GP PATIENT SURVEY

NHS SURREY DOWNS CCG

Latest survey results

July 2019 publication

Contents

Background, introduction and guidance

Background information about the survey

- The GP Patient Survey (GPPS) is an England-wide survey, providing **practice-level data** about patients' experiences of their GP practices.

- Ipsos MORI administers the survey on behalf of NHS England.

- For more information about the survey please refer to the end of this slide pack or visit https://gp-patient.co.uk/.

- This slide pack presents some of the key results for **NHS SURREY DOWNS CCG**.

- The data in this slide pack are based on the July 2019 GPPS publication.

- In NHS SURREY DOWNS CCG, **8,678** questionnaires were sent out, and **3,484** were returned completed. This represents a response rate of **40%**.

- In 2018 the questionnaire was redeveloped in response to significant changes to primary care services as set out in the GP Forward View, and to provide a better understanding of how local care services are supporting patients to live well, particularly those with long-term care needs. The questionnaire (and past versions) can be found here: https://gp-patient.co.uk/surveysandreports.

Introduction

- The GP Patient Survey measures patients' experiences across a range of topics, including:

  - Your local GP services

  - Making an appointment

  - Your last appointment

  - Overall experience

  - Your health

  - When your GP practice is closed

  - NHS Dentistry

  - Some questions about you

- The GP Patient Survey provides data at practice level using a consistent methodology, which means it is comparable across organisations.

- The survey has limitations:

  - Sample sizes at practice level are relatively small.

  - The survey does not include qualitative data which limits the detail provided by the results.

Guidance on how to use the data

The following suggest ideas for how the data in this slide pack can be used and interpreted to improve GP services:
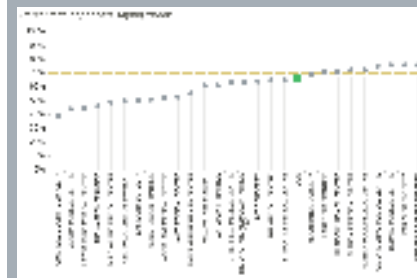
- **Comparison of a CCG's results against the national average**: this allows benchmarking of the results to identify whether the CCG is performing well, poorly, or in line with others. The CCG may wish to focus on areas where it compares less favourably.

- **Considering questions where there is a larger range in responses among practices or CCGs**: this highlights areas in which greater improvements may be possible, as some CCGs or practices are performing significantly better than others nearby. The CCG may wish to focus on areas with a larger range in the results.

- **Comparison of practices' results within a CCG**: this can identify practices within a CCG that seem to be over-performing or under-performing compared with others. The CCG may wish to work with individual practices: those that are performing particularly well may be able to highlight best practice, while those performing less well may be able to improve their performance.

*Images used in this slide are for example purposes only

*

Comparison of results

CCG	National
86%	**84%**
Good	Good
4%	**6%**
Poor	Poor

Practice range in CCG – % Good

57% 98%

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Interpreting the results

- The number of participants answering (the base size) is stated for each question. The total number of responses is shown at the bottom of each chart.

- **All comparisons are indicative only. Differences may not be statistically significant – particularly when comparing practices due to low numbers of responses.**

- For guidance on statistical reliability, or for details of where you can get more information about the survey, please refer to the end of this slide pack.

- Maps: CCG and practice-level results are also displayed on maps, with results split across 5 bands (or 'quintiles') in order to have a fairly even distribution at the national level of CCGs/practices across each band.

- Trends:
  - Latest / 2019: refers to the July 2019 publication (fieldwork January to March 2019)
  - 2018: refers to the August 2018 publication (fieldwork January to March 2018)

- For further information on using the data please refer to the end of this slide pack.

* More than 0% but less than 0.5%

When fewer than 10 patients respond

In cases where fewer than 10 patients have answered a question, the **data have been suppressed** and results will not appear within the charts. This is to prevent individuals and their responses being identifiable in the data.
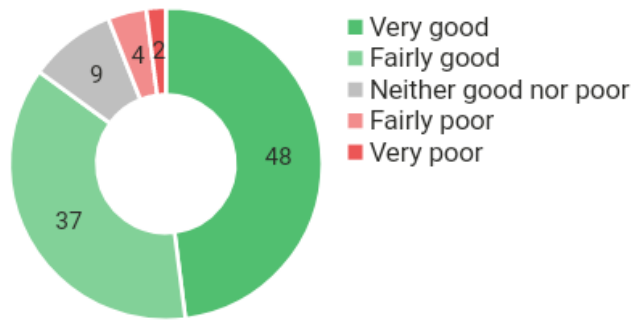
100%

Where results do not sum to 100%, or where individual responses (e.g. fairly good; very good) do not sum to combined responses (e.g. very/fairly good) this is due to **rounding, or cases where multiple responses are allowed**.

Overall experience of GP practice

Overall experience of GP practice

CCG's results

- Very good
- Fairly good
- Neither good nor poor
- Fairly poor
- Very poor

48
37
9
4 2

CCG's results over time

— % Good   — % Poor

87
85
5
6

@2018   @2019

Comparison of results

	CCG	National
Good	85%	83%
Poor	6%	6%

Practice range in CCG – % Good

Lowest Performing	Highest Performing
40%	98%

Local CCG range – % Good

Lowest Performing	Highest Performing
74%	88%
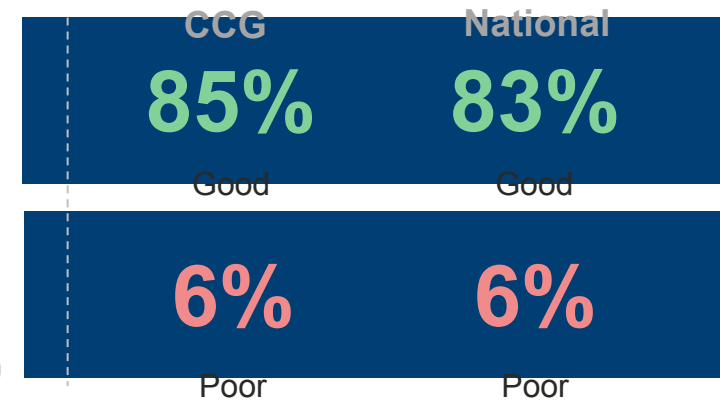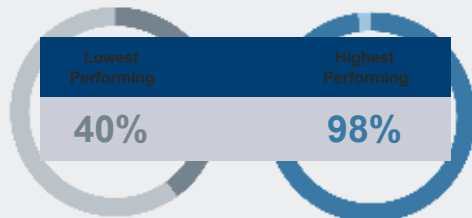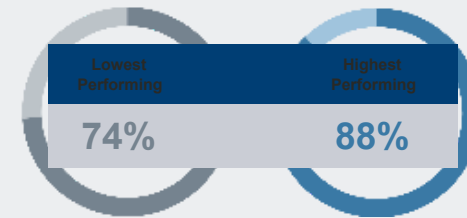
Base: All those completing a questionnaire: National (760,037); CCG 2019 (3,454); CCG 2018 (3,450); Practice bases range from 89 to 137; CCG bases range from 1,397 to 6,544

%Good = %Very good + %Fairly good
%Poor = %Very poor + %Fairly poor

Overall experience: how the CCG's results compare to other local CCGs

Q31. Overall, how would you describe your experience of your GP practice?
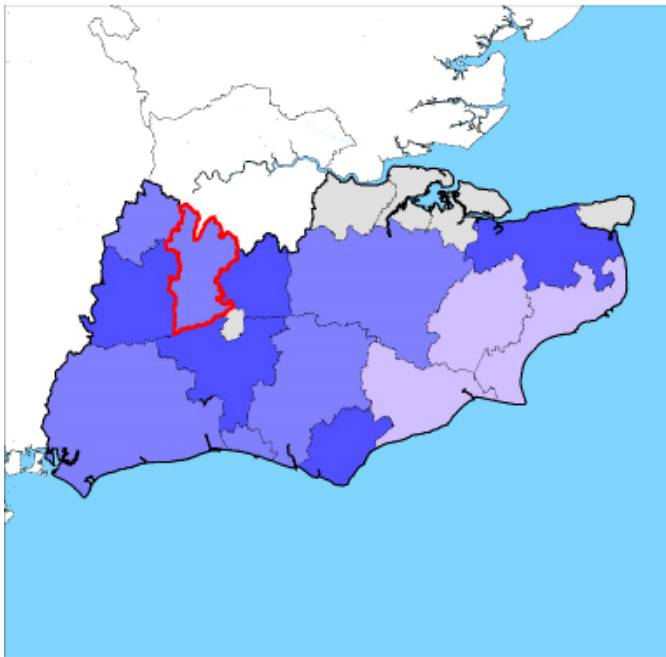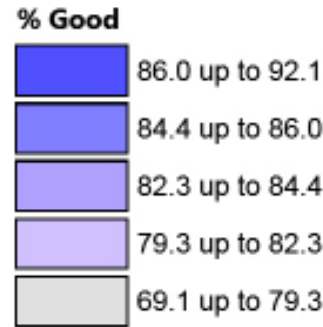
Percentage of patients saying 'good'

Overall Experience of GP Practice
% Good

	86.0 up to 92.1
	84.4 up to 86.0
	82.3 up to 84.4
	79.3 up to 82.3
	69.1 up to 79.3

