

Health and Care Experience Survey 2015/16

Results for Clackmannanshire Local Authority



May 2016, Official Statistics



Clackmannanshire Local Authority

This report gives a summary of the results of the Health and Care Experience Survey 2015/16 for Clackmannanshire Local Authority.

The survey was sent to 4,740 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

785 patients of Clackmannanshire Local Authority sent in feedback on their experiences at the practice. Of the patients that answered questions about themselves:

- 41% were male and 59% were female;
- 7% were aged 17-34, 16% were aged 35-49, 34% were aged 50-64 and 43% were 65 and over;
- 60% did not have any limiting illness or disability.

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

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

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 Local Authority 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	89%	+6
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	71%	-4
Rating of overall help, care or support services	87%	+6
Rating of overall care provided by GP practice	89%	+2 ^s
The help, care or support improves service users' quality of life	78%	-6
Carers feels supported to continue caring	31%	-10 ^s
Service users feel safe	84%	-0

*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 Local Authority.

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	99%
Patients take their prescription as they are supposed to	99%
Patients know enough about what their medicines are for	98%
The receptionists are helpful	97%
Person answering the phone is helpful	97%

Bottom 5 Responses (highest % negative scores)

Question	% negative
Overall rating of how mistakes are dealt with	56%
Caring has had a negative impact on carers' health and wellbeing	32%
Carers have a say in the services provided for the person they look after	25%
Local services are well coordinated for the people carers look after	21%
It is easy to get through on the phone	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 Local Authority 2015/16 and 2013/14 percent positive scores.

“Difference from Scotland” shows the difference between the Local Authority 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 Local Authority 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	703	40%	40%		20%	81%	80%	-1%	-2%
Person answering the phone is helpful	703	70%	28%			96%	97%	+1%	+3% ^s
Can see or speak to a doctor or nurse within 2 working days	526	65%	17%		18%	81%	82%	+1%	-2%
Able to book a doctors appointment 3 or more working days in advance	557	87%	13%			88%	87%	-1%	+11% ^s
Can usually see preferred doctor	718	87%	13%			86%	87%	+1%	+6% ^s
Overall arrangements for getting to see a doctor	719	31%	43%	18%	8%	72%	74%	+2%	+3%
Overall arrangements for getting to see a nurse	575	36%	45%	15%		78%	81%	+3%	-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	405	36%	43%	11%	10%	74%	79%	+4%	+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	723	63%	34%			95%	97%	+2% ^s	+3% ^s
Time waiting to be seen at GP practice	714		88%		12%	88%	88%	+1%	+2%

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	671	59%	37%			95%	97%	+2%	+1%
Patients feel that doctors have all the information they need to treat them	666	49%	42%			90%	91%	+1%	+2%
Doctors take account of the things that matter to patients	668	52%	36%	9%		87%	88%	+1%	+1%
Doctors talk in a way that helps patients to understand their condition and treatment	671	54%	38%			90%	92%	+2%	+2% ^s
Patients have confidence in doctors' ability to treat them	668	56%	35%			89%	91%	+2%	+2%
Patients have enough time with doctors	669	53%	38%			89%	91%	+2%	+3% ^s

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	495	57%	38%			96%	95%	-1%	-0%
Patients feel that nurses have all the information they need to treat them	489	55%	40%			95%	94%	-0%	+1%
Nurses take account of the things that matter to patients	489	54%	37%	8%		90%	91%	+0%	+1%
Nurses talk in a way that helps patients to understand their condition and treatment	489	56%	35%	7%		91%	91%	-0%	-0%
Patients have confidence in nurses' ability to treat them	492	57%	36%			93%	93%	-0%	-1%
Patients have enough time with nurses	490	58%	38%			97%	95%	-1%	-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	695	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	497	57%	39%			96%	96%	-0%	+1%
Patients are satisfied with the length of time they wait for results	494	43%	41%	8%	7%	85%	85%	-1%	-0%
Patients are satisfied with the way they receive results	491	42%	40%	10%	8%	83%	82%	-1%	+1%
Test results are explained to patients in a way they can understand	488	43%	40%	11%		84%	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	609	62%		35%		96%	97%	+1%	+1%
Patients know enough about what their medicines are for	610	60%		37%		97%	98%	+1%	+1%
Patients know enough about how and when to take their medicines	611	64%		35%		98%	99%	+1%	+1%
Patients know enough about side effects of medicines	609	45%		38%		81%	84%	+3%	+2%
Patients know what to do if they have any problems with their medicines	610	50%		42%		90%	92%	+2%	+2% ^s
Patients take their prescription as they are supposed to	610	65%		34%		98%	99%	+1%	+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	704	94%				95%	94%	-1%	+0%
Overall rating of how mistakes are dealt with	43	44%		56%		10%	44%	+35%	-2%

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	715	58%	36%			91%	93%	+2%	+2%
Patients are treated with compassion and understanding	699	52%	35%	11%		84%	87%	+2%	+2%
Rating of overall care provided by GP practice	719	54%	35%	9%		88%	89%	+1%	+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	199	36%	42%	9%	13%	74%	79%	+5%	+5%
Patients feel that people have all the information they need to treat them	197	31%	45%	14%	10%	73%	77%	+4%	-1%
Patients feel that they are listened to	198	34%	52%	10%		82%	86%	+4%	+2%
Things are explained to patients in a way they can understand	197	35%	51%	12%		81%	86%	+5%	+0%
Patients feel that they were treated by the right people	198	37%	46%	12%		-	83%	-	+3%
Patients feel they get the right treatment or advice	198	35%	46%	11%	8%	78%	81%	+3%	+0%
Patients feel that people take account of the things that matter to them	198	32%	45%	16%	7%	74%	77%	+3%	+2%
Rating of overall care provided out of hours	195	32%	39%	19%	10%	67%	70%	+3%	-1%

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	60	23%	69%			88%	92%	+5%	+7%
Service users have a say in how their help, care or support is provided	59	22%	60%	17%		85%	82%	-3%	+3%
Service users are aware of the help, care and support options available	60	23%	59%	13%		-	81%	-	+6%
Service users are treated with respect	62	31%	62%			87%	94%	+7% ^{NT}	+3% ^{NT}
Service users are treated with compassion and understanding	59	31%	58%	12%		86%	88%	+3%	+2%
Service users' health and care services seem to be well coordinated	62	30%	41%	23%		77%	71%	-6%	-4%
Service users are supported to live as independently as possible	61	32%	57%	10%		88%	89%	+2%	+6%
Service users feel safe	59	32%	52%	16%		88%	84%	-4%	-0%
The help, care or support improves service users' quality of life	59	35%	42%	20%		91%	78%	-13%	-6%
Rating of overall help, care or support services	64	28%	60%	12%		86%	87%	+1%	+6%

