

GP Patient Survey 2020

Primary Care Commissioning Committee meeting

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17 September 2020

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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	
<ul style="list-style-type: none"> • Sheffield's results have declined and are below the national score for many questions. • The range of results at practice level is wide and has widened since last year, indicating that patients at some practices are receiving poor levels of care. • The results indicate low levels of engagement with online services in many practices and across the city as a whole. • The survey indicates that patients' experiences of care when their GP practice is closed has declined from last year and is lower than the national score. • The following groups have poorer experiences: ethnic groups 'Asian background' and 'other ethnic group', carers, people aged 16-24, people in full time education. 	
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> <ul style="list-style-type: none"> • Reduce the impact of health inequalities on peoples' health and wellbeing through working with Sheffield City Council and partners • Lead the improvement of quality of care and standards 	
<p>Description of Assurances for Primary Care Commissioning Committee This paper provides assurance that patient experience data from the GP patient survey is</p>	

analysed to identify themes, trends and areas of concern.
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.

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1. Introduction / Background

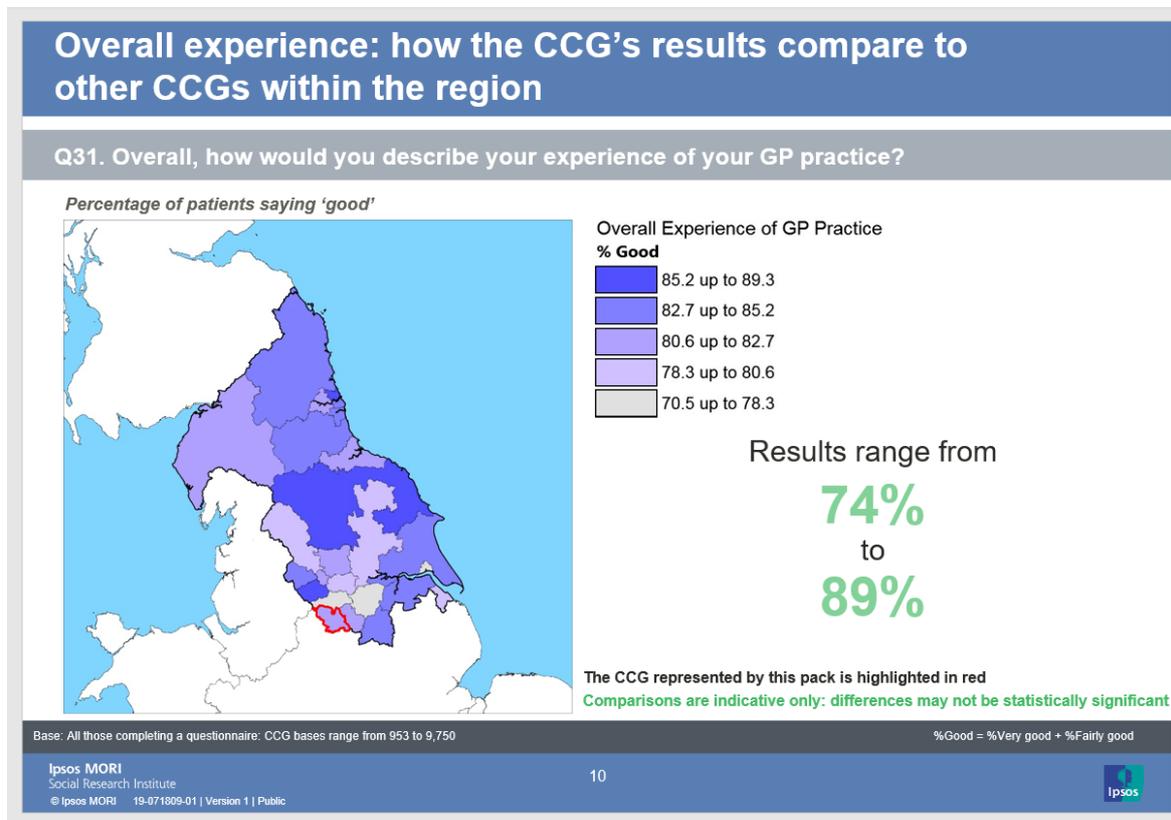
- 1.1. The GP patient survey was sent to patients during January - March 2020. The results, published on 9 July 2020, are available at CCG and practice level. 8,524 Sheffield patients (1.5% of the Sheffield population) completed the survey. This included 3,908 patients with long-term physical or mental health conditions, disabilities or illnesses and 1167 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 2020 results can be compared with the 2019 and 2018 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, 82% patients rated their practice as 'fairly good' or 'very good'. This was a slight reduction from both 2019 (83%) and 2018 (84%).
- 2.2. Across NHS England North East and Yorkshire (Yorkshire and Humber)¹, CCG results ranged from 74% to 89%. The range of results was smaller than in previous years (2019: 69%-90%, 2018: 72%-93%). Experience at the lowest scoring CCG has improved since 2018. Experience at the highest scoring CCG has declined.

