

Primary Care Commissioning Committee

28 September 2016

Details	Part 1	✓	Part 2		Agenda Item No.	13
Title of Paper:	NHS England General Practice Patient Survey July 2016 Results Analysis					
Board Member:	J Schryer – Primary Care Clinical Lead, M O'Dwyer Deputy Chief Officer / Director of Commissioning and Business Delivery					
Author:	Rachele Schofield, Primary Care Manager Bury CCG					
Presenter:	Zoe Alderson, Head of Primary Care Bury CCG					
Please indicate:	For Decision		For Information	x	For Discussion	x

Executive Summary

Summary	<p>The 2015-16 GP Patient Survey results were published in July 2016 and the publication presents the results of aggregated data collected across two separate waves of fieldwork, from July to September 2015 and January to March 2016.</p> <p>The survey assesses patients' experience of primary care services, and the results are published at national, CCG and GP practice level.</p> <p>An analysis of the results has taken place and this paper highlights the areas where Bury CCG is an outlier against the national average, establishing an action plan for improvement.</p>					
Risk	High		Medium		Low	X
	Risk		Mitigating actions			
	<p>The survey is produced and issued to patients anonymously by NHS England. General Practice feel they have no influence on the outcomes within this survey and this reduces their willingness to promote and engage around the importance of the survey which can result in patients thereby not completing and instead discarding.</p>		<p>As a member practice organisation, Bury CCG has a responsibility to maximise the awareness and importance of the GPPS and to boost return rates. General Practice can also use the survey to promote their commitment to ensuring the quality and continuous improvement in practice for the benefit of their patients. A full explanation of the actions to mitigate against this are displayed in Appendix 2</p>			
	<p>The survey has limitations:</p> <ul style="list-style-type: none"> • 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 is only collated twice a year rather than in real time. 		<p>The GPPS is the only patient experience survey that is standardised across the country. Sound, statistically valid results are available for most practices in the UK so we can use the data to compare patient experiences in Bury with those across the country in a meaningful way. The survey is robust and has been carried out since 2007 so evidencing where improvements have been made and the direct coloration they have had on patients since this time.</p>			
Recommendations	<p>The Primary Care Commissioning Committee is asked to:</p> <ul style="list-style-type: none"> • Note the contents of this paper and its linkage to the Quality Premium Target • Note the proposed actions to drive up performance across the CCG by targeting specific variation within 5 practices • Support the recommendation to promote results via the CCG newsletter in order to celebrating the success of those in the top 5 					

Strategic themes

To deliver improved outcomes and reduce health inequalities for patients through better preventative strategies	
To deliver service re-design in priority areas through innovation	
To develop primary care to become excellent and high performing commissioners	
To develop the CCG leadership to work with the Local Authority to be excellent integrated commissioners	
To develop robust and effective working relationships with all stakeholders and partners to drive integrated commissioning	
To deliver long term financial sustainability through effective commissioning and innovative investment across the wider system	
To develop and influence the provider landscape through development of a Locality Care Organisation (LCO)	
Equality Analysis Assessed?	Supports NHS Bury CCG Governance arrangements

NHS England General Practice Patient Survey July 2016 Results

1. Background

The GP Patient Survey (GPPS) is an England-wide survey, providing practice-level data about patients' experiences of their GP practices.

The 2015-16 GP Patient Survey results were published in July 2016 showing aggregated data collected across two separate waves of fieldwork, from July to September 2015 and January to March 2016. The survey assesses patients' experience of primary care services, and the results are published at national, CCG and GP practice level. An analysis of the results has been undertaken and this paper highlights the areas where Bury CCG is an outlier against the national average along with a proposed action plan for improvement.

For the year 2016/2017 the CCG has to achieve the mandatory QP Target (valued at 20% of the Quality Premium award) demonstrating that we have either:

- Achieved a level of 85% of respondents who said they had had a good experience of making an appointment or;
- A 3% point increase from the July 2016 publication on the % of respondents who said they had had a good experience of making an appointment

As a CCG, we have opted for the second element of achieving a 3% increase which would see the CCG needing to achieve an overall score of 77% for this question.

2. Overall CCG Performance

NHS England issued 9,464 questionnaires to Bury patients and 3,551 were returned completed. This represents a CCG response rate of 38% (the national response rate was 39%). The full Questionnaire contains 62 questions, of which 5 relate only to NHS Dentistry and 13 person specific questions (demographics). These have therefore been excluded from this report.

