**Report to: Primary Care Commissioning Committee**

**Date of meeting: 10/08/2021**

**Date paper distributed: 03/08/2021**

**Subject: Primary Care Patient Survey**

**Presented by: Sarah Dawson**

**Previously distributed to: N/A**

**STATUS OF THE REPORT *(auto check relevant box****)*

**Decision required**

**For Discussion to give Assurance**  *(Only if requested by Committee member prior to meeting)*

**For Information**

**Report Exempt from Public Disclosure**   No  Yes

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| **PURPOSE OF REPORT:** | The purpose of this report is to provide the PCCC with an update on the latest results of the GP Patient Survey. |
| **Recommendations:** | The committee is asked to note the feedback provided in the report and the below summary. |
| **Clinical Engagement** | The report will be shared with GP practices |
| **Patient/Public Engagement** | The report will be shared with the CCG Community Forum |
| Committee Process and Assurance: | Not applicable |

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| **Link to CCG’s Priorities** | * Sustainable services * Empowering people |  | * Supporting communities * Fit for purpose organisation |  |
| **Are there any specific and/or overt risks relating to one or more of the following areas?** | * Legal * Finance * Quality * Equality analysis (and Due Regard Duty) |  | * Data protection * Performance * Other |  |

**Provide a summary of the identified risk**

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**Executive Summary**

1. **Introduction**

The annual national patient survey regarding GP services, which is undertaken by Ipsos Mori was published in July 2021. The survey was re-developed in 2021 to reflect changes to primary care services as a result of the COVID-19 pandemic. The response rate is 34% based on 3,043 surveys returned between 4th January and 6 April 2021.

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 the actions that will be taken.

1. **Latest local Results**

The full results for North East Lincolnshire are available at <https://gp-patient.co.uk/> . Some keys areas to note have been extracted for your information and are summarised below.

**Headlines**:

* Overall experience of GP practice improved from 80% in 2020 to 83% in 2021 in line with the national average.
* Ease of getting through to GP practice on the phone improved from 63% in 2020 to 66% in 2021 (below 68% national average).
* Helpfulness of receptionists at GP practice improved from 86% in 2020 to 89% in 2021 in line with the national average.
* Ease of use of online services improved from 75% in 2020 to 77% in 2021 (above 75% national average).
* No use of online services in the last 12 months improved from 81% in 2020 to 63% in 2021 (above 56% national average).
* Satisfaction of appointment offered improved from 75% in 2020 to 86% (above 82% national average).
* Patients went to A&E when not satisfied with the appointment offered and did not take it increased from 12% in 2020 to 14% (above 8% national average).
* My practice helped in another way - 27% compared with 18% national average.
* Patients looked for information online when not satisfied with the appointment offered and did not take it improved from 14% in 2020 to 17% in 2021 (above 14% national average).
* Overall experience of making an appointment improved from 65% in 2020 to 72% in 2021 (above 71% national average).

The survey shows variation between practices and we are exploring these differences further, to see what support practices may need to improve access for patients where required. We met with each practice in May and June and whilst most practices advised they had seen an increase in demand, the practice was managing this and no further support was identified at that point. Since the publication of the 2021 GP Survey report, practices identified in the report where ease of getting through to the GP practice via the phone is low, the CCG has noted when calling these practices and on most occasions, whilst it may take time to get to speak to someone, generally the calls go through to a queueing system rather than the caller having an engaged tone. We will consider patient comms around this to support expectations.

The report showed positive improvements from the previous year’s survey and there are further actions being taken which will further support access:

* Development of PCN Hubs to provide additional appointments during the week
* Additional capacity within the NHS 111 Clinical Assessment Service to clinically assess patients
* Continued recruitment of additional roles with PCNs, providing additional capacity. Patient comms around these roles being finalised
* New local enhanced service for lower-level mental health needs providing additional capacity within primary care
* Communication around online consultations to raise awareness including through different groups e.g. carers centre. Practice websites reviewed to ensure they clear for patients on how to access online services. The majority of websites are clear and we are working with practices where this could be improved.
* Digital hubs in the community for those who don’t have access to use online services
* When attending A&E (walk in) patients to be given details of online services to contact practice where appropriate
* Extended access appointments in the evenings and on Saturday

**Recommendation**

PCCC is asked to note the results of the survey and the above summary.