

Health and Care Experience Survey 2015/16

Results for NHS Grampian



May 2016, Official Statistics



NHS Grampian

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

The survey was sent to 50,232 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

9,084 patients of NHS Grampian sent in feedback on their experiences at the practice. Of the patients that answered questions about themselves:

- 42% were male and 58% were female;
- 13% were aged 17-34, 18% were aged 35-49, 32% were aged 50-64 and 38% were 65 and over;
- 68% did not have any limiting illness or disability.

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

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

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

www.gov.scot/Topics/Statistics/Browse/Health/GPPatientExperienceSurvey/HACE2015-16

Summary of Results

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

The difference between the percent positive score for the 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	96%	+2 *
Service users are supported to live as independently as possible	84%	+0
Service users have a say in how their help, care or support is provided	78%	-1
Service users' health and care services seem to be well coordinated	79%	+4
Rating of overall help, care or support services	82%	+1
Rating of overall care provided by GP practice	85%	-1 ^s
The help, care or support improves service users' quality of life	85%	+1
Carers feels supported to continue caring	41%	+0
Service users feel safe	83%	-1

*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%
It is explained to patients why they need a test	95%

Bottom 5 Responses (highest % negative scores)

Question	% negative
Overall rating of how mistakes are dealt with	52%
Caring has had a negative impact on carers' health and wellbeing	33%
Local services are well coordinated for the people carers look after	24%
Can usually see preferred doctor	24%
Able to book a doctors appointment 3 or more working days in advance	21%

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	7857	40%	45%		16%	86%	84%	84%	+0%	+2% ^s
Person answering the phone is helpful	7852	60%	33%		7%	94%	94%	93%	-1%	-1% ^s
Can see or speak to a doctor or nurse within 2 working days	5911	62%	20%		18%	83%	83%	82%	-1%	-3% ^s
Able to book a doctors appointment 3 or more working days in advance	5957	79%			21%	83%	80%	79%	-1%	+3% ^s
Can usually see preferred doctor	7925	76%			24%	79%	77%	76%	-1%	-5% ^s
Overall arrangements for getting to see a doctor	7970	23%	43%	21%	13%	71%	68%	66%	-2% ^s	-6% ^s
Overall arrangements for getting to see a nurse	7015	31%	50%	16%		83%	81%	81%	-0%	-1%

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	3940	31%	44%	15%	10%	-	75%	75%	-0%	-2% ^s

At your GP Practice

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
The receptionists are helpful	8085	52%	40%		8%	94%	93%	92%	-0%	-1% ^s
Time waiting to be seen at GP practice	8006		84%		16%	86%	84%	84%	-1%	-2% ^s

At your GP Practice - doctors

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
Doctors listen to patients	7312	54%	41%			95%	95%	95%	+0%	-0%
Patients feel that doctors have all the information they need to treat them	7268	44%	44%	8%		89%	88%	87%	-1%	-2% ^s
Doctors take account of the things that matter to patients	7251	44%	42%	10%		-	85%	86%	+1%	-1%
Doctors talk in a way that helps patients to understand their condition and treatment	7271	49%	41%	7%		90%	89%	90%	+0%	-1%
Patients have confidence in doctors' ability to treat them	7290	50%	38%	8%		89%	88%	88%	-0%	-2% ^s
Patients have enough time with doctors	7279	45%	42%	8%		90%	88%	87%	-2% ^s	-2% ^s

At your GP Practice - nurses

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
Nurses listen to patients	6211	51%	43%			96%	95%	94%	-1%	-1% ^s
Patients feel that nurses have all the information they need to treat them	6202	49%	43%			94%	93%	92%	-1% ^s	-2% ^s
Nurses take account of the things that matter to patients	6165	47%	41%	10%		-	88%	88%	-0%	-2% ^s
Nurses talk in a way that helps patients to understand their condition and treatment	6178	48%	41%	9%		92%	90%	89%	-1%	-2% ^s
Patients have confidence in nurses' ability to treat them	6206	52%	40%			95%	94%	93%	-1% ^s	-1% ^s
Patients have enough time with nurses	6202	51%	44%			97%	96%	95%	-1% ^s	-1% ^s

At your GP practice - care and treatment

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
Patients are involved as much as they want to be in decisions about their care and treatment	7845	59%	36%			-	60%	59%	-0%	-3% ^s

Tests arranged by your GP practice

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
It is explained to patients why they need a test	5738	53%	42%			-	96%	95%	-0%	-0%
Patients are satisfied with the length of time they wait for results	5696	42%	42%	8%	8%	-	87%	84%	-3% ^s	-1%
Patients are satisfied with the way they receive results	5675	38%	40%	11%	11%	-	81%	78%	-2% ^s	-2% ^s
Test results are explained to patients in a way they can understand	5656	39%	39%	13%	9%	-	80%	78%	-2% ^s	-3% ^s

At your GP Practice - medicines

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
Patients find it easy enough for them to get their medicines	6821	58%	38%			97%	97%	96%	-1% ^s	-0%
Patients know enough about what their medicines are for	6806	56%	40%			96%	97%	97%	-0%	-0%
Patients know enough about how and when to take their medicines	6802	59%	40%			98%	98%	98%	-0%	-0%
Patients know enough about side effects of medicines	6783	42%	40%	13%		82%	82%	82%	+0%	-1%
Patients know what to do if they have any problems with their medicines	6788	45%	42%	8%		90%	89%	88%	-2% ^s	-2% ^s
Patients take their prescription as they are supposed to	6799	60%	37%			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	7870		93%		7%	-	93%	93%	-0%	-1% ^s
Overall rating of how mistakes are dealt with	546	48%			52%	-	19%	48%	+29%	+2%

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	8063	49%	42%	7%		91%	90%	91%	+0%	-1% ^s
Patients are treated with compassion and understanding	7909	44%	40%	13%		89%	84%	84%	+0%	-1%
Rating of overall care provided by GP practice	8079	44%	41%	11%		89%	85%	85%	+0%	-1% ^s

Out of hours healthcare

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
The time patients wait for out of hours services is reasonable	2140	27%	45%	10%	19%	75%	71%	71%	+0%	-2%
Patients feel that people have all the information they need to treat them	2113	28%	48%	12%	11%	77%	76%	77%	+0%	-1%
Patients feel that they are listened to	2123	33%	50%	9%	8%	83%	84%	83%	-1%	-1%
Things are explained to patients in a way they can understand	2117	34%	51%	10%		86%	85%	85%	-0%	-1%
Patients feel that they were treated by the right people	2116	34%	45%	13%	9%	-	-	79%	-	-2%
Patients feel they get the right treatment or advice	2116	34%	44%	11%	10%	80%	79%	78%	-1%	-3% ^s
Patients feel that people take account of the things that matter to them	2116	32%	42%	16%	10%	-	74%	74%	-0%	-1%
Rating of overall care provided out of hours	2114	28%	39%	20%	13%	74%	70%	67%	-3%	-5% ^s

