

# Scottish GP Patient Experience Survey 2009/10

## Volume 1: National Results

An Official Statistics Publication for Scotland

# **Scottish GP Patient Experience Survey 2009/10**

## **Volume 1: National Results**

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## Summary

This report describes the results for the GP Patient Experience Survey 2009/10. This was a large postal survey sent to a random sample of people who were registered as GP patients in Scotland. The survey asked patients about their experience of accessing their GP Practice, making an appointment, visiting reception, seeing either a nurse and/or doctor at the surgery, receiving prescribed medicine and care provided overall by the practice. Some key findings are as follows:

- 90 per cent of patients rated the overall care provided by their GP surgery as good or excellent
- 81 per cent rated the overall arrangements to see a doctor as good or excellent and six per cent rated them as poor or very poor
- 87 per cent rated the overall arrangements to see a nurse as good or excellent and two per cent rated them as poor or very poor.
- 84 per cent of patients with a preferred doctor were usually able to see the doctor they preferred
- 94 per cent of patients found the receptionist polite and helpful always or most of the time
- 37 per cent of patients were worried sometimes, most of the time or always because other people could overhear them talking to the receptionist
- Scottish patients' overall rating of care provided by their GP surgery was very similar to that for English GP patients
- Older patients were more likely to report a positive experience
- Patients at practices with a smaller list size were more likely to report a positive experience
- There were differences in the experiences of patients at different NHS Boards

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We are grateful to the contributions and commitment of many people in the design, delivery and analysis of the GP survey. Our first thank you is to the 185,989 people who gave up their time to participate in the survey.

We would also like to thank those colleagues who contributed to the survey in many different ways. Particular thanks must go to:

- The GP measuring experience advisory group
- Royal College of general Practitioners (RCGP)
- BMA Scottish General Practitioners Committee (SGPC)
- Staff at the Information Services Division (Scotland) of NHS National Services Scotland who provided day-to-day support with the administration of the survey; the data analysis as well as quality assuring the reporting.
- Staff at Practitioner Services Division (PSD) of NHS National Services Scotland who supplied the CHI data to support the survey
- The staff at Picker Institute Europe and Ciconi Ltd who administered the survey and developed the GP practice survey reports and GP survey reporting online system
- Staff at PricewaterhouseCoopers LLP (PwC) who provided support in the design of the GP survey

**Scottish Government  
July 2010**

## FOREWORD FROM THE CHIEF EXECUTIVE OF NHS SCOTLAND

This report presents the findings of the first Scottish GP Patient Experience Survey and is the first national report published that provides information on the quality of healthcare experience for those using General Practitioner services in all 14 territorial NHS Boards. The survey was commissioned by the Scottish Government and undertaken by the Picker Institute Europe. This report has been produced by a collaboration between the Scottish Government and the Information Services Division (ISD) of NHS National Services Scotland. This work underpins the ambitions laid out in the NHS Scotland Healthcare Quality Strategy and will provide us with evidence of progress during coming years.

The survey - based on responses from over 185,000 adults - provides us with an extremely valuable collection of data on the quality of healthcare experiences in GP practices in Scotland which is not available from other sources. The survey asked questions about peoples' experiences of making an appointment, visiting the GP surgery, seeing staff and being prescribed medicines. GP practices in Scotland have already been provided with the results for their practices and are now using the findings to identify areas for improvement. The findings will help us 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.

This survey is a valuable tool in measuring progress towards the Scottish Government's National Performance Framework in particular the national indicator for improving the quality of the healthcare experience and in achieving its strategic ambitions.

I should like to thank all those colleagues who have contributed their hard work in the design, delivery and analysis of the survey and preparing this report. Most importantly, I would like to thank the 185,989 people who gave their time to participate in the survey. Without their help, we would not have this valuable information resource.

Kevin Woods  
Chief Executive, NHS Scotland  
Scottish Government Health Directorates



# 1. Introduction

## 1.1 Introduction

The Better Together Scottish GP Patient Experience Survey is a postal survey which was sent to a random sample of patients who were registered with a GP in Scotland in October 2009. The survey asked patients about their experience of accessing their GP Practice, making an appointment, visiting reception, seeing either a nurse and/or doctor at the surgery, receiving prescribed medicine and care provided overall by the practice. A copy of the questionnaire is available at:

[http://surveyresults.bettertogetherscotland.com/GP\\_Survey\\_FINAL.pdf](http://surveyresults.bettertogetherscotland.com/GP_Survey_FINAL.pdf)

This report provides the detailed national results from the 2009/10 GP Patient Experience Survey. It provides the results for patients for each question and explores differences in results by certain patient and practice characteristics. Supplementary tables and graphs, showing analysis of results for NHS Boards and Community Health Partnerships are available online at:

<http://www.scotland.gov.uk/Topics/Statistics/Browse/Health/GPPatientExperienceSurvey>

Details of the survey design, fieldwork and analysis are available in the technical report <http://www.scotland.gov.uk/gpsurveytechnicalreport>

## 1.2 Background to Better Together Programme

Better Together, Scotland's Patient Experience Programme, has been designed to support NHS Scotland to deliver high quality, equitable, patient-centred care. The programme, in partnership with NHS Boards, GP practices, Information Services Division (ISD) Scotland and national improvement programmes, aims to equip staff and patients with the tools and techniques to embed experience into the design and delivery of continuous quality improvement – making patient experience an integral part of NHS Scotland's core business.

The programme collects feedback about experiences using approaches including surveys and qualitative techniques, to enable NHS Boards to make improvements through the use of practical techniques and tools.

The initial focus of the programme has been on three areas:

- GP services
- Inpatients
- Long Term conditions – this work is currently being scoped out.

Further information about the Better Together programme and results to date from the inpatient and GP surveys can be found at [www.bettertogetherscotland.com](http://www.bettertogetherscotland.com)

The Better Together work supports NHSScotland's Quality Strategy by providing a basis for the measurement of quality as experienced by service users across Scotland, in addition to support for local improvement as described above. The ultimate aim of the Quality Strategy is to deliver the highest quality healthcare services to people in Scotland, and through this to ensure that NHSScotland is

recognised by the people of Scotland as amongst the best in the world. Further information about the Quality Strategy can be found at:

<http://www.scotland.gov.uk/Topics/Health/NHS-Scotland/NHSQuality>

### 1.3 Aims of the GP Patient Experience survey

The survey's specific objectives were to:

- Provide practices with structured feedback on their patients' experience of their service, relative to other practices in Scotland;
- Identify areas of best practice and areas for improvement
- Enable payment to GP Practices for Quality and Outcomes Framework (QOF)<sup>1</sup> indicators relating to patient experience of 48 hour access and advance booking<sup>2</sup>;
- Explore if and how differences exist in terms of experiences between patients of different age groups, genders, ethnic groups, religious groups, sexual orientation, disability status and deprivation;
- Assess if and how the level of positive and negative experiences change over time, between GP Practices and between NHS Boards;
- Determine the key drivers for positive GP patient experience within Scotland.

### 1.4 Survey design

Initial work on the GP Patient Experience survey began in 2008. It was developed over the period of a year in consultation with the survey GP Measuring Experience Advisory Group, which included key stakeholders from the Scottish General Practitioners Committee (SGPC), Royal College of General Practitioners (RCGP), NHS Scotland, the Scottish Government and members of the public. An evidenced-based approach to the design of the survey was adopted which involved using evidence gathered from national and international literature, research on public priorities in Scotland with respect to GP services (<http://www.scotland.gov.uk/Publications/2008/11/24110311/0>); consumer public consultation panels as well as cognitive testing. The survey also built on the information collected for 2008/09 in the Scottish GP Patient Access Survey (<http://www.scotland.gov.uk/Topics/Health/NHS-Scotland/Survey>).

Survey materials were peer reviewed by a leading academic and piloting of the questionnaire took place in summer 2009.

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<sup>1</sup> The Quality and Outcomes Framework (QOF) is a system to remunerate general practices for providing good quality care to their patients, and to help fund work to further improve the quality of health care delivered. See [www.isdscotland.org/qof](http://www.isdscotland.org/qof) for more information.

