

Health and Care Experience Survey 2015/16

Results for NHS Greater Glasgow & Clyde



May 2016, Official Statistics



NHS Greater Glasgow & Clyde

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

The survey was sent to 224,152 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

26,662 patients of NHS Greater Glasgow & Clyde sent in feedback on their experiences at the practice. Of the patients that answered questions about themselves:

- 43% were male and 57% were female;
- 13% were aged 17-34, 17% were aged 35-49, 33% were aged 50-64 and 37% were 65 and over;
- 61% 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	92%	-2 *
Service users are supported to live as independently as possible	85%	+1
Service users have a say in how their help, care or support is provided	82%	+3
Service users' health and care services seem to be well coordinated	74%	-1
Rating of overall help, care or support services	83%	+2
Rating of overall care provided by GP practice	89%	+2 ^s
The help, care or support improves service users' quality of life	84%	-0
Carers feels supported to continue caring	41%	-0
Service users feel safe	86%	+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	96%

Bottom 5 Responses (highest % negative scores)

Question	% negative
Overall rating of how mistakes are dealt with	53%
Caring has had a negative impact on carers' health and wellbeing	35%
Able to book a doctors appointment 3 or more working days in advance	23%
Local services are well coordinated for the people carers look after	22%
Carers feels supported to continue caring	20%

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	23738	43%	41%		16%	87%	85%	84%	-1%	+2% ^S
Person answering the phone is helpful	23728	67%	27%			95%	95%	95%	-1% ^S	+0%
Can see or speak to a doctor or nurse within 2 working days	18163	61%	24%		15%	86%	85%	85%	-1%	+0%
Able to book a doctors appointment 3 or more working days in advance	18255	77%			23%	80%	79%	77%	-2% ^S	+1%
Can usually see preferred doctor	23396	84%			16%	86%	85%	84%	-1% ^S	+3% ^S
Overall arrangements for getting to see a doctor	24148	35%	41%	16%	7%	80%	77%	77%	-1%	+5% ^S
Overall arrangements for getting to see a nurse	20339	40%	43%	13%		85%	83%	83%	+0%	+1% ^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	13494	36%	43%	14%	7%	-	80%	79%	-1%	+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	24359	61%	34%			95%	95%	94%	-0%	+1% ^s
Time waiting to be seen at GP practice	24117		86%		14%	87%	86%	86%	-0%	+0%

At your GP Practice - doctors

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
Doctors listen to patients	22512	60%	36%			95%	96%	95%	-0%	+0%
Patients feel that doctors have all the information they need to treat them	22267	51%	40%			91%	91%	91%	+0%	+2% ^s
Doctors take account of the things that matter to patients	22210	51%	38%	9%		-	88%	88%	+0%	+1% ^s
Doctors talk in a way that helps patients to understand their condition and treatment	22319	55%	37%			91%	91%	91%	+0%	+1% ^s
Patients have confidence in doctors' ability to treat them	22391	56%	34%			91%	91%	91%	+0%	+1% ^s
Patients have enough time with doctors	22365	52%	38%			91%	91%	90%	-1% ^s	+1% ^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	17637	60%	37%			96%	96%	96%	+0%	+1% ^S
Patients feel that nurses have all the information they need to treat them	17546	56%	38%			94%	94%	94%	+0%	+1% ^S
Nurses take account of the things that matter to patients	17462	54%	37%	8%		-	90%	91%	+1%	+1% ^S
Nurses talk in a way that helps patients to understand their condition and treatment	17501	56%	37%			93%	92%	93%	+1%	+1% ^S
Patients have confidence in nurses' ability to treat them	17590	59%	36%			95%	94%	95%	+1%	+1% ^S
Patients have enough time with nurses	17560	59%	37%			96%	96%	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	23567	63%	32%			-	63%	63%	+1%	+1% ^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	17430	60%	37%			-	96%	96%	+0%	+1% ^s
Patients are satisfied with the length of time they wait for results	17251	46%	38%	8%	7%	-	85%	84%	-1% ^s	-1%
Patients are satisfied with the way they receive results	17178	44%	37%	10%	9%	-	82%	81%	-1% ^s	+1%
Test results are explained to patients in a way they can understand	17151	45%	37%	11%	7%	-	83%	82%	-1%	+1% ^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	21373	63%			33%	97%	96%	96%	+0%	+0%
Patients know enough about what their medicines are for	21242	62%			35%	96%	97%	97%	+0%	+0%
Patients know enough about how and when to take their medicines	21215	64%			34%	98%	98%	98%	+0%	+0%
Patients know enough about side effects of medicines	21144	47%		36%	12%	83%	82%	83%	+1%	+1%
Patients know what to do if they have any problems with their medicines	21152	51%		39%	7%	90%	89%	90%	+0%	+0%
Patients take their prescription as they are supposed to	21231	64%			33%	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	23736	94%				-	94%	94%	-0%	+0%
Overall rating of how mistakes are dealt with	1387	47%		53%		-	20%	47%	+27%	+1%

At your GP practice - overall experience

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
Patients are treated with respect	24225	56%	36%			91%	92%	93%	+0%	+1% ^s
Patients are treated with compassion and understanding	23648	51%	35%	11%		88%	86%	86%	+0%	+1% ^s
Rating of overall care provided by GP practice	24288	53%	35%	9%		90%	89%	89%	-0%	+2% ^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	6641	31%	42%	10%	17%	77%	76%	73%	-3% ^s	-0%
Patients feel that people have all the information they need to treat them	6559	33%	46%	11%	10%	78%	78%	79%	+1%	+1%
Patients feel that they are listened to	6557	36%	49%	9%		85%	85%	85%	+1%	+1%
Things are explained to patients in a way they can understand	6549	37%	49%	9%		86%	85%	86%	+1%	+0%
Patients feel that they were treated by the right people	6553	37%	44%	13%		-	-	81%	-	+1%
Patients feel they get the right treatment or advice	6563	37%	45%	10%	8%	81%	80%	82%	+2%	+1%
Patients feel that people take account of the things that matter to them	6538	34%	42%	16%	8%	-	75%	76%	+1%	+1%
Rating of overall care provided out of hours	6530	32%	42%	17%	9%	73%	73%	73%	+0%	+2% ^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	2302	41%	44%	10%		-	88%	86%	-3%	+0%
Service users have a say in how their help, care or support is provided	2204	37%	44%	11%	7%	-	83%	82%	-1%	+3%
Service users are aware of the help, care and support options available	2262	32%	46%	11%	10%	-	-	78%	-	+3%
Service users are treated with respect	2312	45%	44%	9%		-	93%	89%	-4% ^s	-2%
Service users are treated with compassion and understanding	2261	45%	41%	11%		-	88%	86%	-2%	-1%
Service users' health and care services seem to be well coordinated	2256	36%	38%	17%	9%	-	79%	74%	-5% ^s	-1%
Service users are supported to live as independently as possible	2222	39%	45%	11%		-	85%	85%	+0%	+1%
Service users feel safe	2230	40%	45%	11%		-	86%	86%	-1%	+1%
The help, care or support improves service users' quality of life	2220	43%	41%	12%		-	85%	84%	-1%	-0%
Rating of overall help, care or support services	2557	39%	43%	13%		-	85%	83%	-2%	+2%

