

Health and Care Experience Survey 2022

Summary of Responses from NHS Dumfries and Galloway

The Scottish Health and Care Experience (HACE) survey is carried out every two years using a postal survey sent to a random sample of people aged 17 or older and registered with a GP in Scotland. The most recent survey was sent out in November 2021 to find out about people's experience in the previous 12 months.

The survey asks about experience of:

- Primary care services
- Out of hours healthcare services
- Social care and support services
- Covid-19

Results are reported at a national level, supplemented with 8 publicly available dashboards allowing for analysis at NHS Board, HSCP and GP Cluster level. These dashboards can be accessed on the Public Health Scotland website.

(<https://publichealthscotland.scot/publications/health-and-care-experience-survey/health-and-care-experience-survey-2022/introduction/>)

With the exception of the demographic details of respondents, results are weighted to be representative of the total population. A link to the methodology used for weighting is available using the link above.

The results were published in May 2022

This summary aims to highlight key findings from the responses received by residents of Dumfries and Galloway.

Context

The survey took place during the Covid-19 pandemic and covered a time period during which there were changes to the way in which many healthcare services operated to reduce the risk of transmission of the virus. These included:

- Guidance to GP practices not to treat people face to face unless necessary
- Carer organisations transitioned to remote working
- Changes were made to a range of social care services, including some being paused for a time
- Social distancing and the wearing of face masks in healthcare settings

Response Rates and Demographics

A total of 537,924 surveys were sent out across Scotland with 13,761 being sent to residents of Dumfries and Galloway. This equates to 11% of the estimated population in the region aged 17 and older.

The **33% response rate** from Dumfries and Galloway compares favourably with the national average of 24%.

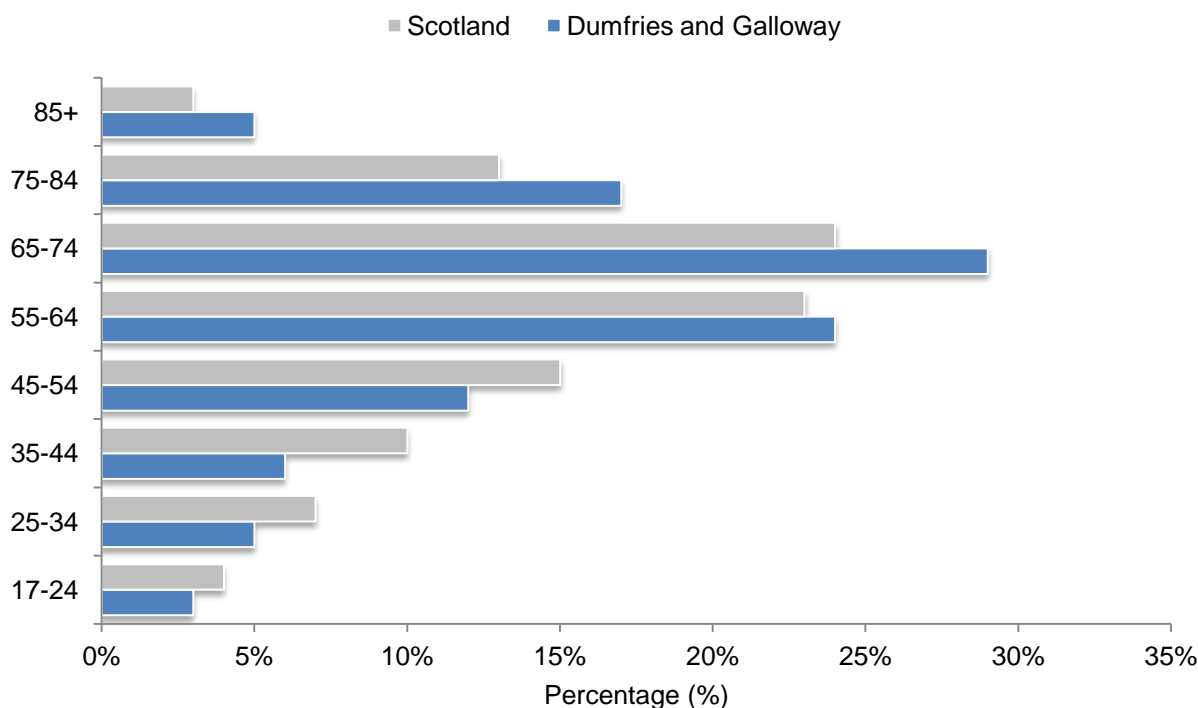
Response rate	Dumfries and Galloway	Scotland
Number of responses	4,565	130,352
Sample size	13,761	537,924
Response rate	33%	24%

1. Demographics

1.1 Age Group

51% of the responses from Dumfries and Galloway were from people aged 65 years or older. This compares with 40% of all respondents across Scotland.

Demographics: Age Group



1.2 Gender

Responses from Dumfries and Galloway reflect the pattern of responses nationally.

- Male – 44%
- Female – 56%

1.3 Ethnicity

99% of respondents from Dumfries and Galloway reported their ethnic group to be 'white'. This is higher than the national average of 96%.

1.3 Work Status

The largest percentage of respondents in Dumfries and Galloway were retired from work. Although this figure is higher than the national average it is likely to reflect the age profile of the people from the region who responded.

