

# Surrey Heartlands Health and Care Partnership

Latest survey results

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2022 Survey

Appendix 1

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# Background, introduction and guidance



# Introduction

- The GP Patient Survey (GPPS) is an England-wide survey, providing data about patients' experiences of their GP practices.
- This slide pack presents some of the key results from the 2022 GP Patient Survey for **Surrey Heartlands Health and Care Partnership**.
- In **Surrey Heartlands Health and Care Partnership, 32,706** questionnaires were sent out, and **11,240** were returned completed. This represents a response rate of **34%**.
- Where available, packs include trend data beginning in 2020. Where questions have changed significantly for the 2022 questionnaire, data will not be comparable to previous years.

The screenshot shows the first page of the GP Patient Survey questionnaire. At the top, it says 'Ipsos MORI' and 'NHS'. The title 'GP PATIENT SURVEY' is in a blue box. Below that, there is a disclaimer: 'Please answer the questions below by putting an X in one box for each question unless more than one answer is allowed (these questions are clearly marked). We will keep your answers completely confidential. If you would prefer to fill in the survey online, please go to www.gp-patient.co.uk/survey'. There is an 'Access code:' field. The main heading is 'Your local GP services'. The questions are:

- Q1** Generally, how easy is it to get through to someone at your GP practice on the phone?  
 Very easy  
 Fairly easy  
 Not very easy  
 Not at all easy  
 Haven't tried
- Q2** How helpful do you find the receptionists at your GP practice?  
 Very helpful  
 Fairly helpful  
 Not very helpful  
 Not at all helpful  
 Don't know
- Q3** Which of the following general practice online services have you used in the past 12 months?  
By 'online' we mean on a website or smartphone app.  
Please put an X in all the boxes that apply.  
 Booking appointments online  
 Ordering repeat prescriptions online  
 Accessing my medical records online  
 Had an online consultation or appointment (for example completed an online form or had a video call)  
 None of these
- Q4** How easy is it to use your GP practice's website to look for information or access services?  
 Very easy  
 Fairly easy  
 Not very easy  
 Not at all easy  
 Haven't tried
- Q5** As far as you are aware, what general practice appointment times are available to you?  
Please put an X in all the boxes that apply.  
 Before 9am on at least one weekday  
 Weekdays between 9am and 6.30pm  
 After 6.30pm on a weekday  
 On a Saturday  
 On a Sunday  
 Don't know
- Q6** How satisfied are you with the general practice appointment times that are available to you?  
 Very satisfied  
 Fairly satisfied  
 Neither satisfied nor dissatisfied  
 Fairly dissatisfied  
 Very dissatisfied  
 I'm not sure when I can get an appointment
- Q7** Is there a particular GP you usually prefer to see or speak to?  
 Yes, for all appointments  
 Yes, for some appointments but not others  
 No .....Go to Q9  
 There is usually only one GP in my GP practice .....Go to Q9
- Q8** How often do you see or speak to your preferred GP when you would like to?  
 Always or almost always  
 A lot of the time  
 Some of the time  
 Never or almost never  
 I have not tried

At the bottom, it says 'Page 1' and 'Please turn over' with a right-pointing arrow.

# Background information about the survey

- The GP Patient Survey (GPPS) is an **annual** England-wide survey about **patients' experiences of their GP practice** and is administered by Ipsos on behalf of NHS England.
- The survey covers a range of topics including:
  - **Your local GP services**
  - **Making an appointment**
  - **Your last appointment**
  - **Overall experience**
  - **COVID-19**
  - **Your health**
  - **When your GP practice is closed**
  - **NHS Dentistry**
  - **Some questions about you (including relevant protected characteristics and demographics)**
- The survey provides data at **practice level** using a consistent methodology, which means it is comparable across organisations. The survey also provides data at **Primary care network (PCN)**, **Integrated care system (ICS)** and **National** level.
- Minor changes were made to the questionnaire in 2022 to ensure that it continued to reflect how primary care services are delivered and how patients experience them. This followed more substantial changes in 2021.
- The effect of the pandemic should be taken into account when looking at results over time.
- In 2018 the questionnaire was redeveloped in response to substantial changes to primary care services as set out in the [GP Forward View](#).
- The latest 2022 questionnaire including past versions, and the Technical Annex for further information about the survey can be found here: <https://gp-patient.co.uk/surveysandreports>.
- Survey considerations:
  - Sample sizes at practice level are relatively small.
  - The survey does not include qualitative data which limits the detail provided by the results.
  - The survey is conducted annually and provides a snapshot of patient experience at a given time.
- Data users are encouraged to use insight from GPPS as one element of evidence when considering patients' experiences of general practice in order to identify potential improvements and highlight best practice.

The next slide suggests ideas for how the data can be used to help to improve services.

# How to use this data for improvement

The data in this slide pack can be used and interpreted to help to improve GP services, in the following ways:

- **Comparison of an ICS against the national result:** this allows benchmarking of the results to identify whether the ICS is performing well, poorly, or in line with the national picture. The ICS may wish to focus on areas where it compares less favourably.
- **Analysing trends in an ICS's results over time:** this provides a sense of the direction of the ICS's performance. The ICS may wish to focus on areas which have seen a decline in results over time.
- **Comparison of PCN's results within an ICS area:** this can identify PCNs in an area that seem to be over-performing or under-performing compared with others. The ICS may wish to work with individual PCNs: those that are performing particularly well may be able to highlight best practice, while those performing less well may be able to improve their performance.

An interactive report providing more detail at PCN level can be found here: <https://www.gp-patient.co.uk/pcn-report>.

Please note PCNs have been aligned to the ICS based on the Parent CCG identified by the NHS Digital ePCN mapping file accessed via the NHS Digital organisation data service. There were a very small number of PCNs which crossed ICS boundaries – if this is the case, this will be noted below.



# Interpreting the results

- The number of participants answering each question (the base size) is stated for each question. The total number of responses is shown at the bottom of each chart.
- All comparisons are indicative only. Differences may not be statistically significant.
- For guidance on statistical reliability, or for details of where you can get more information about the survey, please refer to the end of this slide pack.
- Note on the presentation of the data:
  - A \* represents a percentage greater than 0% but less than 0.5%
  - There are cases where percentages for each of the different responses to a question do not add to the combined percentage totals (e.g. 'Good (total)'), or where results do not sum to 100%. This may be due to computer rounding, the rounding of weighted data, or where questions allow for multiple responses.
  - In cases where fewer than 10 patients have answered a question, the data have been suppressed and results will not appear within the charts. This is to prevent individuals and their responses being identifiable in the data.
  - Please note on pie charts where the results are 2% or less, these labels are not shown. Hovering over the segment on the pie chart will show the percentage.
- Trends:
  - 2022: refers to the 2022 survey (fieldwork 10 January to 11 April 2022)
  - 2021: refers to the 2021 survey (fieldwork 4 January to 6 April 2021)
  - 2020: refers to the 2020 survey (fieldwork 2 January to 6 April 2020)
- For further information on using the data please refer to the end of this slide pack.

# Overall experience of GP practice

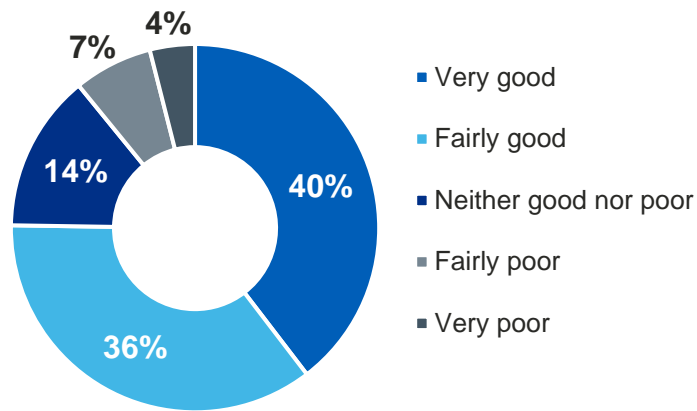




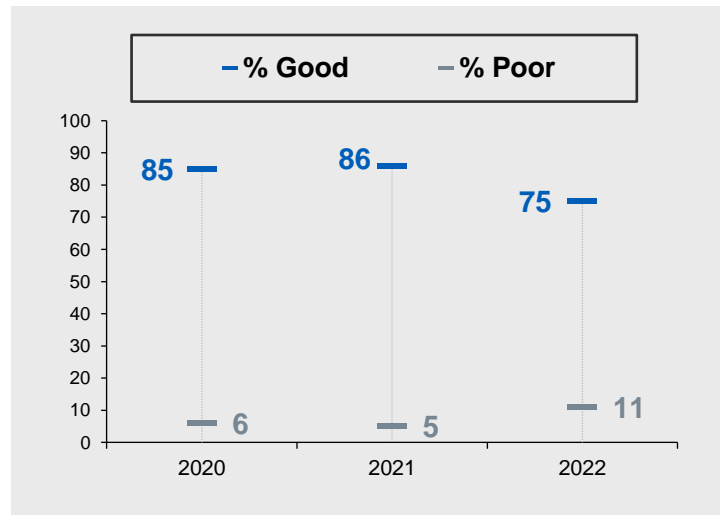
# Overall experience of GP practice

## Q32. Overall, how would you describe your experience of your GP practice?

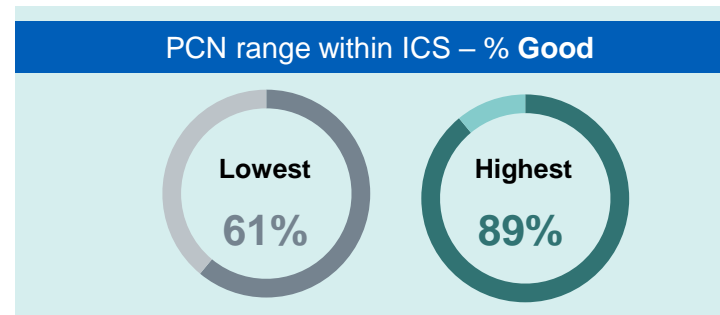
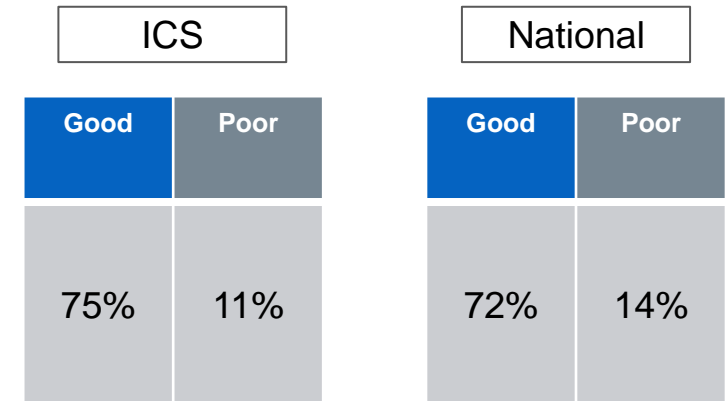
### ICS result



### ICS result over time



### Comparison of results

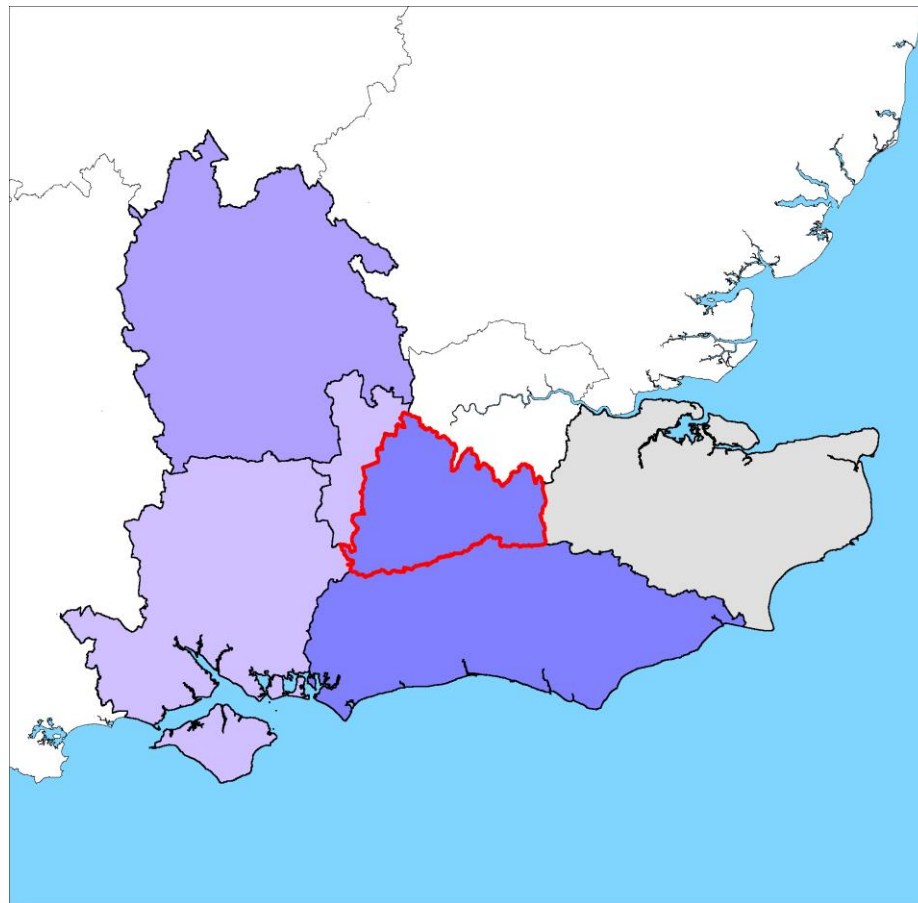


Base: Asked of all patients: National (709,235); ICS 2022 (11,099); ICS 2021 (13,864); ICS 2020 (11,352); PCN bases range from 152 to 771

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

# Overall experience: how the ICS result compares to other ICSs within the region

Q32. Overall, how would you describe your experience of your GP practice?



