

# GP PATIENT SURVEY

## NHS NORTH EAST LINCOLNSHIRE CCG

### Latest survey results

August 2018 publication

Version 1 | Public

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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 NORTH EAST LINCOLNSHIRE CCG**.
- The data in this slide pack are based on the August 2018 GPPS publication.
- In NHS NORTH EAST LINCOLNSHIRE CCG, **8,628** questionnaires were sent out, and **2,856** were returned completed. This represents a response rate of **33%**.
- 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.
- The questionnaire has been redeveloped for 2018 in response to significant changes to primary care services as set out in the [GP Forward View](#), and to provide a better understanding of how local care services are supporting patients to live well, particularly those with long-term care needs. The questionnaire (and past versions) can be found here: <https://gp-patient.co.uk/surveysandreports>.

The screenshot shows the 'GP PATIENT SURVEY' interface. At the top, it says 'Ipsos MORI' and 'NHS'. Below that, the title 'GP PATIENT SURVEY' is in a blue box. A message asks the user to answer questions by putting an 'X' in the box, unless more than one answer is allowed. Below this, there are input fields for 'Survey number: 1234567890' and 'Online password: ABCDE'. The main section is titled 'YOUR LOCAL GP SERVICES' and contains several questions (Q1-Q4) with multiple-choice options. Q1 asks about the ease of getting through to someone at the GP practice on the phone. Q2 asks how helpful the receptionists are. Q3 asks about booking appointments in the past 12 months. Q4 asks about the ease of using the practice's website to book or access services. The interface includes a 'page' indicator and a 'Please turn over' prompt.

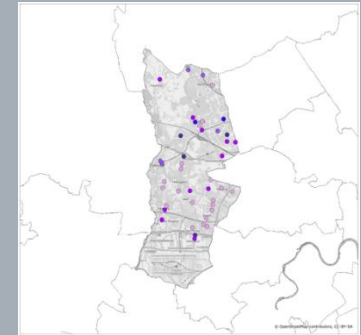
# Introduction

- The GP Patient Survey measures patients' experiences across a range of topics, including:
  - Making appointments
  - Perceptions of care at appointments
  - Managing health conditions
  - Practice opening hours
  - Services when GP practices are closed
- The GP Patient Survey provides data at practice level using a consistent methodology, which means it is comparable across organisations.
- The survey has limitations:
  - Sample sizes at practice level are relatively small.
  - The survey does not include qualitative data which limits the detail provided by the results.
  - The data is provided once a year rather than in real time.
- However, given the consistency of the survey across organisations, 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.**
- Given the extensive changes to the questionnaire in 2018, this pack does not include trends over time.

# Guidance on how to use the data

The following suggest ideas for how the data in this slide pack can be used and interpreted to improve GP services:

- **Comparison of a CCG's results against the national average:** this allows benchmarking of the results to identify whether the CCG is performing well, poorly, or in line with others. The CCG may wish to focus on areas where it compares less favourably.
- **Considering questions where there is a larger range in responses among practices or CCGs:** this highlights areas in which greater improvements may be possible, as some CCGs or practices are performing significantly better than others nearby. The CCG may wish to focus on areas with a larger range in the results.
- **Comparison of practices' results within a CCG:** this can identify practices within a CCG that seem to be over-performing or under-performing compared with others. The CCG may wish to work with individual practices: those that are performing particularly well may be able to highlight best practice, while those performing less well may be able to improve their performance.



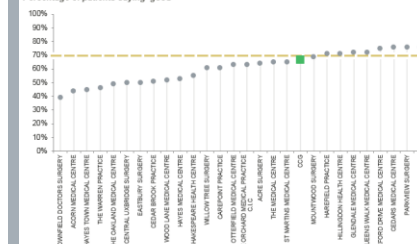
## Comparison of results

CCG	National
<b>86%</b>	<b>84%</b>
Good	Good
<b>4%</b>	<b>6%</b>
Poor	Poor

## Practice range in CCG – % Good



Percentage of patients saying 'good'



# Interpreting the results

- The number of participants answering (the base size) is stated for each question. The total number of responses is shown at the bottom of each chart.
- **All comparisons are indicative only. Differences may not be statistically significant – particularly when comparing practices due to low numbers of responses.**
- For guidance on statistical reliability, or for details of where you can get more information about the survey, please refer to the end of this slide pack.
- Maps: CCG and practice-level results are also displayed on maps, with results split across 5 bands (or ‘quintiles’) in order to have a fairly even distribution at the national level of CCGs/practices across each band.
- **All data is taken from the latest / August 2018 publication** (fieldwork January to March 2018).
- For further information on using the data please refer to the end of this slide pack.



More than 0% but less than 0.5%

## When fewer than 10 patients respond

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

## 100%

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

# Overall experience of GP practice

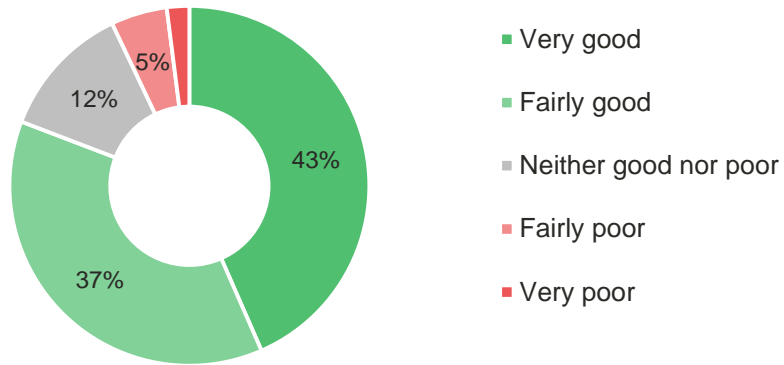
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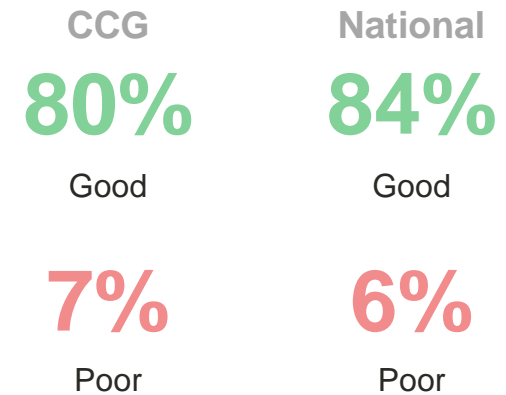
# Overall experience of GP practice

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

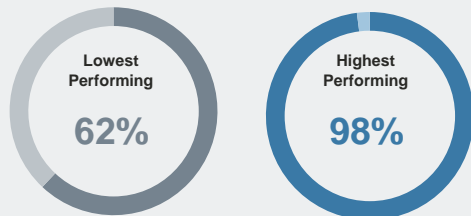
## CCG's results



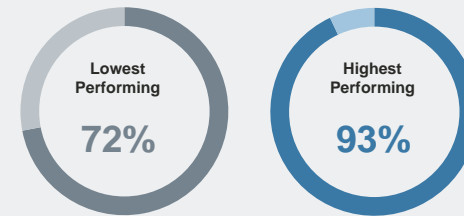
## Comparison of results



### Practice range in CCG – % Good



### Local CCG range – % Good



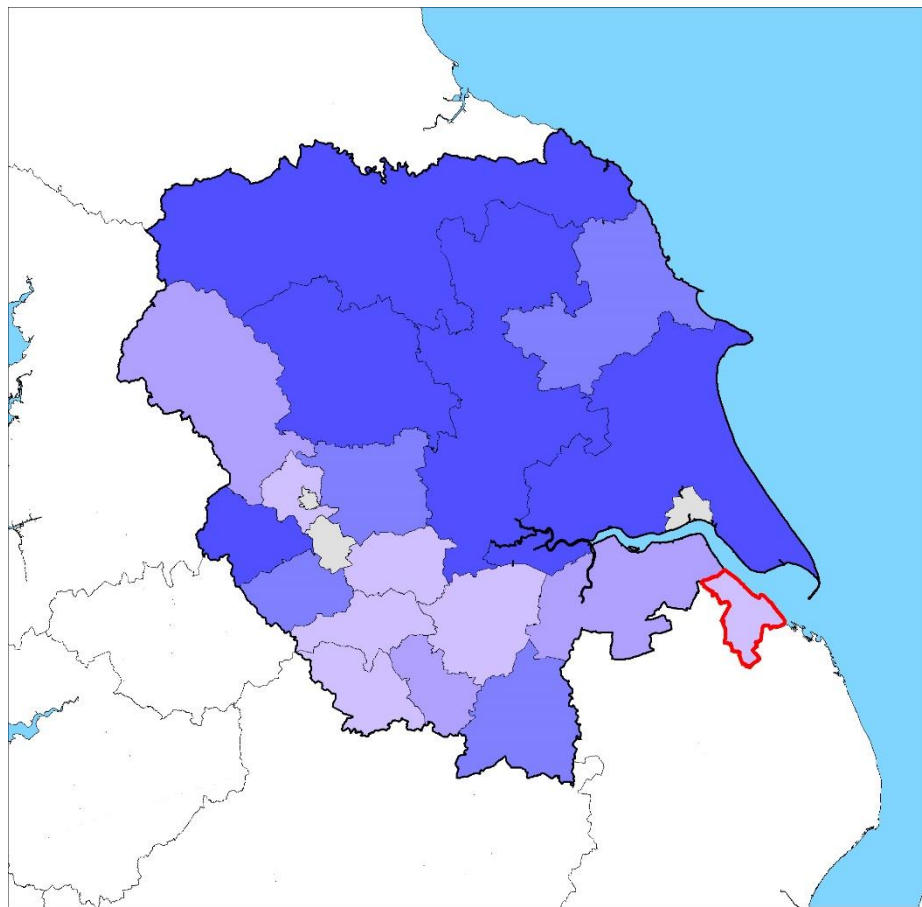
Base: All those completing a questionnaire: National (746,847); CCG (2,808); Practice bases range from 60 to 129; CCG bases range from 1,069 to 10,190

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

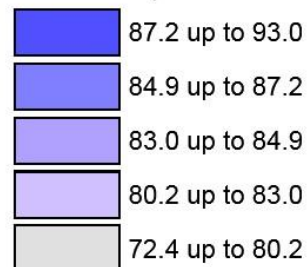
# Overall experience: how the CCG's results compare to other local CCGs

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

Percentage of patients saying 'good'



Overall Experience of GP practice



Results range from

**72%**  
to  
**93%**

The CCG represented by this pack is highlighted in red

Comparisons are indicative only: differences may not be statistically significant

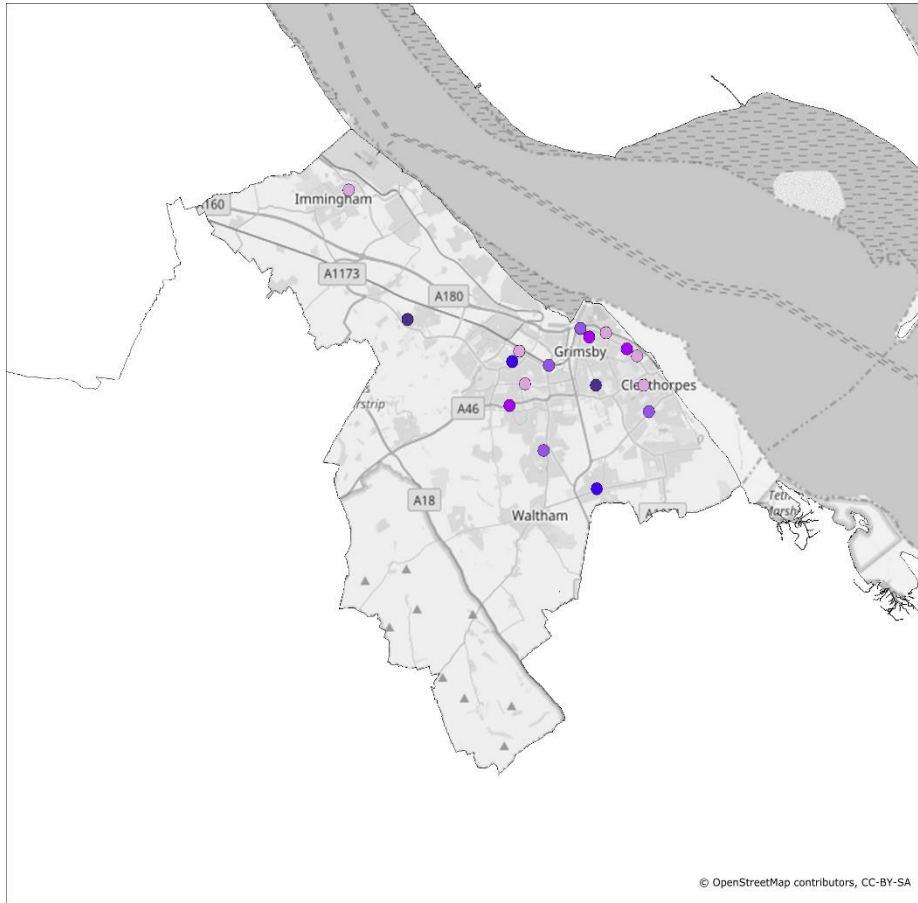
Base: All those completing a questionnaire: CCG bases range from 1,069 to 10,190