Results range from

74%

90% to

3%

The CCG represented by this pack is highlighted in red

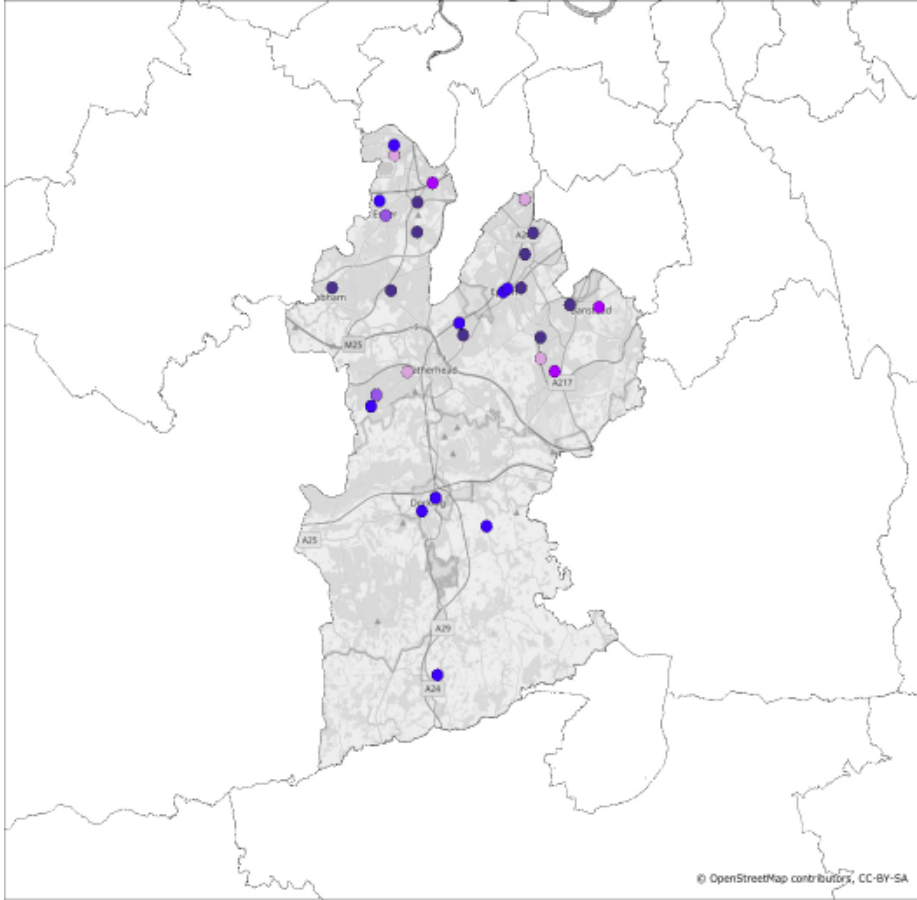**Comparisons are indicative only: differences may not be statistically significant**

Base: All those completing a questionnaire: CCG bases range from 1,397 to 6,544

%Good = %Very good + %Fairly good

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...erience:
how the CCG's practices compare

Q31. Overall, how would you describe your experience of your GP practice?

Percentage of patients saying 'good'

Overall experience of GP practice
% Good
- 92.0 up to 100
- 87.3 up to 92.0
- 82.3 up to 87.3
- 75.5 up to 82.3
- 32.2 up to 75.5

Results range from... (Practice X)

32%

40%

98%

Comparisons are indicative only: differences may not be statistically significant
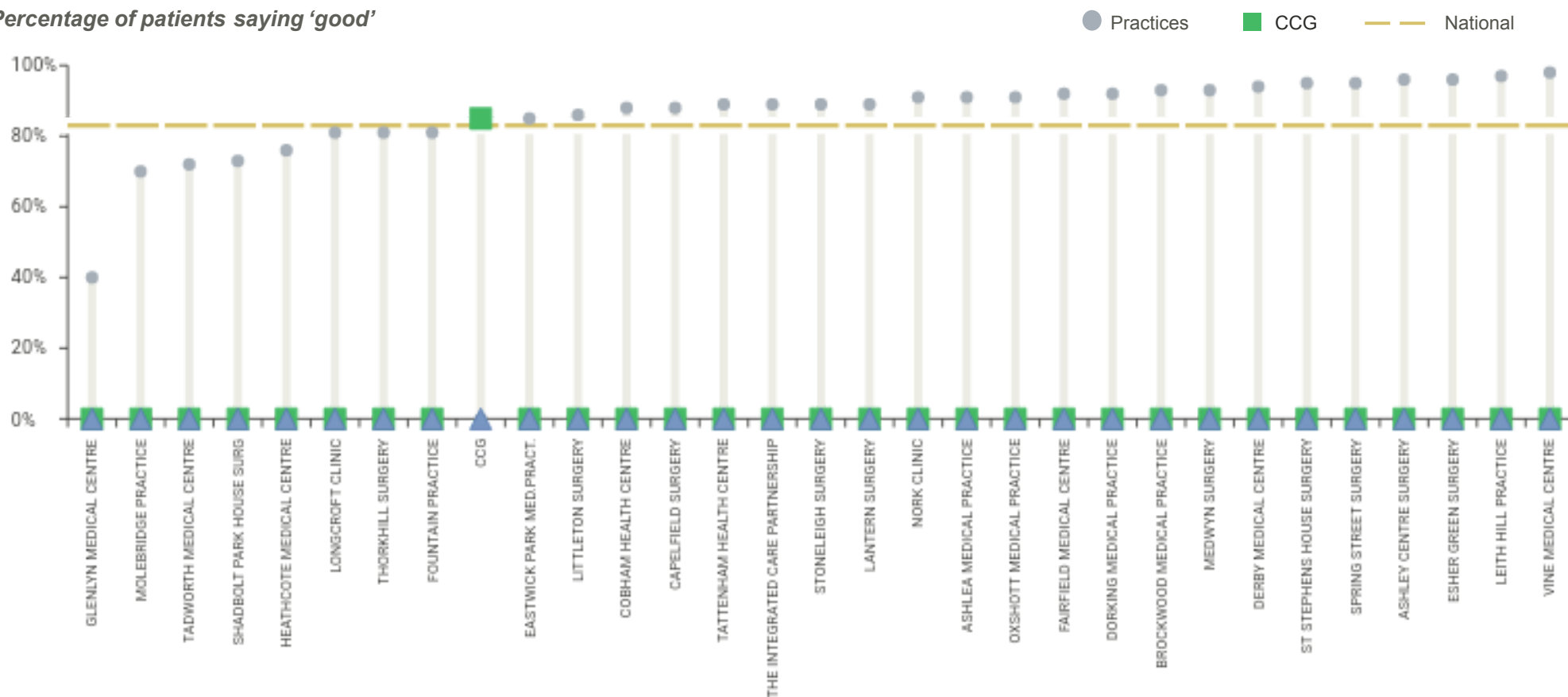
Base: All those completing a questionnaire: Practice bases range from 89 to 137

%Good = %Very good + %Fairly good

Overall experience:
how the CCG's practices compare

Q31. Overall, how would you describe your experience of your GP practice?

Percentage of patients saying 'good'

● Practices ■ CCG — — National

Comparisons are indicative only: differences may not be statistically significant
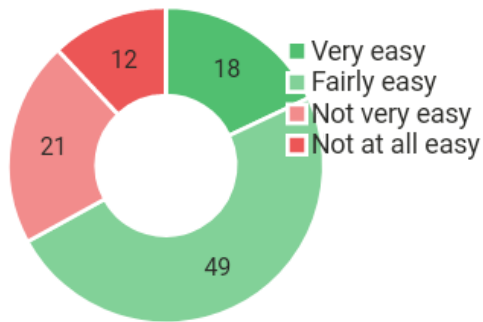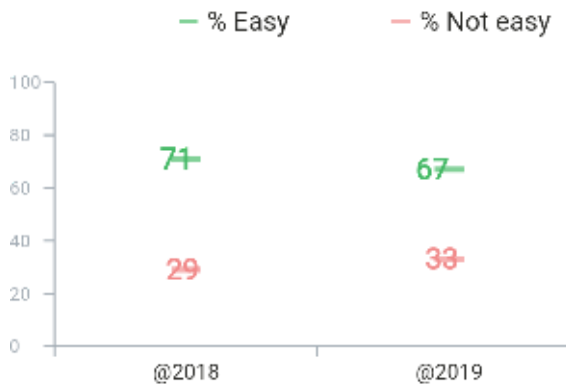
%Good = %Very good + %Fairly good

Local GP services

Ease of getting through to GP practice on the phone

Q1. Generally, how easy is it to get through to someone at your GP practice on the phone?
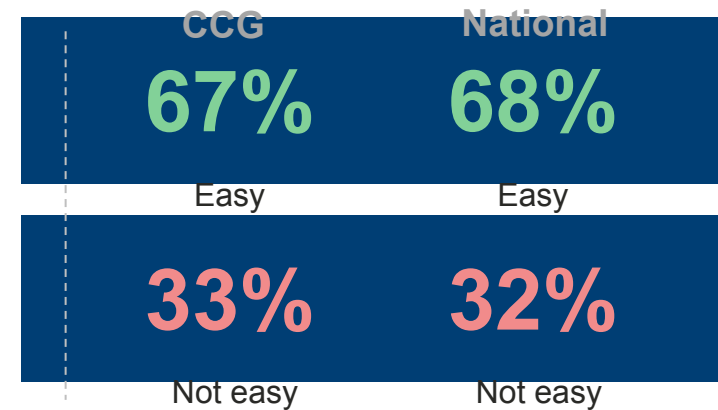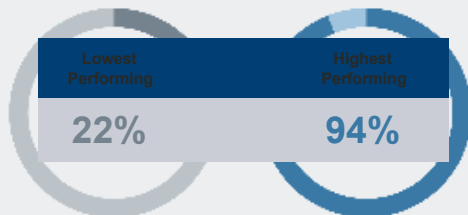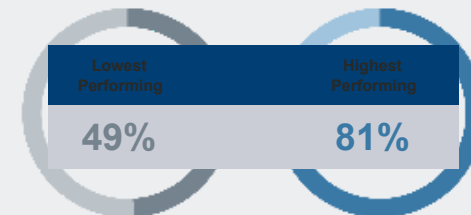
CCG's results

- ■ Very easy — 18
- ■ Fairly easy — 49
- ■ Not very easy — 21
- ■ Not at all easy — 12

CCG's results over time

— % Easy   — % Not easy

	@2018	@2019
% Easy	71	67
% Not easy	29	33

Comparison of results

	CCG	National
Easy	**67%**	**68%**
Not easy	**33%**	**32%**

Practice range in CCG – % **Easy**

Lowest Performing	Highest Performing
22%	94%

Local CCG range – % **Easy**

Lowest Performing	Highest Performing
49%	81%

%Easy = %Very easy + %Fairly easy
%Not easy = %Not very easy + %Not at all easy

Ease of getting through to GP practice on the phone: how the CCG's practices compare

Q1. Generally, how easy is it to get through to someone at your GP practice on the phone?

