# GP PATIENT SURVEY

## NHS TAMESIDE AND GLOSSOP CCG

## Latest survey results

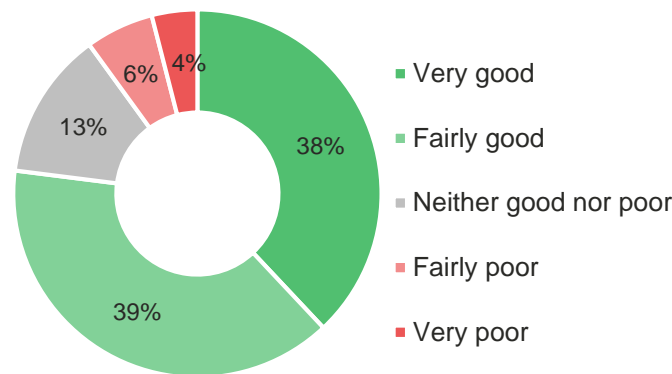### 2020 survey publication

Version 1| Public

# Introduction

- The GP Patient Survey measures patients' experiences across a range of topics, including:

    - Your local GP services

    - Making an appointment

    - Your last appointment

    - Overall experience

    - Your health

    - When your GP practice is closed

    - NHS Dentistry

    - Some questions about you

- 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 provide a snapshot of patient experience at a given time, and are updated annually.

- There is variation in practice-level response rates, leading to variation in levels of uncertainty around practice-level results. Data users are encouraged to use insight from GPPS as one element of evidence when considering patients' experiences of general practice.

- 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.**

- Where available, packs include trend data beginning in 2018. Following the extensive changes to the questionnaire in 2018, all questions at CCG and practice level are not comparable prior to this year.
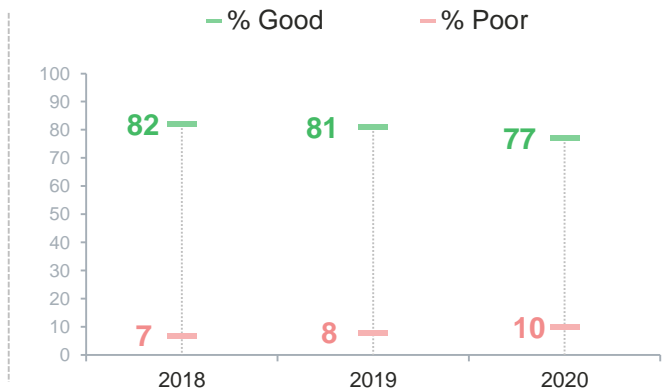
# Overall experience of GP practice

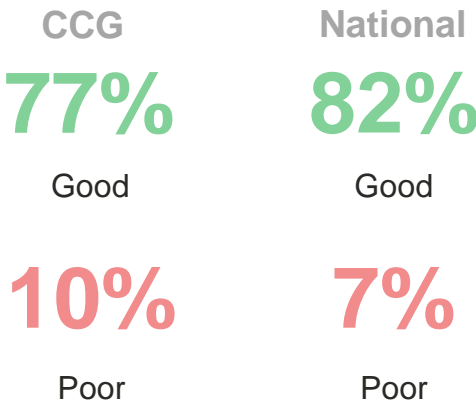## Q31. Overall, how would you describe your experience of your GP practice?
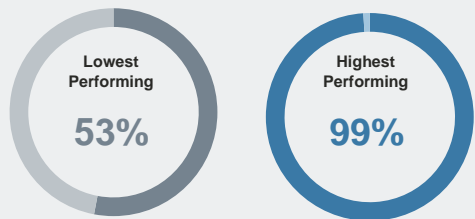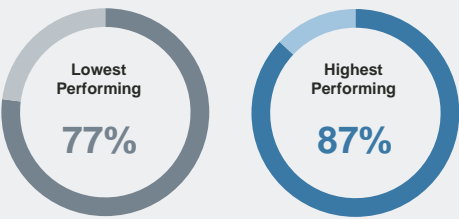
### CCG's results



- Very good — 38%
- Fairly good — 39%
- Neither good nor poor — 13%
- Fairly poor — 6%
- Very poor — 4%

### CCG's results over time



— % Good  — % Poor

| | 2018 | 2019 | 2020 |
|---|---|---|---|
| % Good | 82 | 81 | 77 |
| % Poor | 7 | 8 | 10 |

### Comparison of results

| CCG | National |
|---|---|
| **77%** Good | **82%** Good |
| **10%** Poor | **7%** Poor |

