

# Health and Care Experience Survey 2015/16

## Results for NHS Ayrshire & Arran



May 2016, Official Statistics



### NHS Ayrshire & Arran

This report gives a summary of the results of the Health and Care Experience Survey 2015/16 for NHS Ayrshire & Arran.

The survey was sent to 39,849 people registered with GP practices in the area.

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

A copy of the survey is available at:

[www.gov.scot/Topics/Statistics/Browse/Health/GPPatientExperienceSurvey/HACE2015-16](http://www.gov.scot/Topics/Statistics/Browse/Health/GPPatientExperienceSurvey/HACE2015-16)

6,621 patients of NHS Ayrshire & Arran sent in feedback on their experiences at the practice. Of the patients that answered questions about themselves:

- 43% were male and 57% were female;
- 8% were aged 17-34, 15% were aged 35-49, 33% 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](http://www.gov.scot/Topics/Statistics/Browse/Health/GPPatientExperienceSurvey/HACE2015-16)

## Summary of Results

This section provides the results for those questions which align to the Health and Social Care Indicators.

The difference between the percent positive score for the NHS Board 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	84%	+1
Service users have a say in how their help, care or support is provided	78%	-0
Service users' health and care services seem to be well coordinated	78%	+3
Rating of overall help, care or support services	82%	+1
Rating of overall care provided by GP practice	86%	-1
The help, care or support improves service users' quality of life	84%	-0
Carers feels supported to continue caring	45%	+4
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 NHS Board.

Top Bottom 5 | Highest / Lowest Responses

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

Question	% positive
Patients take their prescription as they are supposed to	98%
Patients know enough about how and when to take their medicines	98%
Patients find it easy enough for them to get their medicines	96%
Patients know enough about what their medicines are for	96%
It is explained to patients why they need a test	95%

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

Question	% negative
Overall rating of how mistakes are dealt with	54%
Caring has had a negative impact on carers' health and wellbeing	35%
Able to book a doctors appointment 3 or more working days in advance	24%
It is easy to get through on the phone	22%
Can usually see preferred doctor	22%

## 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 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
Overall arrangements for getting to see a doctor	3000	29%	44%	15%	12%	85%	76%	73%	-3%	+1%

The “% Positive...” columns show the Board 2015/16 percent positive scores along with both 2013/14 & 2011/12 scores.

“Difference from Scotland” shows the difference between the Board 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 Board since the 2013/14 survey.

Differences which are statistically significant are marked with an S.

Where a comparison has not been tested due to small numbers, this is marked with an NT.

The classification of answers as very positive, positive, neutral or negative for each question can be found in the technical report at: [www.gov.scot/stats/bulletins/01218](http://www.gov.scot/stats/bulletins/01218)

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

Please note: If an expected question does not appear within this section it is because it has been suppressed due to a low number of responses.

## Your GP Practice: getting to see or speak to someone

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
It is easy to get through on the phone	5929	34%	44%		22%	80%	79%	78%	-1%	-5% <sup>S</sup>
Person answering the phone is helpful	5928	65%	31%			94%	94%	95%	+1% <sup>S</sup>	+1% <sup>S</sup>
Can see or speak to a doctor or nurse within 2 working days	4538	60%	22%		18%	84%	84%	82%	-1%	-2% <sup>S</sup>
Able to book a doctors appointment 3 or more working days in advance	4540	76%	24%			78%	77%	76%	-1%	-1%
Can usually see preferred doctor	5982	78%	22%			82%	79%	78%	-1%	-3% <sup>S</sup>
Overall arrangements for getting to see a doctor	6007	27%	41%	21%	12%	72%	69%	68%	-2%	-4% <sup>S</sup>
Overall arrangements for getting to see a nurse	5423	34%	47%	16%		83%	81%	80%	-1%	-1% <sup>S</sup>

## Your GP Practice: referrals

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
Arrangements for getting to see other health and care services	3286	28%	45%	18%	9%	-	76%	74%	-2%	-4% <sup>S</sup>

## At your GP Practice

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
The receptionists are helpful	6087	56%	39%			94%	94%	94%	+1%	+0%
Time waiting to be seen at GP practice	6032		89%		11%	90%	89%	89%	+1%	+3% <sup>s</sup>

## At your GP Practice - doctors

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
Doctors listen to patients	5553	56%	39%			95%	95%	95%	+0%	+0%
Patients feel that doctors have all the information they need to treat them	5503	47%	43%		7%	90%	91%	90%	-1%	+0%
Doctors take account of the things that matter to patients	5478	47%	39%		11%	-	87%	86%	-1%	-1%
Doctors talk in a way that helps patients to understand their condition and treatment	5513	52%	39%		7%	90%	90%	90%	-0%	+0%
Patients have confidence in doctors' ability to treat them	5525	53%	37%		7%	90%	90%	90%	+0%	+1%
Patients have enough time with doctors	5522	48%	40%		7%	90%	89%	88%	-1%	-0%

## At your GP Practice - nurses

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
Nurses listen to patients	4770	54%	41%			96%	96%	95%	-0%	-0%
Patients feel that nurses have all the information they need to treat them	4753	50%	43%			94%	93%	93%	-1%	-1%
Nurses take account of the things that matter to patients	4732	48%	41%	9%		-	89%	89%	+0%	-1%
Nurses talk in a way that helps patients to understand their condition and treatment	4742	50%	41%	8%		93%	91%	91%	-0%	-0%
Patients have confidence in nurses' ability to treat them	4762	54%	40%			94%	94%	93%	-0%	-1% <sup>s</sup>
Patients have enough time with nurses	4765	54%	41%			96%	95%	94%	-1%	-1% <sup>s</sup>

## At your GP practice - care and treatment

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% 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	5897	61%	34%			-	60%	61%	+1%	-1%



## Tests arranged by your GP practice

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
It is explained to patients why they need a test	4492	55%	40%			-	96%	95%	-1% <sup>s</sup>	-0%
Patients are satisfied with the length of time they wait for results	4447	44%	41%	7%	7%	-	85%	86%	+1%	+1%
Patients are satisfied with the way they receive results	4431	41%	40%	10%	9%	-	82%	81%	-1%	+1%
Test results are explained to patients in a way they can understand	4417	42%	39%	12%	8%	-	81%	81%	-1%	+0%

## At your GP Practice - medicines

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
Patients find it easy enough for them to get their medicines	5334	61%	35%			97%	96%	96%	+0%	+0%
Patients know enough about what their medicines are for	5313	58%	38%			96%	96%	96%	+0%	-0%
Patients know enough about how and when to take their medicines	5303	61%	37%			98%	98%	98%	+0%	+0%
Patients know enough about side effects of medicines	5281	45%	38%	12%		84%	82%	82%	+0%	+0%
Patients know what to do if they have any problems with their medicines	5287	48%	41%	7%		91%	90%	90%	-1%	+0%
Patients take their prescription as they are supposed to	5306	63%	35%			98%	99%	98%	-0%	+0%

## At your GP practice - dealing with mistakes

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% 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	5955		94%			-	94%	94%	+0%	+0%
Overall rating of how mistakes are dealt with	365	46%			54%	-	20%	46%	+26%	+0%

## At your GP practice - overall experience

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
Patients are treated with respect	6052	52%	39%	7%		90%	91%	91%	+0%	-1%
Patients are treated with compassion and understanding	5921	46%	38%	13%		87%	83%	84%	+1%	-1%
Rating of overall care provided by GP practice	6066	47%	39%	12%		88%	87%	86%	-1%	-1%

## Out of hours healthcare

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
The time patients wait for out of hours services is reasonable	1692	28%	47%	9%	16%	78%	75%	75%	+0%	+2%
Patients feel that people have all the information they need to treat them	1676	29%	47%	13%	10%	76%	75%	76%	+1%	-2%
Patients feel that they are listened to	1679	33%	50%	9%	8%	83%	82%	83%	+1%	-2%
Things are explained to patients in a way they can understand	1670	34%	50%	10%		84%	83%	84%	+1%	-2%
Patients feel that they were treated by the right people	1668	34%	45%	14%	8%	-	-	79%	-	-1%
Patients feel they get the right treatment or advice	1670	33%	47%	11%	9%	80%	77%	80%	+3%	-1%
Patients feel that people take account of the things that matter to them	1662	30%	43%	17%	9%	-	73%	74%	+1%	-2%
Rating of overall care provided out of hours	1663	29%	42%	17%	11%	73%	70%	71%	+1%	-0%

