

# **2011/12 Patient Experience Survey of GP and Local NHS Services**

## **Results for Dr P N Nahar & Partners, Kildrum Health Centre - Cumbernauld**



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Scotland's Patient Experience Programme



# 2011/12 Patient Experience Survey

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

This report gives a summary of the results of the 2011/12 Patient Experience Survey for Dr P N Nahar & Partners, Kildrum Health Centre - Cumbernauld.

The survey was sent to 572 people registered with the surgery.

The survey asked questions about people's experiences during 2011/12 of making an appointment; visiting the GP surgery; seeing staff; being prescribed medicines; out of hours healthcare; and outcomes from NHS treatment. Results for questions about out of hours services and outcomes from NHS treatments are not shown in this report, but are shown in NHS Board and Community Health Partnership reports. A copy of the survey is available at:

[http://surveyresults.bettertogetherscotland.com/gp/GP\\_Survey\\_2011.pdf](http://surveyresults.bettertogetherscotland.com/gp/GP_Survey_2011.pdf)

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

- 37% were male and 63% were female;
- 11% were aged 17-34, 23% were aged 35-49, 30% were aged 50-64 and 36% were 65 and over;
- 58% did not have any limiting illness or disability.

The survey was commissioned by the Scottish Government for Scotland's Patient Experience Programme "Better Together" which aims to use the public's experiences of NHSScotland to improve health 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 Picker Institute Europe. Picker Institute Europe is a charity which provides support for patient experience surveys.

The results of the survey will be used by the GP surgery, Health Board, and the Scottish Government to improve the quality of healthcare in Scotland by focussing us on the areas that people tell us are important to them and where they consider we could do better.

For more information on Better Together, Scotland's Patient Experience Programme please go to [www.bettertogetherscotland.com](http://www.bettertogetherscotland.com)

For information on what the above organisations are doing to make improvements please contact:

Better Together  
GR, St Andrew's House  
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National results for this survey and further details on the methods used to generate this report are available at:

<http://www.scotland.gov.uk/Topics/Statistics/Browse/Health/GPPatientExperienceSurvey>

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

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

The bars illustrate the % positive as green, and the % negative as red. Where answers are neither positive nor negative, the % is shown in yellow.

The answers that have been counted as positive and negative for each question can be found at: [http://surveyresults.bettertogetherscotland.com/gp/Percent\\_Positive\\_Results\\_key\\_2011.pdf](http://surveyresults.bettertogetherscotland.com/gp/Percent_Positive_Results_key_2011.pdf).

