GP PATIENT SURVEY

NHS SOUTHEND CCG

Latest survey results

August 2018 publication

Contents

This slide pack provides results for the following topic areas:

Background, introduction and guidance

Background information about the survey

- The GP Patient Survey (GPPS) is an England-wide survey, providing **practice-level data** about patients' experiences of their GP practices.

- Ipsos MORI administers the survey on behalf of NHS England.

- For more information about the survey please refer to the end of this slide pack or visit https://gp-patient.co.uk/.

- This slide pack presents some of the key results for **NHS SOUTHEND CCG**.

- The data in this slide pack are based on the August 2018 GPPS publication.

- In NHS SOUTHEND CCG, **9,623** questionnaires were sent out, and **3,161** were returned completed. This represents a response rate of **33%**.

- Prior to 2015 these slide packs presented Area Team averages for each CCG. These are no longer included following the integration of Area Teams into the four existing Regional Teams. However, CCGs can still see how their results compare to those of other local CCGs.

- The questionnaire has been redeveloped for 2018 in response to significant changes to primary care services as set out in the GP Forward View, and to provide a better understanding of how local care services are supporting patients to live well, particularly those with long-term care needs. The questionnaire (and past versions) can be found here: https://gp-patient.co.uk/surveysandreports.

Introduction

- The GP Patient Survey measures patients' experiences across a range of topics, including:

  - Making appointments

  - Perceptions of care at appointments

  - Managing health conditions

  - Practice opening hours

  - Services when GP practices are closed

- The GP Patient Survey provides data at practice level using a consistent methodology, which means it is comparable across organisations.

- The survey has limitations:

  - Sample sizes at practice level are relatively small.

  - The survey does not include qualitative data which limits the detail provided by the results.

  - The data is provided once a year rather than in real time.

- However, given the consistency of the survey across organisations, GPPS can be used as one element of evidence.

- It can be triangulated with other sources of feedback, such as feedback from Patient Participation Groups, local surveys and the Friends and Family Test, to develop a fuller picture of patient journeys.

- **This slide pack is intended to assist this triangulation of data. It aims to highlight where there may be a need for further exploration.**

- Practices and CCGs can then discuss the findings further and triangulate them with other data – in order to identify potential improvements and highlight best practice.

- **The following slide suggests ideas for how the data can be used to improve services.**

- Given the extensive changes to the questionnaire in 2018, this pack does not include trends over time.

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Guidance on how to use the data

The following suggest ideas for how the data in this slide pack can be used and interpreted to improve GP services:

- **Comparison of a CCG's results against the national average**: this allows benchmarking of the results to identify whether the CCG is performing well, poorly, or in line with others. The CCG may wish to focus on areas where it compares less favourably.

- **Considering questions where there is a larger range in responses among practices or CCGs**: this highlights areas in which greater improvements may be possible, as some CCGs or practices are performing significantly better than others nearby. The CCG may wish to focus on areas with a larger range in the results.

- **Comparison of practices' results within a CCG**: this can identify practices within a CCG that seem to be over-performing or under-performing compared with others. The CCG may wish to work with individual practices: those that are performing particularly well may be able to highlight best practice, while those performing less well may be able to improve their performance.

Comparison of results

CCG	National
86%	84%
Good	Good
4%	6%
Poor	Poor

Practice range in CCG – % **Good**

Lowest Performing: 57%

Highest Performing: 98%

Percentage of patients saying 'good'

Interpreting the results

- The number of participants answering (the base size) is stated for each question. The total number of responses is shown at the bottom of each chart.

- **All comparisons are indicative only. Differences may not be statistically significant – particularly when comparing practices due to low numbers of responses.**

- For guidance on statistical reliability, or for details of where you can get more information about the survey, please refer to the end of this slide pack.

- Maps: CCG and practice-level results are also displayed on maps, with results split across 5 bands (or 'quintiles') in order to have a fairly even distribution at the national level of CCGs/practices across each band.

- **All data is taken from the latest / August 2018 publication** (fieldwork January to March 2018).

- For further information on using the data please refer to the end of this slide pack.

* More than 0% but less than 0.5%

When fewer than 10 patients respond

In cases where fewer than 10 patients have answered a question, the **data have been suppressed** and results will not appear within the charts. This is to prevent individuals and their responses being identifiable in the data.

100%

Where results do not sum to 100%, or where individual responses (e.g. fairly good; very good) do not sum to combined responses (e.g. very/fairly good) this is due to **rounding, or cases where multiple responses are allowed**.

Overall experience of GP practice

Overall experience of GP practice

CCG's results

- 41% Very good
- 39% Fairly good
- 12% Neither good nor poor
- 5% Fairly poor
- Very poor

Comparison of results

	CCG	National
Good	**80%**	**84%**
Poor	**7%**	**6%**

Practice range in CCG – % Good

Lowest Performing **61%**

Highest Performing **100%**

Local CCG range – % Good

Lowest Performing **76%**

Highest Performing **89%**

%Good = %Very good + %Fairly good
%Poor = %Very poor + %Fairly poor

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

Percentage of patients saying 'good'

Overall Experience of GP practice

■	87.2 up to 93.0
■	84.9 up to 87.2
■	83.0 up to 84.9
■	80.2 up to 83.0
■	72.4 up to 80.2

Results range from

76%

to

89%

The CCG represented by this pack is highlighted in red

Comparisons are indicative only: differences may not be statistically significant

Base: All those completing a questionnaire: CCG bases range from 2,242 to 11,050   %Good = %Very good + %Fairly good

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

Percentage of patients saying 'good'

Overall Experience of GP practice
- ● 92.5 up to 100.0
- ● 88.1 up to 92.5
- ● 83.2 up to 88.1
- ● 76.0 up to 83.2
- ● 35.0 up to 76.0

Results range from

61%

to

100%

Comparisons are indicative only: differences may not be statistically significant

Base: All those completing a questionnaire: Practice bases range from 61 to 136   %Good = %Very good + %Fairly good

Overall experience: how the CCG's practices compare

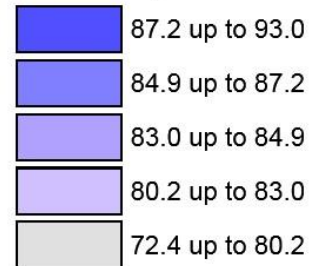## Q31. Overall, how would you describe your experience of your GP practice?

Percentage of patients saying 'good'

Practices · CCG ■ · National average – –

Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

12

Local GP services

Ease of getting through to GP practice on the phone

Q1. Generally, how easy is it to get through to someone at your GP practice on the phone?*

CCG's results
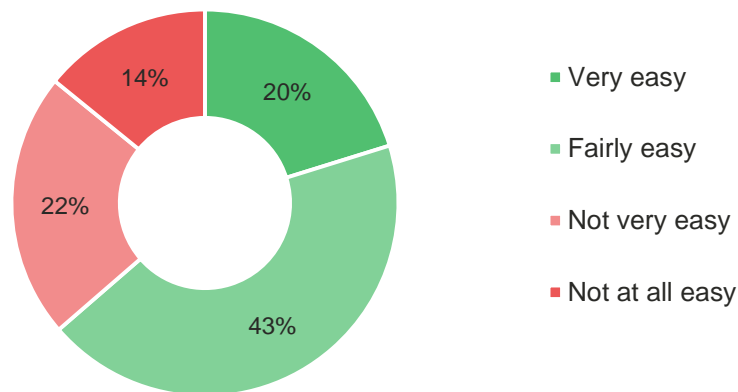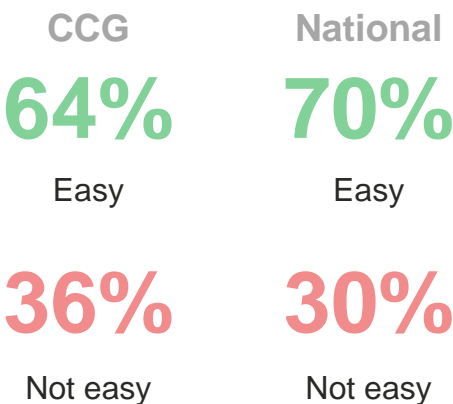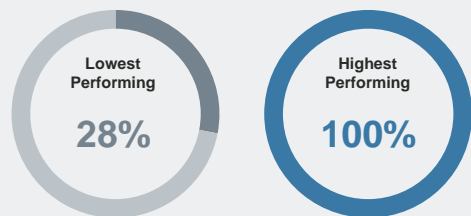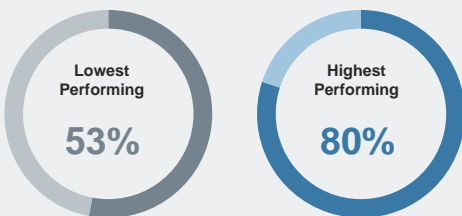
- Very easy — 20%
- Fairly easy — 43%
- Not very easy — 22%
- Not at all easy — 14%

