

Health and Care Experience Survey 2015/16

Results for West Dunbartonshire Health and Social Care Partnership



May 2016, Official Statistics



West Dunbartonshire Health and Social Care Partnership

This report gives a summary of the results of the Health and Care Experience Survey 2015/16 for West Dunbartonshire Health and Social Care Partnership.

The survey was sent to 13,014 people registered with GP practices in the area.

The survey asks about people's experiences of accessing and using primary care services and was widened in 2013/14 to include aspects of care, support and caring to support the principles underpinning the integration of health and care in Scotland outlined in the Public Bodies (Joint Working) (Scotland) Act 2014.

A copy of the survey is available at:

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

1,877 patients of West Dunbartonshire Health and Social Care Partnership sent in feedback on their experiences at the practice. Of the patients that answered questions about themselves:

- 41% were male and 59% were female;
- 10% were aged 17-34, 15% were aged 35-49, 34% were aged 50-64 and 42% were 65 and over;
- 61% 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.

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 those questions which align to the Health and Social Care Indicators.

The difference between the percent positive score for the H&SCP and the Scottish average is shown in the final column. 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.

| | | |
|---|-----|------------------|
| I am able to look after my own health | 93% | -1 * |
| Service users are supported to live as independently as possible | 89% | +5 |
| Service users have a say in how their help, care or support is provided | 82% | +3 |
| Service users' health and care services seem to be well coordinated | 85% | +10 ^S |
| Rating of overall help, care or support services | 88% | +7 ^S |
| Rating of overall care provided by GP practice | 89% | +2 ^S |
| The help, care or support improves service users' quality of life | 86% | +2 |
| Carers feels supported to continue caring | 42% | +1 |
| Service users feel safe | 87% | +3 |

*Please note that measure "I am able to look after my own health" has not been subject to significance testing.

Top Five and Bottom Five Results

The tables below show the top 5 responses (highest percent positive scores in green) and bottom 5 responses (highest percent negative scores in red) for patients at this H&SCP.

| Top 5 Responses (highest % positive scores) | | Bottom 5 Responses (highest % negative scores) | |
|---|------------|--|------------|
| Question | % positive | Question | % negative |
| Patients know enough about how and when to take their medicines | 98% | Overall rating of how mistakes are dealt with | 59% |
| Service users are treated with respect | 98% | Caring has had a negative impact on carers' health and wellbeing | 31% |
| Patients take their prescription as they are supposed to | 97% | Able to book a doctors appointment 3 or more working days in advance | 29% |
| Nurses listen to patients | 97% | It is easy to get through on the phone | 24% |
| It is explained to patients why they need a test | 97% | Carers feels supported to continue caring | 20% |

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 2013/14 | % Positive 2015/16 | Change from 2013/14 | Difference from Scotland |
|--|-------|---------------|----------|---------|----------|-----------------------|-----------------------|---------------------------|--------------------------------|
| Overall arrangements for getting to see a doctor | 2,500 | 24% | 44% | 21% | 11% | 71% | 68% | -3% ^S | -3% ^S |

The “% Positive...” columns show both the H&SCP 2015/16 and 2013/14 percent positive scores.

“Difference from Scotland” shows the difference between the H&SCP 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 H&SCP 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

Please note that all percentages are rounded to the nearest whole number. As such, variations of 1% may be observed when performing calculations using the numbers presented.

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

Your GP Practice: getting to see or speak to someone

| | Number of responses | Very Positive | Positive | Neutral | Negative | % Positive 2013/14 | % Positive 2015/16 | Change from 2013/14 | Difference from Scotland |
|--|---------------------|---------------|----------|---------|----------|--------------------|--------------------|---------------------|--------------------------|
| It is easy to get through on the phone | 1676 | 30% | 46% | | 24% | 75% | 76% | +0% | -7% ^s |
| Person answering the phone is helpful | 1675 | 66% | 31% | | | 95% | 96% | +1% | +2% ^s |
| Can see or speak to a doctor or nurse within 2 working days | 1288 | 65% | 22% | | 13% | 84% | 87% | +2% | +2% ^s |
| Able to book a doctors appointment 3 or more working days in advance | 1289 | | 71% | | 29% | 75% | 71% | -4% ^s | -5% ^s |
| Can usually see preferred doctor | 1695 | | 81% | | 19% | 81% | 81% | -0% | -0% |
| Overall arrangements for getting to see a doctor | 1702 | 28% | 44% | 19% | 9% | 69% | 71% | +2% | -0% |
| Overall arrangements for getting to see a nurse | 1396 | 33% | 47% | 16% | | 79% | 80% | +1% | -1% |

Your GP Practice: referrals

| | Number of responses | Very Positive | Positive | Neutral | Negative | % Positive 2013/14 | % Positive 2015/16 | Change from 2013/14 | Difference from Scotland |
|--|---------------------|---------------|----------|---------|----------|--------------------|--------------------|---------------------|--------------------------|
| Arrangements for getting to see other health and care services | 991 | 33% | 47% | 14% | | 81% | 80% | -0% | +3% ^s |

At your GP Practice

| | Number of responses | Very Positive | Positive | Neutral | Negative | % Positive 2013/14 | % Positive 2015/16 | Change from 2013/14 | Difference from Scotland |
|--|---------------------|---------------|----------|---------|----------|--------------------|--------------------|---------------------|--------------------------|
| The receptionists are helpful | 1712 | 58% | 39% | | | 95% | 96% | +1% | +3% ^s |
| Time waiting to be seen at GP practice | 1703 | | 84% | | 16% | 83% | 84% | +1% | -1% |

At your GP Practice - doctors

| | Number of responses | Very Positive | Positive | Neutral | Negative | % Positive 2013/14 | % Positive 2015/16 | Change from 2013/14 | Difference from Scotland |
|---|---------------------|---------------|----------|---------|----------|--------------------|--------------------|---------------------|--------------------------|
| Doctors listen to patients | 1594 | 55% | 40% | | | 95% | 95% | -0% | +0% |
| Patients feel that doctors have all the information they need to treat them | 1581 | 48% | 43% | | | 91% | 92% | +1% | +2% ^s |
| Doctors take account of the things that matter to patients | 1574 | 47% | 41% | 9% | | 87% | 88% | +2% | +1% |
| Doctors talk in a way that helps patients to understand their condition and treatment | 1577 | 51% | 41% | | | 90% | 92% | +2% | +2% |
| Patients have confidence in doctors' ability to treat them | 1585 | 53% | 38% | | | 90% | 91% | +1% | +2% ^s |
| Patients have enough time with doctors | 1583 | 50% | 40% | | | 90% | 89% | -1% | +1% |

At your GP Practice - nurses

| | Number of responses | Very Positive | Positive | Neutral | Negative | % Positive 2013/14 | % Positive 2015/16 | Change from 2013/14 | Difference from Scotland |
|--|---------------------|---------------|----------|---------|----------|--------------------|--------------------|---------------------|--------------------------|
| Nurses listen to patients | 1194 | 57% | 40% | | | 96% | 97% | +1% | +1% ^S |
| Patients feel that nurses have all the information they need to treat them | 1185 | 52% | 42% | | | 94% | 94% | +1% | +1% |
| Nurses take account of the things that matter to patients | 1183 | 52% | 39% | 8% | | 90% | 91% | +1% | +1% |
| Nurses talk in a way that helps patients to understand their condition and treatment | 1187 | 53% | 40% | | | 92% | 93% | +1% | +2% ^S |
| Patients have confidence in nurses' ability to treat them | 1191 | 56% | 38% | | | 94% | 94% | -0% | -0% |
| Patients have enough time with nurses | 1187 | 56% | 40% | | | 96% | 96% | -0% | +0% |

At your GP practice - care and treatment

| | Number of responses | Very Positive | Positive | Neutral | Negative | % Positive 2013/14 | % Positive 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 | 1649 | 60% | 35% | | | 59% | 60% | +1% | -2% |

Tests arranged by your GP practice

| | Number of responses | Very Positive | Positive | Neutral | Negative | % Positive 2013/14 | % Positive 2015/16 | Change from 2013/14 | Difference from Scotland |
|--|---------------------|---------------|----------|---------|----------|--------------------|--------------------|---------------------|--------------------------|
| It is explained to patients why they need a test | 1273 | 56% | 41% | | | 96% | 97% | +1% | +1% |
| Patients are satisfied with the length of time they wait for results | 1260 | 43% | 42% | 8% | 7% | 85% | 85% | -0% | +0% |
| Patients are satisfied with the way they receive results | 1258 | 42% | 40% | 10% | 8% | 82% | 82% | +0% | +2% |
| Test results are explained to patients in a way they can understand | 1248 | 41% | 42% | 9% | 8% | 81% | 83% | +1% | +2% |

At your GP Practice - medicines

| | Number of responses | Very Positive | Positive | Neutral | Negative | % Positive 2013/14 | % Positive 2015/16 | Change from 2013/14 | Difference from Scotland | |
|---|---------------------|---------------|----------|---------|----------|--------------------|--------------------|---------------------|--------------------------|-----|
| Patients find it easy enough for them to get their medicines | 1503 | 61% | | 35% | | 96% | 96% | -0% | +0% | |
| Patients know enough about what their medicines are for | 1500 | 58% | | 38% | | 97% | 97% | -0% | -0% | |
| Patients know enough about how and when to take their medicines | 1489 | 61% | | 37% | | 98% | 98% | -0% | -0% | |
| Patients know enough about side effects of medicines | 1493 | 45% | | 37% | | 12% | 81% | 83% | +2% | +1% |
| Patients know what to do if they have any problems with their medicines | 1490 | 51% | | 40% | | | 90% | 91% | +0% | +2% |
| Patients take their prescription as they are supposed to | 1498 | 63% | | 34% | | | 98% | 97% | -1% ^s | -1% |