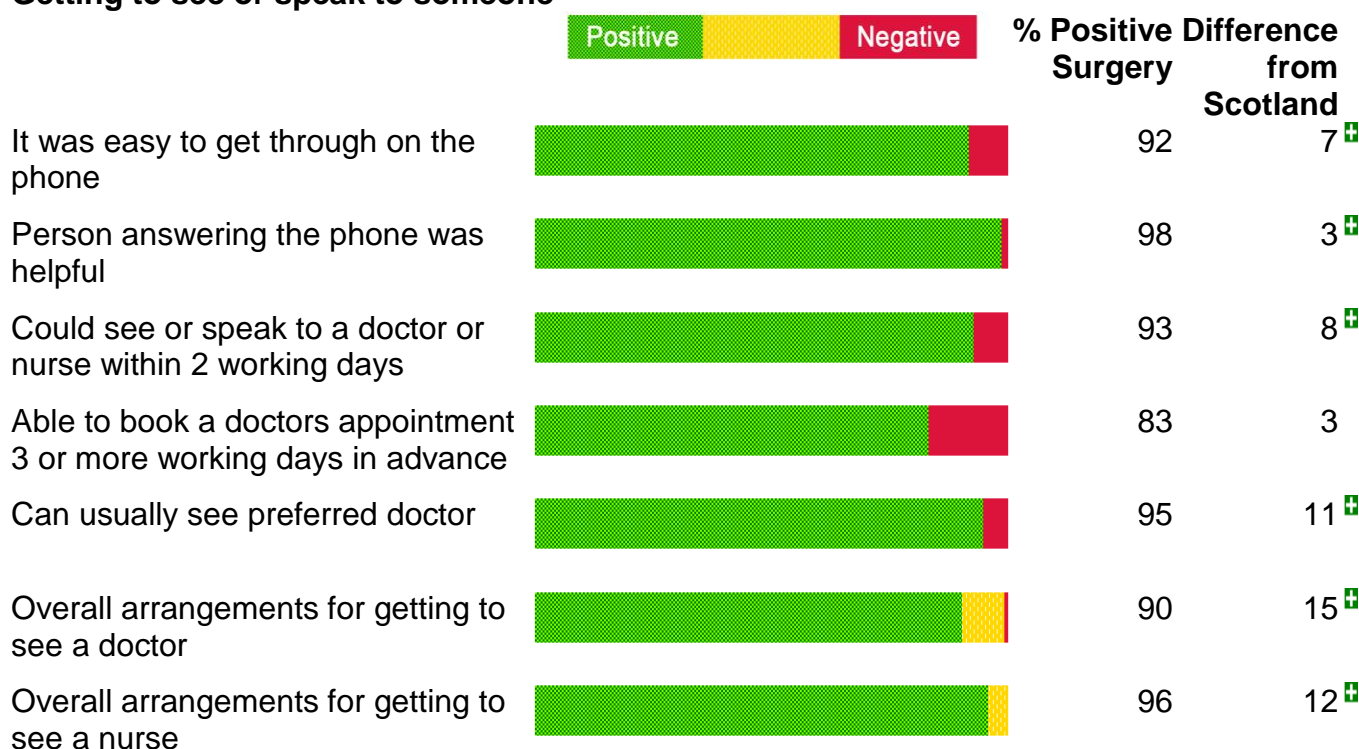
If you are looking at the pdf version online, you can see the actual number of patients who answered positively and negatively by hovering the mouse cursor over the bar chart.

The difference between the practice percent positive result and the Scottish average is shown in the final column. Differences which are statistically significant are shown as follows:

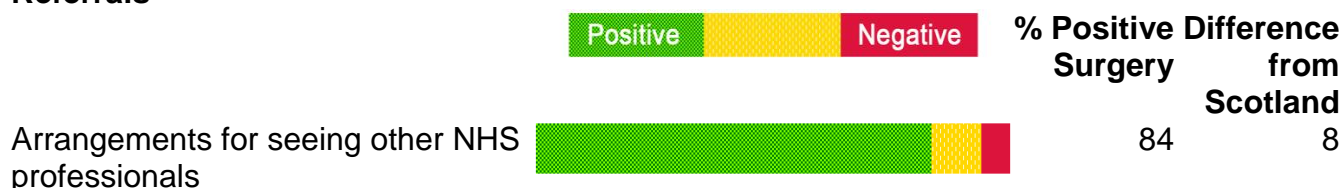
- + Percent positive score significantly higher than Scottish average
- Percent positive score significantly lower than Scottish average

On page 8 we compare the latest results with those from 2009/10 and on page 10 we show the results for some additional questions.