July 2022 Overall experience of GP practice

**% Good**

Dark Blue	78.0 up to 80.9
Medium Blue	75.0 up to 78.0
Light Blue	72.0 up to 75.0
Very Light Blue	70.0 up to 72.0
Grey	63.4 up to 70.0

Results range from

**67%**  
to  
**75%**

The ICS represented by this pack is highlighted in red

Comparisons are indicative only: differences may not be statistically significant

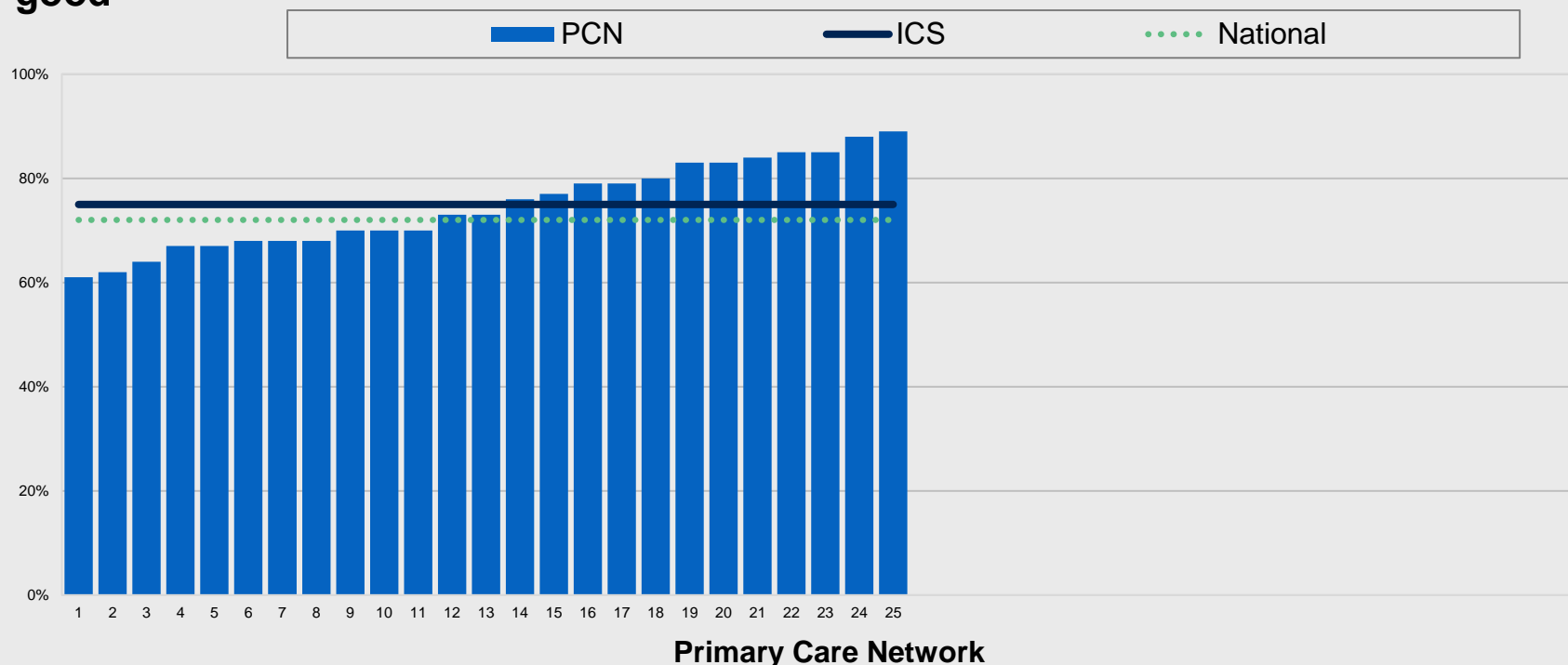
Base: All those completing a questionnaire: ICS bases range from 6,015 to 44,352

**i** %Good = %Very good + %Fairly good

# Overall experience: how the PCNs within the ICS compare

## Q32. Overall, how would you describe your experience of your GP practice?

Percentage of patients saying their overall experience of their GP practice was 'good'



PCN	Name
1	WALTON PRACTICES CONFEDERATION PCN
2	INTEGRATED CARE PARTNERSHIP PCN
3	SASSE NETWORK 1 PCN
4	SASSE NETWORK 3 PCN
5	WOKING WISE 3 PCN
6	WOKING WISE 1 PCN
7	SASSE NETWORK 2 PCN
8	EAST ELMBRIDGE PCN
9	COCO PCN
10	BANSTEAD HEALTHCARE PCN
11	WOKING WISE 2 PCN
12	SOUTH TANDRIDGE PCN
13	WB PCN
14	GRIPC PCN
15	WHAM PCN
16	CARE COLLABORATIVE (REDHILL) PCN
17	EPSOM PCN
18	LEATHERHEAD PCN
19	HEALTHY HORLEY PCN
20	EAST WAVERLEY PCN
21	GUILDFORD EAST PCN
22	REDHILL PHOENIX PCN
23	NORTH TANDRIDGE PCN
24	WEST OF WAVERLEY PCN
25	DORKING PCN

Base: Asked of all patients: National (709,235); ICS (11,099); PCN bases range from 152 to 771

**i** Comparisons are indicative only: differences may not be statistically significant

**i** %Good = %Very good + %Fairly good



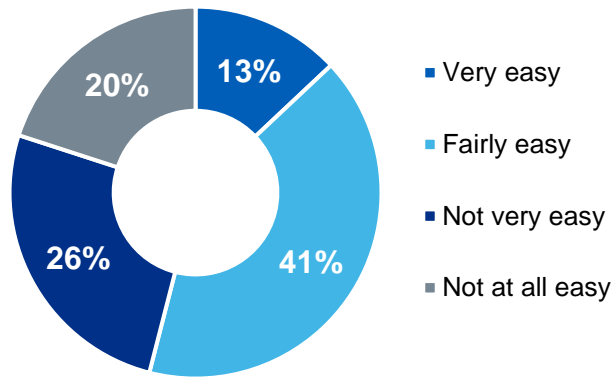
# Local GP Services



# Ease of getting through to GP practice on the phone

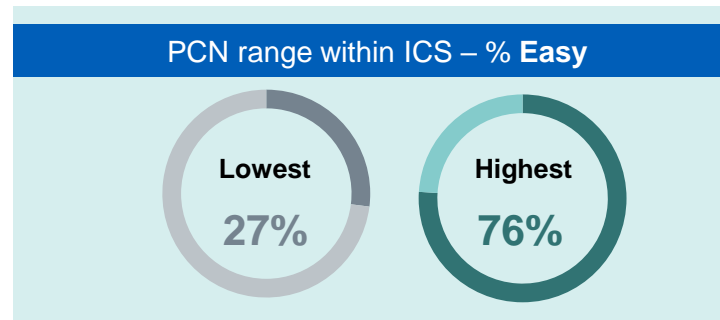
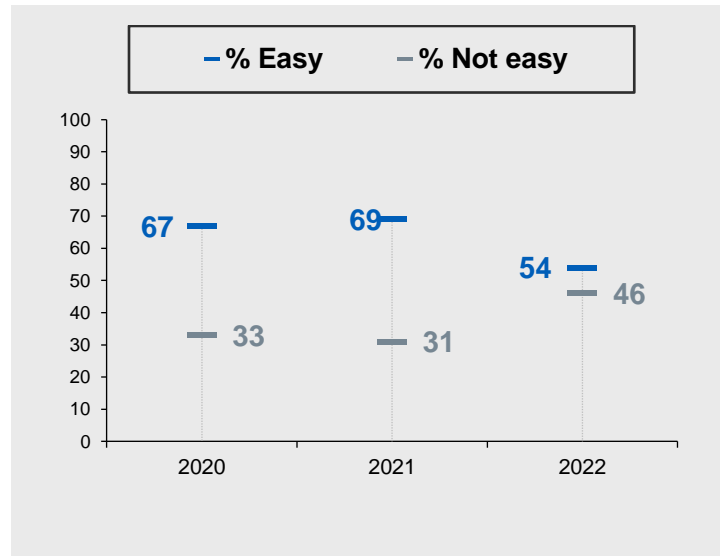
## Q1. Generally, how easy is it to get through to someone at your GP practice on the phone?

### ICS result



Base: Asked of all patients. Patients who selected 'Haven't tried' have been excluded: National (687,159); ICS 2022 (10,518); ICS 2021 (13,181); ICS 2020 (11,112); PCN bases range from 143 to 743

### ICS result over time



### Comparison of results

ICS		National	
Easy	Not easy	Easy	Not easy
54%	46%	53%	47%

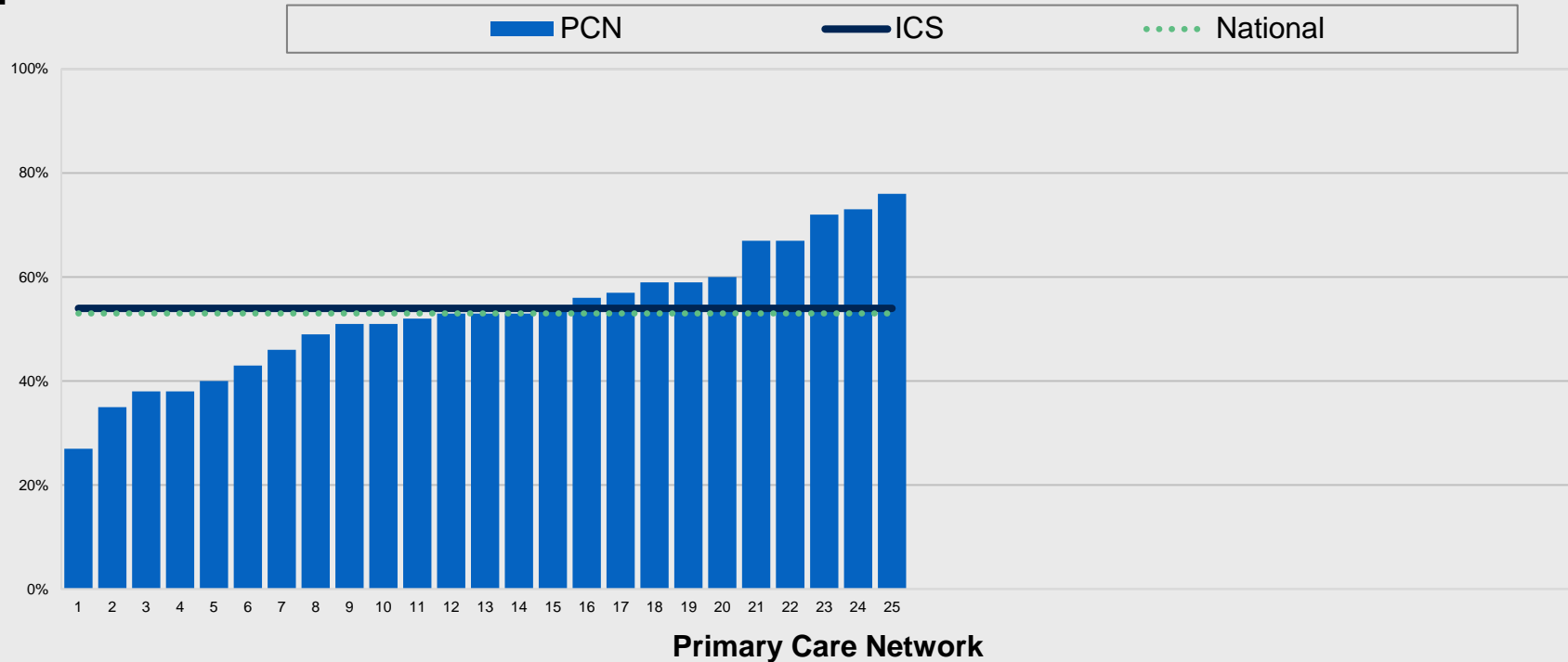
**i** %Easy = %Very easy + %Fairly easy  
 %Not easy = %Not very easy + %Not at all easy



# Ease of getting through to GP practice on the phone: how the PCNs within the ICS compare

Q1. Generally, how easy is it to get through to someone at your GP practice on the phone?

