

Health and Care Experience Survey 2015/16

Results for Auchtermuchty Practice - Auchtermuchty



**Auchtermuchty Practice
Auchtermuchty Health Centre
12 Carswell Wynd
Auchtermuchty
KY14 7AW**

May 2016, Official Statistics



Auchtermuchty Practice - Auchtermuchty

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

The survey was sent to 547 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

142 patients of Auchtermuchty Practice - Auchtermuchty sent in feedback on their experiences at the practice. Of the patients that answered questions about themselves:

- 41% were male and 59% were female;
- 8% were aged 17-34, 13% were aged 35-49, 37% were aged 50-64 and 42% were 65 and over;
- 61% 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	40%	-32^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	72%	-10^S
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I am treated with compassion and understanding

Compassion and understanding	70%	-15^S
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Overall, how would you rate the care provided by your GP practice?

GP Practice Care	81%	-6
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Overall, how would you rate the care you experienced out of hours?

Out of Hours Care	66%	-6
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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	124	24%	40%		35%	85%	72%	65%	-8%	-18% ^s
Person answering the phone is helpful	122	39%	44%		17%	94%	90%	83%	-7%	-12% ^s
Can see or speak to a doctor or nurse within 2 working days	101	58%	20%		22%	89%	91%	78%	-13% ^s	-6%
Able to book a doctors appointment 3 or more working days in advance	109	52%			48%	82%	69%	52%	-17% ^s	-24% ^s
Can usually see preferred doctor	126	63%			37%	79%	69%	63%	-6%	-17% ^s
Overall arrangements for getting to see a doctor	129	11%	29%	34%	26%	71%	52%	40%	-13% ^s	-32% ^s
Overall arrangements for getting to see a nurse	110	21%	51%	25%		87%	76%	72%	-4%	-10% ^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	75	32%	44%	15%	9%	-	84%	76%	-8%	-1%

At your GP Practice

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
The receptionists are helpful	129	29%	50%		21%	90%	90%	79%	-11% ^s	-15% ^s
Time waiting to be seen at GP practice	127		75%		25%	75%	67%	75%	+8%	-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	121	49%	47%			97%	95%	96%	+1%	+1%
Patients feel that doctors have all the information they need to treat them	122	42%	44%	10%		87%	91%	86%	-5%	-3%
Doctors take account of the things that matter to patients	122	45%	39%	16%		-	90%	84%	-6%	-3%
Doctors talk in a way that helps patients to understand their condition and treatment	122	47%	48%			93%	90%	94%	+5%	+4% ^s
Patients have confidence in doctors' ability to treat them	122	48%	43%	8%		91%	92%	90%	-2%	+1%
Patients have enough time with doctors	122	42%	42%	8%	8%	87%	90%	84%	-6%	-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	100	43%	51%			97%	95%	94%	-1%	-1%
Patients feel that nurses have all the information they need to treat them	100	37%	50%	10%		96%	93%	87%	-6%	-6%
Nurses take account of the things that matter to patients	100	38%	45%	13%		-	92%	83%	-9%	-7%
Nurses talk in a way that helps patients to understand their condition and treatment	100	40%	45%	13%		93%	94%	85%	-9%	-6%
Patients have confidence in nurses' ability to treat them	100	42%	50%			97%	96%	92%	-4%	-2%
Patients have enough time with nurses	100	42%	52%			97%	95%	94%	-1%	-2%

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	125		59%	33%	8%	-	64%	59%	-5%	-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	97	40%	55%			-	96%	95%	-1%	-1%
Patients are satisfied with the length of time they wait for results	97	29%	48%	9%	13%	-	82%	77%	-4%	-8%
Patients are satisfied with the way they receive results	96	27%	45%	9%	19%	-	76%	72%	-4%	-9%
Test results are explained to patients in a way they can understand	97	27%	45%	11%	16%	-	74%	72%	-2%	-8%

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	121	53%	43%			98%	97%	96%	-1%	-0%
Patients know enough about what their medicines are for	120	50%	48%			98%	94%	98%	+4% ^{NT}	+2% ^{NT}
Patients know enough about how and when to take their medicines	120	52%	47%			98%	97%	98%	+1% ^{NT}	+0% ^{NT}
Patients know enough about side effects of medicines	120	41%	45%	8%		79%	83%	86%	+3%	+4%
Patients know what to do if they have any problems with their medicines	120	43%	46%	7%		88%	86%	89%	+3%	-0%
Patients take their prescription as they are supposed to	119	54%	45%			96%	98%	98%	+0% ^{NT}	+0% ^{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	125		90%		10%	-	96%	90%	-5%	-3%

