

1 How is your health in general? Would you say it was...

	very good	good	fair	bad	very bad	not answered	all
Respondents	217	347	113	20	3	3	703
As % of All	31%	49%	16%	3%	0%	0%	100%

2 How would you describe your dental health at present. Would you say your teeth...

	are perfectly healthy	have some decay	have a lot of decay	not answered	all
Respondents	373	226	27	77	703
As % of All	53%	32%	4%	11%	100%

3 On average, how often do you attend a dentist for a routine check-up...

more frequently than once every six months	52	7%	every 24 months	17	2%
every six months	401	57%	at longer intervals	56	8%
every 12 months	79	11%	never	51	7%
not answered	47	7%			

4 Have you all your own teeth including crowns and caps?

	Yes	No	Not Answered	All
Respondents	412	272	19	703
As % of All	59%	39%	3%	100%

5 Have you ever had your blood pressure measured by a doctor or nurse?

	Yes	No	Don't Know	Not Answered	All
Respondents	678	13	5	7	703
As % of All	96%	2%	1%	1%	100%

6 Thinking about the last time your blood pressure was measured, were you told it was...

normal (alright/fine)	517	74%	lower than normal	25	4%
higher than normal	104	15%	or not told anything	25	4%
not answered	32	5%			

7 Have you ever had your blood cholesterol level measured by a doctor or nurse?

	Yes	No	Don't Know	Not Answered	All
Respondents	347	312	39	5	703
As % of All	49%	44%	6%	1%	100%

8 Thinking about the last time your cholesterol was measured, were you told it was ...

normal (alright/fine)	226	32%	lower than normal	23	3%
higher than normal	87	12%	or not told anything	19	3%
not answered	348	50%			

9 In the last 12 months have you had any kind of accident which caused you to see a doctor, nurse or other health professional?

	Yes	No	Not Answered	All
Respondents	89	604	10	703
As % of All	13%	86%	1%	100%

10 How much time did you take need to take off work or study?

None	120	17%	15 days to 3 months	9	1%
1-7 days	9	1%	4 to 6 months	2	0%
8-14 days	6	1%	7 to 12 months	3	0%
Not answered	554	79%			

11 Have you ever had any of the following measured?

	Yes		No		Don't Know		Not Answered	
Flexibility	138	20%	437	62%	24	3%	104	15%
Grip	142	20%	435	62%	21	3%	105	15%
Lung capacity	258	37%	354	50%	20	3%	71	10%
Stamina	107	15%	452	64%	33	5%	111	16%
Resting heart rate	258	37%	339	48%	34	5%	72	10%
Body fat	104	15%	461	66%	25	4%	113	16%

12 Would you be interested in having your general health and fitness assessed?

	Yes	No	Not Answered	All
Respondents	542	141	20	703
As % of All	77%	20%	3%	100%

13 Were you in paid employment or self-employed in the past four weeks?

	Yes	No	Not Answered	All
Respondents	395	297	11	703
As % of All	56%	42%	2%	100%

14 Thinking about your job in general would you say that you are ...

	Yes		No		Not Answered		All	
very physically active,	73	10%	51	7%	579	82%	703	100%
fairly physically active,	178	25%	38	5%	487	69%	703	100%
not very physically active,	126	18%	27	4%	550	78%	703	100%
or, not at all physically active in your job?	42	6%	44	6%	617	88%	703	100%

15 In the past four weeks, have you walked continuously for ...

	Yes		No		Not Answered		All	
at least 5 minutes	107	15%	21	3%	575	82%	703	100%
at least 15 minutes	210	30%	25	4%	468	67%	703	100%
at least 30 minutes	453	64%	38	5%	212	30%	703	100%

16 During the past four weeks, how many times did you do a walk of at least 15 minutes?

	1-5	6-10	11-15	16-20	21-25	26-30	31-50	50-100	100+
Respondents	145	118	46	76	21	127	16	25	7
As % of All	21%	17%	7%	11%	3%	18%	2%	4%	1%

17 Which of these forms of exercise have you done in the last four weeks?

Swimming	162	23%	Squash	7	1%
Cycling	88	13%	Aerobics/Keep fit/Gymnastics/ Dance for fitness	56	8%
Workout at a gym/Exercise bike/ Weight training	97	14%	Any other type of dancing	46	7%
Football/rugby	23	3%	Running/jogging	43	6%
Badminton/tennis	23	3%	Exercises (e.g. press-ups, sit ups)	86	12%
Other	226	32%			

18 In the last 4 weeks have you done any housework or gardening which involved pulling or pushing, like hoovering, cleaning a car, mowing grass or sweeping up leaves?

