

# 2011/12 Patient Experience Survey of GP and Local NHS Services

## Results for Kingspark Surgery - Glasgow



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Glasgow  
G44 4JE**

**Scottish Government May 2012**

**An official statistics publication for Scotland**



Scotland's Patient Experience Programme



# 2011/12 Patient Experience Survey

## Kingspark Surgery - Glasgow

This report gives a summary of the results of the 2011/12 Patient Experience Survey for Kingspark Surgery - Glasgow.

The survey was sent to 641 people registered with the surgery.

The survey asked questions about people's experiences during 2011/12 of making an appointment; visiting the GP surgery; seeing staff; being prescribed medicines; out of hours healthcare; and outcomes from NHS treatment. Results for questions about out of hours services and outcomes from NHS treatments are not shown in this report, but are shown in NHS Board and Community Health Partnership reports. A copy of the survey is available at:

[http://surveyresults.bettertogetherscotland.com/gp/GP\\_Survey\\_2011.pdf](http://surveyresults.bettertogetherscotland.com/gp/GP_Survey_2011.pdf)

193 patients of Kingspark Surgery - Glasgow sent in feedback on their experiences at the surgery. Of the patients that answered questions about themselves:

- 42% were male and 58% were female;
- 17% were aged 17-34, 18% were aged 35-49, 36% were aged 50-64 and 29% were 65 and over;
- 68% did not have any limiting illness or disability.

The survey was commissioned by the Scottish Government for Scotland's Patient Experience Programme "Better Together" which aims to use the public's experiences of NHSScotland to improve health services. The survey was managed by the Scottish Government in partnership with Information Services Division (ISD) of NHS National Services Scotland. The survey was carried out by Picker Institute Europe. Picker Institute Europe is a charity which provides support for patient experience surveys.

The results of the survey will be used by the GP surgery, Health Board, and the Scottish Government to improve the quality of healthcare in Scotland by focussing us on the areas that people tell us are important to them and where they consider we could do better.

For more information on Better Together, Scotland's Patient Experience Programme please go to [www.bettertogetherscotland.com](http://www.bettertogetherscotland.com)

For information on what the above organisations are doing to make improvements please contact:

Better Together  
GR, St Andrew's House  
Regent Road  
Edinburgh  
EH1 3DG  
[patientexperience@scotland.gsi.gov.uk](mailto:patientexperience@scotland.gsi.gov.uk)

National results for this survey and further details on the methods used to generate this report are available at:

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

## Results for Kingspark Surgery - Glasgow

Results are shown as the percentage of patients who answered each question positively.

The bars illustrate the % positive as green, and the % negative as red. Where answers are neither positive nor negative, the % is shown in yellow.

The answers that have been counted as positive and negative for each question can be found at: [http://surveyresults.bettertogetherscotland.com/gp/Percent\\_Positive\\_Results\\_key\\_2011.pdf](http://surveyresults.bettertogetherscotland.com/gp/Percent_Positive_Results_key_2011.pdf).

