

# Health and Care Experience Survey 2015/16

## Results for NHS Lothian



May 2016, Official Statistics



### NHS Lothian

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

The survey was sent to 94,184 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)

14,365 patients of NHS Lothian sent in feedback on their experiences at the practice. Of the patients that answered questions about themselves:

- 42% were male and 58% were female;
- 14% were aged 17-34, 20% were aged 35-49, 30% were aged 50-64 and 36% were 65 and over;
- 67% 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	95%	+1 *
Service users are supported to live as independently as possible	82%	-1
Service users have a say in how their help, care or support is provided	78%	-0
Service users' health and care services seem to be well coordinated	74%	-1
Rating of overall help, care or support services	79%	-2
Rating of overall care provided by GP practice	86%	-1 <sup>s</sup>
The help, care or support improves service users' quality of life	83%	-1
Carers feels supported to continue caring	39%	-2
Service users feel safe	84%	-1

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

## Top Five and Bottom Five Results

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

Top Bottom 5 | Highest / Lowest Responses

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

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

### 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	36%
Able to book a doctors appointment 3 or more working days in advance	25%
Local services are well coordinated for the people carers look after	22%
Carers feels supported to continue caring	22%

## 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	12526	39%	42%		20%	85%	82%	80%	-1% <sup>s</sup>	-2% <sup>s</sup>
Person answering the phone is helpful	12490	61%	32%			94%	93%	94%	+1%	-1% <sup>s</sup>
Can see or speak to a doctor or nurse within 2 working days	9563	64%	21%		15%	84%	85%	85%	+0%	+0%
Able to book a doctors appointment 3 or more working days in advance	9855		75%		25%	80%	77%	75%	-2% <sup>s</sup>	-2% <sup>s</sup>
Can usually see preferred doctor	12816		79%		21%	83%	80%	79%	-1%	-2% <sup>s</sup>
Overall arrangements for getting to see a doctor	12880	29%	40%	19%	12%	74%	70%	70%	-1%	-2% <sup>s</sup>
Overall arrangements for getting to see a nurse	10863	35%	46%	15%		83%	80%	81%	+1%	-1%

## Your GP Practice: referrals

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
Arrangements for getting to see other health and care services	6979	34%	42%	15%	8%	-	78%	77%	-1%	-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	13015	54%	39%		7%	93%	92%	93%	+1%	-1% <sup>s</sup>
Time waiting to be seen at GP practice	12856		83%		17%	85%	82%	83%	+1%	-3% <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	11996	58%	37%			95%	95%	95%	+0%	-0%
Patients feel that doctors have all the information they need to treat them	11937	47%	41%	8%		89%	88%	88%	-0%	-1% <sup>s</sup>
Doctors take account of the things that matter to patients	11897	48%	38%	10%		-	85%	86%	+1%	-1% <sup>s</sup>
Doctors talk in a way that helps patients to understand their condition and treatment	11955	52%	37%	8%		90%	89%	89%	+1%	-1% <sup>s</sup>
Patients have confidence in doctors' ability to treat them	11975	53%	36%	7%		89%	88%	88%	+0%	-1% <sup>s</sup>
Patients have enough time with doctors	11974	48%	38%	7%	7%	88%	87%	86%	-1% <sup>s</sup>	-2% <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	9372	55%	40%			96%	95%	95%	-0%	-0%
Patients feel that nurses have all the information they need to treat them	9362	53%	41%			94%	92%	93%	+1%	-0%
Nurses take account of the things that matter to patients	9302	51%	38%	9%		-	89%	89%	+1%	-1%
Nurses talk in a way that helps patients to understand their condition and treatment	9321	52%	38%	8%		92%	90%	90%	+0%	-1% <sup>s</sup>
Patients have confidence in nurses' ability to treat them	9379	56%	38%			95%	94%	94%	+1%	+0%
Patients have enough time with nurses	9377	56%	40%			96%	96%	96%	-0%	+0%

## At your GP practice - care and treatment

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
Patients are involved as much as they want to be in decisions about their care and treatment	12612	62%	33%			-	61%	62%	+1%	-0%



## 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	9042	58%	37%			-	95%	95%	+0%	-0%
Patients are satisfied with the length of time they wait for results	8972	46%	40%	8%	7%	-	84%	85%	+1%	+0%
Patients are satisfied with the way they receive results	8946	42%	37%	11%	11%	-	79%	79%	-0%	-2% <sup>s</sup>
Test results are explained to patients in a way they can understand	8924	43%	36%	12%	9%	-	80%	79%	-1%	-2% <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	10746	62%		34%		96%	96%	96%	-0%	-0%
Patients know enough about what their medicines are for	10722	61%		36%		97%	97%	97%	+0%	+0%
Patients know enough about how and when to take their medicines	10714	63%		35%		98%	98%	98%	+0%	-0%
Patients know enough about side effects of medicines	10675	45%	37%	12%	7%	82%	82%	81%	-1%	-1% <sup>s</sup>
Patients know what to do if they have any problems with their medicines	10681	48%	40%	8%		89%	88%	88%	-1%	-2% <sup>s</sup>
Patients take their prescription as they are supposed to	10733	64%		33%		98%	98%	98%	+0%	-0%

## At your GP practice - dealing with mistakes

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
Patients believe a mistake was made in their treatment or care by their GP practice	12705	92%		8%		-	93%	92%	-1%	-1% <sup>s</sup>
Overall rating of how mistakes are dealt with	893	45%	55%			-	15%	45%	+29%	-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	12944	53%	38%	7%		89%	90%	91%	+1% <sup>s</sup>	-1% <sup>s</sup>
Patients are treated with compassion and understanding	12728	47%	37%	13%		86%	83%	84%	+1%	-1% <sup>s</sup>
Rating of overall care provided by GP practice	12934	48%	38%	11%		88%	85%	86%	+1%	-1% <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	3493	31%	44%	10%	15%	76%	76%	75%	-1%	+2%
Patients feel that people have all the information they need to treat them	3454	33%	47%	12%	8%	78%	77%	80%	+3% <sup>s</sup>	+2% <sup>s</sup>
Patients feel that they are listened to	3467	38%	48%	8%	6%	85%	86%	86%	+1%	+2% <sup>s</sup>
Things are explained to patients in a way they can understand	3457	39%	50%	8%	3%	86%	87%	88%	+2% <sup>s</sup>	+3% <sup>s</sup>
Patients feel that they were treated by the right people	3452	38%	44%	12%	6%	-	-	82%	-	+2% <sup>s</sup>
Patients feel they get the right treatment or advice	3452	38%	45%	10%	7%	81%	81%	82%	+2%	+2% <sup>s</sup>
Patients feel that people take account of the things that matter to them	3450	36%	41%	16%	8%	-	76%	76%	+1%	+1%
Rating of overall care provided out of hours	3428	33%	41%	17%	8%	75%	73%	75%	+2%	+3% <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	1042	38%	46%	9%		-	88%	84%	-4% <sup>s</sup>	-1%
Service users have a say in how their help, care or support is provided	1007	35%	44%	13%	8%	-	83%	78%	-4% <sup>s</sup>	-0%
Service users are aware of the help, care and support options available	1008	30%	44%	17%	10%	-	-	73%	-	-2%
Service users are treated with respect	1038	46%	45%			-	92%	91%	-1%	+1%
Service users are treated with compassion and understanding	1023	43%	44%	8%		-	88%	88%	-0%	+1%
Service users' health and care services seem to be well coordinated	1015	35%	39%	14%	12%	-	77%	74%	-3%	-1%
Service users are supported to live as independently as possible	1002	41%	41%	12%		-	83%	82%	-1%	-1%
Service users feel safe	1005	44%	40%	11%		-	85%	84%	-2%	-1%
The help, care or support improves service users' quality of life	999	41%	42%	12%		-	83%	83%	-0%	-1%
Rating of overall help, care or support services	1124	42%	37%	14%	7%	-	85%	79%	-6% <sup>s</sup>	-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	1899	24%	45%	18%	13%	-	70%	69%	-2%	+0%
Caring has had a negative impact on carers' health and wellbeing	1797	15%	26%	24%	36%	-	42%	40%	-2%	+0%
Carers have a say in the services provided for the person they look after	1751	12%	36%	31%	21%	-	48%	48%	+0%	-2%
Local services are well coordinated for the people carers look after	1745	11%	32%	35%	22%	-	51%	44%	-7% <sup>s</sup>	+1%
Carers feels supported to continue caring	1754	11%	28%	39%	22%	-	45%	39%	-6% <sup>s</sup>	-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	35	<b>32</b>	35
The times available in the next 2 days were not convenient for me	13	<b>9</b>	11
I was not offered a chance to see or speak to anyone within 2 working days	46	<b>52</b>	49
Another reason	6	<b>7</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>56</b>	57
Yes, and I am not happy about it	18	<b>17</b>	19
No, other patients can't overhear	20	<b>19</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>69</b>	65
Went to Pharmacist / Chemist	-	<b>3</b>	4
Went to Primary Care Emergency Centre	-	<b>1</b>	2
Telephoned my own GP practice	-	<b>3</b>	4
Telephoned 999 for emergency services	-	<b>6</b>	6
Went to Hospital A&E / Casualty	-	<b>14</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>18</b>	16
Pharmacist / Chemist	-	<b>3</b>	3
Primary Care Emergency Centre	-	<b>17</b>	15
Own GP practice	-	<b>4</b>	5
Home visit from a GP or Nurse	-	<b>8</b>	9
Ambulance paramedics	-	<b>9</b>	11
A&E / Casualty	-	<b>34</b>	35
Social care services	-	<b>0</b>	0
Other	-	<b>7</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	75	<b>77</b>	80
It is too difficult for me to get time away from work during my practice opening hours	14	<b>13</b>	11
The opening hours are not convenient for me for another reason	3	<b>3</b>	2
I am not sure when my GP practice is open	8	<b>7</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	45	<b>45</b>	43
There was no change in my ability to do my usual activities	22	<b>22</b>	23
I was less able to do my usual activities	16	<b>18</b>	19
It is too soon to say	17	<b>16</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	54	<b>53</b>	51
It was about the same as before	34	<b>34</b>	35
It was worse than before	3	<b>4</b>	4
It is too soon to say	9	<b>9</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	55	<b>54</b>	53
I felt about the same as before	28	<b>27</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

