

28 July 2009

## **GP services in Borders seen as excellent**

Patients in the Borders rate the care they receive from GPs as excellent, giving an overall score of 94 per cent - higher than the national average of 90 per cent.

This result was revealed in the Better Together Scottish GP Patient Experience Survey, the first of survey of its kind, which contributed to the publication of the first national report on the quality of health care experienced by those using General Practitioner services in all 14 NHS Boards.

This survey was commissioned by the Scottish Government and was sent to a random sample of more than 185,000 people who were registered as GP patients in Scotland on October 2009. The survey asked patients about their experience of accessing their GP practice, making an appointment, visiting reception, seeing a nurse/doctor, receiving prescribed medicines and care provided overall by the practice.

Ralph Roberts, Chief Operating Office for NHS Borders said: "The survey provides us with a range of information on the quality of healthcare experienced by patients in GPs practices across the Borders.

"It provides practices with feedback on their patients' experiences of service, relative to other practices in Scotland, as well as identifying areas of best practice and areas for improvement.

"The findings will help our practices improve the quality of healthcare offered across the Borders by allowing us to focus on the areas people tell us are important to them as well as those where we could do better."

Other key findings of the survey for the Borders were:

- Patients rating overall arrangements to see doctor 84% (national 81%)
- Patients rating overall arrangements to see nurse 90% (87%)
- Patients getting through by phone 94% (88%)
- Patients able to see doctor/nurse within two working days (92%) (90%)
- Time waiting to be seen at GP surgery 90% (88%)
- Patients feel doctor listens to them 96% (94%)
- Patients feel the doctor has all the information to treat them 90% (88%)
- Patients have confidence in their doctor's ability to treat them 92% (90%)
- Doctor talks to them in a way that helps the patient understand their condition and treatment 95% (92%)

- Patients know enough about what their medications are for 97% (96%)
- Patients are involved as much as they want to be in decision about their course of treatment 93% (90%)
- Patients are treated with dignity and respect 96% (94%)
- Patients' personal values and beliefs are respected 91% (89%)

**ends**

Supplementary tables and graphs, showing analysis of results for NHS Boards and Community Health Partnerships are available online at:

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

**Contacts:**

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