

# Health and Care Experience Survey 2015/16

## Results for NHS Orkney



May 2016, Official Statistics



### NHS Orkney

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

The survey was sent to 3,937 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)

1,123 patients of NHS Orkney sent in feedback on their experiences at the practice. Of the patients that answered questions about themselves:

- 40% were male and 60% were female;
- 9% were aged 17-34, 18% were aged 35-49, 35% were aged 50-64 and 37% were 65 and over;
- 69% 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	89%	+5
Service users have a say in how their help, care or support is provided	75%	-4
Service users' health and care services seem to be well coordinated	77%	+2
Rating of overall help, care or support services	86%	+5
Rating of overall care provided by GP practice	97%	+11 <sup>s</sup>
The help, care or support improves service users' quality of life	87%	+3
Carers feels supported to continue caring	43%	+2
Service users feel safe	85%	+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
The receptionists are helpful	100%
Person answering the phone is helpful	100%
Patients know enough about how and when to take their medicines	98%
Patients have enough time with nurses	98%
Patients are treated with respect	98%

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

Question	% negative
Overall rating of how mistakes are dealt with	33%
Caring has had a negative impact on carers' health and wellbeing	29%
Local services are well coordinated for the people carers look after	27%
Carers have a say in the services provided for the person they look after	24%
Carers feels supported to continue caring	23%

## Notes on Interpretation

Results are shown as the percentage of patients who answered each question positively.

The bars illustrate the % positive as green (darker green being very positive and lighter green being positive), and the % negative as red. Where answers are neither positive nor negative, the % is shown in yellow (see below).

		Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
Overall arrangements for getting to see a doctor	3000	29%	44%	15%	12%	85%	76%	73%	-3%	+1%

The “% Positive...” columns show the Board 2015/16 percent positive scores along with both 2013/14 & 2011/12 scores.

“Difference from Scotland” shows the difference between the Board percent positive score in 2015/16 and the Scottish average in the same year, with a plus or minus sign depending on whether it is above or below the Scottish average.

“Change from 2013/14” shows the change in the percent positive score for the Board since the 2013/14 survey.

Differences which are statistically significant are marked with an S.

Where a comparison has not been tested due to small numbers, this is marked with an NT.

The classification of answers as very positive, positive, neutral or negative for each question can be found in the technical report at: [www.gov.scot/stats/bulletins/01218](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	1017	74%			23%	99%	99%	97%	-2% <sup>s</sup>	+15% <sup>s</sup>
Person answering the phone is helpful	1013	89%			11%	100%	99%	100%	+1% <sup>s</sup>	+5% <sup>s</sup>
Can see or speak to a doctor or nurse within 2 working days	815	66%		27%	7%	96%	95%	93%	-2%	+9% <sup>s</sup>
Able to book a doctors appointment 3 or more working days in advance	837	98%				98%	98%	98%	-0%	+21% <sup>s</sup>
Can usually see preferred doctor	796	91%			9%	92%	92%	91%	-0%	+10% <sup>s</sup>
Overall arrangements for getting to see a doctor	1025	58%		37%		96%	95%	94%	-1%	+23% <sup>s</sup>
Overall arrangements for getting to see a nurse	889	66%		32%		97%	98%	98%	-1%	+16% <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	520	54%		33%	8%	-	90%	87%	-3%	+10% <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	1009	85%			14%	99%	99%	100%	+1%	+6% <sup>S</sup>
Time waiting to be seen at GP practice	1022	93%			7%	91%	92%	93%	+1%	+7% <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	950	65%		33%		97%	97%	98%	+1%	+3% <sup>S</sup>
Patients feel that doctors have all the information they need to treat them	948	58%		35%		94%	93%	92%	-1%	+3% <sup>S</sup>
Doctors take account of the things that matter to patients	945	60%		31%	7%	-	94%	91%	-3%	+4% <sup>S</sup>
Doctors talk in a way that helps patients to understand their condition and treatment	947	63%		30%		95%	94%	93%	-1%	+3% <sup>S</sup>
Patients have confidence in doctors' ability to treat them	948	63%		28%		93%	94%	91%	-3%	+2%
Patients have enough time with doctors	949	61%		34%		95%	95%	95%	-1%	+7% <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	729	71%			26%	98%	98%	96%	-1%	+1%
Patients feel that nurses have all the information they need to treat them	727	68%			28%	96%	96%	95%	-1%	+2%
Nurses take account of the things that matter to patients	725	66%			27%	-	95%	94%	-1%	+4% <sup>S</sup>
Nurses talk in a way that helps patients to understand their condition and treatment	726	69%			25%	96%	94%	94%	+0%	+3% <sup>S</sup>
Patients have confidence in nurses' ability to treat them	730	71%			25%	98%	97%	95%	-2%	+1%
Patients have enough time with nurses	731	71%			27%	98%	99%	98%	-1%	+2% <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	1006	74%			24%	-	73%	74%	+2%	+12% <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	748	67%	31%			-	97%	98%	+1%	+2% <sup>S</sup>
Patients are satisfied with the length of time they wait for results	747	55%	31%	7%		-	88%	86%	-2%	+1%
Patients are satisfied with the way they receive results	741	53%	31%	8%	8%	-	85%	84%	-0%	+4% <sup>S</sup>
Test results are explained to patients in a way they can understand	736	56%	30%	10%		-	87%	86%	-1%	+5% <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	870	70%			27%	97%	96%	97%	+2%	+1%
Patients know enough about what their medicines are for	868	69%			28%	98%	99%	97%	-2%	+0%
Patients know enough about how and when to take their medicines	869	73%			25%	99%	98%	98%	+0%	+0%
Patients know enough about side effects of medicines	864	58%		29%	10%	87%	88%	87%	-1%	+5% <sup>S</sup>
Patients know what to do if they have any problems with their medicines	865	63%		31%		93%	93%	94%	+1%	+5% <sup>S</sup>
Patients take their prescription as they are supposed to	868	74%			24%	98%	99%	98%	-1%	-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	1021	95%				-	97%	95%	-2%	+1%
Overall rating of how mistakes are dealt with	47	67%			33%	-	66%	67%	+1%	+21% <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	1029	71%			26%	97%	97%	98%	+1%	+6% <sup>s</sup>
Patients are treated with compassion and understanding	1007	66%			29%	97%	95%	96%	+1%	+11% <sup>s</sup>
Rating of overall care provided by GP practice	1032	70%			27%	96%	97%	97%	-0%	+11% <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	291	38%	41%	10%	11%	71%	77%	80%	+3%	+6%
Patients feel that people have all the information they need to treat them	290	41%	36%	13%	10%	74%	74%	78%	+4%	-0%
Patients feel that they are listened to	293	46%	39%	11%		83%	86%	86%	-0%	+1%
Things are explained to patients in a way they can understand	291	48%	37%	12%		86%	86%	85%	-1%	-1%
Patients feel that they were treated by the right people	291	50%	35%	10%		-	-	85%	-	+4%
Patients feel they get the right treatment or advice	291	49%	36%	9%		80%	79%	85%	+7%	+5%
Patients feel that people take account of the things that matter to them	288	46%	37%	9%	7%	-	78%	84%	+6%	+8% <sup>s</sup>
Rating of overall care provided out of hours	282	40%	39%	13%	8%	69%	74%	79%	+6%	+8% <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	90	36%	49%	9%		-	92%	86%	-6%	+0%
Service users have a say in how their help, care or support is provided	89	31%	44%	12%	13%	-	83%	75%	-8%	-4%
Service users are aware of the help, care and support options available	88	38%	45%	14%		-	-	83%	-	+8%
Service users are treated with respect	89	44%	46%			-	94%	90%	-4%	+0%
Service users are treated with compassion and understanding	87	44%	46%	10%		-	93%	90%	-4%	+3%
Service users' health and care services seem to be well coordinated	87	34%	43%	17%		-	83%	77%	-5%	+2%
Service users are supported to live as independently as possible	85	38%	51%	11%		-	90%	89%	-2%	+5%
Service users feel safe	85	45%	40%	8%		-	89%	85%	-4%	+1%
The help, care or support improves service users' quality of life	85	41%	45%	13%		-	98%	87%	-11%	+3%
Rating of overall help, care or support services	91	49%	37%	8%		-	92%	86%	-6%	+5%