## Care, support and help with everyday living

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
People take account of the things that matter to service users	580	39%	46%	11%		-	87%	86%	-2%	+0%
Service users have a say in how their help, care or support is provided	557	33%	45%	15%	7%	-	83%	78%	-4%	-0%
Service users are aware of the help, care and support options available	550	32%	43%	14%	11%	-	-	75%	-	-1%
Service users are treated with respect	576	47%	44%			-	92%	91%	-0%	+1%
Service users are treated with compassion and understanding	561	45%	41%	10%		-	89%	87%	-3%	-0%
Service users' health and care services seem to be well coordinated	553	38%	40%	12%	10%	-	81%	78%	-3%	+3%
Service users are supported to live as independently as possible	551	42%	42%	13%		-	83%	84%	+1%	+1%
Service users feel safe	547	43%	41%	12%		-	83%	84%	+1%	-0%
The help, care or support improves service users' quality of life	550	41%	43%	11%		-	83%	84%	+0%	-0%
Rating of overall help, care or support services	646	37%	45%	13%		-	83%	82%	-1%	+1%

## Caring responsibilities

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% 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	979	25%	43%	19%	13%	-	69%	68%	-2%	-1%
Caring has had a negative impact on carers' health and wellbeing	912	14%	26%	26%	35%	-	45%	39%	-5% <sup>s</sup>	-1%
Carers have a say in the services provided for the person they look after	890	15%	39%	27%	19%	-	51%	54%	+3%	+4% <sup>s</sup>
Local services are well coordinated for the people carers look after	886	14%	33%	33%	20%	-	50%	47%	-3%	+5% <sup>s</sup>
Carers feels supported to continue caring	878	14%	31%	36%	19%	-	44%	45%	+1%	+4%

## 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.

## 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	35	<b>33</b>	35
The times available in the next 2 days were not convenient for me	10	<b>11</b>	11
I was not offered a chance to see or speak to anyone within 2 working days	49	<b>52</b>	49
Another reason	6	<b>5</b>	6

## At your GP Practice

Q12 - In the reception area, can other patients overhear what you say to the staff?

Patients who have contacted their GP practice in the last 12 months	2013/14	2015/16	Scotland
Yes, but I don't mind	57	<b>58</b>	57
Yes, and I am not happy about it	24	<b>22</b>	19
No, other patients can't overhear	13	<b>13</b>	17
Don't know	6	<b>6</b>	8



## Out of hours healthcare

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

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed			
	2013/14	2015/16	Scotland
Telephoned 111 for NHS 24	-	<b>66</b>	65
Went to Pharmacist / Chemist	-	<b>4</b>	4
Went to Primary Care Emergency Centre	-	<b>2</b>	2
Telephoned my own GP practice	-	<b>3</b>	4
Telephoned 999 for emergency services	-	<b>7</b>	6
Went to Hospital A&E / Casualty	-	<b>16</b>	15
Other	-	<b>2</b>	3

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

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed			
	2013/14	2015/16	Scotland
Got phone advice only from NHS 24	-	<b>15</b>	16
Pharmacist / Chemist	-	<b>3</b>	3
Primary Care Emergency Centre	-	<b>15</b>	15
Own GP practice	-	<b>4</b>	5
Home visit from a GP or Nurse	-	<b>10</b>	9
Ambulance paramedics	-	<b>11</b>	11
A&E / Casualty	-	<b>34</b>	35
Social care services	-	<b>1</b>	0
Other	-	<b>7</b>	6

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

All Patients	2013/14	2015/16	Scotland
I am happy with the opening hours of my GP practice	79	<b>79</b>	80
It is too difficult for me to get time away from work during my practice opening hours	12	<b>13</b>	11
The opening hours are not convenient for me for another reason	3	<b>3</b>	2
I am not sure when my GP practice is open	6	<b>5</b>	6

## Health and care effectiveness

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

Patients who received NHS treatment or advice because of something that was affecting their ability to do their usual activities - to live their normal life	2013/14	2015/16	Scotland
I was able to go back to most of my usual activities	43	<b>42</b>	43
There was no change in my ability to do my usual activities	25	<b>23</b>	23
I was less able to do my usual activities	16	<b>19</b>	19
It is too soon to say	16	<b>15</b>	15

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

Patients who received NHS treatment or advice because of something that was causing them pain or discomfort	2013/14	2015/16	Scotland
It was better than before	51	<b>48</b>	51
It was about the same as before	36	<b>38</b>	35
It was worse than before	4	<b>5</b>	4
It is too soon to say	9	<b>10</b>	10

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

Patients who received treatment or advice because of something that was making them feel depressed or anxious	2013/14	2015/16	Scotland
I felt less depressed or anxious than before	55	<b>53</b>	53
I felt about the same as before	27	<b>31</b>	28
I felt more depressed or anxious than before	8	<b>6</b>	8
It is too soon to say	10	<b>10</b>	11

## Variation in GP practice results within the NHS Board

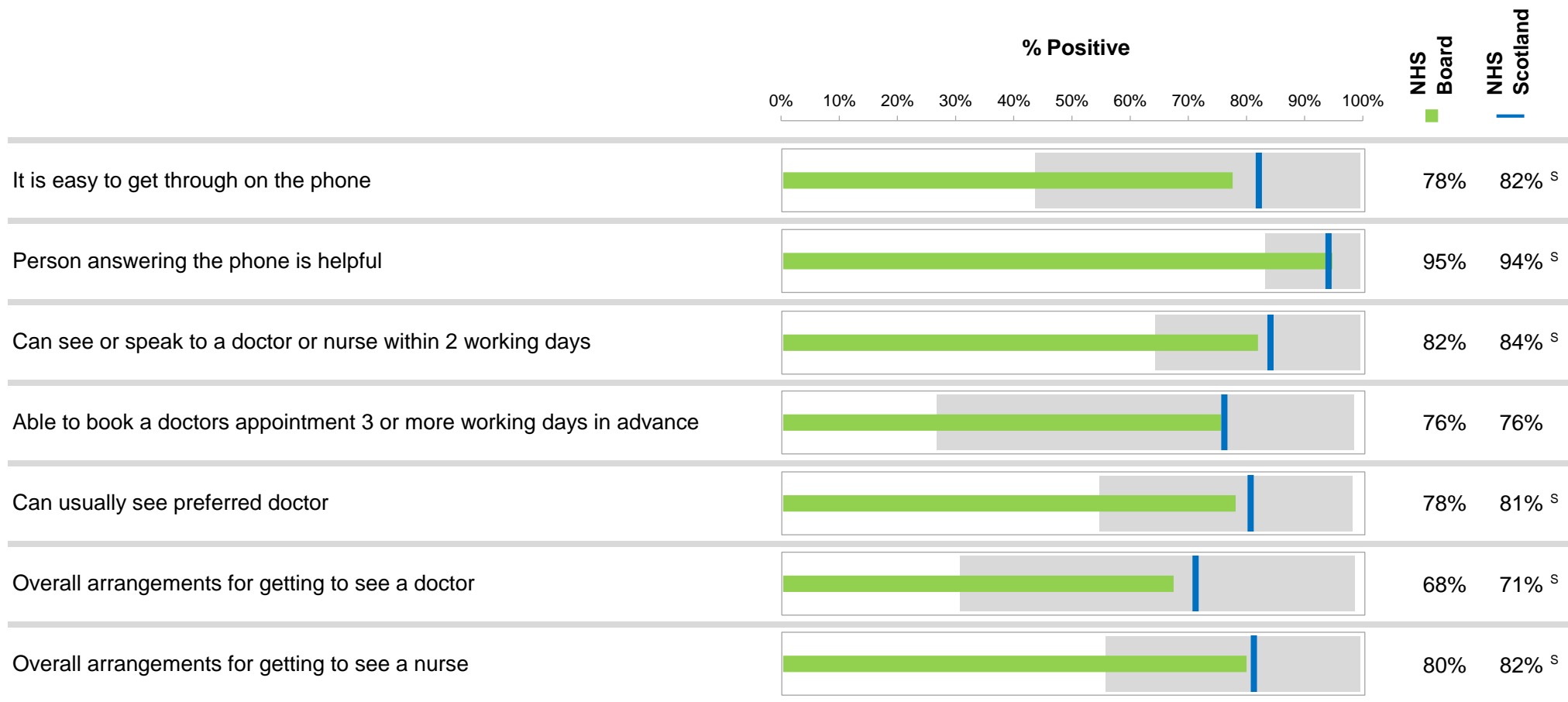
The tables/charts in this section show this NHS Board's percent positive results in relation to the range of percent positive results across GP Practices within this NHS Board. The percent positive results for NHS Scotland are also shown.

