

# Health and Care Experience Survey 2015/16

## Results for Blairgrove Surgery, Coatbridge Health Centre - Coatbridge



**Blairgrove Surgery  
Coatbridge Health Centre  
1 Centre Park Court  
Coatbridge  
ML5 3AP**

May 2016, Official Statistics



### Blairgrove Surgery, Coatbridge Health Centre - Coatbridge

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

The survey was sent to 1,091 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](http://www.gov.scot/Topics/Statistics/Browse/Health/GPPatientExperienceSurvey/HACE2015-16)

90 patients of Blairgrove Surgery, Coatbridge Health Centre - Coatbridge sent in feedback on their experiences at the practice. Of the patients that answered questions about themselves:

- 47% were male and 53% were female;
- 8% were aged 17-34, 13% were aged 35-49, 27% were aged 50-64 and 51% were 65 and over;
- 53% 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](http://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?

<b>Arranging to see a doctor</b>	<b>58%</b>	<b>-13<sup>S</sup></b>
----------------------------------	------------	------------------------

Overall, how would you rate the arrangements for getting to see a nurse in your GP practice?

<b>Arranging to see a nurse</b>	<b>82%</b>	<b>+0</b>
---------------------------------	------------	-----------

I am treated with compassion and understanding

<b>Compassion and understanding</b>	<b>79%</b>	<b>-6</b>
-------------------------------------	------------	-----------

Overall, how would you rate the care provided by your GP practice?

<b>GP Practice Care</b>	<b>69%</b>	<b>-18<sup>S</sup></b>
-------------------------	------------	------------------------

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

<b>Out of Hours Care</b>	<b>91%</b>	<b>+20<sup>NT</sup></b>
--------------------------	------------	-------------------------

## 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](http://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/](http://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	77	25%	58%		17%	77%	87%	83%	-4%	+1%
Person answering the phone is helpful	76	74%	21%			93%	98%	95%	-3% <sup>NT</sup>	+0% <sup>NT</sup>
Can see or speak to a doctor or nurse within 2 working days	52	33%	25%	42%		69%	71%	58%	-13%	-27% <sup>S</sup>
Able to book a doctors appointment 3 or more working days in advance	62		89%		11%	79%	79%	89%	+10%	+12% <sup>S</sup>
Can usually see preferred doctor	70		91%		9%	93%	93%	91%	-2%	+10% <sup>S</sup>
Overall arrangements for getting to see a doctor	79	11%	47%	29%	13%	60%	66%	58%	-8%	-13% <sup>S</sup>
Overall arrangements for getting to see a nurse	71	15%	66%	14%		77%	74%	82%	+7%	+0%

## 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	36	22%	47%	19%	11%	-	76%	69%	-6%	-8%

## 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	79	73%			22%	95%	97%	95%	-2% <sup>NT</sup>	+1% <sup>NT</sup>
Time waiting to be seen at GP practice	79	78%			22%	79%	82%	78%	-4%	-7%

## 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	73	30%	52%		12%	80%	85%	82%	-3%	-13% <sup>S</sup>
Patients feel that doctors have all the information they need to treat them	73	29%	51%	11%	10%	77%	86%	79%	-6%	-10% <sup>S</sup>
Doctors take account of the things that matter to patients	74	27%	43%	15%	15%	-	72%	70%	-2%	-17% <sup>S</sup>
Doctors talk in a way that helps patients to understand their condition and treatment	74	27%	45%	16%	12%	71%	74%	72%	-3%	-18% <sup>S</sup>
Patients have confidence in doctors' ability to treat them	73	32%	38%	14%	16%	65%	78%	70%	-8%	-20% <sup>S</sup>
Patients have enough time with doctors	73	27%	47%	14%	12%	75%	83%	74%	-9%	-14% <sup>S</sup>

## 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	63	32%	67%			96%	92%	98%	+6% <sup>NT</sup>	+3% <sup>NT</sup>
Patients feel that nurses have all the information they need to treat them	61	31%	62%			88%	92%	93%	+2% <sup>NT</sup>	+0% <sup>NT</sup>
Nurses take account of the things that matter to patients	62	26%	61%	8%		-	89%	87%	-1%	-3%
Nurses talk in a way that helps patients to understand their condition and treatment	62	27%	61%	10%		88%	93%	89%	-5%	-3%
Patients have confidence in nurses' ability to treat them	61	38%	54%			92%	95%	92%	-3%	-2%
Patients have enough time with nurses	62	40%	55%			95%	97%	95%	-2% <sup>NT</sup>	-1% <sup>NT</sup>