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	131	32%	46%	15%	7%	91%	85%	78%	-7%	-14% ^s
Patients are treated with compassion and understanding	125	28%	42%	22%	8%	86%	81%	70%	-11% ^s	-15% ^s
Rating of overall care provided by GP practice	131	32%	49%	15%		90%	80%	81%	+1%	-6%

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	38	16%	55%	16%	13%	70%	75%	71%	-4%	-2%
Patients feel that people have all the information they need to treat them	38	16%	50%	16%	18%	61%	77%	66%	-11%	-12%
Patients feel that they are listened to	38	21%	58%	16%	5%	69%	86%	79%	-7%	-5%
Things are explained to patients in a way they can understand	38	24%	61%	11%	4%	77%	75%	84%	+9%	-2%
Patients feel that they were treated by the right people	38	21%	61%	8%	11%	-	-	82%	-	+1%
Patients feel they get the right treatment or advice	38	24%	58%	13%	5%	67%	78%	82%	+4%	+1%
Patients feel that people take account of the things that matter to them	38	21%	45%	24%	11%	-	69%	66%	-4%	-10%
Rating of overall care provided out of hours	38	26%	39%	24%	11%	61%	63%	66%	+3%	-6%

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	21	14%	48%	19%	19%	-	94%	62%	-33% ^s	-7%
Caring has had a negative impact on carers' health and wellbeing	21	10%	38%	19%	33%	-	56%	48%	-8%	+7%
Carers have a say in the services provided for the person they look after	21	29%	33%	33%	33%	-	67%	33%	-33% ^s	-17%
Local services are well coordinated for the people carers look after	21	24%	38%	38%	38%	-	65%	24%	-41% ^s	-18% ^s
Carers feels supported to continue caring	21	29%	38%	33%	33%	-	53%	29%	-24%	-13%

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	52	39	57
Yes, and I am not happy about it	25	29	19
No, other patients can't overhear	16	23	17
Don't know	7	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	-	51	65
Went to Pharmacist / Chemist	-	3	4
Went to Primary Care Emergency Centre	-	0	2
Telephoned my own GP practice	-	8	4
Telephoned 999 for emergency services	-	19	6
Went to Hospital A&E / Casualty	-	16	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	-	24	16
Pharmacist / Chemist	-	3	3
Primary Care Emergency Centre	-	11	15
Own GP practice	-	8	5
Home visit from a GP or Nurse	-	5	9
Ambulance paramedics	-	16	11
A&E / Casualty	-	30	35
Social care services	-	0	0
Other	-	3	6

Q32 - What do you think about the opening hours of your GP practice?

All Patients	2013/14	2015/16	Scotland
I am happy with the opening hours of my GP practice	67	63	80
It is too difficult for me to get time away from work during my practice opening hours	22	24	11
The opening hours are not convenient for me for another reason	6	4	2
I am not sure when my GP practice is open	5	10	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	41	54	43
There was no change in my ability to do my usual activities	17	20	23
I was less able to do my usual activities	22	20	19
It is too soon to say	20	7	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	48	52	51
It was about the same as before	31	34	35
It was worse than before	10	8	4
It is too soon to say	11	6	10

Detailed Results for all Questions

This section shows a breakdown of responses for each question within the survey. The response categories that have been combined to calculate the percent positive score are indicated with an asterisk.

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

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Your GP Practice: getting to see or speak to someone

Q1 - Have you contacted the GP practice named on the enclosed letter in the last 12 months?

All patients	n	%
No	9	6.6
Yes	128	93.4
	137	

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	13	10.2
2 - 4 times	54	42.2
5 - 10 times	40	31.3
More than 10 times	20	15.6
Can't remember / don't know	1	0.8
	128	

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	30	24.2
* Fairly easy	50	40.3
Not easy	44	35.5
Percent Positive - This GP 64.5 %	124	

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	47	38.5
* Fairly helpful	54	44.3
Not very helpful	16	13.1
Not at all helpful	5	4.1
Percent Positive - This GP 82.8 %	122	

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	59	58.4
* I saw or spoke to a doctor or nurse within 1 or 2 working days	20	19.8
I waited more than 2 working days to see or speak to a doctor or nurse	22	21.8
Percent Positive - This GP 78.2 %	101	