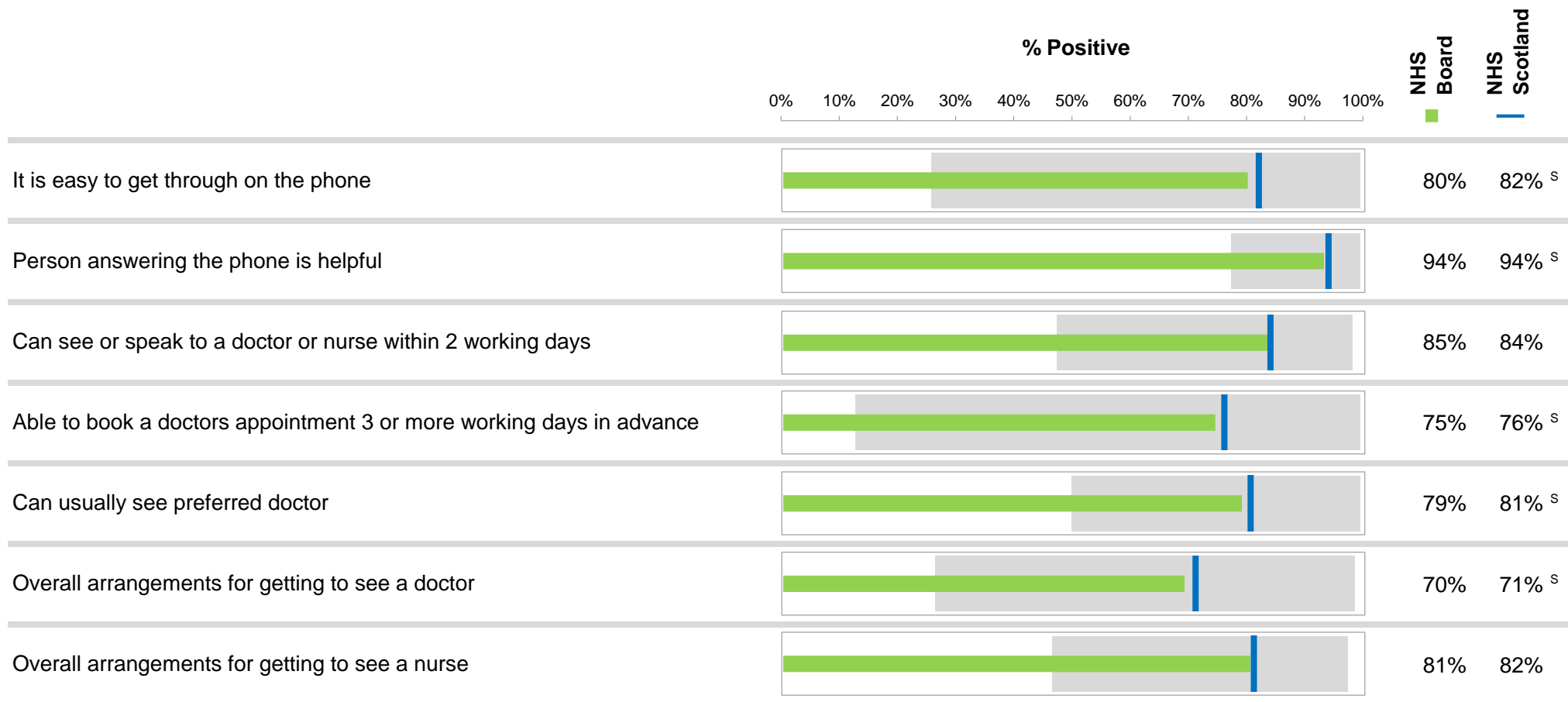
The tables/charts in this section show this NHS Board's percent positive results in relation to the range of percent positive results across GP Practices within this NHS Board. The percent positive results for NHS Scotland are also shown.

### Notes on Interpretation

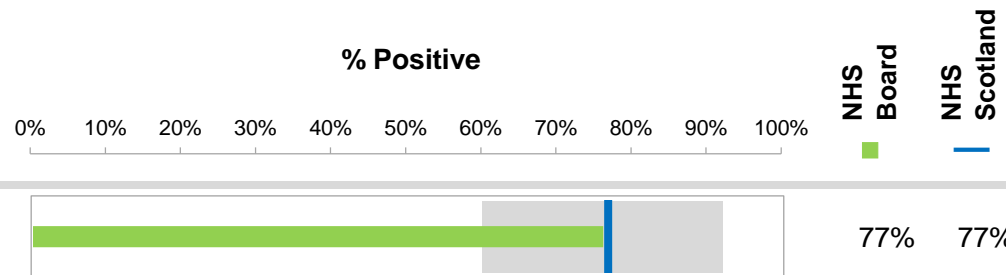
- Range of percent positive results across GP Practices within this NHS Board - ranges from lowest GP Practice to highest GP Practice.
- The NHS Board's percent positive result.
- | NHS Scotland percent positive result.
- <sup>S</sup> Indicates a statistically significant difference in the percent positive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

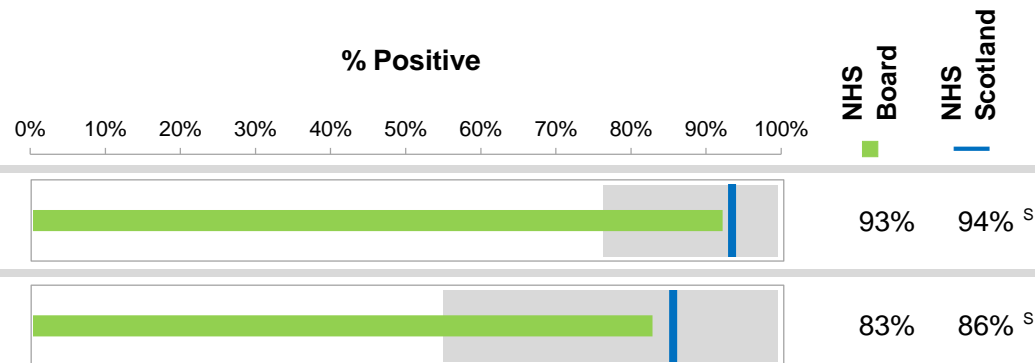
# Your GP Practice: getting to see or speak to someone