### Practice range within CCG – % Good

Lowest Performing **53%**

Highest Performing **99%**

### CCG range within region – % Good

Lowest Performing **77%**

Highest Performing **87%**

# 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'*

● Practices　■ CCG　− − National



**Comparisons are indicative only: differences may not be statistically significant**
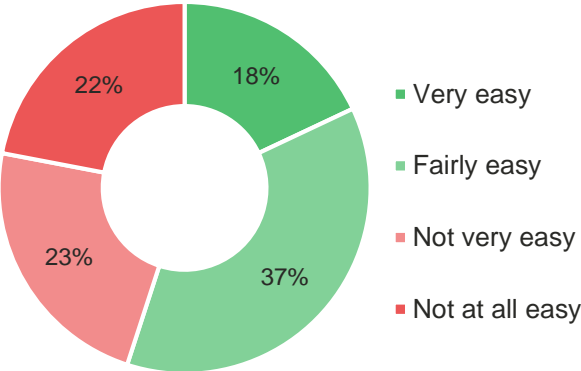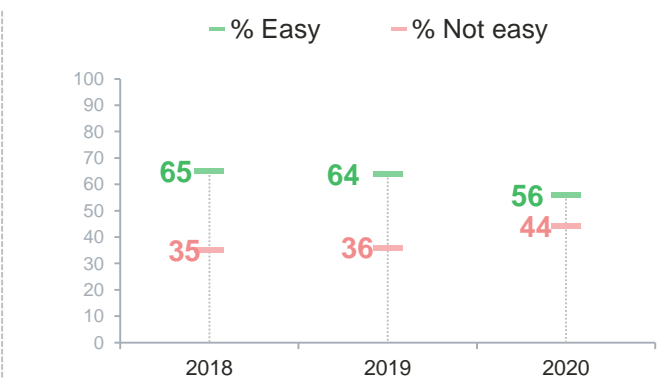
%Good = %Very good + %Fairly good

# Local GP services

# 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?
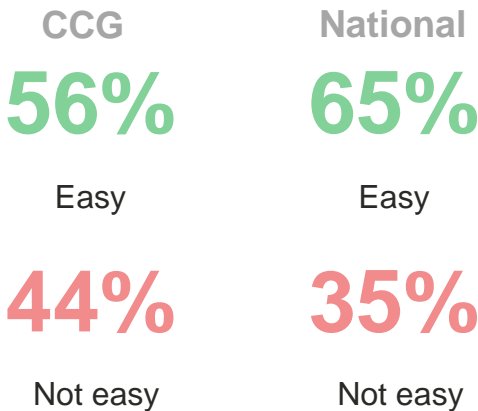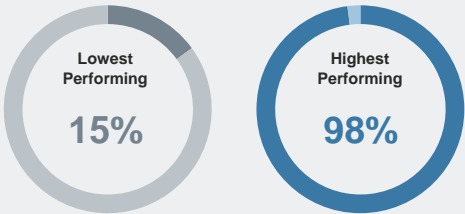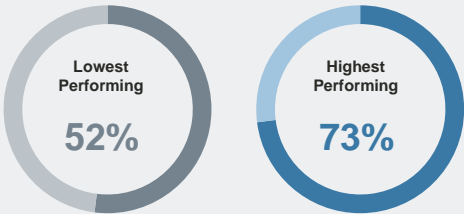
### CCG's results



- Very easy — 18%
- Fairly easy — 37%
- Not very easy — 23%
- Not at all easy — 22%

### CCG's results over time



— % Easy    — % Not easy

| | 2018 | 2019 | 2020 |
|---|---|---|---|
| % Easy | 65 | 64 | 56 |
| % Not easy | 35 | 36 | 44 |

### Comparison of results

| CCG | National |
|---|---|
| **56%** Easy | **65%** Easy |
| **44%** Not easy | **35%** Not easy |

