

# GP PATIENT SURVEY

**NHS Southern Derbyshire CCG**

**Latest survey results**

**July 2017 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 Southern Derbyshire CCG**.
- The data in this slide pack are based on the **July 2017 GPPS publication**. In contrast to previous years when the survey was carried out across two waves, the GPPS now consists of a single wave of fieldwork carried out annually, from January 2017 to March 2017. However, the sample size has remained similar, continuing to provide practice-level data.
- In NHS Southern Derbyshire CCG, **14,920** questionnaires were sent out, and **6,292** were returned completed. This represents a response rate of **42%**.
- 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 can be found here:** <https://gp-patient.co.uk/surveys-and-reports>. Note the numbering may change each publication due to the addition or removal of questions.

The image shows a screenshot of the 'GP Patient Survey' questionnaire interface. At the top, it displays the Ipsos MORI logo on the left and the NHS logo on the right. The title 'GP PATIENT SURVEY' is centered in a blue box. Below the title, there is a header section with instructions: 'Please answer the questions below by clicking on a radio button for each question unless you are asked to otherwise. These questions are strictly marked. You will have your answers automatically saved. If you need to leave to complete the survey online, please go to <https://gp-patient.co.uk/summary>'. Below this, there are input fields for 'Reference' (1234567890) and 'Practice postcode' (ABCDE). The main content area is titled 'ACCESSING YOUR GP SERVICES' and contains several numbered questions (Q1-Q10) with radio button options. The questions cover topics such as: 'When did you last see or speak to a GP from your GP surgery?', 'How helpful do you find the receptionists in your GP surgery?', 'How easy is it to get through to someone at your GP surgery on the phone?', 'How easy is it to get through to see a GP on the day or your GP surgery?', 'How often do you see or speak to a GP from your GP surgery?', 'How often do you see or speak to a GP from your GP surgery?', 'How often do you see or speak to a GP from your GP surgery?', 'How often do you see or speak to a GP from your GP surgery?', 'How often do you see or speak to a GP from your GP surgery?', and 'How often do you see or speak to a GP from your GP surgery?'. The interface includes a 'Please continue' button 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 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.
- 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 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.

- **Trends:**
  - **Latest / July 2017:** refers to the **July 2017 publication** (fieldwork January to March 2017).
  - **July 2016:** refers to the **July 2016 publication** (fieldwork July to September 2015 and January to March 2016).
  - **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).
  - **June 2013:** Refers to the **June 2013 publication** (fieldwork July to September 2012 and January to March 2013).
- 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**.

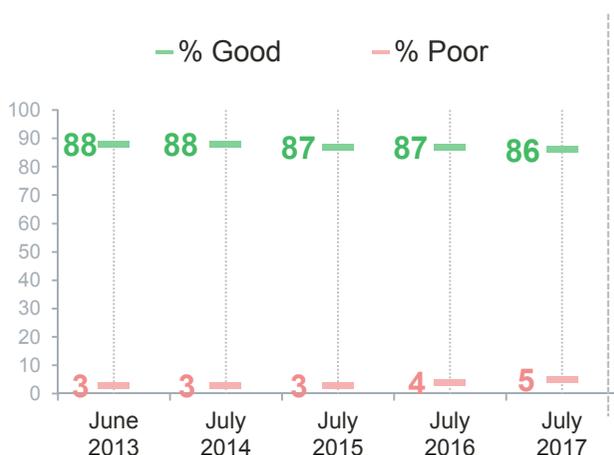
# Overall experience of GP surgeries

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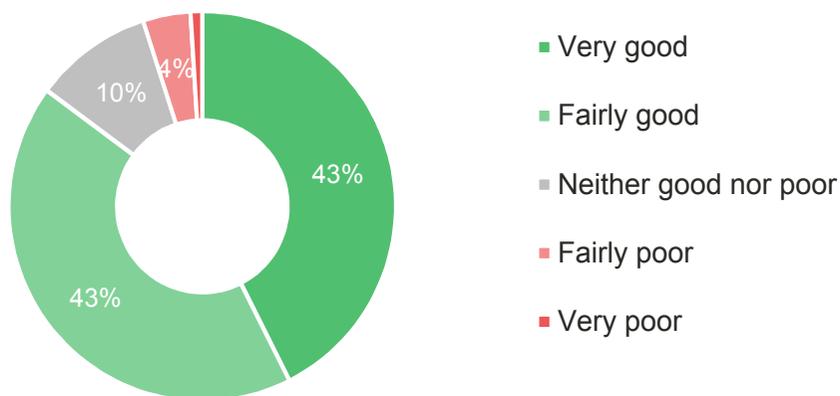
# Overall experience of GP surgery

## Q28. Overall, how would you describe your experience of your GP surgery?

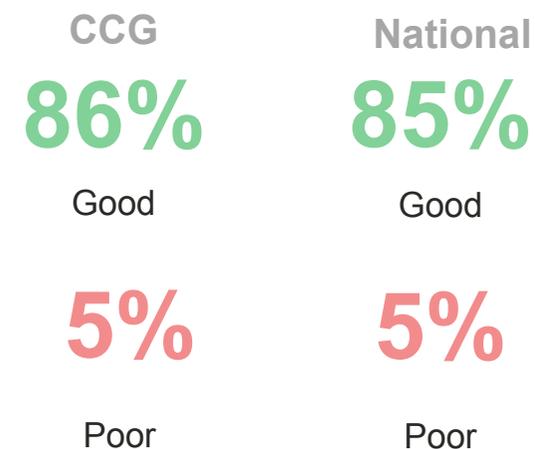
### CCG's results over time



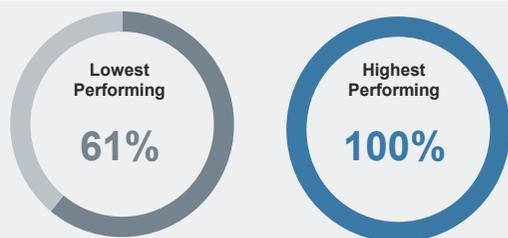
### CCG's results



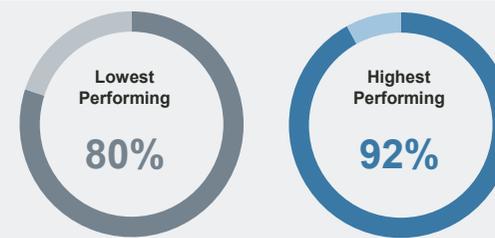
### Comparison of results



### Practice range in CCG – % Good



### Local CCG range – % Good



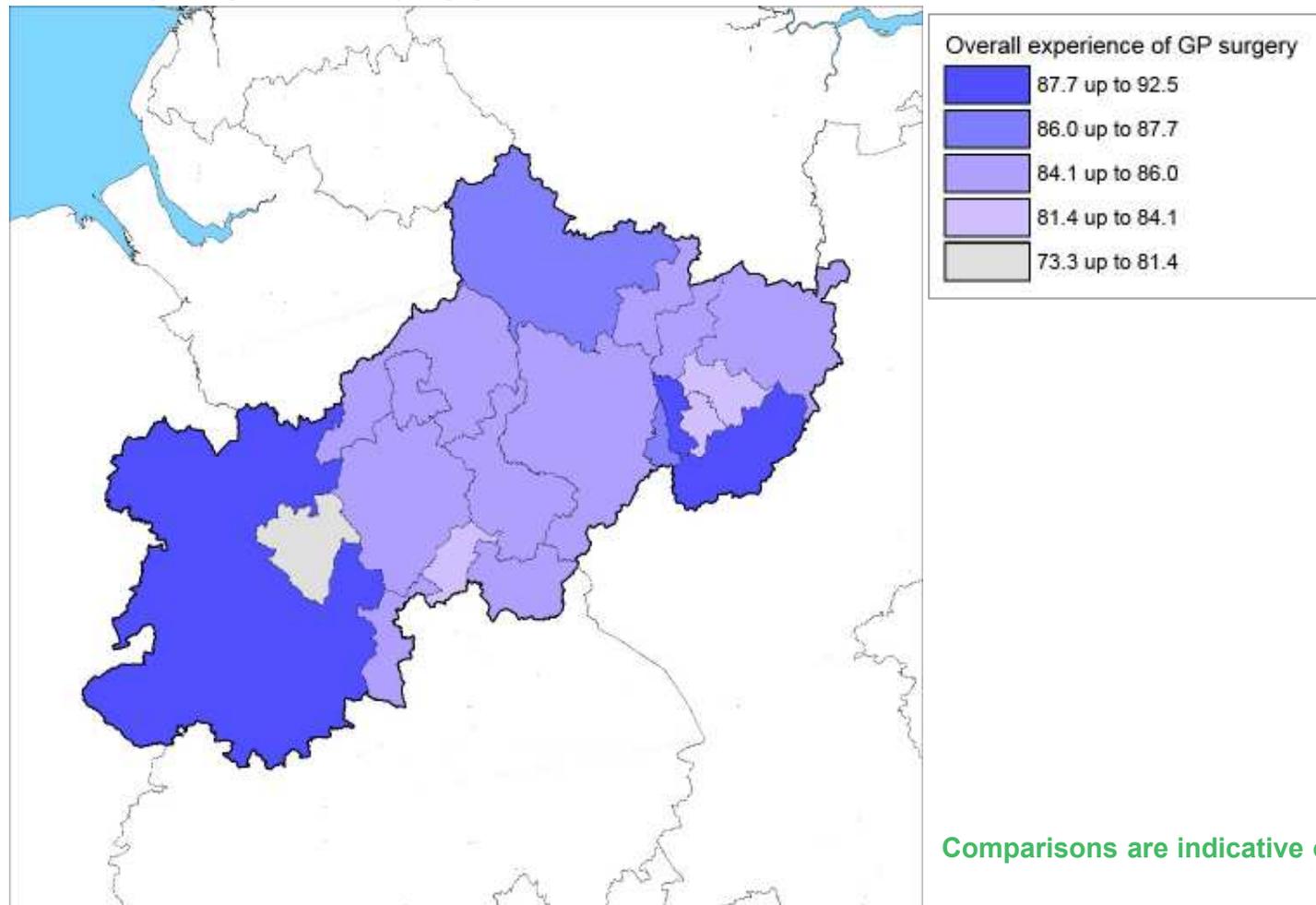
Base: All those completing a questionnaire: National (794,704); CCG 2017 (6,215); CCG 2016 (6,122); CCG 2015 (6,100); CCG 2014 (6,570); CCG 2013 (6,878); Practice bases range from 50 to 137; CCG bases range from 1,308 to 6,215

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

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

Q28. Overall, how would you describe your experience of your GP surgery?

Percentage of patients saying good



Results range from

**80%**  
to  
**92%**

Comparisons are indicative only: differences may not be statistically significant

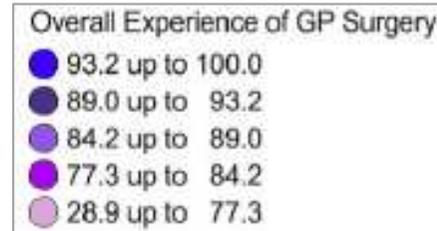
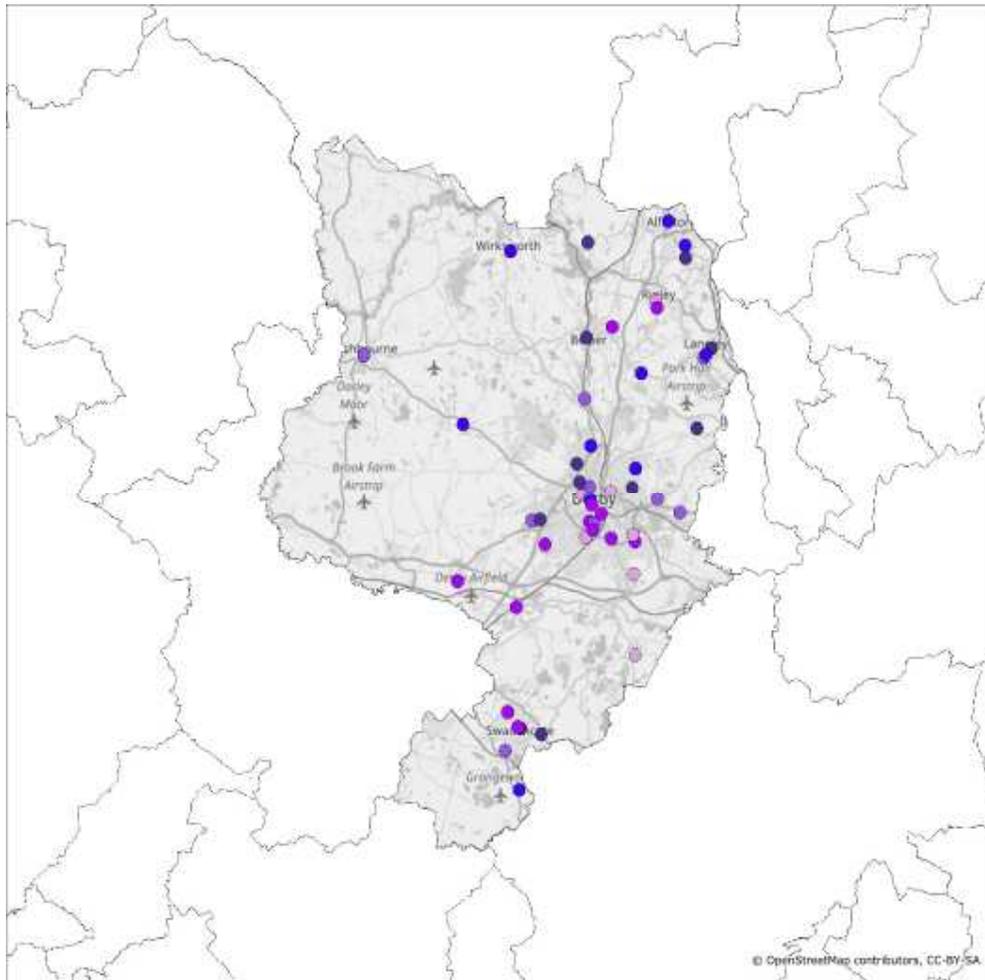
Base: All those completing a questionnaire: CCG bases range from 1,308 to 6,215

%Good = %Very good + %Fairly good

# Overall experience: how the CCG's practices compare

Q28. Overall, how would you describe your experience of your GP surgery?

Percentage of patients saying good



Results range from

**61%**  
to  
**100%**

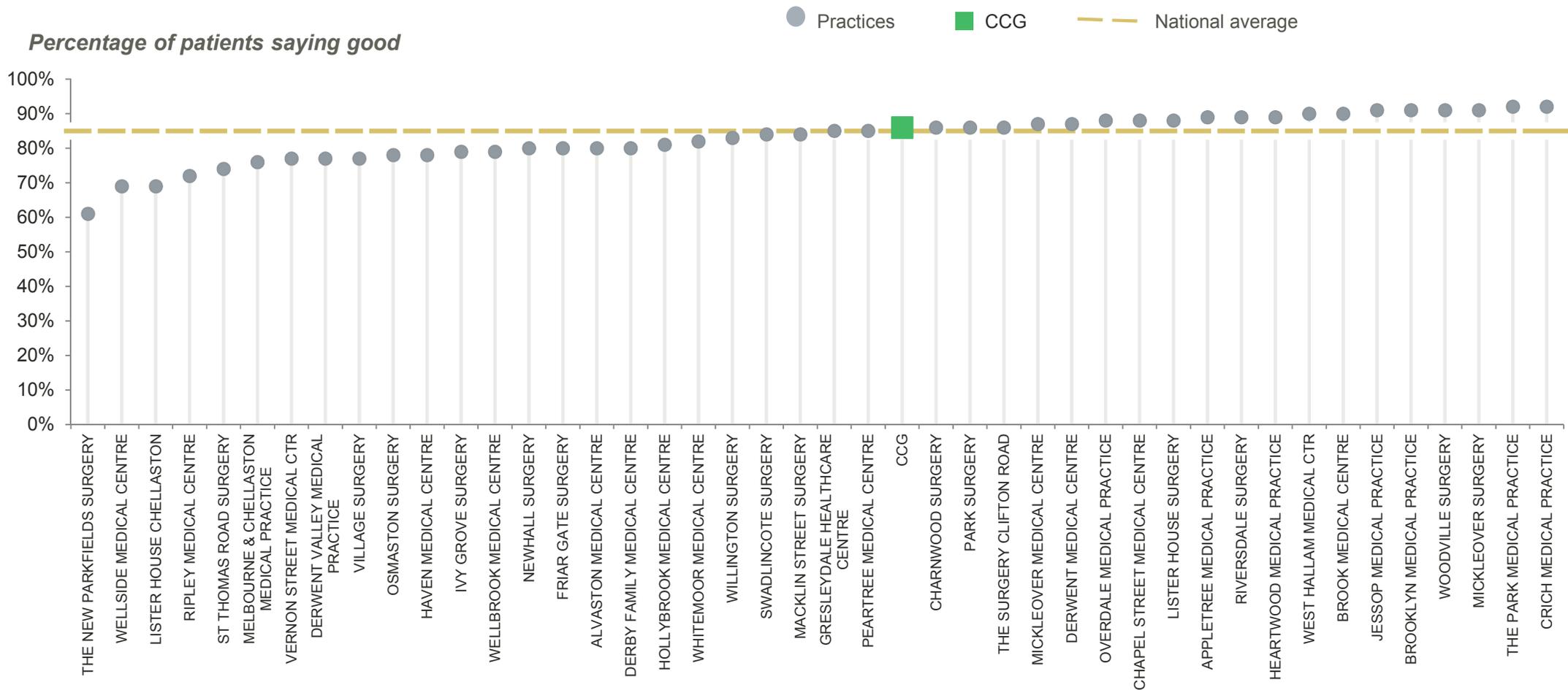
Comparisons are indicative only: differences may not be statistically significant

Base: All those completing a questionnaire: Practice bases range from 50 to 137

%Good = %Very good + %Fairly good

# Overall experience: how the CCG's practices compare

## Q28. Overall, how would you describe your experience of your GP surgery?



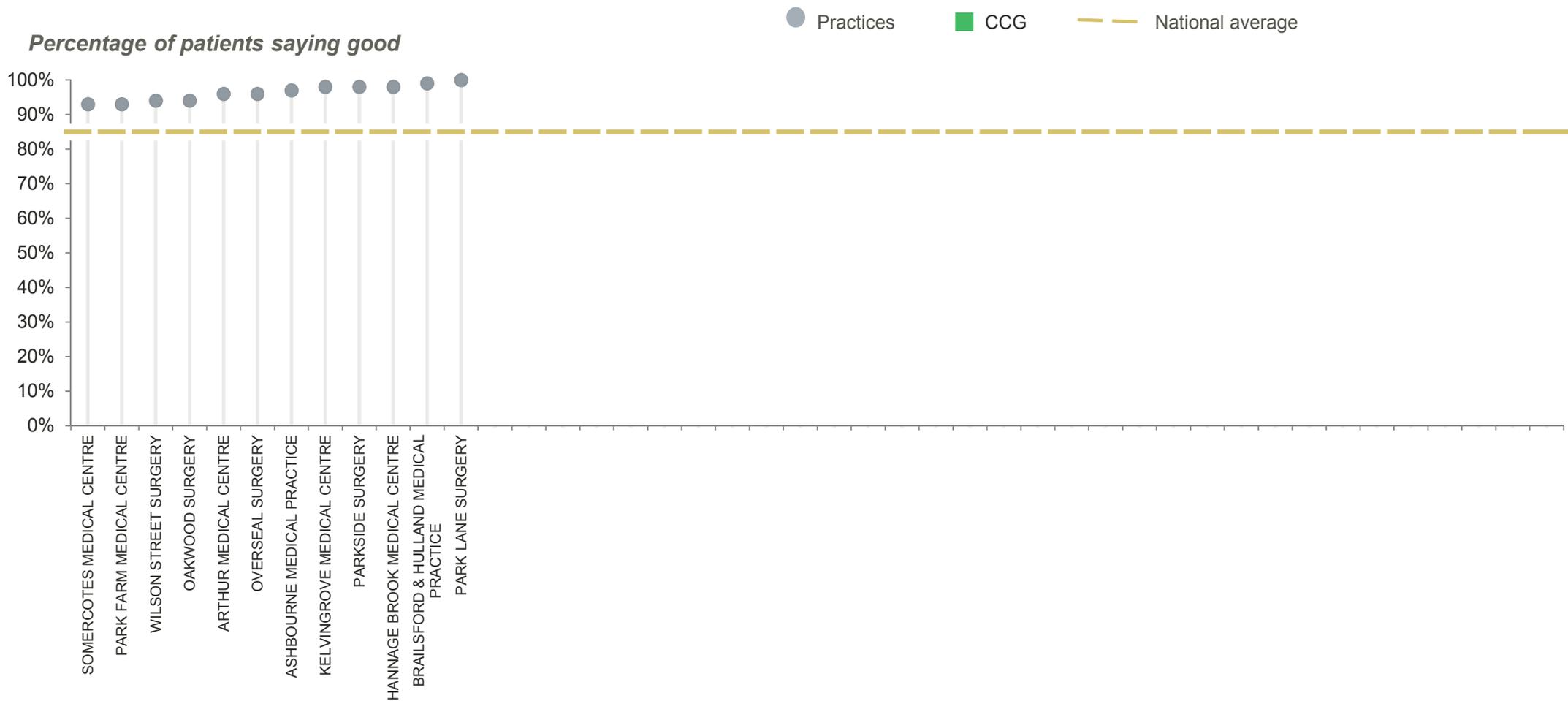
Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All those completing a questionnaire: National (794,704); CCG (6,215); Practice bases range from 50 to 137

