

Governing Body meeting (held in public)

DATE: 29 September 2016

Title	GP Patient Survey results July 2016 publication
This paper is for Discussion	
Recommended action for the Governing Body	That the Governing Body: DISCUSS and NOTE the patient survey results.
Potential areas for Conflicts of interest	All GPs are conflicted as the results directly relate to GP practices. However, no practice level information is included in the report.
Executive summary	<p>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.</p> <p>This report highlights the key results for NHS Bexley CCG based on a response rate of 41%, 2,974 returned questionnaires. Participants are sent a postal questionnaire, also with the option of completing the survey online or via telephone.</p> <p>The GP Patient Survey measures patients' experiences across a range of topics.</p> <p>It provides data at practice level using a consistent methodology, which means it is comparable across organisations and over time. However, the survey does have limitations and all comparisons are indicative only. Differences may not be statistically significant – particularly when comparing practices due to low numbers of responses.</p> <p>The survey cannot therefore be used in isolation to judge performance but 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 experience and in order to identify potential improvements and highlight best practice.</p>

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	<p>NHS England took responsibility for primary care, from Primary Care Trusts, in April 2013. Since this time performance has deteriorated, but has improved since Bexley CCG became joint commissioners in April 2015.</p> <p>Despite Bexley being below the national average in all areas, the latest results show an improvement in the majority of areas since the last survey.</p> <p>One question within the survey featured in a Health Service Journal report in July 2016 which stated that Bexley CCG saw the biggest increase in patients unable to get GP appointments. This is clearly an area of focus for the CCG and reflects the growing demand for GP services and increasing expectations of the population. The CCG will be working with patient groups to understand these demands.</p> <p>A number of initiatives have been implemented over the last year to help improve the availability of GP appointments and the Primary Care Development team will continue to work with practices to improve performance.</p>	
How does this paper support the CCGs objectives?	Patients:	The Patient survey gives one indication of practice performance which 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 experience and in order to identify potential improvements and highlight best practice.
	People:	N/A
	Pounds:	There is likelihood that investment will be required to transform primary care, which is not available within existing resources.
	Process:	N/A
What are the Organisational implications	Key risks	That patients do not get the required service from primary care.
	Equality	All patients should expect the same service from Bexley practices.
	Financial	N/A
	Data	N/A
	Legal issues	N/A
	NHS constitution	N/A
Engagement	Monthly PCDWG meetings are held which includes Healthwatch and the	

Clinical Commissioning Group

	lay member for Patient and Public Engagement.	
Audit trail	This paper has not been to any other committee. The results will be discussed as future locality and Primary Care Development Working Group meetings.	
Comms plan	None	
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Date	12 th August 2016	

GP Patient Survey results July 2016 publication

Introduction

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.

This report highlights the key results for NHS Bexley CCG. The data is based on two waves of fieldwork, from July to September 2015 and January to March 2016, providing practice-level data. For Bexley, 7,173 questionnaires were sent out, and 2,974 were returned completed. This represents a response rate of 41%. Participants are sent a postal questionnaire, also with the option of completing the survey online or via telephone.

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

It provides data at practice level using a consistent methodology, which means it is comparable across organisations and over time. However, the survey does have 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 twice a year rather than in real time.

All comparisons are indicative only. Differences may not be statistically significant – particularly when comparing practices due to low numbers of responses.

The survey cannot therefore be used in isolation to judge performance but 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 experience and in order to identify potential improvements and highlight best practice.

July 2016 Survey Results

The table below analyses the July 2016 survey results and compares them to the survey from the previous year.

	June 2013	July 2014	July 2015	July 2016	Movement since last survey	National results	Number of practices on or above national average	Bexley range	National range
Overall experience of GP surgeries									
Overall experience of GP surgeries – Good	82%	80%	78%	80%	↑	85%	12/27	55%-98%	73%-88%
Overall experience of GP surgeries – Poor	6%	7%	9%	7%	↑	5%			
Access to GP services									
Ease of getting through to GP surgery on the phone – Easy	69%	65%	59%	61%	↑	70%	9/12	35%-96%	51%-80%
Ease of getting through to GP surgery on the phone – Not easy	27%	32%	38%	36%	↑	26%			
Helpfulness of receptionists at GP surgery – Helpful	85%	85%	81%	85%	↑	87%	13/27	78%-89%	68%-95%
Helpfulness of receptionists at GP surgery – Not helpful	12%	13%	18%	13%	↑	11%			
Percentage aware of online services available – Booking appointments online				32%		31%		8%-80%	
Percentage aware of online services available – Ordering repeat prescriptions online				28%		31%		5%-55%	
Percentage aware of online services available – accessing medical records online				4%		5%		0%-10%	

