

Health and Care Experience Survey 2015/16

Results for Townhead Practice - Montrose



**Townhead Practice
Links Health Centre
Frank Wood Way
Montrose
DD10 8TY**

May 2016, Official Statistics



Townhead Practice - Montrose

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

The survey was sent to 667 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

129 patients of Townhead Practice - Montrose sent in feedback on their experiences at the practice. Of the patients that answered questions about themselves:

- 40% were male and 60% were female;
- 6% were aged 17-34, 17% were aged 35-49, 34% were aged 50-64 and 44% 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

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	75%	+3
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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	90%	+9^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	92%	+5^S
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Overall, how would you rate the care you experienced out of hours?

Out of Hours Care	81%	+10
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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	108	32%	49%		19%	96%	90%	81%	-9%	-1%
Person answering the phone is helpful	106	63%	31%			99%	97%	94%	-2%	-0%
Can see or speak to a doctor or nurse within 2 working days	76	66%	21%		13%	81%	78%	87%	+8%	+2%
Able to book a doctors appointment 3 or more working days in advance	88	75%			25%	91%	86%	75%	-11%	-1%
Can usually see preferred doctor	114	85%			15%	79%	88%	85%	-3%	+4%
Overall arrangements for getting to see a doctor	111	23%	52%	20%		80%	72%	75%	+2%	+3%
Overall arrangements for getting to see a nurse	102	37%	53%		9%	86%	84%	90%	+6%	+9% ^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	53	26%	58%	8%	8%	-	82%	85%	+3%	+8%

At your GP Practice

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
The receptionists are helpful	112	54%	42%			98%	94%	96%	+3% ^{NT}	+3% ^{NT}
Time waiting to be seen at GP practice	112		73%		27%	81%	85%	73%	-11% ^S	-13% ^S

At your GP Practice - doctors

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Doctors listen to patients	106	58%	38%			97%	98%	96%	-2% ^{NT}	+1% ^{NT}
Patients feel that doctors have all the information they need to treat them	105	49%	45%			95%	88%	93%	+5%	+4%
Doctors take account of the things that matter to patients	105	49%	34%	13%		-	90%	83%	-7%	-4%
Doctors talk in a way that helps patients to understand their condition and treatment	106	53%	36%	10%		95%	94%	89%	-6%	-1%
Patients have confidence in doctors' ability to treat them	106	59%	34%			92%	93%	93%	+0%	+4%
Patients have enough time with doctors	105	58%	32%	8%		91%	89%	90%	+2%	+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	93	58%	40%			94%	96%	98%	+2% ^{NT}	+2% ^{NT}
Patients feel that nurses have all the information they need to treat them	94	55%	43%			92%	94%	98%	+4% ^{NT}	+5% ^{NT}
Nurses take account of the things that matter to patients	93	51%	42%			-	93%	92%	-1%	+3%
Nurses talk in a way that helps patients to understand their condition and treatment	93	53%	41%			93%	94%	94%	-0%	+2%
Patients have confidence in nurses' ability to treat them	94	59%	40%			96%	94%	99%	+5% ^{NT}	+5% ^{NT}
Patients have enough time with nurses	93	57%	42%			94%	95%	99%	+4% ^{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	105	65%	32%			-	57%	65%	+7%	+3%

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	80	53%	46%			-	94%	99%	+4% ^{NT}	+3% ^{NT}
Patients are satisfied with the length of time they wait for results	77	32%	49%	12%		-	83%	82%	-1%	-3%
Patients are satisfied with the way they receive results	78	41%	40%	14%		-	79%	81%	+2%	+0%
Test results are explained to patients in a way they can understand	78	38%	38%	18%		-	80%	77%	-3%	-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	98	61%			38%	96%	99%	99%	+0% ^{NT}	+3% ^{NT}
Patients know enough about what their medicines are for	98	55%			44%	98%	95%	99%	+4% ^{NT}	+2% ^{NT}
Patients know enough about how and when to take their medicines	97	62%			37%	97%	99%	99%	+0% ^{NT}	+1% ^{NT}
Patients know enough about side effects of medicines	95	41%	51%			86%	78%	92%	+14% ^S	+9% ^S
Patients know what to do if they have any problems with their medicines	97	46%	43%		9%	89%	88%	90%	+1%	+0%
Patients take their prescription as they are supposed to	97	65%			34%	99%	96%	99%	+3% ^{NT}	+1% ^{NT}

