

Health and Care Experience Survey 2015/16

Results for Blackwood Partnership, Govan Health Centre - Glasgow



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Blackwood Partnership, Govan Health Centre - Glasgow

This report gives a summary of the results of the Health and Care Experience Survey 2015/16 for Blackwood Partnership, Govan Health Centre - Glasgow.

The survey was sent to 965 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

102 patients of Blackwood Partnership, Govan Health Centre - Glasgow sent in feedback on their experiences at the practice. Of the patients that answered questions about themselves:

- 44% were male and 56% were female;
- 7% were aged 17-34, 17% were aged 35-49, 40% were aged 50-64 and 36% were 65 and over;
- 51% 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	71%	-1
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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	81%	-1
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I am treated with compassion and understanding

Compassion and understanding	86%	+1
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Overall, how would you rate the care provided by your GP practice?

GP Practice Care	89%	+2
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Overall, how would you rate the care you experienced out of hours?

Out of Hours Care	83%	+12^{NT}
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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	87	45%	47%		8%	98%	94%	92%	-2%	+10% ^s
Person answering the phone is helpful	88	63%	32%		5%	99%	95%	94%	-1%	-0%
Can see or speak to a doctor or nurse within 2 working days	64	55%	19%	27%		77%	84%	73%	-10%	-11% ^s
Able to book a doctors appointment 3 or more working days in advance	77	88%	12%			94%	91%	88%	-3%	+12% ^s
Can usually see preferred doctor	92	91%	9%			89%	88%	91%	+4%	+10% ^s
Overall arrangements for getting to see a doctor	92	34%	37%	25%	4%	82%	81%	71%	-11%	-1%
Overall arrangements for getting to see a nurse	73	38%	42%	16%	4%	87%	82%	81%	-2%	-1%

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	47	38%	45%	11%	6%	-	80%	83%	+3%	+6%

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	92	52%	42%			97%	95%	95%	-0%	+1%
Time waiting to be seen at GP practice	91		85%		15%	89%	87%	85%	-2%	-1%

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	89	66%	30%			97%	95%	97%	+1% ^{NT}	+1% ^{NT}
Patients feel that doctors have all the information they need to treat them	88	59%	35%			94%	97%	94%	-3%	+5% ^S
Doctors take account of the things that matter to patients	88	57%	35%			-	90%	92%	+2%	+5%
Doctors talk in a way that helps patients to understand their condition and treatment	87	60%	38%			92%	93%	98%	+4% ^{NT}	+8% ^{NT}
Patients have confidence in doctors' ability to treat them	88	58%	39%			94%	95%	97%	+1% ^{NT}	+7% ^{NT}
Patients have enough time with doctors	88	53%	40%			92%	93%	93%	-0%	+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	67	63%			36%	94%	96%	99%	+2% ^{NT}	+3% ^{NT}	
Patients feel that nurses have all the information they need to treat them	65	57%			38%	88%	96%	95%	-1% ^{NT}	+2% ^{NT}	
Nurses take account of the things that matter to patients	65	52%			35%	12%	-	89%	88%	-2%	-2%
Nurses talk in a way that helps patients to understand their condition and treatment	65	52%			43%	93%	93%	95%	+2% ^{NT}	+4% ^{NT}	
Patients have confidence in nurses' ability to treat them	65	55%			42%	93%	97%	97%	-0% ^{NT}	+3% ^{NT}	
Patients have enough time with nurses	64	55%			41%	90%	99%	95%	-3% ^{NT}	-0% ^{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	87	68%			26%	-	64%	68%	+3%	+6%

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	68					-	99%	99%	-0% ^{NT}	+3% ^{NT}
Patients are satisfied with the length of time they wait for results	67					-	86%	87%	+0%	+2%
Patients are satisfied with the way they receive results	66					-	87%	91%	+4%	+10% ^S
Test results are explained to patients in a way they can understand	67					-	85%	91%	+6%	+10% ^S