	June 2013	July 2014	July 2015	July 2016	Movement since last survey	National results	Number of practices on or above national average	Bexley range	National range
Online services used in the last 6 months – Booking appointments online				8%		8%		1%-32%	
Online services used in the last 6 months – Ordering repeat prescriptions online				9%		11%		4%-27%	
Online services used in the last 6 months – accessing medical records online				0%		1%		0%	
Making an appointment									
Ability to make an appointment or to see someone last time it was required - Yes	85%	81%	79%	78%	↓	85%	9/27	62%-92%	74%-87%
Ability to make an appointment or to see someone last time it was required – No	11%	16%	17%	17%	=	11%			
How convenient was the appointment you were able to get - Convenient	91%	90%	89%	90%	↑	92%	10/27	82%-98%	84%-92%
How convenient was the appointment you were able to get – Not convenient	9%	10%	11%	10%	↑	8%			
What did patient do when unable to get appointment / offered inconvenient appointment:									
Went to the appointment offered				36%		37%			
Got an appointment for a different day				23%		22%			
Had a consultation over the phone				4%		6%			
Went to A&E				6%		4%			

	June 2013	July 2014	July 2015	July 2016	Movement since last survey	National results	Number of practices on or above national average	Bexley range	National range
Saw a pharmacist				2%		3%			
Used another NHS service				7%		5%			
Contacted surgery at another time				11%		13%			
Didn't see or speak to anyone				14%		13%			
Overall experience of making an appointment - Good	72%	66%	64%	65%	↑	73%	11/27	43%-92%	59%-77%
Overall experience of making an appointment - Poor	12%	15%	18%	17%	↑	12%			
Waiting times at the GP surgery									
How do you feel about how long you normally have to wait to be seen – Don't wait too long	53%	51%	51%	51%	=	58%	11/27	23%-78%	42%-61%
How do you feel about how long you normally have to wait to be seen – Wait too long	41%	43%	42%	41%	↑	34%			
Perceptions of care at patients' last GP appointment									
Last time you saw or spoke to a <u>GP</u> from your GP surgery, how good was that GP at each of the following?	Very Good	Good	Neither good not poor	Poor	Very Poor	National results – poor / very poor			
Giving you enough time	41%	42%	12%	3%	2%	4%			
Listening to you	45%	40%	11%	3%	1%	4%			
Explaining tests and treatments	42%	40%	14%	3%	1%	3%			
Involved in decisions about your care	36%	41%	16%	4%	3%	3%			
Treating you with care and concern	41%	39%	15%	3%	2%	4%			

	June 2013	July 2014	July 2015	July 2016	Movement since last survey	National results	Number of practices on or above national average	Bexley range	National range
Did you have confidence and trust in the <u>GP</u> you saw or spoke to – Yes	94%	93%	93%	95%	↑	95%	16/27	84%-100%	91%-96%
Did you have confidence and trust in the <u>GP</u> you saw or spoke to – No	6%	7%	7%	5%	↑	5%			
Perceptions of care at patients' last nurse appointment									
Last time you saw or spoke to a <u>Nurse</u> from your GP surgery, how good was that Nurse at each of the following?	Very Good	Good	Neither good not poor	Poor	Very Poor	National results – poor / very poor			
Giving you enough time	48%	41%	9%	2%	0%	2%			
Listening to you	48%	41%	9%	2%	0%	2%			
Explaining tests and treatments	46%	41%	11%	2%	0%	2%			
Involving you in decisions about your care	42%	41%	14%	3%	0%	2%			
Treating you with care and concern	46%	42%	10%	2%	0%	2%			
	June 2013	July 2014	July 2015	July 2016	Movement since last survey	National results	Number of practices on or above national average	Bexley range	National range
Did you have confidence and trust in the <u>Nurse</u> you saw or spoke to – Yes	96%	96%	97%	96%	↓	97%	16/27	89%-100%	93%-98%
Did you have confidence and trust in the <u>Nurse</u> you saw or spoke to – No	4%	4%	3%	4%	↓	3%			

	June 2013	July 2014	July 2015	July 2016	Movement since last survey	National results	Number of practices on or above national average	Bexley range	National range
Satisfaction with the practice's opening hours									
Satisfaction with the hours that the GP surgery is open - Satisfied	76%	72%	70%	70%	=	76%	9/27	50%-89%	70%-81%
Satisfaction with the hours that the GP surgery is open - Dissatisfied	9%	13%	13%	12%	↑	9%			
Out-of-hours services									
Considering all of the services you contacted, which of the following happened on that occasion?									
I contacted an NHS service by telephone				47%		61%			
A health professional called me back				19%		26%			
A health professional visited me at home				2%		6%			
I went to A&E				39%		33%			
I saw a pharmacist				8%		9%			
I went to another NHS service				30%		23%			
Can't remember				5%		4%			
How do you feel about how quickly you received care or advice on that occasion – About right				58%		62%			
How do you feel about how quickly you received care or advice on that occasion – Took too long				34%		31%			

	June 2013	July 2014	July 2015	July 2016	Movement since last survey	National results	Number of practices on or above national average	Bexley range	National range
Considering all of the people you saw or spoke to on that occasion, did you have confidence and trust in them - Yes				83%		86%			
Considering all of the people you saw or spoke to on that occasion, did you have confidence and trust in them - No				13%		9%			

The full survey is available at <https://gp-patient.co.uk/surveys-and-reports#july-2016>

Commentary

NHS England took responsibility for primary care, from Primary Care Trusts, in April 2013. Since this time performance has deteriorated. Bexley CCG became joint commissioners with NHS England in April 2015 and since that time has invested significant time in primary care development.