<sup>2</sup> Results from the survey to inform the QOF payments for patient experience of access (indicators PE7 and PE8) were published on 18<sup>th</sup> May. These can be found at [www.scotland.gov.uk/publications/2010/05/GPAccess2010](http://www.scotland.gov.uk/publications/2010/05/GPAccess2010).

## 1.5 Survey fieldwork and response

The sample was designed to provide results at the level of individual GP surgeries. Patients who were sent the survey were randomly sampled from the lists of patients registered with each GP practice in Scotland. This was done confidentially by ISD. The survey was administered by Picker Europe, a charity which provides support for patient experience surveys, with support from ISD and SG. Fieldwork for the survey began on November 20, 2009 and ended on April 16, 2010. In total 485,380 surveys were sent to patients and 185,989 were returned completed giving an overall response rate of 38 per cent. Patients were asked to only respond to the survey if they had contact with their GP surgery in the last 12 months.

## 1.6 Data analysis

The survey data collected and coded by Picker was securely transferred to ISD who carried out the main analysis for this report. In addition ISD prepared the supplementary tables showing analysis of results for NHS boards and CHPs in conjunction with Scottish Government.

Throughout this report, weighted average percentages have been presented. This accounts for the different sizes of GP practices. Weighting the results in this way provides results more representative of the population at Scotland and NHS Board level.

More information on the survey design, response rates and methodology can be found in the technical report <http://www.scotland.gov.uk/gpsurveytechnicalreport>

## 1.7 Other outputs from this survey

This report focuses on the national results from the Scottish GP 2009/10 Patient Experience Survey. More detailed results for Health Boards and CHPs are available in spreadsheets here: <http://www.scotland.gov.uk/Topics/Statistics/Browse/Health/GPPatientExperienceSurvey>

Individual reports for each GP practice are available at: <http://surveyresults.bettertogetherscotland.com>

Provisional reports for were first released on 27 April 2010, and these have now been updated.

The results to inform the Quality and Outcomes Framework indicators on patient experience of access were published on 18<sup>th</sup> May. The report can be found here: [www.scotland.gov.uk/publications/2010/05/GPAccess2010](http://www.scotland.gov.uk/publications/2010/05/GPAccess2010).

Further analysis of the GP patient experience data will be undertaken to provide a series of topic reports, for example on long term conditions and on equalities.

## 2. Access

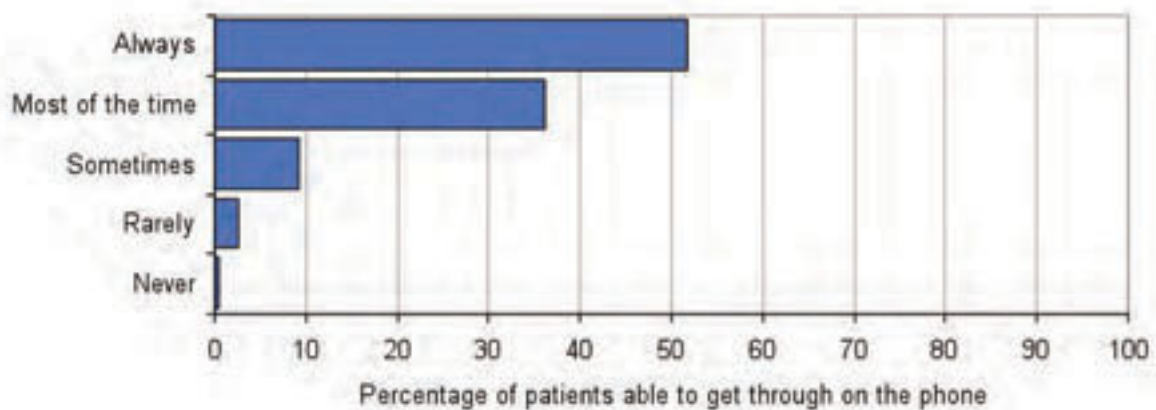
This section presents the findings from the questions relating to access.

### 2.1 Phoning the GP surgery

Question 2 asked patients: *“In the last 12 months, when you have phoned your GP surgery, could you get through on the phone?”*

- Of patients who remembered trying to get through on the phone 88 per cent were able to get through always or most of the time and three per cent of patients were never or rarely able to get through.

**Chart 1: Getting through on the phone**

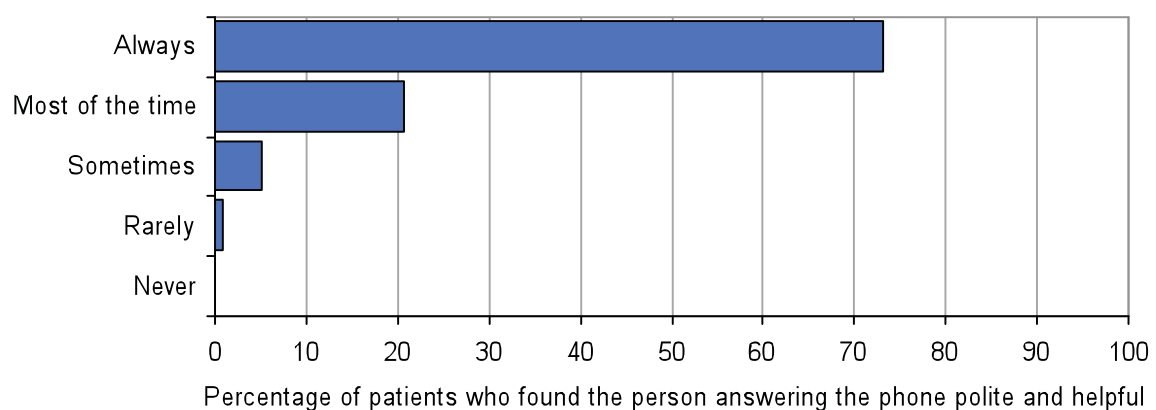


Question 3 asked patients: *“When you have phoned your GP surgery, was the person who answered polite and helpful?”*

Of patients who remembered trying to get through on the phone:

- 94 per cent found the person answering polite and helpful always or most of the time, with 73 per cent finding them always polite and helpful
- One per cent of patients found that the person answering the phone was rarely or never polite and helpful.

**Chart 2: The person answering the phone was polite and helpful**



## **2.2 Two working day access**

Questions 5 and 6 asked patients who had needed to contact their GP surgery because they needed advice fairly quickly because they felt unwell or were worried about something if they had been able to see or speak to a doctor or nurse within two working days.

Of patients who could remember:

- 90 per cent of patients were able to see or speak to a doctor or nurse within two working days
- 68 per cent were able to see a doctor or nurse, and 22 per cent were able to speak on the telephone to a doctor or nurse, within two working days.

Of the 10 per cent of patients who were unable to see or speak to a doctor or nurse within two working days:

- 51 per cent were not offered the chance
- 18 per cent were offered the chance but the person they wanted was unavailable
- 14 per cent were offered the chance but the time didn't suit them
- 17 per cent were unable to for another reason.

## **2.3 Book in advance**

Questions 8 and 9 asked patients who had tried to book a doctor's appointment in advance if they were able to get one. An example was provided of when a patient needed to book an appointment in advance, such as for when they returned from a holiday or to fit in with other commitments.

Of patients who could remember:

- 78 per cent were able to book an appointment in advance.

Of the 22 per cent of patients that were unable to book an appointment in advance:

- 60 per cent found that there were no advance appointments available for booking
- 16 per cent were offered an appointment but not at a time that suited them
- 15 per cent were offered an appointment but not with the doctor they wished to see
- 9 per cent were unable to for another reason.

## 2.4 Preferred doctor

Question 10 asked patients: *“When you arrange to see a doctor at your GP surgery can you usually see the doctor you prefer?”*

For patients at GP surgeries where there is usually more than one doctor:

- 21 per cent of patients do not have a preferred doctor.

Of patients who have a preferred doctor:

- 80 per cent are usually able to see the doctor that they prefer.

## 2.5 Time to wait at GP surgery before being seen

Question 11 asked patients: *“How do you feel about how long you usually have to wait to be seen after you arrive at your GP surgery?”*

- Of patients who remembered how long they had to wait, 88 per cent felt that the length of time that they had to wait was reasonable and 12 per cent felt that it was too long.