%Good = %Very good + %Fairly good

# Overall experience: how the CCG's practices compare

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

Percentage of patients saying 'good'



Overall Experience of GP practice

- 92.5 up to 100.0
- 88.1 up to 92.5
- 83.2 up to 88.1
- 76.0 up to 83.2
- 35.0 up to 76.0

Results range from

**62%**  
to  
**98%**

Comparisons are indicative only: differences may not be statistically significant

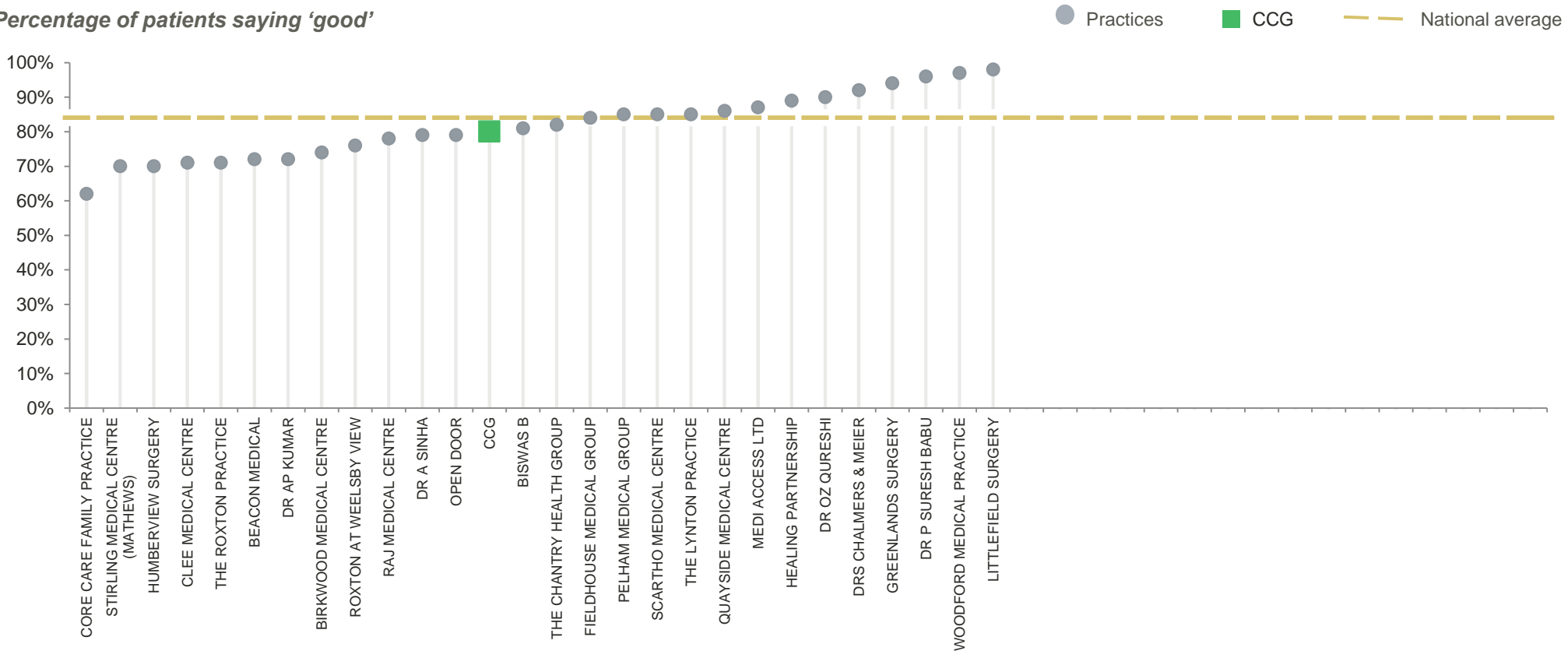
Base: All those completing a questionnaire: Practice bases range from 60 to 129

%Good = %Very good + %Fairly good

# Overall experience: how the CCG's practices compare

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

Percentage of patients saying 'good'



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 (746,847); CCG (2,808); Practice bases range from 60 to 129

%Good = %Very good + %Fairly good

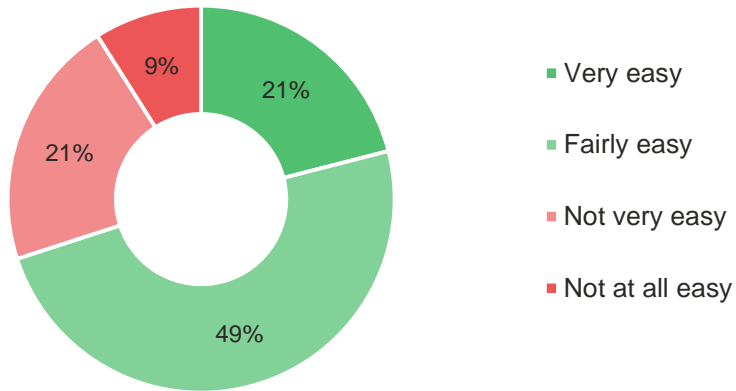
# Local GP services

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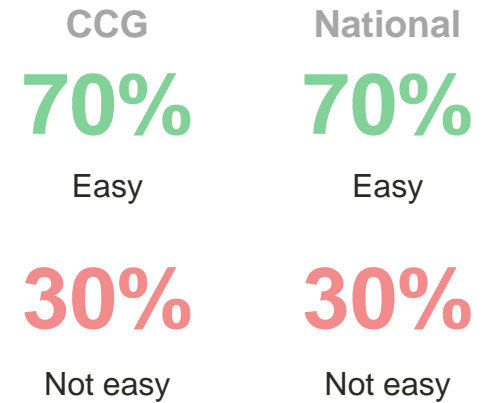
# Ease of getting through to GP practice on the phone

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

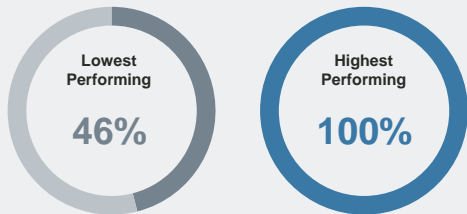
## CCG's results



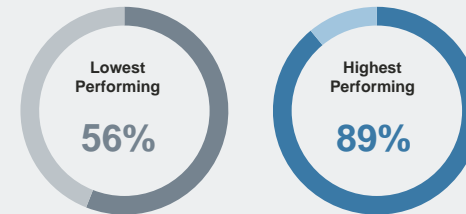
## Comparison of results



### Practice range in CCG - % Easy



### Local CCG range - % Easy



\*Those who say 'Haven't tried' have been excluded from these results.

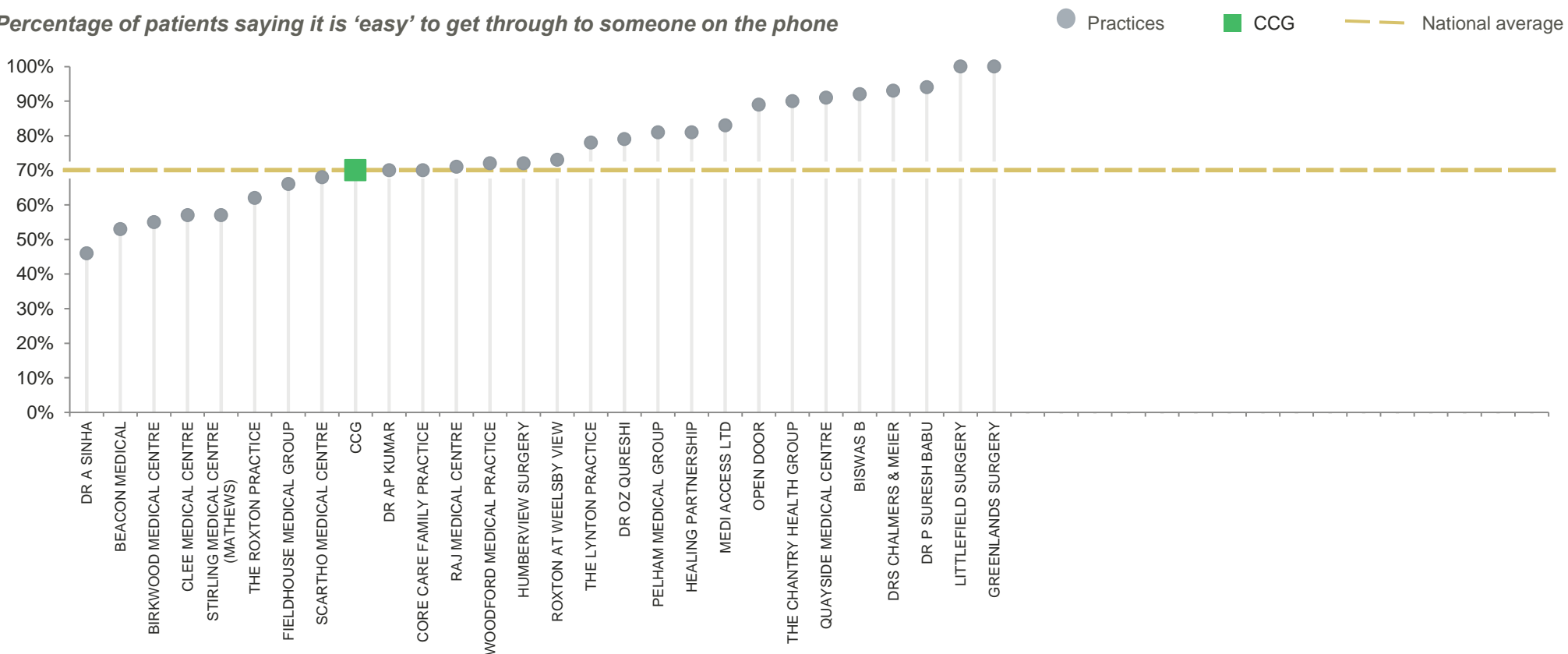
Base: All those completing a questionnaire excluding 'Haven't tried': National (729,884); CCG (2,746); Practice bases range from 57 to 124; CCG bases range from 1,050 to 9,988

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

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

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

Percentage of patients saying it is 'easy' to get through to someone on the phone



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

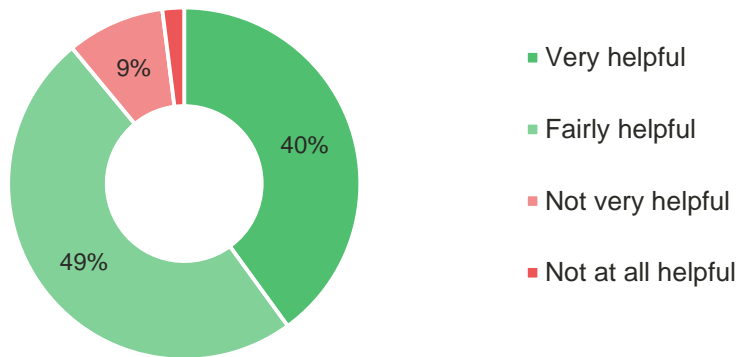
Base: All those completing a questionnaire excluding 'Haven't tried': National (729,884); CCG (2,746); Practice bases range from 57 to 124

%Easy = %Very easy + %Fairly easy

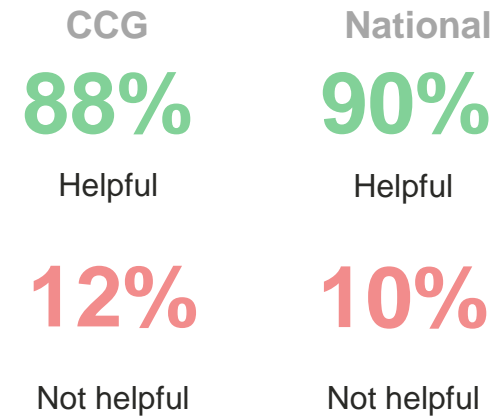
# Helpfulness of receptionists at GP practice

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

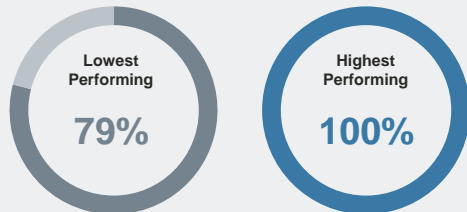
### CCG's results



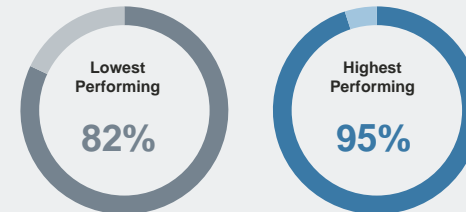
### Comparison of results



#### Practice range in CCG - % Helpful



#### Local CCG range - % Helpful



\*Those who say 'Don't know' have been excluded from these results.

