GP PATIENT SURVEY

NHS SUTTON CCG

Latest survey results

July 2015 publication

Ipsos MORI
Social Research Institute

Contents

This slide pack provides results for the following topic areas:

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 **July 2015 GPPS publication**. This combines two waves of fieldwork, from July to September 2014 and January to March 2015, providing **practice-level data**.

- In NHS SUTTON CCG, **8,774** questionnaires were sent out, and **2,953** were returned completed. This represents a response rate of **34%**.

- In 2015, Area Teams were combined to form 13 Regions. This slide pack makes reference to Area Team results. Future reports will refer to the newly established Regions.

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.**

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 or Area Team 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.

- **Analysing trends in a CCG's results over time**: this provides a sense of the direction of the CCG's performance over time. The CCG may wish to focus on areas that have seen declines over time.

- **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. 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.

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 base sizes shown in this document are weighted to retain consistency across GPPS reports, so the actual number of responses may be higher or lower. To view unweighted base sizes for all questions reported in this slide pack, please refer to the Excel reports on the GPPS website (see the 'Want to know more?' section of this slide pack for details of where these are located).

- Where a result for the 'Area Team/AT' is presented, this refers to the overall score across LONDON AREA TEAM.

- **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.

- **Trends**:

  - **July 2015**: refers to the **July 2015 publication** (fieldwork July to September 2014 and January to March 2015).

  - **July 2014**: refers to the **July 2014 publication** (fieldwork July to September 2013 and January to March 2014).

- **Maps:**

  - CCG and practice-level results are also displayed in 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.

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

* More than 0.5% but less than 1%

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.
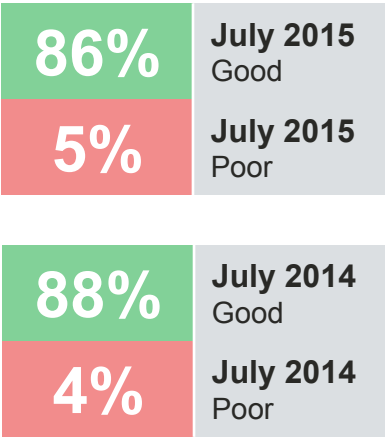
100%

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**.
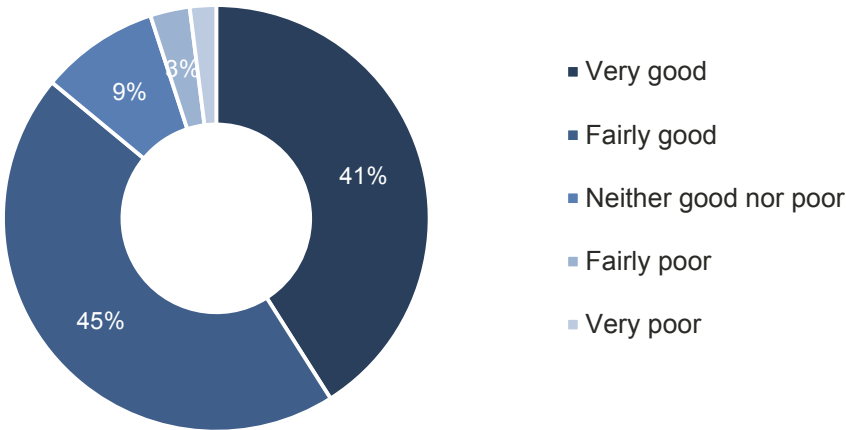
Overall experience of GP surgeries

Overall experience of GP surgery

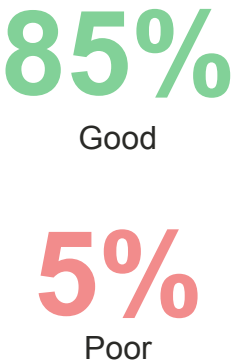## Overall, how would you describe your experience of your GP surgery?
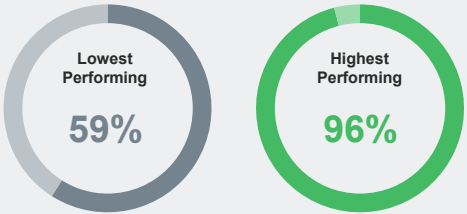
CCGs' results over time

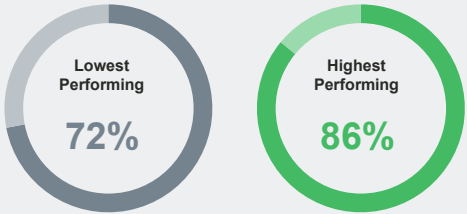|	
86%	**July 2015** Good
5%	**July 2015** Poor

88%	**July 2014** Good
4%	**July 2014** Poor

CCG's results

- Very good — 41%
- Fairly good — 45%
- Neither good nor poor — 9%
- Fairly poor — 3%
- Very poor

National results

85% Good

5% Poor

Practice range in CCG – % **Good**

Lowest Performing **59%**

Highest Performing **96%**

CCG range in AT – % **Good**

Lowest Performing **72%**

Highest Performing **86%**

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

Overall experience:
how the CCG's results compare to other CCGs within the Area Team

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

Percentage of patients saying very/fairly good

Overall Experience of GP Surgery

	88.0 up to 94.8
	86.3 up to 88.0
	84.2 up to 86.3
	81.9 up to 84.2
	70.7 up to 81.9
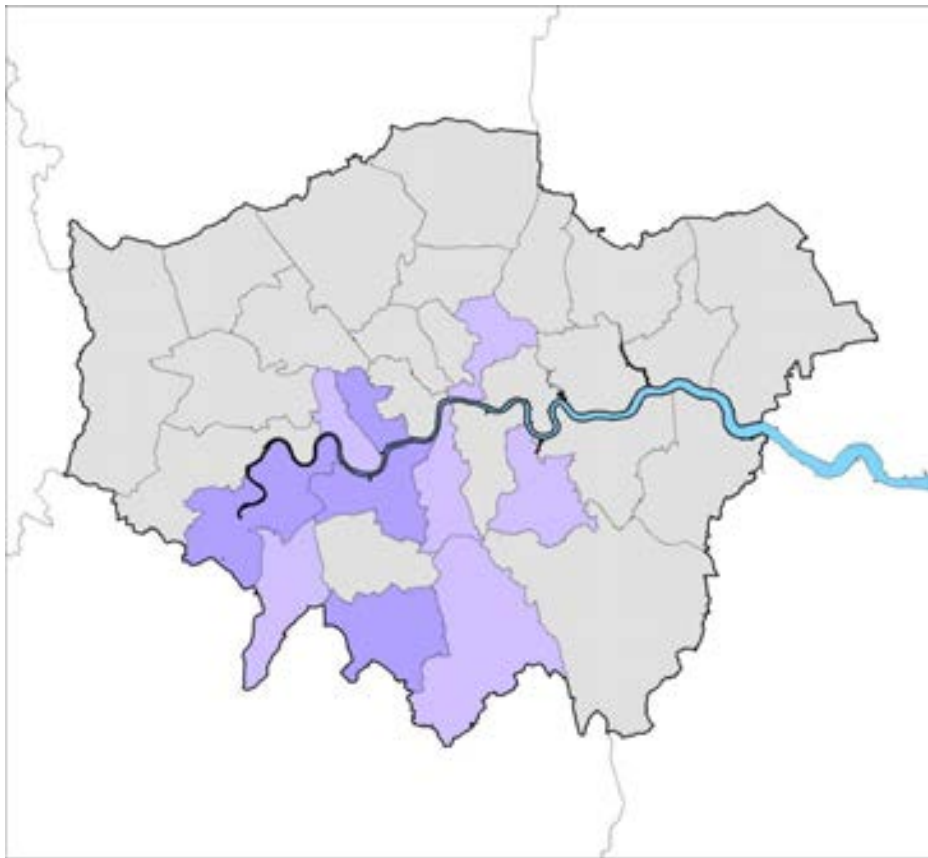
Results range from

72%

to

86%

Comparisons are indicative only: differences may not be statistically significant
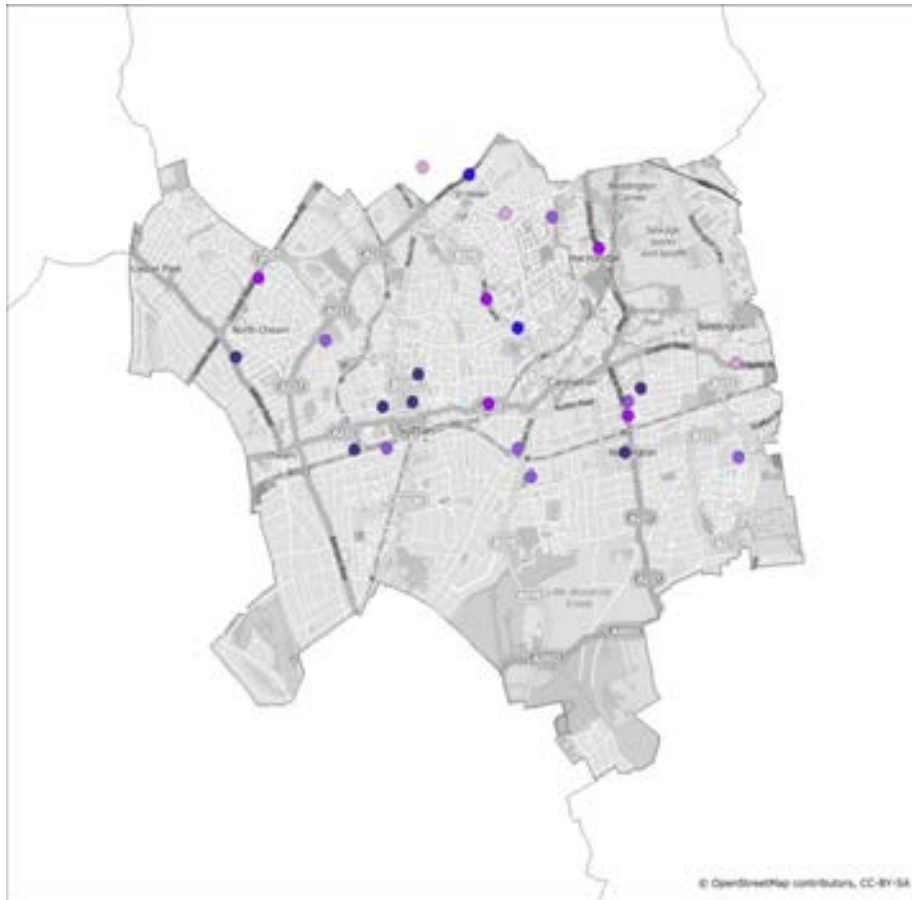
Overall experience – how the CCG's practices compare

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

Percentage of patients saying very/fairly good

Overall Experience of GP Surgery

- 93.0 up to 100.0
- 88.8 up to 93.0
- 84.3 up to 88.8
- 77.9 up to 84.3
- 28.7 up to 77.9

