

# Health and Care Experience Survey 2015/16

## Results for NHS Fife



May 2016, Official Statistics



### NHS Fife

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

The survey was sent to 40,551 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)

7,187 patients of NHS Fife sent in feedback on their experiences at the practice. Of the patients that answered questions about themselves:

- 42% were male and 58% were female;
- 10% were aged 17-34, 15% were aged 35-49, 33% were aged 50-64 and 42% were 65 and over;
- 62% did not have any limiting illness or disability.

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

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

National results for this survey and further details on the methods used to generate this report are available at:

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

## Summary of Results

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

The difference between the percent positive score for the 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	78%	-6 <sup>s</sup>
Service users have a say in how their help, care or support is provided	74%	-4
Service users' health and care services seem to be well coordinated	72%	-4
Rating of overall help, care or support services	80%	-1
Rating of overall care provided by GP practice	85%	-2 <sup>s</sup>
The help, care or support improves service users' quality of life	82%	-2
Carers feels supported to continue caring	39%	-2
Service users feel safe	81%	-3

\*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 know enough about what their medicines are for	96%
Patients find it easy enough for them to get their medicines	96%
Patients have enough time with nurses	95%

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

Question	% negative
Overall rating of how mistakes are dealt with	55%
Caring has had a negative impact on carers' health and wellbeing	36%
Local services are well coordinated for the people carers look after	26%
Able to book a doctors appointment 3 or more working days in advance	25%
Carers feels supported to continue caring	25%

## 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	6344	35%	44%		21%	80%	80%	79%	-1%	-4% <sup>s</sup>
Person answering the phone is helpful	6325	63%	31%			94%	94%	94%	-1%	-1%
Can see or speak to a doctor or nurse within 2 working days	4861	62%	21%		17%	81%	83%	83%	-0%	-2% <sup>s</sup>
Able to book a doctors appointment 3 or more working days in advance	4933	75%			25%	80%	79%	75%	-4% <sup>s</sup>	-2% <sup>s</sup>
Can usually see preferred doctor	6392	81%			19%	83%	84%	81%	-2% <sup>s</sup>	+0%
Overall arrangements for getting to see a doctor	6460	24%	40%	22%	14%	69%	69%	64%	-4% <sup>s</sup>	-7% <sup>s</sup>
Overall arrangements for getting to see a nurse	5599	31%	46%	18%		81%	80%	77%	-3% <sup>s</sup>	-4% <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	3609	33%	42%	16%	9%	-	78%	75%	-3% <sup>s</sup>	-2% <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	6555	56%	38%		7%	93%	94%	93%	-0%	-0%
Time waiting to be seen at GP practice	6483		86%		14%	87%	86%	86%	-1%	-0%

## 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	5990	54%	41%			95%	95%	95%	-0%	-0%
Patients feel that doctors have all the information they need to treat them	5952	44%	45%		7%	89%	90%	89%	-0%	-0%
Doctors take account of the things that matter to patients	5922	46%	39%	11%		-	86%	85%	-1%	-1% <sup>s</sup>
Doctors talk in a way that helps patients to understand their condition and treatment	5954	49%	40%		7%	89%	90%	89%	-1%	-1%
Patients have confidence in doctors' ability to treat them	5967	51%	38%		7%	88%	90%	89%	-1%	-1%
Patients have enough time with doctors	5960	46%	40%	7%	7%	89%	89%	86%	-3% <sup>s</sup>	-2% <sup>s</sup>

## 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	4893	54%	41%			96%	95%	94%	-1%	-1% <sup>s</sup>
Patients feel that nurses have all the information they need to treat them	4886	50%	42%			93%	94%	92%	-2% <sup>s</sup>	-1% <sup>s</sup>
Nurses take account of the things that matter to patients	4856	48%	41%	9%		-	89%	89%	-1%	-1%
Nurses talk in a way that helps patients to understand their condition and treatment	4865	50%	40%	8%		92%	91%	91%	-1%	-1%
Patients have confidence in nurses' ability to treat them	4899	53%	40%			94%	94%	93%	-1%	-1%
Patients have enough time with nurses	4890	53%	43%			96%	96%	95%	-1%	-0%

## 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	6325	60%	35%			-	61%	60%	-1%	-2% <sup>s</sup>



## 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	4833	54%	41%			-	96%	95%	-1%	-1%
Patients are satisfied with the length of time they wait for results	4780	42%	43%	8%	8%	-	86%	84%	-1%	-1%
Patients are satisfied with the way they receive results	4765	39%	41%	10%	11%	-	81%	80%	-1%	-1%
Test results are explained to patients in a way they can understand	4745	41%	38%	13%	8%	-	82%	79%	-3% <sup>s</sup>	-1% <sup>s</sup>

## 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	5664	58%	37%			96%	97%	96%	-1% <sup>s</sup>	-0%
Patients know enough about what their medicines are for	5639	57%	40%			96%	97%	96%	-1%	-0%
Patients know enough about how and when to take their medicines	5645	60%	38%			98%	98%	98%	-0%	-0%
Patients know enough about side effects of medicines	5623	43%	39%	12%		81%	81%	82%	+1%	-0%
Patients know what to do if they have any problems with their medicines	5629	47%	42%	7%		89%	90%	89%	-0%	+0%
Patients take their prescription as they are supposed to	5645	62%	36%			98%	98%	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	6425		94%			-	94%	94%	-0%	+0%
Overall rating of how mistakes are dealt with	396	45%			55%	-	21%	45%	+24%	-1%

## 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	6531	50%	40%	8%		90%	91%	90%	-1%	-1% <sup>s</sup>
Patients are treated with compassion and understanding	6404	45%	38%	13%		87%	84%	84%	+0%	-1% <sup>s</sup>
Rating of overall care provided by GP practice	6538	45%	40%	12%		86%	86%	85%	-1%	-2% <sup>s</sup>

## 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	1802	29%	45%	9%	16%	76%	73%	75%	+2%	+1%
Patients feel that people have all the information they need to treat them	1773	30%	46%	13%	10%	76%	73%	77%	+4% <sup>s</sup>	-1%
Patients feel that they are listened to	1779	34%	49%	10%	8%	83%	82%	83%	+1%	-2%
Things are explained to patients in a way they can understand	1775	35%	51%	9%		84%	83%	86%	+3% <sup>s</sup>	+0%
Patients feel that they were treated by the right people	1775	35%	44%	13%	8%	-	-	79%	-	-1%
Patients feel they get the right treatment or advice	1774	35%	46%	10%	9%	79%	77%	81%	+4% <sup>s</sup>	+0%
Patients feel that people take account of the things that matter to them	1779	33%	43%	14%	10%	-	72%	76%	+4% <sup>s</sup>	+0%
Rating of overall care provided out of hours	1762	30%	41%	17%	11%	71%	67%	72%	+5% <sup>s</sup>	+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	563	33%	51%	12%		-	85%	83%	-1%	-2%
Service users have a say in how their help, care or support is provided	540	29%	45%	19%	7%	-	81%	74%	-7% <sup>s</sup>	-4%
Service users are aware of the help, care and support options available	544	26%	47%	16%	11%	-	-	73%	-	-3%
Service users are treated with respect	563	41%	46%	11%		-	91%	87%	-5% <sup>s</sup>	-4% <sup>s</sup>
Service users are treated with compassion and understanding	549	40%	45%	12%		-	87%	85%	-2%	-2%
Service users' health and care services seem to be well coordinated	536	29%	43%	19%	9%	-	77%	72%	-5%	-4%
Service users are supported to live as independently as possible	536	35%	43%	19%		-	82%	78%	-4%	-6% <sup>s</sup>
Service users feel safe	542	36%	45%	15%		-	85%	81%	-4%	-3%
The help, care or support improves service users' quality of life	537	34%	49%	15%		-	86%	82%	-4%	-2%
Rating of overall help, care or support services	598	34%	46%	17%		-	81%	80%	-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	1030	20%	46%	18%	16%	-	70%	66%	-4%	-3%
Caring has had a negative impact on carers' health and wellbeing	956	13%	22%	29%	36%	-	42%	35%	-8% <sup>s</sup>	-5% <sup>s</sup>
Carers have a say in the services provided for the person they look after	938	13%	34%	31%	22%	-	49%	47%	-2%	-3%
Local services are well coordinated for the people carers look after	921	9%	28%	37%	26%	-	45%	37%	-8% <sup>s</sup>	-5% <sup>s</sup>
Carers feels supported to continue caring	935	9%	29%	36%	25%	-	39%	39%	-0%	-2%