### Getting to see or speak to someone



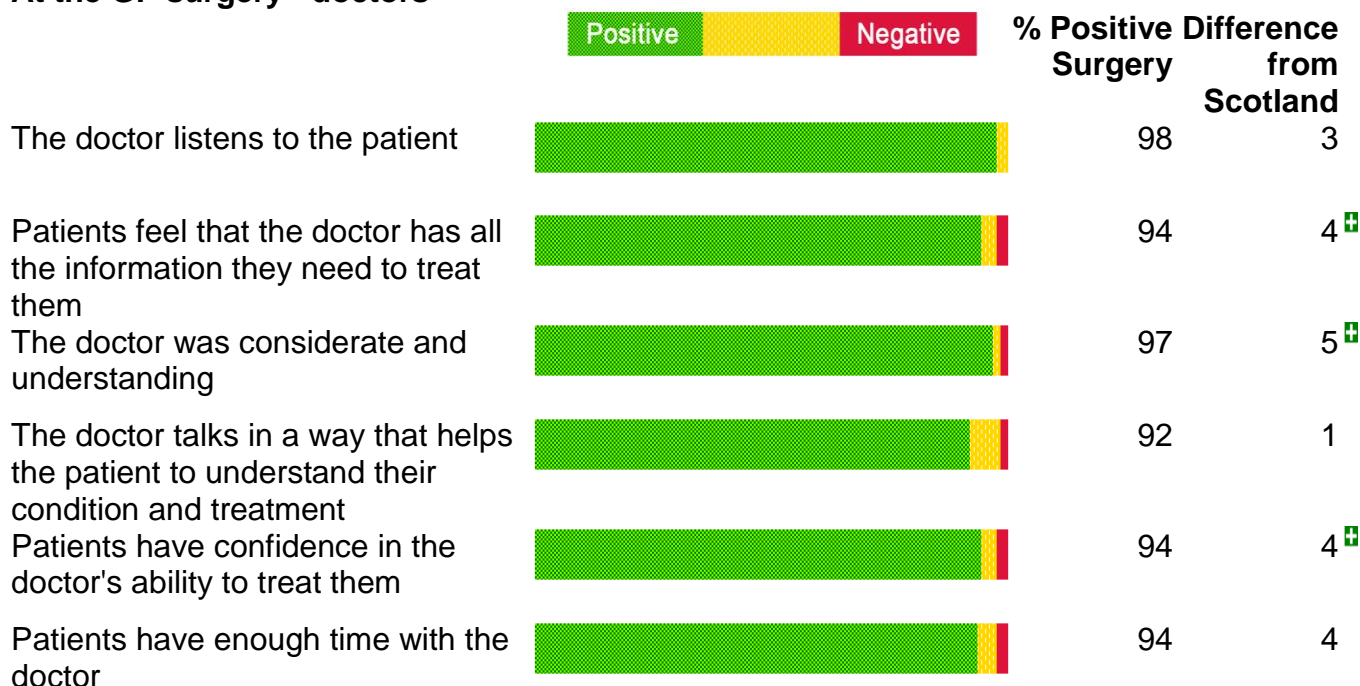
### Referrals



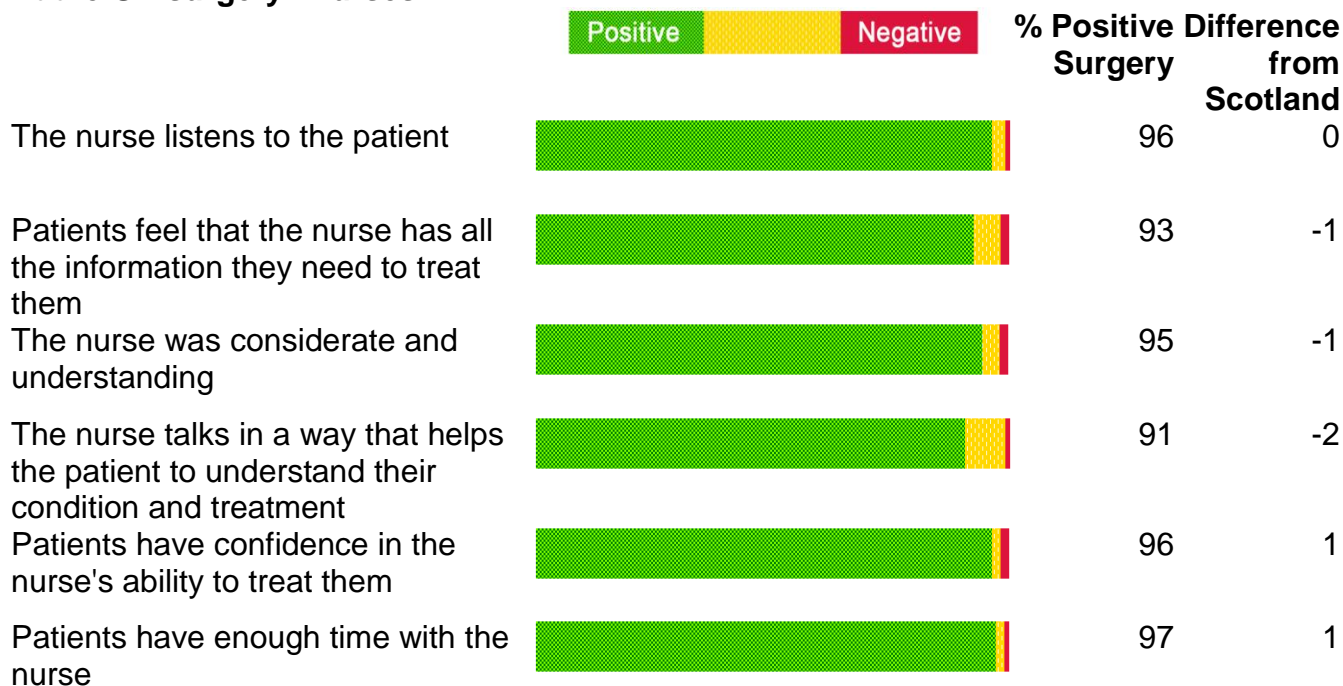
