

# Health and Care Experience Survey 2015/16

## Results for West Lothian Health and Social Care Partnership



May 2016, Official Statistics



### West Lothian Health and Social Care Partnership

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

The survey was sent to 17,959 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](http://www.gov.scot/Topics/Statistics/Browse/Health/GPPatientExperienceSurvey/HACE2015-16)

2,694 patients of West Lothian Health and Social Care Partnership sent in feedback on their experiences at the practice. Of the patients that answered questions about themselves:

- 42% were male and 58% were female;
- 10% were aged 17-34, 20% were aged 35-49, 33% were aged 50-64 and 37% were 65 and over;
- 62% 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](http://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	94%	+0 *
Service users are supported to live as independently as possible	85%	+1
Service users have a say in how their help, care or support is provided	79%	+0
Service users' health and care services seem to be well coordinated	81%	+6
Rating of overall help, care or support services	83%	+2
Rating of overall care provided by GP practice	80%	-7 <sup>s</sup>
The help, care or support improves service users' quality of life	80%	-4
Carers feels supported to continue caring	38%	-3
Service users feel safe	85%	+1

\*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 Bottom 5 | Highest / Lowest Responses

### Top 5 Responses (highest % positive scores)

Question	% positive
Patients know enough about how and when to take their medicines	98%
Patients take their prescription as they are supposed to	98%
Patients know enough about what their medicines are for	97%
Nurses listen to patients	95%
Patients have enough time with nurses	95%

### Bottom 5 Responses (highest % negative scores)

Question	% negative
Overall rating of how mistakes are dealt with	63%
Caring has had a negative impact on carers' health and wellbeing	37%
Able to book a doctors appointment 3 or more working days in advance	34%
It is easy to get through on the phone	31%
Can usually see preferred doctor	27%

## 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% <sup>S</sup>	-3% <sup>S</sup>

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](http://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	2355	28%	40%		31%	71%	69%	-3%	-14% <sup>s</sup>
Person answering the phone is helpful	2348	56%	35%		9%	92%	91%	-0%	-3% <sup>s</sup>
Can see or speak to a doctor or nurse within 2 working days	1894	65%	18%		17%	84%	83%	-1%	-1%
Able to book a doctors appointment 3 or more working days in advance	1918	66%			34%	68%	66%	-2%	-11% <sup>s</sup>
Can usually see preferred doctor	2416	73%			27%	74%	73%	-1%	-8% <sup>s</sup>
Overall arrangements for getting to see a doctor	2425	21%	39%	23%	17%	60%	60%	+0%	-11% <sup>s</sup>
Overall arrangements for getting to see a nurse	2053	27%	46%	20%	7%	73%	73%	+0%	-8% <sup>s</sup>

## 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	1274	33%	43%	16%	9%	75%	75%	+0%	-2%

## 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	2441	50%	40%		9%	90%	91%	+0%	-3% <sup>s</sup>
Time waiting to be seen at GP practice	2411		78%		22%	78%	78%	+1%	-7% <sup>s</sup>

## 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	2254	52%	41%			93%	93%	+1%	-2% <sup>s</sup>
Patients feel that doctors have all the information they need to treat them	2248	43%	45%		8%	86%	88%	+1%	-2% <sup>s</sup>
Doctors take account of the things that matter to patients	2230	42%	42%	11%		84%	84%	+0%	-3% <sup>s</sup>
Doctors talk in a way that helps patients to understand their condition and treatment	2246	45%	42%	9%		87%	88%	+1%	-2% <sup>s</sup>
Patients have confidence in doctors' ability to treat them	2251	47%	40%	8%		86%	87%	+1%	-2% <sup>s</sup>
Patients have enough time with doctors	2251	43%	42%	7%	7%	86%	85%	-1%	-3% <sup>s</sup>

## 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	1767	52%	43%			95%	95%	-0%	-0%
Patients feel that nurses have all the information they need to treat them	1765	49%	44%			93%	93%	-0%	-0%
Nurses take account of the things that matter to patients	1757	47%	42%	9%		89%	89%	+0%	-1%
Nurses talk in a way that helps patients to understand their condition and treatment	1760	49%	41%	8%		91%	91%	+0%	-1%
Patients have confidence in nurses' ability to treat them	1774	53%	42%			95%	94%	-0%	+0%
Patients have enough time with nurses	1772	53%	42%			95%	95%	-0%	-1%

## 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	2350		59%	35%		58%	59%	+1%	-3% <sup>s</sup>



## 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	1763	54%	41%			95%	95%	-0%	-1%
Patients are satisfied with the length of time they wait for results	1749	42%	43%	8%	7%	85%	85%	-0%	-0%
Patients are satisfied with the way they receive results	1738	39%	39%	11%	11%	79%	78%	-1%	-3% <sup>s</sup>
Test results are explained to patients in a way they can understand	1740	38%	39%	12%	11%	79%	77%	-2%	-3% <sup>s</sup>

## 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	2073	53%	40%			95%	94%	-1%	-2% <sup>s</sup>
Patients know enough about what their medicines are for	2074	52%	44%			96%	97%	+0%	-0%
Patients know enough about how and when to take their medicines	2072	55%	43%			98%	98%	-0%	-0%
Patients know enough about side effects of medicines	2062	38%	41%	12%	9%	81%	80%	-1%	-2% <sup>s</sup>
Patients know what to do if they have any problems with their medicines	2066	43%	45%	7%		88%	88%	-1%	-1%
Patients take their prescription as they are supposed to	2072	57%	40%			97%	98%	+0%	-0%

## 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	2384		93%		7%	93%	93%	+0%	-1%
Overall rating of how mistakes are dealt with	162	37%			63%	-	37%	-	-9%

## 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	2428	46%	42%	8%		88%	88%	+0%	-3% <sup>s</sup>
Patients are treated with compassion and understanding	2388	42%	38%	14%		80%	80%	-0%	-5% <sup>s</sup>
Rating of overall care provided by GP practice	2425	41%	39%	14%		80%	80%	-0%	-7% <sup>s</sup>

## 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	765	24%	50%	10%	16%	74%	74%	+0%	+1%
Patients feel that people have all the information they need to treat them	757	27%	53%	12%	8%	79%	80%	+1%	+2%
Patients feel that they are listened to	762	30%	57%	8%	5%	87%	87%	+1%	+3%
Things are explained to patients in a way they can understand	759	31%	58%	7%	4%	87%	90%	+2%	+4% <sup>S</sup>
Patients feel that they were treated by the right people	763	32%	52%	11%	3%	-	84%	-	+3% <sup>S</sup>
Patients feel they get the right treatment or advice	758	32%	51%	10%	8%	80%	83%	+3%	+2%
Patients feel that people take account of the things that matter to them	758	30%	47%	16%	8%	76%	76%	+0%	+1%
Rating of overall care provided out of hours	740	28%	45%	20%	7%	72%	73%	+1%	+2%

## 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	242	35%	55%	7%		86%	90%	+4%	+4%
Service users have a say in how their help, care or support is provided	228	33%	46%	16%		81%	79%	-2%	+0%
Service users are aware of the help, care and support options available	234	28%	50%	14%	9%	-	78%	-	+2%
Service users are treated with respect	244	44%	51%			90%	94%	+4%	+4% <sup>S</sup>
Service users are treated with compassion and understanding	237	43%	48%	8%		87%	91%	+4%	+4%
Service users' health and care services seem to be well coordinated	231	38%	43%	12%	7%	79%	81%	+2%	+6%
Service users are supported to live as independently as possible	230	38%	47%	11%		84%	85%	+0%	+1%
Service users feel safe	236	39%	47%	12%		84%	85%	+2%	+1%
The help, care or support improves service users' quality of life	233	37%	43%	17%		82%	80%	-2%	-4%
Rating of overall help, care or support services	263	46%	37%	13%		80%	83%	+3%	+2%

## 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	423	22%	44%	21%	13%	70%	66%	-4%	-2%
Caring has had a negative impact on carers' health and wellbeing	406	11%	29%	23%	37%	45%	40%	-5%	-1%
Carers have a say in the services provided for the person they look after	403	13%	38%	31%	18%	49%	51%	+2%	+1%
Local services are well coordinated for the people carers look after	395	12%	35%	33%	20%	56%	47%	-9% <sup>s</sup>	+5%
Carers feels supported to continue caring	398	12%	27%	43%	19%	48%	38%	-10% <sup>s</sup>	-3%

