



Further copies of this report are available priced £5.00. Cheques should be made payable to The Stationery Office and addressed to:

The Stationery Office  
71 Lothian Road  
Edinburgh  
EH3 9AZ

Order line and General Enquiries  
0870 606 5566

**The views expressed in this report are those of the researchers and do not necessarily represent those of the Department or Scottish Ministers.**

© Crown Copyright 2001

Limited extracts from the text may be produced provided the source is acknowledged. For more extensive reproduction, please write to the Chief Research Officer at the Central Research Unit, Saughton House, Broomhouse Drive, Edinburgh EH11 3XA.

## CONTENTS

<b>EXECUTIVE SUMMARY</b>	<b>i</b>
<b>CHAPTER ONE: INTRODUCTION</b>	<b>1</b>
SURVEY METHODOLOGY AND SAMPLE COMPOSITION	2
<b>CHAPTER TWO: HEALTH STATUS, GENERAL ATTITUDES TOWARDS THE NHS AND CONTACT WITH KEY SERVICES</b>	<b>3</b>
GENERAL HEALTH STATUS	3
ATTITUDES TO THE NHS IN SCOTLAND	4
CONTACT WITH NHS SERVICES	8
<b>CHAPTER THREE: EXPERIENCE OF CONTACT WITH SERVICES</b>	<b>12</b>
VISITING A GP'S SURGERY	12
RECEIPT OF HOME CARE FROM A GP, HEALTH VISITOR OR DISTRICT NURSE	24
VISITING AN OUTPATIENT'S CLINIC	27
BEING ADMITTED TO HOSPITAL AS AN INPATIENT	37
<b>CHAPTER FOUR: CONSULTATION AND FEEDBACK</b>	<b>43</b>
PERCEPTIONS OF PUBLIC INFLUENCE AT PRESENT	43
THE DESIRE FOR PUBLIC INFLUENCE	45
FEEDBACK	46
<b>CHAPTER FIVE: CONCLUSIONS</b>	<b>50</b>
<b>APPENDIX I: STATISTICAL RELIABILITY</b>	51
<b>APPENDIX II: COPY OF MARKED UP QUESTIONNAIRE</b>	52

## LIST OF TABLES AND FIGURES

<b>Table 1 -1:</b>	Unweighted and weighted sample profile (%).....	<b>2</b>
<b>Figure 2-1:</b>	Self-assessed general health .....	<b>3</b>
<b>Figure 2-2:</b>	Percentage of respondents rating their health as ‘good’ or ‘fairly good’ by age, class and tenure .....	<b>4</b>
<b>Table 2-1:</b>	Ratings of the NHS over the last few years (%) .....	<b>5</b>
<b>Table 2-2:</b>	Ratings of how the NHS will perform in the next few years (%).....	<b>6</b>
<b>Table 2-3:</b>	Ratings of how the NHS will perform in the next few years (%).....	<b>6</b>
<b>Table 2-4:</b>	Views on the current NHS and aspirations for the future of the NHS (%).....	<b>7</b>
<b>Figure 2-3:</b>	Perceptions of NHS performance in last few years and next few years (%).....	<b>7</b>
<b>Table 2-5:</b>	NHS services used in the past 12 months (%).....	<b>9</b>
<b>Figure 2-4:</b>	Use of NHS services in the last 12 months by sex.....	<b>9</b>
<b>Table 2-6:</b>	Percentage of respondents who have used different combinations of services .....	<b>10</b>
<b>Figure 2-5:</b>	Number of NHS services used by sex (%) .....	<b>11</b>
<b>Figure 3-1:</b>	Levels of overall satisfaction with service at GP surgery by age group (%).....	<b>13</b>
<b>Figure 3-2:</b>	Actual and acceptable waiting times to get GP appointments (%) .....	<b>14</b>
<b>Figure 3-3:</b>	Actual and acceptable waiting times in GP waiting room (%).....	<b>15</b>
<b>Table 3-1:</b>	Ratings of key aspects of service provision at GP surgery (%).....	<b>16</b>
<b>Table 3-2:</b>	Ratings of key aspects of care at GP surgery (%).....	<b>17</b>
<b>Figure 3-4:</b>	Assessments of care provided by GP by age group: ‘Being encouraged to ask questions’ .....	<b>18</b>
<b>Table 3-3:</b>	Priorities for improvements to key aspects of service provision at GP surgery (%)...	<b>19</b>
<b>Table 3-4:</b>	Priorities for improvements to key aspects of care at GP surgery (%).....	<b>20</b>
<b>Figure 3-5:</b>	Importance of improving aspects of care by age group: ‘Being encouraged to ask questions’ (%).....	<b>21</b>
<b>Table 3-5:</b>	Priorities for improvements to key aspects of service provision at GP surgeries (%)	<b>22</b>
<b>Table 3-6:</b>	Ratings of key aspects of service/care during home visit (%) .....	<b>25</b>
<b>Table 3-7:</b>	Priorities for improvements to key aspects of service/care during home visit (%).....	<b>26</b>
<b>Figure 3-6:</b>	Levels of overall satisfaction with service at outpatient clinic by age group (%).....	<b>27</b>
<b>Figure 3-7:</b>	Actual and acceptable waiting times to get outpatient appointments (%).....	<b>29</b>

<b>Figure 3-8:</b>	Actual and acceptable waiting times in outpatient clinic (%).....	<b>30</b>
<b>Table 3-8:</b>	Ratings of key aspects of service provision at outpatient clinic (%).....	<b>31</b>
<b>Table 3-9:</b>	Ratings of key aspects of care at outpatient clinic (%).....	<b>32</b>
<b>Table 3-10:</b>	Priorities for improvement in outpatient clinic service provision (%).....	<b>33</b>
<b>Table 3-11:</b>	Priorities for improvement in outpatient clinic provision of care (%).....	<b>34</b>
<b>Figure 3-9:</b>	Percentage of respondents who thought it essential to improve convenient car parking by rating of how convenient car parking was (%).....	<b>35</b>
<b>Table 3-12:</b>	Priorities for improvement in outpatient clinic service provision (%).....	<b>36</b>
<b>Figure 3-10:</b>	Levels of overall satisfaction with service hospital by age group (%).....	<b>37</b>
<b>Table 3-13:</b>	Ratings of key aspects of service provision as hospital inpatient (%).....	<b>39</b>
<b>Table 3-14:</b>	Ratings of key aspects of care as a hospital inpatient (%).....	<b>40</b>
<b>Table 3-15:</b>	Priorities for improvement in inpatient service provision (%).....	<b>41</b>
<b>Table 3-16:</b>	Priorities for improvement in inpatient provision of care (%).....	<b>42</b>
<b>Figure 4-1:</b>	Perceptions of extent of public influence over public services (%).....	<b>43</b>
<b>Table 4-1:</b>	Perception of current influence over the NHS and desired influence (%).....	<b>45</b>
<b>Table 4-2:</b>	Overall reaction to NHS services in last 12 months (%).....	<b>47</b>
<b>Table 4-3:</b>	Overall reaction to NHS services in last 12 months (%).....	<b>47</b>
<b>Figure 4.2:</b>	Reasons why complaints were not raised.....	<b>48</b>

## **EXECUTIVE SUMMARY**

### **INTRODUCTION**

- Against a background of change in the NHS and to inform the preparation of the Health Plan for Scotland, the Scottish Executive commissioned MORI Scotland and System Three to carry out a survey of public perceptions and experiences of the NHS.
- A representative sample of 3,052 adults was interviewed by telephone during the period 28 September to 22 October 2000.

### **HEALTH STATUS, GENERAL ATTITUDES TOWARDS THE NHS AND CONTACT WITH KEY SERVICES**

- Most people rate their own health as 'good' (57%) or 'fairly good' (30%).
- When asked whether they thought the NHS had got better, worse or stayed the same over the last few years, roughly half (48%) thought it had stayed 'about the same', but more thought it had got worse (30%) than improved (14%).
- However, there seems to be a degree of optimism about the future, with 44% thinking the NHS will become 'much' (14%) or 'a bit' better (30%) over the next few years.
- Men, those in the youngest (16 to 24) and oldest (65 plus) age groups, and those in social class DE are most likely to be optimistic about the future of the NHS.
- Roughly 8 people in 10 (79%) had used one of the four NHS service types investigated during the previous 12 months: 74% had seen a GP; 34% had visited an outpatient clinic; 14% had been admitted to hospital; and 10% had received care at home.
- Women were more likely than men to have used each individual type of service and to have used more than one type of service. Overall, one person in seven (14%) had used at least three types of service in the previous 12 months.

### **EXPERIENCE OF CONTACT WITH SERVICES**

#### **Visiting a GP surgery**

- There was a high level of use of GP services across the population as a whole, with 74% of people saying they had visited a GP's surgery during the previous 12 months. Roughly 1 in 4 of those (23%) described their visit as 'urgent'.
- Transport and access issues did not appear to pose major problems for most people who attended their GP surgery. Half (46%) said that they lived within a mile of their GP surgery, while a further 28% lived less than two miles away. Most people felt it was either 'very easy' (66%) or 'fairly easy' (28%) to get to their surgery. The main reasons for difficulty in getting to the surgery were illness or injury and poor public transport.

- Roughly half those who had visited their GP were able to get an appointment within two days (53%), with a further third (31%) having to wait between 3 and 7 days. One person in seven (14%) had to wait more than one week to get an appointment.
- While waiting time *at the surgery* does not seem to be a significant problem for most people (70% waited no more than 15 minutes before being seen), 7% waited half an hour or more and this seems to be an important factor in driving dissatisfaction with the overall service.
- Public assessments of service provision and quality of care were generally positive, with between 49% and 90% rating care received as a 4 or a 5 on a five-point scale (where 5 equals 'excellent').
- In relation to general service provision, straightforward environmental factors (such as cleanliness or availability of toilets) scored more highly than those relating to convenience (for example, parking or appointment times). In relation to care provided, the items which scored highest related to the general way in which the consultation was handled (e.g. 'being treated with respect'), while those which scored lowest related to issues of information and communication and the amount of time available to conduct the consultation.
- These assessments of service quality were broadly reflected in priorities for improvement, with aspects of care rated low in terms of quality generally being identified as high priorities for improvement.
- On assessments of both quality and priority for improvement, there was a clear relationship with age effect, with younger people less likely than older people to rate service quality highly and more likely to place a high priority on improvements.
- Overall, over half of those who had visited their GP were 'very satisfied' with the service they received (54%), while a further 36% were 'fairly satisfied'. Again, age emerged as an important predictor, with older people generally exhibiting higher levels of satisfaction. The length of time spent waiting at the surgery was another predictor.
- The sense of priority given by those dissatisfied with their last GP visit most markedly differs from those satisfied regarding factors such as whether they are being 'listened to by the GP or nurse', receiving information that is useful, and having the sense that the GP or nurse knows enough about their case to deal with it effectively.

### **Receipt of home care**

- One in ten (10%) had received care at home during the previous year from either a GP, health visitor or district nurse. In all age groups, women were more likely than men to have received home care, and older people were more likely than younger people to have done so.
- Roughly half (55%) were visited on the day they sought an appointment. One in five (20%) said the visit was routine and no appointment was needed.

- Ratings of service quality and care for home visits were even more positive than for visits to a GP surgery, with scores of 4 or 5 from between 62% and 91% of those interviewed for the items asked about.
- Issues of convenience, information and communication again attracted lower ratings than those relating to the general way in which the consultation was handled.
- Overall, 67% of those who had received a home visit reported they were ‘very satisfied’ with the service provided, while a further 24% were ‘fairly satisfied’.

### **Visiting an outpatient’s clinic**

- Roughly a third of those interviewed (34%) had visited a hospital outpatient clinic during the previous 12 months. Women were more likely than men to have had an outpatient appointment, and older people more likely than younger people.
- Six out of ten (59%) of those who had had an outpatient appointment said they lived within five miles of the clinic, while a further 17% said they lived between five and ten miles away. Roughly one person in eight (13%) said they found it either ‘very’ or ‘fairly difficult’ to get to their last appointment, with the main reasons being ‘poor public transport’ and difficulty with car parking.
- Appointment hours do not appear to be a problem for most people (42% saying the clinic’s hours were ‘very convenient’ and 45% that they were ‘fairly convenient’). Younger people and those in full-time employment were more likely to feel that opening hours were inconvenient.
- Of those whose most recent visit to an outpatient clinic had been a first appointment arranged by a GP, half (49%) had waited a month or less, with a further 18% waiting between one and two months. One in five waited three months or more. By contrast, when asked what they felt was an *acceptable* waiting time for an outpatient appointment, three-quarters (73%) felt they should be able to get an appointment within a month and only 2% felt it was acceptable to wait three months or more.
- Again, general ‘environmental’ factors were rated highly in assessments of service provision, while issues relating to convenience and the availability of child-friendly facilities scored less highly. In terms of the quality of medical care provided, the general way in which the consultation was handled was again rated highly, with issues of information and communication rated less highly. The speed with which test results were received emerged with the lowest rating. These assessments were reflected in the importance attached to improvements in different aspects of service provision and care.
- Overall, half of those who had visited an outpatient’s clinic said they were ‘very satisfied’ with the quality of service they received (50%), while a further 34% were ‘fairly satisfied’. The key factors driving overall satisfaction appear to be age and the length of time spent waiting at the clinic.
- The critical factors that differentiate between those satisfied or dissatisfied, when it comes to desired service improvements, are: being given information about their treatment, the

doctor or nurse knowing about their case, having enough time and being listened to by the doctor or nurse.

### **Being admitted to hospital as an inpatient**

- Overall, 14% of those interviewed had been admitted as an inpatient to hospital during the previous 12 months. There was no significant difference between men and women in this respect.
- Of this group, 62% described their last inpatient stay as 'urgent'. Roughly a third (37%) had stayed in hospital for one day, 36% stayed for between two and seven days and 26% stayed for longer than a week.
- Three quarters (74%) lived within ten miles of the hospital, while a further 18% lived between 5 and 10 miles away. Most felt it was either 'very' (50%) or 'fairly easy' (35%) to get to the clinic.
- Eight in ten (80%) said they had waited less than three months to be admitted. This compares with 86% who felt that three months or less was an *acceptable* time to wait to be admitted.
- The aspects of service quality rated highest again related to the general environment (e.g. availability of toilets, standard of cleanliness), while those given the lowest ratings related to the choice or quality of food. In terms of assessments of clinical care, in addition to the now familiar issues of information and communication, arrangements for discharge, speed of receipt of test results and the amount of time available from clinical staff attracted the lowest ratings.
- Levels of overall satisfaction with inpatient stays are comparable with those for outpatient appointments, but lower than for contact with GP services or home visits – half of those who had been admitted to hospital said they were 'very satisfied' (50%) with the service they received, while 31% said they were 'fairly satisfied'.

## **CONSULTATION AND FEEDBACK ARRANGEMENTS**

### **Public influence over the NHS**

- Around half of those interviewed (57%) felt that the public had 'very little' or 'no influence at all' over the way the NHS is run and how it sets its priorities. To set this in context, people are slightly more likely to feel that the public has influence over their local council and much less likely to feel it has influence over the local water authority.
- More than nine out of ten people (93%) feel that the public *should* have some influence over the way the NHS is run and how it sets its priorities, although over half feel that it should have only 'very little influence' (37%) or 'no influence at all' (20%).

## Feedback and complaints

- Of those who had used NHS services during the previous 12 months, three-quarters (77%) said they were generally satisfied with the service received and had nothing to complain about. Roughly a quarter (23%) felt they had something they wanted to complain about, although only one in twenty (5%) have actually did so.
- Despite their higher levels of use, older people were generally more likely than younger people to be satisfied with NHS services and less likely to have wanted to complain or to have actually complained. Those who described their health as ‘not good’ or who have a disability were *more* likely to have had something they wanted to complain about.
- One person in six (18%) said they wanted to raise an issue or complaint but did not actually do so. The main reasons given for *not* complaining were that it ‘would not make a difference’ or that they ‘did not want to make a fuss’.
- Of the one in twenty (5%) who did raise an issue, half made an actual complaint while the other half raised the issue informally. Two-thirds of the former (66%) and half of the latter (49%) said they were dissatisfied with the way the issue was dealt with and similar proportions (60% and 45%, respectively) were dissatisfied with the final outcome. Moreover, on both these measures, there was a high proportion of people saying they were ‘very dissatisfied’. The most common reason given for dissatisfaction was that ‘nothing was done’.
- Though a third (34%) thought their issue or complaint was handled fairly, half (53%) felt that it was handled unfairly.

## CHAPTER ONE: INTRODUCTION

1.1 The NHS in Scotland (as in the rest of the UK) is facing a period of considerable change. Over fifty years on from its inception, it is tackling growing demands on its services, advances in treatment options and an on-going programme of modernisation. While opinion polls have consistently shown high levels of support for the NHS, limited recent information is available about detailed public perceptions and experiences of its services. Against this backdrop, and in order to inform the development of the Scottish Health Plan, the Scottish Executive commissioned MORI Scotland and System Three to carry out a survey on these themes. A representative sample of the Scottish adult population was interviewed by telephone during the period 28 September to 22 October 2000. This report presents the results of that exercise.

1.2 In the remainder of this chapter, we provide a brief account of the survey methodology and the characteristics of the achieved sample. Chapter 2 looks at public attitudes towards the NHS in general and the levels of contact with key services – namely, General Practitioner, out-patient and in-patient services and home visits. Chapter 3 examines actual *experience* of contact with these services and addresses issues of access, waiting times (for appointments and on the day), perceptions of the standard of service provided and of priorities for improvement. Chapter 4 looks at public perceptions of the level of, and mechanisms for, public consultation in relation to the NHS as well as experience of and attitudes towards complaints handling.

1.3 It should be noted that the report does not attempt to detail every figure from the survey, but to identify the most important findings.

1.4 Within the analysis of the findings, a 6-fold urban/rural classification of Scotland has been adopted, based on settlement size and geographical remoteness (measured by drive times). This modelling is based on the classifications used in the Scottish Household Survey. Using respondents' home postcodes, households have been classified as follows:

**1 The four cities** – Edinburgh, Aberdeen, Dundee and Glasgow (settlements of over 125,000 population)

**2 Other urban** – settlements of over 10,000 people, other than the four cities above

**3 Small accessible towns** – settlements of between 3,000 and 10,000 people and within 30 minutes drive of a settlement of 10,000 or more people

**4 Small remote towns** – settlements of between 3,000 and 10,000 people, who are not within 30 minutes drive of a settlement of 10,000 or more people

**5 Accessible rural** - settlements of fewer than 3,000 people and within 30 minutes drive of a settlement of 10,000 or more people

**6 Remote rural** - settlements of fewer than 3,000 people who are not within 30 minutes drive of a settlement of 10,000 or more people

## SURVEY METHODOLOGY AND SAMPLE COMPOSITION

1.5 Fieldwork for the survey was carried out using Computer Assisted Telephone Interviewing (CATI). This involves interviewers working at a central location in front of computers, from which they read questions and enter responses. This method was chosen because it offers rapid turnaround, high quality data and the possibility of conducting interviews over a wide geographic area. A sample of telephone numbers was generated using a procedure known as Random Digit Dialling and interviewers then worked to quotas, which were based on the results of the Scottish Household Survey and designed to reflect the characteristics of the population in terms of age, sex, working status and tenure. In total, 3,052 interviews were conducted with adults (aged 16 and over) over a three-week period, with an average interview length of 19 minutes.

1.6 The profile of the achieved sample is shown in Table 1-1 below. Slight weighting factors were introduced to compensate for any differences between this profile and that of the Scottish population as a whole.

**Table 1 -1: Unweighted and weighted sample profile (%)**

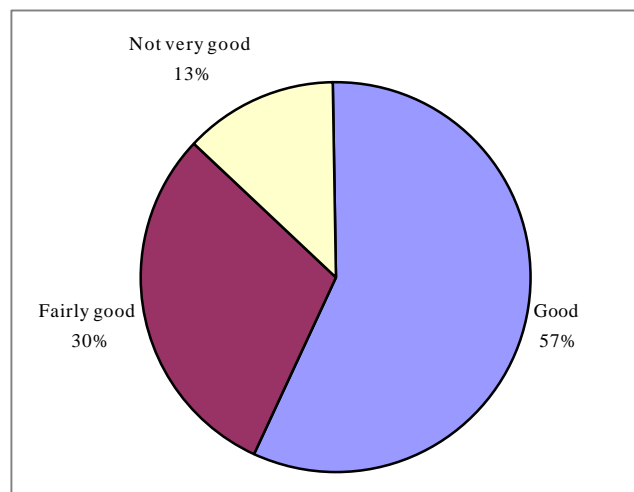
	<b>Unweighted</b>	<b>Weighted</b>
<b>Sex</b>		
Male	41	47
Female	59	53
<b>Age</b>		
16 to 24	9	13
25 to 34	19	17
35 to 44	22	20
45 to 54	18	16
55 to 64	16	16
65 to 74	12	13
75 plus	5	5
<b>Social Class</b>		
AB	20	18
C1	30	29
C2	21	21
DE	28	30
<b>Tenure</b>		
Owner occupier	65	65
Renting	33	34
Other	2	1
<b>Sample size</b>	<b>3,052</b>	<b>3,052</b>

## CHAPTER TWO: HEALTH STATUS, GENERAL ATTITUDES TOWARDS THE NHS AND CONTACT WITH KEY SERVICES

### GENERAL HEALTH STATUS

2.1 People were asked to rate their health in terms of whether it was good, fairly good or not very good. The vast majority (87%) rate their own health as 'good' (57%) or 'fairly good' (30%). The remaining 12% rate their health as 'not very good.' Figure 2-1 below illustrates the answers given.

