**The GP Patient Survey 2018**

The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. The survey is sent out to over a million people across the UK. The results show how people feel about their GP practice

***Why is this survey taking place?***

The GP Patient Survey has been designed to give patients the opportunity to comment on their experience of their GP practice. The survey asks about your experiences of your local GP surgery and other local NHS services, and includes questions about your general health. The survey includes questions about a range of issues, such as how easy or difficult it is for patients to make an appointment at their surgery, satisfaction with opening hours, the quality of care received from their GP and practice nurses, amongst other things.

Replies to the survey will help surgeries understand where improvements are needed. This survey is an opportunity for patients to have their say about how well their practice is doing at providing these services to patients.

***Who is this actually from?***

[Ipsos MORI](http://www.ipsos-mori.com/), an independent survey agency, is administering the survey on behalf of NHS England.

***What is NHS England?***

NHS England is an arm's length body of the Department of Health with the main aim of improving the health outcomes for people in England. It has commissioned Ipsos MORI to run the GP Patient Survey.

***When is the survey sent out?***

The survey is sent out annually in January and results are published in July. A total of 258 surveys were sent out to our patients and 115 were returned, this gives a 45% response rate

***Who designed the questionnaire?***

The core of this questionnaire was developed by Ipsos MORI in conjunction with the University of Exeter Medical School and the General Practice and Primary Care Research Unit at the University of Cambridge.

***What is Ipsos MORI?***

Ipsos MORI is a registered and independent survey organisation and strictly adheres to the Market Research Society's ethical code of conduct. Ipsos UK and MORI, who you may have heard of separately, merged in October 2005 to form the second largest research organisation in the UK. Ipsos MORI was awarded the new international process Standard ISO 20252 and the International Standard for Information Security ISO 27001 by the accredited assessment body Marketing Quality Assurance (MQA), the first survey agency in the world to achieve both of these standards. For more information about Ipsos MORI please go to [www.ipsos-mori.com](http://www.ipsos-mori.com/).

***Results – Comparison to local surgeries and both local and national averages***

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| --- | --- | --- | --- | --- | --- |
|  | [Belgrave Medical Centre](https://gp-patient.co.uk/practices/M83068) | Mayfield Surgery | Dunrobin Street Medical Centre | CCG Average | National Average |
| % of patients who find it easy to get through to this surgery by phone | 87% | 53% | 92% | 66% | 70% |
| % of patients who find the receptionists at this surgery helpful | 93% | 84% | 96% | 87% | 90% |
| % of patients who usually get to see or speak to their preferred GP | 72% | 38% | 80% | 52% | 50% |
| % of patients who were offered a choice of appointment when they last tried to make a general practice appointment | 77% | 69% | 87% | 60% | 62% |
| % of patients who were satisfied with the type of appointment they were offered | 90% | 73% | 97% | 76% | 74% |
| % of patients who describe their experience of making an appointment as good | 87% | 66% | 93% | 69% | 69% |
| of patients who usually wait 15 minutes or less after their appointment time to be seen | 70% | 77% | 91% | 67% | 69% |
| % of patients who are satisfied with the general practice appointment times available | 85% | 67% | 90% | 69% | 66% |
| % of patients who say the last clinician they saw or spoke to was good at giving them enough time | 96% | 82% | 95% | 87% | 87% |
| % of patients who say the last clinician they saw or spoke to was good at listening to them | 97% | 90% | 91% | 88% | 89% |
| % of patients who felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment | 77% | 88% | 99% | 87% | 87% |
| % of patients who say the last clinician they saw or spoke to was good at involving them in decisions about their care | 95% | 94% | 93% | 92% | 93% |
| % of patients who say the last clinician they saw or spoke to was good at treating them with care and concern | 95% | 88% | 89% | 86% | 87% |
| % of patients who had confidence and trust in the last clinician they saw or spoke to | 99% | 97% | 98% | 95% | 96% |
| % of patients who took the appointment they were offered | 100% | 96% | 98% | 94% | 94% |
| % of patients who felt their needs were met during their last general practice appointment | 93% | 95% | 98% | 94% | 95% |
| % of patients who say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s) | 90% | 76% | 92% | 77% | 79% |
| % of patients who describe their overall experience of this GP practice as good | 93% | 84% | 92% | 83% | 84% |

KEY:

Green = practice is higher than or equal to both the CCG and national average and higher than one or more of the nearest local practices

Amber = practice is higher than the CCG and national average but lower than both the nearest local practices OR

Practice is lower than the CCG or national average and higher than one or more of the nearest local practices

Red = practice lower than both the CCG and national average and lower than one or more of the the nearest local practices

All practice results can be accessed via the following website: <https://gp-patient.co.uk/>

