

Health and Care Experience Survey 2015/16

Results for NHS Forth Valley



May 2016, Official Statistics



NHS Forth Valley

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

The survey was sent to 38,079 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

6,320 patients of NHS Forth Valley 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, 17% were aged 35-49, 32% were aged 50-64 and 40% were 65 and over;
- 63% 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	94%	-0 *
Service users are supported to live as independently as possible	85%	+2
Service users have a say in how their help, care or support is provided	79%	+0
Service users' health and care services seem to be well coordinated	78%	+2
Rating of overall help, care or support services	81%	+0
Rating of overall care provided by GP practice	87%	-0
The help, care or support improves service users' quality of life	81%	-3
Carers feels supported to continue caring	39%	-2
Service users feel safe	84%	+0

*Please note that measure "I am able to look after my own health" has not been subject to significance testing.

Top Five and Bottom Five Results

The tables below show the top 5 responses (highest percent positive scores in green) and bottom 5 responses (highest percent negative scores in red) for patients at this NHS Board.

Top Bottom 5 | Highest / Lowest Responses

Top 5 Responses (highest % positive scores)

Question	% positive
Patients know enough about how and when to take their medicines	98%
Patients take their prescription as they are supposed to	98%
Patients know enough about what their medicines are for	97%
Patients find it easy enough for them to get their medicines	96%
Doctors listen to patients	96%

Bottom 5 Responses (highest % negative scores)

Question	% negative
Overall rating of how mistakes are dealt with	59%
Caring has had a negative impact on carers' health and wellbeing	32%
Local services are well coordinated for the people carers look after	22%
Able to book a doctors appointment 3 or more working days in advance	20%
Carers have a say in the services provided for the person they look after	19%

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	5622	43%	40%		17%	83%	83%	83%	-0%	+0%
Person answering the phone is helpful	5615	68%	27%			94%	95%	95%	+0%	+0%
Can see or speak to a doctor or nurse within 2 working days	4229	62%	22%		16%	83%	84%	84%	-1%	-1%
Able to book a doctors appointment 3 or more working days in advance	4504	80%			20%	82%	81%	80%	-1%	+3% ^s
Can usually see preferred doctor	5680	85%			15%	88%	86%	85%	-1%	+4% ^s
Overall arrangements for getting to see a doctor	5703	33%	40%	16%	11%	75%	73%	73%	-0%	+1% ^s
Overall arrangements for getting to see a nurse	4705	35%	44%	16%		82%	79%	79%	-0%	-2% ^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	3098	34%	43%	14%	9%	-	75%	77%	+2%	-0%

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	5766	60%	34%			94%	94%	95%	+0%	+1% ^s
Time waiting to be seen at GP practice	5695		87%		13%	87%	87%	87%	-1%	+1%

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	5326	57%	39%			96%	95%	96%	+0%	+0%
Patients feel that doctors have all the information they need to treat them	5285	48%	42%		7%	90%	90%	90%	-0%	+1%
Doctors take account of the things that matter to patients	5274	48%	38%		10%	-	87%	87%	-0%	-0%
Doctors talk in a way that helps patients to understand their condition and treatment	5301	53%	38%			91%	91%	91%	-0%	+1%
Patients have confidence in doctors' ability to treat them	5295	54%	36%			90%	90%	90%	+1%	+1%
Patients have enough time with doctors	5306	50%	40%			91%	90%	90%	+0%	+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	4026	55%	40%			96%	96%	95%	-1%	-0%
Patients feel that nurses have all the information they need to treat them	4011	52%	41%			94%	94%	93%	-0%	+0%
Nurses take account of the things that matter to patients	3993	51%	39%	8%		-	90%	90%	+0%	+0%
Nurses talk in a way that helps patients to understand their condition and treatment	3995	53%	39%	7%		93%	91%	91%	+0%	+0%
Patients have confidence in nurses' ability to treat them	4019	55%	38%			94%	94%	93%	-0%	-1%
Patients have enough time with nurses	4013	55%	41%			96%	95%	96%	+0%	-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	5604	61%	33%			-	62%	61%	-1%	-1%

Tests arranged by your GP practice

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
It is explained to patients why they need a test	4103	56%	39%			-	96%	95%	-0%	-0%
Patients are satisfied with the length of time they wait for results	4080	44%	40%	7%	8%	-	85%	85%	-0%	-0%
Patients are satisfied with the way they receive results	4067	43%	39%	10%	9%	-	82%	81%	-1%	+1%
Test results are explained to patients in a way they can understand	4063	43%	39%	10%	8%	-	82%	82%	+0%	+2% ^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	4942	63%			34%	97%	97%	96%	-0%	+0%
Patients know enough about what their medicines are for	4926	60%			37%	96%	97%	97%	+0%	+0%
Patients know enough about how and when to take their medicines	4928	63%			35%	98%	98%	98%	-0%	-0%
Patients know enough about side effects of medicines	4914	46%		37%	11%	82%	82%	83%	+1%	+1%
Patients know what to do if they have any problems with their medicines	4917	50%		40%		90%	90%	90%	-0%	+1%
Patients take their prescription as they are supposed to	4929	64%			34%	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	5653	94%				-	94%	94%	-0%	+0%
Overall rating of how mistakes are dealt with	324	41%		59%		-	19%	41%	+22%	-5%

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	5728	55%	37%			91%	91%	92%	+1%	+0%
Patients are treated with compassion and understanding	5614	50%	36%	11%		88%	84%	85%	+1%	+0%
Rating of overall care provided by GP practice	5745	52%	35%	10%		88%	87%	87%	-1%	-0%

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	1624	29%	44%	10%	17%	73%	72%	73%	+1%	-1%
Patients feel that people have all the information they need to treat them	1612	28%	48%	13%	11%	76%	73%	76%	+3%	-2%
Patients feel that they are listened to	1612	33%	51%	9%	7%	82%	82%	84%	+2%	-0%
Things are explained to patients in a way they can understand	1611	34%	51%	10%		83%	83%	84%	+2%	-1%
Patients feel that they were treated by the right people	1610	33%	45%	13%	8%	-	-	78%	-	-2%
Patients feel they get the right treatment or advice	1616	34%	46%	11%	9%	78%	78%	80%	+3%	-1%
Patients feel that people take account of the things that matter to them	1608	32%	44%	16%	8%	-	73%	76%	+3%	+1%
Rating of overall care provided out of hours	1611	29%	42%	18%	11%	67%	67%	71%	+4% ^s	-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	500	35%	52%	10%		-	88%	87%	-1%	+1%
Service users have a say in how their help, care or support is provided	489	31%	48%	14%	7%	-	83%	79%	-4%	+0%
Service users are aware of the help, care and support options available	496	31%	47%	13%	9%	-	-	78%	-	+3%
Service users are treated with respect	501	44%	49%			-	92%	93%	+1%	+2%
Service users are treated with compassion and understanding	491	43%	45%	9%		-	88%	88%	+0%	+2%
Service users' health and care services seem to be well coordinated	497	37%	40%	15%	8%	-	79%	78%	-1%	+2%
Service users are supported to live as independently as possible	489	41%	45%	12%		-	87%	85%	-1%	+2%
Service users feel safe	484	43%	41%	13%		-	86%	84%	-2%	+0%
The help, care or support improves service users' quality of life	484	40%	41%	14%		-	86%	81%	-5%	-3%
Rating of overall help, care or support services	539	39%	42%	14%		-	83%	81%	-2%	+0%

