

# Health and Care Experience Survey 2013/14

## Results for Hillswick Health Centre - Shetland



**Hillswick Health Centre  
West Ayre  
Hillswick  
Shetland  
ZE2 9RW**

May 2014, Official statistics



# Health and Care Experience Survey 2013/14

## Hillswick Health Centre - Shetland

This report gives a summary of the results of the Health and Care Experience Survey 2013/14 for Hillswick Health Centre - Shetland.

The survey was sent to 361 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)

93 patients of Hillswick Health Centre - Shetland sent in feedback on their experiences at the practice. Of the patients that answered questions about themselves:

- 41% were male and 59% were female;
- 8% were aged 17-34, 18% were aged 35-49, 38% were aged 50-64 and 36% 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](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/S03000037-GP2013\\_CHP.pdf](http://www.healthcareexperienceresults.org/reports2014/S03000037-GP2013_CHP.pdf)

[http://www.healthcareexperienceresults.org/reports2014/Z-GP2013\\_BRD.pdf](http://www.healthcareexperienceresults.org/reports2014/Z-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					100	0	17
Person answering the phone is helpful					100	0	6
Can see or speak to a doctor or nurse within 2 working days					100	1	15
Able to book a doctors appointment 3 or more working days in advance					98	-1	20
Can usually see preferred doctor					100	1	18
Overall arrangements for getting to see a doctor					100	0	28
Overall arrangements for getting to see a nurse					100	0	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					92	-	14













## 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 <sup>+</sup>
Time waiting to be seen at GP practice					98	0	12 <sup>+</sup>



## At your GP Practice - doctors

	Very Positive	Positive	Neutral	Negative	% Positive Surgery	Changes from 2011/12	Difference from Scotland
Doctors listen to patients					100	2	5 <sup>+</sup>
Patients feel that doctors have all the information they need to treat them					100	1	10 <sup>+</sup>
Doctors take account of the things that matter to patients					100	-	13 <sup>+</sup>
Doctors talk in a way that helps patients to understand their condition and treatment					100	1	10 <sup>+</sup>
Patients have confidence in doctors' ability to treat them					100	1	10 <sup>+</sup>
Patients have enough time with doctors					100	1	11 <sup>+</sup>





## At your GP Practice - nurses

	Very Positive	Positive	Neutral	Negative	% Positive Surgery	Changes from 2011/12	Difference from Scotland
Nurses listen to patients					100	0	4 
Patients feel that nurses have all the information they need to treat them					100	1	7 
Nurses take account of the things that matter to patients					99	-	9 
Nurses talk in a way that helps patients to understand their condition and treatment					100	1	9 
Patients have confidence in nurses' ability to treat them					100	0	6 
Patients have enough time with nurses					100	0	4 

## 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					92	-	30 

## 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					97	-	1
Patients are satisfied with the length of time they wait for results					90	-	4
Patients are satisfied with the way they receive results					93	-	12 <sup>+</sup>
Test results are explained to patients in a way they can understand					94	-	12 <sup>+</sup>

## 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					100	2	4 <sup>+</sup>
Patients know enough about what their medicines are for					100	1	3 <sup>+</sup>
Patients know enough about how and when to take their medicines					100	1	2 <sup>+</sup>
Patients know enough about side effects of medicines					96	3	14 <sup>+</sup>
Patients know what to do if they have any problems with their medicines					96	-1	6 <sup>+</sup>
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					99	-	5 <sup>+</sup>



## 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					99	1	8 <sup>+</sup>
Patients are treated with compassion and understanding					100	1	16 <sup>+</sup>
Rating of overall care provided by GP practice					100	1	13 <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					100	-	26 <sup>+</sup>

## Top Five and Bottom Five Results for Hillswick Health Centre - Shetland




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					100	1	15
Person answering the phone is helpful					100	0	6
It is easy to get through on the phone					100	0	17
Overall arrangements for getting to see a doctor					100	0	28
Can usually see preferred doctor					100	1	18

### BOTTOM FIVE

	Very Positive	Positive	Neutral	Negative	% Positive Surgery	Changes from 2011/12	Difference from Scotland
Test results are explained to patients in a way they can understand					94	-	12
Patients are satisfied with the way they receive results					93	-	12

