

GP Patient Survey 2019**Primary Care Commissioning Committee meeting****19 September 2019**

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Purpose of Paper	
To update PCCC on the results of the Annual GP Patient Survey, in order that the Committee can consider how this data should be used to ensure that Sheffield CCG improves patient experience and commissions for a high quality patient experience.	
Key Issues	
<p>Although the results for Sheffield are largely encouraging, there is a wide range of results at practice level, which some practices providing a consistently poor or consistently good patient experience over several years.</p> <p>Sheffield did not achieve the Quality Premium Measure that is based on patients' overall experience of booking an appointment.</p> <p>The survey indicates that patients' experiences of care when their GP practice is closed has improved from last year and is better than the national scores.</p>	
Is your report for Approval / Consideration / Noting	
Consideration	
Recommendations / Action Required by Primary Care Commissioning Committee	
The Primary Care Commissioning Committee is asked to consider how the GP patient survey data should be used to improve patients' experience of primary care, and ensure that the CCG commissions for a high quality patient experience.	
What assurance does this report provide to the Primary Care Commissioning Committee in relation to Governing Body Assurance Framework (GBAF) objectives?	
<p>Which of the CCG's Objectives does this paper support? This paper links to Strategic Objective 1 and 2 on the AF.</p> <p>To improve patient experience and access to care To improve the quality and equality of healthcare in Sheffield</p> <p>Description of Assurances for Primary Care Commissioning Committee</p> <p>This paper provides assurance that patient experience data from the GP patient survey is analysed to identify themes, trends and areas of concern.</p>	
Are there any Resource Implications (including Financial, Staffing etc)?	
No	

Have you carried out an Equality Impact Assessment and is it attached?

Please attach if completed. Please explain if not, why not
No – not relevant as this is not a new policy or business case.

Have you involved patients, carers and the public in the preparation of the report?

Not directly but the report is based on patient feedback.

GP Patient Survey 2019

Primary Care Commissioning Committee meeting

19 September 2019

1. Introduction / Background

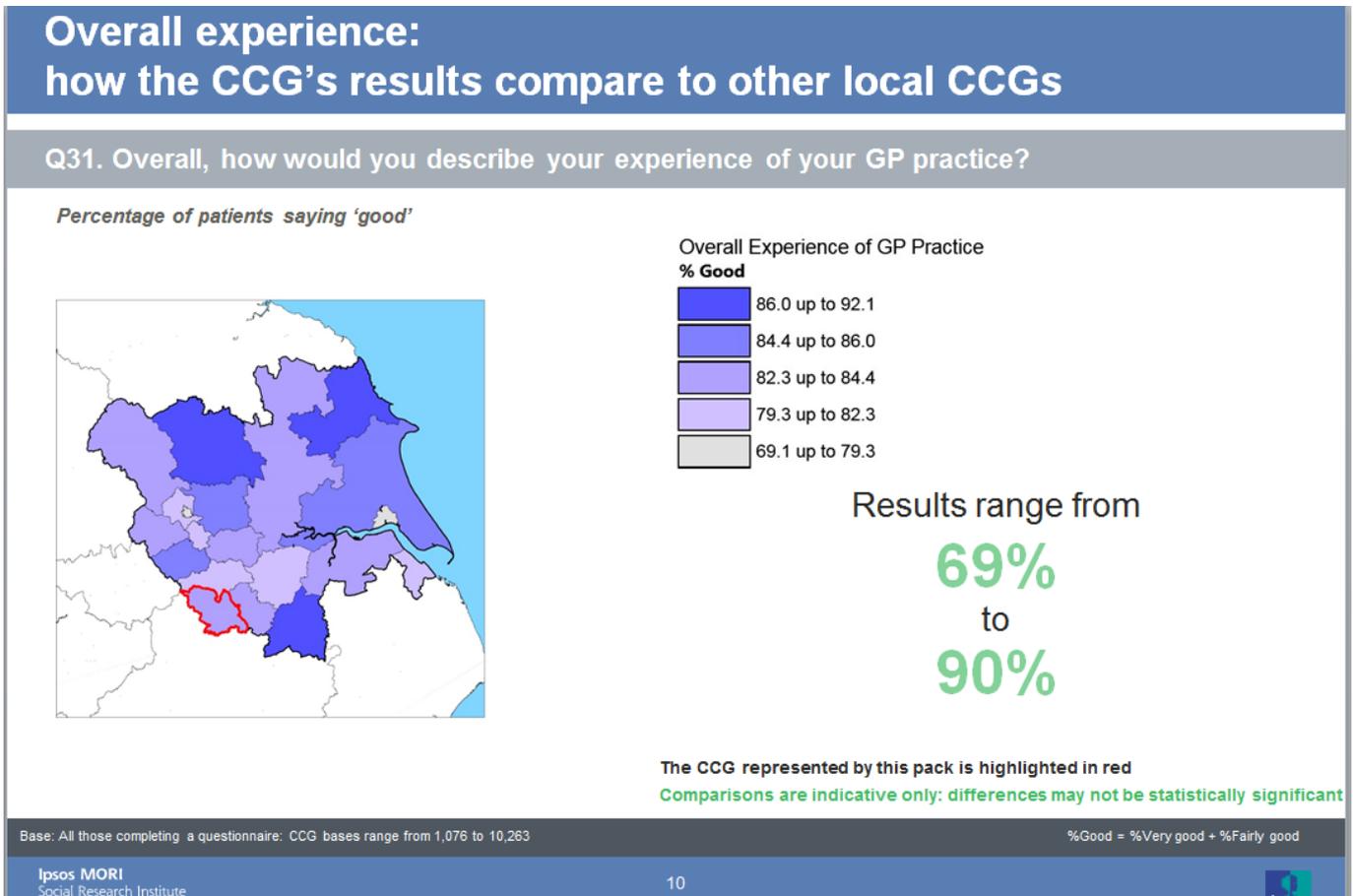
- 1.1. The GP patient survey was sent to patients during January - March 2019. The results, published on 11 July 2019, are available at CCG and practice level. 8669 Sheffield patients (1.7% of the Sheffield population) completed the survey. This included 5251 patients with long-term physical or mental health conditions, disabilities or illnesses and 1660 carers.
- 1.2. The survey tells us about
 - people's experiences of the relational aspects of care (interactions with practice staff)
 - people's experiences of the functional aspects of care (systems and processes, such as appointment booking systems)
 - people's behaviour (the actions that people take and the choices that they make when accessing healthcare) and their knowledge about services.
- 1.3. The data is weighted. The data has been adjusted to account for potential age and gender differences between the profile of all eligible patients in a practice and the patients who actually completed a questionnaire.
- 1.4. The survey has limitations:
 - Sample sizes at some practices are relatively small.
 - The 2018 results can be compared with the 2019 results but the results prior to 2018 are not comparable because the questions were changed in 2018.
 - The survey does not include qualitative data.
- 1.5. Some groups are over or under-represented. See Appendix 1 for information about the ethnic group and religion of survey respondents compared to Sheffield demographics.