## 2.6 Overall arrangements for getting to see a doctor or nurse

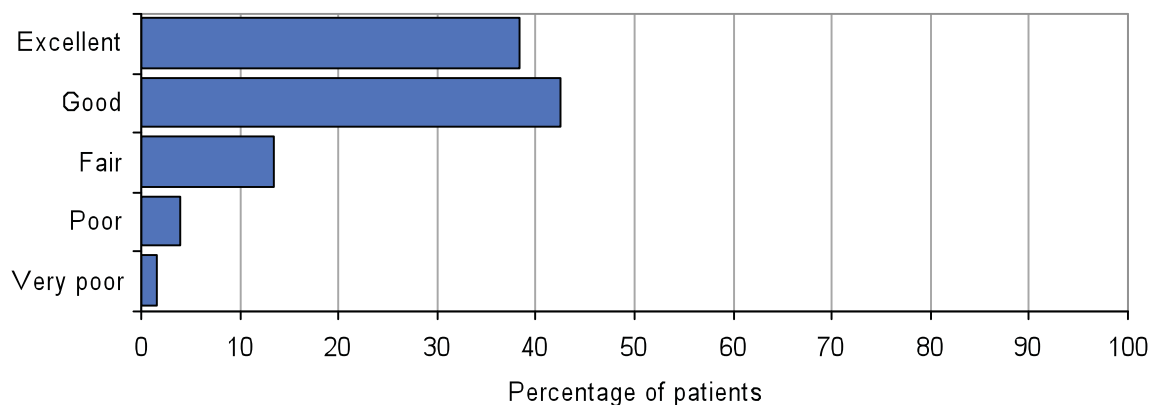
Question 12 asked patients: *“Overall how would you rate the arrangements for getting to see a doctor and/or nurse in your GP surgery?”*

Patients rated the overall arrangements for getting to see nurses slightly better than for doctors.

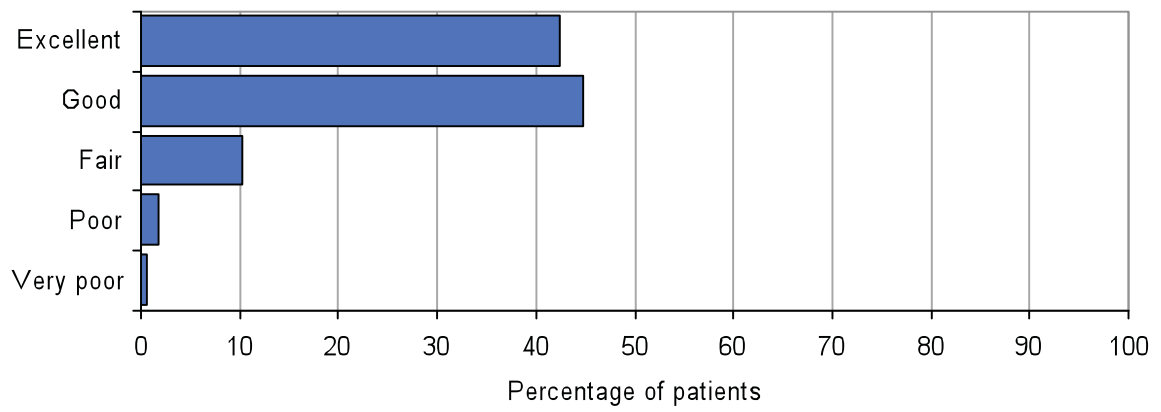
Of patients who tried to see a doctor or nurse:

- 81 per cent rated the overall arrangements to see a doctor as good or excellent and six per cent rated them as poor or very poor
- 87 per cent rated the overall arrangements to see a nurse as good or excellent and two per cent rated them as poor or very poor.

**Chart 3: Overall arrangements for getting to see a doctor**



**Chart 4: Overall arrangements for getting to see a nurse**



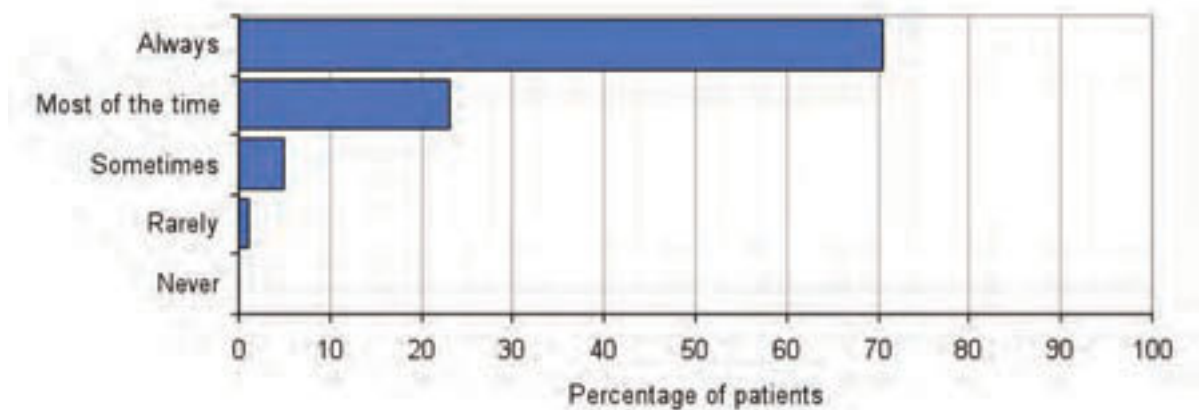
### 3. Reception

Question 13 asked patients when they attended their GP surgery how often they experienced the following:

- *The receptionist was polite and helpful*
- *I was worried because other people could overhear me talking to the receptionist*
- *I felt bothered or threatened by other patients*

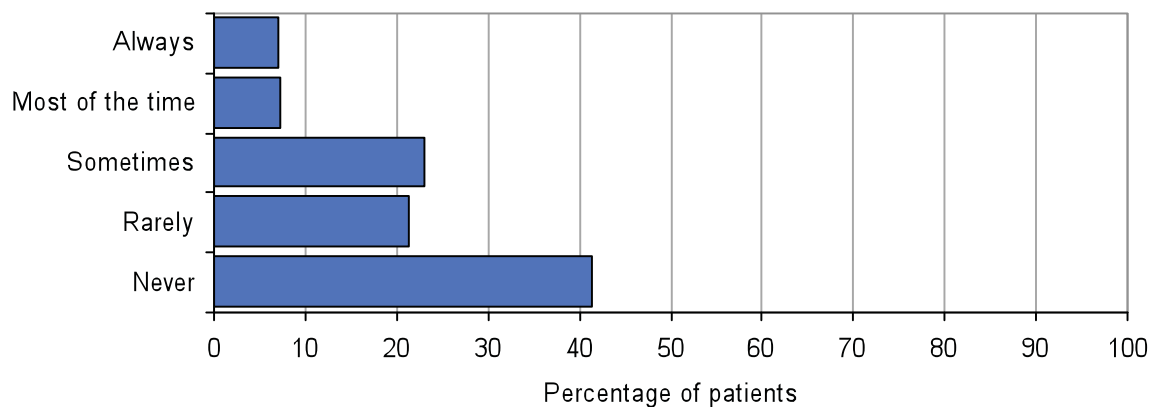
94 per cent of patients found that the receptionist was polite and helpful always or most of the time.

**Chart 5: Percentage of patients who found the receptionist polite and helpful**



14 per cent of patients were worried always or most of the time because other people could overhear them talking to the receptionist. 41 per cent of patients were never worried because other people could overhear them talking to the receptionist.

**Chart 6: Percentage of patients worried because other people could overhear them talking to the receptionist**



97 per cent of patients rarely or never felt bothered or threatened by other patients.





## 4. Doctors

Question 14 asked patients how much they agreed or disagreed with six statements about the doctor or doctors at their GP surgery. The six statements were:

- *The doctor listens to me*
- *I feel that the doctor has all the information they need to treat me*
- *The doctor shows consideration for my personal circumstances in treating me*
- *The doctor talks in a way that helps me understand my condition and treatment*
- *I am confident in the doctor's ability to treat me*
- *I have enough time with the doctor*

The statement that the most patients agreed with was that their doctor listened to them, with 94 per cent answering that they agreed or strongly agreed.

