

Health and Care Experience Survey 2015/16

Results for Inverclyde Health and Social Care Partnership



May 2016, Official Statistics



Inverclyde Health and Social Care Partnership

This report gives a summary of the results of the Health and Care Experience Survey 2015/16 for Inverclyde Health and Social Care Partnership.

The survey was sent to 13,401 people registered with GP practices in the area.

The survey asks about people's experiences of accessing and using primary care services and was widened in 2013/14 to include aspects of care, support and caring to support the principles underpinning the integration of health and care in Scotland outlined in the Public Bodies (Joint Working) (Scotland) Act 2014.

A copy of the survey is available at:

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

1,974 patients of Inverclyde Health and Social Care Partnership sent in feedback on their experiences at the practice. Of the patients that answered questions about themselves:

- 43% were male and 57% were female;
- 9% were aged 17-34, 15% were aged 35-49, 35% were aged 50-64 and 41% were 65 and over;
- 60% 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 H&SCP 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	90%	-4 *
Service users are supported to live as independently as possible	88%	+5
Service users have a say in how their help, care or support is provided	85%	+7 ^s
Service users' health and care services seem to be well coordinated	79%	+4
Rating of overall help, care or support services	84%	+3
Rating of overall care provided by GP practice	87%	+0
The help, care or support improves service users' quality of life	88%	+5
Carers feels supported to continue caring	46%	+5
Service users feel safe	87%	+3

*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 H&SCP.

Top Bottom 5 | Highest / Lowest Responses

Top 5 Responses (highest % positive scores)

Question	% positive
Patients take their prescription as they are supposed to	98%
Patients know enough about how and when to take their medicines	98%
Patients know enough about what their medicines are for	97%
Nurses listen to patients	96%
Patients have enough time with nurses	96%

Bottom 5 Responses (highest % negative scores)

Question	% negative
Overall rating of how mistakes are dealt with	51%
Caring has had a negative impact on carers' health and wellbeing	33%
Able to book a doctors appointment 3 or more working days in advance	33%
It is easy to get through on the phone	24%
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 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
Overall arrangements for getting to see a doctor	2,500	24%	44%	21%	11%	71%	68%	-3% ^s	-3% ^s

The “% Positive...” columns show both the H&SCP 2015/16 and 2013/14 percent positive scores.

“Difference from Scotland” shows the difference between the H&SCP 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 H&SCP 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

Please note that all percentages are rounded to the nearest whole number. As such, variations of 1% may be observed when performing calculations using the numbers presented.

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

Your GP Practice: getting to see or speak to someone

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
It is easy to get through on the phone	1760	33%	43%		24%	78%	76%	-2%	-6% ^s
Person answering the phone is helpful	1759	64%	29%		7%	95%	93%	-2%	-1%
Can see or speak to a doctor or nurse within 2 working days	1287	55%	24%		21%	82%	79%	-3%	-5% ^s
Able to book a doctors appointment 3 or more working days in advance	1405	67%			33%	74%	67%	-6% ^s	-9% ^s
Can usually see preferred doctor	1777	79%			21%	84%	79%	-4% ^s	-2%
Overall arrangements for getting to see a doctor	1783	28%	40%	19%	13%	72%	68%	-4% ^s	-4% ^s
Overall arrangements for getting to see a nurse	1500	37%	45%	14%		84%	82%	-2%	+1%

Your GP Practice: referrals

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
Arrangements for getting to see other health and care services	992	33%	45%	16%		83%	78%	-5% ^s	+1%







At your GP Practice

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
The receptionists are helpful	1788	59%	34%		7%	94%	93%	-1%	-1%
Time waiting to be seen at GP practice	1781	85%	15%			85%	85%	-0%	-1%


At your GP Practice - doctors

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
Doctors listen to patients	1648	56%	39%			96%	95%	-0%	-0%
Patients feel that doctors have all the information they need to treat them	1637	48%	43%			90%	91%	+1%	+1%
Doctors take account of the things that matter to patients	1632	48%	40%	9%		88%	88%	-0%	+1%
Doctors talk in a way that helps patients to understand their condition and treatment	1642	51%	39%	7%		91%	90%	-1%	+0%
Patients have confidence in doctors' ability to treat them	1649	53%	38%			91%	91%	-0%	+1%
Patients have enough time with doctors	1643	48%	41%			92%	89%	-3% ^s	+1%

At your GP Practice - nurses

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
Nurses listen to patients	1342					97%	96%	-1%	+1%
Patients feel that nurses have all the information they need to treat them	1343					95%	95%	+0%	+2% ^s
Nurses take account of the things that matter to patients	1331					91%	91%	+0%	+1%
Nurses talk in a way that helps patients to understand their condition and treatment	1334					92%	93%	+1%	+2% ^s
Patients have confidence in nurses' ability to treat them	1342					96%	96%	-0%	+2% ^s
Patients have enough time with nurses	1339					97%	96%	-1%	+1%

At your GP practice - care and treatment

	Number of responses	Very Positive	Positive	Neutral	Negative	% 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	1730					61%	59%	-1%	-3% ^s

Tests arranged by your GP practice

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
It is explained to patients why they need a test	1376	57%	39%			95%	96%	+1%	+0%
Patients are satisfied with the length of time they wait for results	1362	44%	41%	7%	7%	86%	85%	-1%	+0%
Patients are satisfied with the way they receive results	1362	41%	41%	9%	9%	84%	82%	-2%	+2%
Test results are explained to patients in a way they can understand	1355	43%	39%	11%	7%	82%	82%	-0%	+1%

At your GP Practice - medicines

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland	
Patients find it easy enough for them to get their medicines	1591	61%			35%	96%	96%	-0%	-0%	
Patients know enough about what their medicines are for	1582	58%			39%	97%	97%	-0%	-0%	
Patients know enough about how and when to take their medicines	1584	61%			37%	98%	98%	-0%	-0%	
Patients know enough about side effects of medicines	1574	43%			38%	12%	81%	82%	+0%	-1%
Patients know what to do if they have any problems with their medicines	1572	48%			42%		89%	90%	+2%	+1%
Patients take their prescription as they are supposed to	1584	63%			35%	98%	98%	-0%	+0%	

At your GP practice - dealing with mistakes

	Number of responses	Very Positive	Positive	Neutral	Negative	% 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	1745	94%				94%	94%	-0%	+1%
Overall rating of how mistakes are dealt with	108	49%			51%	-	49%	-	+2%

At your GP practice - overall experience

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
Patients are treated with respect	1786	51%	39%	7%		92%	91%	-1%	-1%
Patients are treated with compassion and understanding	1743	46%	36%	14%		84%	82%	-1%	-3% ^s
Rating of overall care provided by GP practice	1785	49%	39%	10%		87%	87%	-0%	+0%

Out of hours healthcare

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
The time patients wait for out of hours services is reasonable	472	26%	49%	10%	15%	77%	75%	-2%	+1%
Patients feel that people have all the information they need to treat them	466	28%	51%	12%	9%	77%	79%	+2%	+1%
Patients feel that they are listened to	464	33%	51%	11%		83%	84%	+1%	-0%
Things are explained to patients in a way they can understand	462	32%	52%	10%		84%	84%	-1%	-2%
Patients feel that they were treated by the right people	465	32%	48%	15%		-	80%	-	-1%
Patients feel they get the right treatment or advice	466	32%	48%	11%	9%	80%	80%	+1%	-1%
Patients feel that people take account of the things that matter to them	464	30%	44%	16%	9%	74%	74%	+0%	-1%
Rating of overall care provided out of hours	471	26%	46%	19%	9%	72%	72%	+0%	+1%