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)

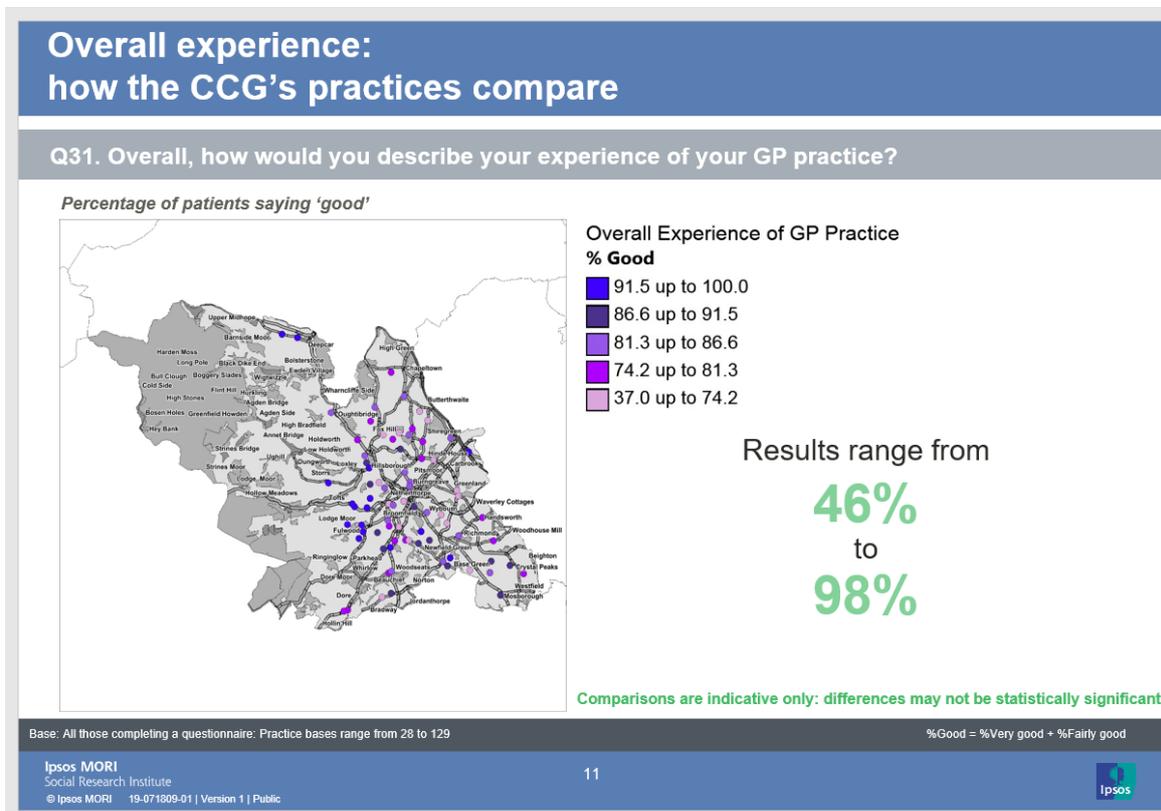
- 2.3. In line with this reduction nationally and at the top of the local CCG range, the proportion of Sheffield patients rating their overall experience as 'good' dropped to 81% compared with 2019 (84%) and 2018 (83%).
- 2.4. The diagram² below shows Sheffield's overall experience score compared to local CCGs. Sheffield is in the middle (third) band.



² Diagram taken from *GP Patient Survey NHS SHEFFIELD CCG. Latest survey results. July 2020 publication*. Slide pack produced by IPSOS Mori. <https://www.gp-patient.co.uk/Slidepacks2020#5>

3. Overall Experience of GP Practice – practice level results

- 3.1. Within Sheffield, practice results range from 46%-98%. The range has increased from both 2019 (60%-99%) and 2018 (54%-100%).
- 3.2. The following diagram³ shows the range of results across the city.



- 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 six years:⁴

Falkland House Surgery	(six times in six years)
Rustlings Road Medical Centre	(six times)
Stannington Medical Centre	(six times)
Veritas Health Centre	(six times)
Broomhill Surgery	(five times in six years)
Deepcar Medical Centre	(five times)
Hollies Medical Centre	(five times)
Jaunty Springs Health Centre	(five times)

³ See 2, above.

