

Health and Care Experience Survey 2015/16

Results for Ark Medical Practice - Falkirk



**Ark Medical Practice
9 Booth Place
Falkirk
FK1 1BA**

May 2016, Official Statistics



Ark Medical Practice - Falkirk

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

The survey was sent to 605 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

120 patients of Ark Medical Practice - Falkirk sent in feedback on their experiences at the practice. Of the patients that answered questions about themselves:

- 37% were male and 63% were female;
- 6% were aged 17-34, 18% were aged 35-49, 32% were aged 50-64 and 44% 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	100%	+29^{NT}
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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	99%	+17^{NT}
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I am treated with compassion and understanding

Compassion and understanding	95%	+10^S
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Overall, how would you rate the care provided by your GP practice?

GP Practice Care	95%	+8^S
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Overall, how would you rate the care you experienced out of hours?

Out of Hours Care	74%	+3
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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.

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	106	89%			11%	98%	100%	100%	+0% ^{NT}	+18% ^{NT}
Person answering the phone is helpful	107	95%				100%	100%	100%	+0% ^{NT}	+6% ^{NT}
Can see or speak to a doctor or nurse within 2 working days	92	78%			21%	97%	100%	99%	-1% ^{NT}	+15% ^{NT}
Able to book a doctors appointment 3 or more working days in advance	85	100%				99%	100%	100%	+0% ^{NT}	+24% ^{NT}
Can usually see preferred doctor	105	99%				98%	99%	99%	-0% ^{NT}	+18% ^{NT}
Overall arrangements for getting to see a doctor	107	88%			12%	99%	99%	100%	+1% ^{NT}	+29% ^{NT}
Overall arrangements for getting to see a nurse	91	81%			18%	100%	99%	99%	-0% ^{NT}	+17% ^{NT}

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	57	54%		32%	9%	-	78%	86%	+8%	+9%

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	107	93%			7%	100%	100%	100%	+0% ^{NT}	+6% ^{NT}
Time waiting to be seen at GP practice	104	97%				95%	99%	97%	-2% ^{NT}	+11% ^{NT}

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	96	70%			29%	94%	97%	99%	+2% ^{NT}	+4% ^{NT}
Patients feel that doctors have all the information they need to treat them	94	66%			29%	93%	95%	95%	-1%	+5% ^S
Doctors take account of the things that matter to patients	94	61%			32%	-	94%	93%	-2%	+6% ^S
Doctors talk in a way that helps patients to understand their condition and treatment	95	67%			27%	91%	95%	95%	-1%	+5% ^S
Patients have confidence in doctors' ability to treat them	95	71%			24%	89%	95%	95%	-1%	+5% ^S
Patients have enough time with doctors	95	72%			25%	93%	97%	97%	-0% ^{NT}	+9% ^{NT}

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	82	71%			27%	98%	100%	98%	-2% ^{NT}	+2% ^{NT}
Patients feel that nurses have all the information they need to treat them	82	72%			24%	95%	100%	96%	-4% ^{NT}	+3% ^{NT}
Nurses take account of the things that matter to patients	81	68%			27%	-	97%	95%	-1% ^{NT}	+5% ^{NT}
Nurses talk in a way that helps patients to understand their condition and treatment	81	68%			27%	94%	99%	95%	-4% ^{NT}	+4% ^{NT}
Patients have confidence in nurses' ability to treat them	81	72%			26%	95%	98%	98%	-0% ^{NT}	+3% ^{NT}
Patients have enough time with nurses	81	72%			27%	94%	100%	99%	-1% ^{NT}	+3% ^{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	101	83%			15%	-	80%	83%	+4%	+21% ^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	73	71%			27%	-	99%	99%	-0% ^{NT}	+3% ^{NT}	
Patients are satisfied with the length of time they wait for results	71	62%			34%	-	97%	96%	-2% ^{NT}	+11% ^{NT}	
Patients are satisfied with the way they receive results	71	65%			28%	-	99%	93%	-6%	+12% ^S	
Test results are explained to patients in a way they can understand	71	66%			24%	7%	-	96%	90%	-6%	+10% ^S

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	87	86%			14%	99%	99%	100%	+1% ^{NT}	+4% ^{NT}
Patients know enough about what their medicines are for	87	82%			17%	96%	98%	99%	+1% ^{NT}	+2% ^{NT}
Patients know enough about how and when to take their medicines	87	85%			15%	100%	100%	100%	+0% ^{NT}	+2% ^{NT}
Patients know enough about side effects of medicines	87	67%		24%		87%	94%	91%	-4%	+9% ^S
Patients know what to do if they have any problems with their medicines	87	67%		31%		93%	98%	98%	-0% ^{NT}	+8% ^{NT}
Patients take their prescription as they are supposed to	87	80%			18%	97%	98%	99%	+1% ^{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	102	93%			7%	-	97%	93%	-4%	-0%