## 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/](http://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	32	<b>33</b>	35
The times available in the next 2 days were not convenient for me	10	<b>9</b>	11
I was not offered a chance to see or speak to anyone within 2 working days	52	<b>50</b>	49
Another reason	6	<b>8</b>	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	53	<b>54</b>	57
Yes, and I am not happy about it	23	<b>22</b>	19
No, other patients can't overhear	17	<b>17</b>	17
Don't know	7	<b>7</b>	8



## Out of hours healthcare

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

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed			
	2013/14	2015/16	Scotland
Telephoned 111 for NHS 24	-	<b>70</b>	65
Went to Pharmacist / Chemist	-	<b>2</b>	4
Went to Primary Care Emergency Centre	-	<b>1</b>	2
Telephoned my own GP practice	-	<b>4</b>	4
Telephoned 999 for emergency services	-	<b>5</b>	6
Went to Hospital A&E / Casualty	-	<b>15</b>	15
Other	-	<b>3</b>	3

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

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed			
	2013/14	2015/16	Scotland
Got phone advice only from NHS 24	-	<b>19</b>	16
Pharmacist / Chemist	-	<b>2</b>	3
Primary Care Emergency Centre	-	<b>12</b>	15
Own GP practice	-	<b>3</b>	5
Home visit from a GP or Nurse	-	<b>10</b>	9
Ambulance paramedics	-	<b>10</b>	11
A&E / Casualty	-	<b>38</b>	35
Social care services	-	<b>0</b>	0
Other	-	<b>5</b>	6

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

All Patients	2013/14	2015/16	Scotland
I am happy with the opening hours of my GP practice	72	<b>76</b>	80
It is too difficult for me to get time away from work during my practice opening hours	18	<b>15</b>	11
The opening hours are not convenient for me for another reason	3	<b>3</b>	2
I am not sure when my GP practice is open	7	<b>5</b>	6

## Health and care effectiveness

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

Patients who received NHS treatment or advice because of something that was affecting their ability to do their usual activities - to live their normal life	2013/14	2015/16	Scotland
I was able to go back to most of my usual activities	44	<b>42</b>	43
There was no change in my ability to do my usual activities	21	<b>23</b>	23
I was less able to do my usual activities	19	<b>21</b>	19
It is too soon to say	16	<b>14</b>	15

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

Patients who received NHS treatment or advice because of something that was causing them pain or discomfort	2013/14	2015/16	Scotland
It was better than before	52	<b>51</b>	51
It was about the same as before	35	<b>36</b>	35
It was worse than before	3	<b>4</b>	4
It is too soon to say	10	<b>9</b>	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	56	<b>51</b>	53
I felt about the same as before	28	<b>30</b>	28
I felt more depressed or anxious than before	7	<b>9</b>	8
It is too soon to say	8	<b>10</b>	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.

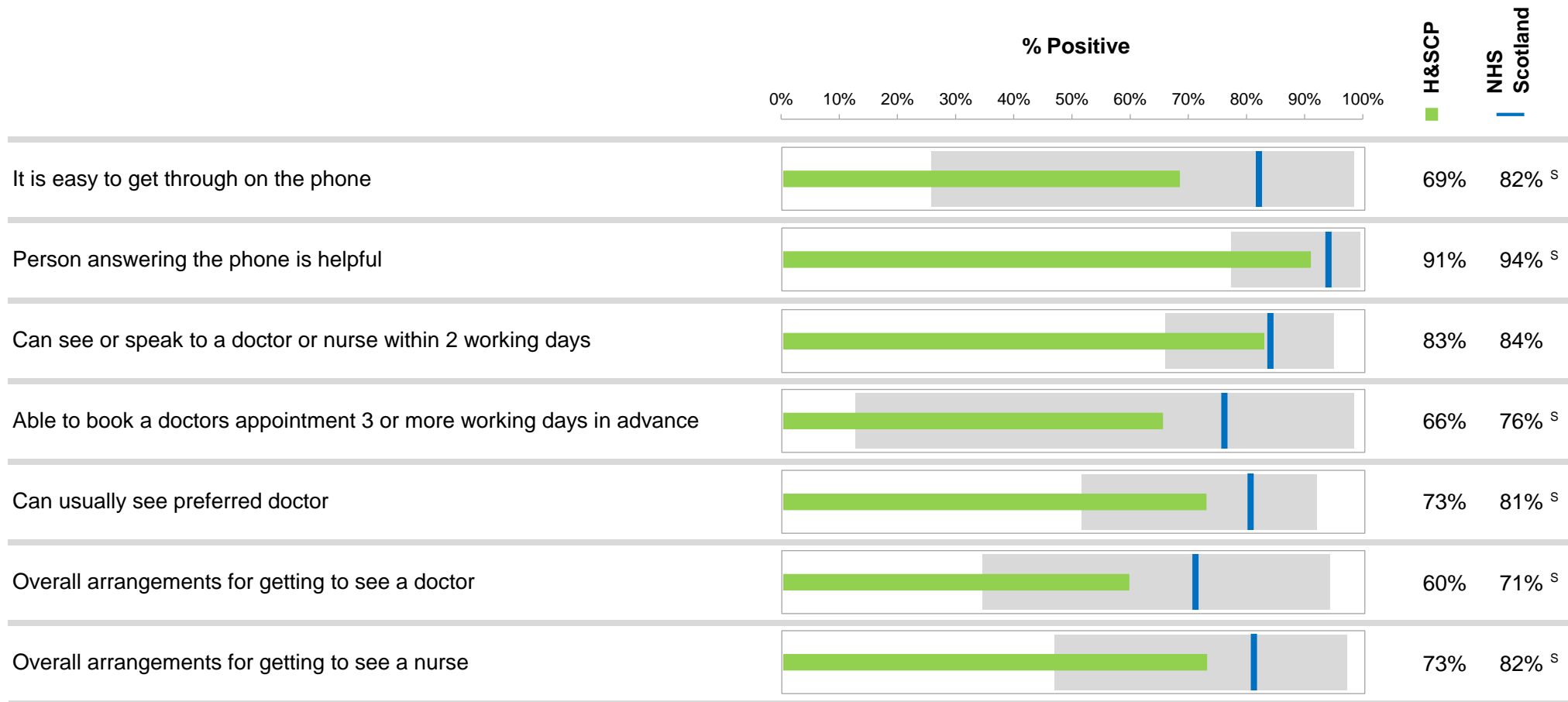
| NHS Scotland percent positive result.

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

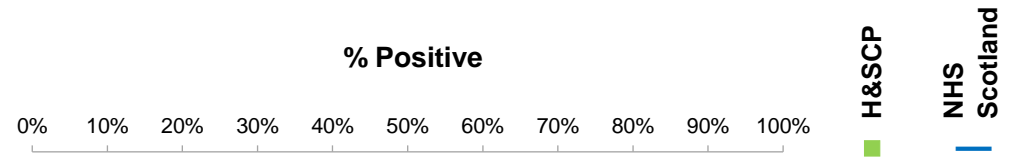
<sup>NT</sup> Indicates that a significance test was not carried out because fewer than five respondents within this H&SCP selected a positive response or because fewer than five respondents within this H&SCP selected a negative/neutral response.

