

# Health & Care Experience Survey



Healthier  
Scotland  
Scottish  
Government

This survey is run every two years by the Scottish Government and Public Health Scotland, to learn more about people's experiences of healthcare, help and support, and caring responsibilities.

In the last run of the survey (2021/22), we found that:

**67%** of people rated the care received from their General Practice as excellent or good

**18%** of people cared for others in need of help, and **30%** of them felt supported to continue caring

**75%** of people found it fairly easy or very easy to contact their General Practice in the way they wanted



**67%** of people rated the care received from Out of Hours services as excellent or good

**70%** of people receiving care and support were treated with compassion and understanding

**62%** of people rated the help, care and support services received as excellent or good

Please take part in the survey.  
The results help us to improve our services.

If you have any difficulties accessing the survey, please **call the free helpline number on 0800 783 1775**.

Read more on previous results and trends over time online at:  
[www.gov.scot/hace](http://www.gov.scot/hace)



0800 783 1775

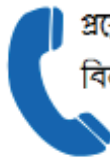


ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਸਰਵੇਖਣ ਲਈ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਮਦਦ ਦੀ ਲੋੜ ਪੈਂਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਮੁਫਤ ਹੈਲਪਲਾਈਨ 'ਤੇ ਕਾਲ ਕਰੋ



If you need help with this survey in your own language, please call this free helpline

যদি আপনার এই জরিপ নিয়ে আপনার নিজের ভাষায় সহায়তার প্রয়োজন হয়, তবে অনুগ্রহ করে এই বিনামূল্যে হেল্পলাইন এ কল করুন



Jeżeli potrzebujesz pomocy z wypełnieniem tej ankiety w Twoim języku ojczystym, zadzwoń pod ten bezpłatny numer



如果您需要以自己的語言來完成本調查，請撥打此免費熱線電話



यदि आपको इस सर्वेक्षण में अपनी भाषा में सहायता की आवश्यकता है तो, कृपया इस मुफ्त हेल्पलाइन पर कॉल करें

إذا أردت المساعدة بشأن هذا الاستبيان، يرجى الاتصال بخط المساعدة المجاني



اگر آپ کو اس سروے کے سلسلے میں اپنی زبان میں مدد کی ضرورت ہے تو، براہ کرم اس مفت ہیلپ لائن پر کال کریں



Ma tha feum agad air taic leis an sgrùdaidh seo nad chànan fhèin, feuch an cuir thu fios chun loidhne-taic an-asgaidh seo