

Health and Care Experience Survey 2015/16

Results for NHS Highland



May 2016, Official Statistics



NHS Highland

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

The survey was sent to 48,731 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

11,127 patients of NHS Highland sent in feedback on their experiences at the practice. Of the patients that answered questions about themselves:

- 42% were male and 58% were female;
- 7% were aged 17-34, 15% were aged 35-49, 34% were aged 50-64 and 44% were 65 and over;
- 65% did not have any limiting illness or disability.

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

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

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

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

Summary of Results

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

The difference between the percent positive score for the NHS Board and the Scottish average is shown in the final column. Differences which are statistically significant are marked with an S. Where a comparison has not been tested due to small numbers, this is marked with an NT.

I am able to look after my own health	96%	+2 *
Service users are supported to live as independently as possible	84%	+1
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	77%	+2
Rating of overall help, care or support services	83%	+2
Rating of overall care provided by GP practice	90%	+3 ^s
The help, care or support improves service users' quality of life	87%	+3
Carers feels supported to continue caring	38%	-3
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	99%
Patients take their prescription as they are supposed to	98%
Patients know enough about what their medicines are for	97%
The receptionists are helpful	97%
Person answering the phone is helpful	97%

Bottom 5 Responses (highest % negative scores)

Question	% negative
Overall rating of how mistakes are dealt with	55%
Caring has had a negative impact on carers' health and wellbeing	35%
Local services are well coordinated for the people carers look after	28%
Carers have a say in the services provided for the person they look after	24%
Carers feels supported to continue caring	23%

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	9810	62%	31%	7%		94%	93%	93%	-0%	+10% ^S
Person answering the phone is helpful	9801	76%	21%			97%	97%	97%	+0%	+2% ^S
Can see or speak to a doctor or nurse within 2 working days	7548	67%	22%	11%		89%	89%	89%	-0%	+4% ^S
Able to book a doctors appointment 3 or more working days in advance	7672	85%	15%			87%	84%	85%	+1%	+8% ^S
Can usually see preferred doctor	9254	83%	17%			85%	83%	83%	-0%	+2% ^S
Overall arrangements for getting to see a doctor	9985	40%	39%	14%	7%	82%	79%	80%	+0%	+8% ^S
Overall arrangements for getting to see a nurse	8241	45%	42%	10%		89%	86%	87%	+1%	+5% ^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	5213	36%	40%	14%	9%	-	78%	76%	-2%	-1%

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	10036	68%			29%	96%	96%	97%	+1% ^s	+3% ^s
Time waiting to be seen at GP practice	9967	87%			13%	87%	86%	87%	+1%	+1%

At your GP Practice - doctors

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
Doctors listen to patients	9356	61%		34%		95%	96%	95%	-1%	+0%
Patients feel that doctors have all the information they need to treat them	9264	50%		39%	7%	91%	89%	89%	-0%	-1%
Doctors take account of the things that matter to patients	9245	51%		36%	9%	-	88%	88%	-0%	+1%
Doctors talk in a way that helps patients to understand their condition and treatment	9296	55%		35%	7%	91%	90%	90%	-0%	+0%
Patients have confidence in doctors' ability to treat them	9299	56%		33%	7%	90%	89%	89%	-0%	-0%
Patients have enough time with doctors	9314	53%		37%		92%	91%	90%	-1% ^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	6845	60%	36%			97%	96%	96%	-0%	+0%
Patients feel that nurses have all the information they need to treat them	6823	56%	37%			94%	94%	93%	-1%	+0%
Nurses take account of the things that matter to patients	6783	56%	35%	9%		-	91%	91%	-0%	+1%
Nurses talk in a way that helps patients to understand their condition and treatment	6785	56%	35%	7%		93%	91%	92%	+0%	+0%
Patients have confidence in nurses' ability to treat them	6844	59%	35%			95%	95%	94%	-0%	-0%
Patients have enough time with nurses	6834	59%	36%			97%	96%	96%	-1%	+0%

At your GP practice - care and treatment

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
Patients are involved as much as they want to be in decisions about their care and treatment	9781	66%	30%			-	66%	66%	-0%	+4% ^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	7360	60%	36%			-	96%	96%	+1%	+1% ^s
Patients are satisfied with the length of time they wait for results	7284	47%	37%	8%	8%	-	85%	84%	-1%	-1% ^s
Patients are satisfied with the way they receive results	7264	45%	35%	10%	10%	-	81%	81%	-1%	+0%
Test results are explained to patients in a way they can understand	7236	46%	35%	11%	8%	-	82%	82%	-0%	+1%

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	8504	63%			33%	96%	96%	96%	-0%	-0%
Patients know enough about what their medicines are for	8458	62%			35%	97%	98%	97%	-0%	+1% ^s
Patients know enough about how and when to take their medicines	8451	65%			34%	98%	99%	99%	-0%	+0% ^s
Patients know enough about side effects of medicines	8433	49%	35%	11%		84%	85%	84%	-1%	+2% ^s
Patients know what to do if they have any problems with their medicines	8425	53%	38%			92%	91%	91%	-1%	+2% ^s
Patients take their prescription as they are supposed to	8465	66%			32%	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	9880	93%			7%	-	94%	93%	-0%	+0%
Overall rating of how mistakes are dealt with	536	45%	55%			-	21%	45%	+25%	-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	10043	61%	33%			93%	93%	94%	+1%	+2% ^s
Patients are treated with compassion and understanding	9864	56%	32%	10%		91%	88%	88%	+0%	+3% ^s
Rating of overall care provided by GP practice	10047	56%	33%	8%		91%	89%	90%	+1%	+3% ^s

Out of hours healthcare

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
The time patients wait for out of hours services is reasonable	2476	36%	41%	8%	15%	79%	77%	77%	+0%	+4% ^S
Patients feel that people have all the information they need to treat them	2442	35%	45%	11%	8%	79%	77%	81%	+3% ^S	+3% ^S
Patients feel that they are listened to	2448	39%	47%	8%	6%	86%	85%	86%	+1%	+2%
Things are explained to patients in a way they can understand	2446	40%	48%	8%	4%	87%	85%	88%	+3% ^S	+2%
Patients feel that they were treated by the right people	2446	41%	42%	11%	7%	-	-	83%	-	+2% ^S
Patients feel they get the right treatment or advice	2442	40%	42%	10%	8%	83%	79%	82%	+3%	+1%
Patients feel that people take account of the things that matter to them	2437	38%	40%	14%	8%	-	76%	78%	+1%	+3% ^S
Rating of overall care provided out of hours	2440	34%	40%	16%	11%	75%	73%	74%	+1%	+2%

