

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

## **Results for Dr C R Palmer & Partner, The Surgery, Ecclefechan - Lockerbie**



**Dr C R Palmer & Partner  
The Surgery  
Ecclefechan  
Lockerbie  
DG11 3BT**

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Scotland's Patient Experience Programme



# **2011/12 Patient Experience Survey**

## **Dr C R Palmer & Partner, The Surgery, Ecclefechan - Lockerbie**

This report gives a summary of the results of the 2011/12 Patient Experience Survey for Dr C R Palmer & Partner, The Surgery, Ecclefechan - Lockerbie.

The survey was sent to 359 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)

137 patients of Dr C R Palmer & Partner, The Surgery, Ecclefechan - Lockerbie sent in feedback on their experiences at the surgery. Of the patients that answered questions about themselves:

- 48% were male and 52% were female;
- 8% were aged 17-34, 21% were aged 35-49, 28% were aged 50-64 and 42% 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  
Regent Road  
Edinburgh  
EH1 3DG  
[patientexperience@scotland.gsi.gov.uk](mailto:patientexperience@scotland.gsi.gov.uk)

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 C R Palmer & Partner, The Surgery, Ecclefechan - Lockerbie

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.

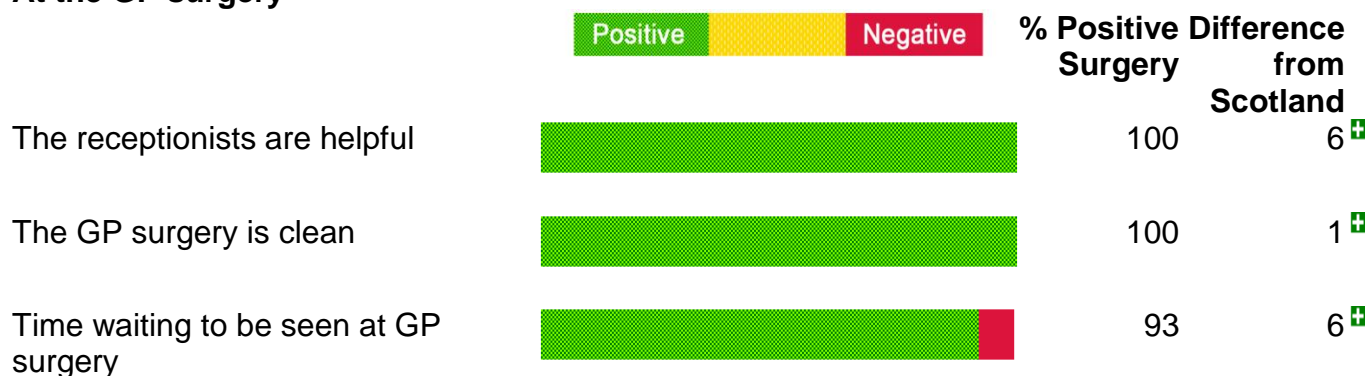
### Getting to see or speak to someone

	Positive	Negative	% Positive Surgery	Difference from Scotland
It was easy to get through on the phone	<div style="width: 99%;"></div>	<div style="width: 1%;"></div>	99	14 <sup>+</sup>
Person answering the phone was helpful	<div style="width: 100%;"></div>	<div style="width: 0%;"></div>	100	5 <sup>+</sup>
Could see or speak to a doctor or nurse within 2 working days	<div style="width: 100%;"></div>	<div style="width: 0%;"></div>	100	15 <sup>+</sup>
Able to book a doctors appointment 3 or more working days in advance	<div style="width: 89%;"></div>	<div style="width: 11%;"></div>	89	9 <sup>+</sup>
Can usually see preferred doctor	<div style="width: 100%;"></div>	<div style="width: 0%;"></div>	100	16 <sup>+</sup>
Overall arrangements for getting to see a doctor	<div style="width: 99%;"></div>	<div style="width: 1%;"></div>	99	24 <sup>+</sup>
Overall arrangements for getting to see a nurse	<div style="width: 99%;"></div>	<div style="width: 1%;"></div>	99	15 <sup>+</sup>