## 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	159	21%	45%	22%	12%	-	73%	66%	-7%	-2%
Caring has had a negative impact on carers' health and wellbeing	143	11%	30%	30%	29%	-	49%	41%	-8%	+1%
Carers have a say in the services provided for the person they look after	141	13%	35%	28%	24%	-	61%	48%	-12%	-1%
Local services are well coordinated for the people carers look after	144	12%	38%	23%	27%	-	58%	50%	-8%	+8%
Carers feels supported to continue caring	142	8%	35%	33%	23%	-	54%	43%	-10%	+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	56	<b>61</b>	35
The times available in the next 2 days were not convenient for me	2	<b>7</b>	11
I was not offered a chance to see or speak to anyone within 2 working days	39	<b>28</b>	49
Another reason	3	<b>4</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	47	<b>46</b>	57
Yes, and I am not happy about it	9	<b>10</b>	19
No, other patients can't overhear	30	<b>30</b>	17
Don't know	15	<b>15</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>57</b>	65
Went to Pharmacist / Chemist	-	<b>0</b>	4
Went to Primary Care Emergency Centre	-	<b>1</b>	2
Telephoned my own GP practice	-	<b>11</b>	4
Telephoned 999 for emergency services	-	<b>6</b>	6
Went to Hospital A&E / Casualty	-	<b>22</b>	15
Other	-	<b>2</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>9</b>	16
Pharmacist / Chemist	-	<b>0</b>	3
Primary Care Emergency Centre	-	<b>4</b>	15
Own GP practice	-	<b>12</b>	5
Home visit from a GP or Nurse	-	<b>12</b>	9
Ambulance paramedics	-	<b>10</b>	11
A&E / Casualty	-	<b>49</b>	35
Social care services	-	<b>1</b>	0
Other	-	<b>3</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	85	<b>86</b>	80
It is too difficult for me to get time away from work during my practice opening hours	5	<b>6</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	7	<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	49	<b>47</b>	43
There was no change in my ability to do my usual activities	19	<b>25</b>	23
I was less able to do my usual activities	10	<b>16</b>	19
It is too soon to say	22	<b>12</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	62	<b>60</b>	51
It was about the same as before	24	<b>29</b>	35
It was worse than before	3	<b>2</b>	4
It is too soon to say	11	<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	70	<b>67</b>	53
I felt about the same as before	22	<b>24</b>	28
I felt more depressed or anxious than before	2	<b>3</b>	8
It is too soon to say	7	<b>6</b>	11

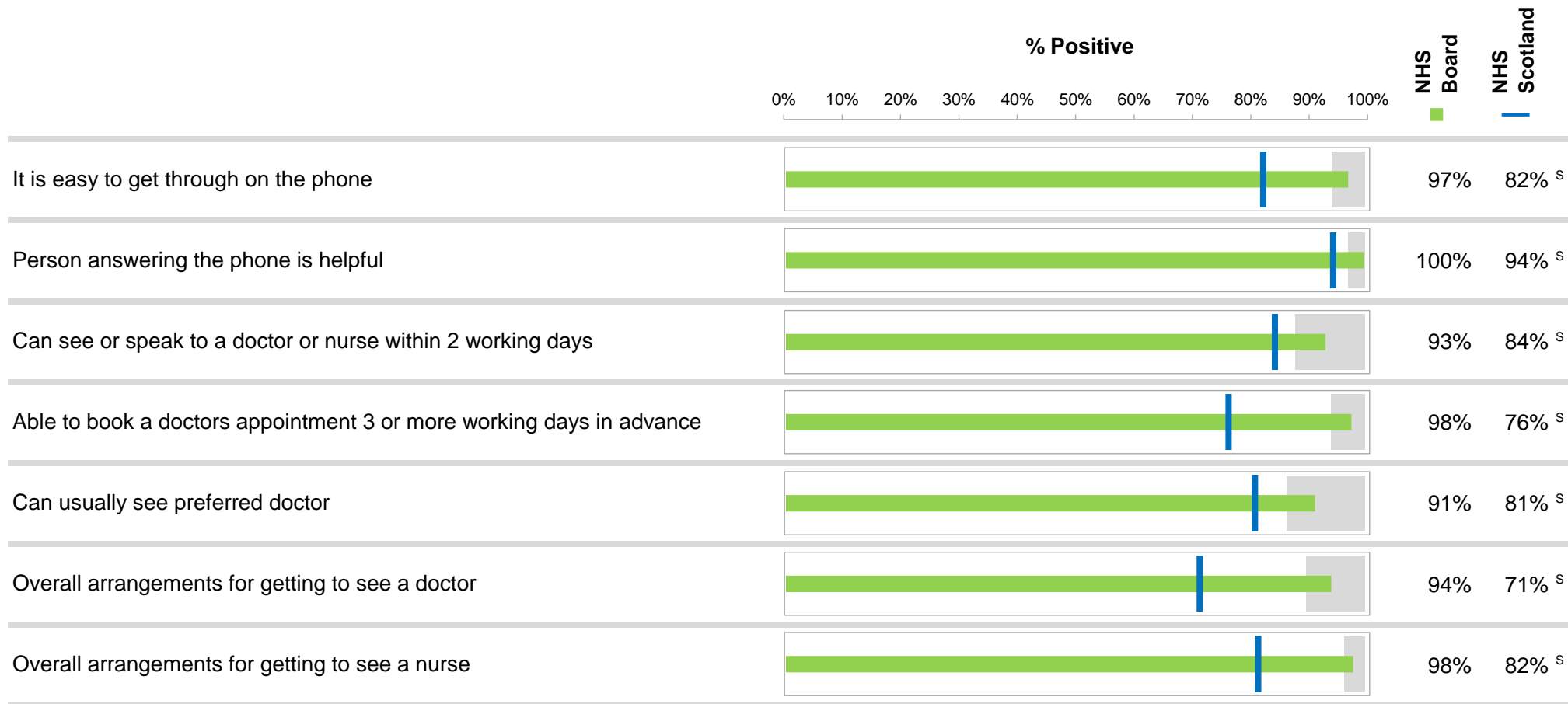
## Variation in GP practice results within the NHS Board

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.

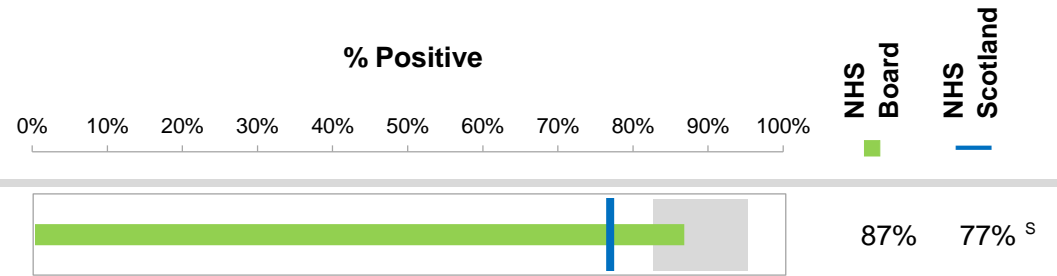
### Notes on Interpretation

- 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).

