

SURVEY TITLE: 2015 Health and Care Experience Survey

REPORT TITLE: QOC Report for Jura Medical Practice - Isle of Jura - 2015

HOW TO READ THE RESULTS:

This report shows responses to the questions about experience of the GP practice, broken down by the overall rating of the quality of care provided by the practice. The purpose of this report is to demonstrate how overall satisfaction is influenced by other high level factors such as accessibility, patient involvement, perception of expertise, patient feeling listened to, information provision, compassion and understanding.

Please note that the results are calculated horizontally, totalling 100% across each individual response option in that question, rather than vertically across all response options for that question. The first two columns show the number of patients that did or did not answer the Quality of Care Question (Q25), with the remaining columns showing the breakdown of responses to Q25. This provides an insight into how people who rate the overall quality of care as excellent or poor feel about other aspects of their care and experience - for example, it may show that the majority of patients rating their quality of care as excellent felt they could get an appointment quickly, were listened to and felt they were dealt with compassionately and with respect. Alternatively, patients who rate their care as poor, may report negative experiences on these particular aspects. Looking at the results in this way will provide a useful insight into the key drivers that influence patient experience.

Please note that any responses of less than 20 are suppressed.

YOUR GP PRACTICE: GETTING TO SEE OR SPEAK TO SOMEONE

	Total Answered Q25	Did not Answer Q25	Excellent		Good		Fair		Poor		Very poor	
1	Have you contacted the GP practice named on the enclosed letter in the last 12 months?											
No	0	3	0	0%	0	0%	0	0%	0	0%	0	0%
Yes	37	2	28	76%	5	14%	3	8%	1	3%	0	0%
Base Size	37		28		5		3		1		0	
Missing	2		1		1		0		0		0	
2	Approximately how often have you contacted this GP practice in the last 12 months (either for yourself or someone you look after)?											
Once	4	0	2	50%	2	50%	0	0%	0	0%	0	0%
2 - 4 times	12	0	7	58%	3	25%	1	8%	1	8%	0	0%
5 - 10 times	21	2	18	86%	1	5%	2	10%	0	0%	0	0%
More than 10 times	1	0	1	100%	0	0%	0	0%	0	0%	0	0%
Can't remember / don't know	1	0	1	100%	0	0%	0	0%	0	0%	0	0%
Base Size	39		29		6		3		1		0	
Missing	0		0		0		0		0		0	
3	Thinking of the last time you contacted this GP practice by phone, how easy was it for you to get through?											
Very easy	37	2	27	73%	6	16%	3	8%	1	3%	0	0%
Fairly easy	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Not easy	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
I haven't tried to phone	2	0	2	100%	0	0%	0	0%	0	0%	0	0%
Can't remember / don't know	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Base Size	39		29		6		3		1		0	
Missing	0		0		0		0		0		0	

YOUR GP PRACTICE: GETTING TO SEE OR SPEAK TO SOMEONE

	Total Answered Q25	Did not Answer Q25	Excellent		Good		Fair		Poor		Very poor	
4	The last time you phoned the GP practice, how helpful was the person who answered?											
Very helpful	37	2	27	73%	6	16%	3	8%	1	3%	0	0%
Fairly helpful	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Not very helpful	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Not at all helpful	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Can't remember / don't know	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Base Size	37		27		6		3		1		0	
Missing	2		2		0		0		0		0	
5	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?											
I saw or spoke to a doctor or nurse on the same day	32	1	26	81%	4	13%	2	6%	0	0%	0	0%
I saw or spoke to a doctor or nurse within 1 or 2 working days	1	0	0	0%	1	100%	0	0%	0	0%	0	0%
I waited more than 2 working days to see or speak to a doctor or nurse	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
I haven't needed to see or speak to a doctor or nurse from my GP practice urgently in the last 12 months	3	1	2	67%	1	33%	0	0%	0	0%	0	0%
Can't remember	2	0	1	50%	0	0%	1	50%	0	0%	0	0%
Base Size	38		29		6		3		0		0	
Missing	1		0		0		0		1		0	
6	What was the main reason you waited longer than 2 working days?											
The person I wanted to see was not available in the next 2 days	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
The times available in the next 2 days were not convenient for me	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
I was not offered a chance to see or speak to anyone within 2 working days	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Another reason	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Base Size	0		0		0		0		0		0	
Missing	0		0		0		0		0		0	

