

Health and Care Experience Survey 2015/16

Results for Kingsmills Medical Practice - Inverness



**Kingsmills Medical Practice
18 Southside Road
Inverness
IV2 3BG**

May 2016, Official Statistics



Kingsmills Medical Practice - Inverness

This report gives a summary of the results of the Health and Care Experience Survey 2015/16 for Kingsmills Medical Practice - Inverness.

The survey was sent to 656 people registered with the practice.

The survey asked questions about people's experiences during 2015/16 of making an appointment; visiting the GP practice; seeing staff; being prescribed medicines; out of hours healthcare; other care services; and being a carer. A copy of the survey is available at:

www.gov.scot/Topics/Statistics/Browse/Health/GPPatientExperienceSurvey/HACE2015-16

135 patients of Kingsmills Medical Practice - Inverness sent in feedback on their experiences at the practice. Of the patients that answered questions about themselves:

- 46% were male and 54% were female;
- 8% were aged 17-34, 18% were aged 35-49, 31% were aged 50-64 and 43% were 65 and over;
- 64% did not have any limiting illness or disability.

The survey was commissioned by the Scottish Government as part of the Scottish Care Experience Survey Programme, which aims to use the public's experiences of health and care services to improve those services. The survey was managed by the Scottish Government in partnership with Information Services Division (ISD) of NHS National Services Scotland. The survey was carried out by a patient survey contractor, Quality Health Ltd.

The results of the survey will be used by GP practices, Health Boards, Health and Social Care Partnerships and the Scottish Government to improve the quality of health and care services in Scotland.

Results for some questions may be suppressed due to low number of responses. These are typically the questions relating to social care services and caring. Results for such questions can be found in the relevant Health and Social Care Partnership/Board Report.

National results for this survey and further details on the methods used to generate this report are available at:

www.gov.scot/Topics/Statistics/Browse/Health/GPPatientExperienceSurvey/HACE2015-16

Summary of Results

This section provides the results for the five overarching questions where patients were asked to rate the care that they received overall. Positive scores for these questions are based on the combination of the 'Excellent' and 'Good' answers.

The difference between the percent positive score for the practice and the Scottish average is shown in the final column. Differences which are statistically significant are marked with an S.

Overall, how would you rate the arrangements for getting to see a doctor in your GP practice?

Arranging to see a doctor	86%	+15^S
----------------------------------	------------	------------------------

Overall, how would you rate the arrangements for getting to see a nurse in your GP practice?

Arranging to see a nurse	86%	+5
---------------------------------	------------	-----------

I am treated with compassion and understanding

Compassion and understanding	92%	+7^S
-------------------------------------	------------	-----------------------

Overall, how would you rate the care provided by your GP practice?

GP Practice Care	96%	+9^S
-------------------------	------------	-----------------------

Overall, how would you rate the care you experienced out of hours?

Out of Hours Care	67%	-5
--------------------------	------------	-----------

Notes on Interpretation

Results are shown as the percentage of patients who answered each question positively.

The bars illustrate the % positive as green (darker green being very positive and lighter green being positive), and the % negative as red. Where answers are neither positive nor negative, the % is shown in yellow (see below).

		Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Overall arrangements for getting to see a doctor	112	29%	44%	15%	12%	85%	76%	73%	-3%	+1%

The “% Positive Practice...” columns show the GP practice's 2015/16 percent positive scores along with both 2013/14 & 2011/12 scores.

“Difference from Scotland” shows the difference between the GP practice percent positive score in 2015/16 and the Scottish average in the same year, with a plus or minus sign depending on whether it is above or below the Scottish average.

“Change from 2013/14” shows the change in the percent positive score for the GP practice since the 2013/14 survey.

Differences which are statistically significant are marked with an S.

Where a comparison has not been tested due to small numbers, this is marked with an NT.

The classification of answers as very positive, positive, neutral or negative for each question can be found in the technical report at:

www.gov.scot/stats/bulletins/01218

Later in this report we present results for questions that do not fit into the '% positive' format.

Please note: If an expected question does not appear within this section it is because it has been suppressed due to a low number of responses. If you wish to see results for such questions, please refer to the relevant Health and Social Care Partnership/Health Board Report.

www.hace15.quality-health.co.uk/

Your GP Practice: getting to see or speak to someone

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
It is easy to get through on the phone	120	58%	37%			98%	94%	95%	+1%	+13% ^S
Person answering the phone is helpful	120	75%	25%			97%	97%	100%	+3% ^{NT}	+6% ^{NT}
Can see or speak to a doctor or nurse within 2 working days	93	59%	25%	16%		89%	87%	84%	-3%	-1%
Able to book a doctors appointment 3 or more working days in advance	92	91%	9%			97%	90%	91%	+1%	+15% ^S
Can usually see preferred doctor	122	84%	16%			91%	88%	84%	-3%	+3%
Overall arrangements for getting to see a doctor	125	44%	42%	11%		87%	84%	86%	+3%	+15% ^S
Overall arrangements for getting to see a nurse	109	45%	41%	11%		88%	77%	86%	+10%	+5%