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	842	40%	44%	11%		-	88%	85%	-3%	-1%
Service users have a say in how their help, care or support is provided	809	35%	43%	15%	7%	-	86%	78%	-8% ^s	-1%
Service users are aware of the help, care and support options available	814	32%	42%	13%	12%	-	-	74%	-	-1%
Service users are treated with respect	835	48%	44%	7%		-	94%	91%	-3%	+1%
Service users are treated with compassion and understanding	821	46%	41%	11%		-	89%	87%	-2%	-0%
Service users' health and care services seem to be well coordinated	818	37%	41%	13%	10%	-	79%	77%	-2%	+2%
Service users are supported to live as independently as possible	794	42%	42%	12%		-	84%	84%	+1%	+1%
Service users feel safe	795	42%	43%	9%		-	84%	86%	+2%	+1%
The help, care or support improves service users' quality of life	794	42%	44%	8%		-	84%	87%	+3%	+3%
Rating of overall help, care or support services	915	44%	39%	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	1462	28%	41%	18%	14%	-	69%	68%	-1%	+0%
Caring has had a negative impact on carers' health and wellbeing	1326	15%	26%	25%	35%	-	45%	41%	-5%	+0%
Carers have a say in the services provided for the person they look after	1308	15%	32%	28%	24%	-	51%	48%	-3%	-2%
Local services are well coordinated for the people carers look after	1301	11%	28%	33%	28%	-	48%	39%	-9% ^s	-4%
Carers feels supported to continue caring	1303	12%	26%	38%	23%	-	44%	38%	-6% ^s	-3%

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	37	38	35
The times available in the next 2 days were not convenient for me	12	9	11
I was not offered a chance to see or speak to anyone within 2 working days	43	47	49
Another reason	8	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	52	53	57
Yes, and I am not happy about it	16	16	19
No, other patients can't overhear	23	23	17
Don't know	8	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	-	56	65
Went to Pharmacist / Chemist	-	3	4
Went to Primary Care Emergency Centre	-	2	2
Telephoned my own GP practice	-	8	4
Telephoned 999 for emergency services	-	7	6
Went to Hospital A&E / Casualty	-	21	15
Other	-	2	3

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

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed			
	2013/14	2015/16	Scotland
Got phone advice only from NHS 24	-	12	16
Pharmacist / Chemist	-	3	3
Primary Care Emergency Centre	-	7	15
Own GP practice	-	8	5
Home visit from a GP or Nurse	-	11	9
Ambulance paramedics	-	12	11
A&E / Casualty	-	42	35
Social care services	-	0	0
Other	-	4	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	81	84	80
It is too difficult for me to get time away from work during my practice opening hours	9	7	11
The opening hours are not convenient for me for another reason	2	2	2
I am not sure when my GP practice is open	7	6	6

Health and care effectiveness

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

Patients who received NHS treatment or advice because of something that was affecting their ability to do their usual activities - to live their normal life	2013/14	2015/16	Scotland
I was able to go back to most of my usual activities	47	42	43
There was no change in my ability to do my usual activities	23	23	23
I was less able to do my usual activities	14	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	54	53	51
It was about the same as before	33	34	35
It was worse than before	3	4	4
It is too soon to say	11	10	10

Q43 - Thinking about the last time this happened, how would you describe the effect of the treatment on how you felt?

Patients who received treatment or advice because of something that was making them feel depressed or anxious	2013/14	2015/16	Scotland
I felt less depressed or anxious than before	58	57	53
I felt about the same as before	27	24	28
I felt more depressed or anxious than before	6	7	8
It is too soon to say	10	13	11

Variation in GP practice results within the NHS Board

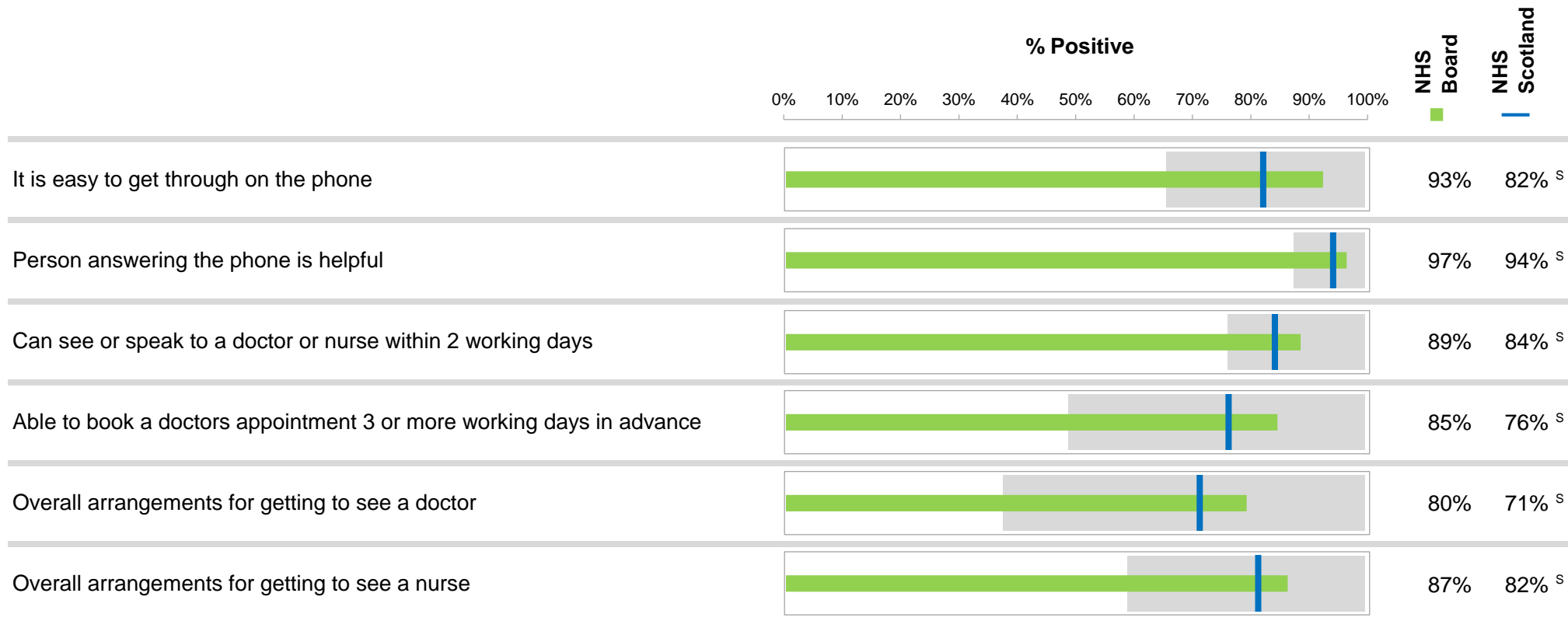
The tables/charts in this section show this NHS Board's percent positive results in relation to the range of percent positive results across GP Practices within this NHS Board. The percent positive results for NHS Scotland are also shown.