At your GP practice - dealing with mistakes

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Patients believe a mistake was made in their treatment or care by their GP practice	110	97%				-	98%	97%	-1% ^{NT}	+4% ^{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	52%	42%			91%	93%	95%	+2%	+3%
Patients are treated with compassion and understanding	109	48%	42%		9%	91%	86%	90%	+4%	+5%
Rating of overall care provided by GP practice	112	56%	36%		8%	94%	92%	92%	+0%	+5% ^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	30%	58%		9%	74%	84%	88%	+4% ^{NT}	+14% ^{NT}
Patients feel that people have all the information they need to treat them	32	34%	47%		16%	74%	80%	81%	+1%	+3%
Patients feel that they are listened to	30	40%	43%		13%	84%	88%	83%	-4%	-1%
Things are explained to patients in a way they can understand	32	41%	44%	9%		86%	84%	84%	+0%	-1%
Patients feel that they were treated by the right people	32	44%	44%		9%	-	-	88%	-	+7% ^{NT}
Patients feel they get the right treatment or advice	32	44%	38%		13%	75%	76%	81%	+5%	+0%
Patients feel that people take account of the things that matter to them	32	38%	47%		16%	-	76%	84%	+8%	+9%
Rating of overall care provided out of hours	32	28%	53%	9%	9%	68%	68%	81%	+13%	+10%

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	56	54	57
Yes, and I am not happy about it	8	14	19
No, other patients can't overhear	30	26	17
Don't know	6	6	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	-	67	65
Went to Pharmacist / Chemist	-	0	4
Went to Primary Care Emergency Centre	-	18	2
Telephoned my own GP practice	-	0	4
Telephoned 999 for emergency services	-	9	6
Went to Hospital A&E / Casualty	-	3	15
Other	-	3	3

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

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed			
	2013/14	2015/16	Scotland
Got phone advice only from NHS 24	-	10	16
Pharmacist / Chemist	-	0	3
Primary Care Emergency Centre	-	23	15
Own GP practice	-	7	5
Home visit from a GP or Nurse	-	3	9
Ambulance paramedics	-	20	11
A&E / Casualty	-	23	35
Social care services	-	0	0
Other	-	13	6

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

All Patients	2013/14	2015/16	Scotland
I am happy with the opening hours of my GP practice	84	82	80
It is too difficult for me to get time away from work during my practice opening hours	4	10	11
The opening hours are not convenient for me for another reason	4	0	2
I am not sure when my GP practice is open	8	8	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	30	35	43
There was no change in my ability to do my usual activities	40	26	23
I was less able to do my usual activities	15	16	19
It is too soon to say	15	23	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	58	47	51
It was about the same as before	30	29	35
It was worse than before	2	3	4
It is too soon to say	10	21	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	15	11.7
Yes	113	88.3
	128	

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	13	11.4
2 - 4 times	59	51.8
5 - 10 times	25	21.9
More than 10 times	15	13.2
Can't remember / don't know	2	1.8
	114	

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	35	32.4
* Fairly easy	53	49.1
Not easy	20	18.5
Percent Positive - This GP 81.5 %	108	

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

Patients who have contacted their GP Practice by phone in the last 12 months	n	%
* Very helpful	67	63.2
* Fairly helpful	33	31.1
Not very helpful	4	3.8
Not at all helpful	2	1.9
Percent Positive - This GP 94.3 %	106	

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	50	65.8
* I saw or spoke to a doctor or nurse within 1 or 2 working days	16	21.1
I waited more than 2 working days to see or speak to a doctor or nurse	10	13.2
Percent Positive - This GP 86.8 %	76	

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	66	75.0
No	22	25.0
Percent Positive - This GP 75.0 %	88	

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	73	64.0
No	17	14.9
* I don't have a doctor I prefer to see	24	21.1
Percent Positive - This GP 85.1 %	114	

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	25	22.5
* Good	58	52.3
Fair	22	19.8
Poor	4	3.6
Very poor	2	1.8
Percent Positive - This GP 74.8 %	111	

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	38	37.3
* Good	54	52.9
Fair	9	8.8
Poor	1	1.0
Very poor	0	0.0
Percent Positive - This GP 90.2 %	102	

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	53	47.3
No, as it wasn't necessary	57	50.9
No, but I wanted to	2	1.8
	112	

Q11 - Thinking about the last time your GP practice referred you to other health or care services, how would you rate the arrangements for getting to see other services?

Patients who had been referred to other health and care services by their GP practice in the last 12 months	n	%
* Excellent	14	26.4
* Good	31	58.5
Fair	4	7.5
Poor	3	5.7
Very poor	1	1.9
Percent Positive - This GP 84.9 %	53	

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	61	54.0
Yes, and I am not happy about it	16	14.2
No, other patients can't overhear	29	25.7
Don't know	7	6.2
	113	

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	61	54.5
* Fairly helpful	47	42.0
Not very helpful	3	2.7
Not at all helpful	1	0.9
Percent Positive - This GP 96.4 %	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	82	73.2
It is too long	30	26.8
Percent Positive - This GP 73.2 %	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	6	5.5
Yes	103	94.5
	109	

