%	25%	35%	37%	39%	21%	32%	27%	46%	20%	40%	30%	36%	16%	23%	40%	38%	38%	36%	36%	36%
Convenient	866	25%	16%	26%	50%	29%	21%	29%	17%	13%	16%	18%	12%	28%	15%	32%	16%	18%	16%	25%	24%	30%	25%	22%
Go where my GP tells me	489	14%	19%	14%	-	13%	16%	12%	22%	19%	20%	14%	25%	13%	11%	10%	21%	23%	22%	16%	14%	12%	14%	14%
Other	297	9%	13%	8%	25%	9%	8%	8%	14%	7%	10%	7%	10%	8%	13%	8%	24%	10%	7%	8%	9%	8%	8%	9%
Can book an appointment	282	8%	11%	8%	-	8%	8%	8%	8%	8%	10%	7%	7%	8%	15%	10%	8%	12%	7%	6%	7%	6%	9%	11%
No other choice	235	7%	13%	6%	-	5%	9%	3%	15%	19%	16%	8%	24%	3%	9%	3%	11%	12%	7%	7%	7%	7%	6%	7%
Don't have to book an appointment	26	1%	3%	1%	-	1%	1%	0.3%	2%	2%	2%	1%	2%	0.3%	6%	0.2%	5%	1%	1%	1%	1%	1%	1%	0.4%
Base	3449		247	3149	4	1731	1708	2592	207	597	83	348	406	1755	53	640	38	73	222	250	487	830	977	516

Table 16. Q5 How do you usually travel to have your blood test?

	Overall		Locality			Urban / rural		Commissioning status			PCN								Age					
	No.	%	Telford and Wrekin	Shropshire	Powys	Rural / village	Urban / town	Fully commissioned	Partially commissioned	Not commissioned	Newport/Central	North Shropshire	Shrewsbury	South East Shropshire	South East Telford	South West Shropshire	Teldoc	Wrekin	Under 35	35-44	45-54	55-64	65-74	75 and over
Car (including taxi or lift)	2053	60%	79%	58%	50%	75%	44%	55%	74%	72%	73%	62%	74%	58%	83%	47%	82%	81%	62%	55%	57%	62%	59%	61%
Walk	1241	36%	15%	37%	50%	21%	51%	41%	20%	21%	18%	35%	16%	39%	15%	49%	13%	12%	34%	42%	40%	35%	37%	33%
Other	84	2%	2%	3%	-	2%	3%	3%	2%	2%	5%	2%	3%	3%	-	1%	3%	-	2%	2%	2%	2%	2%	4%
Public transport	38	1%	3%	1%	-	1%	2%	0.4%	2%	4%	1%	1%	5%	0.1%	2%	1%	-	7%	2%	1%	0.4%	1%	1%	1%
Cycle	31	1%	1%	1%	-	1%	1%	1%	1%	1%	2%	1%	2%	1%	-	1%	3%	-	0.5%	1%	1%	1%	1%	1%
Patient transport	5	0.1%	-	0.2%	-	0.2%	0.1%	0.2%	-	-	-	-	-	0.2%	-	0.2%	-	-	-	-	-	0.1%	-	1%
Base	3452		248	3150	4	1734	1708	2592	207	599	83	351	405	1755	53	639	39	73	222	249	487	831	977	517

Table 17. Q6 How long does it usually take you to travel to your blood test?

	Overall		Locality			Urban / rural		Commissioning status			PCN								Age					
	No.	%	Telford and Wrekin	Shropshire	Powys	Rural / village	Urban / town	Fully commissioned	Partially commissioned	Not commissioned	Newport/Central	North Shropshire	Shrewsbury	South East Shropshire	South East Telford	South West Shropshire	Teldoc	Wrekin	Under 35	35-44	45-54	55-64	65-74	75 and over
Less than 5 minutes	751	22%	14%	22%	-	19%	25%	25%	15%	11%	24%	20%	8%	27%	8%	19%	5%	11%	31%	30%	26%	21%	17%	18%
5-10 minutes	1528	44%	41%	45%	25%	43%	45%	45%	41%	43%	39%	48%	38%	43%	42%	50%	28%	51%	39%	36%	44%	43%	47%	48%
11-30 minutes	1021	30%	40%	29%	25%	34%	25%	27%	35%	40%	30%	27%	45%	26%	47%	29%	62%	33%	23%	30%	25%	32%	31%	30%
31-60 minutes	75	2%	4%	2%	50%	2%	2%	2%	2%	5%	5%	4%	4%	1%	2%	1%	5%	4%	5%	3%	2%	2%	2%	2%
More than 60 minutes	15	0.4%	-	0.4%	-	1%	0.4%	0.4%	2%	0.2%	-	0.3%	1%	0.3%	-	0.2%	-	-	1%	1%	1%	1%	-	0.2%
Other response	62	2%	2%	2%	-	2%	2%	2%	5%	1%	2%	1%	3%	2%	2%	1%	-	1%	1%	1%	1%	1%	2%	2%
Base	3452		248	3150	4	1734	1709	2592	206	600	83	349	405	1757	53	639	39	73	222	250	487	831	978	516

Table 18. Q8 How often do you have your blood tested?

	Overall		Locality			Urban / rural	Commissioning status			PCN								Age						
	No.	%	Telford and Wrekin	Shropshire	Powys	Rural / village	Urban / town	Fully commissioned	Partially commissioned	Not commissioned	Newport/Central	North Shropshire	Shrewsbury	South East Shropshire	South East Telford	South West Shropshire	Teldoc	Wrekin	Under 35	35-44	45-54	55-64	65-74	75 and over
Once a week	25	1%	2%	1%	-	1%	1%	1%	0.5%	2%	2%	1%	1%	1%	-	0.2%	3%	1%	1%	0.4%	1%	1%	1%	2%
Every fortnight	82	2%	5%	2%	-	2%	3%	2%	3%	5%	2%	4%	3%	2%	6%	1%	5%	7%	1%	2%	2%	2%	2%	4%
Every 3-4 weeks	209	6%	10%	6%	-	5%	7%	5%	9%	10%	7%	11%	10%	4%	15%	5%	5%	11%	3%	4%	5%	5%	6%	10%
Every 5-6 weeks	159	5%	3%	5%	-	5%	4%	4%	11%	5%	4%	6%	7%	4%	4%	4%	3%	3%	8%	4%	5%	3%	5%	5%
Longer than every 6 weeks	1044	30%	24%	31%	50%	30%	30%	31%	22%	28%	36%	28%	26%	30%	23%	35%	13%	18%	19%	21%	35%	32%	31%	30%
Not regularly	1342	39%	36%	39%	25%	40%	38%	41%	32%	33%	34%	36%	31%	42%	23%	38%	54%	39%	59%	56%	42%	41%	35%	24%
Other response	589	17%	20%	17%	25%	17%	18%	17%	22%	17%	14%	15%	21%	16%	29%	17%	18%	21%	8%	13%	10%	15%	21%	25%
Base	3450		246	3150	4	1735	1706	2591	207	598	83	352	405	1753	52	640	39	72	222	250	488	831	973	519

