The GP Practice

83% of people rated the overall care provided by their GP practice positively.

87% of people found it easy to contact their GP practice in the way that they want.

77% of people rated the quality of information provided by the receptionist at their GP practice positively.

How did people rate the arrangements for getting to see a medical professional at their GP practice?

Doctor

- 67% positive

Another medical professional

- 70% positive

Access to appointments in the GP practice

- 93% of people were able to obtain 2 working day access to their GP practice.
- 68% of people were allowed to book an appointment at their GP practice 3 or more working days in advance.

For more information, go to www.gov.scot/GPSurvey
Treatment or Advice from the GP Practice

96% of those who had contacted their GP practice in the last 12 months had received advice or treatment.

Who did people receive most of their treatment or advice from?

- Doctor: 76%
- Nurse: 20%
- Pharmacist: 1%
- Someone else: 3%

What were people’s experiences of care?

- Understood the information given: 95%
- Listened to: 93%
- Treated with compassion and understanding: 89%
- Given enough time: 88%
- In control of treatment / care: 82%
- Treatment / care was well coordinated: 78%
- Could involve the people that matter: 58%
- Knew the healthcare professional well: 50%

64% of people reported their symptoms had got better.

56% of people reported their overall wellbeing had got better.

For more information, go to www.gov.scot/GPSurvey
Referrals

Just over **two fifths** of people were referred to another NHS health professional in the last 12 months.

**90%** were referred by their GP practice

Who were people referred by?

**10%** self-referred

What type of health professionals were people referred to?

- Other*, 68%
- Physiotherapist, 16%
- Mental health professional, 7%
- Podiatrist, 4%
- Occupational therapist, 3%
- Dietician, 1%
- Speech & Language Therapist, 0.3%

* Respondents who were last referred to a service not listed.

Around **4 in 5** people…

- rated the **coordination** of their treatment/care positively.
- were positive about the **care they experienced** from the service they were last referred to.

For more information, go to [www.gov.scot/GPSurvey](http://www.gov.scot/GPSurvey)
Out of Hours Care

45% of people had tried to get treatment or advice from a pharmacy, NHS 24 or an emergency service in the last 12 months.

Which services did people end up getting treated by?

- Pharmacist 28%
- Own GP practice 20%
- Phone advice only from NHS 24 19%
- A&E or Minor Injuries Unit 16%
- Ambulance A&E Crew 6%
- Primary Care Emergency Centre 4%
- Home visit 3%
- Social Care 0.4%
- Another service 3%
- Phone advice only from NHS 24 19%
- Pharmacist 28%
- Primary Care Emergency Centre 4%
- Home visit 3%
- Social Care 0.4%
- Another service 3%

What were people’s experiences of Out of Hours care?

- Understood the information they were given 93%
- Listened to 92%
- Given enough time 89%
- Treated with compassion and understanding 86%
- In control of treatment / care 78%
- Treatment / care was well coordinated 77%
- Involve the people that matter 63%

83% of people rated their overall care positively.

For more information, go to www.gov.scot/GPSurvey
Care, Support and Help with Everyday Living

What were peoples’ experiences of these services?

- Treated with compassion and understanding: 87%
- Felt safe: 83%
- People took account of the things that matter to me: 82%
- Supported to live as independently as possible: 81%
- Services improved or maintained my quality of life: 80%
- I had a say in how services were provided: 76%
- My services seemed to be well coordinated: 74%
- Aware of the options available: 73%

4 in 5 people rated the overall help, care or support services as either excellent or good.

For more information, go to www.gov.scot/GPSurvey
Experiences of Caring

Who do people care for?
- A parent: 40%
- A partner or spouse: 27%
- A child: 14%
- Another relative: 19%
- A friend or neighbour: 8%

How much time do people spend providing care each week?
- Up to 4 hours, 31%
- 5 to 19 hours, 26%
- 20 to 34 hours, 10%
- 35 to 49 hours, 7%
- 50 or more hours, 27%

65% of people have a good balance between caring and other things in their life.

40% of people thought local services were well coordinated for the person(s) they look after.

46% of people had a say in the services provided for the person(s) they look after.

38% of people said that caring had not had a negative impact on their health and wellbeing.

37% of people felt supported to continue caring.

16% of people said they look after or provide regular help or support to others.

How do people feel about caring?

For more information, go to www.gov.scot/GPSurvey