

## Health and Care Experience Survey

### Overview

The Scottish Health and Care Experience Survey asks about people's experiences of their GP practice, out-of-hours services, and their outcomes from NHS treatments. The survey also covers areas of care and help provided by local authorities and other organisations to support the national outcomes for health and social care proposed under The Public Bodies (Joint Working). There are also some questions aimed specifically at carers about their experiences of caring and support.

### Questions relating to carers

Carers are identified through Q44:

Do you look after, or give any **regular help or support to family members, friends, neighbours or others** because of either long-term physical/mental ill-health/disability or problems relating to old age?

*Exclude any caring that is done as part of any paid employment or formal volunteering.*

- No
- Yes, up to 4 hours a week
- Yes, 5-19 hours a week
- Yes, 20-34 hours a week
- Yes, 35-49 hours a week
- Yes, 50 hours or more a week

Data on outcomes is collected through Q45:

How much do you agree or disagree with the following about how you feel as a **carer** most of the time?

- I have a good balance between caring and other things in my life
- Caring has had a negative impact on my health and wellbeing
- I have a say in services provided for the person(s) I look after
- Local services are well coordinated for the person(s) I look after
- I feel supported to continue caring

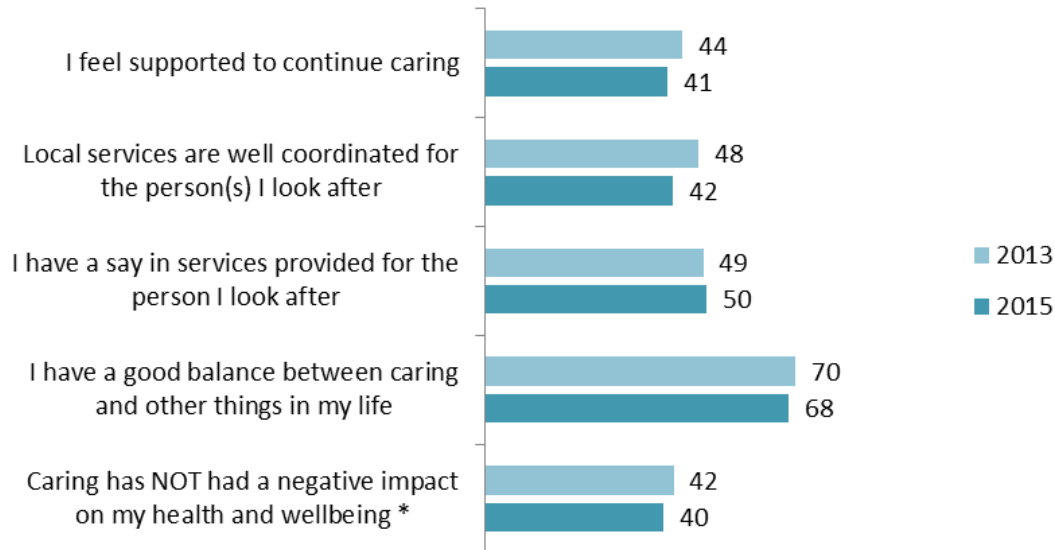
(The 2013/14 survey also included 'I am still able to spend enough time with people I want to spend time with', in addition to the five statements above.)

Responses are provided on a 5-point scale:

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree

- Strongly disagree

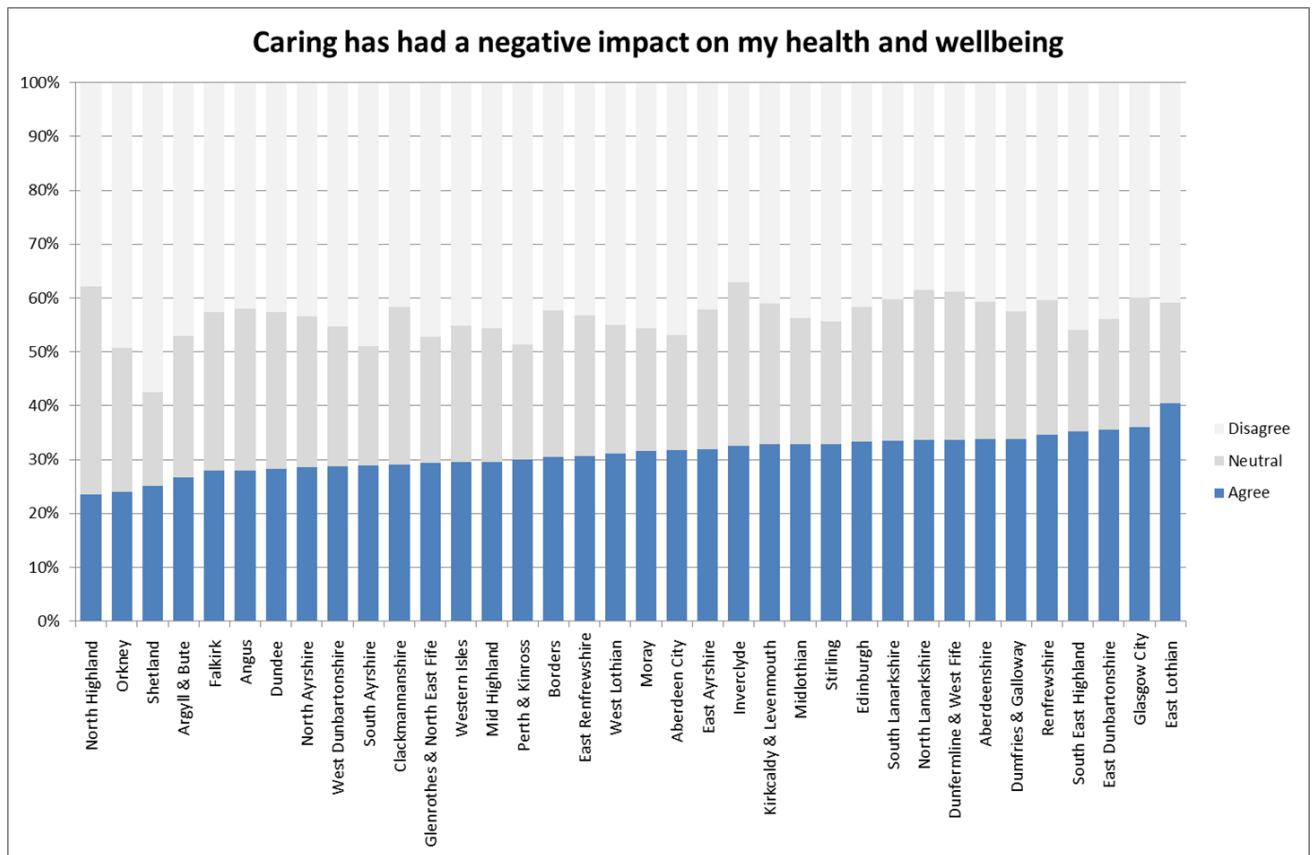
The chart below shows the percentage of people reacting positively to the five statements above in the 2013/14 and 2015/16 surveys:



Other questions in the survey provide information that can be used to put the carer's situation into context:

- does the carer receive help/support with everyday living? (Q33)
- if carer does receive help/support, who provides it (Q34) and did the carer have a choice in how the help/support was arranged (Q35)?
- demographic information
  - ◆ age (Q46)
  - ◆ gender (Q47)
  - ◆ work status (Q53)
  - ◆ ethnicity (Q54)
  - ◆ sexual orientation (Q55)
  - ◆ religion (Q56)
  - ◆ accommodation (Q57)
- health/quality of life (Q48-52)

The data can also be broken down by geography, as in the chart below (showing the responses to 'Caring has had a negative impact on my health and wellbeing' from the 2013/14 survey by community health partnership):



(Question numbers are taken from the 2015/16 survey.)

More information about the Health and Care Experience Survey, including reports, data and questionnaires, can be found on the Scottish Government website:

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