

# Health and Partnerships Scrutiny Committee

## 11 April 2018

Karen Hawkins – Director of  
Commissioning &  
Transformation

[www.darlingtonccg.nhs.uk](http://www.darlingtonccg.nhs.uk)



# GP Access

[www.darlingtonccg.nhs.uk](http://www.darlingtonccg.nhs.uk)



# GP Access

## GP Access fund - Context

- Increased GP Access services have been commissioned with Primary Healthcare Darlington by Darlington CCG from 1 January 2017
- Appointments are pre-bookable and available to the whole population of Darlington who are registered with a Darlington GP Practice
- Services are available every day of the year, including all bank holidays
- Patients book appointments via their GP Practice
- The 111 service can also book appointments on behalf of patients

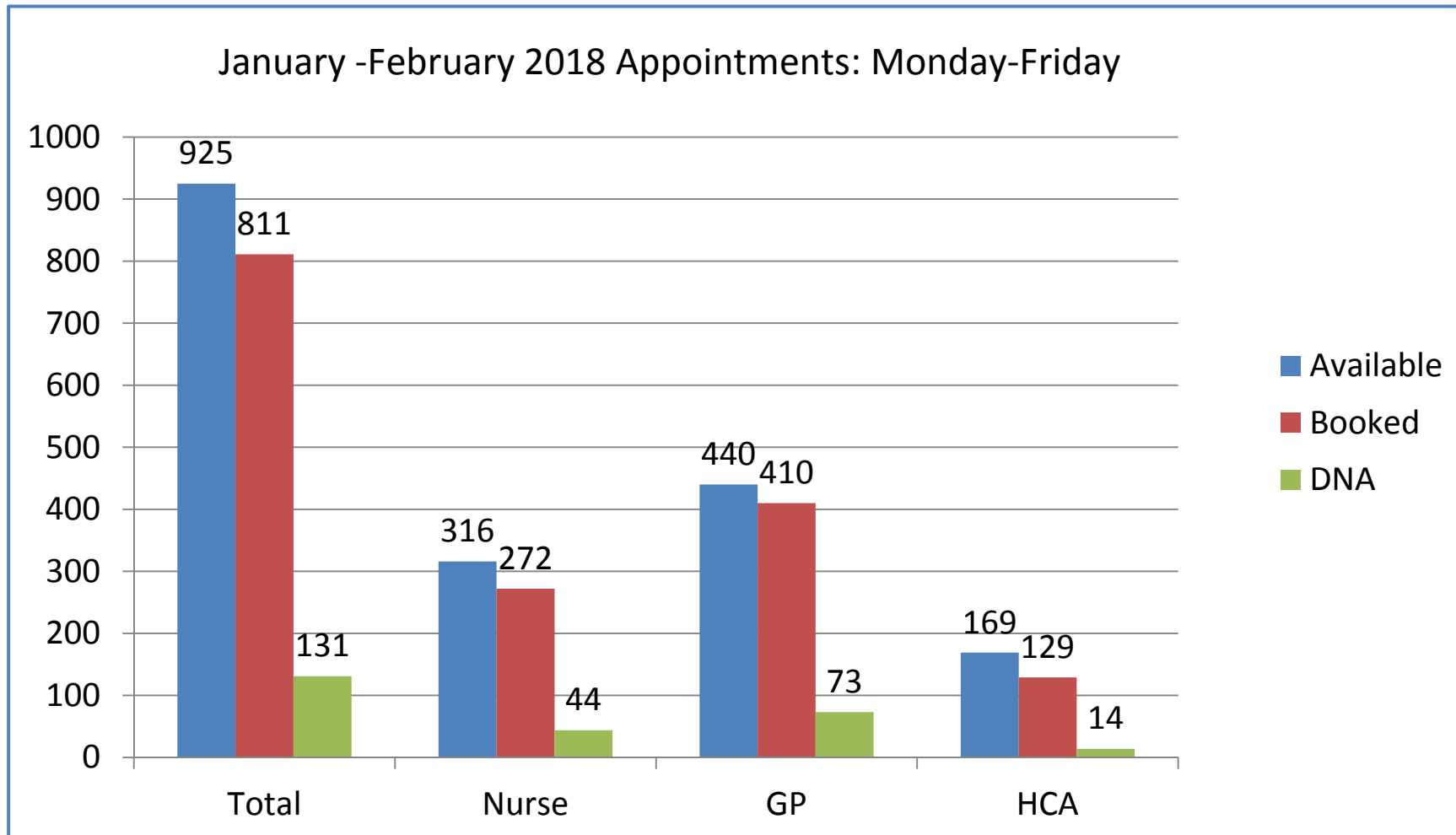
## Primary Care Core Services

- 11 GP Practices offer pre-bookable appointments between 8.00am and 6.00pm Monday to Friday
- 11 GP Practices also offer extended hours service provision, e.g. opening earlier and closing later on certain days