### At the GP surgery



### At the GP surgery - doctors



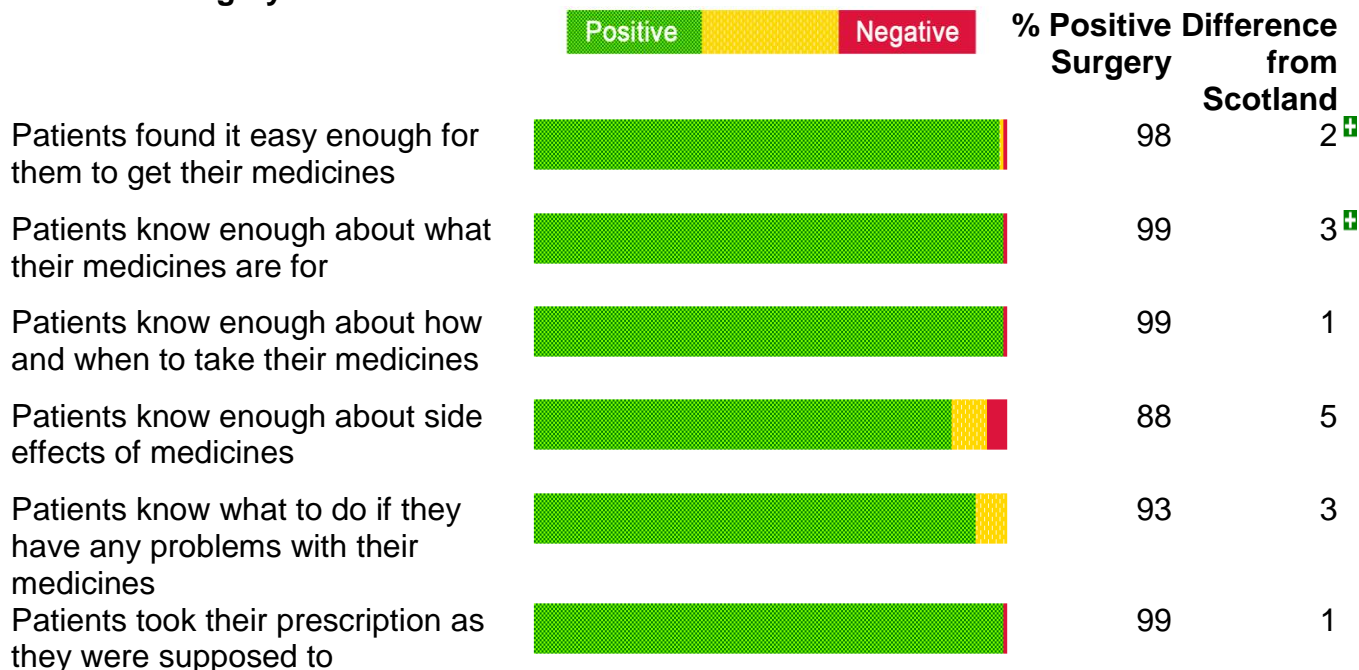