At your GP practice - dealing with mistakes

| | Number of responses | Very Positive | Positive | Neutral | Negative | % Positive 2013/14 | % Positive 2015/16 | Change from 2013/14 | Difference from Scotland |
|---|---------------------|---------------|----------|---------|----------|--------------------|--------------------|---------------------|--------------------------|
| Patients believe a mistake was made in their treatment or care by their GP practice | 1688 | 94% | | | | 95% | 94% | -1% | +0% |
| Overall rating of how mistakes are dealt with | 93 | 41% | | 59% | | - | 41% | - | -5% |

At your GP practice - overall experience

| | Number of responses | Very Positive | Positive | Neutral | Negative | % Positive 2013/14 | % Positive 2015/16 | Change from 2013/14 | Difference from Scotland |
|--|---------------------|---------------|----------|---------|----------|--------------------|--------------------|---------------------|--------------------------|
| Patients are treated with respect | 1701 | 51% | 42% | | | 91% | 93% | +2% ^s | +2% ^s |
| Patients are treated with compassion and understanding | 1669 | 46% | 39% | 12% | | 83% | 85% | +2% | +0% |
| Rating of overall care provided by GP practice | 1708 | 48% | 40% | 9% | | 85% | 89% | +3% ^s | +2% ^s |

Out of hours healthcare

| | Number of responses | Very Positive | Positive | Neutral | Negative | % Positive 2013/14 | % Positive 2015/16 | Change from 2013/14 | Difference from Scotland |
|--|---------------------|---------------|----------|---------|----------|--------------------|--------------------|---------------------|--------------------------|
| The time patients wait for out of hours services is reasonable | 496 | 32% | 43% | 12% | 13% | 79% | 75% | -4% | +1% |
| Patients feel that people have all the information they need to treat them | 497 | 32% | 49% | 13% | | 77% | 81% | +4% | +3% |
| Patients feel that they are listened to | 495 | 36% | 52% | 7% | | 84% | 88% | +4% | +4% ^s |
| Things are explained to patients in a way they can understand | 497 | 36% | 53% | | | 85% | 90% | +5% ^s | +4% ^s |
| Patients feel that they were treated by the right people | 493 | 37% | 47% | 12% | | - | 84% | - | +3% |
| Patients feel they get the right treatment or advice | 498 | 36% | 48% | 9% | | 80% | 85% | +4% | +4% ^s |
| Patients feel that people take account of the things that matter to them | 492 | 33% | 47% | 13% | | 76% | 80% | +5% | +5% ^s |
| Rating of overall care provided out of hours | 490 | 31% | 43% | 17% | 9% | 72% | 74% | +2% | +3% |

Care, support and help with everyday living

| | Number of responses | Very Positive | Positive | Neutral | Negative | % Positive 2013/14 | % Positive 2015/16 | Change from 2013/14 | Difference from Scotland |
|---|---------------------|---------------|----------|---------|----------|--------------------|--------------------|---------------------|--------------------------|
| People take account of the things that matter to service users | 171 | 44% | 45% | 10% | | 87% | 89% | +2% | +3% |
| Service users have a say in how their help, care or support is provided | 160 | 42% | 40% | 16% | | 82% | 82% | +0% | +3% |
| Service users are aware of the help, care and support options available | 169 | 35% | 42% | 17% | | - | 77% | - | +1% |
| Service users are treated with respect | 172 | 54% | 43% | | | 93% | 98% | +5% ^s | +7% ^s |
| Service users are treated with compassion and understanding | 167 | 55% | 41% | | | 89% | 96% | +7% ^s | +9% ^s |
| Service users' health and care services seem to be well coordinated | 167 | 44% | 41% | 9% | | 82% | 85% | +3% | +10% ^s |
| Service users are supported to live as independently as possible | 161 | 45% | 44% | 9% | | 89% | 89% | -0% | +5% |
| Service users feel safe | 163 | 46% | 41% | 13% | | 89% | 87% | -2% | +3% |
| The help, care or support improves service users' quality of life | 163 | 49% | 36% | 12% | | 88% | 86% | -2% | +2% |
| Rating of overall help, care or support services | 192 | 49% | 39% | 10% | | 88% | 88% | +0% | +7% ^s |

Caring responsibilities

| | Number of responses | Very Positive | Positive | Neutral | Negative | % Positive 2013/14 | % Positive 2015/16 | Change from 2013/14 | Difference from Scotland |
|---|---------------------|---------------|----------|---------|----------|--------------------|--------------------|---------------------|--------------------------|
| Carers have a good balance between caring and other things in their life | 294 | 24% | 41% | 22% | 13% | 71% | 65% | -6% | -4% |
| Caring has had a negative impact on carers' health and wellbeing | 276 | 16% | 22% | 31% | 31% | 45% | 38% | -8% | -2% |
| Carers have a say in the services provided for the person they look after | 267 | 15% | 32% | 33% | 19% | 53% | 47% | -5% | -3% |
| Local services are well coordinated for the people carers look after | 266 | 14% | 33% | 35% | 17% | 53% | 48% | -5% | +5% |
| Carers feels supported to continue caring | 269 | 14% | 28% | 38% | 20% | 47% | 42% | -4% | +1% |

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 Board Report.

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

Your GP Practice: getting to see or speak to someone

Q6 - What was the main reason you waited longer than 2 working days?

| Patients who have urgently needed to speak to a doctor or nurse from their GP practice in the last 12 months who waited more than 2 working days | 2013/14 | 2015/16 | Scotland |
|--|---------|-----------|----------|
| The person I wanted to see was not available in the next 2 days | 39 | 36 | 35 |
| The times available in the next 2 days were not convenient for me | 12 | 11 | 11 |
| I was not offered a chance to see or speak to anyone within 2 working days | 43 | 50 | 49 |
| Another reason | 6 | 2 | 6 |

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 | 59 | 58 | 57 |
| Yes, and I am not happy about it | 18 | 19 | 19 |
| No, other patients can't overhear | 14 | 15 | 17 |
| Don't know | 9 | 8 | 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 | - | 57 | 65 |
| Went to Pharmacist / Chemist | - | 5 | 4 |
| Went to Primary Care Emergency Centre | - | 6 | 2 |
| Telephoned my own GP practice | - | 4 | 4 |
| Telephoned 999 for emergency services | - | 3 | 6 |
| Went to Hospital A&E / Casualty | - | 22 | 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 | - | 14 | 16 |
| Pharmacist / Chemist | - | 5 | 3 |
| Primary Care Emergency Centre | - | 20 | 15 |
| Own GP practice | - | 4 | 5 |
| Home visit from a GP or Nurse | - | 7 | 9 |
| Ambulance paramedics | - | 8 | 11 |
| A&E / Casualty | - | 36 | 35 |
| Social care services | - | 0 | 0 |
| Other | - | 6 | 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 | 78 | 81 | 80 |
| It is too difficult for me to get time away from work during my practice opening hours | 13 | 13 | 11 |
| The opening hours are not convenient for me for another reason | 3 | 1 | 2 |
| I am not sure when my GP practice is open | 6 | 5 | 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 | 44 | 45 | 43 |
| There was no change in my ability to do my usual activities | 23 | 19 | 23 |
| I was less able to do my usual activities | 17 | 20 | 19 |
| It is too soon to say | 16 | 15 | 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 | 51 | 47 | 51 |
| It was about the same as before | 36 | 38 | 35 |
| It was worse than before | 4 | 5 | 4 |
| It is too soon to say | 9 | 10 | 10 |

Q43 - Thinking about the last time this happened, how would you describe the effect of the treatment on how you felt?

| Patients who received treatment or advice because of something that was making them feel depressed or anxious | 2013/14 | 2015/16 | Scotland |
|---|---------|-----------|----------|
| I felt less depressed or anxious than before | 52 | 44 | 53 |
| I felt about the same as before | 31 | 32 | 28 |
| I felt more depressed or anxious than before | 6 | 9 | 8 |
| It is too soon to say | 11 | 15 | 11 |

Variation in GP practice results within the H&SCP

The tables/charts in this section show this H&SCP's percent positive results in relation to the range of percent positive results across GP Practices within this H&SCP. The percent positive results for NHS Scotland are also shown.

Notes on Interpretation

■ Range of percent positive results across GP Practices within this H&SCP - ranges from lowest GP Practice to highest GP Practice.

■ The H&SCP's percent positive result.