Percentage of patients saying it is 'easy' to get through to someone on the phone



Base: Asked of all patients. Patients who selected 'Haven't tried' have been excluded: National (687,159); ICS (10,518); PCN bases range from 143 to 743

PCN	Name
1	INTEGRATED CARE PARTNERSHIP PCN
2	WOKING WISE 3 PCN
3	BANSTEAD HEALTHCARE PCN
4	SASSE NETWORK 1 PCN
5	SOUTH TANDRIDGE PCN
6	WALTON PRACTICES CONFEDERATION PCN
7	WOKING WISE 2 PCN
8	WB PCN
9	COCO PCN
10	SASSE NETWORK 2 PCN
11	SASSE NETWORK 3 PCN
12	WHAM PCN
13	LEATHERHEAD PCN
14	EAST ELMBRIDGE PCN
15	WOKING WISE 1 PCN
16	EPSOM PCN
17	CARE COLLABORATIVE (REDHILL) PCN
18	GRIPC PCN
19	EAST WAVERLEY PCN
20	HEALTHY HORLEY PCN
21	REDHILL PHOENIX PCN
22	WEST OF WAVERLEY PCN
23	DORKING PCN
24	NORTH TANDRIDGE PCN
25	GUILDFORD EAST PCN

**i** Comparisons are indicative only: differences may not be statistically significant

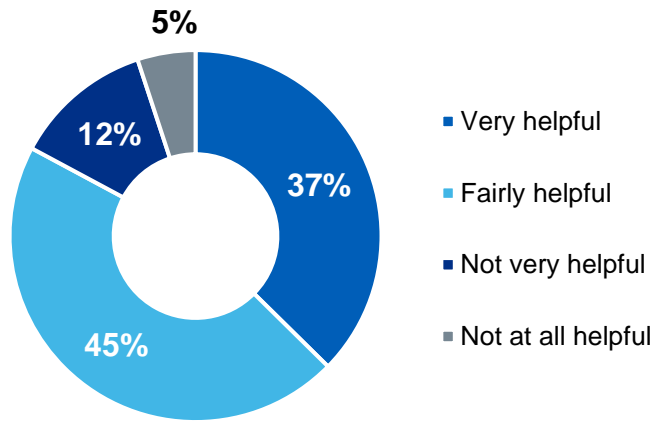
**i** %Easy = %Very easy + %Fairly easy



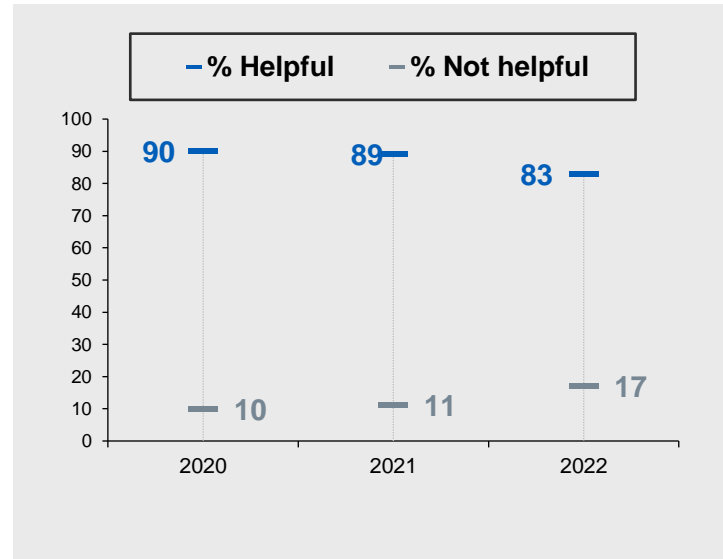
# Helpfulness of receptionists at GP practice

## Q2. How helpful do you find the receptionists at your GP practice?

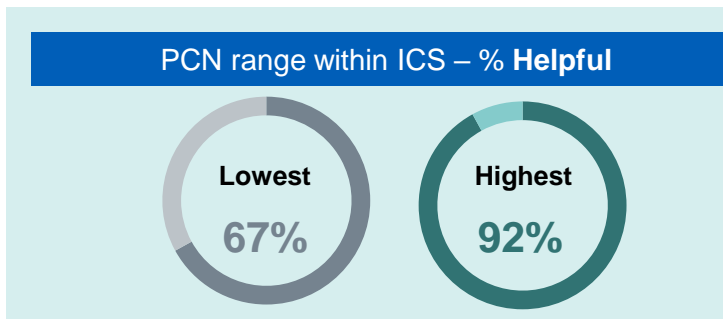
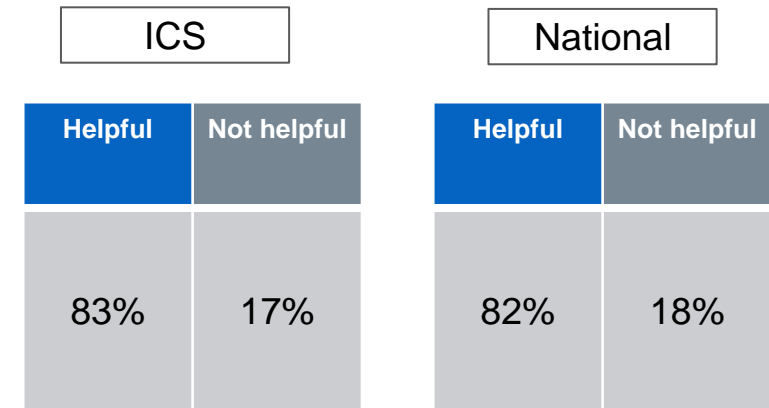
### ICS result



### ICS result over time



### Comparison of results



Base: Asked of all patients. Patients who selected 'Don't know' have been excluded: National (685,426); ICS 2022 (10,552); ICS 2021 (13,395); ICS 2020 (11,326); PCN bases range from 143 to 734

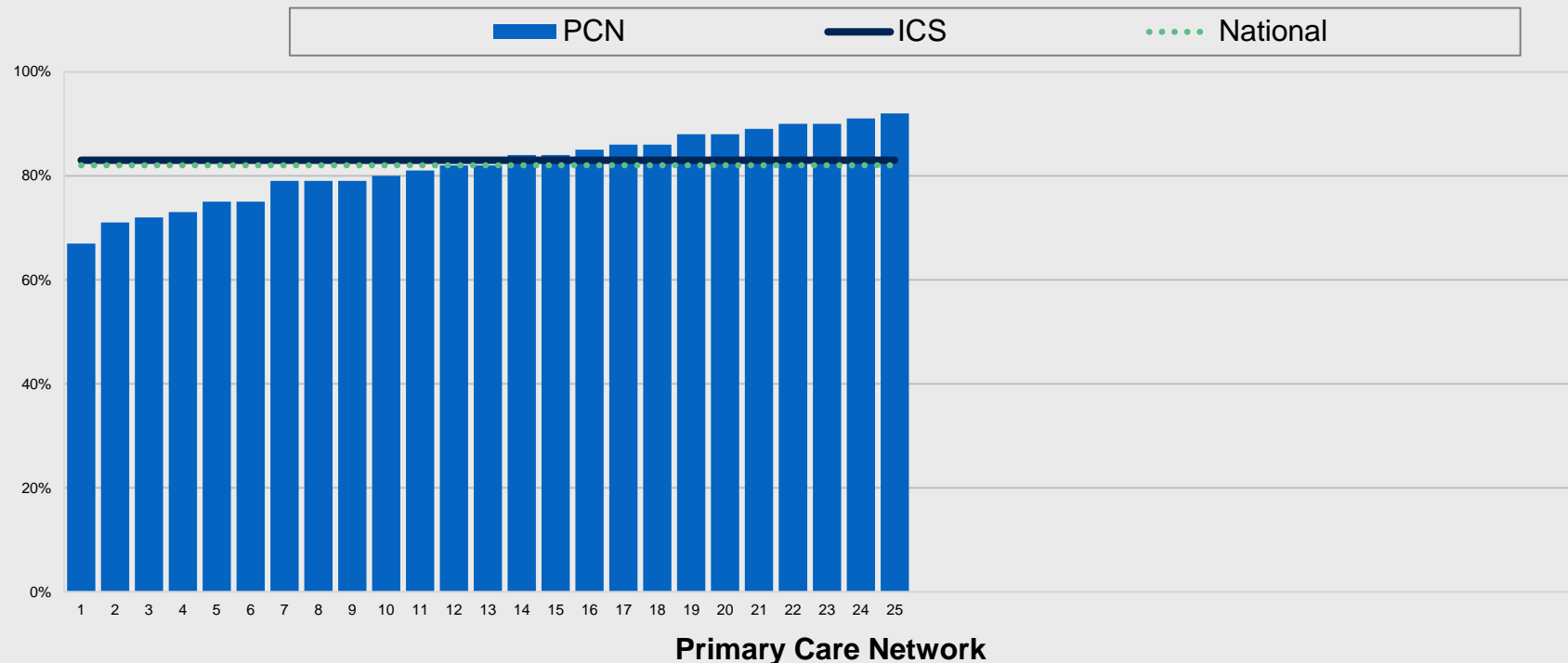
**i** %Helpful = %Very helpful + %Fairly helpful  
 %Not helpful = %Not very helpful + %Not at all helpful



# Helpfulness of receptionists at GP Practice: how the PCNs within the ICS compare

## Q2. How helpful do you find the receptionists at your GP practice?

Percentage of patients saying receptionists at the GP practice are 'helpful'



PCN	Name
1	INTEGRATED CARE PARTNERSHIP PCN
2	BANSTEAD HEALTHCARE PCN
3	WALTON PRACTICES CONFEDERATION PCN
4	SASSE NETWORK 1 PCN
5	SASSE NETWORK 2 PCN
6	WOKING WISE 3 PCN
7	SOUTH TANDRIDGE PCN
8	WOKING WISE 2 PCN
9	SASSE NETWORK 3 PCN
10	WOKING WISE 1 PCN
11	EAST ELMBRIDGE PCN
12	WB PCN
13	EPSOM PCN
14	COCO PCN
15	LEATHERHEAD PCN
16	CARE COLLABORATIVE (REDHILL) PCN
17	WHAM PCN
18	HEALTHY HORLEY PCN
19	REDHILL PHOENIX PCN
20	GRIPC PCN
21	NORTH TANDRIDGE PCN
22	WEST OF WAVERLEY PCN
23	EAST WAVERLEY PCN
24	GUILDFORD EAST PCN
25	DORKING PCN

Base: Asked of all patients. Patients who selected 'Don't know' have been excluded: National (685,426); ICS 2022 (10,552); PCN bases range from 143 to 734