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	62	58.5
* Agree	40	37.7
Neither agree nor disagree	4	3.8
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 96.2 %	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	51	48.6
* Agree	47	44.8
Neither agree nor disagree	4	3.8
Disagree	3	2.9
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	51	48.6
* Agree	36	34.3
Neither agree nor disagree	14	13.3
Disagree	2	1.9
Strongly disagree	2	1.9
Percent Positive - This GP 82.9 %	105	

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	56	52.8
* Agree	38	35.8
Neither agree nor disagree	11	10.4
Disagree	0	0.0
Strongly disagree	1	0.9
Percent Positive - This GP 88.7 %	106	

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	63	59.4
* Agree	36	34.0
Neither agree nor disagree	2	1.9
Disagree	4	3.8
Strongly disagree	1	0.9
Percent Positive - This GP 93.4 %	106	

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	61	58.1
* Agree	34	32.4
Neither agree nor disagree	8	7.6
Disagree	2	1.9
Strongly disagree	0	0.0
Percent Positive - This GP 90.5 %	105	

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	17.0
Yes	93	83.0
	112	

Q16b - Thinking about the last time you saw a nurse at your GP practice, how much do you agree or disagree with each of the following?
The nurse listened to me

Patients who have seen a nurse at their GP Practice in the last 12 months	n	%
* Strongly agree	54	58.1
* Agree	37	39.8
Neither agree nor disagree	1	1.1
Disagree	1	1.1
Strongly disagree	0	0.0
Percent Positive - This GP 97.8 %	93	

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	52	55.3
* Agree	40	42.6
Neither agree nor disagree	2	2.1
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 97.9 %	94	

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	47	50.5
* Agree	39	41.9
Neither agree nor disagree	6	6.5
Disagree	1	1.1
Strongly disagree	0	0.0
Percent Positive - This GP 92.5 %	93	

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	49	52.7
* Agree	38	40.9
Neither agree nor disagree	6	6.5
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 93.5 %	93	

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	55	58.5
* Agree	38	40.4
Neither agree nor disagree	1	1.1
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 98.9 %	94	

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	53	57.0
* Agree	39	41.9
Neither agree nor disagree	1	1.1
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 98.9 %	93	

At your GP practice - care and treatment

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

Patients who have contacted their GP practice in the last 12 months	n	%
* Yes, definitely	68	64.8
Yes, to some extent	34	32.4
No, and I would like to be	3	2.9
Percent Positive - This GP 64.8 %	105	

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	33	30.6
Yes	75	69.4
	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	42	52.5
* Agree	37	46.3
Neither agree nor disagree	1	1.3
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 98.8 %	80	

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

Patients who have had tests arranged by their GP practice in the past 12 months	n	%
* Strongly agree	25	32.5
* Agree	38	49.4
Neither agree nor disagree	9	11.7
Disagree	5	6.5
Strongly disagree	0	0.0
Percent Positive - This GP 81.8 %	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	32	41.0
* Agree	31	39.7
Neither agree nor disagree	11	14.1
Disagree	3	3.8
Strongly disagree	1	1.3
Percent Positive - This GP 80.8 %	78	

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	30	38.5
* Agree	30	38.5
Neither agree nor disagree	14	17.9
Disagree	3	3.8
Strongly disagree	1	1.3
Percent Positive - This GP 76.9 %	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	16	14.2
Yes	97	85.8
	113	

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	60	61.2
* Agree	37	37.8
Neither agree nor disagree	1	1.0
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 99.0 %	98	

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	54	55.1
* Agree	43	43.9
Neither agree nor disagree	1	1.0
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 99.0 %	98	

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	60	61.9
* Agree	36	37.1
Neither agree nor disagree	0	0.0
Disagree	1	1.0
Strongly disagree	0	0.0
Percent Positive - This GP 99.0 %	97	

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	39	41.1
* Agree	48	50.5
Neither agree nor disagree	6	6.3
Disagree	2	2.1
Strongly disagree	0	0.0
Percent Positive - This GP 91.6 %	95	

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	45	46.4
* Agree	42	43.3
Neither agree nor disagree	9	9.3
Disagree	1	1.0
Strongly disagree	0	0.0
Percent Positive - This GP 89.7 %	97	

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	63	64.9
* Agree	33	34.0
Neither agree nor disagree	0	0.0
Disagree	1	1.0
Strongly disagree	0	0.0
Percent Positive - This GP 99.0 %	97	

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		107	97.3
Yes		3	2.7
Percent Positive - This GP 97.3 %		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	58	52.3
* Agree	47	42.3
Neither agree nor disagree	6	5.4
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 94.6 %	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	52	47.7
* Agree	46	42.2
Neither agree nor disagree	10	9.2
Disagree	1	0.9
Strongly disagree	0	0.0
Percent Positive - This GP 89.9 %	109	

