

Health and Care Experience Survey 2015/16

Results for Bannockburn Health Centre - Bannockburn



**Bannockburn Health Centre
Firs Entry
Bannockburn
Stirling
FK7 0HW**

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Bannockburn Health Centre - Bannockburn

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

The survey was sent to 911 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

110 patients of Bannockburn Health Centre - Bannockburn 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, 18% were aged 35-49, 39% were aged 50-64 and 30% were 65 and over;
- 62% 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	31%	-41^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	55%	-26^S
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I am treated with compassion and understanding

Compassion and understanding	63%	-22^S
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Overall, how would you rate the care provided by your GP practice?

GP Practice Care	46%	-41^S
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Overall, how would you rate the care you experienced out of hours?

Out of Hours Care	58%	-14
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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	97	18%	55%		28%	85%	80%	72%	-8%	-10% ^s
Person answering the phone is helpful	96	45%	26%		29%	91%	88%	71%	-17% ^s	-24% ^s
Can see or speak to a doctor or nurse within 2 working days	82	67%	13%		20%	68%	73%	80%	+7%	-4%
Able to book a doctors appointment 3 or more working days in advance	73	26%		74%		83%	58%	26%	-32% ^s	-50% ^s
Can usually see preferred doctor	96	49%		51%		78%	69%	49%	-20% ^s	-32% ^s
Overall arrangements for getting to see a doctor	95	24%	20%	49%		59%	46%	31%	-15% ^s	-41% ^s
Overall arrangements for getting to see a nurse	83	18%	37%	28%	17%	67%	61%	55%	-5%	-26% ^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	51	18%	39%	25%	18%	-	77%	57%	-20% ^s	-20% ^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	98	39%	39%		22%	92%	86%	78%	-9%	-16% ^s
Time waiting to be seen at GP practice	94		74%		26%	83%	84%	74%	-9%	-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	87	36%	55%		7%	96%	96%	91%	-5%	-4%
Patients feel that doctors have all the information they need to treat them	84	30%	49%	12%	10%	88%	90%	79%	-12% ^s	-11% ^s
Doctors take account of the things that matter to patients	85	28%	47%	20%		-	84%	75%	-9%	-12% ^s
Doctors talk in a way that helps patients to understand their condition and treatment	88	35%	48%	13%		87%	95%	83%	-12% ^s	-7%
Patients have confidence in doctors' ability to treat them	86	33%	45%	16%		88%	95%	78%	-17% ^s	-12% ^s
Patients have enough time with doctors	86	31%	48%	15%		89%	91%	79%	-12% ^s	-9% ^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	72	40%	51%			92%	94%	92%	-2%	-4%
Patients feel that nurses have all the information they need to treat them	73	40%	45%	11%		91%	92%	85%	-7%	-8% ^s
Nurses take account of the things that matter to patients	72	40%	39%	15%		-	79%	79%	-0%	-11% ^s
Nurses talk in a way that helps patients to understand their condition and treatment	73	37%	48%	11%		89%	80%	85%	+5%	-6%
Patients have confidence in nurses' ability to treat them	74	41%	42%	11%	7%	93%	94%	82%	-11% ^s	-12% ^s
Patients have enough time with nurses	71	37%	52%	8%		91%	97%	89%	-8%	-7%

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	95	35%	52%		14%	-	61%	35%	-26% ^s	-27% ^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	60	40%	52%			-	95%	92%	-3%	-4%
Patients are satisfied with the length of time they wait for results	61	28%	38%	15%	20%	-	86%	66%	-21% ^s	-19% ^s
Patients are satisfied with the way they receive results	61	26%	46%	10%	18%	-	84%	72%	-12%	-8%
Test results are explained to patients in a way they can understand	60	27%	47%	13%	13%	-	88%	73%	-15% ^s	-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	87	41%	46%		9%	97%	99%	87%	-11% ^S	-9% ^S
Patients know enough about what their medicines are for	86	38%	57%			96%	98%	95%	-2% ^{NT}	-1% ^{NT}
Patients know enough about how and when to take their medicines	87	40%	55%			98%	100%	95%	-5% ^{NT}	-3% ^{NT}
Patients know enough about side effects of medicines	84	26%	49%	12%	13%	80%	79%	75%	-4%	-7%
Patients know what to do if they have any problems with their medicines	85	28%	52%	7%	13%	90%	84%	80%	-4%	-9% ^S
Patients take their prescription as they are supposed to	86	48%	49%			99%	99%	97%	-2% ^{NT}	-1% ^{NT}

