

Final Results
2009/10 GP Patient Experience Survey

Hillswick Health Centre - Shetland



Hillswick Health Centre
West Ayre
Hillswick
Shetland
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An official statistics publication for Scotland



Scotland's Patient Experience Programme



2009/10 GP Patient Experience Survey

Hillswick Health Centre - Shetland

Introduction

This report gives a summary of the final results of the 2009/10 GP Patient Experience Survey for Hillswick Health Centre - Shetland.

The survey was sent to 278 people registered with the surgery, and they were asked to return it only if they had contacted the surgery in the last year.

The survey asked questions about people's experiences during 2009/10 of making an appointment, visiting the GP surgery, seeing staff and being prescribed medicines. A copy of the survey is available at:

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

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

- 48% were male and 52% were female;
- 16% were aged 16-34, 23% were aged 35-49, 36% were aged 50-64 and 25% were 65 and over;
- 72% did not have any limiting illness or disability.

The survey was commissioned by Scottish Government for Scotland's Patient Experience Programme "Better Together" and was carried out by Picker Europe. Picker 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 are available in the national report published here:
<http://www.scotland.gov.uk/Topics/Statistics/Browse/Health/GPPatientExperienceSurvey>

Results for Hillswick Health Centre - Shetland

Results are shown as the % positive. This means the percentage of people who answered in a positive way. For example, when asked if they could get through on the phone, if people said always or most of the time these have been counted as positive answers.

The bars illustrate the % positive as green, and the % negative as red. For example, if people said they could rarely or never get through on the phone, these have been counted as negative. Where answers are neither positive nor negative, the % is shown in yellow - for example if people answered sometimes to the question about getting through on the phone.










The answers that have been counted as positive and negative for each question can be found on the website at:

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

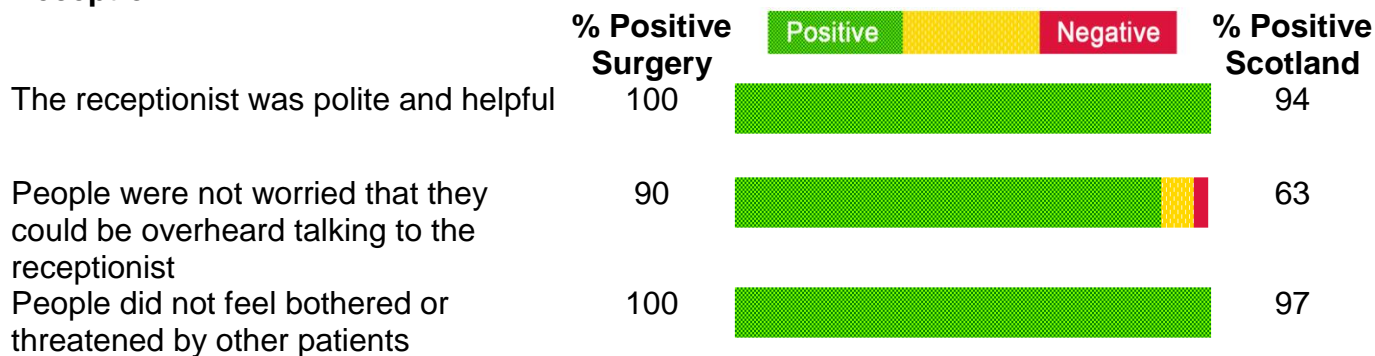
The national average is the weighted average for patients in Scotland. The weighted national average is calculated by weighting each GP surgery result by the relative surgery size. The weight is calculated as the GP surgery list size (of patients eligible for the survey) as a proportion of the national list size.

To display the number of patients answering positively and negatively for a particular question, please hover the mouse cursor over the bar chart (this is not available on the html version).