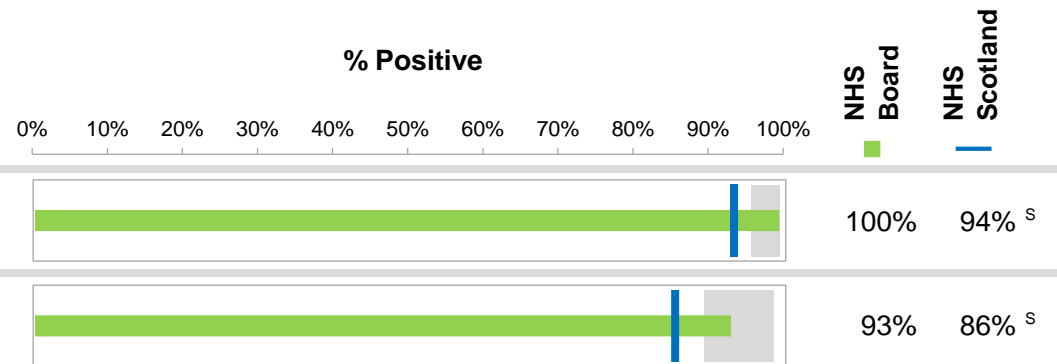
# Your GP Practice: getting to see or speak to someone



