

Health and Care Experience Survey 2015/16

Results for NHS Western Isles



May 2016, Official Statistics



NHS Western Isles

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

The survey was sent to 4,703 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

940 patients of NHS Western Isles sent in feedback on their experiences at the practice. Of the patients that answered questions about themselves:

- 45% were male and 55% were female;
- 7% were aged 17-34, 16% were aged 35-49, 33% were aged 50-64 and 44% were 65 and over;
- 67% did not have any limiting illness or disability.

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

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

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

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

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	96%	+2 *
Service users are supported to live as independently as possible	92%	+8
Service users have a say in how their help, care or support is provided	77%	-2
Service users' health and care services seem to be well coordinated	83%	+8
Rating of overall help, care or support services	83%	+2
Rating of overall care provided by GP practice	92%	+5 ^S
The help, care or support improves service users' quality of life	92%	+8
Carers feels supported to continue caring	59%	+17 ^S
Service users feel safe	91%	+7

*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%
The receptionists are helpful	98%
Patients know enough about what their medicines are for	98%
Person answering the phone is helpful	97%

Bottom 5 Responses (highest % negative scores)

Question	% negative
Overall rating of how mistakes are dealt with	55%
Caring has had a negative impact on carers' health and wellbeing	31%
The time patients wait for out of hours services is reasonable	25%
Able to book a doctors appointment 3 or more working days in advance	21%
Can usually see preferred doctor	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

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	815	61%	31%	8%		92%	95%	92%	-3%	+9% ^s
Person answering the phone is helpful	812	81%	16%			97%	98%	97%	-1%	+3% ^s
Can see or speak to a doctor or nurse within 2 working days	643	61%	28%	12%		92%	92%	88%	-4%	+4% ^s
Able to book a doctors appointment 3 or more working days in advance	660	79%	21%			89%	87%	79%	-8% ^s	+2%
Can usually see preferred doctor	722	79%	21%			83%	83%	79%	-5% ^s	-2%
Overall arrangements for getting to see a doctor	827	40%	40%	13%	7%	82%	79%	80%	+1%	+9% ^s
Overall arrangements for getting to see a nurse	694	47%	41%	9%		93%	91%	88%	-3%	+7% ^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	448	40%	40%	14%		-	82%	80%	-1%	+3%

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	831	77%			21%	97%	99%	98%	-1%	+4% ^S
Time waiting to be seen at GP practice	823	85%			15%	85%	87%	85%	-1%	-1%

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	761	63%		34%		95%	95%	97%	+2%	+2% ^S
Patients feel that doctors have all the information they need to treat them	754	50%		41%		90%	90%	92%	+2%	+2%
Doctors take account of the things that matter to patients	751	53%		37%	7%	-	89%	90%	+2%	+3% ^S
Doctors talk in a way that helps patients to understand their condition and treatment	752	58%		34%		92%	89%	92%	+3%	+2%
Patients have confidence in doctors' ability to treat them	754	59%		34%		90%	89%	93%	+4%	+3% ^S
Patients have enough time with doctors	757	53%		40%		92%	92%	93%	+1%	+5% ^S

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	589	62%	33%			97%	97%	96%	-1%	+0%
Patients feel that nurses have all the information they need to treat them	583	57%	37%			95%	94%	94%	-0%	+1%
Nurses take account of the things that matter to patients	583	54%	37%	8%		-	92%	91%	-1%	+1%
Nurses talk in a way that helps patients to understand their condition and treatment	582	58%	33%			95%	93%	91%	-2%	+0%
Patients have confidence in nurses' ability to treat them	586	61%	32%			96%	95%	92%	-2%	-2%
Patients have enough time with nurses	587	60%	37%			97%	97%	97%	-0%	+1%

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	810	68%	29%			-	64%	68%	+5%	+6% ^s

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	619	58%	37%			-	96%	95%	-1%	-0%
Patients are satisfied with the length of time they wait for results	606	48%	38%	7%		-	90%	87%	-3%	+2%
Patients are satisfied with the way they receive results	605	47%	34%	9%	9%	-	86%	82%	-5%	+1%
Test results are explained to patients in a way they can understand	606	48%	36%	7%	8%	-	86%	85%	-1%	+4% ^s

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	727	63%			33%	96%	96%	97%	+1%	+1%
Patients know enough about what their medicines are for	724	60%			37%	97%	97%	98%	+0%	+1%
Patients know enough about how and when to take their medicines	723	65%			33%	98%	99%	99%	-1%	+0%
Patients know enough about side effects of medicines	719	47%		39%	10%	88%	84%	86%	+2%	+4% ^S
Patients know what to do if they have any problems with their medicines	717	51%		40%	7%	93%	92%	91%	-1%	+2%
Patients take their prescription as they are supposed to	722	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	818	95%				-	94%	95%	+0%	+1%
Overall rating of how mistakes are dealt with	34	45%		55%		-	20%	45%	+25%	-2%

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	833	61%	35%			95%	95%	95%	+0%	+4% ^s
Patients are treated with compassion and understanding	823	58%	35%			95%	90%	92%	+3%	+7% ^s
Rating of overall care provided by GP practice	833	57%	35%	7%		92%	90%	92%	+2%	+5% ^s

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	222	37%	33%		25%	73%	70%	70%	+0%	-4%
Patients feel that people have all the information they need to treat them	219	38%	41%	10%	11%	76%	76%	79%	+3%	+1%
Patients feel that they are listened to	220	40%	41%	10%	9%	81%	78%	82%	+4%	-2%
Things are explained to patients in a way they can understand	217	41%	43%	8%	7%	80%	84%	85%	+1%	-1%
Patients feel that they were treated by the right people	222	39%	44%	11%		-	-	84%	-	+4%
Patients feel they get the right treatment or advice	221	41%	43%	10%		76%	74%	85%	+10% ^s	+4%
Patients feel that people take account of the things that matter to them	221	41%	41%	9%	9%	-	74%	82%	+7%	+6%
Rating of overall care provided out of hours	214	34%	39%	11%	17%	67%	68%	73%	+5%	+1%

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	61	37%	49%	14%		-	90%	86%	-5%	+0%
Service users have a say in how their help, care or support is provided	55	31%	46%	18%		-	83%	77%	-6%	-2%
Service users are aware of the help, care and support options available	57	25%	57%	10%	9%	-	-	82%	-	+6%
Service users are treated with respect	61	42%	52%			-	92%	94%	+2% ^{NT}	+4% ^{NT}
Service users are treated with compassion and understanding	61	36%	53%	10%		-	91%	90%	-1% ^{NT}	+3% ^{NT}
Service users' health and care services seem to be well coordinated	59	36%	47%	13%		-	89%	83%	-5%	+8%
Service users are supported to live as independently as possible	60	45%	47%			-	87%	92%	+5%	+8%
Service users feel safe	59	44%	47%	7%		-	90%	91%	+2%	+7%
The help, care or support improves service users' quality of life	57	36%	56%	7%		-	92%	92%	+1%	+8%
Rating of overall help, care or support services	70	37%	46%	16%		-	84%	83%	-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	120	28%	50%	7%	15%	-	74%	78%	+4%	+10%
Caring has had a negative impact on carers' health and wellbeing	114	16%	36%	17%	31%	-	45%	52%	+7%	+12%
Carers have a say in the services provided for the person they look after	114	18%	39%	26%	17%	-	52%	57%	+5%	+7%
Local services are well coordinated for the people carers look after	112	10%	30%	39%	20%	-	59%	40%	-19% ^s	-2%
Carers feels supported to continue caring	112	14%	44%	26%	16%	-	52%	59%	+7%	+17% ^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	33	26	35
The times available in the next 2 days were not convenient for me	20	15	11
I was not offered a chance to see or speak to anyone within 2 working days	42	53	49
Another reason	5	5	6