Care, support and help with everyday living

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive 2013/14	% Positive 2015/16	Change from 2013/14	Difference from Scotland
People take account of the things that matter to service users	206	35%	53%	8%		88%	88%	+0%	+3%
Service users have a say in how their help, care or support is provided	197	32%	53%	9%		85%	85%	+0%	+7% ^s
Service users are aware of the help, care and support options available	199	31%	49%	12%	8%	-	80%	-	+5%
Service users are treated with respect	206	43%	50%			95%	92%	-2%	+2%
Service users are treated with compassion and understanding	196	43%	46%	9%		90%	89%	-1%	+2%
Service users' health and care services seem to be well coordinated	197	33%	46%	14%	7%	83%	79%	-4%	+4%
Service users are supported to live as independently as possible	195	40%	48%			87%	88%	+1%	+5%
Service users feel safe	195	39%	48%	8%		89%	87%	-2%	+3%
The help, care or support improves service users' quality of life	191	41%	48%	8%		86%	88%	+2%	+5%
Rating of overall help, care or support services	214	39%	45%	13%		87%	84%	-3%	+3%

Caring responsibilities

	Number of responses	Very Positive	Positive	Neutral	Negative	% 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	328	20%	50%	20%	10%	64%	70%	+6%	+1%
Caring has had a negative impact on carers' health and wellbeing	299	10%	29%	28%	33%	37%	39%	+2%	-2%
Carers have a say in the services provided for the person they look after	293	12%	37%	33%	18%	50%	49%	-1%	-1%
Local services are well coordinated for the people carers look after	287	12%	32%	36%	20%	50%	44%	-6%	+1%
Carers feels supported to continue caring	291	12%	34%	40%	14%	48%	46%	-3%	+5%

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. If you wish to see more details on these types of questions, please refer to the relevant Board Report.

www.hace15.quality-health.co.uk/

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	32	35
The times available in the next 2 days were not convenient for me	10	7	11
I was not offered a chance to see or speak to anyone within 2 working days	42	53	49
Another reason	4	8	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	57	57	57
Yes, and I am not happy about it	24	22	19
No, other patients can't overhear	12	13	17
Don't know	7	8	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	-	68	65
Went to Pharmacist / Chemist	-	5	4
Went to Primary Care Emergency Centre	-	2	2
Telephoned my own GP practice	-	4	4
Telephoned 999 for emergency services	-	4	6
Went to Hospital A&E / Casualty	-	13	15
Other	-	3	3

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

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed			
	2013/14	2015/16	Scotland
Got phone advice only from NHS 24	-	17	16
Pharmacist / Chemist	-	4	3
Primary Care Emergency Centre	-	17	15
Own GP practice	-	6	5
Home visit from a GP or Nurse	-	11	9
Ambulance paramedics	-	8	11
A&E / Casualty	-	31	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	80	79	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	6	6	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	43	36	43
There was no change in my ability to do my usual activities	23	23	23
I was less able to do my usual activities	18	23	19
It is too soon to say	17	18	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	50	46	51
It was about the same as before	35	38	35
It was worse than before	4	5	4
It is too soon to say	10	11	10

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

Patients who received treatment or advice because of something that was making them feel depressed or anxious	2013/14	2015/16	Scotland
I felt less depressed or anxious than before	51	43	53
I felt about the same as before	31	33	28
I felt more depressed or anxious than before	9	10	8
It is too soon to say	9	14	11

Variation in GP practice results within the H&SCP

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

Notes on Interpretation

■ Range of percent positive results across GP Practices within this H&SCP - ranges from lowest GP Practice to highest GP Practice.

■ The H&SCP's percent positive result.

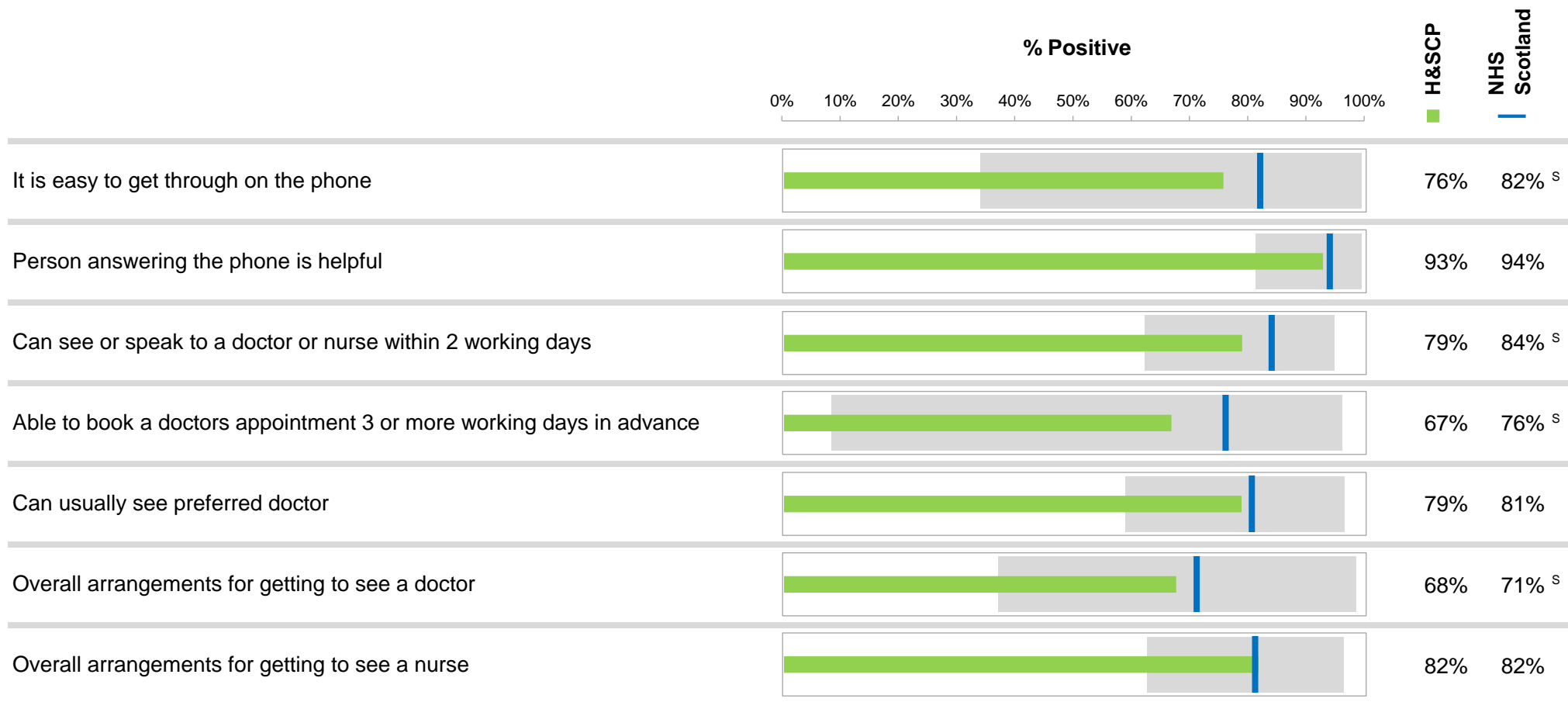
| NHS Scotland percent positive result.