%Good = %Very good + %Fairly good

# Overall experience: how the CCG's practices compare

## Q28. 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: National (794,704); CCG (6,215); Practice bases range from 50 to 137

%Good = %Very good + %Fairly good

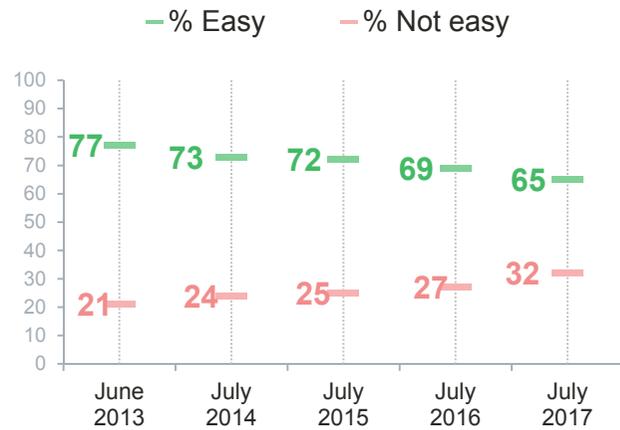
# Access to GP services

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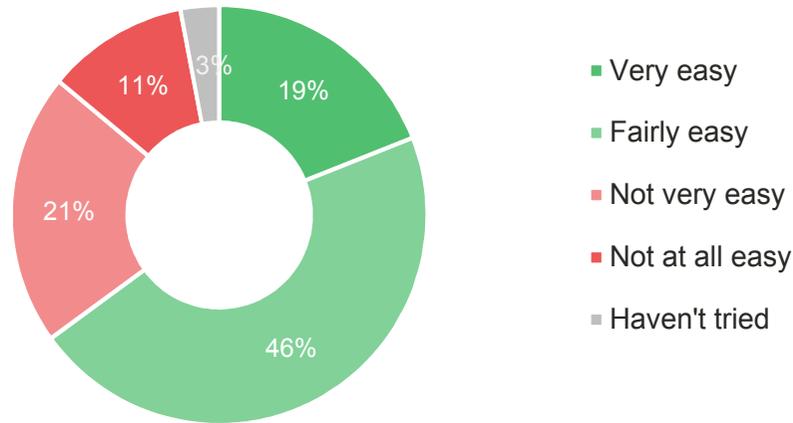
# Ease of getting through to GP surgery on the phone

Q3. Generally, how easy is it to get through to someone at your GP surgery on the phone?

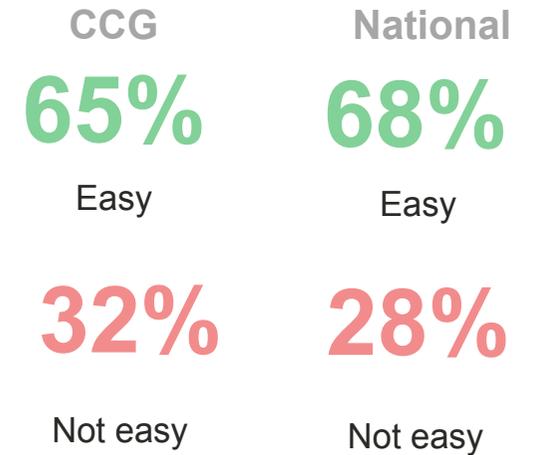
CCG's results over time



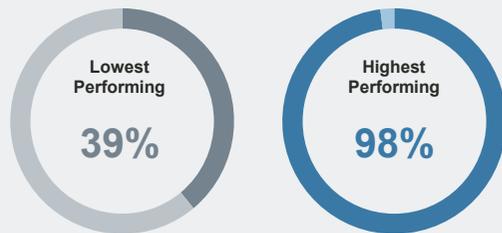
CCG's results



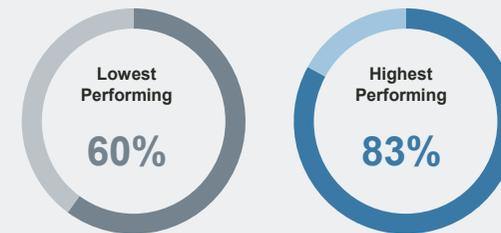
Comparison of results



Practice range in CCG - % Easy



Local CCG range - % Easy

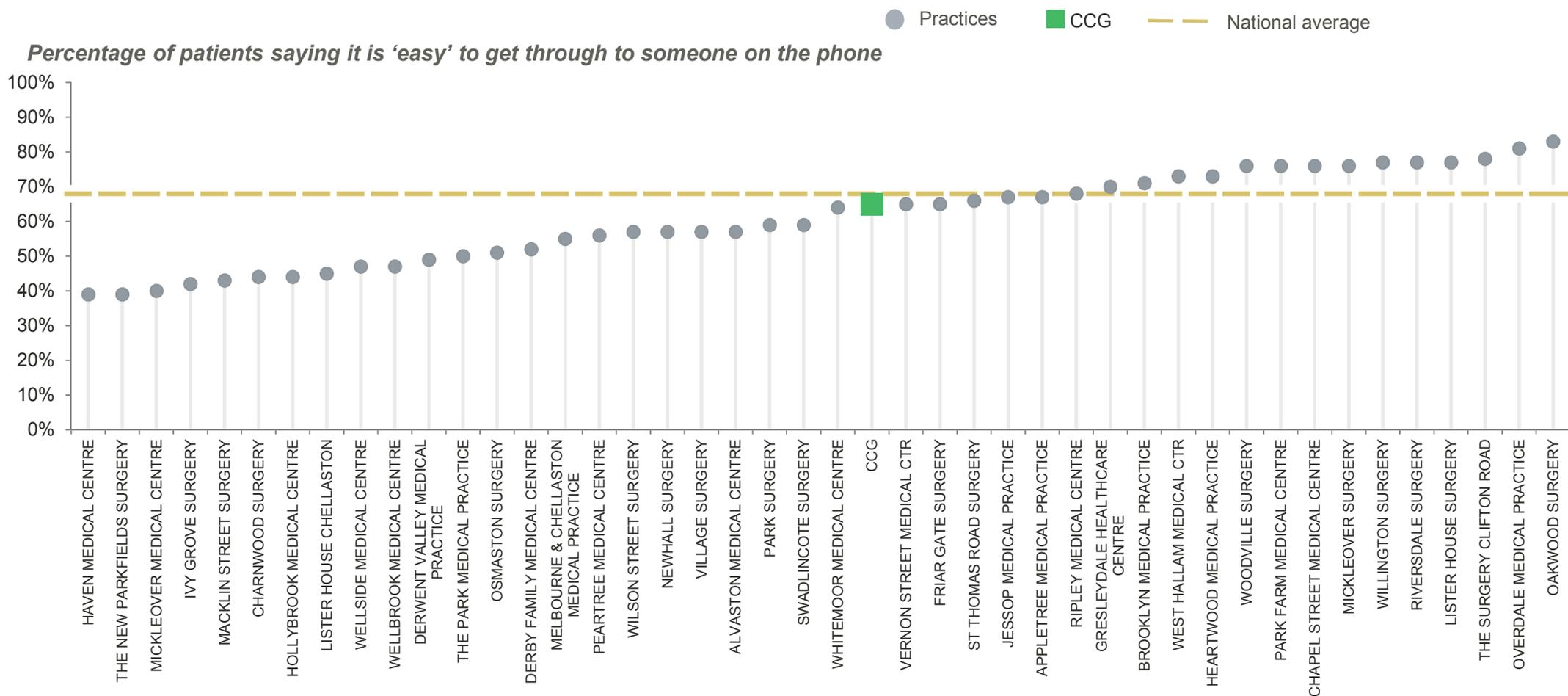


Base: All those completing a questionnaire: National (804,177); CCG 2017 (6,254); CCG 2016 (6,223); CCG 2015 (6,208); CCG 2014 (6,677); CCG 2013 (6,985); Practice bases range from 51 to 136; CCG bases range from 1,322 to 6,254

%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

Q3. Generally, how easy is it to get through to someone at your GP surgery on the phone?



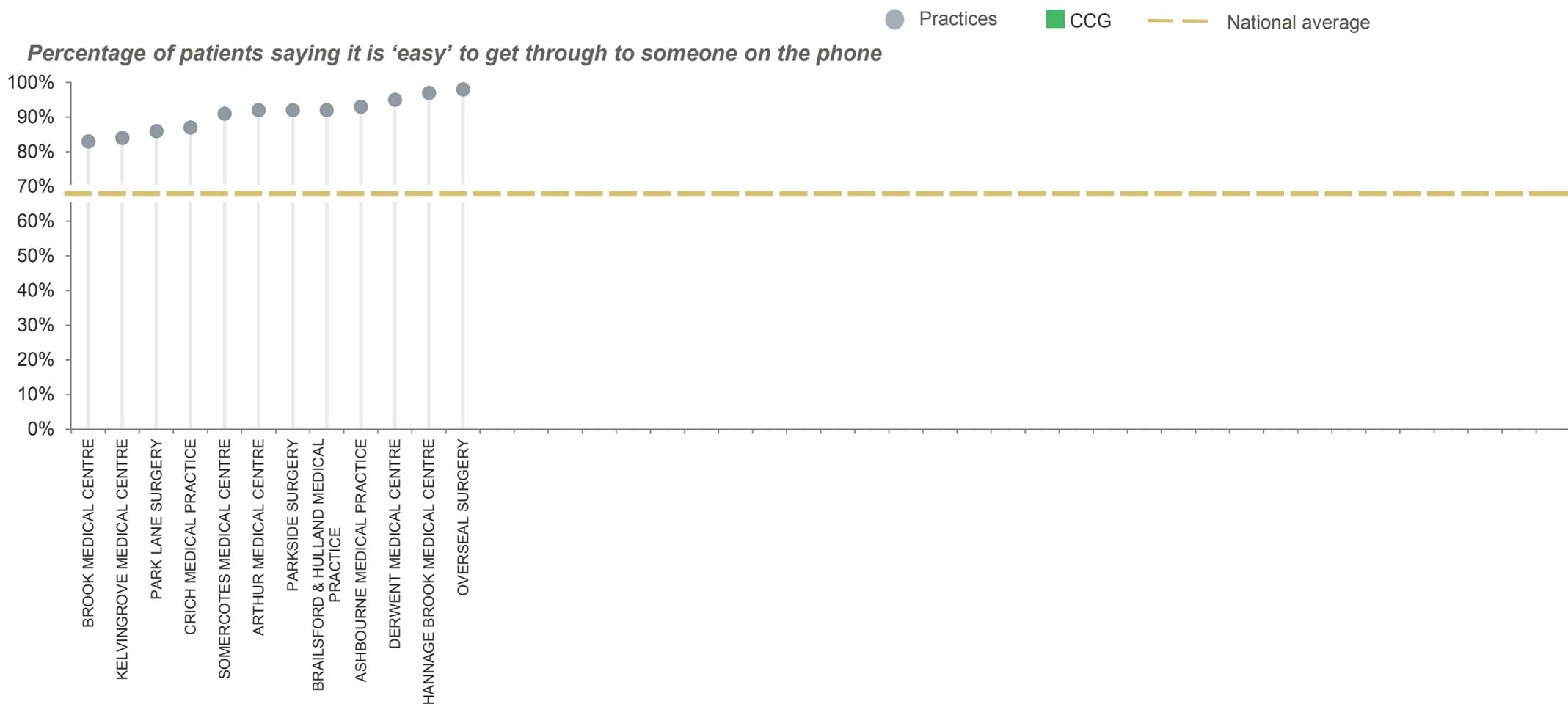
Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All those completing a questionnaire: National (804,177); CCG (6,254); Practice bases range from 51 to 136

%Easy = %Very easy + %Fairly easy

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

Q3. 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

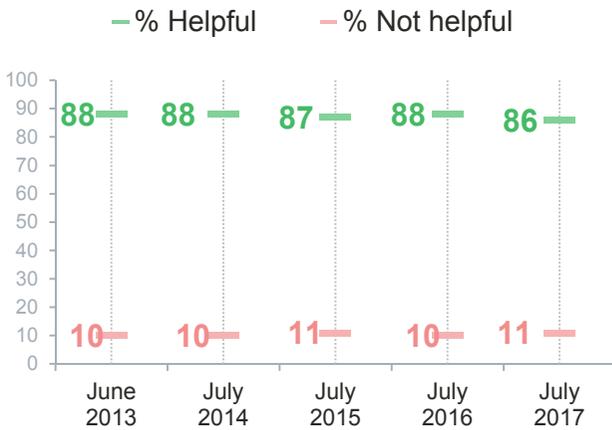
Base: All those completing a questionnaire: National (804,177); CCG (6,254); Practice bases range from 51 to 136

%Easy = %Very easy + %Fairly easy

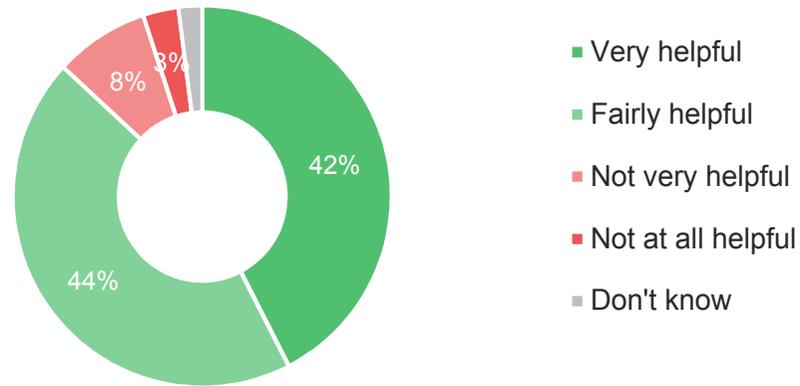
# Helpfulness of receptionists at GP surgery

## Q4. How helpful do you find the receptionists at your GP surgery?

### CCG's results over time



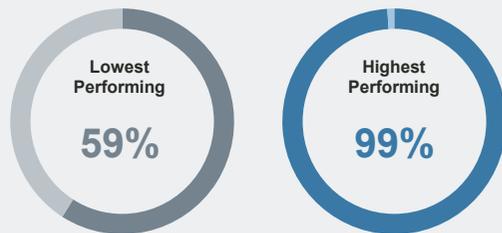
### CCG's results



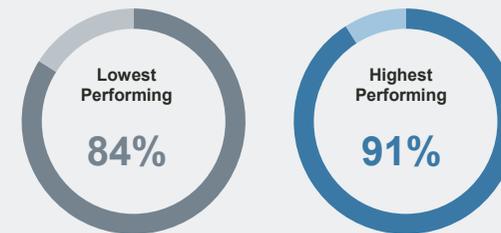
### Comparison of results

CCG	National
<b>86%</b>	<b>87%</b>
Helpful	Helpful
<b>11%</b>	<b>11%</b>
Not helpful	Not helpful

### Practice range in CCG - % Helpful



### Local CCG range - % Helpful

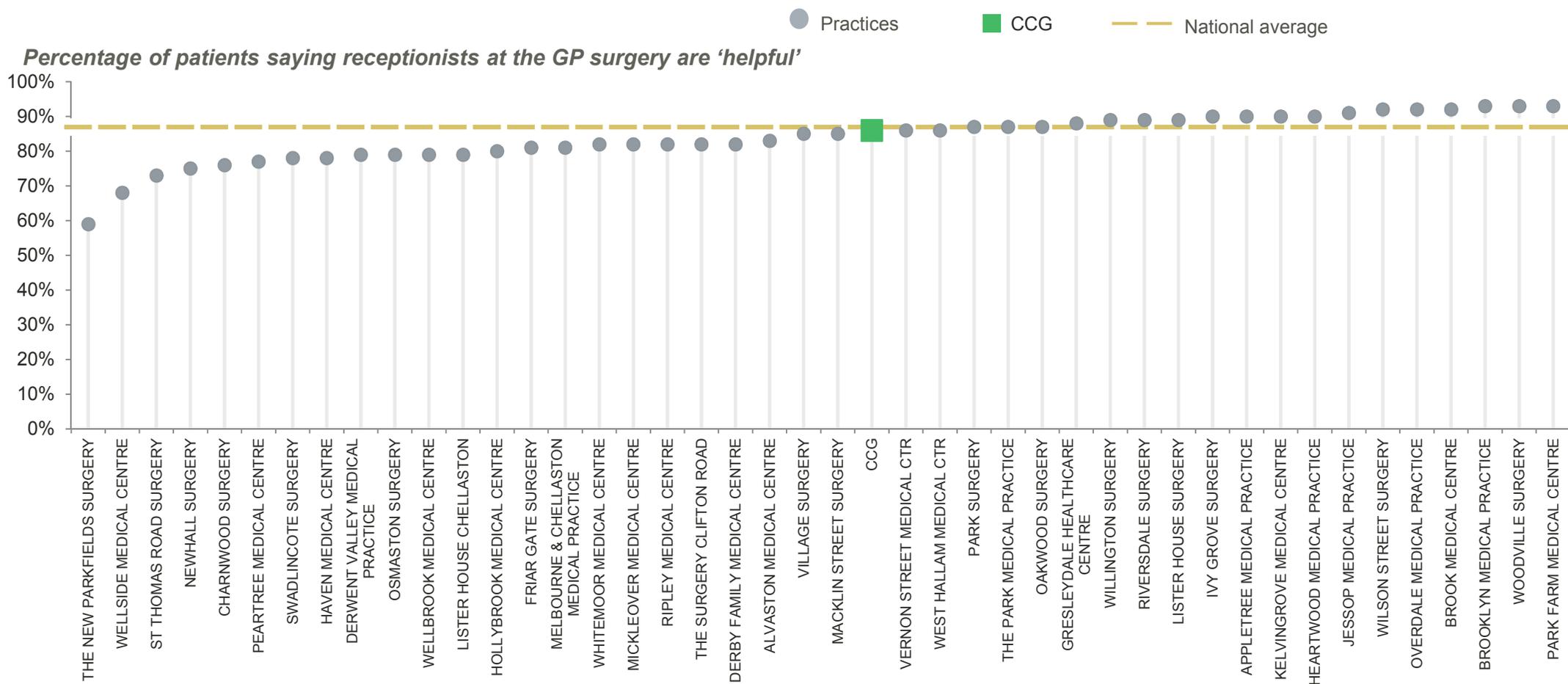


Base: All those completing a questionnaire: National (803,718); CCG 2017 (6,264); CCG 2016 (6,223); CCG 2015 (6,210); CCG 2014 (6,679); CCG 2013 (6,983); Practice bases range from 50 to 139; CCG bases range from 1,320 to 6,264