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	110	23%	44%	23%	10%	60%	67%	+8%	-1%
Caring has had a negative impact on carers' health and wellbeing	100	11%	31%	26%	32%	42%	42%	+1%	+2%
Carers have a say in the services provided for the person they look after	97	10%	41%	23%	25%	40%	51%	+11%	+1%
Local services are well coordinated for the people carers look after	95	12%	23%	44%	21%	40%	35%	-5%	-7%
Carers feels supported to continue caring	95	8%	23%	56%	13%	34%	31%	-3%	-10% ^s

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	36	28	35
The times available in the next 2 days were not convenient for me	12	17	11
I was not offered a chance to see or speak to anyone within 2 working days	48	53	49
Another reason	4	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	53	56	57
Yes, and I am not happy about it	21	21	19
No, other patients can't overhear	16	16	17
Don't know	10	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	-	75	65
Went to Pharmacist / Chemist	-	1	4
Went to Primary Care Emergency Centre	-	4	2
Telephoned my own GP practice	-	6	4
Telephoned 999 for emergency services	-	5	6
Went to Hospital A&E / Casualty	-	7	15
Other	-	2	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	-	17	16
Pharmacist / Chemist	-	2	3
Primary Care Emergency Centre	-	19	15
Own GP practice	-	8	5
Home visit from a GP or Nurse	-	12	9
Ambulance paramedics	-	14	11
A&E / Casualty	-	24	35
Social care services	-	1	0
Other	-	3	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	11	11
The opening hours are not convenient for me for another reason	3	2	2
I am not sure when my GP practice is open	7	6	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	43	47	43
There was no change in my ability to do my usual activities	22	25	23
I was less able to do my usual activities	17	17	19
It is too soon to say	18	12	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	50	54	51
It was about the same as before	36	32	35
It was worse than before	4	4	4
It is too soon to say	11	9	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	57	42	53
I felt about the same as before	20	38	28
I felt more depressed or anxious than before	8	7	8
It is too soon to say	15	13	11

Variation in GP practice results within the Local Authority

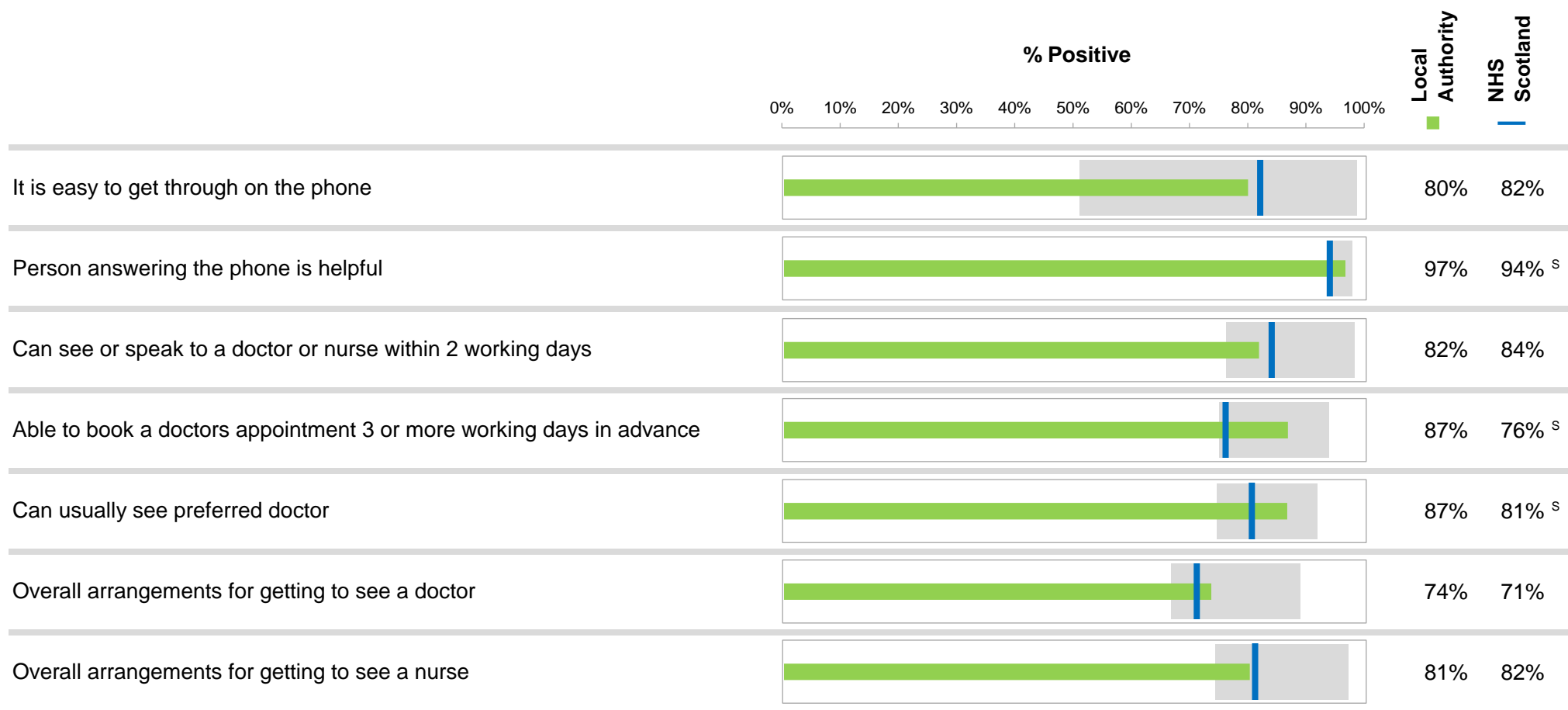
The tables/charts in this section show this Local Authority's percent positive results in relation to the range of percent positive results across GP Practices within this Local Authority. The percent positive results for NHS Scotland are also shown.

Notes on Interpretation

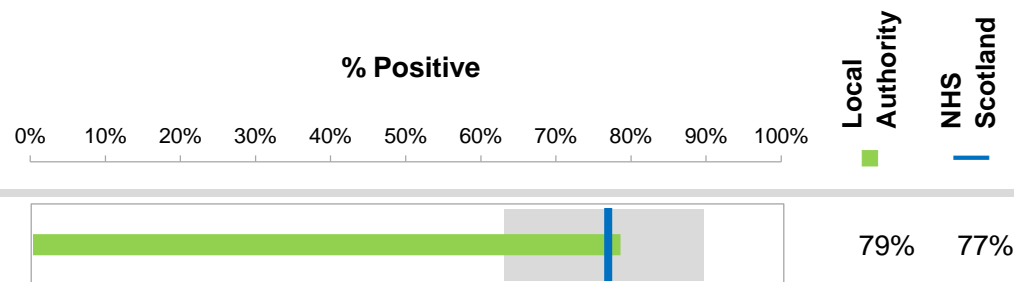
- Range of percent positive results across GP Practices within this Local Authority - ranges from lowest GP Practice to highest GP Practice.
- The Local Authority's percent positive result.
- | NHS Scotland percent positive result.
- ^S Indicates a statistically significant difference in the percent positive result between this Local Authority and NHS Scotland as a whole.
- ^{NT} Indicates that a significance test was not carried out because fewer than five respondents within this Local Authority selected a positive response or because fewer than five respondents within this Local Authority 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).