At your GP Practice - medicines

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Patients find it easy enough for them to get their medicines	87	59%	38%			98%	96%	97%	+1% ^{NT}	+1% ^{NT}
Patients know enough about what their medicines are for	86	58%	36%			97%	95%	94%	-1%	-2%
Patients know enough about how and when to take their medicines	86	64%	35%			97%	98%	99%	+1% ^{NT}	+1% ^{NT}
Patients know enough about side effects of medicines	86	49%	35%	8%	8%	83%	81%	84%	+3%	+2%
Patients know what to do if they have any problems with their medicines	86	55%	34%		7%	90%	88%	88%	-0%	-1%
Patients take their prescription as they are supposed to	86	63%	36%			98%	100%	99%	-1% ^{NT}	+1% ^{NT}

At your GP practice - dealing with mistakes

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Patients believe a mistake was made in their treatment or care by their GP practice	90		97%			-	96%	97%	+0% ^{NT}	+3% ^{NT}

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	90	56%	34%	8%		91%	91%	90%	-1%	-2%
Patients are treated with compassion and understanding	88	51%	35%	11%		88%	84%	86%	+2%	+1%
Rating of overall care provided by GP practice	91	59%	30%	11%		95%	92%	89%	-3%	+2%

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	24	21%	50%		25%	72%	81%	71%	-10%	-3%
Patients feel that people have all the information they need to treat them	24	38%	38%	17%	8%	84%	87%	75%	-12%	-3%
Patients feel that they are listened to	24	29%	58%		8%	85%	87%	88%	+0% ^{NT}	+3% ^{NT}
Things are explained to patients in a way they can understand	24	33%	54%		8%	92%	84%	88%	+4% ^{NT}	+2% ^{NT}
Patients feel that they were treated by the right people	24	33%	50%	13%		-	-	83%	-	+3% ^{NT}
Patients feel they get the right treatment or advice	24	38%	50%		8%	92%	81%	88%	+7% ^{NT}	+7% ^{NT}
Patients feel that people take account of the things that matter to them	24	33%	46%	17%		-	81%	79%	-1%	+4%
Rating of overall care provided out of hours	24	33%	50%		13%	83%	75%	83%	+8% ^{NT}	+12% ^{NT}

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	59	57	57
Yes, and I am not happy about it	23	18	19
No, other patients can't overhear	14	14	17
Don't know	4	11	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	-	74	65
Went to Pharmacist / Chemist	-	4	4
Went to Primary Care Emergency Centre	-	0	2
Telephoned my own GP practice	-	0	4
Telephoned 999 for emergency services	-	9	6
Went to Hospital A&E / Casualty	-	13	15
Other	-	0	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	-	0	3
Primary Care Emergency Centre	-	10	15
Own GP practice	-	0	5
Home visit from a GP or Nurse	-	19	9
Ambulance paramedics	-	14	11
A&E / Casualty	-	43	35
Social care services	-	5	0
Other	-	0	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	76	85	80
It is too difficult for me to get time away from work during my practice opening hours	15	11	11
The opening hours are not convenient for me for another reason	2	0	2
I am not sure when my GP practice is open	8	3	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	33	29	43
There was no change in my ability to do my usual activities	27	39	23
I was less able to do my usual activities	22	23	19
It is too soon to say	18	10	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	58	57	51
It was about the same as before	30	30	35
It was worse than before	3	6	4
It is too soon to say	9	8	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	10	9.9
Yes	91	90.1
	101	

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

Patients who have contacted their GP practice in the last 12 months	n	%
Once	7	7.7
2 - 4 times	41	45.1
5 - 10 times	23	25.3
More than 10 times	20	22.0
Can't remember / don't know	0	0.0
	91	

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	39	44.8
* Fairly easy	41	47.1
Not easy	7	8.0
Percent Positive - This GP 92.0 %	87	

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	55	62.5
* Fairly helpful	28	31.8
Not very helpful	3	3.4
Not at all helpful	2	2.3
Percent Positive - This GP 94.3 %	88	

