

GP PATIENT SURVEY

NHS SUTTON CCG

Latest survey results

July 2015 publication

Version 1 | Internal Use Only

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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.

The screenshot shows the NHS GP Patient Survey login interface. At the top, it features the Ipsos MORI and NHS logos, followed by the title 'THE GP PATIENT SURVEY'. Below this, a message states: 'Please answer the questions below by putting an X in ONE BOX for each question unless more than one answer is allowed (these questions are clearly marked). We will keep your answers completely confidential. If you would prefer to complete the survey online, please go to www.gp-patient.co.uk'. The login section includes a 'Performance' field with the value '1234567890', an 'Online password' field with the value 'ABCDE', and a 'Log in' button. Below the login fields is a section titled 'ACCESSING YOUR GP SERVICES' with two columns of questions. The first column asks 'When did you last see or speak to a GP from your GP surgery?' with options: 'In the past 3 months', 'Between 3 and 6 months ago', 'Between 6 and 12 months ago', 'More than 12 months ago', and 'I have never seen a GP from my GP surgery'. The second column asks 'How do you normally book your appointments to see a GP or nurse at your GP surgery?' with options: 'Please X all the boxes that apply to you', 'In person', 'By phone', 'By fax machine', and 'Online'. The third column asks 'When did you last see or speak to a nurse from your GP surgery?' with the same time-based options as the first column. The fourth column asks 'Generally, how easy is it to get through to someone at your GP surgery on the phone?' with options: 'Very easy', 'Fairly easy', 'Not very easy', and 'Not at all easy'. The fifth column asks 'How helpful do you find the receptionists at your GP surgery?' with options: 'Very helpful', 'Fairly helpful', 'Not very helpful', 'Not at all helpful', and 'Don't know'. The sixth column asks 'In the reception area, can other patients overhear what you say to the receptionist?' with options: 'Yes, but I don't mind', 'Yes, and I'm not happy about it', 'No, other patients can't overhear', and 'Don't know'. The seventh column asks 'How often do you see or speak to the GP you prefer?' with options: 'Always or almost always', 'A lot of the time', 'Some of the time', 'Rarely or almost never', and 'Not at all'. The eighth column asks 'In this particular GP you usually prefer to see or speak to?' with options: 'Yes', 'No', 'There is usually only one GP in my GP surgery', and 'Go to Q49'. The ninth column asks 'How often do you see or speak to the GP you prefer?' with the same frequency options as the seventh column. The tenth column asks 'How often do you see or speak to the GP you prefer?' with the same frequency options as the seventh column. The page number '10' is visible at the bottom right.

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 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%

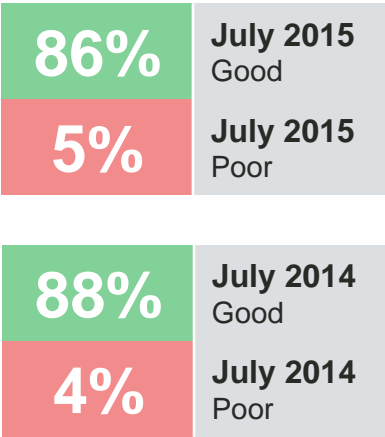
Where results do not sum to 100%, or where individual responses (e.g. fairly good; very good) do not sum to combined responses (e.g. very/fairly good) this is due to **rounding**.

Overall experience of GP surgeries

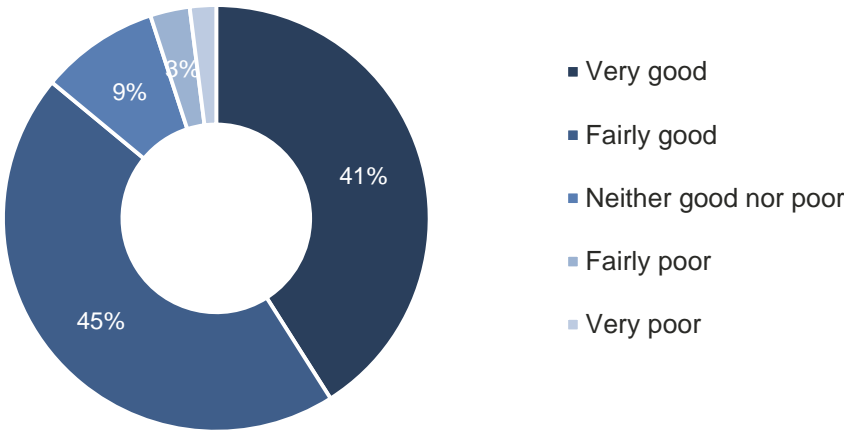
Overall experience of GP surgery

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

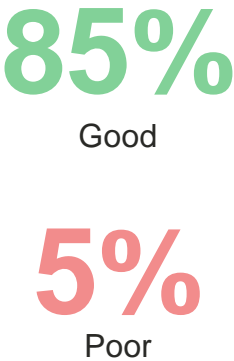
CCGs' results over time



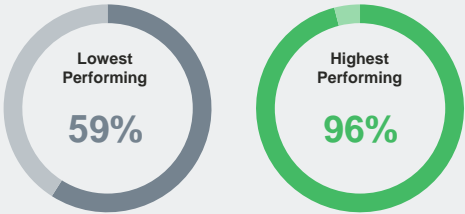
CCG's results



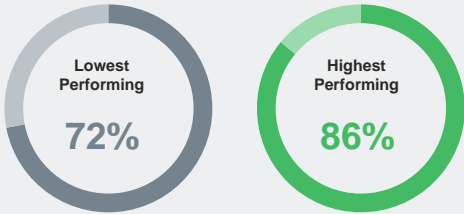
National results



Practice range in CCG – % Good



CCG range in AT – % Good



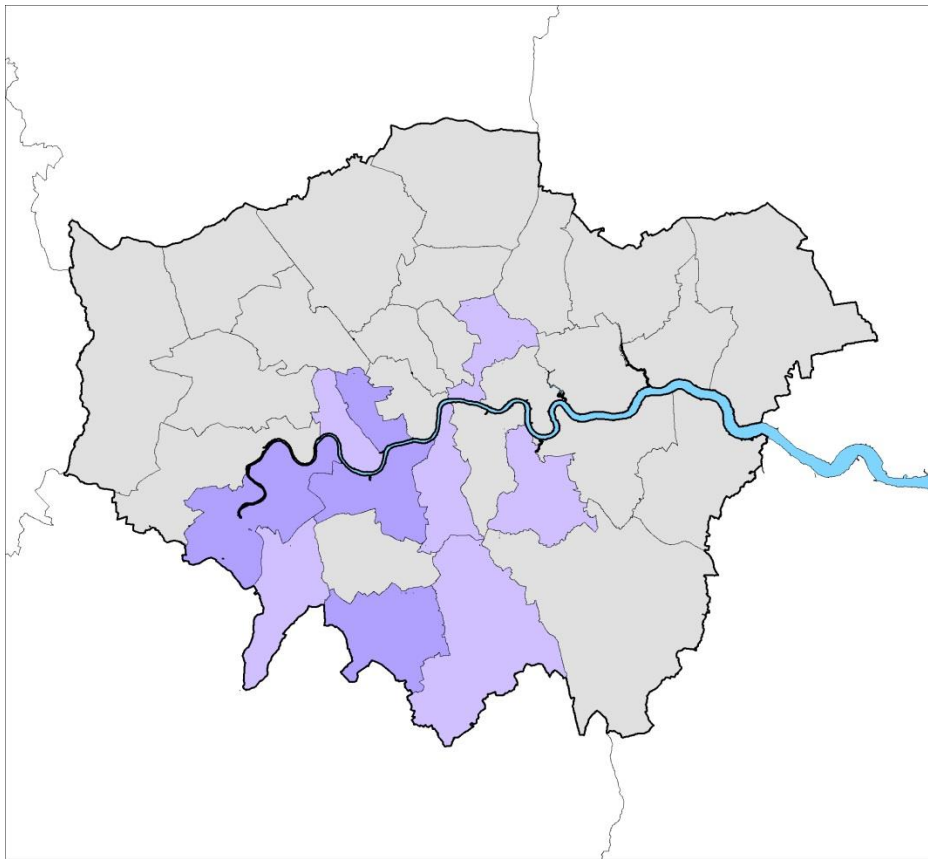
Base: All those completing a questionnaire: CCG 2015 (2,755); CCG 2014 (2,833); National (841,444)

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

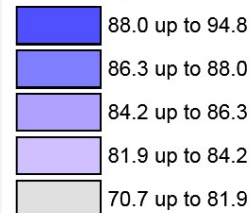
Overall experience: how the CCG's results compare to other CCGs within the Area Team

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

Percentage of patients saying very/fairly good



Overall Experience of GP Surgery



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 2,735 to 6,029

%Good = %Very good + %Fairly good

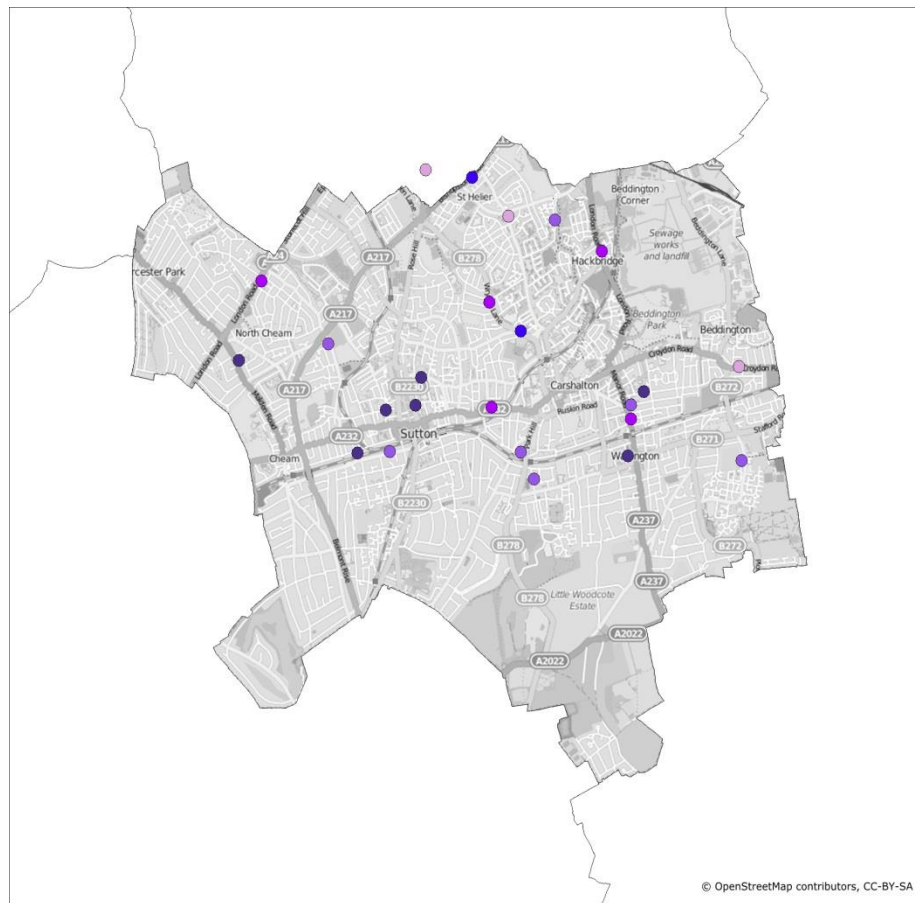
Overall experience – how the CCG's practices compare

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

Percentage of patients saying 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



