

# Health and Care Experience Survey 2015/16

## Results for NHS Tayside



May 2016, Official Statistics



### NHS Tayside

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

The survey was sent to 43,735 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)

8,354 patients of NHS Tayside sent in feedback on their experiences at the practice. Of the patients that answered questions about themselves:

- 43% were male and 57% were female;
- 10% were aged 17-34, 15% were aged 35-49, 32% were aged 50-64 and 42% were 65 and over;
- 64% 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	94%	+1 *
Service users are supported to live as independently as possible	85%	+1
Service users have a say in how their help, care or support is provided	79%	+0
Service users' health and care services seem to be well coordinated	76%	+1
Rating of overall help, care or support services	82%	+1
Rating of overall care provided by GP practice	89%	+2 <sup>s</sup>
The help, care or support improves service users' quality of life	85%	+1
Carers feels supported to continue caring	42%	+1
Service users feel safe	84%	-0

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

## Top Five and Bottom Five Results

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

Top Bottom 5 | Highest / Lowest Responses

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

Question	% positive
Patients know enough about how and when to take their medicines	99%
Patients take their prescription as they are supposed to	98%
Patients know enough about what their medicines are for	97%
Patients have enough time with nurses	97%
Patients find it easy enough for them to get their medicines	96%

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

Question	% negative
Overall rating of how mistakes are dealt with	46%
Caring has had a negative impact on carers' health and wellbeing	35%
Able to book a doctors appointment 3 or more working days in advance	28%
Local services are well coordinated for the people carers look after	22%
It is easy to get through on the phone	21%

## 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	7358	39%	40%		21%	83%	80%	79%	-1%	-3% <sup>S</sup>
Person answering the phone is helpful	7347	66%	29%			94%	95%	95%	+0%	+0%
Can see or speak to a doctor or nurse within 2 working days	5536	64%	24%		12%	89%	88%	88%	-0%	+4% <sup>S</sup>
Able to book a doctors appointment 3 or more working days in advance	5715	72%			28%	73%	73%	72%	-1%	-5% <sup>S</sup>
Can usually see preferred doctor	7519	80%			20%	82%	81%	80%	-1%	-1%
Overall arrangements for getting to see a doctor	7484	32%	42%	17%	9%	78%	74%	74%	-0%	+3% <sup>S</sup>
Overall arrangements for getting to see a nurse	6544	39%	46%	12%		86%	85%	85%	+0%	+4% <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	4019	38%	43%	13%		-	82%	82%	-1%	+4% <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	7552	58%	36%			94%	94%	94%	+1%	+0%
Time waiting to be seen at GP practice	7488	89%	11%			89%	88%	89%	+0%	+3% <sup>s</sup>

## At your GP Practice - doctors

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
Doctors listen to patients	7006	58%	38%			96%	95%	96%	+0%	+0%
Patients feel that doctors have all the information they need to treat them	6958	49%	41%	7%		90%	90%	90%	+0%	+1% <sup>s</sup>
Doctors take account of the things that matter to patients	6951	50%	38%	9%		-	87%	88%	+1%	+1% <sup>s</sup>
Doctors talk in a way that helps patients to understand their condition and treatment	6972	53%	37%	7%		91%	90%	91%	+1%	+1%
Patients have confidence in doctors' ability to treat them	6984	54%	36%	7%		90%	90%	90%	+0%	+1%
Patients have enough time with doctors	6971	51%	39%			91%	90%	90%	+0%	+2% <sup>s</sup>

## At your GP Practice - nurses

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
Nurses listen to patients	5723	58%	37%			97%	96%	96%	-0%	+0%
Patients feel that nurses have all the information they need to treat them	5723	55%	39%			94%	94%	94%	+0%	+1% <sup>s</sup>
Nurses take account of the things that matter to patients	5681	53%	37%	8%		-	91%	91%	-1%	+1%
Nurses talk in a way that helps patients to understand their condition and treatment	5688	55%	37%	7%		93%	92%	92%	-0%	+1%
Patients have confidence in nurses' ability to treat them	5741	59%	36%			95%	95%	95%	+0%	+1% <sup>s</sup>
Patients have enough time with nurses	5728	59%	38%			97%	96%	97%	+0%	+1% <sup>s</sup>

## At your GP practice - care and treatment

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
Patients are involved as much as they want to be in decisions about their care and treatment	7348	64%	32%			-	62%	64%	+2%	+2% <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	5526	58%	38%			-	96%	96%	+0%	+1%
Patients are satisfied with the length of time they wait for results	5478	47%	40%		7%	-	87%	87%	-0%	+2% <sup>s</sup>
Patients are satisfied with the way they receive results	5469	45%	38%	9%	9%	-	83%	82%	-1%	+2% <sup>s</sup>
Test results are explained to patients in a way they can understand	5457	45%	37%	10%	7%	-	83%	83%	-1%	+2% <sup>s</sup>

## At your GP Practice - medicines

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
Patients find it easy enough for them to get their medicines	6463	61%		36%		96%	96%	96%	+0%	+0%
Patients know enough about what their medicines are for	6442	60%		37%		97%	97%	97%	+0%	+0%
Patients know enough about how and when to take their medicines	6433	63%		36%		98%	98%	99%	+1% <sup>s</sup>	+0% <sup>s</sup>
Patients know enough about side effects of medicines	6418	45%	38%	12%		83%	82%	83%	+1%	+1%
Patients know what to do if they have any problems with their medicines	6416	50%	40%	7%		91%	90%	90%	+0%	+1% <sup>s</sup>
Patients take their prescription as they are supposed to	6446	64%		34%		98%	98%	98%	+0%	+0%

## At your GP practice - dealing with mistakes

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2011/12	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
Patients believe a mistake was made in their treatment or care by their GP practice	7384	94%				-	94%	94%	+1%	+1% <sup>s</sup>
Overall rating of how mistakes are dealt with	403	54%		46%		-	20%	54%	+34%	+8% <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	7532	55%	37%			92%	92%	92%	+0%	+1% <sup>s</sup>
Patients are treated with compassion and understanding	7397	50%	36%	11%		89%	86%	87%	+1%	+2% <sup>s</sup>
Rating of overall care provided by GP practice	7556	53%	36%	9%		90%	89%	89%	+0%	+2% <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	1915	32%	43%	9%	15%	76%	76%	75%	-1%	+2%
Patients feel that people have all the information they need to treat them	1894	34%	44%	11%	11%	76%	74%	78%	+3% <sup>s</sup>	-0%
Patients feel that they are listened to	1897	37%	46%	9%	8%	84%	83%	83%	-0%	-2%
Things are explained to patients in a way they can understand	1889	37%	49%	9%		85%	84%	86%	+2%	-0%
Patients feel that they were treated by the right people	1890	37%	42%	12%	9%	-	-	79%	-	-1%
Patients feel they get the right treatment or advice	1898	37%	42%	11%	10%	79%	78%	79%	+1%	-2%
Patients feel that people take account of the things that matter to them	1890	35%	40%	15%	10%	-	74%	74%	+0%	-1%
Rating of overall care provided out of hours	1864	31%	41%	16%	12%	71%	71%	71%	+1%	+0%

## 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	679	35%	51%	9%		-	87%	86%	-1%	+1%
Service users have a say in how their help, care or support is provided	660	31%	48%	15%		-	83%	79%	-3%	+0%
Service users are aware of the help, care and support options available	667	30%	48%	14%	9%	-	-	77%	-	+2%
Service users are treated with respect	676	41%	49%	7%		-	93%	90%	-3%	+0%
Service users are treated with compassion and understanding	670	42%	47%	8%		-	89%	89%	-0%	+2%
Service users' health and care services seem to be well coordinated	654	33%	43%	15%	8%	-	79%	76%	-3%	+1%
Service users are supported to live as independently as possible	651	39%	46%	11%		-	83%	85%	+2%	+1%
Service users feel safe	640	38%	45%	12%		-	88%	84%	-4%	-0%
The help, care or support improves service users' quality of life	650	38%	47%	11%		-	87%	85%	-2%	+1%
Rating of overall help, care or support services	730	38%	45%	14%		-	87%	82%	-4%	+1%