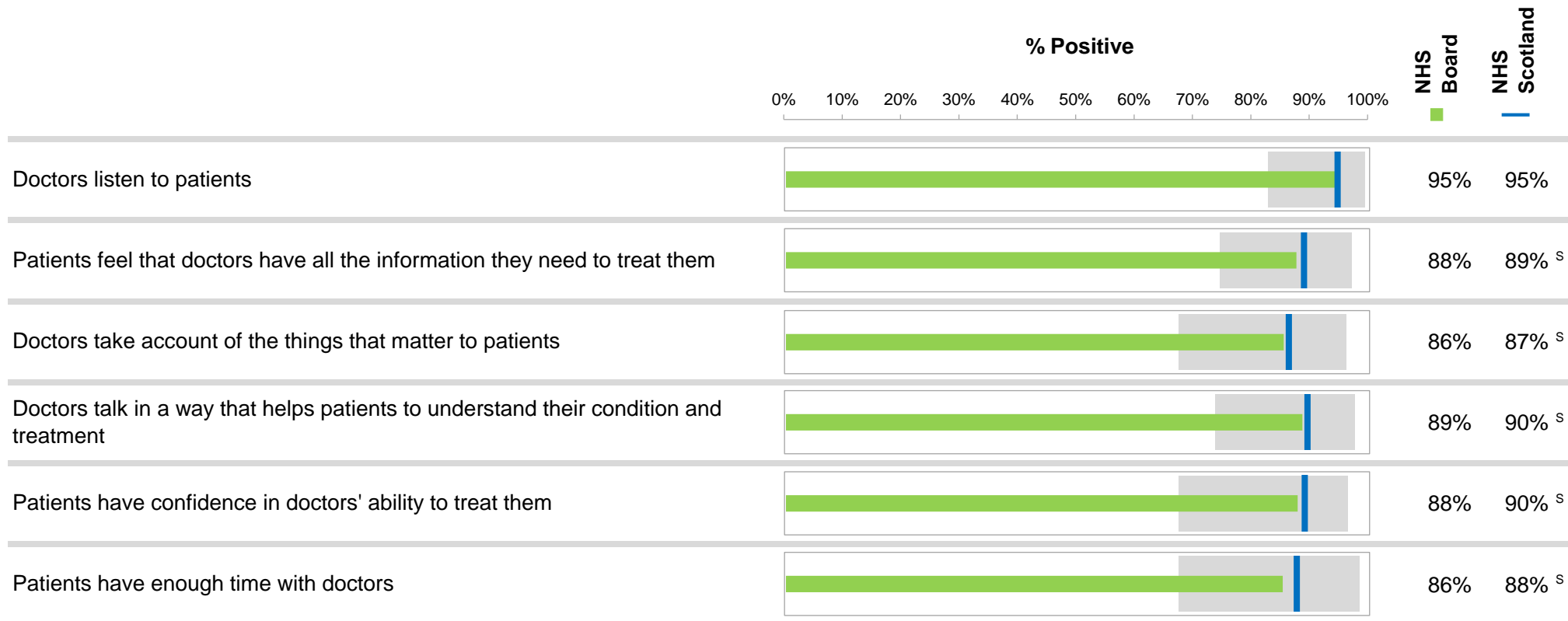
## Your GP Practice: referrals



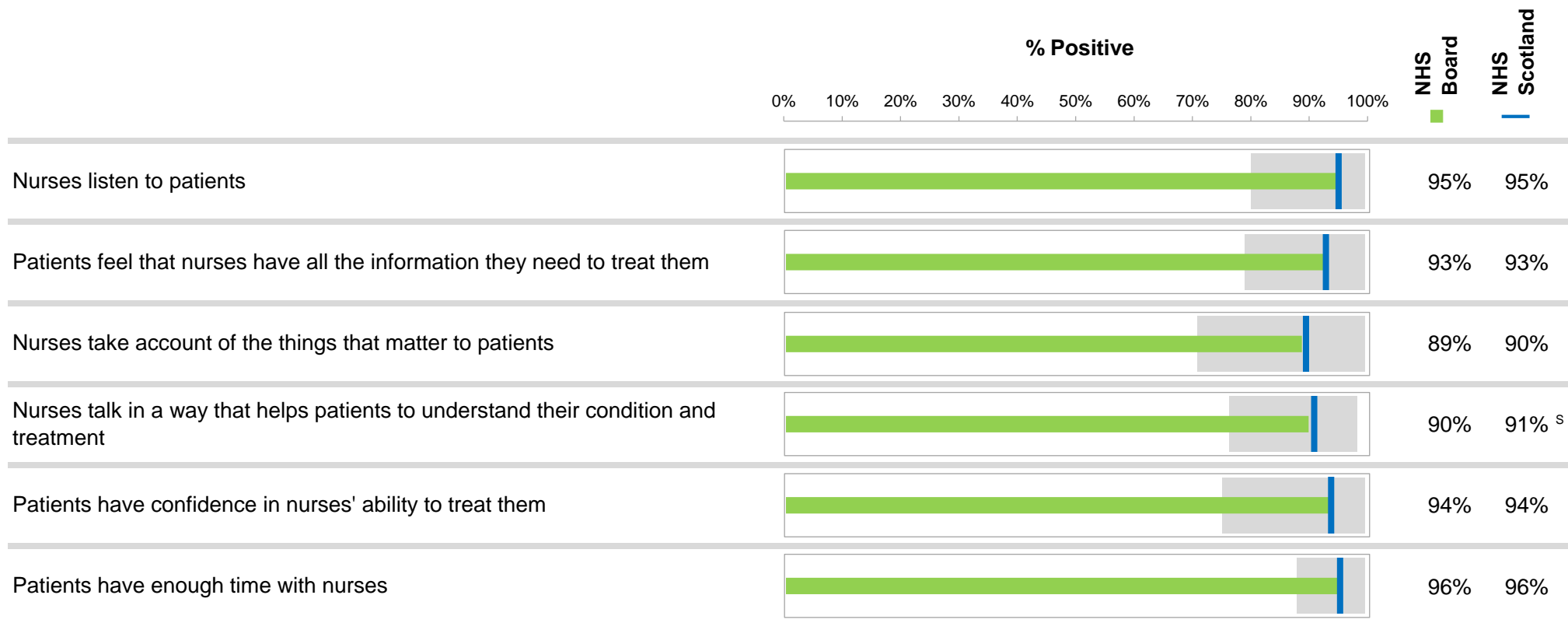
## At your GP Practice



# At your GP Practice - doctors

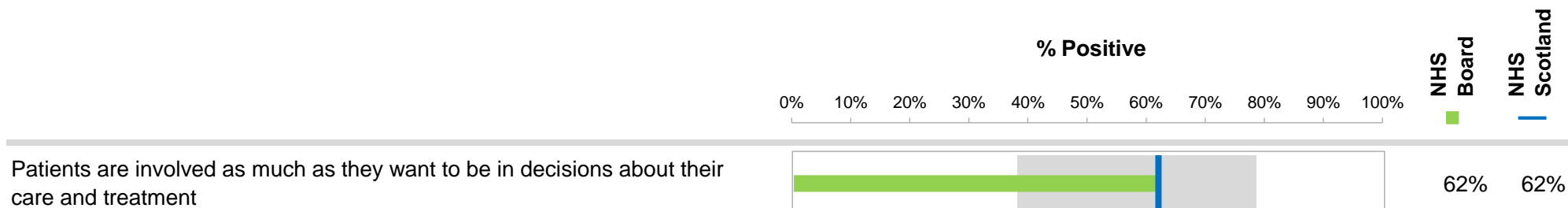


# At your GP Practice - nurses

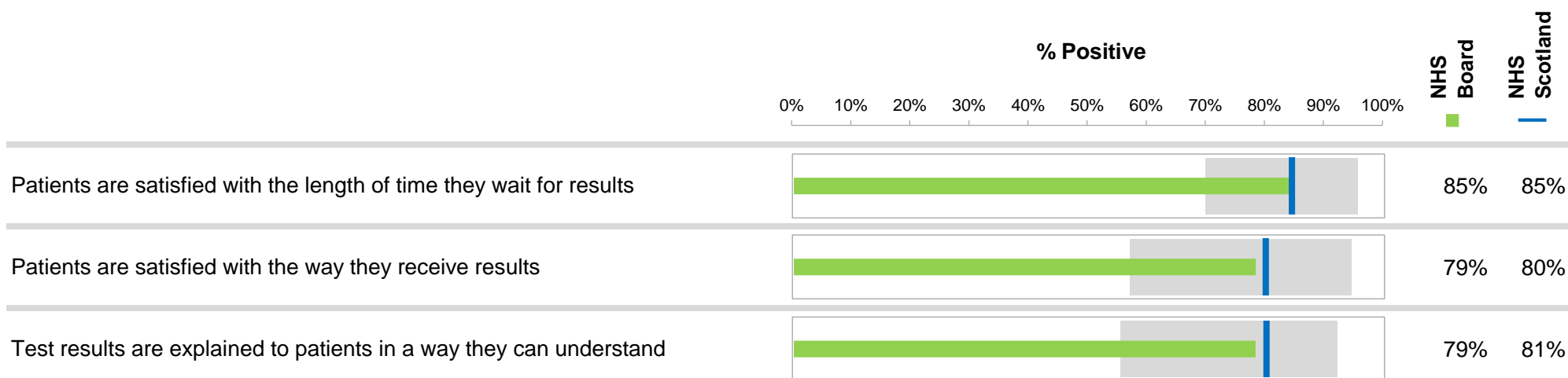




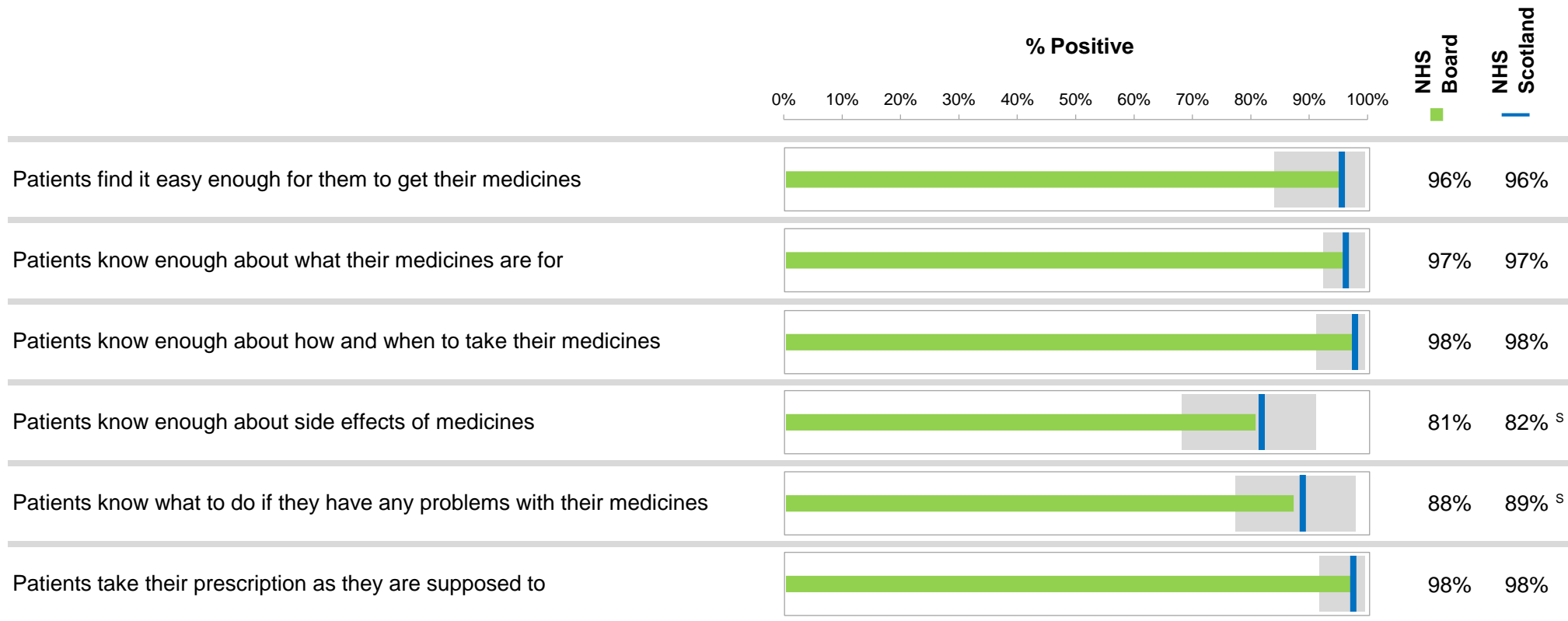
## At your GP practice - care and treatment



