

Health and Care Experience Survey 2013/14

Results for Dr Nugent & Partners, Drumchapel Health Centre - Glasgow



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Health and Care Experience Survey 2013/14

Dr Nugent & Partners, Drumchapel Health Centre - Glasgow

This report gives a summary of the results of the Health and Care Experience Survey 2013/14 for Dr Nugent & Partners, Drumchapel Health Centre - Glasgow.

The survey was sent to 775 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

120 patients of Dr Nugent & Partners, Drumchapel Health Centre - Glasgow sent in feedback on their experiences at the practice. Of the patients that answered questions about themselves:

- 44% were male and 56% were female;
- 7% were aged 17-34, 22% were aged 35-49, 38% were aged 50-64 and 33% were 65 and over;
- 60% 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/S03000043-GP2013_CHP.pdf

http://www.healthcareexperienceresults.org/reports2014/G-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	28%	50%		22%	78	-18	-5
Person answering the phone is helpful	52%	38%		10%	90	-8	-4
Can see or speak to a doctor or nurse within 2 working days	74%	18%			92	-3	7 +
Able to book a doctors appointment 3 or more working days in advance	50%	50%			50	-24	-28 -
Can usually see preferred doctor	75%	25%			75	-12	-7
Overall arrangements for getting to see a doctor	30%	43%	15%	12%	74	-11	2
Overall arrangements for getting to see a nurse	27%	54%	18%		81	-10	-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	48%	39%		10%	87	-	9



At your GP Practice

	Very Positive	Positive	Neutral	Negative	% Positive Surgery	Changes from 2011/12	Difference from Scotland
The receptionists are helpful	49%	38%	13%		87	-11	-7
Time waiting to be seen at GP practice	83%	17%			83	-8	-3


At your GP Practice - doctors

	Very Positive	Positive	Neutral	Negative	% Positive Surgery	Changes from 2011/12	Difference from Scotland
Doctors listen to patients	55%	38%			93	-3	-2
Patients feel that doctors have all the information they need to treat them	55%	39%			94	-1	4
Doctors take account of the things that matter to patients	47%	42%			90	-	3
Doctors talk in a way that helps patients to understand their condition and treatment	53%	37%			89	-6	-1
Patients have confidence in doctors' ability to treat them	54%	31%	10%		86	-6	-4
Patients have enough time with doctors	51%	38%			88	-10	-1

At your GP Practice - nurses

	Very Positive	Positive	Neutral	Negative	% Positive Surgery	Changes from 2011/12	Difference from Scotland
Nurses listen to patients					96	-1	0
Patients feel that nurses have all the information they need to treat them					95	1	2
Nurses take account of the things that matter to patients					95	-	5
Nurses talk in a way that helps patients to understand their condition and treatment					91	-6	0
Patients have confidence in nurses' ability to treat them					95	-5	1
Patients have enough time with nurses					93	-7	-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					62	-	0


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	61%	33%			94	-	-2
Patients are satisfied with the length of time they wait for results	49%	31%	11%	10%	79	-	-7
Patients are satisfied with the way they receive results	46%	36%	11%		82	-	1
Test results are explained to patients in a way they can understand	49%	33%	13%		82	-	0

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					97	-2	1
Patients know enough about what their medicines are for					99	1	2
Patients know enough about how and when to take their medicines					99	-1	1
Patients know enough about side effects of medicines					88	8	6
Patients know what to do if they have any problems with their medicines					93	2	3
Patients take their prescription as they are supposed to					99	-1	1

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	-	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	49%	34%	12%		83	-6	-8
Patients are treated with compassion and understanding	50%	32%	14%		81	-5	-3
Rating of overall care provided by GP practice	49%	34%	12%		83	-10	-4

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	38%	41%	13%		78	-	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	30%	40%		25%	70	-	0
Carers are still able to spend enough time with people they want to spend time	30%	35%	15%	20%	65	-	-7

Top Five and Bottom Five Results for Dr Nugent & Partners, Drumchapel Health Centre - Glasgow