### Practice range within CCG – % **Easy**



Lowest Performing **15%**    Highest Performing **98%**

### CCG range within region – % **Easy**



Lowest Performing **52%**    Highest Performing **73%**

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

# Awareness of online services

**Comparisons are indicative only: differences may not be statistically significant**
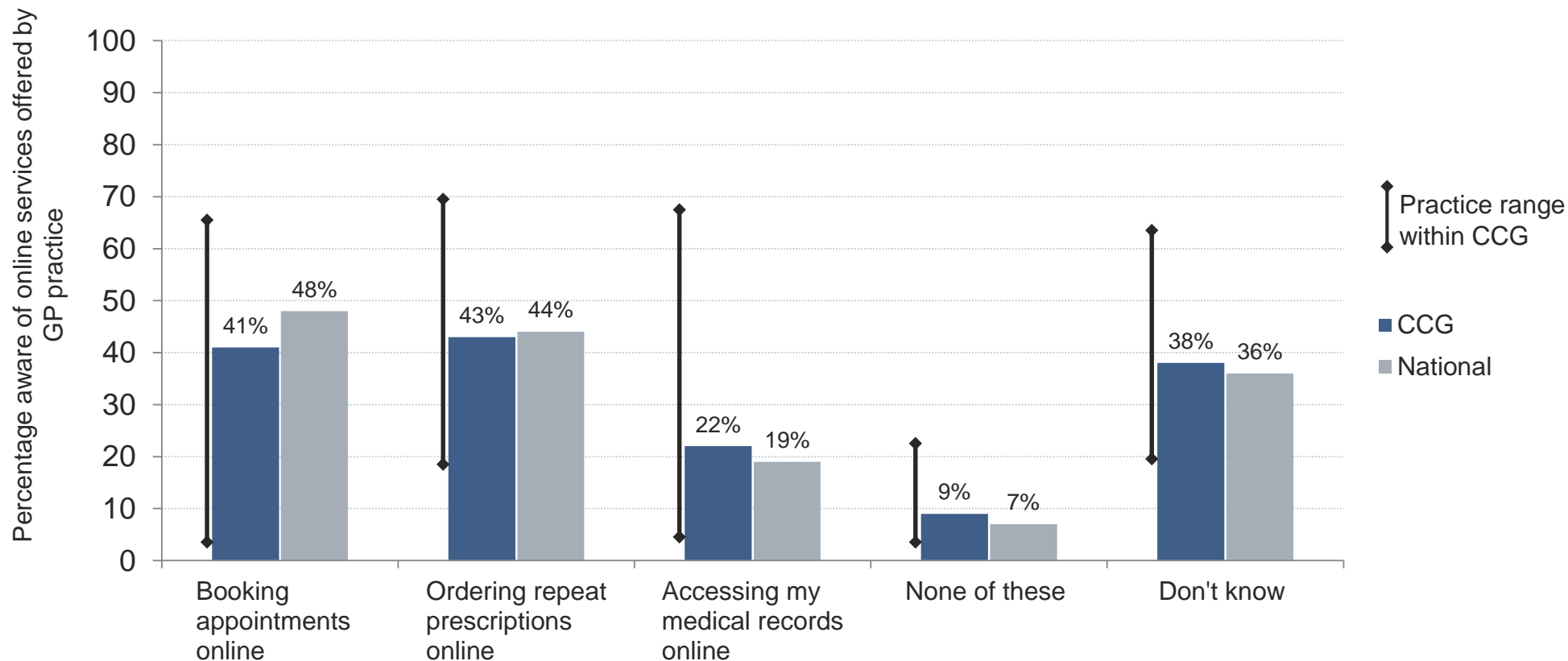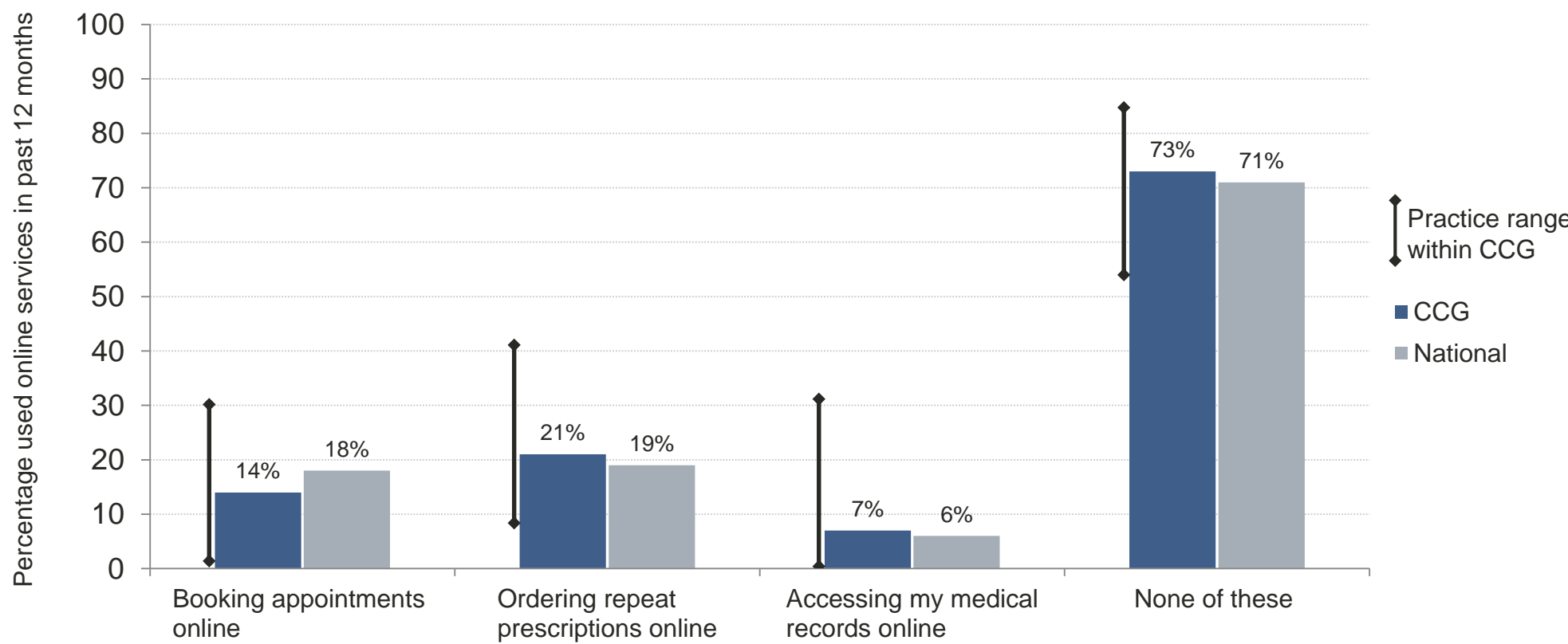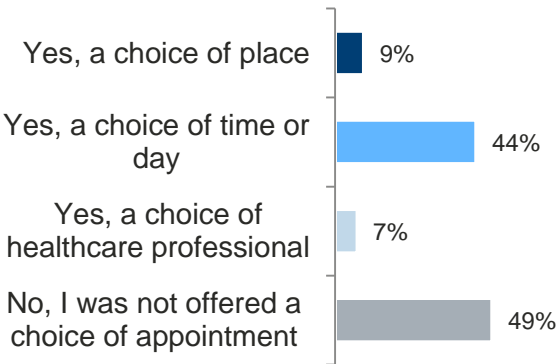
# Online service use

