

Health and Care Experience Survey 2015/16

Results for Stirling Local Authority



May 2016, Official Statistics



Stirling Local Authority

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

The survey was sent to 15,396 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

2,513 patients of Stirling Local Authority sent in feedback on their experiences at the practice. Of the patients that answered questions about themselves:

- 42% were male and 58% were female;
- 13% were aged 17-34, 16% were aged 35-49, 32% were aged 50-64 and 40% were 65 and over;
- 68% 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%	+1 *
Service users are supported to live as independently as possible	82%	-2
Service users have a say in how their help, care or support is provided	78%	-1
Service users' health and care services seem to be well coordinated	76%	+1
Rating of overall help, care or support services	76%	-5
Rating of overall care provided by GP practice	86%	-1
The help, care or support improves service users' quality of life	77%	-7
Carers feels supported to continue caring	35%	-6
Service users feel safe	80%	-4

*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	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	96%
Patients find it easy enough for them to get their medicines	96%

Bottom 5 Responses (highest % negative scores)

Question	% negative
Overall rating of how mistakes are dealt with	57%
Caring has had a negative impact on carers' health and wellbeing	29%
Local services are well coordinated for the people carers look after	27%
Carers feels supported to continue caring	21%
Able to book a doctors appointment 3 or more working days in advance	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	2207	58%	33%	9%		92%	91%	-2%	+8% ^S
Person answering the phone is helpful	2206	72%	22%			95%	94%	-1%	-1%
Can see or speak to a doctor or nurse within 2 working days	1665	66%	21%	12%		86%	88%	+1%	+3% ^S
Able to book a doctors appointment 3 or more working days in advance	1741	80%	20%			84%	80%	-4% ^S	+4% ^S
Can usually see preferred doctor	2207	85%	15%			86%	85%	-1%	+4% ^S
Overall arrangements for getting to see a doctor	2241	41%	35%	12%	12%	76%	76%	-0%	+4% ^S
Overall arrangements for getting to see a nurse	1813	41%	42%	12%		82%	83%	+1%	+1%

Your GP Practice: referrals

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
Arrangements for getting to see other health and care services	1210	37%	41%	14%	8%	79%	78%	-1%	+1%

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	2270	64%	30%			94%	94%	-0%	-0%
Time waiting to be seen at GP practice	2239	88%	12%			88%	88%	+0%	+3% ^s

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	2098	58%	38%			96%	95%	-1%	+0%
Patients feel that doctors have all the information they need to treat them	2082	49%	40%	8%		91%	88%	-3% ^s	-1%
Doctors take account of the things that matter to patients	2073	49%	38%	10%		87%	87%	-1%	-0%
Doctors talk in a way that helps patients to understand their condition and treatment	2087	55%	35%	7%		93%	90%	-3% ^s	+0%
Patients have confidence in doctors' ability to treat them	2085	54%	35%	7%		91%	89%	-2%	-0%
Patients have enough time with doctors	2088	51%	38%	7%		91%	89%	-3% ^s	+1%

At your GP Practice - nurses

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
Nurses listen to patients	1487	59%	36%			96%	96%	+0%	+0%
Patients feel that nurses have all the information they need to treat them	1483	54%	38%			93%	92%	-1%	-1%
Nurses take account of the things that matter to patients	1474	53%	38%	7%		89%	91%	+2%	+1%
Nurses talk in a way that helps patients to understand their condition and treatment	1479	55%	37%			91%	92%	+1%	+1%
Patients have confidence in nurses' ability to treat them	1487	57%	36%			94%	93%	-0%	-1%
Patients have enough time with nurses	1483	57%	39%			95%	96%	+0%	-0%

At your GP practice - care and treatment

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
Patients are involved as much as they want to be in decisions about their care and treatment	2223		64%	30%		67%	64%	-2%	+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	1620	59%	36%			96%	95%	-0%	-0%
Patients are satisfied with the length of time they wait for results	1615	47%	37%	8%	9%	86%	84%	-3%	-1%
Patients are satisfied with the way they receive results	1607	43%	37%	10%	10%	83%	80%	-3%	-1%
Test results are explained to patients in a way they can understand	1609	46%	36%	10%	8%	83%	81%	-2%	+1%

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	1919	65%	31%			97%	96%	-1%	-0%
Patients know enough about what their medicines are for	1909	64%	33%			97%	97%	-0%	+0%
Patients know enough about how and when to take their medicines	1912	66%	33%			99%	98%	-0%	+0%
Patients know enough about side effects of medicines	1905	48%	36%	10%		84%	84%	+1%	+2% ^S
Patients know what to do if they have any problems with their medicines	1906	51%	38%			90%	90%	-0%	+0%
Patients take their prescription as they are supposed to	1914	67%	31%			99%	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	2234		94%			94%	94%	-0%	+1%
Overall rating of how mistakes are dealt with	119	43%			57%	27%	43%	+16%	-3%

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	2256	59%	32%			92%	92%	-0%	+0%
Patients are treated with compassion and understanding	2213	53%	32%	10%		85%	86%	+0%	+1%
Rating of overall care provided by GP practice	2263	57%	29%	9%		88%	86%	-2% ^s	-1%

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	607	29%	41%	11%	20%	74%	70%	-4%	-4%
Patients feel that people have all the information they need to treat them	602	32%	45%	13%	10%	71%	76%	+5%	-2%
Patients feel that they are listened to	601	36%	48%	8%	8%	80%	84%	+5%	-0%
Things are explained to patients in a way they can understand	604	36%	48%	11%		81%	85%	+3%	-1%
Patients feel that they were treated by the right people	602	36%	40%	16%	9%	-	75%	-	-5% ^s
Patients feel they get the right treatment or advice	604	36%	43%	13%	8%	75%	79%	+3%	-2%
Patients feel that people take account of the things that matter to them	600	34%	41%	17%	8%	70%	75%	+5%	-0%
Rating of overall care provided out of hours	601	28%	41%	21%	11%	67%	69%	+2%	-3%

Care, support and help with everyday living

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
People take account of the things that matter to service users	199	37%	47%	12%		84%	84%	+0%	-1%
Service users have a say in how their help, care or support is provided	196	33%	45%	13%	9%	75%	78%	+3%	-1%
Service users are aware of the help, care and support options available	198	31%	42%	16%	11%	-	73%	-	-3%
Service users are treated with respect	200	45%	46%			92%	91%	-1%	+0%
Service users are treated with compassion and understanding	197	45%	41%	9%		87%	87%	-0%	-0%
Service users' health and care services seem to be well coordinated	197	37%	40%	14%	10%	70%	76%	+6%	+1%
Service users are supported to live as independently as possible	196	40%	42%	15%		86%	82%	-4%	-2%
Service users feel safe	193	45%	35%	15%		81%	80%	-1%	-4%
The help, care or support improves service users' quality of life	192	36%	41%	15%	7%	81%	77%	-4%	-7%
Rating of overall help, care or support services	215	45%	31%	17%	7%	76%	76%	-0%	-5%