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

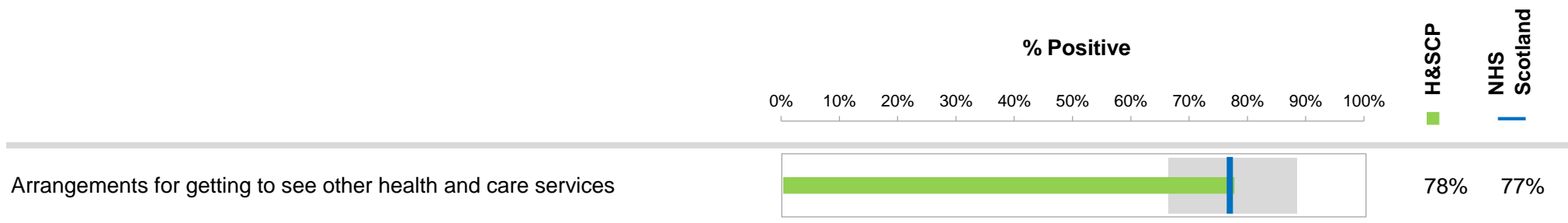
^{NT} Indicates that a significance test was not carried out because fewer than five respondents within this H&SCP selected a positive response or because fewer than five respondents within this H&SCP selected a negative/neutral response.

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

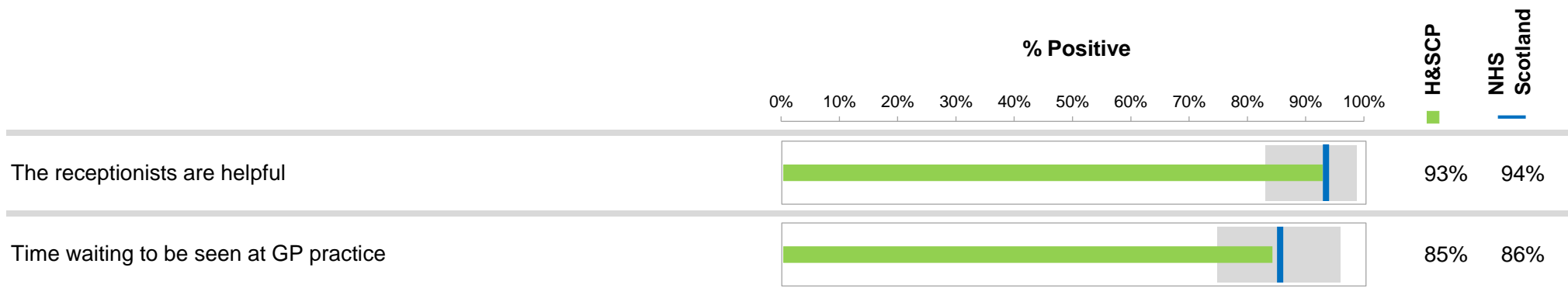
Your GP Practice: getting to see or speak to someone