At your GP Practice

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

Patients who have contacted their GP practice in the last 12 months	2013/14	2015/16	Scotland
Yes, but I don't mind	47	47	57
Yes, and I am not happy about it	13	14	19
No, other patients can't overhear	28	28	17
Don't know	11	11	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	-	54	65
Went to Pharmacist / Chemist	-	0	4
Went to Primary Care Emergency Centre	-	1	2
Telephoned my own GP practice	-	12	4
Telephoned 999 for emergency services	-	12	6
Went to Hospital A&E / Casualty	-	20	15
Other	-	1	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	-	7	16
Pharmacist / Chemist	-	0	3
Primary Care Emergency Centre	-	3	15
Own GP practice	-	10	5
Home visit from a GP or Nurse	-	12	9
Ambulance paramedics	-	14	11
A&E / Casualty	-	48	35
Social care services	-	0	0
Other	-	6	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	81	83	80
It is too difficult for me to get time away from work during my practice opening hours	11	12	11
The opening hours are not convenient for me for another reason	3	3	2
I am not sure when my GP practice is open	5	3	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	47	46	43
There was no change in my ability to do my usual activities	26	28	23
I was less able to do my usual activities	15	16	19
It is too soon to say	12	11	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	53	63	51
It was about the same as before	33	26	35
It was worse than before	3	2	4
It is too soon to say	10	9	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	48	53
I felt about the same as before	24	31	28
I felt more depressed or anxious than before	12	7	8
It is too soon to say	6	14	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.

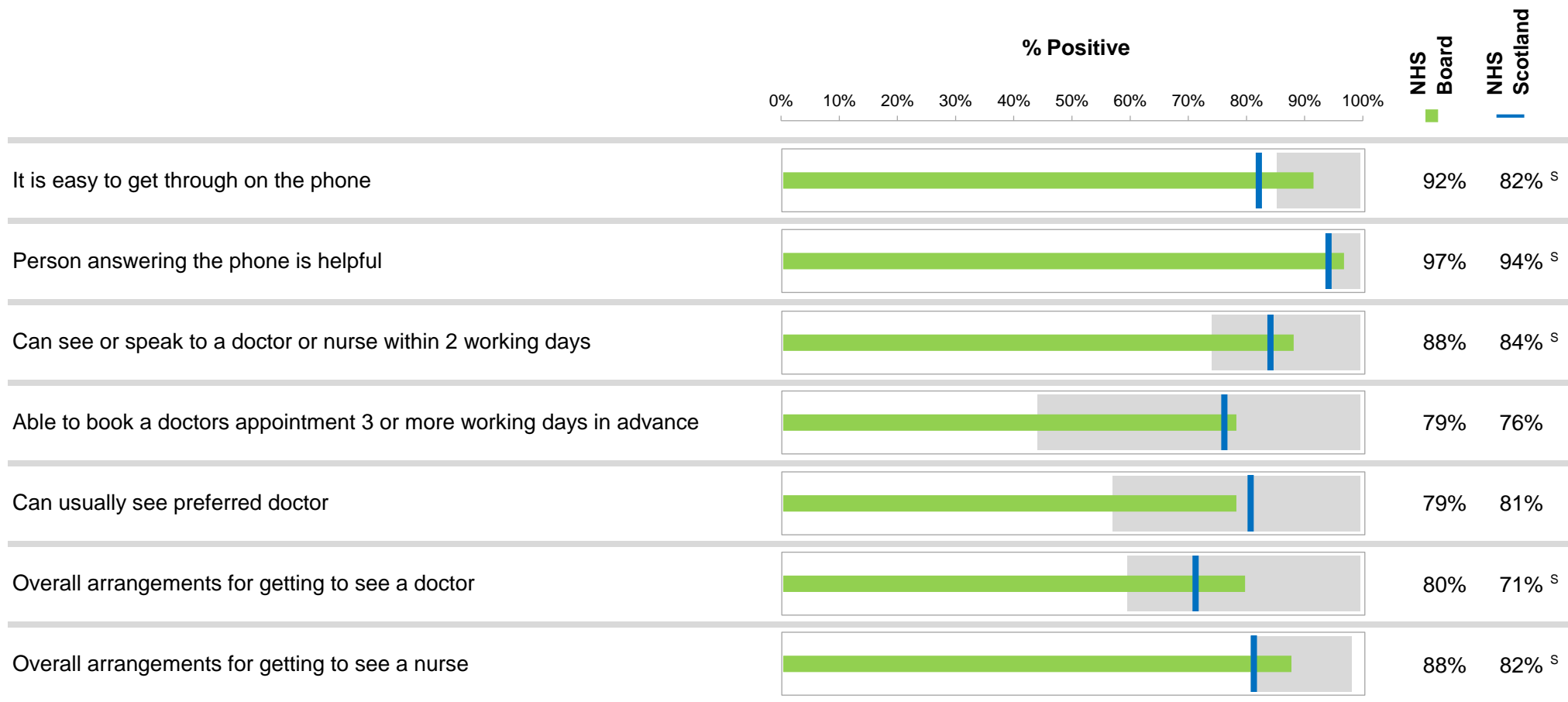
| NHS Scotland percent positive result.

^S Indicates a statistically significant difference in the percent positive result between this NHS Board and NHS Scotland as a whole.

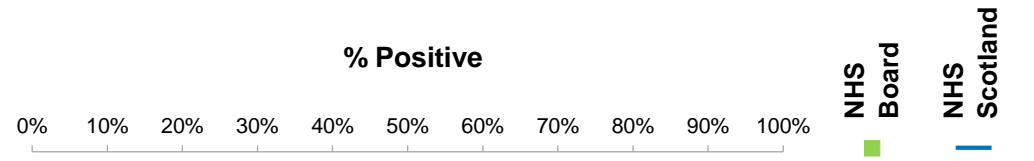
^{NT} Indicates that a significance test was not carried out because fewer than five respondents within this NHS Board selected a positive response or because fewer than five respondents within this NHS Board selected a negative/neutral response.