%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

## Q4. How helpful do you find the receptionists at your GP surgery?



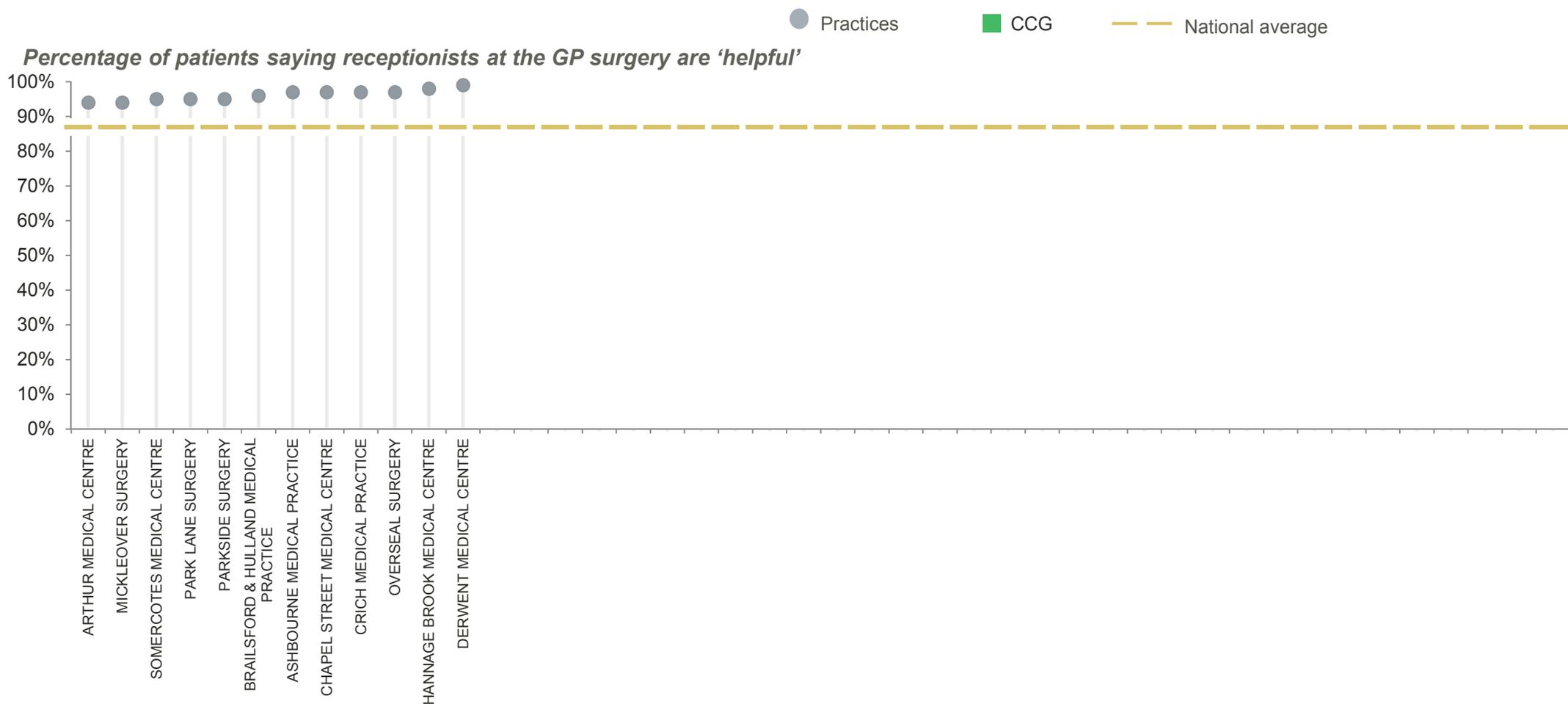
Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All those completing a questionnaire: National (803,718); CCG (6,264); Practice bases range from 50 to 139

%Helpful = %Very helpful + %Fairly helpful

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

## Q4. How helpful do you find the receptionists at your GP surgery?



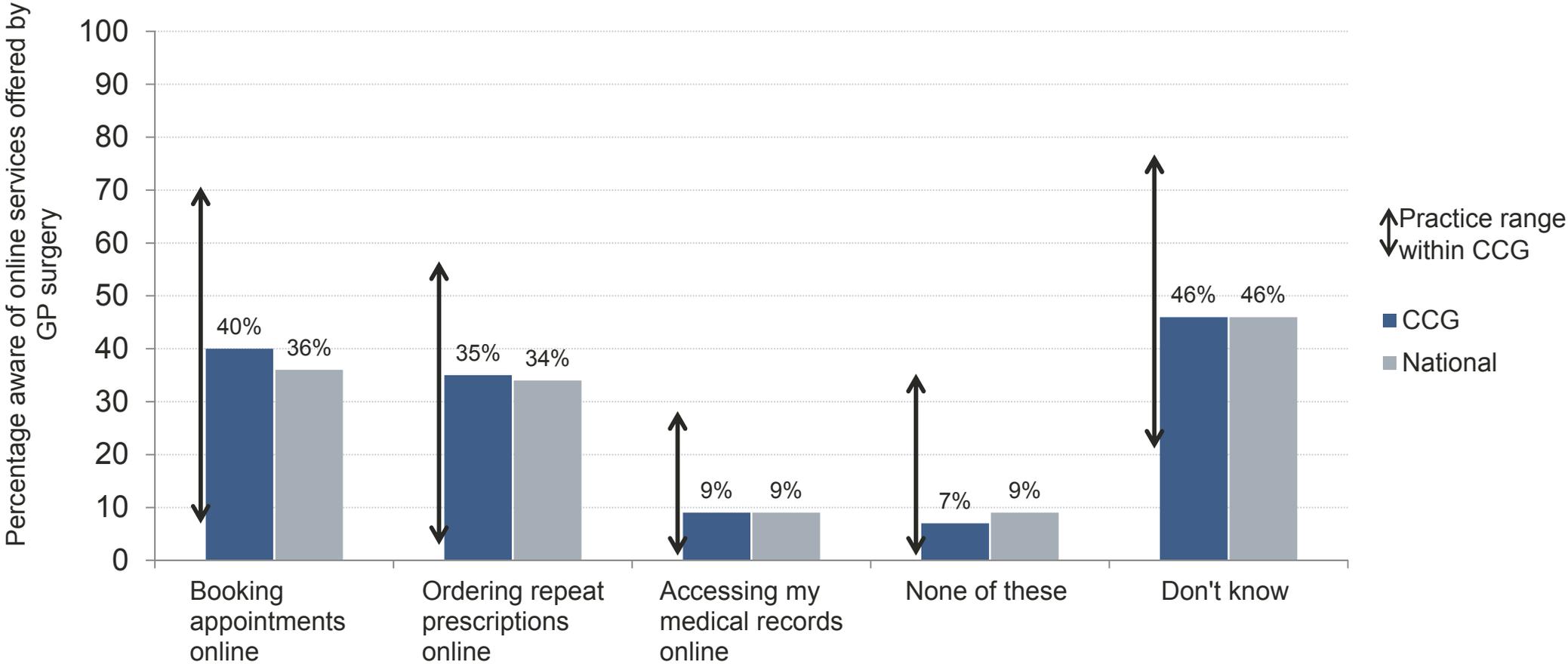
Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All those completing a questionnaire: National (803,718); CCG (6,264); Practice bases range from 50 to 139

%Helpful = %Very helpful + %Fairly helpful

# Awareness of online services

Q6. As far as you know, which of the following online services does your GP surgery offer?

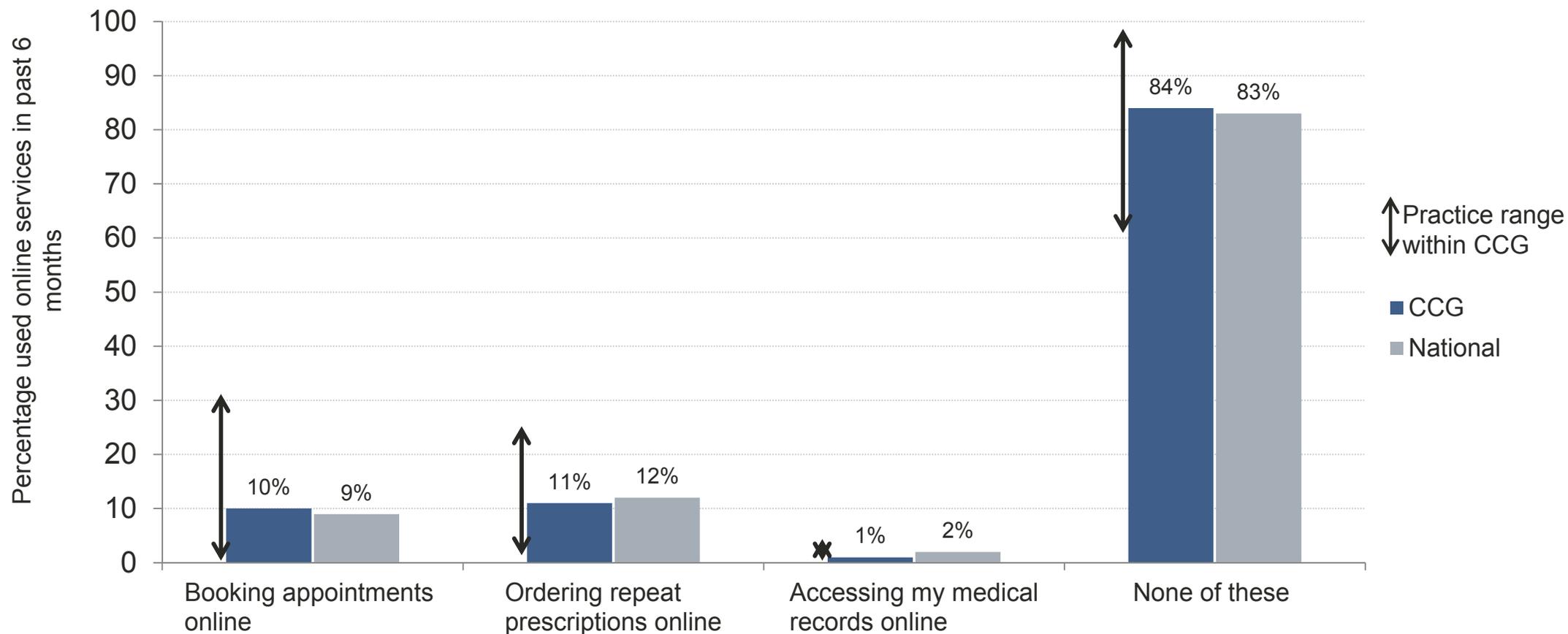


Comparisons are indicative only: differences may not be statistically significant

Base: All those completing a questionnaire: National (782,347); CCG (6,121); Practice bases range from 51 to 134

# Online service use

Q7. 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: National (786,183); CCG (6,133); Practice bases range from 50 to 132

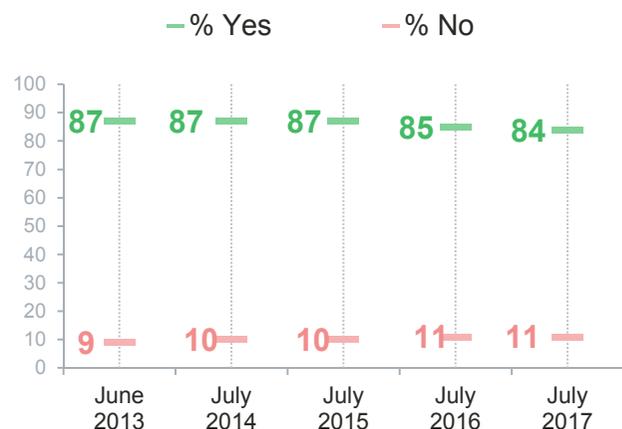
# Making an appointment

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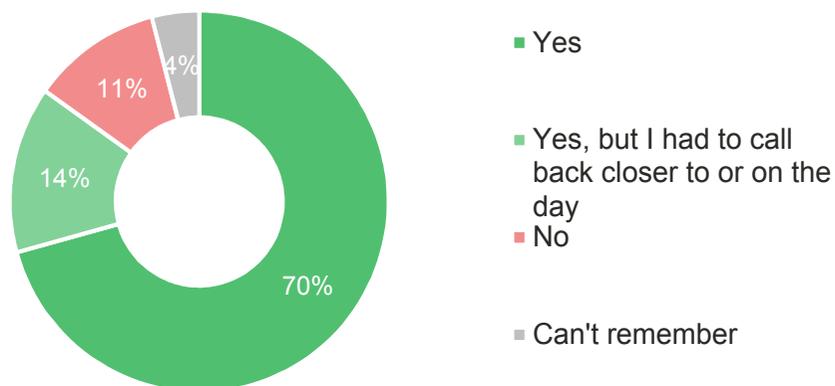
# Success in getting an appointment

Q12. Last time you wanted to see or speak to a GP or nurse from your GP surgery, were you able to get an appointment to see or speak to someone?

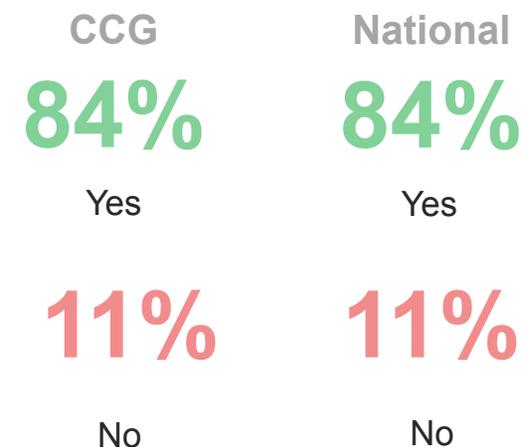
CCG's results over time



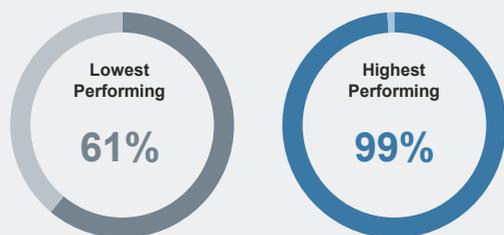
CCG's results



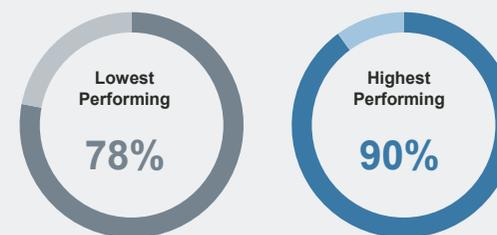
Comparison of results



Practice range in CCG - % Yes



Local CCG range - % Yes

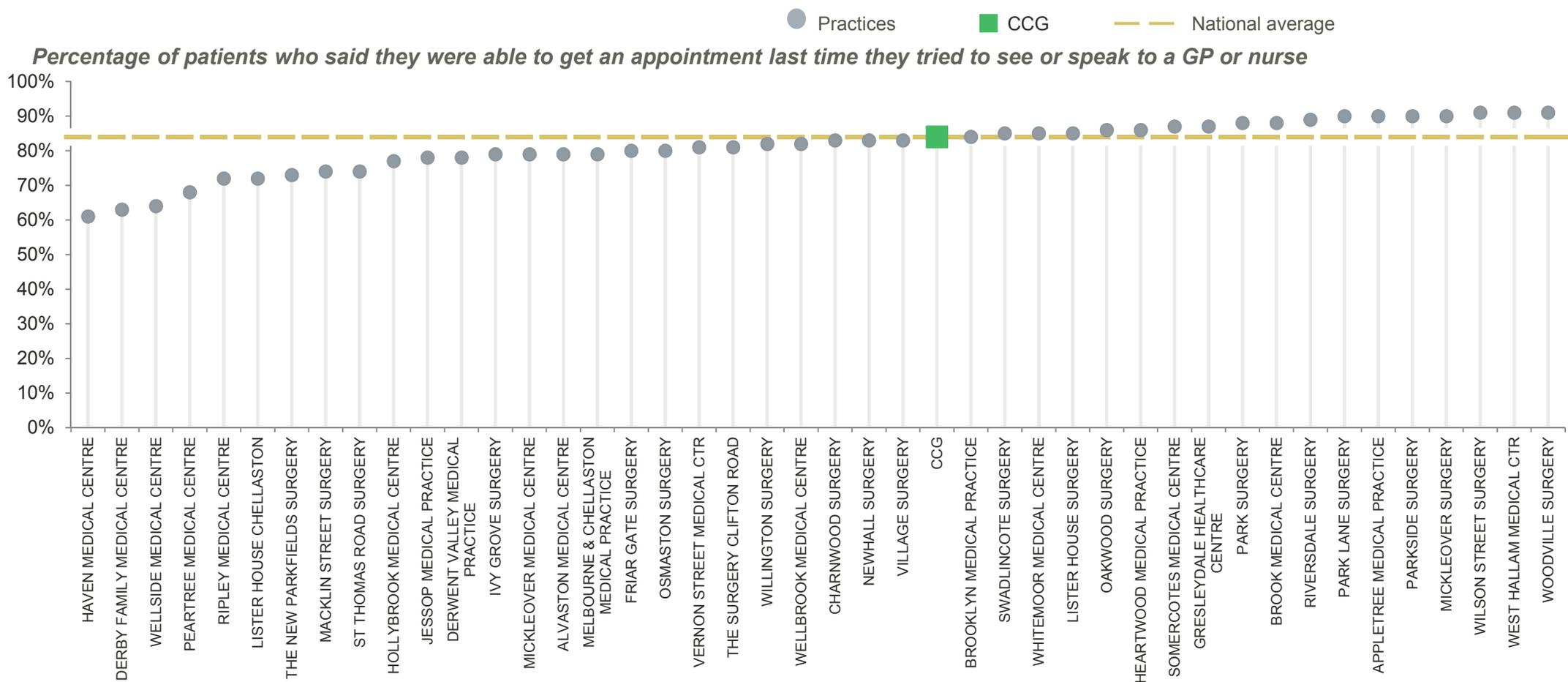


Base: All those completing a questionnaire: National (772,293); CCG 2017 (6,023); CCG 2016 (6,035); CCG 2015 (6,062); CCG 2014 (6,430); CCG 2013 (6,801); Practice bases range from 49 to 134; CCG bases range from 1,268 to 6,023

%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

Q12. Last time you wanted to see or speak to a GP or nurse from your GP surgery, were you able to get an appointment to see or speak to someone?



