

# GP PATIENT SURVEY

## NHS Wolverhampton 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 Wolverhampton 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 Wolverhampton CCG, **15,268** questionnaires were sent out, and **4,785** were returned completed. This represents a response rate of **31%**.
- 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 screenshot shows the 'GP PATIENT SURVEY' interface. At the top, it says 'Ipsos MORI' and 'NHS'. Below that, it says 'GP PATIENT SURVEY'. There is a reference number '1234567890' and a login password 'ABCDE'. The main section is titled 'ACCESSING YOUR GP SERVICES'. It contains several questions with checkboxes and radio buttons. The questions are: 1. When did you last see or speak to a GP from your GP surgery? (options: In the past 3 months, Between 3 and 6 months ago, Between 6 and 12 months ago, More than 12 months ago, I have never seen a GP from my GP surgery). 2. When did you last see or speak to a nurse from your GP surgery? (options: In the past 3 months, Between 3 and 6 months ago, Between 6 and 12 months ago, More than 12 months ago, I have never seen a nurse from my GP surgery). 3. Generally, how easy is it to get through to someone at your GP surgery on the phone? (options: Very easy, Fairly easy, Not very easy, Not at all easy, Haven't tried). 4. How helpful do you find the receptionists at your GP surgery? (options: Very helpful, Fairly helpful, Not very helpful, Not at all helpful, Don't know). 5. How do you normally book appointments to see a GP or nurse at your GP surgery? (options: In person, By phone, By fax machine, Online, Doesn't apply). 6. As far as you know, which of the following online services does your GP surgery offer? (options: Booking appointments online, Ordering repeat prescriptions online, Accessing my medical records online, None of these, Don't know). 7. As far as you know, which of the following online services have you used at your GP surgery? (options: Booking appointments online, Ordering repeat prescriptions online, Accessing my medical records online, None of these). 8. Is there a particular GP you usually prefer to see or speak to? (options: Yes, No). 9. How often do you see or speak to the GP you prefer? (options: Always or almost always, A lot of the time, Some of the time, Never or almost never, Not used at this GP surgery).

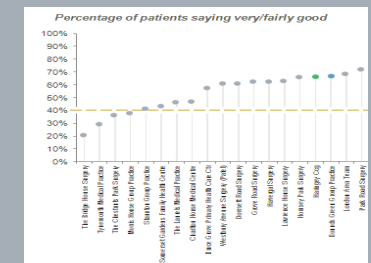
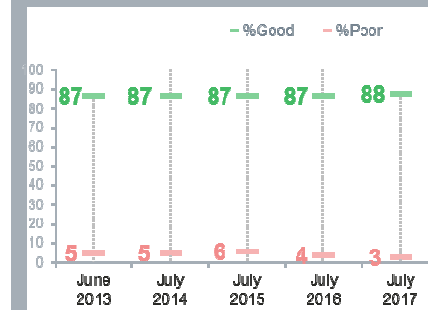
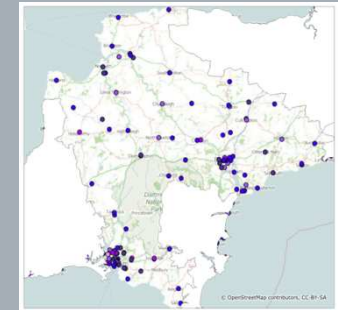
# Introduction

- 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.**

# 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.
- **Analysing trends in a CCG's results over time:** this provides a sense of the direction of the CCG's performance over time. The CCG may wish to focus on areas that have seen declines over time.
- **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.



# 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**.

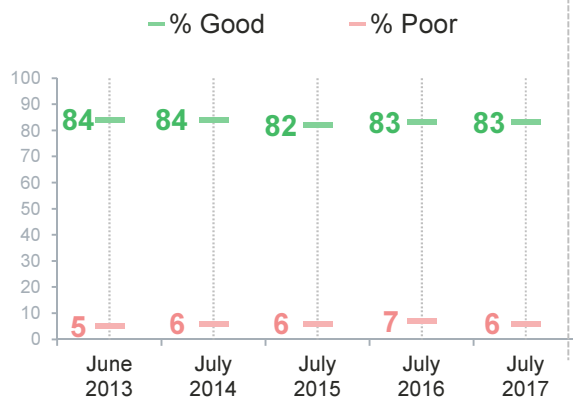
# Overall experience of GP surgeries



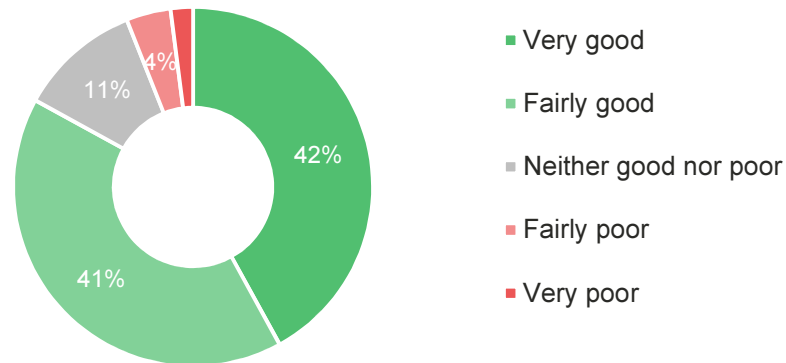
# Overall experience of GP surgery

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

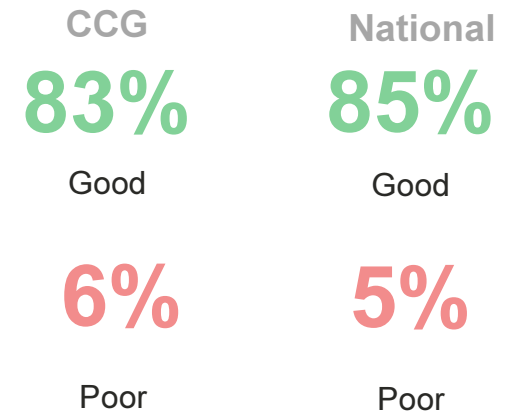
### CCG's results over time



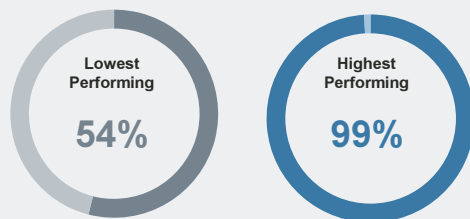
### CCG's results



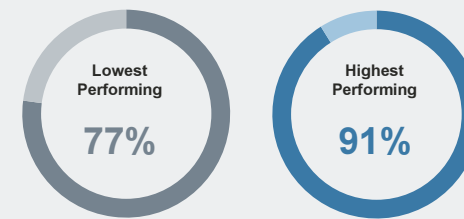
### Comparison of results



### Practice range in CCG – % Good



### Local CCG range – % Good



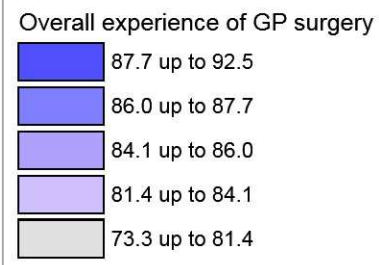
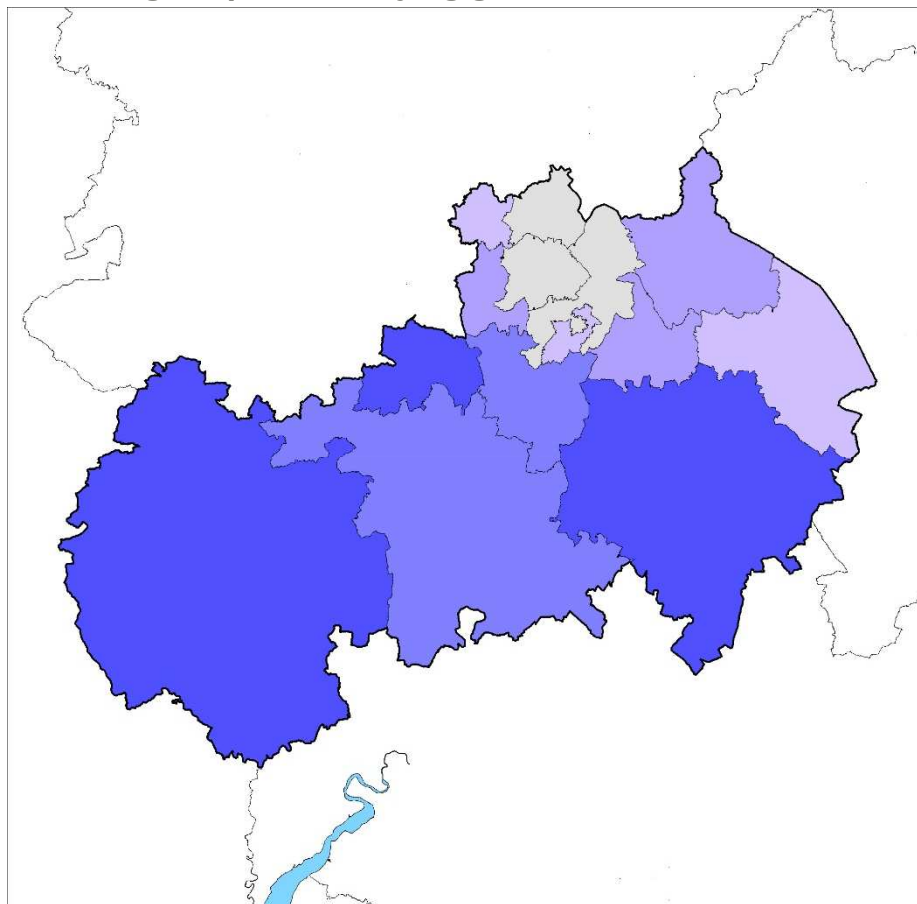
Base: All those completing a questionnaire: National (794,704); CCG 2017 (4,709); CCG 2016 (4,735); CCG 2015 (4,772); CCG 2014 (5,298); CCG 2013 (5,573); Practice bases range from 53 to 125; CCG bases range from 1,269 to 8,941

%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

77%  
to  
91%

Comparisons are indicative only: differences may not be statistically significant

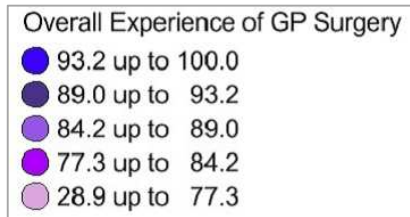
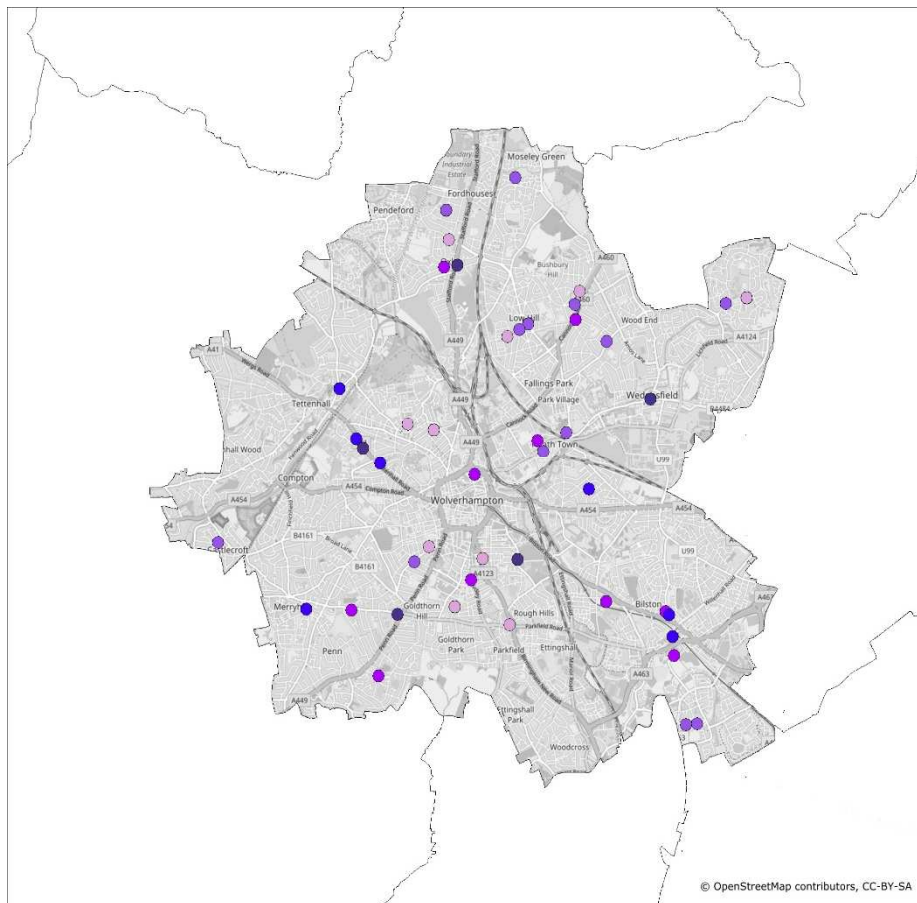
Base: All those completing a questionnaire: CCG bases range from 1,269 to 8,941

%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

**54%**  
to  
**99%**

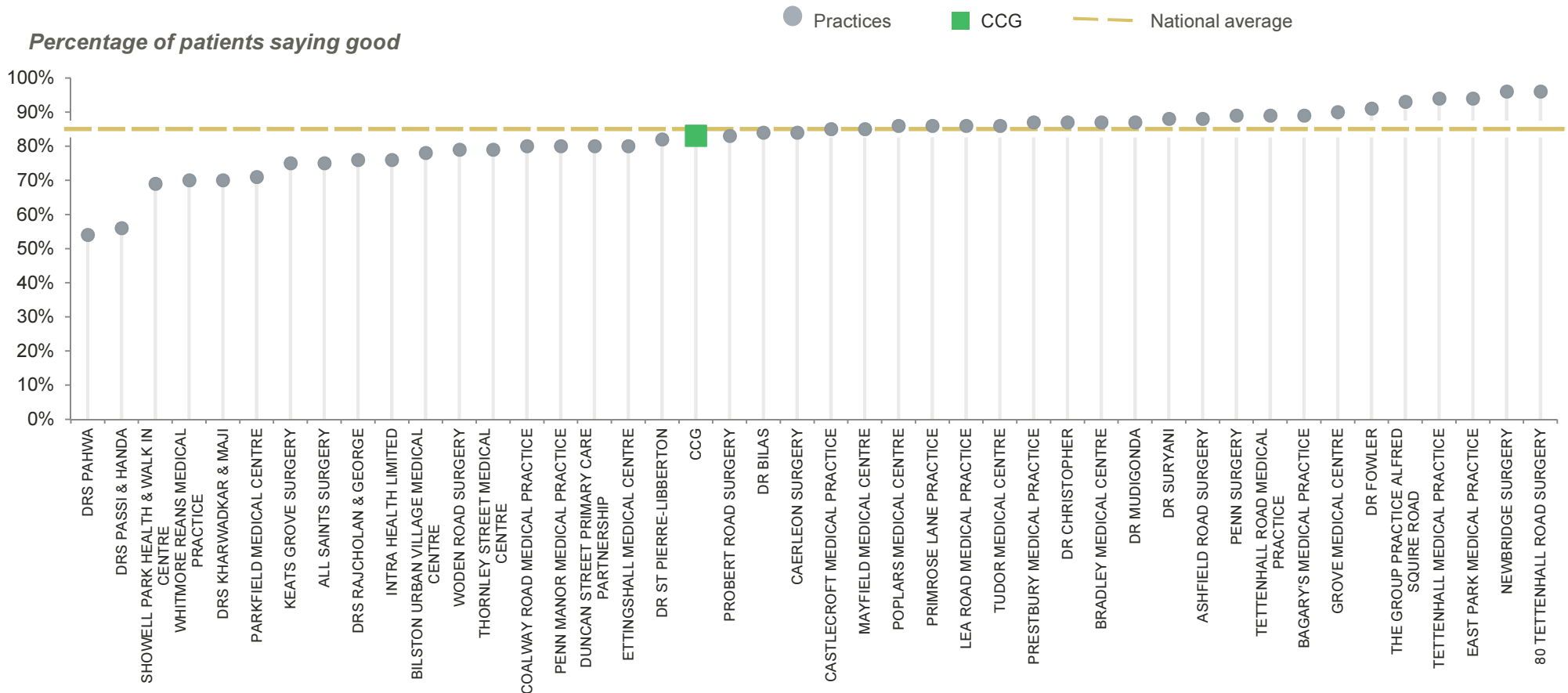
Comparisons are indicative only: differences may not be statistically significant