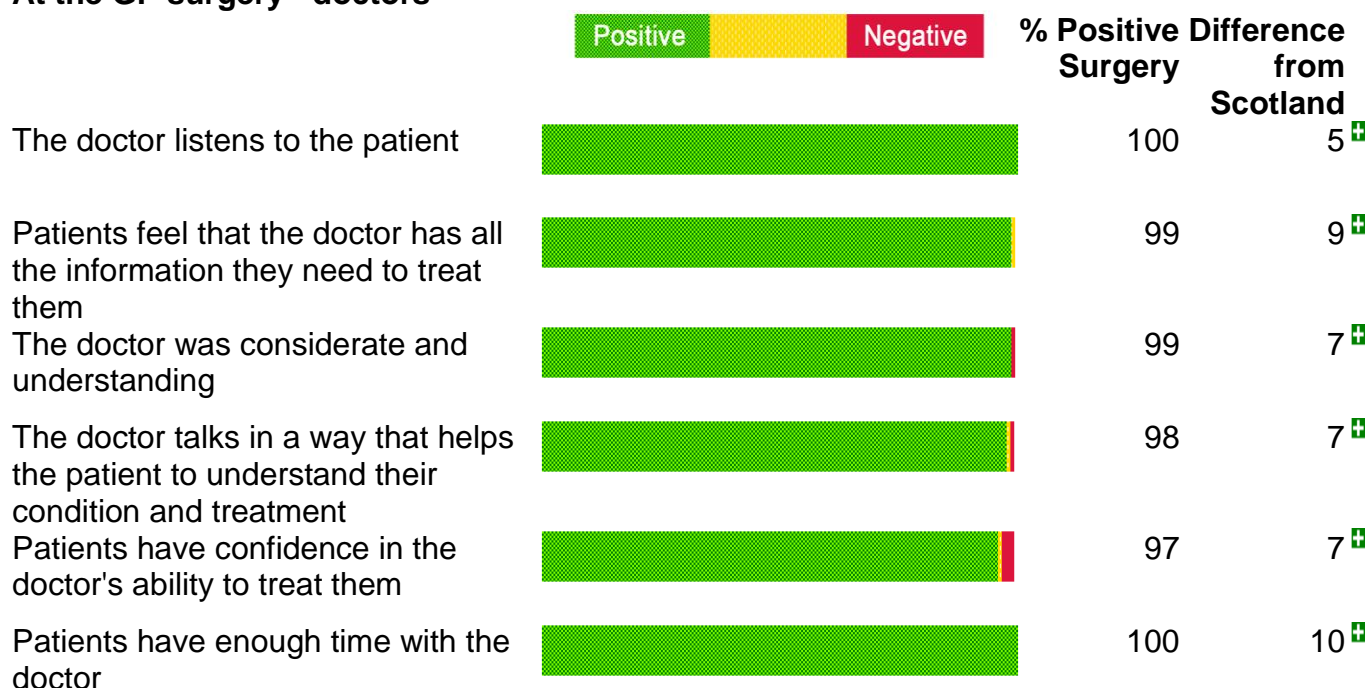
### Referrals

	Positive	Negative	% Positive Surgery	Difference from Scotland
Arrangements for seeing other NHS professionals	<div style="width: 96%;"></div>	<div style="width: 4%;"></div>	96	20 <sup>+</sup>

