

Health and Care Experience Survey 2015/16

Results for NHS Borders



May 2016, Official Statistics



NHS Borders

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

The survey was sent to 12,160 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

2,970 patients of NHS Borders sent in feedback on their experiences at the practice. Of the patients that answered questions about themselves:

- 42% were male and 58% were female;
- 7% were aged 17-34, 15% were aged 35-49, 30% were aged 50-64 and 48% were 65 and over;
- 65% 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 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	95%	+2 *
Service users are supported to live as independently as possible	85%	+1
Service users have a say in how their help, care or support is provided	85%	+6 ^s
Service users' health and care services seem to be well coordinated	75%	-0
Rating of overall help, care or support services	84%	+3
Rating of overall care provided by GP practice	90%	+3 ^s
The help, care or support improves service users' quality of life	87%	+3
Carers feels supported to continue caring	41%	-0
Service users feel safe	90%	+6 ^s

*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 know enough about how and when to take their medicines	99%
Patients take their prescription as they are supposed to	99%
Patients know enough about what their medicines are for	97%
Doctors listen to patients	97%
Patients have enough time with nurses	97%

Bottom 5 Responses (highest % negative scores)

Question	% negative
Overall rating of how mistakes are dealt with	42%
Caring has had a negative impact on carers' health and wellbeing	38%
Carers feels supported to continue caring	26%
Local services are well coordinated for the people carers look after	25%
Carers have a say in the services provided for the person they look after	18%

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

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	2596	54%	35%		11%	89%	87%	89%	+2% ^s	+7% ^s
Person answering the phone is helpful	2590	74%	21%			95%	95%	95%	+0%	+1% ^s
Can see or speak to a doctor or nurse within 2 working days	2005	64%	23%		13%	86%	83%	87%	+3% ^s	+2% ^s
Able to book a doctors appointment 3 or more working days in advance	2101	84%			16%	85%	85%	84%	-1%	+8% ^s
Can usually see preferred doctor	2634	84%			16%	84%	83%	84%	+1%	+3% ^s
Overall arrangements for getting to see a doctor	2650	33%	42%	17%	8%	77%	72%	75%	+3% ^s	+4% ^s
Overall arrangements for getting to see a nurse	2221	39%	47%		11%	85%	82%	86%	+4% ^s	+4% ^s

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	1469	40%	42%		13%	-	79%	82%	+2%	+4% ^s

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	2668					95%	95%	95%	+0%	+1% ^s
Time waiting to be seen at GP practice	2643					89%	87%	89%	+2%	+3% ^s

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	2492					97%	97%	97%	+0%	+2% ^s
Patients feel that doctors have all the information they need to treat them	2476					92%	90%	92%	+2% ^s	+3% ^s
Doctors take account of the things that matter to patients	2467					-	90%	91%	+0%	+4% ^s
Doctors talk in a way that helps patients to understand their condition and treatment	2479					93%	94%	92%	-1%	+2% ^s
Patients have confidence in doctors' ability to treat them	2476					92%	92%	92%	+0%	+3% ^s
Patients have enough time with doctors	2489					92%	92%	90%	-2% ^s	+2% ^s

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	1940	57%	38%			95%	95%	95%	+0%	-0%
Patients feel that nurses have all the information they need to treat them	1936	54%	40%			94%	95%	94%	-1%	+1%
Nurses take account of the things that matter to patients	1925	53%	38%	8%		-	91%	91%	+0%	+1%
Nurses talk in a way that helps patients to understand their condition and treatment	1929	54%	38%	7%		92%	92%	92%	+0%	+1%
Patients have confidence in nurses' ability to treat them	1932	58%	37%			95%	95%	95%	-1%	+1%
Patients have enough time with nurses	1937	57%	40%			96%	96%	97%	+1%	+1% ^s

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	2609	69%	29%			-	66%	69%	+2%	+6% ^s

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	2006	60%	36%			-	96%	96%	+0%	+1%
Patients are satisfied with the length of time they wait for results	1974	44%	40%	8%	8%	-	83%	84%	+1%	-1%
Patients are satisfied with the way they receive results	1970	42%	40%	9%	9%	-	80%	82%	+2%	+2%
Test results are explained to patients in a way they can understand	1963	45%	38%	10%	7%	-	82%	83%	+1%	+3% ^S

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	2251	67%			30%	97%	96%	97%	+0%	+1%
Patients know enough about what their medicines are for	2247	63%			34%	97%	97%	97%	+1%	+1%
Patients know enough about how and when to take their medicines	2241	67%			32%	98%	98%	99%	+1%	+1% ^S
Patients know enough about side effects of medicines	2238	49%	36%		11%	82%	83%	85%	+2%	+3% ^S
Patients know what to do if they have any problems with their medicines	2240	54%		38%		92%	91%	92%	+0%	+3% ^S
Patients take their prescription as they are supposed to	2243	66%			32%	98%	98%	99%	+0%	+1% ^S

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	2625	95%				-	96%	95%	-1%	+2% ^S
Overall rating of how mistakes are dealt with	118	58%		42%		-	13%	58%	+44%	+11% ^S

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	2653	58%	36%			92%	93%	94%	+1%	+2% ^s
Patients are treated with compassion and understanding	2606	53%	35%	9%		90%	87%	89%	+2%	+4% ^s
Rating of overall care provided by GP practice	2670	55%	35%	8%		90%	90%	90%	+0%	+3% ^s

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	679	35%	42%	8%	15%	72%	74%	77%	+3%	+3%
Patients feel that people have all the information they need to treat them	666	36%	47%	10%	8%	75%	78%	83%	+5%	+5% ^s
Patients feel that they are listened to	669	41%	47%	8%		82%	86%	88%	+3%	+4% ^s
Things are explained to patients in a way they can understand	672	40%	48%	8%		85%	85%	88%	+3%	+2%
Patients feel that they were treated by the right people	669	39%	43%	12%		-	-	82%	-	+2%
Patients feel they get the right treatment or advice	667	38%	47%	10%		76%	84%	85%	+1%	+4% ^s
Patients feel that people take account of the things that matter to them	667	37%	42%	14%	7%	-	76%	79%	+3%	+4% ^s
Rating of overall care provided out of hours	666	33%	38%	19%	10%	67%	72%	71%	-1%	-1%

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	217	43%	49%			-	90%	92%	+2%	+7% ^s
Service users have a say in how their help, care or support is provided	213	35%	50%	11%		-	80%	85%	+5%	+6% ^s
Service users are aware of the help, care and support options available	218	30%	46%	15%	9%	-	-	76%	-	+1%
Service users are treated with respect	221	45%	50%			-	93%	95%	+2%	+4% ^s
Service users are treated with compassion and understanding	216	45%	47%	7%		-	88%	92%	+3%	+5% ^s
Service users' health and care services seem to be well coordinated	216	31%	44%	13%	11%	-	79%	75%	-4%	-0%
Service users are supported to live as independently as possible	218	42%	43%	11%		-	83%	85%	+2%	+1%
Service users feel safe	216	41%	49%	7%		-	81%	90%	+9% ^s	+6% ^s
The help, care or support improves service users' quality of life	217	40%	48%	8%		-	83%	87%	+4%	+3%
Rating of overall help, care or support services	244	44%	40%	13%		-	83%	84%	+1%	+3%