Your GP Practice: referrals

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Arrangements for getting to see other health and care services	71	30%	48%	11%	11%	-	79%	77%	-2%	+0%

At your GP Practice

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
The receptionists are helpful	125	62%			37%	96%	94%	99%	+5% ^{NT}	+5% ^{NT}
Time waiting to be seen at GP practice	124	86%			14%	87%	89%	86%	-3%	+0%

At your GP Practice - doctors

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Doctors listen to patients	120	63%			36%	98%	98%	98%	+1% ^{NT}	+3% ^{NT}
Patients feel that doctors have all the information they need to treat them	119	46%	48%			94%	94%	94%	-0%	+5% ^S
Doctors take account of the things that matter to patients	119	50%	45%			-	89%	95%	+6%	+8% ^S
Doctors talk in a way that helps patients to understand their condition and treatment	119	57%	38%			94%	92%	95%	+3%	+5% ^S
Patients have confidence in doctors' ability to treat them	119	56%	39%			90%	91%	96%	+5%	+6% ^S
Patients have enough time with doctors	119	48%	44%		7%	90%	90%	92%	+2%	+3%

At your GP Practice - nurses

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Nurses listen to patients	85	58%	40%			99%	96%	98%	+2% ^{NT}	+2% ^{NT}
Patients feel that nurses have all the information they need to treat them	84	54%	43%			97%	97%	96%	-1% ^{NT}	+3% ^{NT}
Nurses take account of the things that matter to patients	84	51%	43%			-	89%	94%	+5%	+4%
Nurses talk in a way that helps patients to understand their condition and treatment	83	53%	43%			90%	88%	96%	+8% ^{NT}	+5% ^{NT}
Patients have confidence in nurses' ability to treat them	84	55%	43%			99%	94%	98%	+4% ^{NT}	+3% ^{NT}
Patients have enough time with nurses	84	56%	42%			99%	95%	98%	+3% ^{NT}	+2% ^{NT}

At your GP practice - care and treatment

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Patients are involved as much as they want to be in decisions about their care and treatment	123	72%	26%			-	71%	72%	+2%	+10% ^S

Tests arranged by your GP practice

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
It is explained to patients why they need a test	83	65%	33%			-	92%	98%	+6% ^{NT}	+2% ^{NT}
Patients are satisfied with the length of time they wait for results	83	54%	34%	7%		-	89%	88%	-1%	+3%
Patients are satisfied with the way they receive results	81	51%	36%	9%		-	92%	86%	-6%	+6%
Test results are explained to patients in a way they can understand	81	53%	33%	11%		-	84%	86%	+2%	+6%




At your GP Practice - medicines

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Patients find it easy enough for them to get their medicines	103	64%			36%	97%	98%	100%	+2% ^{NT}	+4% ^{NT}
Patients know enough about what their medicines are for	102	61%			37%	98%	99%	98%	-1% ^{NT}	+1% ^{NT}
Patients know enough about how and when to take their medicines	102	62%			37%	100%	100%	99%	-1% ^{NT}	+1% ^{NT}
Patients know enough about side effects of medicines	102	45%		35%	17%	82%	87%	80%	-7%	-2%
Patients know what to do if they have any problems with their medicines	101	48%		43%		90%	93%	90%	-3%	+1%
Patients take their prescription as they are supposed to	102	61%			36%	96%	100%	97%	-3% ^{NT}	-1% ^{NT}

At your GP practice - dealing with mistakes

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Patients believe a mistake was made in their treatment or care by their GP practice	123	97%				-	95%	97%	+2% ^{NT}	+3% ^{NT}

At your GP practice - overall experience

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Patients are treated with respect	125					94%	95%	96%	+1%	+4% ^s
Patients are treated with compassion and understanding	119					91%	85%	92%	+6%	+7% ^s
Rating of overall care provided by GP practice	125					94%	90%	96%	+6%	+9% ^s

Out of hours healthcare

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
The time patients wait for out of hours services is reasonable	36	28%	47%	8%	17%	55%	85%	75%	-10%	+1%
Patients feel that people have all the information they need to treat them	35	26%	49%	11%	14%	84%	65%	74%	+9%	-4%
Patients feel that they are listened to	35	23%	60%	9%	9%	86%	79%	83%	+4%	-1%
Things are explained to patients in a way they can understand	36	22%	67%			86%	85%	89%	+4% ^{NT}	+3% ^{NT}
Patients feel that they were treated by the right people	36	28%	42%	22%	8%	-	-	69%	-	-11%
Patients feel they get the right treatment or advice	34	29%	38%	21%	12%	75%	80%	68%	-12%	-13%
Patients feel that people take account of the things that matter to them	35	26%	43%	20%	11%	-	85%	69%	-16%	-7%
Rating of overall care provided out of hours	36	25%	42%	22%	11%	59%	70%	67%	-3%	-5%

Caring responsibilities

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Carers have a good balance between caring and other things in their life	20	20%	40%	20%	20%	-	55%	60%	+5%	-8%
Caring has had a negative impact on carers' health and wellbeing	20	15%	50%	30%	30%	-	55%	20%	-35% ^{NT}	-20% ^{NT}
Carers have a say in the services provided for the person they look after	20	15%	45%	15%	25%	-	55%	60%	+5%	+10%

Information Questions

This section shows results for questions that did not fit into the percentage positive format used elsewhere in the report. These tables show the percentage of patients who responded to each answer option. Results for Scotland, and where possible, results from the previous survey are included. If the question was new to this year's survey, the absence of historic results will be indicated by a "-".