At your GP practice - dealing with mistakes

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Patients believe a mistake was made in their treatment or care by their GP practice	93		89%		11%	-	93%	89%	-4%	-4%

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	95	32%	43%	22%		84%	89%	75%	-14% ^s	-17% ^s
Patients are treated with compassion and understanding	92	26%	37%	28%	9%	81%	73%	63%	-10%	-22% ^s
Rating of overall care provided by GP practice	98	20%	26%	32%	22%	80%	74%	46%	-28% ^s	-41% ^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	39	23%	33%	13%	31%	66%	71%	56%	-15%	-17% ^s
Patients feel that people have all the information they need to treat them	39	21%	41%	23%	15%	74%	61%	62%	+0%	-16% ^s
Patients feel that they are listened to	39	23%	54%	13%	10%	77%	81%	77%	-4%	-7%
Things are explained to patients in a way they can understand	40	30%	48%	18%		81%	84%	78%	-6%	-8%
Patients feel that they were treated by the right people	40	28%	33%	20%	20%	-	-	60%	-	-20%
Patients feel they get the right treatment or advice	41	24%	39%	22%	15%	77%	74%	63%	-11%	-17% ^s
Patients feel that people take account of the things that matter to them	39	23%	49%	18%	10%	-	74%	72%	-2%	-4%
Rating of overall care provided out of hours	40	18%	40%	28%	15%	68%	65%	58%	-7%	-14%

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	64	54	57
Yes, and I am not happy about it	27	42	19
No, other patients can't overhear	2	2	17
Don't know	7	2	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	-	59	65
Went to Pharmacist / Chemist	-	8	4
Went to Primary Care Emergency Centre	-	5	2
Telephoned my own GP practice	-	5	4
Telephoned 999 for emergency services	-	10	6
Went to Hospital A&E / Casualty	-	5	15
Other	-	8	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	-	26	16
Pharmacist / Chemist	-	3	3
Primary Care Emergency Centre	-	13	15
Own GP practice	-	5	5
Home visit from a GP or Nurse	-	11	9
Ambulance paramedics	-	5	11
A&E / Casualty	-	24	35
Social care services	-	0	0
Other	-	13	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	71	58	80
It is too difficult for me to get time away from work during my practice opening hours	21	24	11
The opening hours are not convenient for me for another reason	1	6	2
I am not sure when my GP practice is open	7	12	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	43	22	43
There was no change in my ability to do my usual activities	17	34	23
I was less able to do my usual activities	23	25	19
It is too soon to say	17	19	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	50	33	51
It was about the same as before	34	43	35
It was worse than before	9	5	4
It is too soon to say	7	19	10

Detailed Results for all Questions

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

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

www.hace15.quality-health.co.uk/

Your GP Practice: getting to see or speak to someone

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

All patients	n	%
No	12	11.1
Yes	96	88.9
	108	

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	5	5.1
2 - 4 times	45	45.9
5 - 10 times	28	28.6
More than 10 times	18	18.4
Can't remember / don't know	2	2.0
	98	

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	17	17.5
* Fairly easy	53	54.6
Not easy	27	27.8
Percent Positive - This GP 72.2 %	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	43	44.8
* Fairly helpful	25	26.0
Not very helpful	16	16.7
Not at all helpful	12	12.5
Percent Positive - This GP 70.8 %	96	

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	55	67.1
* I saw or spoke to a doctor or nurse within 1 or 2 working days	11	13.4
I waited more than 2 working days to see or speak to a doctor or nurse	16	19.5
Percent Positive - This GP 80.5 %	82	

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	19	26.0
No	54	74.0
Percent Positive - This GP 26.0 %	73	

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	14	14.6
No	49	51.0
* I don't have a doctor I prefer to see	33	34.4
Percent Positive - This GP 49.0 %	96	