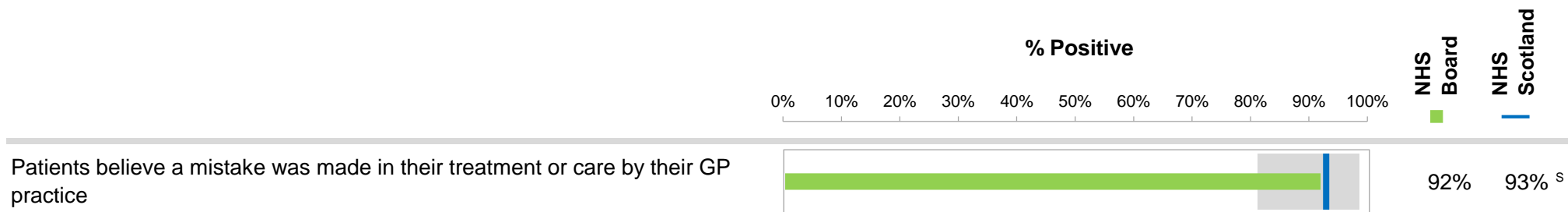
## Tests arranged by your GP practice



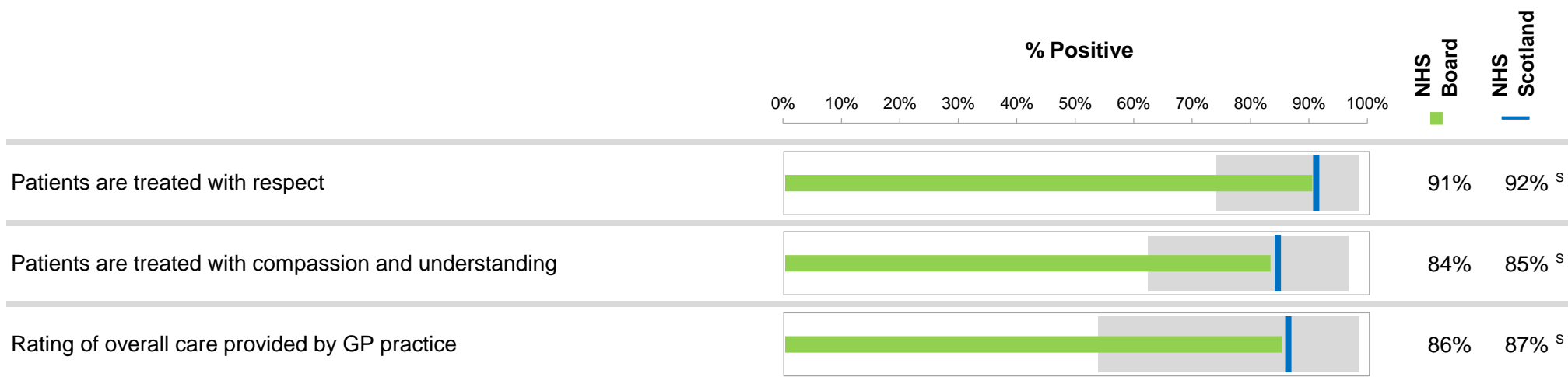
# At your GP Practice - medicines



## At your GP practice - dealing with mistakes



## At your GP practice - overall experience



## Variation between NHS Boards

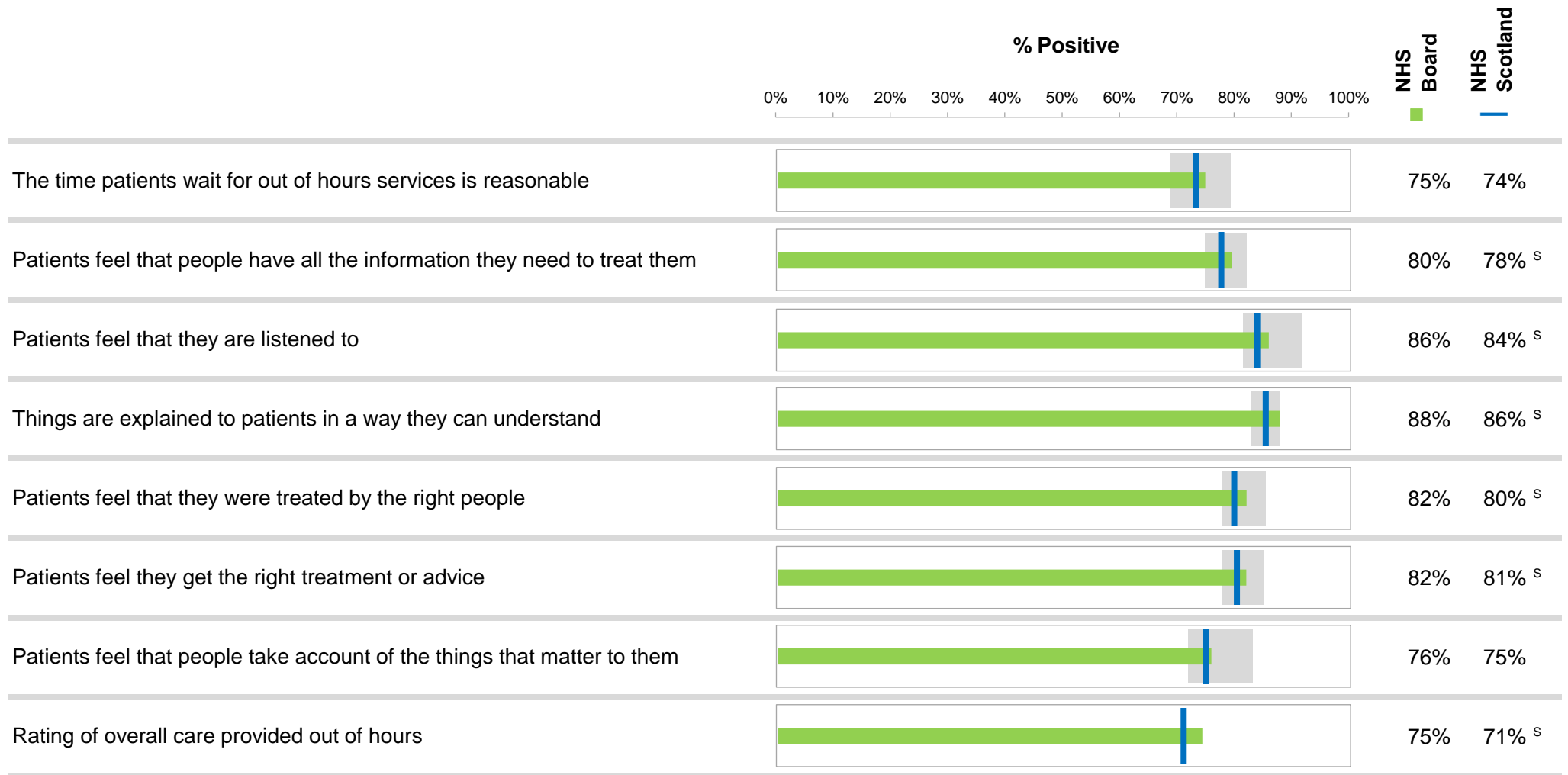
