

Health and Care Experience Survey 2013/14

Results for Tarbert Medical Practice - Argyll



**Tarbert Medical Practice
Campbeltown Road
Tarbert
Argyll
PA29 6TY**

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Health and Care Experience Survey 2013/14

Tarbert Medical Practice - Argyll

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

The survey was sent to 412 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

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

- 44% were male and 56% were female;
- 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/S03000025-GP2013_CHP.pdf

http://www.healthcareexperienceresults.org/reports2014/H-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					95	-3	12 ⁺
Person answering the phone is helpful					96	-4	2
Can see or speak to a doctor or nurse within 2 working days					86	-5	1
Able to book a doctors appointment 3 or more working days in advance					96	1	18 ⁺
Can usually see preferred doctor					90	-5	8 ⁺
Overall arrangements for getting to see a doctor					84	-2	12 ⁺
Overall arrangements for getting to see a nurse					88	0	6

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					81	-	3

At your GP Practice

	Very Positive	Positive	Neutral	Negative	% Positive Surgery	Changes from 2011/12	Difference from Scotland
The receptionists are helpful	73%			25%	98	-1	4 ▲
Time waiting to be seen at GP practice	91%				91	0	5

At your GP Practice - doctors

	Very Positive	Positive	Neutral	Negative	% Positive Surgery	Changes from 2011/12	Difference from Scotland
Doctors listen to patients	49%		40%		89	-6	-6 ▼
Patients feel that doctors have all the information they need to treat them	39%		44%	12%	83	-4	-7
Doctors take account of the things that matter to patients	40%		39%	16%	79	-	-8
Doctors talk in a way that helps patients to understand their condition and treatment	44%		38%	13%	82	-4	-8 ▼
Patients have confidence in doctors' ability to treat them	41%		32%	17%	73	-12	-17 ▼
Patients have enough time with doctors	42%		44%	10%	86	-2	-3

At your GP Practice - nurses

	Very Positive	Positive	Neutral	Negative	% Positive Surgery	Changes from 2011/12	Difference from Scotland
Nurses listen to patients					96	-3	0
Patients feel that nurses have all the information they need to treat them					97	0	4 ⁺
Nurses take account of the things that matter to patients					94	-	4
Nurses talk in a way that helps patients to understand their condition and treatment					93	-4	2
Patients have confidence in nurses' ability to treat them					94	-5	0
Patients have enough time with nurses					97	-1	1







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					61	-	-1


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	53%	37%			90	-	-6
Patients are satisfied with the length of time they wait for results	37%	44%		10%	81	-	-5
Patients are satisfied with the way they receive results	41%	37%	14%		78	-	-3
Test results are explained to patients in a way they can understand	42%	36%	14%		78	-	-4

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					99	1	3 ⁺
Patients know enough about what their medicines are for					95	-2	-2
Patients know enough about how and when to take their medicines					96	-4	-2
Patients know enough about side effects of medicines					81	-10	-1
Patients know what to do if they have any problems with their medicines					89	-6	-1
Patients take their prescription as they are supposed to					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					93	-	-1

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	48%	45%			93	-2	2
Patients are treated with compassion and understanding	49%	38%	13%		86	-6	2
Rating of overall care provided by GP practice	45%	37%	10%		82	-4	-5

Top Five and Bottom Five Results for Tarbert Medical Practice - Argyll

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 find it easy enough for them to get their medicines	61%	38%			99	1	3 +
The receptionists are helpful	73%	25%			98	-1	4 +
Patients take their prescription as they are supposed to	63%	35%			98	-1	0
Patients feel that nurses have all the information they need to treat them	55%	42%			97	0	4 +
Patients have enough time with nurses	61%	37%			97	-1	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	56%	30%	14%		86	-5	1
Patients have confidence in doctors' ability to treat them	41%	32%	17%	11%	73	-12	-17 -

Patients are satisfied with the length of time they wait for results		81	-	-5
Can usually see preferred doctor		90	-5	8 ⁺
Time waiting to be seen at GP practice		91	0	5