Ipsos MORI (administers the survey on behalf of NHS England) have produced a slide pack which presents key results for Bury CCG (Appendix 1) based upon 17 questions from the July 2016 GPPS publication and some of the headline figures are as follows:

- 80% of patients **did not** use online services for booking appointments, ordering prescriptions or accessing medical records
- 9.9% of patients who were unable to get a convenient appointment, went to A&E or used another NHS service
- Of the reasons given for not being able to get a convenient appointment:
 - o 49% not available for day wanted
 - o 17% not available for time wanted
 - o 10% couldn't see preferred GP
 - o 13% couldn't book ahead
- Of the additional opening times suggested, the following %'s agreed that these would make it easier to speak to someone:
 - o 35% before 8am
 - o 13% at lunchtime
 - o 70% after 6.30pm
 - o 69% on a Saturday
 - o 48% on a Sunday
- 65.5% of patients who tried to contact an NHS service when their surgery was closed, went to A&E or another NHS service
- 64.8% of patients rated overall experience of NHS service when surgery was closed as Good

In a further analysis of the 17 sample questions, Bury outperforms the National Average in 12 questions, only just falling below the national averages score in 5 questions, however the gap is minimal. What gives rise to greater concern is where we see areas of over performance at a practice level, much greater than national average however, other practices scores falling much farther below, bringing down the average score for the CCG greatly.

The most serious discrepancies are highlighted in Red below:

Section	Question	Rating
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?	National Average 70% CCG Average Score 66% Lowest Performing Practice 31% Highest Performing Practice 91%
Helpfulness of receptionists at GP surgery	Q4. How helpful do you find the receptionists at your GP surgery?	National Average 87% CCG Average Score 86% Lowest Performing Practice 75% Highest Performing Practice 96%
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?	National Average 85% CCG Average Score 84% Lowest Performing Practice 69% Highest Performing Practice 92%
Waiting times at the GP surgery	Q20. How do you feel about how long you normally have to wait to be seen?	National Average 58% CCG Average Score 56% Lowest Performing Practice 33% Highest Performing Practice 80%
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?	National Average 67% CCG Average Score 65% Lowest Performing Practice 41% Highest Performing Practice 90%

3. Benchmarking Across Practices

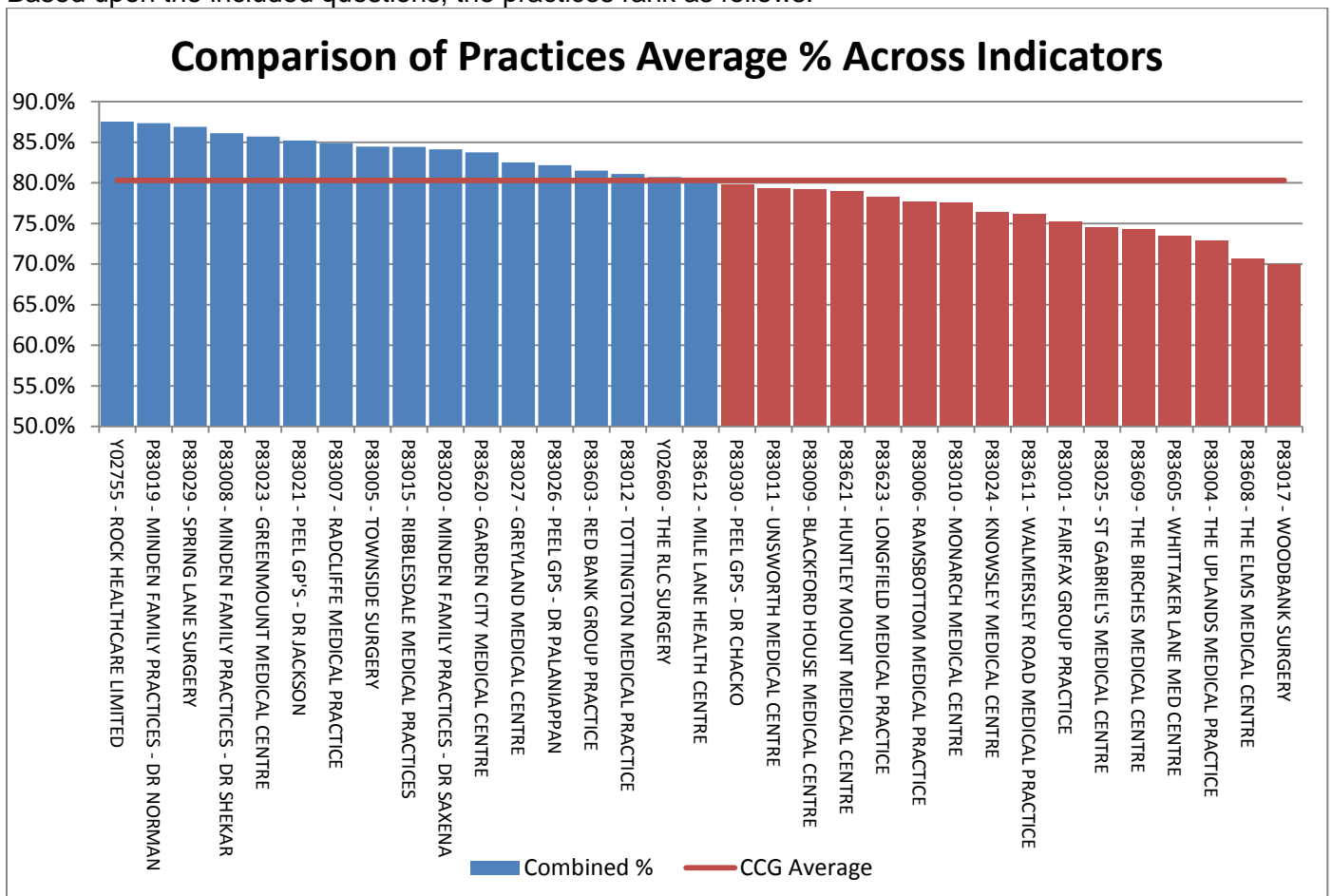
In order to rank the practices against their peers we took a combined score using the following questions:

- Ease of getting through to someone at GP surgery on the phone
- Helpfulness of receptionists at GP surgery
- Frequency of seeing preferred GP
- Able to get an appointment to see or speak to someone
- Convenience of appointment
- Overall experience of making an appointment
- Impression of waiting time at surgery
- Rating of GP giving you enough time
- Rating of GP listening to you
- Rating of GP explaining tests and treatments
- Rating of GP involving you in decisions about your care
- Rating of GP treating you with care and concern

- Confidence and trust in GP
- Rating of nurse giving you enough time
- Rating of nurse listening to you
- Rating of nurse explaining tests and treatments
- Rating of nurse involving you in decisions about your care
- Rating of nurse treating you with care and concern
- Confidence and trust in nurse
- Satisfaction with opening hours
- Is GP surgery currently open at times that are convenient
- Overall experience of GP surgery
- Recommending GP surgery to someone who has just moved to the local area
- In last 6 months, had enough support from local services or organisations to help manage long-term health condition(s)
- Confidence in managing own health

A number of questions were excluded as they either contained numerous answers or were about other Care Providers

Based upon the included questions, the practices rank as follows:



From this, we can determine that the top 5 best performing practices in Bury to be:

- Rock Healthcare
- Minden Family Practices – Dr Norman
- Spring Lane Medical Centre
- Minden Family Practices – Dr Shekar
- Greenmount Medical Centre

With the bottom 5 performing practice being:

- Woodbank Surgery
- The Elms Medical Centre
- The Uplands Medical Centre
- Whittaker Lane Medical Centre
- The Birches Medical Centre

4. Next Steps

In order to improve overall CCG performance it is recommended that particular focus is given to practices ranked within the bottom 5 (average score) it is therefore proposed that the Primary Care Team will:

1. Identify & note the areas where each of these practices is an outlier and discuss at the Practices Primary Care Quality Visit, creating an action plan for improvement which will be monitored by the Practice & the CCG
2. Liaise with practices to understand if Friends & Family Test feedback highlights any particular areas of concern which can be acted upon
3. Implement a number of actions aimed at driving up awareness of the survey and its importance in order to increase the % return rate with the aim of increasing the positive responses received (in line with QP target)
4. Include patient survey results within the Primary Care Quality Tool (Qlik View) currently being developed which will give practices direct linkage to a number of quality and performance measures

5. Recommendations

Primary Care Commissioning Committee is asked to:

- Note the contents of this paper and its linkage to the Quality Premium Target
- Note the proposed actions to drive up performance across the CCG by targeting specific variation within 5 practices
- Support the recommendation to promote results via the CCG newsletter in order to celebrating the success of those in the top 5

Rachele Schofield
Primary Care Manager, Bury CCG

Appendices

NHS Bury CCG 2016 GP Patient Survey Outcomes



00V-NHS-BURY-CCG.pptm

Appendix 2

GPPS Action Plan



GPPS QP Target
Action Plan Sept 2016

Project Title

Increase score against “% of patients satisfied when making an appointment” within the GP Patient Survey in Bury CCG

Project Lead

Rachele Schofield

Summary of Project

The Mandatory QP Indicators for Bury CCG have been determined for 2016/2017 one of which centres on the GP Patient Survey (GPPS), specifically around the patients overall experience of making a GP Appointment. The CCG has 2 options to achieve this QP Indicator:

Element 1: Achieve a CCG average score of 85% against this question

or

Element 2: Achieve a 3% increase on last year’s figure.

Historic Performance

In 2015, Bury CCG achieved a score of 74% against the GPPS question “% of patients satisfied when making an appointment”, outperforming other CCG’s at a National level (ave 73%). Despite this, Bury CCG would need to increase this score by 11% to hit element 1 of the QP Indicator (85%) or increase the overall % score by 3% as dictated by element 2 of the QP Indicator to achieve a score of 77% in 2017.

Historically, Bury CCG’s performance against this question is as follows:

- 2013 CCG Ave = 74%
- 2014 CCG Ave = 70%
- 2015 CCG Ave = 74%

Therefore this Action Plan has been written with the intent of achieving Element 2 of this QP Indicator

Action Plan

IMPLEMENTATION				
What is needed	How will it be done	Who will do it	Action	Timescales
Increase score against “% of patients satisfied when making an appointment” within the GP Patient Survey in Bury CCG	Quality in Primary Care Contract – Increasing access to appointments	PCT & Practices	The CCG has incentivised Practices via the Quality in Primary Care Contract (Standard 1 – Improving Access to General Practice), ensuring Practices offer 75/1000 appointments as standard	Complete
		CCG Comms	To publicise the new opening hours of 8am – 6.30 pm at each practice across Bury in local press, on waiting room TV screens, via social media and on Bury CCG / LA websites	Nov 2016
	Primary Care Quality Visits – raising awareness of GP Patient Survey alongside any Patient Experience Triggers from NHSE Primary Care Web Tool	PCT, PM Lead & Practices	The PCT use the Primary Care Quality Visits to raising awareness of GP Patient Survey alongside any Patient Experience Triggers from NHSE Primary Care Web Tool Practice are also reminded that the CQC review GP Patient Survey results and take the responses into consideration when giving practices their overall rating, highlighting that Bury CCG has now had 3 practices rated as “Requiring Improvement” all of which have been widely discussed and published in the media.	Ongoing
	Friends & Family Test – using real-time feedback to address perceived problems and drive up satisfaction and increase the chances of positive response in Januarys GPPS	PCT	The PCT will continue to monitor Friends & Family Test submissions across 16/17, addressing “nil returns” or “no data” submissions as the information is received, pushing for promotion of the tests amongst patients in general practice and pushing for practices to engage in and understand the importance of gaining, processing and acting on patient feedback establishing this intelligence to be used as an important tool in the general practice toolbox, urging practices to use that data as real-time feedback to address perceived problems.	Ongoing
		PM Leads working with Practices	To promote amongst practices and encourage practice involvement: <ul style="list-style-type: none"> • Note that engaging in and returning FFT’s is a requirement of Core Contract • Read and process all feedback received via the FFT • Act upon feedback and make improvements accordingly noting that comments can be patient perception rather than fact however promoting the messages through the following mechanisms will show patients that they have been listened to which in itself, changes perception <ul style="list-style-type: none"> ○ Full utilisation of PPG ○ Practice Newsletter ○ Practice Website ○ “You Said We Did” notice boards in waiting areas • Consider nominating a FFT champion from the admin staff who can promote 	November 2016