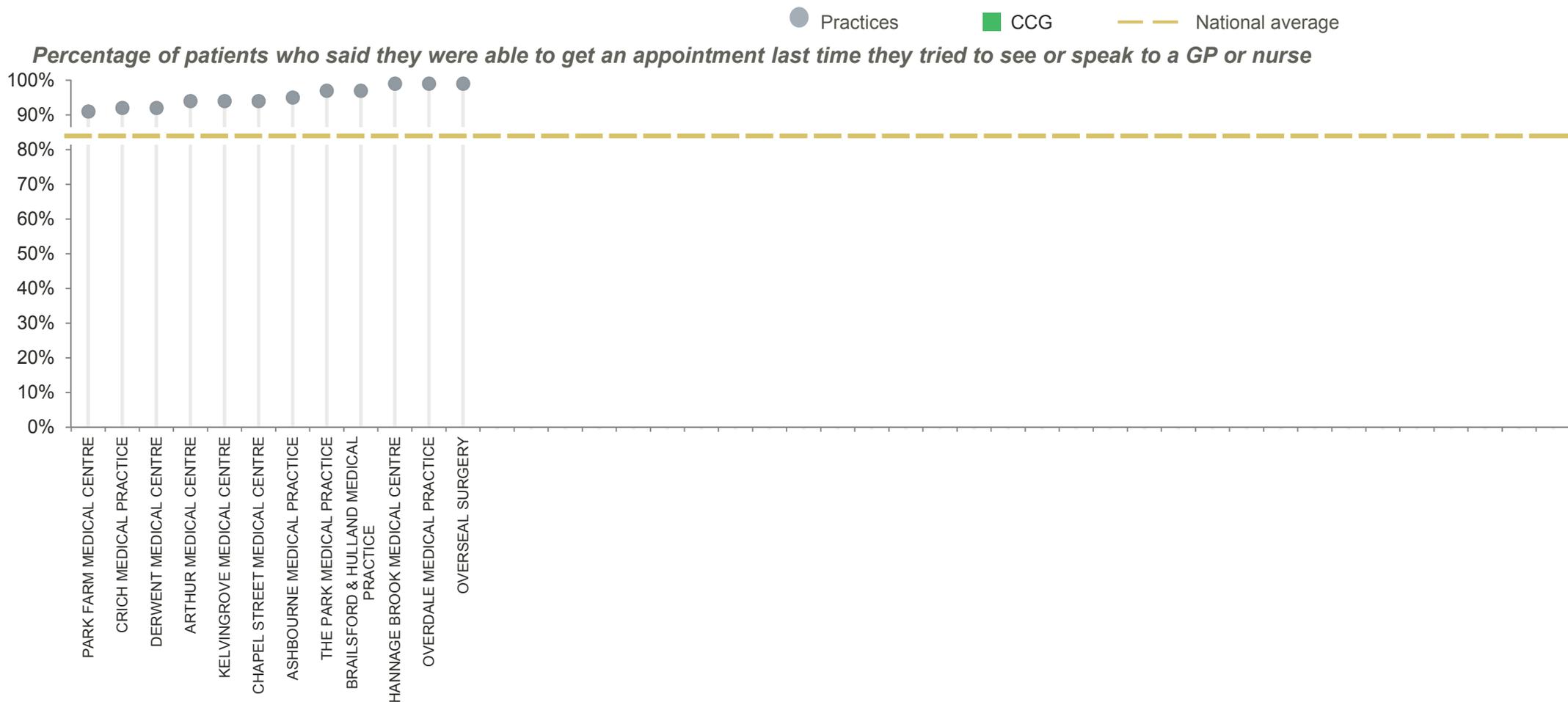
Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All those completing a questionnaire: National (772,293); CCG (6,023); Practice bases range from 49 to 134

%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

Q12. Last time you wanted to see or speak to a GP or nurse from your GP surgery, 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

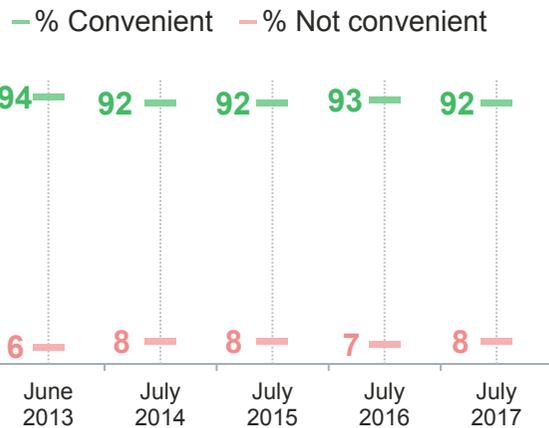
Base: All those completing a questionnaire: National (772,293); CCG (6,023); Practice bases range from 49 to 134

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

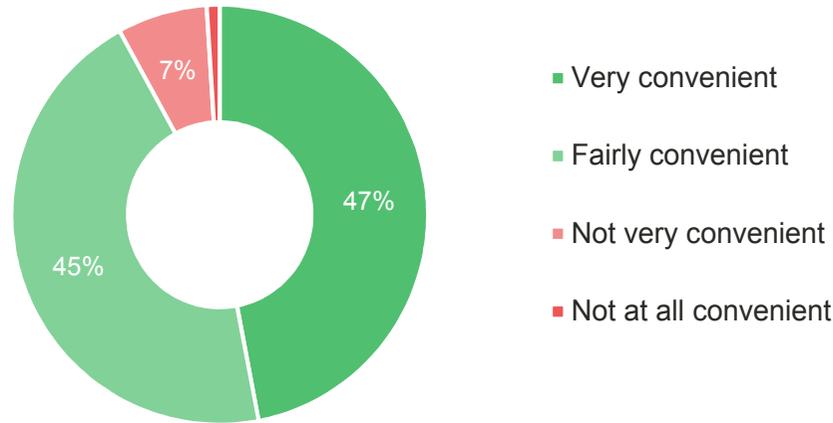
# Convenience of appointment

## Q15. How convenient was the appointment you were able to get?

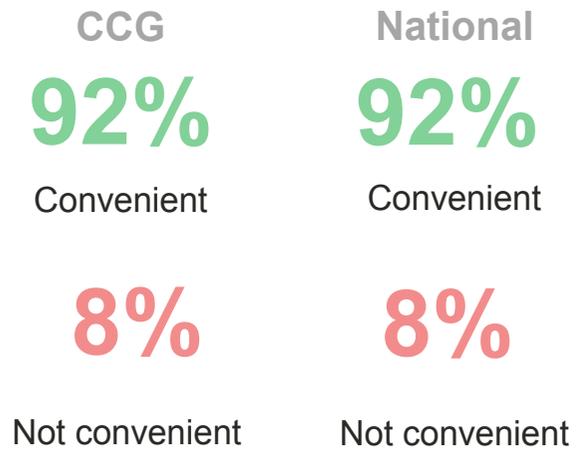
### CCG's results over time



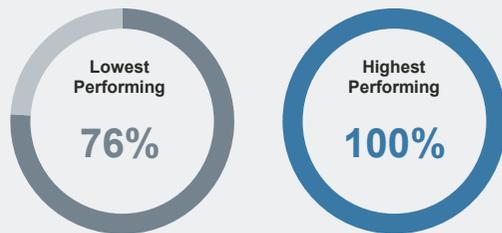
### CCG's results



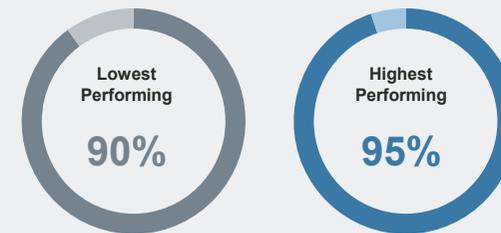
### Comparison of results



### Practice range in CCG - % Convenient



### Local CCG range - % Convenient

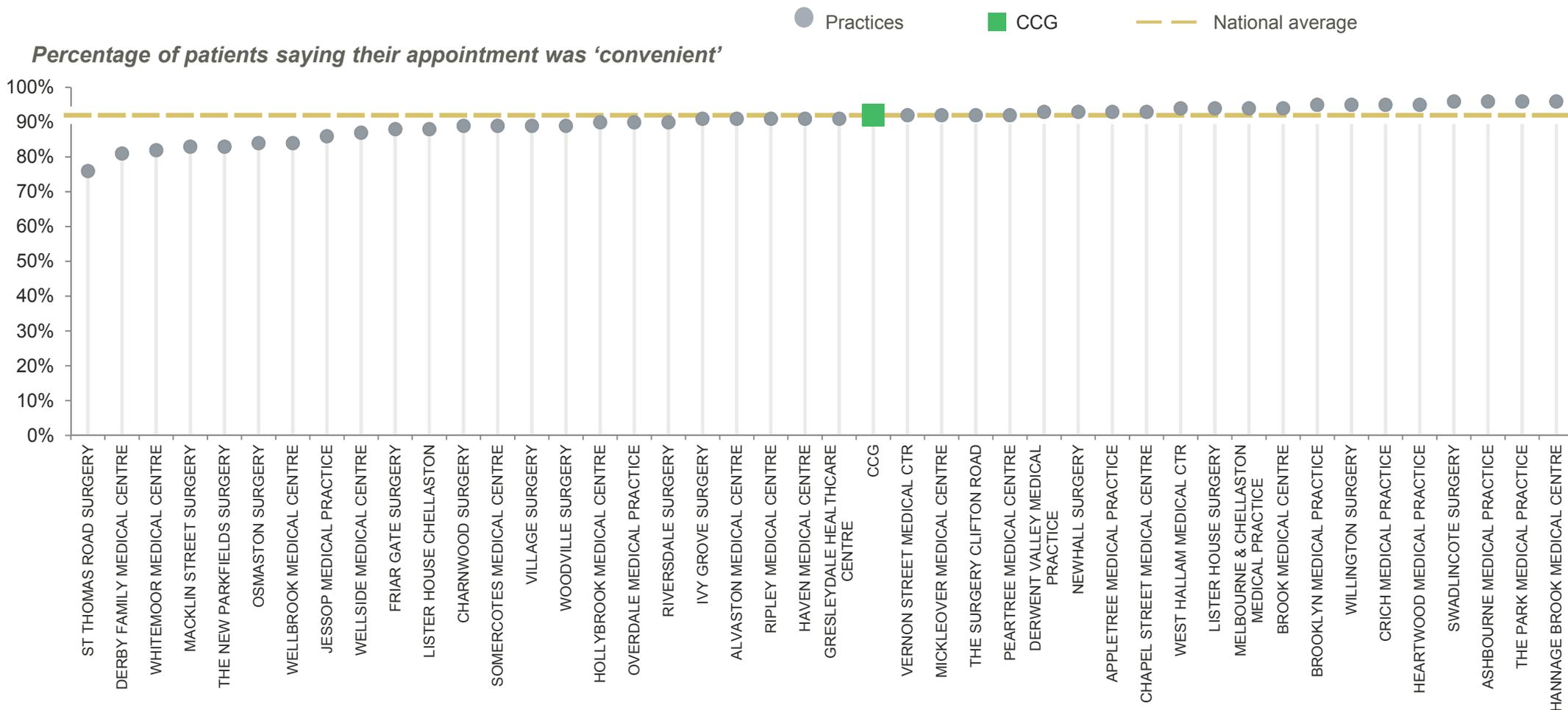


Base: All those able to get an appointment: National (658,980); CCG 2017 (5,144); CCG 2016 (5,192); CCG 2015 (5,355); CCG 2014 (5,671); CCG 2013 (6,003); Practice bases range from 32 to 130; CCG bases range from 1,123 to 5,144

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

# Convenience of appointment: how the CCG's practices compare

## Q15. 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 able to get an appointment: National (658,980); CCG (5,144); Practice bases range from 32 to 130

%Convenient = %Very convenient + %Fairly convenient

# Convenience of appointment: how the CCG's practices compare

## Q15. 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

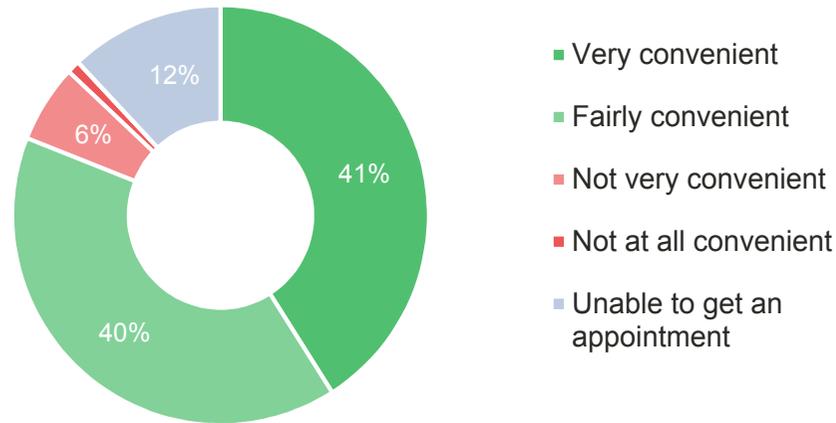
Base: All those able to get an appointment: National (658,980); CCG (5,144); Practice bases range from 32 to 130

%Convenient = %Very convenient + %Fairly convenient

# Convenience of appointment (rebased to include those unable to get an appointment)

Q15. How convenient was the appointment you were able to get? (rebased)

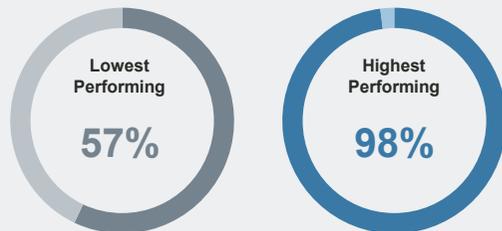
## CCG's results\*



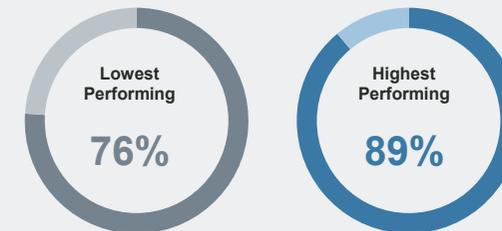
## Comparison of results

CCG	National
<b>81%</b> Convenient	<b>81%</b> Convenient
<b>19%</b> Not convenient/ unable to get an appointment	<b>19%</b> Not convenient/ unable to get an appointment

### Practice range in CCG - % Convenient



### Local CCG range - % Convenient



\* Trend data is not available for this question as Q15 rebased is not included in datasets pre July 2017 publication.

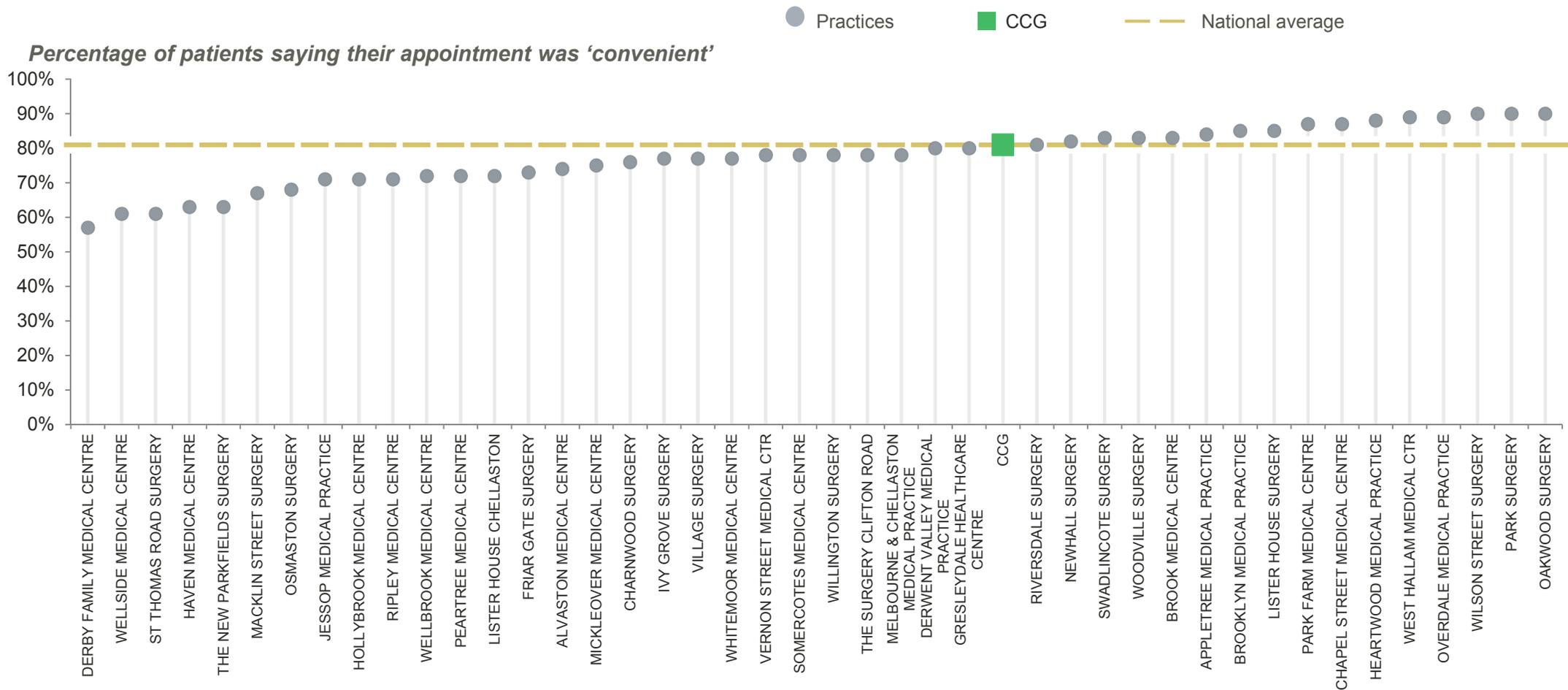
Base: All those who remember whether or not they were able to get an appointment: National (734,746); CCG 2017 (5,739); Practice bases range from 41 to 131; CCG bases range from 1,221 to 5,739

\* %Convenient = %Very convenient + %Fairly convenient

%Not/ unable = %Not very convenient + %Not at all convenient + %Unable to get appointment

# Convenience of appointment (rebased to include those unable to get an appointment): how the CCG's practices compare

## Q15. How convenient was the appointment you were able to get? (rebased)



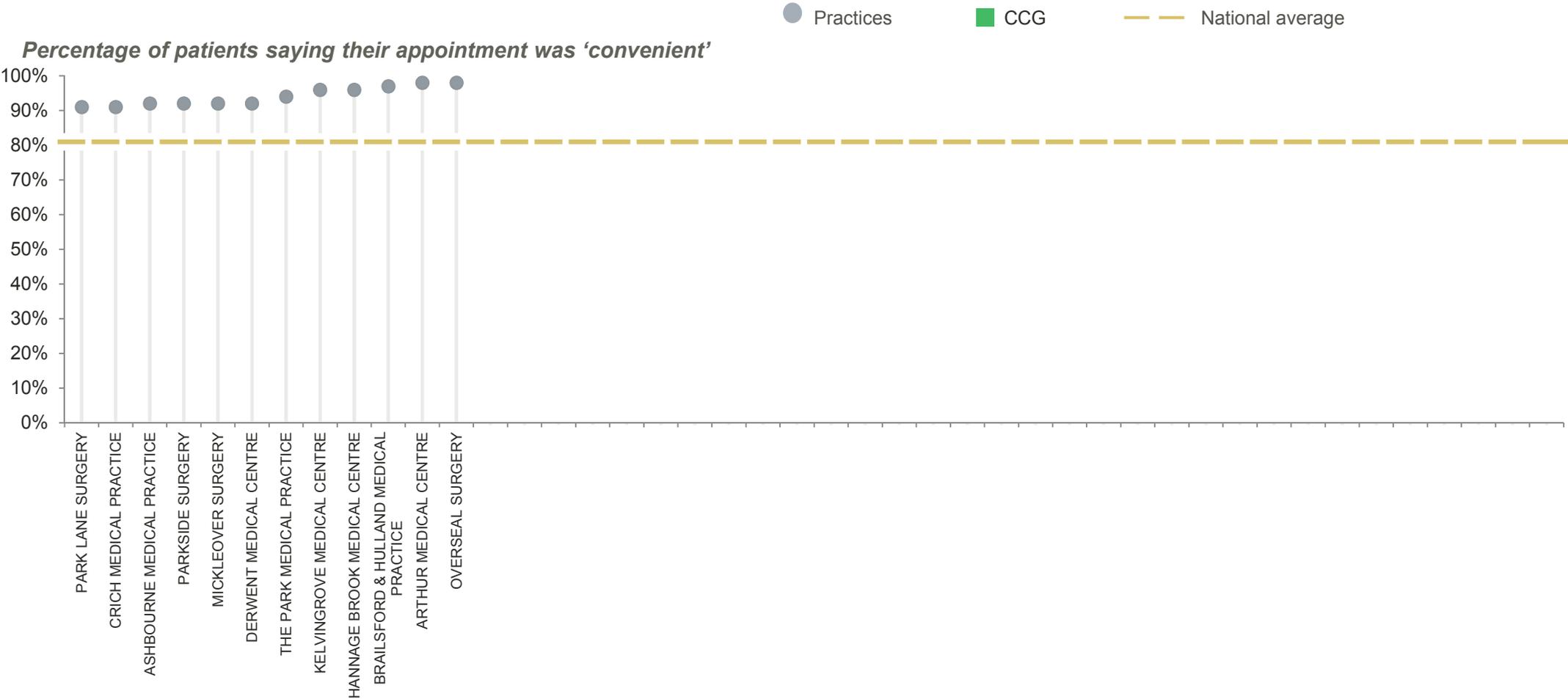
Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All those who remember whether or not they were able to get an appointment: National (734,746); CCG (5,739); Practice bases range from 41 to 131