## 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	76	43%	43%	13%		-	47%	43%	-3%	-19% <sup>S</sup>

## 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	47%	47%			-	89%	94%	+5% <sup>NT</sup>	-2% <sup>NT</sup>
Patients are satisfied with the length of time they wait for results	69	38%	54%			-	88%	91%	+4%	+6%
Patients are satisfied with the way they receive results	67	34%	51%	10%		-	76%	85%	+9%	+5%
Test results are explained to patients in a way they can understand	66	33%	50%	11%		-	75%	83%	+8%	+3%



## 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	72	44%	50%			93%	95%	94%	-1% <sup>NT</sup>	-2% <sup>NT</sup>
Patients know enough about what their medicines are for	72	47%	44%	8%		92%	93%	92%	-1%	-5%
Patients know enough about how and when to take their medicines	73	45%	55%			99%	100%	100%	+0% <sup>NT</sup>	+2% <sup>NT</sup>
Patients know enough about side effects of medicines	72	32%	47%	15%		82%	83%	79%	-4%	-3%
Patients know what to do if they have any problems with their medicines	72	36%	50%	10%		88%	83%	86%	+3%	-3%
Patients take their prescription as they are supposed to	72	49%	47%			100%	99%	96%	-3% <sup>NT</sup>	-2% <sup>NT</sup>

## 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	76		89%		11%	-	87%	89%	+3%	-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	76	36%	53%	8%		89%	87%	88%	+1%	-3%
Patients are treated with compassion and understanding	76	34%	45%	14%	7%	85%	79%	79%	-0%	-6%
Rating of overall care provided by GP practice	77	26%	43%	21%	10%	68%	77%	69%	-8%	-18% <sup>s</sup>

## 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	22	32%	45%	14%	9%	63%	83%	77%	-6%	+4%
Patients feel that people have all the information they need to treat them	22	45%	36%	18%		77%	80%	82%	+2% <sup>NT</sup>	+4% <sup>NT</sup>
Patients feel that they are listened to	22	41%	59%			91%	83%	100%	+17% <sup>NT</sup>	+16% <sup>NT</sup>
Things are explained to patients in a way they can understand	23	39%	61%			91%	83%	100%	+17% <sup>NT</sup>	+14% <sup>NT</sup>
Patients feel that they were treated by the right people	22	36%	45%	18%		-	-	82%	-	+2% <sup>NT</sup>
Patients feel they get the right treatment or advice	22	36%	55%	9%		89%	83%	91%	+8% <sup>NT</sup>	+10% <sup>NT</sup>
Patients feel that people take account of the things that matter to them	22	41%	41%	9%	9%	-	77%	82%	+5% <sup>NT</sup>	+6% <sup>NT</sup>
Rating of overall care provided out of hours	22	32%	59%		9%	76%	80%	91%	+11% <sup>NT</sup>	+20% <sup>NT</sup>

## 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

[www.hace15.quality-health.co.uk/](http://www.hace15.quality-health.co.uk/)

## 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	54	<b>61</b>	57
Yes, and I am not happy about it	18	<b>15</b>	19
No, other patients can't overhear	18	<b>16</b>	17
Don't know	11	<b>8</b>	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	-	<b>71</b>	65
Went to Pharmacist / Chemist	-	<b>4</b>	4
Went to Primary Care Emergency Centre	-	<b>0</b>	2
Telephoned my own GP practice	-	<b>0</b>	4
Telephoned 999 for emergency services	-	<b>13</b>	6
Went to Hospital A&E / Casualty	-	<b>13</b>	15
Other	-	<b>0</b>	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	-	<b>22</b>	16
Pharmacist / Chemist	-	<b>9</b>	3
Primary Care Emergency Centre	-	<b>13</b>	15
Own GP practice	-	<b>4</b>	5
Home visit from a GP or Nurse	-	<b>4</b>	9
Ambulance paramedics	-	<b>13</b>	11
A&E / Casualty	-	<b>35</b>	35
Social care services	-	<b>0</b>	0
Other	-	<b>0</b>	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	81	<b>78</b>	80
It is too difficult for me to get time away from work during my practice opening hours	12	<b>13</b>	11
The opening hours are not convenient for me for another reason	3	<b>0</b>	2
I am not sure when my GP practice is open	5	<b>8</b>	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	47	<b>23</b>	43
There was no change in my ability to do my usual activities	33	<b>38</b>	23
I was less able to do my usual activities	13	<b>15</b>	19
It is too soon to say	7	<b>23</b>	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	56	<b>41</b>	51
It was about the same as before	30	<b>41</b>	35
It was worse than before	6	<b>3</b>	4
It is too soon to say	8	<b>16</b>	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/](http://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	11	<b>12.6</b>
Yes	76	<b>87.4</b>
	87	