© OpenStreetMap contributors, CC-BY-SA

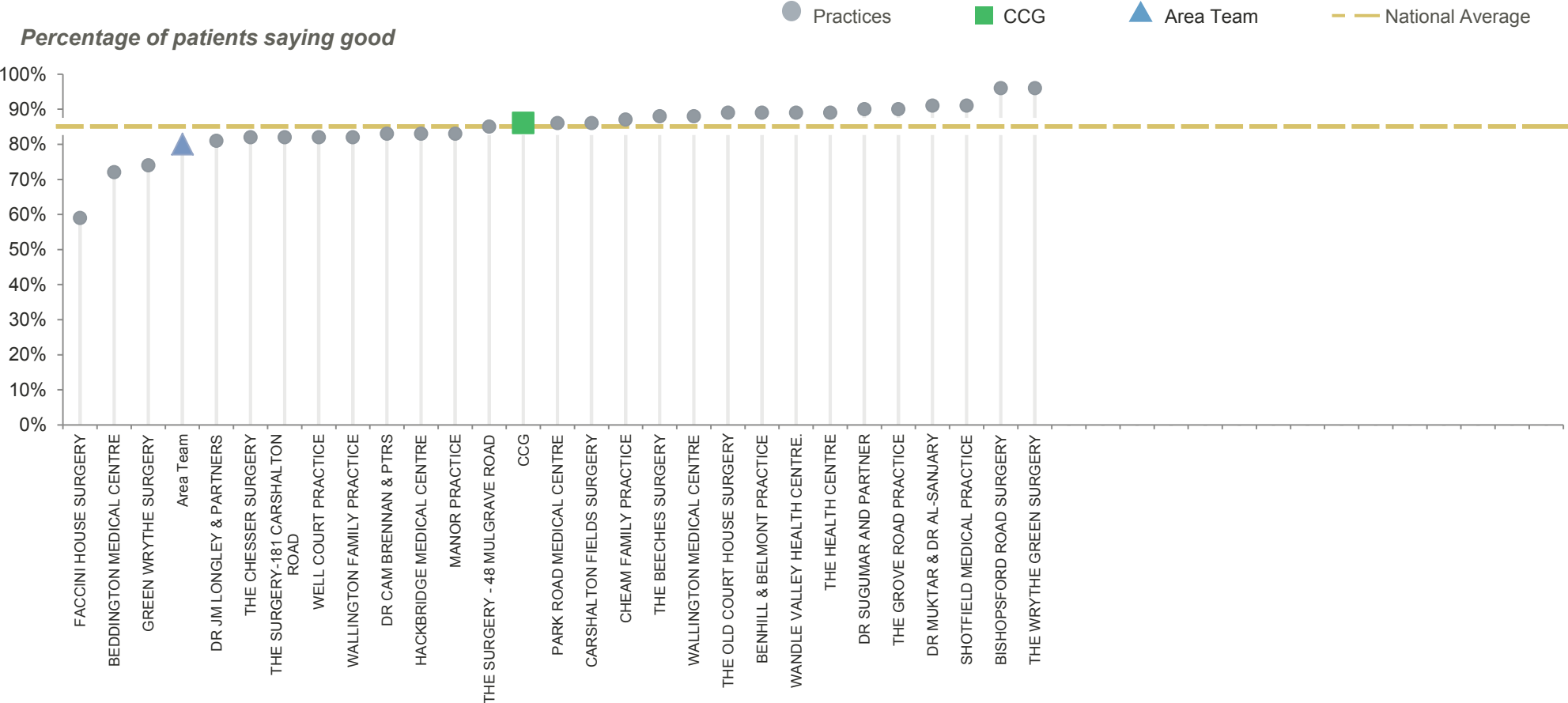Results range from

59%

to

96%

Comparisons are indicative only: differences may not be statistically significant

Base: All those completing a questionnaire: Practice bases range from 27 to 207

%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

Legend: ● Practices   ■ CCG   ▲ Area Team   – – National Average

Y-axis: 0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

X-axis categories:
FACCINI HOUSE SURGERY; BEDDINGTON MEDICAL CENTRE; GREEN WRYTHE SURGERY; Area Team; DR JM LONGLEY & PARTNERS; THE CHESSER SURGERY; THE SURGERY-181 CARSHALTON ROAD; WELL COURT PRACTICE; WALLINGTON FAMILY PRACTICE; DR CAM BRENNAN & PTRS; HACKBRIDGE MEDICAL CENTRE; MANOR PRACTICE; THE SURGERY - 48 MULGRAVE ROAD; CCG; PARK ROAD MEDICAL CENTRE; CARSHALTON FIELDS SURGERY; CHEAM FAMILY PRACTICE; THE BEECHES SURGERY; WALLINGTON MEDICAL CENTRE; THE OLD COURT HOUSE SURGERY; BENHILL & BELMONT PRACTICE; WANDLE VALLEY HEALTH CENTRE.; THE HEALTH CENTRE; DR SUGUMAR AND PARTNER; THE GROVE ROAD PRACTICE; DR MUKTAR & DR AL-SANJARY; SHOTFIELD MEDICAL PRACTICE; BISHOPSFORD ROAD SURGERY; THE WRYTHE GREEN SURGERY

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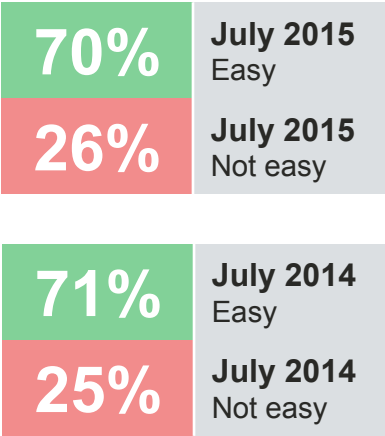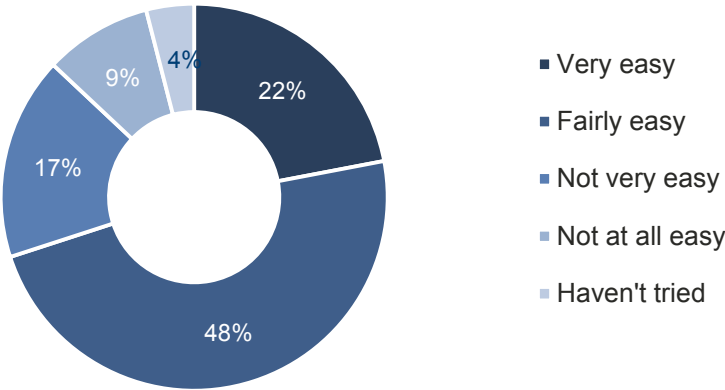
Access to GP services

Ease of getting through to GP surgery on the phone

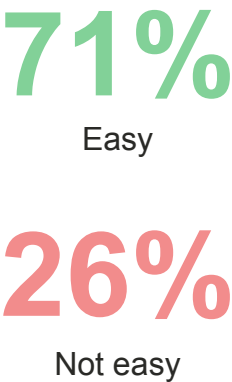## Generally, how easy is it to get through to someone at your GP surgery on the phone?
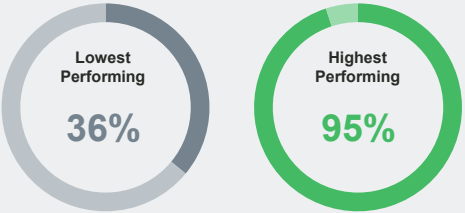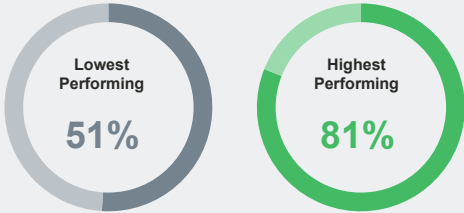
CCG's results over time

| 70% | July 2015 Easy |
| 26% | July 2015 Not easy |

| 71% | July 2014 Easy |
| 25% | July 2014 Not easy |

CCG's results

- Very easy — 22%
- Fairly easy — 48%
- Not very easy — 17%
- Not at all easy — 9%
- Haven't tried — 4%

National results

71% Easy

26% Not easy

Practice range in CCG - % Easy

Lowest Performing **36%**

Highest Performing **95%**

CCG range in AT - % Easy

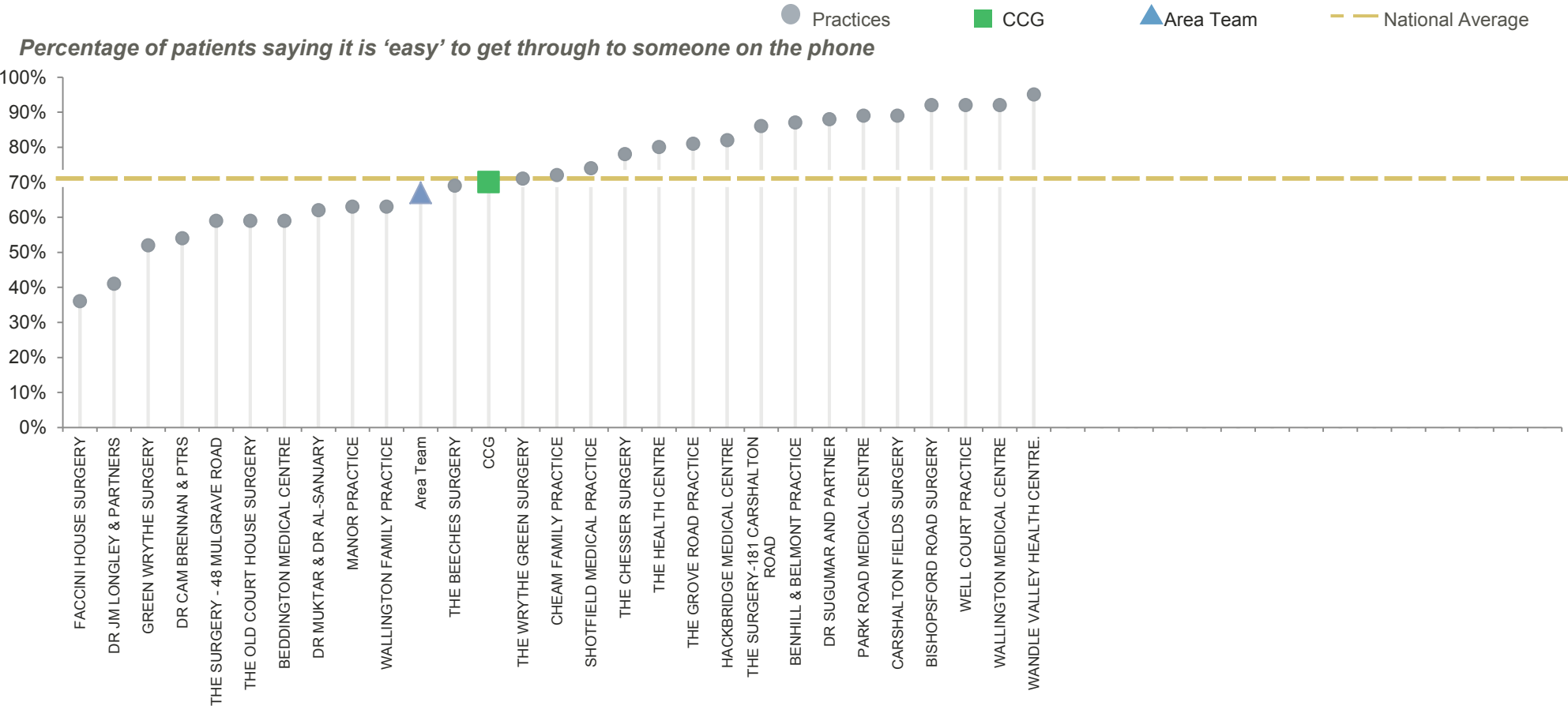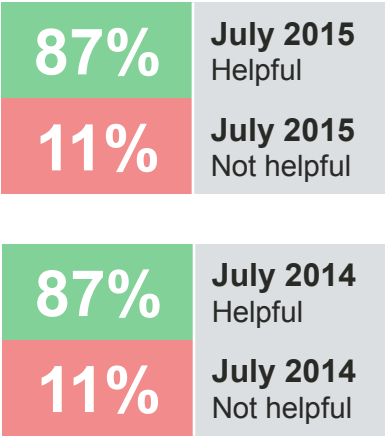Lowest Performing **51%**

Highest Performing **81%**

Base: All those completing a questionnaire: CCG 2015 (2,799); CCG 2014 (2,869); National (854,501)

%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?