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	35	54.7
* I saw or spoke to a doctor or nurse within 1 or 2 working days	12	18.8
I waited more than 2 working days to see or speak to a doctor or nurse	17	26.6
Percent Positive - This GP 73.4 %	64	

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	68	88.3
No	9	11.7
Percent Positive - This GP 88.3 %	77	

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	70	76.1
No	8	8.7
* I don't have a doctor I prefer to see	14	15.2
Percent Positive - This GP 91.3 %	92	

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	31	33.7
* Good	34	37.0
Fair	23	25.0
Poor	3	3.3
Very poor	1	1.1
Percent Positive - This GP 70.7 %	92	

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	28	38.4
* Good	31	42.5
Fair	12	16.4
Poor	2	2.7
Very poor	0	0.0
Percent Positive - This GP 80.8 %	73	

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	50	54.3
No, as it wasn't necessary	41	44.6
No, but I wanted to	1	1.1
	92	

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	18	38.3
* Good	21	44.7
Fair	5	10.6
Poor	1	2.1
Very poor	2	4.3
Percent Positive - This GP 83.0 %	47	

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	56.5
Yes, and I am not happy about it	17	18.5
No, other patients can't overhear	13	14.1
Don't know	10	10.9
	92	

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	48	52.2
* Fairly helpful	39	42.4
Not very helpful	4	4.3
Not at all helpful	1	1.1
Percent Positive - This GP 94.6 %	92	

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	77	84.6
It is too long	14	15.4
Percent Positive - This GP 84.6 %	91	

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	2	2.3
Yes	86	97.7
	88	

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	66.3
* Agree	27	30.3
Neither agree nor disagree	2	2.2
Disagree	1	1.1
Strongly disagree	0	0.0
Percent Positive - This GP 96.6 %	89	

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	52	59.1
* Agree	31	35.2
Neither agree nor disagree	3	3.4
Disagree	2	2.3
Strongly disagree	0	0.0
Percent Positive - This GP 94.3 %	88	

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	50	56.8
* Agree	31	35.2
Neither agree nor disagree	5	5.7
Disagree	2	2.3
Strongly disagree	0	0.0
Percent Positive - This GP 92.0 %	88	

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	52	59.8
* Agree	33	37.9
Neither agree nor disagree	1	1.1
Disagree	1	1.1
Strongly disagree	0	0.0
Percent Positive - This GP 97.7 %	87	

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	51	58.0
* Agree	34	38.6
Neither agree nor disagree	2	2.3
Disagree	0	0.0
Strongly disagree	1	1.1
Percent Positive - This GP 96.6 %	88	

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	47	53.4
* Agree	35	39.8
Neither agree nor disagree	5	5.7
Disagree	1	1.1
Strongly disagree	0	0.0
Percent Positive - This GP 93.2 %	88	

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	24	27.0
Yes	65	73.0
	89	

Q16b - Thinking about the last time you saw a nurse at your GP practice, how much do you agree or disagree with each of the following?
The nurse listened to me

Patients who have seen a nurse at their GP Practice in the last 12 months	n	%
* Strongly agree	42	62.7
* Agree	24	35.8
Neither agree nor disagree	1	1.5
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 98.5 %	67	

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	56.9
* Agree	25	38.5
Neither agree nor disagree	2	3.1
Disagree	1	1.5
Strongly disagree	0	0.0
Percent Positive - This GP 95.4 %	65	

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	34	52.3
* Agree	23	35.4
Neither agree nor disagree	8	12.3
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 87.7 %	65	

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	34	52.3
* Agree	28	43.1
Neither agree nor disagree	3	4.6
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 95.4 %	65	

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	36	55.4
* Agree	27	41.5
Neither agree nor disagree	2	3.1
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 96.9 %	65	

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	35	54.7
* Agree	26	40.6
Neither agree nor disagree	1	1.6
Disagree	2	3.1
Strongly disagree	0	0.0
Percent Positive - This GP 95.3 %	64	

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	59	67.8
Yes, to some extent	23	26.4
No, and I would like to be	5	5.7
Percent Positive - This GP 67.8 %	87	

Tests arranged by your GP practice

Q18 - In the last 12 months have you had any blood tests, x-rays or any other tests arranged by your GP practice?