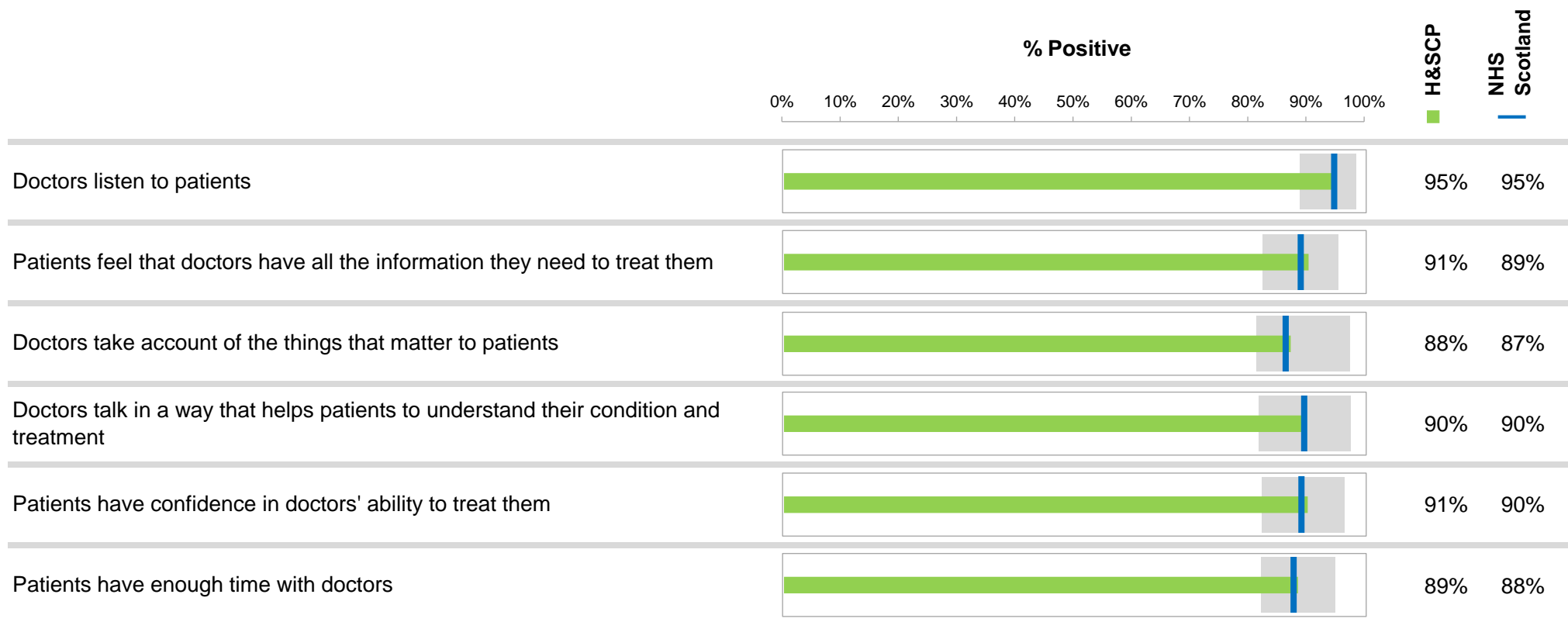
Your GP Practice: referrals



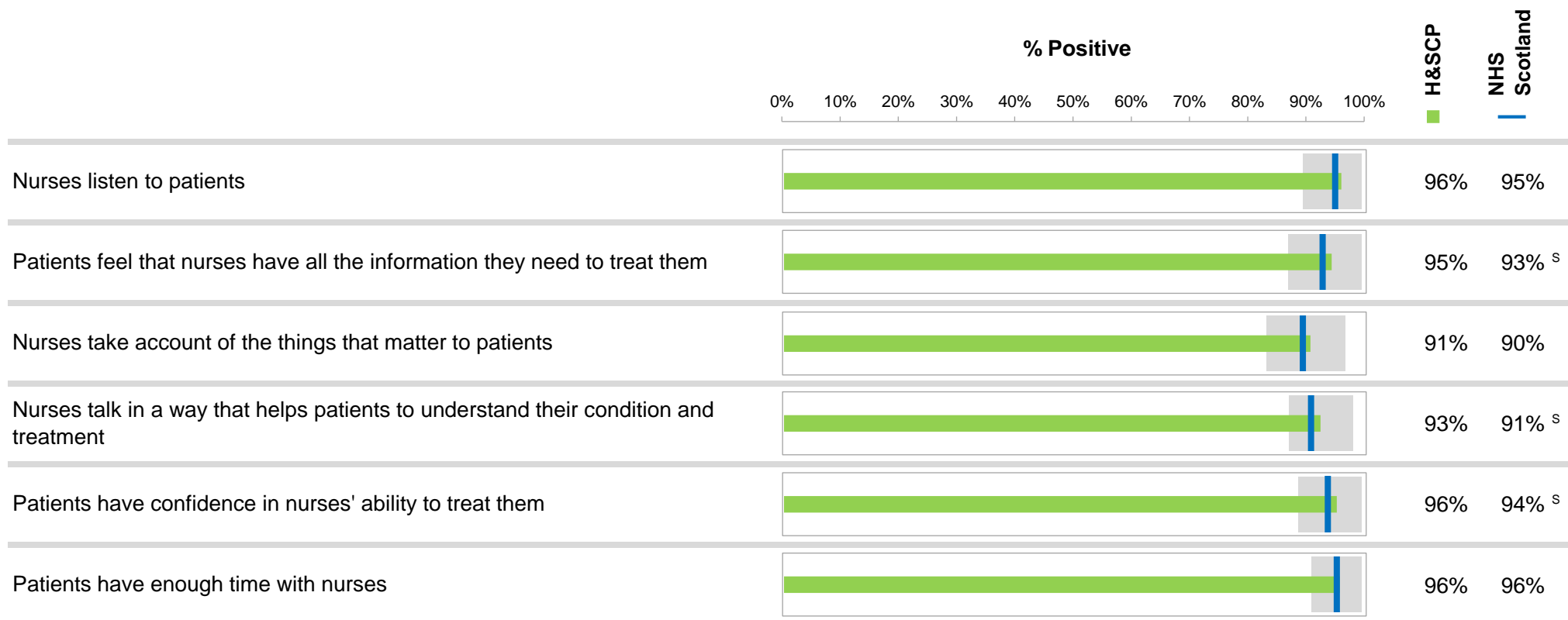
At your GP Practice



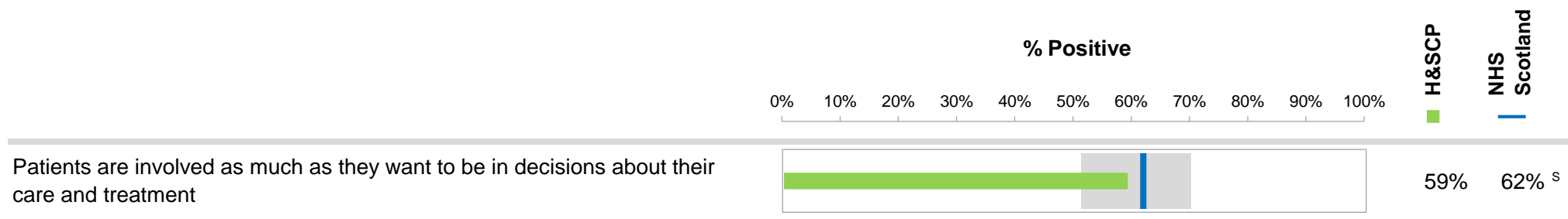
At your GP Practice - doctors



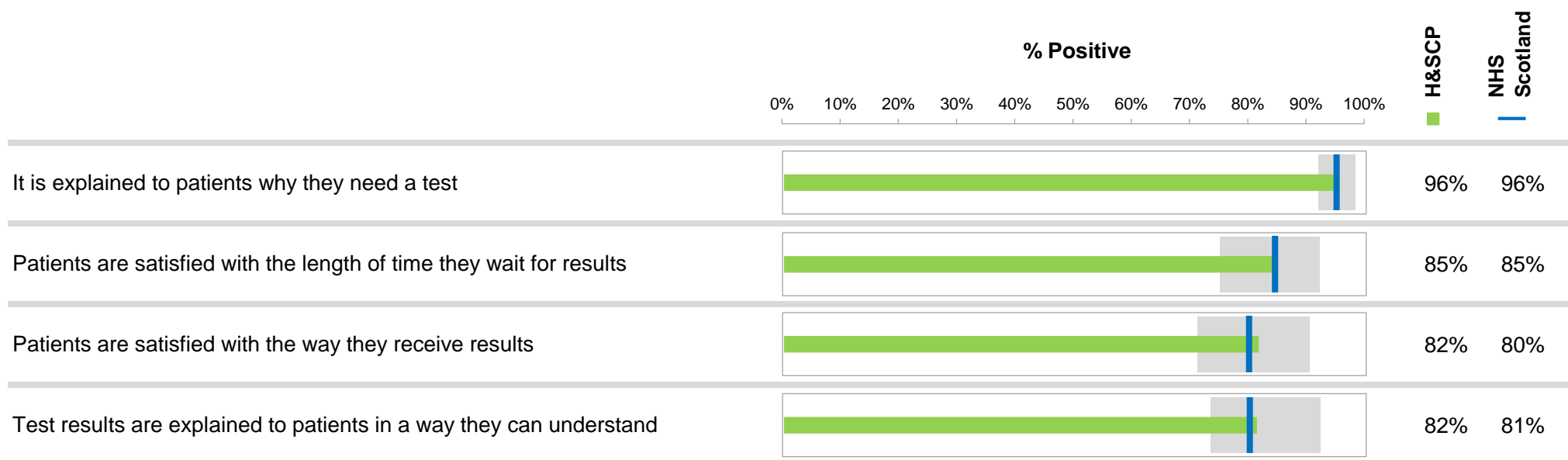
At your GP Practice - nurses



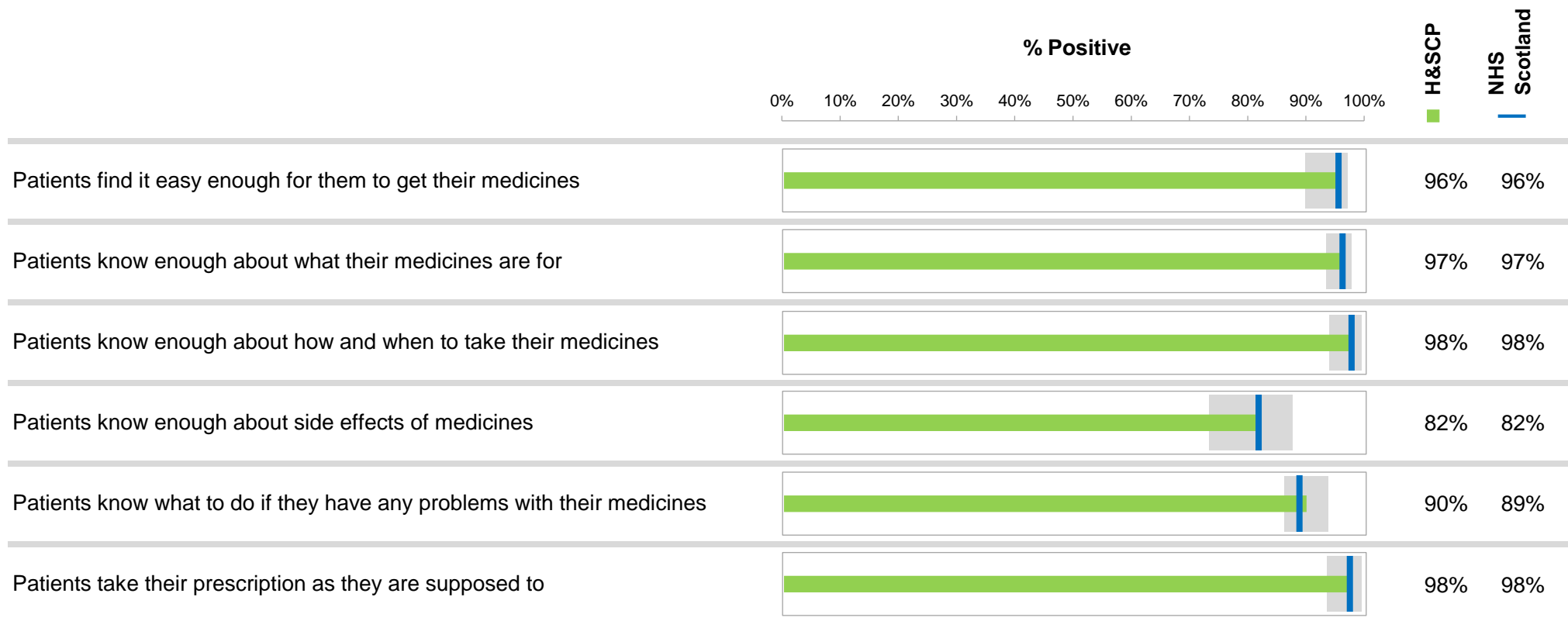
At your GP practice - care and treatment