⁴ Based on data from 2015 – 2020. 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 six years:

Baslow Road, Shoreham Street & York Road Surgeries (six times in six years)
 Buchanan Road Surgery (six times)
 Clover Group Practice (six times)
 Darnall Health Centre Mehrotra (six times)
 Shiregreen Medical Centre (six times)
 Avenue Medical Practice (five times in six years)
 Chapelgreen Practice (five times)
 Page Hall Medical Centre (five times)
 Woodhouse Medical Centre (five times)
 Sharrow Lane Medical Centre (five times)

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	1469
Low	Darnall Health Centre (Mehrotra)	3038
High	Stannington Medical Centre	3317
High	Jaunty Springs Health Centre	3747
Low	Sharrow Lane Medical Centre	3961
High	Falkland House Surgery	3969
High	Rustlings Road Medical Centre	4617
Low	Buchanan Road Surgery	4708
High	Deepcar Medical Centre	5354
Low	Avenue Medical Practice	7174
Low	Page Hall Medical Centre	7805
Low	Shiregreen Medical Centre	7853
High	Hollies Medical Centre	9542
High	Broomhill Surgery	9802
Low	Woodhouse Medical Centre	12282
Low	Baslow Rd, Shoreham St & York Rd Srgies	12668
Low	Chapelgreen Practice	15268
Low	Clover Group Practice	16873

3.7. The majority of the high scoring practices are smaller practices, and the majority of the low scoring practices are larger practices. However, the correlation isn't strong, particularly for smaller practices, and there are two practices with over 9000 patients that score highly.

- 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 (1=most deprived decile, 10=least deprived)	List Size
High	Falkland House Surgery	10	3969
High	Rustlings Road Medical Centre	10	4617
High	Broomhill Surgery	10	9802
High	Hollies Medical Centre	9	9542
High	Stannington Medical Centre	8	3317
Low	Avenue Medical Practice	6	7174
Low	Chapelgreen Practice	6	15268
High	Deepcar Medical Centre	6	5354
High	Veritas Health Centre	6	1469
High	Jaunty Springs Health Centre	5	3747
Low	Baslow Rd, Shoreham St & York Rd Srgies	5	12668
Low	Sharrow Lane Medical Centre	4	3961
Low	Woodhouse Medical Centre	3	12282
Low	Darnall Health Centre (Mehrotra)	1	3038
Low	Clover Group Practice	1	16873
Low	Shiregreen Medical Centre	1	7853
Low	Page Hall Medical Centre	1	7805
Low	Buchanan Road Surgery	1	4708

- 3.9. With the exception of the Avenue Practice, all of the practices that consistently score poorly are either 'more deprived' or have a list size greater than 10k (or both).
- 3.10. However, practices with higher levels of deprivation do not always have lower patient experience scores. In 2019 we analysed practice level data in relation to list size, levels of deprivation, and practices with a high proportion of older patients. We found that, whilst there was a downward trend in experience in relation to these factors, the correlation was not strong and there were numerous practices that scored highly despite these challenges, and vice versa.⁵

⁵ For more information see the report: 'GP Patient Survey 2019', Primary Care Commissioning Committee meeting, 19 September 2019

<https://www.sheffieldccg.nhs.uk/Downloads/Primary%20Care%20Commissioning%20Committee/2019/AUGUST%202019/F%20GP%20PATIENT%20SURVEY%202019.pdf>

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: For a third year running 89% of Sheffield respondents said receptionists were helpful. This is the also the same as the national score. Practice level results ranged from 65%-100%. The range has increased slightly from 2019.

Reception staff are helpful							
Sheffield results	Compared to national result	Compared to 2019	Compared to 2018	Compared to Local CCG range	Range of practice level results	Practice range compared to 2019	Practice range compared to 2018
89%	Same (89%)	Same (89%)	Same (89%)	Mid-range (84%-94%)	65%-100%	Wider (67%-100%)	Same (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 or slightly above the national results for the following:

	Sheffield result 2020	Practice range in Sheffield 2020	Practice range in Sheffield 2019
Giving you enough time	87%	62%-98%	70%-98%
Listening to you	89%	67%-99%	76%-100%
Treating you with care and concern	88%	63%-99%	70%-99%
Felt involved in decisions about care and treatment	94%	73%-100%	77%-100%
Had confidence and trust in healthcare professional	96%	76%-100%	90%-100%
Felt their needs were met	95%	72%-100%	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. The range of results has widened since 2019, indicating a significant drop in experience at the lower scoring practices.

- 4.5. In 2019, the following questions were identified as areas of concern because the Sheffield score had declined from the previous year and was below the national average. In 2020 the position improved.

	Sheffield score 2020	National score 2020	Sheffield score 2019	National score 2019	Sheffield score 2018
During last general practice appointment, healthcare professional was good at recognising mental health needs.	86%	85%	85%	86%	88%
	Improved compared to national score Improved compared to 2019.				
Patient is confident that they can manage any issues arising from their long term condition(s)	81%	83%	81%	84%	83%
	Below national score but gap reduced. Same score as 2019.				
Patient has agreed a plan with healthcare professional from GP practice for managing their long term conditions(s)	59%	61%	57%	60%	61%
	Below national average but gap reduced. Improved compared to 2019.				

- 4.6. Recognition of mental health needs

Nationally, the score for recognition of mental health continued to drop from 87% in 2018, to 86% in 2019, to 85% in 2020. Sheffield's score dropped from 88% in 2018 to 85% in 2019, recovering slightly to 86% in 2020.

Practice level results in Sheffield ranged from 52% to 99%, the range has increased on the previous two years.