Please note: If an expected question does not appear within this section it is because it has been suppressed due to low number of responses. If you wish to see more details on these types of questions, please refer to the relevant Health and Social Care Partnership/Health Board Report

www.hace15.quality-health.co.uk/

At your GP Practice

Q12 - In the reception area, can other patients overhear what you say to the staff?

Patients who have contacted their GP practice in the last 12 months	2013/14	2015/16	Scotland
Yes, but I don't mind	55	59	57
Yes, and I am not happy about it	9	9	19
No, other patients can't overhear	30	28	17
Don't know	7	4	8

Out of hours healthcare

Q27 - Thinking about the last time you tried to get help out of hours, which NHS service did you speak to or go to first?

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed			
	2013/14	2015/16	Scotland
Telephoned 111 for NHS 24	-	65	65
Went to Pharmacist / Chemist	-	5	4
Went to Primary Care Emergency Centre	-	0	2
Telephoned my own GP practice	-	0	4
Telephoned 999 for emergency services	-	5	6
Went to Hospital A&E / Casualty	-	22	15
Other	-	3	3

Q28 - Which service did you end up being treated or seen by?

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed			
	2013/14	2015/16	Scotland
Got phone advice only from NHS 24	-	28	16
Pharmacist / Chemist	-	0	3
Primary Care Emergency Centre	-	6	15
Own GP practice	-	0	5
Home visit from a GP or Nurse	-	8	9
Ambulance paramedics	-	6	11
A&E / Casualty	-	47	35
Social care services	-	0	0
Other	-	6	6

Q32 - What do you think about the opening hours of your GP practice?

All Patients	2013/14	2015/16	Scotland
I am happy with the opening hours of my GP practice	84	86	80
It is too difficult for me to get time away from work during my practice opening hours	9	8	11
The opening hours are not convenient for me for another reason	1	2	2
I am not sure when my GP practice is open	6	5	6

Health and care effectiveness

Q39 - Thinking about the last time this happened, how would you describe the effect of the treatment on your ability to live your normal life?

Patients who received NHS treatment or advice because of something that was affecting their ability to do their usual activities - to live their normal life	2013/14	2015/16	Scotland
I was able to go back to most of my usual activities	50	53	43
There was no change in my ability to do my usual activities	25	15	23
I was less able to do my usual activities	19	18	19
It is too soon to say	6	15	15

Q41 - Thinking about the last time this happened, how would you describe the effect of the treatment on your pain or discomfort?

Patients who received NHS treatment or advice because of something that was causing them pain or discomfort	2013/14	2015/16	Scotland
It was better than before	62	47	51
It was about the same as before	32	42	35
It was worse than before	0	0	4
It is too soon to say	6	11	10

Detailed Results for all Questions

This section shows a breakdown of responses for each question within the survey. The response categories that have been combined to calculate the percent positive score are indicated with an asterisk.

Please note: If an expected question does not appear within this section it is because it has been suppressed due to low number of responses. If you wish to see more details on these types of questions, please refer to the relevant Health and Social Care Partnership/Health Board Report.

www.hace15.quality-health.co.uk/

Your GP Practice: getting to see or speak to someone

Q1 - Have you contacted the GP practice named on the enclosed letter in the last 12 months?

All patients	n	%
No	10	7.6
Yes	122	92.4
	132	

Q2 - Approximately how often have you contacted this GP practice in the last 12 months (either for yourself or someone you look after)?

Patients who have contacted their GP practice in the last 12 months	n	%
Once	21	17.1
2 - 4 times	57	46.3
5 - 10 times	29	23.6
More than 10 times	14	11.4
Can't remember / don't know	2	1.6
	123	

Q3 - Thinking of the last time you contacted this GP practice by phone, how easy was it for you to get through?

Patients who have contacted their GP practice in the last 12 months	n	%
* Very easy	70	58.3
* Fairly easy	44	36.7
Not easy	6	5.0
Percent Positive - This GP 95.0 %	120	

Q4 - The last time you phoned the GP practice, how helpful was the person who answered?

Patients who have contacted their GP practice by phone in the last 12 months	n	%
* Very helpful	90	75.0
* Fairly helpful	30	25.0
Not very helpful	0	0.0
Not at all helpful	0	0.0
Percent Positive - This GP 100.0 %	120	

Q5 - The last time you needed to see or speak to a doctor or nurse from your GP practice quite urgently, how long did you wait?

Patients who have contacted their GP practice in the last 12 months	n	%
* I saw or spoke to a doctor or nurse on the same day	55	59.1
* I saw or spoke to a doctor or nurse within 1 or 2 working days	23	24.7
I waited more than 2 working days to see or speak to a doctor or nurse	15	16.1
Percent Positive - This GP 83.9 %	93	

Q7 - If you ask to make an appointment with a doctor 3 or more working days in advance, does your GP practice allow you to?