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	6	6.3
* Good	23	24.2
Fair	19	20.0
Poor	22	23.2
Very poor	25	26.3
Percent Positive - This GP 30.5 %	95	

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	15	18.1
* Good	31	37.3
Fair	23	27.7
Poor	7	8.4
Very poor	7	8.4
Percent Positive - This GP 55.4 %	83	

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	51	53.1
No, as it wasn't necessary	44	45.8
No, but I wanted to	1	1.0
	96	

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	9	17.6
* Good	20	39.2
Fair	13	25.5
Poor	4	7.8
Very poor	5	9.8
Percent Positive - This GP 56.9 %	51	

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	52	53.6
Yes, and I am not happy about it	41	42.3
No, other patients can't overhear	2	2.1
Don't know	2	2.1
	97	

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	38	38.8
* Fairly helpful	38	38.8
Not very helpful	14	14.3
Not at all helpful	8	8.2
Percent Positive - This GP 77.6 %	98	

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	70	74.5
It is too long	24	25.5
Percent Positive - This GP 74.5 %	94	

At your GP Practice - doctors

Q15a - Have you seen a doctor from your GP practice in the last 12 months?

Patients who have contacted their GP practice in the last 12 months	n	%
No	8	8.7
Yes	84	91.3
	92	

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	31	35.6
* Agree	48	55.2
Neither agree nor disagree	6	6.9
Disagree	2	2.3
Strongly disagree	0	0.0
Percent Positive - This GP 90.8 %	87	

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	25	29.8
* Agree	41	48.8
Neither agree nor disagree	10	11.9
Disagree	7	8.3
Strongly disagree	1	1.2
Percent Positive - This GP 78.6 %	84	

Q15d - Thinking about the last time you saw a doctor at your GP practice, how much do you agree or disagree with each of the following?
The doctor took account of the things that matter to me

Patients who have seen a doctor at their GP Practice in the last 12 months	n	%
* Strongly agree	24	28.2
* Agree	40	47.1
Neither agree nor disagree	17	20.0
Disagree	3	3.5
Strongly disagree	1	1.2
Percent Positive - This GP 75.3 %	85	

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	31	35.2
* Agree	42	47.7
Neither agree nor disagree	11	12.5
Disagree	3	3.4
Strongly disagree	1	1.1
Percent Positive - This GP 83.0 %	88	

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	28	32.6
* Agree	39	45.3
Neither agree nor disagree	14	16.3
Disagree	3	3.5
Strongly disagree	2	2.3
Percent Positive - This GP 77.9 %	86	

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	27	31.4
* Agree	41	47.7
Neither agree nor disagree	13	15.1
Disagree	4	4.7
Strongly disagree	1	1.2
Percent Positive - This GP 79.1 %	86	

At your GP Practice - nurses

Q16a - Have you seen a nurse from your GP practice in the last 12 months?

Patients who have contacted their GP practice in the last 12 months	n	%
No	23	24.7
Yes	70	75.3
	93	

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	29	40.3
* Agree	37	51.4
Neither agree nor disagree	3	4.2
Disagree	3	4.2
Strongly disagree	0	0.0
Percent Positive - This GP 91.7 %	72	

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	29	39.7
* Agree	33	45.2
Neither agree nor disagree	8	11.0
Disagree	2	2.7
Strongly disagree	1	1.4
Percent Positive - This GP 84.9 %	73	

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	29	40.3
* Agree	28	38.9
Neither agree nor disagree	11	15.3
Disagree	3	4.2
Strongly disagree	1	1.4
Percent Positive - This GP 79.2 %	72	

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	27	37.0
* Agree	35	47.9
Neither agree nor disagree	8	11.0
Disagree	2	2.7
Strongly disagree	1	1.4
Percent Positive - This GP 84.9 %	73	

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	30	40.5
* Agree	31	41.9
Neither agree nor disagree	8	10.8
Disagree	4	5.4
Strongly disagree	1	1.4
Percent Positive - This GP 82.4 %	74	

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	26	36.6
* Agree	37	52.1
Neither agree nor disagree	6	8.5
Disagree	2	2.8
Strongly disagree	0	0.0
Percent Positive - This GP 88.7 %	71	