## 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	1186	25%	44%	17%	14%	-	73%	69%	-3%	+1%
Caring has had a negative impact on carers' health and wellbeing	1099	16%	25%	25%	35%	-	45%	40%	-4%	+0%
Carers have a say in the services provided for the person they look after	1075	14%	39%	27%	21%	-	48%	53%	+5%	+3%
Local services are well coordinated for the people carers look after	1052	11%	32%	34%	22%	-	46%	44%	-3%	+2%
Carers feels supported to continue caring	1067	12%	30%	38%	20%	-	43%	42%	-1%	+1%

## 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	44	<b>37</b>	35
The times available in the next 2 days were not convenient for me	11	<b>13</b>	11
I was not offered a chance to see or speak to anyone within 2 working days	39	<b>42</b>	49
Another reason	6	<b>8</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	54	<b>53</b>	57
Yes, and I am not happy about it	13	<b>13</b>	19
No, other patients can't overhear	25	<b>26</b>	17
Don't know	8	<b>8</b>	8



## Out of hours healthcare

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

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed			
	2013/14	2015/16	Scotland
Telephoned 111 for NHS 24	-	<b>72</b>	65
Went to Pharmacist / Chemist	-	<b>3</b>	4
Went to Primary Care Emergency Centre	-	<b>3</b>	2
Telephoned my own GP practice	-	<b>3</b>	4
Telephoned 999 for emergency services	-	<b>4</b>	6
Went to Hospital A&E / Casualty	-	<b>11</b>	15
Other	-	<b>3</b>	3

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

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed			
	2013/14	2015/16	Scotland
Got phone advice only from NHS 24	-	<b>15</b>	16
Pharmacist / Chemist	-	<b>3</b>	3
Primary Care Emergency Centre	-	<b>22</b>	15
Own GP practice	-	<b>5</b>	5
Home visit from a GP or Nurse	-	<b>12</b>	9
Ambulance paramedics	-	<b>14</b>	11
A&E / Casualty	-	<b>23</b>	35
Social care services	-	<b>0</b>	0
Other	-	<b>6</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	79	<b>82</b>	80
It is too difficult for me to get time away from work during my practice opening hours	11	<b>10</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	46	<b>43</b>	43
There was no change in my ability to do my usual activities	23	<b>23</b>	23
I was less able to do my usual activities	15	<b>19</b>	19
It is too soon to say	16	<b>15</b>	15

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

Patients who received NHS treatment or advice because of something that was causing them pain or discomfort	2013/14	2015/16	Scotland
It was better than before	52	<b>53</b>	51
It was about the same as before	36	<b>33</b>	35
It was worse than before	3	<b>4</b>	4
It is too soon to say	9	<b>9</b>	10

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

Patients who received treatment or advice because of something that was making them feel depressed or anxious	2013/14	2015/16	Scotland
I felt less depressed or anxious than before	58	<b>55</b>	53
I felt about the same as before	27	<b>27</b>	28
I felt more depressed or anxious than before	6	<b>7</b>	8
It is too soon to say	9	<b>11</b>	11

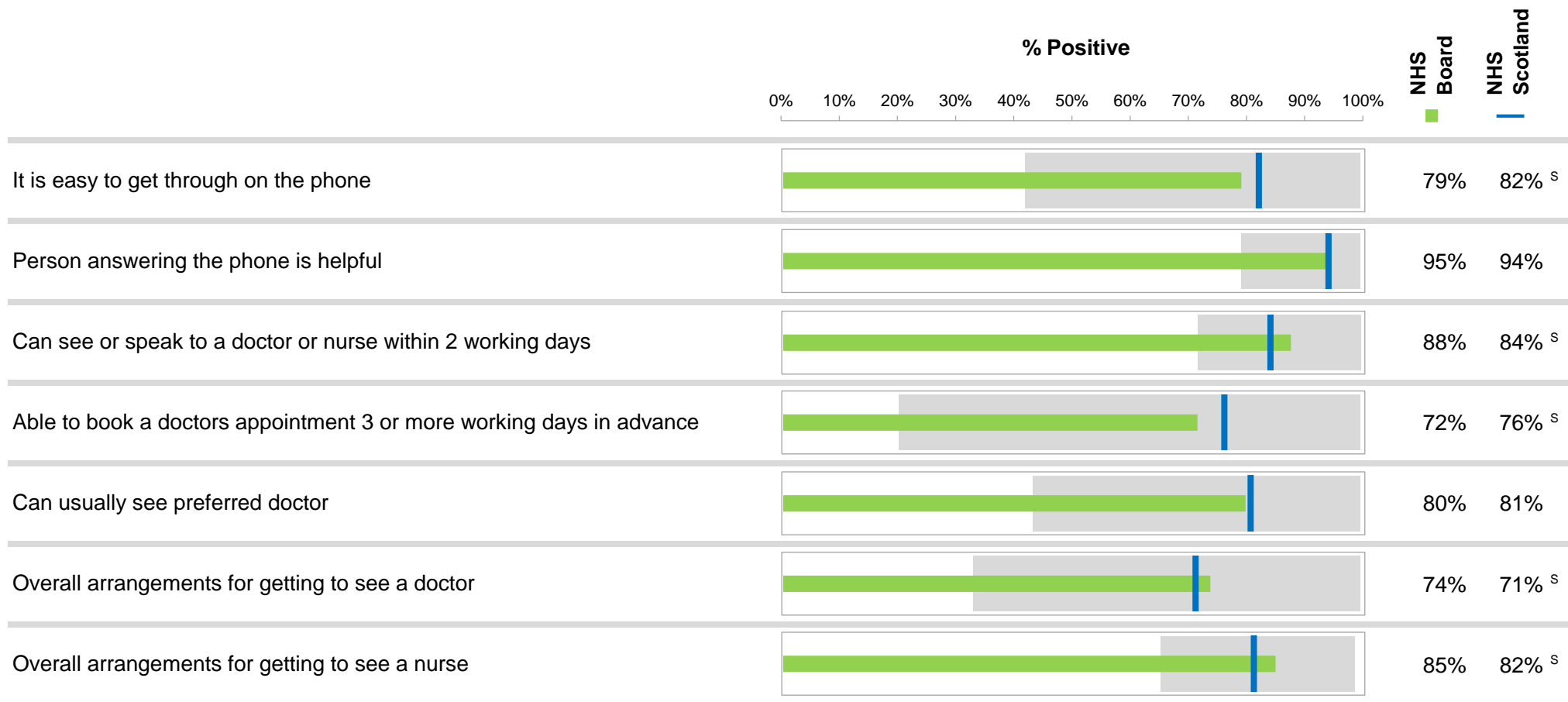
## Variation in GP practice results within the NHS Board