2. Overall Experience of GP Practice – city wide

- 2.1. Nationally, 83% patients rated their practice as 'fairly good' or 'very good'. This was a slight reduction from 2018 (84%).
- 2.2. There was also a reduction at a regional level. Across NHS England North East and Yorkshire (Yorkshire and Humber)¹, CCG results ranged from 69% to 90% in 2019. In 2018 the scores were higher: 72%-93%.

¹ Through the rest of this paper, the term 'Local CCG range' refers to CCGs across NHS England North East and Yorkshire (Yorkshire and Humber)

- 2.3. Against this regional and national reduction, the proportion of Sheffield patients rating their overall experience as 'good' increased slightly from 83% in 2018 to 84% in 2019.
- 2.4. The diagram² below shows Sheffield's overall experience score compared to local CCGs. Sheffield is in the middle (third) band. This is an improvement from last year when Sheffield was in the fourth band.



3. Overall Experience of GP Practice – practice level results

- 3.1. Within Sheffield, practice results range from 60%-99%. The range has reduced from 2018 (54%-100%).
- 3.2. The following diagram³ shows the range of results across the city.

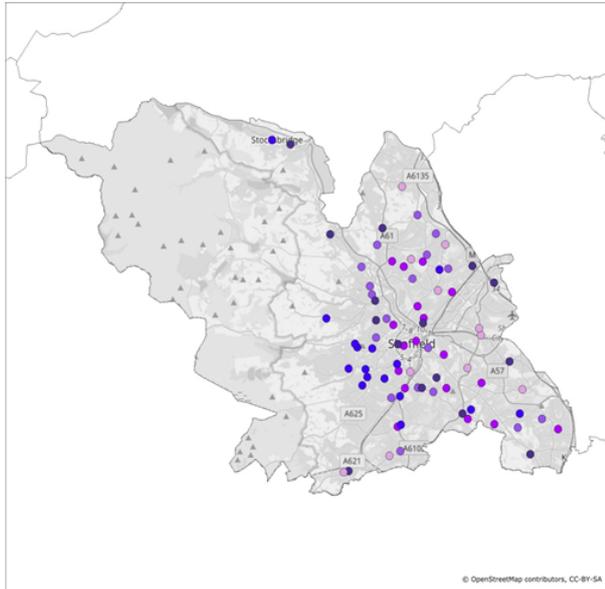
² Diagram taken from *GP Patient Survey NHS SHEFFIELD CCG. Latest survey results. August 2019 publication*. Slide pack produced by IPSOS Mori. <https://www.gp-patient.co.uk/downloads/slidepacks/2019/03NHS%20SHEFFIELD%20CCG.pptx>

³ See 2, above.