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
Patients know enough about what their medicines are for	57%	42%			99	1	2
Patients know enough about how and when to take their medicines	62%	37%			99	-1	1
Patients take their prescription as they are supposed to	61%	38%			99	-1	1
Patients find it easy enough for them to get their medicines	57%	40%			97	-2	1
Nurses listen to patients	67%	29%			96	-1	0

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		50%		50%	50	-24	-28
Carers have a good balance between caring and other things in their life	30%	40%		25%	70	-	0

Can usually see preferred doctor		75	-12	-7
It is easy to get through on the phone		78	-18	-5
Carers are still able to spend enough time with people they want to spend time		65	-	-7

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/S03000043-GP2013_CHP.pdf

http://www.healthcareexperienceresults.org/reports2014/G-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	63	59	57
Yes, and I am not happy about it	22	31	19
No, other patients can't overhear	8	7	17
Don't know	7	3	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	49	68
Pharmacist / Chemist	8	6	3
Out of Hours service	6	21	5
My own GP practice	0	3	3
District nurse / Community nurse	0	0	1
999 Emergency service	8	9	6
A&E / Casualty	8	6	12
Other	6	6	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	7	17	15
Pharmacist / Chemist	10	0	2
Out of Hours service	36	23	27
Own GP practice	3	3	5
Home visit from another doctor / nurse	13	3	7
Emergency Dental Service	0	0	1
Ambulance paramedics	3	10	10
A&E / Casualty	26	37	30
Social care services	3	0	0
Other	-	7	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	90	83	78
It is too difficult for me to get time away from work during my practice opening hours	3	10	12
The opening hours are not convenient for me for another reason	1	2	3
I am not sure when my GP practice is open	6	5	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	49	37	45
There was no change in my ability to do my usual activities	24	20	23
I was less able to do my usual activities	16	14	16
It is too soon to say	12	29	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	46	52	52
It was about the same as before	41	34	35
It was worse than before	4	6	4
It is too soon to say	9	8	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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http://www.healthcareexperienceresults.org/reports2014/G-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	-	96	78	-18 -
Person answering the phone is helpful	-	98	90	-8 -
Can see or speak to a doctor or nurse within 2 working days	-	95	92	-3
Able to book a doctors appointment 3 or more working days in advance	-	74	50	-24 -
Can usually see preferred doctor	85	87	75	-12 -
Overall arrangements for getting to see a doctor	86	85	74	-11 -
Overall arrangements for getting to see a nurse	87	91	81	-10

At your GP Practice



	2009/10	2011/12	2013/14	Difference from previous survey
The receptionists are helpful	-	98	87	-11 
Time waiting to be seen at GP practice	-	91	83	-8

At your GP Practice - doctors

	2009/10	2011/12	2013/14	Difference from previous survey
Doctors listen to patients	96	96	93	-3
Patients feel that doctors have all the information they need to treat them	88	95	94	-1
Doctors talk in a way that helps patients to understand their condition and treatment	92	95	89	-6
Patients have confidence in doctors' ability to treat them	89	92	86	-6
Patients have enough time with doctors	89	98	88	-10 

At your GP Practice - nurses


	2009/10	2011/12	2013/14	Difference from previous survey
Nurses listen to patients	97	97	96	-1
Patients feel that nurses have all the information they need to treat them	91	94	95	1

Nurses talk in a way that helps patients to understand their condition and treatment	94	97	91	-6
Patients have confidence in nurses' ability to treat them	93	100	95	-5 
Patients have enough time with nurses	96	100	93	-7 

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	-	99	97	-2
Patients know enough about what their medicines are for	97	98	99	1
Patients know enough about how and when to take their medicines	98	100	99	-1
Patients know enough about side effects of medicines	86	80	88	8
Patients know what to do if they have any problems with their medicines	93	91	93	2
Patients take their prescription as they are supposed to	-	100	99	-1