Results range from

59%
to
96%

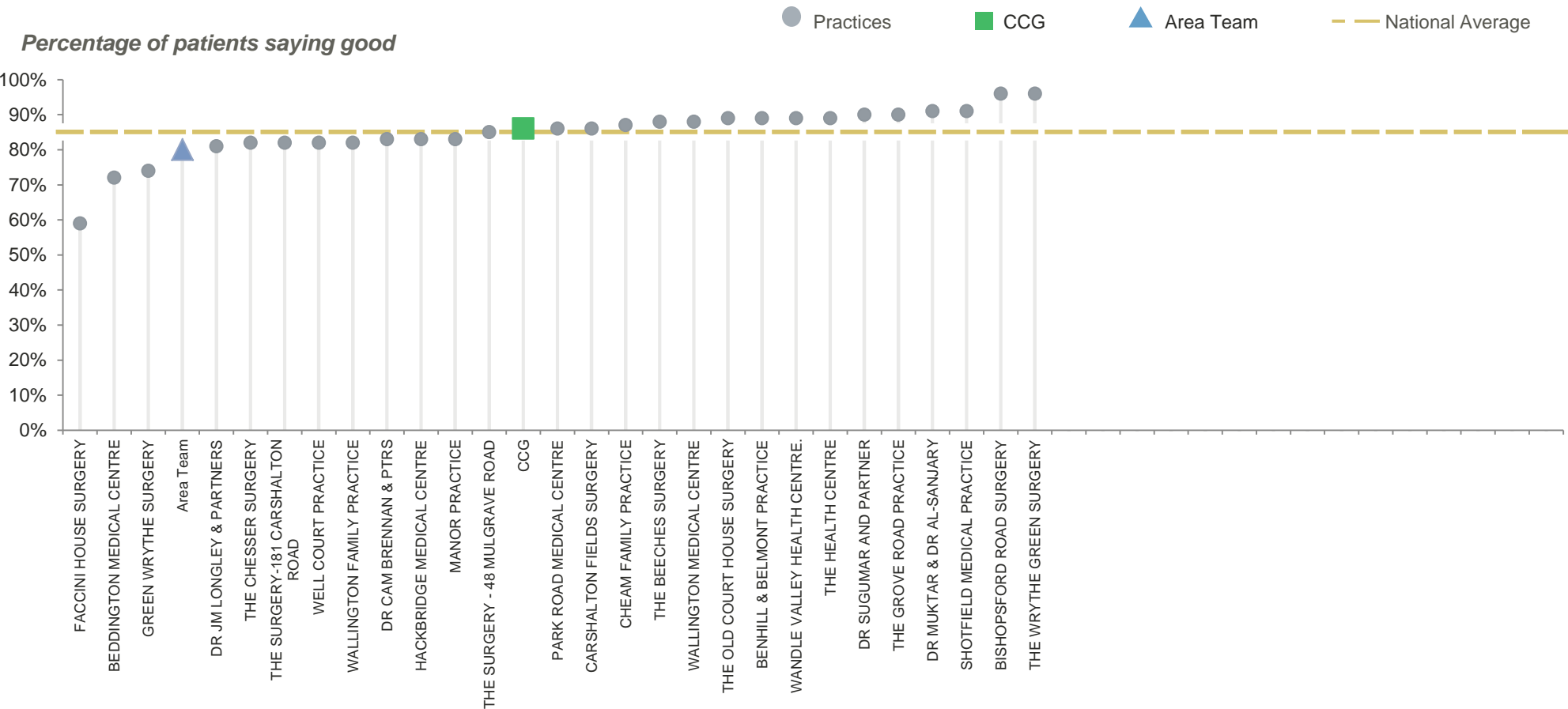
Comparisons are indicative only:
differences may not be statistically
significant

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?



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 207

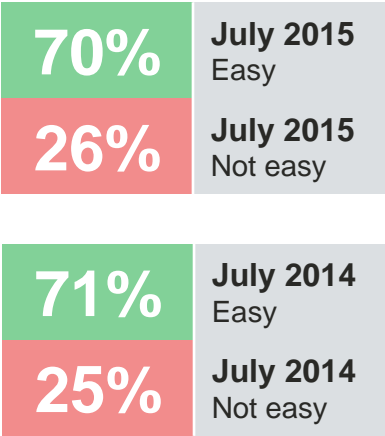
%Good = %Very good + %Fairly good

Access to GP services

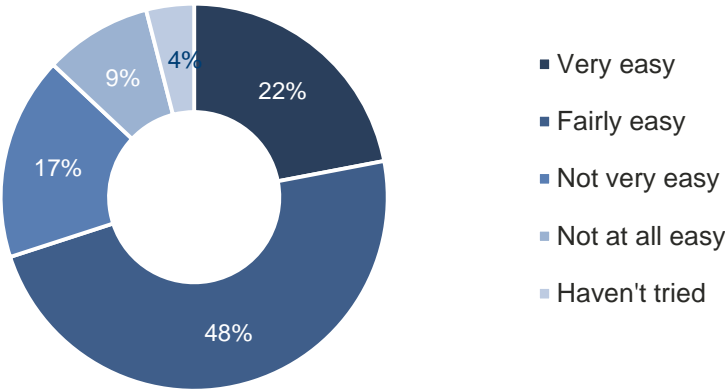
Ease of getting through to GP surgery on the phone

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

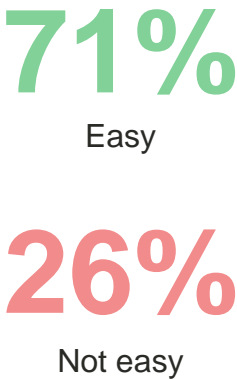
CCG's results over time



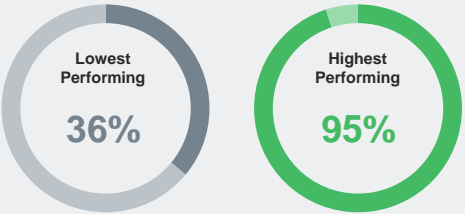
CCG's results



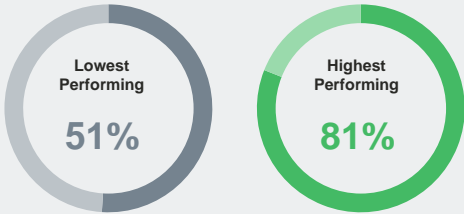
National results



Practice range in CCG - % Easy



CCG range in AT - % Easy

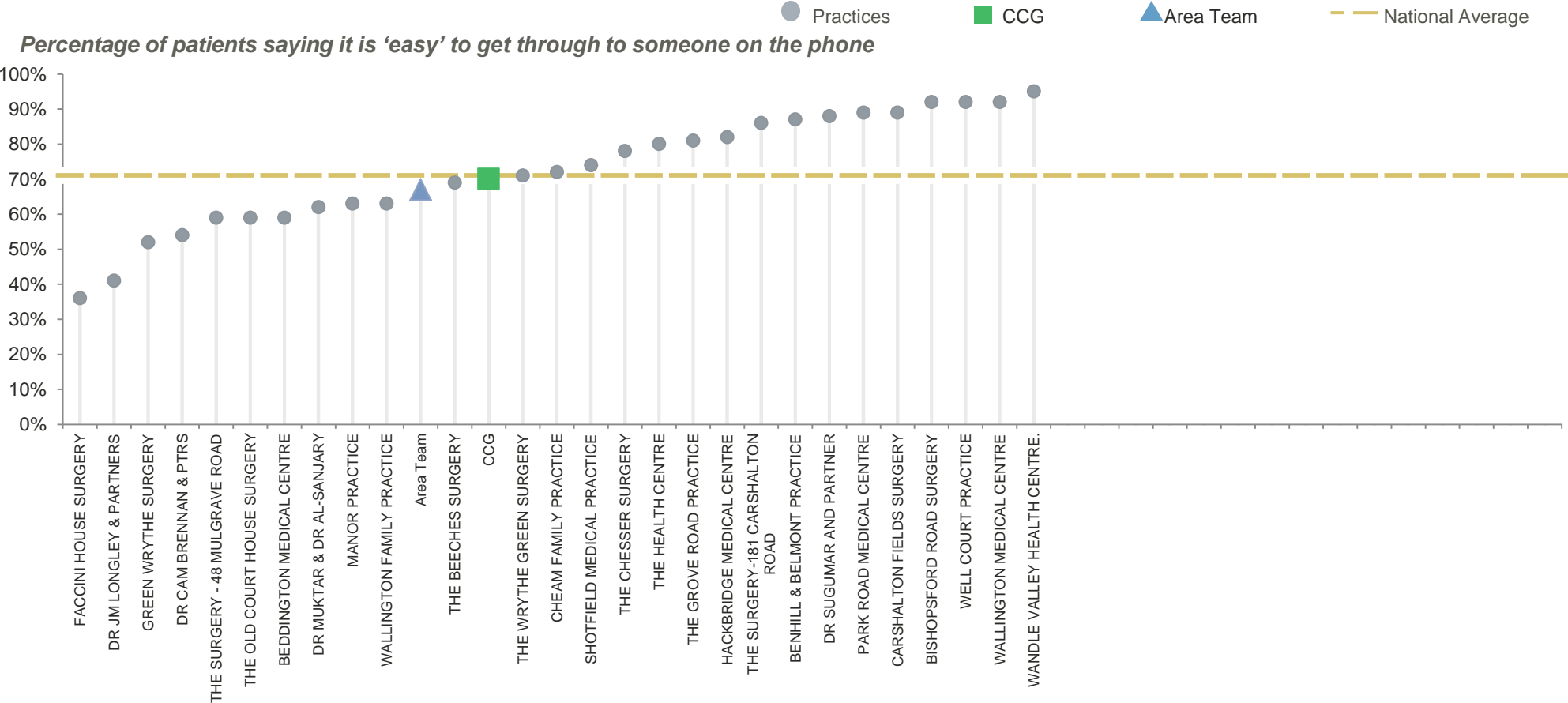


Base: All those completing a questionnaire: CCG 2015 (2,799); CCG 2014 (2,869); National (854,501)

%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?



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

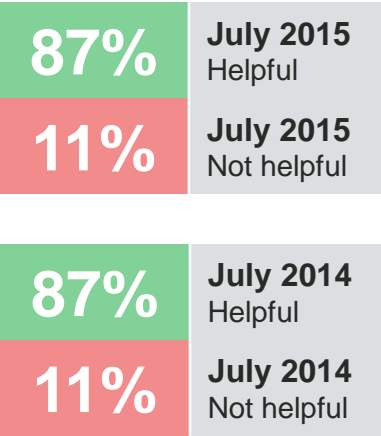
Base: All those completing a questionnaire: Practice bases range from 27 to 211

%Easy = %Very easy + %Fairly easy

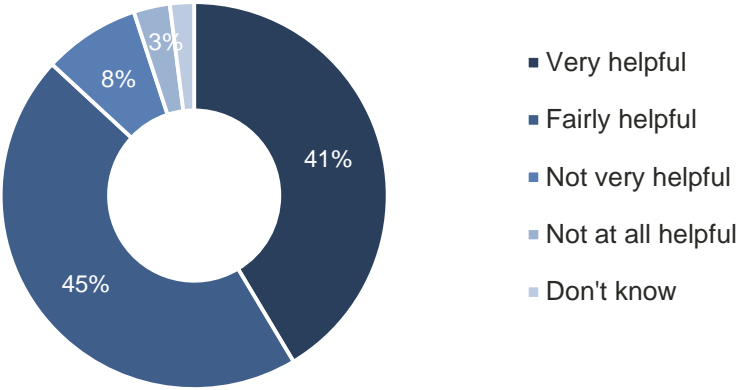
Helpfulness of receptionists at GP surgery

