

GP PATIENT SURVEY

NHS SUTTON CCG

Latest survey results

January 2016 publication

Version 1| Internal Use Only

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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 SUTTON CCG**.
- The data in this slide pack are based on the **January 2016 GPPS publication**. This combines two waves of fieldwork, from January to March 2015 and July to September 2015, providing **practice-level data**.
- In NHS SUTTON CCG, **8,103** questionnaires were sent out, and **3,052** were returned completed. This represents a response rate of **38%**.
- Prior to 2015 these slide packs presented Area Team averages for each CCG. These are no longer included following the integration of Area Teams into the four existing Regional Teams. However, CCGs can still see how their results compare to those of other local CCGs.

A screenshot of the GP Patient Survey questionnaire form. The form is titled 'GP PATIENT SURVEY' and includes a header with the Ipsos MORI logo and the NHS logo. Below the title, there is a section for 'PRACTICE INFORMATION' with fields for 'PRACTICE NAME' and 'PRACTICE ADDRESS'. The main body of the form contains various questions about patient experiences, such as 'How often do you see your GP?' and 'How long does it take to see your GP?'. The form is designed to be filled out by patients, with checkboxes and text input fields.

Introduction

- The GP Patient Survey measures patients' experiences across a range of topics, including:
 - Making appointments
 - Waiting times
 - Perceptions of care at appointments
 - Practice opening hours
 - Out-of-hours services
- The GP Patient Survey provides data at practice level using a consistent methodology, which means it is comparable across organisations and over time.
- 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.
 - The data are provided twice a year rather than in real time.
- However, given the consistency of the survey across organisations and over time, GPPS can be used as one element of evidence.
- It can be triangulated with other sources of feedback, such as feedback from Patient Participation Groups, local surveys and the Friends and Family Test, to develop a fuller picture of patient journeys.
- **This slide pack is intended to assist this triangulation of data. It aims to highlight where there may be a need for further exploration.**
- Practices and CCGs can then discuss the findings further and triangulate them with other data – in order to identify potential improvements and highlight best practice.
- **The following slide suggests ideas for how the data can be used to improve services.**

Interpreting the results

- The number of respondents 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 / Jan 2016:** refers to the **January 2016 publication** (fieldwork January to March 2015 and July to September 2015)
 - **Jan 2015:** refers to the **January 2015 publication** (fieldwork January to March 2014 and July to September 2014).
 - **Dec 2013:** refers to the **December 2013 publication** (fieldwork January to March 2013 and July to September 2013).
- 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 people 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.

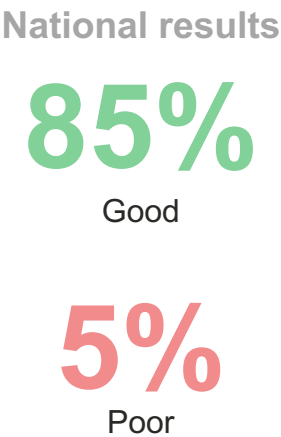
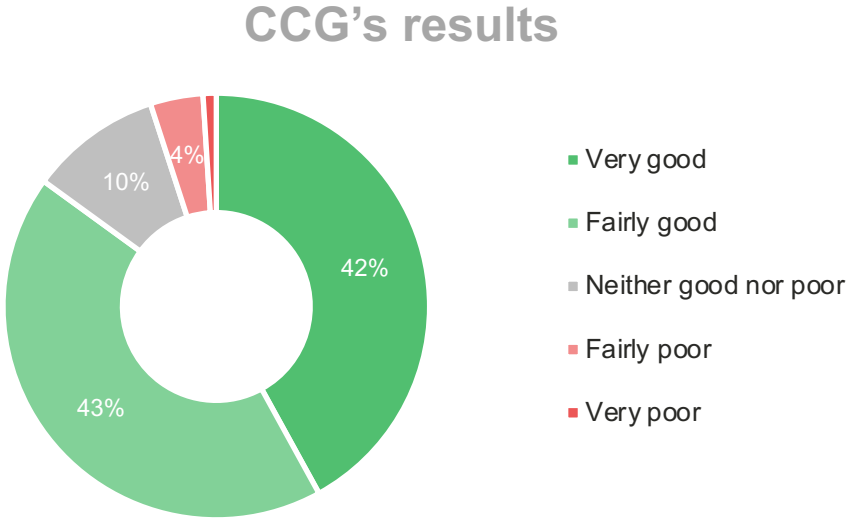
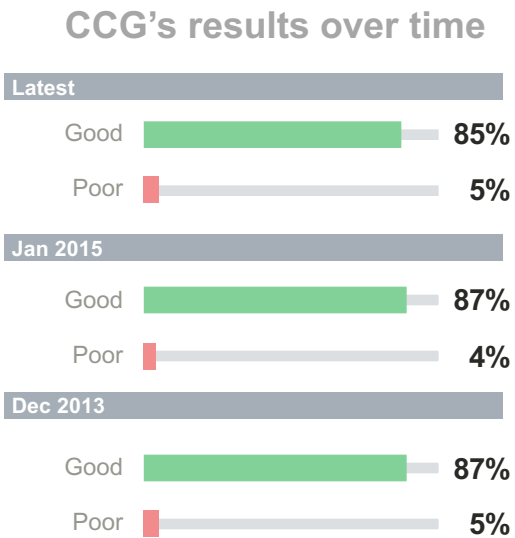
100%

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**.

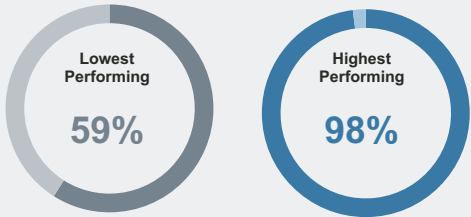
Overall experience of GP surgeries

Overall experience of GP surgery

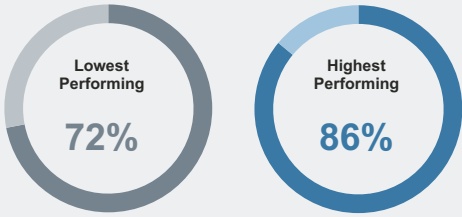
Overall, how would you describe your experience of your GP surgery?



Practice range in CCG – % Good



Local CCG range – % Good



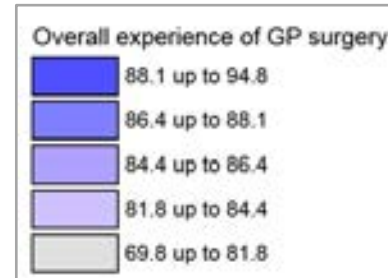
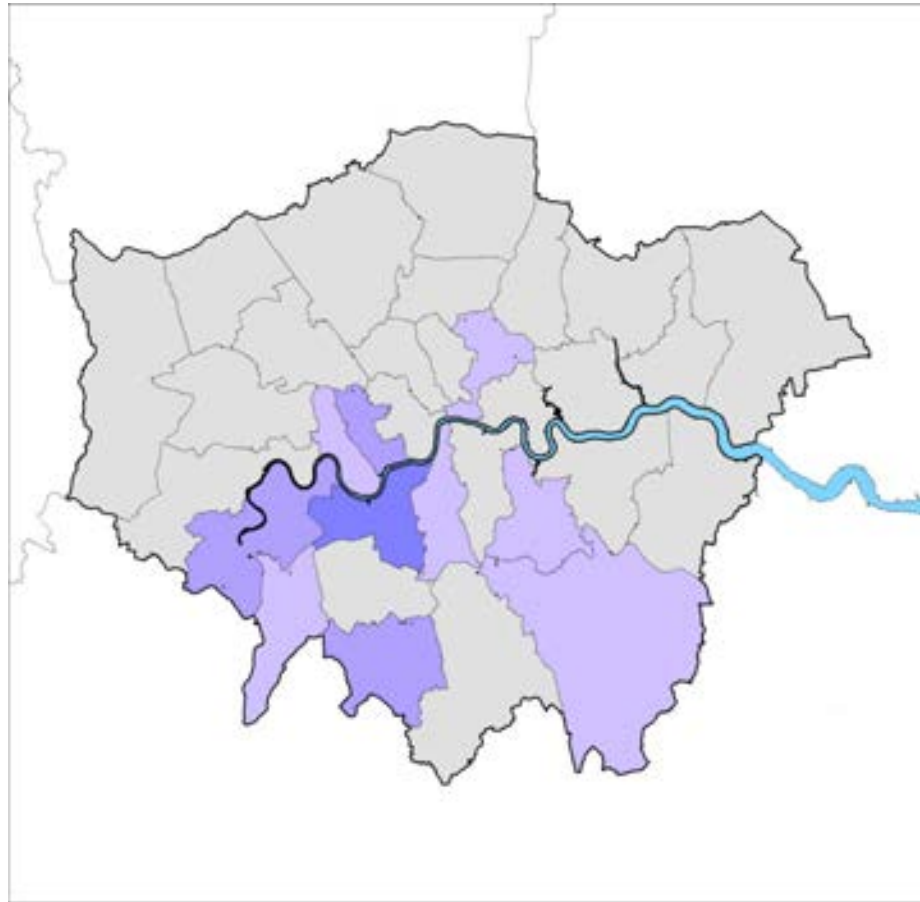
Base: All those completing a questionnaire: National (836,967); CCG 2016 (2,983); CCG 2015 (2,997); CCG 2013 (3,337) Practice bases range from 86 to 126; CCG bases range from 2,612 to 8,047

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

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

Overall, how would you describe your experience of your GP surgery?

Percentage of patients saying good



Results range from

72%
to
86%

Comparisons are indicative only: differences may not be statistically significant

Base: All those completing a questionnaire: CCG bases range from 2,612 to 8,047

%Good = %Very good + %Fairly good

Overall experience – how the CCG's practices compare

Overall, how would you describe your experience of your GP surgery?

Percentage of patients saying good



Results range from

59%
to
98%

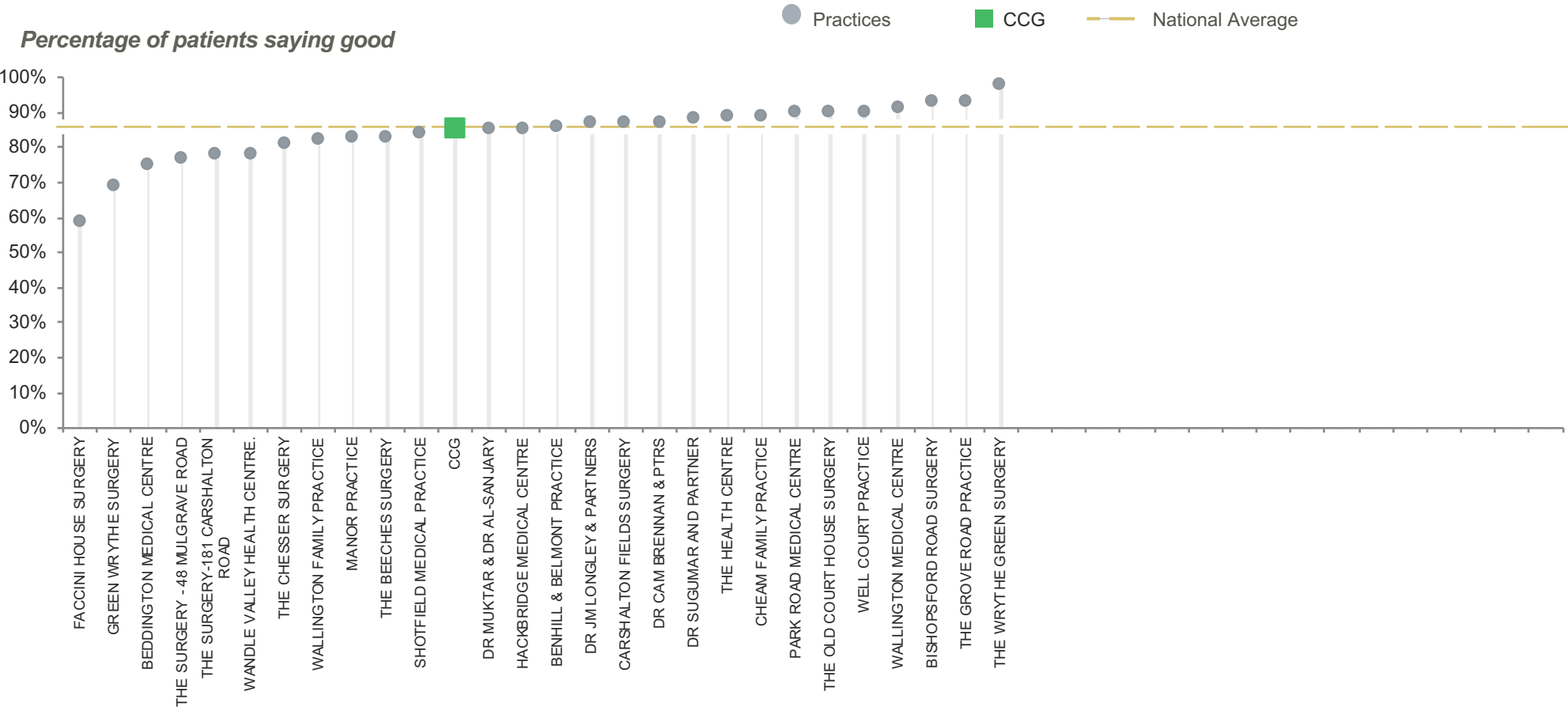
Comparisons are indicative only: differences may not be statistically significant

Base: All those completing a questionnaire: Practice bases range from 86 to 126

%Good = %Very good + %Fairly good

Overall experience – how the CCG's practices compare

Overall, how would you describe your experience of your GP surgery?



Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

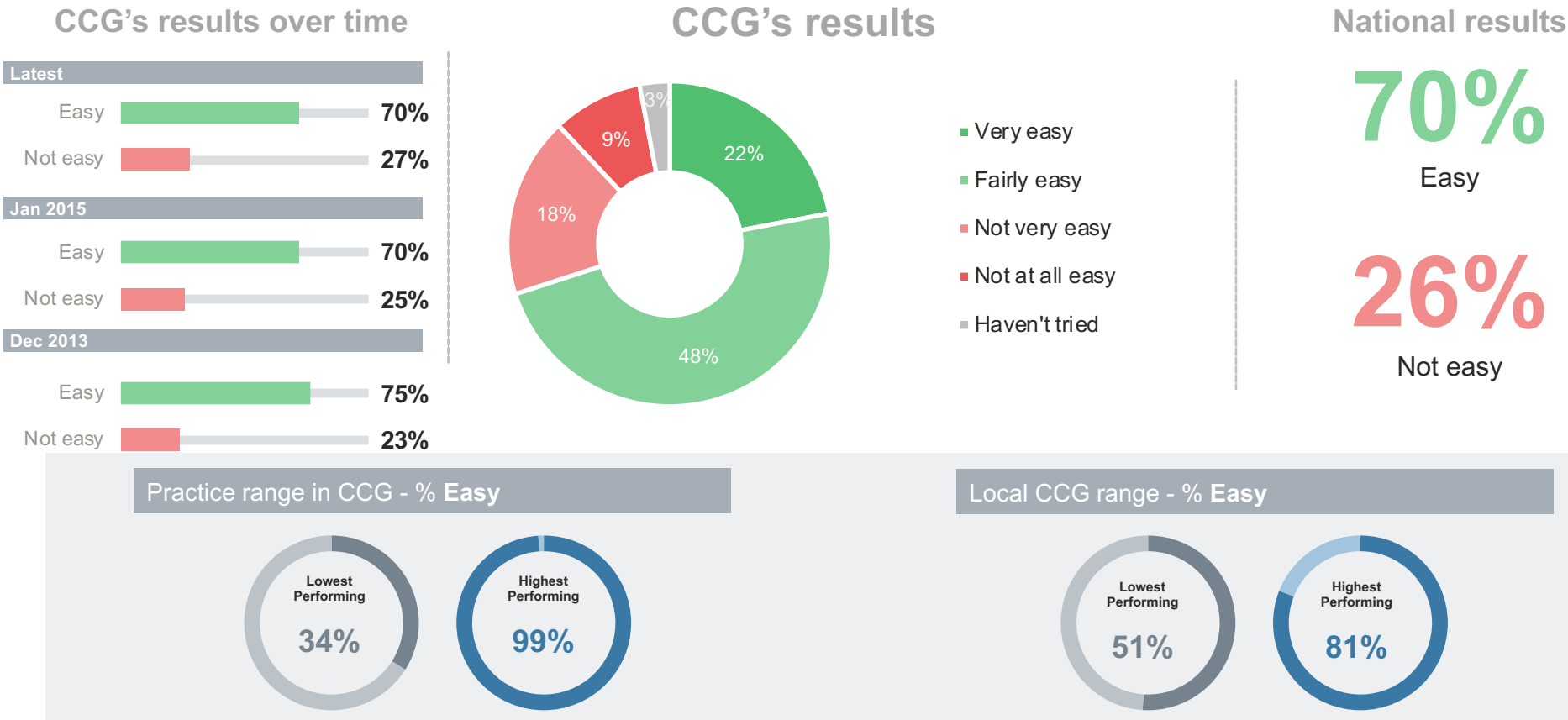
Base: All those completing a questionnaire: National (836,967); CCG (2,983); Practice bases range from 86 to 126

%Good = %Very good + %Fairly good

Access to GP services

Ease of getting through to GP surgery on the phone

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

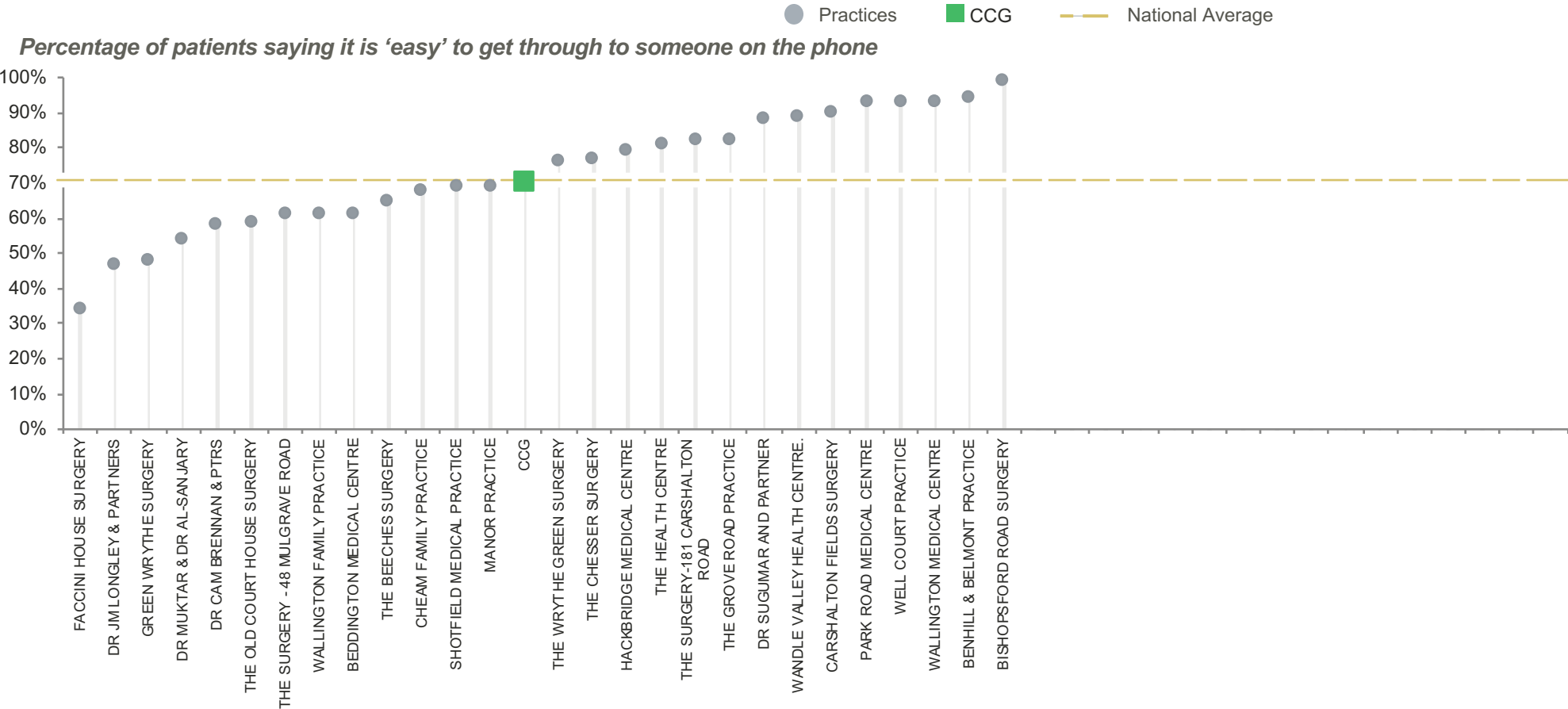


Base: All those completing a questionnaire: National (849,770); CCG 2016 (3,036); CCG 2015 (3,072); CCG 2013 (3,385) Practice bases range from 90 to 129; CCG bases range from 2,655 to 8,185

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

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

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



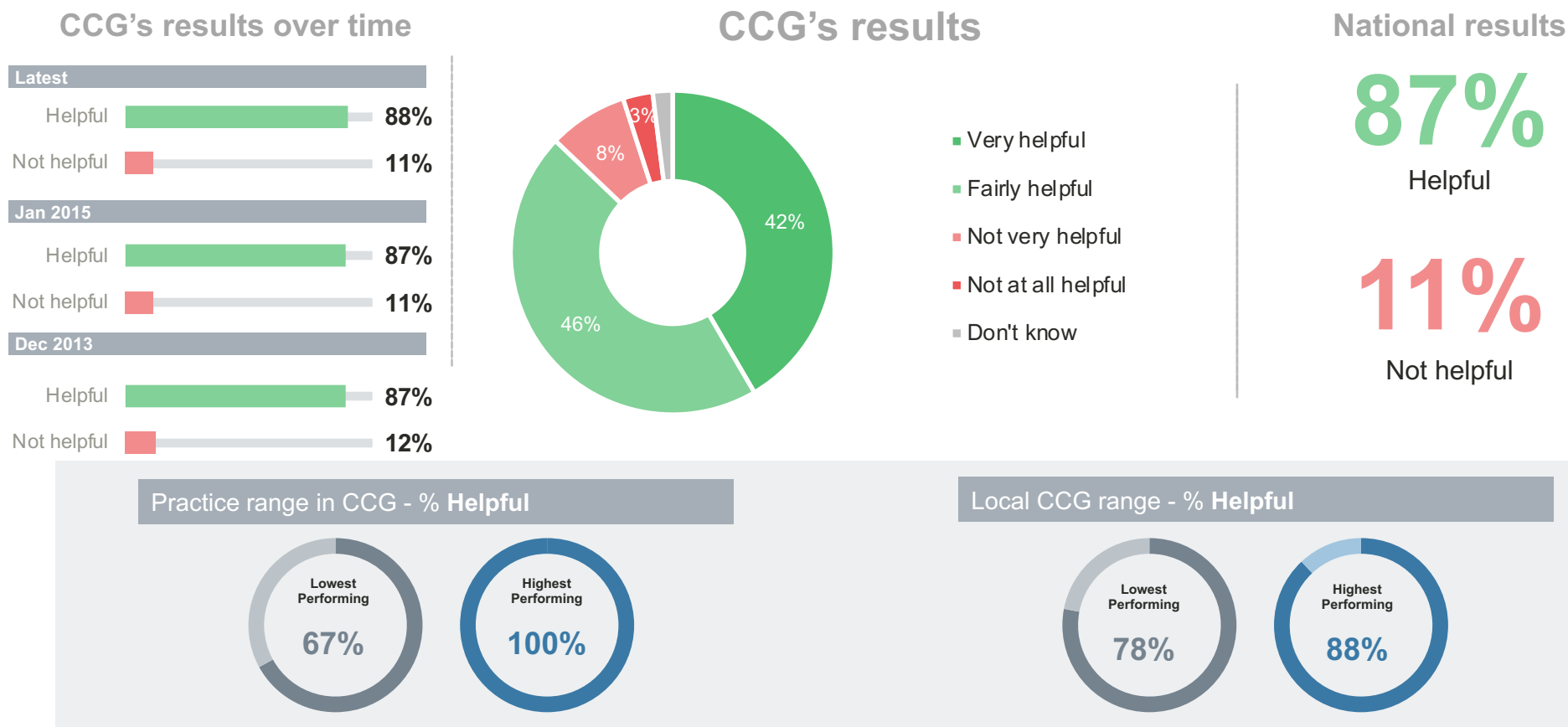
Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All those completing a questionnaire: National (849,770); CCG (3,036); Practice bases range from 90 to 129

%Easy = %Very easy + %Fairly easy

Helpfulness of receptionists at GP surgery

How helpful do you find the receptionists at your GP surgery?

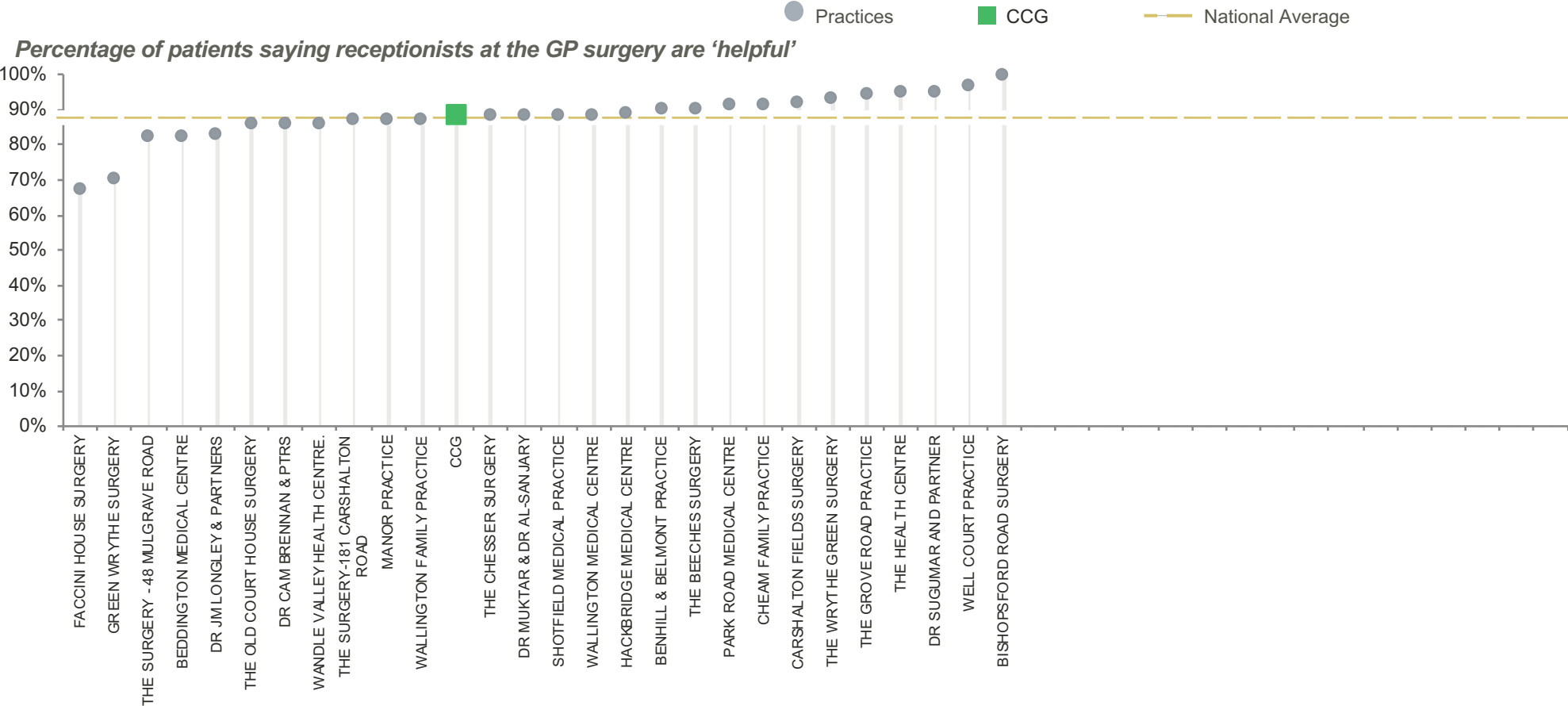


Base: All those completing a questionnaire: National (849,199); CCG 2016 (3,036); CCG 2015 (3,063); CCG 2013 (3,385) Practice bases range from 90 to 128; CCG bases range from 2,648 to 8,198

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

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

How helpful do you find the receptionists at your GP surgery?



