

Health and Care Experience Survey 2015/16

Results for NHS Shetland



May 2016, Official Statistics



NHS Shetland

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

The survey was sent to 5,081 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

1,069 patients of NHS Shetland sent in feedback on their experiences at the practice. Of the patients that answered questions about themselves:

- 41% were male and 59% were female;
- 9% were aged 17-34, 18% were aged 35-49, 33% were aged 50-64 and 40% were 65 and over;
- 66% did not have any limiting illness or disability.

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

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

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

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

Summary of Results

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

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

I am able to look after my own health	95%	+1 *
Service users are supported to live as independently as possible	78%	-6
Service users have a say in how their help, care or support is provided	80%	+2
Service users' health and care services seem to be well coordinated	60%	-15 ^S
Rating of overall help, care or support services	79%	-2
Rating of overall care provided by GP practice	89%	+2
The help, care or support improves service users' quality of life	84%	-0
Carers feels supported to continue caring	54%	+13 ^S
Service users feel safe	79%	-5

*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	100%
The receptionists are helpful	98%
It is explained to patients why they need a test	98%
Nurses listen to patients	98%
Patients have enough time with nurses	98%

Bottom 5 Responses (highest % negative scores)

Question	% negative
Overall rating of how mistakes are dealt with	62%
Caring has had a negative impact on carers' health and wellbeing	33%
Carers have a say in the services provided for the person they look after	28%
Can usually see preferred doctor	25%
Able to book a doctors appointment 3 or more working days in advance	24%

Notes on Interpretation

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

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

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

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

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

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

Differences which are statistically significant are marked with an S.

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

The classification of answers as very positive, positive, neutral or negative for each question can be found in the technical report at: www.gov.scot/stats/bulletins/01218

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

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

Your GP Practice: getting to see or speak to someone

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
It is easy to get through on the phone	952	54%	36%	9%		82%	88%	91%	+3%	+8% ^s
Person answering the phone is helpful	951	76%	21%			95%	94%	96%	+2%	+2% ^s
Can see or speak to a doctor or nurse within 2 working days	757	74%	19%			96%	89%	94%	+4% ^s	+9% ^s
Able to book a doctors appointment 3 or more working days in advance	761	76%	24%			62%	73%	76%	+3%	-0%
Can usually see preferred doctor	758	75%	25%			72%	75%	75%	-0%	-6% ^s
Overall arrangements for getting to see a doctor	951	37%	31%	16%	16%	69%	68%	68%	-0%	-4%
Overall arrangements for getting to see a nurse	884	55%	37%	8%		85%	84%	92%	+8% ^s	+10% ^s

Your GP Practice: referrals

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
Arrangements for getting to see other health and care services	511	36%	42%	18%		-	79%	78%	-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	962	68%			30%	97%	94%	98%	+4% ^s	+5% ^s
Time waiting to be seen at GP practice	949	82%			18%	88%	75%	82%	+8% ^s	-4% ^s

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	868	57%		37%		94%	94%	94%	+0%	-1%
Patients feel that doctors have all the information they need to treat them	864	46%		40%	11%	87%	86%	86%	-0%	-3%
Doctors take account of the things that matter to patients	860	50%		38%	9%	-	87%	87%	+0%	+1%
Doctors talk in a way that helps patients to understand their condition and treatment	868	54%		36%		87%	90%	90%	+0%	+0%
Patients have confidence in doctors' ability to treat them	860	55%		34%	8%	85%	86%	88%	+2%	-1%
Patients have enough time with doctors	864	54%		37%		88%	89%	91%	+2%	+2%

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	800	66%			32%	98%	98%	98%	+0%	+2% ^s	
Patients feel that nurses have all the information they need to treat them	794	57%			38%	94%	95%	95%	-0%	+2% ^s	
Nurses take account of the things that matter to patients	790	59%			33%	7%	-	96%	92%	-4% ^s	+2%
Nurses talk in a way that helps patients to understand their condition and treatment	791	63%			32%		92%	96%	95%	-1%	+3% ^s
Patients have confidence in nurses' ability to treat them	792	64%			31%		95%	98%	95%	-3%	+1%
Patients have enough time with nurses	797	64%			33%		99%	96%	98%	+1%	+2% ^s

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	935	65%			32%		-	64%	65%	+1%	+3%

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	724	60%	38%			-	95%	98%	+3% ^s	+2% ^s
Patients are satisfied with the length of time they wait for results	715	47%	39%	9%		-	81%	87%	+6% ^s	+2%
Patients are satisfied with the way they receive results	711	45%	35%	11%	10%	-	80%	79%	-0%	-1%
Test results are explained to patients in a way they can understand	714	45%	36%	14%		-	81%	81%	-0%	-0%

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	821	64%			32%	97%	93%	95%	+2%	-1%
Patients know enough about what their medicines are for	818	62%			35%	98%	98%	97%	-0%	+1%
Patients know enough about how and when to take their medicines	819	66%			33%	99%	100%	100%	-0%	+1% ^s
Patients know enough about side effects of medicines	815	47%	39%		11%	83%	85%	85%	+0%	+3%
Patients know what to do if they have any problems with their medicines	816	52%	40%			91%	90%	92%	+2%	+3%
Patients take their prescription as they are supposed to	821	68%			29%	97%	99%	97%	-1%	-1%

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	940	95%				-	94%	95%	+2%	+2% ^s
Overall rating of how mistakes are dealt with	41	38%	62%			-	14%	38%	+25%	-8%

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	959	62%	32%			94%	93%	94%	+1%	+3% ^s
Patients are treated with compassion and understanding	934	57%	33%	9%		90%	86%	90%	+4%	+5% ^s
Rating of overall care provided by GP practice	961	50%	38%	10%		84%	82%	89%	+7% ^s	+2%

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	219	33%	40%	9%	17%	76%	71%	73%	+2%	-0%
Patients feel that people have all the information they need to treat them	216	35%	46%	11%	8%	77%	79%	81%	+2%	+3%
Patients feel that they are listened to	215	43%	49%			83%	87%	92%	+6%	+8% ^s
Things are explained to patients in a way they can understand	214	43%	45%	8%		85%	88%	88%	+0%	+2%
Patients feel that they were treated by the right people	215	43%	43%		8%	-	-	86%	-	+5%
Patients feel they get the right treatment or advice	214	43%	41%	11%		75%	82%	84%	+2%	+4%
Patients feel that people take account of the things that matter to them	214	42%	41%	11%		-	80%	83%	+3%	+7% ^s
Rating of overall care provided out of hours	218	33%	44%	15%	9%	70%	76%	76%	+0%	+5%