Comparison of results

	CCG	National
Easy	**64%**	**70%**
Not easy	**36%**	**30%**

Practice range in CCG - % **Easy**

- Lowest Performing: 28%
- Highest Performing: 100%

Local CCG range - % **Easy**

- Lowest Performing: 53%
- Highest Performing: 80%

*Those who say 'Haven't tried' have been excluded from these results.

Q1. Generally, how easy is it to get through to someone at your GP practice on the phone?

Percentage of patients saying it is 'easy' to get through to someone on the phone

● Practices   ■ CCG   – – National average
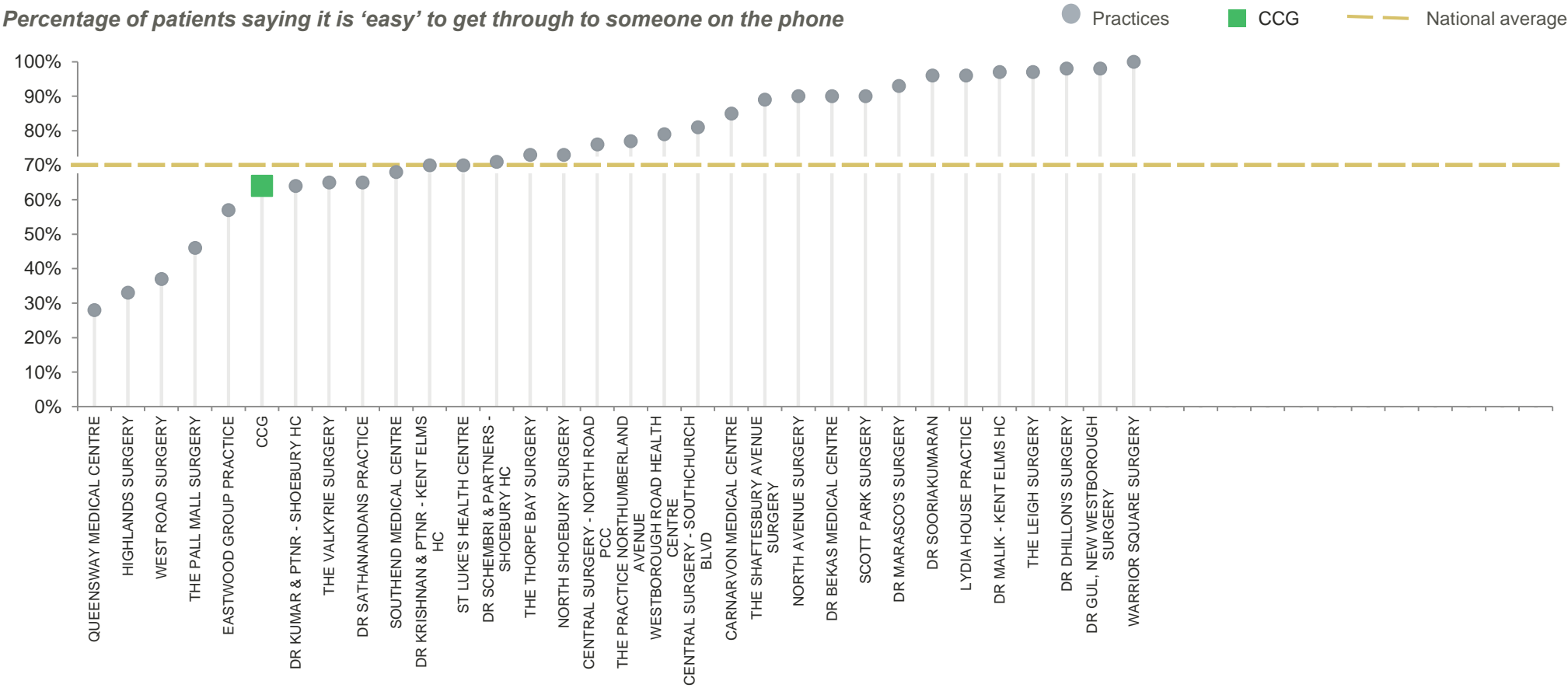
Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to lower numbers of responses

Base: All those completing a questionnaire excluding 'Haven't tried': National (729,884); CCG (3,047); Practice bases range from 55 to 132

%Easy = %Very easy + %Fairly easy

Helpfulness of receptionists at GP practice

Q2. How helpful do you find the receptionists at your GP practice?*

CCG's results

42%
46%
9%
3%

- Very helpful
- Fairly helpful
- Not very helpful
- Not at all helpful

Comparison of results

CCG	National
88%	**90%**
Helpful	Helpful
12%	**10%**
Not helpful	Not helpful
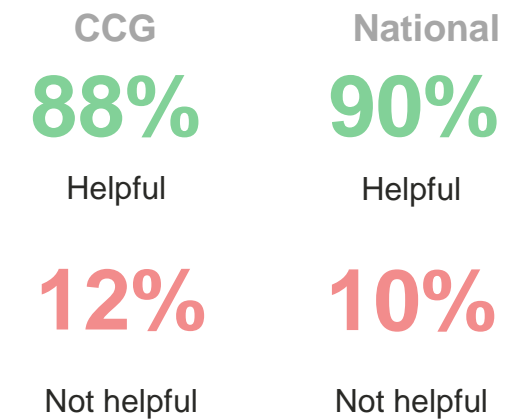
Practice range in CCG - % **Helpful**

Lowest Performing **74%**

Highest Performing **100%**

Local CCG range - % **Helpful**

Lowest Performing **85%**

Highest Performing **94%**
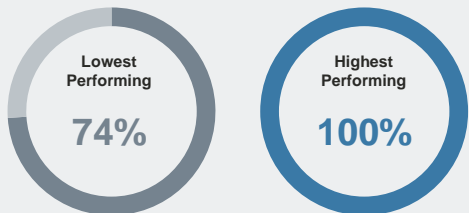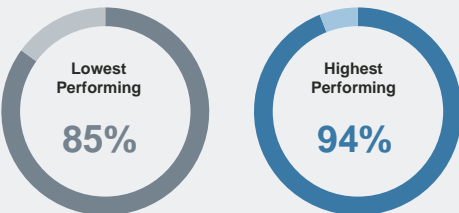
*Those who say 'Don't know' have been excluded from these results.

Helpfulness of receptionists at GP practice: how the CCG's practices compare

Percentage of patients saying receptionists at the GP practice are 'helpful'

● Practices   ■ CCG   – – National average

Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

%Helpful = %Very helpful + %Fairly helpful

Access to online services

Awareness of online services

Comparisons are indicative only: differences may not be statistically significant

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Online service use

Comparisons are indicative only: differences may not be statistically significant

Ease of use of online services

Q6. How easy is it to use your GP practice's website to look for information or access services?*

CCG's results

- Very easy — 25%
- Fairly easy — 52%
- Not very easy — 17%
- Not at all easy — 6%

Comparison of results

	CCG	National
Easy	**77%**	**78%**
Not easy	**23%**	**22%**

Practice range in CCG - % Easy

Lowest Performing: **54%**
Highest Performing: **100%**

Local CCG range - % Easy

Lowest Performing: **75%**
Highest Performing: **88%**

*Those who say 'Haven't tried' have been excluded from these results.