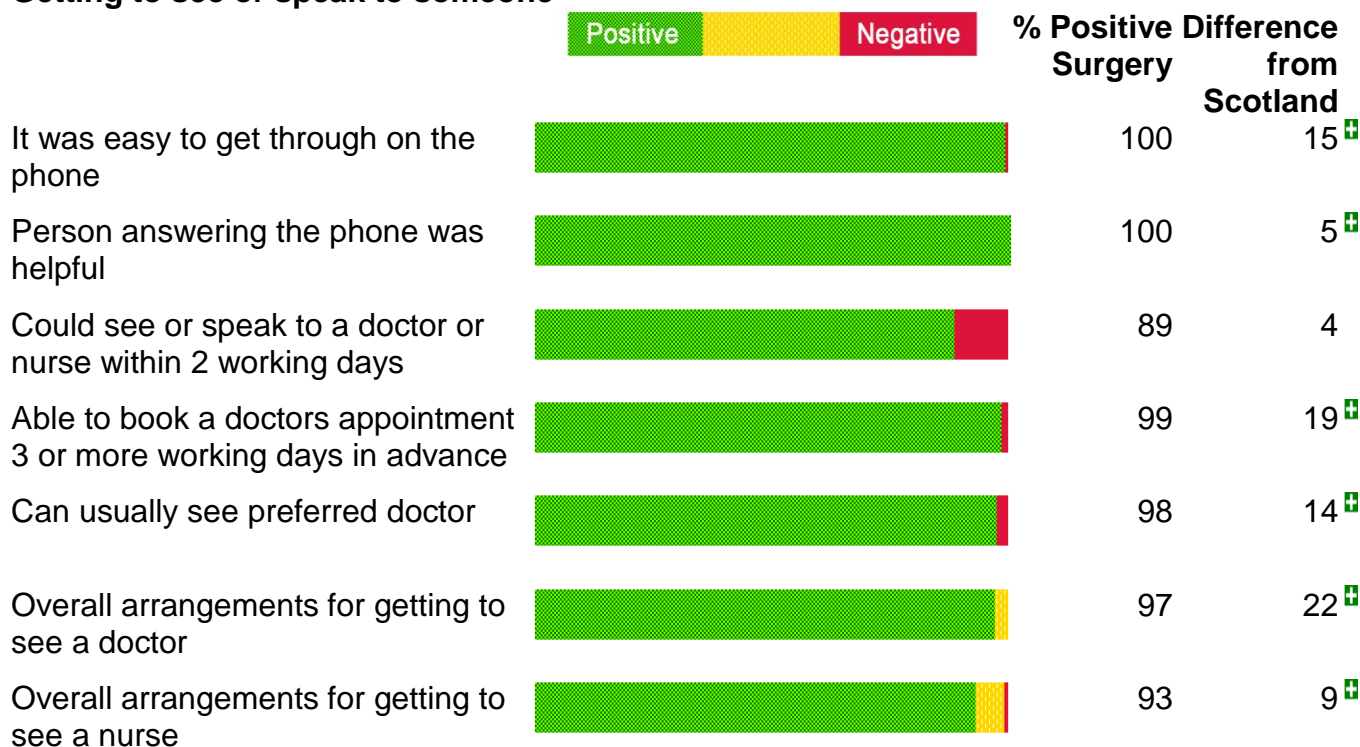
If you are looking at the pdf version online, you can see the actual number of patients who answered positively and negatively by hovering the mouse cursor over the bar chart.

The difference between the practice percent positive result and the Scottish average is shown in the final column. Differences which are statistically significant are shown as follows:

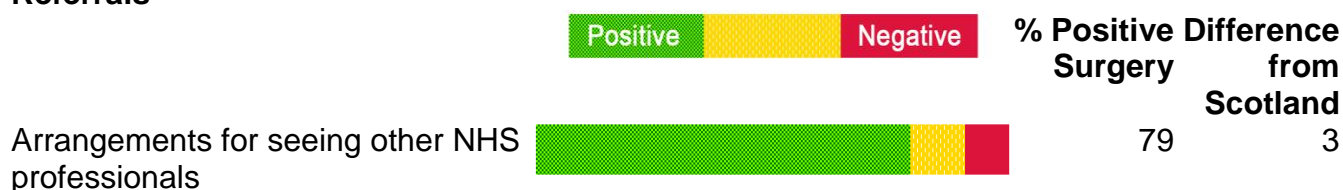
- + Percent positive score significantly higher than Scottish average
- Percent positive score significantly lower than Scottish average

On page 8 we show the results for some additional questions.