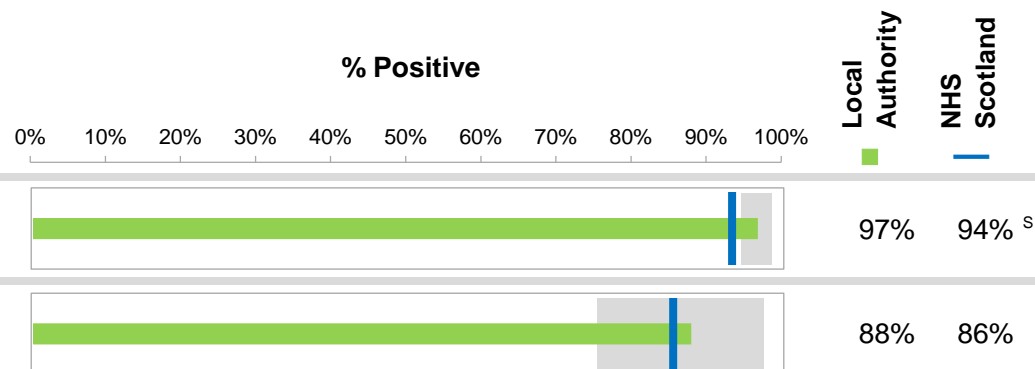
Your GP Practice: getting to see or speak to someone