Notes on Interpretation

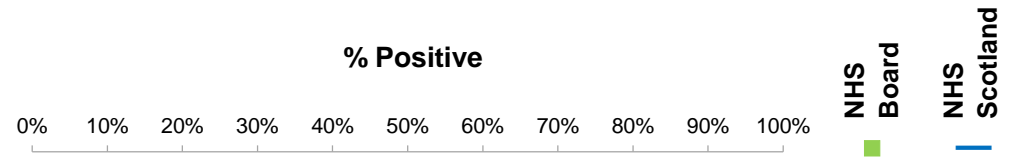
- Range of percent positive results across GP Practices within this NHS Board - ranges from lowest GP Practice to highest GP Practice.
- The NHS Board's percent positive result.
- | NHS Scotland percent positive result.
- ^S Indicates a statistically significant difference in the percent positive result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

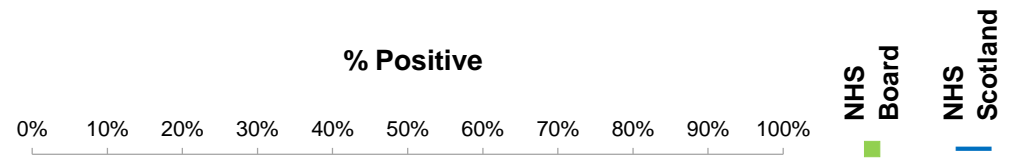


Your GP Practice: referrals