	Yes	No	Not Answered	All
Respondents	647	47	9	703
As % of All	92%	7%	1%	100%

19 Have you done any housework, gardening, DIY or building work in the past four weeks?

	Yes	No	Not Answered	All
Respondents	652	45	6	703
As % of All	93%	6%	1%	100%

20 Which of the following activities do you think would make you feel healthier?

All=703	Definitely		Probably		Not at all		Don't Know		Not Answered	
Healthier eating	357	51%	195	28%	43	6%	10	1%	98	14%
Losing weight	353	50%	157	22%	97	14%	6	1%	90	13%
Doing more exercise	331	47%	214	30%	39	6%	6	1%	113	16%
Drinking less alcohol	127	18%	173	25%	197	28%	12	2%	194	28%
Stopping smoking/reducing the amount you smoke	166	24%	44	6%	157	22%	17	2%	319	45%
If there was less stress at work	161	23%	145	21%	130	18%	26	4%	241	34%
If there was less stress at home	125	18%	172	24%	171	24%	22	3%	213	30%
Participating in arts/cultural activities	71	10%	170	24%	190	27%	71	10%	201	29%

21 Which of the following reasons are likely to prevent you from taking more exercise?

All=703	Definitely		Probably		Not at all		Don't Know		Not Answered	
No time	144	20%	191	27%	110	16%	12	2%	246	35%
Already do enough	103	15%	165	23%	190	27%	17	2%	228	32%
Prefer other leisure activities e.g. cinema, reading, watching TV	52	7%	187	27%	158	22%	7	1%	299	43%
Too expensive	61	9%	100	14%	219	31%	16	2%	307	44%
No one to go with	46	7%	114	16%	226	32%	6	1%	311	44%
Lack of confidence	33	5%	93	13%	259	37%	7	1%	311	44%
Lack of information	22	3%	70	10%	272	39%	9	1%	330	47%
No one to look after the children	61	9%	38	5%	253	36%	8	1%	343	49%
No local classes or facilities	16	2%	47	7%	265	38%	29	4%	346	49%
No interest	25	4%	91	13%	249	35%	10	1%	328	47%
Lack of transport	17	2%	30	4%	322	46%	3	0%	331	47%
Illness/disability	91	13%	56	8%	278	40%	9	1%	269	38%

22 What kind of bread or rolls do you usually eat? Is it ...

white	231	34%	brown, granary, wheatmeal,	179	26%
wholemeal	160	23%	some other kind of bread	14	2%
no usual type	93	14%	don't eat bread	11	2%

688 answered

23 How many rolls, pieces or slices of bread of any kind do you usually eat on any one day?

6 or more a day	24	3%	4 or 5 a day	124	18%
2 or 3 a day	397	57%	One a day	98	14%
Less than one per day	48	7%			

691 answered

24 What type of spread do you usually use on bread, sandwiches, toast, potatoes or vegetables?

Butter or margarine	253	37%	Low fat or reduced fat spread, or half-fat butter	354	52%
Spread not listed	18	3%	No usual type	16	2%
Don't use fat spread	46	7%			

687 answered

25 When you have fried foods at home, what kind of fat or oil are the foods usually cooked in?

Solid cooking fat (including butter, dripping lard, ghee, white cap, cookeen)	21	3%
Half-fat butter	2	0%
Polyunsaturated, sunflower or olive oil	344	50%
Other hard or soft margarine or dairy blend, (including Flora, Clover, Willow)	3	0%
Low fat spreads	5	1%
Vegetable oil	209	30%
Some other kind of fat/oil	13	2%
Do not eat fried food	97	14%

694 answered

26 What kind of milk do you usually use for drinks, in tea or coffee and on cereals? Is it

Whole milk,	128	19%	Semi-skimmed	421	61%
Skimmed	115	17%	Evaporated/Condensed milk	0	0%
Soya/Veg-based milk	7	1%	Some other kind of milk	1	0%
No usual type	1	0%	Do not drink milk	21	3%

