

Health and Care Experience Survey 2015/16

Results for

Dr P N Nahar & Partners, Kildrum Health Centre - Cumbernauld



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Dr P N Nahar & Partners, Kildrum Health Centre - Cumbernauld

This report gives a summary of the results of the Health and Care Experience Survey 2015/16 for Dr P N Nahar & Partners, Kildrum Health Centre - Cumbernauld.

The survey was sent to 607 people registered with the practice.

The survey asked questions about people's experiences during 2015/16 of making an appointment; visiting the GP practice; seeing staff; being prescribed medicines; out of hours healthcare; other care services; and being a carer. A copy of the survey is available at:

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

96 patients of Dr P N Nahar & Partners, Kildrum Health Centre - Cumbernauld sent in feedback on their experiences at the practice. Of the patients that answered questions about themselves:

- 34% were male and 66% were female;
- 9% were aged 17-34, 19% were aged 35-49, 46% were aged 50-64 and 26% were 65 and over;
- 66% did not have any limiting illness or disability.

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

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

Results for some questions may be suppressed due to low number of responses. These are typically the questions relating to social care services and caring. Results for such questions can be found in the relevant Health and Social Care Partnership/Board Report.

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 the five overarching questions where patients were asked to rate the care that they received overall. Positive scores for these questions are based on the combination of the 'Excellent' and 'Good' answers.

The difference between the percent positive score for the practice and the Scottish average is shown in the final column. Differences which are statistically significant are marked with an S.

Overall, how would you rate the arrangements for getting to see a doctor in your GP practice?

Arranging to see a doctor	87%	+16^S
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Overall, how would you rate the arrangements for getting to see a nurse in your GP practice?

Arranging to see a nurse	89%	+8^S
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I am treated with compassion and understanding

Compassion and understanding	86%	+1
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Overall, how would you rate the care provided by your GP practice?

GP Practice Care	95%	+9^{NT}
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Overall, how would you rate the care you experienced out of hours?

Out of Hours Care	46%	-26^S
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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 Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Overall arrangements for getting to see a doctor	112	29%	44%	15%	12%	85%	76%	73%	-3%	+1%

The “% Positive Practice...” columns show the GP practice's 2015/16 percent positive scores along with both 2013/14 & 2011/12 scores.

“Difference from Scotland” shows the difference between the GP practice 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 GP practice 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. If you wish to see results for such questions, please refer to the relevant Health and Social Care Partnership/Health Board Report.

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

Your GP Practice: getting to see or speak to someone

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
It is easy to get through on the phone	85	52%	35%		13%	92%	84%	87%	+3%	+5%
Person answering the phone is helpful	85	81%	19%			98%	98%	100%	+2% ^{NT}	+6% ^{NT}
Can see or speak to a doctor or nurse within 2 working days	71	75%	21%			93%	88%	96%	+8% ^{NT}	+11% ^{NT}
Able to book a doctors appointment 3 or more working days in advance	66	80%	20%			83%	74%	80%	+7%	+4%
Can usually see preferred doctor	86	98%				95%	94%	98%	+3% ^{NT}	+17% ^{NT}
Overall arrangements for getting to see a doctor	86	47%	41%	10%		90%	81%	87%	+6%	+16% ^S
Overall arrangements for getting to see a nurse	76	41%	49%	9%		96%	84%	89%	+5%	+8% ^S

Your GP Practice: referrals

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Arrangements for getting to see other health and care services	51	29%	41%	16%	14%	-	84%	71%	-13%	-7%

At your GP Practice

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
The receptionists are helpful	86	72%			27%	99%	96%	99%	+3% ^{NT}	+5% ^{NT}
Time waiting to be seen at GP practice	86	93%			7%	97%	95%	93%	-2%	+7% ^S

At your GP Practice - doctors

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Doctors listen to patients	79	62%		35%		98%	99%	97%	-2% ^{NT}	+2% ^{NT}
Patients feel that doctors have all the information they need to treat them	80	50%		43%		94%	97%	93%	-5%	+3%
Doctors take account of the things that matter to patients	80	53%		36%	10%	-	96%	89%	-7%	+2%
Doctors talk in a way that helps patients to understand their condition and treatment	79	54%		37%		92%	94%	91%	-3%	+1%
Patients have confidence in doctors' ability to treat them	80	54%		39%		94%	97%	93%	-4%	+3%
Patients have enough time with doctors	79	49%		43%		93%	97%	92%	-4%	+4%

