

Meeting: Primary Care Commissioning Committee			
Meeting Date	28 July 2021	Action	Receive
Item No.	8	Confidential	No
Title	GP Patient Survey Results July 2021		
Presented By	Zoe Alderson, Head of Primary Care		
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Executive Summary
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) 2021 for Bury CCG and detail our next steps to improve these results for 2022.
Recommendations
It is recommended that the Primary Care Commissioning Committee: <ul style="list-style-type: none"> Receive this report and note the continued improvement

Links to CCG Strategic Objectives	
SO1 - To support the Borough through a robust emergency response to the Covid-19 pandemic.	<input type="checkbox"/>
SO2 - To deliver our role in the Bury 2030 local industrial strategy priorities and recovery.	<input type="checkbox"/>
SO3 - To deliver improved outcomes through a programme of transformation to establish the capabilities required to deliver the 2030 vision.	<input checked="" type="checkbox"/>
SO4 - To secure financial sustainability through the delivery of the agreed budget strategy.	<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	

Implications						
Are there any quality, safeguarding or patient experience implications?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Has any engagement (clinical, stakeholder or public/patient) been undertaken in	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>

Implications						
relation to this report?						
Have any departments/organisations who will be affected been consulted ?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
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"/>
Is an Equality, Privacy or Quality Impact Assessment required?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
If yes, has an Equality, Privacy or Quality Impact Assessment been completed?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
If yes, please give details below:						
If no, please detail below the reason for not completing an Equality, Privacy or Quality Impact Assessment:						
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"/>

Governance and Reporting		
Meeting	Date	Outcome
N/A		

GP Patient Survey Results July 2021

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 2021.

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 NHS BURY CCG, 9,914 questionnaires were sent out, and 3,450 were returned completed. This represents a response rate of 35%, which is an increase of 4% on the response rate for 2020 which was 31%.
- 3.2 In response to the 'Overall experience of GP practices', Bury CCG performed well with 85% of patients responding either 'Fairly Good' or 'Very Good' compared to a national picture of 83%.
- 3.3 In comparison to 2020 Bury CCG have performed the same or better in 5 out of 9 areas. Bury CCG results are higher than the national average in 8 out of 9 areas. A summary of the main questions and results for Bury CCG for 2021 against 2020 results and national results for 2021 are outlined below in Table 1.

Table 1 Bury CCG GP Patient Survey Summary of Results July 2021

Area	CCG 2021		CCG 2020		National 2021	
Generally, how easy is it to get through to someone at your GP practice on the phone?	66% easy	34% not easy	62% easy	38% not easy	68% easy	32% not easy
How helpful do you find the receptionists at your GP practice?	90% helpful	10% 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?	77% easy	23% not easy	72% easy	28% not easy	75% easy	25% not easy
On this occasion (when you last tried to make a general practice appointment), were you offered a choice of appointment?	75% yes	25% no	59% yes	41% no	69% yes	31% no
Overall, how would you describe your experience of making an appointment?	73% good	12% poor	66% good	17% poor	71% good	14% 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?	87% yes	13% no	88% yes	12% no	86% yes	14% 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)?	75% yes	25% no	79% yes	21% no	74% yes	26% no
How satisfied are you with the general practice appointment times that are available to you?	70% satisfied	11% dissatisfied	63% satisfied	19% dissatisfied	67% satisfied	13% 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?	68% good	17% poor	73% good	10% poor	66% good	17% poor

3.4 Unlike previous years where we have had a clear picture of higher performing practices, that is not as obvious this year. The report doesn't provide an overall summary and the results do not highlight one practice performing better than the rest. In previous years the following question: **Overall, how would you describe your experience of making an appointment** to benchmark, given it was a quality premium target for the CCG. In relation to this question Mile Lane Health Centre are the highest performing practice, along with Ribblesdale Medical Practice, Tower Family Healthcare and Townside Surgery who also scored highly.

4 Continued Improvement

4.1 Throughout the pandemic practices have had to adapt, including the use and promotion of the digital first agenda. The GPPS shows that this has had a positive impact on the views of patients with practices performing better in relation to scores for access to primary care across the survey. In terms of ease of use of online services, the survey asked: **How easy is it to use your GP practice's website to look for information or access services** Blackford House Medical Centre were the highest performing practice, closely followed by Whittaker Lane Medical Centre, Townside Surgery and again Mile Lane Health Centre.

4.2 To build on this momentum, the Primary Care Team will continue to raise awareness of the GP Patient Survey with member practices as part of our assurance monitoring framework, with access to Primary Care and patient experience high on the agenda.

Alongside this, the Communications Team will also raise awareness by sharing the results with member practices via a good news piece on Sharepoint.

5 Recommendations

5.1 The PCCC is required to:

- receive this report and note the continued improvement

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July 2021