

Health and Care Experience Survey 2015/16

Results for Academy Medical Centre - Forfar



Academy Medical Centre
Academy Street
Forfar
DD8 2HA

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Academy Medical Centre - Forfar

This report gives a summary of the results of the Health and Care Experience Survey 2015/16 for Academy Medical Centre - Forfar.

The survey was sent to 623 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

128 patients of Academy Medical Centre - Forfar sent in feedback on their experiences at the practice. Of the patients that answered questions about themselves:

- 50% were male and 50% were female;
- 9% were aged 17-34, 14% were aged 35-49, 38% were aged 50-64 and 40% were 65 and over;
- 62% 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	38%	-34^S
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Overall, how would you rate the arrangements for getting to see a nurse in your GP practice?

Arranging to see a nurse	71%	-11^S
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I am treated with compassion and understanding

Compassion and understanding	64%	-21^S
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Overall, how would you rate the care provided by your GP practice?

GP Practice Care	64%	-23^S
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Overall, how would you rate the care you experienced out of hours?

Out of Hours Care	61%	-10
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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.

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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	113	13%	45%		42%	63%	56%	58%	+2%	-24% ^s
Person answering the phone is helpful	112	21%	58%		21%	86%	80%	79%	-0%	-15% ^s
Can see or speak to a doctor or nurse within 2 working days	92	46%	32%		23%	80%	80%	77%	-3%	-7%
Able to book a doctors appointment 3 or more working days in advance	87		59%		41%	61%	61%	59%	-3%	-18% ^s
Can usually see preferred doctor	119		65%		35%	67%	64%	65%	+1%	-16% ^s
Overall arrangements for getting to see a doctor	117	7%	31%	38%	25%	57%	43%	38%	-5%	-34% ^s
Overall arrangements for getting to see a nurse	100	12%	59%	25%		70%	77%	71%	-6%	-11% ^s

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	65	18%	43%	22%	17%	-	77%	62%	-15%	-16% ^s

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	115	17%	57%		26%	84%	76%	74%	-2%	-20% ^S
Time waiting to be seen at GP practice	117		83%		17%	90%	79%	83%	+4%	-3%

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	107	39%	52%			95%	91%	92%	+1%	-4%
Patients feel that doctors have all the information they need to treat them	107	31%	51%	13%		84%	85%	82%	-3%	-7%
Doctors take account of the things that matter to patients	106	28%	52%	12%	8%	-	81%	80%	-1%	-7%
Doctors talk in a way that helps patients to understand their condition and treatment	104	33%	48%	15%		88%	84%	81%	-3%	-9% ^S
Patients have confidence in doctors' ability to treat them	105	30%	56%		9%	82%	83%	86%	+2%	-4%
Patients have enough time with doctors	104	22%	61%	8%	10%	85%	86%	83%	-3%	-6%

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	91	46%	52%			96%	96%	98%	+2% ^{NT}	+2% ^{NT}
Patients feel that nurses have all the information they need to treat them	90	42%	47%	11%		93%	90%	89%	-1%	-4%
Nurses take account of the things that matter to patients	91	43%	45%	11%		-	89%	88%	-2%	-2%
Nurses talk in a way that helps patients to understand their condition and treatment	92	46%	47%	7%		93%	90%	92%	+3%	+1%
Patients have confidence in nurses' ability to treat them	92	43%	50%			95%	89%	93%	+4%	-1%
Patients have enough time with nurses	92	46%	50%			95%	94%	96%	+2% ^{NT}	-0% ^{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	110	43%	50%		7%	-	50%	43%	-7%	-19% ^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	40%	57%			-	96%	96%	+1% ^{NT}	+1% ^{NT}
Patients are satisfied with the length of time they wait for results	84	31%	45%		18%	-	83%	76%	-6%	-9%
Patients are satisfied with the way they receive results	82	28%	35%	16%	21%	-	76%	63%	-13%	-17% ^S
Test results are explained to patients in a way they can understand	81	23%	48%	14%	15%	-	75%	72%	-3%	-9%