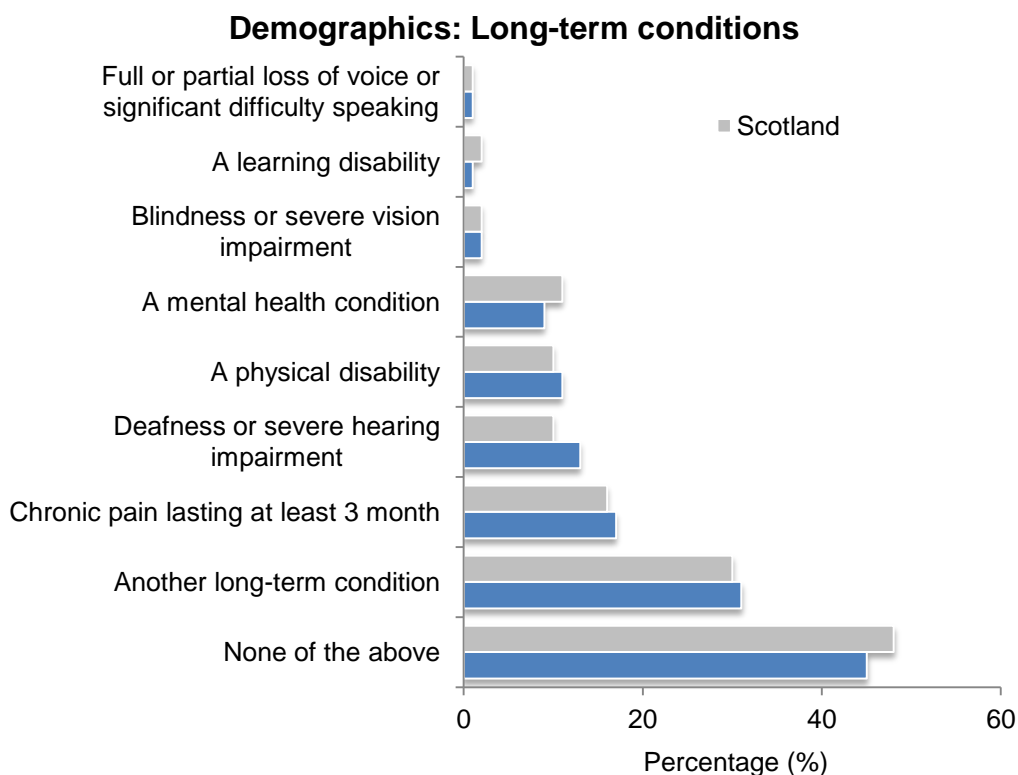
Work status	Dumfries and Galloway	Scotland
Retired	51%	42%
Employed (full or part time)	31%	40%
Self-employed (full or part time)	9%	7%
Don't work due to illness or disability	4%	5%
Other	2%	2%
In full-time education or training	1%	2%
Unemployed/looking for work	1%	2%
Don't work due to caring responsibilities	1%	1%

2. The Health of People Responding

2.1 Long Term Conditions

55% of respondents from Dumfries and Galloway reported a long term condition that had lasted, or was expected to last longer than 12 months. This compares with 52% of people across Scotland.

The nature of long term conditions reported were similar to those reported nationally and showed little change from those of respondents to the previous 2020 survey.



2.2 Health Problems or Disability That Limit Daily Life

41% of respondents from Dumfries and Galloway reported that their day to day activities were limited to some extent by a health problem or disability. This was 4 percentage points higher than the national average of 37%.

Day to day activities are limited by a health problem or disability	Dumfries	Scotland
Yes, limited a lot	14%	13%
Yes, limited a little	27%	24%
No	59%	63%

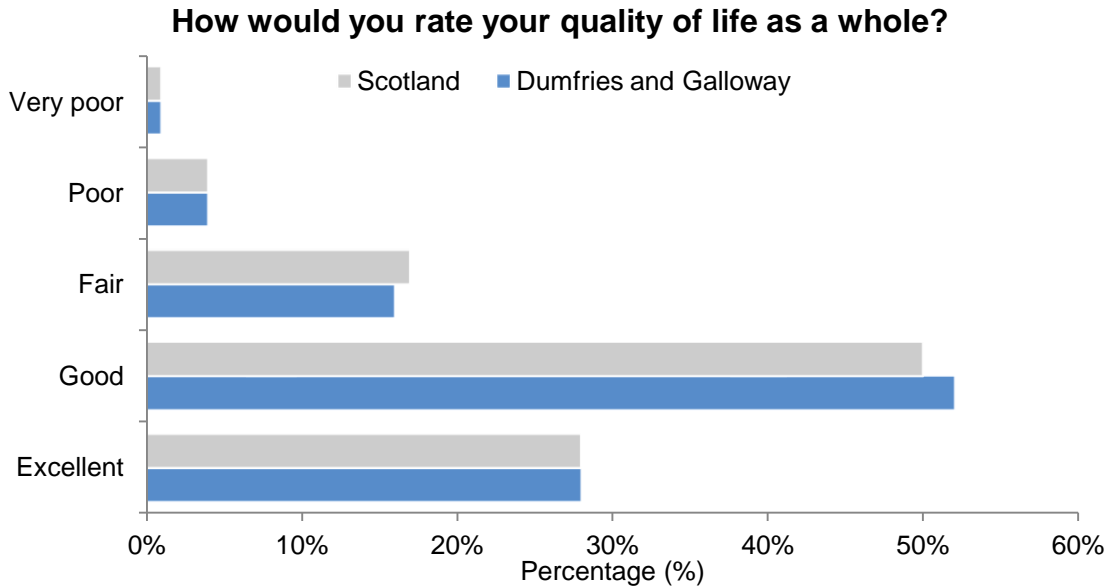
2.3 Able to Look After My Own Health

93% of respondents from Dumfries and Galloway reported that they felt very or quite able to look after their own health, slightly above than the national figure of 92%.

In general, how well do you feel that you are able to look after your own health?	Dumfries and Galloway	Scotland
Very well	50%	48%
Quite well	43%	43%
Not very well	6%	8%
Not at all well	1%	2%

2.4 Quality of Life

80% of respondents from Dumfries and Galloway reported their quality of life to be excellent or good.