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	845	26%	46%	18%	9%	-	66%	72%	+6% ^s	+4% ^s
Caring has had a negative impact on carers' health and wellbeing	779	16%	28%	24%	32%	-	43%	44%	+1%	+4%
Carers have a say in the services provided for the person they look after	765	14%	40%	27%	19%	-	46%	54%	+8% ^s	+4%
Local services are well coordinated for the people carers look after	759	14%	28%	36%	22%	-	46%	41%	-5%	-1%
Carers feels supported to continue caring	766	12%	27%	44%	17%	-	43%	39%	-4%	-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	32	32	35
The times available in the next 2 days were not convenient for me	14	14	11
I was not offered a chance to see or speak to anyone within 2 working days	49	49	49
Another reason	5	5	6

At your GP Practice

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

Patients who have contacted their GP practice in the last 12 months	2013/14	2015/16	Scotland
Yes, but I don't mind	57	59	57
Yes, and I am not happy about it	18	19	19
No, other patients can't overhear	17	15	17
Don't know	8	7	8

Out of hours healthcare

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

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed			
	2013/14	2015/16	Scotland
Telephoned 111 for NHS 24	-	69	65
Went to Pharmacist / Chemist	-	3	4
Went to Primary Care Emergency Centre	-	2	2
Telephoned my own GP practice	-	4	4
Telephoned 999 for emergency services	-	5	6
Went to Hospital A&E / Casualty	-	13	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	-	17	16
Pharmacist / Chemist	-	3	3
Primary Care Emergency Centre	-	16	15
Own GP practice	-	5	5
Home visit from a GP or Nurse	-	9	9
Ambulance paramedics	-	11	11
A&E / Casualty	-	32	35
Social care services	-	1	0
Other	-	7	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	80	80
It is too difficult for me to get time away from work during my practice opening hours	12	12	11
The opening hours are not convenient for me for another reason	3	2	2
I am not sure when my GP practice is open	7	6	6

Health and care effectiveness

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

Patients who received NHS treatment or advice because of something that was affecting their ability to do their usual activities - to live their normal life	2013/14	2015/16	Scotland
I was able to go back to most of my usual activities	45	43	43
There was no change in my ability to do my usual activities	23	24	23
I was less able to do my usual activities	17	17	19
It is too soon to say	15	15	15

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

Patients who received NHS treatment or advice because of something that was causing them pain or discomfort	2013/14	2015/16	Scotland
It was better than before	51	50	51
It was about the same as before	36	35	35
It was worse than before	4	4	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	58	52	53
I felt about the same as before	24	29	28
I felt more depressed or anxious than before	7	7	8
It is too soon to say	11	12	11

Variation in GP practice results within the NHS Board

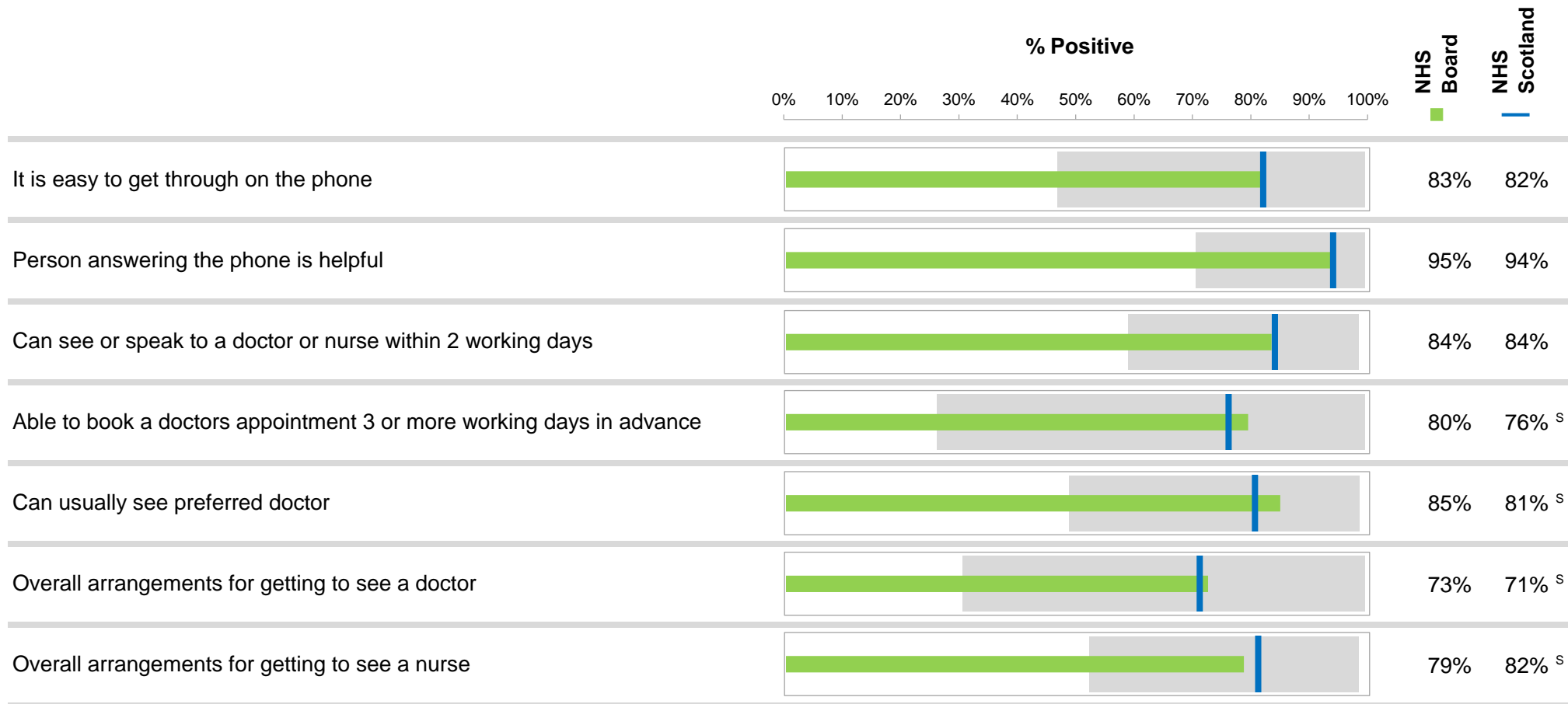
The tables/charts in this section show this NHS Board's percent positive results in relation to the range of percent positive results across GP Practices within this NHS Board. The percent positive results for NHS Scotland are also shown.