**Figure 2-1: Self-assessed general health**

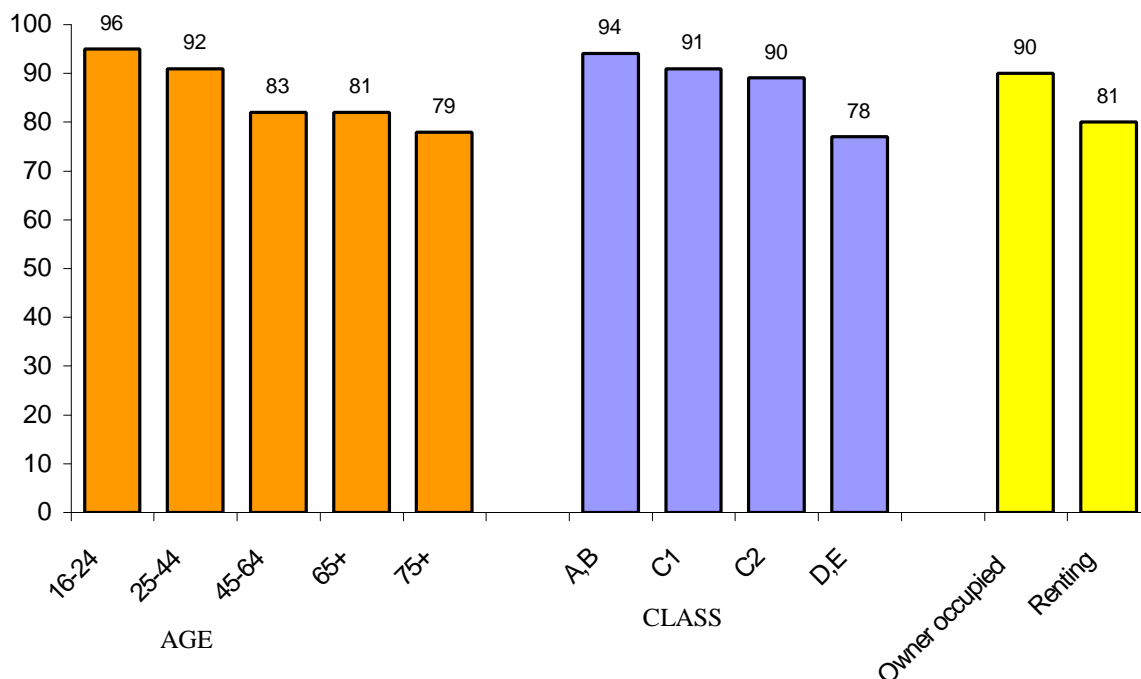


Base: All respondents (n=3052)

2.2 These findings are consistent with the results from the Scottish Household Survey of 1999, in which 85% rated their health as 'good' or 'fairly good' and 15% rated their health as 'not very good.' Earlier measures provided by MORI Scotland for the Scottish Office found that 14% in 1992 and 16% in 1994 said that their health was 'not very good'.

2.3 Factors that are correlated with self-perception of health are age, social class and tenure which is illustrated in the chart overleaf, showing the proportions rating their health as 'good' or 'fairly good' according to age, sex and social class (figure 2-2).

**Figure 2-2: Percentage of respondents rating their health as ‘good’ or ‘fairly good’ by age, class and tenure**



Base: All respondents (n=3052)

2.4 Amongst the youngest age group (aged 16-24), 96% report their health to be good or fairly good. This figures declines consistently in each subsequent age group, falling to 79% among those aged 75 or over.

2.5 There is a similar trend across socio-economic group. Those in groups’ A and B (professional and managerial households) are more likely to rate their health as good/fairly good (94%) than those in groups D and E (78%).

2.6 People living in the owner occupied sector are more likely to rate their health as good or fairly good (90%) than are those in the rented sector, where 81% rate their health as good or fairly good.

## ATTITUDES TO THE NHS IN SCOTLAND

### Attitudes towards change in the NHS over the last few years

2.7 Although half (48%) of the public feel that the NHS has remained unchanged over the past few years, more think it has deteriorated than think it has improved. Around one in seven (14%) say that the NHS has been performing much better (3%) or a bit better (10%). On the other hand, around three in ten (30%) think it has got a bit worse (17%) or much

worse (13%). This results in a net performance of –17% as a whole. In other words, 17% more people rate the NHS as having got worse than rate it as having improved.

2.8 Views on this issue differ greatly according to age and sex. Table 2-1 below summarises the views according to these demographic variables:

**Table 2-1: Ratings of the NHS over the last few years (%)**

	Total	Sex		Age					Social class			
		Men	Women	16-24	25-44	45-64	65+	75+	AB	C1	C2	DE
<b>Base (unweighted)</b>	3052	1241	1811	273	1246	1037	496	138	601	920	631	850
<b>Much/a bit better</b>	14	15	12	17	11	12	19	25	13	13	14	15
<b>A bit/much worse</b>	30	26	35	15	32	37	27	15	32	27	31	33
<b>Net score</b>	-17	-10	-23	+2	-21	-25	-9	+11	-19	-14	-18	-18

Note: The net score represents the proportion of respondents who think that the NHS has got ‘much’ or ‘a bit better’ minus those who think it has got ‘much or ‘a bit worse’.

2.9 Generally speaking, younger people are less likely to have a negative view of how the NHS has changed, with the most negative view being expressed by people aged 45-64. In each age group, women are more likely to consider the NHS to have deteriorated than men. There is little difference in perception across socio-economic group or urban/rural communities.

### **Anticipation of changes in NHS performance**

2.10 People are more likely to be optimistic than pessimistic about the prospect of change in the performance of the NHS over the next few years. Overall, 44% think that the NHS will become much better (14%) or a bit better (30%) over the next few years. Fewer than a quarter (22%) think that the service will get a bit worse (14%) or much worse (8%), while 27% think it will remain about the same.

2.11 It is worth noting that people are substantially less likely to think that the NHS will remain the same in the coming few years (27%)

2.12 This results in a net performance scale of +23% as a whole, meaning that 22% more respondents’ feel that the NHS will improve (45%) than think it will worsen (22%)

2.13 Perceptions of the future performance of the NHS are dependent on sex, age and social class as show in Table 2-2 overleaf:

**Table 2-2: Ratings of how the NHS will perform in the next few years (%)**

	Total	Sex		Age					Social class			
		Men	Women	16-24	25-44	45-64	65+	75+	AB	C1	C2	DE
<b>Base (unweighted)</b>	3052	1241	1811	273	1246	1037	496	138	601	920	631	850
<b>Much/a bit better</b>	45	46	43	58	39	43	51	52	38	42	47	50
<b>A bit/much worse</b>	22	21	24	17	25	25	15	12	27	22	23	20
<b>Net score</b>	+22	+26	+19	+41	+13	+18	+35	+40	+12	+19	+24	+30

Note: The net score represents the proportion of respondents who think that the NHS will get ‘much’ or ‘a bit better’ minus those who think it will get ‘much or ‘a bit worse’.

2.14 We have seen that women tend to have a more negative view about changes in the NHS in the last few years. They are also less likely to think there will be improvements in the coming few years. Analysis by age groups confirms this trend; groups that are inclined to feel that the NHS has got worse are the same groups that are more likely to think things will continue to deteriorate. Thus, those in the youngest and the oldest age groups are more likely to be optimistic about the future performance of the NHS (net scores of +41% and 40% respectively) than those in the 25-44 and 45-64 age groups (net scores of +13% and +18% respectively).

2.15 While there is little difference between socio-economic groups in perceptions of how the NHS has changed, there exists a trend in expectations, with more ‘middle class’ households more sceptical about improvement, and more ‘working class’ households more optimistic. Anticipated change does not vary significantly across urban and rural communities, see Table 2-3 below.

**Table 2-3: Ratings of how the NHS will perform in the next few years (%)**

	Total	Urban/Rural Classification					
		Four cities	Other urban	Small accessible towns	Small remote towns	Accessible rural	Remote rural
<b>Base (unweighted) **</b>	3052	865	699	123	43	196	76
<b>Much/a bit better</b>	45	46	47	44	47	44	36
<b>A bit/much worse</b>	22	22	24	22	12	21	17
<b>Net score</b>	+22	+22	+23	+22	+35	+23	+18

\*\* - the number of cases in the six categories does not equal the total base of 3,052. This is because some postcodes were incomplete or did not match the database held by the Scottish Executive.

Note: The net score represents the proportion of respondents who think that the NHS will get ‘much’ or ‘a bit better’ minus those who think it will get ‘much or ‘a bit worse’.

2.16 With large proportions of the population feeling that the performance of the NHS either has, or will, remain much the same, only a minority of the population are of the view that there has been and/or will be, change in the performance of the NHS. Table 2-4 identifies the proportion of the population who think, for example, that perceived past improvement will be sustained (9%).

2.17 Substantially more people think that improvement in the last few years will be enhanced by further improvement in the future (9%), than think that past improvement is going to be followed by deterioration (1%). Furthermore, more think that the NHS has been getting worse but that it will now improve (9%). The largest of these groups, however, are those who think that the NHS has been deteriorating, and that this trend will continue (12%).

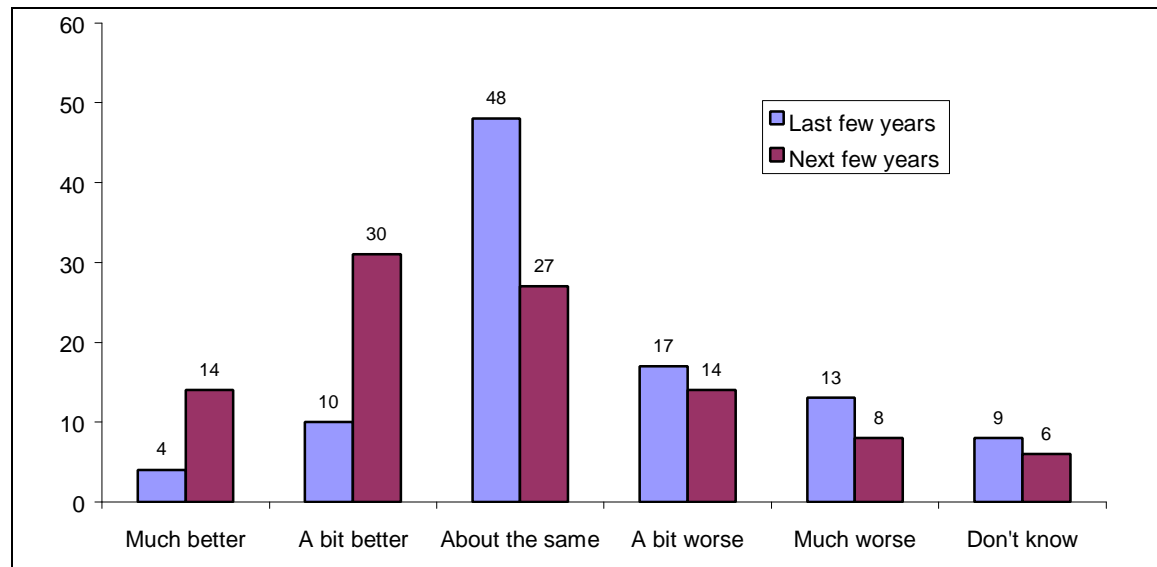
**Table 2-4: Views on the current NHS and aspirations for the future of the NHS (%)**

Got <b>better</b> in last few years / Will get <b>better</b> in next few years	9
Got <b>better</b> in last few years / Will get <b>worse</b> in next few years	1
Got <b>worse</b> in last few years / Will get <b>better</b> in next few years	9
Got <b>worse</b> in last few years / Will get <b>worse</b> in next few years	12

Base: All (n=3,052)

2.18 Figure 2.3 below shows how views on the performance of the NHS over the last few years differ from views on how it will change over the next few years.

**Figure 2-3: Perceptions of NHS performance in last few years and next few years (%)**



Base: All respondents (n=3052)

## CONTACT WITH NHS SERVICES

2.19 The majority of people interviewed (79%) have used one or more NHS services in the last 12 months. Three quarters (74%) have visited a GP, around a third (34%) have had an outpatient appointment. Fewer people have been admitted to hospital as an inpatient (14%) or have received care at home (10%).

2.20 It is perhaps expected, but for each of these services, those who say they have some disability and those who rate their health as poor, are more likely to have used these NHS services over the past year.

2.21 Women (81%) are more likely to have visited their GP than men (67%). This trend is consistent within all age-groups, although age itself does not appear to be such a significant factor, with 69% of those in the youngest age group (aged 16-24) visiting a GP compared with 77% of those in the oldest age group (75 or over).

2.22 Women are also more likely to have received care at home from a health professional in the last 12 months than men (12% versus 7%). For this service type age is more of a significant factor; over a quarter (29%) of those in the oldest age group (aged 75 or over) received a home visit compared to 10% of those in the youngest age group (aged 16-24).

2.23 Similarly, women are more likely to have had an outpatient appointment in the last 12 months than men (37% versus 31%). Use of this service also correlates with age; nearly half (47%) of those aged 75 or over have had an outpatient appointment in the last 12 months compared to 30% of those aged 16-24. These patterns are not reflected in the profile of those who have been admitted to hospital as an inpatient in the last 12 months. Here, the only group that stands out are those aged 75 and over, of whom 21% say they have been admitted as an in-patient.

2.24 The most significant predictor of use of NHS services is whether someone has a physical/mental disability. 93% of those with a physical/mental disability have used at least one NHS services over the last 12 months, compared to 76% of those without a physical/mental disability.

2.25 The above pattern of use is very similar across urban and rural Scotland as Table 2-5 overleaf illustrates

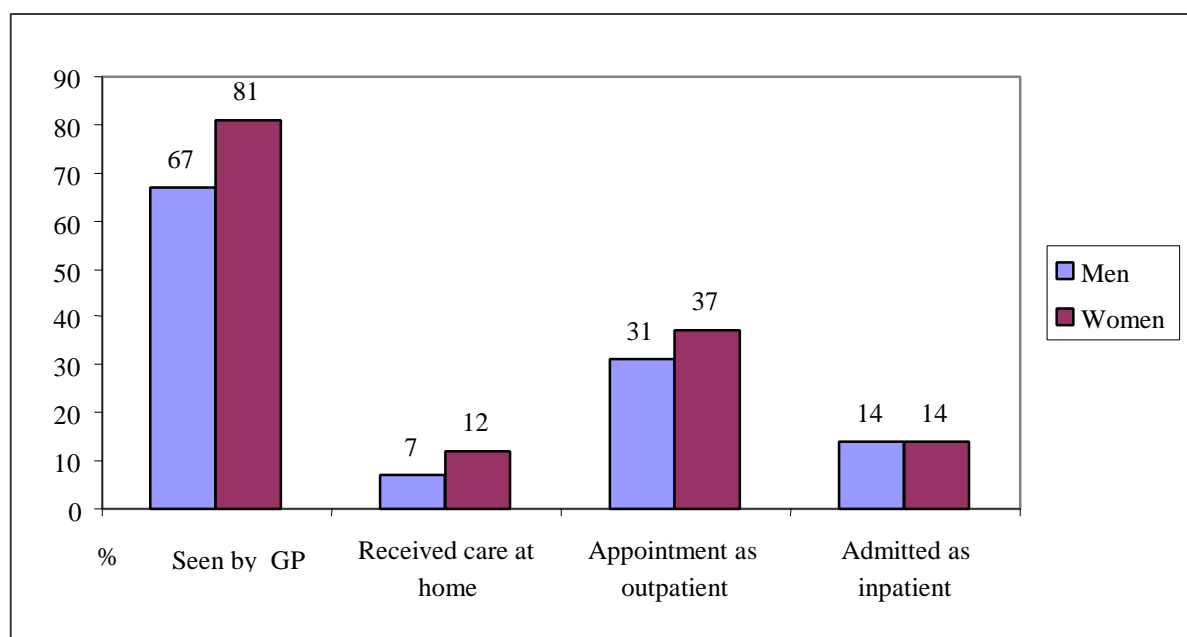
**Table 2-5: NHS services used in the past 12 months (%)**

	Total	Urban/Rural Classification					
		Four cities	Other urban	Small accessible towns	Small remote towns	Accessible rural	Remote rural
<b>Base (unweighted) **</b>	3052	865	699	123	43	196	76
<b>Seen GP</b>	74	77	74	78	65	73	74
<b>Received care at home</b>	10	8	9	12	13	10	9
<b>Outpatient appointment</b>	34	34	36	35	35	35	30
<b>Admitted as inpatient</b>	14	14	13	16	17	14	14

\*\* - The number of cases in the six categories does not equal the total base of 3,052. This is because some postcodes were incomplete or did not match the database held by the Scottish Executive.

2.26 Figure 2-4 below illustrates the use of NHS services in the last 12 months by women compared to men.

**Figure 2-4: Use of NHS services in the last 12 months by sex**



Base: All respondents (n=3052)

## Multiple use of NHS services

2.27 Many people have used more than one NHS service in the past 12 months, in part because the use of one service will sometimes lead to use of another service. For example, most outpatient appointments are as a result of referrals from a GP. Therefore, it is not surprising that 91% of those who have had an outpatient appointment in the last 12 months have also visited a GP (please see table 2-6 below). Other relationships between use of different services also stand out; for example, among those who have received care at home in the last 12 months, 62% have also had an outpatient appointment and half (48%) have been admitted to hospital as an inpatient.

**Table 2-6: Percentage of respondents who have used different combinations of services**

	All	Seen GP	Received care at home	Outpatient appointment	Admitted as inpatient
Seen GP	74	-	90	91	94
Received care at home	10	12	-	18	34
Outpatient appointment	34	42	62	-	75
Admitted as inpatient	14	18	48	31	-

Base: All respondents (n=3052)

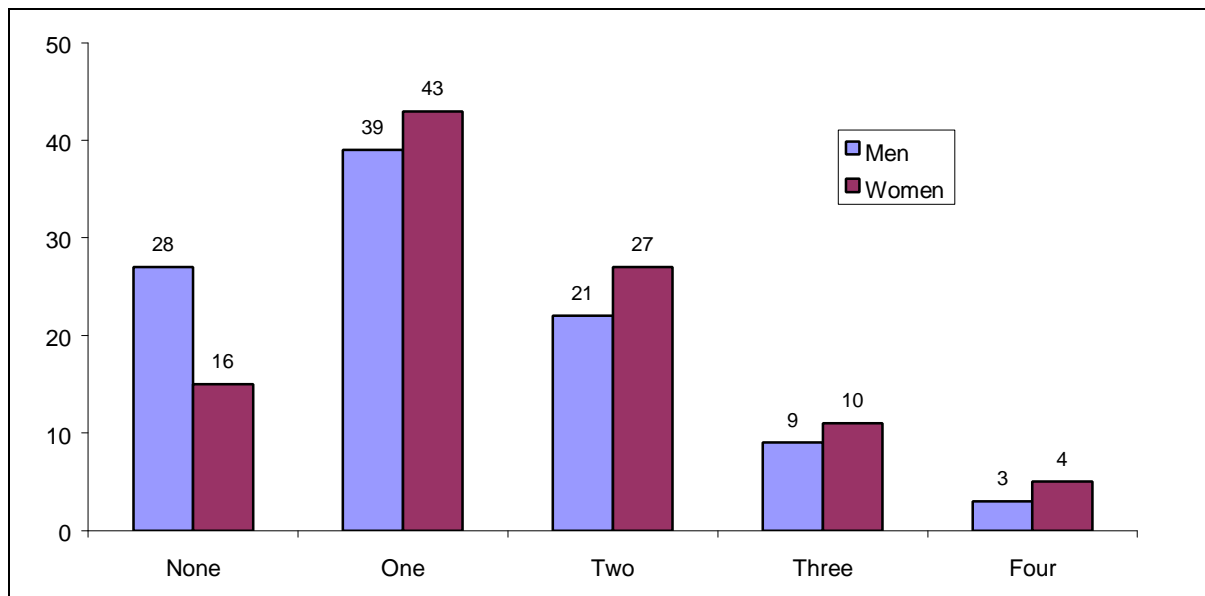
2.28 While the survey does not tell us how many times people have used each service, we can look at the proportions who have used several services.

2.29 It is most common for people to have used one service (41%), with a quarter (24%) having used two. However, one in seven people (14%) have used either three (10%) or four (4%) of the NHS services investigated (see Table 2-6). One in five (22%) adults had not used any of the four services in the past year.

2.30 As with the usage of individual NHS services, multiple usage is linked to sex and, to a lesser extent age. As shown in figure 2.5, over a quarter of men (28%) have not used any of the NHS services in the 12 months compared to 16% of women. As well as being more likely to use the NHS, women are more likely to use multiple services. Four in ten (41%) women have used 2 or more of the services, compared to 33% of men.

2.31 As far as age differences are concerned, around a third (36%) of those in the youngest age group (aged 16-24) have used 2 or more services in the last 12 months compared to 45% of those aged 65 or over and 57% of those aged 75 or over.

**Figure 2-5: Number of NHS services used by sex (%)**



Base: All respondents (n=3052)

## **CHAPTER THREE: EXPERIENCE OF CONTACT WITH SERVICES**

3.1 A series of follow-up questions were asked of people who reported having used the four types of NHS service: visiting a GP surgery; receiving a visit at home from a GP or other health professional; attending an out-patient clinic; spending time in hospital as an in-patient. The key findings in relation to each of these service areas are reported below.

### **VISITING A GP'S SURGERY**

3.2 To recap, three-quarters of adults (74%) have visited a GP's surgery in the previous 12 months. Women are more likely than men to have done so (81% compared with 67%) but there is no significant variation by age group. Not surprisingly, those who rate their own health as 'not good' are more likely to have seen their GP (92%). However, 80% of those who rate their health as 'fairly good' and 67% of those who rate their health as 'good' have also done so.

3.3 While this analysis does not take into account the number of times respondents have seen a GP during the previous 12 months, the results nevertheless highlight the relatively high levels of use of GP services *across the population as a whole*.

3.4 Of those who have visited a GP, 23% described their appointment as 'urgent'.

3.5 In most cases, people see their own doctor when they visit the GPs surgery (69%), while 22% see another GP from the practice. Four per cent confirmed they saw a locum that they saw on their last visit, and 4% saw the practice nurse. As we shall see later in this chapter, this appears to have some bearing on levels of satisfaction with the service received.