**i** Comparisons are indicative only: differences may not be statistically significant

**i** %Helpful = %Very helpful + %Fairly helpful

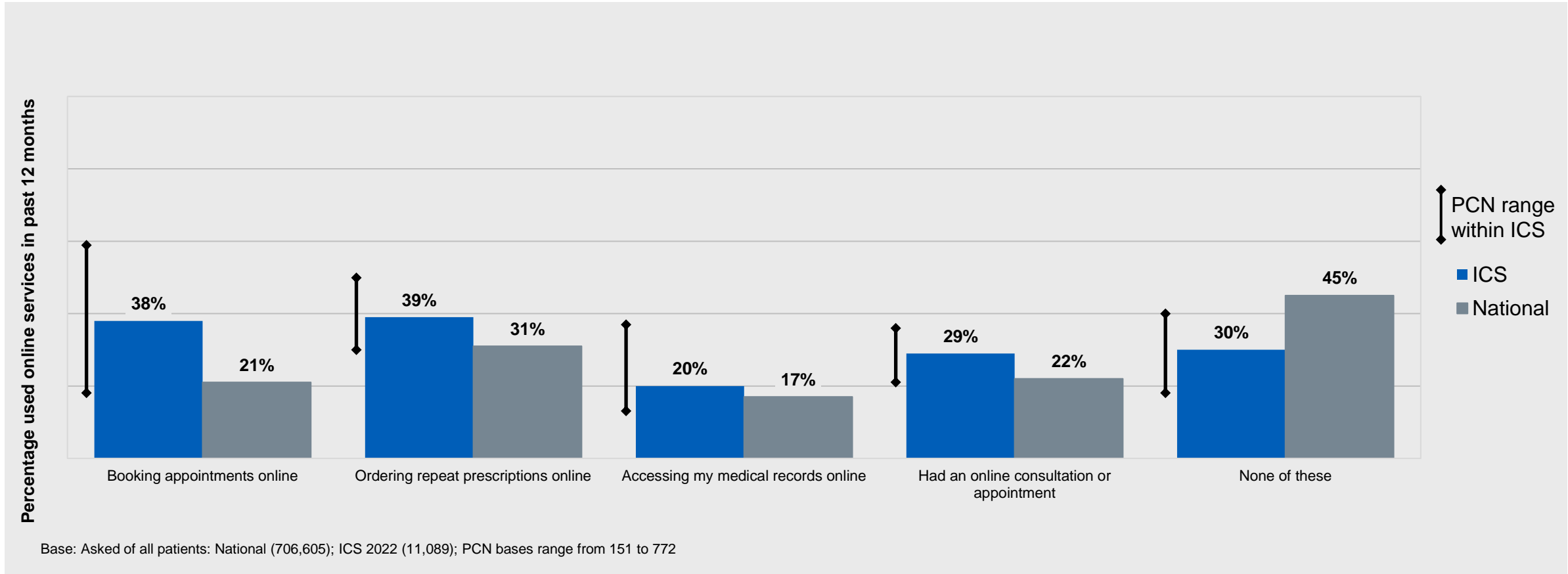


# Access to online services



# Online service use

## Q3. Which of the following general practice online services have you used in the past 12 months?



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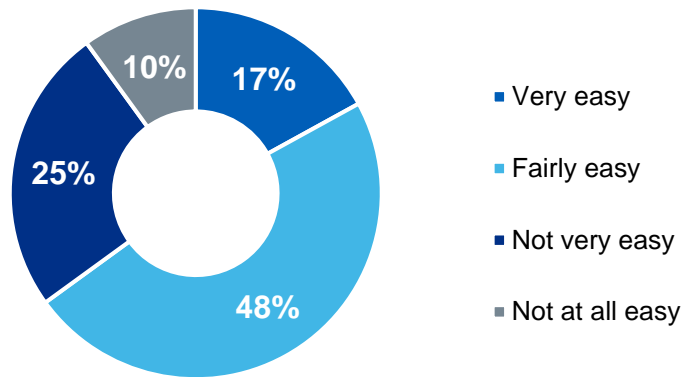
**i** Comparisons are indicative only: differences may not be statistically significant



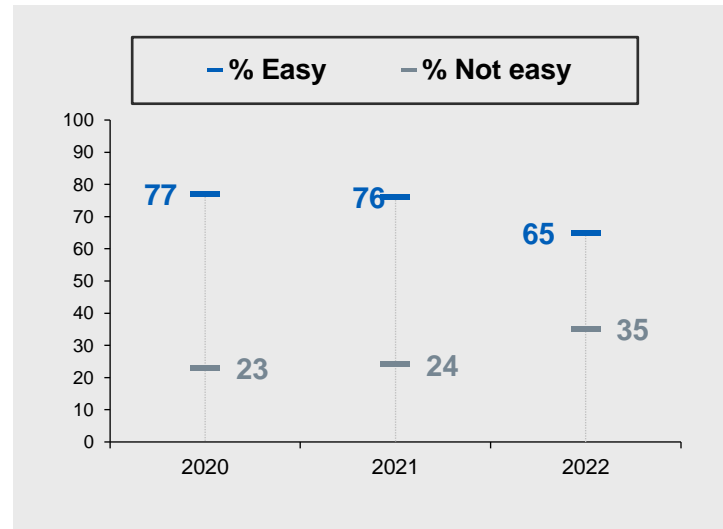
# Ease of use of practice website

## Q4. How easy is it to use your GP practice's website to look for information or access services?<sup>1</sup>

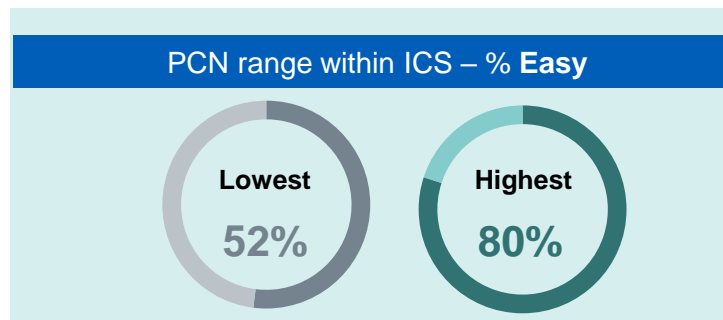
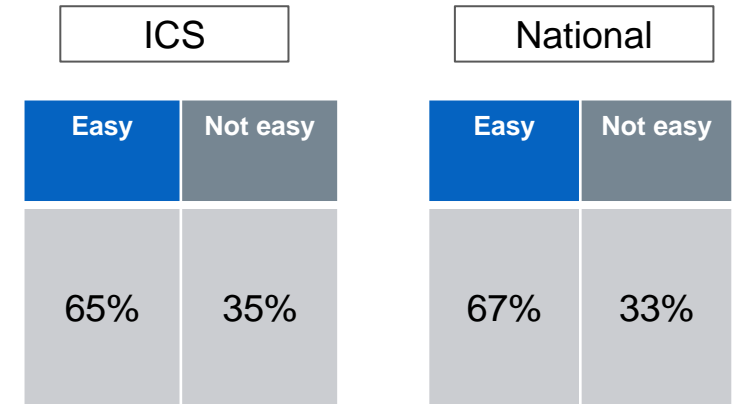
### ICS result



### ICS result over time



### Comparison of results



<sup>1</sup>Excluding those who said 'Haven't tried' (24%).

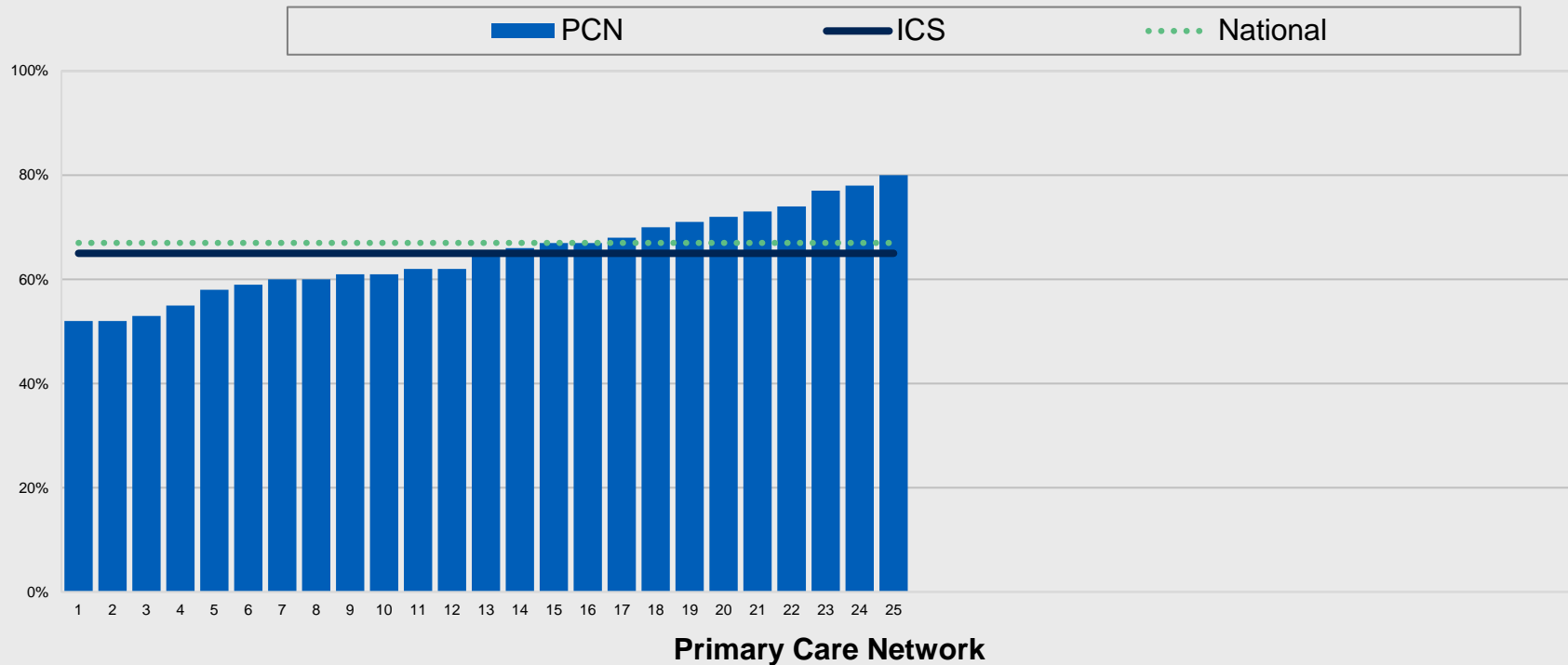
Base: Asked of all patients. Patients who selected 'Haven't tried' have been excluded: National (381,986); ICS 2022 (7,849); ICS 2021 (8,710); ICS 2020 (4,881); PCN bases range from 134 to 532

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

# Ease of use of practice website: how the PCNs within the ICS compare

## Q4. How easy is it to use your GP practice's website to look for information or access services?

Percentage of patients saying it is 'easy' to use their GP practice's website



PCN	Name
1	WALTON PRACTICES CONFEDERATION PCN
2	INTEGRATED CARE PARTNERSHIP PCN
3	SASSE NETWORK 1 PCN
4	WB PCN
5	SASSE NETWORK 2 PCN
6	WOKING WISE 2 PCN
7	BANSTEAD HEALTHCARE PCN
8	WOKING WISE 3 PCN
9	COCO PCN
10	EAST ELMBRIDGE PCN
11	WOKING WISE 1 PCN
12	GRIPC PCN
13	SOUTH TANDRIDGE PCN
14	EPSOM PCN
15	WHAM PCN
16	SASSE NETWORK 3 PCN
17	LEATHERHEAD PCN
18	HEALTHY HORLEY PCN
19	GUILDFORD EAST PCN
20	REDHILL PHOENIX PCN
21	EAST WAVERLEY PCN
22	WEST OF WAVERLEY PCN
23	DORKING PCN
24	CARE COLLABORATIVE (REDHILL) PCN
25	NORTH TANDRIDGE PCN

Base: Asked of all patients. Patients who selected 'Haven't tried' have been excluded: National (381,986); ICS 2022 (7,849); PCN bases range from 134 to 532

