

Meeting: Primary Care Commissioning Committee			
Meeting Date	26 September 2018	Action	Receive
Item No.	5	Confidential	No
Title	GP Patient Survey 2018		
Presented By	Marina Ricioppo, Primary Care Project Manager		
Author	Marina Ricioppo, Primary Care Project Manager		
Clinical Lead	Dr Jeff Schryer		

Executive Summary
This report provides an update on the GP Patient Survey results 2018 and the GP access and experience portion of the Quality Premium
Recommendations
The Primary Care Commissioning Committee is required to: <ul style="list-style-type: none"> Receive the GP Patient Survey 2018 results and the revised action plan for achieving the 2018/19 Quality premium.

Links to CCG Strategic Objectives	
To encourage people so that they want to, and do, take responsibility for their own health and well-being.	<input type="checkbox"/>
To drive and support system wide transformation.	<input type="checkbox"/>
To commission joined-up health and social care for people in Bury through a Single Commissioning Framework.	<input type="checkbox"/>
To achieve financial sustainability for the Bury health and social care economy.	<input type="checkbox"/>
To support the Locality Care Alliance to deliver high quality services in line with commissioner intentions.	<input type="checkbox"/>
To be a high-performing, well-run and respected organisation with an empowered workforce	<input type="checkbox"/>
Does this report seek to address any of the risks included on the Governing Body Assurance Framework? If yes, state which risk below:	
GBAF <i>[Insert Risk Number and Detail Here]</i>	

Implications						
Are there any quality, safeguarding or patient experience implications?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
<i>If you have ticked yes provide details here. Delete this text if you have ticked No or N/A</i>						

Has any engagement (clinical, stakeholder or public/patient) been undertaken in relation to this report?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
<i>If you have ticked yes provide details here. Delete this text if you have ticked No or N/A</i>						
Have any departments/organisations who will be affected been consulted ?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
< <i>If you have ticked yes, Insert details of the people you have worked with or consulted during the process :</i> Finance (insert job title) Commissioning (insert job title) Contracting (insert job title) Medicines Optimisation (insert job title) Clinical leads (insert job title) Quality (insert job title) Safeguarding (insert job title) Other (insert job title)>						
Are there any conflicts of interest arising from the proposal or decision being requested?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
<i>If you have ticked yes provide details here. <Include details of any conflicts of interest declared> <Where declarations are to be made, include details of conflicted individual(s) name, position; the conflict(s) details, and how these will be managed in the meeting> <Confirm whether the interest is recorded on the register of interests- if not agreed course of action> Delete this text if you have ticked No or N/A</i>						
Are there any financial Implications?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
<i>If you have ticked yes provide details here. Delete this text if you have ticked No or N/A</i>						
Has a Equality, Privacy or Quality Impact Assessment been completed?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Is a Equality, Privacy or Quality Impact Assessment required?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Are there any associated risks including Conflicts of Interest?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Are the risks on the CCG's risk register?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>

If you have ticked yes provide details here. If you are unsure seek advice from Lynne Byers, Email - lynnebyers@nhs.net about the risk register.

Governance and Reporting		
Meeting	Date	Outcome
Name of meeting		These boxes are for recording where the report has also been considered and what the outcome was. This will include internal meetings like SMT.
		If the report has not been discussed at any other meeting, these boxes can remain empty.

GP Patient Survey 2018

1. Introduction

The GP Patient Survey (GPPS) is an England wide survey carried out since 2007 which seeks the views of 2.4 million registered patients every year about their experience of GP services. The survey gives patients the opportunity to provide feedback on a number of aspects of their experience of their GP practice, providing a rich source of quantitative data on patients' perceptions of the access and quality of care they receive.

The GPPS survey measures patients' experiences across a range of topics including:

- Making appointments
- Perception of care at appointments
- Managing health conditions
- Practice opening hours
- Services when GP practices are closed

The GPPS is the only patient experience survey that is standardised nationally, providing practice data at practice level, which means it can be compared across organisations over time.

2. Background

The latest survey results were published in August 2018 consisting of a single wave of field work carried out from January 2018 to March 2018. In NHS Bury CCG 9,191 questionnaires were sent out and 3,136 completed and returned. This represents a response rate of 34%.

The questionnaire was revised 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.