At your GP Practice - nurses

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Nurses listen to patients	64	56%	39%			96%	84%	95%	+11% ^{NT}	-0% ^{NT}
Patients feel that nurses have all the information they need to treat them	63	54%	40%			93%	92%	94%	+2% ^{NT}	+0% ^{NT}
Nurses take account of the things that matter to patients	62	53%	27%	13%		-	84%	81%	-3%	-9%
Nurses talk in a way that helps patients to understand their condition and treatment	62	53%	29%	13%		91%	83%	82%	-0%	-9%
Patients have confidence in nurses' ability to treat them	63	56%	35%			96%	94%	90%	-4%	-4%
Patients have enough time with nurses	63	56%	35%	10%		97%	93%	90%	-3%	-5%

At your GP practice - care and treatment

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 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	84	61%	36%			-	63%	61%	-2%	-1%

Tests arranged by your GP practice

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
It is explained to patients why they need a test	70	56%		44%		-	97%	100%	+3% ^{NT}	+4% ^{NT}
Patients are satisfied with the length of time they wait for results	70	47%		40%	10%	-	90%	87%	-3%	+2%
Patients are satisfied with the way they receive results	70	44%		46%		-	88%	90%	+2%	+10% ^S
Test results are explained to patients in a way they can understand	70	44%		41%	9%	-	80%	86%	+5%	+5%

At your GP Practice - medicines

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Patients find it easy enough for them to get their medicines	80	59%	39%			98%	98%	98%	-1% ^{NT}	+2% ^{NT}
Patients know enough about what their medicines are for	80	58%	39%			99%	99%	96%	-3% ^{NT}	-0% ^{NT}
Patients know enough about how and when to take their medicines	80	60%	39%			99%	100%	99%	-1% ^{NT}	+1% ^{NT}
Patients know enough about side effects of medicines	80	48%	36%	10%		88%	81%	84%	+3%	+2%
Patients know what to do if they have any problems with their medicines	80	53%	39%			93%	93%	91%	-2%	+2%
Patients take their prescription as they are supposed to	79	61%	37%			99%	98%	97%	-1% ^{NT}	-0% ^{NT}

At your GP practice - dealing with mistakes

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Patients believe a mistake was made in their treatment or care by their GP practice	85		92%		8%	-	97%	92%	-6%	-2%

At your GP practice - overall experience

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Patients are treated with respect	87	56%	41%			97%	96%	98%	+2% ^{NT}	+6% ^{NT}
Patients are treated with compassion and understanding	86	50%	36%	13%		96%	88%	86%	-1%	+1%
Rating of overall care provided by GP practice	87	62%	33%			96%	94%	95%	+1% ^{NT}	+9% ^{NT}

Out of hours healthcare

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
The time patients wait for out of hours services is reasonable	24	17%	25%	21%	38%	80%	66%	42%	-24%	-32% ^s
Patients feel that people have all the information they need to treat them	24	21%	38%	17%	25%	77%	58%	58%	+0%	-20%
Patients feel that they are listened to	24	17%	46%	13%	25%	84%	74%	63%	-12%	-22% ^s
Things are explained to patients in a way they can understand	23	22%	43%	13%	22%	91%	77%	65%	-11%	-21% ^s
Patients feel that they were treated by the right people	24	21%	46%	13%	21%	-	-	67%	-	-14%
Patients feel they get the right treatment or advice	24	21%	46%	13%	21%	84%	71%	67%	-4%	-14%
Patients feel that people take account of the things that matter to them	24	17%	33%	25%	25%	-	65%	50%	-15%	-25% ^s
Rating of overall care provided out of hours	24	25%	21%	17%	38%	77%	61%	46%	-15%	-26% ^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. If you wish to see more details on these types of questions, please refer to the relevant Health and Social Care Partnership/Health Board Report

