

# Health and Care Experience Survey 2015/16

## Results for NHS Lanarkshire



May 2016, Official Statistics



### NHS Lanarkshire

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

The survey was sent to 87,714 people registered with GP practices in the area.

The survey asks about people's experiences of accessing and using primary care services and was widened in 2013/14 to include aspects of care, support and caring to support the principles underpinning the integration of health and care in Scotland outlined in the Public Bodies (Joint Working) (Scotland) Act 2014.

A copy of the survey is available at:

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

11,483 patients of NHS Lanarkshire sent in feedback on their experiences at the practice. Of the patients that answered questions about themselves:

- 43% were male and 57% were female;
- 9% were aged 17-34, 17% were aged 35-49, 34% were aged 50-64 and 41% were 65 and over;
- 60% did not have any limiting illness or disability.

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

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

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

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

## Summary of Results

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

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

I am able to look after my own health	92%	-2 *
Service users are supported to live as independently as possible	83%	-1
Service users have a say in how their help, care or support is provided	76%	-3
Service users' health and care services seem to be well coordinated	73%	-2
Rating of overall help, care or support services	78%	-4 <sup>S</sup>
Rating of overall care provided by GP practice	83%	-4 <sup>S</sup>
The help, care or support improves service users' quality of life	83%	-0
Carers feels supported to continue caring	43%	+2
Service users feel safe	83%	-1

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

## Top Five and Bottom Five Results

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

Top Bottom 5 | Highest / Lowest Responses

### Top 5 Responses (highest % positive scores)

Question	% positive
Patients take their prescription as they are supposed to	98%
Patients know enough about how and when to take their medicines	97%
Patients know enough about what their medicines are for	96%
Nurses listen to patients	95%
Patients find it easy enough for them to get their medicines	95%

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

Question	% negative
Overall rating of how mistakes are dealt with	60%
Caring has had a negative impact on carers' health and wellbeing	33%
Able to book a doctors appointment 3 or more working days in advance	31%
Local services are well coordinated for the people carers look after	23%
It is easy to get through on the phone	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](http://www.gov.scot/stats/bulletins/01218)

Later in this report we present results for questions that do not fit into the '% positive' format.

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

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

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
It is easy to get through on the phone	10282	34%	43%		23%	79%	78%	77%	-1%	-5% <sup>s</sup>
Person answering the phone is helpful	10268	62%	31%		7%	93%	93%	93%	-0%	-1% <sup>s</sup>
Can see or speak to a doctor or nurse within 2 working days	7848	60%	21%		19%	82%	81%	81%	+0%	-3% <sup>s</sup>
Able to book a doctors appointment 3 or more working days in advance	7990	69%			31%	71%	72%	69%	-3% <sup>s</sup>	-7% <sup>s</sup>
Can usually see preferred doctor	9882	79%			21%	83%	81%	79%	-2% <sup>s</sup>	-2% <sup>s</sup>
Overall arrangements for getting to see a doctor	10390	28%	38%	21%	13%	70%	67%	66%	-1%	-6% <sup>s</sup>
Overall arrangements for getting to see a nurse	8788	31%	45%	18%		80%	77%	76%	-0%	-5% <sup>s</sup>

## Your GP Practice: referrals

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
Arrangements for getting to see other health and care services	5884	31%	43%	17%	9%	-	77%	75%	-2% <sup>s</sup>	-2% <sup>s</sup>

## At your GP Practice

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
The receptionists are helpful	10471	54%	38%		8%	92%	92%	92%	+0%	-2% <sup>s</sup>
Time waiting to be seen at GP practice	10369		85%		15%	85%	85%	85%	+0%	-1% <sup>s</sup>

## 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	9573	53%	41%			95%	94%	94%	-0%	-1% <sup>s</sup>
Patients feel that doctors have all the information they need to treat them	9459	45%	43%		7%	90%	89%	89%	-1%	-1% <sup>s</sup>
Doctors take account of the things that matter to patients	9440	45%	40%		11%	-	85%	85%	+0%	-2% <sup>s</sup>
Doctors talk in a way that helps patients to understand their condition and treatment	9510	48%	40%		8%	90%	89%	88%	-1%	-2% <sup>s</sup>
Patients have confidence in doctors' ability to treat them	9527	51%	38%		7%	90%	89%	89%	-1%	-1% <sup>s</sup>
Patients have enough time with doctors	9511	47%	41%		7%	90%	89%	87%	-1% <sup>s</sup>	-1% <sup>s</sup>

## At your GP Practice - nurses

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
Nurses listen to patients	7614	54%	41%			96%	95%	95%	+0%	-0%
Patients feel that nurses have all the information they need to treat them	7578	50%	43%			94%	93%	93%	+0%	-0%
Nurses take account of the things that matter to patients	7538	49%	40%	9%		-	89%	89%	-0%	-1% <sup>s</sup>
Nurses talk in a way that helps patients to understand their condition and treatment	7566	51%	40%	7%		93%	90%	91%	+1%	-0%
Patients have confidence in nurses' ability to treat them	7607	54%	40%			95%	93%	94%	+0%	-0%
Patients have enough time with nurses	7598	53%	42%			96%	95%	95%	-0%	-1% <sup>s</sup>

## 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	10169	59%	36%			-	58%	59%	+0%	-4% <sup>s</sup>



## Tests arranged by your GP practice

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
It is explained to patients why they need a test	7880	54%	41%			-	95%	95%	-0%	-1% <sup>s</sup>
Patients are satisfied with the length of time they wait for results	7816	43%	42%	7%	8%	-	86%	85%	-1%	+0%
Patients are satisfied with the way they receive results	7777	41%	40%	9%	10%	-	82%	81%	-1%	+0%
Test results are explained to patients in a way they can understand	7766	40%	39%	11%	10%	-	80%	79%	-1%	-1% <sup>s</sup>

## At your GP Practice - medicines

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
Patients find it easy enough for them to get their medicines	9170	58%	37%			96%	96%	95%	-1% <sup>s</sup>	-1% <sup>s</sup>
Patients know enough about what their medicines are for	9125	56%	40%			96%	96%	96%	-0%	-1% <sup>s</sup>
Patients know enough about how and when to take their medicines	9119	59%	39%			98%	98%	97%	-1% <sup>s</sup>	-1% <sup>s</sup>
Patients know enough about side effects of medicines	9098	42%	38%	13%	7%	82%	81%	80%	-1%	-2% <sup>s</sup>
Patients know what to do if they have any problems with their medicines	9106	47%	42%	7%		90%	89%	88%	-0%	-1% <sup>s</sup>
Patients take their prescription as they are supposed to	9127	61%	37%			98%	98%	98%	-0%	+0%

## At your GP practice - dealing with mistakes

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
Patients believe a mistake was made in their treatment or care by their GP practice	10264		93%		7%	-	94%	93%	-1% <sup>s</sup>	-1% <sup>s</sup>
Overall rating of how mistakes are dealt with	652	40%			60%	-	17%	40%	+23%	-6% <sup>s</sup>

## 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	10420	50%	40%	8%		88%	89%	89%	+0%	-3% <sup>s</sup>
Patients are treated with compassion and understanding	10181	45%	37%	14%		85%	81%	81%	+0%	-4% <sup>s</sup>
Rating of overall care provided by GP practice	10449	45%	38%	13%		85%	83%	83%	-0%	-4% <sup>s</sup>

## Out of hours healthcare

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
The time patients wait for out of hours services is reasonable	2865	27%	42%	10%	21%	75%	73%	69%	-4% <sup>s</sup>	-4% <sup>s</sup>
Patients feel that people have all the information they need to treat them	2834	29%	47%	13%	12%	77%	75%	75%	+0%	-3% <sup>s</sup>
Patients feel that they are listened to	2824	32%	50%	10%	8%	83%	83%	82%	-1%	-2% <sup>s</sup>
Things are explained to patients in a way they can understand	2828	32%	51%	10%		84%	84%	83%	-0%	-2% <sup>s</sup>
Patients feel that they were treated by the right people	2827	33%	46%	13%	9%	-	-	78%	-	-2% <sup>s</sup>
Patients feel they get the right treatment or advice	2829	33%	45%	12%	10%	79%	80%	79%	-1%	-2% <sup>s</sup>
Patients feel that people take account of the things that matter to them	2821	30%	42%	17%	10%	-	73%	72%	-1%	-3% <sup>s</sup>
Rating of overall care provided out of hours	2808	28%	39%	20%	13%	70%	68%	67%	-2%	-5% <sup>s</sup>

