

Meeting: Primary Care Commissioning Committee			
Meeting Date	22 July 2020	Action	Receive
Item No.	7	Confidential	No
Title	GP Patient Survey Results		
Presented By	Amy Lepiorz, Deputy Director of Primary Care		
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Clinical Lead	-		

Executive Summary
The following paper has been prepared to provide the PCCC with an overview of the results of the GP Patient Survey (GPPS) for Bury CCG and detail our next steps to improve these results for 2021.
Recommendations
It is recommended that the Primary Care Commissioning Committee: <ul style="list-style-type: none"> Receive this report for information and note the next steps

Links to CCG Strategic Objectives	
SO1 People and Place To enable the people of Bury to live in a place where they can co-create their own good health and well-being and to provide good quality care when it is needed to help people return to the best possible quality of life	<input checked="" type="checkbox"/>
SO2 Inclusive Growth To increase the productivity of Bury's economy by enabling all Bury people to contribute to and benefit from growth by accessing good jobs with good career prospects and through commissioning for social value	<input type="checkbox"/>
SO3 Budget To deliver a balanced budget for 2019/20	<input type="checkbox"/>
SO4 Staff Wellbeing To increase the involvement and wellbeing of all staff in scope of the OCO.	<input type="checkbox"/>
Does this report seek to address any of the risks included on the Governing Body Assurance Framework? If yes, state which risk below:	
GBAF <i>[Insert Risk Number and Detail Here]</i>	

Implications						
Are there any quality, safeguarding or patient experience implications?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>

<i>If you have ticked yes provide details here. Delete this text if you have ticked No or N/A</i>						
Has any engagement (clinical, stakeholder or public/patient) been undertaken in relation to this report?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
<i>If you have ticked yes provide details here. Delete this text if you have ticked No or N/A</i>						
Have any departments/organisations who will be affected been consulted ?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
< <i>If you have ticked yes, Insert details of the people you have worked with or consulted during the process :</i>						
Are there any conflicts of interest arising from the proposal or decision being requested?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Are there any financial Implications?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
<i>If you have ticked yes provide details here. Delete this text if you have ticked No or N/A</i>						
Has a Equality, Privacy or Quality Impact Assessment been completed?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Is a Equality, Privacy or Quality Impact Assessment required?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Are there any associated risks including Conflicts of Interest?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Are the risks on the CCG's risk register?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
<i>If you have ticked yes provide details here. If you are unsure seek advice from Lisa Featherstone, Email - lisafeatherstone@nhs.net about the risk register.</i>						

Governance and Reporting		
Meeting	Date	Outcome
Name of meeting		These boxes are for recording where the report has also been considered and what the outcome was. This will include internal meetings like SMT.
		If the report has not been discussed at any other meeting, these boxes can remain empty.

GP Patient Survey Results

1. Introduction

- 1.1. The following paper has been prepared to provide the Primary Care Commissioning Committee (PCCC) with an overview of the results of the GP Patient Survey (GPPS) published in July 2020.

2. Background

- 2.1. The GPPS is an England-wide survey, providing practice-level data about patients' experiences of their GP practices.
- 2.2. The GPPS measures patients' experiences across a range of topics, including:
 - Your local GP services
 - Making an appointment
 - Your last appointment
 - Overall experience
 - Your health
 - When your GP practice is closed
 - NHS Dentistry
 - Some questions about you

3. Bury CCG results

- 3.1 In Bury CCG, 9,219 questionnaires were sent out, and 2,836 were returned completed. This represents a response rate of 31%.
- 3.2 In response to the 'Overall experience of GP practices', Bury CCG performed well with 84% of patients responding either 'Fairly Good' or 'Very Good' compared to a national picture of 82%.
- 3.3 In comparison to 2019 Bury CCG have performed the same or better in all areas except one. A summary of the main questions and results for Bury CCG for 2020 against 2019 results and national results for 2020 are as follows:

Area	CCG 2020		CCG 2019		National 2020	
Generally, how easy is it to get through to someone at your GP practice on the phone?	62% easy	38% not easy	62% easy	38% not easy	65% easy	35% not easy
How helpful do you find the receptionists at your GP practice?	91% helpful	9% not helpful	91% helpful	9% not helpful	89% helpful	11% not helpful
How easy is it to use your GP practice's website to look for information or access services?	72% easy	28% not easy	71% easy	29% not easy	76% easy	24% not easy
On this occasion (when you last tried to make a general practice appointment), were you offered a choice of appointment?	59% yes	41% no	58% yes	42% no	60% yes	40% no
Overall, how would you describe your experience of making an appointment?	66% good	17% poor	65% good	15% poor	65% good	17% poor
During your last general practice appointment, did you feel that the healthcare professional recognised and/or understood any mental health needs that you might have had?	88% yes	12% no	86% yes	14% no	85% yes	15% no
In the last 12 months, have you had enough support from local services or organisations to help you to manage your condition (or conditions)?	79% yes	21% no	82% yes	18% no	77% yes	23% no
How satisfied are you with the general practice appointment times that are available to you?	63% satisfied	19% dissatisfied	65% satisfied	17% dissatisfied	63% satisfied	19% dissatisfied
Overall, how would you describe your last experience of NHS services when you wanted to see a GP but your GP practice was closed?	73% good	10% poor	64% good	19% poor	67% good	16% poor

4 Next Steps

- 4.1 The Primary Care Team will continue to raise awareness of the GP Patient Survey with member practices via our Quality Visits. In addition to this, access to Primary Care and patient experience remains high on the agenda.
- 4.2 COVID -19 has meant that General Practice has had to adapt to provide services for patients across Bury in new ways. As we now move into a recovery phase it is important that we capture patient experiences in order to build back better. A task and finish group has been set up to look at how we engage patients across Bury in the recovery programme.

5 Actions Required

- 5.1 The PCCC is required to:
- receive this report and note the next steps

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