

The GP patient survey was sent to patients between January - March 2021.

The results were published on 8th July 2021.

Results are available at CCG and practice level.

**9951** Sheffield patients completed the survey. This included

- **4363** patients with long-term physical or mental health conditions, disabilities or illnesses.
- **1484** carers (providing care 1 - 50+hrs).
- **2554** patients who had shielded or someone in their household had shielded.
- **2842** patients who avoided making an appointment for any reason (including risk of catching COVID and worry of being a burden on NHS).

## 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 2021 survey was redeveloped to reflect changes to primary care services due to COVID, however majority of the results can be compared with the last three years 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.

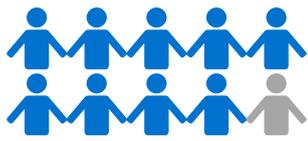
The data on the following pages is 'weighted data'. This means that the data has been adjusted to account for potential age and gender differences between the profile of all eligible patients in a practice and the patients who actually complete a questionnaire. The weighting also takes into account neighbourhood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



**82% Sheffield respondents rated their GP practice as 'fairly good' or 'very good'. This is a slight increase on 2020 (81%) and slightly below the national score of 83%.**

# Experiences of the relational aspects of care

## Reception staff



**88%**  
say receptionists  
are helpful

The Sheffield score dropped  
1% in comparison with the last  
3 years

The Sheffield score was the  
less than the national score -  
89%

! Practice-level results range from 73%-100%. Practice range is an improvement on 62%- 100% in 2020

"..Rude discriminating  
receptionist..."



"...receptionists dealt with my  
requests sympathetically and  
efficiently..."

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

**89%**

good at giving  
enough time

National  
score  
89%

Sheffield results are very similar to the national average.

**89%**

good at listening

National  
score  
89%

Compared to 2020, the scores or have **decreased** by 1% or  
remained **the same** for healthcare professionals:

**89%**

good at treating with  
care and concern

National  
score  
89%

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

**85%**

recognised and  
understood mental  
health needs

National  
score  
86%

"I just wanted to log a huge thank you and recognise the amazing service  
provided, especially considering the current difficult times we are in."

**96%**

confidence & trust  
in the healthcare  
professional

National  
score  
96%

**93%**

involved as much as  
wanted to be in decisions

National  
score  
93%

"My GP at this practice is absolutely outstanding  
when it comes to mental health disorders. She  
has supported me for the past five or more years  
on a monthly basis and has been exceptional."

**94%**

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 2021 Sheffield score is same as 2020 and less than 2019 and 2018

The Sheffield score was the lower than the national score - 68%

Practice-level results range from 19%-99%

"No one answers phone I stay on hold until it cuts off and I call back..."



"...answer the phone very quickly indeed"

## Appointments



69%

offered a choice of appointment

The 2021 Sheffield score is higher than 2020 (62%)

The Sheffield score was same as the national score - 69%

Practice-level results range from 47%-99%.

"... it is very hard to get an appointment..."



"I have always been pleased with the attention received - whether a face to face appointment or via the phone"

81%

satisfied with the type of appointment

The 2021 Sheffield score is higher than 2020 (73%)

The Sheffield score was lower than the national score - 82%

Practice-level results range from 54%-97%.

"...I have to ring every day at 08.00 until I get an appointment..."



"..Their phone back service is brilliant and means you are seen to on the same day for minor issues...."

68%

good overall experience of making an appointment

The 2021 Sheffield score is higher than 2020 (64%)

The Sheffield score was lower than the national score - 71%

Practice-level results range from 39%-98%.

"... recorded message that we can only book telephone appointment...transferred to reception and then there is no response ..."



"Phoned up on the 09/02/2021, 5min waiting, on the phone, receptionist very pleasant, doctor rung back in the afternoon..."

# Behaviour and knowledge

## Booking appointment and use of online services

In the last 12 months..

- 91% had booked appointments by phone
- 8% had booked appointments in person
- 8% had booked appointments online



"...If you're willing to take some responsibility for your own health and can embrace online options to do this, this is an efficient, friendly practice."

77% found it easy to use the practice website to look for information or access services. This is an improvement on the 75% finding it easy in 2020.

36% did not know what general practice times were available this is an increase on the 26% who didn't know in 2020.

## Before trying to get an appointment?

What did people do before trying to book an appointment?

	Compared to 2020 (%)
<b>44%</b> Did not try to get any information or advice	↑ (35%)
<b>28%</b> Looked for information online (NHS and non NHS)	↓ (36%)
<b>23%</b> Tried to treat myself	↓ (27%)
<b>21%</b> Asked for advice from a friend or family member	↓ (24%)
<b>12%</b> Spoke to a pharmacist	↔ (12%)
<b>9%</b> Tried to get information and advice elsewhere – from a non NHS service	↑ (8%)
<b>7%</b> Called an NHS helpline (such as 111)	↑ (6%)
<b>3%</b> Went to or contacted another NHS service	↓ (5%)



## 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.

<b>25%</b> There weren't any appointments available for the time or day I wanted	With the exception of speaking to a friend or family member and calling NHS helpline, the 2021 %s have decreased. E.g. 25% of patients didn't accept an appointment because it wasn't available for the time or day wanted is an improvement on the 40% of patients for 2020.
<b>23%</b> I couldn't book ahead at my GP practice	
<b>7%</b> The appointment wasn't soon enough	

Other factors related to the location and type of appointment

<b>9%</b> There weren't any appointments at the place I wanted
<b>10%</b> The type of appointment I wanted was not available
<b>7%</b> I couldn't see my preferred GP
<b>3%</b> The appointment was too far away/too difficult to get to
<b>6%</b> There weren't any appointments with the healthcare professional I wanted



After declining an appointment, **33%** of patients didn't see or speak to anyone

<b>17%</b> Decided to contact the practice another time
<b>6%</b> Went to or contacted another NHS service (excluding the services list below)
<b>6%</b> Got an appointment for a different day
<b>8%</b> Looked for information online (NHS and non NHS)
<b>7%</b> Went to A & E
<b>8%</b> Spoke to a pharmacist
<b>13%</b> Spoke to a friend or family member
<b>11%</b> Called and NHS helpline (such as 111)