## 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>35</b>	35
The times available in the next 2 days were not convenient for me	12	<b>7</b>	11
I was not offered a chance to see or speak to anyone within 2 working days	48	<b>50</b>	49
Another reason	5	<b>8</b>	6

## At your GP Practice

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

Patients who have contacted their GP practice in the last 12 months	2013/14	2015/16	Scotland
Yes, but I don't mind	57	<b>58</b>	57
Yes, and I am not happy about it	20	<b>20</b>	19
No, other patients can't overhear	16	<b>15</b>	17
Don't know	7	<b>7</b>	8



## Out of hours healthcare

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

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed			
	2013/14	2015/16	Scotland
Telephoned 111 for NHS 24	-	<b>68</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>14</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>13</b>	16
Pharmacist / Chemist	-	<b>2</b>	3
Primary Care Emergency Centre	-	<b>17</b>	15
Own GP practice	-	<b>5</b>	5
Home visit from a GP or Nurse	-	<b>10</b>	9
Ambulance paramedics	-	<b>12</b>	11
A&E / Casualty	-	<b>35</b>	35
Social care services	-	<b>0</b>	0
Other	-	<b>5</b>	6

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

All Patients	2013/14	2015/16	Scotland
I am happy with the opening hours of my GP practice	77	<b>79</b>	80
It is too difficult for me to get time away from work during my practice opening hours	13	<b>12</b>	11
The opening hours are not convenient for me for another reason	3	<b>3</b>	2
I am not sure when my GP practice is open	7	<b>6</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	46	<b>42</b>	43
There was no change in my ability to do my usual activities	23	<b>24</b>	23
I was less able to do my usual activities	18	<b>21</b>	19
It is too soon to say	13	<b>14</b>	15

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

Patients who received NHS treatment or advice because of something that was causing them pain or discomfort	2013/14	2015/16	Scotland
It was better than before	52	<b>50</b>	51
It was about the same as before	35	<b>35</b>	35
It was worse than before	4	<b>4</b>	4
It is too soon to say	9	<b>11</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	54	<b>53</b>	53
I felt about the same as before	28	<b>29</b>	28
I felt more depressed or anxious than before	7	<b>7</b>	8
It is too soon to say	11	<b>11</b>	11

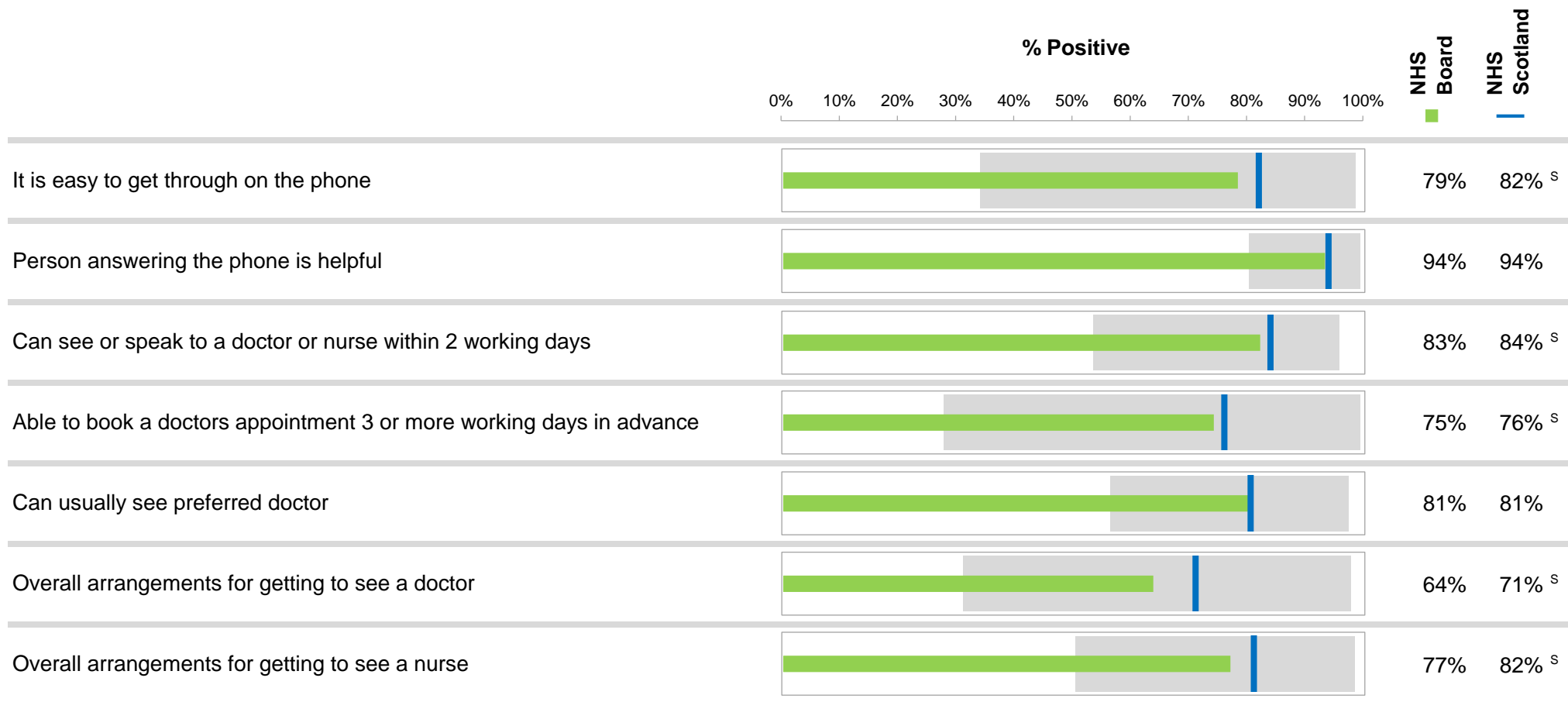
## Variation in GP practice results within the NHS Board

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.

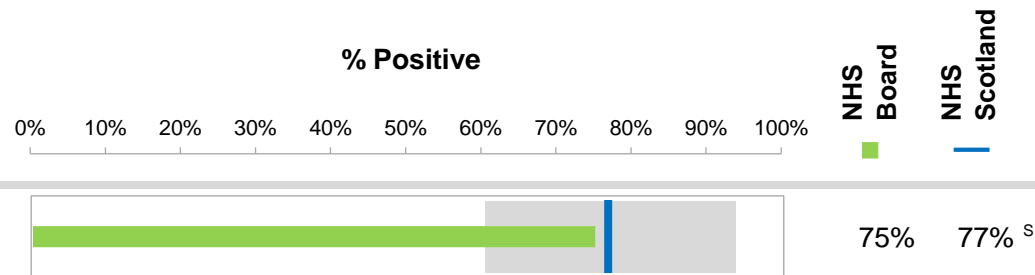
### Notes on Interpretation

- 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).