Percentage of patients saying it is 'easy' to get through to someone on the phone
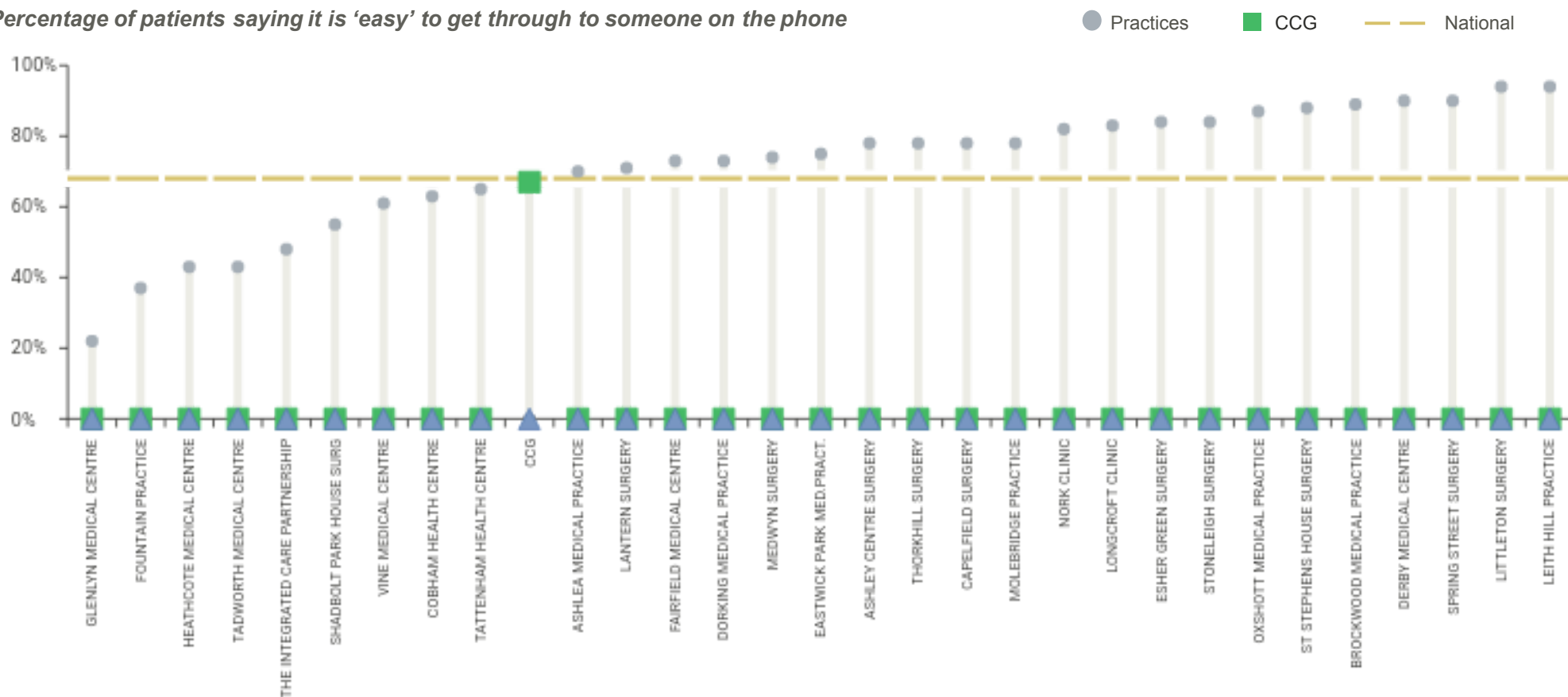
● Practices   ■ CCG   — — National

Comparisons are indicative only: differences may not be statistically significant
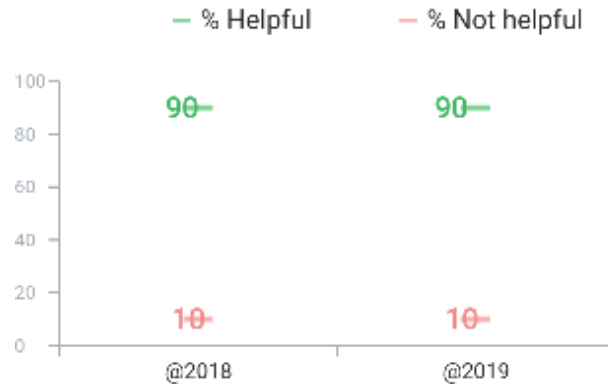
%Easy = %Very easy + %Fairly easy

Helpfulness of receptionists at GP practice

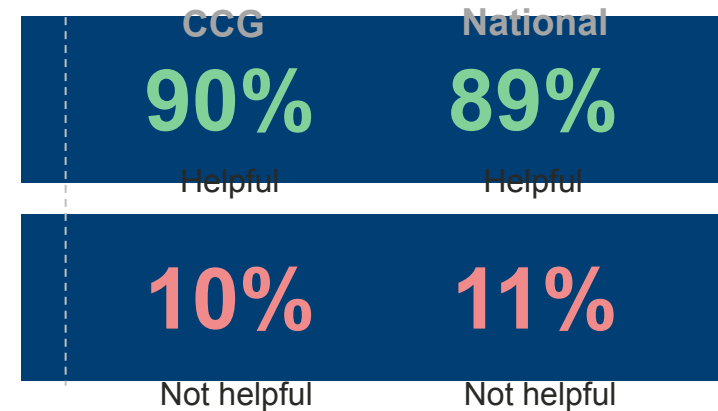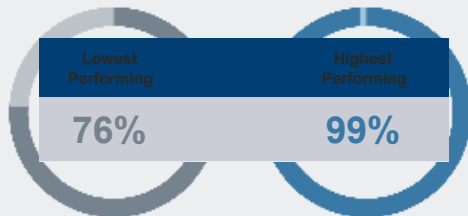## Q2. How helpful do you find the receptionists at your GP practice?

CCG's results

- Very helpful — 41
- Fairly helpful — 49
- Not very helpful — 8
- Not at all helpful — 3

CCG's results over time

— % Helpful   — % Not helpful

Comparison of results
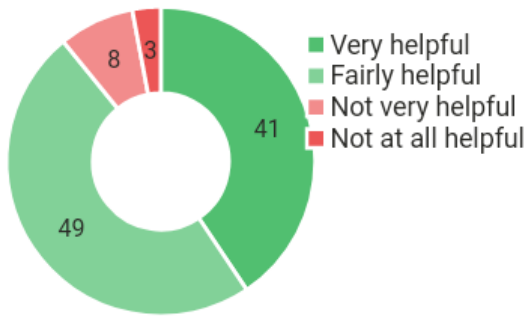
CCG	National
90%	**89%**
Helpful	Helpful
10%	**11%**
Not helpful	Not helpful

Practice range in CCG – % Helpful

Lowest Performing	Highest Performing
76%	99%

Local CCG range – % Helpful

Lowest Performing	Highest Performing
85%	93%

%Helpful = %Very helpful + %Fairly helpful
%Not helpful = %Not very helpful + %Not at all helpful

Helpfulness of receptionists at GP practice: how the CCG's practices compare

Q2. How helpful do you find the receptionists at your GP practice?

Percentage of patients saying receptionists at the GP practice are 'helpful'

● Practices ■ CCG – – National

Comparisons are indicative only: differences may not be statistically significant

%Helpful = %Very helpful + %Fairly helpful

Access to online services

Awareness of online services

Comparisons are indicative only: differences may not be statistically significant

Online service use

Comparisons are indicative only: differences may not be statistically significant

Ease of use of online services

CCG's results

- Very easy — 19
- Fairly easy — 54
- Not very easy — 19
- Not at all easy — 8

CCG's results over time

— % Easy   — % Not easy

% Easy: 79 (@2018), 73 (@2019)
% Not easy: 21 (@2018), 27 (@2019)

Comparison of results

CCG	National
73% Easy	**77%** Easy
27% Not easy	**23%** Not easy

Practice range in CCG – % Easy

Lowest Performing **53%**   Highest Performing **97%**

Local CCG range – % Easy

Lowest Performing **66%**   Highest Performing **83%**

*Those who say 'Haven't tried' (57%) have been excluded from these results.

Base: All those completing a questionnaire excluding 'Haven't tried': National (259,817); CCG 2019 (1,408); CCG 2018 (1,381); Practice bases range from 15 to 86; CCG bases range from 517 to 2,568

%Easy = %Very easy + %Fairly easy
%Not easy = %Not very easy + %Not at all easy

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Ease of use of online services: how the CCG's practices compare

Percentage of patients saying it is 'easy' to use their GP practice's website

● Practices ■ CCG — — National

Comparisons are indicative only: differences may not be statistically significant

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22

Making an appointment

Choice of appointment

CCG's results

- Yes, a choice of place — 12
- Yes, a choice of time or day — 53
- Yes, a choice of healthcare professional — 10
- No, I was not offered a choice of appointment — 40

CCG's results over time

— % Yes   — % No

	@2018	@2019
% Yes	60	60
% No	40	40

Comparison of results

	CCG	National
Yes	60%	
No	40%	38%

Practice range in CCG – % Yes

Lowest Performing	Highest Performing
29%	87%

Local CCG range – % Yes

Lowest Performing	Highest Performing
45%	70%

Base: All who tried to make an appointment since being registered excluding 'Can't remember' and 'Doesn't apply': National (593,075); CCG 2019 (2,771); CCG 2018 (2,801); Practice bases range from 62 to 112; CCG bases range from 1,087 to 5,170

%Yes = 'a choice of place' and/or 'a choice of time or day' and/or 'a choice of healthcare professional'

Choice of appointment: how the CCG's practices compare
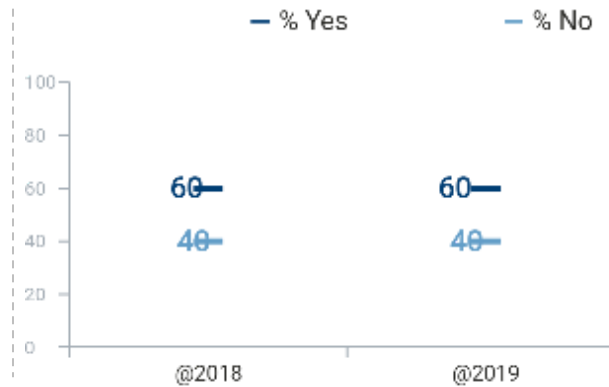
Q16. On this occasion (when you last tried to make a general practice appointment), were you offered a choice of appointment?