At your GP practice - overall experience

	2009/10	2011/12	2013/14	Difference from previous survey
Patients are treated with respect	95	89	83	-6
Patients are treated with compassion and understanding	-	86	81	-5
Rating of overall care provided by GP practice	94	93	83	-10 

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	-	89	84	-5
Patients feel that people have all the information they need to treat them	-	94	81	-13
Patients feel that they are listened to	-	91	88	-3
Things are explained to patients in a way they can understand	-	94	87	-7
Patients feel they get the right treatment or advice	-	89	84	-5
Rating of overall care provided out of hours	-	84	79	-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/G-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	13	11.1
Yes	104	88.9
	117	

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	33	33.0
5 - 10 times	32	32.0
More than 10 times	22	22.0
Can't remember / don't know	4	4.0
	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	28	28.0
*Fairly easy	50	50.0
Not easy	22	22.0
Percent Positive - This GP 78.0 %	100	

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	52	52.0
*Fairly helpful	38	38.0
Not very helpful	8	8.0
Not at all helpful	2	2.0
Percent Positive - This GP 90.0 %	100	

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	74.4
*I saw or spoke to a doctor or nurse within 1 or 2 working days	14	17.9
I waited more than 2 working days to see or speak to a doctor or nurse	6	7.7
Percent Positive - This GP 92.3 %	78	

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	35	50.0
No	35	50.0
Percent Positive - This GP 50.0 %	70	

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	40	39.6
No	25	24.8
*I don't have a doctor I prefer to see	36	35.6
Percent Positive - This GP 75.2 %	101	

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	31	30.4
*Good	44	43.1
Fair	15	14.7
Poor	9	8.8
Very poor	3	2.9
Percent Positive - This GP 73.5 %	102	

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	18	26.5
*Good	37	54.4
Fair	12	17.6
Poor	1	1.5
Very poor	0	0.0
Percent Positive - This GP 80.9 %	68	

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	58	57.4
No, as it wasn't necessary	43	42.6
No, but I wanted to	0	0.0
	101	

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	28	47.5
*Good	23	39.0
Fair	6	10.2
Poor	1	1.7
Very poor	1	1.7
Percent Positive - This GP 86.5 %	59	

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	60	59.4
Yes, and I am not happy about it	31	30.7
No, other patients can't overhear	7	6.9
Don't know	3	3.0
	101	

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	49	49.0
*Fairly helpful	38	38.0
Not very helpful	8	8.0
Not at all helpful	5	5.0
Percent Positive - This GP 87.0 %	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	83	83.0
It is too long	17	17.0
Percent Positive - This GP 83.0 %	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	6	5.9
Yes	96	94.1
	102	

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	53	55.2
*Agree	36	37.5
Neither agree nor disagree	5	5.2
Disagree	1	1.0
Strongly disagree	1	1.0
Percent Positive - This GP 92.7 %	96	

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	52	54.7
*Agree	37	38.9
Neither agree nor disagree	5	5.3
Disagree	1	1.1
Strongly disagree	0	0.0
Percent Positive - This GP 93.6 %	95	

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	45	47.4
*Agree	40	42.1
Neither agree nor disagree	7	7.4
Disagree	2	2.1
Strongly disagree	1	1.1
Percent Positive - This GP 89.5 %	95	

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	50	52.6
*Agree	35	36.8
Neither agree nor disagree	8	8.4
Disagree	2	2.1
Strongly disagree	0	0.0
Percent Positive - This GP 89.4 %	95	

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	52	54.2
*Agree	30	31.3
Neither agree nor disagree	10	10.4
Disagree	3	3.1
Strongly disagree	1	1.0
Percent Positive - This GP 85.5 %	96	

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	48	50.5
*Agree	36	37.9
Neither agree nor disagree	3	3.2
Disagree	8	8.4
Strongly disagree	0	0.0
Percent Positive - This GP 88.4 %	95	