● Practices ■ CCG ▲ Area Team – – National Average

Percentage of patients saying it is 'easy' to get through to someone 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: Practice bases range from 27 to 211
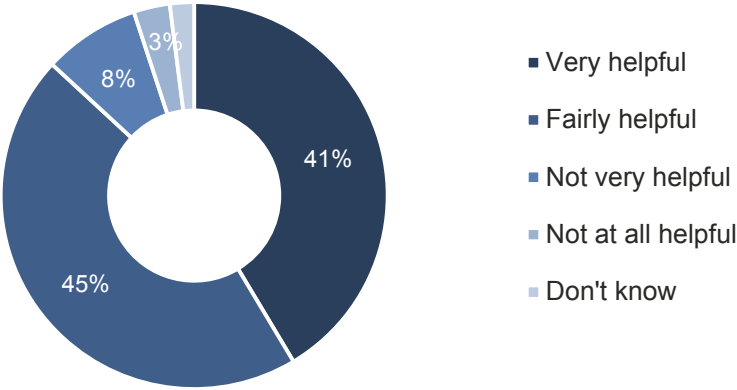
%Easy = %Very easy + %Fairly easy

Helpfulness of receptionists at GP surgery

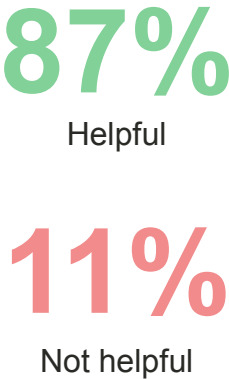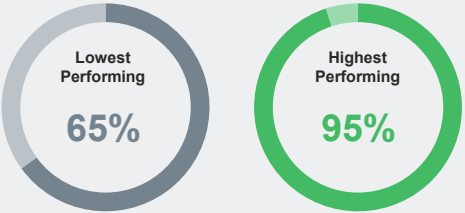## How helpful do you find the receptionists at your GP Surgery?
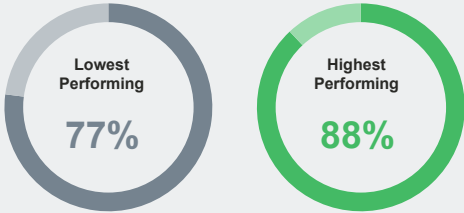
CCG's results over time

87%	**July 2015** Helpful
11%	**July 2015** Not helpful

87%	**July 2014** Helpful
11%	**July 2014** Not helpful

CCG's results

41%
45%
8%
3%

- Very helpful
- Fairly helpful
- Not very helpful
- Not at all helpful
- Don't know

National results

87%
Helpful

11%
Not helpful

Practice range in CCG - % **Helpful**

Lowest Performing **65%**

Highest Performing **95%**

CCG range in AT - % **Helpful**

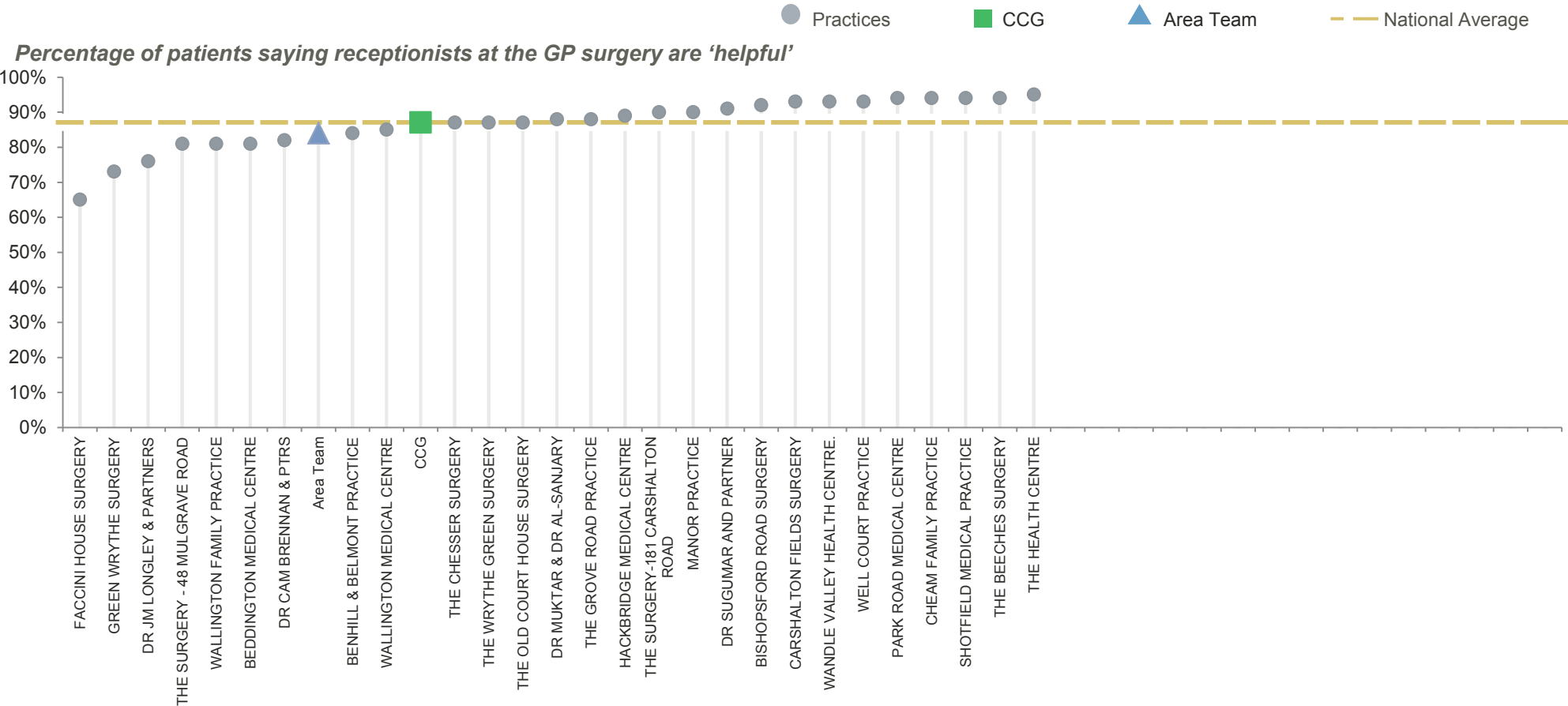Lowest Performing **77%**

Highest Performing **88%**

Base: All those completing a questionnaire: CCG 2015 (2,789); CCG 2014 (2,862); National (853,740)

%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?

Practices ●   CCG ■   Area Team ▲   — — National Average

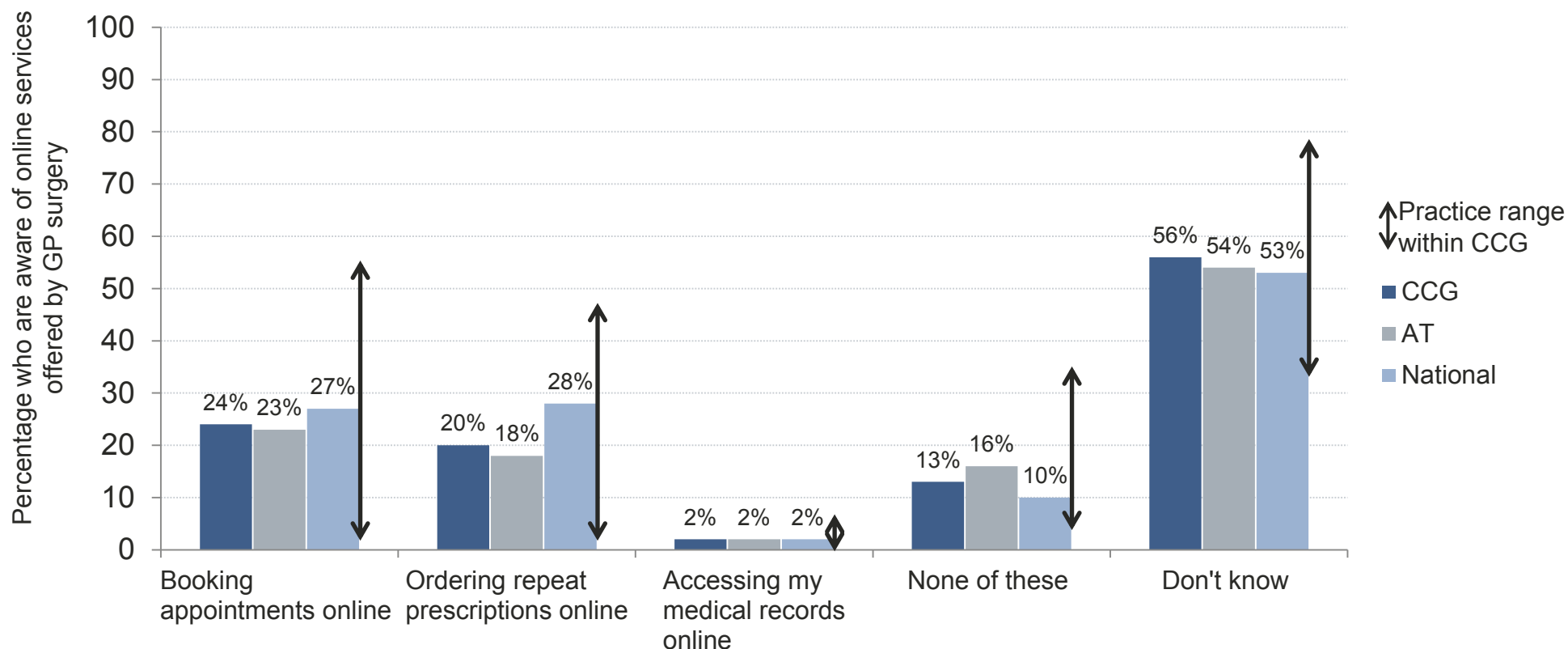*Percentage of patients saying receptionists at the GP surgery are 'helpful'*

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: Practice bases range from 27 to 211   %Helpful = %Very helpful + %Fairly helpful

Awareness of online services

Percentage who are aware of online services offered by GP surgery

	Booking appointments online	Ordering repeat prescriptions online	Accessing my medical records online	None of these	Don't know
CCG	24%	20%	2%	13%	56%
AT	23%	18%	2%	16%	54%
National	27%	28%	2%	10%	53%

Practice range within CCG

- CCG
- AT
- National

Comparisons are indicative only: differences may not be statistically significant

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Online service use

Percentage who have used online service in past 6 months

	Booking appointments online	Ordering repeat prescriptions online	Accessing my medical records online	None of these
CCG	6%	6%	*%	91%
AT	7%	7%	*%	89%
National	6%	10%	*%	86%

Practice range within CCG
- CCG
- AT
- National

Comparisons are indicative only: differences may not be statistically significant