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	325	27%	43%	18%	11%	64%	70%	+6%	+2%
Caring has had a negative impact on carers' health and wellbeing	297	19%	27%	26%	29%	44%	45%	+1%	+5%
Carers have a say in the services provided for the person they look after	287	12%	40%	30%	18%	49%	52%	+3%	+2%
Local services are well coordinated for the people carers look after	286	11%	23%	39%	27%	46%	34%	-11% ^s	-8% ^s
Carers feels supported to continue caring	289	8%	27%	44%	21%	45%	35%	-10% ^s	-6%

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	31	34	35
The times available in the next 2 days were not convenient for me	17	12	11
I was not offered a chance to see or speak to anyone within 2 working days	49	48	49
Another reason	3	5	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	57	59	57
Yes, and I am not happy about it	17	18	19
No, other patients can't overhear	17	17	17
Don't know	9	7	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	-	63	65
Went to Pharmacist / Chemist	-	6	4
Went to Primary Care Emergency Centre	-	4	2
Telephoned my own GP practice	-	4	4
Telephoned 999 for emergency services	-	6	6
Went to Hospital A&E / Casualty	-	13	15
Other	-	4	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	-	15	16
Pharmacist / Chemist	-	6	3
Primary Care Emergency Centre	-	17	15
Own GP practice	-	3	5
Home visit from a GP or Nurse	-	9	9
Ambulance paramedics	-	12	11
A&E / Casualty	-	30	35
Social care services	-	0	0
Other	-	9	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	79	79	80
It is too difficult for me to get time away from work during my practice opening hours	11	11	11
The opening hours are not convenient for me for another reason	4	4	2
I am not sure when my GP practice is open	6	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	48	42	43
There was no change in my ability to do my usual activities	25	25	23
I was less able to do my usual activities	13	18	19
It is too soon to say	14	15	15

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

Patients who received NHS treatment or advice because of something that was causing them pain or discomfort	2013/14	2015/16	Scotland
It was better than before	55	51	51
It was about the same as before	33	36	35
It was worse than before	3	2	4
It is too soon to say	9	10	10

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

Patients who received treatment or advice because of something that was making them feel depressed or anxious	2013/14	2015/16	Scotland
I felt less depressed or anxious than before	64	51	53
I felt about the same as before	26	31	28
I felt more depressed or anxious than before	5	6	8
It is too soon to say	6	12	11

Variation in GP practice results within the Local Authority

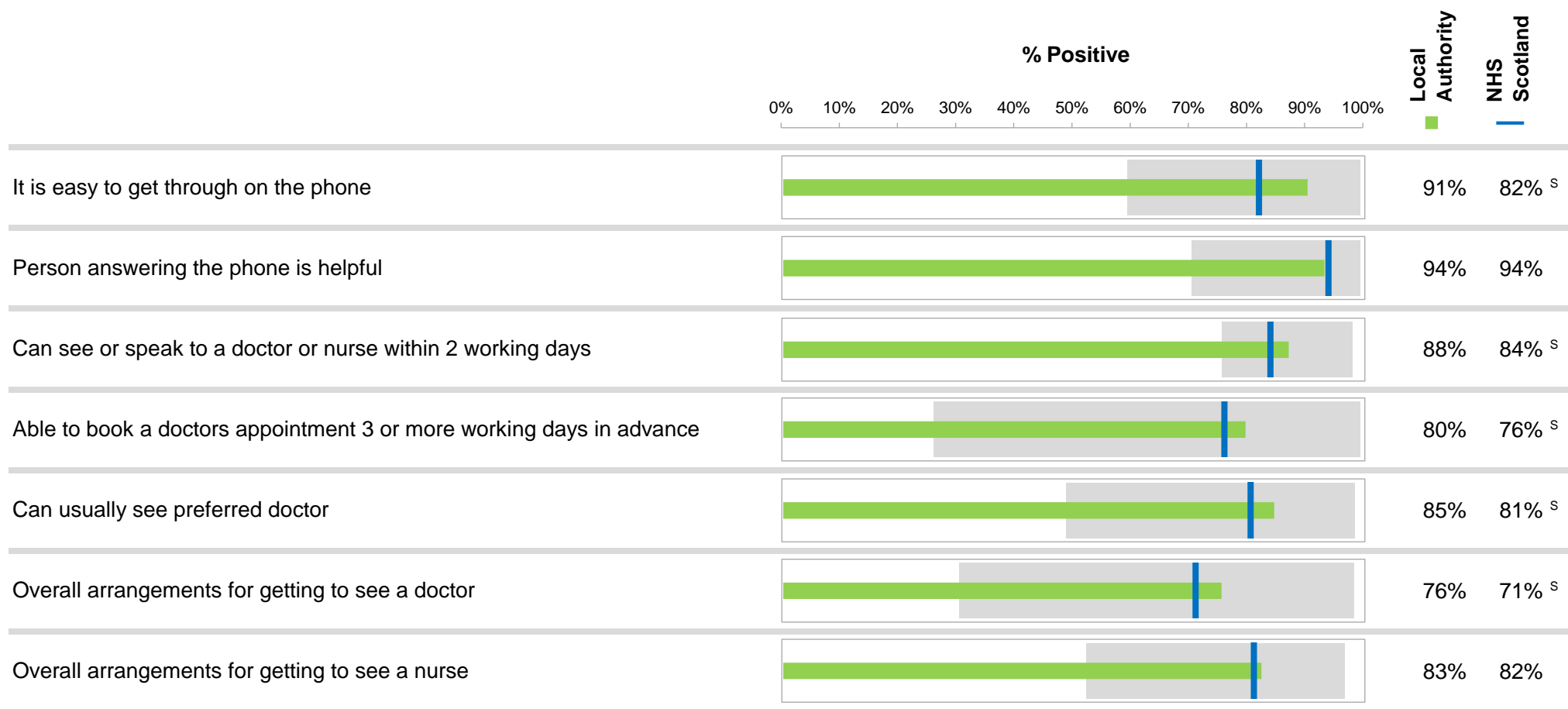
The tables/charts in this section show this Local Authority's percent positive results in relation to the range of percent positive results across GP Practices within this Local Authority. The percent positive results for NHS Scotland are also shown.

Notes on Interpretation

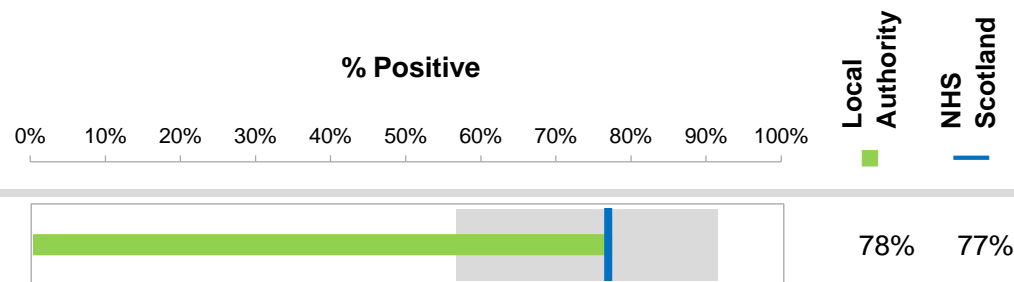
- Range of percent positive results across GP Practices within this Local Authority - ranges from lowest GP Practice to highest GP Practice.
- The Local Authority's percent positive result.
- | NHS Scotland percent positive result.
- ^S Indicates a statistically significant difference in the percent 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).