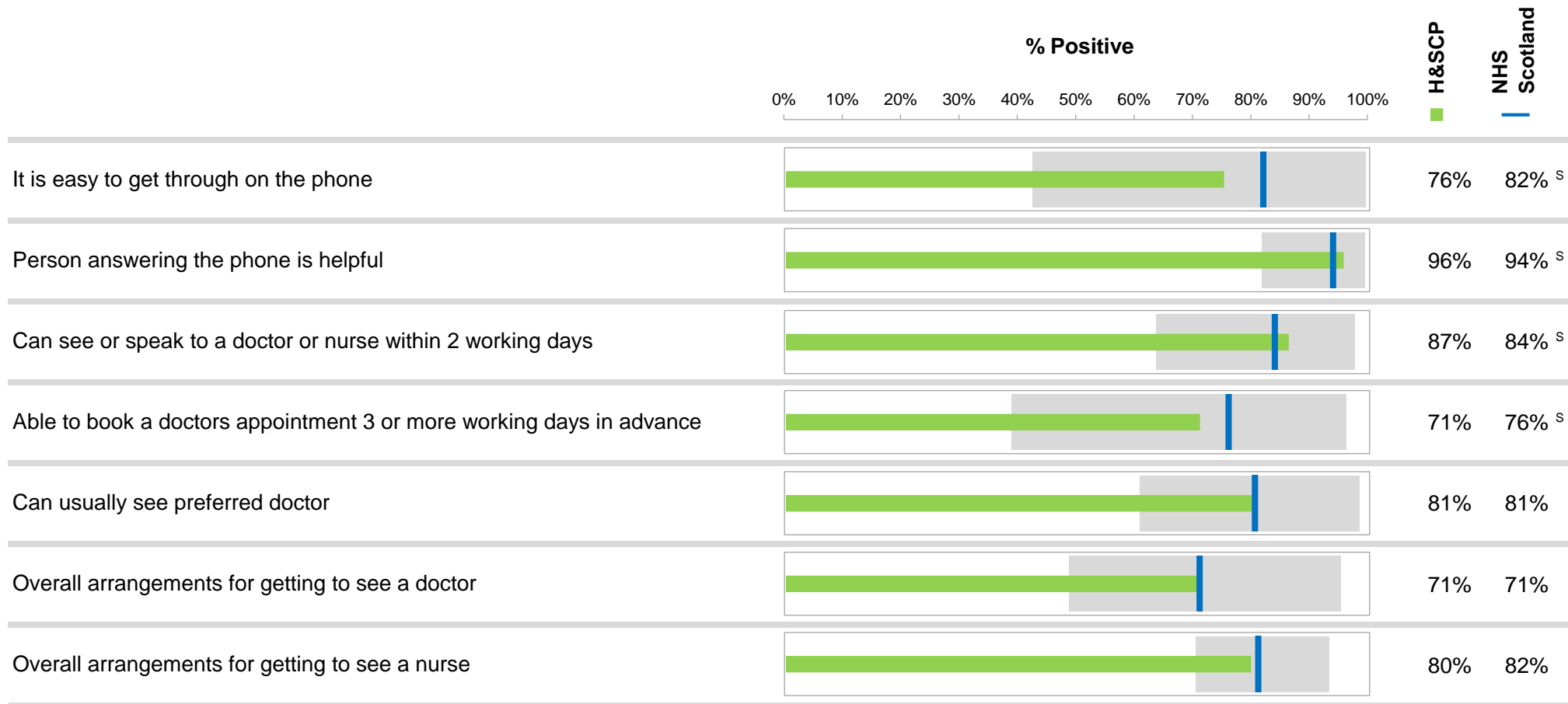
| NHS Scotland percent positive result.

^S Indicates a statistically significant difference in the percent positive result between this H&SCP and NHS Scotland as a whole.

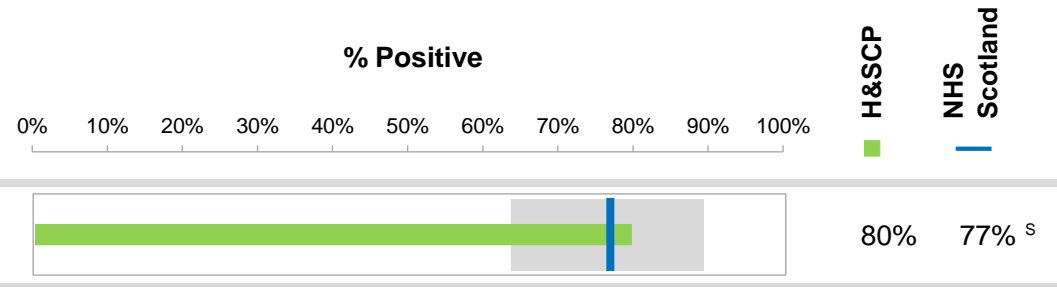
^{NT} Indicates that a significance test was not carried out because fewer than five respondents within this H&SCP selected a positive response or because fewer than five respondents within this H&SCP selected a negative/neutral response.

Where a result does not appear in this section it has been suppressed due to the low number of valid responses (fewer than 20).

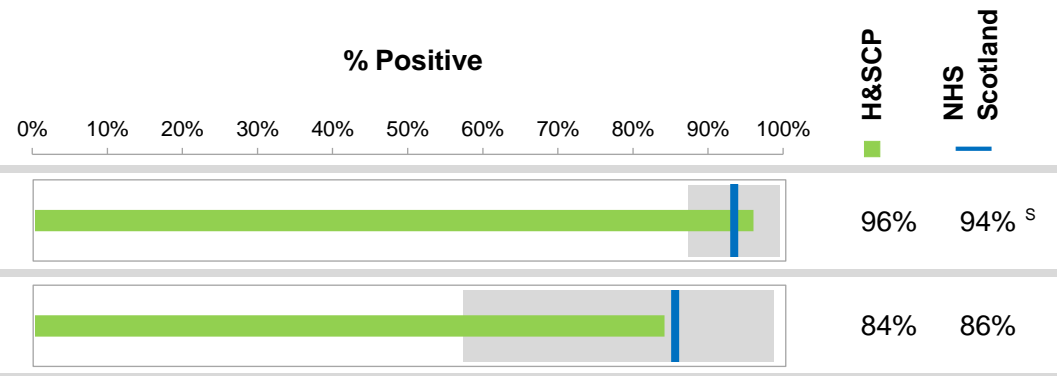
Your GP Practice: getting to see or speak to someone