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	4	<b>5.1</b>
2 - 4 times	32	<b>41.0</b>
5 - 10 times	26	<b>33.3</b>
More than 10 times	14	<b>17.9</b>
Can't remember / don't know	2	<b>2.6</b>
	78	



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	19	<b>24.7</b>
* Fairly easy	45	<b>58.4</b>
Not easy	13	<b>16.9</b>
<b>Percent Positive - This GP 83.1 %</b>	77	

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	56	<b>73.7</b>
* Fairly helpful	16	<b>21.1</b>
Not very helpful	2	<b>2.6</b>
Not at all helpful	2	<b>2.6</b>
<b>Percent Positive - This GP 94.7 %</b>	76	

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	17	<b>32.7</b>
* I saw or spoke to a doctor or nurse within 1 or 2 working days	13	<b>25.0</b>
I waited more than 2 working days to see or speak to a doctor or nurse	22	<b>42.3</b>
<b>Percent Positive - This GP 57.7 %</b>	52	

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	6	<b>27.3</b>
The times available in the next 2 days were not convenient for me	4	<b>18.2</b>
I was not offered a chance to see or speak to anyone within 2 working days	11	<b>50.0</b>
Another reason	1	<b>4.5</b>
	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	55	<b>88.7</b>
No	7	<b>11.3</b>
<b>Percent Positive - This GP 88.7 %</b>	62	

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	48	<b>68.6</b>
No	6	<b>8.6</b>
* I don't have a doctor I prefer to see	16	<b>22.9</b>
<b>Percent Positive - This GP 91.4 %</b>	70	

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	9	<b>11.4</b>
* Good	37	<b>46.8</b>
Fair	23	<b>29.1</b>
Poor	7	<b>8.9</b>
Very poor	3	<b>3.8</b>
<b>Percent Positive - This GP 58.2 %</b>	79	

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	11	<b>15.5</b>
* Good	47	<b>66.2</b>
Fair	10	<b>14.1</b>
Poor	2	<b>2.8</b>
Very poor	1	<b>1.4</b>
<b>Percent Positive - This GP 81.7 %</b>	71	

## 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	37	<b>46.8</b>
No, as it wasn't necessary	39	<b>49.4</b>
No, but I wanted to	3	<b>3.8</b>
	79	

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	8	<b>22.2</b>
* Good	17	<b>47.2</b>
Fair	7	<b>19.4</b>
Poor	1	<b>2.8</b>
Very poor	3	<b>8.3</b>
<b>Percent Positive - This GP 69.4 %</b>	36	

## 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	48	<b>60.8</b>
Yes, and I am not happy about it	12	<b>15.2</b>
No, other patients can't overhear	13	<b>16.5</b>
Don't know	6	<b>7.6</b>
	79	

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	58	<b>73.4</b>
* Fairly helpful	17	<b>21.5</b>
Not very helpful	3	<b>3.8</b>
Not at all helpful	1	<b>1.3</b>
<b>Percent Positive - This GP 94.9 %</b>	79	

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	62	<b>78.5</b>
It is too long	17	<b>21.5</b>
<b>Percent Positive - This GP 78.5 %</b>	79	

## 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	4	5.5
Yes	69	94.5
	73	

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	22	30.1
* Agree	38	52.1
Neither agree nor disagree	4	5.5
Disagree	7	9.6
Strongly disagree	2	2.7
<b>Percent Positive - This GP 82.2 %</b>	73	

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	21	28.8
* Agree	37	50.7
Neither agree nor disagree	8	11.0
Disagree	7	9.6
Strongly disagree	0	0.0
<b>Percent Positive - This GP 79.5 %</b>	73	

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	20	<b>27.0</b>
* Agree	32	<b>43.2</b>
Neither agree nor disagree	11	<b>14.9</b>
Disagree	7	<b>9.5</b>
Strongly disagree	4	<b>5.4</b>
<b>Percent Positive - This GP 70.3 %</b>	74	

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	20	<b>27.0</b>
* Agree	33	<b>44.6</b>
Neither agree nor disagree	12	<b>16.2</b>
Disagree	7	<b>9.5</b>
Strongly disagree	2	<b>2.7</b>
<b>Percent Positive - This GP 71.6 %</b>	74	