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	79	41%	49%			-	84%	91%	+6%	+5%
Service users have a say in how their help, care or support is provided	75	31%	50%	11%	9%	-	80%	80%	+0%	+2%
Service users are aware of the help, care and support options available	75	25%	49%	18%	7%	-	-	74%	-	-1%
Service users are treated with respect	77	44%	47%			-	93%	91%	-1%	+1%
Service users are treated with compassion and understanding	74	42%	44%		8%	-	88%	86%	-2%	-1%
Service users' health and care services seem to be well coordinated	77	16%	44%	26%	14%	-	64%	60%	-4%	-15% ^s
Service users are supported to live as independently as possible	77	48%	30%	14%	8%	-	68%	78%	+10%	-6%
Service users feel safe	76	39%	41%	12%	9%	-	75%	79%	+4%	-5%
The help, care or support improves service users' quality of life	79	33%	50%	10%	7%	-	80%	84%	+3%	-0%
Rating of overall help, care or support services	88	35%	44%	10%	11%	-	81%	79%	-2%	-2%

Caring responsibilities

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
Carers have a good balance between caring and other things in their life	147	28%	37%	15%	20%	-	65%	65%	-0%	-4%
Caring has had a negative impact on carers' health and wellbeing	135	12%	32%	22%	33%	-	58%	45%	-13%	+4%
Carers have a say in the services provided for the person they look after	133	12%	38%	22%	28%	-	49%	50%	+1%	+0%
Local services are well coordinated for the people carers look after	134	20%	38%	19%	23%	-	52%	58%	+6%	+16% ^s
Carers feels supported to continue caring	133	17%	37%	23%	23%	-	41%	54%	+13%	+13% ^s

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	27	25	35
The times available in the next 2 days were not convenient for me	19	18	11
I was not offered a chance to see or speak to anyone within 2 working days	47	53	49
Another reason	8	4	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	37	40	57
Yes, and I am not happy about it	18	9	19
No, other patients can't overhear	33	35	17
Don't know	11	16	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	-	50	65
Went to Pharmacist / Chemist	-	0	4
Went to Primary Care Emergency Centre	-	3	2
Telephoned my own GP practice	-	14	4
Telephoned 999 for emergency services	-	3	6
Went to Hospital A&E / Casualty	-	28	15
Other	-	3	3

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

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed			
	2013/14	2015/16	Scotland
Got phone advice only from NHS 24	-	11	16
Pharmacist / Chemist	-	0	3
Primary Care Emergency Centre	-	2	15
Own GP practice	-	10	5
Home visit from a GP or Nurse	-	16	9
Ambulance paramedics	-	6	11
A&E / Casualty	-	50	35
Social care services	-	0	0
Other	-	4	6

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

All Patients	2013/14	2015/16	Scotland
I am happy with the opening hours of my GP practice	72	81	80
It is too difficult for me to get time away from work during my practice opening hours	17	10	11
The opening hours are not convenient for me for another reason	5	2	2
I am not sure when my GP practice is open	6	8	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	52	40	43
There was no change in my ability to do my usual activities	19	21	23
I was less able to do my usual activities	14	19	19
It is too soon to say	16	21	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	55	54	51
It was about the same as before	32	32	35
It was worse than before	1	2	4
It is too soon to say	11	12	10

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

Patients who received treatment or advice because of something that was making them feel depressed or anxious	2013/14	2015/16	Scotland
I felt less depressed or anxious than before	51	46	53
I felt about the same as before	26	30	28
I felt more depressed or anxious than before	5	8	8
It is too soon to say	18	16	11

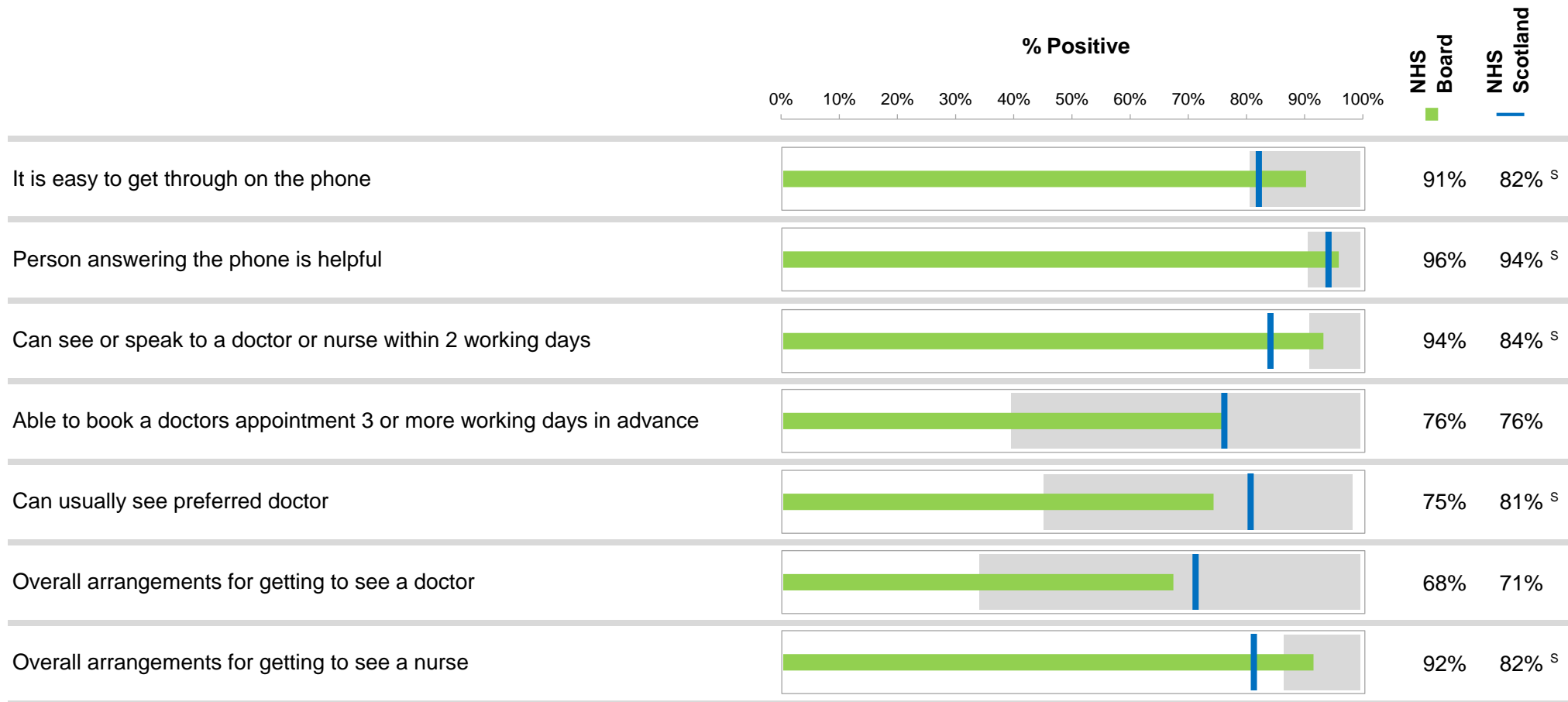
Variation in GP practice results within the NHS Board