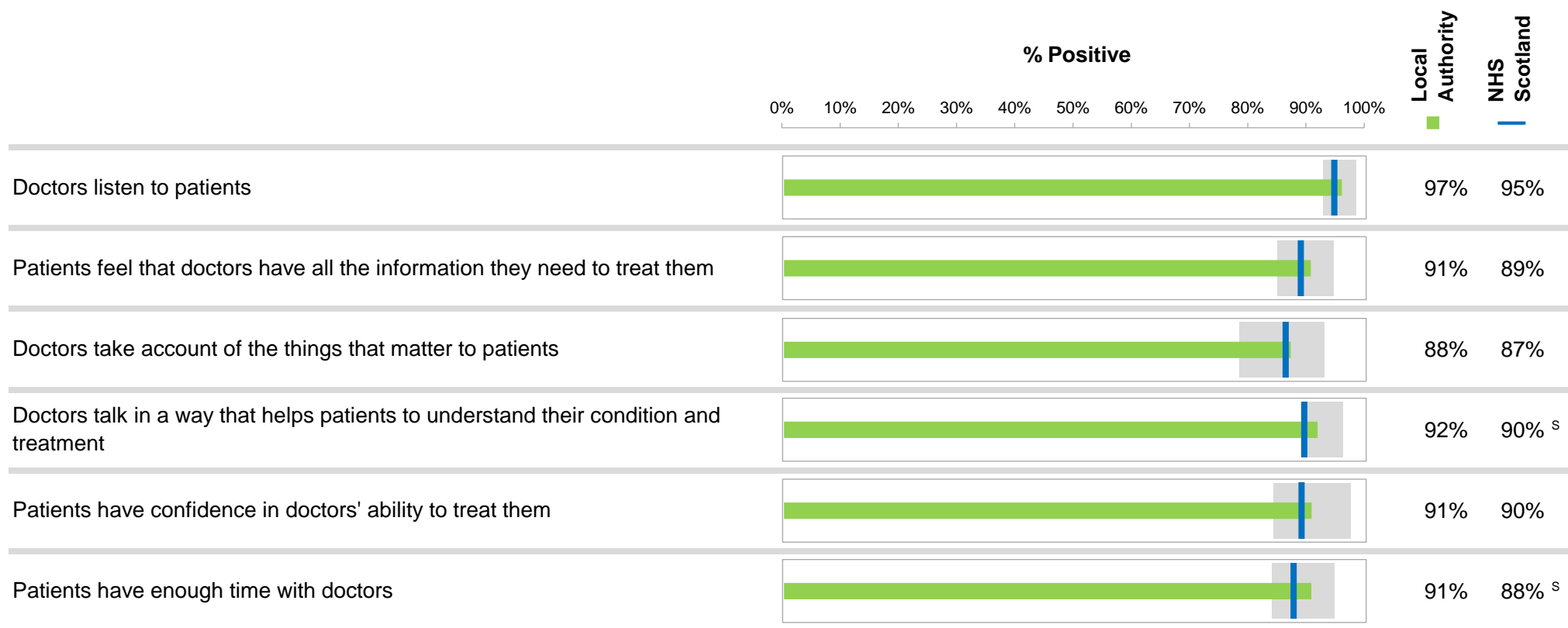
Your GP Practice: referrals



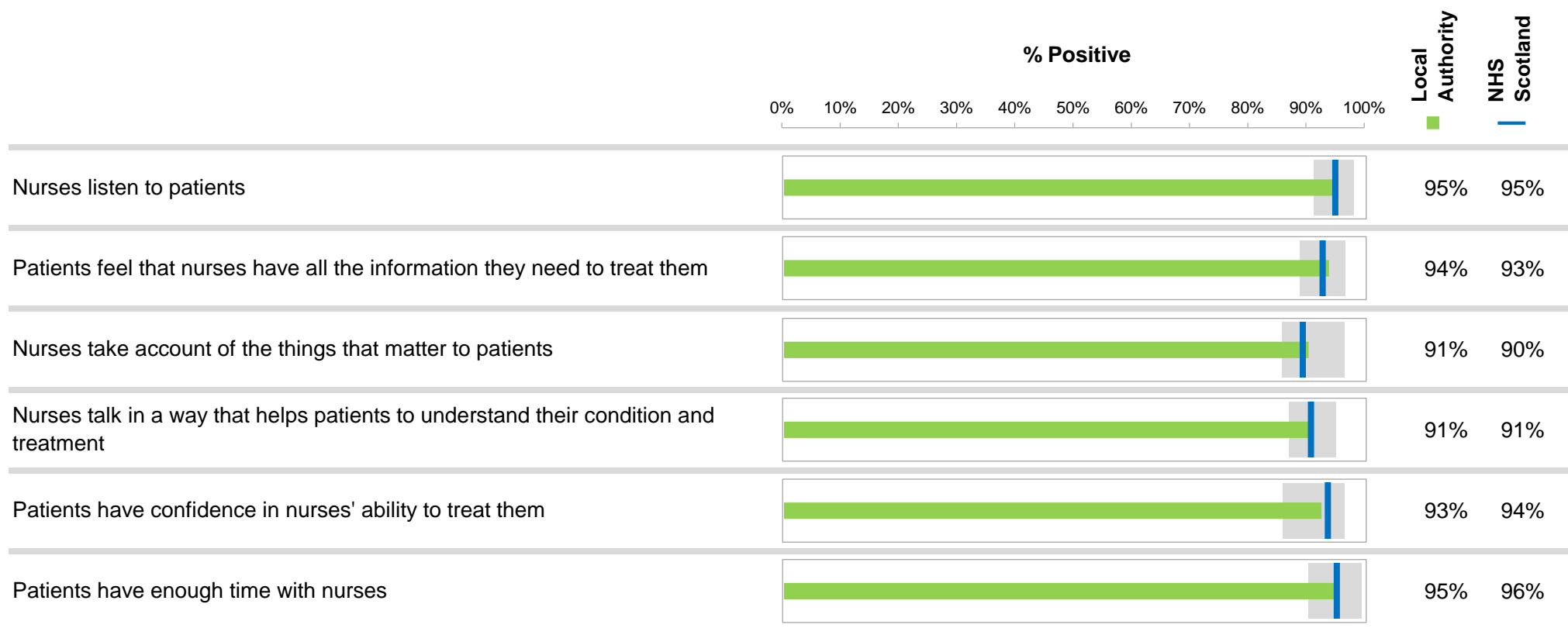
At your GP Practice



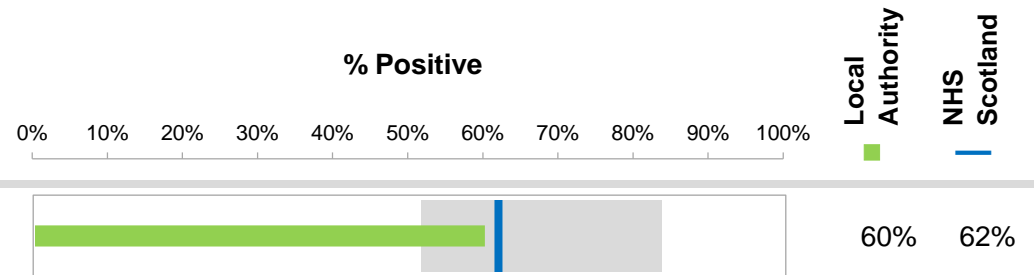
At your GP Practice - doctors



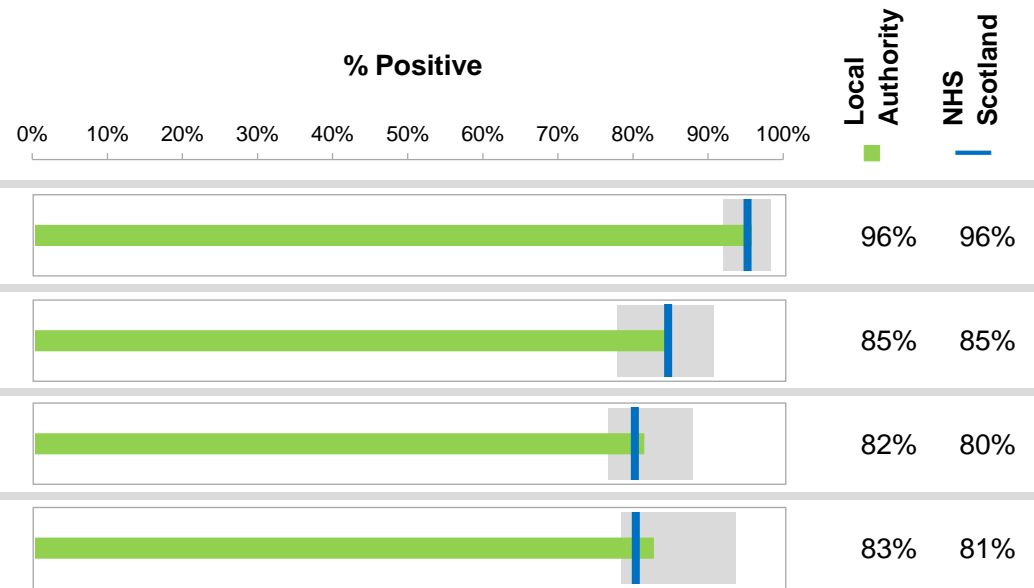
At your GP Practice - nurses



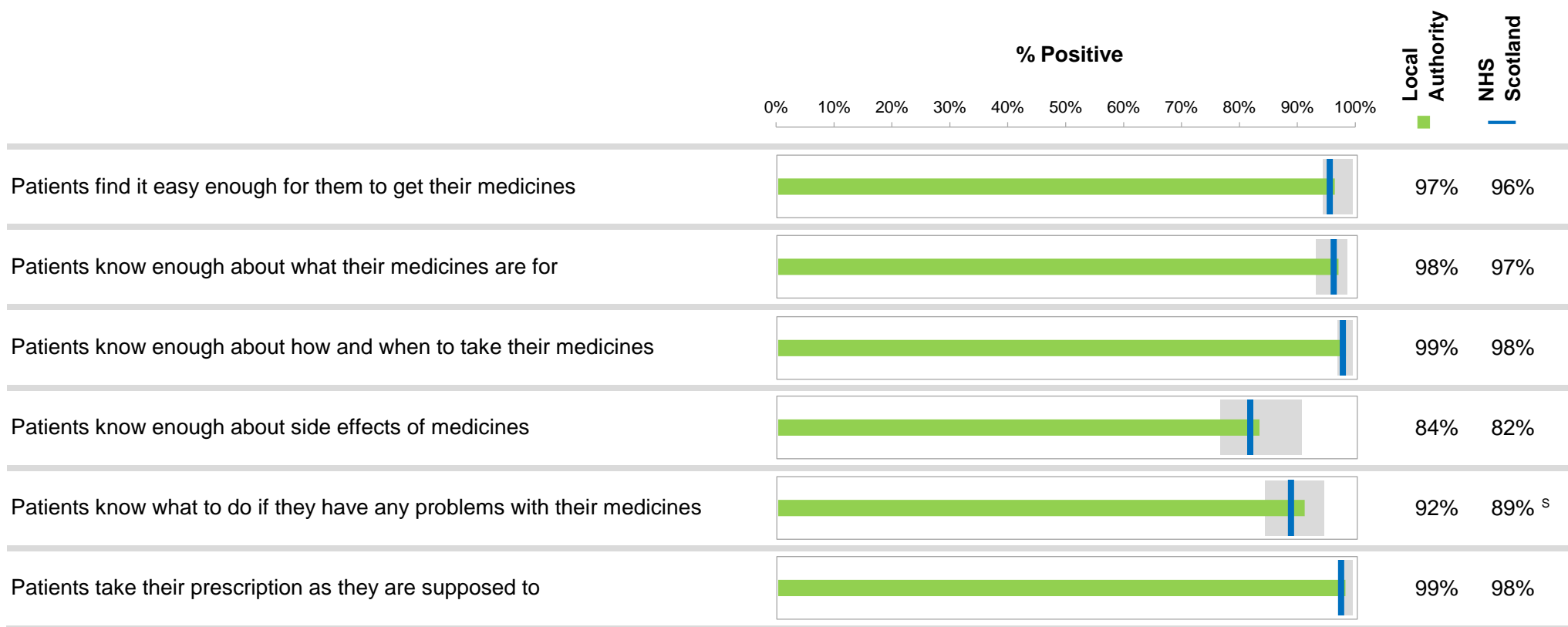
At your GP practice - care and treatment