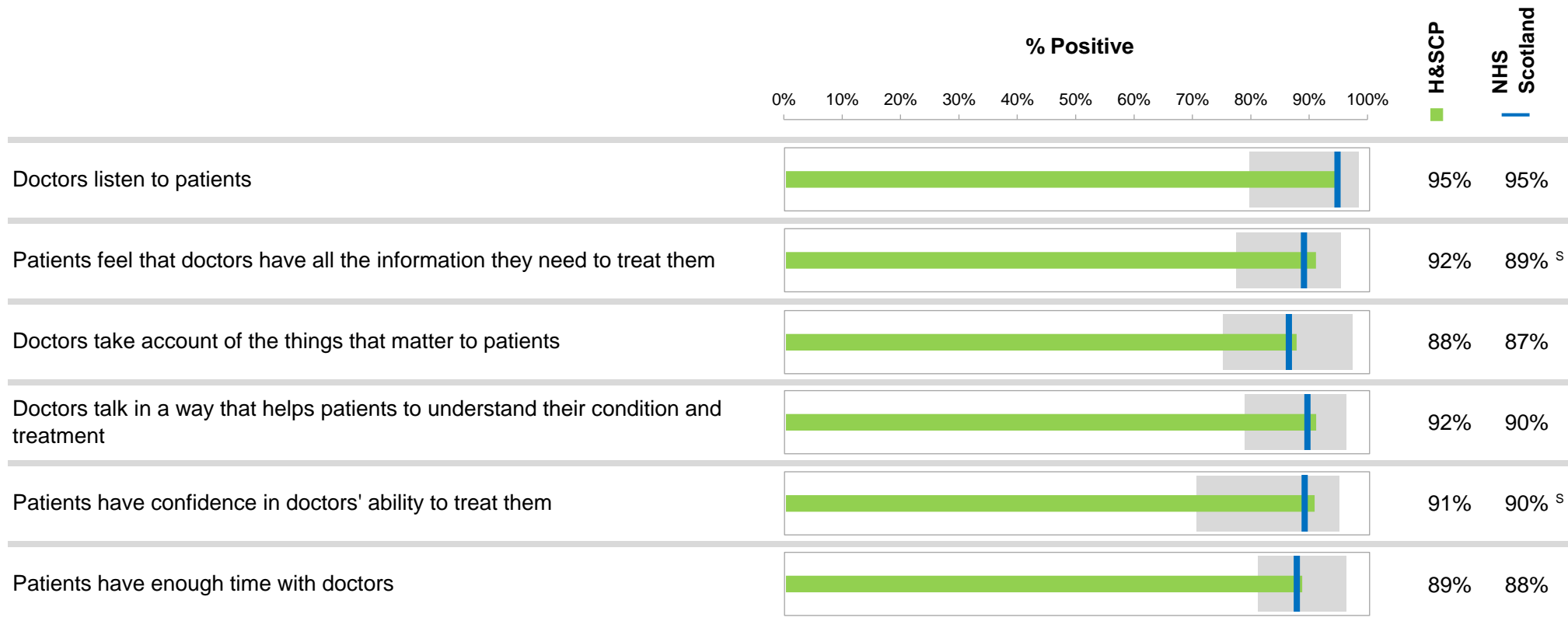
Your GP Practice: referrals



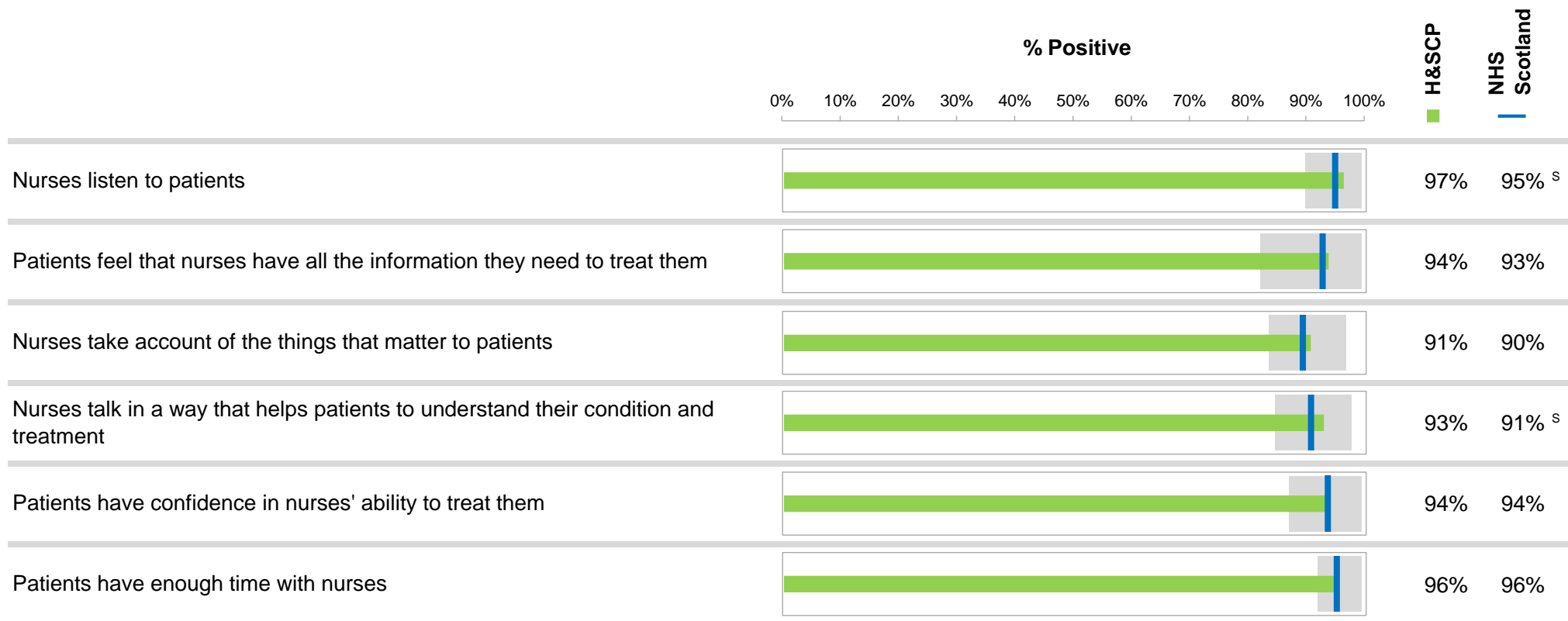
At your GP Practice



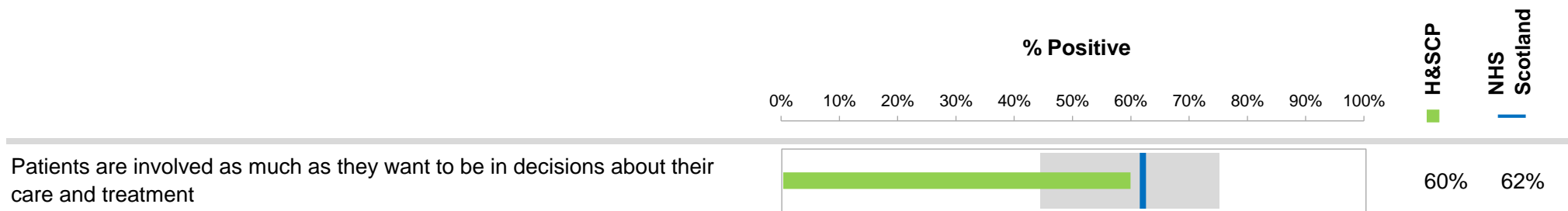
At your GP Practice - doctors



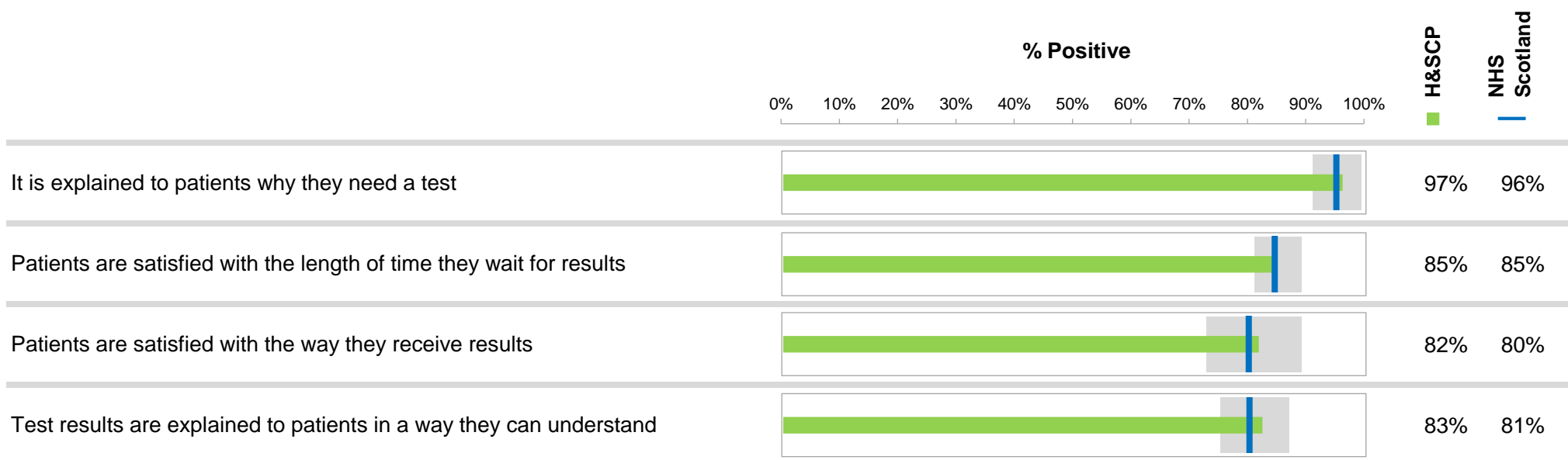
At your GP Practice - nurses



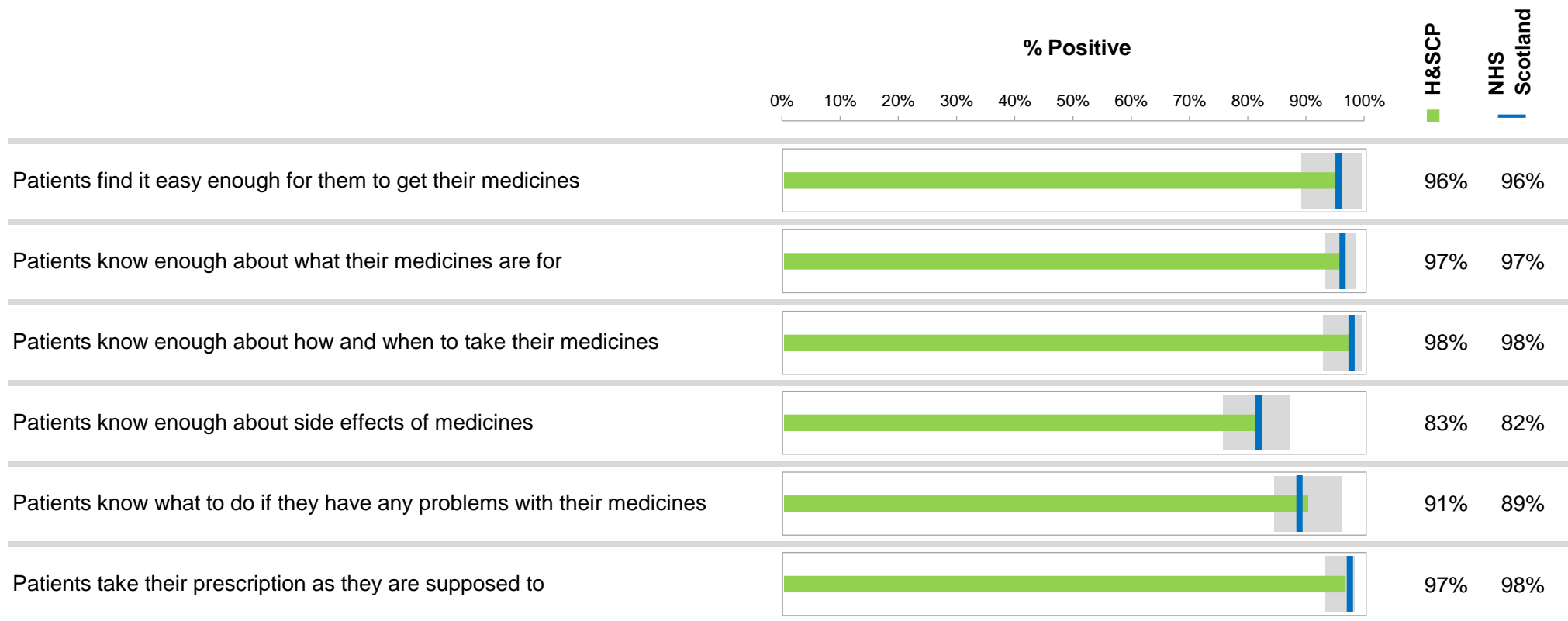
At your GP practice - care and treatment