Base: All those completing a questionnaire: Practice bases range from 53 to 125

%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 (4,709); Practice bases range from 53 to 125

%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 (4,709); Practice bases range from 53 to 125

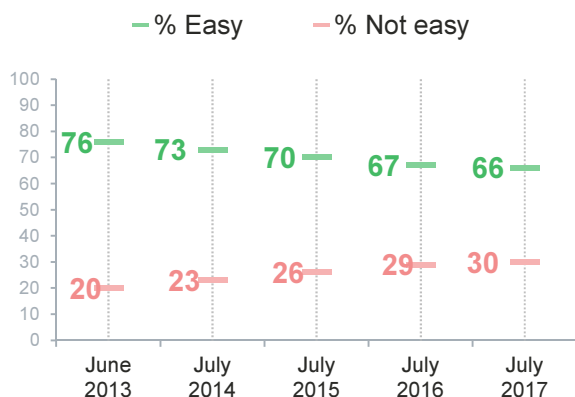
%Good = %Very good + %Fairly good

# Access to GP services

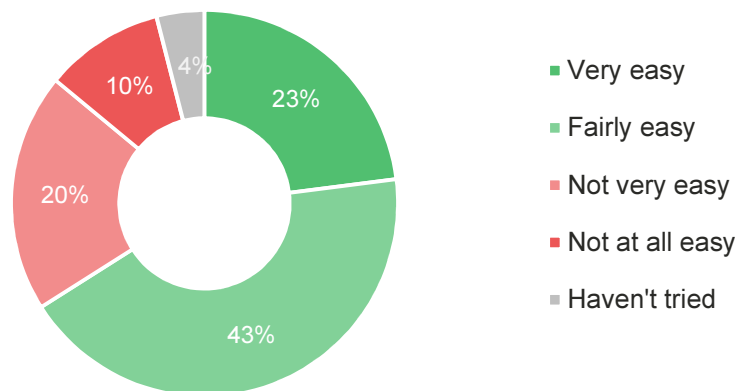
# Ease of getting through to GP surgery on the phone

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

CCG's results over time



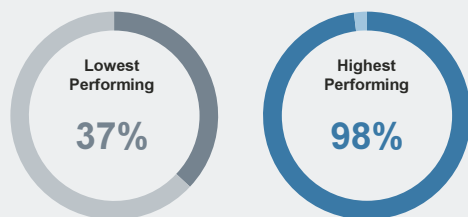
CCG's results



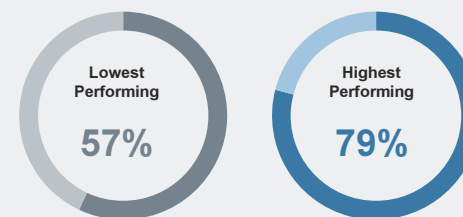
Comparison of results

CCG	National
<b>66%</b> Easy	<b>68%</b> Easy
<b>30%</b> Not easy	<b>28%</b> Not easy

Practice range in CCG - % Easy



Local CCG range - % Easy

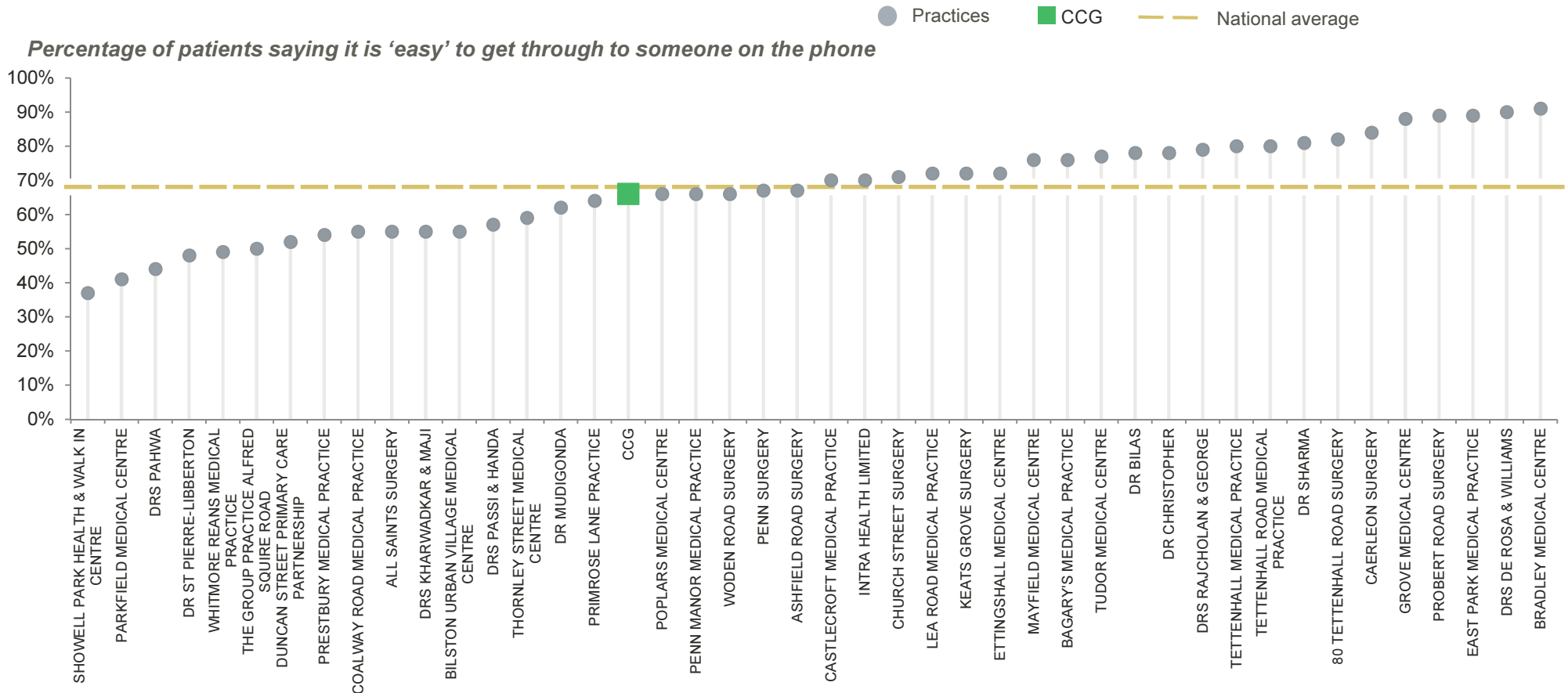


Base: All those completing a questionnaire: National (804,177); CCG 2017 (4,756); CCG 2016 (4,812); CCG 2015 (4,858); CCG 2014 (5,379); CCG 2013 (5,729); Practice bases range from 52 to 125; CCG bases range from 1,285 to 9,058

%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 (4,756); Practice bases range from 52 to 125

%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

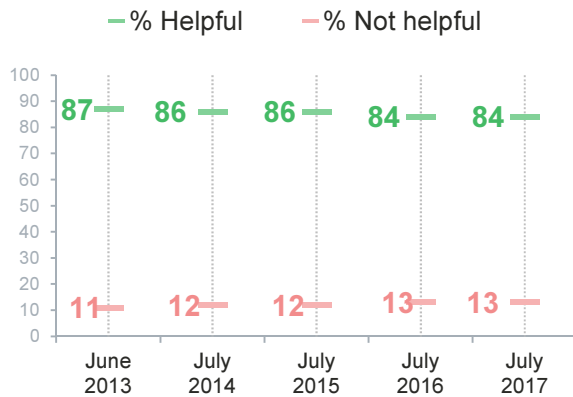
Base: All those completing a questionnaire: National (804,177); CCG (4,756); Practice bases range from 52 to 125

%Easy = %Very easy + %Fairly easy

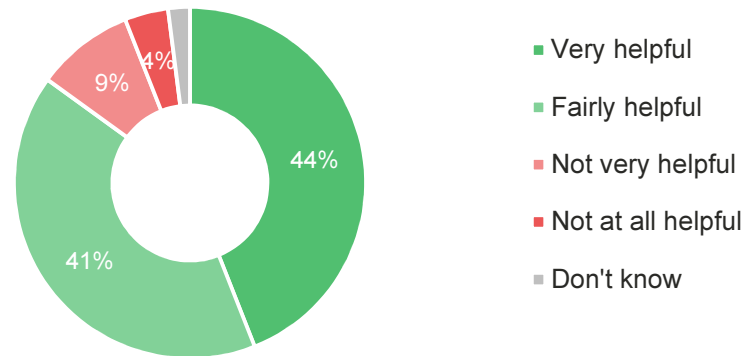
# Helpfulness of receptionists at GP surgery

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

CCG's results over time



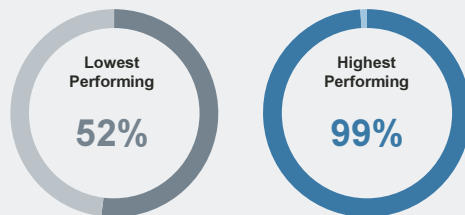
CCG's results



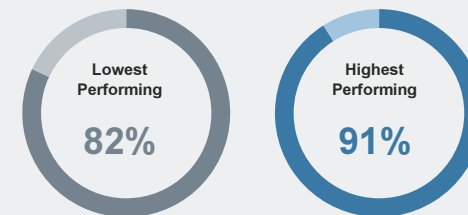
Comparison of results

CCG	National
<b>84%</b> Helpful	<b>87%</b> Helpful
<b>13%</b> Not helpful	<b>11%</b> Not helpful

Practice range in CCG - % Helpful



Local CCG range - % Helpful

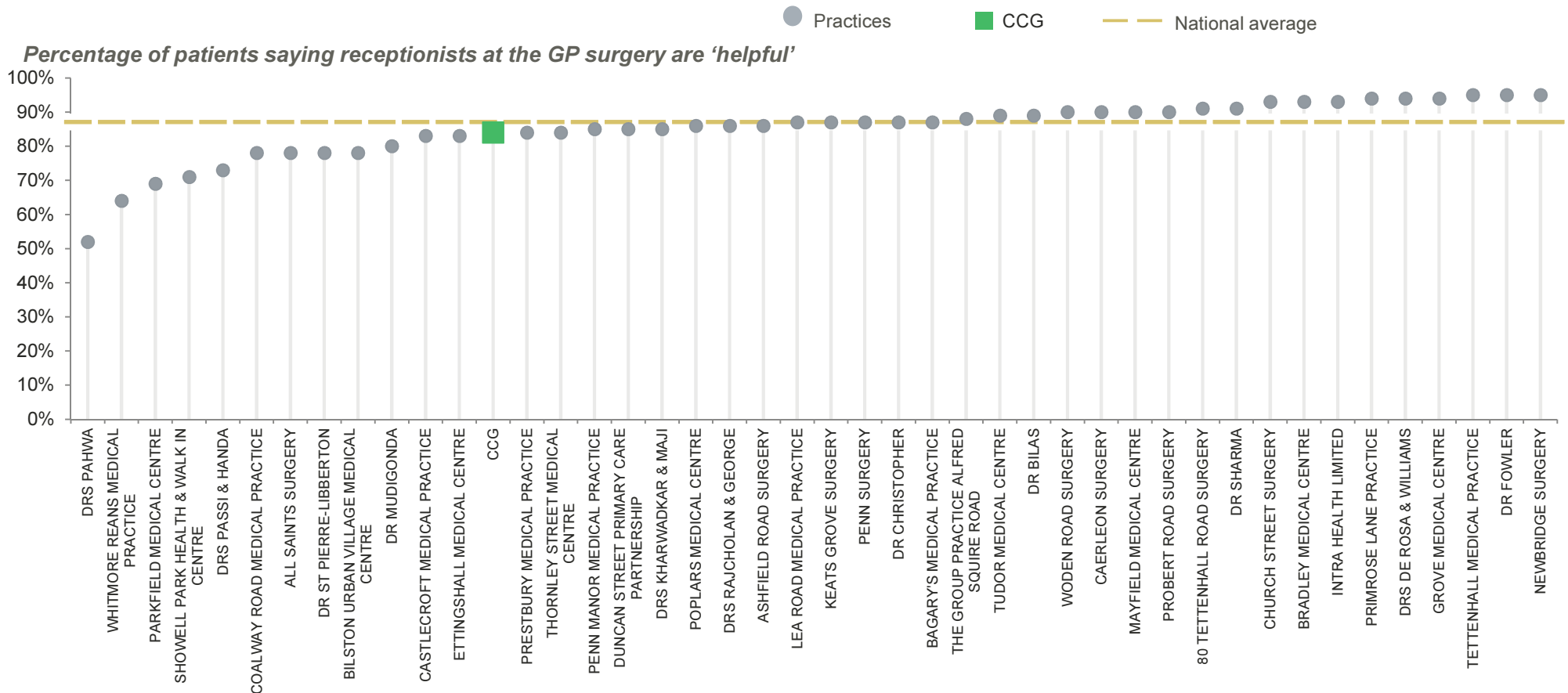


Base: All those completing a questionnaire: National (803,718); CCG 2017 (4,757); CCG 2016 (4,815); CCG 2015 (4,862); CCG 2014 (5,376); CCG 2013 (5,723); Practice bases range from 53 to 125; CCG bases range from 1,282 to 9,059

%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?



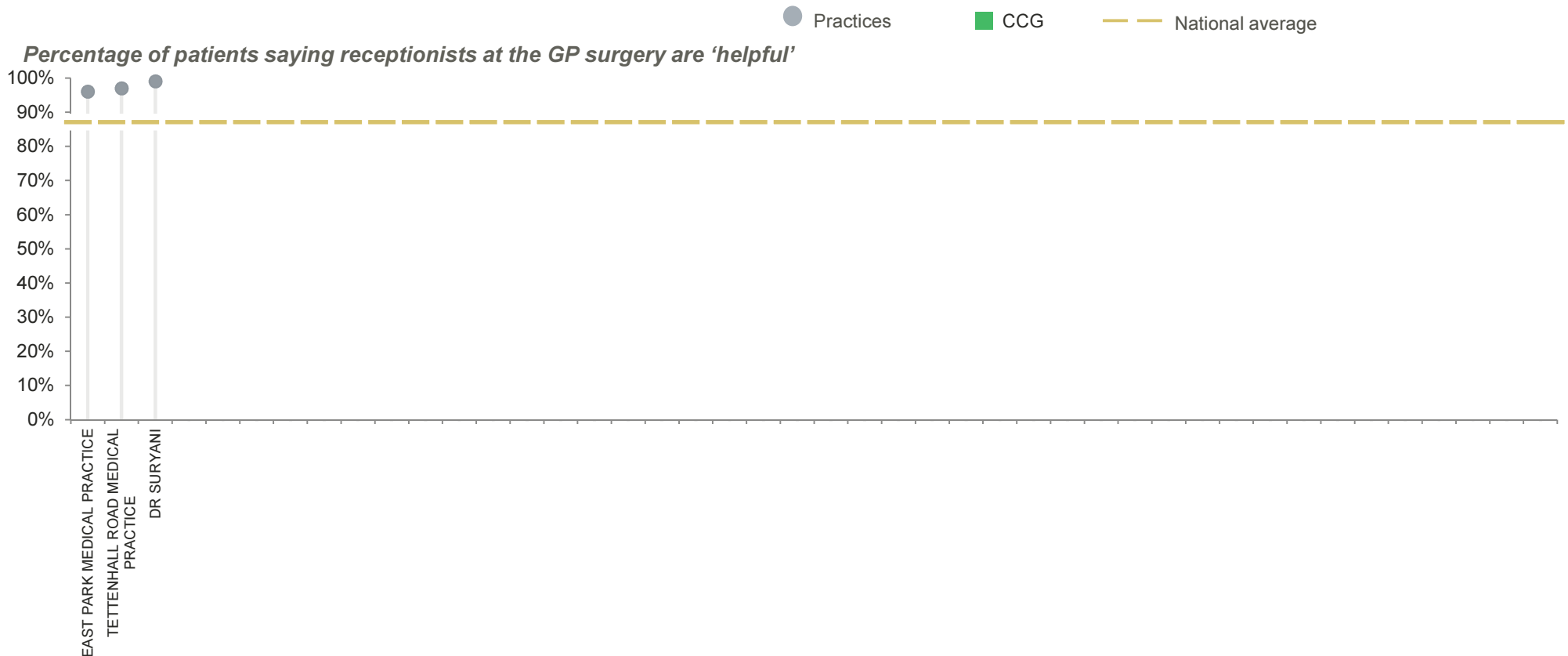
Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All those completing a questionnaire: National (803,718); CCG (4,757); Practice bases range from 53 to 125

%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?



