

**Provisional Results**  
**2009/10 GP Patient Experience Survey**  
**The Pentlands Medical Practice - Currie**



**The Pentlands Medical Practice**  
**Pentland Medical Centre**  
**44 Pentland View**  
**Currie**  
**EH145QB**

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Scotland's Patient Experience Programme



# 2009/10 GP Patient Experience Survey

## The Pentlands Medical Practice - Currie

### Introduction

This report gives a summary of the provisional results of the 2009/10 GP Patient Experience Survey for The Pentlands Medical Practice - Currie.

The survey was sent to 419 people registered with the surgery, and they were asked to return it only if they had contacted the surgery in the last year.

The survey asked questions about people's experiences during 2009/10 of making an appointment, visiting the GP surgery, seeing staff and being prescribed medicines. A copy of the survey is available at:

[http://surveyresults.bettertogetherscotland.com/GP\\_Survey\\_FINAL.pdf](http://surveyresults.bettertogetherscotland.com/GP_Survey_FINAL.pdf)

198 patients of The Pentlands Medical Practice - Currie sent in feedback on their experiences at the surgery. Of these patients:

- 42% were male and 58% were female;
- 11% were aged 16-34, 25% were aged 35-49, 27% were aged 50-64 and 38% were 65 and over;
- 69% did not have any limiting illness or disability.

More information on survey response rates will be published in the technical report for this survey in the summer.

The survey was commissioned by Scottish Government for Scotland's Patient Experience Programme "Better Together" and was carried out by Picker Europe. Picker Europe is a charity which provides support for patient experience surveys.

The results of the survey will be used by the GP surgery, Health Board, and the Scottish Government to see where things are going well and to make improvements.

For more information on Better Together, Scotland's Patient Experience Programme please go to [www.bettertogetherscotland.com](http://www.bettertogetherscotland.com)

For information on what the above organisations are doing to make improvements please contact:

Better Together  
GR, St Andrew's House  
Regent Road  
Edinburgh  
EH1 3DG  
[patientexperience@scotland.gsi.gov.uk](mailto:patientexperience@scotland.gsi.gov.uk)

On Tuesday 27 July 2010 these results will be updated and a national report published on <http://www.bettertogetherscotland.com>

The survey closed on 31 March 2010. However, a greater than expected number of responses were received after that date, probably delayed by bad weather at the end of March. These additional responses have not been included in the provisional reports delayed to time constraints, but they will be included in the final reports, which will be published on 27 July 2010, and in the GP Access results, which will be released on 18 May 2010.

## Results for The Pentlands Medical Practice - Currie

Results are shown as the % positive. This means the percentage of people who answered in a positive way. For example, when asked if they could get through on the phone, if people said always or most of the time these have been counted as positive answers.










The bars illustrate the % positive as green, and the % negative as red. For example, if people said they could rarely or never get through on the phone, these have been counted as negative. Where answers are neither positive nor negative, the % is shown in yellow - for example if people answered sometimes to the question about getting through on the phone.

The answers that have been counted as positive and negative for each question can be found on the website at:

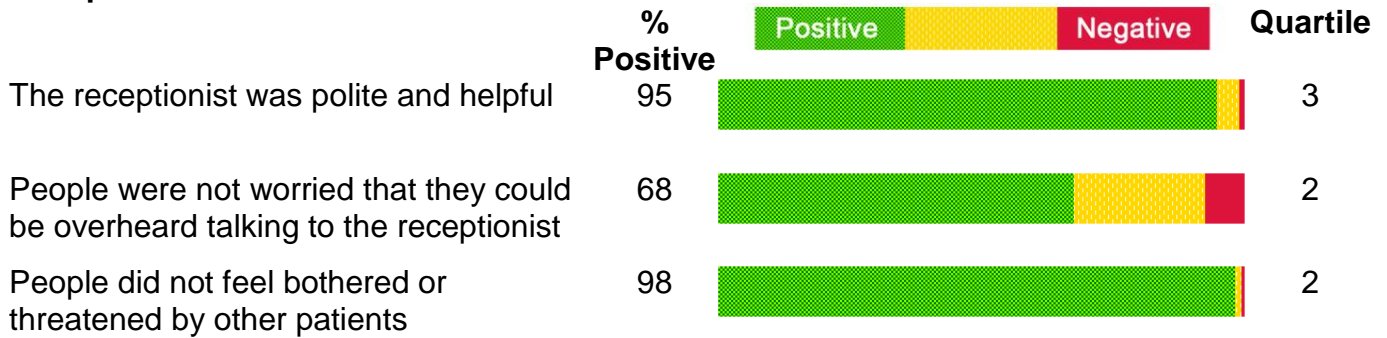
[http://surveyresults.bettertogetherscotland.com/Percent\\_Positive\\_Results\\_key.pdf](http://surveyresults.bettertogetherscotland.com/Percent_Positive_Results_key.pdf).