Good at recognising mental health needs							
Sheffield results	Compared to national result	Compared to 2019	Compared to 2018	Compared to Local CCG range	Range of practice level results	Practice range compared to 2019	Practice range compared to 2018
86%	Higher – 85%	Higher – 85%	Lower - 88%	Mid-range 81%-89%	52%-99%	Wider than 66%-100%	Wider than 54%-100%

- 4.7. Long term conditions⁶

At a national level there a slight reduction in the proportion of patients who were confident about managing their long-term condition(s) (83% compared to 84% in 2018 and 2019). In Sheffield confidence remained at 81% (reduced from 83% in 2018).

⁶ Note that the sample size for these questions is lower as the questions only apply to patients with long term conditions.

The proportion of Sheffield patients who had had a conversation with a healthcare professional from their GP practice to discuss what was important to them in managing their condition dropped from 43% in 2019 to 41% in 2020. This was slightly above the national score of 40%.

Of those patients that had had a conversation, 59% had agreed a plan with their healthcare professional. This was an improvement for 2019 (57%) but still below the national score of 61%.

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.

5.2. Overall experience of making an appointment.

64% rated their experience of making an appointment as good. This is a reduction on previous years and below the national score. The range of results at practice level has widened significantly with just 25% rating their experience as good at the lowest scoring practice.

Good overall experience of making appointment							
Sheffield results	Compared to national result	Compared to 2019	Compared to 2018	Compared to Local CCG range	Range of practice level results	Practice range compared to 2019	Practice range compared to 2018
64%	Lower- 65%	Lower- 67%	Lower- 66%	Mid-range 55%-75%	25%-95%	Wider than 40%-98%	Wider than 34%-95%

5.3. Phone access

At a national level, patient satisfaction with getting through on the phone has continued to steadily decrease to 65% in 2020. Satisfaction has also decreased locally. In 2020 local CCG results ranged from 46%-81%. The results have declined from 2019 (52%-86%) and 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 continued to widen from 30%-100% (2018), 22%-99% (2019) to 15%-100% in 2020.

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 2019	Compared to 2018	Compared to Local CCG range	Range of practice level results	Practice range compared to 2019	Practice range compared to 2018
63%	Lower- 65%	Lower- 66%	Lower- 67%	Mid-range 46%-81%	15%-100%	Wider than 22%-99%	Wider than 30%-100%

5.4. Appointment times

Satisfaction with appointment times is below the national average and has seen a decline from 2019. This decline is in line with the national and regional trend. Nationally satisfaction levels declined from 65% to 63%. Local CCG results ranged from 55%-70% lower than both 2019 (56%-72%) and 2018 (61%-77%).

Practice level results range from 27%-96%. The size of the range has increased compared to 2019 and 2018.

Satisfied with appointment times							
Sheffield results	Compared to national result	Compared to 2019	Compared to 2018	Compared to Local CCG range	Range of practice level results	Practice range compared to 2019	Practice range compared to 2018
62%	Lower-63%	Lower-64%	Same-62%	Mid-range-55%-70%	27%-96%	Wider than 37%-96%	Wider than 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, 26% respondents said that they did not know what appointment times were available.

5.5. Choice and type of appointment:

62% were offered a choice of appointment and 73% were satisfied with the type of appointment offered. These results are slightly above and equal to the national average respectively. The range of results at practice level is 34%-90% (2019: 33%-97%). For satisfaction with type of appointment, the range is 36%-96%. The range is wider than in 2018 (48%-99%).

6. Knowledge and behaviour

6.1. Online services

Awareness of online services was lower than nationally. 41% respondents did not know what online services their practice offered (national = 36%). Use of online services was also low, with 73% saying that they had never booked an appointment, ordered repeat prescriptions or accessed medical records online.

Practice level results varied hugely with 42 practices having over 79% patients having booked online appointments, whilst 16 practices had less than 10% of patients booking online⁸. 76% said that their practice website was easy to use, this is lower than 2019 (79%). Young people reported lower levels of satisfaction with their practice website (67%).

⁷ GP Patient Survey Annual Report, 2020. 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.

6.2. Booking appointments

Phone was the most common way of booking appointments (78%), but a significant proportion (42%) had booked appointments in person. Just 14% had booked appointments online.⁹

6.3. Before trying to get an appointment:

- 35% did not try to get any information or advice
- 36% looked for information online
- 27% tried to treat myself
- 24% asked for advice from a friend or family member
- 12% spoke to a pharmacist
- 8% tried to get information and advice elsewhere – from a non NHS service
- 6% called an NHS helpline (such as 111)
- 5% went to or contacted another NHS service

These results were very similar to 2019, 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:

- 40% there weren't any appointments available for the time or day I wanted
- 31% I couldn't book ahead at my GP practice
- 21% the appointment wasn't soon enough

Other factors related to the location and type of appointment:

- 17% there weren't any appointments at the place I wanted
- 12% the type of appointment I wanted was not available
- 10% I couldn't see my preferred GP
- 9% the appointment was too far away/too difficult to get to
- 7% there weren't any appointments with the healthcare professional I wanted.