Patients who have contacted their GP practice in the last 12 months	n	%
* Yes	84	91.3
No	8	8.7
Percent Positive - This GP 91.3 %	92	

Q8 - When you arrange to see a doctor at your GP practice can you usually see the doctor you prefer?

Patients who have contacted their GP practice in the last 12 months	n	%
* Yes	78	63.9
No	19	15.6
* I don't have a doctor I prefer to see	25	20.5
Percent Positive - This GP 84.4 %	122	

Q9a - Overall, how would you rate the arrangements for getting to see a doctor and/or nurse in your GP practice? Getting to see a doctor

Patients who have contacted their GP practice in the last 12 months	n	%
* Excellent	55	44.0
* Good	53	42.4
Fair	14	11.2
Poor	2	1.6
Very poor	1	0.8
Percent Positive - This GP 86.4 %	125	

Q9b - Overall, how would you rate the arrangements for getting to see a doctor and/or nurse in your GP practice? Getting to see a nurse

Patients who have contacted their GP practice in the last 12 months	n	%
* Excellent	49	45.0
* Good	45	41.3
Fair	12	11.0
Poor	3	2.8
Very poor	0	0.0
Percent Positive - This GP 86.2 %	109	

Your GP Practice: referrals

Q10 - Has your GP practice referred you to see any other health or care services in the last 12 months?

Patients who have contacted their GP practice in the last 12 months	n	%
Yes	72	57.6
No, as it wasn't necessary	53	42.4
No, but I wanted to	0	0.0
	125	

Q11 - Thinking about the last time your GP practice referred you to other health or care services, how would you rate the arrangements for getting to see other services?

Patients who had been referred to other health and care services by their GP practice in the last 12 months	n	%
* Excellent	21	29.6
* Good	34	47.9
Fair	8	11.3
Poor	5	7.0
Very poor	3	4.2
Percent Positive - This GP 77.5 %	71	

At your GP Practice

Q12 - In the reception area, can other patients overhear what you say to the staff?

Patients who have contacted their GP practice in the last 12 months	n	%
Yes, but I don't mind	74	59.2
Yes, and I am not happy about it	11	8.8
No, other patients can't overhear	35	28.0
Don't know	5	4.0
	125	

Q13 - How helpful do you find the receptionists at your GP practice?

Patients who have contacted their GP practice in the last 12 months	n	%
* Very helpful	78	62.4
* Fairly helpful	46	36.8
Not very helpful	1	0.8
Not at all helpful	0	0.0
Percent Positive - This GP 99.2 %	125	

Q14 - How do you feel about how long you usually have to wait to be seen after you arrive at your GP practice?

Patients who have contacted their GP practice in the last 12 months	n	%
* It is reasonable	107	86.3
It is too long	17	13.7
Percent Positive - This GP 86.3 %	124	

At your GP Practice - doctors

Q15a - Have you seen a doctor from your GP practice in the last 12 months?

Patients who have contacted their GP practice in the last 12 months	n	%
No	4	3.3
Yes	117	96.7
	121	

Q15b - Thinking about the last time you saw a doctor at your GP practice, how much do you agree or disagree with each of the following?
The doctor listened to me

Patients who have seen a doctor at their GP Practice in the last 12 months	n	%
* Strongly agree	75	62.5
* Agree	43	35.8
Neither agree nor disagree	2	1.7
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 98.3 %	120	

Q15c - Thinking about the last time you saw a doctor at your GP practice, how much do you agree or disagree with each of the following? I felt that the doctor had all the information needed to treat me

Patients who have seen a doctor at their GP Practice in the last 12 months	n	%
* Strongly agree	55	46.2
* Agree	57	47.9
Neither agree nor disagree	4	3.4
Disagree	3	2.5
Strongly disagree	0	0.0
Percent Positive - This GP 94.1 %	119	

Q15d - Thinking about the last time you saw a doctor at your GP practice, how much do you agree or disagree with each of the following?
The doctor took account of the things that matter to me

Patients who have seen a doctor at their GP Practice in the last 12 months	n	%
* Strongly agree	60	50.4
* Agree	53	44.5
Neither agree nor disagree	4	3.4
Disagree	2	1.7
Strongly disagree	0	0.0
Percent Positive - This GP 95.0 %	119	

Q15e - Thinking about the last time you saw a doctor at your GP practice, how much do you agree or disagree with each of the following?
The doctor talked in a way that helped me understand my condition and treatment

Patients who have seen a doctor at their GP Practice in the last 12 months	n	%
* Strongly agree	68	57.1
* Agree	45	37.8
Neither agree nor disagree	6	5.0
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 95.0 %	119	

Q15f - Thinking about the last time you saw a doctor at your GP practice, how much do you agree or disagree with each of the following? I felt confident in the doctor's ability to treat me

Patients who have seen a doctor at their GP Practice in the last 12 months	n	%
* Strongly agree	67	56.3
* Agree	47	39.5
Neither agree nor disagree	4	3.4
Disagree	1	0.8
Strongly disagree	0	0.0
Percent Positive - This GP 95.8 %	119	

Q15g - Thinking about the last time you saw a doctor at your GP practice, how much do you agree or disagree with each of the following? I had enough time with the doctor

Patients who have seen a doctor at their GP Practice in the last 12 months	n	%
* Strongly agree	57	47.9
* Agree	52	43.7
Neither agree nor disagree	8	6.7
Disagree	1	0.8
Strongly disagree	1	0.8
Percent Positive - This GP 91.6 %	119	

At your GP Practice - nurses

Q16a - Have you seen a nurse from your GP practice in the last 12 months?