Arrangements for getting to see other health and care services

At your GP Practice

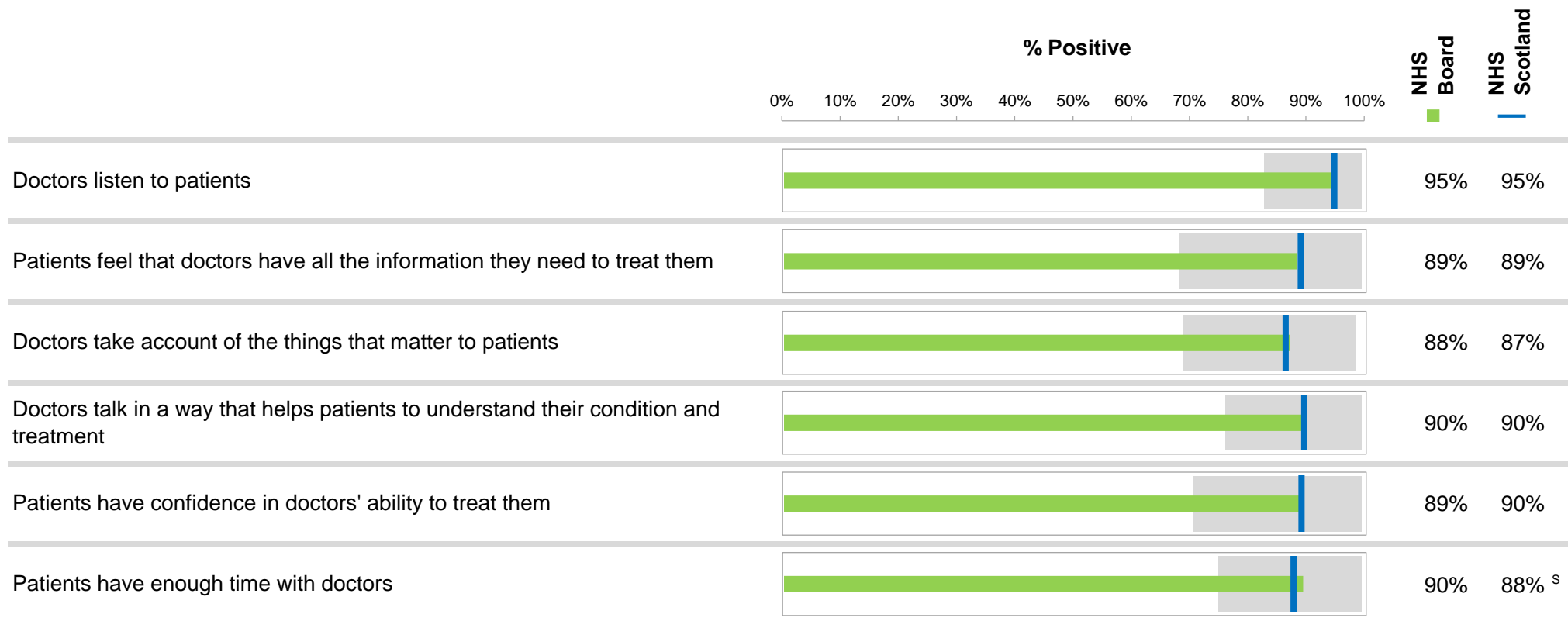


The receptionists are helpful

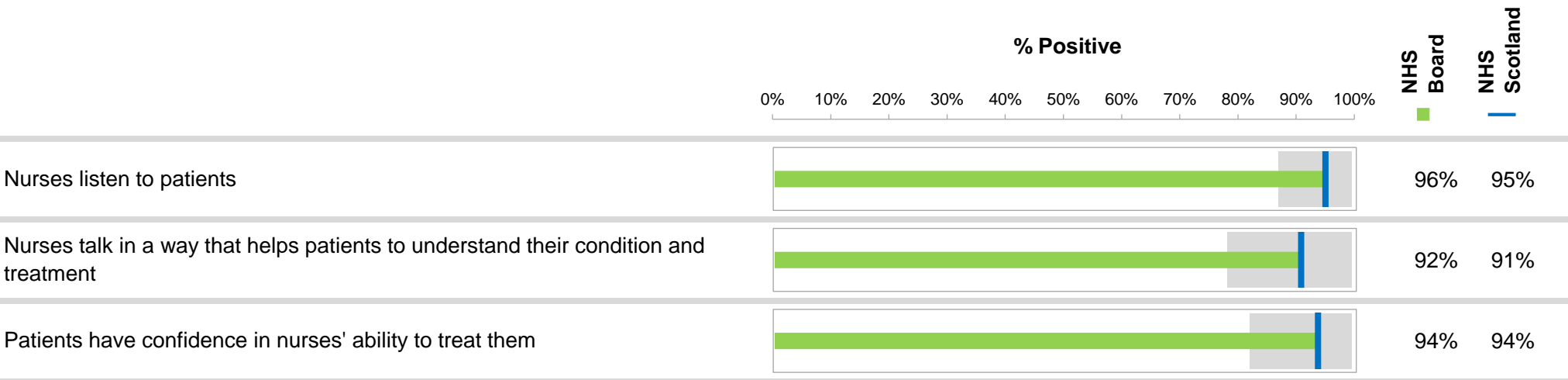
Time waiting to be seen at GP practice

87% 86%

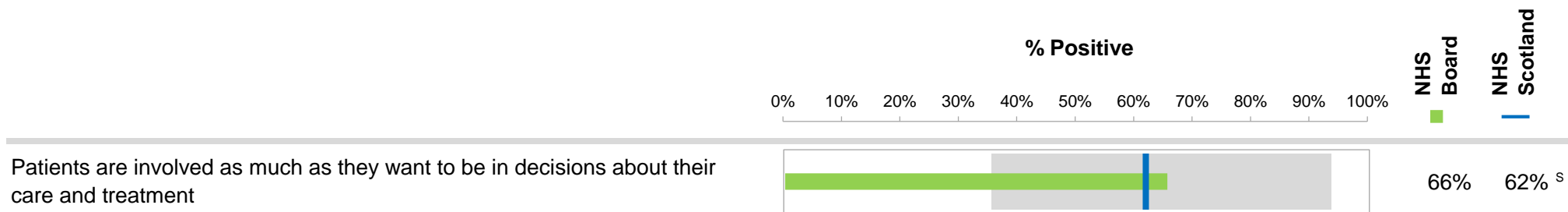
At your GP Practice - doctors



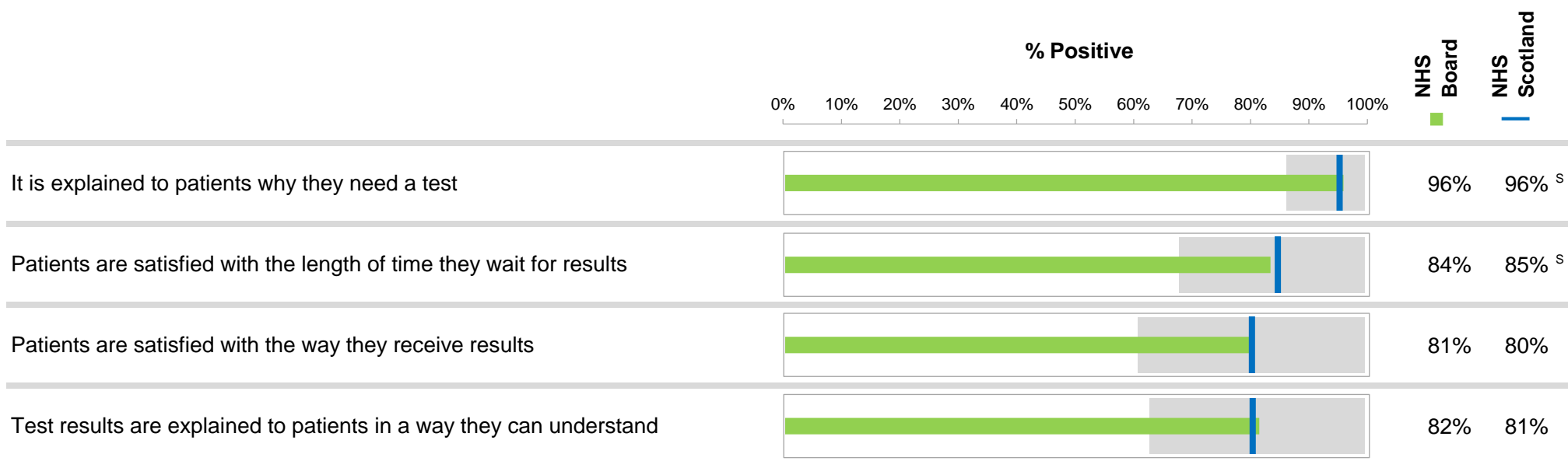
At your GP Practice - nurses



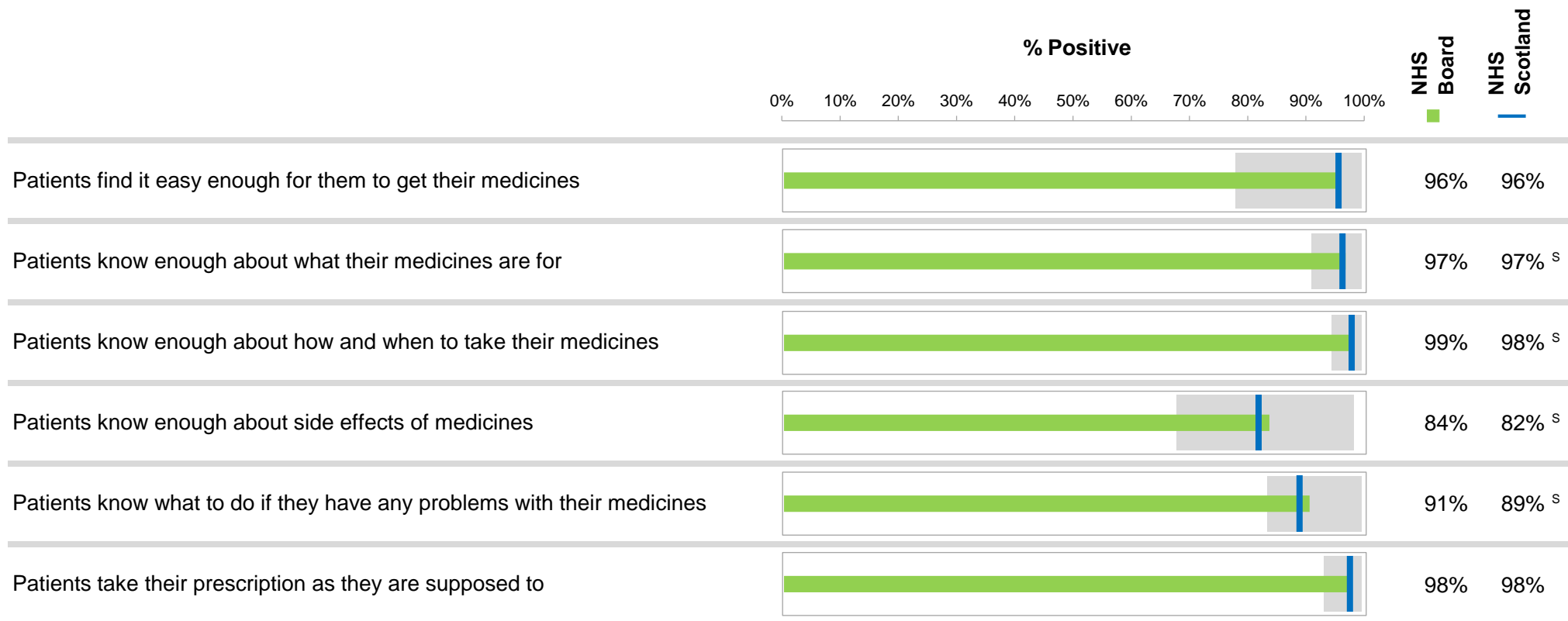
At your GP practice - care and treatment