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

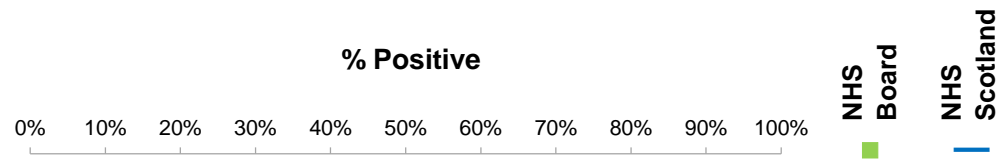
Notes on Interpretation

- Range of percent positive results across GP Practices within this NHS Board - ranges from lowest GP Practice to highest GP Practice.
 - The NHS Board's percent positive result.
 - | NHS Scotland percent positive result.
 - ^S Indicates a statistically significant difference in the percent positive result between this NHS Board and NHS Scotland as a whole.
 - ^{NT} Indicates that a significance test was not carried out because fewer than five respondents within this NHS Board selected a positive response or because fewer than five respondents within this NHS Board selected a negative/neutral response.
- Where a result does not appear in this section it has been suppressed due to the low number of valid responses (fewer than 20).

Your GP Practice: getting to see or speak to someone

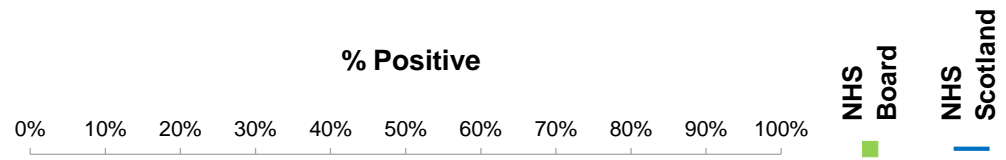


Your GP Practice: referrals



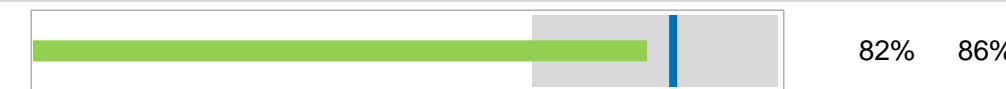
Arrangements for getting to see other health and care services