%Easy = %Very easy + %Fairly easy
%Not easy = %Not very easy + %Not at all easy

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Ease of use of online services

Percentage of patients saying it is 'easy' to use their GP practice's website

● Practices   ■ CCG   — — National average

Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses
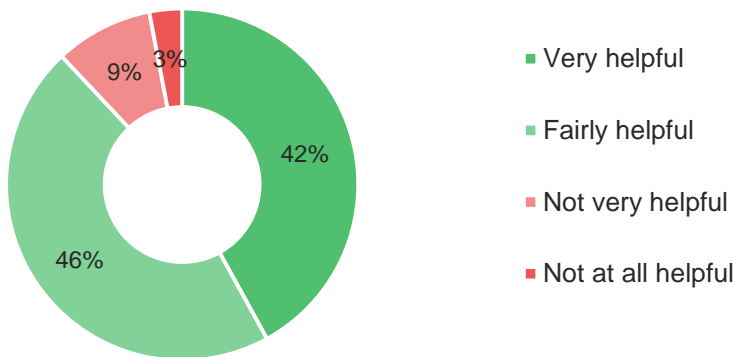
Base: All those completing a questionnaire excluding 'Haven't tried': National (234,144); CCG (691); Practice bases range from 10 to 47
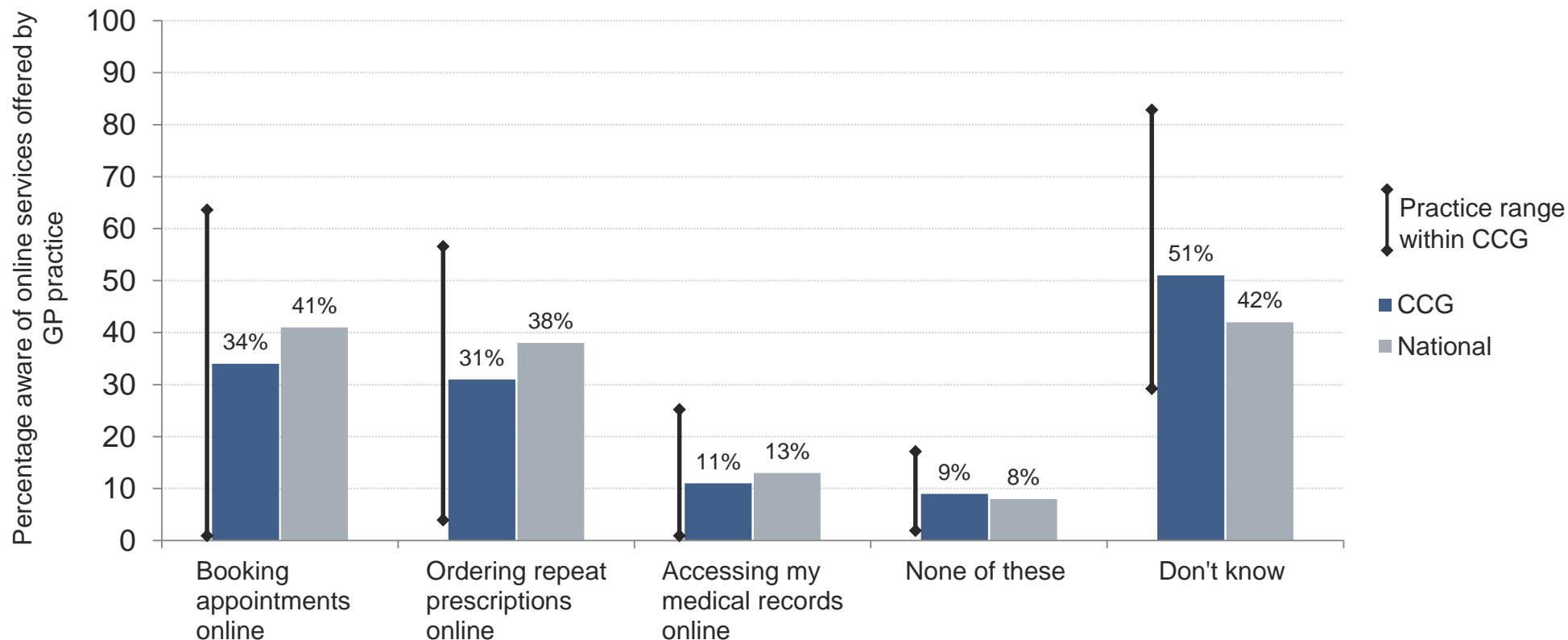
%Easy = %Very easy + %Fairly easy

Making an appointment

Choice of appointment

CCG's results

- Yes, a choice of place — 9%
- Yes, a choice of time or day — 48%
- Yes, a choice of healthcare professional — 8%
- No, I was not offered a choice of appointment — 44%

Comparison of results

CCG	National
56%	**62%**
Yes	Yes
44%	**38%**
No	No

Practice range in CCG - % Yes

- Lowest Performing: 37%
- Highest Performing: 93%

Local CCG range - % Yes

- Lowest Performing: 51%
- Highest Performing: 66%
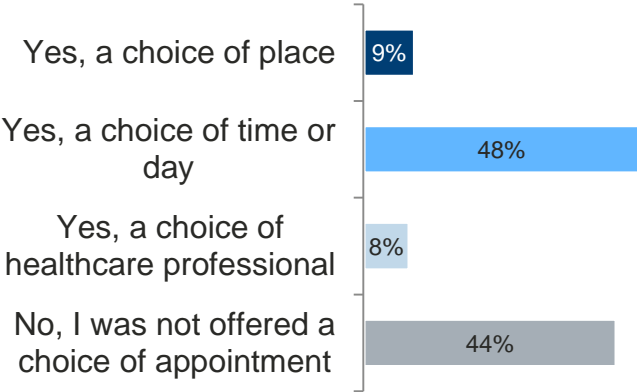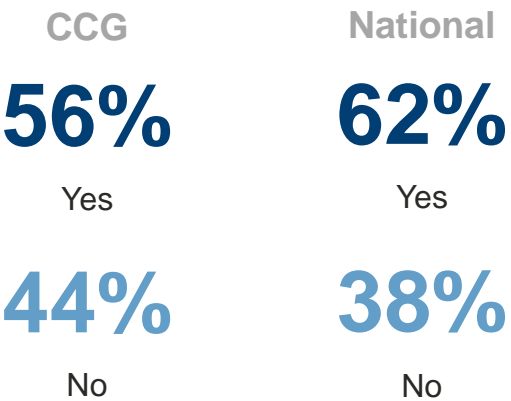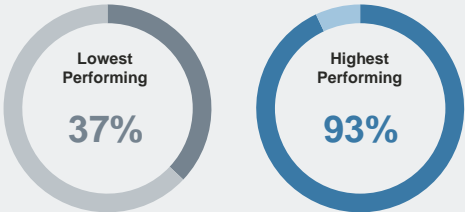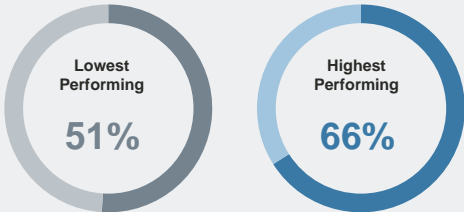
*Those who say 'Doesn't apply' or 'Can't remember' have been excluded from these results. The 'Yes' options are multi-code and so the summation of the three 'Yes' options does not equal the combined 'Yes' offered a choice statistic.

