

Health and Care Experience Survey 2015/16

Results for Broomburn Medical Centre - Newton Mearns



**Broomburn Medical Centre
257 Mearns Road
Newton Mearns
Glasgow
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Broomburn Medical Centre - Newton Mearns

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

The survey was sent to 566 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

122 patients of Broomburn Medical Centre - Newton Mearns sent in feedback on their experiences at the practice. Of the patients that answered questions about themselves:

- 41% were male and 59% were female;
- 3% were aged 17-34, 13% were aged 35-49, 26% were aged 50-64 and 57% were 65 and over;
- 66% 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	87%	+15^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	94%	+12^S
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I am treated with compassion and understanding

Compassion and understanding	90%	+5
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Overall, how would you rate the care provided by your GP practice?

GP Practice Care	95%	+8^S
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Overall, how would you rate the care you experienced out of hours?

Out of Hours Care	68%	-4
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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	107	65%			34%	99%	98%	99%	+1% ^{NT}	+17% ^{NT}
Person answering the phone is helpful	107	77%			21%	97%	97%	98%	+2% ^{NT}	+4% ^{NT}
Can see or speak to a doctor or nurse within 2 working days	80	55%		25%	20%	82%	84%	80%	-4%	-4%
Able to book a doctors appointment 3 or more working days in advance	86	95%				97%	92%	95%	+4% ^{NT}	+19% ^{NT}
Can usually see preferred doctor	106	98%				93%	96%	98%	+3% ^{NT}	+17% ^{NT}
Overall arrangements for getting to see a doctor	112	46%		40%	12%	87%	84%	87%	+3%	+15% ^S
Overall arrangements for getting to see a nurse	96	49%		45%		94%	91%	94%	+3%	+12% ^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	76	41%		41%	13%	-	83%	82%	-1%	+4%

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	112	71%			28%	97%	93%	98%	+5% ^{NT}	+4% ^{NT}
Time waiting to be seen at GP practice	112	86%			14%	83%	83%	86%	+3%	-0%

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	106	62%		35%		96%	100%	97%	-3% ^{NT}	+2% ^{NT}
Patients feel that doctors have all the information they need to treat them	105	54%		39%		93%	92%	93%	+1%	+4%
Doctors take account of the things that matter to patients	103	55%		39%		-	94%	94%	+1%	+7% ^S
Doctors talk in a way that helps patients to understand their condition and treatment	104	57%		34%	9%	95%	92%	90%	-2%	+0%
Patients have confidence in doctors' ability to treat them	105	59%		36%		92%	90%	95%	+5%	+6% ^S
Patients have enough time with doctors	106	57%		38%		96%	95%	94%	-1%	+6% ^S

At your GP Practice - nurses

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Nurses listen to patients	76	61%		38%		97%	98%	99%	+0% ^{NT}	+3% ^{NT}
Patients feel that nurses have all the information they need to treat them	78	54%		42%		97%	97%	96%	-1% ^{NT}	+3% ^{NT}
Nurses take account of the things that matter to patients	77	53%		42%		-	97%	95%	-2% ^{NT}	+5% ^{NT}
Nurses talk in a way that helps patients to understand their condition and treatment	75	55%		40%		95%	95%	95%	-1% ^{NT}	+3% ^{NT}
Patients have confidence in nurses' ability to treat them	76	58%		37%		96%	100%	95%	-5% ^{NT}	+1% ^{NT}
Patients have enough time with nurses	76	58%		39%		96%	98%	97%	-1% ^{NT}	+2% ^{NT}

At your GP practice - care and treatment

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Patients are involved as much as they want to be in decisions about their care and treatment	110	73%		25%		-	72%	73%	+1%	+11% ^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	72	68%			31%	-	90%	99%	+9% ^{NT}	+3% ^{NT}
Patients are satisfied with the length of time they wait for results	74	41%	36%	9%	14%	-	79%	77%	-2%	-8%
Patients are satisfied with the way they receive results	71	46%	34%	8%	11%	-	81%	80%	-0%	-0%
Test results are explained to patients in a way they can understand	71	45%	37%	13%		-	81%	82%	+1%	+1%

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	90	73%			27%	96%	93%	100%	+7% ^{NT}	+4% ^{NT}
Patients know enough about what their medicines are for	91	70%			26%	98%	94%	97%	+3% ^{NT}	+0% ^{NT}
Patients know enough about how and when to take their medicines	89	73%			27%	100%	98%	100%	+2% ^{NT}	+2% ^{NT}
Patients know enough about side effects of medicines	88	51%	33%	13%		80%	80%	84%	+4%	+2%
Patients know what to do if they have any problems with their medicines	88	53%	43%			93%	88%	97%	+9% ^{NT}	+7% ^{NT}
Patients take their prescription as they are supposed to	91	67%			33%	94%	99%	100%	+1% ^{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	110	96%				-	94%	96%	+2% ^{NT}	+3% ^{NT}

