

The GP Practice

79% of people rated the overall care provided by their GP practice positively.



85% of people found it easy to contact their GP practice in the way that they want.

76% of people rated the quality of information provided by the receptionist at their GP practice positively.



Arrangements for getting to see a medical professional at their GP practice?

Doctor



67% positive

Nurse



79% positive



Face-to-face appointment

87%



Phone appointment

11%

Type of Appointment



Home visit

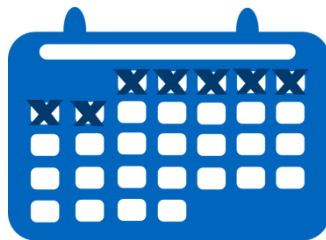
1%

Video call / email consultation

<1%

Access to appointments in the GP practice

92% of people were able to obtain 2 working day access to their GP practice.



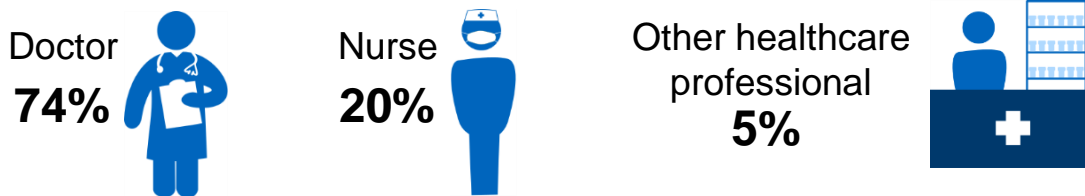
64% of people were allowed to book an appointment at their GP practice 3 or more working days in advance.

For more information, go to www.gov.scot/HACE

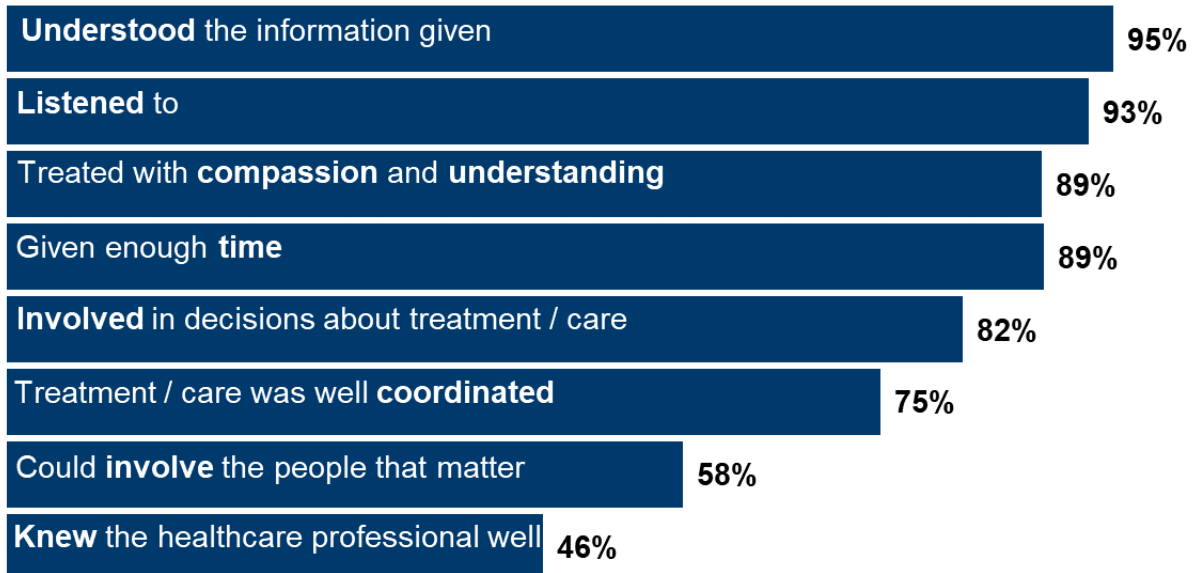
Treatment or Advice from the GP Practice

97% of those who had contacted their GP practice in the last 12 months had received advice or treatment.

Who did people receive most of their treatment or advice from?



What were people's experiences of care?



64% of people reported their **symptoms** had got better.