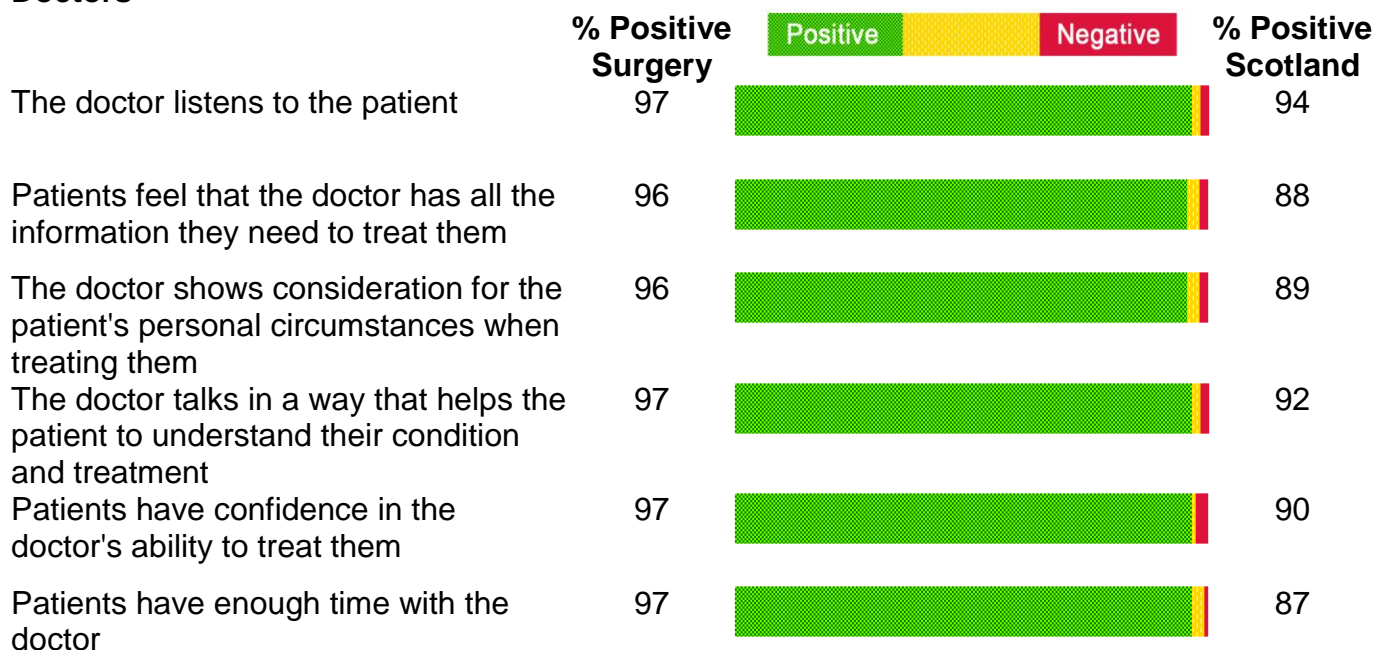
Access

	% Positive Surgery		% Positive Scotland
Able to get through on the phone	100		88
Person answering the phone was polite and helpful	100		94
Could see or speak to a doctor or nurse within 2 working days	100		90
Able to book a doctors appointment in advance	100		78
Can usually see preferred doctor	98		84
Time waiting to be seen at GP surgery	98		88
Overall arrangements for getting to see a doctor	99		81
Overall arrangements for getting to see a nurse	98		87

