

# Health and Care Experience Survey 2015/16

## Results for Broughty Family Healthcare - Dundee



**Broughty Family Healthcare**  
**103 Brown Street**  
**Broughty Ferry**  
**Dundee**  
**DD5 1EP**

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### Broughty Family Healthcare - Dundee

This report gives a summary of the results of the Health and Care Experience Survey 2015/16 for Broughty Family Healthcare - Dundee.

The survey was sent to 451 people registered with the practice.

The survey asked questions about people's experiences during 2015/16 of making an appointment; visiting the GP practice; seeing staff; being prescribed medicines; out of hours healthcare; other care services; and being a carer. A copy of the survey is available at:

[www.gov.scot/Topics/Statistics/Browse/Health/GPPatientExperienceSurvey/HACE2015-16](http://www.gov.scot/Topics/Statistics/Browse/Health/GPPatientExperienceSurvey/HACE2015-16)

104 patients of Broughty Family Healthcare - Dundee sent in feedback on their experiences at the practice. Of the patients that answered questions about themselves:

- 48% were male and 52% were female;
- 3% were aged 17-34, 14% were aged 35-49, 33% were aged 50-64 and 50% were 65 and over;
- 64% did not have any limiting illness or disability.

The survey was commissioned by the Scottish Government as part of the Scottish Care Experience Survey Programme, which aims to use the public's experiences of health and care services to improve those services. The survey was managed by the Scottish Government in partnership with Information Services Division (ISD) of NHS National Services Scotland. The survey was carried out by a patient survey contractor, Quality Health Ltd.

The results of the survey will be used by GP practices, Health Boards, Health and Social Care Partnerships and the Scottish Government to improve the quality of health and care services in Scotland.

Results for some questions may be suppressed due to low number of responses. These are typically the questions relating to social care services and caring. Results for such questions can be found in the relevant Health and Social Care Partnership/Board Report.

National results for this survey and further details on the methods used to generate this report are available at:

[www.gov.scot/Topics/Statistics/Browse/Health/GPPatientExperienceSurvey/HACE2015-16](http://www.gov.scot/Topics/Statistics/Browse/Health/GPPatientExperienceSurvey/HACE2015-16)

## Summary of Results

This section provides the results for the five overarching questions where patients were asked to rate the care that they received overall. Positive scores for these questions are based on the combination of the 'Excellent' and 'Good' answers.

The difference between the percent positive score for the practice and the Scottish average is shown in the final column. Differences which are statistically significant are marked with an S.

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

<b>Arranging to see a doctor</b>	<b>44%</b>	<b>-27<sup>S</sup></b>
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Overall, how would you rate the arrangements for getting to see a nurse in your GP practice?

<b>Arranging to see a nurse</b>	<b>73%</b>	<b>-8</b>
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I am treated with compassion and understanding

<b>Compassion and understanding</b>	<b>76%</b>	<b>-9<sup>S</sup></b>
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Overall, how would you rate the care provided by your GP practice?

<b>GP Practice Care</b>	<b>84%</b>	<b>-3</b>
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Overall, how would you rate the care you experienced out of hours?

<b>Out of Hours Care</b>	<b>59%</b>	<b>-13</b>
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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](http://www.gov.scot/stats/bulletins/01218)

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

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

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

## Your GP Practice: getting to see or speak to someone

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
It is easy to get through on the phone	96	10%	39%		51%	76%	48%	49%	+1%	-33% <sup>s</sup>
Person answering the phone is helpful	96	43%	49%		8%	95%	87%	92%	+5%	-3%
Can see or speak to a doctor or nurse within 2 working days	75	75%	16%		9%	91%	90%	91%	+1%	+6%
Able to book a doctors appointment 3 or more working days in advance	76	55%		45%		57%	52%	55%	+3%	-21% <sup>s</sup>
Can usually see preferred doctor	99	71%		29%		79%	74%	71%	-3%	-10% <sup>s</sup>
Overall arrangements for getting to see a doctor	99	12%	32%	37%	18%	74%	56%	44%	-11%	-27% <sup>s</sup>
Overall arrangements for getting to see a nurse	82	21%	52%	23%		75%	72%	73%	+1%	-8%

## 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	61	18%	52%	26%		-	80%	70%	-9%	-7%

## 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	99	28%	57%		15%	91%	88%	85%	-3%	-9% <sup>s</sup>
Time waiting to be seen at GP practice	98		91%		9%	95%	93%	91%	-2%	+5%