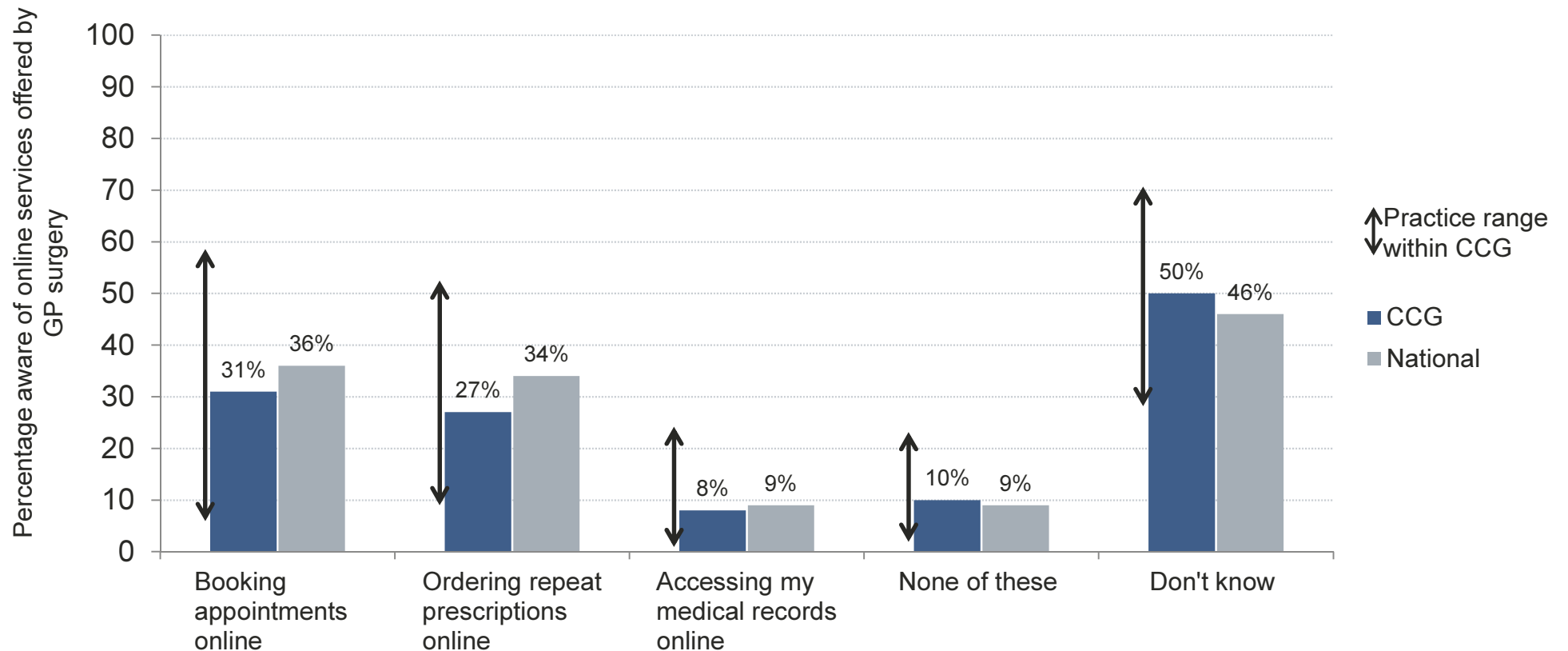
Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All those completing a questionnaire: National (803,718); CCG (4,757); Practice bases range from 53 to 125

%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?

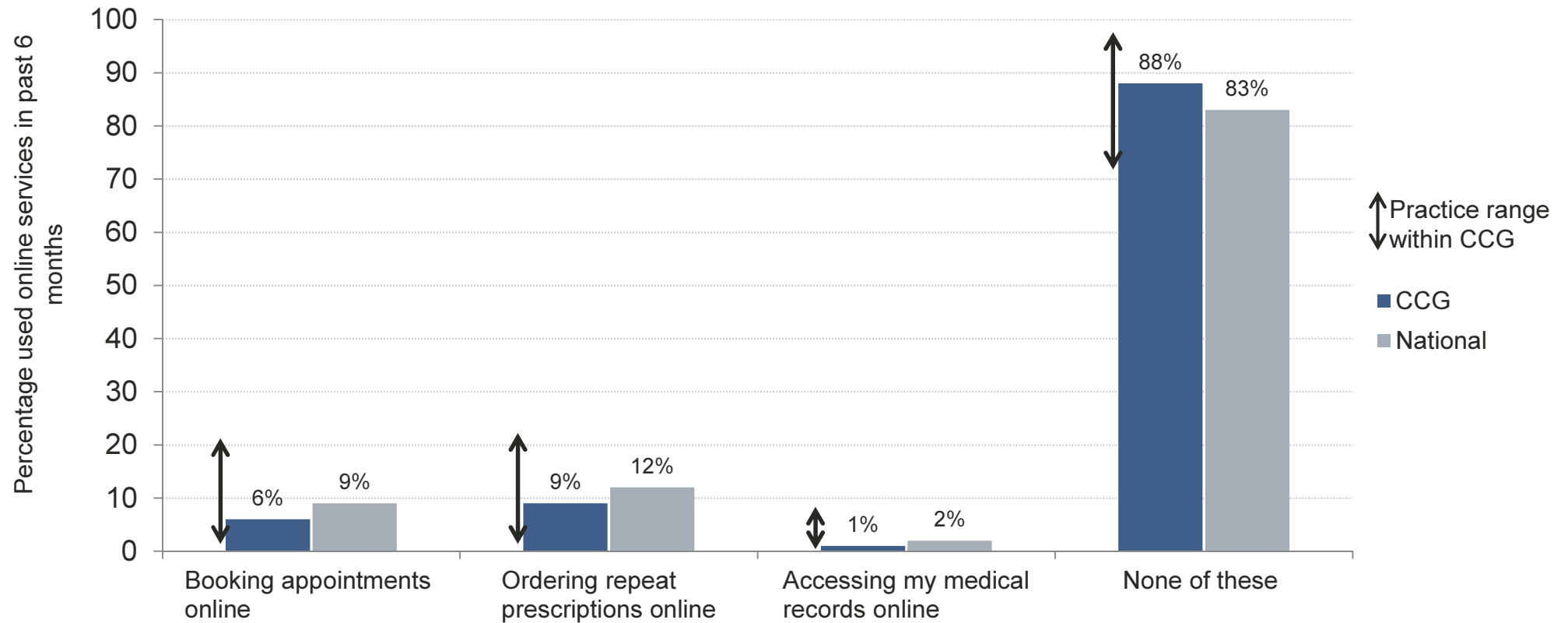


Comparisons are indicative only: differences may not be statistically significant

Base: All those completing a questionnaire: National (782,347); CCG (4,602); Practice bases range from 53 to 121

# 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 (4,624); Practice bases range from 53 to 122

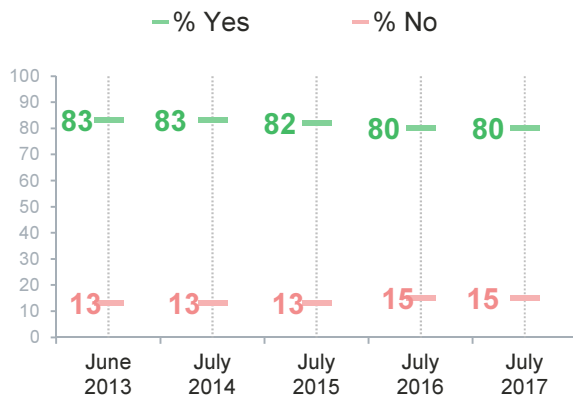
# Making an appointment

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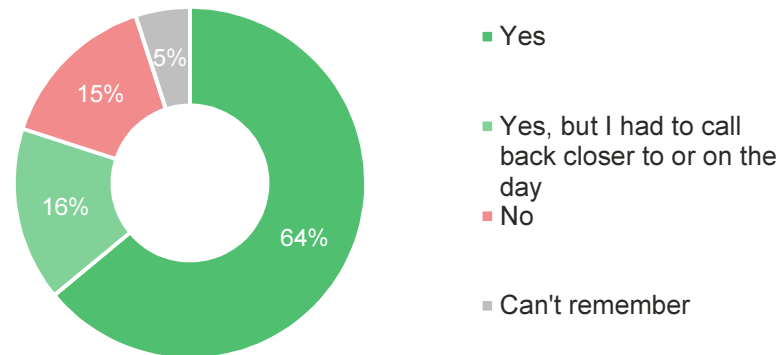
# Success in getting an appointment

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?

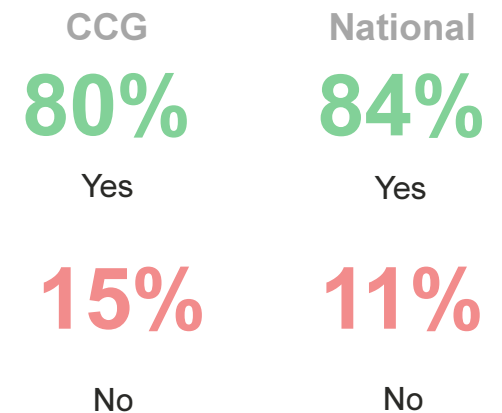
CCG's results over time



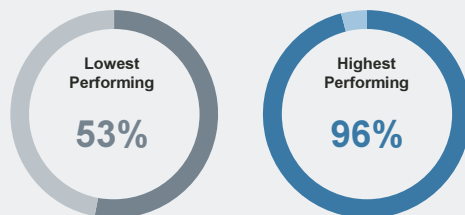
CCG's results



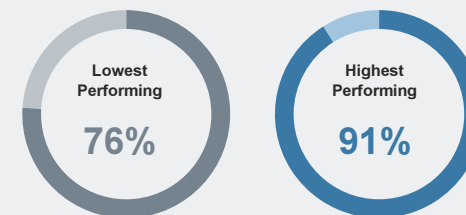
Comparison of results



Practice range in CCG - % Yes



Local CCG range - % Yes



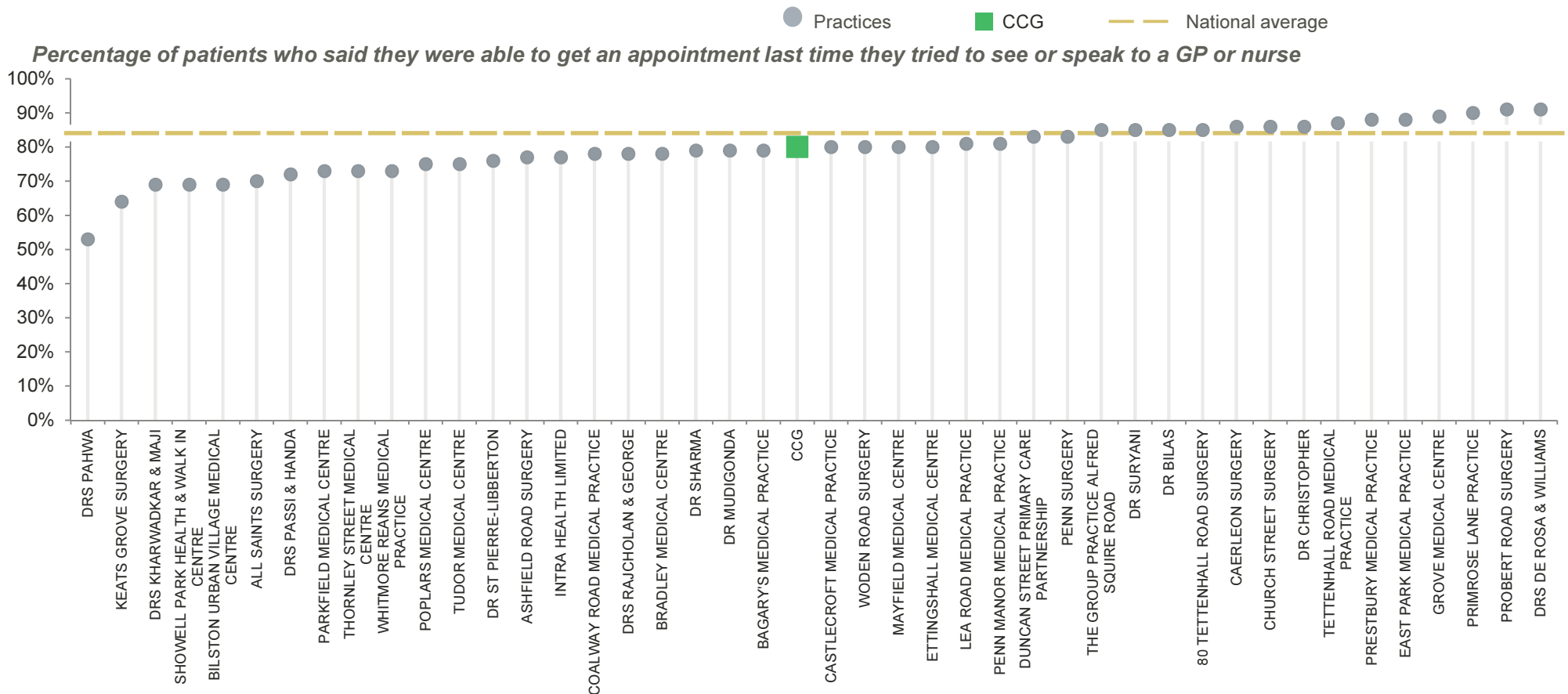
Base: All those completing a questionnaire: National (772,293); CCG 2017 (4,565); CCG 2016 (4,616); CCG 2015 (4,694); CCG 2014 (5,138); CCG 2013 (5,520); Practice bases range from 50 to 121; CCG bases range from 1,230 to 8,609

%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?