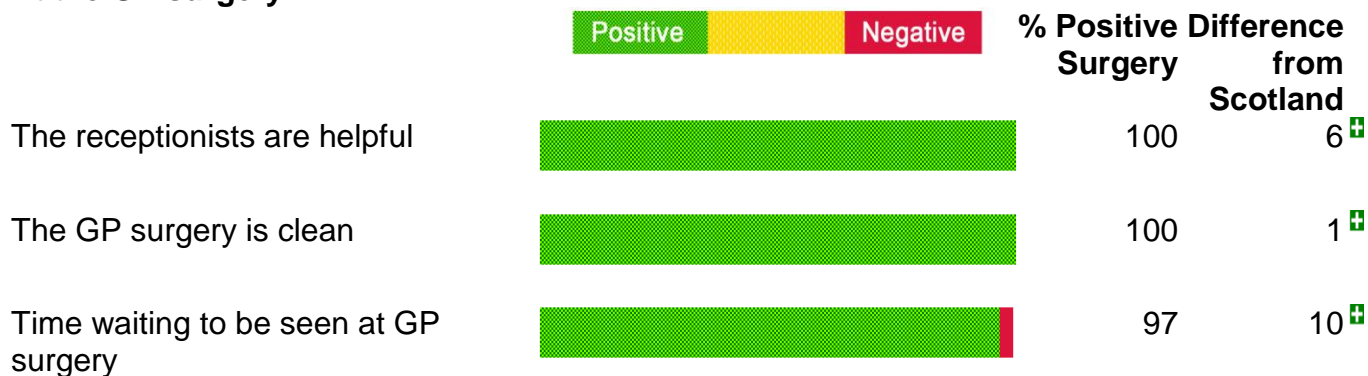
### Getting to see or speak to someone



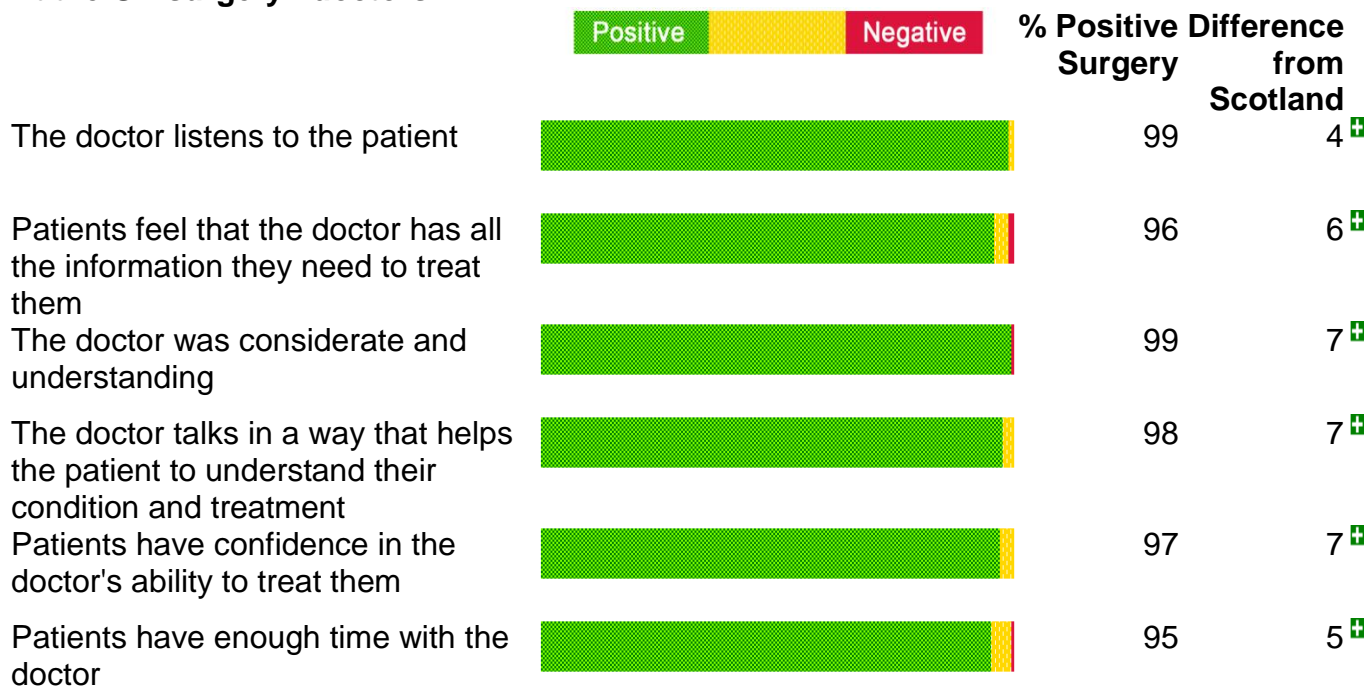