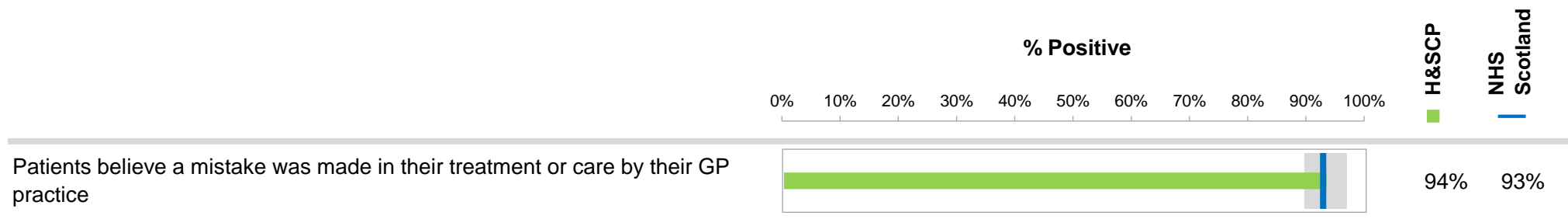
Tests arranged by your GP practice



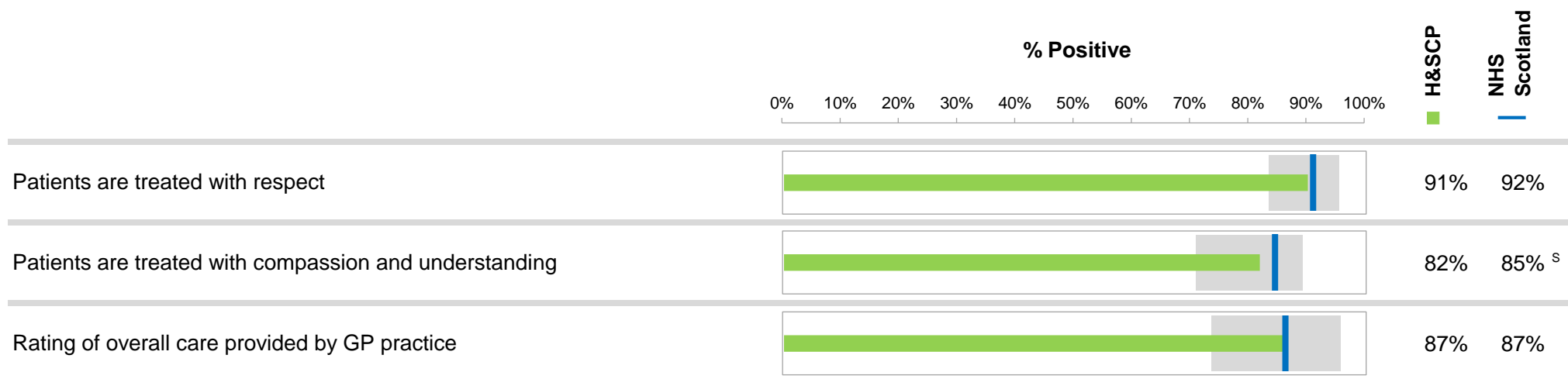
At your GP Practice - medicines



At your GP practice - dealing with mistakes






At your GP practice - overall experience



Variation between H&SCPs

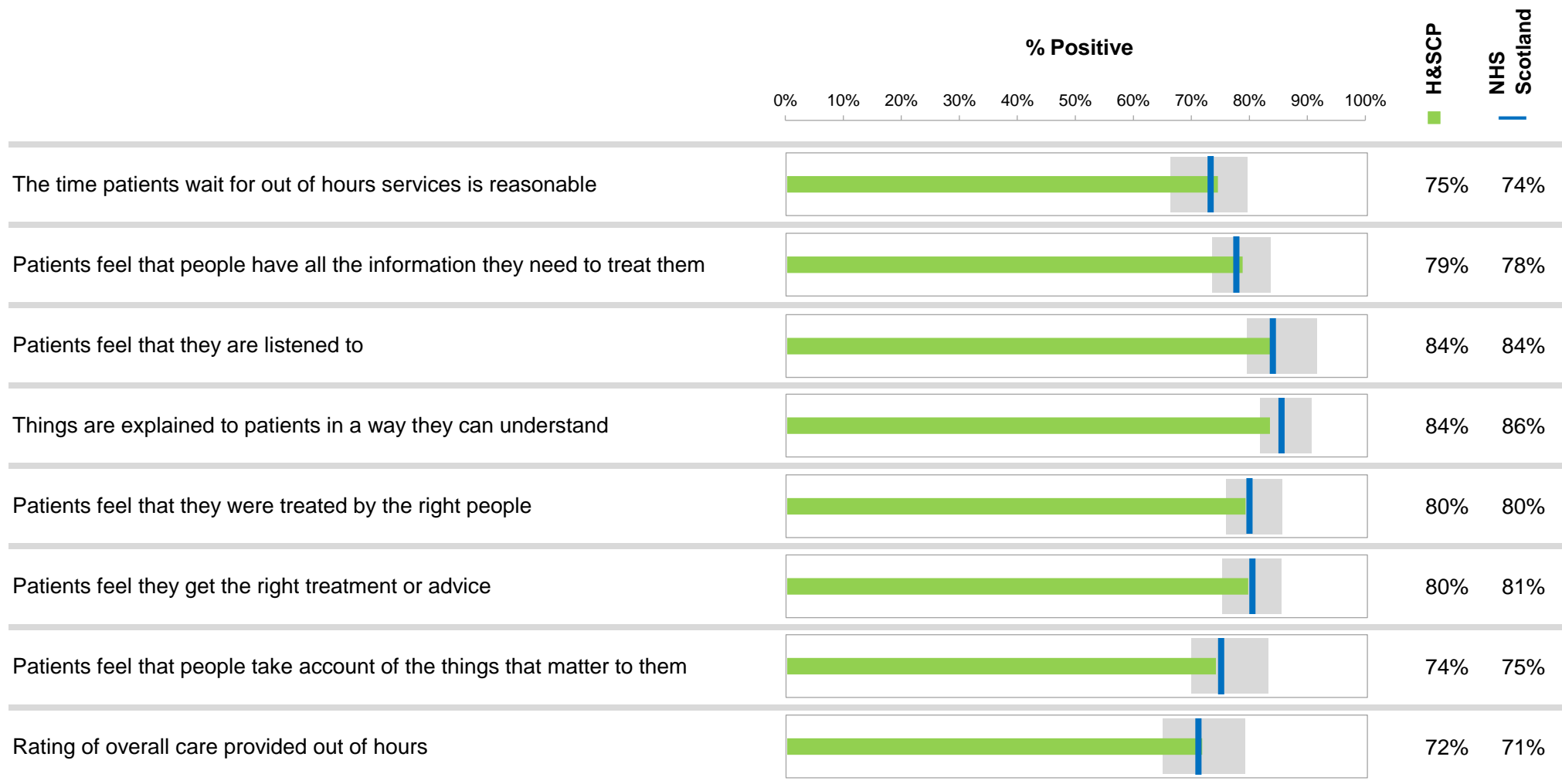
The tables/charts in this section show this H&SCP's percent positive results in relation to the range of percent positive results across all H&SCPs in Scotland. The percent positive results for NHS Scotland are also shown.

