

Title of Meeting:	Primary Care Commissioning Committee	Agenda Item: 6.4									
Date of Meeting:	23 July 2020	<table border="1"> <tr> <th colspan="2">Session (Tick)</th> </tr> <tr> <td>Public</td> <td>X</td> </tr> <tr> <td>Private</td> <td></td> </tr> <tr> <td>Development Session</td> <td></td> </tr> </table>		Session (Tick)		Public	X	Private		Development Session	
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Paper Title:	GP Survey 2020										
Responsible PCCC Member Lead Wendy Balmain Director of Strategy and Integration		Report Author and Job Title Julie Hardiment Communications and Engagement Manager									
Purpose (this paper if for)	<table border="1"> <tr> <th>Decision</th> <th>Discussion</th> <th>Assurance</th> <th>Information</th> </tr> <tr> <td></td> <td></td> <td></td> <td>X</td> </tr> </table>			Decision	Discussion	Assurance	Information				X
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Has the report (or variation of it) been presented to another Committee / Meeting? If yes, state the Committee / Meeting:											
Executive Summary											
<p>The annual GP survey is an England wide survey providing practice level data about patient's experience along with regional and national comparisons and is administered by Ipsos-Mori.</p> <p>The data collection period for this survey was from January to the end of March so was largely conducted before the Covid-19 pandemic.</p> <p>Across the NHS Clinical Commissioning Group area 13,259 questionnaires were sent out with 6367 returned. This represents a response rate of 48% which is well above the national response rate of 31.7%. This compares with a response rate of 49% across the three former CCGs of Hambleton, Richmondshire and Whitby, Harrogate and Rural District and Scarborough and Ryedale CCGs collectively for 2019 when 13162 surveys were sent out and 6429 were returned.</p> <p>The survey asks questions on overall experience of the GP practice, making an appointment and experience of the last appointment. It also asks about the experience of patients with long term conditions and about access to health services when GP practices are closed. It represents a snapshot at a given time and has limitations as the practice samples may be very small. It also does not include qualitative data.</p> <p>Key themes:</p> <ul style="list-style-type: none"> Overall experience of GP Practice GP practices in NHS North Yorkshire CCG received a score of 89% for overall satisfaction. This was above the national average of 82%. The scores for this metric ranged from 79% to 100% satisfaction among GP practices within the CCG. Services – getting through by phone The CCG scored well above the national average on this measure at 81% compared to a national average of 65%. The range for GP practices in the CCG was between 58% and 100%. Services – helpfulness of reception staff Satisfaction with the helpfulness of reception staff was high at 94% - above the national average of 89% with a spread of results across North Yorkshire ranging from 86% to 100%. Services – online The survey shows a low take up of online services in North Yorkshire CCG. 17% of patients access 											

online appointments – slightly lower than the national average of 18%. For online ordering of prescriptions North Yorkshire fares slightly better with 24% take up as opposed to 19% nationally. The result for accessing records online is the same as the national average at 6% as is the score for not accessing any online services at 71%. This indicates that at that time moves to more digital and virtual interaction with GP practices would appear to present a national challenge although if this question had been asked during the Covid-19 pandemic these scores may have indicated a move to more digital interaction.

- Services – website

Satisfaction with GP practice websites was high at 84% and above the national average of 76%. However within the CCG the range of satisfaction was between 65% for the lowest scoring practice and 100% for the highest scoring practice.

- Services – choice of appointment, appointment times, satisfaction and experience

The proportion of patients who were satisfied with the choice of appointments was 68% compared with 60% nationally but there was a wide range within the CCG from 49% to 94%. In terms of appointment times 70% were satisfied with the times available to them compared with 63% nationally. However within this satisfaction ranges from 50% to 94% for North Yorkshire GP practices. Once patients received an appointment average satisfaction was high at 80% compared to 73% nationally but this does reflect a range of between 61% and 100% for individual GP practices. The overall experience of appointments was 75% significantly higher than the national average of 65%, however the range among practices within the CCG area was 58% – 97% on the overall experience measure.

- Perceptions of care at last appointment

Satisfaction with healthcare professionals seen at appointments is high in the North Yorkshire CCG area with over 90% of responses stating that the professional gave the patient enough time, listened and was caring. In all these cases responses which indicated poor care was half of the national average. Over 95% of patients also felt that they were involved in decisions about their care, had their needs met and had confidence in the healthcare professional that they saw. Responses indicating dissatisfaction were one third lower than the national average.

- Mental health and long term conditions

Patients were asked about their experiences of general practice for both mental health and long term conditions. 87% felt that mental health needs were recognised and understood which is close to and slightly higher than the national average of 85%. However this masked a wide range of experience from 60% to 100% among individual GP practices. In terms of long term conditions 82% of respondents felt that they had sufficient support to manage their long term conditions. As with mental health there was a similar wide range of experience from 56% to 100% but the caveat is that this question asked about support from local services and organisations and therefore was not restricted to the care received from the patient's GP practice.

- When the GP practice is closed

Most of the patients in this situation contacted another NHS service by phone (68% compared to that national average of 62%), followed by A and E at a slightly higher rate than nationally (42 % versus 37%). Fewer patients than the national average contacted a pharmacist although there was not a large variation (10% versus 13% nationally) but this does indicate that at the time of the survey messages about visiting a pharmacist were not cutting through in the North Yorkshire CCG area. Patients were asked about their satisfaction with out of hours services overall. Of those who responded 70% were satisfied with the time it took to receive a service from another provider compared with 63% nationally. 92% had confidence in the alternative provider, similar to the national average of 91% and overall satisfaction with out of hours services was higher at 72% than the national average of 67%.

Conclusion:

On the whole North Yorkshire scored well on the GP Survey in 2020 and was above the national average on every metric and patients remain satisfied with the services they receive from primary care. As is to be expected the organisational outcomes summarise a spread of results across the practice cohort. Although comparisons can be made with other CCGs in the region it is important to

<p>be mindful of the fact that at the time that patients submitted their responses the GP practices still sat within three CCGs as the fieldwork took place pre-merger. It is also important to note that this survey took place before the Covid-19 pandemic and therefore does not reflect the changes to the way that primary care has been delivered since April 2020.</p>	
<p>Recommendations The Primary Care Commissioning Committee is being asking to: Note the outcomes of the 2019 GP survey.</p>	
<p>Monitoring The GP survey is run and assessed annually.</p>	
<p>Any statutory / regulatory / legal / NHS Constitution implications</p>	<p>None</p>
<p>Management of Conflicts of Interest</p>	<p>No conflicts of interest have been identified prior to the meeting.</p>
<p>Communication / Public & Patient Engagement</p>	<p>A media statement summarising the key outcomes of the survey will be published alongside the publication of the PCCC papers.</p>
<p>Financial / resource implications</p>	<p>None.</p>
<p>Significant Risks to Consider</p>	<p>None.</p>
<p>Outcome of Impact Assessments completed</p>	<p>None.</p>

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