The tables/charts in this section show this NHS Board's percent positive results in relation to the range of percent positive results across all NHS Boards in Scotland. The percent positive results for NHS Scotland are also shown.

### Notes on Interpretation

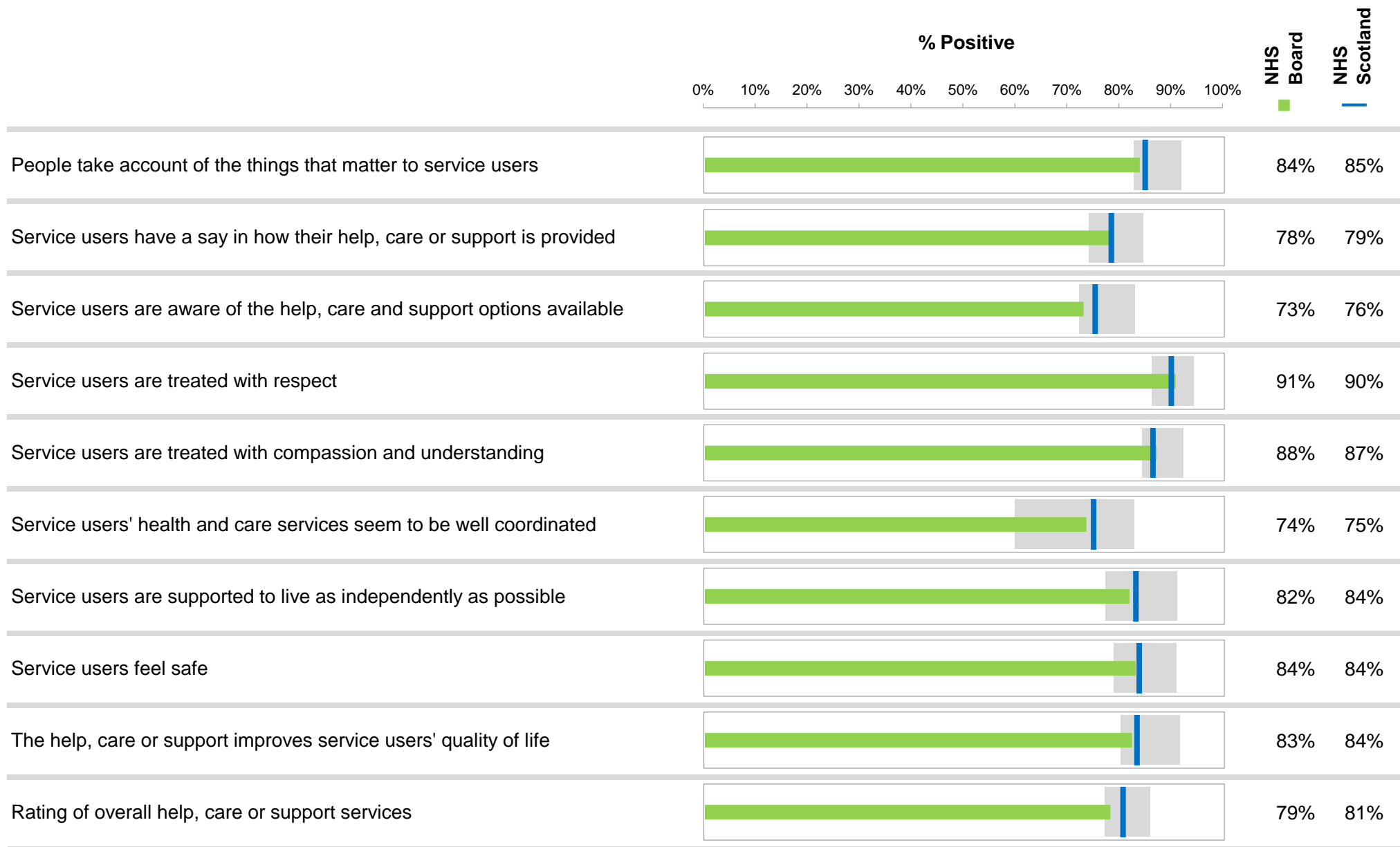
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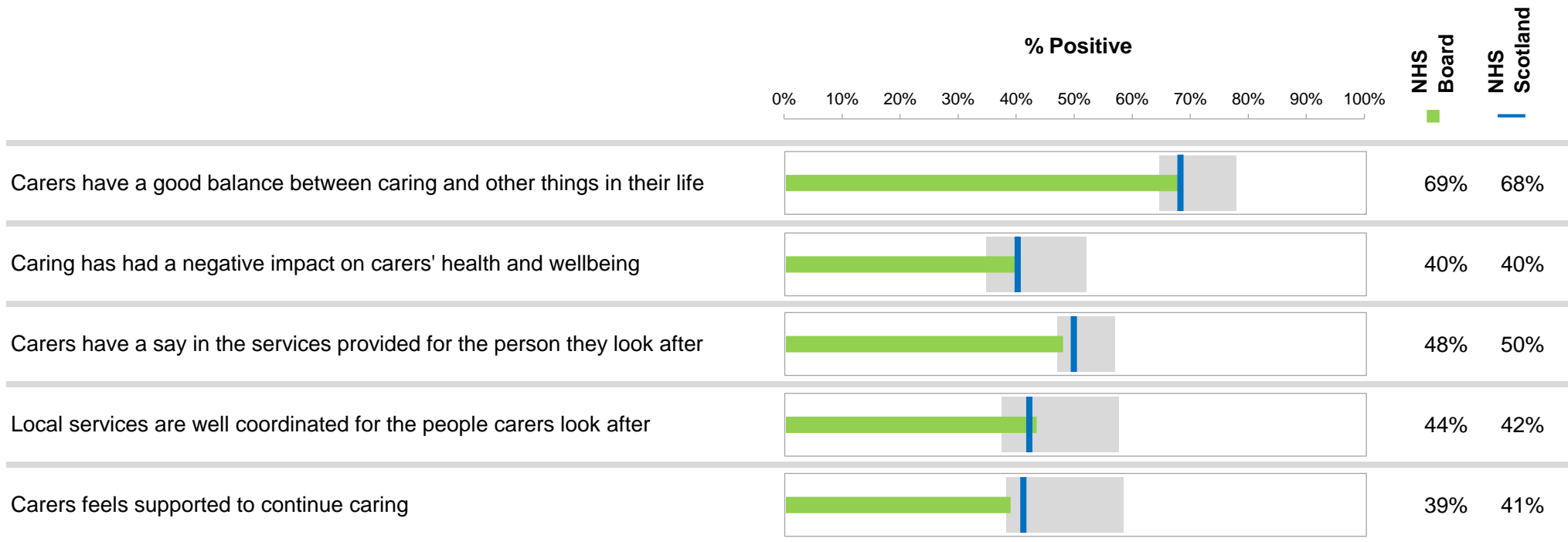
# Out of hours healthcare