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

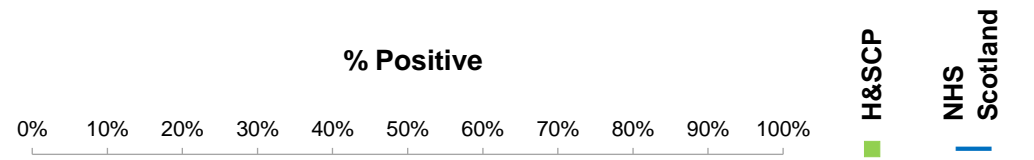


## Your GP Practice: referrals



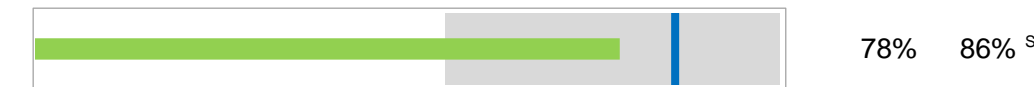
Arrangements for getting to see other health and care services

## At your GP Practice

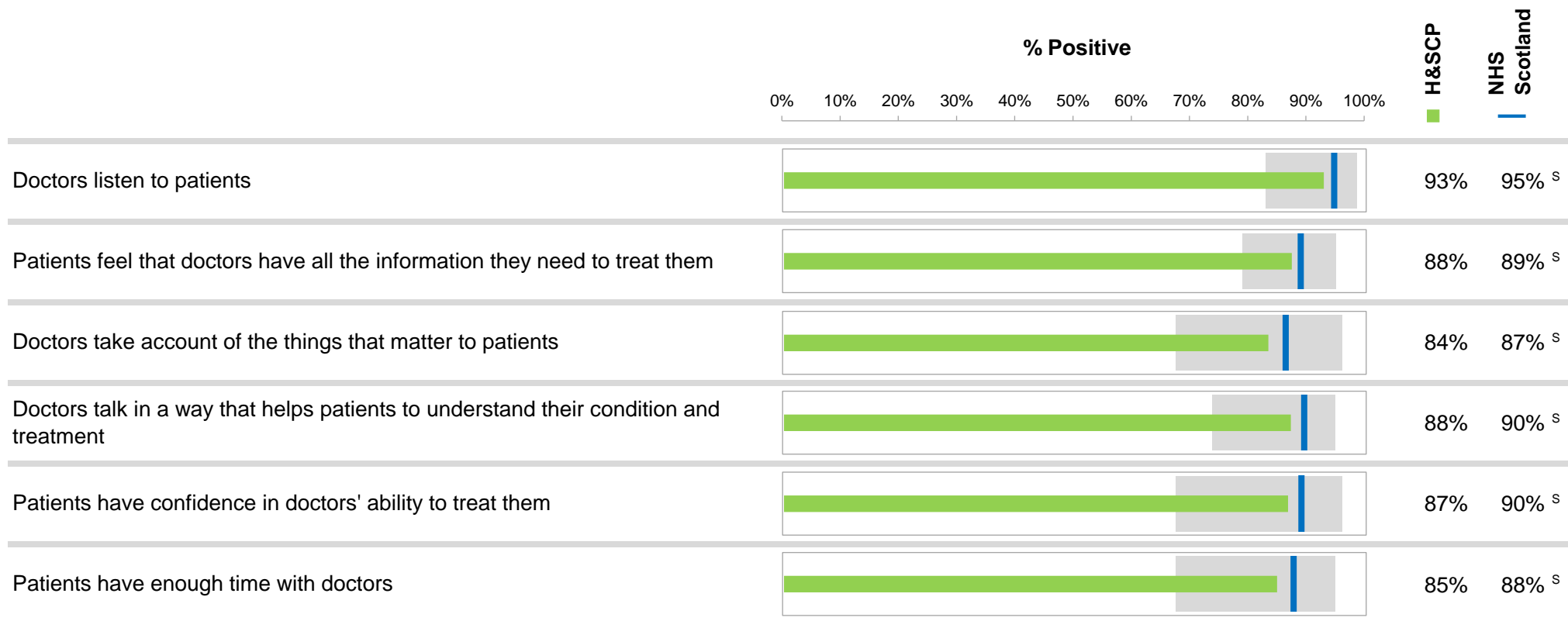


The receptionists are helpful

