

# Health and Care Experience Survey 2013/14

## Results for Dunblane Medical Practice - Dunblane



**Dunblane Medical Practice  
Health Centre  
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Dunblane  
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May 2014, Official statistics



# Health and Care Experience Survey 2013/14

## Dunblane Medical Practice - Dunblane

This report gives a summary of the results of the Health and Care Experience Survey 2013/14 for Dunblane Medical Practice - Dunblane.

The survey was sent to 423 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.healthcareexperienceresults.org/gp/GP\\_Survey\\_2013.pdf](http://www.healthcareexperienceresults.org/gp/GP_Survey_2013.pdf)

136 patients of Dunblane Medical Practice - Dunblane sent in feedback on their experiences at the practice. Of the patients that answered questions about themselves:

- 43% were male and 57% were female;
- 7% were aged 17-34, 21% were aged 35-49, 27% were aged 50-64 and 45% were 65 and over;
- 73% 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](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/S03000011-GP2013\\_CHP.pdf](http://www.healthcareexperienceresults.org/reports2014/S03000011-GP2013_CHP.pdf)

[http://www.healthcareexperienceresults.org/reports2014/V-GP2013\\_BRD.pdf](http://www.healthcareexperienceresults.org/reports2014/V-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	38%	55%			93	-2	10 <sup>+</sup>
Person answering the phone is helpful	71%	29%			99	5	5 <sup>+</sup>
Can see or speak to a doctor or nurse within 2 working days	70%	17%	13%		87	1	2
Able to book a doctors appointment 3 or more working days in advance	91%				91	3	13 <sup>+</sup>
Can usually see preferred doctor	88%	12%			88	6	6 <sup>+</sup>
Overall arrangements for getting to see a doctor	20%	46%	28%		66	-8	-6
Overall arrangements for getting to see a nurse	31%	50%	15%		81	-2	-1

## 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	33%	55%			87	-	9 <sup>+</sup>

## At your GP Practice

	Very Positive	Positive	Neutral	Negative	% Positive Surgery	Changes from 2011/12	Difference from Scotland
The receptionists are helpful	55%	42%			97	0	3
Time waiting to be seen at GP practice		90%		10%	90	-1	4

## At your GP Practice - doctors

	Very Positive	Positive	Neutral	Negative	% Positive Surgery	Changes from 2011/12	Difference from Scotland
Doctors listen to patients	64%	36%			100	4	5 <sup>+</sup>
Patients feel that doctors have all the information they need to treat them	51%	42%			93	7	3
Doctors take account of the things that matter to patients	55%	33%	11%		88	-	1
Doctors talk in a way that helps patients to understand their condition and treatment	57%	39%			96	1	6 <sup>+</sup>
Patients have confidence in doctors' ability to treat them	62%	31%			93	6	3
Patients have enough time with doctors	54%	37%			90	0	1

## At your GP Practice - nurses

	Very Positive	Positive	Neutral	Negative	% Positive Surgery	Changes from 2011/12	Difference from Scotland
Nurses listen to patients					99	1	3 <sup>+</sup>
Patients feel that nurses have all the information they need to treat them					93	-6	0
Nurses take account of the things that matter to patients					88	-	-2
Nurses talk in a way that helps patients to understand their condition and treatment					88	-6	-3
Patients have confidence in nurses' ability to treat them					96	2	2
Patients have enough time with nurses					98	1	2

## 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					72	-	10 <sup>+</sup>

## 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	63%	32%			95	-	-1
Patients are satisfied with the length of time they wait for results	50%	39%			89	-	3
Patients are satisfied with the way they receive results	45%	41%			86	-	5
Test results are explained to patients in a way they can understand	49%	38%			87	-	5

## 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	72%		27%		99	-1	3 <sup>+</sup>
Patients know enough about what their medicines are for	68%		31%		99	1	2 <sup>+</sup>
Patients know enough about how and when to take their medicines	69%		30%		99	0	1
Patients know enough about side effects of medicines	49%	36%	13%		84	0	2
Patients know what to do if they have any problems with their medicines	52%	38%			89	-1	-1
Patients take their prescription as they are supposed to	68%		30%		98	-1	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	96%				96	-	2