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	105					98%	100%	99%	-1% ^{NT}	+7% ^{NT}
Patients are treated with compassion and understanding	102					98%	98%	95%	-3%	+10% ^S
Rating of overall care provided by GP practice	105					98%	99%	95%	-4%	+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	32	44%	19%	16%	22%	63%	60%	63%	+3%	-11%
Patients feel that people have all the information they need to treat them	32	44%	25%	22%	9%	78%	73%	69%	-5%	-9%
Patients feel that they are listened to	32	47%	34%	16%	3%	78%	87%	81%	-5%	-3%
Things are explained to patients in a way they can understand	32	50%	31%	16%	3%	78%	83%	81%	-2%	-5%
Patients feel that they were treated by the right people	33	48%	30%	12%	9%	-	-	79%	-	-1%
Patients feel they get the right treatment or advice	32	44%	34%	13%	9%	81%	87%	78%	-9%	-3%
Patients feel that people take account of the things that matter to them	32	47%	25%	19%	9%	-	77%	72%	-5%	-3%
Rating of overall care provided out of hours	35	37%	37%	17%	9%	73%	72%	74%	+2%	+3%

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	50	57	57
Yes, and I am not happy about it	2	3	19
No, other patients can't overhear	36	32	17
Don't know	12	8	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	-	64	65
Went to Pharmacist / Chemist	-	6	4
Went to Primary Care Emergency Centre	-	0	2
Telephoned my own GP practice	-	3	4
Telephoned 999 for emergency services	-	12	6
Went to Hospital A&E / Casualty	-	12	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	-	10	16
Pharmacist / Chemist	-	3	3
Primary Care Emergency Centre	-	19	15
Own GP practice	-	0	5
Home visit from a GP or Nurse	-	10	9
Ambulance paramedics	-	10	11
A&E / Casualty	-	32	35
Social care services	-	0	0
Other	-	16	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	96	93	80
It is too difficult for me to get time away from work during my practice opening hours	2	5	11
The opening hours are not convenient for me for another reason	0	0	2
I am not sure when my GP practice is open	2	2	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	59	43
There was no change in my ability to do my usual activities	25	16	23
I was less able to do my usual activities	16	9	19
It is too soon to say	9	16	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	57	52	51
It was about the same as before	30	37	35
It was worse than before	4	2	4
It is too soon to say	9	9	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	12	10.2
Yes	106	89.8
	118	

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	14	13.2
2 - 4 times	47	44.3
5 - 10 times	34	32.1
More than 10 times	10	9.4
Can't remember / don't know	1	0.9
	106	

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	94	88.7
* Fairly easy	12	11.3
Not easy	0	0.0
Percent Positive - This GP 100.0 %	106	

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	102	95.3
* Fairly helpful	5	4.7
Not very helpful	0	0.0
Not at all helpful	0	0.0
Percent Positive - This GP 100.0 %	107	

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	72	78.3
* I saw or spoke to a doctor or nurse within 1 or 2 working days	19	20.7
I waited more than 2 working days to see or speak to a doctor or nurse	1	1.1
Percent Positive - This GP 98.9 %	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	85	100.0
No	0	0.0
Percent Positive - This GP 100.0 %	85	

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	94	89.5
No	1	1.0
* I don't have a doctor I prefer to see	10	9.5
Percent Positive - This GP 99.0 %	105	

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	94	87.9
* Good	13	12.1
Fair	0	0.0
Poor	0	0.0
Very poor	0	0.0
Percent Positive - This GP 100.0 %	107	

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	74	81.3
* Good	16	17.6
Fair	0	0.0
Poor	1	1.1
Very poor	0	0.0
Percent Positive - This GP 98.9 %	91	

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	56	53.8
No, as it wasn't necessary	47	45.2
No, but I wanted to	1	1.0
	104	

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	31	54.4
* Good	18	31.6
Fair	5	8.8
Poor	0	0.0
Very poor	3	5.3
Percent Positive - This GP 86.0 %	57	

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	60	56.6
Yes, and I am not happy about it	3	2.8
No, other patients can't overhear	34	32.1
Don't know	9	8.5
	106	