Base: All tried to make an appointment since being registered excluding 'Doesn't apply' and 'Can't remember': National (586,602); CCG (2,436); Practice bases range from 40 to 107; CCG bases range from 1,741 to 8,829

%Yes = either offered a 'Choice of place', a 'Choice of time or day' or a 'Choice of healthcare professional'

Choice of appointment

Percentage of patients saying 'yes' they were offered a choice of appointment

● Practices   ■ CCG   — National average
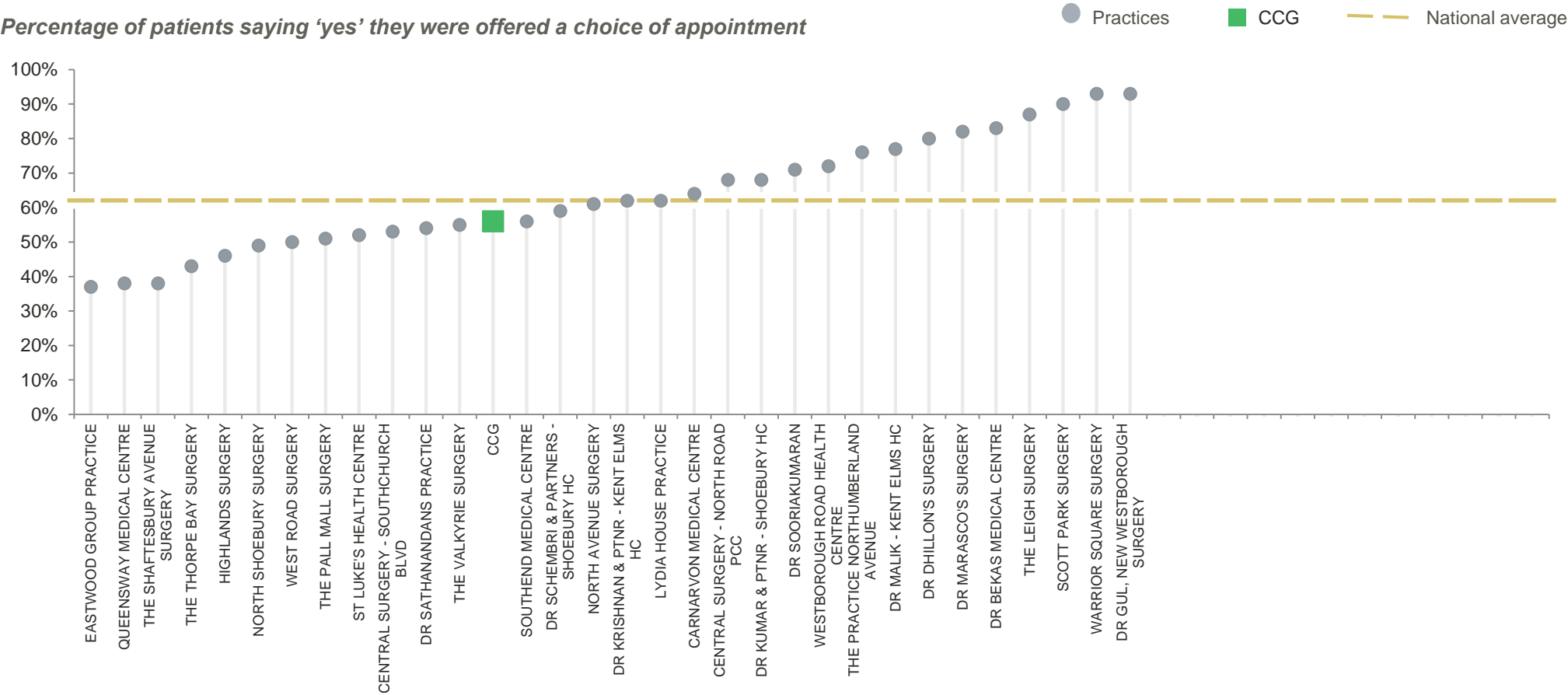
Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All tried to make an appointment since being registered excluding 'Doesn't apply' and 'Can't remember': National (586,602); CCG (2,436); Practice bases range from 40 to 107

%Yes = %Choice of place + %Choice of time or day + %Choice of healthcare professional

Satisfaction with appointment offered

Q17. Were you satisfied with the type of appointment (or appointments) you were offered?

CCG's results

5%
20%
74%

- Yes, and I accepted an appointment
- No, but I still took an appointment
- No, and I did not take an appointment
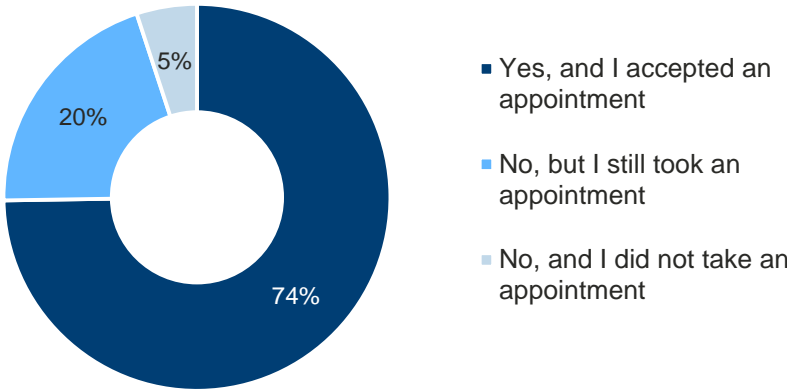
Comparison of results

CCG	National
74%	**74%**
Yes, took appt	Yes, took appt
20%	**20%**
No, took appt	No, took appt
5%	**6%**
No, didn't take appt	No, didn't take appt

Practice range in CCG - % Yes

Lowest Performing
60%

Highest Performing
100%

Local CCG range - % Yes

Lowest Performing
70%

Highest Performing
81%

Base: All tried to make an appointment since being registered: National (701,961); CCG (2,896);
Practice bases range from 51 to 120; CCG bases range from 2,089 to 10,445

Satisfaction with appointment offered

Q17. Were you satisfied with the type of appointment (or appointments) you were offered?

Percentage of patients saying 'yes' they were satisfied with the appointment offered

● Practices   ■ CCG   − − National average

Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All tried to make an appointment since being registered: National (701,961); CCG (2,896);
Practice bases range from 51 to 120

What patients do when they are not satisfied with the appointment offered and do not take it
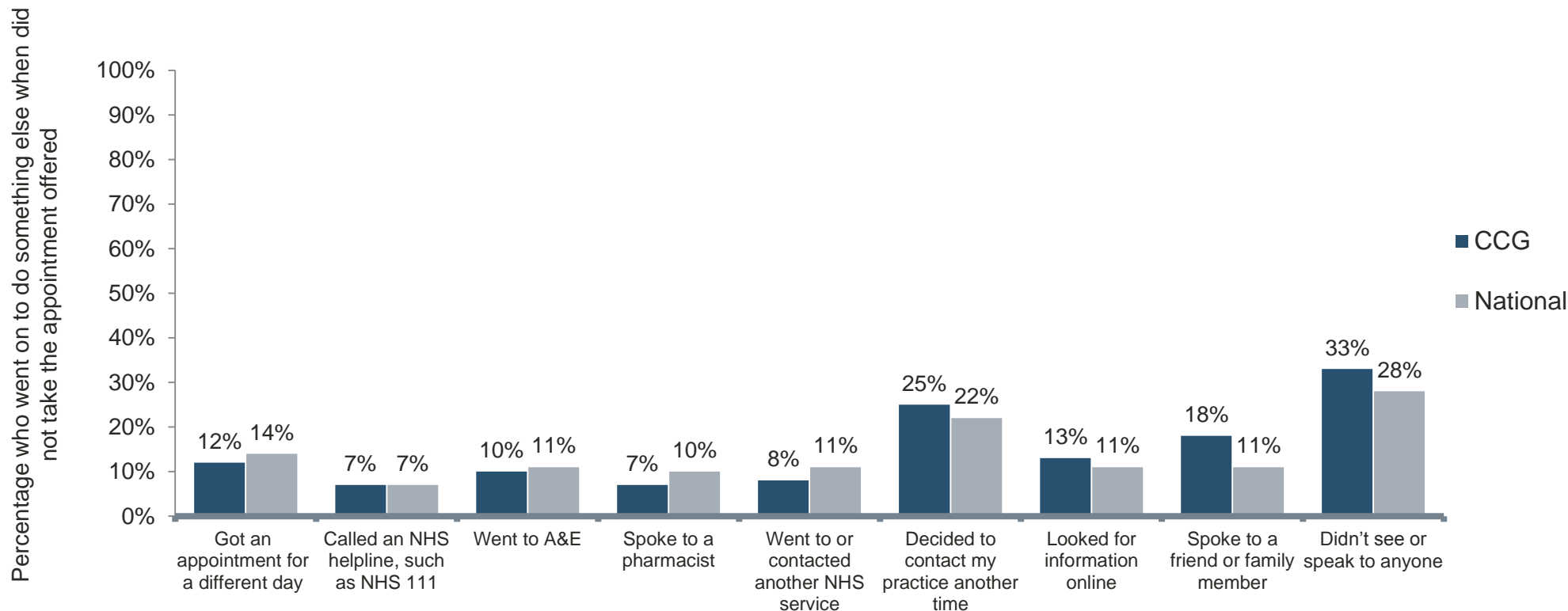
Percentage who went on to do something else when did not take the appointment offered

