

Health and Care Experience Survey 2015/16

Results for Annat Bank Practice - Montrose



**Annat Bank Practice
Links Health Centre
Frank Wood Way
Montrose
DD10 8TY**

May 2016, Official Statistics



Annat Bank Practice - Montrose

This report gives a summary of the results of the Health and Care Experience Survey 2015/16 for Annat Bank Practice - Montrose.

The survey was sent to 466 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

104 patients of Annat Bank Practice - Montrose sent in feedback on their experiences at the practice. Of the patients that answered questions about themselves:

- 44% were male and 56% were female;
- 12% were aged 17-34, 12% were aged 35-49, 31% were aged 50-64 and 45% were 65 and over;
- 75% 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	84%	+13^S
----------------------------------	------------	------------------------

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

Arranging to see a nurse	84%	+3
---------------------------------	------------	-----------

I am treated with compassion and understanding

Compassion and understanding	89%	+4
-------------------------------------	------------	-----------

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

GP Practice Care	95%	+8^S
-------------------------	------------	-----------------------

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

Out of Hours Care	82%	+10^{NT}
--------------------------	------------	-------------------------

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	89	48%	43%		9%	94%	92%	91%	-1%	+9% ^S
Person answering the phone is helpful	89	61%	36%		3%	96%	100%	97%	-3% ^{NT}	+2% ^{NT}
Can see or speak to a doctor or nurse within 2 working days	70	60%	23%		17%	84%	84%	83%	-1%	-2%
Able to book a doctors appointment 3 or more working days in advance	72		92%		8%	93%	94%	92%	-2%	+15% ^S
Can usually see preferred doctor	94		84%		16%	84%	86%	84%	-2%	+3%
Overall arrangements for getting to see a doctor	94	31%	53%	13%	1%	81%	79%	84%	+5%	+13% ^S
Overall arrangements for getting to see a nurse	82	35%	49%	11%	5%	85%	90%	84%	-6%	+3%

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	46	30%	48%	13%	9%	-	81%	78%	-3%	+1%

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	95	54%	41%			98%	99%	95%	-4%	+1%
Time waiting to be seen at GP practice	94		90%		10%	91%	90%	90%	+1%	+5%

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	84	55%	42%			97%	97%	96%	-1% ^{NT}	+1% ^{NT}
Patients feel that doctors have all the information they need to treat them	84	48%	43%			92%	90%	90%	+0%	+1%
Doctors take account of the things that matter to patients	82	49%	40%		7%	-	88%	89%	+1%	+2%
Doctors talk in a way that helps patients to understand their condition and treatment	83	57%	37%			92%	91%	94%	+3%	+4%
Patients have confidence in doctors' ability to treat them	84	55%	38%			92%	89%	93%	+4%	+3%
Patients have enough time with doctors	83	53%	40%			92%	90%	93%	+3%	+5%

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	67	54%	46%			95%	100%	100%	+0% ^{NT}	+5% ^{NT}
Patients feel that nurses have all the information they need to treat them	68	56%	41%			94%	96%	97%	+2% ^{NT}	+4% ^{NT}
Nurses take account of the things that matter to patients	67	51%	48%			-	93%	99%	+5% ^{NT}	+9% ^{NT}
Nurses talk in a way that helps patients to understand their condition and treatment	68	57%	40%			96%	94%	97%	+3% ^{NT}	+6% ^{NT}
Patients have confidence in nurses' ability to treat them	69	61%	38%			96%	98%	99%	+1% ^{NT}	+4% ^{NT}
Patients have enough time with nurses	68	59%	41%			96%	97%	100%	+3% ^{NT}	+4% ^{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	93	60%	35%			-	70%	60%	-9%	-2%