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

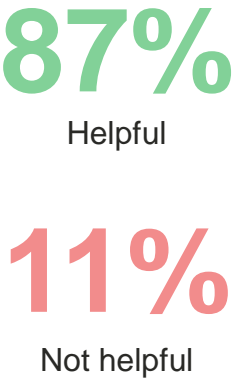
CCG's results over time



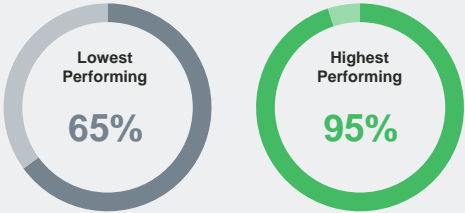
CCG's results



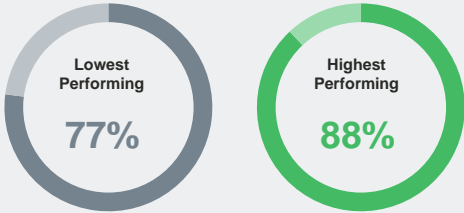
National results



Practice range in CCG - % Helpful



CCG range in AT - % Helpful

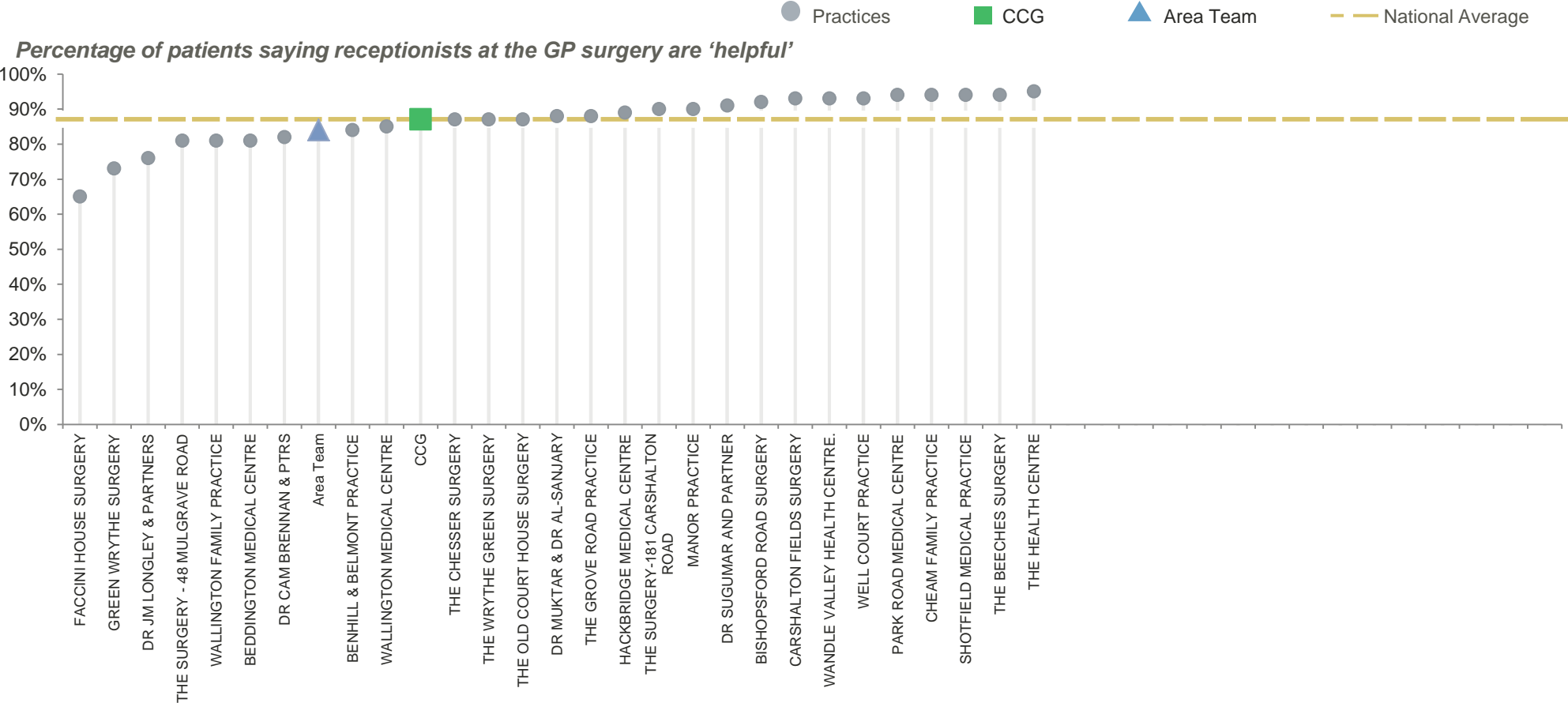


Base: All those completing a questionnaire: CCG 2015 (2,789); CCG 2014 (2,862); National (853,740)

%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?



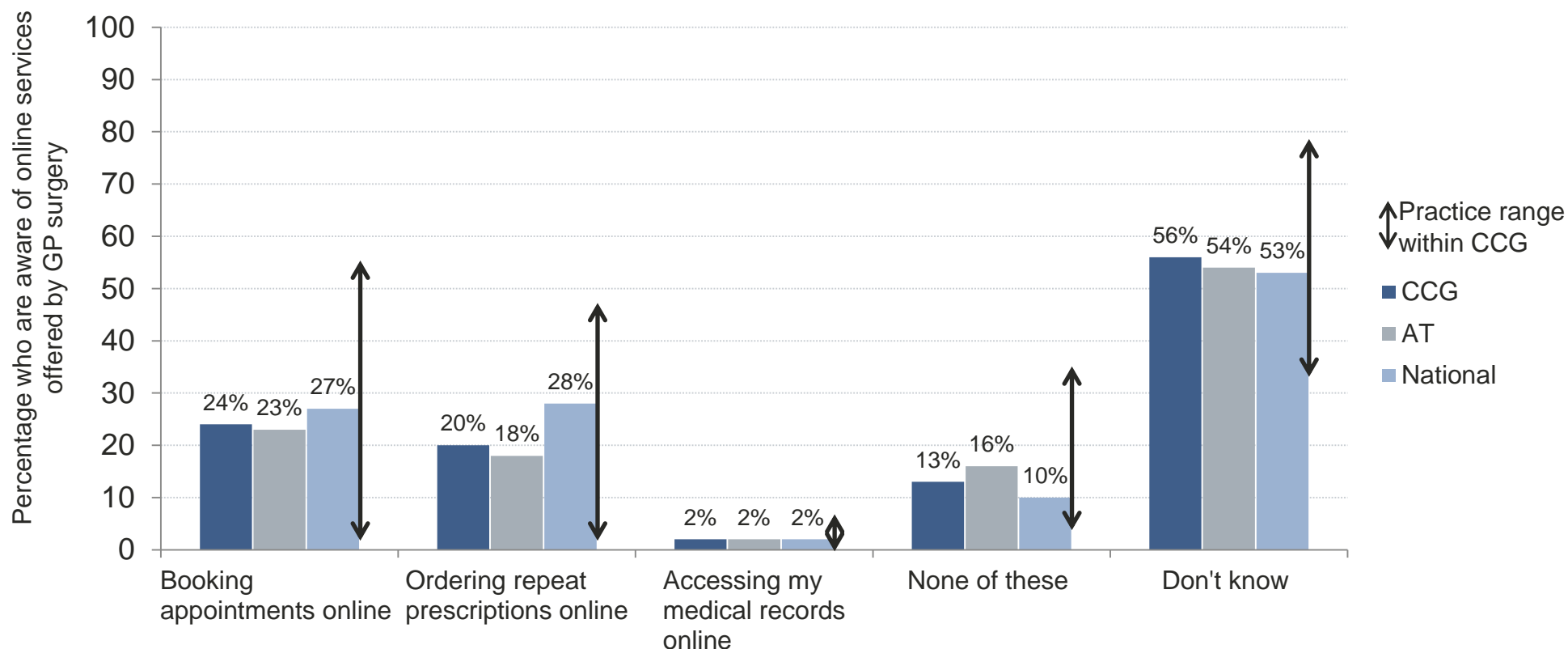
Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All those completing a questionnaire: Practice bases range from 27 to 211

%Helpful = %Very helpful + %Fairly helpful

Awareness of online services

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

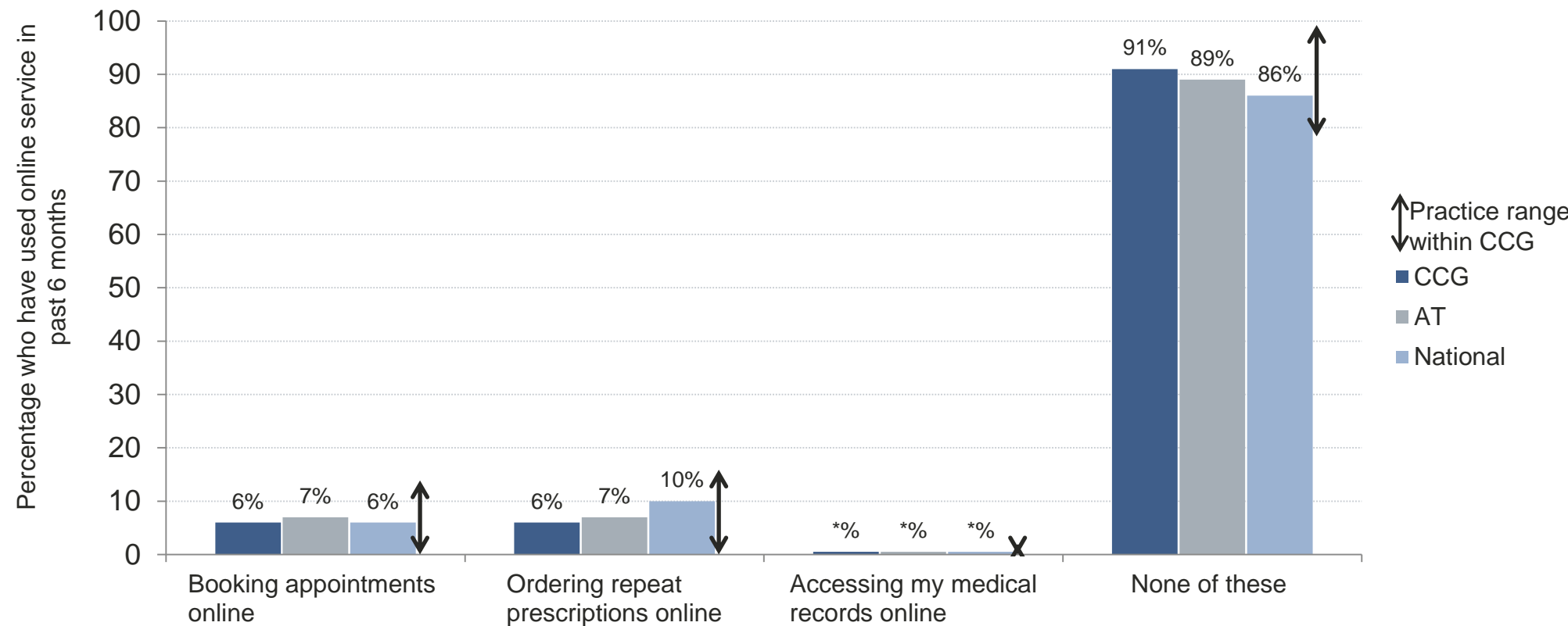


Comparisons are indicative only: differences may not be statistically significant

Base: All those completing a questionnaire: CCG 2015 (2,719); Area Team (130,600); National (832,820)

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

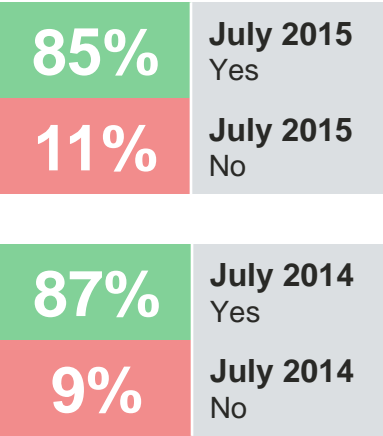
Base: All those completing a questionnaire: CCG 2015 (2,754); Area Team (131,228); National (834,118)