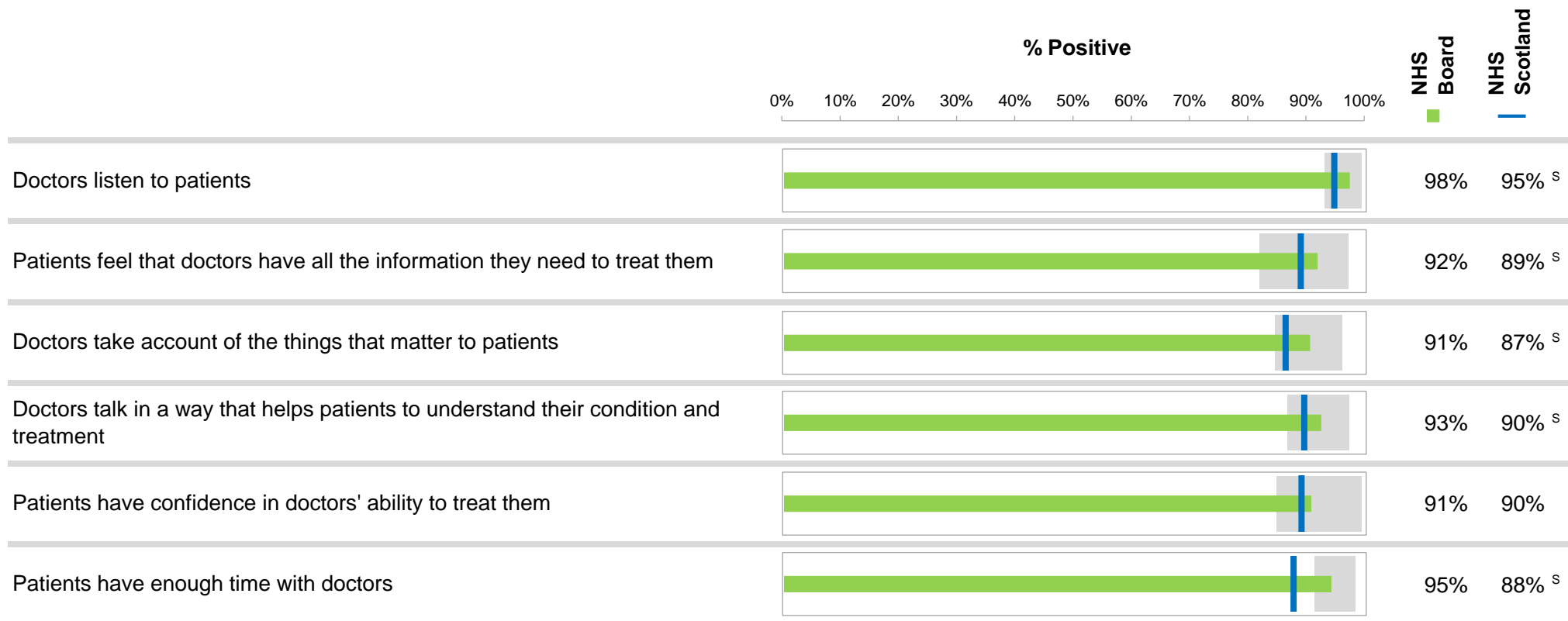
## Your GP Practice: referrals



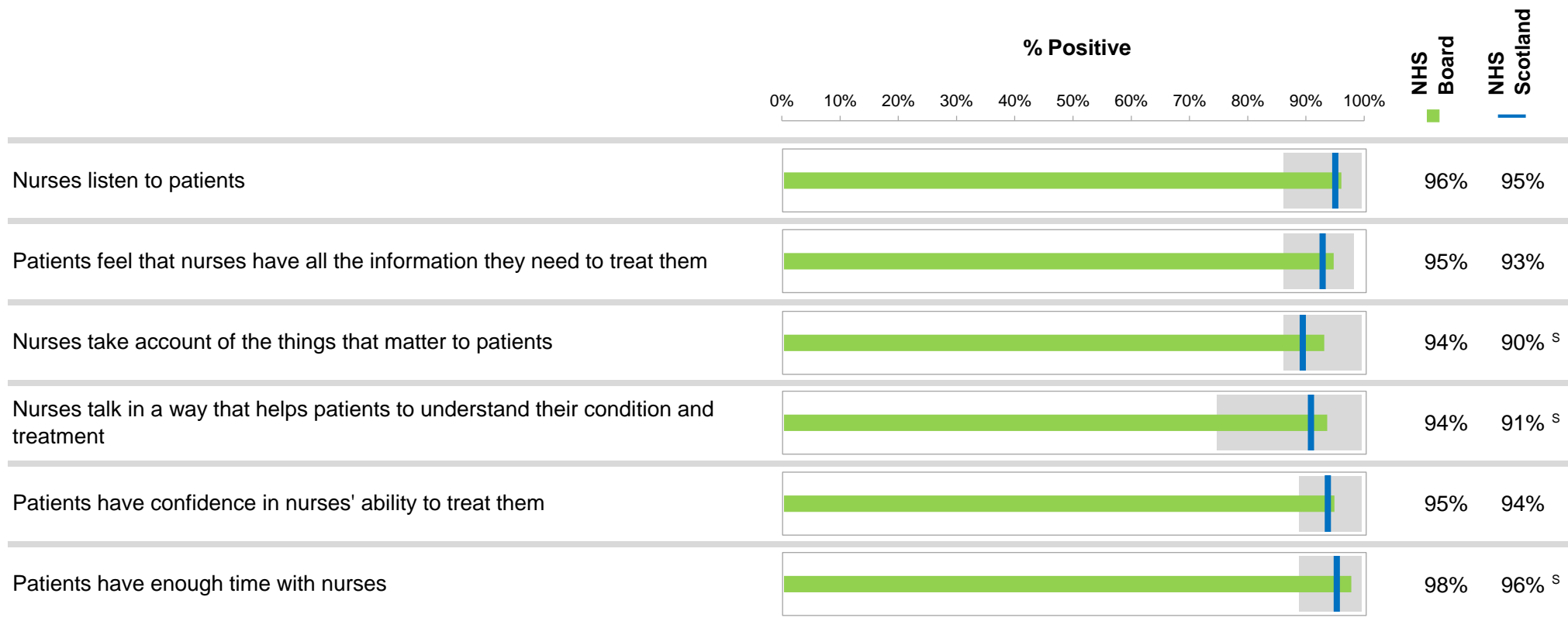
## At your GP Practice



## At your GP Practice - doctors

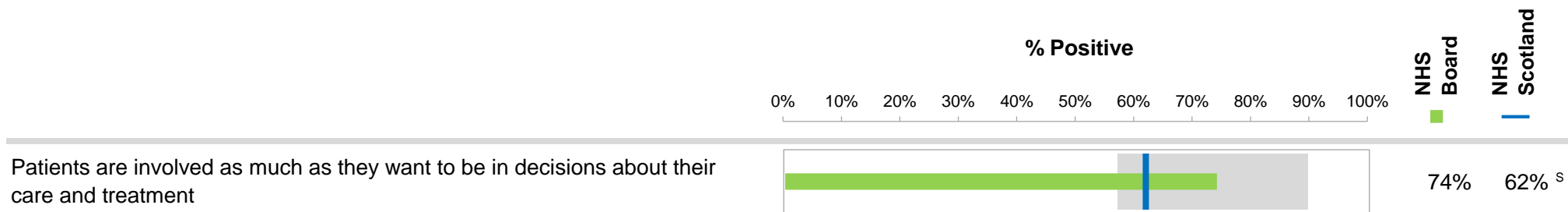


## At your GP Practice - nurses

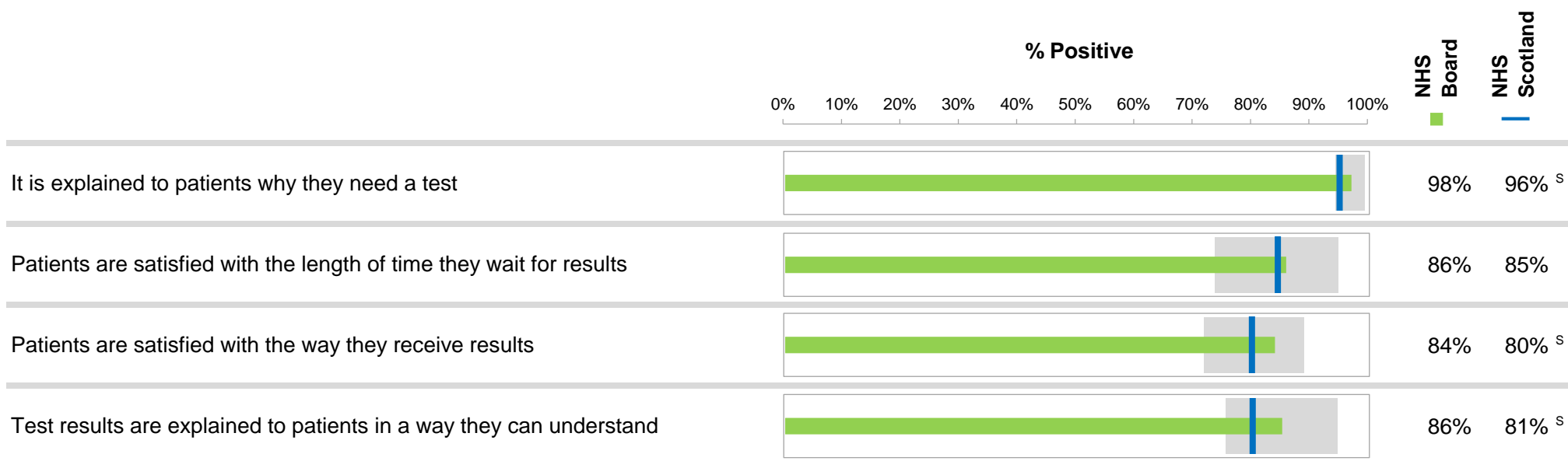




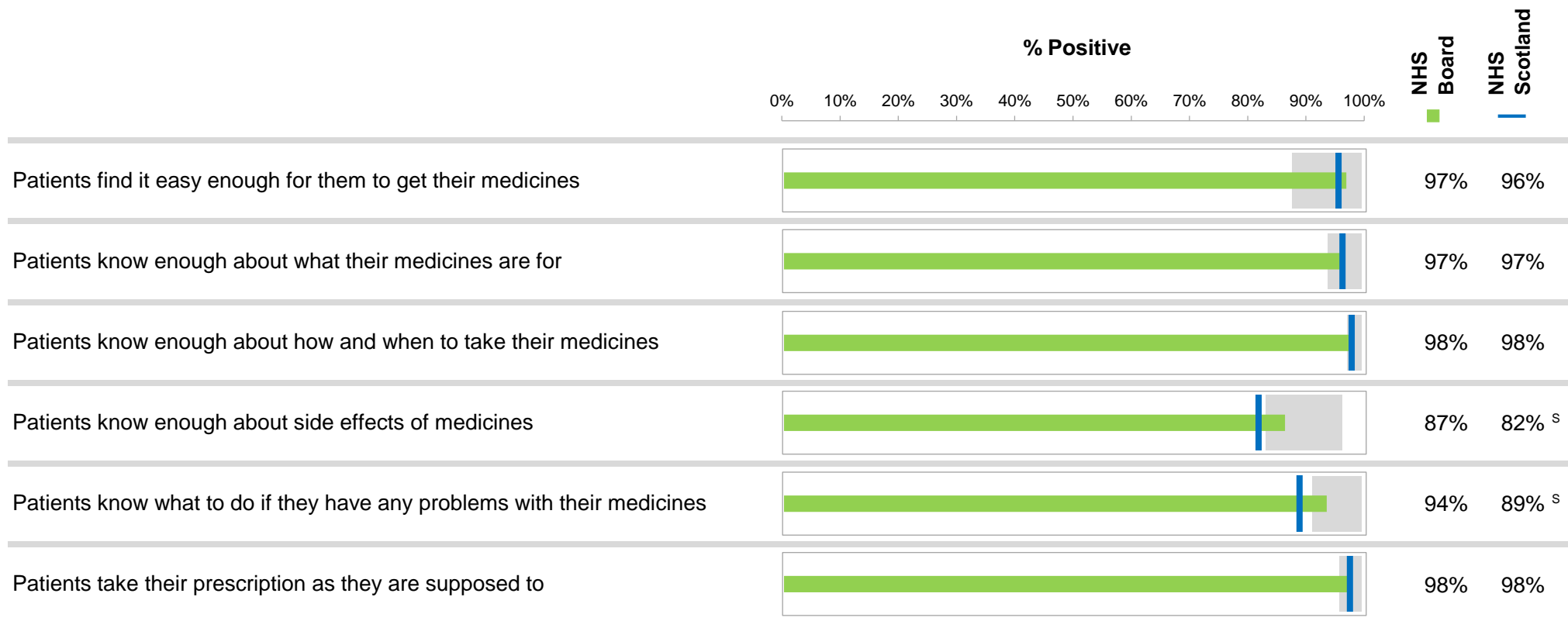
## At your GP practice - care and treatment