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	337	24%	41%	19%	16%	-	68%	65%	-3%	-3%
Caring has had a negative impact on carers' health and wellbeing	314	12%	24%	26%	38%	-	42%	36%	-7%	-4%
Carers have a say in the services provided for the person they look after	305	20%	36%	26%	18%	-	54%	56%	+2%	+6%
Local services are well coordinated for the people carers look after	300	14%	29%	33%	25%	-	44%	42%	-2%	+0%
Carers feels supported to continue caring	302	9%	32%	33%	26%	-	41%	41%	-0%	-0%

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	48	39	35
The times available in the next 2 days were not convenient for me	6	13	11
I was not offered a chance to see or speak to anyone within 2 working days	41	44	49
Another reason	5	4	6

At your GP Practice

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

Patients who have contacted their GP practice in the last 12 months	2013/14	2015/16	Scotland
Yes, but I don't mind	53	55	57
Yes, and I am not happy about it	17	16	19
No, other patients can't overhear	20	20	17
Don't know	10	9	8

Out of hours healthcare

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

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed			
	2013/14	2015/16	Scotland
Telephoned 111 for NHS 24	-	57	65
Went to Pharmacist / Chemist	-	4	4
Went to Primary Care Emergency Centre	-	1	2
Telephoned my own GP practice	-	6	4
Telephoned 999 for emergency services	-	11	6
Went to Hospital A&E / Casualty	-	17	15
Other	-	3	3

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

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed			
	2013/14	2015/16	Scotland
Got phone advice only from NHS 24	-	12	16
Pharmacist / Chemist	-	4	3
Primary Care Emergency Centre	-	8	15
Own GP practice	-	7	5
Home visit from a GP or Nurse	-	9	9
Ambulance paramedics	-	17	11
A&E / Casualty	-	41	35
Social care services	-	1	0
Other	-	3	6

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

All Patients	2013/14	2015/16	Scotland
I am happy with the opening hours of my GP practice	78	82	80
It is too difficult for me to get time away from work during my practice opening hours	11	9	11
The opening hours are not convenient for me for another reason	4	2	2
I am not sure when my GP practice is open	7	6	6

Health and care effectiveness

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

Patients who received NHS treatment or advice because of something that was affecting their ability to do their usual activities - to live their normal life	2013/14	2015/16	Scotland
I was able to go back to most of my usual activities	50	48	43
There was no change in my ability to do my usual activities	23	21	23
I was less able to do my usual activities	13	17	19
It is too soon to say	14	13	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	56	54	51
It was about the same as before	33	33	35
It was worse than before	2	3	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	63	64	53
I felt about the same as before	27	19	28
I felt more depressed or anxious than before	1	6	8
It is too soon to say	8	11	11

Variation in GP practice results within the NHS Board

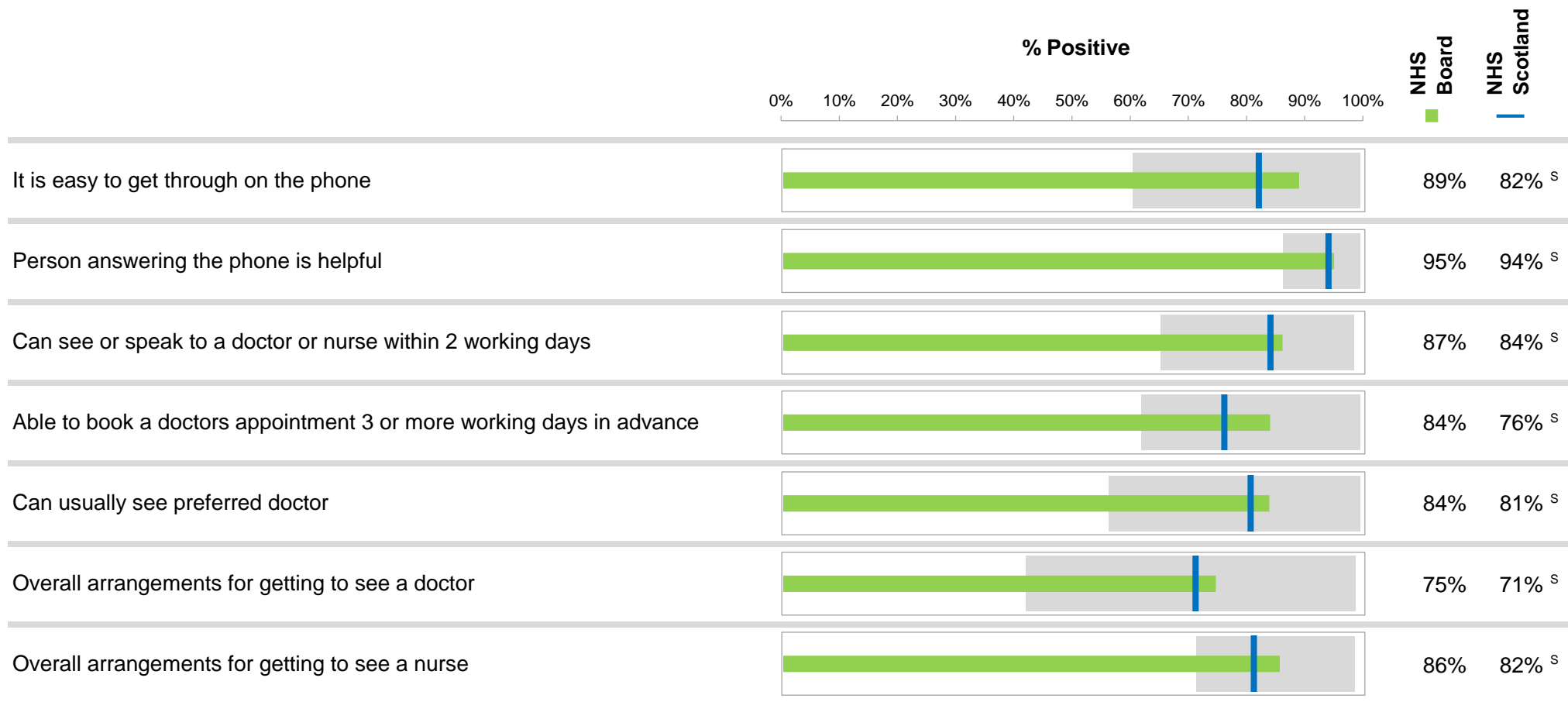
The tables/charts in this section show this NHS Board's percent positive results in relation to the range of percent positive results across GP Practices within this NHS Board. The percent positive results for NHS Scotland are also shown.

Notes on Interpretation

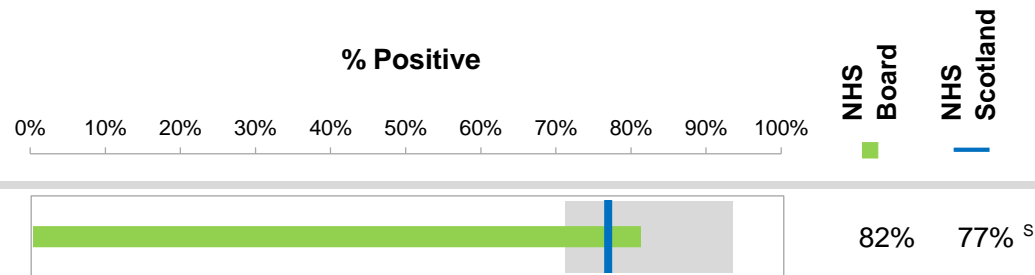
- Range of percent positive results across GP Practices within this NHS Board - ranges from lowest GP Practice to highest GP Practice.
- The NHS Board's percent positive result.
- | NHS Scotland percent positive result.
- ^S Indicates a statistically significant difference in the percent positive result between this NHS Board and NHS Scotland as a whole.
- ^{NT} 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).

