

Health and Care Experience Survey 2015/16

Results for Unst Health Centre - Shetland



Unst Health Centre
Baltasound
Unst
ZE2 9DY

May 2016, Official Statistics



Unst Health Centre - Shetland

This report gives a summary of the results of the Health and Care Experience Survey 2015/16 for Unst Health Centre - Shetland.

The survey was sent to 422 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

114 patients of Unst Health Centre - Shetland sent in feedback on their experiences at the practice. Of the patients that answered questions about themselves:

- 41% were male and 59% were female;
- 4% were aged 17-34, 10% were aged 35-49, 29% were aged 50-64 and 57% were 65 and over;
- 60% did not have any limiting illness or disability.

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

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

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

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

www.gov.scot/Topics/Statistics/Browse/Health/GPPatientExperienceSurvey/HACE2015-16

Summary of Results

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

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

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

| | | |
|----------------------------------|-------------|-------------------------|
| Arranging to see a doctor | 100% | +29^{NT} |
|----------------------------------|-------------|-------------------------|

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

| | | |
|---------------------------------|-------------|-------------------------|
| Arranging to see a nurse | 100% | +18^{NT} |
|---------------------------------|-------------|-------------------------|

I am treated with compassion and understanding

| | | |
|-------------------------------------|------------|-------------------------|
| Compassion and understanding | 98% | +13^{NT} |
|-------------------------------------|------------|-------------------------|

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

| | | |
|-------------------------|------------|-------------------------|
| GP Practice Care | 98% | +11^{NT} |
|-------------------------|------------|-------------------------|

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 | 101 | 80% | | | 19% | 99% | 100% | 99% | -1% ^{NT} | +17% ^{NT} |
| Person answering the phone is helpful | 101 | 89% | | | 11% | 98% | 100% | 100% | +0% ^{NT} | +6% ^{NT} |
| Can see or speak to a doctor or nurse within 2 working days | 79 | 87% | | | 13% | 99% | 96% | 100% | +4% ^{NT} | +16% ^{NT} |
| Able to book a doctors appointment 3 or more working days in advance | 90 | 100% | | | | 100% | 100% | 100% | +0% ^{NT} | +24% ^{NT} |
| Can usually see preferred doctor | 91 | 97% | | | | 99% | 97% | 97% | -0% ^{NT} | +16% ^{NT} |
| Overall arrangements for getting to see a doctor | 102 | 75% | | | 25% | 100% | 94% | 100% | +6% ^{NT} | +29% ^{NT} |
| Overall arrangements for getting to see a nurse | 97 | 73% | | | 27% | 99% | 95% | 100% | +5% ^{NT} | +18% ^{NT} |

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 | 43 | 53% | | 37% | 7% | - | 94% | 91% | -3% ^{NT} | +13% ^{NT} |

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 | 103 | 83% | | | 17% | 99% | 100% | 100% | +0% ^{NT} | +6% ^{NT} |
| Time waiting to be seen at GP practice | 103 | 98% | | | | 97% | 91% | 98% | +7% ^{NT} | +12% ^{NT} |

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 | 96 | 71% | | | 28% | 97% | 97% | 99% | +2% ^{NT} | +4% ^{NT} |
| Patients feel that doctors have all the information they need to treat them | 96 | 61% | | | 34% | 92% | 84% | 96% | +12% ^{NT} | +6% ^{NT} |
| Doctors take account of the things that matter to patients | 95 | 68% | | | 28% | - | 89% | 97% | +8% ^{NT} | +10% ^{NT} |
| Doctors talk in a way that helps patients to understand their condition and treatment | 97 | 73% | | | 24% | 92% | 95% | 97% | +2% ^{NT} | +7% ^{NT} |
| Patients have confidence in doctors' ability to treat them | 93 | 73% | | | 24% | 89% | 92% | 97% | +5% ^{NT} | +7% ^{NT} |
| Patients have enough time with doctors | 96 | 71% | | | 28% | 99% | 97% | 99% | +2% ^{NT} | +11% ^{NT} |