Notes on Interpretation

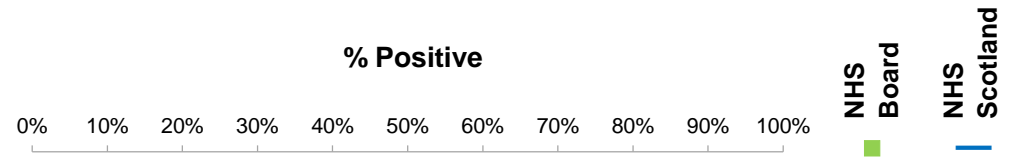
- Range of percent positive results across GP Practices within this NHS Board - ranges from lowest GP Practice to highest GP Practice.
- The NHS Board's percent positive result.
- | NHS Scotland percent positive result.
- ^S Indicates a statistically significant difference in the percent positive result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

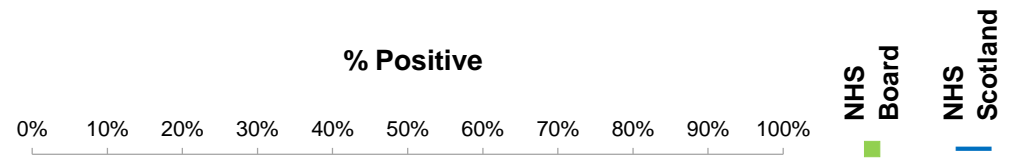


Your GP Practice: referrals



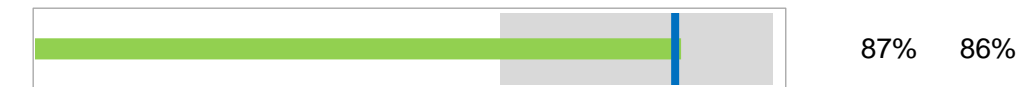
Arrangements for getting to see other health and care services