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

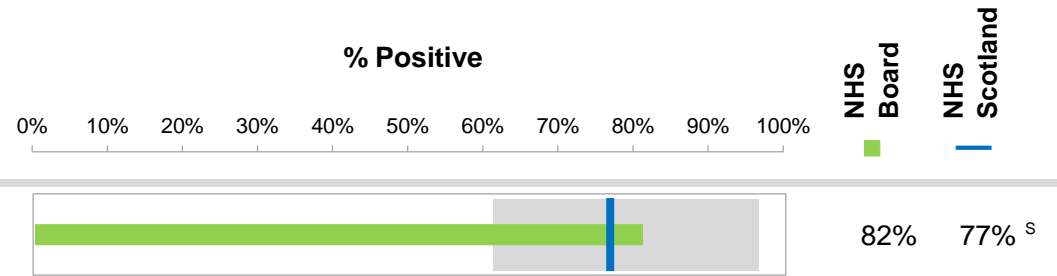
### Notes on Interpretation

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

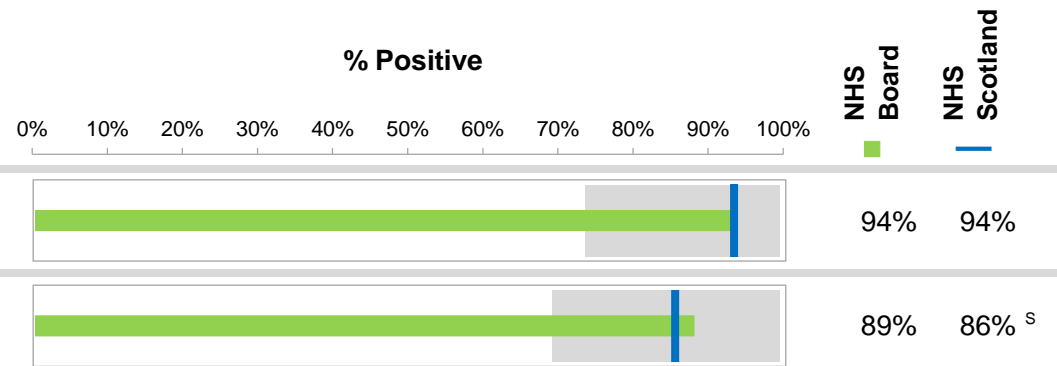
# Your GP Practice: getting to see or speak to someone