%Convenient = %Very convenient + %Fairly convenient

# Convenience of appointment (rebased to include those unable to get an appointment): how the CCG's practices compare

## Q15. How convenient was the appointment you were able to get? (rebased)



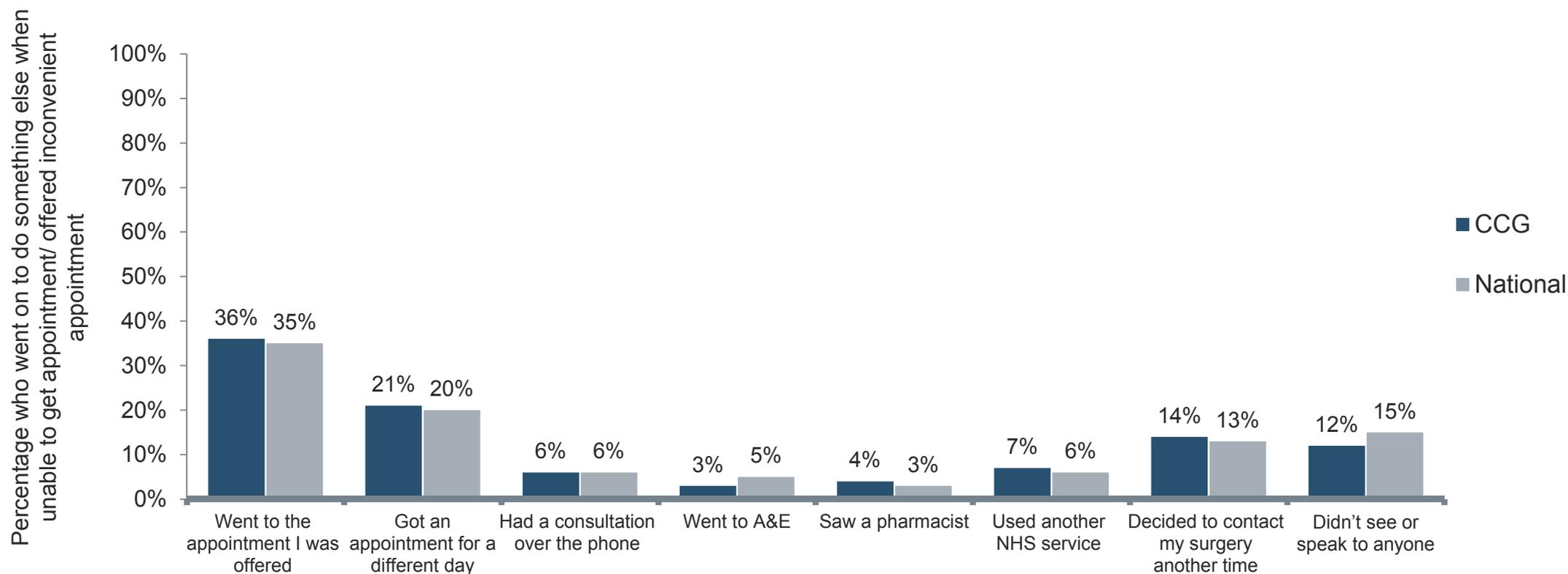
Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All those who remember whether or not they were able to get an appointment: National (734,746); CCG (5,739); Practice bases range from 41 to 131

%Convenient = %Very convenient + %Fairly convenient

# What patients do when they are unable to get appointment / are offered an inconvenient appointment

## Q17. What did you do on that occasion?



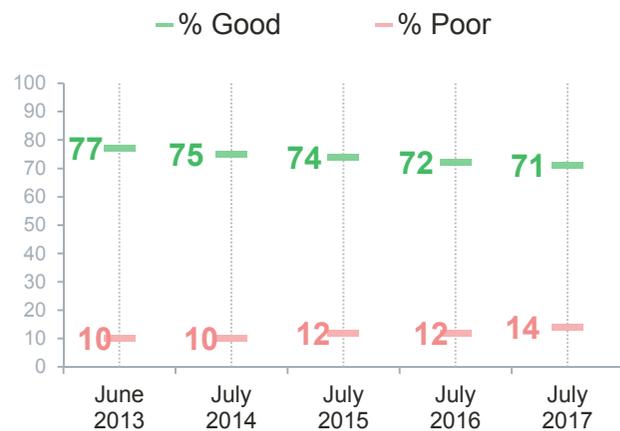
Comparisons are indicative only: differences may not be statistically significant

Base: All those who were not able to get an appointment or were offered an inconvenient appointment: National (110,834); CCG (883)

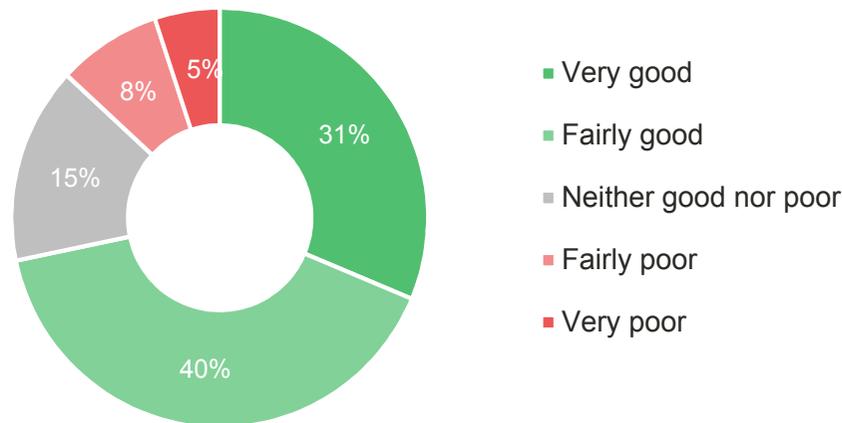
# Overall experience of making an appointment

Q18. Overall, how would you describe your experience of making an appointment?

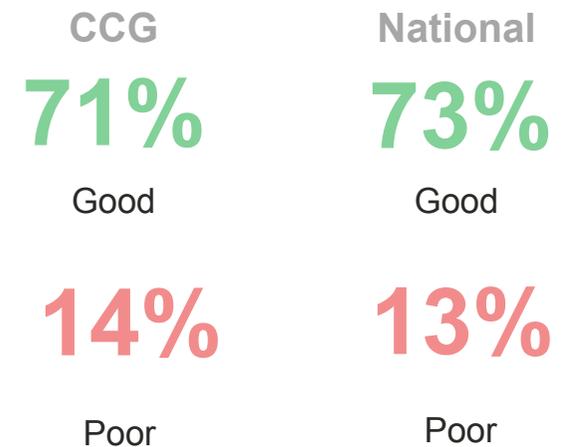
CCG's results over time



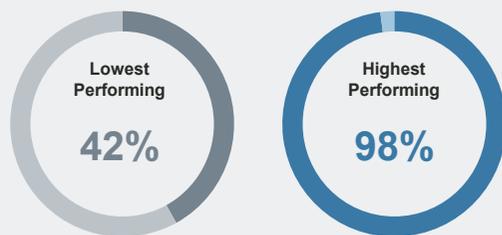
CCG's results



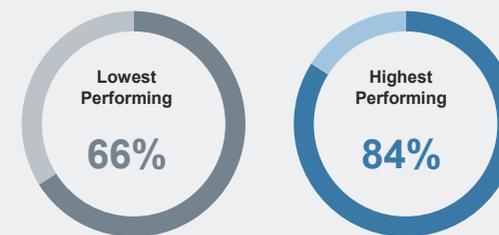
Comparison of results



Practice range in CCG - % Good



Local CCG range - % Good

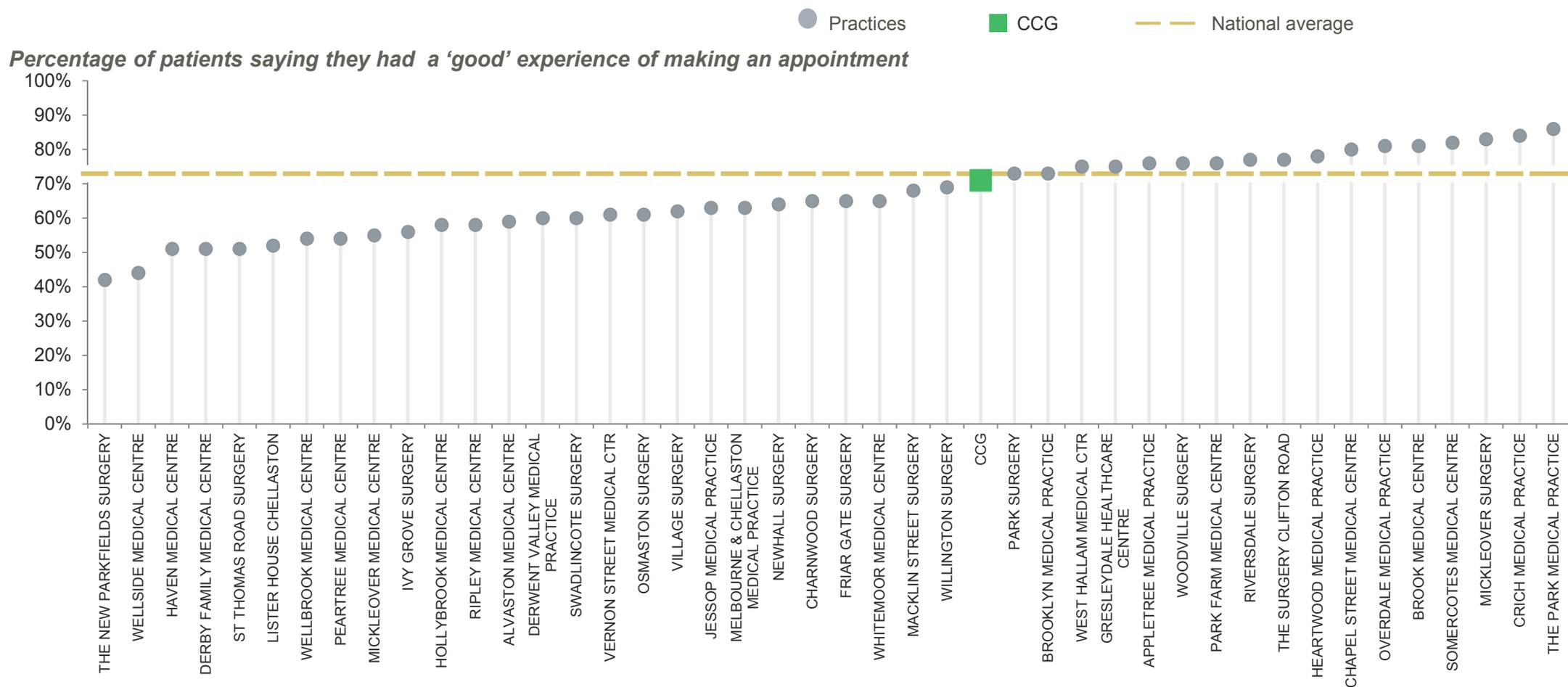


Base: All those completing a questionnaire: National (768,706); CCG 2017 (5,998); CCG 2016 (5,998); CCG 2015 (6,009); CCG 2014 (6,373); CCG 2013 (6,714); Practice bases range from 48 to 135; CCG bases range from 1,256 to 5,998

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

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

Q18. Overall, how would you describe your experience of making an appointment?



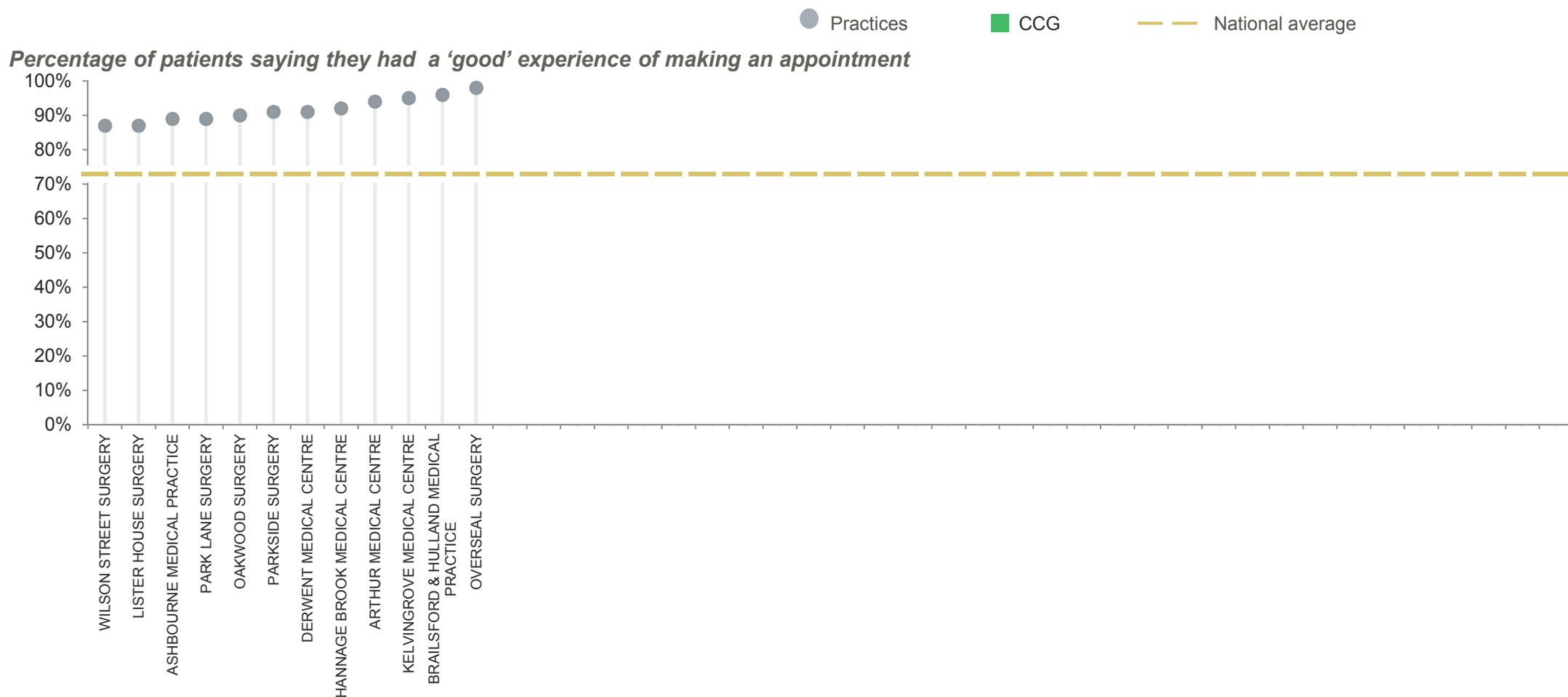
Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All those completing a questionnaire: National (768,706); CCG (5,998); Practice bases range from 48 to 135

%Good = %Very good + %Fairly good

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

Q18. 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 completing a questionnaire: National (768,706); CCG (5,998); Practice bases range from 48 to 135

%Good = %Very good + %Fairly good

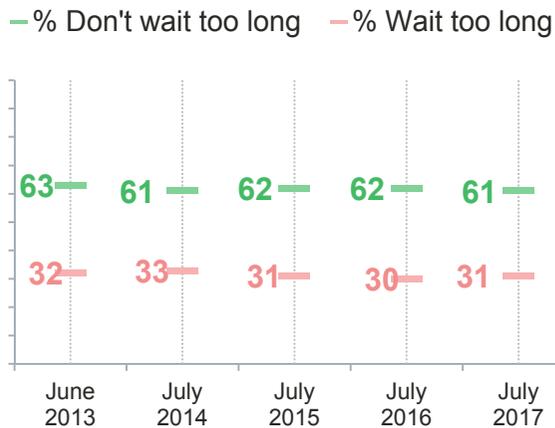
# Waiting times at the GP surgery

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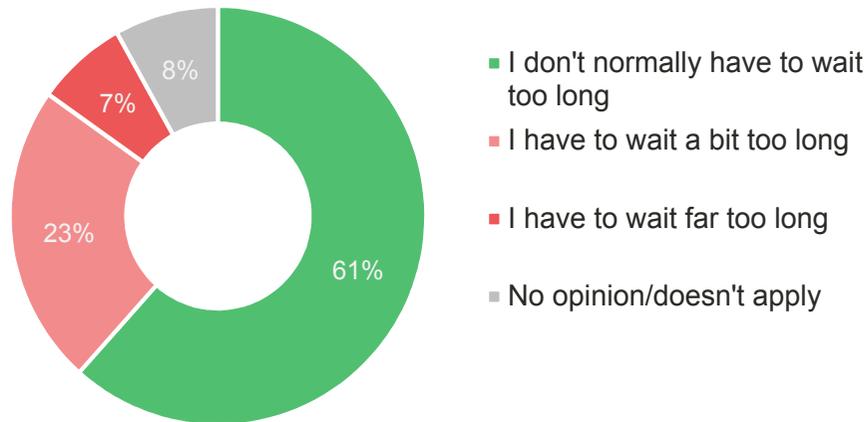
# Waiting times at the GP surgery

## Q20. How do you feel about how long you normally have to wait to be seen?

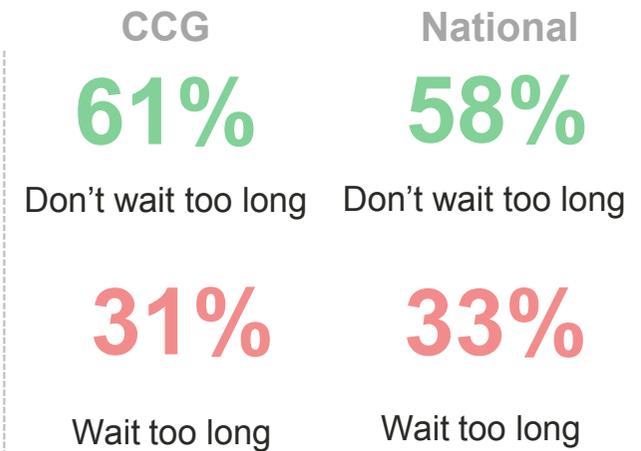
CCG's results over time



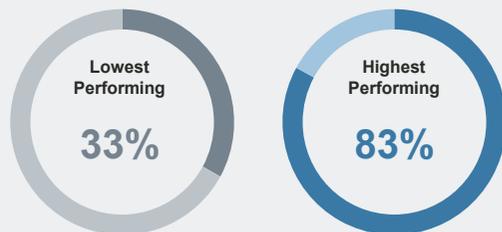
CCG's results



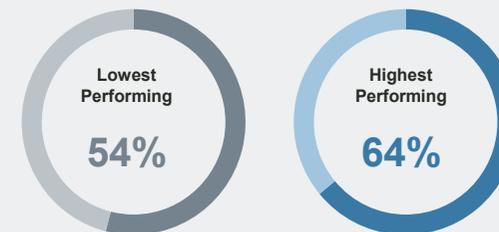
Comparison of results



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



Local CCG range – % Don't wait too long



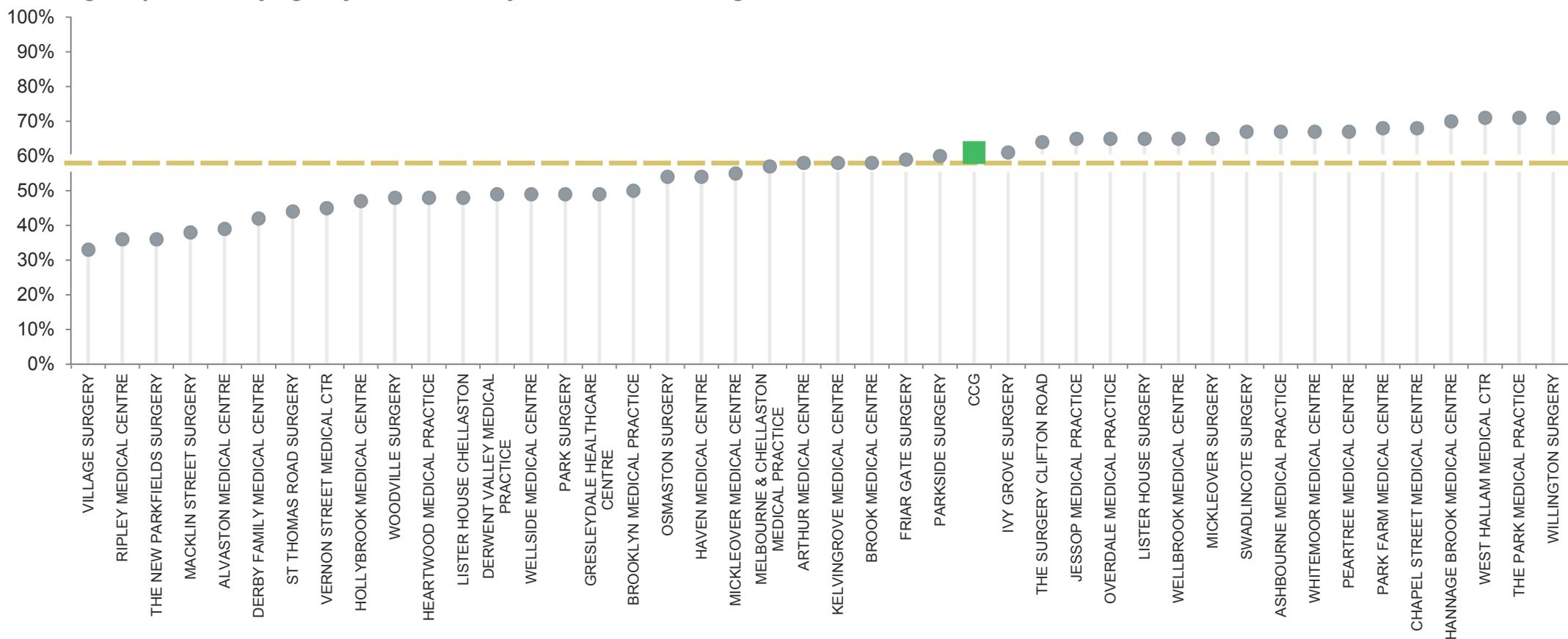
Base: All those completing a questionnaire: National (772,842); CCG 2017 (6,015); CCG 2016 (6,038); CCG 2015 (6,044); CCG 2014 (6,411); CCG 2013 (6,784); Practice bases range from 49 to 135; CCG bases range from 1,271 to 6,015

%Wait too long= %Wait a bit too long + %Wait far too long

# Waiting times at the GP surgery: how the CCG's practices compare

Q20. How do you feel about how long you normally have to wait to be seen?