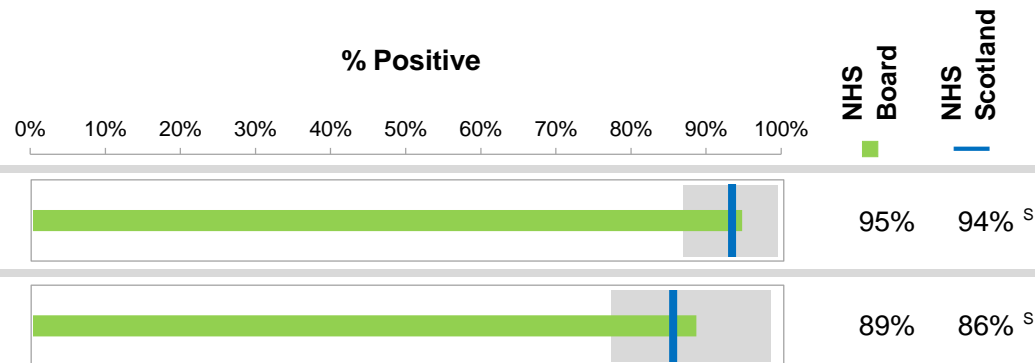
Your GP Practice: getting to see or speak to someone



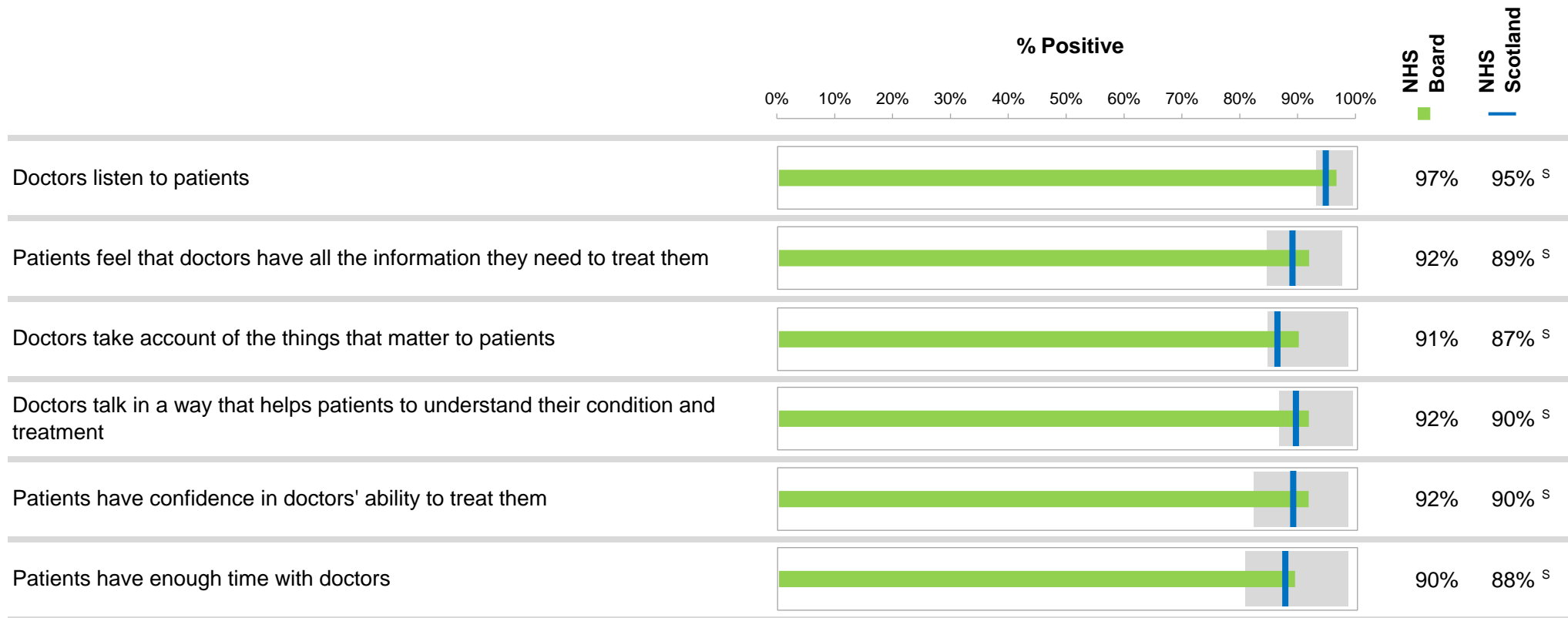
Your GP Practice: referrals



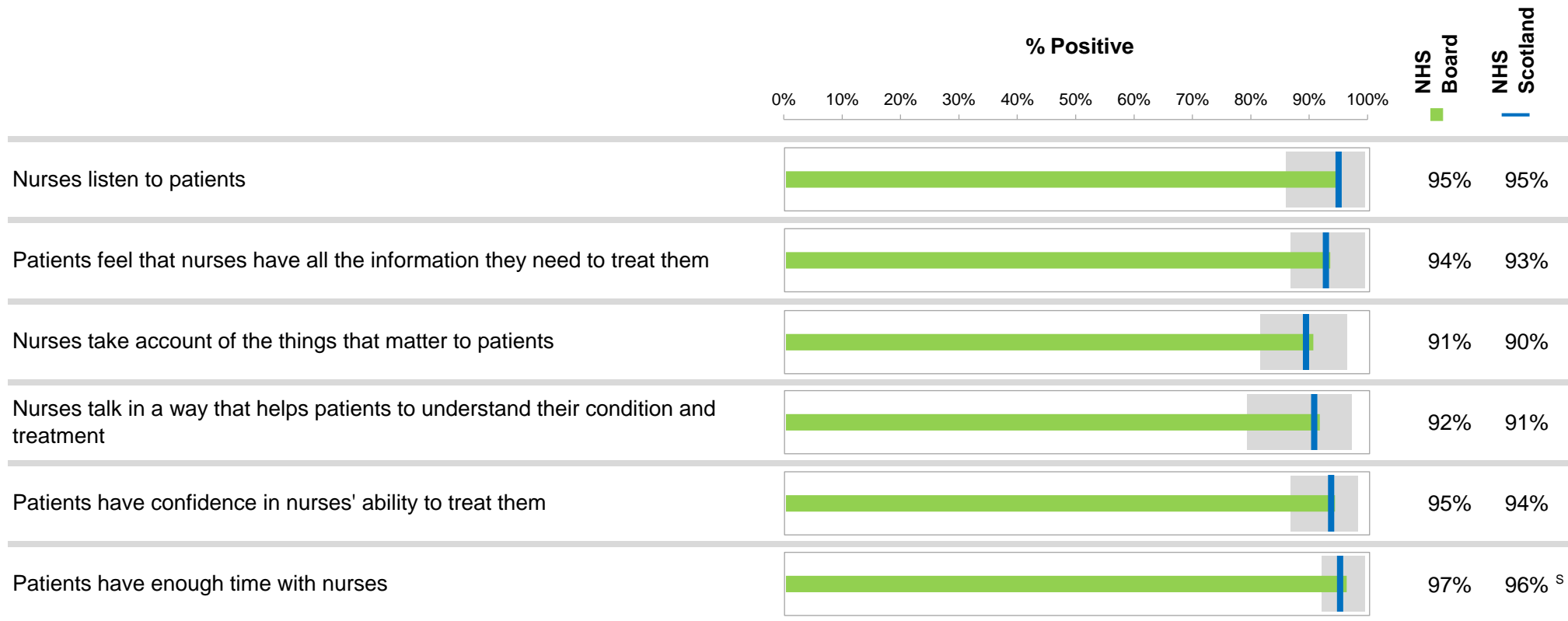
At your GP Practice