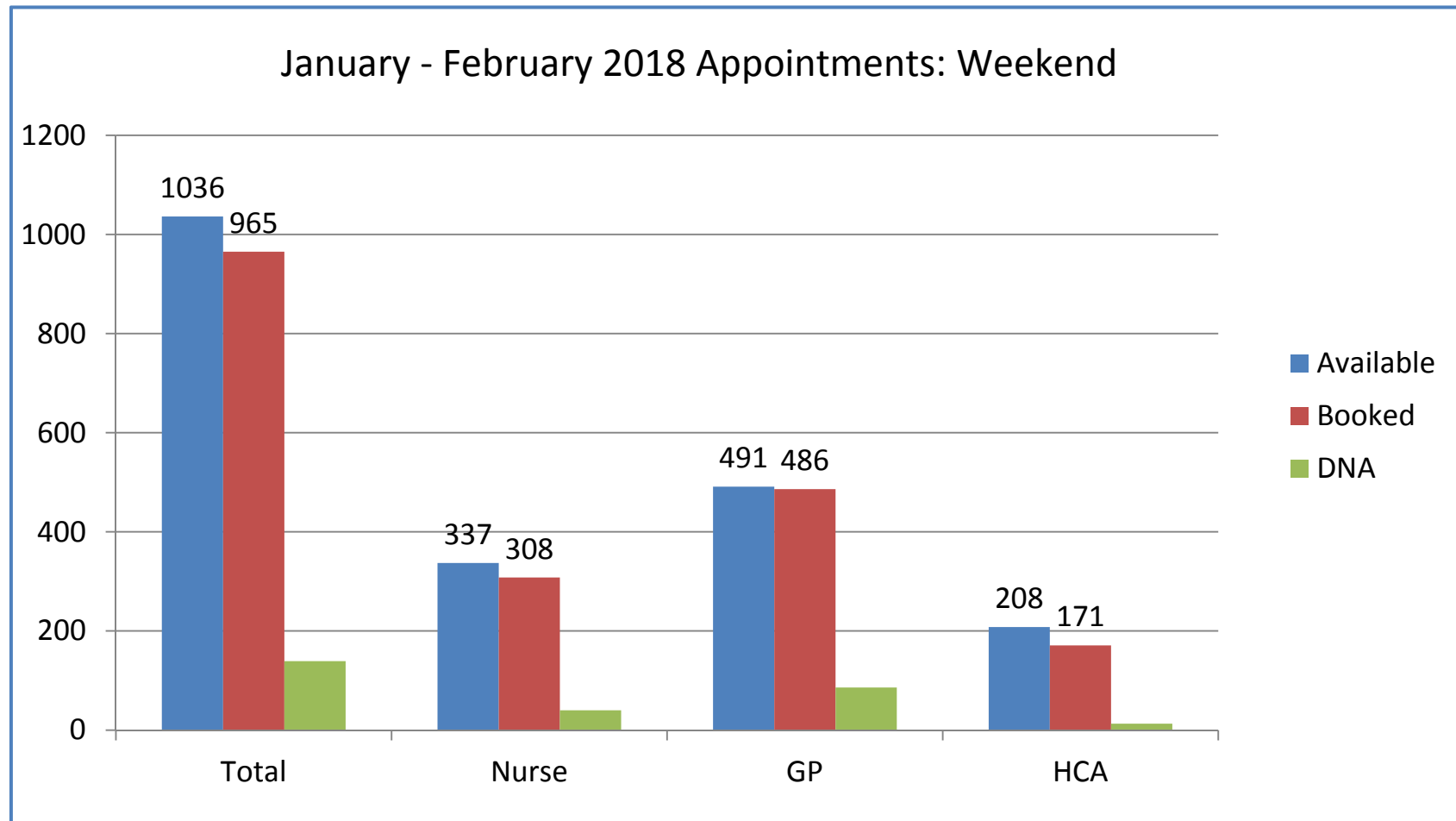
## Additional Services (GP Access Fund Services)

- Saturday Clinic GP and Nurse Appointments 8.00am to 1.30pm
- Sunday Clinic GP and Nurse Appointments 9.00am to 1.00pm
- Weekday Evening Clinic GP and Nurse Appointments
  - Monday to Thursday 6.30 pm to 9.00 pm
  - Friday 6.30 pm to 8.30 pm

# GP Access Fund Utilisation: January 18 – February 18



# GP Access Fund Utilisation: January 18 – February 18



# National GP Patient Survey Results

[www.darlingtonccg.nhs.uk](http://www.darlingtonccg.nhs.uk)



# Background

**NHS**

*Darlington*

*Clinical Commissioning Group*

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



# National GP Survey

## National GP Survey- Context

- Carried out by MORI
- Aims to engage 2.1m adults (over 18) in England
- Postal survey which can be completed online
- One wave:
  - January 2017-March 2017
- 62 questions split across 12 sections
- Results published in July 2017

## Darlington CCG Survey Detail

- Patients who are over the age of 18 were able to participate
- Surveys sent out over two waves.
- In NHS DARLINGTON CCG, **2880** questionnaires were sent out.
- **1,211** were returned completed.
- This represents a response rate of **42%**.