3. 2018 Results

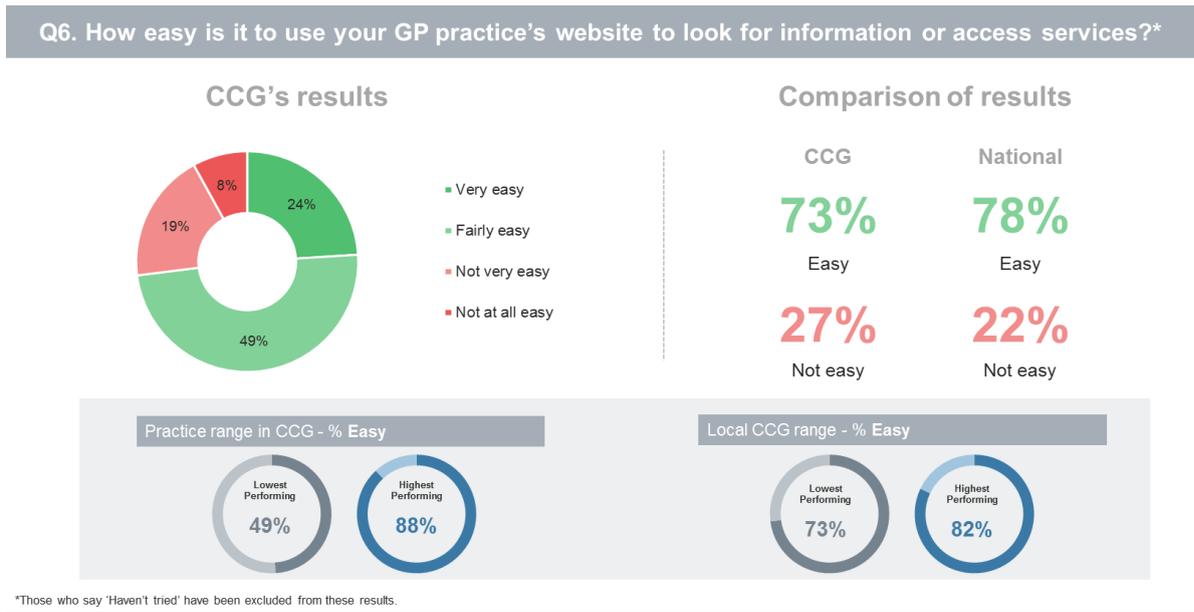
Overall the CCG scored well in the 2018 publication, achieving results either above or in line with the national averages in all questions except one.

Question	National Average	CCG Average	
		2017	2018
Overall experience of GP practice	84%	86%	86%
Ease of getting through to GP practice on the phone	70%	67%	70%
Helpfulness of receptionists at GP practice	90%	88%	92%
Ease of use of online services	78%	NA	73%
Satisfaction with appointment times	66%	NA	68%
Experience of making an appointment	69%	74%	71%

Mental health needs recognised and understood	87%	NA	88%
Support with managing long term health conditions	79%	NA	81%

4. Outlying Areas

The CCG scored below the national average for the question ‘ease of use of online services’ in the 2018 publication.



5. GP Patient Survey Quality Premium 2017/18

One of the five national Quality Premium measures for 2017/18 and 2018/19 is GP access and experience which focuses on the GPPS question ‘overall experience of making a GP appointment’. To earn this part of the Quality Premium, CCGs need to demonstrate in the 2018 and 2019 publications, either:

- Achieve a level of 85% of respondents who said they had a good experience of making an appointment, or;
- A 3 percentage point increase from the 2018 publication on the percentage of respondents who said they had a good experience of making an appointment.