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

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	70	64	57
Yes, and I am not happy about it	17	16	19
No, other patients can't overhear	7	14	17
Don't know	6	6	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	-	86	65
Went to Pharmacist / Chemist	-	0	4
Went to Primary Care Emergency Centre	-	0	2
Telephoned my own GP practice	-	0	4
Telephoned 999 for emergency services	-	0	6
Went to Hospital A&E / Casualty	-	9	15
Other	-	5	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	-	8	16
Pharmacist / Chemist	-	4	3
Primary Care Emergency Centre	-	4	15
Own GP practice	-	4	5
Home visit from a GP or Nurse	-	13	9
Ambulance paramedics	-	8	11
A&E / Casualty	-	38	35
Social care services	-	0	0
Other	-	21	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	85	80
It is too difficult for me to get time away from work during my practice opening hours	13	11	11
The opening hours are not convenient for me for another reason	3	1	2
I am not sure when my GP practice is open	4	3	6

Health and care effectiveness

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	45	48	51
It was about the same as before	35	33	35
It was worse than before	4	7	4
It is too soon to say	15	13	10

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. If you wish to see more details on these types of questions, please refer to the relevant Health and Social Care Partnership/Health Board Report.

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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	9	9.6
Yes	85	90.4
	94	

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	8	9.3
2 - 4 times	34	39.5
5 - 10 times	30	34.9
More than 10 times	13	15.1
Can't remember / don't know	1	1.2
	86	

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	44	51.8
* Fairly easy	30	35.3
Not easy	11	12.9
Percent Positive - This GP 87.1 %	85	

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	69	81.2
* Fairly helpful	16	18.8
Not very helpful	0	0.0
Not at all helpful	0	0.0
Percent Positive - This GP 100.0 %	85	

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	53	74.6
* I saw or spoke to a doctor or nurse within 1 or 2 working days	15	21.1
I waited more than 2 working days to see or speak to a doctor or nurse	3	4.2
Percent Positive - This GP 95.8 %	71	

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	53	80.3
No	13	19.7
Percent Positive - This GP 80.3 %	66	

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	70	81.4
No	2	2.3
* I don't have a doctor I prefer to see	14	16.3
Percent Positive - This GP 97.7 %	86	

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	40	46.5
* Good	35	40.7
Fair	9	10.5
Poor	1	1.2
Very poor	1	1.2
Percent Positive - This GP 87.2 %	86	

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	31	40.8
* Good	37	48.7
Fair	7	9.2
Poor	1	1.3
Very poor	0	0.0
Percent Positive - This GP 89.5 %	76	

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	52	60.5
No, as it wasn't necessary	33	38.4
No, but I wanted to	1	1.2
	86	

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	15	29.4
* Good	21	41.2
Fair	8	15.7
Poor	5	9.8
Very poor	2	3.9
Percent Positive - This GP 70.6 %	51	

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	55	64.0
Yes, and I am not happy about it	14	16.3
No, other patients can't overhear	12	14.0
Don't know	5	5.8
	86	

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	62	72.1
* Fairly helpful	23	26.7
Not very helpful	1	1.2
Not at all helpful	0	0.0
Percent Positive - This GP 98.8 %	86	

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	80	93.0
It is too long	6	7.0
Percent Positive - This GP 93.0 %	86	

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	6	7.1
Yes	78	92.9
	84	

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	49	62.0
* Agree	28	35.4
Neither agree nor disagree	1	1.3
Disagree	1	1.3
Strongly disagree	0	0.0
Percent Positive - This GP 97.5 %	79	

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	40	50.0
* Agree	34	42.5
Neither agree nor disagree	4	5.0
Disagree	2	2.5
Strongly disagree	0	0.0
Percent Positive - This GP 92.5 %	80	

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	42	52.5
* Agree	29	36.3
Neither agree nor disagree	8	10.0
Disagree	1	1.3
Strongly disagree	0	0.0
Percent Positive - This GP 88.8 %	80	

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	43	54.4
* Agree	29	36.7
Neither agree nor disagree	5	6.3
Disagree	2	2.5
Strongly disagree	0	0.0
Percent Positive - This GP 91.1 %	79	

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	43	53.8
* Agree	31	38.8
Neither agree nor disagree	4	5.0
Disagree	2	2.5
Strongly disagree	0	0.0
Percent Positive - This GP 92.5 %	80	

