

Health and Care Experience Survey 2013/14

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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Health and Care Experience Survey 2013/14

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

This report gives a summary of the results of the Health and Care Experience Survey 2013/14 for Dr C R Palmer & Partner, The Surgery, Ecclefechan - Lockerbie.

The survey was sent to 365 people registered with the practice.

The survey asked questions about people's experiences during 2013/14 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:

http://www.healthcareexperiencesresults.org/gp/GP_Survey_2013.pdf

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

- 48% were male and 52% were female;
- 9% were aged 17-34, 16% were aged 35-49, 34% were aged 50-64 and 40% were 65 and over;
- 68% 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 the Picker Institute Europe, a charity which provides support for care experience surveys.

The results of the survey will be used by GP practices, Health Boards, Community Health 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 CHP/Board Report

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>

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.

The answers that have been counted as positive and negative for each question can be found at:

http://www.healthcareexperienceresults.org/gp/Percent_Positive_Results_key_2013.pdf.

The difference between the practice percent positive result and the Scottish average and, where possible last year's result is shown in the final columns. 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

Later in this report we compare the latest results with those from previous surveys and present results for questions that do not fit into the 'percentage positive' format.

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 results for such questions, please refer to the relevant CHP/Board Report.

http://www.healthcareexperienceresults.org/reports2014/S03000005-GP2013_CHP.pdf

http://www.healthcareexperienceresults.org/reports2014/Y-GP2013_BRD.pdf

Your GP Practice: getting to see or speak to someone

	Very Positive	Positive	Neutral	Negative	% Positive Surgery	Changes from 2011/12	Difference from Scotland
It is easy to get through on the phone		89%		11%	100	1	17 ⁺
Person answering the phone is helpful		97%			100	0	6 ⁺
Can see or speak to a doctor or nurse within 2 working days		99%			100	0	15 ⁺
Able to book a doctors appointment 3 or more working days in advance		89%		11%	89	0	11 ⁺
Can usually see preferred doctor		100%			100	0	18 ⁺
Overall arrangements for getting to see a doctor		89%		10%	99	0	27 ⁺
Overall arrangements for getting to see a nurse		86%		14%	100	1	18 ⁺

Your GP Practice: referrals

	Very Positive	Positive	Neutral	Negative	% Positive Surgery	Changes from 2011/12	Difference from Scotland
Arrangements for getting to see other health and care services		50%	40%	10%	90	-	12 ⁺

At your GP Practice

	Very Positive	Positive	Neutral	Negative	% Positive Surgery	Changes from 2011/12	Difference from Scotland
The receptionists are helpful					100	0	6 
Time waiting to be seen at GP practice					90	-3	4

At your GP Practice - doctors

	Very Positive	Positive	Neutral	Negative	% Positive Surgery	Changes from 2011/12	Difference from Scotland
Doctors listen to patients					97	-3	2
Patients feel that doctors have all the information they need to treat them					96	-3	6 
Doctors take account of the things that matter to patients					97	-	10 
Doctors talk in a way that helps patients to understand their condition and treatment					97	-1	7 
Patients have confidence in doctors' ability to treat them					94	-3	4
Patients have enough time with doctors					100	0	11 

At your GP Practice - nurses

	Very Positive	Positive	Neutral	Negative	% Positive Surgery	Changes from 2011/12	Difference from Scotland
Nurses listen to patients		76%		23%	99	1	3 ⁺
Patients feel that nurses have all the information they need to treat them		75%		21%	96	-1	3
Nurses take account of the things that matter to patients		75%		21%	96	-	6 ⁺
Nurses talk in a way that helps patients to understand their condition and treatment		73%		19%	92	-5	1
Patients have confidence in nurses' ability to treat them		76%		19%	95	-4	1
Patients have enough time with nurses		80%		19%	99	0	3 ⁺

At your GP practice - care and treatment

	Very Positive	Positive	Neutral	Negative	% Positive Surgery	Changes from 2011/12	Difference from Scotland
Patients are involved as much as they want to be in decisions about their care and treatment		84%		16%	84	-	22 ⁺