At your GP Practice

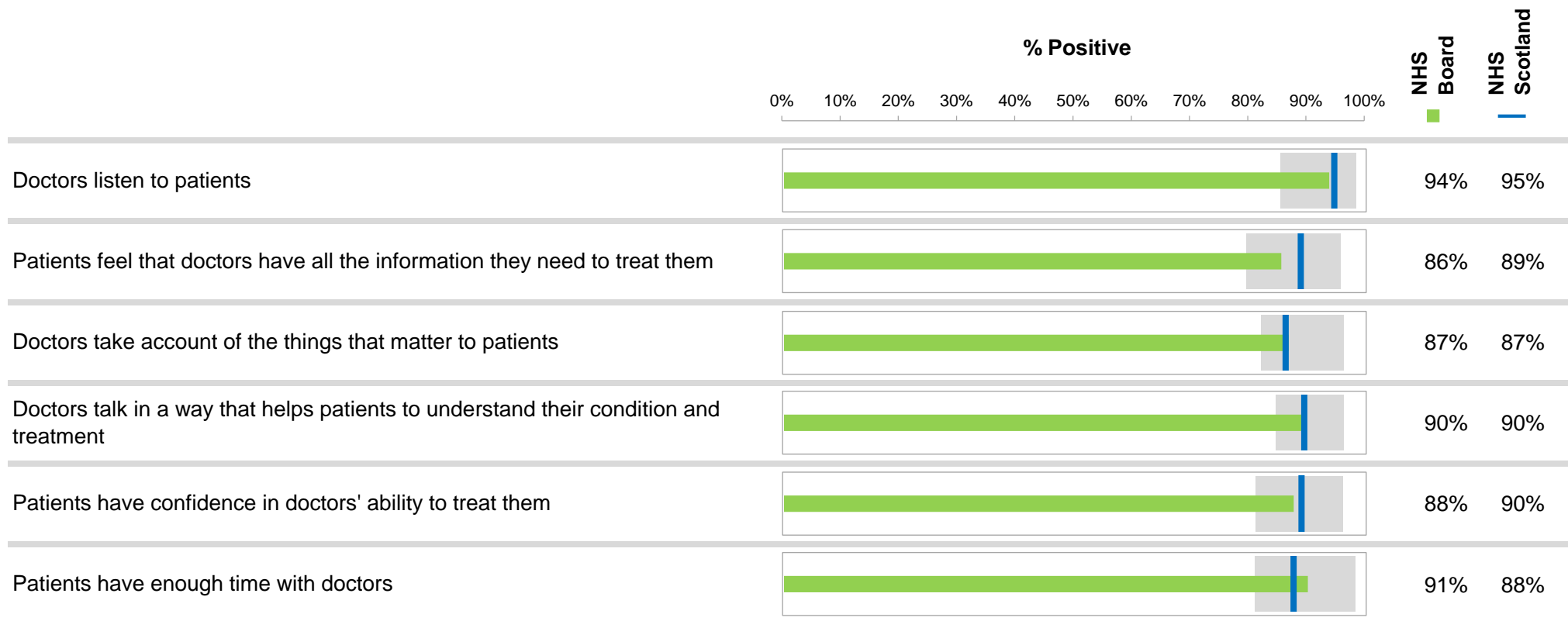


The receptionists are helpful

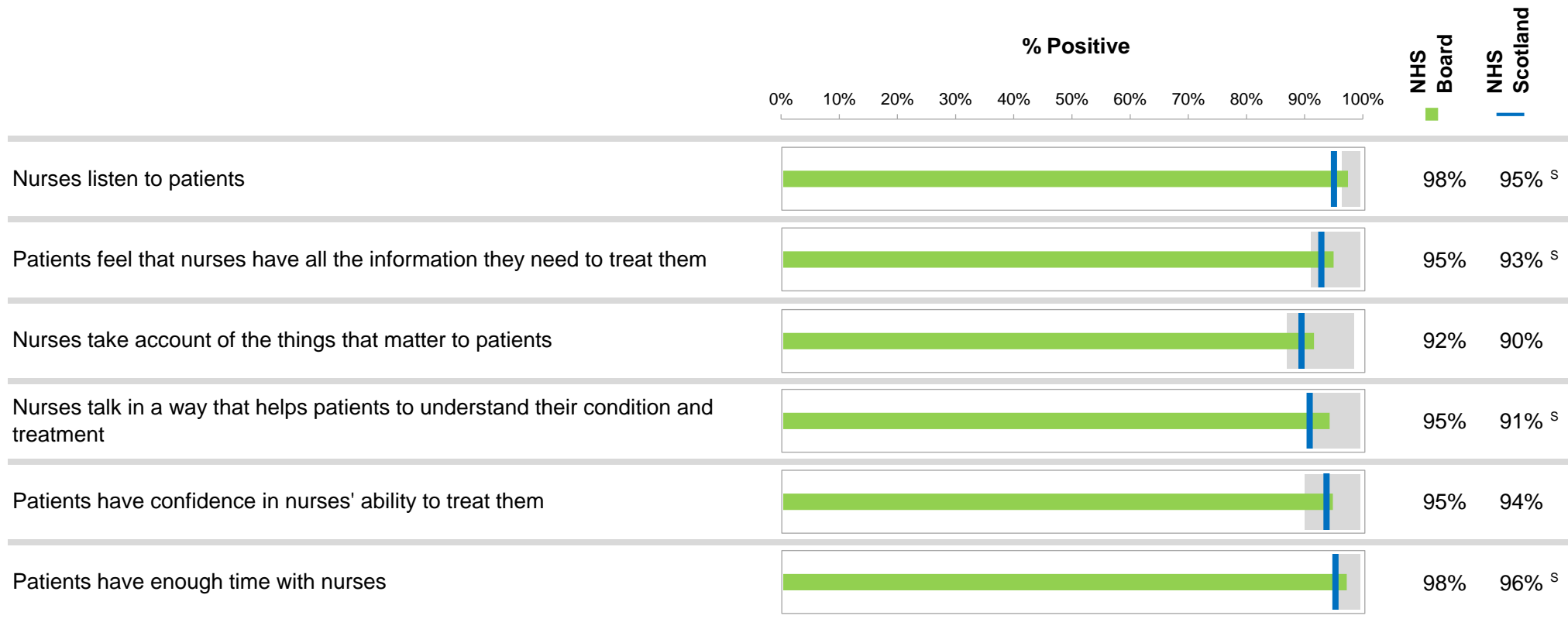
Time waiting to be seen at GP practice



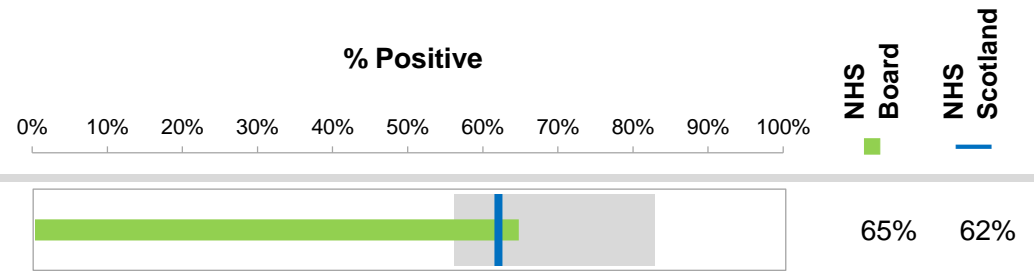
At your GP Practice - doctors



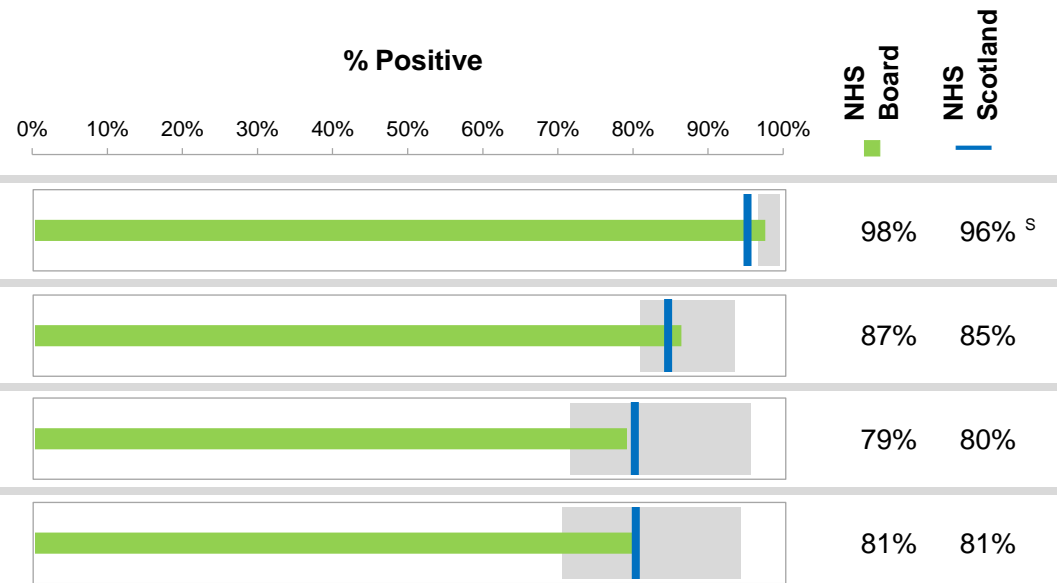
At your GP Practice - nurses



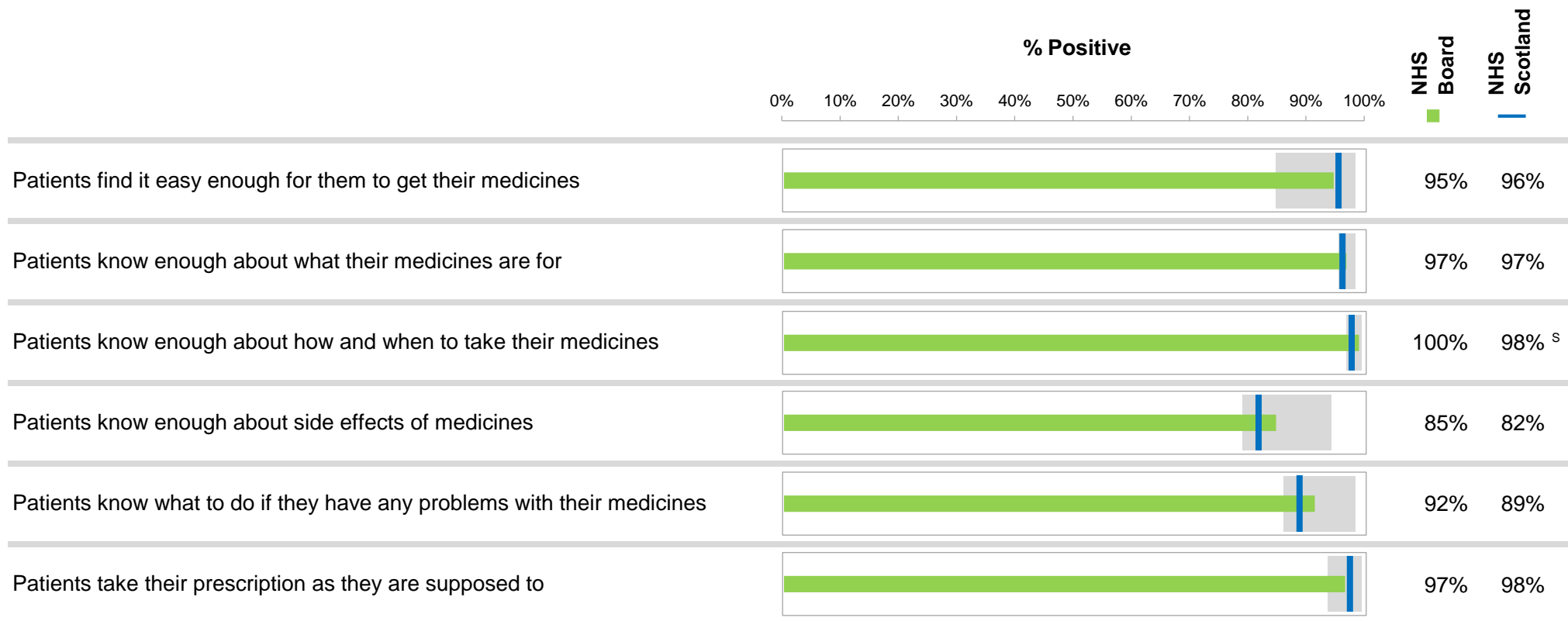
At your GP practice - care and treatment