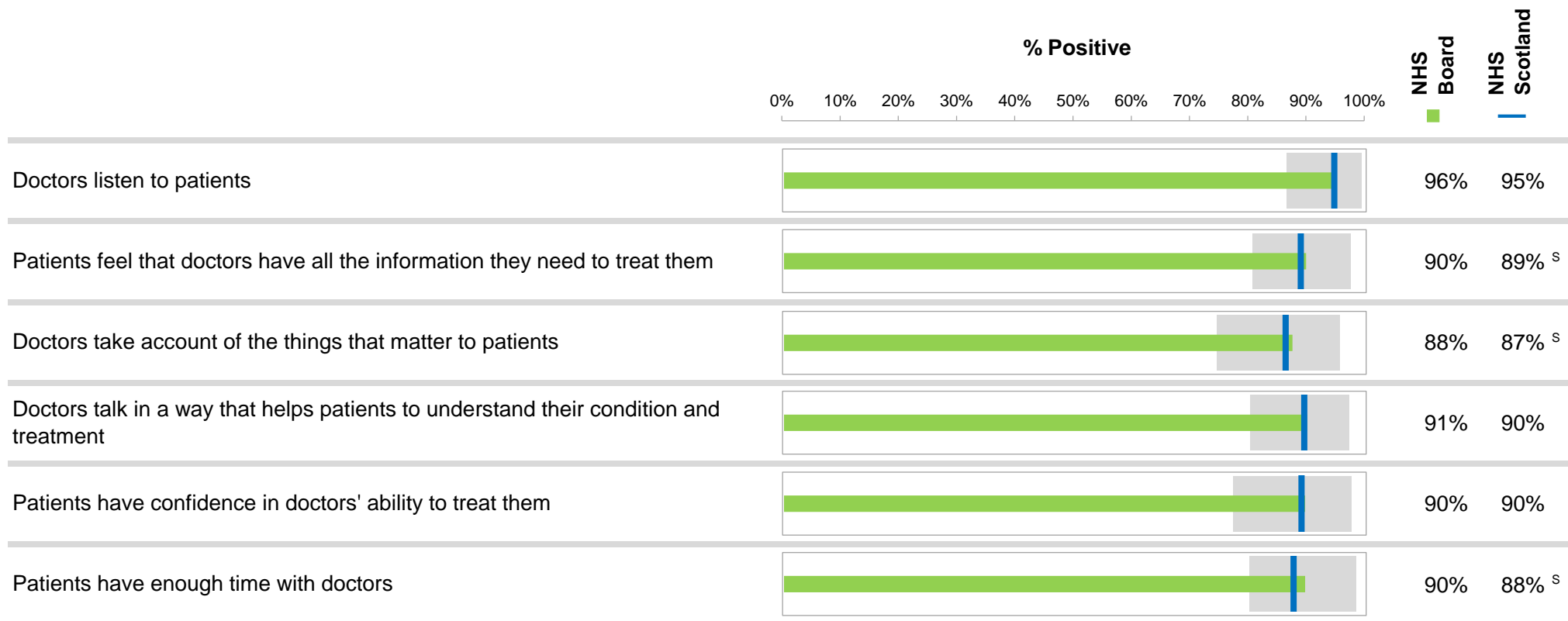
## Your GP Practice: referrals



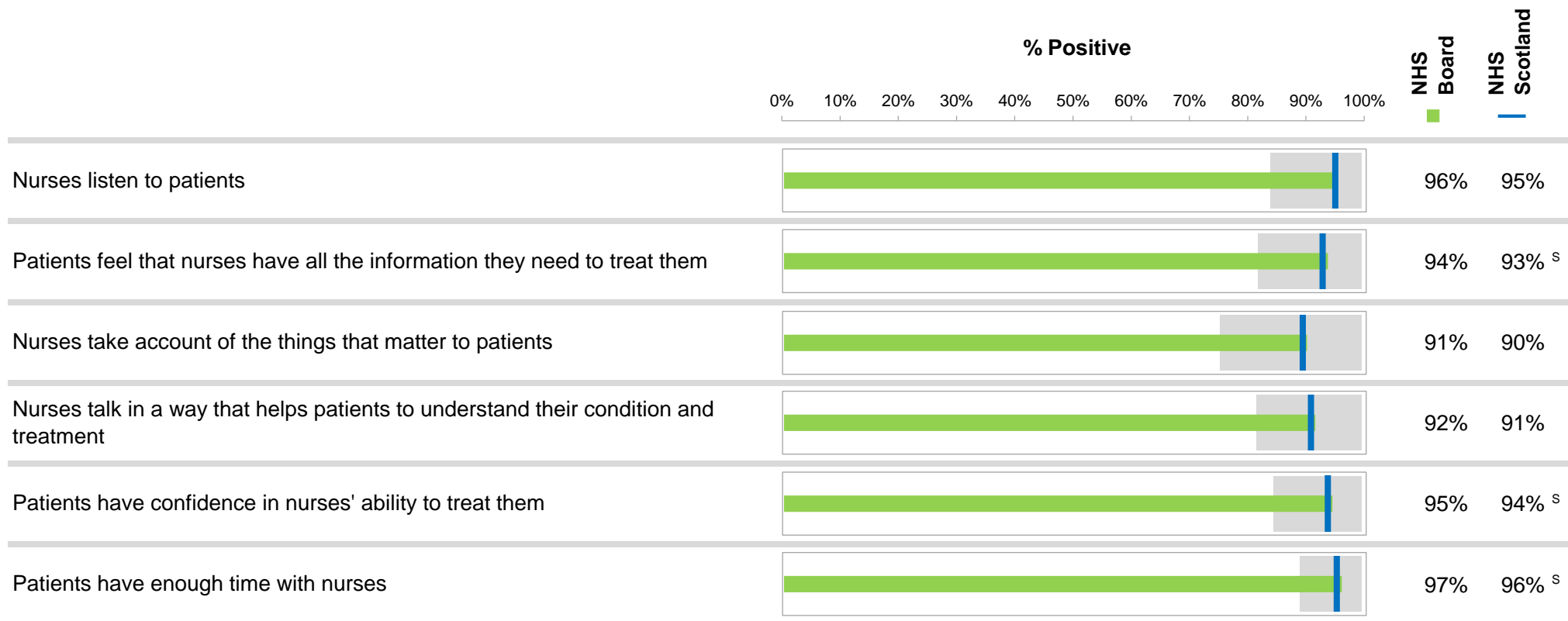
## At your GP Practice



## At your GP Practice - doctors

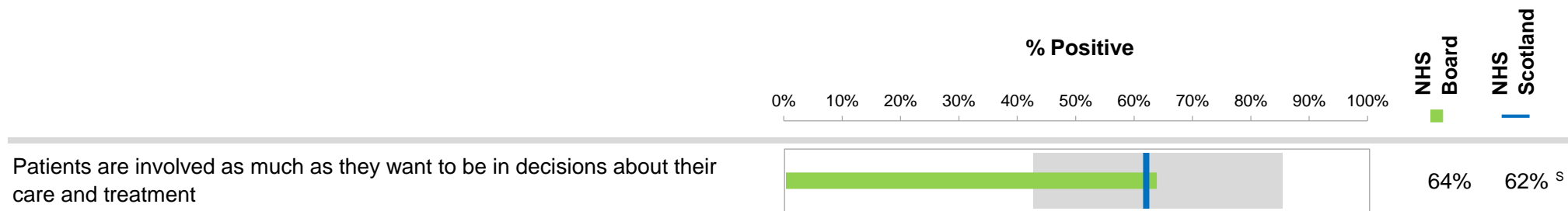


## At your GP Practice - nurses

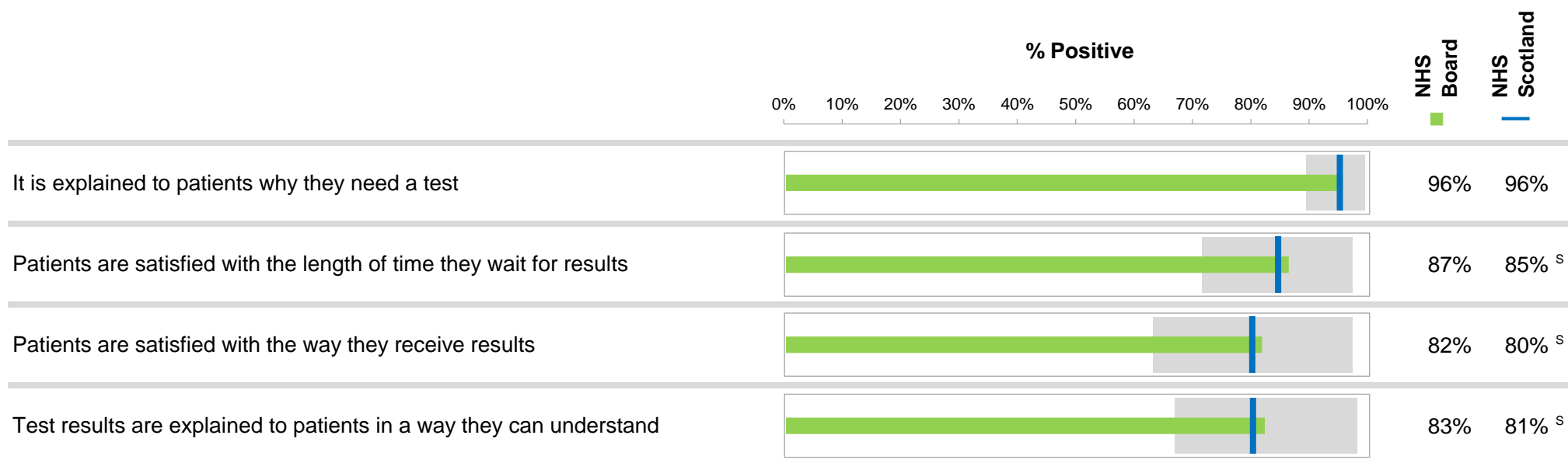




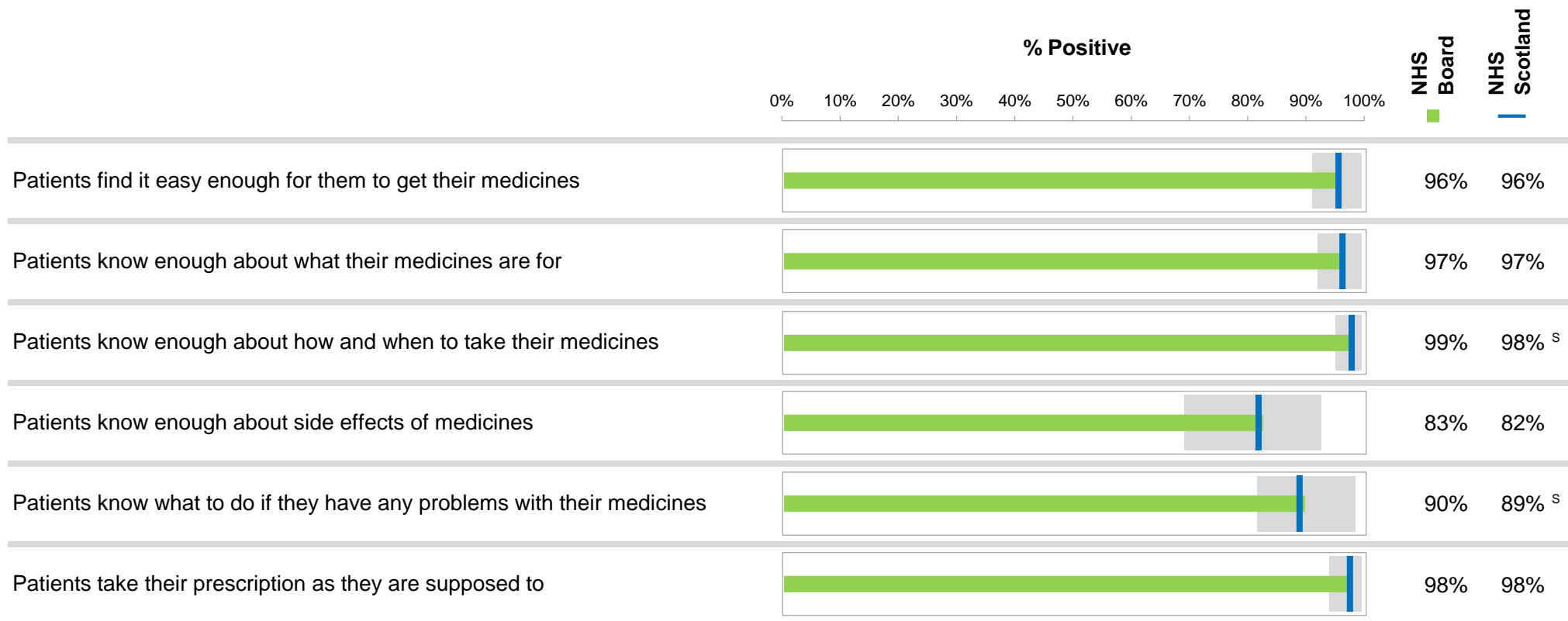
## At your GP practice - care and treatment