Making an appointment

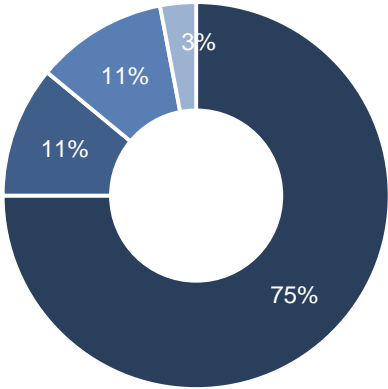
Success in getting an appointment

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

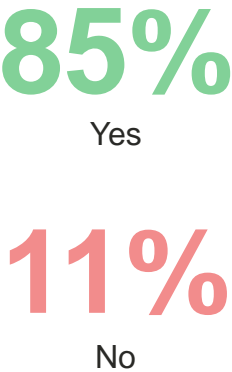


CCG's results

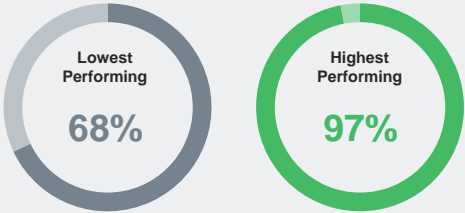


- Yes
- Yes, but I had to call back closer to or on the day
- No
- Can't remember

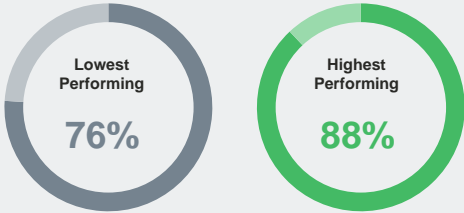
National results



Practice range in CCG - % Yes



CCG range in AT - % Yes

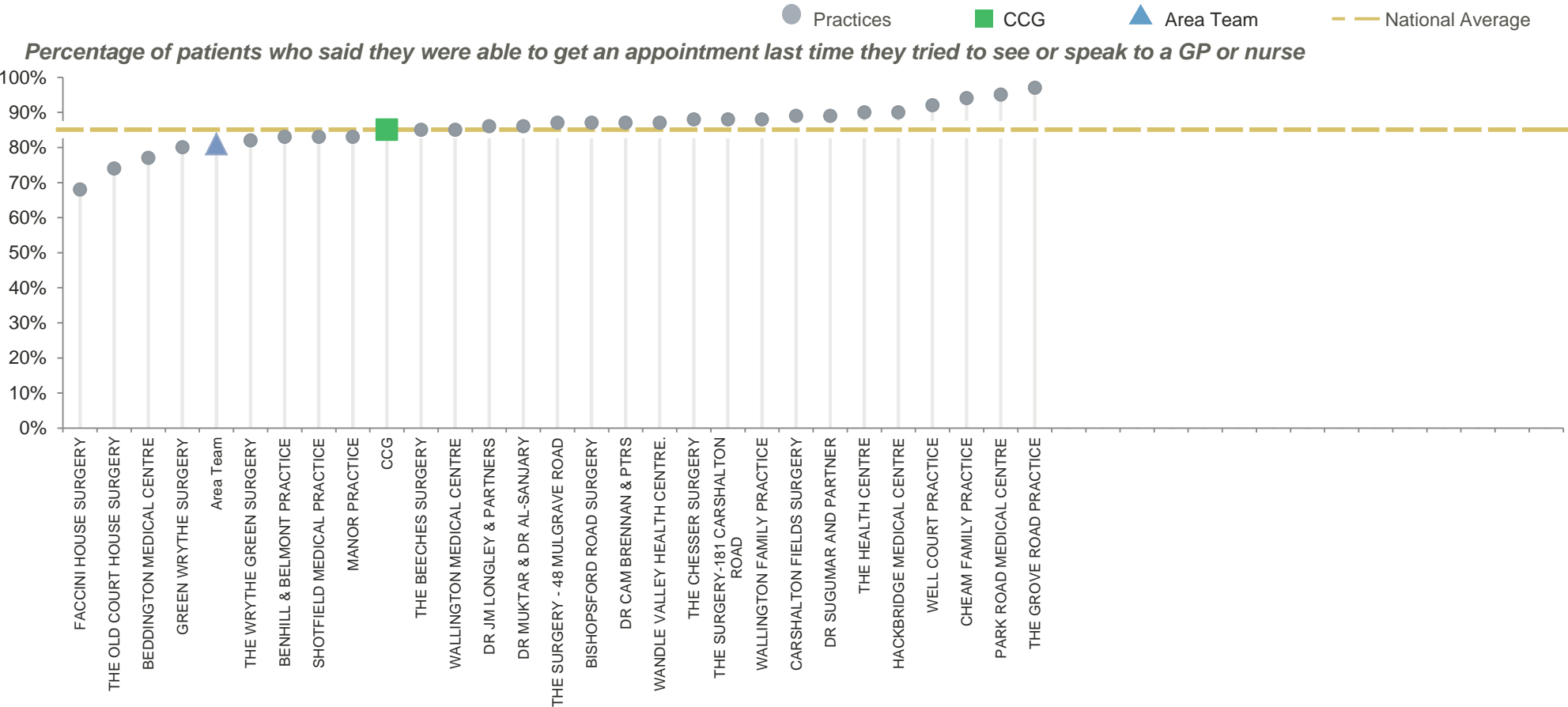


Base: All those completing a questionnaire: CCG 2015 (2,742); CCG 2014 (2,771); National (830,142)

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

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

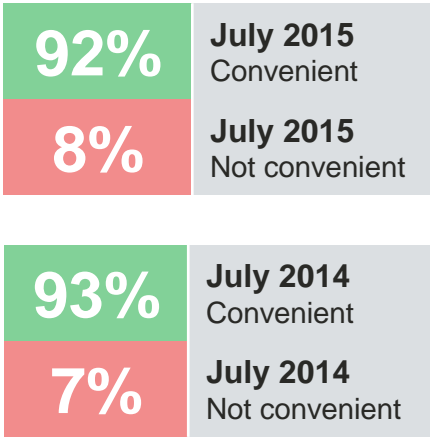
Base: All those completing a questionnaire: Practice bases range from 28 to 210

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

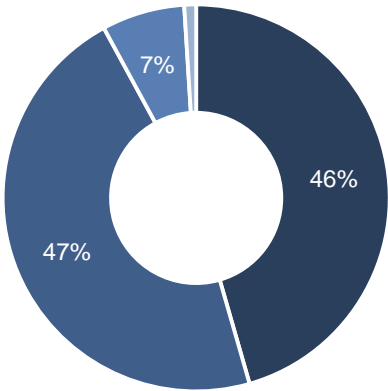
Convenience of appointment

How convenient was the appointment you were able to get?

CCG's results over time

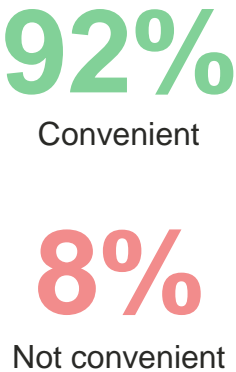


CCG's results

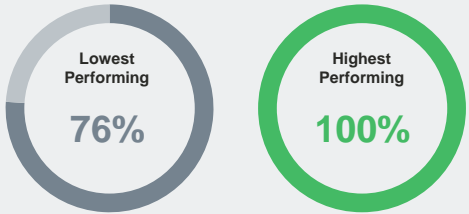


- Very convenient
- Fairly convenient
- Not very convenient
- Not at all convenient

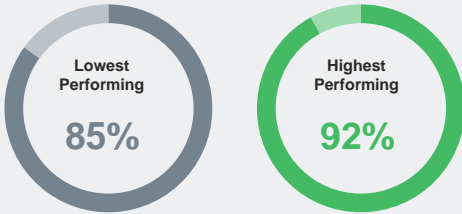
National results



Practice range in CCG - % Convenient



CCG range in AT - % Convenient

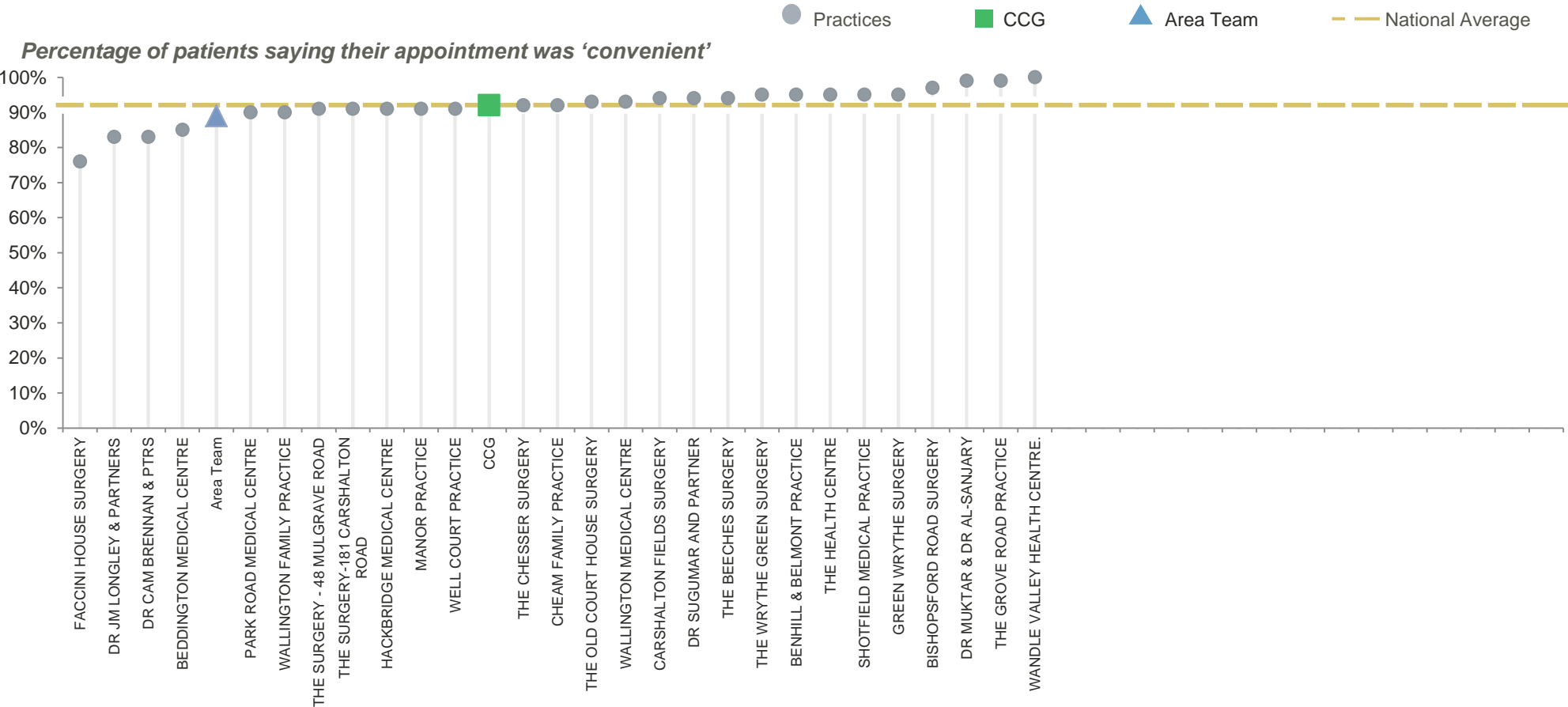


Base: All those completing a questionnaire: CCG 2015 (2,314); CCG 2014 (2,394); National (699,152)

%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?