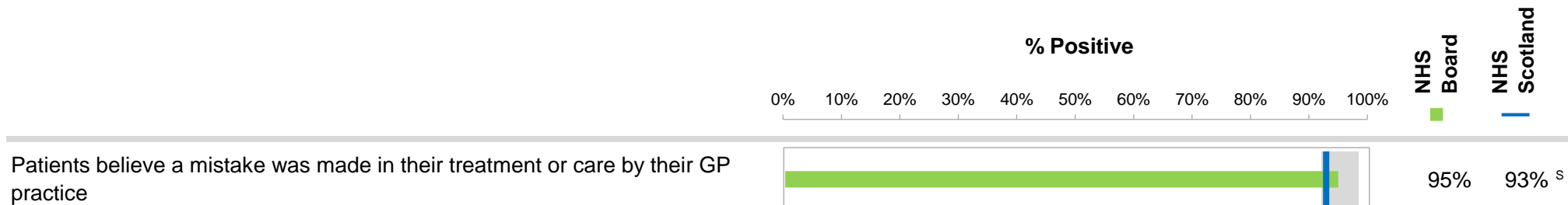
Tests arranged by your GP practice



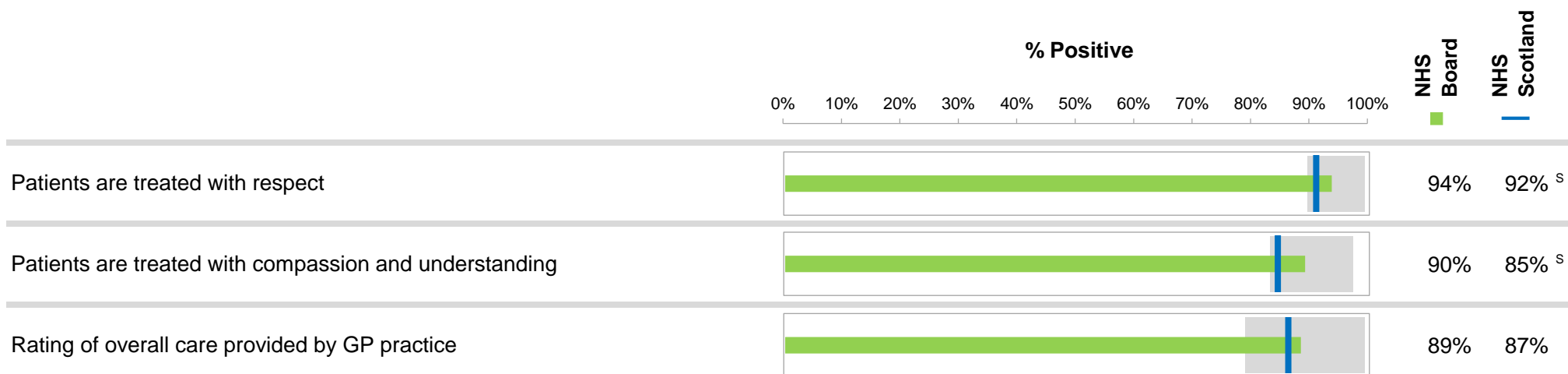
At your GP Practice - medicines



At your GP practice - dealing with mistakes



At your GP practice - overall experience



Variation between NHS Boards

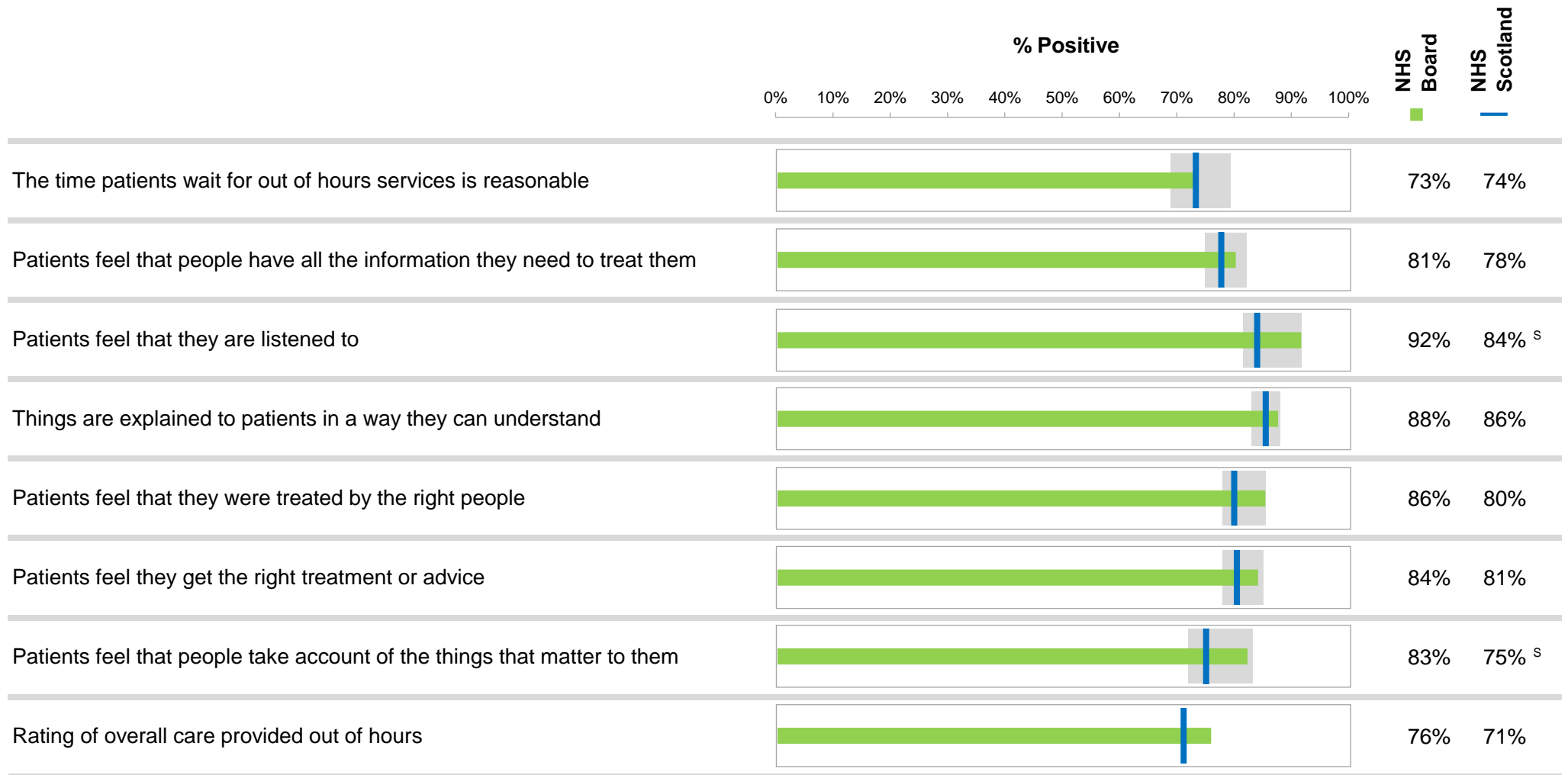
The tables/charts in this section show this NHS Board's percent positive results in relation to the range of percent positive results across all NHS Boards in Scotland. The percent positive results for NHS Scotland are also shown.