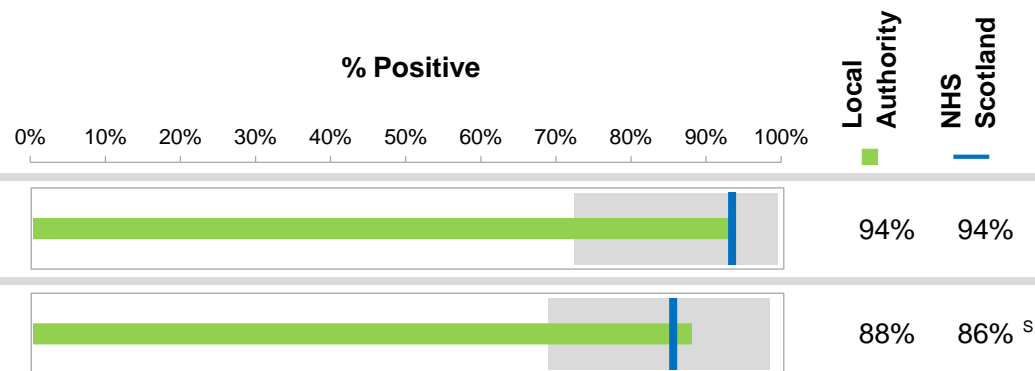
Your GP Practice: getting to see or speak to someone



