

Health and Care Experience Survey 2015/16

Results for Bonnybank Medical Practice - Bonnybridge



**Bonnybank Medical Practice
Bonnybridge Health Centre
Larbert Road
Bonnybridge
FK4 1ED**

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Bonnybank Medical Practice - Bonnybridge

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

The survey was sent to 1,020 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

131 patients of Bonnybank Medical Practice - Bonnybridge sent in feedback on their experiences at the practice. Of the patients that answered questions about themselves:

- 41% were male and 59% were female;
- 16% were aged 17-34, 18% were aged 35-49, 31% were aged 50-64 and 35% were 65 and over;
- 60% 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	51%	-20^S
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Overall, how would you rate the arrangements for getting to see a nurse in your GP practice?

Arranging to see a nurse	72%	-10^S
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I am treated with compassion and understanding

Compassion and understanding	75%	-10^S
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Overall, how would you rate the care provided by your GP practice?

GP Practice Care	72%	-15^S
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Overall, how would you rate the care you experienced out of hours?

Out of Hours Care	80%	+9
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Notes on Interpretation

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

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

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

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

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

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

Differences which are statistically significant are marked with an S.

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

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

www.gov.scot/stats/bulletins/01218

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

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

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Your GP Practice: getting to see or speak to someone

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
It is easy to get through on the phone	119	31%	55%		14%	89%	89%	86%	-4%	+3%
Person answering the phone is helpful	118	57%	36%		7%	96%	93%	93%	+0%	-1%
Can see or speak to a doctor or nurse within 2 working days	100	53%	22%		25%	81%	84%	75%	-9%	-9% ^s
Able to book a doctors appointment 3 or more working days in advance	98	80%			20%	78%	71%	80%	+9%	+3%
Can usually see preferred doctor	119	74%			26%	83%	78%	74%	-4%	-7%
Overall arrangements for getting to see a doctor	119	15%	36%	23%	26%	66%	61%	51%	-10%	-20% ^s
Overall arrangements for getting to see a nurse	100	26%	46%	19%	9%	78%	58%	72%	+14%	-10% ^s

Your GP Practice: referrals

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Arrangements for getting to see other health and care services	68	21%	49%	19%	12%	-	65%	69%	+4%	-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	121	54%	40%		7%	96%	94%	93%	-1%	-0%
Time waiting to be seen at GP practice	117		62%		38%	74%	74%	62%	-12%	-24% ^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	114	37%	51%		9%	96%	90%	88%	-2%	-8% ^s
Patients feel that doctors have all the information they need to treat them	111	30%	53%	10%	7%	91%	84%	83%	-1%	-7%
Doctors take account of the things that matter to patients	112	26%	51%	17%		-	81%	77%	-4%	-10% ^s
Doctors talk in a way that helps patients to understand their condition and treatment	113	31%	51%	12%		89%	80%	82%	+2%	-8% ^s
Patients have confidence in doctors' ability to treat them	111	32%	49%	11%	9%	88%	80%	80%	+0%	-9% ^s
Patients have enough time with doctors	113	31%	56%		7%	93%	84%	87%	+3%	-1%

At your GP Practice - nurses

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Nurses listen to patients	91	36%	53%	11%		94%	95%	89%	-6%	-6%
Patients feel that nurses have all the information they need to treat them	90	33%	57%	8%		94%	86%	90%	+4%	-3%
Nurses take account of the things that matter to patients	90	34%	47%	18%		-	84%	81%	-3%	-9% ^s
Nurses talk in a way that helps patients to understand their condition and treatment	90	39%	50%	10%		91%	81%	89%	+8%	-2%
Patients have confidence in nurses' ability to treat them	90	41%	51%			93%	89%	92%	+3%	-2%
Patients have enough time with nurses	91	40%	54%			94%	88%	93%	+5%	-2%

At your GP practice - care and treatment

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Patients are involved as much as they want to be in decisions about their care and treatment	117	44%	48%	9%		-	52%	44%	-8%	-19% ^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	86	36%	58%			-	93%	94%	+1%	-1%
Patients are satisfied with the length of time they wait for results	85	29%	44%	9%	18%	-	74%	73%	-1%	-12% ^s
Patients are satisfied with the way they receive results	85	32%	38%	13%	18%	-	72%	69%	-3%	-11% ^s
Test results are explained to patients in a way they can understand	85	26%	47%	14%	13%	-	75%	73%	-2%	-8%