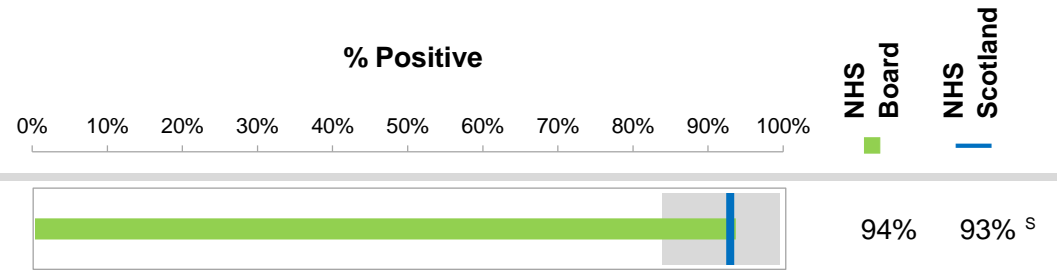
## Tests arranged by your GP practice



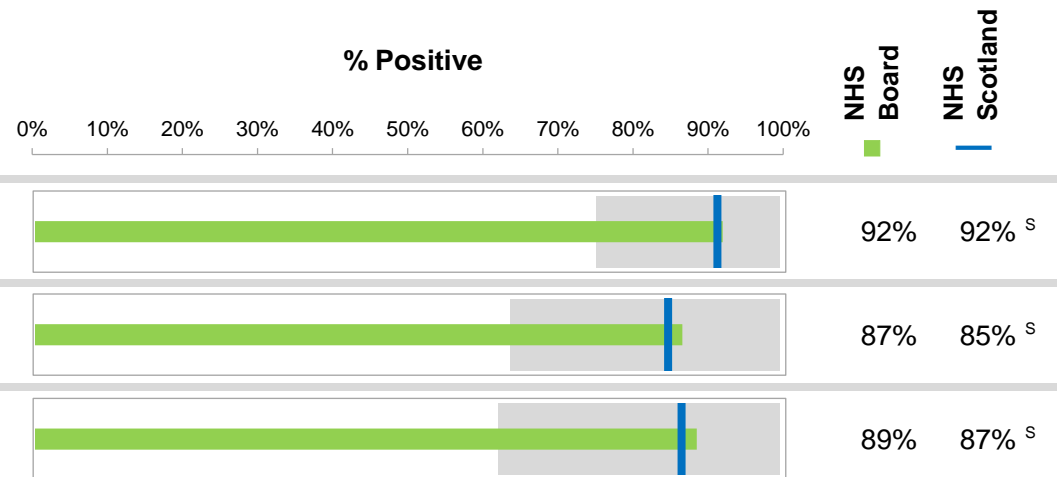
## At your GP Practice - medicines



## At your GP practice - dealing with mistakes



## At your GP practice - overall experience



## Variation between NHS Boards

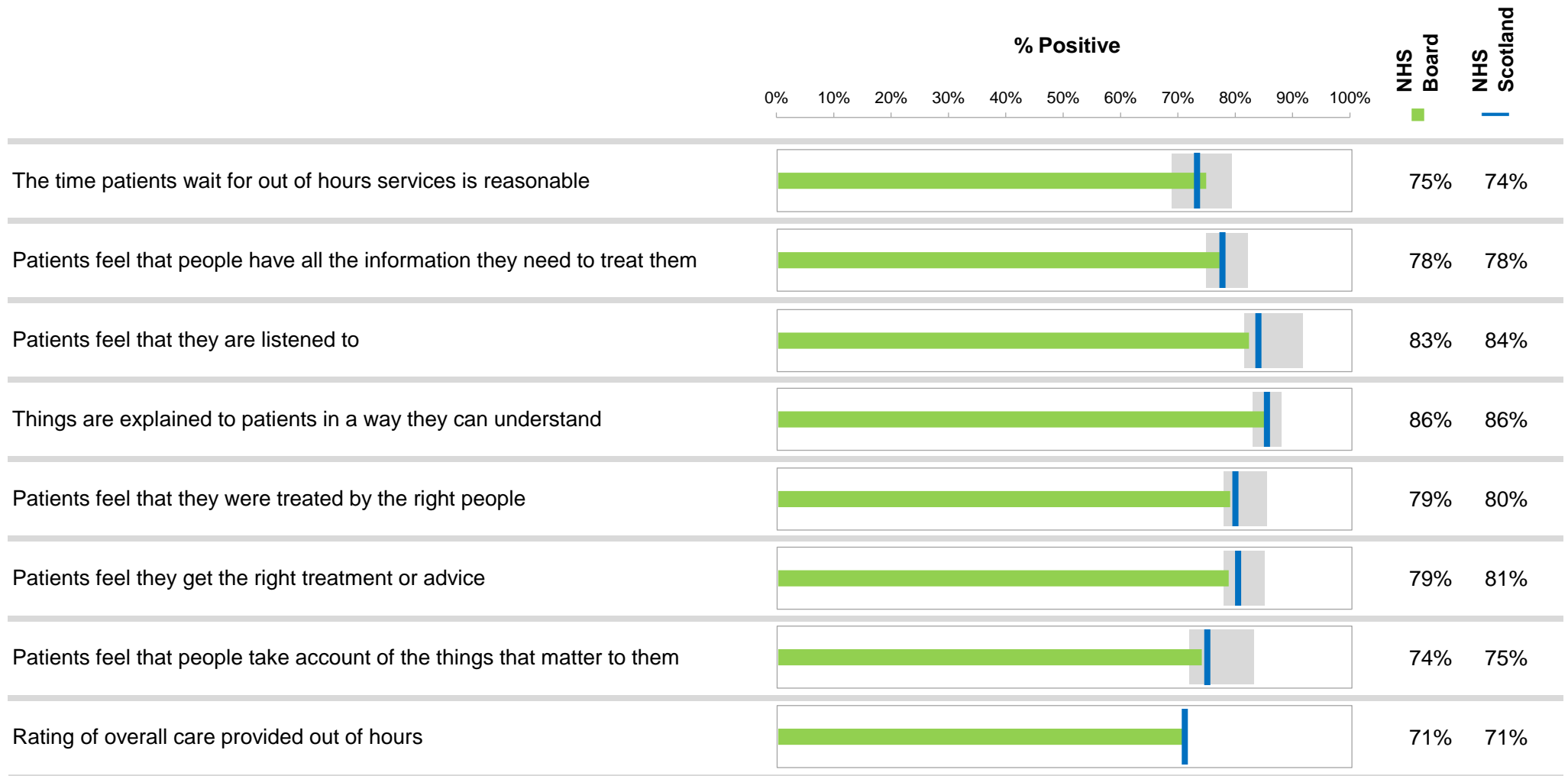
The tables/charts in this section show this NHS Board's percent positive results in relation to the range of percent positive results across all NHS Boards in Scotland. The percent positive results for NHS Scotland are also shown.

### Notes on Interpretation

- 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).