694 answered

27 At the table do you ...

Usually add salt to your food without tasting it first,	78	11%
Taste the food, but then generally add salt,	112	16%
Taste the food, but only occasionally add salt,	226	33%
Rarely, or never, add salt at the table?	279	40%

695 answered

28 Which type of breakfast cereal do you usually eat?

Bran cereal eg. bran-flakes, etc	141	21%
Oat or wheat cereal eg. porridge, wheatabix, etc.	196	29%
Others eg.. corn pops, cornflakes, rice crispies, etc.	142	21%
No usual type	52	8%
Do not eat breakfast cereal	154	22%

685 answered

29 Which of the following reasons prevent you from eating more healthily?

(all respondents=703)

Prefer higher fat/higher calorie food	88	13%
Limited choice of healthy food in local shops	40	6%
I don't think that it is important	23	3%
Don't know how to cook	11	2%
Too much conflicting information/advice about healthy eating	147	21%
Not enough information/advice about healthy eating	26	4%
No time to cook	52	7%
Don't like healthy food	20	3%
Lack of will power	158	22%
Already have a healthy diet	364	52%
I eat junk food when I'm bored or stressed	108	15%
Lack of support from my family and friends	16	2%
Can't afford it	44	6%
Don't know	28	4%

How often do you eat...

of number answering	Per day				Per week			Per month	Less or never
	1	2/3	4/5	6+	1	2-4	5/6	1-3	
fresh fruit?	24%	36%	11%	1%	4%	13%	4%	4%	3%
fried food, including fried fish, chips, cooked breakfast, samosas?	4%	1%	0%	0%	30%	22%	1%	23%	20%
Potatoes, other than chips, pasta or rice?	25%	6%	1%	1%	9%	41%	14%	3%	2%
cooked green vegetables, such as peas, broccoli, cabbage, spinach, cauliflower, green beans?	24%	16%	2%	1%	5%	29%	18%	2%	3%
cooked root vegetables, such as carrots, parsnips, turnips?	18%	5%	1%	0%	14%	44%	8%	4%	5%
raw vegetables, or salad?	14%	4%	1%	0%	24%	32%	4%	14%	7%
meat, such as beef, lamb, pork etc?	9%	2%	0%	0%	18%	50%	4%	8%	8%
poultry, such as chicken or turkey?	6%	2%	0%	0%	22%	54%	4%	6%	5%
white fish, such as cod, haddock, whiting, sole or plaice?	4%	1%	0%	0%	45%	20%	0%	21%	8%
other types of fish, such as herring, tuna, mackerel, salmon or kippers?	3%	1%	0%	0%	35%	11%	1%	29%	21%
cheese, not including cottage cheese or other reduced fat cheeses?	14%	2%	0%	0%	22%	38%	5%	10%	8%
peas, lentils or beans including baked beans, dried beans and pulses?	5%	1%	0%	0%	31%	41%	3%	12%	5%
chocolates, crisps or biscuits, including savoury biscuits such as cream crackers?	24%	13%	1%	0%	12%	28%	10%	7%	5%
sweets or ice-cream?	9%	3%	0%	0%	24%	25%	2%	24%	13%
cakes, scones sweet pies, pastries or puddings?	10%	2%	0%	0%	23%	25%	5%	21%	13%

How often do you drink...

of number answering	Per day				Per week			Per month	Less or never
	1	2/3	4/5	6+	1	2-4	5/6	1-3	
soft drinks, not including diet or low-calorie drinks?	12%	9%	2%	1%	9%	14%	3%	17%	33%
fresh fruit juice?	31%	9%	1%	0%	9%	18%	4%	14%	13%

47 Do you smoke cigarettes?

	Yes	No	Not Answered	All
Respondents	109	583	11	703
As % of All	16%	83%	2%	100%

48 Do you smoke cigarettes regularly, that is at least one cigarette a day, or do you smoke them only occasionally?

n=113	Regularly	Occasionally
Respondents	96	17
	85%	15%

49 About how many cigarettes a day do you usually smoke on weekdays?

1-10	11-20	20-40	>40
37	52	10	4

50 About how many cigarettes a day do you usually smoke at weekends?

1-10	11-20	20-40	>40
33	57	13	4

51 Have you ever smoked cigarettes?

	Yes	No	Not Answered	All
Respondents	342	311	50	703
As % of All	49%	44%	7%	100%

52 Did you smoke cigarettes regularly, that is at least one cigarette a day, or did you smoke them only occasionally?

n=316	Regularly	Occasionally
Respondents	246	70
	78%	22%

53 If you have stopped smoking cigarettes, how long ago did you stop? n=278

Less than a year	21	8%	Between one and five years	40	14%
Between five and ten years	31	11%	Ten years or more	186	67%