At your GP practice - overall experience

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Patients are treated with respect	111	63%	32%			95%	96%	95%	-0%	+4% ^s
Patients are treated with compassion and understanding	108	59%	31%	9%		96%	86%	90%	+4%	+5%
Rating of overall care provided by GP practice	112	62%	33%			92%	94%	95%	+1%	+8% ^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	33	21%	52%	18%	9%	76%	75%	73%	-2%	-1%
Patients feel that people have all the information they need to treat them	30	27%	53%	13%	7%	82%	79%	80%	+1%	+2%
Patients feel that they are listened to	31	29%	58%	10%	3%	88%	82%	87%	+5% ^{NT}	+3% ^{NT}
Things are explained to patients in a way they can understand	31	29%	55%	13%	3%	88%	75%	84%	+9%	-2%
Patients feel that they were treated by the right people	31	29%	48%	16%	7%	-	-	77%	-	-3%
Patients feel they get the right treatment or advice	31	29%	45%	16%	10%	82%	68%	74%	+6%	-7%
Patients feel that people take account of the things that matter to them	31	29%	55%	10%	6%	-	71%	84%	+12%	+9%
Rating of overall care provided out of hours	31	19%	48%	26%	7%	73%	75%	68%	-7%	-4%

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	55	50	57
Yes, and I am not happy about it	12	6	19
No, other patients can't overhear	24	29	17
Don't know	9	15	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	-	6	4
Went to Primary Care Emergency Centre	-	6	2
Telephoned my own GP practice	-	0	4
Telephoned 999 for emergency services	-	6	6
Went to Hospital A&E / Casualty	-	6	15
Other	-	10	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	-	14	16
Pharmacist / Chemist	-	7	3
Primary Care Emergency Centre	-	14	15
Own GP practice	-	7	5
Home visit from a GP or Nurse	-	0	9
Ambulance paramedics	-	17	11
A&E / Casualty	-	28	35
Social care services	-	0	0
Other	-	14	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	84	88	80
It is too difficult for me to get time away from work during my practice opening hours	11	7	11
The opening hours are not convenient for me for another reason	0	3	2
I am not sure when my GP practice is open	4	3	6

Health and care effectiveness

Q39 - Thinking about the last time this happened, how would you describe the effect of the treatment on your ability to live your normal life?

Patients who received NHS treatment or advice because of something that was affecting their ability to do their usual activities - to live their normal life	2013/14	2015/16	Scotland
I was able to go back to most of my usual activities	35	37	43
There was no change in my ability to do my usual activities	35	30	23
I was less able to do my usual activities	9	17	19
It is too soon to say	22	17	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	37	58	51
It was about the same as before	58	29	35
It was worse than before	0	2	4
It is too soon to say	5	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	9	7.6
Yes	109	92.4
	118	

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	14	12.7
2 - 4 times	51	46.4
5 - 10 times	34	30.9
More than 10 times	10	9.1
Can't remember / don't know	1	0.9
	110	

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	70	65.4
* Fairly easy	36	33.6
Not easy	1	0.9
Percent Positive - This GP 99.1 %	107	

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	82	76.6
* Fairly helpful	23	21.5
Not very helpful	1	0.9
Not at all helpful	1	0.9
Percent Positive - This GP 98.1 %	107	

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	44	55.0
* I saw or spoke to a doctor or nurse within 1 or 2 working days	20	25.0
I waited more than 2 working days to see or speak to a doctor or nurse	16	20.0
Percent Positive - This GP 80.0 %	80	

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	82	95.3
No	4	4.7
Percent Positive - This GP 95.3 %	86	

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	88	83.0
No	2	1.9
* I don't have a doctor I prefer to see	16	15.1
Percent Positive - This GP 98.1 %	106	

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	52	46.4
* Good	45	40.2
Fair	13	11.6
Poor	2	1.8
Very poor	0	0.0
Percent Positive - This GP 86.6 %	112	

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	47	49.0
* Good	43	44.8
Fair	5	5.2
Poor	1	1.0
Very poor	0	0.0
Percent Positive - This GP 93.8 %	96	

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	76	68.5
No, as it wasn't necessary	35	31.5
No, but I wanted to	0	0.0
	111	

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	31	40.8
* Good	31	40.8
Fair	10	13.2
Poor	2	2.6
Very poor	2	2.6
Percent Positive - This GP 81.6 %	76	

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	56	50.0
Yes, and I am not happy about it	7	6.3
No, other patients can't overhear	32	28.6
Don't know	17	15.2
	112	

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	79	70.5
* Fairly helpful	31	27.7
Not very helpful	1	0.9
Not at all helpful	1	0.9
Percent Positive - This GP 98.2 %	112	