Overall experience: how the CCG's practices compare

Q31. Overall, how would you describe your experience of your GP practice?

Percentage of patients saying 'good'



Overall experience of GP practice
% Good

- 92.0 up to 100
- 87.3 up to 92.0
- 82.3 up to 87.3
- 75.5 up to 82.3
- 32.2 up to 75.5

Results range from

60%
to
98%

Comparisons are indicative only: differences may not be statistically significant

Base: All those completing a questionnaire: Practice bases range from 30 to 136

%Good = %Very good + %Fairly good

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3.3. Although the results for individual questions are not directly comparable to results received prior to 2018, it is helpful to identify whether there are practices that consistently perform well or poorly in the survey.

3.4. The following practices have consistently scored in the top 20 practices for overall experience over the past five years:⁴

Falkland House Surgery	(five times in five years)
Rustlings Road Medical Centre	(five times)
Stannington Medical Centre	(five times)
Veritas Health Centre	(five times)
Abbey Lane Surgery	(four times in five years)
Broomhill Surgery	(four times)
Deepcar Medical Centre	(four times)
Hollies Medical Centre	(four times)
Jaunty Springs Health Centre	(four times)
Porter Brook Medical Centre	(four times)
Woodseats Medical Centre	(four times)

The list sizes of these 11 practices range from 1.5k to 29k.

⁴ Based on data from 2015 – 2019. In 2017 the survey became an annual survey. Prior to that the survey was conducted more frequently. For 2016 and 2015 we looked at the results that were published in July. The results published in January 2015 and January 2016 were excluded.

3.5. The following practices have consistently scored in the bottom 20 practices for overall experience over the past five years:

Baslow Road, Shoreham Street & York Road Surgeries (five times in five years)
 Buchanan Road Surgery (five times)
 Clover Group Practice (five times)
 Darnall Health Centre Mehrotra (five times)
 Sharrow Lane Medical Centre (five times)
 Shiregreen Medical Centre (five times)
 Woodhouse Medical Centre (five times)
 Avenue Medical Practice (four times in five years)
 Chapelgreen Practice (four times)
 Page Hall Medical Centre (four times)
 Sloan Medical Centre (four times)
 Sothall and Beighton Health Centres (four times)
 Southey Green Medical Centre (four times)

The list sizes of these 13 practices range from 2.9k to 16.9k.

3.6. The following table shows the practices that consistently have higher/lower scores, ordered by list size.

High/low scoring	Practice Name	List Size
High	Veritas Health Centre	1470
Low	Southey Green Medical Ctr	2903
Low	Darnall Health Centre (Mehrotra)	3035
High	Abbey Lane Surgery	3230
High	Stannington Medical Centre	3319
High	Jaunty Springs Health Centre	3747
Low	Sharrow Lane Medical Centre	3962
High	Falkland House Surgery	3967
High	Rustlings Road Medical Centre	4622
Low	Buchanan Road Surgery	4708
High	Deepcar Medical Centre	5357
Low	Avenue Medical Practice	7171
Low	Page Hall Medical Centre	7798
Low	Shiregreen Medical Centre	7849
High	Hollies Medical Centre	9546
High	Broomhill Surgery	9813
Low	Sothall & Beighton Health Centres	10123
High	Woodseats Medical Centre	10177
Low	Woodhouse Medical Centre	12272
Low	Baslow Rd, Shoreham St & York Rd Srgies	12666
Low	Sloan Medical Centre	13222
Low	Chapelgreen Practice	15278
Low	Clover Group Practice	16894
High	Porter Brook Medical Centre	29174