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	106	43%	50%			95%	92%	93%	+2%	-3%
Patients know enough about what their medicines are for	105	41%	51%	8%		97%	95%	92%	-2%	-4%
Patients know enough about how and when to take their medicines	104	43%	54%			100%	98%	97%	-1% ^{NT}	-1% ^{NT}
Patients know enough about side effects of medicines	104	30%	48%	13%	9%	78%	84%	78%	-6%	-4%
Patients know what to do if they have any problems with their medicines	105	32%	51%	10%	7%	88%	93%	84%	-9% ^S	-5%
Patients take their prescription as they are supposed to	105	49%	47%			99%	100%	95%	-5% ^S	-3%

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	114		87%		13%	-	88%	87%	-1%	-6% ^S

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	118	28%	47%	16%	8%	79%	75%	75%	+0%	-16% ^s
Patients are treated with compassion and understanding	116	25%	39%	25%	11%	76%	64%	64%	-1%	-21% ^s
Rating of overall care provided by GP practice	119	20%	44%	27%	9%	76%	73%	64%	-9%	-23% ^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	25%	53%	11%	11%	78%	62%	78%	+16%	+4%
Patients feel that people have all the information they need to treat them	36	19%	47%	17%	17%	74%	68%	67%	-1%	-11%
Patients feel that they are listened to	36	25%	53%	14%	8%	88%	75%	78%	+3%	-7%
Things are explained to patients in a way they can understand	36	25%	58%	11%	6%	85%	79%	83%	+5%	-3%
Patients feel that they were treated by the right people	36	28%	39%	25%	8%	-	-	67%	-	-14%
Patients feel they get the right treatment or advice	36	28%	42%	25%	5%	82%	64%	69%	+5%	-11%
Patients feel that people take account of the things that matter to them	36	28%	36%	22%	14%	-	64%	64%	-0%	-11%
Rating of overall care provided out of hours	36	28%	33%	22%	17%	77%	59%	61%	+2%	-10%

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	22	18%	32%	32%	18%	-	85%	50%	-35% ^s	-18%
Caring has had a negative impact on carers' health and wellbeing	20	15%	20%	40%	25%	-	47%	35%	-12%	-5%

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

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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	54	41	57
Yes, and I am not happy about it	32	42	19
No, other patients can't overhear	10	7	17
Don't know	4	10	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	-	74	65
Went to Pharmacist / Chemist	-	3	4
Went to Primary Care Emergency Centre	-	0	2
Telephoned my own GP practice	-	0	4
Telephoned 999 for emergency services	-	3	6
Went to Hospital A&E / Casualty	-	13	15
Other	-	6	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	-	6	16
Pharmacist / Chemist	-	6	3
Primary Care Emergency Centre	-	15	15
Own GP practice	-	9	5
Home visit from a GP or Nurse	-	9	9
Ambulance paramedics	-	21	11
A&E / Casualty	-	30	35
Social care services	-	0	0
Other	-	3	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	72	70	80
It is too difficult for me to get time away from work during my practice opening hours	14	17	11
The opening hours are not convenient for me for another reason	6	2	2
I am not sure when my GP practice is open	9	11	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	33	43	43
There was no change in my ability to do my usual activities	26	19	23
I was less able to do my usual activities	11	21	19
It is too soon to say	30	17	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	38	46	51
It was about the same as before	44	40	35
It was worse than before	3	6	4
It is too soon to say	15	8	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.