	CCG	National
Got an appointment for a different day	12%	14%
Called an NHS helpline, such as NHS 111	7%	7%
Went to A&E	10%	11%
Spoke to a pharmacist	7%	10%
Went to or contacted another NHS service	8%	11%
Decided to contact my practice another time	25%	22%
Looked for information online	13%	11%
Spoke to a friend or family member	18%	11%
Didn't see or speak to anyone	33%	28%

Comparisons are indicative only: differences may not be statistically significant

Base: All who did not take the appointment offered (excluding those who haven't tried to make one): National (32,326); CCG (109)

Overall experience of making an appointment

Q22. Overall, how would you describe your experience of <u>making</u> an appointment?

CCG's results

- Very good — 28%
- Fairly good — 37%
- Neither good nor poor — 16%
- Fairly poor — 11%
- Very poor — 7%

Comparison of results

	CCG	National
Good	**65%**	**69%**
Poor	**18%**	**15%**

Practice range in CCG - % Good

Lowest Performing: **40%**
Highest Performing: **98%**

Local CCG range - % Good

Lowest Performing: **60%**
Highest Performing: **76%**

Overall experience of making an appointment: how the CCG's practices compare

Percentage of patients saying they had a 'good' experience of making an appointment

● Practices ■ CCG — — National average
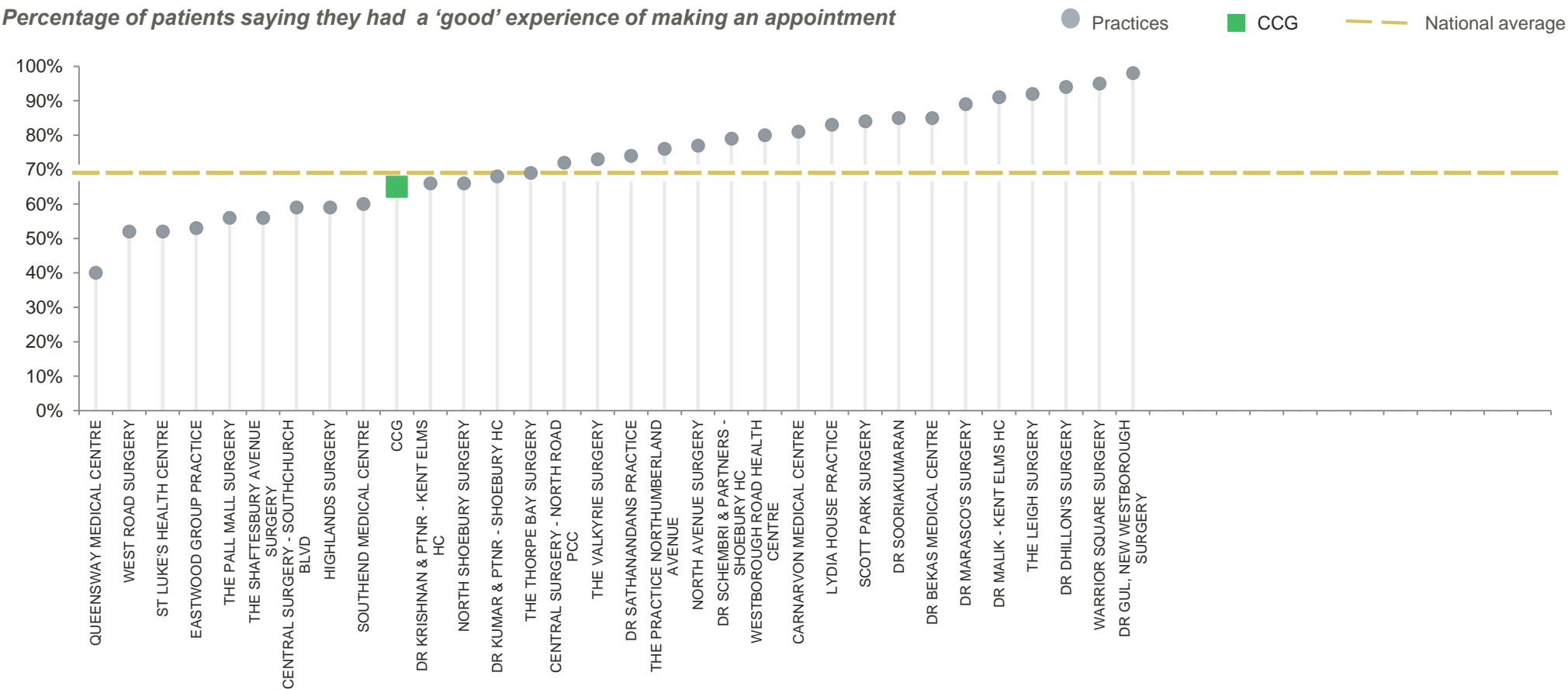
Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses
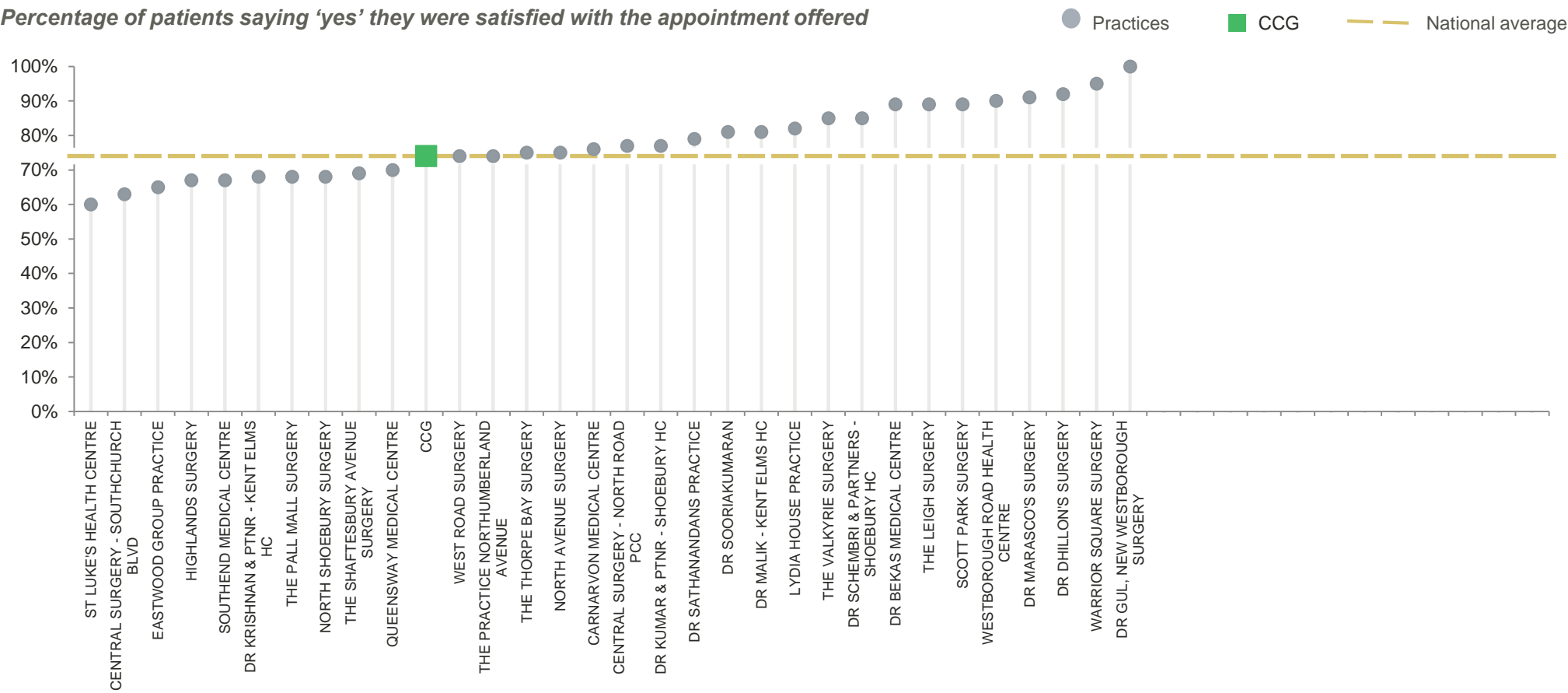
Base: All tried to make an appointment since being registered: National (693,912); CCG (2,878); Practice bases range from 49 to 123