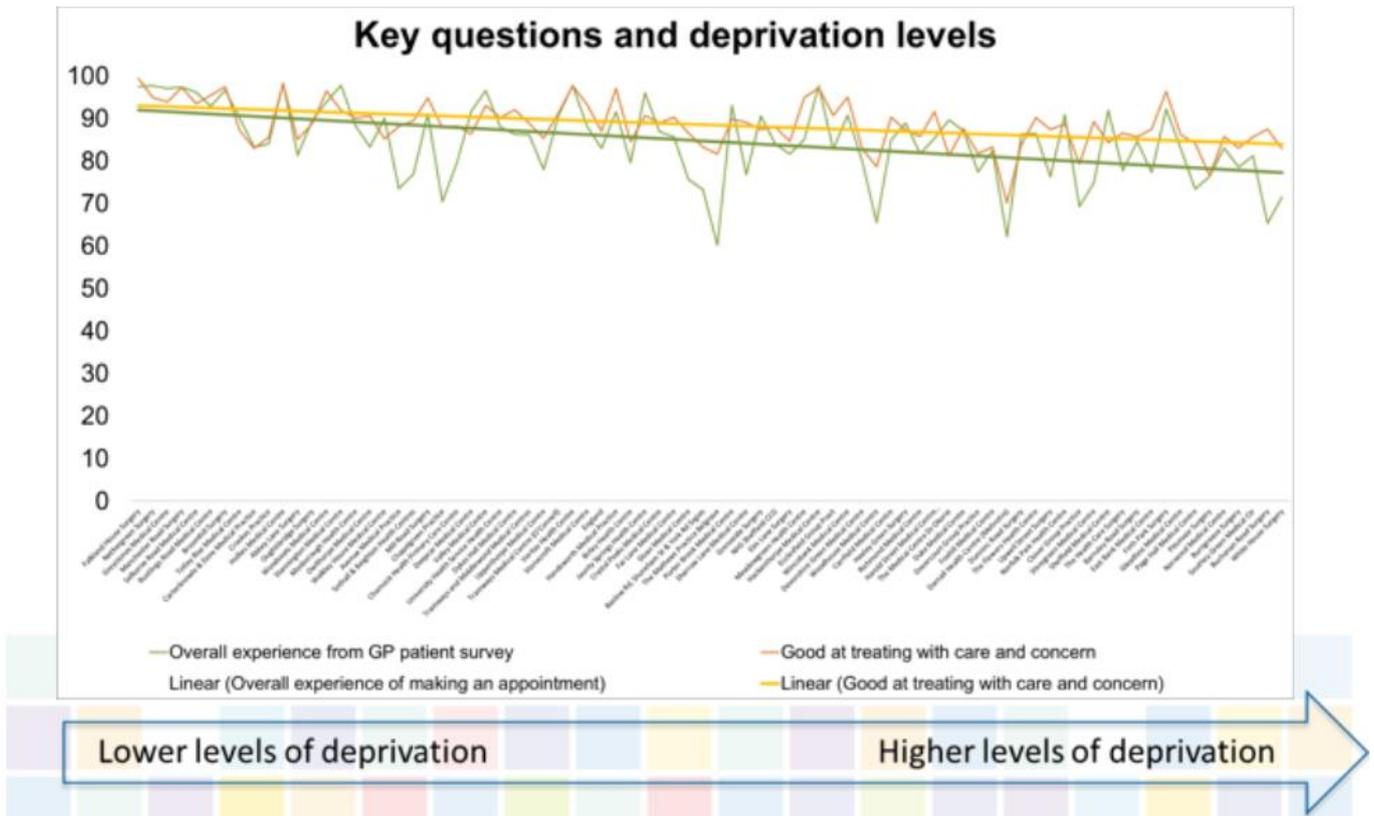
3.7. The majority of the high scoring practices are smaller practices, and the majority of the low scoring practices are larger practices. However, in both cases the majority is not large, and there a number of large practices that score highly, and vice versa.

- 3.8. The following table shows the practices that consistently have higher/lower scores, ordered by levels of deprivation. There is a closer link between overall experience and deprivation value than there is between overall experience and list size.

High/low scoring	Practice Name	Deprivation value	List Size
High	Falkland House Surgery	4	3967
High	Rustlings Road Medical Centre	7	4622
High	Broomhill Surgery	8	9813
High	Hollies Medical Centre	12	9546
High	Abbey Lane Surgery	12	3230
High	Woodseats Medical Centre	15	10177
High	Stannington Medical Centre	15	3319
Low	Avenue Medical Practice	18	7171
Low	Sothall & Beighton Health Centres	18	10123
Low	Chapelgreen Practice	18	15278
High	Deepcar Medical Centre	18	5357
High	Veritas Health Centre	21	1470
High	Jaunty Springs Health Centre	23	3747
Low	Sloan Medical Centre	24	13222
Low	Baslow Rd, Shoreham St & York Rd Srgies	24	12666
High	Porter Brook Medical Centre	26	29174
Low	Sharrow Lane Medical Centre	26	3962
Low	Woodhouse Medical Centre	32	12272
Low	Darnall Health Centre (Mehrotra)	45	3035
Low	Clover Group Practice	48	16894
Low	Shiregreen Medical Centre	48	7849
Low	Page Hall Medical Centre	51	7798
Low	Southey Green Medical Centre	54	2903
Low	Buchanan Road Surgery	55	4708

- 3.9. With the exception of the Avenue Practice, all of the practices that consistently score poorly have either a high deprivation value or a list size greater than 10k (or both). Of the practices that consistently score highly, Porter Brook has both the highest deprivation value and the largest list size.