### Notes on Interpretation

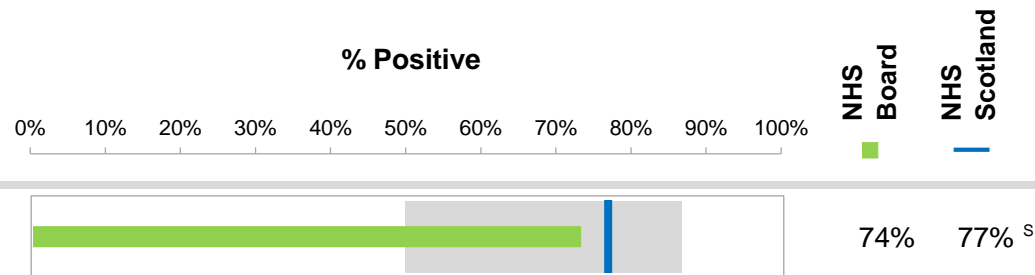
- Range of percent positive results across GP Practices within this NHS Board - ranges from lowest GP Practice to highest GP Practice.
- The NHS Board's percent positive result.
- | NHS Scotland percent positive result.
- <sup>S</sup> Indicates a statistically significant difference in the percent positive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

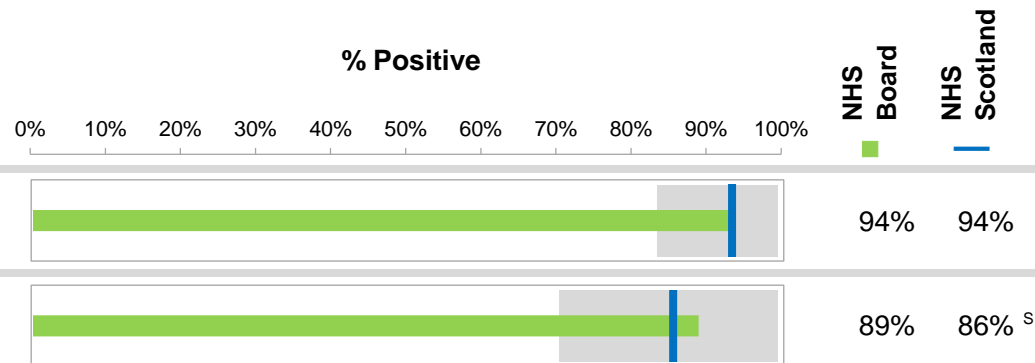
# Your GP Practice: getting to see or speak to someone