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	3875	25%	43%	19%	13%	-	69%	68%	-2%	-1%
Caring has had a negative impact on carers' health and wellbeing	3617	14%	24%	26%	35%	-	41%	38%	-3%	-2%
Carers have a say in the services provided for the person they look after	3484	14%	35%	32%	20%	-	49%	49%	-0%	-1%
Local services are well coordinated for the people carers look after	3457	12%	29%	37%	22%	-	49%	41%	-8% ^s	-1%
Carers feels supported to continue caring	3489	13%	28%	39%	20%	-	46%	41%	-5% ^s	-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	36	37	35
The times available in the next 2 days were not convenient for me	14	11	11
I was not offered a chance to see or speak to anyone within 2 working days	44	45	49
Another reason	6	6	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	61	61	57
Yes, and I am not happy about it	18	18	19
No, other patients can't overhear	13	13	17
Don't know	7	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	-	62	65
Went to Pharmacist / Chemist	-	4	4
Went to Primary Care Emergency Centre	-	4	2
Telephoned my own GP practice	-	5	4
Telephoned 999 for emergency services	-	5	6
Went to Hospital A&E / Casualty	-	17	15
Other	-	3	3

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

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed			
	2013/14	2015/16	Scotland
Got phone advice only from NHS 24	-	15	16
Pharmacist / Chemist	-	4	3
Primary Care Emergency Centre	-	18	15
Own GP practice	-	5	5
Home visit from a GP or Nurse	-	7	9
Ambulance paramedics	-	9	11
A&E / Casualty	-	35	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	79	81	80
It is too difficult for me to get time away from work during my practice opening hours	12	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	6	5	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	44	41	43
There was no change in my ability to do my usual activities	23	22	23
I was less able to do my usual activities	17	20	19
It is too soon to say	15	16	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	35	35	35
It was worse than before	4	4	4
It is too soon to say	9	11	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	53	49	53
I felt about the same as before	28	30	28
I felt more depressed or anxious than before	8	9	8
It is too soon to say	11	13	11

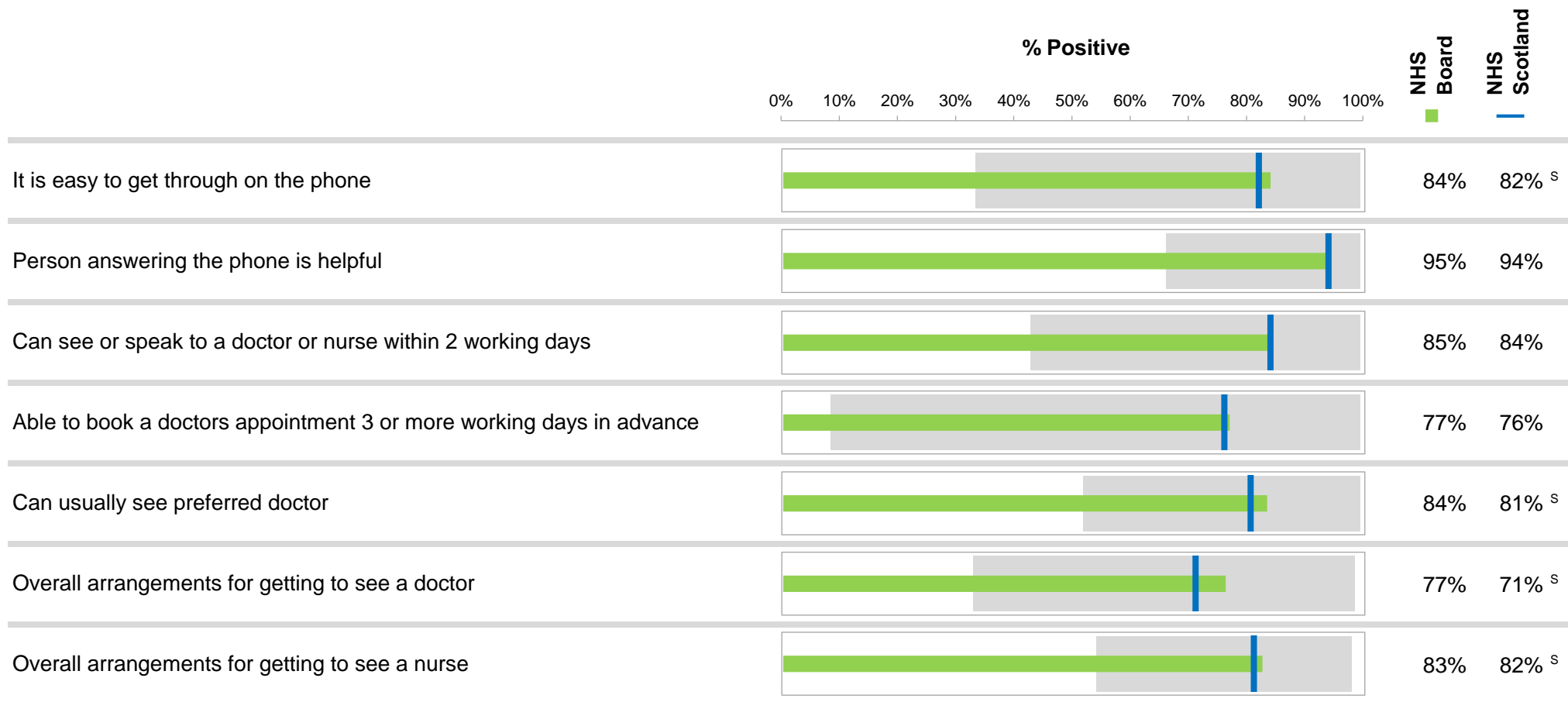
Variation in GP practice results within the NHS Board

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.

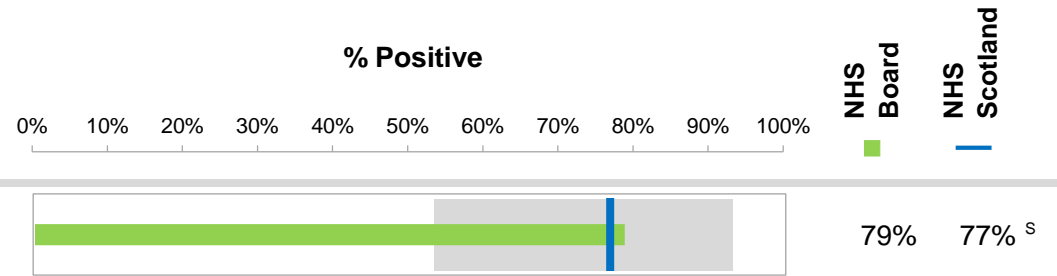
Notes on Interpretation

- 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).