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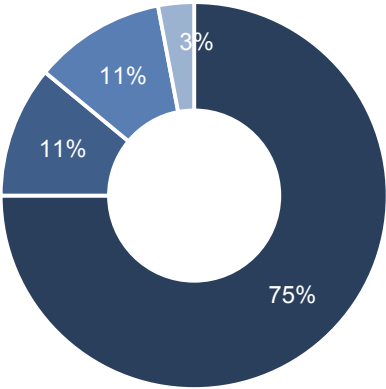
19

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?
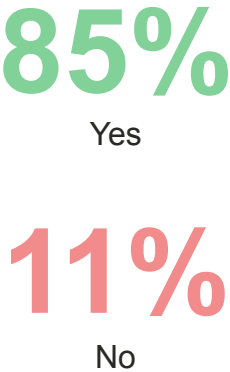
CCG's results over time

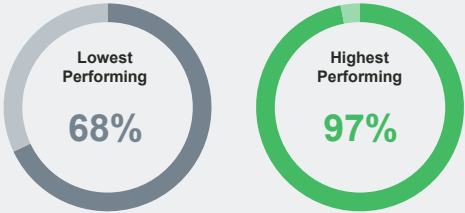|	
85%	**July 2015** Yes
11%	**July 2015** No
87%	**July 2014** Yes
9%	**July 2014** No
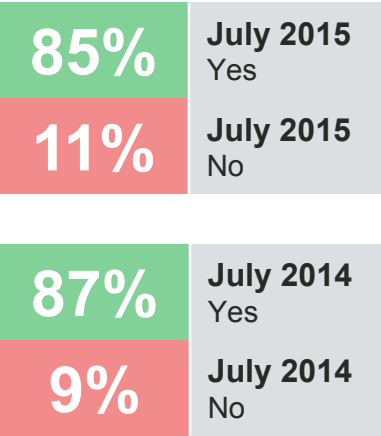
CCG's results

- ■ Yes
- ■ Yes, but I had to call back closer to or on the day
- ■ No
- ■ Can't remember
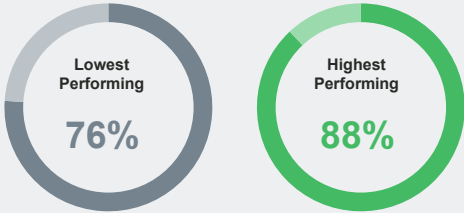
75% · 11% · 11% · 3%

National results

85% Yes

11% No

Practice range in CCG - % Yes

Lowest Performing **68%**

Highest Performing **97%**

CCG range in AT - % Yes

Lowest Performing **76%**

Highest Performing **88%**

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?

Legend: ● Practices　■ CCG　▲ Area Team　– – National Average

Percentage of patients who said they were able to get an appointment last time they tried to see or speak to a GP or nurse

Chart showing percentage (0%–100% y-axis) of patients able to get an appointment, by practice:
- FACCINI HOUSE SURGERY — ~68%
- THE OLD COURT HOUSE SURGERY — ~74%
- BEDDINGTON MEDICAL CENTRE — ~77%
- GREEN WRYTHE SURGERY — ~80%
- Area Team — ~80%
- THE WRYTHE GREEN SURGERY — ~82%
- BENHILL & BELMONT PRACTICE — ~83%
- SHOTFIELD MEDICAL PRACTICE — ~83%
- MANOR PRACTICE — ~83%
- CCG — ~85%
- THE BEECHES SURGERY — ~85%
- WALLINGTON MEDICAL CENTRE — ~85%
- DR JM LONGLEY & PARTNERS — ~86%
- DR MUKTAR & DR AL-SANJARY — ~86%
- THE SURGERY - 48 MULGRAVE ROAD — ~87%
- BISHOPSFORD ROAD SURGERY — ~87%
- DR CAM BRENNAN & PTRS — ~87%
- WANDLE VALLEY HEALTH CENTRE. — ~87%
- THE CHESSER SURGERY — ~88%
- THE SURGERY-181 CARSHALTON ROAD — ~88%
- WALLINGTON FAMILY PRACTICE — ~88%
- CARSHALTON FIELDS SURGERY — ~89%
- DR SUGUMAR AND PARTNER — ~90%
- THE HEALTH CENTRE — ~90%
- HACKBRIDGE MEDICAL CENTRE — ~92%
- WELL COURT PRACTICE — ~94%
- CHEAM FAMILY PRACTICE — ~95%
- PARK ROAD MEDICAL CENTRE — ~97%
- THE GROVE ROAD PRACTICE

National Average ≈ 85%

Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses
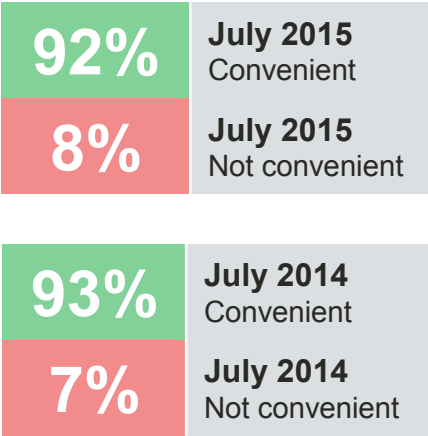
Base: All those completing a questionnaire: Practice bases range from 28 to 210

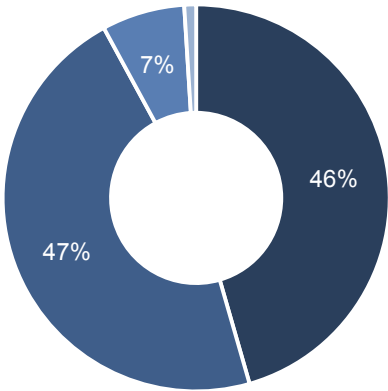%Yes = %Yes + %Yes, but I had to call back closer to or on the day

Convenience of appointment

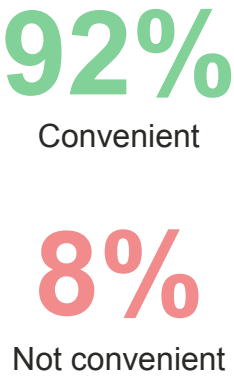## How convenient was the appointment you were able to get?
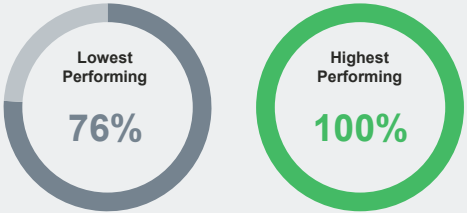
CCG's results over time

92%	**July 2015** Convenient
8%	**July 2015** Not convenient

93%	**July 2014** Convenient
7%	**July 2014** Not convenient

CCG's results

7%
46%
47%

- Very convenient
- Fairly convenient
- Not very convenient
- Not at all convenient

National results

92%
Convenient

8%
Not convenient

Practice range in CCG - % **Convenient**

Lowest Performing
76%

Highest Performing
100%

CCG range in AT - % **Convenient**
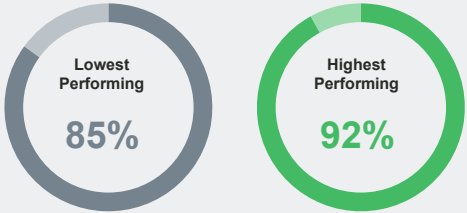
Lowest Performing
85%

Highest Performing
92%

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

Convenience of appointments: how the CCG's practices compare

How convenient was the appointment you were able to get?

Legend: ● Practices ■ CCG ▲ Area Team --- National Average

Percentage of patients saying their appointment was 'convenient'

Practices (left to right):
FACCINI HOUSE SURGERY, DR JM LONGLEY & PARTNERS, DR CAM BRENNAN & PTRS, BEDDINGTON MEDICAL CENTRE, Area Team, PARK ROAD MEDICAL CENTRE, WALLINGTON FAMILY PRACTICE, THE SURGERY - 48 MULGRAVE ROAD, THE SURGERY-181 CARSHALTON ROAD, HACKBRIDGE MEDICAL CENTRE, MANOR PRACTICE, WELL COURT PRACTICE, CCG, THE CHESSER SURGERY, CHEAM FAMILY PRACTICE, THE OLD COURT HOUSE SURGERY, WALLINGTON MEDICAL CENTRE, CARSHALTON FIELDS SURGERY, DR SUGUMAR AND PARTNER, THE BEECHES SURGERY, THE WRYTHE GREEN SURGERY, BENHILL & BELMONT PRACTICE, THE HEALTH CENTRE, SHOTFIELD MEDICAL PRACTICE, GREEN WRYTHE SURGERY, BISHOPSFORD ROAD SURGERY, DR MUKTAR & DR AL-SANJARY, THE GROVE ROAD PRACTICE, WANDLE VALLEY HEALTH CENTRE.

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

%Convenient = %Very convenient+ %Fairly convenient

What patients do when they are unable to get appointment / are offered an inconvenient appointment
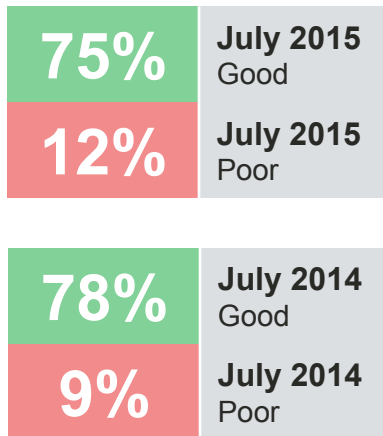
What did you do on that occasion?
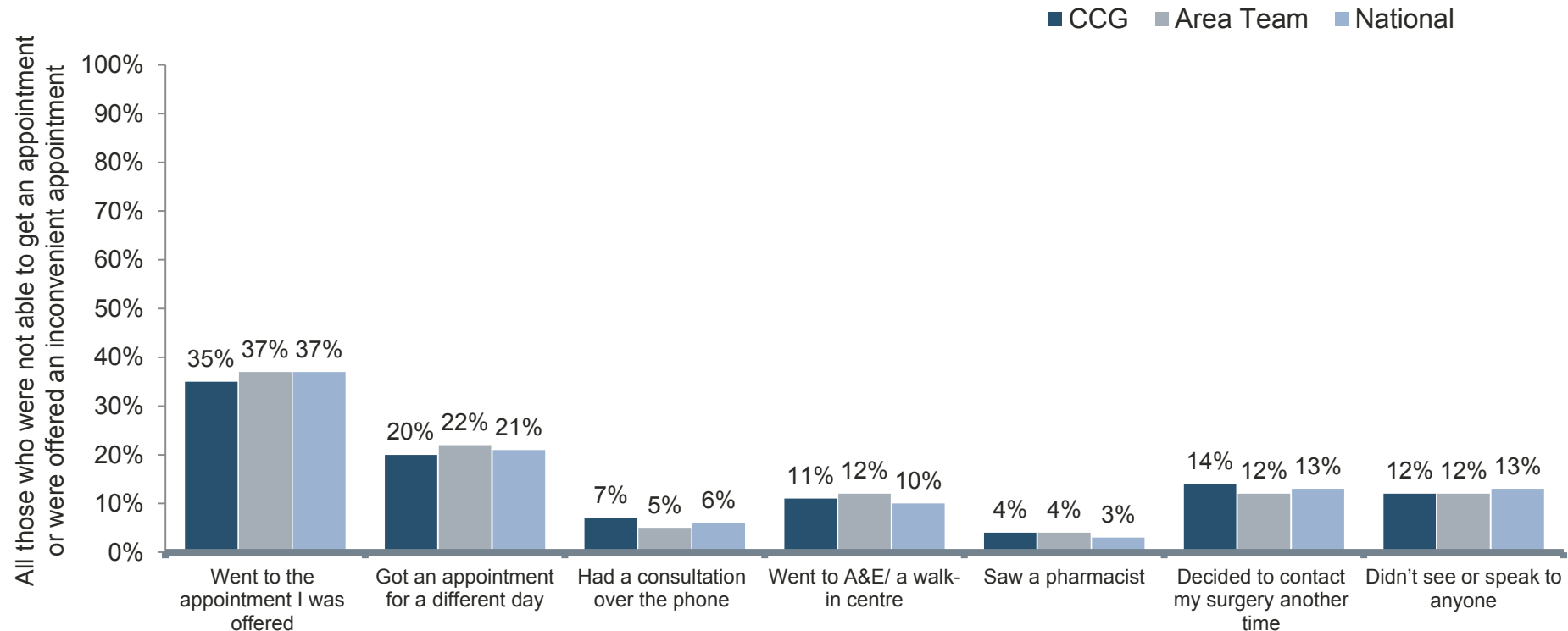
■CCG ■Area Team ■National