%Good = %Very good + %Fairly good

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Perceptions of care at patients' last appointment

Perceptions of care at patients' last appointment with a healthcare professional

Q26. Last time you had a general practice appointment, how good was the healthcare professional at each of the following*

CCG's results

	Giving you enough time	Listening to you	Treating you with care and concern
National results % 'Poor' (total)	4%	3%	4%
CCG results % 'Poor' (total)	5%	5%	5%

Giving you enough time
- Very poor / Poor: 3%
- Neither good nor poor: 10%
- Good: 39%
- Very good: 45%

Listening to you
- Very poor / Poor: 3%
- Neither good nor poor: 11%
- Good: 36%
- Very good: 48%

Treating you with care and concern
- Very poor / Poor: 3%
- Neither good nor poor: 12%
- Good: 35%
- Very good: 49%

Very poor / Very good

■ Very good ■ Good ■ Neither good nor poor ■ Poor ■ Very poor
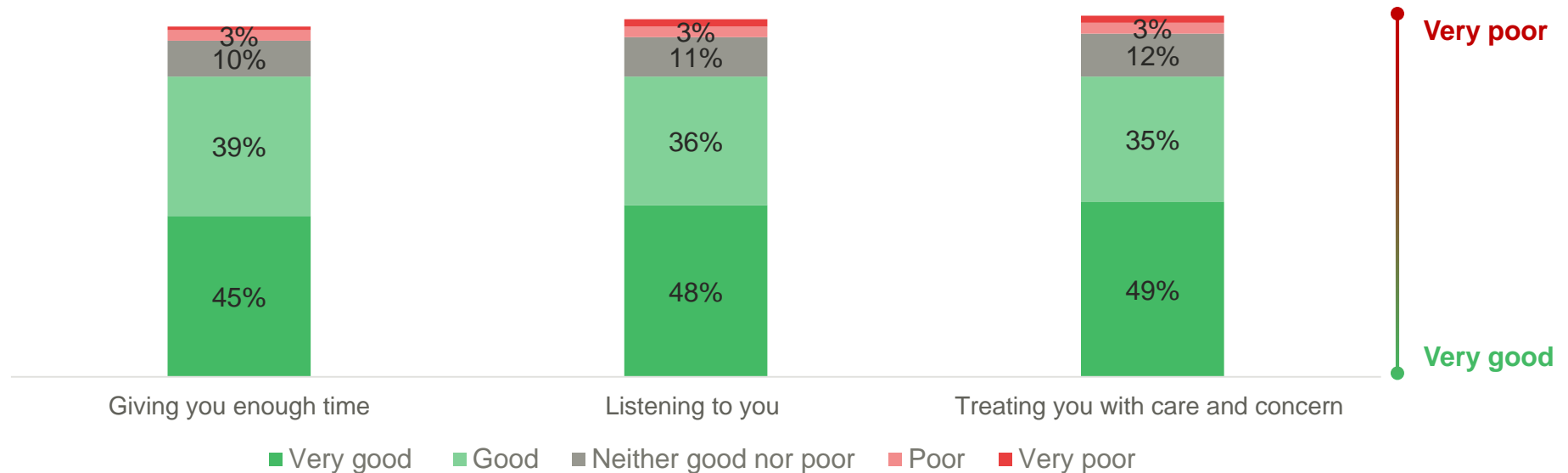
*Those who say 'Doesn't apply' have been excluded from these results.

Base: All had an appointment since being registered with current GP practice excluding 'Doesn't apply':
National (706,895; 705,167; 706,882); CCG (2,912; 2,909; 2,917)

%Poor (total) = %Very poor + %Poor

Perceptions of care at patients' last appointment with a healthcare professional

Q28-30. During your last general practice appointment…*

CCG's results

	Felt involved in decisions about care and treatment	Had confidence and trust in the healthcare professional	Felt their needs were met
National results % 'No, not at all'	7%	4%	5%
CCG results % 'No, not at all'	7%	5%	6%

Felt involved in decisions about care and treatment: No, not at all 7%; Yes, to some extent 34%; Yes, definitely 58%

Had confidence and trust in the healthcare professional: No, not at all 5%; Yes, to some extent 27%; Yes, definitely 67%

Felt their needs were met: No, not at all 6%; Yes, to some extent 33%; Yes, definitely 61%

No, not at all

Yes, definitely

■ Yes, definitely   ■ Yes, to some extent   ■ No, not at all

*Those who say 'Don't know / doesn't apply' or 'Don't know / can't say' have been excluded from these results.

Mental health needs recognised and understood

During your last general practice appointment, did you feel that the healthcare professional recognised and/or understood any mental health needs that you might have had?*
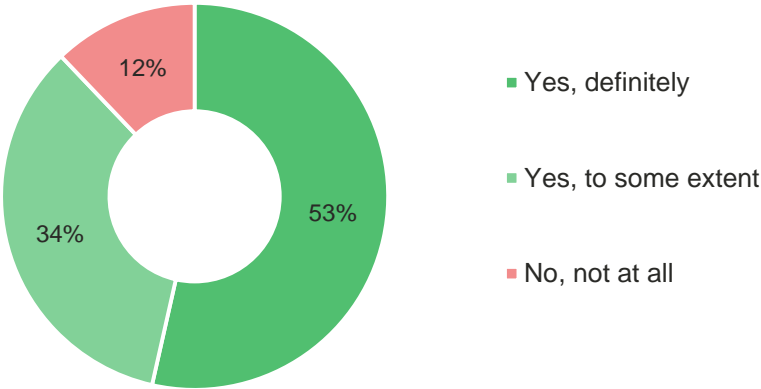
CCG's results

- Yes, definitely — 53%
- Yes, to some extent — 34%
- No, not at all — 12%

Comparison of results

	CCG	National
Yes	**88%**	**87%**
No	**12%**	**13%**

Practice range in CCG - % **Yes**

Lowest Performing: **70%**

Highest Performing: **100%**

Local CCG range - % **Yes**

Lowest Performing: **81%**

Highest Performing: **90%**
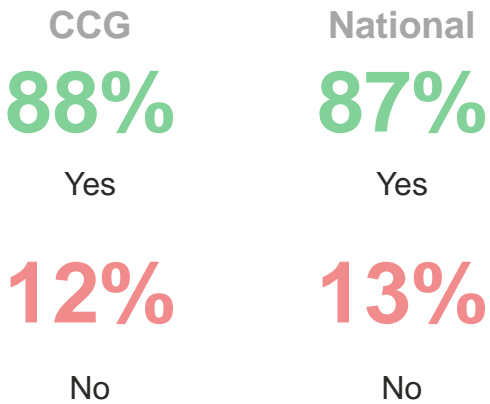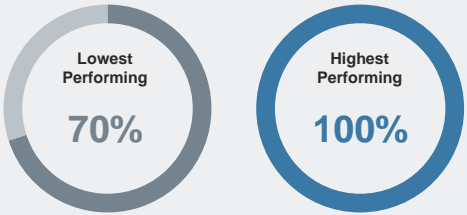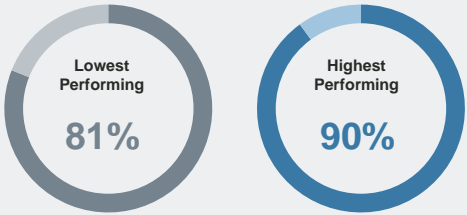
*Those who say 'I did not have any mental health needs' or 'Did not apply to my last appointment' have been excluded from these results.