At your GP Practice - medicines

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Patients find it easy enough for them to get their medicines	106	50%	46%			96%	95%	96%	+1% ^{NT}	+0% ^{NT}
Patients know enough about what their medicines are for	106	41%	55%			99%	95%	95%	+0%	-1%
Patients know enough about how and when to take their medicines	106	45%	52%			99%	99%	97%	-1% ^{NT}	-1% ^{NT}
Patients know enough about side effects of medicines	106	32%	44%	12%	11%	81%	71%	76%	+5%	-6%
Patients know what to do if they have any problems with their medicines	106	35%	48%	8%	9%	90%	86%	83%	-3%	-6%
Patients take their prescription as they are supposed to	107	52%	47%			99%	96%	99%	+3% ^{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	117		87%		13%	-	91%	87%	-3%	-6% ^S

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	121	40%	49%	11%		90%	89%	88%	-0%	-3%
Patients are treated with compassion and understanding	118	31%	44%	19%		87%	79%	75%	-3%	-10% ^s
Rating of overall care provided by GP practice	121	28%	44%	19%	9%	86%	84%	72%	-12% ^s	-15% ^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	41	32%	49%	10%	10%	70%	73%	80%	+8%	+7%
Patients feel that people have all the information they need to treat them	40	30%	55%	10%	5%	73%	73%	85%	+12%	+7%
Patients feel that they are listened to	41	37%	54%	5%	4%	84%	76%	90%	+14% ^{NT}	+6% ^{NT}
Things are explained to patients in a way they can understand	41	34%	56%	7%	3%	81%	81%	90%	+9% ^{NT}	+4% ^{NT}
Patients feel that they were treated by the right people	41	34%	49%	10%	7%	-	-	83%	-	+3%
Patients feel they get the right treatment or advice	41	37%	51%	10%	3%	71%	76%	88%	+12%	+7%
Patients feel that people take account of the things that matter to them	39	33%	54%	13%	0%	-	71%	87%	+16%	+12% ^S
Rating of overall care provided out of hours	40	45%	35%	15%	5%	66%	73%	80%	+7%	+9%

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	56	59	57
Yes, and I am not happy about it	24	27	19
No, other patients can't overhear	15	12	17
Don't know	6	3	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	-	68	65
Went to Pharmacist / Chemist	-	0	4
Went to Primary Care Emergency Centre	-	0	2
Telephoned my own GP practice	-	0	4
Telephoned 999 for emergency services	-	3	6
Went to Hospital A&E / Casualty	-	21	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	-	18	16
Pharmacist / Chemist	-	0	3
Primary Care Emergency Centre	-	11	15
Own GP practice	-	3	5
Home visit from a GP or Nurse	-	3	9
Ambulance paramedics	-	5	11
A&E / Casualty	-	47	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	74	80
It is too difficult for me to get time away from work during my practice opening hours	16	14	11
The opening hours are not convenient for me for another reason	7	5	2
I am not sure when my GP practice is open	5	7	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	55	38	43
There was no change in my ability to do my usual activities	23	33	23
I was less able to do my usual activities	9	23	19
It is too soon to say	14	8	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	59	40	51
It was about the same as before	37	42	35
It was worse than before	0	9	4
It is too soon to say	4	9	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	9	6.9
Yes	122	93.1
	131	

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	5.8
2 - 4 times	51	42.1
5 - 10 times	38	31.4
More than 10 times	24	19.8
Can't remember / don't know	1	0.8
	121	

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	37	31.1
* Fairly easy	65	54.6
Not easy	17	14.3
Percent Positive - This GP 85.7 %	119	

Q4 - The last time you phoned the GP practice, how helpful was the person who answered?