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	63	56.3
* Good	40	35.7
Fair	9	8.0
Poor	0	0.0
Very poor	0	0.0
Percent Positive - This GP 92.0 %	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	32	25.4
No	94	74.6
	126	

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	22	66.7
Went to Pharmacist / Chemist	0	0.0
Went to Primary Care Emergency Centre	6	18.2
Telephoned my own GP practice	0	0.0
Telephoned 999 for emergency services	3	9.1
Went to Hospital A&E / Casualty	1	3.0
Other	1	3.0
	33	

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	10.0
Pharmacist / Chemist	0	0.0
Primary Care Emergency Centre	7	23.3
Own GP practice	2	6.7
Home visit from a GP or Nurse	1	3.3
Ambulance paramedics	6	20.0
A&E / Casualty	7	23.3
Social care services	0	0.0
Other	4	13.3
	30	

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	22	68.8
A Nurse	8	25.0
A Pharmacist	0	0.0
Someone else	2	6.3
	32	

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

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed	n	%
* Strongly agree	10	30.3
* Agree	19	57.6
Neither agree nor disagree	1	3.0
Disagree	3	9.1
Strongly disagree	0	0.0
Percent Positive - This GP 87.9 %	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	11	34.4
* Agree	15	46.9
Neither agree nor disagree	1	3.1
Disagree	5	15.6
Strongly disagree	0	0.0
Percent Positive - This GP 81.3 %	32	

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	12	40.0
* Agree	13	43.3
Neither agree nor disagree	1	3.3
Disagree	4	13.3
Strongly disagree	0	0.0
Percent Positive - This GP 83.3 %	30	

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	13	40.6
* Agree	14	43.8
Neither agree nor disagree	3	9.4
Disagree	2	6.3
Strongly disagree	0	0.0
Percent Positive - This GP 84.4 %	32	

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

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed	n	%
* Strongly agree	14	43.8
* Agree	14	43.8
Neither agree nor disagree	1	3.1
Disagree	3	9.4
Strongly disagree	0	0.0
Percent Positive - This GP 87.5 %	32	

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	14	43.8
* Agree	12	37.5
Neither agree nor disagree	2	6.3
Disagree	4	12.5
Strongly disagree	0	0.0
Percent Positive - This GP 81.3 %	32	

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	12	37.5
* Agree	15	46.9
Neither agree nor disagree	0	0.0
Disagree	5	15.6
Strongly disagree	0	0.0
Percent Positive - This GP 84.4 %	32	

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	9	28.1
* Good	17	53.1
Fair	3	9.4
Poor	2	6.3
Very poor	1	3.1
Percent Positive - This GP 81.3 %	32	

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	97	82.2
It is too difficult for me to get time away from work during my practice opening hours	12	10.2
The opening hours are not convenient for me for another reason	0	0.0
I am not sure when my GP practice is open	9	7.6
	118	

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	10	7.8
Yes, help for me with adaptations and/or equipment for my home	5	3.9
Yes, help for me for activities outside my home	3	2.3
Yes, help to look after someone else	5	3.9
No, not had any help but I feel that I needed it	3	2.3
No, not had any help	98	76.0
	129	

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	31	25.2
No	92	74.8
	123	

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

Patients who received NHS treatment or advice because of something that was affecting their ability to do their usual activities - to live their normal life	n	%
I was able to go back to most of my usual activities	11	35.5
There was no change in my ability to do my usual activities	8	25.8
I was less able to do my usual activities	5	16.1
It is too soon to say	7	22.6
	31	

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	58	47.5
No	64	52.5
	122	

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	27	46.6
It was about the same as before	17	29.3
It was worse than before	2	3.4
It is too soon to say	12	20.7
	58	

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	8.1
No	113	91.9
	123	

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	108	87.8
Yes, up to 4 hours a week	4	3.3
Yes, 5 - 19 hours a week	4	3.3
Yes, 20 - 34 hours a week	3	2.4
Yes, 35 - 49 hours a week	1	0.8
Yes, 50 or more hours a week	3	2.4
	123	

Demographics

Q46 - Are you male or female?

All patients	n	%
Male	50	40.0
Female	75	60.0
	125	

Q47 - What was your age on your last birthday?

All patients	n	%
17-34	7	5.6
35-49	21	16.9
50-64	42	33.9
65+	54	43.5
	124	

Q48 - How would you rate your health in general?

All patients	n	%
Good	82	65.6
Fair	39	31.2
Bad	4	3.2
	125	

Q50 - Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

All patients	n	%
Yes, limited a lot	13	10.7
Yes, limited a little	31	25.6
No	77	63.6
	121	

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

All patients	n	%
Very well	71	56.3
Quite well	53	42.1
Not very well	2	1.6
Not at all well	0	0.0
	126	

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	62	49.2
Good	50	39.7
Alright / neither good or bad	12	9.5
Bad	2	1.6
Very bad	0	0.0
	126	

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