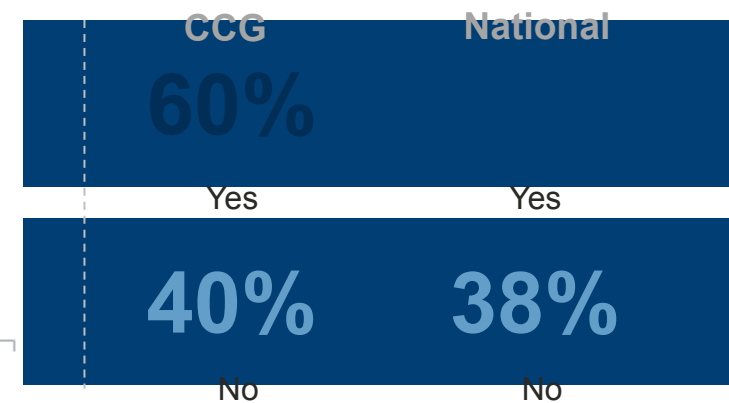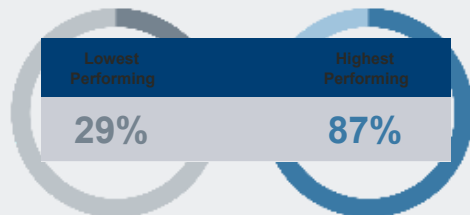*Percentage of patients saying 'yes' they were offered a choice of appointment*
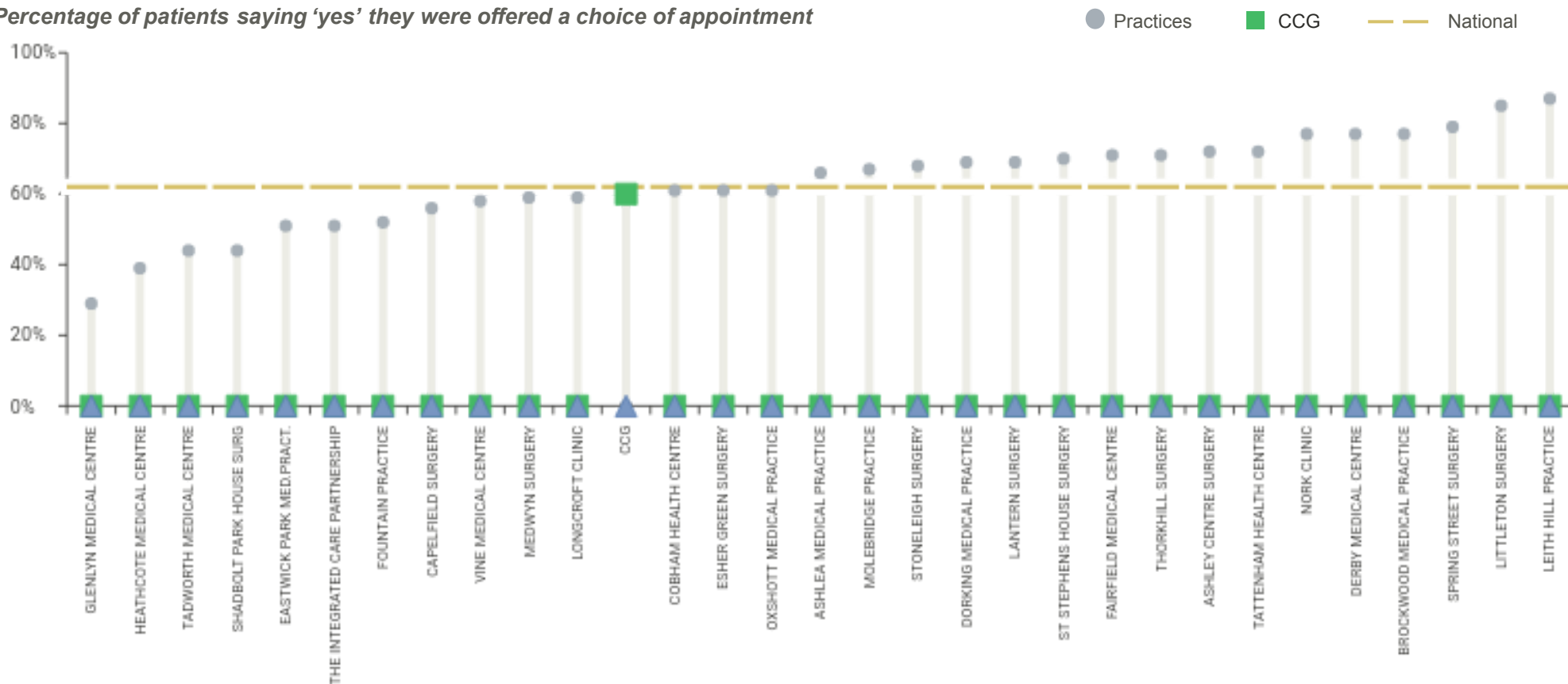
● Practices ■ CCG — National

Comparisons are indicative only: differences may not be statistically significant

Base: All who tried to make an appointment since being registered excluding 'Can't remember' and 'Doesn't apply': National (593,075); CCG 2019 (2,771); Practice bases range from 62 to 112

%Yes = 'a choice of place' and/or 'a choice of time or day' and/or 'a choice of healthcare professional'

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Satisfaction with appointment offered

Q17. Were you satisfied with the type of appointment (or appointments) you were offered?

CCG's results


- Yes, and I accepted an appointment — 77
- No, but I still took an appointment — 17
- No, and I did not take an appointment — 6

CCG's results over time

— % Yes   — % No

	@2018	@2019
% Yes	78	77
% No	22	23

Comparison of results

CCG	National
Yes, took appt	Yes, took appt
17% No, took appt	**20%** No, took appt
6% No, didn't take appt	**6%** No, didn't take appt

Practice range in CCG – % **Yes**

Lowest Performing	Highest Performing
40%	**96%**

Local CCG range – % **Yes**

Lowest Performing	Highest Performing
65%	**80%**

%No = %No, but I still took an appointment + %No, and I did not take an appointment

Satisfaction with appointment offered: how the CCG's practices compare

Q17. Were you satisfied with the type of appointment (or appointments) you were offered?

Percentage of patients saying 'yes' they were satisfied with the appointment offered

● Practices ■ CCG ─ ─ National

Comparisons are indicative only: differences may not be statistically significant

Base: All who tried to make an appointment since being registered: National (711,867); CCG 2019 (3,259); Practice bases range from 83 to 133

What patients do when they are not satisfied with the appointment offered and do not take it

Of those who declined an appointment, percentage who went on to do something else

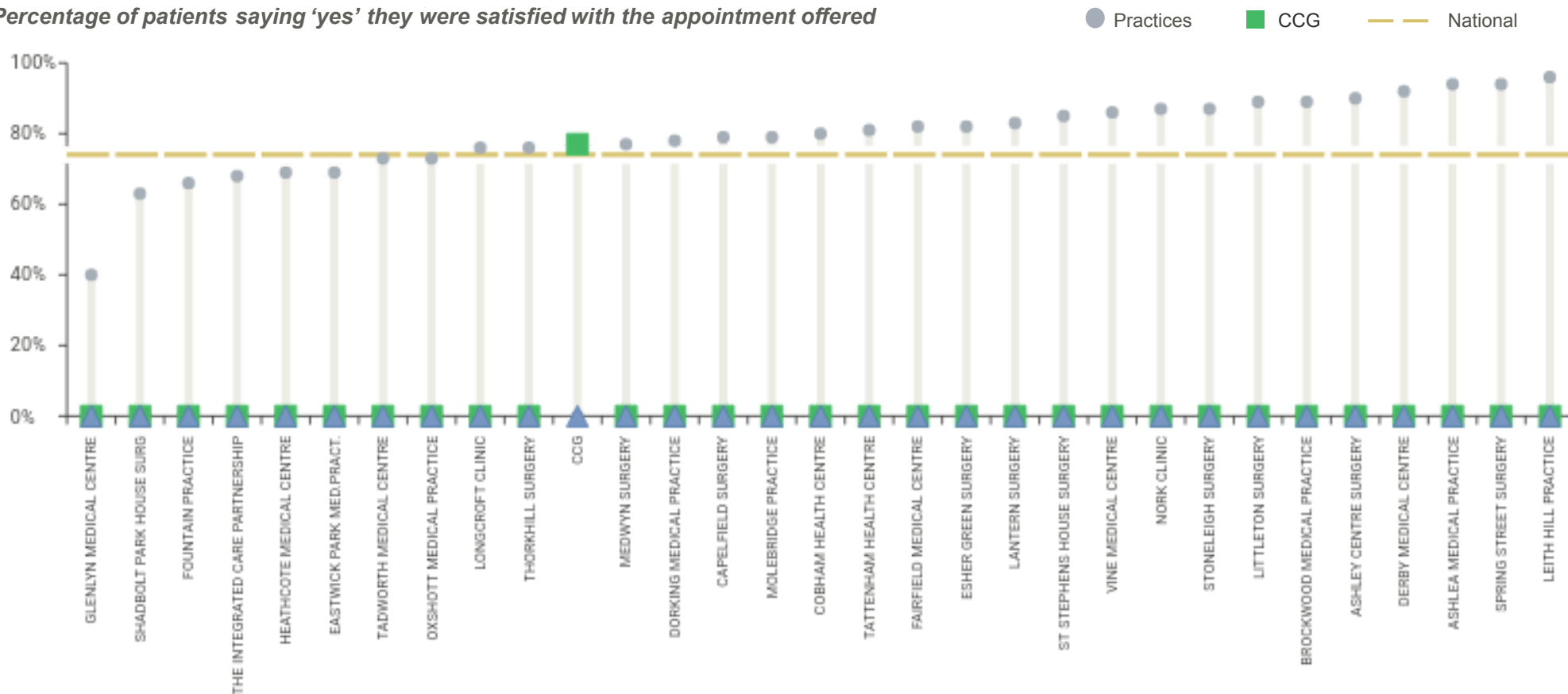|	CCG	National
Got an appointment for a different day	9	14
Called an NHS helpline, such as NHS 111	3	8
Went to A&E	16	12
Spoke to a pharmacist	7	10
Went to or contacted another NHS service	10	10
Decided to contact my practice another time	25	21
Looked for information online	9	12
Spoke to a friend or family member	8	11
Didn't see or speak to anyone	35	29