Table 19. Q9 Thinking about your appointment in the past 6 months - since April 2020, please rate the following: Booking an appointment

Overall			Locality			Urban / rural	Commissioning status			PCN								Age						
	No.	%	Telford and Wrekin	Shropshire	Powys	Rural / village	Urban / town	Fully commissioned	Partially commissioned	Not commissioned	Newport/Central	North Shropshire	Shrewsbury	South East Shropshire	South East Telford	South West Shropshire	Teldoc	Wrekin	Under 35	35-44	45-54	55-64	65-74	75 and over
Excellent	1877	57%	44%	58%	25%	61%	52%	62%	42%	39%	46%	36%	39%	61%	41%	73%	32%	49%	53%	54%	59%	56%	59%	56%
Very good	670	20%	22%	20%	50%	19%	22%	19%	26%	23%	25%	19%	27%	20%	17%	16%	30%	20%	21%	17%	15%	19%	21%	26%
Good	421	13%	22%	12%	25%	11%	15%	10%	14%	23%	21%	25%	22%	9%	26%	7%	22%	20%	17%	15%	14%	13%	10%	12%
Poor	120	4%	5%	3%	-	3%	5%	2%	11%	9%	1%	10%	8%	2%	6%	0.5%	14%	6%	3%	6%	4%	3%	4%	3%
Very poor	42	1%	3%	1%	-	1%	2%	1%	2%	3%	1%	5%	2%	0.4%	4%	0.5%	-	6%	1%	2%	2%	1%	1%	1%
N/A	179	5%	4%	6%	-	6%	5%	6%	4%	3%	6%	6%	3%	7%	7%	3%	3%	-	5%	5%	6%	8%	5%	3%
Base	3309		243	3019	4	1651	1646	2467	203	592	81	341	401	1662	54	615	37	71	219	246	480	807	924	481

Table 20. Q9 Thinking about your appointment in the past 6 months - since April 2020, please rate the following: Attending an appointment

Overall			Locality			Urban / rural		Commissioning status					PCN							Age						
	No.	%	Telford and Wrekin	Shropshire	Powys	Rural / village	Urban / town	Fully commissioned	Partially commissioned	Not commissioned	Newport/Central	North Shropshire	Shrewsbury	South East Shropshire	South East Telford	South West Shropshire	Teldoc	Wrekin	Under 35	35-44	45-54	55-64	65-74	75 and over		
Excellent	2124	65%	52%	66%	75%	67%	63%	68%	57%	56%	56%	52%	58%	66%	40%	78%	49%	59%	64%	69%	67%	64%	65%	62%		
Very good	641	19%	24%	19%	25%	18%	20%	18%	25%	22%	26%	21%	24%	19%	27%	13%	24%	20%	20%	14%	17%	19%	21%	25%		
Good	317	10%	17%	9%	-	8%	11%	8%	12%	17%	14%	19%	13%	7%	24%	5%	22%	14%	11%	10%	10%	9%	9%	10%		
Poor	24	1%	3%	1%	-	0.4%	1%	0.3%	1%	2%	1%	1%	2%	0.3%	4%	0.2%	3%	4%	1%	2%	0.4%	1%	0.1%	1%		
Very poor	13	0.4%	1%	0.3%	-	0.2%	1%	0.2%	1%	1%	1%	1%	1%	0.1%	-	0.2%	-	1%	-	1%	0.2%	1%	0.3%	0.2%		
N/A	170	5%	2%	5%	-	6%	4%	6%	2%	2%	1%	5%	2%	7%	5%	3%	3%	1%	3%	4%	6%	7%	5%	3%		
Base	3289		243	3000	4	1633	1644	2453	202	588	80	336	399	1652	55	613	37	71	218	246	481	803	916	477		

Table 21. Q9 Thinking about your appointment in the past 6 months - since April 2020, please rate the following: Location of service

Overall			Locality			Urban / rural		Commissioning status			PCN										Age					
	No.	%	Telford and Wrekin	Shropshire	Powys	Rural / village	Urban / town	Fully commissioned	Partially commissioned	Not commissioned	Newport/Central	North Shropshire	Shrewsbury	South East Shropshire	South East Telford	South West Shropshire	Teldoc	Wrekin	Under 35	35-44	45-54	55-64	65-74	75 and over		
Excellent	2212	67%	44%	69%	75%	70%	65%	74%	48%	47%	55%	59%	41%	73%	27%	82%	35%	48%	66%	69%	72%	68%	67%	64%		
Very good	525	16%	29%	15%	25%	15%	17%	14%	22%	23%	23%	16%	23%	14%	40%	10%	32%	25%	15%	14%	11%	16%	17%	19%		
Good	300	9%	17%	8%	-	8%	10%	6%	18%	20%	13%	14%	23%	6%	18%	3%	22%	18%	12%	10%	9%	7%	9%	10%		
Poor	84	3%	6%	2%	-	2%	3%	1%	7%	7%	5%	5%	9%	1%	7%	1%	8%	6%	3%	2%	2%	3%	2%	4%		
Very poor	25	1%	2%	1%	-	0.3%	1%	0.3%	3%	2%	2%	1%	3%	0.2%	4%	-	-	1%	1%	1%	1%	1%	0.3%	1%		
N/A	142	4%	2%	5%	-	5%	4%	5%	2%	2%	1%	4%	2%	6%	4%	3%	3%	1%	3%	4%	5%	6%	4%	2%		
Base	3288		245	2995	4	1634	1642	2448	202	590	82	338	397	1649	55	611	37	71	215	246	479	801	917	481		

Table 22. Q9 Thinking about your appointment in the past 6 months - since April 2020, please rate the following: Waiting area