3.10. However, practices with higher levels of deprivation do not always have lower patient experience scores. In the graph below the 2019 practice results are ordered by levels of deprivation. The graph shows the proportion of patients who had a good overall experience and the proportion who reported that their healthcare professional was good at treating them with care and concern. Whilst there is a downward trend in experience, there are numerous practices with higher levels of deprivation whose patients report a good experience, and practices with lower levels of deprivation whose patients report poorer experiences.



4. Experiences of the relational aspects of care

- 4.1. Analysis of the responses of patients who rated their overall experience as ‘very good’ shows that the relational aspects of care have a greater impact on overall experience than functional aspects. Patients who have a good experience of their interactions with practice staff tend to rate their overall experience highly, even if they report poorer experiences of phone and appointment booking systems.
- 4.2. Reception staff: 89% of Sheffield respondents said receptionists were helpful. This is the same as last year and the same as the national score. Practice level results ranged from 67%-100%. The range of results has reduced slightly from 2018.

Reception staff are helpful					
Sheffield results	Compared to national result	Compared to 2018	Compared to Local CCG range	Range of practice level results	Practice range compared to 2018
89%	Same – (89%)	Same – (89%)	Higher end (79%-94%)	67%-100%	Smaller (65%-100%)

- 4.3. Patients were asked a range of questions relating to how they were treated by the last healthcare professional that they saw. Sheffield CCG's results were in line with national results for the following:

	Sheffield result	Practice range in Sheffield
Giving you enough time	87%	70%-98%
Listening to you	90%	76%-100%
Treating you with care and concern	89%	70%-99%
Felt involved in decisions about care and treatment	94%	77%-100%
Had confidence and trust in healthcare professional	96%	90%-100%
Felt their needs were met	95%	84%-100%

- 4.4. Overall, Sheffield patients rate the relational aspects of care highly, and the range of results at practice level is smaller than it is for the functional aspects of care. Although the range of practice-level results is smaller, results that are at the lower end of the scale are powerful indicators that there may be a problem with the standard of care that is being provided.
- 4.5. For the majority of questions relating to the relational aspects of care, Sheffield scores were at or above the national average. Exceptions were:

	Sheffield score	National score
During last general practice appointment, healthcare professional was good at recognising mental health needs	85%	86%
Patient is confident that they can manage any issues arising from their long term condition(s)	81%	84%
Patient has agreed a plan with healthcare professional from GP practice for managing their long term conditions(s)	57%	60%

- 4.6. For the majority of questions, Sheffield scores were the same as or improved from 2018. Exceptions were:

	2018	2019
During last general practice appointment, healthcare professional was good at recognising mental health needs	88%	85%
Patient is confident that they can manage any issues arising from their long term condition(s)	83%	81%
Patient has agreed a plan with healthcare professional from GP practice for managing their long term conditions(s)	61%	57%

- 4.7. Recognition of mental health needs

Nationally, the score for recognition of mental health needs dropped slightly from 87% to 86%. The drop in Sheffield was greater - from 88% to 85%.⁵ There was also

⁵ Answers to this question exclude those who answered 'I did not have any mental health needs' and 'Did not apply to my last appointment'. As a result the base size for this question (3,357) is lower than for other questions, making the result less robust.

a drop in performance locally for this question. Local CCG results ranged from 81%-91%, lower than in 2018 when the range was 81%-95%.

Practice level results in Sheffield ranged from 66%-100%. The range has reduced from 2018 (54%-100%).

Good at recognising mental health needs					
Sheffield results	Compared to national result	Compared to 2018	Compared to Local CCG range	Range of practice level results	Practice range compared to 2018
85%	Lower- 86%	Lower- 88%	Mid-range 81%-91%	66%-100%	Smaller from 54%-100%

4.8. Long term conditions⁶

At a national level there was no change in the proportion of patients who were confident about managing their long term condition(s) (84% in 2018 and 2019), whereas in Sheffield confidence dropped from 83% to 81%.

A greater proportion of Sheffield patients had had a conversation with a healthcare professional from their GP practice to discuss what was important to them in managing their condition (43% in Sheffield compared to 39% nationally). This was also a slight improvement from 2018 (42%).