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	61	56%	39%			-	96%	95%	-1% ^{NT}	-1% ^{NT}
Patients are satisfied with the length of time they wait for results	61	48%	43%	8%		-	90%	90%	+0%	+5%
Patients are satisfied with the way they receive results	60	45%	40%	10%		-	90%	85%	-5%	+5%
Test results are explained to patients in a way they can understand	59	54%	32%	8%		-	83%	86%	+3%	+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	73	59%			40%	96%	99%	99%	-0% ^{NT}	+3% ^{NT}
Patients know enough about what their medicines are for	73	59%			40%	98%	96%	99%	+2% ^{NT}	+2% ^{NT}
Patients know enough about how and when to take their medicines	72	64%			35%	98%	99%	99%	-0% ^{NT}	+0% ^{NT}
Patients know enough about side effects of medicines	73	47%	38%	11%		82%	88%	85%	-3%	+3%
Patients know what to do if they have any problems with their medicines	73	55%	34%	8%		94%	93%	89%	-4%	-0%
Patients take their prescription as they are supposed to	72	64%			33%	97%	95%	97%	+2% ^{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	94	99%				-	96%	99%	+3% ^{NT}	+6% ^{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	94	52%	43%			91%	91%	95%	+4%	+3%
Patients are treated with compassion and understanding	93	47%	42%	10%		92%	88%	89%	+1%	+4%
Rating of overall care provided by GP practice	95	51%	44%			94%	92%	95%	+2%	+8% ^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	25	40%	40%	8%	12%	81%	78%	80%	+2%	+6%
Patients feel that people have all the information they need to treat them	25	52%	36%	12%		81%	68%	88%	+20% ^{NT}	+10% ^{NT}
Patients feel that they are listened to	25	56%	36%			81%	86%	92%	+6% ^{NT}	+8% ^{NT}
Things are explained to patients in a way they can understand	25	44%	44%	12%		84%	83%	88%	+5% ^{NT}	+2% ^{NT}
Patients feel that they were treated by the right people	24	46%	46%	8%		-	-	92%	-	+11% ^{NT}
Patients feel they get the right treatment or advice	24	46%	46%	8%		78%	78%	92%	+14% ^{NT}	+11% ^{NT}
Patients feel that people take account of the things that matter to them	25	52%	36%	12%		-	75%	88%	+13% ^{NT}	+13% ^{NT}
Rating of overall care provided out of hours	22	36%	45%	18%		69%	70%	82%	+12% ^{NT}	+10% ^{NT}

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	48	52	57
Yes, and I am not happy about it	10	15	19
No, other patients can't overhear	30	27	17
Don't know	12	6	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	-	54	65
Went to Pharmacist / Chemist	-	0	4
Went to Primary Care Emergency Centre	-	17	2
Telephoned my own GP practice	-	8	4
Telephoned 999 for emergency services	-	8	6
Went to Hospital A&E / Casualty	-	8	15
Other	-	4	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	-	14	16
Pharmacist / Chemist	-	0	3
Primary Care Emergency Centre	-	18	15
Own GP practice	-	14	5
Home visit from a GP or Nurse	-	23	9
Ambulance paramedics	-	9	11
A&E / Casualty	-	18	35
Social care services	-	0	0
Other	-	5	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	78	88	80
It is too difficult for me to get time away from work during my practice opening hours	10	8	11
The opening hours are not convenient for me for another reason	3	0	2
I am not sure when my GP practice is open	10	4	6

Health and care effectiveness

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	46	53	51
It was about the same as before	40	39	35
It was worse than before	4	4	4
It is too soon to say	10	4	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	9	8.7
Yes	95	91.3
	104	

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	16	16.8
2 - 4 times	43	45.3
5 - 10 times	26	27.4
More than 10 times	9	9.5
Can't remember / don't know	1	1.1
	95	

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	43	48.3
* Fairly easy	38	42.7
Not easy	8	9.0
Percent Positive - This GP 91.0 %	89	

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	54	60.7
* Fairly helpful	32	36.0
Not very helpful	3	3.4
Not at all helpful	0	0.0
Percent Positive - This GP 96.6 %	89	

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	60.0
* I saw or spoke to a doctor or nurse within 1 or 2 working days	16	22.9
I waited more than 2 working days to see or speak to a doctor or nurse	12	17.1
Percent Positive - This GP 82.9 %	70	

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	66	91.7
No	6	8.3
Percent Positive - This GP 91.7 %	72	

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	62	66.0
No	15	16.0
* I don't have a doctor I prefer to see	17	18.1
Percent Positive - This GP 84.0 %	94	

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	29	30.9
* Good	50	53.2
Fair	12	12.8
Poor	2	2.1
Very poor	1	1.1
Percent Positive - This GP 84.0 %	94	

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	29	35.4
* Good	40	48.8
Fair	9	11.0
Poor	2	2.4
Very poor	2	2.4
Percent Positive - This GP 84.1 %	82	

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	46	48.9
No, as it wasn't necessary	48	51.1
No, but I wanted to	0	0.0
	94	

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	14	30.4
* Good	22	47.8
Fair	6	13.0
Poor	3	6.5
Very poor	1	2.2
Percent Positive - This GP 78.3 %	46	

