

Health and Care Experience Survey 2015/16

Results for Bourtreehill Medical Practice - Irvine



**Bourtreehill Medical Practice
The Health Centre
Cheviot Way
Irvine
KA11 1JU**

May 2016, Official Statistics



Bourtreehill Medical Practice - Irvine

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

The survey was sent to 1,176 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

132 patients of Bourtreehill Medical Practice - Irvine sent in feedback on their experiences at the practice. Of the patients that answered questions about themselves:

- 31% were male and 69% were female;
- 10% were aged 17-34, 18% were aged 35-49, 44% were aged 50-64 and 28% were 65 and over;
- 63% 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	64%	-7
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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	75%	-6
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I am treated with compassion and understanding

Compassion and understanding	87%	+2
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Overall, how would you rate the care provided by your GP practice?

GP Practice Care	88%	+1
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Overall, how would you rate the care you experienced out of hours?

Out of Hours Care	69%	-2
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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	121	22%	40%		37%	90%	85%	63%	-22% ^s	-20% ^s
Person answering the phone is helpful	121	73%			23%	98%	99%	96%	-3%	+1%
Can see or speak to a doctor or nurse within 2 working days	87	38%	32%		30%	86%	83%	70%	-12%	-14% ^s
Able to book a doctors appointment 3 or more working days in advance	90	79%			21%	95%	94%	79%	-15% ^s	+2%
Can usually see preferred doctor	123	63%			37%	81%	76%	63%	-13%	-18% ^s
Overall arrangements for getting to see a doctor	122	21%	43%	21%	15%	87%	79%	64%	-15% ^s	-7%
Overall arrangements for getting to see a nurse	110	30%	45%	18%		94%	93%	75%	-18% ^s	-6%

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	59	34%	46%		15%	-	85%	80%	-6%	+2%

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	124	65%	33%			98%	99%	98%	-1% ^{NT}	+4% ^{NT}
Time waiting to be seen at GP practice	123	91%	9%			90%	94%	91%	-3%	+5% ^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	115	57%	37%			94%	93%	95%	+1%	-0%
Patients feel that doctors have all the information they need to treat them	113	52%	41%	7%		89%	84%	93%	+9%	+3%
Doctors take account of the things that matter to patients	114	46%	42%	10%		-	86%	89%	+2%	+2%
Doctors talk in a way that helps patients to understand their condition and treatment	114	54%	40%			91%	88%	95%	+7%	+5% ^S
Patients have confidence in doctors' ability to treat them	114	54%	37%	8%		92%	89%	91%	+2%	+2%
Patients have enough time with doctors	114	50%	38%	7%		93%	92%	88%	-4%	-0%

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	103	52%	44%			94%	94%	96%	+2% ^{NT}	+1% ^{NT}
Patients feel that nurses have all the information they need to treat them	103	47%	48%			95%	90%	94%	+4%	+1%
Nurses take account of the things that matter to patients	103	47%	45%	8%		-	83%	91%	+8%	+1%
Nurses talk in a way that helps patients to understand their condition and treatment	103	50%	41%	9%		92%	87%	90%	+3%	-1%
Patients have confidence in nurses' ability to treat them	103	52%	44%			96%	92%	96%	+5% ^{NT}	+2% ^{NT}
Patients have enough time with nurses	103	50%	42%	7%		98%	99%	92%	-6% ^S	-3%

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	124	55%	40%			-	65%	55%	-10%	-7%

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	98	59%	39%			-	95%	98%	+3% ^{NT}	+2% ^{NT}
Patients are satisfied with the length of time they wait for results	97	37%	43%	8%	11%	-	85%	80%	-5%	-5%
Patients are satisfied with the way they receive results	97	39%	38%	13%	9%	-	80%	77%	-3%	-3%
Test results are explained to patients in a way they can understand	95	39%	42%	9%	9%	-	80%	81%	+1%	+0%