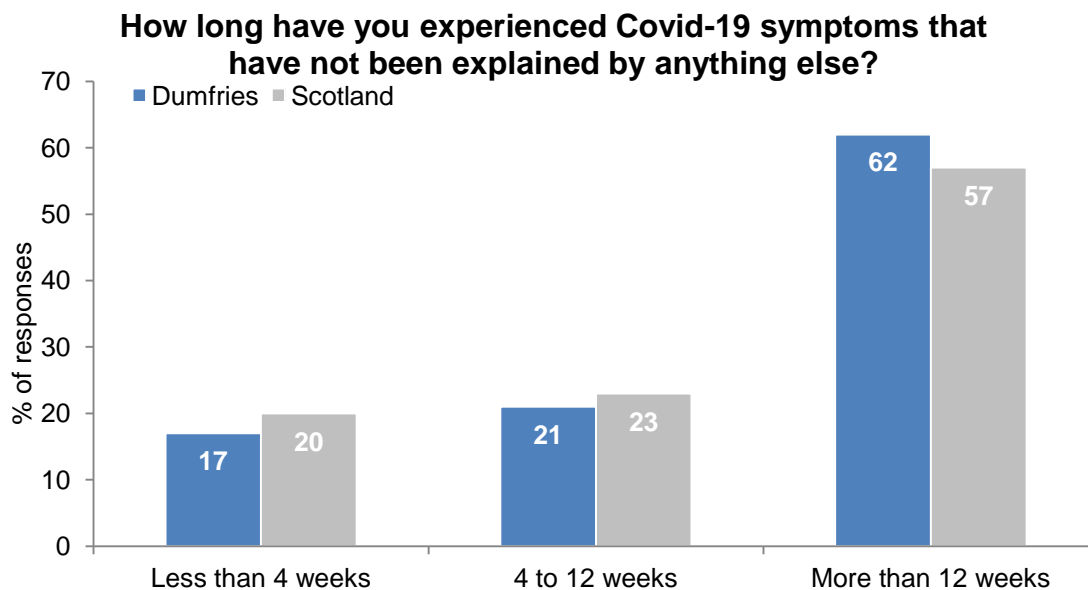
2.5 Covid-19

13% of respondents reported having had Covid-19 which had been confirmed by a positive test (8%) or based on symptoms but not confirmed by a test (5%), slightly lower than the national average of 17%. Of these respondents:

- 70% had fully recovered and returned to their previous level of health
- 30% had not fully recovered and returned to their previous level of health

Nationally, 74% of people who reported having had Covid-19 felt that they had fully recovered from the illness.

The percentage of people experiencing Covid-19 symptoms up to 12 weeks was lower in Dumfries and Galloway than the national average, but the percentage reporting symptoms that had lasted longer than 12 weeks was higher.



98% of respondents had been vaccinated against Covid-19 (Scotland, 97%).

3. Summary of Key Results

3.1 The GP Practice

- Overall care provided by GP practice
 - 75% positive, higher than Scotland average (67%)
 - 9 percentage points lower than 2020 (84%)
- Easy to contact GP practice in the way that they want
 - 88% positive, higher than Scotland average (75%)
 - 4 percentage points lower than 2020 (92%)
- If they need to speak to a doctor / nurse quite urgently, seen within 2 working days
 - 91% positive, higher than Scotland average (85%)
 - No change from 2020 (91%)

3.2 Recent Treatment or Advice from the GP Practice

- Treated with compassion and understanding
 - 85% positive, higher than Scotland average (83%)
 - 6 percentage points lower than 2020 (91%)
- Received most of their treatment or advice from a doctor
 - 64% doctor, lower than Scotland average (68%)
 - 5 percentage points lower than 2020 (69%)
- Received most of their treatment or advice from a nurse
 - 28% nurse, higher than Scotland average (24%)
 - 2 percentage points higher than 2020 (26%)
- Received face to face appointments at their GP practice
 - 48% face to face appointment, higher than Scotland average (37%)
 - 38 percentage points lower than 2020 (86%)
- Received a telephone appointment with their GP practice
 - 48% telephone appointment, lower than Scotland average (57%)
 - 36 percentage points higher than 2020 (12%)

3.3 Out of Hours Care

- Overall experience of care received from and NHS service when GP practice was closed
 - 69% positive, higher than Scotland average (67%)
 - 12 percentage points lower than 2020 (81%)
- Treated with compassion and understanding
 - 81% positive, higher than Scotland average (79%)
 - 3 percentage points lower than 2020 (84%)

3.5 Care, Support and Help with Everyday Living

- Overall experience of help, care or support with everyday living
 - 68% positive, higher than Scotland average (62%)
 - 7 percentage points lower than 2020 (75%)

- Treated with compassion and understanding
 - 77% positive, higher than Scotland average (70%)
 - 2 percentage points lower than 2020 (79%)
- The help, care or support improved or maintained my quality of life
 - 71% positive, higher than Scotland average (62%)
 - No change from 2020 (71%)
- I felt safe
 - 74% positive, higher than Scotland average (67%)
 - No change from 2020 (74%)