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	568	34%	51%	11%		-	89%	85%	-4%	-1%
Service users have a say in how their help, care or support is provided	556	33%	45%	15%	7%	-	81%	78%	-3%	-1%
Service users are aware of the help, care and support options available	552	28%	47%	16%	10%	-	-	74%	-	-1%
Service users are treated with respect	575	42%	49%			-	90%	92%	+2%	+1%
Service users are treated with compassion and understanding	565	40%	47%	8%		-	87%	88%	+1%	+1%
Service users' health and care services seem to be well coordinated	557	37%	42%	12%	9%	-	79%	79%	-0%	+4%
Service users are supported to live as independently as possible	549	38%	46%	12%		-	81%	84%	+3%	+0%
Service users feel safe	542	40%	43%	14%		-	81%	83%	+2%	-1%
The help, care or support improves service users' quality of life	554	38%	47%	11%		-	82%	85%	+2%	+1%
Rating of overall help, care or support services	606	39%	43%	14%		-	82%	82%	+0%	+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	1061	24%	46%	20%	10%	-	71%	70%	-1%	+2%
Caring has had a negative impact on carers' health and wellbeing	997	13%	29%	25%	33%	-	44%	42%	-2%	+2%
Carers have a say in the services provided for the person they look after	969	11%	39%	29%	21%	-	48%	50%	+2%	+0%
Local services are well coordinated for the people carers look after	960	12%	28%	36%	24%	-	44%	40%	-4%	-3%
Carers feels supported to continue caring	954	12%	30%	40%	19%	-	43%	41%	-2%	+0%

Information Questions

This section shows results for questions that did not fit into the percentage positive format used elsewhere in the report. These tables show the percentage of patients who responded to each answer option. Results for Scotland, and where possible, results from the previous survey are included. If the question was new to this year's survey, the absence of historic results will be indicated by a "-".

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

Your GP Practice: getting to see or speak to someone

Q6 - What was the main reason you waited longer than 2 working days?

Patients who have urgently needed to speak to a doctor or nurse from their GP practice in the last 12 months who waited more than 2 working days	2013/14	2015/16	Scotland
The person I wanted to see was not available in the next 2 days	34	34	35
The times available in the next 2 days were not convenient for me	11	11	11
I was not offered a chance to see or speak to anyone within 2 working days	47	48	49
Another reason	8	7	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	56	56	57
Yes, and I am not happy about it	17	20	19
No, other patients can't overhear	18	16	17
Don't know	9	8	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	-	68	65
Went to Pharmacist / Chemist	-	4	4
Went to Primary Care Emergency Centre	-	1	2
Telephoned my own GP practice	-	5	4
Telephoned 999 for emergency services	-	6	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	-	4	3
Primary Care Emergency Centre	-	8	15
Own GP practice	-	5	5
Home visit from a GP or Nurse	-	11	9
Ambulance paramedics	-	11	11
A&E / Casualty	-	37	35
Social care services	-	0	0
Other	-	6	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	76	79	80
It is too difficult for me to get time away from work during my practice opening hours	13	11	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	8	7	6

Health and care effectiveness

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

Patients who received NHS treatment or advice because of something that was affecting their ability to do their usual activities - to live their normal life	2013/14	2015/16	Scotland
I was able to go back to most of my usual activities	48	47	43
There was no change in my ability to do my usual activities	22	22	23
I was less able to do my usual activities	16	16	19
It is too soon to say	14	15	15

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

Patients who received NHS treatment or advice because of something that was causing them pain or discomfort	2013/14	2015/16	Scotland
It was better than before	52	53	51
It was about the same as before	35	33	35
It was worse than before	3	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	59	57	53
I felt about the same as before	27	26	28
I felt more depressed or anxious than before	5	8	8
It is too soon to say	9	9	11

Variation in GP practice results within the NHS Board

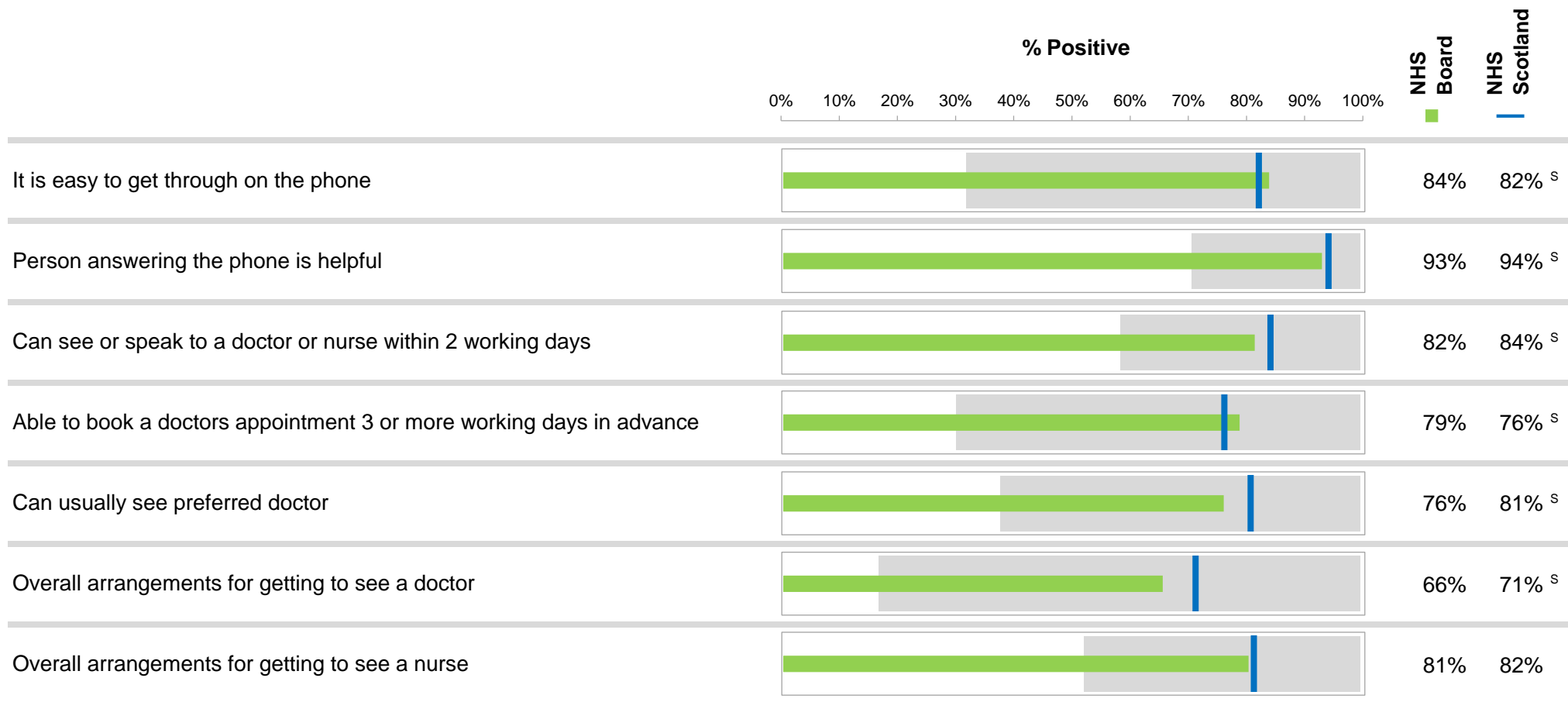
The tables/charts in this section show this NHS Board's percent positive results in relation to the range of percent positive results across GP Practices within this NHS Board. The percent positive results for NHS Scotland are also shown.