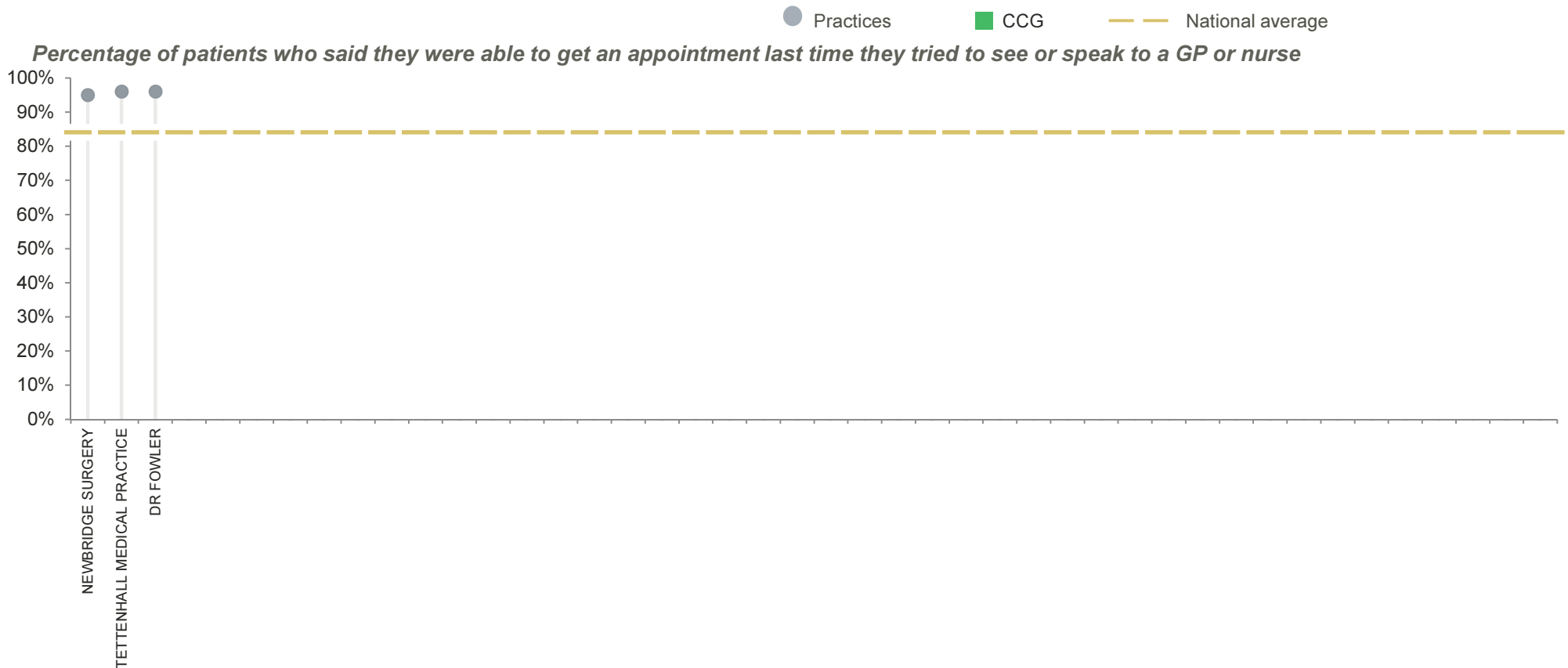
Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All those completing a questionnaire: National (772,293); CCG (4,565); Practice bases range from 50 to 121

%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

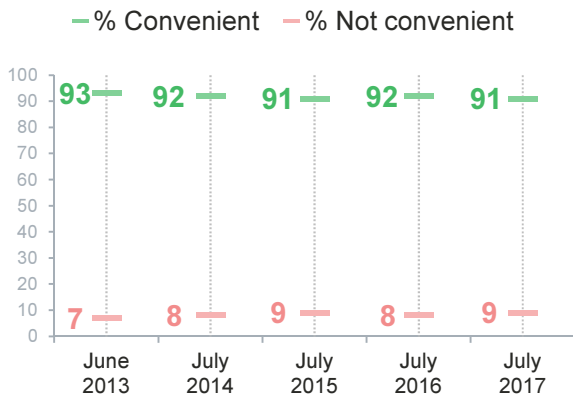
Base: All those completing a questionnaire: National (772,293); CCG (4,565); Practice bases range from 50 to 121

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

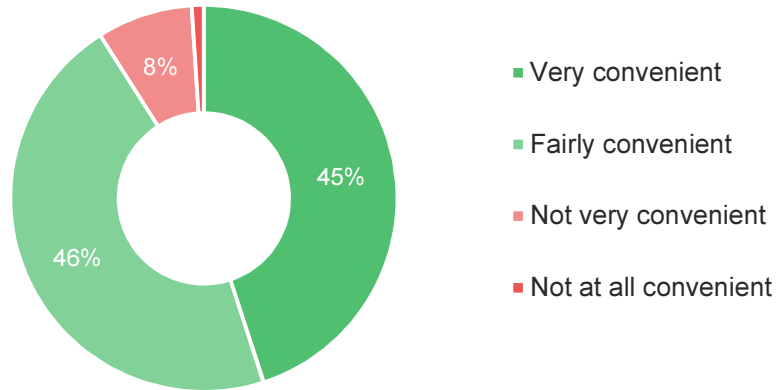
# Convenience of appointment

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

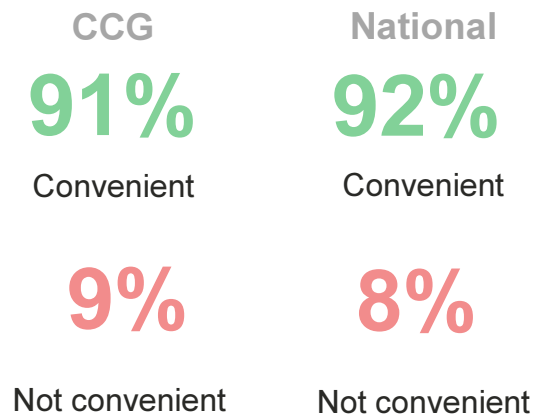
CCG's results over time



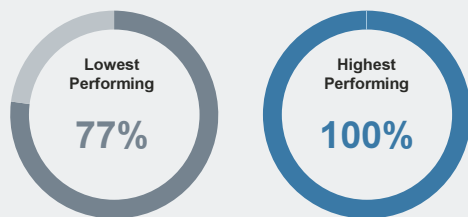
CCG's results



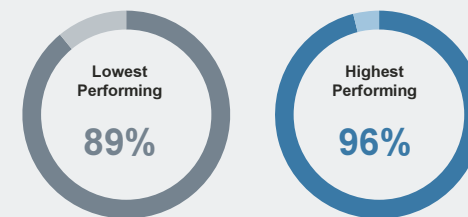
Comparison of results



Practice range in CCG - % Convenient



Local CCG range - % Convenient

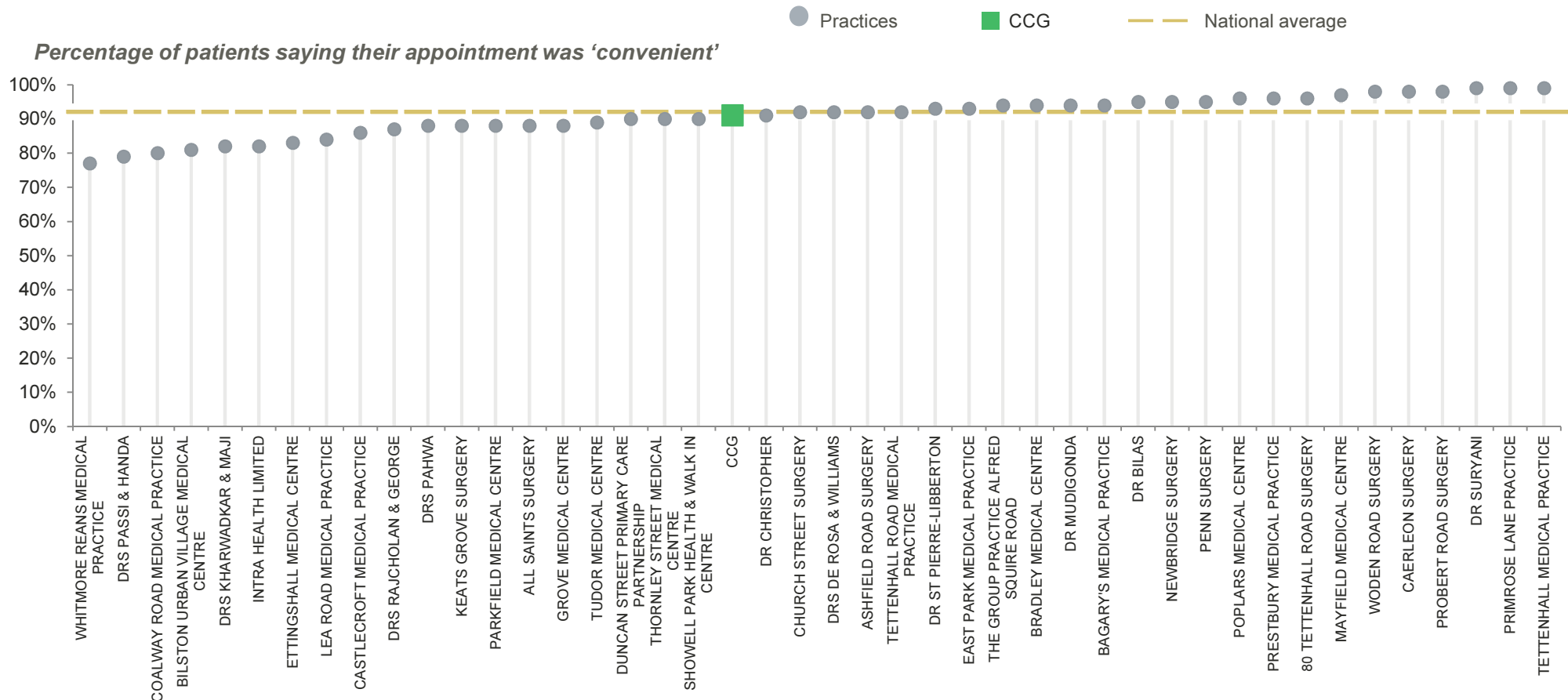


Base: All those able to get an appointment: National (658,980); CCG 2017 (3,720); CCG 2016 (3,770); CCG 2015 (3,932); CCG 2014 (4,320); CCG 2013 (4,653); Practice bases range from 38 to 106; CCG bases range from 1,119 to 6,924

%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 (3,720); Practice bases range from 38 to 106

%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

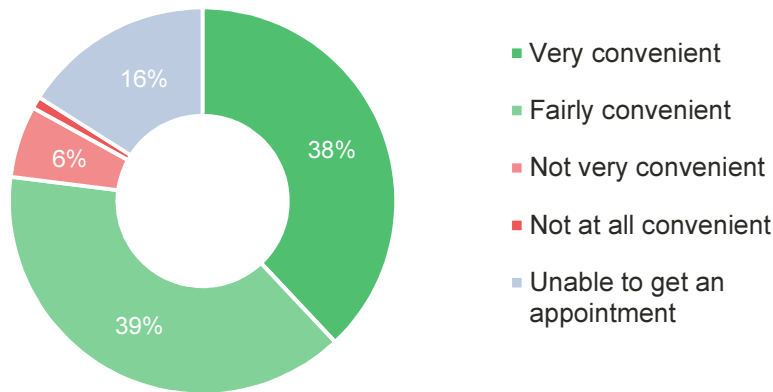
Base: All those able to get an appointment: National (658,980); CCG (3,720); Practice bases range from 38 to 106

%Convenient = %Very convenient + %Fairly convenient

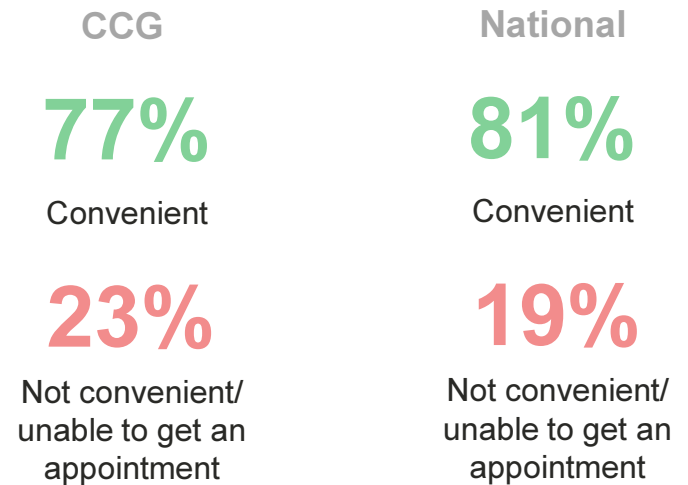
# Convenience of appointment (rebased to include those unable to get an appointment)

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

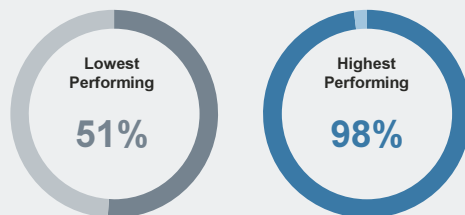
## CCG's results\*



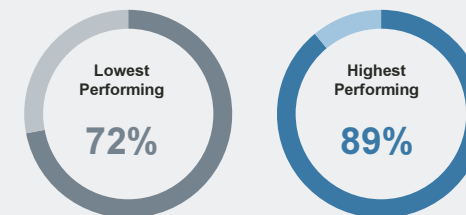
## Comparison of results



### 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.

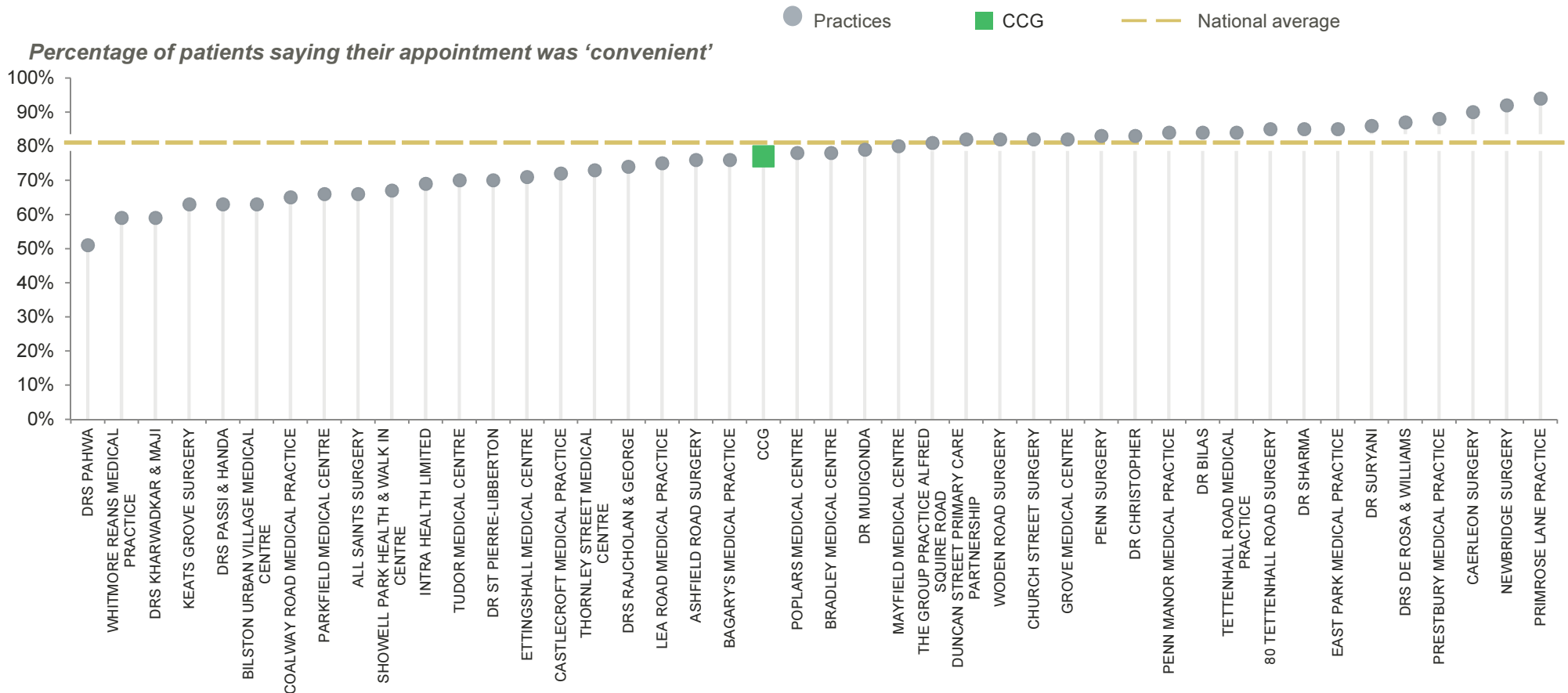
Base: All those who remember whether or not they were able to get an appointment: National (734,746); CCG 2017 (4,281); Practice bases range from 42 to 119; CCG bases range from 1,182 to 8,032

\* %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 (4,281); Practice bases range from 42 to 119

%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

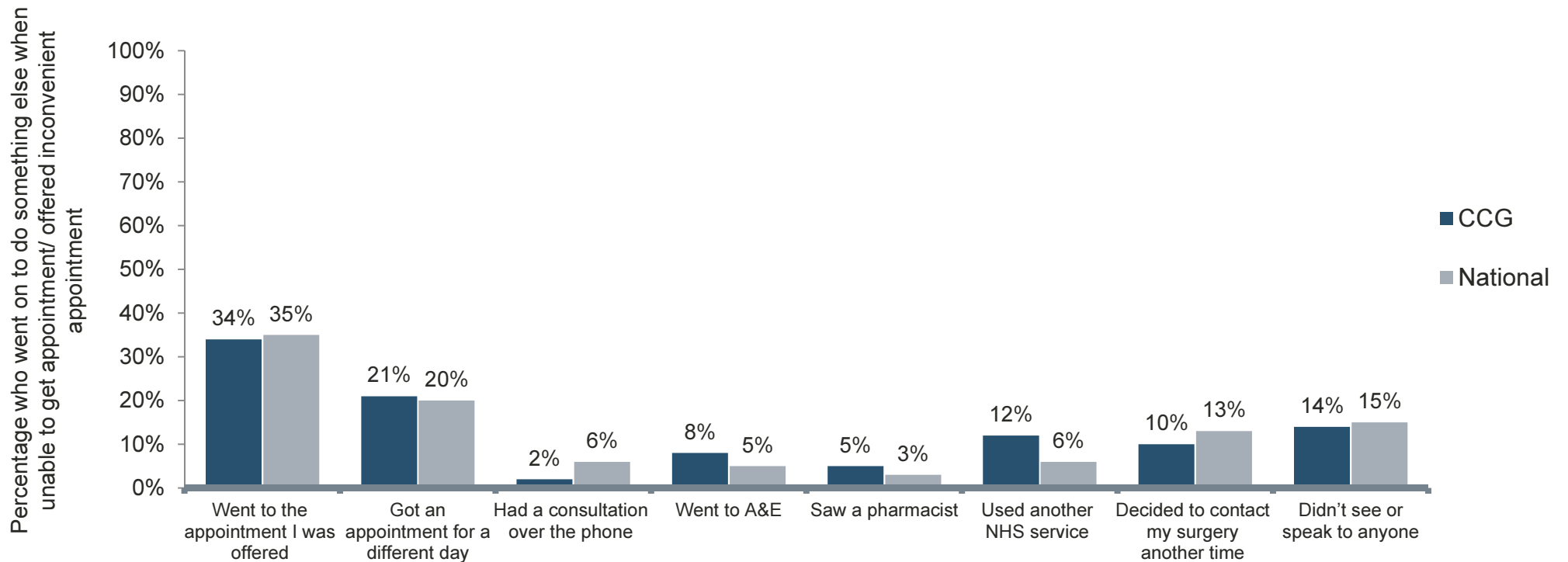
Base: All those who remember whether or not they were able to get an appointment: National (734,746); CCG (4,281); Practice bases range from 42 to 119

%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?