Patients who have contacted their GP practice in the last 12 months	n	%
No	22	25.6
Yes	64	74.4
	86	

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	47	69.1
* Agree	20	29.4
Neither agree nor disagree	1	1.5
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 98.5 %	68	

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	39	58.2
* Agree	19	28.4
Neither agree nor disagree	7	10.4
Disagree	1	1.5
Strongly disagree	1	1.5
Percent Positive - This GP 86.6 %	67	

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	35	53.0
* Agree	25	37.9
Neither agree nor disagree	2	3.0
Disagree	2	3.0
Strongly disagree	2	3.0
Percent Positive - This GP 90.9 %	66	

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	40	59.7
* Agree	21	31.3
Neither agree nor disagree	0	0.0
Disagree	5	7.5
Strongly disagree	1	1.5
Percent Positive - This GP 91.0 %	67	

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	4	4.4
Yes	86	95.6
	90	

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	51	58.6
* Agree	33	37.9
Neither agree nor disagree	1	1.1
Disagree	2	2.3
Strongly disagree	0	0.0
Percent Positive - This GP 96.6 %	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	50	58.1
* Agree	31	36.0
Neither agree nor disagree	4	4.7
Disagree	1	1.2
Strongly disagree	0	0.0
Percent Positive - This GP 94.2 %	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	55	64.0
* Agree	30	34.9
Neither agree nor disagree	1	1.2
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 98.8 %	86	

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	42	48.8
* Agree	30	34.9
Neither agree nor disagree	7	8.1
Disagree	6	7.0
Strongly disagree	1	1.2
Percent Positive - This GP 83.7 %	86	

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	47	54.7
* Agree	29	33.7
Neither agree nor disagree	4	4.7
Disagree	6	7.0
Strongly disagree	0	0.0
Percent Positive - This GP 88.4 %	86	

Q21f - Thinking about the last time you were prescribed medicines, how much do you agree or disagree with each of the following: I took my prescription as I was supposed to

Patients who were prescribed medicines in the last 12 months	n	%
* Strongly agree	54	62.8
* Agree	31	36.0
Neither agree nor disagree	1	1.2
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 98.8 %	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	87	96.7
Yes	3	3.3
Percent Positive - This GP 96.7 %	90	

At your GP practice - overall experience

Q24a - How much do you agree or disagree with each of the following about how you are treated by the staff at your GP practice? I am treated with respect

Patients who have contacted their GP practice in the last 12 months	n	%
* Strongly agree	50	55.6
* Agree	31	34.4
Neither agree nor disagree	7	7.8
Disagree	2	2.2
Strongly disagree	0	0.0
Percent Positive - This GP 90.0 %	90	

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	45	51.1
* Agree	31	35.2
Neither agree nor disagree	10	11.4
Disagree	2	2.3
Strongly disagree	0	0.0
Percent Positive - This GP 86.4 %	88	

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	54	59.3
* Good	27	29.7
Fair	10	11.0
Poor	0	0.0
Very poor	0	0.0
Percent Positive - This GP 89.0 %	91	

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	24	24.2
No	75	75.8
	99	

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	17	73.9
Went to Pharmacist / Chemist	1	4.3
Went to Primary Care Emergency Centre	0	0.0
Telephoned my own GP practice	0	0.0
Telephoned 999 for emergency services	2	8.7
Went to Hospital A&E / Casualty	3	13.0
Other	0	0.0
	23	

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	2	9.5
Pharmacist / Chemist	0	0.0
Primary Care Emergency Centre	2	9.5
Own GP practice	0	0.0
Home visit from a GP or Nurse	4	19.0
Ambulance paramedics	3	14.3
A&E / Casualty	9	42.9
Social care services	1	4.8
Other	0	0.0
	21	