Comparisons are indicative only: differences may not be statistically significant

Base: All who did not take the appointment offered (excluding those who haven't tried to make one): National (34,350); CCG 2019 (143)

Overall experience of making an appointment

CCG's results

- Very good — 29
- Fairly good — 39
- Neither good nor poor — 16
- Fairly poor — 11
- Very poor — 6

CCG's results over time

— % Good   — % Poor

@2018: % Good 70, % Poor 14
@2019: % Good 68, % Poor 16

Comparison of results

CCG	National
68% Good	**67%** Good
16% Poor	**16%** Poor

Practice range in CCG – % **Good**

Lowest Performing	Highest Performing
24%	92%

Local CCG range – % **Good**

Lowest Performing	Highest Performing
55%	75%
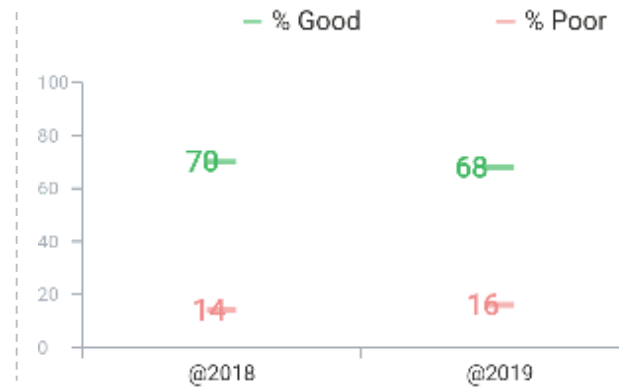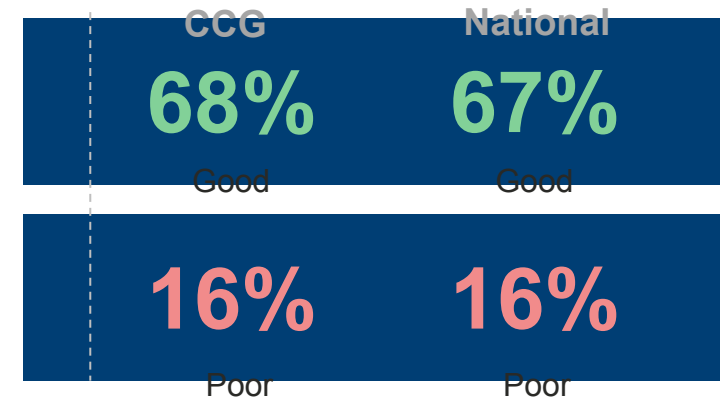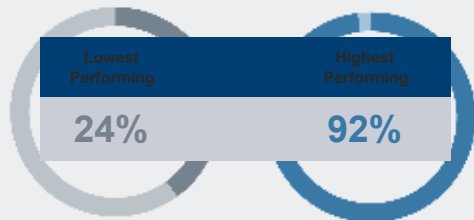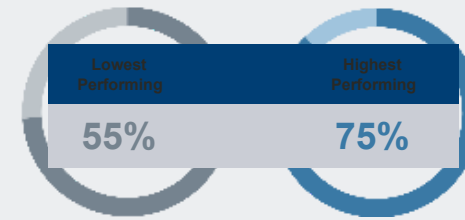
Ipsos Calculation ■ 1

Ipsos Calculat Object

Base: All who tried to make an appointment since being registered: National (705,310); CCG 2019 (3,237); CCG 2018 (3,254); Practice bases range from 79 to 132; CCG bases range from 1,303 to 6,093

%Good = %Very good + %Fairly good
%Poor = %Very poor + %Fairly poor

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Overall experience of making an appointment: how the CCG's practices compare

Q22. Overall, how would you describe your experience of making an appointment?

Percentage of patients saying they had a 'good' experience of making an appointment
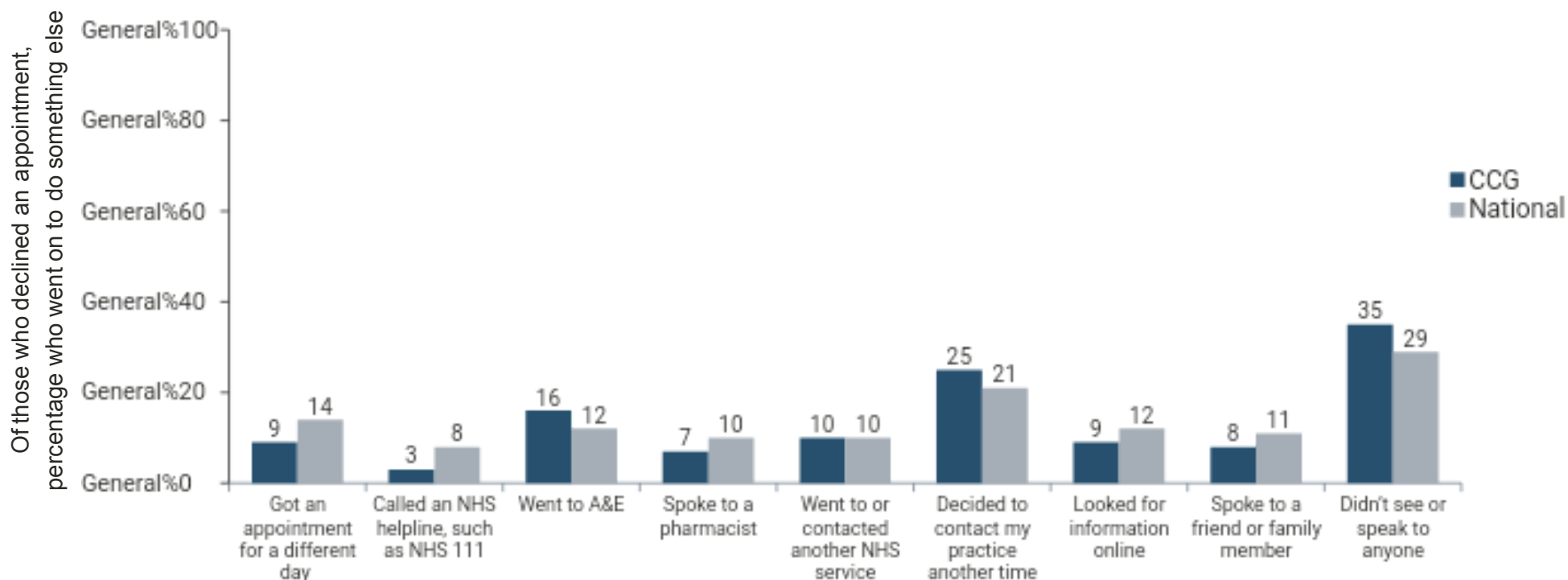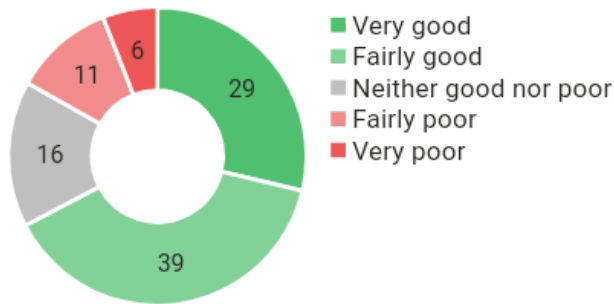
● Practices　　■ CCG　　— — National

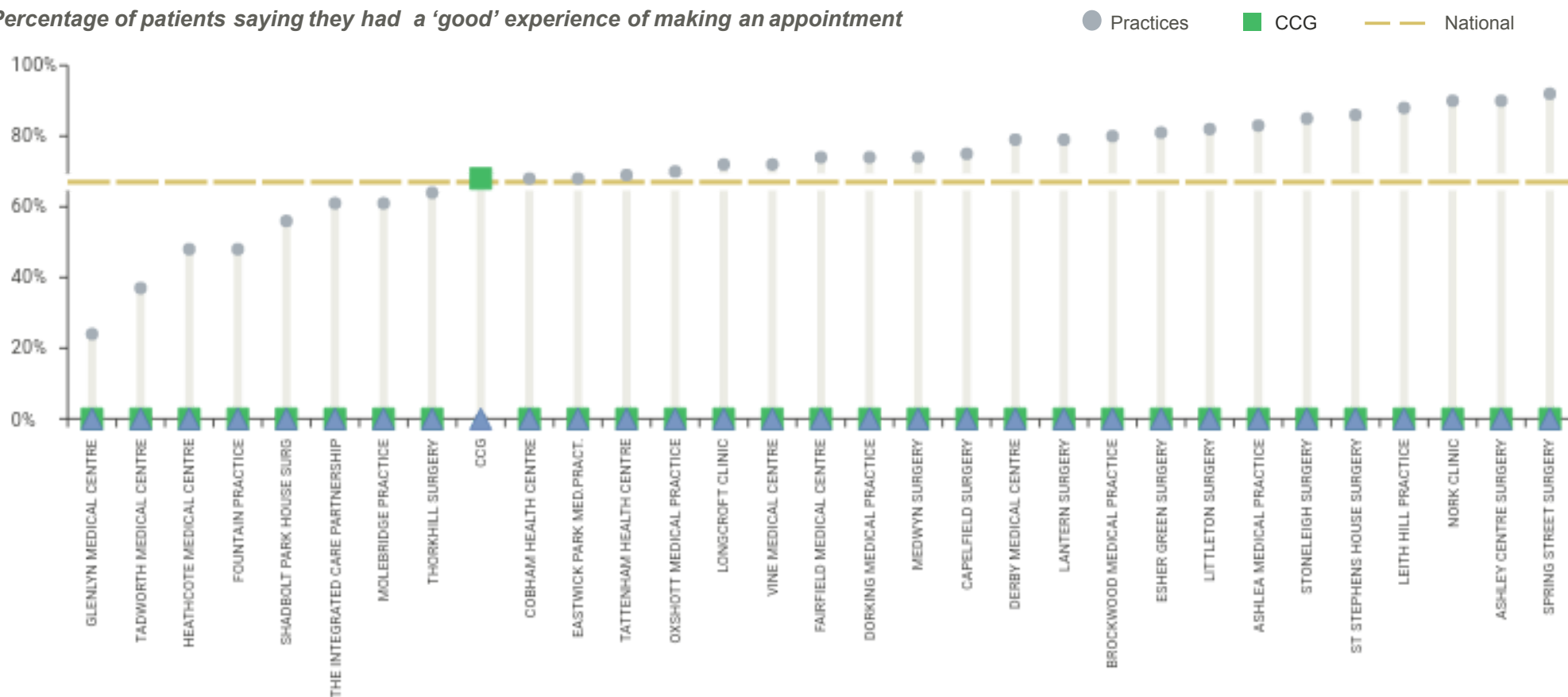**Comparisons are indicative only: differences may not be statistically significant**

