

2011/12 Patient Experience Survey of GP and Local NHS Services

Results for Scalloway Health Centre - Shetland



Scalloway Health Centre
Scalloway
Shetland
ZE1 0UH

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An official statistics publication for Scotland



Scotland's Patient Experience Programme



2011/12 Patient Experience Survey

Scalloway Health Centre - Shetland

This report gives a summary of the results of the 2011/12 Patient Experience Survey for Scalloway Health Centre - Shetland.

The survey was sent to 474 people registered with the surgery.

The survey asked questions about people's experiences during 2011/12 of making an appointment; visiting the GP surgery; seeing staff; being prescribed medicines; out of hours healthcare; and outcomes from NHS treatment. Results for questions about out of hours services and outcomes from NHS treatments are not shown in this report, but are shown in NHS Board and Community Health Partnership reports. A copy of the survey is available at:

http://surveyresults.bettertogetherscotland.com/gp/GP_Survey_2011.pdf

142 patients of Scalloway Health Centre - Shetland sent in feedback on their experiences at the surgery. Of the patients that answered questions about themselves:

- 39% were male and 61% were female;
- 17% were aged 17-34, 14% were aged 35-49, 30% were aged 50-64 and 39% were 65 and over;
- 67% did not have any limiting illness or disability.

The survey was commissioned by the Scottish Government for Scotland's Patient Experience Programme "Better Together" which aims to use the public's experiences of NHSScotland to improve health 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 Picker Institute Europe. Picker Institute Europe is a charity which provides support for patient experience surveys.

The results of the survey will be used by the GP surgery, Health Board, and the Scottish Government to improve the quality of healthcare in Scotland by focussing us on the areas that people tell us are important to them and where they consider we could do better.

For more information on Better Together, Scotland's Patient Experience Programme please go to www.bettertogetherscotland.com

For information on what the above organisations are doing to make improvements please contact:

Better Together
GR, St Andrew's House
Regent Road
Edinburgh
EH1 3DG
patientexperience@scotland.gsi.gov.uk

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>

Results for Scalloway Health Centre - Shetland

Results are shown as the percentage of patients who answered each question positively.

The bars illustrate the % positive as green, 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://surveyresults.bettertogetherscotland.com/gp/Percent_Positive_Results_key_2011.pdf.

If you are looking at the pdf version online, you can see the actual number of patients who answered positively and negatively by hovering the mouse cursor over the bar chart.

The difference between the practice percent positive result and the Scottish average is shown in the final column. 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

On page 8 we compare the latest results with those from 2009/10 and on page 10 we show the results for some additional questions.



Getting to see or speak to someone

	Positive	Negative	%	Difference from Scotland
It was easy to get through on the phone	98	2	98	13 ⁺
Person answering the phone was helpful	99	1	99	4 ⁺
Could see or speak to a doctor or nurse within 2 working days	96	4	96	11 ⁺
Able to book a doctors appointment 3 or more working days in advance	93	7	93	13 ⁺
Can usually see preferred doctor	96	4	96	12 ⁺
Overall arrangements for getting to see a doctor	94	6	94	19 ⁺
Overall arrangements for getting to see a nurse	95	5	95	11 ⁺







Referrals

	Positive	Negative	%	Difference from Scotland
Arrangements for seeing other NHS professionals	80	20	80	4