At your GP Practice - nurses

| | Number of responses | Very Positive | Positive | Neutral | Negative | % Positive Practice 2011/12 | % Positive Practice 2013/14 | % Positive Practice 2015/16 | Change from 2013/14 | Difference from Scotland |
|--|---------------------|---------------|----------|---------|----------|-----------------------------|-----------------------------|-----------------------------|---------------------|--------------------------|
| Nurses listen to patients | 91 | 73% | | | 27% | 100% | 100% | 100% | +0% ^{NT} | +5% ^{NT} |
| Patients feel that nurses have all the information they need to treat them | 90 | 66% | | | 30% | 98% | 95% | 96% | +1% ^{NT} | +2% ^{NT} |
| Nurses take account of the things that matter to patients | 88 | 67% | | | 32% | - | 97% | 99% | +2% ^{NT} | +9% ^{NT} |
| Nurses talk in a way that helps patients to understand their condition and treatment | 90 | 70% | | | 28% | 99% | 98% | 98% | -1% ^{NT} | +7% ^{NT} |
| Patients have confidence in nurses' ability to treat them | 88 | 68% | | | 30% | 99% | 97% | 98% | +1% ^{NT} | +4% ^{NT} |
| Patients have enough time with nurses | 91 | 71% | | | 27% | 100% | 100% | 99% | -1% ^{NT} | +3% ^{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 | 99 | 79% | | | 20% | - | 81% | 79% | -2% | +17% ^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 | 81 | 74% | | | 26% | - | 100% | 100% | +0% ^{NT} | +4% ^{NT} |
| Patients are satisfied with the length of time they wait for results | 78 | 64% | | 22% | 8% | - | 82% | 86% | +4% | +1% |
| Patients are satisfied with the way they receive results | 76 | 64% | | 22% | 8% | - | 78% | 87% | +9% | +6% |
| Test results are explained to patients in a way they can understand | 78 | 65% | | 26% | | - | 88% | 91% | +3% | +10% ^S |

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 | 88 | 82% | | | 17% | 99% | 97% | 99% | +2% ^{NT} | +3% ^{NT} |
| Patients know enough about what their medicines are for | 89 | 81% | | | 17% | 100% | 97% | 98% | +1% ^{NT} | +1% ^{NT} |
| Patients know enough about how and when to take their medicines | 89 | 83% | | | 16% | 100% | 98% | 99% | +1% ^{NT} | +1% ^{NT} |
| Patients know enough about side effects of medicines | 87 | 67% | | 28% | | 92% | 88% | 94% | +6% | +12% ^S |
| Patients know what to do if they have any problems with their medicines | 88 | 75% | | | 24% | 96% | 95% | 99% | +4% ^{NT} | +10% ^{NT} |
| Patients take their prescription as they are supposed to | 89 | 81% | | | 18% | 100% | 97% | 99% | +2% ^{NT} | +1% ^{NT} |

At your GP practice - dealing with mistakes

| | Number of responses | Very Positive | Positive | Neutral | Negative | % Positive Practice 2011/12 | % Positive Practice 2013/14 | % Positive Practice 2015/16 | Change from 2013/14 | Difference from Scotland |
|---|---------------------|---------------|----------|---------|----------|-----------------------------|-----------------------------|-----------------------------|---------------------|--------------------------|
| Patients believe a mistake was made in their treatment or care by their GP practice | 100 | 95% | | | | - | 94% | 95% | +1% | +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 | 103 | 79% | | | 19% | 99% | 97% | 98% | +1% ^{NT} | +6% ^{NT} |
| Patients are treated with compassion and understanding | 99 | 81% | | | 17% | 98% | 95% | 98% | +3% ^{NT} | +13% ^{NT} |
| Rating of overall care provided by GP practice | 103 | 83% | | | 15% | 99% | 89% | 98% | +9% ^{NT} | +11% ^{NT} |