Base: All who tried to make an appointment since being registered: National (705,310); CCG 2019 (3,237); Practice bases range from 79 to 132

%Good = %Very good + %Fairly good

Perceptions of care at patients' last appointment

Perceptions of care at patients' last appointment with a healthcare professional

Q26. Last time you had a general practice appointment, how good was the healthcare professional at each of the following

CCG's results

	Giving you enough time	Listening to you	Treating you with care and concern
National % 'Poor' (total)	4%	4%	4%
CCG result % 'Poor' (total)	3%	3%	3%

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor

Very poor / Very good

Perceptions of care at patients' last appointment with a healthcare professional

Q28-30. During your last general practice appointment…

CCG's results

	Felt involved in decisions about care and treatment	Had confidence and trust in the healthcare professional	Felt their needs were met
National % 'No, n	7%	5%	6%
CCG res % 'No, n	4%	3%	5%

Felt involved in decisions about care and treatment

Had confidence and trust in the healthcare professional

Felt their needs were met

	No, not at all
Felt involved in decisions about care and treatment: 4 / 29 / 67	
Had confidence and trust in the healthcare professional: 3 / 24 / 72	
Felt their needs were met: 5 / 28 / 67	Yes, definitely

■ Yes, definitely   ■ Yes, to some extent   ■ No, not at all

Mental health needs recognised and understood

Q27. During your last general practice appointment, did you feel that the healthcare professional recognised and/or understood any mental health needs that you might have had?

CCG's results
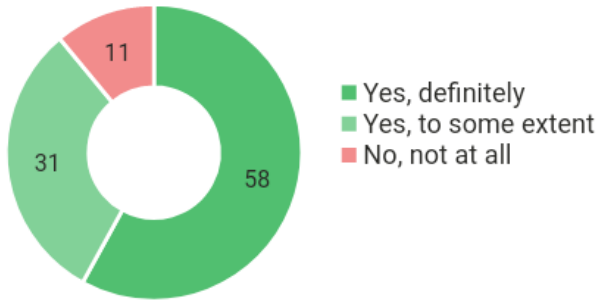
- Yes, definitely — 58
- Yes, to some extent — 31
- No, not at all — 11

CCG's results over time

— % Yes
— % No

% Yes: 90 (@2018), 89 (@2019)
% No: 10 (@2018), 11 (@2019)

Comparison of results

	CCG	National
Yes	89%	86%
No	11%	14%

Practice range in CCG – % Yes

Lowest Performing: 71%
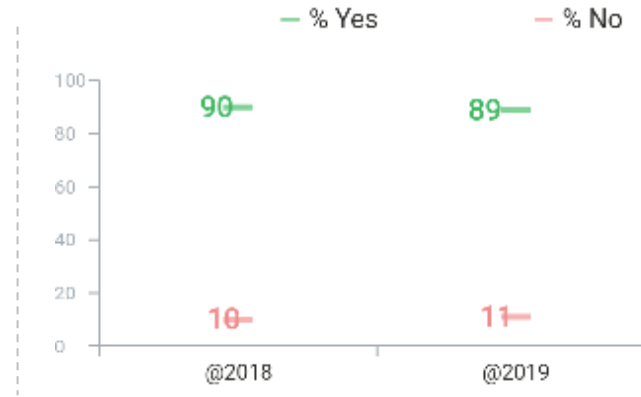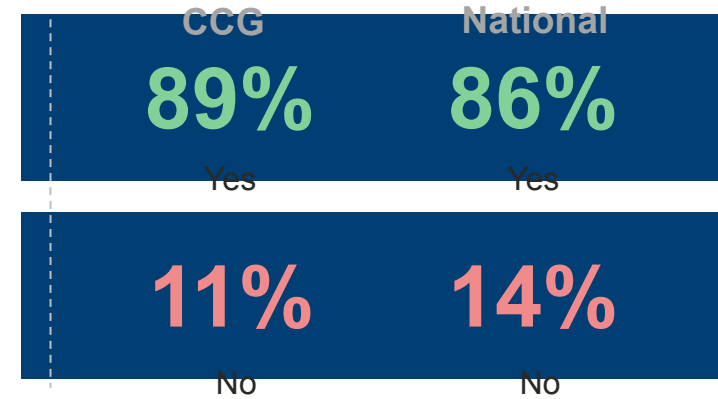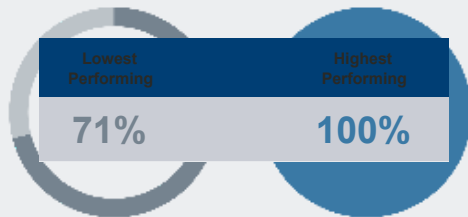Highest Performing: 100%

Local CCG range – % Yes

Lowest Performing: 83%
Highest Performing: 91%
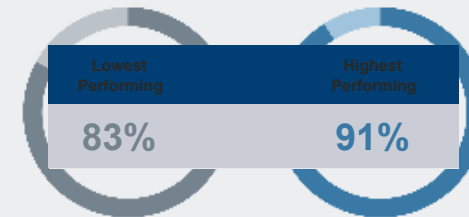
Base: All who had an appointment since being registered with current GP practice excluding 'I did not have any mental health needs' and 'Did not apply to my last appointment': National (284,999); CCG 2019 (1,105); CCG 2018 (1,138); Practice bases range from 27 to 49; CCG bases range from 502 to 2,199

%Yes = %Yes, definitely + %Yes, to some extent

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Managing health conditions

Support with managing health conditions

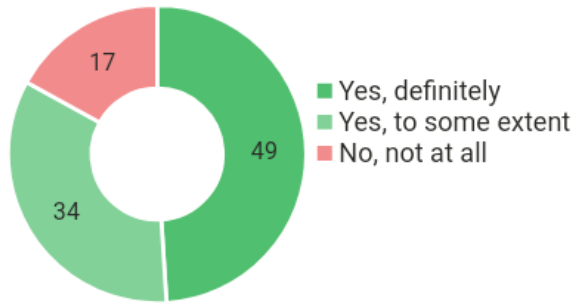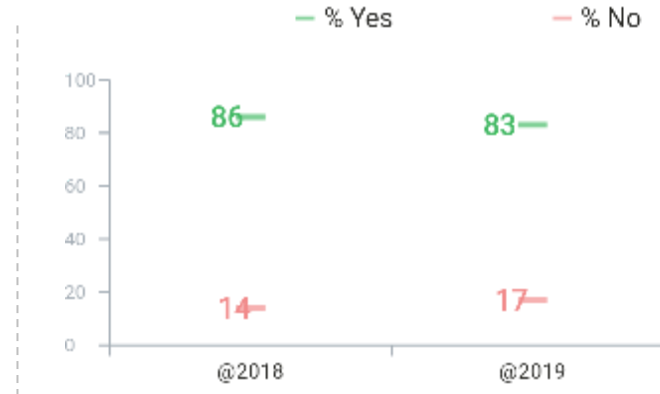**Q38. In the last 12 months, have you had enough support from local services or organisations to help you to manage your condition (or conditions)?**

CCG's results

- Yes, definitely — 49
- Yes, to some extent — 34
- No, not at all — 17

CCG's results over time

— % Yes   — % No

86 @2018   83 @2019
14 @2018   17 @2019

Comparison of results

	CCG	National
Yes	**83%**	**78%**
No	**17%**	**22%**

Practice range in CCG – % Yes

Lowest Performing	Highest Performing
65%	99%

Local CCG range – % Yes

Lowest Performing	Highest Performing
70%	87%
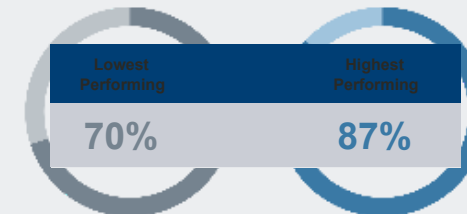
%Yes = %Yes, definitely + %Yes, to some extent

Support with managing long-term health conditions: how the CCG's practices compare