Tests arranged by your GP practice

	Very Positive	Positive	Neutral	Negative	% Positive Surgery	Changes from 2011/12	Difference from Scotland
It is explained to patients why they need a test		82%		16%	99	-	3
Patients are satisfied with the length of time they wait for results		78%		16%	94	-	8 ⁺
Patients are satisfied with the way they receive results		79%		15%	94	-	13 ⁺
Test results are explained to patients in a way they can understand		78%		16%	94	-	12 ⁺

At your GP Practice - medicines

	Very Positive	Positive	Neutral	Negative	% Positive Surgery	Changes from 2011/12	Difference from Scotland
Patients find it easy enough for them to get their medicines		84%		15%	99	-1	3 ⁺
Patients know enough about what their medicines are for		78%		21%	99	-1	2
Patients know enough about how and when to take their medicines		83%		17%	100	1	2 ⁺
Patients know enough about side effects of medicines		77%		17%	94	0	12 ⁺
Patients know what to do if they have any problems with their medicines		72%		24%	96	-2	6 ⁺
Patients take their prescription as they are supposed to		83%		15%	98	0	0

At your GP practice - dealing with mistakes

	Very Positive	Positive	Neutral	Negative	% Positive Surgery	Changes from 2011/12	Difference from Scotland
Patients believe a mistake was made in their treatment or care by their GP practice		99%			99	-	5 ⁺

At your GP practice - overall experience

	Very Positive	Positive	Neutral	Negative	% Positive Surgery	Changes from 2011/12	Difference from Scotland
Patients are treated with respect	<div><div></div><div></div><div></div><div></div></div>				100	0	9 +
Patients are treated with compassion and understanding	<div><div></div><div></div><div></div><div></div></div>				98	-2	14 +
Rating of overall care provided by GP practice	<div><div></div><div></div><div></div><div></div></div>				99	0	12 +

Out of hours healthcare

	Very Positive	Positive	Neutral	Negative	% Positive Surgery	Changes from 2011/12	Difference from Scotland
Patients feel that people take account of the things that matter to them	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	67	-	-7

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

TOP FIVE

	Very Positive	Positive	Neutral	Negative	% Positive Surgery	Changes from 2011/12	Difference from Scotland
Can see or speak to a doctor or nurse within 2 working days		99%			100	0	15
Person answering the phone is helpful		97%			100	0	6
It is easy to get through on the phone		89%		11%	100	1	17
Can usually see preferred doctor		100%			100	0	18
Overall arrangements for getting to see a nurse		86%		14%	100	1	18

BOTTOM FIVE

	Very Positive	Positive	Neutral	Negative	% Positive Surgery	Changes from 2011/12	Difference from Scotland
Able to book a doctors appointment 3 or more working days in advance		89%		11%	89	0	11
Time waiting to be seen at GP practice		90%		10%	90	-3	4

Patients feel that people take account of the things that matter to them		67	-	-7
Patients are satisfied with the length of time they wait for results		94	-	8 
Patients have confidence in doctors' ability to treat them		94	-3	4

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 CHP/Board Report

http://www.healthcareexperienceresults.org/reports2014/S03000005-GP2013_CHP.pdf

http://www.healthcareexperienceresults.org/reports2014/Y-GP2013_BRD.pdf

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	2011/12	2013/14	Scotland
Yes, but I don't mind	44	38	57
Yes, and I am not happy about it	2	10	19
No, other patients can't overhear	49	44	17
Don't know	5	8	8

Out of hours healthcare

Q29 - 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	2011/12	2013/14	Scotland
NHS 24	64	75	68
Pharmacist / Chemist	0	0	3
Out of Hours service	15	15	5
My own GP practice	12	0	3
District nurse / Community nurse	0	0	1
999 Emergency service	3	5	6
A&E / Casualty	6	5	12
Other	0	0	2

Q30 - 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	2011/12	2013/14	Scotland
Got phone advice only from NHS 24	9	19	15
Pharmacist / Chemist	3	0	2
Out of Hours service	18	19	27
Own GP practice	9	5	5
Home visit from another doctor / nurse	12	19	7
Emergency Dental Service	3	0	1
Ambulance paramedics	30	10	10
A&E / Casualty	12	29	30
Social care services	3	0	0
Other	-	0	3

Q33 - What do you think about the opening hours of your GP practice?