Notes on Interpretation

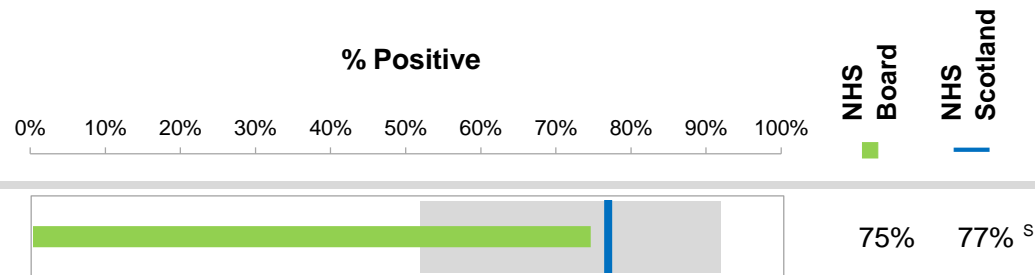
- Range of percent positive results across GP Practices within this NHS Board - ranges from lowest GP Practice to highest GP Practice.
- The NHS Board's percent positive result.
- | NHS Scotland percent positive result.
- ^S Indicates a statistically significant difference in the percent positive result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

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

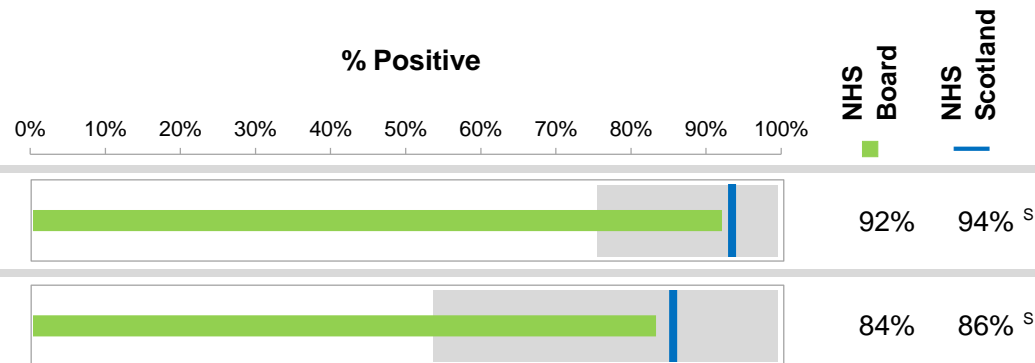
Your GP Practice: getting to see or speak to someone