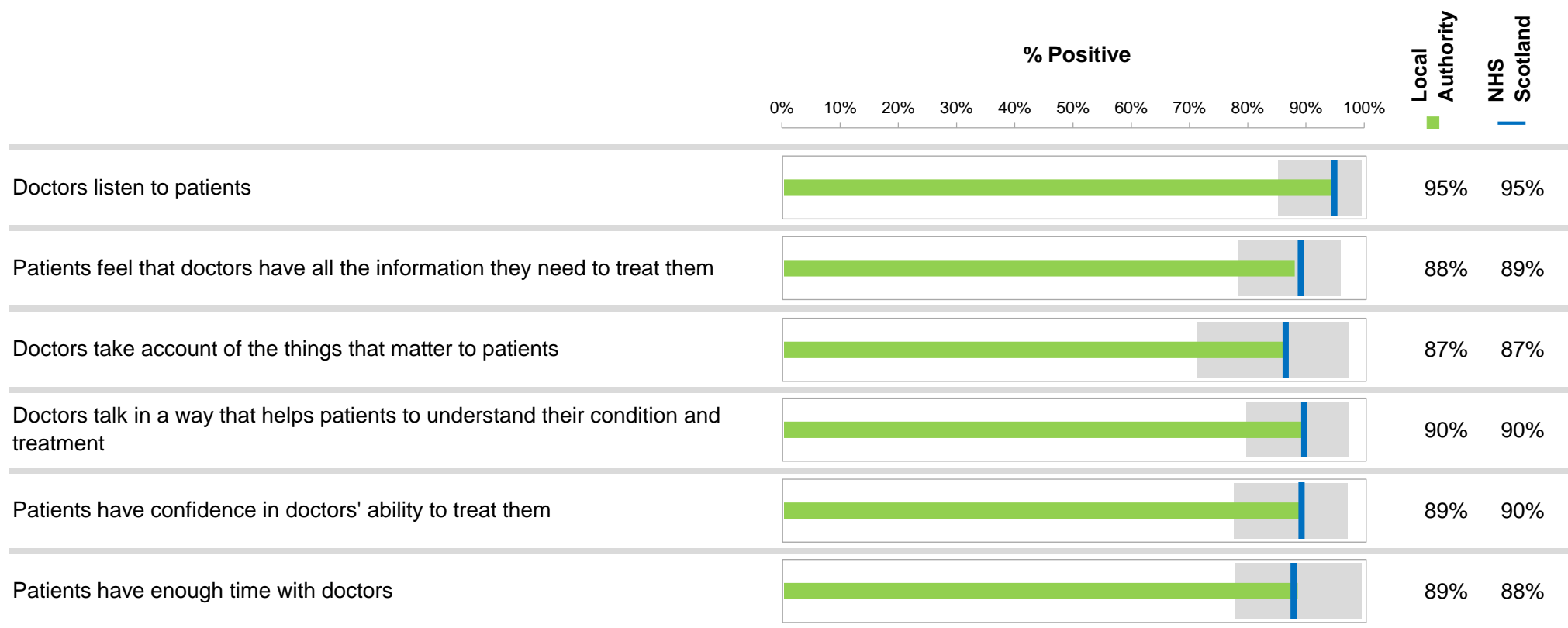
Your GP Practice: referrals



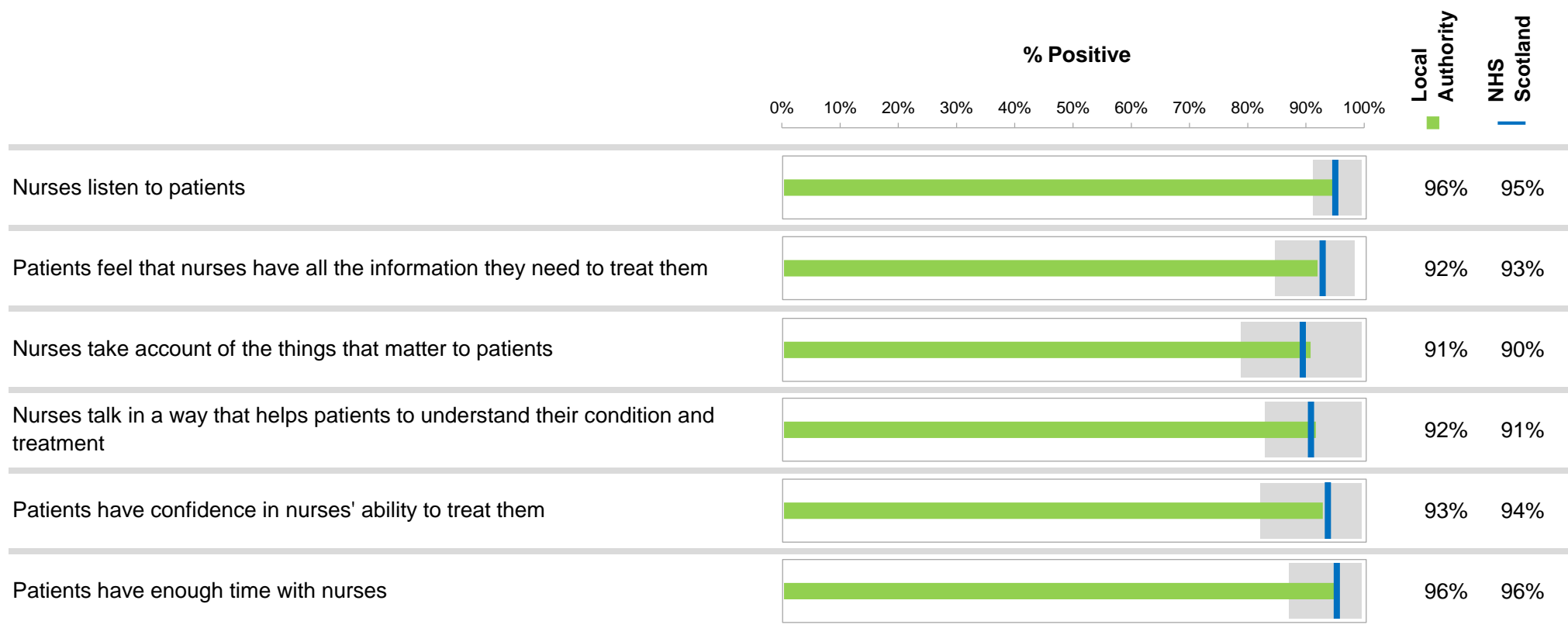
At your GP Practice



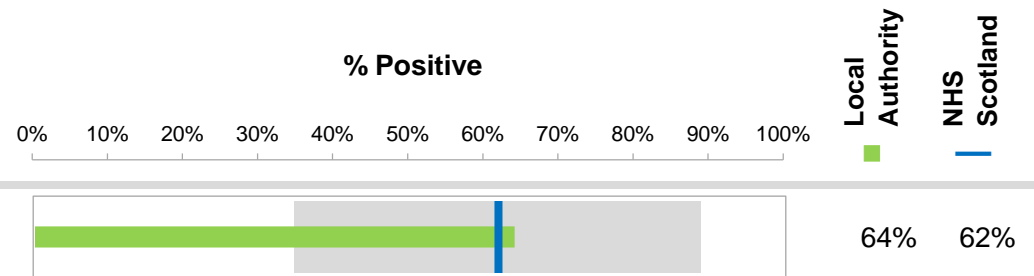
At your GP Practice - doctors



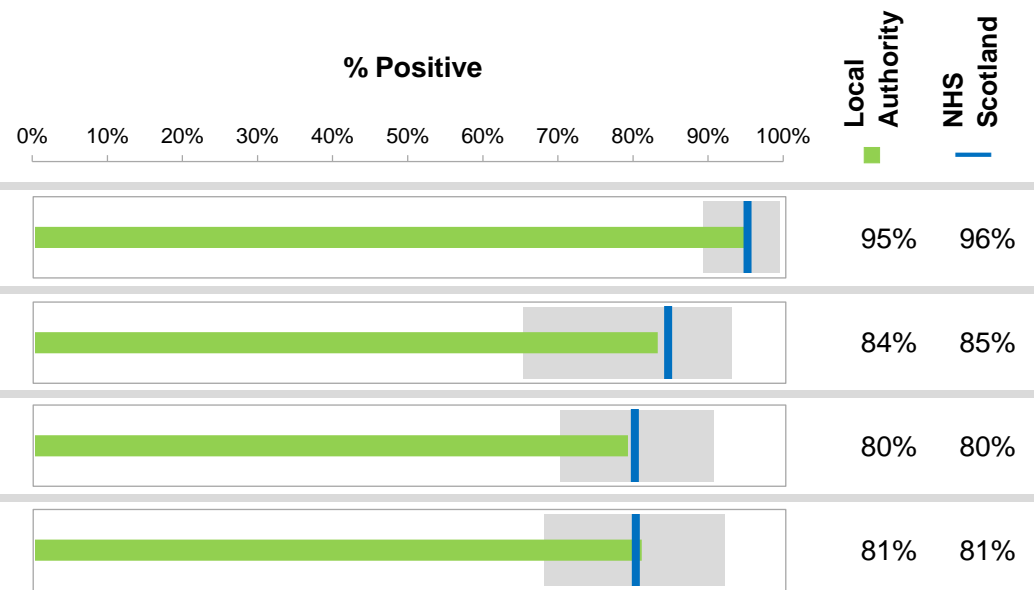
At your GP Practice - nurses



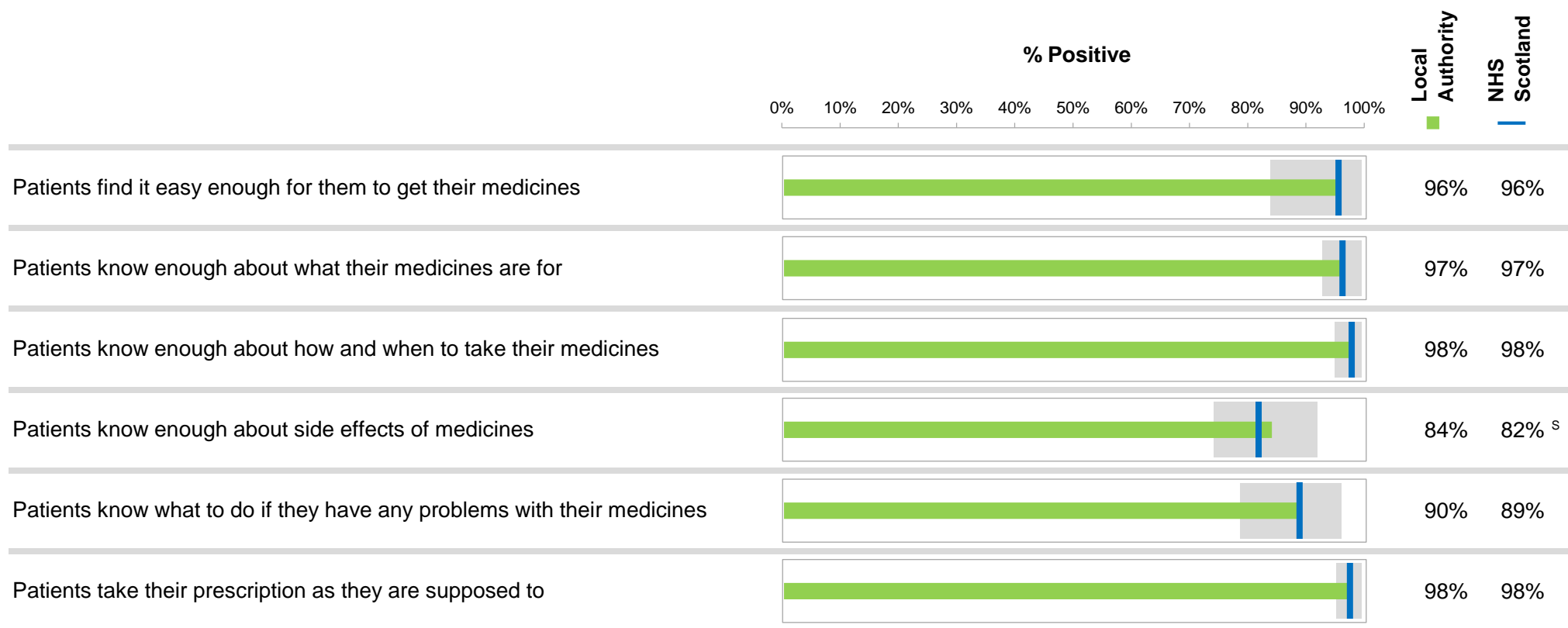
At your GP practice - care and treatment