The statement that the most patients disagreed or strongly disagreed with was that they had enough time with their doctor. Five per cent disagreed or strongly disagreed.

**Table 1: Summary results of questions about doctors**

	<b>Strongly agree or agree %</b>	<b>Neither agree nor disagree %</b>	<b>Strongly disagree or disagree %</b>
The doctor listens to me	94	4	2
The doctor talks in a way that helps me understand my condition and treatment	92	6	2
I am confident in the doctor's ability to treat me	90	7	2
The doctor shows consideration for my personal circumstances in treating me	89	9	3
I feel that the doctor has all the information they need to treat me	88	9	3
I have enough time with the doctor	87	8	5

Note: Statements sorted by percentage of patients strongly agreeing or agreeing

More detailed responses for each of the questions are available in an excel spreadsheet here:

<http://www.scotland.gov.uk/Topics/Statistics/Browse/Health/GPPatientExperienceSurvey>

## 5. Nurses

Question 15 asked patients how much they agreed or disagreed with the same six statements about the nurse or nurses at their GP surgery. Patients who had not seen a nurse in the last 12 months were excluded. The six statements were:

- *The nurse listens to me*
- *I feel that the nurse has all the information they need to treat me*
- *The nurse shows consideration for my personal circumstances in treating me*
- *The nurse talks in a way that helps me understand my condition and treatment*
- *I am confident in the nurse's ability to treat me*
- *I have enough time with the nurse*

Of patients who had contact with their GP practice in the last year, 71 per cent had visited a nurse at their GP surgery.

The statement that the most patients agreed with was that the nurse listened to them with 96 per cent answering that they agreed or strongly agreed.

**Table 2: Summary results of questions about nurses**

	<b>Strongly agree or agree %</b>	<b>Neither agree nor disagree %</b>	<b>Strongly disagree or disagree %</b>
The nurse listens to me	96	4	1
I have enough time with the nurse	95	4	1
I am confident in the nurse's ability to treat me	93	5	1
The nurse talks in a way that helps me understand my condition and treatment	93	6	1
The nurse shows consideration for my personal circumstances in treating me	92	7	1
I feel that the nurse has all the information they need to treat me	91	7	2

Note: Statements sorted by percentage of patients strongly agreeing or agreeing

More detailed responses for each of the questions are available in an excel spreadsheet here:

<http://www.scotland.gov.uk/Topics/Statistics/Browse/Health/GPPatientExperienceSurvey>

## 6. Medicines

Question 16 asked patients how often they experienced four statements regarding medicines that they had been prescribed at their GP surgery. The four statements were:

- *I know enough about what my medicines are for*
- *I know enough about how and when to take my medicines*
- *I know enough about possible side effects of my medicines*
- *I would know what to do if I had any problems with my medicines*

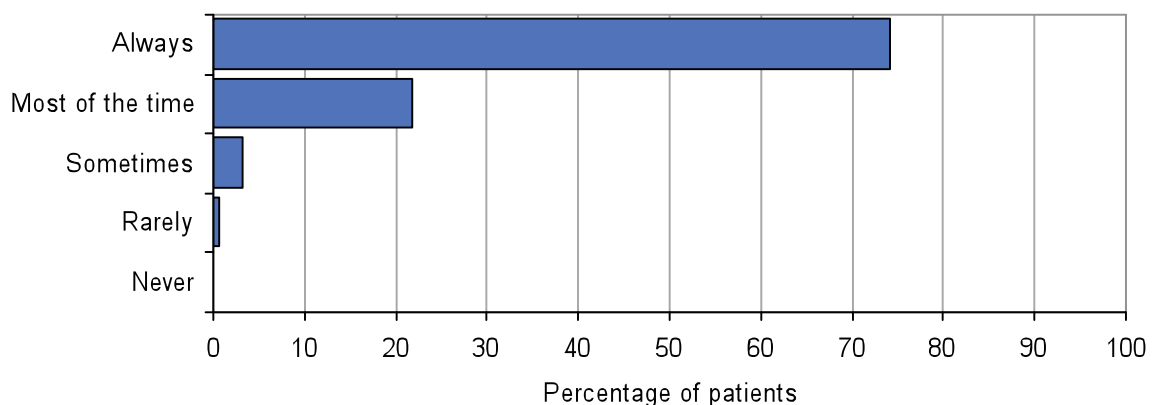
**Table 3: Patient Experience of being prescribed medicines**

	<b>Always or most of the time %</b>	<b>Sometimes %</b>	<b>Rarely or never %</b>
I know enough about how and when to take my medicines	99	1	0
I know enough about what my medicines are for	96	3	1
I would know what to do if I had any problems with my medicines	91	5	4
I know enough about possible side effects of my medicines	85	10	5

### “I know enough about what my medicines are for”

96 per cent of patients knew enough about what their medicines are for always or most of the time, with 74 per cent always knowing enough.

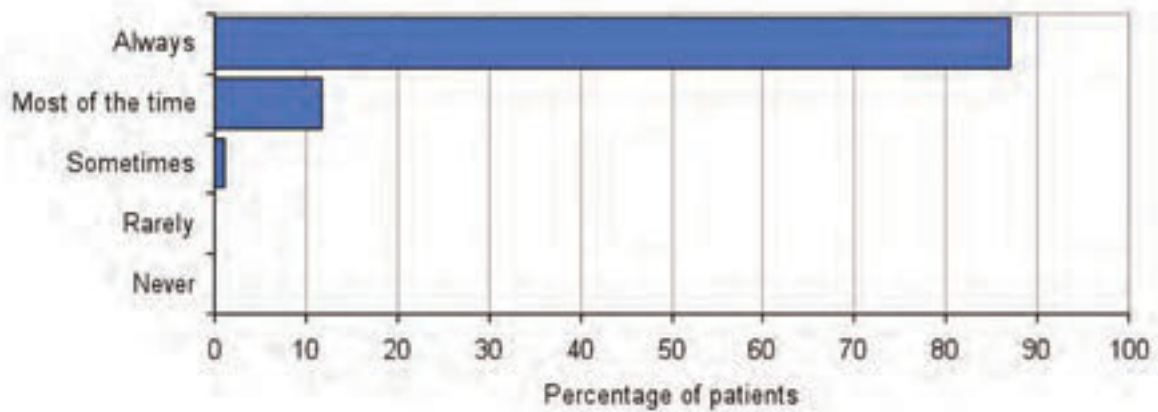
**Chart 7: “I know enough about what my medicines are for”**



### **“I know enough about how and when to take my medicines”**

99 per cent of patients knew enough about how and when to take their medicines always or most of the time, with 87 per cent always knowing enough.

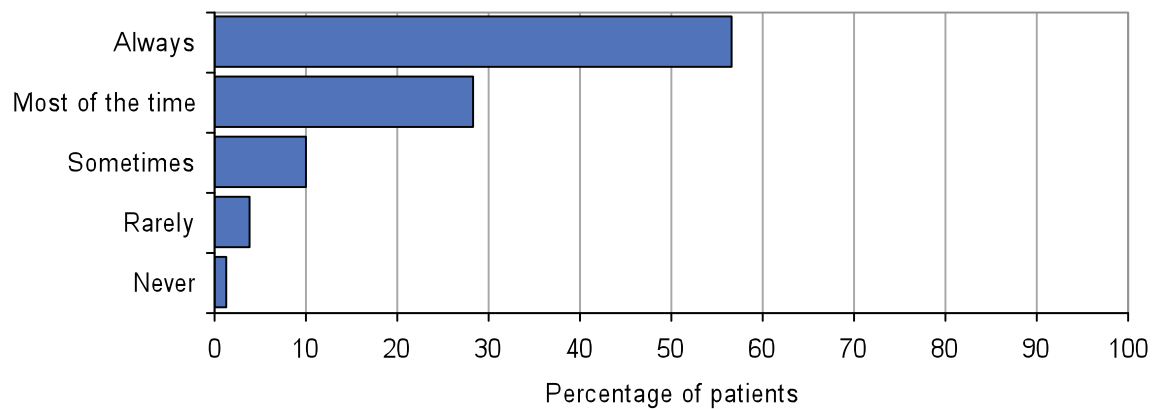
**Chart 8: “I know enough about how and when to take my medicines”**



### **“I know enough about possible side effects of my medicines”**

85 per cent of patients knew enough about possible side effects of their medicines always or most of the time, with 57 per cent always knowing enough.