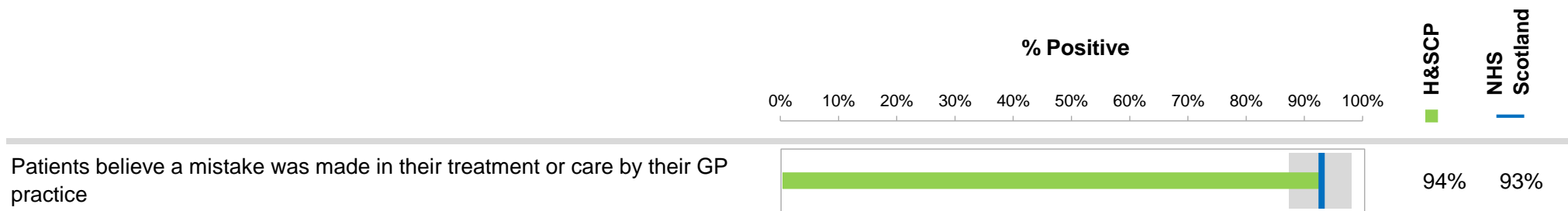
Tests arranged by your GP practice



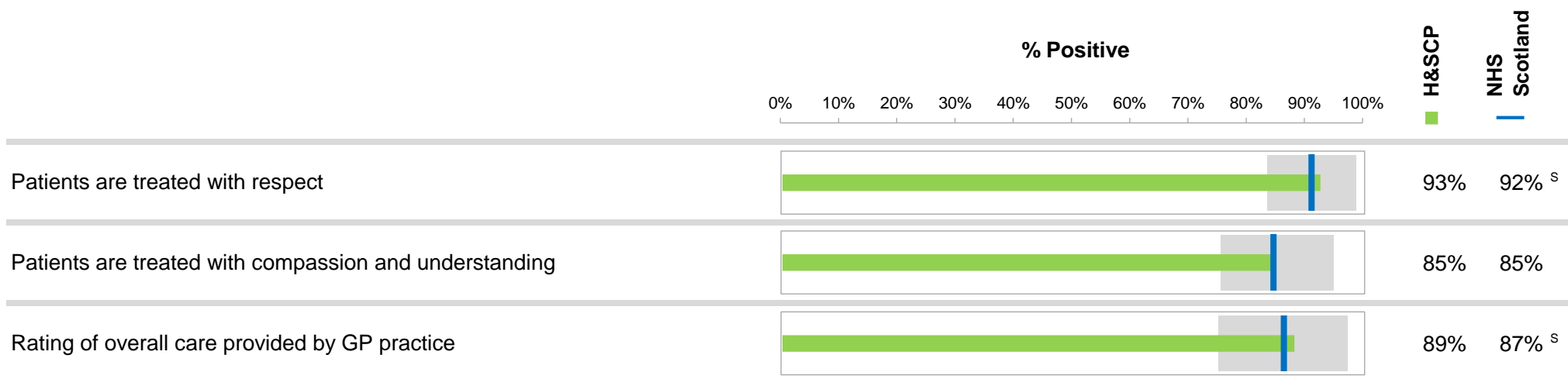
At your GP Practice - medicines



At your GP practice - dealing with mistakes



At your GP practice - overall experience



Variation between H&SCPs

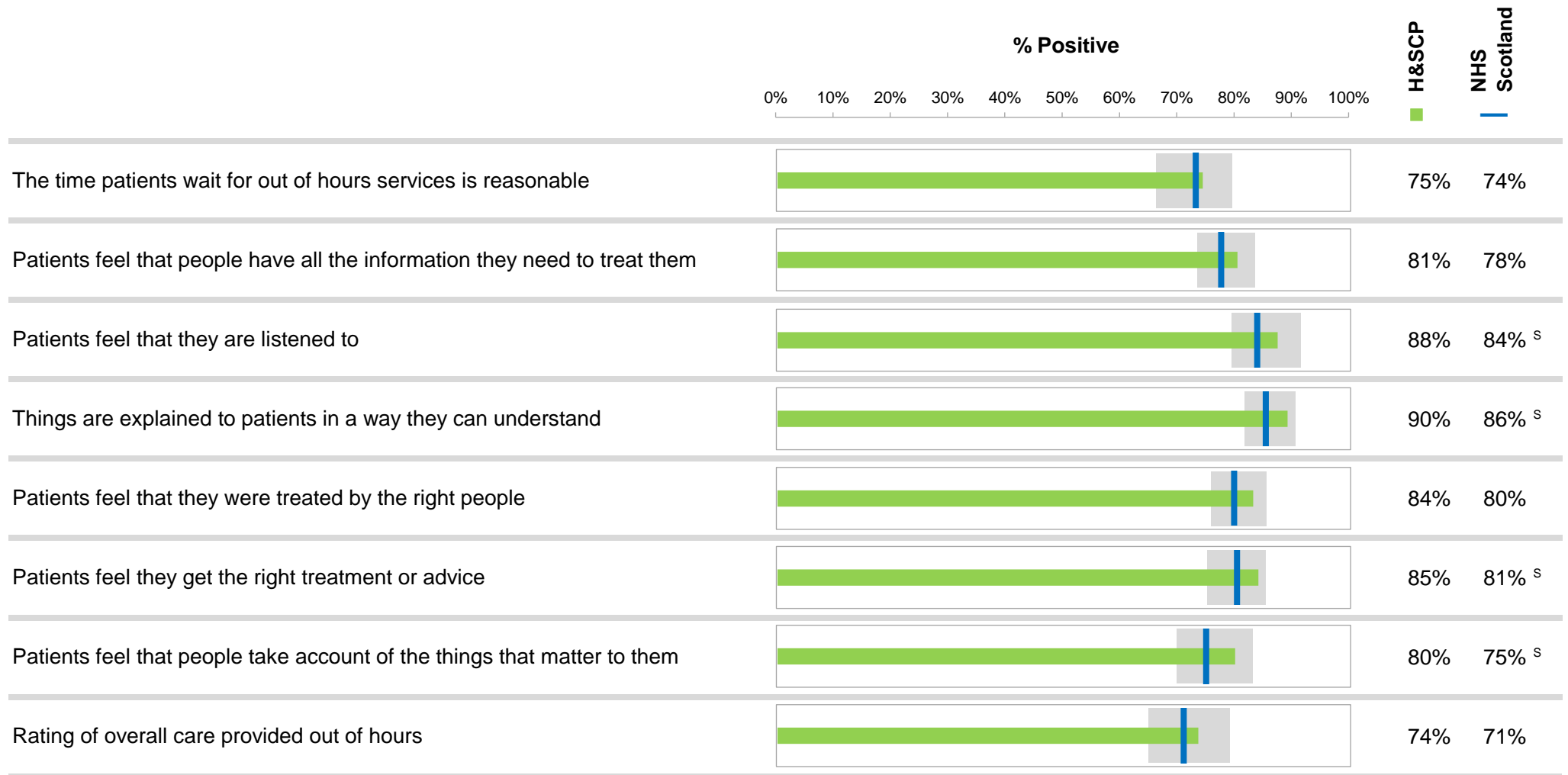
The tables/charts in this section show this H&SCP's percent positive results in relation to the range of percent positive results across all H&SCPs in Scotland. The percent positive results for NHS Scotland are also shown.

Notes on Interpretation

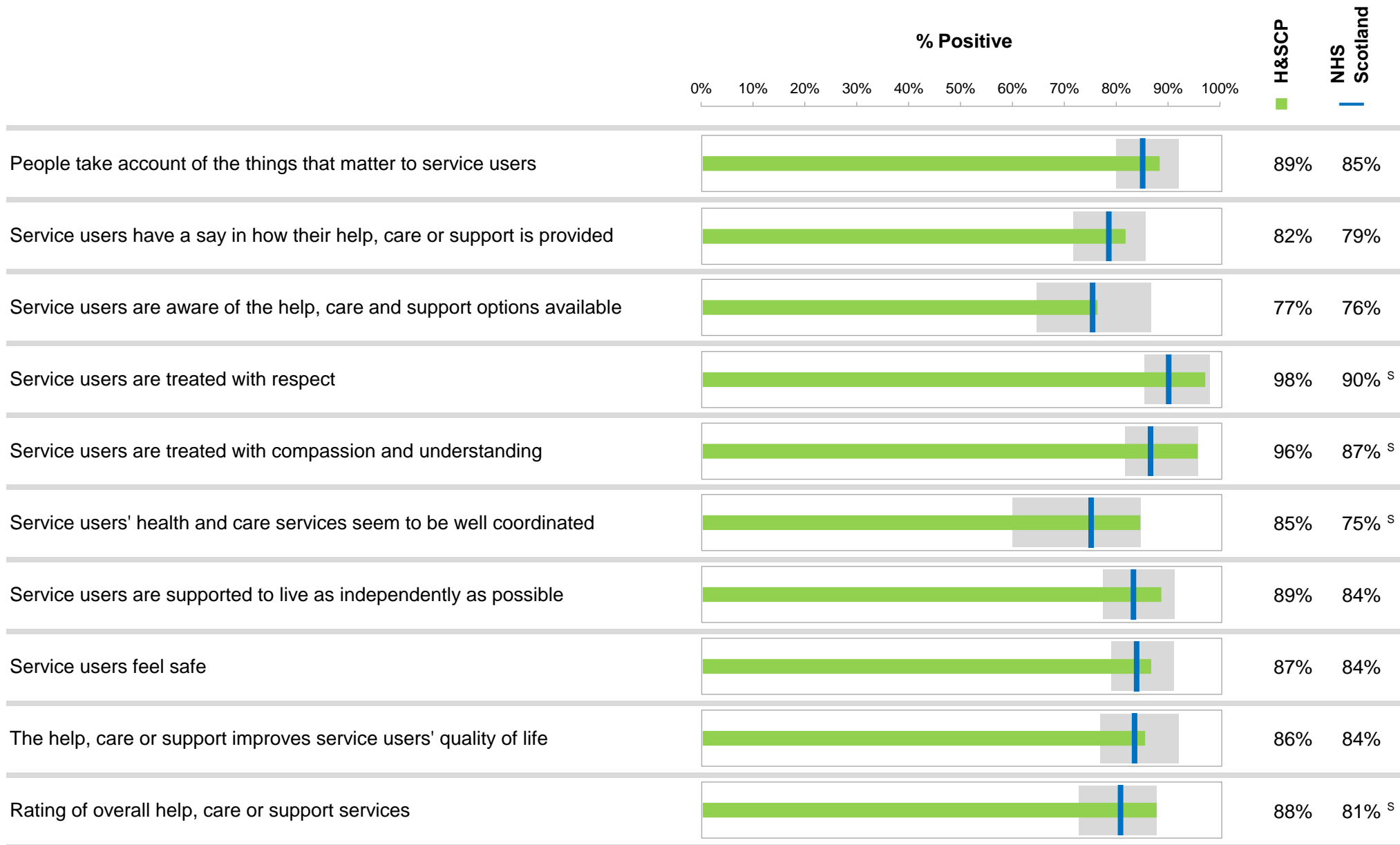
- Range of percent positive results across all H&SCPs in Scotland - ranges from lowest H&SCP to highest H&SCP.
- The H&SCP's percent positive result.
- | NHS Scotland percent positive result.
- ^s Indicates a statistically significant difference in the percent positive result between this H&SCP and NHS Scotland as a whole.
- _{NT} Indicates that a significance test was not carried out because fewer than five respondents within this H&SCP selected a positive response or because fewer than five respondents within this H&SCP selected a negative/neutral response.