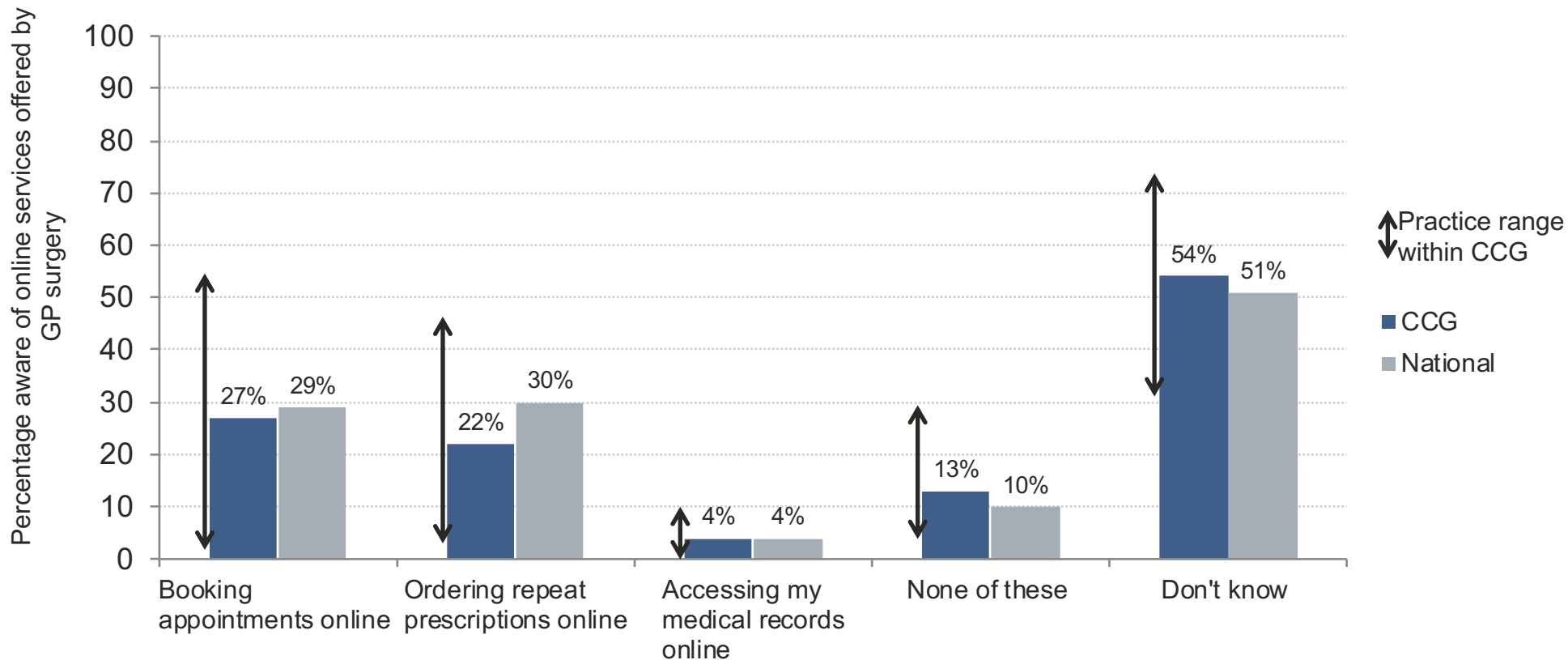
Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All those completing a questionnaire: National (849,199); CCG (3,036); Practice bases range from 90 to 128

%Helpful = %Very helpful + %Fairly helpful

Awareness of online services

As far as you know, which of the following online services does your GP surgery offer?

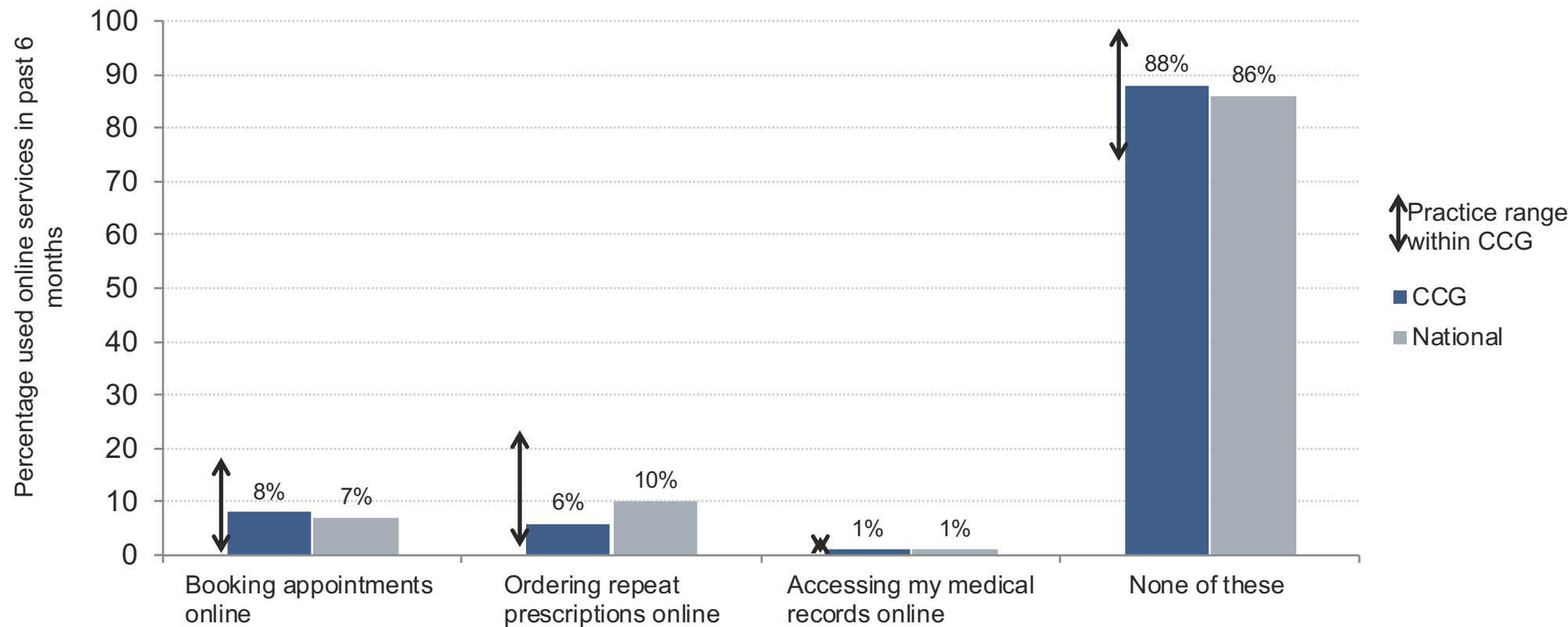


Comparisons are indicative only: differences may not be statistically significant

Base: All those completing a questionnaire: National (823,614); CCG (2,953); Practice bases range from 86 to 127

Online service use

And in the past 6 months, which of the following online services have you used at your GP surgery?



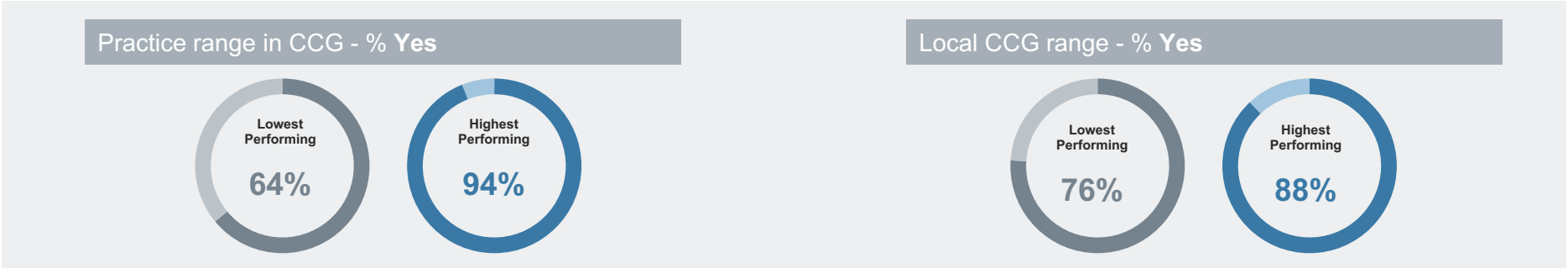
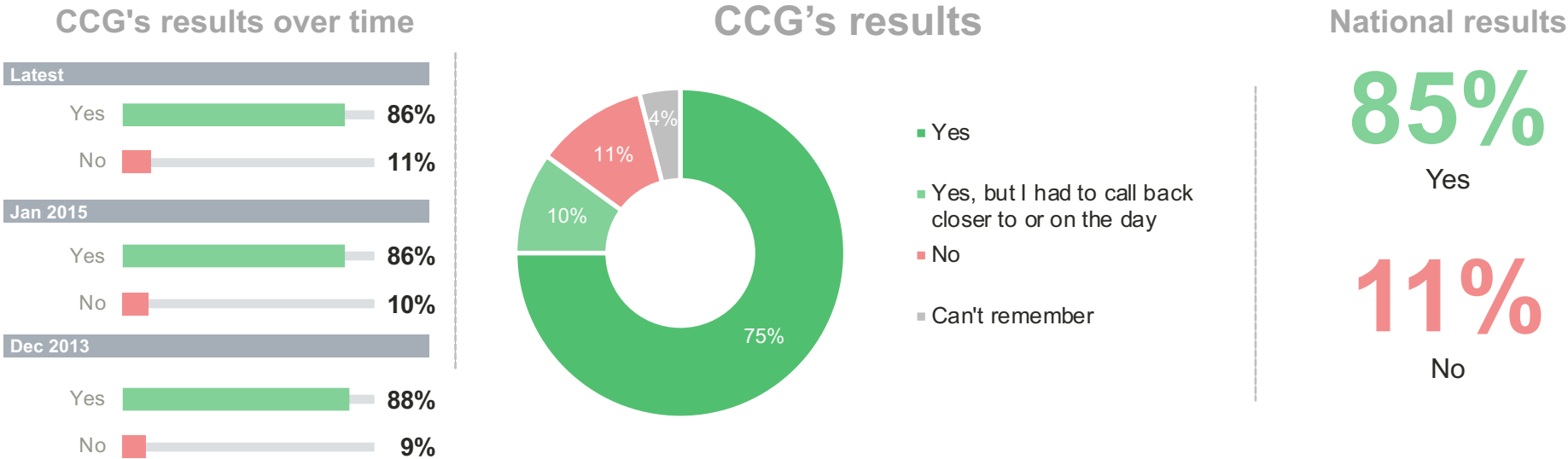
Comparisons are indicative only: differences may not be statistically significant

Base: All those completing a questionnaire: National (823,965); CCG (2,949); Practice bases range from 86 to 128