YOUR GP PRACTICE: GETTING TO SEE OR SPEAK TO SOMEONE

	Total Answered Q25	Did not Answer Q25	Excellent		Good		Fair		Poor		Very poor	
7												
If you ask to make an appointment with a doctor 3 or more working days in advance, does your GP practice allow you to?												
Yes	32	2	26	81%	4	13%	2	6%	0	0%	0	0%
No	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Don't know	7	0	3	43%	2	29%	1	14%	1	14%	0	0%
Base Size	39		29		6		3		1		0	
Missing	0		0		0		0		0		0	

8												
When you arrange to see a doctor at your GP practice can you usually see the doctor you prefer?												
Yes	23	1	22	96%	1	4%	0	0%	0	0%	0	0%
No	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
I don't have a doctor I prefer to see	6	0	2	33%	2	33%	1	17%	1	17%	0	0%
There is usually only one doctor in my GP practice	9	0	4	44%	3	33%	2	22%	0	0%	0	0%
Base Size	38		28		6		3		1		0	
Missing	1		1		0		0		0		0	

09a												
Overall, how would you rate the arrangements for getting to see a doctor in your GP practice?												
Excellent	33	1	29	88%	3	9%	1	3%	0	0%	0	0%
Good	4	1	0	0%	2	50%	2	50%	0	0%	0	0%
Fair	2	0	0	0%	1	50%	0	0%	1	50%	0	0%
Poor	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Very poor	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
I did not try to see a doctor	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Base Size	39		29		6		3		1		0	
Missing	0		0		0		0		0		0	

YOUR GP PRACTICE: GETTING TO SEE OR SPEAK TO SOMEONE

09b Overall, how would you rate the arrangements for getting to see a nurse in your GP practice?

	Total Answered Q25	Did not Answer Q25	Excellent		Good		Fair		Poor		Very poor	
Excellent	8	1	6	75%	1	13%	1	13%	0	0%	0	0%
Good	2	0	1	50%	1	50%	0	0%	0	0%	0	0%
Fair	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Poor	1	0	0	0%	1	100%	0	0%	0	0%	0	0%
Very poor	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
I did not try to see a nurse	26	1	20	77%	3	12%	2	8%	1	4%	0	0%
Base Size	37		27		6		3		1		0	
Missing	2		2		0		0		0		0	

YOUR GP PRACTICE: REFERRALS

	Total Answered Q25	Did not Answer Q25	Excellent		Good		Fair		Poor		Very poor	
10	Has your GP practice referred you to see any other health or care services in the last 12 months?											
Yes	15	0	11	73%	2	13%	1	7%	1	7%	0	0%
No, as it wasn't necessary	23	2	18	78%	4	17%	1	4%	0	0%	0	0%
No, but I wanted to	1	0	0	0%	0	0%	1	100%	0	0%	0	0%
Base Size	39		29		6		3		1		0	
Missing	0		0		0		0		0		0	
11	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?											
Excellent	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Good	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Fair	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Poor	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Very poor	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Base Size	0		0		0		0		0		0	
Missing	0		0		0		0		0		0	

AT YOUR GP PRACTICE

	Total Answered Q25	Did not Answer Q25	Excellent	Good	Fair	Poor	Very poor
12 In the reception area, can other patients overhear what you say to the staff?							
Yes, but I don't mind	6	1	4 67%	2 33%	0 0%	0 0%	0 0%
Yes, and I am not happy about it	4	0	4 100%	0 0%	0 0%	0 0%	0 0%
No, other patients can't overhear	21	1	18 86%	2 10%	1 5%	0 0%	0 0%
Don't know	8	0	3 38%	2 25%	2 25%	1 13%	0 0%
Base Size	39		29	6	3	1	0
Missing	0		0	0	0	0	0
13 How helpful do you find the receptionists at your GP practice?							
Very helpful	39	2	29 74%	6 15%	3 8%	1 3%	0 0%
Fairly helpful	0	0	0 0%	0 0%	0 0%	0 0%	0 0%
Not very helpful	0	0	0 0%	0 0%	0 0%	0 0%	0 0%
Not at all helpful	0	0	0 0%	0 0%	0 0%	0 0%	0 0%
There are no receptionists at my practice	0	0	0 0%	0 0%	0 0%	0 0%	0 0%
Base Size	39		29	6	3	1	0
Missing	0		0	0	0	0	0
14 How do you feel about how long you usually have to wait to be seen after you arrive at your GP practice?							
It is reasonable	37	2	29 78%	6 16%	2 5%	0 0%	0 0%
It is too long	0	0	0 0%	0 0%	0 0%	0 0%	0 0%
Can't remember / don't know	2	0	0 0%	0 0%	1 50%	1 50%	0 0%
Base Size	39		29	6	3	1	0
Missing	0		0	0	0	0	0