Where a result does not appear in this section it has been suppressed due to the low number of valid responses (fewer than 20).

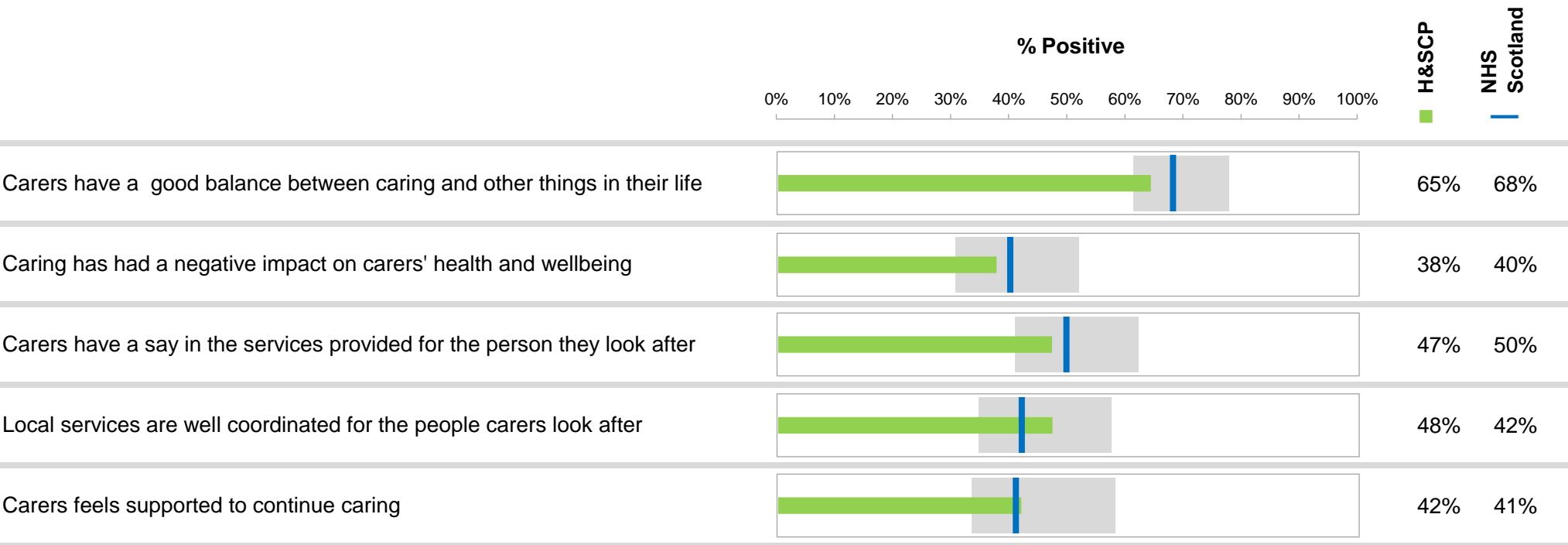
Out of hours healthcare



Care, support and help with everyday living



Caring responsibilities



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.

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 | 153 | 8.6 |
| Yes | 1694 | 91.4 |
| | 1847 | |

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 | 189 | 11.0 |
| 2 - 4 times | 771 | 45.9 |
| 5 - 10 times | 523 | 29.9 |
| More than 10 times | 210 | 12.1 |
| Can't remember / don't know | 20 | 1.1 |
| | 1713 | |

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 | 563 | 29.6 |
| * Fairly easy | 766 | 46.0 |
| Not easy | 347 | 24.4 |
| Percent Positive - This H&SCP 75.6 % | 1676 | |

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 | 1150 | 65.7 |
| * Fairly helpful | 470 | 30.6 |
| Not very helpful | 47 | 3.2 |
| Not at all helpful | 8 | 0.5 |
| Percent Positive - This H&SCP 96.3 % | 1675 | |

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 | 807 | 64.6 |
| * I saw or spoke to a doctor or nurse within 1 or 2 working days | 320 | 22.2 |
| I waited more than 2 working days to see or speak to a doctor or nurse | 161 | 13.2 |
| Percent Positive - This H&SCP 86.8 % | 1288 | |

Q6 - What was the main reason you waited longer than 2 working days?

| Patients who have urgently needed to speak to a doctor or nurse from their GP practice in the last 12 months who waited more than 2 working days | n | % |
|--|-----|-------------|
| The person I wanted to see was not available in the next 2 days | 62 | 36.5 |
| The times available in the next 2 days were not convenient for me | 24 | 10.8 |
| I was not offered a chance to see or speak to anyone within 2 working days | 77 | 50.4 |
| Another reason | 3 | 2.3 |
| | 166 | |

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 | 962 | 71.5 |
| No | 327 | 28.5 |
| Percent Positive - This H&SCP 71.5 % | 1289 | |

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 | 1032 | 57.6 |
| No | 275 | 19.1 |
| * I don't have a doctor I prefer to see | 388 | 23.3 |
| Percent Positive - This H&SCP 80.9 % | 1695 | |

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 | 534 | 27.6 |
| * Good | 740 | 43.6 |
| Fair | 297 | 19.4 |
| Poor | 97 | 6.9 |
| Very poor | 34 | 2.5 |
| Percent Positive - This H&SCP 71.2 % | 1702 | |

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 | 496 | 32.9 |
| * Good | 650 | 47.4 |
| Fair | 199 | 15.6 |
| Poor | 36 | 3.0 |
| Very poor | 15 | 1.1 |
| Percent Positive - This H&SCP 80.3 % | 1396 | |

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 | 995 | 58.4 |
| No, as it wasn't necessary | 692 | 40.3 |
| No, but I wanted to | 18 | 1.2 |
| | 1705 | |

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 | 338 | 33.2 |
| * Good | 459 | 46.9 |
| Fair | 131 | 14.2 |
| Poor | 45 | 3.9 |
| Very poor | 18 | 1.8 |
| Percent Positive - This H&SCP 80.1 % | 991 | |

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 | 992 | 58.0 |
| Yes, and I am not happy about it | 304 | 18.6 |
| No, other patients can't overhear | 272 | 15.2 |
| Don't know | 141 | 8.1 |
| | 1709 | |

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 | 1054 | 57.6 |
| * Fairly helpful | 603 | 38.8 |
| Not very helpful | 40 | 2.8 |
| Not at all helpful | 15 | 0.8 |
| Percent Positive - This H&SCP 96.4 % | 1712 | |

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 | 1460 | 84.5 |
| It is too long | 243 | 15.5 |
| Percent Positive - This H&SCP 84.5 % | 1703 | |

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 | 105 | 5.7 |
| Yes | 1519 | 94.3 |
| | 1624 | |

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 | 877 | 54.9 |
| * Agree | 644 | 40.5 |
| Neither agree nor disagree | 48 | 3.0 |
| Disagree | 18 | 1.2 |
| Strongly disagree | 7 | 0.4 |
| Percent Positive - This H&SCP 95.3 % | 1594 | |

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 | 757 | 48.0 |
| * Agree | 692 | 43.5 |
| Neither agree nor disagree | 92 | 5.9 |
| Disagree | 32 | 2.0 |
| Strongly disagree | 8 | 0.6 |
| Percent Positive - This H&SCP 91.5 % | 1581 | |

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 | 739 | 47.0 |
| * Agree | 650 | 41.1 |
| Neither agree nor disagree | 137 | 8.7 |
| Disagree | 38 | 2.5 |
| Strongly disagree | 10 | 0.7 |
| Percent Positive - This H&SCP 88.2 % | 1574 | |

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 | 797 | 50.6 |
| * Agree | 646 | 40.9 |
| Neither agree nor disagree | 88 | 5.4 |
| Disagree | 38 | 2.5 |
| Strongly disagree | 8 | 0.6 |
| Percent Positive - This H&SCP 91.5 % | 1577 | |

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 | 851 | 53.5 |
| * Agree | 600 | 37.8 |
| Neither agree nor disagree | 90 | 5.9 |
| Disagree | 31 | 2.0 |
| Strongly disagree | 13 | 0.8 |
| Percent Positive - This H&SCP 91.3 % | 1585 | |

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 | 789 | 49.5 |
| * Agree | 633 | 39.6 |
| Neither agree nor disagree | 94 | 6.2 |
| Disagree | 55 | 3.7 |
| Strongly disagree | 12 | 0.9 |
| Percent Positive - This H&SCP 89.1 % | 1583 | |

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 | 501 | 29.7 |
| Yes | 1175 | 70.3 |
| | 1676 | |

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 | 683 | 56.8 |
| * Agree | 475 | 40.1 |
| Neither agree nor disagree | 29 | 2.5 |
| Disagree | 5 | 0.4 |
| Strongly disagree | 2 | 0.2 |
| Percent Positive - This H&SCP 96.9 % | 1194 | |

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 | 615 | 52.5 |
| * Agree | 508 | 41.8 |
| Neither agree nor disagree | 43 | 4.2 |
| Disagree | 14 | 1.1 |
| Strongly disagree | 5 | 0.4 |
| Percent Positive - This H&SCP 94.3 % | 1185 | |

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 | 622 | 52.4 |
| * Agree | 465 | 38.7 |
| Neither agree nor disagree | 81 | 7.6 |
| Disagree | 12 | 1.0 |
| Strongly disagree | 3 | 0.3 |
| Percent Positive - This H&SCP 91.2 % | 1183 | |

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 | 635 | 53.2 |
| * Agree | 480 | 40.2 |
| Neither agree nor disagree | 57 | 5.1 |
| Disagree | 11 | 1.1 |
| Strongly disagree | 4 | 0.3 |
| Percent Positive - This H&SCP 93.5 % | 1187 | |

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 | 667 | 55.9 |
| * Agree | 457 | 38.2 |
| Neither agree nor disagree | 50 | 4.4 |
| Disagree | 10 | 0.9 |
| Strongly disagree | 7 | 0.6 |
| Percent Positive - This H&SCP 94.1 % | 1191 | |