## 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	980	35%	49%	11%		-	88%	84%	-4% <sup>s</sup>	-1%
Service users have a say in how their help, care or support is provided	946	31%	45%	16%	8%	-	84%	76%	-8% <sup>s</sup>	-3%
Service users are aware of the help, care and support options available	963	28%	45%	15%	12%	-	-	74%	-	-2%
Service users are treated with respect	974	43%	47%	7%		-	94%	90%	-4% <sup>s</sup>	-1%
Service users are treated with compassion and understanding	963	41%	44%	11%		-	91%	85%	-6% <sup>s</sup>	-2%
Service users' health and care services seem to be well coordinated	946	33%	40%	16%	11%	-	83%	73%	-10% <sup>s</sup>	-2%
Service users are supported to live as independently as possible	940	39%	44%	13%		-	85%	83%	-2%	-1%
Service users feel safe	936	38%	45%	13%		-	85%	83%	-2%	-1%
The help, care or support improves service users' quality of life	937	40%	44%	11%		-	86%	83%	-3%	-0%
Rating of overall help, care or support services	1071	36%	41%	16%	7%	-	84%	78%	-7% <sup>s</sup>	-4% <sup>s</sup>

## 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	1816	23%	45%	19%	14%	-	68%	68%	-1%	-1%
Caring has had a negative impact on carers' health and wellbeing	1686	12%	29%	25%	33%	-	39%	42%	+3%	+2%
Carers have a say in the services provided for the person they look after	1658	14%	34%	30%	22%	-	50%	48%	-1%	-2%
Local services are well coordinated for the people carers look after	1636	13%	29%	35%	23%	-	48%	42%	-6% <sup>s</sup>	-0%
Carers feels supported to continue caring	1651	14%	29%	37%	20%	-	45%	43%	-2%	+2%

## Information Questions

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

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

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

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

Patients who have urgently needed to speak to a doctor or nurse from their GP practice in the last 12 months who waited more than 2 working days	2013/14	2015/16	Scotland
The person I wanted to see was not available in the next 2 days	34	<b>29</b>	35
The times available in the next 2 days were not convenient for me	12	<b>9</b>	11
I was not offered a chance to see or speak to anyone within 2 working days	48	<b>55</b>	49
Another reason	6	<b>6</b>	6

## At your GP Practice

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

Patients who have contacted their GP practice in the last 12 months	2013/14	2015/16	Scotland
Yes, but I don't mind	56	<b>55</b>	57
Yes, and I am not happy about it	24	<b>24</b>	19
No, other patients can't overhear	13	<b>14</b>	17
Don't know	7	<b>8</b>	8



## Out of hours healthcare

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

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed			
	2013/14	2015/16	Scotland
Telephoned 111 for NHS 24	-	<b>65</b>	65
Went to Pharmacist / Chemist	-	<b>4</b>	4
Went to Primary Care Emergency Centre	-	<b>2</b>	2
Telephoned my own GP practice	-	<b>4</b>	4
Telephoned 999 for emergency services	-	<b>5</b>	6
Went to Hospital A&E / Casualty	-	<b>17</b>	15
Other	-	<b>3</b>	3

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

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed			
	2013/14	2015/16	Scotland
Got phone advice only from NHS 24	-	<b>15</b>	16
Pharmacist / Chemist	-	<b>4</b>	3
Primary Care Emergency Centre	-	<b>18</b>	15
Own GP practice	-	<b>5</b>	5
Home visit from a GP or Nurse	-	<b>8</b>	9
Ambulance paramedics	-	<b>9</b>	11
A&E / Casualty	-	<b>37</b>	35
Social care services	-	<b>0</b>	0
Other	-	<b>5</b>	6

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

All Patients	2013/14	2015/16	Scotland
I am happy with the opening hours of my GP practice	78	<b>80</b>	80
It is too difficult for me to get time away from work during my practice opening hours	13	<b>12</b>	11
The opening hours are not convenient for me for another reason	3	<b>2</b>	2
I am not sure when my GP practice is open	6	<b>6</b>	6

## Health and care effectiveness

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

Patients who received NHS treatment or advice because of something that was affecting their ability to do their usual activities - to live their normal life	2013/14	2015/16	Scotland
I was able to go back to most of my usual activities	43	<b>40</b>	43
There was no change in my ability to do my usual activities	25	<b>24</b>	23
I was less able to do my usual activities	18	<b>21</b>	19
It is too soon to say	15	<b>15</b>	15

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

Patients who received NHS treatment or advice because of something that was causing them pain or discomfort	2013/14	2015/16	Scotland
It was better than before	49	<b>46</b>	51
It was about the same as before	36	<b>39</b>	35
It was worse than before	5	<b>5</b>	4
It is too soon to say	10	<b>10</b>	10

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

Patients who received treatment or advice because of something that was making them feel depressed or anxious	2013/14	2015/16	Scotland
I felt less depressed or anxious than before	51	<b>49</b>	53
I felt about the same as before	31	<b>32</b>	28
I felt more depressed or anxious than before	6	<b>8</b>	8
It is too soon to say	11	<b>11</b>	11

## Variation in GP practice results within the NHS Board

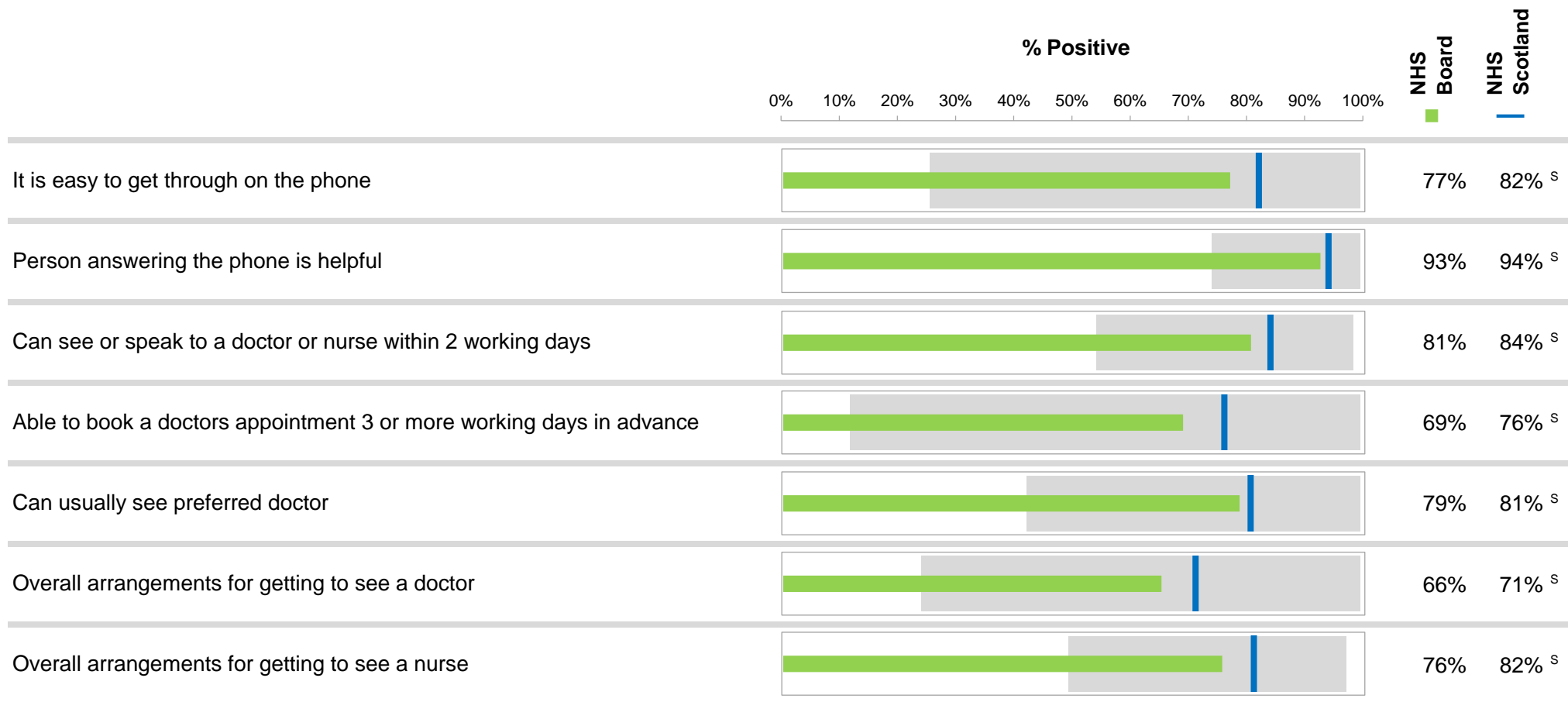
The tables/charts in this section show this NHS Board's percent positive results in relation to the range of percent positive results across GP Practices within this NHS Board. The percent positive results for NHS Scotland are also shown.