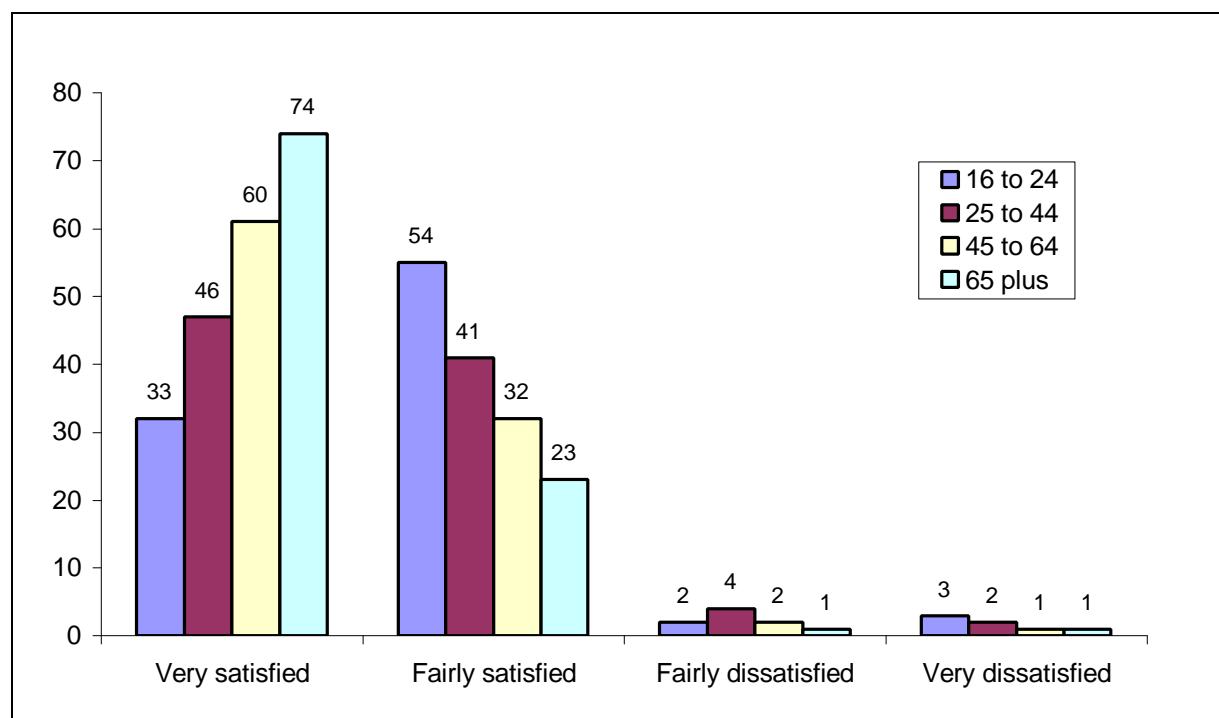
3.6 Older people are more likely to report that they saw their own GP than younger people – 81% of those over 65 having done so, compared with 64% of those aged under 25.

### **Levels of overall satisfaction**

3.7 If we look at people's levels of overall satisfaction with the service they received on their last visit to their GP, the picture is broadly positive, with over half (54%) saying they were 'very satisfied' and a further 36% that they were 'fairly satisfied' with the service they received.

3.8 The only significant demographic variable worth highlighting here is age, with lower levels of satisfaction evident among younger patients - an issue that will re-emerge throughout the report. Whether this reflects actual differences in the quality of service or care provided, or rather higher expectations among younger people is unclear (see figure 3-1).

**Figure 3-1: Levels of overall satisfaction with service at GP surgery by age group (%)**



Base: All respondents who had visited a GP surgery in the previous twelve months (n=2,259)

3.9 The strongest predictor of overall satisfaction is, however, the length of time people had to wait at the surgery before being seen. For example, 67% of those who had no wait were very satisfied compared with 39% of those who had to wait 15 minutes or more.

### Transport and access

3.10 Around half (46%) of the respondents who use their GP live within a mile of the surgery, and a further 28% live over a mile, but less than two miles away. As one would expect, those living in remote rural areas of Scotland live further from their GP's surgery. Around three in ten (29%) still live within two miles of the surgery. However, a similar proportion (28%) live between 5 and 10 miles from the surgery. Very few (2%) live further than 10 miles away.

3.11 Despite the proximity of GP services for most people, around half of the journeys to the surgery (52%) are made by car. The next most common mode of transport is walking (33%), followed by the bus (12%).

3.12 Most people feel it is either 'very easy' (66%) or 'fairly easy' (28%) to get to the surgery. There is no difference in the views of those living in urban and rural areas. The Scottish Household Survey (1999) found that 82% of the public in Scotland said that their doctor's surgery was convenient for them to use.

3.13 The two main reasons given for difficulty in getting to the surgery were illness or injury (mentioned by 52% of those who found it difficult to get to the surgery) and poor public transport (mentioned by 21% of this group).

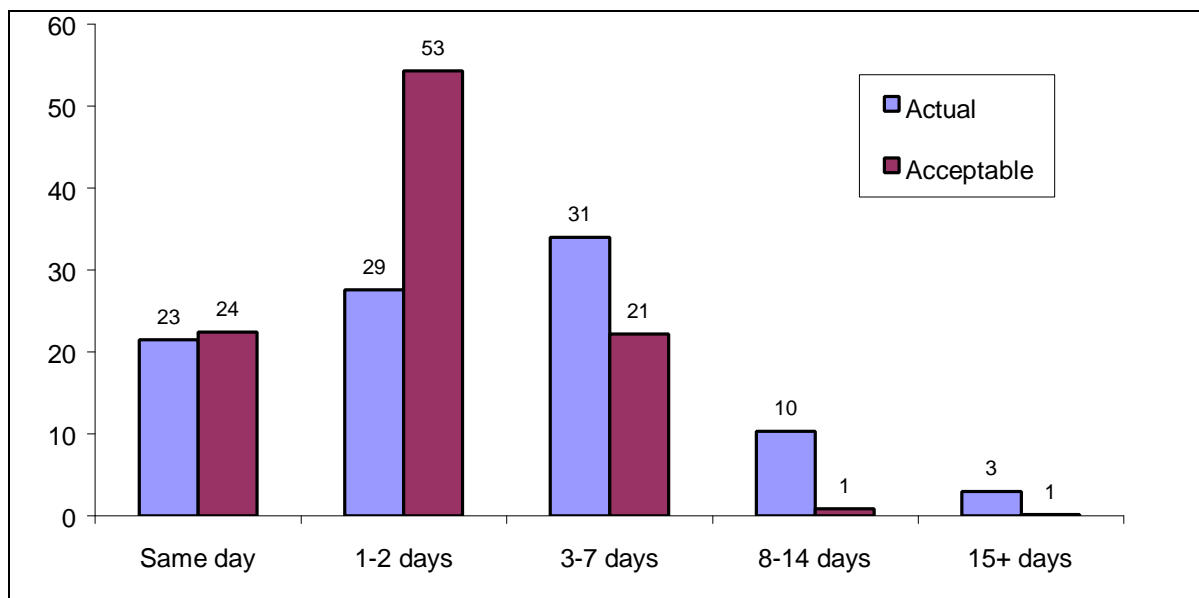
3.14 Opening hours do not appear to be a problem for most people. Overall, 88% say that the surgery’s opening hours are either ‘very’ (45%) or ‘fairly convenient’ (42%). Those most likely to feel that opening times are ‘not very’ or ‘not at all convenient’ are those in full-time employment (23% compared with 6% of those not in employment) and younger people.

### Waiting times

3.15 Around half of those who had visited their GP (53%) were able to get an appointment within two days, with a further third (31%) having to wait between 3 and 7 days. Approximately one person in seven reported having to wait more than a week to get an appointment (14%). People who describe their last visit as ‘urgent’ are generally able to secure an earlier appointment (40% getting an appointment on the same day), although even among this group, one in three (34%) said they had to wait for 3 days or more.

3.16 Analysis of experience and expectations reveals that the proportion who expect to get an appointment *the same day* (24%) is no higher than the proportion who actually do so (24%). However, significantly more people feel it should be possible to get an appointment *within two days* (77%) than are able to do so (53%) (see figure 3-2).

**Figure 3-2: Actual and acceptable waiting times to get GP appointments (%)**

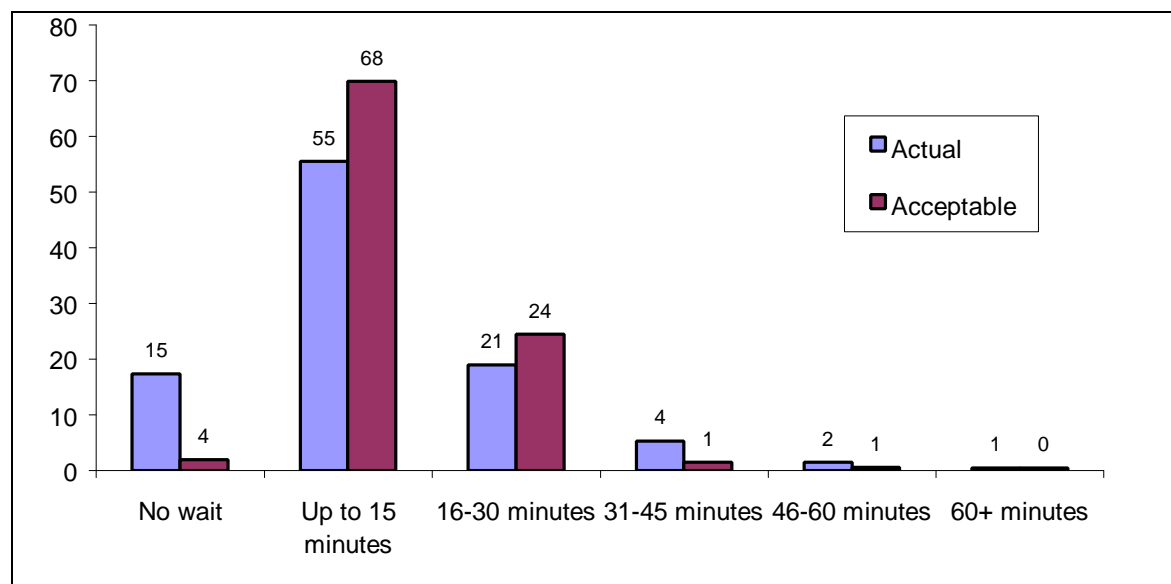


Base: All respondents who had visited a GP surgery in the previous twelve months (n=2,259)

3.17 Waiting time at the surgery prior to one’s appointment itself does not seem to be a significant problem, with more than seven in ten (70%) saying that they waited no more than 15 minutes before seeing the doctor. Although only seven per cent waited half an hour or more, as we shall see, this is clearly linked to overall satisfaction with service quality. As figure 3-3 overleaf shows, this is not significantly out of step with expectations of what

constitutes an acceptable time to wait at the surgery. Four per cent feel that people should be seen without a wait, and as many as 15% report that they had no wait on their last visit.

**Figure 3-3: Actual and acceptable waiting times in GP waiting room (%)**



Base: All respondents who had visited a GP surgery in the previous twelve months (n=2,259)

### Perceptions of service quality and care

3.18 People were asked to rate various aspects of the service provision and care they received on their last visit to their GP's surgery using a five-point scale from 1 'poor' to 5 'excellent'.

3.19 Table 3-1 shows assessments of service provision, ranked according to the mean scores for each aspect. For all measures, views were broadly positive, with between 49% and 90% rating provision as either a 4 or a 5 ('excellent'). It is clear, however, that 'environmental' factors, such as the standard of cleanliness or availability of toilets, generally score more highly than those relating to convenience, such as parking or appointment times. The one exception to this pattern is the availability of child-friendly facilities in the waiting room.

**Table 3-1: Ratings of key aspects of service provision at GP surgery (%)**

	<b>1</b> <b>Poor</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b> <b>Excellent</b>	<b>Don't know</b>	<i>Mean score</i>
<b>General standard of cleanliness</b>	*	1	8	30	60	*	4.49
<b>Availability of toilets</b>	2	3	10	18	53	13	4.33
<b>Having ramps to give access for disabled people</b>	8	3	7	18	50	14	4.17
<b>Comfort of the waiting room</b>	1	4	22	35	37	*	4.02
<b>Ease of getting through to the surgery by telephone</b>	4	8	19	30	37	1	3.89
<b>Having handrails</b>	10	5	9	15	36	26	3.82
<b>Convenient public transport routes</b>	10	8	18	20	33	11	3.64
<b>Having child friendly facilities in the waiting room</b>	6	10	22	26	28	8	3.63
<b>Convenient car parking</b>	15	11	15	16	38	4	3.53
<b>Availability of convenient appointment times</b>	11	14	25	26	23	1	3.36

Base: All respondents who had visited a GP surgery in the previous twelve months (n=2,259)

Note: The 'mean' represents the average value given by respondents on a numeric scale from 5 (the highest, excellent) to 1 (the lowest, poor). Thus 2.5 is the mid-point.

3.20 Table 3-2 summarises people's assessment of aspects of care they received from the staff at the surgery. Again, these are generally very positive, with ratings of 4 or 5 ('excellent') from between 68% and 94% of respondents across the various indicators.

**Table 3-2: Ratings of key aspects of care at GP surgery (%)**

	<b>1</b> <b>Poor</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b> <b>Excellent</b>	<b>Don't know</b>	<i>Mean score</i>
<b>Having your privacy respected</b>	1	1	4	19	75	1	4.68
<b>Being treated with dignity</b>	1	1	5	21	73	*	4.64
<b>Being listened to by the GP/nurse</b>	1	3	8	26	62	*	4.45
<b>GP/nurse having enough knowledge of your situation to deal with you effectively</b>	3	4	13	29	50	1	4.20
<b>Being given information about your treatment</b>	3	6	15	28	47	1	4.12
<b>The usefulness of the information you were given</b>	3	5	16	32	43	2	4.09
<b>Having enough time with the doctor/nurse</b>	3	7	16	28	46	*	4.08
<b>Being encouraged to ask questions</b>	4	8	19	27	41	1	3.93

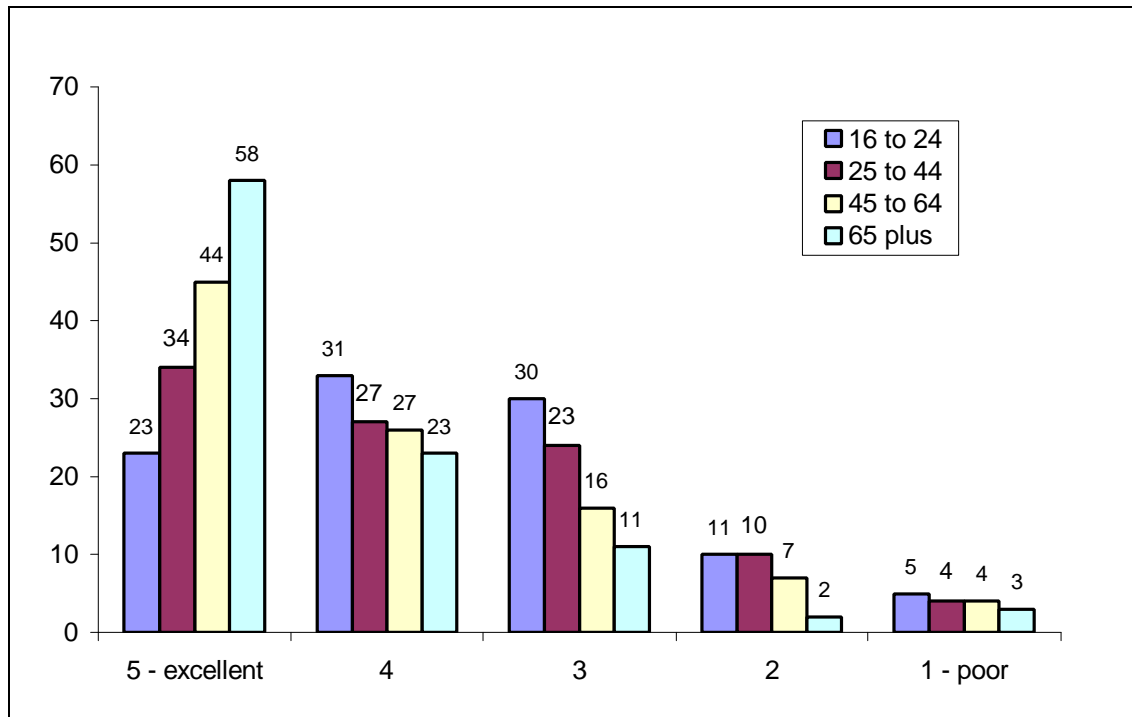
Base: All respondents who had visited a GP surgery in the previous twelve months (n=2,259)

Note: The 'mean' represents the average value given by respondents on a numeric scale from 5 (the highest, excellent) to 1 (the lowest, poor). Thus 2.5 is the mid-point.

3.21 The two aspects of care which score highest relate to the general way in which the consultation is handled and patients feeling that they are treated with respect and are not simply 'processed'. The aspects of care that score lowest tend to relate to issues of information and communication, and to the amount of time available for the consultation.

3.22 In relation to assessments of both service provision and care, one consistent pattern emerges by demographic group – namely, that assessments are more positive among older patients. This relationship is particularly strong in relation to aspects of information and communication. This is illustrated by the following graph, which shows ratings for the item 'being encouraged to ask questions' by age group, although a similar distribution is evident for most other aspects of service provision/care that were asked about (see figure 3-4). Although assessments are broadly positive across all age groups, there is a clear age effect. We return to this issue below.

**Figure 3-4: Assessments of care provided by GP by age group: ‘Being encouraged to ask questions’**



Base: All respondents who had visited a GP surgery in the previous twelve months (n=2,259)

### Priority for improvement

3.23 As well as being asked to assess the actual quality of various aspects of service provision or care they received, people were asked how important they thought it was that improvements were made to each. The results are summarised in the following tables, which are, again, ranked by mean scores.

3.24 The results broadly reflect the assessments of the standard of service provision and care reported in Tables 3-1 and 3-2, in that aspects rated highly tend to be given a low priority for improvement and vice versa.

3.25 Again, the aspects of service provision which emerge as having the highest priority for improvement tend to relate to convenience, while ‘environmental’ factors (with the exception of ‘having handrails’) tend to be given a lower priority (see Table 3-3).

**Table 3-3: Priorities for improvements to key aspects of service provision at GP surgery (%)**

	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>Don't know</b>	<i>Mean score</i>
	<b>Not at all imp</b>				<b>Essential</b>		
<b>Availability of convenient appointment times</b>	22	15	19	19	25	1	<i>3.11</i>
<b>Convenient car parking</b>	34	10	14	14	25	3	<i>2.84</i>
<b>Having handrails</b>	34	8	10	10	24	14	<i>2.78</i>
<b>Convenient public transport routes</b>	34	10	13	13	21	8	<i>2.77</i>
<b>Ease of getting through to the surgery by telephone</b>	34	15	15	15	20	1	<i>2.73</i>
<b>Having child friendly facilities in the waiting room</b>	31	13	18	16	17	5	<i>2.72</i>
<b>Having ramps to give access for disabled people</b>	41	9	7	8	25	10	<i>2.65</i>
<b>Availability of toilets</b>	43	11	11	10	17	7	<i>2.42</i>
<b>Comfort of the waiting room</b>	40	17	19	14	11	*	<i>2.38</i>
<b>General standard of cleanliness</b>	51	13	8	9	19	*	<i>2.31</i>

Base: All respondents who had visited a GP surgery in the previous twelve months (n=2,259)

Note: The 'mean' represents the average value given by respondents on a numeric scale from 5 (the highest, essential) to 1 (the lowest, not at all important). Thus 2.5 is the mid-point.

3.26 Similarly, priorities for improvement in actual care tend to focus on issues of information and communication and on the time given for the consultation, rather than on the more general aspects of how the consultation was handled (such as 'being treated with dignity' or 'having your privacy respected') (see Table 3-4).

**Table 3-4: Priorities for improvements to key aspects of care at GP surgery (%)**

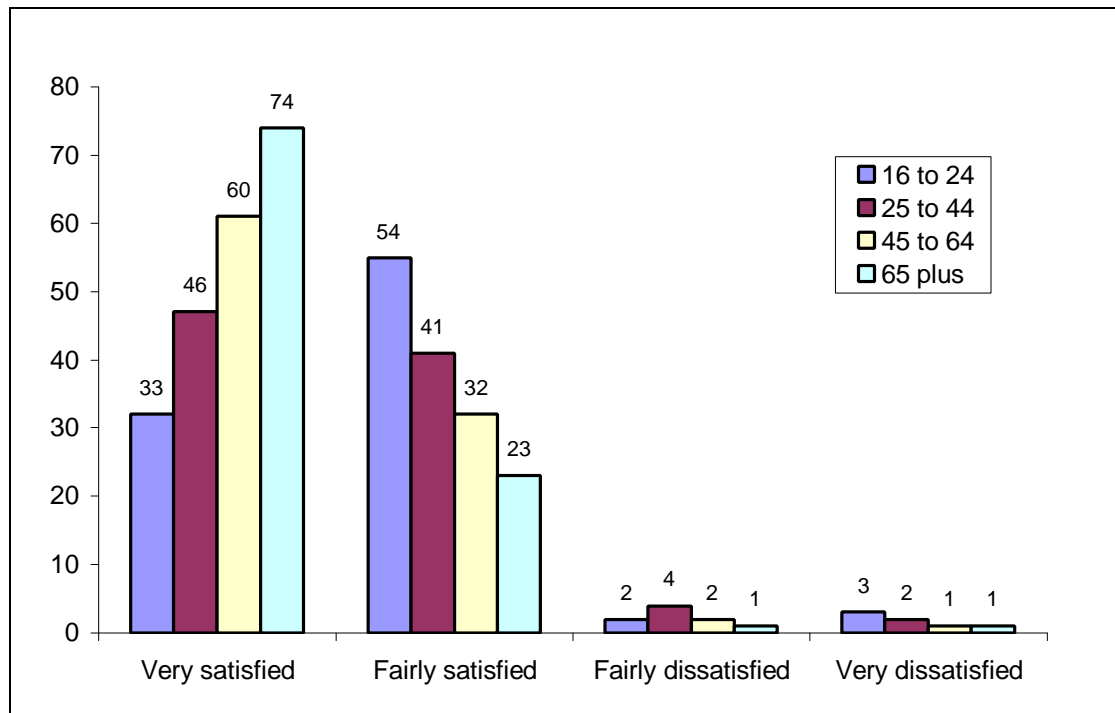
	<b>1</b> <b>Not at all imp</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b> <b>Essential</b>	<b>Don't know</b>	<i>Mean score</i>
<b>Being given information about your treatment</b>	39	16	12	10	22	1	2.59
<b>Being encouraged to ask questions</b>	38	16	15	12	19	1	2.58
<b>Having enough time with the doctor/nurse</b>	40	15	13	12	20	*	2.56
<b>The usefulness of the information you were given</b>	39	16	15	12	18	1	2.52
<b>GP/nurse having enough knowledge of your situation to deal with you effectively</b>	44	15	10	11	19	1	2.45
<b>Being listened to by the GP/nurse</b>	49	13	8	9	20	*	2.39
<b>Having your privacy respected</b>	56	11	6	5	21	1	2.24
<b>Being treated with dignity</b>	56	11	6	6	20	*	2.23

Base: All respondents who had visited a GP surgery in the previous twelve months (n=2,259)

Note: The 'mean' represents the average value given by respondents on a numeric scale from 5 (the highest, essential) to 1 (the lowest, not at all important). Thus 2.5 is the mid-point.