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	33	34.7
Yes, to some extent	49	51.6
No, and I would like to be	13	13.7
Percent Positive - This GP 34.7 %	95	

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	37.6
Yes	58	62.4
	93	

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	24	40.0
* Agree	31	51.7
Neither agree nor disagree	3	5.0
Disagree	1	1.7
Strongly disagree	1	1.7
Percent Positive - This GP 91.7 %	60	

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	17	27.9
* Agree	23	37.7
Neither agree nor disagree	9	14.8
Disagree	9	14.8
Strongly disagree	3	4.9
Percent Positive - This GP 65.6 %	61	

Q19c - Thinking about the last time you had a blood test, x-ray or any other test arranged by your GP practice, how much do you agree or disagree with each of the following: I was satisfied with the way that I received the result

Patients who have had tests arranged by their GP practice in the past 12 months	n	%
* Strongly agree	16	26.2
* Agree	28	45.9
Neither agree nor disagree	6	9.8
Disagree	7	11.5
Strongly disagree	4	6.6
Percent Positive - This GP 72.1 %	61	

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	16	26.7
* Agree	28	46.7
Neither agree nor disagree	8	13.3
Disagree	5	8.3
Strongly disagree	3	5.0
Percent Positive - This GP 73.3 %	60	

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	10.6
Yes	84	89.4
	94	

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	36	41.4
* Agree	40	46.0
Neither agree nor disagree	3	3.4
Disagree	5	5.7
Strongly disagree	3	3.4
Percent Positive - This GP 87.4 %	87	

Q21b - Thinking about the last time you were prescribed medicines, how much do you agree or disagree with each of the following: I knew enough about what my medicines were for

Patients who were prescribed medicines in the last 12 months	n	%
* Strongly agree	33	38.4
* Agree	49	57.0
Neither agree nor disagree	1	1.2
Disagree	1	1.2
Strongly disagree	2	2.3
Percent Positive - This GP 95.3 %	86	

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	35	40.2
* Agree	48	55.2
Neither agree nor disagree	2	2.3
Disagree	2	2.3
Strongly disagree	0	0.0
Percent Positive - This GP 95.4 %	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	22	26.2
* Agree	41	48.8
Neither agree nor disagree	10	11.9
Disagree	10	11.9
Strongly disagree	1	1.2
Percent Positive - This GP 75.0 %	84	

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	24	28.2
* Agree	44	51.8
Neither agree nor disagree	6	7.1
Disagree	10	11.8
Strongly disagree	1	1.2
Percent Positive - This GP 80.0 %	85	

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	41	47.7
* Agree	42	48.8
Neither agree nor disagree	2	2.3
Disagree	1	1.2
Strongly disagree	0	0.0
Percent Positive - This GP 96.5 %	86	

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		83	89.2
Yes		10	10.8
Percent Positive - This GP 89.2 %		93	

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	30	31.6
* Agree	41	43.2
Neither agree nor disagree	21	22.1
Disagree	3	3.2
Strongly disagree	0	0.0
Percent Positive - This GP 74.7 %	95	

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	24	26.1
* Agree	34	37.0
Neither agree nor disagree	26	28.3
Disagree	6	6.5
Strongly disagree	2	2.2
Percent Positive - This GP 63.0 %	92	

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	20	20.4
* Good	25	25.5
Fair	31	31.6
Poor	16	16.3
Very poor	6	6.1
Percent Positive - This GP 45.9 %	98	

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	42	38.5
No	67	61.5
	109	

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	23	59.0
Went to Pharmacist / Chemist	3	7.7
Went to Primary Care Emergency Centre	2	5.1
Telephoned my own GP practice	2	5.1
Telephoned 999 for emergency services	4	10.3
Went to Hospital A&E / Casualty	2	5.1
Other	3	7.7
	39	

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	10	26.3
Pharmacist / Chemist	1	2.6
Primary Care Emergency Centre	5	13.2
Own GP practice	2	5.3
Home visit from a GP or Nurse	4	10.5
Ambulance paramedics	2	5.3
A&E / Casualty	9	23.7
Social care services	0	0.0
Other	5	13.2
	38	

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	20	58.8
A Nurse	9	26.5
A Pharmacist	1	2.9
Someone else	4	11.8
	34	