All those who were not able to get an appointment or were offered an inconvenient appointment

	Went to the appointment I was offered	Got an appointment for a different day	Had a consultation over the phone	Went to A&E/ a walk-in centre	Saw a pharmacist	Decided to contact my surgery another time	Didn't see or speak to anyone
CCG	35%	20%	7%	11%	4%	14%	12%
Area Team	37%	22%	5%	12%	4%	12%	12%
National	37%	21%	6%	10%	3%	13%	13%

Comparisons are indicative only: differences may not be statistically significant

Overall experience of making an appointment

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

CCG's results over time
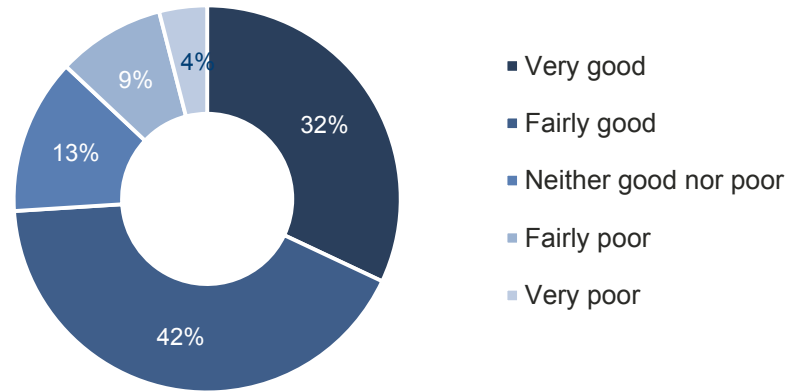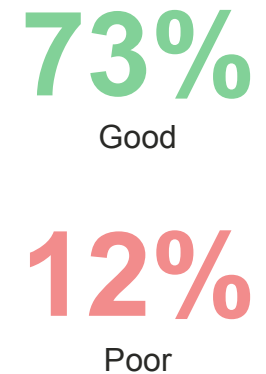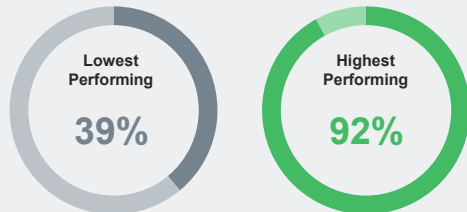
75%	**July 2015** Good
12%	**July 2015** Poor

78%	**July 2014** Good
9%	**July 2014** Poor

CCG's results

- Very good — 32%
- Fairly good — 42%
- Neither good nor poor — 13%
- Fairly poor — 9%
- Very poor — 4%

National results

73% Good

12% Poor

Practice range in CCG - % Good

Lowest Performing **39%**

Highest Performing **92%**

CCG range in AT - % Good

Lowest Performing **58%**

Highest Performing **79%**
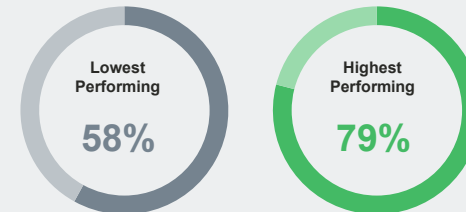
%Good = %Very good + %Fairly good
%Poor = %Fairly poor + %Very poor

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

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

● Practices   ■ CCG   ▲ Area Team   – – National Average

Percentage of patients saying they had a 'good' experience of making an appointment
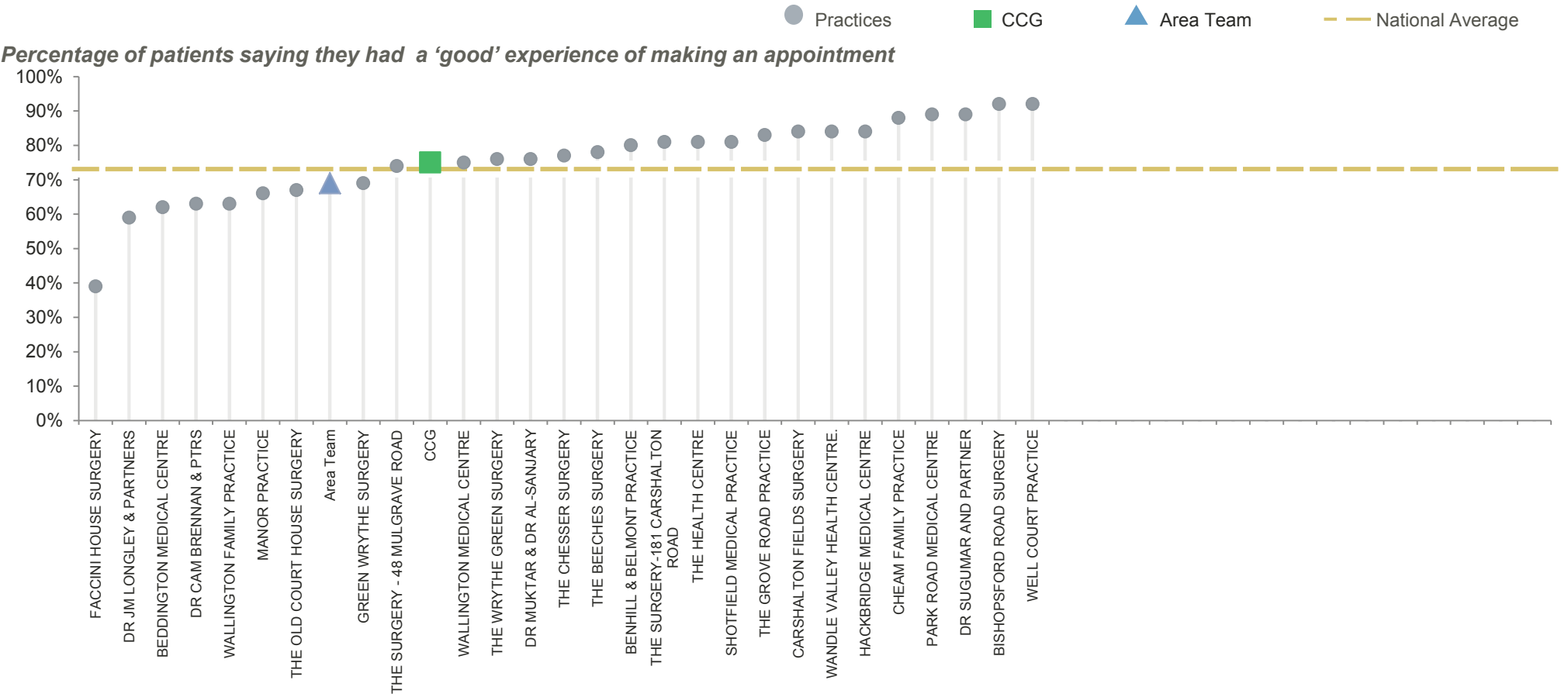
Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

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?
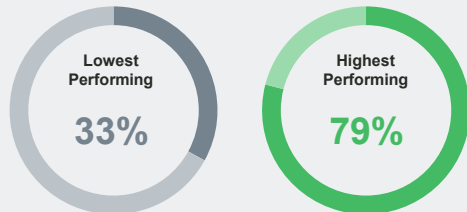
CCG's results over time

56%	**July 2015** Don't wait too long
37%	**July 2015** Wait too long

58%	**July 2014** Don't wait too long
35%	**July 2014** Wait too long
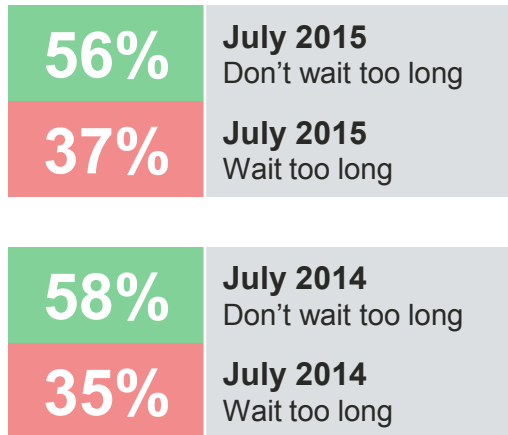
CCG's results
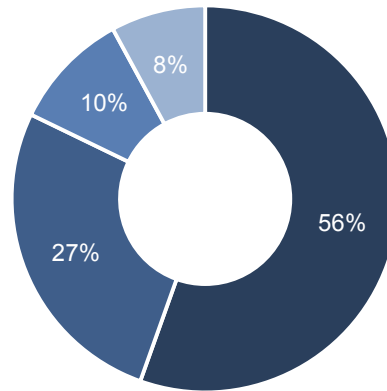
- I don't normally have to wait too long — 56%
- I have to wait a bit too long — 27%
- I have to wait far too long — 10%
- No opinion/doesn't apply — 8%

National results

58%
Don't wait too long

35%
Wait too long
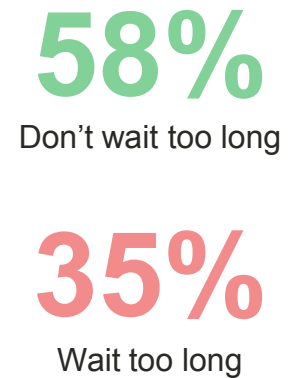
Practice range in CCG – % Don't wait too long

Lowest Performing **33%** Highest Performing **79%**

CCG range in Area Team – % Don't wait too long
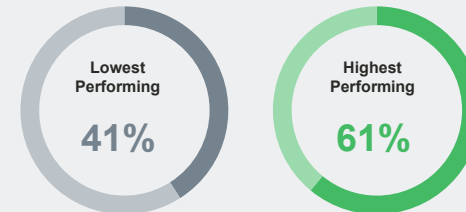
Lowest Performing **41%** Highest Performing **61%**