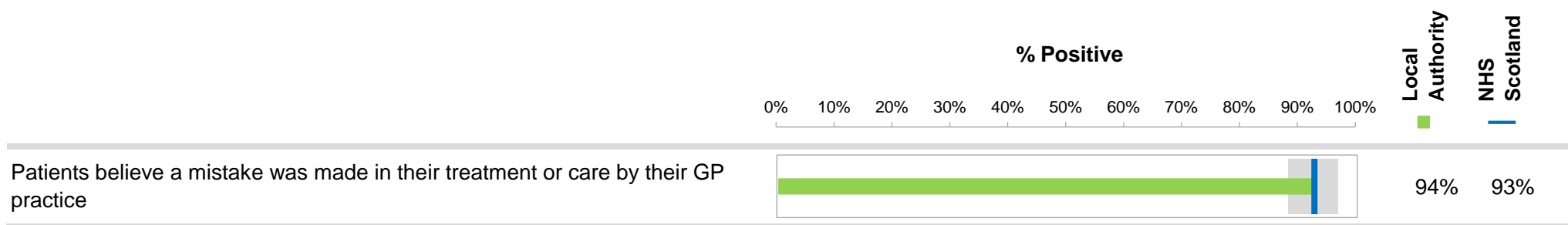
Tests arranged by your GP practice



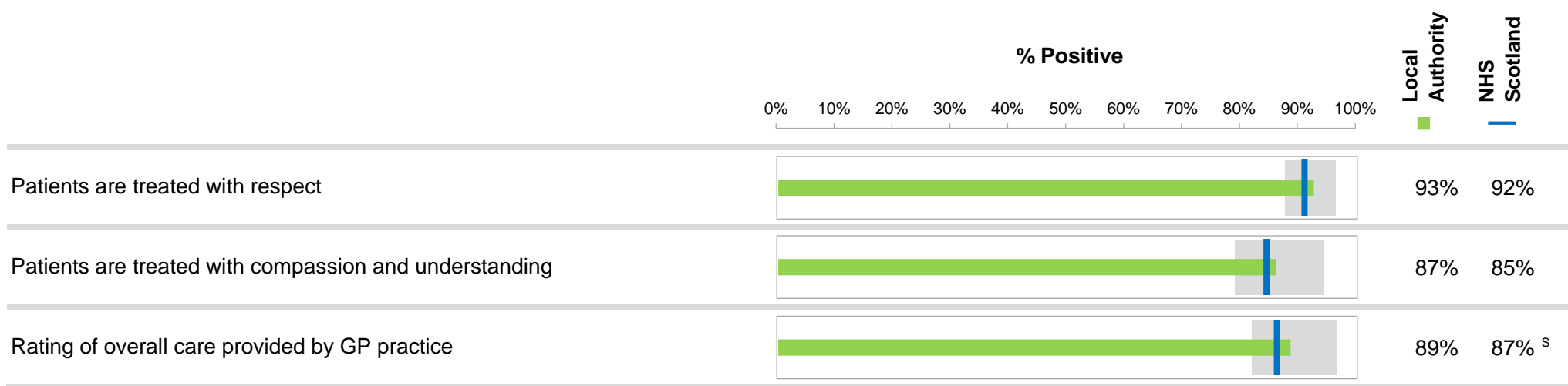
At your GP Practice - medicines



At your GP practice - dealing with mistakes






At your GP practice - overall experience



Variation between this Local Authority and all H&SCPs

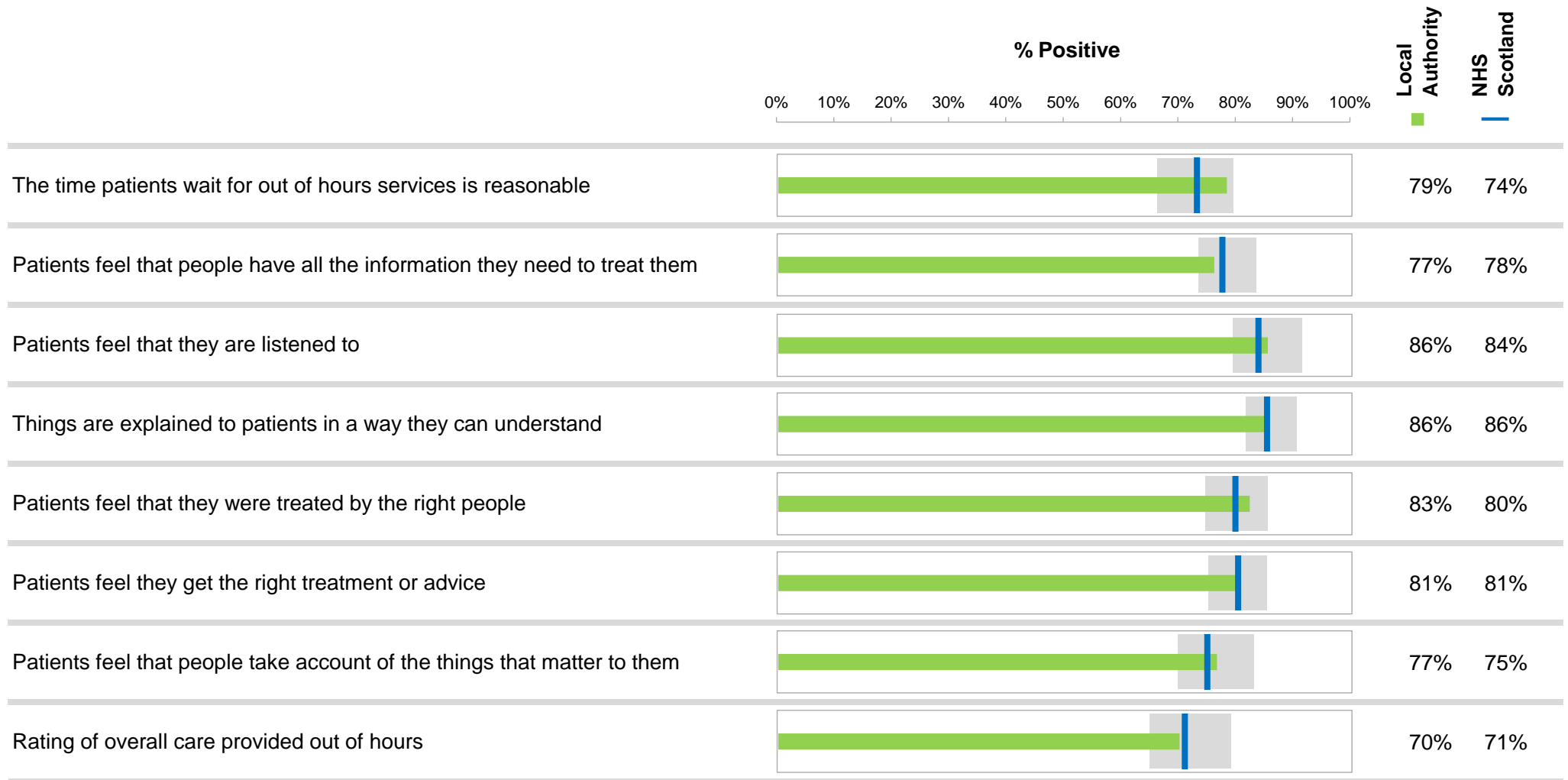
The tables/charts in this section show this Local Authority's percent positive results in relation to the range of percent positive results across all H&SCPs in Scotland **excluding** Clackmannanshire and Stirling H&SCP. The range of results excludes Clackmannanshire and Stirling H&SCP but includes the lower level results for Clackmannanshire and Stirling Local Authorities. The percent positive results for NHS Scotland are also shown.