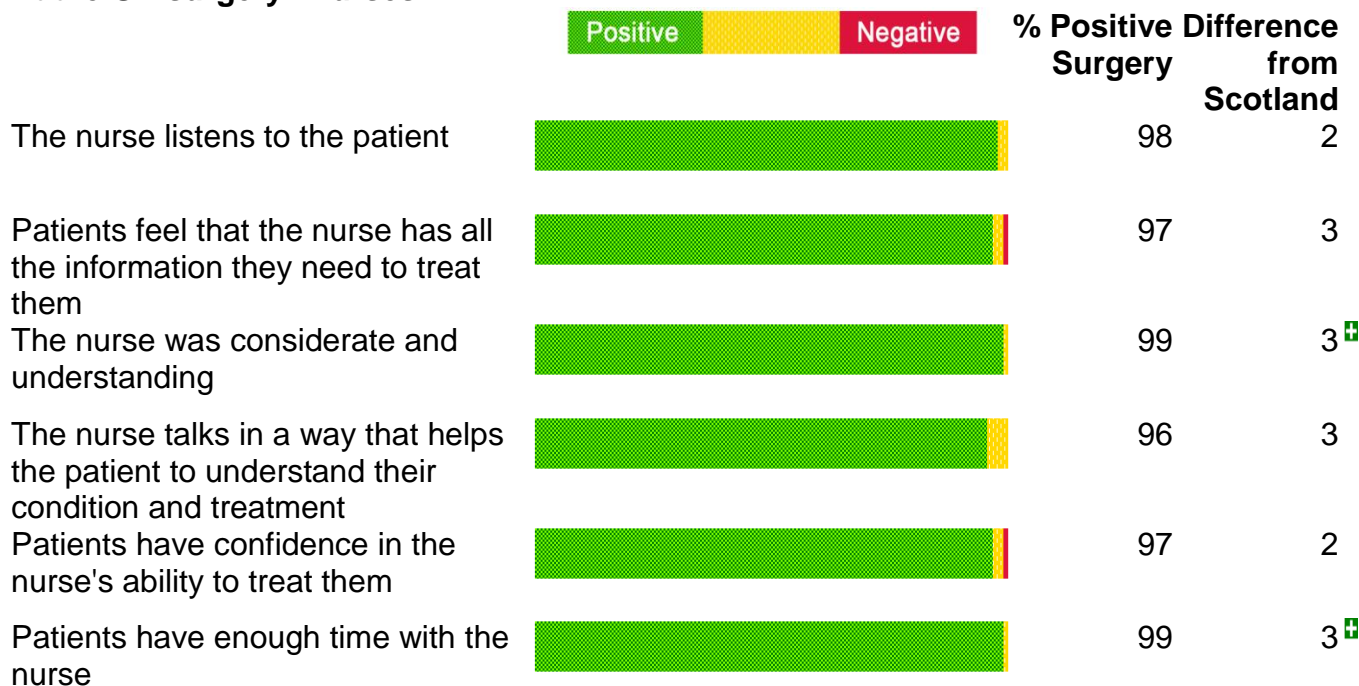
At the GP surgery

	Positive	Negative	% Positive Surgery	Difference from Scotland
The receptionists are helpful			100	6 ⁺
The GP surgery is clean			99	0
Time waiting to be seen at GP surgery			91	4

At the GP surgery - doctors

	Positive	Negative	% Positive Surgery	Difference from Scotland
The doctor listens to the patient			98	3 ⁺
Patients feel that the doctor has all the information they need to treat them			96	6 ⁺
The doctor was considerate and understanding			95	3
The doctor talks in a way that helps the patient to understand their condition and treatment			94	3
Patients have confidence in the doctor's ability to treat them			95	5 ⁺
Patients have enough time with the doctor			95	5 ⁺