Overall			Locality			Urban / rural		Commissioning status			PCN										Age						
	No.	%	Telford and Wrekin	Shropshire	Powys	Rural / village	Urban / town	Fully commissioned	Partially commissioned	Not commissioned	Newport/Central	North Shropshire	Shrewsbury	South East Shropshire	South East Telford	South West Shropshire	Teldoc	Wrekin	Under 35	35-44	45-54	55-64	65-74	75 and over			
Excellent	1797	55%	30%	58%	25%	60%	51%	62%	41%	35%	37%	45%	32%	63%	21%	67%	24%	33%	57%	60%	59%	56%	54%	53%			
Very good	734	23%	30%	22%	75%	21%	24%	21%	25%	27%	30%	24%	28%	21%	33%	19%	35%	27%	21%	20%	17%	22%	25%	27%			
Good	450	14%	23%	13%	-	12%	16%	10%	24%	24%	22%	23%	27%	9%	29%	9%	16%	23%	17%	13%	15%	13%	13%	15%			
Poor	76	2%	11%	2%	-	1%	4%	1%	4%	8%	7%	2%	7%	1%	8%	1%	16%	14%	-	2%	3%	2%	2%	2%			
Very poor	7	0.2%	1%	0.1%	-	0.1%	0.3%	0.04%	0.5%	1%	2%	-	1%	-	-	-	3%	-	0.5%	0.4%	0.4%	0.1%	-	0.2%			
N/A	177	5%	4%	6%	-	6%	5%	6%	5%	5%	1%	5%	6%	6%	10%	4%	5%	3%	5%	5%	6%	7%	6%	3%			
Base	3241		240	2956	4	1611	1618	2414	201	581	81	332	395	1620	52	609	37	70	217	242	466	790	911	470			

Table 23. Q9 Thinking about your appointment in the past 6 months - since April 2020, please rate the following: Cleanliness of the building

Overall			Locality			Urban / rural		Commissioning status				PCN								Age						
	No.	%	Telford and Wrekin	Shropshire	Powys	Rural / village	Urban / town	Fully commissioned	Partially commissioned	Not commissioned	Newport/Central	North Shropshire	Shrewsbury	South East Shropshire	South East Telford	South West Shropshire	Teldoc	Wrekin	Under 35	35-44	45-54	55-64	65-74	75 and over		
Excellent	2132	65%	41%	67%	50%	70%	60%	71%	53%	44%	44%	54%	43%	72%	35%	78%	38%	44%	66%	68%	64%	66%	64%	65%		
Very good	658	20%	30%	19%	25%	17%	23%	17%	25%	30%	33%	28%	30%	17%	33%	14%	32%	21%	20%	19%	18%	18%	22%	22%		
Good	313	10%	22%	8%	25%	7%	12%	6%	18%	21%	21%	12%	23%	6%	22%	5%	16%	26%	10%	8%	12%	9%	8%	10%		
Poor	24	1%	4%	0.5%	-	0.3%	1%	0.3%	1%	2%	1%	1%	2%	0.3%	4%	-	8%	6%	-	1%	1%	1%	1%	0.2%		
Very poor	2	0.1%	0.4%	0.03%	-	0.1%	0.1%	-	-	0.3%	-	-	-	0.1%	-	-	3%	-	-	-	0.2%	0.1%	-	-		
N/A	148	5%	3%	5%	-	5%	4%	5%	2%	2%	1%	5%	2%	6%	6%	3%	3%	3%	3%	4%	5%	6%	4%	3%		
Base	3277		243	2986	4	1631	1634	2441	202	586	82	336	398	1642	54	610	37	70	211	245	481	799	915	477		

Table 24. Q9 Thinking about your appointment in the past 6 months - since April 2020, please rate the following: Care and treatment you received

Overall		Locality			Urban / rural		Commissioning status			PCN										Age					
	No.	%	Telford and Wrekin	Shropshire	Powys	Rural / village	Urban / town	Fully commissioned	Partially commissioned	Not commissioned	Newport/Central	North Shropshire	Shrewsbury	South East Shropshire	South East Telford	South West Shropshire	Teldoc	Wrekin	Under 35	35-44	45-54	55-64	65-74	75 and over	
Excellent	2547	77%	70%	78%	100%	78%	77%	78%	75%	74%	77%	66%	77%	78%	55%	86%	65%	76%	75%	78%	76%	77%	80%	77%	
Very good	421	13%	17%	12%	-	12%	13%	12%	17%	16%	15%	19%	17%	12%	29%	7%	14%	11%	14%	13%	12%	12%	11%	16%	
Good	166	5%	9%	5%	-	5%	5%	4%	6%	7%	6%	9%	5%	5%	5%	3%	16%	11%	6%	4%	6%	5%	4%	5%	
Poor	10	0.3%	2%	0.2%	-	0.2%	0.4%	0.2%	-	1%	1%	1%	-	0.1%	4%	0.2%	3%	-	0.5%	0.4%	-	0.3%	0.3%	1%	
Very poor	10	0.3%	0.4%	0.3%	-	0.2%	0.4%	0.3%	-	1%	-	0.3%	1%	0.2%	2%	0.3%	-	-	1%	0.4%	1%	0.3%	-	0.2%	
N/A	138	4%	2%	4%	-	5%	4%	5%	1%	2%	1%	5%	1%	5%	5%	3%	3%	1%	3%	4%	4%	6%	4%	2%	
Base	3292		244	3000	4	1639	1641	2452	203	589	81	338	400	1649	55	613	37	71	216	245	479	804	919	480	

Table 25. Q10 Did you receive clear instructions about how to book your appointment?

	Overall		Locality			Urban / rural		Commissioning status			PCN								Age					
	No.	%	Telford and Wrekin	Shropshire	Powys	Rural / village	Urban / town	Fully commissioned	Partially commissioned	Not commissioned	Newport/Central	North Shropshire	Shrewsbury	South East Shropshire	South East Telford	South West Shropshire	Teldoc	Wrekin	Under 35	35-44	45-54	55-64	65-74	75 and over
Yes	2289	67%	80%	66%	50%	64%	71%	62%	85%	85%	80%	72%	88%	62%	61%	60%	85%	93%	76%	76%	70%	64%	66%	64%
No	72	2%	5%	2%	-	2%	3%	1%	5%	6%	6%	6%	5%	1%	11%	0.5%	-	1%	3%	2%	3%	1%	2%	1%
N/A - always go to the GP practice	1039	31%	15%	32%	50%	35%	26%	37%	10%	9%	13%	22%	7%	37%	28%	40%	15%	6%	21%	22%	27%	35%	32%	35%
Base	3400		246	3100	4	1713	1675	2548	205	593	82	342	402	1724	54	632	39	71	221	248	483	819	958	509

Table 26. Q11 Did you feel confident in the skills of the person taking your blood?