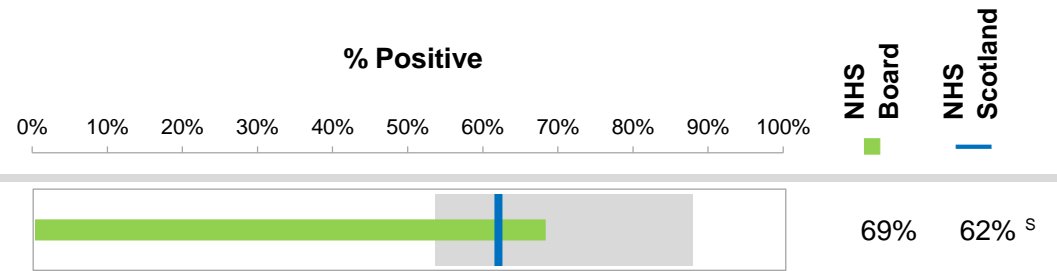
At your GP Practice - doctors



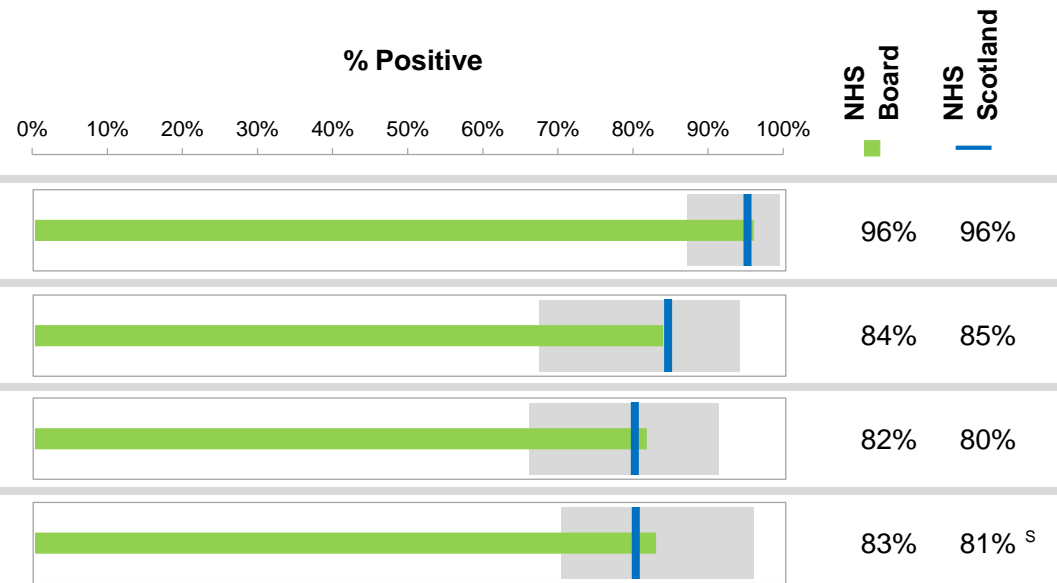
At your GP Practice - nurses



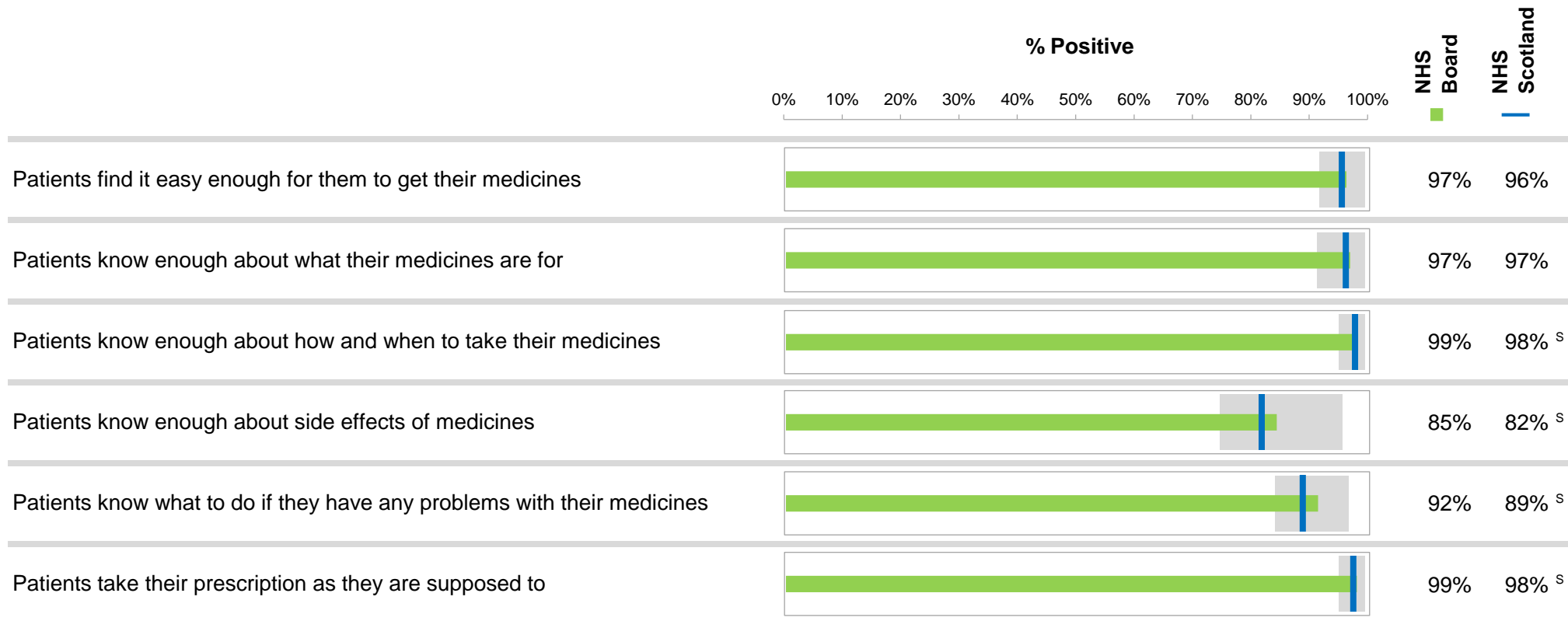
At your GP practice - care and treatment