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	31.8
The times available in the next 2 days were not convenient for me	2	9.1
I was not offered a chance to see or speak to anyone within 2 working days	12	54.5
Another reason	1	4.5
	22	

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	57	52.3
No	52	47.7
Percent Positive - This GP 52.3 %	109	

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	51	40.5
No	46	36.5
* I don't have a doctor I prefer to see	29	23.0
Percent Positive - This GP 63.5 %	126	

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	14	10.9
* Good	37	28.7
Fair	44	34.1
Poor	19	14.7
Very poor	15	11.6
Percent Positive - This GP 39.5 %	129	

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	23	20.9
* Good	56	50.9
Fair	27	24.5
Poor	2	1.8
Very poor	2	1.8
Percent Positive - This GP 71.8 %	110	

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	77	59.2
No, as it wasn't necessary	53	40.8
No, but I wanted to	0	0.0
	130	

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	24	32.0
* Good	33	44.0
Fair	11	14.7
Poor	4	5.3
Very poor	3	4.0
Percent Positive - This GP 76.0 %	75	

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	51	39.2
Yes, and I am not happy about it	38	29.2
No, other patients can't overhear	30	23.1
Don't know	11	8.5
	130	

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	37	28.7
* Fairly helpful	65	50.4
Not very helpful	19	14.7
Not at all helpful	8	6.2
Percent Positive - This GP 79.1 %	129	

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	95	74.8
It is too long	32	25.2
Percent Positive - This GP 74.8 %	127	

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	9	7.3
Yes	115	92.7
	124	

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	59	48.8
* Agree	57	47.1
Neither agree nor disagree	5	4.1
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 95.9 %	121	

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	51	41.8
* Agree	54	44.3
Neither agree nor disagree	12	9.8
Disagree	5	4.1
Strongly disagree	0	0.0
Percent Positive - This GP 86.1 %	122	

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	55	45.1
* Agree	47	38.5
Neither agree nor disagree	19	15.6
Disagree	1	0.8
Strongly disagree	0	0.0
Percent Positive - This GP 83.6 %	122	

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	57	46.7
* Agree	58	47.5
Neither agree nor disagree	6	4.9
Disagree	1	0.8
Strongly disagree	0	0.0
Percent Positive - This GP 94.3 %	122	

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	58	47.5
* Agree	52	42.6
Neither agree nor disagree	10	8.2
Disagree	2	1.6
Strongly disagree	0	0.0
Percent Positive - This GP 90.2 %	122	

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	51	41.8
* Agree	51	41.8
Neither agree nor disagree	10	8.2
Disagree	10	8.2
Strongly disagree	0	0.0
Percent Positive - This GP 83.6 %	122	

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	31	24.0
Yes	98	76.0
	129	

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	43	43.0
* Agree	51	51.0
Neither agree nor disagree	5	5.0
Disagree	1	1.0
Strongly disagree	0	0.0
Percent Positive - This GP 94.0 %	100	

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	37	37.0
* Agree	50	50.0
Neither agree nor disagree	10	10.0
Disagree	3	3.0
Strongly disagree	0	0.0
Percent Positive - This GP 87.0 %	100	

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	38.0
* Agree	45	45.0
Neither agree nor disagree	13	13.0
Disagree	3	3.0
Strongly disagree	1	1.0
Percent Positive - This GP 83.0 %	100	

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	40	40.0
* Agree	45	45.0
Neither agree nor disagree	13	13.0
Disagree	2	2.0
Strongly disagree	0	0.0
Percent Positive - This GP 85.0 %	100	

Q16f - Thinking about the last time you saw a nurse at your GP practice, how much do you agree or disagree with each of the following? I felt confident in the nurse's ability to treat me

Patients who have seen a nurse at their GP Practice in the last 12 months	n	%
* Strongly agree	42	42.0
* Agree	50	50.0
Neither agree nor disagree	5	5.0
Disagree	3	3.0
Strongly disagree	0	0.0
Percent Positive - This GP 92.0 %	100	

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	42.0
* Agree	52	52.0
Neither agree nor disagree	5	5.0
Disagree	1	1.0
Strongly disagree	0	0.0
Percent Positive - This GP 94.0 %	100	

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	74	59.2
Yes, to some extent	41	32.8
No, and I would like to be	10	8.0
Percent Positive - This GP 59.2 %	125	