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	23	<b>31.5</b>
* Agree	28	<b>38.4</b>
Neither agree nor disagree	10	<b>13.7</b>
Disagree	7	<b>9.6</b>
Strongly disagree	5	<b>6.8</b>
<b>Percent Positive - This GP 69.9 %</b>	73	

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	20	<b>27.4</b>
* Agree	34	<b>46.6</b>
Neither agree nor disagree	10	<b>13.7</b>
Disagree	7	<b>9.6</b>
Strongly disagree	2	<b>2.7</b>
<b>Percent Positive - This GP 74.0 %</b>	73	

## 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	16	<b>20.8</b>
Yes	61	<b>79.2</b>
	77	

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	20	<b>31.7</b>
* Agree	42	<b>66.7</b>
Neither agree nor disagree	1	<b>1.6</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 98.4 %</b>	63	

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	19	<b>31.1</b>
* Agree	38	<b>62.3</b>
Neither agree nor disagree	1	<b>1.6</b>
Disagree	3	<b>4.9</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 93.4 %</b>	61	



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	16	<b>25.8</b>
* Agree	38	<b>61.3</b>
Neither agree nor disagree	5	<b>8.1</b>
Disagree	3	<b>4.8</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 87.1 %</b>	62	

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	17	<b>27.4</b>
* Agree	38	<b>61.3</b>
Neither agree nor disagree	6	<b>9.7</b>
Disagree	1	<b>1.6</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 88.7 %</b>	62	

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	23	<b>37.7</b>
* Agree	33	<b>54.1</b>
Neither agree nor disagree	3	<b>4.9</b>
Disagree	2	<b>3.3</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 91.8 %</b>	61	

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	25	<b>40.3</b>
* Agree	34	<b>54.8</b>
Neither agree nor disagree	2	<b>3.2</b>
Disagree	1	<b>1.6</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 95.2 %</b>	62	

## 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	<b>43.4</b>
Yes, to some extent	33	<b>43.4</b>
No, and I would like to be	10	<b>13.2</b>
<b>Percent Positive - This GP 43.4 %</b>	76	

## 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	9	<b>12.0</b>
Yes	66	<b>88.0</b>
	75	

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	32	<b>47.1</b>
* Agree	32	<b>47.1</b>
Neither agree nor disagree	4	<b>5.9</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 94.1 %</b>	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	26	<b>37.7</b>
* Agree	37	<b>53.6</b>
Neither agree nor disagree	4	<b>5.8</b>
Disagree	2	<b>2.9</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 91.3 %</b>	69	

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	23	<b>34.3</b>
* Agree	34	<b>50.7</b>
Neither agree nor disagree	7	<b>10.4</b>
Disagree	2	<b>3.0</b>
Strongly disagree	1	<b>1.5</b>
<b>Percent Positive - This GP 85.1 %</b>	67	

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

Patients who have had tests arranged by their GP practice in the past 12 months	n	%
* Strongly agree	22	<b>33.3</b>
* Agree	33	<b>50.0</b>
Neither agree nor disagree	7	<b>10.6</b>
Disagree	1	<b>1.5</b>
Strongly disagree	3	<b>4.5</b>
<b>Percent Positive - This GP 83.3 %</b>	66	

## 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	5	6.3
Yes	74	93.7
	79	

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	32	44.4
* Agree	36	50.0
Neither agree nor disagree	1	1.4
Disagree	3	4.2
Strongly disagree	0	0.0
<b>Percent Positive - This GP 94.4 %</b>	72	

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	34	47.2
* Agree	32	44.4
Neither agree nor disagree	6	8.3
Disagree	0	0.0
Strongly disagree	0	0.0
<b>Percent Positive - This GP 91.7 %</b>	72	

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	33	<b>45.2</b>
* Agree	40	<b>54.8</b>
Neither agree nor disagree	0	<b>0.0</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 100.0 %</b>	73	

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	23	<b>31.9</b>
* Agree	34	<b>47.2</b>
Neither agree nor disagree	11	<b>15.3</b>
Disagree	2	<b>2.8</b>
Strongly disagree	2	<b>2.8</b>
<b>Percent Positive - This GP 79.2 %</b>	72	

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	26	<b>36.1</b>
* Agree	36	<b>50.0</b>
Neither agree nor disagree	7	<b>9.7</b>
Disagree	0	<b>0.0</b>
Strongly disagree	3	<b>4.2</b>
<b>Percent Positive - This GP 86.1 %</b>	72	