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	49	51.6
Yes, and I am not happy about it	14	14.7
No, other patients can't overhear	26	27.4
Don't know	6	6.3
	95	

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	51	53.7
* Fairly helpful	39	41.1
Not very helpful	4	4.2
Not at all helpful	1	1.1
Percent Positive - This GP 94.7 %	95	

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	85	90.4
It is too long	9	9.6
Percent Positive - This GP 90.4 %	94	

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	11.8
Yes	82	88.2
	93	

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	46	54.8
* Agree	35	41.7
Neither agree nor disagree	3	3.6
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 96.4 %	84	

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	40	47.6
* Agree	36	42.9
Neither agree nor disagree	5	6.0
Disagree	3	3.6
Strongly disagree	0	0.0
Percent Positive - This GP 90.5 %	84	

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	40	48.8
* Agree	33	40.2
Neither agree nor disagree	6	7.3
Disagree	2	2.4
Strongly disagree	1	1.2
Percent Positive - This GP 89.0 %	82	

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	47	56.6
* Agree	31	37.3
Neither agree nor disagree	3	3.6
Disagree	1	1.2
Strongly disagree	1	1.2
Percent Positive - This GP 94.0 %	83	

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	46	54.8
* Agree	32	38.1
Neither agree nor disagree	4	4.8
Disagree	1	1.2
Strongly disagree	1	1.2
Percent Positive - This GP 92.9 %	84	

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	44	53.0
* Agree	33	39.8
Neither agree nor disagree	5	6.0
Disagree	1	1.2
Strongly disagree	0	0.0
Percent Positive - This GP 92.8 %	83	

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	26	28.3
Yes	66	71.7
	92	

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	36	53.7
* Agree	31	46.3
Neither agree nor disagree	0	0.0
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 100.0 %	67	

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	55.9
* Agree	28	41.2
Neither agree nor disagree	2	2.9
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 97.1 %	68	

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	34	50.7
* Agree	32	47.8
Neither agree nor disagree	1	1.5
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 98.5 %	67	

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	39	57.4
* Agree	27	39.7
Neither agree nor disagree	2	2.9
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 97.1 %	68	

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	42	60.9
* Agree	26	37.7
Neither agree nor disagree	1	1.4
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 98.6 %	69	

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	40	58.8
* Agree	28	41.2
Neither agree nor disagree	0	0.0
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 100.0 %	68	

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	56	60.2
Yes, to some extent	33	35.5
No, and I would like to be	4	4.3
Percent Positive - This GP 60.2 %	93	

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	34.7
Yes	62	65.3
	95	

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	34	55.7
* Agree	24	39.3
Neither agree nor disagree	3	4.9
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 95.1 %	61	

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	29	47.5
* Agree	26	42.6
Neither agree nor disagree	5	8.2
Disagree	1	1.6
Strongly disagree	0	0.0
Percent Positive - This GP 90.2 %	61	

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	27	45.0
* Agree	24	40.0
Neither agree nor disagree	3	5.0
Disagree	5	8.3
Strongly disagree	1	1.7
Percent Positive - This GP 85.0 %	60	

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	32	54.2
* Agree	19	32.2
Neither agree nor disagree	3	5.1
Disagree	4	6.8
Strongly disagree	1	1.7
Percent Positive - This GP 86.4 %	59	

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	23.9
Yes	70	76.1
	92	

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	43	58.9
* Agree	29	39.7
Neither agree nor disagree	0	0.0
Disagree	0	0.0
Strongly disagree	1	1.4
Percent Positive - This GP 98.6 %	73	

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	58.9
* Agree	29	39.7
Neither agree nor disagree	1	1.4
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 98.6 %	73	

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	46	63.9
* Agree	25	34.7
Neither agree nor disagree	1	1.4
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 98.6 %	72	

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	34	46.6
* Agree	28	38.4
Neither agree nor disagree	8	11.0
Disagree	2	2.7
Strongly disagree	1	1.4
Percent Positive - This GP 84.9 %	73	

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	40	54.8
* Agree	25	34.2
Neither agree nor disagree	6	8.2
Disagree	1	1.4
Strongly disagree	1	1.4
Percent Positive - This GP 89.0 %	73	

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	46	63.9
* Agree	24	33.3
Neither agree nor disagree	2	2.8
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 97.2 %	72	

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	93	98.9
Yes	1	1.1
Percent Positive - This GP 98.9 %	94	

