

Health and Care Experience Survey 2015/16

Results for Auchinairn Medical Practice - Bishopbriggs



**Auchinairn Medical Practice
127/129 Auchinairn Road
Bishopbriggs
Glasgow
G64 1NF**

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Auchinairn Medical Practice - Bishopbriggs

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

The survey was sent to 865 people registered with the practice.

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

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

128 patients of Auchinairn Medical Practice - Bishopbriggs sent in feedback on their experiences at the practice. Of the patients that answered questions about themselves:

- 41% were male and 59% were female;
- 12% were aged 17-34, 15% were aged 35-49, 35% were aged 50-64 and 39% were 65 and over;
- 65% 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	68%	-4
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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	86%	+5
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I am treated with compassion and understanding

Compassion and understanding	77%	-8
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Overall, how would you rate the care provided by your GP practice?

GP Practice Care	83%	-3
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Overall, how would you rate the care you experienced out of hours?

Out of Hours Care	82%	+10
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Notes on Interpretation

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

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

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

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

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

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

Differences which are statistically significant are marked with an S.

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

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

www.gov.scot/stats/bulletins/01218

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

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

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	119	28%	53%		19%	97%	80%	81%	+1%	-2%
Person answering the phone is helpful	120	56%	33%		11%	98%	94%	89%	-4%	-5%
Can see or speak to a doctor or nurse within 2 working days	93	47%	30%		23%	83%	83%	77%	-6%	-7%
Able to book a doctors appointment 3 or more working days in advance	93		74%		26%	96%	85%	74%	-11%	-2%
Can usually see preferred doctor	122		86%		14%	94%	90%	86%	-4%	+5%
Overall arrangements for getting to see a doctor	121	29%	39%	21%	11%	92%	76%	68%	-8%	-4%
Overall arrangements for getting to see a nurse	102	39%	47%		12%	92%	86%	86%	+1%	+5%

Your GP Practice: referrals

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Arrangements for getting to see other health and care services	56	39%	45%	9%	7%	-	73%	84%	+11%	+7%

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	122	43%	45%		12%	97%	90%	88%	-3%	-6% ^S
Time waiting to be seen at GP practice	122		75%		25%	83%	74%	75%	+1%	-11% ^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	106	62%	35%			93%	96%	97%	+1% ^{NT}	+2% ^{NT}
Patients feel that doctors have all the information they need to treat them	106	56%	35%		7%	90%	93%	91%	-2%	+1%
Doctors take account of the things that matter to patients	105	53%	33%		10%	-	82%	87%	+4%	-0%
Doctors talk in a way that helps patients to understand their condition and treatment	105	58%	33%			90%	89%	91%	+2%	+1%
Patients have confidence in doctors' ability to treat them	106	61%	31%			92%	93%	92%	-0%	+3%
Patients have enough time with doctors	105	57%	36%			92%	93%	93%	+0%	+5% ^S

At your GP Practice - nurses

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Nurses listen to patients	91	62%	34%			97%	96%	96%	-0% ^{NT}	+0% ^{NT}
Patients feel that nurses have all the information they need to treat them	91	65%	29%	7%		96%	96%	93%	-2%	+0%
Nurses take account of the things that matter to patients	91	60%	34%			-	95%	95%	-0%	+5% ^S
Nurses talk in a way that helps patients to understand their condition and treatment	90	63%	30%	7%		95%	96%	93%	-3%	+2%
Patients have confidence in nurses' ability to treat them	92	62%	33%			96%	93%	95%	+1%	+0%
Patients have enough time with nurses	91	62%	35%			99%	94%	97%	+2% ^{NT}	+1% ^{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	119	66%	30%			-	67%	66%	-1%	+3%