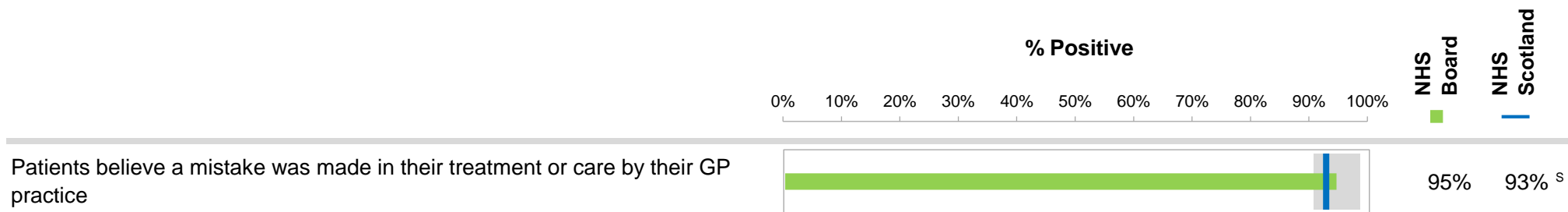
Tests arranged by your GP practice



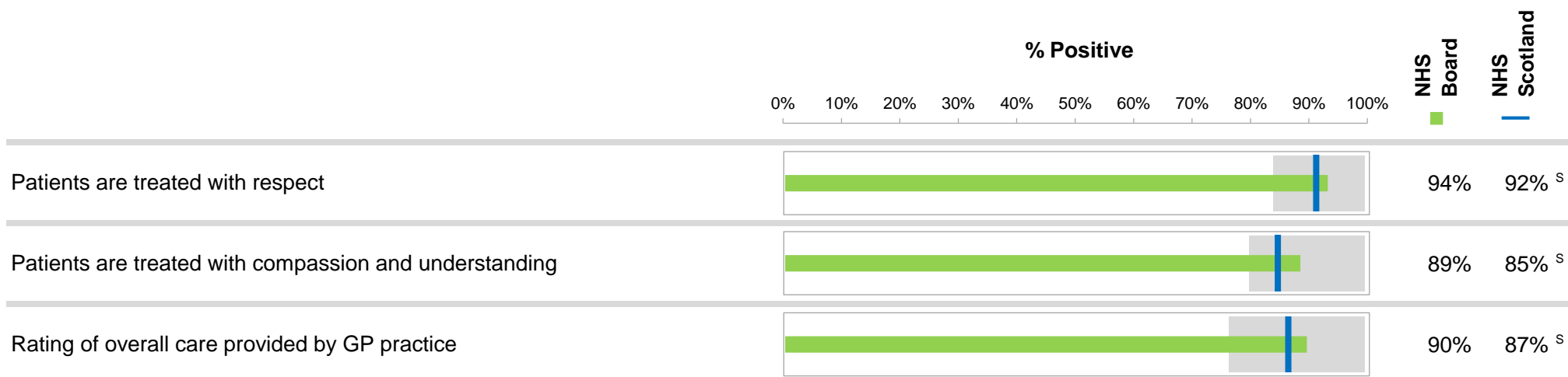
At your GP Practice - medicines



At your GP practice - dealing with mistakes



At your GP practice - overall experience



Variation between NHS Boards

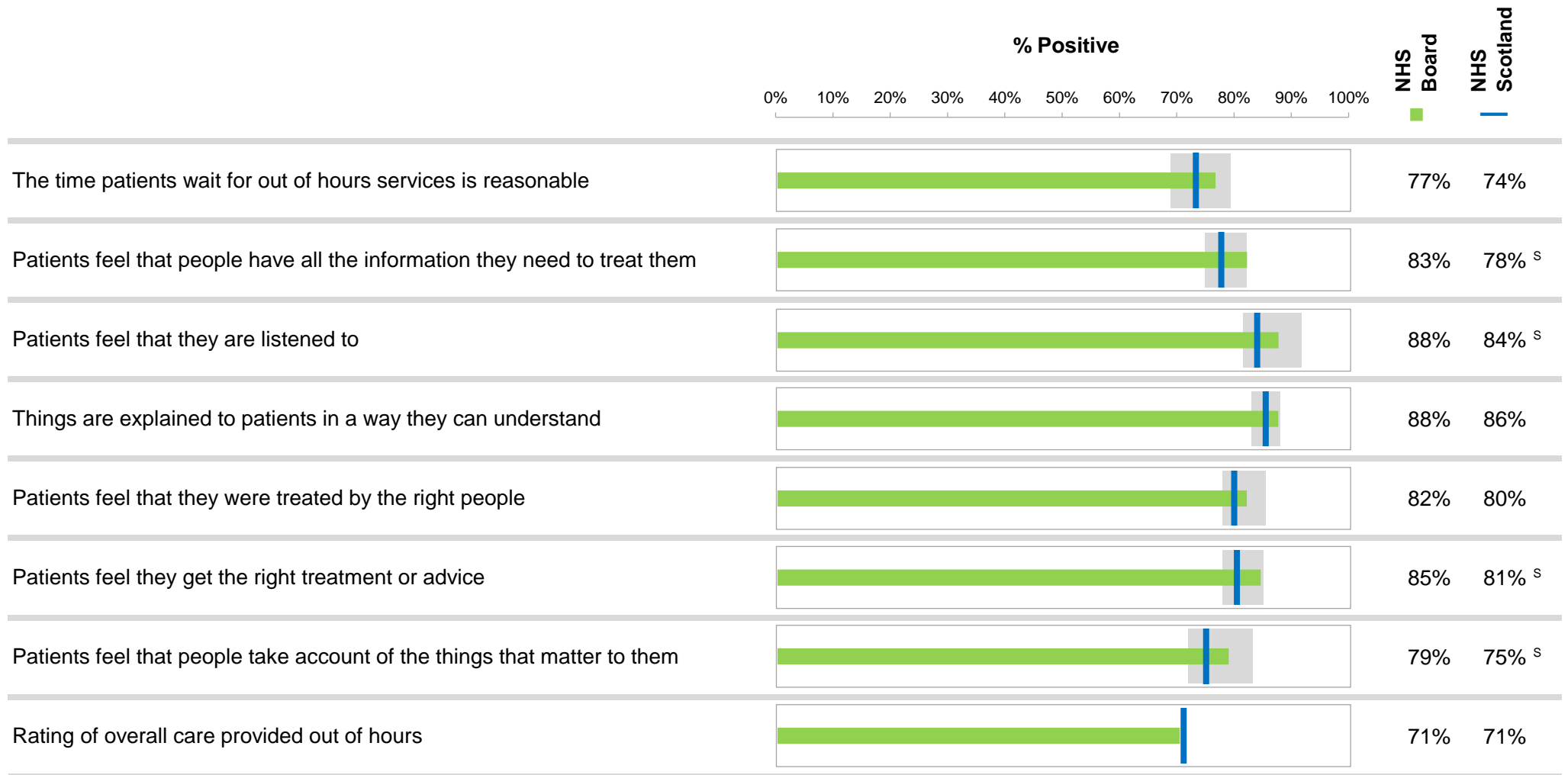
The tables/charts in this section show this NHS Board's percent positive results in relation to the range of percent positive results across all NHS Boards in Scotland. The percent positive results for NHS Scotland are also shown.