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	49	52.1
* Agree	40	42.6
Neither agree nor disagree	4	4.3
Disagree	1	1.1
Strongly disagree	0	0.0
Percent Positive - This GP 94.7 %	94	

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	44	47.3
* Agree	39	41.9
Neither agree nor disagree	9	9.7
Disagree	1	1.1
Strongly disagree	0	0.0
Percent Positive - This GP 89.2 %	93	

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	48	50.5
* Good	42	44.2
Fair	4	4.2
Poor	1	1.1
Very poor	0	0.0
Percent Positive - This GP 94.7 %	95	

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	24	23.5
No	78	76.5
	102	

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	13	54.2
Went to Pharmacist / Chemist	0	0.0
Went to Primary Care Emergency Centre	4	16.7
Telephoned my own GP practice	2	8.3
Telephoned 999 for emergency services	2	8.3
Went to Hospital A&E / Casualty	2	8.3
Other	1	4.2
	24	

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	3	13.6
Pharmacist / Chemist	0	0.0
Primary Care Emergency Centre	4	18.2
Own GP practice	3	13.6
Home visit from a GP or Nurse	5	22.7
Ambulance paramedics	2	9.1
A&E / Casualty	4	18.2
Social care services	0	0.0
Other	1	4.5
	22	

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	13	59.1
A Nurse	9	40.9
A Pharmacist	0	0.0
Someone else	0	0.0
	22	

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	40.0
* Agree	10	40.0
Neither agree nor disagree	2	8.0
Disagree	1	4.0
Strongly disagree	2	8.0
Percent Positive - This GP 80.0 %	25	

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	13	52.0
* Agree	9	36.0
Neither agree nor disagree	3	12.0
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 88.0 %	25	

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	14	56.0
* Agree	9	36.0
Neither agree nor disagree	1	4.0
Disagree	1	4.0
Strongly disagree	0	0.0
Percent Positive - This GP 92.0 %	25	

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	11	44.0
* Agree	11	44.0
Neither agree nor disagree	3	12.0
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 88.0 %	25	

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	11	45.8
* Agree	11	45.8
Neither agree nor disagree	2	8.3
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 91.7 %	24	

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	11	45.8
* Agree	11	45.8
Neither agree nor disagree	2	8.3
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 91.7 %	24	

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	13	52.0
* Agree	9	36.0
Neither agree nor disagree	3	12.0
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 88.0 %	25	

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	8	36.4
* Good	10	45.5
Fair	4	18.2
Poor	0	0.0
Very poor	0	0.0
Percent Positive - This GP 81.8 %	22	

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	84	87.5
It is too difficult for me to get time away from work during my practice opening hours	8	8.3
The opening hours are not convenient for me for another reason	0	0.0
I am not sure when my GP practice is open	4	4.2
	96	

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	7	6.7
Yes, help for me with adaptations and/or equipment for my home	5	4.8
Yes, help for me for activities outside my home	5	4.8
Yes, help to look after someone else	0	0.0
No, not had any help but I feel that I needed it	3	2.9
No, not had any help	83	79.8
	104	

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	19	19.6
No	78	80.4
	97	

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	50	51.0
No	48	49.0
	98	

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	26	53.1
It was about the same as before	19	38.8
It was worse than before	2	4.1
It is too soon to say	2	4.1
	49	

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	9	9.4
No	87	90.6
	96	

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	82	84.5
Yes, up to 4 hours a week	6	6.2
Yes, 5 - 19 hours a week	5	5.2
Yes, 20 - 34 hours a week	3	3.1
Yes, 35 - 49 hours a week	0	0.0
Yes, 50 or more hours a week	1	1.0
	97	

Demographics

Q46 - Are you male or female?

All patients	n	%
Male	45	44.1
Female	57	55.9
	102	

Q47 - What was your age on your last birthday?

All patients	n	%
17-34	12	12.0
35-49	12	12.0
50-64	31	31.0
65+	45	45.0
	100	

Q48 - How would you rate your health in general?

All patients	n	%
Good	71	69.6
Fair	28	27.5
Bad	3	2.9
	102	

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	10	10.1
Yes, limited a little	15	15.2
No	74	74.7
	99	

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

All patients	n	%
Very well	60	59.4
Quite well	37	36.6
Not very well	2	2.0
Not at all well	2	2.0
	101	

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	52	51.5
Good	33	32.7
Alright / neither good or bad	13	12.9
Bad	3	3.0
Very bad	0	0.0
	101	

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/