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/S03000025-GP2013_CHP.pdf

http://www.healthcareexperienceresults.org/reports2014/H-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	50	50	57
Yes, and I am not happy about it	15	20	19
No, other patients can't overhear	22	16	17
Don't know	13	15	8

Out of hours healthcare

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	82	75	78
It is too difficult for me to get time away from work during my practice opening hours	7	8	12
The opening hours are not convenient for me for another reason	1	4	3
I am not sure when my GP practice is open	10	14	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	26	40	45
There was no change in my ability to do my usual activities	40	28	23
I was less able to do my usual activities	11	18	16
It is too soon to say	23	15	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	52	50	52
It was about the same as before	33	29	35
It was worse than before	3	7	4
It is too soon to say	13	14	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/H-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	-	98	95	-3
Person answering the phone is helpful	-	100	96	-4 -
Can see or speak to a doctor or nurse within 2 working days	-	91	86	-5
Able to book a doctors appointment 3 or more working days in advance	-	95	96	1
Can usually see preferred doctor	95	95	90	-5
Overall arrangements for getting to see a doctor	95	86	84	-2
Overall arrangements for getting to see a nurse	97	88	88	0

At your GP Practice

	2009/10	2011/12	2013/14	Difference from previous survey
The receptionists are helpful	-	99	98	-1
Time waiting to be seen at GP practice	-	91	91	0

At your GP Practice - doctors

	2009/10	2011/12	2013/14	Difference from previous survey
Doctors listen to patients	89	95	89	-6
Patients feel that doctors have all the information they need to treat them	83	87	83	-4
Doctors talk in a way that helps patients to understand their condition and treatment	83	86	82	-4
Patients have confidence in doctors' ability to treat them	81	85	73	-12
Patients have enough time with doctors	87	88	86	-2

At your GP Practice - nurses

	2009/10	2011/12	2013/14	Difference from previous survey
Nurses listen to patients	96	99	96	-3
Patients feel that nurses have all the information they need to treat them	95	97	97	0

Nurses talk in a way that helps patients to understand their condition and treatment	96	97	93	-4
Patients have confidence in nurses' ability to treat them	95	99	94	-5
Patients have enough time with nurses	95	98	97	-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	-	98	99	1
Patients know enough about what their medicines are for	94	97	95	-2
Patients know enough about how and when to take their medicines	97	100	96	-4
Patients know enough about side effects of medicines	81	91	81	-10
Patients know what to do if they have any problems with their medicines	89	95	89	-6
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	93	95	93	-2
Patients are treated with compassion and understanding	-	92	86	-6
Rating of overall care provided by GP practice	89	86	82	-4

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/H-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	11.5
Yes	100	88.5
	113	

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	15	14.6
2 – 4 times	50	48.5
5 - 10 times	23	22.3
More than 10 times	12	11.7
Can't remember / don't know	3	2.9
	103	

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	64	65.3
*Fairly easy	29	29.6
Not easy	5	5.1
Percent Positive - This GP 94.9 %	98	

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	73	74.5
*Fairly helpful	21	21.4
Not very helpful	2	2.0
Not at all helpful	2	2.0
Percent Positive - This GP 95.9 %	98	

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	47	56.0
*I saw or spoke to a doctor or nurse within 1 or 2 working days	25	29.8
I waited more than 2 working days to see or speak to a doctor or nurse	12	14.3
Percent Positive - This GP 85.8 %	84	

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	74	96.1
No	3	3.9
Percent Positive - This GP 96.1 %	77	

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	62	62.6
No	10	10.1
*I don't have a doctor I prefer to see	27	27.3
Percent Positive - This GP 89.9 %	99	

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	43	43.0
*Good	41	41.0
Fair	13	13.0
Poor	3	3.0
Very poor	0	0.0
Percent Positive - This GP 84.0 %	100	

Q9b - Overall how would you rate the arrangements for getting to see a doctor and/or nurse in your GP practice? Getting to see a nurse

Patients who have contacted their GP practice in the last 12 months	n	%
*Excellent	42	51.9
*Good	29	35.8
Fair	9	11.1
Poor	1	1.2
Very poor	0	0.0
Percent Positive - This GP 87.7 %	81	

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	48	47.5
No, as it wasn't necessary	52	51.5
No, but I wanted to	1	1.0
	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	20	41.7
*Good	19	39.6
Fair	5	10.4
Poor	2	4.2
Very poor	2	4.2
Percent Positive - This GP 81.3 %	48	

At your GP Practice

Q12 - In the reception area, can other patients overhear what you say to the staff?