At your GP Practice

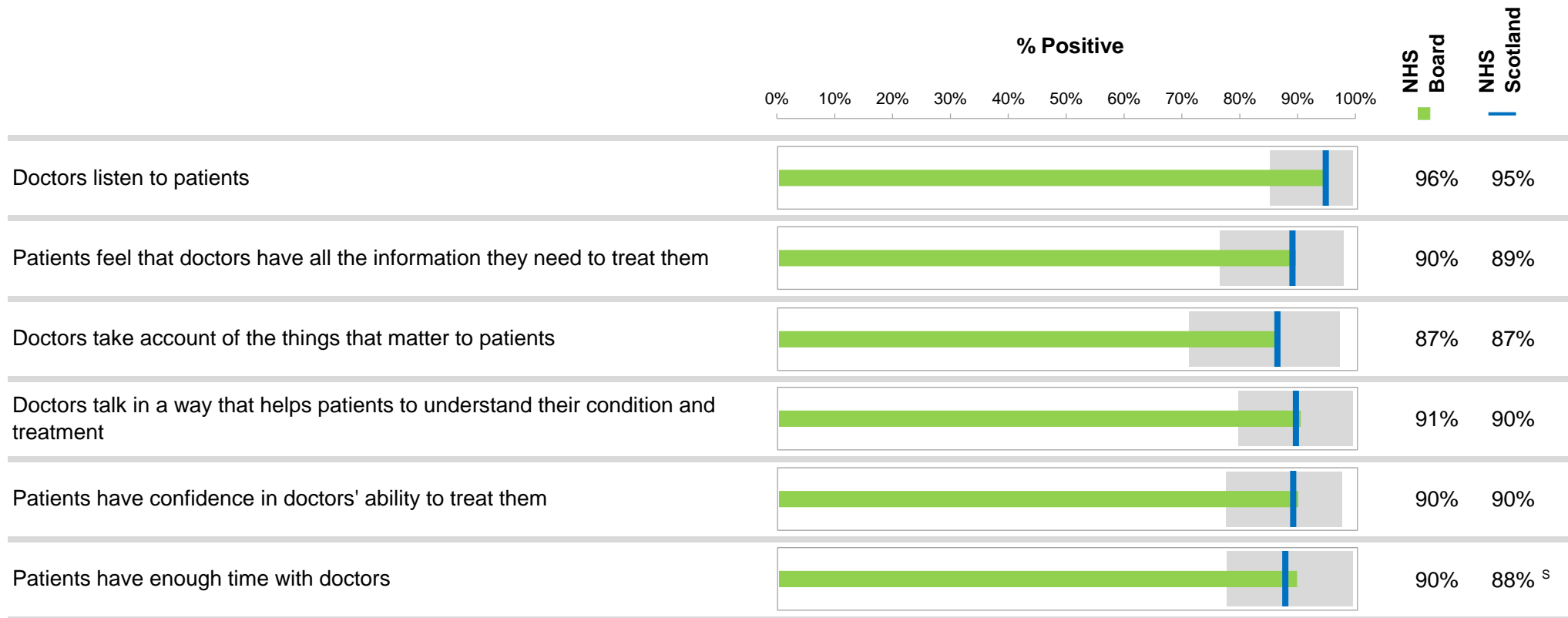


The receptionists are helpful

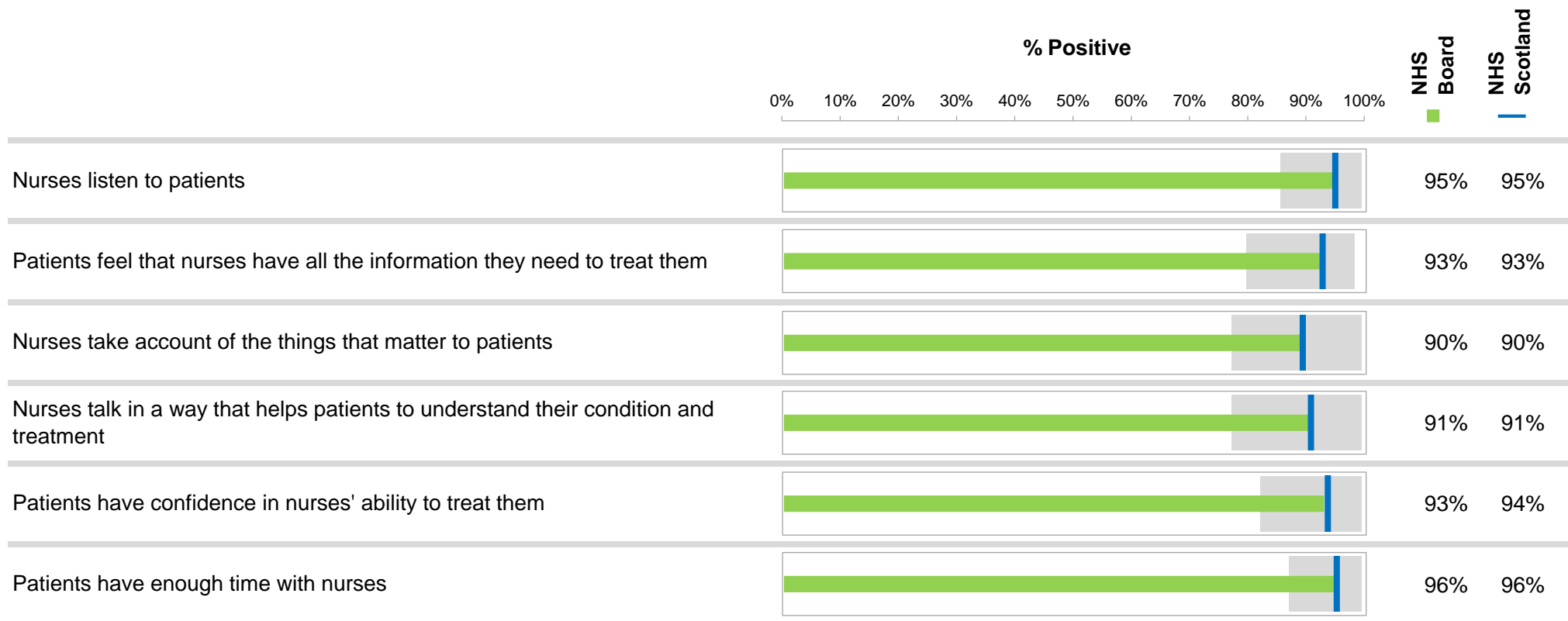
Time waiting to be seen at GP practice



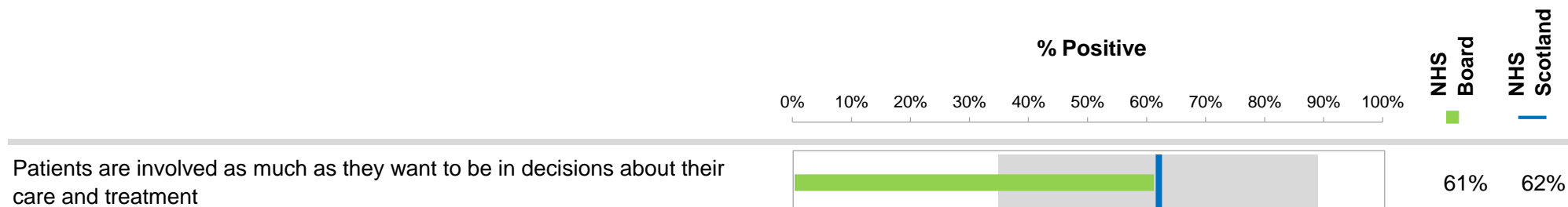
At your GP Practice - doctors



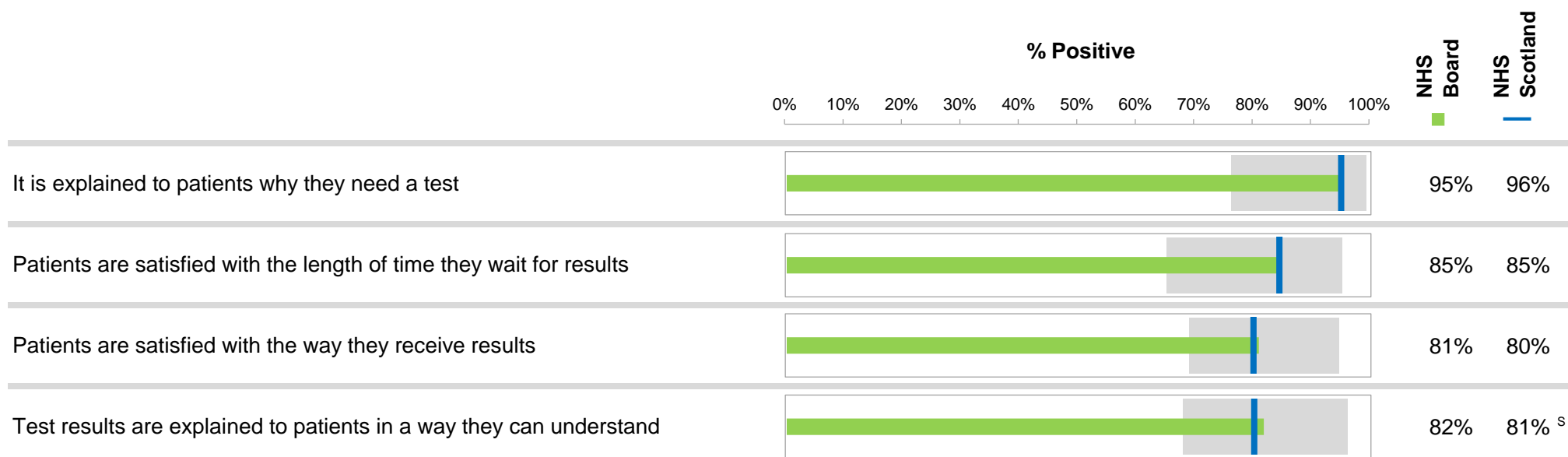
At your GP Practice - nurses



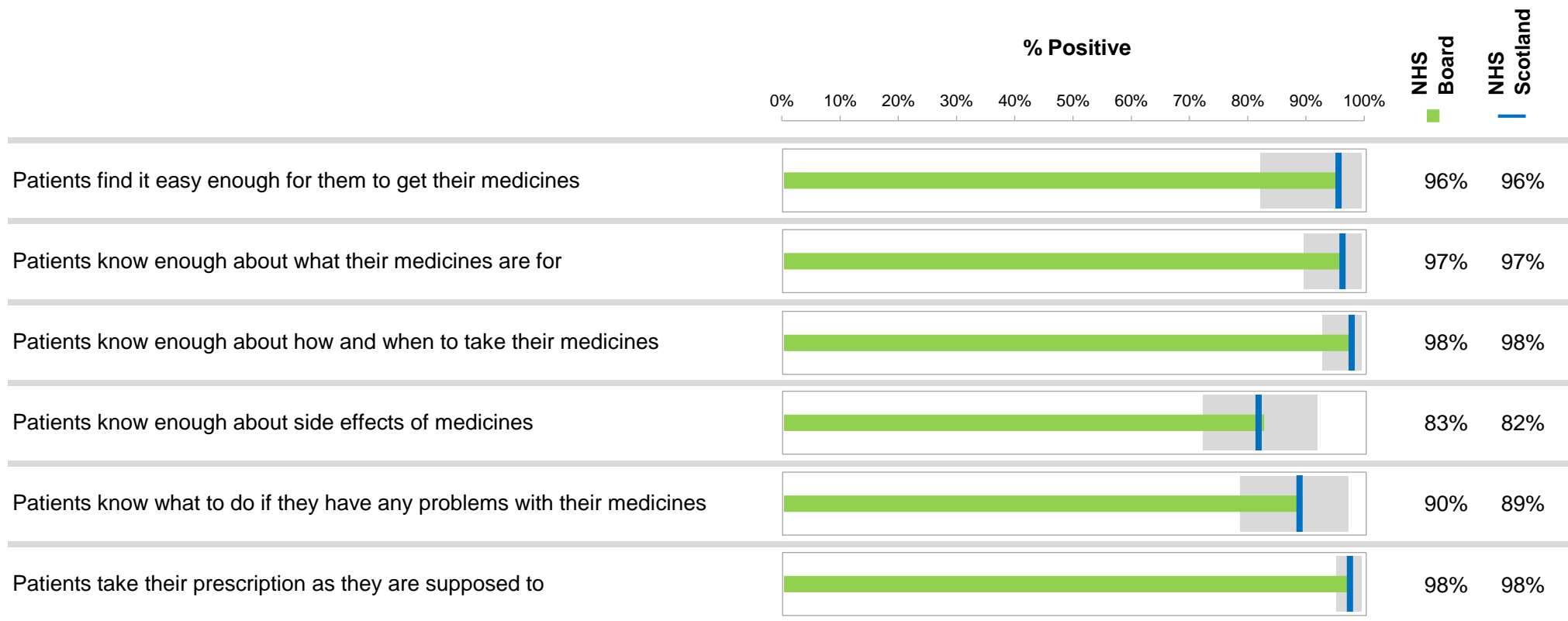
At your GP practice - care and treatment