### Notes on Interpretation

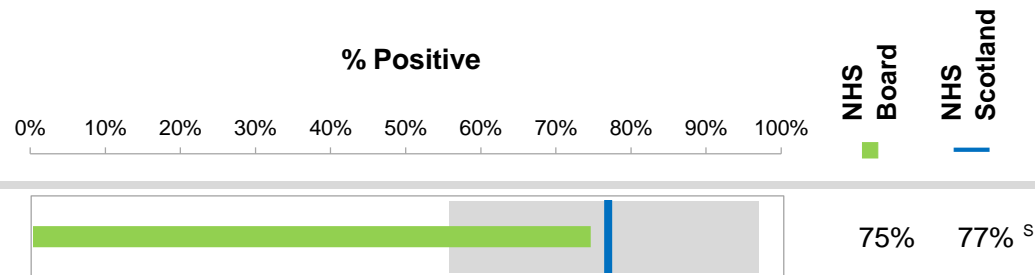
- Range of percent positive results across GP Practices within this NHS Board - ranges from lowest GP Practice to highest GP Practice.
- The NHS Board's percent positive result.
- | NHS Scotland percent positive result.
- <sup>S</sup> Indicates a statistically significant difference in the percent positive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

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

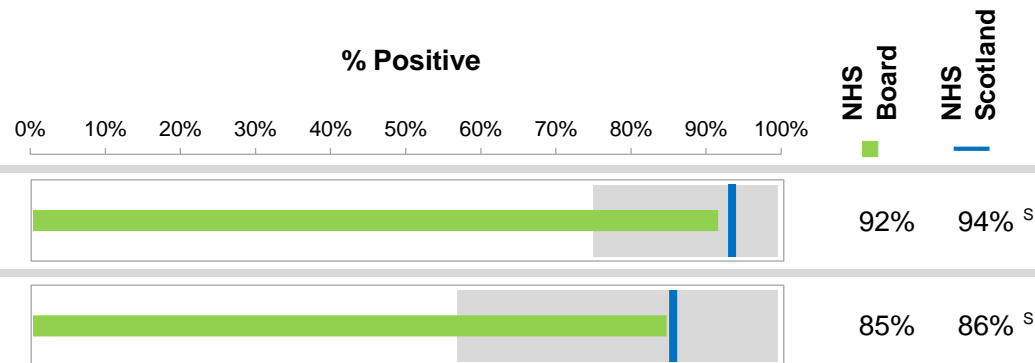
# Your GP Practice: getting to see or speak to someone