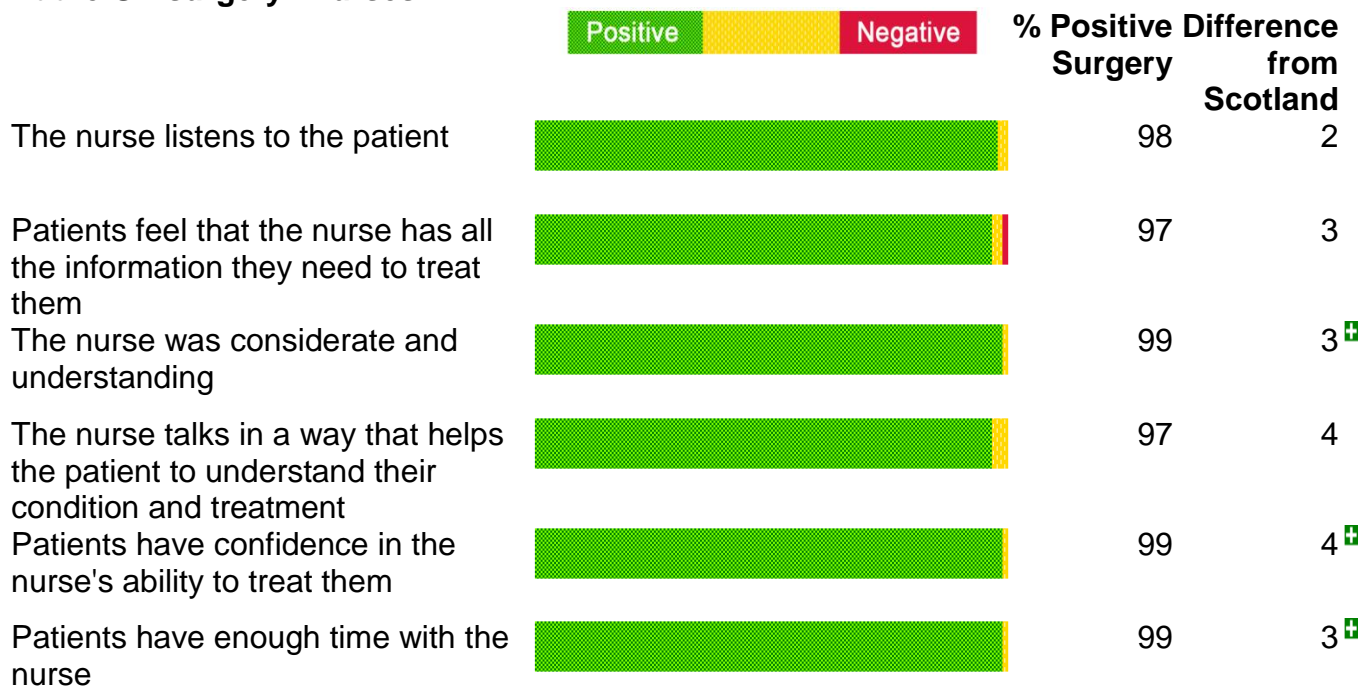
## At the GP surgery



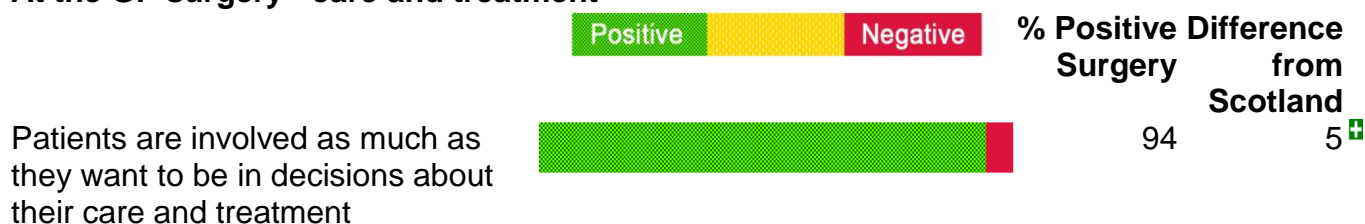
## At the GP surgery - doctors