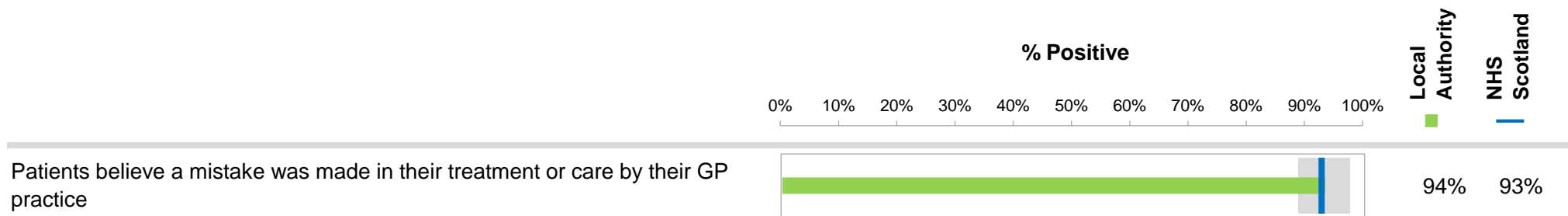
Tests arranged by your GP practice



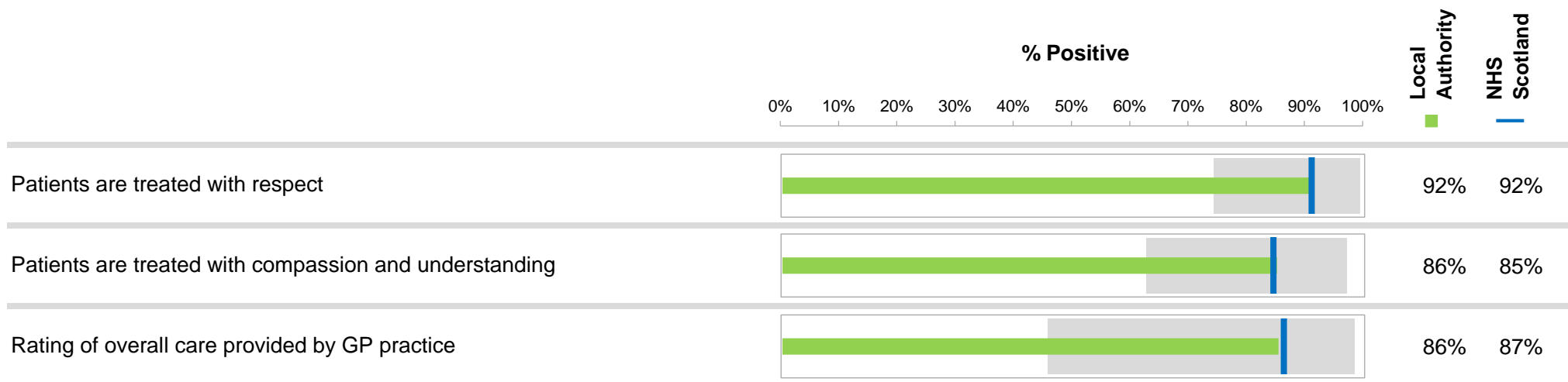
At your GP Practice - medicines



At your GP practice - dealing with mistakes






At your GP practice - overall experience



Variation between this Local Authority and all H&SCPs

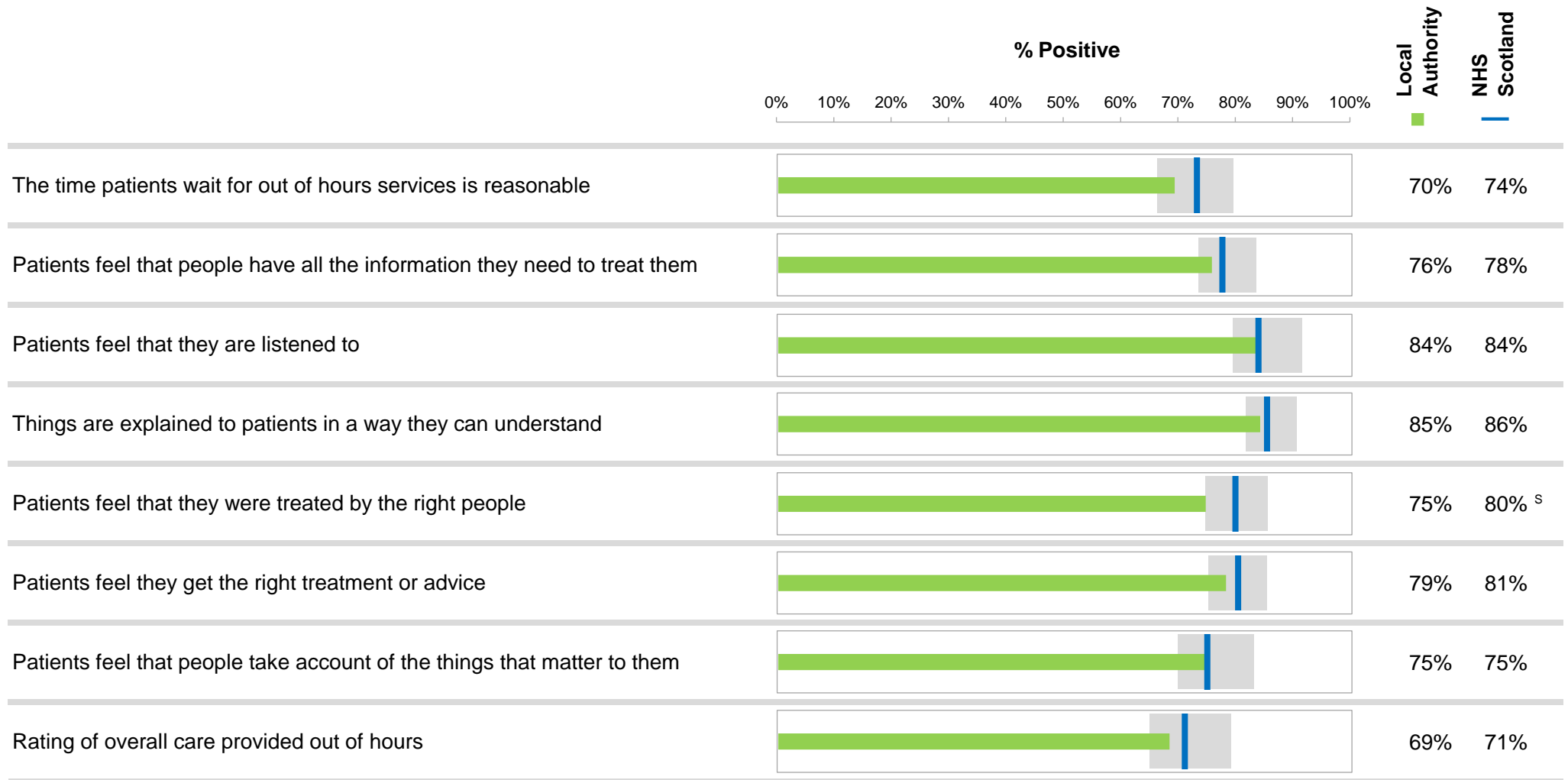
The tables/charts in this section show this Local Authority's percent positive results in relation to the range of percent positive results across all H&SCPs in Scotland **excluding** Clackmannanshire and Stirling H&SCP. The range of results excludes Clackmannanshire and Stirling H&SCP but includes the 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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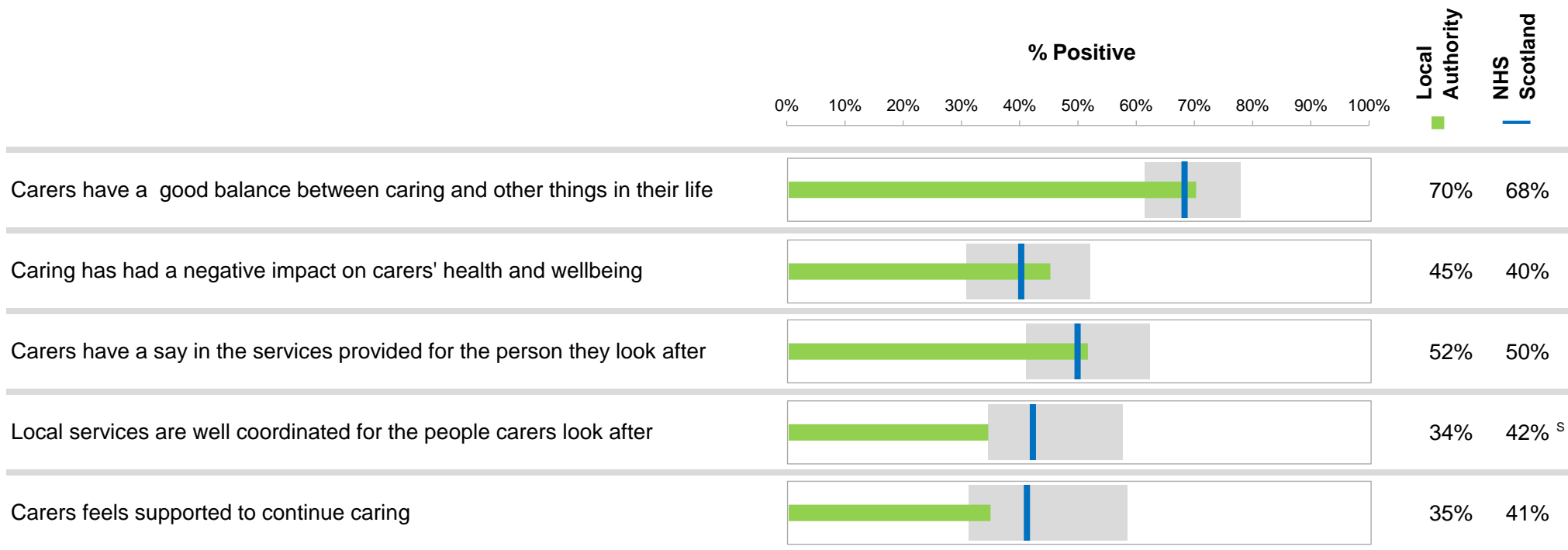
Out of hours healthcare



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	224	9.8
Yes	2255	90.2
	2479	

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	249	10.8
2 - 4 times	1070	47.4
5 - 10 times	644	28.1
More than 10 times	286	12.6
Can't remember / don't know	23	1.0
	2272	

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	1493	58.1
* Fairly easy	584	32.7
Not easy	130	9.2
Percent Positive - This H&SCP 90.8 %	2207	

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	1701	71.6
* Fairly helpful	414	22.2
Not very helpful	63	4.2
Not at all helpful	28	2.0
Percent Positive - This H&SCP 93.8 %	2206	

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	1107	66.3
* I saw or spoke to a doctor or nurse within 1 or 2 working days	383	21.3
I waited more than 2 working days to see or speak to a doctor or nurse	175	12.4
Percent Positive - This H&SCP 87.6 %	1665	

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	57	33.7
The times available in the next 2 days were not convenient for me	20	12.5
I was not offered a chance to see or speak to anyone within 2 working days	91	48.4
Another reason	10	5.4