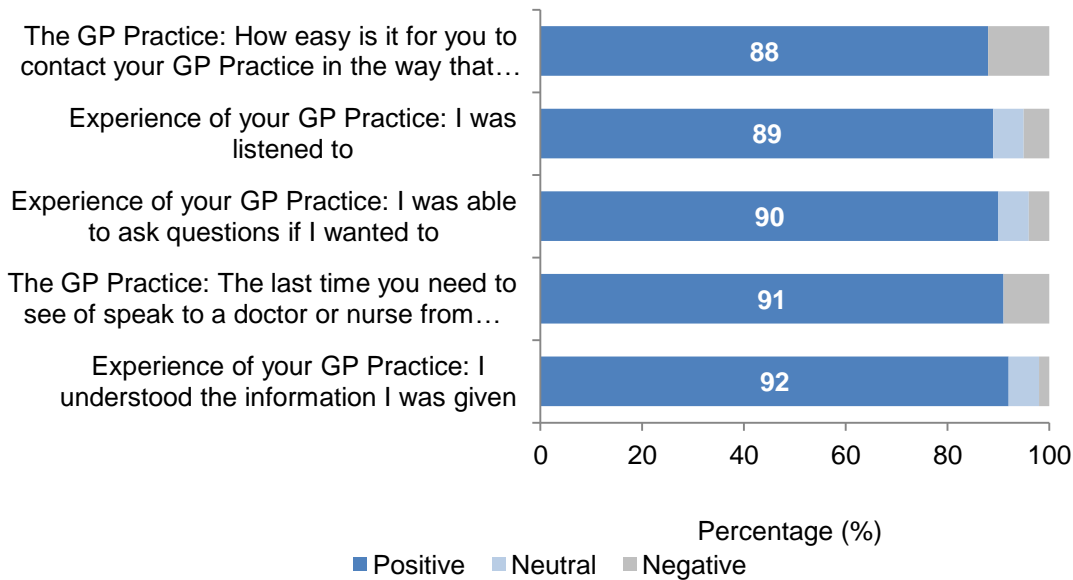
3.5 Caring Responsibilities

- Look after or provide regular help or support to others
 - 18% provide regular help or support to others, equal to Scotland average (18%)
 - 5 percentage points higher than 2020 (13%)
- Have not had help or support with everyday living but feel that I need it
 - 2% report feeling that they need support with everyday living but did not get this, below Scotland average (3%)
- Feel supported to continue care
 - 31% positive, higher than Scotland average (30%)
 - 4 percentage points lower than 2020 (35%)
- Have a good balance between caring and other things in my life
 - 64% positive, higher than Scotland average (63%)
 - 4 percentage points lower than 2020 (68%)
- Local services are well coordinated for the person I look after
 - 32% positive, higher than Scotland average (29%)
 - 9 percentage points lower than 2020 (41%)

4. Summary of Experience Ratings Questions with the Most Positive Results

Four of the five most positive responses in 2022 remain unchanged from 2020. The question ‘The last time you needed to see a doctor or nurse from your GP practice quite urgently, how long did you wait?’ was not in the top 5 most positive responses for 2020, although the percentage of positive responses to this question has remained unchanged (91%).

Ratings Questions with Most Positive Responses



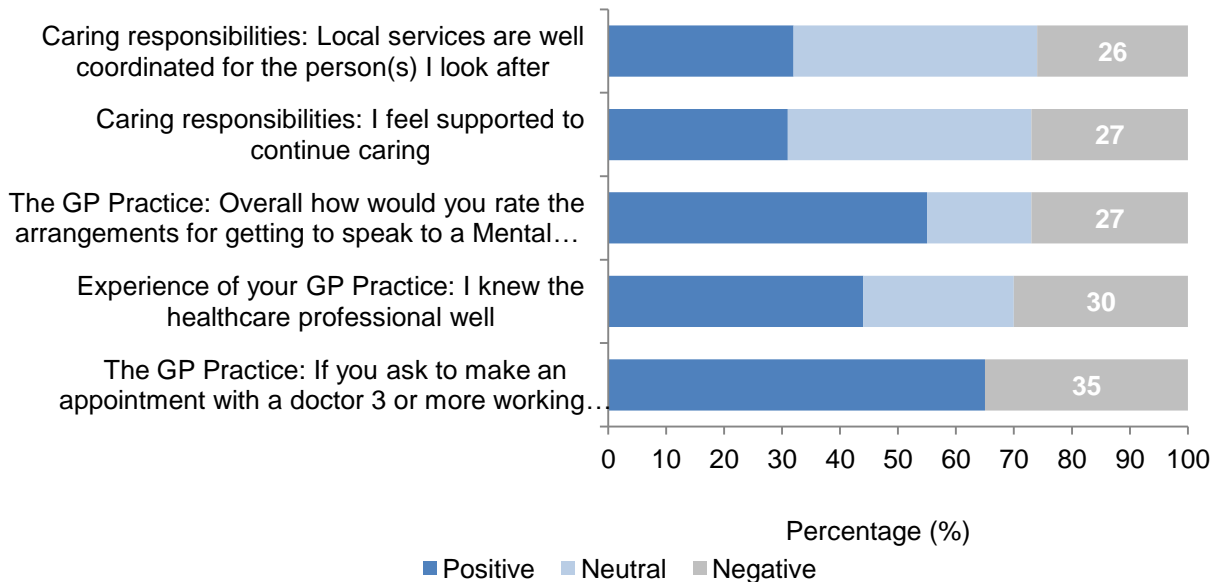
In 2022 the most positive responses ranged from 88% to 92%. This compares to a range of 93% to 95% in 2020. Therefore, although there has been little change in the elements of the healthcare experience that people rated most positively there has been a general decrease in the percentage of positive responses.

5. Summary of Experience Ratings Questions with the Most Negative Results

Questions with the most negative responses are also largely unchanged from the 2020 survey, with four out of five remaining the same in this category.

The statement 'I feel supported to continue caring' is new to this category, with 27% of respondents reporting a negative response in 2022. This is an increase of 8 points on the percentage reporting a negative response in the previous survey.

Ratings Questions with Most Negative Responses



The percentage of respondents reporting a negative response to the top 5 questions ranged from 26% to 35% in 2022. This compares with 20% - 31% in 2020.

Full details of the responses to each section of the survey are provided in the appendices below.

Conclusion

Respondents from Dumfries and Galloway generally rated their experience of primary care, Out of Hours care and social care less positively or the same as in the 2020 survey with only one measure (arrangements for access to physiotherapy) showing significant improvement. This pattern was reflected in the national figures for responses from across Scotland.

Responses from Dumfries and Galloway rating the experience of health and social care were generally equal to or more positive than the Scottish average.

