



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

## Volume 3: Variations in the Experiences of Primary Care Patients

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**SCOTTISH PATIENT EXPERIENCE SURVEY OF GP  
AND LOCAL NHS SERVICES 2011/12 VOLUME 3:  
VARIATIONS IN THE EXPERIENCES OF PRIMARY  
CARE PATIENTS**

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# 1 MAIN FINDINGS

## Introduction

- 1.1 This report explores variations in the self-reported experiences of different people using GP and out-of-hours health services. The main source of information is the Scottish Patient Experience Survey of GP and Local NHS Services 2011/12. This survey asks GP patients about their experiences of accessing and using GP and local NHS services. The survey was posted to a random sample of people registered with a GP practice in Scotland during November 2011 and 145,569 people responded.
- 1.2 The analysis examined the relationship between self-reported experiences of patients and a range of patient, GP practice and regional level characteristics. Patient characteristics included gender; age; ethnicity; religion; sexual orientation; deprivation; urban/rural classification; work status; being a carer; health status; day-to-day activity limiting health problems; translation, interpreting and communication support needs; disability status; and how often people contacted their practice in the last year.
- 1.3 GP practice and regional level characteristics included practice size, the percentage of patients registered at a practice living in deprived areas, as well as differences between practices, Community Health Partnerships (CHPs) and NHS Boards.

## Main survey findings

- 1.4 We published the main survey findings in May 2012 (Scottish Government 2012) and the national report is available at:  
<http://www.scotland.gov.uk/Publications/2012/05/8250/0>
- 1.5 Patients were mainly positive about their experience of consultation with doctors or nurses. At least 90 per cent of patients responded positively to all of the questions about doctors and nurses.
- 1.6 Overall 89 per cent of patients felt that the care provided by the GP surgery was excellent or good.
- 1.7 Patients were less positive about their experiences of accessing GP practice services. We found that 75 per cent of patients rated the overall arrangements to see a doctor as excellent or good, while 84 per cent of patients rated the overall arrangements to see a nurse as excellent or good.
- 1.8 We found there was considerable variation in the results for individual GP practices, particularly when it came to accessing services.
- 1.9 People were less positive about the care they received from out-of-hours services than from their own GP practice. We found that 72 per cent of patients rated the overall care they received out of hours as excellent or good.

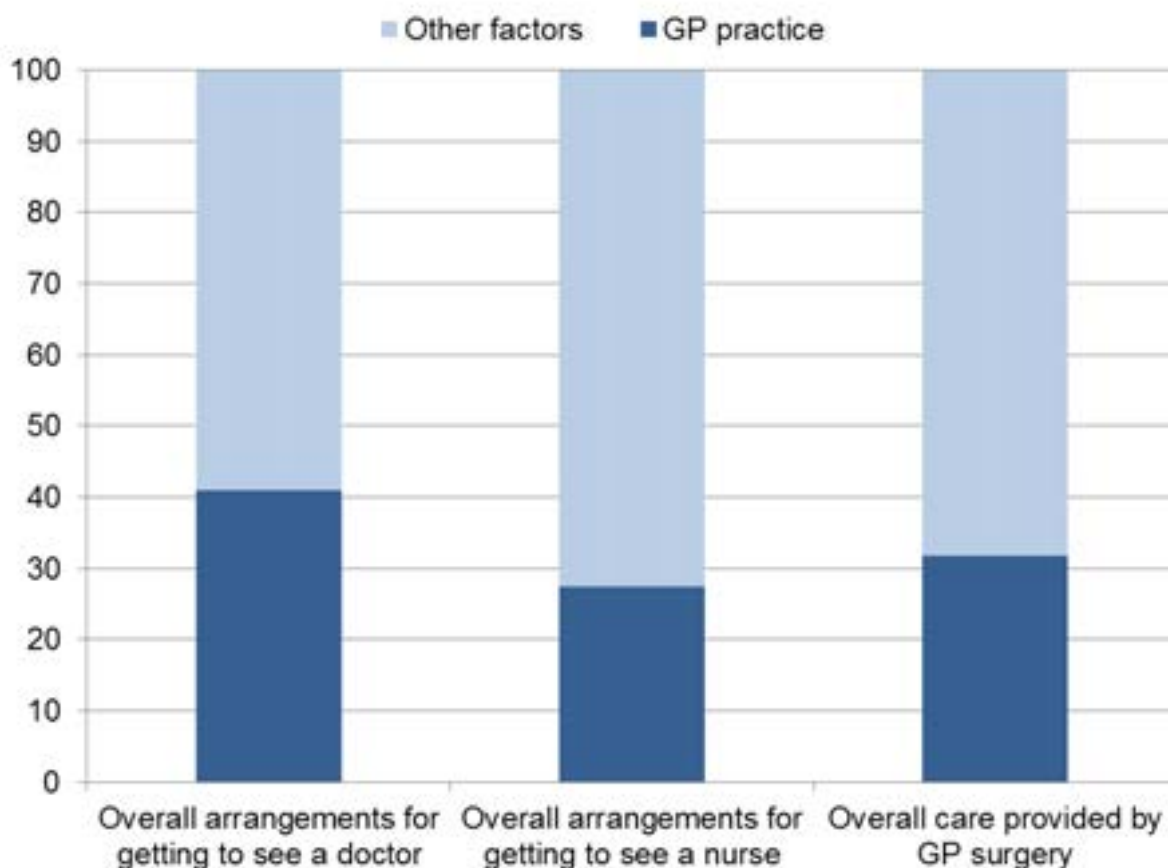
## New analysis

- 1.10 Our additional analysis aims to identify the causes of variation in the experiences of patients, whether they be patient, GP practice or regional level characteristics.
- 1.11 We used a statistical modelling technique for the analysis to allow us to take into account all the available factors that have an effect on the likelihood of a patient reporting a positive experience. The advantage of this approach is that it doesn't look at one factor in isolation, which may potentially provide misleading results, but takes into account all factors which may have an effect. The analysis we used attempted to assess the effect of each factor on experiences.
- 1.12 Our findings add to the growing body of research examining variations in patients' experiences of healthcare provision. Some of the existing research focuses on patient characteristics only, while other studies take into account both patient and wider factors. Our analysis has explored the influence of both patient and non-patients factors which will be useful to service providers and national improvement partners in a variety of ways. As well as assisting service providers in considering the needs of different groups of people in a more informed way, the findings also help to highlight the important role service providers can play in improving the experiences of their patients.
- 1.13 We found that the factors that had the strongest effects on people's experiences were:
- The GP practice that they were registered with – there was considerable variation between practices, especially when it came to accessing services. There was also considerable variation between practices in people's experiences of doctors and nurses, and in the overall care provided. From Chart 1 it can be seen that 41 per cent of the variation in people's experience of the overall arrangements for getting to see a doctor is explained by the practice they are registered with.
  - The size of their GP practice – people reported better experiences at smaller practices. The effect of practice size was greatest when it came to accessing services.
  - Age – we found that older patients reported better experiences. The effects of age were greatest for people's experiences of doctors and nurses, and the overall care provided.
  - Health status – people with better health status reported better experience. Health status had a similar effect across all areas covered by the survey.
- 1.14 For out-of-hours services we found that the services which people used had a strong effect on their experience: people had less positive experiences of out-of-hours services provided over the phone. This could be because people may find phone consultations with unfamiliar health care professionals more

difficult than face-to-face consultations which often involve familiar primary care staff.

- 1.15 We also found some differences in people's experiences due to gender, socio-economic status, ethnicity, whether in work or education, being a carer, having a disability. However these differences were less marked. We discuss these effects in the detailed findings section of this report.

**Chart 1 Percentage of variation in experience explained by the GP practice for selected questions**



## Discussion

- 1.16 The original findings from the analysis of the national survey found that people were generally positive about local health services, although they were less positive about accessing GP services and out-of-hours services. It also found that there was considerable variation in the experiences of patients from different practices. This analysis aimed to explore the factors which influence variation by looking at patient, GP practice and regional level characteristics.
- 1.17 Our findings are similar to other studies in that they show that the main factors which influence experience relate to the GP practice itself, size of GP practice (larger practices less positive) and some patient factors such as age (younger patients less positive) and health status (those with poorer health less positive). Differences around gender, socio-economic status, ethnicity,



whether in work or education, being a carer, having a disability, were less marked.

- 1.18 The findings suggest that while some variation can be explained by patient characteristics, other GP practice-related factors also play an important role: patient experience especially around access and staff is strongly influenced by the individual GP practice. This suggests that GP practices have an important role in looking at ways to improve the experiences of their patients in these areas. Given that we found considerable variation between practices across Scotland, one way of doing this would be to learn from other practices.
- 1.19 Our finding that the size of the GP practice had a strong effect on patient experience is consistent with previous studies which show that smaller practices are associated with higher satisfaction around access and continuity of care (Kontopantelis *et al* 2010, Campbell *et al* 2001b). We found that patients in smaller practices were much more positive about their experiences around: being able to get through on the phone; making appointments; and seeing their preferred doctor.
- 1.20 Looking at the influence of patient characteristics, it is not clear how these differences can be explained, for example whether they can be accounted for by actual differences in the quality of care provided or different cultural expectations between population groups. We found marked differences between younger and older people especially around doctors and nurses and overall care provided. Older patients are generally known to provide more favourable perceptions of care (e.g. Crow *et al* 2002, Mead and Roland 2009, Campbell *et al* 2001a, Kontopantelis *et al* 2010, Lyratzopoulos *et al* 2012). Given that many of the differences between young and old were particularly marked around GP practice staff and overall care, cultural differences in willingness to report unfavourable assessments might explain some of these differences.
- 1.21 The other major influencing patient characteristic was self-reported health status, with those reporting poorer health being more negative. This finding is consistent with other studies that have explored the influence of health status (see Crow *et al* 2002 systematic review, Lyratzopoulos *et al* 2012). It is difficult to fully explain the differences here. They may be accounted for by the greater complexity of need or greater exposure to health services, increasing chances of having a negative experience. However it does suggest the importance of finding ways to address the needs and expectations of people with poor health.

## **Conclusion**

- 1.22 Looking at the variations in the experiences of different patient groups is important. It allows service planners to understand and take account of the needs of different communities as well as working towards eliminating discrimination, reducing inequality, protecting human rights and building good relations by breaking down barriers that may be preventing people from accessing the care and services that they need (Equality Act 2010).

- 1.23 The person-centred ambition of NHSScotland Quality Strategy (Scottish Government 2010) advocates mutually beneficial partnerships between patients, their families and those delivering healthcare services which respect individual needs and values and which demonstrate compassion, continuity, clear communication and shared decision-making. Such a holistic and individual approach suggests that the individual needs, preferences and values of patients as well as personal group characteristics are important factors to take into account in providing person-centred care. The analysis has shown the importance of understanding the potential effect of group variations. Clearly it is important to avoid making assumptions about patients based on personal group factors, but the findings may assist service providers in considering the needs of different groups of people in a more informed way.
- 1.24 However, while patient characteristics account for variations in experiences, the analysis has shown the importance of understanding the influence of non-patient factors such as the individual GP practice and size of GP practice. It suggests that individual GP practices can play an important role in looking at ways to improve the experiences of their patients especially around access, continuity of care and staff.

## 2 INTRODUCTION AND METHODS

### About this report

- 2.1 This report explores variations in the self-reported experiences of different people using GP and out-of-hours health services. The main source of information is the Scottish Patient Experience Survey of GP and Local NHS Services 2011/12. This survey asks GP patients about their experiences of accessing and using GP and local NHS services. The analysis examined the effects of a range of patient, GP practice and regional level factors on patient experience. Patient factors included gender; age; ethnicity; religion; sexual orientation; deprivation; urban/rural classification; work status; being a carer; health status; day-to-day activity limiting health problems translation, interpreting and communication support needs; disability status; and how often people contacted their practice in the last year.
- 2.2 GP practice and regional level factors included: GP practice size, the percentage of patients registered at a practice living in deprived areas, as well as differences between practices, Community Health Partnerships (CHPs) and NHS Boards.

### Patient Experience Survey of GP and Local NHS Services

- 2.3 The Patient Experience Survey of GP and Local NHS Services is a postal survey which was sent to a random sample of patients who were registered with a GP in Scotland in November 2011. The survey is the successor to the 2009/10 GP Patient Experience Survey and asks patients about their experience of accessing their GP practice, making an appointment, visiting reception, seeing either a doctor and/or nurse at the surgery, receiving medication and the overall care provided by the practice. It also asks about patients' experiences of referrals to other health professionals, out-of-hours health services and outcomes from NHS treatments. As 145,569 people responded to the survey, this allowed robust analysis to explore variations in people's experiences.

### The role of this analysis

- 2.4 Investigating differences between groups of patients is important. The NHSScotland Quality Strategy<sup>1</sup> (Scottish Government 2010) states that: "NHSScotland is committed to understanding the needs of different communities, eliminating discrimination, reducing inequality, protecting human rights and building good relations by breaking down barriers that may be preventing people from accessing the care and services that they need, as well as meeting the legal duties in relation to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. It aims to address inequalities by recognising and valuing diversity, promoting a person-centred approach and involving people in the design and delivery of healthcare".

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<sup>1</sup> <http://www.scotland.gov.uk/Publications/2010/05/10102307/0>

- 2.5 Our findings add to the growing body of research examining variations in patients' experiences of healthcare provision. Some of the existing research focuses on patient characteristics only, while other studies take into account wider factors. Our analysis has explored the influence both patient and non-patient factors which will be useful to service providers and national improvement partners in thinking about ways to improve the experiences of patients.

## Methods

- 2.6 For the analysis we used a statistical modelling technique to allow us to consider all of the available factors that had an effect on people's experiences. The advantage of this approach is that it doesn't look at one factor in isolation, which may potentially provide misleading results, but takes into account all other patient and non-patient characteristics which may have an effect.
- 2.7 We have encountered examples of misleading results caused by not considering other factors. For the Scottish Inpatient Patient Experience Survey (Scottish Government 2011)<sup>2</sup> we undertook an initial analysis of the results for patients reporting that they were gay/lesbian/bisexual without taking into account other factors such as age. We found that this group were more negative on some questions. However after taking into account other factors using multi-level modelling, we found that the finding may be largely explained by this group being younger: younger patients tended to be more negative.
- 2.8 For the analysis of the GP and local NHS services survey, the statistical modelling took into account the effects of patient, GP practice and other regional factors. The following personal factors were considered:
- age
  - gender
  - ethnicity
  - religion
  - sexual orientation
  - deprivation
  - urban/rural classification
  - work status
  - being a carer
  - health status
  - health problem or disability that limits day-to-day activities
  - a variety of disabilities (deafness, blindness, physical disability, learning disability, mental health condition, chronic pain lasting at least 3 months, and another long-term condition)
  - translation, interpreting and communication support needs
  - how often people contacted their practice in the last year

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<sup>2</sup> <http://www.scotland.gov.uk/Publications/2011/08/29131615/0>

- 2.9 We considered the effects of different GP practices (including the effects of practice size and the percentage of patients living in a deprived area), Community Health Partnerships (CHPs) and NHS Boards. For experiences of out-of-hours services we also considered the effects of different services (including NHS 24, out-of-hours services and A&E/casualty).
- 2.10 Annex A provides more information on the methodology.

### **Presentation and interpretation of results**

- 2.11 The results of the analysis are presented in the main body of the report. In the Annex C, a number called the “odds ratio” is used to show whether a particular group of patients is more or less likely to give a positive response when compared with a reference group. If an odds ratio (and its lower confidence limit) are above 1, then the group has reported better experience than the reference group, whilst if the odds ratio (and its upper confidence limit) are below 1, the reported experience of the group is worse. The report only discusses differences that are statistically significant at the 5% level.
- 2.12 An effect is statistically significant if it is so large that an effect of that size (or greater) is unlikely to have occurred purely by chance. Conventionally, significance is tested at the 5% level, which means that an effect is considered significant if it would only have occurred once in 20 different models by chance.
- 2.13 It is important to note that it is difficult to explain any differences as variation in experience is a complex issue. A number of factors may play a role in influencing experience. In particular the differences reported around patient characteristics could reflect real inter-group differences in the quality of services received, or inter-group differences in subjective factors such as expectations, perceptions or the way questions are answered, or some combination of these factors.
- 2.14 It is also important to be aware that because of the complexity of the findings, and because a very large number of tests have been conducted, readers are advised to consider overall patterns and avoid over-interpretation of the individual odds ratios and results.
- 2.15 The rest of this report discusses the effects of each factor individually, firstly personal factors (e.g. age and gender) and then other factors (e.g. GP practice size).

### 3 DETAILED FINDINGS – GENDER

- 3.1 The gender profile of the survey respondents is shown in Table 1. For the analysis, we compared the experiences of males to those of females.

**Table 1 Gender of respondents**

<b>Group</b>	<b>Number of respondents</b>	<b>Percentage of respondents</b>
Male	60,994	42
Female	84,575	58

- 3.2 We found that males were slightly more likely than females to report a positive experience.
- 3.3 Of the 39 questions modelled, gender had an effect on experiences for 30 of them, including all themes (access, referrals, the GP surgery, doctors, nurses, care and treatment, medicines, overall care and out-of-hours) although the effects were weak. For 24 questions males were slightly more likely to report a positive experience and for 6 questions females were slightly more likely to, three of which related to medicines.
- 3.4 There is some evidence from previous research to show that there is variation in the experiences of hospital inpatients by gender e.g. Scottish Inpatient Patient Experience survey (Scottish Government 2011) and in several English patient experience surveys - inpatient, A/E, outpatient, Primary Care Trusts – in general these surveys found that men reported more favourably than women. However the gender differences are less pronounced and consistent in primary care patient surveys. In a systematic review of 66 studies which explored association between reporting satisfaction with healthcare and socio-demographic variables in both primary and secondary care settings (Crow *et al* 2002), conflicting results were observed in studies that explored variation by gender and socio-economic status and no firm conclusions could be drawn. In a recent analysis of the English GP practice survey differences between men and women were observed but were fairly weak (Lyrtzopoulos *et al* 2012).
- 3.5 More generally research has shown that men and women make very different use of primary care, with women making greater use of GP consultation than men, and women more likely to consult if they have an illness (Rogers *et al* 1999 cited in Campbell *et al* 2001a).

## 4 DETAILED FINDINGS – AGE

4.1 The age profile of the survey respondents is shown in Table 2.

**Table 2 Age of respondents**

<b>Group</b>	<b>Number of respondents</b>	<b>Percentage of respondents</b>
17-24	6,538	4
25-34	11,409	8
35-44	17,800	12
45-54	26,482	18
55-64	33,216	23
65-74	29,585	20
75 and over	20,539	14

- 4.2 Age had a strong effect on people’s experience. Older people were generally more positive than younger people. This was the case for every question that we modelled. The effects of age were greatest for people’s experiences of doctors and nurses, and the overall care provided.
- 4.3 This finding is consistent with findings from other studies. In a recent study of the English General Practice survey which looked at ethnic and socio-demographic factors influencing experience, increasing age was strongly associated with more positive experiences, except for patients in the oldest age group (85+) who reported slightly worse experiences than those aged 75-84 (Lyrtzopoulos *et al* 2012).
- 4.4 It is not clear how these differences can be explained, for example whether they can be accounted for by actual differences in the quality of care provided or different cultural expectations between population groups. Differences may be accounted for by lower expectations of quality of care among older people. Given that many of the differences we observed between young and old were particularly marked around GP practice staff and overall care, cultural differences in willingness to report unfavourable assessments might explain some of these differences.
- 4.5 There are several other factors to consider. The survey may not capture the experiences of very frail elderly people sufficiently because although the survey achieved a good response rate among older people, very frail people who may have more limiting illnesses are probably less likely to respond than others. Younger people were less likely to respond to the survey and it may be that those who had less positive experiences were more likely to respond.

## 5 DETAILED FINDINGS – ETHNICITY

- 5.1 Patients were asked to indicate their ethnic group. The answer options were White; Mixed or Multiple; Asian, Asian Scottish or Asian British; African, Caribbean or Black; or Other ethnic group. Patients were asked to select from one of the five categories. For the analysis, each group was compared with White people, the largest group.
- 5.2 The ethnicity of the respondents is shown in Table 3.