	178	

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	1509	80.1
No	232	19.9
Percent Positive - This H&SCP 80.1 %	1741	

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	1453	60.5
No	230	14.9
* I don't have a doctor I prefer to see	524	24.6
Percent Positive - This H&SCP 85.1 %	2207	

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	1087	41.0
* Good	756	34.9
Fair	222	11.6
Poor	109	7.4
Very poor	67	5.1
Percent Positive - This H&SCP 75.9 %	2241	

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	848	40.8
* Good	723	42.0
Fair	169	11.7
Poor	49	3.4
Very poor	24	2.0
Percent Positive - This H&SCP 82.8 %	1813	

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	1213	51.3
No, as it wasn't necessary	1023	47.5
No, but I wanted to	23	1.2
	2259	

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	484	36.6
* Good	473	41.2
Fair	159	14.2
Poor	67	5.6
Very poor	27	2.4
Percent Positive - This H&SCP 77.7 %	1210	

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	1300	58.6
Yes, and I am not happy about it	315	18.1
No, other patients can't overhear	495	16.8
Don't know	155	6.5
	2265	

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	1587	63.7
* Fairly helpful	583	29.8
Not very helpful	70	4.4
Not at all helpful	30	2.1
Percent Positive - This H&SCP 93.5 %	2270	

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	2012	88.4
It is too long	227	11.6
Percent Positive - This H&SCP 88.4 %	2239	

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	155	8.2
Yes	2013	91.8
	2168	

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	1276	57.6
* Agree	729	37.8
Neither agree nor disagree	49	2.4
Disagree	35	1.8
Strongly disagree	9	0.4
Percent Positive - This H&SCP 95.4 %	2098	

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	1074	48.6
* Agree	798	39.7
Neither agree nor disagree	141	7.6
Disagree	55	3.3
Strongly disagree	14	0.7
Percent Positive - This H&SCP 88.4 %	2082	