Patients are satisfied with the length of time they wait for results		90	-	4
Able to book a doctors appointment 3 or more working days in advance		98	-1	20 <sup>+</sup>
Time waiting to be seen at GP practice		98	0	12 <sup>+</sup>

## 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

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## 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	32	<b>42</b>	57
Yes, and I am not happy about it	2	<b>1</b>	19
No, other patients can't overhear	61	<b>51</b>	17
Don't know	6	<b>7</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	6	<b>13</b>	68
Pharmacist / Chemist	0	<b>0</b>	3
Out of Hours service	0	<b>0</b>	5
My own GP practice	78	<b>83</b>	3
District nurse / Community nurse	3	<b>0</b>	1
999 Emergency service	0	<b>0</b>	6
A&E / Casualty	13	<b>4</b>	12
Other	0	<b>0</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	0	<b>4</b>	15
Pharmacist / Chemist	0	<b>4</b>	2
Out of Hours service	4	<b>4</b>	27
Own GP practice	57	<b>74</b>	5
Home visit from another doctor / nurse	7	<b>0</b>	7
Emergency Dental Service	0	<b>0</b>	1
Ambulance paramedics	0	<b>0</b>	10
A&E / Casualty	32	<b>13</b>	30
Social care services	0	<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	99	<b>98</b>	78
It is too difficult for me to get time away from work during my practice opening hours	1	<b>1</b>	12
The opening hours are not convenient for me for another reason	0	<b>0</b>	3
I am not sure when my GP practice is open	0	<b>1</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	53	<b>57</b>	45
There was no change in my ability to do my usual activities	18	<b>13</b>	23
I was less able to do my usual activities	15	<b>17</b>	16
It is too soon to say	15	<b>13</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	66	<b>77</b>	52
It was about the same as before	30	<b>11</b>	35
It was worse than before	0	<b>2</b>	4
It is too soon to say	4	<b>11</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	-	100	100	0
Person answering the phone is helpful	-	100	100	0
Can see or speak to a doctor or nurse within 2 working days	-	99	100	1
Able to book a doctors appointment 3 or more working days in advance	-	99	98	-1
Can usually see preferred doctor	98	99	100	1
Overall arrangements for getting to see a doctor	99	100	100	0
Overall arrangements for getting to see a nurse	98	100	100	0



## 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	-	98	98	0

## At your GP Practice - doctors

	2009/10	2011/12	2013/14	Difference from previous survey
Doctors listen to patients	97	98	100	2
Patients feel that doctors have all the information they need to treat them	96	99	100	1
Doctors talk in a way that helps patients to understand their condition and treatment	97	99	100	1
Patients have confidence in doctors' ability to treat them	97	99	100	1
Patients have enough time with doctors	97	99	100	1

## At your GP Practice - nurses

	2009/10	2011/12	2013/14	Difference from previous survey
Nurses listen to patients	99	100	100	0
Patients feel that nurses have all the information they need to treat them	97	99	100	1

Nurses talk in a way that helps patients to understand their condition and treatment	96	99	100	1
Patients have confidence in nurses' ability to treat them	98	100	100	0
Patients have enough time with nurses	99	100	100	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	-	98	100	2
Patients know enough about what their medicines are for	99	99	100	1
Patients know enough about how and when to take their medicines	100	99	100	1
Patients know enough about side effects of medicines	96	93	96	3
Patients know what to do if they have any problems with their medicines	98	97	96	-1
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	98	98	99	1
Patients are treated with compassion and understanding	-	99	100	1
Rating of overall care provided by GP practice	96	99	100	1

## 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	-	100	96	-4
Patients feel that people have all the information they need to treat them	-	100	91	-9
Patients feel that they are listened to	-	97	100	3
Things are explained to patients in a way they can understand	-	97	96	-1
Patients feel they get the right treatment or advice	-	94	96	2
Rating of overall care provided out of hours	-	97	95	-2

## 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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### 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	4	<b>4.3</b>
Yes	88	<b>95.7</b>
	92	