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	86	60%	34%			-	92%	94%	+2%	-1%
Patients are satisfied with the length of time they wait for results	86	51%	36%		8%	-	85%	87%	+2%	+2%
Patients are satisfied with the way they receive results	85	45%	35%	8%	12%	-	80%	80%	+0%	-0%
Test results are explained to patients in a way they can understand	86	44%	30%	8%	17%	-	78%	74%	-4%	-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	108	58%	37%			98%	98%	95%	-2%	-1%
Patients know enough about what their medicines are for	108	56%	42%			95%	96%	98%	+2% ^{NT}	+1% ^{NT}
Patients know enough about how and when to take their medicines	108	62%	36%			98%	99%	98%	-1% ^{NT}	-0% ^{NT}
Patients know enough about side effects of medicines	108	36%	41%	18%		87%	82%	77%	-6%	-5%
Patients know what to do if they have any problems with their medicines	107	48%	42%	8%		90%	88%	90%	+1%	+1%
Patients take their prescription as they are supposed to	108	64%	32%			97%	98%	96%	-1% ^{NT}	-2% ^{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	118		93%		7%	-	95%	93%	-1%	-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	119	51%	34%	10%		93%	86%	85%	-1%	-7% ^s
Patients are treated with compassion and understanding	115	45%	32%	17%		88%	80%	77%	-2%	-8%
Rating of overall care provided by GP practice	120	46%	38%	13%		90%	82%	83%	+2%	-3%

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	44	30%	50%	11%	9%	85%	81%	80%	-2%	+6%
Patients feel that people have all the information they need to treat them	40	28%	55%		13%	79%	78%	83%	+5%	+5%
Patients feel that they are listened to	42	33%	60%			89%	89%	93%	+4% ^{NT}	+9% ^{NT}
Things are explained to patients in a way they can understand	42	36%	55%		7%	93%	93%	90%	-2% ^{NT}	+5% ^{NT}
Patients feel that they were treated by the right people	42	33%	55%		7%	-	-	88%	-	+8%
Patients feel they get the right treatment or advice	41	29%	56%		10%	83%	81%	85%	+4%	+5%
Patients feel that people take account of the things that matter to them	41	27%	56%	7%	10%	-	89%	83%	-6%	+8%
Rating of overall care provided out of hours	44	25%	57%	14%		78%	78%	82%	+4%	+10%

Caring responsibilities

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Carers have a good balance between caring and other things in their life	22	27%	55%	9%	9%	-	56%	82%	+26% ^{NT}	+13% ^{NT}
Caring has had a negative impact on carers' health and wellbeing	21	14%	19%	33%	33%	-	56%	33%	-22%	-7%
Carers have a say in the services provided for the person they look after	22	14%	32%	36%	18%	-	50%	45%	-5%	-5%
Local services are well coordinated for the people carers look after	22	14%	36%	27%	23%	-	33%	50%	+17%	+8%
Carers feels supported to continue caring	21	14%	38%	38%	10%	-	33%	52%	+19%	+11%

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	34	24	19
No, other patients can't overhear	4	12	17
Don't know	3	10	8

Out of hours healthcare

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

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed			
	2013/14	2015/16	Scotland
Telephoned 111 for NHS 24	-	57	65
Went to Pharmacist / Chemist	-	12	4
Went to Primary Care Emergency Centre	-	5	2
Telephoned my own GP practice	-	5	4
Telephoned 999 for emergency services	-	7	6
Went to Hospital A&E / Casualty	-	12	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	-	10	16
Pharmacist / Chemist	-	8	3
Primary Care Emergency Centre	-	15	15
Own GP practice	-	5	5
Home visit from a GP or Nurse	-	10	9
Ambulance paramedics	-	0	11
A&E / Casualty	-	43	35
Social care services	-	3	0
Other	-	8	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	75	80
It is too difficult for me to get time away from work during my practice opening hours	10	17	11
The opening hours are not convenient for me for another reason	5	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	59	35	43
There was no change in my ability to do my usual activities	19	24	23
I was less able to do my usual activities	7	35	19
It is too soon to say	15	6	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	54	54	51
It was about the same as before	30	28	35
It was worse than before	11	5	4
It is too soon to say	6	14	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	6	4.8
Yes	120	95.2
	126	

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

Patients who have contacted their GP practice in the last 12 months	n	%
Once	20	16.4
2 - 4 times	48	39.3
5 - 10 times	30	24.6
More than 10 times	23	18.9
Can't remember / don't know	1	0.8
	122	

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	33	27.7
* Fairly easy	63	52.9
Not easy	23	19.3
Percent Positive - This GP 80.7 %	119	

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	67	55.8
* Fairly helpful	40	33.3
Not very helpful	7	5.8
Not at all helpful	6	5.0
Percent Positive - This GP 89.2 %	120	

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

Patients who have contacted their GP practice in the last 12 months	n	%
* I saw or spoke to a doctor or nurse on the same day	44	47.3
* I saw or spoke to a doctor or nurse within 1 or 2 working days	28	30.1
I waited more than 2 working days to see or speak to a doctor or nurse	21	22.6
Percent Positive - This GP 77.4 %	93	