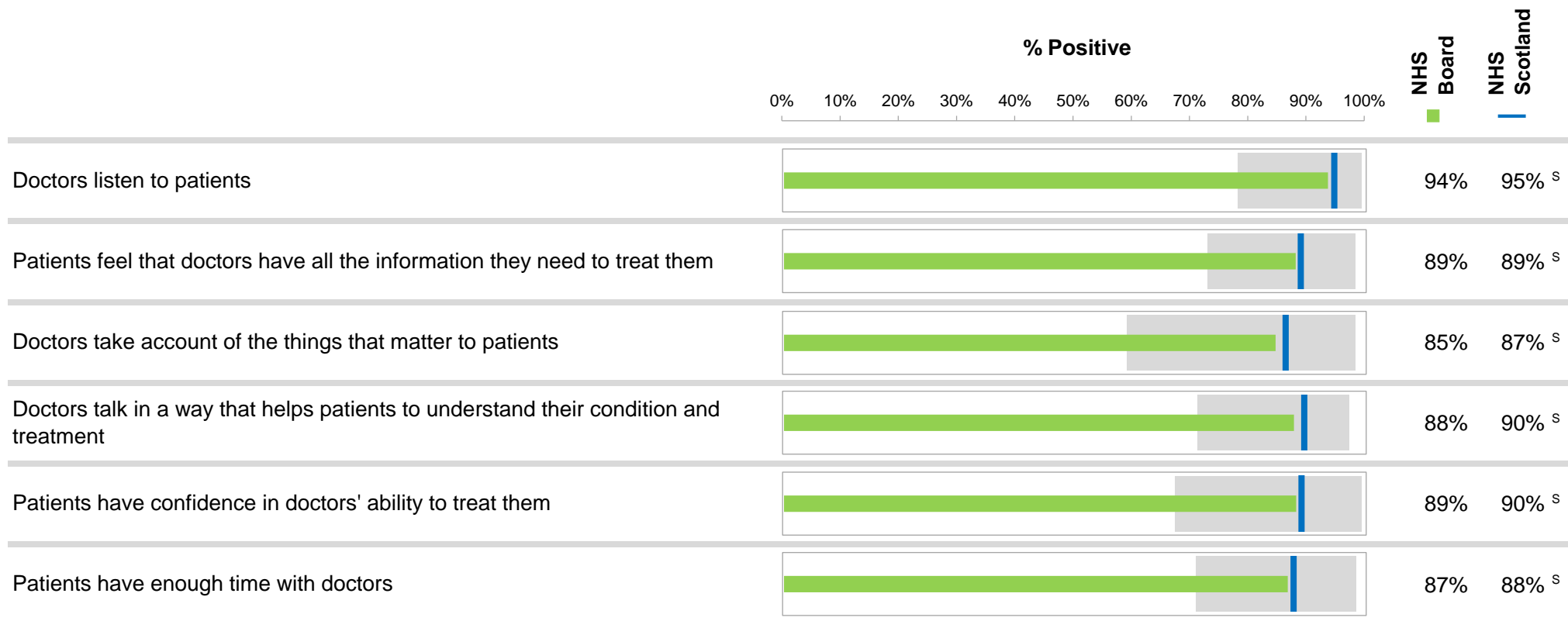
## Your GP Practice: referrals



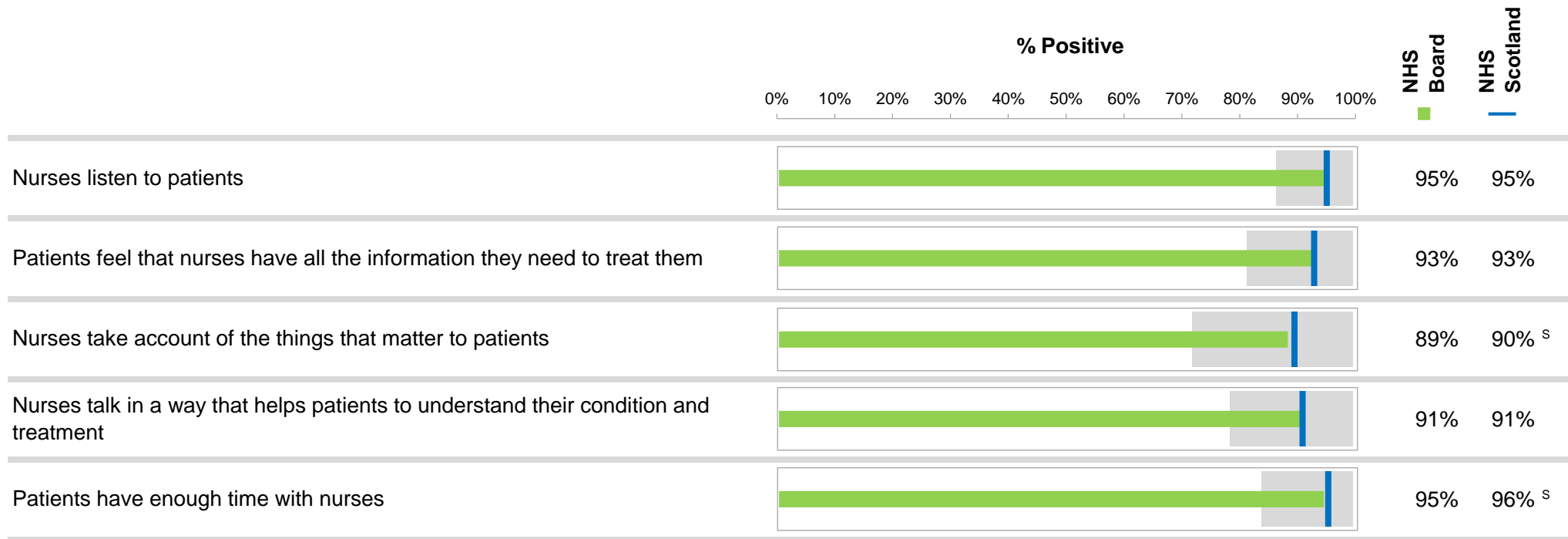
## At your GP Practice



## At your GP Practice - doctors

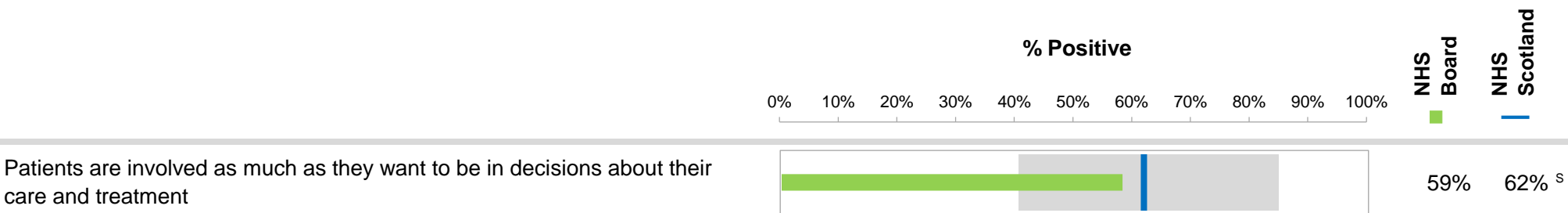


# At your GP Practice - nurses

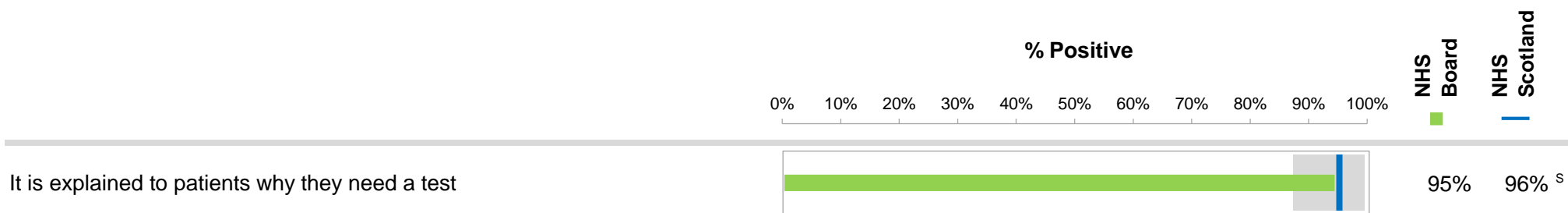




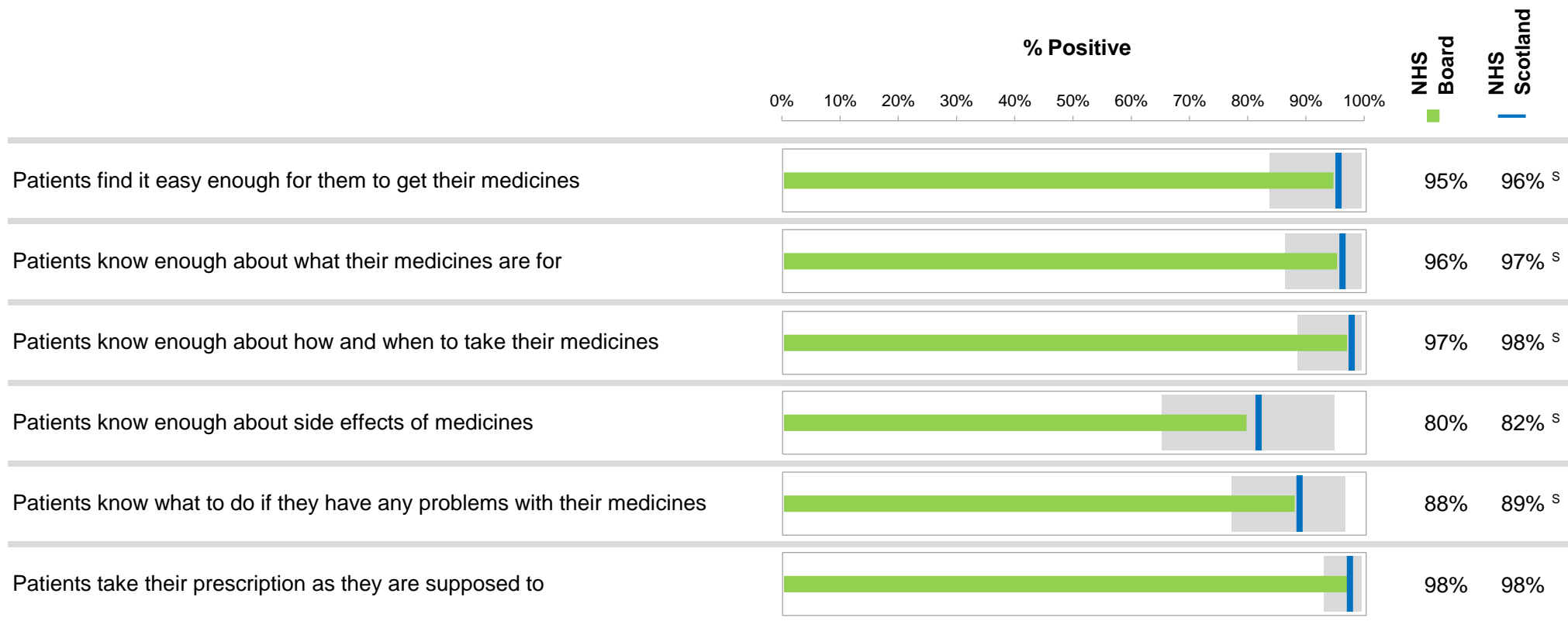
## At your GP practice - care and treatment