## 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	87	54%	40%			93%	95%	94%	-1%	-1%
Patients feel that doctors have all the information they need to treat them	86	41%	42%	14%		89%	82%	83%	+1%	-7%
Doctors take account of the things that matter to patients	86	45%	41%	12%		-	80%	86%	+6%	-1%
Doctors talk in a way that helps patients to understand their condition and treatment	86	48%	41%	9%		85%	80%	88%	+8%	-2%
Patients have confidence in doctors' ability to treat them	86	50%	37%	9%		88%	81%	87%	+6%	-2%
Patients have enough time with doctors	86	48%	38%	8%		89%	85%	86%	+1%	-2%

## 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	80	54%	38%	9%		100%	94%	91%	-3%	-4%
Patients feel that nurses have all the information they need to treat them	80	45%	51%			98%	94%	96%	+2% <sup>NT</sup>	+3% <sup>NT</sup>
Nurses take account of the things that matter to patients	80	44%	41%	13%		-	90%	85%	-5%	-5%
Nurses talk in a way that helps patients to understand their condition and treatment	80	46%	39%	13%		97%	92%	85%	-7%	-6%
Patients have confidence in nurses' ability to treat them	80	50%	44%			100%	95%	94%	-2%	-0%
Patients have enough time with nurses	80	49%	49%			99%	99%	98%	-1% <sup>NT</sup>	+2% <sup>NT</sup>

## At your GP practice - care and treatment

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Patients are involved as much as they want to be in decisions about their care and treatment	96	57%	39%			-	53%	57%	+5%	-5%

## 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	78	55%	42%			-	99%	97%	-1% <sup>NT</sup>	+2% <sup>NT</sup>
Patients are satisfied with the length of time they wait for results	77	34%	47%		14%	-	91%	81%	-10%	-4%
Patients are satisfied with the way they receive results	76	30%	47%	11%	12%	-	88%	78%	-11%	-3%
Test results are explained to patients in a way they can understand	76	34%	42%	13%	11%	-	81%	76%	-5%	-4%



## 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	83	48%	49%			96%	96%	98%	+1% <sup>NT</sup>	+2% <sup>NT</sup>
Patients know enough about what their medicines are for	82	52%	43%			96%	98%	95%	-3% <sup>NT</sup>	-2% <sup>NT</sup>
Patients know enough about how and when to take their medicines	82	54%	46%			94%	99%	100%	+1% <sup>NT</sup>	+2% <sup>NT</sup>
Patients know enough about side effects of medicines	82	29%	40%	21%	10%	77%	83%	70%	-13% <sup>S</sup>	-13% <sup>S</sup>
Patients know what to do if they have any problems with their medicines	81	44%	44%			88%	94%	89%	-5%	-0%
Patients take their prescription as they are supposed to	83	59%	40%			96%	98%	99%	+1% <sup>NT</sup>	+1% <sup>NT</sup>

## At your GP practice - dealing with mistakes

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Patients believe a mistake was made in their treatment or care by their GP practice	99		91%		9%	-	93%	91%	-2%	-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	97	39%	43%	14%		89%	92%	82%	-10% <sup>s</sup>	-9% <sup>s</sup>
Patients are treated with compassion and understanding	93	37%	40%	19%		85%	77%	76%	-0%	-9% <sup>s</sup>
Rating of overall care provided by GP practice	98	35%	49%	14%		89%	84%	84%	-0%	-3%

## 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	28	14%	64%		18%	70%	83%	79%	-5%	+5%
Patients feel that people have all the information they need to treat them	27	19%	59%	11%	11%	84%	83%	78%	-5%	-0%
Patients feel that they are listened to	28	18%	64%	7%	11%	78%	86%	82%	-4%	-2%
Things are explained to patients in a way they can understand	28	21%	68%		7%	81%	83%	89%	+6% <sup>NT</sup>	+3% <sup>NT</sup>
Patients feel that they were treated by the right people	28	21%	61%	11%	7%	-	-	82%	-	+2%
Patients feel they get the right treatment or advice	28	21%	57%	7%	14%	76%	83%	79%	-5%	-2%
Patients feel that people take account of the things that matter to them	28	18%	46%	25%	11%	-	74%	64%	-10%	-11%
Rating of overall care provided out of hours	29	17%	41%	14%	28%	78%	74%	59%	-16%	-13%