### At the GP surgery - nurses



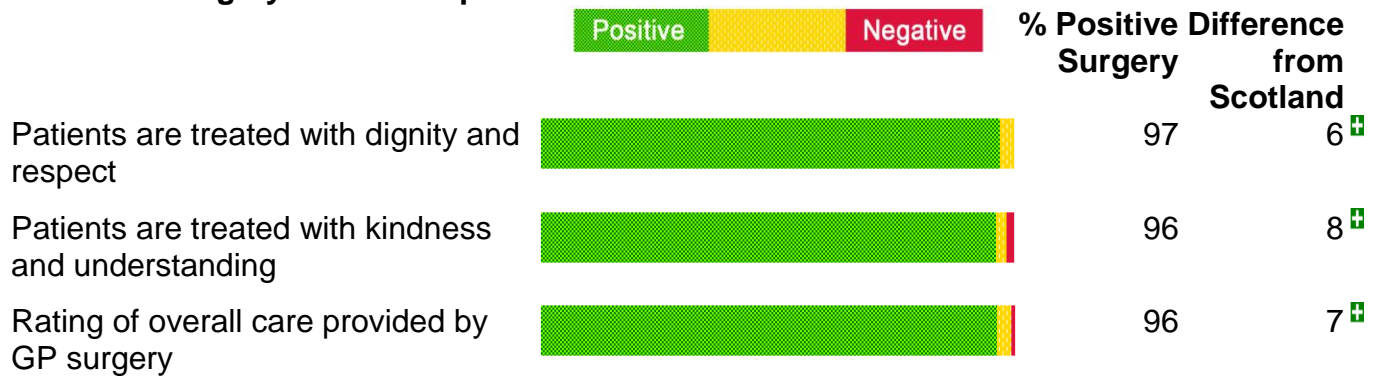
### At the GP surgery - care and treatment