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

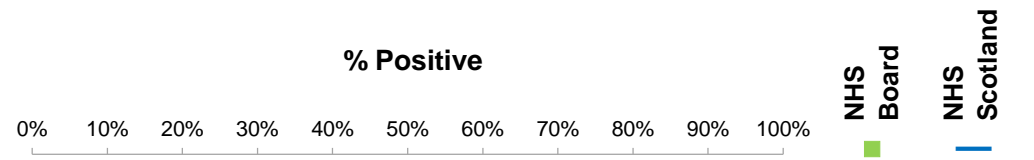


Your GP Practice: referrals



Arrangements for getting to see other health and care services

At your GP Practice

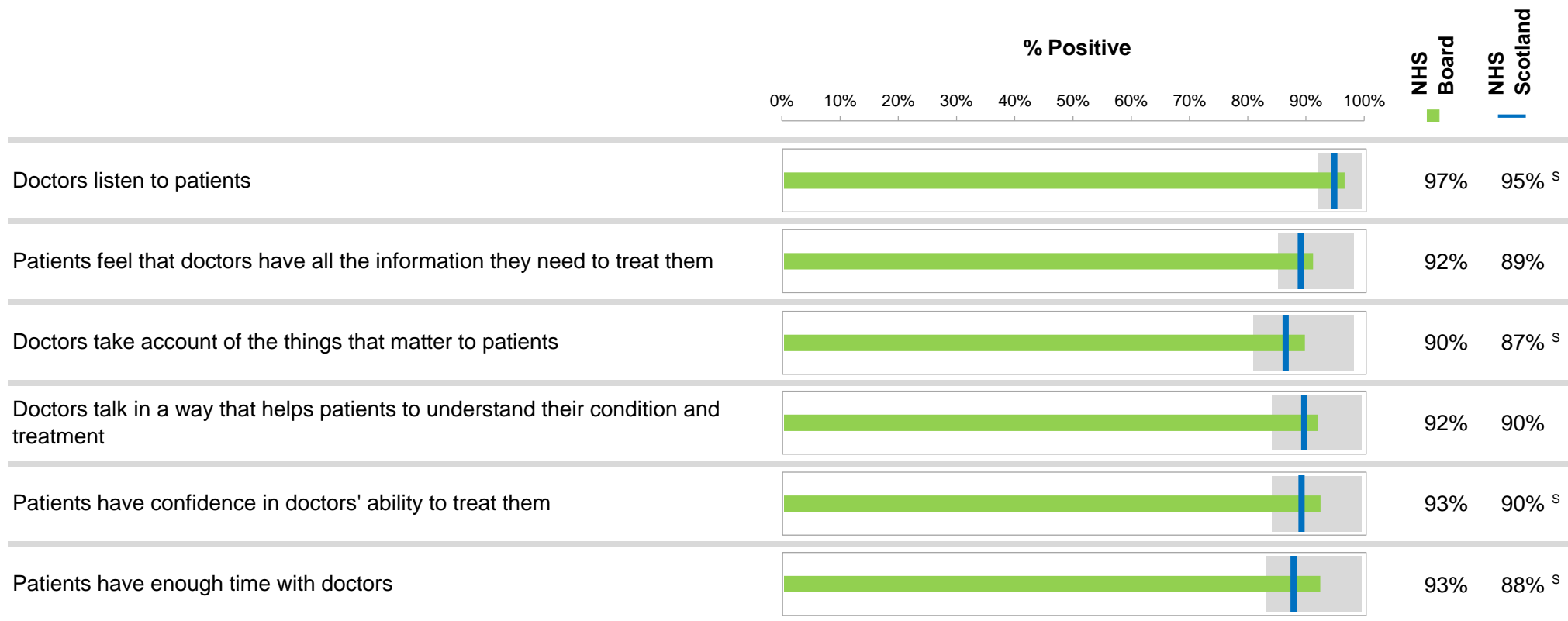


The receptionists are helpful