These results were very similar to 2019, 2018 and to the national average.

6.5. What patients did after declining an appointment:

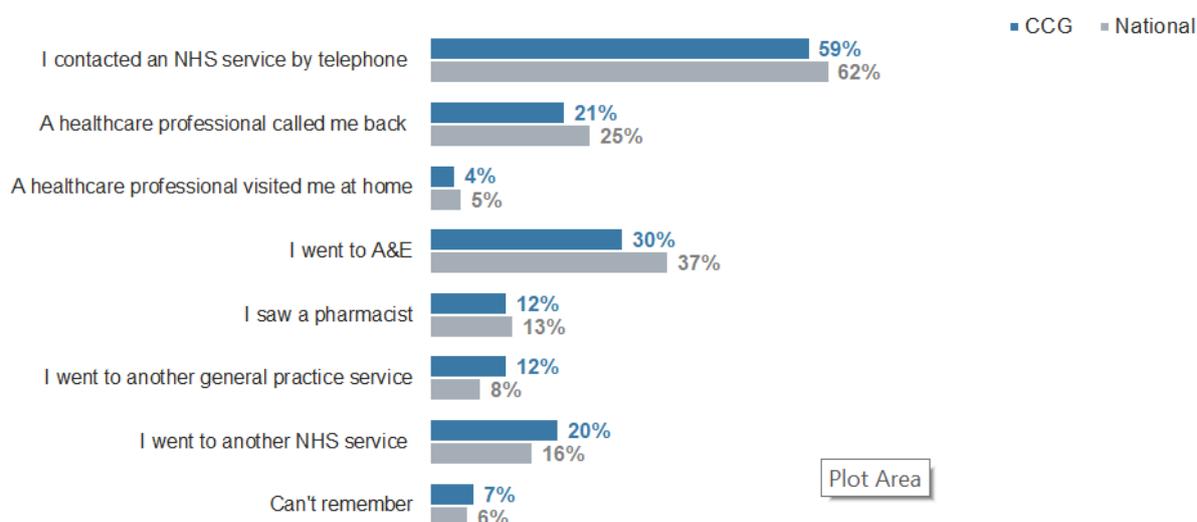
- **26% of patients didn't see or speak to anyone**
- 23% decided to contact the practice another time
- 14% went to or contacted another NHS service (excluding the services listed below)
- 14% got an appointment for a different day
- 11% looked for information online
- **10% went to A & E**
- 9% spoke to a pharmacist
- 7% spoke to a friend or family member
- 8% called and NHS helpline (such as 111)

These results were very similar to 2019, 2018 and to the national average. However the biggest change has been a 4% decline in patients not seeing or speaking to anyone.

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

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 (59%) contacted another NHS service by telephone. The following chart¹² shows answers to the questions “considering all of the services you contacted, which of the following happened on that occasion?”



7.2. The survey indicates that patients’ experiences of NHS services when they wanted to see a GP but their GP practice was closed has worsened in Sheffield following slight improvement in 2019 from 2018.

Time taken to receive care or advice was about right				
Sheffield results	Compared to national result	Compared to 2019	Compared to 2018	Compared to Local CCG range
61%	Lower - 63%	Lower - 68%	Lower - 64%	Lower end - 57%-78%
Confidence and trust in all the people that you saw or spoke to				
Sheffield results	Compared to national result	Compared to 2019	Compared to 2018	Compared to Local CCG range
90%	Lower - 91%	Lower - 94%	Lower - 92%	Mid-range - 87%-94%
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 2019	Compared to 2018	Compared to Local CCG range
64%	Lower - 67%	Lower - 70%	Lower - 69%	Lower end - 61%-80%

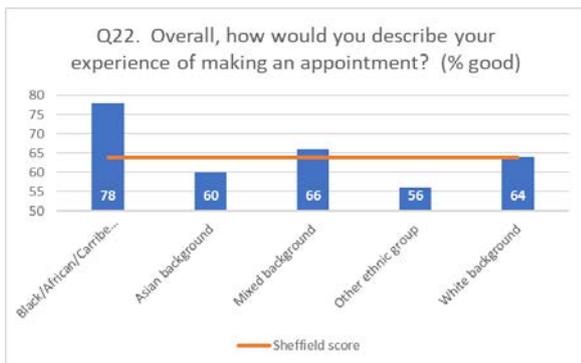
¹⁰ The chart is taken from *GP Patient Survey NHS SHEFFIELD CCG. Latest survey results. July 2020 publication*. Slide pack produced by IPSOS Mori. <https://www.gp-patient.co.uk/Slidepacks2020#5>

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).