All Patients	2011/12	2013/14	Scotland
I am happy with the opening hours of my GP practice	93	94	78
It is too difficult for me to get time away from work during my practice opening hours	4	5	12
The opening hours are not convenient for me for another reason	0	1	3
I am not sure when my GP practice is open	4	1	7

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 do your usual activities?

Patients who received NHS treatment or advice because of something that was affecting their ability to do their usual activities	2011/12	2013/14	Scotland
I was able to go back to most of my usual activities	41	57	45
There was no change in my ability to do my usual activities	27	14	23
I was less able to do my usual activities	21	11	16
It is too soon to say	11	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	2011/12	2013/14	Scotland
It was better than before	68	57	52
It was about the same as before	29	36	35
It was worse than before	0	2	4
It is too soon to say	3	4	9

Comparisons with previous surveys

The tables below show the GP practice's 2013/14 percent positive scores compared to both 2011/12 & 2009/10 scores.

- + 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
2013/14 Percentage positive for 2013/14

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 results for such questions, please refer to the relevant CHP/Board Report

http://www.healthcareexperienceresults.org/reports2014/S03000005-GP2013_CHP.pdf

http://www.healthcareexperienceresults.org/reports2014/Y-GP2013_BRD.pdf

Your GP Practice: getting to see or speak to someone

	2009/10	2011/12	2013/14	Difference from previous survey
It is easy to get through on the phone	-	99	100	1
Person answering the phone is helpful	-	100	100	0
Can see or speak to a doctor or nurse within 2 working days	-	100	100	0
Able to book a doctors appointment 3 or more working days in advance	-	89	89	0
Can usually see preferred doctor	98	100	100	0
Overall arrangements for getting to see a doctor	97	99	99	0
Overall arrangements for getting to see a nurse	96	99	100	1

At your GP Practice

	2009/10	2011/12	2013/14	Difference from previous survey
The receptionists are helpful	-	100	100	0
Time waiting to be seen at GP practice	-	93	90	-3

At your GP Practice - doctors

	2009/10	2011/12	2013/14	Difference from previous survey
Doctors listen to patients	99	100	97	-3
Patients feel that doctors have all the information they need to treat them	98	99	96	-3
Doctors talk in a way that helps patients to understand their condition and treatment	98	98	97	-1
Patients have confidence in doctors' ability to treat them	96	97	94	-3
Patients have enough time with doctors	98	100	100	0

At your GP Practice - nurses

	2009/10	2011/12	2013/14	Difference from previous survey
Nurses listen to patients	98	98	99	1
Patients feel that nurses have all the information they need to treat them	95	97	96	-1

Nurses talk in a way that helps patients to understand their condition and treatment	96	97	92	-5
Patients have confidence in nurses' ability to treat them	98	99	95	-4
Patients have enough time with nurses	99	99	99	0

At your GP Practice - medicines

	2009/10	2011/12	2013/14	Difference from previous survey
Patients find it easy enough for them to get their medicines	-	100	99	-1
Patients know enough about what their medicines are for	99	100	99	-1
Patients know enough about how and when to take their medicines	99	99	100	1
Patients know enough about side effects of medicines	96	94	94	0
Patients know what to do if they have any problems with their medicines	98	98	96	-2
Patients take their prescription as they are supposed to	-	98	98	0

At your GP practice - overall experience

	2009/10	2011/12	2013/14	Difference from previous survey
Patients are treated with respect	99	100	100	0
Patients are treated with compassion and understanding	-	100	98	-2
Rating of overall care provided by GP practice	99	99	99	0

Out of hours healthcare

	2009/10	2011/12	2013/14	Difference from previous survey
The time patients wait for out of hours services is reasonable	-	79	77	-2
Patients feel that they are listened to	-	84	80	-4
Things are explained to patients in a way they can understand	-	91	76	-15
Patients feel they get the right treatment or advice	-	84	76	-8
Rating of overall care provided out of hours	-	82	72	-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 or responses. If you wish to see more details on these types of questions, please refer to the relevant CHP/Board Report

http://www.healthcareexperienceresults.org/reports2014/S03000005-GP2013_CHP.pdf

http://www.healthcareexperienceresults.org/reports2014/Y-GP2013_BRD.pdf

Your GP Practice: getting to see or speak to someone

Q1 - Have you contacted the named GP practice on the enclosed letter in the last 12 months?