# 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	1254	<b>9.2</b>
Yes	12916	<b>90.8</b>
	14170	

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	1404	<b>11.1</b>
2 - 4 times	6148	<b>47.3</b>
5 - 10 times	3723	<b>28.5</b>
More than 10 times	1581	<b>12.0</b>
Can't remember / don't know	151	<b>1.2</b>
	13007	



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	5217	<b>38.8</b>
* Fairly easy	5067	<b>41.7</b>
Not easy	2242	<b>19.5</b>
<b>Percent Positive - This Board 80.5 %</b>	12526	

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	7961	<b>61.4</b>
* Fairly helpful	3777	<b>32.3</b>
Not very helpful	585	<b>5.0</b>
Not at all helpful	167	<b>1.4</b>
<b>Percent Positive - This Board 93.7 %</b>	12490	

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	6083	<b>64.1</b>
* I saw or spoke to a doctor or nurse within 1 or 2 working days	2041	<b>20.8</b>
I waited more than 2 working days to see or speak to a doctor or nurse	1439	<b>15.1</b>
<b>Percent Positive - This Board 84.9 %</b>	9563	

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	437	<b>32.3</b>
The times available in the next 2 days were not convenient for me	119	<b>9.2</b>
I was not offered a chance to see or speak to anyone within 2 working days	794	<b>51.8</b>
Another reason	101	<b>6.8</b>
	1451	

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	7583	<b>74.8</b>
No	2272	<b>25.2</b>
<b>Percent Positive - This Board 74.8 %</b>	9855	

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	6593	<b>49.2</b>
No	2483	<b>20.6</b>
* I don't have a doctor I prefer to see	3740	<b>30.3</b>
<b>Percent Positive - This Board 79.4 %</b>	12816	

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	4021	<b>29.3</b>
* Good	5115	<b>40.3</b>
Fair	2294	<b>18.6</b>
Poor	917	<b>7.5</b>
Very poor	533	<b>4.4</b>
<b>Percent Positive - This Board 69.5 %</b>	12880	

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	3908	<b>34.6</b>
* Good	4955	<b>46.3</b>
Fair	1543	<b>14.7</b>
Poor	314	<b>3.0</b>
Very poor	143	<b>1.3</b>
<b>Percent Positive - This Board 80.9 %</b>	10863	

## 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	6985	<b>53.7</b>
No, as it wasn't necessary	5804	<b>45.0</b>
No, but I wanted to	156	<b>1.2</b>
	12945	

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	2483	<b>34.5</b>
* Good	2887	<b>42.1</b>
Fair	1031	<b>15.0</b>
Poor	396	<b>5.6</b>
Very poor	182	<b>2.9</b>
<b>Percent Positive - This Board 76.5 %</b>	6979	

## 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	7201	<b>55.8</b>
Yes, and I am not happy about it	2152	<b>17.2</b>
No, other patients can't overhear	2700	<b>19.5</b>
Don't know	958	<b>7.5</b>
	13011	

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	7290	<b>53.5</b>
* Fairly helpful	4810	<b>39.0</b>
Not very helpful	684	<b>5.6</b>
Not at all helpful	231	<b>1.8</b>
<b>Percent Positive - This Board 92.5 %</b>	13015	

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	10778	<b>83.2</b>
It is too long	2078	<b>16.8</b>
<b>Percent Positive - This Board 83.2 %</b>	12856	

## 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	917	7.4
Yes	11563	92.6
	12480	

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	7006	58.1
* Agree	4426	37.1
Neither agree nor disagree	342	2.9
Disagree	175	1.5
Strongly disagree	47	0.4
<b>Percent Positive - This Board 95.2 %</b>	11996	

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	5705	47.1
* Agree	4888	41.0
Neither agree nor disagree	875	7.7
Disagree	395	3.5
Strongly disagree	74	0.7
<b>Percent Positive - This Board 88.1 %</b>	11937	

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	5780	<b>47.9</b>
* Agree	4492	<b>38.1</b>
Neither agree nor disagree	1187	<b>10.2</b>
Disagree	345	<b>3.1</b>
Strongly disagree	93	<b>0.8</b>
<b>Percent Positive - This Board 86.0 %</b>	11897	

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	6257	<b>51.7</b>
* Agree	4438	<b>37.5</b>
Neither agree nor disagree	880	<b>7.5</b>
Disagree	289	<b>2.5</b>
Strongly disagree	91	<b>0.8</b>
<b>Percent Positive - This Board 89.1 %</b>	11955	

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	6396	<b>52.6</b>
* Agree	4243	<b>35.8</b>
Neither agree nor disagree	865	<b>7.4</b>
Disagree	364	<b>3.2</b>
Strongly disagree	107	<b>1.0</b>
<b>Percent Positive - This Board 88.3 %</b>	11975	

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	5806	<b>47.7</b>
* Agree	4560	<b>38.1</b>
Neither agree nor disagree	850	<b>7.5</b>
Disagree	612	<b>5.5</b>
Strongly disagree	146	<b>1.3</b>
<b>Percent Positive - This Board 85.8 %</b>	11974	

## 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	3506	<b>27.9</b>
Yes	9221	<b>72.1</b>
	12727	

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	5213	<b>55.1</b>
* Agree	3713	<b>40.0</b>
Neither agree nor disagree	361	<b>4.0</b>
Disagree	71	<b>0.7</b>
Strongly disagree	14	<b>0.1</b>
<b>Percent Positive - This Board 95.2 %</b>	9372	

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	4952	<b>52.5</b>
* Agree	3786	<b>40.6</b>
Neither agree nor disagree	425	<b>4.7</b>
Disagree	170	<b>1.9</b>
Strongly disagree	29	<b>0.3</b>
<b>Percent Positive - This Board 93.1 %</b>	9362	



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	4755	<b>50.6</b>
* Agree	3557	<b>38.5</b>
Neither agree nor disagree	840	<b>9.3</b>
Disagree	126	<b>1.4</b>
Strongly disagree	24	<b>0.2</b>
<b>Percent Positive - This Board 89.1 %</b>	9302	