The quartile indicates how the % positive result for this GP surgery compares to all surgeries in Scotland. 1 indicates that the surgery is in the top 25% for that question, and 4 shows that the surgery is in the bottom 25%.

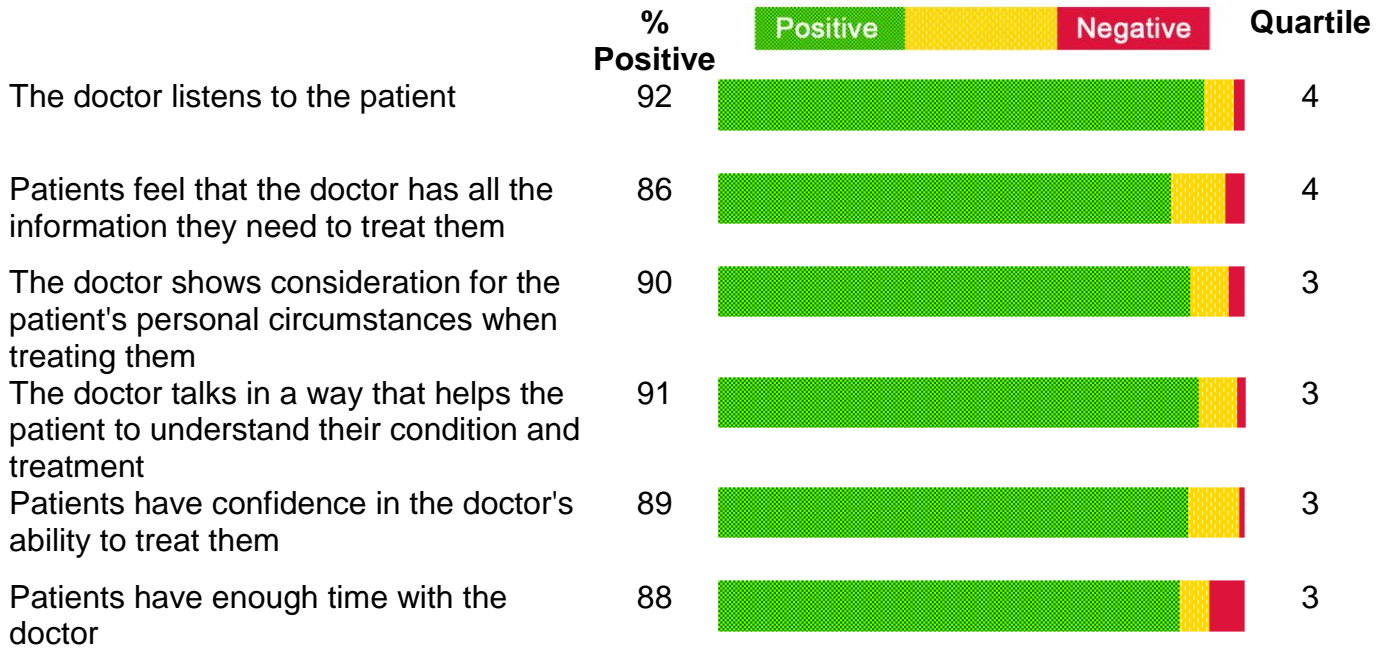
### Access

	% Positive		Quartile
Able to get through on the phone	97		2
Person answering the phone was polite and helpful	97		2
Could see or speak to a doctor or nurse within 2 working days	96		2
Able to book a doctors appointment in advance	98		1
Can usually see preferred doctor	85		3
Time waiting to be seen at GP surgery	79		4
Overall arrangements for getting to see a doctor	87		3
Overall arrangements for getting to see a nurse	94		2