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	27	26.7
Yes	74	73.3
	101	

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	50	66.7
*Agree	22	29.3
Neither agree nor disagree	3	4.0
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 96.0 %	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	42	56.0
*Agree	29	38.7
Neither agree nor disagree	3	4.0
Disagree	1	1.3
Strongly disagree	0	0.0
Percent Positive - This GP 94.7 %	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	40	53.3
*Agree	31	41.3
Neither agree nor disagree	4	5.3
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 94.6 %	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	44	58.7
*Agree	24	32.0
Neither agree nor disagree	7	9.3
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 90.7 %	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	46	61.3
*Agree	25	33.3
Neither agree nor disagree	4	5.3
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 94.6 %	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	45	60.0
*Agree	25	33.3
Neither agree nor disagree	4	5.3
Disagree	1	1.3
Strongly disagree	0	0.0
Percent Positive - This GP 93.3 %	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	63	61.8
Yes, to some extent	34	33.3
No, and I would like to be	5	4.9
Percent Positive - This GP 61.8 %	102	

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	82	82.0
Yes	18	18.0
	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	27	27.6
Yes	71	72.4
	98	

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	44	61.1
*Agree	24	33.3
Neither agree nor disagree	3	4.2
Disagree	1	1.4
Strongly disagree	0	0.0
Percent Positive - This GP 94.4 %	72	

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	35	48.6
*Agree	22	30.6
Neither agree nor disagree	8	11.1
Disagree	7	9.7
Strongly disagree	0	0.0
Percent Positive - This GP 79.2 %	72	

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	33	45.8
*Agree	26	36.1
Neither agree nor disagree	8	11.1
Disagree	4	5.6
Strongly disagree	1	1.4
Percent Positive - This GP 81.9 %	72	

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	35	48.6
*Agree	24	33.3
Neither agree nor disagree	9	12.5
Disagree	2	2.8
Strongly disagree	2	2.8
Percent Positive - This GP 81.9 %	72	

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	15	15.0
Yes	85	85.0
	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	48	56.5
*Agree	34	40.0
Neither agree nor disagree	2	2.4
Disagree	0	0.0
Strongly disagree	1	1.2
Percent Positive - This GP 96.5 %	85	

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	49	57.0
*Agree	36	41.9
Neither agree nor disagree	1	1.2
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 98.9 %	86	

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	53	62.4
*Agree	31	36.5
Neither agree nor disagree	1	1.2
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 98.9 %	85	

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	46	53.5
*Agree	30	34.9
Neither agree nor disagree	7	8.1
Disagree	2	2.3
Strongly disagree	1	1.2
Percent Positive - This GP 88.4 %	86	

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	43	50.6
*Agree	36	42.4
Neither agree nor disagree	4	4.7
Disagree	1	1.2
Strongly disagree	1	1.2
Percent Positive - This GP 93.0 %	85	

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	52	61.2
*Agree	32	37.6
Neither agree nor disagree	1	1.2
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 98.8 %	85	

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	95	96.0
Yes	4	4.0
Percent Positive - This GP 96.0 %	99	

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	50	49.0
*Agree	35	34.3
Neither agree nor disagree	12	11.8
Disagree	5	4.9
Strongly disagree	0	0.0
Percent Positive - This GP 83.3 %	102	

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	50	49.5
*Agree	32	31.7
Neither agree nor disagree	14	13.9
Disagree	5	5.0
Strongly disagree	0	0.0
Percent Positive - This GP 81.2 %	101	

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	50	49.0
*Good	35	34.3
Fair	12	11.8
Poor	5	4.9
Very poor	0	0.0
Percent Positive - This GP 83.3 %	102	

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	32	27.6
No	84	72.4
	116	

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	16	48.5
Pharmacist / Chemist	2	6.1
Out of Hours service	7	21.2
My own GP practice	1	3.0
District nurse / Community nurse	0	0.0
999 Emergency service	3	9.1
A&E / Casualty	2	6.1
Other	2	6.1
	33	