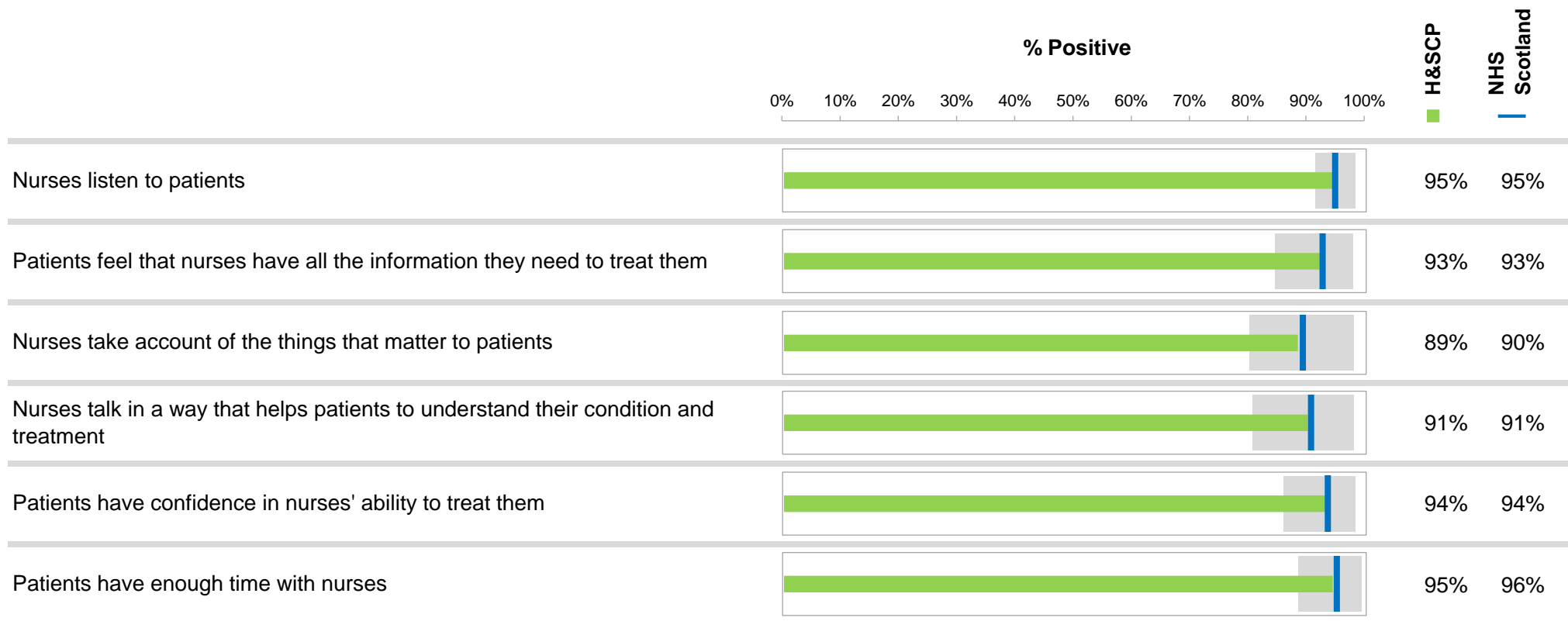
Time waiting to be seen at GP practice



## At your GP Practice - doctors

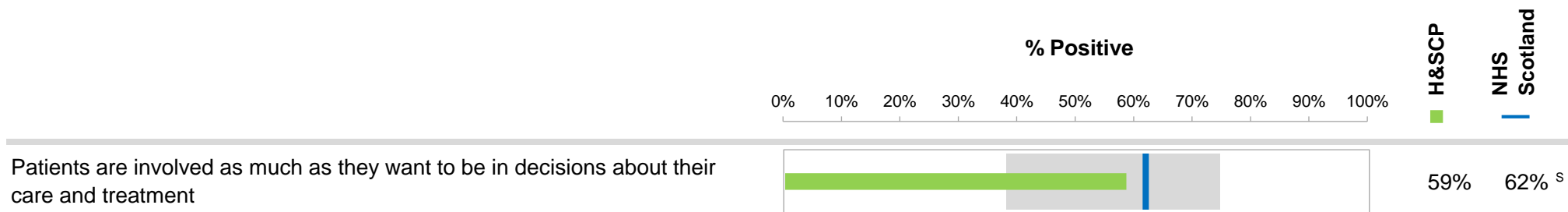


## At your GP Practice - nurses

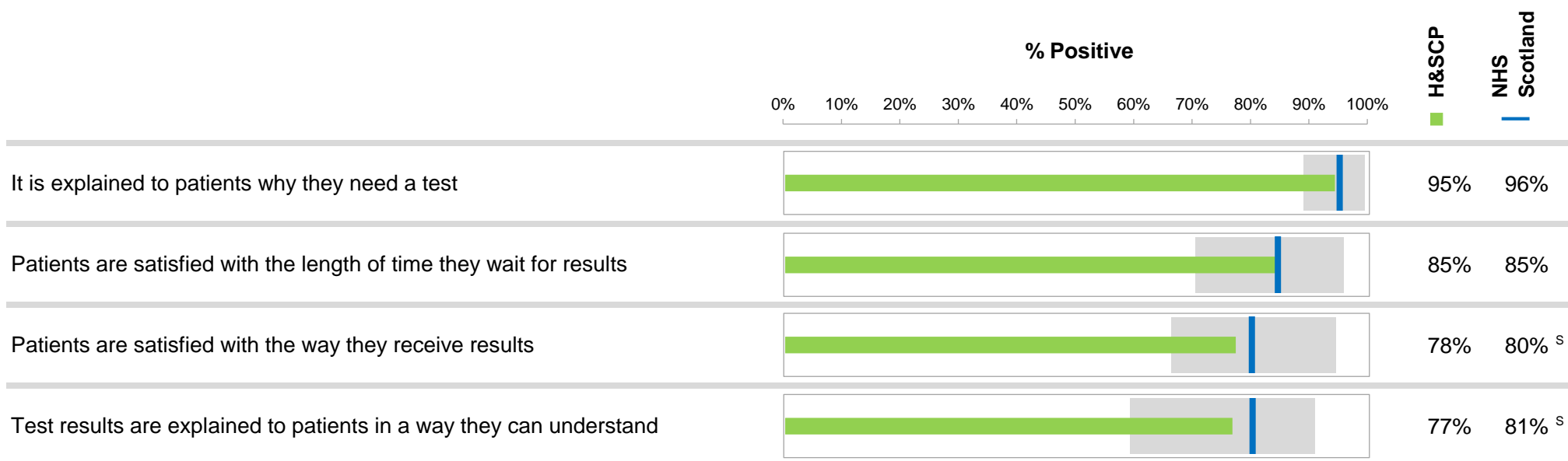




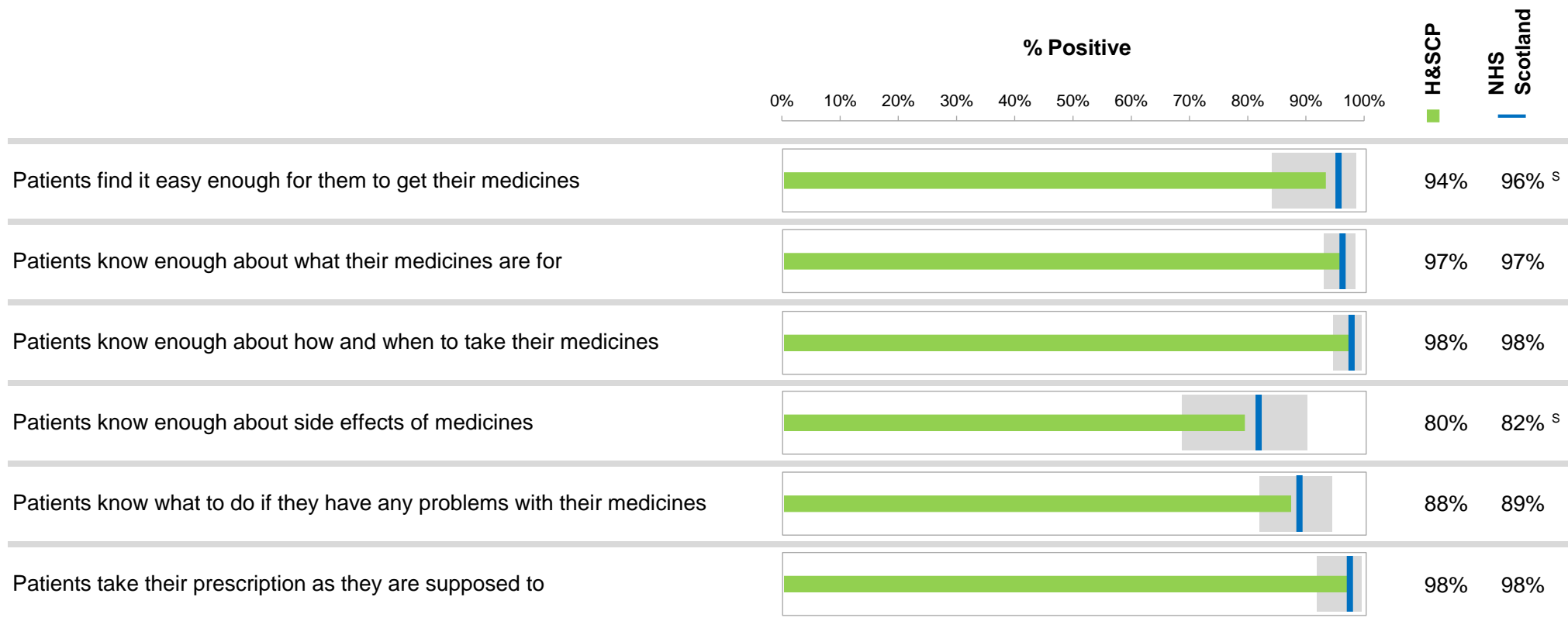
## At your GP practice - care and treatment