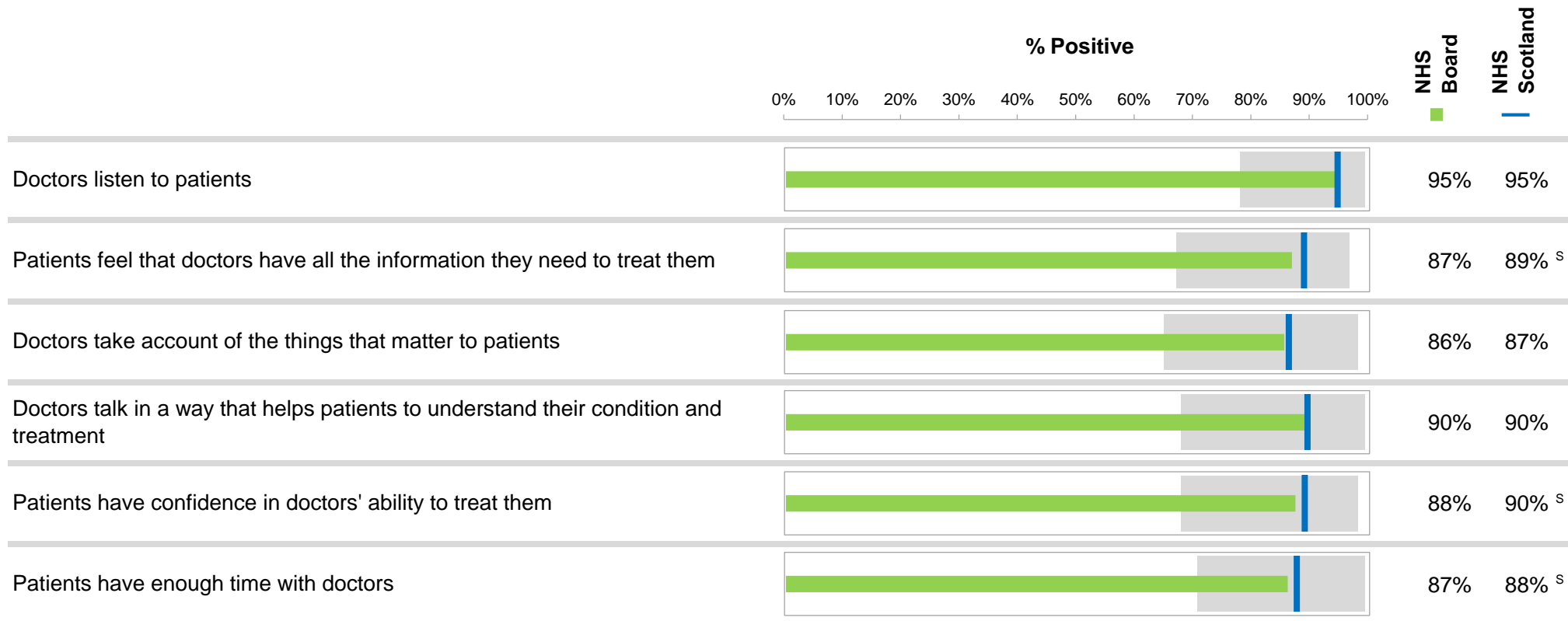
Your GP Practice: referrals



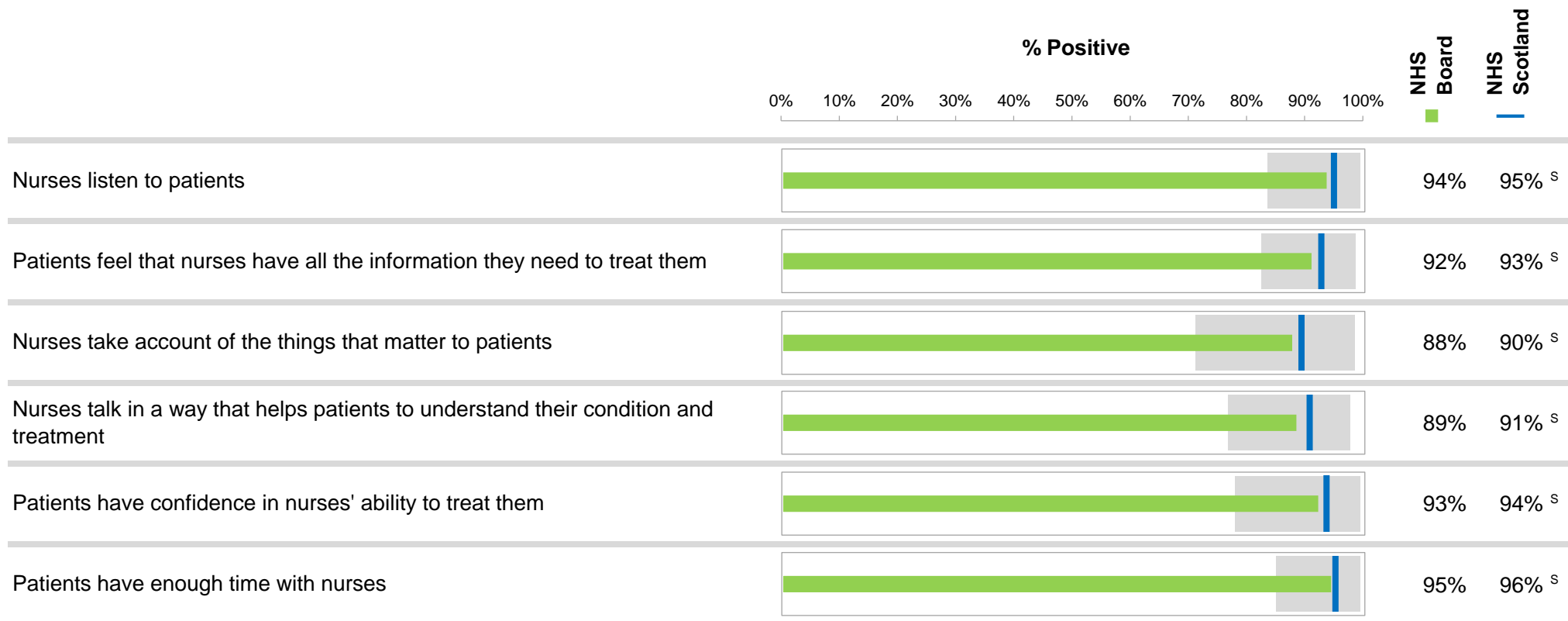
At your GP Practice



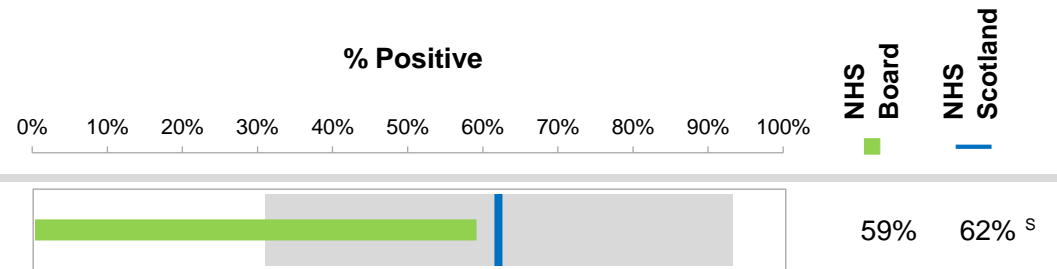