			<ul style="list-style-type: none"> all surveys with patients and increase the number of returns Read Radcliffe Medical Practice Good Newsletter on how they have submitted the largest number of FFT returns across the CCG in 15/16 and the benefits of engagement with patients that the practice has seen as a result (Appendix 2) 	
Incentivise Practices	Oldham incentivise their member practices to participate in and return completed FFTs via their local incentive scheme 'EQALS'; offering payment per quarter, based on a 1% overall response rate, and then 80% of that 1% have to have indicated that they would recommend that surgery to friends and family which then triggers payment.	CCG	<p>The CCG should consider if incentives should be offered to practices in order to promote the uptake of not only FFT in general practice but also the GPPS. This could be a nominal payment to be used to produce advertising materials such as mailshots or to fund a CCG wide advertising campaign to drive up return rates for both FFT and GPPS across Bury.</p> <p>Response - No funding available for FFT as this is part of core contract. If the CCG achieves the QP for GPPS, the money will be reinvested into Primary Care.</p>	Closed
GP Responsibility / Engagement	Communicate via sector meetings	PCT, PM Leads & Practices	NHS England will issue the GP Patient Survey to patients on 3 January 2016. In order to ensure Bury CCG as a member practice organisation maximises the awareness and importance of the survey whilst also boosting rates of return biannually, we have impressing the importance on general practice of their cooperation in promoting the survey to their patients allowing the use of this tool by practices to both ensure quality and continuous improvement in Practice.	November 2016
	Comms with Patients in Practice	PCT Leads working with Practice Managers	Practices can use the opportunities they have to connect with patients to get messages to them, advising Patients in conversation when they are in reception / booking in	November 2016
			Addition to Practice answerphone message adding in, have you had a patient survey? We'd really appreciate your time to complete it...	November 2016
			PMs to work with their PPGs who can take the lead on promotion of their survey in their own practices e.g. volunteers running stands in receptions talking to other patients (which is an opportunity to promote their PPG, their work and recruit new members which helps the practice fulfil their PPG requirements)	November 2016
Educational Sessions	The CCG	It was decided that a session on the GPPS QP was not the best use of a CCG LTI	Closed	
Outlying Practices	Review of GPPS & FFT to identify practices with low update and low % satisfaction rate	PCT	<p>RS will review FFT returns for 2016 and the last release of GPPS to identify practices who underperform and this will be addressed with the practice via one or both:</p> <ul style="list-style-type: none"> Sector meetings (public forum / peer support & engagement) Primary care quality visits – targeted action plan put in place to improve 	Ongoing

			practice performance in this area	
Raising of public awareness	Use of Patient Cabinet & PPG's to explore how best to engage with patients around the relevance of the surveys	PM Lead to work with Member Practices and Patient Cabinet / PPG Leads	NHS England will issue the GP Patient Survey to patients on 3 January 2016. In order to ensure Bury CCG as a member practice organisation maximises the awareness and importance of the survey whilst also boosting rates of return biannually, we have impressing the importance of PPG engagement and their assistance in promoting this amongst their peers. The QP Summary will be presented at the Patient Cabinet in November (following changes to ToR for this group with greater patient representation expected with the inclusion of Health Watch) and PM Leads are asked to encourage the PM's within their sector to engage their Patient Cabinet members & PPGs with this QP target.	November 2016 / Ongoing
		PM Lead to work with Member Practices and Patient Cabinet / PPG Leads	To ascertain if any practices are having problems with online appointment booking and liaise with relevant parties to rectify (directing patients to care & connect for assistance or is the problem technical?)	Ongoing
		PM Leads with Sector Chairs	Consistent approach across Bury to practices offering next available appointment (evenings / weekends) vs using them as emergency apps	Ongoing
		PM Lead to work with Member Practices	FFT / GPPS Champion available to offer assistance to patients who may need it to complete the survey (promote that the survey is available to complete online in all languages)	January & February 2017
		CCG Communications	CCG Comms added the GPPS Promotional Poster to each Waiting Room TV Screen	Complete
			PCT to print a hard copy of the promo poster for display (available in different languages where requested)	Complete
			Review options for alternative locations for displaying the posters e.g. carers centre, dementia cafes, libraries etc	November 2016
			Social media to be used to promote ways of booking an appointment - highlighting online appointment booking	Bi monthly
			Raise awareness of practices opening hours via press, social media, websites	Bi monthly
		RS / comms	Promote good practice in enews of high scoring practices in GPPS	Complete
Trevor Edge	Promote good practice in enews of Practices achieving over and above the requirements of Standard 1 – Access in QinPC Contract across first 6 months of the contract	31 October 2016		