Patients who have contacted their GP practice by phone in the last 12 months	n	%
* Very helpful	67	56.8
* Fairly helpful	43	36.4
Not very helpful	5	4.2
Not at all helpful	3	2.5
Percent Positive - This GP 93.2 %	118	

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	53	53.0
* I saw or spoke to a doctor or nurse within 1 or 2 working days	22	22.0
I waited more than 2 working days to see or speak to a doctor or nurse	25	25.0
Percent Positive - This GP 75.0 %	100	

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	5	19.2
The times available in the next 2 days were not convenient for me	1	3.8
I was not offered a chance to see or speak to anyone within 2 working days	15	57.7
Another reason	5	19.2
	26	

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	78	79.6
No	20	20.4
Percent Positive - This GP 79.6 %	98	

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	40.3
No	31	26.1
* I don't have a doctor I prefer to see	40	33.6
Percent Positive - This GP 73.9 %	119	

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	18	15.1
* Good	43	36.1
Fair	27	22.7
Poor	15	12.6
Very poor	16	13.4
Percent Positive - This GP 51.3 %	119	

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	26	26.0
* Good	46	46.0
Fair	19	19.0
Poor	6	6.0
Very poor	3	3.0
Percent Positive - This GP 72.0 %	100	

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	67	56.3
No, as it wasn't necessary	51	42.9
No, but I wanted to	1	0.8
	119	

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	14	20.6
* Good	33	48.5
Fair	13	19.1
Poor	7	10.3
Very poor	1	1.5
Percent Positive - This GP 69.1 %	68	

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	70	58.8
Yes, and I am not happy about it	32	26.9
No, other patients can't overhear	14	11.8
Don't know	3	2.5
	119	

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	65	53.7
* Fairly helpful	48	39.7
Not very helpful	8	6.6
Not at all helpful	0	0.0
Percent Positive - This GP 93.4 %	121	

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	73	62.4
It is too long	44	37.6
Percent Positive - This GP 62.4 %	117	

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	7	6.1
Yes	108	93.9
	115	

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	42	36.8
* Agree	58	50.9
Neither agree nor disagree	10	8.8
Disagree	3	2.6
Strongly disagree	1	0.9
Percent Positive - This GP 87.7 %	114	

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	33	29.7
* Agree	59	53.2
Neither agree nor disagree	11	9.9
Disagree	5	4.5
Strongly disagree	3	2.7
Percent Positive - This GP 82.9 %	111	

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	29	25.9
* Agree	57	50.9
Neither agree nor disagree	19	17.0
Disagree	4	3.6
Strongly disagree	3	2.7
Percent Positive - This GP 76.8 %	112	

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	35	31.0
* Agree	58	51.3
Neither agree nor disagree	14	12.4
Disagree	2	1.8
Strongly disagree	4	3.5
Percent Positive - This GP 82.3 %	113	

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	35	31.5
* Agree	54	48.6
Neither agree nor disagree	12	10.8
Disagree	7	6.3
Strongly disagree	3	2.7
Percent Positive - This GP 80.2 %	111	

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	35	31.0
* Agree	63	55.8
Neither agree nor disagree	7	6.2
Disagree	6	5.3
Strongly disagree	2	1.8
Percent Positive - This GP 86.7 %	113	

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	28	23.5
Yes	91	76.5
	119	

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	33	36.3
* Agree	48	52.7
Neither agree nor disagree	10	11.0
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 89.0 %	91	

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

Patients who have seen a nurse at their GP Practice in the last 12 months	n	%
* Strongly agree	30	33.3
* Agree	51	56.7
Neither agree nor disagree	7	7.8
Disagree	2	2.2
Strongly disagree	0	0.0
Percent Positive - This GP 90.0 %	90	

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	31	34.4
* Agree	42	46.7
Neither agree nor disagree	16	17.8
Disagree	1	1.1
Strongly disagree	0	0.0
Percent Positive - This GP 81.1 %	90	

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	35	38.9
* Agree	45	50.0
Neither agree nor disagree	9	10.0
Disagree	1	1.1
Strongly disagree	0	0.0
Percent Positive - This GP 88.9 %	90	

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

Patients who have seen a nurse at their GP Practice in the last 12 months	n	%
* Strongly agree	37	41.1
* Agree	46	51.1
Neither agree nor disagree	5	5.6
Disagree	2	2.2
Strongly disagree	0	0.0
Percent Positive - This GP 92.2 %	90	

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	36	39.6
* Agree	49	53.8
Neither agree nor disagree	4	4.4
Disagree	2	2.2
Strongly disagree	0	0.0
Percent Positive - This GP 93.4 %	91	

At your GP practice - care and treatment

Q17 - Are you involved as much as you want to be in decisions about your care and treatment?