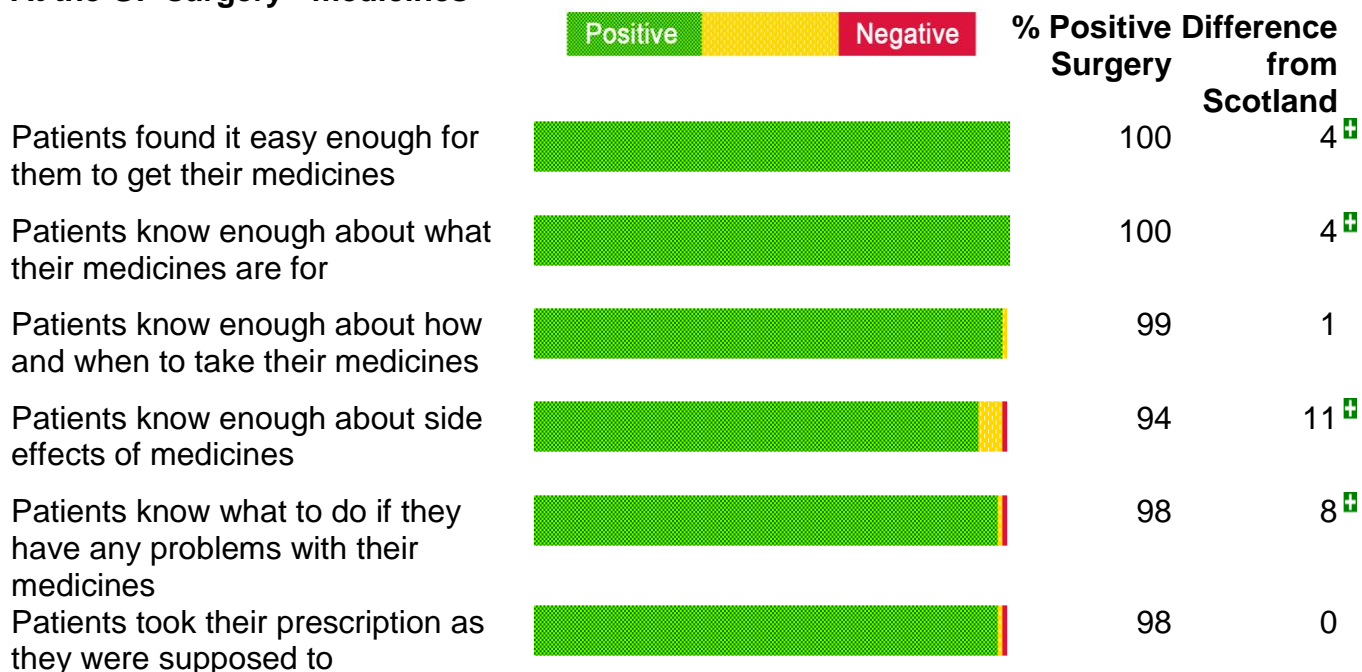
### At the GP surgery - nurses



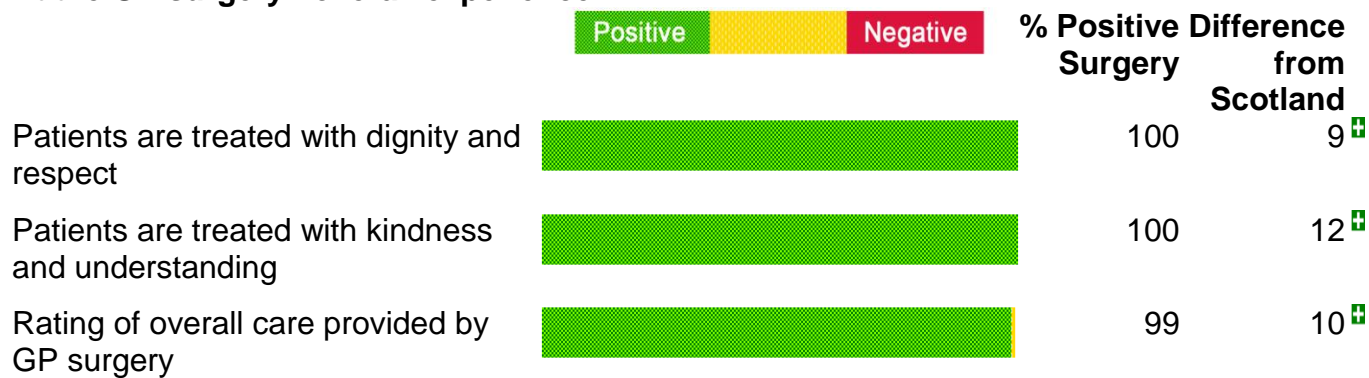
### At the GP surgery - care and treatment