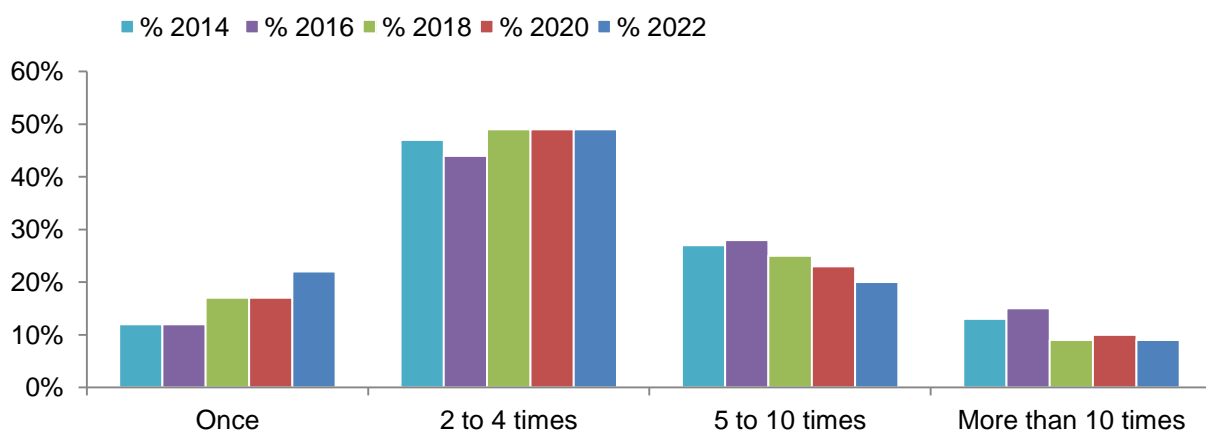
Appendix 1. The GP Practice

1 Contact with the GP Practice in the Previous 12 Months

Respondents from Dumfries and Galloway reported contact with their GP practice similar to the Scottish average:

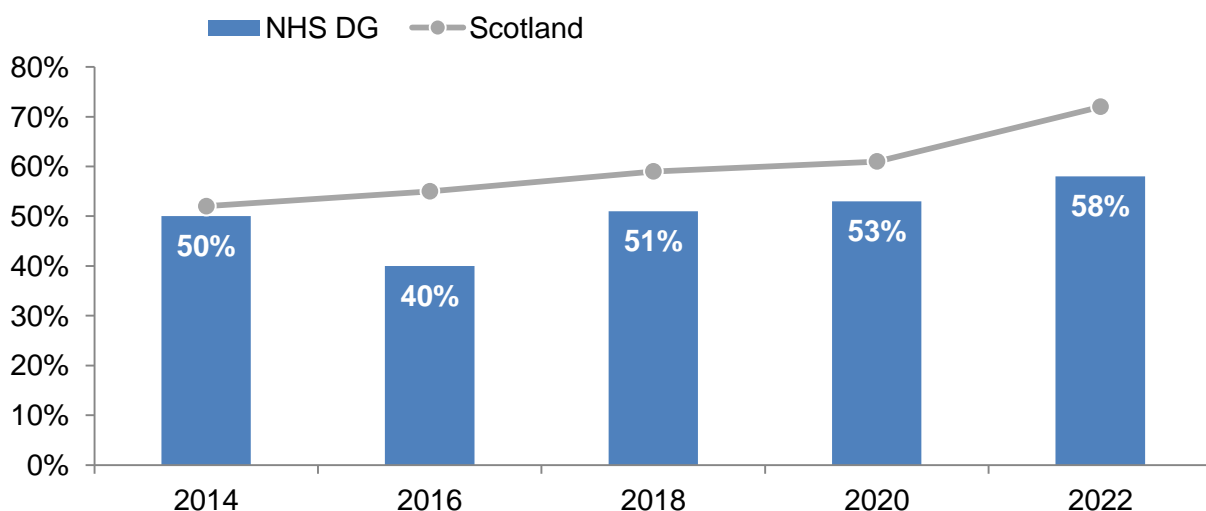
- 78% of respondents had contacted the GP practice detailed on the survey letter in the previous 12 months (Scotland, 77%)
- 19% had not contacted the GP practice detailed on the survey letter in the previous 12 months (Scotland, 19%)
- Results from 2014 onward show the percentage of respondents making a single contact with the GP practice in the previous 12 months almost doubling from 12% to 22%, meanwhile the percentage making 5 or more contacts has gradually declined over time

Number of contacts with GP practice in the previous 12 months



Of the respondents who had been unable to see or speak to a doctor or nurse urgently 58% had been unable to do so because they were not offered an opportunity to do so within 2 days. This figure increased in 2020 and 2022 but remained below the national average.

I was not offered the chance to see or speak to anyone within 2 days



The type of appointment offered in Dumfries and Galloway varied from the national picture with a larger percentage being offered a face to face consultation in the practice:

- 48% of respondents from Dumfries and Galloway were offered a face to face appointment (Scotland, 37%)
- 48% of Dumfries and Galloway respondents were offered a telephone consultation (Scotland, 57%)

Alternative technology (video consultation, e-mail/instant messaging) use remained low in Dumfries and Galloway and across Scotland, although in both cases the percentage of people offered these types of appointments was lower (by 1 percentage point) in Dumfries and Galloway than the national average.

23% of respondents from Dumfries and Galloway reported having a choice of appointment type in comparison to 17% across Scotland.

2 Experience of the GP Practice, Comparison with 2020

The percentage of positive responses to most questions relating to the experience of the GP practice dropped in 2022. A more positive experience of access to physiotherapy appointments was reported than in 2020. This pattern was reflected in the national results with the percentage of positive ratings decreasing for all questions with the exception of access to physiotherapy appointments.

The percentage of positive ratings from respondents in Dumfries and Galloway was higher than the Scottish average for all questions.