Notes on Interpretation

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

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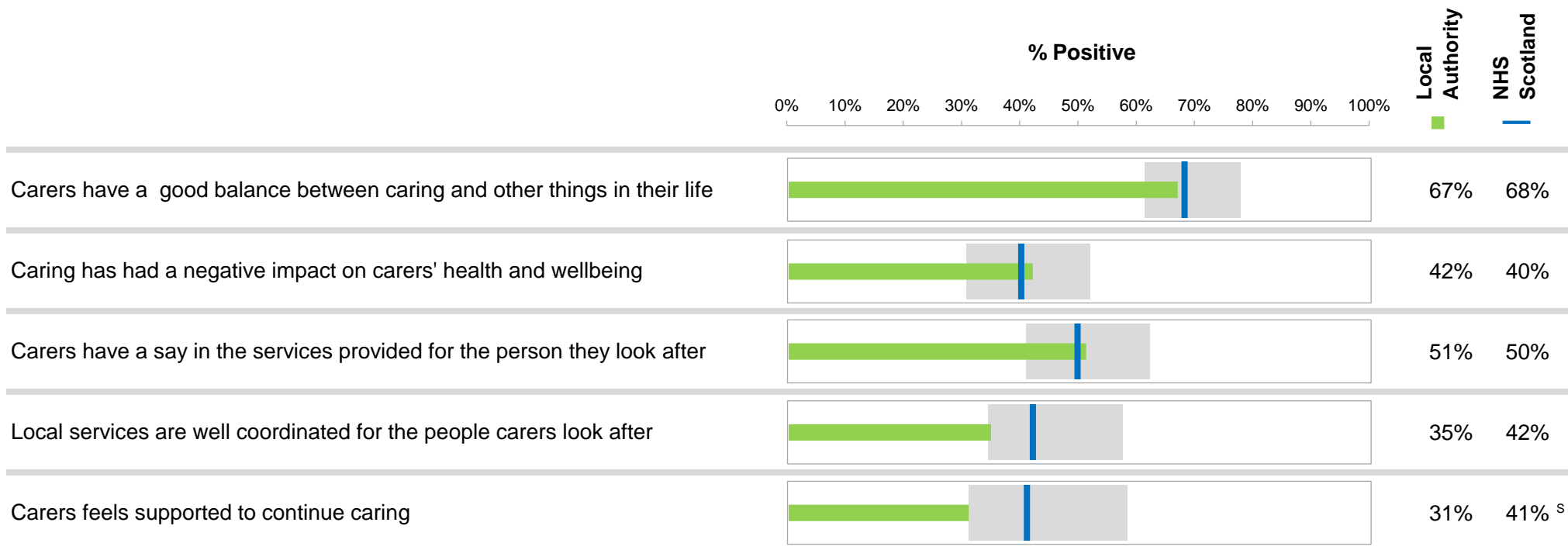
Out of hours healthcare



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	60	7.8
Yes	717	92.2
	777	

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	67	9.5
2 - 4 times	339	46.6
5 - 10 times	217	30.6
More than 10 times	91	12.0
Can't remember / don't know	8	1.2
	722	

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	303	40.2
* Fairly easy	276	40.1
Not easy	124	19.7
Percent Positive - This H&SCP 80.3 %	703	

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	495	69.7
* Fairly helpful	187	27.5
Not very helpful	17	2.2
Not at all helpful	4	0.6
Percent Positive - This H&SCP 97.2 %	703	

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	352	64.8
* I saw or spoke to a doctor or nurse within 1 or 2 working days	89	17.4
I waited more than 2 working days to see or speak to a doctor or nurse	85	17.8
Percent Positive - This H&SCP 82.2 %	526	

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	25	27.6
The times available in the next 2 days were not convenient for me	8	17.2
I was not offered a chance to see or speak to anyone within 2 working days	49	53.2
Another reason	2	2.0
	84	

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	487	87.2
No	70	12.8
Percent Positive - This H&SCP 87.2 %	557	

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	455	64.9
No	95	12.9
* I don't have a doctor I prefer to see	168	22.2
Percent Positive - This H&SCP 87.1 %	718	

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	237	31.0
* Good	302	43.0
Fair	128	18.4
Poor	33	4.7
Very poor	19	3.0
Percent Positive - This H&SCP 73.9 %	719	

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	222	35.7
* Good	248	44.9
Fair	82	15.3
Poor	16	2.8
Very poor	7	1.3
Percent Positive - This H&SCP 80.6 %	575	

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	406	55.9
No, as it wasn't necessary	304	43.2
No, but I wanted to	6	0.9
	716	

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	148	35.6
* Good	173	43.2
Fair	48	11.5
Poor	30	8.1
Very poor	6	1.6
Percent Positive - This H&SCP 78.8 %	405	

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	391	55.6
Yes, and I am not happy about it	141	20.6
No, other patients can't overhear	130	15.7
Don't know	59	8.2
	721	

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	468	63.3
* Fairly helpful	234	34.0
Not very helpful	15	2.0
Not at all helpful	6	0.8
Percent Positive - This H&SCP 97.3 %	723	