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

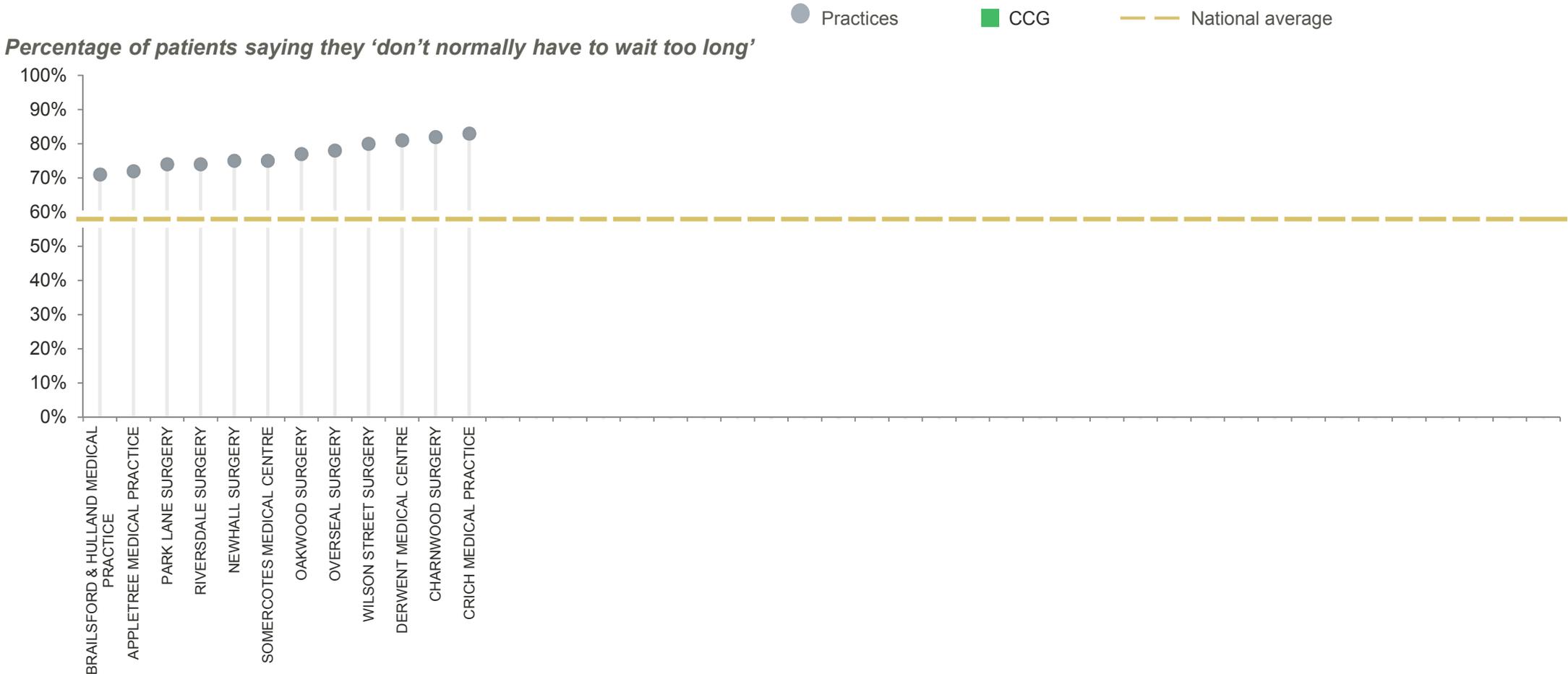


Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All those completing a questionnaire: National (772,842); CCG (6,015); Practice bases range from 49 to 135

# Waiting times at the GP surgery: how the CCG's practices compare

## Q20. 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 completing a questionnaire: National (772,842); CCG (6,015); Practice bases range from 49 to 135

# Perceptions of care at patients' last GP appointment

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# Perceptions of care at last GP appointment

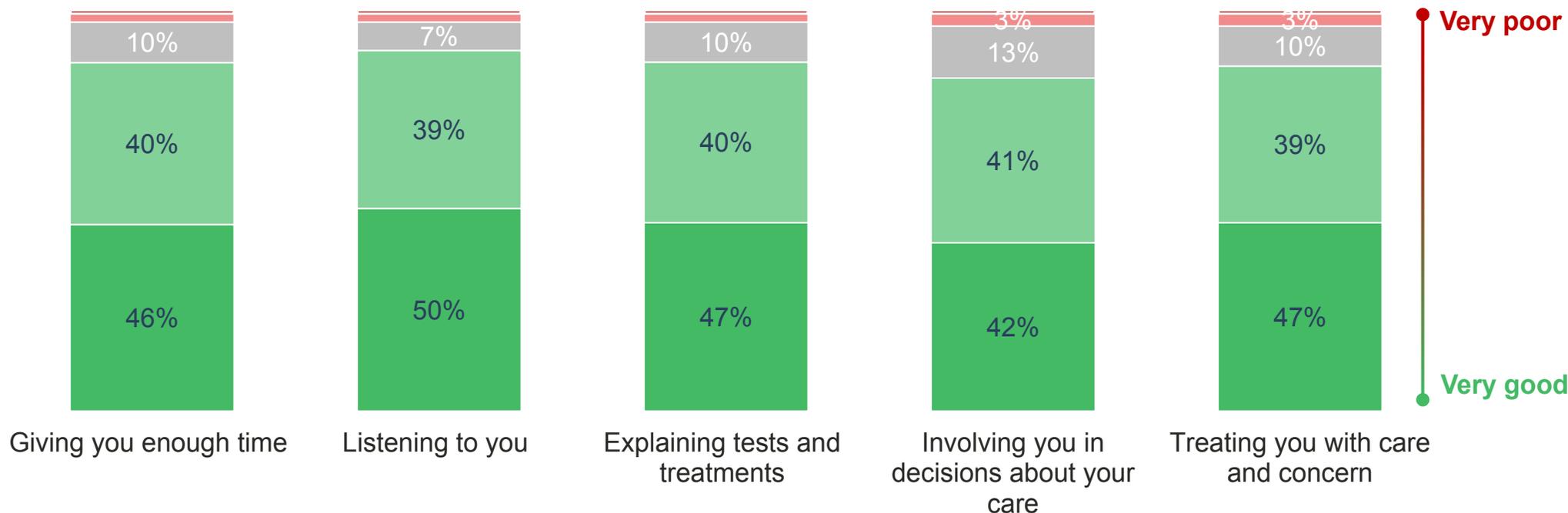
Q21. Last time you saw or spoke to a GP from your GP surgery, how good was that GP at each of the following?\*

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

## CCG's results

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

	Very poor	Poor	Neither good nor poor	Good	Very good
National results	4%	4%	3%	4%	4%
CCG results	4%	3%	3%	4%	4%



Base: All those completing a questionnaire excluding 'doesn't apply': CCG (6,003; 6,001; 5,719; 5,444; 5,863); National (767,129; 765,505; 735,550; 707,368; 754,335)

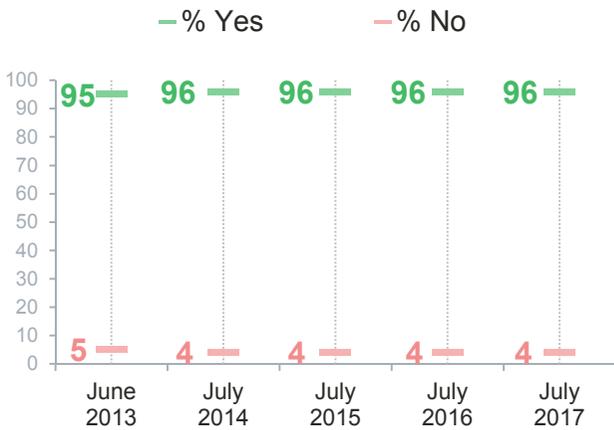
%Poor = %Very poor + %Poor

# Confidence and trust in the GP

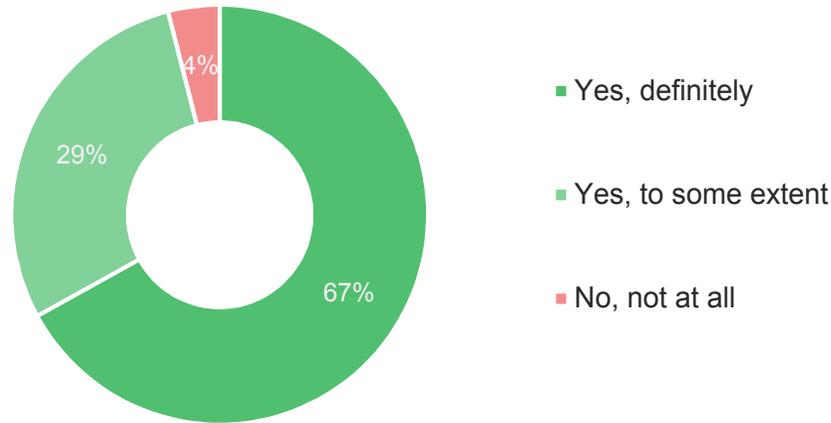
## Q22. Did you have confidence and trust in the GP you saw or spoke to?\*

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

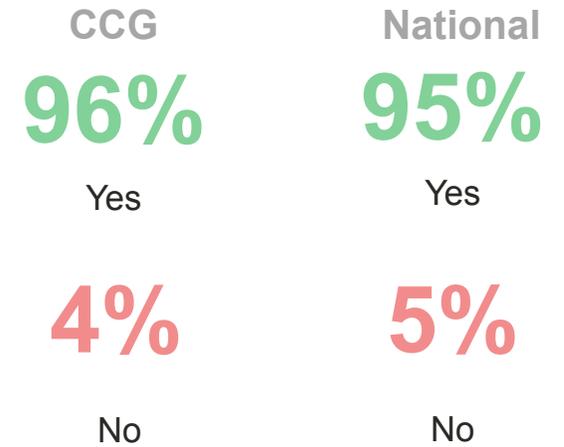
### CCG's results over time



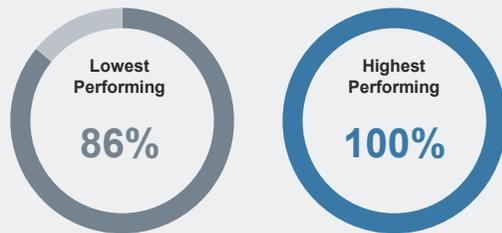
### CCG's results



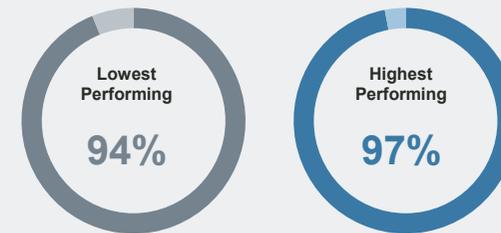
### Comparison of results



### Practice range in CCG - % Yes



### Local CCG range - % Yes



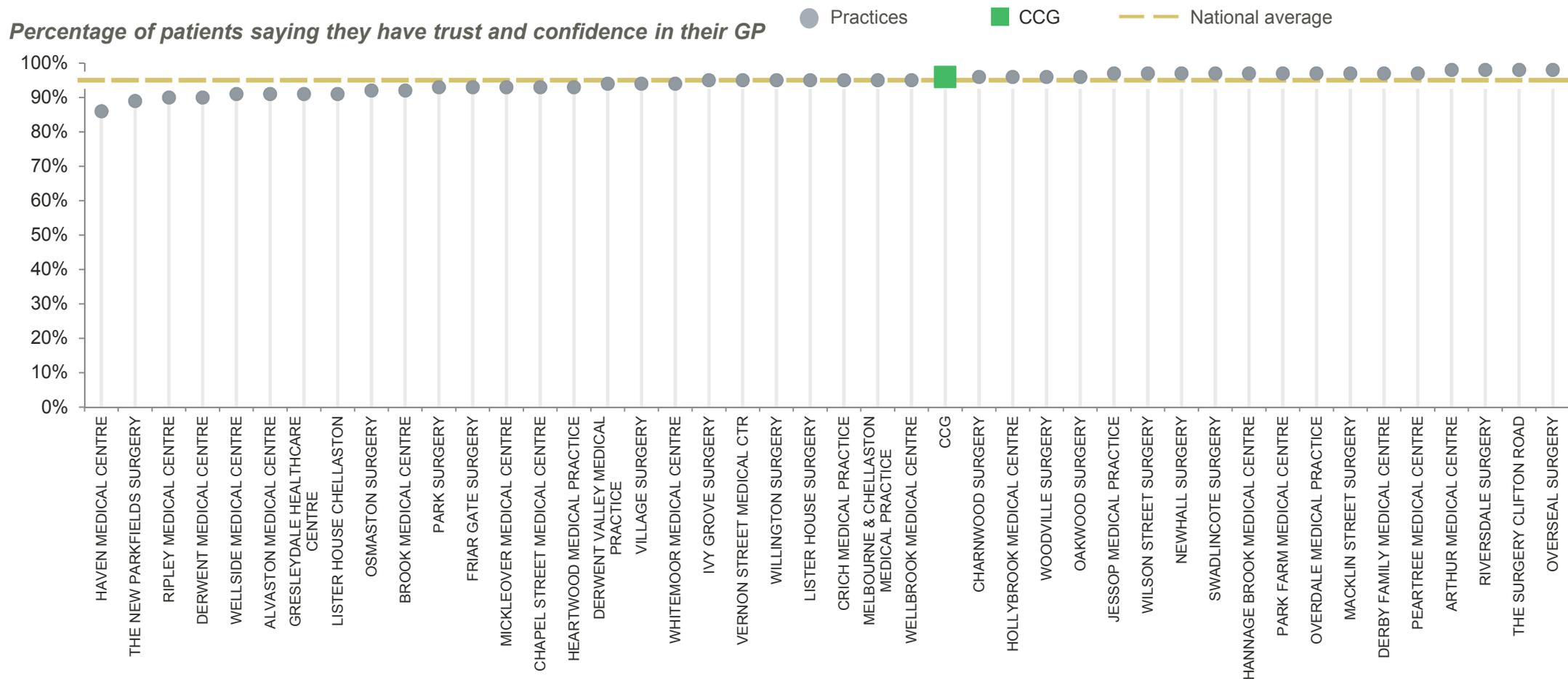
Base: All those completing a questionnaire: National (754,466); CCG 2017 (5,887); CCG 2016 (5,891); CCG 2015 (5,953); CCG 2014 (6,313); CCG 2013 (6,646); Practice bases range from 47 to 132; CCG bases range from 1,250 to 5,887

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

# Confidence and trust in the GP: how the CCG's practices compare

Q22. Did you have confidence and trust in the GP you saw or spoke to?\*

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



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

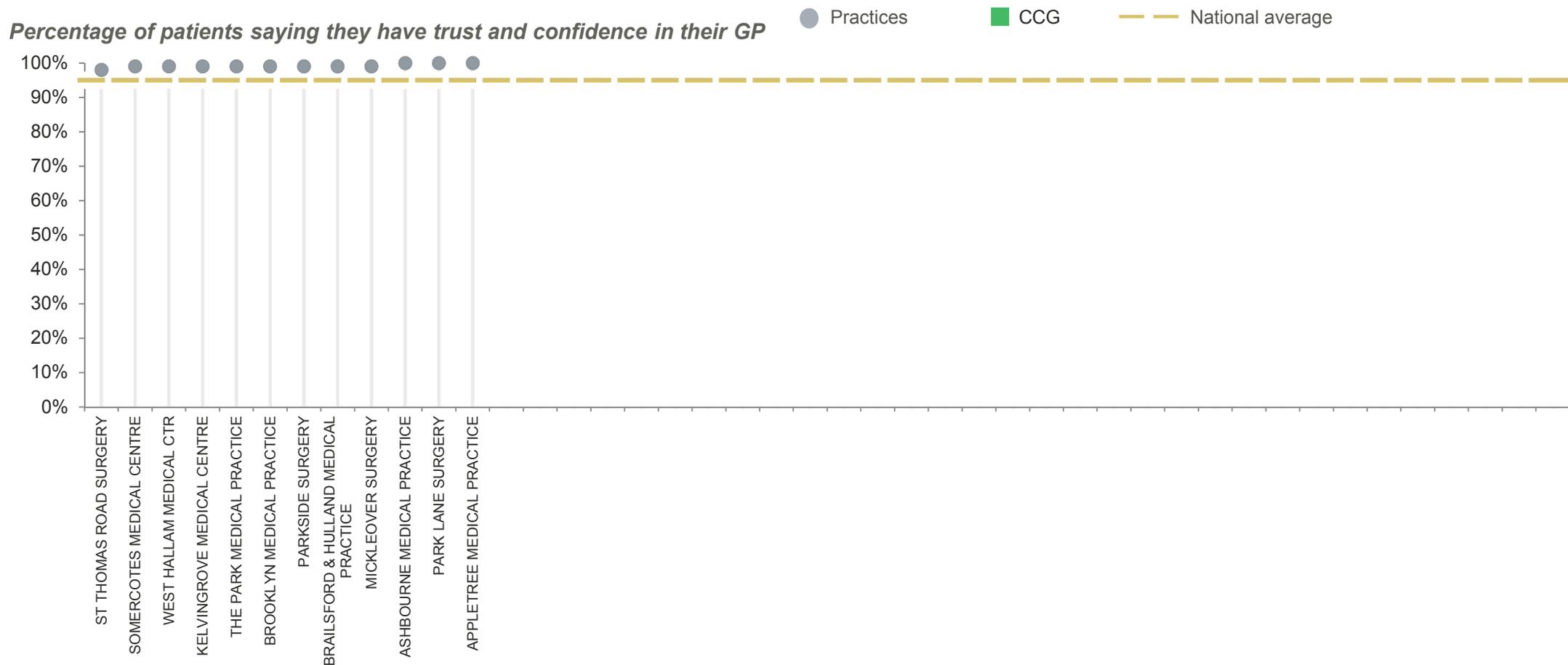
Base: All those completing a questionnaire excluding 'don't know/ can't say': National (754,466); CCG (5,887); Practice bases range from 47 to 132