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 | 42 | 41 | 57 |
| Yes, and I am not happy about it | 9 | 7 | 19 |
| No, other patients can't overhear | 31 | 39 | 17 |
| Don't know | 18 | 14 | 8 |

Out of hours healthcare

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 | 89 | 96 | 80 |
| It is too difficult for me to get time away from work during my practice opening hours | 1 | 2 | 11 |
| The opening hours are not convenient for me for another reason | 5 | 1 | 2 |
| I am not sure when my GP practice is open | 4 | 1 | 6 |

Health and care effectiveness

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 | 70 | 70 | 51 |
| It was about the same as before | 24 | 22 | 35 |
| It was worse than before | 3 | 0 | 4 |
| It is too soon to say | 3 | 9 | 10 |

Detailed Results for all Questions

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

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

www.hace15.quality-health.co.uk/

Your GP Practice: getting to see or speak to someone

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

| All patients | n | % |
|--------------|-----|-------------|
| No | 11 | 9.9 |
| Yes | 100 | 90.1 |
| | 111 | |

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 | 8 | 7.8 |
| 2 - 4 times | 42 | 41.2 |
| 5 - 10 times | 24 | 23.5 |
| More than 10 times | 27 | 26.5 |
| Can't remember / don't know | 1 | 1.0 |
| | 102 | |

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 | 81 | 80.2 |
| * Fairly easy | 19 | 18.8 |
| Not easy | 1 | 1.0 |
| Percent Positive - This GP 99.0 % | 101 | |

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 | 90 | 89.1 |
| * Fairly helpful | 11 | 10.9 |
| Not very helpful | 0 | 0.0 |
| Not at all helpful | 0 | 0.0 |
| Percent Positive - This GP 100.0 % | 101 | |

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 | 69 | 87.3 |
| * I saw or spoke to a doctor or nurse within 1 or 2 working days | 10 | 12.7 |
| I waited more than 2 working days to see or speak to a doctor or nurse | 0 | 0.0 |
| Percent Positive - This GP 100.0 % | 79 | |

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 | 90 | 100.0 |
| No | 0 | 0.0 |
| Percent Positive - This GP 100.0 % | 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 | 57 | 62.6 |
| No | 3 | 3.3 |
| * I don't have a doctor I prefer to see | 31 | 34.1 |
| Percent Positive - This GP 96.7 % | 91 | |

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 | 77 | 75.5 |
| * Good | 25 | 24.5 |
| Fair | 0 | 0.0 |
| Poor | 0 | 0.0 |
| Very poor | 0 | 0.0 |
| Percent Positive - This GP 100.0 % | 102 | |

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 | 71 | 73.2 |
| * Good | 26 | 26.8 |
| Fair | 0 | 0.0 |
| Poor | 0 | 0.0 |
| Very poor | 0 | 0.0 |
| Percent Positive - This GP 100.0 % | 97 | |

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 | 43 | 41.7 |
| No, as it wasn't necessary | 60 | 58.3 |
| No, but I wanted to | 0 | 0.0 |
| | 103 | |

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 | 23 | 53.5 |
| * Good | 16 | 37.2 |
| Fair | 3 | 7.0 |
| Poor | 1 | 2.3 |
| Very poor | 0 | 0.0 |
| Percent Positive - This GP 90.7 % | 43 | |

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 | 42 | 40.8 |
| Yes, and I am not happy about it | 7 | 6.8 |
| No, other patients can't overhear | 40 | 38.8 |
| Don't know | 14 | 13.6 |
| | 103 | |

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 | 86 | 83.5 |
| * Fairly helpful | 17 | 16.5 |
| Not very helpful | 0 | 0.0 |
| Not at all helpful | 0 | 0.0 |
| Percent Positive - This GP 100.0 % | 103 | |

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 | 101 | 98.1 |
| It is too long | 2 | 1.9 |
| Percent Positive - This GP 98.1 % | 103 | |