**i** Comparisons are indicative only: differences may not be statistically significant

**i** %Easy = %Very easy + %Fairly easy



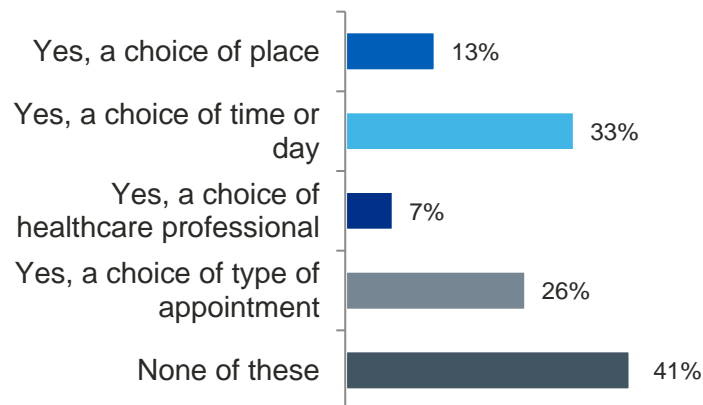
# Making an appointment



# Choice of appointment

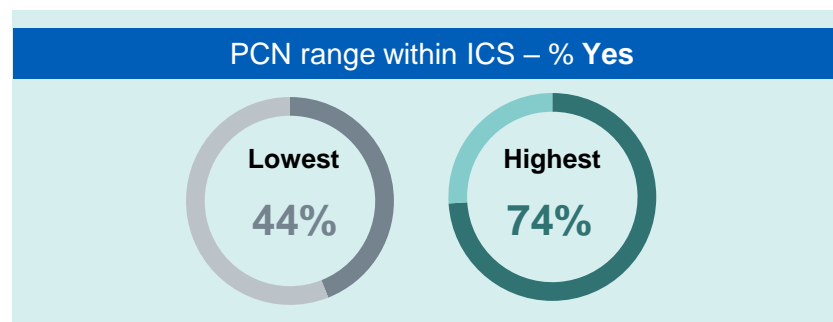
Q15. On this occasion (when you last tried to make a general practice appointment), were you offered any of the following choices of appointment?

## ICS result



## Comparison of results

	ICS		National	
	Yes	No	Yes	No
	59%	41%	59%	41%



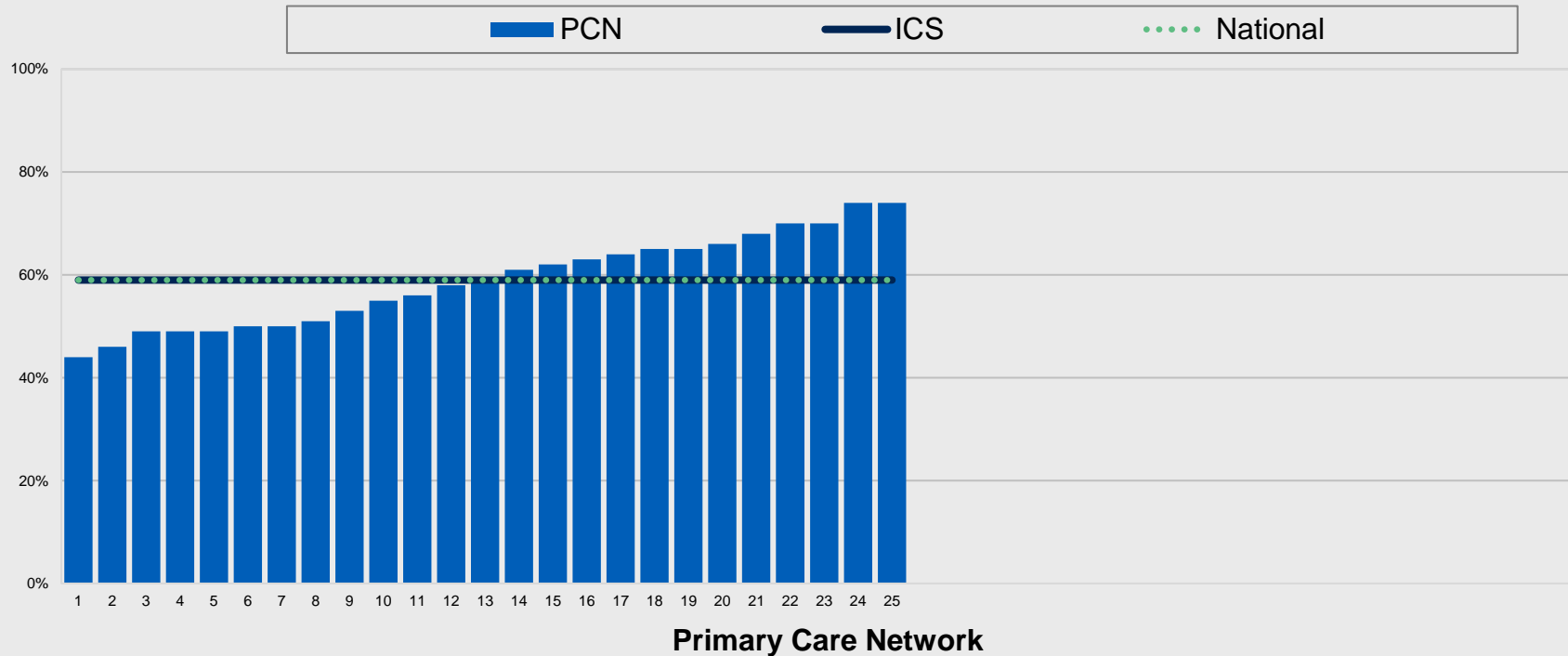
Base: Asked of patients who have tried to make an appointment since being registered with current GP practice. Patients who selected 'I did not need a choice' or 'Can't remember' have been excluded: National (530,428); ICS 2022 (8,260); PCN bases range from 110 to 591

**i** %Yes = %A choice of place + %A choice of time or day + %A choice of healthcare professional + %A choice of type of appointment

# Choice of appointment: how the PCNs within the ICSs compare

Q15. On this occasion (when you last tried to make a general practice appointment), were you offered any of the following choices of appointment?

Percentage of patients saying 'yes' they were offered a choice of appointment



Base: Asked of patients who have tried to make an appointment since being registered with current GP practice. Patients who selected 'I did not need a choice' or 'Can't remember' have been excluded: National (530,428); ICS 2022 (8,260); PCN bases range from 110 to 591

PCN	Name
1	INTEGRATED CARE PARTNERSHIP PCN
2	SOUTH TANDRIDGE PCN
3	WB PCN
4	EAST ELMBRIDGE PCN
5	WOKING WISE 3 PCN
6	WALTON PRACTICES CONFEDERATION PCN
7	SASSE NETWORK 1 PCN
8	SASSE NETWORK 2 PCN
9	BANSTEAD HEALTHCARE PCN
10	WOKING WISE 1 PCN
11	SASSE NETWORK 3 PCN
12	WOKING WISE 2 PCN
13	EPSOM PCN
14	CARE COLLABORATIVE (REDHILL) PCN
15	LEATHERHEAD PCN
16	COCO PCN
17	GRIPC PCN
18	HEALTHY HORLEY PCN
19	NORTH TANDRIDGE PCN
20	WHAM PCN
21	WEST OF WAVERLEY PCN
22	GUILDFORD EAST PCN
23	EAST WAVERLEY PCN
24	REDHILL PHOENIX PCN
25	DORKING PCN

- i** Comparisons are indicative only: differences may not be statistically significant
- i** %Yes = %A choice of place + %A choice of time or day + %A choice of healthcare professional + %A choice of type of appointment

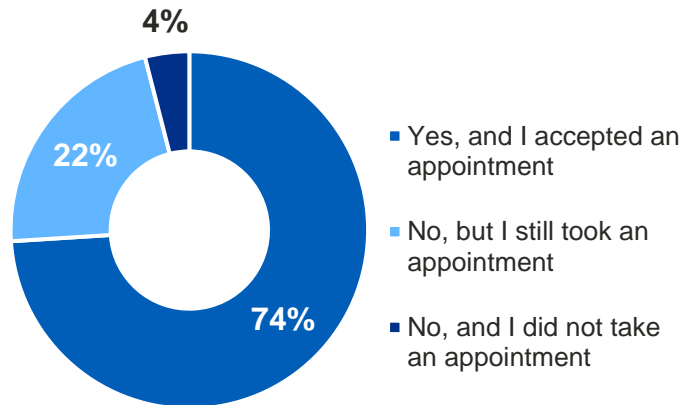




# Satisfaction with appointment offered

## Q16. Were you satisfied with the appointment (or appointments) you were offered?<sup>1</sup>

### ICS result

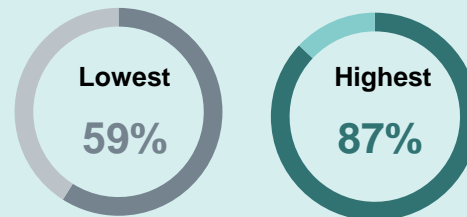


- Yes, and I accepted an appointment
- No, but I still took an appointment
- No, and I did not take an appointment

### Comparison of results

ICS			National		
Yes, took appt	No, took appt	No, didn't take appt	Yes, took appt	No, took appt	No, didn't take appt
74%	22%	4%	72%	24%	4%

### PCN range within ICS – % Yes



<sup>1</sup>Excluding those who said 'I was not offered an appointment' (10%)

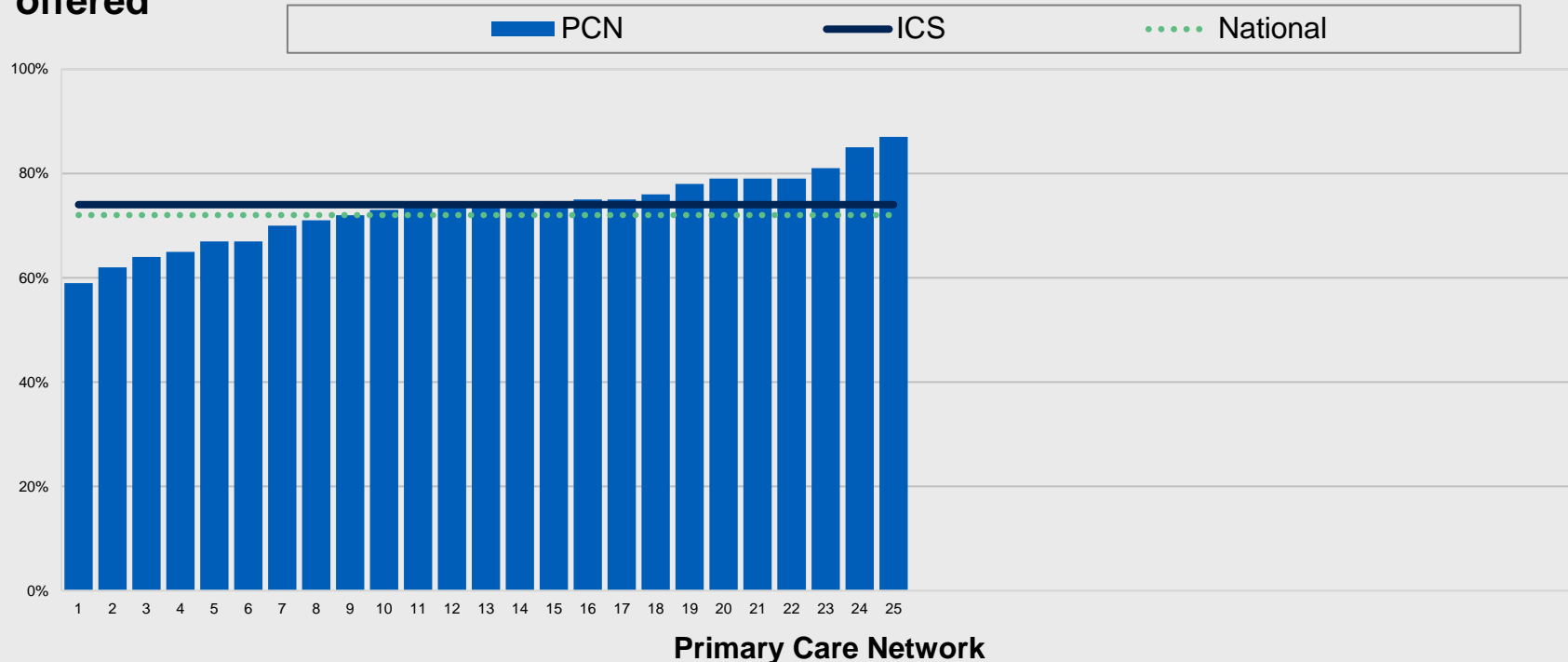
Base: Asked of patients who have tried to make an appointment since being registered with current GP practice. Patients who selected 'I was not offered an appointment' have been excluded: National (594,163); ICS 2022 (9,547); PCN bases range from 111 to 643