## 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	55%	42%			97	2	6 <sup>+</sup>
Patients are treated with compassion and understanding	44%	46%	10%		90	-1	6 <sup>+</sup>
Rating of overall care provided by GP practice	51%	43%			94	2	7 <sup>+</sup>

## 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	27%	43%	20%	10%	70	-	-4

## Caring responsibilities

	Very Positive	Positive	Neutral	Negative	% Positive Surgery	Changes from 2011/12	Difference from Scotland
Carers have a good balance between caring and other things in their life	10%	45%	35%	10%	55	-	-15

## Top Five and Bottom Five Results for Dunblane Medical Practice - Dunblane


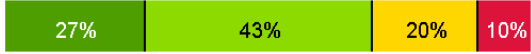

The top 5 questions are those with the highest % positive for the practice and are sorted by the length of the green bar. The bottom 5 are those questions with the highest % negative for the practice and are sorted by the length of the red bar.

### TOP FIVE

	Very Positive	Positive	Neutral	Negative	% Positive Surgery	Changes from 2011/12	Difference from Scotland
Doctors listen to patients	64%	36%			100	4	5 <sup>+</sup>
Person answering the phone is helpful	71%	29%			99	5	5 <sup>+</sup>
Patients know enough about what their medicines are for	68%	31%			99	1	2 <sup>+</sup>
Patients find it easy enough for them to get their medicines	72%	27%			99	-1	3 <sup>+</sup>
Patients know enough about how and when to take their medicines	69%	30%			99	0	1

### BOTTOM 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	70%	17%		13%	87	1	2
Can usually see preferred doctor	88%			12%	88	6	6 <sup>+</sup>

Time waiting to be seen at GP practice		90	-1	4
Patients feel that people take account of the things that matter to them		70	-	-4
Carers have a good balance between caring and other things in their life		55	-	-15

## 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/S03000011-GP2013\\_CHP.pdf](http://www.healthcareexperienceresults.org/reports2014/S03000011-GP2013_CHP.pdf)

[http://www.healthcareexperienceresults.org/reports2014/V-GP2013\\_BRD.pdf](http://www.healthcareexperienceresults.org/reports2014/V-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	65	<b>63</b>	57
Yes, and I am not happy about it	13	<b>10</b>	19
No, other patients can't overhear	16	<b>15</b>	17
Don't know	6	<b>12</b>	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	86	<b>66</b>	68
Pharmacist / Chemist	6	<b>14</b>	3
Out of Hours service	0	<b>7</b>	5
My own GP practice	0	<b>0</b>	3
District nurse / Community nurse	0	<b>0</b>	1
999 Emergency service	0	<b>7</b>	6
A&E / Casualty	6	<b>3</b>	12
Other	3	<b>3</b>	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	18	<b>13</b>	15
Pharmacist / Chemist	12	<b>10</b>	2
Out of Hours service	42	<b>30</b>	27
Own GP practice	0	<b>3</b>	5
Home visit from another doctor / nurse	6	<b>7</b>	7
Emergency Dental Service	0	<b>3</b>	1
Ambulance paramedics	0	<b>7</b>	10
A&E / Casualty	18	<b>27</b>	30
Social care services	3	<b>0</b>	0
Other	-	<b>0</b>	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	77	<b>76</b>	78
It is too difficult for me to get time away from work during my practice opening hours	9	<b>14</b>	12
The opening hours are not convenient for me for another reason	1	<b>5</b>	3
I am not sure when my GP practice is open	13	<b>5</b>	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	45	<b>49</b>	45
There was no change in my ability to do my usual activities	26	<b>29</b>	23
I was less able to do my usual activities	16	<b>9</b>	16
It is too soon to say	13	<b>14</b>	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	58	<b>65</b>	52
It was about the same as before	33	<b>25</b>	35
It was worse than before	1	<b>3</b>	4
It is too soon to say	8	<b>8</b>	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

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### 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	-	95	93	-2
Person answering the phone is helpful	-	94	99	5 <sup>+</sup>
Can see or speak to a doctor or nurse within 2 working days	-	86	87	1
Able to book a doctors appointment 3 or more working days in advance	-	88	91	3
Can usually see preferred doctor	89	82	88	6
Overall arrangements for getting to see a doctor	86	74	66	-8
Overall arrangements for getting to see a nurse	89	83	81	-2