Notes on Interpretation

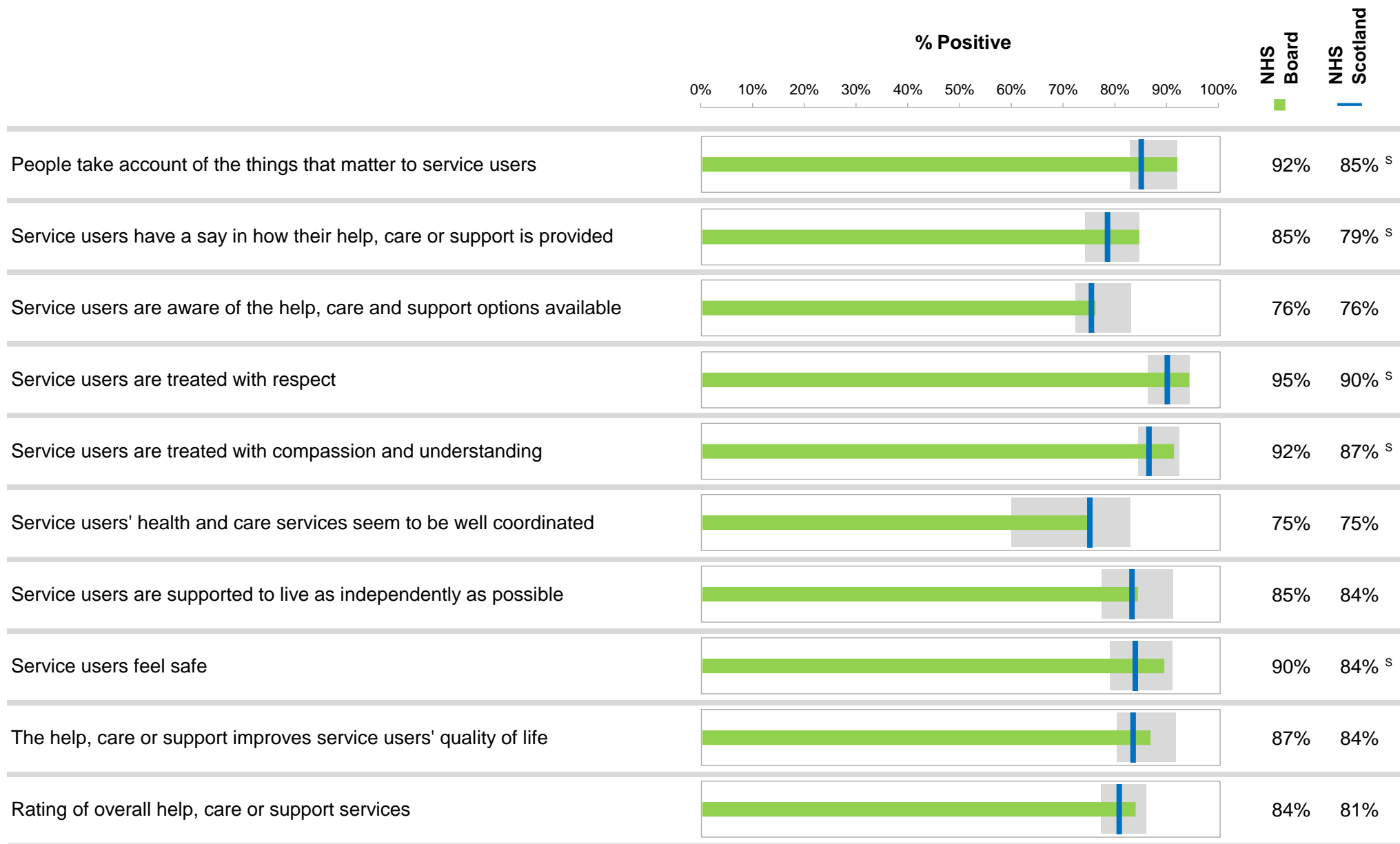
- Range of percent positive results across all NHS Boards in Scotland - ranges from lowest NHS Board to highest NHS Board.
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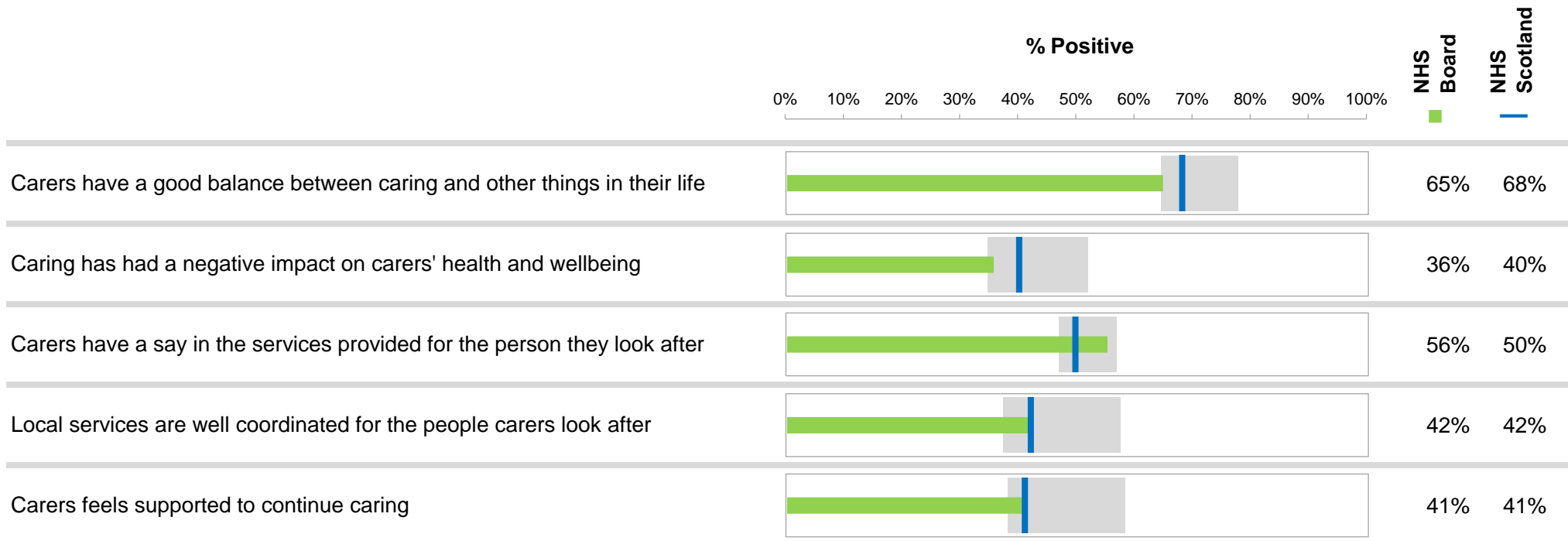
Out of hours healthcare



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.

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	270	9.6
Yes	2656	90.4
	2926	

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	318	12.2
2 - 4 times	1224	46.9
5 - 10 times	785	28.6
More than 10 times	324	11.4
Can't remember / don't know	25	0.8
	2676	

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	1521	54.3
* Fairly easy	827	35.1
Not easy	248	10.6
Percent Positive - This Board 89.4 %	2596	

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	2000	74.0
* Fairly helpful	490	21.5
Not very helpful	80	3.7
Not at all helpful	20	0.8
Percent Positive - This Board 95.4 %	2590	

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	1314	63.8
* I saw or spoke to a doctor or nurse within 1 or 2 working days	471	22.7
I waited more than 2 working days to see or speak to a doctor or nurse	220	13.5
Percent Positive - This Board 86.5 %	2005	

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	80	39.3
The times available in the next 2 days were not convenient for me	21	12.6
I was not offered a chance to see or speak to anyone within 2 working days	112	44.2
Another reason	10	3.9
	223	

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	1820	84.3
No	281	15.7
Percent Positive - This Board 84.3 %	2101	

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	1788	66.2
No	356	15.8
* I don't have a doctor I prefer to see	490	18.0
Percent Positive - This Board 84.2 %	2634	

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	1076	33.3
* Good	1012	41.7
Fair	387	17.0
Poor	111	5.1
Very poor	64	2.9
Percent Positive - This Board 75.0 %	2650	