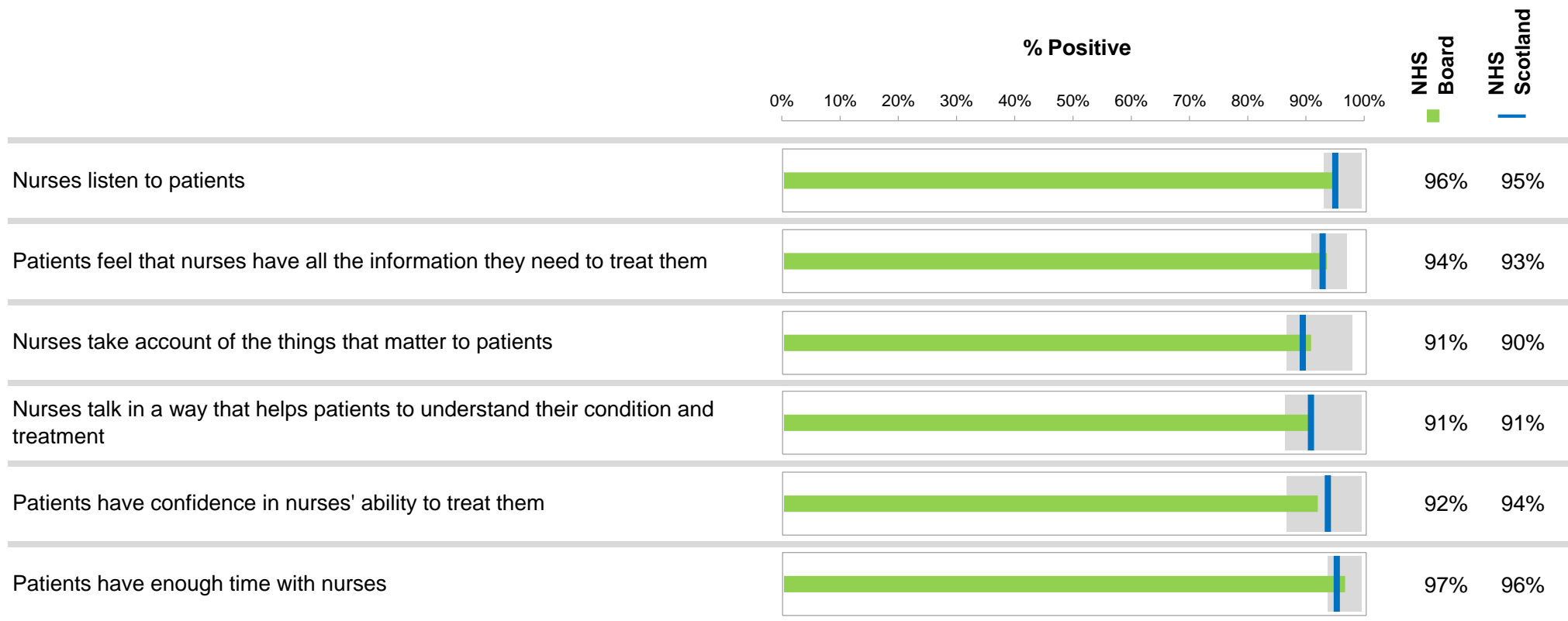
Time waiting to be seen at GP practice

85% 86%

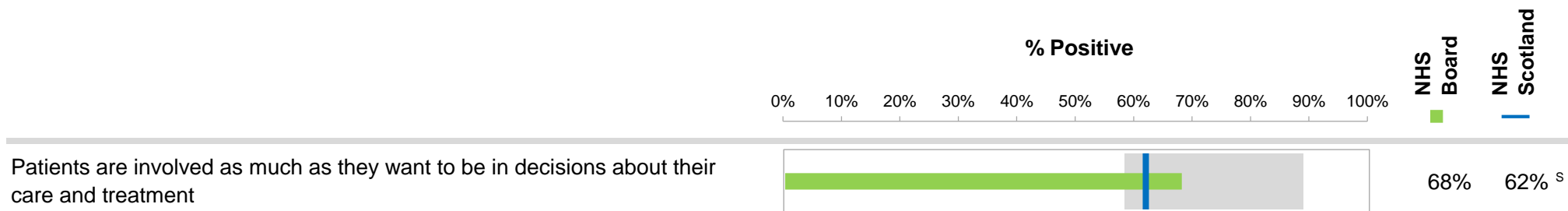
At your GP Practice - doctors



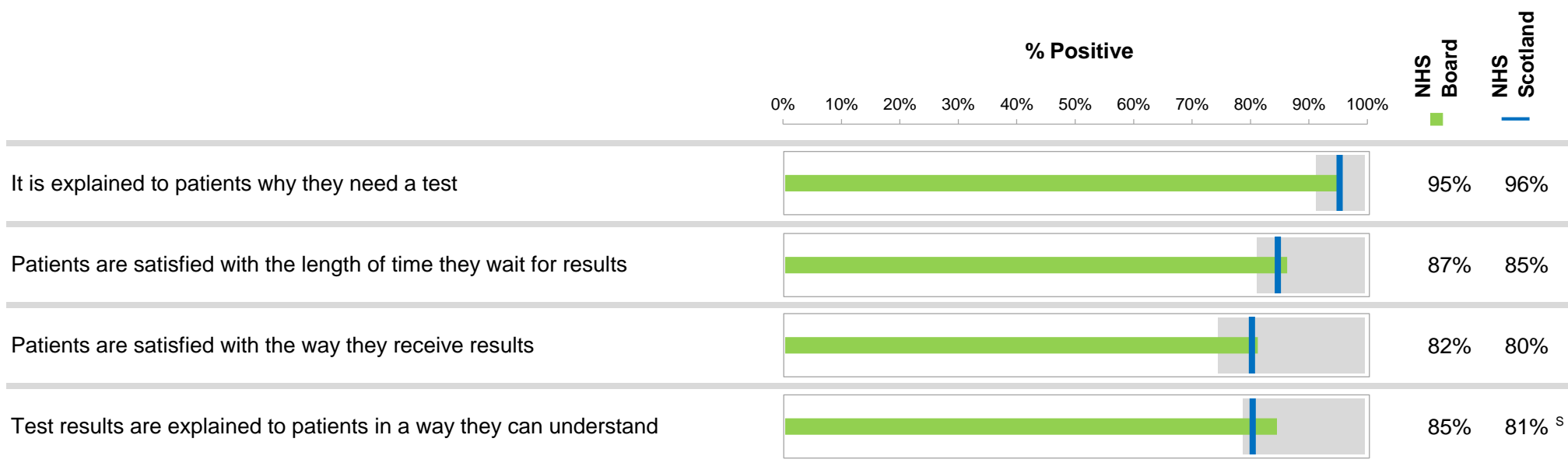
At your GP Practice - nurses



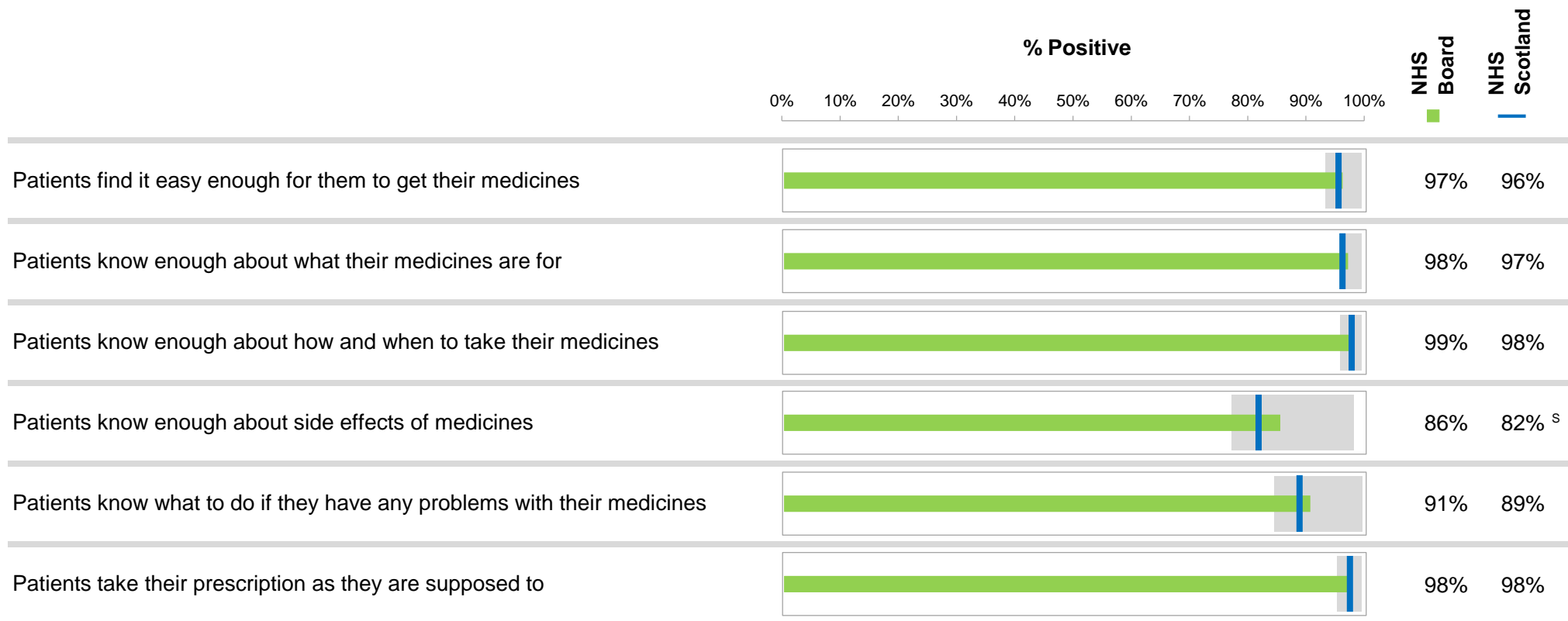
At your GP practice - care and treatment