**Table 3 Ethnicity of respondents**

<b>Group</b>	<b>Number of respondents</b>	<b>Percentage of respondents</b>
White	137,697	94.6
Asian, Asian Scottish or Asian British	2,271	1.6
Mixed or multiple ethnic groups	779	0.5
Other ethnic group	586	0.4
African, Caribbean or Black	539	0.4
No response or invalid response	3,697	2.5

- 5.3 Of the 39 questions modelled, ethnicity had an effect on experiences for 19 of them. However the effects of ethnicity on experiences were generally quite weak.
- 5.4 Where there were some differences this tended to be in Asian, Asian Scottish or Asian British group and other ethnic groups; these groups tended to report less positive experiences. African, Caribbean or Black groups reported a similar experience to White patients. This finding is in consistent with the recent analysis of the English GP survey (Lyratzopoulos *et al* 2012) which found that Asian and Chinese patients were more negative than White patients while Black/White patient differences were small and inconsistent.
- 5.5 While the differences we found were generally weak, it's difficult to explain any difference and in particular why particular ethnic groups tended to report a more negative experience. A number of possibilities have been suggested in the literature. One possibility is that there are differences in expectation of care with some ethnic minority groups having higher expectations of quality (Mead and Roland 2009). Lyratzopoulos *et al* 2012 suggest that another possibility for some ethnic groups is linguistic proficiency. Most UK Black patients who report similar experiences to White patients are descendants of immigrants from English speaking counties, while this is not necessarily the case for people with Asian background who are more negative. The authors suggest that in some cases linguistic proficiency may not mean that patients are receiving worse care but rather it may affect how survey questions are understood by people. However the authors draw on other research to suggest that linguistic proficiency may mean that some patients actually receive worse care due to access and communication difficulties as well as discrimination unintended or otherwise.



## 6 DETAILED FINDINGS – RELIGION

- 6.1 People were asked which religion, religious denomination or body they belonged to. The way that people answered this question is shown in Table 4.

**Table 4 Religion of respondents**

Group	Number of respondents	Percentage of respondents
Church of Scotland	62,917	43.2
None	38,995	26.8
Roman Catholic	22,694	15.6
Other Christian	11,391	7.8
Muslim	1,370	0.9
Pagan	970	0.7
Another religion (non-Christian)	751	0.5
Buddhist	460	0.3
Sikh	395	0.3
Hindu	278	0.2
Jewish	228	0.2
No response or invalid response	5,120	3.5

- 6.2 For the analysis, groups were compared with the group who identified as Church of Scotland, the largest group. Of the 39 questions modelled, religion had an effect on experience for 32 of them, although this was generally a small effect.
- 6.3 Religion had an effect on all themes present in the survey, that is access, referrals, the GP surgery, doctors, nurses, care and treatment, medicines, overall care and out-of-hours. There were larger effects for some questions including taking your prescription as instructed. However religion only had an effect on two of the six questions about out-of-hours healthcare.
- 6.4 The Church of Scotland group had the most positive experiences compared to the other groups.
- 6.5 Roman Catholic, Hindu, Jewish and Sikh groups had similarly positive experience to the Church of Scotland group. Pagan and Buddhist groups had a slightly less positive experience than the Church of Scotland group.
- 6.6 The remaining groups (Another religion non-Christian; Muslim; Other Christian; and None) had the least positive experience compared to the Church of Scotland group. People with no religion had the least positive experiences, having a less positive experience for 28 questions compared to the Church of Scotland group.
- 6.7 Data from other studies on the relationship between religion and people's experience and perceptions of healthcare is limited. In our analysis of the Scottish Inpatient Patient Experience Survey (Scottish Government 2011) we

found similar results. Those with no religion tended to be less positive, although the effects were generally small and there were some small differences between Christian and other religious groups.

- 6.8 A US review (Benjamins 2006) examined data from the US Health and Retirement Study, a nationally representative sample of older people to assess whether there was a link between religious salience (importance) and patient satisfaction with their health care encounters. They found that higher levels of religious salience were significantly related to being very satisfied with one's health care. However caution should be applied as this study was based on a subsection of the population i.e. older people, and carried out in the US where cultural and religious norms are likely to differ.

## 7 DETAILED FINDINGS – SEXUAL ORIENTATION

- 7.1 People were asked which of heterosexual/straight; gay or lesbian; bisexual; or other best described the way that they thought of themselves. The sexual orientation of respondents is shown in Table 5.

**Table 5 Sexual orientation of respondents**

Group	Number of respondents	Percentage of respondents
Heterosexual/Straight	132,874	91.3
Gay or lesbian	1,545	1.1
Other	1,496	1.0
Bisexual	656	0.5
No response or invalid response	8,998	6.2

- 7.2 For the analysis, groups were compared with the group who identified themselves as heterosexual /straight, the largest group. Of the 39 questions modelled, sexual orientation had a weak effect on experiences for 13 of them.
- 7.3 Gay or lesbian and bisexual groups had similar experiences compared to the heterosexual/straight group. Those patients who selected the ‘other’ category or did not answer this question had slightly less positive experiences.
- 7.4 It is difficult to draw many conclusions about the experiences of patients with different sexual orientations because of the high level of non-response for this question: many more people did not answer the question than the total number that answered that they were gay, lesbian, bisexual or other. Furthermore, the rate of non-response for this question (6%) was greater than that of any other demographic question. Therefore patients who did not answer this question have been included in the analysis as a separate category. From roughly age 60 and over the likelihood of people not answering the question increased with age.
- 7.5 We compared our response to this question with the Office for National Statistics (ONS 2012) Integrated Household Survey (IHS) question on sexual orientation. The IHS survey found that in the UK:
- 93.9 per cent of adults identified themselves as heterosexual/straight
  - 1.1 per cent of adults identified themselves as gay or lesbian
  - 0.4 per cent of adults identified themselves as bisexual
  - 0.3 per cent as ‘other’
  - 4.2 per cent did not answer the question
- 7.6 The UK IHS was conducted with face-to-face and telephone interviews which explains the much lower rate of non-response to the question. The percentage of patients by group in the GP and local NHS services survey was reasonably similar to that from the IHS.
- 7.7 There are no obvious patterns in the answers and there is little that can be inferred from them. It is possible that there will be a greater proportion of

lesbian/gay bisexual patients out of the total not answering the question than answering the question.

## 8 DETAILED FINDINGS – DEPRIVATION

- 8.1 Respondents were assigned to Scottish Index of Multiple Deprivation<sup>3</sup> quintiles using their postcode. The SIMD quintile that respondents lived in is shown in Table 6.

**Table 6 Respondents by Scottish Index of Multiple Deprivation quintile**

Group - SIMD quintiles	Number of respondents	Percentage of respondents
1-most deprived	24,278	17
2	26,451	18
3	34,504	24
4	31,839	22
5-least deprived	28,070	19
Unknown	427	0

- 8.2 There were 18,199 (13%) respondents resident in the most deprived 15% of datazones.
- 8.3 The SIMD quintile that the respondent lived in had a weak effect for 15 of the 39 questions. People living in the most deprived quintiles (1 and 2) had more positive experiences compared to those in the least deprived quintile. As with our analysis, other studies have found that the association with personal socio-economic deprivation and experience is generally small and inconsistent (e.g. Campbell *et al* 2001a, Kontopantelis *et al* 2010 and Lyratzopoulos *et al* 2012).
- 8.4 In Paragraph 16.12 we look at the percentage of the practice list from deprived areas and the effect this had on experiences. The results above should be considered in conjunction with the analysis presented in Paragraph 16.12. Here we found that people reported less positive experiences as the percentage of people on their practice list living in the most deprived 15% of datazones increased. A possible explanation is that people from deprived areas may place more demand on services which makes it more difficult for the practice to meet the needs of their patients.

<sup>3</sup> <http://simd.scotland.gov.uk/publication-2012/>

## 9 DETAILED FINDINGS – URBAN/RURAL CLASSIFICATION

- 9.1 The Scottish Government “6 fold Urban Rural” Classification has been used to identify the types of areas that respondents lived in. Respondents were assigned to a classification using their postcode. The breakdown of respondents is shown in Table 7.

**Table 7 Respondents by urban/rural classification<sup>4</sup>**

<b>Group</b>	<b>Number of respondents</b>	<b>Percentage of respondents</b>
Large urban areas	55,979	38
Other urban areas	34,216	24
Remote rural	20,516	14
Accessible rural	18,279	13
Accessible small towns	10,571	7
Remote small towns	5,191	4
Unknown	817	1

- 9.2 For the analysis, groups were compared with people living in large urban areas, the largest group. Of the 39 questions modelled, the type of area that people live in had a weak effect on experiences for 20 of them.
- 9.3 Patient experience varies from one type of classification to another, with better experiences for those living in remote rural areas and less positive experiences for those who live in accessible small towns. For the other areas (accessible rural, remote small towns and other urban areas) people had similarly positive experiences to those in large urban areas.
- 9.4 Accessing GP services was the main area where those living in remote rural areas had more positive experiences, and those in accessible small towns had less positive experiences.
- 9.5 Interestingly people living in remote areas, accessible small towns and other urban areas found it slightly more difficult to get their medicines.

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<sup>4</sup> <http://www.scotland.gov.uk/Topics/Statistics/About/Methodology/UrbanRuralClassification>

## 10 DETAILED FINDINGS – WORK STATUS

10.1 People were asked which option best described their work status. The work status of respondents is shown in Table 8.

**Table 8 Respondents by work status**

<b>Group</b>	<b>Number of respondents</b>	<b>Percentage of respondents</b>
Retired	56,265	39
Work full time	46,996	32
Work part time	17,761	12
Do not work due to illness or disability	8,517	6
Unemployed/looking for work	3,881	3
In full-time education or training	3,511	2
Other	5,296	4
No response or invalid response	3,342	2

10.2 For the analysis, groups were compared with people who were retired, the largest group. Work status had an effect on experience for all 39 questions modelled. For the most part this was generally a weak effect, however, there was a stronger effect for some questions including those related to accessing services.

10.3 We found that:

- Retired people had the most positive experiences. This finding is over and above the positive impact that increasing age has on experiences.
- Those working full time, part time or in full-time education or training had less positive experiences; they were less likely to answer positively to almost all of the questions.
- People who were unemployed or looking for work also had a less positive experience, with 24 questions out of 39 showing a less positive experience.
- Those who “do not work due to illness or disability” had similarly positive experiences to those who were retired.
- People who answered ‘other’ had much less positive experiences than the retired group; they were less likely to answer positively for 34 questions. Detailed information as to who included themselves in this group was not available from the survey; however this group may include people between jobs, people on maternity leave, people willing to remain out of work or people doing voluntary/unpaid work.

10.4 There may be various reasons which can explain these differences. For instance, difficulty in getting time off work to attend an appointment may have an impact on people’s experience.

## 11 DETAILED FINDINGS – CARERS

- 11.1 Respondents were asked the number of hours they spent giving regular help or support to family members, friends, relatives or others because of long-term physical / mental ill-health /disability or problems related to old age. Caring as part of paid employment was excluded. Overall 16 per cent of respondents cared for someone (Table 9).

**Table 9 Respondents by the number of hours spent caring**

<b>Group</b>	<b>Number of respondents</b>	<b>Percentage of respondents</b>
Not a carer	116,090	80
Cares for up to 19 hours a week	12,558	9
Cares for 20-34 hours a week	2,389	2
Cares for 35 or more hours a week	8,197	6
No response or invalid response	6,335	4

- 11.2 For the analysis, groups were compared with the largest group which was people who were not carers. Of the 39 questions modelled, caring for someone else had a weak effect on experiences for 34 of them.
- 11.3 People who cared for family members, friends, relatives or others reported slightly less positive experiences, although the differences were small. These questions covered all themes (access, referrals, the GP surgery, doctors, nurses, care and treatment, medicines, overall care and out-of-hours).
- 11.4 Those caring for up to 19 hours a week had the least positive experiences; with less positive experiences for 33 of the questions.
- 11.5 Those caring for people may have poorer experiences because it is difficult for them to access GP services due to their caring responsibilities. The reason that those who care for up to 19 hours a week have the least positive experiences may be explained by the fact that more people in this group also work full or part time which may make it even more difficult for them to access services.

## 12 DETAILED FINDINGS – HEALTH STATUS

- 12.1 People were asked to rate their health in general. The health status of respondents is shown in Table 10.

**Table 10 Health status of respondents**

<b>Group</b>	<b>Number of respondents</b>	<b>Percentage of respondents</b>
Good	83,556	57
Fair	50,619	35
Bad	8,175	6
No response or invalid response	3,219	2

- 12.2 For the analysis, groups were compared with the largest group, which were people who answered that their health was good. Health status had an effect on experience in all of the 39 questions modelled. The effect that health status had on experience was generally quite strong.
- 12.3 Both the 'Fair' and 'Bad health' status groups had less positive experiences for each of the 39 questions, with those reporting bad health status having poorer experiences than those reporting a fair one.
- 12.4 It is difficult to fully explain the differences in experiences here. They may be accounted for by the greater complexity of need or greater exposure to health services, increasing chances of having a negative experience.
- 12.5 The finding that health status is a major determinant of experience corresponds with studies elsewhere. The analysis of the English GP Practice survey found that self-reported health status had a strong association with patient experience scores (Lyratzopoulos *et al* 2012). We also found the same in our analysis of the Scottish Inpatient Patient Experience Survey (Scottish Government 2011).



## 13 DETAILED FINDINGS – DAY-TO-DAY ACTIVITIES LIMITED

- 13.1 People were asked if their day-to-day activities were limited because of a health problem or disability which has lasted, or was expected to last, at least 12 months. The number of respondents who had a health problem or disability that limited their day-to-day activities is shown in Table 11.

**Table 11 Respondents who had a health problem or disability that limited their day-to-day activities**

<b>Group</b>	<b>Number of respondents</b>	<b>Percentage of respondents</b>
No	88,740	61
Yes, limited a little	31,000	21
Yes, limited a lot	21,409	15
No response or invalid response	4,420	3

- 13.2 For the analysis, groups were compared with people who did not have a health problem or disability that limited their day-to-day activities, the largest group. The health problem or disability that limited day-to-day activities had a generally weak effect on experience in 36 questions out of the 39 questions that we modelled.
- 13.3 Those whose activities were limited generally had slightly less positive experiences in almost all areas compared to those who did not. Those whose activities were limited a lot had less positive experiences than those whose activities were limited a little. People whose activities were limited a lot were particularly less likely to respond positively to questions about medicines and involvement in treatment.
- 13.4 One possible reason for less positive experiences from those whose activities are limited is that they are likely to have additional care needs that may be more difficult to meet.

## 14 DETAILED FINDINGS – TRANSLATION, INTERPRETING AND COMMUNICATION SUPPORT

- 14.1 People were asked if they needed an interpreter or other help to communicate. The number of respondents who needed an interpreter or other help to communicate is shown in Table 12.

**Table 12 Respondents who needed an interpreter or other help to communicate**

<b>Group</b>	<b>Number of respondents</b>	<b>Percentage of respondents</b>
No	139,105	96
Yes	3,626	2
No response or invalid response	2,838	2

- 14.2 For the analysis we compared the patients who required an interpreter or other help to communicate, with people who did not need help. Of the 39 questions modelled, this factor had a weak effect on experiences in 7 of the questions.
- 14.3 We found that people who needed an interpreter or other help had less positive experiences for 7 questions which were related to communication and medicines. For two of the questions about knowing enough about medicines, people who needed an interpreter were particularly less likely to respond positively.
- 14.4 Good communication has been found to be an important contributory factor in the promotion of positive patient experience. It may not be surprising therefore that patients with translation, interpreting and communication support needs are less likely to report a positive experience as communication requirements may not be adequately addressed in the surgery setting.

## 15 DETAILED FINDINGS – DISABILITIES

15.1 People were asked if they had any of the following disabilities:

- chronic pain lasting at least 3 months
- a physical disability
- deafness or severe hearing impairment
- a mental-health condition
- blindness or severe vision impairment
- a learning disability
- another long-term condition
- none of the above

15.2 The number of respondents who answered that they had one of these disabilities is shown in Table 13.

**Table 13 Respondents who had a disability**

Group	Number of respondents	Percentage of respondents
Chronic pain lasting at least 3 months	19,628	13
A physical disability	17,767	12
Deafness or severe hearing impairment	14,648	10
A mental-health condition	9,307	6
Blindness or severe vision impairment	3,536	2
A learning disability	1,959	1
Another long-term condition	47,246	32
None of the above	62,841	43

15.3 For the analysis we compared in turn, for each disability, the experience of the group of people who had a particular disability with the group of people who did not.

### **Chronic pain lasting at least 3 months**

15.4 Of the 39 questions modelled, having chronic pain lasting at least 3 months had a generally weak effect on experiences for 36 questions. In each case, those with chronic pain had a less positive experience.

15.5 Chronic pain had an effect on all questions relating to doctors, nurses, the GP surgery, out-of-hours and overall care. It also had an effect on the question relating to involvement in decisions about care and treatment.

### **A physical disability**

15.6 Of the 39 questions modelled, a physical disability had a weak effect on experiences relating 25 questions. In each case those with physical disability had a slightly more positive experience.

15.7 Having a physical disability had an effect on all questions relating to doctors and overall care. It also had an effect on the question relating to involvement

in decisions about care and treatment, and had an effect on most questions relating to nurses and medicines (5 out of 6 in each case).

### **Deafness or severe hearing impairment**

15.8 Of the 39 questions modelled, deafness or severe hearing impairment had a very weak effect on experiences on 17 questions. In each case those with deafness or severe hearing impairment had a less positive experience.

### **A mental-health condition**

15.9 Of the 39 questions modelled, having a mental-health condition had a generally weak effect on experiences on 18 questions. For 6 questions people with a mental-health condition had a more positive experience and for 12 they had a less positive one.

15.10 The areas where people with a mental-health condition had a more positive experience were mainly related to accessing services (5 questions).

15.11 The questions for which people with a mental-health condition had a less positive experience were mainly around nurses (5 questions) and medicines (6 questions).

### **Blindness or severe vision impairment**

15.12 Of the 39 questions modelled, blindness or severe vision impairment had a weak effect on experiences for 9 questions, 5 of which related to medicines. In each case those with blindness or severe vision impairment had a less positive experience.

### **A learning disability**

15.13 Of the 39 questions modelled, having a learning disability had an effect on experiences for 8 questions. In each case those with a learning disability had a less positive experience and 5 of the questions were related to medicines, especially around knowing enough about medicines and how and when to take medicines.

### **Another long-term condition**

15.14 Of the 39 questions modelled, having another long-term condition had a very weak effect on experiences for 13 questions. For 9 questions people with another long term condition had a more positive experience and for 4 questions they had a less positive one.

## 16 DETAILED FINDINGS – OTHER FACTORS

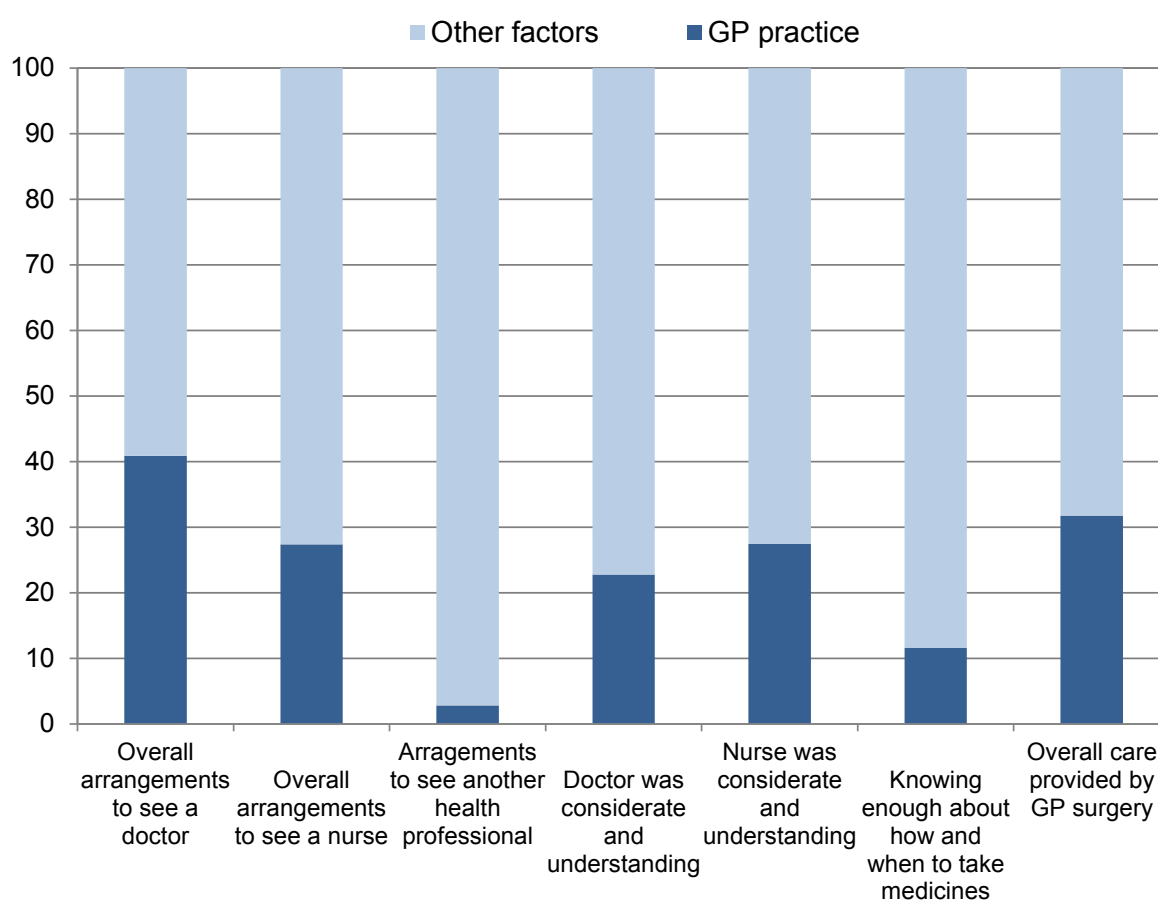
16.1 The previous sections have considered the effects of patient characteristics on experience. In this section we consider the effects of everything else, mainly related to non-patient characteristics such as: individual GP practice; GP practice size; frequency of appointments; regional level factors; and out-of-hours services.