54 If you have stopped smoking cigarettes, could you please tell us why you stopped

Health concerns	190	Pressure from a friend	8
Pressure from my partner	6	Pressure from relatives	113
Cost	21	Because of my children	51
Other, please specify	42		

55 How old were you when you started to smoke cigarettes regularly?

	0-10	11-15	16-20	21-25	26-30	31-35	>40
Respondents	7	99	198	26	7	3	1
As % of All	1%	14%	28%	4%	1%	0%	0%

56 For approximately how many years did you smoke regularly?

	0-5	6-10	11-15	16-20	21-25	26-30	31-35	36-40	41-50	>50
Respondents	37	48	32	44	28	38	11	36	28	6
As % of All	5%	7%	5%	6%	4%	5%	2%	5%	4%	1%

57 How many times, if any, have you tried to give up smoking? n=289

Once	128	44%	Twice	63	22%
Three to ten times	76	26%	Ten times or more	22	8%

58 Which methods have you tried in attempting to give up smoking?

Meetings	9	Sweets	26
Patches	43	Nothing	182
Zyban	4	Phoneline	6
Chewing gum	51	Help from friend or partner	30
Other, please specify	54		

59 Would you like to give up smoking now?

n=138	Yes	No
Respondents	88	50

60 Do you smoke a pipe at all nowadays?

	Yes	No	Not Answered	All
Respondents	7	546	150	703
As % of All	1%	78%	21%	100%

61 How much tobacco do you usually smoke on weekdays?

	4g	10g	20g	25g
Respondents	1	2	1	2

62 How much tobacco do you usually smoke on weekends?

	4g	10g	12g	20g	50g
Respondents	1	3	1	1	1

63 Are you regularly exposed to other people's tobacco smoke in any of these places?

At own home	92	13%	In pubs	293	42%
At work	83	12%	In other public places	249	35%
In other people's homes	144	20%	No, none of these	195	28%
On public transport	42	6%			

64 Does regular exposure to other people's tobacco smoke bother you at all?

	Yes	No	Not Answered	All
Respondents	448	209	46	703
As % of All	64%	30%	7%	100%

65 Which of these statements best describes how you feel about being in a smoky environment?

I do not like being in a smoky environment and will always try to avoid places where people are smoking	342	49%
Although I do not like being in a smoky environment I do not avoid places where people are smoking	236	34%
Being in a smoky environment does not bother me at all	88	13%
Don't know	8	1%
Not Answered	29	4%

66 Could you please tell us how often you drink alcohol.

Never	52	7%
Rarely (on special occasions)	131	19%
Occasionally (1-2 times a month)	103	15%
Once a week	120	17%
More than once a week but not every day	210	30%
Every day/most days	72	10%
Not Answered	15	2%

67 Could you please tell us whether you think you drink more than is good for you

	Yes		No		Not Answered		All	
Respondents	96	14%	564	80%	43	6%	703	100%

68 How often have you had a drink of spirits or liqueurs, such as gin, whisky, brandy, rum, vodka, advocaat or cocktails during the last 12 months?

Never	98	14%
Rarely (on special occasions)	206	29%
Occasionally (1-2 times a month)	142	20%
Once a week	103	15%
More than once a week but not every day	110	16%
Every day/most days	22	3%
Not Answered	22	3%

69 How often have you had a drink of sherry or martini including port, vermouth, Cinzano and Dubonnet, during the last 12 months?