## Caring responsibilities

	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
Carers have a good balance between caring and other things in their life	24	33%	25%	21%	21%	-	71%	58%	-13%	-10%
Caring has had a negative impact on carers' health and wellbeing	20	20%	25%	15%	40%	-	55%	45%	-10%	+5%
Carers have a say in the services provided for the person they look after	21	14%	52%	14%	19%	-	45%	67%	+22%	+17%
Local services are well coordinated for the people carers look after	20	10%	25%	45%	20%	-	50%	35%	-15%	-7%

## 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	54	<b>66</b>	57
Yes, and I am not happy about it	17	<b>19</b>	19
No, other patients can't overhear	21	<b>10</b>	17
Don't know	8	<b>5</b>	8

## Out of hours healthcare

Q27 - Thinking about the last time you tried to get help out of hours, which NHS service did you speak to or go to first?

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed			
	2013/14	2015/16	Scotland
Telephoned 111 for NHS 24	-	<b>82</b>	65
Went to Pharmacist / Chemist	-	<b>4</b>	4
Went to Primary Care Emergency Centre	-	<b>4</b>	2
Telephoned my own GP practice	-	<b>4</b>	4
Telephoned 999 for emergency services	-	<b>0</b>	6
Went to Hospital A&E / Casualty	-	<b>4</b>	15
Other	-	<b>4</b>	3

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

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed			
	2013/14	2015/16	Scotland
Got phone advice only from NHS 24	-	<b>11</b>	16
Pharmacist / Chemist	-	<b>0</b>	3
Primary Care Emergency Centre	-	<b>29</b>	15
Own GP practice	-	<b>4</b>	5
Home visit from a GP or Nurse	-	<b>18</b>	9
Ambulance paramedics	-	<b>21</b>	11
A&E / Casualty	-	<b>14</b>	35
Social care services	-	<b>0</b>	0
Other	-	<b>4</b>	6

Q32 - What do you think about the opening hours of your GP practice?

All Patients	2013/14	2015/16	Scotland
I am happy with the opening hours of my GP practice	75	<b>70</b>	80
It is too difficult for me to get time away from work during my practice opening hours	15	<b>20</b>	11
The opening hours are not convenient for me for another reason	4	<b>3</b>	2
I am not sure when my GP practice is open	6	<b>6</b>	6

## Health and care effectiveness

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

Patients who received NHS treatment or advice because of something that was affecting their ability to do their usual activities - to live their normal life	2013/14	2015/16	Scotland
I was able to go back to most of my usual activities	39	<b>27</b>	43
There was no change in my ability to do my usual activities	24	<b>33</b>	23
I was less able to do my usual activities	24	<b>23</b>	19
It is too soon to say	12	<b>17</b>	15

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

Patients who received NHS treatment or advice because of something that was causing them pain or discomfort	2013/14	2015/16	Scotland
It was better than before	47	<b>57</b>	51
It was about the same as before	46	<b>27</b>	35
It was worse than before	2	<b>7</b>	4
It is too soon to say	5	<b>9</b>	10



## Detailed Results for all Questions

This section shows a breakdown of responses for each question within the survey. The response categories that have been combined to calculate the percent positive score are indicated with an asterisk.

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

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

## Your GP Practice: getting to see or speak to someone

Q1 - Have you contacted the GP practice named on the enclosed letter in the last 12 months?

All patients	n	%
No	5	<b>4.9</b>
Yes	97	<b>95.1</b>
	102	

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	<b>7.1</b>
2 - 4 times	42	<b>42.4</b>
5 - 10 times	33	<b>33.3</b>
More than 10 times	17	<b>17.2</b>
Can't remember / don't know	0	<b>0.0</b>
	99	

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	10	<b>10.4</b>
* Fairly easy	37	<b>38.5</b>
Not easy	49	<b>51.0</b>
<b>Percent Positive - This GP 49.0 %</b>	96	

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	41	<b>42.7</b>
* Fairly helpful	47	<b>49.0</b>
Not very helpful	6	<b>6.3</b>
Not at all helpful	2	<b>2.1</b>
<b>Percent Positive - This GP 91.7 %</b>	96	

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	56	<b>74.7</b>
* I saw or spoke to a doctor or nurse within 1 or 2 working days	12	<b>16.0</b>
I waited more than 2 working days to see or speak to a doctor or nurse	7	<b>9.3</b>
<b>Percent Positive - This GP 90.7 %</b>	75	

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	42	<b>55.3</b>
No	34	<b>44.7</b>
<b>Percent Positive - This GP 55.3 %</b>	76	

Q8 - When you arrange to see a doctor at your GP practice can you usually see the doctor you prefer?