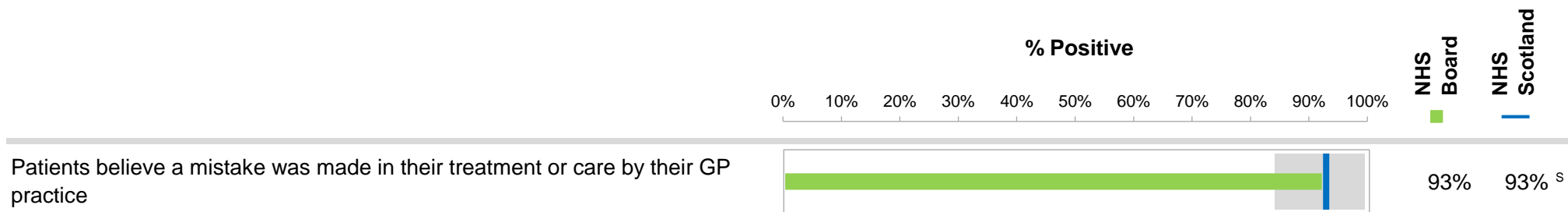
## Tests arranged by your GP practice



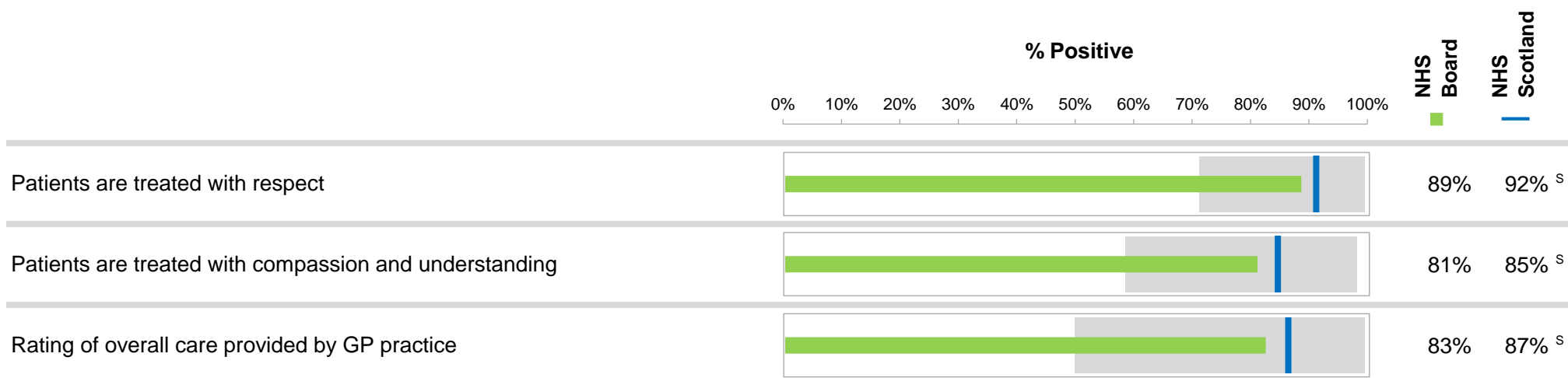
## At your GP Practice - medicines



## At your GP practice - dealing with mistakes



## At your GP practice - overall experience



## Variation between NHS Boards

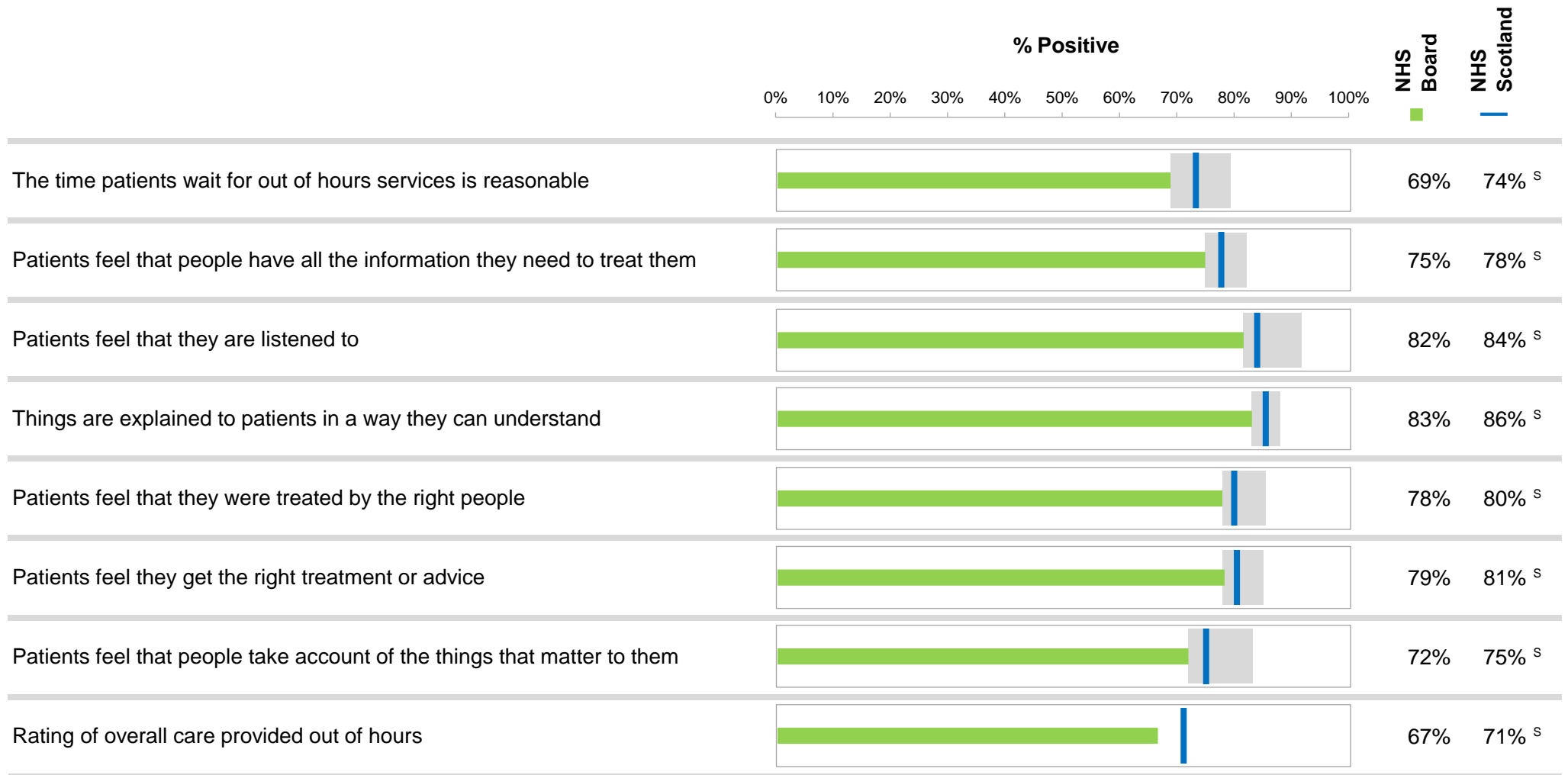
The tables/charts in this section show this NHS Board's percent positive results in relation to the range of percent positive results across all NHS Boards in Scotland. The percent positive results for NHS Scotland are also shown.

### Notes on Interpretation

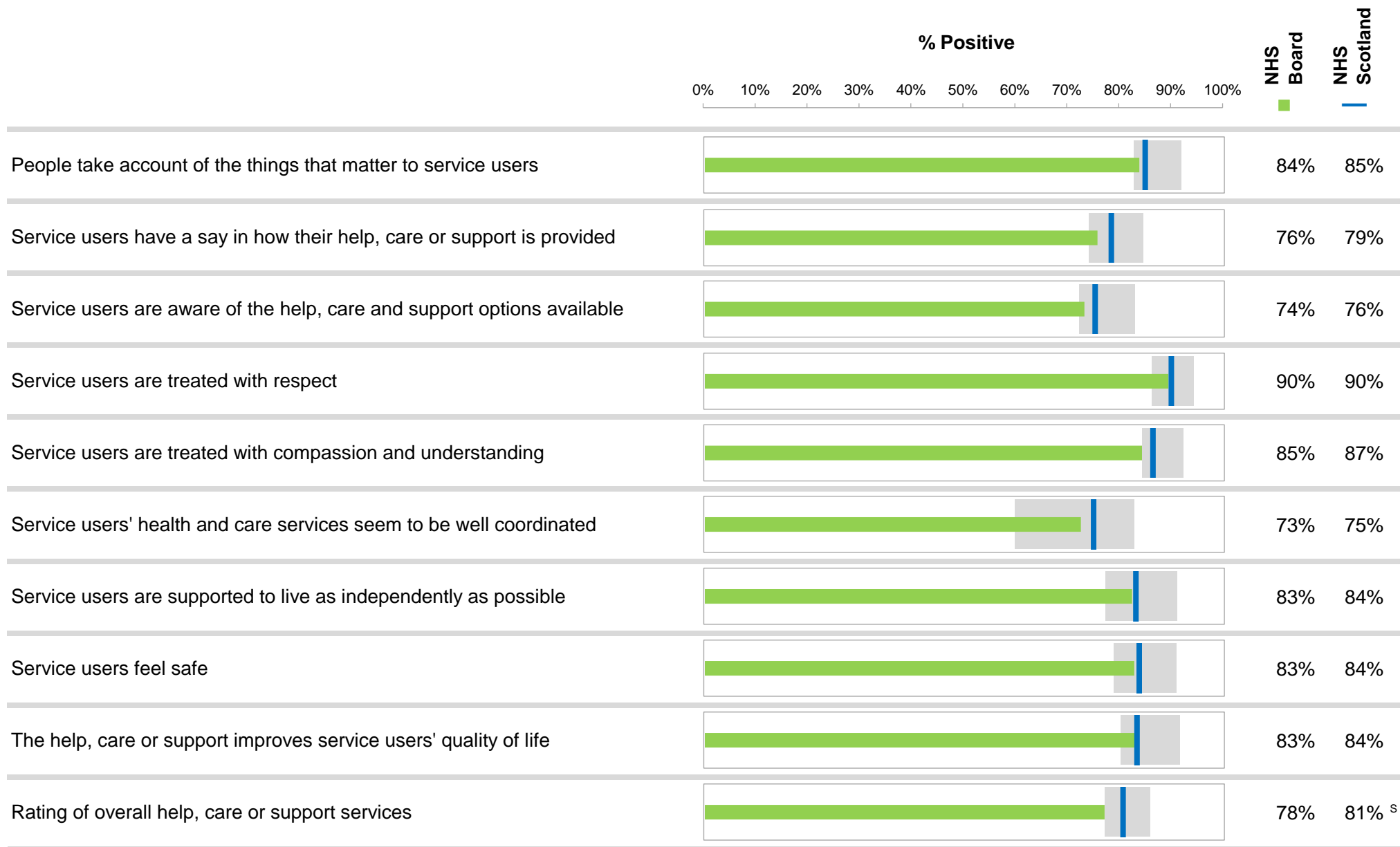
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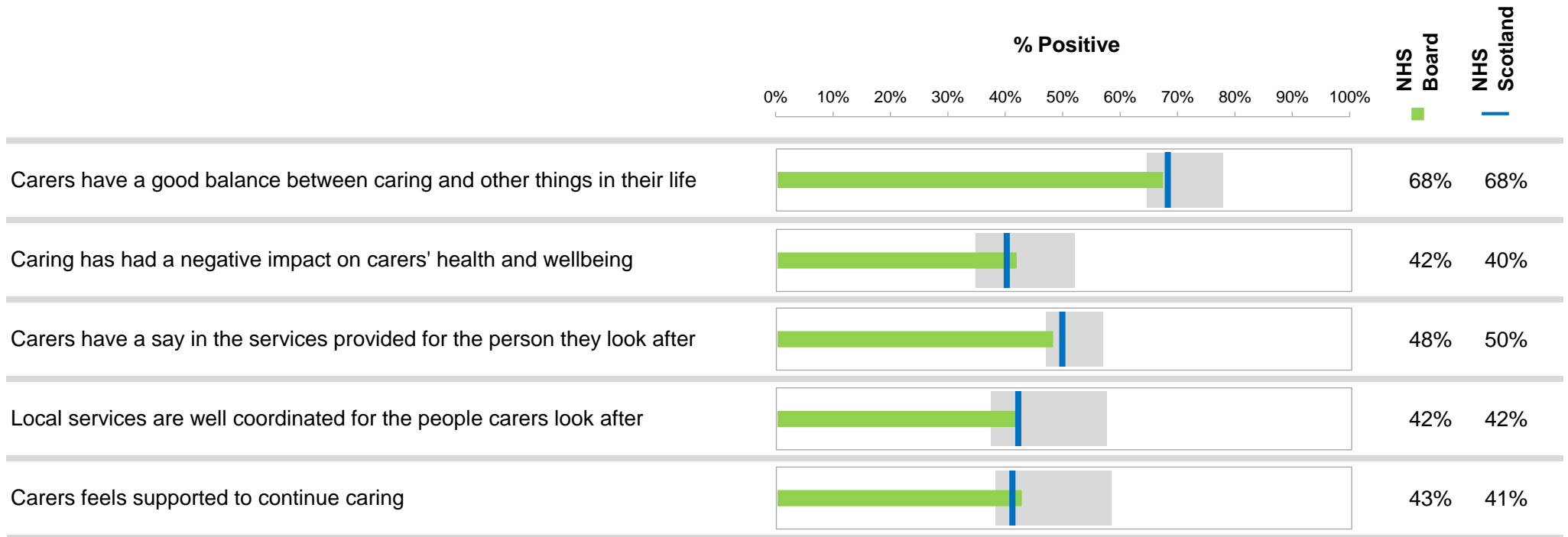
# Out of hours healthcare