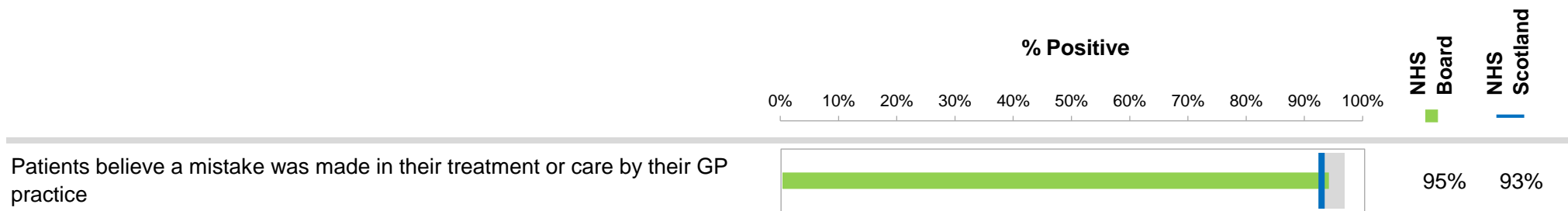
## Tests arranged by your GP practice



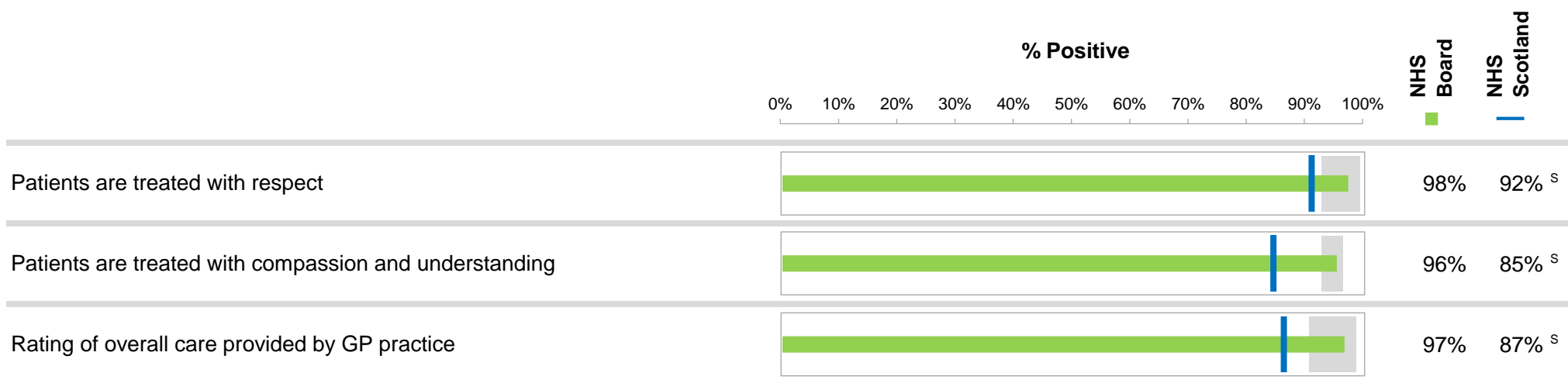
## At your GP Practice - medicines



## At your GP practice - dealing with mistakes



## At your GP practice - overall experience



## Variation between NHS Boards

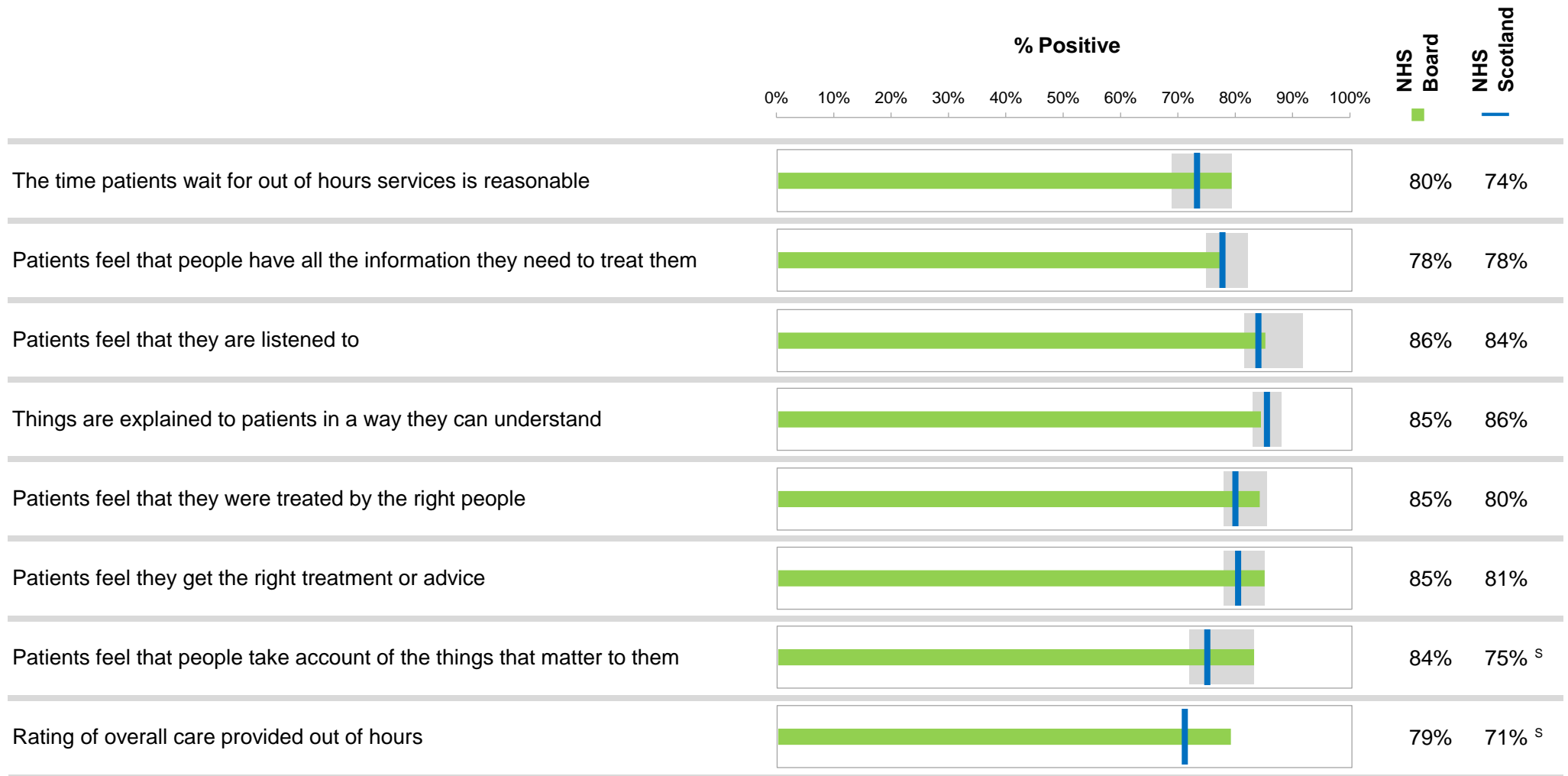
The tables/charts in this section show this NHS Board's percent positive results in relation to the range of percent positive results across all NHS Boards in Scotland. The percent positive results for NHS Scotland are also shown.

### Notes on Interpretation

- Range of percent positive results across all NHS Boards in Scotland - ranges from lowest NHS Board to highest NHS Board.
- The NHS Board's percent positive result.
- | NHS Scotland percent positive result.
- <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).

