

Engagement Assurance Committee

DATE: Monday 20 September 6 – 8pm

<p>Title</p>	<p>GP Patient Survey</p>
<p>This paper is for information.</p>	
<p>Executive Summary</p>	<p>Background: The GP Patient Survey (GPPS) is an England-wide survey, providing practice level data about patients’ experiences of their GP practices.</p> <ul style="list-style-type: none"> • The National GP survey is undertaken annually by Ipsos MORI administers the survey on behalf of NHS England. • The fieldwork too place from January to March 2021. • The survey was sent to c.2.4 million adult patients registered with a GP practice. • The surveys are available in a wide range of languages upon request • Response rate varied across SEL: Lambeth (24%), Lewisham (26%), Southwark (23%), Bromley (36%), Greenwich (28%), Bexley (37%). • Participants are sent a postal questionnaire, also with the option of completing the survey online or via telephone. • In NHS South east London CCG, 90,261 questionnaires were sent out, and 25,309 were returned completed. This represents a response rate of 28%. • The questionnaire was redeveloped in 2021 to reflect changes to primary care services as a result of the COVID-19 pandemic, the effect of which should be taken into account when looking at results over time. <p>Limitations/Caveats:</p> <ul style="list-style-type: none"> • Sample sizes are relatively small at practice level and there is variation in practice-level response rates leading to uncertainty around practice level results. • All comparisons are indicative only and may not be statistically significant • The survey does not include qualitative data, which limits the detail provided by the results <p>The returned surveys are analysed and published at http://www.gp-patient.co.uk/ The full report and practice level data for SEL can be accessed at: https://gp-patient.co.uk/downloads/slidepacks/2021/72Q%20-%20NHS%20SOUTH%20EAST%20LONDON%20CCG.pptm</p>

Summary of key findings:

Question	Percentage of participants responding positively			
	SEL CCG	SEL practice range	National	Range within region*
Overall experience of GP practice	81%	43% - 100%	83%	77% - 85%
Ease of getting through to GP practice on the phone	67%	29% - 100%	68%	64% - 76%
Ease of use of online services	71%	39% - 93%	75%	67% - 76%
Satisfaction with appointment offered (at last appointment)	80%	59% - 100%	82%	76% - 82%
Overall experience of making an appointment	69%	35% - 94%	71%	66% - 75%
Mental health needs recognised and understood	83%	75% - 100%	86%	79% - 85%

*shows the range of overall CCG level results within the London region

Action and next steps:

The CCG borough based boards have delegated responsibility for local primary care commissioning and quality. Therefore, borough based primary care teams will be responsible for utilising the results at a borough and practice level to support practice level improvements in quality and performance.

The SEL Business Intelligence Unit is preparing analysis on a borough basis to facilitate borough and practice level results being presented and discussed at CCG borough based primary care groups. This information will be triangulated with other sources of information and local insight to develop a wider understanding of quality and patient experience in general practice and inform appropriate next steps for improvement.

	Local primary care teams will work closely with practices identified as outliers to identify actions for improvement. Depending on local arrangements, this support may take the form of one-to-one discussions with practice managers or GP leads, formal practice visits, involvement of patient participation groups, online meetings and the development of action plans	
Recommended action for the Committee	To note the findings from the survey.	
Potential Conflicts of Interest	None	
Impacts of this proposal	Key risks & mitigations	SEL CCG performance is comparable with the range of CCG results across London. Boroughs will review results at practice level and identify where there are practice specific risks.
	Equality impact	The survey does not provide data linked to protected characteristics.
	Financial impact	There may be some cost implications in supporting practices to improve quality and performance at a borough level.
Which corporate objective does this item link with? (please mark the relevant line with an x in the right hand box)	1: To ensure we commission services which meet the health and wellbeing needs of the population and reduce health inequalities	
	2: To work in partnership to maintain and improve the quality of our commissioned services, and ensure all safeguarding protections are in place	
	3: To enhance collaborative working with other health and care organisations to develop and deliver an effective ICS – able to deliver national, ICS and local objectives - with our population at the centre	
	4: Strengthen our partnership working and develop a culture which embraces lessons learned and surfaces and embeds best practice	
	5: To secure the active participation and visibility of patients and local people, including from diverse and seldom heard groups, in the planning and design of local services	x
	6: To ensure that clinical leadership is embedded in our ways of working and our change programmes including the involvement of member practices and system partners	
	7: Develop an organisation and workforce capable of delivering the CCG's objectives and ensure members of the organisation feel valued and enjoy coming to work.	
	8: Ensure that the CCG meets its commitments with regards financial and performance improvement, maintains effective governance within the organisation and across partnerships, and optimises progress against the delivery of NHS constitutional standards	

Wider support for this proposal	Public Engagement	It is a contractual requirement for practices to have a Patient Reference Group / patient Participation Group and practices should be discussing their results at these meetings.
	Other Committee Discussion/ Internal Engagement	Findings were presented at the CCG's Primary care Committee on 8 September 2021. Borough and practice level results will be presented and discussed at CCG borough based primary care groups, with actions agreed and implemented locally.
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