### Effects of individual GP practices

16.2 The survey covered 996 GP practices in Scotland. Even when taking into account all of the other factors discussed in this report, there were still differences in the experiences of people at different practices.

16.3 The greatest variation between practices was for questions related to accessing services (explaining 41 per cent of the variation in the arrangements for getting to see a doctor). There was also considerable variation between practices in the experiences of doctors and nurses, and in the overall care provided. Chart 2 shows the percentage of the variation in experiences explained by the GP practice for selected questions.

**Chart 2 Percentage of variation in experience explained by the GP practice for selected questions**



- 16.4 There was little variation between practices in how patients rated the arrangements for getting to see another health professional.
- 16.5 Looking at the influence of the individual GP practice on experience suggests that patient experience especially around access and staff is strongly influenced by the individual GP practice. This suggests that GP practices can play an important role in looking at ways to improve the experiences of their patients in these areas. Given that we found considerable variation between practices across Scotland, one way of doing this would be to learn from other practices.
- 16.6 Annex B shows the percentage of variation explained by GP practices for all questions.

**GP practice size**

- 16.7 For the analysis we grouped GP practices into five groups by the total number of people registered with them. The number of respondents from each type of practice is shown in Table 14.

**Table 14 Number of respondents by GP practice list size**

<b>Group – practice list size</b>	<b>Number of respondents</b>	<b>Percentage of respondents</b>
< 2,500	27,388	21
2,500 - 4,999	41,541	31
5,000 - 7,499	34,917	26
7,500 - 9,999	24,724	19
10,000+	16,999	13

- 16.8 In general, the larger the practice list, the less positive experiences that people had. The difference in experiences was greatest for questions that related to accessing GP services.
- 16.9 Practice list size had an effect for 28 of the 33 questions that were related to non-out-of-hours GP services. It is worth noting that practice list size only had an effect on 2 out of 6 questions about doctors.
- 16.10 Part of the reason for people having less positive experiences at larger practices relates to difficulties in being able to make appointments, although it was also a general finding across medium sized (5000+) to large (10,000 +) practices. There was a notable difference in experiences between smaller and larger practices over being able to get through on the phone. Those at smaller practices were much more positive. This finding may be due to smaller practices being better able to manage the volume of calls which will generally be lower.
- 16.11 Our findings around practice size are consistent with previous studies which show that smaller practices are linked with higher satisfaction around access and continuity of care (Kontopantelis *et al* 2010, Campbell *et al* 2001b). Some commentators have suggested that negative experiences around access in

larger practices may be more to do with perceived lower levels of continuity of care where patients may be less likely to see the same doctor each time (Fan *et al* 2005). People in smaller practices may report positive experiences because they are more likely to get to know the practice staff and so it will be easier for them to build good relationships. Larger practices will also experience greater demand for services. Our findings reinforce this assertion as patients were more negative about being able to see their preferred doctor in practices above 5000+ but particularly in the largest practices (10,000+).

### Percentage of GP practice list from deprived areas

16.12 In section 8 we discussed the effects on experiences of people living in more deprived areas. We found that those living in the most deprived areas had slightly more positive experiences than those in the least deprived areas. Here we consider the percentage of patients registered on the practice list living in deprived areas and the effect this has on experience. We found that this had an effect for 20 of the 33 questions related to non-out-of-hours services. The effect became stronger for practices serving mainly deprived populations.

16.13 We found that generally people reported less positive experiences as the percentage of people on their practice list living in the most deprived 15% of datazones increased. The effects were greatest when it came to accessing services. A possible explanation is that people from deprived areas may place more demand on services which makes it more difficult for the practice to meet the needs of their patients especially around access.

### How often people contacted their GP surgery

16.14 People were asked how often they had contacted their GP practice in the last 12 months. The number of times respondents contacted their GP practice in the last year is shown in Table 15.

**Table 15 How often respondents contacted their GP practice in the last year**

Group	Number of respondents	Percentage of respondents
Did not contact practice	12,581	9
Once	15,994	12
2-4 times	59,891	45
5-10 times	36,453	27
More than 10 times	16,779	13
Can't remember/don't know	1,704	1
No response or invalid response	2,167	2

16.15 For the analysis we compared groups with the group of people who contacted their practice 2-4 times in the last year, the largest group. Of the 39 questions modelled, the number of contacts with the GP practice had a weak effect on experience for 25 of them. We found that people who had more contact with their GP practice had slightly better experiences.

16.16 This may be explained by those having more contact will have the chance to build good relationships with staff. It may also be that those who have positive experiences are more likely to contact their GP practice.

### **Effects of Community Health Partnerships (CHPs)**

16.17 At the time of the survey there were 36 CHPs in Scotland. There was little variation in the experiences of people in different CHPs once other factors were considered.

16.18 When we published CHP results in May 2012 we found that there was some variation between CHPs. Our new finding shows that this apparent variation between CHPs is actually the result of other factors, including variation between practices within CHPs.

### **Effects of NHS Boards**

16.19 There are 14 territorial NHS Boards in Scotland. There was little variation in the experiences of people in different NHS Boards once other factors were considered.

16.20 When we published NHS Board results in May 2012, we found that there was some variation between Boards. Our new finding shows that this apparent variation between Boards is actually the result of other factors, including variation between practices within Boards.

### **Effects of different out-of hours services**

16.21 People who had used out-of-hours services for themselves or someone they were looking after, in the previous 12 months, were asked which service they spoke to first and who they ended up being treated by. For questions about out-of-hours services we considered the effect on experiences due to the service that the person contacted first and the service that they ended up being treated by.

16.22 The most common journeys through out-of-hours services (Table 16) were:

- 23 per cent of patients first contacted NHS 24<sup>5</sup> and were then seen by the out-of-hours service
- 13 per cent of patients first contacted NHS 24 and were then treated in A&E/Casualty
- 13 per cent of patients first contacted NHS 24 and received phone advice only
- 11 per cent of patients went to A&E/Casualty and were treated there

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<sup>5</sup> The NHS 24 core service is a clinically-led advice and triage phone service provided by a team of call handlers, nurse advisers and other clinical professionals.



**Table 16 Percentage of patients treated by each service, by the service they spoke to first**

Service they spoke to first:	Service they ended up being treated by:									
	Out-of-hours service	A&E/Casualty	Got phone advice only	Ambulance paramedics	Home visit from another doctor/ nurse	Own GP surgery	Pharmacist/Chemist	Emergency Dental Service	Other	Total
<b>NHS 24</b>	23	13	13	6	7	3	1	1	2	<b>69</b>
<b>A&amp;E/Casualty</b>	*	11	*	*	*	*	*	*	*	<b>12</b>
<b>999 Emergency service</b>	*	1	*	3	*	*	*	*	*	<b>5</b>
<b>Pharmacist/ Chemist</b>	1	*	*	*	*	*	3	*	*	<b>4</b>
<b>Out-of-hours service</b>	2	*	*	*	1	*	*	*	*	<b>4</b>
<b>Own GP surgery</b>	*	*	*	*	*	2	*	*	*	<b>3</b>
<b>District nurse/ Community nurse</b>	*	*	*	*	*	*	*	*	*	<b>1</b>
<b>Other</b>	*	*	*	*	*	*	*	*	1	<b>2</b>
<b>Total</b>	<b>27</b>	<b>27</b>	<b>14</b>	<b>10</b>	<b>8</b>	<b>5</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>100</b>

\* Less than 0.5%, but greater than 0%

16.23 We compared services that people spoke to first with the group of people who first spoke to NHS 24 (which was the most common service for people to speak to first). We found that:

- People who first contacted NHS 24 had the least positive experiences.
- People who first contacted the district/community nurse had the most positive experiences.
- People who first contacted the 999 emergency service were more positive about the time they waited and the overall care they received.
- People who first contacted the A&E/casualty; a pharmacist/chemist; their own GP surgery; or another service were slightly more positive. However those contacting A&E/Casualty were slightly less positive about the time they waited.
- People who first contacted the out-of-hours service had similar experiences.

16.24 We compared services that people ended up being treated by with those who received phone advice only. This was not the most common service for people to be treated by but we felt that this made interpretation of the results easier because we compared people against NHS 24 (which is a service delivered by phone) above. We found that:

- People who received phone advice only generally had a less positive experience than other groups.
- People who were treated by ambulance paramedics had the most positive experience.
- People who were treated by the out-of-hours service; their own GP surgery; pharmacist/chemist; emergency dental service; or by a home visit from another doctor or nurse had a more positive experience.
- People who were treated in A&E/Casualty had a slightly more positive experience.
- People who were treated by another service had a less positive experience.

16.25 These results will likely to be influenced by the seriousness of the situations that led people to seek help out-of-hours. The findings that people had less positive experiences of out-of-hours services provided over the phone may be explained by people finding phone consultations with unfamiliar health care professionals more difficult than face-to-face consultations which often involve familiar primary care staff.

16.26 The growth in the use of telephone consultation for healthcare problems has developed partly in response to increased demand for GP and Accident and Emergency (A&E) department care. However evidence about the overall impact and (cost) effectiveness of NHS phone services is limited. In Scotland NHS 24 carries out bi-annual surveys to establish how satisfied patients are with the service provided. A total of 91% of respondents to a 2011 survey reported overall satisfaction with the service (NHS 24 2011).

## 17 ANNEX A: METHODOLOGY

- 17.1 Detailed information about the survey can be found in the technical report that was published in 2012:  
<http://www.scotland.gov.uk/Publications/2012/05/1477>.

### Analysis

- 17.2 Questions in the survey are typically on a five point scale. In order to simplify the analysis and results, answers have been combined into either positive or 'non-positive'. For example for the answer scale ranging from very poor to excellent, good and excellent have been classed as positive responses while very poor, poor and fair have been classed as non-positive responses. This is similar to the concept of percentage positive that was used in the local and national reporting of the survey results.
- 17.3 A multivariate multilevel model has been constructed for all questions relating to a patient's experience of GP and out-of-hours services. Multilevel modelling allows the analysis to take into account the hierarchal structure of the survey data. For questions about GP practices, the analysis considers that people are nested in GP practices that are nested within CHPs. If no CHP effect was found then CHP was removed from the model. For questions about out-of-hours services the models consider that patients are nested within NHS Boards. The decisions on how to model the questions were based on analysis and also generally reflect the way that services are delivered.
- 17.4 The SAS<sup>6</sup> procedure proc glimmix which fits Generalised Linear Mixed Models (GLMMs) was used for the analysis.
- 17.5 The statistical modelling took into account the effects of different GP practices (including the effects of practice size and the percentage of patients living in a deprived area), Community Health Partnerships (CHPs) and NHS Boards. For experiences of out-of-hours services we also considered the effects of different services. The following personal factors were considered:
- age
  - gender
  - sexual orientation
  - ethnicity
  - religion
  - deprivation (SIMD quintile)
  - urban/rural classification
  - work status
  - being a carer
  - health status
  - health problem or disability that limits day-to-day activities

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<sup>6</sup> SAS is statistical analysis software

- a variety of disabilities (deafness, blindness, physical disability, learning disability, mental health condition, chronic pain lasting at least 3 months, and another long term condition)
  - translation, interpreting and communication support needs
  - how often people contacted their practice in the last year
- 17.6 We initially considered the effect of living in the most deprived 15% of datazones, but this didn't have an effect when SIMD quintile was included in the model and so it was removed from the analysis.
- 17.7 Models were fitted for all questions and tests used to determine if a particular factor had a statistically significant effect at the 5% level on the likelihood of a patient reporting a positive experience. Factors that did not have a statistically significant effect were removed from the model. An effect is statistically significant if it is so large that an effect of that size (or greater) is unlikely to have occurred purely by chance. Conventionally, significance is tested at the 5% level, which means that an effect is considered significant if it would only have occurred once in 20 different models by chance.
- 17.8 We performed various checks to ensure that the model assumptions were met. These checks included:
- Plotting predicted versus actual values for random effects to check that there was no strong evidence of outliers or lack of symmetry;
  - Checking that the residuals for the random effects were approximately normally distributed.

## Reporting of results

- 17.9 The odds ratio is used to show whether a particular group of patients is more or less likely to give a positive response when compared with a reference group. If an odds ratio (and its lower confidence limit) is above 1, then the group has reported better experience than the reference group, whilst if the odds ratio (and its upper confidence limit) are below 1, the reported experience of the group is worse. The reference group has usually been selected to be the largest group.
- 17.10 Even if there were no systematic difference between groups, we would not expect the responses to be exactly the same in our survey data. Random variations, or responses from a small number of respondents, are likely to make the value vary slightly from 1. The confidence interval allows us to judge when the difference from 1 is large enough to be interpreted as a difference attributable to the group, rather than random variation. If the confidence interval does not include 1 we say that the difference is statistically significant.
- 17.11 It should be noted that the odds ratios are not a direct measure of how positive the responses were from a particular group, but a measure of comparison showing how likely people within a given group were to give a positive response compared with those in the reference group for that factor. For example, for gender the results for males are compared to the results for

females. This means that a result of 1.1 for males means that males are slightly more likely than females to report a positive experience.

### **Limitations of the analysis**

- 17.12 The statistical techniques that have been used in the analysis presented here do not imply causality. We cannot tell from the associations identified whether the increased likelihood of reporting a positive experience are the direct result of the factors included in the model or whether some other factor not included in the modelling process is having a significant impact.
- 17.13 The modelling assumes that the relationships between age and experience, and the percentage of the practice list living in deprived areas and experience, are linear to simplify the reporting of results. These appear to be fairly reasonable assumptions.
- 17.14 Responses with missing values for one or all of the demographic questions (except for sexual orientation) are excluded from the analysis. This is a limitation of the technique and a possible source of bias, especially when several variables with a reasonably high number of non-responses are included in the model. Missing values for sexual orientation were included because the level of non-response was particularly high. Over 6 per cent of respondents did not answer this question which is more than double the total number that answered gay or lesbian, other or bisexual.
- 17.15 The model did not consider interaction effects to avoid over-complicating both the analysis and the interpretation of results. We did investigate some areas to see if there were any interaction effects, but did not detect any.
- 17.16 Patients report from their own perspective and judge against their own expectations which means that there are factors other than their own experience that influence what they report. Efforts are made to minimise the effect of subjectivity by asking questions that focus on specific events rather than overall satisfaction, and by testing questions with people from a range of backgrounds. The variations in experience reported here could reflect real inter-group differences in the quality of services received, or inter-group differences in subjective factors such as expectations, perceptions or the way questions are answered, or some combination of these factors.
- 17.17 The analysis covers a large number of questions and, when looking at so many results, it can be expected that some differences between groups will be found even if there are none. Therefore it is sensible to look at overall themes of results rather than focusing on particular questions which might lead to spurious conclusions. It is also better to focus on significant differences where the odds ratios are further from 1 as they will be of more practical significance. This is the approach that the report generally aims for.

## ANNEX B: PERCENTAGE OF VARIATION EXPLAINED BY THE GP PRACTICE

This table shows the percentage of variation explained by GP practices for all survey questions. The rest of the variation can be explained by other factors including patient characteristics, practice characteristics (including size) and CHPs or is simply other random variation.

The greater the variation explained by GP practices, the more variation there is between practices.

Question Number	Question text	Percentage of variation explained by GP practice
4	Thinking of the last time you contacted this GP surgery by phone, how easy was it for you to get through?	58
5	The last time you phoned the GP surgery, how helpful was the person who answered?	34
6	The last time you needed to see or speak to a doctor or nurse from your GP surgery quite urgently, how long did you wait?	31
8	If you ask to make an appointment with a doctor 3 or more working days in advance, does your GP practice allow you to?	59
9	When you arrange to see a doctor at your GP surgery can you usually see the doctor you prefer?	41
10a	Overall how would you rate the arrangements for getting to see a doctor in your GP surgery?	41
10b	Overall how would you rate the arrangements for getting to see a nurse in your GP surgery?	27
12	Thinking about the last time your GP referred you, how would you rate the arrangements for getting to see another NHS health professional?	3
14	How helpful do you find the receptionists at your GP surgery?	37
15	How clean is your GP surgery or health centre?	34
16	How do you feel about how long you usually have to wait to be seen after you arrive at your GP surgery?	34
17b	The doctor listened to me	22
17c	I felt that the doctor had all the information needed to treat me	12
17d	The doctor was considerate and understanding	23
17e	The doctor talked in a way that helped me understand my condition and treatment	19
17f	I felt confident in the doctor's ability to treat me	18
17g	I had enough time with the doctor	18
18b	The nurse listened to me	23
18c	I felt that the nurse had all the information needed to treat me	12
18d	The nurse was considerate and understanding	27
18e	The nurse talked in a way that helped me understand my condition and treatment	15
18f	I felt confident in the nurse's ability to treat me	18
18g	I had enough time with the nurse	17

<b>Question Number</b>	<b>Question text</b>	<b>Percentage of variation explained by GP practice</b>
19	Are you involved as much as you want to be in decisions about your care and treatment?	4
23a	It was easy enough for me to get my medicines	14
23b	I knew enough about what my medicines were for	7
23c	I knew enough about how and when to take my medicines	12
23d	I knew enough about possible side effects of my medicines	3
23e	I would know what to do if I had any problems with my medicines	4
23f	I took my prescription as I was supposed to	7
24a	I am treated with dignity and respect	24
24b	I am treated with kindness and understanding	22
25	Overall, how would you rate the care provided by your GP surgery?	32

## ANNEX C: TABLES OF ODDS RATIOS

Odds ratios for all factors are presented below. Odds ratios are only shown for a particular factor if it was included in the model for a particular question. Where odds ratios are significantly greater than one they are shaded green and where they are significantly less than one they are shaded pink.

If an odds ratio (and its 95% confidence interval) are above 1, then the group has reported better experience, whilst if the odds ratio (and its 95% confidence interval) are below 1, the reported experience of the group is worse.

Because of the complexity of the findings, and because a very large number of tests have been conducted, readers are advised to consider overall patterns and avoid over-interpretation of the individual odds ratios.

### Gender

Odds ratios for female patients are compared to male patients.

Question	Odds ratio
Thinking of the last time you contacted this GP surgery by phone, how easy was it for you to get through?	1.064 (1.026 , 1.104)
The last time you needed to see or speak to a doctor or nurse from your GP surgery quite urgently, how long did you wait?	0.774 (0.742 , 0.808)
If you ask to make an appointment with a doctor 3 or more working days in advance, does your GP practice allow you to?	1.179 (1.137 , 1.222)
When you arrange to see a doctor at your GP surgery can you usually see the doctor you prefer?	1.240 (1.195 , 1.286)
Overall how would you rate the arrangements for getting to see a doctor in your GP surgery?	1.180 (1.144 , 1.216)
Overall how would you rate the arrangements for getting to see a nurse in your GP surgery?	1.223 (1.174 , 1.274)
Thinking about the last time your GP referred you, how would you rate the arrangements for getting to see another NHS health professional?	1.053 (1.009 , 1.100)
How helpful do you find the receptionists at your GP surgery?	1.076 (1.015 , 1.142)
How do you feel about how long you usually have to wait to be seen after you arrive at your GP surgery?	1.182 (1.136 , 1.230)
The doctor listened to me	1.192 (1.120 , 1.269)
I felt that the doctor had all the information needed to treat me	1.172 (1.120 , 1.227)
The doctor was considerate and understanding	1.244 (1.183 , 1.308)
The doctor talked in a way that helped me understand my condition and treatment	1.285 (1.227 , 1.346)
I felt confident in the doctor's ability to treat me	1.169 (1.118 , 1.223)
I had enough time with the doctor	1.130 (1.077 , 1.185)
The nurse listened to me	1.207 (1.111 , 1.312)



Question	Odds ratio
I felt that the nurse had all the information needed to treat me	1.182 (1.102 ,1.267)
The nurse was considerate and understanding	1.323 (1.219 ,1.437)
The nurse talked in a way that helped me understand my condition and treatment	1.284 (1.206 ,1.367)
I felt confident in the nurse's ability to treat me	1.248 (1.160 ,1.343)
I had enough time with the nurse	1.098 (1.005 ,1.200)
Are you involved as much as you want to be in decisions about your care and treatment?	0.910 (0.870 ,0.951)
It was easy enough for me to get my medicines	1.129 (1.048 ,1.217)
I knew enough about what my medicines were for	0.829 (0.771 ,0.891)
I knew enough about possible side effects of my medicines	0.910 (0.878 ,0.944)
I would know what to do if I had any problems with my medicines	0.796 (0.760 ,0.833)
I am treated with dignity and respect	1.293 (1.234 ,1.356)
I am treated with kindness and understanding	1.179 (1.131 ,1.230)
Overall, how would you rate the care provided by your GP surgery?	1.182 (1.133 ,1.234)
Overall, how would you rate the care you experienced out of hours?	0.920 (0.868 ,0.976)

## Age

Odds ratios for age are interpreted as the odds for a patient one year older than the mean age (of surveyed patients) compared to a patient who has the mean age. The effect may seem quite small, but it must be remembered that the difference is for a one year increase in age and the survey covered a large age range.