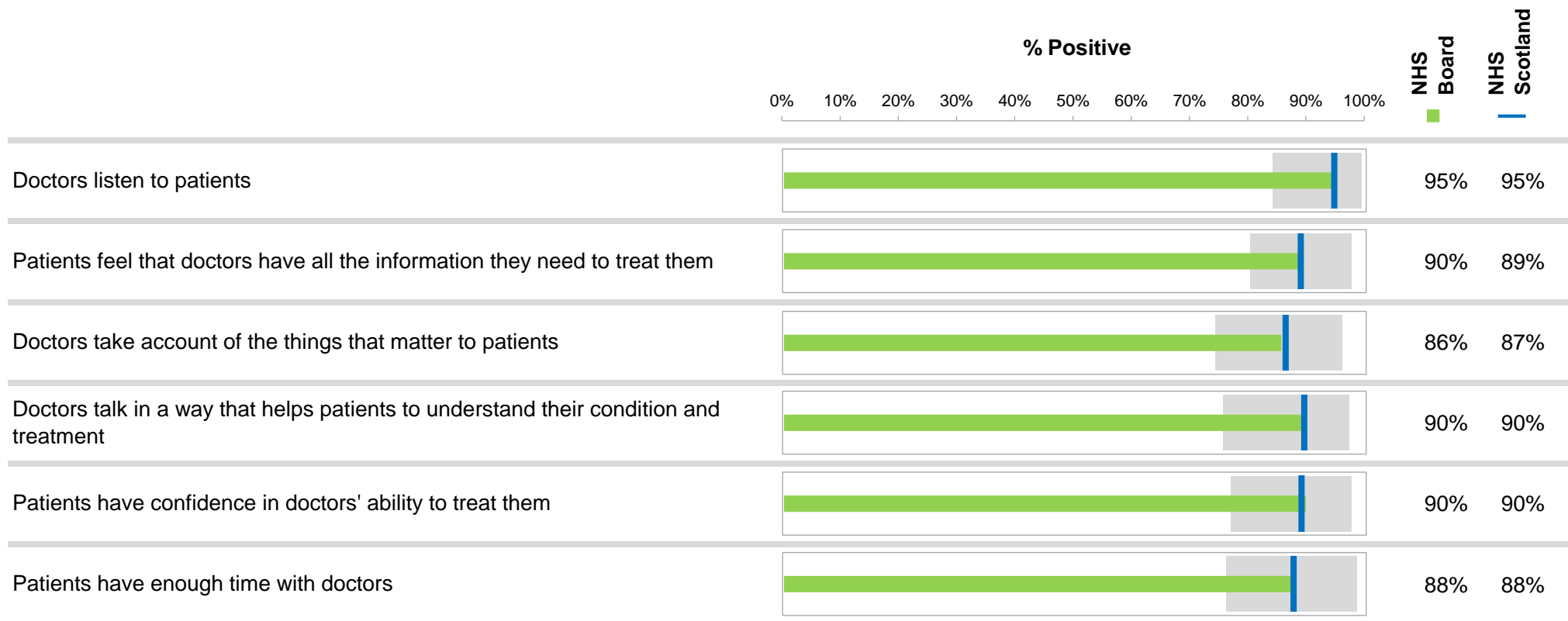
## Your GP Practice: referrals



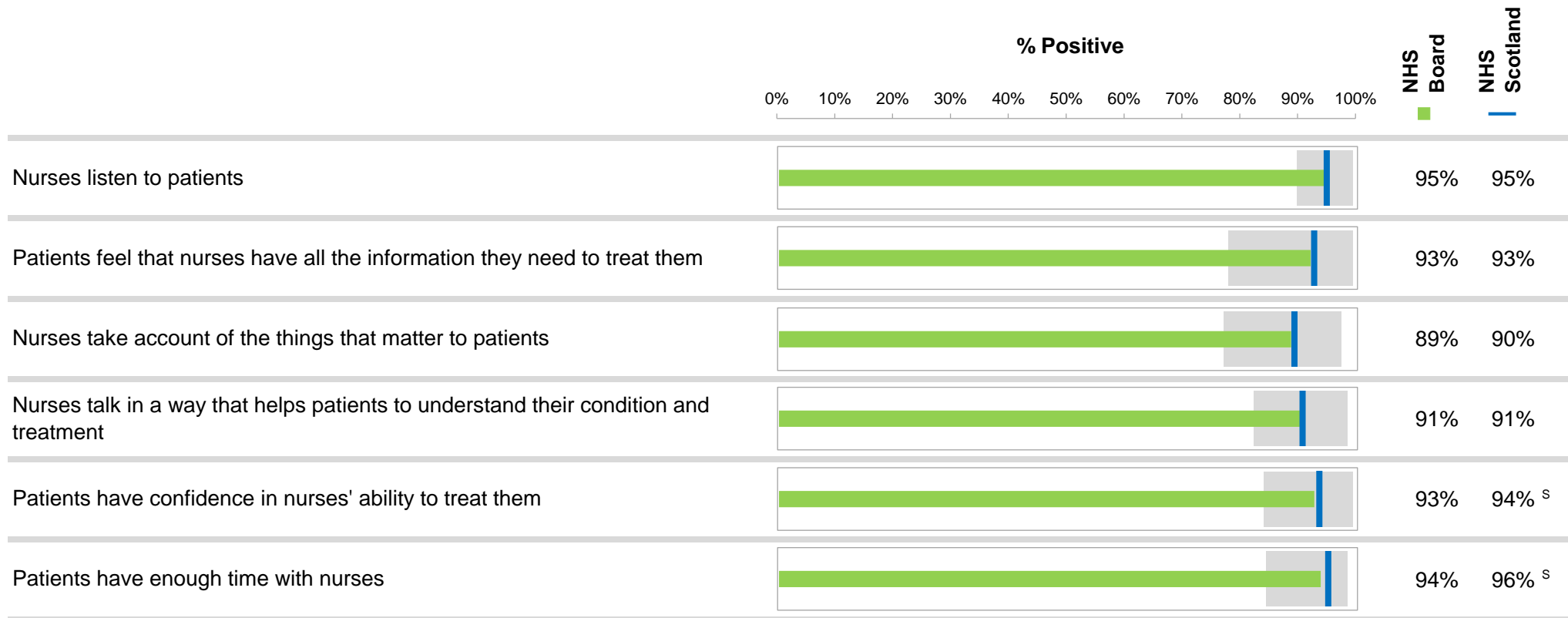
## At your GP Practice



## At your GP Practice - doctors

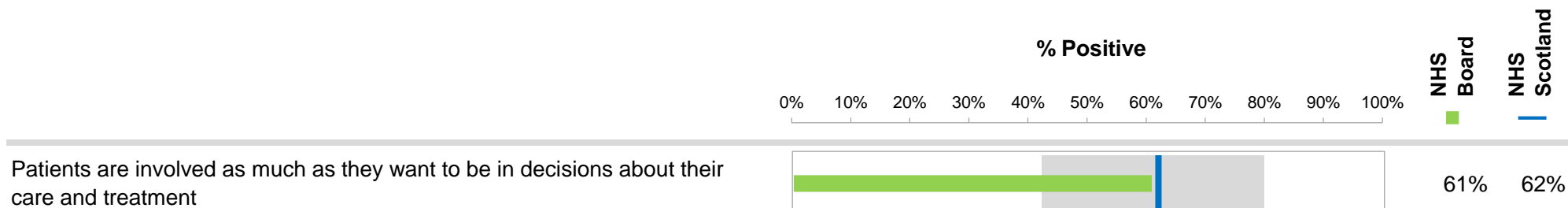


# At your GP Practice - nurses

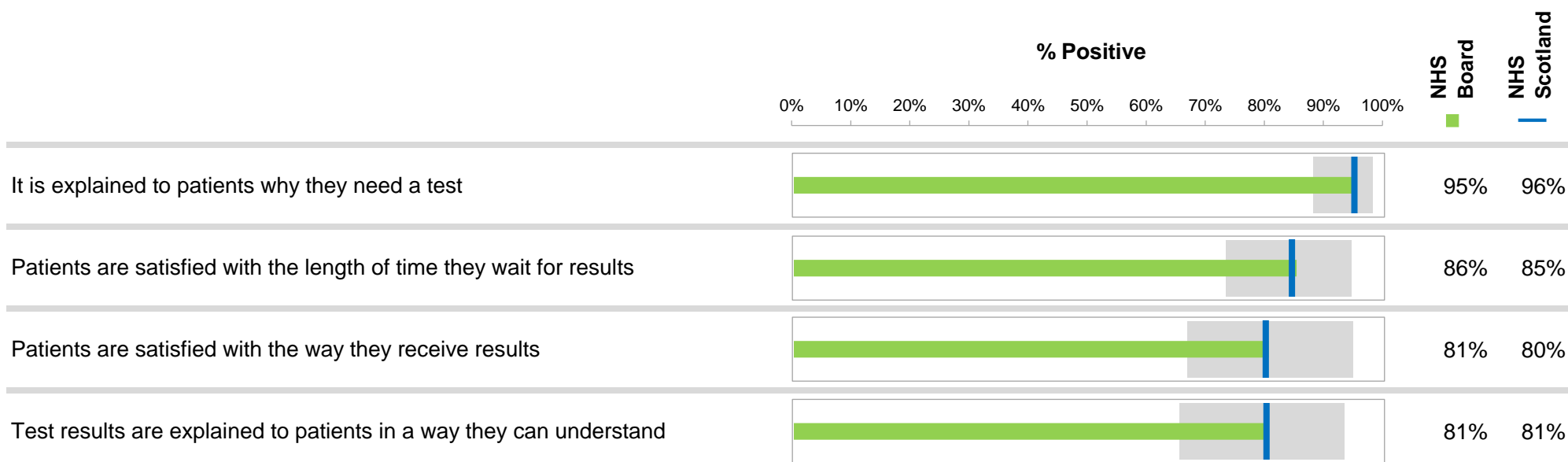




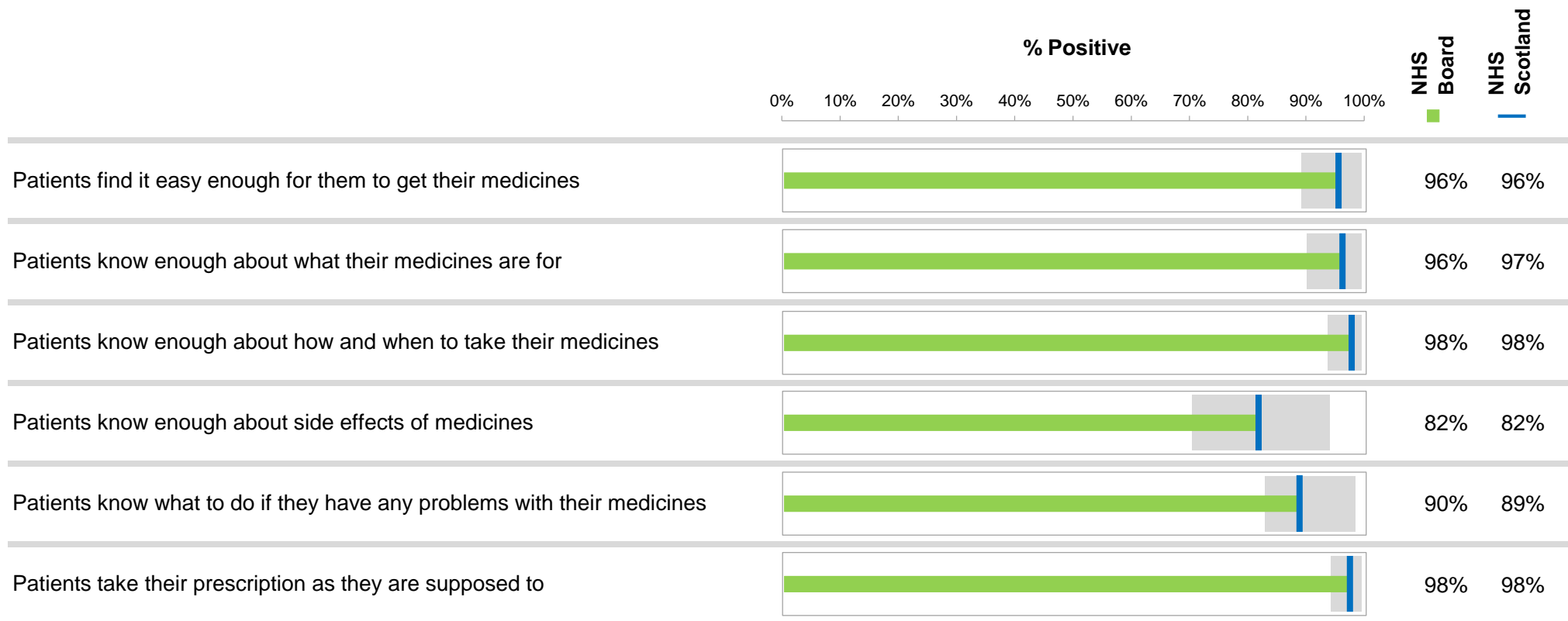
## At your GP practice - care and treatment