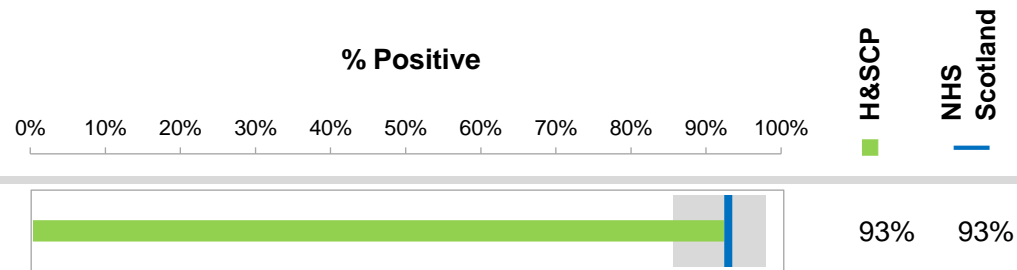
## Tests arranged by your GP practice



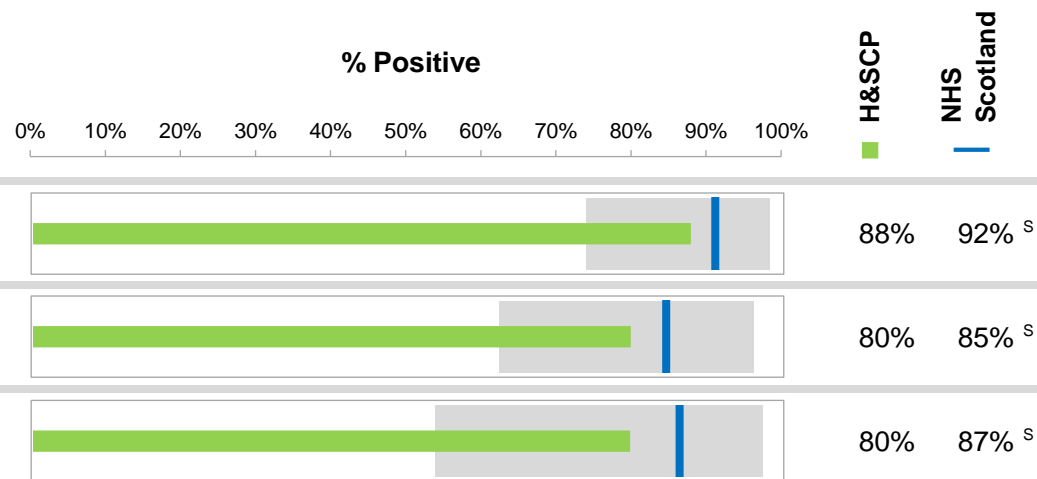
## At your GP Practice - medicines



## At your GP practice - dealing with mistakes



## At your GP practice - overall experience



## Variation between H&SCPs

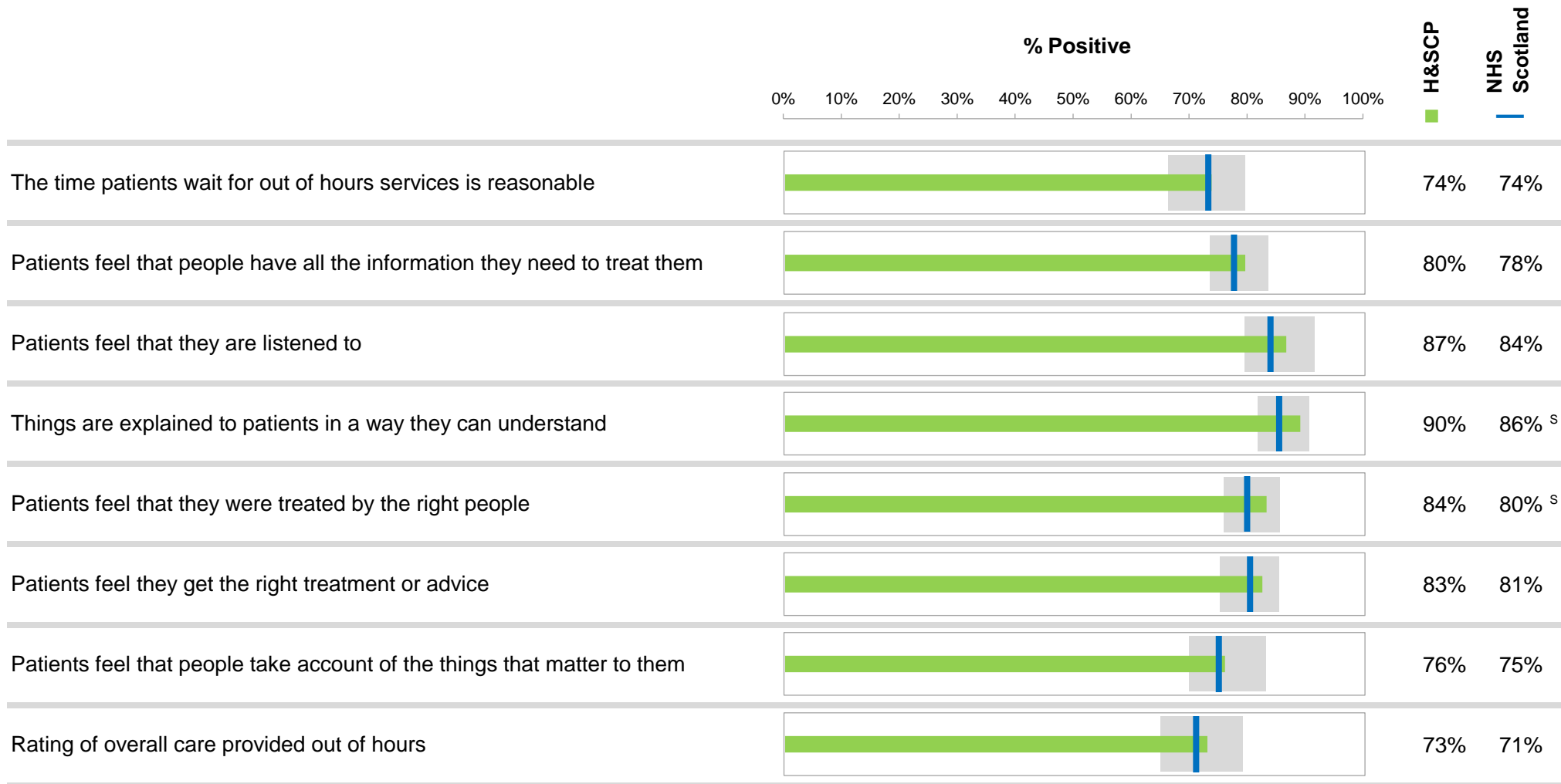
The tables/charts in this section show this H&SCP's percent positive results in relation to the range of percent positive results across all H&SCPs in Scotland. The percent positive results for NHS Scotland are also shown.

### Notes on Interpretation

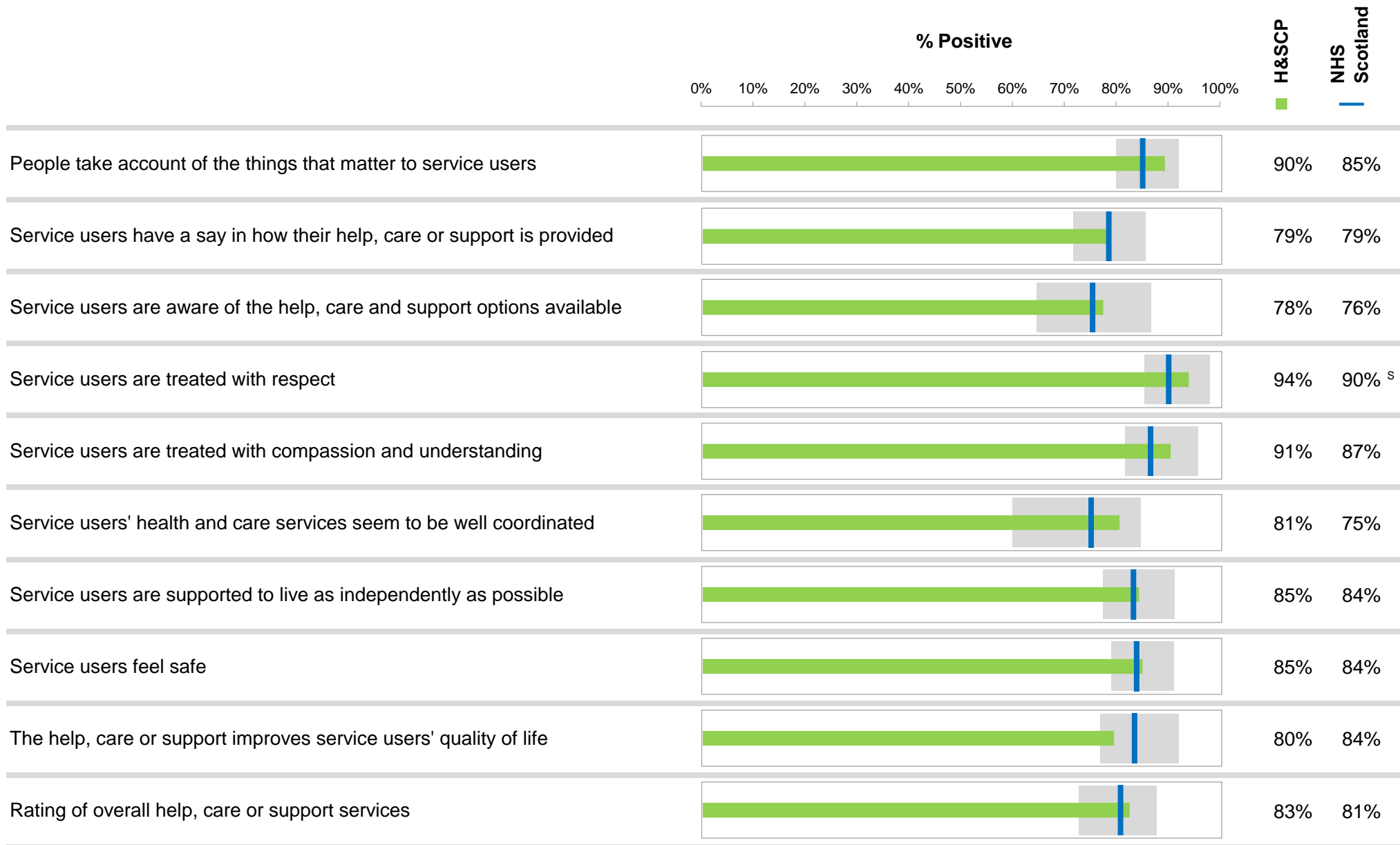
- Range of percent positive results across all H&SCPs in Scotland - ranges from lowest H&SCP to highest H&SCP.
- The H&SCP's percent positive result.
- | NHS Scotland percent positive result.
- <sup>s</sup> Indicates a statistically significant difference in the percent positive result between this H&SCP and NHS Scotland as a whole.
- <sup>NT</sup> 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).