AT YOUR GP PRACTICE

	Total Answered Q25	Did not Answer Q25	Excellent		Good		Fair		Poor		Very poor	
15a Have you seen a doctor from your GP practice in the last 12 months?												
No	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Yes	38	1	28	74%	6	16%	3	8%	1	3%	0	0%
Base Size	38		28		6		3		1		0	
Missing	1		1		0		0		0		0	
15b The last time I saw a doctor at my GP practice, the doctor listened to me												
Strongly agree	30	0	26	87%	3	10%	1	3%	0	0%	0	0%
Agree	6	1	2	33%	3	50%	1	17%	0	0%	0	0%
Neither agree nor disagree	1	0	0	0%	0	0%	1	100%	0	0%	0	0%
Disagree	1	0	0	0%	0	0%	0	0%	1	100%	0	0%
Strongly disagree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Base Size	38		28		6		3		1		0	
Missing	1		1		0		0		0		0	
15c The last time I saw a doctor at my GP practice, I felt that the doctor had all the information needed to treat me												
Strongly agree	29	0	25	86%	3	10%	1	3%	0	0%	0	0%
Agree	5	1	3	60%	1	20%	0	0%	1	20%	0	0%
Neither agree nor disagree	2	0	0	0%	1	50%	1	50%	0	0%	0	0%
Disagree	2	0	0	0%	1	50%	1	50%	0	0%	0	0%
Strongly disagree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Base Size	38		28		6		3		1		0	
Missing	1		1		0		0		0		0	

AT YOUR GP PRACTICE

	Total Answered Q25	Did not Answer Q25	Excellent		Good		Fair		Poor		Very poor	
15d The last time I saw a doctor at my GP practice, the doctor took account of the things that matter to me												
Strongly agree	28	1	25	89%	2	7%	1	4%	0	0%	0	0%
Agree	5	0	3	60%	2	40%	0	0%	0	0%	0	0%
Neither agree nor disagree	3	1	0	0%	2	67%	1	33%	0	0%	0	0%
Disagree	2	0	0	0%	0	0%	1	50%	1	50%	0	0%
Strongly disagree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Base Size	38		28		6		3		1		0	
Missing	1		1		0		0		0		0	

	Total Answered Q25	Did not Answer Q25	Excellent		Good		Fair		Poor		Very poor	
15e The last time I saw a doctor at my GP practice, the doctor talked in a way that helped me understand my condition and treatment												
Strongly agree	28	1	26	93%	1	4%	1	4%	0	0%	0	0%
Agree	5	0	2	40%	3	60%	0	0%	0	0%	0	0%
Neither agree nor disagree	3	1	0	0%	2	67%	1	33%	0	0%	0	0%
Disagree	2	0	0	0%	0	0%	1	50%	1	50%	0	0%
Strongly disagree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Base Size	38		28		6		3		1		0	
Missing	1		1		0		0		0		0	

	Total Answered Q25	Did not Answer Q25	Excellent		Good		Fair		Poor		Very poor	
15f The last time I saw a doctor at my GP practice, I felt confident in the doctor's ability to treat me												
Strongly agree	25	1	24	96%	1	4%	0	0%	0	0%	0	0%
Agree	6	0	4	67%	2	33%	0	0%	0	0%	0	0%
Neither agree nor disagree	5	0	0	0%	3	60%	2	40%	0	0%	0	0%
Disagree	1	1	0	0%	0	0%	1	100%	0	0%	0	0%
Strongly disagree	1	0	0	0%	0	0%	0	0%	1	100%	0	0%
Base Size	38		28		6		3		1		0	
Missing	1		1		0		0		0		0	