### Referrals



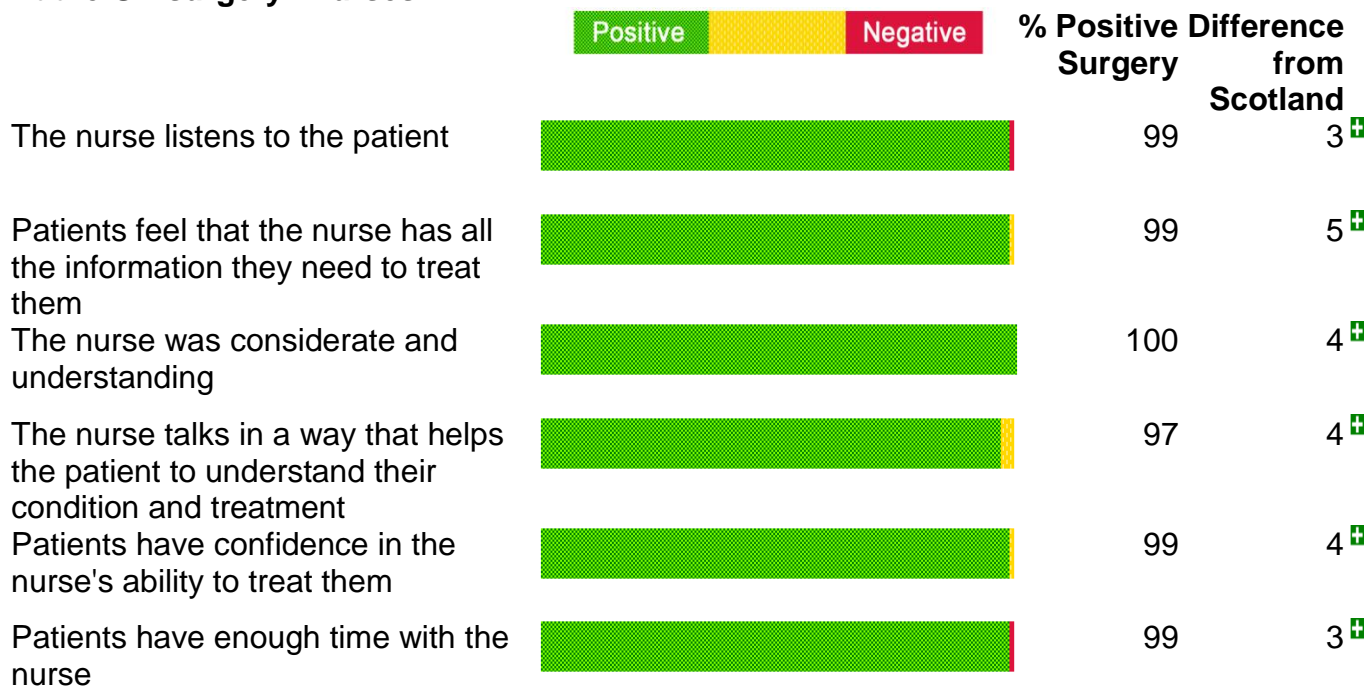
## At the GP surgery



## At the GP surgery - doctors



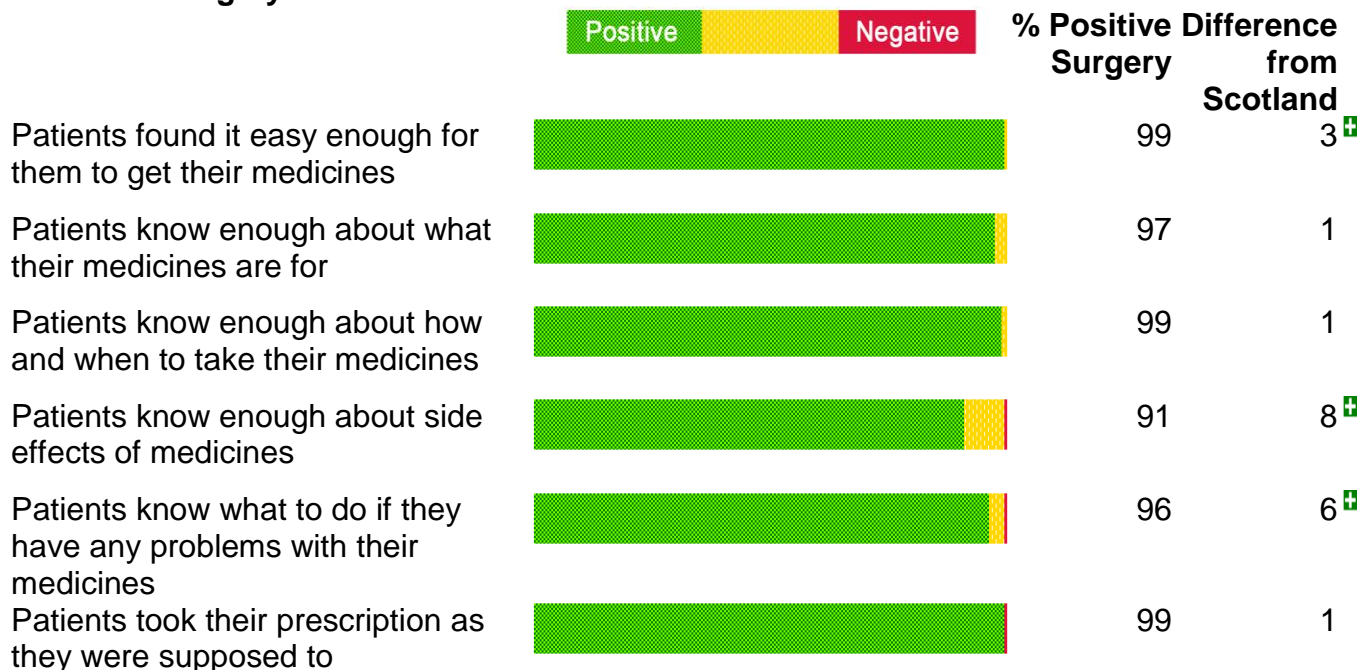