Notes on Interpretation

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

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

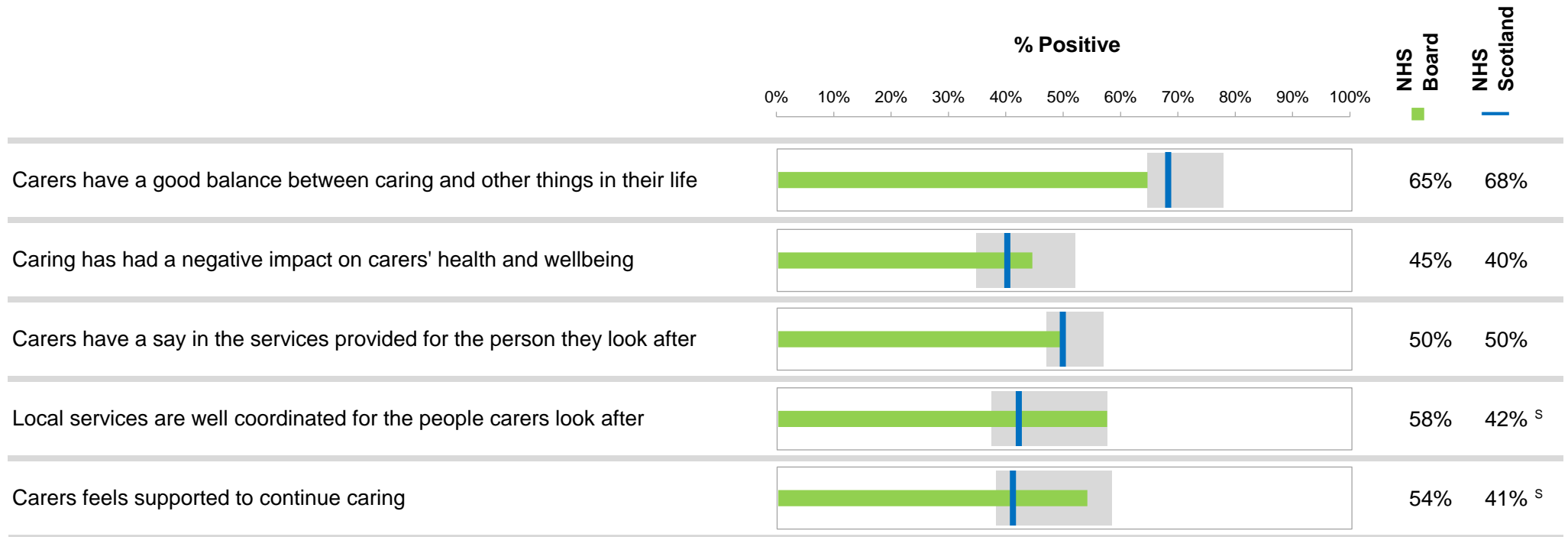
Out of hours healthcare



Care, support and help with everyday living



Caring responsibilities



Detailed Results for all Questions

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

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

Your GP Practice: getting to see or speak to someone

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

All patients	n	%
No	97	10.2
Yes	957	89.8
	1054	

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	95	12.0
2 - 4 times	388	43.2
5 - 10 times	268	26.2
More than 10 times	203	16.9
Can't remember / don't know	13	1.7
	967	

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	682	54.4
* Fairly easy	231	36.2
Not easy	39	9.4
Percent Positive - This Board 90.6 %	952	

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	819	75.6
* Fairly helpful	121	20.7
Not very helpful	9	2.9
Not at all helpful	2	0.8
Percent Positive - This Board 96.3 %	951	

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	594	74.4
* I saw or spoke to a doctor or nurse within 1 or 2 working days	132	19.2
I waited more than 2 working days to see or speak to a doctor or nurse	31	6.4
Percent Positive - This Board 93.6 %	757	

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	8	24.8
The times available in the next 2 days were not convenient for me	7	17.8
I was not offered a chance to see or speak to anyone within 2 working days	16	53.2
Another reason	2	4.2
	33	

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	665	76.4
No	96	23.6
Percent Positive - This Board 76.4 %	761	

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	445	44.7
No	95	25.4
* I don't have a doctor I prefer to see	218	29.9
Percent Positive - This Board 74.6 %	758	

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	543	36.9
* Good	273	30.7
Fair	85	16.4
Poor	38	12.1
Very poor	12	3.8
Percent Positive - This Board 67.6 %	951	

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	573	55.2
* Good	268	36.7
Fair	41	7.8
Poor	1	0.1
Very poor	1	0.2
Percent Positive - This Board 91.9 %	884	

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	513	51.7
No, as it wasn't necessary	443	47.5
No, but I wanted to	4	0.7
	960	

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	227	36.3
* Good	193	42.2
Fair	69	17.6
Poor	15	2.7
Very poor	7	1.2
Percent Positive - This Board 78.5 %	511	

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	344	39.7
Yes, and I am not happy about it	75	9.3
No, other patients can't overhear	403	35.0
Don't know	139	16.0
	961	

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	782	68.2
* Fairly helpful	172	30.2
Not very helpful	6	1.1
Not at all helpful	2	0.5
Percent Positive - This Board 98.4 %	962	

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	860	82.4
It is too long	89	17.6
Percent Positive - This Board 82.4 %	949	