Question	Odds ratio
Thinking of the last time you contacted this GP surgery by phone, how easy was it for you to get through?	1.011 (1.009 ,1.012)
The last time you phoned the GP surgery, how helpful was the person who answered?	1.031 (1.028 ,1.033)
The last time you needed to see or speak to a doctor or nurse from your GP surgery quite urgently, how long did you wait?	1.004 (1.002 ,1.006)
If you ask to make an appointment with a doctor 3 or more working days in advance, does your GP practice allow you to?	1.008 (1.006 ,1.010)
When you arrange to see a doctor at your GP surgery can you usually see the doctor you prefer?	1.008 (1.007 ,1.010)
Overall how would you rate the arrangements for getting to see a doctor in your GP surgery?	1.016 (1.014 ,1.017)
Overall how would you rate the arrangements for getting to see a nurse in your GP surgery?	1.016 (1.014 ,1.018)
Thinking about the last time your GP referred you, how would you rate the arrangements for getting to see another NHS health professional?	1.014 (1.012 ,1.016)
How helpful do you find the receptionists at your GP surgery?	1.030 (1.028 ,1.033)
How clean is your GP surgery or health centre?	1.019 (1.018 ,1.020)
How do you feel about how long you usually have to wait to be seen after you arrive at your GP surgery?	1.030 (1.029 ,1.032)
The doctor listened to me	1.021 (1.019 ,1.024)
I felt that the doctor had all the information needed to treat me	1.023 (1.021 ,1.025)
The doctor was considerate and understanding	1.025 (1.023 ,1.028)
The doctor talked in a way that helped me understand my condition and treatment	1.021 (1.019 ,1.023)
I felt confident in the doctor's ability to treat me	1.022 (1.020 ,1.024)
I had enough time with the doctor	1.022 (1.020 ,1.024)
The nurse listened to me	1.009 (1.006 ,1.013)
I felt that the nurse had all the information needed to treat me	1.017 (1.013 ,1.020)
The nurse was considerate and understanding	1.017 (1.013 ,1.020)
The nurse talked in a way that helped me understand my condition and treatment	1.011 (1.008 ,1.014)
I felt confident in the nurse's ability to treat me	1.014 (1.011 ,1.017)

Question	Odds ratio
I had enough time with the nurse	1.017 (1.014 ,1.021)
Are you involved as much as you want to be in decisions about your care and treatment?	1.014 (1.012 ,1.016)
It was easy enough for me to get my medicines	1.020 (1.017 ,1.024)
I knew enough about what my medicines were for	1.010 (1.007 ,1.014)
I knew enough about how and when to take my medicines	1.016 (1.011 ,1.020)
I knew enough about possible side effects of my medicines	1.011 (1.009 ,1.012)
I would know what to do if I had any problems with my medicines	1.018 (1.016 ,1.021)
I took my prescription as I was supposed to	1.013 (1.009 ,1.017)
I am treated with dignity and respect	1.017 (1.015 ,1.019)
I am treated with kindness and understanding	1.015 (1.013 ,1.017)
Overall, how would you rate the care provided by your GP surgery?	1.024 (1.022 ,1.025)
The time I waited was reasonable	1.006 (1.003 ,1.008)
I felt that the person had all the information needed to treat me	1.004 (1.001 ,1.007)
I felt I was listened to	1.011 (1.008 ,1.014)
Things were explained to me in a way I could understand	1.005 (1.002 ,1.008)
I felt that I got the right treatment or advice	1.008 (1.005 ,1.011)
Overall, how would you rate the care you experienced out of hours?	1.008 (1.005 ,1.010)

## Ethnicity

Odds ratios are compared to the group of people who identified themselves as white.

Question	Mixed	Asian	African, Caribbean or Black	Other
The last time you phoned the GP surgery, how helpful was the person who answered?	0.765 (0.552 , 1.060)	0.794 (0.609 , 1.035)	1.396 (0.864 , 2.256)	0.706 (0.496 , 1.004)
The last time you needed to see or speak to a doctor or nurse from your GP surgery quite urgently, how long did you wait?	1.091 (0.825 , 1.443)	0.688 (0.593 , 0.797)	0.927 (0.686 , 1.251)	0.642 (0.493 , 0.835)
If you ask to make an appointment with a doctor 3 or more working days in advance, does your GP practice allow you to?	1.162 (0.910 , 1.484)	0.793 (0.666 , 0.944)	1.191 (0.905 , 1.567)	0.981 (0.757 , 1.271)
Overall how would you rate the arrangements for getting to see a doctor in your GP surgery?	1.274 (1.040 , 1.560)	1.016 (0.870 , 1.185)	1.285 (1.010 , 1.635)	0.778 (0.631 , 0.960)
How clean is your GP surgery or health centre?	0.947 (0.787 , 1.140)	0.659 (0.571 , 0.760)	1.217 (0.966 , 1.533)	0.652 (0.533 , 0.797)
I felt that the doctor had all the information needed to treat me	0.748 (0.586 , 0.955)	0.818 (0.668 , 1.003)	0.743 (0.551 , 1.002)	0.730 (0.553 , 0.963)
I felt confident in the doctor's ability to treat me	0.803 (0.628 , 1.028)	0.841 (0.686 , 1.030)	0.956 (0.695 , 1.315)	0.701 (0.536 , 0.918)
I had enough time with the doctor	1.012 (0.760 , 1.346)	0.885 (0.713 , 1.099)	0.876 (0.634 , 1.211)	0.651 (0.493 , 0.859)
The nurse listened to me	0.569 (0.384 , 0.843)	0.835 (0.575 , 1.214)	0.880 (0.505 , 1.534)	0.547 (0.348 , 0.858)
I felt that the nurse had all the information needed to treat me	0.868 (0.591 , 1.275)	0.758 (0.563 , 1.019)	0.718 (0.464 , 1.110)	0.522 (0.363 , 0.751)
I felt confident in the nurse's ability to treat me	0.832 (0.561 , 1.235)	0.690 (0.512 , 0.930)	0.740 (0.470 , 1.164)	0.470 (0.326 , 0.677)
I had enough time with the nurse	1.100 (0.638 , 1.896)	0.573 (0.409 , 0.803)	0.826 (0.477 , 1.428)	0.435 (0.286 , 0.660)
Are you involved as much as you want to be in decisions about your care and treatment?	0.913 (0.700 , 1.190)	0.453 (0.379 , 0.542)	0.448 (0.343 , 0.584)	0.505 (0.392 , 0.652)
I knew enough about what my medicines were for	0.806 (0.533 , 1.220)	0.594 (0.434 , 0.812)	0.602 (0.373 , 0.970)	0.703 (0.441 , 1.121)
I knew enough about possible side effects of my medicines	1.026 (0.814 , 1.295)	0.741 (0.621 , 0.885)	0.935 (0.707 , 1.237)	0.634 (0.498 , 0.806)
I would know what to do if I had any problems with my medicines	0.984 (0.742 , 1.306)	0.546 (0.450 , 0.662)	0.724 (0.537 , 0.978)	0.666 (0.501 , 0.884)
Overall, how would you rate the care provided by your GP surgery?	1.007 (0.783 , 1.294)	0.765 (0.636 , 0.920)	1.080 (0.797 , 1.464)	0.593 (0.466 , 0.756)
The time I waited was reasonable	1.102 (0.768 , 1.582)	0.537 (0.447 , 0.644)	0.615 (0.425 , 0.890)	0.782 (0.551 , 1.111)
Overall, how would you rate the care you experienced out of hours?	0.968 (0.693 , 1.351)	0.567 (0.474 , 0.680)	0.786 (0.541 , 1.143)	0.566 (0.408 , 0.783)

## Religion

Odds ratios for religion are compared to the group of people who identified themselves as belonging to the Church of Scotland.

### None, Roman Catholic and other Christian

Question	None	Roman Catholic	Other Christian
The last time you phoned the GP surgery, how helpful was the person who answered?	0.918 (0.854 ,0.986)	1.002 (0.918 ,1.094)	1.044 (0.924 ,1.180)
If you ask to make an appointment with a doctor 3 or more working days in advance, does your GP practice allow you to?	1.012 (0.970 ,1.056)	0.970 (0.924 ,1.018)	1.109 (1.035 ,1.189)
When you arrange to see a doctor at your GP surgery can you usually see the doctor you prefer?	1.064 (1.020 ,1.111)	0.999 (0.950 ,1.050)	1.127 (1.052 ,1.207)
Overall how would you rate the arrangements for getting to see a doctor in your GP surgery?	0.950 (0.917 ,0.985)	1.038 (0.995 ,1.084)	1.103 (1.041 ,1.169)
Overall how would you rate the arrangements for getting to see a nurse in your GP surgery?	0.942 (0.899 ,0.988)	1.006 (0.952 ,1.064)	1.099 (1.018 ,1.187)
Thinking about the last time your GP referred you, how would you rate the arrangements for getting to see another NHS health professional?	0.849 (0.807 ,0.893)	1.095 (1.030 ,1.164)	0.937 (0.869 ,1.012)
How helpful do you find the receptionists at your GP surgery?	0.903 (0.844 ,0.965)	1.026 (0.944 ,1.115)	1.024 (0.915 ,1.146)
How clean is your GP surgery or health centre?	0.884 (0.854 ,0.916)	0.989 (0.948 ,1.032)	0.906 (0.858 ,0.958)
How do you feel about how long you usually have to wait to be seen after you arrive at your GP surgery?	0.912 (0.872 ,0.953)	0.991 (0.938 ,1.047)	1.029 (0.957 ,1.106)
The doctor listened to me	0.773 (0.720 ,0.830)	0.885 (0.812 ,0.965)	0.941 (0.839 ,1.057)
I felt that the doctor had all the information needed to treat me	0.752 (0.714 ,0.792)	0.941 (0.882 ,1.005)	0.825 (0.761 ,0.894)
The doctor was considerate and understanding	0.782 (0.739 ,0.828)	0.888 (0.828 ,0.952)	0.949 (0.866 ,1.039)
The doctor talked in a way that helped me understand my condition and treatment	0.753 (0.715 ,0.793)	0.946 (0.886 ,1.010)	0.886 (0.816 ,0.963)
I felt confident in the doctor's ability to treat me	0.748 (0.711 ,0.787)	0.910 (0.854 ,0.970)	0.839 (0.775 ,0.909)
I had enough time with the doctor	0.816 (0.773 ,0.862)	0.949 (0.887 ,1.015)	0.878 (0.805 ,0.957)
The nurse listened to me	0.824 (0.749 ,0.905)	1.009 (0.898 ,1.133)	0.757 (0.660 ,0.867)
I felt that the nurse had all the information needed to treat me	0.812 (0.750 ,0.878)	0.886 (0.806 ,0.974)	0.764 (0.681 ,0.857)
The nurse was considerate and understanding	0.809 (0.738 ,0.886)	0.978 (0.874 ,1.095)	0.771 (0.673 ,0.882)
The nurse talked in a way that helped me understand my condition and treatment	0.744 (0.693 ,0.798)	0.917 (0.840 ,1.001)	0.745 (0.672 ,0.827)

Question	None	Roman Catholic	Other Christian
I felt confident in the nurse's ability to treat me	0.819 (0.753 ,0.889)	0.941 (0.850 ,1.042)	0.743 (0.659 ,0.837)
I had enough time with the nurse	0.832 (0.751 ,0.922)	0.877 (0.778 ,0.988)	0.803 (0.688 ,0.936)
Are you involved as much as you want to be in decisions about your care and treatment?	0.894 (0.848 ,0.944)	0.850 (0.799 ,0.903)	0.947 (0.872 ,1.028)
It was easy enough for me to get my medicines	0.857 (0.788 ,0.933)	1.132 (1.016 ,1.260)	0.906 (0.793 ,1.035)
I knew enough about what my medicines were for	0.840 (0.770 ,0.915)	0.978 (0.883 ,1.084)	1.036 (0.900 ,1.192)
I knew enough about possible side effects of my medicines	0.856 (0.820 ,0.894)	0.956 (0.908 ,1.007)	0.879 (0.824 ,0.939)
I would know what to do if I had any problems with my medicines	0.836 (0.792 ,0.883)	0.924 (0.865 ,0.988)	0.836 (0.768 ,0.909)
I took my prescription as I was supposed to	0.669 (0.598 ,0.750)	0.869 (0.756 ,1.000)	0.657 (0.557 ,0.776)
I am treated with dignity and respect	0.822 (0.780 ,0.867)	0.994 (0.930 ,1.061)	0.964 (0.884 ,1.052)
I am treated with kindness and understanding	0.798 (0.761 ,0.837)	0.955 (0.901 ,1.013)	0.895 (0.829 ,0.965)
Overall, how would you rate the care provided by your GP surgery?	0.860 (0.819 ,0.902)	0.997 (0.939 ,1.057)	1.046 (0.965 ,1.134)
I felt that the person had all the information needed to treat me	0.950 (0.886 ,1.019)	0.990 (0.911 ,1.075)	0.910 (0.819 ,1.011)
I felt that I got the right treatment or advice	0.947 (0.881 ,1.018)	0.971 (0.892 ,1.058)	0.942 (0.844 ,1.051)

### Muslim, Buddhist and Sikh

Question	Muslim	Buddhist	Sikh
The last time you phoned the GP surgery, how helpful was the person who answered?	0.643 (0.474 ,0.872)	0.728 (0.464 ,1.142)	0.840 (0.504 ,1.398)
If you ask to make an appointment with a doctor 3 or more working days in advance, does your GP practice allow you to?	0.714 (0.579 ,0.880)	0.848 (0.630 ,1.141)	0.854 (0.626 ,1.166)
When you arrange to see a doctor at your GP surgery can you usually see the doctor you prefer?	0.734 (0.619 ,0.870)	1.107 (0.805 ,1.524)	1.022 (0.736 ,1.420)
Overall how would you rate the arrangements for getting to see a doctor in your GP surgery?	0.808 (0.671 ,0.973)	1.154 (0.880 ,1.514)	0.934 (0.705 ,1.237)
Overall how would you rate the arrangements for getting to see a nurse in your GP surgery?	0.653 (0.552 ,0.774)	1.062 (0.751 ,1.500)	0.914 (0.649 ,1.287)
Thinking about the last time your GP referred you, how would you rate the arrangements for getting to see another NHS health professional?	0.922 (0.754 ,1.126)	0.511 (0.376 ,0.693)	1.666 (1.017 ,2.730)
How helpful do you find the receptionists at your GP surgery?	0.617 (0.495 ,0.770)	0.829 (0.533 ,1.291)	1.120 (0.652 ,1.924)
How clean is your GP surgery or health centre?	1.020 (0.854 ,1.218)	0.780 (0.613 ,0.992)	0.949 (0.726 ,1.241)

Question	Muslim	Buddhist	Sikh
How do you feel about how long you usually have to wait to be seen after you arrive at your GP surgery?	0.824 (0.696 ,0.977)	1.050 (0.764 ,1.443)	0.716 (0.526 ,0.975)
The doctor listened to me	0.830 (0.635 ,1.084)	0.992 (0.598 ,1.646)	0.839 (0.504 ,1.399)
I felt that the doctor had all the information needed to treat me	0.918 (0.714 ,1.179)	0.635 (0.462 ,0.873)	0.827 (0.563 ,1.215)
The doctor was considerate and understanding	0.903 (0.718 ,1.136)	0.700 (0.491 ,0.996)	0.841 (0.553 ,1.280)
The doctor talked in a way that helped me understand my condition and treatment	0.878 (0.709 ,1.087)	0.635 (0.461 ,0.875)	0.942 (0.626 ,1.418)
I felt confident in the doctor's ability to treat me	0.795 (0.622 ,1.017)	0.730 (0.526 ,1.013)	1.011 (0.671 ,1.522)
I had enough time with the doctor	0.787 (0.609 ,1.017)	0.962 (0.655 ,1.412)	0.870 (0.577 ,1.311)
The nurse listened to me	1.088 (0.682 ,1.737)	0.593 (0.344 ,1.021)	0.680 (0.369 ,1.256)
I felt that the nurse had all the information needed to treat me	0.845 (0.590 ,1.212)	0.549 (0.353 ,0.853)	0.659 (0.393 ,1.104)
The nurse was considerate and understanding	0.689 (0.498 ,0.954)	0.471 (0.289 ,0.766)	0.724 (0.389 ,1.348)
The nurse talked in a way that helped me understand my condition and treatment	0.732 (0.556 ,0.963)	0.433 (0.295 ,0.636)	0.622 (0.391 ,0.990)
I felt confident in the nurse's ability to treat me	0.707 (0.497 ,1.005)	0.632 (0.391 ,1.021)	0.725 (0.422 ,1.247)
I had enough time with the nurse	0.710 (0.477 ,1.058)	0.713 (0.393 ,1.293)	0.813 (0.419 ,1.576)
Are you involved as much as you want to be in decisions about your care and treatment?	0.778 (0.628 ,0.963)	0.493 (0.370 ,0.656)	0.850 (0.599 ,1.206)
It was easy enough for me to get my medicines	0.864 (0.628 ,1.190)	0.667 (0.399 ,1.114)	0.767 (0.430 ,1.368)
I knew enough about what my medicines were for	1.242 (0.838 ,1.840)	0.720 (0.427 ,1.216)	0.845 (0.483 ,1.476)
I knew enough about possible side effects of my medicines	0.801 (0.648 ,0.988)	0.838 (0.621 ,1.129)	1.045 (0.746 ,1.464)
I would know what to do if I had any problems with my medicines	0.757 (0.602 ,0.953)	0.789 (0.555 ,1.124)	1.021 (0.690 ,1.510)
I took my prescription as I was supposed to	0.447 (0.321 ,0.621)	0.442 (0.245 ,0.797)	0.250 (0.153 ,0.408)
I am treated with dignity and respect	0.727 (0.592 ,0.893)	0.760 (0.532 ,1.085)	0.863 (0.577 ,1.291)
I am treated with kindness and understanding	0.848 (0.697 ,1.031)	0.772 (0.559 ,1.066)	1.083 (0.730 ,1.606)
Overall, how would you rate the care provided by your GP surgery?	0.654 (0.526 ,0.813)	0.767 (0.562 ,1.047)	1.053 (0.720 ,1.540)
I felt that the person had all the information needed to treat me	0.720 (0.570 ,0.909)	0.600 (0.394 ,0.915)	0.898 (0.548 ,1.471)
I felt that I got the right treatment or advice	0.771 (0.607 ,0.979)	0.962 (0.600 ,1.542)	0.969 (0.581 ,1.617)