8. Understanding the experience of different groups

The GP Patient Survey allows us to compare the experience of different groups, including gender, age, ethnicity, working status, carer status, sexuality, and people with long-term conditions. Further work is needed to understand this data and to triangulate with other sources of patient feedback, but some initial findings are:

- **Ethnicity:** Lower levels of satisfaction with both the functional and relational aspects of care were reported by people with 'Asian' and 'Other Ethnic Group' backgrounds. Higher levels of satisfaction were reported by people with 'Black/African/Caribbean' backgrounds. Here are some examples:



- **Gender:** 81% of both men and women rated their overall experience of their GP practice as 'good'. On the whole, satisfaction with the relational aspects of care was the same. Men were less satisfied (two percentage points) in relation to healthcare professionals giving them enough time and understanding and recognising mental health needs. Women were less satisfied with the functional aspects of care, with lower levels of satisfaction in relation to ease of getting through on the phone (3 percentage points), being offered choice of appointment (5 percentage points), type of appointment (2 percentage points). Women were more concerned than men about their health/the health of the person that they were making an appointment for, and women were more likely to have sought help and advice from another source before contacting their GP.
- **Sexuality:** 81% of people who are 'heterosexual or straight' and 81% of people who are 'gay or lesbian' rated their practice as good. Gay/lesbian respondents rated their satisfaction as higher than or the same as the Sheffield score on the majority of questions. 73% of bisexual respondents rated their practice as good and levels of satisfaction were lower than the Sheffield score on the majority of questions. The sample sizes for the 'gay or lesbian' and 'bisexual' groups were low (less than 100 for some questions), and therefore the answers of a small number of people can significantly alter the percentage. The voice of these groups are underrepresented in the survey.

- Long term conditions: The experience of people with a long-term condition was poorer in relation to the functional aspects of care (ease of getting through on the phone, satisfaction with appointment booking). Further work to understand the experience of specific groups is needed. For example, just 71% of people with a learning disability rated their practice as good, and just 76% said that their healthcare professional was good at recognising and understanding their mental health needs.
- Working status: The experience of people working full time and part time was similar to the average score. The experience of people in full time education was poorer for several questions about the relational aspects of care (listening, treating with care and concern, recognising and understanding mental health needs) and for the experience of booking appointments – particularly type of appointment offered. 71% people in full time education rated their GP practice as good (compared to the Sheffield-wide score of 81%).
- Age: Lower levels of satisfaction with some of the functional aspects of care were found in the age groups '16-24', '45-54' and '55-64'. Respondents aged 16-24 had poorer experiences of the relational aspects of care (enough time, listening, treating with care and concern, recognising and understanding mental health needs). Experience of the relational aspects of care was similar to the average across all other age groups.
- Carers: 80% of carers rated their overall experience of their GP practice as good, compared to the Sheffield-wide score of 81%. Whilst the overall score was only slightly lower, carers had much poorer experiences of getting through on the phone and appointment booking, particularly in relation to being offered a choice of appointment. Compared to non-carers, carers' experiences of the relational aspects of care was slightly poorer (one-two percentage points) for several questions about the relational aspects of care, and five points lower for recognising and understanding mental health needs.

9. 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
& Chevaughn Woodhouse, Freedom of Information Lead

On behalf of: Brian Hughes, Deputy Accountable Officer

September 2020

Appendices:

Appendix One: Ethnic Group and Religion of respondents

Appendix Two: Infographic summarising survey results for Sheffield CCG

Appendix Three: Infographic summarising national results

Appendix 1

Ethnic Group	GP patient survey respondents 2020	CCG census 2011
% White - English/Welsh/Scottish/Northern Irish/British	79%	80.80%
% White – Irish	Numbers too low to report a percentage	0.50%
% White - Gypsy or Irish Traveller	Numbers too low to report a percentage	0.10%
% White- Any other White background	4%	2.30%
% Mixed - White and Black Caribbean	1%	1.00%
% Mixed - White and Black African	Numbers too low to report a percentage	0.20%
% Mixed - White and Asian	Numbers too low to report a percentage	0.60%
% Mixed - Any other Mixed/Multiple Ethnic background	Numbers too low to report a percentage	0.70%
% Asian/Asian British – Indian	1%	1.10%
% Asian/Asian British – Pakistani	4%	4.00%
% Asian/Asian British – Bangladeshi	1%	0.60%
% Asian/Asian British – Chinese	1%	1.30%
% Asian/Asian British - Any other Asian background	1%	1.00%
% Black/African/Caribbean/Black British - African	2%	1.00%
% Black/African/Caribbean/Black British – Caribbean	1%	2.10%
% Black/African/Caribbean/Black British - Any other Black/African/Caribbean background	Numbers too low to report a percentage	0.00%
% Other ethnic group - Arab	1%	1.50%
% Other ethnic group – Other	2%	0.50%

Religion	GP patient survey respondents 2020	CCG census 2011
% No religion	41%	31.20%
% Buddhist	1%	0.40%
% Christian	44%	52.50%
% Hindu	Numbers too low to report a percentage	0.60%
% Jewish	Numbers too low to report a percentage	0.10%
% Muslim	9%	7.70%
% Sikh	Numbers too low to report a percentage	0.20%
% Other	1%	0.40%
% I would prefer not to say	3%	

The GP patient survey was sent to patients during January - March 2020.