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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	9	7.1
Yes	117	92.9
	126	

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	8	6.8
2 - 4 times	55	46.6
5 - 10 times	25	21.2
More than 10 times	28	23.7
Can't remember / don't know	2	1.7
	118	

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	15	13.3
* Fairly easy	51	45.1
Not easy	47	41.6
Percent Positive - This GP 58.4 %	113	

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	24	21.4
* Fairly helpful	65	58.0
Not very helpful	15	13.4
Not at all helpful	8	7.1
Percent Positive - This GP 79.5 %	112	

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	42	45.7
* I saw or spoke to a doctor or nurse within 1 or 2 working days	29	31.5
I waited more than 2 working days to see or speak to a doctor or nurse	21	22.8
Percent Positive - This GP 77.2 %	92	

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	51	58.6
No	36	41.4
Percent Positive - This GP 58.6 %	87	

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	46	38.7
No	42	35.3
* I don't have a doctor I prefer to see	31	26.1
Percent Positive - This GP 64.7 %	119	

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	8	6.8
* Good	36	30.8
Fair	44	37.6
Poor	14	12.0
Very poor	15	12.8
Percent Positive - This GP 37.6 %	117	

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	12	12.0
* Good	59	59.0
Fair	25	25.0
Poor	3	3.0
Very poor	1	1.0
Percent Positive - This GP 71.0 %	100	

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	64	54.7
No, as it wasn't necessary	53	45.3
No, but I wanted to	0	0.0
	117	

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	12	18.5
* Good	28	43.1
Fair	14	21.5
Poor	6	9.2
Very poor	5	7.7
Percent Positive - This GP 61.5 %	65	

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	48	41.0
Yes, and I am not happy about it	49	41.9
No, other patients can't overhear	8	6.8
Don't know	12	10.3
	117	

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	19	16.5
* Fairly helpful	66	57.4
Not very helpful	17	14.8
Not at all helpful	13	11.3
Percent Positive - This GP 73.9 %	115	

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	97	82.9
It is too long	20	17.1
Percent Positive - This GP 82.9 %	117	

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	11	9.7
Yes	102	90.3
	113	

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	42	39.3
* Agree	56	52.3
Neither agree nor disagree	6	5.6
Disagree	2	1.9
Strongly disagree	1	0.9
Percent Positive - This GP 91.6 %	107	

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	33	30.8
* Agree	55	51.4
Neither agree nor disagree	14	13.1
Disagree	4	3.7
Strongly disagree	1	0.9
Percent Positive - This GP 82.2 %	107	

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	30	28.3
* Agree	55	51.9
Neither agree nor disagree	13	12.3
Disagree	7	6.6
Strongly disagree	1	0.9
Percent Positive - This GP 80.2 %	106	

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	34	32.7
* Agree	50	48.1
Neither agree nor disagree	16	15.4
Disagree	3	2.9
Strongly disagree	1	1.0
Percent Positive - This GP 80.8 %	104	

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	31	29.5
* Agree	59	56.2
Neither agree nor disagree	6	5.7
Disagree	8	7.6
Strongly disagree	1	1.0
Percent Positive - This GP 85.7 %	105	

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	23	22.1
* Agree	63	60.6
Neither agree nor disagree	8	7.7
Disagree	8	7.7
Strongly disagree	2	1.9
Percent Positive - This GP 82.7 %	104	

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	25	21.7
Yes	90	78.3
	115	

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	42	46.2
* Agree	47	51.6
Neither agree nor disagree	1	1.1
Disagree	1	1.1
Strongly disagree	0	0.0
Percent Positive - This GP 97.8 %	91	

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	38	42.2
* Agree	42	46.7
Neither agree nor disagree	10	11.1
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 88.9 %	90	

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	39	42.9
* Agree	41	45.1
Neither agree nor disagree	10	11.0
Disagree	1	1.1
Strongly disagree	0	0.0
Percent Positive - This GP 87.9 %	91	

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	42	45.7
* Agree	43	46.7
Neither agree nor disagree	6	6.5
Disagree	1	1.1
Strongly disagree	0	0.0
Percent Positive - This GP 92.4 %	92	

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	40	43.5
* Agree	46	50.0
Neither agree nor disagree	5	5.4
Disagree	1	1.1
Strongly disagree	0	0.0
Percent Positive - This GP 93.5 %	92	

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	42	45.7
* Agree	46	50.0
Neither agree nor disagree	4	4.3
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 95.7 %	92	