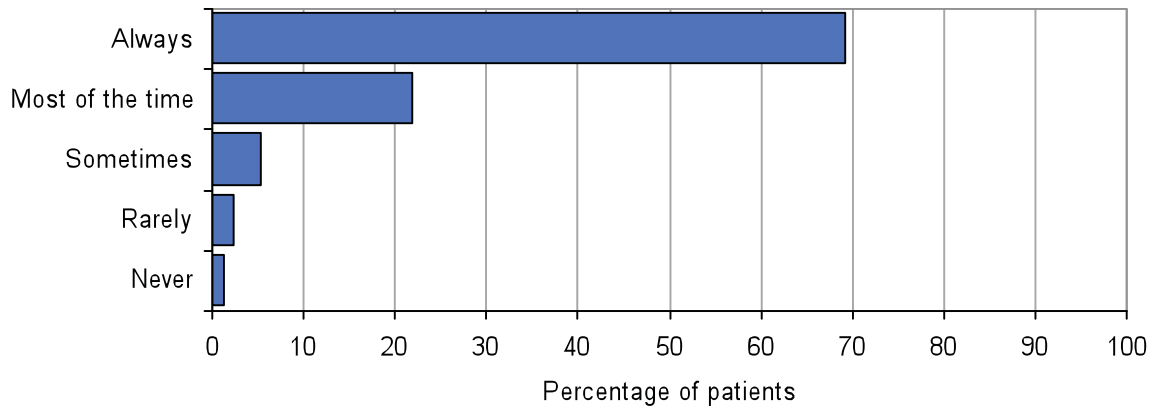
**Chart 9: “I know enough about possible side effects of my medicines”**



### **“I would know what to do if I had any problems with my medicines”**

91 per cent of patients knew enough about what to do if they had any problems with their medicines always or most of the time, with 69 per cent always knowing enough.

**Chart 10: “I would know what to do if I had any problems with my medicines”**



## 7. Overall experience

### 7.1 Patient involvement in decisions around their care and treatment

Question 17 asked patients how they felt about being involved in decisions about their care and treatment.

- 88 per cent of patients were involved as much as they wanted to be in decisions around their care and treatment.
- 8 per cent of patients were not involved as much as they wanted to be
- Two per cent were involved more than they wanted to be
- Two per cent of patients did not wish to be involved.

**Table 4: Patient involvement in decisions around their care and treatment**

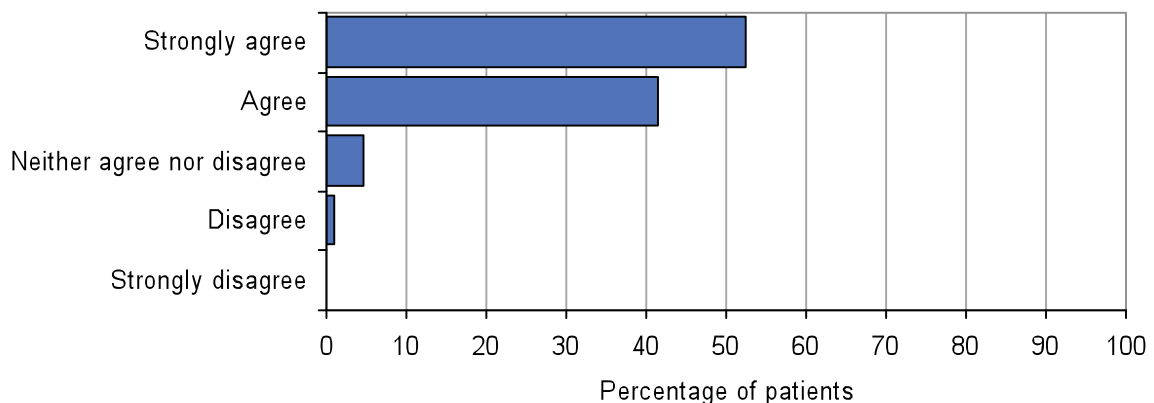
Involvement	Percentage of patients
As much as they wanted to be	88
Not involved enough	8
More than they wanted to be	2
Did not wish to be involved	2

### 7.2 Dignity and respect

Question 18a asked patients how strongly they agreed with the statement:  
*"I am treated with dignity and respect"*

- 94 per cent of patients agreed or strongly agreed that they were treated with dignity and respect;
- One per cent of patients disagreed or strongly disagreed that they were treated with dignity and respect.

**Chart 11: I am treated with dignity and respect**

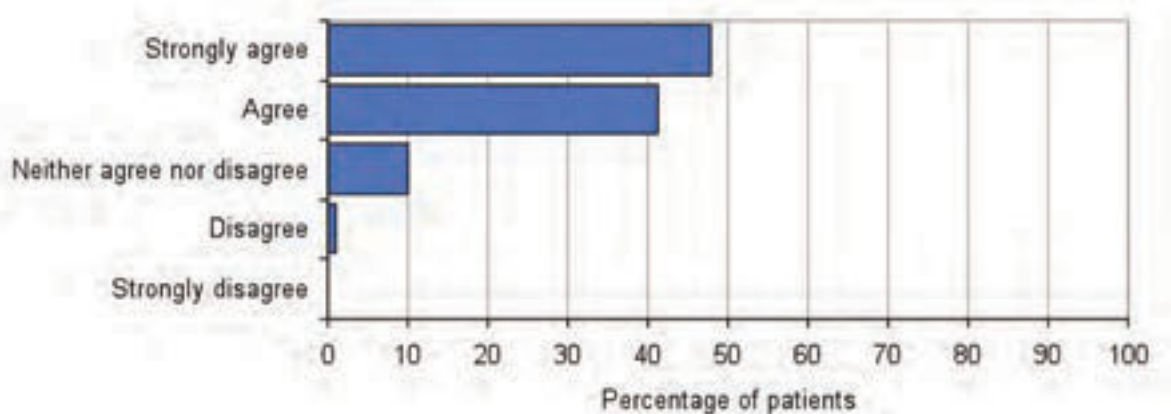


### 7.3 Personal values and beliefs

Question 18b asked patients how strongly they agreed with the statement: *“My personal values and beliefs are respected”*

- 89 per cent of patients agreed or strongly agreed that their personal values and beliefs were respected;
- However one in ten patients neither agreed nor disagreed that their personal values and beliefs were respected.

**Chart 12: My personal values and beliefs are respected**

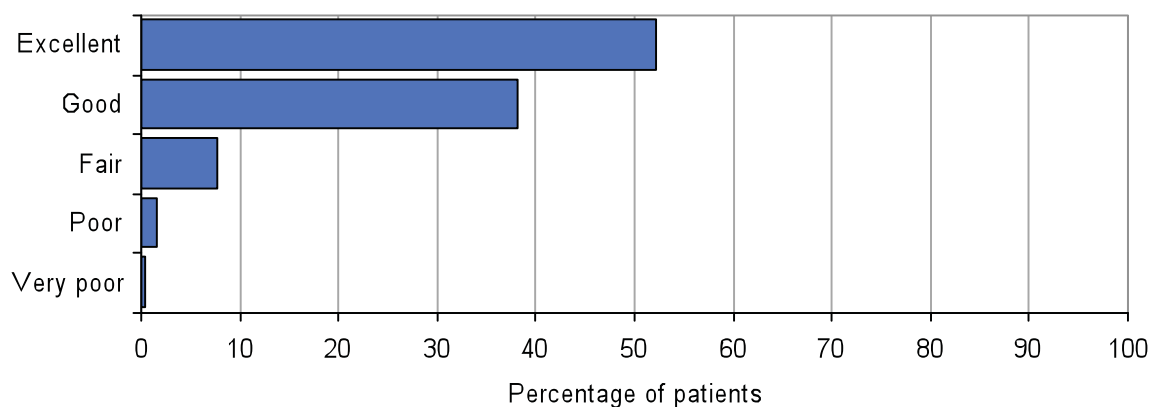


### 7.4 Overall experience

Question 19 asked patients how they rated the overall care provided by their GP surgery.