**i** %Yes = %Yes, and I accepted an appointment

# Satisfaction with appointment offered: how the PCNs within the ICS compare

## Q16. Were you satisfied with the appointment (or appointments) you were offered?

Percentage of patients saying 'yes' they were satisfied with the appointment offered



PCN	Name
1	SASSE NETWORK 1 PCN
2	SASSE NETWORK 3 PCN
3	INTEGRATED CARE PARTNERSHIP PCN
4	WB PCN
5	WALTON PRACTICES CONFEDERATION PCN
6	EAST ELMBRIDGE PCN
7	SASSE NETWORK 2 PCN
8	WOKING WISE 3 PCN
9	HEALTHY HORLEY PCN
10	BANSTEAD HEALTHCARE PCN
11	SOUTH TANDRIDGE PCN
12	COCO PCN
13	WOKING WISE 1 PCN
14	WOKING WISE 2 PCN
15	EPSOM PCN
16	WHAM PCN
17	GRIPC PCN
18	LEATHERHEAD PCN
19	EAST WAVERLEY PCN
20	GUILDFORD EAST PCN
21	CARE COLLABORATIVE (REDHILL) PCN
22	NORTH TANDRIDGE PCN
23	WEST OF WAVERLEY PCN
24	REDHILL PHOENIX PCN
25	DORKING PCN

Base: Asked of patients who have tried to make an appointment since being registered with current GP practice. Patients who selected 'I was not offered an appointment' have been excluded: National (594,163); ICS 2022 (9,547); PCN bases range from 111 to 643

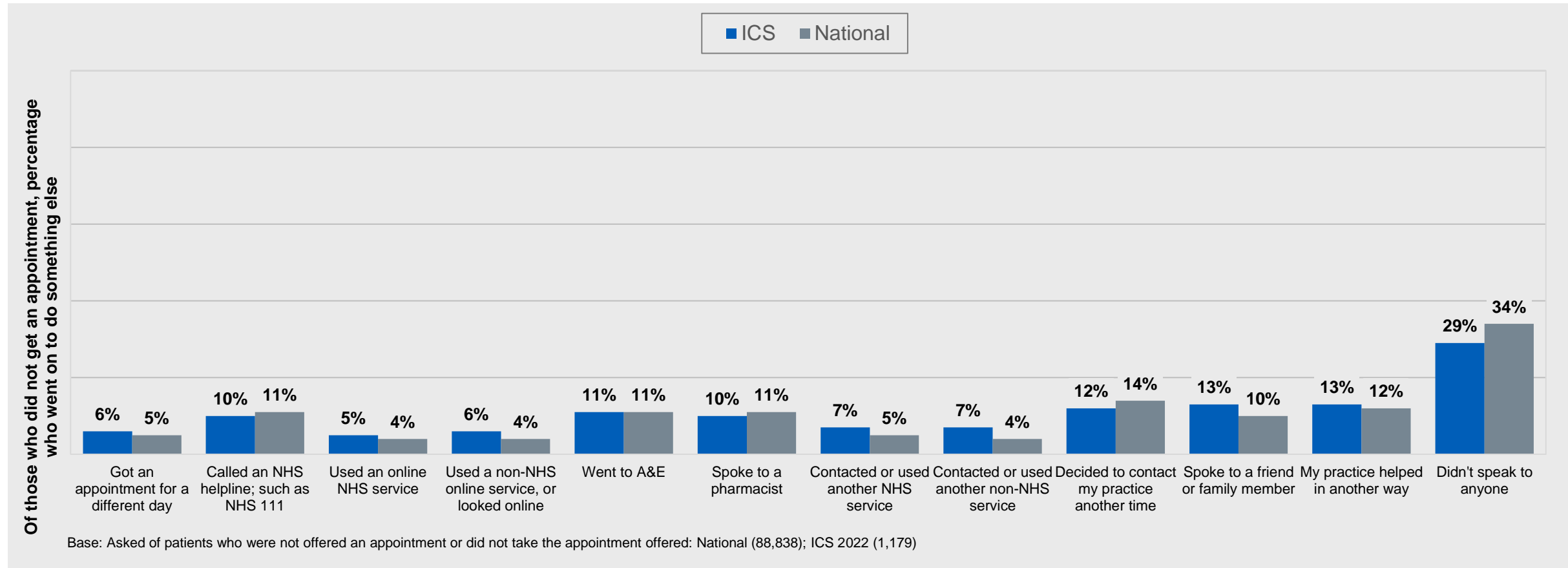
**i** Comparisons are indicative only: differences may not be statistically significant

**i** %Yes = %Yes, and I accepted an appointment



# What patients do when they did not get an appointment

## Q18. What did you do when you did not get an appointment?

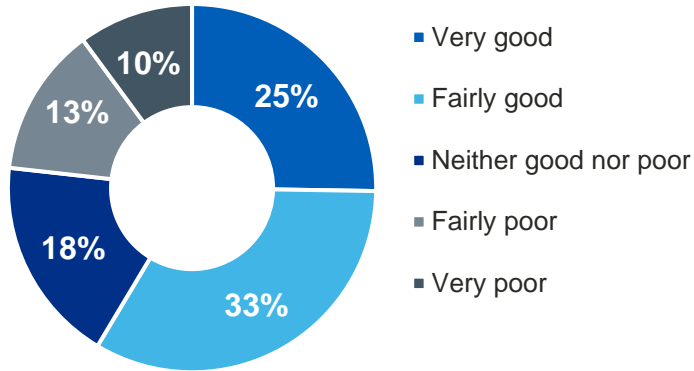


**i** Comparisons are indicative only: differences may not be statistically significant

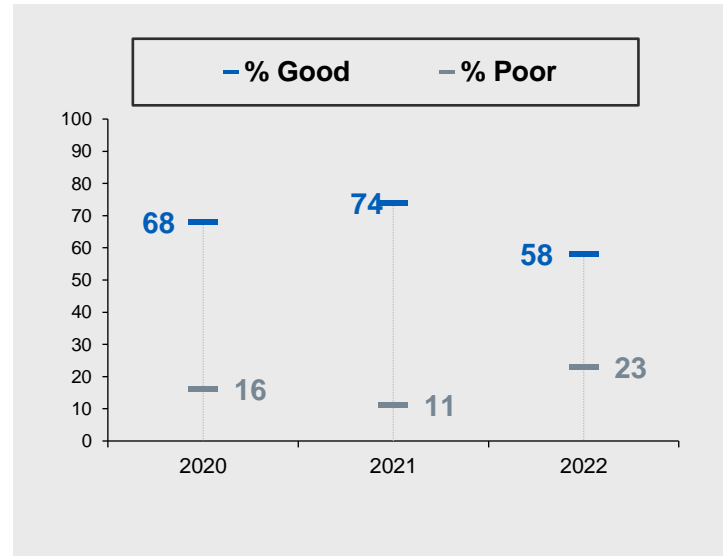
# Overall experience of making an appointment

## Q21. Overall, how would you describe your experience of making an appointment?

### ICS result

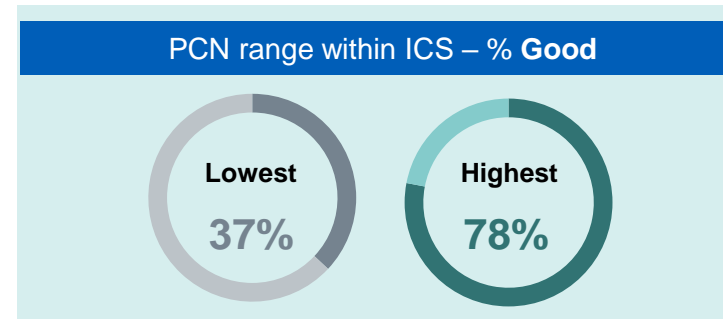


### ICS result over time



### Comparison of results

ICS		National	
Good	Poor	Good	Poor
58%	23%	56%	26%



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

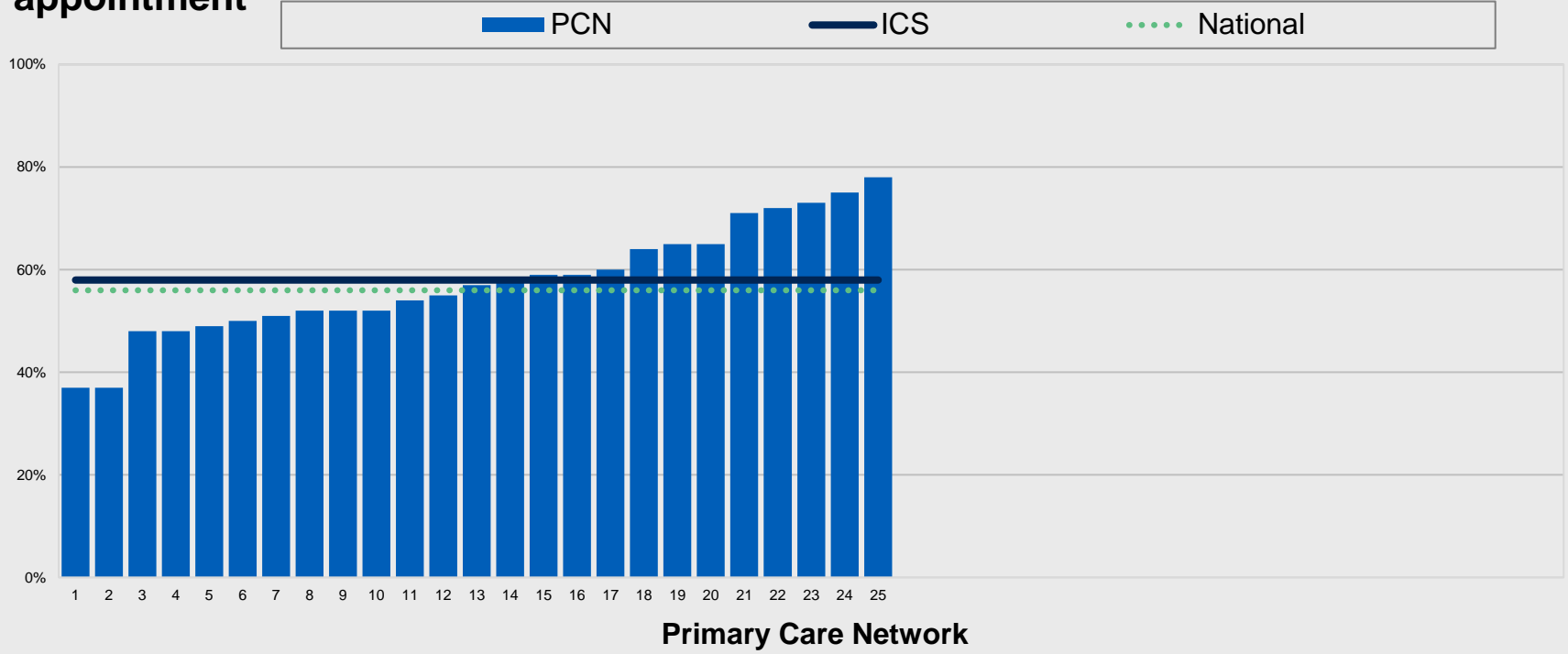


Base: Asked of patients who have tried to make an appointment since being registered with current GP practice: National (667,699); ICS 2022 (10,476); ICS 2021 (12,835); ICS 2020 (10,662); PCN bases range from 142 to 722

# Overall experience of making an appointment: how the PCNs within the ICS compare

Q21. Overall, how would you describe your experience of making an appointment?