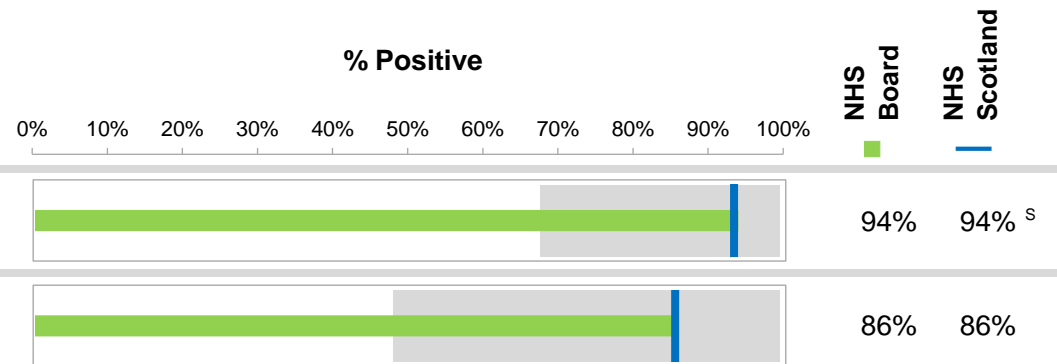
Your GP Practice: getting to see or speak to someone