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	26.7
Yes	96	73.3
	131	

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	39	40.2
* Agree	53	54.6
Neither agree nor disagree	4	4.1
Disagree	1	1.0
Strongly disagree	0	0.0
Percent Positive - This GP 94.8 %	97	

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	28	28.9
* Agree	47	48.5
Neither agree nor disagree	9	9.3
Disagree	11	11.3
Strongly disagree	2	2.1
Percent Positive - This GP 77.3 %	97	

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	26	27.1
* Agree	43	44.8
Neither agree nor disagree	9	9.4
Disagree	16	16.7
Strongly disagree	2	2.1
Percent Positive - This GP 71.9 %	96	

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	26	26.8
* Agree	44	45.4
Neither agree nor disagree	11	11.3
Disagree	14	14.4
Strongly disagree	2	2.1
Percent Positive - This GP 72.2 %	97	

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	10	7.8
Yes	119	92.2
	129	

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	64	52.9
* Agree	52	43.0
Neither agree nor disagree	2	1.7
Disagree	3	2.5
Strongly disagree	0	0.0
Percent Positive - This GP 95.9 %	121	

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	60	50.0
* Agree	58	48.3
Neither agree nor disagree	2	1.7
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 98.3 %	120	

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	62	51.7
* Agree	56	46.7
Neither agree nor disagree	1	0.8
Disagree	1	0.8
Strongly disagree	0	0.0
Percent Positive - This GP 98.3 %	120	

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	49	40.8
* Agree	54	45.0
Neither agree nor disagree	10	8.3
Disagree	6	5.0
Strongly disagree	1	0.8
Percent Positive - This GP 85.8 %	120	

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	52	43.3
* Agree	55	45.8
Neither agree nor disagree	8	6.7
Disagree	5	4.2
Strongly disagree	0	0.0
Percent Positive - This GP 89.2 %	120	

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	64	53.8
* Agree	53	44.5
Neither agree nor disagree	2	1.7
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 98.3 %	119	

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	113	90.4
Yes	12	9.6
Percent Positive - This GP 90.4 %	125	

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	42	32.1
* Agree	60	45.8
Neither agree nor disagree	20	15.3
Disagree	9	6.9
Strongly disagree	0	0.0
Percent Positive - This GP 77.9 %	131	

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	35	28.0
* Agree	52	41.6
Neither agree nor disagree	28	22.4
Disagree	9	7.2
Strongly disagree	1	0.8
Percent Positive - This GP 69.6 %	125	

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	42	32.1
* Good	64	48.9
Fair	19	14.5
Poor	2	1.5
Very poor	4	3.1
Percent Positive - This GP 80.9 %	131	

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	37	27.6
No	97	72.4
	134	

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	19	51.4
Went to Pharmacist / Chemist	1	2.7
Went to Primary Care Emergency Centre	0	0.0
Telephoned my own GP practice	3	8.1
Telephoned 999 for emergency services	7	18.9
Went to Hospital A&E / Casualty	6	16.2
Other	1	2.7
	37	

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	24.3
Pharmacist / Chemist	1	2.7
Primary Care Emergency Centre	4	10.8
Own GP practice	3	8.1
Home visit from a GP or Nurse	2	5.4
Ambulance paramedics	6	16.2
A&E / Casualty	11	29.7
Social care services	0	0.0
Other	1	2.7
	37	

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	21	63.6
A Nurse	5	15.2
A Pharmacist	3	9.1
Someone else	4	12.1
	33	

Q30a - Thinking of the service that you ended being treated or seen by, how much would you agree or disagree with the following about your experience? The time I waited was reasonable

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed	n	%
* Strongly agree	6	15.8
* Agree	21	55.3
Neither agree nor disagree	6	15.8
Disagree	1	2.6
Strongly disagree	4	10.5
Percent Positive - This GP 71.1 %	38	

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	6	15.8
* Agree	19	50.0
Neither agree nor disagree	6	15.8
Disagree	5	13.2
Strongly disagree	2	5.3
Percent Positive - This GP 65.8 %	38	

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	8	21.1
* Agree	22	57.9
Neither agree nor disagree	6	15.8
Disagree	1	2.6
Strongly disagree	1	2.6
Percent Positive - This GP 78.9 %	38	

Q30d - Thinking of the service that you ended being treated or seen by, how much would you agree or disagree with the following about your experience? Things were explained to me in a way I could understand