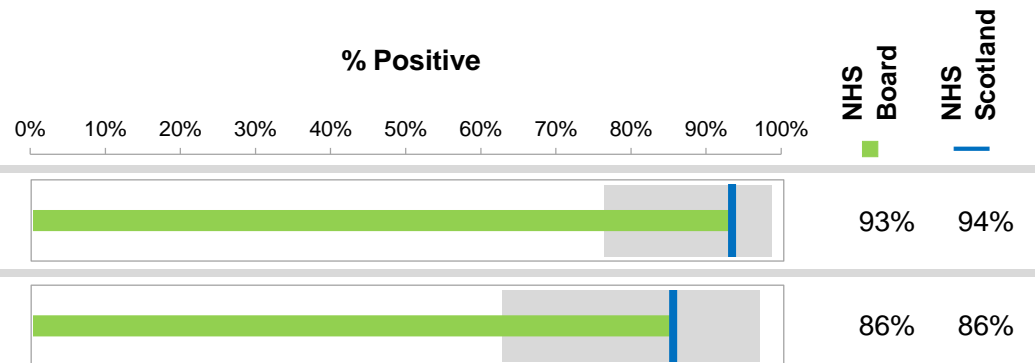
# Your GP Practice: getting to see or speak to someone



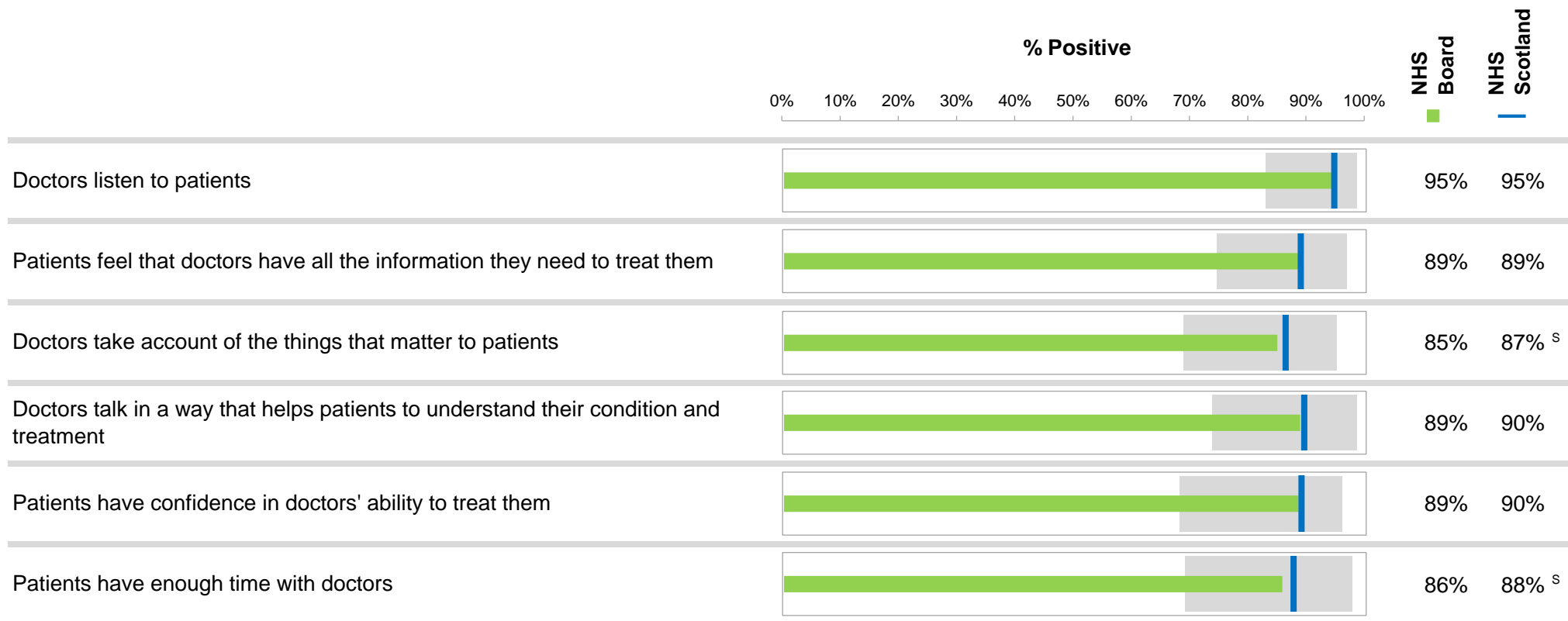
## Your GP Practice: referrals



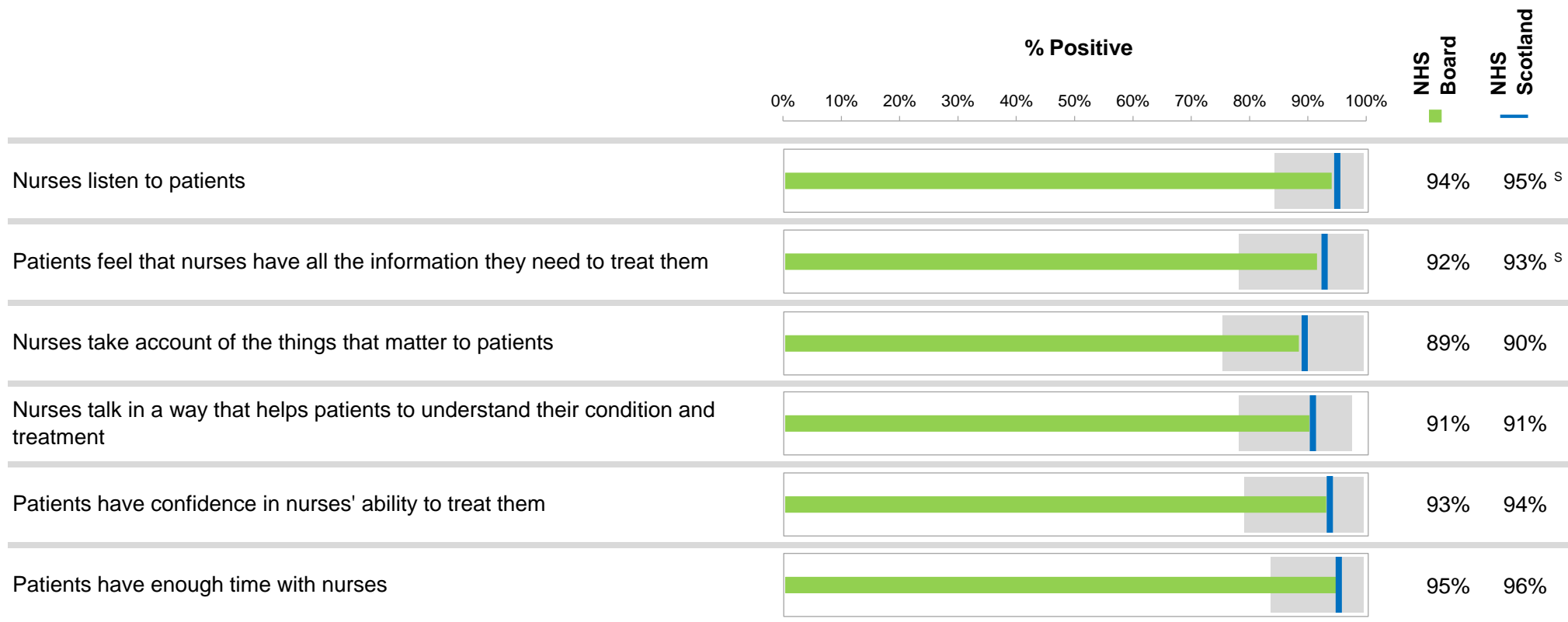