**Comparisons are indicative only: differences may not be statistically significant**

Base: All those completing a questionnaire: National (723,567); CCG 2020 (3,915); Practice bases range from 68 to 125
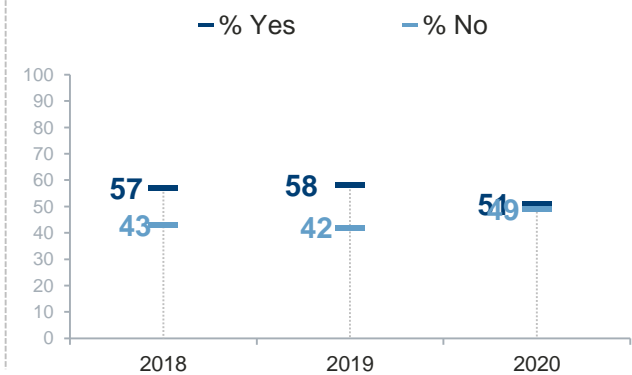
# Choice of appointment

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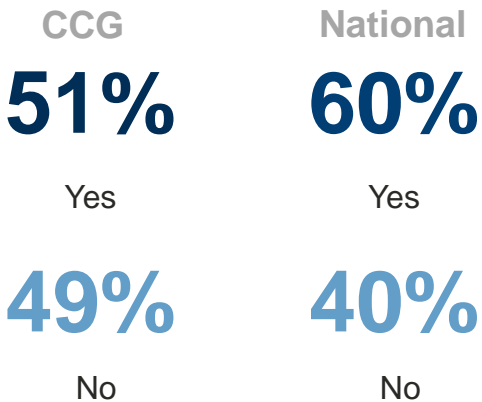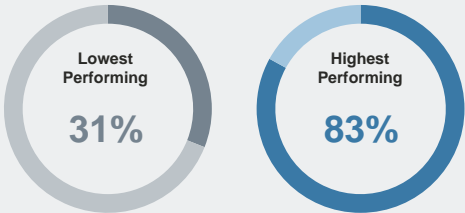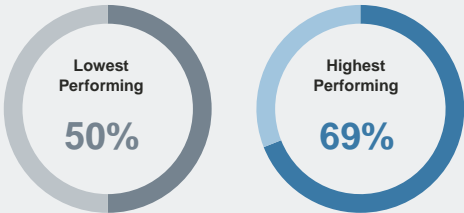
### CCG's results

- Yes, a choice of place — 9%
- Yes, a choice of time or day — 44%
- Yes, a choice of healthcare professional — 7%
- No, I was not offered a choice of appointment — 49%

### CCG's results over time

— % Yes    — % No

| Year | % Yes | % No |
|------|-------|------|
| 2018 | 57 | 43 |
| 2019 | 58 | 42 |
| 2020 | 51 | 49 |

### Comparison of results

| | CCG | National |
|---|-----|----------|
| Yes | **51%** | **60%** |
| No | **49%** | **40%** |

### Practice range within CCG – % Yes

- Lowest Performing: **31%**
- Highest Performing: **83%**

### CCG range within region – % Yes

- Lowest Performing: **50%**
- Highest Performing: **69%**

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# Overall experience of making an appointment
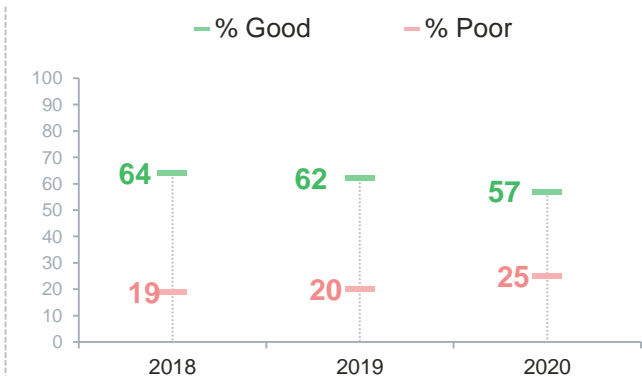
## Q22. Overall, how would you describe your experience of <u>making</u> an appointment?

### CCG's results
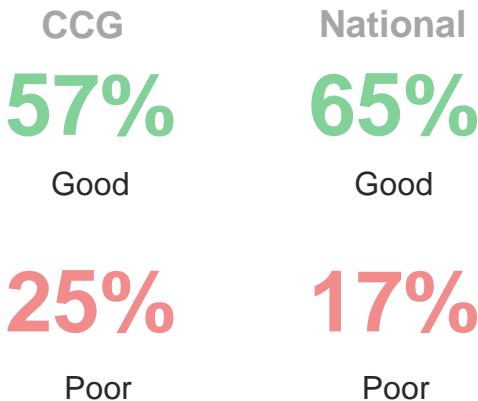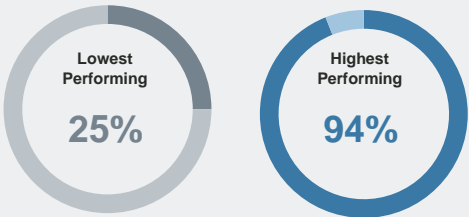
- ■ Very good — 24%
- ■ Fairly good — 33%
- ■ Neither good nor poor — 18%
- ■ Fairly poor — 14%
- ■ Very poor — 11%

### CCG's results over time

— % Good    — % Poor

| Year | % Good | % Poor |
|------|--------|--------|
| 2018 | 64 | 19 |
| 2019 | 62 | 20 |
| 2020 | 57 | 25 |

### Comparison of results

| | CCG | National |
|---|-----|----------|
| Good | **57%** | **65%** |
| Poor | **25%** | **17%** |

