



## Introduction to the NHS England GP Patient Survey

### Background

The GP Patient Survey (GPPS) has been conducted by Ipsos MORI, on behalf of NHS England, since 2007. The Survey questionnaire is sent annually between January and March to patients registered with GP practices across England and results are reported in July/August. The Survey questions were changed extensively in 2018 to reflect changes in the delivery of primary care services (e.g. Extended Access), so it is not advisable to make comparisons between 2018 and earlier surveys.

*The GP Patient Survey assesses patients' experience of healthcare services provided by GP practices, including experience of access, making appointments, the quality of care received from healthcare professionals, patient health and experience of NHS services when their GP practice was closed. The survey also includes a number of questions assessing patients' experience of NHS dental services. ([NHS England](#))*

NHS England is very keen to increase patient awareness of this independent survey as a 'driver' for improvement in primary health care. Most patients will only be interested in knowing how their practice compares with other local GP practices and the national picture. This information is [easily accessible](#).

### Compare and contrast: your GP practice

The comparative information of interest to most patients is available [here](#). Keying in the name of a practice enables patients to look at the data for their practice and to compare it with other practices locally (i.e. same CCG area) and nationally. The **Practice Overview** tab highlights the areas of **best achievement** and **areas for improvement** (both in relation to their CCG area). **Patient Experiences** reports on the responses to 53 questions about NHS services and very detailed information can be obtained by clicking **Show breakdown**. It is worth noting that: *Comparisons to the local or national average may not be statistically significant<sup>1</sup>.*

### Navigating the GPPS website

The practice comparison page – [See how your GP practice is doing](#) etc. - appears to be the Home Page for the site, from where it is possible to go to a range of links including:

[Find survey data and materials](#) – for those interested in the full dataset including previous surveys, reports and infographics and technical statistical information.

[Analysis Tool](#) – a quick way of finding data by practice and CCG as well as creating your own comparisons.

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<sup>1</sup> Further information about statistical significance can be found Slide 55 onwards in the [Barnet CCG slideset](#)

**Practices in Barnet CCG** - Having viewed your own practice, you are most likely to be interested in the report for Barnet CCG given in a Powerpoint slide presentation. These presentations are very detailed and it is a matter of looking through to find the information that interests you. The slides include visual representations of how local GP practices compare with each other in respect of some key questions.

### GPSS – some basic statistics

- Postal questionnaire sent to about 2.2 million people registered at a GP practice
- Resulting in 758,165 responses (response rate 34.1%) by post, telephone or online
- 19,706 questionnaires sent out in Barnet; 6,021 completed (response rate 31%)
- Data is provided on a weighted/unweighted basis (weighted data adjusted to account for demographic/socio-economic differences and provide more reliable results<sup>2</sup>)

The screenshot shows a digital questionnaire titled "GP PATIENT SURVEY" by Ipsos MORI and NHS. It includes a survey number (1234567890) and an online password (ABCDE). The main section is "YOUR LOCAL GP SERVICES" and contains seven questions (Q1-Q7) with multiple-choice options. Questions cover topics like ease of getting through to receptionists, helpfulness of receptionists, booking appointments, and online services. The form is branded with Ipsos MORI and NHS logos.

### Further information

GP Patient Survey **Frequently Asked Questions** - <https://gp-patient.co.uk/faq>

[Infographic showing national information](#) (could be displayed as a poster)

<sup>2</sup> Further information about weighting can be found in the [FAQs](#)

## About the survey

750,000 responses received\*

Results date back to 2007

Includes data on:

- 440,000 patients with a long term condition
- 137,000 carers
- 52,000 smokers
- and more...



750,000

## Overall experience of GP practice:

The majority of patients have had a good overall experience of their GP practice

84%

Good experience



## Healthcare professional:

96% say they have confidence and trust in the healthcare professional they saw †

95% say their needs were met at their last appointment ‡



## Access:

On the whole patients find it easy to get through to their practice by phone †

70% find it easy



54%

have a GP they prefer to see



50%

of these always or almost always/ a lot of the time see their preferred GP when they would like to



## Awareness and use of online services:

Awareness Use

### Booking appointments online

41%

13%

### Ordering repeat prescriptions online

38%

14%

### Accessing my medical records online

13%

3%

78%

find using their GP practice's website easy †



## Making an appointment:

62%

who accepted an appointment saw or spoke to someone at a time they wanted to or sooner

66%

who wanted a same day appointment (and accepted an appointment) got one

69%

say they had a good experience of making an appointment

If patients did not take the appointment they were offered (5.8%), they did the following:

Didn't see or speak to anyone

28%

Contacted my practice at another time

22%

Got an appointment for a different day

14%

Looked for information online

11%

Went to A&E

11%

Went to or contacted another NHS service

11%

Spoke to a friend or family member

11%

Spoke to a pharmacist

10%

Called an NHS helpline, such as NHS 111

7%

## Choice and satisfaction with appointment offered:

Offered a choice of time or day †

54%

Offered a choice of place †

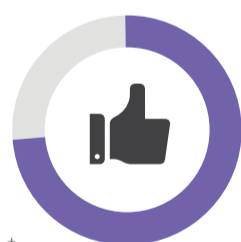
12%

Offered a choice of healthcare professional †

10%

74%

were satisfied with the type of appointment offered, and accepted it



## Planning care

40%

with a long-term condition have spoken to a healthcare professional to discuss managing it.

79%

say that they have received enough support from local services / organisations#

## Rating of care at last appointment:

The majority of patients say the healthcare professional they saw was good at...



89%

listening to them †



87%

giving them enough time †



87%

treating them with care and concern †

93%

were involved as much as they wanted to be in decisions about their care †

[www.gp-patient.co.uk](http://www.gp-patient.co.uk)

See reports which show the national results broken down by **CCG** and **GP practice**

Analyse the survey data for a specific participant group [e.g. by age] or compare findings [e.g. men and women]