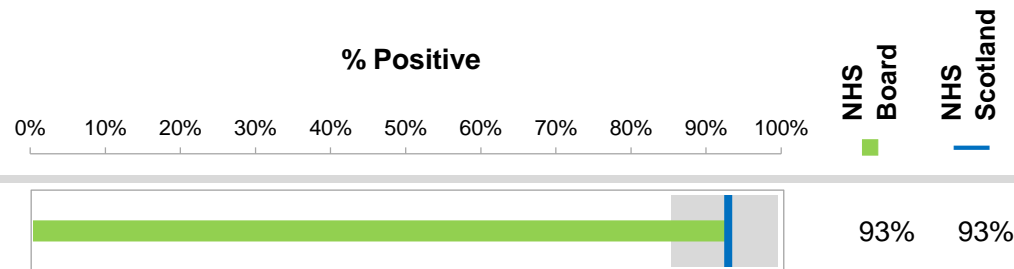
Tests arranged by your GP practice



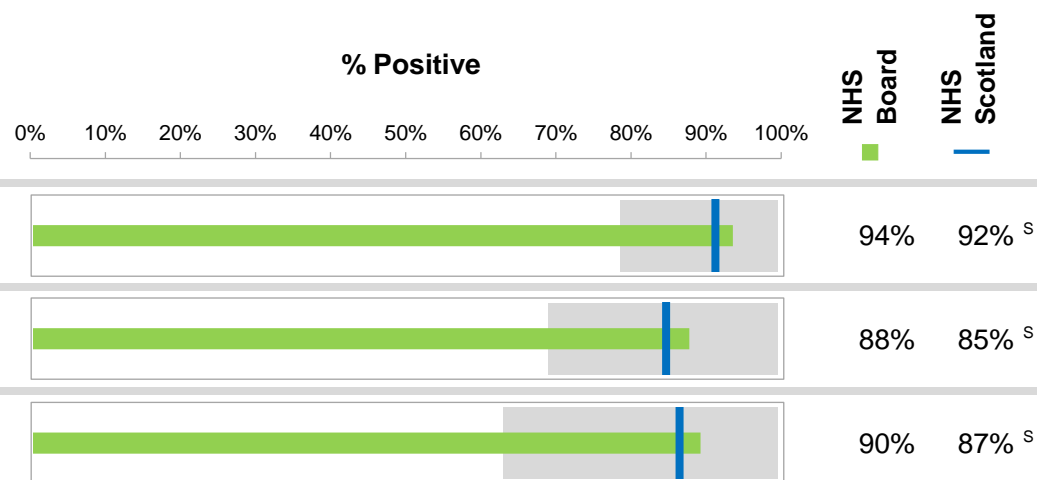
At your GP Practice - medicines



At your GP practice - dealing with mistakes



At your GP practice - overall experience



Variation between NHS Boards

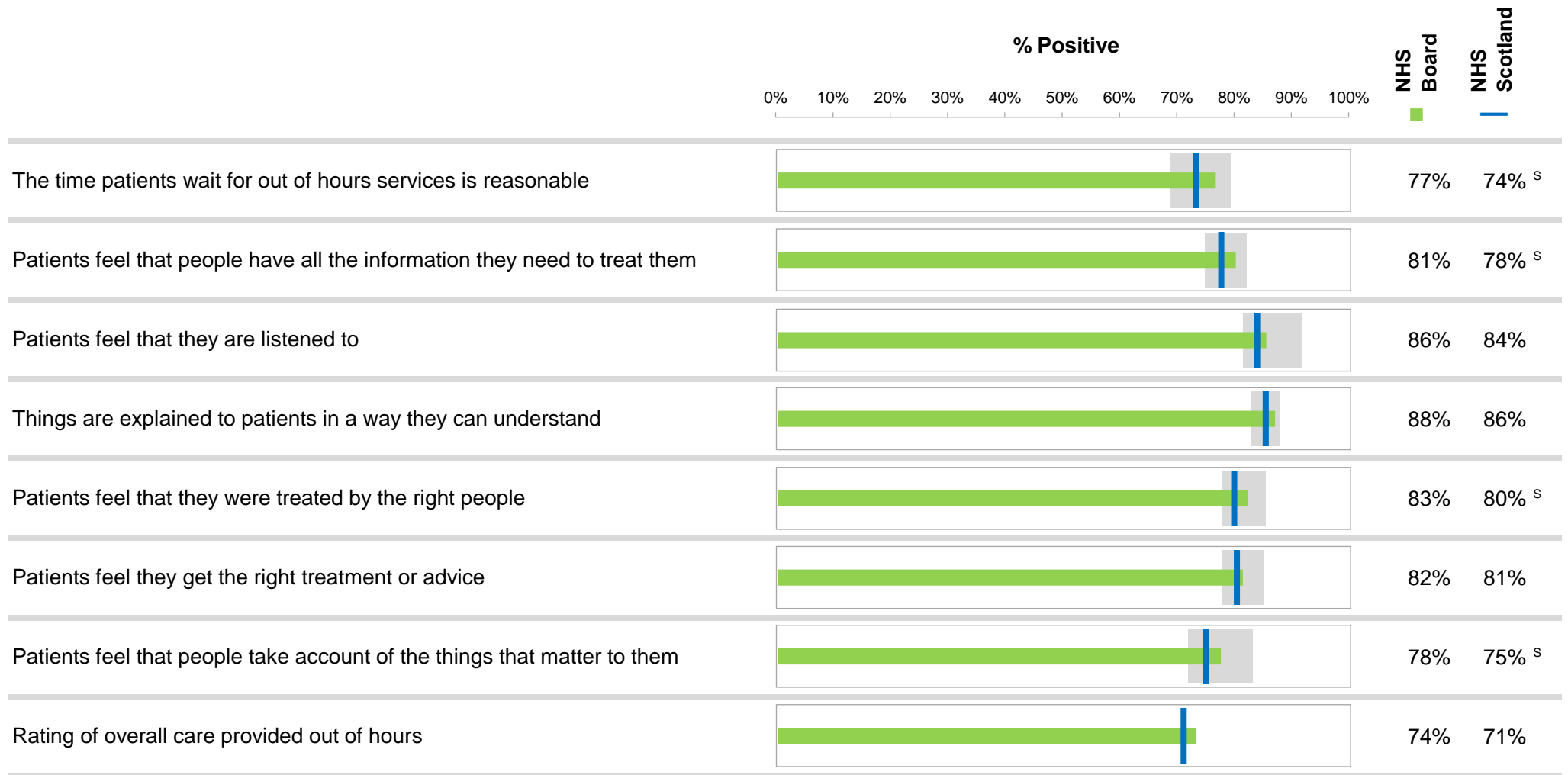
The tables/charts in this section show this NHS Board's percent positive results in relation to the range of percent positive results across all NHS Boards in Scotland. The percent positive results for NHS Scotland are also shown.