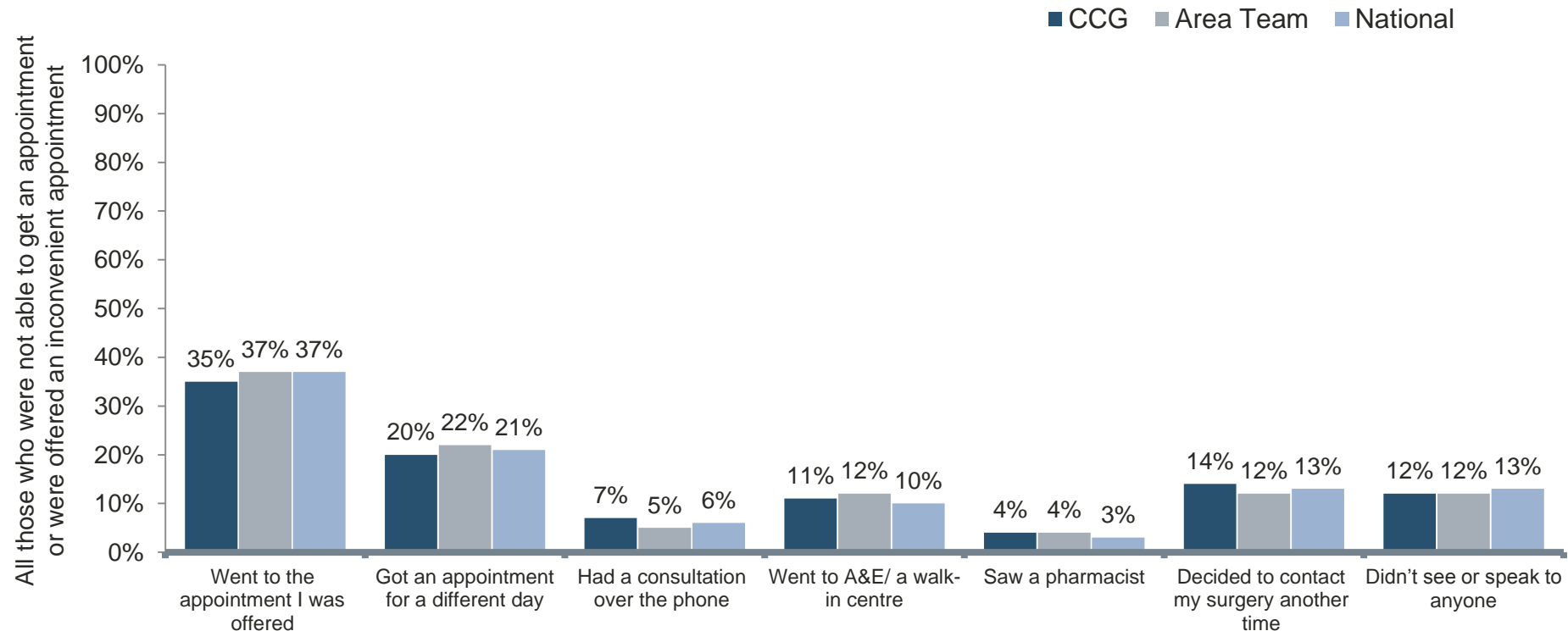
Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All those who got an appointment: Practice bases range from 24 to 184

%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?



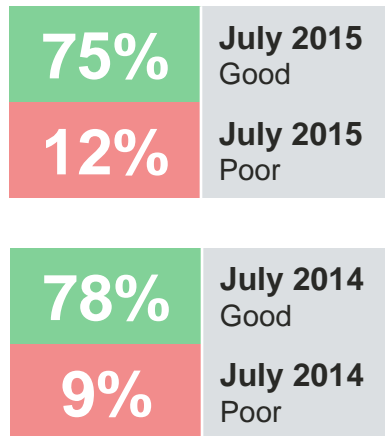
Comparisons are indicative only: differences may not be statistically significant

Base: All those who were not able to get an appointment or were offered an inconvenient appointment: CCG 2015 (477); Area Team (28,605); National (141,303)

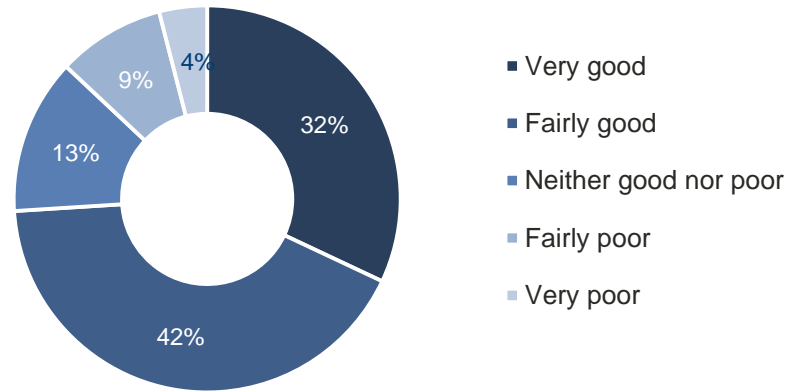
Overall experience of making an appointment

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

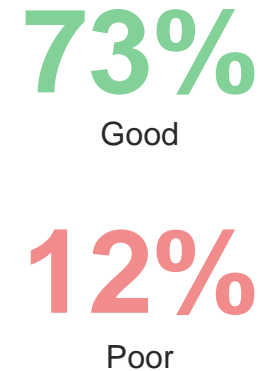
CCG's results over time



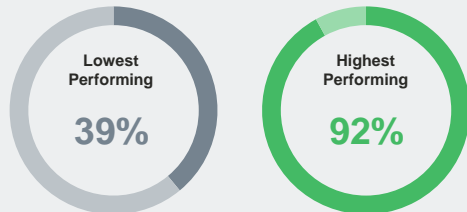
CCG's results



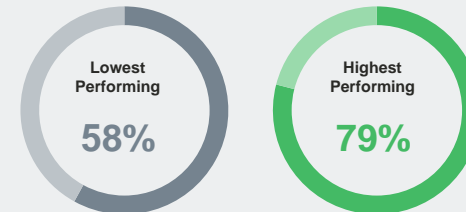
National results



Practice range in CCG - % Good



CCG range in AT - % Good



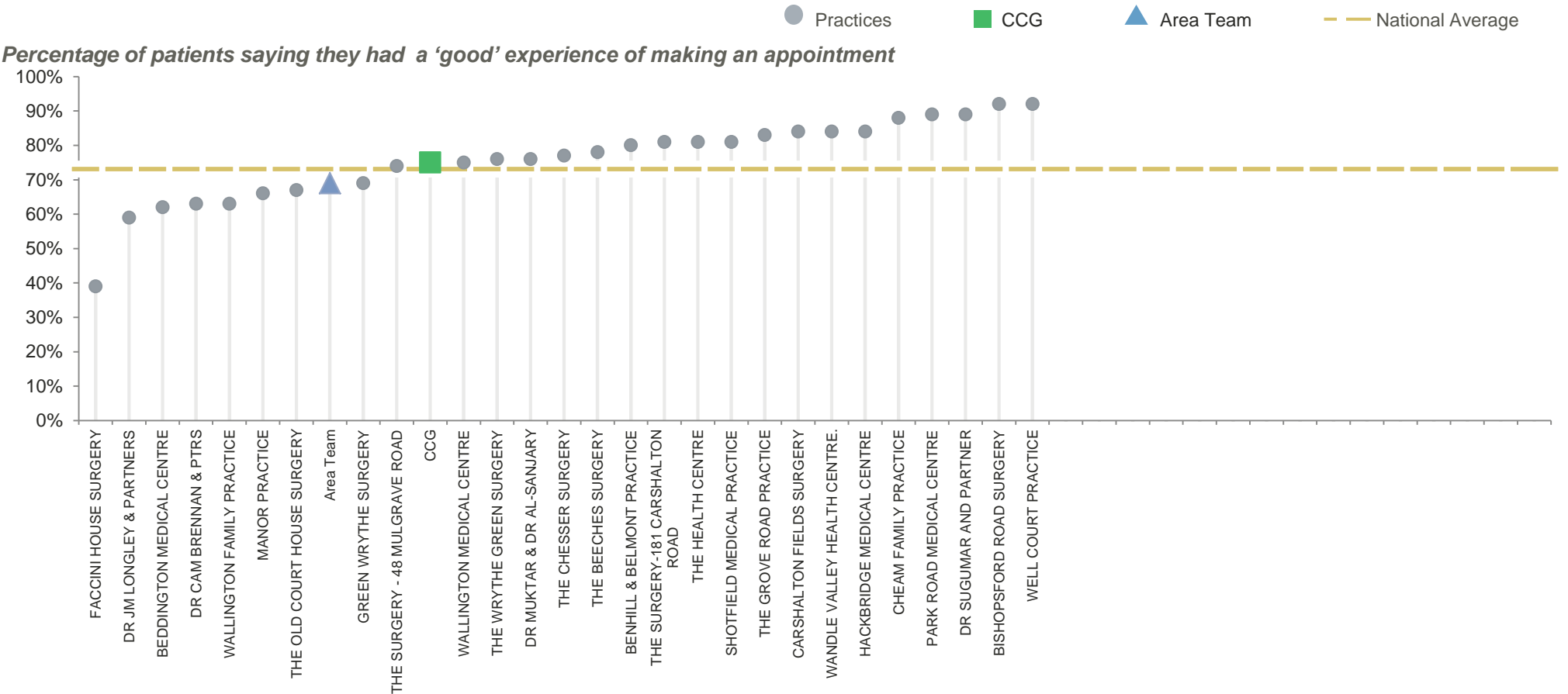
Base: All those completing a questionnaire: CCG 2015 (2,713); CCG 2014 (2,752); National (824,865)

%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 who got an appointment: Practice bases range from 27 to 203

%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

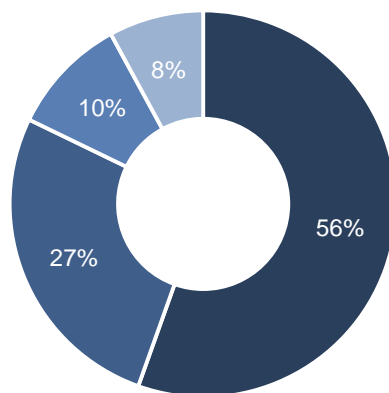
56% July 2015
Don't wait too long

37% July 2015
Wait too long

58% July 2014
Don't wait too long

35% July 2014
Wait too long

CCG's results



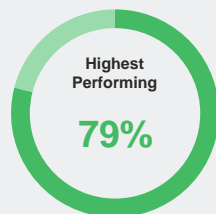
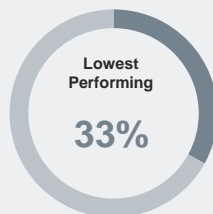
- I don't normally have to wait too long
- I have to wait a bit too long
- I have to wait far too long
- No opinion/doesn't apply

National results

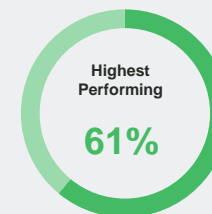
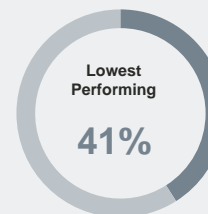
58%
Don't wait too long