### Jewish, Hindu, Pagan and another religion (non-Christian)

Question	Jewish	Hindu	Pagan	Another religion (non-Christian)
The last time you phoned the GP surgery, how helpful was the person who answered?	0.558 (0.299 ,1.045)	1.937 (0.899 ,4.174)	0.802 (0.580 ,1.108)	0.666 (0.487 ,0.911)
If you ask to make an appointment with a doctor 3 or more working days in advance, does your GP practice allow you to?	1.360 (0.840 ,2.202)	0.806 (0.555 ,1.170)	1.049 (0.851 ,1.291)	0.943 (0.756 ,1.176)
When you arrange to see a doctor at your GP surgery can you usually see the doctor you prefer?	0.954 (0.625 ,1.456)	0.932 (0.644 ,1.349)	1.266 (1.015 ,1.579)	0.818 (0.663 ,1.008)
Overall how would you rate the arrangements for getting to see a doctor in your GP surgery?	1.252 (0.845 ,1.855)	1.310 (0.917 ,1.871)	1.062 (0.890 ,1.267)	0.867 (0.722 ,1.040)
Overall how would you rate the arrangements for getting to see a nurse in your GP surgery?	0.849 (0.532 ,1.355)	1.075 (0.704 ,1.643)	1.059 (0.843 ,1.331)	0.769 (0.613 ,0.966)
Thinking about the last time your GP referred you, how would you rate the arrangements for getting to see another NHS health professional?	0.572 (0.352 ,0.929)	0.683 (0.447 ,1.044)	0.919 (0.729 ,1.159)	0.913 (0.714 ,1.167)
How helpful do you find the receptionists at your GP surgery?	0.645 (0.346 ,1.202)	1.509 (0.791 ,2.876)	0.747 (0.556 ,1.005)	0.769 (0.566 ,1.046)
How clean is your GP surgery or health centre?	0.795 (0.567 ,1.114)	1.252 (0.909 ,1.725)	1.104 (0.924 ,1.320)	1.083 (0.892 ,1.315)
How do you feel about how long you usually have to wait to be seen after you arrive at your GP surgery?	0.820 (0.529 ,1.274)	1.274 (0.849 ,1.912)	0.948 (0.765 ,1.174)	0.879 (0.706 ,1.094)
The doctor listened to me	2.135 (0.721 ,6.324)	1.263 (0.619 ,2.580)	0.953 (0.674 ,1.346)	0.570 (0.427 ,0.761)
I felt that the doctor had all the information needed to treat me	1.044 (0.589 ,1.852)	1.421 (0.834 ,2.422)	0.726 (0.575 ,0.916)	0.572 (0.456 ,0.716)
The doctor was considerate and understanding	1.731 (0.784 ,3.822)	1.787 (0.934 ,3.417)	0.919 (0.698 ,1.210)	0.681 (0.528 ,0.880)
The doctor talked in a way that helped me understand my condition and treatment	1.029 (0.579 ,1.830)	1.520 (0.862 ,2.682)	0.847 (0.662 ,1.083)	0.603 (0.479 ,0.759)
I felt confident in the doctor's ability to treat me	0.771 (0.467 ,1.274)	1.206 (0.728 ,1.998)	0.702 (0.560 ,0.880)	0.690 (0.544 ,0.874)
I had enough time with the doctor	0.760 (0.448 ,1.289)	0.937 (0.575 ,1.529)	0.773 (0.605 ,0.989)	0.706 (0.551 ,0.905)
The nurse listened to me	1.141 (0.416 ,3.132)	0.682 (0.311 ,1.495)	0.717 (0.483 ,1.066)	0.895 (0.561 ,1.428)
I felt that the nurse had all the information needed to treat me	0.573 (0.306 ,1.072)	0.468 (0.263 ,0.833)	0.693 (0.500 ,0.960)	0.758 (0.527 ,1.089)
The nurse was considerate and understanding	0.755 (0.330 ,1.728)	0.544 (0.282 ,1.050)	0.667 (0.460 ,0.966)	0.729 (0.480 ,1.107)



<b>Question</b>	<b>Jewish</b>	<b>Hindu</b>	<b>Pagan</b>	<b>Another religion (non-Christian)</b>
The nurse talked in a way that helped me understand my condition and treatment	0.675 (0.370 ,1.234)	0.576 (0.328 ,1.013)	0.615 (0.462 ,0.819)	0.641 (0.464 ,0.884)
I felt confident in the nurse's ability to treat me	0.843 (0.390 ,1.820)	0.388 (0.224 ,0.674)	0.605 (0.437 ,0.838)	0.835 (0.562 ,1.240)
I had enough time with the nurse	0.503 (0.229 ,1.103)	0.431 (0.229 ,0.812)	0.760 (0.493 ,1.169)	0.768 (0.489 ,1.207)
Are you involved as much as you want to be in decisions about your care and treatment?	1.589 (0.832 ,3.037)	0.933 (0.626 ,1.389)	0.832 (0.657 ,1.054)	0.640 (0.507 ,0.808)
It was easy enough for me to get my medicines	0.939 (0.389 ,2.266)	1.489 (0.609 ,3.643)	0.643 (0.458 ,0.902)	0.636 (0.449 ,0.902)
I knew enough about what my medicines were for	1.243 (0.461 ,3.351)	1.226 (0.574 ,2.623)	1.124 (0.724 ,1.744)	0.724 (0.496 ,1.057)
I knew enough about possible side effects of my medicines	0.695 (0.472 ,1.023)	0.842 (0.579 ,1.224)	0.887 (0.724 ,1.086)	0.830 (0.667 ,1.033)
I would know what to do if I had any problems with my medicines	0.569 (0.360 ,0.901)	0.743 (0.499 ,1.107)	0.813 (0.633 ,1.045)	0.633 (0.496 ,0.808)
I took my prescription as I was supposed to	0.360 (0.167 ,0.778)	1.211 (0.380 ,3.862)	0.418 (0.282 ,0.622)	0.494 (0.315 ,0.773)
I am treated with dignity and respect	0.761 (0.450 ,1.285)	1.508 (0.855 ,2.658)	0.909 (0.703 ,1.176)	0.721 (0.561 ,0.928)
I am treated with kindness and understanding	0.809 (0.504 ,1.301)	1.210 (0.765 ,1.912)	0.833 (0.665 ,1.044)	0.758 (0.600 ,0.958)
Overall, how would you rate the care provided by your GP surgery?	1.040 (0.613 ,1.766)	1.196 (0.769 ,1.859)	0.923 (0.731 ,1.166)	0.718 (0.574 ,0.897)
I felt that the person had all the information needed to treat me	0.551 (0.300 ,1.011)	0.678 (0.391 ,1.173)	0.692 (0.512 ,0.934)	0.635 (0.469 ,0.862)
I felt that I got the right treatment or advice	0.432 (0.236 ,0.788)	0.880 (0.491 ,1.578)	0.792 (0.578 ,1.087)	0.649 (0.476 ,0.886)

## Sexual orientation

Odds ratios for groups are compared to the group of people who identified themselves as heterosexual/straight.

Question	Gay or lesbian	Bisexual	Other	Not answered
If you ask to make an appointment with a doctor 3 or more working days in advance, does your GP practice allow you to?	0.854 (0.732 ,0.996)	1.091 (0.849 ,1.403)	0.763 (0.651 ,0.895)	0.918 (0.830 ,1.017)
When you arrange to see a doctor at your GP surgery can you usually see the doctor you prefer?	1.020 (0.871 ,1.194)	1.224 (0.947 ,1.582)	0.790 (0.671 ,0.931)	0.868 (0.783 ,0.962)
Overall how would you rate the arrangements for getting to see a nurse in your GP surgery?	1.060 (0.890 ,1.263)	1.180 (0.896 ,1.555)	0.719 (0.602 ,0.858)	0.838 (0.749 ,0.939)
How helpful do you find the receptionists at your GP surgery?	0.884 (0.716 ,1.092)	1.246 (0.863 ,1.800)	0.732 (0.571 ,0.939)	0.877 (0.729 ,1.055)
How clean is your GP surgery or health centre?	1.162 (1.023 ,1.321)	1.177 (0.959 ,1.444)	1.083 (0.932 ,1.260)	1.211 (1.094 ,1.340)
How do you feel about how long you usually have to wait to be seen after you arrive at your GP surgery?	1.062 (0.906 ,1.244)	0.730 (0.588 ,0.907)	0.850 (0.711 ,1.015)	0.871 (0.774 ,0.979)
The doctor listened to me	0.791 (0.633 ,0.988)	1.013 (0.701 ,1.464)	0.672 (0.525 ,0.860)	0.738 (0.624 ,0.873)
Are you involved as much as you want to be in decisions about your care and treatment?	0.932 (0.781 ,1.113)	0.613 (0.483 ,0.779)	0.651 (0.542 ,0.782)	0.608 (0.541 ,0.682)
It was easy enough for me to get my medicines	1.073 (0.796 ,1.448)	0.605 (0.427 ,0.858)	0.677 (0.504 ,0.910)	0.856 (0.689 ,1.063)
I knew enough about possible side effects of my medicines	0.926 (0.795 ,1.078)	1.030 (0.812 ,1.308)	1.254 (1.036 ,1.516)	1.168 (1.037 ,1.316)
I felt I was listened to	0.736 (0.566 ,0.956)	0.907 (0.616 ,1.338)	0.695 (0.525 ,0.919)	0.740 (0.620 ,0.884)
Things were explained to me in a way I could understand	0.750 (0.572 ,0.983)	0.932 (0.622 ,1.396)	0.722 (0.543 ,0.959)	0.933 (0.766 ,1.135)
Overall, how would you rate the care you experienced out of hours?	1.034 (0.812 ,1.315)	0.993 (0.708 ,1.394)	0.700 (0.548 ,0.892)	0.815 (0.692 ,0.960)

## Deprivation

Groups living in different SIMD quintiles were compared to the group of people living in the least deprived quintile (5).

Question	1-most deprived	2	3	4
If you ask to make an appointment with a doctor 3 or more working days in advance, does your GP practice allow you to?	0.853 (0.800 ,0.909)	0.849 (0.799 ,0.902)	0.930 (0.875 ,0.988)	0.974 (0.917 ,1.033)
Thinking about the last time your GP referred you, how would you rate the arrangements for getting to see another NHS health professional?	1.240 (1.151 ,1.335)	1.193 (1.113 ,1.279)	1.102 (1.030 ,1.179)	1.082 (1.012 ,1.156)
How clean is your GP surgery or health centre?	1.572 (1.487 ,1.661)	1.307 (1.242 ,1.375)	1.214 (1.155 ,1.275)	1.072 (1.022 ,1.123)
I felt that the doctor had all the information needed to treat me	1.135 (1.049 ,1.229)	1.109 (1.029 ,1.195)	1.043 (0.972 ,1.120)	0.995 (0.929 ,1.067)
I felt confident in the doctor's ability to treat me	1.048 (0.968 ,1.134)	1.029 (0.955 ,1.108)	1.018 (0.948 ,1.093)	0.941 (0.878 ,1.008)
I felt that the nurse had all the information needed to treat me	1.249 (1.115 ,1.398)	1.199 (1.078 ,1.333)	1.088 (0.984 ,1.203)	1.133 (1.025 ,1.252)
The nurse was considerate and understanding	1.446 (1.258 ,1.663)	1.260 (1.111 ,1.429)	1.071 (0.951 ,1.207)	1.173 (1.041 ,1.323)
The nurse talked in a way that helped me understand my condition and treatment	1.553 (1.391 ,1.733)	1.316 (1.195 ,1.449)	1.203 (1.098 ,1.317)	1.181 (1.081 ,1.291)
I felt confident in the nurse's ability to treat me	1.328 (1.176 ,1.500)	1.188 (1.062 ,1.330)	1.077 (0.969 ,1.198)	1.161 (1.044 ,1.291)
Are you involved as much as you want to be in decisions about your care and treatment?	0.836 (0.771 ,0.906)	0.858 (0.796 ,0.924)	0.899 (0.837 ,0.967)	0.963 (0.895 ,1.036)
I knew enough about possible side effects of my medicines	1.200 (1.123 ,1.282)	1.162 (1.095 ,1.233)	1.083 (1.024 ,1.146)	1.078 (1.020 ,1.140)
I would know what to do if I had any problems with my medicines	1.109 (1.025 ,1.199)	1.099 (1.020 ,1.184)	1.024 (0.953 ,1.102)	1.048 (0.975 ,1.127)
I am treated with kindness and understanding	1.121 (1.042 ,1.208)	1.080 (1.009 ,1.156)	1.086 (1.016 ,1.161)	1.008 (0.945 ,1.075)
The time I waited was reasonable	1.062 (0.964 ,1.170)	1.013 (0.925 ,1.111)	0.993 (0.910 ,1.084)	0.919 (0.843 ,1.002)
I felt that the person had all the information needed to treat me	1.075 (0.975 ,1.185)	1.113 (1.014 ,1.222)	1.015 (0.930 ,1.109)	0.931 (0.853 ,1.016)

## Urban/rural classification

Odds ratios for people living in different types of area are compared to the group of people living in large urban areas.

### Other urban areas, accessible small towns and remote small towns

Question	Other urban areas	Accessible small towns	Remote small towns
Thinking of the last time you contacted this GP surgery by phone, how easy was it for you to get through?	0.907 (0.789 ,1.043)	0.823 (0.713 ,0.950)	1.082 (0.854 ,1.371)
The last time you phoned the GP surgery, how helpful was the person who answered?	0.940 (0.803 ,1.100)	0.845 (0.703 ,1.017)	0.929 (0.708 ,1.220)
The last time you needed to see or speak to a doctor or nurse from your GP surgery quite urgently, how long did you wait?	0.902 (0.796 ,1.022)	0.865 (0.751 ,0.996)	1.113 (0.901 ,1.374)
If you ask to make an appointment with a doctor 3 or more working days in advance, does your GP practice allow you to?	0.934 (0.813 ,1.074)	0.873 (0.756 ,1.009)	0.797 (0.635 ,1.001)
When you arrange to see a doctor at your GP surgery can you usually see the doctor you prefer?	0.950 (0.839 ,1.076)	0.827 (0.725 ,0.945)	0.874 (0.716 ,1.068)
Overall how would you rate the arrangements for getting to see a doctor in your GP surgery?	0.941 (0.841 ,1.052)	0.856 (0.762 ,0.963)	1.076 (0.898 ,1.290)
Overall how would you rate the arrangements for getting to see a nurse in your GP surgery?	0.903 (0.798 ,1.021)	0.859 (0.750 ,0.983)	1.066 (0.871 ,1.305)
Thinking about the last time your GP referred you, how would you rate the arrangements for getting to see another NHS health professional?	0.966 (0.884 ,1.056)	1.026 (0.922 ,1.141)	1.083 (0.930 ,1.260)
How helpful do you find the receptionists at your GP surgery?	1.013 (0.869 ,1.181)	0.931 (0.778 ,1.113)	1.241 (0.945 ,1.628)
How clean is your GP surgery or health centre?	1.106 (0.991 ,1.234)	1.135 (1.012 ,1.275)	1.413 (1.183 ,1.689)
I had enough time with the doctor	1.049 (0.946 ,1.163)	1.006 (0.886 ,1.143)	1.125 (0.937 ,1.352)
The nurse was considerate and understanding	0.937 (0.818 ,1.073)	0.966 (0.798 ,1.169)	1.018 (0.774 ,1.338)
It was easy enough for me to get my medicines	0.861 (0.746 ,0.994)	0.791 (0.660 ,0.948)	0.757 (0.591 ,0.971)
I knew enough about what my medicines were for	0.843 (0.761 ,0.934)	0.773 (0.664 ,0.899)	0.837 (0.676 ,1.038)
I would know what to do if I had any problems with my medicines	1.019 (0.942 ,1.103)	1.014 (0.913 ,1.126)	1.059 (0.912 ,1.229)
I am treated with dignity and respect	0.904 (0.803 ,1.017)	0.823 (0.717 ,0.945)	1.112 (0.904 ,1.368)
I am treated with kindness and understanding	0.933 (0.833 ,1.044)	0.859 (0.755 ,0.977)	1.243 (1.023 ,1.511)
Overall, how would you rate the care provided by your GP surgery?	0.915 (0.806 ,1.039)	0.813 (0.706 ,0.936)	1.002 (0.811 ,1.236)
I felt I was listened to	0.973 (0.889 ,1.065)	0.831 (0.731 ,0.944)	0.835 (0.692 ,1.007)

Question	Other urban areas	Accessible small towns	Remote small towns
Overall, how would you rate the care you experienced out of hours?	0.962	0.836	0.726
	(0.889 ,1.041)	(0.749 ,0.933)	(0.618 ,0.852)

### Accessible rural and remote rural

Question	Accessible rural	Remote rural
Thinking of the last time you contacted this GP surgery by phone, how easy was it for you to get through?	1.001 (0.880 ,1.139)	1.292 (1.047 ,1.594)
The last time you phoned the GP surgery, how helpful was the person who answered?	0.943 (0.802 ,1.108)	1.334 (1.057 ,1.683)
The last time you needed to see or speak to a doctor or nurse from your GP surgery quite urgently, how long did you wait?	1.033 (0.912 ,1.169)	1.570 (1.314 ,1.875)
If you ask to make an appointment with a doctor 3 or more working days in advance, does your GP practice allow you to?	0.947 (0.832 ,1.077)	0.995 (0.813 ,1.217)
When you arrange to see a doctor at your GP surgery can you usually see the doctor you prefer?	0.974 (0.866 ,1.096)	1.004 (0.843 ,1.195)
Overall how would you rate the arrangements for getting to see a doctor in your GP surgery?	1.013 (0.912 ,1.124)	1.174 (1.003 ,1.374)
Overall how would you rate the arrangements for getting to see a nurse in your GP surgery?	0.953 (0.845 ,1.075)	1.276 (1.075 ,1.515)
Thinking about the last time your GP referred you, how would you rate the arrangements for getting to see another NHS health professional?	0.988 (0.896 ,1.088)	1.181 (1.047 ,1.333)
How helpful do you find the receptionists at your GP surgery?	1.011 (0.865 ,1.181)	1.417 (1.133 ,1.773)
How clean is your GP surgery or health centre?	1.058 (0.956 ,1.171)	1.368 (1.177 ,1.589)
I had enough time with the doctor	1.065 (0.955 ,1.187)	1.311 (1.140 ,1.508)
The nurse was considerate and understanding	0.981 (0.835 ,1.153)	1.340 (1.082 ,1.659)
It was easy enough for me to get my medicines	0.893 (0.759 ,1.052)	0.761 (0.626 ,0.925)
I knew enough about what my medicines were for	0.918 (0.800 ,1.052)	0.925 (0.789 ,1.084)
I would know what to do if I had any problems with my medicines	1.048 (0.956 ,1.150)	1.233 (1.103 ,1.379)
I am treated with dignity and respect	0.931 (0.825 ,1.051)	1.180 (1.000 ,1.394)
I am treated with kindness and understanding	0.974 (0.869 ,1.091)	1.229 (1.050 ,1.439)
Overall, how would you rate the care provided by your GP surgery?	0.909 (0.803 ,1.029)	1.080 (0.907 ,1.286)
I felt I was listened to	0.936 (0.838 ,1.046)	0.996 (0.876 ,1.132)
Overall, how would you rate the care you experienced out of hours?	0.902 (0.819 ,0.992)	0.896 (0.797 ,1.007)

## Work status

Odds ratios for different groups were compared to the group of people who were retired.