Base: All those completing a questionnaire excluding 'Don't know': National (738,543); CCG (2,765); Practice bases range from 60 to 129; CCG bases range from 1,053 to 10,097

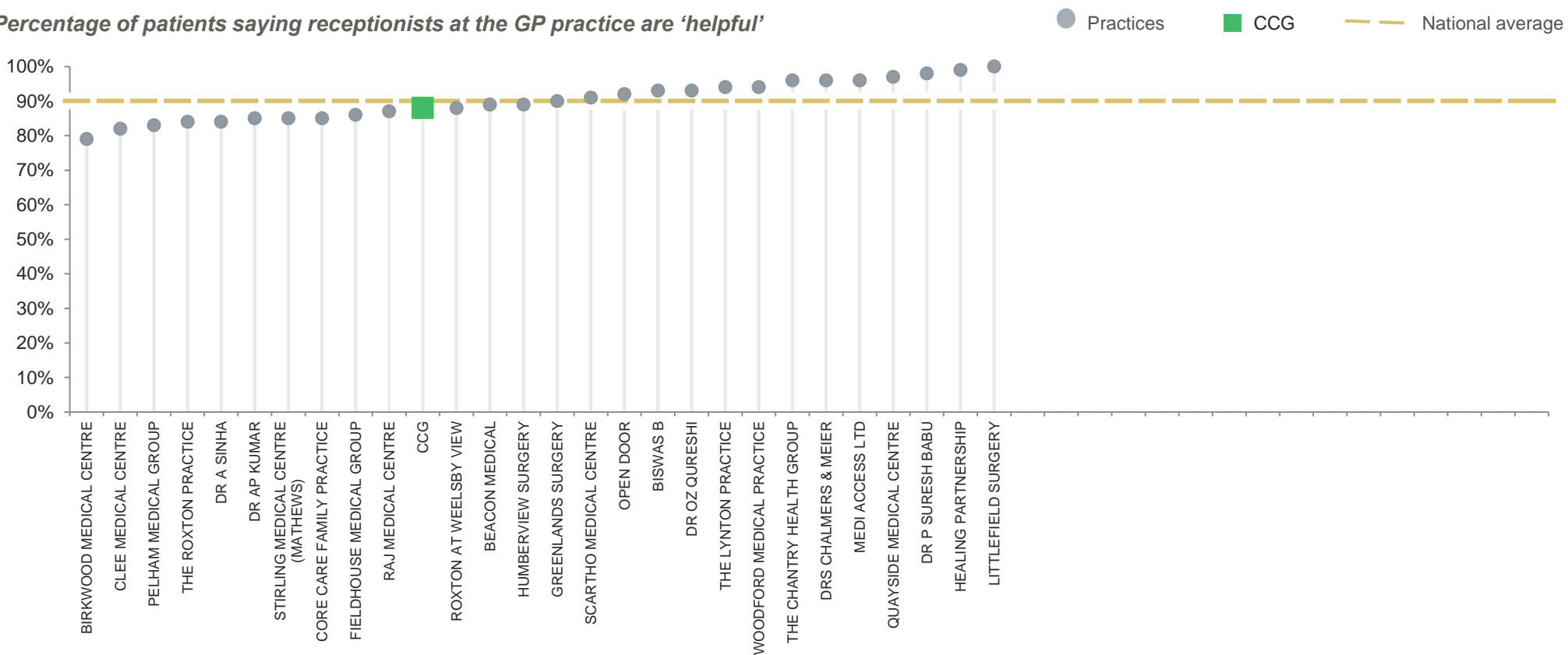
%Helpful = %Very helpful + %Fairly helpful  
%Not helpful = %Not very helpful + %Not at all helpful



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

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

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



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 excluding 'Don't know': National (738,543); CCG (2,765); Practice bases range from 60 to 129

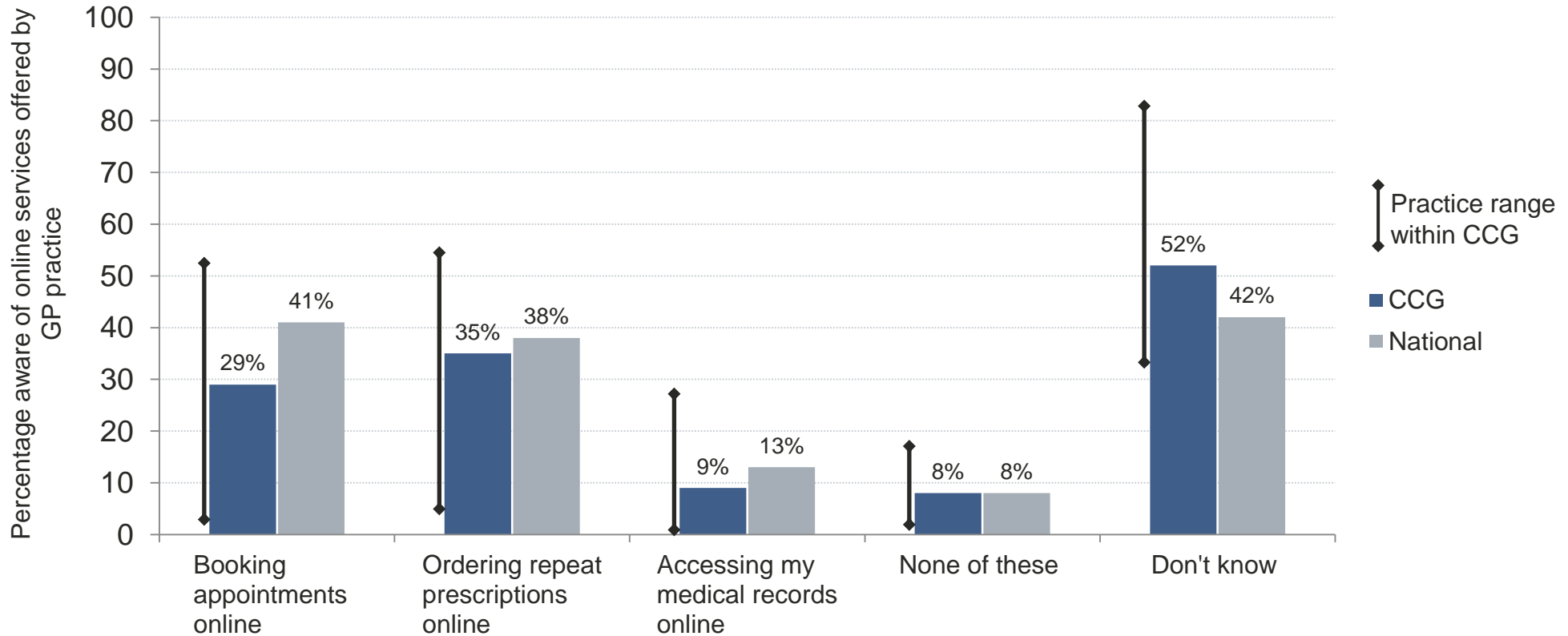
%Helpful = %Very helpful + %Fairly helpful

# Access to online services

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# Awareness of online services

Q4. As far as you know, which of the following online services does your GP practice offer?

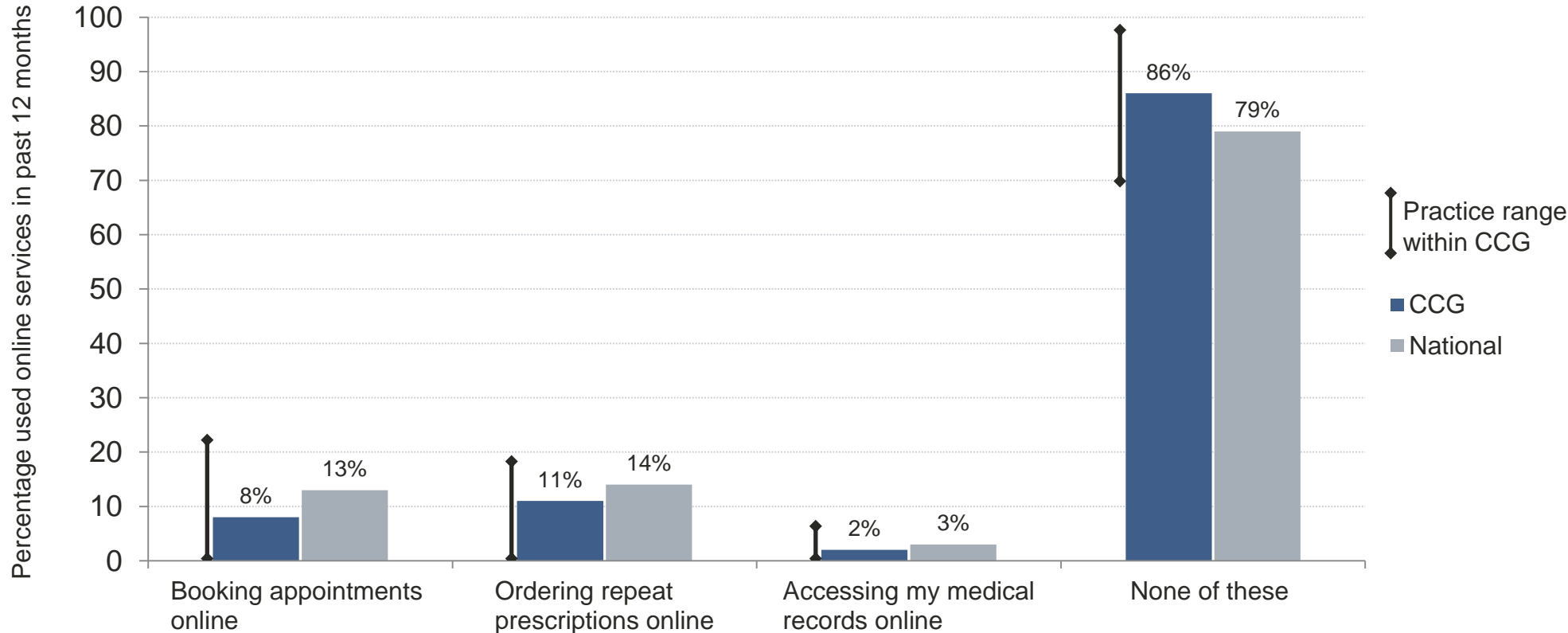


Comparisons are indicative only: differences may not be statistically significant

Base: All those completing a questionnaire: National (735,717); CCG (2,782);  
Practice bases range from 59 to 131

# Online service use

Q5. Which of the following general practice online services have you used in the past 12 months?



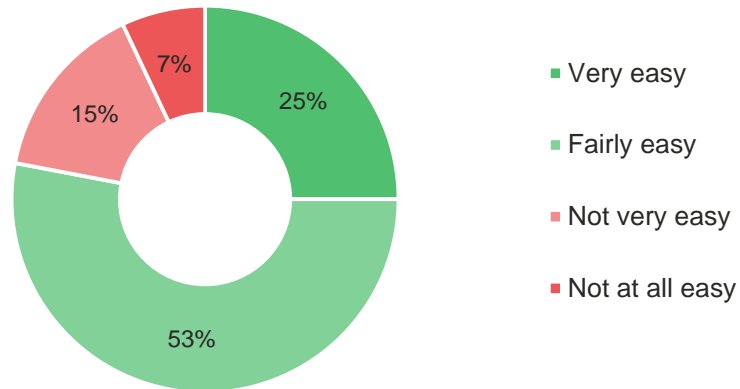
Comparisons are indicative only: differences may not be statistically significant

Base: All those completing a questionnaire: National (742,492); CCG (2,795);  
Practice bases range from 61 to 131

# Ease of use of online services

Q6. How easy is it to use your GP practice's website to look for information or access services?\*

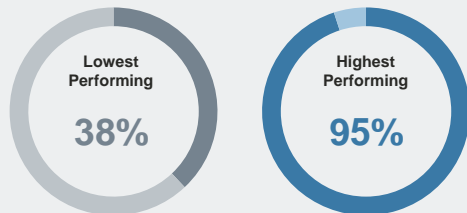
## CCG's results



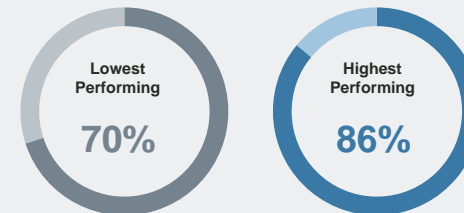
## Comparison of results

CCG	National
<b>79%</b>	<b>78%</b>
Easy	Easy
<b>21%</b>	<b>22%</b>
Not easy	Not easy

### Practice range in CCG - % Easy



### Local CCG range - % Easy



\*Those who say 'Haven't tried' have been excluded from these results.