Overall			Locality			Urban / rural		Commissioning status					PCN							Age					
	No.	%	Telford and Wrekin	Shropshire	Powys	Rural / village	Urban / town	Fully commissioned	Partially commissioned	Not commissioned	Newport/Central	North Shropshire	Shrewsbury	South East Shropshire	South East Telford	South West Shropshire	Teldoc	Wrekin	Under 35	35-44	45-54	55-64	65-74	75 and over	
Yes	3316	98%	98%	98%	100%	98%	98%	98%	98%	98%	100%	98%	98%	98%	96%	99%	95%	100%	96%	98%	99%	99%	99%	98%	
No	61	2%	2%	2%	-	2%	2%	2%	2%	2%	-	2%	2%	2%	4%	1%	5%	-	4%	2%	1%	1%	1%	2%	
Base	3337		245	3079	4	1696	1668	2530	202	592	82	339	400	1712	54	628	39	70	219	248	479	810	947	510	

Table 27. Q12 Thinking about your experience before the pandemic, please rate the following: Waiting times in clinic

Overall			Locality		Urban / rural		Commissioning status			PCN								Age						
	No.	%	Telford and Wrekin	Shropshire	Powys	Rural / village	Urban / town	Fully commissioned	Partially commissioned	Not commissioned	Newport/Central	North Shropshire	Shrewsbury	South East Shropshire	South East Telford	South West Shropshire	Teldoc	Wrekin	Under 35	35-44	45-54	55-64	65-74	75 and over
Excellent	1389	45%	21%	47%	-	52%	39%	52%	35%	17%	27%	22%	26%	53%	28%	56%	3%	18%	43%	43%	47%	46%	46%	41%
Very good	873	28%	22%	29%	50%	27%	30%	30%	29%	21%	19%	27%	27%	30%	32%	28%	24%	17%	24%	20%	25%	28%	31%	34%
Good	617	20%	36%	19%	50%	17%	23%	15%	28%	37%	35%	32%	34%	14%	32%	15%	50%	32%	25%	24%	20%	18%	19%	20%
Poor	169	5%	15%	5%	-	3%	7%	2%	7%	20%	14%	15%	12%	2%	6%	1%	15%	24%	6%	11%	6%	6%	4%	5%
Very poor	38	1%	6%	1%	-	1%	2%	0.4%	1%	5%	5%	4%	1%	0.5%	2%	-	9%	9%	2%	2%	2%	1%	1%	0.4%
Base	3086		228	2816	2	1546	1528	2315	181	548	78	314	354	1564	50	584	34	66	190	221	449	732	887	465

Table 28. Q12 Thinking about your experience before the pandemic, please rate the following: Location of service

Overall			Locality			Urban / rural		Commissioning status				PCN								Age						
	No.	%	Telford and Wrekin	Shropshire	Powys	Rural / village	Urban / town	Fully commissioned	Partially commissioned	Not commissioned	Newport/Central	North Shropshire	Shrewsbury	South East Shropshire	South East Telford	South West Shropshire	Teldoc	Wrekin	Under 35	35-44	45-54	55-64	65-74	75 and over		
Excellent	2108	68%	33%	71%	100%	71%	64%	75%	55%	41%	36%	60%	45%	75%	46%	81%	14%	30%	65%	69%	71%	69%	68%	64%		
Very good	581	19%	29%	18%	-	18%	20%	17%	24%	24%	28%	21%	25%	17%	33%	13%	26%	30%	19%	15%	16%	18%	21%	20%		
Good	345	11%	32%	9%	-	9%	13%	7%	20%	27%	29%	15%	24%	7%	19%	5%	51%	35%	13%	13%	11%	9%	10%	13%		
Poor	61	2%	6%	2%	-	1%	3%	1%	1%	7%	8%	3%	5%	1%	2%	1%	9%	5%	3%	2%	2%	3%	1%	2%		
Very poor	15	0.5%	-	1%	-	0.3%	1%	0.3%	1%	1%	-	1%	2%	0.3%	-	-	-	-	1%	0.5%	1%	1%	0.3%	0.4%		
Base	3110		233	2836	2	1558	1540	2336	183	550	80	316	354	1573	52	593	35	66	189	222	452	741	893	470		

Table 29. Q12 Thinking about your experience before the pandemic, please rate the following: Waiting area

Overall			Locality			Urban / rural		Commissioning status				PCN								Age					
	No.	%	Telford and Wrekin	Shropshire	Powys	Rural / village	Urban / town	Fully commissioned	Partially commissioned	Not commissioned	Newport/Central	North Shropshire	Shrewsbury	South East Shropshire	South East Telford	South West Shropshire	Teldoc	Wrekin	Under 35	35-44	45-54	55-64	65-74	75 and over	
Excellent	1671	55%	20%	58%	-	62%	48%	63%	41%	26%	25%	37%	30%	65%	25%	65%	6%	17%	57%	55%	56%	55%	55%	51%	
Very good	780	26%	30%	25%	100%	24%	27%	25%	24%	27%	25%	33%	27%	24%	47%	23%	27%	25%	20%	22%	20%	27%	27%	30%	
Good	510	17%	36%	15%	-	13%	21%	11%	31%	35%	39%	26%	34%	10%	24%	11%	42%	38%	20%	18%	20%	15%	15%	16%	
Poor	92	3%	14%	2%	-	2%	4%	1%	3%	12%	10%	3%	9%	1%	4%	1%	24%	20%	3%	5%	3%	3%	2%	3%	
Very poor	4	0.1%	-	0.1%	-	0.1%	0.2%	-	-	1%	-	1%	-	0.1%	-	-	-	-	-	-	0.4%	0.3%	-	-	
Base	3057		228	2787	2	1535	1510	2297	180	538	79	314	344	1541	51	588	33	65	188	217	450	727	875	461	

Table 30. Q12 Thinking about your experience before the pandemic, please rate the following: Cleanliness of the building