Patients who have contacted their GP practice in the last 12 months	n	%
No	36	29.3
Yes	87	70.7
	123	

Q16b - Thinking about the last time you saw a nurse at your GP practice, how much do you agree or disagree with each of the following?
The nurse listened to me

Patients who have seen a nurse at their GP Practice in the last 12 months	n	%
* Strongly agree	49	57.6
* Agree	34	40.0
Neither agree nor disagree	2	2.4
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 97.6 %	85	

Q16c - Thinking about the last time you saw a nurse at your GP practice, how much do you agree or disagree with each of the following? I felt that the nurse had all the information needed to treat me

Patients who have seen a nurse at their GP Practice in the last 12 months	n	%
* Strongly agree	45	53.6
* Agree	36	42.9
Neither agree nor disagree	3	3.6
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 96.4 %	84	

Q16d - Thinking about the last time you saw a nurse at your GP practice, how much do you agree or disagree with each of the following?
The nurse took account of the things that matter to me

Patients who have seen a nurse at their GP Practice in the last 12 months	n	%
* Strongly agree	43	51.2
* Agree	36	42.9
Neither agree nor disagree	5	6.0
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 94.0 %	84	

Q16e - Thinking about the last time you saw a nurse at your GP practice, how much do you agree or disagree with each of the following?
The nurse talked in a way that helped me understand my condition and treatment

Patients who have seen a nurse at their GP Practice in the last 12 months	n	%
* Strongly agree	44	53.0
* Agree	36	43.4
Neither agree nor disagree	3	3.6
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 96.4 %	83	

Q16f - Thinking about the last time you saw a nurse at your GP practice, how much do you agree or disagree with each of the following? I felt confident in the nurse's ability to treat me

Patients who have seen a nurse at their GP Practice in the last 12 months	n	%
* Strongly agree	46	54.8
* Agree	36	42.9
Neither agree nor disagree	2	2.4
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 97.6 %	84	

Q16g - Thinking about the last time you saw a nurse at your GP practice, how much do you agree or disagree with each of the following? I had enough time with the nurse

Patients who have seen a nurse at their GP Practice in the last 12 months	n	%
* Strongly agree	47	56.0
* Agree	35	41.7
Neither agree nor disagree	2	2.4
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 97.6 %	84	

At your GP practice - care and treatment

Q17 - Are you involved as much as you want to be in decisions about your care and treatment?

Patients who have contacted their GP practice in the last 12 months	n	%
* Yes, definitely	89	72.4
Yes, to some extent	32	26.0
No, and I would like to be	2	1.6
Percent Positive - This GP 72.4 %	123	

Tests arranged by your GP practice

Q18 - In the last 12 months have you had any blood tests, x-rays or any other tests arranged by your GP practice?

Patients who have contacted their GP practice in the last 12 months	n	%
No	41	33.6
Yes	81	66.4
	122	

Q19a - Thinking about the last time you had a blood test, x-ray or any other test arranged by your GP practice, how much do you agree or disagree with each of the following: It was explained to me why a test was needed

Patients who have had tests arranged by their GP practice in the past 12 months	n	%
* Strongly agree	54	65.1
* Agree	27	32.5
Neither agree nor disagree	1	1.2
Disagree	1	1.2
Strongly disagree	0	0.0
Percent Positive - This GP 97.6 %	83	

Q19b - Thinking about the last time you had a blood test, x-ray or any other test arranged by your GP practice, how much do you agree or disagree with each of the following: I was satisfied with the length of time I waited for my test results

Patients who have had tests arranged by their GP practice in the past 12 months	n	%
* Strongly agree	45	54.2
* Agree	28	33.7
Neither agree nor disagree	6	7.2
Disagree	4	4.8
Strongly disagree	0	0.0
Percent Positive - This GP 88.0 %	83	

Q19c - Thinking about the last time you had a blood test, x-ray or any other test arranged by your GP practice, how much do you agree or disagree with each of the following: I was satisfied with the way that I received the result

Patients who have had tests arranged by their GP practice in the past 12 months	n	%
* Strongly agree	41	50.6
* Agree	29	35.8
Neither agree nor disagree	7	8.6
Disagree	4	4.9
Strongly disagree	0	0.0
Percent Positive - This GP 86.4 %	81	

Q19d - Thinking about the last time you had a blood test, x-ray or any other test arranged by your GP practice, how much do you agree or disagree with each of the following: The results of the test were explained to me in a way I could understand

Patients who have had tests arranged by their GP practice in the past 12 months	n	%
* Strongly agree	43	53.1
* Agree	27	33.3
Neither agree nor disagree	9	11.1
Disagree	2	2.5
Strongly disagree	0	0.0
Percent Positive - This GP 86.4 %	81	

At your GP Practice - medicines

Q20 - Have you been prescribed medicines by your GP practice in the last 12 months?