### Work full time, part-time and in full-time education or training

Question	Work full time	Work part time	In full-time education or training
Thinking of the last time you contacted this GP surgery by phone, how easy was it for you to get through?	0.746 (0.704 ,0.791)	0.765 (0.717 ,0.817)	0.828 (0.730 ,0.940)
The last time you phoned the GP surgery, how helpful was the person who answered?	0.552 (0.497 ,0.614)	0.723 (0.641 ,0.817)	0.786 (0.646 ,0.956)
The last time you needed to see or speak to a doctor or nurse from your GP surgery quite urgently, how long did you wait?	0.805 (0.752 ,0.862)	1.056 (0.973 ,1.146)	0.685 (0.591 ,0.794)
If you ask to make an appointment with a doctor 3 or more working days in advance, does your GP practice allow you to?	0.831 (0.784 ,0.880)	0.862 (0.808 ,0.920)	0.912 (0.801 ,1.038)
When you arrange to see a doctor at your GP surgery can you usually see the doctor you prefer?	0.666 (0.628 ,0.706)	0.653 (0.613 ,0.697)	0.786 (0.692 ,0.893)
Overall how would you rate the arrangements for getting to see a doctor in your GP surgery?	0.653 (0.622 ,0.686)	0.723 (0.684 ,0.764)	0.878 (0.789 ,0.976)
Overall how would you rate the arrangements for getting to see a nurse in your GP surgery?	0.582 (0.546 ,0.620)	0.673 (0.626 ,0.723)	0.786 (0.683 ,0.906)
Thinking about the last time your GP referred you, how would you rate the arrangements for getting to see another NHS health professional?	0.773 (0.721 ,0.829)	0.873 (0.807 ,0.945)	0.771 (0.657 ,0.905)
How helpful do you find the receptionists at your GP surgery?	0.530 (0.479 ,0.586)	0.654 (0.584 ,0.732)	0.765 (0.637 ,0.919)
How clean is your GP surgery or health centre?	0.672 (0.641 ,0.705)	0.717 (0.679 ,0.756)	0.957 (0.862 ,1.061)
How do you feel about how long you usually have to wait to be seen after you arrive at your GP surgery?	0.745 (0.698 ,0.794)	0.748 (0.697 ,0.803)	0.870 (0.769 ,0.984)
The doctor listened to me	0.782 (0.706 ,0.865)	0.884 (0.788 ,0.991)	0.918 (0.752 ,1.122)
I felt that the doctor had all the information needed to treat me	0.782 (0.727 ,0.843)	0.861 (0.793 ,0.936)	0.864 (0.748 ,0.998)
The doctor was considerate and understanding	0.797 (0.735 ,0.865)	0.888 (0.811 ,0.973)	0.953 (0.814 ,1.115)
The doctor talked in a way that helped me understand my condition and treatment	0.771 (0.715 ,0.831)	0.880 (0.809 ,0.957)	0.815 (0.705 ,0.943)
I felt confident in the doctor's ability to treat me	0.762 (0.709 ,0.819)	0.909 (0.838 ,0.987)	0.936 (0.810 ,1.082)
I had enough time with the doctor	0.750 (0.694 ,0.811)	0.876 (0.802 ,0.957)	0.851 (0.730 ,0.992)
The nurse listened to me	0.622 (0.547 ,0.707)	0.776 (0.670 ,0.898)	0.570 (0.435 ,0.747)

<b>Question</b>	<b>Work full time</b>	<b>Work part time</b>	<b>In full-time education or training</b>
I felt that the nurse had all the information needed to treat me	0.667 (0.599 ,0.742)	0.792 (0.701 ,0.894)	0.726 (0.578 ,0.912)
The nurse was considerate and understanding	0.685 (0.604 ,0.776)	0.827 (0.718 ,0.953)	0.600 (0.468 ,0.769)
The nurse talked in a way that helped me understand my condition and treatment	0.728 (0.662 ,0.801)	0.846 (0.759 ,0.943)	0.639 (0.521 ,0.784)
I felt confident in the nurse's ability to treat me	0.697 (0.623 ,0.779)	0.864 (0.759 ,0.982)	0.631 (0.500 ,0.795)
I had enough time with the nurse	0.625 (0.543 ,0.719)	0.741 (0.632 ,0.869)	0.638 (0.480 ,0.849)
Are you involved as much as you want to be in decisions about your care and treatment?	0.715 (0.664 ,0.769)	0.861 (0.790 ,0.938)	0.794 (0.680 ,0.927)
It was easy enough for me to get my medicines	0.607 (0.537 ,0.685)	0.740 (0.644 ,0.850)	0.799 (0.625 ,1.022)
I knew enough about what my medicines were for	0.792 (0.702 ,0.893)	0.934 (0.809 ,1.078)	0.626 (0.492 ,0.797)
I knew enough about how and when to take my medicines	0.892 (0.753 ,1.056)	0.990 (0.811 ,1.208)	0.618 (0.451 ,0.848)
I knew enough about possible side effects of my medicines	0.873 (0.824 ,0.926)	0.902 (0.843 ,0.964)	0.728 (0.643 ,0.825)
I would know what to do if I had any problems with my medicines	0.806 (0.747 ,0.870)	0.891 (0.816 ,0.972)	0.603 (0.521 ,0.697)
I took my prescription as I was supposed to	0.636 (0.544 ,0.745)	0.691 (0.578 ,0.827)	0.512 (0.383 ,0.685)
I am treated with dignity and respect	0.655 (0.608 ,0.707)	0.771 (0.708 ,0.839)	1.007 (0.858 ,1.181)
I am treated with kindness and understanding	0.609 (0.569 ,0.651)	0.686 (0.636 ,0.739)	0.957 (0.829 ,1.106)
Overall, how would you rate the care provided by your GP surgery?	0.612 (0.571 ,0.655)	0.714 (0.660 ,0.771)	0.824 (0.718 ,0.946)
The time I waited was reasonable	0.680 (0.616 ,0.752)	0.782 (0.700 ,0.873)	0.636 (0.519 ,0.779)
I felt that the person had all the information needed to treat me	0.721 (0.651 ,0.799)	0.836 (0.746 ,0.936)	0.646 (0.526 ,0.794)
I felt I was listened to	0.649 (0.576 ,0.731)	0.777 (0.681 ,0.887)	0.542 (0.433 ,0.678)
Things were explained to me in a way I could understand	0.762 (0.676 ,0.860)	0.878 (0.768 ,1.004)	0.637 (0.504 ,0.805)
I felt that I got the right treatment or advice	0.677 (0.608 ,0.753)	0.840 (0.746 ,0.947)	0.694 (0.562 ,0.856)
Overall, how would you rate the care you experienced out of hours?	0.681 (0.618 ,0.750)	0.833 (0.749 ,0.926)	0.702 (0.577 ,0.855)

## Unemployed /Looking for work, Do not work due to illness or disability; and Other

Question	Unemployed / Looking for work	Do not work due to illness or disability	Other
Thinking of the last time you contacted this GP surgery by phone, how easy was it for you to get through?	0.995 (0.887 ,1.115)	1.054 (0.969 ,1.147)	0.875 (0.794 ,0.965)
The last time you phoned the GP surgery, how helpful was the person who answered?	0.943 (0.776 ,1.144)	1.028 (0.884 ,1.196)	0.766 (0.648 ,0.906)
The last time you needed to see or speak to a doctor or nurse from your GP surgery quite urgently, how long did you wait?	0.816 (0.719 ,0.926)	0.892 (0.811 ,0.982)	1.160 (1.022 ,1.317)
If you ask to make an appointment with a doctor 3 or more working days in advance, does your GP practice allow you to?	0.948 (0.846 ,1.061)	1.048 (0.965 ,1.138)	0.973 (0.881 ,1.074)
When you arrange to see a doctor at your GP surgery can you usually see the doctor you prefer?	0.839 (0.749 ,0.941)	0.997 (0.913 ,1.089)	0.838 (0.759 ,0.924)
Overall how would you rate the arrangements for getting to see a doctor in your GP surgery?	0.864 (0.786 ,0.950)	1.004 (0.933 ,1.081)	0.789 (0.728 ,0.856)
Overall how would you rate the arrangements for getting to see a nurse in your GP surgery?	0.776 (0.686 ,0.878)	0.889 (0.812 ,0.972)	0.705 (0.636 ,0.783)
Thinking about the last time your GP referred you, how would you rate the arrangements for getting to see another NHS health professional?	0.846 (0.738 ,0.971)	1.137 (1.038 ,1.247)	0.916 (0.815 ,1.029)
How helpful do you find the receptionists at your GP surgery?	0.821 (0.687 ,0.982)	0.902 (0.780 ,1.044)	0.708 (0.606 ,0.827)
How clean is your GP surgery or health centre?	0.977 (0.889 ,1.074)	1.076 (0.997 ,1.161)	0.717 (0.663 ,0.776)
How do you feel about how long you usually have to wait to be seen after you arrive at your GP surgery?	0.756 (0.677 ,0.845)	0.996 (0.907 ,1.092)	0.739 (0.670 ,0.815)
The doctor listened to me	0.911 (0.761 ,1.090)	1.004 (0.879 ,1.147)	0.835 (0.713 ,0.978)
I felt that the doctor had all the information needed to treat me	0.806 (0.707 ,0.919)	1.138 (1.027 ,1.262)	0.780 (0.695 ,0.875)
The doctor was considerate and understanding	0.930 (0.804 ,1.075)	1.115 (0.993 ,1.252)	0.818 (0.721 ,0.927)
The doctor talked in a way that helped me understand my condition and treatment	0.903 (0.788 ,1.035)	1.050 (0.947 ,1.165)	0.800 (0.712 ,0.899)
I felt confident in the doctor's ability to treat me	0.906 (0.794 ,1.034)	1.198 (1.081 ,1.327)	0.782 (0.699 ,0.875)
I had enough time with the doctor	0.803 (0.701 ,0.920)	1.045 (0.940 ,1.162)	0.777 (0.688 ,0.877)
The nurse listened to me	0.760 (0.588 ,0.982)	0.951 (0.789 ,1.148)	0.677 (0.552 ,0.831)
I felt that the nurse had all the information needed to treat me	0.849 (0.685 ,1.052)	1.087 (0.932 ,1.268)	0.721 (0.608 ,0.854)
The nurse was considerate and understanding	0.777 (0.611 ,0.988)	1.044 (0.867 ,1.258)	0.706 (0.582 ,0.857)



Question	Unemployed / Looking for work	Do not work due to illness or disability	Other
The nurse talked in a way that helped me understand my condition and treatment	0.875 (0.717 ,1.067)	1.094 (0.950 ,1.260)	0.732 (0.628 ,0.854)
I felt confident in the nurse's ability to treat me	0.770 (0.618 ,0.958)	1.060 (0.902 ,1.246)	0.663 (0.558 ,0.789)
I had enough time with the nurse	0.621 (0.486 ,0.794)	1.004 (0.830 ,1.213)	0.629 (0.508 ,0.779)
Are you involved as much as you want to be in decisions about your care and treatment?	0.606 (0.535 ,0.687)	0.929 (0.847 ,1.020)	0.748 (0.664 ,0.843)
It was easy enough for me to get my medicines	0.650 (0.528 ,0.799)	0.849 (0.725 ,0.994)	0.761 (0.626 ,0.926)
I knew enough about what my medicines were for	0.697 (0.569 ,0.854)	1.339 (1.147 ,1.563)	0.744 (0.614 ,0.903)
I knew enough about how and when to take my medicines	0.997 (0.731 ,1.360)	1.271 (1.033 ,1.565)	0.544 (0.430 ,0.687)
I knew enough about possible side effects of my medicines	1.008 (0.898 ,1.131)	1.365 (1.251 ,1.490)	0.866 (0.785 ,0.956)
I would know what to do if I had any problems with my medicines	0.850 (0.741 ,0.976)	1.278 (1.145 ,1.426)	0.747 (0.662 ,0.843)
I took my prescription as I was supposed to	0.721 (0.545 ,0.954)	1.153 (0.925 ,1.437)	0.585 (0.461 ,0.743)
I am treated with dignity and respect	0.833 (0.724 ,0.958)	0.936 (0.839 ,1.044)	0.696 (0.619 ,0.782)
I am treated with kindness and understanding	0.784 (0.691 ,0.890)	0.927 (0.839 ,1.026)	0.681 (0.612 ,0.758)
Overall, how would you rate the care provided by your GP surgery?	0.745 (0.660 ,0.842)	0.991 (0.898 ,1.094)	0.716 (0.642 ,0.798)
The time I waited was reasonable	0.734 (0.613 ,0.879)	0.731 (0.642 ,0.832)	0.734 (0.636 ,0.848)
I felt that the person had all the information needed to treat me	0.844 (0.700 ,1.017)	0.922 (0.807 ,1.054)	0.867 (0.746 ,1.008)
I felt I was listened to	0.785 (0.636 ,0.968)	0.854 (0.735 ,0.993)	0.825 (0.694 ,0.980)
Things were explained to me in a way I could understand	0.912 (0.734 ,1.133)	0.911 (0.783 ,1.060)	0.877 (0.736 ,1.045)
I felt that I got the right treatment or advice	0.802 (0.664 ,0.969)	0.943 (0.821 ,1.083)	0.851 (0.729 ,0.995)
Overall, how would you rate the care you experienced out of hours?	0.873 (0.732 ,1.040)	0.886 (0.783 ,1.002)	0.837 (0.728 ,0.962)

## Carers

Odds ratios were compared to the group of people who did not spend time giving regular help or support to family members, friends, neighbours or others because of long-term physical / mental ill-health /disability or problems related to old age.

Question	Yes, up to 19 hours a week	Yes, 20-34 hours a week	Yes, 35 or more hours a week
Thinking of the last time you contacted this GP surgery by phone, how easy was it for you to get through?	0.780 (0.738 ,0.823)	0.815 (0.724 ,0.918)	0.855 (0.799 ,0.916)
The last time you phoned the GP surgery, how helpful was the person who answered?	0.766 (0.699 ,0.839)	0.855 (0.692 ,1.055)	0.835 (0.738 ,0.943)
The last time you needed to see or speak to a doctor or nurse from your GP surgery quite urgently, how long did you wait?	0.879 (0.822 ,0.939)	0.974 (0.840 ,1.130)	0.967 (0.890 ,1.051)
If you ask to make an appointment with a doctor 3 or more working days in advance, does your GP practice allow you to?	0.955 (0.902 ,1.011)	0.811 (0.724 ,0.909)	0.919 (0.859 ,0.982)
When you arrange to see a doctor at your GP surgery can you usually see the doctor you prefer?	0.775 (0.734 ,0.819)	0.908 (0.802 ,1.027)	0.864 (0.806 ,0.927)
Overall how would you rate the arrangements for getting to see a doctor in your GP surgery?	0.810 (0.772 ,0.848)	0.808 (0.729 ,0.895)	0.905 (0.852 ,0.961)
Overall how would you rate the arrangements for getting to see a nurse in your GP surgery?	0.813 (0.765 ,0.863)	0.833 (0.731 ,0.951)	0.895 (0.829 ,0.967)
Thinking about the last time your GP referred you, how would you rate the arrangements for getting to see another NHS health professional?	0.868 (0.811 ,0.928)	0.864 (0.748 ,0.998)	0.922 (0.850 ,1.000)
How helpful do you find the receptionists at your GP surgery?	0.797 (0.731 ,0.869)	0.812 (0.669 ,0.986)	0.843 (0.751 ,0.947)
How clean is your GP surgery or health centre?	0.826 (0.789 ,0.865)	0.891 (0.802 ,0.989)	0.990 (0.931 ,1.053)
How do you feel about how long you usually have to wait to be seen after you arrive at your GP surgery?	0.908 (0.854 ,0.964)	0.717 (0.634 ,0.812)	0.883 (0.819 ,0.953)
The doctor listened to me	0.859 (0.781 ,0.944)	0.737 (0.608 ,0.893)	0.888 (0.789 ,1.000)
I felt that the doctor had all the information needed to treat me	0.823 (0.769 ,0.881)	0.875 (0.750 ,1.021)	1.034 (0.943 ,1.135)
The doctor was considerate and understanding	0.876 (0.812 ,0.945)	0.756 (0.644 ,0.886)	0.905 (0.821 ,0.999)
The doctor talked in a way that helped me understand my condition and treatment	0.872 (0.813 ,0.935)	0.906 (0.774 ,1.060)	0.953 (0.870 ,1.044)
I felt confident in the doctor's ability to treat me	0.842 (0.787 ,0.901)	0.786 (0.680 ,0.910)	0.933 (0.854 ,1.020)
I had enough time with the doctor	0.803 (0.747 ,0.862)	0.788 (0.676 ,0.920)	0.835 (0.763 ,0.913)
I felt that the nurse had all the information needed to treat me	0.719 (0.652 ,0.792)	0.902 (0.720 ,1.129)	0.933 (0.819 ,1.062)

Question	Yes, up to 19 hours a week	Yes, 20-34 hours a week	Yes, 35 or more hours a week
The nurse was considerate and understanding	0.808 (0.720 ,0.907)	1.007 (0.766 ,1.324)	0.925 (0.795 ,1.075)
The nurse talked in a way that helped me understand my condition and treatment	0.762 (0.697 ,0.832)	1.008 (0.815 ,1.245)	1.140 (1.007 ,1.291)
I felt confident in the nurse's ability to treat me	0.750 (0.676 ,0.831)	1.022 (0.796 ,1.310)	1.046 (0.909 ,1.205)
I had enough time with the nurse	0.824 (0.722 ,0.939)	0.836 (0.635 ,1.102)	0.854 (0.729 ,1.000)
Are you involved as much as you want to be in decisions about your care and treatment?	0.902 (0.840 ,0.970)	0.888 (0.764 ,1.031)	0.904 (0.831 ,0.984)
It was easy enough for me to get my medicines	0.826 (0.739 ,0.923)	0.889 (0.694 ,1.140)	0.888 (0.771 ,1.023)
I knew enough about possible side effects of my medicines	0.883 (0.833 ,0.936)	0.937 (0.824 ,1.065)	1.032 (0.959 ,1.111)
I am treated with dignity and respect	0.849 (0.792 ,0.911)	0.797 (0.685 ,0.928)	0.832 (0.761 ,0.909)
I am treated with kindness and understanding	0.827 (0.777 ,0.880)	0.843 (0.733 ,0.969)	0.904 (0.832 ,0.982)
Overall, how would you rate the care provided by your GP surgery?	0.865 (0.811 ,0.923)	0.804 (0.700 ,0.923)	0.834 (0.769 ,0.904)
The time I waited was reasonable	0.684 (0.630 ,0.742)	0.696 (0.588 ,0.824)	0.795 (0.720 ,0.878)
I felt that the person had all the information needed to treat me	0.722 (0.664 ,0.785)	0.703 (0.593 ,0.834)	0.773 (0.701 ,0.854)
I felt I was listened to	0.711 (0.648 ,0.781)	0.663 (0.548 ,0.802)	0.771 (0.688 ,0.864)
Things were explained to me in a way I could understand	0.758 (0.688 ,0.836)	0.769 (0.629 ,0.940)	0.845 (0.752 ,0.949)
I felt that I got the right treatment or advice	0.767 (0.704 ,0.837)	0.803 (0.670 ,0.962)	0.838 (0.755 ,0.931)
Overall, how would you rate the care you experienced out of hours?	0.668 (0.617 ,0.723)	0.693 (0.589 ,0.816)	0.765 (0.696 ,0.840)

## Health status

Odds ratios were compared to the group of people who assessed their health as good.

Question	Fair	Bad
Thinking of the last time you contacted this GP surgery by phone, how easy was it for you to get through?	0.835 (0.801 ,0.871)	0.718 (0.658 ,0.784)
The last time you phoned the GP surgery, how helpful was the person who answered?	0.826 (0.769 ,0.887)	0.613 (0.530 ,0.709)
The last time you needed to see or speak to a doctor or nurse from your GP surgery quite urgently, how long did you wait?	0.830 (0.789 ,0.872)	0.702 (0.635 ,0.776)
If you ask to make an appointment with a doctor 3 or more working days in advance, does your GP practice allow you to?	0.849 (0.814 ,0.885)	0.782 (0.718 ,0.852)
When you arrange to see a doctor at your GP surgery can you usually see the doctor you prefer?	0.817 (0.784 ,0.852)	0.661 (0.605 ,0.722)
Overall how would you rate the arrangements for getting to see a doctor in your GP surgery?	0.689 (0.665 ,0.714)	0.533 (0.494 ,0.575)
Overall how would you rate the arrangements for getting to see a nurse in your GP surgery?	0.705 (0.676 ,0.736)	0.560 (0.514 ,0.611)
Thinking about the last time your GP referred you, how would you rate the arrangements for getting to see another NHS health professional?	0.804 (0.765 ,0.846)	0.696 (0.635 ,0.764)
How helpful do you find the receptionists at your GP surgery?	0.808 (0.756 ,0.864)	0.564 (0.490 ,0.649)
How clean is your GP surgery or health centre?	0.788 (0.761 ,0.816)	0.667 (0.616 ,0.722)
How do you feel about how long you usually have to wait to be seen after you arrive at your GP surgery?	0.776 (0.742 ,0.812)	0.683 (0.620 ,0.752)
The doctor listened to me	0.626 (0.584 ,0.672)	0.426 (0.372 ,0.487)
I felt that the doctor had all the information needed to treat me	0.706 (0.670 ,0.743)	0.493 (0.444 ,0.546)
The doctor was considerate and understanding	0.688 (0.650 ,0.727)	0.512 (0.456 ,0.576)
The doctor talked in a way that helped me understand my condition and treatment	0.714 (0.678 ,0.752)	0.529 (0.477 ,0.588)
I felt confident in the doctor's ability to treat me	0.732 (0.696 ,0.771)	0.512 (0.462 ,0.567)
I had enough time with the doctor	0.642 (0.608 ,0.677)	0.448 (0.404 ,0.498)
The nurse listened to me	0.857 (0.782 ,0.939)	0.664 (0.552 ,0.797)
I felt that the nurse had all the information needed to treat me	0.830 (0.768 ,0.896)	0.619 (0.532 ,0.719)
The nurse was considerate and understanding	0.859 (0.785 ,0.940)	0.721 (0.599 ,0.867)
The nurse talked in a way that helped me understand my condition and treatment	0.884 (0.824 ,0.948)	0.687 (0.598 ,0.789)
I felt confident in the nurse's ability to treat me	0.817 (0.754 ,0.885)	0.571 (0.487 ,0.668)