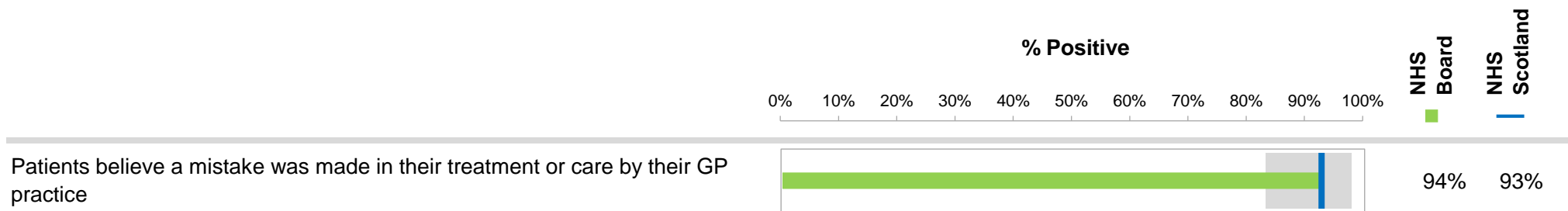
Tests arranged by your GP practice



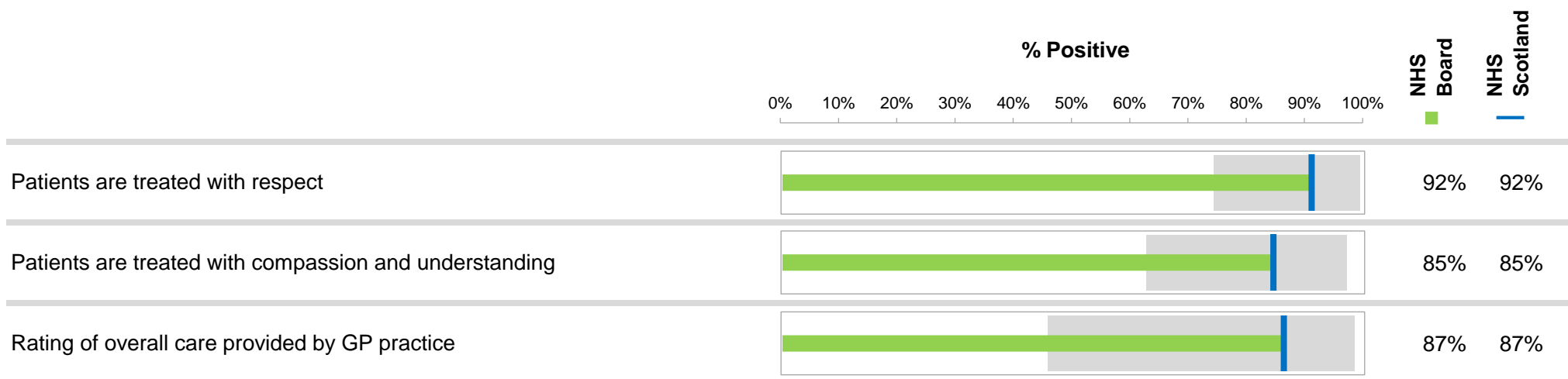
At your GP Practice - medicines



At your GP practice - dealing with mistakes



At your GP practice - overall experience



Variation between NHS Boards

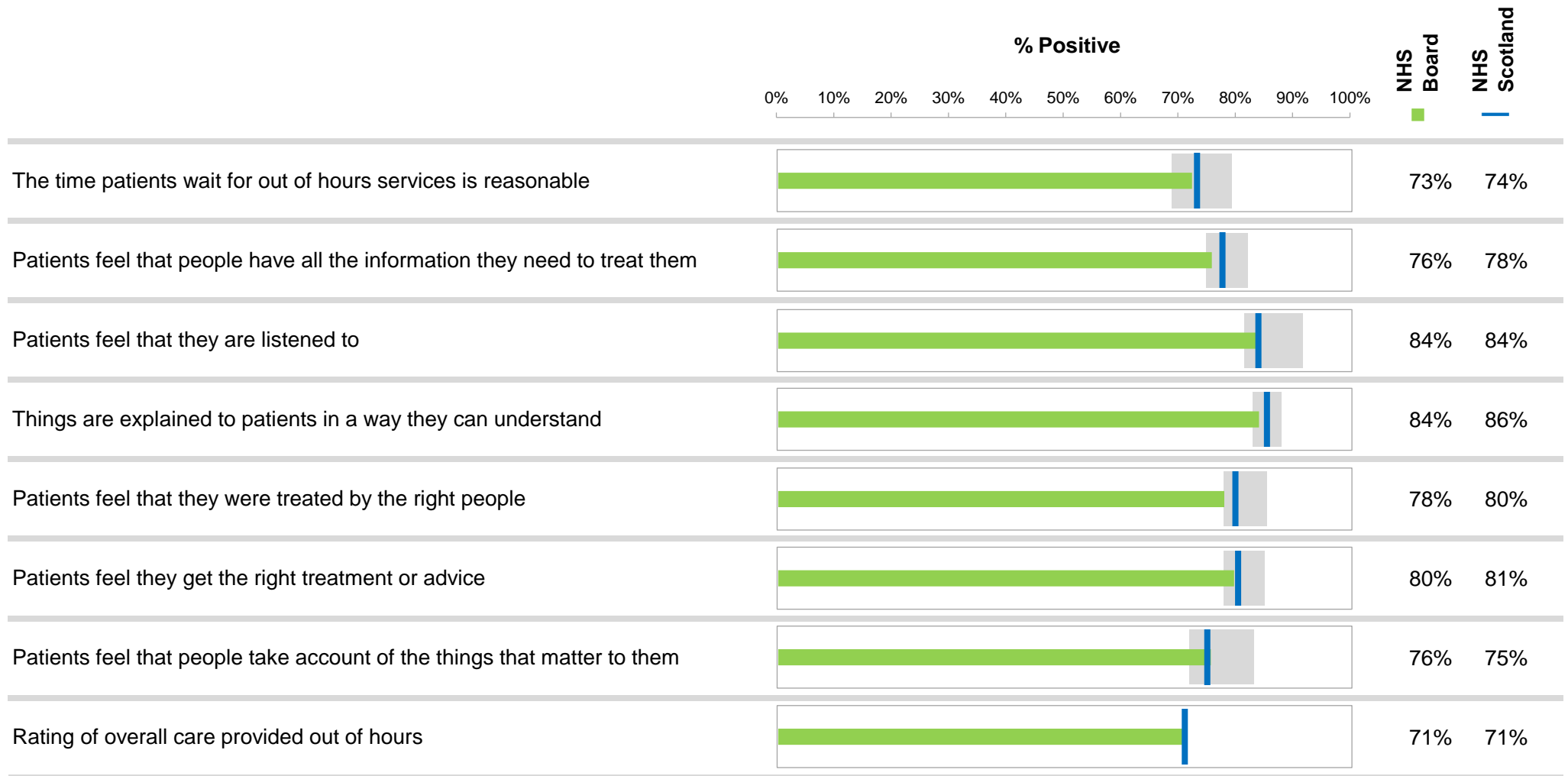
The tables/charts in this section show this NHS Board's percent positive results in relation to the range of percent positive results across all NHS Boards in Scotland. The percent positive results for NHS Scotland are also shown.