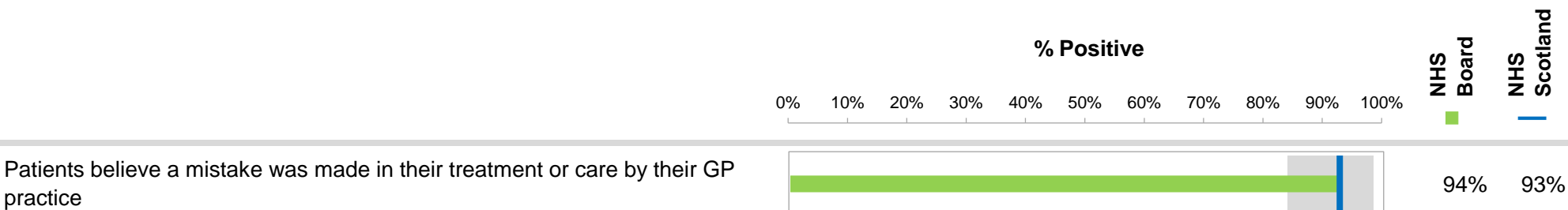
## Tests arranged by your GP practice



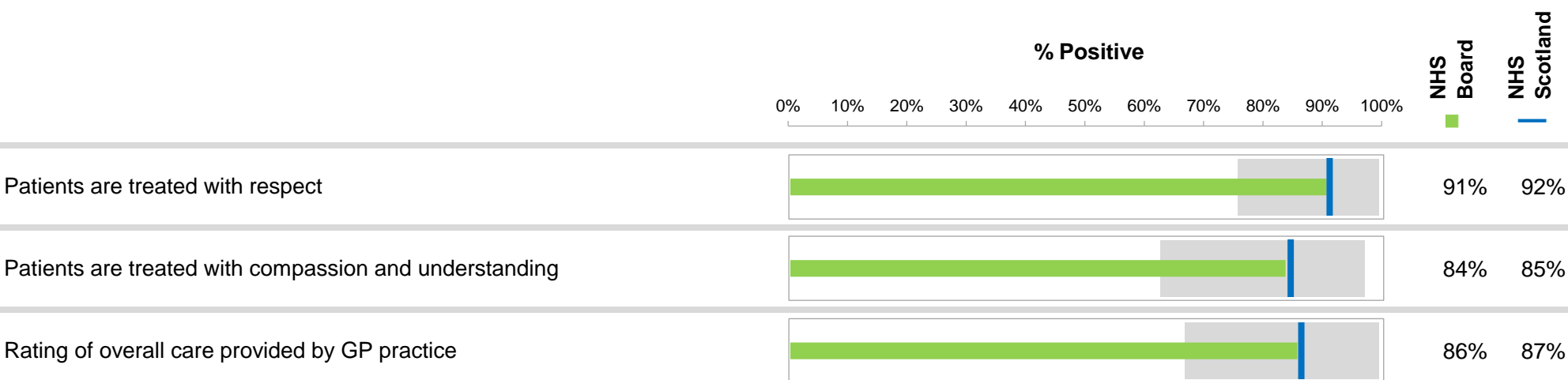
## At your GP Practice - medicines



## At your GP practice - dealing with mistakes



## At your GP practice - overall experience



## Variation between NHS Boards

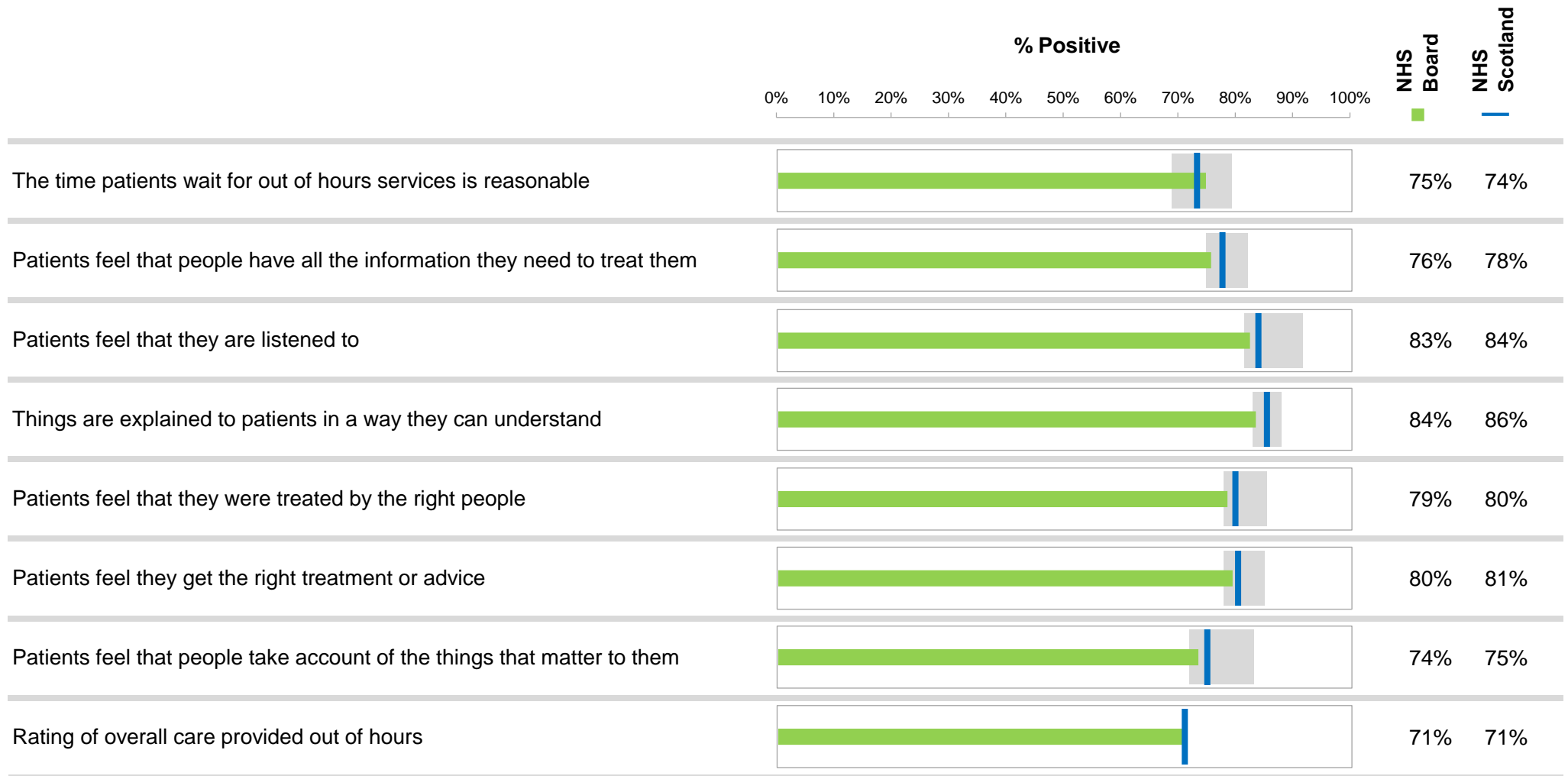
The tables/charts in this section show this NHS Board's percent positive results in relation to the range of percent positive results across all NHS Boards in Scotland. The percent positive results for NHS Scotland are also shown.

### Notes on Interpretation

- Range of percent positive results across all NHS Boards in Scotland - ranges from lowest NHS Board to highest NHS Board.
- The NHS Board's percent positive result.
- | NHS Scotland percent positive result.
- <sup>S</sup> Indicates a statistically significant difference in the percent positive result between this NHS Board and NHS Scotland as a whole.
- <sup>NT</sup> Indicates that a significance test was not carried out because fewer than five respondents within this NHS Board selected a positive response or because fewer than five respondents within this NHS Board selected a negative/neutral response.