Q38. In the last 12 months, have you had enough support from local services or organisations to help you to manage your condition (or conditions)?
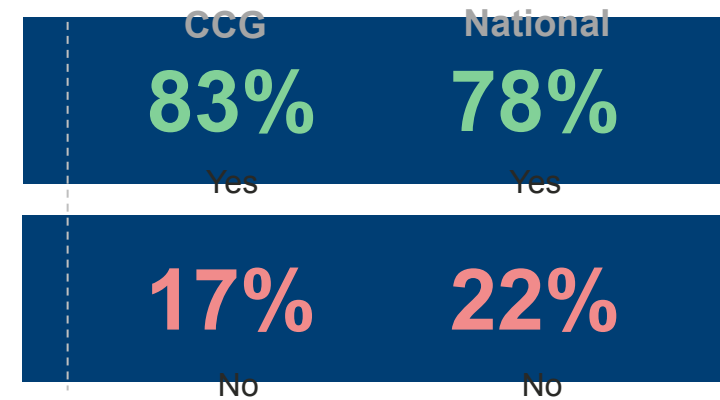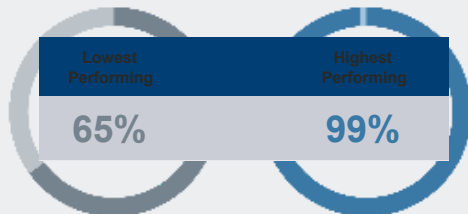
Percentage of patients saying 'yes' they have had enough support to manage their condition(s)
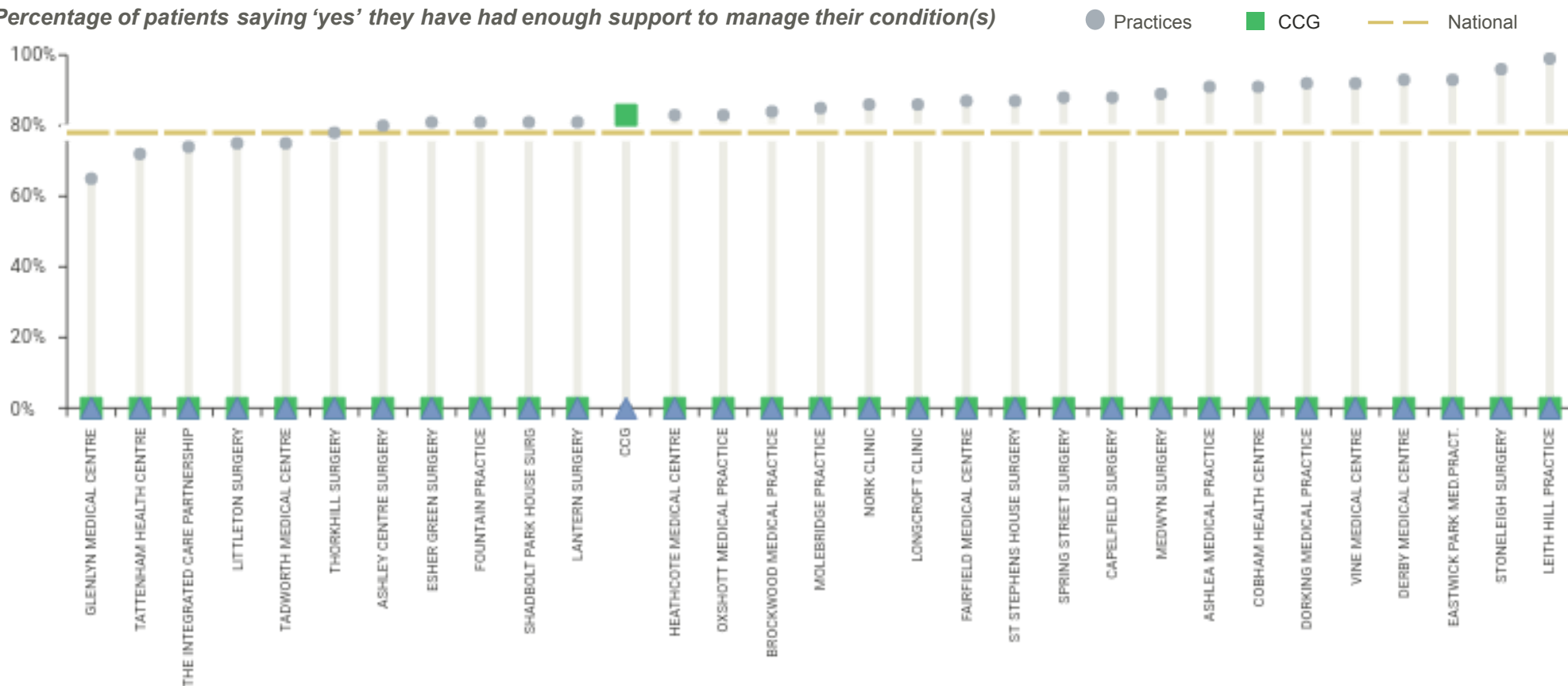
● Practices   ■ CCG   — National

Comparisons are indicative only: differences may not be statistically significant

%Yes = %Yes, definitely + %Yes, to some extent

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Satisfaction with general practice appointment times

Satisfaction with appointment times

CCG's results

- Very satisfied — 22
- Fairly satisfied — 43
- Neither satisfied nor dissatisfied — 17
- Fairly dissatisfied — 11
- Very dissatisfied — 7

CCG's results over time

— % Satisfied   — % Dissatisfied

% Satisfied: 66 (@2018), 65 (@2019)
% Dissatisfied: 17 (@2018), 18 (@2019)

Comparison of results

	CCG	National
Satisfied	65%	65%
Dissatisfied	18%	18%

Practice range in CCG – % Satisfied

- Lowest Performing: 30%
- Highest Performing: 86%
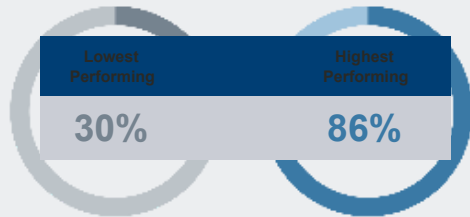
Local CCG range – % Satisfied

- Lowest Performing: 54%
- Highest Performing: 72%
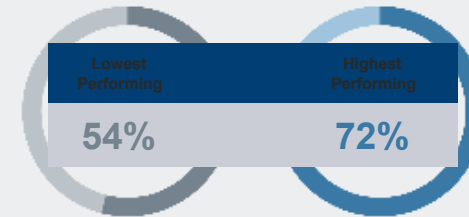
*Those who say 'I'm not sure when I can get an appointment' (2%) have been excluded from these results.

%Satisfied = %Very satisfied + %Fairly satisfied
%Dissatisfied = %Very dissatisfied + %Fairly dissatisfied

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Satisfaction with appointment times: how the CCG's practices compare

Q8. How satisfied are you with the general practice appointment times that are available to you?

Percentage of patients saying they are 'satisfied' with the appointment times available

Legend: ● Practices   ■ CCG   — — National

Comparisons are indicative only: differences may not be statistically significant

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Services when GP practice is closed

- *The services when GP practice is closed questions are only asked of those who have recently used an NHS service when they wanted to see a GP but their GP practice was closed. As such, the base size is often too small to make meaningful comparisons at practice level; practice range within CCG has therefore not been included for these questions.*

- *Please note that patients cannot always distinguish between out-of-hours services and extended access appointments. Please view the results in this section with the configuration of your local services in mind.*

Use of services when GP practice is closed

Q45. Considering all of the services you contacted, which of the following happened on that occasion?
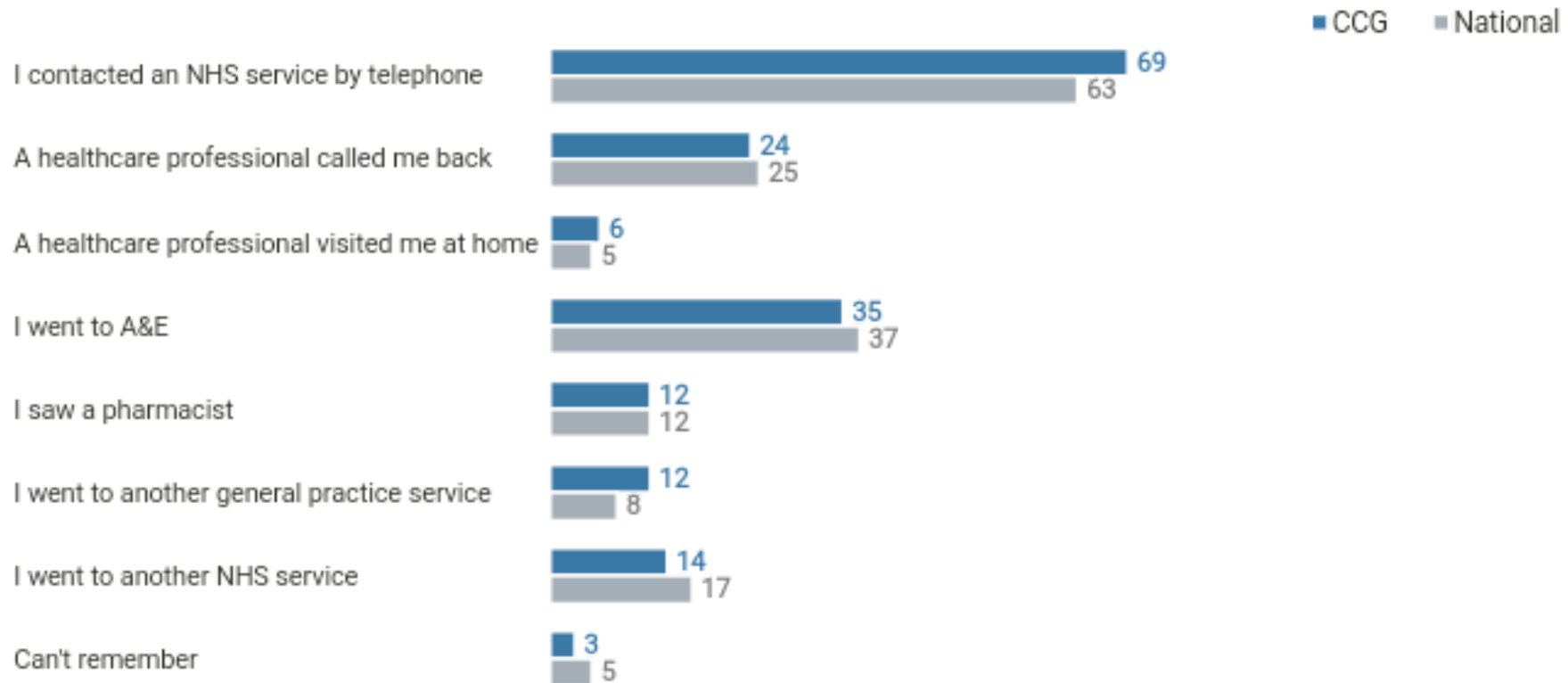
- CCG   - National

	CCG	National
I contacted an NHS service by telephone	69	63
A healthcare professional called me back	24	25
A healthcare professional visited me at home	6	5
I went to A&E	35	37
I saw a pharmacist	12	12
I went to another general practice service	12	8
I went to another NHS service	14	17
Can't remember	3	5

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Time taken to receive care or advice when GP practice is closed