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 | 663 | 56.3 |
| * Agree | 477 | 39.7 |
| Neither agree nor disagree | 37 | 3.2 |
| Disagree | 6 | 0.5 |
| Strongly disagree | 4 | 0.3 |
| Percent Positive - This H&SCP 95.9 % | 1187 | |

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 | 1009 | 60.0 |
| Yes, to some extent | 560 | 34.8 |
| No, and I would like to be | 80 | 5.2 |
| Percent Positive - This H&SCP 60.0 % | 1649 | |

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 | 431 | 26.0 |
| Yes | 1220 | 74.0 |
| | 1651 | |

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 | 724 | 55.7 |
| * Agree | 508 | 41.0 |
| Neither agree nor disagree | 31 | 2.5 |
| Disagree | 8 | 0.7 |
| Strongly disagree | 2 | 0.2 |
| Percent Positive - This H&SCP 96.7 % | 1273 | |

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 | 551 | 43.0 |
| * Agree | 532 | 42.2 |
| Neither agree nor disagree | 95 | 7.9 |
| Disagree | 59 | 5.0 |
| Strongly disagree | 23 | 1.9 |
| Percent Positive - This H&SCP 85.2 % | 1260 | |

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 | 537 | 42.1 |
| * Agree | 499 | 40.1 |
| Neither agree nor disagree | 119 | 9.7 |
| Disagree | 81 | 6.3 |
| Strongly disagree | 22 | 1.8 |
| Percent Positive - This H&SCP 82.2 % | 1258 | |

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 | 524 | 41.3 |
| * Agree | 511 | 41.6 |
| Neither agree nor disagree | 120 | 9.4 |
| Disagree | 66 | 5.6 |
| Strongly disagree | 27 | 2.1 |
| Percent Positive - This H&SCP 82.9 % | 1248 | |

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 | 201 | 11.8 |
| Yes | 1498 | 88.2 |
| | 1699 | |

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 | 928 | 60.9 |
| * Agree | 521 | 35.4 |
| Neither agree nor disagree | 28 | 2.1 |
| Disagree | 20 | 1.2 |
| Strongly disagree | 6 | 0.5 |
| Percent Positive - This H&SCP 96.3 % | 1503 | |

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 | 891 | 58.2 |
| * Agree | 560 | 38.4 |
| Neither agree nor disagree | 33 | 2.3 |
| Disagree | 13 | 1.0 |
| Strongly disagree | 3 | 0.1 |
| Percent Positive - This H&SCP 96.6 % | 1500 | |

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 | 926 | 61.1 |
| * Agree | 534 | 37.1 |
| Neither agree nor disagree | 22 | 1.4 |
| Disagree | 4 | 0.2 |
| Strongly disagree | 3 | 0.2 |
| Percent Positive - This H&SCP 98.2 % | 1489 | |

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 | 692 | 45.3 |
| * Agree | 542 | 37.4 |
| Neither agree nor disagree | 178 | 11.9 |
| Disagree | 68 | 4.4 |
| Strongly disagree | 13 | 1.0 |
| Percent Positive - This H&SCP 82.7 % | 1493 | |

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 | 763 | 50.7 |
| * Agree | 595 | 40.1 |
| Neither agree nor disagree | 93 | 6.5 |
| Disagree | 33 | 2.4 |
| Strongly disagree | 6 | 0.4 |
| Percent Positive - This H&SCP 90.7 % | 1490 | |

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 | 954 | 62.7 |
| * Agree | 504 | 34.5 |
| Neither agree nor disagree | 24 | 1.6 |
| Disagree | 12 | 0.8 |
| Strongly disagree | 4 | 0.4 |
| Percent Positive - This H&SCP 97.2 % | 1498 | |

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 | 1589 | 93.8 |
| Yes | 99 | 6.2 |
| Percent Positive - This H&SCP 93.8 % | 1688 | |

Q23 - Were you satisfied with how it was dealt with overall?

| Patients who believe their GP practice made a mistake in their treatment or care | | |
|--|----|-------------|
| | n | % |
| * Yes | 38 | 41.4 |
| No | 55 | 58.6 |
| Percent Positive - This H&SCP 41.4 % | 93 | |

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 | 899 | 50.7 |
| * Agree | 698 | 42.4 |
| Neither agree nor disagree | 79 | 5.3 |
| Disagree | 18 | 1.1 |
| Strongly disagree | 7 | 0.4 |
| Percent Positive - This H&SCP 93.1 % | 1701 | |

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 | 804 | 46.1 |
| * Agree | 647 | 39.2 |
| Neither agree nor disagree | 182 | 12.3 |
| Disagree | 26 | 1.8 |
| Strongly disagree | 10 | 0.6 |
| Percent Positive - This H&SCP 85.4 % | 1669 | |

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 | 872 | 48.3 |
| * Good | 667 | 40.3 |
| Fair | 134 | 9.0 |
| Poor | 25 | 1.6 |
| Very poor | 10 | 0.7 |
| Percent Positive - This H&SCP 88.6 % | 1708 | |

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 | 495 | 27.1 |
| No | 1340 | 72.9 |
| | 1835 | |

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 | 262 | 57.0 |
| Went to Pharmacist / Chemist | 21 | 4.6 |
| Went to Primary Care Emergency Centre | 33 | 6.1 |
| Telephoned my own GP practice | 17 | 4.1 |
| Telephoned 999 for emergency services | 15 | 3.0 |
| Went to Hospital A&E / Casualty | 107 | 22.0 |
| Other | 17 | 3.3 |
| | 472 | |

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 | 58 | 13.5 |
| Pharmacist / Chemist | 23 | 4.9 |
| Primary Care Emergency Centre | 96 | 20.3 |
| Own GP practice | 21 | 4.2 |
| Home visit from a GP or Nurse | 27 | 6.8 |
| Ambulance paramedics | 43 | 8.4 |
| A&E / Casualty | 169 | 35.8 |
| Social care services | 1 | 0.2 |
| Other | 30 | 5.7 |
| | 468 | |

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 | 336 | 74.4 |
| A Nurse | 62 | 13.4 |
| A Pharmacist | 27 | 6.1 |
| Someone else | 26 | 6.0 |
| | 451 | |

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 | 159 | 31.9 |
| * Agree | 214 | 42.9 |
| Neither agree nor disagree | 55 | 11.8 |
| Disagree | 50 | 9.7 |
| Strongly disagree | 18 | 3.8 |
| Percent Positive - This H&SCP 74.8 % | 496 | |

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 | 160 | 31.7 |
| * Agree | 240 | 49.2 |
| Neither agree nor disagree | 66 | 12.8 |
| Disagree | 27 | 5.4 |
| Strongly disagree | 4 | 0.9 |
| Percent Positive - This H&SCP 80.9 % | 497 | |

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 | 180 | 36.3 |
| * Agree | 253 | 51.6 |
| Neither agree nor disagree | 38 | 6.7 |
| Disagree | 19 | 4.2 |
| Strongly disagree | 5 | 1.1 |
| Percent Positive - This H&SCP 87.9 % | 495 | |

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 | 184 | 36.4 |
| * Agree | 260 | 53.3 |
| Neither agree nor disagree | 32 | 5.5 |
| Disagree | 17 | 4.0 |
| Strongly disagree | 4 | 0.8 |
| Percent Positive - This H&SCP 89.7 % | 497 | |

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 | 183 | 36.9 |
| * Agree | 228 | 46.7 |
| Neither agree nor disagree | 60 | 11.7 |
| Disagree | 16 | 3.1 |
| Strongly disagree | 6 | 1.6 |
| Percent Positive - This H&SCP 83.6 % | 493 | |

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 | 184 | 36.2 |
| * Agree | 235 | 48.3 |
| Neither agree nor disagree | 50 | 9.3 |
| Disagree | 22 | 4.7 |
| Strongly disagree | 7 | 1.4 |
| Percent Positive - This H&SCP 84.5 % | 498 | |

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 | 164 | 33.2 |
| * Agree | 230 | 47.3 |
| Neither agree nor disagree | 66 | 13.1 |
| Disagree | 23 | 4.8 |
| Strongly disagree | 9 | 1.7 |
| Percent Positive - This H&SCP 80.5 % | 492 | |

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 | 153 | 31.3 |
| * Good | 212 | 42.7 |
| Fair | 83 | 16.9 |
| Poor | 31 | 6.6 |
| Very poor | 11 | 2.5 |
| Percent Positive - This H&SCP 74.0 % | 490 | |

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 | 1438 | 81.4 |
| It is too difficult for me to get time away from work during my practice opening hours | 212 | 12.6 |
| The opening hours are not convenient for me for another reason | 27 | 1.4 |
| I am not sure when my GP practice is open | 80 | 4.6 |
| | 1757 | |

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 | 161 | 8.7 |
| Yes, help for me with adaptations and/or equipment for my home | 111 | 6.4 |
| Yes, help for me for activities outside my home | 85 | 4.6 |
| Yes, help to look after someone else | 69 | 3.5 |
| No, not had any help but I feel that I needed it | 44 | 2.5 |
| No, not had any help | 1362 | 71.7 |
| | 1877 | |

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

| People who have received help or support with everyday living in the past 12 months | n | % |
|---|-----|-------------|
| Yes | 172 | 56.6 |
| No | 137 | 43.4 |
| | 309 | |

Q35 - Which of the following applies to you and how your social care is arranged?

| People who have received help or support with everyday living in the past 12 months | n | % |
|---|-----|-------------|
| I had a choice in how my care is arranged | 111 | 73.2 |
| I was not offered any choices | 14 | 6.7 |
| I had no choices due to medical reasons | 12 | 8.0 |
| I did not want a choice in how my care was arranged | 2 | 1.9 |
| Can't remember / don't know | 16 | 10.2 |
| | 155 | |