Overall			Locality			Urban / rural		Commissioning status			PCN										Age				
	No.	%	Telford and Wrekin	Shropshire	Powys	Rural / village	Urban / town	Fully commissioned	Partially commissioned	Not commissioned	Newport/Central	North Shropshire	Shrewsbury	South East Shropshire	South East Telford	South West Shropshire	Teldoc	Wrekin	Under 35	35-44	45-54	55-64	65-74	75 and over	
Excellent	2006	65%	30%	68%	50%	71%	59%	72%	50%	37%	33%	50%	41%	73%	37%	78%	26%	23%	68%	66%	65%	65%	66%	62%	
Very good	668	22%	32%	21%	50%	19%	24%	19%	26%	29%	31%	29%	30%	19%	41%	16%	23%	30%	17%	21%	19%	21%	23%	24%	
Good	401	13%	35%	11%	-	10%	16%	8%	23%	31%	33%	20%	28%	7%	20%	6%	46%	42%	14%	12%	15%	14%	11%	13%	
Poor	22	1%	4%	1%	-	0.2%	1%	0.4%	1%	2%	3%	1%	1%	0.3%	2%	1%	6%	5%	1%	0.5%	1%	1%	1%	1%	
Very poor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Base	3097		228	2827	2	1554	1531	2328	185	542	78	314	355	1566	51	592	35	64	186	221	448	739	895	467	

Table 31. Q12 Thinking about your experience before the pandemic, please rate the following: Care and treatment you received

Overall			Locality			Urban / rural		Commissioning status				PCN								Age						
	No.	%	Telford and Wrekin	Shropshire	Powys	Rural / village	Urban / town	Fully commissioned	Partially commissioned	Not commissioned	Newport/Central	North Shropshire	Shrewsbury	South East Shropshire	South East Telford	South West Shropshire	Teldoc	Wrekin	Under 35	35-44	45-54	55-64	65-74	75 and over		
Excellent	2430	78%	61%	79%	50%	80%	76%	81%	73%	67%	67%	66%	75%	80%	68%	87%	43%	58%	74%	76%	76%	78%	81%	78%		
Very good	479	15%	24%	15%	50%	15%	16%	14%	19%	20%	21%	24%	17%	14%	21%	10%	37%	23%	14%	15%	15%	16%	15%	17%		
Good	195	6%	14%	6%	-	5%	8%	5%	8%	12%	13%	9%	8%	5%	9%	3%	20%	17%	11%	9%	8%	6%	4%	5%		
Poor	8	0.3%	1%	0.2%	-	0.4%	0.1%	0.3%	-	0.4%	-	0.3%	-	0.1%	2%	1%	-	2%	1%	0.5%	0.4%	0.1%	0.2%	0.2%		
Very poor	4	0.1%	-	0.1%	-	0.2%	0.1%	0.2%	-	-	-	0.3%	0.3%	-	-	0.3%	-	-	-	-	0.4%	0.1%	0.1%	-		
Base	3116		231	2843	2	1564	1540	2339	186	549	78	318	358	1578	53	589	35	65	186	220	455	742	897	471		

Table 32. Q13 Did you feel confident in the skills of the person taking your blood?

Overall		Locality			Urban / rural		Commissioning status			PCN										Age				
	No.	%	Telford and Wrekin	Shropshire	Powys	Rural / village	Urban / town	Fully commissioned	Partially commissioned	Not commissioned	Newport/Central	North Shropshire	Shrewsbury	South East Shropshire	South East Telford	South West Shropshire	Teldoc	Wrekin	Under 35	35-44	45-54	55-64	65-74	75 and over
Yes	3295	99%	99%	99%	100%	99%	99%	99%	99%	99%	99%	96%	99%	100%	100%	99%	99%	99%	98%	99%	99%	99%	99%	99%
No	30	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	4%	1%	-	-	1%	1%	1%	2%	1%	1%	1%	1%	1%
Base	3325		245	3031	3	1659	1656	83	340	383	1687	54	621	38	70	83	340	383	213	240	478	792	943	499

Table 33. Q14 Where would you prefer to go to have your blood tested? Please rank 1 - 5 where 1 is your preferred option: Your GP practice

Overall		Locality			Urban / rural		Commissioning status			PCN										Age				
	No.	%	Telford and Wrekin	Shropshire	Powys	Rural / village	Urban / town	Fully commissioned	Partially commissioned	Not commissioned	Newport/Central	North Shropshire	Shrewsbury	South East Shropshire	South East Telford	South West Shropshire	Teldoc	Wrekin	Under 35	35-44	45-54	55-64	65-74	75 and over
1	2815	85%	68%	87%	50%	89%	81%	92%	67%	59%	68%	70%	61%	92%	92%	95%	58%	55%	81%	84%	84%	87%	86%	87%
2	295	9%	25%	8%	50%	5%	13%	4%	22%	30%	28%	22%	25%	4%	4%	2%	27%	36%	13%	12%	10%	8%	8%	6%
3	51	2%	2%	2%	-	1%	2%	1%	5%	5%	1%	3%	7%	1%	-	0.5%	3%	3%	2%	1%	3%	2%	2%	0%
4	25	1%	2%	1%	-	0.4%	1%	0.3%	2%	3%	-	2%	3%	0.2%	2%	-	6%	3%	1%	1%	1%	1%	1%	1%
5	113	3%	3%	3%	-	4%	3%	4%	4%	3%	3%	3%	4%	4%	2%	2%	6%	2%	2%	2%	2%	3%	4%	6%
Base	3299		211	3028	4	1672	1608	2538	190	511	72	317	358	1725	48	628	33	58	213	245	468	802	932	473

Table 34. Q14 Where would you prefer to go to have your blood tested? Please rank 1 - 5 where 1 is your preferred option: Any GP practice