### At the GP surgery - medicines



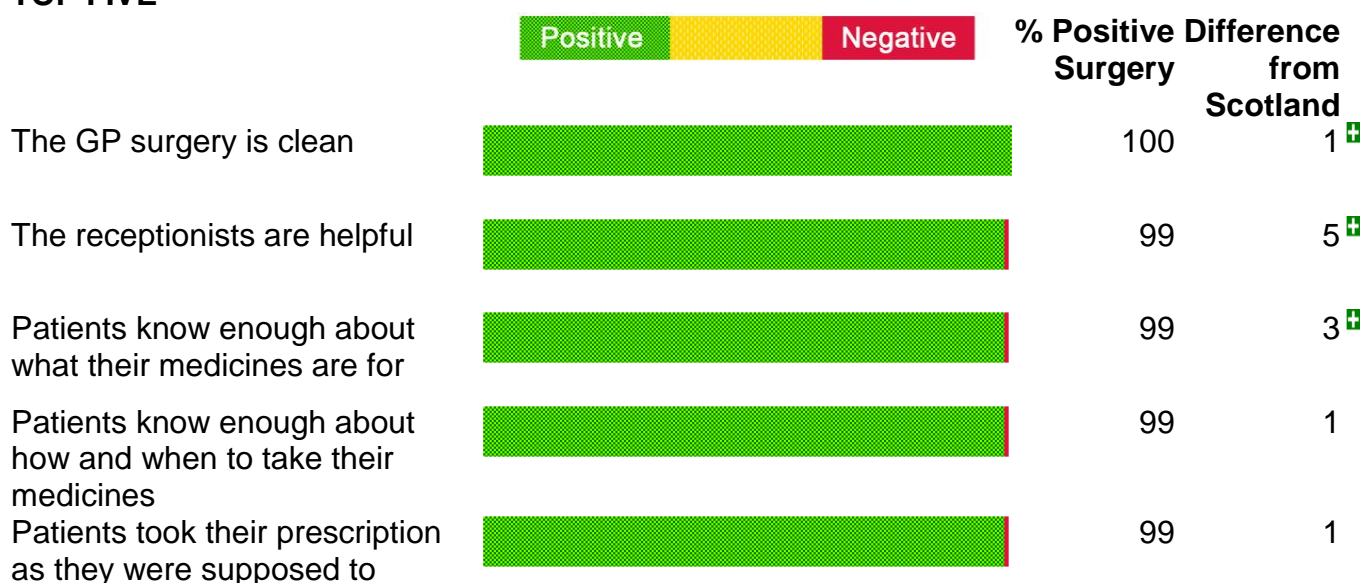
## At the GP surgery - overall experience



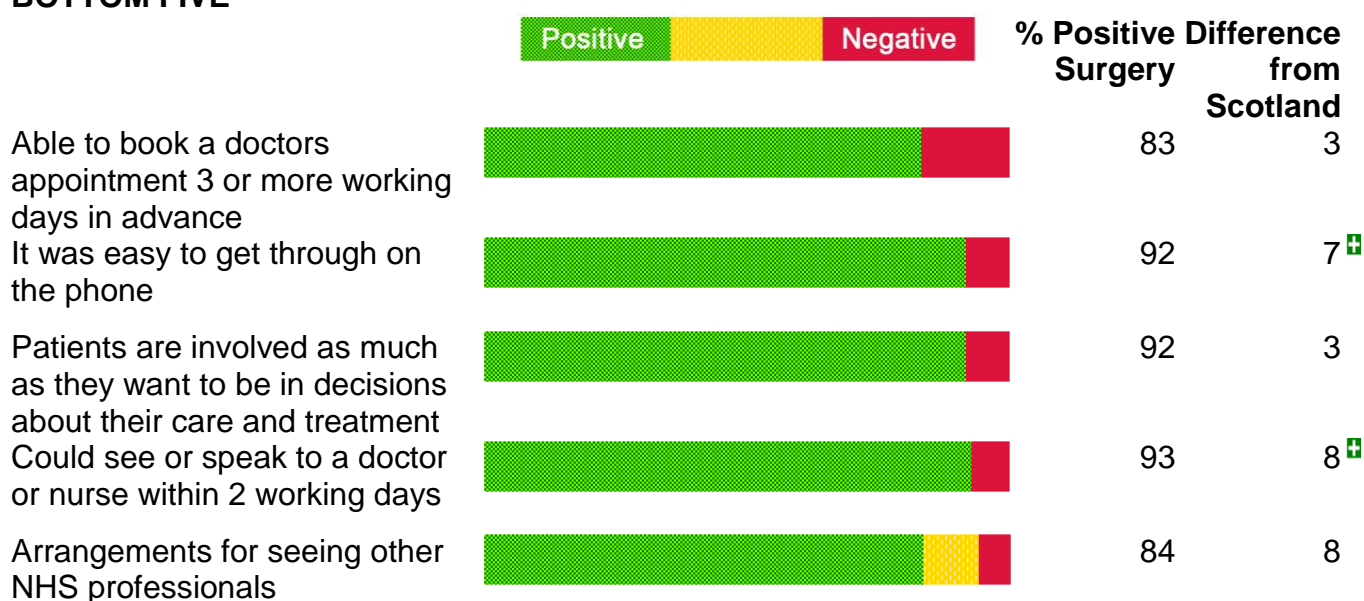
## Top Five and Bottom Five Results for Dr P N Nahar & Partners, Kildrum Health Centre - Cumbernauld

The top 5 questions are those with the highest % positive for the surgery and are sorted by the length of the green bar. The bottom 5 are those questions with the highest % negative for the surgery and are sorted by the length of the red bar.