Notes on Interpretation

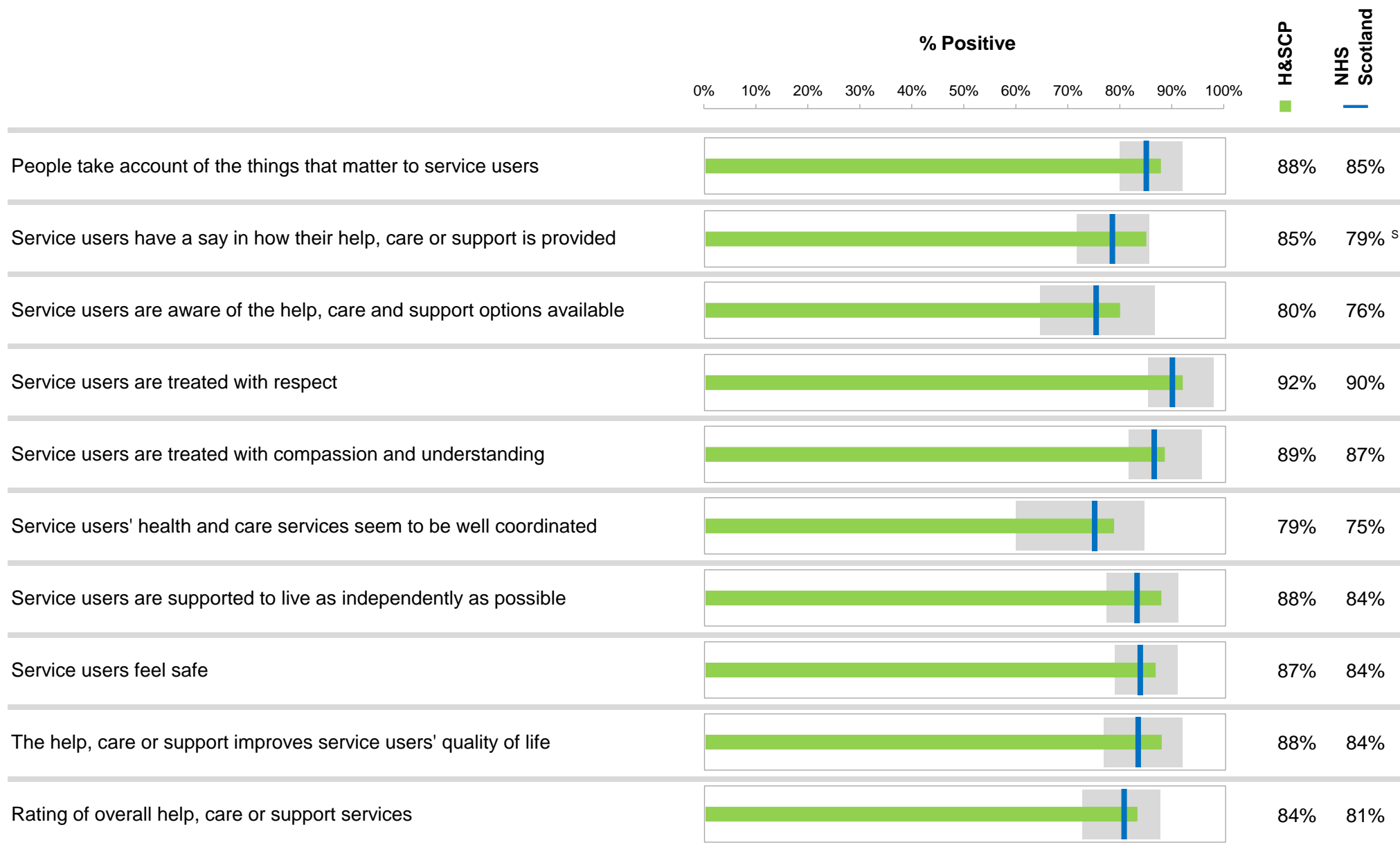
-  Range of percent positive results across all H&SCPs in Scotland - ranges from lowest H&SCP to highest H&SCP.
-  The H&SCP's percent positive result.
-  NHS Scotland percent positive result.
- ^S Indicates a statistically significant difference in the percent positive result between this H&SCP and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

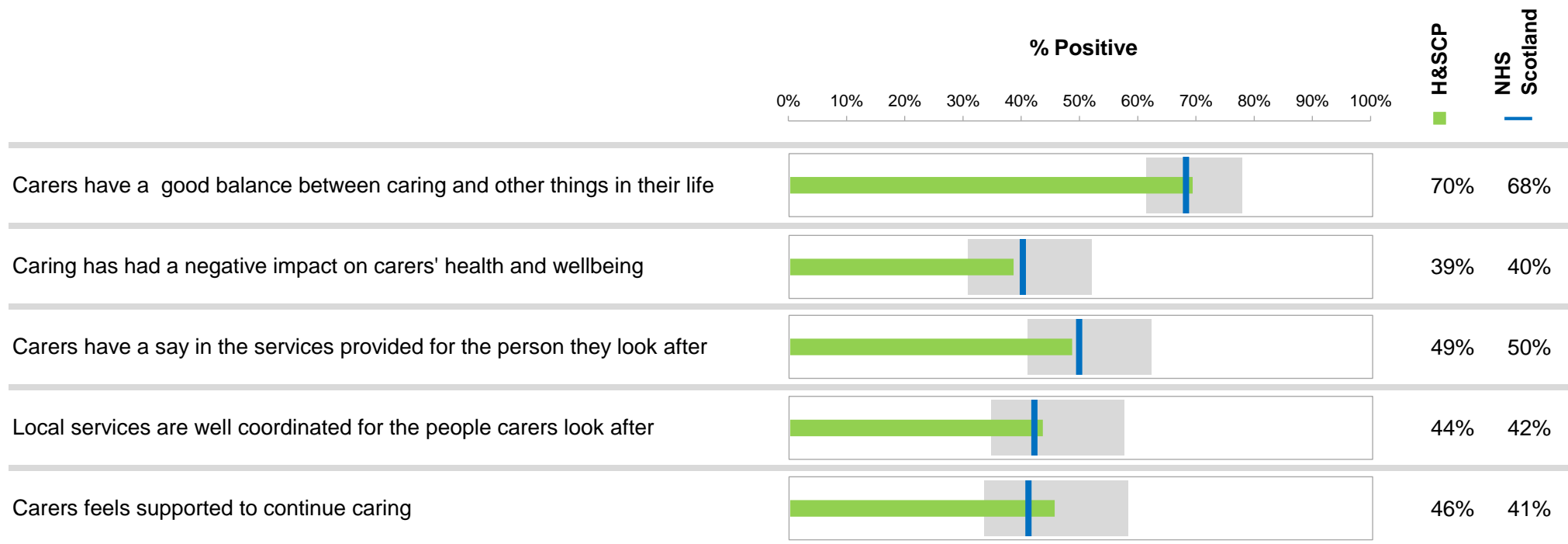
Out of hours healthcare



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.