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	39	49.4
* Agree	34	43.0
Neither agree nor disagree	4	5.1
Disagree	2	2.5
Strongly disagree	0	0.0
Percent Positive - This GP 92.4 %	79	

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	22	25.9
Yes	63	74.1
	85	

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	36	56.3
* Agree	25	39.1
Neither agree nor disagree	1	1.6
Disagree	2	3.1
Strongly disagree	0	0.0
Percent Positive - This GP 95.3 %	64	

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	34	54.0
* Agree	25	39.7
Neither agree nor disagree	2	3.2
Disagree	2	3.2
Strongly disagree	0	0.0
Percent Positive - This GP 93.7 %	63	

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	33	53.2
* Agree	17	27.4
Neither agree nor disagree	8	12.9
Disagree	3	4.8
Strongly disagree	1	1.6
Percent Positive - This GP 80.6 %	62	

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	33	53.2
* Agree	18	29.0
Neither agree nor disagree	8	12.9
Disagree	3	4.8
Strongly disagree	0	0.0
Percent Positive - This GP 82.3 %	62	

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	35	55.6
* Agree	22	34.9
Neither agree nor disagree	3	4.8
Disagree	3	4.8
Strongly disagree	0	0.0
Percent Positive - This GP 90.5 %	63	

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	35	55.6
* Agree	22	34.9
Neither agree nor disagree	6	9.5
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 90.5 %	63	

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	51	60.7
Yes, to some extent	30	35.7
No, and I would like to be	3	3.6
Percent Positive - This GP 60.7 %	84	

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	17	20.7
Yes	65	79.3
	82	

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	39	55.7
* Agree	31	44.3
Neither agree nor disagree	0	0.0
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 100.0 %	70	

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	33	47.1
* Agree	28	40.0
Neither agree nor disagree	2	2.9
Disagree	6	8.6
Strongly disagree	1	1.4
Percent Positive - This GP 87.1 %	70	

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	31	44.3
* Agree	32	45.7
Neither agree nor disagree	3	4.3
Disagree	2	2.9
Strongly disagree	2	2.9
Percent Positive - This GP 90.0 %	70	

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	31	44.3
* Agree	29	41.4
Neither agree nor disagree	6	8.6
Disagree	2	2.9
Strongly disagree	2	2.9
Percent Positive - This GP 85.7 %	70	

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	7	8.3
Yes	77	91.7
	84	

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	47	58.8
* Agree	31	38.8
Neither agree nor disagree	1	1.3
Disagree	1	1.3
Strongly disagree	0	0.0
Percent Positive - This GP 97.5 %	80	

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	46	57.5
* Agree	31	38.8
Neither agree nor disagree	2	2.5
Disagree	1	1.3
Strongly disagree	0	0.0
Percent Positive - This GP 96.3 %	80	

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	48	60.0
* Agree	31	38.8
Neither agree nor disagree	0	0.0
Disagree	1	1.3
Strongly disagree	0	0.0
Percent Positive - This GP 98.8 %	80	

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	38	47.5
* Agree	29	36.3
Neither agree nor disagree	8	10.0
Disagree	5	6.3
Strongly disagree	0	0.0
Percent Positive - This GP 83.8 %	80	

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	42	52.5
* Agree	31	38.8
Neither agree nor disagree	5	6.3
Disagree	2	2.5
Strongly disagree	0	0.0
Percent Positive - This GP 91.3 %	80	

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	48	60.8
* Agree	29	36.7
Neither agree nor disagree	2	2.5
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 97.5 %	79	

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	78	91.8
Yes	7	8.2
Percent Positive - This GP 91.8 %	85	

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	49	56.3
* Agree	36	41.4
Neither agree nor disagree	2	2.3
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 97.7 %	87	

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	43	50.0
* Agree	31	36.0
Neither agree nor disagree	11	12.8
Disagree	1	1.2
Strongly disagree	0	0.0
Percent Positive - This GP 86.0 %	86	

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	54	62.1
* Good	29	33.3
Fair	4	4.6
Poor	0	0.0
Very poor	0	0.0
Percent Positive - This GP 95.4 %	87	