Making an appointment

Success in getting an appointment

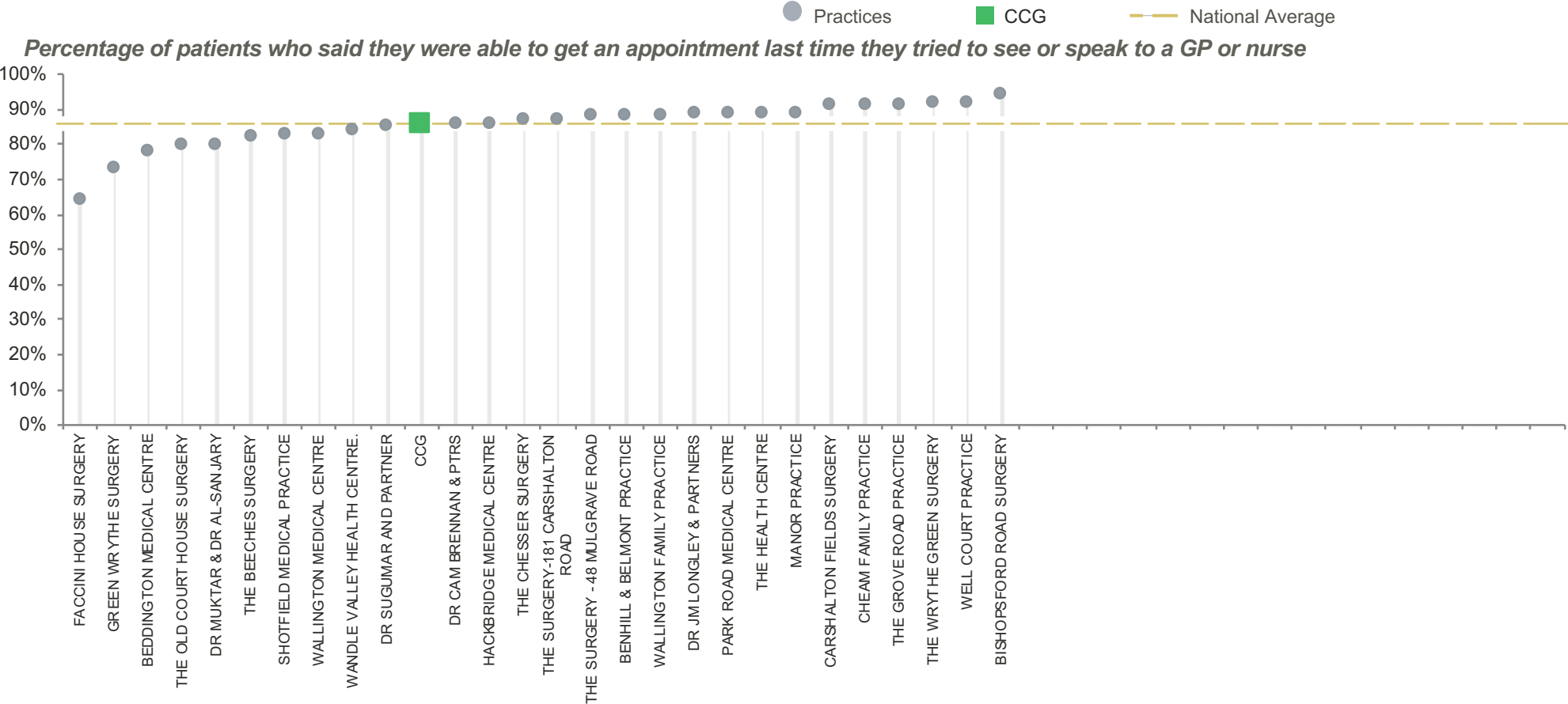
The last time you wanted to see or speak to a GP or nurse, were you able to get an appointment to see or speak to someone?



Base: All those completing a questionnaire: National (815,057); CCG 2016 (2,941); CCG 2015 (2,974); CCG 2013 (3,260) Practice bases range from 84 to 129; CCG bases range from 2,562 to 7,793

Success in getting an appointment: how the CCG's practices compare

The last time you wanted to see or speak to a GP or nurse, were you able to get an appointment to see or speak to someone?



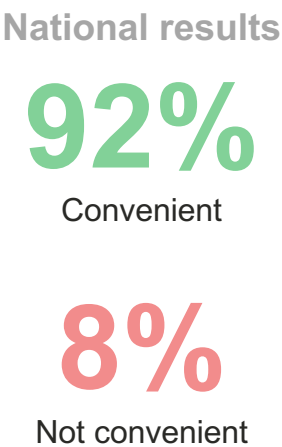
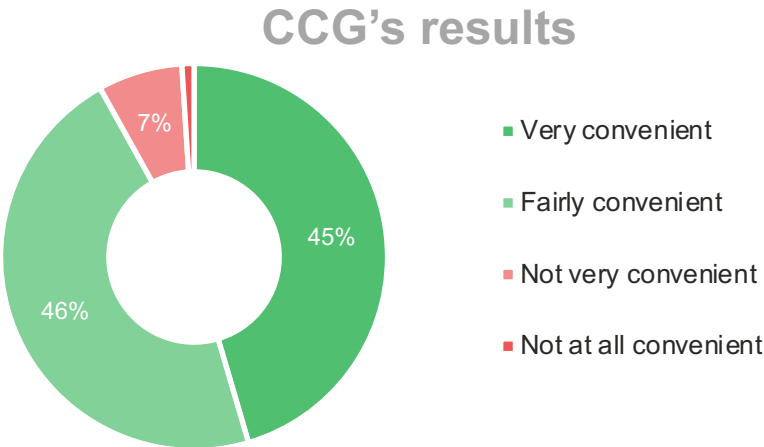
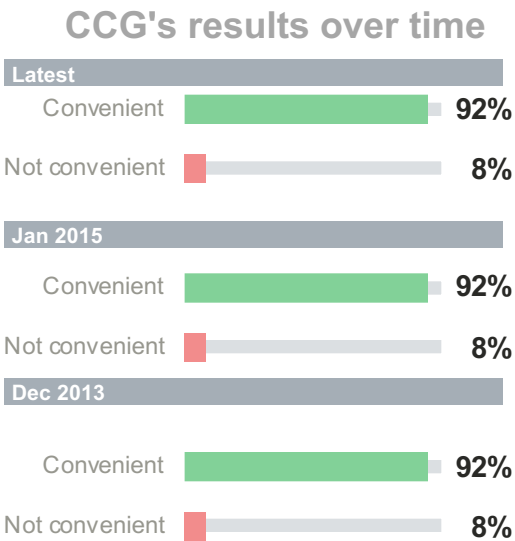
Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All those completing a questionnaire: National (815,057); CCG (2,941); Practice bases range from 84 to 129

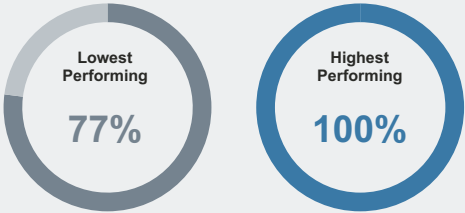
%Yes = %Yes + %Yes, but I had to call back closer to or on the day

Convenience of appointment

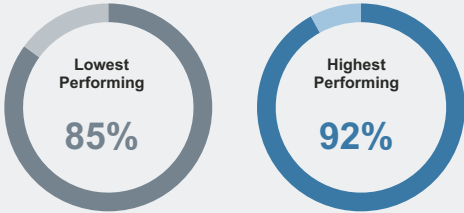
How convenient was the appointment you were able to get?



Practice range in CCG - % Convenient



Local CCG range - % Convenient

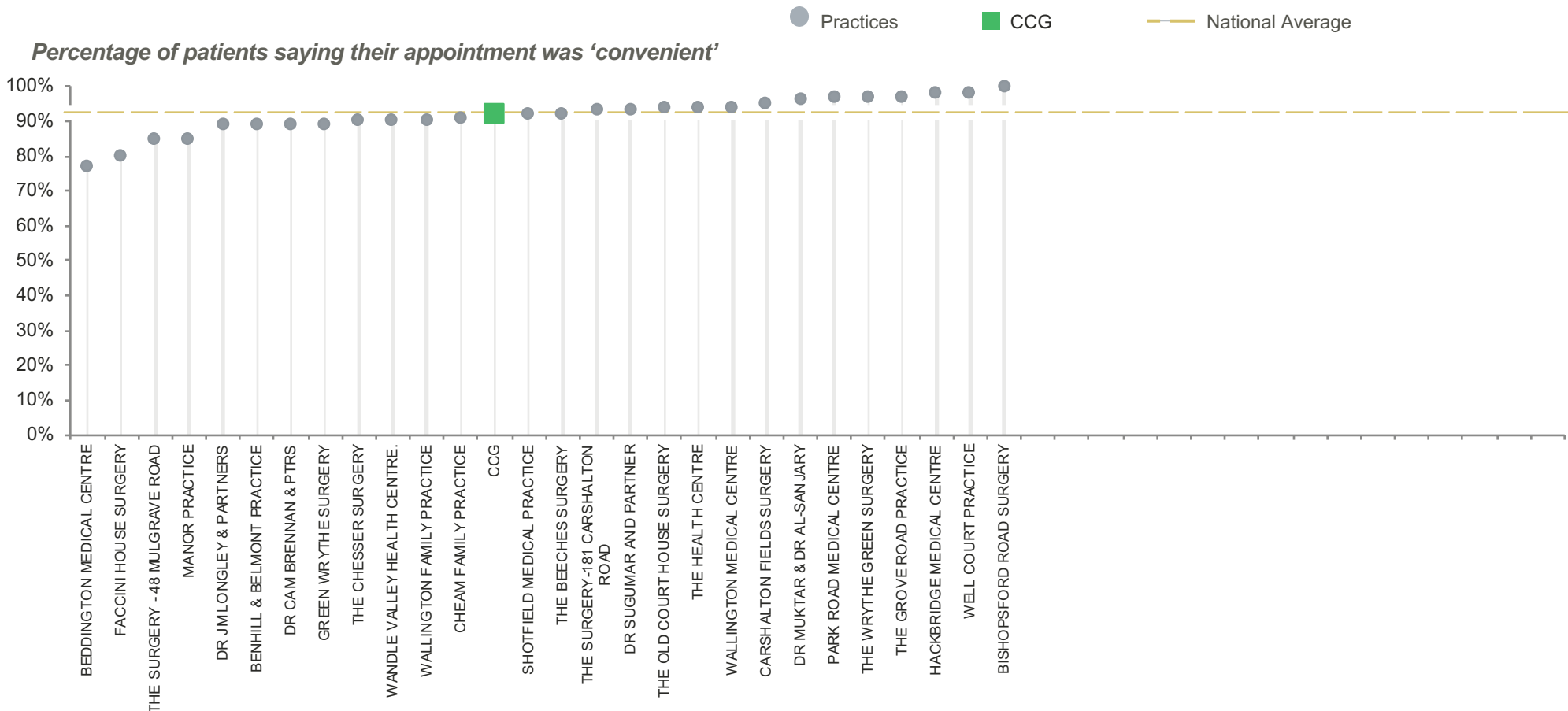


Base: All those able to get an appointment: National (703,182); CCG 2016 (2,541); CCG 2015 (2,616); CCG 2013 (2,904) Practice bases range from 68 to 117; CCG bases range from 2,133 to 6,223

%Convenient = %Very convenient + %Fairly convenient
%Not convenient = %Not very convenient + %Not at all convenient

Convenience of appointment: how the CCG's practices compare

How convenient was the appointment you were able to get?



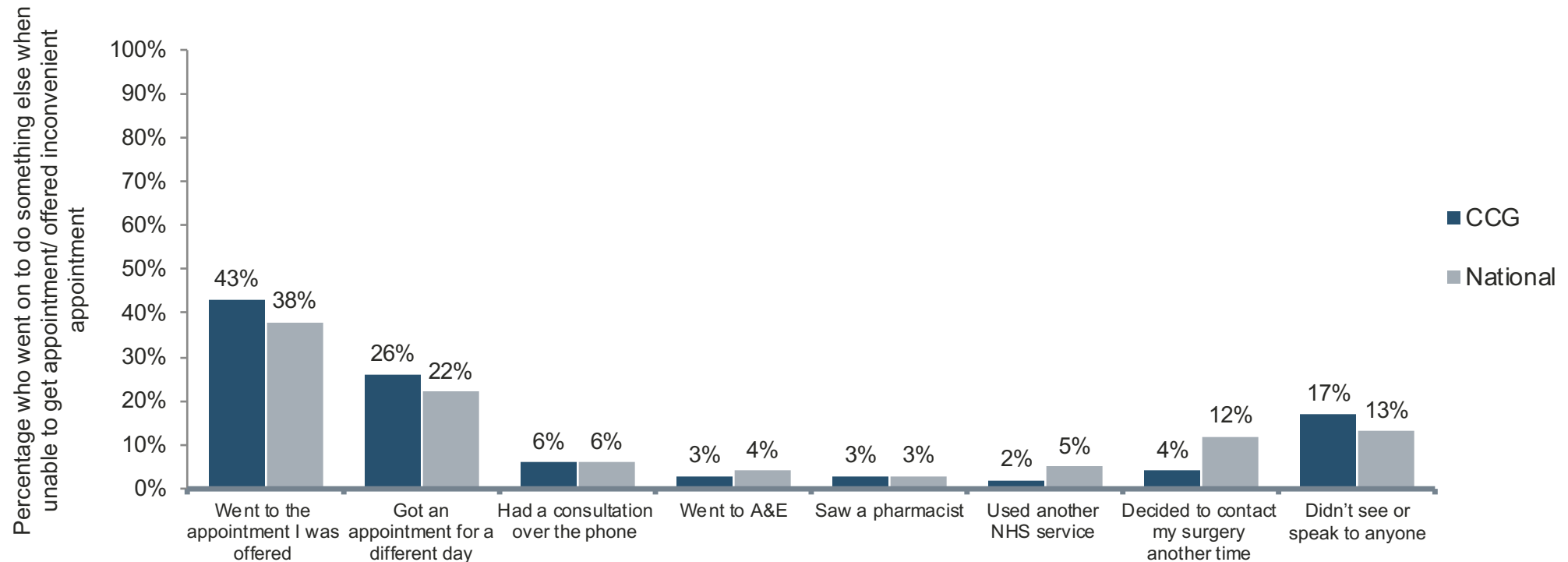
Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All those able to get an appointment: National (703,182); CCG (2,541); Practice bases range from 68 to 117

%Convenient = %Very convenient + %Fairly convenient

What patients do when they are unable to get appointment / are offered an inconvenient appointment

What did you do on that occasion?*



* The answer codes for this question were updated for July-September fieldwork to reflect changes to service provision. As such the results shown here are based on July-September 2015 figures only.