At your GP Practice - doctors



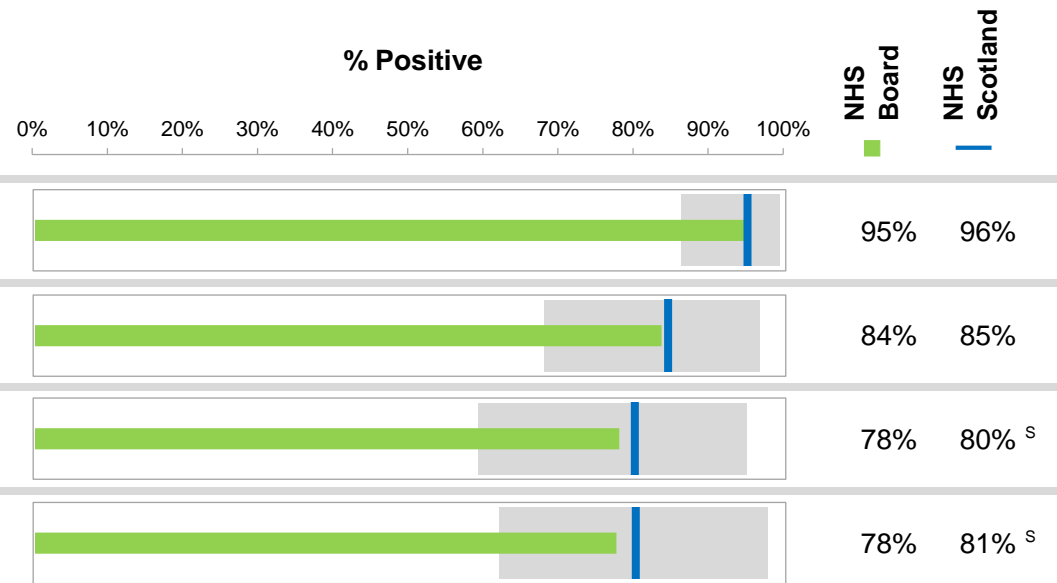
At your GP Practice - nurses



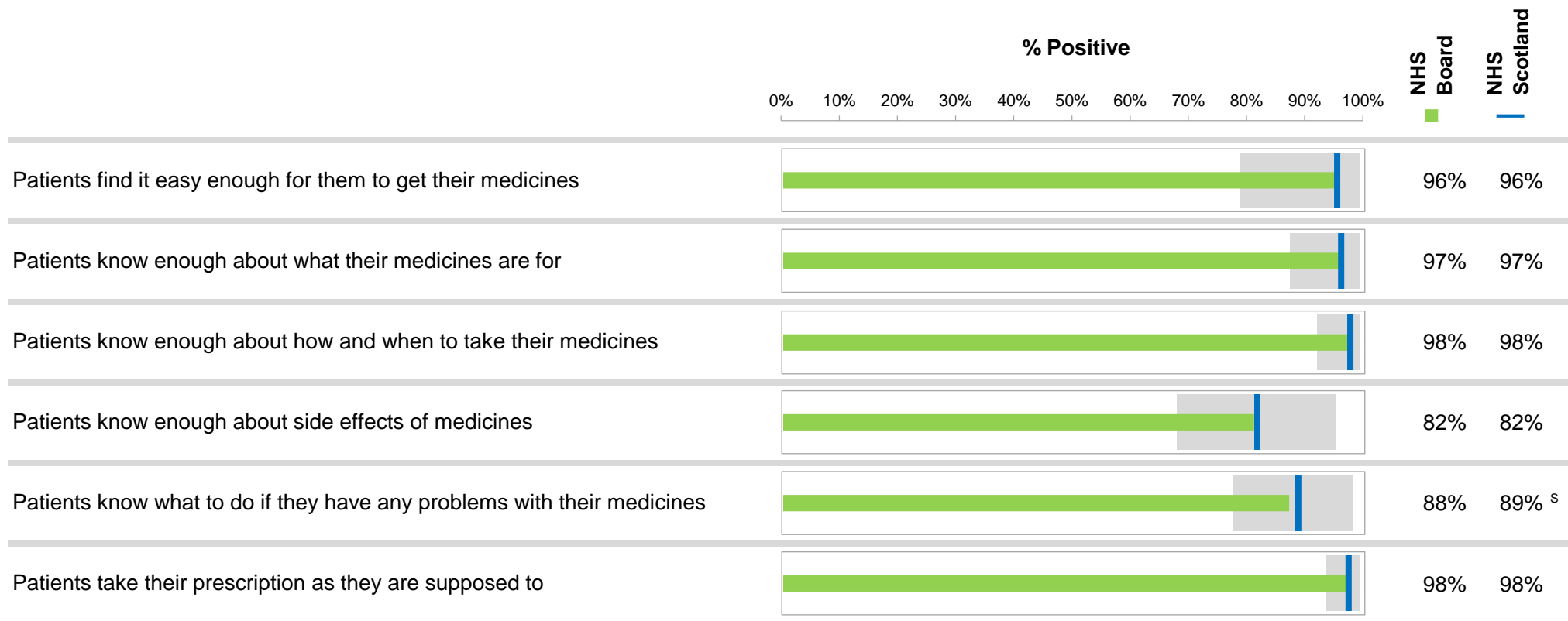
At your GP practice - care and treatment