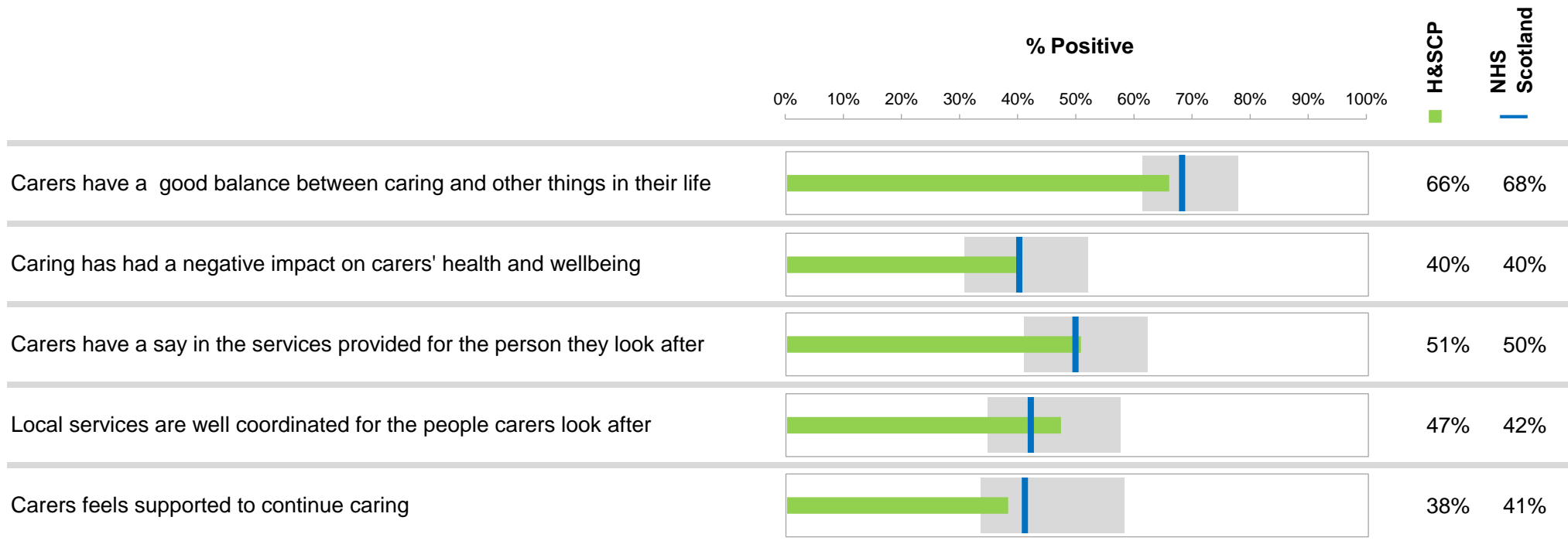
# Out of hours healthcare



# 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	233	<b>8.9</b>
Yes	2421	<b>91.1</b>
	2654	

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	242	<b>10.0</b>
2 - 4 times	1099	<b>45.0</b>
5 - 10 times	700	<b>29.0</b>
More than 10 times	359	<b>14.3</b>
Can't remember / don't know	41	<b>1.6</b>
	2441	



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	759	<b>28.4</b>
* Fairly easy	931	<b>40.4</b>
Not easy	665	<b>31.3</b>
<b>Percent Positive - This H&amp;SCP 68.7 %</b>	2355	

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	1357	<b>56.5</b>
* Fairly helpful	797	<b>34.9</b>
Not very helpful	153	<b>6.8</b>
Not at all helpful	41	<b>1.8</b>
<b>Percent Positive - This H&amp;SCP 91.4 %</b>	2348	

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	1243	<b>65.4</b>
* I saw or spoke to a doctor or nurse within 1 or 2 working days	345	<b>17.9</b>
I waited more than 2 working days to see or speak to a doctor or nurse	306	<b>16.7</b>
<b>Percent Positive - This H&amp;SCP 83.3 %</b>	1894	

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	94	<b>32.5</b>
The times available in the next 2 days were not convenient for me	24	<b>9.2</b>
I was not offered a chance to see or speak to anyone within 2 working days	168	<b>49.9</b>
Another reason	24	<b>8.4</b>
	310	

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	1304	<b>65.8</b>
No	614	<b>34.2</b>
<b>Percent Positive - This H&amp;SCP 65.8 %</b>	1918	

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	1149	<b>47.7</b>
No	620	<b>26.7</b>
* I don't have a doctor I prefer to see	647	<b>25.7</b>
<b>Percent Positive - This H&amp;SCP 73.3 %</b>	2416	

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	539	<b>21.1</b>
* Good	952	<b>38.8</b>
Fair	535	<b>22.9</b>
Poor	233	<b>10.0</b>
Very poor	166	<b>7.1</b>
<b>Percent Positive - This H&amp;SCP 60.0 %</b>	2425	

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	583	<b>27.1</b>
* Good	937	<b>46.4</b>
Fair	396	<b>19.6</b>
Poor	93	<b>4.6</b>
Very poor	44	<b>2.4</b>
<b>Percent Positive - This H&amp;SCP 73.4 %</b>	2053	

## 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	1270	<b>52.4</b>
No, as it wasn't necessary	1122	<b>46.3</b>
No, but I wanted to	32	<b>1.3</b>
	2424	

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	422	<b>32.6</b>
* Good	535	<b>42.8</b>
Fair	203	<b>15.8</b>
Poor	76	<b>5.7</b>
Very poor	38	<b>3.1</b>
<b>Percent Positive - This H&amp;SCP 75.4 %</b>	1274	

## 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	1296	<b>54.0</b>
Yes, and I am not happy about it	545	<b>22.3</b>
No, other patients can't overhear	412	<b>16.5</b>
Don't know	183	<b>7.2</b>
	2436	

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	1249	<b>50.4</b>
* Fairly helpful	964	<b>40.2</b>
Not very helpful	169	<b>7.1</b>
Not at all helpful	59	<b>2.3</b>
<b>Percent Positive - This H&amp;SCP 90.6 %</b>	2441	

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	1891	<b>78.5</b>
It is too long	520	<b>21.5</b>
<b>Percent Positive - This H&amp;SCP 78.5 %</b>	2411	

## 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	169	<b>6.8</b>
Yes	2166	<b>93.2</b>
	2335	

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	1182	<b>52.2</b>
* Agree	918	<b>41.2</b>
Neither agree nor disagree	94	<b>3.9</b>
Disagree	47	<b>2.1</b>
Strongly disagree	13	<b>0.6</b>
<b>Percent Positive - This H&amp;SCP 93.4 %</b>	2254	

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	968	<b>42.7</b>
* Agree	1011	<b>45.2</b>
Neither agree nor disagree	171	<b>7.7</b>
Disagree	84	<b>3.8</b>
Strongly disagree	14	<b>0.6</b>
<b>Percent Positive - This H&amp;SCP 87.9 %</b>	2248	

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	952	<b>42.2</b>
* Agree	925	<b>41.7</b>
Neither agree nor disagree	250	<b>11.4</b>
Disagree	81	<b>3.8</b>
Strongly disagree	22	<b>1.0</b>
<b>Percent Positive - This H&amp;SCP 83.8 %</b>	2230	

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	1027	<b>45.3</b>
* Agree	939	<b>42.4</b>
Neither agree nor disagree	201	<b>8.7</b>
Disagree	59	<b>2.6</b>
Strongly disagree	20	<b>0.9</b>
<b>Percent Positive - This H&amp;SCP 87.7 %</b>	2246	

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	1059	<b>46.9</b>
* Agree	905	<b>40.3</b>
Neither agree nor disagree	183	<b>8.2</b>
Disagree	80	<b>3.6</b>
Strongly disagree	24	<b>1.0</b>
<b>Percent Positive - This H&amp;SCP 87.2 %</b>	2251	

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	976	<b>43.1</b>
* Agree	951	<b>42.3</b>
Neither agree nor disagree	162	<b>7.3</b>
Disagree	128	<b>5.8</b>
Strongly disagree	34	<b>1.6</b>
<b>Percent Positive - This H&amp;SCP 85.3 %</b>	2251	

## 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	651	<b>28.8</b>
Yes	1719	<b>71.2</b>
	2370	

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	940	<b>51.7</b>
* Agree	745	<b>43.3</b>
Neither agree nor disagree	64	<b>4.0</b>
Disagree	13	<b>0.8</b>
Strongly disagree	5	<b>0.2</b>
<b>Percent Positive - This H&amp;SCP 95.0 %</b>	1767	

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	895	<b>49.1</b>
* Agree	745	<b>43.7</b>
Neither agree nor disagree	82	<b>5.0</b>
Disagree	34	<b>1.8</b>
Strongly disagree	9	<b>0.4</b>
<b>Percent Positive - This H&amp;SCP 92.8 %</b>	1765	



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	856	<b>46.7</b>
* Agree	717	<b>42.2</b>
Neither agree nor disagree	151	<b>9.3</b>
Disagree	26	<b>1.4</b>
Strongly disagree	7	<b>0.3</b>
<b>Percent Positive - This H&amp;SCP 88.9 %</b>	1757	

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	898	<b>49.2</b>
* Agree	705	<b>41.5</b>
Neither agree nor disagree	128	<b>7.8</b>
Disagree	20	<b>1.2</b>
Strongly disagree	9	<b>0.3</b>
<b>Percent Positive - This H&amp;SCP 90.6 %</b>	1760	