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	634	88.3
It is too long	80	11.7
Percent Positive - This H&SCP 88.3 %	714	

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	45	5.8
Yes	646	94.2
	691	

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	406	59.2
* Agree	242	37.4
Neither agree nor disagree	13	1.9
Disagree	8	1.2
Strongly disagree	2	0.4
Percent Positive - This H&SCP 96.6 %	671	

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	334	49.2
* Agree	275	42.0
Neither agree nor disagree	37	5.7
Disagree	15	2.4
Strongly disagree	5	0.7
Percent Positive - This H&SCP 91.2 %	666	

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	354	52.1
* Agree	236	35.6
Neither agree nor disagree	59	9.3
Disagree	15	2.4
Strongly disagree	4	0.6
Percent Positive - This H&SCP 87.7 %	668	

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	373	54.4
* Agree	249	37.9
Neither agree nor disagree	34	5.3
Disagree	11	1.7
Strongly disagree	4	0.6
Percent Positive - This H&SCP 92.4 %	671	

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	383	56.2
* Agree	230	35.1
Neither agree nor disagree	39	6.0
Disagree	13	2.2
Strongly disagree	3	0.5
Percent Positive - This H&SCP 91.3 %	668	

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	359	52.8
* Agree	252	38.4
Neither agree nor disagree	33	5.0
Disagree	21	3.2
Strongly disagree	4	0.6
Percent Positive - This H&SCP 91.3 %	669	

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	222	31.5
Yes	489	68.5
	711	

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	287	56.8
* Agree	186	38.4
Neither agree nor disagree	18	3.9
Disagree	4	0.9
Strongly disagree	0	0.0
Percent Positive - This H&SCP 95.2 %	495	

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	273	54.6
* Agree	189	39.7
Neither agree nor disagree	18	3.8
Disagree	8	1.8
Strongly disagree	1	0.2
Percent Positive - This H&SCP 94.3 %	489	

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	268	54.0
* Agree	179	36.8
Neither agree nor disagree	37	7.9
Disagree	5	1.2
Strongly disagree	0	0.0
Percent Positive - This H&SCP 90.8 %	489	

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	279	56.0
* Agree	168	34.8
Neither agree nor disagree	34	7.4
Disagree	6	1.4
Strongly disagree	2	0.4
Percent Positive - This H&SCP 90.8 %	489	

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	284	57.1
* Agree	176	35.9
Neither agree nor disagree	23	5.0
Disagree	8	1.8
Strongly disagree	1	0.2
Percent Positive - This H&SCP 93.0 %	492	

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	286	57.6
* Agree	183	37.8
Neither agree nor disagree	18	4.0
Disagree	3	0.6
Strongly disagree	0	0.0
Percent Positive - This H&SCP 95.4 %	490	

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	434	60.4
Yes, to some extent	233	35.2
No, and I would like to be	28	4.4
Percent Positive - This H&SCP 60.4 %	695	

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	219	31.3
Yes	477	68.7
	696	

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	284	56.8
* Agree	194	39.4
Neither agree nor disagree	14	2.7
Disagree	5	1.1
Strongly disagree	0	0.0
Percent Positive - This H&SCP 96.2 %	497	

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	218	43.5
* Agree	203	41.2
Neither agree nor disagree	38	8.0
Disagree	26	5.3
Strongly disagree	9	2.1
Percent Positive - This H&SCP 84.6 %	494	

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	209	42.1
* Agree	193	39.6
Neither agree nor disagree	50	10.4
Disagree	29	5.5
Strongly disagree	10	2.3
Percent Positive - This H&SCP 81.8 %	491	

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	217	43.3
* Agree	192	39.7
Neither agree nor disagree	49	10.7
Disagree	23	4.7
Strongly disagree	7	1.6
Percent Positive - This H&SCP 83.1 %	488	

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	108	15.0
Yes	610	85.0
	718	

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	381	61.9
* Agree	211	34.9
Neither agree nor disagree	8	1.4
Disagree	7	1.4
Strongly disagree	2	0.3
Percent Positive - This H&SCP 96.9 %	609	

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	373	60.5
* Agree	223	37.0
Neither agree nor disagree	10	1.8
Disagree	4	0.7
Strongly disagree	0	0.0
Percent Positive - This H&SCP 97.5 %	610	

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	398	64.3
* Agree	206	34.5
Neither agree nor disagree	5	0.9
Disagree	2	0.3
Strongly disagree	0	0.0
Percent Positive - This H&SCP 98.8 %	611	

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	284	45.4
* Agree	230	38.4
Neither agree nor disagree	67	11.5
Disagree	25	4.1
Strongly disagree	3	0.6
Percent Positive - This H&SCP 83.8 %	609	

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	312	49.9
* Agree	247	41.8
Neither agree nor disagree	36	5.9
Disagree	15	2.5
Strongly disagree	0	0.0
Percent Positive - This H&SCP 91.6 %	610	

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	397	64.7
* Agree	205	34.0
Neither agree nor disagree	4	0.7
Disagree	4	0.6
Strongly disagree	0	0.0
Percent Positive - This H&SCP 98.7 %	610	

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	659	93.5
Yes	45	6.5
Percent Positive - This H&SCP 93.5 %	704	

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	19	44.3
No	24	55.7
Percent Positive - This H&SCP 44.3 %	43	

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	421	57.6
* Agree	247	35.6
Neither agree nor disagree	41	5.9
Disagree	4	0.6
Strongly disagree	2	0.3
Percent Positive - This H&SCP 93.2 %	715	

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	373	51.7
* Agree	235	34.9
Neither agree nor disagree	72	10.8
Disagree	15	2.0
Strongly disagree	4	0.7
Percent Positive - This H&SCP 86.6 %	699	

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	401	54.1
* Good	243	35.1
Fair	59	8.6
Poor	11	1.4
Very poor	5	0.8
Percent Positive - This H&SCP 89.2 %	719	

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	196	26.0
No	572	74.0
	768	

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	136	75.0
Went to Pharmacist / Chemist	3	1.2
Went to Primary Care Emergency Centre	7	3.8
Telephoned my own GP practice	11	5.9
Telephoned 999 for emergency services	9	4.9
Went to Hospital A&E / Casualty	13	7.2
Other	4	2.1
	183	

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	34	17.5
Pharmacist / Chemist	5	2.1
Primary Care Emergency Centre	36	18.8
Own GP practice	16	8.5
Home visit from a GP or Nurse	21	12.1
Ambulance paramedics	27	13.8
A&E / Casualty	41	23.6
Social care services	2	1.0
Other	5	2.6
	187	

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	138	76.7
A Nurse	26	14.2
A Pharmacist	3	1.3
Someone else	14	7.8
	181	

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	68	36.3
* Agree	87	42.5
Neither agree nor disagree	18	8.6
Disagree	16	7.7
Strongly disagree	10	4.9
Percent Positive - This H&SCP 78.8 %	199	