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	1087	49.2
* Agree	741	37.6
Neither agree nor disagree	181	9.6
Disagree	43	2.4
Strongly disagree	21	1.1
Percent Positive - This H&SCP 86.8 %	2073	

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	1196	54.7
* Agree	703	35.4
Neither agree nor disagree	129	6.8
Disagree	44	2.4
Strongly disagree	15	0.8
Percent Positive - This H&SCP 90.0 %	2087	

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	1188	54.0
* Agree	699	35.2
Neither agree nor disagree	133	7.5
Disagree	44	2.3
Strongly disagree	21	1.0
Percent Positive - This H&SCP 89.3 %	2085	

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	1135	50.5
* Agree	765	38.4
Neither agree nor disagree	111	6.7
Disagree	60	3.5
Strongly disagree	17	0.9
Percent Positive - This H&SCP 88.9 %	2088	

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	766	34.3
Yes	1464	65.7
	2230	

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	943	59.4
* Agree	496	36.4
Neither agree nor disagree	36	3.0
Disagree	11	1.1
Strongly disagree	1	0.1
Percent Positive - This H&SCP 95.8 %	1487	

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	864	54.4
* Agree	526	38.0
Neither agree nor disagree	67	5.3
Disagree	20	1.7
Strongly disagree	6	0.6
Percent Positive - This H&SCP 92.3 %	1483	

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	846	52.9
* Agree	521	38.3
Neither agree nor disagree	88	7.0
Disagree	14	1.4
Strongly disagree	5	0.5
Percent Positive - This H&SCP 91.1 %	1474	

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	873	54.8
* Agree	510	37.2
Neither agree nor disagree	80	6.4
Disagree	12	1.1
Strongly disagree	4	0.4
Percent Positive - This H&SCP 92.0 %	1479	

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	907	57.3
* Agree	498	36.0
Neither agree nor disagree	56	4.0
Disagree	22	2.3
Strongly disagree	4	0.4
Percent Positive - This H&SCP 93.3 %	1487	

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	907	56.7
* Agree	524	38.9
Neither agree nor disagree	37	3.3
Disagree	14	1.1
Strongly disagree	1	0.0
Percent Positive - This H&SCP 95.5 %	1483	

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	1518	64.4
Yes, to some extent	611	30.5
No, and I would like to be	94	5.1
Percent Positive - This H&SCP 64.4 %	2223	

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	643	31.0
Yes	1547	69.0
	2190	

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	1017	58.9
* Agree	538	36.5
Neither agree nor disagree	44	3.2
Disagree	19	1.3
Strongly disagree	2	0.2
Percent Positive - This H&SCP 95.3 %	1620	

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	813	46.6
* Agree	572	37.0
Neither agree nor disagree	118	7.8
Disagree	87	6.7
Strongly disagree	25	1.9
Percent Positive - This H&SCP 83.6 %	1615	

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	754	42.8
* Agree	565	36.8
Neither agree nor disagree	143	10.1
Disagree	111	7.8
Strongly disagree	34	2.5
Percent Positive - This H&SCP 79.6 %	1607	

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	802	45.7
* Agree	542	35.7
Neither agree nor disagree	150	10.1
Disagree	79	5.8
Strongly disagree	36	2.7
Percent Positive - This H&SCP 81.4 %	1609	

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	348	15.1
Yes	1910	84.9
	2258	

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	1295	65.2
* Agree	542	30.6
Neither agree nor disagree	26	1.2
Disagree	33	2.0
Strongly disagree	23	1.0
Percent Positive - This H&SCP 95.8 %	1919	

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	1269	63.7
* Agree	591	33.3
Neither agree nor disagree	38	2.2
Disagree	6	0.5
Strongly disagree	5	0.4
Percent Positive - This H&SCP 97.0 %	1909	

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	1310	65.9
* Agree	576	32.5
Neither agree nor disagree	17	1.0
Disagree	7	0.5
Strongly disagree	2	0.0
Percent Positive - This H&SCP 98.4 %	1912	

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	963	48.0
* Agree	673	36.5
Neither agree nor disagree	171	9.5
Disagree	93	5.8
Strongly disagree	5	0.2
Percent Positive - This H&SCP 84.5 %	1905	

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	1040	51.3
* Agree	685	38.3
Neither agree nor disagree	115	6.1
Disagree	59	3.8
Strongly disagree	7	0.4
Percent Positive - This H&SCP 89.6 %	1906	

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	1327	67.3
* Agree	555	30.8
Neither agree nor disagree	16	0.9
Disagree	12	0.8
Strongly disagree	4	0.3
Percent Positive - This H&SCP 98.1 %	1914	

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	2106	93.9
Yes	128	6.1
Percent Positive - This H&SCP 93.9 %	2234	

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	51	43.0
No	68	57.0
Percent Positive - This H&SCP 43.0 %	119	

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	1442	59.2
* Agree	673	32.4
Neither agree nor disagree	99	5.9
Disagree	33	2.0
Strongly disagree	9	0.5
Percent Positive - This H&SCP 91.6 %	2256	

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	1291	53.4
* Agree	672	32.2
Neither agree nor disagree	187	10.5
Disagree	49	3.0
Strongly disagree	14	0.9
Percent Positive - This H&SCP 85.6 %	2213	

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	1395	56.6
* Good	628	29.3
Fair	168	9.4
Poor	47	3.1
Very poor	25	1.6
Percent Positive - This H&SCP 85.9 %	2263	

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	605	26.2
No	1839	73.8
	2444	

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	379	62.6
Went to Pharmacist / Chemist	34	6.2
Went to Primary Care Emergency Centre	24	4.4
Telephoned my own GP practice	25	3.9
Telephoned 999 for emergency services	38	6.5
Went to Hospital A&E / Casualty	75	12.6
Other	19	3.8
	594	

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	87	14.7
Pharmacist / Chemist	30	5.6
Primary Care Emergency Centre	95	17.0
Own GP practice	26	3.4
Home visit from a GP or Nurse	54	8.9
Ambulance paramedics	74	11.7
A&E / Casualty	166	29.5
Social care services	1	0.1
Other	50	9.1
	583	

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	372	66.1
A Nurse	99	17.8
A Pharmacist	32	6.5
Someone else	49	9.6
	552	

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	187	28.9
* Agree	245	40.7
Neither agree nor disagree	70	10.9
Disagree	68	12.9
Strongly disagree	37	6.6
Percent Positive - This H&SCP 69.6 %	607	

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	198	31.5
* Agree	267	44.6
Neither agree nor disagree	80	13.4
Disagree	46	8.5
Strongly disagree	11	1.9
Percent Positive - This H&SCP 76.2 %	602	

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	222	36.0
* Agree	287	48.2
Neither agree nor disagree	52	8.2
Disagree	30	5.6
Strongly disagree	10	2.0
Percent Positive - This H&SCP 84.2 %	601	