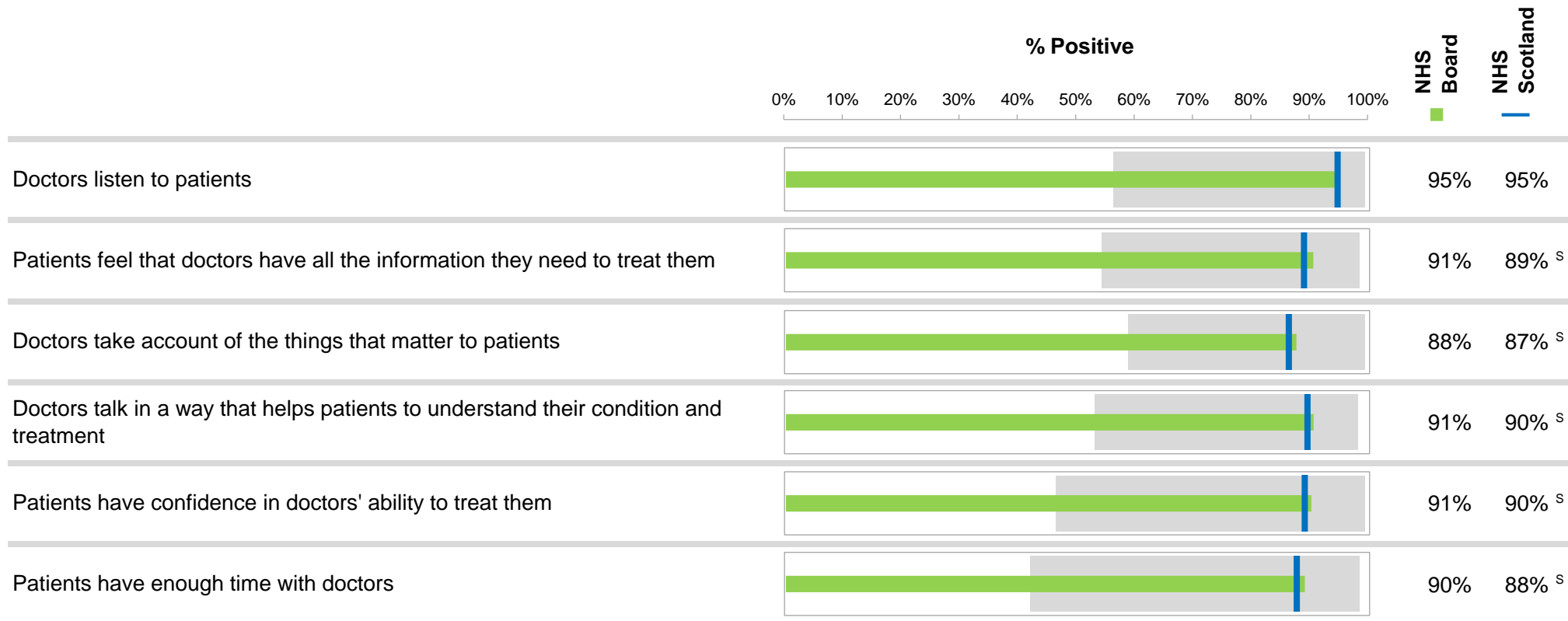
Your GP Practice: referrals



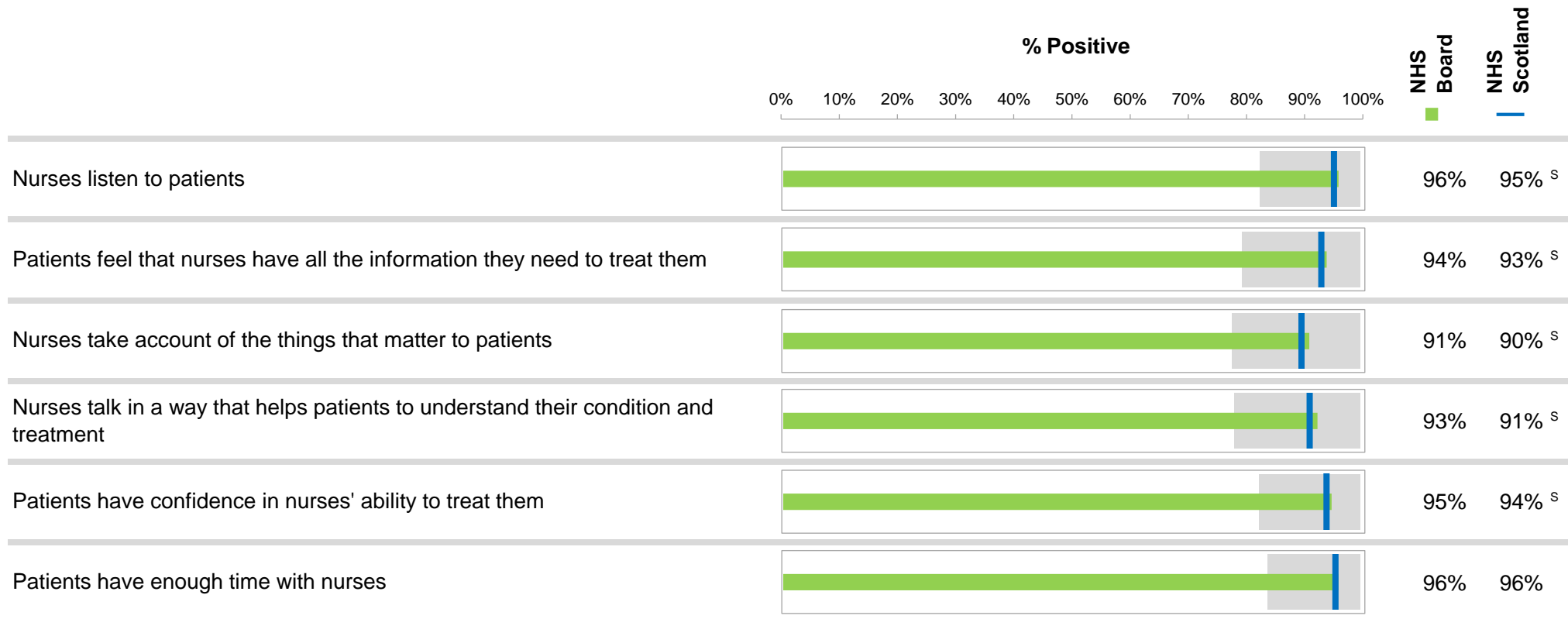
At your GP Practice



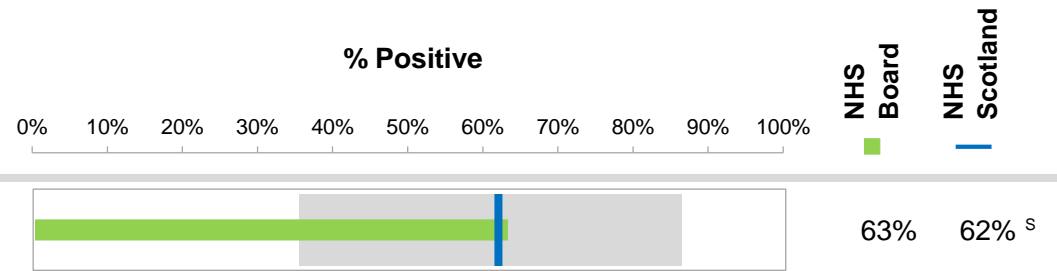
At your GP Practice - doctors



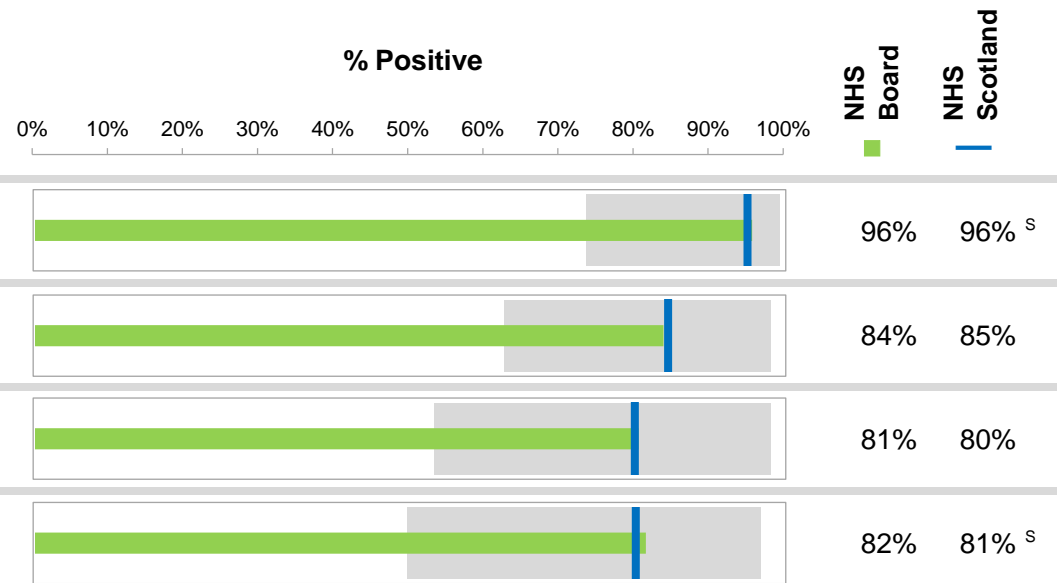
At your GP Practice - nurses



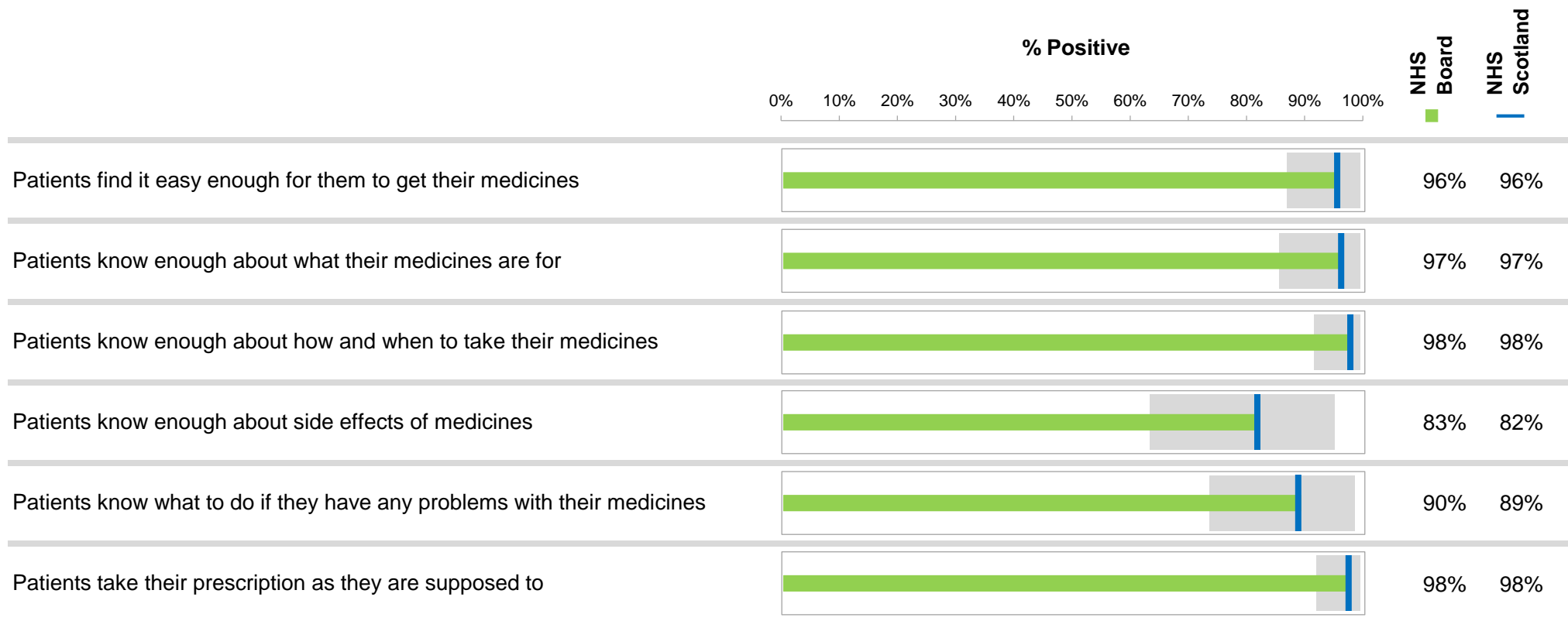
At your GP practice - care and treatment