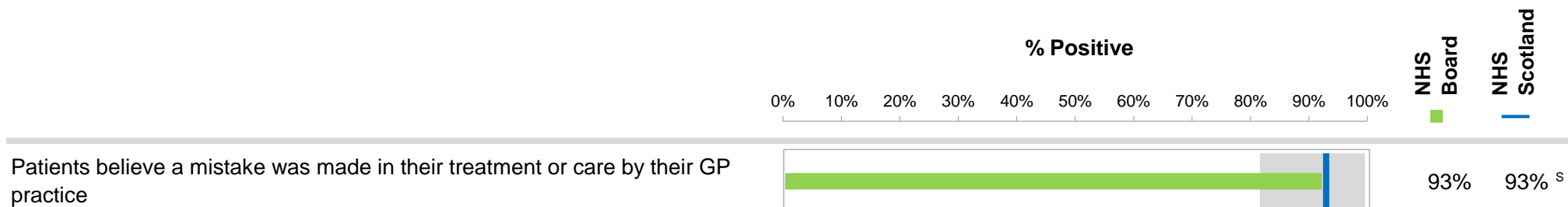
Tests arranged by your GP practice



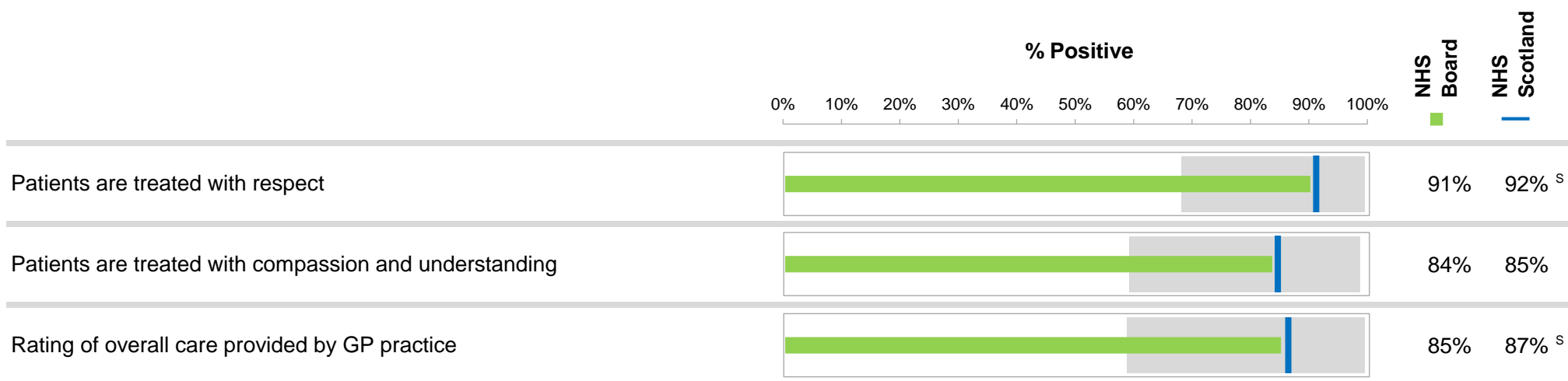
At your GP Practice - medicines



At your GP practice - dealing with mistakes



At your GP practice - overall experience



Variation between NHS Boards

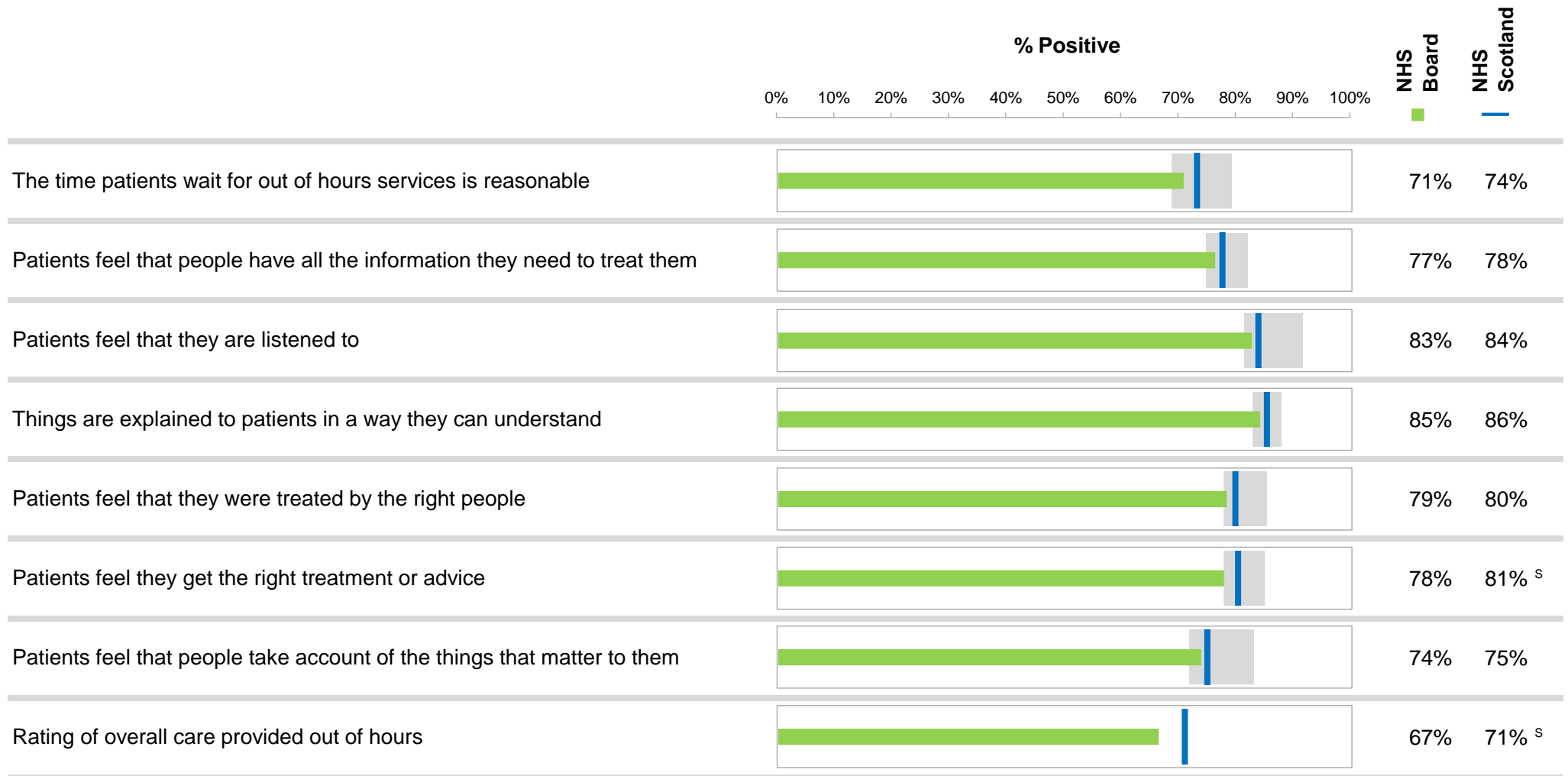
The tables/charts in this section show this NHS Board's percent positive results in relation to the range of percent positive results across all NHS Boards in Scotland. The percent positive results for NHS Scotland are also shown.

Notes on Interpretation

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

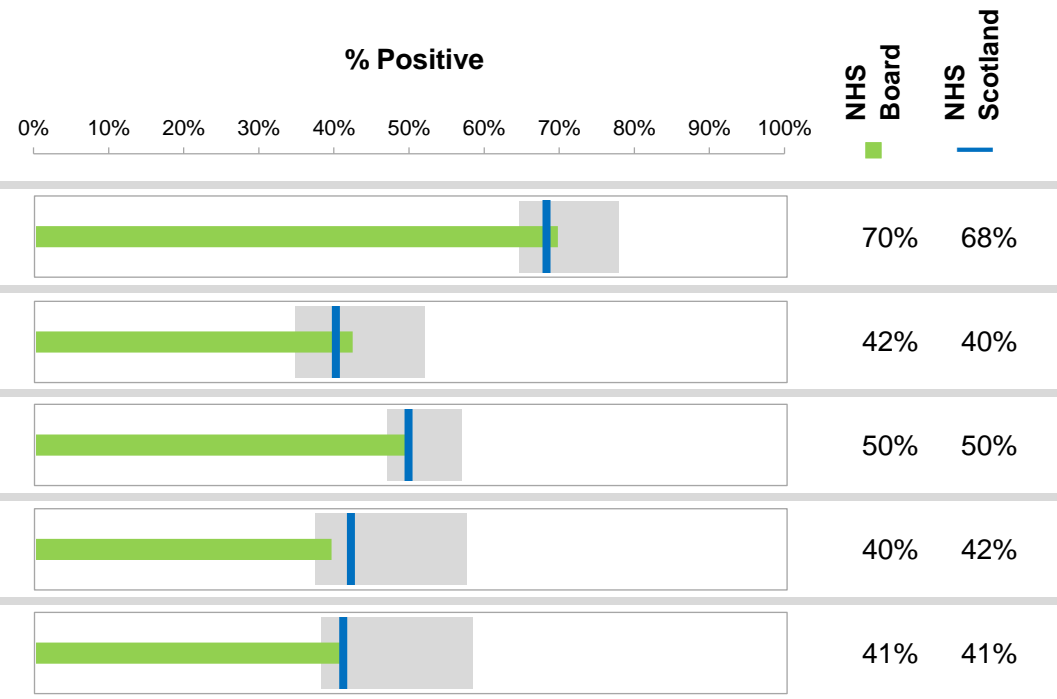
Out of hours healthcare



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	921	10.6
Yes	8030	89.4
	8951	

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	962	12.0
2 - 4 times	3744	47.7
5 - 10 times	2296	28.0
More than 10 times	1016	11.4
Can't remember / don't know	80	0.9
	8098	

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	3755	39.5
* Fairly easy	3083	44.7
Not easy	1019	15.8
Percent Positive - This Board 84.2 %	7857	

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	5170	60.3
* Fairly helpful	2240	33.0
Not very helpful	351	5.3
Not at all helpful	91	1.4
Percent Positive - This Board 93.3 %	7852	

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	3743	61.6
* I saw or spoke to a doctor or nurse within 1 or 2 working days	1229	20.1
I waited more than 2 working days to see or speak to a doctor or nurse	939	18.3
Percent Positive - This Board 81.7 %	5911	

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	310	33.9
The times available in the next 2 days were not convenient for me	84	11.0
I was not offered a chance to see or speak to anyone within 2 working days	487	48.5
Another reason	55	6.6
	936	

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	4865	79.0
No	1092	21.0
Percent Positive - This Board 79.0 %	5957	

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	4012	46.6
No	1657	23.7
* I don't have a doctor I prefer to see	2256	29.8
Percent Positive - This Board 76.3 %	7925	

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	2452	23.0
* Good	3173	42.8
Fair	1452	21.4
Poor	577	8.4
Very poor	316	4.5
Percent Positive - This Board 65.8 %	7970	

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	2545	31.1
* Good	3272	49.6
Fair	963	15.5
Poor	172	2.9
Very poor	63	0.9
Percent Positive - This Board 80.6 %	7015	

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	3945	49.0
No, as it wasn't necessary	3989	49.6
No, but I wanted to	108	1.4
	8042	

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	1295	31.3
* Good	1690	43.5
Fair	575	15.2
Poor	255	6.9
Very poor	125	3.1
Percent Positive - This Board 74.8 %	3940	

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	4547	55.9
Yes, and I am not happy about it	1434	19.7
No, other patients can't overhear	1446	16.3
Don't know	660	8.1
	8087	

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	4684	52.3
* Fairly helpful	2896	40.2
Not very helpful	399	5.8
Not at all helpful	106	1.7
Percent Positive - This Board 92.5 %	8085	