35%
Wait too long

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



CCG range in Area Team – % Don't wait too long

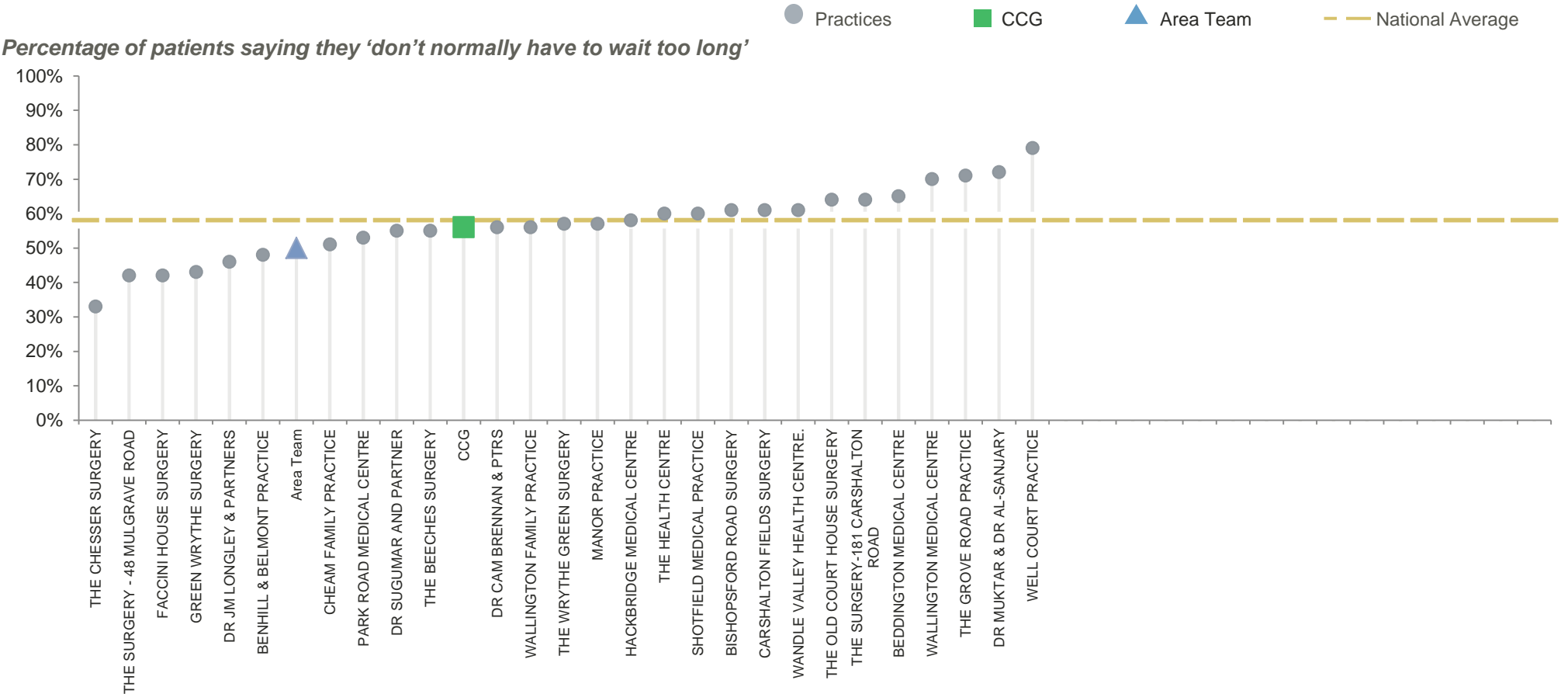


Base: All those completing a questionnaire: CCG 2015 (2,712); CCG 2014 (2,765); National (829,894)

%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 who got an appointment: Practice bases range from 28 to 207

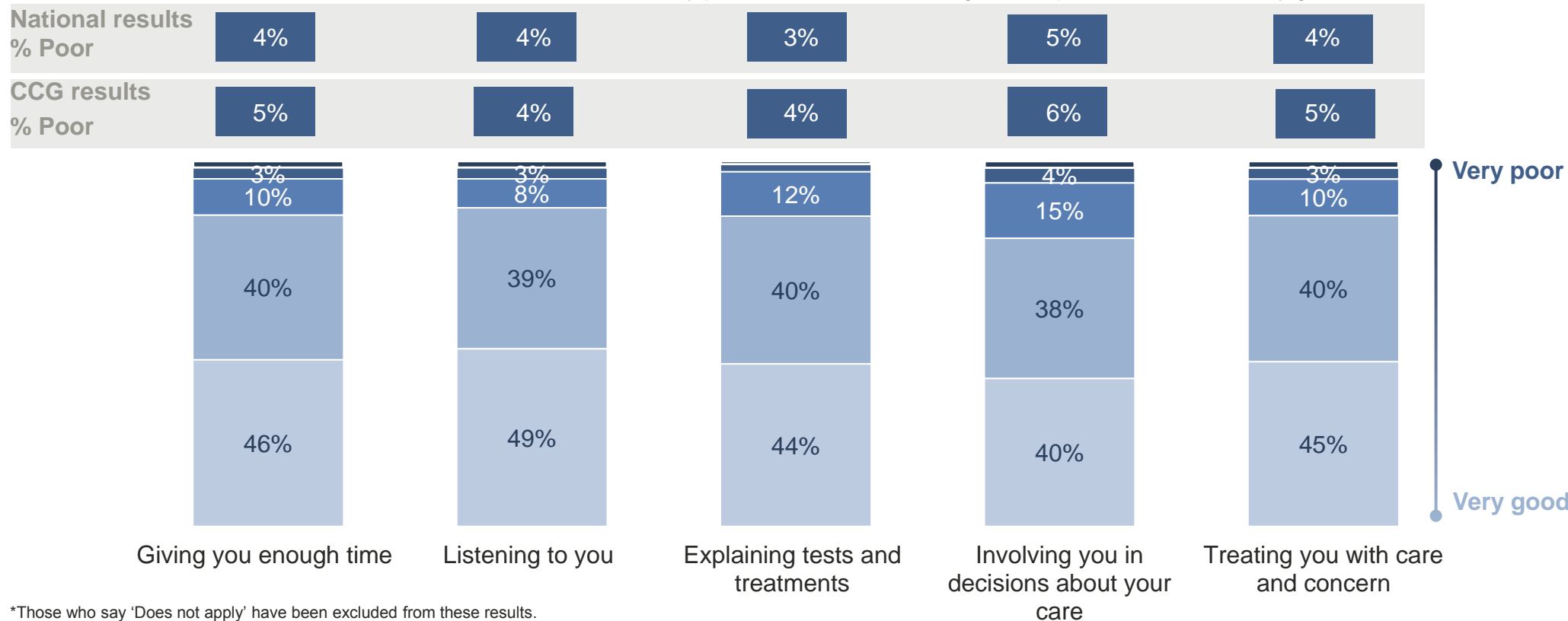
Perceptions of care at patients' last GP appointment

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



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

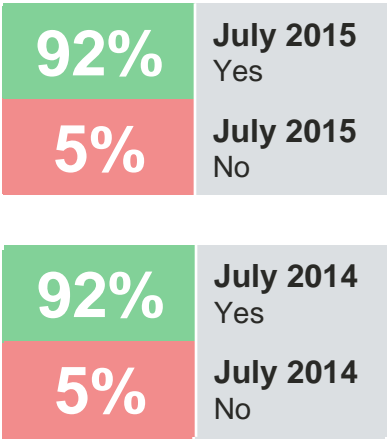
Base: All those completing a questionnaire: CCG 2015 (2,714; 2,714; 2,544; 2,467; 2,678); National (821,819; 820,863; 785,565; 757,434; 807,765)

%Poor = %Very poor + %Poor

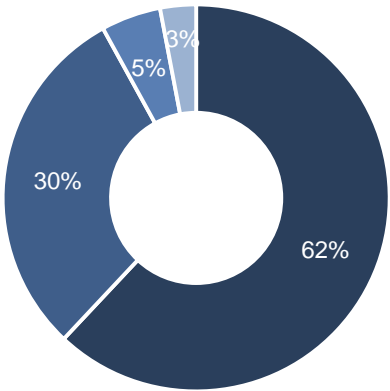
Confidence and trust in the GP

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

CCG's results over time

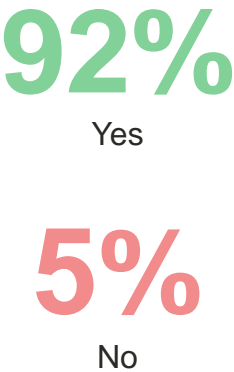


CCG's results

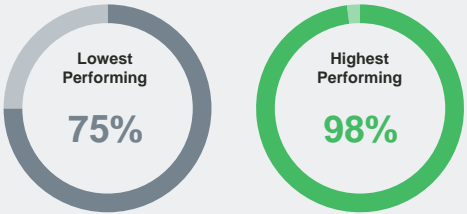


- Yes, definitely
- Yes, to some extent
- No, not at all
- Don't know/Can't say

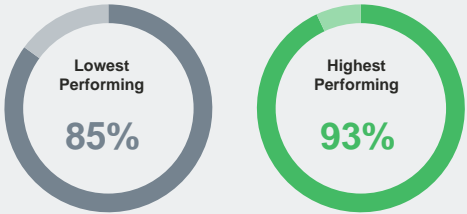
National results



Practice range in CCG - % Yes



CCG range in AT - % Yes

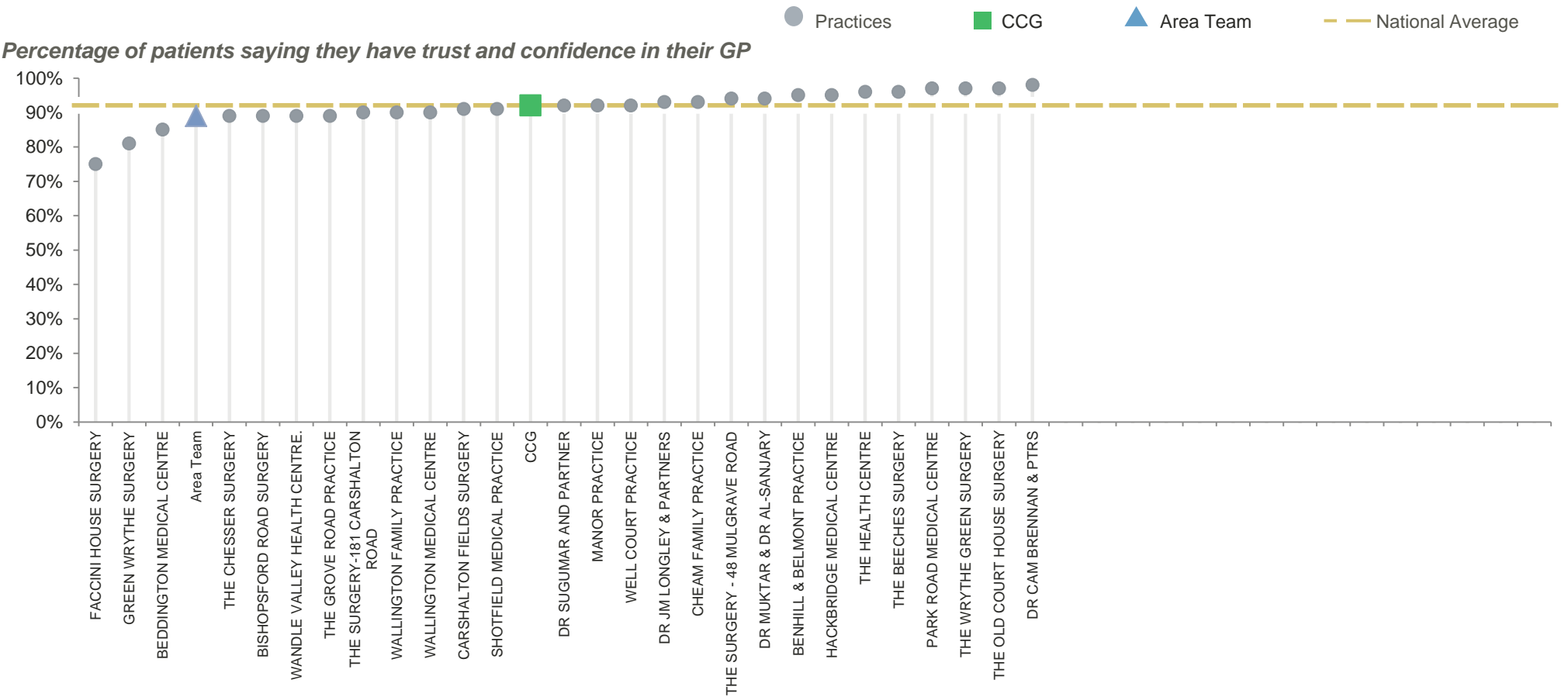


Base: All those completing a questionnaire: CCG 2015 (2,742); CCG 2014 (2,778); National (834,817)

%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?