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	8	<b>9.0</b>
2 – 4 times	31	<b>34.8</b>
5 - 10 times	27	<b>30.3</b>
More than 10 times	21	<b>23.6</b>
Can't remember / don't know	2	<b>2.2</b>
	89	

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	85	<b>96.6</b>
*Fairly easy	3	<b>3.4</b>
Not easy	0	<b>0.0</b>
<b>Percent Positive - This GP 100.0 %</b>	88	

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	88	<b>100.0</b>
*Fairly helpful	0	<b>0.0</b>
Not very helpful	0	<b>0.0</b>
Not at all helpful	0	<b>0.0</b>
<b>Percent Positive - This GP 100.0 %</b>	88	

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	65	<b>90.3</b>
*I saw or spoke to a doctor or nurse within 1 or 2 working days	7	<b>9.7</b>
I waited more than 2 working days to see or speak to a doctor or nurse	0	<b>0.0</b>
<b>Percent Positive - This GP 100.0 %</b>	72	

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	80	<b>97.6</b>
No	2	<b>2.4</b>
<b>Percent Positive - This GP 97.6 %</b>	82	

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	56	<b>78.9</b>
No	0	<b>0.0</b>
*I don't have a doctor I prefer to see	15	<b>21.1</b>
<b>Percent Positive - This GP 100.0 %</b>	71	

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	82	<b>92.1</b>
*Good	7	<b>7.9</b>
Fair	0	<b>0.0</b>
Poor	0	<b>0.0</b>
Very poor	0	<b>0.0</b>
<b>Percent Positive - This GP 100.0 %</b>	89	

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	78	<b>95.1</b>
*Good	4	<b>4.9</b>
Fair	0	<b>0.0</b>
Poor	0	<b>0.0</b>
Very poor	0	<b>0.0</b>
<b>Percent Positive - This GP 100.0 %</b>	82	

## 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	51	<b>59.3</b>
No, as it wasn't necessary	35	<b>40.7</b>
No, but I wanted to	0	<b>0.0</b>
	86	

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	36	<b>67.9</b>
*Good	13	<b>24.5</b>
Fair	3	<b>5.7</b>
Poor	1	<b>1.9</b>
Very poor	0	<b>0.0</b>
<b>Percent Positive - This GP 92.4 %</b>	53	

## 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	37	41.6
Yes, and I am not happy about it	1	1.1
No, other patients can't overhear	45	50.6
Don't know	6	6.7
	89	

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	89	100.0
*Fairly helpful	0	0.0
Not very helpful	0	0.0
Not at all helpful	0	0.0
<b>Percent Positive - This GP 100.0 %</b>	89	

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	86	97.7
It is too long	2	2.3
<b>Percent Positive - This GP 97.7 %</b>	88	



## 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	7.4
Yes	75	92.6
	81	

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	68	84.0
*Agree	13	16.0
Neither agree nor disagree	0	0.0
Disagree	0	0.0
Strongly disagree	0	0.0
<b>Percent Positive - This GP 100.0 %</b>	81	

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	63	77.8
*Agree	18	22.2
Neither agree nor disagree	0	0.0
Disagree	0	0.0
Strongly disagree	0	0.0
<b>Percent Positive - This GP 100.0 %</b>	81	

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	67	<b>82.7</b>
*Agree	14	<b>17.3</b>
Neither agree nor disagree	0	<b>0.0</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 100.0 %</b>	81	

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	68	<b>84.0</b>
*Agree	13	<b>16.0</b>
Neither agree nor disagree	0	<b>0.0</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 100.0 %</b>	81	

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	70	<b>86.4</b>
*Agree	11	<b>13.6</b>
Neither agree nor disagree	0	<b>0.0</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 100.0 %</b>	81	

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	70	<b>86.4</b>
*Agree	11	<b>13.6</b>
Neither agree nor disagree	0	<b>0.0</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 100.0 %</b>	81	

## 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	9	<b>11.0</b>
Yes	73	<b>89.0</b>
	82	

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	63	<b>81.8</b>
*Agree	14	<b>18.2</b>
Neither agree nor disagree	0	<b>0.0</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 100.0 %</b>	77	