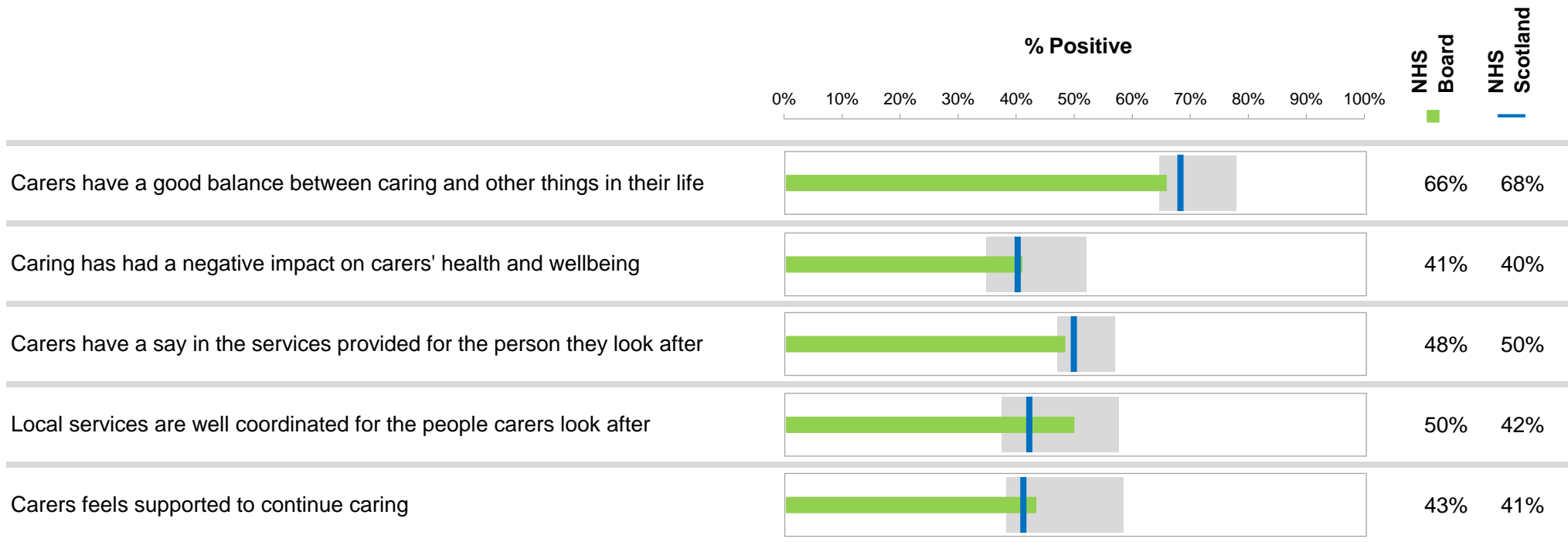
# Out of hours healthcare



# 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	84	<b>8.4</b>
Yes	1023	<b>91.6</b>
	1107	

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	106	<b>13.3</b>
2 - 4 times	420	<b>39.3</b>
5 - 10 times	318	<b>32.0</b>
More than 10 times	175	<b>14.8</b>
Can't remember / don't know	12	<b>0.6</b>
	1031	



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	821	<b>74.3</b>
* Fairly easy	177	<b>22.8</b>
Not easy	19	<b>2.9</b>
<b>Percent Positive - This Board 97.1 %</b>	1017	

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	913	<b>89.0</b>
* Fairly helpful	94	<b>10.8</b>
Not very helpful	4	<b>0.2</b>
Not at all helpful	2	<b>0.0</b>
<b>Percent Positive - This Board 99.8 %</b>	1013	

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	627	<b>65.9</b>
* I saw or spoke to a doctor or nurse within 1 or 2 working days	163	<b>27.2</b>
I waited more than 2 working days to see or speak to a doctor or nurse	25	<b>6.8</b>
<b>Percent Positive - This Board 93.2 %</b>	815	

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	14	<b>61.0</b>
The times available in the next 2 days were not convenient for me	2	<b>7.2</b>
I was not offered a chance to see or speak to anyone within 2 working days	9	<b>28.0</b>
Another reason	1	<b>3.9</b>
	26	

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	827	<b>97.6</b>
No	10	<b>2.4</b>
<b>Percent Positive - This Board 97.6 %</b>	837	

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	602	<b>70.8</b>
No	45	<b>8.6</b>
* I don't have a doctor I prefer to see	149	<b>20.6</b>
<b>Percent Positive - This Board 91.4 %</b>	796	

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	703	<b>57.5</b>
* Good	279	<b>36.6</b>
Fair	35	<b>5.2</b>
Poor	5	<b>0.6</b>
Very poor	3	<b>0.1</b>
<b>Percent Positive - This Board 94.2 %</b>	1025	

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	651	<b>65.8</b>
* Good	222	<b>32.2</b>
Fair	14	<b>1.8</b>
Poor	1	<b>0.2</b>
Very poor	1	<b>0.0</b>
<b>Percent Positive - This Board 97.9 %</b>	889	

## 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	522	<b>48.7</b>
No, as it wasn't necessary	496	<b>50.5</b>
No, but I wanted to	6	<b>0.8</b>
	1024	

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	290	<b>53.8</b>
* Good	175	<b>33.3</b>
Fair	32	<b>8.3</b>
Poor	14	<b>2.7</b>
Very poor	9	<b>1.9</b>
<b>Percent Positive - This Board 87.1 %</b>	520	

## 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	481	<b>45.9</b>
Yes, and I am not happy about it	104	<b>9.7</b>
No, other patients can't overhear	325	<b>29.7</b>
Don't know	120	<b>14.7</b>
	1030	

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	881	<b>85.5</b>
* Fairly helpful	123	<b>14.4</b>
Not very helpful	4	<b>0.1</b>
Not at all helpful	1	<b>0.0</b>
<b>Percent Positive - This Board 99.9 %</b>	1009	

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	978	<b>93.4</b>
It is too long	44	<b>6.6</b>
<b>Percent Positive - This Board 93.4 %</b>	1022	

## 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	77	<b>8.9</b>
Yes	914	<b>91.1</b>
	991	

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	634	<b>64.8</b>
* Agree	287	<b>33.1</b>
Neither agree nor disagree	20	<b>1.4</b>
Disagree	7	<b>0.6</b>
Strongly disagree	2	<b>0.2</b>
<b>Percent Positive - This Board 97.9 %</b>	950	

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	567	<b>57.5</b>
* Agree	309	<b>34.8</b>
Neither agree nor disagree	48	<b>5.2</b>
Disagree	19	<b>2.0</b>
Strongly disagree	5	<b>0.5</b>
<b>Percent Positive - This Board 92.3 %</b>	948	

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	590	<b>59.7</b>
* Agree	279	<b>31.3</b>
Neither agree nor disagree	58	<b>6.9</b>
Disagree	12	<b>1.6</b>
Strongly disagree	6	<b>0.5</b>
<b>Percent Positive - This Board 91.1 %</b>	945	

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	612	<b>63.3</b>
* Agree	273	<b>29.7</b>
Neither agree nor disagree	43	<b>4.8</b>
Disagree	15	<b>1.8</b>
Strongly disagree	4	<b>0.4</b>
<b>Percent Positive - This Board 93.0 %</b>	947	

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	597	<b>62.9</b>
* Agree	279	<b>28.4</b>
Neither agree nor disagree	44	<b>5.9</b>
Disagree	19	<b>2.2</b>
Strongly disagree	9	<b>0.6</b>
<b>Percent Positive - This Board 91.3 %</b>	948	

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	615	<b>61.1</b>
* Agree	295	<b>33.6</b>
Neither agree nor disagree	28	<b>3.3</b>
Disagree	11	<b>1.9</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This Board 94.7 %</b>	949	

## 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	294	<b>26.7</b>
Yes	712	<b>73.3</b>
	1006	

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	522	<b>70.7</b>
* Agree	186	<b>25.7</b>
Neither agree nor disagree	14	<b>2.0</b>
Disagree	5	<b>1.4</b>
Strongly disagree	2	<b>0.2</b>
<b>Percent Positive - This Board 96.5 %</b>	729	

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	491	<b>67.5</b>
* Agree	204	<b>27.6</b>
Neither agree nor disagree	23	<b>3.3</b>
Disagree	9	<b>1.6</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This Board 95.2 %</b>	727	



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	486	<b>66.0</b>
* Agree	205	<b>27.5</b>
Neither agree nor disagree	26	<b>4.5</b>
Disagree	6	<b>1.4</b>
Strongly disagree	2	<b>0.6</b>
<b>Percent Positive - This Board 93.5 %</b>	725	

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	501	<b>69.0</b>
* Agree	188	<b>25.0</b>
Neither agree nor disagree	32	<b>5.2</b>
Disagree	4	<b>0.6</b>
Strongly disagree	1	<b>0.1</b>
<b>Percent Positive - This Board 94.0 %</b>	726	