### Practice range within CCG – % **Good**

- Lowest Performing: **25%**
- Highest Performing: **94%**

### CCG range within region – % **Good**

- Lowest Performing: **57%**
- Highest Performing: **72%**

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

# 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

| | Giving you enough time | Listening to you | Treating you with care and concern |
|---|---|---|---|
| **National results % 'Poor' (total)** | 4% | 4% | 4% |
| **CCG results % 'Poor' (total)** | 4% | 4% | 4% |
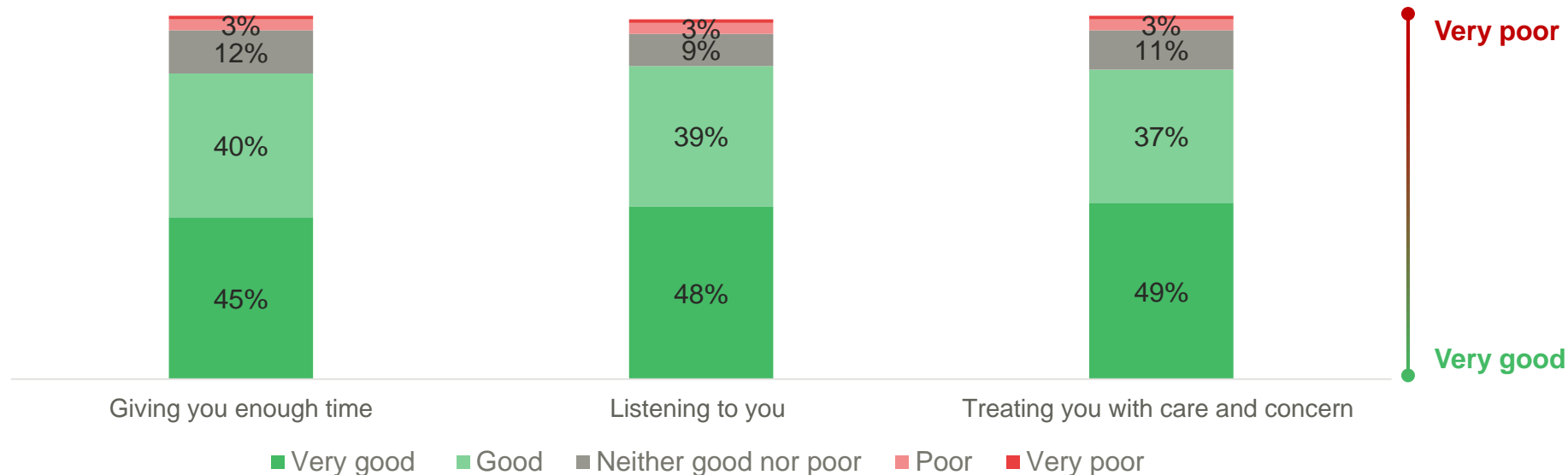


**Giving you enough time**
- Very poor / Poor: 3%
- Neither good nor poor: 12%
- Good: 40%
- Very good: 45%

**Listening to you**
- Very poor / Poor: 3%
- Neither good nor poor: 9%
- Good: 39%
- Very good: 48%

**Treating you with care and concern**
- Very poor / Poor: 3%
- Neither good nor poor: 11%
- Good: 37%
- Very good: 49%

**Very poor** ↑
**Very good** ↓

■ Very good   ■ Good   ■ Neither good nor poor   ■ Poor   ■ Very poor
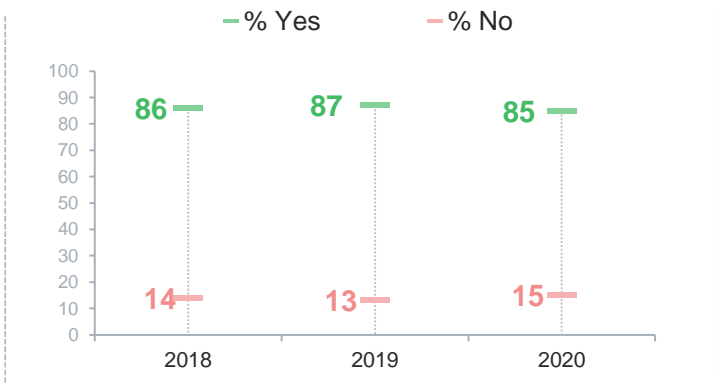
%Poor (total) = %Very poor + %Poor

# 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?
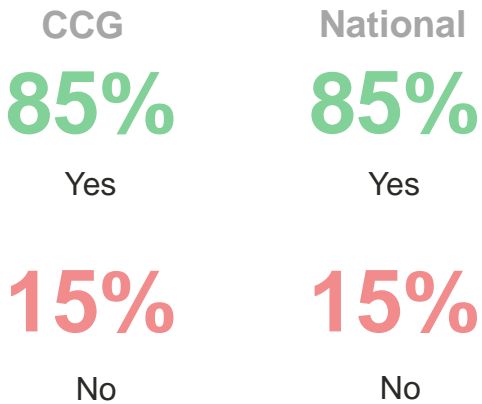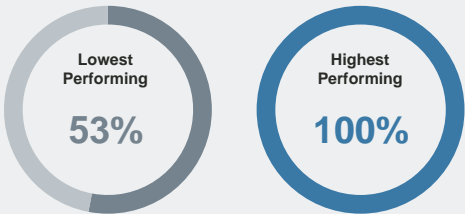
### CCG's results
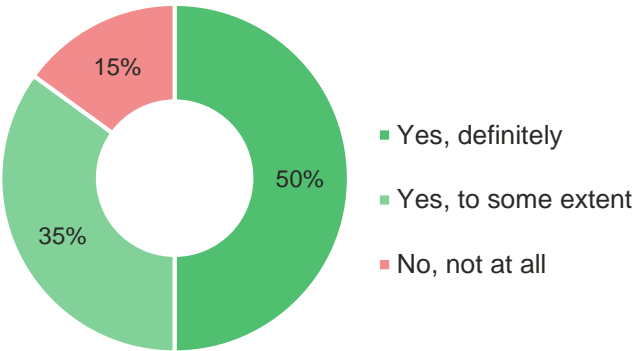
- 15% No, not at all
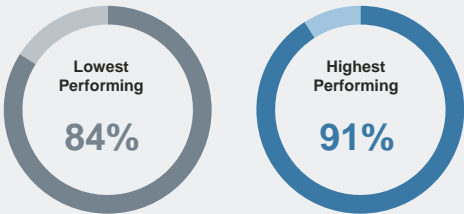- 50% Yes, definitely
- 35% Yes, to some extent