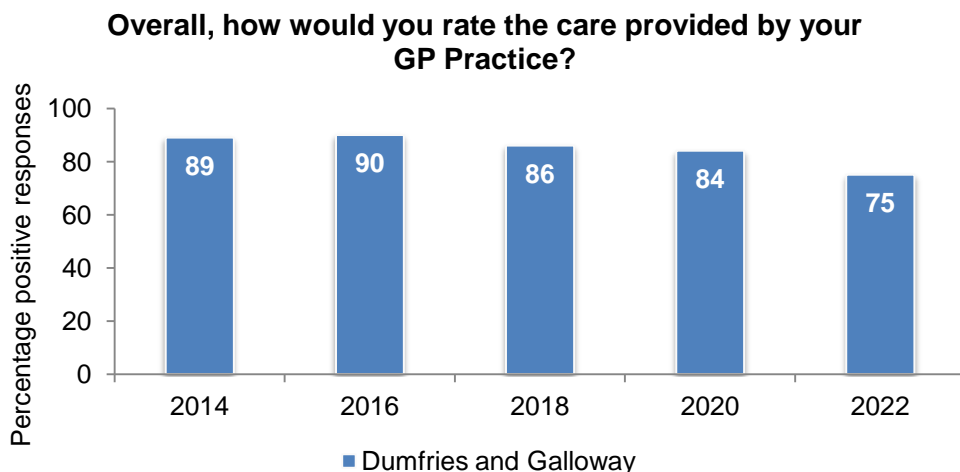
The question returning the highest percentage of positive responses was:

- The last time you needed to see or speak to a doctor or nurse from your GP practice quite urgently, how long did you wait (91% positive responses)

The question returning the lowest percentage of positive responses was:

- Overall, how would you rate the arrangements for getting to see a mental health professional at your GP practice (55% positive responses)

Overall, 75% of people rated the care provided by their GP practice positively a decrease from 84% in the previous year. This figure has decreased from a high of 90% in 2016.



The GP Practice - Percentage of Positive Responses, Comparative Results

The GP Practice		% positive 2022	% positive 2020	Scotland average 2022	Scotland trend
Percentage of NHS DG positive results in 2022 statistically lower than 2020					
03	How easy is it for you to contact your GP practice in the way that you want	88%	92%	75%	↓
04	If you ask to make an appointment with a doctor 3 or more working days in advance, does your GP Practice allow you to?	65%	74%	48%	↓
09a	Overall, how would you rate the quality of information provided by the receptionist at your GP Practice?	77%	84%	67%	↓
09b	Overall, how would you rate the arrangements for getting to see a doctor at your GP Practice?	71%	75%	61%	↓
09c	Overall, how would you rate the arrangements for getting to see a nurse at your GP Practice?	81%	86%	71%	↓
09d	Overall, how would you rate the arrangements for getting to see a pharmacist/chemist at your GP Practice?	83%	90%	79%	↓
10	Overall, how would you rate the care provided by your GP Practice?	75%	84%	67%	↓
Percentage of NHS DG positive results in 2022 not statistically different to 2020					
05	The last time you needed to see or speak to a doctor or nurse from your GP Practice quite urgently, how long did you wait?	91%	91%	85%	↓
09f	Overall, how would you rate the arrangements for getting to see a mental health professional at your GP Practice?	55%	55%	44%	↓
09g	Overall, how would you rate the arrangements for getting to see another healthcare professional at your GP Practice?	67%	69%	55%	↓
Percentage of NHS DG positive results in 2022 statistically higher than 2020					
09e	Overall, how would you rate the arrangements for getting to see a physiotherapist at your GP Practice?	58%	50%	53%	↑

Appendix 2. Treatment or Advice from the GP Practice

1 Information About Treatment or Advice from the GP Practice

The reasons that respondents from Dumfries and Galloway had made contact with their GP practice followed a similar pattern to the one reported across Scotland. The biggest change in 2022 occurred in relation to contact for routine appointments which reduced from 26% in 2020 to 17% in 2022. A similar pattern was observed with the Scottish average.

Reason for contact with GP Practice in last 12 months (multiple responses)	NHS Dumfries and Galloway			Scotland
	2018	2020	2022	2022
An accident or injury	9%	9%	8%	8%
Another physical health problem	51%	52%	55%	54%
A mental health problem	7%	7%	8%	10%
A routine appointment	27%	26%	17%	17%
Something else	16%	15%	18%	19%
No treatment/advice received	4%	3%	6%	5%

Most treatment or advice received from the GP practice came from a doctor (64%) or a nurse (28%). The same pattern occurred across Scotland, but the percentage of people in Dumfries and Galloway receiving advice or treatment from a doctor was below the national average of 68%. The percentage receiving advice or treatment from a nurse in Dumfries and Galloway was above the national average of 24%.

As a result of advice or treatment from their GP practice, respondents reported that their symptoms:

- Got better, 47% (Scotland, 45%)
- Stayed the same, 25% (Scotland, 26%)
- Got worse, 5% (Scotland, 6%)

The greatest percentage point change from 2020 was in relation to those reporting that their symptoms had improved. This decreased from 51% in 2020 to 47% in 2022.

Advice and treatment from the GP practice resulted in an improvement in overall wellbeing for 41% of respondents. However, 32% reported that their overall wellbeing did not change and 6% reported this to be worse. These figures are similar to 2020 results for Dumfries and Galloway and the national average for Scotland in 2022. The greatest percentage point change was also in relation to those reporting an improvement in overall wellbeing which decreased from 46% in 2020 to 41% in 2022.

2 Experience of Treatment or Advice from the GP Practice, Comparison with 2020

The percentage of positive responses to questions relating to treatment and advice from the GP practice with a comparable question in 2020 decreased in all instances. The largest percentage point decreases were observed in relation to the statements:

- I was given the opportunity to involve the people that matter to me (15 percentage point decrease)
- Staff helped me to feel in control of my treatment/care (12 percentage point decrease)
- I was involved in decisions about my care and treatment (12 percentage point decrease)
- I was given enough time (11 percentage point decrease)
- I knew the healthcare professional well (11 percentage point decrease)

The percentage of positive responses across Scotland also decreased for all questions where there was comparable data. Responses from Dumfries and Galloway returned a higher percentage of positive responses than the Scottish average for all questions.