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	523	<b>70.6</b>
* Agree	177	<b>24.6</b>
Neither agree nor disagree	19	<b>2.7</b>
Disagree	10	<b>1.9</b>
Strongly disagree	1	<b>0.1</b>
<b>Percent Positive - This Board 95.3 %</b>	730	

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	526	<b>71.3</b>
* Agree	192	<b>26.9</b>
Neither agree nor disagree	9	<b>1.4</b>
Disagree	2	<b>0.3</b>
Strongly disagree	2	<b>0.2</b>
<b>Percent Positive - This Board 98.2 %</b>	731	

## 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	780	<b>74.5</b>
Yes, to some extent	208	<b>24.1</b>
No, and I would like to be	18	<b>1.4</b>
<b>Percent Positive - This Board 74.5 %</b>	1006	

## 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	276	<b>28.7</b>
Yes	711	<b>71.3</b>
	987	

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	516	<b>66.9</b>
* Agree	215	<b>30.8</b>
Neither agree nor disagree	12	<b>2.1</b>
Disagree	5	<b>0.3</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This Board 97.7 %</b>	748	

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	422	<b>55.4</b>
* Agree	222	<b>31.0</b>
Neither agree nor disagree	57	<b>7.4</b>
Disagree	26	<b>3.8</b>
Strongly disagree	20	<b>2.5</b>
<b>Percent Positive - This Board 86.4 %</b>	747	

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	406	<b>53.4</b>
* Agree	218	<b>31.1</b>
Neither agree nor disagree	59	<b>7.5</b>
Disagree	44	<b>5.9</b>
Strongly disagree	14	<b>2.1</b>
<b>Percent Positive - This Board 84.5 %</b>	741	

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	428	<b>55.7</b>
* Agree	211	<b>30.0</b>
Neither agree nor disagree	62	<b>9.6</b>
Disagree	25	<b>3.5</b>
Strongly disagree	10	<b>1.1</b>
<b>Percent Positive - This Board 85.7 %</b>	736	

## 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	157	<b>16.3</b>
Yes	869	<b>83.7</b>
	1026	

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	605	<b>70.0</b>
* Agree	236	<b>27.3</b>
Neither agree nor disagree	13	<b>1.0</b>
Disagree	15	<b>1.6</b>
Strongly disagree	1	<b>0.1</b>
<b>Percent Positive - This Board 97.3 %</b>	870	

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	621	<b>69.4</b>
* Agree	230	<b>27.5</b>
Neither agree nor disagree	13	<b>2.6</b>
Disagree	4	<b>0.5</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This Board 96.9 %</b>	868	

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	646	<b>72.9</b>
* Agree	213	<b>25.5</b>
Neither agree nor disagree	9	<b>1.6</b>
Disagree	1	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This Board 98.4 %</b>	869	

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	525	<b>58.0</b>
* Agree	246	<b>28.7</b>
Neither agree nor disagree	73	<b>10.2</b>
Disagree	18	<b>2.7</b>
Strongly disagree	2	<b>0.4</b>
<b>Percent Positive - This Board 86.7 %</b>	864	

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	560	<b>63.2</b>
* Agree	255	<b>30.8</b>
Neither agree nor disagree	35	<b>3.6</b>
Disagree	14	<b>2.4</b>
Strongly disagree	1	<b>0.1</b>
<b>Percent Positive - This Board 93.9 %</b>	865	

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	653	<b>73.9</b>
* Agree	203	<b>23.9</b>
Neither agree nor disagree	5	<b>0.9</b>
Disagree	4	<b>0.9</b>
Strongly disagree	3	<b>0.5</b>
<b>Percent Positive - This Board 97.8 %</b>	868	



## 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	973	<b>94.6</b>
Yes	48	<b>5.4</b>
<b>Percent Positive - This Board 94.6 %</b>	1021	

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	30	<b>67.5</b>
No	17	<b>32.5</b>
<b>Percent Positive - This Board 67.5 %</b>	47	

## 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	748	<b>71.5</b>
* Agree	252	<b>26.5</b>
Neither agree nor disagree	24	<b>1.9</b>
Disagree	4	<b>0.1</b>
Strongly disagree	1	<b>0.0</b>
<b>Percent Positive - This Board 98.0 %</b>	1029	

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	696	<b>66.5</b>
* Agree	267	<b>29.5</b>
Neither agree nor disagree	34	<b>3.5</b>
Disagree	7	<b>0.4</b>
Strongly disagree	3	<b>0.1</b>
<b>Percent Positive - This Board 96.0 %</b>	1007	

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	746	<b>70.1</b>
* Good	254	<b>27.2</b>
Fair	26	<b>2.6</b>
Poor	5	<b>0.1</b>
Very poor	1	<b>0.0</b>
<b>Percent Positive - This Board 97.3 %</b>	1032	

## 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	291	<b>25.0</b>
No	805	<b>75.0</b>
	1096	

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	103	<b>57.5</b>
Went to Pharmacist / Chemist	0	<b>0.0</b>
Went to Primary Care Emergency Centre	4	<b>0.9</b>
Telephoned my own GP practice	108	<b>11.3</b>
Telephoned 999 for emergency services	11	<b>5.9</b>
Went to Hospital A&E / Casualty	37	<b>21.9</b>
Other	24	<b>2.4</b>
	287	

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	16	<b>8.9</b>
Pharmacist / Chemist	0	<b>0.0</b>
Primary Care Emergency Centre	8	<b>4.1</b>
Own GP practice	89	<b>12.1</b>
Home visit from a GP or Nurse	56	<b>11.6</b>
Ambulance paramedics	18	<b>10.0</b>
A&E / Casualty	82	<b>49.3</b>
Social care services	1	<b>1.2</b>
Other	6	<b>2.7</b>
	276	

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	203	<b>73.2</b>
A Nurse	34	<b>15.9</b>
A Pharmacist	1	<b>0.6</b>
Someone else	13	<b>10.3</b>
	251	

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	160	<b>38.2</b>
* Agree	95	<b>41.4</b>
Neither agree nor disagree	18	<b>9.8</b>
Disagree	14	<b>9.1</b>
Strongly disagree	4	<b>1.5</b>
<b>Percent Positive - This Board 79.6 %</b>	291	

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	161	<b>41.2</b>
* Agree	91	<b>36.4</b>
Neither agree nor disagree	21	<b>12.7</b>
Disagree	10	<b>5.5</b>
Strongly disagree	7	<b>4.2</b>
<b>Percent Positive - This Board 77.6 %</b>	290	

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	170	<b>46.1</b>
* Agree	97	<b>39.4</b>
Neither agree nor disagree	19	<b>11.0</b>
Disagree	4	<b>2.0</b>
Strongly disagree	3	<b>1.4</b>
<b>Percent Positive - This Board 85.5 %</b>	293	

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	173	<b>47.9</b>
* Agree	89	<b>36.9</b>
Neither agree nor disagree	22	<b>12.3</b>
Disagree	3	<b>1.1</b>
Strongly disagree	4	<b>1.9</b>
<b>Percent Positive - This Board 84.8 %</b>	291	

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	178	<b>49.5</b>
* Agree	83	<b>35.1</b>
Neither agree nor disagree	19	<b>10.3</b>
Disagree	7	<b>3.3</b>
Strongly disagree	4	<b>1.9</b>
<b>Percent Positive - This Board 84.6 %</b>	291	

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	175	<b>49.4</b>
* Agree	87	<b>36.1</b>
Neither agree nor disagree	18	<b>9.2</b>
Disagree	8	<b>3.9</b>
Strongly disagree	3	<b>1.4</b>
<b>Percent Positive - This Board 85.4 %</b>	291	

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	167	<b>46.3</b>
* Agree	87	<b>37.2</b>
Neither agree nor disagree	21	<b>9.1</b>
Disagree	10	<b>5.9</b>
Strongly disagree	3	<b>1.5</b>
<b>Percent Positive - This Board 83.6 %</b>	288	