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).

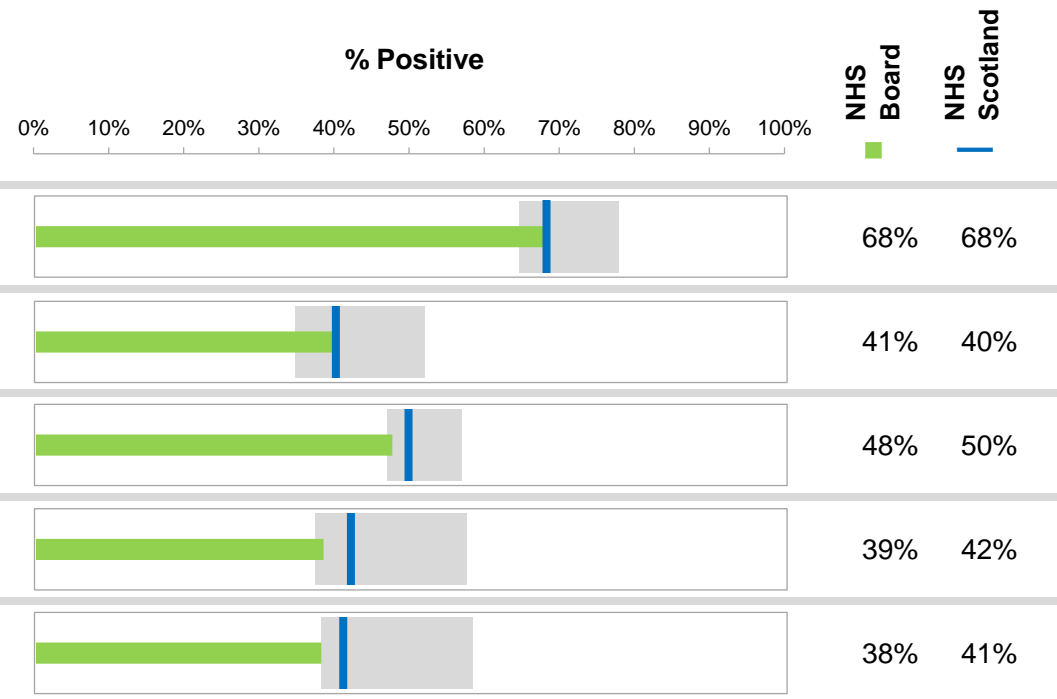
Out of hours healthcare



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	974	10.0
Yes	9993	90.0
	10967	

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	1110	11.4
2 - 4 times	4382	46.0
5 - 10 times	2964	28.7
More than 10 times	1502	12.8
Can't remember / don't know	108	1.1
	10066	

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	7308	61.7
* Fairly easy	2107	31.0
Not easy	395	7.3
Percent Positive - This Board 92.7 %	9810	

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	8243	76.3
* Fairly helpful	1361	20.6
Not very helpful	160	2.6
Not at all helpful	37	0.6
Percent Positive - This Board 96.8 %	9801	

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	5396	66.5
* I saw or spoke to a doctor or nurse within 1 or 2 working days	1564	22.4
I waited more than 2 working days to see or speak to a doctor or nurse	588	11.1
Percent Positive - This Board 88.9 %	7548	

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	227	38.1
The times available in the next 2 days were not convenient for me	50	8.9
I was not offered a chance to see or speak to anyone within 2 working days	283	46.8
Another reason	38	6.2
	598	

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	7004	84.9
No	668	15.1
Percent Positive - This Board 84.9 %	7672	

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	6054	60.0
No	1008	17.1
* I don't have a doctor I prefer to see	2192	22.9
Percent Positive - This Board 82.9 %	9254	

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	5468	40.2
* Good	3269	39.3
Fair	898	13.9
Poor	231	4.3
Very poor	119	2.3
Percent Positive - This Board 79.5 %	9985	

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	4511	45.0
* Good	2901	41.7
Fair	648	10.5
Poor	120	2.1
Very poor	61	0.8
Percent Positive - This Board 86.6 %	8241	

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	5234	52.1
No, as it wasn't necessary	4698	47.0
No, but I wanted to	95	0.9
	10027	

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	2146	36.1
* Good	2001	40.4
Fair	649	14.3
Poor	272	6.3
Very poor	145	2.9
Percent Positive - This Board 76.5 %	5213	

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	5126	53.3
Yes, and I am not happy about it	1212	15.6
No, other patients can't overhear	2867	22.8
Don't know	871	8.2
	10076	

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	7855	67.8
* Fairly helpful	2001	29.4
Not very helpful	143	2.3
Not at all helpful	37	0.5
Percent Positive - This Board 97.1 %	10036	

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	9027	86.7
It is too long	940	13.3
Percent Positive - This Board 86.7 %	9967	

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	657	7.8
Yes	8981	92.2
	9638	

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	5974	60.9
* Agree	2995	34.5
Neither agree nor disagree	251	2.8
Disagree	98	1.4
Strongly disagree	38	0.4
Percent Positive - This Board 95.4 %	9356	

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	4994	49.9
* Agree	3342	38.8
Neither agree nor disagree	638	7.4
Disagree	236	3.1
Strongly disagree	54	0.7
Percent Positive - This Board 88.8 %	9264	

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	5103	51.5
* Agree	3112	36.1
Neither agree nor disagree	786	9.2
Disagree	187	2.5
Strongly disagree	57	0.7
Percent Positive - This Board 87.6 %	9245	