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	6829	83.6
It is too long	1177	16.4
Percent Positive - This Board 83.6 %	8006	

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	740	9.9
Yes	7039	90.1
	7779	

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	4032	53.5
* Agree	2932	41.5
Neither agree nor disagree	212	2.9
Disagree	103	1.6
Strongly disagree	33	0.5
Percent Positive - This Board 95.0 %	7312	

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	3313	43.9
* Agree	3095	43.5
Neither agree nor disagree	583	8.5
Disagree	222	3.3
Strongly disagree	55	0.8
Percent Positive - This Board 87.4 %	7268	

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	3351	44.5
* Agree	2926	41.5
Neither agree nor disagree	715	10.2
Disagree	211	3.0
Strongly disagree	48	0.8
Percent Positive - This Board 86.0 %	7251	

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	3678	48.6
* Agree	2849	41.0
Neither agree nor disagree	498	6.9
Disagree	190	2.7
Strongly disagree	56	0.9
Percent Positive - This Board 89.5 %	7271	

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	3753	49.5
* Agree	2680	38.4
Neither agree nor disagree	565	7.8
Disagree	211	2.9
Strongly disagree	81	1.3
Percent Positive - This Board 88.0 %	7290	

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	3497	44.9
* Agree	2921	41.8
Neither agree nor disagree	502	7.6
Disagree	272	4.3
Strongly disagree	87	1.5
Percent Positive - This Board 86.6 %	7279	

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	1824	22.1
Yes	6115	77.9
	7939	

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	3334	51.4
* Agree	2544	42.8
Neither agree nor disagree	263	4.5
Disagree	54	1.0
Strongly disagree	16	0.3
Percent Positive - This Board 94.2 %	6211	

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	3148	48.5
* Agree	2579	43.0
Neither agree nor disagree	350	6.1
Disagree	102	2.0
Strongly disagree	23	0.4
Percent Positive - This Board 91.5 %	6202	

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	3056	46.9
* Agree	2433	41.3
Neither agree nor disagree	566	9.9
Disagree	82	1.4
Strongly disagree	28	0.5
Percent Positive - This Board 88.2 %	6165	

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	3145	48.3
* Agree	2405	40.6
Neither agree nor disagree	510	9.0
Disagree	89	1.5
Strongly disagree	29	0.6
Percent Positive - This Board 88.9 %	6178	

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	3383	52.3
* Agree	2385	40.4
Neither agree nor disagree	300	4.9
Disagree	93	1.6
Strongly disagree	45	0.7
Percent Positive - This Board 92.7 %	6206	

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	3356	51.3
* Agree	2560	43.6
Neither agree nor disagree	213	3.8
Disagree	54	0.9
Strongly disagree	19	0.3
Percent Positive - This Board 94.9 %	6202	

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		4824	59.3
Yes, to some extent		2659	35.7
No, and I would like to be		362	5.1
Percent Positive - This Board 59.3 %		7845	

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	2319	30.2
Yes	5520	69.8
	7839	

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	3187	53.4
* Agree	2295	42.1
Neither agree nor disagree	174	3.1
Disagree	63	1.1
Strongly disagree	19	0.3
Percent Positive - This Board 95.5 %	5738	

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	2540	42.1
* Agree	2294	41.9
Neither agree nor disagree	435	7.8
Disagree	315	6.0
Strongly disagree	112	2.1
Percent Positive - This Board 84.1 %	5696	

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	2320	38.5
* Agree	2185	40.0
Neither agree nor disagree	594	10.8
Disagree	427	8.0
Strongly disagree	149	2.8
Percent Positive - This Board 78.4 %	5675	

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	2329	38.6
* Agree	2153	39.4
Neither agree nor disagree	692	12.7
Disagree	330	6.4
Strongly disagree	152	2.9
Percent Positive - This Board 78.0 %	5656	

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	1244	15.8
Yes	6770	84.2
	8014	

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	4074	58.1
* Agree	2477	37.8
Neither agree nor disagree	105	1.6
Disagree	125	1.7
Strongly disagree	40	0.7
Percent Positive - This Board 96.0 %	6821	

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	3988	56.2
* Agree	2583	40.3
Neither agree nor disagree	164	2.5
Disagree	60	0.8
Strongly disagree	11	0.1
Percent Positive - This Board 96.5 %	6806	

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	4124	58.5
* Agree	2552	39.6
Neither agree nor disagree	87	1.4
Disagree	34	0.5
Strongly disagree	5	0.1
Percent Positive - This Board 98.1 %	6802	

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	3009	41.9
* Agree	2607	39.6
Neither agree nor disagree	793	12.7
Disagree	300	4.6
Strongly disagree	74	1.1
Percent Positive - This Board 81.6 %	6783	

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	3237	45.4
* Agree	2788	42.3
Neither agree nor disagree	514	8.4
Disagree	204	3.2
Strongly disagree	45	0.7
Percent Positive - This Board 87.7 %	6788	

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	4209	60.3
* Agree	2443	37.4
Neither agree nor disagree	87	1.2
Disagree	40	0.7
Strongly disagree	20	0.4
Percent Positive - This Board 97.8 %	6799	

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	7310	92.5
Yes	560	7.5
Percent Positive - This Board 92.5 %	7870	

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	232	48.1
No	314	51.9
Percent Positive - This Board 48.1 %	546	

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	4243	48.8
* Agree	3134	41.8
Neither agree nor disagree	527	7.3
Disagree	124	1.6
Strongly disagree	35	0.5
Percent Positive - This Board 90.6 %	8063	

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	3778	43.9
* Agree	2986	40.1
Neither agree nor disagree	914	12.8
Disagree	174	2.4
Strongly disagree	57	0.8
Percent Positive - This Board 84.0 %	7909	

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	3920	44.0
* Good	3104	41.5
Fair	783	10.8
Poor	211	2.9
Very poor	61	0.8
Percent Positive - This Board 85.5 %	8079	

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	2136	24.6
No	6749	75.4
	8885	

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	1377	67.9
Went to Pharmacist / Chemist	88	4.5
Went to Primary Care Emergency Centre	24	1.1
Telephoned my own GP practice	121	4.6
Telephoned 999 for emergency services	127	5.9
Went to Hospital A&E / Casualty	275	13.0
Other	71	3.0
	2083	

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	321	16.8
Pharmacist / Chemist	69	3.8
Primary Care Emergency Centre	174	8.4
Own GP practice	117	5.4
Home visit from a GP or Nurse	220	11.0
Ambulance paramedics	249	11.4
A&E / Casualty	743	37.2
Social care services	4	0.2
Other	131	5.8
	2028	

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	1302	66.9
A Nurse	389	20.6
A Pharmacist	79	4.4
Someone else	164	8.2
	1934	

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	580	26.7
* Agree	928	44.5
Neither agree nor disagree	224	9.8
Disagree	274	12.6
Strongly disagree	134	6.4
Percent Positive - This Board 71.2 %	2140	