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	161	8.4
Yes	1774	91.6
	1935	

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	184	10.7
2 - 4 times	761	42.7
5 - 10 times	532	29.4
More than 10 times	283	15.5
Can't remember / don't know	29	1.7
	1789	

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	660	33.1
* Fairly easy	736	43.0
Not easy	364	23.9
Percent Positive - This H&SCP 76.1 %	1760	

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	1174	63.8
* Fairly helpful	477	29.5
Not very helpful	81	5.1
Not at all helpful	27	1.6
Percent Positive - This H&SCP 93.3 %	1759	

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	722	54.8
* I saw or spoke to a doctor or nurse within 1 or 2 working days	338	24.5
I waited more than 2 working days to see or speak to a doctor or nurse	227	20.7
Percent Positive - This H&SCP 79.3 %	1287	

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	72	32.2
The times available in the next 2 days were not convenient for me	14	7.4
I was not offered a chance to see or speak to anyone within 2 working days	125	52.6
Another reason	18	7.8
	229	

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	957	67.1
No	448	32.9
Percent Positive - This H&SCP 67.1 %	1405	

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	1093	60.8
No	345	20.8
* I don't have a doctor I prefer to see	339	18.4
Percent Positive - This H&SCP 79.2 %	1777	

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	537	27.5
* Good	728	40.3
Fair	314	19.0
Poor	136	8.6
Very poor	68	4.5
Percent Positive - This H&SCP 67.9 %	1783	

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	571	36.6
* Good	677	45.5
Fair	194	13.7
Poor	41	2.8
Very poor	17	1.3
Percent Positive - This H&SCP 82.1 %	1500	

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	991	55.2
No, as it wasn't necessary	768	43.7
No, but I wanted to	23	1.1
	1782	

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	333	32.6
* Good	457	45.4
Fair	148	16.2
Poor	42	4.5
Very poor	12	1.3
Percent Positive - This H&SCP 78.0 %	992	

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	1062	57.3
Yes, and I am not happy about it	383	22.1
No, other patients can't overhear	214	12.7
Don't know	134	7.9
	1793	

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	1115	59.4
* Fairly helpful	560	33.8
Not very helpful	84	4.9
Not at all helpful	29	1.8
Percent Positive - This H&SCP 93.3 %	1788	

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	1520	84.6
It is too long	261	15.4
Percent Positive - This H&SCP 84.6 %	1781	

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	129	7.5
Yes	1578	92.5
	1707	

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	930	55.7
* Agree	642	39.5
Neither agree nor disagree	43	2.9
Disagree	26	1.4
Strongly disagree	7	0.5
Percent Positive - This H&SCP 95.2 %	1648	

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	795	47.9
* Agree	688	42.9
Neither agree nor disagree	107	6.4
Disagree	37	2.2
Strongly disagree	10	0.6
Percent Positive - This H&SCP 90.8 %	1637	

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	795	48.2
* Agree	639	39.5
Neither agree nor disagree	141	8.8
Disagree	45	2.7
Strongly disagree	12	0.8
Percent Positive - This H&SCP 87.7 %	1632	

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	850	51.2
* Agree	632	38.8
Neither agree nor disagree	112	7.1
Disagree	36	2.0
Strongly disagree	12	0.8
Percent Positive - This H&SCP 90.0 %	1642	

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	891	53.0
* Agree	603	37.6
Neither agree nor disagree	102	6.2
Disagree	41	2.4
Strongly disagree	12	0.7
Percent Positive - This H&SCP 90.6 %	1649	

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	807	48.0
* Agree	671	40.9
Neither agree nor disagree	92	6.0
Disagree	50	3.3
Strongly disagree	23	1.7
Percent Positive - This H&SCP 89.0 %	1643	

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	433	25.3
Yes	1333	74.7
	1766	

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	817	60.6
* Agree	477	35.8
Neither agree nor disagree	41	3.2
Disagree	4	0.2
Strongly disagree	3	0.1
Percent Positive - This H&SCP 96.5 %	1342	

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	745	55.6
* Agree	525	39.2
Neither agree nor disagree	52	3.8
Disagree	17	1.2
Strongly disagree	4	0.2
Percent Positive - This H&SCP 94.8 %	1343	

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	735	54.5
* Agree	483	36.6
Neither agree nor disagree	96	7.7
Disagree	11	0.7
Strongly disagree	6	0.4
Percent Positive - This H&SCP 91.1 %	1331	

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	766	57.3
* Agree	472	35.6
Neither agree nor disagree	82	6.2
Disagree	12	0.8
Strongly disagree	2	0.1
Percent Positive - This H&SCP 92.9 %	1334	

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	795	58.6
* Agree	490	37.1
Neither agree nor disagree	39	3.0
Disagree	14	1.1
Strongly disagree	4	0.2
Percent Positive - This H&SCP 95.7 %	1342	

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	791	58.5
* Agree	499	37.8
Neither agree nor disagree	36	2.8
Disagree	10	0.8
Strongly disagree	3	0.2
Percent Positive - This H&SCP 96.2 %	1339	

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	1045	59.5
Yes, to some extent	603	35.3
No, and I would like to be	82	5.2
Percent Positive - This H&SCP 59.5 %	1730	

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	404	24.1
Yes	1315	75.9
	1719	

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	786	57.2
* Agree	542	38.9
Neither agree nor disagree	30	2.4
Disagree	15	1.2
Strongly disagree	3	0.2
Percent Positive - This H&SCP 96.1 %	1376	

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	602	43.8
* Agree	567	41.5
Neither agree nor disagree	99	7.5
Disagree	70	5.4
Strongly disagree	24	1.8
Percent Positive - This H&SCP 85.3 %	1362	

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	562	41.1
* Agree	561	41.1
Neither agree nor disagree	121	9.1
Disagree	85	6.1
Strongly disagree	33	2.6
Percent Positive - This H&SCP 82.2 %	1362	

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	587	43.0
* Agree	528	38.9
Neither agree nor disagree	142	10.8
Disagree	70	5.2
Strongly disagree	28	2.1
Percent Positive - This H&SCP 81.9 %	1355	

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	200	11.8
Yes	1578	88.2
	1778	

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	980	61.0
* Agree	537	34.5
Neither agree nor disagree	30	1.8
Disagree	33	2.0
Strongly disagree	11	0.7
Percent Positive - This H&SCP 95.5 %	1591	

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	925	57.7
* Agree	605	38.9
Neither agree nor disagree	37	2.5
Disagree	10	0.6
Strongly disagree	5	0.4
Percent Positive - This H&SCP 96.5 %	1582	

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	976	60.8
* Agree	582	37.2
Neither agree nor disagree	20	1.5
Disagree	2	0.2
Strongly disagree	4	0.3
Percent Positive - This H&SCP 98.0 %	1584	

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	702	43.3
* Agree	605	38.4
Neither agree nor disagree	182	12.4
Disagree	69	4.8
Strongly disagree	16	1.2
Percent Positive - This H&SCP 81.6 %	1574	

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	773	48.3
* Agree	654	42.1
Neither agree nor disagree	90	5.6
Disagree	45	3.3
Strongly disagree	10	0.7
Percent Positive - This H&SCP 90.4 %	1572	

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	1008	63.2
* Agree	548	35.0
Neither agree nor disagree	18	1.1
Disagree	8	0.6
Strongly disagree	2	0.1
Percent Positive - This H&SCP 98.2 %	1584	

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	1638	93.9
	Yes	107	6.1
Percent Positive - This H&SCP 93.9 %		1745	

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	53	48.5
	No	55	51.5
Percent Positive - This H&SCP 48.5 %		108	

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	962	51.2
* Agree	671	39.4
Neither agree nor disagree	109	6.8
Disagree	36	2.2
Strongly disagree	8	0.4
Percent Positive - This H&SCP 90.7 %	1786	

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	847	46.1
* Agree	616	36.3
Neither agree nor disagree	217	13.6
Disagree	52	3.4
Strongly disagree	11	0.6
Percent Positive - This H&SCP 82.4 %	1743	

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	910	48.6
* Good	663	38.5
Fair	157	9.7
Poor	44	2.6
Very poor	11	0.7
Percent Positive - This H&SCP 87.1 %	1785	

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	461	24.7
No	1456	75.3
	1917	

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	310	68.2
Went to Pharmacist / Chemist	18	4.6
Went to Primary Care Emergency Centre	9	2.4
Telephoned my own GP practice	24	4.5
Telephoned 999 for emergency services	18	3.8
Went to Hospital A&E / Casualty	60	13.5
Other	13	3.1
	452	

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	79	17.4
Pharmacist / Chemist	18	4.2
Primary Care Emergency Centre	75	17.4
Own GP practice	23	5.6
Home visit from a GP or Nurse	47	10.5
Ambulance paramedics	37	7.6
A&E / Casualty	136	31.1
Social care services	2	0.4
Other	26	5.7
	443	