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

# Confidence and trust in the GP: how the CCG's practices compare

## Q22. Did you have confidence and trust in the GP you saw or spoke to?\*

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



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/ can't say': National (754,466); CCG (5,887); Practice bases range from 47 to 132

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

# Perceptions of care at patients' last nurse appointment

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# Perceptions of care at last nurse appointment

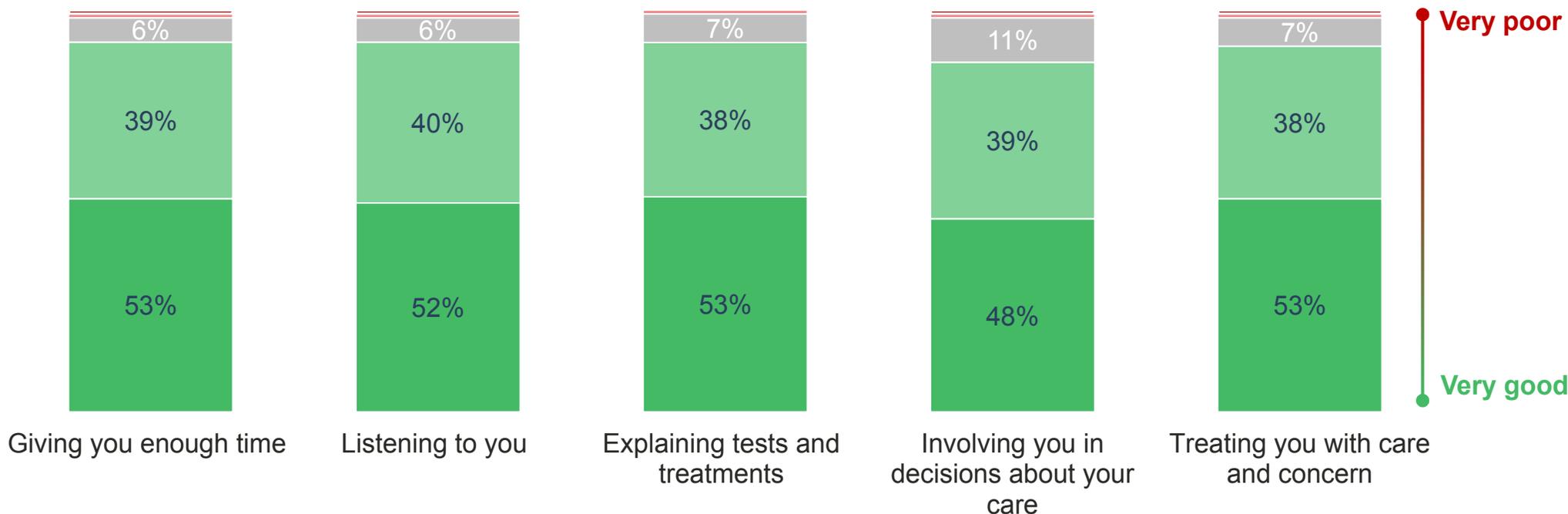
Q23. Last time you saw or spoke to a nurse from your GP surgery, how good was that nurse at each of the following?\*

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

## CCG's results

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

	Very poor	Poor	Neither good nor poor	Good	Very good
National results	2%	2%	2%	2%	2%
CCG results	2%	2%	1%	2%	2%



Base: All those completing a questionnaire excluding 'doesn't apply': CCG (5,371; 5,327; 5,158; 4,739; 5,246); National (690,213; 684,099; 665,816; 607,788; 675,604)

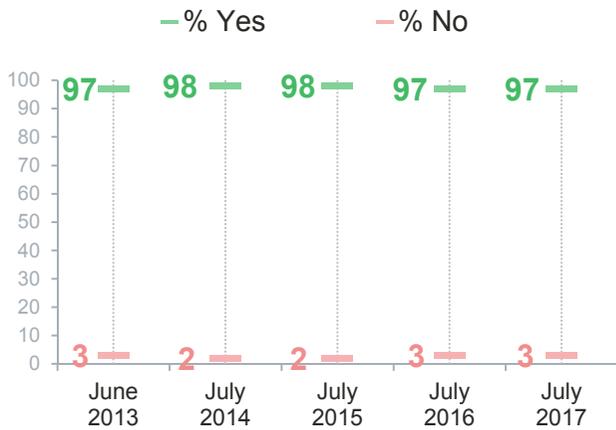
%Poor = %Very poor + %Poor

# Confidence and trust in the nurse

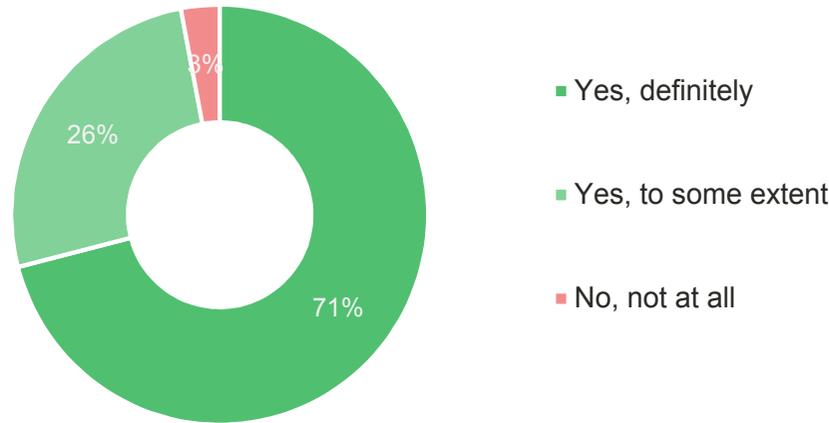
## Q24. Did you have confidence and trust in the nurse you saw or spoke to?\*

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

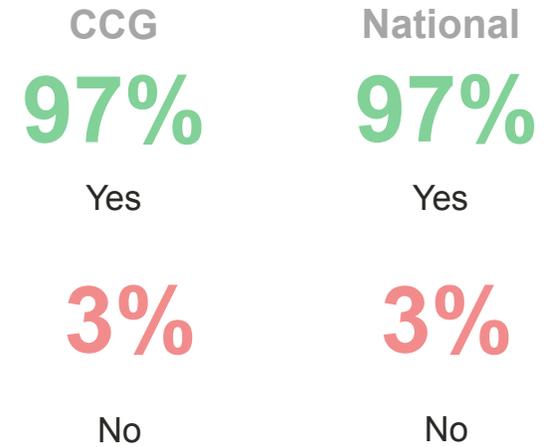
### CCG's results over time



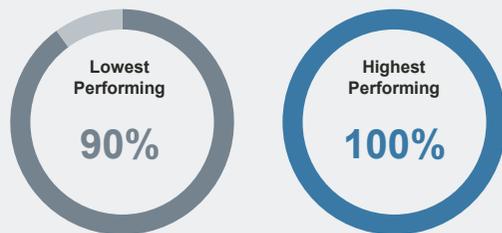
### CCG's results



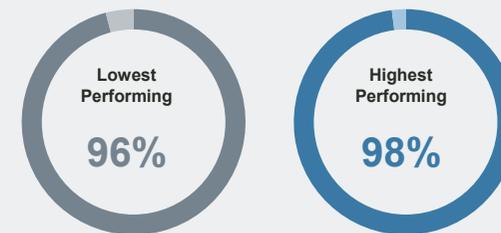
### Comparison of results



### Practice range in CCG - % Yes



### Local CCG range - % Yes



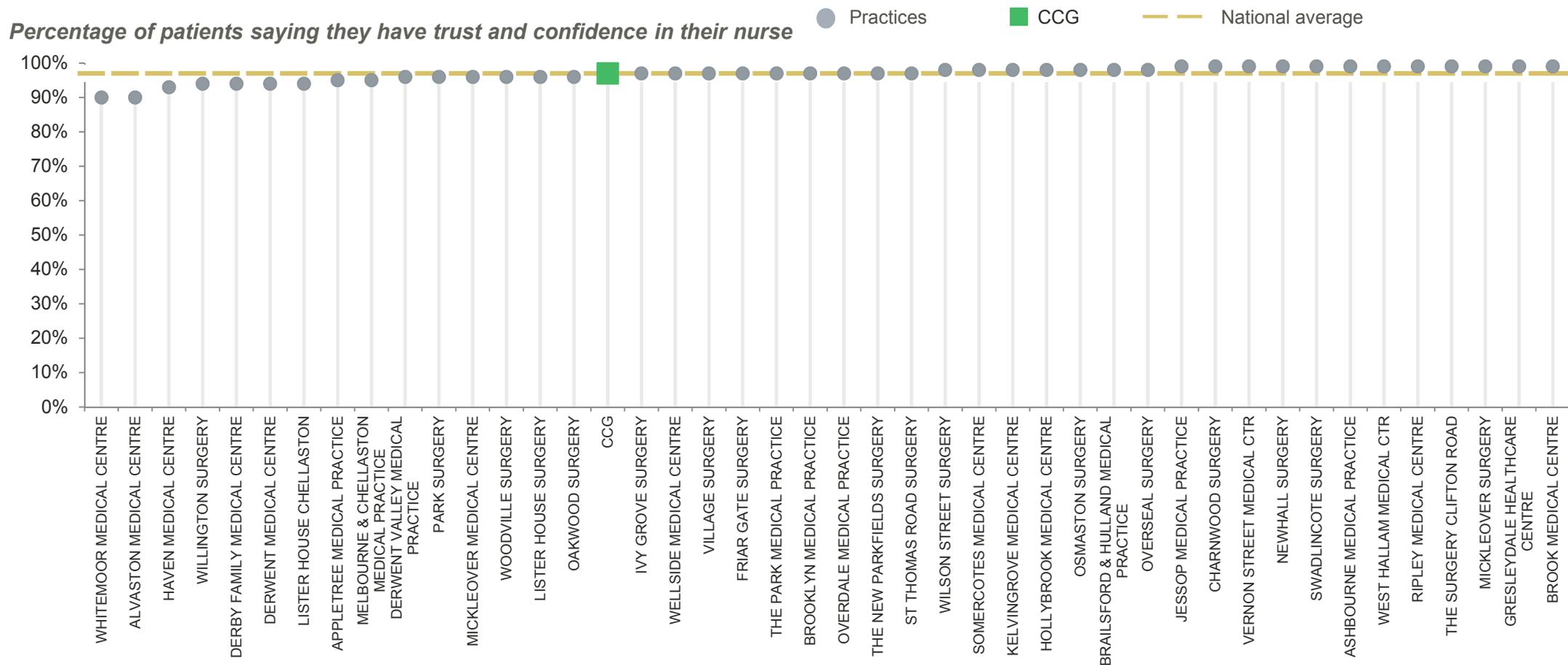
Base: All those completing a questionnaire: National (683,080); CCG 2017 (5,333); CCG 2016 (5,413); CCG 2015 (5,421); CCG 2014 (5,790); CCG 2013 (6,097); Practice bases range from 45 to 122; CCG bases range from 1,139 to 5,333

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

# Confidence and trust in the nurse: how the CCG's practices compare

## Q24. Did you have confidence and trust in the nurse you saw or spoke to?\*

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



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

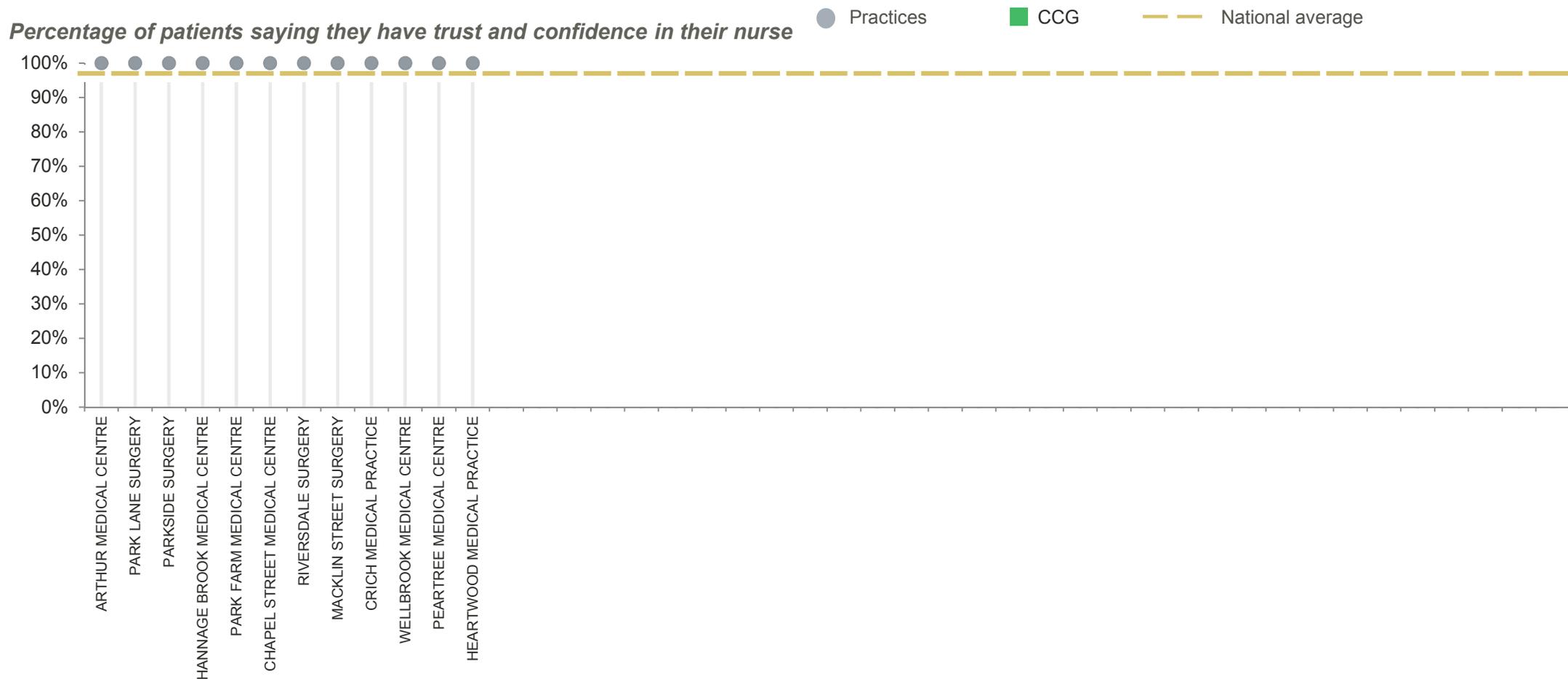
Base: All those completing a questionnaire excluding 'don't know/ can't say': National (683,080); CCG (5,333); Practice bases range from 45 to 122

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

# Confidence and trust in the nurse: how the CCG's practices compare

## Q24. Did you have confidence and trust in the nurse you saw or spoke to?\*

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



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/ can't say': National (683,080); CCG (5,333); Practice bases range from 45 to 122

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

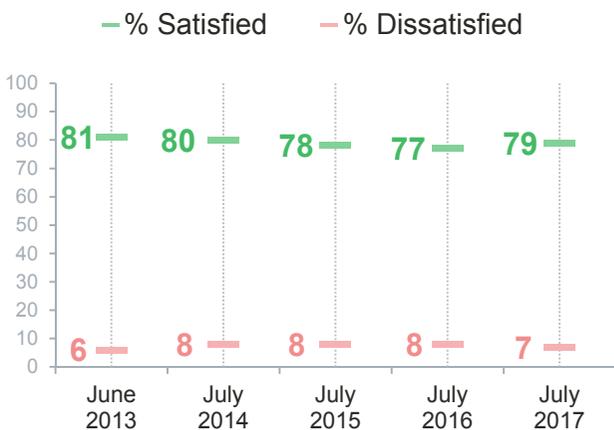
# Satisfaction with the practice's opening hours

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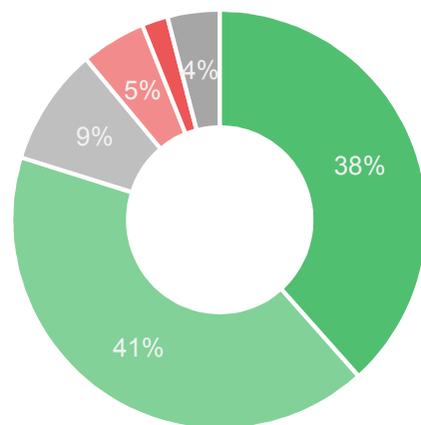
# Satisfaction with opening hours

## Q25. How satisfied are you with the hours that your GP surgery is open?

### CCG's results over time



### CCG's results

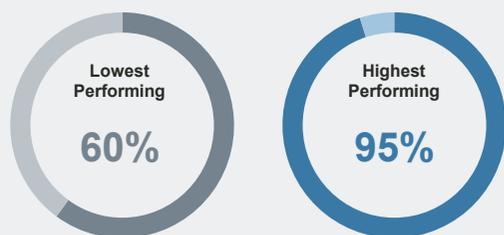


- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- I'm not sure when my GP surgery is open

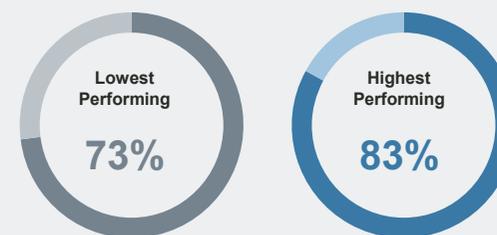
### Comparison of results

CCG	National
<b>79%</b> Satisfied	<b>76%</b> Satisfied
<b>7%</b> Dissatisfied	<b>9%</b> Dissatisfied

### Practice range in CCG - % Satisfied



### Local CCG range - % Satisfied

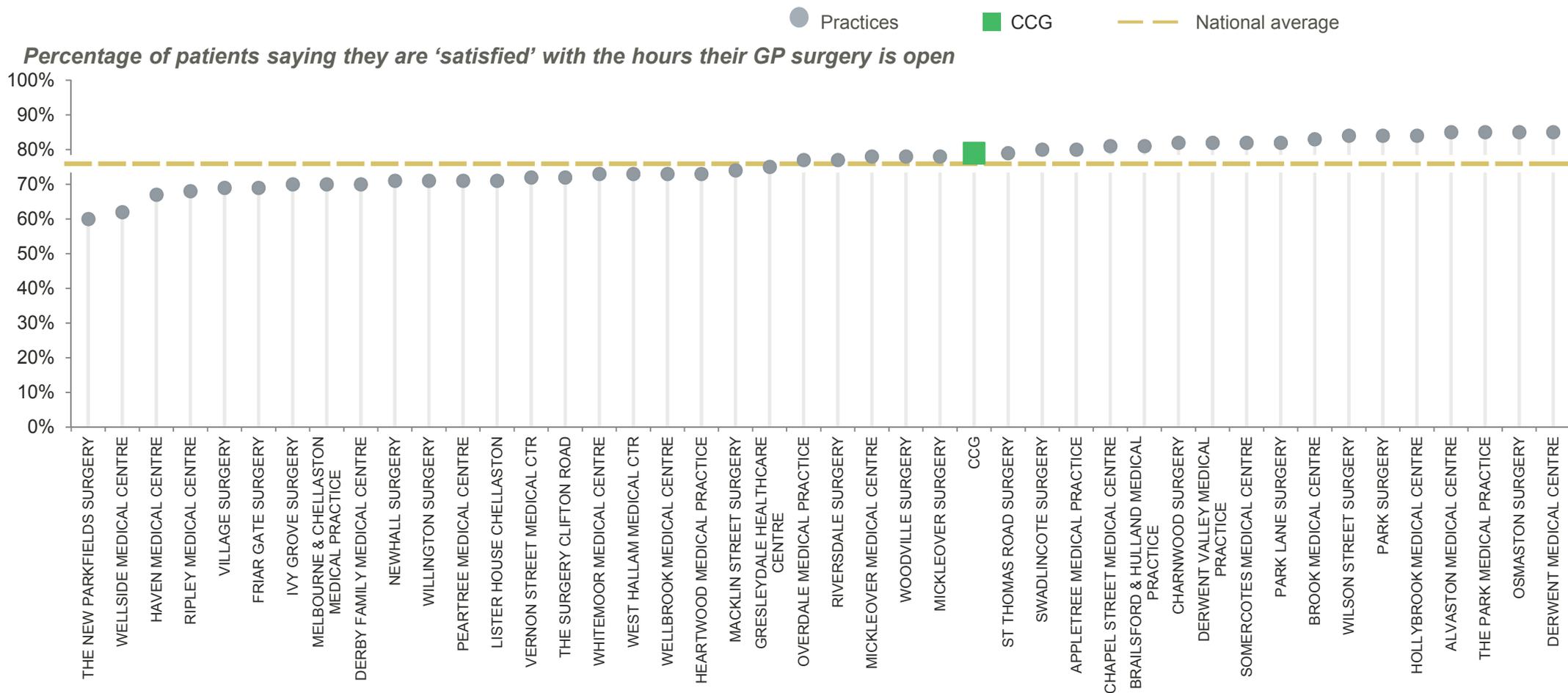


Base: All those completing a questionnaire: National (795,461); CCG 2017 (6,228); CCG 2016 (6,123); CCG 2015 (6,110); CCG 2014 (6,585); CCG 2013 (6,869); Practice bases range from 50 to 136; CCG bases range from 1,311 to 6,228