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	96	85.7
It is too long	16	14.3
Percent Positive - This GP 85.7 %	112	

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	3	2.8
Yes	103	97.2
	106	

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	62.3
* Agree	37	34.9
Neither agree nor disagree	3	2.8
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 97.2 %	106	

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	57	54.3
* Agree	41	39.0
Neither agree nor disagree	6	5.7
Disagree	1	1.0
Strongly disagree	0	0.0
Percent Positive - This GP 93.3 %	105	

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	57	55.3
* Agree	40	38.8
Neither agree nor disagree	5	4.9
Disagree	1	1.0
Strongly disagree	0	0.0
Percent Positive - This GP 94.2 %	103	

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	59	56.7
* Agree	35	33.7
Neither agree nor disagree	9	8.7
Disagree	1	1.0
Strongly disagree	0	0.0
Percent Positive - This GP 90.4 %	104	

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	59.0
* Agree	38	36.2
Neither agree nor disagree	4	3.8
Disagree	0	0.0
Strongly disagree	1	1.0
Percent Positive - This GP 95.2 %	105	

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	60	56.6
* Agree	40	37.7
Neither agree nor disagree	5	4.7
Disagree	1	0.9
Strongly disagree	0	0.0
Percent Positive - This GP 94.3 %	106	

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	33	29.7
Yes	78	70.3
	111	

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	46	60.5
* Agree	29	38.2
Neither agree nor disagree	1	1.3
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 98.7 %	76	

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	42	53.8
* Agree	33	42.3
Neither agree nor disagree	2	2.6
Disagree	1	1.3
Strongly disagree	0	0.0
Percent Positive - This GP 96.2 %	78	

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	41	53.2
* Agree	32	41.6
Neither agree nor disagree	4	5.2
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 94.8 %	77	

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	41	54.7
* Agree	30	40.0
Neither agree nor disagree	4	5.3
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 94.7 %	75	

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	44	57.9
* Agree	28	36.8
Neither agree nor disagree	4	5.3
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 94.7 %	76	

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	44	57.9
* Agree	30	39.5
Neither agree nor disagree	2	2.6
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 97.4 %	76	

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	80	72.7
Yes, to some extent	28	25.5
No, and I would like to be	2	1.8
Percent Positive - This GP 72.7 %	110	

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	38	35.2
Yes	70	64.8
	108	

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	49	68.1
* Agree	22	30.6
Neither agree nor disagree	1	1.4
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 98.6 %	72	

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	30	40.5
* Agree	27	36.5
Neither agree nor disagree	7	9.5
Disagree	10	13.5
Strongly disagree	0	0.0
Percent Positive - This GP 77.0 %	74	

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	33	46.5
* Agree	24	33.8
Neither agree nor disagree	6	8.5
Disagree	6	8.5
Strongly disagree	2	2.8
Percent Positive - This GP 80.3 %	71	

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	32	45.1
* Agree	26	36.6
Neither agree nor disagree	9	12.7
Disagree	4	5.6
Strongly disagree	0	0.0
Percent Positive - This GP 81.7 %	71	

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	20	18.0
Yes	91	82.0
	111	

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	66	73.3
* Agree	24	26.7
Neither agree nor disagree	0	0.0
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 100.0 %	90	

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	64	70.3
* Agree	24	26.4
Neither agree nor disagree	2	2.2
Disagree	1	1.1
Strongly disagree	0	0.0
Percent Positive - This GP 96.7 %	91	

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	65	73.0
* Agree	24	27.0
Neither agree nor disagree	0	0.0
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 100.0 %	89	

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	45	51.1
* Agree	29	33.0
Neither agree nor disagree	11	12.5
Disagree	2	2.3
Strongly disagree	1	1.1
Percent Positive - This GP 84.1 %	88	

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

Patients who were prescribed medicines in the last 12 months	n	%
* Strongly agree	47	53.4
* Agree	38	43.2
Neither agree nor disagree	3	3.4
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 96.6 %	88	

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	61	67.0
* Agree	30	33.0
Neither agree nor disagree	0	0.0
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 100.0 %	91	

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	106	96.4
Yes	4	3.6
Percent Positive - This GP 96.4 %	110	

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	70	63.1
* Agree	36	32.4
Neither agree nor disagree	4	3.6
Disagree	1	0.9
Strongly disagree	0	0.0
Percent Positive - This GP 95.5 %	111	

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	64	59.3
* Agree	33	30.6
Neither agree nor disagree	10	9.3
Disagree	1	0.9
Strongly disagree	0	0.0
Percent Positive - This GP 89.8 %	108	

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	69	61.6
* Good	37	33.0
Fair	6	5.4
Poor	0	0.0
Very poor	0	0.0
Percent Positive - This GP 94.6 %	112	

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	31	27.0
No	84	73.0
	115	

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	20	64.5
Went to Pharmacist / Chemist	2	6.5
Went to Primary Care Emergency Centre	2	6.5
Telephoned my own GP practice	0	0.0
Telephoned 999 for emergency services	2	6.5
Went to Hospital A&E / Casualty	2	6.5
Other	3	9.7
	31	

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	4	13.8
Pharmacist / Chemist	2	6.9
Primary Care Emergency Centre	4	13.8
Own GP practice	2	6.9
Home visit from a GP or Nurse	0	0.0
Ambulance paramedics	5	17.2
A&E / Casualty	8	27.6
Social care services	0	0.0
Other	4	13.8
	29	

Q29 - Who ended up providing most of your treatment or care?