Overall			Locality			Urban / rural		Commissioning status			PCN								Age					
	No.	%	Telford and Wrekin	Shropshire	Powys	Rural / village	Urban / town	Fully commissioned	Partially commissioned	Not commissioned	Newport/Central	North Shropshire	Shrewsbury	South East Shropshire	South East Telford	South West Shropshire	Teldoc	Wrekin	Under 35	35-44	45-54	55-64	65-74	75 and over
1	81	4%	5%	4%	-	4%	4%	4%	5%	3%	5%	4%	5%	4%	3%	3%	13%	-	1%	4%	5%	3%	4%	6%
2	985	47%	28%	48%	50%	51%	44%	54%	25%	26%	25%	37%	25%	52%	50%	63%	23%	15%	41%	44%	47%	51%	47%	44%
3	659	31%	43%	30%	50%	28%	34%	27%	43%	44%	42%	38%	41%	28%	34%	24%	30%	61%	40%	32%	30%	29%	32%	31%
4	235	11%	15%	11%	-	11%	12%	9%	16%	18%	16%	13%	20%	10%	8%	6%	23%	15%	10%	12%	11%	12%	11%	12%
5	143	7%	9%	7%	-	7%	7%	6%	11%	10%	11%	8%	10%	6%	5%	4%	10%	9%	8%	9%	8%	5%	6%	7%
Base	2103		169	1899	2	991	1096	1532	133	403	55	212	285	1017	38	385	30	46	187	197	341	521	534	212

Table 35. Q14 Where would you prefer to go to have your blood tested? Please rank 1 - 5 where 1 is your preferred option: Hospital

Overall			Locality			Urban / rural		Commissioning status			PCN								Age					
	No.	%	Telford and Wrekin	Shropshire	Powys	Rural / village	Urban / town	Fully commissioned	Partially commissioned	Not commissioned	Newport/Central	North Shropshire	Shrewsbury	South East Shropshire	South East Telford	South West Shropshire	Teldoc	Wrekin	Under 35	35-44	45-54	55-64	65-74	75 and over
1	297	13%	27%	11%	67%	8%	17%	3%	28%	39%	27%	34%	30%	3%	10%	2%	27%	38%	11%	10%	12%	12%	15%	14%
2	625	27%	31%	27%	-	25%	28%	26%	37%	29%	30%	22%	34%	28%	34%	22%	30%	32%	37%	31%	30%	24%	24%	27%
3	737	32%	26%	32%	33%	34%	31%	38%	17%	17%	31%	23%	17%	35%	32%	44%	27%	14%	31%	33%	32%	32%	32%	30%
4	377	16%	10%	17%	-	19%	14%	19%	10%	9%	9%	9%	13%	19%	10%	18%	16%	8%	14%	15%	14%	18%	17%	18%
5	277	12%	6%	13%	-	14%	10%	14%	8%	6%	3%	11%	6%	14%	15%	14%	-	8%	7%	11%	12%	14%	13%	11%
Base	2313		211	2061	3	1068	1229	1606	155	511	70	261	335	1086	41	379	37	63	191	205	379	565	593	257

Table 36. Q14 Where would you prefer to go to have your blood tested? Please rank 1 - 5 where 1 is your preferred option: Somewhere else

Overall			Locality			Urban / rural		Commissioning status					PCN							Age						
	No.	%	Telford and Wrekin	Shropshire	Powys	Rural / village	Urban / town	Fully commissioned	Partially commissioned	Not commissioned	Newport/Central	North Shropshire	Shrewsbury	South East Shropshire	South East Telford	South West Shropshire	Teldoc	Wrekin	Under 35	35-44	45-54	55-64	65-74	75 and over		
1	46	2%	4%	2%	-	1%	3%	2%	5%	4%	2%	2%	7%	1%	-	1%	7%	8%	3%	1%	3%	1%	3%	4%		
2	127	7%	7%	7%	-	6%	7%	6%	8%	8%	7%	4%	10%	7%	10%	6%	7%	4%	2%	6%	6%	6%	8%	8%		
3	417	22%	18%	22%	-	25%	19%	23%	18%	19%	20%	19%	21%	23%	23%	21%	24%	10%	15%	19%	22%	26%	22%	20%		
4	900	47%	44%	47%	-	45%	49%	48%	43%	45%	43%	50%	40%	47%	55%	52%	24%	51%	56%	56%	49%	44%	44%	43%		
5	431	22%	27%	22%	100%	23%	22%	22%	25%	24%	29%	24%	22%	22%	13%	20%	38%	27%	25%	18%	21%	23%	23%	25%		
Base	1921		167	1725	1	873	1033	1382	130	380	56	189	271	927	31	338	29	51	179	181	316	469	471	201		

Table 37. Q14 Where would you prefer to go to have your blood tested? Please rank 1 - 5 where 1 is your preferred option: I don't mind

Overall			Locality			Urban / rural		Commissioning status					PCN							Age						
	No.	%	Telford and Wrekin	Shropshire	Powys	Rural / village	Urban / town	Fully commissioned	Partially commissioned	Not commissioned	Newport/Central	North Shropshire	Shrewsbury	South East Shropshire	South East Telford	South West Shropshire	Teldoc	Wrekin	Under 35	35-44	45-54	55-64	65-74	75 and over		
1	105	5%	10%	5%	-	4%	6%	3%	11%	11%	12%	5%	12%	3%	6%	3%	10%	11%	8%	5%	6%	5%	3%	7%		
2	96	5%	4%	4%	-	5%	4%	5%	4%	3%	3%	5%	4%	5%	-	3%	10%	4%	6%	3%	4%	4%	6%	5%		
3	179	9%	9%	9%	-	9%	9%	8%	11%	9%	7%	8%	10%	9%	9%	7%	10%	9%	8%	13%	8%	8%	8%	8%		
4	390	19%	20%	19%	33%	18%	19%	19%	17%	18%	22%	23%	15%	19%	27%	18%	23%	11%	17%	14%	20%	19%	21%	14%		
5	1323	63%	57%	64%	67%	64%	62%	65%	58%	59%	56%	59%	59%	64%	58%	69%	47%	65%	61%	66%	62%	64%	63%	65%		
Base	2093		176	1880	3	975	1102	1510	142	404	59	203	293	1031	33	353	30	54	181	189	340	511	539	231		

Table 38. Q16 When would you prefer to have your appointment? (Please rank in order of preference): Weekday