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 | 6 | 6.4 |
| Yes | 88 | 93.6 |
| | 94 | |

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 | 68 | 70.8 |
| * Agree | 27 | 28.1 |
| Neither agree nor disagree | 1 | 1.0 |
| Disagree | 0 | 0.0 |
| Strongly disagree | 0 | 0.0 |
| Percent Positive - This GP 99.0 % | 96 | |

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 | 61.5 |
| * Agree | 33 | 34.4 |
| Neither agree nor disagree | 4 | 4.2 |
| Disagree | 0 | 0.0 |
| Strongly disagree | 0 | 0.0 |
| Percent Positive - This GP 95.8 % | 96 | |

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 | 65 | 68.4 |
| * Agree | 27 | 28.4 |
| Neither agree nor disagree | 3 | 3.2 |
| Disagree | 0 | 0.0 |
| Strongly disagree | 0 | 0.0 |
| Percent Positive - This GP 96.8 % | 95 | |

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 | 71 | 73.2 |
| * Agree | 23 | 23.7 |
| Neither agree nor disagree | 3 | 3.1 |
| Disagree | 0 | 0.0 |
| Strongly disagree | 0 | 0.0 |
| Percent Positive - This GP 96.9 % | 97 | |

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 | 68 | 73.1 |
| * Agree | 22 | 23.7 |
| Neither agree nor disagree | 2 | 2.2 |
| Disagree | 1 | 1.1 |
| Strongly disagree | 0 | 0.0 |
| Percent Positive - This GP 96.8 % | 93 | |

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 | 68 | 70.8 |
| * Agree | 27 | 28.1 |
| Neither agree nor disagree | 0 | 0.0 |
| Disagree | 0 | 0.0 |
| Strongly disagree | 1 | 1.0 |
| Percent Positive - This GP 99.0 % | 96 | |

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 | 12 | 12.2 |
| Yes | 86 | 87.8 |
| | 98 | |

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 | 66 | 72.5 |
| * Agree | 25 | 27.5 |
| Neither agree nor disagree | 0 | 0.0 |
| Disagree | 0 | 0.0 |
| Strongly disagree | 0 | 0.0 |
| Percent Positive - This GP 100.0 % | 91 | |

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

| Patients who have seen a nurse at their GP Practice in the last 12 months | n | % |
|---|----|-------------|
| * Strongly agree | 59 | 65.6 |
| * Agree | 27 | 30.0 |
| Neither agree nor disagree | 4 | 4.4 |
| Disagree | 0 | 0.0 |
| Strongly disagree | 0 | 0.0 |
| Percent Positive - This GP 95.6 % | 90 | |

Q16d - Thinking about the last time you saw a nurse at your GP practice, how much do you agree or disagree with each of the following?
The nurse took account of the things that matter to me

| Patients who have seen a nurse at their GP Practice in the last 12 months | n | % |
|---|----|-------------|
| * Strongly agree | 59 | 67.0 |
| * Agree | 28 | 31.8 |
| Neither agree nor disagree | 1 | 1.1 |
| Disagree | 0 | 0.0 |
| Strongly disagree | 0 | 0.0 |
| Percent Positive - This GP 98.9 % | 88 | |

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 | 63 | 70.0 |
| * Agree | 25 | 27.8 |
| Neither agree nor disagree | 2 | 2.2 |
| Disagree | 0 | 0.0 |
| Strongly disagree | 0 | 0.0 |
| Percent Positive - This GP 97.8 % | 90 | |

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

| Patients who have seen a nurse at their GP Practice in the last 12 months | n | % |
|---|----|-------------|
| * Strongly agree | 60 | 68.2 |
| * Agree | 26 | 29.5 |
| Neither agree nor disagree | 2 | 2.3 |
| Disagree | 0 | 0.0 |
| Strongly disagree | 0 | 0.0 |
| Percent Positive - This GP 97.7 % | 88 | |