# Care, support and help with everyday living



# Caring responsibilities



## Detailed Results for all Questions

This section shows a breakdown of responses for each question within the survey. The response categories that have been combined to calculate the percent positive score are indicated with an asterisk.

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

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

Q1 - Have you contacted the GP practice named on the enclosed letter in the last 12 months?

All patients	n	%
No	913	<b>8.1</b>
Yes	10372	<b>91.9</b>
	11285	

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	1125	<b>10.8</b>
2 - 4 times	4686	<b>45.1</b>
5 - 10 times	3076	<b>29.6</b>
More than 10 times	1449	<b>13.4</b>
Can't remember / don't know	137	<b>1.2</b>
	10473	



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	4203	<b>34.1</b>
* Fairly easy	4236	<b>43.3</b>
Not easy	1843	<b>22.5</b>
<b>Percent Positive - This Board 77.5 %</b>	10282	

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	6902	<b>62.2</b>
* Fairly helpful	2773	<b>30.9</b>
Not very helpful	472	<b>5.5</b>
Not at all helpful	121	<b>1.4</b>
<b>Percent Positive - This Board 93.1 %</b>	10268	

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	4626	<b>59.7</b>
* I saw or spoke to a doctor or nurse within 1 or 2 working days	1851	<b>21.3</b>
I waited more than 2 working days to see or speak to a doctor or nurse	1371	<b>19.0</b>
<b>Percent Positive - This Board 81.0 %</b>	7848	

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	407	<b>29.2</b>
The times available in the next 2 days were not convenient for me	133	<b>9.1</b>
I was not offered a chance to see or speak to anyone within 2 working days	759	<b>55.5</b>
Another reason	81	<b>6.3</b>
	1380	

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	5860	<b>69.3</b>
No	2130	<b>30.7</b>
<b>Percent Positive - This Board 69.3 %</b>	7990	

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	6113	<b>55.7</b>
No	1657	<b>20.9</b>
* I don't have a doctor I prefer to see	2112	<b>23.4</b>
<b>Percent Positive - This Board 79.1 %</b>	9882	

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	3484	<b>27.5</b>
* Good	3947	<b>38.0</b>
Fair	1917	<b>21.5</b>
Poor	705	<b>8.5</b>
Very poor	337	<b>4.5</b>
<b>Percent Positive - This Board 65.5 %</b>	10390	

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	3177	<b>31.4</b>
* Good	3788	<b>44.7</b>
Fair	1389	<b>18.0</b>
Poor	296	<b>3.9</b>
Very poor	138	<b>2.1</b>
<b>Percent Positive - This Board 76.1 %</b>	8788	

## 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	5884	<b>57.1</b>
No, as it wasn't necessary	4409	<b>41.9</b>
No, but I wanted to	111	<b>1.0</b>
	10404	

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	1993	<b>31.4</b>
* Good	2511	<b>43.4</b>
Fair	904	<b>16.5</b>
Poor	337	<b>6.1</b>
Very poor	139	<b>2.5</b>
<b>Percent Positive - This Board 74.9 %</b>	5884	

## 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	5868	<b>54.8</b>
Yes, and I am not happy about it	2177	<b>23.7</b>
No, other patients can't overhear	1589	<b>13.5</b>
Don't know	831	<b>7.9</b>
	10465	

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	6219	<b>53.6</b>
* Fairly helpful	3564	<b>38.4</b>
Not very helpful	515	<b>6.0</b>
Not at all helpful	173	<b>2.0</b>
<b>Percent Positive - This Board 91.9 %</b>	10471	

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	9038	<b>85.1</b>
It is too long	1331	<b>14.9</b>
<b>Percent Positive - This Board 85.1 %</b>	10369	

## 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	836	<b>8.5</b>
Yes	9091	<b>91.5</b>
	9927	

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	5295	<b>53.3</b>
* Agree	3732	<b>40.9</b>
Neither agree nor disagree	325	<b>3.5</b>
Disagree	167	<b>1.7</b>
Strongly disagree	54	<b>0.6</b>
<b>Percent Positive - This Board 94.2 %</b>	9573	

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	4489	<b>45.1</b>
* Agree	3979	<b>43.4</b>
Neither agree nor disagree	629	<b>7.3</b>
Disagree	309	<b>3.6</b>
Strongly disagree	53	<b>0.6</b>
<b>Percent Positive - This Board 88.5 %</b>	9459	

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	4492	<b>45.2</b>
* Agree	3630	<b>39.8</b>
Neither agree nor disagree	926	<b>10.6</b>
Disagree	312	<b>3.5</b>
Strongly disagree	80	<b>0.8</b>
<b>Percent Positive - This Board 85.1 %</b>	9440	

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	4813	<b>48.5</b>
* Agree	3641	<b>39.8</b>
Neither agree nor disagree	686	<b>7.6</b>
Disagree	286	<b>3.2</b>
Strongly disagree	84	<b>0.9</b>
<b>Percent Positive - This Board 88.3 %</b>	9510	

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	5047	<b>50.7</b>
* Agree	3452	<b>38.0</b>
Neither agree nor disagree	642	<b>7.2</b>
Disagree	286	<b>3.0</b>
Strongly disagree	100	<b>1.1</b>
<b>Percent Positive - This Board 88.7 %</b>	9527	

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	4681	<b>46.6</b>
* Agree	3754	<b>40.5</b>
Neither agree nor disagree	593	<b>6.8</b>
Disagree	379	<b>4.7</b>
Strongly disagree	104	<b>1.3</b>
<b>Percent Positive - This Board 87.2 %</b>	9511	

## 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	2752	27.1
Yes	7477	72.9
	10229	

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	4274	54.1
* Agree	3009	41.1
Neither agree nor disagree	244	3.6
Disagree	67	0.9
Strongly disagree	20	0.4
<b>Percent Positive - This Board 95.2 %</b>	7614	

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	3991	50.3
* Agree	3098	42.6
Neither agree nor disagree	342	4.8
Disagree	121	1.9
Strongly disagree	26	0.4
<b>Percent Positive - This Board 92.9 %</b>	7578	