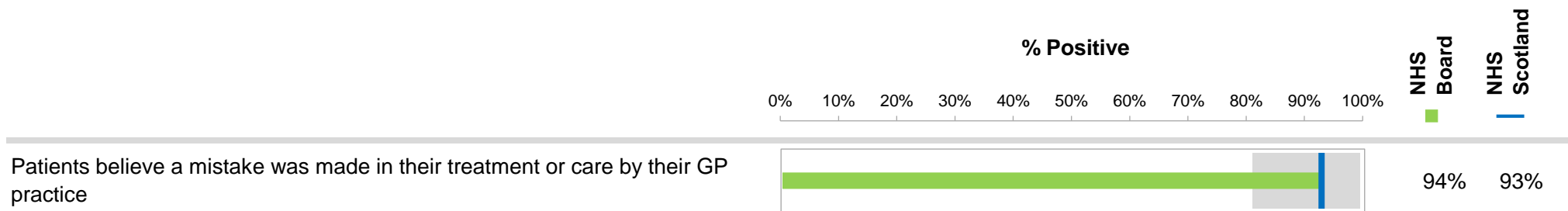
Tests arranged by your GP practice



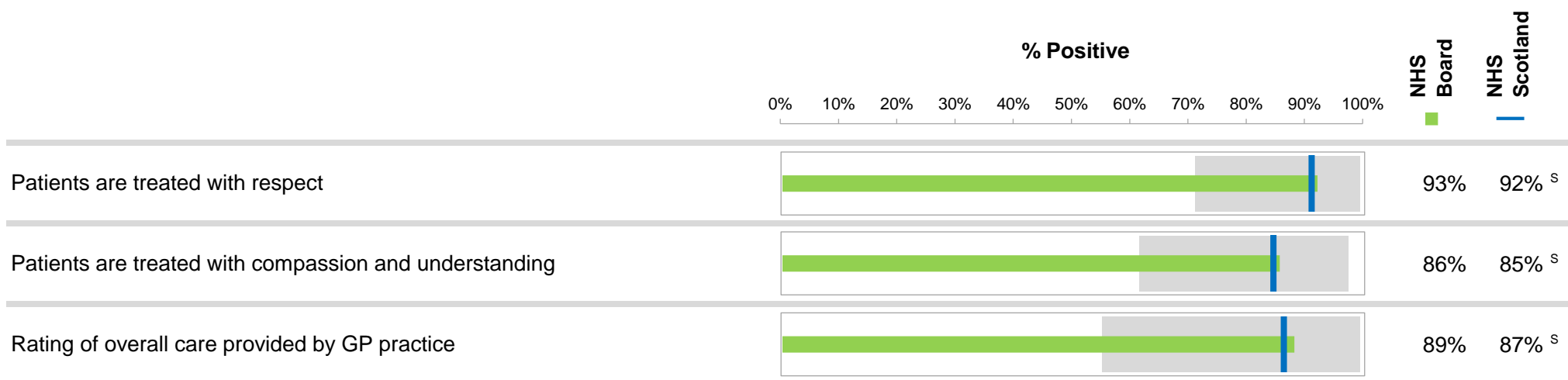
At your GP Practice - medicines



At your GP practice - dealing with mistakes



At your GP practice - overall experience



Variation between NHS Boards

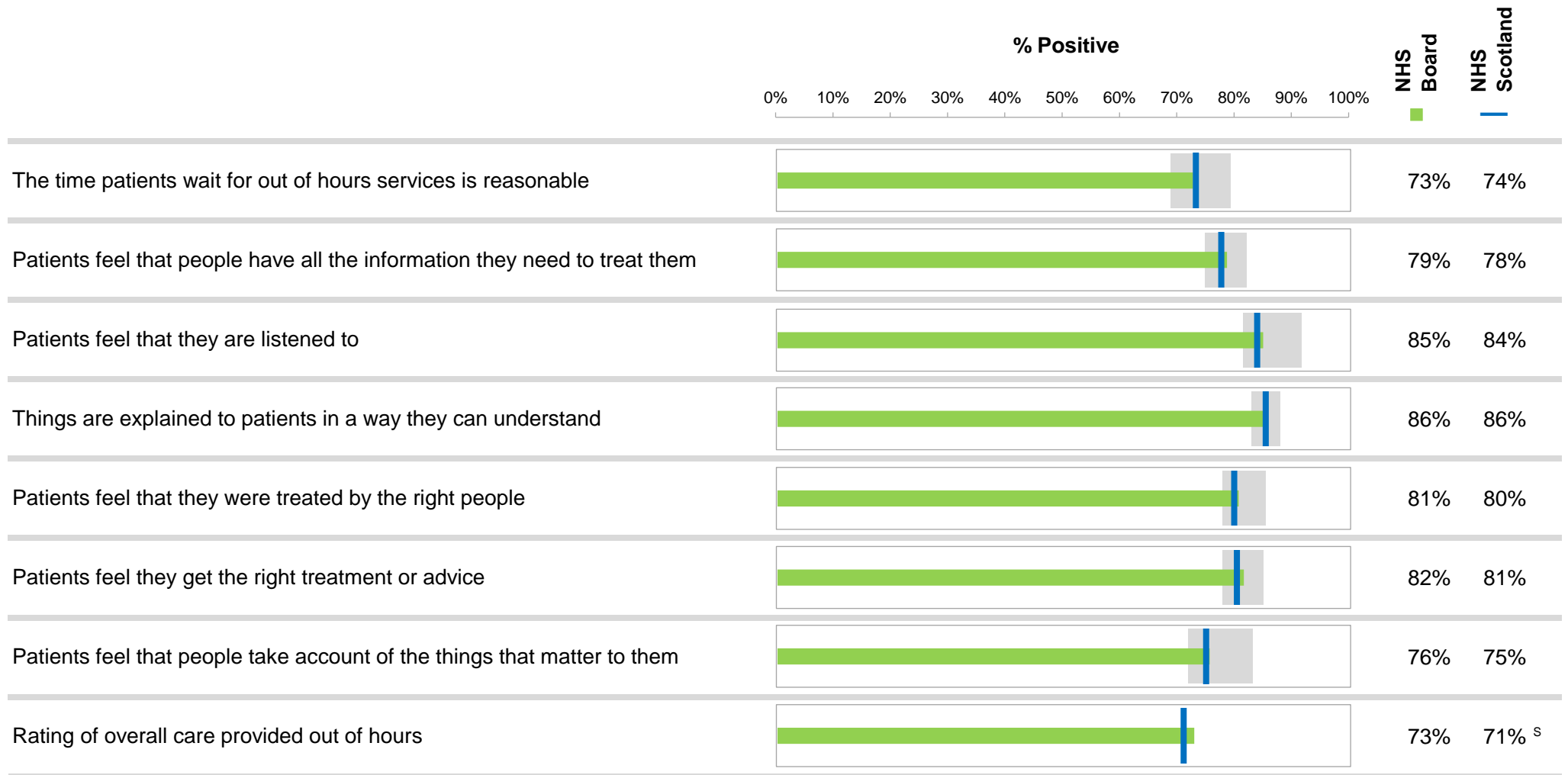
The tables/charts in this section show this NHS Board's percent positive results in relation to the range of percent positive results across all NHS Boards in Scotland. The percent positive results for NHS Scotland are also shown.

