

Health and Care Experience Survey 2015/16

Results for Ashgrove Group Practice - Blackburn



**Ashgrove Group Practice
Ashgrove
Blackburn
West Lothian
EH47 7LL**

May 2016, Official Statistics



Ashgrove Group Practice - Blackburn

This report gives a summary of the results of the Health and Care Experience Survey 2015/16 for Ashgrove Group Practice - Blackburn.

The survey was sent to 822 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

111 patients of Ashgrove Group Practice - Blackburn sent in feedback on their experiences at the practice. Of the patients that answered questions about themselves:

- 39% were male and 61% were female;
- 8% were aged 17-34, 25% were aged 35-49, 25% were aged 50-64 and 41% were 65 and over;
- 44% 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	41%	-30^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	64%	-18^S
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I am treated with compassion and understanding

Compassion and understanding	85%	+0
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Overall, how would you rate the care provided by your GP practice?

GP Practice Care	76%	-11^S
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Overall, how would you rate the care you experienced out of hours?

Out of Hours Care	73%	+2
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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	97	8%	40%		52%	70%	61%	48%	-12%	-34% ^s
Person answering the phone is helpful	97	51%	36%		13%	96%	94%	87%	-8%	-8% ^s
Can see or speak to a doctor or nurse within 2 working days	79	48%	20%		32%	84%	86%	68%	-18% ^s	-16% ^s
Able to book a doctors appointment 3 or more working days in advance	85	47%			53%	72%	66%	47%	-19% ^s	-29% ^s
Can usually see preferred doctor	102	66%			34%	77%	71%	66%	-6%	-15% ^s
Overall arrangements for getting to see a doctor	104	17%	24%	36%	23%	70%	61%	41%	-20% ^s	-30% ^s
Overall arrangements for getting to see a nurse	86	23%	41%	31%		84%	61%	64%	+3%	-18% ^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	60	27%	38%	23%	12%	-	73%	65%	-8%	-12% ^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	103	54%	39%		7%	96%	93%	93%	+0%	-1%
Time waiting to be seen at GP practice	102		67%		33%	77%	73%	67%	-7%	-19% ^s

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	50%	42%			96%	89%	92%	+3%	-4%
Patients feel that doctors have all the information they need to treat them	95	46%	41%	11%		89%	89%	87%	-1%	-2%
Doctors take account of the things that matter to patients	94	45%	43%	9%		-	82%	87%	+5%	+0%
Doctors talk in a way that helps patients to understand their condition and treatment	95	48%	41%	8%		91%	86%	89%	+3%	-1%
Patients have confidence in doctors' ability to treat them	96	47%	41%	8%		93%	86%	88%	+2%	-2%
Patients have enough time with doctors	97	41%	42%	9%	7%	93%	86%	84%	-2%	-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	80	53%	44%			97%	93%	96%	+4% ^{NT}	+1% ^{NT}
Patients feel that nurses have all the information they need to treat them	80	50%	43%			96%	90%	93%	+3%	-1%
Nurses take account of the things that matter to patients	80	48%	41%	10%		-	87%	89%	+2%	-1%
Nurses talk in a way that helps patients to understand their condition and treatment	80	49%	43%	8%		96%	91%	91%	+0%	+0%
Patients have confidence in nurses' ability to treat them	81	51%	42%			94%	91%	93%	+1%	-2%
Patients have enough time with nurses	81	52%	40%			98%	91%	91%	+0%	-4%

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	98	49%		47%		-	51%	49%	-2%	-13% ^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	81	43%	53%			-	95%	96%	+1% ^{NT}	+1% ^{NT}
Patients are satisfied with the length of time they wait for results	81	31%	53%	9%	7%	-	83%	84%	+1%	-1%
Patients are satisfied with the way they receive results	81	27%	43%	14%	16%	-	80%	70%	-10%	-10% ^S
Test results are explained to patients in a way they can understand	81	27%	47%	11%	15%	-	82%	74%	-8%	-7%

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	86	52%	36%		8%	94%	94%	88%	-5%	-8% ^S
Patients know enough about what their medicines are for	87	56%	40%			95%	97%	97%	-0% ^{NT}	-0% ^{NT}
Patients know enough about how and when to take their medicines	87	57%	40%			98%	96%	98%	+2% ^{NT}	-1% ^{NT}
Patients know enough about side effects of medicines	85	44%	46%			83%	82%	89%	+8%	+7% ^S
Patients know what to do if they have any problems with their medicines	86	47%	40%	12%		88%	90%	86%	-4%	-3%
Patients take their prescription as they are supposed to	87	56%	40%			99%	98%	97%	-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	100		91%		9%	-	95%	91%	-4%	-2%