Base: All had an appointment since being registered with current GP practice excluding 'I did not have any mental health needs' or 'Did not apply to my last appointment': National (277,497); CCG (1,074); Practice bases range from 18 to 47; CCG bases range from 695 to 3,938

%Yes = %Yes, definitely + %Yes, to some extent

Managing health conditions

Support with managing long-term health conditions

Q38. In the last 12 months, have you had enough support from local services or organisations to help you to manage your condition (or conditions)?*

CCG's results
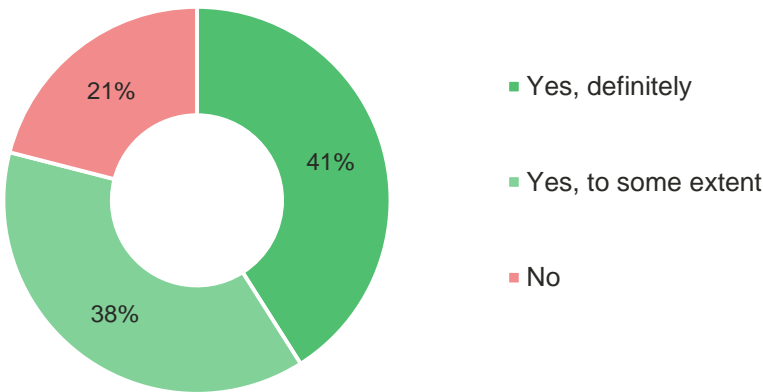
- ■ Yes, definitely — 41%
- ■ Yes, to some extent — 38%
- ■ No — 21%

Comparison of results

CCG	National
79% Yes	**79%** Yes
21% No	**21%** No

Practice range in CCG - % **Yes**

Lowest Performing **56%**

Highest Performing **100%**

Local CCG range - % **Yes**

Lowest Performing **75%**

Highest Performing **85%**
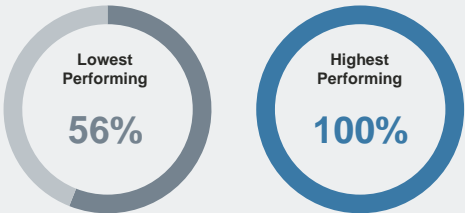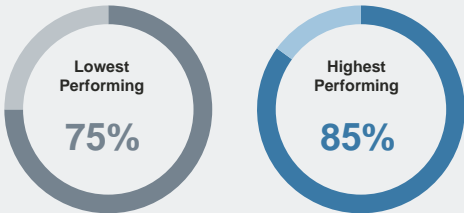
*Those who say 'I haven't needed support' and 'Don't know / can't say' have been excluded from these results.

Support with managing long-term health conditions

Percentage of patients saying 'yes' they have had enough support to manage their condition(s) ● Practices ■ CCG — — National average

Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All with a long-term condition excluding 'I haven't needed support' and 'Don't know / can't say': National (284,887); CCG (1,217); Practice bases range from 19 to 62

%Yes = %Yes, definitely + %Yes, to some extent

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Satisfaction with general practice appointment times

Satisfaction with appointment times

Q8. How satisfied are you with the general practice appointment times that are available to you?*

CCG's results

- Very satisfied — 23%
- Fairly satisfied — 40%
- Neither satisfied nor dissatisfied — 17%
- Fairly dissatisfied — 11%
- Very dissatisfied — 9%

Comparison of results

	CCG	National
Satisfied	**63%**	**66%**
Dissatisfied	**19%**	**17%**
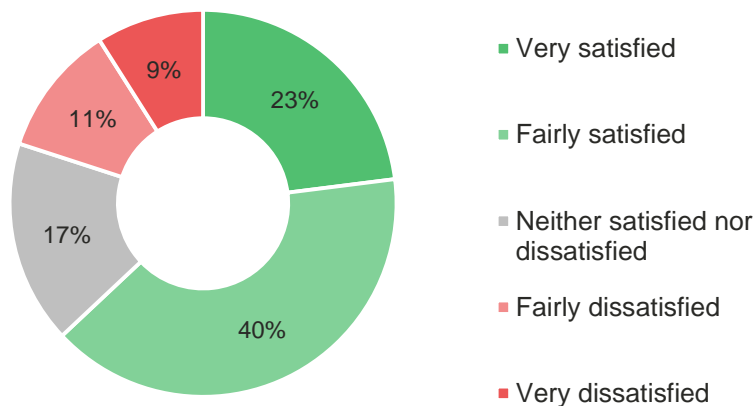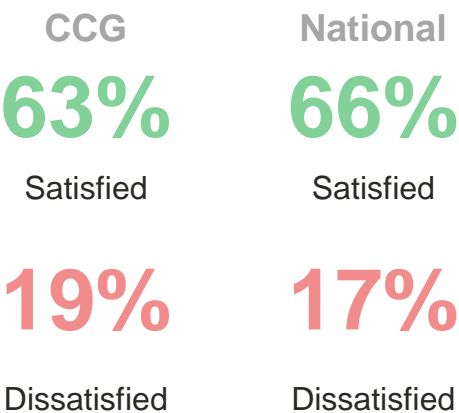
Practice range in CCG - % Satisfied

- Lowest Performing — **39%**
- Highest Performing — **98%**
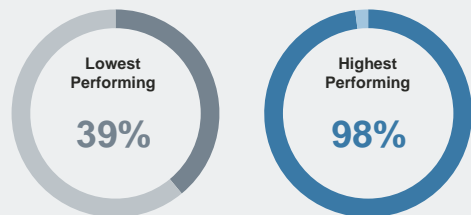
Local CCG range - % Satisfied

- Lowest Performing — **58%**
- Highest Performing — **73%**
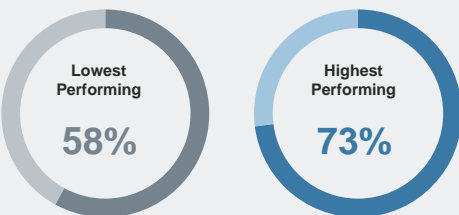
*Those who say 'I'm not sure when I can get an appointment' have been excluded from these results.

%Satisfied = %Very satisfied + %Fairly satisfied
%Dissatisfied = %Very dissatisfied + %Fairly dissatisfied

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39

Satisfaction with appointment times: how the CCG's practices compare

Q8. How satisfied are you with the general practice appointment times that are available to you?

Percentage of patients saying they are 'satisfied' with the appointment times available

● Practices   ■ CCG   — — National average

Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Services when GP practice is closed

- *The services when GP practice is closed questions are only asked of those who have recently used an NHS service when they wanted to see a GP but their GP practice was closed. As such, the base size is often too small to make meaningful comparisons at practice level; practice range within CCG has therefore not been included for these questions.*

- *Please note that patients cannot always distinguish between out-of-hours services and extended access appointments. Please view the results in this section with the configuration of your local services in mind.*

Use of services when GP practice is closed

Q45. Considering all of the services you contacted, which of the following happened on that occasion?