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed	n	%
A Doctor	20	69.0
A Nurse	7	24.1
A Pharmacist	2	6.9
Someone else	0	0.0
	29	

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	21.2
* Agree	17	51.5
Neither agree nor disagree	6	18.2
Disagree	2	6.1
Strongly disagree	1	3.0
Percent Positive - This GP 72.7 %	33	

Q30b - Thinking of the service that you ended being treated or seen by, how much would you agree or disagree with the following about your experience? I felt that the person had all the information needed to treat me

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed	n	%
* Strongly agree	8	26.7
* Agree	16	53.3
Neither agree nor disagree	4	13.3
Disagree	2	6.7
Strongly disagree	0	0.0
Percent Positive - This GP 80.0 %	30	

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	29.0
* Agree	18	58.1
Neither agree nor disagree	3	9.7
Disagree	1	3.2
Strongly disagree	0	0.0
Percent Positive - This GP 87.1 %	31	

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	29.0
* Agree	17	54.8
Neither agree nor disagree	4	12.9
Disagree	1	3.2
Strongly disagree	0	0.0
Percent Positive - This GP 83.9 %	31	

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	9	29.0
* Agree	15	48.4
Neither agree nor disagree	5	16.1
Disagree	2	6.5
Strongly disagree	0	0.0
Percent Positive - This GP 77.4 %	31	

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

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed	n	%
* Strongly agree	9	29.0
* Agree	14	45.2
Neither agree nor disagree	5	16.1
Disagree	3	9.7
Strongly disagree	0	0.0
Percent Positive - This GP 74.2 %	31	

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	29.0
* Agree	17	54.8
Neither agree nor disagree	3	9.7
Disagree	2	6.5
Strongly disagree	0	0.0
Percent Positive - This GP 83.9 %	31	

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	6	19.4
* Good	15	48.4
Fair	8	25.8
Poor	1	3.2
Very poor	1	3.2
Percent Positive - This GP 67.7 %	31	

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	100	87.7
It is too difficult for me to get time away from work during my practice opening hours	8	7.0
The opening hours are not convenient for me for another reason	3	2.6
I am not sure when my GP practice is open	3	2.6
	114	

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	9	7.4
Yes, help for me with adaptations and/or equipment for my home	7	5.7
Yes, help for me for activities outside my home	3	2.5
Yes, help to look after someone else	4	3.3
No, not had any help but I feel that I needed it	0	0.0
No, not had any help	93	76.2
	122	

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	13	65.0
No	7	35.0
	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	29	26.1
No	82	73.9
	111	

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	11	36.7
There was no change in my ability to do my usual activities	9	30.0
I was less able to do my usual activities	5	16.7
It is too soon to say	5	16.7
	30	

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

All Patients	n	%
Yes	60	53.6
No	52	46.4
	112	

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	34	57.6
It was about the same as before	17	28.8
It was worse than before	1	1.7
It is too soon to say	7	11.9
	59	

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	14	12.5
No	98	87.5
	112	

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	99	87.6
Yes, up to 4 hours a week	5	4.4
Yes, 5 - 19 hours a week	7	6.2
Yes, 20 - 34 hours a week	0	0.0
Yes, 35 - 49 hours a week	0	0.0
Yes, 50 or more hours a week	2	1.8
	113	

Demographics

Q46 - Are you male or female?

All patients	n	%
Male	48	40.7
Female	70	59.3
	118	

Q47 - What was your age on your last birthday?

All patients	n	%
17-34	4	3.4
35-49	15	12.8
50-64	31	26.5
65+	67	57.3
	117	

Q48 - How would you rate your health in general?

All patients	n	%
Good	79	67.5
Fair	34	29.1
Bad	4	3.4
	117	

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	14	11.8
Yes, limited a little	26	21.8
No	79	66.4
	119	

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

All patients	n	%
Very well	76	64.4
Quite well	35	29.7
Not very well	6	5.1
Not at all well	1	0.8
	118	

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	65	55.1
Good	38	32.2
Alright / neither good or bad	14	11.9
Bad	0	0.0
Very bad	1	0.8
	118	

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