Patients who have contacted their GP practice in the last 12 months	n	%
No	22	17.6
Yes	103	82.4
	125	

Q21a - Thinking about the last time you were prescribed medicines, how much do you agree or disagree with each of the following: It was easy enough for me to get my medicines

Patients who were prescribed medicines in the last 12 months	n	%
* Strongly agree	66	64.1
* Agree	37	35.9
Neither agree nor disagree	0	0.0
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 100.0 %	103	

Q21b - Thinking about the last time you were prescribed medicines, how much do you agree or disagree with each of the following: I knew enough about what my medicines were for

Patients who were prescribed medicines in the last 12 months	n	%
* Strongly agree	62	60.8
* Agree	38	37.3
Neither agree nor disagree	1	1.0
Disagree	1	1.0
Strongly disagree	0	0.0
Percent Positive - This GP 98.0 %	102	

Q21c - Thinking about the last time you were prescribed medicines, how much do you agree or disagree with each of the following: I knew enough about how and when to take my medicines

Patients who were prescribed medicines in the last 12 months	n	%
* Strongly agree	63	61.8
* Agree	38	37.3
Neither agree nor disagree	1	1.0
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 99.0 %	102	

Q21d - Thinking about the last time you were prescribed medicines, how much do you agree or disagree with each of the following: I knew enough about possible side effects of my medicines

Patients who were prescribed medicines in the last 12 months	n	%
* Strongly agree	46	45.1
* Agree	36	35.3
Neither agree nor disagree	17	16.7
Disagree	2	2.0
Strongly disagree	1	1.0
Percent Positive - This GP 80.4 %	102	

Q21e - Thinking about the last time you were prescribed medicines, how much do you agree or disagree with each of the following: I would know what to do if I had any problems with my medicines

Patients who were prescribed medicines in the last 12 months	n	%
* Strongly agree	48	47.5
* Agree	43	42.6
Neither agree nor disagree	6	5.9
Disagree	3	3.0
Strongly disagree	1	1.0
Percent Positive - This GP 90.1 %	101	

Q21f - Thinking about the last time you were prescribed medicines, how much do you agree or disagree with each of the following: I took my prescription as I was supposed to

Patients who were prescribed medicines in the last 12 months	n	%
* Strongly agree	62	60.8
* Agree	37	36.3
Neither agree nor disagree	1	1.0
Disagree	2	2.0
Strongly disagree	0	0.0
Percent Positive - This GP 97.1 %	102	

At your GP practice - dealing with mistakes

Q22 - In the past year, do you believe a mistake was made in your treatment or care by your GP practice (including for example in test results, medicines prescribed, diagnosis)?

Patients who have contacted their GP practice in the last 12 months		
	n	%
* No	119	96.7
Yes	4	3.3
Percent Positive - This GP 96.7 %	123	

At your GP practice - overall experience

Q24a - How much do you agree or disagree with each of the following about how you are treated by the staff at your GP practice? I am treated with respect

Patients who have contacted their GP practice in the last 12 months	n	%
* Strongly agree	79	63.2
* Agree	41	32.8
Neither agree nor disagree	5	4.0
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 96.0 %	125	

Q24b - How much do you agree or disagree with each of the following about how you are treated by the staff at your GP practice? I am treated with compassion and understanding

Patients who have contacted their GP practice in the last 12 months	n	%
* Strongly agree	61	51.3
* Agree	48	40.3
Neither agree nor disagree	10	8.4
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 91.6 %	119	

Q25 - Overall, how would you rate the care provided by your GP practice?

Patients who have contacted their GP practice in the last 12 months	n	%
* Excellent	77	61.6
* Good	43	34.4
Fair	4	3.2
Poor	1	0.8
Very poor	0	0.0
Percent Positive - This GP 96.0 %	125	

Out of hours healthcare

Q26 - In the last 12 months, have you tried to get medical help, treatment or advice, for yourself or someone you were looking after, when your GP practice was closed (out of hours)?

All Patients	n	%
Yes	36	27.1
No	97	72.9
	133	

Q27 - Thinking about the last time you tried to get help out of hours, which NHS service did you speak to or go to first?

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed	n	%
Telephoned 111 for NHS 24	24	64.9
Went to Pharmacist / Chemist	2	5.4
Went to Primary Care Emergency Centre	0	0.0
Telephoned my own GP practice	0	0.0
Telephoned 999 for emergency services	2	5.4
Went to Hospital A&E / Casualty	8	21.6
Other	1	2.7
	37	

Q28 - Which service did you end up being treated or seen by?