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	317	76.4
A Nurse	48	11.6
A Pharmacist	23	5.7
Someone else	26	6.3
	414	

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	124	25.7
* Agree	226	49.1
Neither agree nor disagree	48	9.8
Disagree	52	10.9
Strongly disagree	22	4.5
Percent Positive - This H&SCP 74.8 %	472	

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	131	28.3
* Agree	237	50.8
Neither agree nor disagree	59	11.9
Disagree	32	7.3
Strongly disagree	7	1.7
Percent Positive - This H&SCP 79.1 %	466	

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	152	32.8
* Agree	243	51.2
Neither agree nor disagree	49	10.8
Disagree	13	3.2
Strongly disagree	7	2.0
Percent Positive - This H&SCP 84.0 %	464	

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	146	31.9
* Agree	245	52.0
Neither agree nor disagree	47	10.5
Disagree	20	4.5
Strongly disagree	4	1.2
Percent Positive - This H&SCP 83.8 %	462	

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	144	31.6
* Agree	230	48.0
Neither agree nor disagree	66	14.6
Disagree	18	3.9
Strongly disagree	7	1.9
Percent Positive - This H&SCP 79.6 %	465	

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	145	31.6
* Agree	234	48.4
Neither agree nor disagree	52	11.4
Disagree	27	6.5
Strongly disagree	8	2.0
Percent Positive - This H&SCP 80.1 %	466	

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	141	30.4
* Agree	209	44.1
Neither agree nor disagree	75	16.2
Disagree	30	6.7
Strongly disagree	9	2.6
Percent Positive - This H&SCP 74.4 %	464	

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	131	26.3
* Good	212	45.8
Fair	86	18.7
Poor	29	6.1
Very poor	13	3.1
Percent Positive - This H&SCP 72.1 %	471	

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	1461	78.8
It is too difficult for me to get time away from work during my practice opening hours	218	12.2
The opening hours are not convenient for me for another reason	53	2.7
I am not sure when my GP practice is open	115	6.4
	1847	

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	193	9.9
Yes, help for me with adaptations and/or equipment for my home	137	7.1
Yes, help for me for activities outside my home	125	6.6
Yes, help to look after someone else	63	3.2
No, not had any help but I feel that I needed it	42	2.5
No, not had any help	1383	69.7
	1974	

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	187	53.2
No	170	46.8
	357	

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	119	70.1
I was not offered any choices	17	9.1
I had no choices due to medical reasons	9	5.0
I did not want a choice in how my care was arranged	11	7.4
Can't remember / don't know	17	8.3
	173	

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	74	35.5
* Agree	108	52.8
Neither agree nor disagree	17	7.7
Disagree	3	1.5
Strongly disagree	4	2.6
Percent Positive - This H&SCP 88.2 %	206	

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	65	32.0
* Agree	102	53.4
Neither agree nor disagree	20	9.0
Disagree	7	3.7
Strongly disagree	3	1.9
Percent Positive - This H&SCP 85.4 %	197	

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	59	31.3
* Agree	100	49.0
Neither agree nor disagree	26	11.8
Disagree	9	5.1
Strongly disagree	5	2.7
Percent Positive - This H&SCP 80.3 %	199	

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	86	42.9
* Agree	105	49.6
Neither agree nor disagree	13	6.1
Disagree	0	0.0
Strongly disagree	2	1.4
Percent Positive - This H&SCP 92.5 %	206	

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	82	43.3
* Agree	91	45.6
Neither agree nor disagree	19	8.7
Disagree	2	0.9
Strongly disagree	2	1.4
Percent Positive - This H&SCP 89.0 %	196	

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	66	33.2
* Agree	92	46.0
Neither agree nor disagree	28	14.3
Disagree	7	4.0
Strongly disagree	4	2.5
Percent Positive - This H&SCP 79.2 %	197	

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	78	40.1
* Agree	94	48.2
Neither agree nor disagree	14	6.2
Disagree	7	3.9
Strongly disagree	2	1.5
Percent Positive - This H&SCP 88.3 %	195	

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	76	39.1
* Agree	93	48.1
Neither agree nor disagree	17	7.6
Disagree	6	3.1
Strongly disagree	3	2.1
Percent Positive - This H&SCP 87.2 %	195	

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	76	40.5
* Agree	90	47.9
Neither agree nor disagree	19	8.3
Disagree	4	1.8
Strongly disagree	2	1.5
Percent Positive - This H&SCP 88.4 %	191	

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	84	39.0
* Good	95	44.6
Fair	28	13.0
Poor	3	1.3
Very poor	4	2.0
Percent Positive - This H&SCP 83.7 %	214	

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	520	27.5
No	1356	72.5
	1876	

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	186	35.7
There was no change in my ability to do my usual activities	112	22.9
I was less able to do my usual activities	116	23.3
It is too soon to say	98	18.1
	512	

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	1002	54.2
No	861	45.8
	1863	

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	460	46.3
It was about the same as before	363	38.2
It was worse than before	44	4.9
It is too soon to say	107	10.6
	974	

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	339	18.1
No	1482	81.9
	1821	

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	148	43.0
I felt about the same as before	113	33.0
I felt more depressed or anxious than before	25	9.7
It is too soon to say	50	14.3
	336	

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	1509	82.8
Yes, up to 4 hours a week	76	3.9
Yes, 5 - 19 hours a week	97	5.2
Yes, 20 - 34 hours a week	34	1.9
Yes, 35 - 49 hours a week	18	0.9
Yes, 50 or more hours a week	103	5.4
	1837	

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	72	19.8
* Agree	161	49.9
Neither agree nor disagree	61	20.1
Disagree	28	8.2
Strongly disagree	6	2.1
Percent Positive - This H&SCP 69.6 %	328	

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	32	9.6
Agree	71	23.5
Neither agree nor disagree	86	28.3
* Disagree	77	28.8
* Strongly disagree	33	9.8
Percent Positive - This H&SCP 38.6 %	299	

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	36	11.7
* Agree	109	37.1
Neither agree nor disagree	93	33.3
Disagree	40	13.8
Strongly disagree	15	4.2
Percent Positive - This H&SCP 48.7 %	293	

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	36	12.1
* Agree	95	31.6
Neither agree nor disagree	94	36.4
Disagree	39	12.8
Strongly disagree	23	7.2
Percent Positive - This H&SCP 43.7 %	287	

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	37	12.2
* Agree	96	33.5
Neither agree nor disagree	114	40.1
Disagree	31	10.3
Strongly disagree	13	3.9
Percent Positive - This H&SCP 45.7 %	291	

Demographics

Q46 - Are you male or female?

All patients	n	%
Male	842	43.2
Female	1090	56.8
	1932	

Q47 - What was your age on your last birthday?

All patients	n	%
17-34	159	8.6
35-49	286	15.2
50-64	671	35.5
65+	797	40.8
	1913	

Q48 - How would you rate your health in general?

All patients	n	%
Good	1035	54.3
Fair	735	38.3
Bad	138	7.4
	1908	

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	318	17.0
Yes, limited a little	441	22.5
No	1146	60.4
	1905	

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

All patients	n	%
Very well	954	49.7
Quite well	787	40.3
Not very well	145	7.9
Not at all well	39	2.0
	1925	

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	812	42.1
Good	642	32.8
Alright / neither good or bad	397	20.7
Bad	65	3.5
Very bad	16	0.8
	1932	

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Correspondence and enquiries

For enquiries about this publication please contact:

Emma Milburn,

Health Analytical Services, Scottish Government

Telephone: 0131 244 5910

e-mail patientexperience@gov.scot

For general enquiries about Scottish Government statistics please contact:

Office of the Chief Statistician

Telephone: 0131 244 0442

e-mail statistics.enquiries@gov.scot

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