Notes on Interpretation

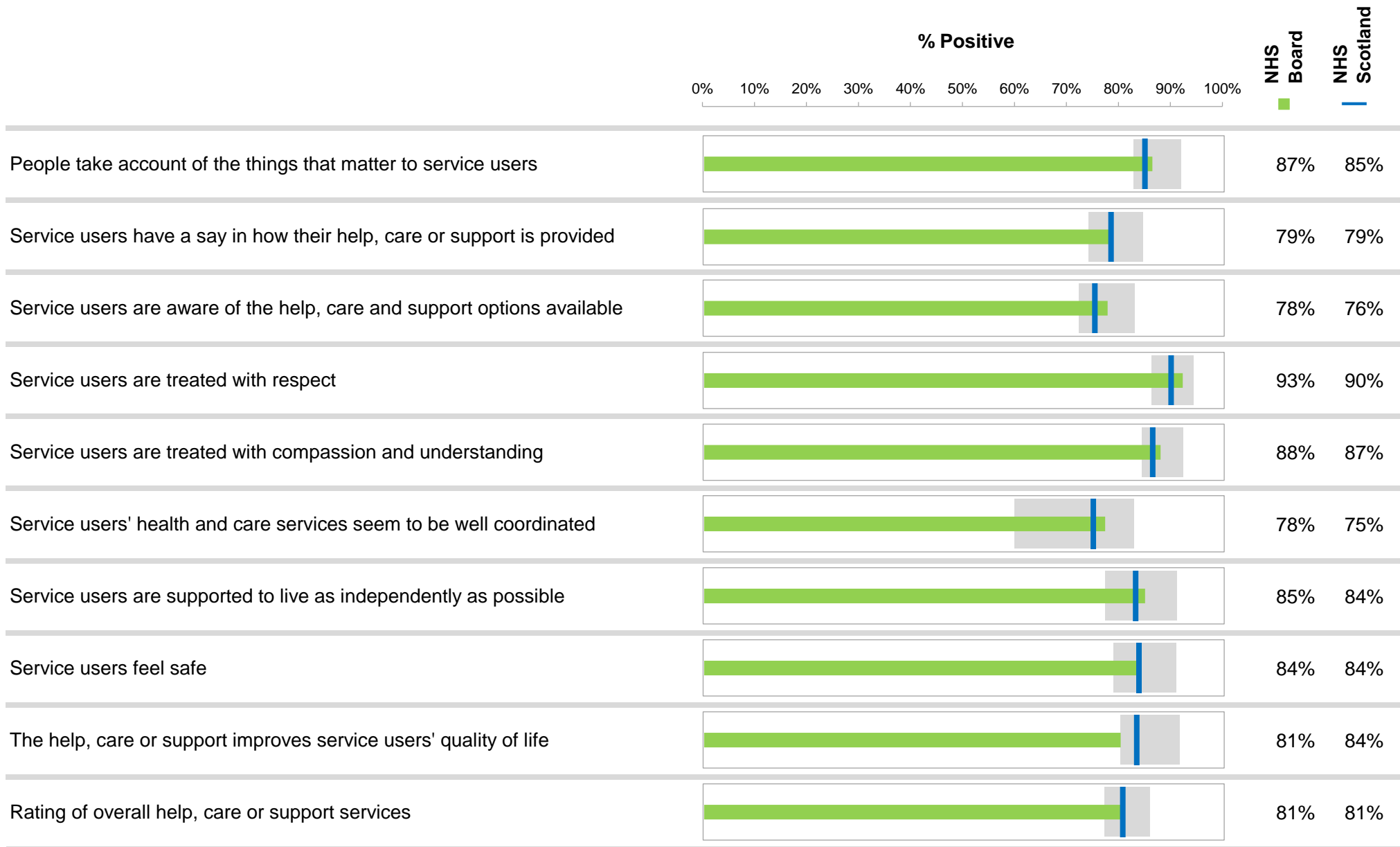
- Range of percent positive results across all NHS Boards in Scotland - ranges from lowest NHS Board to highest NHS Board.
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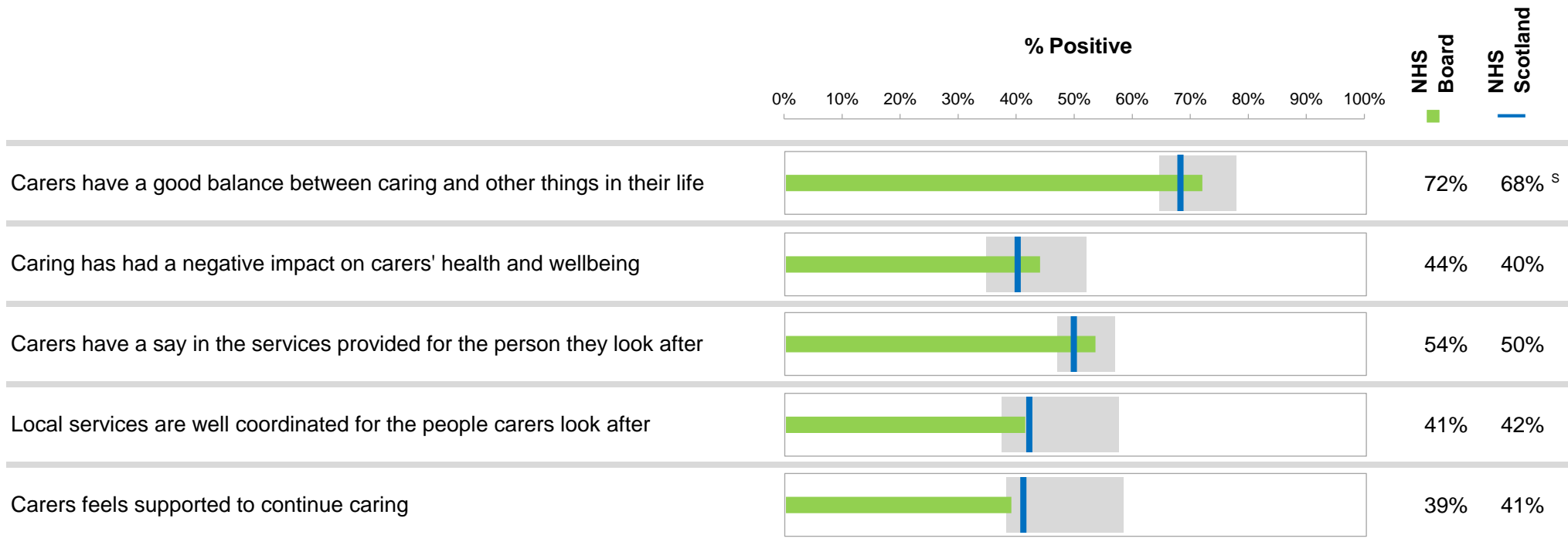
Out of hours healthcare



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	509	8.7
Yes	5719	91.3
	6228	

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	609	10.5
2 - 4 times	2666	46.3
5 - 10 times	1670	29.1
More than 10 times	751	13.0
Can't remember / don't know	66	1.2
	5762	

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	2927	42.8
* Fairly easy	1994	39.9
Not easy	701	17.3
Percent Positive - This Board 82.7 %	5622	

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	4039	67.8
* Fairly helpful	1330	26.9
Not very helpful	171	3.7
Not at all helpful	75	1.6
Percent Positive - This Board 94.8 %	5615	

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	2648	62.0
* I saw or spoke to a doctor or nurse within 1 or 2 working days	966	21.9
I waited more than 2 working days to see or speak to a doctor or nurse	615	16.2
Percent Positive - This Board 83.8 %	4229	

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	191	31.9
The times available in the next 2 days were not convenient for me	69	14.1
I was not offered a chance to see or speak to anyone within 2 working days	317	48.9
Another reason	35	5.1
	612	

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	3788	79.8
No	716	20.2
Percent Positive - This Board 79.8 %	4504	

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	3656	61.4
No	684	14.7
* I don't have a doctor I prefer to see	1340	23.9
Percent Positive - This Board 85.3 %	5680	