### At the GP surgery - nurses



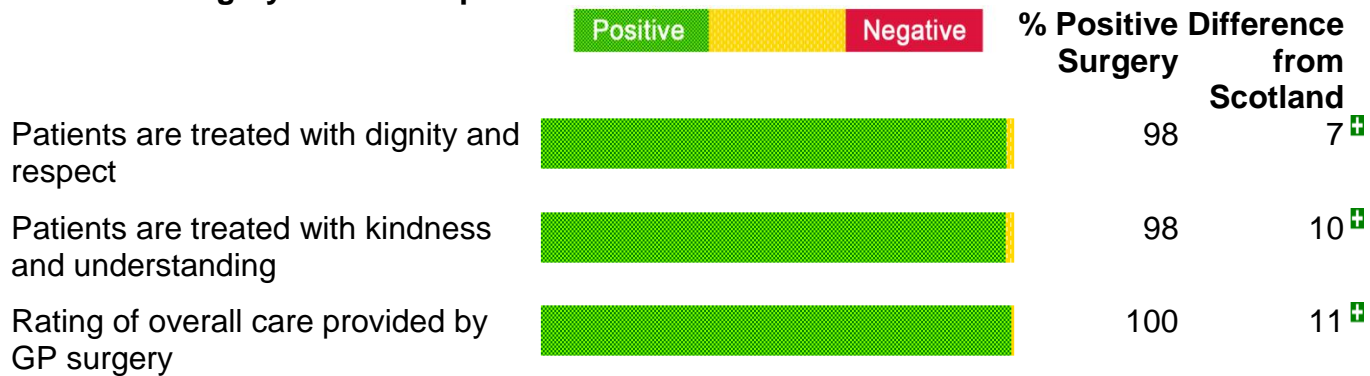
### At the GP surgery - care and treatment