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	4905	<b>52.1</b>
* Agree	3529	<b>38.1</b>
Neither agree nor disagree	753	<b>8.3</b>
Disagree	105	<b>1.2</b>
Strongly disagree	29	<b>0.3</b>
<b>Percent Positive - This Board 90.3 %</b>	9321	

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	5269	<b>56.0</b>
* Agree	3582	<b>38.2</b>
Neither agree nor disagree	365	<b>4.0</b>
Disagree	127	<b>1.4</b>
Strongly disagree	36	<b>0.4</b>
<b>Percent Positive - This Board 94.2 %</b>	9379	

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	5228	<b>55.5</b>
* Agree	3756	<b>40.2</b>
Neither agree nor disagree	283	<b>3.1</b>
Disagree	91	<b>1.0</b>
Strongly disagree	19	<b>0.2</b>
<b>Percent Positive - This Board 95.7 %</b>	9377	

## 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	7985	<b>62.2</b>
Yes, to some extent	4015	<b>32.7</b>
No, and I would like to be	612	<b>5.1</b>
<b>Percent Positive - This Board 62.2 %</b>	12612	

## 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	3881	<b>31.6</b>
Yes	8655	<b>68.4</b>
	12536	

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	5218	<b>58.1</b>
* Agree	3393	<b>37.1</b>
Neither agree nor disagree	288	<b>3.3</b>
Disagree	122	<b>1.4</b>
Strongly disagree	21	<b>0.2</b>
<b>Percent Positive - This Board 95.2 %</b>	9042	

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	4107	<b>45.6</b>
* Agree	3603	<b>39.7</b>
Neither agree nor disagree	649	<b>7.6</b>
Disagree	477	<b>5.4</b>
Strongly disagree	136	<b>1.7</b>
<b>Percent Positive - This Board 85.3 %</b>	8972	

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	3818	<b>42.2</b>
* Agree	3323	<b>36.6</b>
Neither agree nor disagree	899	<b>10.6</b>
Disagree	650	<b>7.5</b>
Strongly disagree	256	<b>3.1</b>
<b>Percent Positive - This Board 78.8 %</b>	8946	

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	3858	<b>42.7</b>
* Agree	3242	<b>36.1</b>
Neither agree nor disagree	1051	<b>12.1</b>
Disagree	560	<b>6.6</b>
Strongly disagree	213	<b>2.5</b>
<b>Percent Positive - This Board 78.8 %</b>	8924	

## 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	2202	<b>17.3</b>
Yes	10652	<b>82.7</b>
	12854	

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	6717	<b>62.3</b>
* Agree	3580	<b>33.6</b>
Neither agree nor disagree	184	<b>1.7</b>
Disagree	207	<b>2.0</b>
Strongly disagree	58	<b>0.5</b>
<b>Percent Positive - This Board 95.8 %</b>	10746	

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	6546	<b>61.0</b>
* Agree	3855	<b>36.0</b>
Neither agree nor disagree	230	<b>2.2</b>
Disagree	81	<b>0.8</b>
Strongly disagree	10	<b>0.1</b>
<b>Percent Positive - This Board 96.9 %</b>	10722	

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	6818	<b>63.3</b>
* Agree	3709	<b>34.8</b>
Neither agree nor disagree	125	<b>1.2</b>
Disagree	50	<b>0.5</b>
Strongly disagree	12	<b>0.1</b>
<b>Percent Positive - This Board 98.2 %</b>	10714	

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	4798	<b>44.6</b>
* Agree	3917	<b>36.5</b>
Neither agree nor disagree	1267	<b>11.9</b>
Disagree	604	<b>6.0</b>
Strongly disagree	89	<b>1.0</b>
<b>Percent Positive - This Board 81.1 %</b>	10675	

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	5212	<b>48.1</b>
* Agree	4230	<b>39.6</b>
Neither agree nor disagree	783	<b>7.7</b>
Disagree	390	<b>4.0</b>
Strongly disagree	66	<b>0.7</b>
<b>Percent Positive - This Board 87.6 %</b>	10681	

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	6934	<b>64.4</b>
* Agree	3582	<b>33.5</b>
Neither agree nor disagree	108	<b>1.1</b>
Disagree	74	<b>0.7</b>
Strongly disagree	35	<b>0.3</b>
<b>Percent Positive - This Board 97.8 %</b>	10733	



## 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	11775	<b>92.4</b>
Yes	930	<b>7.6</b>
<b>Percent Positive - This Board 92.4 %</b>	12705	

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	401	<b>44.8</b>
No	492	<b>55.2</b>
<b>Percent Positive - This Board 44.8 %</b>	893	

## 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	6989	<b>52.6</b>
* Agree	4821	<b>38.3</b>
Neither agree nor disagree	847	<b>6.8</b>
Disagree	236	<b>1.9</b>
Strongly disagree	51	<b>0.4</b>
<b>Percent Positive - This Board 90.9 %</b>	12944	

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	6178	<b>47.2</b>
* Agree	4542	<b>36.5</b>
Neither agree nor disagree	1558	<b>12.6</b>
Disagree	373	<b>3.1</b>
Strongly disagree	77	<b>0.6</b>
<b>Percent Positive - This Board 83.7 %</b>	12728	

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	6349	<b>47.5</b>
* Good	4819	<b>38.1</b>
Fair	1319	<b>10.8</b>
Poor	365	<b>2.9</b>
Very poor	82	<b>0.6</b>
<b>Percent Positive - This Board 85.7 %</b>	12934	

## 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	3497	<b>25.1</b>
No	10528	<b>74.9</b>
	14025	

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	2344	<b>68.5</b>
Went to Pharmacist / Chemist	102	<b>3.1</b>
Went to Primary Care Emergency Centre	47	<b>1.3</b>
Telephoned my own GP practice	105	<b>3.2</b>
Telephoned 999 for emergency services	208	<b>6.4</b>
Went to Hospital A&E / Casualty	471	<b>14.2</b>
Other	109	<b>3.2</b>
	3386	

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	593	<b>18.3</b>
Pharmacist / Chemist	94	<b>3.0</b>
Primary Care Emergency Centre	548	<b>16.8</b>
Own GP practice	137	<b>4.0</b>
Home visit from a GP or Nurse	261	<b>7.7</b>
Ambulance paramedics	339	<b>9.4</b>
A&E / Casualty	1134	<b>33.7</b>
Social care services	9	<b>0.2</b>
Other	218	<b>6.8</b>
	3333	

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	2118	<b>67.6</b>
A Nurse	614	<b>19.6</b>
A Pharmacist	122	<b>4.0</b>
Someone else	271	<b>8.8</b>
	3125	

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	1104	<b>31.5</b>
* Agree	1533	<b>43.7</b>
Neither agree nor disagree	326	<b>9.6</b>
Disagree	379	<b>10.9</b>
Strongly disagree	151	<b>4.3</b>
<b>Percent Positive - This Board 75.2 %</b>	3493	

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	1153	<b>33.0</b>
* Agree	1612	<b>46.9</b>
Neither agree nor disagree	401	<b>11.8</b>
Disagree	230	<b>6.7</b>
Strongly disagree	58	<b>1.6</b>
<b>Percent Positive - This Board 79.9 %</b>	3454	

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	1316	<b>38.1</b>
* Agree	1659	<b>48.2</b>
Neither agree nor disagree	292	<b>8.0</b>
Disagree	150	<b>4.2</b>
Strongly disagree	50	<b>1.4</b>
<b>Percent Positive - This Board 86.4 %</b>	3467	

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	1341	<b>38.8</b>
* Agree	1705	<b>49.5</b>
Neither agree nor disagree	277	<b>7.9</b>
Disagree	101	<b>2.9</b>
Strongly disagree	33	<b>0.9</b>
<b>Percent Positive - This Board 88.4 %</b>	3457	

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	1331	<b>38.0</b>
* Agree	1521	<b>44.4</b>
Neither agree nor disagree	406	<b>11.7</b>
Disagree	131	<b>4.0</b>
Strongly disagree	63	<b>1.8</b>
<b>Percent Positive - This Board 82.5 %</b>	3452	

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	1323	<b>37.8</b>
* Agree	1534	<b>44.6</b>
Neither agree nor disagree	350	<b>10.2</b>
Disagree	172	<b>5.2</b>
Strongly disagree	73	<b>2.2</b>
<b>Percent Positive - This Board 82.4 %</b>	3452	

