


Agenda Item 09


Report to (Board/Sub-Committee):	Primary Care Commissioning Committee
Date of Meeting:	25 <sup>th</sup> September 2018
Subject:	<b>National GP Patient Survey Latest Results</b>
Presented by:	Rachel Singyard, Service Manager

**STATUS OF THE REPORT**

For Discussion                                  ✓

<b>PURPOSE OF REPORT:</b>	To update the Committee regarding the latest national GP Patient Survey results and actions that are being taken forward that will help to improve experience of general practice.
<b>Recommendations:</b>	The Committee is asked to note the latest GP survey results and the actions that the local practices and the CCG are taking that will support improvements.
<b>Sub Committee Process and Assurance:</b>	N/A
<b>Implications:</b>	
<b>Risk Assurance Framework Implications:</b>	There is a risk of deterioration in general practice patient experience and access if on-going and planned developments are not supported / progressed.
<b>Legal Implications:</b>	N/A
<b>Equality Impact Assessment implications:</b>	<i>An Equality Impact Analysis / Assessment is not required for this report. <b>No</b></i>
<b>Finance Implications:</b>	N/A
<b>Quality Implications:</b>	Patient experience is a quality measure.
<b>Procurement Decisions/Implications (Care Contracting Committee):</b>	N/A
<b>Engagement Implications:</b>	N/A

<b>Conflicts of Interest</b>	N/A
<b>Strategic Objectives</b> <i>Short summary as to how the report links to the CCG's strategic objectives</i>	1. <i>Sustainable Services</i> N/A
	2. <i>Empowering People</i> N/A
	3. <i>Supporting Communities</i> N/A
	4. <i>Delivering a fit for purpose organisation</i> N/A
<b>NHS Constitution:</b>	 NHS_Constitution_WE B.pdf  <i>Does the report and its recommendations comply with the requirements of the NHS constitution? Yes</i>  <i>If Yes, please summarise key issues</i>
<b>Report exempt from Public Disclosure</b>	No

<b>Appendices / attachments</b>	Full results of August Publication (2017-18)  03H - NHS NORTH EAST LINCOLNSHIRE
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## **National Patient Survey: Latest Results**

### **1. Introduction**

The annual national patient survey regarding GP services was published in August 2018. This is based on fieldwork undertaken during the period January to March 2018.

In NHS North East Lincolnshire 8,628 questionnaires were sent out and 2,856 were returned completed. This represents a response rate of 33% (3% lower return than last year).

Ipsos Mori, which is the body who undertakes this work for the NHS, notes the following:

- 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 once 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.
- 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. Therefore it's not always possible to compare to previous reports.

This report has been prepared to inform the Primary Care Commissioning Committee members of the latest GP survey results for NEL, and to update regarding some of the work that the CCG is taking forward that will support GP access.

### **2. Latest Results**

Performance remains relatively good. For those areas where a year on year comparison is available, key results are summarised below. As there are some new questions which were introduced this year, it isn't possible to compare to previous year's performance in all cases; the new questions have been set out below, showing the CCG average against the national average.

The full feedback is attached as Appendix 1. However, the key question areas and results are set out below.

Improved between 2017 and 2018:

- Ease of getting through to GP surgery on the phone = 70% said very easy or fairly easy (69% in 2017 70% in 2016, 72% in 2015, 76% in 2013) – national 70%
- Helpfulness of receptionist staff = 88% said very helpful or fairly helpful (86% in 2017) – national 90%
- Out of hours service = 43% went to A&E (46% in 2017), contacted NHS by telephone = 69% (65% in 2017), saw a pharmacist = 10% (8% in 2017)
- Confidence and trust in out of hours staff = 92% said yes definitely or yes to some extent (88% in 2017)

Deteriorated between 2017 and 2018:

- Overall experience of making an appointment = 65% said very good or fairly good (72% in 2017, 70% in 2016, 76% in 2015, 82% in 2013) – national 69%

- Overall experience of GP surgery = 80% said very good or fairly good (82% in 2017, 84% in 2016, 87% in 2015, 89% in 2013) – national 84%

No change between 2017 and 2018:

- Awareness of booking appointments online = 29% - national 41%

New Questions detailed in 2018:

- Ease of using a GP practice website to look for information/access services = 79% - national 78%
- Being offered a choice of appointment when booking = 57% - national 62%
- Satisfaction of type of appointment offered, and took appointment = 71% - national 74%
- Mental Health needs being identified/understood by healthcare professional at last appointment = 87% - national 87%
- Having received enough support, from local services/organisations, in the last 12 months to manage a condition = 74% - national 79%

In relation to use of online services, the results have stayed relatively the same from last year for the CCG, while the national average continues to grow. The CCG now has a lower than average rate of repeat prescription ordering online (CCG = 36% and national = 38%). It is slightly lower on appointment booking (29% versus 36%) and accessing medical records (9% versus 13%). However, the ease to access services online or to get information about services is in line with the national average (79% versus 78%).

### **3. Actions to support improvement**

There were a number of projects or initiatives started in 2017 that are again being taken forward further in 2018. These support improvements in access and general experience within the practice. Most of these are part of the local GP Forward View plan and are reported regularly to the Primary Care Commissioning Committee. In summary, they include:

- Reception training, including care navigation
- Workforce developments, such as training up reception staff to undertake correspondence management and introducing new roles to support GPs such as Clinical Pharmacists, Physicians Associates and Practice Nurses and HCAs
- Recruitment initiatives such as the International GP Recruitment scheme supported by NHS England
- Introduction of online consultations
- Automated telephone systems
- Extended access and collaborative working
- Long Term Condition integrated models in primary care such as cardiology and COPD. Support with self-management of conditions with development of digital solutions such as My COPD app.
- Local Communication promotion specific to online access booking systems

### **4. Recommendation**

Members are asked to note the latest GP survey results and the actions that the local practices and the CCG are taking that will support improvements.