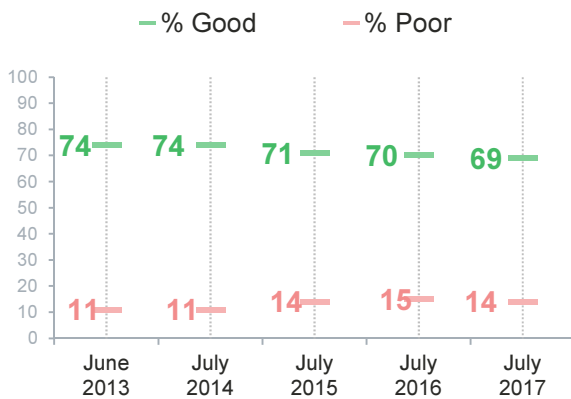
Comparisons are indicative only: differences may not be statistically significant

Base: All those who were not able to get an appointment or were offered an inconvenient appointment: National (110,834); CCG (770)

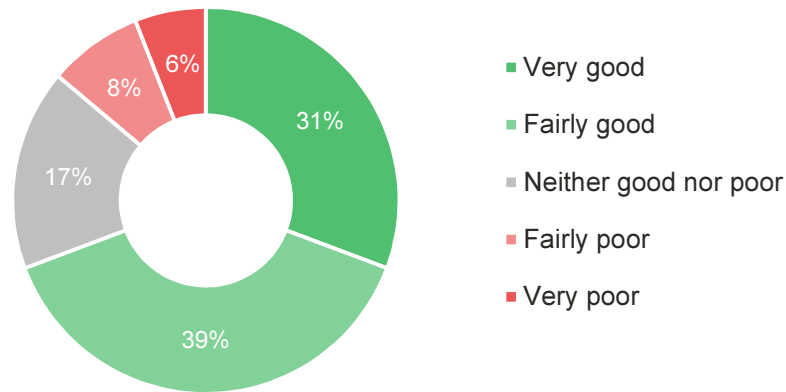
# Overall experience of making an appointment

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

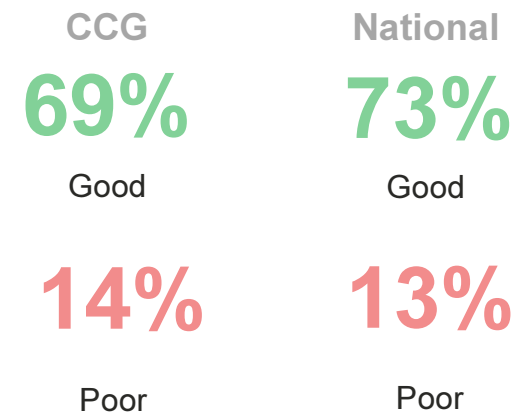
CCG's results over time



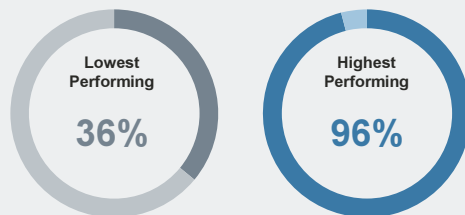
CCG's results



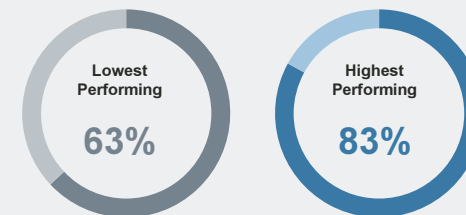
Comparison of results



Practice range in CCG - % Good



Local CCG range - % Good

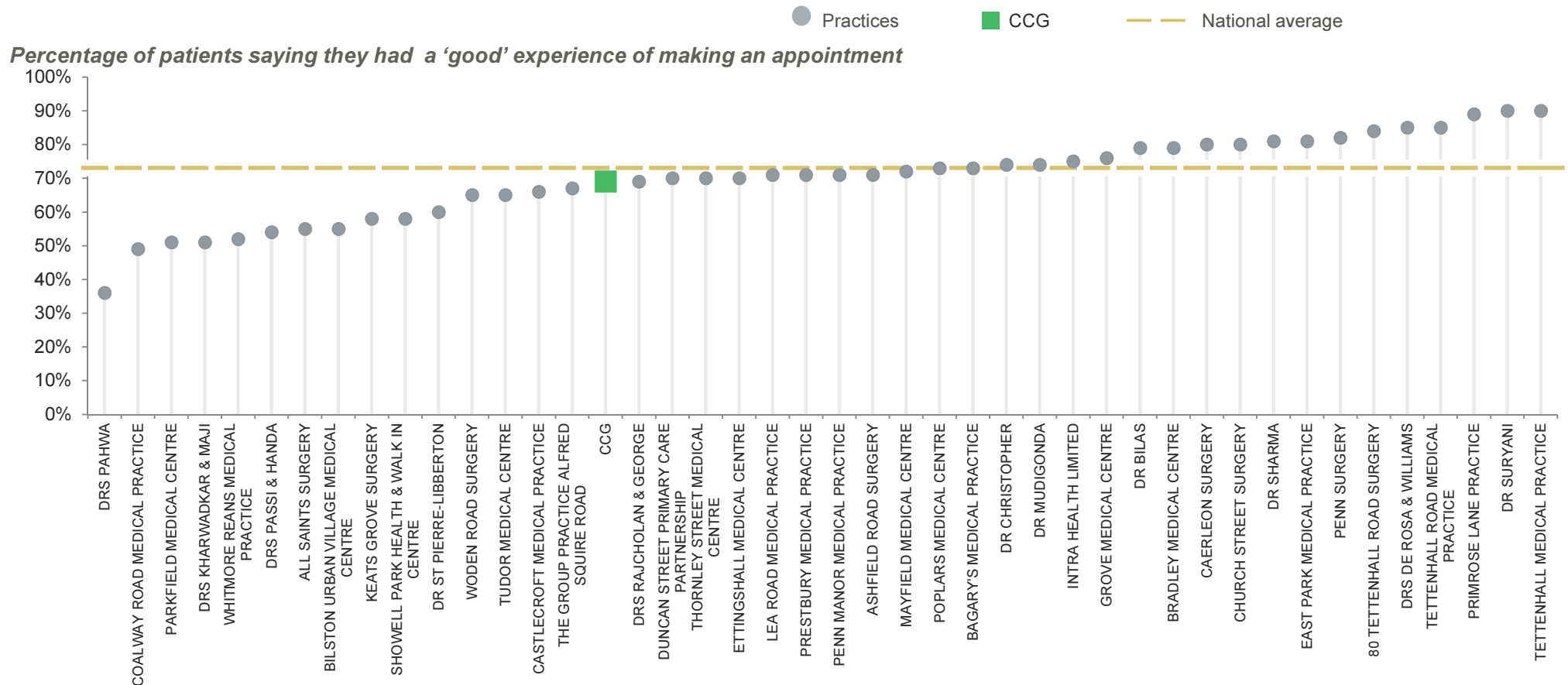


Base: All those completing a questionnaire: National (768,706); CCG 2017 (4,560); CCG 2016 (4,630); CCG 2015 (4,666); CCG 2014 (5,148); CCG 2013 (5,515); Practice bases range from 50 to 120; CCG bases range from 1,214 to 8,628

%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?



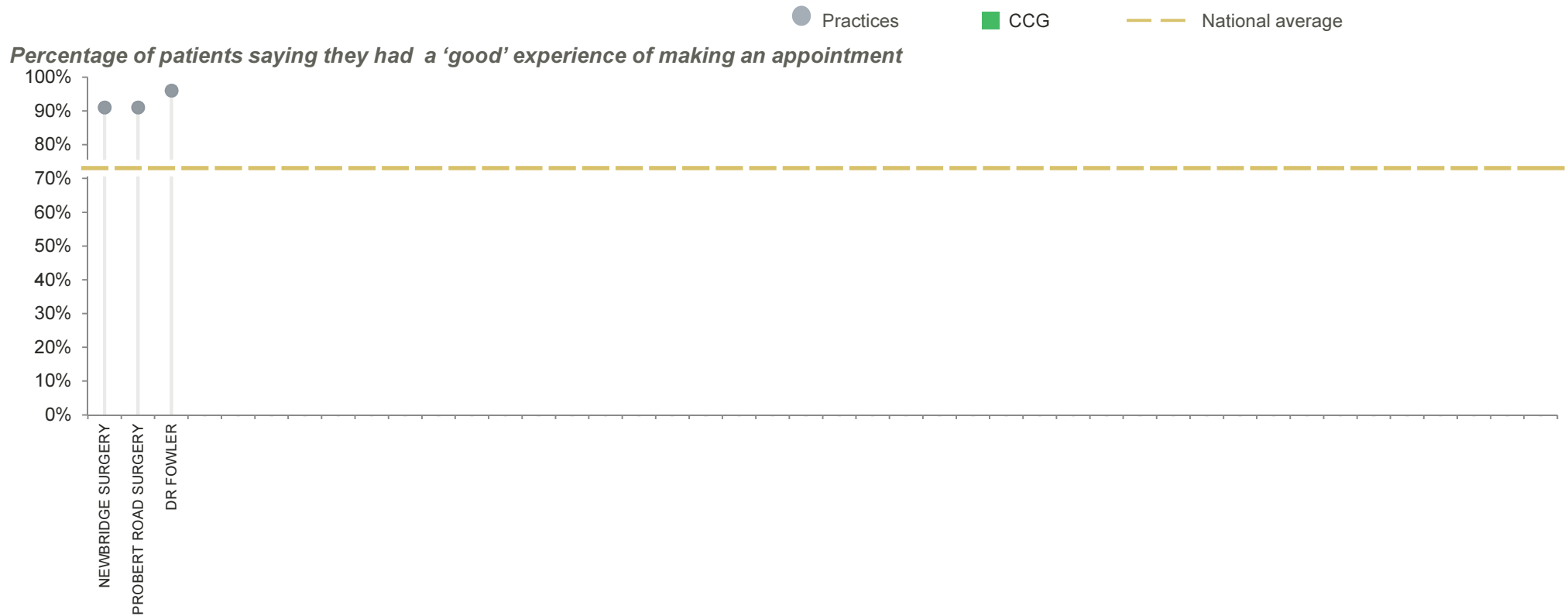
Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All those completing a questionnaire: National (768,706); CCG (4,560); Practice bases range from 50 to 120

%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 (4,560); Practice bases range from 50 to 120