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	101	50%	44%	7%		87%	93%	93%	+0%	+1%
Patients are treated with compassion and understanding	101	43%	43%	13%		88%	85%	85%	+0%	+0%
Rating of overall care provided by GP practice	104	37%	39%	18%		88%	83%	76%	-7%	-11% ^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	48	25%	46%	15%	15%	73%	64%	71%	+7%	-3%
Patients feel that people have all the information they need to treat them	47	36%	45%	15%	4%	78%	86%	81%	-5%	+3%
Patients feel that they are listened to	47	38%	51%	7%	4%	80%	86%	89%	+4%	+5%
Things are explained to patients in a way they can understand	47	36%	53%	7%	4%	84%	81%	89%	+8%	+4%
Patients feel that they were treated by the right people	47	38%	49%	7%	6%	-	-	87%	-	+7%
Patients feel they get the right treatment or advice	47	38%	49%	7%	6%	76%	82%	87%	+5%	+6%
Patients feel that people take account of the things that matter to them	47	40%	40%	11%	9%	-	82%	81%	-1%	+5%
Rating of overall care provided out of hours	45	24%	49%	20%	7%	66%	71%	73%	+2%	+2%

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	25	24%	44%	16%	16%	-	72%	68%	-4%	-0%
Caring has had a negative impact on carers' health and wellbeing	27	11%	15%	22%	52%	-	36%	26%	-10%	-14%
Carers have a say in the services provided for the person they look after	24	21%	38%	21%	21%	-	50%	58%	+8%	+8%
Local services are well coordinated for the people carers look after	23	13%	30%	43%	13%	-	54%	43%	-11%	+1%
Carers feels supported to continue caring	24	13%	33%	42%	13%	-	60%	46%	-14%	+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	58	54	57
Yes, and I am not happy about it	36	37	19
No, other patients can't overhear	2	7	17
Don't know	4	3	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	-	76	65
Went to Pharmacist / Chemist	-	4	4
Went to Primary Care Emergency Centre	-	0	2
Telephoned my own GP practice	-	0	4
Telephoned 999 for emergency services	-	4	6
Went to Hospital A&E / Casualty	-	13	15
Other	-	2	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	-	21	16
Pharmacist / Chemist	-	2	3
Primary Care Emergency Centre	-	7	15
Own GP practice	-	2	5
Home visit from a GP or Nurse	-	19	9
Ambulance paramedics	-	7	11
A&E / Casualty	-	37	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	72	69	80
It is too difficult for me to get time away from work during my practice opening hours	21	23	11
The opening hours are not convenient for me for another reason	0	3	2
I am not sure when my GP practice is open	7	5	6

Health and care effectiveness

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

Patients who received NHS treatment or advice because of something that was affecting their ability to do their usual activities - to live their normal life	2013/14	2015/16	Scotland
I was able to go back to most of my usual activities	52	42	43
There was no change in my ability to do my usual activities	29	28	23
I was less able to do my usual activities	13	14	19
It is too soon to say	6	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	57	52	51
It was about the same as before	38	37	35
It was worse than before	2	7	4
It is too soon to say	3	5	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	7	6.5
Yes	100	93.5
	107	

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	7	6.9
2 - 4 times	39	38.2
5 - 10 times	35	34.3
More than 10 times	18	17.6
Can't remember / don't know	3	2.9
	102	

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	8	8.2
* Fairly easy	39	40.2
Not easy	50	51.5
Percent Positive - This GP 48.5 %	97	

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	49	50.5
* Fairly helpful	35	36.1
Not very helpful	12	12.4
Not at all helpful	1	1.0
Percent Positive - This GP 86.6 %	97	

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	38	48.1
* I saw or spoke to a doctor or nurse within 1 or 2 working days	16	20.3
I waited more than 2 working days to see or speak to a doctor or nurse	25	31.6
Percent Positive - This GP 68.4 %	79	

Q6 - What was the main reason you waited longer than 2 working days?