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

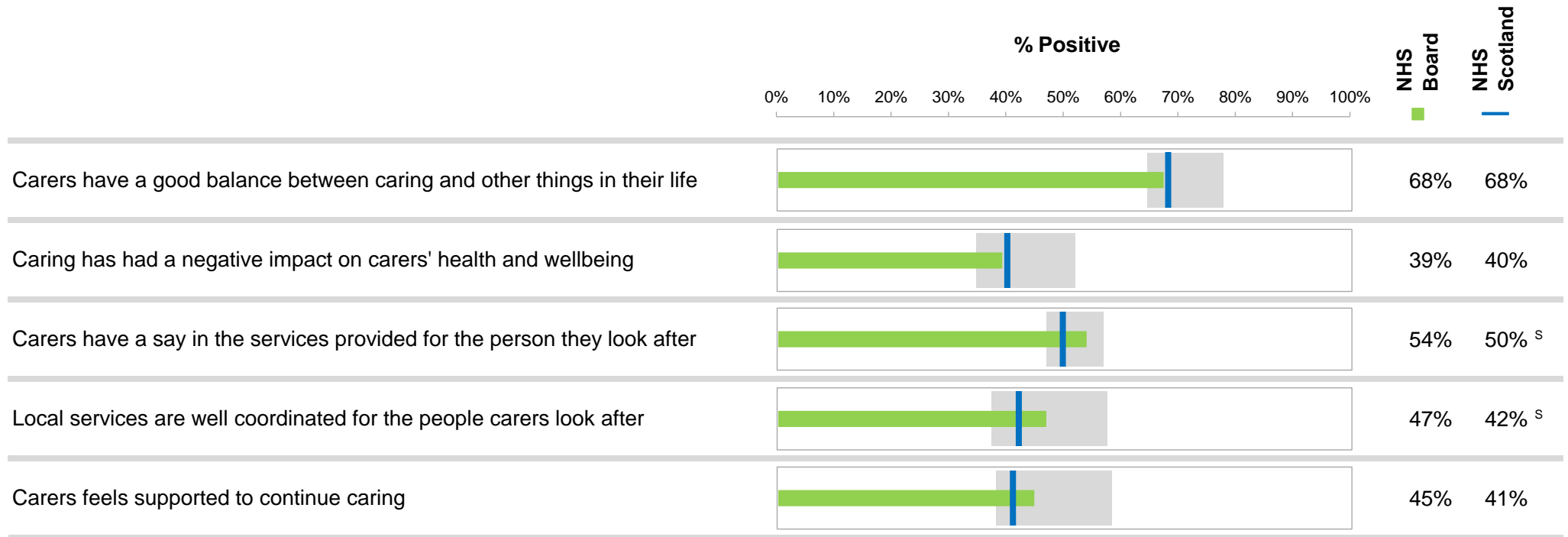
# Out of hours healthcare



# Care, support and help with everyday living



# Caring responsibilities



## Detailed Results for all Questions

This section shows a breakdown of responses for each question within the survey. The response categories that have been combined to calculate the percent positive score are indicated with an asterisk.

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.

### 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	491	<b>7.6</b>
Yes	6019	<b>92.4</b>
	6510	

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	598	<b>10.0</b>
2 - 4 times	2627	<b>43.5</b>
5 - 10 times	1828	<b>30.0</b>
More than 10 times	965	<b>15.4</b>
Can't remember / don't know	66	<b>1.2</b>
	6084	



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	2384	<b>33.6</b>
* Fairly easy	2447	<b>44.3</b>
Not easy	1098	<b>22.1</b>
<b>Percent Positive - This Board 77.9 %</b>	5929	

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	4077	<b>64.6</b>
* Fairly helpful	1589	<b>30.6</b>
Not very helpful	210	<b>3.8</b>
Not at all helpful	52	<b>1.0</b>
<b>Percent Positive - This Board 95.2 %</b>	5928	

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	2734	<b>60.3</b>
* I saw or spoke to a doctor or nurse within 1 or 2 working days	1052	<b>22.0</b>
I waited more than 2 working days to see or speak to a doctor or nurse	752	<b>17.7</b>
<b>Percent Positive - This Board 82.3 %</b>	4538	

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	255	<b>32.8</b>
The times available in the next 2 days were not convenient for me	77	<b>10.6</b>
I was not offered a chance to see or speak to anyone within 2 working days	388	<b>51.9</b>
Another reason	38	<b>4.7</b>
	758	

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	3515	<b>75.9</b>
No	1025	<b>24.1</b>
<b>Percent Positive - This Board 75.9 %</b>	4540	

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	3405	<b>54.8</b>
No	1149	<b>21.6</b>
* I don't have a doctor I prefer to see	1428	<b>23.6</b>
<b>Percent Positive - This Board 78.4 %</b>	5982	

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	1863	<b>26.8</b>
* Good	2449	<b>40.8</b>
Fair	1119	<b>20.7</b>
Poor	390	<b>7.9</b>
Very poor	186	<b>3.7</b>
<b>Percent Positive - This Board 67.6 %</b>	6007	

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	1982	<b>33.7</b>
* Good	2468	<b>46.6</b>
Fair	794	<b>16.2</b>
Poor	125	<b>2.5</b>
Very poor	54	<b>1.0</b>
<b>Percent Positive - This Board 80.3 %</b>	5423	

## 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	3307	<b>54.5</b>
No, as it wasn't necessary	2707	<b>44.7</b>
No, but I wanted to	48	<b>0.8</b>
	6062	

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	990	<b>28.5</b>
* Good	1477	<b>45.1</b>
Fair	534	<b>17.7</b>
Poor	204	<b>6.4</b>
Very poor	81	<b>2.3</b>
<b>Percent Positive - This Board 73.6 %</b>	3286	

## 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	3551	<b>58.3</b>
Yes, and I am not happy about it	1287	<b>22.4</b>
No, other patients can't overhear	864	<b>13.3</b>
Don't know	372	<b>5.9</b>
	6074	

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	3704	<b>55.6</b>
* Fairly helpful	2095	<b>38.7</b>
Not very helpful	231	<b>4.6</b>
Not at all helpful	57	<b>1.1</b>
<b>Percent Positive - This Board 94.3 %</b>	6087	

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	5447	<b>89.3</b>
It is too long	585	<b>10.7</b>
<b>Percent Positive - This Board 89.3 %</b>	6032	

## 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	487	<b>8.9</b>
Yes	5340	<b>91.1</b>
	5827	

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	3129	<b>56.1</b>
* Agree	2163	<b>39.2</b>
Neither agree nor disagree	189	<b>3.5</b>
Disagree	51	<b>0.9</b>
Strongly disagree	21	<b>0.3</b>
<b>Percent Positive - This Board 95.3 %</b>	5553	

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	2626	<b>46.7</b>
* Agree	2329	<b>43.2</b>
Neither agree nor disagree	370	<b>6.8</b>
Disagree	155	<b>2.9</b>
Strongly disagree	23	<b>0.4</b>
<b>Percent Positive - This Board 89.9 %</b>	5503	

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	2621	<b>47.1</b>
* Agree	2121	<b>39.0</b>
Neither agree nor disagree	568	<b>10.8</b>
Disagree	135	<b>2.6</b>
Strongly disagree	33	<b>0.5</b>
<b>Percent Positive - This Board 86.1 %</b>	5478	

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	2870	<b>51.7</b>
* Agree	2101	<b>38.5</b>
Neither agree nor disagree	398	<b>7.3</b>
Disagree	113	<b>2.0</b>
Strongly disagree	31	<b>0.5</b>
<b>Percent Positive - This Board 90.2 %</b>	5513	

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	2962	<b>53.0</b>
* Agree	2016	<b>37.4</b>
Neither agree nor disagree	388	<b>7.0</b>
Disagree	120	<b>2.0</b>
Strongly disagree	39	<b>0.7</b>
<b>Percent Positive - This Board 90.3 %</b>	5525	

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	2713	<b>47.8</b>
* Agree	2194	<b>40.2</b>
Neither agree nor disagree	390	<b>7.3</b>
Disagree	179	<b>3.7</b>
Strongly disagree	46	<b>0.9</b>
<b>Percent Positive - This Board 88.0 %</b>	5522	

## 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	1248	<b>20.5</b>
Yes	4703	<b>79.5</b>
	5951	

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	2661	<b>54.2</b>
* Agree	1900	<b>41.2</b>
Neither agree nor disagree	168	<b>3.9</b>
Disagree	33	<b>0.7</b>
Strongly disagree	8	<b>0.1</b>
<b>Percent Positive - This Board 95.3 %</b>	4770	

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	2466	<b>49.9</b>
* Agree	1968	<b>42.7</b>
Neither agree nor disagree	232	<b>5.4</b>
Disagree	77	<b>1.8</b>
Strongly disagree	10	<b>0.2</b>
<b>Percent Positive - This Board 92.6 %</b>	4753	



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	2386	<b>48.4</b>
* Agree	1876	<b>40.8</b>
Neither agree nor disagree	397	<b>9.2</b>
Disagree	64	<b>1.5</b>
Strongly disagree	9	<b>0.1</b>
<b>Percent Positive - This Board 89.2 %</b>	4732	

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	2477	<b>50.4</b>
* Agree	1856	<b>40.5</b>
Neither agree nor disagree	344	<b>7.7</b>
Disagree	51	<b>1.2</b>
Strongly disagree	14	<b>0.3</b>
<b>Percent Positive - This Board 90.9 %</b>	4742	