The question returning the highest percentage of positive responses was:

- I understood the information I was given (92% positive responses)

The question returning the lowest percentage of positive responses was:

- I knew the healthcare professional well (44% positive responses)

Treatment or Advice from the GP Practice - Percentage of Positive Responses, Comparative Results

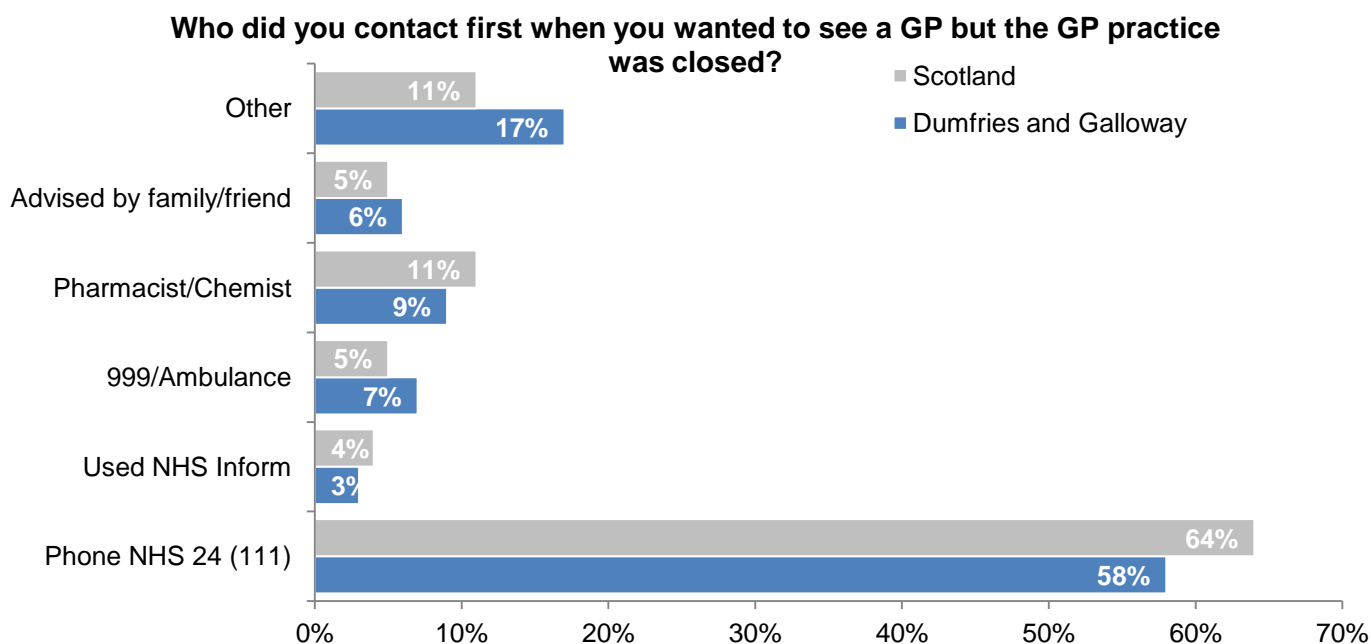
Treatment or advice from the GP practice		% positive 2022	% positive 2020	Scotland average 2022	Scotland trend
Percentage of NHS DG positive results in 2022 statistically lower than 2020					
13a	Experience of your GP practice: I was given the opportunity to involve the people that matter to me	50%	65%	43%	↓
13b	Experience of your GP practice: I was listened to	89%	94%	86%	↓
13c	Experience of your GP practice: I was given enough time	81%	92%	81%	↓
13d	Experience of your GP practice: I was treated with compassion and understanding	85%	91%	83%	↓
13e	Experience of your GP practice: I knew the healthcare professional well	44%	55%	32%	↓
13g	Experience of your GP practice: I was able to ask questions if I wanted to	90%	95%	87%	↓
13h	Experience of your GP practice: I understood the information I was given	92%	95%	91%	↓
13j	Experience of your GP practice: Staff helped me to feel in control of my treatment/care	68%	80%	62%	↓
13k	Experience of your GP practice: I was involved in decisions about my care and treatment	74%	86%	68%	↓
No comparison with 2020					
13f	Experience of your GP practice: I had the chance to ask about the benefits and risks of treatment	67%			
13i	Experience of your GP practice: The health professional checked I understood what I had been told	78%			
13l	Experience of your GP practice: I felt able to make an informed choice about my treatment and care	74%			

Appendix 3. Out of Hours Healthcare

1 Information About Out of Hours Healthcare

11% of respondents had made contact with Out of Hours healthcare in the previous 12 months, a decrease from 14% in 2022. This was below the national average of 15%.

The first point of contact when GP practices were closed was most frequently reported to be NHS 24, with 58% noting this to be their first contact, lower than the national average of 64%. There are some small differences in the pattern of first contact in Dumfries and Galloway in comparison with the national average, with the most notable variation occurring in relation to contact with 'other' sources of help.



Out of Hours healthcare was most frequently delivered by a Doctor/General Practitioner (30%), by a Hospital Doctor or Nurse (27%) or by a Nurse Practitioner (17%).

- 55% of consultations took place by telephone (Scotland, 57%)
- 39% travelled to hospital for treatment or advice (Scotland, 37%)
- 6% were seen at home (Scotland, 4%)
- 1% of consultations were by video (Scotland, 1%)

Reasons for accessing Out of Hours healthcare in Dumfries and Galloway mirrored the pattern across Scotland, with the most common reason being another health problem (65%). Injury or accident accounted for 16% of contacts and mental health problems for 3%.

2 Experience of Out of Hours Healthcare, Comparison with 2020

Satisfaction with Out of Hours healthcare decreased or remained similar to the 2020 response. Across Scotland, the percentage of positive responses to all questions decreased. The percentage of positive responses from Dumfries and Galloway was higher than the national average with the exception of:

- I was listened to (NHS DG 82%, Scotland 83%)
- I understood the information I was given (NHS DG 84%, Scotland 85%)

The largest percentage point decreases from respondents in Dumfries and Galloway were observed in relation to the statements:

- I was given the opportunity to involve the people that matter to me (13 percentage point decrease)
- Overall how would you rate the care you experienced from this OOH service (12% percentage point decrease)

The opportunity to involve the people that mattered was also the statement with the largest decrease in the percentage of positive responses when considered for the experience of the GP practice. This may reflect changes in the way that services were delivered during the Covid-19 pandemic.