## At your GP Practice

	2009/10	2011/12	2013/14	Difference from previous survey
The receptionists are helpful	-	97	97	0
Time waiting to be seen at GP practice	-	91	90	-1

## At your GP Practice - doctors

	2009/10	2011/12	2013/14	Difference from previous survey
Doctors listen to patients	95	96	100	4 
Patients feel that doctors have all the information they need to treat them	90	86	93	7
Doctors talk in a way that helps patients to understand their condition and treatment	93	95	96	1
Patients have confidence in doctors' ability to treat them	90	87	93	6
Patients have enough time with doctors	88	90	90	0

## At your GP Practice - nurses

	2009/10	2011/12	2013/14	Difference from previous survey
Nurses listen to patients	99	98	99	1
Patients feel that nurses have all the information they need to treat them	89	99	93	-6 

Nurses talk in a way that helps patients to understand their condition and treatment	93	94	88	-6
Patients have confidence in nurses' ability to treat them	97	94	96	2
Patients have enough time with nurses	99	97	98	1

### 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	96	98	99	1
Patients know enough about how and when to take their medicines	99	99	99	0
Patients know enough about side effects of medicines	84	84	84	0
Patients know what to do if they have any problems with their medicines	90	90	89	-1
Patients take their prescription as they are supposed to	-	99	98	-1

### At your GP practice - overall experience

	2009/10	2011/12	2013/14	Difference from previous survey
Patients are treated with respect	96	95	97	2
Patients are treated with compassion and understanding	-	91	90	-1
Rating of overall care provided by GP practice	93	92	94	2

## 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	-	69	73	4
Patients feel that people have all the information they need to treat them	-	81	66	-15
Patients feel that they are listened to	-	86	83	-3
Things are explained to patients in a way they can understand	-	83	87	4
Patients feel they get the right treatment or advice	-	81	67	-14
Rating of overall care provided out of hours	-	65	70	5

## 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

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[http://www.healthcareexperienceresults.org/reports2014/V-GP2013\\_BRD.pdf](http://www.healthcareexperienceresults.org/reports2014/V-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	15	<b>11.2</b>
Yes	119	<b>88.8</b>
	134	

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	13	<b>10.8</b>
2 – 4 times	54	<b>45.0</b>
5 - 10 times	34	<b>28.3</b>
More than 10 times	19	<b>15.8</b>
Can't remember / don't know	0	<b>0.0</b>
	120	

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	42	<b>37.5</b>
*Fairly easy	62	<b>55.4</b>
Not easy	8	<b>7.1</b>
<b>Percent Positive - This GP 92.9 %</b>	112	

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	79	<b>70.5</b>
*Fairly helpful	32	<b>28.6</b>
Not very helpful	1	<b>0.9</b>
Not at all helpful	0	<b>0.0</b>
<b>Percent Positive - This GP 99.1 %</b>	112	

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	58	<b>69.9</b>
*I saw or spoke to a doctor or nurse within 1 or 2 working days	14	<b>16.9</b>
I waited more than 2 working days to see or speak to a doctor or nurse	11	<b>13.3</b>
<b>Percent Positive - This GP 86.8 %</b>	83	

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	88	<b>90.7</b>
No	9	<b>9.3</b>
<b>Percent Positive - This GP 90.7 %</b>	97	

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	<b>59.3</b>
No	14	<b>11.9</b>
*I don't have a doctor I prefer to see	34	<b>28.8</b>
<b>Percent Positive - This GP 88.1 %</b>	118	

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	24	<b>20.2</b>
*Good	55	<b>46.2</b>
Fair	33	<b>27.7</b>
Poor	5	<b>4.2</b>
Very poor	2	<b>1.7</b>
<b>Percent Positive - This GP 66.4 %</b>	119	

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	<b>31.0</b>
*Good	50	<b>50.0</b>
Fair	15	<b>15.0</b>
Poor	4	<b>4.0</b>
Very poor	0	<b>0.0</b>
<b>Percent Positive - This GP 81.0 %</b>	100	