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	5452	54.7
* Agree	3030	35.5
Neither agree nor disagree	592	7.2
Disagree	171	2.0
Strongly disagree	51	0.7
Percent Positive - This Board 90.1 %	9296	

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	5533	56.3
* Agree	2856	32.8
Neither agree nor disagree	633	7.3
Disagree	199	2.6
Strongly disagree	78	1.0
Percent Positive - This Board 89.1 %	9299	

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	5518	53.3
* Agree	3109	36.6
Neither agree nor disagree	437	6.1
Disagree	209	3.3
Strongly disagree	41	0.8
Percent Positive - This Board 89.9 %	9314	

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	3113	26.4
Yes	6755	73.6
	9868	

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	4389	59.9
* Agree	2226	35.8
Neither agree nor disagree	197	3.7
Disagree	27	0.5
Strongly disagree	6	0.1
Percent Positive - This Board 95.7 %	6845	

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	4088	56.2
* Agree	2352	37.1
Neither agree nor disagree	287	5.0
Disagree	84	1.5
Strongly disagree	12	0.2
Percent Positive - This Board 93.3 %	6823	

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	4037	55.5
* Agree	2217	35.0
Neither agree nor disagree	472	8.5
Disagree	48	0.8
Strongly disagree	9	0.1
Percent Positive - This Board 90.5 %	6783	

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	4099	56.5
* Agree	2213	35.1
Neither agree nor disagree	412	7.3
Disagree	50	0.9
Strongly disagree	11	0.2
Percent Positive - This Board 91.6 %	6785	

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	4298	58.8
* Agree	2208	35.3
Neither agree nor disagree	260	4.6
Disagree	62	1.1
Strongly disagree	16	0.3
Percent Positive - This Board 94.1 %	6844	

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	4358	59.4
* Agree	2255	36.4
Neither agree nor disagree	164	3.0
Disagree	50	1.0
Strongly disagree	7	0.1
Percent Positive - This Board 95.9 %	6834	

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	6968	65.9
Yes, to some extent	2487	29.8
No, and I would like to be	326	4.3
Percent Positive - This Board 65.9 %	9781	

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	2658	27.0
Yes	7085	73.0
	9743	

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	4648	60.0
* Agree	2441	36.3
Neither agree nor disagree	191	2.5
Disagree	61	0.9
Strongly disagree	19	0.3
Percent Positive - This Board 96.3 %	7360	

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	3695	46.7
* Agree	2531	37.0
Neither agree nor disagree	557	8.3
Disagree	363	5.9
Strongly disagree	138	2.0
Percent Positive - This Board 83.7 %	7284	

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	3609	45.4
* Agree	2375	35.2
Neither agree nor disagree	680	9.9
Disagree	437	7.0
Strongly disagree	163	2.5
Percent Positive - This Board 80.6 %	7264	

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	3697	46.4
* Agree	2365	35.3
Neither agree nor disagree	706	10.6
Disagree	331	5.4
Strongly disagree	137	2.2
Percent Positive - This Board 81.8 %	7236	

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	1542	15.5
Yes	8428	84.5
	9970	

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	5746	63.3
* Agree	2438	32.5
Neither agree nor disagree	151	1.8
Disagree	132	1.8
Strongly disagree	37	0.5
Percent Positive - This Board 95.9 %	8504	

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	5592	62.1
* Agree	2649	35.1
Neither agree nor disagree	150	1.9
Disagree	56	0.7
Strongly disagree	11	0.2
Percent Positive - This Board 97.2 %	8458	

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	5817	64.8
* Agree	2523	33.9
Neither agree nor disagree	84	1.0
Disagree	23	0.3
Strongly disagree	4	0.1
Percent Positive - This Board 98.6 %	8451	

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	4462	48.6
* Agree	2802	35.5
Neither agree nor disagree	825	10.8
Disagree	286	4.2
Strongly disagree	58	1.0
Percent Positive - This Board 84.0 %	8433	

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	4875	53.4
* Agree	2905	37.6
Neither agree nor disagree	459	6.2
Disagree	149	2.2
Strongly disagree	37	0.6
Percent Positive - This Board 91.0 %	8425	

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	5862	66.1
* Agree	2442	31.8
Neither agree nor disagree	92	1.3
Disagree	48	0.6
Strongly disagree	21	0.3
Percent Positive - This Board 97.8 %	8465	

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	9318	93.5
Yes	562	6.5
Percent Positive - This Board 93.5 %	9880	

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	251	45.4
No	285	54.6
Percent Positive - This Board 45.4 %	536	

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	6774	60.7
* Agree	2829	33.2
Neither agree nor disagree	343	4.9
Disagree	69	0.8
Strongly disagree	28	0.3
Percent Positive - This Board 93.9 %	10043	

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	6210	55.9
* Agree	2745	32.2
Neither agree nor disagree	749	9.8
Disagree	125	1.7
Strongly disagree	35	0.4
Percent Positive - This Board 88.1 %	9864	

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	6422	56.2
* Good	2834	33.4
Fair	606	7.9
Poor	134	1.9
Very poor	51	0.6
Percent Positive - This Board 89.6 %	10047	

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	2470	24.1
No	8437	75.9
	10907	

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	1306	56.0
Went to Pharmacist / Chemist	68	3.4
Went to Primary Care Emergency Centre	41	2.3
Telephoned my own GP practice	332	7.6
Telephoned 999 for emergency services	185	7.4
Went to Hospital A&E / Casualty	442	21.3
Other	56	2.0
	2430	

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	277	12.4
Pharmacist / Chemist	54	2.6
Primary Care Emergency Centre	144	7.3
Own GP practice	296	8.0
Home visit from a GP or Nurse	308	11.1
Ambulance paramedics	325	12.5
A&E / Casualty	877	42.3
Social care services	4	0.1
Other	88	3.6
	2373	

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	1638	69.9
A Nurse	315	17.7
A Pharmacist	58	2.9
Someone else	213	9.5
	2224	

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	986	36.1
* Agree	962	41.0
Neither agree nor disagree	191	8.4
Disagree	218	9.9
Strongly disagree	119	4.6
Percent Positive - This Board 77.0 %	2476	

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	979	35.4
* Agree	1007	45.1
Neither agree nor disagree	249	10.9
Disagree	147	6.2
Strongly disagree	60	2.3
Percent Positive - This Board 80.6 %	2442	

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	1075	39.3
* Agree	1046	46.6
Neither agree nor disagree	168	7.6
Disagree	97	3.9
Strongly disagree	62	2.6
Percent Positive - This Board 85.9 %	2448	

