



Clinical & Care Governance Committee

Report Title	Health and Care Experience Survey Results 2015/16
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Date of Meeting	

1: Purpose of the Report

This report provides information on the Health and Care Experience Survey for 2015/16. The results from this survey provide feedback on people's experiences of GP services and out of hours care. It is a national survey, conducted every two years since 2009/10, allowing a look at change over time, and comparisons to be drawn with other Health and Social Care Partnerships.

Information Services Scotland (ISD) provide results and analysis at Partnership level and for each GP Practice. This Report has been compiled locally to give added insights at Locality level. Its purpose is to help inform local planning and improvements, however care should be taken when interpreting results because of the small numbers involved.

The full report is provided in **Appendix 1**.

2: Summary of Key Information

The survey asks questions about GP care and access, out of hours, social care and carers. It also aligns results with the health and social care outcomes helping to establish a baseline for on-going monitoring for self-care, independent living, experience of care and support for carers.

The following key points for Aberdeen City H&SCP are noted below.

- 96% of respondents say they are able to look after their own health, an increase of 1% over the previous survey



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- 82% are supported to live as independently as possible, a rise of 3%
- 83% of service users felt safe, an increase of 4% from the previous survey
- 78% of respondents reported having a say in their support for everyday living, a decrease of 7% but consistent with the Grampian average
- 77% of service users felt their care was well coordinated, a reduction of 5% and slightly less than the average for Grampian at 79%
- 80% of respondents reported that the care they received improved their quality of life, a reduction of 2% and lower than the Grampian average of 85%
- 42% of carers felt supported to continue caring, one of the lowest scores in the survey. This was a reduction of 2% but consistent with the Grampian average of 41%.

The attached paper provides more detail, including an 'at a glance' summary of health and social care outcome indicators at locality level. The following key points are drawn from the specific questions in each of the sections of the survey:

Care and Treatment

Comparing over the survey years, the question "*I was involved enough in decisions about my care and treatment*" has seen the greatest decline. All areas were over 80% in 2011-12 and have dropped considerably to below 60% in the latest survey in three out of the four localities.

Access

Arrangements for getting to see a doctor varied across Aberdeen City. The South locality recorded the lowest percentage consistently over the three surveys.

Out of Hours Care

The overall rating for "out of hours care" has reduced in all localities for the most recent survey except for in the West where there has been a slight increase. The



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North locality has the lowest overall positive response.

Social Care

A new question was added for the latest survey asking if service users were aware of help, care and support options. The positive responses varied across the localities, which was highest in North and lowest in South.

Carers

In all localities except Central, respondents commented more favourably about the negative impact of caring on one's own health in the 2015-16 survey. However Central was the only locality where carers reported an improved balance between caring and other things in their life.

3: Equalities, Financial, Workforce and Other Implications

Although these results are based on small survey numbers, they have been produced over a number of years and provide some important insights and trends about health and social care.

The vast majority of patients (86%) are positive about the care they receive at GP Practices in Aberdeen City, and patients were very positive about their experiences in consultations with doctors and nurses. Questions relating to the doctor "listening to me" and "having enough time with the nurse" were amongst the highest in the survey (95-96%), consistent with the Scottish average.

However a much lower proportion of patients responded positively about the arrangements to see a doctor (68%). This is a reduction from the 71% who were positive in the previous survey, and is 3% lower than the average for Scotland, a significant difference. Generally there are many downward trends relating to GP access, consistent with the national picture, including "seeing the doctor or nurse in 2 working days" and "can usually see preferred doctor".

This suggests there may be implications for equity of access and workforce and the attached report provides more detail by locality to help pin-point/confirm specific improvements that may be necessary.

The survey is financed nationally through the Scottish Government and there is no



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intention to change this arrangement.

4: Recommendations

The Clinical & Care Governance Committee is asked to:

1. Note the contents of the report and use it to identify areas for improvement and action, potentially in Locality development sessions.
2. Commit to efforts to improve the involvement of users in their care and consider the co-ordination of services, aiming to improve these results for users in time for the next survey.
3. Consider whilst there are difficulties in recruitment, there may be improvements in process that could bring about a better experience for patients.



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Aberdeen City Health & Social Care Partnership

Health and Care Experience Survey Results 2015/16

Introduction

The 2015-16 Health and Care Experience Survey was sent to 23,713 people registered with a GP Practice in Aberdeen City and a 14% response rate was achieved (3,361 people). Of the patients who answered questions about themselves:

- 43% were male and 57% were female
- 17% were aged 17-34, 17% were 35-49, 30% were 50-64 and 37% were 65 years and over
- 68% did not have any limiting illness or disability

The survey asked respondents to feed back their experiences of their GP Practices and out of hours care. The survey also asked about experiences of social care services and asked specific questions of those with caring responsibilities.

Results for the 2015-16 survey is available by GP Practice, Health and Social Care Partnership, Health Board and at a national level. These and previous results since 2009-10 are available on line at <http://www.gov.scot/Topics/Statistics/Browse/Health/GPPatientExperienceSurvey>.

These reports have been produced by ISD Scotland and provide a considerable amount of detail and comparative analysis.

We hope that this information will help to inform local planning and improvements, however care should be taken when interpreting these results because of the small numbers involved.



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SECTION 1: KEY POINTS FOR ABERDEEN CITY

GP Care

86% of patients are positive about the care they receive at GP Practices in Aberdeen City. This is lower than survey undertaken in the previous year (87%) and compares against an unchanged Scottish average of 87%.

Patients were very positive about their experiences in consultations with doctors and nurses. Questions relating to the doctor “listening to me” and “having enough time with the nurse” were amongst the highest in the survey (95-96%), consistent with the Scottish average.

Medication was another area of the survey with positive responses, with the four most positive responses all relating to medicines (96-98%). Respondents were much less knowledgeable about the potential side effects of medicines (82%).

The most negatively answered question in this section related to how perceived mistakes were handled, with only 46% giving a positive response.

GP Access

68% of patients responded positively about the arrangements to see a doctor. This is a reduction from the 71% who were positive in the previous survey, and is 3% lower than the average for Scotland, a significant difference.

There are many downward trends in this section consistent with the national picture, including “seeing the doctor or nurse in 2 working days” and “can usually see preferred doctor”.

Out of Hours Care

68% of patients give a positive rating for out of hours care overall. This is a drop of 3% from the previous survey and is 4% lower than the Scottish average.

Significant differences were noted against the Scotland average in “time to wait for out of hours services” and “feel they are getting the right treatment or advice”, both 4% lower.

Social Care



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46.6% of respondents indicated that help they received did not come from formal services, a higher proportion than the Scottish average of 43%.

82% of people responded positively about overall help, care and support services. This was lower than the previous year (83%) but compared well against the Scottish average.

The biggest negative changes were about “people taking account of the things that matter to service users” down from 90% to 82%, and “service users having a say in how their help, care or support is provided” down from 85% to 78%.

Positive responses about supporting service users to live independently increased from 79% to 82%, and service users feeling safe increased from 79% to 83%.

Satisfaction with the co-ordination of health and care services reduced from 83% to 77% although was 2% higher than the Scottish average.

Carers

The survey indicated that 12.9% of respondents look after or provide regular help or support to others, lower than the Scottish average of 15%.

Carers were least positive about the impact of caring on their health; 42% indicated that caring had a negative impact on their health and well-being.

There was an 8% improvement in relation to involvement in care planning. However, only 54% of respondents reported “having a say in the services provided for the person I look after”, one of the lowest scores in the survey overall.

Just over 40% of people felt that services were well-coordinated and they felt supported to continue caring.