## 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	56	<b>46.3</b>
No, as it wasn't necessary	65	<b>53.7</b>
No, but I wanted to	0	<b>0.0</b>
	121	

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	18	<b>32.7</b>
*Good	30	<b>54.5</b>
Fair	3	<b>5.5</b>
Poor	3	<b>5.5</b>
Very poor	1	<b>1.8</b>
<b>Percent Positive - This GP 87.2 %</b>	55	

## 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	76	<b>62.8</b>
Yes, and I am not happy about it	12	<b>9.9</b>
No, other patients can't overhear	18	<b>14.9</b>
Don't know	15	<b>12.4</b>
	121	

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	66	<b>55.0</b>
*Fairly helpful	50	<b>41.7</b>
Not very helpful	4	<b>3.3</b>
Not at all helpful	0	<b>0.0</b>
<b>Percent Positive - This GP 96.7 %</b>	120	

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	106	<b>89.8</b>
It is too long	12	<b>10.2</b>
<b>Percent Positive - This GP 89.8 %</b>	118	



## 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	7	5.9
Yes	111	94.1
	118	

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	72	63.7
*Agree	41	36.3
Neither agree nor disagree	0	0.0
Disagree	0	0.0
Strongly disagree	0	0.0
<b>Percent Positive - This GP 100.0 %</b>	113	

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	58	50.9
*Agree	48	42.1
Neither agree nor disagree	7	6.1
Disagree	1	0.9
Strongly disagree	0	0.0
<b>Percent Positive - This GP 93.0 %</b>	114	

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	63	<b>55.3</b>
*Agree	37	<b>32.5</b>
Neither agree nor disagree	13	<b>11.4</b>
Disagree	1	<b>0.9</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 87.8 %</b>	114	

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	65	<b>57.0</b>
*Agree	44	<b>38.6</b>
Neither agree nor disagree	3	<b>2.6</b>
Disagree	2	<b>1.8</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 95.6 %</b>	114	

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	71	<b>62.3</b>
*Agree	35	<b>30.7</b>
Neither agree nor disagree	6	<b>5.3</b>
Disagree	2	<b>1.8</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 93.0 %</b>	114	

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	61	<b>53.5</b>
*Agree	42	<b>36.8</b>
Neither agree nor disagree	7	<b>6.1</b>
Disagree	3	<b>2.6</b>
Strongly disagree	1	<b>0.9</b>
<b>Percent Positive - This GP 90.3 %</b>	114	

## 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	37	<b>30.8</b>
Yes	83	<b>69.2</b>
	120	

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	47	<b>56.6</b>
*Agree	35	<b>42.2</b>
Neither agree nor disagree	1	<b>1.2</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 98.8 %</b>	83	

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	47	<b>56.0</b>
*Agree	31	<b>36.9</b>
Neither agree nor disagree	6	<b>7.1</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 92.9 %</b>	84	

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	42	<b>50.0</b>
*Agree	32	<b>38.1</b>
Neither agree nor disagree	10	<b>11.9</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 88.1 %</b>	84	

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	42	<b>50.0</b>
*Agree	32	<b>38.1</b>
Neither agree nor disagree	10	<b>11.9</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 88.1 %</b>	84	

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	49	<b>59.8</b>
*Agree	30	<b>36.6</b>
Neither agree nor disagree	2	<b>2.4</b>
Disagree	1	<b>1.2</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 96.4 %</b>	82	

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	50	<b>59.5</b>
*Agree	32	<b>38.1</b>
Neither agree nor disagree	1	<b>1.2</b>
Disagree	1	<b>1.2</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 97.6 %</b>	84	

## 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	85	<b>72.0</b>
Yes, to some extent	32	<b>27.1</b>
No, and I would like to be	1	<b>0.8</b>
<b>Percent Positive - This GP 72.0 %</b>	118	

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	112	<b>92.6</b>
Yes	9	<b>7.4</b>
	121	

## 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	39	<b>33.3</b>
Yes	78	<b>66.7</b>
	117	

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	50	<b>63.3</b>
*Agree	25	<b>31.6</b>
Neither agree nor disagree	4	<b>5.1</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 94.9 %</b>	79	