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	100	93.5
* Fairly helpful	7	6.5
Not very helpful	0	0.0
Not at all helpful	0	0.0
Percent Positive - This GP 100.0 %	107	

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	101	97.1
It is too long	3	2.9
Percent Positive - This GP 97.1 %	104	

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	10	10.1
Yes	89	89.9
	99	

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	67	69.8
* Agree	28	29.2
Neither agree nor disagree	0	0.0
Disagree	0	0.0
Strongly disagree	1	1.0
Percent Positive - This GP 99.0 %	96	

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	62	66.0
* Agree	27	28.7
Neither agree nor disagree	3	3.2
Disagree	1	1.1
Strongly disagree	1	1.1
Percent Positive - This GP 94.7 %	94	

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	57	60.6
* Agree	30	31.9
Neither agree nor disagree	6	6.4
Disagree	0	0.0
Strongly disagree	1	1.1
Percent Positive - This GP 92.6 %	94	

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	64	67.4
* Agree	26	27.4
Neither agree nor disagree	3	3.2
Disagree	1	1.1
Strongly disagree	1	1.1
Percent Positive - This GP 94.7 %	95	

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	70.5
* Agree	23	24.2
Neither agree nor disagree	3	3.2
Disagree	1	1.1
Strongly disagree	1	1.1
Percent Positive - This GP 94.7 %	95	

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	68	71.6
* Agree	24	25.3
Neither agree nor disagree	3	3.2
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 96.8 %	95	

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	23	22.1
Yes	81	77.9
	104	

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	58	70.7
* Agree	22	26.8
Neither agree nor disagree	2	2.4
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 97.6 %	82	

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	59	72.0
* Agree	20	24.4
Neither agree nor disagree	3	3.7
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 96.3 %	82	

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	55	67.9
* Agree	22	27.2
Neither agree nor disagree	4	4.9
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 95.1 %	81	

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	55	67.9
* Agree	22	27.2
Neither agree nor disagree	4	4.9
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 95.1 %	81	

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	58	71.6
* Agree	21	25.9
Neither agree nor disagree	2	2.5
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 97.5 %	81	

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	58	71.6
* Agree	22	27.2
Neither agree nor disagree	1	1.2
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 98.8 %	81	

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	84	83.2
Yes, to some extent	15	14.9
No, and I would like to be	2	2.0
Percent Positive - This GP 83.2 %	101	

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	31	31.3
Yes	68	68.7
	99	

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	52	71.2
* Agree	20	27.4
Neither agree nor disagree	1	1.4
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 98.6 %	73	

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	44	62.0
* Agree	24	33.8
Neither agree nor disagree	1	1.4
Disagree	1	1.4
Strongly disagree	1	1.4
Percent Positive - This GP 95.8 %	71	

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	46	64.8
* Agree	20	28.2
Neither agree nor disagree	3	4.2
Disagree	1	1.4
Strongly disagree	1	1.4
Percent Positive - This GP 93.0 %	71	

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	47	66.2
* Agree	17	23.9
Neither agree nor disagree	5	7.0
Disagree	2	2.8
Strongly disagree	0	0.0
Percent Positive - This GP 90.1 %	71	

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	18	17.8
Yes	83	82.2
	101	

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	75	86.2
* Agree	12	13.8
Neither agree nor disagree	0	0.0
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 100.0 %	87	

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	71	81.6
* Agree	15	17.2
Neither agree nor disagree	1	1.1
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 98.9 %	87	

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	74	85.1
* Agree	13	14.9
Neither agree nor disagree	0	0.0
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 100.0 %	87	

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	58	66.7
* Agree	21	24.1
Neither agree nor disagree	5	5.7
Disagree	2	2.3
Strongly disagree	1	1.1
Percent Positive - This GP 90.8 %	87	

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	58	66.7
* Agree	27	31.0
Neither agree nor disagree	2	2.3
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 97.7 %	87	

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	70	80.5
* Agree	16	18.4
Neither agree nor disagree	1	1.1
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 98.9 %	87	

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	95	93.1
Yes	7	6.9
Percent Positive - This GP 93.1 %	102	

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	86	81.9
* Agree	18	17.1
Neither agree nor disagree	0	0.0
Disagree	0	0.0
Strongly disagree	1	1.0
Percent Positive - This GP 99.0 %	105	

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	76	74.5
* Agree	21	20.6
Neither agree nor disagree	4	3.9
Disagree	0	0.0
Strongly disagree	1	1.0
Percent Positive - This GP 95.1 %	102	

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	91	86.7
* Good	9	8.6
Fair	3	2.9
Poor	1	1.0
Very poor	1	1.0
Percent Positive - This GP 95.2 %	105	