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	111	63%	32%			98%	96%	95%	-0%	-0%
Patients know enough about what their medicines are for	112	62%	35%			95%	94%	96%	+2% ^{NT}	-0% ^{NT}
Patients know enough about how and when to take their medicines	111	62%	38%			100%	97%	100%	+3% ^{NT}	+2% ^{NT}
Patients know enough about side effects of medicines	111	43%	38%	13%		86%	79%	81%	+2%	-1%
Patients know what to do if they have any problems with their medicines	111	47%	41%	8%		95%	87%	87%	+1%	-2%
Patients take their prescription as they are supposed to	111	66%	34%			98%	97%	100%	+3% ^{NT}	+2% ^{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	121		91%		9%	-	95%	91%	-4%	-2%

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	124	52%	40%	8%		94%	98%	92%	-6%	+0%
Patients are treated with compassion and understanding	124	43%	44%	11%		94%	94%	87%	-7%	+2%
Rating of overall care provided by GP practice	124	49%	39%	10%		95%	91%	88%	-3%	+1%

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	24%	61%	10%	7%	82%	83%	85%	+3%	+12% ^s
Patients feel that people have all the information they need to treat them	41	32%	49%	12%	7%	84%	77%	80%	+3%	+2%
Patients feel that they are listened to	41	34%	49%	10%	7%	91%	78%	83%	+5%	-1%
Things are explained to patients in a way they can understand	41	39%	49%	12%	0%	91%	78%	88%	+10%	+2%
Patients feel that they were treated by the right people	40	38%	40%	18%	4%	-	-	78%	-	-3%
Patients feel they get the right treatment or advice	42	36%	43%	14%	7%	89%	78%	79%	+0%	-2%
Patients feel that people take account of the things that matter to them	41	34%	37%	17%	12%	-	61%	71%	+10%	-5%
Rating of overall care provided out of hours	42	29%	40%	26%	5%	87%	74%	69%	-5%	-2%

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/

At your GP Practice

Q12 - In the reception area, can other patients overhear what you say to the staff?

Patients who have contacted their GP practice in the last 12 months	2013/14	2015/16	Scotland
Yes, but I don't mind	64	57	57
Yes, and I am not happy about it	16	22	19
No, other patients can't overhear	9	16	17
Don't know	11	5	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	-	65	65
Went to Pharmacist / Chemist	-	3	4
Went to Primary Care Emergency Centre	-	3	2
Telephoned my own GP practice	-	3	4
Telephoned 999 for emergency services	-	0	6
Went to Hospital A&E / Casualty	-	25	15
Other	-	3	3

Q28 - Which service did you end up being treated or seen by?

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed			
	2013/14	2015/16	Scotland
Got phone advice only from NHS 24	-	18	16
Pharmacist / Chemist	-	3	3
Primary Care Emergency Centre	-	13	15
Own GP practice	-	3	5
Home visit from a GP or Nurse	-	8	9
Ambulance paramedics	-	5	11
A&E / Casualty	-	41	35
Social care services	-	0	0
Other	-	10	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	79	77	80
It is too difficult for me to get time away from work during my practice opening hours	15	20	11
The opening hours are not convenient for me for another reason	1	2	2
I am not sure when my GP practice is open	5	1	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	48	32	43
There was no change in my ability to do my usual activities	22	51	23
I was less able to do my usual activities	9	11	19
It is too soon to say	22	5	15

Q41 - Thinking about the last time this happened, how would you describe the effect of the treatment on your pain or discomfort?

Patients who received NHS treatment or advice because of something that was causing them pain or discomfort	2013/14	2015/16	Scotland
It was better than before	50	46	51
It was about the same as before	30	40	35
It was worse than before	2	3	4
It is too soon to say	18	12	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	7	5.5
Yes	120	94.5
	127	

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	12	9.8
2 - 4 times	50	40.7
5 - 10 times	42	34.1
More than 10 times	16	13.0
Can't remember / don't know	3	2.4
	123	

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	27	22.3
* Fairly easy	49	40.5
Not easy	45	37.2
Percent Positive - This GP 62.8 %	121	

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	88	72.7
* Fairly helpful	28	23.1
Not very helpful	5	4.1
Not at all helpful	0	0.0
Percent Positive - This GP 95.9 %	121	