Patients who have contacted their GP practice in the last 12 months	n	%
* Yes	48	<b>48.5</b>
No	29	<b>29.3</b>
* I don't have a doctor I prefer to see	22	<b>22.2</b>
<b>Percent Positive - This GP 70.7 %</b>	99	

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	12	<b>12.1</b>
* Good	32	<b>32.3</b>
Fair	37	<b>37.4</b>
Poor	13	<b>13.1</b>
Very poor	5	<b>5.1</b>
<b>Percent Positive - This GP 44.4 %</b>	99	

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	17	<b>20.7</b>
* Good	43	<b>52.4</b>
Fair	19	<b>23.2</b>
Poor	2	<b>2.4</b>
Very poor	1	<b>1.2</b>
<b>Percent Positive - This GP 73.2 %</b>	82	

## 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	63	<b>63.6</b>
No, as it wasn't necessary	36	<b>36.4</b>
No, but I wanted to	0	<b>0.0</b>
	99	

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	11	<b>18.0</b>
* Good	32	<b>52.5</b>
Fair	16	<b>26.2</b>
Poor	1	<b>1.6</b>
Very poor	1	<b>1.6</b>
<b>Percent Positive - This GP 70.5 %</b>	61	

## 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	65	<b>65.7</b>
Yes, and I am not happy about it	19	<b>19.2</b>
No, other patients can't overhear	10	<b>10.1</b>
Don't know	5	<b>5.1</b>
	99	

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	28	<b>28.3</b>
* Fairly helpful	56	<b>56.6</b>
Not very helpful	11	<b>11.1</b>
Not at all helpful	4	<b>4.0</b>
<b>Percent Positive - This GP 84.8 %</b>	99	

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	89	<b>90.8</b>
It is too long	9	<b>9.2</b>
<b>Percent Positive - This GP 90.8 %</b>	98	

## 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	12	<b>12.5</b>
Yes	84	<b>87.5</b>
	96	

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	47	<b>54.0</b>
* Agree	35	<b>40.2</b>
Neither agree nor disagree	4	<b>4.6</b>
Disagree	0	<b>0.0</b>
Strongly disagree	1	<b>1.1</b>
<b>Percent Positive - This GP 94.3 %</b>	87	

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	35	<b>40.7</b>
* Agree	36	<b>41.9</b>
Neither agree nor disagree	12	<b>14.0</b>
Disagree	2	<b>2.3</b>
Strongly disagree	1	<b>1.2</b>
<b>Percent Positive - This GP 82.6 %</b>	86	

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	39	<b>45.3</b>
* Agree	35	<b>40.7</b>
Neither agree nor disagree	10	<b>11.6</b>
Disagree	1	<b>1.2</b>
Strongly disagree	1	<b>1.2</b>
<b>Percent Positive - This GP 86.0 %</b>	86	

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	41	<b>47.7</b>
* Agree	35	<b>40.7</b>
Neither agree nor disagree	8	<b>9.3</b>
Disagree	1	<b>1.2</b>
Strongly disagree	1	<b>1.2</b>
<b>Percent Positive - This GP 88.4 %</b>	86	

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	43	<b>50.0</b>
* Agree	32	<b>37.2</b>
Neither agree nor disagree	8	<b>9.3</b>
Disagree	2	<b>2.3</b>
Strongly disagree	1	<b>1.2</b>
<b>Percent Positive - This GP 87.2 %</b>	86	

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	41	<b>47.7</b>
* Agree	33	<b>38.4</b>
Neither agree nor disagree	5	<b>5.8</b>
Disagree	5	<b>5.8</b>
Strongly disagree	2	<b>2.3</b>
<b>Percent Positive - This GP 86.0 %</b>	86	



## 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	19	<b>19.2</b>
Yes	80	<b>80.8</b>
	99	

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	43	<b>53.8</b>
* Agree	30	<b>37.5</b>
Neither agree nor disagree	7	<b>8.8</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 91.3 %</b>	80	

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	36	<b>45.0</b>
* Agree	41	<b>51.3</b>
Neither agree nor disagree	3	<b>3.8</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 96.3 %</b>	80	