Notes on Interpretation

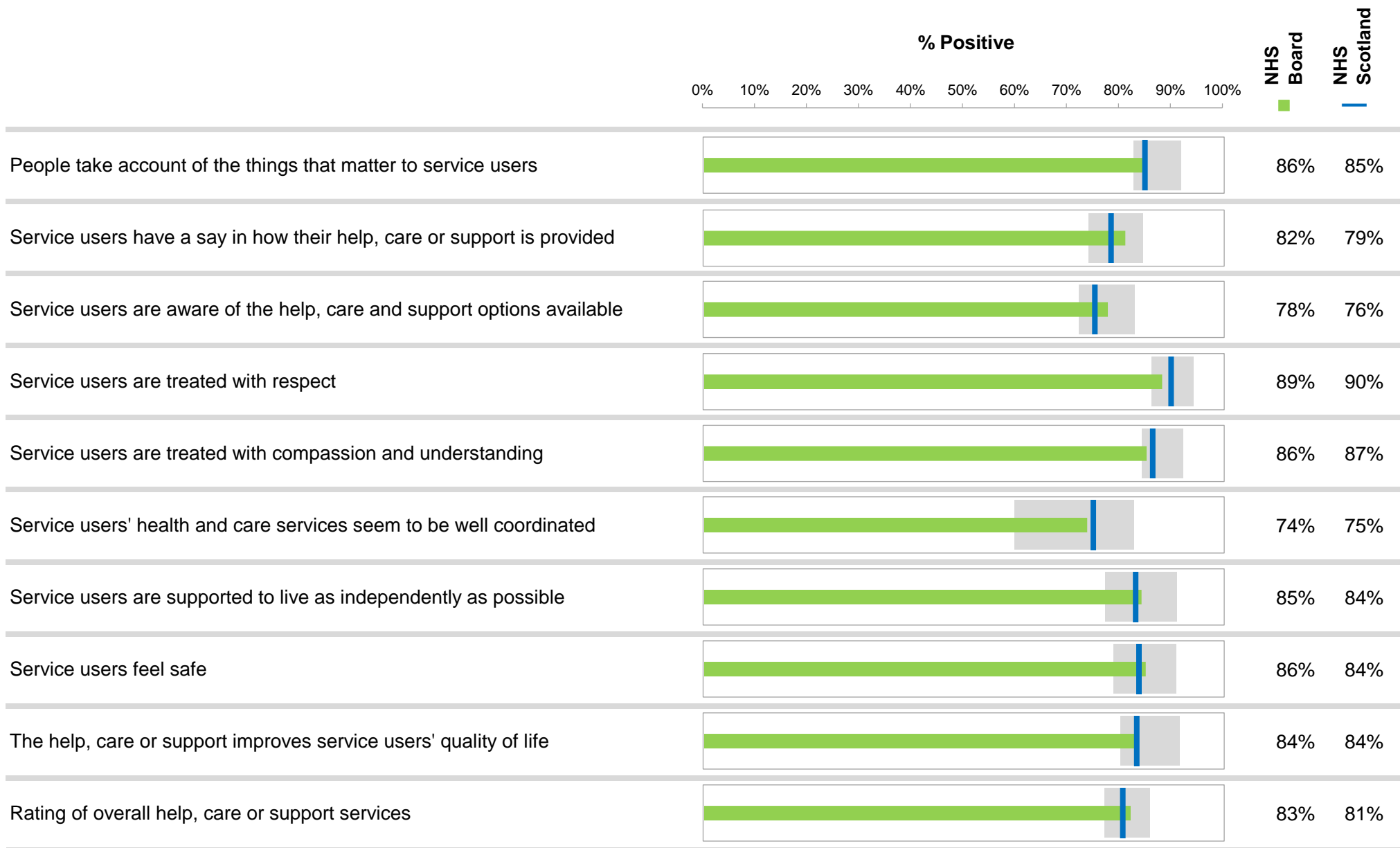
- Range of percent positive results across all NHS Boards in Scotland - ranges from lowest NHS Board to highest NHS Board.
- The NHS Board's percent positive result.
- | NHS Scotland percent positive result.
- ^S Indicates a statistically significant difference in the percent positive result between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

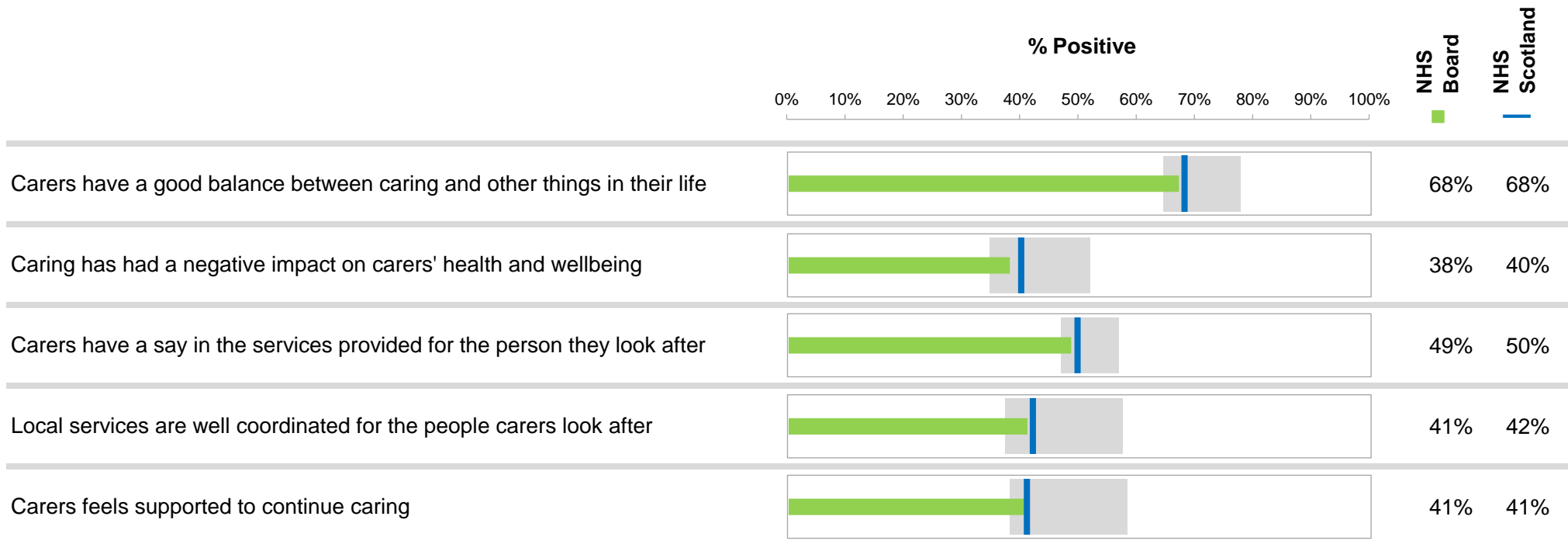
Out of hours healthcare



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	2109	8.5
Yes	24082	91.5
	26191	

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	2480	10.4
2 - 4 times	10757	45.3
5 - 10 times	7274	29.3
More than 10 times	3426	13.5
Can't remember / don't know	383	1.5
	24320	

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	11197	43.1
* Fairly easy	9376	41.3
Not easy	3165	15.6
Percent Positive - This Board 84.4 %	23738	

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	16731	67.5
* Fairly helpful	5906	27.4
Not very helpful	831	4.0
Not at all helpful	260	1.1
Percent Positive - This Board 94.9 %	23728	

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	11049	61.1
* I saw or spoke to a doctor or nurse within 1 or 2 working days	4526	23.8
I waited more than 2 working days to see or speak to a doctor or nurse	2588	15.1
Percent Positive - This Board 84.9 %	18163	

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	868	37.1
The times available in the next 2 days were not convenient for me	284	11.5
I was not offered a chance to see or speak to anyone within 2 working days	1287	45.4
Another reason	166	6.0
	2605	

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	14568	77.4
No	3687	22.6
Percent Positive - This Board 77.4 %	18255	

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	14814	59.6
No	3296	16.2
* I don't have a doctor I prefer to see	5286	24.2
Percent Positive - This Board 83.8 %	23396	

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	9556	35.4
* Good	9562	41.3
Fair	3474	16.0
Poor	1064	5.0
Very poor	492	2.3
Percent Positive - This Board 76.7 %	24148	

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	8534	39.5
* Good	8581	43.5
Fair	2527	13.4
Poor	484	2.5
Very poor	213	1.1
Percent Positive - This Board 83.0 %	20339	

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	13489	55.7
No, as it wasn't necessary	10362	43.1
No, but I wanted to	319	1.2
	24170	

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	4958	35.9
* Good	5752	43.3
Fair	1847	13.7
Poor	661	5.1
Very poor	276	2.0
Percent Positive - This Board 79.1 %	13494	