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	7	33.3
The times available in the next 2 days were not convenient for me	4	19.0
I was not offered a chance to see or speak to anyone within 2 working days	8	38.1
Another reason	2	9.5
	21	

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	69	74.2
No	24	25.8
Percent Positive - This GP 74.2 %	93	

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

Patients who have contacted their GP practice in the last 12 months	n	%
* Yes	78	63.9
No	17	13.9
* I don't have a doctor I prefer to see	27	22.1
Percent Positive - This GP 86.1 %	122	

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

Patients who have contacted their GP practice in the last 12 months	n	%
* Excellent	35	28.9
* Good	47	38.8
Fair	26	21.5
Poor	9	7.4
Very poor	4	3.3
Percent Positive - This GP 67.8 %	121	

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	40	39.2
* Good	48	47.1
Fair	12	11.8
Poor	1	1.0
Very poor	1	1.0
Percent Positive - This GP 86.3 %	102	

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	46.3
No, as it wasn't necessary	63	52.1
No, but I wanted to	2	1.7
	121	

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	22	39.3
* Good	25	44.6
Fair	5	8.9
Poor	3	5.4
Very poor	1	1.8
Percent Positive - This GP 83.9 %	56	

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	65	53.7
Yes, and I am not happy about it	29	24.0
No, other patients can't overhear	15	12.4
Don't know	12	9.9
	121	

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	52	42.6
* Fairly helpful	55	45.1
Not very helpful	9	7.4
Not at all helpful	6	4.9
Percent Positive - This GP 87.7 %	122	

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	91	74.6
It is too long	31	25.4
Percent Positive - This GP 74.6 %	122	

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	13	11.4
Yes	101	88.6
	114	

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	66	62.3
* Agree	37	34.9
Neither agree nor disagree	2	1.9
Disagree	1	0.9
Strongly disagree	0	0.0
Percent Positive - This GP 97.2 %	106	

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	59	55.7
* Agree	37	34.9
Neither agree nor disagree	7	6.6
Disagree	3	2.8
Strongly disagree	0	0.0
Percent Positive - This GP 90.6 %	106	

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	56	53.3
* Agree	35	33.3
Neither agree nor disagree	10	9.5
Disagree	4	3.8
Strongly disagree	0	0.0
Percent Positive - This GP 86.7 %	105	

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	61	58.1
* Agree	35	33.3
Neither agree nor disagree	4	3.8
Disagree	5	4.8
Strongly disagree	0	0.0
Percent Positive - This GP 91.4 %	105	

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	65	61.3
* Agree	33	31.1
Neither agree nor disagree	3	2.8
Disagree	4	3.8
Strongly disagree	1	0.9
Percent Positive - This GP 92.5 %	106	

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	60	57.1
* Agree	38	36.2
Neither agree nor disagree	2	1.9
Disagree	4	3.8
Strongly disagree	1	1.0
Percent Positive - This GP 93.3 %	105	

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	29	24.6
Yes	89	75.4
	118	

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	56	61.5
* Agree	31	34.1
Neither agree nor disagree	3	3.3
Disagree	1	1.1
Strongly disagree	0	0.0
Percent Positive - This GP 95.6 %	91	

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

Patients who have seen a nurse at their GP Practice in the last 12 months	n	%
* Strongly agree	59	64.8
* Agree	26	28.6
Neither agree nor disagree	6	6.6
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 93.4 %	91	

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	60.4
* Agree	31	34.1
Neither agree nor disagree	5	5.5
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 94.5 %	91	

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

Patients who have seen a nurse at their GP Practice in the last 12 months	n	%
* Strongly agree	57	63.3
* Agree	27	30.0
Neither agree nor disagree	6	6.7
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 93.3 %	90	

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	57	62.0
* Agree	30	32.6
Neither agree nor disagree	5	5.4
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 94.6 %	92	

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

Patients who have seen a nurse at their GP Practice in the last 12 months	n	%
* Strongly agree	56	61.5
* Agree	32	35.2
Neither agree nor disagree	3	3.3
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 96.7 %	91	

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	78	65.5
Yes, to some extent	36	30.3
No, and I would like to be	5	4.2
Percent Positive - This GP 65.5 %	119	