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	35	<b>43.8</b>
* Agree	33	<b>41.3</b>
Neither agree nor disagree	10	<b>12.5</b>
Disagree	2	<b>2.5</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 85.0 %</b>	80	

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	37	<b>46.3</b>
* Agree	31	<b>38.8</b>
Neither agree nor disagree	10	<b>12.5</b>
Disagree	2	<b>2.5</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 85.0 %</b>	80	

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	40	<b>50.0</b>
* Agree	35	<b>43.8</b>
Neither agree nor disagree	4	<b>5.0</b>
Disagree	1	<b>1.3</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 93.8 %</b>	80	

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	39	<b>48.8</b>
* Agree	39	<b>48.8</b>
Neither agree nor disagree	1	<b>1.3</b>
Disagree	1	<b>1.3</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 97.5 %</b>	80	

## 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	55	<b>57.3</b>
Yes, to some extent	37	<b>38.5</b>
No, and I would like to be	4	<b>4.2</b>
<b>Percent Positive - This GP 57.3 %</b>	96	

## 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	20	<b>20.8</b>
Yes	76	<b>79.2</b>
	96	

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	43	<b>55.1</b>
* Agree	33	<b>42.3</b>
Neither agree nor disagree	2	<b>2.6</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 97.4 %</b>	78	

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

Patients who have had tests arranged by their GP practice in the past 12 months	n	%
* Strongly agree	26	<b>33.8</b>
* Agree	36	<b>46.8</b>
Neither agree nor disagree	4	<b>5.2</b>
Disagree	5	<b>6.5</b>
Strongly disagree	6	<b>7.8</b>
<b>Percent Positive - This GP 80.5 %</b>	77	

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

Patients who have had tests arranged by their GP practice in the past 12 months	n	%
* Strongly agree	23	<b>30.3</b>
* Agree	36	<b>47.4</b>
Neither agree nor disagree	8	<b>10.5</b>
Disagree	4	<b>5.3</b>
Strongly disagree	5	<b>6.6</b>
<b>Percent Positive - This GP 77.6 %</b>	76	

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	26	<b>34.2</b>
* Agree	32	<b>42.1</b>
Neither agree nor disagree	10	<b>13.2</b>
Disagree	4	<b>5.3</b>
Strongly disagree	4	<b>5.3</b>
<b>Percent Positive - This GP 76.3 %</b>	76	

## 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	15	<b>15.2</b>
Yes	84	<b>84.8</b>
	99	

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	40	<b>48.2</b>
* Agree	41	<b>49.4</b>
Neither agree nor disagree	1	<b>1.2</b>
Disagree	1	<b>1.2</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 97.6 %</b>	83	

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	<b>52.4</b>
* Agree	35	<b>42.7</b>
Neither agree nor disagree	3	<b>3.7</b>
Disagree	1	<b>1.2</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 95.1 %</b>	82	

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	44	<b>53.7</b>
* Agree	38	<b>46.3</b>
Neither agree nor disagree	0	<b>0.0</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 100.0 %</b>	82	

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	24	<b>29.3</b>
* Agree	33	<b>40.2</b>
Neither agree nor disagree	17	<b>20.7</b>
Disagree	7	<b>8.5</b>
Strongly disagree	1	<b>1.2</b>
<b>Percent Positive - This GP 69.5 %</b>	82	



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	36	<b>44.4</b>
* Agree	36	<b>44.4</b>
Neither agree nor disagree	5	<b>6.2</b>
Disagree	3	<b>3.7</b>
Strongly disagree	1	<b>1.2</b>
<b>Percent Positive - This GP 88.9 %</b>	81	

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	49	<b>59.0</b>
* Agree	33	<b>39.8</b>
Neither agree nor disagree	0	<b>0.0</b>
Disagree	0	<b>0.0</b>
Strongly disagree	1	<b>1.2</b>
<b>Percent Positive - This GP 98.8 %</b>	83	

## 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	90	<b>90.9</b>
Yes	9	<b>9.1</b>
<b>Percent Positive - This GP 90.9 %</b>	99	

## 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	38	<b>39.2</b>
* Agree	42	<b>43.3</b>
Neither agree nor disagree	14	<b>14.4</b>
Disagree	2	<b>2.1</b>
Strongly disagree	1	<b>1.0</b>
<b>Percent Positive - This GP 82.5 %</b>	97	