AT YOUR GP PRACTICE

	Total Answered Q25	Did not Answer Q25	Excellent		Good		Fair		Poor		Very poor	
15g The last time I saw a doctor at my GP practice, I had enough time with the doctor												
Strongly agree	30	0	26	87%	3	10%	1	3%	0	0%	0	0%
Agree	6	1	2	33%	3	50%	1	17%	0	0%	0	0%
Neither agree nor disagree	2	0	0	0%	0	0%	1	50%	1	50%	0	0%
Disagree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Strongly disagree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Base Size	38		28		6		3		1		0	
Missing	1		1		0		0		0		0	
16a Have you seen a nurse from your GP practice in the last 12 months?												
No	34	1	27	79%	5	15%	1	3%	1	3%	0	0%
Yes	4	0	1	25%	1	25%	2	50%	0	0%	0	0%
Base Size	38		28		6		3		1		0	
Missing	1		1		0		0		0		0	
16b The last time I saw a nurse at my GP practice, the nurse listened to me												
Strongly agree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Agree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Neither agree nor disagree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Disagree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Strongly disagree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Base Size	0		0		0		0		0		0	
Missing	0		0		0		0		0		0	

AT YOUR GP PRACTICE

	Total Answered Q25	Did not Answer Q25	Excellent		Good		Fair		Poor		Very poor	
16c	The last time I saw a nurse at my GP practice, I felt that the nurse had all the information needed to treat me											
Strongly agree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Agree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Neither agree nor disagree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Disagree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Strongly disagree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Base Size	0		0		0		0		0		0	
Missing	0		0		0		0		0		0	
16d	The last time I saw a nurse at my GP practice, the nurse took account of the things that matter to me											
Strongly agree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Agree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Neither agree nor disagree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Disagree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Strongly disagree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Base Size	0		0		0		0		0		0	
Missing	0		0		0		0		0		0	
16e	The last time I saw a nurse at my GP practice, the nurse talked in a way that helped me understand my condition and treatment											
Strongly agree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Agree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Neither agree nor disagree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Disagree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Strongly disagree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Base Size	0		0		0		0		0		0	
Missing	0		0		0		0		0		0	

AT YOUR GP PRACTICE

	Total Answered Q25	Did not Answer Q25	Excellent		Good		Fair		Poor		Very poor	
16f	The last time I saw a nurse at my GP practice, I felt confident in the nurse's ability to treat me											
Strongly agree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Agree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Neither agree nor disagree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Disagree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Strongly disagree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Base Size	0		0		0		0		0		0	
Missing	0		0		0		0		0		0	
16g	The last time I saw a nurse at my GP practice, I had enough time with the nurse											
Strongly agree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Agree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Neither agree nor disagree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Disagree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Strongly disagree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Base Size	0		0		0		0		0		0	
Missing	0		0		0		0		0		0	
17	Are you involved as much as you want to be in decisions about your care and treatment?											
Yes, definitely	30	1	25	83%	4	13%	1	3%	0	0%	0	0%
Yes, to some extent	7	1	3	43%	1	14%	2	29%	1	14%	0	0%
No, and I would like to be	1	0	0	0%	1	100%	0	0%	0	0%	0	0%
No, but I do not want to be involved	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Base Size	38		28		6		3		1		0	
Missing	1		1		0		0		0		0	

AT YOUR GP PRACTICE

	Total Answered Q25	Did not Answer Q25	Excellent	Good	Fair	Poor	Very poor
18 In the last 12 months have you had any blood tests, x-rays or any other tests arranged by your GP practice?							
No	15	0	9 60%	4 27%	1 7%	1 7%	0 0%
Yes	21	2	17 81%	2 10%	2 10%	0 0%	0 0%
Base Size	36		26	6	3	1	0
Missing	3		3	0	0	0	0

19a The last time I had a blood test, x-ray or other test arranged by my GP practice, it was explained to me why a test was needed							
Strongly agree	20	1	17 85%	2 10%	1 5%	0 0%	0 0%
Agree	2	1	1 50%	0 0%	1 50%	0 0%	0 0%
Neither agree nor disagree	0	0	0 0%	0 0%	0 0%	0 0%	0 0%
Disagree	0	0	0 0%	0 0%	0 0%	0 0%	0 0%
Strongly disagree	0	0	0 0%	0 0%	0 0%	0 0%	0 0%
Base Size	22		18	2	2	0	0
Missing	17		11	4	1	1	0