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	47	42.7
Yes, to some extent	55	50.0
No, and I would like to be	8	7.3
Percent Positive - This GP 42.7 %	110	

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	33	28.7
Yes	82	71.3
	115	

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	33	39.8
* Agree	47	56.6
Neither agree nor disagree	2	2.4
Disagree	1	1.2
Strongly disagree	0	0.0
Percent Positive - This GP 96.4 %	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	26	31.0
* Agree	38	45.2
Neither agree nor disagree	5	6.0
Disagree	11	13.1
Strongly disagree	4	4.8
Percent Positive - This GP 76.2 %	84	

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	23	28.0
* Agree	29	35.4
Neither agree nor disagree	13	15.9
Disagree	12	14.6
Strongly disagree	5	6.1
Percent Positive - This GP 63.4 %	82	

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	19	23.5
* Agree	39	48.1
Neither agree nor disagree	11	13.6
Disagree	9	11.1
Strongly disagree	3	3.7
Percent Positive - This GP 71.6 %	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	11	9.5
Yes	105	90.5
	116	

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	46	43.4
* Agree	53	50.0
Neither agree nor disagree	5	4.7
Disagree	1	0.9
Strongly disagree	1	0.9
Percent Positive - This GP 93.4 %	106	

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	43	41.0
* Agree	54	51.4
Neither agree nor disagree	8	7.6
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 92.4 %	105	

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	45	43.3
* Agree	56	53.8
Neither agree nor disagree	0	0.0
Disagree	3	2.9
Strongly disagree	0	0.0
Percent Positive - This GP 97.1 %	104	

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	31	29.8
* Agree	50	48.1
Neither agree nor disagree	14	13.5
Disagree	7	6.7
Strongly disagree	2	1.9
Percent Positive - This GP 77.9 %	104	

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	34	32.4
* Agree	54	51.4
Neither agree nor disagree	10	9.5
Disagree	7	6.7
Strongly disagree	0	0.0
Percent Positive - This GP 83.8 %	105	

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	51	48.6
* Agree	49	46.7
Neither agree nor disagree	3	2.9
Disagree	2	1.9
Strongly disagree	0	0.0
Percent Positive - This GP 95.2 %	105	

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	99	86.8
Yes	15	13.2
Percent Positive - This GP 86.8 %	114	

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	33	28.0
* Agree	56	47.5
Neither agree nor disagree	19	16.1
Disagree	9	7.6
Strongly disagree	1	0.8
Percent Positive - This GP 75.4 %	118	

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	29	25.0
* Agree	45	38.8
Neither agree nor disagree	29	25.0
Disagree	12	10.3
Strongly disagree	1	0.9
Percent Positive - This GP 63.8 %	116	

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	24	20.2
* Good	52	43.7
Fair	32	26.9
Poor	8	6.7
Very poor	3	2.5
Percent Positive - This GP 63.9 %	119	

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	35	28.2
No	89	71.8
	124	

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	23	74.2
Went to Pharmacist / Chemist	1	3.2
Went to Primary Care Emergency Centre	0	0.0
Telephoned my own GP practice	0	0.0
Telephoned 999 for emergency services	1	3.2
Went to Hospital A&E / Casualty	4	12.9
Other	2	6.5
	31	

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	2	6.1
Pharmacist / Chemist	2	6.1
Primary Care Emergency Centre	5	15.2
Own GP practice	3	9.1
Home visit from a GP or Nurse	3	9.1
Ambulance paramedics	7	21.2
A&E / Casualty	10	30.3
Social care services	0	0.0
Other	1	3.0
	33	

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	18	54.5
A Nurse	8	24.2
A Pharmacist	2	6.1
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	9	25.0
* Agree	19	52.8
Neither agree nor disagree	4	11.1
Disagree	0	0.0
Strongly disagree	4	11.1
Percent Positive - This GP 77.8 %	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	7	19.4
* Agree	17	47.2
Neither agree nor disagree	6	16.7
Disagree	3	8.3
Strongly disagree	3	8.3
Percent Positive - This GP 66.7 %	36	