## At your GP Practice



## At your GP Practice - doctors

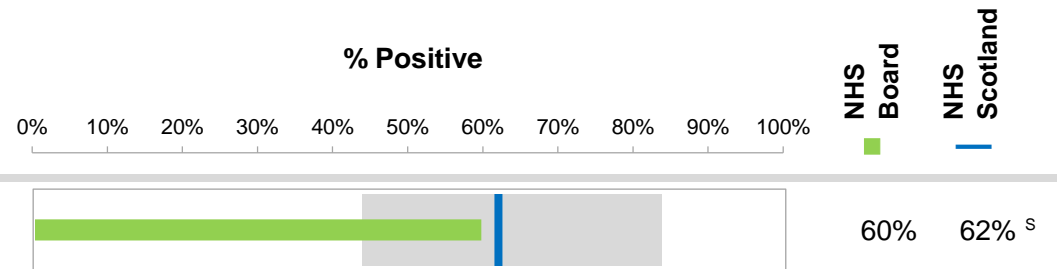


# At your GP Practice - nurses

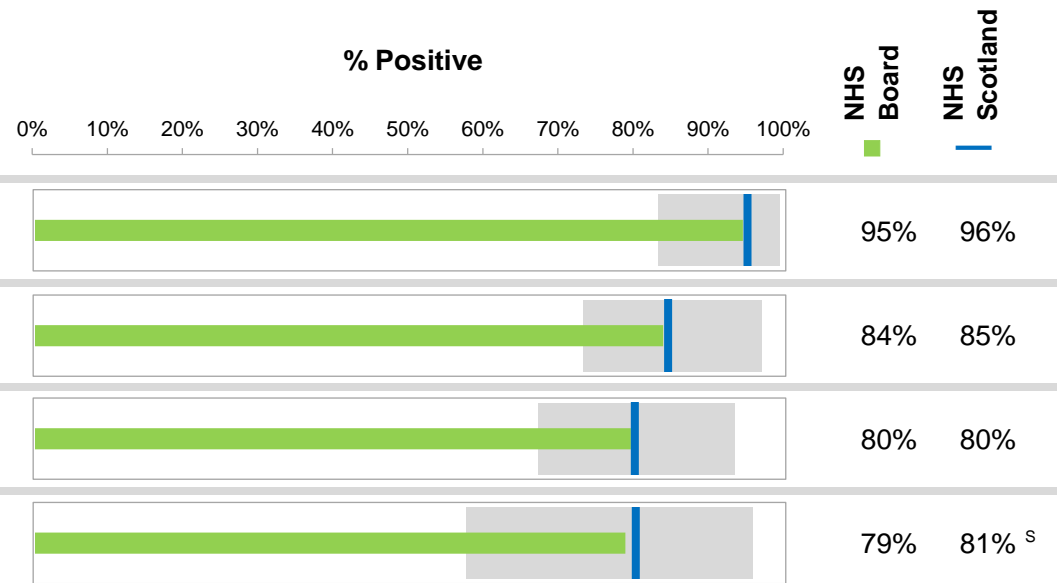




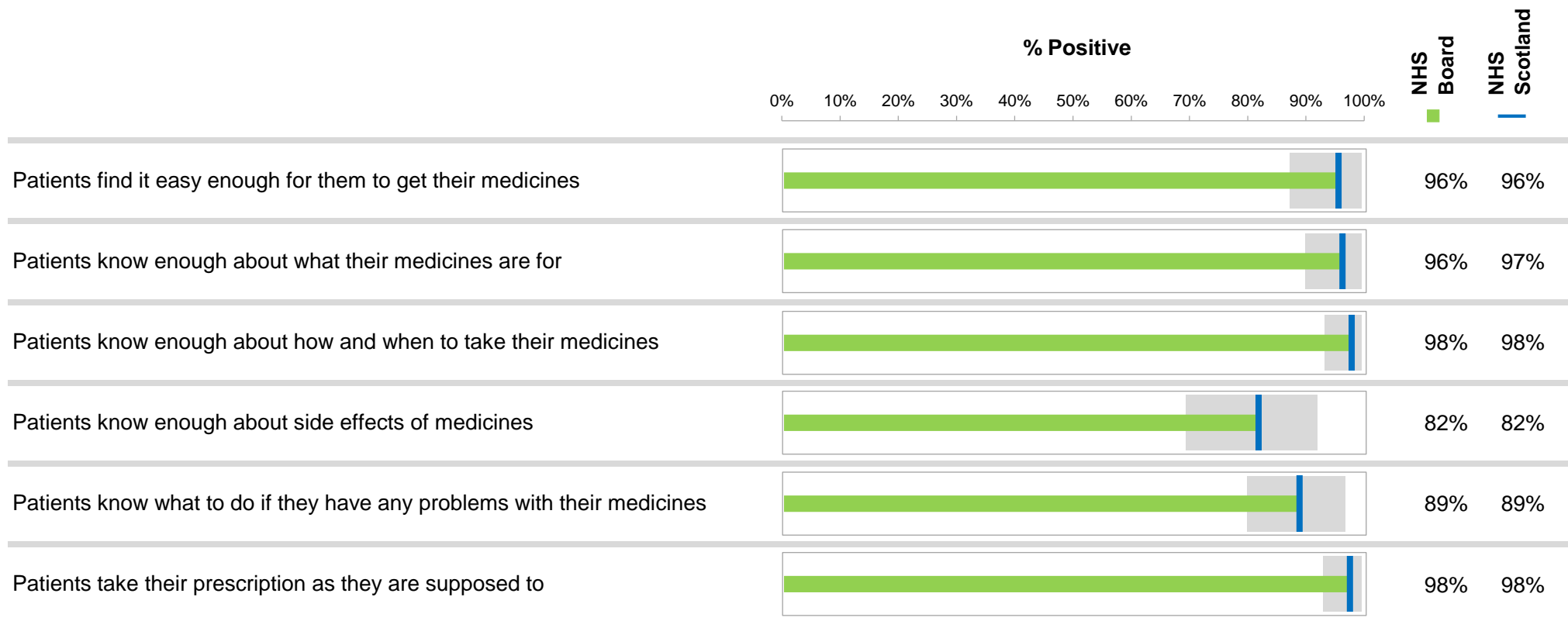
## At your GP practice - care and treatment