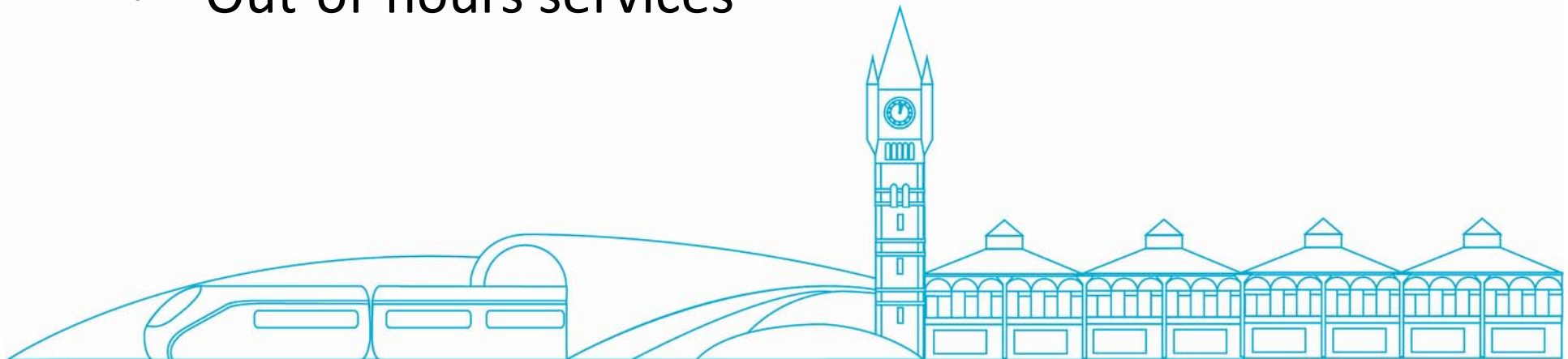


PRACTICE	Actual Number of Surveys Issued	Percentage of Surveys issued per list size	Actual Number of Surveys Returned	Percentage of Returned Surveys per list size	Percentage of Issued Surveys Returned
BLACKETTS MEDICAL PRACTICE	267	2.6%	117	1.1%	44%
CARMEL MEDICAL PRACTICE	234	2.4%	134	1.4%	57%
CLIFTON COURT MEDICAL PRACTICE	247	2.0%	97	0.8%	39%
DENMARK STREET SURGERY	273	1.9%	113	0.8%	41%
FELIX HOUSE SURGERY	227	4.2%	106	2.0%	47%
MOORLANDS SURGERY	234	1.6%	101	0.7%	43%
NEASHAM ROAD SURGERY	294	2.6%	109	1.0%	37%
ORCHARD COURT SURGERY	252	3.2%	118	1.5%	47%
PARKGATE SURGERY	361	7.3%	105	2.1%	29%
ROCKLIFFE COURT SURGERY	221	3.9%	110	2.0%	50%
WHINFIELD MEDICAL PRACTICE	270	2.3%	101	0.9%	37%
<b>TOTAL</b>	<b>2880</b>		<b>1211</b>		<b>42%</b>

**Analysis of surveys issued and returned compared to Practice list sizes that have been adjusted to reflect over 18 patients only**

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

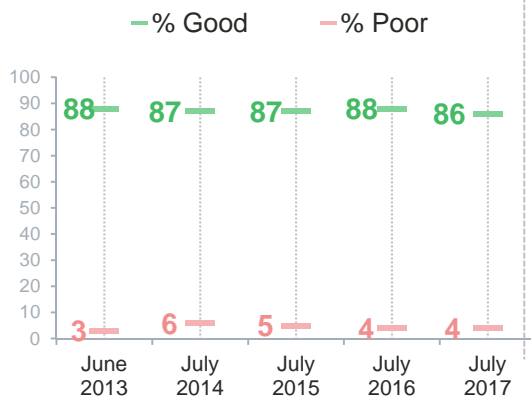
- Overall Experience
- Making appointments
- Waiting times
- Perceptions of care at appointments
- Practice opening hours
- Out-of-hours services



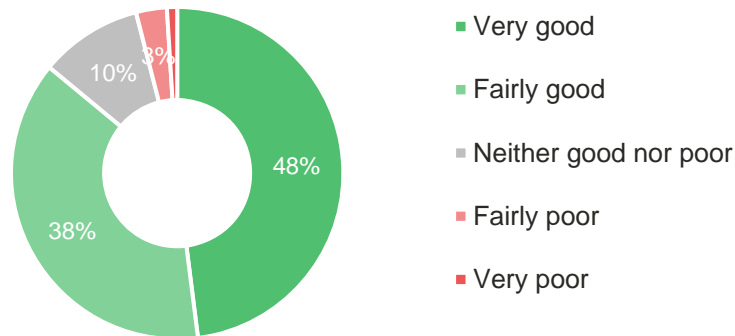
# Overall experience of GP surgery

## Q28. Overall, how would you describe your experience of your GP surgery?

CCG's results over time



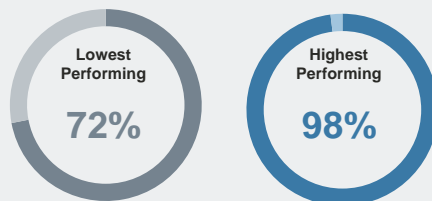
CCG's results



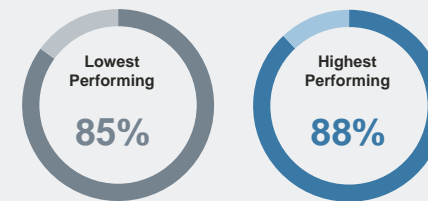
Comparison of results

CCG	National
<b>86%</b>	<b>85%</b>
Good	Good
<b>4%</b>	<b>5%</b>
Poor	Poor

Practice range in CCG – % Good



Local CCG range – % Good



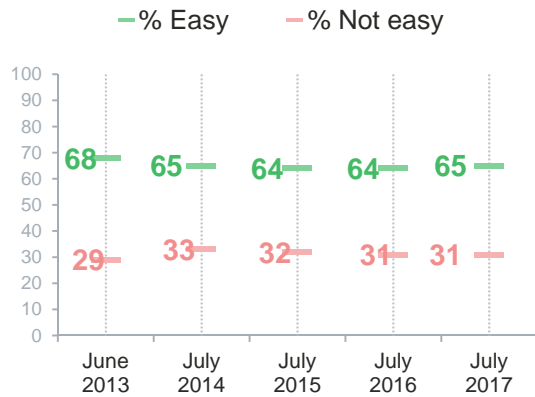
Base: All those completing a questionnaire: National (794,704); CCG 2017 (1,190); CCG 2016 (1,218); CCG 2015 (1,282); CCG 2014 (1,228); CCG 2013 (1,436); Practice bases range from 94 to 132; CCG bases range from 1,190 to 6,847