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	33	28.7
No	82	71.3
	115	

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	21	63.6
Went to Pharmacist / Chemist	2	6.1
Went to Primary Care Emergency Centre	0	0.0
Telephoned my own GP practice	1	3.0
Telephoned 999 for emergency services	4	12.1
Went to Hospital A&E / Casualty	4	12.1
Other	1	3.0
	33	

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	9.7
Pharmacist / Chemist	1	3.2
Primary Care Emergency Centre	6	19.4
Own GP practice	0	0.0
Home visit from a GP or Nurse	3	9.7
Ambulance paramedics	3	9.7
A&E / Casualty	10	32.3
Social care services	0	0.0
Other	5	16.1
	31	

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	83.3
A Nurse	4	13.3
A Pharmacist	0	0.0
Someone else	1	3.3
	30	

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	14	43.8
* Agree	6	18.8
Neither agree nor disagree	5	15.6
Disagree	6	18.8
Strongly disagree	1	3.1
Percent Positive - This GP 62.5 %	32	

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	14	43.8
* Agree	8	25.0
Neither agree nor disagree	7	21.9
Disagree	3	9.4
Strongly disagree	0	0.0
Percent Positive - This GP 68.8 %	32	

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	15	46.9
* Agree	11	34.4
Neither agree nor disagree	5	15.6
Disagree	1	3.1
Strongly disagree	0	0.0
Percent Positive - This GP 81.3 %	32	

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	16	50.0
* Agree	10	31.3
Neither agree nor disagree	5	15.6
Disagree	1	3.1
Strongly disagree	0	0.0
Percent Positive - This GP 81.3 %	32	

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	16	48.5
* Agree	10	30.3
Neither agree nor disagree	4	12.1
Disagree	3	9.1
Strongly disagree	0	0.0
Percent Positive - This GP 78.8 %	33	

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	14	43.8
* Agree	11	34.4
Neither agree nor disagree	4	12.5
Disagree	2	6.3
Strongly disagree	1	3.1
Percent Positive - This GP 78.1 %	32	

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	15	46.9
* Agree	8	25.0
Neither agree nor disagree	6	18.8
Disagree	3	9.4
Strongly disagree	0	0.0
Percent Positive - This GP 71.9 %	32	

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	13	37.1
* Good	13	37.1
Fair	6	17.1
Poor	3	8.6
Very poor	0	0.0
Percent Positive - This GP 74.3 %	35	

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	103	92.8
It is too difficult for me to get time away from work during my practice opening hours	6	5.4
The opening hours are not convenient for me for another reason	0	0.0
I am not sure when my GP practice is open	2	1.8
	111	

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	9	7.5
Yes, help for me with adaptations and/or equipment for my home	12	10.0
Yes, help for me for activities outside my home	4	3.3
Yes, help to look after someone else	4	3.3
No, not had any help but I feel that I needed it	2	1.7
No, not had any help	88	73.3
	120	

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	33	30.3
No	76	69.7
	109	

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	19	59.4
There was no change in my ability to do my usual activities	5	15.6
I was less able to do my usual activities	3	9.4
It is too soon to say	5	15.6
	32	

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	54	50.0
No	54	50.0
	108	

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	28	51.9
It was about the same as before	20	37.0
It was worse than before	1	1.9
It is too soon to say	5	9.3
	54	

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	8.6
No	96	91.4
	105	

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	90	84.1
Yes, up to 4 hours a week	5	4.7
Yes, 5 - 19 hours a week	4	3.7
Yes, 20 - 34 hours a week	2	1.9
Yes, 35 - 49 hours a week	3	2.8
Yes, 50 or more hours a week	3	2.8
	107	

Demographics

Q46 - Are you male or female?

All patients	n	%
Male	43	37.4
Female	72	62.6
	115	

Q47 - What was your age on your last birthday?

All patients	n	%
17-34	7	6.3
35-49	20	17.9
50-64	36	32.1
65+	49	43.8
	112	

Q48 - How would you rate your health in general?

All patients	n	%
Good	75	66.4
Fair	35	31.0
Bad	3	2.7
	113	

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	12	10.5
Yes, limited a little	29	25.4
No	73	64.0
	114	

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

All patients	n	%
Very well	69	60.5
Quite well	42	36.8
Not very well	3	2.6
Not at all well	0	0.0
	114	

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	49.6
Good	33	28.7
Alright / neither good or bad	22	19.1
Bad	2	1.7
Very bad	1	0.9
	115	

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