Never	380	54%
Rarely (on special occasions)	206	29%
Occasionally (1-2 times a month)	63	9%
Once a week	16	2%
More than once a week but not every day	15	2%
Every day/most days	4	1%
Not Answered	19	3%

70 How often have you had a drink of alcoholic soft drink ('alcopop') in the last 12 months?

Never	500	71%
Rarely (on special occasions)	85	12%
Occasionally (1-2 times a month)	71	10%
Once a week	17	2%
More than once a week but not every day	7	1%
Every day/most days	0	0%
Not Answered	23	3%

71 Did you have an alcoholic drink in the last week?

	Yes		No		Not Answered		All	
Respondents	455	65%	225	32%	23	3%	703	100%

72 On how many days out of the last seven did you have an alcoholic drink?

	1		2		3		4		5		6		7	
Respondents	143	20%	102	15%	58	8%	46	7%	35	5%	22	3%	53	8%

73 Please tell us how interested you are in the following types of information.

All=703	Very interested		Interested		Not interested		Not at all interested		Not Answered	
Information that indicates overall how healthy we are, such as how old people are when they die	59	8%	339	48%	218	31%	36	5%	51	7%
Information that indicates how healthy different groups of people or areas are, such as infant health or dental disease for groups and areas	62	9%	333	47%	222	32%	34	5%	52	7%
Information about how we choose to live, such as information about diet, smoking, drugs, alcohol and exercise	92	13%	392	56%	147	21%	25	4%	47	7%
Information about how easy it is to access services, such as numbers of doctors or distances to facilities	149	21%	398	57%	95	14%	11	2%	50	7%
Information about the quality of the service you might get, such as waiting times, hospital infections, prescribing quality and survival rates	231	33%	347	49%	77	11%	6	1%	42	6%
Information about the experience of patients, such as the results of patient feedback surveys	147	21%	356	51%	135	19%	18	3%	47	7%
Information about public involvement in health services and consultation	109	16%	358	51%	174	25%	17	2%	45	6%
Information about organisational efficiency, such as spending on direct care as opposed to managers and the number of operations carried out	163	23%	324	46%	154	22%	20	3%	42	6%

74 Please tell us what you think about the level at which, wherever possible, information should be provided.

All=703	Agree strongly		Agree		Neither		Disagree		Disagree strongly		Not Answered	
Information should be provided for Angus	236	34%	364	52%	56	8%	5	1%	1	0%	41	6%
Information should be provided for towns in Angus	189	27%	359	51%	73	10%	23	3%	6	1%	53	8%
Information should be provided for villages in Angus	135	19%	296	42%	131	19%	61	9%	8	1%	72	10%
Information should be provided for small areas like housing estates	75	11%	195	28%	188	27%	144	20%	30	4%	71	10%
Information should be provided for groups within the population eg older people, children, people with disabilities etc.	176	25%	333	47%	108	15%	31	4%	4	1%	51	7%

75 Which of the following would you like to read, listen to, or view for information about the performance of health services in Angus?

Leaflets/brochures/letters sent to your home	361	51%	Leaflets/brochures collected from a building	98	14%
Notice in a public place	167	24%	Daily local newspaper	314	45%
Weekly local newspaper	422	60%	Daily national newspaper	72	10%
Local radio	182	26%	Local television	250	36%
NHS Tayside web-site	153	22%	Angus Council web-site	182	26%

76 Are you interested in being able to get information about improving your health?

	Yes	No	Not Answered	All
Respondents	523	144	36	703
As % of All	74%	20%	5%	100%

77 Where would you like to be able to get information about improving your health?

All=703	Definitely		Probably		Not at all		Don't know	
GP surgery	407	58%	108	15%	5	1%	1	0%
Library	199	28%	199	28%	37	5%	9	1%
Post Office	88	13%	151	21%	123	17%	25	4%
Health centre	340	48%	105	15%	12	2%	8	1%
Leisure centres/sports clubs	140	20%	162	23%	52	7%	17	2%
Internet	125	18%	145	21%	59	8%	19	3%
ACCESS Office	42	6%	101	14%	100	14%	68	10%
ACCESSLine	25	4%	96	14%	97	14%	69	10%
Hospital	268	38%	92	13%	28	4%	10	1%
Local shops	55	8%	130	18%	130	18%	37	5%
Local school	92	13%	129	18%	94	13%	21	3%
Council Offices	82	12%	119	17%	118	17%	35	5%
Angus College	51	7%	101	14%	119	17%	45	6%
Outreach centres	54	8%	111	16%	93	13%	59	8%