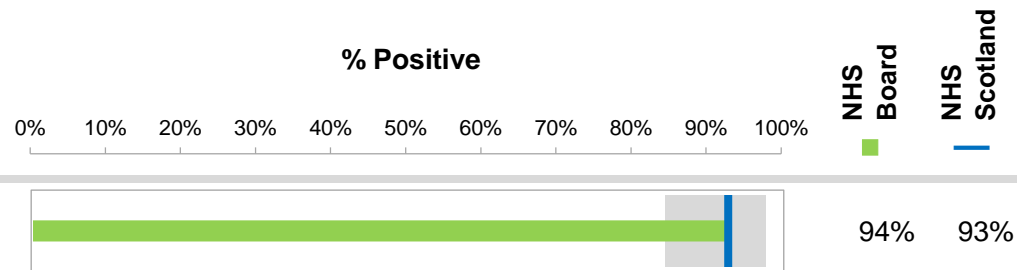
## Tests arranged by your GP practice



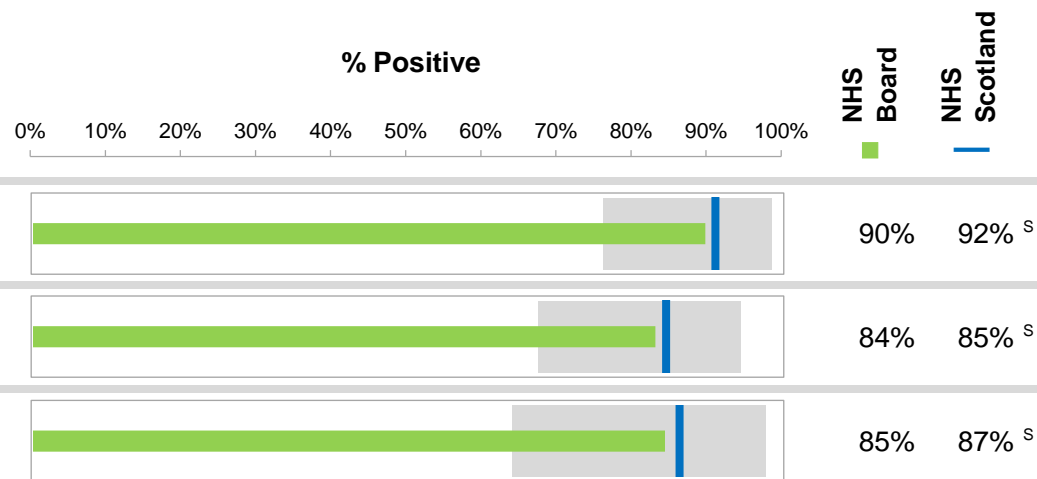
## At your GP Practice - medicines



## At your GP practice - dealing with mistakes



## At your GP practice - overall experience



## Variation between NHS Boards

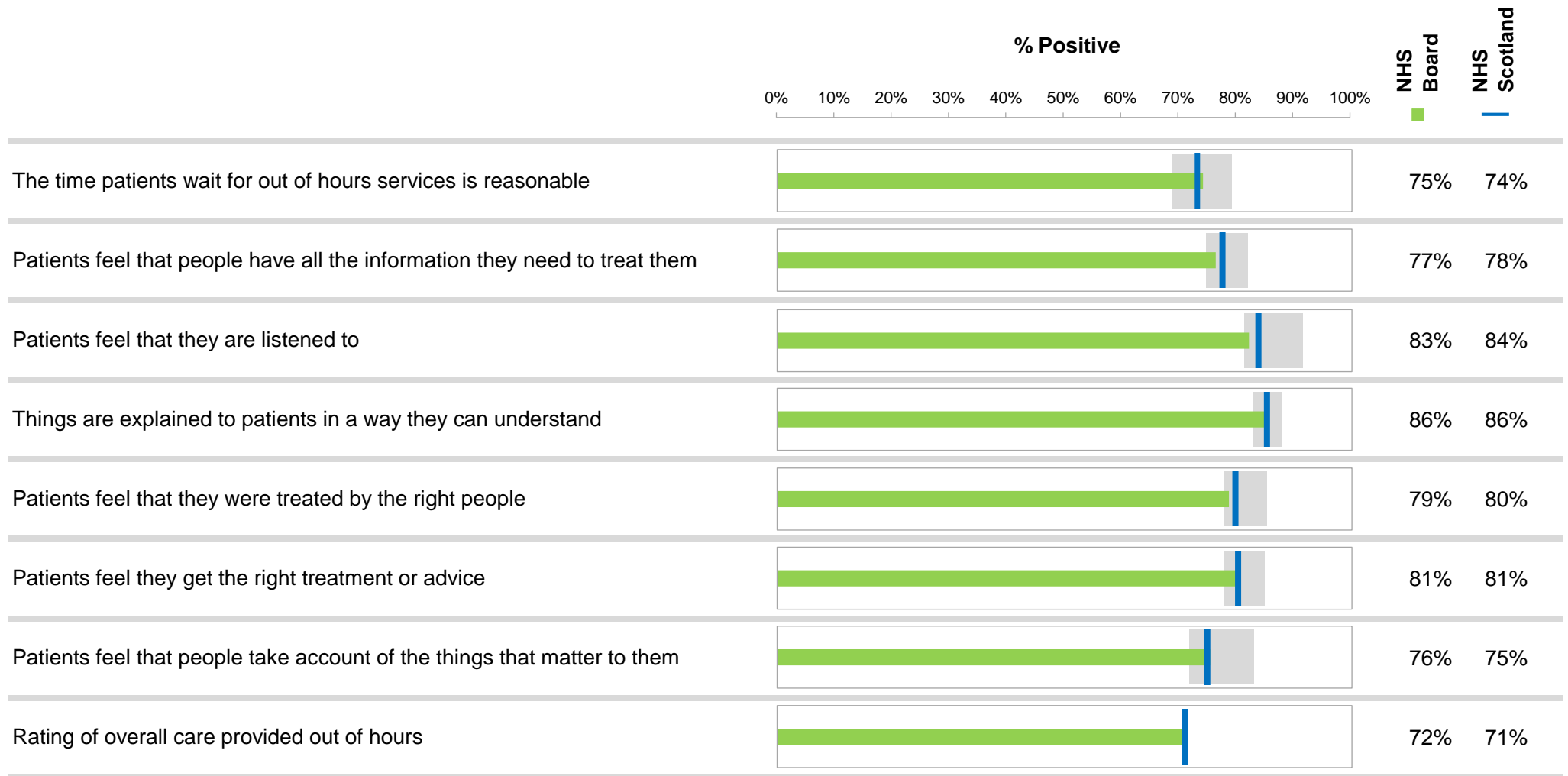
The tables/charts in this section show this NHS Board's percent positive results in relation to the range of percent positive results across all NHS Boards in Scotland. The percent positive results for NHS Scotland are also shown.

### Notes on Interpretation

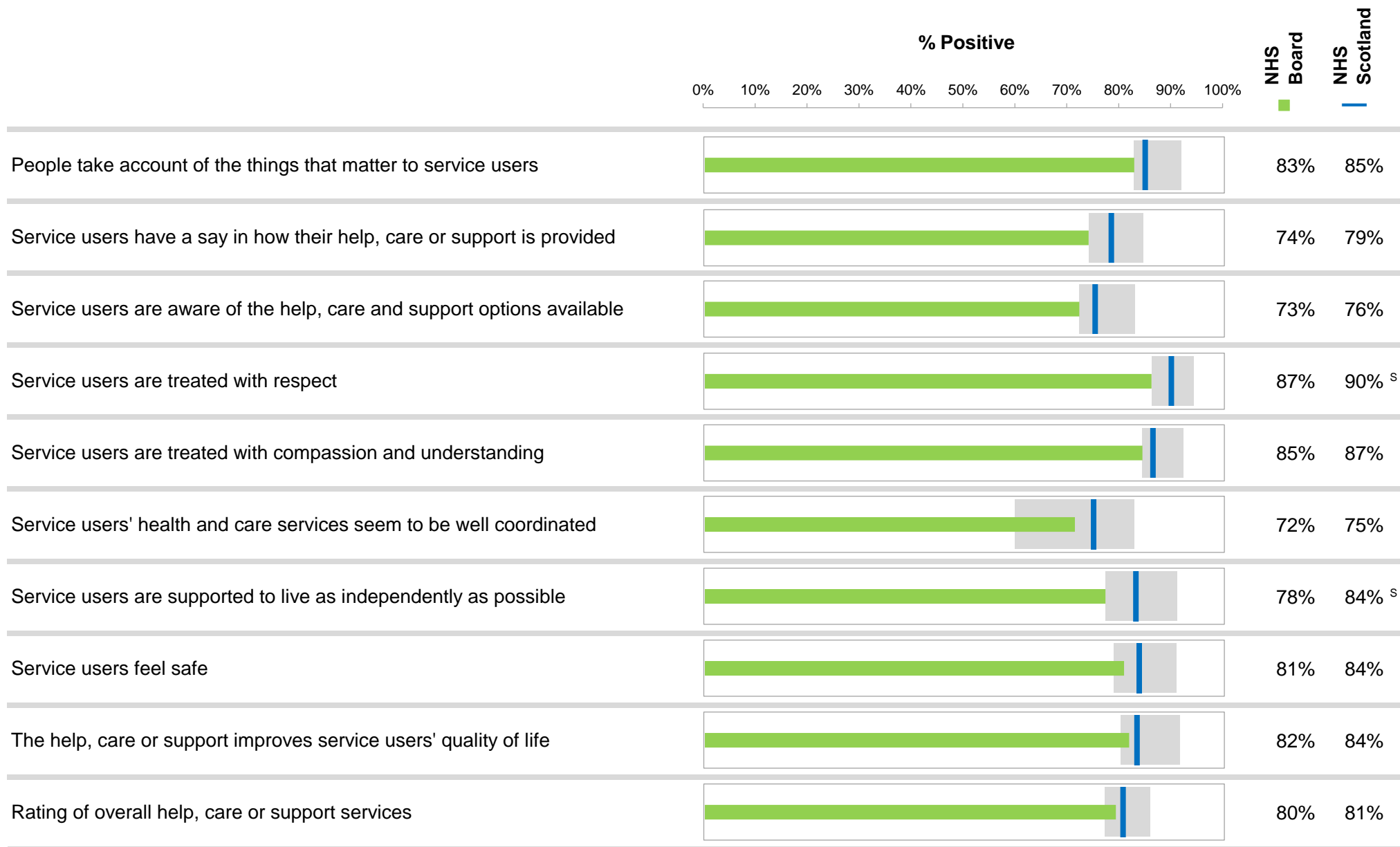
- Range of percent positive results across all NHS Boards in Scotland - ranges from lowest NHS Board to highest NHS Board.
- The NHS Board's percent positive result.
- | NHS Scotland percent positive result.
- <sup>S</sup> Indicates a statistically significant difference in the percent positive result 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).

