

NHS England GP Survey by Ipsos Mori (July 2015- Jan 2016)

Analysis by CF Chair Highcroft PPG

Comparing Highcroft with nearest neighbour, Stenhouse

Adjusting for sample size of 113 (Statistical significance)

Following the advice in the CCG presentation,

I have identified the confidence band as + or - 10

(This is actually too large for high results but these do not need to be identified.)

Questions:

		Highcroft			Stenhouse			Range Overlap
		Weighted Result	Upper limit	Lower limit	Weighted Result	Upper limit	Lower limit	
1	% of patients who find it easy to get through to this surgery by phone	50	60	40	68	78	58	Yes
2	% of patients who find the receptionists at this surgery helpful	73	83	63	88	98	78	Yes
3	% of patients who usually get to see or speak to their preferred GP	30	40	20	32	42	22	Yes
4	% of patients who were able to get an appointment to see or speak to someone the last time they tried	80	90	70	83	93	73	Yes
5	% of patients who say the last appointment they got was convenient	76	86	66	95	105	85	Yes
6	% of patients who describe their experience of making an appointment as good	48	58	38	74	84	64	No
7	% of patients who usually wait 15 minutes or less after their appointment time to be seen	35	45	25	55	65	45	No
8	% of patients who feel they don't normally have to wait too long to be seen	32	42	22	52	62	42	No
9	% of patients who say the last GP they saw or spoke to was good at giving them enough time	73	83	63	86	96	76	Yes
10	% of patients who say the last GP they saw or spoke to was good at listening to them	79	89	69	87	97	77	Yes
11	% of patients who say the last GP they saw or spoke to was good at explaining tests and treatments	77	87	67	91	101	81	Yes
12	% of patients who say the last GP they saw or spoke to was good at involving them in decisions about their care	61	71	51	87	97	77	No
13	% of patients who say the last GP they saw or spoke to was good at treating them with care and concern	69	79	59	85	95	75	Yes
14	% of patients who had confidence and trust in the last GP they saw or spoke to	88	98	78	96	106	86	Yes
15	% of patients who say the last nurse they saw or spoke to was good at giving them enough time	89	99	79	92	102	82	Yes
16	% of patients who say the last nurse they saw or spoke to was good at listening to them	90	100	80	90	100	80	Yes
17	% of patients who say the last nurse they saw or spoke to was good at explaining tests and treatments	86	96	76	96	106	86	Yes
18	% of patients who say the last nurse they saw or spoke to was good at involving them in decisions about their care	80	90	70	82	92	72	Yes
19	% of patients who say the last nurse they saw or spoke to was good at treating them with care and concern	86	96	76	89	99	79	Yes
20	% of patients who had confidence and trust in the last nurse they saw or spoke to	93	103	83	98	108	88	Yes
21	% of patients who are satisfied with the surgery's opening hours	73	83	63	78	88	68	Yes
22	% of patients who describe their overall experience of this surgery as good	70	80	60	86	96	76	Yes
23	% of patients who would recommend this surgery to someone new to the area	65	75	55	78	88	68	Yes

Comparing Highcroft with near neighbour, Daybrook

		Highcroft			Daybrook			
Questions:		Weighted Result	Upper limit	Lower limit	Upper limit	Lower limit	Range Overlap	
1	% of patients who find it easy to get through to this surgery by phone	50	60	40	66	76	56	Yes
2	% of patients who find the receptionists at this surgery helpful	73	83	63	90	100	80	Yes
3	% of patients who usually get to see or speak to their preferred GP	30	40	20	51	61	41	No
4	% of patients who were able to get an appointment to see or speak to someone the last time they tried	80	90	70	86	96	76	Yes
5	% of patients who say the last appointment they got was convenient	76	86	66	96	106	86	No
6	% of patients who describe their experience of making an appointment as good	48	58	38	81	91	71	No
7	% of patients who usually wait 15 minutes or less after their appointment time to be seen	35	45	25	58	68	48	No
8	% of patients who feel they don't normally have to wait too long to be seen	32	42	22	61	71	51	No
9	% of patients who say the last GP they saw or spoke to was good at giving them enough time	73	83	63	85	95	75	Yes
10	% of patients who say the last GP they saw or spoke to was good at listening to them	79	89	69	91	101	81	Yes
11	% of patients who say the last GP they saw or spoke to was good at explaining tests and treatments	77	87	67	83	93	73	Yes
12	% of patients who say the last GP they saw or spoke to was good at involving them in decisions about their care	61	71	51	82	92	72	No
13	% of patients who say the last GP they saw or spoke to was good at treating them with care and concern	69	79	59	92	102	82	No
14	% of patients who had confidence and trust in the last GP they saw or spoke to	88	98	78	96	106	86	Yes
15	% of patients who say the last nurse they saw or spoke to was good at giving them enough time	89	99	79	96	106	86	Yes
16	% of patients who say the last nurse they saw or spoke to was good at listening to them	90	100	80	96	106	86	Yes
17	% of patients who say the last nurse they saw or spoke to was good at explaining tests and treatments	86	96	76	96	106	86	Yes
18	% of patients who say the last nurse they saw or spoke to was good at involving them in decisions about their care	80	90	70	78	88	68	Yes
19	% of patients who say the last nurse they saw or spoke to was good at treating them with care and concern	86	96	76	94	104	84	Yes
20	% of patients who had confidence and trust in the last nurse they saw or spoke to	93	103	83	98	108	88	Yes
21	% of patients who are satisfied with the surgery's opening hours	73	83	63	87	97	77	Yes
22	% of patients who describe their overall experience of this surgery as good	70	80	60	93	103	83	No
23	% of patients who would recommend this surgery to someone new to the area	65	75	55	88	98	78	No

Conclusions from PPG analysis of IPSOS Mori Poll 2016

The key issues are:	Suggested actions	Action already taken by Practice
Difficulties booking appointments	<p>A sophisticated telephone system should:</p> <ul style="list-style-type: none"> remove receptionist from appearing to triage reduce pressure on receptionist allow patients to have more decision making power from the start <p>Adjustment to the working hours of non-clinical staff should:</p> <ul style="list-style-type: none"> improve speed of response to patients' telephone calls reduce both patient and staff frustration <p>Review system in 6 months to see if 'needed soon' appointments are still reverting to 'on the day'.</p>	<p>Cost being explored & use considered.</p> <p>Plans already drawn up</p>
<p>Waiting times Time lag between booking and seeing</p>	<p>An increased clinical staffing complement should:</p> <ul style="list-style-type: none"> reduce surgery waiting times since more staff to deal with workload reduce timelags since more appointments will be available reduce pressure on GP's so that they can improve their engagement with patients reduce dependence on 'cover' locums who may not be fully committed to the surgery culture 	<p>New staff appointed but on-going issue.</p>
Doctor/patient interaction	<p>Training/Discussion for GP's in GP /Patient conversation (Chair's summary of CCG course provided)</p> <p>Increase awareness in staff of national directives, NHS requirements, equalities law and NHS/DoH directions of travel (see Chair's summary of CCG course for overview)</p> <p>Use PPG's best practice checklist to self-assess/generate discussion on how to improve quality of interaction</p> <p>Be aware of the key messages within the CCG's pamphlets: 'Let's talk about it'</p>	<p>One doctor attended course.</p>

From Ipsos Mori GP survey - Highcroft Surgery:

<https://gp-patient.co.uk/practices/C84055?term=Highcroft+Surgery>

Daybrook: Size of sample: 97 38% completed Confidence band approx 13%