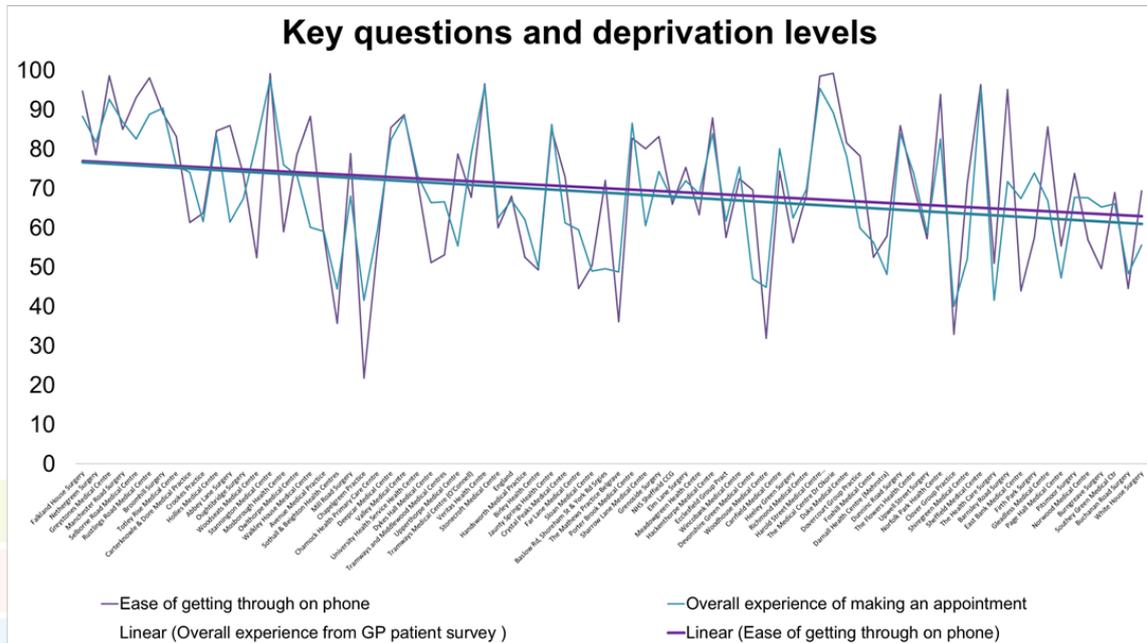
However, of those patients that had had a conversation, there was a decline in the proportion that had agreed a plan with their healthcare professional (61% in 2018 declined to 57% in 2019). This was below the national score of 60%. Where patients had made a plan, 94% found it helpful (improved from 91% in 2018 and in line with the national score of 94%).

5. Experiences of the functional aspects of care

5.1. In Sheffield and nationally patients report poorer experiences of the functional aspects of care than they do for the relational aspects. The range of results at practice level is also much wider. We have analysed practice level data in relation to list size, levels of deprivation, and practices with a high proportion of older patients. We have found that, whilst there may be a downward trend in experience in relation to these factors, the correlation is not strong and there are numerous practices that score highly despite these challenges, and vice versa.

⁶ Note that the sample size for these questions is lower as the questions only apply to patients with long term conditions. The number of patients that answered these questions ranged from 1119 – 4930, depending on the question.

As an example the following graph shows responses to questions related to phone access and overall experience of making an appointment. The practices are ordered according to levels of deprivation. The graph shows that, whilst there is a downward trend, many practices with higher levels of deprivation provide good patient experiences for phone and appointment access, whilst several practices with lower levels of deprivation score poorly for patient experience.



Lower levels of deprivation

Higher levels of deprivation

5.2. Quality Premium - overall experience of making an appointment.

The Quality Premium includes the measure 'Overall experience of GP appointment'. The threshold is 'achieve a level of 85% of respondents who said they had a good experience of making an appointment, or; achieve a 3 percentage point increase from July 2018 publication on the percentage of respondents who said they had a good experience of making an appointment'.

Sheffield CCG did not achieve this threshold. 67% rated their experience of making an appointment as good, an increase of one percentage point since 2018 (66%).

Practice level results ranged from 40%-98%. This is an improvement from 2018 (34%-95%).

Good overall experience of making appointment					
Sheffield results	Compared to national result	Compared to 2018	Compared to Local CCG range	Range of practice level results	Practice range compared to 2018
67%	Same- 67%	Higher - 66%	Mid range- 54%-78%	40%-98%	Smaller than 34%-95%

5.3. For the majority of questions relating to functional aspects of care, Sheffield scores were at or above the national average. Exceptions were:

	Sheffield score	National score
Easy to get through to someone at your GP practice on the phone	66%	68%
Satisfied with the general practice appointment times available to you	64%	65%

5.4. For the majority of questions Sheffield scores were the same as or improved from 2018. An exception was:

	2018	2019
Easy to get through to someone at your GP practice on the phone	67%	66%

5.5. Phone access

At a national level, patient satisfaction with getting through on the phone has steadily decreased from 81% in 2012 to 68% in 2019. Satisfaction has also decreased locally. In 2019 local CCG results ranged from 52% - 86%, lower than in 2018 (56%-89%). The decline in satisfaction in Sheffield is therefore in line with the national and local trend.