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	5	16.7
Pharmacist / Chemist	0	0.0
Out of Hours service	7	23.3
Own GP practice	1	3.3
Home visit from another doctor / nurse	1	3.3
Emergency Dental Service	0	0.0
Ambulance paramedics	3	10.0
A&E / Casualty	11	36.7
Social care services	0	0.0
Other	2	6.7
	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	8	25.0
*Agree	19	59.4
Neither agree nor disagree	3	9.4
Disagree	0	0.0
Strongly disagree	2	6.3
Percent Positive - This GP 84.4 %	32	

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	11	34.4
*Agree	15	46.9
Neither agree nor disagree	3	9.4
Disagree	2	6.3
Strongly disagree	1	3.1
Percent Positive - This GP 81.3 %	32	

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	12	36.4
*Agree	17	51.5
Neither agree nor disagree	2	6.1
Disagree	1	3.0
Strongly disagree	1	3.0
Percent Positive - This GP 87.9 %	33	

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	16	51.6
*Agree	11	35.5
Neither agree nor disagree	4	12.9
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 87.1 %	31	

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	14	43.8
*Agree	13	40.6
Neither agree nor disagree	2	6.3
Disagree	1	3.1
Strongly disagree	2	6.3
Percent Positive - This GP 84.4 %	32	

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	12	37.5
*Agree	13	40.6
Neither agree nor disagree	4	12.5
Disagree	1	3.1
Strongly disagree	2	6.3
Percent Positive - This GP 78.1 %	32	

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	15	44.1
*Good	12	35.3
Fair	4	11.8
Poor	2	5.9
Very poor	1	2.9
Percent Positive - This GP 79.4 %	34	

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	83.1
It is too difficult for me to get time away from work during my practice opening hours	12	10.2
The opening hours are not convenient for me for another reason	2	1.7
I am not sure when my GP practice is open	6	5.1
	118	

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	18	15.0
Yes, help for me with adaptations and/or equipment for my home	8	6.7
Yes, help for me for activities outside my home	10	8.3
Yes, help to look after someone else	2	1.7
No, not had any help but I feel that I needed it	4	3.3
No, not had any help	82	68.3
	120	

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	9	37.5
No	15	62.5
	24	

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	34	30.1
No	79	69.9
	113	

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	13	37.1
There was no change in my ability to do my usual activities	7	20.0
I was less able to do my usual activities	5	14.3
It is too soon to say	10	28.6
	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	69	60.0
No	46	40.0
	115	

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	34	52.3
It was about the same as before	22	33.8
It was worse than before	4	6.2
It is too soon to say	5	7.7
	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	13.6
No	102	86.4
	118	

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	97	84.3
Yes, up to 4 hours a week	5	4.3
Yes, 5 - 19 hours a week	2	1.7
Yes, 20 - 34 hours a week	0	0.0
Yes, 35 – 49 hours a week	3	2.6
Yes, 50 or more hours a week	8	7.0
	115	

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	6	30.0
*Agree	8	40.0
Neither agree nor disagree	1	5.0
Disagree	5	25.0
Strongly disagree	0	0.0
Percent Positive - This GP 70.0 %	20	

Q45b - How much do you agree or disagree with the following about how you feel as a carer most of the time? I am still able to spend enough time with people I want to spend time with

People who act as carers	n	%
*Strongly agree	6	30.0
*Agree	7	35.0
Neither agree nor disagree	3	15.0
Disagree	3	15.0
Strongly disagree	1	5.0
Percent Positive - This GP 65.0 %	20	

Demographics

Q47 - Are you male or female?

All Patients	n	%
Male	52	44.1
Female	66	55.9
	118	

Q48 - What was your age on your last birthday?

All Patients	n	%
17-34	8	7.0
35-49	25	21.9
50-64	43	37.7
65+	38	33.3
	114	

Q49 - How would you rate your health in general?

All Patients	n	%
Good	59	50.4
Fair	47	40.2
Poor	11	9.4
	117	

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	24	20.3
Yes, limited a little	23	19.5
No	71	60.2
	118	

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