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	59	31.3
* Agree	90	45.3
Neither agree nor disagree	27	13.5
Disagree	16	7.6
Strongly disagree	5	2.3
Percent Positive - This H&SCP 76.6 %	197	

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	66	34.0
* Agree	102	52.0
Neither agree nor disagree	20	9.5
Disagree	7	3.2
Strongly disagree	3	1.3
Percent Positive - This H&SCP 86.0 %	198	

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	67	34.9
* Agree	102	51.3
Neither agree nor disagree	23	11.8
Disagree	4	1.6
Strongly disagree	1	0.4
Percent Positive - This H&SCP 86.1 %	197	

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	71	36.7
* Agree	90	46.2
Neither agree nor disagree	25	12.0
Disagree	8	3.5
Strongly disagree	4	1.7
Percent Positive - This H&SCP 82.8 %	198	

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	67	35.4
* Agree	93	45.8
Neither agree nor disagree	21	11.0
Disagree	10	5.0
Strongly disagree	7	2.9
Percent Positive - This H&SCP 81.1 %	198	

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	62	32.5
* Agree	90	44.6
Neither agree nor disagree	30	15.7
Disagree	12	5.5
Strongly disagree	4	1.7
Percent Positive - This H&SCP 77.1 %	198	

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	62	31.8
* Good	73	38.7
Fair	38	19.4
Poor	16	7.6
Very poor	6	2.5
Percent Positive - This H&SCP 70.5 %	195	

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	596	80.9
It is too difficult for me to get time away from work during my practice opening hours	83	11.5
The opening hours are not convenient for me for another reason	12	1.5
I am not sure when my GP practice is open	41	6.1
	732	

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	69	8.9
Yes, help for me with adaptations and/or equipment for my home	44	5.8
Yes, help for me for activities outside my home	30	3.9
Yes, help to look after someone else	19	2.5
No, not had any help but I feel that I needed it	19	2.4
No, not had any help	580	73.4
	785	

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	68	54.3
No	58	45.7
	126	

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	38	64.3
I was not offered any choices	8	12.3
I had no choices due to medical reasons	3	5.5
I did not want a choice in how my care was arranged	4	7.9
Can't remember / don't know	7	10.0
	60	

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	14	23.1
* Agree	41	69.2
Neither agree nor disagree	4	6.1
Disagree	1	1.6
Strongly disagree	0	0.0
Percent Positive - This H&SCP 92.3 %	60	

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	13	22.0
* Agree	34	60.0
Neither agree nor disagree	11	17.1
Disagree	1	0.9
Strongly disagree	0	0.0
Percent Positive - This H&SCP 82.0 %	59	

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	13	22.6
* Agree	36	58.6
Neither agree nor disagree	8	13.1
Disagree	3	5.7
Strongly disagree	0	0.0
Percent Positive - This H&SCP 81.2 %	60	

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	19	31.4
* Agree	39	62.3
Neither agree nor disagree	4	6.4
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This H&SCP 93.6 %	62	

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	19	30.7
* Agree	34	57.8
Neither agree nor disagree	6	11.5
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This H&SCP 88.5 %	59	

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	19	29.9
* Agree	29	41.2
Neither agree nor disagree	11	22.8
Disagree	2	5.3
Strongly disagree	1	0.8
Percent Positive - This H&SCP 71.1 %	62	

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	20	32.3
* Agree	34	56.9
Neither agree nor disagree	6	10.0
Disagree	1	0.9
Strongly disagree	0	0.0
Percent Positive - This H&SCP 89.1 %	61	

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	19	31.8
* Agree	31	52.1
Neither agree nor disagree	9	16.1
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This H&SCP 83.9 %	59	

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	21	35.4
* Agree	26	42.1
Neither agree nor disagree	11	19.9
Disagree	1	2.6
Strongly disagree	0	0.0
Percent Positive - This H&SCP 77.5 %	59	

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	18	27.6
* Good	38	59.9
Fair	7	11.8
Poor	1	0.8
Very poor	0	0.0
Percent Positive - This H&SCP 87.5 %	64	

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	216	29.3
No	531	70.7
	747	

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	104	46.5
There was no change in my ability to do my usual activities	49	24.5
I was less able to do my usual activities	38	16.9
It is too soon to say	27	12.0
	218	

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	407	54.6
No	338	45.4
	745	

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	216	54.3
It was about the same as before	121	32.4
It was worse than before	17	4.5
It is too soon to say	39	8.9
	393	

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	119	17.2
No	606	82.8
	725	

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	51	41.7
I felt about the same as before	43	38.5
I felt more depressed or anxious than before	10	7.1
It is too soon to say	15	12.7
	119	

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	636	85.4
Yes, up to 4 hours a week	30	4.1
Yes, 5 - 19 hours a week	26	3.2
Yes, 20 - 34 hours a week	13	1.8
Yes, 35 - 49 hours a week	4	0.5
Yes, 50 or more hours a week	36	5.0
	745	

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	27	23.4
* Agree	47	43.9
Neither agree nor disagree	24	22.9
Disagree	9	6.8
Strongly disagree	3	3.1
Percent Positive - This H&SCP 67.3 %	110	

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	9	7.8
Agree	24	24.3
Neither agree nor disagree	25	25.7
* Disagree	31	30.9
* Strongly disagree	11	11.3
Percent Positive - This H&SCP 42.2 %	100	

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	11	10.4
* Agree	38	41.0
Neither agree nor disagree	25	23.1
Disagree	19	19.5
Strongly disagree	4	5.9
Percent Positive - This H&SCP 51.4 %	97	

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	12	11.8
* Agree	22	23.1
Neither agree nor disagree	41	44.4
Disagree	13	12.6
Strongly disagree	7	8.1
Percent Positive - This H&SCP 35.0 %	95	

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	9	8.0
* Agree	21	23.2
Neither agree nor disagree	52	56.2
Disagree	9	7.8
Strongly disagree	4	4.8
Percent Positive - This H&SCP 31.1 %	95	

Demographics

Q46 - Are you male or female?

All patients	n	%
Male	315	41.1
Female	451	58.9
	766	

Q47 - What was your age on your last birthday?

All patients	n	%
17-34	55	7.3
35-49	122	15.9
50-64	261	34.2
65+	328	42.5
	766	

Q48 - How would you rate your health in general?

All patients	n	%
Good	454	58.7
Fair	269	35.9
Bad	40	5.5
	763	

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	113	15.9
Yes, limited a little	183	23.8
No	466	60.3
	762	

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

All patients	n	%
Very well	406	52.3
Quite well	316	41.6
Not very well	37	5.1
Not at all well	7	1.0
	766	

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	337	43.0
Good	273	35.8
Alright / neither good or bad	118	16.1
Bad	35	4.9
Very bad	2	0.2
	765	

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