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	621	28.4
* Agree	983	48.4
Neither agree nor disagree	262	11.9
Disagree	193	8.7
Strongly disagree	54	2.6
Percent Positive - This Board 76.8 %	2113	

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	720	33.3
* Agree	1043	49.9
Neither agree nor disagree	198	9.1
Disagree	99	4.7
Strongly disagree	63	3.0
Percent Positive - This Board 83.2 %	2123	

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	733	34.0
* Agree	1053	50.6
Neither agree nor disagree	216	10.0
Disagree	73	3.3
Strongly disagree	42	2.0
Percent Positive - This Board 84.6 %	2117	

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	726	33.8
* Agree	940	44.9
Neither agree nor disagree	264	12.5
Disagree	118	5.8
Strongly disagree	68	3.0
Percent Positive - This Board 78.8 %	2116	

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	728	33.9
* Agree	932	44.4
Neither agree nor disagree	235	11.4
Disagree	139	6.9
Strongly disagree	82	3.5
Percent Positive - This Board 78.3 %	2116	

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	693	32.4
* Agree	878	41.9
Neither agree nor disagree	335	15.8
Disagree	134	6.5
Strongly disagree	76	3.4
Percent Positive - This Board 74.3 %	2116	

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	598	27.9
* Good	827	38.9
Fair	410	20.0
Poor	170	8.1
Very poor	109	5.0
Percent Positive - This Board 66.8 %	2114	

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	6837	79.0
It is too difficult for me to get time away from work during my practice opening hours	891	11.2
The opening hours are not convenient for me for another reason	221	2.4
I am not sure when my GP practice is open	584	7.3
	8533	

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	516	5.7
Yes, help for me with adaptations and/or equipment for my home	405	4.6
Yes, help for me for activities outside my home	246	2.7
Yes, help to look after someone else	226	2.6
No, not had any help but I feel that I needed it	223	2.6
No, not had any help	7271	79.5
	9084	

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	570	55.2
No	415	44.8
	985	

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	327	62.7
I was not offered any choices	66	13.8
I had no choices due to medical reasons	42	10.0
I did not want a choice in how my care was arranged	20	3.8
Can't remember / don't know	49	9.8
	504	

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	195	33.6
* Agree	286	51.0
Neither agree nor disagree	60	11.0
Disagree	17	2.8
Strongly disagree	10	1.6
Percent Positive - This Board 84.6 %	568	

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	177	32.5
* Agree	256	45.3
Neither agree nor disagree	82	14.7
Disagree	31	6.2
Strongly disagree	10	1.3
Percent Positive - This Board 77.9 %	556	

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	160	27.8
* Agree	253	46.5
Neither agree nor disagree	79	15.8
Disagree	46	7.4
Strongly disagree	14	2.5
Percent Positive - This Board 74.3 %	552	

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	250	42.2
* Agree	271	49.4
Neither agree nor disagree	33	5.3
Disagree	11	1.4
Strongly disagree	10	1.6
Percent Positive - This Board 91.7 %	575	

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	237	40.3
* Agree	251	47.5
Neither agree nor disagree	52	8.3
Disagree	15	2.3
Strongly disagree	10	1.6
Percent Positive - This Board 87.8 %	565	

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	202	36.8
* Agree	230	42.2
Neither agree nor disagree	72	12.4
Disagree	32	5.7
Strongly disagree	21	3.0
Percent Positive - This Board 79.0 %	557	

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	216	37.7
* Agree	242	46.3
Neither agree nor disagree	66	12.0
Disagree	13	2.2
Strongly disagree	12	1.8
Percent Positive - This Board 84.0 %	549	

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	220	40.3
* Agree	233	42.6
Neither agree nor disagree	64	13.6
Disagree	17	2.2
Strongly disagree	8	1.3
Percent Positive - This Board 82.9 %	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	216	38.0
* Agree	249	46.6
Neither agree nor disagree	64	11.0
Disagree	15	3.2
Strongly disagree	10	1.2
Percent Positive - This Board 84.6 %	554	

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	244	38.7
* Good	249	43.2
Fair	82	13.8
Poor	20	2.9
Very poor	11	1.4
Percent Positive - This Board 81.9 %	606	

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	2139	24.8
No	6604	75.2
	8743	

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	953	46.7
There was no change in my ability to do my usual activities	466	21.7
I was less able to do my usual activities	349	16.2
It is too soon to say	337	15.4
	2105	

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	4249	49.7
No	4409	50.3
	8658	

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	2205	52.8
It was about the same as before	1370	33.1
It was worse than before	156	3.7
It is too soon to say	421	10.5
	4152	

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	1209	14.4
No	7268	85.6
	8477	

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	686	57.4
I felt about the same as before	314	25.6
I felt more depressed or anxious than before	92	7.6
It is too soon to say	126	9.3
	1218	

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	7584	87.2
Yes, up to 4 hours a week	392	4.7
Yes, 5 - 19 hours a week	271	3.2
Yes, 20 - 34 hours a week	89	1.1
Yes, 35 - 49 hours a week	51	0.6
Yes, 50 or more hours a week	276	3.2
	8663	

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	254	23.5
* Agree	487	46.5
Neither agree nor disagree	198	19.7
Disagree	104	9.0
Strongly disagree	18	1.4
Percent Positive - This Board 70.0 %	1061	

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	67	6.3
Agree	250	26.7
Neither agree nor disagree	256	24.6
* Disagree	294	29.1
* Strongly disagree	130	13.3
Percent Positive - This Board 42.4 %	997	

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	111	11.2
* Agree	364	39.2
Neither agree nor disagree	295	28.9
Disagree	142	15.3
Strongly disagree	57	5.4
Percent Positive - This Board 50.4 %	969	

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	112	11.5
* Agree	282	28.1
Neither agree nor disagree	330	36.1
Disagree	165	16.5
Strongly disagree	71	7.8
Percent Positive - This Board 39.6 %	960	

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	110	11.6
* Agree	284	29.7
Neither agree nor disagree	363	39.6
Disagree	136	13.1
Strongly disagree	61	6.0
Percent Positive - This Board 41.3 %	954	

Demographics

Q46 - Are you male or female?

All patients	n	%
Male	3797	42.4
Female	5142	57.6
	8939	

Q47 - What was your age on your last birthday?

All patients	n	%
17-34	1055	12.7
35-49	1546	17.6
50-64	2853	31.8
65+	3405	37.8
	8859	

Q48 - How would you rate your health in general?

All patients	n	%
Good	5916	66.4
Fair	2641	29.6
Bad	340	4.0
	8897	

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	915	10.4
Yes, limited a little	1966	21.8
No	5988	67.7

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

All patients	n	%
Very well	5167	57.4
Quite well	3414	38.7
Not very well	272	3.1
Not at all well	75	0.8
	8928	

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	4245	46.6
Good	3190	36.3
Alright / neither good or bad	1273	14.5
Bad	193	2.3
Very bad	36	0.3
	8937	

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