Percentage of patients saying they had a 'good' experience of making an appointment



Base: Asked of patients who have tried to make an appointment since being registered with current GP practice: National (667,699); ICS 2022 (10,476); PCN bases range from 142 to 722

PCN	Name
1	SASSE NETWORK 1 PCN
2	INTEGRATED CARE PARTNERSHIP PCN
3	WALTON PRACTICES CONFEDERATION PCN
4	SASSE NETWORK 3 PCN
5	WOKING WISE 3 PCN
6	BANSTEAD HEALTHCARE PCN
7	WOKING WISE 1 PCN
8	SOUTH TANDRIDGE PCN
9	WB PCN
10	EAST ELMBRIDGE PCN
11	SASSE NETWORK 2 PCN
12	WOKING WISE 2 PCN
13	GRIPC PCN
14	COCO PCN
15	WHAM PCN
16	LEATHERHEAD PCN
17	EPSOM PCN
18	HEALTHY HORLEY PCN
19	CARE COLLABORATIVE (REDHILL) PCN
20	EAST WAVERLEY PCN
21	WEST OF WAVERLEY PCN
22	NORTH TANDRIDGE PCN
23	GUILDFORD EAST PCN
24	REDHILL PHOENIX PCN
25	DORKING PCN

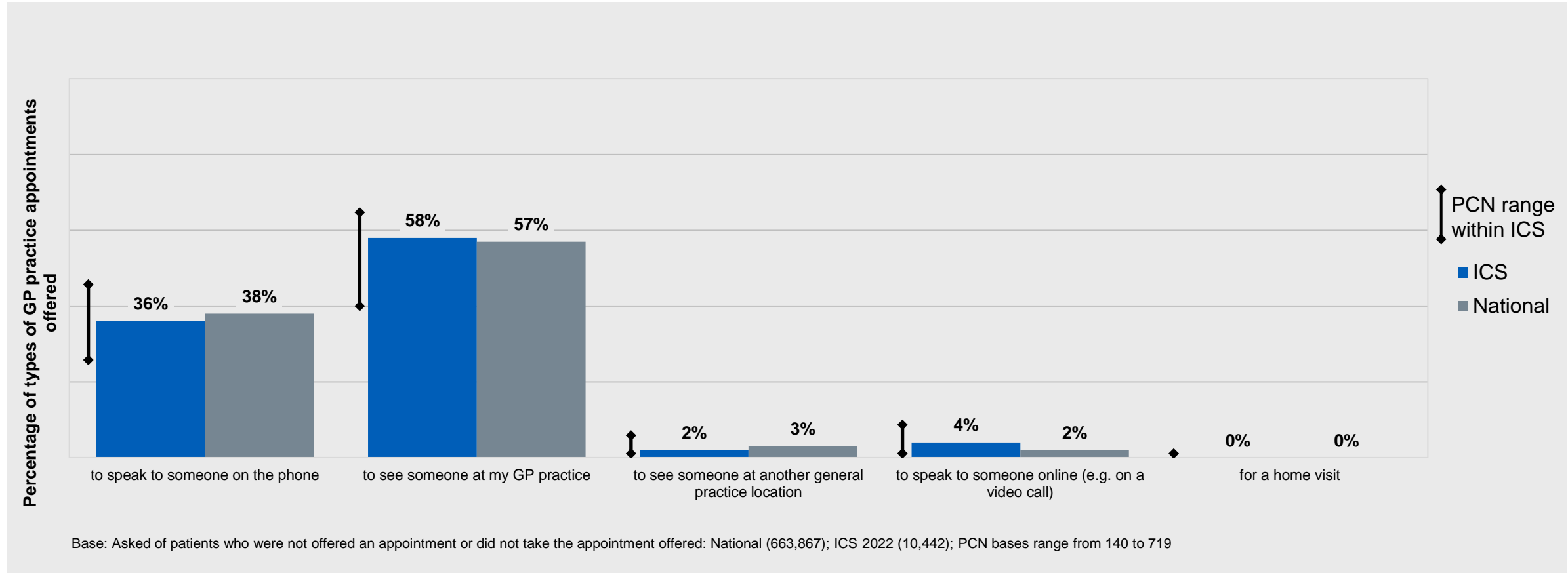
**i** Comparisons are indicative only: differences may not be statistically significant

**i** %Good = %Very good + %Fairly good



# Type of appointment

## Q23. What type of appointment was your last general practice appointment? An appointment...



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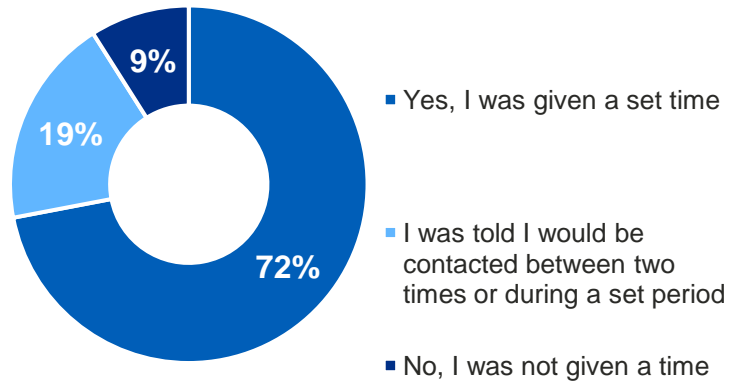
**i** Comparisons are indicative only: differences may not be statistically significant



# Given a time for appointment

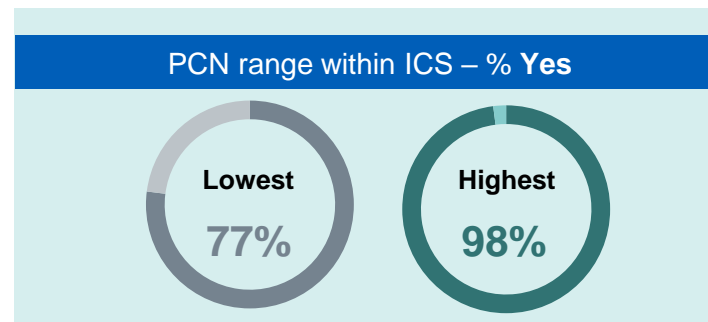
## Q24. Were you given a time for the appointment?

### ICS result



### Comparison of results

ICS		National	
Yes	No	Yes	No
91%	9%	90%	10%



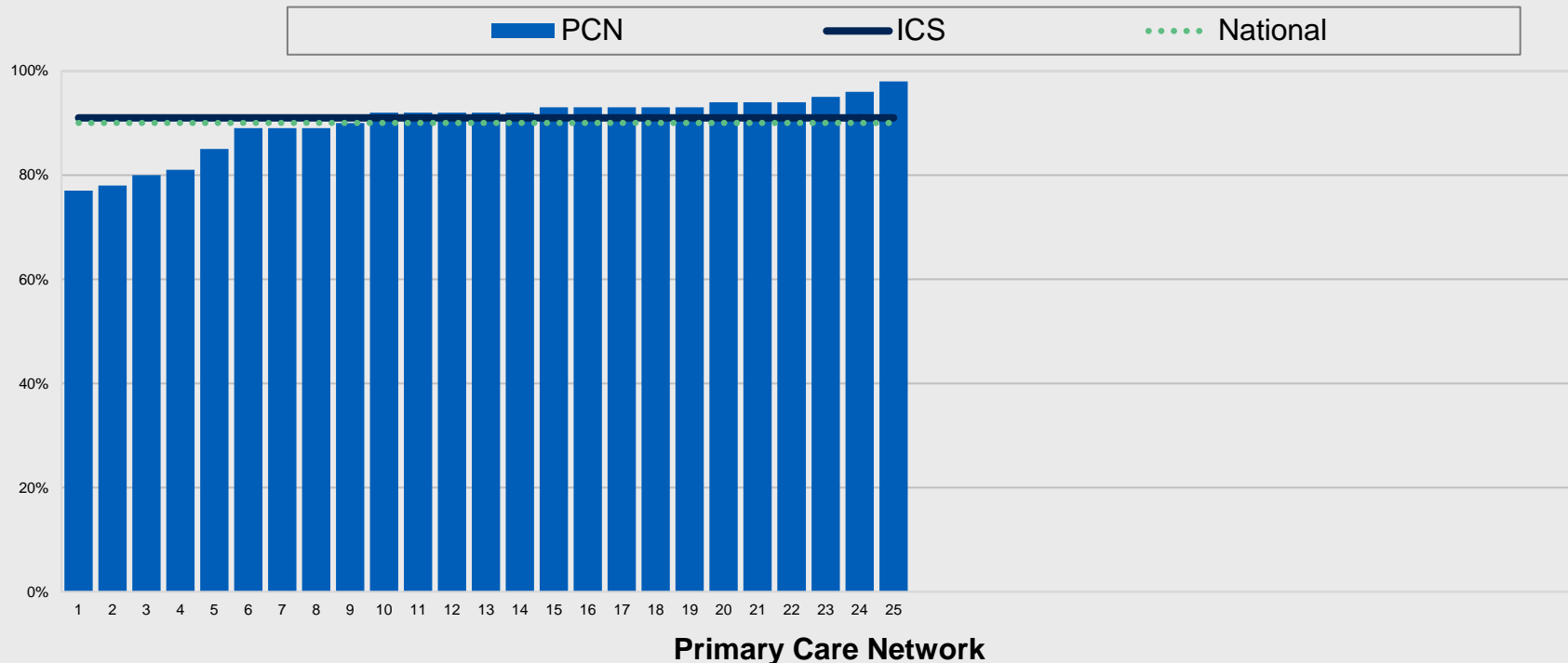
**i** %Yes = %Yes, I was given a set time + %I was told I would be contacted between two times or during a set period

Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'Can't remember / don't know' have been excluded: National (640,472); ICS 2022 (10,102); PCN bases range from 131 to 697

# Given a time for appointment: how the PCNs within the ICS compare

## Q24. Were you given a time for the appointment?

Percentage of patients saying 'yes' they were given a time for their appointment



PCN	Name
1	COCO PCN
2	WALTON PRACTICES CONFEDERATION PCN
3	INTEGRATED CARE PARTNERSHIP PCN
4	SASSE NETWORK 1 PCN
5	SASSE NETWORK 2 PCN
6	WHAM PCN
7	BANSTEAD HEALTHCARE PCN
8	WOKING WISE 1 PCN
9	SASSE NETWORK 3 PCN
10	SOUTH TANDRIDGE PCN
11	CARE COLLABORATIVE (REDHILL) PCN
12	LEATHERHEAD PCN
13	WOKING WISE 3 PCN
14	EAST WAVERLEY PCN
15	WEST OF WAVERLEY PCN
16	WB PCN
17	DORKING PCN
18	GRIPC PCN
19	EAST ELMBRIDGE PCN
20	REDHILL PHOENIX PCN
21	WOKING WISE 2 PCN
22	NORTH TANDRIDGE PCN
23	EPSOM PCN
24	GUILDFORD EAST PCN
25	HEALTHY HORLEY PCN

Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'Can't remember / don't know' have been excluded: National (640,472); ICS 2022 (10,102); PCN bases range from 131 to 697

- i** Comparisons are indicative only: differences may not be statistically significant
- i** %Yes = %Yes, I was given a set time + %I was told I would be contacted between two times or during a set period



# Satisfaction with general practice appointment times

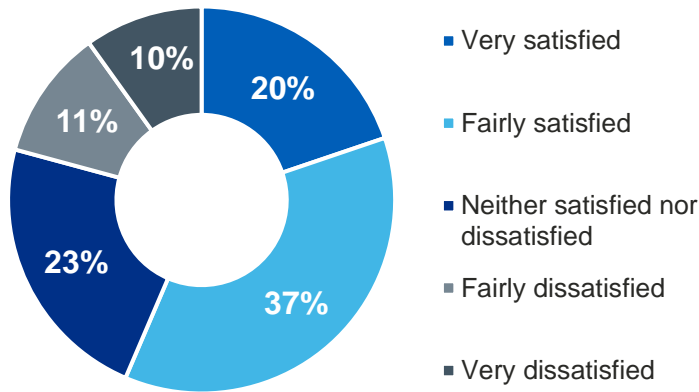
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# Satisfaction with appointment times