Patients who have contacted their GP practice in the last 12 months	n	%
* Yes, definitely	51	43.6
Yes, to some extent	56	47.9
No, and I would like to be	10	8.5
Percent Positive - This GP 43.6 %	117	

Tests arranged by your GP practice

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

Patients who have contacted their GP practice in the last 12 months	n	%
No	35	29.9
Yes	82	70.1
	117	

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	31	36.0
* Agree	50	58.1
Neither agree nor disagree	4	4.7
Disagree	1	1.2
Strongly disagree	0	0.0
Percent Positive - This GP 94.2 %	86	

Q19b - Thinking about the last time you had a blood test, x-ray or any other test arranged by your GP practice, how much do you agree or disagree with each of the following: I was satisfied with the length of time I waited for my test results

Patients who have had tests arranged by their GP practice in the past 12 months	n	%
* Strongly agree	25	29.4
* Agree	37	43.5
Neither agree nor disagree	8	9.4
Disagree	13	15.3
Strongly disagree	2	2.4
Percent Positive - This GP 72.9 %	85	

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	27	31.8
* Agree	32	37.6
Neither agree nor disagree	11	12.9
Disagree	11	12.9
Strongly disagree	4	4.7
Percent Positive - This GP 69.4 %	85	

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

Patients who have had tests arranged by their GP practice in the past 12 months	n	%
* Strongly agree	22	25.9
* Agree	40	47.1
Neither agree nor disagree	12	14.1
Disagree	8	9.4
Strongly disagree	3	3.5
Percent Positive - This GP 72.9 %	85	

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	14	11.6
Yes	107	88.4
	121	

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	53	50.0
* Agree	49	46.2
Neither agree nor disagree	0	0.0
Disagree	4	3.8
Strongly disagree	0	0.0
Percent Positive - This GP 96.2 %	106	

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	43	40.6
* Agree	58	54.7
Neither agree nor disagree	4	3.8
Disagree	1	0.9
Strongly disagree	0	0.0
Percent Positive - This GP 95.3 %	106	

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	48	45.3
* Agree	55	51.9
Neither agree nor disagree	2	1.9
Disagree	1	0.9
Strongly disagree	0	0.0
Percent Positive - This GP 97.2 %	106	

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	34	32.1
* Agree	47	44.3
Neither agree nor disagree	13	12.3
Disagree	12	11.3
Strongly disagree	0	0.0
Percent Positive - This GP 76.4 %	106	

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	37	34.9
* Agree	51	48.1
Neither agree nor disagree	8	7.5
Disagree	10	9.4
Strongly disagree	0	0.0
Percent Positive - This GP 83.0 %	106	

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	56	52.3
* Agree	50	46.7
Neither agree nor disagree	1	0.9
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 99.1 %	107	

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	102	87.2
Yes	15	12.8
Percent Positive - This GP 87.2 %	117	

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	48	39.7
* Agree	59	48.8
Neither agree nor disagree	13	10.7
Disagree	1	0.8
Strongly disagree	0	0.0
Percent Positive - This GP 88.4 %	121	

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	37	31.4
* Agree	52	44.1
Neither agree nor disagree	23	19.5
Disagree	5	4.2
Strongly disagree	1	0.8
Percent Positive - This GP 75.4 %	118	

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	34	28.1
* Good	53	43.8
Fair	23	19.0
Poor	7	5.8
Very poor	4	3.3
Percent Positive - This GP 71.9 %	121	

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	41	32.3
No	86	67.7
	127	

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	26	68.4
Went to Pharmacist / Chemist	0	0.0
Went to Primary Care Emergency Centre	0	0.0
Telephoned my own GP practice	0	0.0
Telephoned 999 for emergency services	1	2.6
Went to Hospital A&E / Casualty	8	21.1
Other	3	7.9
	38	

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	7	18.4
Pharmacist / Chemist	0	0.0
Primary Care Emergency Centre	4	10.5
Own GP practice	1	2.6
Home visit from a GP or Nurse	1	2.6
Ambulance paramedics	2	5.3
A&E / Casualty	18	47.4
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	25	69.4
A Nurse	6	16.7
A Pharmacist	1	2.8
Someone else	4	11.1
	36	