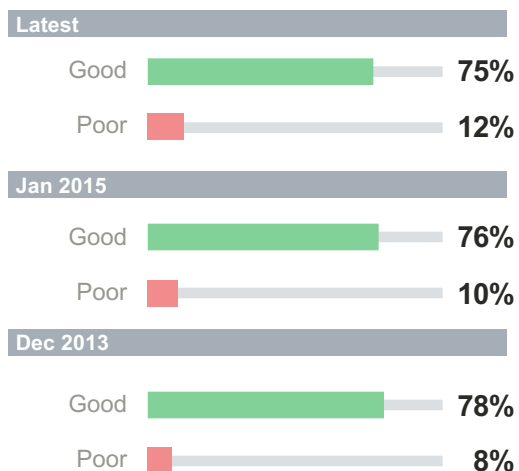
Comparisons are indicative only: differences may not be statistically significant

Base: All those who were not able to get an appointment or were offered an inconvenient appointment: National (58,637); CCG (216)

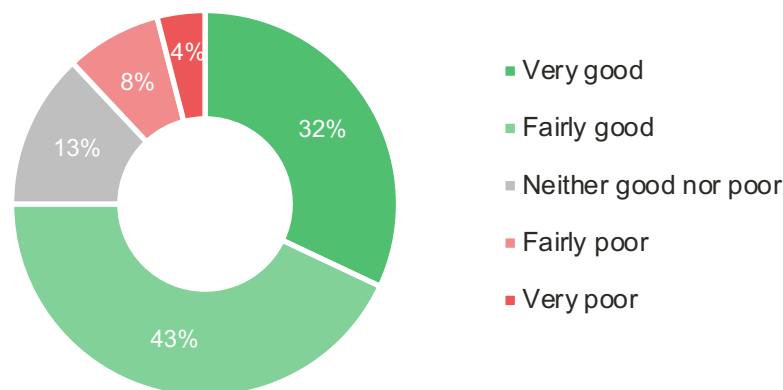
Overall experience of making an appointment

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

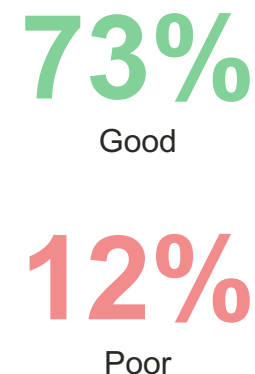
CCG's results over time



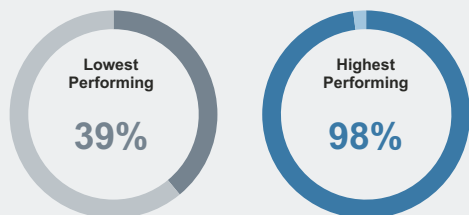
CCG's results



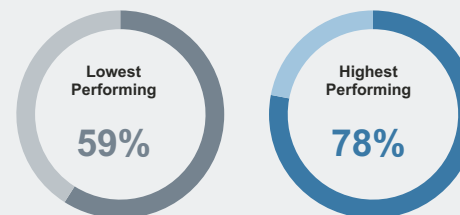
National results



Practice range in CCG - % Good



Local CCG range - % Good

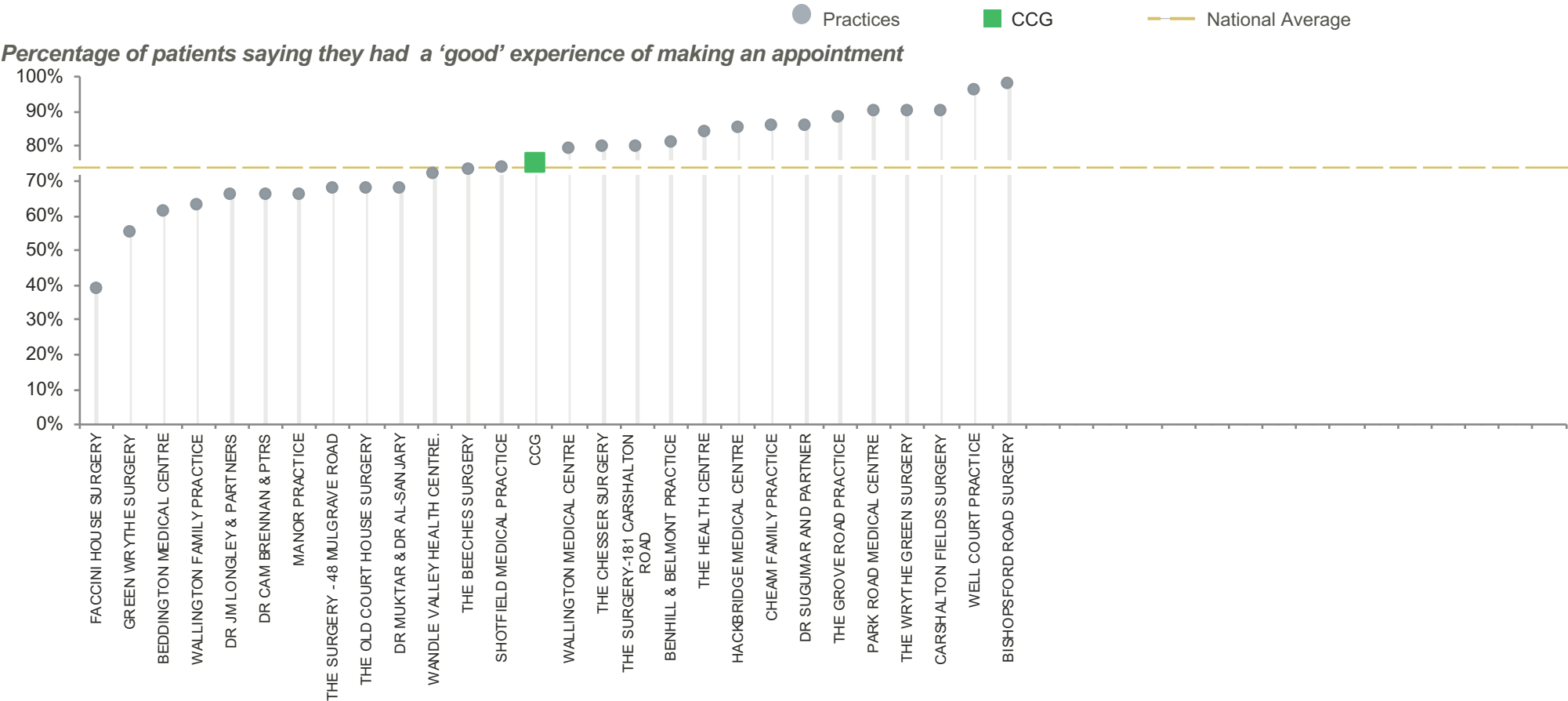


Base: All those completing a questionnaire: National (811,562); CCG 2016 (2,920); CCG 2015 (2,952); CCG 2013 (3,226) Practice bases range from 85 to 124; CCG bases range from 2,560 to 7,821

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

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

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



Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All those completing a questionnaire: National (811,562); CCG (2,920); Practice bases range from 85 to 124

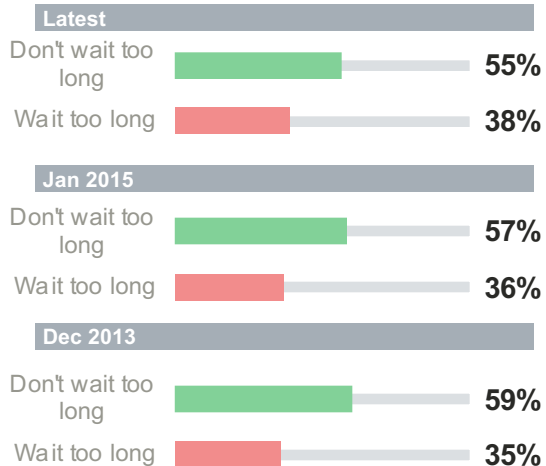
%Good = %Very good + %Fairly good

Waiting times at the GP surgery

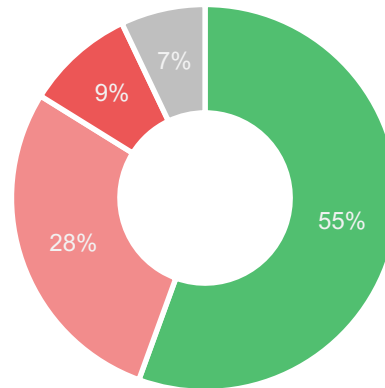
Waiting times at the GP surgery

How do you feel about how long you normally have to wait to be seen?

CCG's results over time



CCG's results



- I don't normally have to wait too long
- I have to wait a bit too long
- I have to wait far too long
- No opinion/doesn't apply

National results

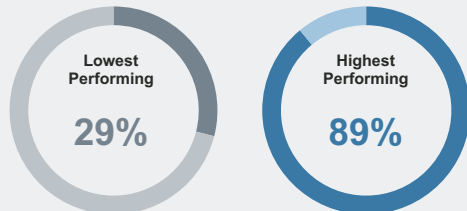
58%

Don't wait too long

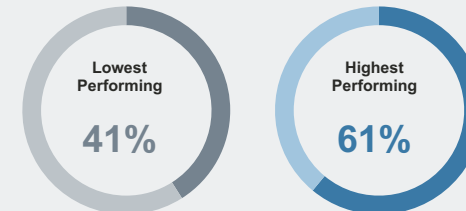
34%

Wait too long

Practice range in CCG – % Don't wait too long



Local CCG range – % Don't wait too long

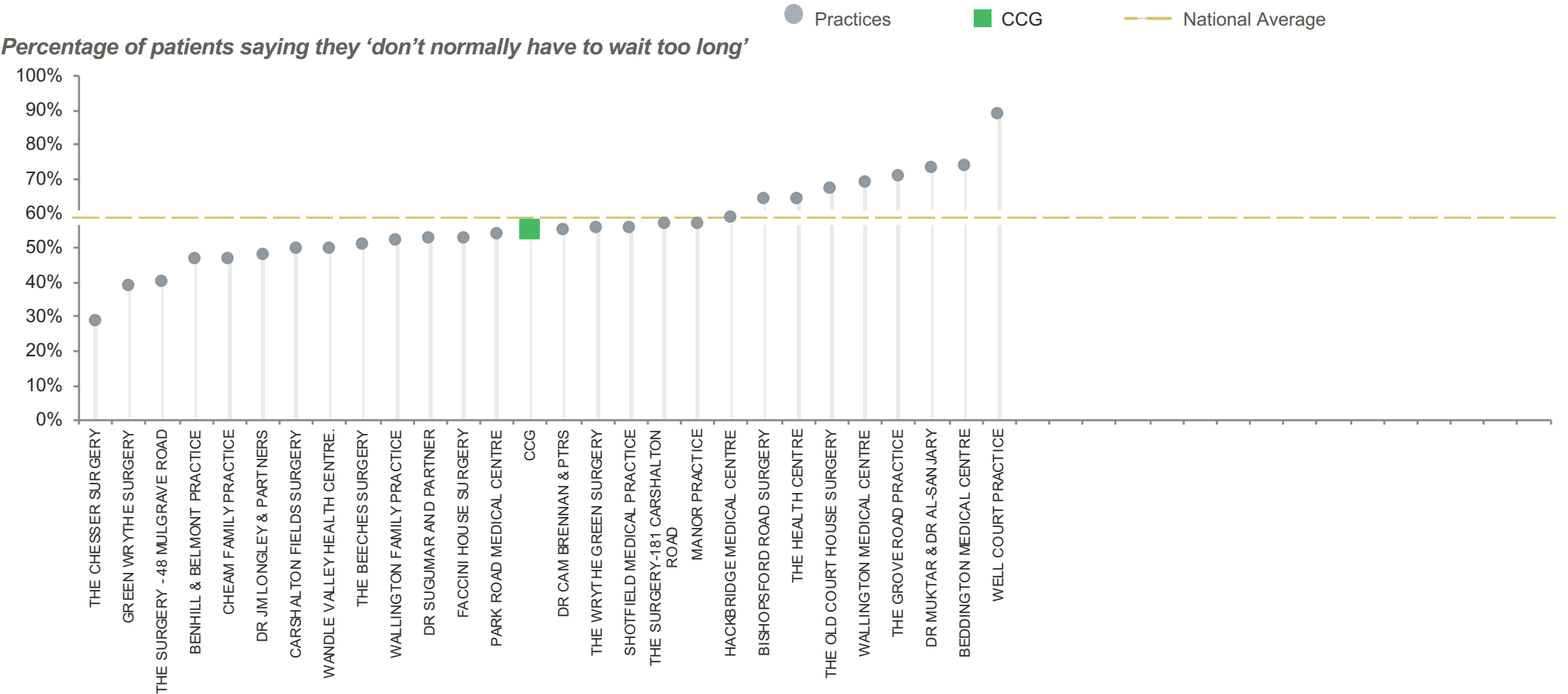


Base: All those completing a questionnaire: National (815,634); CCG 2016 (2,927); CCG 2015 (2,956); CCG 2013 (3,252) Practice bases range from 85 to 127; CCG bases range from 2,570 to 7,834

%Wait too long= %I have to wait a bit too long + %I have to wait far too long

Waiting times at the GP surgery: how the CCG's practices compare

How do you feel about how long you normally have to wait to be seen?



Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

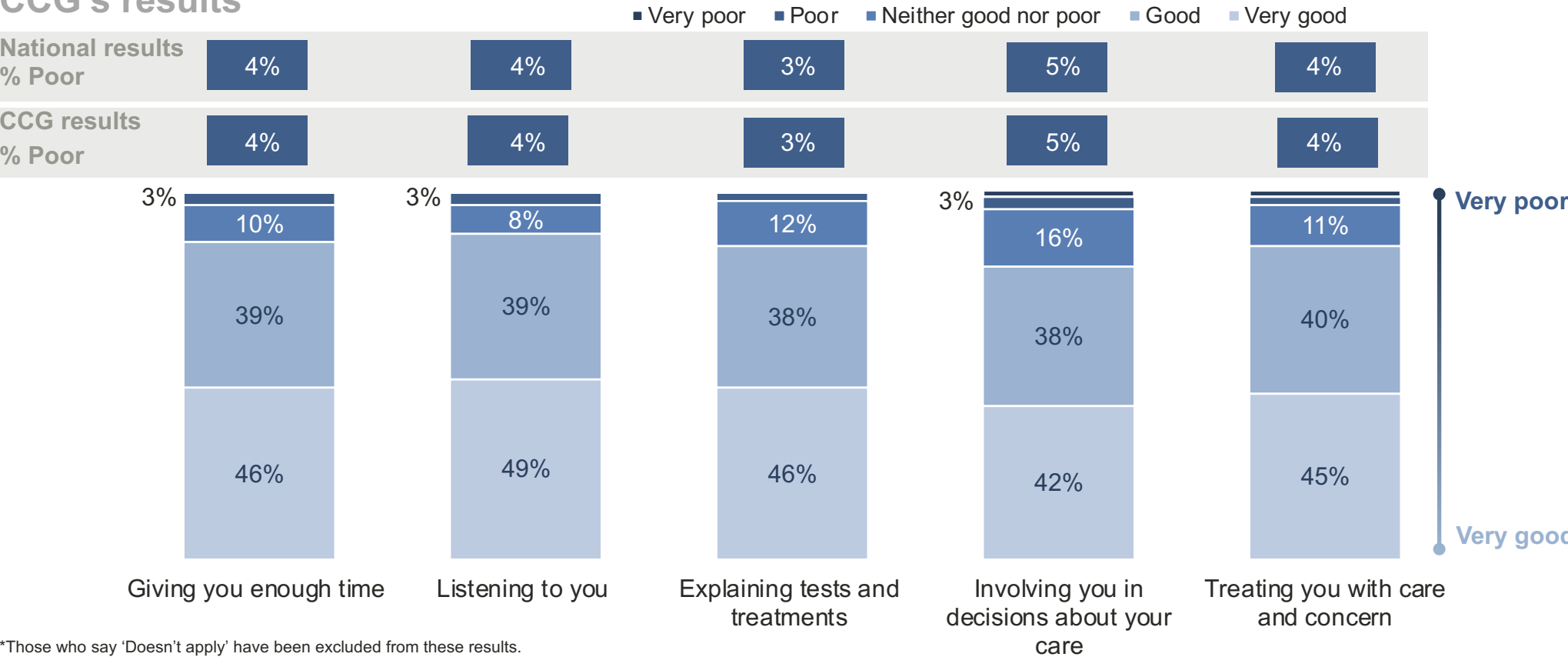
Base: All those completing a questionnaire: National (815,634); CCG (2,927); Practice bases range from 85 to 127

Perceptions of care at patients' last GP appointment

Perceptions of care at last GP appointment

The last time you saw or spoke to a GP from your GP surgery, how good was that GP at each of the following?*

CCG's results



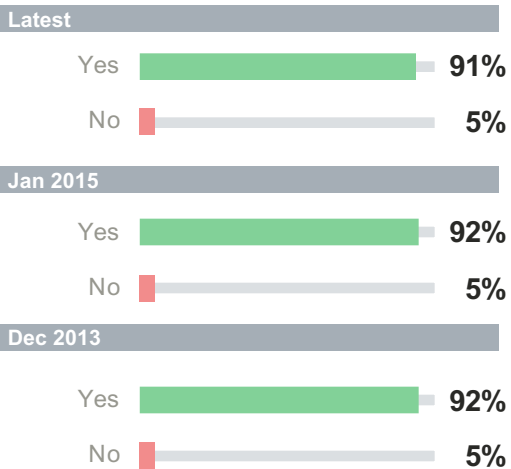
*Those who say 'Doesn't apply' have been excluded from these results.

Base: All those completing a questionnaire: CCG (2,921; 2,914; 2,763; 2,645; 2,854); National (812,087; 810,167; 779,287; 748,634; 797,664) %Poor = %Very poor + %Poor

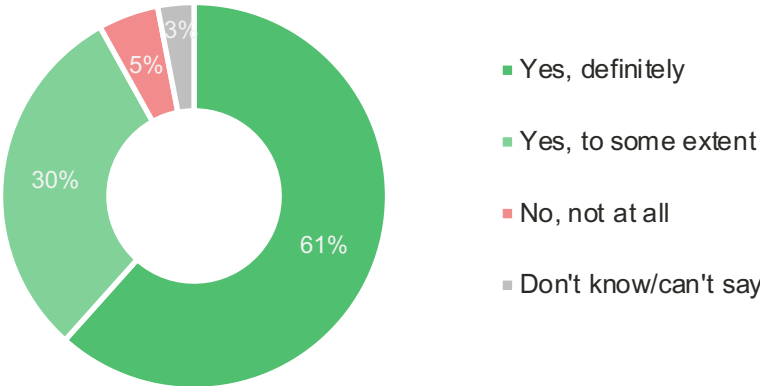
Confidence and trust in the GP

Did you have confidence and trust in the GP you saw or spoke to?

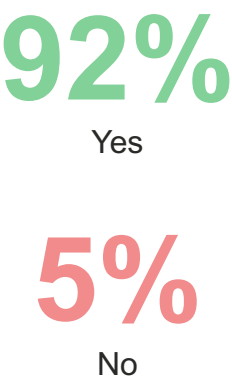
CCG's results over time



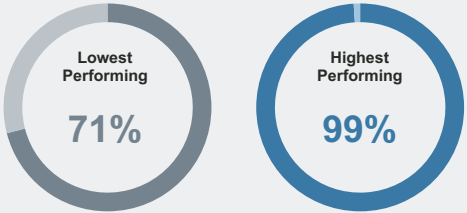
CCG's results



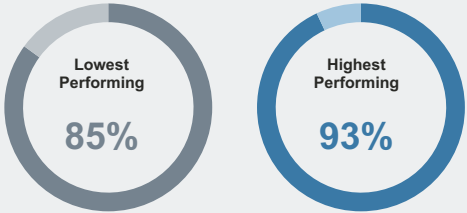
National results



Practice range in CCG - % Yes



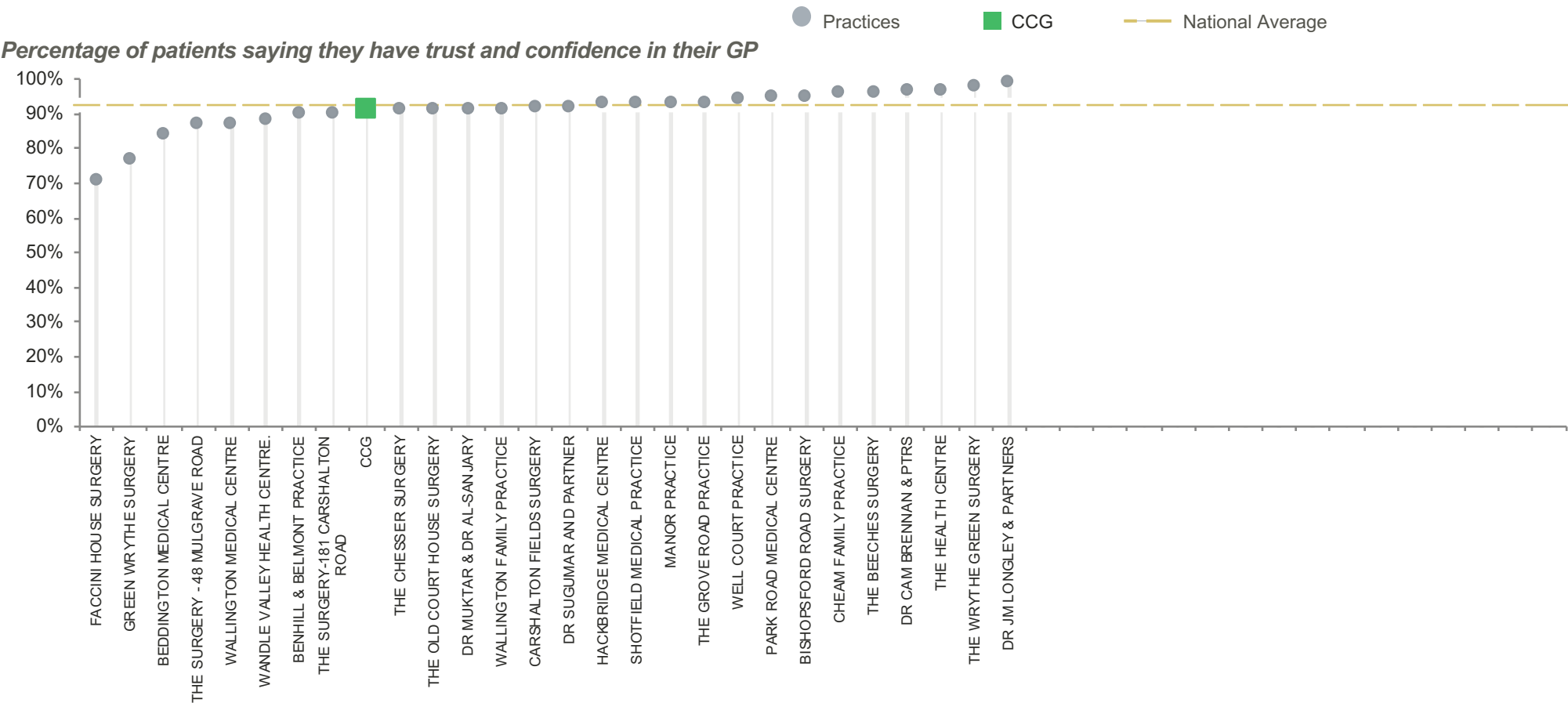
Local CCG range - % Yes



Base: All those completing a questionnaire: National (821,488); CCG 2016 (2,950); CCG 2015 (2,988); CCG 2013 (3,272) Practice bases range from 83 to 125; CCG bases range from 2,593 to 7,939 %Yes = %Yes, definitely + %Yes, to some extent

Confidence and trust in the GP: how the CCG's practices compare

Did you have confidence and trust in the GP you saw or spoke to?



Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All those completing a questionnaire: National (821,488); CCG (2,950); Practice bases range from 83 to 125

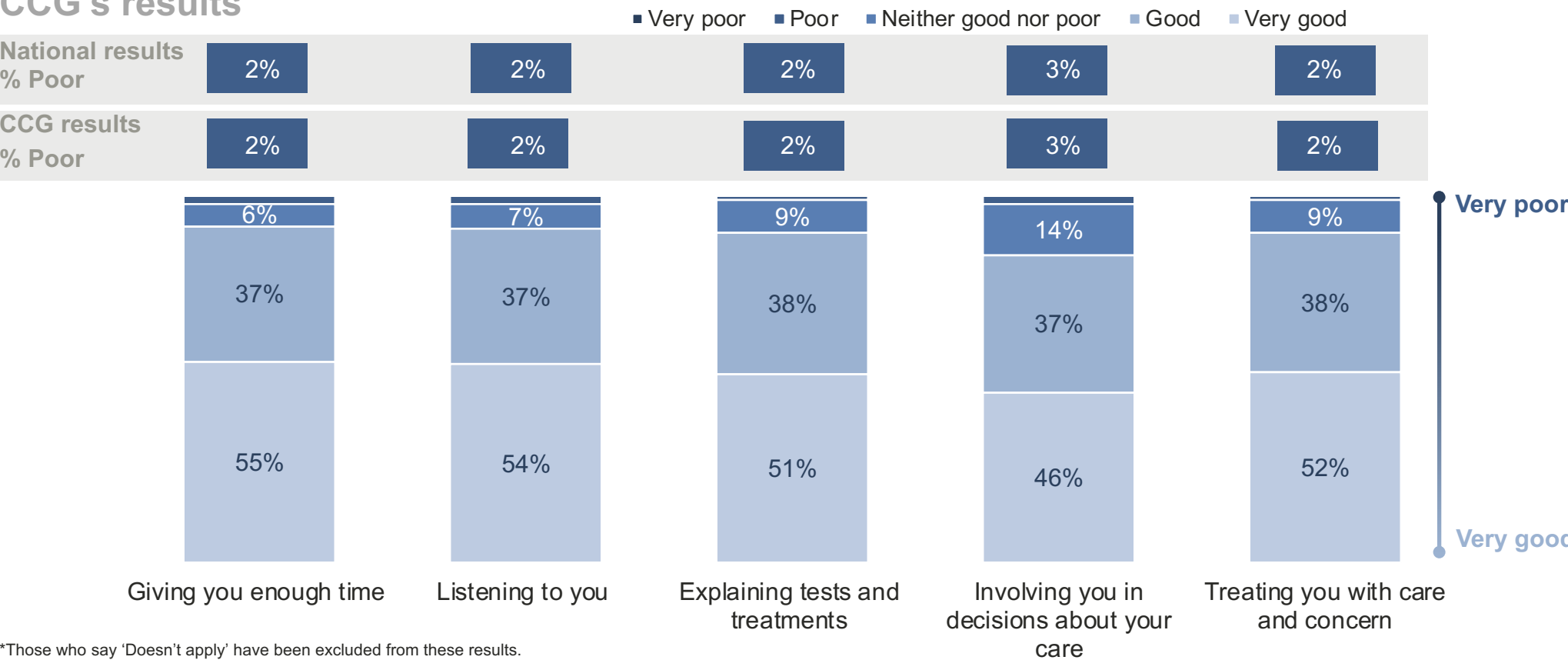
%Yes = %Yes, definitely + %Yes, to some extent

Perceptions of care at patients' last nurse appointment

Perceptions of care at last nurse appointment

The last time you saw or spoke to a nurse from your GP surgery, how good was that nurse at each of the following?*

CCG's results



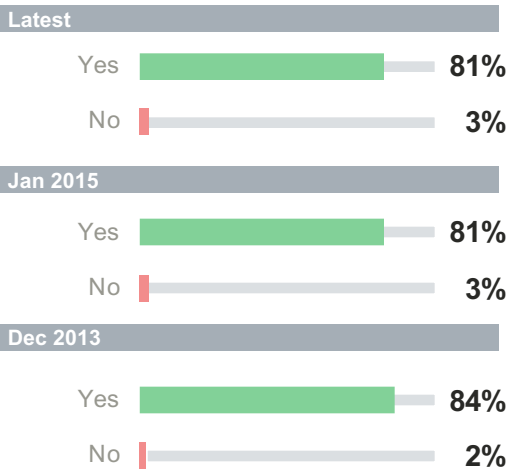
*Those who say 'Doesn't apply' have been excluded from these results.