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 205

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

Perceptions of care at patients' last nurse appointment

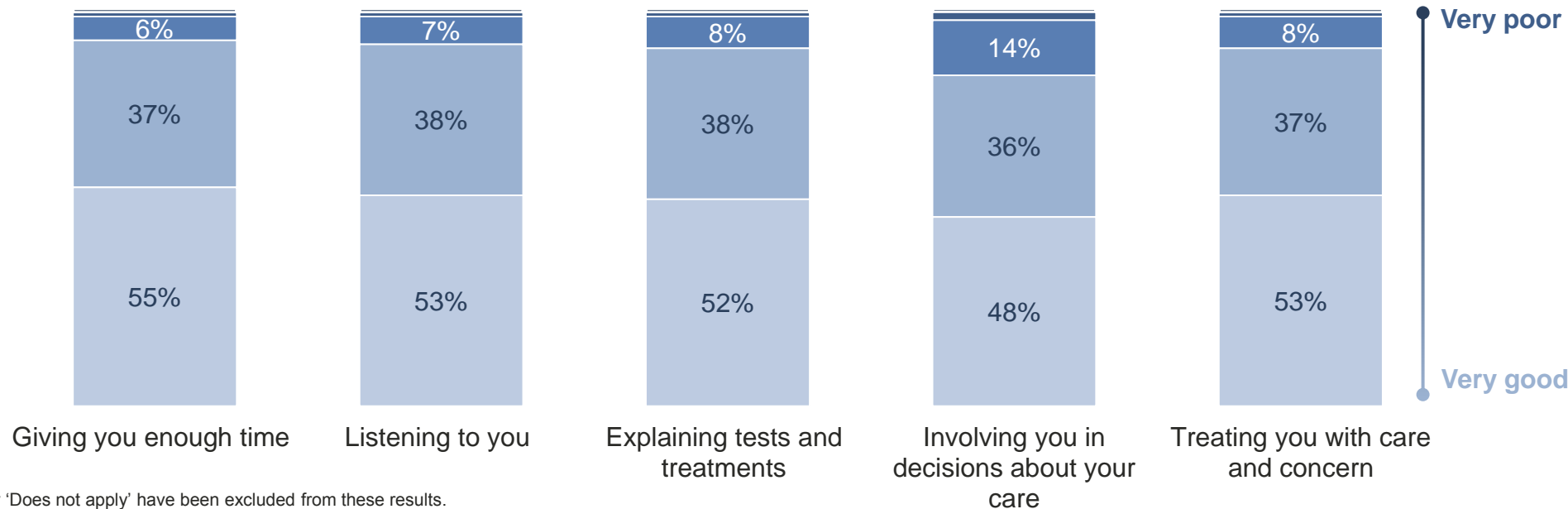
Perceptions of care at last nurse appointment

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%	



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

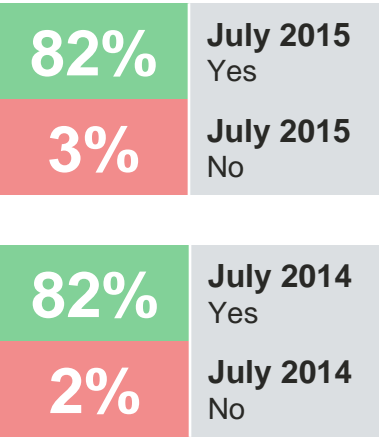
Base: All those completing a questionnaire: CCG 2015 (2,212; 2,192; 2,117; 1,952; 2,160); National (712,224; 705,724; 686,112; 627,534; 696,927)

%Poor = %Very poor + %Poor

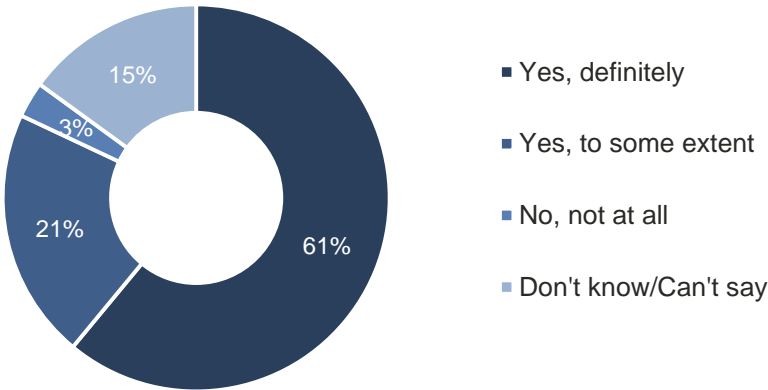
Confidence and trust in the nurse

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

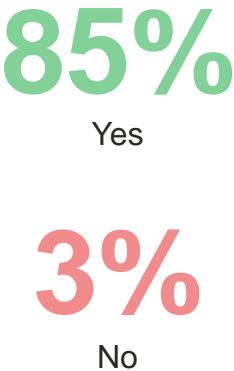
CCG's results over time



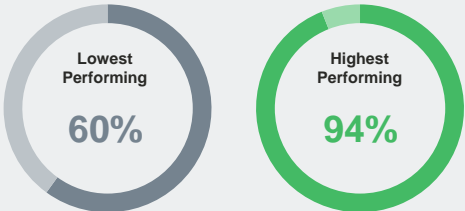
CCG's results



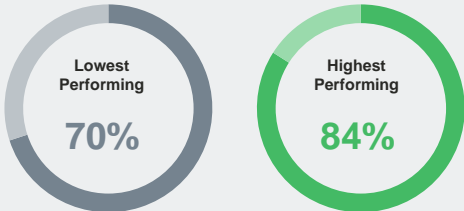
National results



Practice range in CCG - % Yes



CCG range in AT - % Yes

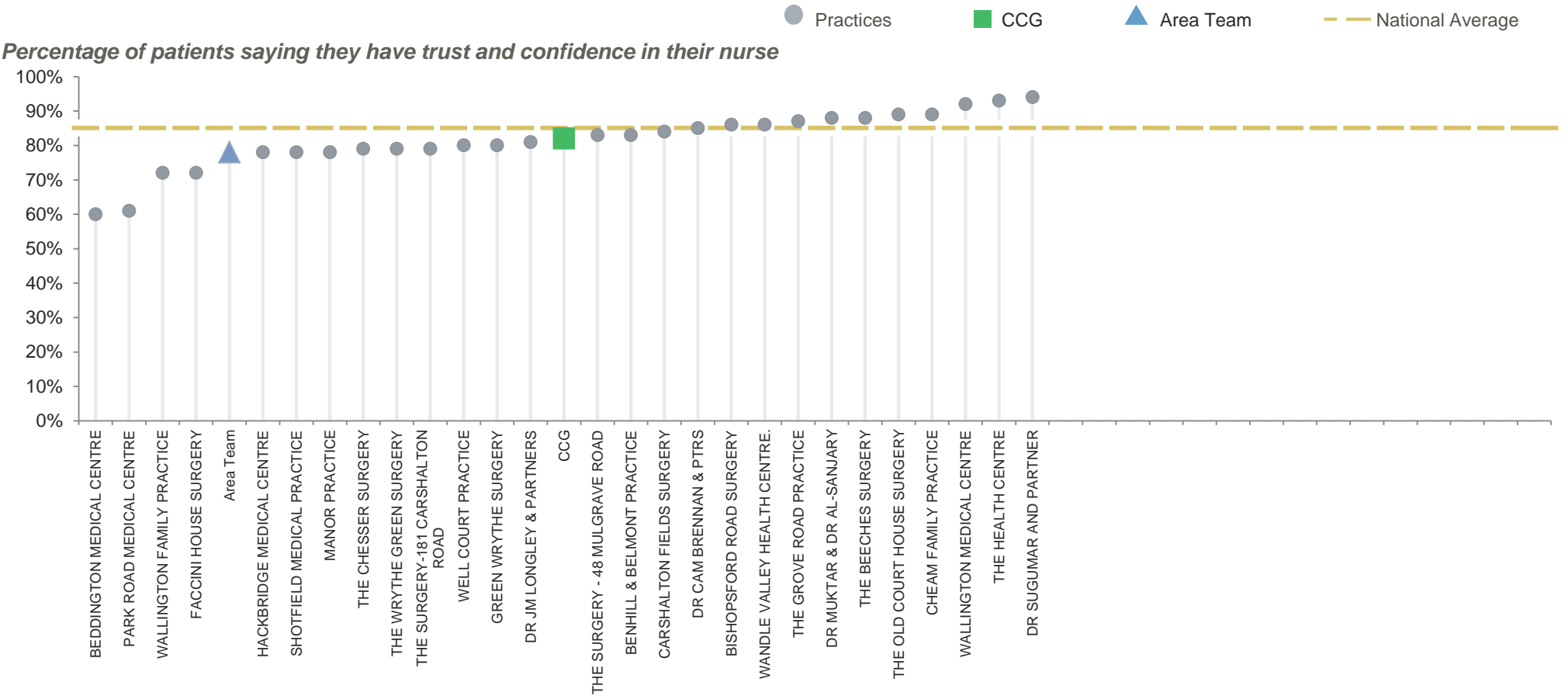


Base: All those completing a questionnaire: CCG 2015 (2,575); CCG 2014 (2,610); National (803,954)

%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

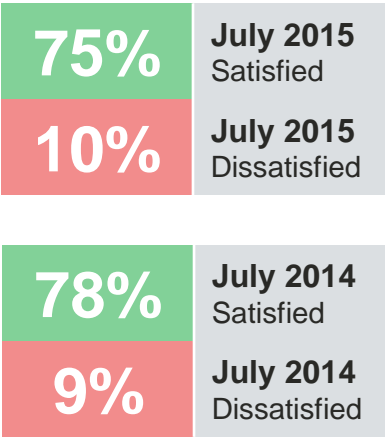
Base: All those who got an appointment: Practice bases range from 26 to 198 %Yes = %Yes, definitely + % Yes, to some extent

Satisfaction with the practice's opening hours

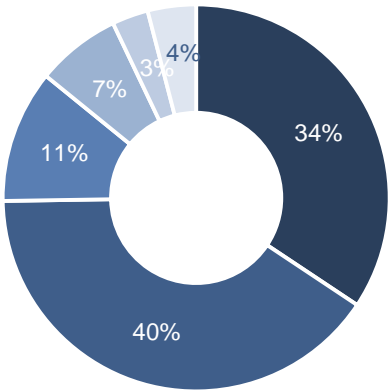
Satisfaction with opening hours

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

CCG's results over time



CCG's results

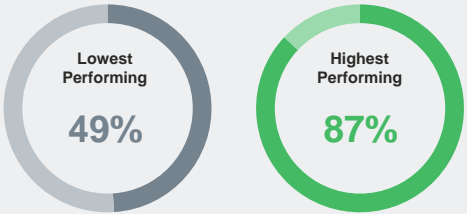


- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- I'm not sure when my GP surgery is open