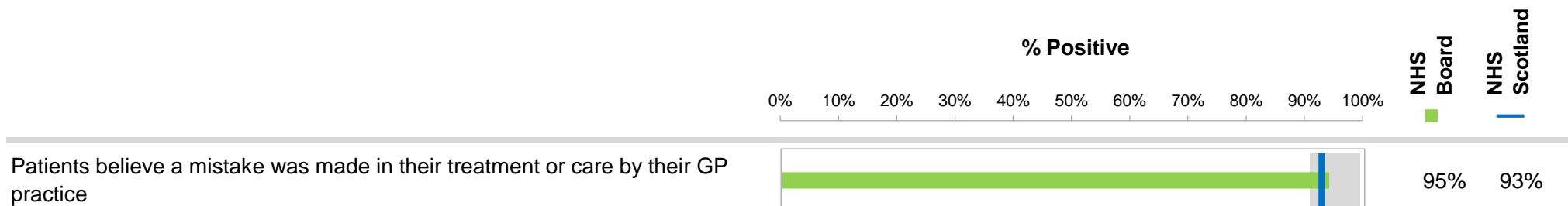
Tests arranged by your GP practice



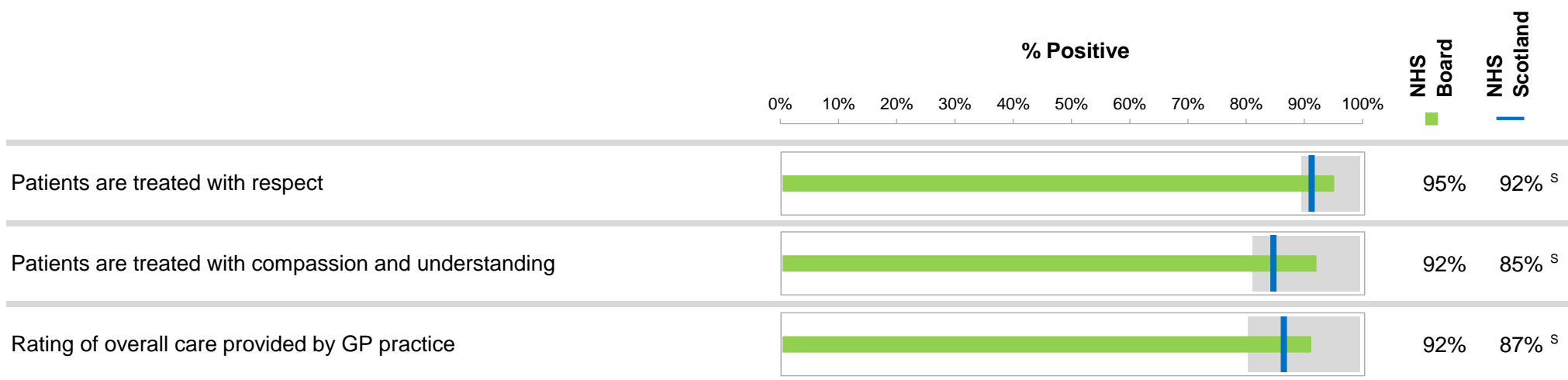
At your GP Practice - medicines



At your GP practice - dealing with mistakes



At your GP practice - overall experience



Variation between NHS Boards

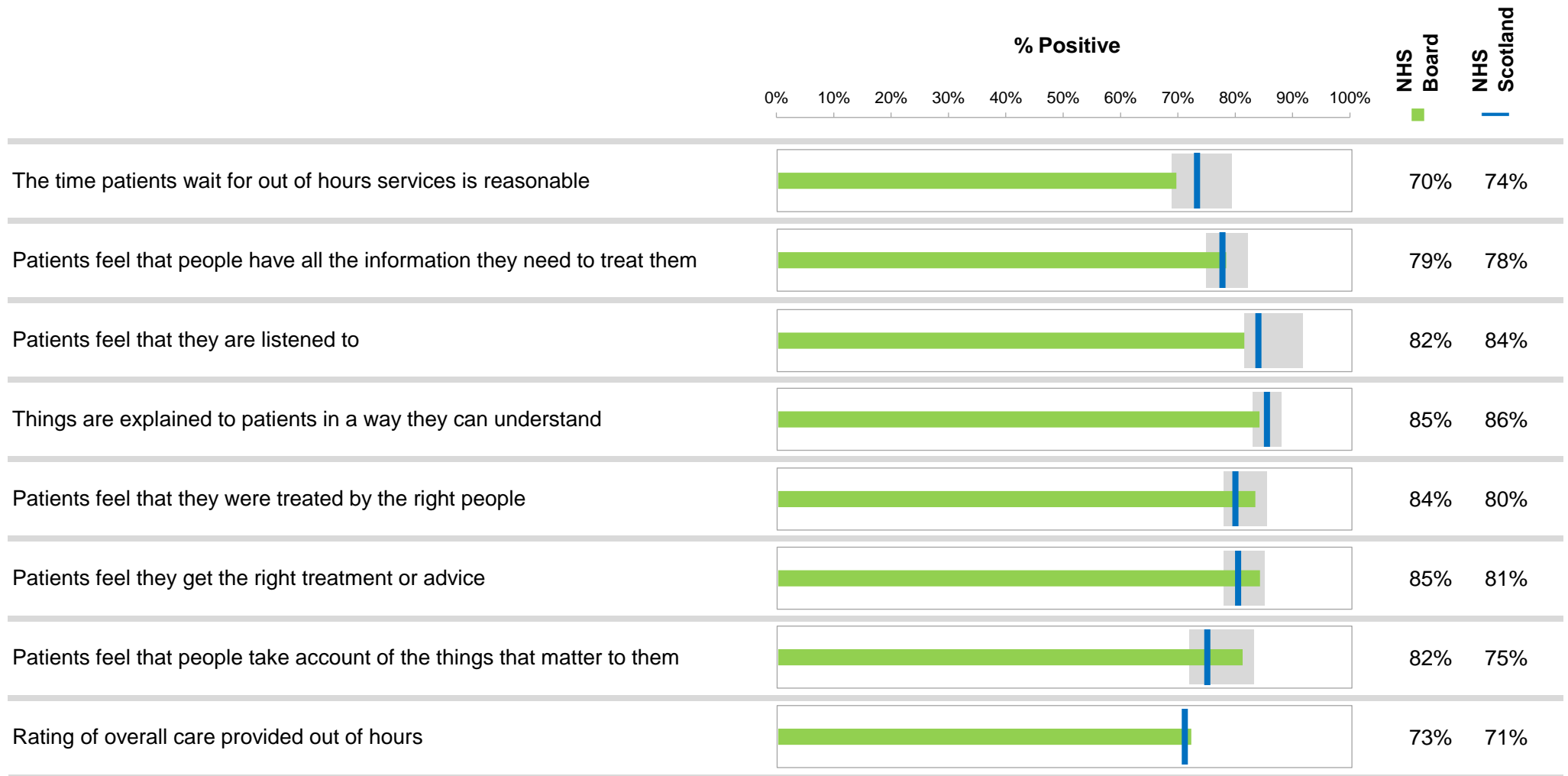
The tables/charts in this section show this NHS Board's percent positive results in relation to the range of percent positive results across all NHS Boards in Scotland. The percent positive results for NHS Scotland are also shown.