3.27 As with actual ratings of services and care provided, there is a clear age effect for many measures. The following graph illustrates the priority patients think should be given to encouraging patients to ask questions', though a similar distribution by age would again be evident for other aspects of service or care (see figure 3-5).

**Figure 3-5: Importance of improving aspects of care by age group: ‘Being encouraged to ask questions’ (%)**



Base: All respondents who had visited a GP surgery in the previous twelve months (n=2,259)

**Table 3-5: Priorities for improvements to key aspects of service provision at GP surgeries (%)**

	<b>All</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	
		<b>N=2,083</b>	<b>N=104</b>	
	<i>Mean score</i>	<i>Mean score</i>	<i>Mean score</i>	<i>Difference</i>
<b>Being listened to by the GP/nurse</b>	2.39	2.26	3.90	1.64
<b>The usefulness of the information you were given</b>	2.52	2.40	4.01	1.61
<b>Being given information about your treatment</b>	2.59	2.46	4.05	1.59
<b>GP/nurse having enough knowledge of your situation to deal with you effectively</b>	2.45	2.32	3.89	1.57
<b>Being encouraged to ask questions</b>	2.58	2.46	3.87	1.41
<b>Being treated with dignity</b>	2.23	2.12	3.48	1.36
<b>Having enough time with the doctor/nurse</b>	2.56	2.45	3.76	1.31
<b>Having your privacy respected</b>	2.24	2.14	3.34	1.2
<b>Availability of convenient appointment times</b>	3.11	3.01	4.09	1.08
<b>Ease of getting through to the surgery by telephone</b>	2.73	2.66	3.42	0.76
<b>Having ramps to give access for disabled people</b>	2.65	2.60	3.35	0.75
<b>Having handrails</b>	2.78	2.74	3.33	0.59
<b>General standard of cleanliness</b>	2.31	2.26	2.82	0.56
<b>Availability of toilets</b>	2.42	2.38	2.92	0.54
<b>Having child friendly facilities in the waiting room</b>	2.72	2.68	3.19	0.51
<b>Convenient public transport routes</b>	2.77	2.73	3.18	0.45
<b>Comfort of the waiting room</b>	2.38	2.35	2.77	0.42
<b>Convenient car parking</b>	2.84	2.80	3.21	0.41

Base: All respondents who had visited a GP surgery in the previous twelve months (n=2,259)

Note: The 'mean' represents the average value given by respondents on a numeric scale from 5 (the highest, essential) to 1 (the lowest, not at all important). Thus 2.5 is the mid-point.

3.28 Assessment of the responses to the question of 'what should be priorities for improvement' is further clarified by examination of the differences in emphasis in the views expressed by those who are generally satisfied with their most recent experience of an appointment, compared with those who are generally dissatisfied (see Table 3-5). Where the difference, or 'gap' in opinion is widest, one might conclude that the relationship between

that factor and overall attitude is most direct. In reviewing the data in this way we find that the key factors associated with having a positive experience are a sense of being 'listened to by the GP or nurse', receiving information that is useful, and having the sense that the GP or nurse knows enough about the case to deal with it effectively. Indeed, all factors that seem to be most significant involve the immediate interface between patient and GP/nurse at the time of the consultation.

## **RECEIPT OF HOME CARE FROM A GP, HEALTH VISITOR OR DISTRICT NURSE**

3.29 One in ten (10%, n=300) have received care at home in the past 12 months from a GP, health visitor or district nurse. In all age groups, women are more likely than men to have done so (13% compared with 7%). Those in the older age groups (aged 65 and over) are more likely than younger people to have received a home visit, with those aged 75 and over most likely of all (28%).

3.30 Most commonly, home care is provided by people's 'own' GP (in 37% of cases), followed by a health visitor (22%), district nurse (21%) or other GP/locum (18%).

### **Levels of overall satisfaction**

3.31 Levels of overall satisfaction are higher with respect to home visits than visits to the GP surgery. Sixty-seven per cent of patients say they are 'very satisfied' and a further 24% 'fairly satisfied' with the service and home care they receive. Just one person in twenty reports that they are either 'fairly' (3%) or 'very dissatisfied' (2%).

3.32 Although the numerical base is small, age once again appears to be a factor, with 83% of those aged 65 and over reporting that they are 'very satisfied' while the same is true of only 54% of those aged 25-44.

3.33 The strongest predictor of dissatisfaction is, again, waiting time, with 76% of those who had no wait reporting that they were very satisfied compared with 39% of those who had to wait 15 minutes or longer.

### **Waiting times**

3.34 Just over half of those having a home visit (55%) are visited on the same day as their appointment is requested, with a further 10% waiting 1-2 days and 8% waiting 3-7 days. Just 3% wait for more than a week to be seen. One in five (20%) say that the visit is routine and that no appointment is therefore needed (this figure rises to 32% among those aged 75 and over).

3.35 People who received care at home in the last 12 months were asked how long they thought it was *acceptable* to wait for a home visit. Of this group, 50% feel it should be possible to receive a visit on the same day, 18% feel it is acceptable to wait 1-2 days and 7% that it is acceptable to wait 3 days or more.

3.36 In around two-thirds of cases (64%) people say that the GP/health visitor/district nurse arrived early or at the expected time, in 8% the health professional was over 30 minutes late and in 6% over an hour late. In one in five cases (19%) people say that no appointment time was given. This figure rises significantly for those aged 65 and over, reflecting the fact that this age group are more likely to receive 'routine' home visits, or perhaps that appointment times had been organised with a carer.

## Perceptions of service quality and care and priorities for improvement

3.37 People’s ratings of service quality and care provided during the home visit are, if anything, even more positive than those relating to visits made to GP surgeries. The same general patterns are evident, however, with issues of convenience, information and communication attracting lower ratings than those relating to the general way in which the consultation is handled (see Table 3-6). Although the numbers of people in the survey receiving a home visit is too small to allow disaggregation by demographic group, there is some evidence of the same response pattern by age, with older people tending to be more positive about the quality of service and care received.

**Table 3-6: Ratings of key aspects of service/care during home visit (%)**

	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>Don't know</b>	<b>Mean score</b>
	<b>Poor</b>				<b>Excellent</b>		
<b>Having your privacy respected</b>	2	1	4	16	75	2	4.65
<b>Being treated with dignity</b>	3	1	5	16	74	2	4.60
<b>Being listened to</b>	4	2	6	17	69	2	4.45
<b>Having enough time with the GP/nurse/health visitor</b>	4	3	9	19	63	1	4.36
<b>The usefulness of the information you were given</b>	4	4	8	21	59	4	4.33
<b>Having enough knowledge of your situation to deal with you effectively</b>	5	3	11	18	62	1	4.30
<b>Being given enough information about your treatment</b>	4	3	10	20	59	4	4.30
<b>Being encouraged to ask questions</b>	5	2	13	17	59	4	4.28
<b>Availability of convenient appointment times</b>	5	5	12	15	46	17	4.12

Base: All respondents who had received a home visit in the previous twelve months (n=296)

Note: The ‘mean’ represents the average value given by respondents on a numeric scale from 5 (the highest, excellent) to 1 (the lowest, poor). Thus 2.5 is the mid-point.

3.38 There is relatively little variation in the importance that respondents attach to improvements in different aspects of service/care, though issues of information and communication again rate more highly than the general way in which consultations are handled. Compared with views on visits to the GP surgery, the ‘availability of convenient appointment times’ is seen as a relatively low priority for improvement (see Table 3-7).

**Table 3-7: Priorities for improvements to key aspects of service/care during home visit (%)**

	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>Don't know</b>	<i>Mean score</i>
	<b>Not at all imp</b>				<b>Essential</b>		
<b>Being given enough information about your treatment</b>	43	11	14	10	19	3	2.49
<b>Having enough knowledge of your situation to deal with you effectively</b>	48	8	15	8	21	2	2.44
<b>The usefulness of the information you were given</b>	44	9	17	9	17	4	2.43
<b>Being listened to</b>	50	10	8	11	19	2	2.40
<b>Being encouraged to ask questions</b>	44	13	14	10	16	3	2.41
<b>Having enough time with the GP/nurse/health visitor</b>	48	8	13	11	17	2	2.40
<b>Being treated with dignity</b>	56	8	6	6	22	2	2.27
<b>Availability of convenient appointment times</b>	39	13	17	10	13	7	2.29
<b>Having your privacy respected</b>	56	7	8	6	20	1	2.25

Base: All respondents who had received a home visit in the previous twelve months (n=296)

Note: The 'mean' represents the average value given by respondents on a numeric scale from 5 (the highest, excellent) to 1 (the lowest, poor). Thus 2.5 is the mid-point.

## VISITING AN OUTPATIENT'S CLINIC

3.39 A third of adults (34%) say they have visited a hospital outpatient clinic in the past twelve months. Women are more likely than men to have been to an outpatient clinic (38% compared with 31%). Older people are also more likely to do so. For example, thirty per cent of those aged 16 to 24 say they had an outpatient appointment in the last twelve months compared with 40% of those aged 65 and over.

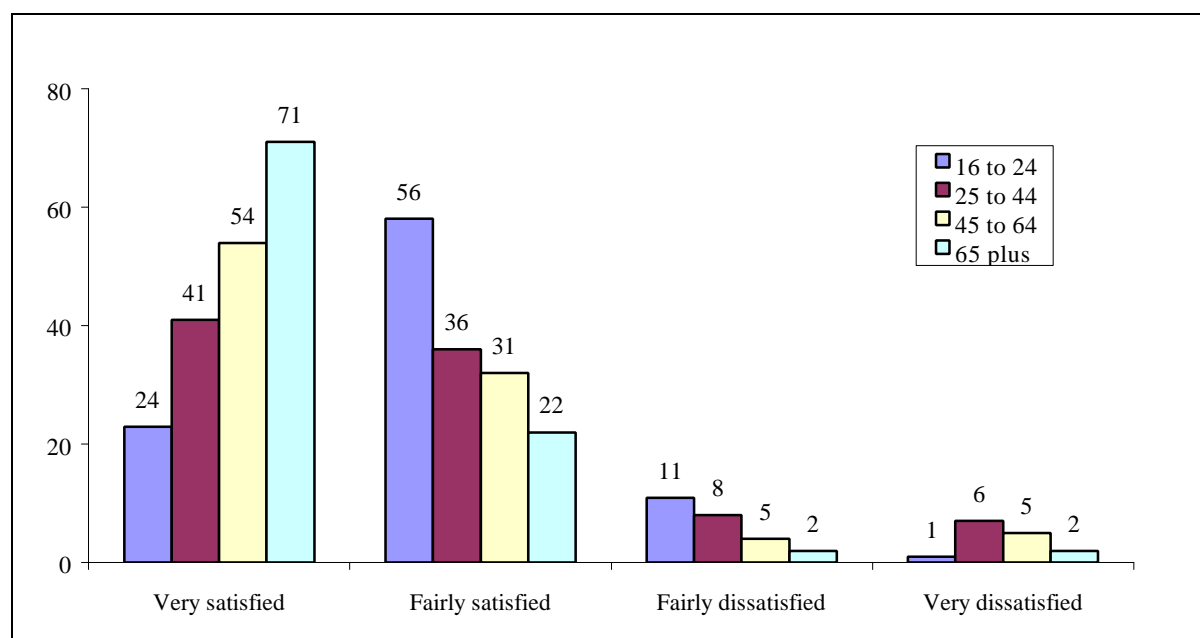
3.40 A quarter of these people (24%) describe their last appointment as 'urgent', 1% said it was a maternity appointment and the remaining 74% say their last appointment was not urgent.

### Levels of overall satisfaction

3.41 Again, respondents are generally positive about the service received, with half (50%) of patients saying they were 'very satisfied' and a further 34% that they were 'fairly satisfied' with the service they received.

3.42 As we have seen with the other services, older people are more likely to be satisfied than are younger people (see figure 3-6).

**Figure 3-6: Levels of overall satisfaction with service at outpatient clinic by age group (%)**



Base: All respondents who had an appointment at an outpatient clinic in the previous twelve months (n=1,050)

3.43 Although age is a very significant factor, the strongest predictor of satisfaction is waiting time at the clinic. Those who did not have to wait before being seen the last time they had an outpatient appointment are significantly more likely to be satisfied than are those who had to wait for relatively long periods of time.

## **Transport and access**

3.44 Nearly two-thirds (59%) of outpatient clinic users live within five miles of the clinic, while a further 17% live between five and ten miles away.

3.45 By far the most common way people get to the clinic is by car, either driving themselves (42%) or being driven by someone else (25%). This pattern holds true no matter how close people live to the clinic. Men are significantly more likely than women to say they drove themselves to their last appointment (98% and 36% respectively). Taking the bus is the next most common mode of transport (19%). Most people find it is either 'very easy' (47%) or 'fairly easy' (39%) to get to the clinic. On the other hand, thirteen per cent say that they found it difficult getting to the outpatient clinic. Of those who found it difficult to get to get to their last appointment, 20% say it is because the clinic is too far away.

3.46 The two main reasons given for difficulty getting to the clinic are poor public transport (mentioned by 31% of those who found it difficult to get to the surgery) and difficulty with car parking (21%).

3.47 Opening hours do not appear to be a problem for most people. Overall, 87% of respondents say that the surgery's opening hours are either 'very' (42%) or 'fairly convenient' (45%). This contrasts with the findings of the Scottish Household Survey (1999), which revealed that just 60% of respondents would find it convenient to use the hospital outpatients clinic taking into account its opening hours. In this survey of NHS service users, those most likely to feel that opening times are 'not very' or 'not at all convenient' are those in full-time employment (21%, compared with 5% of those not in employment) and those in the younger age groups.

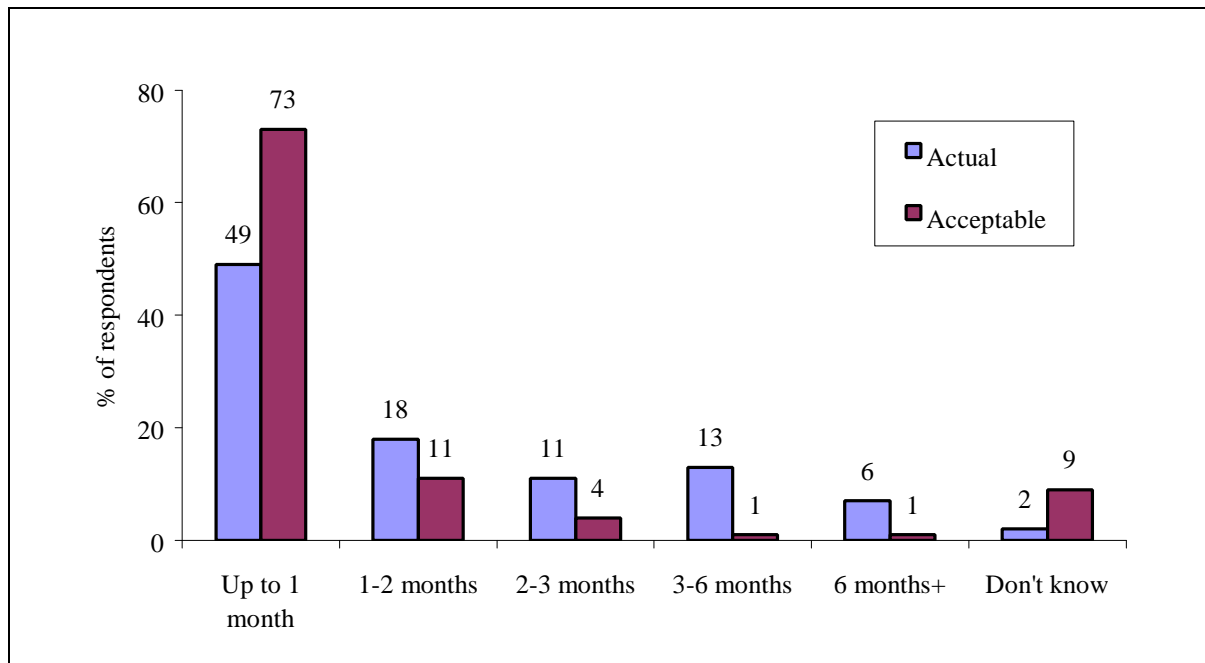
## **Waiting times**

3.48 Forty-nine per cent of those who had had an outpatient appointment in the previous twelve months say that their last appointment was a first appointment arranged via their GP. Of these, half (49%) waited a month or less for their appointment, with a further 18% having waited between one and two months. That is, two thirds (67%) report having their outpatients appointment within the target of 9 weeks.

3.49 As one might expect, those who described their last appointment as 'urgent' were generally able to secure an earlier appointment than those who said their last appointment was not urgent. For example, 63% of 'urgent' appointments had waited a month or less, compared with 44% of non-urgent appointments. However, 17% of those who describe their appointment as urgent say they had to wait for three months or more.

3.50 If we compare actual waiting times for appointments with what people feel are acceptable waiting times, it would seem that a significant proportion of patients do wait longer for an appointment than they feel is acceptable. Nearly three-quarters of respondents feel that appointments should be within one month (73%), but only 49% say they actually had an appointment within that timescale.

**Figure 3-7: Actual and acceptable waiting times to get outpatient appointments (%)**

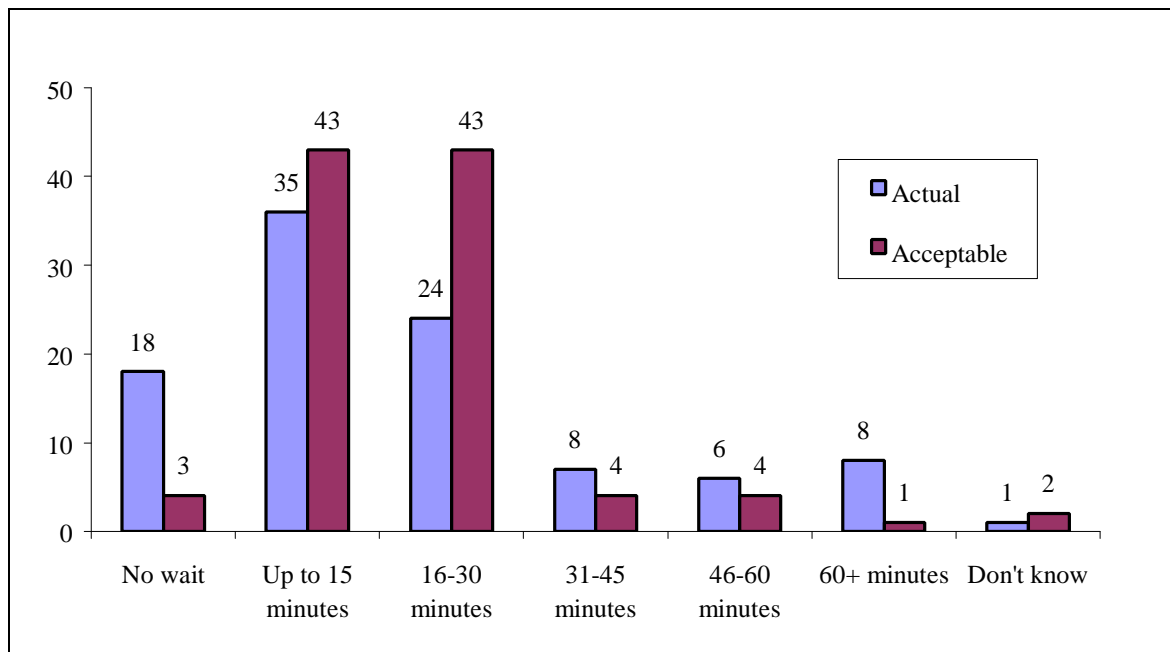


Base: All respondents who had an appointment at an outpatient clinic in the previous twelve months and whose last appointment was a first appointment arranged by their GP (n=509)

3.51 In terms of waiting times at the clinic, slightly more than half (53%) say they had waited no more than 15 minutes before being seen. However, 22% say they had waited for half an hour or more.

3.52 Figure 3-7 compares how long people say they waited to be seen last time they had an outpatient appointment with how long they think it is acceptable to wait. Expectations do not seem to be significantly out of step with performance here. For example, 46% of patients think it is acceptable to wait fifteen minutes to be seen and 53% had in fact been seen within 15 minutes at their last appointment.

**Figure 3-8: Actual and acceptable waiting times in outpatient clinic (%)**



Base: All respondents who had an appointment at an outpatient clinic in the previous twelve months (n=1,050)

### Perceptions of service quality and care

3.53 Table 3-8 shows assessments of service provision. Having ramps to give access to disabled people is rated most highly, with 68% rating provision as either a four or five ('excellent'). Having child-friendly facilities in the waiting room receives the lowest rating, with only 33% rating provision as either a four or five. This is the only attribute to be rated as a four or five by fewer than half. As is the case with visits to a GP's surgery, straightforward 'environmental' factors (e.g. the standard of cleanliness or availability of toilets) generally score more highly than factors relating to convenience (e.g. of parking or appointment times). Again, as we saw in relation to GP's surgeries, the exception to this pattern is the availability of child-friendly facilities.