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	39	<b>50.0</b>
*Agree	30	<b>38.5</b>
Neither agree nor disagree	2	<b>2.6</b>
Disagree	6	<b>7.7</b>
Strongly disagree	1	<b>1.3</b>
<b>Percent Positive - This GP 88.5 %</b>	78	



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	35	<b>44.9</b>
*Agree	32	<b>41.0</b>
Neither agree nor disagree	7	<b>9.0</b>
Disagree	4	<b>5.1</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 85.9 %</b>	78	

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	39	<b>49.4</b>
*Agree	30	<b>38.0</b>
Neither agree nor disagree	7	<b>8.9</b>
Disagree	3	<b>3.8</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 87.4 %</b>	79	

## 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	<b>14.3</b>
Yes	102	<b>85.7</b>
	119	

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	74	<b>71.8</b>
*Agree	28	<b>27.2</b>
Neither agree nor disagree	0	<b>0.0</b>
Disagree	1	<b>1.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 99.0 %</b>	103	

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	70	<b>68.0</b>
*Agree	32	<b>31.1</b>
Neither agree nor disagree	1	<b>1.0</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 99.1 %</b>	103	

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	70	<b>68.6</b>
*Agree	31	<b>30.4</b>
Neither agree nor disagree	1	<b>1.0</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 99.0 %</b>	102	

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	50	<b>48.5</b>
*Agree	37	<b>35.9</b>
Neither agree nor disagree	13	<b>12.6</b>
Disagree	2	<b>1.9</b>
Strongly disagree	1	<b>1.0</b>
<b>Percent Positive - This GP 84.4 %</b>	103	

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	53	<b>51.5</b>
*Agree	39	<b>37.9</b>
Neither agree nor disagree	8	<b>7.8</b>
Disagree	2	<b>1.9</b>
Strongly disagree	1	<b>1.0</b>
<b>Percent Positive - This GP 89.4 %</b>	103	

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	70	<b>68.0</b>
*Agree	31	<b>30.1</b>
Neither agree nor disagree	1	<b>1.0</b>
Disagree	0	<b>0.0</b>
Strongly disagree	1	<b>1.0</b>
<b>Percent Positive - This GP 98.1 %</b>	103	

## 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	116	<b>95.9</b>
Yes	5	<b>4.1</b>
<b>Percent Positive - This GP 95.9 %</b>	121	

## 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	64	<b>54.7</b>
*Agree	49	<b>41.9</b>
Neither agree nor disagree	4	<b>3.4</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 96.6 %</b>	117	

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	51	<b>44.3</b>
*Agree	53	<b>46.1</b>
Neither agree nor disagree	11	<b>9.6</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 90.4 %</b>	115	

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	60	<b>51.3</b>
*Good	50	<b>42.7</b>
Fair	7	<b>6.0</b>
Poor	0	<b>0.0</b>
Very poor	0	<b>0.0</b>
<b>Percent Positive - This GP 94.0 %</b>	117	

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## 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	29	<b>21.6</b>
No	105	<b>78.4</b>
	134	

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	19	<b>65.5</b>
Pharmacist / Chemist	4	<b>13.8</b>
Out of Hours service	2	<b>6.9</b>
My own GP practice	0	<b>0.0</b>
District nurse / Community nurse	0	<b>0.0</b>
999 Emergency service	2	<b>6.9</b>
A&E / Casualty	1	<b>3.4</b>
Other	1	<b>3.4</b>
	29	



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	13.3
Pharmacist / Chemist	3	10.0
Out of Hours service	9	30.0
Own GP practice	1	3.3
Home visit from another doctor / nurse	2	6.7
Emergency Dental Service	1	3.3
Ambulance paramedics	2	6.7
A&E / Casualty	8	26.7
Social care services	0	0.0
Other	0	0.0
	30	

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	5	16.7
*Agree	17	56.7
Neither agree nor disagree	3	10.0
Disagree	3	10.0
Strongly disagree	2	6.7
<b>Percent Positive - This GP 73.4 %</b>	30	

Q31b - 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 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	3	10.3
*Agree	16	55.2
Neither agree nor disagree	6	20.7
Disagree	4	13.8
Strongly disagree	0	0.0
<b>Percent Positive - This GP 65.5 %</b>	29	