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	33	37.9
* I saw or spoke to a doctor or nurse within 1 or 2 working days	28	32.2
I waited more than 2 working days to see or speak to a doctor or nurse	26	29.9
Percent Positive - This GP 70.1 %	87	

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	10	38.5
The times available in the next 2 days were not convenient for me	5	19.2
I was not offered a chance to see or speak to anyone within 2 working days	9	34.6
Another reason	2	7.7
	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	71	78.9
No	19	21.1
Percent Positive - This GP 78.9 %	90	

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	43	35.0
No	45	36.6
* I don't have a doctor I prefer to see	35	28.5
Percent Positive - This GP 63.4 %	123	

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	26	21.3
* Good	52	42.6
Fair	26	21.3
Poor	13	10.7
Very poor	5	4.1
Percent Positive - This GP 63.9 %	122	

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	33	30.0
* Good	50	45.5
Fair	20	18.2
Poor	6	5.5
Very poor	1	0.9
Percent Positive - This GP 75.5 %	110	

Your GP Practice: referrals

Q10 - Has your GP practice referred you to see any other health or care services in the last 12 months?

Patients who have contacted their GP practice in the last 12 months	n	%
Yes	59	47.6
No, as it wasn't necessary	64	51.6
No, but I wanted to	1	0.8
	124	

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	20	33.9
* Good	27	45.8
Fair	9	15.3
Poor	3	5.1
Very poor	0	0.0
Percent Positive - This GP 79.7 %	59	

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	71	57.3
Yes, and I am not happy about it	27	21.8
No, other patients can't overhear	20	16.1
Don't know	6	4.8
	124	

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	80	64.5
* Fairly helpful	41	33.1
Not very helpful	3	2.4
Not at all helpful	0	0.0
Percent Positive - This GP 97.6 %	124	

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	112	91.1
It is too long	11	8.9
Percent Positive - This GP 91.1 %	123	

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	10	8.1
Yes	113	91.9
	123	

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	66	57.4
* Agree	43	37.4
Neither agree nor disagree	3	2.6
Disagree	2	1.7
Strongly disagree	1	0.9
Percent Positive - This GP 94.8 %	115	

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	59	52.2
* Agree	46	40.7
Neither agree nor disagree	8	7.1
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 92.9 %	113	

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	53	46.5
* Agree	48	42.1
Neither agree nor disagree	11	9.6
Disagree	1	0.9
Strongly disagree	1	0.9
Percent Positive - This GP 88.6 %	114	

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	62	54.4
* Agree	46	40.4
Neither agree nor disagree	5	4.4
Disagree	0	0.0
Strongly disagree	1	0.9
Percent Positive - This GP 94.7 %	114	

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	62	54.4
* Agree	42	36.8
Neither agree nor disagree	9	7.9
Disagree	0	0.0
Strongly disagree	1	0.9
Percent Positive - This GP 91.2 %	114	

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	57	50.0
* Agree	43	37.7
Neither agree nor disagree	8	7.0
Disagree	3	2.6
Strongly disagree	3	2.6
Percent Positive - This GP 87.7 %	114	

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	22	17.6
Yes	103	82.4
	125	

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	54	52.4
* Agree	45	43.7
Neither agree nor disagree	3	2.9
Disagree	1	1.0
Strongly disagree	0	0.0
Percent Positive - This GP 96.1 %	103	

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	48	46.6
* Agree	49	47.6
Neither agree nor disagree	6	5.8
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 94.2 %	103	

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	48	46.6
* Agree	46	44.7
Neither agree nor disagree	8	7.8
Disagree	1	1.0
Strongly disagree	0	0.0
Percent Positive - This GP 91.3 %	103	

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	51	49.5
* Agree	42	40.8
Neither agree nor disagree	9	8.7
Disagree	1	1.0
Strongly disagree	0	0.0
Percent Positive - This GP 90.3 %	103	

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	54	52.4
* Agree	45	43.7
Neither agree nor disagree	4	3.9
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 96.1 %	103	