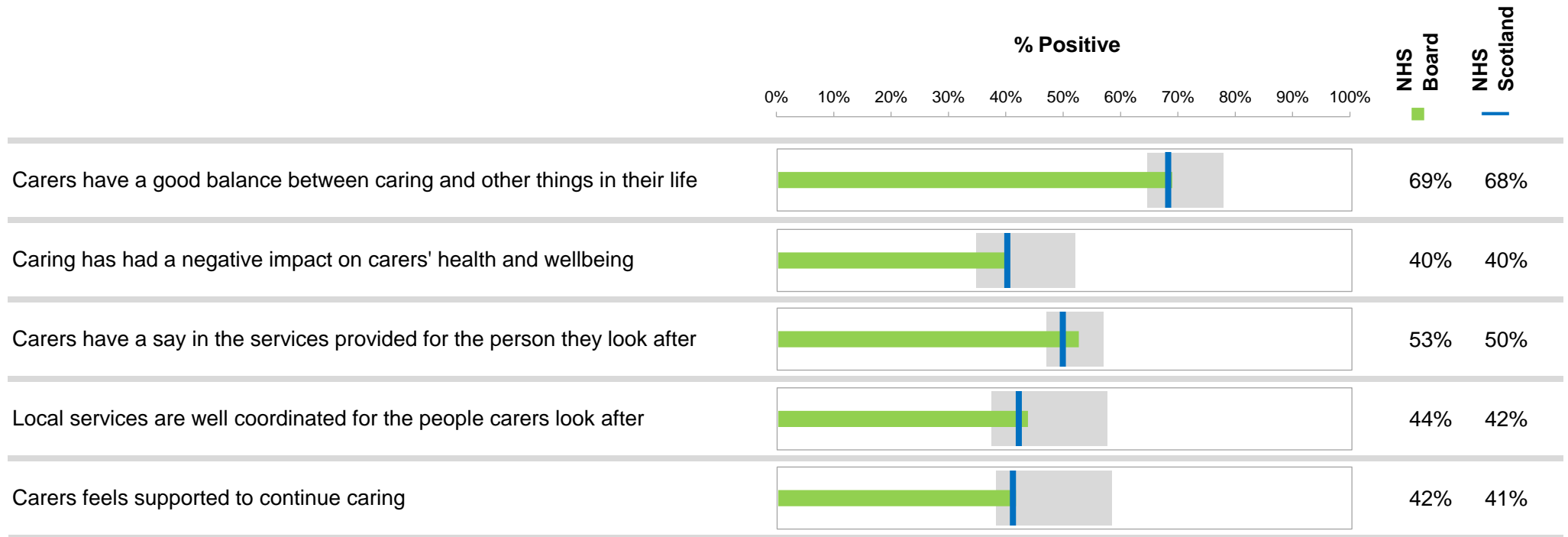
# Out of hours healthcare



# 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	729	<b>9.0</b>
Yes	7490	<b>91.0</b>
	8219	

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	863	<b>11.2</b>
2 - 4 times	3603	<b>47.5</b>
5 - 10 times	2109	<b>27.7</b>
More than 10 times	896	<b>12.3</b>
Can't remember / don't know	93	<b>1.3</b>
	7564	



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	3379	<b>39.0</b>
* Fairly easy	2760	<b>40.3</b>
Not easy	1219	<b>20.6</b>
<b>Percent Positive - This Board 79.4 %</b>	7358	

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	5160	<b>66.3</b>
* Fairly helpful	1869	<b>28.6</b>
Not very helpful	242	<b>3.9</b>
Not at all helpful	76	<b>1.2</b>
<b>Percent Positive - This Board 94.9 %</b>	7347	

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	3538	<b>64.4</b>
* I saw or spoke to a doctor or nurse within 1 or 2 working days	1382	<b>23.5</b>
I waited more than 2 working days to see or speak to a doctor or nurse	616	<b>12.0</b>
<b>Percent Positive - This Board 88.0 %</b>	5536	

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	223	<b>37.2</b>
The times available in the next 2 days were not convenient for me	68	<b>12.5</b>
I was not offered a chance to see or speak to anyone within 2 working days	275	<b>42.4</b>
Another reason	48	<b>7.8</b>
	614	

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	4394	<b>71.8</b>
No	1321	<b>28.2</b>
<b>Percent Positive - This Board 71.8 %</b>	5715	

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	4460	<b>55.7</b>
No	1258	<b>19.9</b>
* I don't have a doctor I prefer to see	1801	<b>24.4</b>
<b>Percent Positive - This Board 80.1 %</b>	7519	

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	2825	<b>32.4</b>
* Good	3047	<b>41.6</b>
Fair	1118	<b>17.4</b>
Poor	308	<b>5.2</b>
Very poor	186	<b>3.4</b>
<b>Percent Positive - This Board 74.0 %</b>	7484	

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	2806	<b>39.1</b>
* Good	2902	<b>46.1</b>
Fair	690	<b>12.1</b>
Poor	105	<b>1.8</b>
Very poor	41	<b>0.8</b>
<b>Percent Positive - This Board 85.3 %</b>	6544	

## 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	4015	<b>53.4</b>
No, as it wasn't necessary	3435	<b>45.5</b>
No, but I wanted to	71	<b>1.0</b>
	7521	

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	1595	<b>38.1</b>
* Good	1708	<b>43.5</b>
Fair	508	<b>13.2</b>
Poor	139	<b>3.5</b>
Very poor	69	<b>1.7</b>
<b>Percent Positive - This Board 81.6 %</b>	4019	

## 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	3991	<b>52.9</b>
Yes, and I am not happy about it	932	<b>13.3</b>
No, other patients can't overhear	2031	<b>26.1</b>
Don't know	594	<b>7.8</b>
	7548	

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	4723	<b>58.4</b>
* Fairly helpful	2452	<b>35.8</b>
Not very helpful	283	<b>4.4</b>
Not at all helpful	94	<b>1.4</b>
<b>Percent Positive - This Board 94.2 %</b>	7552	

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	6717	<b>88.5</b>
It is too long	771	<b>11.5</b>
<b>Percent Positive - This Board 88.5 %</b>	7488	

## 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	525	7.4
Yes	6695	92.6
	7220	

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	4161	58.0
* Agree	2568	37.7
Neither agree nor disagree	179	2.9
Disagree	78	1.2
Strongly disagree	20	0.3
<b>Percent Positive - This Board 95.7 %</b>	7006	

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	3487	48.9
* Agree	2850	41.5
Neither agree nor disagree	435	6.7
Disagree	161	2.6
Strongly disagree	25	0.4
<b>Percent Positive - This Board 90.4 %</b>	6958	

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	3542	<b>49.8</b>
* Agree	2598	<b>38.2</b>
Neither agree nor disagree	618	<b>9.0</b>
Disagree	164	<b>2.6</b>
Strongly disagree	29	<b>0.5</b>
<b>Percent Positive - This Board 88.0 %</b>	6951	

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	3808	<b>53.2</b>
* Agree	2559	<b>37.4</b>
Neither agree nor disagree	425	<b>6.8</b>
Disagree	145	<b>2.1</b>
Strongly disagree	35	<b>0.6</b>
<b>Percent Positive - This Board 90.5 %</b>	6972	

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	3905	<b>54.5</b>
* Agree	2423	<b>35.8</b>
Neither agree nor disagree	448	<b>6.7</b>
Disagree	157	<b>2.3</b>
Strongly disagree	51	<b>0.8</b>
<b>Percent Positive - This Board 90.2 %</b>	6984	

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	3685	<b>51.0</b>
* Agree	2652	<b>39.2</b>
Neither agree nor disagree	355	<b>5.4</b>
Disagree	220	<b>3.5</b>
Strongly disagree	59	<b>0.9</b>
<b>Percent Positive - This Board 90.2 %</b>	6971	

## 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	1770	<b>22.5</b>
Yes	5657	<b>77.5</b>
	7427	

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	3423	<b>58.4</b>
* Agree	2101	<b>37.5</b>
Neither agree nor disagree	161	<b>3.3</b>
Disagree	31	<b>0.7</b>
Strongly disagree	7	<b>0.2</b>
<b>Percent Positive - This Board 95.8 %</b>	5723	

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	3225	<b>54.9</b>
* Agree	2198	<b>39.2</b>
Neither agree nor disagree	221	<b>4.1</b>
Disagree	69	<b>1.4</b>
Strongly disagree	10	<b>0.3</b>
<b>Percent Positive - This Board 94.2 %</b>	5723	



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	3111	<b>53.3</b>
* Agree	2080	<b>37.3</b>
Neither agree nor disagree	429	<b>8.1</b>
Disagree	54	<b>1.2</b>
Strongly disagree	7	<b>0.2</b>
<b>Percent Positive - This Board 90.6 %</b>	5681	

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	3233	<b>55.4</b>
* Agree	2044	<b>36.6</b>
Neither agree nor disagree	353	<b>6.8</b>
Disagree	49	<b>1.0</b>
Strongly disagree	9	<b>0.2</b>
<b>Percent Positive - This Board 92.0 %</b>	5688	

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	3448	<b>58.6</b>
* Agree	2030	<b>36.3</b>
Neither agree nor disagree	189	<b>3.5</b>
Disagree	59	<b>1.2</b>
Strongly disagree	15	<b>0.3</b>
<b>Percent Positive - This Board 94.9 %</b>	5741	

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	3425	<b>58.5</b>
* Agree	2126	<b>38.0</b>
Neither agree nor disagree	128	<b>2.4</b>
Disagree	43	<b>0.9</b>
Strongly disagree	6	<b>0.1</b>
<b>Percent Positive - This Board 96.5 %</b>	5728	