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	1074	39.5
* Agree	1075	48.0
Neither agree nor disagree	191	8.1
Disagree	64	2.6
Strongly disagree	42	1.8
Percent Positive - This Board 87.5 %	2446	

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	1101	40.7
* Agree	935	42.0
Neither agree nor disagree	250	10.6
Disagree	100	3.9
Strongly disagree	60	2.8
Percent Positive - This Board 82.7 %	2446	

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	1083	39.9
* Agree	957	41.9
Neither agree nor disagree	218	9.9
Disagree	113	4.9
Strongly disagree	71	3.4
Percent Positive - This Board 81.8 %	2442	

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	1020	37.5
* Agree	908	40.4
Neither agree nor disagree	325	13.7
Disagree	106	5.1
Strongly disagree	78	3.3
Percent Positive - This Board 77.9 %	2437	

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	931	34.1
* Good	881	39.6
Fair	365	15.7
Poor	163	6.1
Very poor	100	4.5
Percent Positive - This Board 73.6 %	2440	

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	9066	84.3
It is too difficult for me to get time away from work during my practice opening hours	601	7.4
The opening hours are not convenient for me for another reason	231	2.0
I am not sure when my GP practice is open	539	6.3
	10437	

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	768	6.6
Yes, help for me with adaptations and/or equipment for my home	579	5.0
Yes, help for me for activities outside my home	361	3.2
Yes, help to look after someone else	341	3.0
No, not had any help but I feel that I needed it	222	2.1
No, not had any help	8618	77.9
	11127	

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	828	59.0
No	596	41.0
	1424	

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	515	65.6
I was not offered any choices	95	14.6
I had no choices due to medical reasons	52	6.9
I did not want a choice in how my care was arranged	45	5.4
Can't remember / don't know	61	7.5
	768	

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	361	40.5
* Agree	366	44.1
Neither agree nor disagree	77	10.5
Disagree	28	4.0
Strongly disagree	10	0.8
Percent Positive - This Board 84.6 %	842	

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	311	34.9
* Agree	342	43.1
Neither agree nor disagree	108	15.5
Disagree	37	5.0
Strongly disagree	11	1.5
Percent Positive - This Board 78.0 %	809	

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	280	32.2
* Agree	338	42.0
Neither agree nor disagree	111	13.4
Disagree	66	9.6
Strongly disagree	19	2.8
Percent Positive - This Board 74.2 %	814	

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	411	47.7
* Agree	356	43.7
Neither agree nor disagree	50	7.1
Disagree	10	0.7
Strongly disagree	8	0.8
Percent Positive - This Board 91.4 %	835	

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	400	45.7
* Agree	330	40.8
Neither agree nor disagree	71	11.4
Disagree	13	1.2
Strongly disagree	7	0.8
Percent Positive - This Board 86.5 %	821	

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	312	36.8
* Agree	314	40.6
Neither agree nor disagree	109	12.7
Disagree	62	7.7
Strongly disagree	21	2.3
Percent Positive - This Board 77.3 %	818	

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	355	42.1
* Agree	317	42.2
Neither agree nor disagree	89	11.7
Disagree	21	2.7
Strongly disagree	12	1.3
Percent Positive - This Board 84.3 %	794	

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	356	42.2
* Agree	323	43.4
Neither agree nor disagree	74	9.1
Disagree	28	3.8
Strongly disagree	14	1.5
Percent Positive - This Board 85.6 %	795	

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	356	42.4
* Agree	331	44.3
Neither agree nor disagree	72	8.0
Disagree	24	3.6
Strongly disagree	11	1.6
Percent Positive - This Board 86.7 %	794	

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	408	43.8
* Good	356	39.4
Fair	108	12.6
Poor	32	3.0
Very poor	11	1.3
Percent Positive - This Board 83.1 %	915	

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	2817	26.7
No	7856	73.3
	10673	

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	1218	41.8
There was no change in my ability to do my usual activities	617	22.8
I was less able to do my usual activities	499	19.7
It is too soon to say	439	15.6
	2773	

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	5398	51.3
No	5198	48.7
	10596	

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	2904	52.5
It was about the same as before	1652	33.5
It was worse than before	168	3.8
It is too soon to say	532	10.1
	5256	

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	1396	14.1
No	8979	85.9
	10375	

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	825	56.5
I felt about the same as before	321	24.0
I felt more depressed or anxious than before	89	6.7
It is too soon to say	158	12.7
	1393	

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	9091	85.4
Yes, up to 4 hours a week	464	4.7
Yes, 5 - 19 hours a week	345	3.5
Yes, 20 - 34 hours a week	155	1.6
Yes, 35 - 49 hours a week	73	0.8
Yes, 50 or more hours a week	438	4.0
	10566	

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	417	27.9
* Agree	581	40.6
Neither agree nor disagree	277	17.9
Disagree	152	11.4
Strongly disagree	35	2.2
Percent Positive - This Board 68.5 %	1462	

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	99	8.7
Agree	332	25.9
Neither agree nor disagree	332	24.7
* Disagree	341	25.9
* Strongly disagree	222	14.8
Percent Positive - This Board 40.6 %	1326	

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	209	15.3
* Agree	441	32.5
Neither agree nor disagree	364	27.7
Disagree	202	17.3
Strongly disagree	92	7.1
Percent Positive - This Board 47.8 %	1308	

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	168	10.8
* Agree	360	27.7
Neither agree nor disagree	433	33.4
Disagree	216	18.2
Strongly disagree	124	9.9
Percent Positive - This Board 38.5 %	1301	

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	173	11.9
* Agree	342	26.4
Neither agree nor disagree	505	38.4
Disagree	182	14.5
Strongly disagree	101	8.9
Percent Positive - This Board 38.2 %	1303	

Demographics

Q46 - Are you male or female?

All patients	n	%
Male	4683	42.1
Female	6243	57.9
	10926	

Q47 - What was your age on your last birthday?

All patients	n	%
17-34	663	7.2
35-49	1491	15.5
50-64	3678	33.7
65+	4975	43.7
	10807	

Q48 - How would you rate your health in general?

All patients	n	%
Good	7024	64.4
Fair	3393	31.0
Bad	450	4.6
	10867	

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	1239	11.3
Yes, limited a little	2633	23.9
No	6978	64.8
	10850	

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

All patients	n	%
Very well	6464	58.5
Quite well	3984	37.0
Not very well	361	3.4
Not at all well	102	1.1
	10911	

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	5425	48.1
Good	3764	35.5
Alright / neither good or bad	1451	13.6
Bad	217	2.2
Very bad	47	0.5
	10904	

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