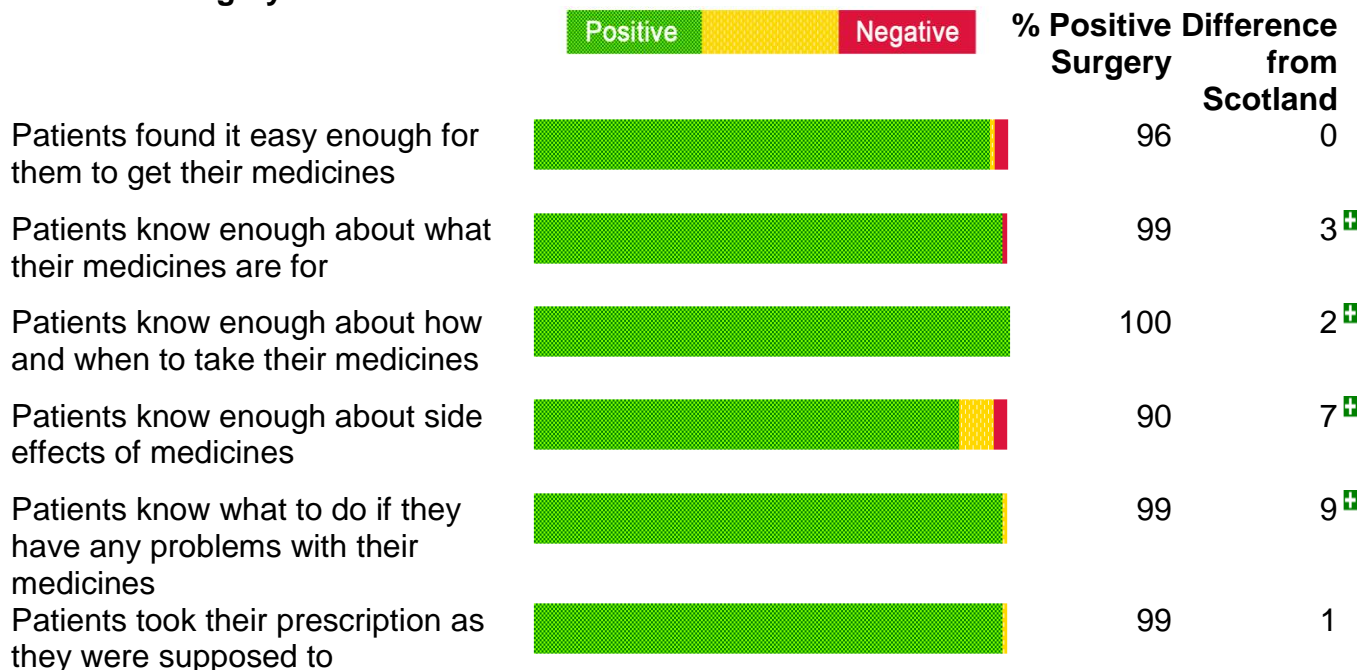
At the GP surgery - nurses



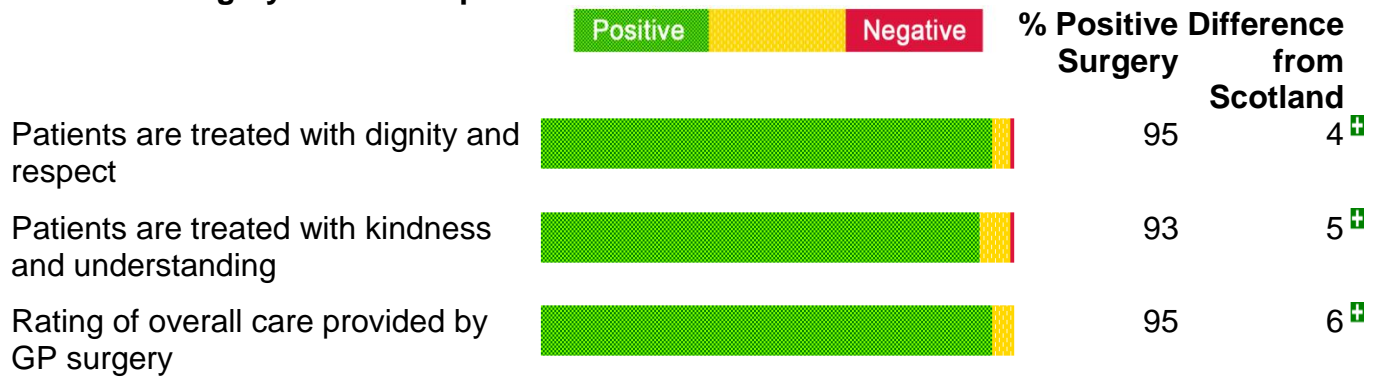
At the GP surgery - care and treatment



At the GP surgery - medicines



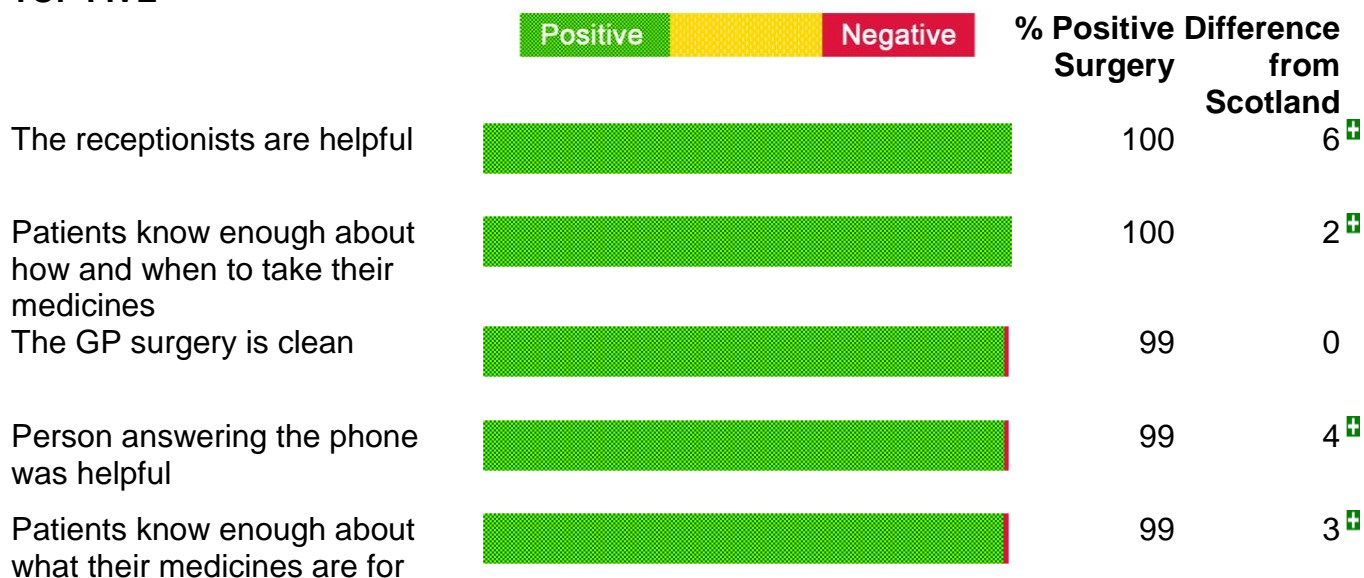
At the GP surgery - overall experience



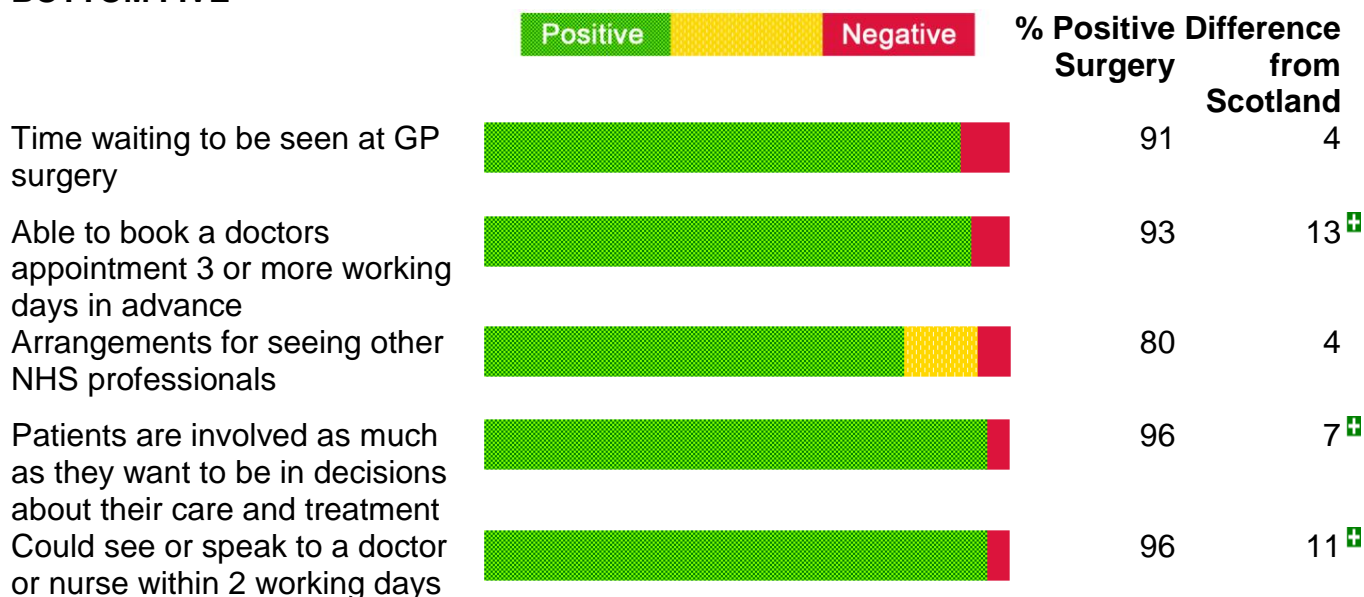
Top Five and Bottom Five Results for Scalloway Health Centre - Shetland

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

TOP FIVE



BOTTOM FIVE



Comparison with results from 2009/10 survey

The tables below show the GP surgery's 2011/12 percent positive scores compared to 2009/10.