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	9	23.1
* Agree	13	33.3
Neither agree nor disagree	5	12.8
Disagree	9	23.1
Strongly disagree	3	7.7
Percent Positive - This GP 56.4 %	39	

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	8	20.5
* Agree	16	41.0
Neither agree nor disagree	9	23.1
Disagree	5	12.8
Strongly disagree	1	2.6
Percent Positive - This GP 61.5 %	39	

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	9	23.1
* Agree	21	53.8
Neither agree nor disagree	5	12.8
Disagree	3	7.7
Strongly disagree	1	2.6
Percent Positive - This GP 76.9 %	39	

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	12	30.0
* Agree	19	47.5
Neither agree nor disagree	7	17.5
Disagree	2	5.0
Strongly disagree	0	0.0
Percent Positive - This GP 77.5 %	40	

Q30e - Thinking of the service that you ended being treated or seen by, how much would you agree or disagree with the following about your experience? I felt that the person who treated me was the right person

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed	n	%
* Strongly agree	11	27.5
* Agree	13	32.5
Neither agree nor disagree	8	20.0
Disagree	7	17.5
Strongly disagree	1	2.5
Percent Positive - This GP 60.0 %	40	

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	10	24.4
* Agree	16	39.0
Neither agree nor disagree	9	22.0
Disagree	6	14.6
Strongly disagree	0	0.0
Percent Positive - This GP 63.4 %	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	9	23.1
* Agree	19	48.7
Neither agree nor disagree	7	17.9
Disagree	3	7.7
Strongly disagree	1	2.6
Percent Positive - This GP 71.8 %	39	

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	7	17.5
* Good	16	40.0
Fair	11	27.5
Poor	4	10.0
Very poor	2	5.0
Percent Positive - This GP 57.5 %	40	

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	61	58.1
It is too difficult for me to get time away from work during my practice opening hours	25	23.8
The opening hours are not convenient for me for another reason	6	5.7
I am not sure when my GP practice is open	13	12.4
	105	

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	13.6
Yes, help for me with adaptations and/or equipment for my home	11	10.0
Yes, help for me for activities outside my home	5	4.5
Yes, help to look after someone else	5	4.5
No, not had any help but I feel that I needed it	5	4.5
No, not had any help	75	68.2
	110	

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	11	55.0
No	9	45.0
	20	

Health and care effectiveness

Q38 - In the last 12 months, have you received NHS treatment or advice because of something that was affecting your ability to live your normal life?

All Patients	n	%
Yes	31	29.2
No	75	70.8
	106	

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	7	21.9
There was no change in my ability to do my usual activities	11	34.4
I was less able to do my usual activities	8	25.0
It is too soon to say	6	18.8
	32	

Q40 - In the last 12 months, have you received NHS treatment or advice because of something that was causing you pain or discomfort?

All Patients	n	%
Yes	60	58.8
No	42	41.2
	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	19	32.8
It was about the same as before	25	43.1
It was worse than before	3	5.2
It is too soon to say	11	19.0
	58	

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	19	18.6
No	83	81.4
	102	

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	89	84.0
Yes, up to 4 hours a week	6	5.7
Yes, 5 - 19 hours a week	4	3.8
Yes, 20 - 34 hours a week	2	1.9
Yes, 35 - 49 hours a week	2	1.9
Yes, 50 or more hours a week	3	2.8
	106	

Demographics

Q46 - Are you male or female?

All patients	n	%
Male	44	41.1
Female	63	58.9
	107	

Q47 - What was your age on your last birthday?

All patients	n	%
17-34	13	12.4
35-49	19	18.1
50-64	41	39.0
65+	32	30.5
	105	

Q48 - How would you rate your health in general?

All patients	n	%
Good	53	50.0
Fair	42	39.6
Bad	11	10.4
	106	

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	17.5
Yes, limited a little	21	20.4
No	64	62.1
	103	

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

All patients	n	%
Very well	49	46.2
Quite well	43	40.6
Not very well	13	12.3
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	41	38.3
Good	33	30.8
Alright / neither good or bad	25	23.4
Bad	8	7.5
Very bad	0	0.0
	107	

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