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	14870	60.9
Yes, and I am not happy about it	4167	18.3
No, other patients can't overhear	3412	13.4
Don't know	1896	7.5
	24345	

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	15567	60.7
* Fairly helpful	7533	33.7
Not very helpful	904	4.0
Not at all helpful	355	1.5
Percent Positive - This Board 94.4 %	24359	

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	21023	86.3
It is too long	3094	13.7
Percent Positive - This Board 86.3 %	24117	

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	1672	7.2
Yes	21350	92.8
	23022	

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	13487	59.5
* Agree	7991	35.9
Neither agree nor disagree	646	2.9
Disagree	285	1.3
Strongly disagree	103	0.4
Percent Positive - This Board 95.4 %	22512	

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	11450	50.7
* Agree	8854	40.4
Neither agree nor disagree	1305	5.9
Disagree	526	2.4
Strongly disagree	132	0.6
Percent Positive - This Board 91.1 %	22267	

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	11463	50.6
* Agree	8212	37.5
Neither agree nor disagree	1817	8.8
Disagree	547	2.4
Strongly disagree	171	0.7
Percent Positive - This Board 88.2 %	22210	

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	12318	54.5
* Agree	8017	36.6
Neither agree nor disagree	1342	6.2
Disagree	477	2.1
Strongly disagree	165	0.7
Percent Positive - This Board 91.1 %	22319	

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	12796	56.3
* Agree	7584	34.4
Neither agree nor disagree	1286	6.1
Disagree	512	2.2
Strongly disagree	213	0.9
Percent Positive - This Board 90.7 %	22391	

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	11868	51.6
* Agree	8241	38.0
Neither agree nor disagree	1260	5.6
Disagree	743	3.6
Strongly disagree	253	1.2
Percent Positive - This Board 89.6 %	22365	

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	6454	28.3
Yes	17291	71.7
	23745	

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	10537	59.7
* Agree	6432	36.5
Neither agree nor disagree	536	3.1
Disagree	107	0.5
Strongly disagree	25	0.1
Percent Positive - This Board 96.2 %	17637	

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	9785	55.9
* Agree	6746	38.2
Neither agree nor disagree	721	4.2
Disagree	238	1.4
Strongly disagree	56	0.3
Percent Positive - This Board 94.1 %	17546	

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	9547	54.1
* Agree	6409	37.0
Neither agree nor disagree	1288	7.6
Disagree	177	1.0
Strongly disagree	41	0.2
Percent Positive - This Board 91.1 %	17462	

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	9875	56.0
* Agree	6336	36.6
Neither agree nor disagree	1078	6.2
Disagree	164	0.9
Strongly disagree	48	0.2
Percent Positive - This Board 92.6 %	17501	

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	10415	59.2
* Agree	6285	35.8
Neither agree nor disagree	675	3.9
Disagree	161	0.9
Strongly disagree	54	0.3
Percent Positive - This Board 95.0 %	17590	

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	10366	59.2
* Agree	6517	37.0
Neither agree nor disagree	487	2.8
Disagree	146	0.8
Strongly disagree	44	0.3
Percent Positive - This Board 96.2 %	17560	

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		15182	63.5
Yes, to some extent		7316	32.0
No, and I would like to be		1069	4.5
Percent Positive - This Board 63.5 %		23567	

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	6765	29.8
Yes	16510	70.2
	23275	

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	10395	59.6
* Agree	6375	36.7
Neither agree nor disagree	440	2.5
Disagree	179	1.0
Strongly disagree	41	0.2
Percent Positive - This Board 96.2 %	17430	

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	8001	46.0
* Agree	6739	38.4
Neither agree nor disagree	1286	8.2
Disagree	911	5.6
Strongly disagree	314	1.9
Percent Positive - This Board 84.3 %	17251	

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	7687	44.1
* Agree	6493	37.0
Neither agree nor disagree	1527	9.7
Disagree	1111	7.1
Strongly disagree	360	2.2
Percent Positive - This Board 81.0 %	17178	

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	7816	45.3
* Agree	6387	36.6
Neither agree nor disagree	1723	10.5
Disagree	856	5.3
Strongly disagree	369	2.2
Percent Positive - This Board 82.0 %	17151	

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	2869	12.0
Yes	21168	88.0
	24037	

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	13651	63.0
* Agree	6945	33.3
Neither agree nor disagree	350	1.6
Disagree	326	1.6
Strongly disagree	101	0.5
Percent Positive - This Board 96.3 %	21373	

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	13144	61.5
* Agree	7447	35.3
Neither agree nor disagree	455	2.3
Disagree	163	0.8
Strongly disagree	33	0.1
Percent Positive - This Board 96.8 %	21242	

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	13702	64.0
* Agree	7170	34.5
Neither agree nor disagree	242	1.1
Disagree	78	0.4
Strongly disagree	23	0.1
Percent Positive - This Board 98.4 %	21215	

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	10070	46.7
* Agree	7555	36.0
Neither agree nor disagree	2333	11.6
Disagree	980	4.8
Strongly disagree	206	1.0
Percent Positive - This Board 82.7 %	21144	

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	10959	50.9
* Agree	8093	38.8
Neither agree nor disagree	1363	6.7
Disagree	595	3.0
Strongly disagree	142	0.6
Percent Positive - This Board 89.7 %	21152	

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	13758	64.4
* Agree	7012	33.5
Neither agree nor disagree	282	1.3
Disagree	130	0.7
Strongly disagree	49	0.2
Percent Positive - This Board 97.8 %	21231	

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)?

Patients who have contacted their GP practice in the last 12 months	n	%
* No	22323	93.8
Yes	1413	6.2
Percent Positive - This Board 93.8 %	23736	

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

Patients who believe their GP practice made a mistake in their treatment or care	n	%
* Yes	647	46.7
No	740	53.3
Percent Positive - This Board 46.7 %	1387	

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	14092	56.2
* Agree	8397	36.4
Neither agree nor disagree	1282	5.5
Disagree	342	1.4
Strongly disagree	112	0.4
Percent Positive - This Board 92.6 %	24225	

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	12514	50.8
* Agree	8033	35.3
Neither agree nor disagree	2429	11.0
Disagree	512	2.2
Strongly disagree	160	0.7
Percent Positive - This Board 86.1 %	23648	

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	13477	53.5
* Good	8207	35.1
Fair	2017	9.0
Poor	428	1.7
Very poor	159	0.7
Percent Positive - This Board 88.6 %	24288	

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	6558	25.9
No	19368	74.1
	25926	

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	3864	61.9
Went to Pharmacist / Chemist	301	4.4
Went to Primary Care Emergency Centre	247	3.8
Telephoned my own GP practice	347	5.1
Telephoned 999 for emergency services	333	5.1
Went to Hospital A&E / Casualty	1039	16.5
Other	212	3.1
	6343	

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	981	15.0
Pharmacist / Chemist	234	3.6
Primary Care Emergency Centre	1123	18.1
Own GP practice	332	5.4
Home visit from a GP or Nurse	456	7.1
Ambulance paramedics	568	9.4
A&E / Casualty	2107	35.0
Social care services	18	0.3
Other	394	6.2
	6213	

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	4420	75.8
A Nurse	837	13.5
A Pharmacist	267	4.4
Someone else	379	6.4
	5903	