Legend: ■ CCG ■ National

Response	CCG	National
I contacted an NHS service by telephone	72%	62%
A healthcare professional called me back	29%	25%
A healthcare professional visited me at home	4%	5%
I went to A&E	33%	36%
I saw a pharmacist	13%	12%
I went to another general practice service	10%	18%
I went to another NHS service	6%	5%
Can't remember	7%	8%
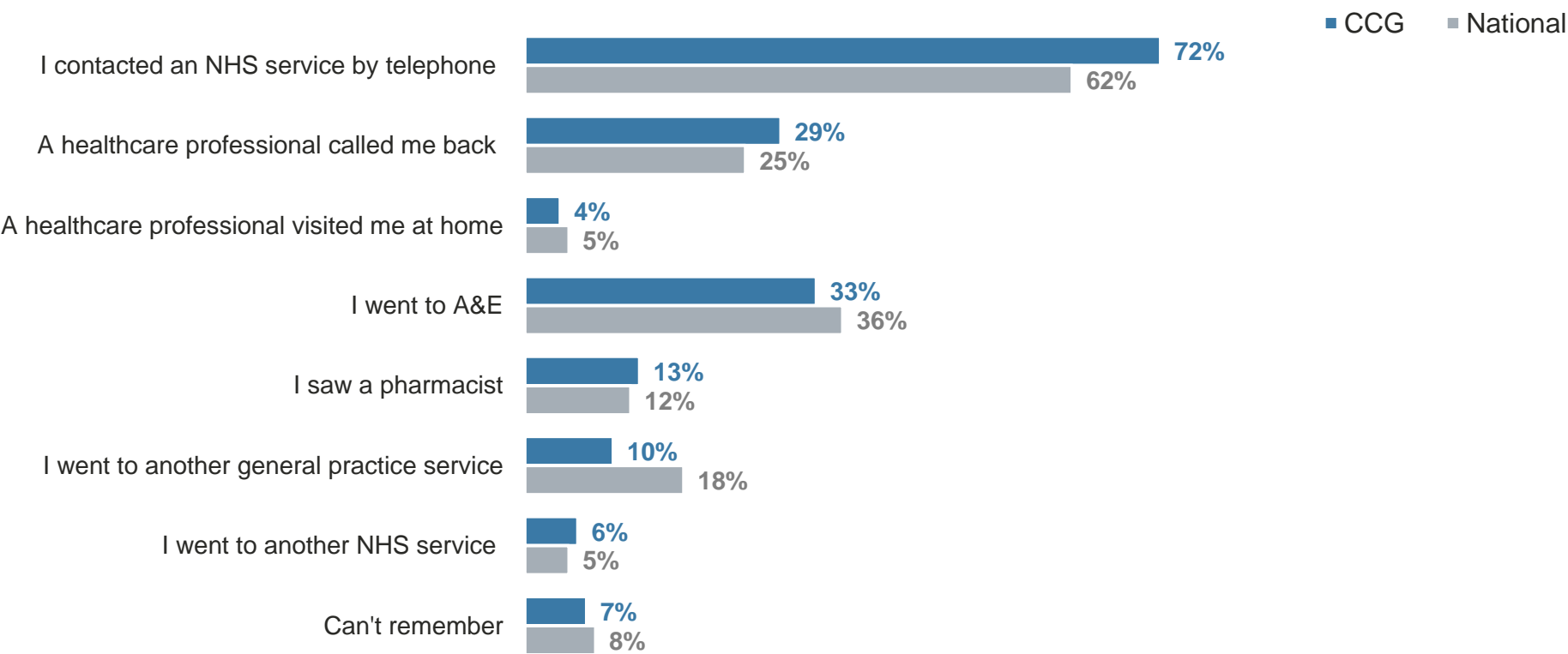
Base: All those who have contacted an NHS service when GP practice closed in past 12 months: National (138,025); CCG (532)

Time taken to receive care or advice when GP practice is closed

Q46. How do you feel about how quickly you received care or advice on that occasion?*

CCG's results

- It was about right
- It took too long

34%
66%

Comparison of results

CCG	National
66%	**65%**
About right	About right
34%	**35%**
Took too long	Took too long

Local CCG range – % About right

Lowest Performing
62%

Highest Performing
74%

*Those who say 'Don't know / doesn't apply' have been excluded from these results.

Confidence and trust in staff providing services when GP practice is closed

Q47. Considering all of the people that you saw or spoke to on that occasion, did you have confidence and trust in them?*

CCG's results

- Yes, definitely
- Yes, to some extent
- No, not at all

10%
42%
47%

Comparison of results

CCG	National
90%	**91%**
Yes	Yes
10%	**9%**
No	No

Local CCG range – % Yes

Lowest Performing
88%

Highest Performing
94%

*Those who say 'Don't know / can't say' have been excluded from these results.

%Yes = %Yes, definitely + % Yes, to some extent

Overall experience of services when GP practice is closed

Q48. Overall, how would you describe your last experience of NHS services when you wanted to see a GP but your GP practice was closed?*

CCG's results

- Very good — 29%
- Fairly good — 39%
- Neither good nor poor — 15%
- Fairly poor — 10%
- Very poor — 7%

Comparison of results

	CCG	National
Good	**68%**	**69%**
Poor	**17%**	**15%**

Local CCG range - % Good

Lowest Performing
64%

Highest Performing
78%

*Those who say 'Don't know / can't say' have been excluded from these results.

%Good = %Very good + %Fairly good
%Poor = %Fairly poor + %Very poor

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Statistical reliability

Statistical reliability

Participants in a survey such as GPPS represent only a sample of the total population of interest – this means we cannot be certain that the results of a question are exactly the same as if everybody within that population had taken part ("true values"). However, we can predict the variation between the results of a question and the true value by using the size of the sample on which results are based and the number of times a particular answer is given. The confidence with which we make this prediction is usually chosen to be 95% – that is, the chances are 95 in 100 that the true value will fall within a specified range (the "95% confidence interval").

The table below gives examples of what the confidence intervals look like for an 'average' practice and CCG, as well as the confidence intervals at the national level.

An example of confidence intervals (at national, CCG and practice level) based on the average number of responses to the question "Overall, how would you describe your experience of your GP practice?"

	Average sample size on which results are based	Approximate confidence intervals for percentages at or near these levels		
		Level 1: *10% or 90%* +/-	*Level 2:* *30% or 70%* +/-	*Level 3:* *50%* +/-
National	758,165	0.09	0.15	0.16
CCG	4,000	1.32	2.02	2.20
Practice	100	6.93	10.21	11.08

For example, taking a CCG where 4,000 people responded and where 30% answered 'Very good' in response to 'Overall, how would you describe your experience of making an appointment', there is a 95% likelihood that the true value (which would have been obtained if the whole population had been interviewed) will fall within the range of +/-2.02 percentage points from that question's result (i.e. between 27.98% and 32.02%).

When results are compared between separate groups within a sample, the difference may be "real" or it may occur by chance (because not everyone in the population has been interviewed). Confidence intervals will be wider when comparing groups, especially where there are small numbers e.g. practices where 100 patients or fewer responded to a question. These findings should be regarded as indicative rather than robust.

Want to know more?

Further background information about the survey

- The survey was sent to **c.2.2 million adult patients** registered with a GP practice.

- Participants are sent a **postal questionnaire**, also with the option of completing the survey online or via telephone.

- Past results dating back to 2007 are available for every practice in the UK. From 2017 the survey has been annual; previously it ran twice a year (June 2011 – July 2016), on a quarterly basis (April 2009 – March 2011) and annually (January 2007 – March 2009).

- For more information about the survey please visit https://gp-patient.co.uk/.

- The overall response rate to the survey is **34.1%**, based on **758,165** completed surveys.

- **Weights have been applied** to adjust the data 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. Since the first wave of the 2011-2012 survey the weighting also takes into account neighbourhood statistics, such as levels of deprivation, in order to further improve the reliability of the findings.

- Further information on the survey including questionnaire design, sampling, communication with patients and practices, data collection, data analysis, response rates and reporting can be found in the technical annex for each survey year, available here: https://gp-patient.co.uk/surveysandreports.

c.2.2m
Surveys to adults registered with an English GP practice

758,165
Completed surveys in the August 2018 publication

34.1%
National response rate

Where to go to do further analysis …

- For reports which show the National results broken down by CCG and Practice, go to https://gp-patient.co.uk/surveysandreports - you can also see previous years' results here.

- To look at the survey data at a national, CCG or practice level, and filter on a specific participant group (e.g. by age), break down the survey results by survey question, or to create and compare different participant 'subgroups', go to https://gp-patient.co.uk/analysistool

- For general FAQs about the GP Patient Survey, go to https://gp-patient.co.uk/faq

For further information about the GP Patient Survey, please get in touch with the GPPS team at Ipsos MORI at GPPatientSurvey@ipsos.com

We would be interested to hear any feedback you have on this slide pack, so we can make improvements for the next publication.