### At the GP surgery - medicines



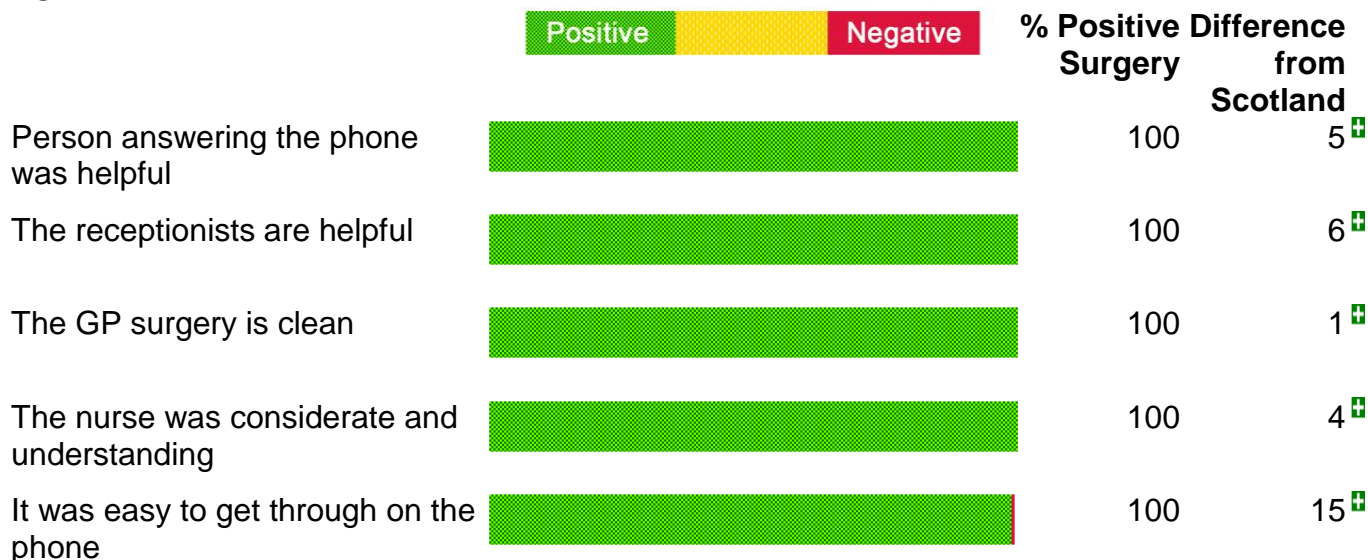
## At the GP surgery - overall experience