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	35	29.7
Yes	83	70.3
	118	

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	60.5
* Agree	29	33.7
Neither agree nor disagree	4	4.7
Disagree	1	1.2
Strongly disagree	0	0.0
Percent Positive - This GP 94.2 %	86	

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	51.2
* Agree	31	36.0
Neither agree nor disagree	4	4.7
Disagree	6	7.0
Strongly disagree	1	1.2
Percent Positive - This GP 87.2 %	86	

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	38	44.7
* Agree	30	35.3
Neither agree nor disagree	7	8.2
Disagree	9	10.6
Strongly disagree	1	1.2
Percent Positive - This GP 80.0 %	85	

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	38	44.2
* Agree	26	30.2
Neither agree nor disagree	7	8.1
Disagree	10	11.6
Strongly disagree	5	5.8
Percent Positive - This GP 74.4 %	86	

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	13	11.0
Yes	105	89.0
	118	

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	63	58.3
* Agree	40	37.0
Neither agree nor disagree	1	0.9
Disagree	3	2.8
Strongly disagree	1	0.9
Percent Positive - This GP 95.4 %	108	

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	61	56.5
* Agree	45	41.7
Neither agree nor disagree	1	0.9
Disagree	0	0.0
Strongly disagree	1	0.9
Percent Positive - This GP 98.1 %	108	

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	67	62.0
* Agree	39	36.1
Neither agree nor disagree	1	0.9
Disagree	1	0.9
Strongly disagree	0	0.0
Percent Positive - This GP 98.1 %	108	

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	39	36.1
* Agree	44	40.7
Neither agree nor disagree	19	17.6
Disagree	6	5.6
Strongly disagree	0	0.0
Percent Positive - This GP 76.9 %	108	

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	51	47.7
* Agree	45	42.1
Neither agree nor disagree	9	8.4
Disagree	2	1.9
Strongly disagree	0	0.0
Percent Positive - This GP 89.7 %	107	

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	69	63.9
* Agree	35	32.4
Neither agree nor disagree	3	2.8
Disagree	1	0.9
Strongly disagree	0	0.0
Percent Positive - This GP 96.3 %	108	

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	110	93.2
Yes	8	6.8
Percent Positive - This GP 93.2 %	118	

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	61	51.3
* Agree	40	33.6
Neither agree nor disagree	12	10.1
Disagree	5	4.2
Strongly disagree	1	0.8
Percent Positive - This GP 84.9 %	119	

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	52	45.2
* Agree	37	32.2
Neither agree nor disagree	20	17.4
Disagree	5	4.3
Strongly disagree	1	0.9
Percent Positive - This GP 77.4 %	115	

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	55	45.8
* Good	45	37.5
Fair	15	12.5
Poor	3	2.5
Very poor	2	1.7
Percent Positive - This GP 83.3 %	120	

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	44	35.5
No	80	64.5
	124	

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

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed	n	%
Telephoned 111 for NHS 24	24	57.1
Went to Pharmacist / Chemist	5	11.9
Went to Primary Care Emergency Centre	2	4.8
Telephoned my own GP practice	2	4.8
Telephoned 999 for emergency services	3	7.1
Went to Hospital A&E / Casualty	5	11.9
Other	1	2.4
	42	

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	4	10.0
Pharmacist / Chemist	3	7.5
Primary Care Emergency Centre	6	15.0
Own GP practice	2	5.0
Home visit from a GP or Nurse	4	10.0
Ambulance paramedics	0	0.0
A&E / Casualty	17	42.5
Social care services	1	2.5
Other	3	7.5
	40	

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	28	71.8
A Nurse	8	20.5
A Pharmacist	1	2.6
Someone else	2	5.1
	39	

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	13	29.5
* Agree	22	50.0
Neither agree nor disagree	5	11.4
Disagree	3	6.8
Strongly disagree	1	2.3
Percent Positive - This GP 79.5 %	44	

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	11	27.5
* Agree	22	55.0
Neither agree nor disagree	2	5.0
Disagree	4	10.0
Strongly disagree	1	2.5
Percent Positive - This GP 82.5 %	40	

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	33.3
* Agree	25	59.5
Neither agree nor disagree	1	2.4
Disagree	1	2.4
Strongly disagree	1	2.4
Percent Positive - This GP 92.9 %	42	

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	15	35.7
* Agree	23	54.8
Neither agree nor disagree	1	2.4
Disagree	3	7.1
Strongly disagree	0	0.0
Percent Positive - This GP 90.5 %	42	