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 | 65 | 71.4 |
| * Agree | 25 | 27.5 |
| Neither agree nor disagree | 0 | 0.0 |
| Disagree | 1 | 1.1 |
| Strongly disagree | 0 | 0.0 |
| Percent Positive - This GP 98.9 % | 91 | |

At your GP practice - care and treatment

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

| Patients who have contacted their GP practice in the last 12 months | n | % |
|---|----|-------------|
| * Yes, definitely | 78 | 78.8 |
| Yes, to some extent | 20 | 20.2 |
| No, and I would like to be | 1 | 1.0 |
| Percent Positive - This GP 78.8 % | 99 | |

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 | 21 | 20.8 |
| Yes | 80 | 79.2 |
| | 101 | |

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 | 60 | 74.1 |
| * Agree | 21 | 25.9 |
| Neither agree nor disagree | 0 | 0.0 |
| Disagree | 0 | 0.0 |
| Strongly disagree | 0 | 0.0 |
| Percent Positive - This GP 100.0 % | 81 | |

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 | 50 | 64.1 |
| * Agree | 17 | 21.8 |
| Neither agree nor disagree | 6 | 7.7 |
| Disagree | 4 | 5.1 |
| Strongly disagree | 1 | 1.3 |
| Percent Positive - This GP 85.9 % | 78 | |

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 | 49 | 64.5 |
| * Agree | 17 | 22.4 |
| Neither agree nor disagree | 6 | 7.9 |
| Disagree | 3 | 3.9 |
| Strongly disagree | 1 | 1.3 |
| Percent Positive - This GP 86.8 % | 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 | 51 | 65.4 |
| * Agree | 20 | 25.6 |
| Neither agree nor disagree | 5 | 6.4 |
| Disagree | 2 | 2.6 |
| Strongly disagree | 0 | 0.0 |
| Percent Positive - This GP 91.0 % | 78 | |

At your GP Practice - medicines

Q20 - Have you been prescribed medicines by your GP practice in the last 12 months?

| Patients who have contacted their GP practice in the last 12 months | n | % |
|---|----|-------------|
| No | 14 | 14.1 |
| Yes | 85 | 85.9 |
| | 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 | 72 | 81.8 |
| * Agree | 15 | 17.0 |
| Neither agree nor disagree | 0 | 0.0 |
| Disagree | 1 | 1.1 |
| Strongly disagree | 0 | 0.0 |
| Percent Positive - This GP 98.9 % | 88 | |

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 | 72 | 80.9 |
| * Agree | 15 | 16.9 |
| Neither agree nor disagree | 2 | 2.2 |
| Disagree | 0 | 0.0 |
| Strongly disagree | 0 | 0.0 |
| Percent Positive - This GP 97.8 % | 89 | |

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 | 74 | 83.1 |
| * Agree | 14 | 15.7 |
| Neither agree nor disagree | 0 | 0.0 |
| Disagree | 0 | 0.0 |
| Strongly disagree | 1 | 1.1 |
| Percent Positive - This GP 98.9 % | 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 | 58 | 66.7 |
| * Agree | 24 | 27.6 |
| Neither agree nor disagree | 4 | 4.6 |
| Disagree | 1 | 1.1 |
| Strongly disagree | 0 | 0.0 |
| Percent Positive - This GP 94.3 % | 87 | |

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 | 66 | 75.0 |
| * Agree | 21 | 23.9 |
| Neither agree nor disagree | 1 | 1.1 |
| Disagree | 0 | 0.0 |
| Strongly disagree | 0 | 0.0 |
| Percent Positive - This GP 98.9 % | 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 | 72 | 80.9 |
| * Agree | 16 | 18.0 |
| Neither agree nor disagree | 0 | 0.0 |
| Disagree | 1 | 1.1 |
| Strongly disagree | 0 | 0.0 |
| Percent Positive - This GP 98.9 % | 89 | |