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	965	<b>52.9</b>
* Agree	718	<b>41.6</b>
Neither agree nor disagree	58	<b>3.7</b>
Disagree	24	<b>1.4</b>
Strongly disagree	9	<b>0.4</b>
<b>Percent Positive - This H&amp;SCP 94.5 %</b>	1774	

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	956	<b>52.5</b>
* Agree	731	<b>42.4</b>
Neither agree nor disagree	61	<b>3.5</b>
Disagree	20	<b>1.2</b>
Strongly disagree	4	<b>0.3</b>
<b>Percent Positive - This H&amp;SCP 95.0 %</b>	1772	

## 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	1383	<b>58.8</b>
Yes, to some extent	834	<b>35.4</b>
No, and I would like to be	133	<b>5.7</b>
<b>Percent Positive - This H&amp;SCP 58.8 %</b>	2350	

## 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	661	<b>28.1</b>
Yes	1687	<b>71.9</b>
	2348	

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	938	<b>53.6</b>
* Agree	736	<b>41.2</b>
Neither agree nor disagree	52	<b>2.9</b>
Disagree	32	<b>2.0</b>
Strongly disagree	5	<b>0.2</b>
<b>Percent Positive - This H&amp;SCP 94.8 %</b>	1763	

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	730	<b>41.6</b>
* Agree	751	<b>43.0</b>
Neither agree nor disagree	137	<b>8.2</b>
Disagree	104	<b>5.8</b>
Strongly disagree	27	<b>1.5</b>
<b>Percent Positive - This H&amp;SCP 84.6 %</b>	1749	

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	682	<b>38.9</b>
* Agree	676	<b>38.8</b>
Neither agree nor disagree	188	<b>11.2</b>
Disagree	140	<b>7.9</b>
Strongly disagree	52	<b>3.1</b>
<b>Percent Positive - This H&amp;SCP 77.7 %</b>	1738	

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	674	<b>38.0</b>
* Agree	684	<b>39.1</b>
Neither agree nor disagree	202	<b>11.8</b>
Disagree	128	<b>7.7</b>
Strongly disagree	52	<b>3.3</b>
<b>Percent Positive - This H&amp;SCP 77.1 %</b>	1740	

## 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	355	<b>14.7</b>
Yes	2062	<b>85.3</b>
	2417	

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	1130	<b>53.4</b>
* Agree	823	<b>40.4</b>
Neither agree nor disagree	41	<b>2.2</b>
Disagree	59	<b>3.1</b>
Strongly disagree	20	<b>0.9</b>
<b>Percent Positive - This H&amp;SCP 93.8 %</b>	2073	

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	1100	<b>52.2</b>
* Agree	901	<b>44.4</b>
Neither agree nor disagree	49	<b>2.4</b>
Disagree	21	<b>0.9</b>
Strongly disagree	3	<b>0.2</b>
<b>Percent Positive - This H&amp;SCP 96.5 %</b>	2074	

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	1160	<b>55.1</b>
* Agree	874	<b>42.9</b>
Neither agree nor disagree	24	<b>1.2</b>
Disagree	13	<b>0.7</b>
Strongly disagree	1	<b>0.1</b>
<b>Percent Positive - This H&amp;SCP 98.1 %</b>	2072	

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	813	<b>38.4</b>
* Agree	844	<b>41.4</b>
Neither agree nor disagree	236	<b>11.6</b>
Disagree	145	<b>7.2</b>
Strongly disagree	24	<b>1.4</b>
<b>Percent Positive - This H&amp;SCP 79.8 %</b>	2062	

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	919	<b>43.0</b>
* Agree	908	<b>44.8</b>
Neither agree nor disagree	143	<b>7.1</b>
Disagree	81	<b>4.3</b>
Strongly disagree	15	<b>0.8</b>
<b>Percent Positive - This H&amp;SCP 87.8 %</b>	2066	

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	1203	<b>57.5</b>
* Agree	829	<b>40.3</b>
Neither agree nor disagree	21	<b>1.2</b>
Disagree	13	<b>0.7</b>
Strongly disagree	6	<b>0.2</b>
<b>Percent Positive - This H&amp;SCP 97.8 %</b>	2072	



## 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	2214	<b>92.8</b>
Yes	170	<b>7.2</b>
<b>Percent Positive - This H&amp;SCP 92.8 %</b>	2384	

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	65	<b>37.2</b>
No	97	<b>62.8</b>
<b>Percent Positive - This H&amp;SCP 37.2 %</b>	162	

## 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	1147	<b>46.4</b>
* Agree	996	<b>41.9</b>
Neither agree nor disagree	196	<b>8.0</b>
Disagree	73	<b>3.1</b>
Strongly disagree	16	<b>0.7</b>
<b>Percent Positive - This H&amp;SCP 88.3 %</b>	2428	

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	1018	<b>41.8</b>
* Agree	906	<b>38.4</b>
Neither agree nor disagree	338	<b>14.5</b>
Disagree	108	<b>4.5</b>
Strongly disagree	18	<b>0.8</b>
<b>Percent Positive - This H&amp;SCP 80.2 %</b>	2388	

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	1030	<b>41.4</b>
* Good	923	<b>38.8</b>
Fair	337	<b>14.2</b>
Poor	112	<b>4.6</b>
Very poor	23	<b>1.0</b>
<b>Percent Positive - This H&amp;SCP 80.1 %</b>	2425	

## 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	770	<b>28.6</b>
No	1865	<b>71.4</b>
	2635	

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	516	<b>70.5</b>
Went to Pharmacist / Chemist	21	<b>2.1</b>
Went to Primary Care Emergency Centre	5	<b>0.6</b>
Telephoned my own GP practice	26	<b>4.3</b>
Telephoned 999 for emergency services	38	<b>5.0</b>
Went to Hospital A&E / Casualty	110	<b>14.6</b>
Other	24	<b>2.9</b>
	740	

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	128	<b>18.7</b>
Pharmacist / Chemist	15	<b>1.8</b>
Primary Care Emergency Centre	85	<b>11.6</b>
Own GP practice	26	<b>3.3</b>
Home visit from a GP or Nurse	69	<b>10.5</b>
Ambulance paramedics	79	<b>10.4</b>
A&E / Casualty	284	<b>38.3</b>
Social care services	3	<b>0.4</b>
Other	38	<b>5.2</b>
	727	

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	477	<b>70.7</b>
A Nurse	131	<b>18.5</b>
A Pharmacist	25	<b>3.8</b>
Someone else	50	<b>7.0</b>
	683	

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	189	<b>23.7</b>
* Agree	375	<b>50.4</b>
Neither agree nor disagree	77	<b>9.9</b>
Disagree	98	<b>12.7</b>
Strongly disagree	26	<b>3.3</b>
<b>Percent Positive - This H&amp;SCP 74.1 %</b>	765	

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	210	<b>27.2</b>
* Agree	394	<b>52.8</b>
Neither agree nor disagree	92	<b>11.6</b>
Disagree	46	<b>6.3</b>
Strongly disagree	15	<b>2.1</b>
<b>Percent Positive - This H&amp;SCP 79.9 %</b>	757	

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	232	<b>29.9</b>
* Agree	425	<b>57.2</b>
Neither agree nor disagree	66	<b>7.8</b>
Disagree	28	<b>3.6</b>
Strongly disagree	11	<b>1.4</b>
<b>Percent Positive - This H&amp;SCP 87.1 %</b>	762	

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	240	<b>31.1</b>
* Agree	435	<b>58.4</b>
Neither agree nor disagree	58	<b>7.1</b>
Disagree	20	<b>2.7</b>
Strongly disagree	6	<b>0.8</b>
<b>Percent Positive - This H&amp;SCP 89.5 %</b>	759	

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	249	<b>32.1</b>
* Agree	388	<b>51.6</b>
Neither agree nor disagree	88	<b>11.2</b>
Disagree	28	<b>4.0</b>
Strongly disagree	10	<b>1.2</b>
<b>Percent Positive - This H&amp;SCP 83.7 %</b>	763	

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	242	<b>31.9</b>
* Agree	391	<b>51.0</b>
Neither agree nor disagree	73	<b>9.5</b>
Disagree	41	<b>6.0</b>
Strongly disagree	11	<b>1.5</b>
<b>Percent Positive - This H&amp;SCP 82.9 %</b>	758	

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	226	<b>29.7</b>
* Agree	353	<b>46.7</b>
Neither agree nor disagree	123	<b>16.0</b>
Disagree	43	<b>5.9</b>
Strongly disagree	13	<b>1.7</b>
<b>Percent Positive - This H&amp;SCP 76.4 %</b>	758	