All Patients	n	%
No	9	8.0
Yes	103	92.0
	112	

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	9	9.0
2 – 4 times	43	43.0
5 - 10 times	33	33.0
More than 10 times	14	14.0
Can't remember / don't know	1	1.0
	100	

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	82	89.1
*Fairly easy	10	10.9
Not easy	0	0.0
Percent Positive - This GP 100.0 %	92	

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	89	96.7
*Fairly helpful	3	3.3
Not very helpful	0	0.0
Not at all helpful	0	0.0
Percent Positive - This GP 100.0 %	92	

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	81	98.8
*I saw or spoke to a doctor or nurse within 1 or 2 working days	1	1.2
I waited more than 2 working days to see or speak to a doctor or nurse	0	0.0
Percent Positive - This GP 100.0 %	82	

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	48	88.9
No	6	11.1
Percent Positive - This GP 88.9 %	54	

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	80	81.6
No	0	0.0
*I don't have a doctor I prefer to see	18	18.4
Percent Positive - This GP 100.0 %	98	

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	89	89.0
*Good	10	10.0
Fair	1	1.0
Poor	0	0.0
Very poor	0	0.0
Percent Positive - This GP 99.0 %	100	

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	75	86.2
*Good	12	13.8
Fair	0	0.0
Poor	0	0.0
Very poor	0	0.0
Percent Positive - This GP 100.0 %	87	

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	47	47.5
No, as it wasn't necessary	52	52.5
No, but I wanted to	0	0.0
	99	

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	24	50.0
*Good	19	39.6
Fair	5	10.4
Poor	0	0.0
Very poor	0	0.0
Percent Positive - This GP 89.6 %	48	

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	38	38.0
Yes, and I am not happy about it	10	10.0
No, other patients can't overhear	44	44.0
Don't know	8	8.0
	100	

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	97	97.0
*Fairly helpful	3	3.0
Not very helpful	0	0.0
Not at all helpful	0	0.0
Percent Positive - This GP 100.0 %	100	

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	90	90.0
It is too long	10	10.0
Percent Positive - This GP 90.0 %	100	

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	3	3.1
Yes	95	96.9
	98	

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	80	82.5
*Agree	14	14.4
Neither agree nor disagree	2	2.1
Disagree	1	1.0
Strongly disagree	0	0.0
Percent Positive - This GP 96.9 %	97	

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	75	77.3
*Agree	18	18.6
Neither agree nor disagree	2	2.1
Disagree	2	2.1
Strongly disagree	0	0.0
Percent Positive - This GP 95.9 %	97	

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	72	75.0
*Agree	21	21.9
Neither agree nor disagree	1	1.0
Disagree	2	2.1
Strongly disagree	0	0.0
Percent Positive - This GP 96.9 %	96	

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	79	81.4
*Agree	15	15.5
Neither agree nor disagree	2	2.1
Disagree	1	1.0
Strongly disagree	0	0.0
Percent Positive - This GP 96.9 %	97	

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	76	78.4
*Agree	15	15.5
Neither agree nor disagree	3	3.1
Disagree	3	3.1
Strongly disagree	0	0.0
Percent Positive - This GP 93.9 %	97	

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	80	82.5
*Agree	17	17.5
Neither agree nor disagree	0	0.0
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 100.0 %	97	

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	25	25.8
Yes	72	74.2
	97	

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	57	76.0
*Agree	17	22.7
Neither agree nor disagree	1	1.3
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 98.7 %	75	

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	56	74.7
*Agree	16	21.3
Neither agree nor disagree	2	2.7
Disagree	1	1.3
Strongly disagree	0	0.0
Percent Positive - This GP 96.0 %	75	

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	56	74.7
*Agree	16	21.3
Neither agree nor disagree	2	2.7
Disagree	1	1.3
Strongly disagree	0	0.0
Percent Positive - This GP 96.0 %	75	

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	55	73.3
*Agree	14	18.7
Neither agree nor disagree	5	6.7
Disagree	1	1.3
Strongly disagree	0	0.0
Percent Positive - This GP 92.0 %	75	

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	57	76.0
*Agree	14	18.7
Neither agree nor disagree	3	4.0
Disagree	1	1.3
Strongly disagree	0	0.0
Percent Positive - This GP 94.7 %	75	

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	60	80.0
*Agree	14	18.7
Neither agree nor disagree	1	1.3
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 98.7 %	75	

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	84	84.0
Yes, to some extent	16	16.0
No, and I would like to be	0	0.0
Percent Positive - This GP 84.0 %	100	

Q18 - Did you see any health professionals at your GP practice in the last 12 months about something that affected your ability to work or get work?