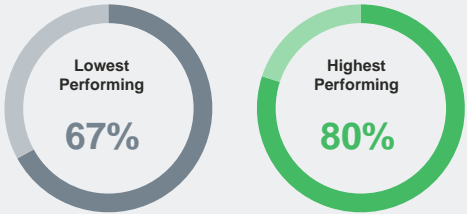
National results



Practice range in CCG - % Satisfied



CCG range in AT - % Satisfied

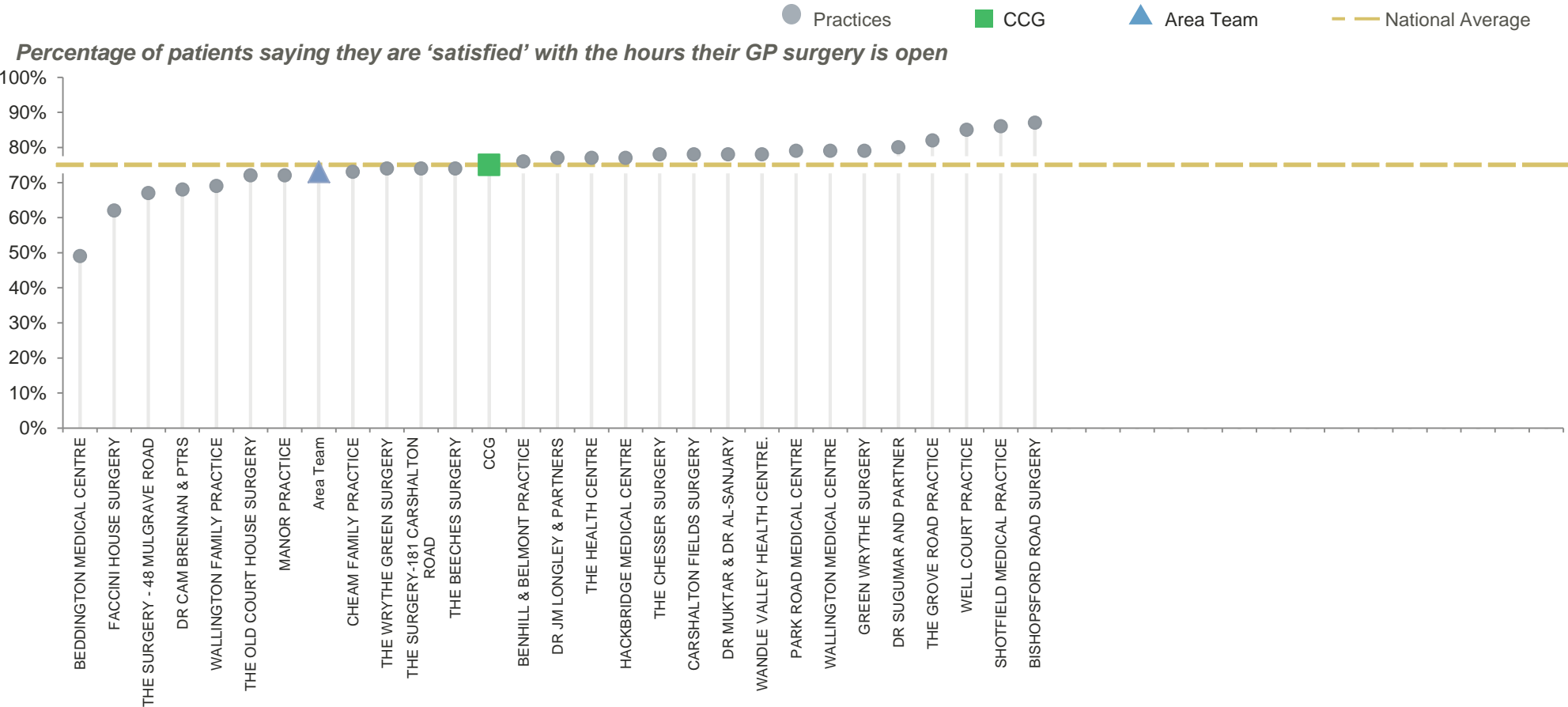


Base: All those completing a questionnaire: CCG 2015 (2,766); CCG 2014 (2,845); National (842,965)

%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

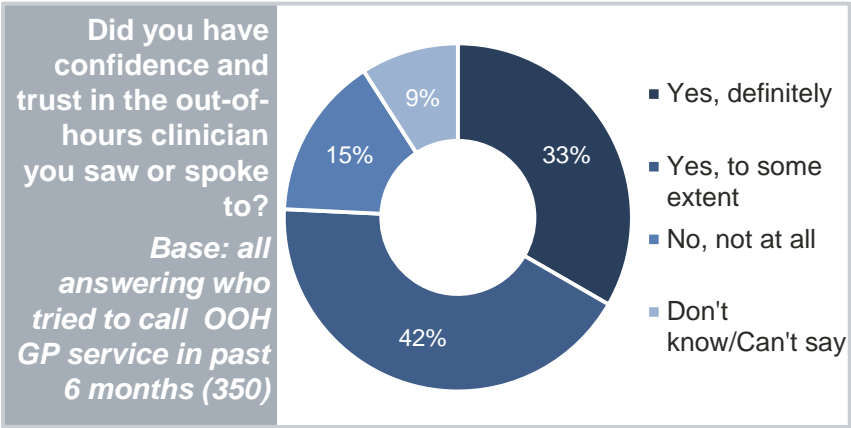
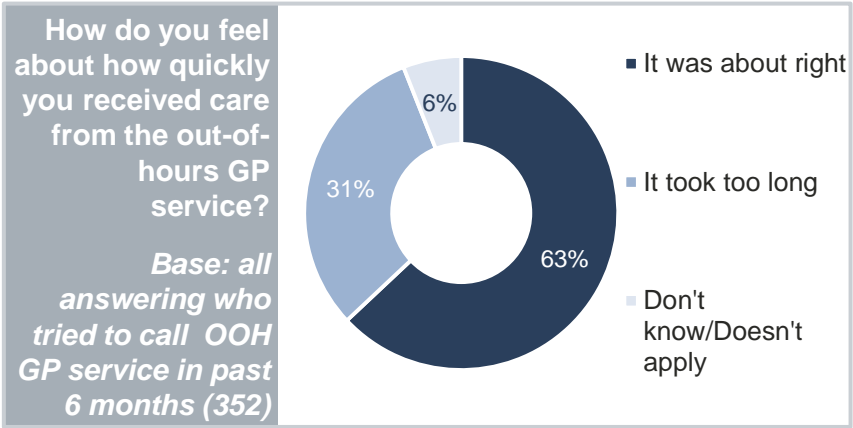
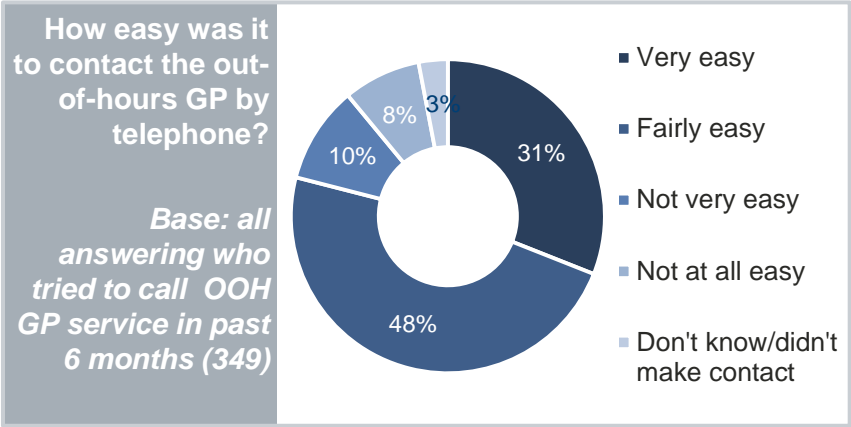
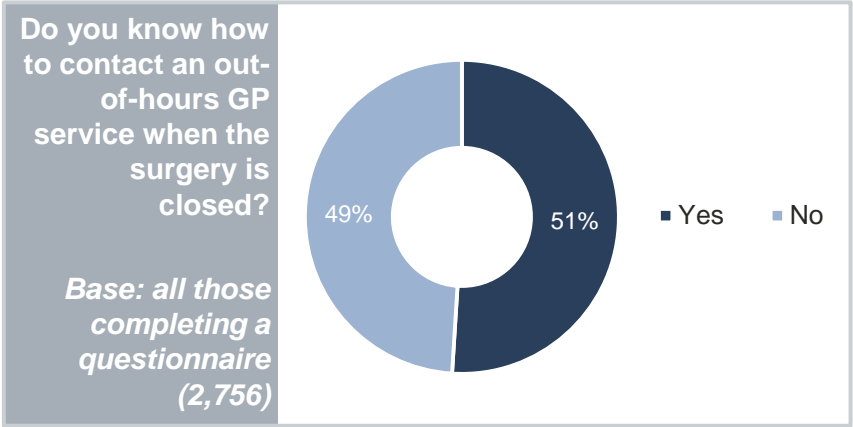
Base: All those who got an appointment: Practice bases range from 28 to 207

%Satisfied = %Very satisfied + %Fairly satisfied

Out-of-hours GP services

Use of out-of-hours GP services

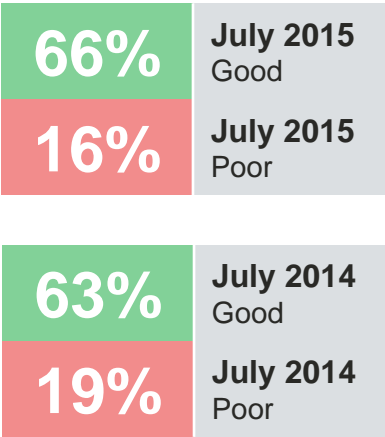
CCG's results



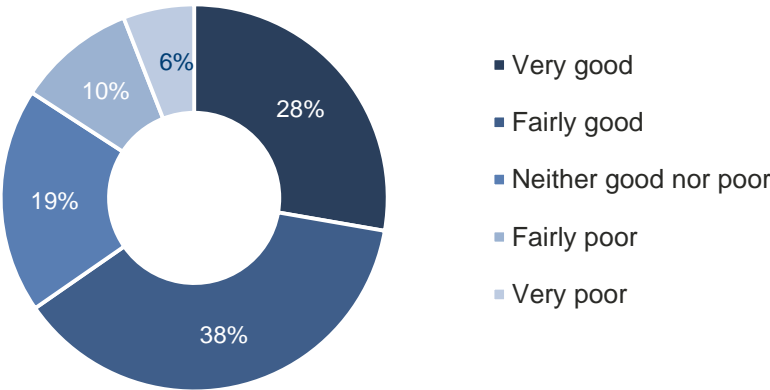
Overall experience of out-of-hours GP service

Overall, how would you describe your experience of out-of-hours GP services?

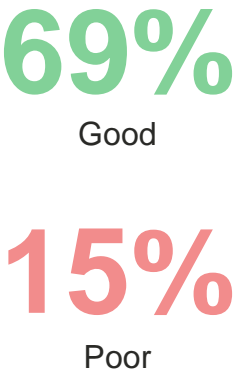
CCG's results over time



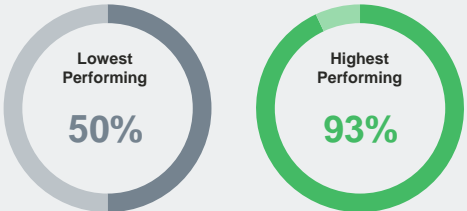
CCG's results



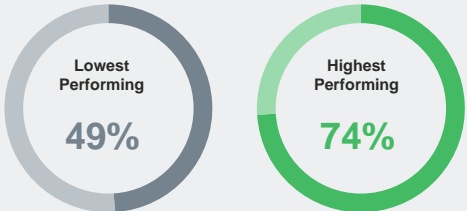
National results



Practice range in CCG - % Good



CCG range in AT - % Good



Base: All those completing a questionnaire: CCG 2015 (344); CCG 2014 (369); National (111,123)

%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, 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).