56% of people reported their **overall wellbeing** had got better.



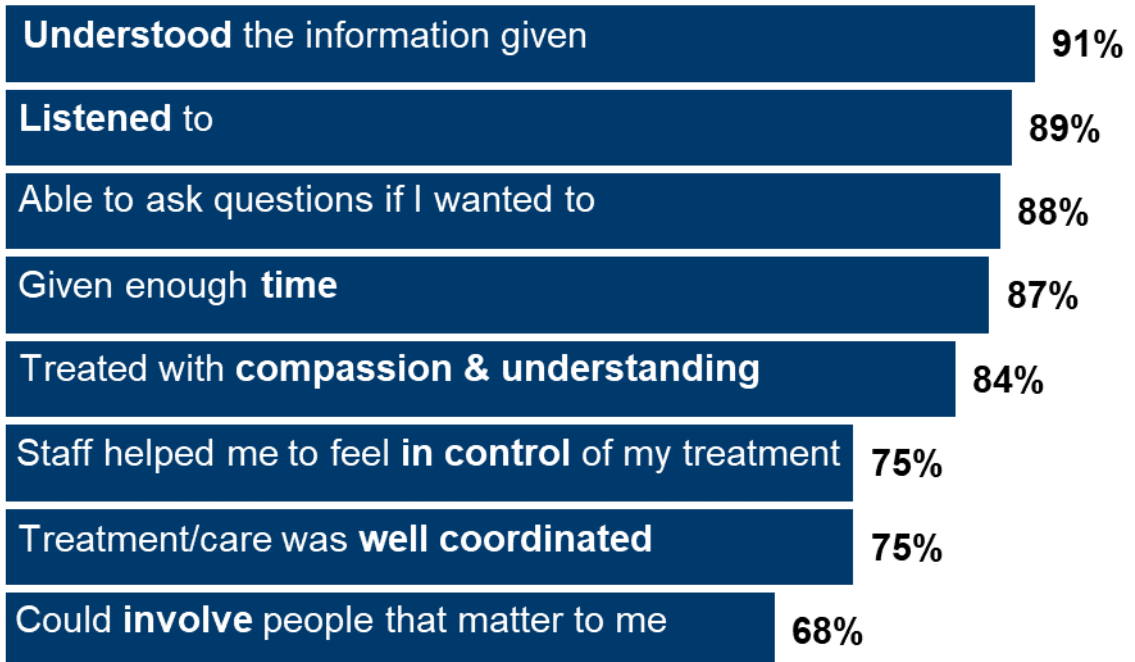
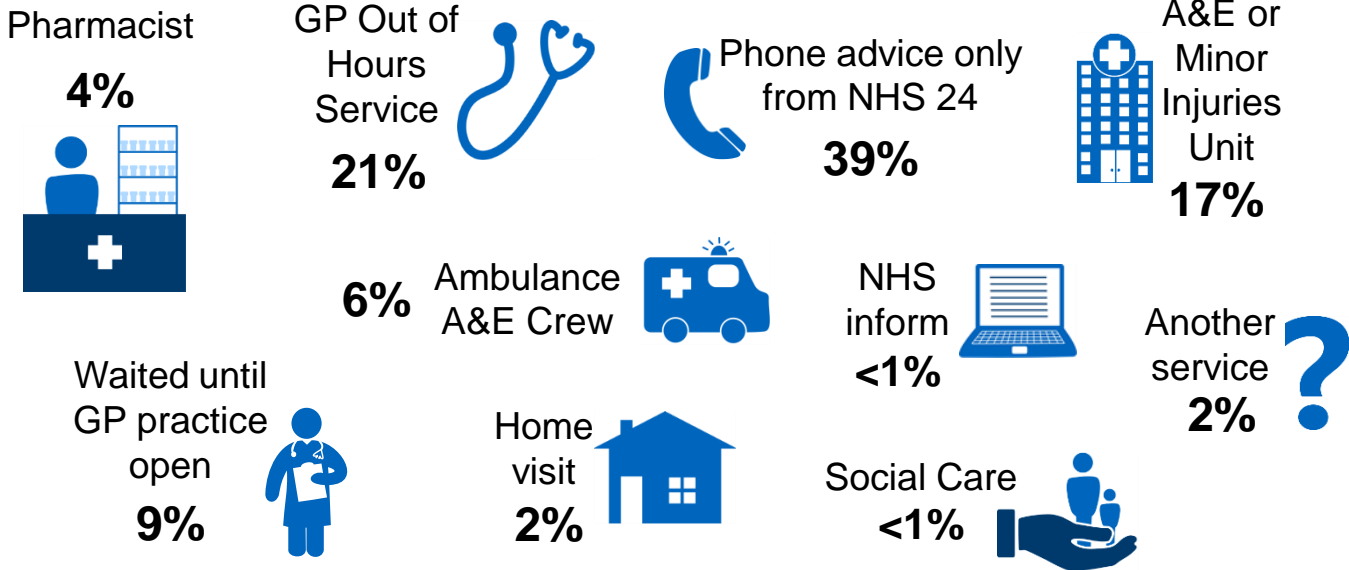
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Out of Hours Care

