

GP patient survey

South east London

2021 survey publication

Background information about the survey

- The National GP survey is undertaken annually by Ipsos MORI administers the survey on behalf of NHS England.
- The fieldwork took 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.

Introduction

The GP Patient Survey 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
- COVID-19
- Some questions about you (including relevant protected characteristics and demographics)

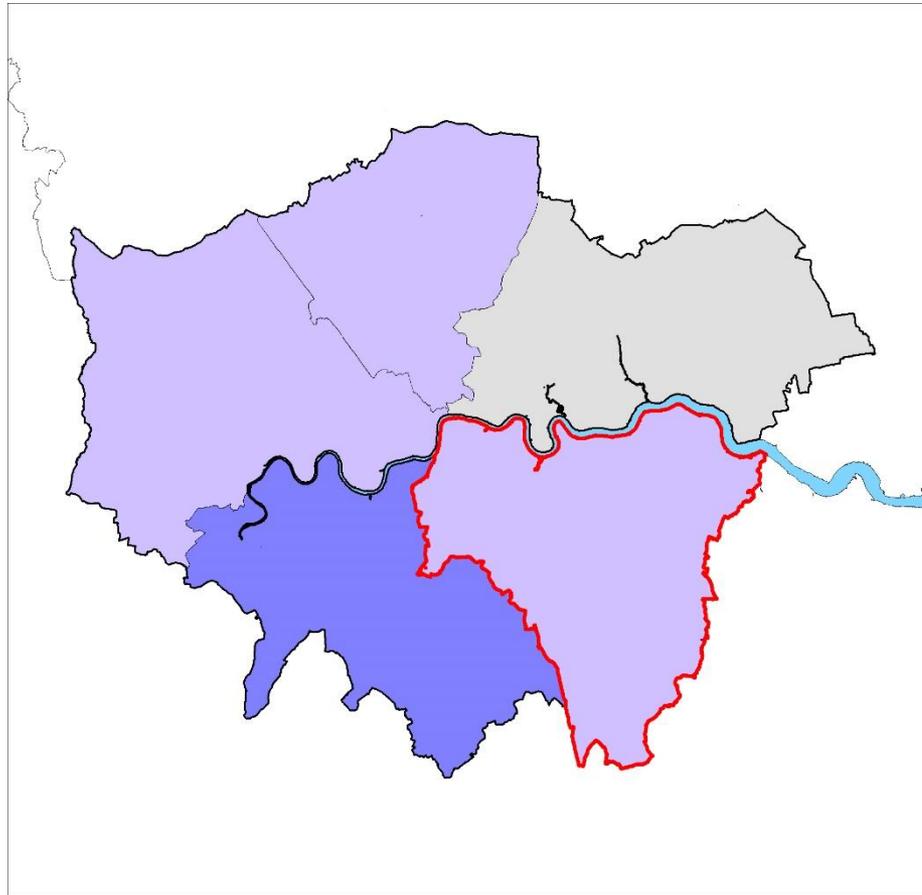
The survey has limitations:

- Sample sizes at practice level are relatively small
- The survey does not include qualitative data, which limits the detail provided by the results

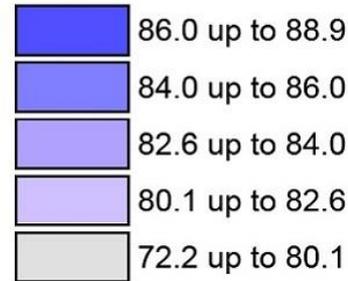
There is variation in practice-level response rates, leading to variation in levels of uncertainty around practice-level results.

Overall experience: how SEL CCG's results compare to other CCGs within the region

Q: Overall, how would you describe your experience of your GP practice?



Overall Experience of GP Practice
%Good



Results for SEL range from

77%

to

85%

SEL CCG represented by this pack is highlighted in red

Q: Generally, how easy is it to get through to someone at your GP practice on the phone?

- SEL CCGs results compare with national average: with 67% saying it is easy, compared to 68% nationally.
- However, around 1/3 states it is not easy to get through on the phone, which corresponds with national average.
- There are wide variations among practices within SEL, ranging from 29% to 100% when asked how easy it is to get through on the phone, compared with 64%-76% for London region.

Access to online services

Q: Which of the following general practice online services have you used in the past 12 months?

- The number of people accessing online consultation or appointment is slightly higher in SEL (23%) compared with national average (18%).
- Similarly, 26% of respondents have booked an appointment online, compared with 19% nationally.
- However, just over half of respondents (51%) had not accessed any online services over the past 12 months, compared with 56% nationally.

Access to online services

Q: How easy is it to use your GP practice's website to look for information or access services?

- SEL CCG results are slightly lower, **71%**, saying it is easy to access online services, compared with **75%** national average.
- There are significant variations among practices, ranging from **39%-93%** saying it is easy to access online services compared with **67%-76%** for London region.
- However, almost **1/3** stated it was not easy to access online services compared to **1/4** nationally.

Appointments

- 80% of respondents were satisfied with the appointment offered compared to 82% nationally.
- Only 3% of those not satisfied did not accept the appointment offered.
- There are wide variations among practices within SEL, ranging from 59% to 100% satisfaction levels for appointments, compared with 76%-82% for London region.
- The majority of appointments took place at the GP practice (59%) followed by speaking to someone on the phone (35%) and to speak to someone online (e.g., videocall) at 2%.
- One third of respondents did not seek any other help when they could not get an appointment.

Long term health conditions

- 83% of respondents felt their mental health needs were recognised and understood, compared with 86% nationally.
- There are wide variations among practices within SEL, ranging from 57% to 100% for recognising and understanding mental health needs, compared with 79%-85% for London region.
- 70% of respondents felt their mental health needs were recognised and understood, compared with 73% nationally.
- There are significant variations among practices within SEL, ranging from 35% to 100% for recognising and understanding mental health needs.

Out of hours: services used when GP practice is closed

- 49% of respondents contacted NHS111 when their GP practice was closed, compared to 56% nationally.
- 29% of respondents went to A&E when their practice was closed compared to 26% nationally.
- Overall experience of NHS services when practice is closed was 64% positive, compared to 66% nationally.
- Overall, the time taken to receive care when practice was closed was predominately positive, 68%, compared to 72% nationally.