**Belgrave Medical Centre – Comparison to previous year**

|  |  |  |  |
| --- | --- | --- | --- |
|  | [Belgrave Medical Centre](https://gp-patient.co.uk/practices/M83068) 2016 | [Belgrave Medical Centre](https://gp-patient.co.uk/practices/M83068) 2017 | Belgrave Medical Centre 2018 |
| % of patients who find it easy to get through to this surgery by phone | 95% | 90% | 87% |
| % of patients who find the receptionists at this surgery helpful | 86% | 90% | 93% |
| % of patients who usually get to see or speak to their preferred GP | 82% | 72% | 72% |
| % of patients who describe their experience of making an appointment as good | 89% | 89% | 87% |
| % of patients who usually wait 15 minutes or less after their appointment time to be seen | 70% | 75% | 70% |
| % of patients who describe their overall experience of this surgery as good | 95% | 92% | 90% |
| % of patients who were offered a choice of appointment when they last tried to make a general practice appointment | Not Included | Not Included | 77% |
| % of patients who were satisfied with the type of appointment they were offered | Not Included | Not Included | 90% |
| % of patients who are satisfied with the general practice appointment times available | Not Included | Not Included | 85% |
| % of patients who say the last clinician they saw or spoke to was good at giving them enough time | Not Included | Not Included | 96% |
| % of patients who say the last clinician they saw or spoke to was good at listening to them | Not Included | Not Included | 97% |
| % of patients who felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment | Not Included | Not Included | 77% |
| % of patients who say the last clinician they saw or spoke to was good at involving them in decisions about their care | Not Included | Not Included | 95% |
| % of patients who say the last clinician they saw or spoke to was good at treating them with care and concern | Not Included | Not Included | 95% |
| % of patients who had confidence and trust in the last clinician they saw or spoke to | Not Included | Not Included | 99% |
| % of patients who took the appointment they were offered | Not Included | Not Included | 100% |
| % of patients who felt their needs were met during their last general practice appointment | Not Included | Not Included | 93% |
| % of patients who say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s) | Not Included | Not Included | 90% |
| % of patients who had confidence and trust in the last clinician they saw or spoke to | Not Included | Not Included | 99% |
| % of patients who were able to get an appointment to see or speak to someone the last time they tried | 81% | 93% | Not Included |
| % of patients who say the last appointment they got was convenient | 98% | 90% | Not Included |
| % of patients who feel they don't normally have to wait too long to be seen | 70% | 67% | Not Included |
| % of patients who say the last GP they saw or spoke to was good at giving them enough time | 92% | 86% | Not Included |
| % of patients who say the last GP they saw or spoke to was good at listening to them | 94% | 88% | Not Included |
| % of patients who say the last GP they saw or spoke to was good at explaining tests and treatments | 90% | 89% | Not Included |
| % of patients who say the last GP they saw or spoke to was good at involving them in decisions about their care | 83% | 86% | Not Included |
| % of patients who say the last GP they saw or spoke to was good at treating them with care and concern | 87% | 87% | Not Included |
| % of patients who had confidence and trust in the last GP they saw or spoke to | 99% | 96% | Not Included |
| % of patients who say the last nurse they saw or spoke to was good at giving them enough time | 99% | 86% | Not Included |
| % of patients who say the last nurse they saw or spoke to was good at listening to them | 99% | 91% | Not Included |
| % of patients who say the last nurse they saw or spoke to was good at explaining tests and treatments | 98% | 93% | Not Included |
| % of patients who say the last nurse they saw or spoke to was good at involving them in decisions about their care | 96% | 85% | Not Included |
| % of patients who say the last nurse they saw or spoke to was good at treating them with care and concern | 98% | 89% | Not Included |
| % of patients who had confidence and trust in the last nurse they saw or spoke to | 100% | 98% | Not Included |
| % of patients who are satisfied with the surgery's opening hours | 86% | 84% | Not Included |
| % of patients who would recommend this surgery to someone new to the area | 89% | 85% | Not Included |

**Conclusions:**

The results show high levels of satisfaction in most areas of the survey with 93% of patients describing their overall experience of this practice as good. The highest levels of satisfaction were:

* 99% of patients who had confidence and trust in the last clinician they saw or spoke to.
* 100% of Patients who took the appointment they were offered
* 97% of Patients who say the last clinician they saw or spoke to was good at listening to them.

The lowest levels of satisfaction were:

* 70% of patients who usually wait 15 minutes or less after their appointment time to be seen
* 72% of patients who usually get to see or speak to their preferred GP.
* 77% of patients who felt the healthcare professional recognised or understood any mental health needs during their last GP appointment.

Comparison with national averages and neighbouring practices:

Of the 18 questions asked:

* 15/18 areas were higher than or equal to both the CCG and national average and higher than one or more of the nearest local practices
* 1/18 areas were higher than the CCG and national average but lower than both the nearest local practices.
* 2/18 areas were lower than both the CCG and national average and lower than one or more of the nearest local practices

Comparison with the practice’s previous year’s survey results:

The practice maintained in 2 of the areas questioned and made improvements in 13 other areas. The following were the only 3 areas where the practice performed worse than the previous year:

* 86% of patients who find the receptionists at this surgery helpful
* 70% of patients who usually wait 15 minutes or less after their appointment time to be seen
* 81% of patients who were able to get an appointment to see or speak to someone the last time they tried

Summary

In review it appears that whilst patients may not always be able to see their preferred GP and are sometimes seen later than advised, once the patient has seen the clinician they are highly satisfied with the clinical service provided with 99% of patients stating they have confidence and trust in their clinician. The mental health feedback of 77% is disappointing as we often spend extended time with mental health patients however this will be reviewed in clinical meeting.