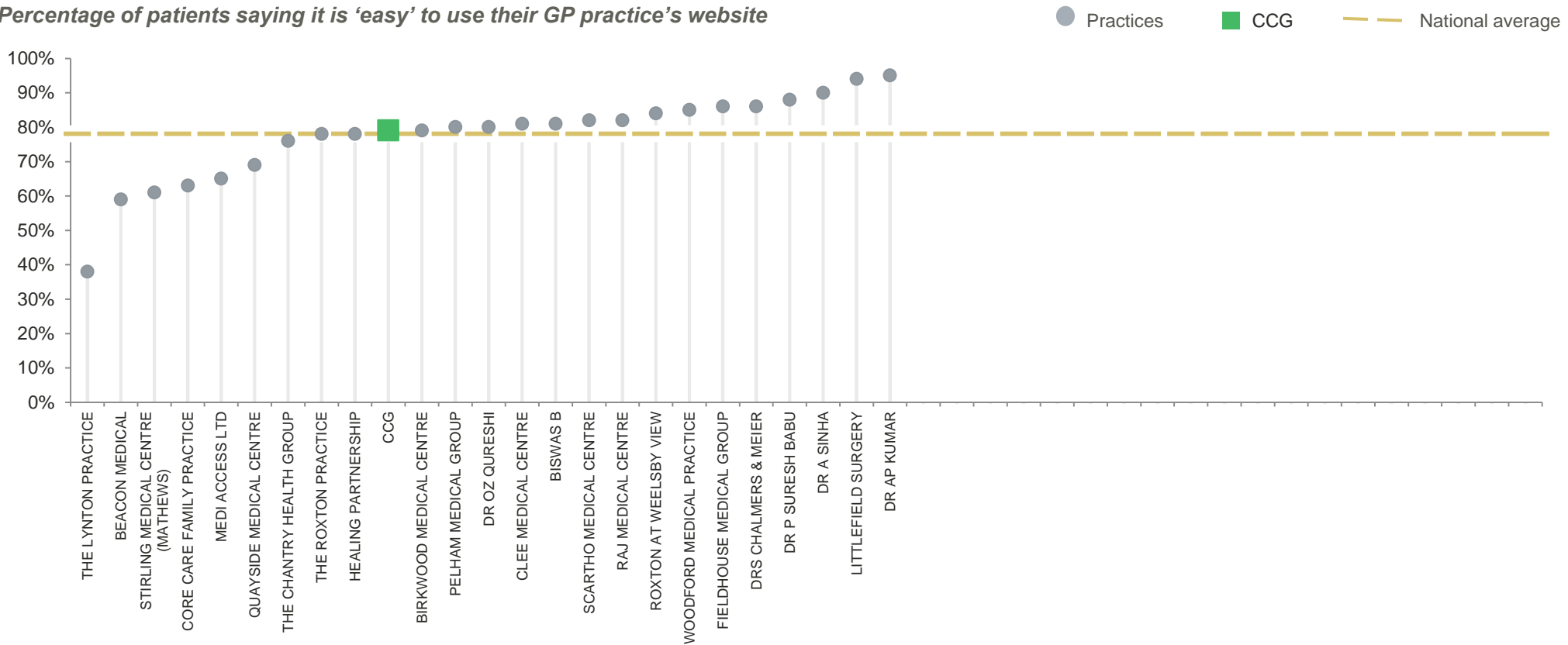
Base: All those completing a questionnaire excluding 'Haven't tried': National (234,144); CCG (575); Practice bases range from 10 to 44; CCG bases range from 339 to 3,153

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

# Ease of use of online services

## Q6. How easy is it to use your GP practice's website to look for information or access services?

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



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 excluding 'Haven't tried': National (234,144); CCG (575); Practice bases range from 10 to 44

%Easy = %Very easy + %Fairly easy

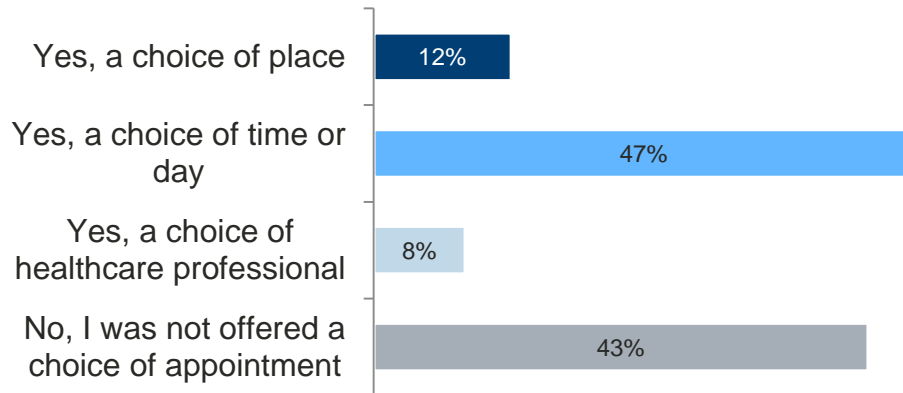
# Making an appointment

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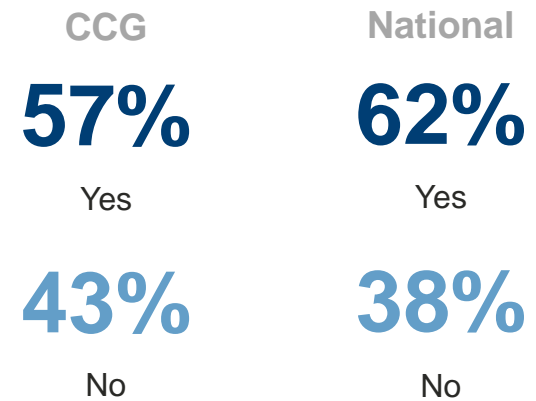
# Choice of appointment

Q16. On this occasion (when you last tried to make a general practice appointment), were you offered a choice of appointment?\*

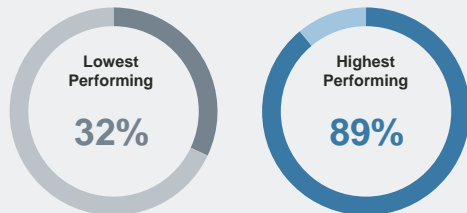
## CCG's results



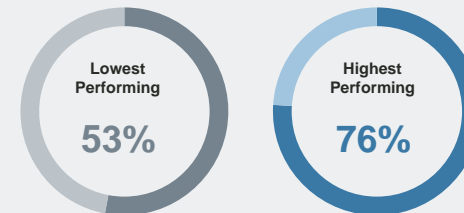
## Comparison of results



### Practice range in CCG - % Yes



### Local CCG range - % Yes



\*Those who say 'Doesn't apply' or 'Can't remember' have been excluded from these results. The 'Yes' options are multi-code and so the summation of the three 'Yes' options does not equal the combined 'Yes' offered a choice statistic.

Base: All tried to make an appointment since being registered excluding 'Doesn't apply' and 'Can't remember': National (586,602); CCG (2,108); Practice bases range from 30 to 97; CCG bases range from 850 to 8,045

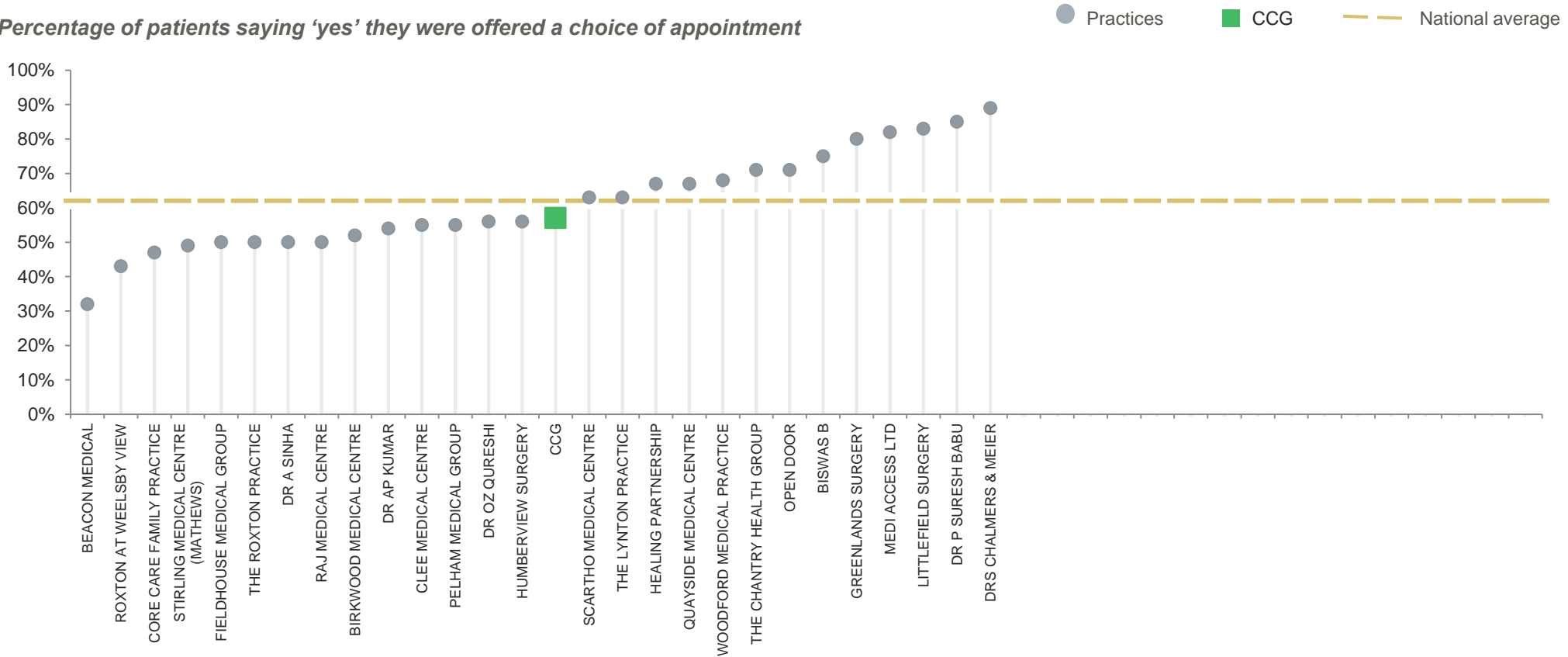
%Yes = either offered a 'Choice of place', a 'Choice of time or day' or a 'Choice of healthcare professional'



# Choice of appointment

Q16. On this occasion (when you last tried to make a general practice appointment), were you offered a choice of appointment?