**Table 3-8: Ratings of key aspects of service provision at outpatient clinic (%)**

	<b>1 Poor</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5 Excellent</b>	<b>Don't know</b>	<i>Mean score</i>
<b>Having ramps to give access for disabled people</b>	5	3	9	19	50	14	4.26
<b>General standard of cleanliness</b>	1	5	17	29	47	*	4.16
<b>Availability of toilets</b>	4	6	15	20	46	9	4.09
<b>Having handrails</b>	8	5	11	15	40	21	3.96
<b>Comfort of the waiting area</b>	4	11	25	26	33	1	3.74
<b>Availability of convenient appointment times</b>	8	10	20	21	34	7	3.67
<b>Convenient public transport routes</b>	11	9	18	18	33	11	3.59
<b>Convenient car parking</b>	20	11	16	15	35	3	3.34
<b>Having child friendly facilities in the waiting room</b>	22	12	17	13	18	17	2.92

Base: All respondents who had an appointment at an outpatient clinic in the previous twelve months (n=1,050)

Note: The 'mean' represents the average value given by respondents on a numeric scale from 5 (the highest, excellent) to 1 (the lowest, poor). Thus 2.5 is the mid-point.

3.54 Table 3-8 summarises patients' assessments of aspects of the care they received from the staff at the outpatient's clinic. Again, these assessments are generally very positive, with ratings of four or five ('excellent') from between 54% (in relation to the speed with which results from tests were received) and 89% (in relation to 'having your privacy respected') across the various indicators. It is worth noting that these items are ordered in the same way as items concerning visits to a GP surgery.

**Table 3-9: Ratings of key aspects of care at outpatient clinic (%)**

	1 Poor	2	3	4	5 Excellent	Don't know	Mean score
Having your privacy respected	2	2	7	23	66	1	4.49
Being treated with dignity	2	3	7	21	66	*	4.47
Being listened to by doctors/nurses	3	4	11	26	55	*	4.26
Doctors/nurses having enough knowledge of your situation to deal with you effectively	5	5	11	24	53	2	4.19
Being given information about your treatment	5	7	13	25	48	2	4.05
The usefulness of the information you were given	5	7	16	25	46	2	4.02
Having enough time with the doctor/nurse	6	7	16	26	45	1	3.99
Being encouraged to ask questions	6	7	19	22	44	1	3.91
The speed with which you received results from tests	8	8	18	23	31	13	3.71

Base: All respondents who had an appointment at an outpatient clinic in the previous twelve months (n=1,050)

Note: The 'mean' represents the average value given by respondents on a numeric scale from 5 (the highest, excellent) to 1 (the lowest, poor). Thus 2.5 is the mid-point.

3.55 The two aspects of care which score highest relate to the general way in which the appointment is handled and whether patients feel that they are treated with respect and not simply 'processed'. Again, issues of information and communication and the amount of time available for the consultation are among the most poorly rated. The speed with which test results are provided receives the lowest rating (see Table 3-9).

3.56 The now familiar pattern by age emerges on these measures, with older people more likely than younger people to assess service provision and care favourably.

### **Priorities for improvement**

3.57 The priorities for improvement broadly reflect the assessments of the standard of service provision and care reported above. The straightforward 'environmental' factors (e.g. the standard of cleanliness or availability of toilets) which generally receive more positive ratings are less likely to be highlighted as being in need of improvement (see Table 3-10).

**Table 3-10: Priorities for improvement in outpatient clinic service provision (%)**

	<b>1</b> <b>Not at all important</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b> <b>Essential</b>	<b>Don't know</b>	<i>Mean score</i>
<b>Convenient car parking</b>	29	10	12	15	33	2	3.12
<b>Having child friendly facilities in the waiting room</b>	23	9	19	16	22	12	3.06
<b>Convenient public transport routes</b>	29	10	14	13	25	9	2.95
<b>Availability of convenient appointment times</b>	29	12	17	17	21	4	2.88
<b>Having handrails</b>	36	10	10	10	21	13	2.66
<b>Comfort of the waiting area</b>	32	15	21	17	15	*	2.68
<b>Having ramps to give access for disabled people</b>	41	8	10	7	23	10	2.59
<b>General standard of cleanliness</b>	42	14	13	11	19	*	2.51
<b>Availability of toilets</b>	42	11	12	12	16	7	2.45

Base: All respondents who had an appointment at an outpatient clinic in the previous twelve months (n=1,050)

Note: The 'mean' represents the average value given by respondents on a numeric scale from 5 (the highest, essential) to 1 (the lowest, not at all important). Thus 2.5 is the mid-point.

3.58 Issues to do with the provision of information and communications, the amount of time available for the consultation and the speed with which test results are available receive the poorest ratings in terms of performance and are thought to be in most need of improvement (see Table 3-11).

**Table 3-11: Priorities for improvement in outpatient clinic provision of care (%)**

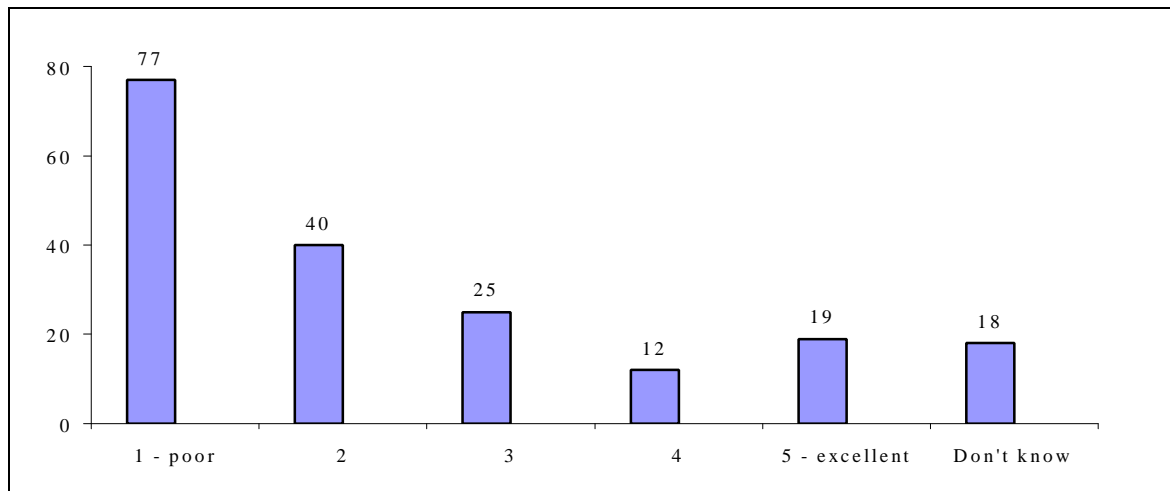
	1 Not at all important	2	3	4	5 Essential	Don't know	Mean score
The speed with which you received results from tests	31	13	14	11	23	9	2.81
Being encouraged to ask questions	38	14	14	13	20	1	2.61
Having enough time with the doctor/nurse	40	14	11	13	21	1	2.59
Being given information about your treatment	42	13	12	11	22	1	2.59
The usefulness of the information you were given	40	14	14	12	19	1	2.55
Doctors/nurses having enough knowledge of your situation to deal with you effectively	43	13	11	10	22	1	2.52
Being listened to by doctors/nurses	45	13	10	11	21	1	2.49
Being treated with dignity	53	11	7	7	21	1	2.33
Having your privacy respected	53	12	7	7	20	1	2.29

Base: All respondents who had an appointment at an outpatient clinic in the previous twelve months (n=1,050)

Note: The 'mean' represents the average value given by respondents on a numeric scale from 5 (the highest, essential) to 1 (the lowest, not at all important). Thus 2.5 is the mid-point.

3.59 As one would expect, people who rate service provision in relation to a particular attribute as being poor are significantly more likely to feel that it is important (essential) to make improvements, than are those who think that service provision is acceptable. Figure 3.9 demonstrates this in relation to convenient car parking. Seventy-seven per cent of patients who rate the availability of convenient car parking at the outpatient clinic as being poor at present think it is *essential* that this be improved. By contrast, fewer (but still as many as 19%) of those who rate the availability of convenient car parking as excellent think it needs to be improved. This same pattern is evident across all the service and care attributes examined.

**Figure 3-9: Percentage of respondents who thought it essential to improve convenient car parking by rating of how convenient car parking was (%)**



Base:      n=220              n=124              n=172              n=150              n=354              n=30

**Table 3-12: Priorities for improvement in outpatient clinic service provision (%)**

	All	Satisfied N=874	Dissatisfied N=107	
	<i>Mean score</i>	<i>Mean score</i>	<i>Mean score</i>	<b>Difference</b>
<b>Being given information about your treatment</b>	2.59	2.34	4.07	1.73
<b>Doctors/nurses having enough knowledge of your situation to deal with you effectively</b>	2.52	2.29	4.02	1.73
<b>Having enough time with the doctor/nurse</b>	2.59	2.35	4.06	1.71
<b>Being listened to by doctors/nurses</b>	2.49	2.26	3.95	1.69
<b>Being encouraged to ask questions</b>	2.61	2.38	3.99	1.61
<b>The usefulness of the information you were given</b>	2.55	2.34	3.92	1.58
<b>Being treated with dignity</b>	2.33	2.15	3.57	1.42
<b>The speed with which you received results from tests</b>	2.81	2.61	4.00	1.39
<b>Availability of convenient appointment times</b>	2.88	2.70	3.85	1.15
<b>Having your privacy respected</b>	2.29	2.16	3.17	1.01
<b>Having child friendly facilities in the waiting room</b>	3.06	2.94	3.75	0.81
<b>General standard of cleanliness</b>	2.51	2.40	3.16	0.76
<b>Availability of toilets</b>	2.45	2.35	3.08	0.73
<b>Having handrails</b>	2.66	2.58	3.18	0.60
<b>Convenient public transport routes</b>	2.95	2.87	3.44	0.57
<b>Comfort of the waiting area</b>	2.68	2.58	3.13	0.55
<b>Convenient car parking</b>	3.12	3.05	3.58	0.53
<b>Having ramps to give access for disabled people</b>	2.59	2.53	2.92	0.39

Note: The ‘mean’ represents the average value given by respondents on a numeric scale from 5 (the highest, essential) to 1 (the lowest, not at all important). Thus 2.5 is the mid-point.

3.60 As is the case with reactions to their experiences at the GP surgery, the key criteria that most separate those who are generally satisfied from those dissatisfied with their outpatient appointment are related to ‘patient care’. Thus, being given information about their treatment, the doctor or nurse knowing about their case, having enough time and being listened to by the doctor or nurse, are the issues that most separate the satisfied from the dissatisfied (see Table 3-12).

## BEING ADMITTED TO HOSPITAL AS AN INPATIENT

3.61 Overall, 14% of adults say they have been admitted to hospital as an inpatient (even if they went home the same day) in the past twelve months. People aged 75 and over are most likely to have been admitted to hospital (21%). There is no significant difference between men and women.

3.62 Sixty-two per cent describe their last inpatient stay in hospital as ‘urgent’, 27% say their last stay was not urgent, and 9% say the last time they were an inpatient was to give birth.

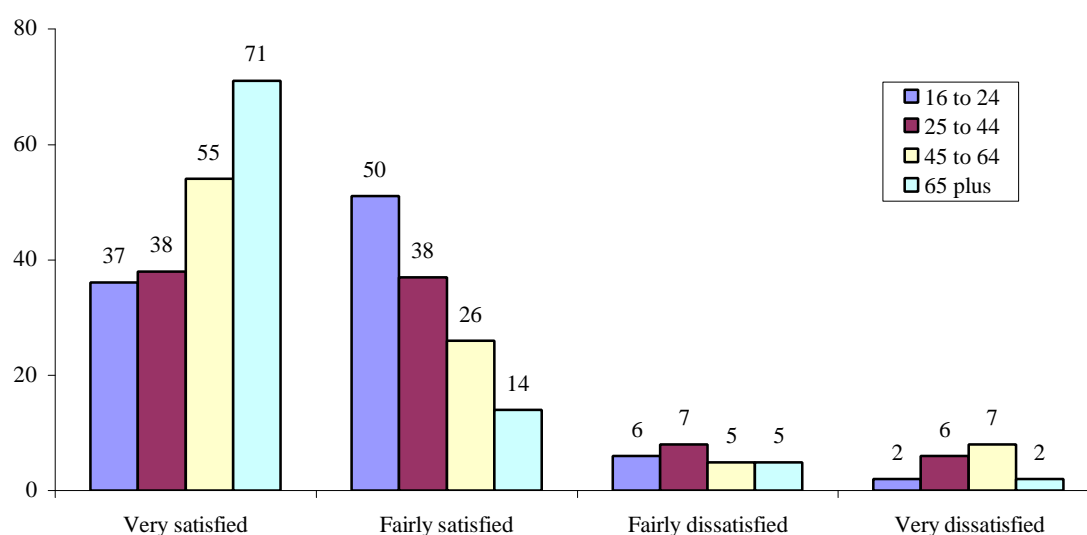
3.63 For 37% their stay in hospital was for one day only, with a further 36% having stayed between two days and seven days. One in seven (15%) stayed between one and two weeks and 11% for two weeks or more.

### Levels of overall satisfaction

3.64 If we look at patients’ levels of overall satisfaction with the service provided during their last inpatient stay, a generally positive picture emerges once again. Half (50%) of inpatients say they are ‘very satisfied’ and a further 31% that they are ‘fairly satisfied’ with the service they received.

3.65 Again, older people are significantly more likely than young people to express overall satisfaction with the service they received as a hospital inpatient (see Table 3-10).

**Figure 3-10: Levels of overall satisfaction with service hospital by age group (%)**



Base: All respondents who had been an inpatient in hospital in the previous twelve months (n=416)

3.66 The strongest single predictor of dissatisfaction is the patients' perception of the urgency of their appointment, with 14% of those who felt their inpatient appointment was urgent saying they are dissatisfied, compared with 3% of those who said their appointment was non-urgent.

### **Transport and access**

3.67 Nearly six in ten (56%) inpatients live within five miles of the hospital, while a further 18% live over five miles away, but not more than ten miles away.

3.68 By far the most common way patients travel to hospital is by car, either being driven by someone else (56%) or driving themselves (12%). This is true no matter how close they live to the hospital. Men are significantly more likely than women to drive themselves to hospital (20% and 5% respectively). Nineteen per cent of patients are taken to hospital by ambulance.

3.69 Most patients think it was either 'very easy' (50%) or 'fairly easy' (35%) to get to the hospital. The two main difficulties encountered were poor public transport and difficulty caused by their illness or injury.

### **Waiting times**

3.70 Eighty per cent of inpatients say that they waited less than three months from the time their name was put on a waiting list to the date they were actually admitted to hospital. As one might expect, those who describe their last inpatient stay as 'urgent', are generally able to secure an earlier admission than those who do not describe their last inpatient stay as urgent. Eighty-six per cent of those who describe the reason for their stay as urgent had to wait less than three months, compared with 65% of those who did not describe their condition as urgent.

3.71 Comparing actual waiting times with what people feel is acceptable reveals that performance is generally in line with expectations. Eighty-six per cent of inpatients think that patients should wait less than three months to be admitted to hospital and, in fact, 80% had waited for less than three months for their last inpatient stay.

### **Perceptions of service quality and care**

3.72 Ratings of service provision and the quality of care received are again on the whole positive. Availability of toilets is rated most highly, with 78% of inpatients rating provision as either a 4 or 5 ('excellent'). Quality of food receives the lowest rating, with only 36% rating provision as either a 4 or 5. The other attributes relating to food (choice of when to eat and choice of what to eat) receive the second and third lowest ratings. With the exception of attributes relating to food, 'environmental' factors (e.g. the standard of cleanliness or availability of toilets) again score more highly than those relating to convenience (e.g. of visiting times or public transport for visitors) (see Table 3-13).

**Table 3-13: Ratings of key aspects of service provision as hospital inpatient (%)**

	<b>1 Poor</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5 Excellent</b>	<b>Don't know</b>	<i>Mean score</i>
<b>Availability of toilets</b>	3	4	11	23	55	3	4.28
<b>General standard of cleanliness</b>	5	4	16	24	50	1	4.12
<b>Facilities for disabled people</b>	3	4	14	23	40	16	4.13
<b>Convenience of visiting times</b>	3	5	20	22	44	7	4.06
<b>Level of noise in the ward</b>	8	11	27	22	29	4	3.55
<b>Convenient public transport services for visitors</b>	12	9	18	18	31	12	3.54
<b>Choice of what you can eat</b>	10	14	22	15	27	13	3.40
<b>Choice of when you can eat</b>	14	15	24	16	20	11	3.17
<b>Quality of food</b>	15	13	24	17	19	12	3.13

Base: All respondents who had been an inpatient in hospital in the previous twelve months (n=416)

Note: The 'mean' represents the average value given by respondents on a numeric scale from 5 (the highest, excellent) to 1 (the lowest, poor). Thus 2.5 is the mid-point.

3.73 Table 3-14 summarises patients assessments of the care they received from the staff at the hospital. Again, these are generally very positive, with ratings of 4 or 5 ('excellent') ranging from 80% (in relation to being treated with dignity), to 63% (in relation to the speed with which test results were received) of inpatients.

**Table 3-14: Ratings of key aspects of care as a hospital inpatient (%)**

	1 Poor	2	3	4	5 Excellent	Don't know	Mean score
Being treated with dignity	3	4	11	19	61	2	4.35
Having your privacy respected	4	5	9	21	60	1	4.29
Doctors/nurses having enough knowledge of your situation to deal with you effectively	4	5	12	20	57	2	4.25
Being listened to by doctors/nurses	4	5	13	22	54	2	4.21
Being given information about your treatment	4	8	14	24	48	2	4.05
The usefulness of the information you were given	5	7	13	26	47	2	4.06
The speed with which you received results from tests	7	6	13	23	41	10	3.93
Being encouraged to ask questions	6	8	17	23	43	2	3.92
Arrangements for being discharged	8	8	15	22	44	3	3.90
Having enough time with the doctor/nurse	5	10	18	23	42	2	3.86

Base: All respondents who had been an inpatient in hospital in the previous twelve months (n=416)

Note: The 'mean' represents the average value given by respondents on a numeric scale from 5 (the highest, excellent) to 1 (the lowest, poor). Thus 2.5 is the mid-point.

3.74 Again, issues of information and communication and the amount of time available for the consultation are among the most poorly rated attributes.

3.75 As we have seen in relation to the other services examined, perceptions of service provision are more positive among older patients.

### **Priorities for improvement**

3.76 Those attributes which receive the poorest performance ratings are rated as being most in need of improvement. The bottom three service attributes (those relating to food) are rated as most in need of improvement. With the exception of these attributes, the straightforward 'environmental' factors (e.g. the standard of cleanliness or availability of toilets), which generally receive more positive ratings, are less likely to be flagged as being in need of improvement (see Table 3-15).

**Table 3-15: Priorities for improvement in inpatient service provision (%)**

	<b>1</b> <b>Not at all important</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b> <b>Essential</b>	<b>Don't know</b>	<i>Mean score</i>
<b>Quality of food</b>	23	9	19	13	25	11	<i>3.11</i>
<b>Choice of what you can eat</b>	24	9	18	16	22	11	<i>3.04</i>
<b>Choice of when you can eat</b>	25	11	21	15	18	10	<i>2.90</i>
<b>Convenient public transport services for visitors</b>	32	12	16	12	19	9	<i>2.71</i>
<b>Facilities for disabled people</b>	38	12	12	9	14	14	<i>2.40</i>
<b>Convenience of visiting times</b>	39	15	17	11	12	6	<i>2.40</i>
<b>Level of noise in the ward</b>	37	16	21	13	9	4	<i>2.40</i>
<b>General standard of cleanliness</b>	45	16	15	9	14	1	<i>2.29</i>
<b>Availability of toilets</b>	49	13	12	10	11	4	<i>2.17</i>

Base: All respondents who had been an inpatient in hospital in the previous twelve months (n=416)

Note: The 'mean' represents the average value given by respondents on a numeric scale from 5 (the highest, essential) to 1 (the lowest, not at all important). Thus 2.5 is the mid-point.

3.77 Once again, issues of information and communication, the amount of time available for the consultation and the speed with which test results are available - which receive the poorest ratings in terms of performance - are thought to be the most in need of improvement (see Table 3-16).

**Table 3-16: Priorities for improvement in inpatient provision of care (%)**

	<b>1</b> <b>Not at all</b> <b>important</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b> <b>Essential</b>	<b>Don't</b> <b>know</b>	<i>Mean</i> <i>score</i>
<b>Being encouraged to ask questions</b>	41	15	17	13	12	2	<i>2.40</i>
<b>Having enough time with the doctor/nurse</b>	44	12	18	13	12	2	<i>2.37</i>
<b>The speed with which you received results from tests</b>	40	15	12	13	12	8	<i>2.37</i>
<b>Arrangements for being discharged</b>	45	13	12	14	13	4	<i>2.35</i>
<b>Being given information about your treatment</b>	45	14	13	12	14	2	<i>2.34</i>
<b>The usefulness of the information you were given</b>	45	15	14	12	11	2	<i>2.29</i>
<b>Being listened to by doctors/nurses</b>	48	15	11	12	12	2	<i>2.23</i>
<b>Doctors/nurses having enough knowledge of your situation to deal with you effectively</b>	49	17	12	8	13	1	<i>2.18</i>
<b>Having your privacy respected</b>	54	12	10	10	13	1	<i>2.15</i>
<b>Being treated with dignity</b>	56	12	10	8	12	1	<i>2.09</i>

Base: All respondents who had been an inpatient in hospital in the previous twelve months (n=416)

Note: The 'mean' represents the average value given by respondents on a numeric scale from 5 (the highest, essential) to 1 (the lowest, not at all important). Thus 2.5 is the mid-point.