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	35	<b>48.6</b>
* Agree	34	<b>47.2</b>
Neither agree nor disagree	2	<b>2.8</b>
Disagree	0	<b>0.0</b>
Strongly disagree	1	<b>1.4</b>
<b>Percent Positive - This GP 95.8 %</b>	72	



## 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		68	<b>89.5</b>
Yes		8	<b>10.5</b>
<b>Percent Positive - This GP 89.5 %</b>		76	

## 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	27	<b>35.5</b>
* Agree	40	<b>52.6</b>
Neither agree nor disagree	6	<b>7.9</b>
Disagree	0	<b>0.0</b>
Strongly disagree	3	<b>3.9</b>
<b>Percent Positive - This GP 88.2 %</b>	76	

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	26	<b>34.2</b>
* Agree	34	<b>44.7</b>
Neither agree nor disagree	11	<b>14.5</b>
Disagree	3	<b>3.9</b>
Strongly disagree	2	<b>2.6</b>
<b>Percent Positive - This GP 78.9 %</b>	76	

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	<b>26.0</b>
* Good	33	<b>42.9</b>
Fair	16	<b>20.8</b>
Poor	5	<b>6.5</b>
Very poor	3	<b>3.9</b>
<b>Percent Positive - This GP 68.8 %</b>	77	

## 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	<b>27.9</b>
No	62	<b>72.1</b>
	86	

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	<b>70.8</b>
Went to Pharmacist / Chemist	1	<b>4.2</b>
Went to Primary Care Emergency Centre	0	<b>0.0</b>
Telephoned my own GP practice	0	<b>0.0</b>
Telephoned 999 for emergency services	3	<b>12.5</b>
Went to Hospital A&E / Casualty	3	<b>12.5</b>
Other	0	<b>0.0</b>
	24	

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	5	<b>21.7</b>
Pharmacist / Chemist	2	<b>8.7</b>
Primary Care Emergency Centre	3	<b>13.0</b>
Own GP practice	1	<b>4.3</b>
Home visit from a GP or Nurse	1	<b>4.3</b>
Ambulance paramedics	3	<b>13.0</b>
A&E / Casualty	8	<b>34.8</b>
Social care services	0	<b>0.0</b>
Other	0	<b>0.0</b>
	23	

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	11	<b>50.0</b>
A Nurse	7	<b>31.8</b>
A Pharmacist	3	<b>13.6</b>
Someone else	1	<b>4.5</b>
	22	

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	7	<b>31.8</b>
* Agree	10	<b>45.5</b>
Neither agree nor disagree	3	<b>13.6</b>
Disagree	1	<b>4.5</b>
Strongly disagree	1	<b>4.5</b>
<b>Percent Positive - This GP 77.3 %</b>	22	

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	10	<b>45.5</b>
* Agree	8	<b>36.4</b>
Neither agree nor disagree	4	<b>18.2</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 81.8 %</b>	22	

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	<b>40.9</b>
* Agree	13	<b>59.1</b>
Neither agree nor disagree	0	<b>0.0</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 100.0 %</b>	22	

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	<b>39.1</b>
* Agree	14	<b>60.9</b>
Neither agree nor disagree	0	<b>0.0</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 100.0 %</b>	23	

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	<b>36.4</b>
* Agree	10	<b>45.5</b>
Neither agree nor disagree	4	<b>18.2</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 81.8 %</b>	22	

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	8	<b>36.4</b>
* Agree	12	<b>54.5</b>
Neither agree nor disagree	2	<b>9.1</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 90.9 %</b>	22	

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	<b>40.9</b>
* Agree	9	<b>40.9</b>
Neither agree nor disagree	2	<b>9.1</b>
Disagree	2	<b>9.1</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 81.8 %</b>	22	

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	<b>31.8</b>
* Good	13	<b>59.1</b>
Fair	2	<b>9.1</b>
Poor	0	<b>0.0</b>
Very poor	0	<b>0.0</b>
<b>Percent Positive - This GP 90.9 %</b>	22	

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	65	<b>78.3</b>
It is too difficult for me to get time away from work during my practice opening hours	11	<b>13.3</b>
The opening hours are not convenient for me for another reason	0	<b>0.0</b>
I am not sure when my GP practice is open	7	<b>8.4</b>
	83	



## 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	11	<b>12.2</b>
Yes, help for me with adaptations and/or equipment for my home	4	<b>4.4</b>
Yes, help for me for activities outside my home	3	<b>3.3</b>
Yes, help to look after someone else	1	<b>1.1</b>
No, not had any help but I feel that I needed it	4	<b>4.4</b>
No, not had any help	59	<b>65.6</b>
	90	