- **Yes, definitely**
- **Yes, to some extent**
- **No, not at all**

### CCG's results over time

— % Yes   — % No

| | 2018 | 2019 | 2020 |
|---|---|---|---|
| % Yes | 86 | 87 | 85 |
| % No | 14 | 13 | 15 |

### Comparison of results

| CCG | National |
|---|---|
| **85%** Yes | **85%** Yes |
| **15%** No | **15%** No |

### Practice range within CCG – % **Yes**

- Lowest Performing **53%**
- Highest Performing **100%**

### CCG range within region – % **Yes**

- Lowest Performing **84%**
- Highest Performing **91%**

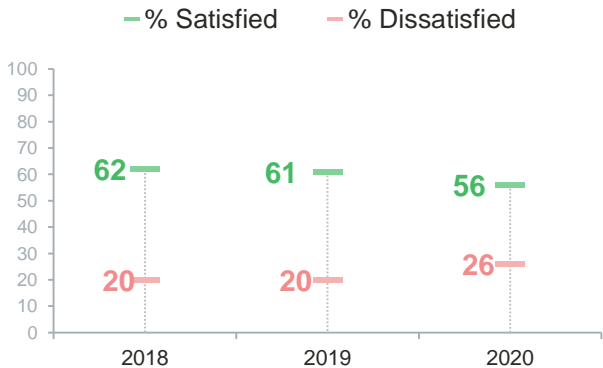# Satisfaction with appointment times

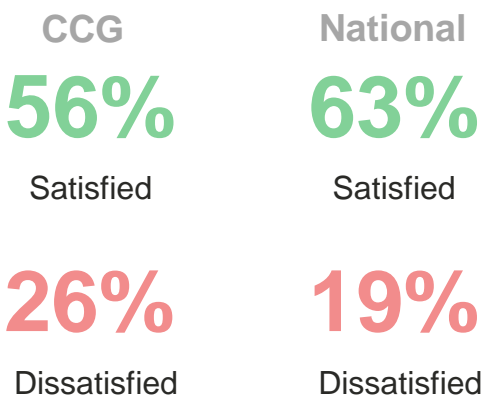## Q8. How satisfied are you with the general practice appointment times that are available to you?*
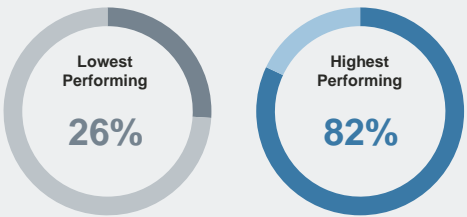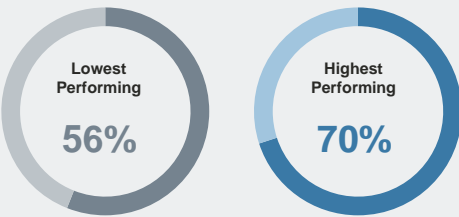
### CCG's results



- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

21%, 35%, 18%, 12%, 14%

### CCG's results over time



— % Satisfied  — % Dissatisfied

| | 2018 | 2019 | 2020 |
|---|---|---|---|
| % Satisfied | 62 | 61 | 56 |
| % Dissatisfied | 20 | 20 | 26 |

### Comparison of results

| CCG | National |
|---|---|
| **56%** Satisfied | **63%** Satisfied |
| **26%** Dissatisfied | **19%** Dissatisfied |
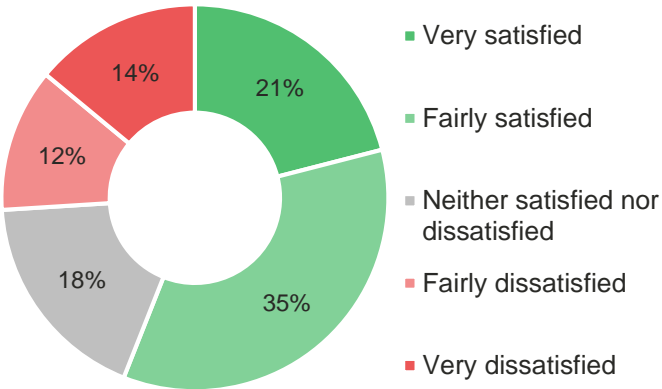
### Practice range within CCG – % **Satisfied**

Lowest Performing **26%**    Highest Performing **82%**

### CCG range within region – % **Satisfied**

Lowest Performing **56%**    Highest Performing **70%**

*Those who say 'I'm not sure when I can get an appointment' (3%) have been excluded from these results.