Overall			Locality			Urban / rural	Commissioning status			PCN										Age				
	No.	%	Telford and Wrekin	Shropshire	Powys	Rural / village	Urban / town	Fully commissioned	Partially commissioned	Not commissioned	Newport/Central	North Shropshire	Shrewsbury	South East Shropshire	South East Telford	South West Shropshire	Teldoc	Wrekin	Under 35	35-44	45-54	55-64	65-74	75 and over
1	2854	87%	84%	87%	100%	87%	87%	87%	82%	86%	80%	88%	85%	86%	94%	90%	78%	84%	70%	80%	78%	88%	94%	91%
2	205	6%	6%	6%	-	6%	6%	6%	6%	6%	9%	4%	5%	7%	4%	6%	8%	3%	15%	12%	10%	5%	4%	3%
3	230	7%	10%	7%	-	6%	8%	6%	12%	8%	11%	8%	10%	7%	2%	4%	14%	13%	15%	9%	12%	7%	3%	6%
Base	3289		236	2996	3	1650	1621	2476	194	562	79	331	377	1680	51	608	37	69	210	242	468	792	926	492

Table 39. Q16 When would you prefer to have your appointment? (Please rank in order of preference): Saturday

Overall			Locality			Urban / rural	Commissioning status			PCN										Age				
	No.	%	Telford and Wrekin	Shropshire	Powys	Rural / village	Urban / town	Fully commissioned	Partially commissioned	Not commissioned	Newport/Central	North Shropshire	Shrewsbury	South East Shropshire	South East Telford	South West Shropshire	Teldoc	Wrekin	Under 35	35-44	45-54	55-64	65-74	75 and over
1	320	13%	15%	13%	-	13%	13%	13%	16%	14%	21%	11%	12%	14%	6%	11%	19%	12%	25%	21%	22%	12%	5%	6%
2	1888	76%	72%	77%	100%	77%	76%	77%	72%	74%	66%	78%	75%	75%	76%	80%	78%	75%	64%	72%	68%	78%	82%	82%
3	271	11%	13%	11%	-	11%	11%	10%	12%	13%	14%	11%	13%	11%	18%	9%	4%	14%	11%	6%	9%	10%	13%	12%
Base	2479		169	2277	3	1220	1249	1880	145	421	58	259	291	1265	33	462	27	51	185	218	418	622	646	285

Table 40. Q16 When would you prefer to have your appointment? (Please rank in order of preference): Sunday

Overall			Locality			Urban / rural	Commissioning status			PCN								Age						
	No.	%	Telford and Wrekin	Shropshire	Powys	Rural / village	Urban / town	Fully commissioned	Partially commissioned	Not commissioned	Newport/Central	North Shropshire	Shrewsbury	South East Shropshire	South East Telford	South West Shropshire	Teldoc	Wrekin	Under 35	35-44	45-54	55-64	65-74	75 and over
1	128	5%	8%	5%	-	5%	5%	4%	8%	7%	8%	6%	8%	5%	3%	3%	15%	7%	9%	3%	4%	5%	5%	6%
2	357	14%	18%	14%	-	13%	16%	14%	18%	16%	20%	16%	16%	14%	17%	12%	12%	18%	18%	13%	20%	14%	12%	13%
3	1981	80%	75%	81%	100%	81%	79%	82%	74%	77%	72%	78%	76%	81%	80%	85%	73%	75%	74%	84%	76%	81%	83%	81%
Base	2466		177	2254	3	1216	1240	1872	148	411	60	248	284	1262	35	460	26	56	182	208	403	621	654	291

Table 41. Q17 What time of day would you prefer to have your appointment? (Please rank in order of preference): Morning

Overall			Locality			Urban / rural		Commissioning status				PCN								Age					
	No.	%	Telford and Wrekin	Shropshire	Powys	Rural / village	Urban / town	Fully commissioned	Partially commissioned	Not commissioned	Newport/Central	North Shropshire	Shrewsbury	South East Shropshire	South East Telford	South West Shropshire	Teldoc	Wrekin	Under 35	35-44	45-54	55-64	65-74	75 and over	
1	2504	79%	74%	79%	33%	80%	77%	80%	76%	74%	73%	78%	74%	79%	89%	82%	72%	65%	64%	69%	75%	79%	83%	84%	
2	431	14%	14%	14%	-	13%	14%	13%	14%	16%	15%	13%	17%	13%	9%	12%	17%	15%	21%	17%	15%	14%	12%	10%	
3	251	8%	12%	8%	67%	7%	9%	7%	10%	9%	12%	9%	9%	7%	2%	6%	11%	20%	15%	14%	10%	8%	5%	6%	
Base	3186		223	2913	3	1612	1558	2409	187	540	75	335	356	1638	47	584	36	65	201	235	458	773	905	466	

Table 42. Q17 What time of day would you prefer to have your appointment? (Please rank in order of preference): Afternoon

Overall			Locality			Urban / rural		Commissioning status				PCN								Age					
	No.	%	Telford and Wrekin	Shropshire	Powys	Rural / village	Urban / town	Fully commissioned	Partially commissioned	Not commissioned	Newport/Central	North Shropshire	Shrewsbury	South East Shropshire	South East Telford	South West Shropshire	Teldoc	Wrekin	Under 35	35-44	45-54	55-64	65-74	75 and over	
1	548	21%	23%	20%	33%	20%	21%	19%	26%	26%	26%	21%	28%	19%	18%	19%	18%	26%	27%	11%	18%	20%	22%	23%	
2	1752	66%	61%	66%	67%	67%	65%	67%	63%	62%	57%	69%	62%	66%	69%	69%	58%	63%	50%	63%	61%	68%	71%	71%	
3	360	14%	15%	13%	-	14%	13%	14%	11%	12%	16%	10%	10%	16%	13%	12%	24%	11%	23%	26%	21%	12%	8%	6%	
Base	2660		194	2431	3	1293	1356	2006	156	463	68	272	315	1357	39	487	33	54	193	219	419	659	714	339	

Table 43. Q17 What time of day would you prefer to have your appointment? (Please rank in order of preference): Evening

Overall			Locality			Urban / rural		Commissioning status					PCN							Age					
	No.	%	Telford and Wrekin	Shropshire	Powys	Rural / village	Urban / town	Fully commissioned	Partially commissioned	Not commissioned	Newport/Central	North Shropshire	Shrewsbury	South East Shropshire	South East Telford	South West Shropshire	Teldoc	Wrekin	Under 35	35-44	45-54	55-64	65-74	75 and over	
1	237	9%	13%	9%	50%	9%	10%	9%	8%	11%	10%	10%	9%	10%	3%	7%	19%	21%	16%	25%	14%	9%	3%	5%	
2	373	15%	17%	14%	50%	15%	15%	15%	16%	13%	21%	12%	12%	16%	11%	14%	23%	11%	25%	19%	20%	15%	10%	8%	
3	1924	76%	70%	76%	-	77%	75%	76%	77%	76%	69%	78%	79%	75%	86%	79%	58%	68%	60%	57%	66%	77%	87%	86%	
Base	2534		181	2323	2	1254	1268	1938	141	425	62	256	284	1313	35	470	31	53	186	212	411	644	669	301	