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	52	50.5
* Agree	43	41.7
Neither agree nor disagree	7	6.8
Disagree	1	1.0
Strongly disagree	0	0.0
Percent Positive - This GP 92.2 %	103	

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	68	54.8
Yes, to some extent	49	39.5
No, and I would like to be	7	5.6
Percent Positive - This GP 54.8 %	124	

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	26	21.7
Yes	94	78.3
	120	

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	58	59.2
* Agree	38	38.8
Neither agree nor disagree	2	2.0
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 98.0 %	98	

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	36	37.1
* Agree	42	43.3
Neither agree nor disagree	8	8.2
Disagree	10	10.3
Strongly disagree	1	1.0
Percent Positive - This GP 80.4 %	97	

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

Patients who have had tests arranged by their GP practice in the past 12 months	n	%
* Strongly agree	38	39.2
* Agree	37	38.1
Neither agree nor disagree	13	13.4
Disagree	6	6.2
Strongly disagree	3	3.1
Percent Positive - This GP 77.3 %	97	

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	37	38.9
* Agree	40	42.1
Neither agree nor disagree	9	9.5
Disagree	6	6.3
Strongly disagree	3	3.2
Percent Positive - This GP 81.1 %	95	

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	12	9.6
Yes	113	90.4
	125	

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	70	63.1
* Agree	36	32.4
Neither agree nor disagree	3	2.7
Disagree	2	1.8
Strongly disagree	0	0.0
Percent Positive - This GP 95.5 %	111	

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	69	61.6
* Agree	39	34.8
Neither agree nor disagree	4	3.6
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 96.4 %	112	

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	69	62.2
* Agree	42	37.8
Neither agree nor disagree	0	0.0
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 100.0 %	111	

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	48	43.2
* Agree	42	37.8
Neither agree nor disagree	14	12.6
Disagree	7	6.3
Strongly disagree	0	0.0
Percent Positive - This GP 81.1 %	111	

Q21e - Thinking about the last time you were prescribed medicines, how much do you agree or disagree with each of the following: I would know what to do if I had any problems with my medicines

Patients who were prescribed medicines in the last 12 months	n	%
* Strongly agree	52	46.8
* Agree	45	40.5
Neither agree nor disagree	9	8.1
Disagree	5	4.5
Strongly disagree	0	0.0
Percent Positive - This GP 87.4 %	111	

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	73	65.8
* Agree	38	34.2
Neither agree nor disagree	0	0.0
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 100.0 %	111	

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	110	90.9
Yes	11	9.1
Percent Positive - This GP 90.9 %	121	

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	64	51.6
* Agree	50	40.3
Neither agree nor disagree	10	8.1
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 91.9 %	124	

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	53	42.7
* Agree	55	44.4
Neither agree nor disagree	14	11.3
Disagree	1	0.8
Strongly disagree	1	0.8
Percent Positive - This GP 87.1 %	124	

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	61	49.2
* Good	48	38.7
Fair	13	10.5
Poor	2	1.6
Very poor	0	0.0
Percent Positive - This GP 87.9 %	124	

Out of hours healthcare

Q26 - In the last 12 months, have you tried to get medical help, treatment or advice, for yourself or someone you were looking after, when your GP practice was closed (out of hours)?

All Patients	n	%
Yes	42	31.8
No	90	68.2
	132	

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	65.0
Went to Pharmacist / Chemist	1	2.5
Went to Primary Care Emergency Centre	1	2.5
Telephoned my own GP practice	1	2.5
Telephoned 999 for emergency services	0	0.0
Went to Hospital A&E / Casualty	10	25.0
Other	1	2.5
	40	

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	17.9
Pharmacist / Chemist	1	2.6
Primary Care Emergency Centre	5	12.8
Own GP practice	1	2.6
Home visit from a GP or Nurse	3	7.7
Ambulance paramedics	2	5.1
A&E / Casualty	16	41.0
Social care services	0	0.0
Other	4	10.3
	39	

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	31	75.6
A Nurse	4	9.8
A Pharmacist	2	4.9
Someone else	4	9.8
	41	