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	65	<b>84.4</b>
*Agree	12	<b>15.6</b>
Neither agree nor disagree	0	<b>0.0</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 100.0 %</b>	77	

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	65	<b>85.5</b>
*Agree	10	<b>13.2</b>
Neither agree nor disagree	1	<b>1.3</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 98.7 %</b>	76	

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	67	<b>87.0</b>
*Agree	10	<b>13.0</b>
Neither agree nor disagree	0	<b>0.0</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 100.0 %</b>	77	

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	70	<b>90.9</b>
*Agree	7	<b>9.1</b>
Neither agree nor disagree	0	<b>0.0</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 100.0 %</b>	<b>77</b>	

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	70	<b>90.9</b>
*Agree	7	<b>9.1</b>
Neither agree nor disagree	0	<b>0.0</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 100.0 %</b>	<b>77</b>	

## 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	76	<b>91.6</b>
Yes, to some extent	7	<b>8.4</b>
No, and I would like to be	0	<b>0.0</b>
<b>Percent Positive - This GP 91.6 %</b>	83	

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	74	<b>87.1</b>
Yes	11	<b>12.9</b>
	85	

## 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	18	<b>22.2</b>
Yes	63	<b>77.8</b>
	81	

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	<b>82.4</b>
*Agree	10	<b>14.7</b>
Neither agree nor disagree	2	<b>2.9</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 97.1 %</b>	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	48	<b>71.6</b>
*Agree	12	<b>17.9</b>
Neither agree nor disagree	5	<b>7.5</b>
Disagree	2	<b>3.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 89.5 %</b>	67	



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	51	<b>76.1</b>
*Agree	11	<b>16.4</b>
Neither agree nor disagree	3	<b>4.5</b>
Disagree	2	<b>3.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 92.5 %</b>	67	

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	52	<b>78.8</b>
*Agree	10	<b>15.2</b>
Neither agree nor disagree	2	<b>3.0</b>
Disagree	2	<b>3.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 94.0 %</b>	66	

## 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	8	9.3
Yes	78	90.7
	86	

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	75	92.6
*Agree	6	7.4
Neither agree nor disagree	0	0.0
Disagree	0	0.0
Strongly disagree	0	0.0
<b>Percent Positive - This GP 100.0 %</b>	81	

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	72	88.9
*Agree	9	11.1
Neither agree nor disagree	0	0.0
Disagree	0	0.0
Strongly disagree	0	0.0
<b>Percent Positive - This GP 100.0 %</b>	81	

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	71	<b>87.7</b>
*Agree	10	<b>12.3</b>
Neither agree nor disagree	0	<b>0.0</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 100.0 %</b>	81	

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	61	<b>76.3</b>
*Agree	16	<b>20.0</b>
Neither agree nor disagree	2	<b>2.5</b>
Disagree	1	<b>1.3</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 96.3 %</b>	80	

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	64	<b>80.0</b>
*Agree	13	<b>16.3</b>
Neither agree nor disagree	3	<b>3.8</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 96.3 %</b>	80	

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	<b>84.0</b>
*Agree	12	<b>14.8</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>	81	

## 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	86	<b>98.9</b>
Yes	1	<b>1.1</b>
<b>Percent Positive - This GP 98.9 %</b>	87	

## 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	<b>92.1</b>
*Agree	6	<b>6.7</b>
Neither agree nor disagree	1	<b>1.1</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 98.8 %</b>	89	

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	<b>92.0</b>
*Agree	7	<b>8.0</b>
Neither agree nor disagree	0	<b>0.0</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 100.0 %</b>	87	

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	88	<b>98.9</b>
*Good	1	<b>1.1</b>
Fair	0	<b>0.0</b>
Poor	0	<b>0.0</b>
Very poor	0	<b>0.0</b>
<b>Percent Positive - This GP 100.0 %</b>	89	

## 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	<b>25.3</b>
No	68	<b>74.7</b>
	91	

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	3	<b>13.0</b>
Pharmacist / Chemist	0	<b>0.0</b>
Out of Hours service	0	<b>0.0</b>
My own GP practice	19	<b>82.6</b>
District nurse / Community nurse	0	<b>0.0</b>
999 Emergency service	0	<b>0.0</b>
A&E / Casualty	1	<b>4.3</b>
Other	0	<b>0.0</b>
	23	