## 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	26	<b>30.6</b>
No	59	<b>69.4</b>
	85	

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	6	<b>23.1</b>
There was no change in my ability to do my usual activities	10	<b>38.5</b>
I was less able to do my usual activities	4	<b>15.4</b>
It is too soon to say	6	<b>23.1</b>
	26	

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	41	<b>49.4</b>
No	42	<b>50.6</b>
	83	

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	15	<b>40.5</b>
It was about the same as before	15	<b>40.5</b>
It was worse than before	1	<b>2.7</b>
It is too soon to say	6	<b>16.2</b>
	37	

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	13	<b>16.0</b>
No	68	<b>84.0</b>
	81	

## 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	70	<b>83.3</b>
Yes, up to 4 hours a week	4	<b>4.8</b>
Yes, 5 - 19 hours a week	5	<b>6.0</b>
Yes, 20 - 34 hours a week	0	<b>0.0</b>
Yes, 35 - 49 hours a week	1	<b>1.2</b>
Yes, 50 or more hours a week	4	<b>4.8</b>
	84	

## Demographics

Q46 - Are you male or female?

All patients	n	%
Male	41	<b>47.1</b>
Female	46	<b>52.9</b>
	87	

Q47 - What was your age on your last birthday?

All patients	n	%
17-34	7	<b>8.3</b>
35-49	11	<b>13.1</b>
50-64	23	<b>27.4</b>
65+	43	<b>51.2</b>
	84	

Q48 - How would you rate your health in general?

All patients	n	%
Good	36	<b>40.9</b>
Fair	45	<b>51.1</b>
Bad	7	<b>8.0</b>
	88	

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	19	<b>22.1</b>
Yes, limited a little	21	<b>24.4</b>
No	46	<b>53.5</b>
	86	

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

All patients	n	%
Very well	37	<b>42.0</b>
Quite well	43	<b>48.9</b>
Not very well	7	<b>8.0</b>
Not at all well	1	<b>1.1</b>
	88	

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	25	<b>28.4</b>
Good	32	<b>36.4</b>
Alright / neither good or bad	27	<b>30.7</b>
Bad	4	<b>4.5</b>
Very bad	0	<b>0.0</b>
	88	

## A National Statistics Publication for Scotland

The United Kingdom Statistics Authority has designated these statistics as National Statistics, in accordance with the Statistics and Registration Service Act 2007 and signifying compliance with the Code of Practice for Official Statistics.

Designation can be interpreted to mean that the statistics: meet identified user needs; are produced, managed and disseminated to high standards; and are explained well.

Further information about Official and National Statistics can be found on the UK Statistics Authority website at [www.statisticsauthority.gov.uk](http://www.statisticsauthority.gov.uk)

### Correspondence and enquiries

For enquiries about this publication please contact:

Emma Milburn,  
Health Analytical Services, Scottish Government  
Telephone: 0131 244 5910  
e-mail [patientexperience@gov.scot](mailto:patientexperience@gov.scot)

For general enquiries about Scottish Government statistics please contact:

Office of the Chief Statistician  
Telephone: 0131 244 0442  
e-mail [statistics.enquiries@gov.scot](mailto:statistics.enquiries@gov.scot)

### How to access background or source data

The technical report for this survey is available at: [www.gov.scot/stats/bulletins/01218](http://www.gov.scot/stats/bulletins/01218)

The data collected for this statistical bulletin may be made available on request, subject to consideration of legal and ethical factors. For further information please contact [patientexperience@gov.scot](mailto:patientexperience@gov.scot)

### Complaints and suggestions

If you are not satisfied with our service or have any comments or suggestions, please write to the Chief Statistician, 3WR, St Andrew's House, Edinburgh, EH1 3DG, Telephone: (0131) 244 0302, email [statistics.enquiries@gov.scot](mailto:statistics.enquiries@gov.scot)

If you would like to be consulted about statistical collections or receive notification of publications, please register your interest at [www.gov.scot/scotstat](http://www.gov.scot/scotstat)

Details of forthcoming publications can be found at [www.gov.scot/statistics](http://www.gov.scot/statistics)

### Crown Copyright

You may use or re-use this information (not including logos) free of charge in any format or medium, under the terms of the Open Government. See: [www.nationalarchives.gov.uk/doc/open-government-licence/](http://www.nationalarchives.gov.uk/doc/open-government-licence/)