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	86	15.0
Yes	821	85.0
	907	

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	543	57.5
* Agree	289	36.9
Neither agree nor disagree	27	4.3
Disagree	6	1.0
Strongly disagree	3	0.3
Percent Positive - This Board 94.4 %	868	

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	469	46.5
* Agree	310	39.6
Neither agree nor disagree	64	10.7
Disagree	17	2.9
Strongly disagree	4	0.4
Percent Positive - This Board 86.1 %	864	

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	488	49.6
* Agree	284	37.8
Neither agree nor disagree	70	8.9
Disagree	17	3.7
Strongly disagree	1	0.1
Percent Positive - This Board 87.4 %	860	

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	521	54.3
* Agree	281	36.0
Neither agree nor disagree	47	5.8
Disagree	15	3.4
Strongly disagree	4	0.4
Percent Positive - This Board 90.3 %	868	

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	522	54.6
* Agree	263	33.6
Neither agree nor disagree	51	8.0
Disagree	15	2.9
Strongly disagree	9	0.9
Percent Positive - This Board 88.2 %	860	

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	521	53.5
* Agree	291	37.1
Neither agree nor disagree	27	4.6
Disagree	20	3.8
Strongly disagree	5	0.9
Percent Positive - This Board 90.7 %	864	

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	159	14.4
Yes	780	85.6
	939	

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	571	66.1
* Agree	216	31.7
Neither agree nor disagree	12	2.0
Disagree	1	0.1
Strongly disagree	0	0.0
Percent Positive - This Board 97.9 %	800	

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	514	57.2
* Agree	257	38.1
Neither agree nor disagree	21	4.1
Disagree	2	0.5
Strongly disagree	0	0.0
Percent Positive - This Board 95.3 %	794	

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	521	58.7
* Agree	229	33.3
Neither agree nor disagree	35	7.2
Disagree	5	0.8
Strongly disagree	0	0.0
Percent Positive - This Board 92.0 %	790	

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	546	62.9
* Agree	218	31.8
Neither agree nor disagree	23	4.7
Disagree	3	0.6
Strongly disagree	1	0.0
Percent Positive - This Board 94.7 %	791	

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	551	64.2
* Agree	218	31.1
Neither agree nor disagree	18	3.8
Disagree	5	1.0
Strongly disagree	0	0.0
Percent Positive - This Board 95.2 %	792	

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	564	64.5
* Agree	221	33.1
Neither agree nor disagree	8	1.8
Disagree	4	0.6
Strongly disagree	0	0.0
Percent Positive - This Board 97.6 %	797	

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	671	64.9
Yes, to some extent	244	31.5
No, and I would like to be	20	3.5
Percent Positive - This Board 64.9 %	935	

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	230	25.3
Yes	714	74.7
	944	

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	474	60.0
* Agree	240	38.0
Neither agree nor disagree	7	0.8
Disagree	3	1.2
Strongly disagree	0	0.0
Percent Positive - This Board 98.0 %	724	

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	385	47.4
* Agree	242	39.3
Neither agree nor disagree	59	9.1
Disagree	25	3.3
Strongly disagree	4	0.8
Percent Positive - This Board 86.8 %	715	

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	377	44.6
* Agree	222	34.8
Neither agree nor disagree	62	10.7
Disagree	39	7.8
Strongly disagree	11	2.1
Percent Positive - This Board 79.4 %	711	

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	377	44.7
* Agree	236	35.9
Neither agree nor disagree	71	13.9
Disagree	25	4.5
Strongly disagree	5	1.1
Percent Positive - This Board 80.6 %	714	

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	136	14.8
Yes	817	85.2
	953	

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	571	63.6
* Agree	213	31.6
Neither agree nor disagree	20	3.1
Disagree	13	1.3
Strongly disagree	4	0.4
Percent Positive - This Board 95.2 %	821	

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	555	62.3
* Agree	244	35.0
Neither agree nor disagree	15	2.4
Disagree	4	0.2
Strongly disagree	0	0.0
Percent Positive - This Board 97.3 %	818	

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	590	66.2
* Agree	223	33.3
Neither agree nor disagree	3	0.3
Disagree	1	0.0
Strongly disagree	2	0.1
Percent Positive - This Board 99.5 %	819	

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	434	46.5
* Agree	281	38.6
Neither agree nor disagree	78	11.5
Disagree	18	3.0
Strongly disagree	4	0.3
Percent Positive - This Board 85.2 %	815	

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	486	51.7
* Agree	279	40.1
Neither agree nor disagree	41	6.1
Disagree	9	2.0
Strongly disagree	1	0.1
Percent Positive - This Board 91.9 %	816	

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	590	68.2
* Agree	217	28.9
Neither agree nor disagree	6	2.0
Disagree	5	0.7
Strongly disagree	3	0.2
Percent Positive - This Board 97.1 %	821	

At your GP practice - dealing with mistakes

Q22 - In the past year, do you believe a mistake was made in your treatment or care by your GP practice (including for example in test results, medicines prescribed, diagnosis)?

Patients who have contacted their GP practice in the last 12 months		
	n	%
* No	897	95.4
Yes	43	4.6
Percent Positive - This Board 95.4 %	940	

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

Patients who believe their GP practice made a mistake in their treatment or care		
	n	%
* Yes	20	38.2
No	21	61.8
Percent Positive - This Board 38.2 %	41	

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	685	62.1
* Agree	240	32.1
Neither agree nor disagree	27	4.8
Disagree	6	0.5
Strongly disagree	1	0.4
Percent Positive - This Board 94.3 %	959	

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	625	56.5
* Agree	245	33.2
Neither agree nor disagree	56	8.7
Disagree	6	1.2
Strongly disagree	2	0.5
Percent Positive - This Board 89.7 %	934	

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	631	50.5
* Good	266	38.5
Fair	54	9.7
Poor	8	0.9
Very poor	2	0.5
Percent Positive - This Board 88.9 %	961	

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	219	22.8
No	830	77.2
	1049	

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	96	49.5
Went to Pharmacist / Chemist	1	0.1
Went to Primary Care Emergency Centre	2	2.6
Telephoned my own GP practice	58	14.3
Telephoned 999 for emergency services	6	3.0
Went to Hospital A&E / Casualty	46	27.7
Other	7	2.8
	216	

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	22	11.0
Pharmacist / Chemist	1	0.1
Primary Care Emergency Centre	3	2.0
Own GP practice	46	10.2
Home visit from a GP or Nurse	35	15.8
Ambulance paramedics	10	6.5
A&E / Casualty	88	49.8
Social care services	0	0.0
Other	8	4.5
	213	

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	159	76.3
A Nurse	29	14.9
A Pharmacist	4	3.3
Someone else	9	5.5
	201	

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	87	33.1
* Agree	77	40.4
Neither agree nor disagree	18	9.3
Disagree	24	11.5
Strongly disagree	13	5.6
Percent Positive - This Board 73.5 %	219	