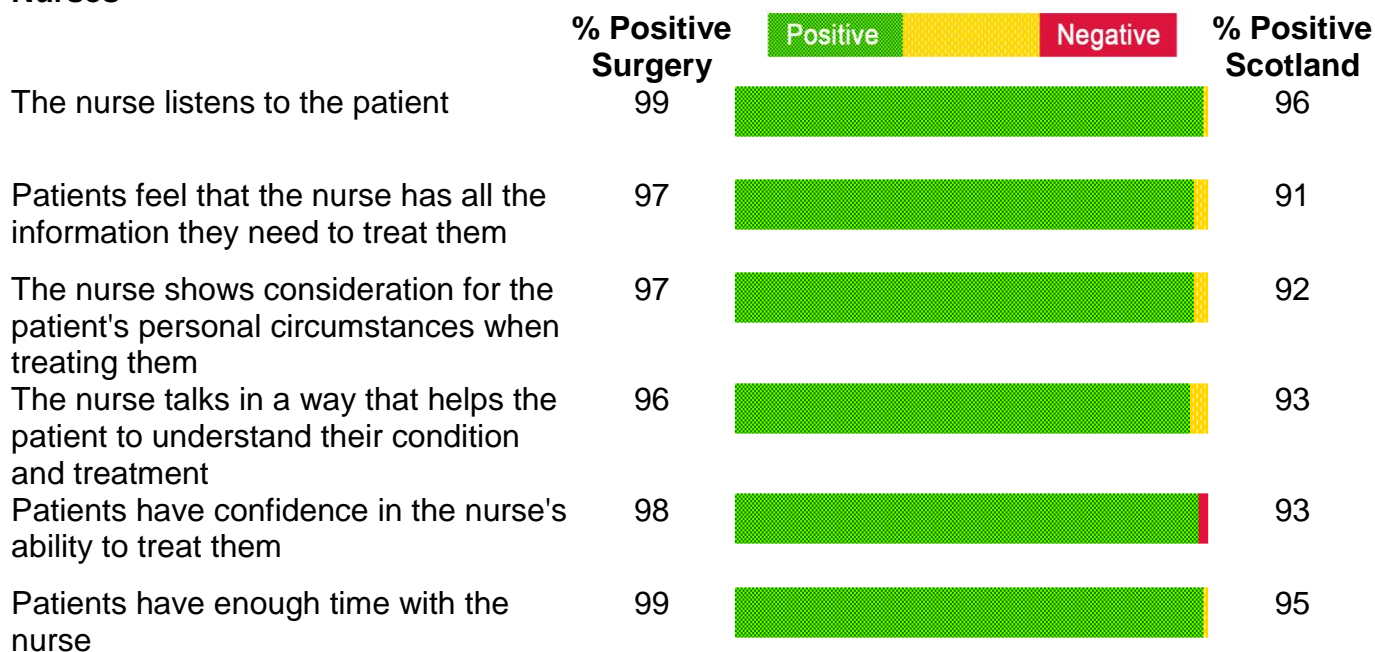
Reception



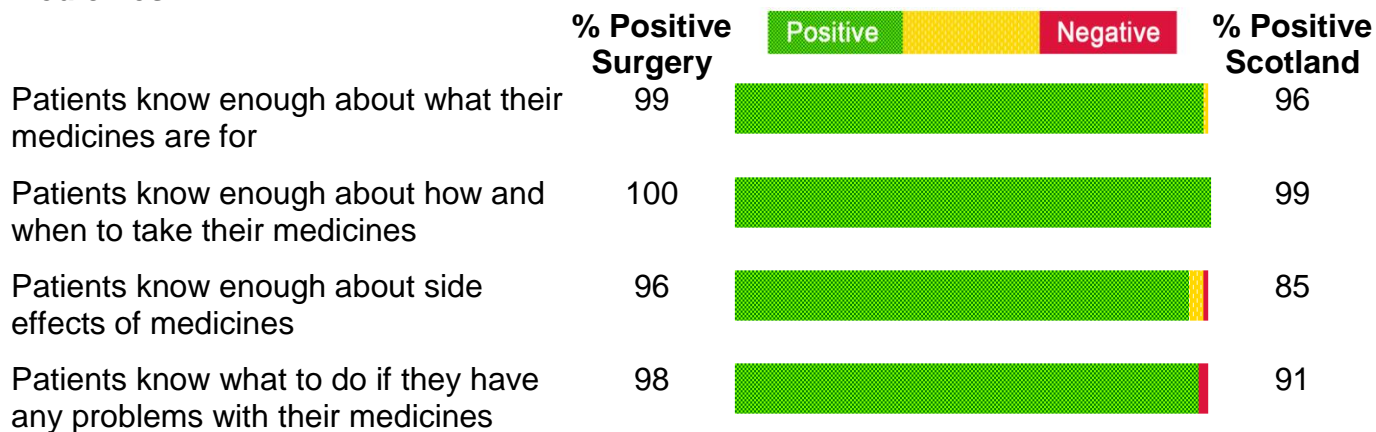
Doctors



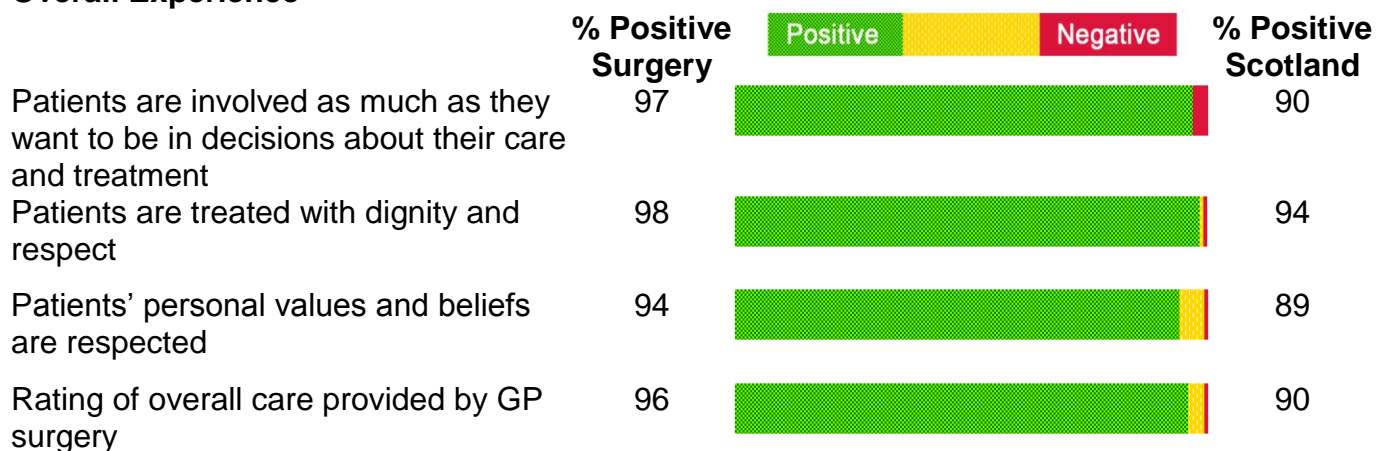
Nurses



Medicines



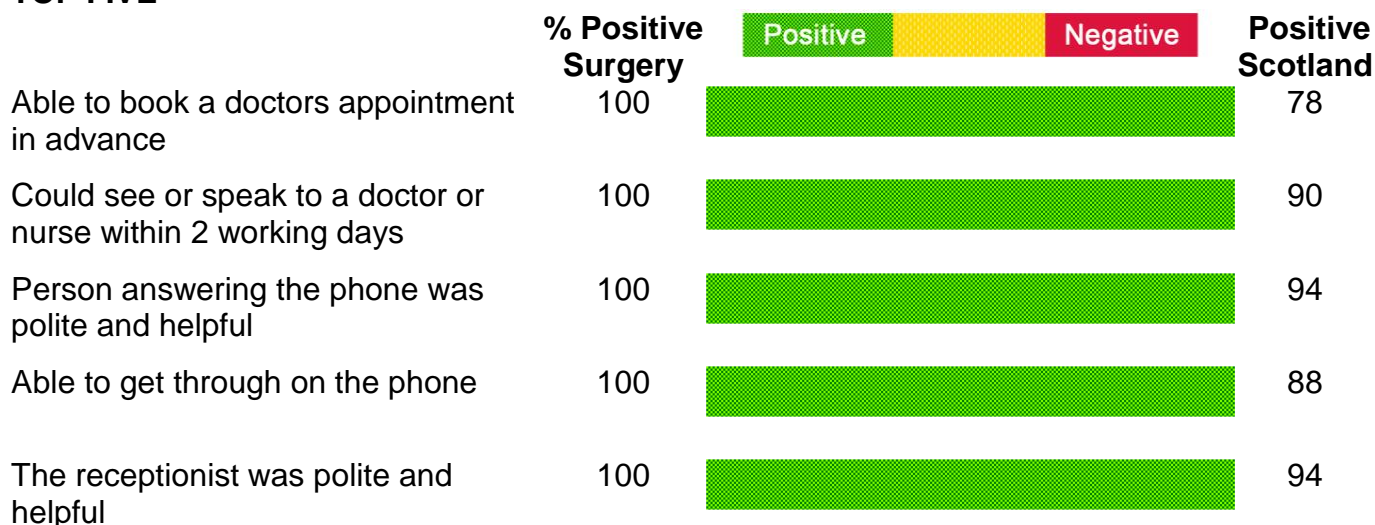
Overall Experience



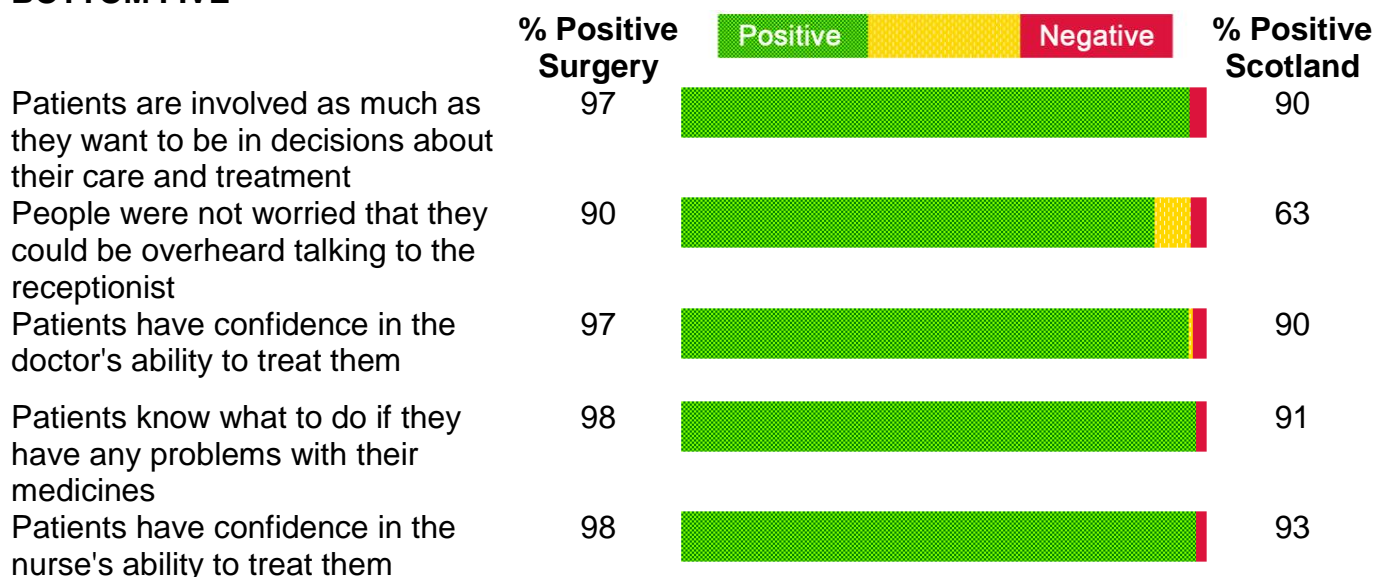
Top Five and Bottom Five Results for Hillswick Health Centre - Shetland

The top 5 questions are those with the highest % positive for the surgery. The bottom 5 are those questions with the highest % negative for the surgery.

TOP FIVE



BOTTOM FIVE



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SCOTTISH GOVERNMENT STATISTICIAN GROUP

Our Aim

To provide relevant and reliable information, analysis and advice that meet the needs of government, business and the people of Scotland.

For more information on the Statistician Group, please see the Scottish Government website at www.scotland.gov.uk/statistics

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Further contact details, e-mail addresses and details of previous and forthcoming publications can be found on the Scottish Government Website at www.scotland.gov.uk/statistics

Complaints and suggestions

If you are not satisfied with our service, please write to the Chief Statistician, Mr Rob Wishart, 1N.04, St Andrews House, Edinburgh, EH1 3DG, Telephone: (0131) 244 0302, e-mail rob.wishart@scotland.gsi.gov.uk. We also welcome any comments or suggestions that would help us to improve our standards of service.

ScotStat

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