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

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13

# Use of services when GP practice is closed

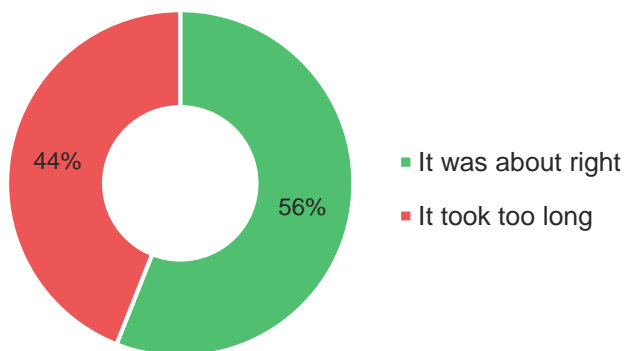**Q45. Considering all of the services you contacted, which of the following happened on that occasion?**



Legend: ■ CCG  ■ National
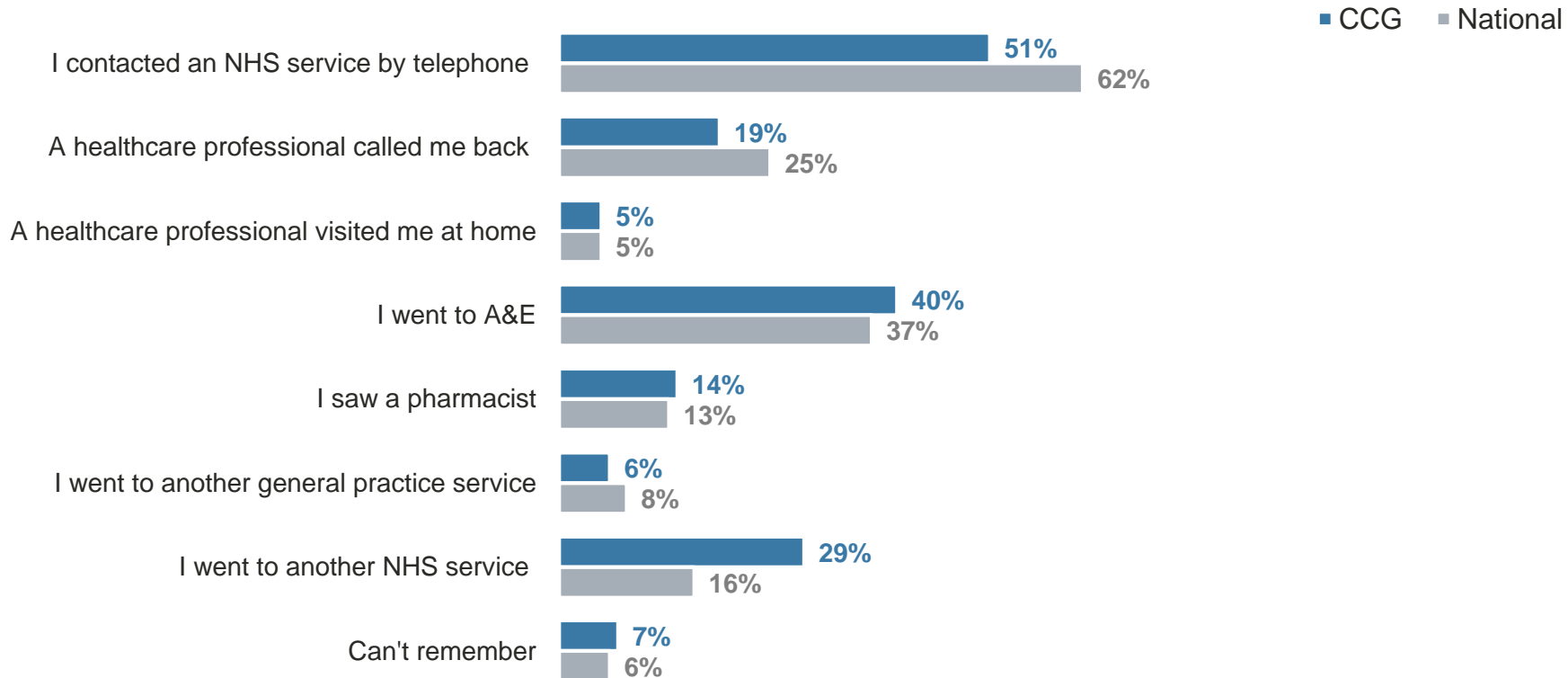
| Service | CCG | National |
|---|---|---|
| I contacted an NHS service by telephone | 51% | 62% |
| A healthcare professional called me back | 19% | 25% |
| A healthcare professional visited me at home | 5% | 5% |
| I went to A&E | 40% | 37% |
| I saw a pharmacist | 14% | 13% |
| I went to another general practice service | 6% | 8% |
| I went to another NHS service | 29% | 16% |
| Can't remember | 7% | 6% |