Percentage of patients saying 'yes' they were offered a choice of appointment



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

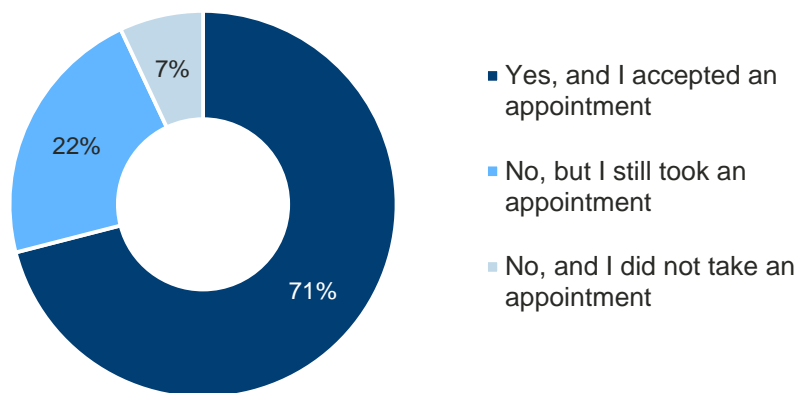
Base: All tried to make an appointment since being registered excluding 'Doesn't apply' and 'Can't remember': National (586,602); CCG (2,108); Practice bases range from 30 to 97

%Yes = %Choice of place + %Choice of time or day + %Choice of healthcare professional

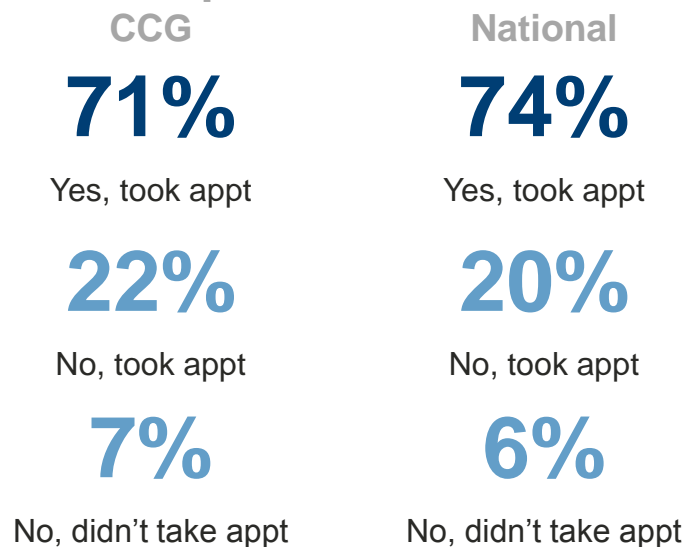
# Satisfaction with appointment offered

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

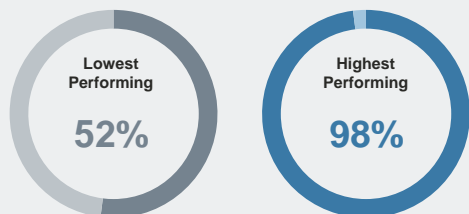
## CCG's results



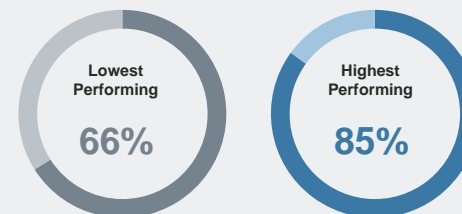
## Comparison of results



### Practice range in CCG - % Yes



### Local CCG range - % Yes

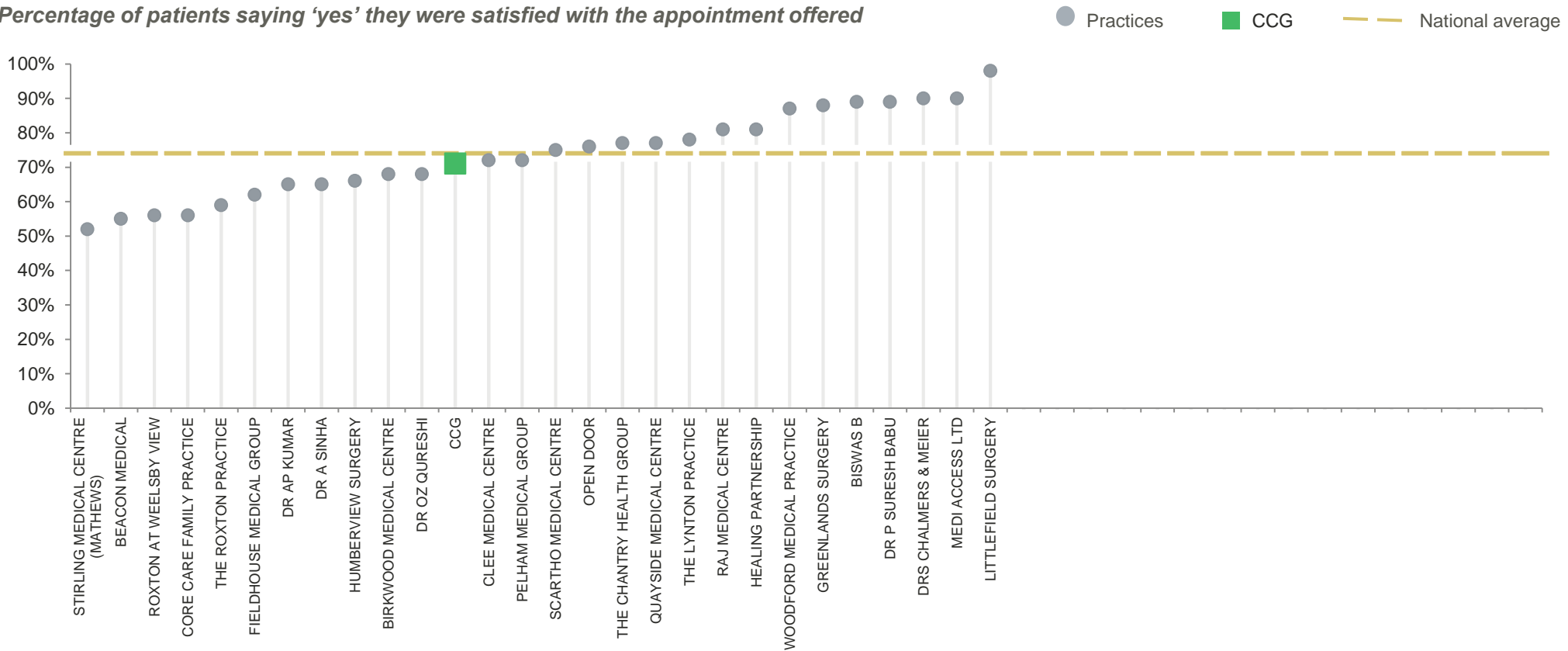


Base: All tried to make an appointment since being registered: National (701,961); CCG (2,582); Practice bases range from 56 to 127; CCG bases range from 1,006 to 9,587

# Satisfaction with appointment offered

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

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

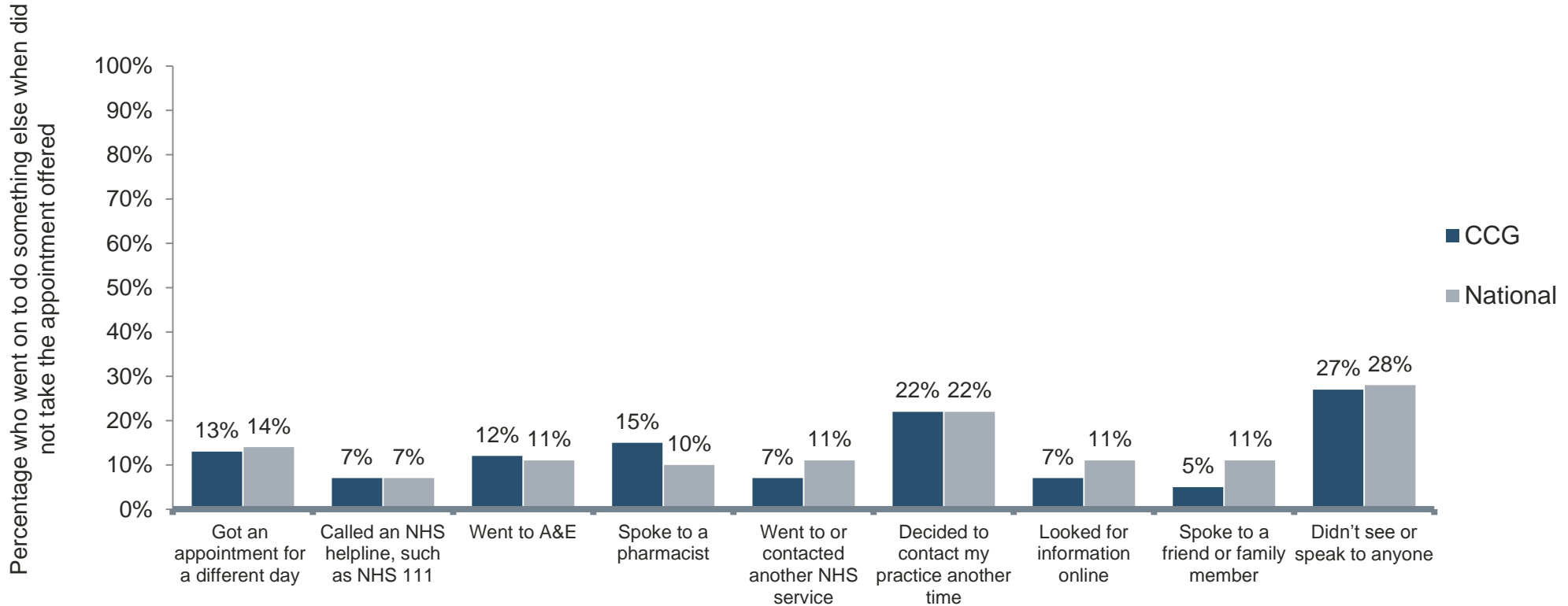


Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All tried to make an appointment since being registered: National (701,961); CCG (2,582); Practice bases range from 56 to 127

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

## Q19. What did you do when you did not take the appointment you were offered?



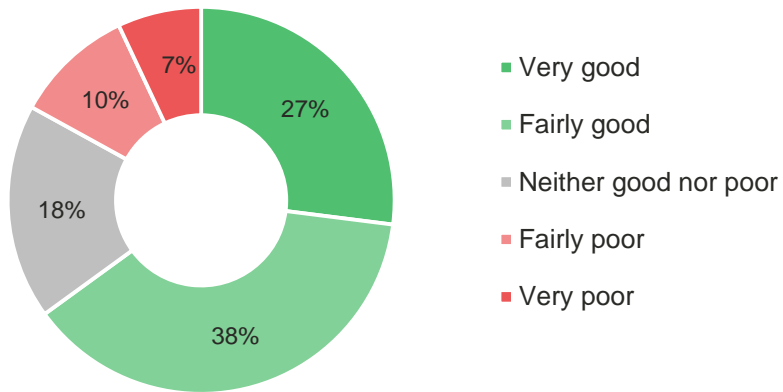
Comparisons are indicative only: differences may not be statistically significant

Base: All who did not take the appointment offered (excluding those who haven't tried to make one): National (32,326); CCG (143)

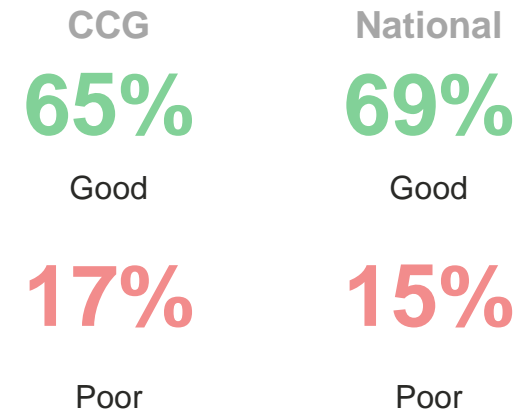
# Overall experience of making an appointment

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

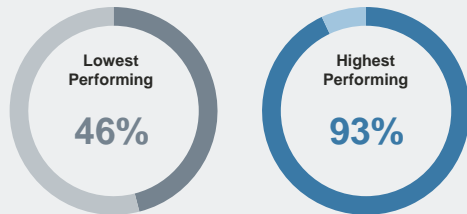
## CCG's results



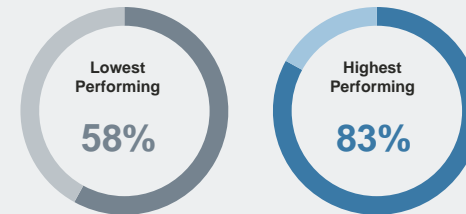
## Comparison of results



### Practice range in CCG - % Good



### Local CCG range - % Good



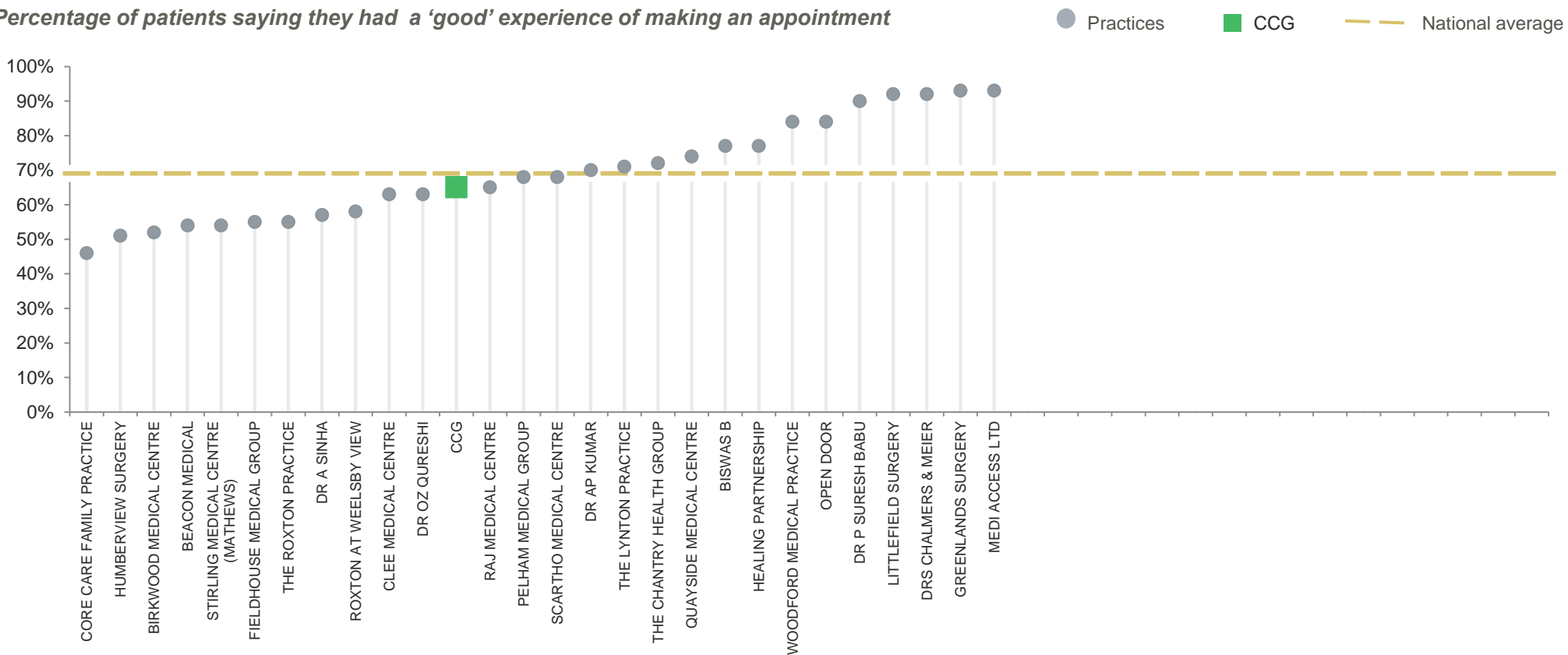
Base: All tried to make an appointment since being registered: National (693,912); CCG (2,526); Practice bases range from 52 to 121; CCG bases range from 988 to 9,465