78 Do you think the public should have the opportunity to be involved in decisions about health services?

	Yes	No	Not Answered	All
Respondents	617	45	41	703
As % of All	88%	6%	6%	100%

79 Which of the following would help you to comment on consultation documents on health?

A list of consultation documents on the Angus Council web-site	213	30%
A list of consultation documents on the NHS Tayside web-site	200	28%
A list of consultation documents at Council offices	160	23%
A list of consultation documents at GP surgery	466	66%
A list of consultation documents at health centres	390	55%
A list of consultation documents at ACCESS Offices	69	10%
Details of consultation documents via ACCESSLine	40	6%
A list of consultation documents at libraries	375	53%
A list of consultation documents provided to Community Councils	126	18%
A list of consultation documents presented at Area Forums	108	15%

80 Which of the following methods would you be prepared to use to make your views on health plans known?

	Prepared to use		Rank					
			1		2		3	
Through a councillor	224	32%	53	8%	35	5%	59	8%
Through a representative	147	21%	28	4%	37	5%	40	6%
Through a community councillor	149	21%	23	3%	42	6%	29	4%
At an Area Forum	105	15%	15	2%	18	3%	22	3%
Through a survey	496	71%	290	41%	83	12%	53	8%
Involvement in an NHS led occasional group discussion	127	18%	19	3%	25	4%	35	5%
Involvement in an NHS led regular group discussion	89	13%	20	3%	24	3%	15	2%
By telephone	218	31%	32	5%	71	10%	57	8%
In writing	276	39%	56	8%	91	13%	65	9%
By e-mail	164	23%	33	5%	44	6%	43	6%
NHS Tayside web-site	143	20%	11	2%	39	6%	38	5%
Angus Council web-site	143	20%	16	2%	25	4%	44	6%

81 Do you think it is important that people have the opportunity to become involved in working on options for health services?

	Yes	No	Not Answered	All
Respondents	595	68	40	703
As % of All	85%	10%	6%	100%

82 Would you like to be involved in working on options for health services?

	Yes	No	Not Answered	All
Respondents	278	387	38	703
As % of All	40%	55%	5%	100%

83 Do you think it is important that people can state which options for health services they favour?

	Yes	No	Not Answered	All
Respondents	633	35	35	703
As % of All	90%	5%	5%	100%

84 Would you provide your views on whether the options identified for health services are or are not acceptable to you?

	Yes	No	Not Answered	All
Respondents	554	107	42	703
As % of All	79%	15%	6%	100%

85 Have you ever provided feedback on health services?

	Yes	No	Not Answered	All
Respondents	159	518	26	703
As % of All	23%	74%	4%	100%

86 Do you think it is important that people have the opportunity to feedback their views on health services?

	Yes	No	Not Answered	All
Respondents	651	21	31	703
As % of All	93%	3%	4%	100%

87 Would you have provided feedback on health services if short feedback forms had been available?

	Yes	No	Not Answered	All
Respondents	610	51	42	703
As % of All	87%	7%	6%	100%

88 Do you have any further comments about any aspect of health or health services including your own experiences as a patient, carer or relative or indeed more general concerns?

Each table contains a breakdown of comments according to broad categories together with the number of respondents expressing that view.

General

Pleased with medical services	34
NHS underfunded	3
NHS care inadequate	2
Angus services are better than most	2
NHS is deteriorating	1
NHS not as good as French and German systems	1
NHS run for employees not patients	1
NHS is finance driven	1
Hospitals should be returned to direct government control	1

Waiting

Waiting times for hospital appointments, including those with specialists and consultants are too long	37
Waiting times for GP appointments are too long	30
Waiting times for test and scan results are too long	6
Waiting times at Ninewells hospital Accident and Emergency are too long	2
Patients should be able to see a GP within 72 hours	2
Interested in local waiting list information	2
Consultants cancelling appointments increases waiting times	1

Centralisation/Decentralisation

Supportive of Stracathro hospital	19
Critical of Ninewells hospital transport arrangements as expensive, inaccessible and inconvenient	18
Against centralisation at Ninewells hospital	10
In favour of local hospitals	9
Routine tests and consultations should be local	6
Access to services is the most important issue	3
Arbroath Infirmary should be used by outpatients	2
A community hospital should be provided in Forfar rather than Brechin	1
Childbirth should be local	1
Only complex procedures should require attendance at Ninewells hospital	1
In favour of centralisation at Ninewells hospital	1
Health chiefs ignored public opinion on Stracathro hospital during the Acute Services Review	1