Patients who have urgently needed to speak to a doctor or nurse from their GP practice in the last 12 months who waited more than 2 working days	n	%
The person I wanted to see was not available in the next 2 days	11	40.7
The times available in the next 2 days were not convenient for me	2	7.4
I was not offered a chance to see or speak to anyone within 2 working days	12	44.4
Another reason	2	7.4
	27	

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	40	47.1
No	45	52.9
Percent Positive - This GP 47.1 %	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	37	36.3
No	35	34.3
* I don't have a doctor I prefer to see	30	29.4
Percent Positive - This GP 65.7 %	102	

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	18	17.3
* Good	25	24.0
Fair	37	35.6
Poor	13	12.5
Very poor	11	10.6
Percent Positive - This GP 41.3 %	104	

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	20	23.3
* Good	35	40.7
Fair	27	31.4
Poor	2	2.3
Very poor	2	2.3
Percent Positive - This GP 64.0 %	86	

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	59	58.4
No, as it wasn't necessary	41	40.6
No, but I wanted to	1	1.0
	101	

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	16	26.7
* Good	23	38.3
Fair	14	23.3
Poor	4	6.7
Very poor	3	5.0
Percent Positive - This GP 65.0 %	60	

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	56	53.8
Yes, and I am not happy about it	38	36.5
No, other patients can't overhear	7	6.7
Don't know	3	2.9
	104	

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	56	54.4
* Fairly helpful	40	38.8
Not very helpful	6	5.8
Not at all helpful	1	1.0
Percent Positive - This GP 93.2 %	103	

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	68	66.7
It is too long	34	33.3
Percent Positive - This GP 66.7 %	102	

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	6	6.1
Yes	93	93.9
	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	48	50.0
* Agree	40	41.7
Neither agree nor disagree	5	5.2
Disagree	3	3.1
Strongly disagree	0	0.0
Percent Positive - This GP 91.7 %	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	44	46.3
* Agree	39	41.1
Neither agree nor disagree	10	10.5
Disagree	2	2.1
Strongly disagree	0	0.0
Percent Positive - This GP 87.4 %	95	

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	42	44.7
* Agree	40	42.6
Neither agree nor disagree	8	8.5
Disagree	4	4.3
Strongly disagree	0	0.0
Percent Positive - This GP 87.2 %	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	46	48.4
* Agree	39	41.1
Neither agree nor disagree	8	8.4
Disagree	2	2.1
Strongly disagree	0	0.0
Percent Positive - This GP 89.5 %	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	45	46.9
* Agree	39	40.6
Neither agree nor disagree	8	8.3
Disagree	3	3.1
Strongly disagree	1	1.0
Percent Positive - This GP 87.5 %	96	

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	40	41.2
* Agree	41	42.3
Neither agree nor disagree	9	9.3
Disagree	5	5.2
Strongly disagree	2	2.1
Percent Positive - This GP 83.5 %	97	

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	21	21.9
Yes	75	78.1
	96	

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	52.5
* Agree	35	43.8
Neither agree nor disagree	2	2.5
Disagree	1	1.3
Strongly disagree	0	0.0
Percent Positive - This GP 96.3 %	80	

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	40	50.0
* Agree	34	42.5
Neither agree nor disagree	4	5.0
Disagree	2	2.5
Strongly disagree	0	0.0
Percent Positive - This GP 92.5 %	80	

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	38	47.5
* Agree	33	41.3
Neither agree nor disagree	8	10.0
Disagree	1	1.3
Strongly disagree	0	0.0
Percent Positive - This GP 88.8 %	80	

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	48.8
* Agree	34	42.5
Neither agree nor disagree	6	7.5
Disagree	0	0.0
Strongly disagree	1	1.3
Percent Positive - This GP 91.3 %	80	

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	41	50.6
* Agree	34	42.0
Neither agree nor disagree	4	4.9
Disagree	1	1.2
Strongly disagree	1	1.2
Percent Positive - This GP 92.6 %	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	42	51.9
* Agree	32	39.5
Neither agree nor disagree	4	4.9
Disagree	2	2.5
Strongly disagree	1	1.2
Percent Positive - This GP 91.4 %	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	48	49.0
Yes, to some extent	46	46.9
No, and I would like to be	4	4.1
Percent Positive - This GP 49.0 %	98	

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	22	22.2
Yes	77	77.8
	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	35	43.2
* Agree	43	53.1
Neither agree nor disagree	1	1.2
Disagree	2	2.5
Strongly disagree	0	0.0
Percent Positive - This GP 96.3 %	81	