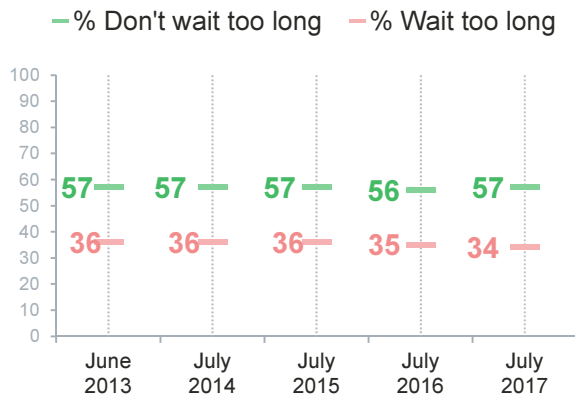
%Good = %Very good + %Fairly good

# Waiting times at the GP surgery

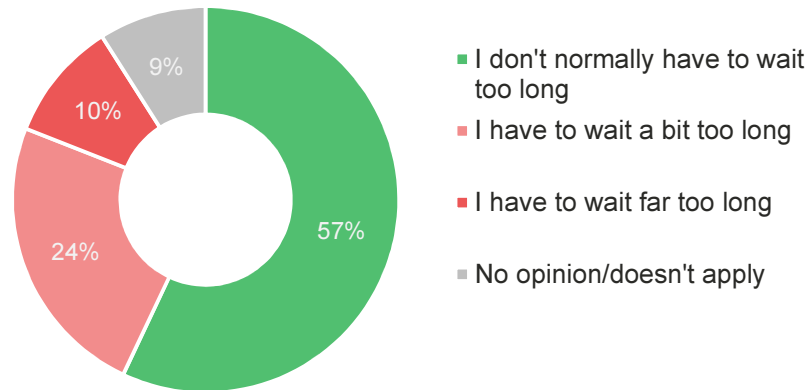
# Waiting times at the GP surgery

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

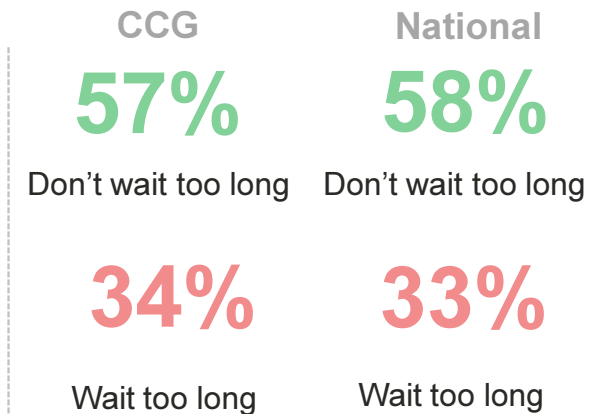
CCG's results over time



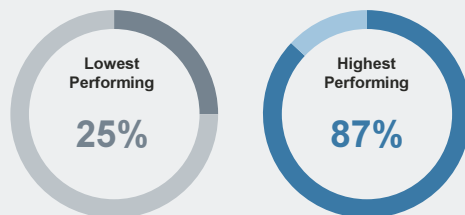
CCG's results



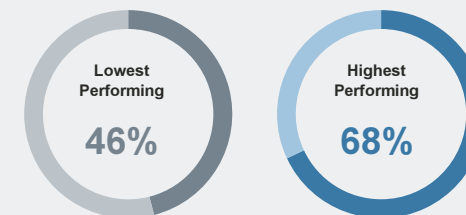
Comparison of results



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



Local CCG range – % Don't wait too long

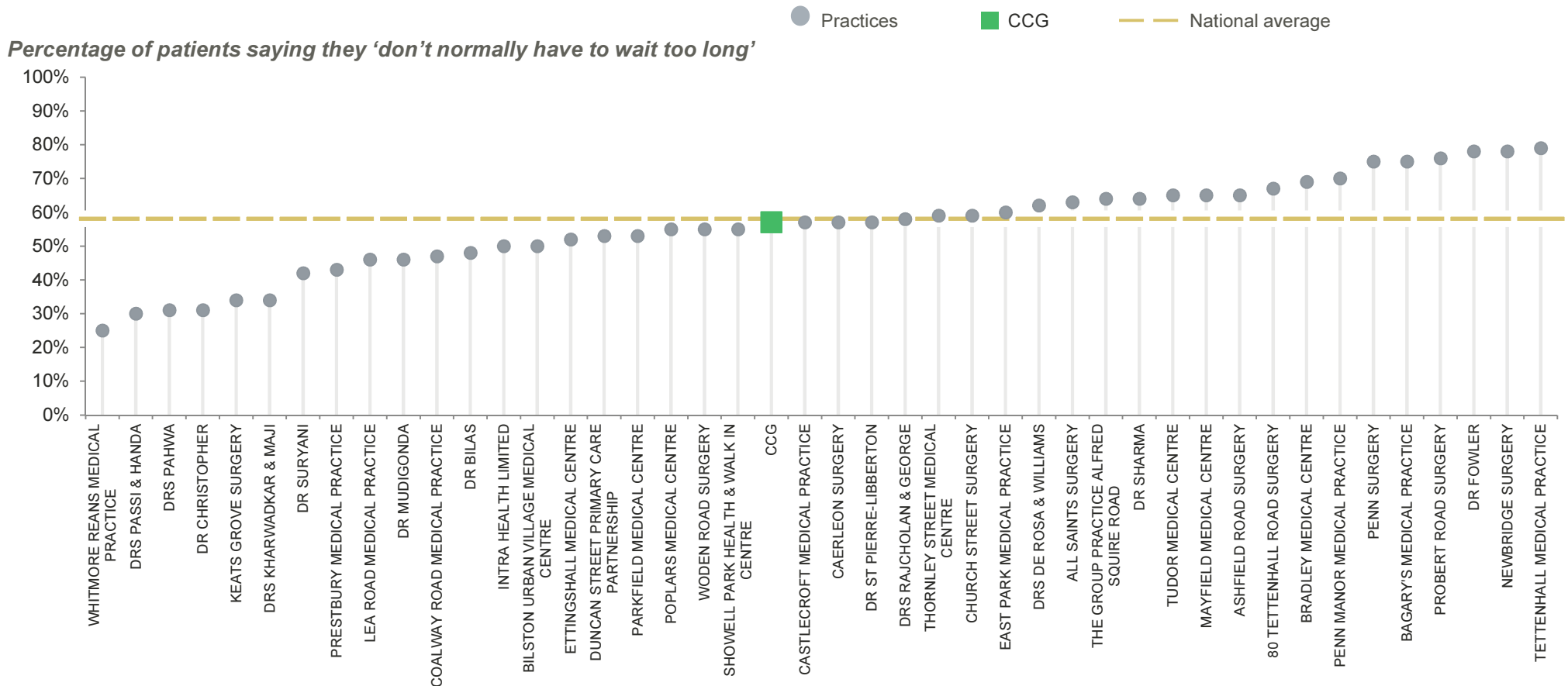


Base: All those completing a questionnaire: National (772,842); CCG 2017 (4,576); CCG 2016 (4,624); CCG 2015 (4,712); CCG 2014 (5,156); CCG 2013 (5,523); Practice bases range from 49 to 122; CCG bases range from 1,223 to 8,645

%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?



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 (4,576); Practice bases range from 49 to 122

# 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 (4,576); Practice bases range from 49 to 122



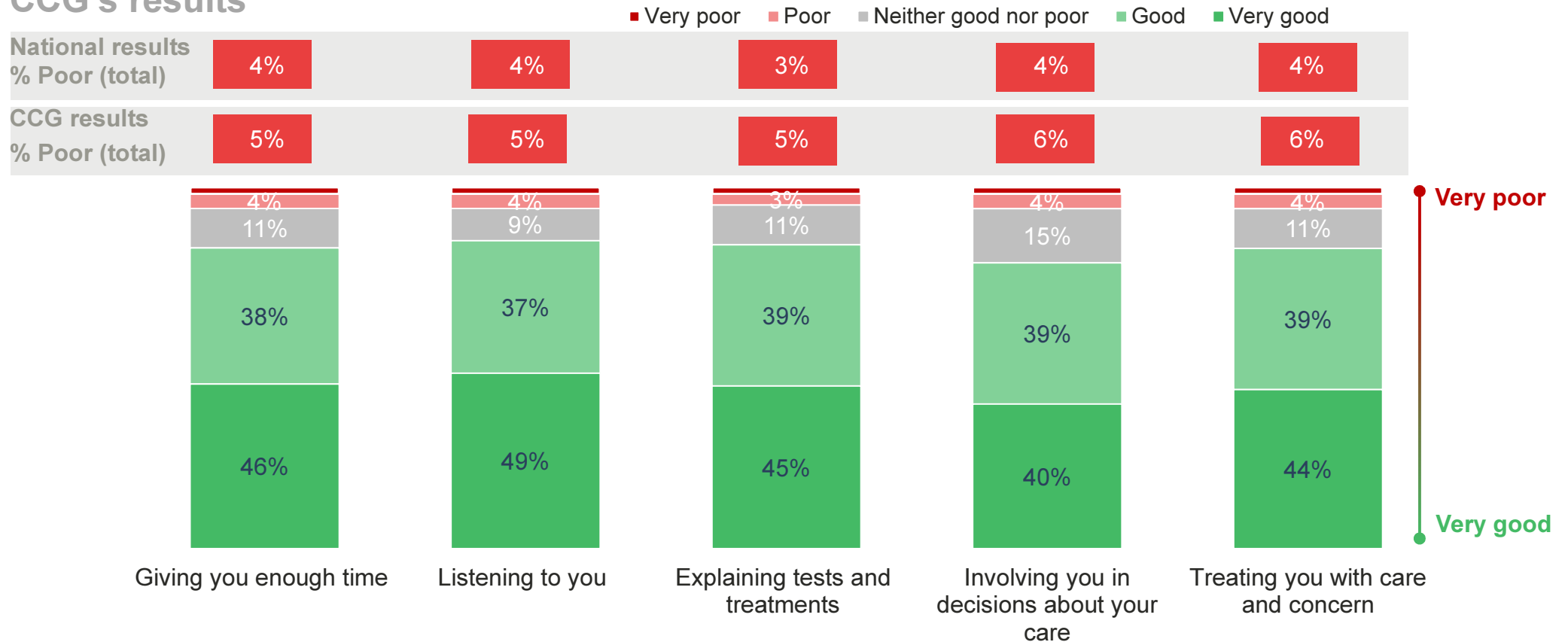
# Perceptions of care at patients' last GP appointment

# 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



Base: All those completing a questionnaire excluding 'doesn't apply': CCG (4,552; 4,550; 4,413; 4,226; 4,475); National (767,129; 765,505; 735,550; 707,368; 754,335)

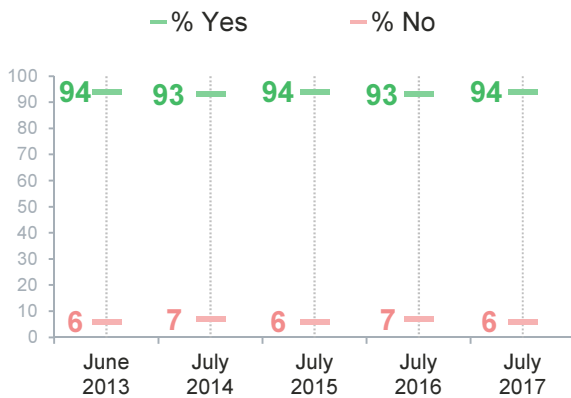
%Poor = %Very poor + %Poor

# Confidence and trust in the GP

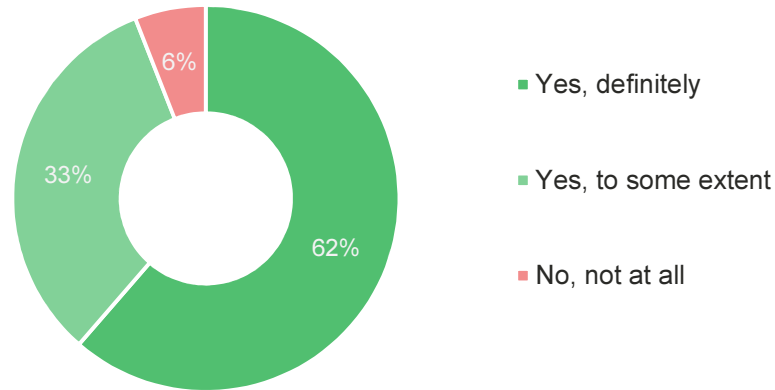
## Q22. Did you have confidence and trust in the GP you saw or spoke to?\*

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

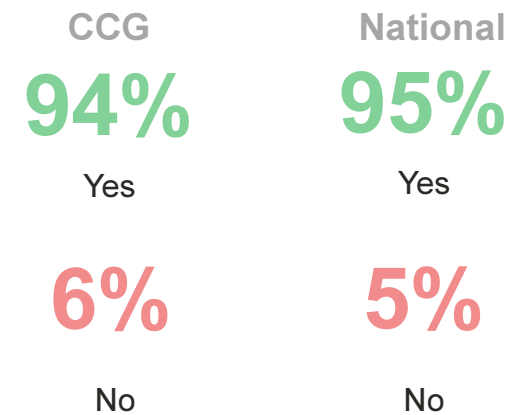
### CCG's results over time



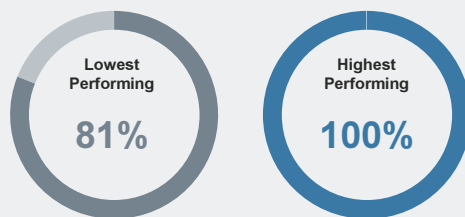
### CCG's results



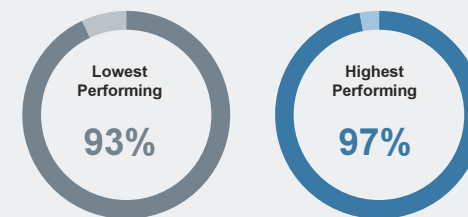
### Comparison of results



### Practice range in CCG - % Yes



### Local CCG range - % Yes



Base: All those completing a questionnaire: National (754,466); CCG 2017 (4,475); CCG 2016 (4,503); CCG 2015 (4,619); CCG 2014 (5,029); CCG 2013 (5,396); Practice bases range from 49 to 119; CCG bases range from 1,194 to 8,382

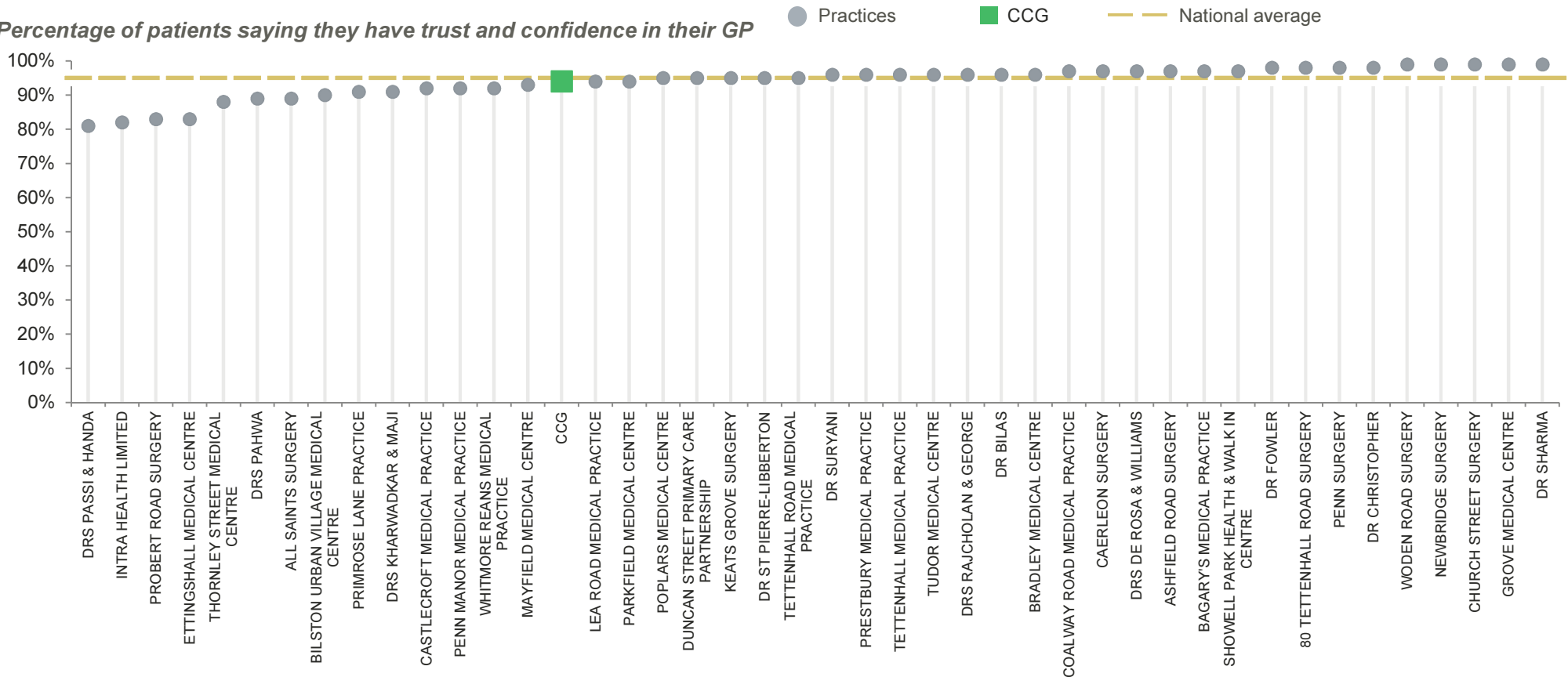
%Yes = %Yes, definitely + %Yes, to some extent

# 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.

Percentage of patients saying they have trust and confidence in their GP



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 (4,475); Practice bases range from 49 to 119

%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.

Percentage of patients saying they have trust and confidence in their GP

● 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 those completing a questionnaire excluding 'don't know/ can't say': National (754,466); CCG (4,475); Practice bases range from 49 to 119

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

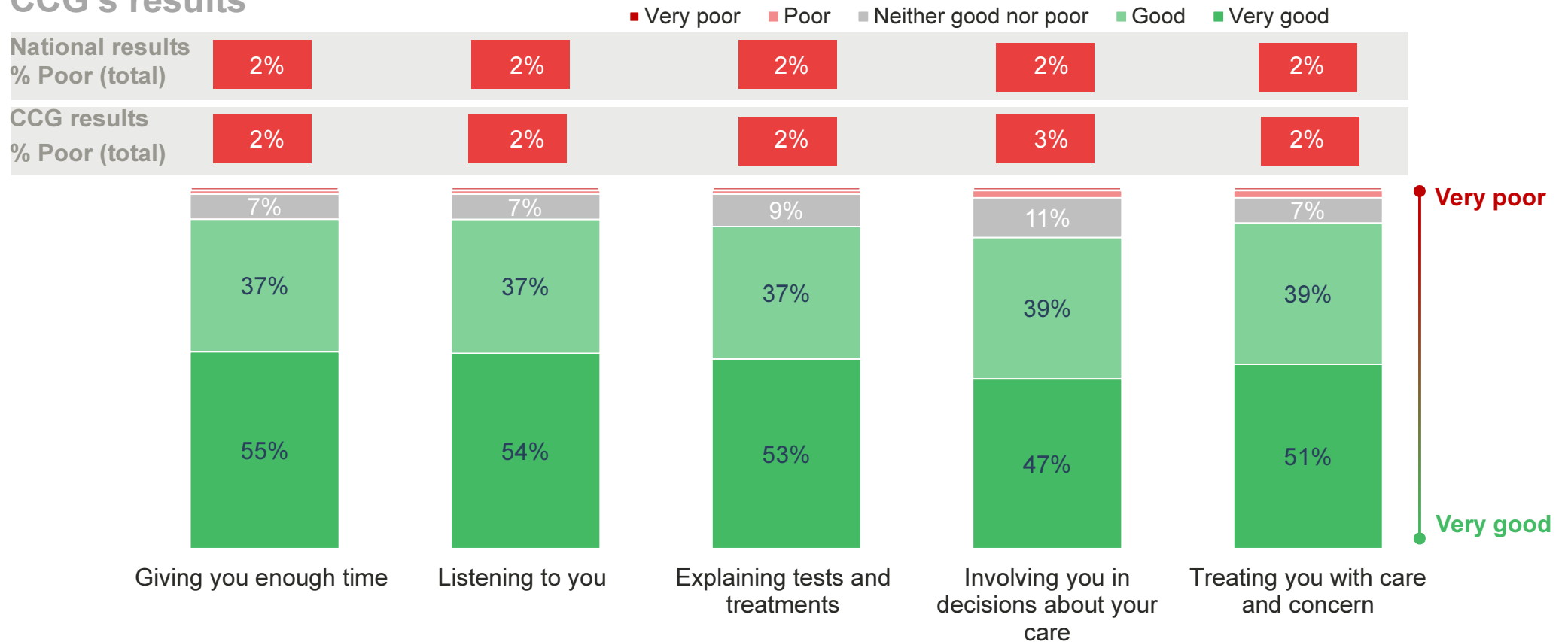
# Perceptions of care at patients' last nurse appointment