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	9	25.0
* Agree	19	52.8
Neither agree nor disagree	5	13.9
Disagree	1	2.8
Strongly disagree	2	5.6
Percent Positive - This GP 77.8 %	36	

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	9	25.0
* Agree	21	58.3
Neither agree nor disagree	4	11.1
Disagree	1	2.8
Strongly disagree	1	2.8
Percent Positive - This GP 83.3 %	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	14	38.9
Neither agree nor disagree	9	25.0
Disagree	2	5.6
Strongly disagree	1	2.8
Percent Positive - This GP 66.7 %	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	27.8
* Agree	15	41.7
Neither agree nor disagree	9	25.0
Disagree	1	2.8
Strongly disagree	1	2.8
Percent Positive - This GP 69.4 %	36	

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	10	27.8
* Agree	13	36.1
Neither agree nor disagree	8	22.2
Disagree	3	8.3
Strongly disagree	2	5.6
Percent Positive - This GP 63.9 %	36	

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	10	27.8
* Good	12	33.3
Fair	8	22.2
Poor	3	8.3
Very poor	3	8.3
Percent Positive - This GP 61.1 %	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	86	70.5
It is too difficult for me to get time away from work during my practice opening hours	21	17.2
The opening hours are not convenient for me for another reason	2	1.6
I am not sure when my GP practice is open	13	10.7
	122	

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	10	7.8
Yes, help for me with adaptations and/or equipment for my home	9	7.0
Yes, help for me for activities outside my home	5	3.9
Yes, help to look after someone else	2	1.6
No, not had any help but I feel that I needed it	6	4.7
No, not had any help	91	71.1
	128	

Q34 - Did you get help from services provided by, for example, the Council, NHS, voluntary organisations, or private agencies – including services you paid for?

People who have received help or support with everyday living in the past 12 months	n	%
Yes	14	70.0
No	6	30.0
	20	

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	49	39.5
No	75	60.5
	124	

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	20	42.6
There was no change in my ability to do my usual activities	9	19.1
I was less able to do my usual activities	10	21.3
It is too soon to say	8	17.0
	47	

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	69	56.1
No	54	43.9
	123	

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	30	46.2
It was about the same as before	26	40.0
It was worse than before	4	6.2
It is too soon to say	5	7.7
	65	

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	16.3
No	103	83.7
	123	

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	14	70.0
I felt about the same as before	2	10.0
I felt more depressed or anxious than before	3	15.0
It is too soon to say	1	5.0
	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	99	81.8
Yes, up to 4 hours a week	4	3.3
Yes, 5 - 19 hours a week	8	6.6
Yes, 20 - 34 hours a week	0	0.0
Yes, 35 - 49 hours a week	2	1.7
Yes, 50 or more hours a week	8	6.6
	121	

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	18.2
* Agree	7	31.8
Neither agree nor disagree	7	31.8
Disagree	4	18.2
Strongly disagree	0	0.0
Percent Positive - This GP 50.0 %	22	

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	0	0.0
Agree	5	25.0
Neither agree nor disagree	8	40.0
* Disagree	4	20.0
* Strongly disagree	3	15.0
Percent Positive - This GP 35.0 %	20	

Demographics

Q46 - Are you male or female?

All patients	n	%
Male	62	49.6
Female	63	50.4
	125	

Q47 - What was your age on your last birthday?

All patients	n	%
17-34	11	8.8
35-49	17	13.6
50-64	47	37.6
65+	50	40.0
	125	

Q48 - How would you rate your health in general?

All patients	n	%
Good	65	52.0
Fair	55	44.0
Bad	5	4.0
	125	

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	20	16.3
Yes, limited a little	27	22.0
No	76	61.8
	123	

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

All patients	n	%
Very well	51	40.8
Quite well	63	50.4
Not very well	9	7.2
Not at all well	2	1.6
	125	

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	44	35.2
Good	45	36.0
Alright / neither good or bad	31	24.8
Bad	5	4.0
Very bad	0	0.0
	125	

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