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	214	<b>28.2</b>
* Good	331	<b>45.2</b>
Fair	145	<b>19.9</b>
Poor	35	<b>4.8</b>
Very poor	15	<b>1.9</b>
<b>Percent Positive - This H&amp;SCP 73.4 %</b>	740	

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	1924	<b>75.8</b>
It is too difficult for me to get time away from work during my practice opening hours	389	<b>15.5</b>
The opening hours are not convenient for me for another reason	74	<b>3.5</b>
I am not sure when my GP practice is open	125	<b>5.2</b>
	2512	



## 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	217	<b>7.4</b>
Yes, help for me with adaptations and/or equipment for my home	177	<b>6.3</b>
Yes, help for me for activities outside my home	110	<b>4.0</b>
Yes, help to look after someone else	88	<b>3.2</b>
No, not had any help but I feel that I needed it	58	<b>2.1</b>
No, not had any help	1998	<b>75.1</b>
	2694	

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	234	<b>57.7</b>
No	175	<b>42.3</b>
	409	

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	155	<b>71.4</b>
I was not offered any choices	20	<b>8.9</b>
I had no choices due to medical reasons	11	<b>4.7</b>
I did not want a choice in how my care was arranged	11	<b>3.9</b>
Can't remember / don't know	17	<b>11.1</b>
	214	

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	87	<b>35.1</b>
* Agree	128	<b>54.7</b>
Neither agree nor disagree	20	<b>7.3</b>
Disagree	6	<b>2.4</b>
Strongly disagree	1	<b>0.6</b>
<b>Percent Positive - This H&amp;SCP 89.7 %</b>	242	

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	75	<b>32.7</b>
* Agree	107	<b>46.4</b>
Neither agree nor disagree	35	<b>15.6</b>
Disagree	9	<b>4.2</b>
Strongly disagree	2	<b>1.1</b>
<b>Percent Positive - This H&amp;SCP 79.1 %</b>	228	

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	66	<b>27.8</b>
* Agree	115	<b>50.0</b>
Neither agree nor disagree	34	<b>13.7</b>
Disagree	17	<b>7.5</b>
Strongly disagree	2	<b>1.1</b>
<b>Percent Positive - This H&amp;SCP 77.7 %</b>	234	

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	108	<b>43.9</b>
* Agree	121	<b>50.5</b>
Neither agree nor disagree	13	<b>4.6</b>
Disagree	1	<b>0.4</b>
Strongly disagree	1	<b>0.7</b>
<b>Percent Positive - This H&amp;SCP 94.4 %</b>	244	

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	103	<b>43.1</b>
* Agree	112	<b>47.7</b>
Neither agree nor disagree	19	<b>7.6</b>
Disagree	1	<b>0.6</b>
Strongly disagree	2	<b>1.0</b>
<b>Percent Positive - This H&amp;SCP 90.8 %</b>	237	

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	83	<b>38.3</b>
* Agree	103	<b>42.6</b>
Neither agree nor disagree	28	<b>12.4</b>
Disagree	12	<b>4.1</b>
Strongly disagree	5	<b>2.6</b>
<b>Percent Positive - This H&amp;SCP 80.9 %</b>	231	

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	85	<b>38.0</b>
* Agree	113	<b>46.7</b>
Neither agree nor disagree	24	<b>11.3</b>
Disagree	6	<b>3.0</b>
Strongly disagree	2	<b>1.1</b>
<b>Percent Positive - This H&amp;SCP 84.7 %</b>	230	

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	89	<b>38.7</b>
* Agree	113	<b>46.6</b>
Neither agree nor disagree	28	<b>12.4</b>
Disagree	4	<b>1.2</b>
Strongly disagree	2	<b>1.1</b>
<b>Percent Positive - This H&amp;SCP 85.4 %</b>	236	

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	85	<b>37.2</b>
* Agree	105	<b>42.6</b>
Neither agree nor disagree	36	<b>17.4</b>
Disagree	5	<b>1.8</b>
Strongly disagree	2	<b>1.1</b>
<b>Percent Positive - This H&amp;SCP 79.8 %</b>	233	

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	117	<b>46.2</b>
* Good	98	<b>36.6</b>
Fair	35	<b>12.7</b>
Poor	10	<b>3.4</b>
Very poor	3	<b>1.1</b>
<b>Percent Positive - This H&amp;SCP 82.9 %</b>	263	

## 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	723	<b>27.6</b>
No	1852	<b>72.4</b>
	2575	

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	301	<b>42.4</b>
There was no change in my ability to do my usual activities	163	<b>22.7</b>
I was less able to do my usual activities	149	<b>20.6</b>
It is too soon to say	107	<b>14.3</b>
	720	

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	1397	<b>55.0</b>
No	1154	<b>45.0</b>
	2551	

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	684	<b>50.7</b>
It was about the same as before	496	<b>36.0</b>
It was worse than before	58	<b>4.1</b>
It is too soon to say	121	<b>9.2</b>
	1359	

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	440	<b>17.2</b>
No	2065	<b>82.8</b>
	2505	

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	215	<b>50.9</b>
I felt about the same as before	136	<b>29.6</b>
I felt more depressed or anxious than before	42	<b>9.0</b>
It is too soon to say	49	<b>10.5</b>
	442	

## 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	2106	<b>83.2</b>
Yes, up to 4 hours a week	110	<b>4.5</b>
Yes, 5 - 19 hours a week	119	<b>4.7</b>
Yes, 20 - 34 hours a week	37	<b>1.4</b>
Yes, 35 - 49 hours a week	26	<b>0.9</b>
Yes, 50 or more hours a week	143	<b>5.3</b>
	2541	

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	85	<b>21.9</b>
* Agree	194	<b>44.3</b>
Neither agree nor disagree	87	<b>21.1</b>
Disagree	43	<b>9.4</b>
Strongly disagree	14	<b>3.3</b>
<b>Percent Positive - This H&amp;SCP 66.2 %</b>	423	



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	40	<b>9.6</b>
Agree	117	<b>27.6</b>
Neither agree nor disagree	93	<b>23.2</b>
* Disagree	117	<b>28.7</b>
* Strongly disagree	39	<b>11.0</b>
<b>Percent Positive - This H&amp;SCP 39.7 %</b>	406	

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	52	<b>12.5</b>
* Agree	154	<b>38.4</b>
Neither agree nor disagree	122	<b>30.6</b>
Disagree	57	<b>13.8</b>
Strongly disagree	18	<b>4.7</b>
<b>Percent Positive - This H&amp;SCP 50.9 %</b>	403	

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	47	<b>12.2</b>
* Agree	140	<b>35.2</b>
Neither agree nor disagree	134	<b>33.0</b>
Disagree	44	<b>11.7</b>
Strongly disagree	30	<b>7.9</b>
<b>Percent Positive - This H&amp;SCP 47.4 %</b>	395	

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	45	<b>11.6</b>
* Agree	109	<b>26.7</b>
Neither agree nor disagree	169	<b>43.0</b>
Disagree	48	<b>11.9</b>
Strongly disagree	27	<b>6.8</b>
<b>Percent Positive - This H&amp;SCP 38.3 %</b>	398	

## Demographics

Q46 - Are you male or female?

All patients	n	%
Male	1105	<b>42.2</b>
Female	1528	<b>57.8</b>
	2633	

Q47 - What was your age on your last birthday?

All patients	n	%
17-34	247	<b>9.5</b>
35-49	521	<b>20.1</b>
50-64	865	<b>33.1</b>
65+	976	<b>37.3</b>
	2609	

Q48 - How would you rate your health in general?

All patients	n	%
Good	1546	<b>59.7</b>
Fair	928	<b>35.0</b>
Bad	148	<b>5.4</b>
	2622	

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	389	<b>14.3</b>
Yes, limited a little	613	<b>23.4</b>
No	1621	<b>62.3</b>
	2623	

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

All patients	n	%
Very well	1408	<b>53.9</b>
Quite well	1060	<b>40.0</b>
Not very well	134	<b>5.1</b>
Not at all well	28	<b>1.0</b>
	2630	

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	1104	<b>42.6</b>
Good	955	<b>36.1</b>
Alright / neither good or bad	468	<b>17.3</b>
Bad	88	<b>3.3</b>
Very bad	17	<b>0.7</b>
	2632	

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