19b The last time I had a blood test, x-ray or other test arranged by my GP practice, I was satisfied with the length of time I waited for my test results							
Strongly agree	13	1	12 92%	1 8%	0 0%	0 0%	0 0%
Agree	6	1	3 50%	1 17%	2 33%	0 0%	0 0%
Neither agree nor disagree	2	0	2 100%	0 0%	0 0%	0 0%	0 0%
Disagree	0	0	0 0%	0 0%	0 0%	0 0%	0 0%
Strongly disagree	0	0	0 0%	0 0%	0 0%	0 0%	0 0%
Base Size	21		17	2	2	0	0
Missing	18		12	4	1	1	0

AT YOUR GP PRACTICE

	Total Answered Q25	Did not Answer Q25	Excellent	Good	Fair	Poor	Very poor
19c The last time I had a blood test, x-ray or other test arranged by my GP practice, I was satisfied with the way that I received the result							
Strongly agree	14	1	12 86%	1 7%	1 7%	0 0%	0 0%
Agree	4	1	3 75%	1 25%	0 0%	0 0%	0 0%
Neither agree nor disagree	3	0	2 67%	0 0%	1 33%	0 0%	0 0%
Disagree	0	0	0 0%	0 0%	0 0%	0 0%	0 0%
Strongly disagree	0	0	0 0%	0 0%	0 0%	0 0%	0 0%
Base Size	21		17	2	2	0	0
Missing	18		12	4	1	1	0
19d The last time I had a blood test, x-ray or other test arranged by my GP practice, the results of the test were explained to me in a way I could understand							
Strongly agree	16	1	15 94%	1 6%	0 0%	0 0%	0 0%
Agree	4	1	2 50%	1 25%	1 25%	0 0%	0 0%
Neither agree nor disagree	1	0	0 0%	0 0%	1 100%	0 0%	0 0%
Disagree	0	0	0 0%	0 0%	0 0%	0 0%	0 0%
Strongly disagree	0	0	0 0%	0 0%	0 0%	0 0%	0 0%
Base Size	21		17	2	2	0	0
Missing	18		12	4	1	1	0
20 Have you been prescribed medicines by your GP practice in the last 12 months?							
No	8	0	7 88%	1 13%	0 0%	0 0%	0 0%
Yes	30	2	21 70%	5 17%	3 10%	1 3%	0 0%
Base Size	38		28	6	3	1	0
Missing	1		1	0	0	0	0

AT YOUR GP PRACTICE

	Total Answered Q25	Did not Answer Q25	Excellent		Good		Fair		Poor		Very poor	
21a The last time I was prescribed medicines, it was easy enough for me to get my medicines												
Strongly agree	25	1	20	80%	3	12%	2	8%	0	0%	0	0%
Agree	5	0	1	20%	2	40%	1	20%	1	20%	0	0%
Neither agree nor disagree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Disagree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Strongly disagree	0	1	0	0%	0	0%	0	0%	0	0%	0	0%
Base Size	30		21		5		3		1		0	
Missing	9		8		1		0		0		0	

	Total Answered Q25	Did not Answer Q25	Excellent		Good		Fair		Poor		Very poor	
21b The last time I was prescribed medicines, I knew enough about what my medicines were for												
Strongly agree	26	1	20	77%	4	15%	2	8%	0	0%	0	0%
Agree	4	1	1	25%	1	25%	1	25%	1	25%	0	0%
Neither agree nor disagree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Disagree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Strongly disagree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Base Size	30		21		5		3		1		0	
Missing	9		8		1		0		0		0	

	Total Answered Q25	Did not Answer Q25	Excellent		Good		Fair		Poor		Very poor	
21c The last time I was prescribed medicines, I knew enough about how and when to take my medicines												
Strongly agree	26	1	20	77%	4	15%	2	8%	0	0%	0	0%
Agree	4	0	1	25%	1	25%	1	25%	1	25%	0	0%
Neither agree nor disagree	0	1	0	0%	0	0%	0	0%	0	0%	0	0%
Disagree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Strongly disagree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Base Size	30		21		5		3		1		0	
Missing	9		8		1		0		0		0	