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	152	<b>40.5</b>
* Good	89	<b>39.0</b>
Fair	26	<b>12.9</b>
Poor	9	<b>5.9</b>
Very poor	6	<b>1.7</b>
<b>Percent Positive - This Board 79.5 %</b>	282	

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	945	<b>86.3</b>
It is too difficult for me to get time away from work during my practice opening hours	41	<b>6.1</b>
The opening hours are not convenient for me for another reason	20	<b>1.9</b>
I am not sure when my GP practice is open	41	<b>5.7</b>
	1047	



## 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	92	<b>7.5</b>
Yes, help for me with adaptations and/or equipment for my home	71	<b>5.1</b>
Yes, help for me for activities outside my home	41	<b>3.5</b>
Yes, help to look after someone else	32	<b>3.3</b>
No, not had any help but I feel that I needed it	30	<b>3.0</b>
No, not had any help	852	<b>77.1</b>
	1123	

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	89	<b>61.1</b>
No	58	<b>38.9</b>
	147	

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	55	<b>67.5</b>
I was not offered any choices	9	<b>13.5</b>
I had no choices due to medical reasons	7	<b>4.6</b>
I did not want a choice in how my care was arranged	5	<b>9.4</b>
Can't remember / don't know	5	<b>4.9</b>
	81	

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	38	<b>36.3</b>
* Agree	42	<b>49.5</b>
Neither agree nor disagree	6	<b>8.8</b>
Disagree	4	<b>5.4</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This Board 85.8 %</b>	90	

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	32	<b>31.0</b>
* Agree	41	<b>43.9</b>
Neither agree nor disagree	9	<b>12.1</b>
Disagree	6	<b>12.8</b>
Strongly disagree	1	<b>0.3</b>
<b>Percent Positive - This Board 74.9 %</b>	89	

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	35	<b>38.4</b>
* Agree	37	<b>45.1</b>
Neither agree nor disagree	12	<b>14.4</b>
Disagree	3	<b>1.9</b>
Strongly disagree	1	<b>0.3</b>
<b>Percent Positive - This Board 83.4 %</b>	88	

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	49	<b>44.0</b>
* Agree	33	<b>46.5</b>
Neither agree nor disagree	4	<b>4.4</b>
Disagree	3	<b>5.2</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This Board 90.5 %</b>	89	

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	47	<b>43.5</b>
* Agree	32	<b>46.2</b>
Neither agree nor disagree	7	<b>10.0</b>
Disagree	1	<b>0.3</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This Board 89.7 %</b>	87	

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	38	<b>34.4</b>
* Agree	32	<b>43.0</b>
Neither agree nor disagree	12	<b>17.4</b>
Disagree	4	<b>4.9</b>
Strongly disagree	1	<b>0.3</b>
<b>Percent Positive - This Board 77.4 %</b>	87	

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	41	<b>38.0</b>
* Agree	33	<b>50.7</b>
Neither agree nor disagree	9	<b>10.7</b>
Disagree	1	<b>0.3</b>
Strongly disagree	1	<b>0.3</b>
<b>Percent Positive - This Board 88.7 %</b>	85	

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	44	<b>45.1</b>
* Agree	29	<b>40.2</b>
Neither agree nor disagree	6	<b>8.3</b>
Disagree	3	<b>5.3</b>
Strongly disagree	3	<b>1.1</b>
<b>Percent Positive - This Board 85.3 %</b>	85	

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	41	<b>41.2</b>
* Agree	34	<b>45.5</b>
Neither agree nor disagree	10	<b>13.3</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This Board 86.7 %</b>	85	

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	52	<b>49.3</b>
* Good	27	<b>37.1</b>
Fair	5	<b>5.4</b>
Poor	5	<b>6.6</b>
Very poor	2	<b>1.5</b>
<b>Percent Positive - This Board 86.4 %</b>	91	

## 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	289	<b>26.1</b>
No	778	<b>73.9</b>
	1067	

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	137	<b>46.8</b>
There was no change in my ability to do my usual activities	55	<b>24.5</b>
I was less able to do my usual activities	41	<b>16.3</b>
It is too soon to say	48	<b>12.4</b>
	281	

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	527	<b>47.1</b>
No	528	<b>52.9</b>
	1055	

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	302	<b>59.8</b>
It was about the same as before	146	<b>28.6</b>
It was worse than before	10	<b>2.1</b>
It is too soon to say	52	<b>9.5</b>
	510	

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	149	<b>14.9</b>
No	877	<b>85.1</b>
	1026	

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	91	<b>66.9</b>
I felt about the same as before	35	<b>24.1</b>
I felt more depressed or anxious than before	5	<b>3.3</b>
It is too soon to say	17	<b>5.8</b>
	148	

## 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	899	<b>82.1</b>
Yes, up to 4 hours a week	47	<b>5.7</b>
Yes, 5 - 19 hours a week	52	<b>6.1</b>
Yes, 20 - 34 hours a week	12	<b>0.6</b>
Yes, 35 - 49 hours a week	6	<b>0.6</b>
Yes, 50 or more hours a week	47	<b>4.8</b>
	1063	

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	38	<b>20.9</b>
* Agree	72	<b>45.2</b>
Neither agree nor disagree	29	<b>21.5</b>
Disagree	15	<b>10.0</b>
Strongly disagree	5	<b>2.4</b>
<b>Percent Positive - This Board 66.1 %</b>	159	



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	11	<b>7.0</b>
Agree	32	<b>21.8</b>
Neither agree nor disagree	41	<b>30.2</b>
* Disagree	42	<b>30.2</b>
* Strongly disagree	17	<b>10.8</b>
<b>Percent Positive - This Board 41.0 %</b>	143	

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	24	<b>13.2</b>
* Agree	52	<b>35.3</b>
Neither agree nor disagree	36	<b>27.9</b>
Disagree	21	<b>19.2</b>
Strongly disagree	8	<b>4.5</b>
<b>Percent Positive - This Board 48.5 %</b>	141	

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	22	<b>11.8</b>
* Agree	53	<b>38.2</b>
Neither agree nor disagree	34	<b>22.9</b>
Disagree	20	<b>18.1</b>
Strongly disagree	15	<b>8.9</b>
<b>Percent Positive - This Board 50.0 %</b>	144	

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	17	<b>8.3</b>
* Agree	48	<b>35.1</b>
Neither agree nor disagree	47	<b>33.4</b>
Disagree	18	<b>15.3</b>
Strongly disagree	12	<b>7.9</b>
<b>Percent Positive - This Board 43.4 %</b>	142	

## Demographics

Q46 - Are you male or female?

All patients	n	%
Male	449	<b>40.3</b>
Female	649	<b>59.7</b>
	1098	

Q47 - What was your age on your last birthday?

All patients	n	%
17-34	73	<b>9.3</b>
35-49	188	<b>18.3</b>
50-64	372	<b>35.0</b>
65+	456	<b>37.5</b>
	1089	

Q48 - How would you rate your health in general?

All patients	n	%
Good	784	<b>76.1</b>
Fair	285	<b>21.7</b>
Bad	26	<b>2.2</b>
	1095	

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	112	<b>9.1</b>
Yes, limited a little	257	<b>21.9</b>
No	720	<b>69.0</b>
	1089	

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

All patients	n	%
Very well	634	<b>57.3</b>
Quite well	413	<b>37.8</b>
Not very well	36	<b>4.3</b>
Not at all well	8	<b>0.6</b>
	1091	

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	553	<b>52.3</b>
Good	384	<b>33.8</b>
Alright / neither good or bad	129	<b>12.1</b>
Bad	24	<b>1.6</b>
Very bad	4	<b>0.3</b>
	1094	

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