Base: All those completing a questionnaire: CCG (2,434; 2,393; 2,333; 2,116; 2,357); National (728,958; 721,085; 701,838; 638,362; 710,955) %Poor = %Very poor + %Poor

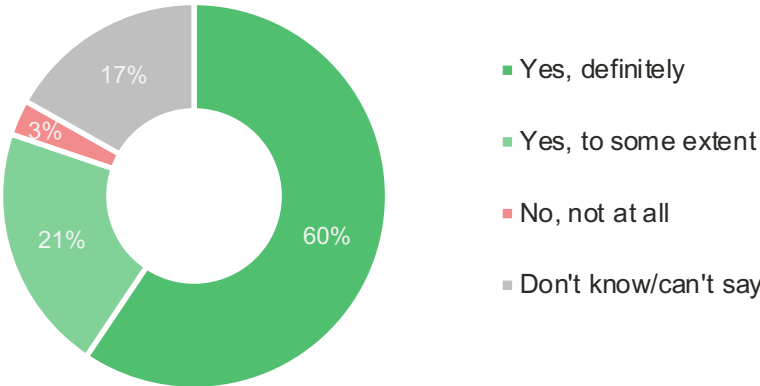
Confidence and trust in the nurse

Did you have confidence and trust in the nurse you saw or spoke to?

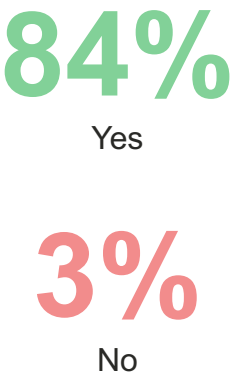
CCG's results over time



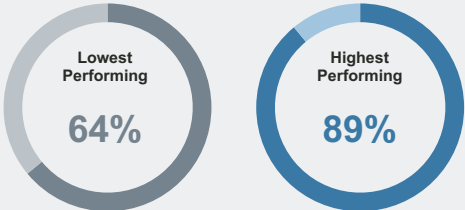
CCG's results



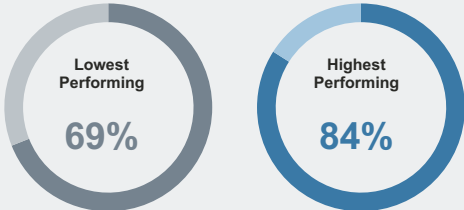
National results



Practice range in CCG - % Yes



Local CCG range - % Yes

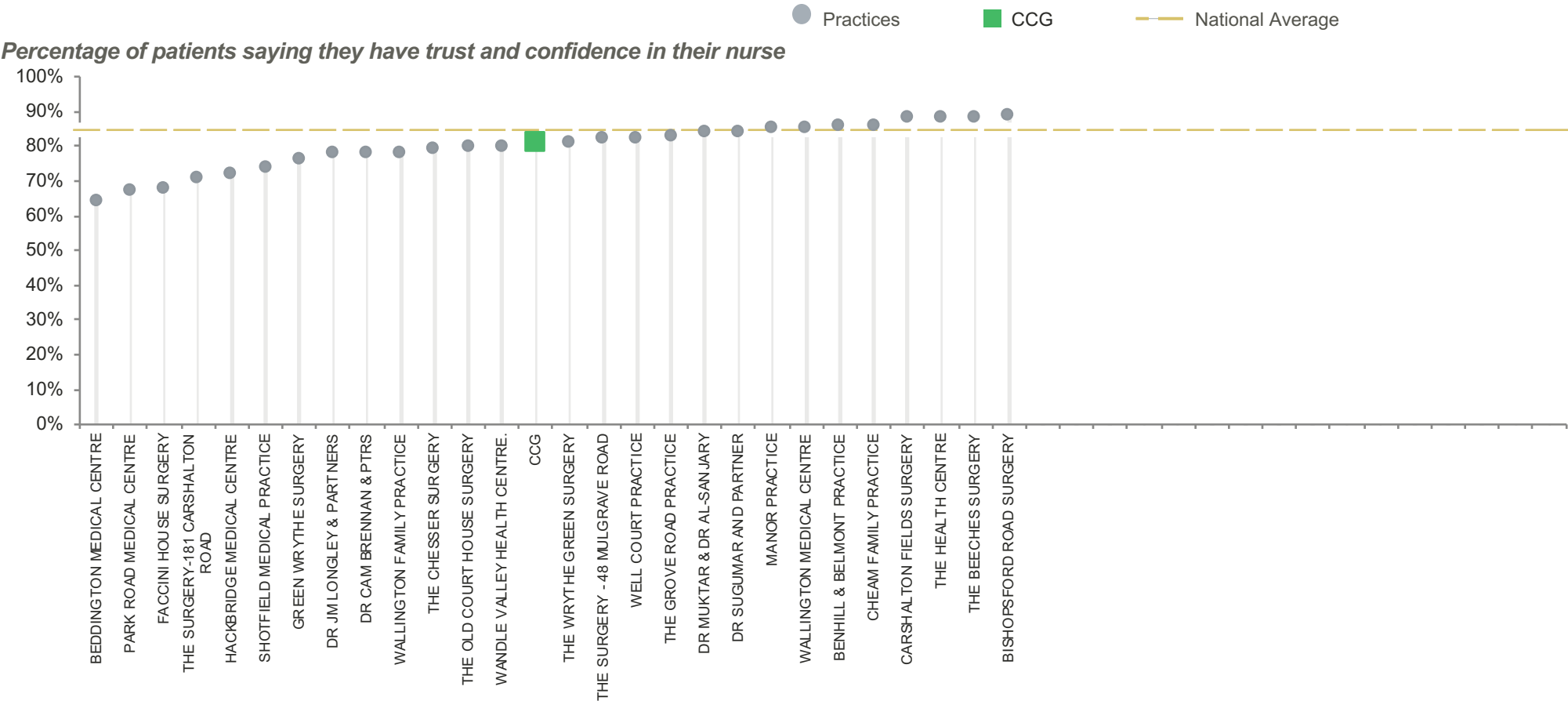


Base: All those completing a questionnaire: National (796,042); CCG 2016 (2,791); CCG 2015 (2,824); CCG 2013 (3,096) Practice bases range from 78 to 119; CCG bases range from 2,483 to 7,607

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

Confidence and trust in the nurse: how the CCG's practices compare

Did you have confidence and trust in the nurse you saw or spoke to?



Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

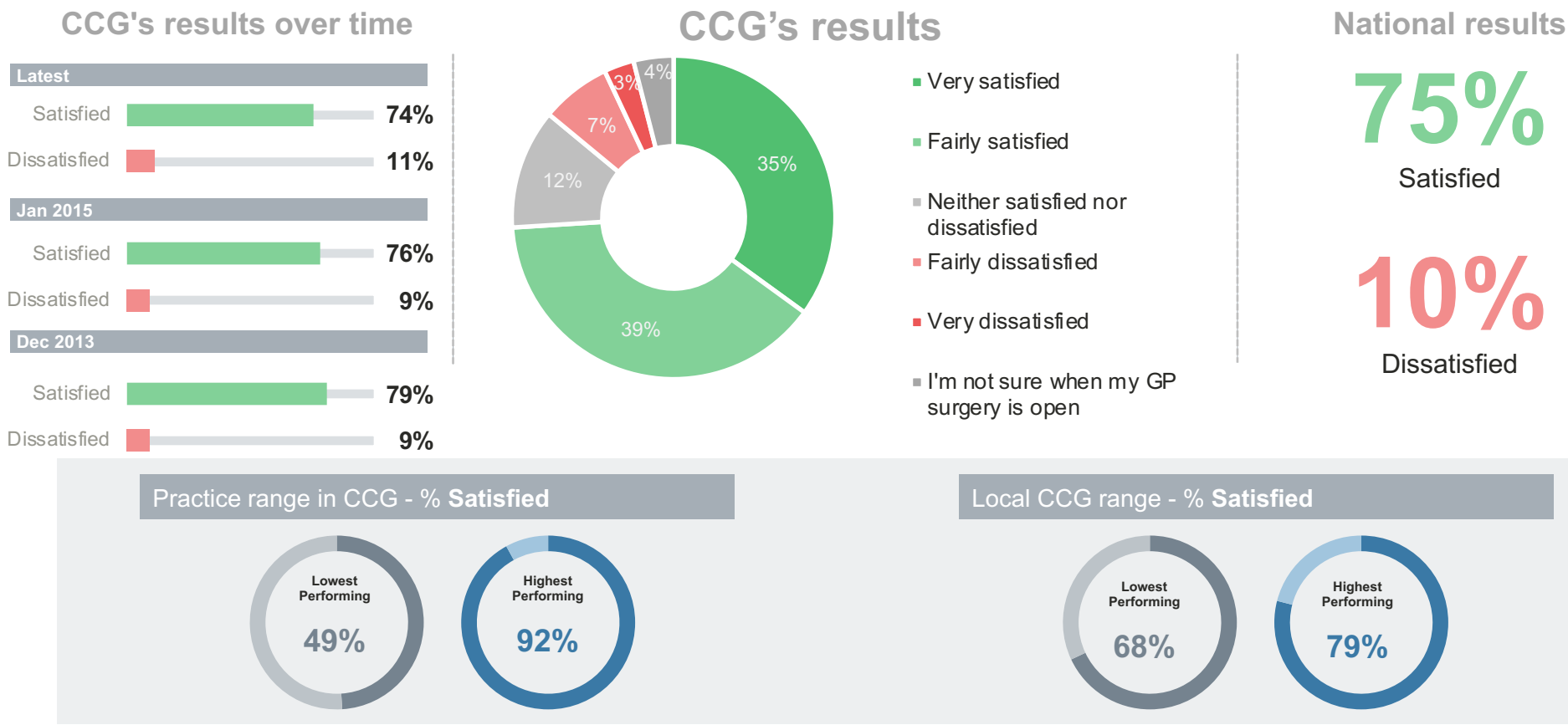
Base: All those completing a questionnaire: National (796,042); CCG (2,791); Practice bases range from 78 to 119

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

Satisfaction with the practice's opening hours

Satisfaction with opening hours

How satisfied are you with the hours that your GP surgery is open?

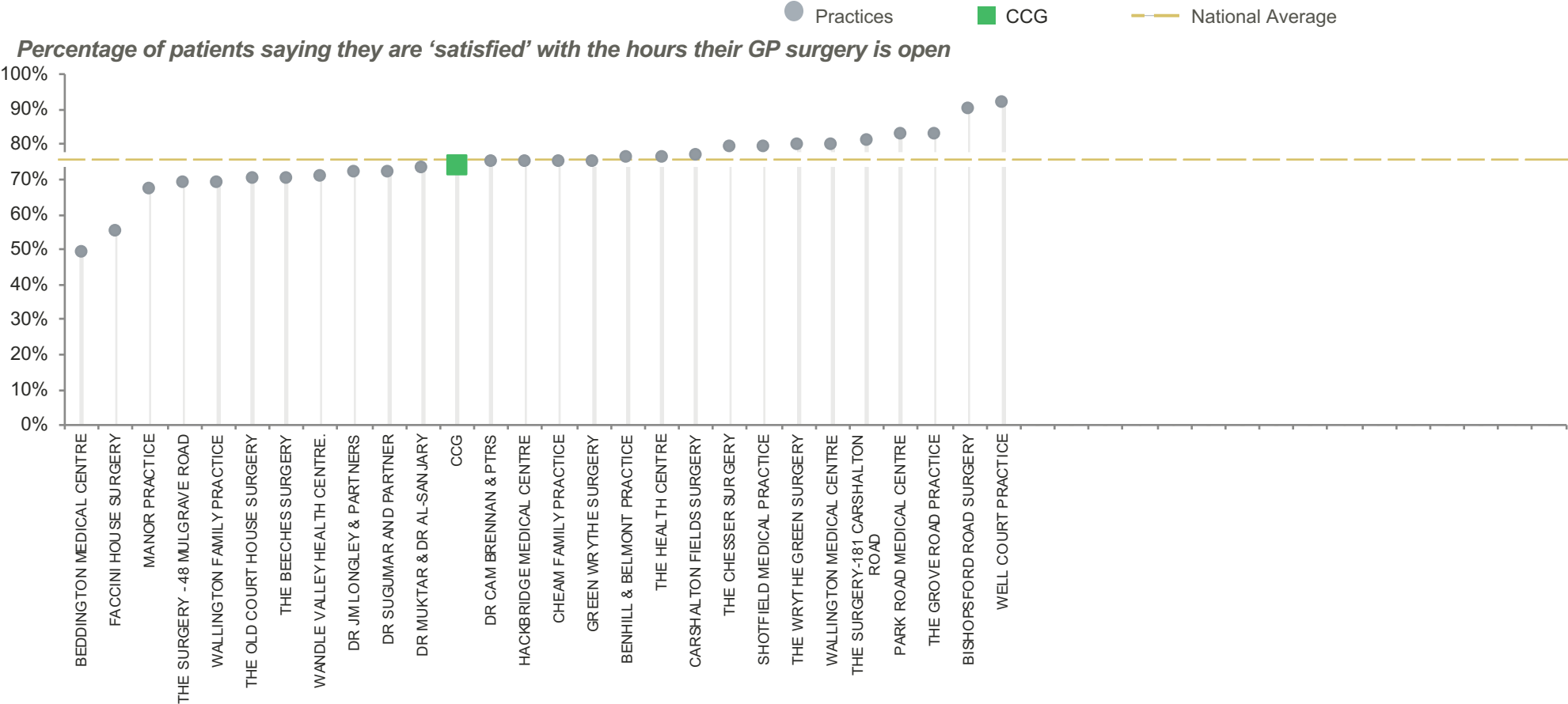


Base: All those completing a questionnaire: National (837,583); CCG 2016 (2,992); CCG 2015 (3,004); CCG 2013 (3,335) Practice bases range from 86 to 126; CCG bases range from 2,611 to 8,048

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

Satisfaction with opening hours: how the CCG's practices compare

How satisfied are you with the hours that your GP surgery is open?



Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

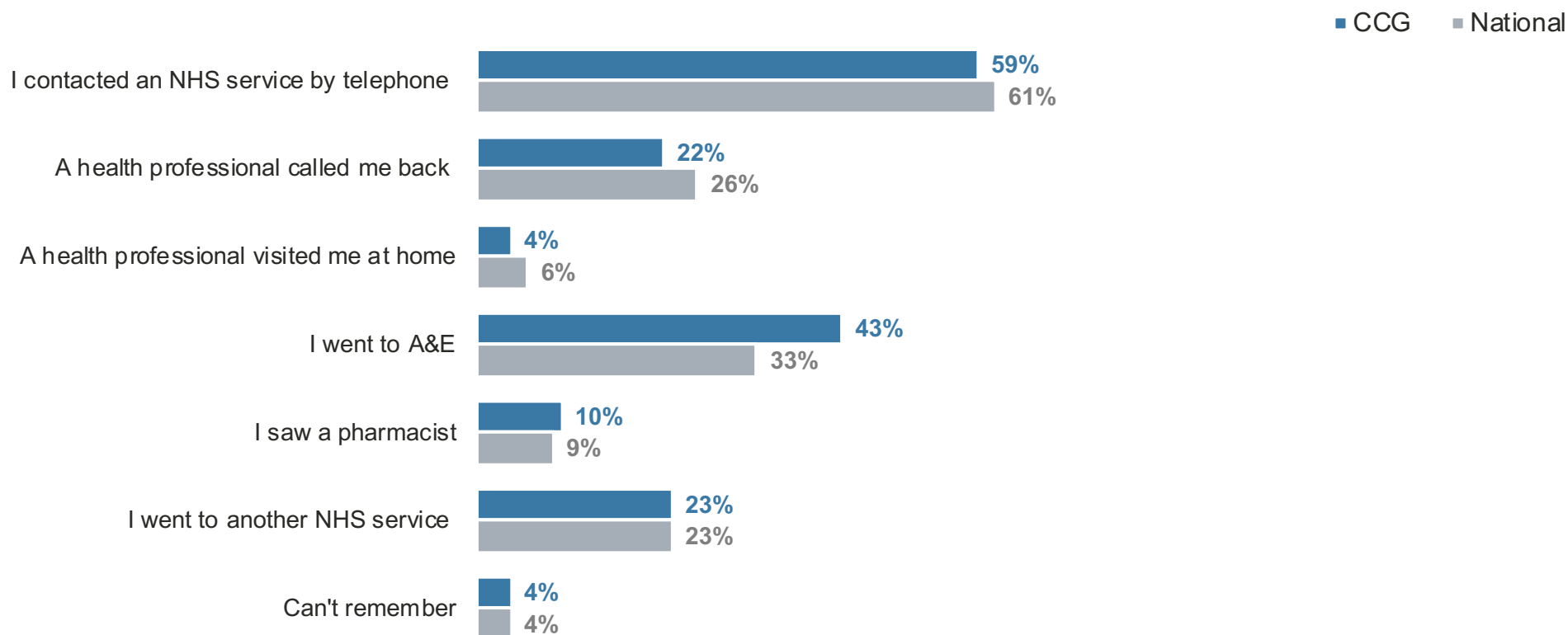
Base: All those completing a questionnaire: National (837,583); CCG (2,992); Practice bases range from 86 to 126

%Satisfied = %Very satisfied + %Fairly satisfied

Out-of-hours services

Use of out-of-hours services*

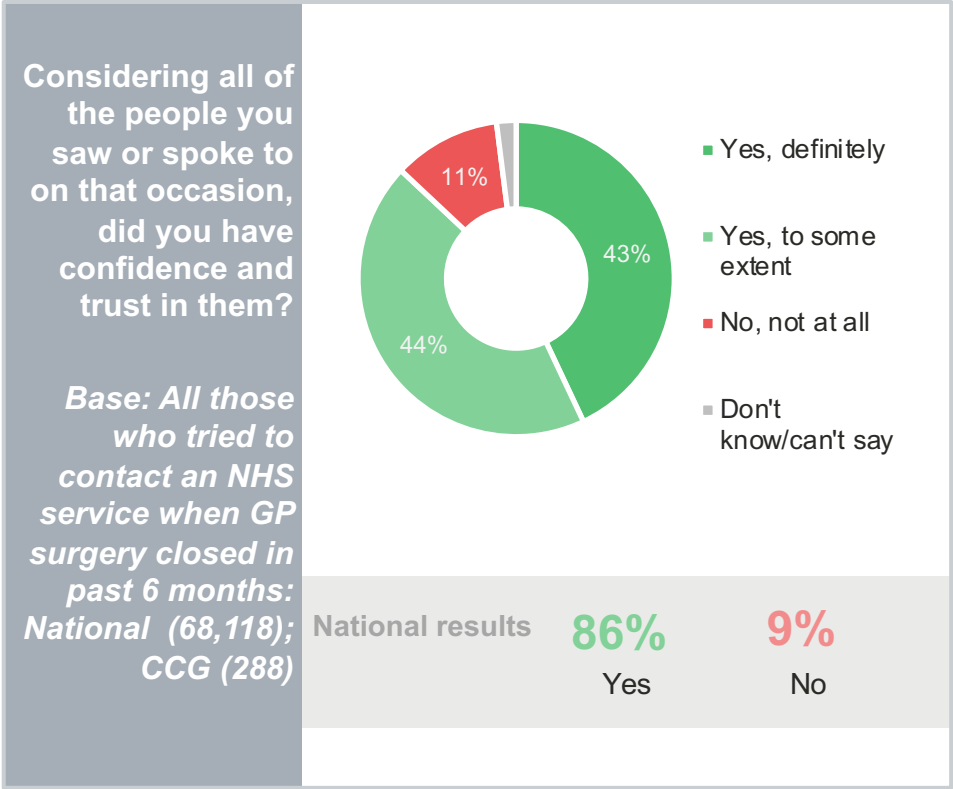
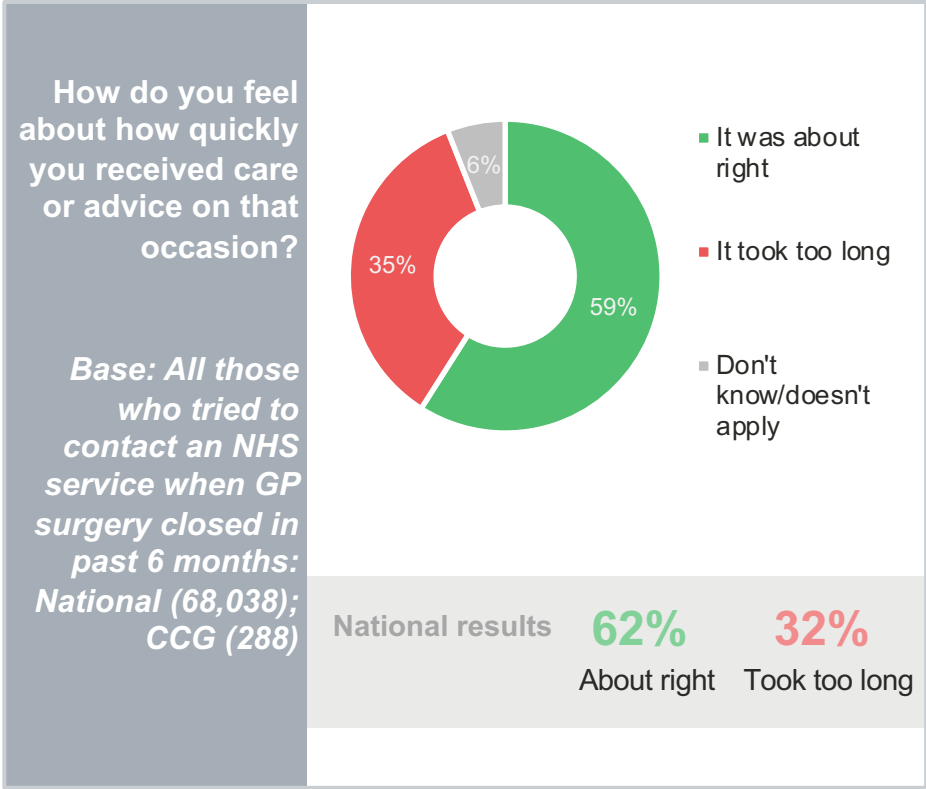
Considering all of the services you contacted, which of the following happened on that occasion?



*The out of hours questions were redesigned for July - September fieldwork to reflect changes to service provision. As such the results shown here are based on July-September 2015 figures only.

Base: All those who tried to contact an NHS service when GP surgery closed in past 6 months: National (67,889); CCG (287)

Use of out-of-hours services*



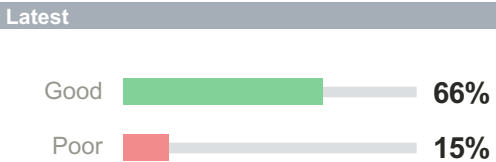
*The out of hours questions were redesigned for July - September fieldwork to reflect changes to service provision. As such the results shown here are based on July-September 2015 figures only.

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

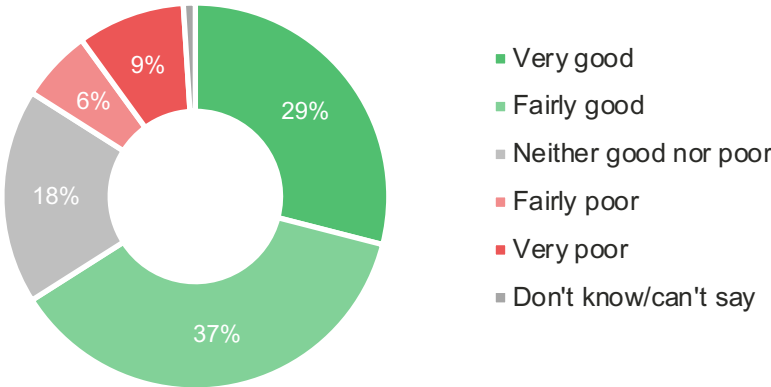
Overall experience of out-of-hours services

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

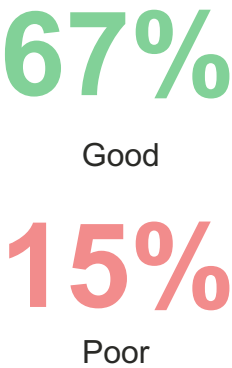
CCG's results over time



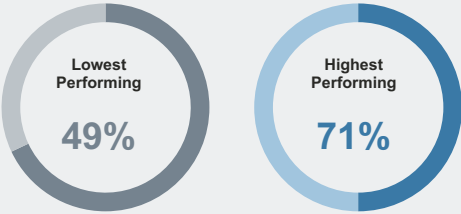
CCG's results



National results



Local CCG range - % Good



*The out of hours questions were redesigned for July-September fieldwork to reflect changes to service provision. As such the results shown here are based on July-September 2015 figures only. As the results shown are only for one wave of the survey, comparisons between practices will not be shown until the July 2016 publication.

Base: All those who tried to contact an NHS service when GP surgery closed in past 6 months: National (68,172); CCG (285); CCG bases range from 233 to 728

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

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 surgery?”

	Average sample size on which results are based	Approximate confidence intervals for percentages at or near these levels		
		Level 1: 10% or 90%	Level 2: 30% or 70%	Level 3: 50%
		+/-	+/-	+/-
National	836,967	0.09	0.13	0.15
CCG	4,000	1.18	1.86	2.07
Practice	100	5.05	9.41	11.3

For example, taking a CCG where 4,000 people responded and where 30% give a particular answer, 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 +/-1.86 percentage points from that question’s result (i.e. between 28.14% and 31.86%).

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

- Across both waves of the research the survey was sent to **c.2.4 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.
- Results are available **every six months for every practice in the UK and date back to 2007**, allowing meaningful comparisons of patients' experiences.
- For more information about the survey please visit <https://gp-patient.co.uk/>.
- The overall response rate to the survey is **36%**, based on **854,032** 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.

2.4m

Surveys to adults
registered with an
English GP practice

854,032

Completed
surveys in the Jan
2016 publication

36%



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/surveys-and-reports> - you can also see previous years' results here.
- To analyse the survey data for a specific participant group (e.g. by age), go to http://results.gp-patient.co.uk/report/1/rt1_profiles.aspx
- To break down the survey results by survey question as well as by participant demographics, go to http://results.gp-patient.co.uk/report/6/rt3_result.aspx
- To look at trends in responses and study the survey data by different participant groups, go to http://results.gp-patient.co.uk/report/12/rt1_profiles.aspx

For further information about the GP Patient Survey, please get in touch with the GPPS team at Ipsos MORI at GPPatientSurvey_Enquiry@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 (July 2016).