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	979	38.9
* Good	966	47.1
Fair	221	11.1
Poor	44	2.2
Very poor	11	0.7
Percent Positive - This Board 86.0 %	2221	

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	1473	55.1
No, as it wasn't necessary	1163	44.0
No, but I wanted to	22	0.9
	2658	

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	604	39.6
* Good	602	42.0
Fair	182	13.1
Poor	58	4.0
Very poor	23	1.2
Percent Positive - This Board 81.6 %	1469	

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	1445	54.7
Yes, and I am not happy about it	413	16.4
No, other patients can't overhear	576	20.2
Don't know	229	8.7
	2663	

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	1825	63.8
* Fairly helpful	737	31.3
Not very helpful	79	3.6
Not at all helpful	27	1.2
Percent Positive - This Board 95.2 %	2668	

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	2396	89.0
It is too long	247	11.0
Percent Positive - This Board 89.0 %	2643	

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	164	6.3
Yes	2402	93.7
	2566	

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	1647	63.0
* Agree	781	34.1
Neither agree nor disagree	47	2.1
Disagree	14	0.6
Strongly disagree	3	0.1
Percent Positive - This Board 97.1 %	2492	

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	1375	51.9
* Agree	921	40.5
Neither agree nor disagree	132	5.8
Disagree	42	1.6
Strongly disagree	6	0.2
Percent Positive - This Board 92.3 %	2476	

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	1395	52.9
* Agree	864	37.6
Neither agree nor disagree	170	7.9
Disagree	31	1.3
Strongly disagree	7	0.3
Percent Positive - This Board 90.5 %	2467	

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	1520	58.3
* Agree	793	34.0
Neither agree nor disagree	136	6.3
Disagree	23	1.1
Strongly disagree	7	0.3
Percent Positive - This Board 92.3 %	2479	

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	1528	58.5
* Agree	774	33.8
Neither agree nor disagree	127	5.8
Disagree	36	1.6
Strongly disagree	11	0.4
Percent Positive - This Board 92.2 %	2476	

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	1432	53.9
* Agree	829	36.0
Neither agree nor disagree	150	6.7
Disagree	70	3.1
Strongly disagree	8	0.3
Percent Positive - This Board 89.9 %	2489	

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	702	25.5
Yes	1912	74.5
	2614	

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	1152	57.1
* Agree	704	37.9
Neither agree nor disagree	74	4.4
Disagree	9	0.5
Strongly disagree	1	0.1
Percent Positive - This Board 95.0 %	1940	

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	1100	54.4
* Agree	733	39.6
Neither agree nor disagree	75	4.2
Disagree	22	1.4
Strongly disagree	6	0.4
Percent Positive - This Board 94.0 %	1936	

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	1066	52.9
* Agree	702	38.1
Neither agree nor disagree	136	7.7
Disagree	16	0.8
Strongly disagree	5	0.5
Percent Positive - This Board 91.0 %	1925	

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	1096	54.5
* Agree	697	37.7
Neither agree nor disagree	116	6.5
Disagree	14	0.8
Strongly disagree	6	0.5
Percent Positive - This Board 92.2 %	1929	

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	1153	57.6
* Agree	690	37.2
Neither agree nor disagree	57	3.2
Disagree	26	1.5
Strongly disagree	6	0.5
Percent Positive - This Board 94.8 %	1932	

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	1150	57.0
* Agree	730	39.8
Neither agree nor disagree	43	2.5
Disagree	12	0.7
Strongly disagree	2	0.1
Percent Positive - This Board 96.8 %	1937	

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	1864	68.5
Yes, to some extent	678	28.8
No, and I would like to be	67	2.7
Percent Positive - This Board 68.5 %	2609	

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	660	25.5
Yes	1914	74.5
	2574	

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	1260	60.1
* Agree	681	36.4
Neither agree nor disagree	48	2.6
Disagree	17	1.0
Strongly disagree	0	0.0
Percent Positive - This Board 96.5 %	2006	

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	938	43.8
* Agree	745	40.5
Neither agree nor disagree	144	7.7
Disagree	115	6.1
Strongly disagree	32	1.9
Percent Positive - This Board 84.3 %	1974	

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	891	42.0
* Agree	745	40.2
Neither agree nor disagree	162	8.8
Disagree	144	7.6
Strongly disagree	28	1.5
Percent Positive - This Board 82.1 %	1970	

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	943	45.0
* Agree	719	38.4
Neither agree nor disagree	176	9.7
Disagree	106	5.8
Strongly disagree	19	1.1
Percent Positive - This Board 83.3 %	1963	

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	416	15.8
Yes	2229	84.2
	2645	

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	1556	66.9
* Agree	629	29.9
Neither agree nor disagree	32	1.8
Disagree	26	1.1
Strongly disagree	8	0.3
Percent Positive - This Board 96.8 %	2251	

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	1477	63.3
* Agree	713	34.1
Neither agree nor disagree	45	1.9
Disagree	10	0.6
Strongly disagree	2	0.1
Percent Positive - This Board 97.4 %	2247	

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	1549	66.7
* Agree	665	32.1
Neither agree nor disagree	17	0.7
Disagree	9	0.5
Strongly disagree	1	0.0
Percent Positive - This Board 98.8 %	2241	

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	1154	49.0
* Agree	763	35.8
Neither agree nor disagree	228	11.0
Disagree	84	3.7
Strongly disagree	9	0.5
Percent Positive - This Board 84.7 %	2238	

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	1265	53.7
* Agree	807	38.2
Neither agree nor disagree	121	5.9
Disagree	43	2.0
Strongly disagree	4	0.2
Percent Positive - This Board 91.9 %	2240	

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	1544	66.5
* Agree	670	32.1
Neither agree nor disagree	23	1.2
Disagree	4	0.1
Strongly disagree	2	0.1
Percent Positive - This Board 98.6 %	2243	

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	2511	95.1
Yes	114	4.9
Percent Positive - This Board 95.1 %	2625	

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	63	57.5
No	55	42.5
Percent Positive - This Board 57.5 %	118	

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	1655	57.7
* Agree	853	35.9
Neither agree nor disagree	110	4.8
Disagree	28	1.3
Strongly disagree	7	0.3
Percent Positive - This Board 93.6 %	2653	

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	1528	53.4
* Agree	821	35.4
Neither agree nor disagree	206	8.8
Disagree	42	1.9
Strongly disagree	9	0.4
Percent Positive - This Board 88.9 %	2606	

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	1625	55.4
* Good	815	34.5
Fair	190	8.4
Poor	35	1.4
Very poor	5	0.2
Percent Positive - This Board 90.0 %	2670	

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	671	23.1
No	2230	76.9
	2901	

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	389	57.1
Went to Pharmacist / Chemist	30	4.2
Went to Primary Care Emergency Centre	9	1.2
Telephoned my own GP practice	35	5.9
Telephoned 999 for emergency services	63	11.5
Went to Hospital A&E / Casualty	114	17.4
Other	16	2.7
	656	

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	83	11.9
Pharmacist / Chemist	24	3.7
Primary Care Emergency Centre	55	7.6
Own GP practice	41	6.7
Home visit from a GP or Nurse	48	8.7
Ambulance paramedics	100	16.6
A&E / Casualty	264	40.6
Social care services	2	0.8
Other	20	3.4
	637	