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

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

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

Percentage of patients saying they had a 'good' experience of making an appointment



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

Base: All tried to make an appointment since being registered: National (693,912); CCG (2,526); Practice bases range from 52 to 121

%Good = %Very good + %Fairly good

# Perceptions of care at patients' last appointment

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

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

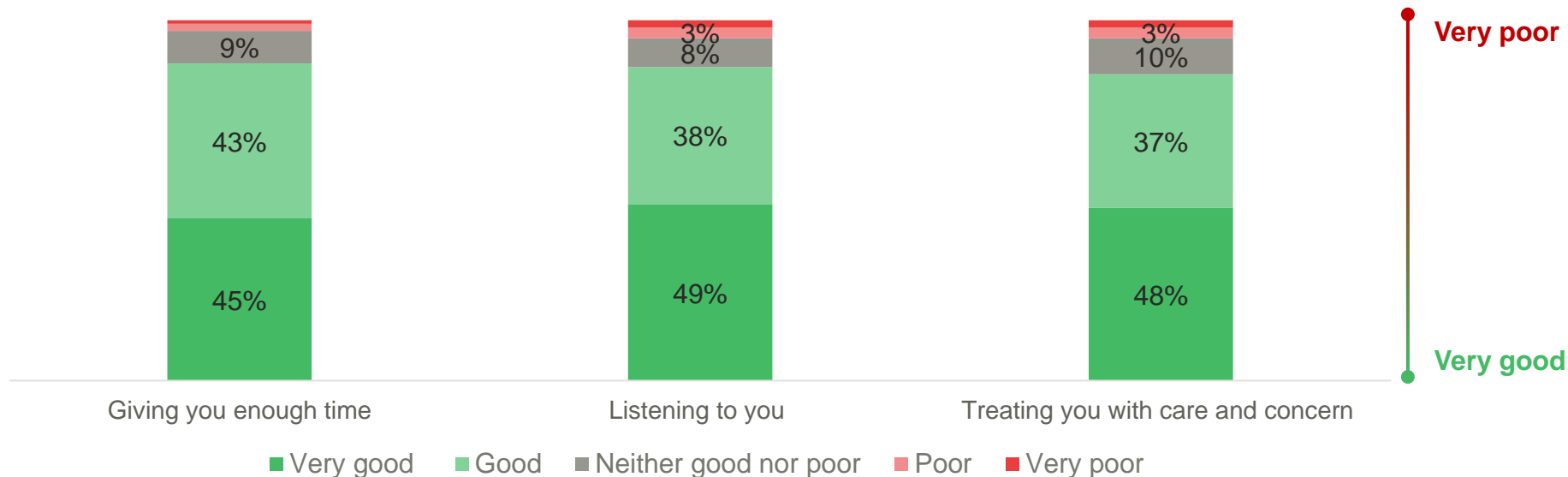
## CCG's results

National results % 'Poor' (total)	4%	3%	4%
CCG results % 'Poor' (total)	3%	4%	5%

Giving you enough time

Listening to you

Treating you with care and concern



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

Base: All had an appointment since being registered with current GP practice excluding 'Doesn't apply':  
National (706,895; 705,167; 706,882); CCG (2,631; 2,622; 2,626)

%Poor (total) = %Very poor + %Poor

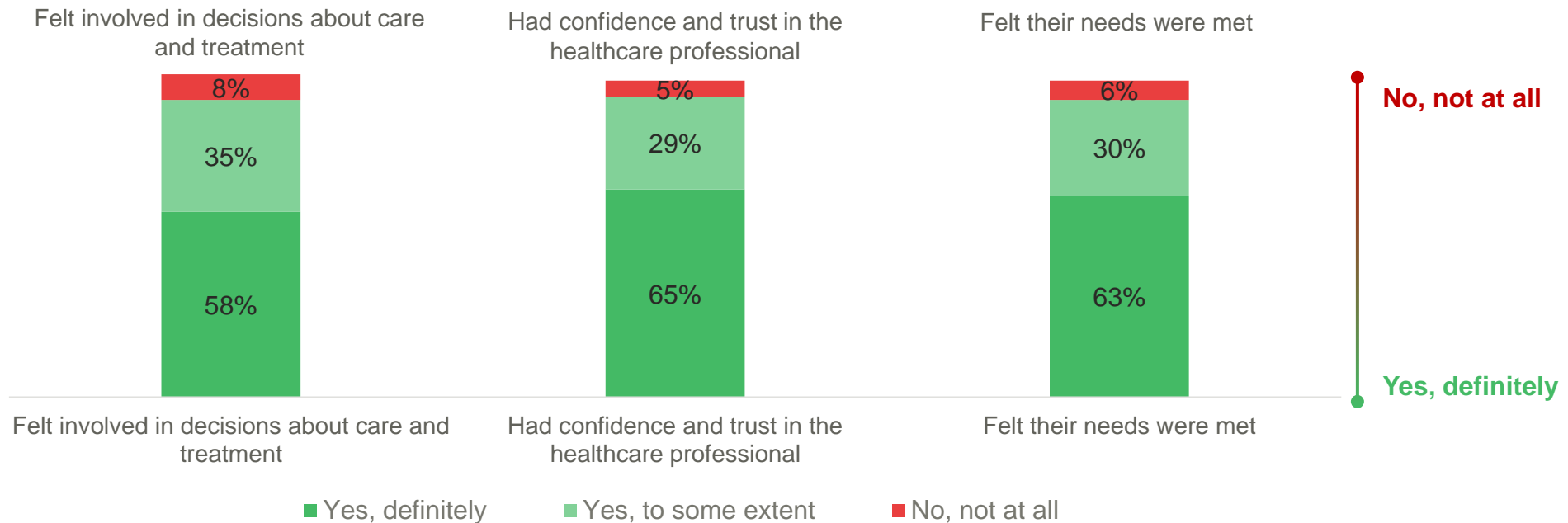


# Perceptions of care at patients' last appointment with a healthcare professional

Q28-30. During your last general practice appointment...\*

## CCG's results

National results % 'No, not at all'	7%	4%	5%
CCG results % 'No, not at all'	8%	5%	6%



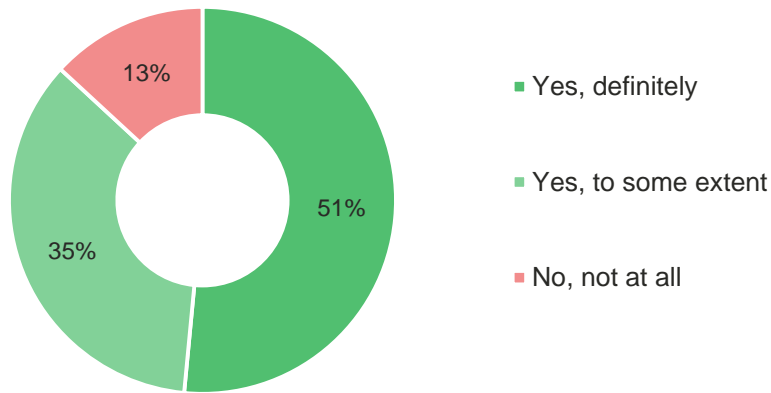
\*Those who say 'Don't know / doesn't apply' or 'Don't know / can't say' have been excluded from these results.

Base: All had an appointment since being registered with current GP practice excluding 'Doesn't apply':  
National (628,938; 695,421; 696,267); CCG (2,295; 2,581; 2,602)

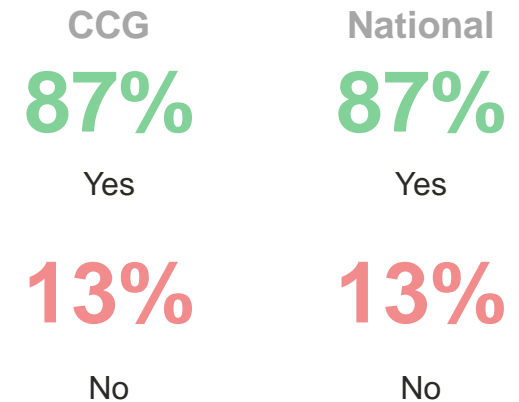
# Mental health needs recognised and understood

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

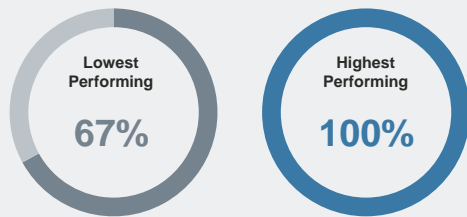
## CCG's results



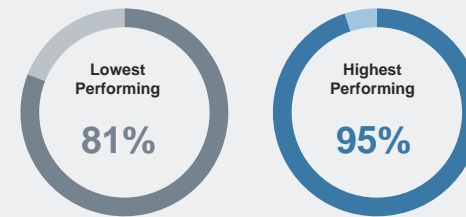
## Comparison of results



### Practice range in CCG - % Yes



### Local CCG range - % Yes



\*Those who say 'I did not have any mental health needs' or 'Did not apply to my last appointment' have been excluded from these results.

Base: All had an appointment since being registered with current GP practice excluding 'I did not have any mental health needs' or 'Did not apply to my last appointment': National (277,497); CCG (1,038); Practice bases range from 25 to 54; CCG bases range from 388 to 3,798

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

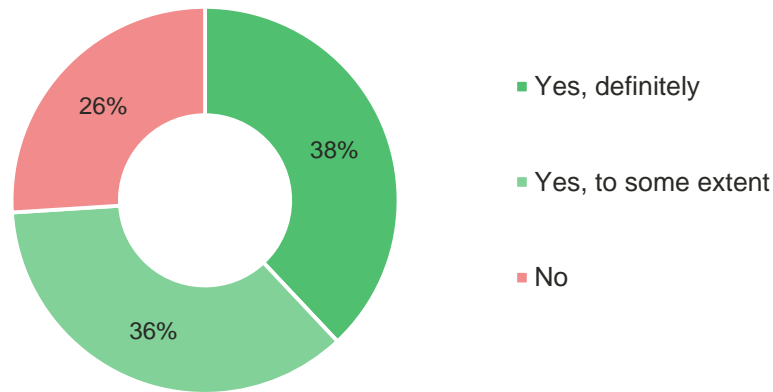
# Managing health conditions

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# Support with managing long-term health conditions

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

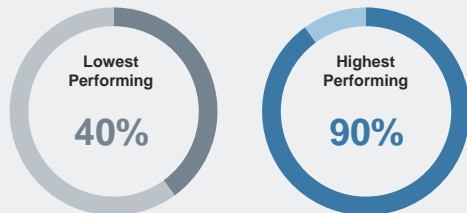
## CCG's results



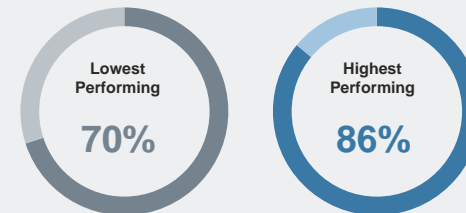
## Comparison of results

CCG	National
<b>74%</b>	<b>79%</b>
Yes	Yes
<b>26%</b>	<b>21%</b>
No	No

### Practice range in CCG - % Yes



### Local CCG range - % Yes



\*Those who say 'I haven't needed support' and 'Don't know / can't say' have been excluded from these results.

