

GLEBE ROAD SURGERY

PATIENT PARTICIPATION GROUP

20 November 2017

NHS GP PATIENT SURVEY

JULY 2017 RESULTS

1. The NHS conducts regular surveys of patient satisfaction (or dissatisfaction) with various aspects of their experience of their GP practice. The survey provider is IPSOS MORI. In the past the survey results have been published twice a year, but now the survey is conducted once a year only.
2. The latest survey results were published on 7 July 2017.
3. The results for Glebe Road on the national web site state that 238 surveys were sent out and 104 sent back.¹ However, in the detailed breakdowns given for the responses to each question, the number of respondents varies from 130 as the highest to 70 as the lowest.²
4. The results can be found by going to the Practice web site, under the home page heading 'Have your say', then under the heading 'Survey information', then under the tab 'Survey report' and then by clicking the link to the GP Patient web site and inserting the Practice post code. However, the Practice web site itself only gives the results for the national survey of January 2016 (and, curiously, these appear at right angles to normal print layout). I have therefore produced the attached table which shows the July 2017 results, including (a) in comparison to the local (CCG) average and the national average and (b) in comparison to the July 2016 results. In terms of sample size, the number of respondents feeding into the local average tends to be around 2,700/3,000 and the number feeding into the national average around 750,000/800,000, though for some questions these numbers are lower.

¹ It isn't clear from the site whether the same respondent pool is used for every survey or different patients are approached each time.

² It isn't clear from the site why it should be the case that the number of respondents is in some instances higher than the number of surveys sent back.

5. The NHS web site also gives a summary, where it selects three areas as 'does best' and three as 'could improve'.³ For the 2017 set of results, for Glebe Road the 'does best' areas are

- Easy to get through to this surgery by phone (as last year)
- Satisfied with the surgery's opening hours (as last year)
- Experience of making an appointment good

and the 'could improve' areas are

- Usually get to see or speak to preferred GP (as last year)
- Usually wait 15 minutes or less after the appointment time to be seen (as last year)
- The last GP they (the patient) saw or spoke to was good at involving them in decisions about their care

6. All the figures in the table need to be viewed with care, in part because of the small sample size, and in part because some of the differences against the national average and last year's figures are a matter of one or two percentage points only. However, the following points may be worth noting:

(a) In 2016, out of the 23 questions, Glebe Road had 13 scores of 90% or above and 19 of 85% or above. This year the equivalent figures are 7 and 13 respectively.

(b) In 2016 Glebe Road had 17 scores above the national average. This year the equivalent figure is 10.

(c) Only one of the 2017 Glebe Road scores is higher than in 2016. Two are the same. The other 20 are lower, though in many cases by very small amounts.

7. The PPG is asked for its views on these results. Are there areas which are particular cause for concern or commendation? Are there areas it would wish to prioritise in its own future discussions? In this context, the Partners have already looked at the results (when they were first released) and have said that they would a view from the PPG as to whether it would be helpful to undertake a local survey targeting some of these lower satisfaction areas.

Simeon Underwood, 27 August 2017

³ The criteria by which these assessments are made are not clear: it is neither absolute percentage or distance from national norms.

NHS GP Patient Survey

Results in table published July 2017

	Glebe Road 2017 %	Local ave. %	National ave. %	Glebe Road/national ave.	Glebe Road 2016 %	Change 2017 to 2016
Easy to get through by phone	96	79	71	+25	97	-1
Receptionists helpful	91	87	87	+4	94	-3
Get to see or speak to preferred GP	42	57	56	-14	58	-16
Able to get an appointment last time tried	90	88	84	+6	90	no change
Last appointment convenient	85	84	81	+4	93	-8
Experience of making an appointment good	80	75	73	+7	85	-5
15 minutes or less after appointment time to be seen	56	71	64	-8	50	+6
Don't normally have to wait too long to be seen	54	63	58	-4	56	-2
GP good at giving enough time	77	85	86	-9	85	-8
GP good at listening	84	90	89	-5	89	-5
GP good at explaining tests and treatments	79	87	86	-7	91	-12
GP good at involving patient in decisions about care	72	84	82	-10	88	-16
GP good at treating patient with care and concern	78	86	86	-8	87	-9
Confidence and trust in GP	93	96	95	-2	98	-5
Nurse good at giving enough time	90	92	92	-2	91	-1
Nurse good at listening	89	90	91	-2	94	-5
Nurse good at explaining tests and treatments	88	89	90	-2	91	-3
Nurse good at involving patient in decisions about care	87	83	85	+2	89	-2

Nurse good at treating patient with care and concern	92	91	91	+1	93	-1
Confidence and trust in nurse	99	98	97	+2	99	no change
Satisfied with surgery's opening hours	83	74	76	+7	84	-1
Overall experience of surgery good	85	87	85	--	93	-8
Would recommend surgery to someone new to the area	86	82	77	+9	90	-4