## 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	4848	<b>64.0</b>
Yes, to some extent	2210	<b>31.6</b>
No, and I would like to be	290	<b>4.4</b>
<b>Percent Positive - This Board 64.0 %</b>	7348	

## 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	1994	<b>27.0</b>
Yes	5278	<b>73.0</b>
	7272	

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	3315	<b>58.4</b>
* Agree	2020	<b>37.7</b>
Neither agree nor disagree	145	<b>2.8</b>
Disagree	40	<b>0.9</b>
Strongly disagree	6	<b>0.1</b>
<b>Percent Positive - This Board 96.2 %</b>	5526	

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	2682	<b>47.2</b>
* Agree	2120	<b>39.6</b>
Neither agree nor disagree	336	<b>6.4</b>
Disagree	267	<b>5.4</b>
Strongly disagree	73	<b>1.4</b>
<b>Percent Positive - This Board 86.8 %</b>	5478	

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	2542	<b>44.5</b>
* Agree	2016	<b>37.7</b>
Neither agree nor disagree	480	<b>9.0</b>
Disagree	319	<b>6.5</b>
Strongly disagree	112	<b>2.3</b>
<b>Percent Positive - This Board 82.2 %</b>	5469	

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	2573	<b>45.2</b>
* Agree	1998	<b>37.5</b>
Neither agree nor disagree	543	<b>10.2</b>
Disagree	235	<b>4.9</b>
Strongly disagree	108	<b>2.2</b>
<b>Percent Positive - This Board 82.7 %</b>	5457	

## 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	1081	<b>14.1</b>
Yes	6407	<b>85.9</b>
	7488	

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	4048	<b>60.5</b>
* Agree	2196	<b>35.8</b>
Neither agree nor disagree	110	<b>1.8</b>
Disagree	85	<b>1.5</b>
Strongly disagree	24	<b>0.4</b>
<b>Percent Positive - This Board 96.3 %</b>	6463	

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	3986	<b>60.3</b>
* Agree	2264	<b>36.6</b>
Neither agree nor disagree	144	<b>2.4</b>
Disagree	38	<b>0.6</b>
Strongly disagree	10	<b>0.2</b>
<b>Percent Positive - This Board 96.9 %</b>	6442	

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	4158	<b>62.8</b>
* Agree	2201	<b>35.9</b>
Neither agree nor disagree	52	<b>0.9</b>
Disagree	16	<b>0.3</b>
Strongly disagree	6	<b>0.1</b>
<b>Percent Positive - This Board 98.7 %</b>	6433	

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	2994	<b>45.0</b>
* Agree	2401	<b>37.9</b>
Neither agree nor disagree	699	<b>11.8</b>
Disagree	273	<b>4.5</b>
Strongly disagree	51	<b>0.8</b>
<b>Percent Positive - This Board 82.9 %</b>	6418	

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	3323	<b>49.9</b>
* Agree	2495	<b>40.2</b>
Neither agree nor disagree	410	<b>6.8</b>
Disagree	156	<b>2.5</b>
Strongly disagree	32	<b>0.6</b>
<b>Percent Positive - This Board 90.1 %</b>	6416	

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	4221	<b>64.0</b>
* Agree	2105	<b>34.0</b>
Neither agree nor disagree	68	<b>1.1</b>
Disagree	40	<b>0.6</b>
Strongly disagree	12	<b>0.2</b>
<b>Percent Positive - This Board 98.0 %</b>	6446	



## 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	6977	<b>94.0</b>
Yes	407	<b>6.0</b>
<b>Percent Positive - This Board 94.0 %</b>	7384	

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	219	<b>53.9</b>
No	184	<b>46.1</b>
<b>Percent Positive - This Board 53.9 %</b>	403	

## 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	4328	<b>54.9</b>
* Agree	2684	<b>37.4</b>
Neither agree nor disagree	410	<b>6.0</b>
Disagree	84	<b>1.3</b>
Strongly disagree	26	<b>0.4</b>
<b>Percent Positive - This Board 92.3 %</b>	7532	

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	3909	<b>50.5</b>
* Agree	2612	<b>36.4</b>
Neither agree nor disagree	708	<b>10.6</b>
Disagree	137	<b>2.1</b>
Strongly disagree	31	<b>0.5</b>
<b>Percent Positive - This Board 86.9 %</b>	7397	

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	4258	<b>53.0</b>
* Good	2568	<b>35.8</b>
Fair	591	<b>9.0</b>
Poor	102	<b>1.6</b>
Very poor	37	<b>0.6</b>
<b>Percent Positive - This Board 88.8 %</b>	7556	

## 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	1898	<b>23.9</b>
No	6274	<b>76.1</b>
	8172	

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	1329	<b>72.1</b>
Went to Pharmacist / Chemist	62	<b>3.3</b>
Went to Primary Care Emergency Centre	65	<b>3.3</b>
Telephoned my own GP practice	56	<b>3.2</b>
Telephoned 999 for emergency services	91	<b>4.3</b>
Went to Hospital A&E / Casualty	202	<b>11.0</b>
Other	48	<b>2.9</b>
	1853	

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	283	<b>15.3</b>
Pharmacist / Chemist	47	<b>2.7</b>
Primary Care Emergency Centre	380	<b>22.0</b>
Own GP practice	83	<b>4.9</b>
Home visit from a GP or Nurse	220	<b>11.8</b>
Ambulance paramedics	252	<b>13.7</b>
A&E / Casualty	427	<b>23.0</b>
Social care services	10	<b>0.5</b>
Other	113	<b>6.0</b>
	1815	

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	1164	<b>68.4</b>
A Nurse	361	<b>19.9</b>
A Pharmacist	47	<b>3.0</b>
Someone else	163	<b>8.7</b>
	1735	

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	608	<b>31.9</b>
* Agree	815	<b>43.3</b>
Neither agree nor disagree	186	<b>9.4</b>
Disagree	200	<b>10.1</b>
Strongly disagree	106	<b>5.3</b>
<b>Percent Positive - This Board 75.1 %</b>	1915	

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	634	<b>33.6</b>
* Agree	832	<b>43.9</b>
Neither agree nor disagree	223	<b>11.3</b>
Disagree	147	<b>7.9</b>
Strongly disagree	58	<b>3.2</b>
<b>Percent Positive - This Board 77.5 %</b>	1894	

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	698	<b>37.0</b>
* Agree	872	<b>45.6</b>
Neither agree nor disagree	179	<b>9.3</b>
Disagree	89	<b>4.7</b>
Strongly disagree	59	<b>3.3</b>
<b>Percent Positive - This Board 82.7 %</b>	1897	

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	704	<b>37.3</b>
* Agree	918	<b>48.5</b>
Neither agree nor disagree	167	<b>8.8</b>
Disagree	69	<b>3.7</b>
Strongly disagree	31	<b>1.7</b>
<b>Percent Positive - This Board 85.8 %</b>	1889	

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	696	<b>37.0</b>
* Agree	804	<b>42.3</b>
Neither agree nor disagree	223	<b>11.6</b>
Disagree	102	<b>5.5</b>
Strongly disagree	65	<b>3.6</b>
<b>Percent Positive - This Board 79.4 %</b>	1890	

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	706	<b>37.4</b>
* Agree	792	<b>41.8</b>
Neither agree nor disagree	212	<b>10.9</b>
Disagree	110	<b>5.7</b>
Strongly disagree	78	<b>4.3</b>
<b>Percent Positive - This Board 79.1 %</b>	1898	

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	652	<b>34.6</b>
* Agree	751	<b>39.7</b>
Neither agree nor disagree	301	<b>15.4</b>
Disagree	102	<b>5.3</b>
Strongly disagree	84	<b>4.9</b>
<b>Percent Positive - This Board 74.4 %</b>	1890	