Base: All with a long-term condition excluding 'I haven't needed support' and 'Don't know / can't say': National (284,887); CCG (1,105); Practice bases range from 22 to 51; CCG bases range from 437 to 3,887

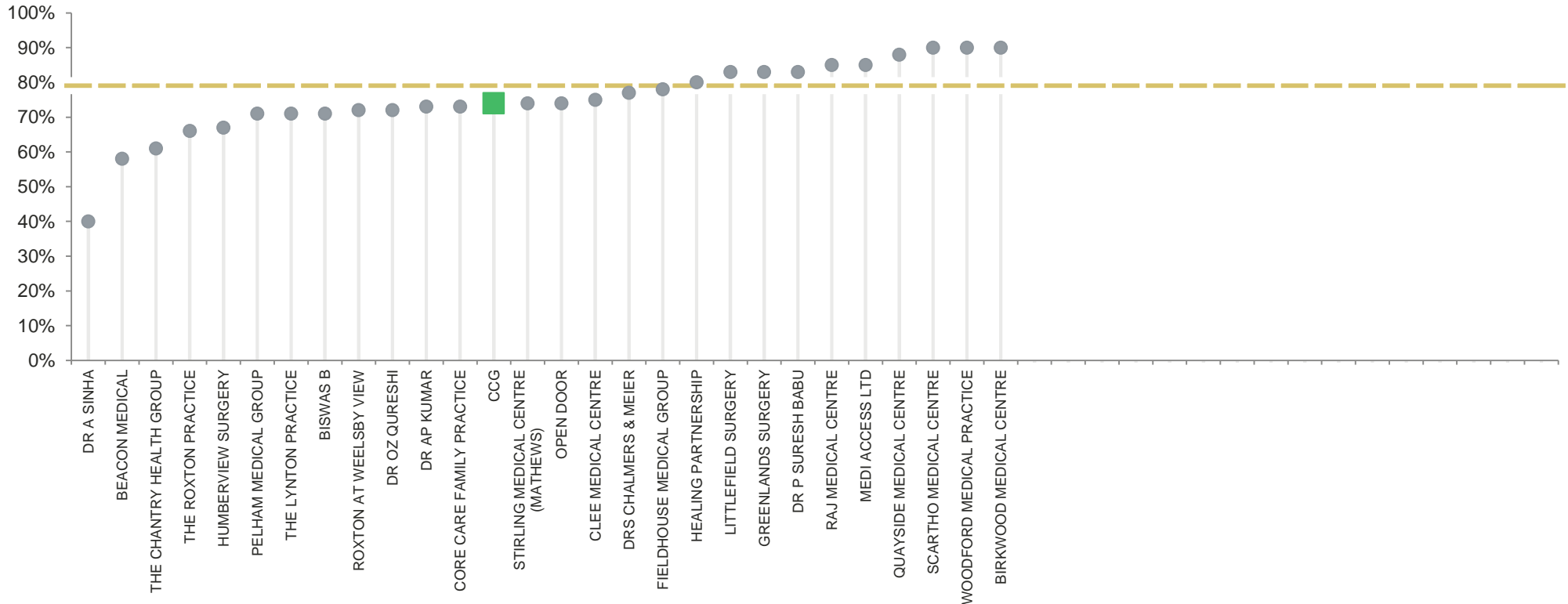
%Yes = %Yes, definitely + %Yes, to some extent

# Support with managing long-term health conditions

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

Percentage of patients saying 'yes' they have had enough support to manage their condition(s)

● Practices    ■ CCG    - - - National average



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

Base: All with a long-term condition excluding 'I haven't needed support' and 'Don't know / can't say': National (284,887); CCG (1,105); Practice bases range from 22 to 51

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

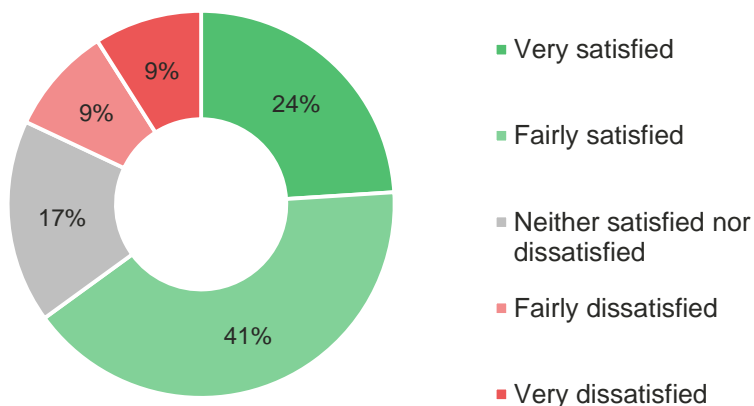
# Satisfaction with general practice appointment times

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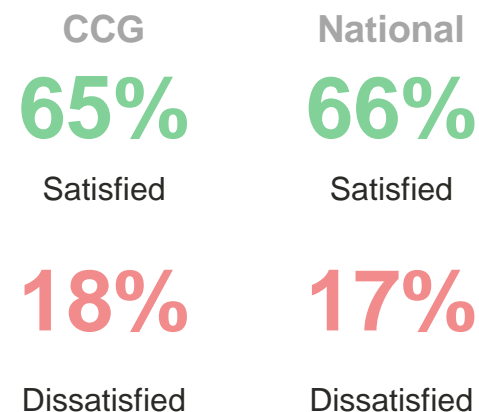
# Satisfaction with appointment times

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

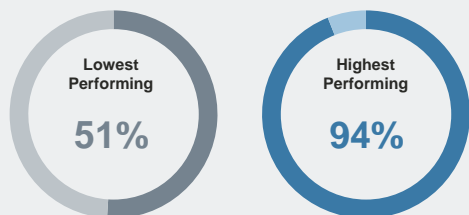
## CCG's results



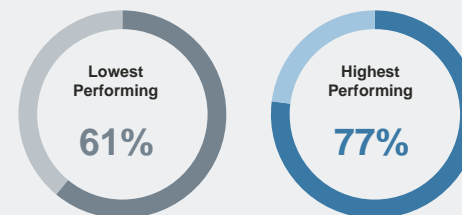
## Comparison of results



### Practice range in CCG - % Satisfied



### Local CCG range - % Satisfied



\*Those who say 'I'm not sure when I can get an appointment' have been excluded from these results.

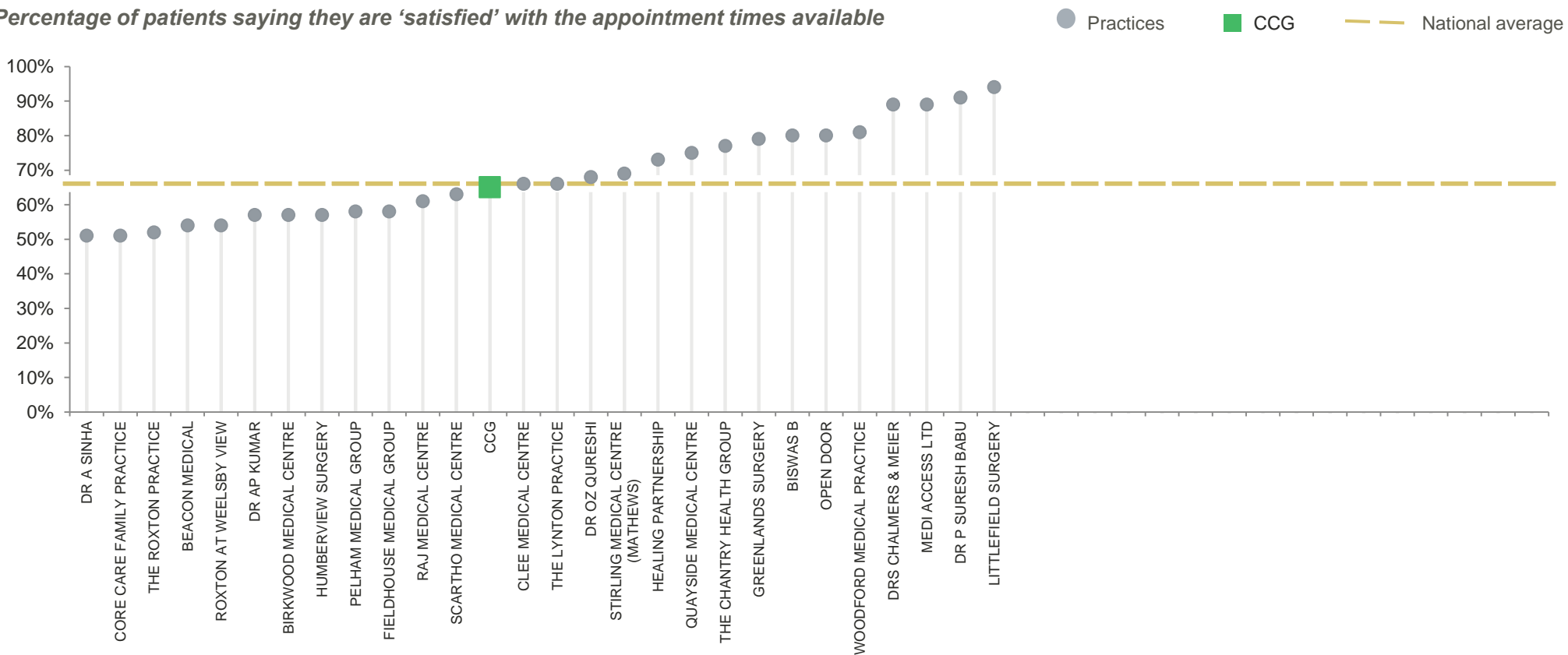
Base: All those completing a questionnaire excluding 'I'm not sure when I can get an appointment': National (689,659); CCG (2,511); Practice bases range from 57 to 117; CCG bases range from 987 to 9,459

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

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

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

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



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 excluding 'I'm not sure when I can get an appointment': National (689,659); CCG (2,511); Practice bases range from 57 to 117

%Satisfied = %Very satisfied + %Fairly satisfied

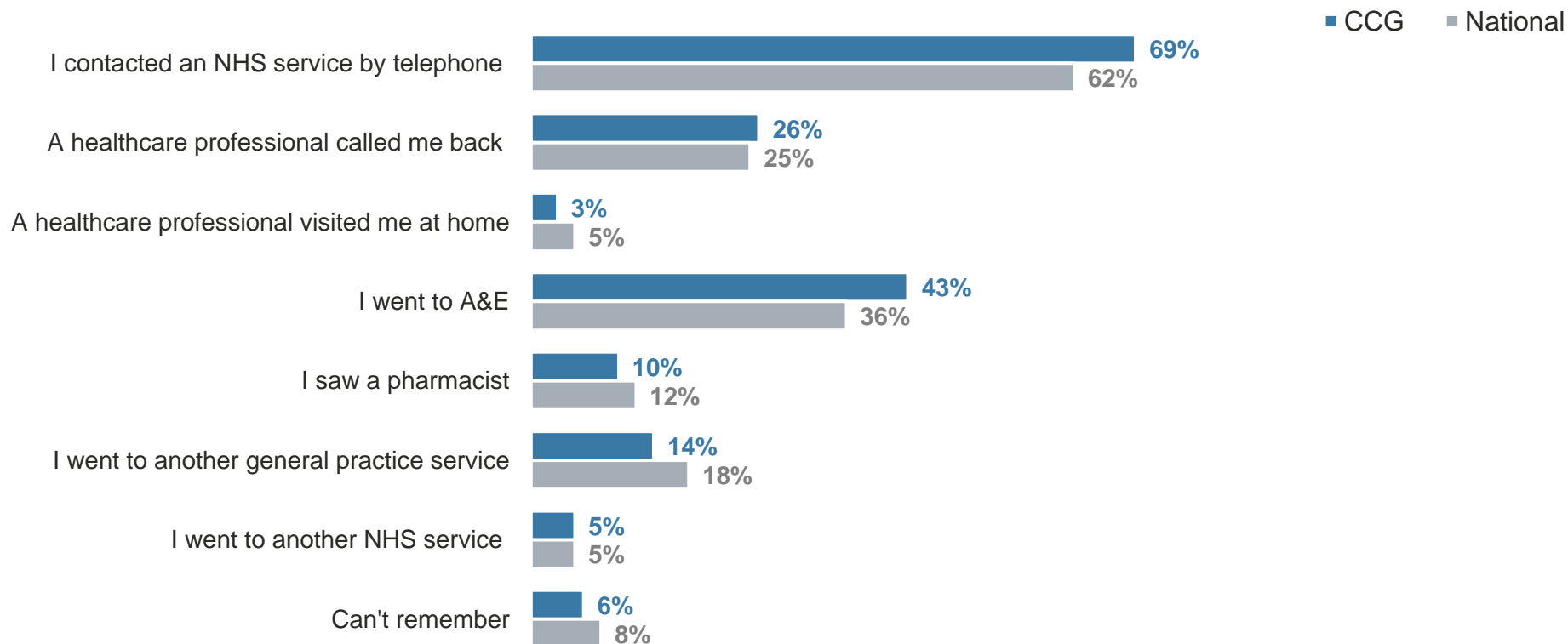


# Services when GP practice is closed

- *The services when GP practice is closed questions are only asked of those who have recently used an NHS service when they wanted to see a GP but their GP practice was closed. As such, the base size is often too small to make meaningful comparisons at practice level; practice range within CCG has therefore not been included for these questions.*
- *Please note that patients cannot always distinguish between out-of-hours services and extended access appointments. Please view the results in this section with the configuration of your local services in mind.*