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	83.3
A Nurse	4	16.7
A Pharmacist	0	0.0
Someone else	0	0.0
	24	

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	5	20.8
* Agree	12	50.0
Neither agree nor disagree	1	4.2
Disagree	1	4.2
Strongly disagree	5	20.8
Percent Positive - This GP 70.8 %	24	

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	9	37.5
* Agree	9	37.5
Neither agree nor disagree	4	16.7
Disagree	2	8.3
Strongly disagree	0	0.0
Percent Positive - This GP 75.0 %	24	

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	7	29.2
* Agree	14	58.3
Neither agree nor disagree	1	4.2
Disagree	1	4.2
Strongly disagree	1	4.2
Percent Positive - This GP 87.5 %	24	

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	8	33.3
* Agree	13	54.2
Neither agree nor disagree	1	4.2
Disagree	0	0.0
Strongly disagree	2	8.3
Percent Positive - This GP 87.5 %	24	

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	33.3
* Agree	12	50.0
Neither agree nor disagree	3	12.5
Disagree	1	4.2
Strongly disagree	0	0.0
Percent Positive - This GP 83.3 %	24	

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	37.5
* Agree	12	50.0
Neither agree nor disagree	2	8.3
Disagree	1	4.2
Strongly disagree	0	0.0
Percent Positive - This GP 87.5 %	24	

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	33.3
* Agree	11	45.8
Neither agree nor disagree	4	16.7
Disagree	0	0.0
Strongly disagree	1	4.2
Percent Positive - This GP 79.2 %	24	

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	8	33.3
* Good	12	50.0
Fair	1	4.2
Poor	2	8.3
Very poor	1	4.2
Percent Positive - This GP 83.3 %	24	

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	82	85.4
It is too difficult for me to get time away from work during my practice opening hours	11	11.5
The opening hours are not convenient for me for another reason	0	0.0
I am not sure when my GP practice is open	3	3.1
	96	

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	14.7
Yes, help for me with adaptations and/or equipment for my home	9	8.8
Yes, help for me for activities outside my home	9	8.8
Yes, help to look after someone else	5	4.9
No, not had any help but I feel that I needed it	3	2.9
No, not had any help	66	64.7
	102	

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	12	52.2
No	11	47.8
	23	

Health and care effectiveness

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

All Patients	n	%
Yes	31	33.3
No	62	66.7
	93	

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	9	29.0
There was no change in my ability to do my usual activities	12	38.7
I was less able to do my usual activities	7	22.6
It is too soon to say	3	9.7
	31	

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	52	57.8
No	38	42.2
	90	

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	30	56.6
It was about the same as before	16	30.2
It was worse than before	3	5.7
It is too soon to say	4	7.5
	53	

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	22	25.0
No	66	75.0
	88	

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	15	65.2
I felt about the same as before	4	17.4
I felt more depressed or anxious than before	2	8.7
It is too soon to say	2	8.7
	23	

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	75	82.4
Yes, up to 4 hours a week	2	2.2
Yes, 5 - 19 hours a week	3	3.3
Yes, 20 - 34 hours a week	2	2.2
Yes, 35 - 49 hours a week	2	2.2
Yes, 50 or more hours a week	7	7.7
	91	

Demographics

Q46 - Are you male or female?

All patients	n	%
Male	43	44.3
Female	54	55.7
	97	

Q47 - What was your age on your last birthday?

All patients	n	%
17-34	7	7.4
35-49	16	16.8
50-64	38	40.0
65+	34	35.8
	95	

Q48 - How would you rate your health in general?

All patients	n	%
Good	49	50.5
Fair	36	37.1
Bad	12	12.4
	97	

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	23	24.0
Yes, limited a little	24	25.0
No	49	51.0
	96	

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

All patients	n	%
Very well	47	49.0
Quite well	39	40.6
Not very well	8	8.3
Not at all well	2	2.1
	96	

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	26	26.8
Good	41	42.3
Alright / neither good or bad	25	25.8
Bad	5	5.2
Very bad	0	0.0
	97	

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