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

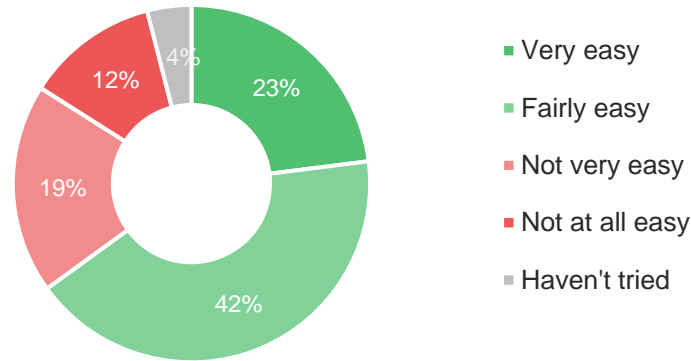
# Ease of getting through to GP surgery on the phone

Q3. Generally, how easy is it to get through to someone at your GP surgery on the phone?

CCG's results over time



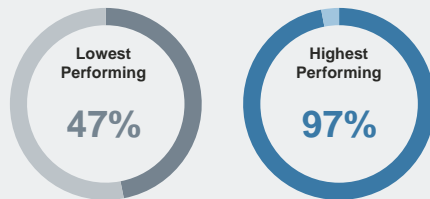
CCG's results



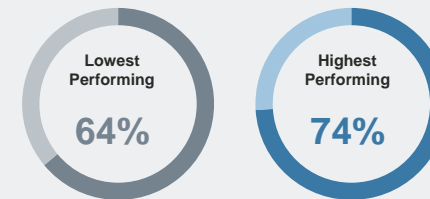
Comparison of results

CCG	National
<b>65%</b>	<b>68%</b>
Easy	Easy
<b>31%</b>	<b>28%</b>
Not easy	Not easy

Practice range in CCG - % Easy



Local CCG range - % Easy



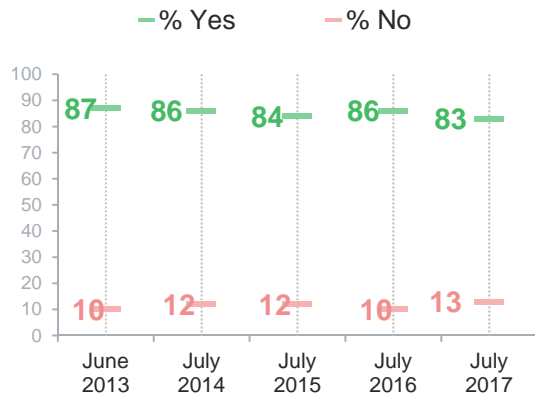
Base: All those completing a questionnaire: National (804,177); CCG 2017 (1,203); CCG 2016 (1,227); CCG 2015 (1,307); CCG 2014 (1,259); CCG 2013 (1,472); Practice bases range from 97 to 132; CCG bases range from 1,203 to 6,967

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

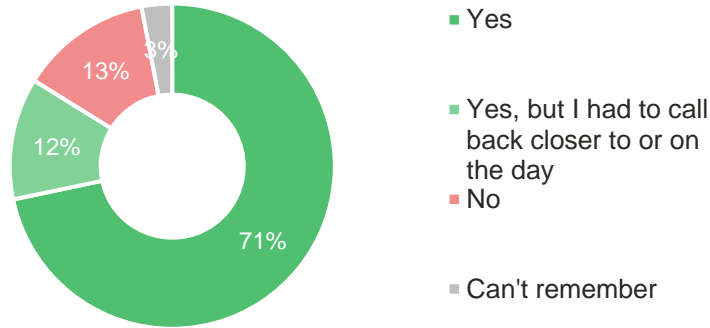
# Success in getting an appointment

Q12. Last time you wanted to see or speak to a GP or nurse from your GP surgery, were you able to get an appointment to see or speak to someone?