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	2222	32.9
* Good	2192	39.9
Fair	810	15.9
Poor	310	6.9
Very poor	169	4.3
Percent Positive - This Board 72.9 %	5703	

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	1888	34.8
* Good	1980	44.2
Fair	632	15.8
Poor	147	3.6
Very poor	58	1.6
Percent Positive - This Board 79.1 %	4705	

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	3104	53.0
No, as it wasn't necessary	2566	45.7
No, but I wanted to	60	1.3
	5730	

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	1134	34.0
* Good	1300	43.0
Fair	408	13.9
Poor	181	6.7
Very poor	75	2.4
Percent Positive - This Board 77.1 %	3098	

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	3345	58.8
Yes, and I am not happy about it	929	19.0
No, other patients can't overhear	1052	15.0
Don't know	426	7.2
	5752	

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	3739	60.5
* Fairly helpful	1755	34.2
Not very helpful	193	3.6
Not at all helpful	79	1.7
Percent Positive - This Board 94.7 %	5766	

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	5008	86.7
It is too long	687	13.3
Percent Positive - This Board 86.7 %	5695	

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	402	7.6
Yes	5103	92.4
	5505	

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	3161	57.0
* Agree	1932	38.6
Neither agree nor disagree	133	2.5
Disagree	76	1.5
Strongly disagree	24	0.4
Percent Positive - This Board 95.6 %	5326	

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	2652	48.2
* Agree	2140	41.8
Neither agree nor disagree	330	6.7
Disagree	129	2.6
Strongly disagree	34	0.7
Percent Positive - This Board 90.0 %	5285	

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	2663	48.5
* Agree	1967	38.2
Neither agree nor disagree	478	10.0
Disagree	122	2.5
Strongly disagree	44	0.8
Percent Positive - This Board 86.7 %	5274	

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	2930	53.3
* Agree	1920	37.6
Neither agree nor disagree	310	6.3
Disagree	101	2.0
Strongly disagree	40	0.8
Percent Positive - This Board 90.9 %	5301	

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	2965	54.0
* Agree	1852	36.5
Neither agree nor disagree	315	6.3
Disagree	113	2.3
Strongly disagree	50	0.9
Percent Positive - This Board 90.5 %	5295	

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	2795	50.4
* Agree	2048	39.9
Neither agree nor disagree	276	5.7
Disagree	146	3.2
Strongly disagree	41	0.9
Percent Positive - This Board 90.2 %	5306	

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	1688	30.2
Yes	3977	69.8
	5665	

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	2339	55.2
* Agree	1508	39.9
Neither agree nor disagree	140	3.8
Disagree	33	1.0
Strongly disagree	6	0.1
Percent Positive - This Board 95.1 %	4026	

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	2202	52.1
* Agree	1559	41.2
Neither agree nor disagree	178	4.8
Disagree	60	1.6
Strongly disagree	12	0.3
Percent Positive - This Board 93.3 %	4011	

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	2124	50.5
* Agree	1502	39.3
Neither agree nor disagree	307	8.5
Disagree	47	1.4
Strongly disagree	13	0.3
Percent Positive - This Board 89.8 %	3993	

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	2202	52.6
* Agree	1474	38.7
Neither agree nor disagree	254	6.8
Disagree	49	1.5
Strongly disagree	16	0.4
Percent Positive - This Board 91.3 %	3995	

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	2317	55.2
* Agree	1468	38.3
Neither agree nor disagree	162	4.4
Disagree	59	1.8
Strongly disagree	13	0.3
Percent Positive - This Board 93.5 %	4019	

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	2307	54.8
* Agree	1546	40.8
Neither agree nor disagree	118	3.3
Disagree	35	1.0
Strongly disagree	7	0.1
Percent Positive - This Board 95.6 %	4013	

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		3618	61.4
Yes, to some extent		1724	33.3
No, and I would like to be		262	5.4
Percent Positive - This Board 61.4 %		5604	

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	1633	30.0
Yes	3923	70.0
	5556	

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	2440	56.3
* Agree	1505	39.1
Neither agree nor disagree	108	3.1
Disagree	45	1.4
Strongly disagree	5	0.1
Percent Positive - This Board 95.4 %	4103	

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	1924	44.4
* Agree	1589	40.4
Neither agree nor disagree	287	7.3
Disagree	219	6.2
Strongly disagree	61	1.6
Percent Positive - This Board 84.8 %	4080	

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	1834	42.8
* Agree	1523	38.6
Neither agree nor disagree	367	9.5
Disagree	265	7.0
Strongly disagree	78	2.0
Percent Positive - This Board 81.4 %	4067	

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	1879	43.4
* Agree	1513	38.9
Neither agree nor disagree	389	10.0
Disagree	210	5.8
Strongly disagree	72	1.9
Percent Positive - This Board 82.3 %	4063	

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	805	13.5
Yes	4910	86.5
	5715	

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	3203	62.6
* Agree	1566	33.5
Neither agree nor disagree	69	1.5
Disagree	68	1.6
Strongly disagree	36	0.7
Percent Positive - This Board 96.1 %	4942	

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	3091	60.3
* Agree	1694	36.5
Neither agree nor disagree	102	2.3
Disagree	31	0.7
Strongly disagree	8	0.2
Percent Positive - This Board 96.8 %	4926	

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	3232	63.4
* Agree	1617	34.8
Neither agree nor disagree	53	1.2
Disagree	21	0.5
Strongly disagree	5	0.1
Percent Positive - This Board 98.2 %	4928	

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	2362	45.8
* Agree	1784	37.3
Neither agree nor disagree	508	10.9
Disagree	227	5.2
Strongly disagree	33	0.8
Percent Positive - This Board 83.1 %	4914	

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	2569	49.8
* Agree	1873	40.0
Neither agree nor disagree	308	6.4
Disagree	148	3.5
Strongly disagree	19	0.4
Percent Positive - This Board 89.7 %	4917	

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	3267	64.1
* Agree	1575	34.0
Neither agree nor disagree	54	1.2
Disagree	25	0.5
Strongly disagree	8	0.2
Percent Positive - This Board 98.2 %	4929	

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	5311	93.6
Yes	342	6.4
Percent Positive - This Board 93.6 %	5653	

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	140	41.5
No	184	58.5
Percent Positive - This Board 41.5 %	324	

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	3363	55.0
* Agree	1968	36.8
Neither agree nor disagree	295	6.2
Disagree	79	1.6
Strongly disagree	23	0.4
Percent Positive - This Board 91.9 %	5728	

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	2988	49.5
* Agree	1891	35.7
Neither agree nor disagree	568	11.3
Disagree	129	2.7
Strongly disagree	38	0.8
Percent Positive - This Board 85.2 %	5614	

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	3214	51.8
* Good	1877	34.7
Fair	483	9.6
Poor	115	2.6
Very poor	56	1.2
Percent Positive - This Board 86.5 %	5745	

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	1619	27.1
No	4545	72.9
	6164	

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	1063	69.0
Went to Pharmacist / Chemist	64	3.5
Went to Primary Care Emergency Centre	38	2.4
Telephoned my own GP practice	56	3.5
Telephoned 999 for emergency services	92	5.4
Went to Hospital A&E / Casualty	216	13.4
Other	42	2.9
	1571	

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	258	16.8
Pharmacist / Chemist	57	3.4
Primary Care Emergency Centre	244	16.0
Own GP practice	72	4.6
Home visit from a GP or Nurse	136	9.3
Ambulance paramedics	176	10.7
A&E / Casualty	478	31.5
Social care services	7	0.6
Other	118	7.1
	1546	