Transport

Critical of Ninewells hospital transport arrangements as expensive, inaccessible and inconvenient	18
Transport to Stracathro is poor	4
Parking provision at Ninewells hospital is poor	3
Parking provision at health centres is poor	2
Poor transport causes missed appointments	1
Transport from Arbroath to Ninewells is poor due to road conditions	1

NHS Tayside

NHS management poor	13
NHS Tayside communication is poor	12
Administration consumes too many resources	9
Consultation is very important	4
Both involvement and indicators are wasteful	2
NHS Tayside defensive	1
NHS Tayside is overly bureaucratic	1
Consultation is very important	4
Health chiefs ignored public opinion on Stracathro hospital during the Acute Services Review	1
Ninewells hospital complaints service is very poor	1
Coordination of appointments is poor	1

Ninewells Hospital

Well looked after at Ninewells hospital as patient and/or visitor	11
Ninewells hospital is in general very poor	3
Parking provision at Ninewells hospital is poor	3
Ninewells staff are unkind and discourteous	2
Waiting times at Ninewells hospital Accident and Emergency are too long	2

GP Services

GP consultation rushed	3
Doctor receptionist gatekeeper role is not good	3
GP workload too great	2
Patients should be able to see a GP within 72 hours	2
GPs should receive details of patients appointments	1

Staff

Health staff are invaluable	8
Hospitals are understaffed	4
Doctors don't talk to nurses enough	4
NHS staff demotivated	2
Staff are not paid enough	1
NHS staff are nice	1
Should employ school-leavers	1

Staff (continued)

More support for nurses needed	1
Staff often poor people skills	1

Hospital services

Hospitals not clean enough	8
Shortage of hospital beds	3
Hospital food good	2
Hospital food poor	1
Hospital food nothing for vegetarians	1
Hospital clean	1
Hospital care good	1
Hospital overcrowded	1
Junior doctors work too long	1
Dislike mixed wards	1
Patients are discharged too quickly	1

Opening Hours

Out of hours service poor	2
Extended health centre opening wanted	2
Leisure centre opening hours restrictive	1
Outpatients hours should be extended to reduce waiting lists	1

Lifestyle

Those with lifestyles, which damage their health, unfairly receive more resources	2
Education on lifestyle key	1
Survey highlighted need to improve health	1

Elderly

Community Care services are not good enough	3
The care for elderly people provided by Social Work is poor	1

Other

Physiotherapy service is poor	2
Should provide general regular health checks at cost	3
Not enough is spent on direct patient care	3
Better aftercare is needed	3
The elderly are neglected by the system	3
There should be more short notice appointments for young children	3
Digital hearing aids should be provided	2
There are problems for students whose home and place of study are in different regions	1
Carers need more help/information	1
Social Work services are good	1

Other (continued)

There should be more alternative medicines	1
The eye clinic is well organised	1
Personal care is good	1
Health visitors are inflexible	1
There should be more involvement of carers, especially of patients with chronic illnesses	1
Well Women appointments rushed	1
DSS Disability assessment unfair	1
Emergency services good	1
Hospital acquired infections are a problem	1
There should be a central patient database and better information sharing	1
NHS buildings are not good enough	1
Repeat prescriptions should require patients to see GP	1
There should be more community physiotherapists/chiropractors	1
Mental health services are poor	1
There should be more community dietitians	1
Friockheim Health Centre is first class	1
There should be Improved use of e-mail by Health Centres	1
Paramedics provide a good service	1
Prescription charges are too high	1
Privatisation of health-services is wrong	1
The use of agency nurses is wrong	1
Those who miss appointments should be fined	1
More information on elderly care is needed	1
Stracathro hospital is shambolic	1
Prevention is more important than cure	1
Services for diabetics are good	1
Maternity services are the only plus point	1
Nurses in Ninewells hospital Accident and Emergency make mistakes that doctors would not	1
There is no help/support for drug addicts/carers	1
Not enough care for those with life-threatening illnesses	1
There is not enough information on symptoms of life-threatening illnesses	1
It is difficult to complain about poor dentistry care	1
local dentistry poor	1
Emergency dentistry poor	1
There should be annual blood and blood pressure tests for those over 65	1