Q36a - How much do you agree or disagree with the following about your care, support and help services - excluding the care and help you get from friends and family - over the past 12 months? People took account of the things that matter to me

| People who have received formal help and care services in the past 12 months | n | % |
|--|-----|-------------|
| * Strongly agree | 70 | 43.9 |
| * Agree | 78 | 44.8 |
| Neither agree nor disagree | 19 | 9.6 |
| Disagree | 3 | 1.2 |
| Strongly disagree | 1 | 0.5 |
| Percent Positive - This H&SCP 88.7 % | 171 | |

Q36b - How much do you agree or disagree with the following about your care, support and help services - excluding the care and help you get from friends and family - over the past 12 months? I had a say in how my help, care or support was provided

| People who have received formal help and care services in the past 12 months | n | % |
|--|-----|-------------|
| * Strongly agree | 62 | 42.4 |
| * Agree | 65 | 39.6 |
| Neither agree nor disagree | 28 | 15.7 |
| Disagree | 5 | 2.2 |
| Strongly disagree | 0 | 0.0 |
| Percent Positive - This H&SCP 82.1 % | 160 | |

Q36c - How much do you agree or disagree with the following about your care, support and help services - excluding the care and help you get from friends and family - over the past 12 months? I was aware of the help, care and support options available to me

| People who have received formal help and care services in the past 12 months | n | % |
|--|-----|-------------|
| * Strongly agree | 55 | 34.8 |
| * Agree | 69 | 41.8 |
| Neither agree nor disagree | 31 | 17.0 |
| Disagree | 13 | 6.1 |
| Strongly disagree | 1 | 0.3 |
| Percent Positive - This H&SCP 76.6 % | 169 | |

Q36d - How much do you agree or disagree with the following about your care, support and help services - excluding the care and help you get from friends and family - over the past 12 months? I was treated with respect

| People who have received formal help and care services in the past 12 months | n | % |
|--|-----|-------------|
| * Strongly agree | 90 | 54.1 |
| * Agree | 77 | 43.4 |
| Neither agree nor disagree | 4 | 2.0 |
| Disagree | 1 | 0.4 |
| Strongly disagree | 0 | 0.0 |
| Percent Positive - This H&SCP 97.6 % | 172 | |

Q36e - How much do you agree or disagree with the following about your care, support and help services - excluding the care and help you get from friends and family - over the past 12 months? I was treated with compassion and understanding

| People who have received formal help and care services in the past 12 months | n | % |
|--|-----|-------------|
| * Strongly agree | 87 | 54.9 |
| * Agree | 71 | 41.2 |
| Neither agree nor disagree | 7 | 3.1 |
| Disagree | 2 | 0.8 |
| Strongly disagree | 0 | 0.0 |
| Percent Positive - This H&SCP 96.1 % | 167 | |

Q36f - How much do you agree or disagree with the following about your care, support and help services - excluding the care and help you get from friends and family - over the past 12 months? My health, support and care services seemed to be well coordinated

| People who have received formal help and care services in the past 12 months | n | % |
|--|-----|-------------|
| * Strongly agree | 71 | 44.0 |
| * Agree | 67 | 40.9 |
| Neither agree nor disagree | 18 | 9.4 |
| Disagree | 11 | 5.7 |
| Strongly disagree | 0 | 0.0 |
| Percent Positive - This H&SCP 84.9 % | 167 | |

Q36g - How much do you agree or disagree with the following about your care, support and help services - excluding the care and help you get from friends and family - over the past 12 months? I was supported to live as independently as possible

| People who have received formal help and care services in the past 12 months | n | % |
|--|-----|-------------|
| * Strongly agree | 71 | 44.9 |
| * Agree | 71 | 44.1 |
| Neither agree nor disagree | 14 | 8.7 |
| Disagree | 5 | 2.3 |
| Strongly disagree | 0 | 0.0 |
| Percent Positive - This H&SCP 89.0 % | 161 | |

Q36h - How much do you agree or disagree with the following about your care, support and help services - excluding the care and help you get from friends and family - over the past 12 months? I felt safe

| People who have received formal help and care services in the past 12 months | n | % |
|--|-----|-------------|
| * Strongly agree | 71 | 45.8 |
| * Agree | 66 | 41.2 |
| Neither agree nor disagree | 25 | 12.7 |
| Disagree | 1 | 0.3 |
| Strongly disagree | 0 | 0.0 |
| Percent Positive - This H&SCP 87.1 % | 163 | |

Q36i - How much do you agree or disagree with the following about your care, support and help services - excluding the care and help you get from friends and family - over the past 12 months? The help, care or support improved or maintained my quality of life

| People who have received formal help and care services in the past 12 months | n | % |
|--|-----|-------------|
| * Strongly agree | 75 | 49.4 |
| * Agree | 62 | 36.4 |
| Neither agree nor disagree | 22 | 12.4 |
| Disagree | 4 | 1.8 |
| Strongly disagree | 0 | 0.0 |
| Percent Positive - This H&SCP 85.9 % | 163 | |

Q37 - Overall, how would you rate your help, care or support services – excluding the care and help you get from friends and family?

| People who have received formal help and care services in the past 12 months | n | % |
|--|-----|-------------|
| * Excellent | 89 | 49.1 |
| * Good | 78 | 39.0 |
| Fair | 21 | 10.3 |
| Poor | 3 | 1.2 |
| Very poor | 1 | 0.4 |
| Percent Positive - This H&SCP 88.1 % | 192 | |

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 | 523 | 29.1 |
| No | 1260 | 70.9 |
| | 1783 | |

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 | 230 | 45.5 |
| There was no change in my ability to do my usual activities | 102 | 19.4 |
| I was less able to do my usual activities | 98 | 20.2 |
| It is too soon to say | 82 | 14.9 |
| | 512 | |

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 | 955 | 54.2 |
| No | 809 | 45.8 |
| | 1764 | |

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 | 451 | 47.2 |
| It was about the same as before | 345 | 37.5 |
| It was worse than before | 43 | 5.4 |
| It is too soon to say | 96 | 9.8 |
| | 935 | |

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 | 302 | 17.7 |
| No | 1423 | 82.3 |
| | 1725 | |

Q43 - Thinking about the last time this happened, how would you describe the effect of the treatment on how you felt?

| Patients who received treatment or advice because of something that was making them feel depressed or anxious | n | % |
|---|-----|-------------|
| I felt less depressed or anxious than before | 136 | 43.9 |
| I felt about the same as before | 93 | 31.7 |
| I felt more depressed or anxious than before | 26 | 9.0 |
| It is too soon to say | 50 | 15.4 |
| | 305 | |

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 | 1449 | 83.3 |
| Yes, up to 4 hours a week | 72 | 4.0 |
| Yes, 5 - 19 hours a week | 76 | 4.1 |
| Yes, 20 - 34 hours a week | 26 | 1.5 |
| Yes, 35 - 49 hours a week | 11 | 0.6 |
| Yes, 50 or more hours a week | 113 | 6.5 |
| | 1747 | |

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 | 69 | 24.0 |
| * Agree | 120 | 40.6 |
| Neither agree nor disagree | 65 | 22.1 |
| Disagree | 29 | 10.0 |
| Strongly disagree | 11 | 3.2 |
| Percent Positive - This H&SCP 64.6 % | 294 | |

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 | 23 | 6.3 |
| Agree | 68 | 24.7 |
| Neither agree nor disagree | 82 | 31.2 |
| * Disagree | 63 | 22.1 |
| * Strongly disagree | 40 | 15.8 |
| Percent Positive - This H&SCP 37.8 % | 276 | |

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 | 40 | 15.0 |
| * Agree | 93 | 32.5 |
| Neither agree nor disagree | 86 | 33.4 |
| Disagree | 35 | 13.8 |
| Strongly disagree | 13 | 5.4 |
| Percent Positive - This H&SCP 47.5 % | 267 | |

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 | 35 | 14.3 |
| * Agree | 89 | 33.3 |
| Neither agree nor disagree | 99 | 35.2 |
| Disagree | 30 | 12.6 |
| Strongly disagree | 13 | 4.7 |
| Percent Positive - This H&SCP 47.5 % | 266 | |

Q45e - How much do you agree or disagree with the following about how you feel as a carer most of the time? I feel supported to continue caring

| People who act as carers | n | % |
|---|-----|-------------|
| * Strongly agree | 35 | 13.8 |
| * Agree | 77 | 28.4 |
| Neither agree nor disagree | 107 | 37.8 |
| Disagree | 32 | 13.0 |
| Strongly disagree | 18 | 7.0 |
| Percent Positive - This H&SCP 42.1 % | 269 | |

Demographics

Q46 - Are you male or female?

| All patients | n | % |
|--------------|------|-------------|
| Male | 775 | 41.4 |
| Female | 1062 | 58.6 |
| | 1837 | |

Q47 - What was your age on your last birthday?

| All patients | n | % |
|--------------|------|-------------|
| 17-34 | 167 | 9.7 |
| 35-49 | 270 | 15.2 |
| 50-64 | 627 | 33.5 |
| 65+ | 755 | 41.6 |
| | 1819 | |

Q48 - How would you rate your health in general?

| All patients | n | % |
|--------------|------|-------------|
| Good | 1026 | 55.3 |
| Fair | 683 | 38.3 |
| Bad | 112 | 6.4 |
| | 1821 | |

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 | 255 | 14.2 |
| Yes, limited a little | 445 | 24.8 |
| No | 1118 | 61.0 |
| | 1818 | |

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

| All patients | n | % |
|-----------------|------|-------------|
| Very well | 965 | 51.9 |
| Quite well | 740 | 41.0 |
| Not very well | 114 | 6.4 |
| Not at all well | 12 | 0.7 |
| | 1831 | |

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 | 747 | 40.3 |
| Good | 672 | 36.6 |
| Alright / neither good or bad | 337 | 19.1 |
| Bad | 63 | 3.2 |
| Very bad | 14 | 0.8 |
| | 1833 | |

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