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed	n	%
Got phone advice only from NHS 24	10	27.8
Pharmacist / Chemist	0	0.0
Primary Care Emergency Centre	2	5.6
Own GP practice	0	0.0
Home visit from a GP or Nurse	3	8.3
Ambulance paramedics	2	5.6
A&E / Casualty	17	47.2
Social care services	0	0.0
Other	2	5.6
	36	

Q29 - Who ended up providing most of your treatment or care?

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed	n	%
A Doctor	25	75.8
A Nurse	3	9.1
A Pharmacist	0	0.0
Someone else	5	15.2
	33	

Q30a - Thinking of the service that you ended being treated or seen by, how much would you agree or disagree with the following about your experience? The time I waited was reasonable

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed	n	%
* Strongly agree	10	27.8
* Agree	17	47.2
Neither agree nor disagree	3	8.3
Disagree	4	11.1
Strongly disagree	2	5.6
Percent Positive - This GP 75.0 %	36	

Q30b - Thinking of the service that you ended being treated or seen by, how much would you agree or disagree with the following about your experience? I felt that the person had all the information needed to treat me

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed	n	%
* Strongly agree	9	25.7
* Agree	17	48.6
Neither agree nor disagree	4	11.4
Disagree	5	14.3
Strongly disagree	0	0.0
Percent Positive - This GP 74.3 %	35	

Q30c - Thinking of the service that you ended being treated or seen by, how much would you agree or disagree with the following about your experience? I felt I was listened to

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed	n	%
* Strongly agree	8	22.9
* Agree	21	60.0
Neither agree nor disagree	3	8.6
Disagree	2	5.7
Strongly disagree	1	2.9
Percent Positive - This GP 82.9 %	35	

Q30d - Thinking of the service that you ended being treated or seen by, how much would you agree or disagree with the following about your experience? Things were explained to me in a way I could understand

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed	n	%
* Strongly agree	8	22.2
* Agree	24	66.7
Neither agree nor disagree	2	5.6
Disagree	2	5.6
Strongly disagree	0	0.0
Percent Positive - This GP 88.9 %	36	

Q30e - Thinking of the service that you ended being treated or seen by, how much would you agree or disagree with the following about your experience? I felt that the person who treated me was the right person

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed	n	%
* Strongly agree	10	27.8
* Agree	15	41.7
Neither agree nor disagree	8	22.2
Disagree	2	5.6
Strongly disagree	1	2.8
Percent Positive - This GP 69.4 %	36	

Q30f - Thinking of the service that you ended being treated or seen by, how much would you agree or disagree with the following about your experience? I felt that I got the right treatment or advice

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed	n	%
* Strongly agree	10	29.4
* Agree	13	38.2
Neither agree nor disagree	7	20.6
Disagree	2	5.9
Strongly disagree	2	5.9
Percent Positive - This GP 67.6 %	34	

Q30g - Thinking of the service that you ended being treated or seen by, how much would you agree or disagree with the following about your experience? I felt that people took account of the things that matter to me

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed	n	%
* Strongly agree	9	25.7
* Agree	15	42.9
Neither agree nor disagree	7	20.0
Disagree	3	8.6
Strongly disagree	1	2.9
Percent Positive - This GP 68.6 %	35	

Q31 - Overall, how would you rate the care you experienced out of hours?

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed	n	%
* Excellent	9	25.0
* Good	15	41.7
Fair	8	22.2
Poor	2	5.6
Very poor	2	5.6
Percent Positive - This GP 66.7 %	36	

Q32 - What do you think about the opening hours of your GP practice?

All Patients	n	%
I am happy with the opening hours of my GP practice	111	86.0
It is too difficult for me to get time away from work during my practice opening hours	10	7.8
The opening hours are not convenient for me for another reason	2	1.6
I am not sure when my GP practice is open	6	4.7
	129	

Care, support and help with everyday living

Q33 - In the last 12 months have you had help or support with everyday living?

All Patients	n	%
Yes, help for me with personal and/or household tasks	3	2.2
Yes, help for me with adaptations and/or equipment for my home	8	5.9
Yes, help for me for activities outside my home	3	2.2
Yes, help to look after someone else	7	5.2
No, not had any help but I feel that I needed it	3	2.2
No, not had any help	103	76.3
	135	

Health and care effectiveness

Q38 - In the last 12 months, have you received NHS treatment or advice because of something that was affecting your ability to live your normal life?

All Patients	n	%
Yes	39	30.0
No	91	70.0
	130	

Q39 - Thinking about the last time this happened, how would you describe the effect of the treatment on your ability to live your normal life?

Patients who received NHS treatment or advice because of something that was affecting their ability to do their usual activities - to live their normal life	n	%
I was able to go back to most of my usual activities	21	52.5
There was no change in my ability to do my usual activities	6	15.0
I was less able to do my usual activities	7	17.5
It is too soon to say	6	15.0
	40	

Q40 - In the last 12 months, have you received NHS treatment or advice because of something that was causing you pain or discomfort?

All Patients	n	%
Yes	71	53.8
No	61	46.2
	132	

Q41 - Thinking about the last time this happened, how would you describe the effect of the treatment on your pain or discomfort?