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	7	23.3
*Agree	18	60.0
Neither agree nor disagree	2	6.7
Disagree	3	10.0
Strongly disagree	0	0.0
<b>Percent Positive - This GP 83.3 %</b>	30	

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	6	20.0
*Agree	20	66.7
Neither agree nor disagree	2	6.7
Disagree	2	6.7
Strongly disagree	0	0.0
<b>Percent Positive - This GP 86.7 %</b>	30	

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	8	<b>26.7</b>
*Agree	12	<b>40.0</b>
Neither agree nor disagree	7	<b>23.3</b>
Disagree	3	<b>10.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 66.7 %</b>	30	

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	8	<b>26.7</b>
*Agree	13	<b>43.3</b>
Neither agree nor disagree	6	<b>20.0</b>
Disagree	2	<b>6.7</b>
Strongly disagree	1	<b>3.3</b>
<b>Percent Positive - This GP 70.0 %</b>	30	

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	4	<b>13.3</b>
*Good	17	<b>56.7</b>
Fair	5	<b>16.7</b>
Poor	3	<b>10.0</b>
Very poor	1	<b>3.3</b>
<b>Percent Positive - This GP 70.0 %</b>	30	

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	98	<b>76.0</b>
It is too difficult for me to get time away from work during my practice opening hours	18	<b>14.0</b>
The opening hours are not convenient for me for another reason	6	<b>4.7</b>
I am not sure when my GP practice is open	7	<b>5.4</b>
	129	

## 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	10	<b>7.4</b>
Yes, help for me with adaptations and/or equipment for my home	8	<b>5.9</b>
Yes, help for me for activities outside my home	4	<b>2.9</b>
Yes, help to look after someone else	4	<b>2.9</b>
No, not had any help but I feel that I needed it	2	<b>1.5</b>
No, not had any help	114	<b>83.8</b>
	136	

## 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	37	<b>27.8</b>
No	96	<b>72.2</b>
	133	

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	17	<b>48.6</b>
There was no change in my ability to do my usual activities	10	<b>28.6</b>
I was less able to do my usual activities	3	<b>8.6</b>
It is too soon to say	5	<b>14.3</b>
	35	

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	67	<b>50.8</b>
No	65	<b>49.2</b>
	132	

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	42	<b>64.6</b>
It was about the same as before	16	<b>24.6</b>
It was worse than before	2	<b>3.1</b>
It is too soon to say	5	<b>7.7</b>
	65	

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	16	<b>12.0</b>
No	117	<b>88.0</b>
	133	

## 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	114	<b>85.1</b>
Yes, up to 4 hours a week	9	<b>6.7</b>
Yes, 5 - 19 hours a week	6	<b>4.5</b>
Yes, 20 - 34 hours a week	2	<b>1.5</b>
Yes, 35 – 49 hours a week	0	<b>0.0</b>
Yes, 50 or more hours a week	3	<b>2.2</b>
	134	

Q45a - How much do you agree or disagree with the following about how you feel as a carer most of the time? I have a good balance between caring and other things in my life

People who act as carers	n	%
*Strongly agree	2	<b>10.0</b>
*Agree	9	<b>45.0</b>
Neither agree nor disagree	7	<b>35.0</b>
Disagree	2	<b>10.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 55.0 %</b>	20	



## Demographics

Q47 - Are you male or female?

All Patients	n	%
Male	58	<b>42.6</b>
Female	78	<b>57.4</b>
	136	

Q48 - What was your age on your last birthday?

All Patients	n	%
17-34	10	<b>7.4</b>
35-49	28	<b>20.7</b>
50-64	36	<b>26.7</b>
65+	61	<b>45.2</b>
	135	

Q49 - How would you rate your health in general?

All Patients	n	%
Good	98	<b>73.1</b>
Fair	31	<b>23.1</b>
Poor	5	<b>3.7</b>
	134	

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	11	<b>8.2</b>
Yes, limited a little	25	<b>18.7</b>
No	98	<b>73.1</b>
	134	

Q53 - Thinking about the good and the 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	72	<b>52.9</b>
Good	48	<b>35.3</b>
Alright / Neither good or bad	11	<b>8.1</b>
Bad	5	<b>3.7</b>
Very bad	0	<b>0.0</b>
	136	

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