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	1235	<b>35.6</b>
* Agree	1396	<b>40.7</b>
Neither agree nor disagree	557	<b>16.1</b>
Disagree	185	<b>5.3</b>
Strongly disagree	77	<b>2.3</b>
<b>Percent Positive - This Board 76.3 %</b>	3450	

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	1141	<b>33.3</b>
* Good	1417	<b>41.4</b>
Fair	587	<b>17.0</b>
Poor	205	<b>5.9</b>
Very poor	78	<b>2.4</b>
<b>Percent Positive - This Board 74.7 %</b>	3428	

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	10503	<b>77.3</b>
It is too difficult for me to get time away from work during my practice opening hours	1725	<b>13.4</b>
The opening hours are not convenient for me for another reason	318	<b>2.6</b>
I am not sure when my GP practice is open	851	<b>6.7</b>
	13397	



## 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	975	<b>6.6</b>
Yes, help for me with adaptations and/or equipment for my home	675	<b>4.6</b>
Yes, help for me for activities outside my home	496	<b>3.3</b>
Yes, help to look after someone else	382	<b>2.6</b>
No, not had any help but I feel that I needed it	325	<b>2.3</b>
No, not had any help	11270	<b>78.9</b>
	14365	

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	1028	<b>60.4</b>
No	713	<b>39.6</b>
	1741	

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	631	<b>64.2</b>
I was not offered any choices	119	<b>13.4</b>
I had no choices due to medical reasons	67	<b>6.6</b>
I did not want a choice in how my care was arranged	36	<b>3.7</b>
Can't remember / don't know	106	<b>12.0</b>
	959	

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	411	<b>38.1</b>
* Agree	482	<b>46.3</b>
Neither agree nor disagree	97	<b>9.5</b>
Disagree	41	<b>5.2</b>
Strongly disagree	11	<b>1.0</b>
<b>Percent Positive - This Board 84.4 %</b>	1042	

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	360	<b>34.7</b>
* Agree	441	<b>43.8</b>
Neither agree nor disagree	132	<b>13.4</b>
Disagree	58	<b>6.4</b>
Strongly disagree	16	<b>1.7</b>
<b>Percent Positive - This Board 78.5 %</b>	1007	

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	313	<b>29.5</b>
* Agree	441	<b>43.9</b>
Neither agree nor disagree	155	<b>16.6</b>
Disagree	81	<b>8.3</b>
Strongly disagree	18	<b>1.7</b>
<b>Percent Positive - This Board 73.4 %</b>	1008	

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	488	<b>46.4</b>
* Agree	465	<b>44.9</b>
Neither agree nor disagree	64	<b>5.6</b>
Disagree	11	<b>1.8</b>
Strongly disagree	10	<b>1.3</b>
<b>Percent Positive - This Board 91.3 %</b>	1038	

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	460	<b>43.3</b>
* Agree	446	<b>44.3</b>
Neither agree nor disagree	86	<b>8.4</b>
Disagree	20	<b>2.7</b>
Strongly disagree	11	<b>1.3</b>
<b>Percent Positive - This Board 87.6 %</b>	1023	

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	385	<b>35.5</b>
* Agree	390	<b>38.5</b>
Neither agree nor disagree	141	<b>14.5</b>
Disagree	64	<b>7.0</b>
Strongly disagree	35	<b>4.5</b>
<b>Percent Positive - This Board 74.0 %</b>	1015	

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	416	<b>41.5</b>
* Agree	423	<b>40.9</b>
Neither agree nor disagree	113	<b>12.0</b>
Disagree	36	<b>4.5</b>
Strongly disagree	14	<b>1.2</b>
<b>Percent Positive - This Board 82.4 %</b>	1002	

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	434	<b>43.5</b>
* Agree	416	<b>40.0</b>
Neither agree nor disagree	111	<b>11.3</b>
Disagree	31	<b>3.7</b>
Strongly disagree	13	<b>1.5</b>
<b>Percent Positive - This Board 83.5 %</b>	1005	

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	419	<b>40.9</b>
* Agree	427	<b>42.0</b>
Neither agree nor disagree	107	<b>11.5</b>
Disagree	26	<b>2.9</b>
Strongly disagree	20	<b>2.7</b>
<b>Percent Positive - This Board 82.9 %</b>	999	

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	482	<b>42.0</b>
* Good	426	<b>36.6</b>
Fair	145	<b>14.4</b>
Poor	49	<b>4.5</b>
Very poor	22	<b>2.5</b>
<b>Percent Positive - This Board 78.6 %</b>	1124	

## 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	3701	<b>26.8</b>
No	10086	<b>73.2</b>
	13787	

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	1647	<b>44.8</b>
There was no change in my ability to do my usual activities	824	<b>21.8</b>
I was less able to do my usual activities	652	<b>17.8</b>
It is too soon to say	562	<b>15.6</b>
	3685	

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	6974	<b>51.2</b>
No	6701	<b>48.8</b>
	13675	

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	3629	<b>53.1</b>
It was about the same as before	2294	<b>33.7</b>
It was worse than before	259	<b>3.8</b>
It is too soon to say	648	<b>9.3</b>
	6830	

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	2188	<b>16.3</b>
No	11230	<b>83.7</b>
	13418	

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	1188	<b>54.3</b>
I felt about the same as before	603	<b>26.8</b>
I felt more depressed or anxious than before	170	<b>8.0</b>
It is too soon to say	239	<b>10.9</b>
	2200	

## 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	11705	<b>86.0</b>
Yes, up to 4 hours a week	610	<b>4.4</b>
Yes, 5 - 19 hours a week	522	<b>3.7</b>
Yes, 20 - 34 hours a week	172	<b>1.3</b>
Yes, 35 - 49 hours a week	107	<b>0.7</b>
Yes, 50 or more hours a week	548	<b>3.9</b>
	13664	

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	444	<b>24.3</b>
* Agree	865	<b>44.5</b>
Neither agree nor disagree	340	<b>18.0</b>
Disagree	200	<b>10.3</b>
Strongly disagree	50	<b>2.9</b>
<b>Percent Positive - This Board 68.8 %</b>	1899	



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	174	9.7
Agree	472	26.2
Neither agree nor disagree	422	23.7
* Disagree	475	25.9
* Strongly disagree	254	14.5
<b>Percent Positive - This Board 40.4 %</b>	1797	

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	241	12.4
* Agree	635	35.6
Neither agree nor disagree	519	30.9
Disagree	260	14.9
Strongly disagree	96	6.1
<b>Percent Positive - This Board 48.1 %</b>	1751	

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	208	11.2
* Agree	556	32.3
Neither agree nor disagree	619	34.5
Disagree	216	13.0
Strongly disagree	146	8.9
<b>Percent Positive - This Board 43.5 %</b>	1745	

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	194	<b>10.5</b>
* Agree	513	<b>28.5</b>
Neither agree nor disagree	685	<b>39.4</b>
Disagree	236	<b>14.3</b>
Strongly disagree	126	<b>7.4</b>
<b>Percent Positive - This Board 39.0 %</b>	1754	

## Demographics

Q46 - Are you male or female?

All patients	n	%
Male	5889	<b>41.7</b>
Female	8209	<b>58.3</b>
	14098	

Q47 - What was your age on your last birthday?

All patients	n	%
17-34	1713	<b>14.2</b>
35-49	2703	<b>19.5</b>
50-64	4335	<b>30.2</b>
65+	5225	<b>36.1</b>
	13976	

Q48 - How would you rate your health in general?

All patients	n	%
Good	9150	<b>65.2</b>
Fair	4279	<b>30.4</b>
Bad	601	<b>4.3</b>
	14030	

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	1591	<b>11.1</b>
Yes, limited a little	3110	<b>21.9</b>
No	9301	<b>67.0</b>
	14002	

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

All patients	n	%
Very well	8200	<b>57.9</b>
Quite well	5198	<b>37.1</b>
Not very well	562	<b>4.1</b>
Not at all well	123	<b>0.8</b>
	14083	

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	6704	<b>47.2</b>
Good	4890	<b>35.2</b>
Alright / neither good or bad	2066	<b>14.5</b>
Bad	366	<b>2.6</b>
Very bad	64	<b>0.5</b>
	14090	

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