%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?
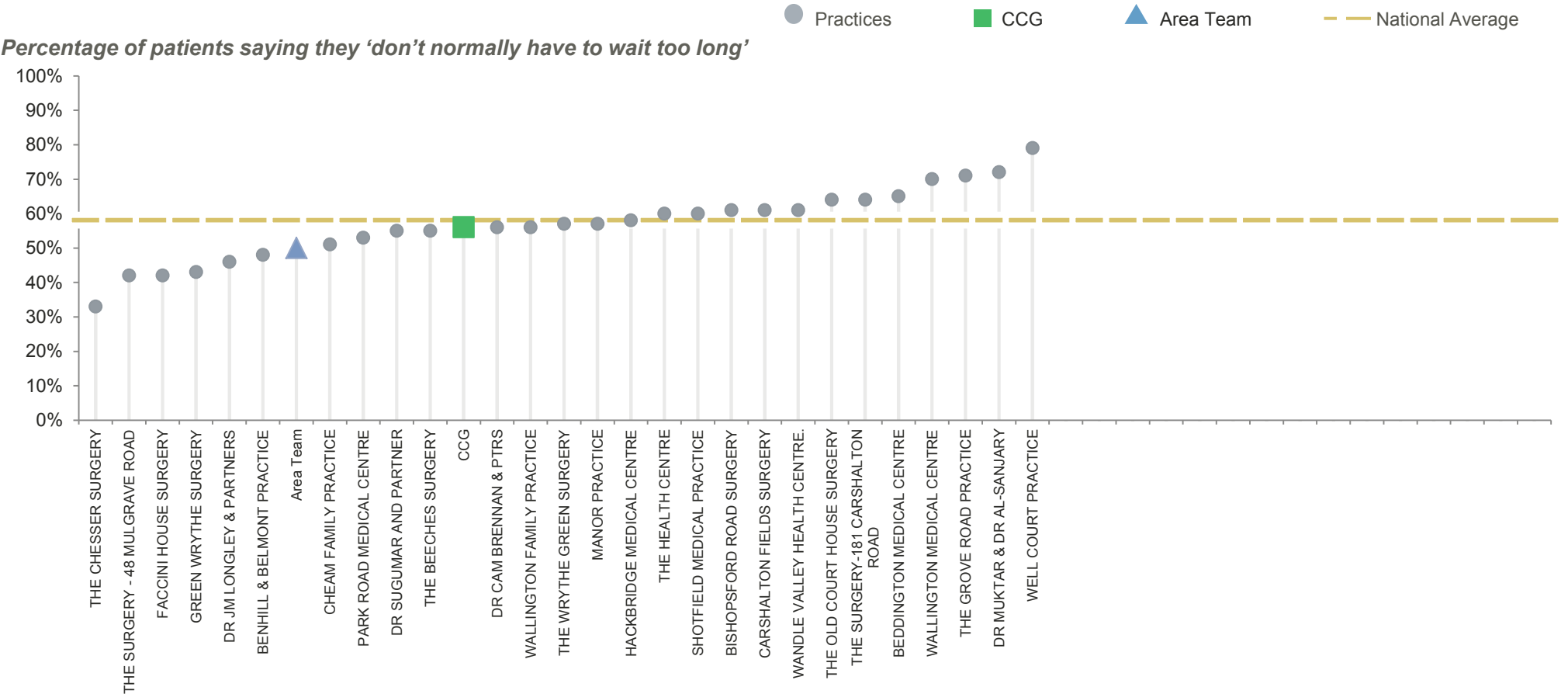
● Practices 🟩 CCG 🔺 Area Team ⎯ ⎯ National Average

Percentage of patients saying they 'don't normally have to wait too long'

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

Base: All those who got an appointment: Practice bases range from 28 to 207

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

■ Very poor ■ Poor ■ Neither good nor poor ■ Good ■ Very good

	Giving you enough time	Listening to you	Explaining tests and treatments	Involving you in decisions about your care	Treating you with care and concern
National results % Poor	4%	4%	3%	5%	4%
CCG results % Poor	5%	4%	4%	6%	5%

	Giving you enough time	Listening to you	Explaining tests and treatments	Involving you in decisions about your care	Treating you with care and concern
Very poor					
Poor	3%	3%		4%	3%
Neither good nor poor	10%	8%	12%	15%	10%
Good	40%	39%	40%	38%	40%
Very good	46%	49%	44%	40%	45%

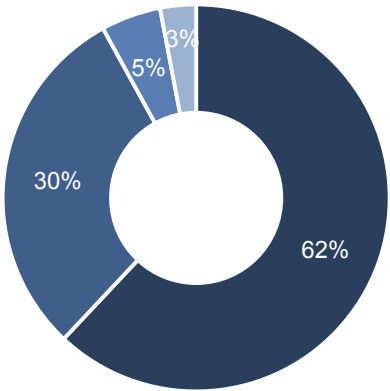*Those who say 'Does not apply' have been excluded from these results.

Confidence and trust in the GP

Did you have confidence and trust in the GP you saw or spoke to?
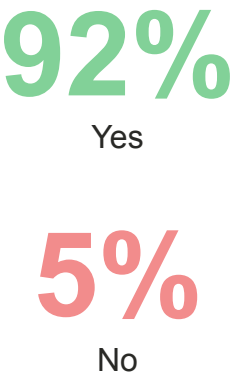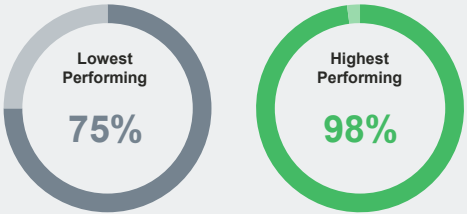
CCG's results over time

92%	**July 2015** Yes
5%	**July 2015** No

92%	**July 2014** Yes
5%	**July 2014** No

CCG's results

- 62%
- 30%
- 5%
- 3%

- ■ Yes, definitely
- ■ Yes, to some extent
- ■ No, not at all
- ■ Don't know/Can't say

National results

92%
Yes

5%
No

Practice range in CCG - % Yes

Lowest Performing
75%

Highest Performing
98%

CCG range in AT - % Yes

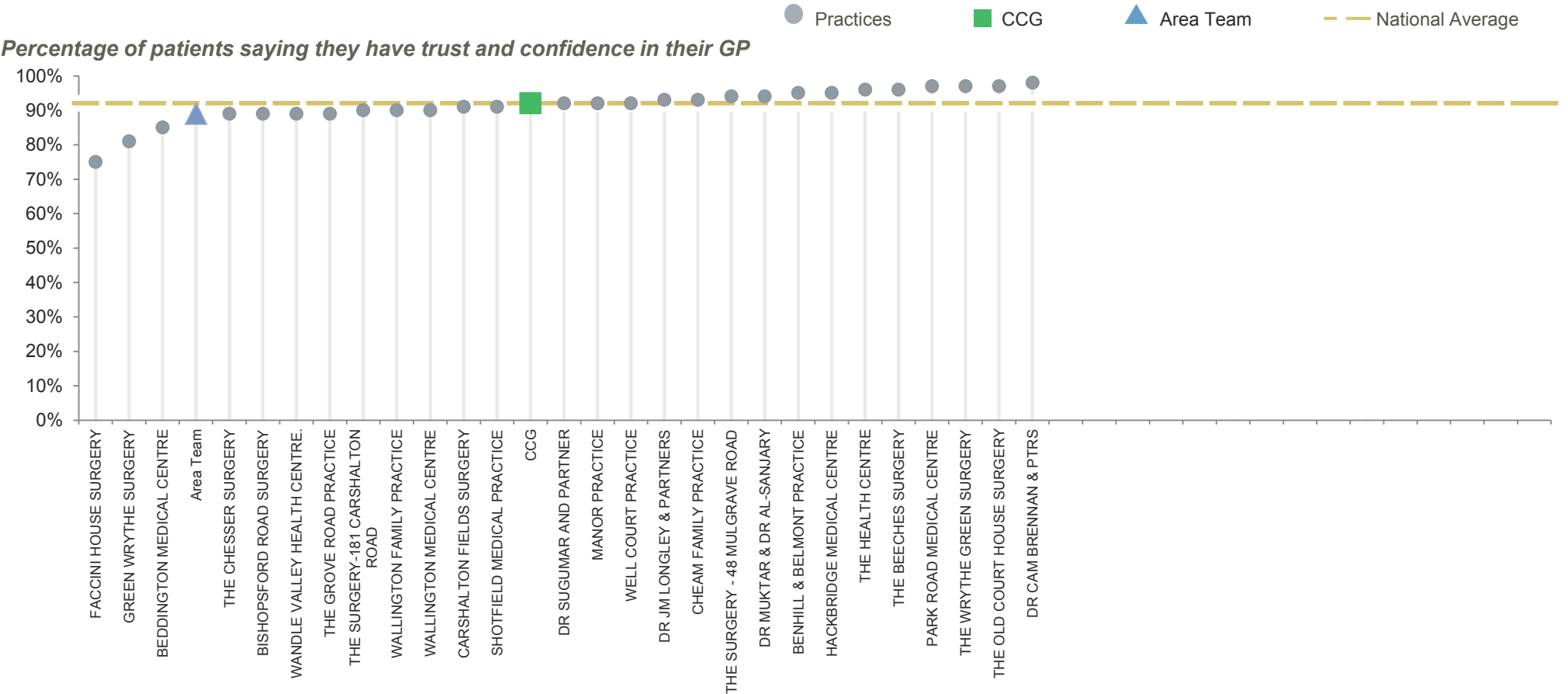Lowest Performing
85%

Highest Performing
93%
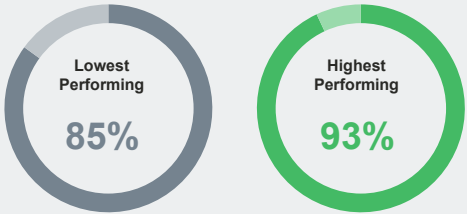
Base: All those completing a questionnaire: CCG 2015 (2,742); CCG 2014 (2,778); National (834,817)

%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?

Legend: ● Practices   ■ CCG   ▲ Area Team   -- National Average

Percentage of patients saying they have trust and confidence in their GP

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

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

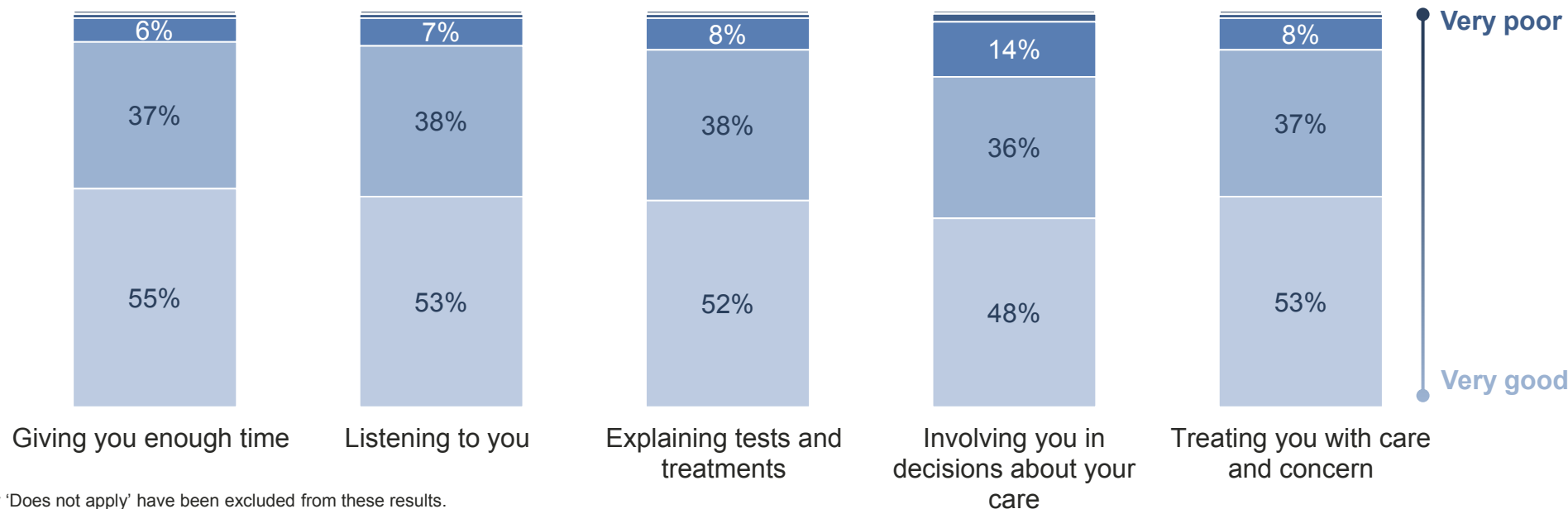# Perceptions of care at patients' last nurse appointment