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	567	<b>30.7</b>
* Good	757	<b>40.7</b>
Fair	305	<b>16.4</b>
Poor	139	<b>7.2</b>
Very poor	96	<b>5.0</b>
<b>Percent Positive - This Board 71.4 %</b>	1864	

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	6461	<b>81.7</b>
It is too difficult for me to get time away from work during my practice opening hours	729	<b>10.1</b>
The opening hours are not convenient for me for another reason	142	<b>2.1</b>
I am not sure when my GP practice is open	459	<b>6.1</b>
	7791	



## 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	662	<b>8.0</b>
Yes, help for me with adaptations and/or equipment for my home	455	<b>5.7</b>
Yes, help for me for activities outside my home	337	<b>4.1</b>
Yes, help to look after someone else	251	<b>3.0</b>
No, not had any help but I feel that I needed it	177	<b>2.2</b>
No, not had any help	6424	<b>76.5</b>
	8354	

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	673	<b>59.8</b>
No	433	<b>40.2</b>
	1106	

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	432	<b>66.4</b>
I was not offered any choices	62	<b>9.6</b>
I had no choices due to medical reasons	49	<b>7.0</b>
I did not want a choice in how my care was arranged	33	<b>7.1</b>
Can't remember / don't know	57	<b>9.9</b>
	633	

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	238	<b>35.3</b>
* Agree	354	<b>51.2</b>
Neither agree nor disagree	63	<b>9.1</b>
Disagree	17	<b>3.3</b>
Strongly disagree	7	<b>1.1</b>
<b>Percent Positive - This Board 86.4 %</b>	679	

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	212	<b>31.4</b>
* Agree	321	<b>47.7</b>
Neither agree nor disagree	91	<b>14.8</b>
Disagree	33	<b>5.6</b>
Strongly disagree	3	<b>0.6</b>
<b>Percent Positive - This Board 79.1 %</b>	660	

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	206	<b>29.9</b>
* Agree	315	<b>47.5</b>
Neither agree nor disagree	91	<b>13.7</b>
Disagree	41	<b>7.2</b>
Strongly disagree	14	<b>1.6</b>
<b>Percent Positive - This Board 77.5 %</b>	667	

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	285	<b>41.0</b>
* Agree	338	<b>49.5</b>
Neither agree nor disagree	42	<b>7.1</b>
Disagree	6	<b>1.5</b>
Strongly disagree	5	<b>0.9</b>
<b>Percent Positive - This Board 90.5 %</b>	676	

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	289	<b>42.1</b>
* Agree	317	<b>46.6</b>
Neither agree nor disagree	49	<b>8.3</b>
Disagree	10	<b>2.2</b>
Strongly disagree	5	<b>0.9</b>
<b>Percent Positive - This Board 88.6 %</b>	670	

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	220	<b>33.3</b>
* Agree	292	<b>43.1</b>
Neither agree nor disagree	90	<b>15.2</b>
Disagree	37	<b>5.8</b>
Strongly disagree	15	<b>2.6</b>
<b>Percent Positive - This Board 76.4 %</b>	654	

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	253	<b>39.3</b>
* Agree	309	<b>45.7</b>
Neither agree nor disagree	66	<b>10.6</b>
Disagree	14	<b>3.1</b>
Strongly disagree	9	<b>1.3</b>
<b>Percent Positive - This Board 84.9 %</b>	651	

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	253	<b>38.5</b>
* Agree	288	<b>45.3</b>
Neither agree nor disagree	72	<b>11.9</b>
Disagree	17	<b>2.6</b>
Strongly disagree	10	<b>1.8</b>
<b>Percent Positive - This Board 83.8 %</b>	640	

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	252	<b>37.6</b>
* Agree	301	<b>46.9</b>
Neither agree nor disagree	71	<b>11.1</b>
Disagree	13	<b>2.4</b>
Strongly disagree	13	<b>2.0</b>
<b>Percent Positive - This Board 84.5 %</b>	650	

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	286	<b>37.9</b>
* Good	331	<b>44.5</b>
Fair	86	<b>13.6</b>
Poor	21	<b>2.9</b>
Very poor	6	<b>1.1</b>
<b>Percent Positive - This Board 82.4 %</b>	730	

## 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	2102	<b>27.0</b>
No	5874	<b>73.0</b>
	7976	

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	912	<b>43.4</b>
There was no change in my ability to do my usual activities	473	<b>22.6</b>
I was less able to do my usual activities	391	<b>19.0</b>
It is too soon to say	311	<b>15.1</b>
	2087	

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	4051	<b>51.4</b>
No	3873	<b>48.6</b>
	7924	

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	2111	<b>53.4</b>
It was about the same as before	1322	<b>32.9</b>
It was worse than before	138	<b>4.2</b>
It is too soon to say	379	<b>9.5</b>
	3950	

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	1193	<b>15.8</b>
No	6554	<b>84.2</b>
	7747	

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	665	<b>55.0</b>
I felt about the same as before	332	<b>27.1</b>
I felt more depressed or anxious than before	81	<b>6.7</b>
It is too soon to say	129	<b>11.1</b>
	1207	

## 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	6688	<b>84.3</b>
Yes, up to 4 hours a week	380	<b>4.9</b>
Yes, 5 - 19 hours a week	316	<b>4.3</b>
Yes, 20 - 34 hours a week	109	<b>1.4</b>
Yes, 35 - 49 hours a week	79	<b>1.1</b>
Yes, 50 or more hours a week	332	<b>4.1</b>
	7904	

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	299	<b>24.9</b>
* Agree	527	<b>44.3</b>
Neither agree nor disagree	202	<b>17.1</b>
Disagree	126	<b>11.1</b>
Strongly disagree	32	<b>2.6</b>
<b>Percent Positive - This Board 69.2 %</b>	1186	



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	100	8.4
Agree	278	26.7
Neither agree nor disagree	284	24.5
* Disagree	268	24.5
* Strongly disagree	169	15.8
<b>Percent Positive - This Board 40.3 %</b>	1099	

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	156	13.8
* Agree	418	38.9
Neither agree nor disagree	288	26.6
Disagree	126	12.2
Strongly disagree	87	8.4
<b>Percent Positive - This Board 52.8 %</b>	1075	

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	125	11.4
* Agree	343	32.4
Neither agree nor disagree	353	33.7
Disagree	156	15.6
Strongly disagree	75	6.9
<b>Percent Positive - This Board 43.8 %</b>	1052	

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	131	<b>11.7</b>
* Agree	312	<b>30.0</b>
Neither agree nor disagree	406	<b>37.9</b>
Disagree	141	<b>12.6</b>
Strongly disagree	77	<b>7.8</b>
<b>Percent Positive - This Board 41.7 %</b>	1067	

## Demographics

Q46 - Are you male or female?

All patients	n	%
Male	3493	<b>42.5</b>
Female	4687	<b>57.5</b>
	8180	

Q47 - What was your age on your last birthday?

All patients	n	%
17-34	775	<b>10.2</b>
35-49	1213	<b>15.1</b>
50-64	2630	<b>32.5</b>
65+	3471	<b>42.3</b>
	8089	

Q48 - How would you rate your health in general?

All patients	n	%
Good	5295	<b>64.4</b>
Fair	2479	<b>31.1</b>
Bad	357	<b>4.5</b>
	8131	

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	1011	<b>12.5</b>
Yes, limited a little	1899	<b>23.6</b>
No	5203	<b>64.0</b>
	8113	

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

All patients	n	%
Very well	4699	<b>56.6</b>
Quite well	3032	<b>37.9</b>
Not very well	355	<b>4.5</b>
Not at all well	90	<b>1.1</b>
	8176	

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	3881	<b>46.8</b>
Good	2841	<b>35.0</b>
Alright / neither good or bad	1184	<b>15.0</b>
Bad	225	<b>2.8</b>
Very bad	46	<b>0.5</b>
	8177	

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