Table 44. Q18 How would you like to arrange your appointment? (Please rank in order of preference): Online

Overall			Locality			Urban / rural		Commissioning status			PCN							Age						
	No.	%	Telford and Wrekin	Shropshire	Powys	Rural / village	Urban / town	Fully commissioned	Partially commissioned	Not commissioned	Newport/Central	North Shropshire	Shrewsbury	South East Shropshire	South East Telford	South West Shropshire	Teldoc	Wrekin	Under 35	35-44	45-54	55-64	65-74	75 and over
1	1101	42%	58%	41%	25%	40%	44%	38%	55%	57%	63%	51%	57%	36%	54%	36%	64%	52%	53%	53%	46%	44%	38%	27%
2	900	35%	22%	36%	75%	37%	33%	39%	24%	21%	23%	29%	20%	39%	23%	41%	24%	18%	30%	31%	32%	38%	36%	35%
3	607	23%	20%	24%	-	23%	24%	24%	21%	22%	14%	20%	23%	24%	23%	23%	12%	30%	18%	16%	23%	18%	26%	39%
Base	2608		199	2364	4	1263	1326	1954	155	454	71	263	314	1292	39	495	33	56	194	227	424	663	694	289

Table 45. Q18 How would you like to arrange your appointment? (Please rank in order of preference): Through your GP practice

Overall			Locality			Urban / rural		Commissioning status			PCN							Age						
	No.	%	Telford and Wrekin	Shropshire	Powys	Rural / village	Urban / town	Fully commissioned	Partially commissioned	Not commissioned	Newport/Central	North Shropshire	Shrewsbury	South East Shropshire	South East Telford	South West Shropshire	Teldoc	Wrekin	Under 35	35-44	45-54	55-64	65-74	75 and over
1	1850	59%	36%	61%	50%	64%	55%	66%	42%	30%	36%	43%	33%	67%	57%	70%	31%	20%	42%	45%	50%	59%	64%	75%
2	843	27%	28%	27%	25%	27%	27%	26%	29%	31%	24%	34%	29%	25%	28%	26%	13%	41%	37%	36%	33%	26%	25%	18%
3	420	13%	37%	12%	25%	9%	17%	7%	29%	39%	40%	23%	38%	8%	15%	4%	56%	39%	20%	20%	17%	14%	11%	7%
Base	3113		199	2856	4	1589	1501	2419	174	462	67	300	322	1636	46	598	32	54	196	233	462	752	862	455

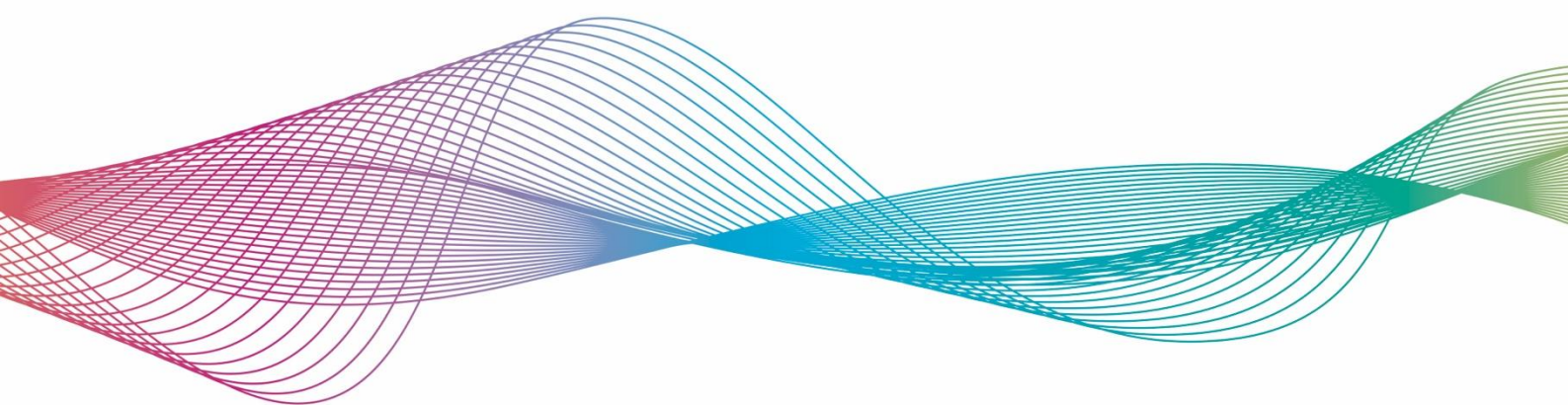
Table 46. Q18 How would you like to arrange your appointment? (Please rank in order of preference): By calling the booking line

Overall			Locality			Urban / rural		Commissioning status				PCN						Age						
	No.	%	Telford and Wrekin	Shropshire	Powys	Rural / village	Urban / town	Fully commissioned	Partially commissioned	Not commissioned	Newport/Central	North Shropshire	Shrewsbury	South East Shropshire	South East Telford	South West Shropshire	Teldoc	Wrekin	Under 35	35-44	45-54	55-64	65-74	75 and over
1	348	13%	24%	12%	33%	10%	16%	7%	23%	34%	14%	27%	28%	8%	11%	5%	24%	44%	12%	10%	13%	10%	16%	17%
2	800	30%	42%	29%	-	28%	33%	28%	37%	37%	48%	28%	41%	28%	35%	26%	59%	31%	29%	30%	30%	29%	29%	36%
3	1487	56%	34%	58%	67%	62%	51%	65%	41%	29%	38%	45%	31%	64%	54%	69%	18%	26%	59%	60%	57%	62%	55%	47%
Base	2635		196	2395	3	1271	1344	1929	164	498	63	289	335	1301	37	470	34	62	191	217	424	659	710	308

Your NHS partner for **improving health** and **integrating care**



Midlands and Lancashire
Commissioning Support Unit



Get to know us or get in touch

Twitter: **Mlcsu** | LinkedIn: **Midlands and Lancashire Commissioning Support Unit**

midlandsandlancashirecsu.nhs.uk