### TOP FIVE



### BOTTOM FIVE



## Comparison with results from 2009/10 survey

The tables below show the GP surgery's 2011/12 percent positive scores compared to 2009/10.

- + scores significantly improved since previous survey
- scores significantly worsened since previous survey

**2009/10** Percentage positive for 2009/10  
**2011/12** Percentage positive for 2011/12

### Getting to see or speak to someone

	2009/10	2011/12	Difference from previous survey
Can usually see preferred doctor	91 %	95 %	4
Overall arrangements for getting to see a doctor	89 %	90 %	1
Overall arrangements for getting to see a nurse	93 %	96 %	3

### At the GP surgery

	2009/10	2011/12	Difference from previous survey
Time waiting to be seen at GP surgery	95 %	97 %	2

### At the GP surgery - doctors

	2009/10	2011/12	Difference from previous survey
The doctor listens to the patient	93 %	98 %	5 <span style="color: green;">+</span>
Patients feel that the doctor has all the information they need to treat them	92 %	94 %	2
The doctor talks in a way that helps the patient to understand their condition and treatment	91 %	92 %	1
Patients have confidence in the doctor's ability to treat them	94 %	94 %	0
Patients have enough time with the doctor	92 %	94 %	2




## At the GP surgery - nurses

	2009/10	2011/12	Difference from previous survey
The nurse listens to the patient	93 %	96 %	3
Patients feel that the nurse has all the information they need to treat them	90 %	93 %	3
The nurse talks in a way that helps the patient to understand their condition and treatment	90 %	91 %	1
Patients have confidence in the nurse's ability to treat them	95 %	96 %	1
Patients have enough time with the nurse	95 %	97 %	2

## At the GP surgery - care and treatment

	2009/10	2011/12	Difference from previous survey
Patients are involved as much as they want to be in decisions about their care and treatment	89 %	92 %	3

## At the GP surgery - medicines

	2009/10	2011/12	Difference from previous survey
Patients know enough about what their medicines are for	95 %	99 %	4 
Patients know enough about how and when to take their medicines	99 %	99 %	0
Patients know enough about side effects of medicines	89 %	88 %	-1
Patients know what to do if they have any problems with their medicines	94 %	93 %	-1

## At the GP surgery - overall experience

	2009/10	2011/12	Difference from previous survey
Patients are treated with dignity and respect	99 %	97 %	-2
Rating of overall care provided by GP surgery	95 %	96 %	1

## Additional Questions

This section shows results for other questions that patients were asked about their GP surgery. These results have been presented here because the answers did not fit into the “percentage positive” format used elsewhere in the report.

### At the GP surgery

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

Patients who have contacted their GP surgery in the last 12 months	This GP	
	n	%
Yes, but I don't mind	97	<b>71.9</b>
Yes, and I am not happy about it	23	<b>17.0</b>
No, other patients can't overhear	10	<b>7.4</b>
Don't know	5	<b>3.7</b>
	135	

### GP surgery opening hours

What do you think about the opening hours of your GP surgery?

All Patients	This GP	
	n	%
I am happy with the opening hours of my GP surgery	124	<b>88.6</b>
It is too difficult for me to get time away from work during my surgery opening hours	10	<b>7.1</b>
The opening hours are not convenient for me for another reason	0	<b>0.0</b>
I am not sure when the opening hours of my GP surgery are	6	<b>4.3</b>
	140	

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