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	25	30.9
* Agree	43	53.1
Neither agree nor disagree	7	8.6
Disagree	3	3.7
Strongly disagree	3	3.7
Percent Positive - This GP 84.0 %	81	

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	22	27.2
* Agree	35	43.2
Neither agree nor disagree	11	13.6
Disagree	10	12.3
Strongly disagree	3	3.7
Percent Positive - This GP 70.4 %	81	

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

Patients who have had tests arranged by their GP practice in the past 12 months	n	%
* Strongly agree	22	27.2
* Agree	38	46.9
Neither agree nor disagree	9	11.1
Disagree	9	11.1
Strongly disagree	3	3.7
Percent Positive - This GP 74.1 %	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	16	16.2
Yes	83	83.8
	99	

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	45	52.3
* Agree	31	36.0
Neither agree nor disagree	3	3.5
Disagree	5	5.8
Strongly disagree	2	2.3
Percent Positive - This GP 88.4 %	86	

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	49	56.3
* Agree	35	40.2
Neither agree nor disagree	2	2.3
Disagree	1	1.1
Strongly disagree	0	0.0
Percent Positive - This GP 96.6 %	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	50	57.5
* Agree	35	40.2
Neither agree nor disagree	1	1.1
Disagree	1	1.1
Strongly disagree	0	0.0
Percent Positive - This GP 97.7 %	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	37	43.5
* Agree	39	45.9
Neither agree nor disagree	4	4.7
Disagree	4	4.7
Strongly disagree	1	1.2
Percent Positive - This GP 89.4 %	85	

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	46.5
* Agree	34	39.5
Neither agree nor disagree	10	11.6
Disagree	1	1.2
Strongly disagree	1	1.2
Percent Positive - This GP 86.0 %	86	

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	49	56.3
* Agree	35	40.2
Neither agree nor disagree	0	0.0
Disagree	1	1.1
Strongly disagree	2	2.3
Percent Positive - This GP 96.6 %	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	91	91.0
Yes	9	9.0
Percent Positive - This GP 91.0 %	100	

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	50	49.5
* Agree	44	43.6
Neither agree nor disagree	7	6.9
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 93.1 %	101	

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	43	42.6
* Agree	43	42.6
Neither agree nor disagree	13	12.9
Disagree	2	2.0
Strongly disagree	0	0.0
Percent Positive - This GP 85.1 %	101	

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	38	36.5
* Good	41	39.4
Fair	19	18.3
Poor	6	5.8
Very poor	0	0.0
Percent Positive - This GP 76.0 %	104	

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	45	42.1
No	62	57.9
	107	

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	35	76.1
Went to Pharmacist / Chemist	2	4.3
Went to Primary Care Emergency Centre	0	0.0
Telephoned my own GP practice	0	0.0
Telephoned 999 for emergency services	2	4.3
Went to Hospital A&E / Casualty	6	13.0
Other	1	2.2
	46	

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	9	20.9
Pharmacist / Chemist	1	2.3
Primary Care Emergency Centre	3	7.0
Own GP practice	1	2.3
Home visit from a GP or Nurse	8	18.6
Ambulance paramedics	3	7.0
A&E / Casualty	16	37.2
Social care services	0	0.0
Other	2	4.7
	43	

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	35	81.4
A Nurse	4	9.3
A Pharmacist	1	2.3
Someone else	3	7.0
	43	

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	12	25.0
* Agree	22	45.8
Neither agree nor disagree	7	14.6
Disagree	7	14.6
Strongly disagree	0	0.0
Percent Positive - This GP 70.8 %	48	

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	17	36.2
* Agree	21	44.7
Neither agree nor disagree	7	14.9
Disagree	1	2.1
Strongly disagree	1	2.1
Percent Positive - This GP 80.9 %	47	

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	18	38.3
* Agree	24	51.1
Neither agree nor disagree	2	4.3
Disagree	1	2.1
Strongly disagree	2	4.3
Percent Positive - This GP 89.4 %	47	

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	17	36.2
* Agree	25	53.2
Neither agree nor disagree	3	6.4
Disagree	1	2.1
Strongly disagree	1	2.1
Percent Positive - This GP 89.4 %	47	

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	18	38.3
* Agree	23	48.9
Neither agree nor disagree	3	6.4
Disagree	2	4.3
Strongly disagree	1	2.1
Percent Positive - This GP 87.2 %	47	