Patients who have contacted their GP practice in the last 12 months	n	%
Yes, but I don't mind	51	49.5
Yes, and I am not happy about it	21	20.4
No, other patients can't overhear	16	15.5
Don't know	15	14.6
	103	

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	75	72.8
*Fairly helpful	26	25.2
Not very helpful	2	1.9
Not at all helpful	0	0.0
Percent Positive - This GP 98.0 %	103	

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	92	91.1
It is too long	9	8.9
Percent Positive - This GP 91.1 %	101	

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	5	5.3
Yes	90	94.7
	95	

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	47	49.0
*Agree	38	39.6
Neither agree nor disagree	6	6.3
Disagree	4	4.2
Strongly disagree	1	1.0
Percent Positive - This GP 88.6 %	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	37	38.9
*Agree	42	44.2
Neither agree nor disagree	11	11.6
Disagree	4	4.2
Strongly disagree	1	1.1
Percent Positive - This GP 83.1 %	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	38	40.0
*Agree	37	38.9
Neither agree nor disagree	15	15.8
Disagree	3	3.2
Strongly disagree	2	2.1
Percent Positive - This GP 78.9 %	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	42	44.2
*Agree	36	37.9
Neither agree nor disagree	12	12.6
Disagree	2	2.1
Strongly disagree	3	3.2
Percent Positive - This GP 82.1 %	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	39	41.1
*Agree	30	31.6
Neither agree nor disagree	16	16.8
Disagree	6	6.3
Strongly disagree	4	4.2
Percent Positive - This GP 72.7 %	95	

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	40	42.1
*Agree	42	44.2
Neither agree nor disagree	9	9.5
Disagree	3	3.2
Strongly disagree	1	1.1
Percent Positive - This GP 86.3 %	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	29	28.7
Yes	72	71.3
	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	44	61.1
*Agree	25	34.7
Neither agree nor disagree	2	2.8
Disagree	1	1.4
Strongly disagree	0	0.0
Percent Positive - This GP 95.8 %	72	

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	39	54.9
*Agree	30	42.3
Neither agree nor disagree	1	1.4
Disagree	1	1.4
Strongly disagree	0	0.0
Percent Positive - This GP 97.2 %	71	

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	57.1
*Agree	26	37.1
Neither agree nor disagree	4	5.7
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 94.2 %	70	

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	43	60.6
*Agree	23	32.4
Neither agree nor disagree	5	7.0
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 93.0 %	71	

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	43	60.6
*Agree	24	33.8
Neither agree nor disagree	4	5.6
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 94.4 %	71	

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	43	60.6
*Agree	26	36.6
Neither agree nor disagree	2	2.8
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 97.2 %	71	

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	61	61.0
Yes, to some extent	33	33.0
No, and I would like to be	6	6.0
Percent Positive - This GP 61.0 %	100	

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

Patients who have contacted their GP practice in the last 12 months	n	%
No	88	88.0
Yes	12	12.0
	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	41	41.8
Yes	57	58.2
	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	32	53.3
*Agree	22	36.7
Neither agree nor disagree	3	5.0
Disagree	2	3.3
Strongly disagree	1	1.7
Percent Positive - This GP 90.0 %	60	

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	22	37.3
*Agree	26	44.1
Neither agree nor disagree	5	8.5
Disagree	4	6.8
Strongly disagree	2	3.4
Percent Positive - This GP 81.4 %	59	

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	24	40.7
*Agree	22	37.3
Neither agree nor disagree	8	13.6
Disagree	2	3.4
Strongly disagree	3	5.1
Percent Positive - This GP 78.0 %	59	

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	25	42.4
*Agree	21	35.6
Neither agree nor disagree	8	13.6
Disagree	2	3.4
Strongly disagree	3	5.1
Percent Positive - This GP 78.0 %	59	

At your GP Practice - medicines

Q22 - Have you been prescribed medicines by your GP practice in the last 12 months?