Patients who have contacted their GP practice in the last 12 months	n	%
No	93	93.0
Yes	7	7.0
	100	

Tests arranged by your GP practice

Q20 - In the last twelve 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	32	32.3
Yes	67	67.7
	99	

Q21a - 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	56	82.4
*Agree	11	16.2
Neither agree nor disagree	1	1.5
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 98.6 %	68	

Q21b - 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	53	77.9
*Agree	11	16.2
Neither agree nor disagree	1	1.5
Disagree	3	4.4
Strongly disagree	0	0.0
Percent Positive - This GP 94.1 %	68	

Q21c - 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	54	79.4
*Agree	10	14.7
Neither agree nor disagree	2	2.9
Disagree	2	2.9
Strongly disagree	0	0.0
Percent Positive - This GP 94.1 %	68	

Q21d - 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	53	77.9
*Agree	11	16.2
Neither agree nor disagree	2	2.9
Disagree	1	1.5
Strongly disagree	1	1.5
Percent Positive - This GP 94.1 %	68	

At your GP Practice - medicines

Q22 - 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	17	17.0
Yes	83	83.0
	100	

Q23a - 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	69	84.1
*Agree	12	14.6
Neither agree nor disagree	0	0.0
Disagree	1	1.2
Strongly disagree	0	0.0
Percent Positive - This GP 98.7 %	82	

Q23b - 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	64	78.0
*Agree	17	20.7
Neither agree nor disagree	1	1.2
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 98.7 %	82	

Q23c - 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	68	82.9
*Agree	14	17.1
Neither agree nor disagree	0	0.0
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 100.0 %	82	

Q23d - 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	62	76.5
*Agree	14	17.3
Neither agree nor disagree	5	6.2
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 93.8 %	81	

Q23e - 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	60	72.3
*Agree	20	24.1
Neither agree nor disagree	2	2.4
Disagree	1	1.2
Strongly disagree	0	0.0
Percent Positive - This GP 96.4 %	83	

Q23f - 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	68	82.9
*Agree	12	14.6
Neither agree nor disagree	1	1.2
Disagree	1	1.2
Strongly disagree	0	0.0
Percent Positive - This GP 97.5 %	82	

At your GP practice - dealing with mistakes

Q24 - 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	99	99.0
Yes	1	1.0
Percent Positive - This GP 99.0 %	100	

At your GP practice - overall experience

Q26a - 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	82	82.8
*Agree	17	17.2
Neither agree nor disagree	0	0.0
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 100.0 %	99	

Q26b - 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	80	80.8
*Agree	17	17.2
Neither agree nor disagree	2	2.0
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 98.0 %	99	

Q27 - 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	85	85.0
*Good	14	14.0
Fair	1	1.0
Poor	0	0.0
Very poor	0	0.0
Percent Positive - This GP 99.0 %	100	

Out of hours healthcare

Q28 - 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	23	20.5
No	89	79.5
	112	

Q29 - 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	%
NHS 24	15	75.0
Pharmacist / Chemist	0	0.0
Out of Hours service	3	15.0
My own GP practice	0	0.0
District nurse / Community nurse	0	0.0
999 Emergency service	1	5.0
A&E / Casualty	1	5.0
Other	0	0.0
	20	

Q30 - 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	4	19.0
Pharmacist / Chemist	0	0.0
Out of Hours service	4	19.0
Own GP practice	1	4.8
Home visit from another doctor / nurse	4	19.0
Emergency Dental Service	0	0.0
Ambulance paramedics	2	9.5
A&E / Casualty	6	28.6
Social care services	0	0.0
Other	0	0.0
	21	