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	88	34.9
* Agree	92	45.6
Neither agree nor disagree	19	11.4
Disagree	13	6.5
Strongly disagree	4	1.6
Percent Positive - This Board 80.6 %	216	

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	104	42.9
* Agree	91	49.2
Neither agree nor disagree	10	3.5
Disagree	5	2.6
Strongly disagree	5	1.8
Percent Positive - This Board 92.1 %	215	

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	103	43.0
* Agree	83	45.0
Neither agree nor disagree	17	8.3
Disagree	8	2.2
Strongly disagree	3	1.4
Percent Positive - This Board 88.0 %	214	

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	103	43.1
* Agree	83	42.7
Neither agree nor disagree	14	6.4
Disagree	9	5.5
Strongly disagree	6	2.3
Percent Positive - This Board 85.8 %	215	

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	104	43.3
* Agree	78	41.1
Neither agree nor disagree	21	11.0
Disagree	4	2.0
Strongly disagree	7	2.5
Percent Positive - This Board 84.5 %	214	

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	103	42.1
* Agree	77	40.5
Neither agree nor disagree	20	11.0
Disagree	5	2.4
Strongly disagree	9	4.1
Percent Positive - This Board 82.6 %	214	

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	92	32.5
* Good	76	43.7
Fair	29	14.7
Poor	13	4.9
Very poor	8	4.2
Percent Positive - This Board 76.2 %	218	

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	874	80.7
It is too difficult for me to get time away from work during my practice opening hours	72	10.2
The opening hours are not convenient for me for another reason	14	1.5
I am not sure when my GP practice is open	39	7.6
	999	

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	70	7.1
Yes, help for me with adaptations and/or equipment for my home	54	4.9
Yes, help for me for activities outside my home	34	3.3
Yes, help to look after someone else	24	2.2
No, not had any help but I feel that I needed it	18	2.1
No, not had any help	856	79.4
	1069	

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	81	63.8
No	42	36.2
	123	

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	58	72.4
I was not offered any choices	7	10.8
I had no choices due to medical reasons	3	5.0
I did not want a choice in how my care was arranged	4	3.0
Can't remember / don't know	7	8.7
	79	

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	33	41.4
* Agree	37	49.3
Neither agree nor disagree	6	5.8
Disagree	2	2.3
Strongly disagree	1	1.2
Percent Positive - This Board 90.8 %	79	

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	24	30.9
* Agree	34	49.6
Neither agree nor disagree	10	10.7
Disagree	5	6.7
Strongly disagree	2	2.2
Percent Positive - This Board 80.5 %	75	

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	25	25.0
* Agree	35	49.3
Neither agree nor disagree	9	18.4
Disagree	4	4.1
Strongly disagree	2	3.1
Percent Positive - This Board 74.3 %	75	

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	35	44.4
* Agree	36	46.9
Neither agree nor disagree	3	4.7
Disagree	3	4.0
Strongly disagree	0	0.0
Percent Positive - This Board 91.3 %	77	

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	33	42.2
* Agree	32	44.1
Neither agree nor disagree	5	5.8
Disagree	3	6.0
Strongly disagree	1	1.8
Percent Positive - This Board 86.3 %	74	

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	20	16.1
* Agree	34	43.9
Neither agree nor disagree	15	25.9
Disagree	6	8.9
Strongly disagree	2	5.1
Percent Positive - This Board 60.1 %	77	

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	38	48.2
* Agree	24	29.6
Neither agree nor disagree	10	14.5
Disagree	3	4.9
Strongly disagree	2	2.8
Percent Positive - This Board 77.8 %	77	

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	33	38.6
* Agree	29	40.7
Neither agree nor disagree	9	11.6
Disagree	2	2.2
Strongly disagree	3	6.9
Percent Positive - This Board 79.3 %	76	

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	30	33.4
* Agree	38	50.1
Neither agree nor disagree	7	9.6
Disagree	2	4.0
Strongly disagree	2	2.8
Percent Positive - This Board 83.6 %	79	

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	33	34.8
* Good	36	43.9
Fair	10	10.4
Poor	7	9.4
Very poor	2	1.5
Percent Positive - This Board 78.7 %	88	

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	266	27.7
No	761	72.3
	1027	

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	119	39.9
There was no change in my ability to do my usual activities	52	20.8
I was less able to do my usual activities	48	18.6
It is too soon to say	44	20.8
	263	

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	505	49.9
No	507	50.1
	1012	

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	296	54.3
It was about the same as before	143	31.9
It was worse than before	10	2.1
It is too soon to say	48	11.7
	497	

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	144	14.4
No	840	85.6
	984	

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	80	46.2
I felt about the same as before	37	30.0
I felt more depressed or anxious than before	10	8.3
It is too soon to say	17	15.5
	144	

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	866	85.8
Yes, up to 4 hours a week	55	5.0
Yes, 5 - 19 hours a week	39	4.2
Yes, 20 - 34 hours a week	4	0.3
Yes, 35 - 49 hours a week	5	0.6
Yes, 50 or more hours a week	45	4.1
	1014	

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	48	27.9
* Agree	53	37.0
Neither agree nor disagree	24	15.3
Disagree	17	15.2
Strongly disagree	5	4.7
Percent Positive - This Board 64.8 %	147	

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	12	8.0
Agree	32	24.9
Neither agree nor disagree	30	22.5
* Disagree	39	32.2
* Strongly disagree	22	12.4
Percent Positive - This Board 44.6 %	135	

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	22	11.7
* Agree	42	38.4
Neither agree nor disagree	41	22.1
Disagree	16	18.4
Strongly disagree	12	9.3
Percent Positive - This Board 50.2 %	133	

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	27	19.9
* Agree	49	37.9
Neither agree nor disagree	36	19.3
Disagree	14	18.3
Strongly disagree	8	4.6
Percent Positive - This Board 57.8 %	134	

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	28	16.9
* Agree	39	37.3
Neither agree nor disagree	39	22.8
Disagree	22	19.1
Strongly disagree	5	3.8
Percent Positive - This Board 54.3 %	133	

Demographics

Q46 - Are you male or female?

All patients	n	%
Male	439	41.2
Female	612	58.8
	1051	

Q47 - What was your age on your last birthday?

All patients	n	%
17-34	93	9.0
35-49	176	18.2
50-64	335	33.0
65+	432	39.8
	1036	

Q48 - How would you rate your health in general?

All patients	n	%
Good	671	65.0
Fair	338	29.6
Bad	43	5.4
	1052	

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	121	11.2
Yes, limited a little	256	22.8
No	667	66.0
	1044	

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

All patients	n	%
Very well	606	57.5
Quite well	390	37.3
Not very well	47	4.5
Not at all well	9	0.8
	1052	

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	519	49.3
Good	364	35.0
Alright / neither good or bad	146	12.4
Bad	21	3.0
Very bad	4	0.3
	1054	

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