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	34	<b>36.6</b>
* Agree	37	<b>39.8</b>
Neither agree nor disagree	18	<b>19.4</b>
Disagree	2	<b>2.2</b>
Strongly disagree	2	<b>2.2</b>
<b>Percent Positive - This GP 76.3 %</b>	93	

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	<b>34.7</b>
* Good	48	<b>49.0</b>
Fair	14	<b>14.3</b>
Poor	0	<b>0.0</b>
Very poor	2	<b>2.0</b>
<b>Percent Positive - This GP 83.7 %</b>	98	

## 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	29	<b>28.2</b>
No	74	<b>71.8</b>
	103	

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	23	<b>82.1</b>
Went to Pharmacist / Chemist	1	<b>3.6</b>
Went to Primary Care Emergency Centre	1	<b>3.6</b>
Telephoned my own GP practice	1	<b>3.6</b>
Telephoned 999 for emergency services	0	<b>0.0</b>
Went to Hospital A&E / Casualty	1	<b>3.6</b>
Other	1	<b>3.6</b>
	28	

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	3	<b>10.7</b>
Pharmacist / Chemist	0	<b>0.0</b>
Primary Care Emergency Centre	8	<b>28.6</b>
Own GP practice	1	<b>3.6</b>
Home visit from a GP or Nurse	5	<b>17.9</b>
Ambulance paramedics	6	<b>21.4</b>
A&E / Casualty	4	<b>14.3</b>
Social care services	0	<b>0.0</b>
Other	1	<b>3.6</b>
	28	

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	23	<b>88.5</b>
A Nurse	2	<b>7.7</b>
A Pharmacist	0	<b>0.0</b>
Someone else	1	<b>3.8</b>
	26	

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	4	<b>14.3</b>
* Agree	18	<b>64.3</b>
Neither agree nor disagree	1	<b>3.6</b>
Disagree	2	<b>7.1</b>
Strongly disagree	3	<b>10.7</b>
<b>Percent Positive - This GP 78.6 %</b>	28	

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	5	<b>18.5</b>
* Agree	16	<b>59.3</b>
Neither agree nor disagree	3	<b>11.1</b>
Disagree	2	<b>7.4</b>
Strongly disagree	1	<b>3.7</b>
<b>Percent Positive - This GP 77.8 %</b>	27	

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	5	<b>17.9</b>
* Agree	18	<b>64.3</b>
Neither agree nor disagree	2	<b>7.1</b>
Disagree	2	<b>7.1</b>
Strongly disagree	1	<b>3.6</b>
<b>Percent Positive - This GP 82.1 %</b>	28	

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	6	<b>21.4</b>
* Agree	19	<b>67.9</b>
Neither agree nor disagree	1	<b>3.6</b>
Disagree	1	<b>3.6</b>
Strongly disagree	1	<b>3.6</b>
<b>Percent Positive - This GP 89.3 %</b>	28	

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	6	<b>21.4</b>
* Agree	17	<b>60.7</b>
Neither agree nor disagree	3	<b>10.7</b>
Disagree	1	<b>3.6</b>
Strongly disagree	1	<b>3.6</b>
<b>Percent Positive - This GP 82.1 %</b>	28	

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	6	<b>21.4</b>
* Agree	16	<b>57.1</b>
Neither agree nor disagree	2	<b>7.1</b>
Disagree	3	<b>10.7</b>
Strongly disagree	1	<b>3.6</b>
<b>Percent Positive - This GP 78.6 %</b>	28	



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	5	<b>17.9</b>
* Agree	13	<b>46.4</b>
Neither agree nor disagree	7	<b>25.0</b>
Disagree	2	<b>7.1</b>
Strongly disagree	1	<b>3.6</b>
<b>Percent Positive - This GP 64.3 %</b>	28	

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	5	<b>17.2</b>
* Good	12	<b>41.4</b>
Fair	4	<b>13.8</b>
Poor	5	<b>17.2</b>
Very poor	3	<b>10.3</b>
<b>Percent Positive - This GP 58.6 %</b>	29	

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	69	<b>70.4</b>
It is too difficult for me to get time away from work during my practice opening hours	20	<b>20.4</b>
The opening hours are not convenient for me for another reason	3	<b>3.1</b>
I am not sure when my GP practice is open	6	<b>6.1</b>
	98	