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	3850	<b>48.8</b>
* Agree	2905	<b>39.8</b>
Neither agree nor disagree	652	<b>9.3</b>
Disagree	100	<b>1.5</b>
Strongly disagree	31	<b>0.5</b>
<b>Percent Positive - This Board 88.6 %</b>	7538	

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	4021	<b>50.9</b>
* Agree	2904	<b>40.0</b>
Neither agree nor disagree	519	<b>7.1</b>
Disagree	90	<b>1.4</b>
Strongly disagree	32	<b>0.6</b>
<b>Percent Positive - This Board 91.0 %</b>	7566	

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	4251	<b>53.7</b>
* Agree	2921	<b>40.3</b>
Neither agree nor disagree	311	<b>4.1</b>
Disagree	92	<b>1.4</b>
Strongly disagree	32	<b>0.5</b>
<b>Percent Positive - This Board 94.0 %</b>	7607	

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	4212	<b>53.2</b>
* Agree	3044	<b>41.8</b>
Neither agree nor disagree	245	<b>3.5</b>
Disagree	60	<b>0.9</b>
Strongly disagree	37	<b>0.6</b>
<b>Percent Positive - This Board 94.9 %</b>	7598	

## 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	6190	<b>58.5</b>
Yes, to some extent	3455	<b>35.7</b>
No, and I would like to be	524	<b>5.7</b>
<b>Percent Positive - This Board 58.5 %</b>	10169	

## 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	2542	<b>25.4</b>
Yes	7520	<b>74.6</b>
	10062	

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	4424	<b>54.2</b>
* Agree	3090	<b>40.6</b>
Neither agree nor disagree	221	<b>3.1</b>
Disagree	124	<b>1.8</b>
Strongly disagree	21	<b>0.3</b>
<b>Percent Positive - This Board 94.8 %</b>	7880	

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	3558	<b>43.1</b>
* Agree	3199	<b>42.1</b>
Neither agree nor disagree	499	<b>6.9</b>
Disagree	442	<b>6.2</b>
Strongly disagree	118	<b>1.7</b>
<b>Percent Positive - This Board 85.1 %</b>	7816	

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	3384	<b>40.7</b>
* Agree	3035	<b>40.1</b>
Neither agree nor disagree	689	<b>9.4</b>
Disagree	509	<b>7.4</b>
Strongly disagree	160	<b>2.4</b>
<b>Percent Positive - This Board 80.8 %</b>	<b>7777</b>	

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	3348	<b>40.4</b>
* Agree	2950	<b>38.8</b>
Neither agree nor disagree	822	<b>11.1</b>
Disagree	473	<b>7.1</b>
Strongly disagree	173	<b>2.6</b>
<b>Percent Positive - This Board 79.2 %</b>	<b>7766</b>	

## 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	1272	<b>12.4</b>
Yes	9073	<b>87.6</b>
	10345	

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	5468	<b>57.8</b>
* Agree	3278	<b>37.3</b>
Neither agree nor disagree	189	<b>2.2</b>
Disagree	186	<b>2.1</b>
Strongly disagree	49	<b>0.5</b>
<b>Percent Positive - This Board 95.1 %</b>	9170	

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	5264	<b>55.9</b>
* Agree	3503	<b>39.8</b>
Neither agree nor disagree	239	<b>2.8</b>
Disagree	99	<b>1.2</b>
Strongly disagree	20	<b>0.2</b>
<b>Percent Positive - This Board 95.8 %</b>	9125	

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	5523	<b>58.8</b>
* Agree	3394	<b>38.7</b>
Neither agree nor disagree	148	<b>1.9</b>
Disagree	45	<b>0.5</b>
Strongly disagree	9	<b>0.1</b>
<b>Percent Positive - This Board 97.5 %</b>	9119	

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	4050	<b>42.0</b>
* Agree	3392	<b>38.0</b>
Neither agree nor disagree	1076	<b>12.8</b>
Disagree	486	<b>6.0</b>
Strongly disagree	94	<b>1.2</b>
<b>Percent Positive - This Board 80.1 %</b>	9098	

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	4437	<b>46.5</b>
* Agree	3695	<b>41.8</b>
Neither agree nor disagree	637	<b>7.3</b>
Disagree	283	<b>3.6</b>
Strongly disagree	54	<b>0.6</b>
<b>Percent Positive - This Board 88.4 %</b>	9106	

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	5673	<b>61.1</b>
* Agree	3276	<b>36.9</b>
Neither agree nor disagree	113	<b>1.3</b>
Disagree	45	<b>0.5</b>
Strongly disagree	20	<b>0.2</b>
<b>Percent Positive - This Board 98.0 %</b>	9127	



## 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	9577	<b>92.5</b>
Yes	687	<b>7.5</b>
<b>Percent Positive - This Board 92.5 %</b>	10264	

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	258	<b>40.0</b>
No	394	<b>60.0</b>
<b>Percent Positive - This Board 40.0 %</b>	652	

## 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	5559	<b>49.5</b>
* Agree	3889	<b>39.5</b>
Neither agree nor disagree	718	<b>8.1</b>
Disagree	196	<b>2.2</b>
Strongly disagree	58	<b>0.6</b>
<b>Percent Positive - This Board 89.0 %</b>	10420	

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	4945	<b>44.7</b>
* Agree	3589	<b>36.8</b>
Neither agree nor disagree	1242	<b>14.0</b>
Disagree	320	<b>3.7</b>
Strongly disagree	85	<b>0.9</b>
<b>Percent Positive - This Board 81.5 %</b>	10181	

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	5233	<b>45.3</b>
* Good	3719	<b>37.6</b>
Fair	1156	<b>13.1</b>
Poor	247	<b>2.8</b>
Very poor	94	<b>1.2</b>
<b>Percent Positive - This Board 82.9 %</b>	10449	

## 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	2844	<b>26.2</b>
No	8366	<b>73.8</b>
	11210	

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	1786	<b>65.0</b>
Went to Pharmacist / Chemist	120	<b>4.3</b>
Went to Primary Care Emergency Centre	50	<b>1.7</b>
Telephoned my own GP practice	107	<b>4.1</b>
Telephoned 999 for emergency services	154	<b>5.3</b>
Went to Hospital A&E / Casualty	460	<b>17.1</b>
Other	75	<b>2.5</b>
	2752	

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	421	<b>14.9</b>
Pharmacist / Chemist	106	<b>3.9</b>
Primary Care Emergency Centre	488	<b>17.9</b>
Own GP practice	119	<b>4.8</b>
Home visit from a GP or Nurse	195	<b>7.5</b>
Ambulance paramedics	255	<b>9.2</b>
A&E / Casualty	980	<b>37.0</b>
Social care services	7	<b>0.2</b>
Other	130	<b>4.6</b>
	2701	

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	1801	<b>71.3</b>
A Nurse	449	<b>16.9</b>
A Pharmacist	120	<b>4.6</b>
Someone else	191	<b>7.2</b>
	2561	

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	802	<b>26.9</b>
* Agree	1200	<b>42.2</b>
Neither agree nor disagree	276	<b>9.7</b>
Disagree	375	<b>13.6</b>
Strongly disagree	212	<b>7.6</b>
<b>Percent Positive - This Board 69.1 %</b>	2865	

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	849	<b>28.6</b>
* Agree	1317	<b>46.6</b>
Neither agree nor disagree	352	<b>13.1</b>
Disagree	227	<b>8.6</b>
Strongly disagree	89	<b>3.2</b>
<b>Percent Positive - This Board 75.2 %</b>	2834	

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	929	<b>32.3</b>
* Agree	1402	<b>49.7</b>
Neither agree nor disagree	271	<b>10.3</b>
Disagree	143	<b>5.1</b>
Strongly disagree	79	<b>2.6</b>
<b>Percent Positive - This Board 81.9 %</b>	2824	

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	945	<b>32.4</b>
* Agree	1426	<b>51.0</b>
Neither agree nor disagree	285	<b>10.3</b>
Disagree	116	<b>4.2</b>
Strongly disagree	56	<b>2.0</b>
<b>Percent Positive - This Board 83.4 %</b>	2828	

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	956	<b>32.5</b>
* Agree	1281	<b>45.6</b>
Neither agree nor disagree	342	<b>12.8</b>
Disagree	164	<b>6.0</b>
Strongly disagree	84	<b>3.1</b>
<b>Percent Positive - This Board 78.2 %</b>	2827	