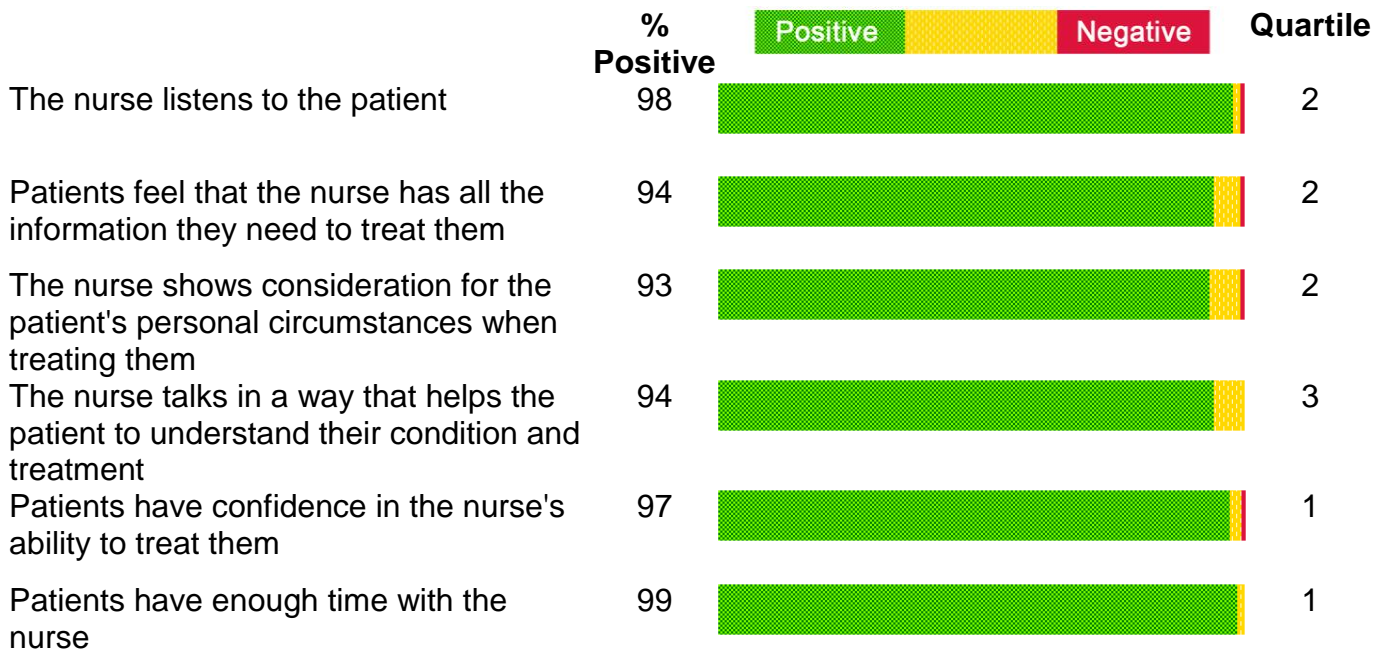
## Reception



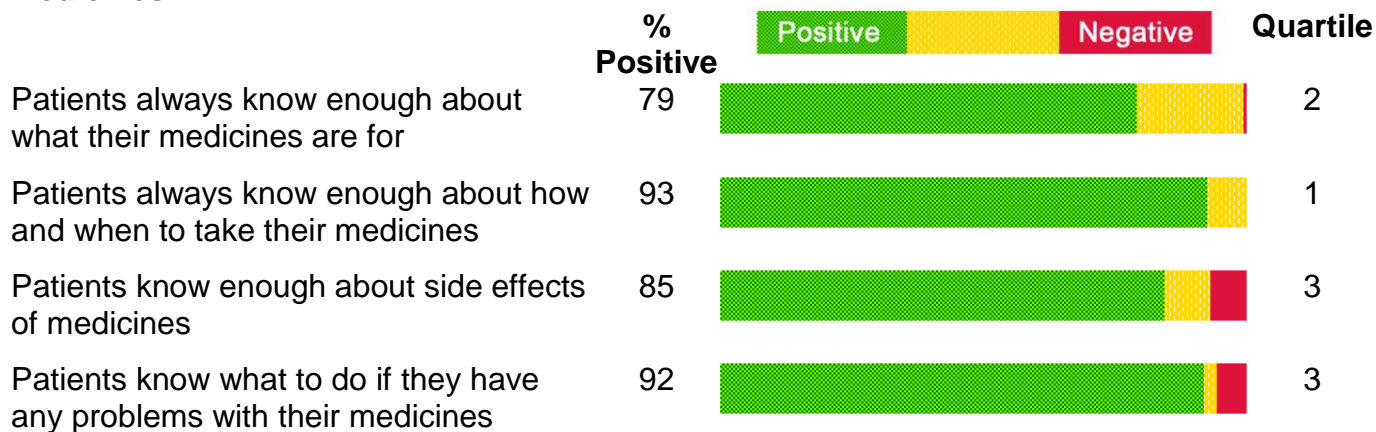
## Doctors



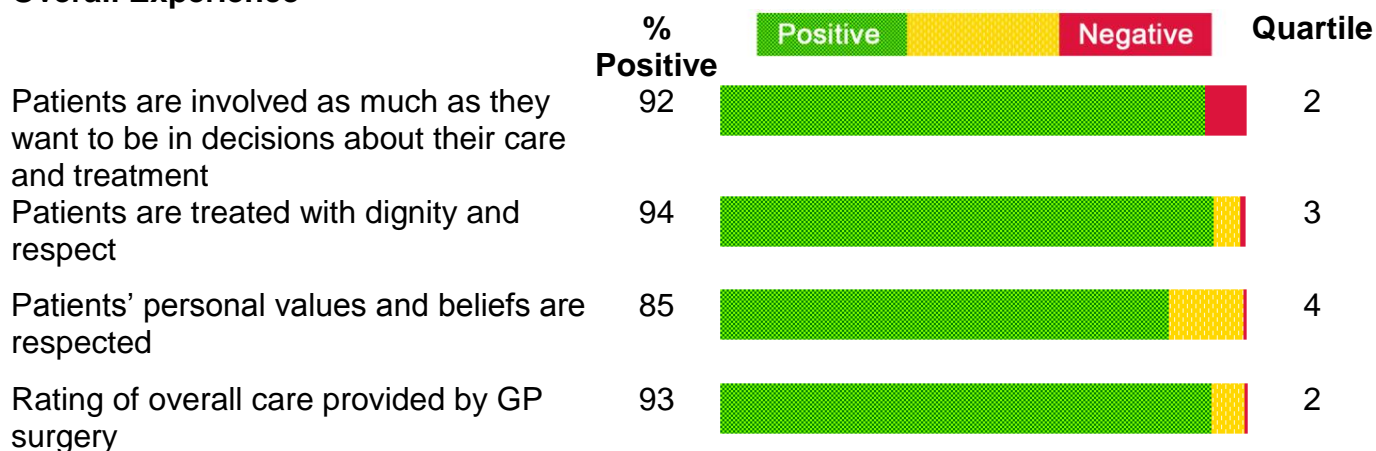
## Nurses



## Medicines



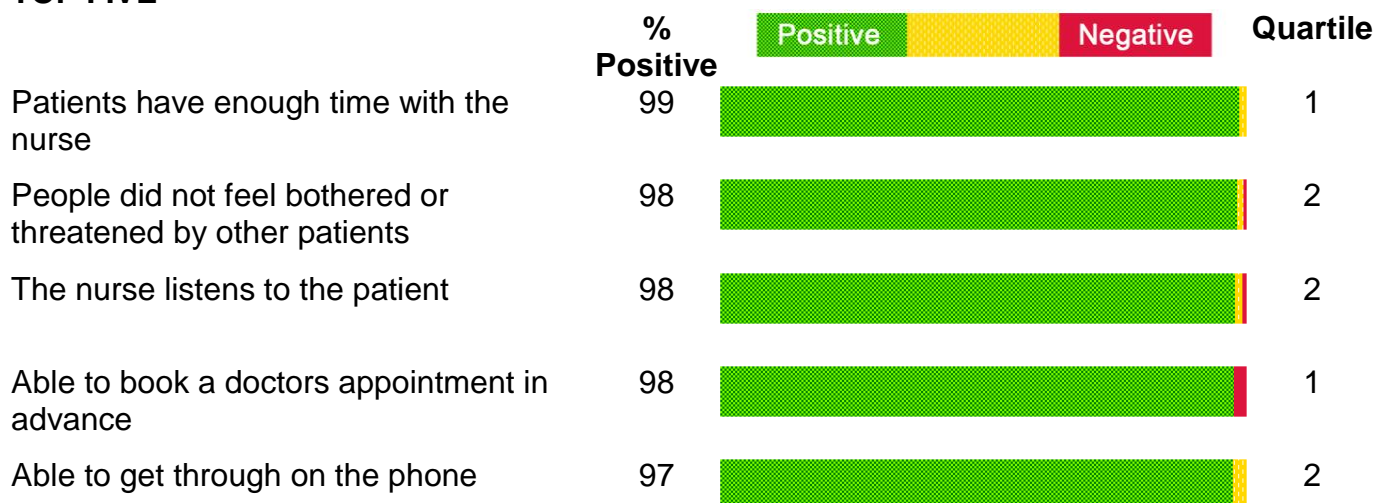
## Overall Experience



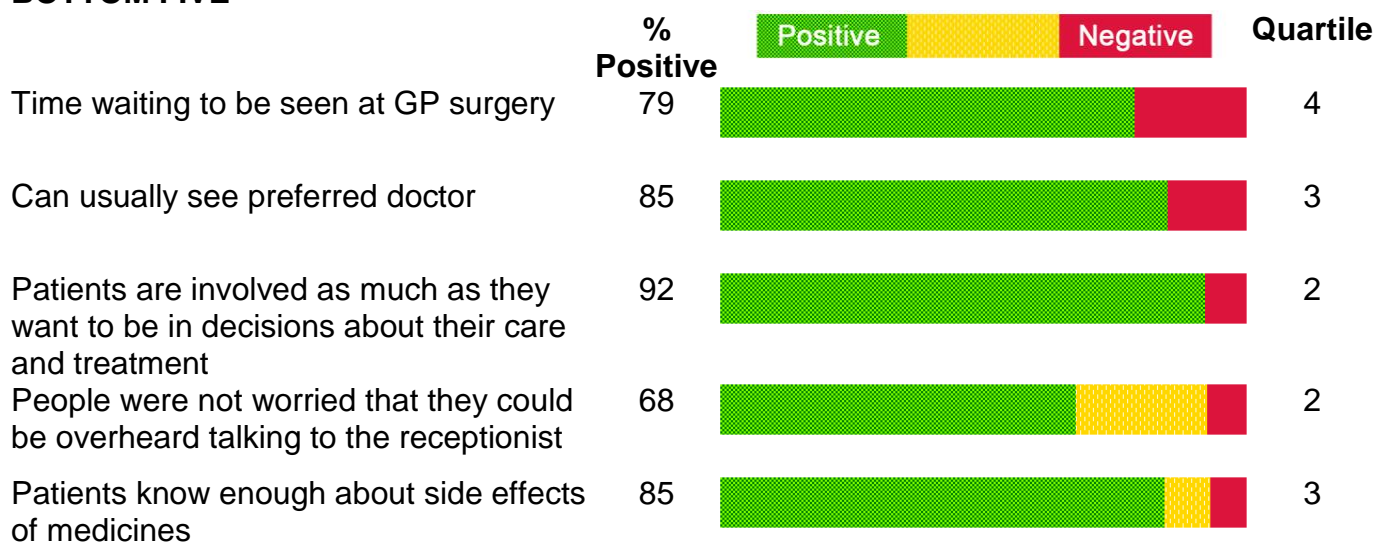
## Top Five and Bottom Five Results for The Pentlands Medical Practice - Currie

The top 5 questions are those with the highest % positive for the surgery. The bottom 5 are those questions with the highest % negative for the surgery.

### TOP FIVE



### BOTTOM FIVE



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### Our Aim

To provide relevant and reliable information, analysis and advice that meet the needs of government, business and the people of Scotland.

For more information on the Statistician Group, please see the Scottish Government website at [www.scotland.gov.uk/statistics](http://www.scotland.gov.uk/statistics)

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Further contact details, e-mail addresses and details of previous and forthcoming publications can be found on the Scottish Government Website at [www.scotland.gov.uk/statistics](http://www.scotland.gov.uk/statistics)

### Complaints and suggestions

If you are not satisfied with our service, please write to the Chief Statistician, Mr Rob Wishart, 1N.04, St Andrews House, Edinburgh, EH1 3DG, Telephone: (0131) 244 0302, e-mail [rob.wishart@scotland.gsi.gov.uk](mailto:rob.wishart@scotland.gsi.gov.uk). We also welcome any comments or suggestions that would help us to improve our standards of service.

### ScotStat

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