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	10	24.4
* Agree	25	61.0
Neither agree nor disagree	4	9.8
Disagree	1	2.4
Strongly disagree	1	2.4
Percent Positive - This GP 85.4 %	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	13	31.7
* Agree	20	48.8
Neither agree nor disagree	5	12.2
Disagree	2	4.9
Strongly disagree	1	2.4
Percent Positive - This GP 80.5 %	41	

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	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	

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	16	39.0
* Agree	20	48.8
Neither agree nor disagree	5	12.2
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 87.8 %	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	15	37.5
* Agree	16	40.0
Neither agree nor disagree	7	17.5
Disagree	2	5.0
Strongly disagree	0	0.0
Percent Positive - This GP 77.5 %	40	

Q30f - Thinking of the service that you ended being treated or seen by, how much would you agree or disagree with the following about your experience? I felt that I got the right treatment or advice

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed	n	%
* Strongly agree	15	35.7
* Agree	18	42.9
Neither agree nor disagree	6	14.3
Disagree	3	7.1
Strongly disagree	0	0.0
Percent Positive - This GP 78.6 %	42	

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	14	34.1
* Agree	15	36.6
Neither agree nor disagree	7	17.1
Disagree	4	9.8
Strongly disagree	1	2.4
Percent Positive - This GP 70.7 %	41	

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	12	28.6
* Good	17	40.5
Fair	11	26.2
Poor	1	2.4
Very poor	1	2.4
Percent Positive - This GP 69.0 %	42	

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	98	77.2
It is too difficult for me to get time away from work during my practice opening hours	25	19.7
The opening hours are not convenient for me for another reason	3	2.4
I am not sure when my GP practice is open	1	0.8
	127	

Care, support and help with everyday living

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

All Patients	n	%
Yes, help for me with personal and/or household tasks	7	5.3
Yes, help for me with adaptations and/or equipment for my home	11	8.3
Yes, help for me for activities outside my home	6	4.5
Yes, help to look after someone else	5	3.8
No, not had any help but I feel that I needed it	4	3.0
No, not had any help	102	77.3
	132	

Q34 - Did you get help from services provided by, for example, the Council, NHS, voluntary organisations, or private agencies – including services you paid for?

People who have received help or support with everyday living in the past 12 months	n	%
Yes	11	55.0
No	9	45.0
	20	

Health and care effectiveness

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

All Patients	n	%
Yes	37	28.5
No	93	71.5
	130	

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	12	32.4
There was no change in my ability to do my usual activities	19	51.4
I was less able to do my usual activities	4	10.8
It is too soon to say	2	5.4
	37	

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	69	53.5
No	60	46.5
	129	

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	45.6
It was about the same as before	27	39.7
It was worse than before	2	2.9
It is too soon to say	8	11.8
	68	

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	25	19.7
No	102	80.3
	127	

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	16	64.0
I felt about the same as before	8	32.0
I felt more depressed or anxious than before	0	0.0
It is too soon to say	1	4.0
	25	

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	111	85.4
Yes, up to 4 hours a week	5	3.8
Yes, 5 - 19 hours a week	3	2.3
Yes, 20 - 34 hours a week	2	1.5
Yes, 35 - 49 hours a week	1	0.8
Yes, 50 or more hours a week	8	6.2
	130	

Demographics

Q46 - Are you male or female?

All patients	n	%
Male	40	30.5
Female	91	69.5
	131	

Q47 - What was your age on your last birthday?

All patients	n	%
17-34	13	10.0
35-49	23	17.7
50-64	57	43.8
65+	37	28.5
	130	

Q48 - How would you rate your health in general?

All patients	n	%
Good	73	55.7
Fair	54	41.2
Bad	4	3.1
	131	

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	15.3
Yes, limited a little	29	22.1
No	82	62.6
	131	

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

All patients	n	%
Very well	67	51.1
Quite well	54	41.2
Not very well	10	7.6
Not at all well	0	0.0
	131	

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	57	43.5
Good	47	35.9
Alright / neither good or bad	22	16.8
Bad	5	3.8
Very bad	0	0.0
	131	

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