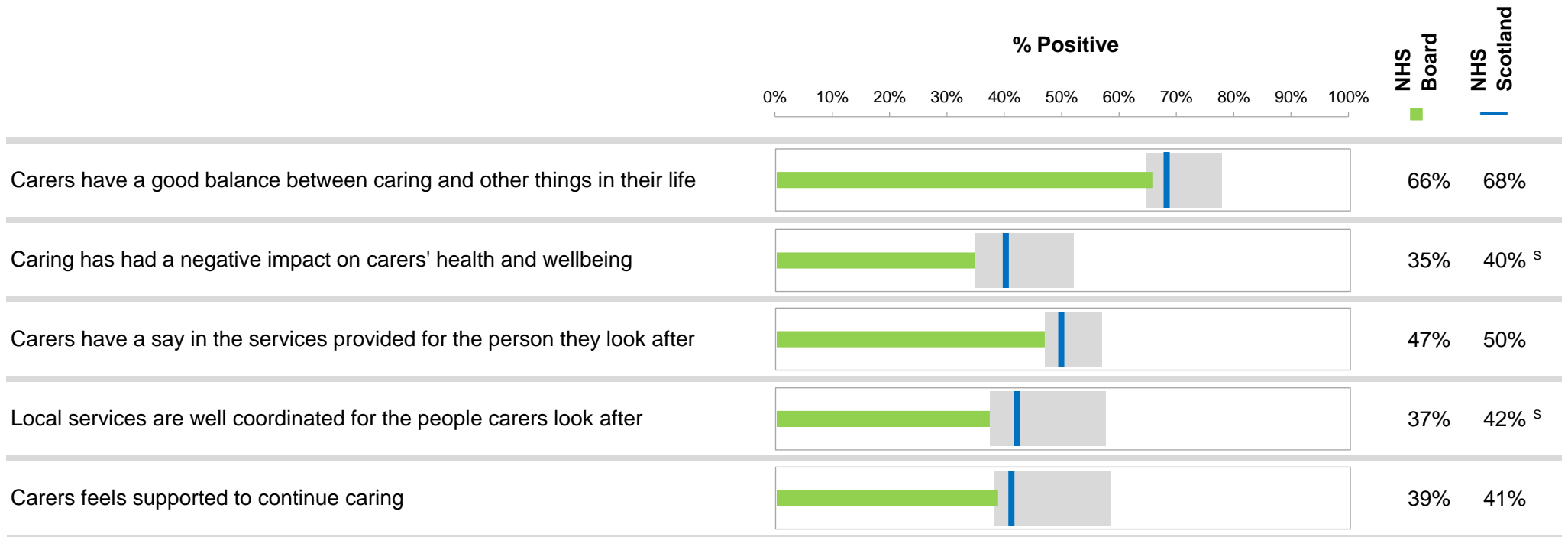
# Out of hours healthcare



# 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	570	<b>8.1</b>
Yes	6504	<b>91.9</b>
	7074	

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	701	<b>10.8</b>
2 - 4 times	3041	<b>46.2</b>
5 - 10 times	1921	<b>29.8</b>
More than 10 times	801	<b>11.9</b>
Can't remember / don't know	89	<b>1.2</b>
	6553	



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	2340	<b>35.1</b>
* Fairly easy	2673	<b>43.6</b>
Not easy	1331	<b>21.2</b>
<b>Percent Positive - This Board 78.8 %</b>	6344	

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	4040	<b>62.8</b>
* Fairly helpful	1905	<b>31.0</b>
Not very helpful	286	<b>4.7</b>
Not at all helpful	94	<b>1.4</b>
<b>Percent Positive - This Board 93.9 %</b>	6325	

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	2999	<b>62.0</b>
* I saw or spoke to a doctor or nurse within 1 or 2 working days	1047	<b>20.6</b>
I waited more than 2 working days to see or speak to a doctor or nurse	815	<b>17.4</b>
<b>Percent Positive - This Board 82.6 %</b>	4861	

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	272	<b>35.5</b>
The times available in the next 2 days were not convenient for me	61	<b>7.1</b>
I was not offered a chance to see or speak to anyone within 2 working days	437	<b>49.8</b>
Another reason	52	<b>7.7</b>
	822	

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	3662	<b>74.6</b>
No	1271	<b>25.4</b>
<b>Percent Positive - This Board 74.6 %</b>	4933	

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	3800	<b>57.6</b>
No	1103	<b>18.7</b>
* I don't have a doctor I prefer to see	1489	<b>23.7</b>
<b>Percent Positive - This Board 81.3 %</b>	6392	

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	1677	<b>24.2</b>
* Good	2596	<b>39.9</b>
Fair	1350	<b>22.0</b>
Poor	534	<b>8.9</b>
Very poor	303	<b>4.9</b>
<b>Percent Positive - This Board 64.1 %</b>	6460	

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	1815	<b>31.3</b>
* Good	2601	<b>46.2</b>
Fair	921	<b>17.6</b>
Poor	191	<b>3.7</b>
Very poor	71	<b>1.2</b>
<b>Percent Positive - This Board 77.5 %</b>	5599	

## 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	3610	<b>55.2</b>
No, as it wasn't necessary	2850	<b>43.8</b>
No, but I wanted to	62	<b>1.1</b>
	6522	

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	1221	<b>33.4</b>
* Good	1508	<b>42.0</b>
Fair	564	<b>15.9</b>
Poor	218	<b>5.9</b>
Very poor	98	<b>2.7</b>
<b>Percent Positive - This Board 75.5 %</b>	3609	

## 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	3758	<b>57.5</b>
Yes, and I am not happy about it	1281	<b>20.0</b>
No, other patients can't overhear	1041	<b>15.5</b>
Don't know	460	<b>7.0</b>
	6540	

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	3705	<b>55.6</b>
* Fairly helpful	2414	<b>37.8</b>
Not very helpful	331	<b>5.0</b>
Not at all helpful	105	<b>1.6</b>
<b>Percent Positive - This Board 93.4 %</b>	6555	

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	5536	<b>85.5</b>
It is too long	947	<b>14.5</b>
<b>Percent Positive - This Board 85.5 %</b>	6483	

## 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	507	<b>8.3</b>
Yes	5766	<b>91.7</b>
	6273	

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	3257	<b>53.6</b>
* Agree	2427	<b>41.3</b>
Neither agree nor disagree	197	<b>3.4</b>
Disagree	83	<b>1.3</b>
Strongly disagree	26	<b>0.4</b>
<b>Percent Positive - This Board 94.9 %</b>	5990	

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	2699	<b>44.5</b>
* Agree	2608	<b>44.6</b>
Neither agree nor disagree	440	<b>7.4</b>
Disagree	171	<b>3.0</b>
Strongly disagree	34	<b>0.6</b>
<b>Percent Positive - This Board 89.0 %</b>	5952	

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	2753	<b>45.9</b>
* Agree	2315	<b>39.5</b>
Neither agree nor disagree	636	<b>10.8</b>
Disagree	177	<b>3.1</b>
Strongly disagree	41	<b>0.6</b>
<b>Percent Positive - This Board 85.4 %</b>	5922	

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	2991	<b>49.4</b>
* Agree	2339	<b>39.9</b>
Neither agree nor disagree	432	<b>7.4</b>
Disagree	149	<b>2.6</b>
Strongly disagree	43	<b>0.7</b>
<b>Percent Positive - This Board 89.3 %</b>	5954	

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	3084	<b>50.8</b>
* Agree	2232	<b>38.2</b>
Neither agree nor disagree	431	<b>7.3</b>
Disagree	158	<b>2.7</b>
Strongly disagree	62	<b>0.9</b>
<b>Percent Positive - This Board 89.0 %</b>	5967	

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	2807	<b>46.0</b>
* Agree	2385	<b>40.2</b>
Neither agree nor disagree	409	<b>7.2</b>
Disagree	292	<b>5.4</b>
Strongly disagree	67	<b>1.2</b>
<b>Percent Positive - This Board 86.2 %</b>	5960	

## 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	1571	<b>25.1</b>
Yes	4843	<b>74.9</b>
	6414	

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	2632	<b>53.8</b>
* Agree	1995	<b>40.7</b>
Neither agree nor disagree	221	<b>4.6</b>
Disagree	41	<b>0.9</b>
Strongly disagree	4	<b>0.1</b>
<b>Percent Positive - This Board 94.4 %</b>	4893	

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	2433	<b>49.7</b>
* Agree	2063	<b>42.2</b>
Neither agree nor disagree	267	<b>5.5</b>
Disagree	108	<b>2.3</b>
Strongly disagree	15	<b>0.3</b>
<b>Percent Positive - This Board 91.9 %</b>	4886	



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	2353	<b>48.2</b>
* Agree	1963	<b>40.6</b>
Neither agree nor disagree	446	<b>9.3</b>
Disagree	81	<b>1.7</b>
Strongly disagree	13	<b>0.2</b>
<b>Percent Positive - This Board 88.8 %</b>	4856	