AT YOUR GP PRACTICE

	Total Answered Q25	Did not Answer Q25	Excellent	Good	Fair	Poor	Very poor
21d The last time I was prescribed medicines, I knew enough about possible side effects of my medicines							
Strongly agree	19	1	17 89%	2 11%	0 0%	0 0%	0 0%
Agree	7	0	4 57%	1 14%	1 14%	1 14%	0 0%
Neither agree nor disagree	3	1	0 0%	2 67%	1 33%	0 0%	0 0%
Disagree	1	0	0 0%	0 0%	1 100%	0 0%	0 0%
Strongly disagree	0	0	0 0%	0 0%	0 0%	0 0%	0 0%
Base Size	30		21	5	3	1	0
Missing	9		8	1	0	0	0

	Total Answered Q25	Did not Answer Q25	Excellent	Good	Fair	Poor	Very poor
21e The last time I was prescribed medicines, I would know what to do if I had any problems with my medicines							
Strongly agree	22	1	19 86%	3 14%	0 0%	0 0%	0 0%
Agree	6	1	2 33%	1 17%	2 33%	1 17%	0 0%
Neither agree nor disagree	1	0	0 0%	0 0%	1 100%	0 0%	0 0%
Disagree	1	0	0 0%	1 100%	0 0%	0 0%	0 0%
Strongly disagree	0	0	0 0%	0 0%	0 0%	0 0%	0 0%
Base Size	30		21	5	3	1	0
Missing	9		8	1	0	0	0

	Total Answered Q25	Did not Answer Q25	Excellent	Good	Fair	Poor	Very poor
21f The last time I was prescribed medicines, I took my prescription as I was supposed to							
Strongly agree	25	1	20 80%	3 12%	2 8%	0 0%	0 0%
Agree	4	0	1 25%	1 25%	1 25%	1 25%	0 0%
Neither agree nor disagree	1	0	0 0%	1 100%	0 0%	0 0%	0 0%
Disagree	0	0	0 0%	0 0%	0 0%	0 0%	0 0%
Strongly disagree	0	1	0 0%	0 0%	0 0%	0 0%	0 0%
Base Size	30		21	5	3	1	0
Missing	9		8	1	0	0	0

AT YOUR GP PRACTICE

	Total Answered Q25	Did not Answer Q25	Excellent		Good		Fair		Poor		Very poor	
22	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)?											
No	37	1	29	78%	6	16%	2	5%	0	0%	0	0%
Yes	1	0	0	0%	0	0%	1	100%	0	0%	0	0%
Can't remember / don't know	1	0	0	0%	0	0%	0	0%	1	100%	0	0%
Base Size	39		29		6		3		1		0	
Missing	0		0		0		0		0		0	
23	Were you satisfied with how it was dealt with overall?											
Yes	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
No	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Can't remember / don't know	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Base Size	0		0		0		0		0		0	
Missing	0		0		0		0		0		0	
24a	I am treated with respect by the staff at my GP practice											
Strongly agree	33	1	27	82%	4	12%	2	6%	0	0%	0	0%
Agree	5	1	2	40%	2	40%	1	20%	0	0%	0	0%
Neither agree nor disagree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Disagree	1	0	0	0%	0	0%	0	0%	1	100%	0	0%
Strongly disagree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
Base Size	39		29		6		3		1		0	
Missing	0		0		0		0		0		0	

AT YOUR GP PRACTICE

		Total Answered Q25	Did not Answer Q25	Excellent		Good		Fair		Poor		Very poor	
24b	I am treated with compassion and understanding by the staff at my GP practice												
	Strongly agree	26	1	22	85%	3	12%	1	4%	0	0%	0	0%
	Agree	12	0	7	58%	3	25%	2	17%	0	0%	0	0%
	Neither agree nor disagree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
	Disagree	1	1	0	0%	0	0%	0	0%	1	100%	0	0%
	Strongly disagree	0	0	0	0%	0	0%	0	0%	0	0%	0	0%
	Base Size	39		29		6		3		1		0	
	Missing	0		0		0		0		0		0	