The results were published on 9 July 2020.

Results are available at CCG and practice level.

8524 Sheffield patients completed the survey. This included

- **3908** patients with long-term physical or mental health conditions, disabilities or illnesses.
- **1167** carers.

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.

The 2020 results can be compared with the 2019 and 2018 results. The results prior to 2018 are not comparable because the questions were changed in 2018. The survey contains quantitative data (numbers). It does not include qualitative data (patient comments). The comments on the following pages were made by Sheffield patients and published on Care Opinion.

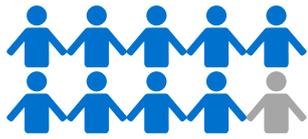
The data on the following pages is 'weighted data'. This means that the data has been adjusted to account for potential age and gender differences between the profile of all eligible patients in a practice and the patients who actually complete a questionnaire. The weighting also takes into account neighbourhood statistics, such as levels of deprivation.



81% Sheffield respondents rated their GP practice as 'fairly good' or 'very good'. This is a reduction on 2019 (84%) and slightly below the national score of 82%.

Experiences of the relational aspects of care

Reception staff



89%
say receptionists
are helpful

The 2020 Sheffield
score is the same as
in 2019 and 2018.

The Sheffield score
was the same as the
national score - 89%



Practice-level results range from 65%-100%.

"..However the receptionists are
incredibly rude and unhelpful."



"I am happy with the way I was dealt
with and treated lovely
receptionists..."

Care provided by the healthcare professional at your last GP practice appointment

87%

good at giving
enough time

National
score
86%

Sheffield results are very similar to the national average.

89%

good at listening

National
score
88%

Compared to 2019, the scores are **the same** or have **improved** by 1% for healthcare professionals:

- giving enough time
- treating with care and concern
- confidence and trust
- involving patients in decision
- meeting needs
- recognising and understanding mental health needs

88%

good at treating with
care and concern

National
score
87%

86%

recognised and
understood mental
health needs

National
score
85%

96%

confidence & trust
in the healthcare
professional

National
score
95%

"Thank you..., very professional service from GP's,
clear communication appreciated.
Very busy practice but excellent treatment."

94%

involved as much as
wanted to be in
decisions

National
score
93%

"I am so impressed that despite the current
challenges, your team are continuing to be as
respectful, professional and caring as ever."

95%

needs were met

National
score
94%

Experiences of the functional aspects of care

Phone



63%

say that it is easy to get through on the phone

The 2020 Sheffield score is less than 2019 (66%) and 2018 (67%)

The Sheffield score was the lower than the national score - 65%

Practice-level results range from 15%-100%

"... Our latest record is pressing redial 140 times ... When you do eventually get through you are left on hold for up to 10mins ..."



"Appointment available on the day of calling. No waiting time on arrival and Dr was very helpful and caring"

Appointments



62%

offered a choice of appointment

The 2020 Sheffield score is lower than 2019 (63%)

The Sheffield score was the higher than the national score - 60%

Practice-level results range from 34%-90%.

"can never get an appointment when you phone up... fobbed off time and time again ring back tomorrow at 8 am then the lines are gridlocked..."



"...I appreciate being able to get an appointment when needed.."

73%

satisfied with the type of appointment

The 2020 Sheffield score is lower than 2019 (75%) and 2018 (74%)

The Sheffield score was the same as the national score - 73%

Practice-level results range from 36%-96%.

"...there doesn't seem to be any attempt at maintaining continuity with clinicians."



"Due to my own fault I was late for my appointment, the receptionist and Doctor couldn't have been more helpful in sorting out my dilemma."

64%

good overall experience of making an appointment

The 2020 Sheffield score is lower than 2019 (67%)

The Sheffield score was lower than the national score - 65%

Practice-level results range from 25%-95%.

"... Told only one appointment all week available . Which is ridiculous first thing on a Monday morning ..."



"... we were seen, antibiotics prescribed and picked up from the pharmacy, my little boy back at nursery and me back at work by lunch time. An excellent example of how well the system can work!"

Behaviour and knowledge

Booking appointment and use of online services

In the last 12 months..

- 78% had booked appointments by phone
- 42% had booked appointments in person
- 14% had booked appointments online



"...The online system is fantastic and easy to use for appts, repeat prescription and the triage appt enables you to access a healthcare professional without any problems or delays."

41% did not know what online services their practice offered and 73% had not used online services in the last 12 months. These scores are an improvement on 2019 and 2018 scores.

26% did not know what general practice times were available.

Before trying to get an appointment?

What did people do before trying to book an appointment?



- 35%** Did not try to get any information or advice
- 36%** Looked for information online
- 27%** Tried to treat myself
- 24%** Asked for advice from a friend or family member
- 12%** Spoke to a pharmacist
- 8%** Tried to get information and advice elsewhere – from a non NHS service
- 6%** Called an NHS helpline (such as 111)
- 5%** Went to or contacted another NHS service

The 2020 results are very similar to 2019 and to the national average.