## CHAPTER FOUR: CONSULTATION AND FEEDBACK

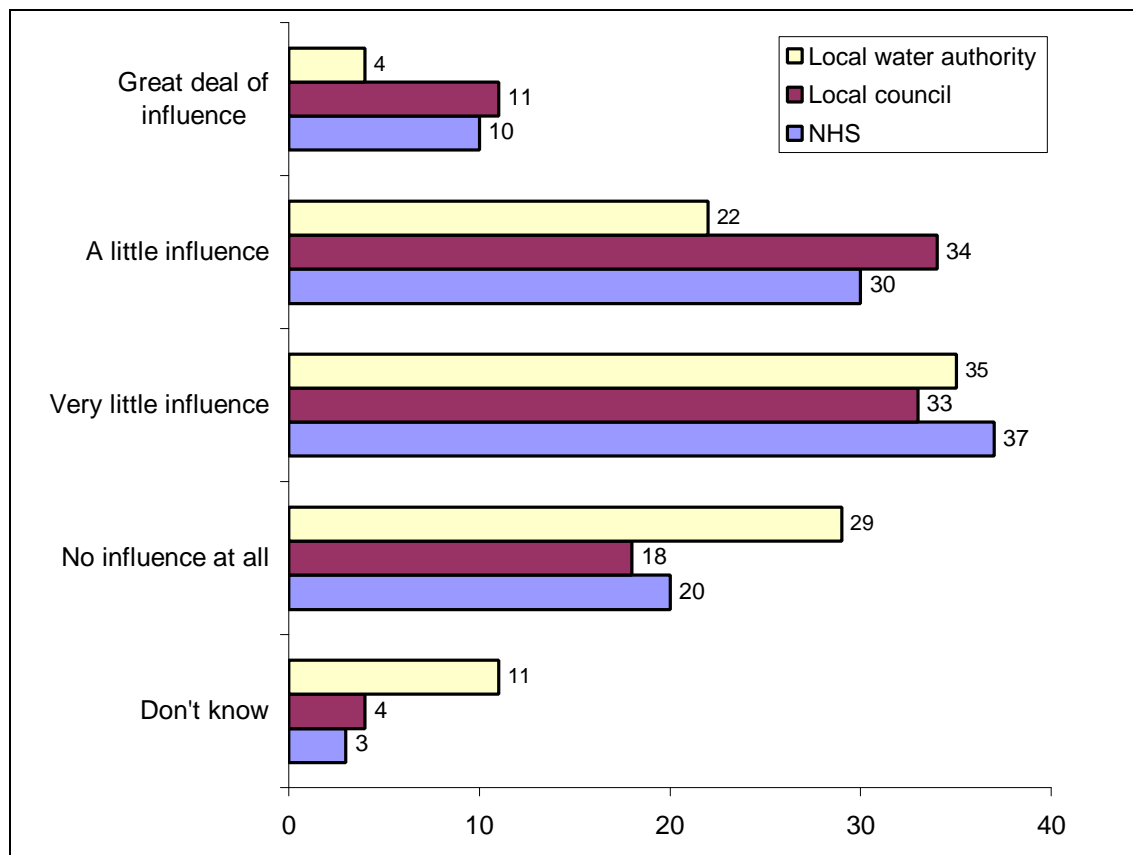
### PERCEPTIONS OF PUBLIC INFLUENCE AT PRESENT

#### General Public

4.1 The results of the survey suggest that most people feel that the public has very little or no influence at all over how the NHS in Scotland is run and how it sets its priorities. Around six in ten (57%) are of this view, including one in five (20%) who feel the public has no influence at all. Four in ten feel that the public has some influence, with one in ten (10%) thinking that they have a great deal of influence.

4.2 To set this in context, people are more likely to feel that the public has a degree of influence over their local councils, although the difference is fairly slight. Half feel that the public has very little or no influence (51%) over their council and 45% say that the public has at least a little influence. Once again, one in ten (11%) feels that the public has a great deal of control over how local councils are run and their priorities (see figure 4-1).

**Figure 4-1: Perceptions of extent of public influence over public services (%)**



Base: All respondents (n=3052)

4.3 Water authorities are more likely to be seen as outside public influence. As many as six in ten (64%) say that the public has very little or no control here, and just a quarter (25%) feel that there is a degree of influence. Few (4%) think that the public has a great deal of influence over the water authorities.

4.4 There is no difference in the views of men and women overall, although it does seem that young men (aged 16-24) are more likely to feel that the public has a degree of influence over the NHS (63%) than young women (51%). It would seem that this has less to do with perceptions of the NHS than it does with a difference in outlook between young men and women, who are less likely to feel that the public has influence over each of the public services asked about.

4.5 Young people (aged 16-24) are more likely than other age groups to feel that the public has a degree of influence over public services. This is interesting, given their high propensity to abstain from voting in elections, and suggests that they see other mechanisms as being effective. The most sceptical about the degree of influence the public has are those aged 45-64.

4.6 Age is an important factor affecting people's perceptions of their own health, and this is perhaps a clue to the variation in attitudes to public influence over the NHS. With older people more likely to consider themselves to be in poor health and thus, to be heavier users of the NHS, it may be a growing sense of powerlessness, generated by increased contact, that creates a scepticism amongst people aged 45-64.

4.7 Those who describe their health as 'not good' are more likely to feel the public have very little or no influence over the running and priorities of the NHS (61%), compared to those who describe their health as 'good' (48%). In other words, those whose health is not good are less likely to feel the public has influence (33% vs. 48%).

### **General Public and NHS staff**

4.8 NHS employees, a sub-group identified in the survey, are no more likely than the public generally to feel that the public has an influence over the NHS. If anything, they are a little more sceptical - 63% of NHS employees in the survey said they felt the public had very little or no influence, compared with 57% of the public as a whole.

## THE DESIRE FOR PUBLIC INFLUENCE

### General Public

4.9 The vast majority of people (93%) feel that the public should have some influence over the way the NHS is run and the priorities it sets. This feeling is not unique to the NHS, as a similar proportion say the same of their local council (93%) and eight in ten (84%) say the same about their local water authority.

**Table 4-1: Perception of current influence over the NHS and desired influence (%)**

	Total	Current level of influence				
Desired level of influence		A great deal of influence	A little influence	Very little influence	No influence	Don't know
A great deal of influence	64	82	66	61	62	36
A little influence	29	13	32	33	29	25
Very little influence	3	3	2	4	3	8
No influence at all	2	1	*	1	4	4
Don't know	2	2	*	1	2	28

Base: All respondents (n=3052)

4.10 The feeling that the public should have a 'great deal of influence' over the NHS is most common among those who feel that the public already does have that level of influence. Perhaps surprisingly, those who feel that the public has 'a little influence' are less likely to say that the public should have a 'great deal of influence' (see Table 4-1).

## **FEEDBACK**

### **Experience in past 12 months**

4.11 Four in five adults (79%) have used the NHS in the past 12 months. Of those who have used NHS services, three quarters (77%) say they are generally satisfied with the service and have had nothing to complain about. Around a quarter (23%) feel that they have had something to complain about, although just one in twenty (5%) actually said they made a complaint.

4.12 Satisfaction is most common among older people, a feature that is common in service satisfaction surveys, and a trend throughout this study. Around nine in ten (87%) 65+ year olds, and in particular, those aged 75 or over (91%) say they have been satisfied with their experience of the NHS over the past 12 months.

4.13 Although the overall pattern is that men and women are equally likely to say that they have been satisfied with their experience of the NHS, young women aged 16-24 appear to be less satisfied (71%) than young men (80%). There is no perceptible difference in views across socio-economic class or highest level of educational qualification attained, both of which might influence the ease with which people successfully access public services.

### **Raising a complaint**

4.14 Around a quarter of the public who have used the NHS in the past year have wanted to raise an issue or complaint (23%). This is not simply a function of frequency of use, since older people (aged 65 and over), who are heavy users of the NHS, are least likely to say they have wanted to make a complaint. It is, it seems, more related to the *intensity* of use.

4.15 People who describe their health as ‘not good’ are more likely to have either raised or wanted to raise an issue or complaint (36%), than NHS users who describe their health as ‘good’ (17%). Furthermore, people who say they have a disability are more likely to have raised or wanted to raise an issue or complaint (33%) than those who say they do not have a disability (20%).

### **Raised an issue/complaint**

4.16 One in twenty (5%) members of the public who have used the NHS in the past year say that they have actually made a complaint or raised an issue, which is a substantially smaller number than say they have wanted to, but nevertheless, equating to a large number of service users. Of these people who raised an issue, half made a ‘formal complaint’ (49%) while the other half raised the issue informally (48%).

4.17 While small sub-groups sizes mean that interpretation needs to be treated cautiously, it does seem that people who have disabilities and who describe their health as poor are more likely to have made a complaint or raised an issue than service users as a whole (see Table 4-2).

**Table 4-2: Overall reaction to NHS services in last 12 months (%)**

Experience of NHS in past 12 months	Total	Respondent has disability		Respondent state of health		
		Yes	No	Good	Fairly good	Not good
Base (unweighted)	2417	431	1980	1286	777	351
Generally satisfied, no complaints	78	67	80	83	76	64
Wanted to complain/raise issue but didn't	17	22	16	14	18	26
Raised an issue/complaint	5	11	4	3	6	10

### Satisfaction between services

4.18 Another indicator that suggests the 'intensity' of use of the NHS is the particular services that people have used. We can look at the views of the 74% who have visited their GP, the 34% who have used an outpatients clinic, the 14% who have been admitted as an inpatient and the 10% who received care at home (see Table 4-3).

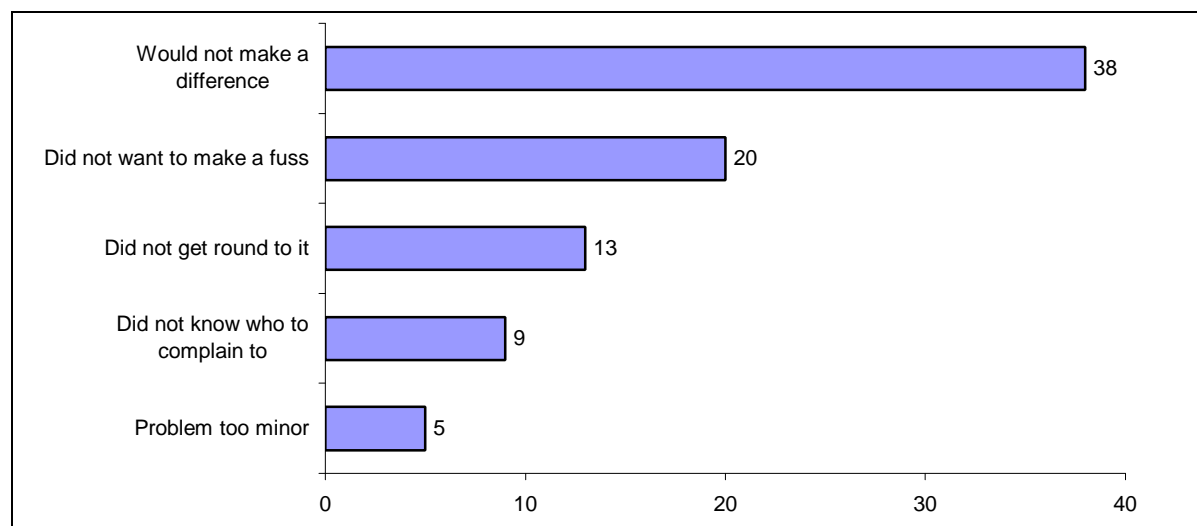
**Table 4-3: Overall reaction to NHS services in last 12 months (%)**

Experience of NHS in past 12 months	Total	Services used in past 12 months			
		Seen a GP	Outpatient clinic	Admitted as inpatient	Received care at home
Base (unweighted)	2417	2296	1050	416	296
Generally satisfied, no complaints	77	77	73	68	69
Wanted to complain/raise issue but didn't	18	18	20	24	22
Raised an issue/complaint	5	5	7	9	9

## Barriers to complaining

4.19 One in six (18%) NHS users say that they have wanted to raise an issue or complaint in the past year, but have not done so. The most common explanation is that they did not think it would make a difference (38%) or that they did not want to make a fuss (20%) (see figure 4-2).

**Figure 4.2: Reasons why complaints were not raised**



Base: All respondents who had wanted to raise an issue or complain but did not do so (n=424)

4.20 There is relatively little difference across groups. Patterns of response are, however, broadly consistent with other studies on complaints in the public sector.

4.21 The most common reason for not raising an issue or complaint is that people 'didn't think it would make a difference/what's the point' (38%). This is similar to other studies among the public on complaints, conducted for the Cabinet Office 'Citizens Charter Unit', in which 48% (1997) and 38% (1994) of those failing to make a complaint about a public service said that there was 'no point/would not do any good'.

4.22 The second most common reason for not complaining about the NHS in Scotland is that 'they did not want to make a fuss' (20%), while 13% say that they 'didn't get round to it', suggesting that they attach a low level of importance to their complaint.

4.23 Younger people who feel they have something to complain about are more likely to say that they did not do so because they 'did not want to cause a fuss' (31% of 16-24 year olds) than are older age groups. There is little difference across age groups when it comes to the perception that making a complaint would make no difference.

## Satisfaction with the way the issue raised was dealt with

4.24 Fewer than half of those who raised an informal issue or complaint are satisfied with the way in which it was dealt with (35%). Half (49%) are dissatisfied, with more very dissatisfied than fairly dissatisfied.

4.25 This trend continues when looking at those who raised an issue or complaint ‘formally’. Two thirds are dissatisfied (66%) with the way their complaint was investigated, with only a quarter satisfied. Again, dissatisfaction is intense, with as many as 53% saying they are very dissatisfied. These findings, that the public frequently remain dissatisfied after making a complaint to a public service, are consistent with work conducted by MORI for the Citizens Charter Unit of the Cabinet Office.

### **Satisfaction with the final outcome**

4.26 Of those who made an informal complaint, one-in-three (32%) are satisfied with the final outcome. Most (45%) remain dissatisfied, and once again, dissatisfaction tends to be intense.

4.27 Likewise, of those who raised their issue or complaint ‘formally’, 60% are dissatisfied with the final outcome, with the most common reaction being very dissatisfied.

### **Reasons for dissatisfaction**

4.28 Sample sizes are small once we start analysing the reasons for dissatisfaction with the outcome of complaints. This could be an area for further work, but at present, the indications are that the most common causes of dissatisfaction are a sense that people feel ‘not enough importance was placed on the problem’, that they ‘didn’t do what I wanted/was looking for’ and, from a small number of people, that they felt staff had been ‘rude/didn’t like the way I was treated’.

4.29 Asked specifically about the fairness of their treatment, one in three (34%) say their complaint was handled fairly, but the majority think they have not been treated fairly (53%). Once again, this is consistent with research among those who have made complaints to public services.

## CHAPTER FIVE: CONCLUSIONS

To summarise, the main themes emerging from the survey appear to be the following:

5.1 The results indicate a relatively high level of recent use of NHS services across all sections of the population, though this is driven, in particular, by visits to GP surgeries (reported by three-quarters of those interviewed).

5.2 Though most aspects of service provision and care tend to attract high ratings from the majority of service users, two points are worth noting. First, the general service issues which attract the lowest ratings and emerge as the highest priority for improvement tend to be those relating to convenience of access and appointments and the availability of child-friendly facilities. They are not those which relate to the standard or cleanliness of the general facilities. Secondly, in terms of actual medical care, the key issues tend to be those relating to information and communication, the amount of time available for consultation and the speed with which test results are received – not the general way in which the consultation is handled or the competency of the medical staff.

5.3 Overall levels of satisfaction appear to be high for all service types, but particularly for visits to GP surgeries and care received at home. The key factors affecting levels of satisfaction appear to be waiting time at the surgery or clinic and age.

5.4 It is not clear why younger people consistently give lower ratings for service provision and care and express lower levels of overall satisfaction. This may reflect actual differences in the service received (e.g. young people may have less well-established relationships with medical staff, or live in areas with less well-resourced facilities), but it is more likely to reflect higher levels of expectation among this age group. This is potentially very important, since it is likely that the current cohort of younger people will carry these expectations with them into older age, altering the overall character and demands of the NHS ‘customer base’.

5.5 The overwhelming majority of the public think that there should be more public involvement in the running of and priority setting in the NHS. This feeling is particularly strong among younger groups who, throughout the survey, tend to be more critical of the services provided. The challenge will be to engage these younger people who tend to be less able and/or willing to give up their time.

5.6 Despite the generally positive assessments of NHS services indicated by the survey, roughly a quarter of those interviewed felt that there had been something they wanted to raise or complain about. Three issues stand out here. First, the findings highlight the need for effective user feedback mechanisms within the NHS. Secondly, of those who wanted to raise an issue or complaint, only about a fifth *actually* did so, suggesting that current arrangements are not fully meeting need. And thirdly, among those who did take action, there was a very high level of dissatisfaction about the way in which the issue was dealt with and the final outcome.

**APPENDIX I:****STATISTICAL RELIABILITY**

The respondents to the questionnaire are only samples of the total 'population', so we cannot be certain that the figures obtained are exactly those we would have if everybody had been interviewed (the 'true' values). We can, however, predict the variation between the sample results and the 'true' values from a knowledge of the size of the samples on which the results are based and the number of times that a particular answer is given. The confidence with which we can make this prediction is usually chosen to be 95% - that is, the chances are 95 in 100 that the 'true' value will fall within a specified range. The table below illustrates the predicted ranges for different sample sizes and percentage results at the "95% confidence interval":

Size of sample on which survey result is based	Approximate sampling tolerances applicable to percentages at or near these levels		
	10% or 90%	30% or 70%	50%
	±	±	±
100 interviews	5.9	9.0	9.8
500 interviews	2.6	4.0	4.4
1,000 interviews	1.9	2.8	3.1
1,500 interviews	1.5	2.3	2.5
2,000 interviews	1.3	2.0	2.2
2,500 interviews	1.2	1.8	2.0
3,000 interviews	1.1	1.6	1.8

For example, with a sample size of 3,000 where 30% give a particular answer, the chances are 19 in 20 that the 'true' value (which would have been obtained if the whole population had been interviewed) will fall within the range of  $\pm 1.6$  percentage points from the sample result.

## APPENDIX II: COPY OF MARKED UP QUESTIONNAIRE

### Attitudes towards NHS services

MORI Scotland and System Three Social Research interviewed a sample of 3,052 adults aged 16 or over from across Scotland. Interviews were conducted by telephone between 28<sup>th</sup> September and 22<sup>nd</sup> October 2000. Data have been weighted by age and gender and tenure.

#### **GENERAL HEALTH**

ASK ALL

Q1 Over the last 12 months, would you say your health has on the whole been? .... READ OUT. SINGLE CODE ONLY

	(%)
Good	57
Fairly good	30
Not very good	12
Don't know	*

#### **CURRENT VIEWS OF THE NHS**

Q2 Overall, when you think about the NHS over the last few years would you say it has been getting better, worse or stayed about the same?

PROMPT: A bit better or much better?

A bit worse or much worse?

SINGLE CODE ONLY

	(%)
Much better	3
A bit better	10
Staying about the same	48
A bit worse	17
Much worse	13
Don't know	9

Q3 And thinking about the NHS over the next few years, do you expect it to get better, worse or stay about the same?

PROMPT: A bit better or much better?

A bit worse or much worse?.

SINGLE CODE ONLY

	(%)
Much better	14
A bit better	30
Staying about the same	27
A bit worse	14
Much worse	8
Don't know	6

## **USE OF SERVICES**

ASK ALL

**Q4 In the last twelve months, have you personally used any of the following NHS services in Scotland? Have you...**

READ OUT. SINGLE CODE ONLY FOR EACH ROW

	Yes (%)	No (%)	DK (%)	
<b>...seen a GP at her/his surgery</b>	74			GO TO Q5
<b>...received care at home either from a health visitor, a GP or a District Nurse</b>	10			GO TO Q21
<b>...had an appointment at a hospital outpatient clinic</b>	34			GO TO Q29
<b>...been admitted to hospital as an inpatient, even if you went home the same day</b>	14			GO TO Q45

**I would now like to ask you a few questions about each of the services you have used in the last 12 months.**

## **GP SERVICES**

ASK ALL WHO HAVE PERSONALLY VISITED A GP IN THE LAST 12 MONTHS

Base: 2299

**Q5 You mentioned that you have visited a GP surgery in Scotland in the last twelve months. Thinking about the last time you did this, did you see**

SINGLE CODE ONLY

<b>Your GP</b>	69
<b>Another GP at the surgery</b>	22
<b>A locum (that is, a doctor standing in for your usual doctor)</b>	4
<b>A practice nurse</b>	4
<b>Someone else(WRITE IN AND CODE '5')</b>	1
<b>Don't know/can't remember</b>	*

**EXPERIENCE OF LAST VISIT**

**ACCESS**

**Q6 How far is it from your home to the surgery?**  
SINGLE CODE ONLY

	(%)
<b>Less than 1 mile</b>	47
<b>1 mile less than 2 miles</b>	28
<b>2 miles less than 3 miles</b>	11
<b>3 miles less than 4 miles</b>	5
<b>4 miles less than 5 miles</b>	3
<b>5 miles less than 10 miles</b>	4
<b>10 miles or more</b>	1
<b>Don't know</b>	1

**Q7 On your last visit to the surgery how did you get there?**  
MULTICODE OK PROMPT IF NECESSARY

	(%)
<b>By car (drove myself)</b>	42
<b>By car (got a lift)</b>	10
<b>By train</b>	*
<b>By bus</b>	12
<b>Walked</b>	34
<b>Cycled</b>	1
<b>Taxi</b>	1
<b>Ambulance</b>	*
<b>Other form of transport</b>	-
<b>Don't know/can't remember</b>	*

**Q8 How easy or difficult was it for you to get to the surgery the last time you visited? Was it.....**

READ OUT SINGLE CODE ONLY

	(%)	
<b>Very easy</b>	66	
<b>Fairly easy</b>	28	GO TO Q10
<b>Fairly difficult</b>	5	ASK Q9
<b>Very difficult</b>	2	
<b>Don't know/can't remember</b>	*	GO TO Q10

ASK IF FAIRLY/VERY DIFFICULT TO GET TO YOUR SURGERY

Base: 133

Q9 Why was it difficult for you to get to the surgery?