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

■ Very poor ■ Poor ■ Neither good nor poor ■ Good ■ Very good

National results % Poor	2%	2%	2%	3%	2%
CCG results % Poor	2%	2%	2%	2%	2%

Very poor

	Giving you enough time	Listening to you	Explaining tests and treatments	Involving you in decisions about your care	Treating you with care and concern
	6%	7%	8%	14%	8%
	37%	38%	38%	36%	37%
	55%	53%	52%	48%	53%

Very good

*Those who say 'Does not apply' have been excluded from these results.
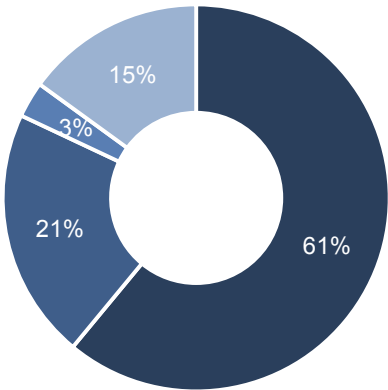
%Poor = %Very poor + %Poor

Confidence and trust in the nurse

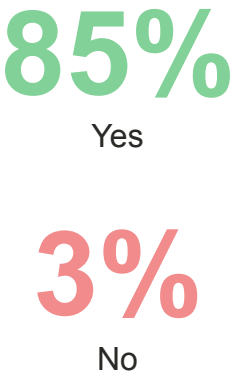## Did you have confidence and trust in the nurse you saw or spoke to?
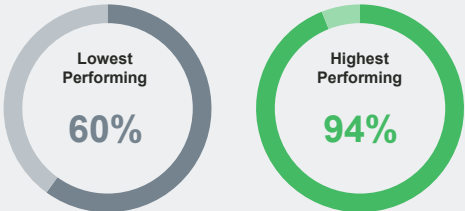
CCG's results over time

82%	**July 2015** Yes
3%	**July 2015** No

82%	**July 2014** Yes
2%	**July 2014** No
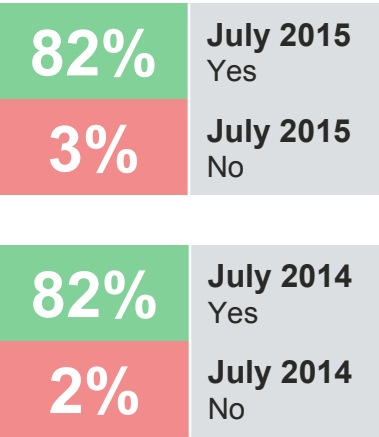
CCG's results

- Yes, definitely — 61%
- Yes, to some extent — 21%
- No, not at all — 3%
- Don't know/Can't say — 15%

National results

85% Yes

3% No

Practice range in CCG - % Yes

Lowest Performing **60%**

Highest Performing **94%**

CCG range in AT - % Yes

Lowest Performing **70%**

Highest Performing **84%**

%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?

● Practices   ■ CCG   ▲ Area Team   - - National Average

Percentage of patients saying they have trust and confidence in their nurse

Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses
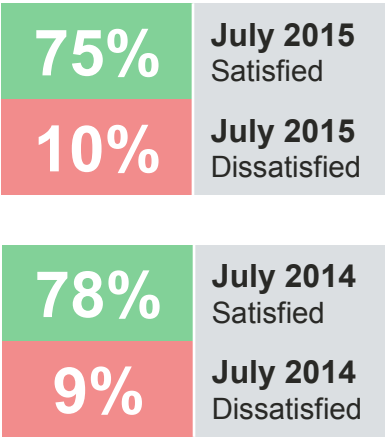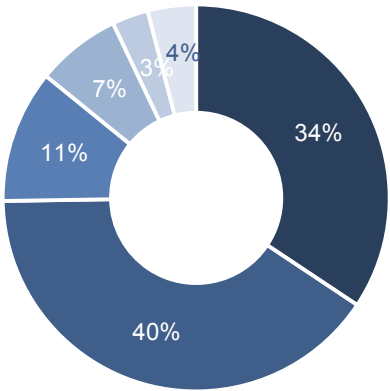
38
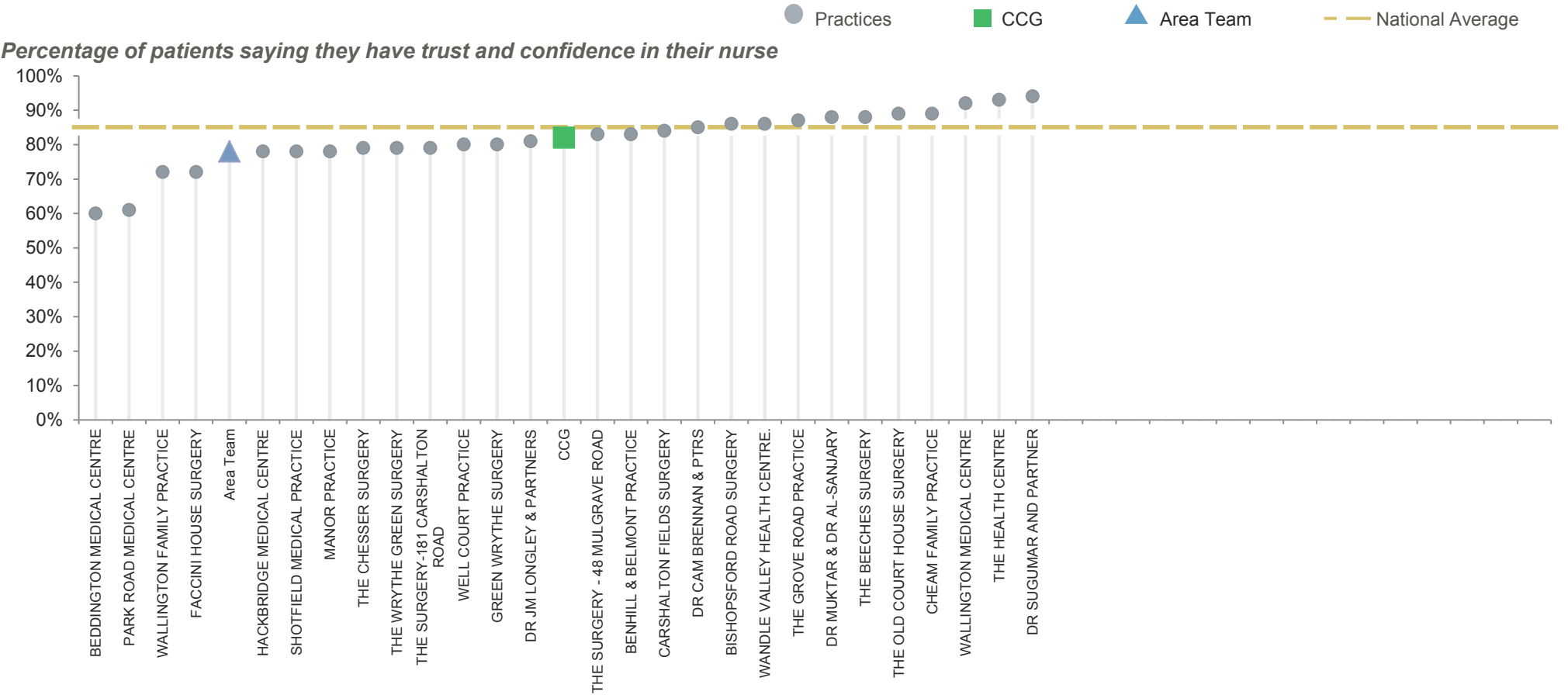
Satisfaction with the practice's opening hours

Satisfaction with opening hours

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

CCG's results over time

| 75% | July 2015 Satisfied |
| 10% | July 2015 Dissatisfied |

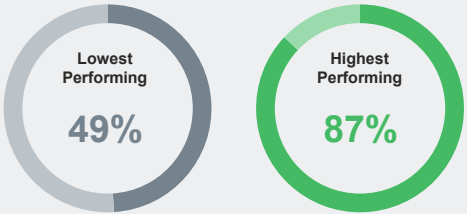| 78% | July 2014 Satisfied |
| 9% | July 2014 Dissatisfied |

CCG's results

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
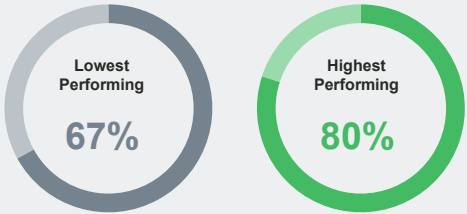- Very dissatisfied
- I'm not sure when my GP surgery is open

34%
40%
11%
7%
3%
4%

National results

75%
Satisfied

10%
Dissatisfied

Practice range in CCG - % Satisfied

Lowest Performing
49%

Highest Performing
87%

CCG range in AT - % Satisfied

Lowest Performing
67%

Highest Performing
80%

%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?
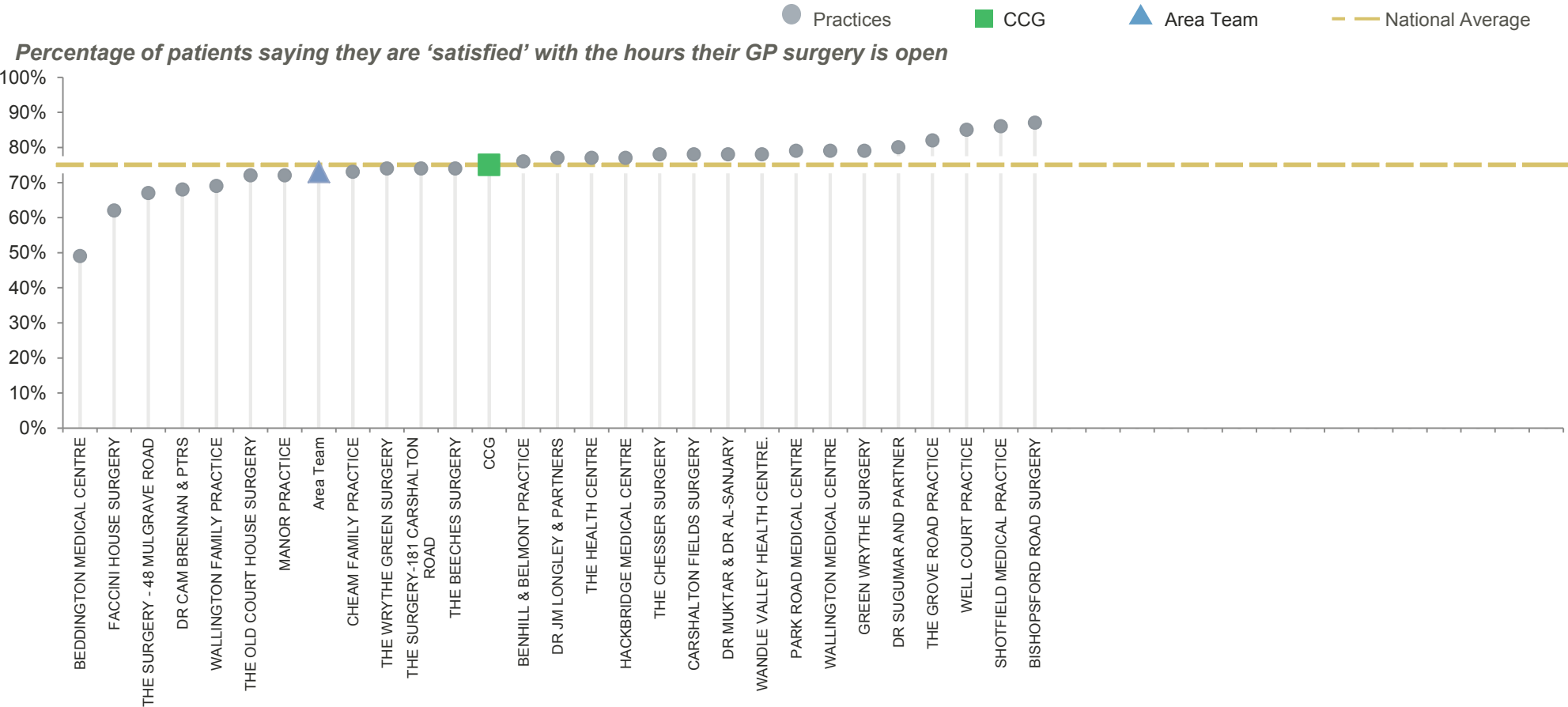
Legend: ● Practices | ■ CCG | ▲ Area Team | – – National Average