CCG's results

- 25
- 75

■ It was about right
■ It took too long

CCG's results over time

— % About right   — % Took too long

100
80
60 — 66
40 — 34
20 — 25
0
@2018   @2019

75—

Comparison of results

CCG	National
75%	**66%**
About right	About right
25%	**34%**
Took too long	Took too long
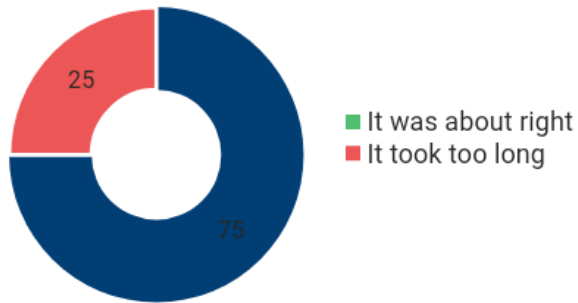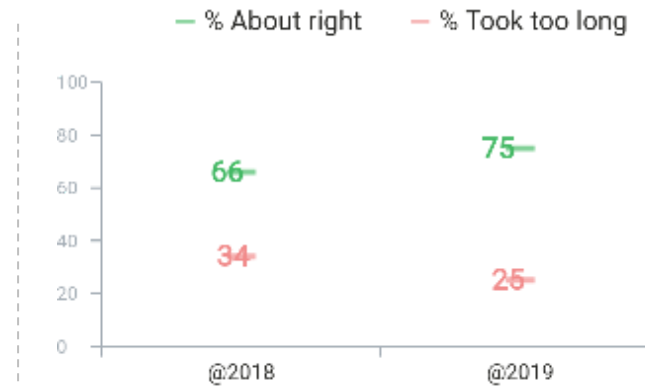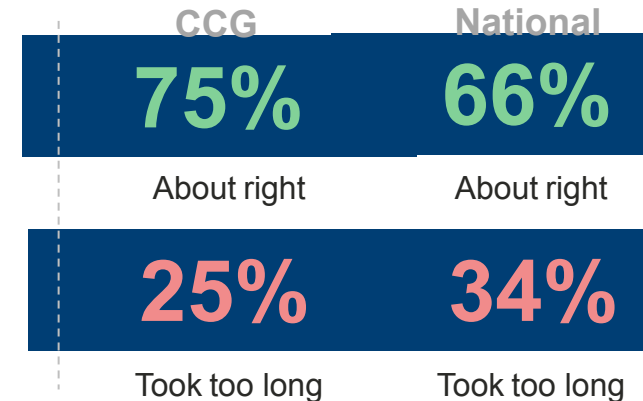
Local CCG range – % **About right**

Lowest Performing   Highest Performing

54%   75%

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Confidence and trust in staff providing services when GP practice is closed

CCG's results

- Yes, definitely — 53
- Yes, to some extent — 41
- No, not at all — 6

CCG's results over time

— % Yes   — % No

91 @2018   94 @2019
9 @2018   6 @2019

Comparison of results

	CCG	National
Yes	94%	91%
No	6%	9%

Local CCG range – % Yes

Lowest Performing — 85%

Highest Performing — 94%
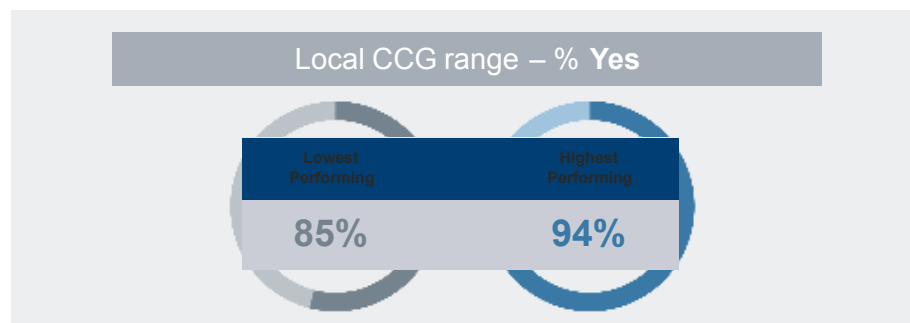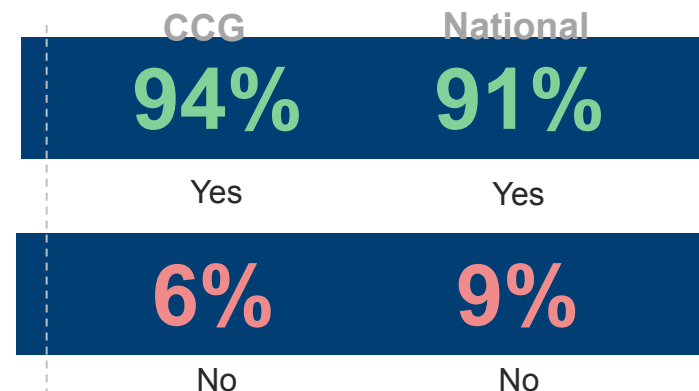
Base: All those who tried to contact an NHS service when GP surgery closed in past 6 months excluding 'Don't know / can't say': National (134,437); CCG 2019 (635); CCG 2018 (618); CCG bases range from 225 to 1,121

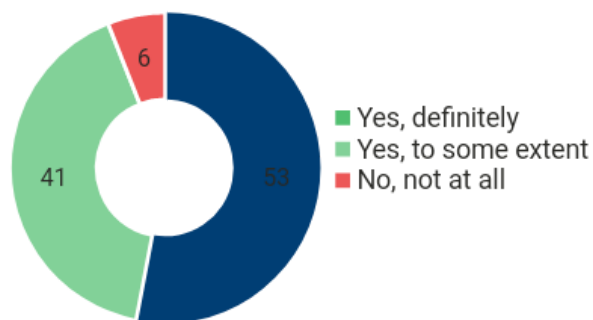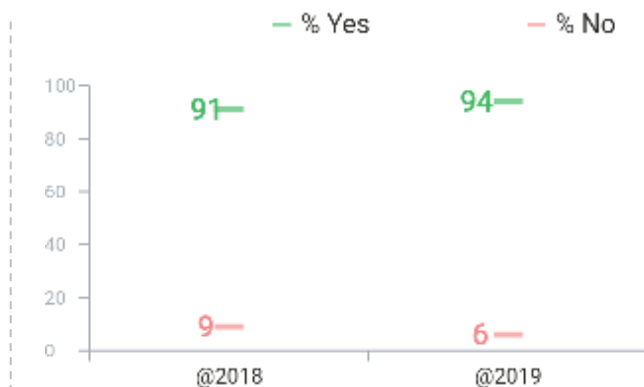%Yes = %Yes, definitely + % Yes, to some extent

Overall experience of services when GP practice is closed

Q48. Overall, how would you describe your last experience of NHS services when you wanted to see a GP but your GP practice was closed?

CCG's results

- Very good — 36
- Fairly good — 38
- Neither good nor poor — 12
- Fairly poor — 8
- Very poor — 5

CCG's results over time

— % Good   — % Poor

@2018: 69, 17
@2019: 74, 14

Comparison of results

CCG	National
74%	**69%**
Good	Good
14%	**15%**
Poor	Poor

Local CCG range – % **Good**

Lowest Performing: **58%**
Highest Performing: **75%**

%Good = %Very good + %Fairly good
%Poor = %Fairly poor + %Very poor

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Statistical reliability

Statistical reliability

Participants in a survey such as GPPS represent only a sample of the total population of interest – this means we cannot be certain that the results of a question are exactly the same as if everybody within that population had taken part ("true values"). However, we can predict the variation between the results of a question and the true value by using the size of the sample on which results are based and the number of times a particular answer is given. The confidence with which we make this prediction is usually chosen to be 95% – that is, the chances are 95 in 100 that the true value will fall within a specified range (the "95% confidence interval").

The table below gives examples of what the confidence intervals look like for an 'average' practice and CCG, as well as the confidence intervals at the national level.

An example of confidence intervals (at national, CCG and practice level) based on the average number of responses to the question "Overall, how would you describe your experience of your GP practice?"

	Average sample size on which results are based	Approximate confidence intervals for percentages at or near these levels (expressed in percentage points)		
		Level 1: 10% or 90%	Level 2: 30% or 70%	Level 3: 50%
		+/-	+/-	+/-
National	770,512	0.10	0.15	0.16
CCG	4,034	1.29	1.96	2.14
Practice	110	6.83	10.06	10.92

For example, taking a CCG where 4,034 people responded and where 30% answered 'Very good' in response to 'Overall, how would you describe your experience of making an appointment', there is a 95% likelihood that the true value (which would have been obtained if the whole population had been interviewed) will fall within the range of +/-1.96 percentage points from that question's result (i.e. between 28.04% and 31.96%).

When results are compared between separate groups within a sample, the difference may be "real" or it may occur by chance (because not everyone in the population has been interviewed). Confidence intervals will be wider when comparing groups, especially where there are small numbers e.g. practices where 100 patients or fewer responded to a question. These findings should be regarded as indicative rather than robust.

Want to know more?

Further background information about the survey

- The survey was sent to **c.2.3 million adult patients** registered with a GP practice.

- Participants are sent a **postal questionnaire**, also with the option of completing the survey online or via telephone.

- Past results dating back to 2007 are available for every practice in the UK. From 2017 the survey has been annual; previously it ran twice a year (June 2011 – July 2016), on a quarterly basis (April 2009 – March 2011) and annually (January 2007 – March 2009).

- For more information about the survey please visit https://gp-patient.co.uk/.

- The overall response rate to the survey is **33.1%**, based on **770,512** completed surveys.

- **Weights have been applied** to adjust the data to account for potential age and gender differences between the profile of all eligible patients in a practice and the patients who actually complete a questionnaire. Since the first wave of the 2011-2012 survey the weighting also takes into account neighbourhood statistics, such as levels of deprivation, in order to further improve the reliability of the findings.

- Further information on the survey including questionnaire design, sampling, communication with patients and practices, data collection, data analysis, response rates and reporting can be found in the technical annex for each survey year, available here: https://gp-patient.co.uk/surveysandreports.

c.2.3m
Surveys to adults registered with an English GP practice

770,512
Completed surveys in the July 2019 publication

33.1%
National response rate

Where to go to do further analysis …

- For reports which show the National results broken down by CCG and Practice, go to
  https://gp-patient.co.uk/surveysandreports - you can also see previous years' results here.

- To look at this year's survey data at a national, CCG or practice level, and filter on a specific participant group (e.g. by age), break down the survey results by survey question, or to create and compare different participant 'subgroups', go to https://gp-patient.co.uk/analysistool/2019.

- To look at results over time, and filter on a specific participant group, go to https://gp-patient.co.uk/analysistool/trends.

- For general FAQs about the GP Patient Survey, go to https://gp-patient.co.uk/faq.

For further information about the GP Patient Survey, please get in touch with the GPPS team at Ipsos MORI at GPPatientSurvey@ipsos.com

We would be interested to hear any feedback you have on this slide pack, so we can make improvements for the next publication.