### At the GP surgery - medicines



## At the GP surgery - overall experience





























## Top Five and Bottom Five Results for Dr C R Palmer & Partner, The Surgery, Ecclefechan - Lockerbie

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

	Positive	Negative	% Positive Surgery	Difference from Scotland
Can usually see preferred doctor			100	16 
Could see or speak to a doctor or nurse within 2 working days			100	15 
Person answering the phone was helpful			100	5 
The receptionists are helpful			100	6 
The GP surgery is clean			100	1 

### BOTTOM FIVE

	Positive	Negative	% Positive Surgery	Difference from Scotland
Able to book a doctors appointment 3 or more working days in advance			89	9 
Time waiting to be seen at GP surgery			93	6 
Patients are involved as much as they want to be in decisions about their care and treatment			94	5 
Patients have confidence in the doctor's ability to treat them			97	7 
Patients feel that the nurse has all the information they need to treat them			97	3

## 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	98 %	100 %	2
Overall arrangements for getting to see a doctor	97 %	99 %	2
Overall arrangements for getting to see a nurse	96 %	99 %	3

### At the GP surgery

	2009/10	2011/12	Difference from previous survey
Time waiting to be seen at GP surgery	91 %	93 %	2

### At the GP surgery - doctors

	2009/10	2011/12	Difference from previous survey
The doctor listens to the patient	99 %	100 %	1
Patients feel that the doctor has all the information they need to treat them	98 %	99 %	1
The doctor talks in a way that helps the patient to understand their condition and treatment	98 %	98 %	0
Patients have confidence in the doctor's ability to treat them	96 %	97 %	1
Patients have enough time with the doctor	98 %	100 %	2



## At the GP surgery - nurses

	2009/10	2011/12	Difference from previous survey
The nurse listens to the patient	98 %	98 %	0
Patients feel that the nurse has all the information they need to treat them	95 %	97 %	2
The nurse talks in a way that helps the patient to understand their condition and treatment	96 %	97 %	1
Patients have confidence in the nurse's ability to treat them	98 %	99 %	1
Patients have enough time with the nurse	99 %	99 %	0

## 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	95 %	94 %	-1

## At the GP surgery - medicines

	2009/10	2011/12	Difference from previous survey
Patients know enough about what their medicines are for	99 %	100 %	1
Patients know enough about how and when to take their medicines	99 %	99 %	0
Patients know enough about side effects of medicines	96 %	94 %	-2
Patients know what to do if they have any problems with their medicines	98 %	98 %	0

## At the GP surgery - overall experience

	2009/10	2011/12	Difference from previous survey
Patients are treated with dignity and respect	99 %	100 %	1
Rating of overall care provided by GP surgery	99 %	99 %	0

## 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	54	<b>43.9</b>
Yes, and I am not happy about it	3	<b>2.4</b>
No, other patients can't overhear	60	<b>48.8</b>
Don't know	6	<b>4.9</b>
	123	

### 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	125	<b>92.6</b>
It is too difficult for me to get time away from work during my surgery opening hours	5	<b>3.7</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	5	<b>3.7</b>
	135	

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### Correspondence and enquiries

Enquiries on this publication should be addressed to:

Gregor Boyd

Health Analytical Services Division, The Quality Unit

The Scottish Government

St Andrews House, Regent Road

Telephone: 0131 244 3201

e-mail: [Gregor.boyd@scotland.gsi.gov.uk](mailto:Gregor.boyd@scotland.gsi.gov.uk)

General enquiries on Scottish Government statistics can be addressed to:

Office of the Chief Statistician

Scottish Government

4N.06, St Andrews House

EDINBURGH EH1 3DG

Telephone: (0131) 244 0442

e-mail: [statistics.enquiries@scotland.gsi.gov.uk](mailto:statistics.enquiries@scotland.gsi.gov.uk)

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