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	1	4.3
Pharmacist / Chemist	1	4.3
Out of Hours service	1	4.3
Own GP practice	17	73.9
Home visit from another doctor / nurse	0	0.0
Emergency Dental Service	0	0.0
Ambulance paramedics	0	0.0
A&E / Casualty	3	13.0
Social care services	0	0.0
Other	0	0.0
	23	

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	18	78.3
*Agree	4	17.4
Neither agree nor disagree	0	0.0
Disagree	1	4.3
Strongly disagree	0	0.0
<b>Percent Positive - This GP 95.7 %</b>	23	

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	18	<b>78.3</b>
*Agree	3	<b>13.0</b>
Neither agree nor disagree	2	<b>8.7</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 91.3 %</b>	23	

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	17	<b>73.9</b>
*Agree	6	<b>26.1</b>
Neither agree nor disagree	0	<b>0.0</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 100.0 %</b>	23	

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	17	<b>73.9</b>
*Agree	5	<b>21.7</b>
Neither agree nor disagree	1	<b>4.3</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 95.6 %</b>	23	

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	18	<b>78.3</b>
*Agree	4	<b>17.4</b>
Neither agree nor disagree	1	<b>4.3</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 95.7 %</b>	23	

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	18	<b>78.3</b>
*Agree	5	<b>21.7</b>
Neither agree nor disagree	0	<b>0.0</b>
Disagree	0	<b>0.0</b>
Strongly disagree	0	<b>0.0</b>
<b>Percent Positive - This GP 100.0 %</b>	23	

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	18	<b>81.8</b>
*Good	3	<b>13.6</b>
Fair	1	<b>4.5</b>
Poor	0	<b>0.0</b>
Very poor	0	<b>0.0</b>
<b>Percent Positive - This GP 95.4 %</b>	22	

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	86	<b>97.7</b>
It is too difficult for me to get time away from work during my practice opening hours	1	<b>1.1</b>
The opening hours are not convenient for me for another reason	0	<b>0.0</b>
I am not sure when my GP practice is open	1	<b>1.1</b>
	88	

## 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	7	<b>7.5</b>
Yes, help for me with adaptations and/or equipment for my home	6	<b>6.5</b>
Yes, help for me for activities outside my home	2	<b>2.2</b>
Yes, help to look after someone else	5	<b>5.4</b>
No, not had any help but I feel that I needed it	5	<b>5.4</b>
No, not had any help	68	<b>73.1</b>
	93	

## 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	26	<b>29.9</b>
No	61	<b>70.1</b>
	87	

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	<b>56.5</b>
There was no change in my ability to do my usual activities	3	<b>13.0</b>
I was less able to do my usual activities	4	<b>17.4</b>
It is too soon to say	3	<b>13.0</b>
	23	

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	48	<b>55.8</b>
No	38	<b>44.2</b>
	86	

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	36	<b>76.6</b>
It was about the same as before	5	<b>10.6</b>
It was worse than before	1	<b>2.1</b>
It is too soon to say	5	<b>10.6</b>
	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	14	<b>15.7</b>
No	75	<b>84.3</b>
	89	

## 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	76	<b>86.4</b>
Yes, up to 4 hours a week	7	<b>8.0</b>
Yes, 5 - 19 hours a week	1	<b>1.1</b>
Yes, 20 - 34 hours a week	0	<b>0.0</b>
Yes, 35 – 49 hours a week	1	<b>1.1</b>
Yes, 50 or more hours a week	3	<b>3.4</b>
	88	



## Demographics

Q47 - Are you male or female?

All Patients	n	%
Male	38	<b>40.9</b>
Female	55	<b>59.1</b>
	93	

Q48 - What was your age on your last birthday?

All Patients	n	%
17-34	7	<b>7.6</b>
35-49	17	<b>18.5</b>
50-64	35	<b>38.0</b>
65+	33	<b>35.9</b>
	92	

Q51 - Are your day-today 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	12	<b>13.0</b>
Yes, limited a little	25	<b>27.2</b>
No	55	<b>59.8</b>
	92	

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