When patients didn't accept the appointment offered

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



- 40%** There weren't any appointments available for the time or day I wanted
- 31%** I couldn't book ahead at my GP practice
- 21%** The appointment wasn't soon enough

Other factors related to the location and type of appointment

- 17%** There weren't any appointments at the place I wanted
- 12%** The type of appointment I wanted was not available
- 10%** I couldn't see my preferred GP
- 9%** The appointment was too far away/too difficult to get to
- 7%** There weren't any appointments with the healthcare professional I wanted

The 2020 results are similar to 2019. The biggest changes have been a 4% decline in those going on to contact another NHS service or not seeing or speaking to anyone.

After declining an appointment, **26%** of patients didn't see or speak to anyone

- 23%** Decided to contact the practice another time
- 11%** Went to or contacted another NHS service (excluding the services list below)
- 14%** Got an appointment for a different day
- 13%** Looked for information online
- 10%** Went to A & E
- 9%** Spoke to a pharmacist
- 7%** Spoke to a friend or family member
- 8%** Called and NHS helpline (such as 111)

About the survey

740,000 responses received ^A

Survey running since 2007

Includes data on:

- 435,000 patients with a long-term condition, disability or illness
- 135,000 carers
- 47,000 smokers
- and more...



740,000

Overall experience of GP practice:

The majority of patients had a good overall experience of their GP practice [83% in 2019]

82%
good experience



Healthcare professional:

95% say they have confidence and trust in the healthcare professional they saw [95% in 2019]*

94% say their needs were met at their last appointment [94% in 2019]*



Access:

The majority of patients find it easy to get through to their practice by phone [68% in 2019]*

65%
find it easy



50%

have a GP they prefer to see [52% in 2019]*



45%

of these always or almost always/ a lot of the time see their preferred GP when they would like to [48% in 2019]*

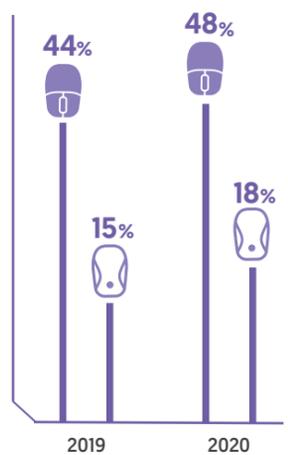


Awareness and use of online services:

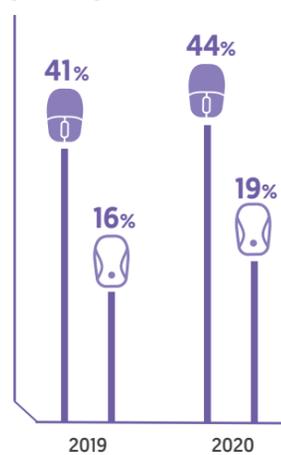
Awareness and use of online service is increasing

Awareness Use

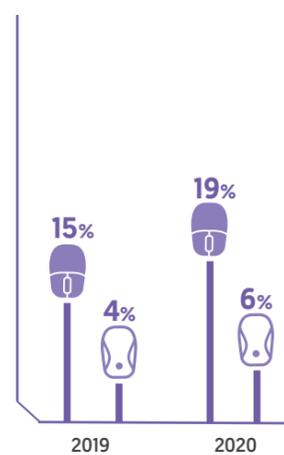
Booking appointments online



Ordering repeat prescriptions online



Accessing my medical records online



Choice and satisfaction with appointment offered:

Offered a choice of time or day*



Offered a choice of place*



Offered a choice of healthcare professional*



were satisfied with the type of appointment offered, and accepted it [74% in 2019]

Rating of care at last appointment:

The majority of patients say the healthcare professional they saw was good at...



listening to them [89% in 2019]*



giving them enough time [87% in 2019]*



treating them with care and concern [87% in 2019]*



were involved as much as they wanted to be in decisions about their care and treatment [93% in 2019]*

Making an appointment:

56%

saw or spoke to someone at a time they wanted to or sooner [57% in 2019] +

62%

who wanted a same day appointment got one [62% in 2019] +

65%

say they had a good experience of making an appointment [67% in 2019]

If patients did not take the appointment they were offered (7%), they did the following:

Didn't see or speak to anyone

29%

Contacted their practice at another time

21%

Got an appointment for a different day

13%

Went to A&E

13%

Looked for information online

12%

Spoke to a friend or family member

10%

Went to or contacted another NHS service

10%

Spoke to a pharmacist

10%

Called an NHS helpline, such as NHS 111

8%

Planning care

40%

with a long-term condition have spoken to a healthcare professional to discuss managing it [39% in 2019]

77%

with a long-term condition say that they have received enough support from local services / organisations [78% in 2019]*

www.gp-patient.co.uk

See reports which show the national results broken down by **CCG** and **GP practice**

Use the analysis tool to look at the survey results across years, and to analyse and compare results for specific groups of patients (e.g. by age, ethnicity and more)