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	966	<b>33.1</b>
* Agree	1282	<b>45.5</b>
Neither agree nor disagree	309	<b>11.5</b>
Disagree	171	<b>6.0</b>
Strongly disagree	101	<b>3.8</b>
<b>Percent Positive - This Board 78.6 %</b>	2829	

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	894	<b>30.4</b>
* Agree	1173	<b>41.8</b>
Neither agree nor disagree	468	<b>17.4</b>
Disagree	172	<b>6.3</b>
Strongly disagree	114	<b>4.1</b>
<b>Percent Positive - This Board 72.2 %</b>	2821	

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	819	<b>28.3</b>
* Good	1107	<b>38.6</b>
Fair	533	<b>20.2</b>
Poor	239	<b>8.7</b>
Very poor	110	<b>4.3</b>
<b>Percent Positive - This Board 66.9 %</b>	2808	

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	8702	<b>79.7</b>
It is too difficult for me to get time away from work during my practice opening hours	1195	<b>12.1</b>
The opening hours are not convenient for me for another reason	217	<b>2.2</b>
I am not sure when my GP practice is open	574	<b>6.0</b>
	10688	



## 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	1082	<b>9.1</b>
Yes, help for me with adaptations and/or equipment for my home	711	<b>6.2</b>
Yes, help for me for activities outside my home	538	<b>4.6</b>
Yes, help to look after someone else	372	<b>3.3</b>
No, not had any help but I feel that I needed it	298	<b>2.7</b>
No, not had any help	8359	<b>72.9</b>
	11483	

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	937	<b>53.3</b>
No	852	<b>46.7</b>
	1789	

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	537	<b>62.0</b>
I was not offered any choices	118	<b>14.4</b>
I had no choices due to medical reasons	73	<b>9.3</b>
I did not want a choice in how my care was arranged	38	<b>4.2</b>
Can't remember / don't know	90	<b>10.2</b>
	856	

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	355	<b>34.9</b>
* Agree	479	<b>49.4</b>
Neither agree nor disagree	98	<b>10.8</b>
Disagree	35	<b>3.7</b>
Strongly disagree	13	<b>1.2</b>
<b>Percent Positive - This Board 84.3 %</b>	980	

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	299	<b>31.4</b>
* Agree	425	<b>44.8</b>
Neither agree nor disagree	150	<b>16.1</b>
Disagree	57	<b>6.5</b>
Strongly disagree	15	<b>1.3</b>
<b>Percent Positive - This Board 76.1 %</b>	946	

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	276	<b>28.1</b>
* Agree	439	<b>45.5</b>
Neither agree nor disagree	146	<b>14.5</b>
Disagree	77	<b>9.1</b>
Strongly disagree	25	<b>2.7</b>
<b>Percent Positive - This Board 73.6 %</b>	963	

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	412	<b>42.6</b>
* Agree	472	<b>47.2</b>
Neither agree nor disagree	63	<b>7.4</b>
Disagree	14	<b>1.5</b>
Strongly disagree	13	<b>1.2</b>
<b>Percent Positive - This Board 89.9 %</b>	974	

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	399	<b>41.0</b>
* Agree	430	<b>43.8</b>
Neither agree nor disagree	99	<b>11.4</b>
Disagree	20	<b>2.3</b>
Strongly disagree	15	<b>1.5</b>
<b>Percent Positive - This Board 84.8 %</b>	963	

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	321	<b>32.9</b>
* Agree	389	<b>40.1</b>
Neither agree nor disagree	138	<b>15.6</b>
Disagree	70	<b>8.9</b>
Strongly disagree	28	<b>2.6</b>
<b>Percent Positive - This Board 72.9 %</b>	946	

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	369	<b>38.5</b>
* Agree	412	<b>44.3</b>
Neither agree nor disagree	125	<b>13.2</b>
Disagree	23	<b>2.8</b>
Strongly disagree	11	<b>1.2</b>
<b>Percent Positive - This Board 82.9 %</b>	940	

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	368	<b>38.1</b>
* Agree	415	<b>45.2</b>
Neither agree nor disagree	116	<b>12.6</b>
Disagree	20	<b>2.4</b>
Strongly disagree	17	<b>1.7</b>
<b>Percent Positive - This Board 83.3 %</b>	936	

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	367	<b>39.8</b>
* Agree	412	<b>43.7</b>
Neither agree nor disagree	113	<b>11.3</b>
Disagree	28	<b>3.3</b>
Strongly disagree	17	<b>2.0</b>
<b>Percent Positive - This Board 83.5 %</b>	937	

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	413	<b>36.2</b>
* Good	427	<b>41.3</b>
Fair	165	<b>15.8</b>
Poor	44	<b>4.4</b>
Very poor	22	<b>2.3</b>
<b>Percent Positive - This Board 77.5 %</b>	1071	

## 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	3070	<b>28.0</b>
No	7837	<b>72.0</b>
	10907	

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	1212	<b>40.2</b>
There was no change in my ability to do my usual activities	715	<b>23.7</b>
I was less able to do my usual activities	645	<b>21.3</b>
It is too soon to say	463	<b>14.9</b>
	3035	

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	5778	<b>54.0</b>
No	4997	<b>46.0</b>
	10775	

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	2680	<b>46.5</b>
It was about the same as before	2124	<b>38.7</b>
It was worse than before	276	<b>5.1</b>
It is too soon to say	548	<b>9.8</b>
	5628	

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	1795	<b>17.0</b>
No	8741	<b>83.0</b>
	10536	

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	864	<b>48.7</b>
I felt about the same as before	582	<b>32.3</b>
I felt more depressed or anxious than before	136	<b>7.7</b>
It is too soon to say	217	<b>11.4</b>
	1799	

## 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	8895	<b>82.6</b>
Yes, up to 4 hours a week	480	<b>4.5</b>
Yes, 5 - 19 hours a week	514	<b>4.8</b>
Yes, 20 - 34 hours a week	172	<b>1.5</b>
Yes, 35 - 49 hours a week	109	<b>1.1</b>
Yes, 50 or more hours a week	595	<b>5.5</b>
	10765	

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	420	<b>22.6</b>
* Agree	804	<b>45.0</b>
Neither agree nor disagree	335	<b>18.8</b>
Disagree	205	<b>10.7</b>
Strongly disagree	52	<b>2.9</b>
<b>Percent Positive - This Board 67.6 %</b>	1816	



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	162	<b>10.0</b>
Agree	418	<b>22.6</b>
Neither agree nor disagree	439	<b>25.4</b>
* Disagree	453	<b>29.5</b>
* Strongly disagree	214	<b>12.5</b>
<b>Percent Positive - This Board 41.9 %</b>	1686	

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	218	<b>14.1</b>
* Agree	580	<b>34.2</b>
Neither agree nor disagree	509	<b>29.7</b>
Disagree	242	<b>15.7</b>
Strongly disagree	109	<b>6.3</b>
<b>Percent Positive - This Board 48.3 %</b>	1658	

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	205	<b>12.9</b>
* Agree	489	<b>29.2</b>
Neither agree nor disagree	579	<b>35.3</b>
Disagree	216	<b>13.7</b>
Strongly disagree	147	<b>8.9</b>
<b>Percent Positive - This Board 42.1 %</b>	1636	

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	209	<b>13.6</b>
* Agree	477	<b>29.2</b>
Neither agree nor disagree	619	<b>37.0</b>
Disagree	210	<b>12.5</b>
Strongly disagree	136	<b>7.6</b>
<b>Percent Positive - This Board 42.8 %</b>	1651	

## Demographics

Q46 - Are you male or female?

All patients	n	%
Male	4801	<b>42.7</b>
Female	6424	<b>57.3</b>
	11225	

Q47 - What was your age on your last birthday?

All patients	n	%
17-34	962	<b>8.8</b>
35-49	1873	<b>16.9</b>
50-64	3755	<b>33.6</b>
65+	4498	<b>40.6</b>
	11088	

Q48 - How would you rate your health in general?

All patients	n	%
Good	5969	<b>53.3</b>
Fair	4382	<b>39.3</b>
Bad	829	<b>7.4</b>
	11180	

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	1802	<b>16.0</b>
Yes, limited a little	2643	<b>24.2</b>
No	6670	<b>59.8</b>
	11115	

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

All patients	n	%
Very well	5761	<b>51.2</b>
Quite well	4560	<b>41.0</b>
Not very well	702	<b>6.3</b>
Not at all well	168	<b>1.5</b>
	11191	

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	4549	<b>40.0</b>
Good	4027	<b>36.9</b>
Alright / neither good or bad	2088	<b>18.4</b>
Bad	448	<b>4.0</b>
Very bad	90	<b>0.8</b>
	11202	

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