Despite Bexley being below the national average in all areas, the latest results show an improvement or that performance has remained the same in all areas, since the last survey, except the ability to make an appointment and confidence and trust in the nurse. It is hoped that this reflects the work that the CCG has been doing with primary care colleagues.

It is interesting to note that the results range in Bexley is generally greater than the national results range and moving some of the practices nearer to the average will help overall performance reported.

One question within the patient survey which featured in a Health Service Journal report in July 2016 stated that Bexley CCG saw the biggest increase in patients unable to get GP appointments. As can be seen from the above results, this is one of the two areas against which Bexley practices have seen a reduction in performance since the last report in July 2015. This is clearly an area of

focus for the CCG and reflects the growing demand for GP services and increasing expectations of the population. The CCG will be working with patient groups and practices to understand these demands.

The CCG has already implemented a range of initiatives to help improve access to primary care services for the population. According to the GP Workforce Census data that was published in March 2015, Bexley was the borough reported as having the lowest number of GPs per 1000 patients in England which may go some way towards explaining the difficulty that patients have at getting a GP appointment. To help address the challenge that practices have in recruiting and retaining GPs a number of initiatives have been implemented by Bexley Community Education Provider Network (CEPN) which seek to up-skill, diversify and attract new clinical staff to work in Bexley practices. These schemes are summarised below:

- GP Fellows scheme - Bexley CEPN, in collaboration with Oxleas Foundation NHS Trust, Greenwich & Bexley Community Hospice/Macmillan Cancer Support, Bexley CCG, local practices and Health Education England (South London) have developed a unique 2 year Fellowship in General Practice. Each role encompasses working five sessions in General Practice and four sessions in one of three placements in either palliative medicine, elderly community medicine or in a CCG clinical leadership role. The aim is to attract and retain newly qualified GPs to work in the borough.
- Clinical Pharmacists in General Practice scheme – Bexley is one of the pilot sites to test the role of clinical pharmacists working in General Practice. These pharmacists work as part of the general practice team to resolve day-to-day medicine issues and consult with and treat patients directly. This should enable GPs to focus their skills where they are most needed, for example on diagnosing and treating patients with complex conditions.
- Securing multi-professional undergraduate placements in primary care for nursing, medical, allied health professionals and physician associates students to help expose these clinicians to working in the primary care environment.

In addition to these workforce initiatives, the following have also been implemented over the last year to help improve the availability of GP appointments:

- Iplato – all Bexley practices are using the Iplato SMS system to text their patients' appointment reminders, with patients being able to text back cancel if they can no longer attend. This helps free up appointments so that they can be made available to other patients who need them. Practices have reported a drop in the number of missed appointments since introducing the system. Iplato are rolling out the myGP app within Bexley practices which will further enhance this service.
- Telephone triage – some practices operate a triage model where patients with urgent on-the day medical issues are all called back by a GP. This helps determine whether the patient actually needs a face-to-face appointment or whether the issue is resolvable with just advice from the GP, a prescription or

other community services. This helps retain GP appointments for those with the most complex needs where assessment is required. This model has been promoted and showcased by practices who use it.

- E-consult – this is another triage model that allows patients to consult remotely with their GP. They can complete a condition based questionnaire about their medical issue which the GP then reviews and determines the most appropriate course of action whether this is telephone advice, issuing a prescription or inviting the patient in for a face-to-face appointment. This is currently being piloted with six Bexley practices, spanning a third of the population.
- Social prescribing – practices in the Clocktower locality can make a non-medical referral to the social prescribing service where patients are linked with sources of community support that improve health and wellbeing. This helps navigate patients to services which are best placed to support their non-medical needs, helping to release GPs' time to focus on medical, complex cases. There are also volunteer health champions based in eight practice waiting areas who are approaching patients and signposting them to services or information that improve patients health and wellbeing. The longer term plan is to roll these services out across the whole borough.

The CCG is also looking at the provision of 8-8 primary care, seven days a week, within the borough at two hub sites; and is currently awaiting to hear whether further resources will be nationally available to facilitate this. If implemented this should also relieve pressure on current service provision and improve access to primary care.

Conclusion and Recommendations

Although the July survey results show that performance of Bexley practices is below the national average, it shows clear improvements since last year's survey. However, as stated earlier in the report, the survey cannot be used in isolation to judge performance but needs to be triangulated with other sources of feedback to understand practice performance.

The Primary Care Development team have worked with practices to initiate a number of services that assist with access and will continue to work with practices to improve performance.

Members are asked to **DISCUSS** and **NOTE** the patient survey results.