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	2646	<b>53.5</b>
* Agree	1815	<b>39.7</b>
Neither agree nor disagree	226	<b>5.1</b>
Disagree	60	<b>1.3</b>
Strongly disagree	15	<b>0.3</b>
<b>Percent Positive - This Board 93.2 %</b>	4762	

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	2644	<b>53.6</b>
* Agree	1879	<b>40.8</b>
Neither agree nor disagree	184	<b>4.3</b>
Disagree	48	<b>1.2</b>
Strongly disagree	10	<b>0.2</b>
<b>Percent Positive - This Board 94.3 %</b>	4765	

## 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	3665	<b>61.1</b>
Yes, to some extent	1952	<b>33.8</b>
No, and I would like to be	280	<b>5.1</b>
<b>Percent Positive - This Board 61.1 %</b>	5897	

## 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	1557	<b>26.4</b>
Yes	4296	<b>73.6</b>
	5853	

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	2512	<b>55.1</b>
* Agree	1782	<b>40.2</b>
Neither agree nor disagree	138	<b>3.1</b>
Disagree	52	<b>1.4</b>
Strongly disagree	8	<b>0.1</b>
<b>Percent Positive - This Board 95.4 %</b>	4492	

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	2012	<b>44.3</b>
* Agree	1813	<b>41.4</b>
Neither agree nor disagree	318	<b>7.5</b>
Disagree	239	<b>5.3</b>
Strongly disagree	65	<b>1.4</b>
<b>Percent Positive - This Board 85.8 %</b>	4447	

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	1872	<b>40.8</b>
* Agree	1741	<b>40.2</b>
Neither agree nor disagree	429	<b>10.1</b>
Disagree	300	<b>6.9</b>
Strongly disagree	89	<b>1.9</b>
<b>Percent Positive - This Board 81.0 %</b>	4431	

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	1909	<b>41.5</b>
* Agree	1694	<b>39.1</b>
Neither agree nor disagree	490	<b>11.8</b>
Disagree	232	<b>5.5</b>
Strongly disagree	92	<b>2.1</b>
<b>Percent Positive - This Board 80.6 %</b>	4417	

## 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	717	<b>11.9</b>
Yes	5304	<b>88.1</b>
	6021	

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	3310	<b>61.0</b>
* Agree	1835	<b>35.4</b>
Neither agree nor disagree	78	<b>1.4</b>
Disagree	86	<b>1.7</b>
Strongly disagree	25	<b>0.5</b>
<b>Percent Positive - This Board 96.4 %</b>	5334	

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	3141	<b>58.0</b>
* Agree	1981	<b>38.4</b>
Neither agree nor disagree	141	<b>2.6</b>
Disagree	41	<b>0.8</b>
Strongly disagree	9	<b>0.2</b>
<b>Percent Positive - This Board 96.4 %</b>	5313	

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	3279	<b>61.0</b>
* Agree	1937	<b>37.3</b>
Neither agree nor disagree	64	<b>1.1</b>
Disagree	19	<b>0.5</b>
Strongly disagree	4	<b>0.1</b>
<b>Percent Positive - This Board 98.3 %</b>	5303	

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	2416	<b>44.7</b>
* Agree	1956	<b>37.5</b>
Neither agree nor disagree	610	<b>11.5</b>
Disagree	250	<b>5.2</b>
Strongly disagree	49	<b>1.0</b>
<b>Percent Positive - This Board 82.3 %</b>	5281	

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	2629	<b>48.4</b>
* Agree	2134	<b>41.3</b>
Neither agree nor disagree	354	<b>7.0</b>
Disagree	148	<b>2.9</b>
Strongly disagree	22	<b>0.5</b>
<b>Percent Positive - This Board 89.7 %</b>	5287	

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	3373	<b>62.9</b>
* Agree	1846	<b>35.4</b>
Neither agree nor disagree	56	<b>1.1</b>
Disagree	22	<b>0.4</b>
Strongly disagree	9	<b>0.2</b>
<b>Percent Positive - This Board 98.3 %</b>	5306	



## 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)?

	n	%
Patients who have contacted their GP practice in the last 12 months		
* No	5579	<b>93.7</b>
Yes	376	<b>6.3</b>
<b>Percent Positive - This Board 93.7 %</b>	5955	

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

	n	%
Patients who believe their GP practice made a mistake in their treatment or care		
* Yes	163	<b>46.3</b>
No	202	<b>53.7</b>
<b>Percent Positive - This Board 46.3 %</b>	365	

## 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	3288	<b>51.8</b>
* Agree	2283	<b>39.2</b>
Neither agree nor disagree	396	<b>7.3</b>
Disagree	63	<b>1.3</b>
Strongly disagree	22	<b>0.4</b>
<b>Percent Positive - This Board 91.1 %</b>	6052	

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	2891	<b>46.1</b>
* Agree	2177	<b>38.0</b>
Neither agree nor disagree	710	<b>13.1</b>
Disagree	107	<b>2.2</b>
Strongly disagree	36	<b>0.6</b>
<b>Percent Positive - This Board 84.1 %</b>	5921	

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	3022	<b>46.8</b>
* Good	2280	<b>39.3</b>
Fair	634	<b>11.6</b>
Poor	101	<b>1.9</b>
Very poor	29	<b>0.5</b>
<b>Percent Positive - This Board 86.1 %</b>	6066	

## 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	1683	<b>27.2</b>
No	4794	<b>72.8</b>
	6477	

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	1065	<b>65.8</b>
Went to Pharmacist / Chemist	58	<b>3.8</b>
Went to Primary Care Emergency Centre	25	<b>1.6</b>
Telephoned my own GP practice	55	<b>3.5</b>
Telephoned 999 for emergency services	123	<b>7.0</b>
Went to Hospital A&E / Casualty	271	<b>16.0</b>
Other	41	<b>2.2</b>
	1638	

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	238	<b>15.1</b>
Pharmacist / Chemist	50	<b>3.2</b>
Primary Care Emergency Centre	222	<b>14.9</b>
Own GP practice	69	<b>4.1</b>
Home visit from a GP or Nurse	168	<b>10.3</b>
Ambulance paramedics	189	<b>10.8</b>
A&E / Casualty	555	<b>34.2</b>
Social care services	7	<b>0.6</b>
Other	111	<b>6.8</b>
	1609	

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	1113	<b>73.3</b>
A Nurse	239	<b>14.9</b>
A Pharmacist	60	<b>4.3</b>
Someone else	120	<b>7.5</b>
	1532	

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	490	<b>28.5</b>
* Agree	780	<b>46.6</b>
Neither agree nor disagree	159	<b>8.7</b>
Disagree	169	<b>10.2</b>
Strongly disagree	94	<b>5.9</b>
<b>Percent Positive - This Board 75.1 %</b>	1692	

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	483	<b>28.9</b>
* Agree	782	<b>47.1</b>
Neither agree nor disagree	233	<b>13.5</b>
Disagree	134	<b>7.8</b>
Strongly disagree	44	<b>2.7</b>
<b>Percent Positive - This Board 76.0 %</b>	1676	

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	555	<b>33.0</b>
* Agree	838	<b>49.8</b>
Neither agree nor disagree	148	<b>9.0</b>
Disagree	101	<b>6.2</b>
Strongly disagree	37	<b>2.1</b>
<b>Percent Positive - This Board 82.8 %</b>	1679	

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	566	<b>33.6</b>
* Agree	840	<b>50.3</b>
Neither agree nor disagree	174	<b>10.4</b>
Disagree	61	<b>3.9</b>
Strongly disagree	29	<b>1.8</b>
<b>Percent Positive - This Board 83.9 %</b>	1670	

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	570	<b>34.0</b>
* Agree	750	<b>44.9</b>
Neither agree nor disagree	222	<b>13.5</b>
Disagree	87	<b>5.3</b>
Strongly disagree	39	<b>2.3</b>
<b>Percent Positive - This Board 78.9 %</b>	1668	

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	552	<b>32.9</b>
* Agree	778	<b>46.9</b>
Neither agree nor disagree	183	<b>11.1</b>
Disagree	107	<b>6.4</b>
Strongly disagree	50	<b>2.8</b>
<b>Percent Positive - This Board 79.8 %</b>	1670	