Question	Fair	Bad
I had enough time with the nurse	0.731 (0.662 ,0.807)	0.538 (0.448 ,0.647)
Are you involved as much as you want to be in decisions about your care and treatment?	0.794 (0.753 ,0.837)	0.602 (0.547 ,0.663)
It was easy enough for me to get my medicines	0.829 (0.760 ,0.904)	0.520 (0.445 ,0.609)
I knew enough about what my medicines were for	0.580 (0.532 ,0.633)	0.397 (0.342 ,0.461)
I knew enough about how and when to take my medicines	0.678 (0.600 ,0.767)	0.422 (0.345 ,0.517)
I knew enough about possible side effects of my medicines	0.802 (0.769 ,0.836)	0.623 (0.572 ,0.679)
I would know what to do if I had any problems with my medicines	0.723 (0.684 ,0.763)	0.545 (0.490 ,0.607)
I took my prescription as I was supposed to	0.812 (0.726 ,0.908)	0.526 (0.425 ,0.650)
I am treated with dignity and respect	0.784 (0.743 ,0.827)	0.588 (0.525 ,0.658)
I am treated with kindness and understanding	0.798 (0.761 ,0.838)	0.616 (0.555 ,0.683)
Overall, how would you rate the care provided by your GP surgery?	0.613 (0.584 ,0.644)	0.438 (0.397 ,0.484)
The time I waited was reasonable	0.763 (0.715 ,0.813)	0.723 (0.639 ,0.819)
I felt that the person had all the information needed to treat me	0.755 (0.704 ,0.809)	0.645 (0.565 ,0.736)
I felt I was listened to	0.716 (0.661 ,0.775)	0.574 (0.495 ,0.665)
Things were explained to me in a way I could understand	0.686 (0.633 ,0.745)	0.550 (0.474 ,0.640)
I felt that I got the right treatment or advice	0.784 (0.730 ,0.843)	0.665 (0.580 ,0.763)
Overall, how would you rate the care you experienced out of hours?	0.670 (0.630 ,0.713)	0.540 (0.481 ,0.607)

## Day-to-day activities limited

Odds ratios were compared with the group of people who did not have a health problem or disability that limited their day-to-day activities

Question	Yes, limited a lot	Yes, limited a little
Thinking of the last time you contacted this GP surgery by phone, how easy was it for you to get through?	0.876 (0.813 ,0.943)	0.936 (0.890 ,0.983)
The last time you phoned the GP surgery, how helpful was the person who answered?	0.730 (0.644 ,0.827)	0.886 (0.814 ,0.964)
The last time you needed to see or speak to a doctor or nurse from your GP surgery quite urgently, how long did you wait?	0.972 (0.896 ,1.054)	0.875 (0.826 ,0.926)
If you ask to make an appointment with a doctor 3 or more working days in advance, does your GP practice allow you to?	0.909 (0.850 ,0.972)	0.966 (0.920 ,1.013)
When you arrange to see a doctor at your GP surgery can you usually see the doctor you prefer?	0.944 (0.879 ,1.013)	0.894 (0.852 ,0.938)
Overall how would you rate the arrangements for getting to see a doctor in your GP surgery?	0.903 (0.848 ,0.963)	0.917 (0.880 ,0.956)
Thinking about the last time your GP referred you, how would you rate the arrangements for getting to see another NHS health professional?	0.721 (0.668 ,0.778)	0.787 (0.745 ,0.832)
How helpful do you find the receptionists at your GP surgery?	0.829 (0.731 ,0.941)	0.901 (0.833 ,0.976)
How clean is your GP surgery or health centre?	1.126 (1.057 ,1.199)	0.998 (0.957 ,1.041)
How do you feel about how long you usually have to wait to be seen after you arrive at your GP surgery?	0.916 (0.846 ,0.993)	0.918 (0.870 ,0.970)
The doctor listened to me	0.737 (0.653 ,0.833)	0.805 (0.742 ,0.872)
I felt that the doctor had all the information needed to treat me	0.697 (0.636 ,0.764)	0.753 (0.710 ,0.799)
The doctor was considerate and understanding	0.815 (0.735 ,0.903)	0.827 (0.775 ,0.883)
The doctor talked in a way that helped me understand my condition and treatment	0.676 (0.617 ,0.741)	0.757 (0.713 ,0.804)
I felt confident in the doctor's ability to treat me	0.689 (0.630 ,0.754)	0.749 (0.707 ,0.794)
I had enough time with the doctor	0.745 (0.678 ,0.819)	0.765 (0.719 ,0.813)
The nurse listened to me	0.859 (0.732 ,1.008)	0.807 (0.728 ,0.894)
I felt that the nurse had all the information needed to treat me	0.703 (0.616 ,0.802)	0.750 (0.688 ,0.818)
The nurse was considerate and understanding	0.802 (0.685 ,0.939)	0.809 (0.731 ,0.895)
The nurse talked in a way that helped me understand my condition and treatment	0.743 (0.660 ,0.837)	0.784 (0.725 ,0.848)
I felt confident in the nurse's ability to treat me	0.807 (0.702 ,0.928)	0.838 (0.765 ,0.918)
I had enough time with the nurse	0.809 (0.690 ,0.949)	0.816 (0.730 ,0.912)

Are you involved as much as you want to be in decisions about your care and treatment?	0.562 (0.516 ,0.612)	0.729 (0.686 ,0.776)
It was easy enough for me to get my medicines	0.770 (0.668 ,0.888)	0.843 (0.762 ,0.933)
I knew enough about what my medicines were for	0.526 (0.461 ,0.601)	0.733 (0.663 ,0.810)
I knew enough about how and when to take my medicines	0.462 (0.384 ,0.555)	0.725 (0.629 ,0.836)
I knew enough about possible side effects of my medicines	0.764 (0.711 ,0.821)	0.860 (0.820 ,0.902)
I would know what to do if I had any problems with my medicines	0.666 (0.608 ,0.730)	0.804 (0.755 ,0.856)
I took my prescription as I was supposed to	0.620 (0.514 ,0.747)	0.786 (0.692 ,0.893)
I am treated with dignity and respect	0.818 (0.743 ,0.902)	0.867 (0.814 ,0.923)
I am treated with kindness and understanding	0.840 (0.769 ,0.918)	0.867 (0.820 ,0.917)
Overall, how would you rate the care provided by your GP surgery?	0.742 (0.680 ,0.809)	0.844 (0.797 ,0.893)
I felt that the person had all the information needed to treat me	0.813 (0.726 ,0.912)	0.894 (0.825 ,0.969)
I felt I was listened to	0.837 (0.734 ,0.955)	0.922 (0.840 ,1.011)
Things were explained to me in a way I could understand	0.812 (0.708 ,0.932)	0.940 (0.855 ,1.033)
I felt that I got the right treatment or advice	0.764 (0.674 ,0.865)	0.865 (0.796 ,0.940)

### Translation, interpreting and communication support needs

Odds ratios for the group of people with translation, interpreting and communication support needs were compared to the group of people who did not require an interpreter or other help to communicate.

Question	Yes
Are you involved as much as you want to be in decisions about your care and treatment?	0.804 (0.711 ,0.910)
I knew enough about what my medicines were for	0.646 (0.540 ,0.772)
I knew enough about how and when to take my medicines	0.549 (0.441 ,0.683)
I knew enough about possible side effects of my medicines	0.780 (0.701 ,0.868)
I would know what to do if I had any problems with my medicines	0.717 (0.632 ,0.813)
I took my prescription as I was supposed to	0.677 (0.534 ,0.859)
Things were explained to me in a way I could understand	0.708 (0.589 ,0.852)

## Disabilities

Odds ratios for the group of people with each disability were compared to the group of people without that particular disability.

### Chronic pain

Question	Odds ratio
Thinking of the last time you contacted this GP surgery by phone, how easy was it for you to get through?	0.912 (0.864 ,0.962)
The last time you phoned the GP surgery, how helpful was the person who answered?	0.788 (0.719 ,0.863)
The last time you needed to see or speak to a doctor or nurse from your GP surgery quite urgently, how long did you wait?	0.859 (0.809 ,0.913)
If you ask to make an appointment with a doctor 3 or more working days in advance, does your GP practice allow you to?	0.907 (0.862 ,0.955)
When you arrange to see a doctor at your GP surgery can you usually see the doctor you prefer?	0.844 (0.800 ,0.890)
Overall how would you rate the arrangements for getting to see a doctor in your GP surgery?	0.857 (0.819 ,0.897)
Overall how would you rate the arrangements for getting to see a nurse in your GP surgery?	0.847 (0.802 ,0.895)
Thinking about the last time your GP referred you, how would you rate the arrangements for getting to see another NHS health professional?	0.746 (0.707 ,0.788)
How helpful do you find the receptionists at your GP surgery?	0.786 (0.720 ,0.858)
How clean is your GP surgery or health centre?	0.893 (0.852 ,0.936)
How do you feel about how long you usually have to wait to be seen after you arrive at your GP surgery?	0.822 (0.776 ,0.872)
The doctor listened to me	0.745 (0.684 ,0.810)
I felt that the doctor had all the information needed to treat me	0.718 (0.674 ,0.764)
The doctor was considerate and understanding	0.769 (0.717 ,0.826)
The doctor talked in a way that helped me understand my condition and treatment	0.767 (0.719 ,0.817)
I felt confident in the doctor's ability to treat me	0.712 (0.669 ,0.757)
I had enough time with the doctor	0.753 (0.706 ,0.804)
The nurse listened to me	0.748 (0.670 ,0.836)
I felt that the nurse had all the information needed to treat me	0.829 (0.756 ,0.910)
The nurse was considerate and understanding	0.790 (0.708 ,0.882)
The nurse talked in a way that helped me understand my condition and treatment	0.803 (0.739 ,0.873)



Question	Odds ratio
I felt confident in the nurse's ability to treat me	0.770 (0.699 ,0.849)
I had enough time with the nurse	0.827 (0.736 ,0.929)
Are you involved as much as you want to be in decisions about your care and treatment?	0.730 (0.687 ,0.775)
It was easy enough for me to get my medicines	0.851 (0.769 ,0.941)
I knew enough about possible side effects of my medicines	0.909 (0.862 ,0.957)
I took my prescription as I was supposed to	0.858 (0.751 ,0.981)
I am treated with dignity and respect	0.845 (0.789 ,0.904)
I am treated with kindness and understanding	0.807 (0.759 ,0.859)
Overall, how would you rate the care provided by your GP surgery?	0.821 (0.772 ,0.872)
The time I waited was reasonable	0.818 (0.757 ,0.885)
I felt that the person had all the information needed to treat me	0.836 (0.769 ,0.908)
I felt I was listened to	0.777 (0.707 ,0.852)
Things were explained to me in a way I could understand	0.793 (0.721 ,0.872)
I felt that I got the right treatment or advice	0.739 (0.679 ,0.806)
Overall, how would you rate the care you experienced out of hours?	0.816 (0.757 ,0.879)

### Physical disability

Question	Odds ratio
Thinking of the last time you contacted this GP surgery by phone, how easy was it for you to get through?	1.071 (1.006 ,1.142)
Overall how would you rate the arrangements for getting to see a doctor in your GP surgery?	1.074 (1.017 ,1.135)
How helpful do you find the receptionists at your GP surgery?	1.124 (1.003 ,1.259)
The doctor listened to me	1.225 (1.102 ,1.361)
I felt that the doctor had all the information needed to treat me	1.170 (1.080 ,1.266)
The doctor was considerate and understanding	1.183 (1.080 ,1.295)
The doctor talked in a way that helped me understand my condition and treatment	1.197 (1.105 ,1.297)
I felt confident in the doctor's ability to treat me	1.183 (1.094 ,1.280)

Question	Odds ratio
I had enough time with the doctor	1.104 (1.019 , 1.197)
The nurse listened to me	1.377 (1.196 , 1.587)
I felt that the nurse had all the information needed to treat me	1.175 (1.048 , 1.318)
The nurse was considerate and understanding	1.358 (1.179 , 1.565)
The nurse talked in a way that helped me understand my condition and treatment	1.251 (1.127 , 1.388)
I felt confident in the nurse's ability to treat me	1.234 (1.091 , 1.395)
Are you involved as much as you want to be in decisions about your care and treatment?	1.084 (1.010 , 1.164)
I knew enough about what my medicines were for	1.121 (1.005 , 1.252)
I knew enough about how and when to take my medicines	1.251 (1.074 , 1.458)
I knew enough about possible side effects of my medicines	1.159 (1.089 , 1.234)
I would know what to do if I had any problems with my medicines	1.164 (1.075 , 1.261)
I took my prescription as I was supposed to	1.218 (1.033 , 1.436)
I am treated with dignity and respect	1.207 (1.108 , 1.316)
I am treated with kindness and understanding	1.240 (1.146 , 1.341)
Overall, how would you rate the care provided by your GP surgery?	1.198 (1.110 , 1.293)
Things were explained to me in a way I could understand	1.161 (1.032 , 1.307)
I felt that I got the right treatment or advice	1.144 (1.027 , 1.274)

### Deafness or severe hearing impairment

Question	Odds ratio
Thinking of the last time you contacted this GP surgery by phone, how easy was it for you to get through?	0.902 (0.848 , 0.960)
If you ask to make an appointment with a doctor 3 or more working days in advance, does your GP practice allow you to?	0.913 (0.861 , 0.967)
When you arrange to see a doctor at your GP surgery can you usually see the doctor you prefer?	0.921 (0.867 , 0.980)
Overall how would you rate the arrangements for getting to see a doctor in your GP surgery?	0.941 (0.893 , 0.992)
Overall how would you rate the arrangements for getting to see a nurse in your GP surgery?	0.906 (0.845 , 0.972)
Thinking about the last time your GP referred you, how would you rate the arrangements for getting to see another NHS health professional?	0.914 (0.855 , 0.977)

Question	Odds ratio
How do you feel about how long you usually have to wait to be seen after you arrive at your GP surgery?	0.917 (0.852 ,0.988)
The doctor was considerate and understanding	0.871 (0.797 ,0.952)
The doctor talked in a way that helped me understand my condition and treatment	0.908 (0.838 ,0.984)
I had enough time with the doctor	0.914 (0.842 ,0.993)
I had enough time with the nurse	0.842 (0.732 ,0.969)
Are you involved as much as you want to be in decisions about your care and treatment?	0.876 (0.814 ,0.942)
I knew enough about what my medicines were for	0.739 (0.662 ,0.825)
I knew enough about how and when to take my medicines	0.764 (0.652 ,0.894)
I knew enough about possible side effects of my medicines	0.898 (0.846 ,0.954)
I would know what to do if I had any problems with my medicines	0.863 (0.796 ,0.934)
Overall, how would you rate the care provided by your GP surgery?	0.917 (0.850 ,0.990)

### A mental-health condition

Question	Odds ratio
The last time you phoned the GP surgery, how helpful was the person who answered?	1.122 (1.001 ,1.258)
If you ask to make an appointment with a doctor 3 or more working days in advance, does your GP practice allow you to?	1.085 (1.015 ,1.159)
When you arrange to see a doctor at your GP surgery can you usually see the doctor you prefer?	1.153 (1.075 ,1.237)
Overall how would you rate the arrangements for getting to see a doctor in your GP surgery?	1.152 (1.086 ,1.221)
How helpful do you find the receptionists at your GP surgery?	1.155 (1.036 ,1.287)
I had enough time with the doctor	0.910 (0.841 ,0.986)
The nurse listened to me	0.827 (0.719 ,0.951)
I felt that the nurse had all the information needed to treat me	0.830 (0.739 ,0.931)
The nurse was considerate and understanding	0.811 (0.708 ,0.928)
The nurse talked in a way that helped me understand my condition and treatment	0.855 (0.768 ,0.952)
I had enough time with the nurse	0.814 (0.706 ,0.938)
It was easy enough for me to get my medicines	0.805 (0.716 ,0.905)

Question	Odds ratio
I knew enough about what my medicines were for	0.785 (0.699 ,0.881)
I knew enough about how and when to take my medicines	0.668 (0.575 ,0.776)
I knew enough about possible side effects of my medicines	0.919 (0.861 ,0.982)
I would know what to do if I had any problems with my medicines	0.860 (0.793 ,0.933)
I took my prescription as I was supposed to	0.721 (0.619 ,0.838)
Overall, how would you rate the care provided by your GP surgery?	1.090 (1.009 ,1.177)

### Blindness or severe vision impairment

Question	Odds ratio
Overall how would you rate the arrangements for getting to see a nurse in your GP surgery?	0.865 (0.763 ,0.980)
How do you feel about how long you usually have to wait to be seen after you arrive at your GP surgery?	0.860 (0.753 ,0.982)
I felt that the doctor had all the information needed to treat me	0.792 (0.688 ,0.912)
The nurse listened to me	0.779 (0.617 ,0.983)
It was easy enough for me to get my medicines	0.716 (0.582 ,0.882)
I knew enough about what my medicines were for	0.643 (0.542 ,0.761)
I knew enough about how and when to take my medicines	0.694 (0.546 ,0.881)
I knew enough about possible side effects of my medicines	0.729 (0.657 ,0.810)
I would know what to do if I had any problems with my medicines	0.725 (0.634 ,0.829)

### A learning disability

Question	Odds ratio
Are you involved as much as you want to be in decisions about your care and treatment?	0.743 (0.638 ,0.864)
I knew enough about what my medicines were for	0.467 (0.383 ,0.570)
I knew enough about how and when to take my medicines	0.367 (0.290 ,0.464)
I knew enough about possible side effects of my medicines	0.681 (0.593 ,0.781)
I would know what to do if I had any problems with my medicines	0.735 (0.624 ,0.865)

Question	Odds ratio
I took my prescription as I was supposed to	0.554 (0.420 , 0.730)
I felt that the person had all the information needed to treat me	0.740 (0.594 , 0.922)
Things were explained to me in a way I could understand	0.758 (0.596 , 0.964)

### Another long-term condition

Question	Odds ratio
Thinking of the last time you contacted this GP surgery by phone, how easy was it for you to get through?	1.078 (1.031 , 1.127)
The last time you needed to see or speak to a doctor or nurse from your GP surgery quite urgently, how long did you wait?	1.071 (1.023 , 1.121)
If you ask to make an appointment with a doctor 3 or more working days in advance, does your GP practice allow you to?	1.071 (1.031 , 1.112)
Overall how would you rate the arrangements for getting to see a doctor in your GP surgery?	1.062 (1.028 , 1.098)
Thinking about the last time your GP referred you, how would you rate the arrangements for getting to see another NHS health professional?	1.049 (1.004 , 1.097)
The nurse talked in a way that helped me understand my condition and treatment	0.922 (0.867 , 0.981)
Are you involved as much as you want to be in decisions about your care and treatment?	1.074 (1.019 , 1.132)
It was easy enough for me to get my medicines	0.868 (0.794 , 0.949)
I knew enough about what my medicines were for	1.110 (1.020 , 1.209)
I took my prescription as I was supposed to	1.135 (1.024 , 1.258)
I am treated with dignity and respect	0.927 (0.882 , 0.975)
I am treated with kindness and understanding	0.941 (0.900 , 0.984)
Overall, how would you rate the care provided by your GP surgery?	1.081 (1.033 , 1.132)

## Other factors

### GP practice size

Odds ratios for GP practice size were compared to practices where the total number of patients registered ranged between 2,500 and 4,999 patients.