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	24	25.5
No	70	74.5
	94	

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	19	86.4
Went to Pharmacist / Chemist	0	0.0
Went to Primary Care Emergency Centre	0	0.0
Telephoned my own GP practice	0	0.0
Telephoned 999 for emergency services	0	0.0
Went to Hospital A&E / Casualty	2	9.1
Other	1	4.5
	22	

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	2	8.3
Pharmacist / Chemist	1	4.2
Primary Care Emergency Centre	1	4.2
Own GP practice	1	4.2
Home visit from a GP or Nurse	3	12.5
Ambulance paramedics	2	8.3
A&E / Casualty	9	37.5
Social care services	0	0.0
Other	5	20.8
	24	

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	12	52.2
A Nurse	8	34.8
A Pharmacist	2	8.7
Someone else	1	4.3
	23	

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	4	16.7
* Agree	6	25.0
Neither agree nor disagree	5	20.8
Disagree	6	25.0
Strongly disagree	3	12.5
Percent Positive - This GP 41.7 %	24	

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	5	20.8
* Agree	9	37.5
Neither agree nor disagree	4	16.7
Disagree	4	16.7
Strongly disagree	2	8.3
Percent Positive - This GP 58.3 %	24	

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	4	16.7
* Agree	11	45.8
Neither agree nor disagree	3	12.5
Disagree	3	12.5
Strongly disagree	3	12.5
Percent Positive - This GP 62.5 %	24	

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	5	21.7
* Agree	10	43.5
Neither agree nor disagree	3	13.0
Disagree	3	13.0
Strongly disagree	2	8.7
Percent Positive - This GP 65.2 %	23	

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	5	20.8
* Agree	11	45.8
Neither agree nor disagree	3	12.5
Disagree	2	8.3
Strongly disagree	3	12.5
Percent Positive - This GP 66.7 %	24	

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	5	20.8
* Agree	11	45.8
Neither agree nor disagree	3	12.5
Disagree	1	4.2
Strongly disagree	4	16.7
Percent Positive - This GP 66.7 %	24	

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	4	16.7
* Agree	8	33.3
Neither agree nor disagree	6	25.0
Disagree	2	8.3
Strongly disagree	4	16.7
Percent Positive - This GP 50.0 %	24	

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	6	25.0
* Good	5	20.8
Fair	4	16.7
Poor	7	29.2
Very poor	2	8.3
Percent Positive - This GP 45.8 %	24	

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	78	84.8
It is too difficult for me to get time away from work during my practice opening hours	10	10.9
The opening hours are not convenient for me for another reason	1	1.1
I am not sure when my GP practice is open	3	3.3
	92	

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	13	13.5
Yes, help for me with adaptations and/or equipment for my home	7	7.3
Yes, help for me for activities outside my home	6	6.3
Yes, help to look after someone else	2	2.1
No, not had any help but I feel that I needed it	2	2.1
No, not had any help	70	72.9
	96	

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	19	21.1
No	71	78.9
	90	

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	46	54.1
No	39	45.9
	85	

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	22	47.8
It was about the same as before	15	32.6
It was worse than before	3	6.5
It is too soon to say	6	13.0
	46	

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	15	17.2
No	72	82.8
	87	

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	76	83.5
Yes, up to 4 hours a week	5	5.5
Yes, 5 - 19 hours a week	2	2.2
Yes, 20 - 34 hours a week	1	1.1
Yes, 35 - 49 hours a week	0	0.0
Yes, 50 or more hours a week	7	7.7
	91	

Demographics

Q46 - Are you male or female?

All patients	n	%
Male	32	34.0
Female	62	66.0
	94	

Q47 - What was your age on your last birthday?

All patients	n	%
17-34	8	8.8
35-49	17	18.7
50-64	42	46.2
65+	24	26.4
	91	

Q48 - How would you rate your health in general?

All patients	n	%
Good	57	60.6
Fair	32	34.0
Bad	5	5.3
	94	

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	17	18.1
Yes, limited a little	15	16.0
No	62	66.0
	94	

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

All patients	n	%
Very well	46	48.9
Quite well	47	50.0
Not very well	0	0.0
Not at all well	1	1.1
	94	

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	38	40.9
Good	31	33.3
Alright / neither good or bad	23	24.7
Bad	0	0.0
Very bad	1	1.1
	93	

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