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	1061	72.4
A Nurse	249	16.4
A Pharmacist	57	3.8
Someone else	105	7.4
	1472	

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	482	28.9
* Agree	696	43.8
Neither agree nor disagree	178	10.5
Disagree	180	11.2
Strongly disagree	88	5.7
Percent Positive - This Board 72.7 %	1624	

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	478	28.4
* Agree	758	47.7
Neither agree nor disagree	209	12.6
Disagree	129	8.9
Strongly disagree	38	2.4
Percent Positive - This Board 76.1 %	1612	

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	543	33.1
* Agree	819	50.9
Neither agree nor disagree	149	9.3
Disagree	65	4.4
Strongly disagree	36	2.3
Percent Positive - This Board 84.0 %	1612	

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	555	33.5
* Agree	809	50.9
Neither agree nor disagree	168	10.3
Disagree	53	3.5
Strongly disagree	26	1.8
Percent Positive - This Board 84.4 %	1611	

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	550	33.2
* Agree	713	45.1
Neither agree nor disagree	219	13.4
Disagree	88	5.2
Strongly disagree	40	3.1
Percent Positive - This Board 78.3 %	1610	

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	560	33.7
* Agree	745	46.4
Neither agree nor disagree	184	11.4
Disagree	81	5.4
Strongly disagree	46	3.2
Percent Positive - This Board 80.0 %	1616	

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	510	31.7
* Agree	709	44.3
Neither agree nor disagree	257	15.6
Disagree	89	5.5
Strongly disagree	43	2.9
Percent Positive - This Board 76.0 %	1608	

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	474	28.7
* Good	680	42.3
Fair	290	18.5
Poor	126	7.8
Very poor	41	2.8
Percent Positive - This Board 70.9 %	1611	

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	4810	79.9
It is too difficult for me to get time away from work during my practice opening hours	640	11.8
The opening hours are not convenient for me for another reason	157	2.4
I am not sure when my GP practice is open	321	5.9
	5928	

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	497	7.9
Yes, help for me with adaptations and/or equipment for my home	349	5.6
Yes, help for me for activities outside my home	243	4.0
Yes, help to look after someone else	162	2.5
No, not had any help but I feel that I needed it	134	2.2
No, not had any help	4818	76.2
	6320	

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	507	57.2
No	370	42.8
	877	

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	301	68.4
I was not offered any choices	61	12.0
I had no choices due to medical reasons	37	8.1
I did not want a choice in how my care was arranged	15	3.8
Can't remember / don't know	39	7.7
	453	

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	179	34.5
* Agree	256	52.3
Neither agree nor disagree	50	9.9
Disagree	11	2.8
Strongly disagree	4	0.6
Percent Positive - This Board 86.8 %	500	

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	151	31.1
* Agree	239	48.0
Neither agree nor disagree	67	14.0
Disagree	26	5.7
Strongly disagree	6	1.3
Percent Positive - This Board 79.1 %	489	

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	150	30.9
* Agree	229	47.2
Neither agree nor disagree	69	13.0
Disagree	39	6.9
Strongly disagree	9	2.0
Percent Positive - This Board 78.2 %	496	

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	224	44.2
* Agree	234	48.6
Neither agree nor disagree	33	4.9
Disagree	4	0.8
Strongly disagree	6	1.6
Percent Positive - This Board 92.7 %	501	

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	217	43.3
* Agree	215	45.1
Neither agree nor disagree	46	8.6
Disagree	8	2.1
Strongly disagree	5	0.9
Percent Positive - This Board 88.4 %	491	

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	179	37.3
* Agree	206	40.4
Neither agree nor disagree	75	14.6
Disagree	25	4.5
Strongly disagree	12	3.2
Percent Positive - This Board 77.7 %	497	

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	199	40.9
* Agree	217	44.5
Neither agree nor disagree	55	11.8
Disagree	14	2.1
Strongly disagree	4	0.7
Percent Positive - This Board 85.4 %	489	

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	207	43.4
* Agree	199	41.0
Neither agree nor disagree	64	12.7
Disagree	11	2.3
Strongly disagree	3	0.5
Percent Positive - This Board 84.4 %	484	

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	195	40.1
* Agree	202	40.6
Neither agree nor disagree	64	14.2
Disagree	19	4.6
Strongly disagree	4	0.5
Percent Positive - This Board 80.7 %	484	

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	223	39.3
* Good	213	41.8
Fair	78	14.1
Poor	19	3.3
Very poor	6	1.5
Percent Positive - This Board 81.1 %	539	

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	1664	28.2
No	4364	71.8
	6028	

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	718	43.3
There was no change in my ability to do my usual activities	393	24.1
I was less able to do my usual activities	286	17.4
It is too soon to say	246	15.2
	1643	

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	3105	52.0
No	2887	48.0
	5992	

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	1539	50.3
It was about the same as before	1039	35.4
It was worse than before	113	4.1
It is too soon to say	329	10.2
	3020	

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	924	16.4
No	4943	83.6
	5867	

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	500	51.6
I felt about the same as before	251	29.1
I felt more depressed or anxious than before	69	7.3
It is too soon to say	113	11.9
	933	

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	5130	85.8
Yes, up to 4 hours a week	251	4.3
Yes, 5 - 19 hours a week	225	3.6
Yes, 20 - 34 hours a week	65	1.1
Yes, 35 - 49 hours a week	51	1.0
Yes, 50 or more hours a week	262	4.3
	5984	

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	226	26.2
* Agree	377	46.0
Neither agree nor disagree	158	18.4
Disagree	60	6.4
Strongly disagree	24	2.9
Percent Positive - This Board 72.3 %	845	

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	63	7.4
Agree	186	24.9
Neither agree nor disagree	189	23.7
* Disagree	230	27.9
* Strongly disagree	111	16.2
Percent Positive - This Board 44.1 %	779	

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	103	14.1
* Agree	306	39.6
Neither agree nor disagree	218	27.3
Disagree	99	13.5
Strongly disagree	39	5.5
Percent Positive - This Board 53.7 %	765	

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	94	13.6
* Agree	224	27.9
Neither agree nor disagree	263	36.3
Disagree	131	15.9
Strongly disagree	47	6.4
Percent Positive - This Board 41.5 %	759	

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	12.2
* Agree	213	26.9
Neither agree nor disagree	317	43.5
Disagree	101	11.9
Strongly disagree	42	5.5
Percent Positive - This Board 39.1 %	766	

Demographics

Q46 - Are you male or female?

All patients	n	%
Male	2613	42.1
Female	3583	57.9
	6196	

Q47 - What was your age on your last birthday?

All patients	n	%
17-34	603	10.3
35-49	1018	17.0
50-64	2020	32.5
65+	2491	40.3
	6132	

Q48 - How would you rate your health in general?

All patients	n	%
Good	3817	61.3
Fair	2020	33.4
Bad	310	5.3
	6147	

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	762	12.7
Yes, limited a little	1466	24.0
No	3921	63.3
	6149	

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

All patients	n	%
Very well	3489	55.5
Quite well	2338	38.3
Not very well	293	5.3
Not at all well	54	0.9
	6174	

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	2781	44.2
Good	2264	36.5
Alright / neither good or bad	931	15.7
Bad	184	3.2
Very bad	24	0.4
	6184	

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