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	18	38.3
* Agree	23	48.9
Neither agree nor disagree	3	6.4
Disagree	2	4.3
Strongly disagree	1	2.1
Percent Positive - This GP 87.2 %	47	

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	19	40.4
* Agree	19	40.4
Neither agree nor disagree	5	10.6
Disagree	2	4.3
Strongly disagree	2	4.3
Percent Positive - This GP 80.9 %	47	

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	11	24.4
* Good	22	48.9
Fair	9	20.0
Poor	2	4.4
Very poor	1	2.2
Percent Positive - This GP 73.3 %	45	

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	68	68.7
It is too difficult for me to get time away from work during my practice opening hours	23	23.2
The opening hours are not convenient for me for another reason	3	3.0
I am not sure when my GP practice is open	5	5.1
	99	

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	13	11.7
Yes, help for me with adaptations and/or equipment for my home	8	7.2
Yes, help for me for activities outside my home	5	4.5
Yes, help to look after someone else	6	5.4
No, not had any help but I feel that I needed it	3	2.7
No, not had any help	68	61.3
	111	

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	60.9
No	9	39.1
	23	

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	38	36.9
No	65	63.1
	103	

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	15	41.7
There was no change in my ability to do my usual activities	10	27.8
I was less able to do my usual activities	5	13.9
It is too soon to say	6	16.7
	36	

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	62	60.8
No	40	39.2
	102	

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

Patients who received NHS treatment or advice because of something that was causing them pain or discomfort	n	%
It was better than before	31	51.7
It was about the same as before	22	36.7
It was worse than before	4	6.7
It is too soon to say	3	5.0
	60	

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	31	31.3
No	68	68.7
	99	

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	17	53.1
I felt about the same as before	9	28.1
I felt more depressed or anxious than before	2	6.3
It is too soon to say	4	12.5
	32	

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	76	73.8
Yes, up to 4 hours a week	7	6.8
Yes, 5 - 19 hours a week	3	2.9
Yes, 20 - 34 hours a week	3	2.9
Yes, 35 - 49 hours a week	5	4.9
Yes, 50 or more hours a week	9	8.7
	103	

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	6	24.0
* Agree	11	44.0
Neither agree nor disagree	4	16.0
Disagree	2	8.0
Strongly disagree	2	8.0
Percent Positive - This GP 68.0 %	25	

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	4	14.8
Agree	10	37.0
Neither agree nor disagree	6	22.2
* Disagree	4	14.8
* Strongly disagree	3	11.1
Percent Positive - This GP 25.9 %	27	

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

People who act as carers	n	%
* Strongly agree	5	20.8
* Agree	9	37.5
Neither agree nor disagree	5	20.8
Disagree	4	16.7
Strongly disagree	1	4.2
Percent Positive - This GP 58.3 %	24	

Q45d - How much do you agree or disagree with the following about how you feel as a carer most of the time? Local services are well coordinated for the person(s) I look after

People who act as carers	n	%
* Strongly agree	3	13.0
* Agree	7	30.4
Neither agree nor disagree	10	43.5
Disagree	1	4.3
Strongly disagree	2	8.7
Percent Positive - This GP 43.5 %	23	

Q45e - How much do you agree or disagree with the following about how you feel as a carer most of the time? I feel supported to continue caring

People who act as carers	n	%
* Strongly agree	3	12.5
* Agree	8	33.3
Neither agree nor disagree	10	41.7
Disagree	2	8.3
Strongly disagree	1	4.2
Percent Positive - This GP 45.8 %	24	

Demographics

Q46 - Are you male or female?

All patients	n	%
Male	42	38.9
Female	66	61.1
	108	

Q47 - What was your age on your last birthday?

All patients	n	%
17-34	9	8.4
35-49	27	25.2
50-64	27	25.2
65+	44	41.1
	107	

Q48 - How would you rate your health in general?

All patients	n	%
Good	45	42.1
Fair	55	51.4
Bad	7	6.5
	107	

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	18	17.0
Yes, limited a little	41	38.7
No	47	44.3
	106	

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

All patients	n	%
Very well	48	45.3
Quite well	48	45.3
Not very well	9	8.5
Not at all well	1	0.9
	106	

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	32	30.2
Good	44	41.5
Alright / neither good or bad	25	23.6
Bad	5	4.7
Very bad	0	0.0
	106	

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