DO NOT READ OUT. MULTICODE OK

	(%)
Because of injury/illness	52
Poor public transport	21
Difficult to park car	8
Poor access for disabled/elderly	7
Don't have own transport	8
Too far away	4
Surgery hours do not suit me	1
Time of appointment was not suitable or ideal	1
Other reason (WRITE IN BELOW AND CODE '9')	7
Don't know	2

ASK ALL WHO HAVE VISITED A GP SURGERY IN SCOTLAND IN LAST 12 MONTHS

Base: 2299

Q10 Generally, how convenient or inconvenient are the GP surgery's opening hours for you? Are they..... READ OUT. SINGLE CODE ONLY

	(%)
Very convenient	45
Fairly convenient	42
Not very convenient	10
Not at all convenient	3
Don't know	*

**WAITING**

Q11 Still thinking about that appointment at the GP surgery, how long did you have to wait to get an appointment SINGLE CODE ONLY

	(%)
Less than a day (got one the same day)	24
1 or 2 days	29
Between 3 days and 1 week	31
Over 1 up to 2 weeks	10
More than 2 weeks	3
Don't know/can't remember	3

**Q12 And when you were at the surgery, how long after your appointment time did you have to wait in the waiting room before the GP saw you?  
DO NOT READ OUT. SINGLE CODE ONLY**

	(%)
<b>No wait</b>	15
<b>Up to 15 minutes</b>	55
<b>Over 15 up to 30 minutes</b>	21
<b>Over 30 up to 45 minutes</b>	4
<b>Over 45 up to 1 hour</b>	2
<b>Over 1 hour</b>	1
Don't know/can't remember	1
<b>No appointment time given</b>	*

**SERVICE EXPERIENCE**

**Q13 Still thinking about your last visit to the GP surgery, how would you rate the following aspects of the services you received. Please rate on a scale of 1-5 where 1 is poor and 5 is excellent READ OUT. SINGLE CODE ONLY PER ROW. IF NOT APPLICABLE/CAN'T REMEMBER/NO OPINION CODE 6**

(Mean)		(%) <b>1</b>	(%) <b>2</b>	(%) <b>3</b>	(%) <b>4</b>	(%) <b>5</b>	(%) <b>D/K</b>
3.89	<b>Ease of getting through to the surgery by telephone</b>	4	8	19	30	37	1
3.36	<b>Availability of convenient appointment times</b>	11	14	25	26	23	1
4.17	<b>Having ramps to give access for disabled people</b>	8	3	7	18	50	14
3.82	<b>Having handrails</b>	10	5	9	15	36	26
3.53	<b>Convenient car parking</b>	15	11	15	16	38	4
3.64	<b>Convenient public transport routes</b>	11	8	18	20	33	11
4.02	<b>Comfort of the waiting room</b>	1	4	22	35	37	*
3.63	<b>Having child friendly facilities in the waiting room</b>	6	10	22	26	28	8
4.49	<b>General standard of cleanliness</b>	*	1	8	30	60	*
4.33	<b>Availability of toilets</b>	2	3	10	19	53	12

**Q14 Still thinking about your last visit to the GP surgery, how would you rate the following aspects of the service or care you received? Please rate on a scale of 1-5 where 1 is poor and 5 is excellent READ OUT. SINGLE CODE ONLY PER ROW. IF NOT APPLICABLE/CAN'T REMEMBER/NO OPINION CODE 6**

(Mean)		(%) <b>1</b>	(%) <b>2</b>	(%) <b>3</b>	(%) <b>4</b>	(%) <b>5</b>	(%) <b>D/K</b>
4.20	<b>GP/nurse having enough knowledge of your situation to deal with you effectively</b>	3	4	13	29	51	1
4.68	<b>Having your privacy respected</b>	1	1	4	19	75	1
4.64	<b>Being treated with dignity</b>	1	1	5	21	73	*
4.45	<b>Being listened to by the GP/nurse</b>	1	3	8	26	62	*
3.93	<b>Being encouraged to ask questions</b>	4	8	19	27	41	1
4.08	<b>Having enough time with the GP/nurse</b>	3	7	16	28	46	*
4.12	<b>Being given information about your treatment</b>	3	6	15	28	47	1
4.09	<b>The usefulness of the information you were given</b>	3	5	16	32	43	2
3.58	<b>The speed with which you received results from tests</b>	5	9	21	25	21	19

**Q15 Overall, how satisfied or dissatisfied were you with the service provided during that last visit? Were you..... READ OUT. SINGLE CODE ONLY**

	(%)
<b>Very satisfied</b>	54
<b>Fairly satisfied</b>	36
<b>Neither satisfied nor dissatisfied</b>	5
<b>Fairly dissatisfied</b>	3
<b>Very dissatisfied</b>	2
<b>Don't know</b>	*

**Q16 Can I just check was your last visit to the GP for an urgent appointment or not? SINGLE CODE ONLY**

	(%)
<b>Yes, urgent</b>	23
<b>No, not urgent</b>	77
<b>Don't know/can't remember</b>	*

<b>ASPIRATIONS FOR IMPROVEMENT</b>
------------------------------------

**So far, I have asked you about your experiences of the last time you visited a GP surgery. I would now like to ask you a few questions about how you feel the experience you have just described could be improved in the future.**

**Q17 You said earlier that you waited <text substitution> for your last appointment at the GP surgery. If you had to make an appointment for the same reasons again, what do you think is an acceptable waiting time to get an appointment? SINGLE CODE ONLY**

	(%)
<b>Less than a day (get one the same day)</b>	24
<b>1 or 2 days</b>	53
<b>Between 3 days and 1 week</b>	20
<b>Over 1 up to 2 weeks</b>	1
<b>More than 2 weeks</b>	1

---

**Q18 And how long do you think is an acceptable time to spend in the waiting room after your appointment time, before the GP sees you? SINGLE CODE ONLY**

	(%)
<b>No wait</b>	4
<b>Up to 15 minutes</b>	68
<b>Over 15 up to 30 minutes</b>	24
<b>Over 30 up to 45 minutes</b>	1
<b>Over 45 up to 1 hour</b>	1
<b>Over 1 hour</b>	*
<b>Don't know/no opinion</b>	1

---

**Q19 Thinking about your last visit to the GP surgery, please tell me, on a scale of 1-5, how important you feel it is to improve the following aspects of service. Please use a 1 where you think it is not at all important to make improvements, up to a 5 where you think it is essential to make improvements. READ OUT. SINGLE CODE ONLY PER ROW. IF NOT APPLICABLE/CAN'T REMEMBER/NO OPINION CODE 6**

(Mean)		(%) 1	(%) 2	(%) 3	(%) 4	(%) 5	(%) D/K
2.73	<b>Ease of getting through to the surgery by telephone</b>	34	15	15	15	20	1
3.11	<b>Availability of convenient appointment times</b>	22	15	19	19	25	1
2.65	<b>Having ramps to give access for disabled people</b>	41	9	7	8	25	10
2.78	<b>Having handrails</b>	34	8	10	10	24	14
2.84	<b>Convenient car parking</b>	34	10	14	14	25	3
2.77	<b>Convenient public transport routes</b>	34	10	13	13	21	8
2.38	<b>Comfort of the waiting room</b>	40	17	19	14	11	*
2.72	<b>Having child friendly facilities in the waiting room</b>	31	13	18	16	17	5
2.31	<b>General standard of cleanliness</b>	51	13	8	9	19	*
2.42	<b>Availability of toilets</b>	43	11	11	10	17	7

**Q20 And please rate on a scale of 1-5 how important you feel it is to improve the following aspects of the service or care you received. Please use a 1 where you think it is not at all important to make improvements, up to a 5 where you think it is essential to make improvements. READ OUT. SINGLE CODE ONLY PER ROW. IF NOT APPLICABLE/CAN'T REMEMBER/NO OPINION CODE 6**

(Mean)		(%) 1	(%) 2	(%) 3	(%) 4	(%) 5	(%) D/K
2.45	<b>GP/nurse having enough knowledge of your situation to deal with you effectively</b>	44	15	10	11	19	1
2.24	<b>Having your privacy respected</b>	56	11	6	5	21	1
2.23	<b>Being treated with dignity</b>	56	11	6	6	20	*
2.39	<b>Being listened to by the GP/nurse</b>	49	13	9	9	20	*
2.58	<b>Being encouraged to ask questions</b>	38	16	15	12	19	1
2.56	<b>Having enough time with the doctor/nurse</b>	40	15	13	12	20	*
2.59	<b>Being given information about your treatment</b>	39	16	12	10	22	1
2.53	<b>The usefulness of the information you were given</b>	39	16	15	12	18	1

**HOME VISIT FROM GP/HEALTH VISITOR/DISTRICT NURSE**

ASK ALL WHO HAVE PERSONALLY RECEIVED A HOME VISIT FROM GP/HEALTH VISITOR/DISTRICT NURSE IN LAST 12 MONTHS

Base: 296

**Q21 You mentioned that you have received a home visit from a GP, health visitor or district nurse in the last twelve months. Thinking about the last time this happened, who did you see at your home? SINGLE CODE ONLY**

	(%)
<b>Your GP</b>	37
<b>Another GP/locum</b>	18
<b>A health visitor</b>	22
<b>A District Nurse</b>	21
Don't know/can't remember	1

**EXPERIENCE OF LAST VISIT**

**WAITING**

**Q22 Thinking about your last home visit, how long did you have to wait to get an appointment? SINGLE CODE ONLY**

	(%)
<b>Less than a day (got one the same day)</b>	55
<b>1 or 2 days</b>	10
<b>Between 3 days and 1 week</b>	8
<b>Over 1 up to 2 weeks</b>	1
<b>More than 2 weeks</b>	2
<b>Regular visit, no appointment needed</b>	20
Don't know/can't remember	4

**Q23 And how long after they were supposed to arrive did you have to wait before the GP/health visitor/district nurse arrived at your home to see you?**

DO NOT READ OUT. SINGLE CODE ONLY

	(%)
<b>No wait/they arrived on time/early</b>	64
<b>Up to 15 minutes</b>	2
<b>Over 15 up to 30 minutes</b>	5
<b>Over 30 up to 45 minutes</b>	1
<b>Over 45 up to 1 hour</b>	1
<b>Over 1 hour</b>	6
<b>No appointment time given</b>	19
Don't know/can't remember	3

**SERVICE EXPERIENCE**

**Q24 Still thinking about your last home visit, how would you rate the following aspects of the care you received from the GP/health visitor/district nurse? Please rate on a scale of 1-5, where 1 is poor and 5 is excellent.**

**READ OUT. SINGLE CODE ONLY PER ROW. IF NOT APPLICABLE/CAN'T REMEMBER/NO OPINION CODE 6**

(Mean)		(%) <b>1</b>	(%) <b>2</b>	(%) <b>3</b>	(%) <b>4</b>	(%) <b>5</b>	(%) <b>D/K</b>
4.12	<b>Availability of convenient appointment times</b>	5	5	12	15	46	17
4.30	<b>Having enough knowledge of your situation to deal with you effectively</b>	5	3	11	18	62	1
4.65	<b>Having your privacy respected</b>	2	1	4	16	75	2
4.60	<b>Being treated with dignity</b>	3	1	5	16	74	2
4.50	<b>Being listened to</b>	4	2	6	16	69	2
4.28	<b>Being encouraged to ask questions</b>	5	2	13	17	59	4
4.36	<b>Having enough time with the GP/nurse/health visitor</b>	4	3	9	19	63	1
4.30	<b>Being given information about your treatment</b>	4	3	10	20	59	4
4.33	<b>The usefulness of the information you were given</b>	4	4	8	21	59	4

**Q25 Overall, how satisfied or dissatisfied were you with the service provided during that last visit? Were you..... READ OUT. SINGLE CODE ONLY**

	(%)
<b>Very satisfied</b>	67
<b>Fairly satisfied</b>	24
<b>Neither satisfied nor dissatisfied</b>	2
<b>Fairly dissatisfied</b>	3
<b>Very dissatisfied</b>	2
<b>Don't know</b>	1

**ASPIRATIONS FOR IMPROVEMENT**

**So far, I have asked you about your experiences of the last time you received a home visit from a GP, health visitor or district nurse. I would now like to ask you a few questions about how you feel the experience you have just described could be improved in the future.**

**SKIP TO NEXT QUESTION IF LAST HOME VISIT WAS A REGULAR APPOINTMENT**

Base: 296

**Q26 You said earlier that you waited <text sub> for your last appointment to get a home visit. If you had to make an appointment for the same reasons again, what do you think is an acceptable waiting time to get an appointment? SINGLE CODE ONLY**

	(%)
<b>Less than a day (get one the same day)</b>	50
<b>1 or 2 days</b>	18
<b>Between 3 days and 1 week</b>	7
<b>Over 1 up to 2 weeks</b>	*
<b>More than 2 weeks</b>	*
<b>Don't know/no opinion</b>	4

**Q27 And how long do you think is an acceptable time to wait after the appointment time before the GP, health visitor or district nurse arrives at you home? SINGLE CODE ONLY**

	(%)
<b>No wait</b>	8
<b>Up to 15 minutes</b>	18
<b>Over 15 up to 30 minutes</b>	21
<b>Over 30 up to 45 minutes</b>	2
<b>Over 45 up to 1 hour</b>	16
<b>Over 1 hour</b>	19
<b>Don't know/no opinion</b>	15

**Q28 Thinking about your last home visit, please rate on a scale of 1-5 how important you think it is to improve the following aspects of the care you received from the GP/health visitor/district nurse. Please use a 1 where you think it is not at all important to make improvements, up to a 5 where you think it is essential to make improvements. READ OUT. SINGLE CODE ONLY PER ROW. IF NOT APPLICABLE/CAN'T REMEMBER/NO OPINION CODE 6**

(Mean)		(%) <b>1</b>	(%) <b>2</b>	(%) <b>3</b>	(%) <b>4</b>	(%) <b>5</b>	(%) <b>D/K</b>
2.39	<b>Availability of convenient appointment times</b>	39	13	17	10	13	7
2.44	<b>Having enough knowledge of your situation to deal with you effectively</b>	48	8	15	8	21	2
2.25	<b>Having your privacy respected</b>	56	8	8	6	20	1
2.27	<b>Being treated with dignity</b>	56	7	6	6	22	2
2.40	<b>Being listened to</b>	50	10	8	11	19	2
2.41	<b>Being encouraged to ask questions</b>	44	13	14	10	16	3
2.40	<b>Having enough time with the doctor/nurse</b>	48	8	13	11	17	2
2.49	<b>Being given information about your treatment</b>	43	11	14	10	19	3
2.43	<b>The usefulness of the information you were given</b>	44	9	17	9	17	4

**OUTPATIENT CLINIC**

ASK ALL WHO HAVE PERSONALLY HAD AN APPOINTMENT AT AN OUTPATIENT CLINIC

**EXPERIENCE OF LAST VISIT**

**ACCESS**

Q29 You mentioned that you have had an appointment at an outpatient clinic in Scotland in the last twelve months I'd like to ask you a few questions about your last visit to the outpatients clinic. How far is it from your home to the outpatient clinic?

SINGLE CODE ONLY. PROMPT IF NECESSARY

	(%)
Less than 1 mile	10
1 mile less than 2 miles	14
2 miles less than 3 miles	14
3 miles less than 4 miles	11
4 miles less than 5 miles	10
5 miles less than 10 miles	17
10 miles less than 20 miles	14
20 miles less than 30 miles	4
30 miles less than 40 miles	1
40 miles less than 50 miles	*
50 miles or more	2
Don't know	2

Q30 On your last visit to the outpatient clinic how did you get there?

MULTICODE OK

	(%)
By car (drove myself)	42
By car (got a lift)	25
By train	3
By bus	19
Walked	8
Cycled	*
By ambulance	1
Other form of transport	1
Don't know/can't remember	*

Q31 How easy or difficult was it for you to get to the outpatient clinic the last time you visited? Did you find it..... READ OUT SINGLE CODE ONLY

	(%)	
Very easy	47	
Fairly easy	39	GO TO Q33
Fairly difficult	8	ASK Q32
Very difficult	5	
Don't know/can't remember	*	GO TO Q33

ASK IF FAIRLY/VERY DIFFICULT TO GET TO CLINIC

Base: 138

Q32 **Why was it difficult for you to get to the outpatient clinic?**  
DO NOT READ OUT. MULTICODE OK

	(%)
Poor public transport	31
Difficult to park car	21
Too far away	20
Because of injury/illness	18
Don't have own transport	6
Appointment time was not suitable or ideal	1
Poor access for disabled/elderly	1
Clinic hours do not suit me	1
Other reason (WRITE IN BELOW AND CODE '9')	4
Don't know	-

ASK ALL WHO HAVE VISITED OUTPATIENT CLINIC IN LAST 12 MONTHS

Base: 1050

Q33 **Generally, how convenient or inconvenient are the clinic's opening hours for you? Are they...** READ OUT. SINGLE CODE ONLY

	(%)
Very convenient	42
Fairly convenient	45
Not very convenient	8
Not at all convenient	3
Don't know	2

**WAITING**

Q34 **Still thinking about your last appointment at the outpatient clinic, was it a first appointment arranged via your GP?**  
SINGLE CODE ONLY

	(%)	
Yes	49	ASK Q 35
No	51	GO TO
Don't know/can't remember	1	Q36

ASK IF LAST APPOINTMENT WAS REFERRED BY GP

**Q35 How long after you knew your GP was arranging your appointment (had written to the hospital) did you have to wait for the appointment to take place? SINGLE CODE ONLY**

	(%)
<b>Up to one month</b>	49
<b>1 month less than 2 months</b>	18
<b>Over 2 months less than 3 months</b>	11
<b>Over 3 months less than 6 months</b>	13
<b>6 months or more</b>	6
<b>Don't know/can't remember</b>	2

---

ASK ALL WHO HAVE BEEN TO OUTPATIENT CLINIC IN LAST 12 MONTHS

**Q36 When you were at the clinic, how long after your appointment time did you have to wait in the waiting room before being seen?**

**DO NOT READ OUT. SINGLE CODE ONLY**

	(%)
<b>No wait</b>	18
<b>Up to 15 minutes</b>	35
<b>Over 15 up to 30 minutes</b>	24
<b>Over 30 up to 45 minutes</b>	8
<b>Over 45 up to 1 hour</b>	6
<b>Over 1 hour</b>	8
<b>Don't know/can't remember</b>	1

---

**SERVICE EXPERIENCE**

Q37 Thinking about your last visit to the outpatient clinic, how would you rate the following aspects of the service you received. Please rate on a scale of 1-5 where 1 is poor and 5 is excellent READ OUT. SINGLE CODE ONLY PER ROW. IF NOT APPLICABLE/CAN'T REMEMBER/NO OPINION CODE 6

(Mean)		(%) <b>1</b>	(%) <b>2</b>	(%) <b>3</b>	(%) <b>4</b>	(%) <b>5</b>	(%) <b>D/K</b>
3.67	<b>Availability of convenient appointment times</b>	8	10	20	21	34	7
4.26	<b>Having ramps to give access for disabled people</b>	5	3	9	19	50	14
3.96	<b>Having handrails</b>	8	5	11	15	40	21
3.34	<b>Convenient car parking</b>	20	11	16	15	35	3
3.59	<b>Convenient public transport routes</b>	11	9	18	18	33	11
3.74	<b>Comfort of the waiting area</b>	4	11	25	26	33	1
2.92	<b>Having child friendly facilities in the waiting room</b>	22	12	17	13	18	17
4.16	<b>General standard of cleanliness</b>	1	5	17	29	47	*
4.09	<b>Availability of toilets</b>	4	6	15	20	46	9

**Q38 Again, thinking about your last visit to the outpatient clinic, how would you rate the following aspects of the service or care you received? Please rate on a scale of 1-5, where 1 is poor and 5 is excellent. READ OUT. SINGLE CODE ONLY PER ROW. IF NOT APPLICABLE/CAN'T REMEMBER/NO OPINION CODE 6**

(Mean)		(%) <b>1</b>	(%) <b>2</b>	(%) <b>3</b>	(%) <b>4</b>	(%) <b>5</b>	(%) <b>D/K</b>
4.19	<b>Doctors/nurses having enough knowledge of your situation to deal with you effectively</b>	5	5	11	24	53	2
4.49	<b>Having your privacy respected</b>	2	2	7	23	66	1
4.47	<b>Being treated with dignity</b>	2	3	7	21	66	*
4.26	<b>Being listened to by the doctors/nurses</b>	3	4	11	26	55	*
3.91	<b>Being encouraged to ask questions</b>	6	7	19	22	44	1
3.99	<b>Having enough time with the doctor/nurse</b>	5	7	16	26	45	1
4.05	<b>Being given information about your treatment</b>	5	7	13	25	48	2
3.71	<b>The speed with which you received results from tests</b>	8	8	18	23	31	13
4.02	<b>The usefulness of the information you were given</b>	5	7	16	25	46	2

**Q39 Overall, how satisfied or dissatisfied were you with the service provided during that last visit? Were you..... READ OUT. SINGLE CODE ONLY**

	(%)
<b>Very satisfied</b>	50
<b>Fairly satisfied</b>	34
<b>Neither satisfied nor dissatisfied</b>	6
<b>Fairly dissatisfied</b>	6
<b>Very dissatisfied</b>	4
<b>Don't know</b>	*

**Q40 Thinking about your last appointment at the outpatient clinic, was it an urgent appointment or not? SINGLE CODE ONLY**

	(%)
<b>Yes, urgent</b>	25
<b>No, not urgent</b>	74
<b>Maternity</b>	1
<b>Don't know/can't remember</b>	*

<b>ASPIRATIONS FOR IMPROVEMENT</b>
------------------------------------

**So far, I have asked you about your experiences of the last time you visited an outpatient clinic. I would now like to ask you a few questions about how you feel the experience you have just described could be improved in the future.**

**Q41 You said earlier that you waited <text sub> for your last appointment at the outpatient clinic. If you had to have an appointment for the same reasons again, what do you think is an acceptable waiting time to get an appointment? SINGLE CODE ONLY**

	(%)
<b>Up to one month</b>	73
<b>1 month less than 2 months</b>	11
<b>Over 2 months less than 3 months</b>	4
<b>Over 3 months less than 6 months</b>	1
<b>6 months or more</b>	1
<b>Don't know/can't remember</b>	9

---

**Q42 And how long do you think is an acceptable time to spend in the waiting area of an outpatient clinic after your appointment time before being seen? SINGLE CODE ONLY**