Patients who received NHS treatment or advice because of something that was causing them pain or discomfort	n	%
It was better than before	31	47.0
It was about the same as before	28	42.4
It was worse than before	0	0.0
It is too soon to say	7	10.6
	66	

Q42 - In the last 12 months, have you received NHS treatment or advice because of something that was making you feel depressed or anxious?

All Patients	n	%
Yes	20	15.6
No	108	84.4
	128	

Q43 - Thinking about the last time this happened, how would you describe the effect of the treatment on how you felt?

Patients who received treatment or advice because of something that was making them feel depressed or anxious	n	%
I felt less depressed or anxious than before	7	35.0
I felt about the same as before	9	45.0
I felt more depressed or anxious than before	1	5.0
It is too soon to say	3	15.0
	20	

Caring responsibilities

Q44 - Do you look after, or give any regular help or support to family members, friends, neighbours or others because of either long-term physical / mental ill-health / disability or problems related to old age?

All patients	n	%
No	108	83.1
Yes, up to 4 hours a week	8	6.2
Yes, 5 - 19 hours a week	4	3.1
Yes, 20 - 34 hours a week	3	2.3
Yes, 35 - 49 hours a week	2	1.5
Yes, 50 or more hours a week	5	3.8
	130	

Q45a - How much do you agree or disagree with the following about how you feel as a carer most of the time? I have a good balance between caring and other things in my life

People who act as carers	n	%
* Strongly agree	4	20.0
* Agree	8	40.0
Neither agree nor disagree	4	20.0
Disagree	3	15.0
Strongly disagree	1	5.0
Percent Positive - This GP 60.0 %	20	

Q45b - How much do you agree or disagree with the following about how you feel as a carer most of the time? Caring has had a negative impact on my health and wellbeing

People who act as carers	n	%
Strongly agree	3	15.0
Agree	3	15.0
Neither agree nor disagree	10	50.0
* Disagree	3	15.0
* Strongly disagree	1	5.0
Percent Positive - This GP 20.0 %	20	

Q45c - How much do you agree or disagree with the following about how you feel as a carer most of the time? I have a say in services provided for the person(s) I look after

People who act as carers	n	%
* Strongly agree	3	15.0
* Agree	9	45.0
Neither agree nor disagree	3	15.0
Disagree	3	15.0
Strongly disagree	2	10.0
Percent Positive - This GP 60.0 %	20	

Demographics

Q46 - Are you male or female?

All patients	n	%
Male	61	45.5
Female	73	54.5
	134	

Q47 - What was your age on your last birthday?

All patients	n	%
17-34	11	8.3
35-49	24	18.0
50-64	41	30.8
65+	57	42.9
	133	

Q48 - How would you rate your health in general?

All patients	n	%
Good	83	62.4
Fair	46	34.6
Bad	4	3.0
	133	

Q50 - Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

All patients	n	%
Yes, limited a lot	13	9.9
Yes, limited a little	34	26.0
No	84	64.1
	131	

Q51 - In general, how well do you feel that you are able to look after your own health?

All patients	n	%
Very well	65	48.9
Quite well	66	49.6
Not very well	2	1.5
Not at all well	0	0.0
	133	

Q52 - Thinking about the good and bad things that make up your quality of life, how would you rate your quality of life as a whole?

All patients	n	%
Very Good	57	42.5
Good	58	43.3
Alright / neither good or bad	18	13.4
Bad	1	0.7
Very bad	0	0.0
	134	

A National Statistics Publication for Scotland

The United Kingdom Statistics Authority has designated these statistics as National Statistics, in accordance with the Statistics and Registration Service Act 2007 and signifying compliance with the Code of Practice for Official Statistics.

Designation can be interpreted to mean that the statistics: meet identified user needs; are produced, managed and disseminated to high standards; and are explained well.

Further information about Official and National Statistics can be found on the UK Statistics Authority website at www.statisticsauthority.gov.uk

Correspondence and enquiries

For enquiries about this publication please contact:

Emma Milburn,
Health Analytical Services, Scottish Government
Telephone: 0131 244 5910
e-mail patientexperience@gov.scot

For general enquiries about Scottish Government statistics please contact:

Office of the Chief Statistician
Telephone: 0131 244 0442
e-mail statistics.enquiries@gov.scot

How to access background or source data

The technical report for this survey is available at: www.gov.scot/stats/bulletins/01218

The data collected for this statistical bulletin may be made available on request, subject to consideration of legal and ethical factors. For further information please contact patientexperience@gov.scot

Complaints and suggestions

If you are not satisfied with our service or have any comments or suggestions, please write to the Chief Statistician, 3WR, St Andrew's House, Edinburgh, EH1 3DG, Telephone: (0131) 244 0302, email statistics.enquiries@gov.scot

If you would like to be consulted about statistical collections or receive notification of publications, please register your interest at www.gov.scot/scotstat

Details of forthcoming publications can be found at www.gov.scot/statistics

Crown Copyright

You may use or re-use this information (not including logos) free of charge in any format or medium, under the terms of the Open Government. See: www.nationalarchives.gov.uk/doc/open-government-licence/