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

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed	n	%
* Strongly agree	13	31.7
* Agree	20	48.8
Neither agree nor disagree	4	9.8
Disagree	2	4.9
Strongly disagree	2	4.9
Percent Positive - This GP 80.5 %	41	

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	12	30.0
* Agree	22	55.0
Neither agree nor disagree	4	10.0
Disagree	2	5.0
Strongly disagree	0	0.0
Percent Positive - This GP 85.0 %	40	

Q30c - Thinking of the service that you ended being treated or seen by, how much would you agree or disagree with the following about your experience? I felt I was listened to

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed	n	%
* Strongly agree	15	36.6
* Agree	22	53.7
Neither agree nor disagree	2	4.9
Disagree	2	4.9
Strongly disagree	0	0.0
Percent Positive - This GP 90.2 %	41	

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	14	34.1
* Agree	23	56.1
Neither agree nor disagree	3	7.3
Disagree	1	2.4
Strongly disagree	0	0.0
Percent Positive - This GP 90.2 %	41	

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

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed	n	%
* Strongly agree	14	34.1
* Agree	20	48.8
Neither agree nor disagree	4	9.8
Disagree	2	4.9
Strongly disagree	1	2.4
Percent Positive - This GP 82.9 %	41	

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	15	36.6
* Agree	21	51.2
Neither agree nor disagree	4	9.8
Disagree	1	2.4
Strongly disagree	0	0.0
Percent Positive - This GP 87.8 %	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	13	33.3
* Agree	21	53.8
Neither agree nor disagree	5	12.8
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 87.2 %	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	18	45.0
* Good	14	35.0
Fair	6	15.0
Poor	2	5.0
Very poor	0	0.0
Percent Positive - This GP 80.0 %	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	91	74.0
It is too difficult for me to get time away from work during my practice opening hours	17	13.8
The opening hours are not convenient for me for another reason	6	4.9
I am not sure when my GP practice is open	9	7.3
	123	

Care, support and help with everyday living

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

All Patients	n	%
Yes, help for me with personal and/or household tasks	15	11.5
Yes, help for me with adaptations and/or equipment for my home	10	7.6
Yes, help for me for activities outside my home	6	4.6
Yes, help to look after someone else	6	4.6
No, not had any help but I feel that I needed it	2	1.5
No, not had any help	96	73.3
	131	

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	17	70.8
No	7	29.2
	24	

Health and care effectiveness

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

All Patients	n	%
Yes	40	32.5
No	83	67.5
	123	

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	15	37.5
There was no change in my ability to do my usual activities	13	32.5
I was less able to do my usual activities	9	22.5
It is too soon to say	3	7.5
	40	

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

All Patients	n	%
Yes	79	63.2
No	46	36.8
	125	

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	31	40.3
It was about the same as before	32	41.6
It was worse than before	7	9.1
It is too soon to say	7	9.1
	77	

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

All Patients	n	%
Yes	17	13.7
No	107	86.3
	124	

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	101	84.9
Yes, up to 4 hours a week	7	5.9
Yes, 5 - 19 hours a week	2	1.7
Yes, 20 - 34 hours a week	0	0.0
Yes, 35 - 49 hours a week	1	0.8
Yes, 50 or more hours a week	8	6.7
	119	

Demographics

Q46 - Are you male or female?

All patients	n	%
Male	51	40.8
Female	74	59.2
	125	

Q47 - What was your age on your last birthday?

All patients	n	%
17-34	20	16.3
35-49	22	17.9
50-64	38	30.9
65+	43	35.0
	123	

Q48 - How would you rate your health in general?

All patients	n	%
Good	62	49.6
Fair	53	42.4
Bad	10	8.0
	125	

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	20	16.1
Yes, limited a little	30	24.2
No	74	59.7
	124	

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

All patients	n	%
Very well	62	49.6
Quite well	51	40.8
Not very well	11	8.8
Not at all well	1	0.8
	125	

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	48	38.4
Good	46	36.8
Alright / neither good or bad	27	21.6
Bad	3	2.4
Very bad	1	0.8
	125	

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