5.1 Action Plan

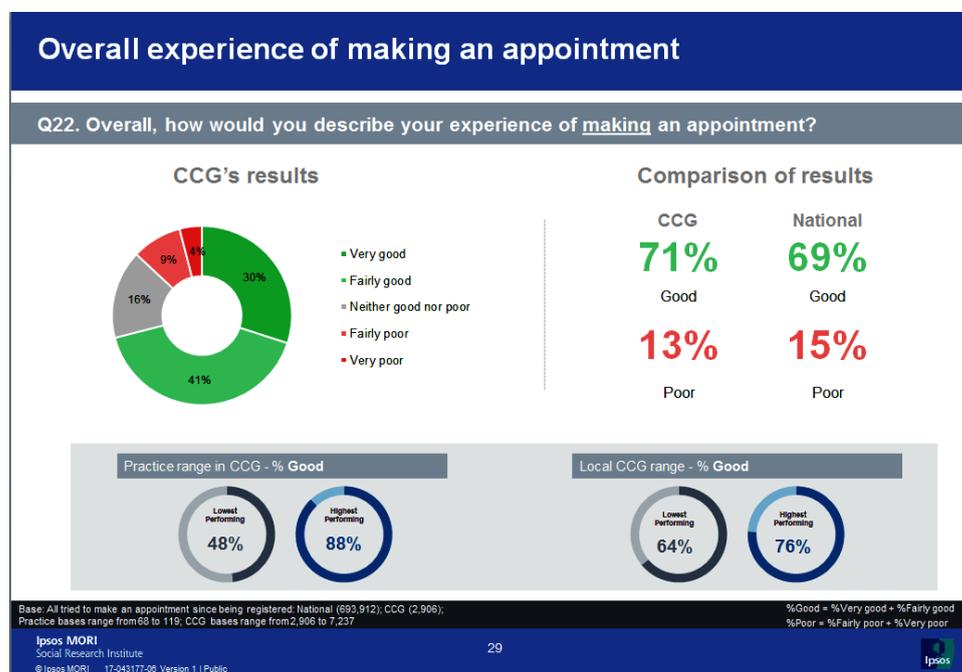
In order to achieve the required 3 percent point increase the Primary Care and Communications Teams developed an action plan in 2017/18 with the aim of increasing patient satisfaction levels and raising awareness of the survey across Bury. This was achieved through:

- A communication campaign to increase patient satisfaction levels by raising awareness of the primary care offer available to patients in Bury ahead of the 2018 survey
- A communication campaign in the weeks leading up to the survey to raise general awareness of the surveys availability and its importance
- Provision of a tool kit for GP practices containing resources to assist them in promoting the primary care offer and raising awareness of the survey with their patients
- Targeted work with outlying practices through their primary care quality visits

5.2 Quality Premium Results 2018

The CCG average for 'overall experience of making an appointment' in 2018 has decreased by 3%, meaning, the CCG has not achieved the required 3 percent point increase required for the Quality Premium. The national average also decreased by 4% in 2018, meaning the CCG still scored above the national average.

Overall experience of making an appointment		
	2017	2018
CCG Average	74%	71%
National Average	73%	69%



6. Triangulation of Data Sources

The GPPS data can be triangulated with other feedback sources to develop a fuller picture of patient journeys and used to identify potential improvement and highlight best practice.

Practice	GPPS Overall experience of making an appointment	FFT Average % recommendation rate 2018	A&E Minor Attendances Rater per 100 Jul17/Jun18
CCG Average	71%	90%	147.0
Practice 1	69%	94%	149.3
Practice 2	69%	77%	126.0
Practice 3	66%	91%	263.7
Practice 4	66%	81%	132.8
Practice 5	65%	88%	109.0
Practice 6	64%	86%	137.4
Practice 7	63%	86%	142.1
Practice 8	59%	95%	136.3
Practice 9	58%	88%	184.9
Practice 10	56%	Not available due to low submission rate	140.9
Practice 11	56%	100%	156.9
Practice 12	48%	65%	129.5
Practice 13	48%	73%	142.4

7. Action Plan 2018/19

To increase our chances of achieving this year's quality premium target the action plan to increase patient satisfaction levels and increase awareness of the survey across Bury has been revised.

Project Title

Increase score against “% of patients who describe their experience of making an appointment as good” within the GP Patient Survey in Bury CCG

Project Lead

Marina Ricioppo

Summary of Project

This 2018/19 Quality Premium (QP) Indicator for GP Access and Experience focuses on the GP Patient Survey (GPPS) and is worth 17% of the overall QP reward, To earn this portion of the quality premium, CCGs will need to demonstrate in the 2019 publication, either:

- Achieve a level of 85% of respondents who said they had a good experience of making an appointment, or;
- A 3 percentage point increase from July 2018 publication on the percentage of respondents who said they had a good experience of making an appointment.