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	14	33.3
* Agree	23	54.8
Neither agree nor disagree	2	4.8
Disagree	1	2.4
Strongly disagree	2	4.8
Percent Positive - This GP 88.1 %	42	

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	12	29.3
* Agree	23	56.1
Neither agree nor disagree	2	4.9
Disagree	2	4.9
Strongly disagree	2	4.9
Percent Positive - This GP 85.4 %	41	

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	11	26.8
* Agree	23	56.1
Neither agree nor disagree	3	7.3
Disagree	3	7.3
Strongly disagree	1	2.4
Percent Positive - This GP 82.9 %	41	

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	25.0
* Good	25	56.8
Fair	6	13.6
Poor	2	4.5
Very poor	0	0.0
Percent Positive - This GP 81.8 %	44	

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	91	75.2
It is too difficult for me to get time away from work during my practice opening hours	20	16.5
The opening hours are not convenient for me for another reason	4	3.3
I am not sure when my GP practice is open	6	5.0
	121	

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	15	11.7
Yes, help for me with adaptations and/or equipment for my home	6	4.7
Yes, help for me for activities outside my home	4	3.1
Yes, help to look after someone else	7	5.5
No, not had any help but I feel that I needed it	2	1.6
No, not had any help	94	73.4
	128	

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

People who have received help or support with everyday living in the past 12 months	n	%
Yes	14	63.6
No	8	36.4
	22	

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	34	28.6
No	85	71.4
	119	

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	12	35.3
There was no change in my ability to do my usual activities	8	23.5
I was less able to do my usual activities	12	35.3
It is too soon to say	2	5.9
	34	

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	66	55.5
No	53	44.5
	119	

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	35	53.8
It was about the same as before	18	27.7
It was worse than before	3	4.6
It is too soon to say	9	13.8
	65	

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

All Patients	n	%
Yes	20	17.1
No	97	82.9
	117	

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	10	50.0
I felt about the same as before	9	45.0
I felt more depressed or anxious than before	0	0.0
It is too soon to say	1	5.0
	20	

Caring responsibilities

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

All patients	n	%
No	99	81.8
Yes, up to 4 hours a week	4	3.3
Yes, 5 - 19 hours a week	9	7.4
Yes, 20 - 34 hours a week	0	0.0
Yes, 35 - 49 hours a week	2	1.7
Yes, 50 or more hours a week	7	5.8
	121	

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

People who act as carers	n	%
* Strongly agree	6	27.3
* Agree	12	54.5
Neither agree nor disagree	2	9.1
Disagree	1	4.5
Strongly disagree	1	4.5
Percent Positive - This GP 81.8 %	22	

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

People who act as carers	n	%
Strongly agree	1	4.8
Agree	6	28.6
Neither agree nor disagree	7	33.3
* Disagree	4	19.0
* Strongly disagree	3	14.3
Percent Positive - This GP 33.3 %	21	

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

People who act as carers	n	%
* Strongly agree	3	13.6
* Agree	7	31.8
Neither agree nor disagree	8	36.4
Disagree	4	18.2
Strongly disagree	0	0.0
Percent Positive - This GP 45.5 %	22	

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	13.6
* Agree	8	36.4
Neither agree nor disagree	6	27.3
Disagree	4	18.2
Strongly disagree	1	4.5
Percent Positive - This GP 50.0 %	22	

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	14.3
* Agree	8	38.1
Neither agree nor disagree	8	38.1
Disagree	0	0.0
Strongly disagree	2	9.5
Percent Positive - This GP 52.4 %	21	

Demographics

Q46 - Are you male or female?

All patients	n	%
Male	50	40.7
Female	73	59.3
	123	

Q47 - What was your age on your last birthday?

All patients	n	%
17-34	14	11.6
35-49	18	14.9
50-64	42	34.7
65+	47	38.8
	121	

Q48 - How would you rate your health in general?

All patients	n	%
Good	83	67.5
Fair	37	30.1
Bad	3	2.4
	123	

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	9.8
Yes, limited a little	31	25.4
No	79	64.8
	122	

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

All patients	n	%
Very well	71	57.7
Quite well	41	33.3
Not very well	11	8.9
Not at all well	0	0.0
	123	

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	62	50.0
Good	40	32.3
Alright / neither good or bad	19	15.3
Bad	3	2.4
Very bad	0	0.0
	124	

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