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 | 95 | 95.0 |
| Yes | 5 | 5.0 |
| Percent Positive - This GP 95.0 % | 100 | |

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 | 81 | 78.6 |
| * Agree | 20 | 19.4 |
| Neither agree nor disagree | 2 | 1.9 |
| Disagree | 0 | 0.0 |
| Strongly disagree | 0 | 0.0 |
| Percent Positive - This GP 98.1 % | 103 | |

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 | 80 | 80.8 |
| * Agree | 17 | 17.2 |
| Neither agree nor disagree | 2 | 2.0 |
| Disagree | 0 | 0.0 |
| Strongly disagree | 0 | 0.0 |
| Percent Positive - This GP 98.0 % | 99 | |

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 | 86 | 83.5 |
| * Good | 15 | 14.6 |
| Fair | 2 | 1.9 |
| Poor | 0 | 0.0 |
| Very poor | 0 | 0.0 |
| Percent Positive - This GP 98.1 % | 103 | |

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 | 17 | 15.0 |
| No | 96 | 85.0 |
| | 113 | |

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 | 102 | 96.2 |
| It is too difficult for me to get time away from work during my practice opening hours | 2 | 1.9 |
| The opening hours are not convenient for me for another reason | 1 | 0.9 |
| I am not sure when my GP practice is open | 1 | 0.9 |
| | 106 | |

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 | 7.9 |
| Yes, help for me with adaptations and/or equipment for my home | 5 | 4.4 |
| Yes, help for me for activities outside my home | 4 | 3.5 |
| Yes, help to look after someone else | 2 | 1.8 |
| No, not had any help but I feel that I needed it | 1 | 0.9 |
| No, not had any help | 92 | 80.7 |
| | 114 | |

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 | 17 | 15.3 |
| No | 94 | 84.7 |
| | 111 | |

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 | 46 | 42.2 |
| No | 63 | 57.8 |
| | 109 | |

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 | 69.6 |
| It was about the same as before | 10 | 21.7 |
| It was worse than before | 0 | 0.0 |
| It is too soon to say | 4 | 8.7 |
| | 46 | |

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 | 10 | 9.8 |
| No | 92 | 90.2 |
| | 102 | |

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 | 100 | 92.6 |
| Yes, up to 4 hours a week | 2 | 1.9 |
| Yes, 5 - 19 hours a week | 3 | 2.8 |
| Yes, 20 - 34 hours a week | 0 | 0.0 |
| Yes, 35 - 49 hours a week | 1 | 0.9 |
| Yes, 50 or more hours a week | 2 | 1.9 |
| | 108 | |

Demographics

Q46 - Are you male or female?

| All patients | n | % |
|--------------|-----|-------------|
| Male | 47 | 41.2 |
| Female | 67 | 58.8 |
| | 114 | |

Q47 - What was your age on your last birthday?

| All patients | n | % |
|--------------|-----|-------------|
| 17-34 | 4 | 3.7 |
| 35-49 | 11 | 10.2 |
| 50-64 | 31 | 28.7 |
| 65+ | 62 | 57.4 |
| | 108 | |

Q48 - How would you rate your health in general?

| All patients | n | % |
|--------------|-----|-------------|
| Good | 74 | 64.9 |
| Fair | 35 | 30.7 |
| Bad | 5 | 4.4 |
| | 114 | |

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 | 13 | 11.5 |
| Yes, limited a little | 32 | 28.3 |
| No | 68 | 60.2 |
| | 113 | |

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

| All patients | n | % |
|-----------------|-----|-------------|
| Very well | 64 | 56.1 |
| Quite well | 47 | 41.2 |
| Not very well | 3 | 2.6 |
| Not at all well | 0 | 0.0 |
| | 114 | |

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 | 58 | 50.9 |
| Good | 34 | 29.8 |
| Alright / neither good or bad | 20 | 17.5 |
| Bad | 1 | 0.9 |
| Very bad | 1 | 0.9 |
| | 114 | |

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