CCG's results over time



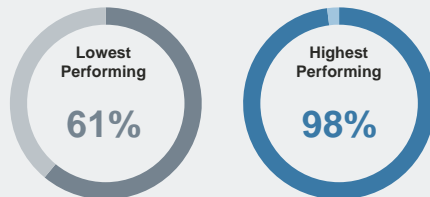
CCG's results



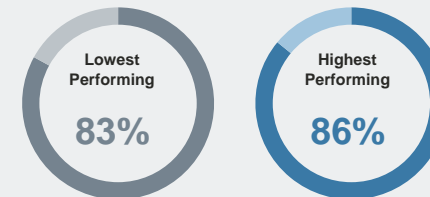
Comparison of results

CCG	National
<b>83%</b>	<b>84%</b>
Yes	Yes
<b>13%</b>	<b>11%</b>
No	No

Practice range in CCG - % Yes



Local CCG range - % Yes

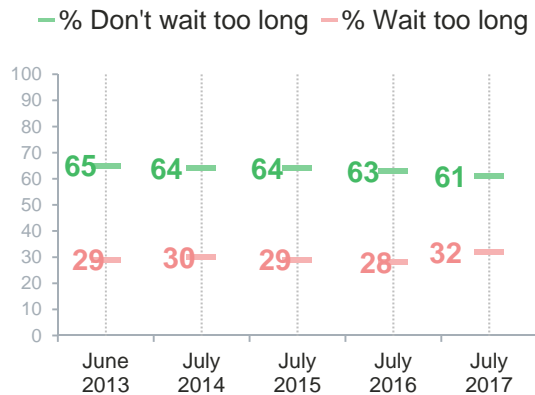


Base: All those completing a questionnaire: National (772,293); CCG 2017 (1,181); CCG 2016 (1,161); CCG 2015 (1,262); CCG 2014 (1,229); CCG 2013 (1,442); Practice bases range from 94 to 132; CCG bases range from 1,181 to 6,763 %Yes = %Yes + %Yes, but I had to call back closer to or on the

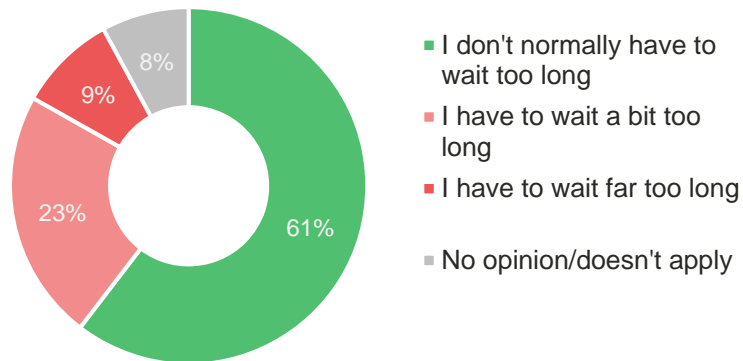
# Waiting times at the GP surgery

## Q20. How do you feel about how long you normally have to wait to be seen?

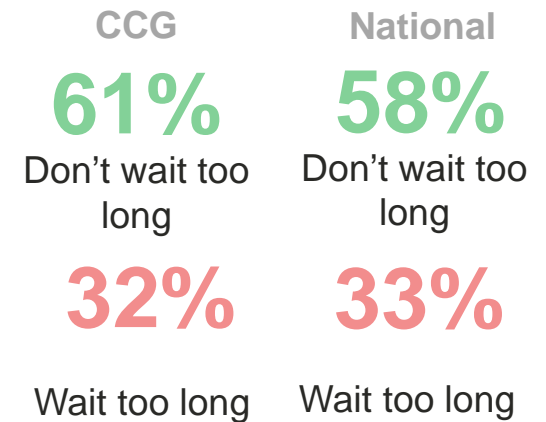
CCG's results over time



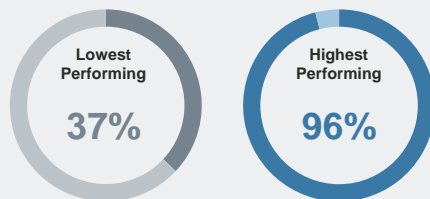
CCG's results



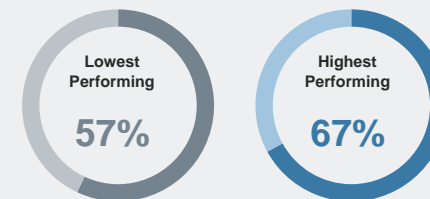
Comparison of results



Practice range in CCG – % Don't wait too long



Local CCG range – % Don't wait too long



Base: All those completing a questionnaire: National (772,842); CCG 2017 (1,177); CCG 2016 (1,148); CCG 2015 (1,265); CCG 2014 (1,222); CCG 2013 (1,436); Practice bases range from 90 to 131; CCG bases range from 1,177 to 6,780

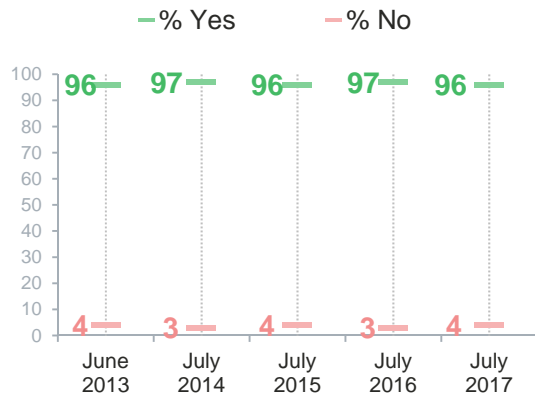
%Wait too long= %Wait a bit too long + %Wait far too long

# Confidence and trust in the GP

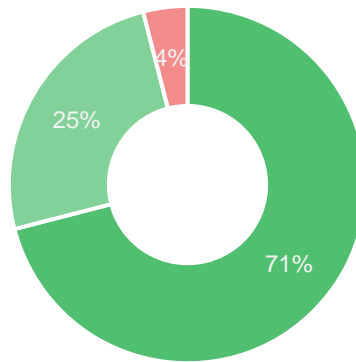
## Q22. Did you have confidence and trust in the GP you saw or spoke to?\*