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	228	36.5
* Agree	282	48.1
Neither agree nor disagree	67	10.5
Disagree	22	3.9
Strongly disagree	5	0.9
Percent Positive - This H&SCP 84.6 %	604	

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	224	35.5
* Agree	235	39.5
Neither agree nor disagree	95	15.7
Disagree	38	7.3
Strongly disagree	10	2.0
Percent Positive - This H&SCP 75.1 %	602	

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	226	35.9
* Agree	258	42.8
Neither agree nor disagree	74	12.9
Disagree	33	5.7
Strongly disagree	13	2.7
Percent Positive - This H&SCP 78.6 %	604	

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	206	33.8
* Agree	249	41.3
Neither agree nor disagree	102	16.9
Disagree	31	5.8
Strongly disagree	12	2.3
Percent Positive - This H&SCP 75.1 %	600	

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	177	28.0
* Good	247	40.7
Fair	113	20.7
Poor	50	7.9
Very poor	14	2.8
Percent Positive - This H&SCP 68.7 %	601	

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	1892	78.9
It is too difficult for me to get time away from work during my practice opening hours	230	11.4
The opening hours are not convenient for me for another reason	92	3.6
I am not sure when my GP practice is open	128	6.1
	2342	

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	188	7.1
Yes, help for me with adaptations and/or equipment for my home	117	4.4
Yes, help for me for activities outside my home	82	3.2
Yes, help to look after someone else	64	2.7
No, not had any help but I feel that I needed it	52	2.2
No, not had any help	1960	79.2
	2513	

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	201	63.4
No	110	36.6
	311	

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	120	72.8
I was not offered any choices	29	12.2
I had no choices due to medical reasons	14	7.6
I did not want a choice in how my care was arranged	5	2.7
Can't remember / don't know	12	4.8
	180	

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	84	37.2
* Agree	88	46.9
Neither agree nor disagree	23	12.2
Disagree	4	3.7
Strongly disagree	0	0.0
Percent Positive - This H&SCP 84.2 %	199	

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	70	32.7
* Agree	84	45.2
Neither agree nor disagree	28	13.4
Disagree	13	7.6
Strongly disagree	1	1.1
Percent Positive - This H&SCP 77.9 %	196	

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	65	31.4
* Agree	79	41.7
Neither agree nor disagree	30	16.2
Disagree	22	8.3
Strongly disagree	2	2.5
Percent Positive - This H&SCP 73.0 %	198	

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	97	45.1
* Agree	83	45.7
Neither agree nor disagree	18	6.5
Disagree	1	0.4
Strongly disagree	1	2.4
Percent Positive - This H&SCP 90.7 %	200	

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	97	45.4
* Agree	75	41.3
Neither agree nor disagree	21	9.3
Disagree	4	3.9
Strongly disagree	0	0.0
Percent Positive - This H&SCP 86.8 %	197	

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	77	36.6
* Agree	75	39.6
Neither agree nor disagree	30	13.9
Disagree	12	5.4
Strongly disagree	3	4.5
Percent Positive - This H&SCP 76.2 %	197	

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	87	40.4
* Agree	77	41.6
Neither agree nor disagree	26	14.9
Disagree	6	3.0
Strongly disagree	0	0.0
Percent Positive - This H&SCP 82.1 %	196	

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	90	45.4
* Agree	69	34.9
Neither agree nor disagree	27	14.6
Disagree	7	5.1
Strongly disagree	0	0.0
Percent Positive - This H&SCP 80.3 %	193	

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	81	36.2
* Agree	73	40.8
Neither agree nor disagree	28	15.5
Disagree	9	7.3
Strongly disagree	1	0.2
Percent Positive - This H&SCP 77.0 %	192	

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	102	45.0
* Good	66	30.7
Fair	37	17.2
Poor	8	4.2
Very poor	2	2.9
Percent Positive - This H&SCP 75.7 %	215	

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	612	25.7
No	1791	74.3
	2403	

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	253	42.0
There was no change in my ability to do my usual activities	145	25.3
I was less able to do my usual activities	110	17.9
It is too soon to say	90	14.8
	598	

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	1156	48.3
No	1217	51.7
	2373	

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	573	50.7
It was about the same as before	384	36.4
It was worse than before	31	2.5
It is too soon to say	128	10.4
	1116	

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	362	16.3
No	1960	83.7
	2322	

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	194	50.7
I felt about the same as before	101	31.3
I felt more depressed or anxious than before	26	6.3
It is too soon to say	47	11.8
	368	

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	2044	85.8
Yes, up to 4 hours a week	107	4.7
Yes, 5 - 19 hours a week	83	3.7
Yes, 20 - 34 hours a week	20	0.9
Yes, 35 - 49 hours a week	20	1.1
Yes, 50 or more hours a week	102	3.9
	2376	

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	90	27.3
* Agree	135	43.2
Neither agree nor disagree	63	18.4
Disagree	26	7.8
Strongly disagree	11	3.4
Percent Positive - This H&SCP 70.5 %	325	

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	25	8.4
Agree	61	20.4
Neither agree nor disagree	78	25.9
* Disagree	83	26.6
* Strongly disagree	50	18.6
Percent Positive - This H&SCP 45.2 %	297	

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	36	11.8
* Agree	112	39.9
Neither agree nor disagree	90	30.3
Disagree	32	11.4
Strongly disagree	17	6.5
Percent Positive - This H&SCP 51.7 %	287	

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	32	11.1
* Agree	69	23.4
Neither agree nor disagree	109	38.7
Disagree	55	19.1
Strongly disagree	21	7.7
Percent Positive - This H&SCP 34.5 %	286	

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	28	8.2
* Agree	80	26.7
Neither agree nor disagree	119	44.0
Disagree	44	14.5
Strongly disagree	18	6.6
Percent Positive - This H&SCP 34.9 %	289	

Demographics

Q46 - Are you male or female?

All patients	n	%
Male	1039	41.7
Female	1423	58.3
	2462	

Q47 - What was your age on your last birthday?

All patients	n	%
17-34	265	12.7
35-49	364	15.9
50-64	795	31.5
65+	1006	39.9
	2430	

Q48 - How would you rate your health in general?

All patients	n	%
Good	1623	66.7
Fair	717	29.1
Bad	100	4.2
	2440	

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	265	10.3
Yes, limited a little	542	21.9
No	1636	67.8
	2443	

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

All patients	n	%
Very well	1447	58.4
Quite well	878	36.0
Not very well	107	4.9
Not at all well	20	0.8
	2452	

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	1176	47.2
Good	882	35.6
Alright / neither good or bad	331	14.3
Bad	62	2.6
Very bad	7	0.3
	2458	

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Correspondence and enquiries

For enquiries about this publication please contact:

Emma Milburn,
Health Analytical Services, Scottish Government
Telephone: 0131 244 5910
e-mail patientexperience@gov.scot

For general enquiries about Scottish Government statistics please contact:

Office of the Chief Statistician
Telephone: 0131 244 0442
e-mail statistics.enquiries@gov.scot

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