Practice-level results in Sheffield have widened from 30%-100% in 2018 to 22%-99% in 2019.

There is a strong correlation between experience of getting through on the phone and overall experience of making an appointment.

Good experience of getting through on the phone					
Sheffield results	Compared to national result	Compared to 2018	Compared to Local CCG range	Range of practice level results	Practice range compared to 2018
66%	Lower- 68%	Lower- 67%	Lower end- 52%-86%	22%-99%	Wider than 30%-100%

5.6. Appointment times

Satisfaction with appointment times is below the national average. However, it is an improving picture: satisfaction levels have improved from 62% in 2018 to 64% in 2019. This is against a national backdrop in which satisfaction levels declined from 66% to 65%. Local CCG results also declined. In 2019 local CCG results ranged from 56%-72%, lower than in 2018 (61%-77%).

Practice level results range from 37%-96%. The size of the range is the same as in 2018 (36%-95%).

Satisfied with appointment times					
Sheffield results	Compared to national result	Compared to 2018	Compared to Local CCG range	Range of practice level results	Practice range compared to 2018
64%	Lower- 65%	Higher- 62%	Mid-range- 56%-72%	37%-96%	Same 36%-95%

The national results show that awareness of extended access appointment times has a positive impact on patient satisfaction with the general practice appointment

times available.⁷ In Sheffield, 24% respondents said that they did not know what appointment times were available.

5.7. Choice and type of appointment:

63% were offered a choice of appointment and 75% were satisfied with the type of appointment offered. These results are slightly above the national average. However, the range of results at practice level is large, 33%-97% for choice and 48%-99% for satisfaction with type of appointment.

6. Knowledge and behaviour

6.1. Online services

Awareness of online services was lower than nationally. 44% respondents did not know what online services their practice offered (national = 40%). Use of online services was also low, with 77% saying that they had never booked an appointment, ordered repeat prescriptions or accessed medical records online.

Practice level results varied hugely with over 60% having booked online appointments at some practices, 0% at others⁸. 79% said that their practice website was easy to use. Young people reported lower levels of satisfaction with their practice website.

6.2. Booking appointments

Phone was the most common way of booking appointments (77%), but a significant proportion (43%) had booked appointments in person. Just 12% had booked appointments online.⁹

6.3. Before trying to get an appointment:

- 37% did not try to get any information or advice
- 34% looked for information online
- 26% tried to treat myself
- 25% asked for advice from a friend or family member
- 12% spoke to a pharmacist
- 7% tried to get information and advice elsewhere – from a non NHS service
- 5% called an NHS helpline (such as 111)
- 5% went to or contacted another NHS service

These results were very similar to 2018 and to the national average.

6.4. Reasons for declining appointments

The reasons that patients didn't accept appointments were primarily to do with the *timing* of the appointment:

- 46% there weren't any appointments available for the time or day I wanted
- 26% I couldn't book ahead at my GP practice
- 24% the appointment wasn't soon enough

⁷ GP Patient Survey Annual Report, 2019. Ipsos Mori. Available for download from <https://gp-patient.co.uk/surveysandreports>

⁸ Note that the practice bases for this question were low and the results at practice level may not be statistically significant.

⁹ Respondents may have used more than one booking method in the last 12 months

Other factors related to the location and type of appointment:

- 14% there weren't any appointments at the place I wanted
- 7% the type of appointment I wanted was not available
- 6% I couldn't see my preferred GP
- 5% the appointment was too far away/too difficult to get to
- 5% there weren't any appointments with the healthcare professional I wanted.

These results were very similar to 2018 and to the national average.

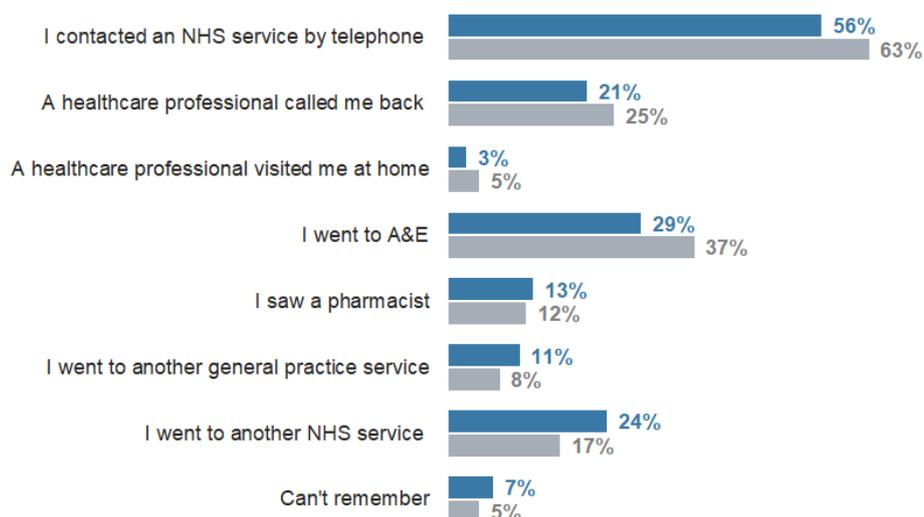
6.5. What patients did after declining an appointment:

- **30% of patients didn't see or speak to anyone**
- 24% decided to contact the practice another time
- 15% went to or contacted another NHS service (excluding the services listed below)
- 12% got an appointment for a different day
- 12% looked for information online
- **9% went to A & E**
- 8% spoke to a pharmacist
- 7% spoke to a friend or family member
- 6% called and NHS helpline (such as 111)

These results were very similar to 2018 and to the national average.

7. Use of services when GP practices are closed¹⁰¹¹

7.1. When patients wanted to see a GP but their GP practice was closed, the majority of patients (56%) contacted another NHS service by telephone. The following chart shows answers to the questions "considering all of the services you contacted, which of the following happened on that occasion?"



¹⁰ The chart is taken from *GP Patient Survey NHS SHEFFIELD CCG. Latest survey results. August 2019 publication*. Slide pack produced by IPSOS Mori. <https://www.gp-patient.co.uk/downloads/slidepacks/2019/03N%20-%20NHS%20SHEFFIELD%20CCG.pptx>

¹¹ The base for questions relating to experience of services when GP practice is closed was all those that have contacted an NHS service when GP practice is closed in the last 12 months. The number was relatively low (1.6-1.7k per question).

7.2. The survey indicates that patients' experiences of NHS services when they wanted to see a GP but their GP practice was closed were better in Sheffield than nationally, and had improved from last year.

Time taken to receive care or advice was about right			
Sheffield results	Compared to national result	Compared to 2018	Compared to Local CCG range
68%	Higher - 66%	Higher -64%	Higher end -55%-75%
Confidence and trust in all the people that you saw or spoke to			
Sheffield results	Compared to national result	Compared to 2018	Compared to Local CCG range
94%	Higher - 91%	Higher -92%	Higher end -88%-95%
Good overall experience of NHS services when you wanted to see a GP but your GP practice was closed			
Sheffield results	Compared to national result	Compared to 2018	Compared to Local CCG range
70%	Higher - 69%	Higher -69%	Mid range -60%-80%

8. Action / Recommendations for Primary Care Commissioning Committee

The Primary Care Commissioning Committee is asked to consider how the GP patient survey data should be used to improve patients' experience of primary care, and ensure that the CCG commissions for a high quality patient experience.

Paper prepared by: Sarah Neil, Quality Manager Patient Experience

On behalf of: Mandy Philbin, Chief Nurse

5 September 2019

Appendix 1

Ethnic Group	GP patient survey respondents 2019	CCG census 2011
% White - English/Welsh/Scottish/Northern Irish/British	79.15%	80.80%
% White - Any other White background	3.84%	2.30%
% Asian/Asian British – Pakistani	3.76%	4.00%
% Black/African/Caribbean/Black British - African	2.64%	1.00%
% Any other ethnic group	1.88%	0.50%
% Asian/Asian British - Any other Asian background	1.51%	1.00%
% Arab	1.37%	1.50%
% Asian/Asian British - Indian	1.24%	1.10%
% Asian/Asian British - Chinese	0.96%	1.30%
% Mixed - White and Asian	0.87%	0.60%
% Black/African/Caribbean/Black British - Caribbean	0.77%	2.10%
% Mixed - Any other Mixed/Multiple Ethnic background	0.59%	0.70%
% Asian/Asian British - Bangladeshi	Numbers too low to report a percentage	0.60%
% Black/African/Caribbean/Black British - Any other Black/African/Caribbean background	Numbers too low to report a percentage	0.00%
% Mixed - White and Black African	Numbers too low to report a percentage	0.20%
% Mixed - White and Black Caribbean	Numbers too low to report a percentage	1.00%
% White - Gypsy or Irish Traveller	Numbers too low to report a percentage	0.10%
% White - Irish	Numbers too low to report a percentage	0.50%

Religion	GP patient survey respondents 2019	CCG census 2011
% Christian	44.64%	52.50%
% No religion	39.72%	31.20%
% Muslim	8.37%	7.70%
% I would prefer not to say	3.64%	
% Other	1.27%	0.40%
% Buddhist	1.05%	0.40%
% Hindu	0.83%	0.60%
% Jewish	Numbers too low to report a percentage	0.10%
% Sikh	Numbers too low to report a percentage	0.20%