Notes on Interpretation

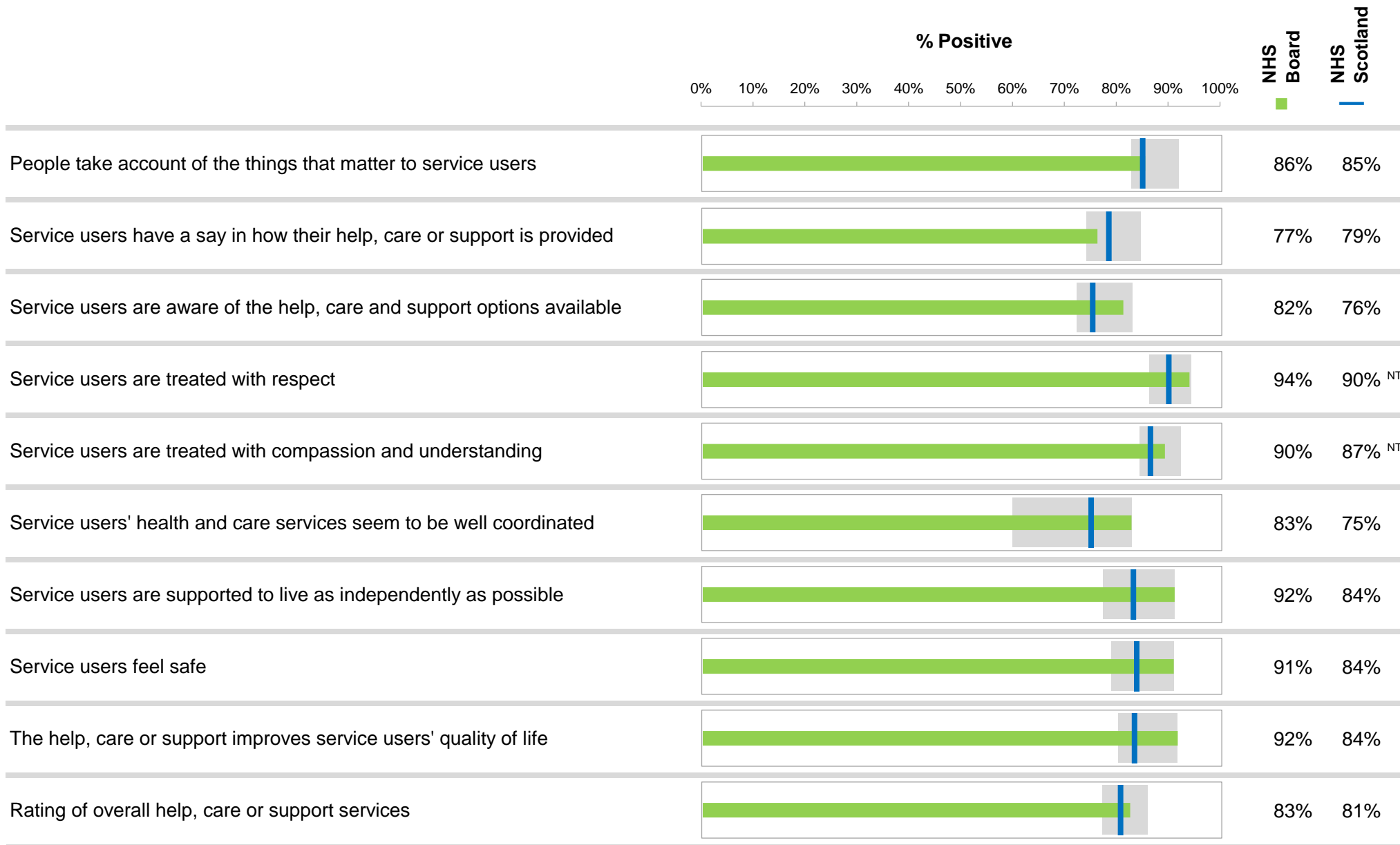
- Range of percent positive results across all NHS Boards in Scotland - ranges from lowest NHS Board to highest NHS Board.
- The NHS Board's percent positive result.
- | NHS Scotland percent positive result.
- ^S Indicates a statistically significant difference in the percent positive result between 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).

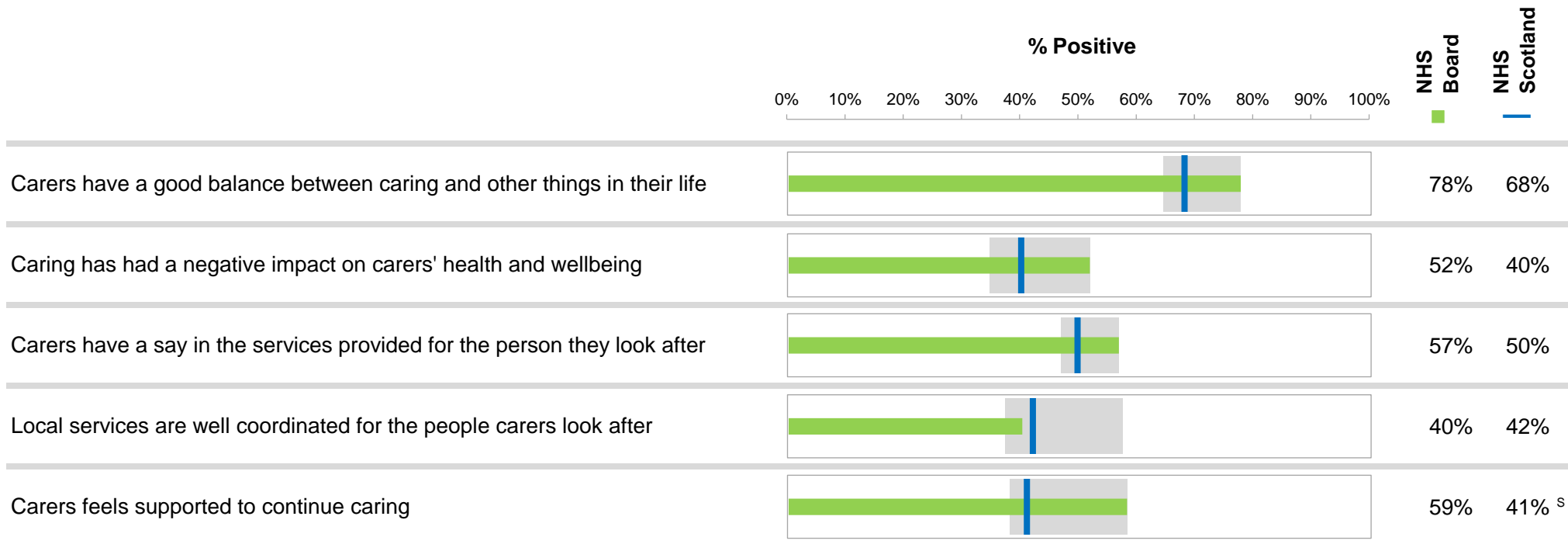
Out of hours healthcare



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	96	11.0
Yes	827	89.0
	923	

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	87	11.2
2 - 4 times	365	45.5
5 - 10 times	241	24.7
More than 10 times	130	17.3
Can't remember / don't know	10	1.3
	833	

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	590	60.7
* Fairly easy	188	31.2
Not easy	37	8.1
Percent Positive - This Board 91.9 %	815	

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	698	80.8
* Fairly helpful	99	16.4
Not very helpful	13	2.5
Not at all helpful	2	0.3
Percent Positive - This Board 97.2 %	812	

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	452	60.5
* I saw or spoke to a doctor or nurse within 1 or 2 working days	151	27.9
I waited more than 2 working days to see or speak to a doctor or nurse	40	11.6
Percent Positive - This Board 88.4 %	643	

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	13	26.4
The times available in the next 2 days were not convenient for me	7	15.4
I was not offered a chance to see or speak to anyone within 2 working days	16	53.2
Another reason	2	5.0
	38	

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	590	78.5
No	70	21.5
Percent Positive - This Board 78.5 %	660	