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	2464	<b>50.3</b>
* Agree	1947	<b>40.3</b>
Neither agree nor disagree	368	<b>7.5</b>
Disagree	76	<b>1.7</b>
Strongly disagree	10	<b>0.2</b>
<b>Percent Positive - This Board 90.6 %</b>	4865	

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	2620	<b>53.2</b>
* Agree	1964	<b>40.3</b>
Neither agree nor disagree	215	<b>4.3</b>
Disagree	82	<b>1.9</b>
Strongly disagree	18	<b>0.3</b>
<b>Percent Positive - This Board 93.5 %</b>	4899	

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	2604	<b>52.7</b>
* Agree	2063	<b>42.7</b>
Neither agree nor disagree	156	<b>3.3</b>
Disagree	51	<b>1.0</b>
Strongly disagree	16	<b>0.3</b>
<b>Percent Positive - This Board 95.4 %</b>	4890	

## 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	3845	<b>59.9</b>
Yes, to some extent	2168	<b>35.2</b>
No, and I would like to be	312	<b>4.9</b>
<b>Percent Positive - This Board 59.9 %</b>	6325	

## 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	1690	<b>27.0</b>
Yes	4668	<b>73.0</b>
	6358	

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	2636	<b>54.0</b>
* Agree	1956	<b>41.1</b>
Neither agree nor disagree	162	<b>3.4</b>
Disagree	67	<b>1.3</b>
Strongly disagree	12	<b>0.2</b>
<b>Percent Positive - This Board 95.0 %</b>	4833	

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	2023	<b>41.6</b>
* Agree	2024	<b>42.7</b>
Neither agree nor disagree	365	<b>7.9</b>
Disagree	284	<b>5.9</b>
Strongly disagree	84	<b>1.9</b>
<b>Percent Positive - This Board 84.3 %</b>	4780	

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	1924	<b>39.4</b>
* Agree	1913	<b>40.6</b>
Neither agree nor disagree	438	<b>9.5</b>
Disagree	373	<b>7.9</b>
Strongly disagree	117	<b>2.6</b>
<b>Percent Positive - This Board 80.0 %</b>	4765	

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	1990	<b>40.9</b>
* Agree	1811	<b>38.3</b>
Neither agree nor disagree	567	<b>12.6</b>
Disagree	265	<b>5.7</b>
Strongly disagree	112	<b>2.5</b>
<b>Percent Positive - This Board 79.2 %</b>	4745	

## 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	856	<b>13.5</b>
Yes	5628	<b>86.5</b>
	6484	

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	3330	<b>58.4</b>
* Agree	2085	<b>37.2</b>
Neither agree nor disagree	110	<b>1.9</b>
Disagree	106	<b>1.8</b>
Strongly disagree	33	<b>0.6</b>
<b>Percent Positive - This Board 95.6 %</b>	5664	

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	3231	<b>56.7</b>
* Agree	2208	<b>39.8</b>
Neither agree nor disagree	148	<b>2.7</b>
Disagree	41	<b>0.7</b>
Strongly disagree	11	<b>0.2</b>
<b>Percent Positive - This Board 96.5 %</b>	5639	

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	3398	<b>59.7</b>
* Agree	2143	<b>38.3</b>
Neither agree nor disagree	71	<b>1.3</b>
Disagree	23	<b>0.5</b>
Strongly disagree	10	<b>0.2</b>
<b>Percent Positive - This Board 98.0 %</b>	5645	

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	2441	<b>42.5</b>
* Agree	2171	<b>39.2</b>
Neither agree nor disagree	659	<b>11.9</b>
Disagree	296	<b>5.5</b>
Strongly disagree	56	<b>1.0</b>
<b>Percent Positive - This Board 81.7 %</b>	5623	

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	2690	<b>47.0</b>
* Agree	2372	<b>42.5</b>
Neither agree nor disagree	387	<b>7.2</b>
Disagree	151	<b>2.8</b>
Strongly disagree	29	<b>0.5</b>
<b>Percent Positive - This Board 89.5 %</b>	5629	

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	3519	<b>61.8</b>
* Agree	2025	<b>36.2</b>
Neither agree nor disagree	58	<b>1.1</b>
Disagree	33	<b>0.7</b>
Strongly disagree	10	<b>0.2</b>
<b>Percent Positive - This Board 98.0 %</b>	5645	



## 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	6014	<b>93.6</b>
Yes	411	<b>6.4</b>
<b>Percent Positive - This Board 93.6 %</b>	6425	

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	174	<b>44.9</b>
No	222	<b>55.1</b>
<b>Percent Positive - This Board 44.9 %</b>	396	

## 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	3339	<b>50.5</b>
* Agree	2568	<b>39.8</b>
Neither agree nor disagree	477	<b>7.5</b>
Disagree	113	<b>1.7</b>
Strongly disagree	34	<b>0.5</b>
<b>Percent Positive - This Board 90.2 %</b>	6531	

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	2940	<b>45.3</b>
* Agree	2443	<b>38.3</b>
Neither agree nor disagree	798	<b>13.0</b>
Disagree	168	<b>2.7</b>
Strongly disagree	55	<b>0.8</b>
<b>Percent Positive - This Board 83.5 %</b>	6404	

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	3070	<b>45.2</b>
* Good	2518	<b>39.6</b>
Fair	743	<b>11.9</b>
Poor	167	<b>2.6</b>
Very poor	40	<b>0.6</b>
<b>Percent Positive - This Board 84.8 %</b>	6538	

## 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	1786	<b>25.9</b>
No	5220	<b>74.1</b>
	7006	

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	1188	<b>68.0</b>
Went to Pharmacist / Chemist	61	<b>3.5</b>
Went to Primary Care Emergency Centre	29	<b>1.7</b>
Telephoned my own GP practice	56	<b>3.2</b>
Telephoned 999 for emergency services	117	<b>6.8</b>
Went to Hospital A&E / Casualty	254	<b>14.4</b>
Other	42	<b>2.5</b>
	1747	

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	245	<b>13.5</b>
Pharmacist / Chemist	42	<b>2.3</b>
Primary Care Emergency Centre	290	<b>16.7</b>
Own GP practice	87	<b>5.4</b>
Home visit from a GP or Nurse	170	<b>9.8</b>
Ambulance paramedics	206	<b>12.5</b>
A&E / Casualty	603	<b>34.6</b>
Social care services	7	<b>0.4</b>
Other	86	<b>4.9</b>
	1736	

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	1089	<b>66.7</b>
A Nurse	376	<b>22.6</b>
A Pharmacist	64	<b>3.8</b>
Someone else	119	<b>6.9</b>
	1648	

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	537	<b>29.4</b>
* Agree	810	<b>45.2</b>
Neither agree nor disagree	168	<b>9.2</b>
Disagree	193	<b>10.8</b>
Strongly disagree	94	<b>5.5</b>
<b>Percent Positive - This Board 74.6 %</b>	1802	

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	545	<b>30.5</b>
* Agree	826	<b>46.3</b>
Neither agree nor disagree	224	<b>13.3</b>
Disagree	142	<b>7.8</b>
Strongly disagree	36	<b>2.1</b>
<b>Percent Positive - This Board 76.8 %</b>	1773	

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	604	<b>33.6</b>
* Agree	869	<b>49.0</b>
Neither agree nor disagree	174	<b>9.8</b>
Disagree	90	<b>5.1</b>
Strongly disagree	42	<b>2.4</b>
<b>Percent Positive - This Board 82.7 %</b>	1779	

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	625	<b>34.7</b>
* Agree	901	<b>51.5</b>
Neither agree nor disagree	159	<b>8.6</b>
Disagree	62	<b>3.7</b>
Strongly disagree	28	<b>1.6</b>
<b>Percent Positive - This Board 86.1 %</b>	1775	

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	626	<b>35.0</b>
* Agree	783	<b>44.2</b>
Neither agree nor disagree	221	<b>12.9</b>
Disagree	105	<b>5.8</b>
Strongly disagree	40	<b>2.1</b>
<b>Percent Positive - This Board 79.2 %</b>	1775	

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	632	<b>35.1</b>
* Agree	811	<b>46.0</b>
Neither agree nor disagree	177	<b>10.3</b>
Disagree	100	<b>5.6</b>
Strongly disagree	54	<b>3.0</b>
<b>Percent Positive - This Board 81.1 %</b>	1774	