- Nine out of ten patients rated the overall care provided by their GP surgery as good or excellent;
- Two per cent of patients rated it as poor or very poor.

**Chart 13: Overall rating of care provided by GP surgery**



## 7.5 Top five and bottom five questions

The question that the most patients answered positively was question 16c on whether they felt they knew enough about how and when to take their medicines. Ninety nine per cent of patients knew enough about how and when to take their medicines always or most of the time.

**Table 5: Top five**

<b>Question</b>	<b>Question Text</b>	<b>Percentage of patients answering positively</b>
Q16c	Patients know enough about how and when to take their medicines	99
Q13c	People did not feel bothered or threatened by other patients	97
Q16b	Patients know enough about what their medicines are for	96
Q15b	The nurse listens to the patient	96
Q15g	Patients have enough time with the nurse	95

The questions that the most patients answered negatively was question 8 about whether they were able to book an appointment in advance. Twenty two per cent of patients were unable to book an appointment in advance.

**Table 6: Bottom five**

<b>Question</b>	<b>Question Text</b>	<b>Percentage of patients answering negatively</b>
Q8	Able to book an appointment in advance	22
Q10	Can usually see preferred doctor	16
Q13b	People were not worried that they could be overheard talking to the receptionist	14
Q11	Time waiting to be seen at GP surgery	12
Q5	Could see or speak to a doctor or nurse within 2 working days	10



## 8. Results for GP practices and NHS Boards

In this section results at NHS Board level are shown for the questions about overall access arrangements and the overall rating of care provided by the GP surgery.

More detailed results for NHS Boards and GP practices are available in spreadsheets. Results are also available at Community Health Partnership (CHP) level. A spreadsheet tool is available that shows charts for each question by NHS Board or CHP either in terms of the percentage of patients who answered positively or the percentage of patients who answered negatively. The spreadsheets are here: <http://www.scotland.gov.uk/Topics/Statistics/Browse/Health/GPPatientExperienceSurvey>

### 8.1 Overall arrangements for seeing doctors and nurses by NHS Board

Table 7 shows that the percentage of patients who rated the overall arrangements for seeing a doctor as good or excellent ranged from 72 per cent in Shetland to 98 per cent in Orkney.

The percentage of patients who rated the overall arrangements for seeing a nurse as good or excellent ranged from 85 per cent in Forth Valley and Shetland to 99 per cent in Orkney.

**Table 7: Overall arrangements for seeing doctors and nurses by NHS Board**

NHS Board	Percentage of patients rating overall arrangements as good or excellent	
	To see doctor	To see nurse
Ayrshire and Arran	80	88
Borders	84	90
Dumfries and Galloway	84	90
Fife	78	86
Forth Valley	80	85
Grampian	78	86
Greater Glasgow and Clyde	84	88
Highland	86	92
Lanarkshire	76	85
Lothian	80	87
Orkney	98	99
Shetland	72	85
Tayside	81	89
Western Isles	87	91
<b>Scotland</b>	<b>81</b>	<b>87</b>

## 8.2 Overall rating of care provided by GP Surgery by NHS Board

Table 8 shows that the percentage of patients who rated the overall care provided by their GP surgery as good or excellent ranged from 88 per cent in Lanarkshire and Shetland to 98 per cent in Orkney.

**Table 8: Overall care provided by GP surgery by NHS Board**

<b>NHS Board</b>	<b>Percentage of patients rating overall care as good or excellent</b>
Ayrshire and Arran	90
Borders	94
Dumfries and Galloway	92
Fife	90
Forth Valley	91
Grampian	90
Greater Glasgow and Clyde	91
Highland	92
Lanarkshire	88
Lothian	89
Orkney	98
Shetland	88
Tayside	91
Western Isles	94
<b>Scotland</b>	<b>90</b>

## 8.3 Overall experience by GP practice

The main focus of this report has been to look at the experience of patients nationally. Results are available on the Scottish Government website for individual GP practices. The following sections provide a brief summary of results at GP practice level.

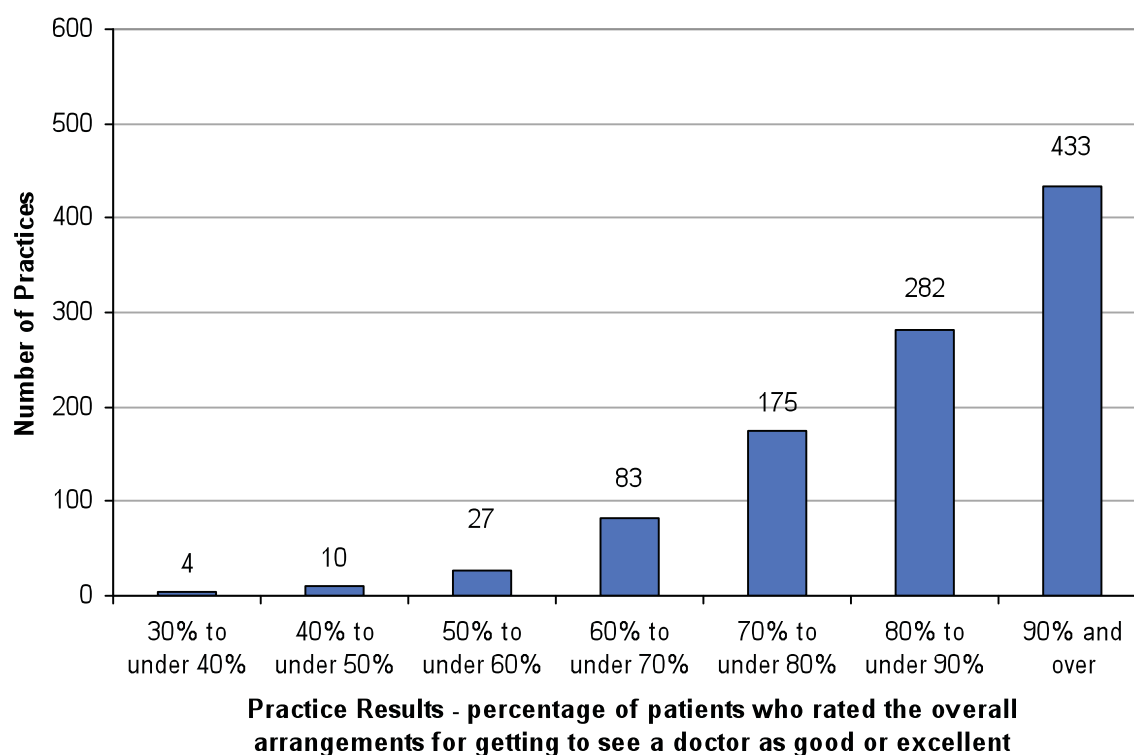
- At 702 GP practices in Scotland at least 90 per cent of patients rated the overall care provided as good or excellent. This equates to 69 per cent of practices in Scotland.
- At 254 GP practices in Scotland at least 80 per cent, but less than 90 per cent of patients rated the overall care provided as good or excellent. This equates to 25 per cent of practices in Scotland.
- At 58 GP practices in Scotland less than 80 per cent of patients rated the overall care provided as good or excellent. This equates to 6 per cent of practices in Scotland. Fifty one percent was the lowest percentage of patients rating their overall care provided as good or excellent in any practice.

## 8.4 Overall arrangements for seeing doctors and nurses by GP Practice

Nationally 81 per cent of patients rated the overall arrangements for getting to see a doctor as good or excellent. Chart 14 shows how the experiences of patients varied across practices.

- At 443 GP practices in Scotland at least 90 per cent of patients rated the overall arrangements for getting to see doctor as good or excellent. This equates to 43 per cent of practices in Scotland.