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

CCG's results over time



CCG's results

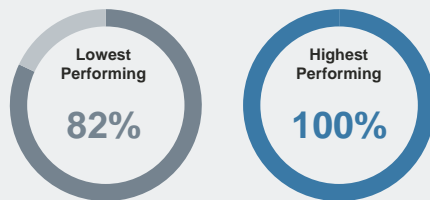


- Yes, definitely
- Yes, to some extent
- No, not at all

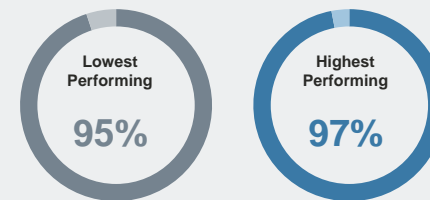
Comparison of results

CCG	National
<b>96%</b>	<b>95%</b>
Yes	Yes
<b>4%</b>	<b>5%</b>
No	No

Practice range in CCG - % Yes



Local CCG range - % Yes



Base: All those completing a questionnaire: National (754,466); CCG 2017 (1,148); CCG 2016 (1,141); CCG 2015 (1,237); CCG 2014 (1,200); CCG 2013 (1,412); Practice bases range from 91 to 129; CCG bases range from 1,148 to 6,644

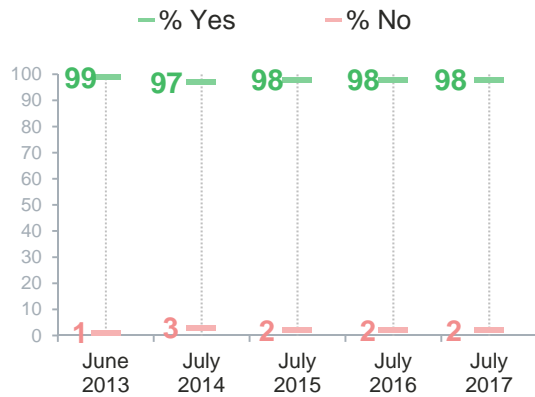
%Yes = %Yes, definitely + %Yes, to some extent

# Confidence and trust in the nurse

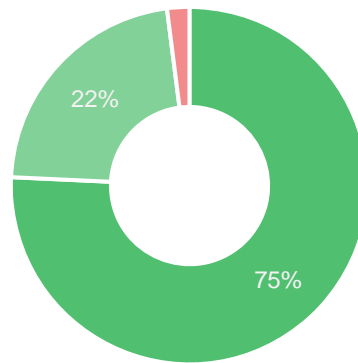
## Q24. Did you have confidence and trust in the nurse you saw or spoke to?\*

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

CCG's results over time



CCG's results

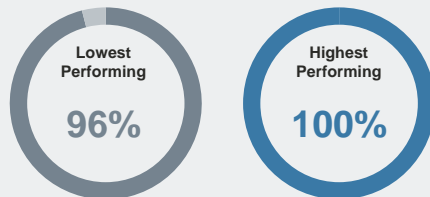


- Yes, definitely
- Yes, to some extent
- No, not at all

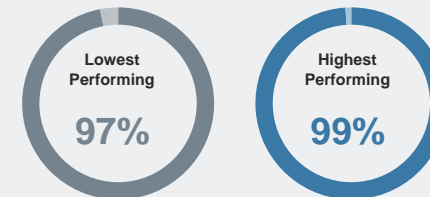
Comparison of results

CCG	National
<b>98%</b>	<b>97%</b>
Yes	Yes
<b>2%</b>	<b>3%</b>
No	No

Practice range in CCG - % Yes



Local CCG range - % Yes



Base: All those completing a questionnaire: National (683,080); CCG 2017 (1,088); CCG 2016 (1,088); CCG 2015 (1,189); CCG 2014 (1,149); CCG 2013 (1,340); Practice bases range from 84 to 122; CCG bases range from 1,088 to 6,193

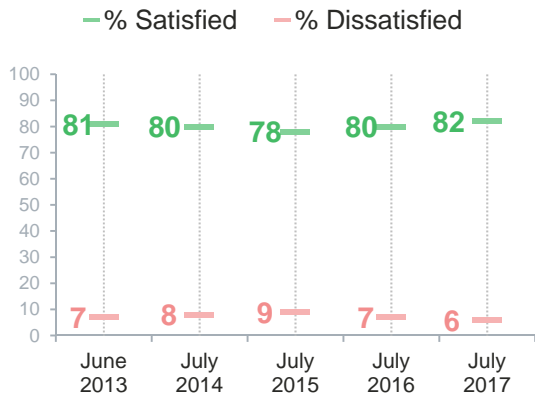
%Yes = %Yes, definitely + %Yes, to some extent



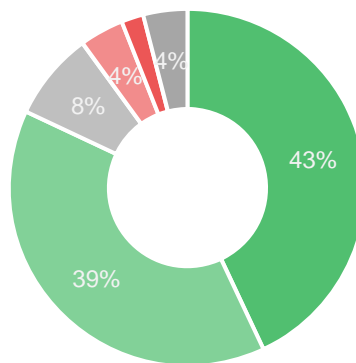
# Satisfaction with opening hours

## Q25. How satisfied are you with the hours that your GP surgery is open?

CCG's results over time



CCG's results

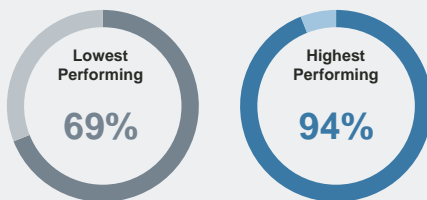


- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- I'm not sure when my GP surgery is open