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

# Satisfaction with opening hours: how the CCG's practices compare

## Q25. How satisfied are you with the hours that your GP surgery is open?



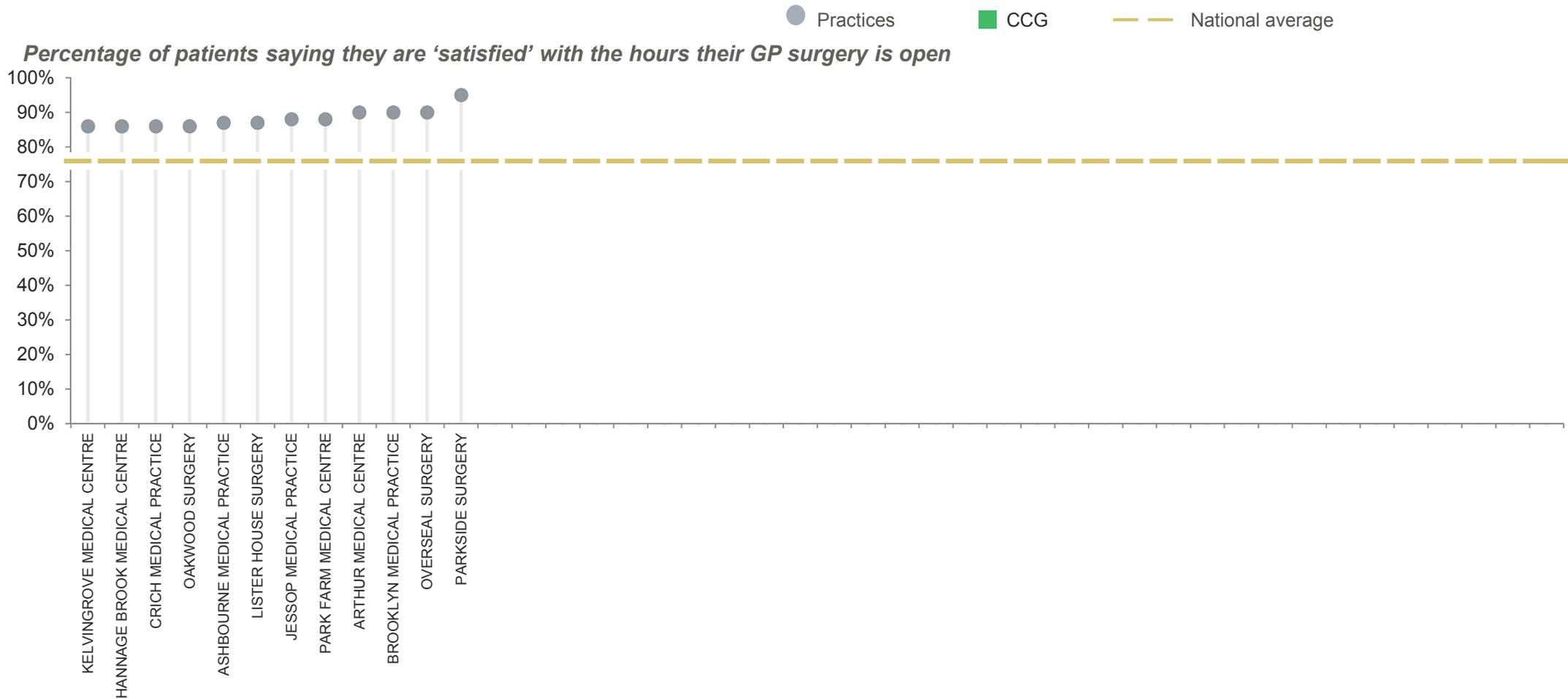
Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All those completing a questionnaire: National (795,461); CCG (6,228); Practice bases range from 50 to 136

%Satisfied = %Very satisfied + %Fairly satisfied

# Satisfaction with opening hours: how the CCG's practices compare

## Q25. 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 completing a questionnaire: National (795,461); CCG (6,228); Practice bases range from 50 to 136

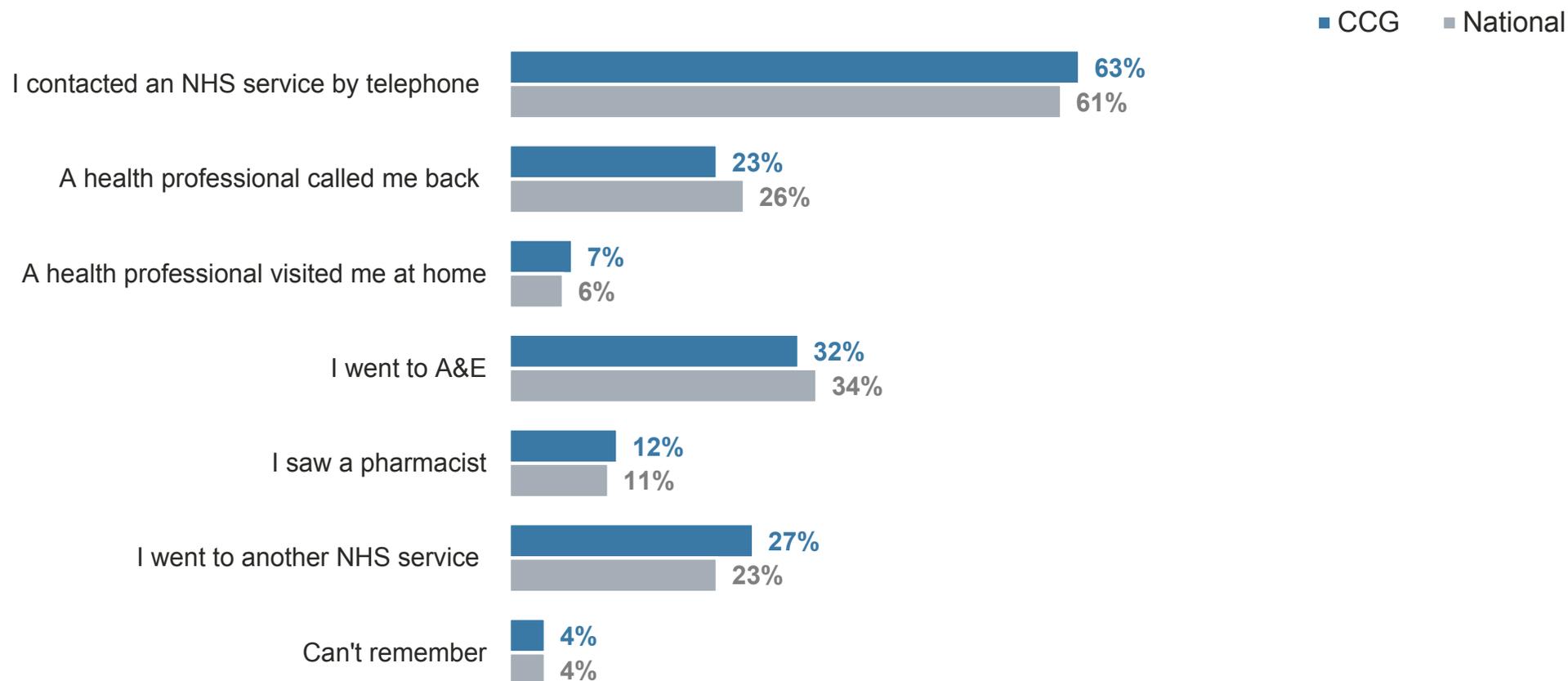
%Satisfied = %Very satisfied + %Fairly satisfied

# Out-of-hours services\*

*\* The out-of-hours service questions are only asked of those who have recently used an NHS service when they wanted to see a GP but their GP surgery 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.*

# Use of out-of-hours services

Q41. Considering all of the services you contacted, which of the following happened on that occasion?

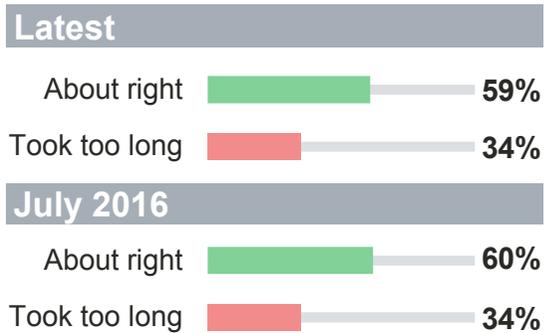


Base: All those who tried to contact an NHS service when GP surgery closed in past 6 months: National (124,736); CCG (968)

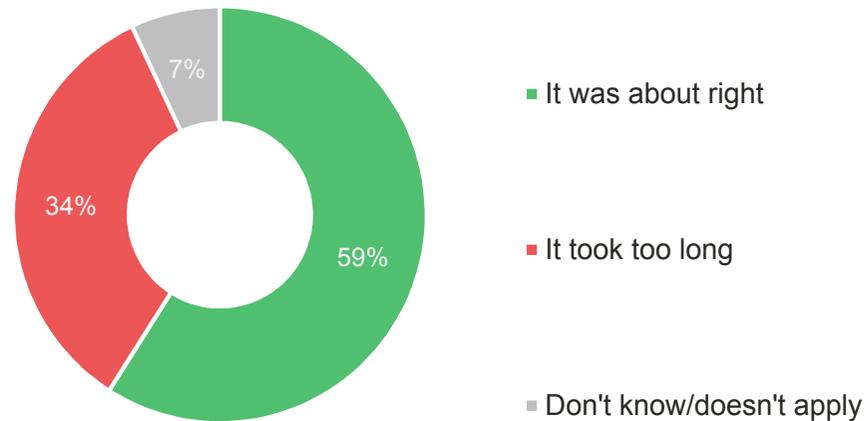
# Speed of care provided by out-of-hours service\*

Q42. How do you feel about how quickly you received care or advice on that occasion?

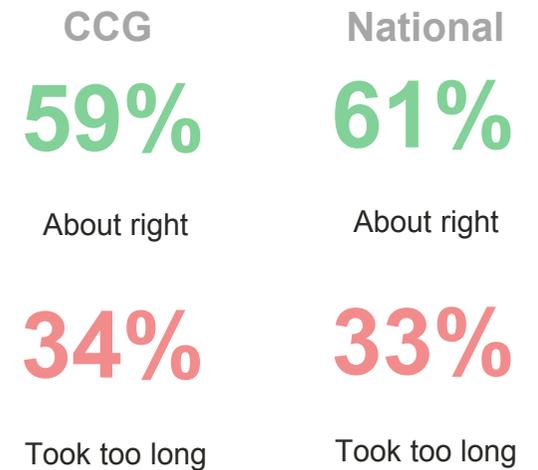
## CCG's results over time



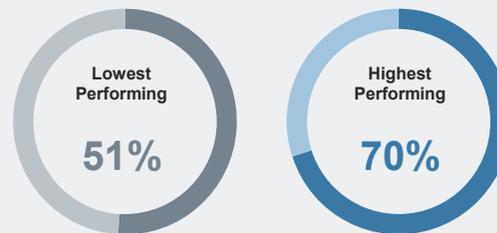
## CCG's results



## Comparison of results



## Local CCG range– % About right



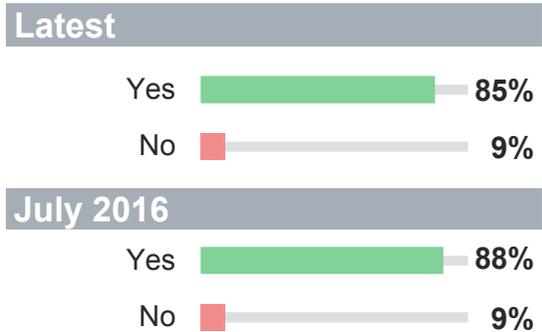
\* The out-of-hours questions were redesigned for July-September 2015 fieldwork to reflect changes to service provision. As such, comparisons are only available from July 2016.

Base: All those who tried to contact an NHS service when GP surgery closed in past 6 months: National (124,915); CCG 2017 (972); CCG 2016 (982); CCG bases range from 168 to 972

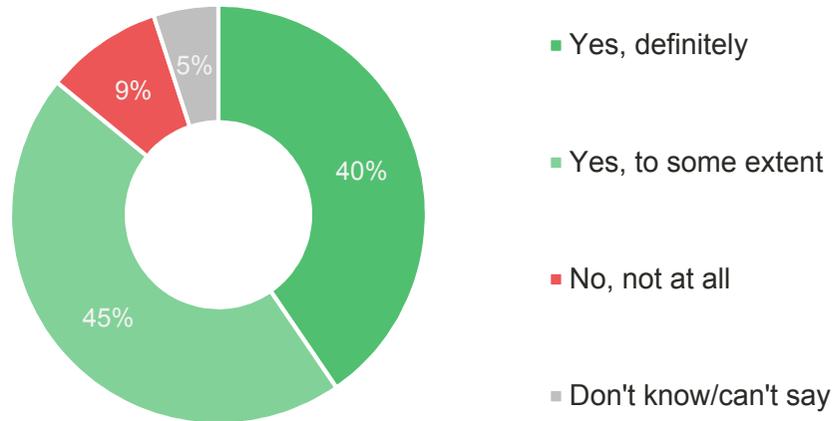
# Confidence and trust in out-of-hours staff\*

Q43. Considering all of the people you saw or spoke to on that occasion, did you have confidence and trust in them?

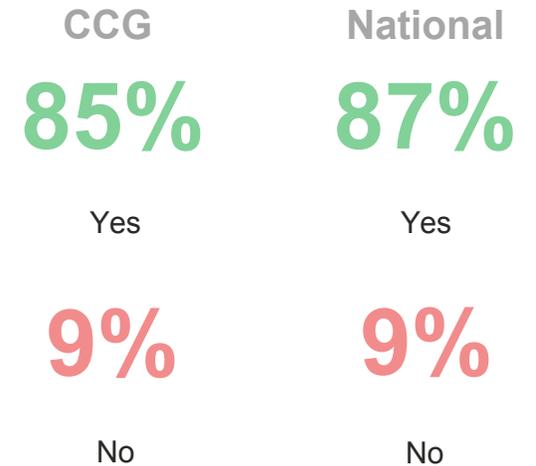
## CCG's results over time



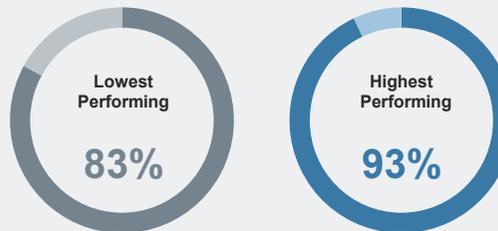
## CCG's results



## Comparison of results



## Local CCG range– % Yes



\* The out-of-hours questions were redesigned for July-September 2015 fieldwork to reflect changes to service provision. As such, comparisons are only available from July 2016.

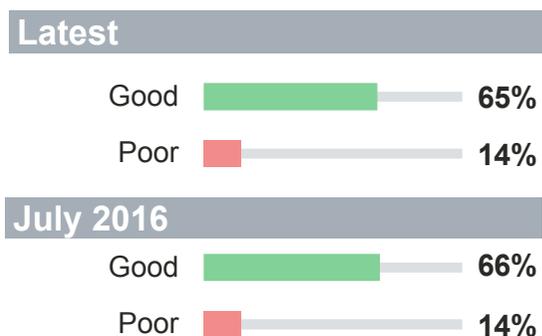
Base: All those who tried to contact an NHS service when GP surgery closed in past 6 months: National (124,851); CCG 2017 (974); CCG 2016 (987); CCG bases range from 166 to 974

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

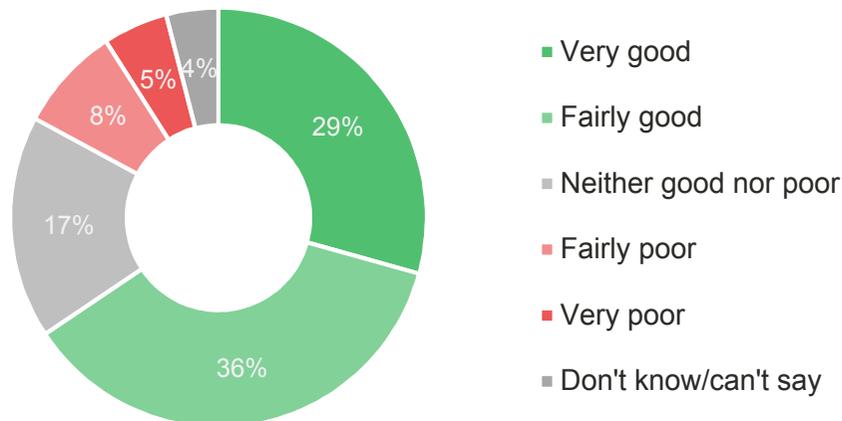
# Overall experience of out-of-hours services\*

Q44. Overall, how would you describe your last experience of NHS services when you wanted to see a GP but your GP surgery was closed?

## CCGs' results over time



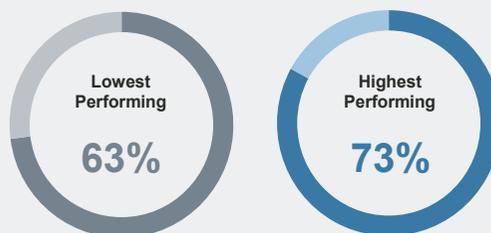
## CCG's results



## Comparison of results



## Local CCG range - % Good



\* The out-of-hours questions were redesigned for July-September 2015 fieldwork to reflect changes to service provision. As such, comparisons are only made with 2016 data.

Base: All answering who have tried to call an out-of-hours GP service in the past 6 months: National (124,994); CCG 2017 (974); CCG 2016 (985); CCG bases range from 166 to 974

%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 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	808,332	0.09	0.14	0.15
CCG	4,000	1.18	1.86	2.07
Practice	100	5.05	9.41	11.3

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 +/-1.86 percentage points from that question’s result (i.e. between 28.14% and 31.86%).

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.2.15 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, allowing meaningful comparisons of patients' experiences; the survey is now annual, previously it took place twice a year (June 2011- July 2016), and 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 **37.5%**, based on **808,332** 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.2.15m**

Surveys to adults registered with an English GP practice

**808,332**

Completed surveys in the July 2017 publication

**37.5%**

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 analyse the survey data for a specific participant group (e.g. by age), go to [http://results.gp-patient.co.uk/report/1/rt1\\_profiles.aspx](http://results.gp-patient.co.uk/report/1/rt1_profiles.aspx)
- To break down the survey results by survey question as well as by participant demographics, go to [http://results.gp-patient.co.uk/report/6/rt3\\_result.aspx](http://results.gp-patient.co.uk/report/6/rt3_result.aspx)
- To look at trends in responses and study the survey data by different participant groups, go to [http://results.gp-patient.co.uk/report/12/rt1\\_profiles.aspx](http://results.gp-patient.co.uk/report/12/rt1_profiles.aspx)
- 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-MORI.com](mailto:GPPatientSurvey@Ipsos-MORI.com)**

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

This work has been carried out in accordance with the requirements of the international quality standard for Market Research, ISO 20252:2012, and with the standard Ipsos MORI Terms and Conditions which can be found at <http://www.ipsos-mori.com/terms>. © Ipsos MORI 2017