The highest percentage of positive responses came in response to the question:

- I understood the information I was given (84% positive responses)

The lowest percentage of positive responses was in response to the question:

- I was given the opportunity to involve the people that matter to me (59% positive responses)

Out of Hours Healthcare - Percentage of Positive Responses, Comparative Results

Out of Hours Healthcare		% positive 2022	% positive 2020	Scotland average 2022	Scotland trend
Percentage of positive results in 2022 statistically lower than 2020					
26b	Experience of Out of Hours healthcare: I was given enough time	79%	86%	78%	↓
26d	Experience of Out of Hours healthcare: I was given the opportunity to involve the people that matter to me	59%	72%	53%	↓
26f	Experience of Out of Hours healthcare: I was able to ask questions if I wanted to	82%	88%	82%	↓
26h	Experience of Out of Hours healthcare: My treatment/care was well co-ordinated	68%	77%	66%	↓
27	Experience of Out of Hours healthcare: Overall, how would you rate the care you experienced from this OOH service?	69%	81%	67%	↓
Percentage of positive results in 2022 not statistically different to 2020					
26a	Experience of Out of Hours healthcare: I was listened to	82%	87%	83%	↓
26c	Experience of Out of Hours healthcare: I was treated with compassion and understanding	81%	84%	79%	↓
26e	Experience of Out of Hours healthcare: I understood the information I was given	84%	88%	85%	↓
26g	Experience of Out of Hours healthcare: Staff helped me to feel in control of my treatment/care	71%	76%	66%	↓

Appendix 4. Care, Support and Help with Everyday Living

1 Information About Care, Support and Help with Everyday Living

87% of respondents had received no help or support for everyday living in the previous 12 months.

2% had received no help or support but feel that they needed this.

Help with household tasks was the most frequently reported support received:

- Help with household tasks, 7%
- Help with personal tasks, 6%
- Help with activities outside of home, 5%
- Adaptations or equipment for home, 4%
- Alarm service, 2%
- Help to look after someone else, 2%

41% of respondents who had received help or support had received unpaid care from family or friends. This is an increase from 39% in 2020 but is below the national average of 46%. Funded care was most frequently reported to be self-funded (45%) with the local authority funding 24% and the NHS 11%. The pattern of funding is similar to the national average.

People receiving care and support in Dumfries and Galloway reported higher than average opportunities to choose how their care was arranged, 41% compared to 36% nationally. Locally this was a decrease from 46% in 2020

2 Experience of Care, Support and Help with Everyday Living, Comparison with 2020

The percentage of positive responses to statements relating to Social Care decreased or remained the same but the differences were not reported to be significantly different. The exception to this was the statement 'I was aware of the help, care and support options available to me'. In this instance, a drop from 64% in 2020 to 56% in 2022 was reported as a significant decrease.

Nationally the percentage of positive responses decreased for all questions.

Respondents from Dumfries and Galloway rated all elements of their Social Care experience as higher than the national average.

Overall, 68% rate their overall experience of Social Care positively, a decrease from the previous survey. This question has only been asked in one previous survey and as such the only comparative data is from 2020. This decrease was not reported to be significant.

The highest percentage of positive responses came in response to the statement:

- I was treated with compassion and understanding (74% positive responses)

The lowest percentage of positive responses was in response to the question:

- I was aware of the help, care and support options available to me (56% positive responses)

Care, Support and Help with Everyday Living - Percentage of Positive Responses, Comparative Results

Care, Support and Help with Everyday Living		% positive 2022	% positive 2020	Scotland average 2022	Scotland trend
Percentage of positive results in 2022 statistically lower than 2020					
32a	Experience of Social Care: I was aware of the help, care and support options available to me	56%	64%	53%	↓
Percentage of positive results in 2022 not statistically different to 2020					
32b	Experience of Social Care: I had a say in how my help, care or support was provided	62%	66%	55%	↓
32c	Experience of Social Care: People took account of the things that mattered to me	71%	72%	62%	↓
32d	Experience of Social Care: I was treated with compassion and understanding	77%	79%	70%	↓
32e	Experience of Social Care: I felt safe	74%	74%	67%	↓
32f	Experience of Social Care: I was supported to live as independently as possible	70%	72%	65%	↓
32g	Experience of Social Care: My health, support and care services seemed to be well coordinated	60%	66%	54%	↓
32h	Experience of Social Care: The help, care or support improved or maintained my quality of life	71%	71%	62%	↓
33	Experience of Social Care: Overall, how would you rate your help, care or support services?	68%	75%	62%	↓

Appendix 5. Caring Responsibilities

1 Experience of Caring Responsibilities, Comparison with 2020

There was a general decrease in the in the percentage of positive responses in 2022 in relation to the caring responsibilities of respondents. This was observed nationally as well as locally. The percentage of positive results was higher for all 4 statements than the national average.

The highest percentage of positive responses came in response to the statement:

- I have a good balance between caring and other things in my life (64% positive responses)

The lowest percentage of positive responses was in response to the question:

- I feel continued to continue caring (31% positive responses)

Questions related to caring responsibilities returned some of the lowest percentage of positive responses across all sections of the survey.

Care, Support and Help with Everyday Living - Percentage of Positive Responses, Comparative Results

Caring Responsibilities		% positive 2022	% positive 2020	Scotland average 2022	Scotland trend
Percentage of positive results in 2022 statistically lower than 2020					
38c	I have a say in services provided for the person(s) I look after	41%	51%	39%	↓
38d	Local services are well coordinated for the person(s) I look after	32%	41%	29%	↓
Percentage of positive results in 2022 not statistically different to 2020					
38a	I have a good balance between caring and other things in my life	64%	68%	63%	↓
38e	I feel supported to continue caring	31%	35%	30%	↓

Version 1.1 July 2022

Performance and Intelligence Team, Dumfries and Galloway Health and Social Care Partnership

For more information please visit www.dghscp.co.uk