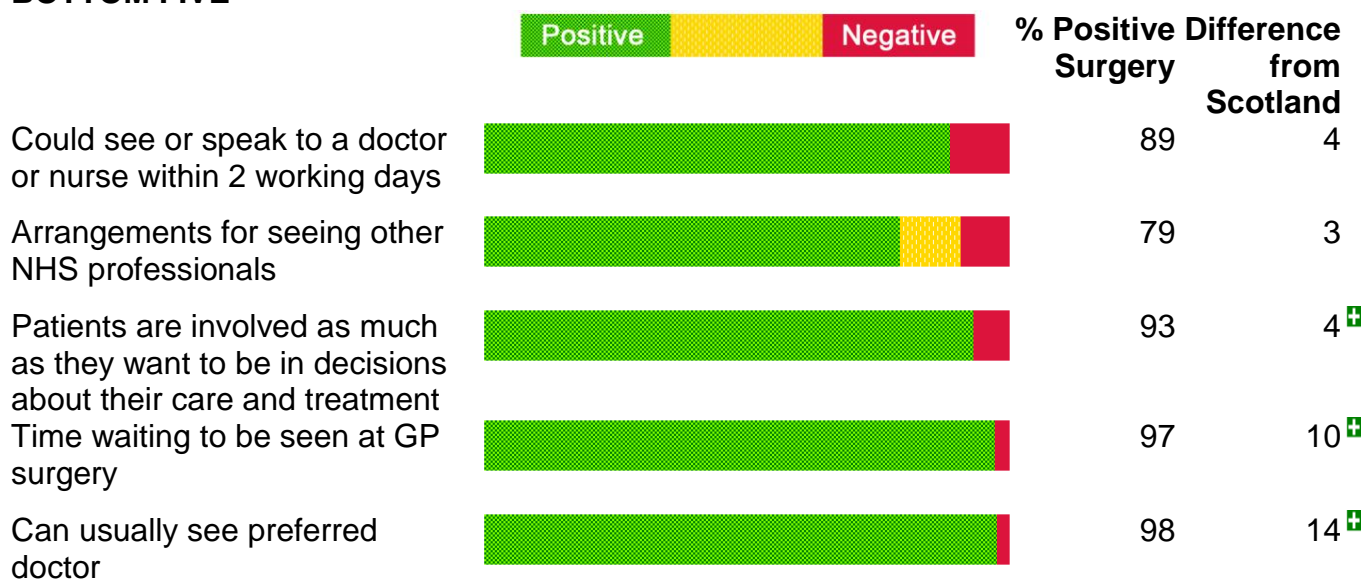
## Top Five and Bottom Five Results for Kingspark Surgery - Glasgow

The top 5 questions are those with the highest % positive for the surgery and are sorted by the length of the green bar. The bottom 5 are those questions with the highest % negative for the surgery and are sorted by the length of the red bar.

### TOP FIVE



### BOTTOM FIVE



## Additional Questions

This section shows results for other questions that patients were asked about their GP surgery. These results have been presented here because the answers did not fit into the “percentage positive” format used elsewhere in the report.

### At the GP surgery

In the reception area, can other patients overhear what you say to the staff?

Patients who have contacted their GP surgery in the last 12 months	This GP	
	n	%
Yes, but I don't mind	88	<b>50.0</b>
Yes, and I am not happy about it	8	<b>4.5</b>
No, other patients can't overhear	63	<b>35.8</b>
Don't know	17	<b>9.7</b>
	176	

### At the GP surgery - care and treatment

The last time you saw a health professional about something that affected your ability to work, did they discuss your ability to work with you?

Patients who have seen a health professional in the last 12 months about something that affected their ability to work	This GP	
	n	%
Yes, we had a useful discussion about my ability to work	17	<b>81.0</b>
Yes, we discussed my ability to work but it was not useful	2	<b>9.5</b>
No, we did not discuss my ability to work, but I would have found it useful	1	<b>4.8</b>
No, we did not discuss my ability to work but I did not want to	1	<b>4.8</b>
	21	

### GP surgery opening hours

What do you think about the opening hours of your GP surgery?

All Patients	This GP	
	n	%
I am happy with the opening hours of my GP surgery	176	<b>94.1</b>
It is too difficult for me to get time away from work during my surgery opening hours	7	<b>3.7</b>
The opening hours are not convenient for me for another reason	0	<b>0.0</b>
I am not sure when the opening hours of my GP surgery are	4	<b>2.1</b>
	187	



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For more information on the Statistician Group, please see the Scottish Government website at [www.scotland.gov.uk/statistics](http://www.scotland.gov.uk/statistics)

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