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	475	54.3
No	98	21.5
* I don't have a doctor I prefer to see	149	24.2
Percent Positive - This Board 78.5 %	722	

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	455	39.8
* Good	274	40.2
Fair	68	12.8
Poor	23	5.4
Very poor	7	1.8
Percent Positive - This Board 80.0 %	827	

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	397	47.3
* Good	239	40.8
Fair	46	9.4
Poor	9	2.1
Very poor	3	0.4
Percent Positive - This Board 88.1 %	694	

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	451	53.5
No, as it wasn't necessary	377	45.9
No, but I wanted to	4	0.6
	832	

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	205	40.4
* Good	168	40.1
Fair	52	13.7
Poor	16	4.8
Very poor	7	1.1
Percent Positive - This Board 80.5 %	448	

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	395	47.0
Yes, and I am not happy about it	114	13.6
No, other patients can't overhear	237	28.2
Don't know	87	11.2
	833	

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	679	76.8
* Fairly helpful	140	21.1
Not very helpful	12	2.1
Not at all helpful	0	0.0
Percent Positive - This Board 97.9 %	831	

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	740	85.3
It is too long	83	14.7
Percent Positive - This Board 85.3 %	823	

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	68	9.5
Yes	712	90.5
	780	

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	503	63.0
* Agree	238	34.0
Neither agree nor disagree	12	1.7
Disagree	8	1.3
Strongly disagree	0	0.0
Percent Positive - This Board 97.0 %	761	

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	410	50.4
* Agree	287	41.2
Neither agree nor disagree	46	6.3
Disagree	11	2.1
Strongly disagree	0	0.0
Percent Positive - This Board 91.6 %	754	

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	430	53.1
* Agree	264	37.1
Neither agree nor disagree	47	7.5
Disagree	8	1.8
Strongly disagree	2	0.6
Percent Positive - This Board 90.1 %	751	

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	471	58.2
* Agree	237	34.2
Neither agree nor disagree	35	5.7
Disagree	7	1.6
Strongly disagree	2	0.3
Percent Positive - This Board 92.4 %	752	

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	477	59.3
* Agree	225	33.6
Neither agree nor disagree	43	5.3
Disagree	7	1.3
Strongly disagree	2	0.6
Percent Positive - This Board 92.9 %	754	

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	447	53.2
* Agree	265	39.6
Neither agree nor disagree	29	3.8
Disagree	14	2.9
Strongly disagree	2	0.5
Percent Positive - This Board 92.8 %	757	

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	241	23.2
Yes	567	76.8
	808	

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	383	62.4
* Agree	188	33.2
Neither agree nor disagree	15	3.7
Disagree	3	0.6
Strongly disagree	0	0.0
Percent Positive - This Board 95.6 %	589	

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	346	57.2
* Agree	206	36.8
Neither agree nor disagree	19	3.3
Disagree	12	2.7
Strongly disagree	0	0.0
Percent Positive - This Board 94.0 %	583	

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	335	54.4
* Agree	208	36.9
Neither agree nor disagree	34	7.6
Disagree	4	0.5
Strongly disagree	2	0.7
Percent Positive - This Board 91.2 %	583	

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	351	58.1
* Agree	192	33.2
Neither agree nor disagree	27	6.1
Disagree	11	2.3
Strongly disagree	1	0.3
Percent Positive - This Board 91.3 %	582	

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	368	60.8
* Agree	184	31.6
Neither agree nor disagree	20	4.4
Disagree	13	2.8
Strongly disagree	1	0.4
Percent Positive - This Board 92.4 %	586	

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	369	59.8
* Agree	206	37.4
Neither agree nor disagree	10	2.5
Disagree	2	0.4
Strongly disagree	0	0.0
Percent Positive - This Board 97.1 %	587	

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	580	68.4
Yes, to some extent	214	28.7
No, and I would like to be	16	2.9
Percent Positive - This Board 68.4 %	810	

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	212	28.3
Yes	582	71.7
	794	

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	401	58.1
* Agree	203	37.2
Neither agree nor disagree	9	2.8
Disagree	5	1.4
Strongly disagree	1	0.4
Percent Positive - This Board 95.3 %	619	

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	329	48.3
* Agree	215	38.3
Neither agree nor disagree	34	7.2
Disagree	19	3.9
Strongly disagree	9	2.2
Percent Positive - This Board 86.6 %	606	

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	327	47.0
* Agree	196	34.5
Neither agree nor disagree	40	9.4
Disagree	32	6.1
Strongly disagree	10	3.0
Percent Positive - This Board 81.5 %	605	

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	336	48.5
* Agree	197	36.3
Neither agree nor disagree	43	6.9
Disagree	21	5.5
Strongly disagree	9	2.9
Percent Positive - This Board 84.8 %	606	

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	106	13.8
Yes	720	86.2
	826	

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	498	63.3
* Agree	204	33.4
Neither agree nor disagree	11	1.1
Disagree	8	0.8
Strongly disagree	6	1.5
Percent Positive - This Board 96.7 %	727	

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	481	60.3
* Agree	230	37.3
Neither agree nor disagree	9	1.5
Disagree	4	0.9
Strongly disagree	0	0.0
Percent Positive - This Board 97.6 %	724	

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	505	65.1
* Agree	210	33.5
Neither agree nor disagree	6	1.3
Disagree	1	0.1
Strongly disagree	1	0.1
Percent Positive - This Board 98.5 %	723	

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	385	46.8
* Agree	250	39.0
Neither agree nor disagree	60	10.3
Disagree	20	3.4
Strongly disagree	4	0.5
Percent Positive - This Board 85.9 %	719	

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	417	51.2
* Agree	252	39.9
Neither agree nor disagree	38	6.7
Disagree	9	1.9
Strongly disagree	1	0.3
Percent Positive - This Board 91.1 %	717	

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	500	63.8
* Agree	212	34.4
Neither agree nor disagree	4	0.8
Disagree	3	0.1
Strongly disagree	3	0.8
Percent Positive - This Board 98.3 %	722	

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	782	94.6
Yes	36	5.4
Percent Positive - This Board 94.6 %	818	

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	44.6
No	14	55.4
Percent Positive - This Board 44.6 %	34	

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	560	60.5
* Agree	243	35.0
Neither agree nor disagree	25	3.5
Disagree	4	0.8
Strongly disagree	1	0.2
Percent Positive - This Board 95.5 %	833	

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	537	57.7
* Agree	234	34.7
Neither agree nor disagree	43	6.1
Disagree	7	0.9
Strongly disagree	2	0.5
Percent Positive - This Board 92.4 %	823	

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	537	56.7
* Good	242	34.8
Fair	48	7.2
Poor	4	0.8
Very poor	2	0.5
Percent Positive - This Board 91.5 %	833	

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	216	22.8
No	701	77.2
	917	

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	98	54.2
Went to Pharmacist / Chemist	0	0.0
Went to Primary Care Emergency Centre	2	0.9
Telephoned my own GP practice	57	11.9
Telephoned 999 for emergency services	14	12.2
Went to Hospital A&E / Casualty	34	19.8
Other	4	1.1
	209	