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	425	68.9
A Nurse	111	18.5
A Pharmacist	26	4.3
Someone else	49	8.3
	611	

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	231	35.2
* Agree	285	41.8
Neither agree nor disagree	58	8.0
Disagree	72	10.1
Strongly disagree	33	4.9
Percent Positive - This Board 77.0 %	679	

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	238	36.0
* Agree	306	46.6
Neither agree nor disagree	68	9.9
Disagree	40	5.8
Strongly disagree	14	1.7
Percent Positive - This Board 82.6 %	666	

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	273	40.8
* Agree	308	47.3
Neither agree nor disagree	53	7.7
Disagree	25	3.2
Strongly disagree	10	1.0
Percent Positive - This Board 88.1 %	669	

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	268	40.1
* Agree	315	48.0
Neither agree nor disagree	56	7.8
Disagree	25	3.2
Strongly disagree	8	0.9
Percent Positive - This Board 88.1 %	672	

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	265	39.3
* Agree	279	43.2
Neither agree nor disagree	81	11.7
Disagree	34	4.6
Strongly disagree	10	1.2
Percent Positive - This Board 82.5 %	669	

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	263	38.4
* Agree	298	46.5
Neither agree nor disagree	70	10.5
Disagree	23	3.3
Strongly disagree	13	1.2
Percent Positive - This Board 85.0 %	667	

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	250	36.9
* Agree	272	42.4
Neither agree nor disagree	93	13.7
Disagree	34	5.1
Strongly disagree	18	1.9
Percent Positive - This Board 79.3 %	667	

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	219	33.1
* Good	260	37.6
Fair	116	19.2
Poor	47	7.4
Very poor	24	2.7
Percent Positive - This Board 70.7 %	666	

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	2308	82.5
It is too difficult for me to get time away from work during my practice opening hours	249	9.3
The opening hours are not convenient for me for another reason	55	2.3
I am not sure when my GP practice is open	150	5.9
	2762	

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	250	8.2
Yes, help for me with adaptations and/or equipment for my home	151	4.9
Yes, help for me for activities outside my home	108	3.8
Yes, help to look after someone else	77	2.6
No, not had any help but I feel that I needed it	65	2.2
No, not had any help	2297	77.2
	2970	

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	232	61.2
No	151	38.8
	383	

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	147	72.5
I was not offered any choices	20	8.2
I had no choices due to medical reasons	12	5.3
I did not want a choice in how my care was arranged	15	5.8
Can't remember / don't know	15	8.2
	209	

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	98	43.2
* Agree	100	49.2
Neither agree nor disagree	11	4.3
Disagree	5	1.9
Strongly disagree	3	1.4
Percent Positive - This Board 92.5 %	217	

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	78	34.9
* Agree	104	50.1
Neither agree nor disagree	22	11.1
Disagree	5	2.0
Strongly disagree	4	1.9
Percent Positive - This Board 85.0 %	213	

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	75	30.0
* Agree	93	46.5
Neither agree nor disagree	32	14.9
Disagree	14	6.9
Strongly disagree	4	1.8
Percent Positive - This Board 76.5 %	218	

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

People who have received formal help and care services in the past 12 months	n	%
* Strongly agree	108	45.2
* Agree	100	49.6
Neither agree nor disagree	10	4.3
Disagree	0	0.0
Strongly disagree	3	0.9
Percent Positive - This Board 94.8 %	221	

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	104	44.5
* Agree	95	47.2
Neither agree nor disagree	14	7.2
Disagree	2	0.6
Strongly disagree	1	0.4
Percent Positive - This Board 91.8 %	216	

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	69	30.9
* Agree	90	44.4
Neither agree nor disagree	36	13.2
Disagree	12	6.8
Strongly disagree	9	4.7
Percent Positive - This Board 75.3 %	216	

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	97	41.6
* Agree	92	43.2
Neither agree nor disagree	19	10.9
Disagree	4	1.5
Strongly disagree	6	2.8
Percent Positive - This Board 84.8 %	218	

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	93	40.6
* Agree	97	49.3
Neither agree nor disagree	19	7.0
Disagree	4	1.7
Strongly disagree	3	1.4
Percent Positive - This Board 89.9 %	216	

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	91	39.7
* Agree	98	47.5
Neither agree nor disagree	16	7.8
Disagree	7	2.7
Strongly disagree	5	2.3
Percent Positive - This Board 87.2 %	217	

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	107	44.2
* Good	100	40.1
Fair	29	12.7
Poor	3	1.2
Very poor	5	1.8
Percent Positive - This Board 84.3 %	244	

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	765	26.8
No	2071	73.2
	2836	

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	358	48.3
There was no change in my ability to do my usual activities	160	21.3
I was less able to do my usual activities	133	17.3
It is too soon to say	103	13.1
	754	

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	1442	51.6
No	1366	48.4
	2808	

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	796	54.2
It was about the same as before	445	33.1
It was worse than before	35	2.8
It is too soon to say	135	9.9
	1411	

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	406	14.7
No	2338	85.3
	2744	

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	261	64.0
I felt about the same as before	83	19.0
I felt more depressed or anxious than before	21	6.4
It is too soon to say	42	10.6
	407	

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	2471	88.2
Yes, up to 4 hours a week	130	4.4
Yes, 5 - 19 hours a week	74	2.4
Yes, 20 - 34 hours a week	34	1.3
Yes, 35 - 49 hours a week	10	0.3
Yes, 50 or more hours a week	101	3.3
	2820	

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	87	23.9
* Agree	141	41.2
Neither agree nor disagree	58	18.6
Disagree	45	14.5
Strongly disagree	6	1.7
Percent Positive - This Board 65.2 %	337	

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	32	10.2
Agree	83	28.1
Neither agree nor disagree	82	25.9
* Disagree	75	24.2
* Strongly disagree	42	11.6
Percent Positive - This Board 35.8 %	314	

Q45c - How much do you agree or disagree with the following about how you feel as a carer most of the time? I have a say in services provided for the person(s) I look after

People who act as carers	n	%
* Strongly agree	52	19.8
* Agree	115	35.7
Neither agree nor disagree	79	26.3
Disagree	34	9.9
Strongly disagree	25	8.3
Percent Positive - This Board 55.5 %	305	

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	39	13.6
* Agree	87	28.8
Neither agree nor disagree	100	32.9
Disagree	47	15.2
Strongly disagree	27	9.5
Percent Positive - This Board 42.4 %	300	

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	34	9.2
* Agree	93	31.7
Neither agree nor disagree	107	33.2
Disagree	41	14.9
Strongly disagree	27	11.0
Percent Positive - This Board 40.9 %	302	

Demographics

Q46 - Are you male or female?

All patients	n	%
Male	1228	42.5
Female	1681	57.5
	2909	

Q47 - What was your age on your last birthday?

All patients	n	%
17-34	220	7.2
35-49	448	14.9
50-64	894	29.7
65+	1326	48.1
	2888	

Q48 - How would you rate your health in general?

All patients	n	%
Good	1907	64.9
Fair	880	31.7
Bad	105	3.4
	2892	

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	313	11.4
Yes, limited a little	673	23.5
No	1901	65.1
	2887	

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

All patients	n	%
Very well	1758	60.0
Quite well	1025	35.5
Not very well	105	4.0
Not at all well	16	0.6
	2904	

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	1467	49.4
Good	971	33.9
Alright / neither good or bad	385	14.0
Bad	76	2.5
Very bad	7	0.3
	2906	

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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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