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed	n	%
* Strongly agree	9	23.7
* Agree	23	60.5
Neither agree nor disagree	4	10.5
Disagree	1	2.6
Strongly disagree	1	2.6
Percent Positive - This GP 84.2 %	38	

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	8	21.1
* Agree	23	60.5
Neither agree nor disagree	3	7.9
Disagree	3	7.9
Strongly disagree	1	2.6
Percent Positive - This GP 81.6 %	38	

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	9	23.7
* Agree	22	57.9
Neither agree nor disagree	2	5.3
Disagree	4	10.5
Strongly disagree	1	2.6
Percent Positive - This GP 81.6 %	38	

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	8	21.1
* Agree	17	44.7
Neither agree nor disagree	9	23.7
Disagree	2	5.3
Strongly disagree	2	5.3
Percent Positive - This GP 65.8 %	38	

Q31 - Overall, how would you rate the care you experienced out of hours?

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed	n	%
* Excellent	10	26.3
* Good	15	39.5
Fair	9	23.7
Poor	3	7.9
Very poor	1	2.6
Percent Positive - This GP 65.8 %	38	

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	79	62.7
It is too difficult for me to get time away from work during my practice opening hours	30	23.8
The opening hours are not convenient for me for another reason	5	4.0
I am not sure when my GP practice is open	12	9.5
	126	

Care, support and help with everyday living

Q33 - In the last 12 months have you had help or support with everyday living?

All Patients	n	%
Yes, help for me with personal and/or household tasks	7	4.9
Yes, help for me with adaptations and/or equipment for my home	8	5.6
Yes, help for me for activities outside my home	8	5.6
Yes, help to look after someone else	8	5.6
No, not had any help but I feel that I needed it	3	2.1
No, not had any help	106	74.6
	142	

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	40	29.9
No	94	70.1
	134	

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	22	53.7
There was no change in my ability to do my usual activities	8	19.5
I was less able to do my usual activities	8	19.5
It is too soon to say	3	7.3
	41	

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	79	59.8
No	53	40.2
	132	

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	40	51.9
It was about the same as before	26	33.8
It was worse than before	6	7.8
It is too soon to say	5	6.5
	77	

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	23	18.0
No	105	82.0
	128	

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	13	54.2
I felt about the same as before	11	45.8
I felt more depressed or anxious than before	0	0.0
It is too soon to say	0	0.0
	24	

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	113	84.3
Yes, up to 4 hours a week	7	5.2
Yes, 5 - 19 hours a week	5	3.7
Yes, 20 - 34 hours a week	0	0.0
Yes, 35 - 49 hours a week	2	1.5
Yes, 50 or more hours a week	7	5.2
	134	

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	3	14.3
* Agree	10	47.6
Neither agree nor disagree	4	19.0
Disagree	3	14.3
Strongly disagree	1	4.8
Percent Positive - This GP 61.9 %	21	

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	19.0
Agree	3	14.3
Neither agree nor disagree	4	19.0
* Disagree	8	38.1
* Strongly disagree	2	9.5
Percent Positive - This GP 47.6 %	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	1	4.8
* Agree	6	28.6
Neither agree nor disagree	7	33.3
Disagree	5	23.8
Strongly disagree	2	9.5
Percent Positive - This GP 33.3 %	21	

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	0	0.0
* Agree	5	23.8
Neither agree nor disagree	8	38.1
Disagree	5	23.8
Strongly disagree	3	14.3
Percent Positive - This GP 23.8 %	21	

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	0	0.0
* Agree	6	28.6
Neither agree nor disagree	8	38.1
Disagree	3	14.3
Strongly disagree	4	19.0
Percent Positive - This GP 28.6 %	21	

Demographics

Q46 - Are you male or female?

All patients	n	%
Male	56	41.5
Female	79	58.5
	135	

Q47 - What was your age on your last birthday?

All patients	n	%
17-34	11	8.1
35-49	17	12.6
50-64	50	37.0
65+	57	42.2
	135	

Q48 - How would you rate your health in general?

All patients	n	%
Good	81	60.0
Fair	49	36.3
Bad	5	3.7
	135	

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	21	15.6
Yes, limited a little	31	23.0
No	83	61.5
	135	

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

All patients	n	%
Very well	77	57.5
Quite well	49	36.6
Not very well	6	4.5
Not at all well	2	1.5
	134	

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	45.6
Good	46	33.8
Alright / neither good or bad	25	18.4
Bad	3	2.2
Very bad	0	0.0
	136	

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