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	8	6.9
Pharmacist / Chemist	0	0.0
Primary Care Emergency Centre	7	2.9
Own GP practice	49	10.2
Home visit from a GP or Nurse	31	12.2
Ambulance paramedics	27	13.6
A&E / Casualty	78	48.5
Social care services	1	0.2
Other	10	5.6
	211	

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	135	64.6
A Nurse	31	25.2
A Pharmacist	2	0.6
Someone else	13	9.7
	181	

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	105	36.6
* Agree	75	33.3
Neither agree nor disagree	9	5.6
Disagree	21	16.7
Strongly disagree	12	7.8
Percent Positive - This Board 69.9 %	222	

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	108	37.6
* Agree	79	41.0
Neither agree nor disagree	13	10.1
Disagree	14	8.7
Strongly disagree	5	2.6
Percent Positive - This Board 78.7 %	219	

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	115	40.5
* Agree	79	41.4
Neither agree nor disagree	14	9.6
Disagree	8	4.0
Strongly disagree	4	4.6
Percent Positive - This Board 81.9 %	220	

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	117	41.1
* Agree	78	43.4
Neither agree nor disagree	12	8.4
Disagree	7	6.5
Strongly disagree	3	0.6
Percent Positive - This Board 84.5 %	217	

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	115	39.5
* Agree	78	44.3
Neither agree nor disagree	20	10.9
Disagree	6	3.5
Strongly disagree	3	1.8
Percent Positive - This Board 83.8 %	222	

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	119	41.1
* Agree	72	43.5
Neither agree nor disagree	20	10.4
Disagree	7	2.9
Strongly disagree	3	2.2
Percent Positive - This Board 84.6 %	221	

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	115	40.6
* Agree	73	41.0
Neither agree nor disagree	19	9.0
Disagree	9	5.1
Strongly disagree	5	4.4
Percent Positive - This Board 81.5 %	221	

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	90	33.6
* Good	74	38.9
Fair	25	10.6
Poor	17	10.6
Very poor	8	6.3
Percent Positive - This Board 72.5 %	214	

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	739	83.0
It is too difficult for me to get time away from work during my practice opening hours	75	11.5
The opening hours are not convenient for me for another reason	23	2.7
I am not sure when my GP practice is open	26	2.8
	863	

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	67	7.7
Yes, help for me with adaptations and/or equipment for my home	47	4.8
Yes, help for me for activities outside my home	35	3.2
Yes, help to look after someone else	21	2.1
No, not had any help but I feel that I needed it	21	2.8
No, not had any help	726	76.7
	940	

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	62	54.6
No	64	45.4
	126	

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	33	62.7
I was not offered any choices	7	13.9
I had no choices due to medical reasons	5	6.1
I did not want a choice in how my care was arranged	5	7.7
Can't remember / don't know	5	9.6
	55	

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	29	36.5
* Agree	26	49.4
Neither agree nor disagree	6	14.1
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This Board 85.9 %	61	

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	23	30.9
* Agree	23	45.7
Neither agree nor disagree	7	17.6
Disagree	2	5.7
Strongly disagree	0	0.0
Percent Positive - This Board 76.6 %	55	

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	20	24.7
* Agree	26	56.9
Neither agree nor disagree	7	9.5
Disagree	4	8.8
Strongly disagree	0	0.0
Percent Positive - This Board 81.6 %	57	

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	31	42.2
* Agree	28	52.3
Neither agree nor disagree	2	5.5
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This Board 94.5 %	61	

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	29	36.4
* Agree	29	53.3
Neither agree nor disagree	3	10.3
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This Board 89.7 %	61	

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	24	36.2
* Agree	26	47.0
Neither agree nor disagree	4	12.8
Disagree	5	4.0
Strongly disagree	0	0.0
Percent Positive - This Board 83.2 %	59	

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	31	44.6
* Agree	23	47.1
Neither agree nor disagree	3	2.1
Disagree	3	6.3
Strongly disagree	0	0.0
Percent Positive - This Board 91.6 %	60	

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	31	44.0
* Agree	22	47.4
Neither agree nor disagree	4	7.1
Disagree	2	1.5
Strongly disagree	0	0.0
Percent Positive - This Board 91.4 %	59	

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	26	36.1
* Agree	26	56.1
Neither agree nor disagree	4	7.0
Disagree	1	0.8
Strongly disagree	0	0.0
Percent Positive - This Board 92.2 %	57	

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	29	37.1
* Good	26	45.9
Fair	13	15.6
Poor	2	1.4
Very poor	0	0.0
Percent Positive - This Board 83.0 %	70	

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	233	27.4
No	668	72.6
	901	

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	105	45.5
There was no change in my ability to do my usual activities	58	27.6
I was less able to do my usual activities	32	15.8
It is too soon to say	32	11.1
	227	

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	426	48.6
No	467	51.4
	893	

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	260	62.8
It was about the same as before	104	26.1
It was worse than before	8	2.3
It is too soon to say	35	8.9
	407	

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	91	11.2
No	768	88.8
	859	

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	47	47.7
I felt about the same as before	27	31.2
I felt more depressed or anxious than before	5	7.5
It is too soon to say	10	13.6
	89	

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	758	86.3
Yes, up to 4 hours a week	37	4.0
Yes, 5 - 19 hours a week	33	4.3
Yes, 20 - 34 hours a week	10	1.2
Yes, 35 - 49 hours a week	3	0.2
Yes, 50 or more hours a week	39	4.0
	880	

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	42	28.1
* Agree	51	50.1
Neither agree nor disagree	13	7.2
Disagree	11	9.0
Strongly disagree	3	5.6
Percent Positive - This Board 78.2 %	120	

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	7	6.3
Agree	28	24.8
Neither agree nor disagree	23	16.8
* Disagree	37	35.8
* Strongly disagree	19	16.2
Percent Positive - This Board 52.1 %	114	

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	19	17.9
* Agree	40	39.2
Neither agree nor disagree	32	25.9
Disagree	12	7.6
Strongly disagree	11	9.3
Percent Positive - This Board 57.1 %	114	

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	18	10.3
* Agree	37	30.1
Neither agree nor disagree	32	39.3
Disagree	18	8.5
Strongly disagree	7	11.8
Percent Positive - This Board 40.4 %	112	

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	20	14.3
* Agree	40	44.2
Neither agree nor disagree	31	26.0
Disagree	13	5.5
Strongly disagree	8	10.1
Percent Positive - This Board 58.5 %	112	

Demographics

Q46 - Are you male or female?

All patients	n	%
Male	409	45.2
Female	515	54.8
	924	

Q47 - What was your age on your last birthday?

All patients	n	%
17-34	55	7.3
35-49	146	16.0
50-64	316	32.8
65+	392	43.9
	909	

Q48 - How would you rate your health in general?

All patients	n	%
Good	593	63.6
Fair	293	32.1
Bad	29	4.2
	915	

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	91	11.6
Yes, limited a little	200	21.0
No	625	67.4
	916	

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

All patients	n	%
Very well	526	53.6
Quite well	359	42.0
Not very well	25	2.5
Not at all well	11	1.8
	921	

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	461	47.2
Good	317	35.1
Alright / neither good or bad	125	14.4
Bad	13	1.6
Very bad	6	1.6
	922	

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