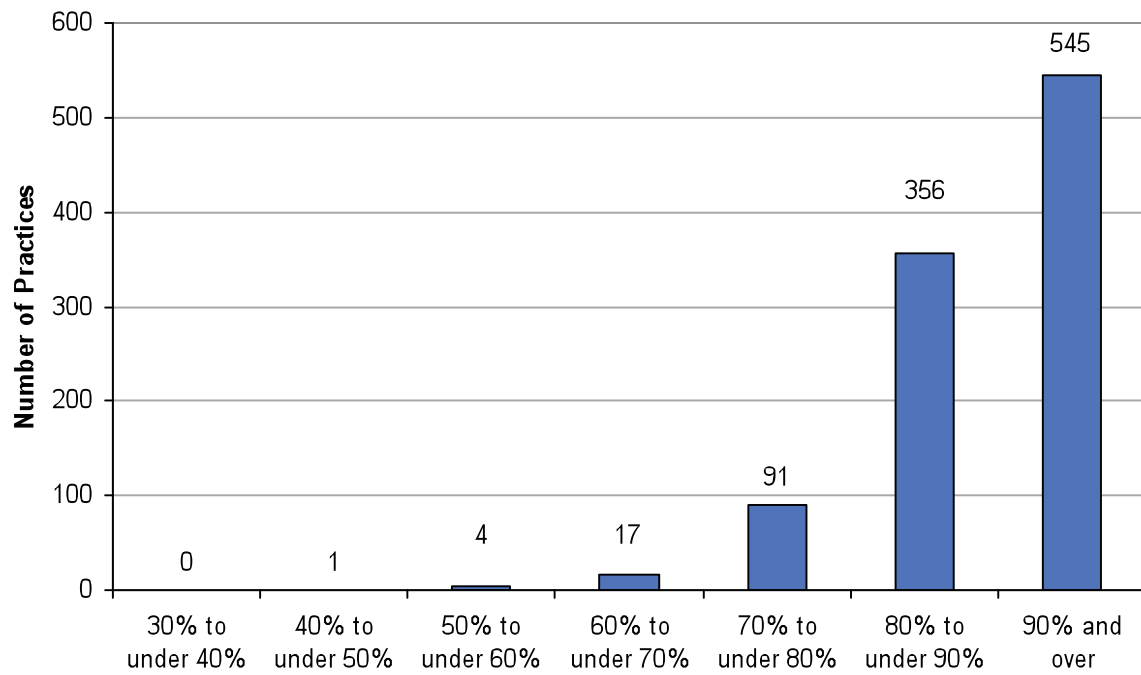
**Chart 14: Distribution of practice results for overall arrangements to see a doctor**



Nationally 87 per cent of patients rated the overall arrangements for getting to see a nurse as good or excellent. Chart 15 shows how the experiences of patients varied across practices.

- At 545 GP practices in Scotland at least 90 per cent of patients rated the overall arrangements for getting to see nurse as good or excellent. This equates to 54 per cent of practices in Scotland.

**Chart 15: Distribution of practice results for overall arrangements to see a nurse**



**Practice Results - percentage of patients who rated the overall arrangements for getting to see a nurse as good or excellent**

## 9. Results by practice and patient characteristics

This section provides results by individual factors that may influence patient experience. The fact that these are likely to be inter-related should be taken into account when interpreting the results. For example:

- remote rural practices are likely to also have a small list size
- urban practices are more likely to have a large list size, and may have higher numbers of younger patients or patients from areas of deprivation.

Differences between groups of patients may be because of different experiences or of different expectations.

### 9.1 Results by practice size

Patients from smaller practices were more likely to rate the care provided by their GP surgery more highly than patients from larger practices.

**Table 9: Overall care provided by their GP surgery, by practice list size**

Practice List Size	Excellent or Good %	Fair %	Poor or Very Poor %
< 2,500	94	5	1
2,500 - 4,999	92	6	2
5,000 - 7,499	91	7	2
7,500 - 9,999	89	9	2
10,000+	88	10	2
<b>Scotland</b>	<b>90</b>	<b>8</b>	<b>2</b>

Patients from smaller practices were more likely to rate the overall arrangements for seeing doctors and nurses more highly than patients from larger practices. There was more variation between different practice list sizes in how patients rated the arrangements for seeing doctors than for nurses.

**Table 10: Overall arrangements for getting to see a doctor, by practice list size**

Practice List Size	Excellent or Good %	Fair %	Poor or Very Poor %
< 2,500	93	5	2
2,500 - 4,999	87	10	3
5,000 - 7,499	82	13	5
7,500 - 9,999	77	16	7
10,000+	75	17	8
<b>Scotland</b>	<b>81</b>	<b>14</b>	<b>6</b>

**Table 11: Overall arrangements for getting to see a nurse, by practice list size**

Practice List Size	Excellent or Good %	Fair %	Poor or Very Poor %
< 2,500	94	5	1
2,500 - 4,999	90	8	2
5,000 - 7,499	88	10	2
7,500 - 9,999	85	12	3
10,000+	85	12	3
<b>Scotland</b>	<b>87</b>	<b>10</b>	<b>2</b>

## 9.2 Results by patient deprivation<sup>3</sup>

Patients were allocated to deprivation quintiles (1-most deprived to 5-least deprived) using their address and the Scottish Index of Multiple Deprivation (SIMD, 2009).

Patients living in the most deprived areas were less likely to rate the overall care provided by their GP surgery as good or excellent (89 per cent) compared to those in the least deprived areas (92 per cent).

**Table 12: Overall care provided by their GP surgery, by deprivation quintile**

Deprivation Quintile	Excellent or Good %	Fair %	Poor or Very Poor %
1 - Most deprived	89	9	2
2	89	9	2
3	91	7	2
4	91	7	2
5 - Least deprived	92	7	1
<b>Scotland</b>	<b>90</b>	<b>8</b>	<b>2</b>

The percentage of patients rating the overall arrangements for getting to see doctors and nurses as good or excellent decreased with deprivation.

- 79 per cent of patients in the most deprived areas rated the overall arrangements for getting to see a doctor as good or excellent compared to 83 per cent of patients in the least deprived areas
- 85 per cent of patients in the most deprived areas rated the overall arrangements for getting to see a nurse as good or excellent compared to 89 per cent of patients in the least deprived areas.

<sup>3</sup> An error has been found in the income domain of SIMD 2009. This affects the SIMD 2009 income domain and overall SIMD 2009. The effect of this error is expected to be minimal and is unlikely to change the key messages. The results by patient deprivation will be updated when SIMD 2009 is revised. For further information on this error see: <http://www.scotland.gov.uk/Topics/Statistics/SIMD/>

**Table 13: Overall arrangements for getting to see a doctor, by deprivation quintile**

Deprivation Quintile	Excellent or Good %	Fair %	Poor or Very Poor %
1 - Most deprived	79	15	7
2	79	15	7
3	82	13	5
4	82	13	5
5 - Least deprived	83	12	4
<b>Scotland</b>	<b>81</b>	<b>14</b>	<b>6</b>

**Table 14: Overall arrangements for getting to see a nurse, by deprivation quintile**

Deprivation Quintile	Excellent or Good %	Fair %	Poor or Very Poor %
1 - Most deprived	85	11	3
2	86	11	3
3	88	10	2
4	88	10	2
5 - Least deprived	89	9	2
<b>Scotland</b>	<b>87</b>	<b>10</b>	<b>2</b>

### 9.3 Results by patient urban rural classification

The percentage of patients rating the overall care provided by their GP surgery as good or excellent was between 89 and 91 per cent for patients living in all urban rural classifications except for patients living in remote rural where 94 per cent rated the overall care as good or excellent.

The Scottish Government six-fold urban/rural classification was used to compare the experience of patients living in different types of geographical area. More details are available in the technical report.

**Table 15: Overall care provided by GP surgery, by patient urban rural classification**

<b>Urban rural classification</b>	<b>Excellent or Good %</b>	<b>Fair %</b>	<b>Poor or Very Poor %</b>
Large Urban Areas	90	8	2
Other Urban Areas	90	8	2
Accessible Small towns	89	9	2
Remote Small Towns	90	8	2
Accessible rural	91	7	2
Remote Rural	94	5	1
<b>Scotland</b>	<b>90</b>	<b>8</b>	<b>2</b>

There was more variation in how patients rated the overall arrangements for getting to see a doctor between patients living in different urban rural classifications. Patients living in remote rural areas rated the overall arrangements highest (89 per cent rated them as good or excellent) and patients living in accessible small towns rated them as lowest (77 per cent rated them as good or excellent).