Percentage of patients saying they are 'satisfied' with the hours their GP surgery is open

Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses
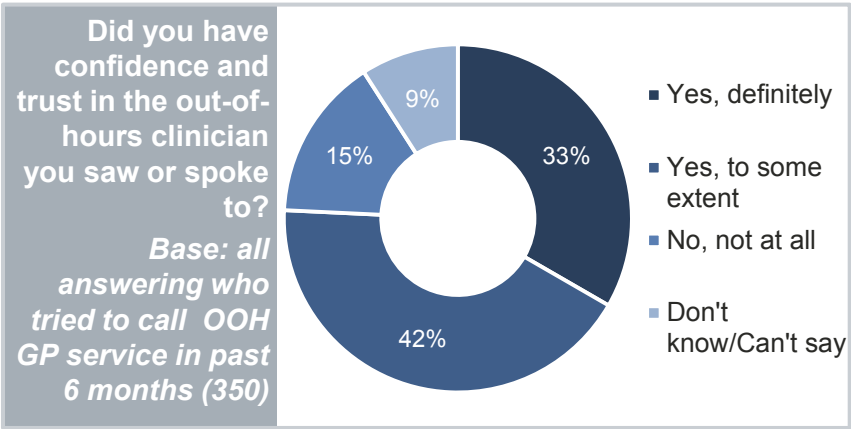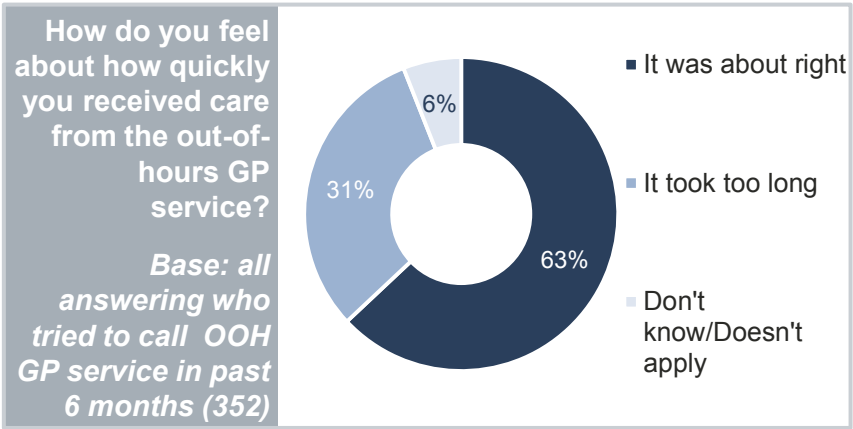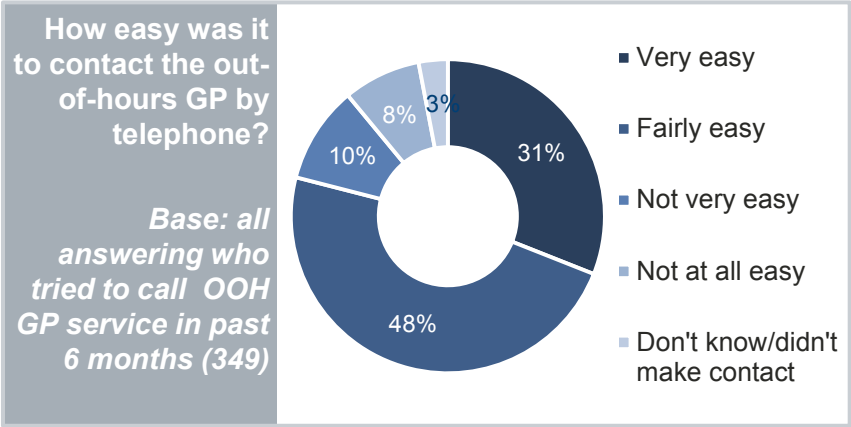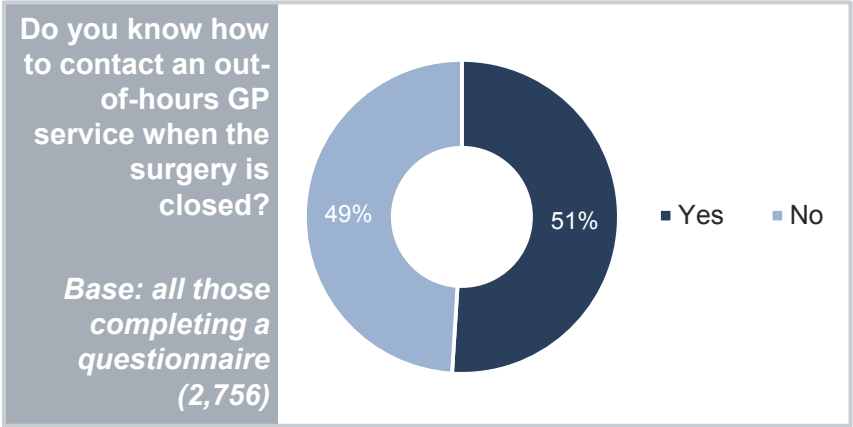
Base: All those who got an appointment: Practice bases range from 28 to 207

%Satisfied = %Very satisfied + %Fairly satisfied

Out-of-hours GP services

Use of out-of-hours GP services

CCG's results

Do you know how to contact an out-of-hours GP service when the surgery is closed?

Base: all those completing a questionnaire (2,756)

- Yes: 51%
- No: 49%

How easy was it to contact the out-of-hours GP by telephone?

Base: all answering who tried to call OOH GP service in past 6 months (349)

- Very easy: 31%
- Fairly easy: 48%
- Not very easy: 10%
- Not at all easy: 8%
- Don't know/didn't make contact: 3%

How do you feel about how quickly you received care from the out-of-hours GP service?

Base: all answering who tried to call OOH GP service in past 6 months (352)

- It was about right: 63%
- It took too long: 31%
- Don't know/Doesn't apply: 6%

Did you have confidence and trust in the out-of-hours clinician you saw or spoke to?

Base: all answering who tried to call OOH GP service in past 6 months (350)

- Yes, definitely: 33%
- Yes, to some extent: 42%
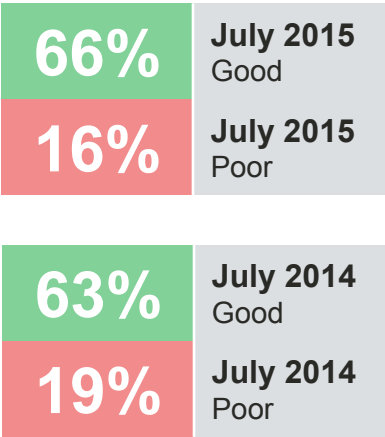- No, not at all: 15%
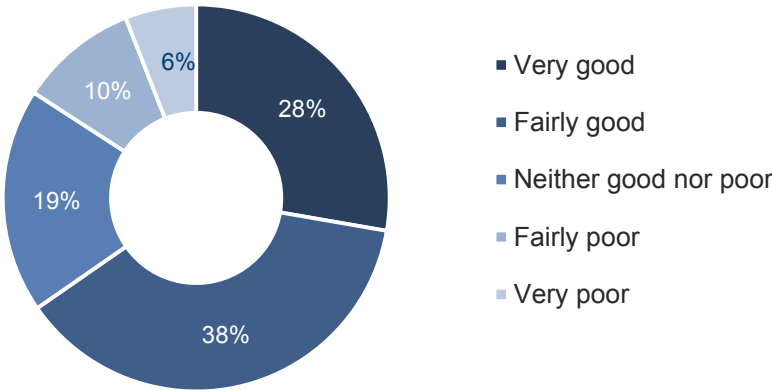- Don't know/Can't say: 9%

Overall experience of out-of-hours GP service

Overall, how would you describe your experience of out-of-hours GP services?
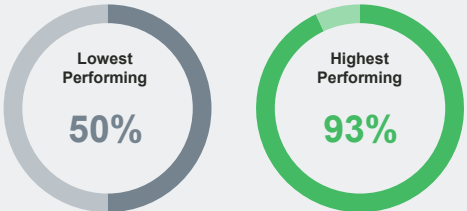
CCG's results over time

66%	July 2015 Good
16%	July 2015 Poor

63%	July 2014 Good
19%	July 2014 Poor

CCG's results

- Very good — 28%
- Fairly good — 38%
- Neither good nor poor — 19%
- Fairly poor — 10%
- Very poor — 6%

National results

69% Good

15% Poor

Practice range in CCG - % Good

Lowest Performing **50%**

Highest Performing **93%**

CCG range in AT - % Good

Lowest Performing **49%**

Highest Performing **74%**
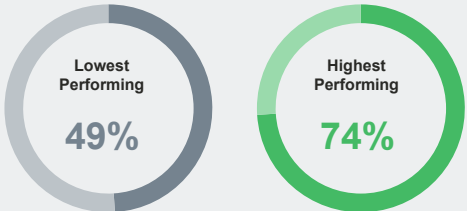
Statistical reliability

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, CCG or Area Team, as well as the confidence intervals at the national level.

An example of confidence intervals (at national, Area Team, 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	862,261	0.09	0.13	0.15
Area Team	34,490	0.44	0.67	0.73
CCG	4,087	1.25	1.91	2.08
Practice	108	6.90	10.16	11.04

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 +/-1.91 percentage points from that question's result (i.e. between 28.09% and 31.91%).

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

- Each wave of the survey is sent to **c.1.3 million adult patients** who are registered with a GP practice.

- Respondents 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 **33%**, based on **858,381** 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.

1.3m
Surveys sent per wave to adults registered with an English GP practice

858,381
Completed surveys in the July 2015 publication

33%
National response rate

Where to go to do further analysis …

- For reports which show the National results broken down by Area Team, 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 respondent 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 respondent 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 respondent 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 (Jan 2016).