# Use of services when GP practice is closed

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

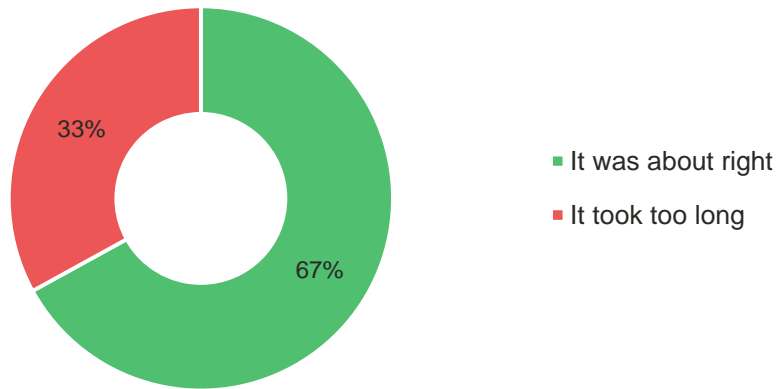


Base: All those who have contacted an NHS service when GP practice closed in past 12 months: National (138,025); CCG (509)

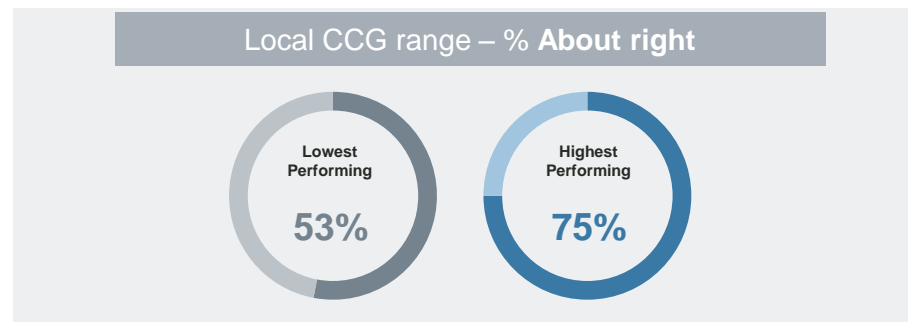
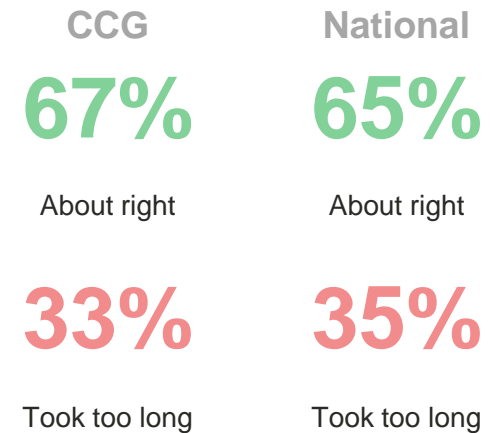
# Time taken to receive care or advice when GP practice is closed

Q46. How do you feel about how quickly you received care or advice on that occasion?\*

## CCG's results



## Comparison of results



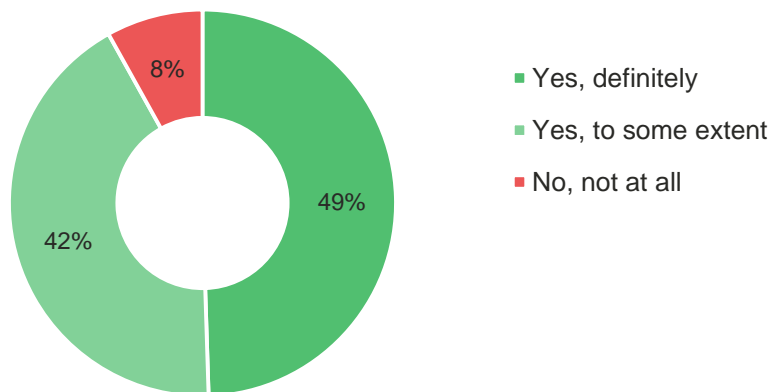
\*Those who say 'Don't know / doesn't apply' have been excluded from these results.

Base: All those who have contacted an NHS service when GP practice closed in past 12 months excluding 'Don't know / doesn't apply': National (129,429); CCG (483); CCG bases range from 157 to 1,691

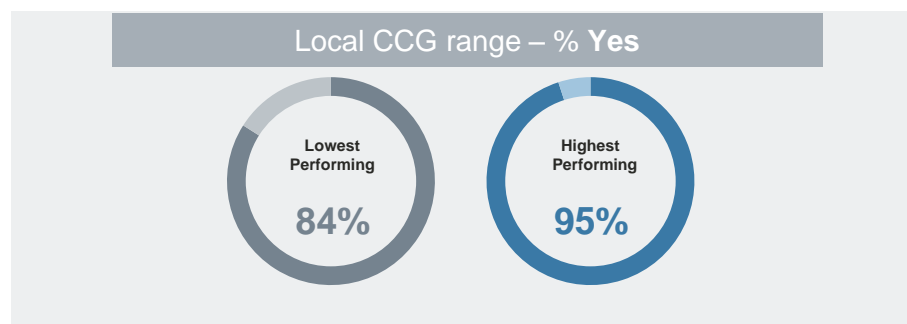
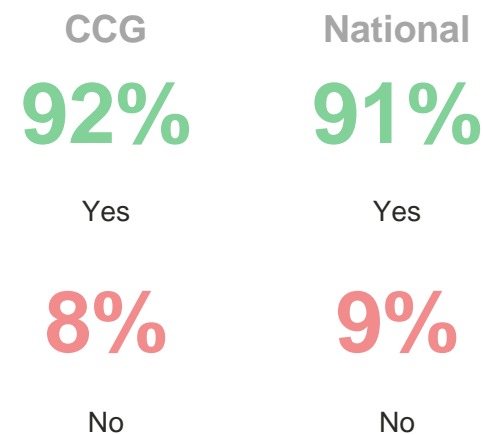
# Confidence and trust in staff providing services when GP practice is closed

Q47. Considering all of the people that you saw or spoke to on that occasion, did you have confidence and trust in them?\*

## CCG's results



## Comparison of results



\*Those who say 'Don't know / can't say' have been excluded from these results.

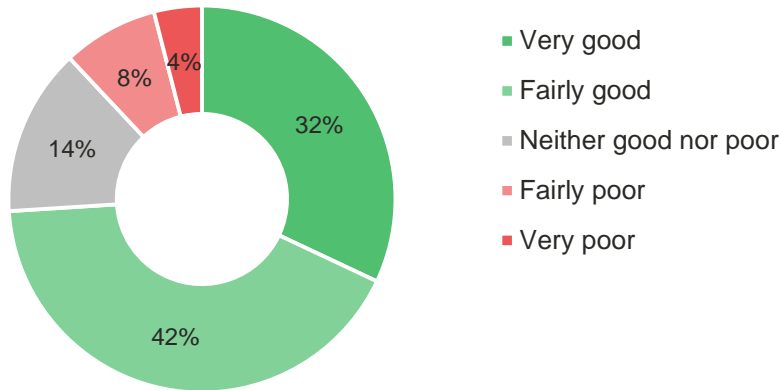
Base: All those who have contacted an NHS service when GP practice closed in past 12 months excluding 'Don't know / can't say': National (132,710); CCG (493); CCG bases range from 164 to 1,745

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

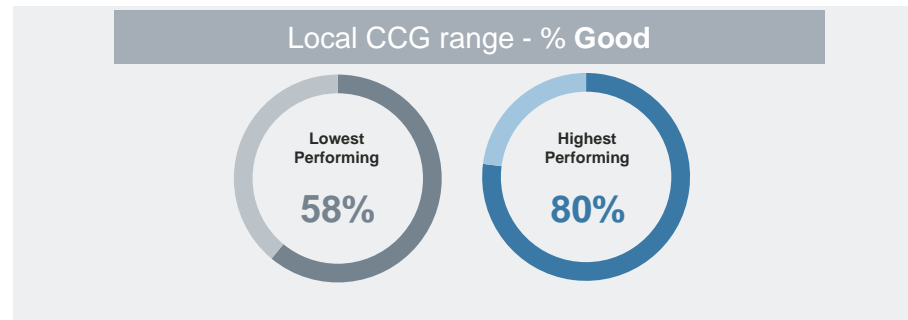
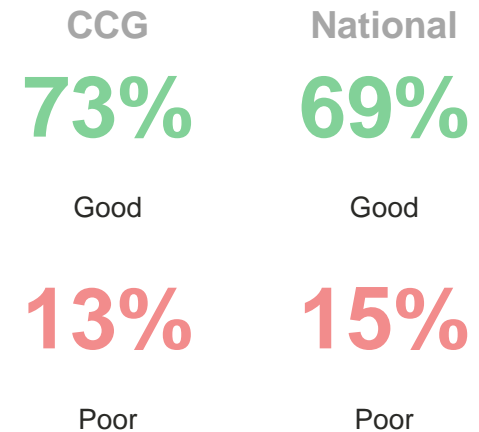
# Overall experience of services when GP practice is closed

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

## CCG's results



## Comparison of results



\*Those who say 'Don't know / can't say' have been excluded from these results.

Base: All those who have contacted an NHS service when GP practice closed in past 12 months excluding 'Don't know / can't say': National (133,444); CCG (487); CCG bases range from 161 to 1,740

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

# Statistical reliability

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# Statistical reliability

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

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

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

	Average sample size on which results are based	Approximate confidence intervals for percentages at or near these levels		
		Level 1: 10% or 90%	Level 2: 30% or 70%	Level 3: 50%
		+/-	+/-	+/-
National	758,165	0.09	0.15	0.16
CCG	4,000	1.32	2.02	2.20
Practice	100	6.93	10.21	11.08

For example, taking a CCG where 4,000 people responded and where 30% answered ‘Very good’ in response to ‘Overall, how would you describe your experience of making an appointment’, there is a 95% likelihood that the true value (which would have been obtained if the whole population had been interviewed) will fall within the range of +/-2.02 percentage points from that question’s result (i.e. between 27.98% and 32.02%).

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?

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# Further background information about the survey

- The survey was sent to **c.2.2 million adult patients** registered with a GP practice.
- Participants are sent a **postal questionnaire**, also with the option of completing the survey online or via telephone.
- Past results dating back to 2007 are available for every practice in the UK. From 2017 the survey has been annual; previously it ran twice a year (June 2011 – July 2016), on a quarterly basis (April 2009 – March 2011) and annually (January 2007 – March 2009).
- For more information about the survey please visit <https://gp-patient.co.uk/>.
- The overall response rate to the survey is **34.1%**, based on **758,165** completed surveys.
- **Weights have been applied** to adjust the data to account for potential age and gender differences between the profile of all eligible patients in a practice and the patients who actually complete a questionnaire. Since the first wave of the 2011-2012 survey the weighting also takes into account neighbourhood statistics, such as levels of deprivation, in order to further improve the reliability of the findings.
- Further information on the survey including questionnaire design, sampling, communication with patients and practices, data collection, data analysis, response rates and reporting can be found in the technical annex for each survey year, available here: <https://gp-patient.co.uk/surveysandreports>.

**c.2.2m**

Surveys to adults registered with an English GP practice

**758,165**

Completed surveys in the August 2018 publication

**34.1%**

National response rate

# Where to go to do further analysis ...

- For reports which show the National results broken down by CCG and Practice, go to <https://gp-patient.co.uk/surveysandreports> - you can also see previous years' results here.
- To look at the survey data at a national, CCG or practice level, and filter on a specific participant group (e.g. by age), break down the survey results by survey question, or to create and compare different participant 'subgroups', go to <https://gp-patient.co.uk/analysistool>
- For general FAQs about the GP Patient Survey, go to <https://gp-patient.co.uk/faq>

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

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