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	601	<b>33.2</b>
* Agree	751	<b>42.7</b>
Neither agree nor disagree	251	<b>14.0</b>
Disagree	115	<b>6.8</b>
Strongly disagree	61	<b>3.4</b>
<b>Percent Positive - This Board 75.8 %</b>	1779	

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	537	<b>30.5</b>
* Good	731	<b>41.3</b>
Fair	312	<b>17.4</b>
Poor	124	<b>7.3</b>
Very poor	58	<b>3.6</b>
<b>Percent Positive - This Board 71.7 %</b>	1762	

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	5332	<b>78.6</b>
It is too difficult for me to get time away from work during my practice opening hours	805	<b>12.3</b>
The opening hours are not convenient for me for another reason	186	<b>2.8</b>
I am not sure when my GP practice is open	401	<b>6.3</b>
	6724	



## 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	551	<b>7.7</b>
Yes, help for me with adaptations and/or equipment for my home	399	<b>5.5</b>
Yes, help for me for activities outside my home	289	<b>4.0</b>
Yes, help to look after someone else	221	<b>3.0</b>
No, not had any help but I feel that I needed it	164	<b>2.3</b>
No, not had any help	5432	<b>75.3</b>
	7187	

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	550	<b>56.5</b>
No	432	<b>43.5</b>
	982	

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	342	<b>64.9</b>
I was not offered any choices	54	<b>10.8</b>
I had no choices due to medical reasons	37	<b>7.9</b>
I did not want a choice in how my care was arranged	15	<b>3.6</b>
Can't remember / don't know	60	<b>12.8</b>
	508	

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	183	<b>32.5</b>
* Agree	296	<b>50.7</b>
Neither agree nor disagree	57	<b>11.8</b>
Disagree	18	<b>3.2</b>
Strongly disagree	9	<b>1.8</b>
<b>Percent Positive - This Board 83.3 %</b>	563	

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	156	<b>29.0</b>
* Agree	254	<b>45.5</b>
Neither agree nor disagree	93	<b>18.7</b>
Disagree	27	<b>4.9</b>
Strongly disagree	10	<b>2.0</b>
<b>Percent Positive - This Board 74.4 %</b>	540	

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	145	<b>25.7</b>
* Agree	250	<b>46.9</b>
Neither agree nor disagree	87	<b>15.9</b>
Disagree	46	<b>8.8</b>
Strongly disagree	16	<b>2.7</b>
<b>Percent Positive - This Board 72.6 %</b>	544	

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	231	<b>40.5</b>
* Agree	267	<b>46.1</b>
Neither agree nor disagree	53	<b>11.4</b>
Disagree	9	<b>1.4</b>
Strongly disagree	3	<b>0.5</b>
<b>Percent Positive - This Board 86.7 %</b>	563	

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	224	<b>40.2</b>
* Agree	248	<b>44.7</b>
Neither agree nor disagree	62	<b>12.4</b>
Disagree	8	<b>1.4</b>
Strongly disagree	7	<b>1.3</b>
<b>Percent Positive - This Board 84.9 %</b>	549	

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	157	<b>29.1</b>
* Agree	233	<b>42.6</b>
Neither agree nor disagree	98	<b>19.4</b>
Disagree	36	<b>6.6</b>
Strongly disagree	12	<b>2.2</b>
<b>Percent Positive - This Board 71.8 %</b>	536	

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	190	<b>34.8</b>
* Agree	240	<b>42.9</b>
Neither agree nor disagree	88	<b>19.1</b>
Disagree	10	<b>1.8</b>
Strongly disagree	8	<b>1.5</b>
<b>Percent Positive - This Board 77.7 %</b>	536	

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	196	<b>35.9</b>
* Agree	255	<b>45.4</b>
Neither agree nor disagree	72	<b>15.3</b>
Disagree	10	<b>2.0</b>
Strongly disagree	9	<b>1.5</b>
<b>Percent Positive - This Board 81.3 %</b>	542	

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	183	<b>33.7</b>
* Agree	265	<b>48.6</b>
Neither agree nor disagree	73	<b>15.0</b>
Disagree	7	<b>1.1</b>
Strongly disagree	9	<b>1.6</b>
<b>Percent Positive - This Board 82.3 %</b>	537	

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	215	<b>34.1</b>
* Good	263	<b>45.6</b>
Fair	95	<b>16.6</b>
Poor	19	<b>2.7</b>
Very poor	6	<b>1.1</b>
<b>Percent Positive - This Board 79.7 %</b>	598	

## 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	1978	<b>28.9</b>
No	4874	<b>71.1</b>
	6852	

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	808	<b>41.7</b>
There was no change in my ability to do my usual activities	461	<b>23.7</b>
I was less able to do my usual activities	404	<b>20.5</b>
It is too soon to say	279	<b>14.1</b>
	1952	

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	3573	<b>52.7</b>
No	3226	<b>47.3</b>
	6799	

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	1759	<b>50.4</b>
It was about the same as before	1230	<b>35.0</b>
It was worse than before	140	<b>3.8</b>
It is too soon to say	368	<b>10.8</b>
	3497	

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	1091	<b>16.1</b>
No	5606	<b>83.9</b>
	6697	

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	592	<b>53.1</b>
I felt about the same as before	308	<b>29.0</b>
I felt more depressed or anxious than before	71	<b>6.6</b>
It is too soon to say	117	<b>11.3</b>
	1088	

## 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	5751	<b>84.5</b>
Yes, up to 4 hours a week	316	<b>4.6</b>
Yes, 5 - 19 hours a week	254	<b>3.6</b>
Yes, 20 - 34 hours a week	93	<b>1.3</b>
Yes, 35 - 49 hours a week	79	<b>1.1</b>
Yes, 50 or more hours a week	326	<b>4.8</b>
	6819	

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	205	<b>20.0</b>
* Agree	476	<b>45.9</b>
Neither agree nor disagree	201	<b>18.4</b>
Disagree	118	<b>12.3</b>
Strongly disagree	30	<b>3.3</b>
<b>Percent Positive - This Board 65.9 %</b>	1030	



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	85	9.0
Agree	257	27.1
Neither agree nor disagree	269	29.2
* Disagree	223	22.1
* Strongly disagree	122	12.7
<b>Percent Positive - This Board 34.7 %</b>	956	

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	134	13.2
* Agree	325	33.8
Neither agree nor disagree	271	30.7
Disagree	146	15.7
Strongly disagree	62	6.7
<b>Percent Positive - This Board 47.0 %</b>	938	

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	97	9.4
* Agree	264	28.0
Neither agree nor disagree	325	36.8
Disagree	158	17.2
Strongly disagree	77	8.6
<b>Percent Positive - This Board 37.4 %</b>	921	

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	93	<b>9.4</b>
* Agree	286	<b>29.5</b>
Neither agree nor disagree	336	<b>36.3</b>
Disagree	138	<b>16.0</b>
Strongly disagree	82	<b>8.8</b>
<b>Percent Positive - This Board 38.9 %</b>	935	

## Demographics

Q46 - Are you male or female?

All patients	n	%
Male	2954	<b>42.0</b>
Female	4091	<b>58.0</b>
	7045	

Q47 - What was your age on your last birthday?

All patients	n	%
17-34	660	<b>9.7</b>
35-49	1073	<b>15.5</b>
50-64	2281	<b>32.7</b>
65+	2970	<b>42.1</b>
	6984	

Q48 - How would you rate your health in general?

All patients	n	%
Good	4029	<b>57.6</b>
Fair	2587	<b>37.0</b>
Bad	388	<b>5.4</b>
	7004	

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	946	<b>13.1</b>
Yes, limited a little	1757	<b>24.9</b>
No	4281	<b>62.0</b>
	6984	

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

All patients	n	%
Very well	3776	<b>53.6</b>
Quite well	2815	<b>40.2</b>
Not very well	349	<b>4.9</b>
Not at all well	89	<b>1.2</b>
	7029	

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	3048	<b>43.4</b>
Good	2561	<b>36.4</b>
Alright / neither good or bad	1182	<b>16.7</b>
Bad	215	<b>3.1</b>
Very bad	34	<b>0.5</b>
	7040	

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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](mailto: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](mailto:statistics.enquiries@gov.scot)

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