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	513	<b>30.5</b>
* Agree	716	<b>43.3</b>
Neither agree nor disagree	276	<b>16.8</b>
Disagree	108	<b>6.7</b>
Strongly disagree	49	<b>2.8</b>
<b>Percent Positive - This Board 73.8 %</b>	1662	

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	490	<b>29.4</b>
* Good	693	<b>41.8</b>
Fair	294	<b>17.4</b>
Poor	134	<b>8.3</b>
Very poor	52	<b>3.1</b>
<b>Percent Positive - This Board 71.2 %</b>	1663	

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	4980	<b>79.4</b>
It is too difficult for me to get time away from work during my practice opening hours	724	<b>12.7</b>
The opening hours are not convenient for me for another reason	173	<b>3.0</b>
I am not sure when my GP practice is open	284	<b>5.0</b>
	6161	



## 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	597	<b>9.1</b>
Yes, help for me with adaptations and/or equipment for my home	410	<b>6.3</b>
Yes, help for me for activities outside my home	299	<b>4.5</b>
Yes, help to look after someone else	223	<b>3.5</b>
No, not had any help but I feel that I needed it	161	<b>2.6</b>
No, not had any help	4914	<b>74.5</b>
	6621	

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	579	<b>58.7</b>
No	392	<b>41.3</b>
	971	

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	355	<b>66.9</b>
I was not offered any choices	69	<b>12.4</b>
I had no choices due to medical reasons	37	<b>7.7</b>
I did not want a choice in how my care was arranged	29	<b>6.0</b>
Can't remember / don't know	44	<b>7.0</b>
	534	

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	226	<b>39.1</b>
* Agree	275	<b>46.4</b>
Neither agree nor disagree	62	<b>11.1</b>
Disagree	10	<b>1.4</b>
Strongly disagree	7	<b>1.9</b>
<b>Percent Positive - This Board 85.5 %</b>	580	

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	182	<b>33.0</b>
* Agree	258	<b>45.3</b>
Neither agree nor disagree	85	<b>14.8</b>
Disagree	24	<b>4.9</b>
Strongly disagree	8	<b>2.0</b>
<b>Percent Positive - This Board 78.4 %</b>	557	

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	176	<b>31.8</b>
* Agree	228	<b>42.7</b>
Neither agree nor disagree	78	<b>14.1</b>
Disagree	56	<b>9.6</b>
Strongly disagree	12	<b>1.8</b>
<b>Percent Positive - This Board 74.5 %</b>	550	

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	271	<b>47.2</b>
* Agree	259	<b>44.0</b>
Neither agree nor disagree	32	<b>5.5</b>
Disagree	7	<b>1.3</b>
Strongly disagree	7	<b>2.0</b>
<b>Percent Positive - This Board 91.2 %</b>	576	

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	253	<b>45.4</b>
* Agree	238	<b>41.3</b>
Neither agree nor disagree	55	<b>9.7</b>
Disagree	10	<b>2.0</b>
Strongly disagree	5	<b>1.6</b>
<b>Percent Positive - This Board 86.7 %</b>	561	

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	207	<b>37.9</b>
* Agree	226	<b>40.1</b>
Neither agree nor disagree	68	<b>12.2</b>
Disagree	39	<b>6.6</b>
Strongly disagree	13	<b>3.3</b>
<b>Percent Positive - This Board 78.0 %</b>	553	

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	227	<b>42.1</b>
* Agree	243	<b>42.1</b>
Neither agree nor disagree	63	<b>12.5</b>
Disagree	12	<b>2.3</b>
Strongly disagree	6	<b>1.0</b>
<b>Percent Positive - This Board 84.2 %</b>	551	

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	232	<b>43.4</b>
* Agree	233	<b>40.7</b>
Neither agree nor disagree	63	<b>12.0</b>
Disagree	14	<b>3.1</b>
Strongly disagree	5	<b>0.8</b>
<b>Percent Positive - This Board 84.1 %</b>	547	

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	223	<b>40.8</b>
* Agree	243	<b>42.7</b>
Neither agree nor disagree	58	<b>11.2</b>
Disagree	19	<b>4.1</b>
Strongly disagree	7	<b>1.2</b>
<b>Percent Positive - This Board 83.5 %</b>	550	

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	251	<b>37.1</b>
* Good	284	<b>45.0</b>
Fair	82	<b>12.6</b>
Poor	19	<b>3.2</b>
Very poor	10	<b>2.1</b>
<b>Percent Positive - This Board 82.1 %</b>	646	

## 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	1808	<b>28.5</b>
No	4487	<b>71.5</b>
	6295	

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	732	<b>42.2</b>
There was no change in my ability to do my usual activities	404	<b>23.3</b>
I was less able to do my usual activities	377	<b>19.5</b>
It is too soon to say	270	<b>15.1</b>
	1783	

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	3367	<b>54.2</b>
No	2876	<b>45.8</b>
	6243	

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	1587	<b>47.7</b>
It was about the same as before	1232	<b>37.9</b>
It was worse than before	145	<b>4.6</b>
It is too soon to say	320	<b>9.9</b>
	3284	

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	971	<b>16.5</b>
No	5170	<b>83.5</b>
	6141	

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	510	<b>52.7</b>
I felt about the same as before	291	<b>30.5</b>
I felt more depressed or anxious than before	65	<b>6.3</b>
It is too soon to say	104	<b>10.5</b>
	970	

## 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	5208	<b>83.6</b>
Yes, up to 4 hours a week	262	<b>4.2</b>
Yes, 5 - 19 hours a week	283	<b>4.6</b>
Yes, 20 - 34 hours a week	90	<b>1.5</b>
Yes, 35 - 49 hours a week	51	<b>0.9</b>
Yes, 50 or more hours a week	323	<b>5.2</b>
	6217	

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	249	<b>25.1</b>
* Agree	409	<b>42.6</b>
Neither agree nor disagree	179	<b>19.1</b>
Disagree	106	<b>10.2</b>
Strongly disagree	36	<b>3.0</b>
<b>Percent Positive - This Board 67.7 %</b>	979	



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	70	<b>7.8</b>
Agree	250	<b>26.8</b>
Neither agree nor disagree	232	<b>26.1</b>
* Disagree	233	<b>25.8</b>
* Strongly disagree	127	<b>13.5</b>
<b>Percent Positive - This Board 39.3 %</b>	912	

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	130	<b>15.5</b>
* Agree	342	<b>38.7</b>
Neither agree nor disagree	243	<b>26.7</b>
Disagree	124	<b>13.8</b>
Strongly disagree	51	<b>5.4</b>
<b>Percent Positive - This Board 54.1 %</b>	890	

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	114	<b>14.2</b>
* Agree	302	<b>32.8</b>
Neither agree nor disagree	289	<b>33.2</b>
Disagree	117	<b>13.0</b>
Strongly disagree	64	<b>6.8</b>
<b>Percent Positive - This Board 47.0 %</b>	886	

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	107	<b>14.0</b>
* Agree	284	<b>31.0</b>
Neither agree nor disagree	312	<b>36.1</b>
Disagree	112	<b>12.8</b>
Strongly disagree	63	<b>6.1</b>
<b>Percent Positive - This Board 45.0 %</b>	878	

## Demographics

Q46 - Are you male or female?

All patients	n	%
Male	2817	<b>43.5</b>
Female	3671	<b>56.5</b>
	6488	

Q47 - What was your age on your last birthday?

All patients	n	%
17-34	506	<b>8.3</b>
35-49	950	<b>15.3</b>
50-64	2101	<b>32.9</b>
65+	2861	<b>43.5</b>
	6418	

Q48 - How would you rate your health in general?

All patients	n	%
Good	3728	<b>57.7</b>
Fair	2359	<b>36.8</b>
Bad	356	<b>5.5</b>
	6443	

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	917	<b>14.0</b>
Yes, limited a little	1678	<b>26.1</b>
No	3850	<b>59.9</b>
	6445	

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

All patients	n	%
Very well	3429	<b>52.8</b>
Quite well	2635	<b>41.0</b>
Not very well	326	<b>4.8</b>
Not at all well	84	<b>1.3</b>
	6474	

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	2747	<b>42.5</b>
Good	2370	<b>36.3</b>
Alright / neither good or bad	1135	<b>17.7</b>
Bad	205	<b>3.1</b>
Very bad	25	<b>0.5</b>
	6482	

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