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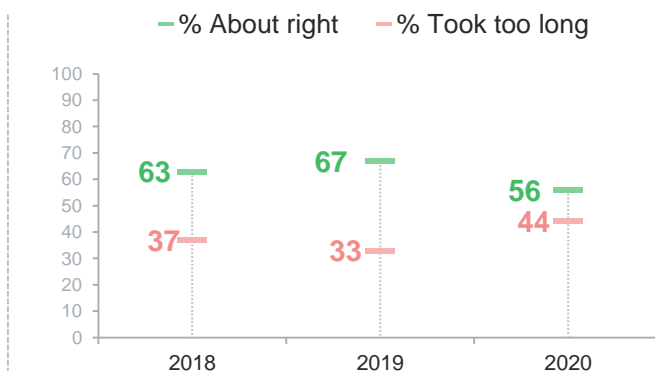© Ipsos MORI    19-071809-01 | Version 1 | Public

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

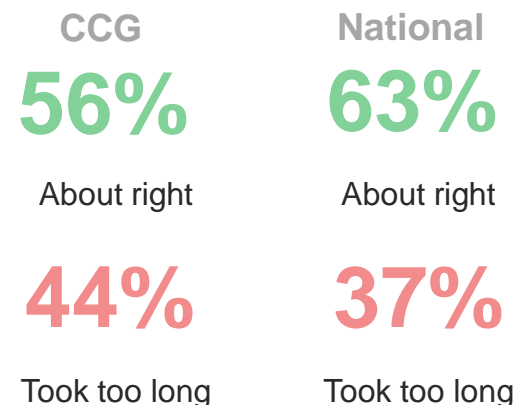Q46. How do you feel about how quickly you received care or advice on that occasion?
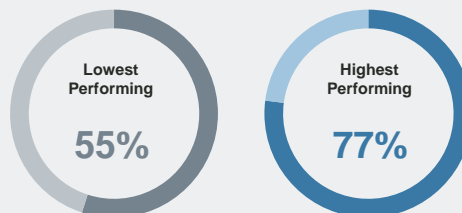
## CCG's results

44%
56%

- It was about right
- It took too long

## CCG's results over time

— % About right    — % Took too long

| | 2018 | 2019 | 2020 |
|---|---|---|---|
| % About right | 63 | 67 | 56 |
| % Took too long | 37 | 33 | 44 |

## Comparison of results

| CCG | National |
|---|---|
| **56%** | **63%** |
| About right | About right |
| **44%** | **37%** |
| Took too long | Took too long |

### CCG range within region – % **About right**

Lowest Performing
**55%**

Highest Performing
**77%**

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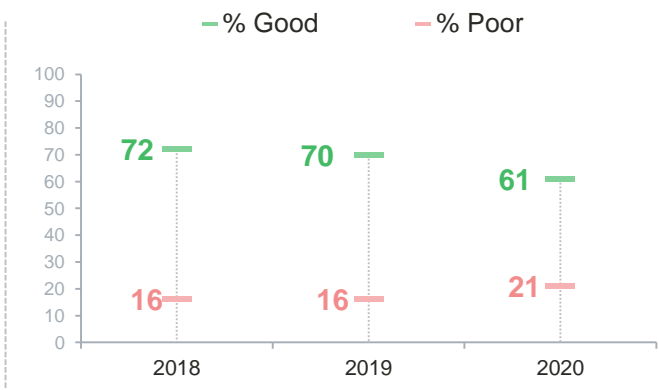© Ipsos MORI    19-071809-01 | Version 1 | Public

# 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?
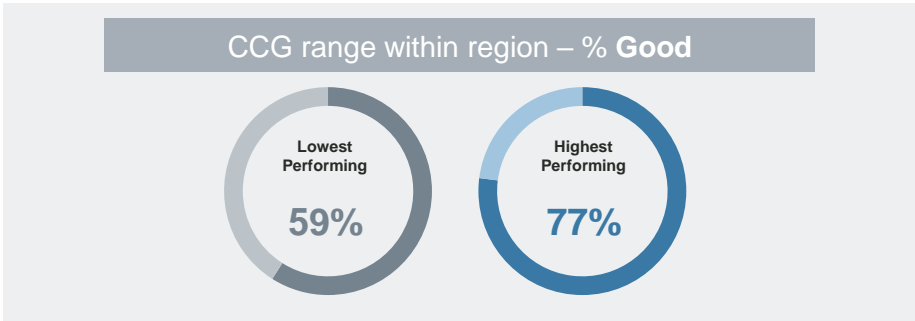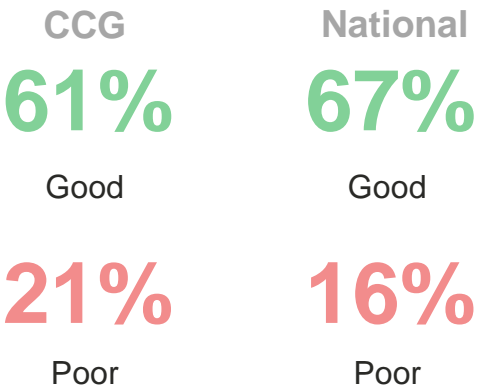
### CCG's results

- **Very good** — 27%
- **Fairly good** — 34%
- **Neither good nor poor** — 18%
- **Fairly poor** — 10%
- **Very poor** — 12%

### CCG's results over time

— % Good    — % Poor

| | 2018 | 2019 | 2020 |
|---|---|---|---|
| % Good | 72 | 70 | 61 |
| % Poor | 16 | 16 | 21 |

### Comparison of results

| | CCG | National |
|---|---|---|
| Good | **61%** | **67%** |
| Poor | **21%** | **16%** |

### CCG range within region – % **Good**

- Lowest Performing — **59%**
- Highest Performing — **77%**

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