	(%)
<b>No wait</b>	3
<b>Up to 15 minutes</b>	43
<b>Over 15 up to 30 minutes</b>	43
<b>Over 30 up to 45 minutes</b>	4
<b>Over 45 up to 1 hour</b>	4
<b>Over 1 hour</b>	1
<b>Don't know/no opinion</b>	2

---

**Q43 Thinking about your last visit to the outpatient clinic, please tell me, on a scale of 1-5, how important you feel it is to improve the following aspects of service. Please use a 1 where you think it is not at all important to make improvements, up to a 5 where you think it is essential to make improvements. READ OUT. SINGLE CODE ONLY PER ROW. IF NOT APPLICABLE/CAN'T REMEMBER/NO OPINION CODE 6**

(Mean)		(%) 1	(%) 2	(%) 3	(%) 4	(%) 5	(%) D/K
2.88	<b>Availability of convenient appointment times</b>	29	12	17	17	21	4
2.59	<b>Having ramps to give access for disabled people</b>	41	8	10	7	23	10
2.66	<b>Having handrails</b>	36	10	10	10	21	13
3.12	<b>Convenient car parking</b>	29	10	12	15	33	2
2.95	<b>Convenient public transport routes</b>	29	10	14	13	25	9
2.68	<b>Comfort of the waiting room</b>	32	15	21	17	15	*
3.06	<b>Having child friendly facilities in the waiting room</b>	23	9	19	16	22	12
2.51	<b>General standard of cleanliness</b>	42	14	13	11	19	*
2.45	<b>Availability of toilets</b>	42	11	12	12	16	7

**Q44 And please rate on a scale of 1-5, how important you feel it is to improve the following aspects of the service and care you received at the outpatient clinic. Please use a 1 where you think it is not at all important to make improvements, up to a 5 where you think it is essential to make improvements. READ OUT. SINGLE CODE ONLY PER ROW. IF NOT APPLICABLE/CAN'T REMEMBER/NO OPINION CODE 6**

(Mean)		(%) 1	(%) 2	(%) 3	(%) 4	(%) 5	(%) D/K
2.52	<b>Doctors/nurses having enough knowledge of your situation to deal with you effectively</b>	44	13	11	10	22	1
2.29	<b>Having your privacy respected</b>	53	12	7	7	20	1
2.33	<b>Being treated with dignity</b>	53	11	7	7	21	*
2.49	<b>Being listened to by the doctors/nurses</b>	45	13	10	11	21	1
2.61	<b>Being encouraged to ask questions</b>	38	14	14	13	20	1
2.59	<b>Having enough time with the doctor/nurse</b>	40	14	11	13	21	1
2.59	<b>Being given information about your treatment</b>	42	13	12	11	22	1
2.81	<b>The speed with which you received results from tests</b>	31	13	14	11	23	9
2.55	<b>The usefulness of the information you were given</b>	40	14	14	12	19	1

**INPATIENTS/DAY CARE IN HOSPITAL**

ASK ALL WHO HAVE PERSONALLY BEEN ADMITTED TO HOSPITAL AS AN INPATIENT IN THE LAST 12 MONTHS - Base 416

**EXPERIENCE OF LAST VISIT**

**ACCESS**

**Q45 You mentioned that you have been admitted to hospital as an inpatient in Scotland in the last twelve months I'd like to ask you a few questions about your last experience as an inpatient. How far is it from your home to the hospital where you were treated?**

SINGLE CODE ONLY

	(%)
Less than 1 mile	6
1 mile less than 2 miles	13
2 miles less than 3 miles	13
3 miles less than 4 miles	11
4 miles less than 5 miles	13
5 miles less than 10 miles	18
10 miles less than 20 miles	12
20 miles less than 30 miles	6
30 miles less than 40 miles	2
40 miles less than 50 miles	1
50 miles or more	3
Don't know	2

**Q46 On the last occasion you were treated as an inpatient how did you get to the hospital? MULTICODE OK**

	(%)
By car (drove myself)	12
By car (got a lift)	56
By train	2
By bus	6
Walked	1
Cycled	-
By ambulance	19
Other form of transport	1
Don't know/can't remember	1

**Q47 How easy or difficult was it for you to get to the hospital on that occasion? Did you find it..... READ OUT SINGLE CODE ONLY**

	(%)	
Very easy	50	
Fairly easy	35	GO TO Q49
Fairly difficult	6	ASK Q48
Very difficult	5	
Don't know/can't remember	4	GO TO Q49

ASK IF FAIRLY/VERY DIFFICULT TO GET TO THE HOSPITAL

Base 44

Q48 **Why did you find it difficult to get to the hospital?**

DO NOT READ OUT. MULTICODE OK

	(%)
<b>Poor public transport</b>	29
<b>Because of injury/illness</b>	24
<b>Too far away</b>	17
<b>Difficult to park car</b>	8
<b>Don't have own transport</b>	8
<b>Time of admission did not suit me/was inconvenient</b>	2
<b>Other reason (WRITE BELOW AND CODE '9')</b>	14
Don't know	-

**WAITING**

Q49 **Still thinking about your last experience as an inpatient, how long did you have to wait for admission from the time that your name was put on the waiting list to the date that you were admitted? SINGLE CODE ONLY**

	(%)
<b>Under 3 months</b>	80
<b>3 months less than 6 months</b>	7
<b>6 months less than 9 months</b>	3
<b>9 months less than a year</b>	1
<b>A year or more</b>	2
<b>Don't know/can't remember</b>	7

Q50 **And how long did you spend in hospital on that occasion SINGLE CODE ONLY**

	(%)
<b>One day only</b>	37
<b>2 days less than a week</b>	36
<b>One week less than 2 weeks</b>	15
<b>2 weeks or more</b>	11
<b>Don't know/can't remember</b>	1

**SERVICE EXPERIENCE**

**Q51 Thinking about your last experience as an inpatient, how would you rate the following aspects of the service you received. Please rate on a scale of 1-5, where 1 is poor and 5 is excellent READ OUT. SINGLE CODE ONLY PER ROW. IF NOT APPLICABLE/CAN'T REMEMBER/NO OPINION CODE 6**

(Mean)		(%) <b>1</b>	(%) <b>2</b>	(%) <b>3</b>	(%) <b>4</b>	(%) <b>5</b>	(%) <b>D/K</b>
4.13	<b>Facilities for disabled people</b>	3	4	14	23	40	16
3.54	<b>Availability of convenient public transport services for visitors</b>	12	9	18	18	31	12
4.06	<b>Convenience of visiting times</b>	3	5	20	22	44	7
3.40	<b>Choice of what you can eat</b>	10	14	22	15	27	13
3.17	<b>Choice of when you can eat</b>	14	15	24	16	20	11
3.13	<b>The quality of the food</b>	15	13	24	17	19	12
3.55	<b>The level of noise in the ward</b>	8	11	27	22	29	4
4.12	<b>General standard of cleanliness</b>	5	4	16	24	50	1
4.28	<b>Availability of toilets</b>	3	4	11	23	55	3

**Q52 And how would you rate the following aspects of the way that the staff acted towards you. Please rate on a scale of 1-5, where 1 is poor and 5 is excellent READ OUT. SINGLE CODE ONLY PER ROW. IF NOT APPLICABLE/CAN'T REMEMBER/NO OPINION CODE 6**

(Mean)		(%) <b>1</b>	(%) <b>2</b>	(%) <b>3</b>	(%) <b>4</b>	(%) <b>5</b>	(%) <b>D/K</b>
4.25	<b>Doctors/nurses having enough knowledge of your situation to deal with you effectively</b>	4	5	12	20	57	2
4.29	<b>Having your privacy respected</b>	4	5	9	21	60	1
4.35	<b>Being treated with dignity</b>	3	4	11	19	61	2
4.21	<b>Being listened to by the doctors/nurses</b>	4	5	13	22	54	2
3.92	<b>Being encouraged to ask questions</b>	6	8	17	23	43	2
3.86	<b>Having enough time with the doctor/nurse</b>	5	10	18	23	43	2
4.05	<b>Being given information about your treatment</b>	4	8	14	24	48	2
4.06	<b>The usefulness of the information you were given</b>	5	7	13	26	47	2
3.93	<b>The speed with which you received results from tests</b>	7	6	13	23	41	10
3.90	<b>Arrangements for you being discharged from the hospital</b>	8	8	15	22	44	3

**Q53 Overall, how satisfied or dissatisfied were you with the service provided during that last experience? Were you..... READ OUT. SINGLE CODE ONLY**

	(%)
<b>Very satisfied</b>	50
<b>Fairly satisfied</b>	31
<b>Neither satisfied nor dissatisfied</b>	7
<b>Fairly dissatisfied</b>	6
<b>Very dissatisfied</b>	5
<b>Don't know</b>	1

**Q54 Thinking about your last stay as an inpatient, was it an urgent appointment or not?**

**SINGLE CODE ONLY**

	(%)
<b>Urgent</b>	62
<b>Non-urgent</b>	27
<b>Maternity/to give birth</b>	8
<b>Don't know/can't remember</b>	2

#### **ASPIRATIONS FOR IMPROVEMENT**

**So far, I have asked you about your last experience as an inpatient. I would now like to ask you a few questions about how you feel the experience you have just described could be improved in the future.**

**Q55 You said earlier that you waited <test sub> for your last appointment as an inpatient. If you had to make an appointment for the same reasons again, what do you think is an acceptable waiting time to get an appointment? SINGLE CODE ONLY**

	(%)
<b>Under 3 months</b>	86
<b>3 months less than 6 months</b>	4
<b>6 months less than 9 months</b>	1
<b>9 months less than a year</b>	*
<b>A year or more</b>	*
<b>Don't know/can't remember</b>	8

Q56 **Thinking about your last experience as an inpatient, please rate on a scale of 1-5 how important you feel it is to improve each of the following aspects of the service you received. Please rate where 1 where you feel it is not at all important to improve and 5 where you feel it is essential to improve. READ OUT. SINGLE CODE PER ROW. IF NOT APPLICABLE/CAN'T REMEMBER/NO OPINION CODE 6**

(Mean)		(%) <b>1</b>	(%) <b>2</b>	(%) <b>3</b>	(%) <b>4</b>	(%) <b>5</b>	(%) <b>D/K</b>
2.40	<b>Facilities for disabled people</b>	38	12	12	9	14	14
2.71	<b>Availability of convenient public transport services for visitors</b>	32	12	16	12	19	9
2.40	<b>Convenience of visiting times</b>	39	15	17	11	12	6
3.04	<b>Choice of what you can eat</b>	24	9	18	16	22	10
2.90	<b>Choice of when you can eat</b>	25	11	21	15	18	10
3.10	<b>The quality of the food</b>	23	9	19	13	25	11
2.40	<b>The level of noise in the ward</b>	37	16	21	13	9	4
2.29	<b>General standard of cleanliness</b>	45	16	15	9	14	1
2.17	<b>Availability of toilets</b>	49	13	12	10	11	4

Q57 **And please rate on a scale of 1-5 how important you feel it is to improve the following aspects of how staff at the hospital acted towards you. Please use a 1 where you think it is not at all important to make improvements, up to a 5 where you think it is essential to make improvements. READ OUT. SINGLE CODE ONLY PER ROW. IF NOT APPLICABLE/CAN'T REMEMBER/NO OPINION CODE 6**

(Mean)		(%) <b>1</b>	(%) <b>2</b>	(%) <b>3</b>	(%) <b>4</b>	(%) <b>5</b>	(%) <b>D/K</b>
2.18	<b>Doctors/nurses having enough knowledge of your situation to deal with you effectively</b>	49	17	12	8	13	1
2.15	<b>Having your privacy respected</b>	54	12	10	10	13	1
2.09	<b>Being treated with dignity</b>	56	12	10	8	12	1
2.23	<b>Being listened to by the doctors/nurses</b>	48	15	11	12	12	2
2.40	<b>Being encouraged to ask questions</b>	41	15	17	13	12	2
2.37	<b>Having enough time with the doctor/nurse</b>	44	12	18	13	12	2
2.34	<b>Being given information about your treatment</b>	45	14	13	12	14	2
2.29	<b>The usefulness of the information you were given</b>	45	15	14	12	11	2
2.37	<b>The speed with which you received results from tests</b>	40	15	12	13	12	8
2.34	<b>Arrangements for you being discharged from the hospital</b>	45	13	12	14	13	4

**CONSULTATION**

ASK ALL

I'd like to ask you a few short general questions about the way local services are run

Q58 How much influence do you feel members of the public can have at the moment over the way that each of the following public services are run/ set their priorities? Do you feel members of the public have a great deal of influence, a little influence, very little or no influence at all? READ OUT SINGLE CODE PER ROW

	Great deal of influence (%)	A little influence (%)	Very little influence (%)	No influence at all (%)	Don't know (%)
The local council	11	34	33	18	4
The local water authority	4	21	35	29	11
The health service	10	30	37	20	3

Q59 And thinking about the same list, how much influence do you think members of the public should have over the way that services are run and priorities are set? Should they have a great deal of influence, a little influence, very little or no influence at all? SINGLE CODE PER ROW

	Great deal of influence (%)	A little influence (%)	Very little influence (%)	No influence at all (%)	Don't know (%)
The local council	67	26	3	2	2
The local water authority	45	39	6	5	6
The health service	64	29	3	2	2

**FEEDBACK**

ASK ALL WHO HAVE USED ANY NHS SERVICES IN LAST 12 MONTHS

Base 3052

Q60 Thinking of your experiences of the NHS in the last 12 months, which of the following most applies to you? READ OUT. SINGLE CODE ONLY

I am generally satisfied with the service and have had nothing to complain about	(%) 77	GO TO Q70
I have wanted to raise an issue or complaint but have not done so	18	ASK Q61
I have raised an issue or complaint	5	GO TO Q62

ASK IF WANTED TO RAISE ISSUE OR MAKE A COMPLAINT BUT DIDN'T DO SO (CODE 2 AT Q60)

Base 419

Q61 **Why did you decide not to raise the issue?**

DO NOT READ OUT. MULTICODE OK

	(%)	
<b>Didn't think it would make any difference/what's the point</b>	38	
<b>Didn't want to make a fuss</b>	20	
<b>Didn't get round to it</b>	14	
<b>Did not know who to complain to</b>	9	NOW
<b>Problem was too minor to complain about</b>	5	GO
<b>Didn't know procedures for complaining</b>	4	TO
<b>Not complained yet but still plan to</b>	4	Q70
<b>Felt I may be treated unfairly in the future</b>	3	
<b>I was formally advised not to</b>	1	
<b>Other reason (WRITE BELOW AND CODE '0')</b>	9	
Don't know	3	

ASK IF HAVE RAISED AN ISSUE OR MADE A COMPLAINT (CODE 3 AT Q60)

Base 124

Q62 **Did you make a formal complaint or did you raise an issue informally (e.g by talking to a member of staff) SINGLE CODE ONLY**

	(%)	
<b>Made a formal complaint</b>	49	GO TO Q66
<b>Raised an issue informally</b>	48	ASK Q63
<b>Both</b>	2	GO TO Q66

ASK IF RAISED AN ISSUE INFORMALLY BUT NOT MADE FORMAL COMPLAINT (CODE 2 AT Q62)

Base 64

Q63 **How satisfied or dissatisfied were you with the way the issue was dealt with?**

**Were you.....**

READ OUT. SINGLE CODE ONLY

	(%)
<b>Very satisfied</b>	12
<b>Fairly satisfied</b>	23
<b>Neither satisfied nor dissatisfied</b>	10
<b>Fairly dissatisfied</b>	20
<b>Very dissatisfied</b>	29
Don't know	1

Q64 **And overall, how satisfied or dissatisfied were you with the final outcome?**  
**Were you..... READ OUT. SINGLE CODE ONLY**

	(%)	
<b>Very satisfied</b>	11	
<b>Fairly satisfied</b>	22	GO TO Q66
<b>Neither satisfied nor dissatisfied</b>	5	
<b>Fairly dissatisfied</b>	17	ASK
<b>Very dissatisfied</b>	28	Q65
<b>Don't know</b>	12	GO TO Q66

ASK IF NOT SATISFIED WITH OUTCOME

Base 28

Q65 **Why were you dissatisfied? DO NOT READ OUT. MULTICODE OK**

	(%)	
<b>Not enough importance placed on problem</b>	25	
<b>Didn't do what I wanted/get what I was looking for</b>	20	
<b>Rude/didn't like the way I was treated</b>	24	
<b>Nothing was done</b>	22	NOW
<b>Unhelpful/wrong advice</b>	17	GO
<b>Still ongoing</b>	12	TO
<b>Took too long to resolve</b>	8	Q70
<b>I didn't understand the decision</b>	4	
<b>Same problem occurred again</b>	4	
<b>Other reason (WRITE BELOW AND CODE '0')</b>	14	
<b>Don't know</b>	-	

ASK ALL WHO MADE A FORMAL COMPLAINT (CODE 1 OR 3 AT Q62)

Base 63

Q66 **Still thinking of the last formal complaint you made, how satisfied or dissatisfied were you with the way in which your complaint was investigated? Were you... READ OUT. SINGLE CODE ONLY**

	(%)
<b>Very satisfied</b>	11
<b>Fairly satisfied</b>	12
<b>Neither satisfied nor dissatisfied</b>	4
<b>Fairly dissatisfied</b>	13
<b>Very dissatisfied</b>	53
<b>No opinion/Don't know</b>	6

Q67 **Overall, do you feel that your complaint was handled fairly or unfairly?**  
**SINGLE CODE ONLY**

	(%)
<b>Fairly</b>	34
<b>Unfairly</b>	53
<b>Don't know/can't remember</b>	13

**Q68 How satisfied or dissatisfied were you with the final outcome of your complaint? Were you... READ OUT. SINGLE CODE ONLY**

	(%)	
<b>Very satisfied</b>	9	
<b>Fairly satisfied</b>	11	GO TO
<b>Neither satisfied nor dissatisfied</b>	5	Q70
<b>Fairly dissatisfied</b>	10	ASK Q69
<b>Very dissatisfied</b>	50	
<b>No opinion/Don't know</b>	15	GO TO Q70

**ASK IF DISSATISFIED WITH THE FINAL OUTCOME OF THE COMPLAINT**

Base 38

**Q69 Why were you dissatisfied?**

DO NOT READ OUT. MULTICODE OK

	(%)
<b>Nothing was done</b>	48
<b>Didn't do what I wanted/get what I was looking for</b>	17
<b>Not enough importance placed on problem</b>	16
<b>Took too long to resolve</b>	14
<b>Still ongoing</b>	13
<b>Rude/didn't like the way I was treated</b>	7
<b>Complaint was not considered by an independent body</b>	8
<b>Unhelpful/wrong advice</b>	5
<b>I didn't understand the decision</b>	2
<b>Same problem occurred again</b>	3
<b>Other reason (WRITE BELOW AND CODE 'X')</b>	7
<b>Don't know</b>	5

## DEMOGRAPHICS

ASK ALL

**Q70 INTERVIEWER CODE**

	(%)
<b>Male</b>	47
<b>Female</b>	53

**Q71 Can you tell me into which of the following age bands you belong**

	(%)
<b>16-24</b>	13
<b>25-34</b>	17
<b>35-44</b>	20
<b>45-54</b>	16
<b>55-64</b>	16
<b>65-74</b>	13
<b>75+</b>	5

Q72	Class SINGLE CODE ONLY	(%)
	<b>AB</b>	18
	<b>C1</b>	29
	<b>C2</b>	21
	<b>DE</b>	30

---

Q73 Can you tell me the highest educational or professional qualification you have, if any?  
SINGLE CODE ONLY

	(%)
<b>Degree/equivalent or above</b>	18
<b>HND/Diploma</b>	8
<b>HNC</b>	5
<b>Higher(s)</b>	12
<b>Standard grade(s)</b>	11
<b>Apprenticeship</b>	3
<b>SVQ 1/2/3</b>	3
<b>School leaving certificate</b>	8
<b>No formal qualifications</b>	24
<b>Other</b>	3
<b>Don't know/can't remember</b>	2

---

Q74 Work status of respondent READ OUT. SINGLE CODE ONLY

	(%)
<b>Full-time (30 hrs/week)</b>	42
<b>Part-time (8-29hrs/week)</b>	14
<b>Retired</b>	25
<b>Unemployed and seeking work</b>	3
<b>Unemployed and not seeking work</b>	2
<b>Not working (inc. housewife)</b>	5
<b>In full-time education</b>	4
<b>Invalid/permanently disabled</b>	3
<b>Other (WRITE IN AND CODE '9')</b>	2

---

Q75 Do you have any difficulties in carrying out day-to-day tasks because of a physical or mental disability or because of problems with your eyesight or hearing? SINGLE CODE ONLY

	(%)
<b>Yes</b>	16
<b>No</b>	84
<b>Don't know</b>	*

---

Q76 Are you or any other members of your household employed by the NHS. SINGLE CODE ONLY

	(%)
<b>Yes, I am</b>	6
<b>Yes, another member of the household is</b>	4
<b>No</b>	90

**Q77 Tenure READ OUT. SINGLE CODE ONLY**

	(%)
<b>Owned outright</b>	26
<b>Buying on mortgage</b>	39
<b>Rented from Council/Scottish Homes</b>	24
<b>Rented from housing association</b>	4
<b>Rented from Private Landlord</b>	5
<b>Provided by employer</b>	1
<b>Other (WRITE IN AND CODE 6)</b>	1

---

**Q78 Can you tell me how many people live in your household, including children?**

	(%)
<b>1</b>	23
<b>2</b>	35
<b>3</b>	19
<b>4</b>	16
<b>5</b>	5
<b>6+</b>	2

**Q79 And how many of those people are children under 16?**

	(%)
<b>0</b>	71
<b>1</b>	15
<b>2</b>	11
<b>3</b>	3
<b>4+</b>	2

**Q80 And how many of those are adults over 60? READ OUT. SINGLE CODE ONLY**

	(%)
<b>None</b>	19
<b>One</b>	16
<b>Two</b>	2
<b>Three +</b>	63

**Q81 And would you be willing to take part in future research projects concerning the NHS? SINGLE CODE ONLY**

	(%)
<b>Yes</b>	75
<b>No</b>	25

---