What were people's experiences of Out of Hours care?

79% of people rated their overall care positively

Which services did people end up getting treated by?



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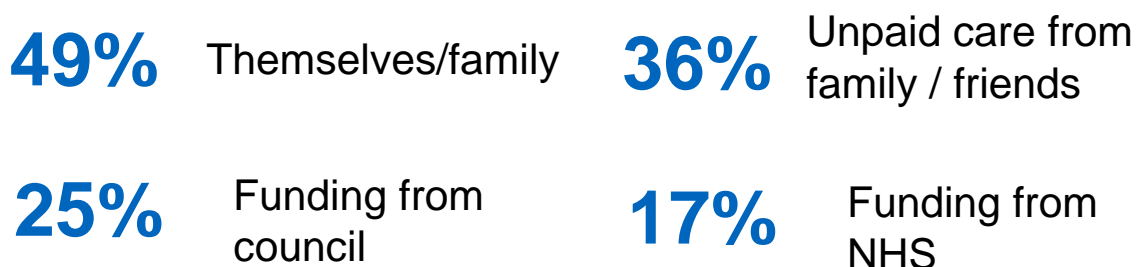
Care, Support and Help with Everyday Living

69% of people rated the overall help, care or support services as either excellent or good

What were peoples' experiences of these services?



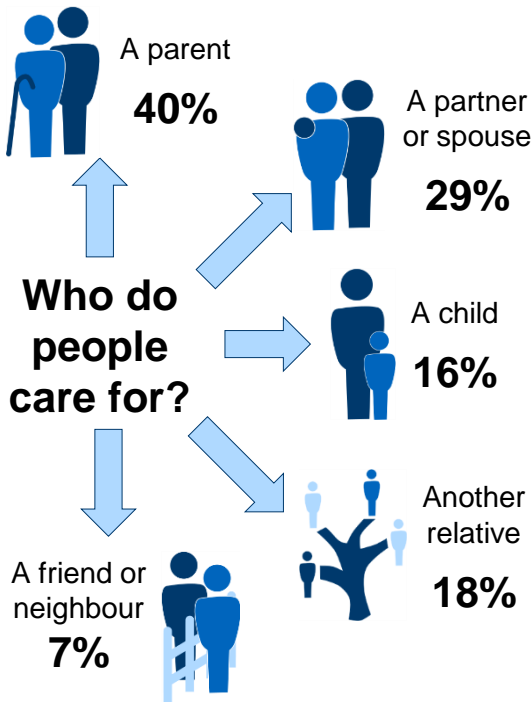
How were people's help or support with everyday living funded?



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Experiences of Caring

15% of people said they look after or provide regular help or support to others.



How much time to people spend providing care each week?

Up to 4 hours, 29%

5 to 19 hours, 27%

20 to 34 hours, 10%

35 to 49 hours, 8%

50 or more hours, 27%

64% of people have a **good balance** between caring and other things in their life.

45% of people **had a say** in the services provided for the person(s) they look after.

38% of people thought local services were **well coordinated** for the person(s) they look after.

How do people feel about caring?

34% of people felt **supported** to continue caring.

38% of people said that caring had **not** had a **negative impact** on their health and wellbeing.

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