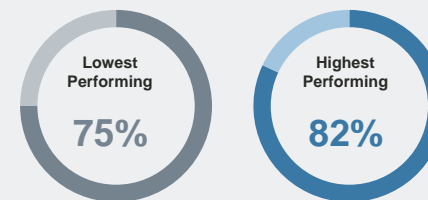
Comparison of results

	CCG	National
<b>Satisfied</b>	<b>82%</b>	<b>76%</b>
<b>Dissatisfied</b>	<b>6%</b>	<b>9%</b>

Practice range in CCG - % Satisfied



Local CCG range - % Satisfied



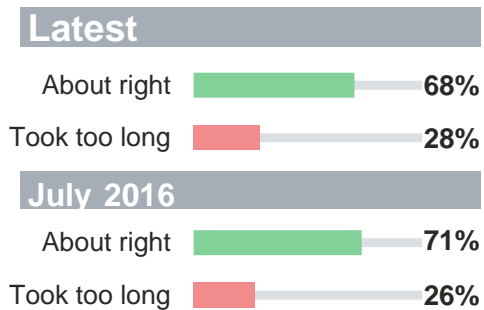
Base: All those completing a questionnaire: National (795,461); CCG 2017 (1,190); CCG 2016 (1,216); CCG 2015 (1,285); CCG 2014 (1,232); CCG 2013 (1,432); Practice bases range from 91 to 132; CCG bases range from 1,190 to 6,862

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

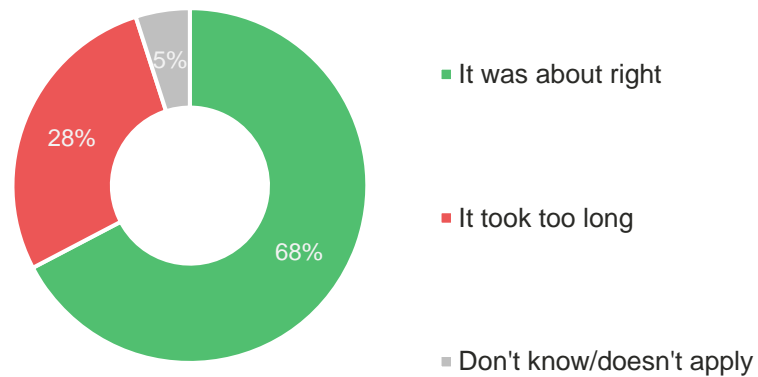
# Speed of care provided by out-of-hours service\*

Q42. How do you feel about how quickly you received care or advice on that occasion?

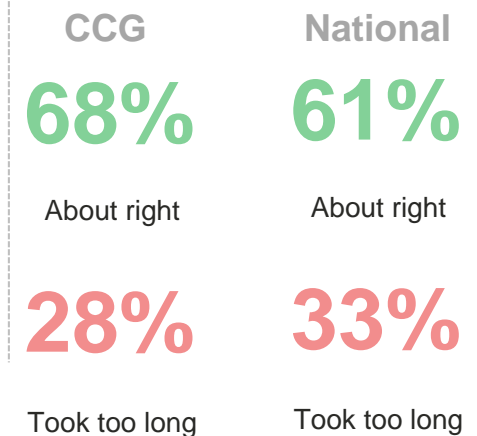
## CCG's results over time



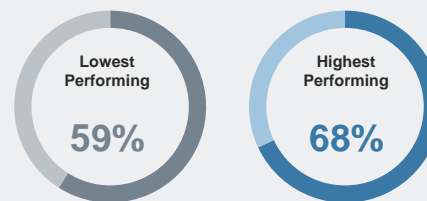
## CCG's results



## Comparison of results



## Local CCG range— % About right



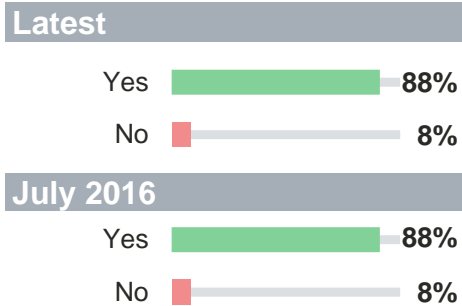
\* The out-of-hours questions were redesigned for July-September 2015 fieldwork to reflect changes to service provision. As such, comparisons are only available from July 2016.

Base: All those who tried to contact an NHS service when GP surgery closed in past 6 months: National (124,915); CCG 2017 (187); CCG 2016 (186); CCG bases range from 187 to 984

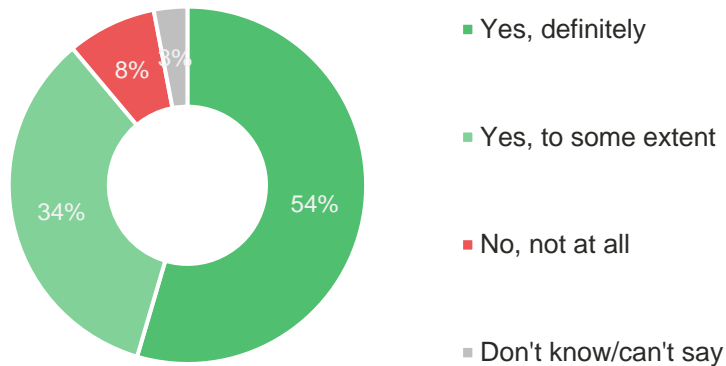
# Confidence and trust in out-of-hours staff\*

Q43. Considering all of the people you saw or spoke to on that occasion, did you have confidence and trust in them?