**Table 16: Overall arrangements for seeing a doctor, by urban rural classification**

<b>Urban rural classification</b>	<b>Excellent or Good %</b>	<b>Fair %</b>	<b>Poor or Very Poor %</b>
Large Urban Areas	82	13	5
Other Urban Areas	78	15	7
Accessible Small towns	77	17	7
Remote Small Towns	79	15	6
Accessible rural	83	13	5
Remote Rural	89	8	3
<b>Scotland</b>	<b>81</b>	<b>14</b>	<b>6</b>

The percentage of patients rating the overall arrangements for getting to see a nurse as good or excellent ranged from 86 per cent in other urban areas and accessible small towns to 93 per cent in remote rural areas.



**Table 17: Overall arrangements for getting to see a nurse, by urban rural classification**

<b>Urban rural classification</b>	<b>Excellent or Good %</b>	<b>Fair %</b>	<b>Poor or Very Poor %</b>
Large Urban Areas	88	10	3
Other Urban Areas	86	12	3
Accessible Small towns	86	12	3
Remote Small Towns	87	10	2
Accessible rural	89	9	2
Remote Rural	93	6	1
<b>Scotland</b>	<b>87</b>	<b>10</b>	<b>2</b>

#### 9.4 Results by patient age

The percentage of patients rating the overall care of their GP surgery as good or excellent increased with age. 96 per cent of respondents aged 75 and over rated the overall care as good or excellent compared to 83 per cent of 16-24 year olds.

**Table 18: Overall care provided by their GP surgery, by patient age**

<b>Age Group</b>	<b>Excellent or Good %</b>	<b>Fair %</b>	<b>Poor or Very Poor %</b>
16-24	83	13	4
25-34	85	12	4
35-44	87	10	3
45-54	89	9	2
55-64	92	7	1
65-74	95	5	1
75 and over	96	4	1
<b>Scotland</b>	<b>90</b>	<b>8</b>	<b>2</b>

As with overall care, the percentage of patients rating the overall arrangements to see doctors and nurses as good or excellent increased with age.

- 90 per cent of patients aged 75 and over rated the overall arrangements for getting to see a doctor as good or excellent compared to 74 per cent of patients aged 16-24
- 94 per cent of patients aged 75 and over rated the overall arrangements for getting to see a nurse as good or excellent compared to 81 per cent of patients aged 16-24.

**Table 19: Overall arrangements for getting to see a doctor, by patient age**

<b>Age Group</b>	<b>Excellent or Good %</b>	<b>Fair %</b>	<b>Poor or Very Poor %</b>
16-24	74	18	8
25-34	75	17	8
35-44	76	16	8
45-54	77	16	7
55-64	82	13	5
65-74	87	10	3
75 and over	90	8	2
<b>Scotland</b>	<b>81</b>	<b>14</b>	<b>6</b>

**Table 20: Overall arrangements for getting to see a nurse, by patient age**

<b>Age Group</b>	<b>Excellent or Good %</b>	<b>Fair %</b>	<b>Poor or Very Poor %</b>
16-24	81	14	5
25-34	83	13	4
35-44	84	13	4
45-54	83	13	3
55-64	88	10	2
65-74	92	7	1
75 and over	94	5	1
<b>Scotland</b>	<b>87</b>	<b>10</b>	<b>2</b>

### 9.5 Results by patient gender

There was very little difference between how male and female patients rated the overall care provided by their GP surgery.

**Table 21: Overall care provided by their GP surgery, by patient gender**

<b>Gender</b>	<b>Excellent or Good %</b>	<b>Fair %</b>	<b>Poor or Very Poor %</b>
Male	91	7	2
Female	90	8	2
<b>Scotland</b>	<b>90</b>	<b>8</b>	<b>2</b>

More male patients than female patients rated the overall arrangements for getting to see a doctor or nurse as good or excellent

- 83 per cent of males rated the overall arrangements for getting to see a doctor as excellent or good compared to 80 per cent of females
- 89 per cent of males rated the overall arrangements for getting to see a nurse as excellent or good compared to 86 per cent of females.

**Table 22: Overall arrangements for getting to see a doctor, by patient gender**

<b>Gender</b>	<b>Excellent or Good %</b>	<b>Fair %</b>	<b>Poor or Very Poor %</b>
Male	83	12	5
Female	80	14	6
<b>Scotland</b>	<b>81</b>	<b>14</b>	<b>6</b>

**Table 23: Overall arrangements for getting to see a nurse, by patient gender**

<b>Gender</b>	<b>Excellent or Good %</b>	<b>Fair %</b>	<b>Poor or Very Poor %</b>
Male	89	9	2
Female	86	11	3
<b>Scotland</b>	<b>87</b>	<b>10</b>	<b>2</b>

## 10. Comparisons with the English GP survey

### 10.1 Overall rating of care provided by GP surgery

This section compares the results of the Scottish GP Patient Experience Survey with the English one where possible. The Scottish GP survey asked patients how they rated the overall care provided by their GP surgery, while the English GP Survey asked patients how satisfied they were with the care provided by their surgery. Both questions were asked towards the end of the survey. Although the question was slightly different the results are remarkably similar.

- In Scotland 90 per cent of patients rated the overall care provided by their GP surgery as good or excellent
- In England 90 per cent of patients said they were satisfied or very satisfied with the care received at their surgery.

**Table 24: Scotland overall rating of care provided by GP surgery**

Response	Scottish patients %
Excellent	52
Good	38
Fair	8
Poor	1
Very poor	0

**Table 25: England satisfaction with care received at surgery<sup>4</sup>**

Response	English patients %
Very satisfied	52
Fairly satisfied	38
Neither satisfied nor dissatisfied	6
Fairly dissatisfied	3
Very dissatisfied	1

### 10.2 Comparison between doctors in Scotland and England

Patients surveyed in both Scotland and England were given some statements about their doctor. In Scotland patients answered how much they agreed with each statement while in England patients were asked to rate how good the doctor was at each one. Two of the questions are comparable.

- In Scotland more patients agreed that the doctor listened to them (94 per cent) than in England (89 per cent)
- In England a slightly higher percentage of patients agreed that they had enough time with the doctor (89 per cent) than in Scotland (87 per cent).

<sup>4</sup> Source Department of Health 2009/10 GP Patient Survey <http://www.gp-patient.co.uk/>

**Table 26: Comparison between doctors in Scotland and England**

<b>Statement</b>	<b>Per cent positive Scotland</b>	<b>Per cent positive England</b>
Scotland - I have enough time with the doctor England – Giving you enough time	87	89
Scotland – The doctor listens to me England – Listening to you	94	89

Per cent positive for Scotland is the percentage of patients answering “strongly agree” or “agree”  
Per cent positive for England is the percentage of patients answering “very good” or “good”. Results for England have been reweighted to exclude those answering “doesn’t apply”.

### **10.3 Comparison between nurses in Scotland and England**

Patients surveyed in both Scotland and England were given some statements about their nurse. In Scotland patients answered how much they agreed with each statement while in England patients were asked to rate how good the nurse was at each one. Two of the questions are comparable.

- In Scotland more patients agreed that nurses listens to them (96 per cent) than in England (90 per cent)
- In Scotland more patients agreed that they have enough time with the nurse (95 per cent) than in England (93 per cent).

**Table 27: Comparison between nurses in Scotland and England**

<b>Statement</b>	<b>Per cent positive Scotland</b>	<b>Per cent positive England</b>
Scotland - I have enough time with the nurse England – Giving you enough time	95	93
Scotland – The nurse listens to me England – Listening to you	96	90

Per cent positive for Scotland is the percentage of patients answering “strongly agree” or “agree”  
Per cent positive for England is the percentage of patients answering “very good” or “good”. Results for England have been reweighted to exclude those answering “doesn’t apply”.

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