- + 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

Getting to see or speak to someone

	2009/10	2011/12	Difference from previous survey
Can usually see preferred doctor	93 %	96 %	3
Overall arrangements for getting to see a doctor	93 %	94 %	1
Overall arrangements for getting to see a nurse	96 %	95 %	-1

At the GP surgery

	2009/10	2011/12	Difference from previous survey
Time waiting to be seen at GP surgery	93 %	91 %	-2

At the GP surgery - doctors

	2009/10	2011/12	Difference from previous survey
The doctor listens to the patient	95 %	98 %	3
Patients feel that the doctor has all the information they need to treat them	86 %	96 %	10 +
The doctor talks in a way that helps the patient to understand their condition and treatment	92 %	94 %	2
Patients have confidence in the doctor's ability to treat them	91 %	95 %	4
Patients have enough time with the doctor	91 %	95 %	4

At the GP surgery - nurses

	2009/10	2011/12	Difference from previous survey
The nurse listens to the patient	99 %	98 %	-1
Patients feel that the nurse has all the information they need to treat them	93 %	97 %	4
The nurse talks in a way that helps the patient to understand their condition and treatment	97 %	96 %	-1
Patients have confidence in the nurse's ability to treat them	99 %	97 %	-2
Patients have enough time with the nurse	99 %	99 %	0

At the GP surgery - care and treatment

	2009/10	2011/12	Difference from previous survey
Patients are involved as much as they want to be in decisions about their care and treatment	94 %	96 %	2

At the GP surgery - medicines

	2009/10	2011/12	Difference from previous survey
Patients know enough about what their medicines are for	99 %	99 %	0
Patients know enough about how and when to take their medicines	99 %	100 %	1
Patients know enough about side effects of medicines	92 %	90 %	-2
Patients know what to do if they have any problems with their medicines	96 %	99 %	3

At the GP surgery - overall experience

	2009/10	2011/12	Difference from previous survey
Patients are treated with dignity and respect	97 %	95 %	-2
Rating of overall care provided by GP surgery	96 %	95 %	-1

Additional Questions

This section shows results for other questions that patients were asked about their GP surgery. These results have been presented here because the answers did not fit into the “percentage positive” format used elsewhere in the report.

At the GP surgery

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

Patients who have contacted their GP surgery in the last 12 months	This GP	
	n	%
Yes, but I don't mind	49	37.4
Yes, and I am not happy about it	20	15.3
No, other patients can't overhear	53	40.5
Don't know	9	6.9
	131	

At the GP surgery - care and treatment

The last time you saw a health professional about something that affected your ability to work, did they discuss your ability to work with you?

Patients who have seen a health professional in the last 12 months about something that affected their ability to work	This GP	
	n	%
Yes, we had a useful discussion about my ability to work	24	88.9
Yes, we discussed my ability to work but it was not useful	1	3.7
No, we did not discuss my ability to work, but I would have found it useful	1	3.7
No, we did not discuss my ability to work but I did not want to	1	3.7
	27	

GP surgery opening hours

What do you think about the opening hours of your GP surgery?

All Patients	This GP	
	n	%
I am happy with the opening hours of my GP surgery	119	86.2
It is too difficult for me to get time away from work during my surgery opening hours	11	8.0
The opening hours are not convenient for me for another reason	3	2.2
I am not sure when the opening hours of my GP surgery are	5	3.6
	138	

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Correspondence and enquiries

Enquiries on this publication should be addressed to:

Gregor Boyd

Health Analytical Services Division, The Quality Unit

The Scottish Government

St Andrews House, Regent Road

Telephone: 0131 244 3201

e-mail: Gregor.boyd@scotland.gsi.gov.uk

General enquiries on Scottish Government statistics can be addressed to:

Office of the Chief Statistician

Scottish Government

4N.06, St Andrews House

EDINBURGH EH1 3DG

Telephone: (0131) 244 0442

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

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