# 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



Base: All those completing a questionnaire excluding 'doesn't apply': CCG (4,087; 4,045; 3,961; 3,653; 3,988); National (690,213; 684,099; 665,816; 607,788; 675,604)

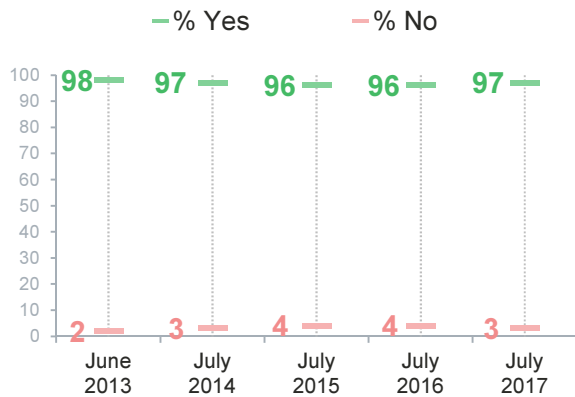
%Poor = %Very poor + %Poor

# Confidence and trust in the nurse

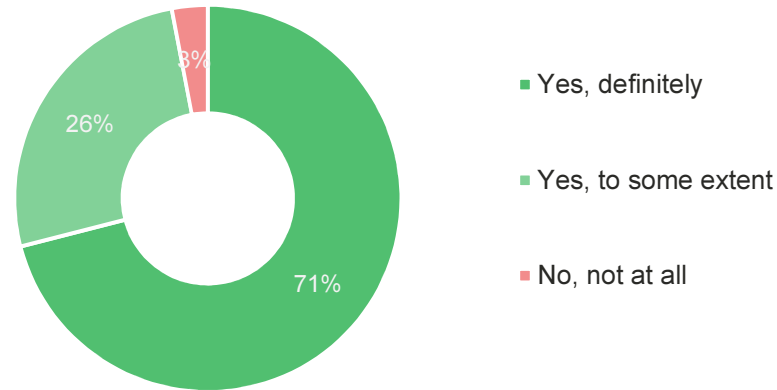
Q24. Did you have confidence and trust in the nurse you saw or spoke to?\*

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

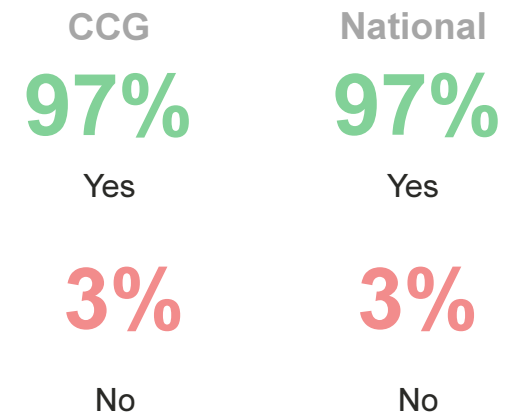
CCG's results over time



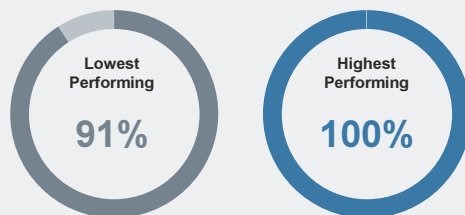
CCG's results



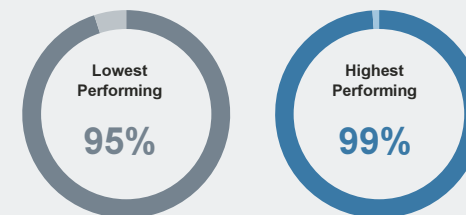
Comparison of results



Practice range in CCG - % Yes



Local CCG range - % Yes



Base: All those completing a questionnaire: National (683,080); CCG 2017 (4,016); CCG 2016 (4,017); CCG 2015 (4,062); CCG 2014 (4,468); CCG 2013 (4,747); Practice bases range from 26 to 115; CCG bases range from 1,122 to 7,651

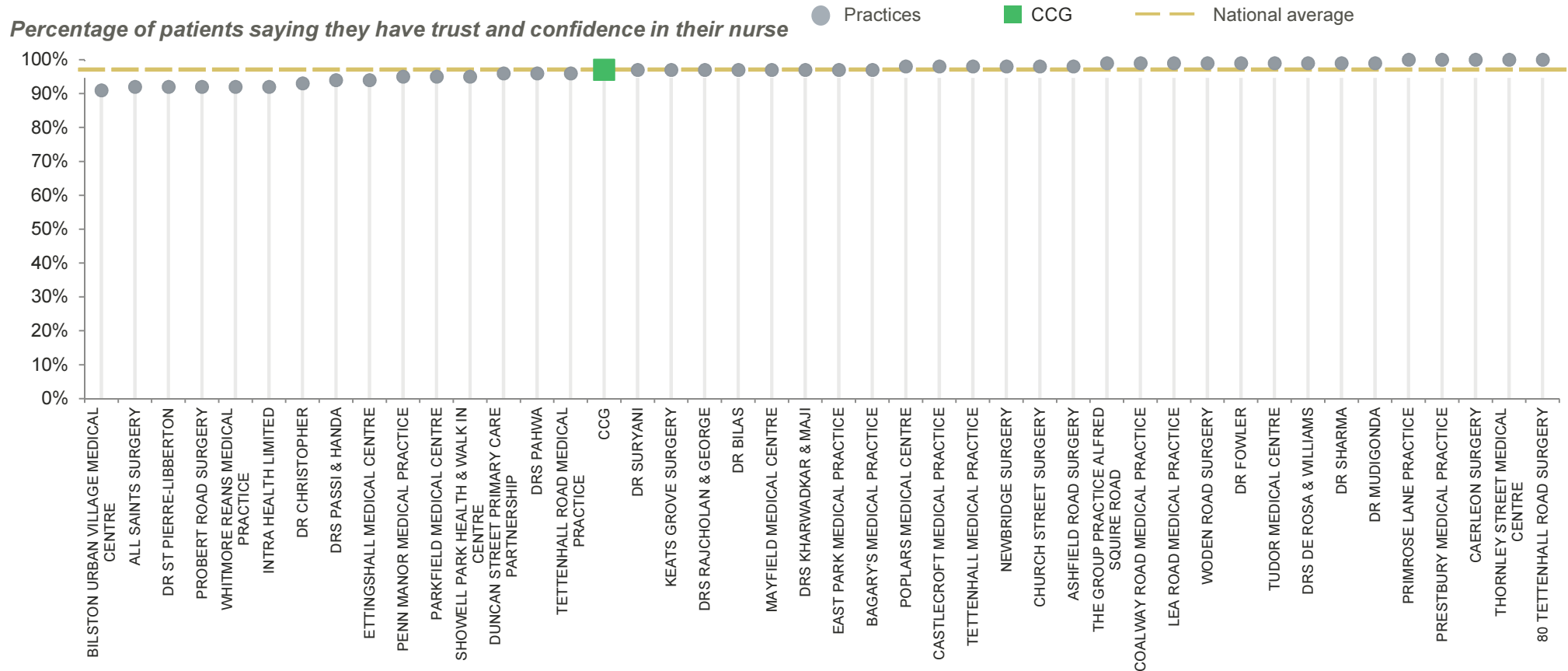
%Yes = %Yes, definitely + %Yes, to some extent



# 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 (4,016); Practice bases range from 26 to 115

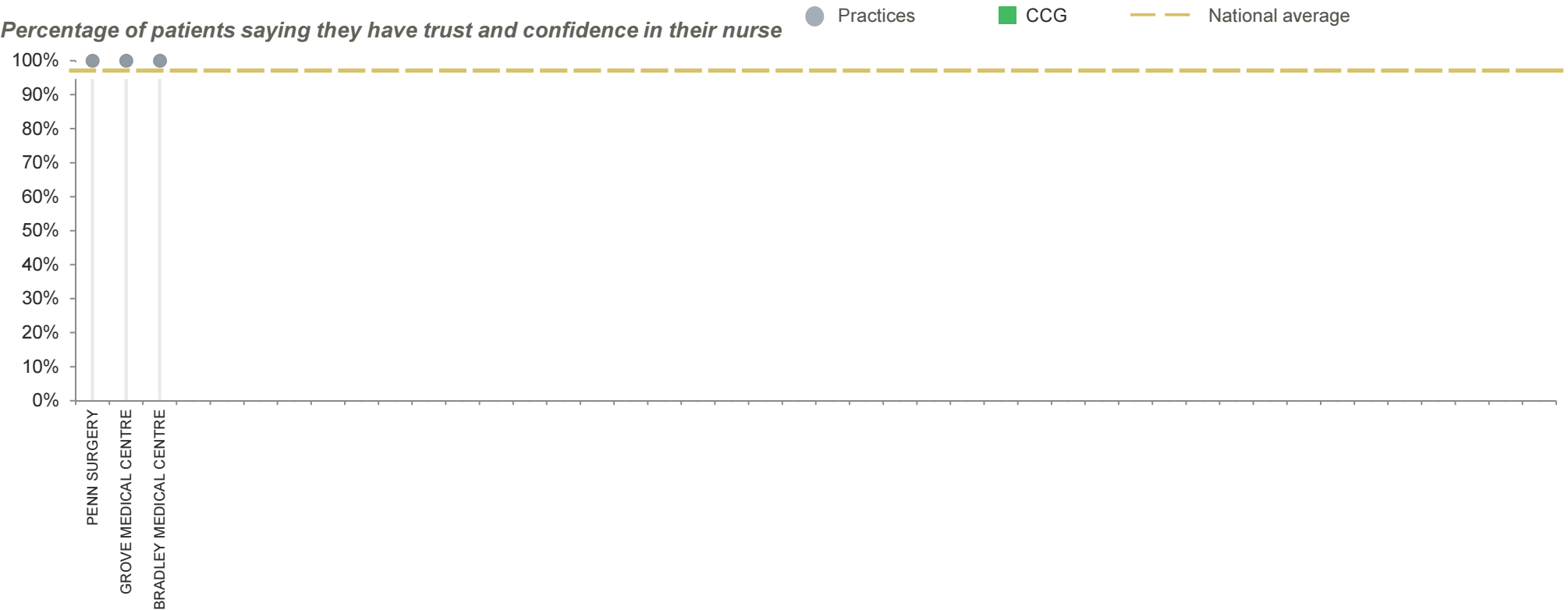
%Yes = %Yes, definitely + %Yes, to some extent

# 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.

Percentage of patients saying they have trust and confidence in their nurse



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 (4,016); Practice bases range from 26 to 115

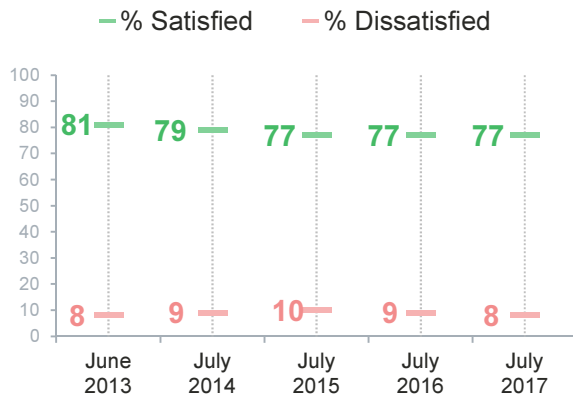
%Yes = %Yes, definitely + %Yes, to some extent

# Satisfaction with the practice's opening hours

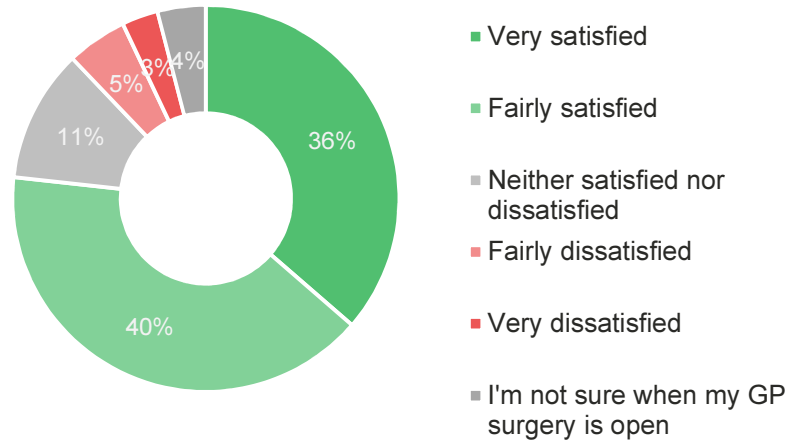
# Satisfaction with opening hours

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

CCG's results over time



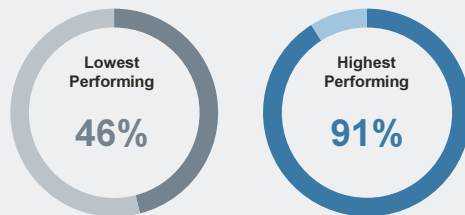
CCG's results



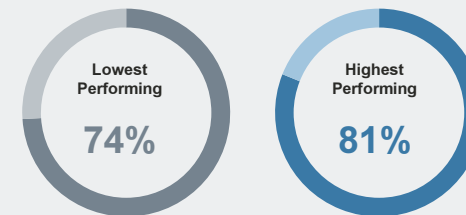
Comparison of results

Category	CCG	National
Satisfied	77%	76%
Dissatisfied	8%	9%

Practice range in CCG - % Satisfied



Local CCG range - % Satisfied

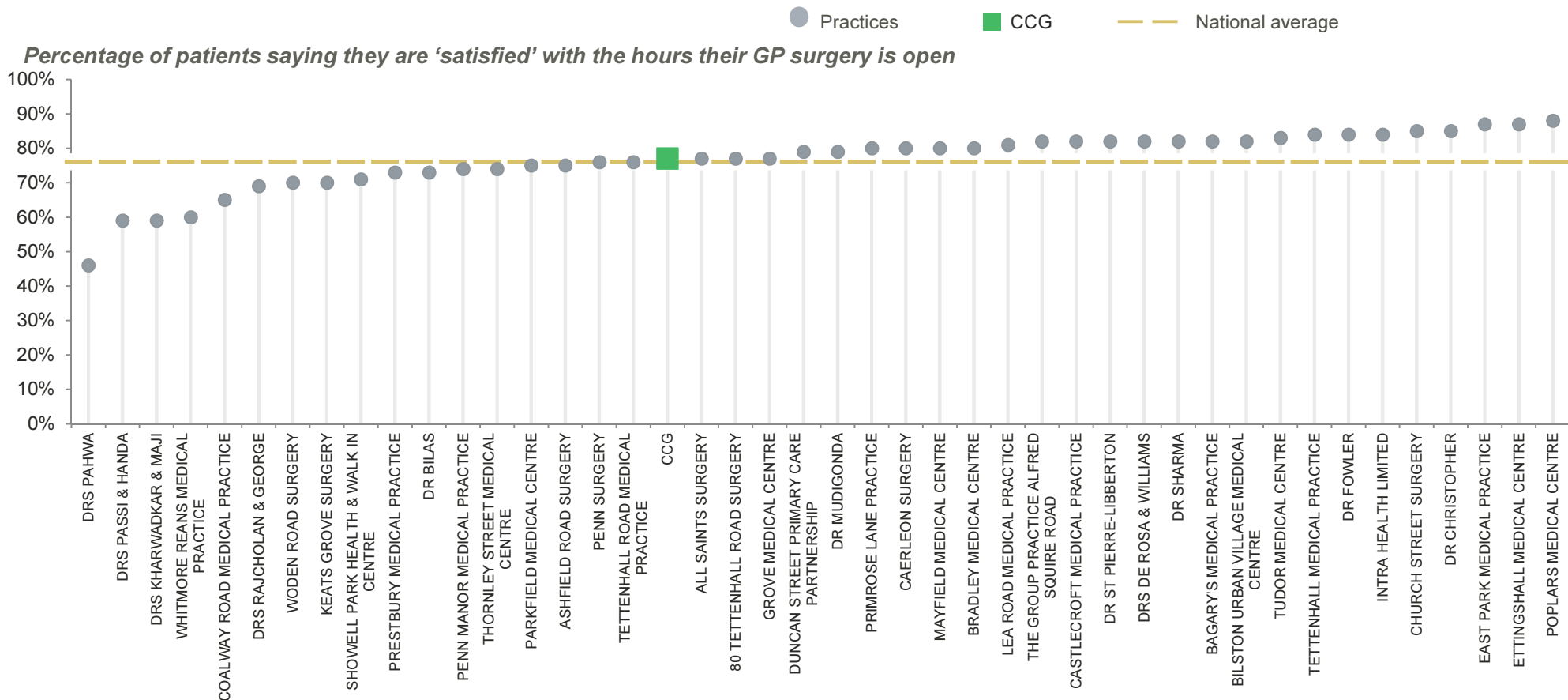


Base: All those completing a questionnaire: National (795,461); CCG 2017 (4,705); CCG 2016 (4,736); CCG 2015 (4,770); CCG 2014 (5,304); CCG 2013 (5,589); Practice bases range from 53 to 124; CCG bases range from 1,274 to 8,938

%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?