Question	< 2,500	5,000 - 7,499	7,500 - 9,999	10,000+
Thinking of the last time you contacted this GP surgery by phone, how easy was it for you to get through?	3.750 (2.958 ,4.754)	0.484 (0.395 ,0.594)	0.356 (0.283 ,0.449)	0.363 (0.279 ,0.472)
The last time you phoned the GP surgery, how helpful was the person who answered?	1.962 (1.619 ,2.378)	0.668 (0.574 ,0.778)	0.558 (0.471 ,0.661)	0.521 (0.430 ,0.631)
The last time you needed to see or speak to a doctor or nurse from your GP surgery quite urgently, how long did you wait?	2.166 (1.865 ,2.517)	0.859 (0.756 ,0.977)	0.766 (0.663 ,0.884)	0.653 (0.555 ,0.770)
If you ask to make an appointment with a doctor 3 or more working days in advance, does your GP practice allow you to?	2.281 (1.810 ,2.875)	0.473 (0.384 ,0.583)	0.425 (0.336 ,0.537)	0.531 (0.406 ,0.695)
When you arrange to see a doctor at your GP surgery can you usually see the doctor you prefer?	2.395 (2.005 ,2.861)	0.510 (0.438 ,0.593)	0.425 (0.358 ,0.504)	0.370 (0.304 ,0.449)
Overall how would you rate the arrangements for getting to see a doctor in your GP surgery?	2.508 (2.128 ,2.956)	0.608 (0.526 ,0.704)	0.465 (0.394 ,0.548)	0.416 (0.344 ,0.502)
Overall how would you rate the arrangements for getting to see a nurse in your GP surgery?	1.581 (1.376 ,1.817)	0.719 (0.638 ,0.810)	0.624 (0.545 ,0.713)	0.560 (0.481 ,0.652)
Thinking about the last time your GP referred you, how would you rate the arrangements for getting to see another NHS health professional?	1.098 (1.017 ,1.185)	0.932 (0.873 ,0.994)	0.854 (0.794 ,0.918)	0.841 (0.774 ,0.913)
How helpful do you find the receptionists at your GP surgery?	2.092 (1.727 ,2.533)	0.693 (0.594 ,0.808)	0.567 (0.477 ,0.673)	0.486 (0.401 ,0.590)
How clean is your GP surgery or health centre?	1.371 (1.187 ,1.584)	0.820 (0.719 ,0.935)	0.766 (0.661 ,0.888)	0.745 (0.629 ,0.882)
How do you feel about how long you usually have to wait to be seen after you arrive at your GP surgery?	1.584 (1.366 ,1.838)	0.816 (0.713 ,0.935)	0.697 (0.599 ,0.811)	0.787 (0.662 ,0.936)
I felt that the doctor had all the information needed to treat me	1.147 (1.042 ,1.262)	0.958 (0.879 ,1.045)	0.888 (0.806 ,0.978)	0.893 (0.800 ,0.996)
I had enough time with the doctor	1.447 (1.282 ,1.633)	0.880 (0.794 ,0.974)	0.787 (0.702 ,0.882)	0.730 (0.642 ,0.830)

Question	< 2,500	5,000 - 7,499	7,500 - 9,999	10,000+
The nurse listened to me	1.320 (1.119 , 1.558)	0.861 (0.748 , 0.991)	0.770 (0.661 , 0.898)	0.701 (0.591 , 0.831)
I felt that the nurse had all the information needed to treat me	1.168 (1.028 , 1.326)	0.816 (0.733 , 0.909)	0.760 (0.676 , 0.856)	0.710 (0.623 , 0.810)
The nurse was considerate and understanding	1.153 (0.964 , 1.378)	0.905 (0.781 , 1.049)	0.803 (0.683 , 0.945)	0.762 (0.634 , 0.915)
The nurse talked in a way that helped me understand my condition and treatment	1.192 (1.054 , 1.347)	0.843 (0.759 , 0.937)	0.819 (0.729 , 0.920)	0.736 (0.647 , 0.838)
I felt confident in the nurse's ability to treat me	1.131 (0.983 , 1.300)	0.924 (0.817 , 1.045)	0.843 (0.737 , 0.965)	0.820 (0.704 , 0.954)
I had enough time with the nurse	1.338 (1.135 , 1.577)	0.922 (0.804 , 1.057)	0.776 (0.669 , 0.900)	0.699 (0.593 , 0.824)
Are you involved as much as you want to be in decisions about your care and treatment?	1.053 (0.975 , 1.138)	0.925 (0.864 , 0.992)	0.886 (0.820 , 0.957)	0.917 (0.839 , 1.002)
It was easy enough for me to get my medicines	1.230 (1.066 , 1.421)	0.909 (0.805 , 1.026)	0.857 (0.748 , 0.981)	0.797 (0.684 , 0.928)
I knew enough about what my medicines were for	1.184 (1.039 , 1.350)	0.916 (0.822 , 1.020)	0.814 (0.724 , 0.916)	0.873 (0.761 , 1.000)
I knew enough about how and when to take my medicines	1.177 (0.994 , 1.393)	0.899 (0.776 , 1.040)	0.836 (0.712 , 0.982)	0.850 (0.709 , 1.020)
I knew enough about possible side effects of my medicines	1.280 (1.198 , 1.367)	0.917 (0.866 , 0.971)	0.864 (0.810 , 0.921)	0.868 (0.807 , 0.933)
I would know what to do if I had any problems with my medicines	1.158 (1.064 , 1.262)	0.918 (0.855 , 0.985)	0.858 (0.793 , 0.929)	0.892 (0.815 , 0.976)
I am treated with dignity and respect	1.528 (1.333 , 1.752)	0.794 (0.707 , 0.891)	0.639 (0.561 , 0.727)	0.605 (0.523 , 0.700)
I am treated with kindness and understanding	1.597 (1.406 , 1.813)	0.791 (0.710 , 0.882)	0.654 (0.579 , 0.738)	0.623 (0.543 , 0.716)
Overall, how would you rate the care provided by your GP surgery?	1.430 (1.232 , 1.659)	0.779 (0.683 , 0.888)	0.656 (0.566 , 0.761)	0.633 (0.535 , 0.749)

## Percentage of GP practice list from deprived areas

Odds ratios here are interpreted as the odds for a one percentage point increase in the mean percentage of the practice list from the 15% most deprived areas, compared to the mean percentage. The effect may seem quite small, but it must be remembered that the difference is for a one percentage point increase and the percentage of patients at practices from the 15% most deprived areas ranges from 0 to almost 90 per cent.

Question	Odds ratio
Thinking of the last time you contacted this GP surgery by phone, how easy was it for you to get through?	0.982369 (0.977 ,0.987)
The last time you phoned the GP surgery, how helpful was the person who answered?	0.99084 (0.987 ,0.995)
The last time you needed to see or speak to a doctor or nurse from your GP surgery quite urgently, how long did you wait?	0.994558 (0.991 ,0.998)
If you ask to make an appointment with a doctor 3 or more working days in advance, does your GP practice allow you to?	0.977842 (0.973 ,0.983)
When you arrange to see a doctor at your GP surgery can you usually see the doctor you prefer?	0.990873 (0.987 ,0.995)
Overall how would you rate the arrangements for getting to see a doctor in your GP surgery?	0.988819 (0.985 ,0.992)
Overall how would you rate the arrangements for getting to see a nurse in your GP surgery?	0.990448 (0.987 ,0.993)
How helpful do you find the receptionists at your GP surgery?	0.99424 (0.990 ,0.998)
How clean is your GP surgery or health centre?	0.986653 (0.983 ,0.990)
How do you feel about how long you usually have to wait to be seen after you arrive at your GP surgery?	0.99401 (0.991 ,0.997)
The doctor listened to me	0.995934 (0.993 ,0.999)
The nurse was considerate and understanding	0.993218 (0.990 ,0.997)
The nurse talked in a way that helped me understand my condition and treatment	0.996691 (0.994 ,0.999)
I had enough time with the nurse	0.994932 (0.992 ,0.998)
Are you involved as much as you want to be in decisions about your care and treatment?	0.996414 (0.995 ,0.998)
It was easy enough for me to get my medicines	0.99369 (0.991 ,0.997)
I knew enough about what my medicines were for	0.996356 (0.994 ,0.999)
I knew enough about possible side effects of my medicines	0.998139 (0.997 ,1.000)
I am treated with dignity and respect	0.992852 (0.990 ,0.996)
I am treated with kindness and understanding	0.992544 (0.990 ,0.995)
Overall, how would you rate the care provided by your GP surgery?	0.992935 (0.990 ,0.996)



## How often people contacted their GP surgery

Odds ratios for how often people contacted their GP surgery were compared to the group who contacted their GP surgery 2-4 times.

Question	Once	5-10 times	More than 10 times	Can't remember / don't know
Thinking of the last time you contacted this GP surgery by phone, how easy was it for you to get through?	1.175 (1.108 , 1.246)	0.900 (0.864 , 0.937)	0.871 (0.824 , 0.921)	0.911 (0.784 , 1.058)
The last time you needed to see or speak to a doctor or nurse from your GP surgery quite urgently, how long did you wait?	0.909 (0.849 , 0.972)	1.281 (1.220 , 1.345)	1.628 (1.519 , 1.744)	1.171 (0.972 , 1.411)
If you ask to make an appointment with a doctor 3 or more working days in advance, does your GP practice allow you to?	0.968 (0.912 , 1.026)	1.048 (1.007 , 1.091)	1.110 (1.051 , 1.172)	0.841 (0.725 , 0.976)
When you arrange to see a doctor at your GP surgery can you usually see the doctor you prefer?	1.115 (1.053 , 1.180)	0.949 (0.911 , 0.988)	0.987 (0.932 , 1.045)	0.829 (0.717 , 0.959)
Overall how would you rate the arrangements for getting to see a doctor in your GP surgery?	0.986 (0.942 , 1.032)	1.063 (1.027 , 1.101)	1.166 (1.110 , 1.225)	0.847 (0.749 , 0.958)
Thinking about the last time your GP referred you, how would you rate the arrangements for getting to see another NHS health professional?	1.099 (1.000 , 1.207)	1.002 (0.956 , 1.051)	1.084 (1.019 , 1.152)	0.869 (0.734 , 1.030)
How clean is your GP surgery or health centre?	0.951 (0.911 , 0.994)	1.056 (1.020 , 1.093)	1.220 (1.160 , 1.282)	1.126 (0.986 , 1.286)
How do you feel about how long you usually have to wait to be seen after you arrive at your GP surgery?	1.093 (1.029 , 1.160)	0.960 (0.919 , 1.003)	0.979 (0.922 , 1.041)	0.797 (0.687 , 0.923)
The doctor listened to me	0.800 (0.728 , 0.880)	1.098 (1.023 , 1.178)	1.156 (1.052 , 1.269)	0.732 (0.593 , 0.902)
I felt that the doctor had all the information needed to treat me	0.895 (0.834 , 0.961)	1.040 (0.988 , 1.094)	1.170 (1.091 , 1.255)	0.927 (0.777 , 1.106)
The doctor was considerate and understanding	0.830 (0.771 , 0.893)	1.190 (1.125 , 1.259)	1.349 (1.247 , 1.459)	0.933 (0.774 , 1.125)
The doctor talked in a way that helped me understand my condition and treatment	0.815 (0.760 , 0.873)	1.131 (1.074 , 1.192)	1.278 (1.190 , 1.373)	0.878 (0.739 , 1.042)
I felt confident in the doctor's ability to treat me	0.857 (0.801 , 0.918)	1.070 (1.018 , 1.125)	1.277 (1.191 , 1.370)	1.011 (0.846 , 1.209)

<b>Question</b>	<b>Once</b>	<b>5-10 times</b>	<b>More than 10 times</b>	<b>Can't remember / don't know</b>
I had enough time with the doctor	0.962 (0.891 , 1.039)	1.014 (0.962 , 1.070)	1.128 (1.049 , 1.213)	0.826 (0.693 , 0.985)
The nurse was considerate and understanding	1.178 (1.015 , 1.368)	1.041 (0.955 , 1.135)	1.083 (0.964 , 1.217)	0.763 (0.572 , 1.017)
It was easy enough for me to get my medicines	1.101 (0.956 , 1.267)	0.861 (0.793 , 0.935)	0.933 (0.837 , 1.040)	0.706 (0.548 , 0.910)
I knew enough about how and when to take my medicines	1.032 (0.850 , 1.253)	1.009 (0.898 , 1.133)	1.151 (0.991 , 1.337)	0.558 (0.416 , 0.747)
I knew enough about possible side effects of my medicines	1.090 (1.021 , 1.164)	0.980 (0.940 , 1.020)	1.076 (1.018 , 1.138)	0.851 (0.734 , 0.987)
I would know what to do if I had any problems with my medicines	0.992 (0.915 , 1.076)	1.001 (0.950 , 1.055)	1.145 (1.065 , 1.230)	0.848 (0.710 , 1.012)
I took my prescription as I was supposed to	0.871 (0.743 , 1.022)	1.128 (1.011 , 1.257)	1.338 (1.152 , 1.555)	0.943 (0.665 , 1.336)
I am treated with dignity and respect	0.864 (0.808 , 0.925)	1.098 (1.041 , 1.159)	1.122 (1.042 , 1.208)	0.952 (0.792 , 1.145)
I am treated with kindness and understanding	0.885 (0.834 , 0.940)	1.107 (1.056 , 1.162)	1.182 (1.105 , 1.264)	1.011 (0.851 , 1.200)
Overall, how would you rate the care provided by your GP surgery?	0.915 (0.860 , 0.974)	1.052 (1.003 , 1.104)	1.175 (1.099 , 1.256)	0.835 (0.714 , 0.977)
The time I waited was reasonable	0.919 (0.820 , 1.029)	1.017 (0.953 , 1.087)	1.105 (1.019 , 1.199)	0.735 (0.588 , 0.920)
Overall, how would you rate the care you experienced out of hours?	0.914 (0.819 , 1.020)	1.078 (1.012 , 1.149)	1.080 (0.999 , 1.167)	0.959 (0.769 , 1.198)

## Out of hours healthcare - First NHS service contacted

Odds ratios for the out-of-hours healthcare service people spoke to or went to first were compared to the group of people who spoke to NHS 24 first.

### Pharmacist/chemist, out of hours service, my own GP surgery and district/community nurse

Question	Pharmacist / Chemist	Out of Hours Service	my own GP surgery	District/ community Nurse
The time I waited was reasonable	1.451 (1.169 , 1.802)	1.151 (0.993 , 1.333)	1.490 (1.258 , 1.766)	2.043 (1.408 , 2.965)
I felt that the person had all the information needed to treat me	1.177 (0.964 , 1.436)	1.016 (0.882 , 1.172)	1.384 (1.166 , 1.642)	1.908 (1.321 , 2.755)
I felt I was listened to	1.425 (1.118 , 1.815)	1.048 (0.887 , 1.239)	1.110 (0.919 , 1.340)	1.699 (1.100 , 2.626)
Things were explained to me in a way I could understand	1.532 (1.196 , 1.962)	1.062 (0.894 , 1.261)	1.147 (0.946 , 1.390)	1.875 (1.184 , 2.968)
I felt that I got the right treatment or advice	1.284 (1.041 , 1.583)	1.211 (1.035 , 1.416)	1.165 (0.984 , 1.378)	2.146 (1.416 , 3.250)
Overall, how would you rate the care you experienced out of hours?	1.196 (0.996 , 1.436)	1.160 (1.010 , 1.333)	1.673 (1.431 , 1.956)	1.899 (1.354 , 2.663)

### 999 Emergency service, A&E/Casualty and other

Question	999 Emergency service	A&E / casualty	Other
The time I waited was reasonable	1.670 (1.395 , 2.000)	0.901 (0.821 , 0.988)	1.249 (1.001 , 1.557)
I felt that the person had all the information needed to treat me	1.417 (1.190 , 1.687)	1.284 (1.159 , 1.422)	1.282 (1.020 , 1.611)
I felt I was listened to	1.124 (0.920 , 1.372)	1.119 (1.000 , 1.252)	1.271 (0.993 , 1.627)
Things were explained to me in a way I could understand	0.912 (0.757 , 1.099)	1.119 (0.994 , 1.259)	1.319 (1.021 , 1.704)
I felt that I got the right treatment or advice	1.115 (0.933 , 1.333)	1.120 (1.009 , 1.243)	1.293 (1.029 , 1.624)
Overall, how would you rate the care you experienced out of hours?	1.791 (1.509 , 2.124)	1.193 (1.085 , 1.312)	1.211 (0.980 , 1.496)

## Out of hours healthcare - NHS service people ended up being treated or seen by

Odds ratios for out-of-hours healthcare service people ended up being treated or seen by were compared to the group of people who received phone advice only.

### Pharmacist /chemist, out of hours service, my own GP surgery, home visit from another doctor

Question	Pharmacist / Chemist	Out of Hours Service	My own GP surgery	Home visit from another doctor/nurse
The time I waited was reasonable	3.163 (2.465 ,4.060)	1.577 (1.444 ,1.722)	1.913 (1.637 ,2.235)	1.146 (1.017 ,1.292)
I felt that the person had all the information needed to treat me	2.064 (1.658 ,2.568)	1.509 (1.383 ,1.646)	2.452 (2.087 ,2.882)	1.253 (1.112 ,1.412)
I felt I was listened to	2.353 (1.805 ,3.069)	1.558 (1.412 ,1.718)	2.115 (1.766 ,2.533)	1.582 (1.370 ,1.826)
Things were explained to me in a way I could understand	1.860 (1.438 ,2.406)	1.718 (1.554 ,1.899)	2.333 (1.937 ,2.811)	1.657 (1.435 ,1.913)
I felt that I got the right treatment or advice	2.769 (2.199 ,3.486)	1.941 (1.779 ,2.118)	2.574 (2.196 ,3.017)	1.996 (1.755 ,2.270)
Overall, how would you rate the care you experienced out of hours?	1.909 (1.564 ,2.329)	1.776 (1.633 ,1.931)	1.522 (1.326 ,1.746)	1.573 (1.400 ,1.768)

### Emergency dental service, ambulance paramedics and A&E/casualty

Question	Emergency dental service	Ambulance paramedics	A&E / casualty
The time I waited was reasonable	1.396 (1.097 ,1.777)	2.698 (2.340 ,3.111)	0.921 (0.840 ,1.009)
I felt that the person had all the information needed to treat me	2.048 (1.571 ,2.668)	2.535 (2.209 ,2.909)	1.319 (1.200 ,1.449)
I felt I was listened to	1.471 (1.119 ,1.934)	3.102 (2.616 ,3.678)	1.237 (1.115 ,1.374)
Things were explained to me in a way I could understand	2.011 (1.478 ,2.736)	2.927 (2.484 ,3.450)	1.449 (1.302 ,1.613)
I felt that I got the right treatment or advice	2.381 (1.825 ,3.107)	3.751 (3.232 ,4.353)	1.691 (1.539 ,1.859)
Overall, how would you rate the care you experienced out of hours?	2.085 (1.634 ,2.661)	2.749 (2.416 ,3.128)	1.309 (1.197 ,1.431)

## ANNEX D: DEFINING POSITIVE EXPERIENCES

The table below shows which answers were classed as positive for the analysis.

The table also shows how many respondents there were for each of the questions.

Question Number	Question text	Positive	Respondents
4	Thinking of the last time you contacted this GP surgery by phone, how easy was it for you to get through?	Very easy; Fairly easy	127,127
5	The last time you phoned the GP surgery, how helpful was the person who answered?	Very helpful; Fairly helpful	127,083
6	The last time you needed to see or speak to a doctor or nurse from your GP surgery quite urgently, how long did you wait?	I saw or spoke to a doctor or nurse on the same day; I saw or spoke to a doctor or nurse within 1-2 working days	96,237
8	If you ask to make an appointment with a doctor 3 or more working days in advance, does your GP practice allow you to?	Yes	98,448
9	When you arrange to see a doctor at your GP surgery can you usually see the doctor you prefer?	Yes; I don't have a doctor I prefer to see	125,372
10a	Overall how would you rate the arrangements for getting to see a doctor in your GP surgery?	Excellent; Good	129,788
10b	Overall how would you rate the arrangements for getting to see a nurse in your GP surgery?	Excellent; Good	102,926
12	Thinking about the last time your GP referred you, how would you rate the arrangements for getting to see another NHS health professional?	Excellent; Good	65,662
14	How helpful do you find the receptionists at your GP surgery?	Very helpful; Fairly helpful	130,854
15	How clean is your GP surgery or health centre?	Very clean <sup>7</sup>	130,371
16	How do you feel about how long you usually have to wait to be seen after you arrive at your GP surgery?	It is reasonable	129,725
17b	The doctor listened to me	Strongly agree; Agree	120,907
17c	I felt that the doctor had all the information needed to treat me	Strongly agree; Agree	119,947
17d	The doctor was considerate and understanding	Strongly agree; Agree	120,323
17e	The doctor talked in a way that helped me understand my condition and treatment	Strongly agree; Agree	120,349

<sup>7</sup> For the national, Board, CHP and GP practice results “fairly clean” was classed as a positive response. Including “fairly clean” as a positive response means that most practices achieve close to 100% positive response, which means there is very little variation and we cannot model the question. So in order to analyse this question we only class “very clean” as a positive response.

<b>Question Number</b>	<b>Question text</b>	<b>Positive</b>	<b>Respondents</b>
17f	I felt confident in the doctor's ability to treat me	Strongly agree; Agree	120,481
17g	I had enough time with the doctor	Strongly agree; Agree	120,430
18b	The nurse listened to me	Strongly agree; Agree	89,121
18c	I felt that the nurse had all the information needed to treat me	Strongly agree; Agree	88,785
18d	The nurse was considerate and understanding	Strongly agree; Agree	88,894
18e	The nurse talked in a way that helped me understand my condition and treatment	Strongly agree; Agree	88,514
18f	I felt confident in the nurse's ability to treat me	Strongly agree; Agree	89,109
18g	I had enough time with the nurse	Strongly agree; Agree	89,050
19	Are you involved as much as you want to be in decisions about your care and treatment?	I am involved as much as I want to be	116,352
23a	It was easy enough for me to get my medicines	Strongly agree; Agree	113,895
23b	I knew enough about what my medicines were for	Strongly agree; Agree	113,116
23c	I knew enough about how and when to take my medicines	Strongly agree; Agree	113,048
23d	I knew enough about possible side effects of my medicines	Strongly agree; Agree	112,469
23e	I would know what to do if I had any problems with my medicines	Strongly agree; Agree	112,524
23f	I took my prescription as I was supposed to	Strongly agree; Agree	113,273
24a	I am treated with dignity and respect	Strongly agree; Agree	129,178
24b	I am treated with kindness and understanding	Strongly agree; Agree	127,720
25	Overall, how would you rate the care provided by your GP surgery?	Excellent; Good	131,608
29a	The time I waited was reasonable	Strongly agree; Agree	37,015
29b	I felt that the person had all the information needed to treat me	Strongly agree; Agree	36,292
29c	I felt I was listened to	Strongly agree; Agree	36,433
29d	Things were explained to me in a way I could understand	Strongly agree; Agree	36,336
29e	I felt that I got the right treatment or advice	Strongly agree; Agree	36,502
30	Overall, how would you rate the care you experienced out of hours?	Excellent; Good	37,313

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