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	2025	31.0
* Agree	2835	42.1
Neither agree nor disagree	639	9.9
Disagree	770	11.6
Strongly disagree	372	5.4
Percent Positive - This Board 73.1 %	6641	

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	2127	32.9
* Agree	3069	46.1
Neither agree nor disagree	766	11.4
Disagree	454	7.3
Strongly disagree	143	2.3
Percent Positive - This Board 79.0 %	6559	

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	2365	36.2
* Agree	3230	49.2
Neither agree nor disagree	572	8.7
Disagree	267	4.2
Strongly disagree	123	1.8
Percent Positive - This Board 85.4 %	6557	

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	2434	37.1
* Agree	3178	49.1
Neither agree nor disagree	600	8.7
Disagree	251	3.8
Strongly disagree	86	1.3
Percent Positive - This Board 86.2 %	6549	

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	2431	37.1
* Agree	2910	44.0
Neither agree nor disagree	791	12.6
Disagree	300	4.5
Strongly disagree	121	1.8
Percent Positive - This Board 81.1 %	6553	

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	2405	36.6
* Agree	2967	45.3
Neither agree nor disagree	682	10.4
Disagree	352	5.3
Strongly disagree	157	2.4
Percent Positive - This Board 82.0 %	6563	

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	2242	34.1
* Agree	2753	41.9
Neither agree nor disagree	1016	16.0
Disagree	356	5.5
Strongly disagree	171	2.5
Percent Positive - This Board 76.0 %	6538	

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	2014	31.7
* Good	2710	41.6
Fair	1173	17.4
Poor	437	6.3
Very poor	196	3.0
Percent Positive - This Board 73.3 %	6530	

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	20469	81.3
It is too difficult for me to get time away from work during my practice opening hours	2627	11.2
The opening hours are not convenient for me for another reason	527	2.3
I am not sure when my GP practice is open	1205	5.1
	24828	

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	2671	9.8
Yes, help for me with adaptations and/or equipment for my home	1544	5.5
Yes, help for me for activities outside my home	1393	5.0
Yes, help to look after someone else	795	2.8
No, not had any help but I feel that I needed it	778	2.8
No, not had any help	19231	73.2
	26662	

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	2205	53.0
No	2080	47.0
	4285	

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	1382	68.1
I was not offered any choices	232	10.5
I had no choices due to medical reasons	128	5.8
I did not want a choice in how my care was arranged	82	3.8
Can't remember / don't know	249	11.8
	2073	

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	903	41.5
* Agree	1071	44.3
Neither agree nor disagree	234	10.1
Disagree	64	3.0
Strongly disagree	30	1.2
Percent Positive - This Board 85.7 %	2302	

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	765	37.2
* Agree	1018	44.4
Neither agree nor disagree	276	11.4
Disagree	116	5.8
Strongly disagree	29	1.3
Percent Positive - This Board 81.6 %	2204	

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	735	32.3
* Agree	1022	45.9
Neither agree nor disagree	284	11.3
Disagree	172	8.6
Strongly disagree	49	1.9
Percent Positive - This Board 78.2 %	2262	

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	1049	44.5
* Agree	1069	44.2
Neither agree nor disagree	146	9.2
Disagree	33	1.5
Strongly disagree	15	0.5
Percent Positive - This Board 88.7 %	2312	

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	1018	44.7
* Agree	985	41.0
Neither agree nor disagree	190	11.0
Disagree	48	2.5
Strongly disagree	20	0.7
Percent Positive - This Board 85.7 %	2261	

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	831	36.2
* Agree	925	38.0
Neither agree nor disagree	313	16.6
Disagree	131	7.0
Strongly disagree	56	2.1
Percent Positive - This Board 74.2 %	2256	

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	891	39.4
* Agree	978	45.4
Neither agree nor disagree	259	11.0
Disagree	65	3.2
Strongly disagree	29	1.1
Percent Positive - This Board 84.7 %	2222	

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	912	40.1
* Agree	969	45.4
Neither agree nor disagree	255	10.6
Disagree	62	2.8
Strongly disagree	32	1.1
Percent Positive - This Board 85.6 %	2230	

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	891	42.8
* Agree	968	41.0
Neither agree nor disagree	269	11.7
Disagree	60	3.4
Strongly disagree	32	1.1
Percent Positive - This Board 83.8 %	2220	

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	1052	39.2
* Good	1060	43.4
Fair	332	13.3
Poor	67	2.6
Very poor	46	1.5
Percent Positive - This Board 82.6 %	2557	

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	7467	29.4
No	17847	70.6
	25314	

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	2911	41.2
There was no change in my ability to do my usual activities	1670	22.3
I was less able to do my usual activities	1547	20.2
It is too soon to say	1204	16.3
	7332	

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	13377	53.1
No	11713	46.9
	25090	

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	6477	49.9
It was about the same as before	4594	35.0
It was worse than before	607	4.5
It is too soon to say	1375	10.6
	13053	

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	4600	18.5
No	19904	81.5
	24504	

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	2221	48.7
I felt about the same as before	1386	29.6
I felt more depressed or anxious than before	414	8.9
It is too soon to say	582	12.8
	4603	

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	20932	84.7
Yes, up to 4 hours a week	1106	4.4
Yes, 5 - 19 hours a week	981	3.8
Yes, 20 - 34 hours a week	378	1.5
Yes, 35 - 49 hours a week	255	0.9
Yes, 50 or more hours a week	1213	4.7
	24865	

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	990	24.7
* Agree	1677	42.8
Neither agree nor disagree	712	19.0
Disagree	389	10.5
Strongly disagree	107	2.9
Percent Positive - This Board 67.5 %	3875	

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	385	9.9
Agree	922	25.5
Neither agree nor disagree	933	26.3
* Disagree	877	24.1
* Strongly disagree	500	14.2
Percent Positive - This Board 38.2 %	3617	

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	517	14.1
* Agree	1237	34.8
Neither agree nor disagree	1052	31.6
Disagree	472	13.7
Strongly disagree	206	5.9
Percent Positive - This Board 48.9 %	3484	

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	445	12.5
* Agree	1024	28.8
Neither agree nor disagree	1229	36.5
Disagree	479	14.4
Strongly disagree	280	7.8
Percent Positive - This Board 41.3 %	3457	

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	468	12.7
* Agree	1020	28.2
Neither agree nor disagree	1320	39.2
Disagree	436	12.8
Strongly disagree	245	7.1
Percent Positive - This Board 41.0 %	3489	

Demographics

Q46 - Are you male or female?

All patients	n	%
Male	11150	42.6
Female	14880	57.4
	26030	

Q47 - What was your age on your last birthday?

All patients	n	%
17-34	2980	13.0
35-49	4462	16.9
50-64	8559	32.8
65+	9700	37.3
	25701	

Q48 - How would you rate your health in general?

All patients	n	%
Good	14467	56.9
Fair	9456	36.1
Bad	1886	6.9
	25809	

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	4112	15.8
Yes, limited a little	6045	22.9
No	15580	61.3
	25737	

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

All patients	n	%
Very well	13359	52.4
Quite well	10376	39.4
Not very well	1819	6.8
Not at all well	378	1.4
	25932	

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	10522	41.1
Good	9147	35.1
Alright / neither good or bad	5051	19.3
Bad	1060	3.8
Very bad	201	0.7
	25981	

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