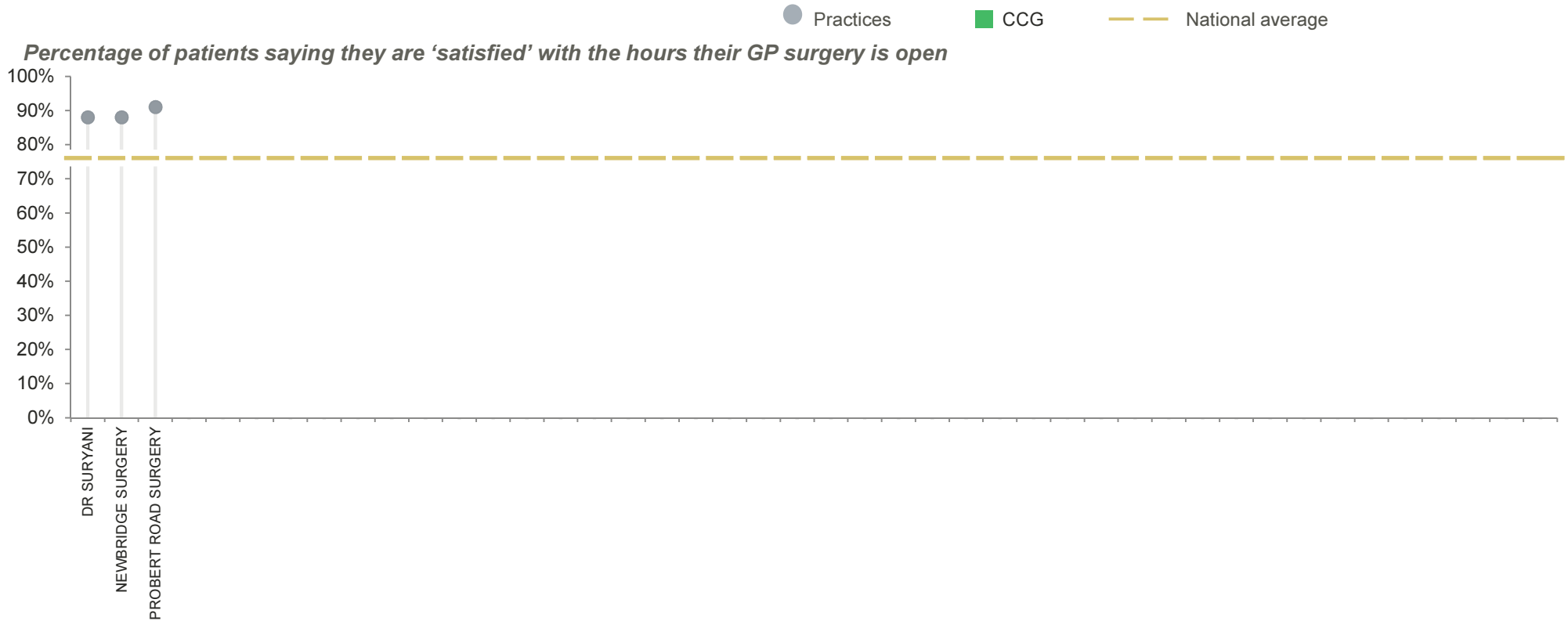
Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All those completing a questionnaire: National (795,461); CCG (4,705); Practice bases range from 53 to 124

%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 (4,705); Practice bases range from 53 to 124

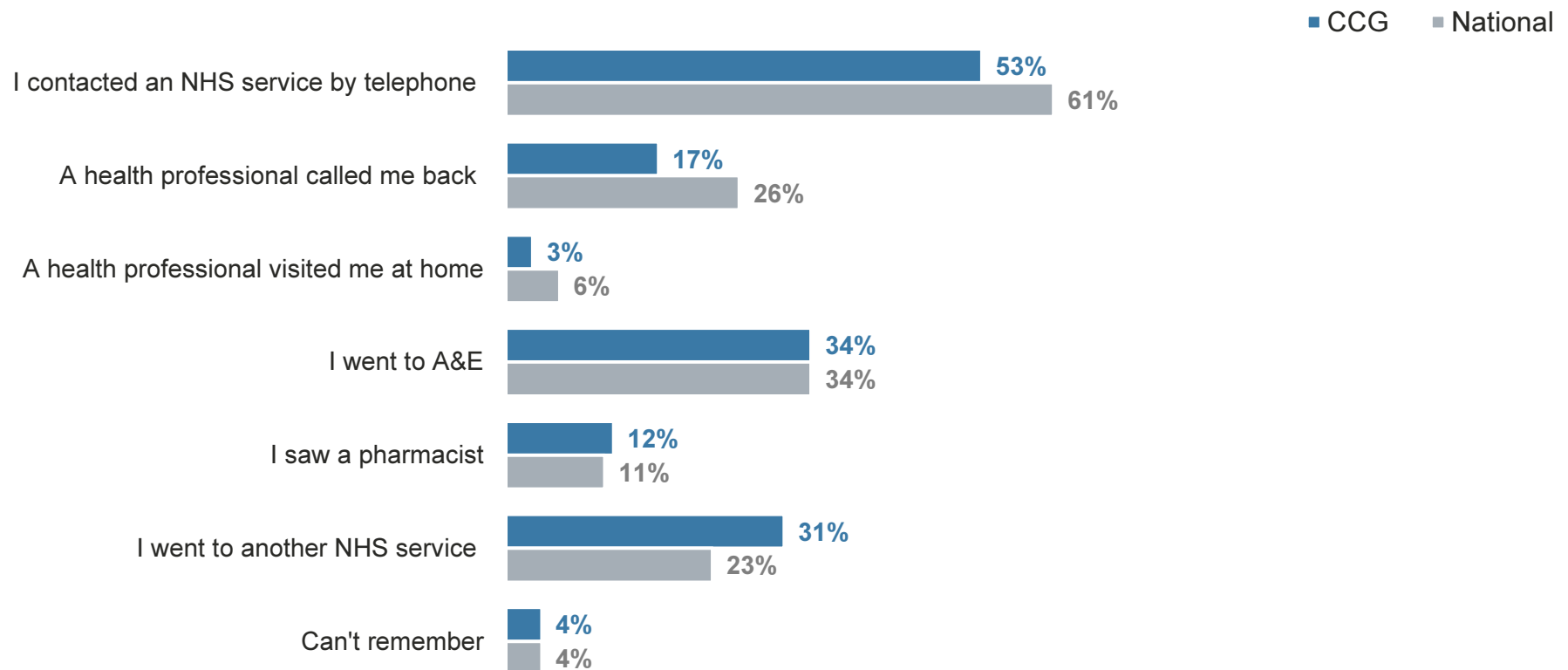
%Satisfied = %Very satisfied + %Fairly satisfied

# 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?



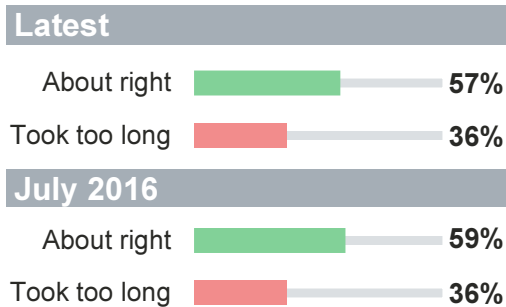
Base: All those who tried to contact an NHS service when GP surgery closed in past 6 months: National (124,736); CCG (808)



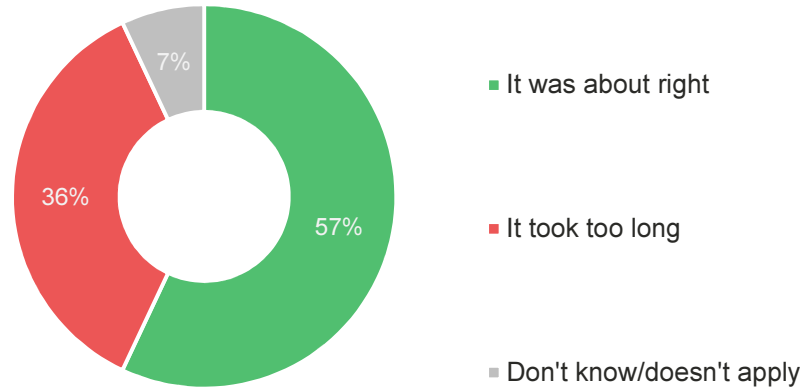
# Speed of care provided by out-of-hours service\*

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

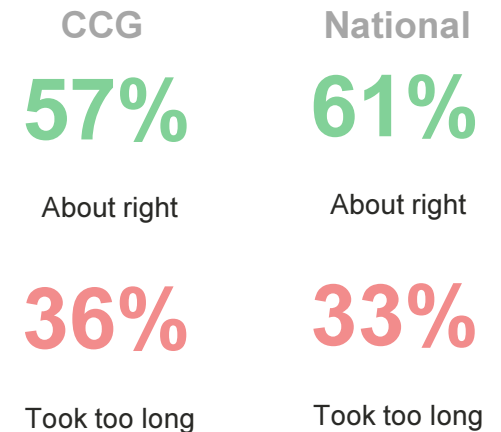
## CCG's results over time



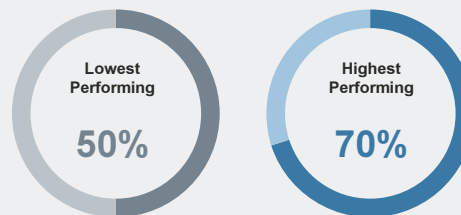
## CCG's results



## Comparison of results



## Local CCG range- % About right



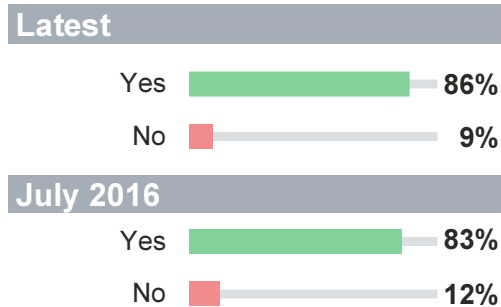
\* The out-of-hours questions were redesigned for July-September 2015 fieldwork to reflect changes to service provision. As such, comparisons are only available from July 2016.

Base: All those who tried to contact an NHS service when GP surgery closed in past 6 months: National (124,915); CCG 2017 (813); CCG 2016 (835); CCG bases range from 168 to 1,595

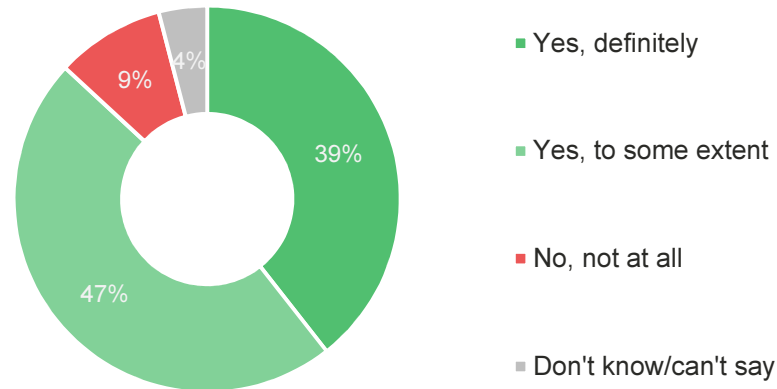
# Confidence and trust in out-of-hours staff\*

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

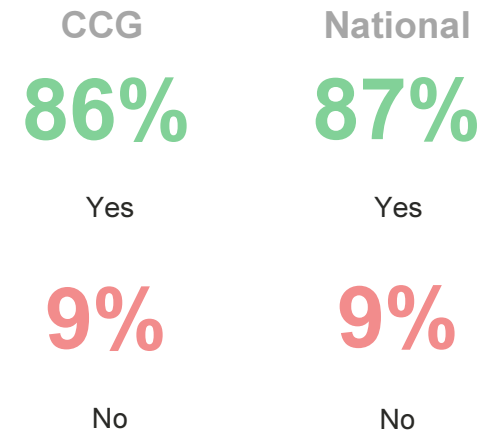
## CCG's results over time



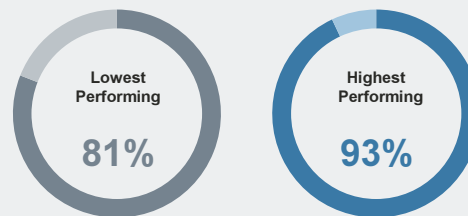
## CCG's results



## 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.

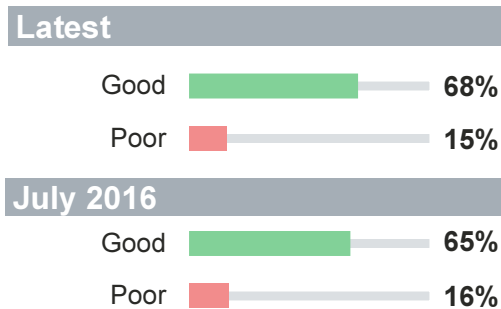
Base: All those who tried to contact an NHS service when GP surgery closed in past 6 months: National (124,851); CCG 2017 (808); CCG 2016 (837); CCG bases range from 167 to 1,594

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

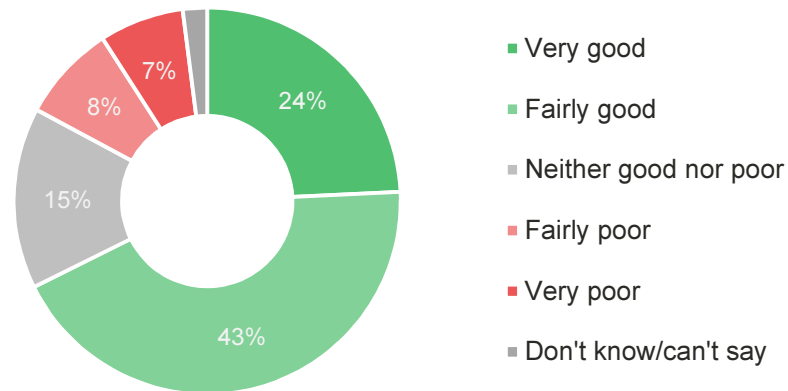
# Overall experience of out-of-hours services\*

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?

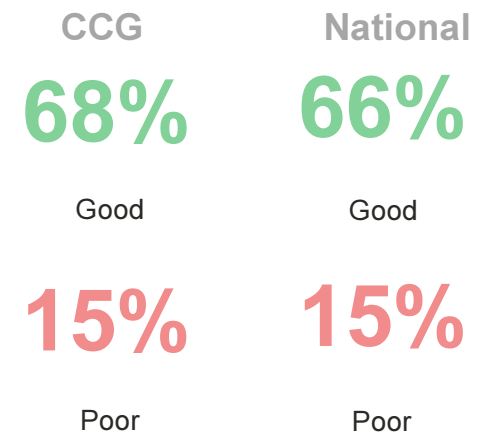
## CCGs' results over time



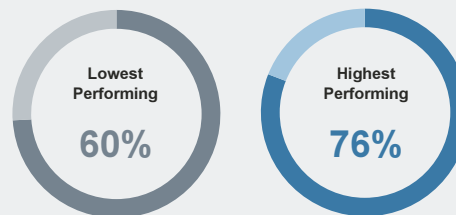
## CCG's results



## 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 (810); CCG 2016 (834); CCG bases range from 168 to 1,603

%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?

# 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.

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