Historic Performance

Historically, Bury CCG’s performance against this question is as follows:

- July 2018 CCG Ave = 71%
- July 2017 CCG Ave = 74%
- July 2016 CCG Ave = 74%
- July 2015 CCG Ave = 74%
- July 2014 CCG Ave = 70%

In 2018, Bury CCG achieved a score of 71% against the GPPS question “% of patients satisfied with their experience when making an appointment”; outperforming other CCG’s at a National level (aver 69%). Bury CCG would need to increase this score by 14% to hit element 1 of the QP Indicator (85%) or increase the overall % score by 3% as dictated by element 2 of the QP Indicator to achieve a score of 74% in 2018.

Therefore this Action Plan has been written with the intent of achieving a 3% point increase from July 2018 publication of this QP Indicator

Action Plan

IMPLEMENTATION				
Target	Increase score against “% of patients who describe their experience of making an appointment as good” within the GP Patient Survey in Bury CCG			
How will it be delivered	Who will deliver it	Action	Progress	Timescales
Improving access to general practice	Primary Care Team/Practices	The CCG has incentivised Practices via the Quality in Primary Care Contract (Standard 1 – Improving Access to General Practice), ensuring Practices are open Monday to Friday, 8am to 6.30pm and offer 75/1000 appointments as standard		Apr 18 to Mar 19
	Primary Care Team/Practices	Central funding will be allocated to CCGs over the next five years to train reception and clerical staff to undertake enhanced roles in active signposting and correspondence management. These roles provide patients with a first point of contact who can direct them to the most appropriate source of help. This innovation frees up GP time and makes it easier for patients to get an appointment with the GP when they need one and shortens the wait to get the right help	Care Navigators scheme will be live across Bury from the 12 September 2018. Clerical staff will receive training in correspondence management from October 2018	2020/21
Primary Care Quality Visits	Primary Care Team/Practices	The PCT will use the Primary Care Quality Visit process to raise awareness of the GP Patient Survey alongside any patient experience triggers. The Team will provide outlying practices with targeted action plans to increase uptake/results		Apr/Dec18
Friends & Family Test	Primary Care Team/Practices	Increase in patient satisfaction and experience levels through the use of near patient and real time data <ul style="list-style-type: none"> • The PCT will continue to monitor Friends & Family Test submissions across 18/19 addressing “nil returns” or “no data” submissions directly with practices. • Breach notices are issued to those practice who fail to make a data submission for three consecutive months and advice letters submitted to those who submit nil returns • In order to increase FFT returns across Bury, a request to include FFT in the Quality in Primary Care Contract will be submitted to September Primary Care Commissioning Committee 		Apr18/Mar19

Communications & engagement	Comms Team /Primary Care Team	Use of existing/free mechanisms to raise general awareness to a wide audience of the primary care offer in advance of the survey <ul style="list-style-type: none"> • Twitter • Facebook • Website • GP Screens • Engagement with key partners i.e. HealthWatch Bury to promote key messages 		July – Nov 2018
	All practices/ Comms Team /Primary Care Team	Tool kit will be issued to practices to assist them with raising awareness of the primary care offer agreed messages (and the availability of the survey) with their patients in the weeks prior to the publication through the following: <ul style="list-style-type: none"> • Display the GPPS poster (provided by CCG) • Promotional image/s loaded to screens re the survey availability and primary care offer key messages listed above (completed by CCG) • Staff awareness and promotion amongst patients of the key messages re primary care offer/survey key messages and encouraging them to share their feedback (copy provided in toolkit) on websites, newsletter, via PPGs and via patient email where facilities allow • Encouraging to use text messaging where facilities allow to deliver key messages • Encouraging the use of social media and following/Re-Tweeting the CCG etc. 		Nov 2018
	Comms Team /Primary Care Team	Raise general awareness to a wide audience of the surveys availability and importance of completing it in the weeks leading up to the publication through: <ul style="list-style-type: none"> • Social media • Press release • Info on CCG/practice websites • Support from key partners 		Dec 2018 – Jan 2019

8. Actions Required

4.1 The Primary Care Commissioning Committee is required to:

- Receive the GP Patient Survey 2018 results and the revised action plan for achieving the 2018/19 Quality premium.

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August 2018