Q31a - Thinking of the service in your answer to Q30, 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	9	40.9
*Agree	8	36.4
Neither agree nor disagree	3	13.6
Disagree	1	4.5
Strongly disagree	1	4.5
Percent Positive - This GP 77.3 %	22	

Q31c - Thinking of the service in your answer to Q30, 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	8	40.0
*Agree	8	40.0
Neither agree nor disagree	3	15.0
Disagree	1	5.0
Strongly disagree	0	0.0
Percent Positive - This GP 80.0 %	20	

Q31d - Thinking of the service in your answer to Q30, 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	10	47.6
*Agree	6	28.6
Neither agree nor disagree	3	14.3
Disagree	1	4.8
Strongly disagree	1	4.8
Percent Positive - This GP 76.2 %	21	

Q31e - Thinking of the service in your answer to Q30, 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	10	47.6
*Agree	6	28.6
Neither agree nor disagree	3	14.3
Disagree	1	4.8
Strongly disagree	1	4.8
Percent Positive - This GP 76.2 %	21	

Q31f - Thinking of the service in your answer to Q30, 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	10	47.6
*Agree	4	19.0
Neither agree nor disagree	5	23.8
Disagree	1	4.8
Strongly disagree	1	4.8
Percent Positive - This GP 66.6 %	21	

Q32 - 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	9	42.9
*Good	6	28.6
Fair	4	19.0
Poor	0	0.0
Very poor	2	9.5
Percent Positive - This GP 71.5 %	21	

Q33 - 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	104	93.7
It is too difficult for me to get time away from work during my practice opening hours	5	4.5
The opening hours are not convenient for me for another reason	1	0.9
I am not sure when my GP practice is open	1	0.9
	111	

Care, support and help with everyday living

Q34 - 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	14	12.5
Yes, help for me with adaptations and/or equipment for my home	4	3.6
Yes, help for me for activities outside my home	10	8.9
Yes, help to look after someone else	4	3.6
No, not had any help but I feel that I needed it	1	0.9
No, not had any help	85	75.9
	112	

Q35 - 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	8	40.0
No	12	60.0
	20	

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 do your usual activities?

All Patients	n	%
Yes	29	26.4
No	81	73.6
	110	

Q39 - Thinking about the last time this happened, how would you describe the effect of the treatment on your ability to do your usual activities?

Patients who received NHS treatment or advice because of something that was affecting their ability to do their usual activities	n	%
I was able to go back to most of my usual activities	16	57.1
There was no change in my ability to do my usual activities	4	14.3
I was less able to do my usual activities	3	10.7
It is too soon to say	5	17.9
	28	

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	49	45.0
No	60	55.0
	109	

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	27	57.4
It was about the same as before	17	36.2
It was worse than before	1	2.1
It is too soon to say	2	4.3
	47	

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	12	10.9
No	98	89.1
	110	

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	95	87.2
Yes, up to 4 hours a week	4	3.7
Yes, 5 - 19 hours a week	5	4.6
Yes, 20 - 34 hours a week	1	0.9
Yes, 35 – 49 hours a week	1	0.9
Yes, 50 or more hours a week	3	2.8
	109	

Demographics

Q47 - Are you male or female?

All Patients	n	%
Male	53	47.7
Female	58	52.3
	111	

Q48 - What was your age on your last birthday?

All Patients	n	%
17-34	10	9.0
35-49	18	16.2
50-64	38	34.2
65+	45	40.5
	111	

Q49 - How would you rate your health in general?

All Patients	n	%
Good	70	62.5
Fair	37	33.0
Poor	5	4.5
	112	

Q51 - 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? (Include problems related to old age).

All Patients	n	%
Yes, limited a lot	19	17.3
Yes, limited a little	16	14.5
No	75	68.2
	110	

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Correspondence and enquiries

Enquiries on this publication should be addressed to:

Andrew Paterson

Health Analytical Services Division

St Andrews House

Edinburgh

ED1 3DG

Telephone: 0131 244 3201

e-mail: andrew.paterson@scotland.gsi.gov.uk

General enquiries on Scottish Government statistics can be addressed to:

Office of the Chief Statistician

3.WR

St Andrews House

Edinburgh

ED1 3DG

Telephone: (0131) 244 0442

e-mail: statistics.enquiries@scotland.gsi.gov.uk

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