## 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	12	<b>11.5</b>
Yes, help for me with adaptations and/or equipment for my home	13	<b>12.5</b>
Yes, help for me for activities outside my home	7	<b>6.7</b>
Yes, help to look after someone else	4	<b>3.8</b>
No, not had any help but I feel that I needed it	0	<b>0.0</b>
No, not had any help	81	<b>77.9</b>
	104	

## 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	<b>29.0</b>
No	71	<b>71.0</b>
	100	

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	8	<b>26.7</b>
There was no change in my ability to do my usual activities	10	<b>33.3</b>
I was less able to do my usual activities	7	<b>23.3</b>
It is too soon to say	5	<b>16.7</b>
	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	56	<b>56.0</b>
No	44	<b>44.0</b>
	100	

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	32	<b>57.1</b>
It was about the same as before	15	<b>26.8</b>
It was worse than before	4	<b>7.1</b>
It is too soon to say	5	<b>8.9</b>
	56	

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	<b>17.0</b>
No	83	<b>83.0</b>
	100	

## 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	78	<b>76.5</b>
Yes, up to 4 hours a week	8	<b>7.8</b>
Yes, 5 - 19 hours a week	3	<b>2.9</b>
Yes, 20 - 34 hours a week	2	<b>2.0</b>
Yes, 35 - 49 hours a week	3	<b>2.9</b>
Yes, 50 or more hours a week	8	<b>7.8</b>
	102	

Q45a - How much do you agree or disagree with the following about how you feel as a carer most of the time? I have a good balance between caring and other things in my life

People who act as carers	n	%
* Strongly agree	8	<b>33.3</b>
* Agree	6	<b>25.0</b>
Neither agree nor disagree	5	<b>20.8</b>
Disagree	4	<b>16.7</b>
Strongly disagree	1	<b>4.2</b>
<b>Percent Positive - This GP 58.3 %</b>	24	

Q45b - How much do you agree or disagree with the following about how you feel as a carer most of the time? Caring has had a negative impact on my health and wellbeing

People who act as carers	n	%
Strongly agree	4	<b>20.0</b>
Agree	4	<b>20.0</b>
Neither agree nor disagree	3	<b>15.0</b>
* Disagree	5	<b>25.0</b>
* Strongly disagree	4	<b>20.0</b>
<b>Percent Positive - This GP 45.0 %</b>	20	

Q45c - How much do you agree or disagree with the following about how you feel as a carer most of the time? I have a say in services provided for the person(s) I look after

People who act as carers	n	%
* Strongly agree	3	<b>14.3</b>
* Agree	11	<b>52.4</b>
Neither agree nor disagree	3	<b>14.3</b>
Disagree	4	<b>19.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 66.7 %</b>	21	

Q45d - How much do you agree or disagree with the following about how you feel as a carer most of the time? Local services are well coordinated for the person(s) I look after

People who act as carers	n	%
* Strongly agree	2	<b>10.0</b>
* Agree	5	<b>25.0</b>
Neither agree nor disagree	9	<b>45.0</b>
Disagree	1	<b>5.0</b>
Strongly disagree	3	<b>15.0</b>
<b>Percent Positive - This GP 35.0 %</b>	20	

## Demographics

Q46 - Are you male or female?

All patients	n	%
Male	50	<b>48.1</b>
Female	54	<b>51.9</b>
	104	

Q47 - What was your age on your last birthday?

All patients	n	%
17-34	3	<b>2.9</b>
35-49	14	<b>13.7</b>
50-64	34	<b>33.3</b>
65+	51	<b>50.0</b>
	102	

Q48 - How would you rate your health in general?

All patients	n	%
Good	62	<b>60.8</b>
Fair	33	<b>32.4</b>
Bad	7	<b>6.9</b>
	102	

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	12	<b>11.5</b>
Yes, limited a little	25	<b>24.0</b>
No	67	<b>64.4</b>
	104	

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

All patients	n	%
Very well	58	<b>55.8</b>
Quite well	38	<b>36.5</b>
Not very well	4	<b>3.8</b>
Not at all well	4	<b>3.8</b>
	104	

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	49	<b>47.6</b>
Good	35	<b>34.0</b>
Alright / neither good or bad	14	<b>13.6</b>
Bad	4	<b>3.9</b>
Very bad	1	<b>1.0</b>
	103	



## A National Statistics Publication for Scotland

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

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### How to access background or source data

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

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

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