Patients who have contacted their GP practice in the last 12 months	n	%
No	17	17.0
Yes	83	83.0
	100	

Q23a - Thinking about the last time you were prescribed medicines, how much do you agree or disagree with each of the following: It was easy enough for me to get my medicines

Patients who were prescribed medicines in the last 12 months	n	%
*Strongly agree	51	60.7
*Agree	32	38.1
Neither agree nor disagree	1	1.2
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 98.8 %	84	

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	48	57.1
*Agree	32	38.1
Neither agree nor disagree	2	2.4
Disagree	0	0.0
Strongly disagree	2	2.4
Percent Positive - This GP 95.2 %	84	

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	54	63.5
*Agree	28	32.9
Neither agree nor disagree	1	1.2
Disagree	1	1.2
Strongly disagree	1	1.2
Percent Positive - This GP 96.4 %	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	38	45.2
*Agree	30	35.7
Neither agree nor disagree	13	15.5
Disagree	1	1.2
Strongly disagree	2	2.4
Percent Positive - This GP 80.9 %	84	

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	42	50.0
*Agree	33	39.3
Neither agree nor disagree	6	7.1
Disagree	1	1.2
Strongly disagree	2	2.4
Percent Positive - This GP 89.3 %	84	

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	53	63.1
*Agree	29	34.5
Neither agree nor disagree	0	0.0
Disagree	1	1.2
Strongly disagree	1	1.2
Percent Positive - This GP 97.6 %	84	

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	90	92.8
Yes	7	7.2
Percent Positive - This GP 92.8 %	97	

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	49	48.0
*Agree	46	45.1
Neither agree nor disagree	7	6.9
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 93.1 %	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	48.5
*Agree	39	37.9
Neither agree nor disagree	13	12.6
Disagree	1	1.0
Strongly disagree	0	0.0
Percent Positive - This GP 86.4 %	103	

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	46	44.7
*Good	38	36.9
Fair	10	9.7
Poor	7	6.8
Very poor	2	1.9
Percent Positive - This GP 81.6 %	103	

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	16	13.9
No	99	86.1
	115	

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	85	74.6
It is too difficult for me to get time away from work during my practice opening hours	9	7.9
The opening hours are not convenient for me for another reason	4	3.5
I am not sure when my GP practice is open	16	14.0
	114	

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	6	5.2
Yes, help for me with adaptations and/or equipment for my home	3	2.6
Yes, help for me for activities outside my home	5	4.3
Yes, help to look after someone else	2	1.7
No, not had any help but I feel that I needed it	1	0.9
No, not had any help	91	78.4
	116	

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	39	35.8
No	70	64.2
	109	

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

Patients who received NHS treatment or advice because of something that was affecting their ability to do their usual activities	n	%
I was able to go back to most of my usual activities	16	40.0
There was no change in my ability to do my usual activities	11	27.5
I was less able to do my usual activities	7	17.5
It is too soon to say	6	15.0
	40	

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	72	64.3
No	40	35.7
	112	

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	35	50.0
It was about the same as before	20	28.6
It was worse than before	5	7.1
It is too soon to say	10	14.3
	70	

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	19	17.0
No	93	83.0
	112	

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	87.4
Yes, up to 4 hours a week	3	2.7
Yes, 5 - 19 hours a week	7	6.3
Yes, 20 - 34 hours a week	2	1.8
Yes, 35 – 49 hours a week	0	0.0
Yes, 50 or more hours a week	2	1.8
	111	

Demographics

Q47 - Are you male or female?

All Patients	n	%
Male	50	43.9
Female	64	56.1
	114	

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	13	11.4
Yes, limited a little	32	28.1
No	69	60.5
	114	

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