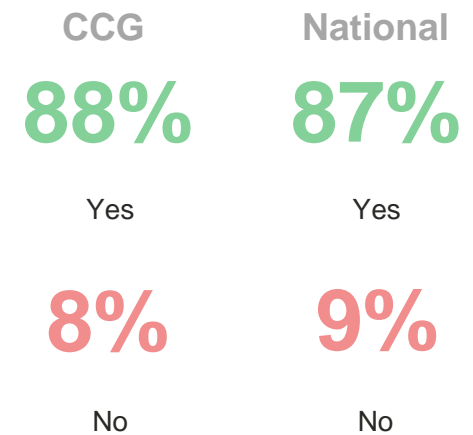
## CCG's results over time



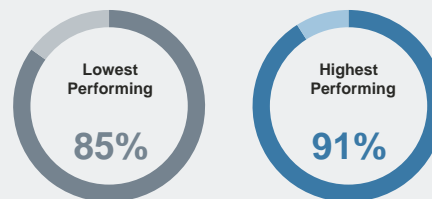
## CCG's results



## Comparison of results



## Local CCG range- % Yes



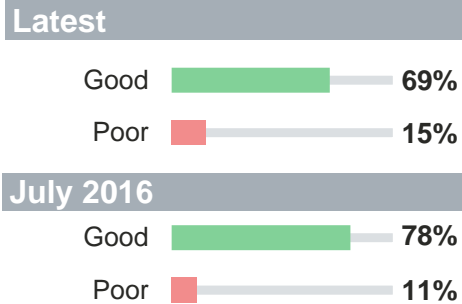
\* The out-of-hours questions were redesigned for July-September 2015 fieldwork to reflect changes to service provision. As such, comparisons are only available from July 2016.

Base: All those who tried to contact an NHS service when GP surgery closed in past 6 months: National (124,851); CCG 2017 (187); CCG 2016 (186); CCG bases range from 187 to 984 %Yes = %Yes, definitely + % Yes, to some extent

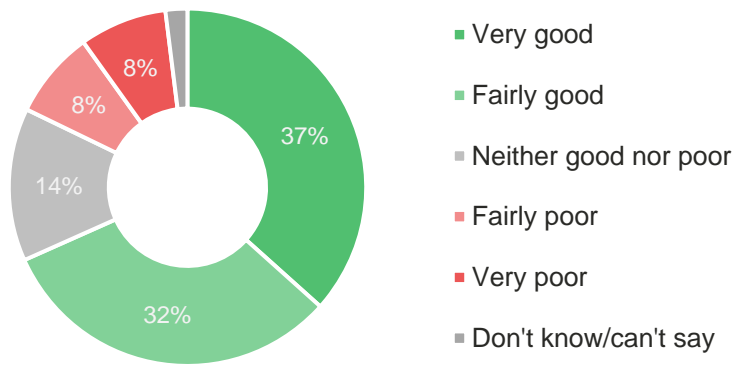
# Overall experience of out-of-hours services\*

Q44. Overall, how would you describe your last experience of NHS services when you wanted to see a GP but your GP surgery was closed?

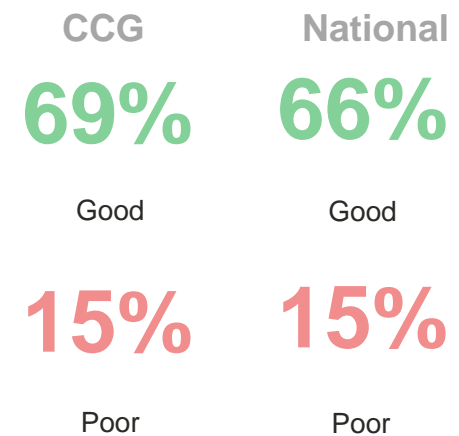
## CCGs' results over time



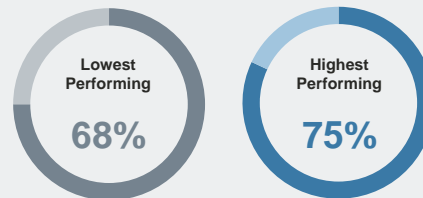
## CCG's results



## Comparison of results



## Local CCG range - % Good



\* The out-of-hours questions were redesigned for July-September 2015 fieldwork to reflect changes to service provision. As such, comparisons are only made with 2016 data.

Base: All answering who have tried to call an out-of-hours GP service in the past 6 months: National (124,994); CCG 2017 (186); CCG 2016 (188);

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

CCG bases range from 186 to 988

Ipsos MORI

Social Research Institute

© Ipsos MORI 15-032172-01 Version 1 | Public

# 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 analyse the survey data for a specific participant group (e.g. by age), go to [http://results.gp-patient.co.uk/report/1/rt1\\_profiles.aspx](http://results.gp-patient.co.uk/report/1/rt1_profiles.aspx)
- To break down the survey results by survey question as well as by participant demographics, go to [http://results.gp-patient.co.uk/report/6/rt3\\_result.aspx](http://results.gp-patient.co.uk/report/6/rt3_result.aspx)
- To look at trends in responses and study the survey data by different participant groups, go to [http://results.gp-patient.co.uk/report/12/rt1\\_profiles.aspx](http://results.gp-patient.co.uk/report/12/rt1_profiles.aspx)
- For general FAQs about the GP Patient Survey, go to <https://gp-patient.co.uk/FAQ>