## Q6. How satisfied are you with the general practice appointment times that are available to you?<sup>1</sup>

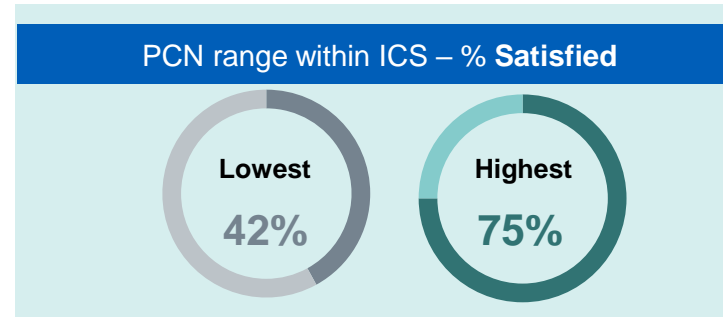
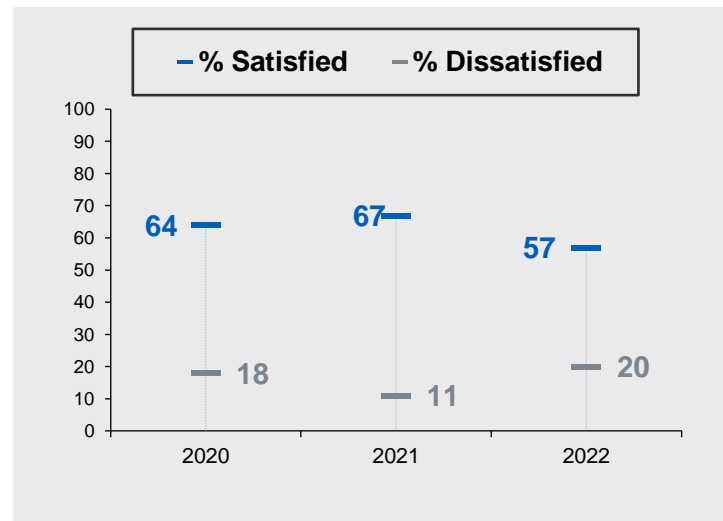
### ICS result



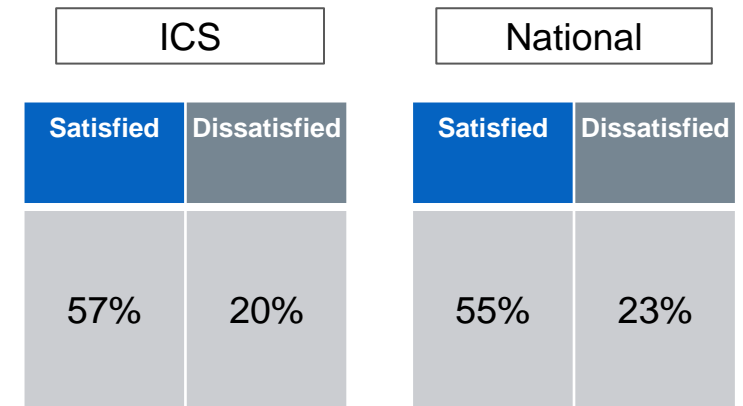
<sup>1</sup>Excluding those who said 'I'm not sure when I can get an appointment' (9%)

Base: Asked of all patients. Patients who selected 'I'm not sure when I can get an appointment' have been excluded: National (600,933); ICS 2022 (9,329); ICS 2021 (12,151); ICS 2020 (10,512); PCN bases range from 106 to 629

### ICS result over time



### Comparison of results



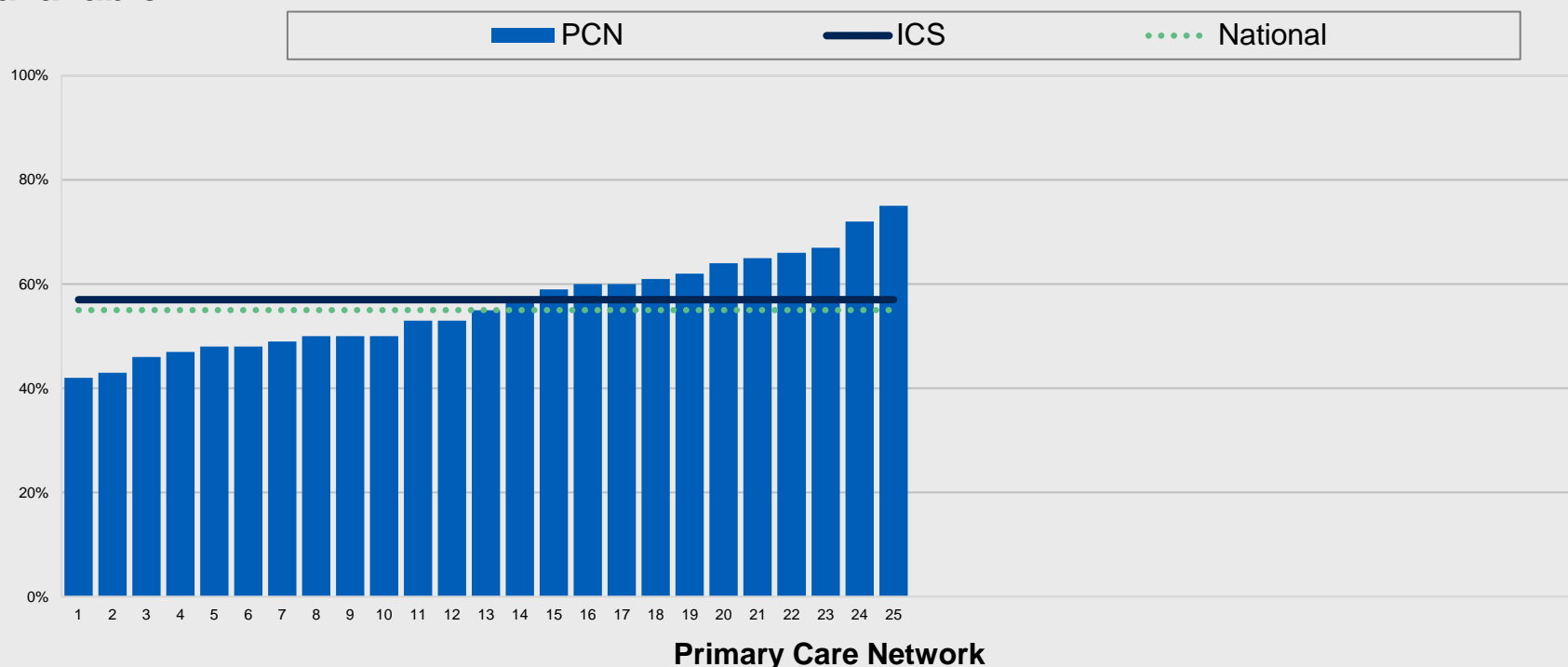
**i** %Satisfied = %Very satisfied + %Fairly satisfied  
%Dissatisfied = %Very dissatisfied + %Fairly dissatisfied



# Satisfaction with appointment times: how the PCNs within the ICS compare

## Q6. How satisfied are you with the general practice appointment times that are available to you?

Percentage of patients saying they are 'satisfied' with the appointment times available



Base: Asked of all patients. Patients who selected 'I'm not sure when I can get an appointment' have been excluded: National (600,933); ICS 2022 (9,329); PCN bases range from 106 to 629

PCN	Name
1	SASSE NETWORK 1 PCN
2	WALTON PRACTICES CONFEDERATION PCN
3	SOUTH TANDRIDGE PCN
4	SASSE NETWORK 3 PCN
5	BANSTEAD HEALTHCARE PCN
6	INTEGRATED CARE PARTNERSHIP PCN
7	WOKING WISE 3 PCN
8	WOKING WISE 1 PCN
9	WOKING WISE 2 PCN
10	WB PCN
11	COCO PCN
12	EAST ELMBRIDGE PCN
13	SASSE NETWORK 2 PCN
14	HEALTHY HORLEY PCN
15	GRIPC PCN
16	EPSOM PCN
17	EAST WAVERLEY PCN
18	LEATHERHEAD PCN
19	WHAM PCN
20	GUILDFORD EAST PCN
21	CARE COLLABORATIVE (REDHILL) PCN
22	NORTH TANDRIDGE PCN
23	WEST OF WAVERLEY PCN
24	REDHILL PHOENIX PCN
25	DORKING PCN

**i** Comparisons are indicative only: differences may not be statistically significant

**i** %Satisfied = %Very satisfied + %Fairly satisfied

# Perceptions of care at patients' last appointment

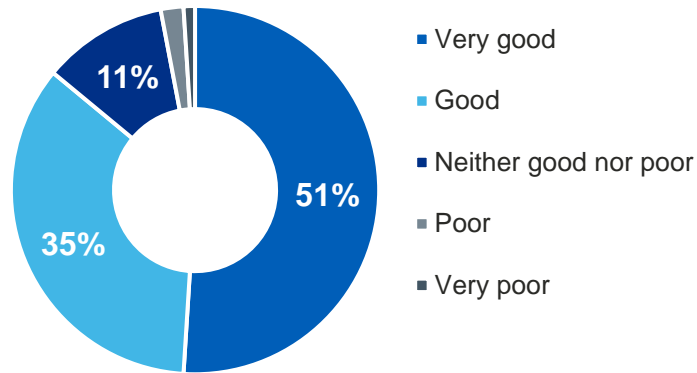
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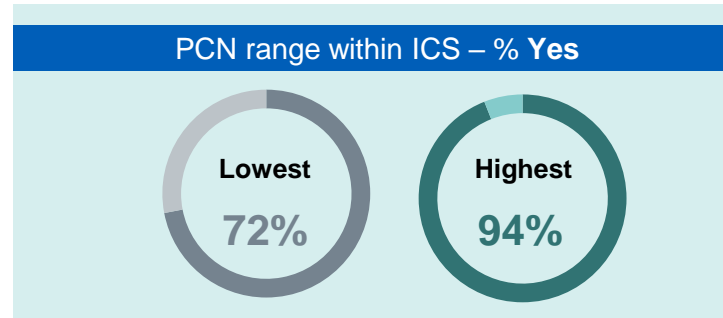
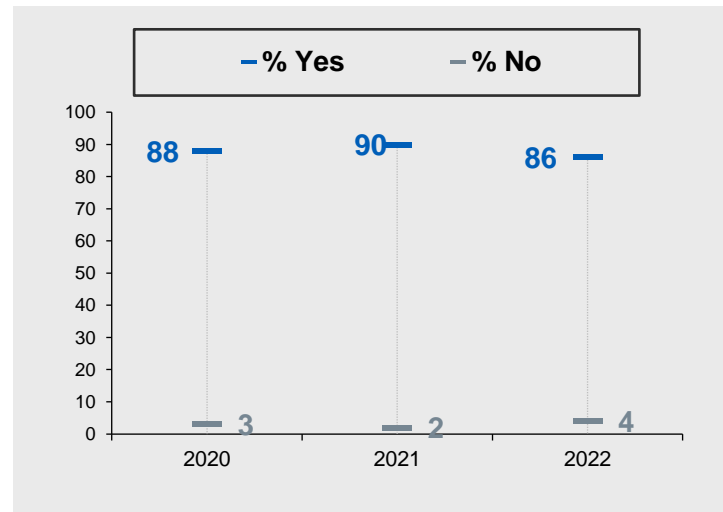
# Perceptions of care at patients' last appointment with a healthcare professional

Q27a. Last time you had a general practice appointment, how good was the healthcare professional at giving you enough time?

## ICS result



## ICS result over time



## Comparison of results

ICS		National	
Good	Poor	Good	Poor
86%	4%	83%	5%

**i** %Good = %Very good + %Good  
 %Poor = %Very poor + %Poor

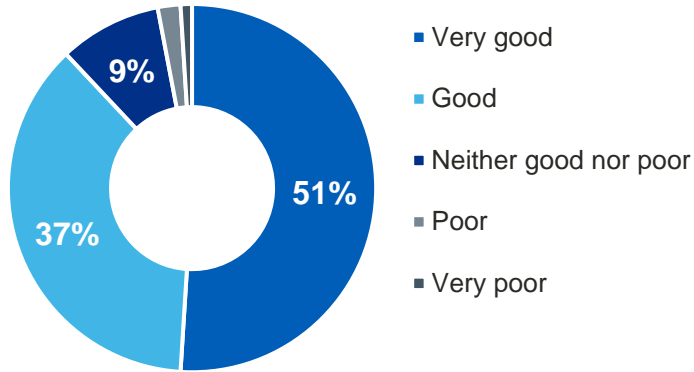
Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'Doesn't apply' have been excluded: National (663,252); ICS 2022 (10,468); ICS 2021 (12,849); ICS 2020 (10,732); PCN bases range from 136 to 719



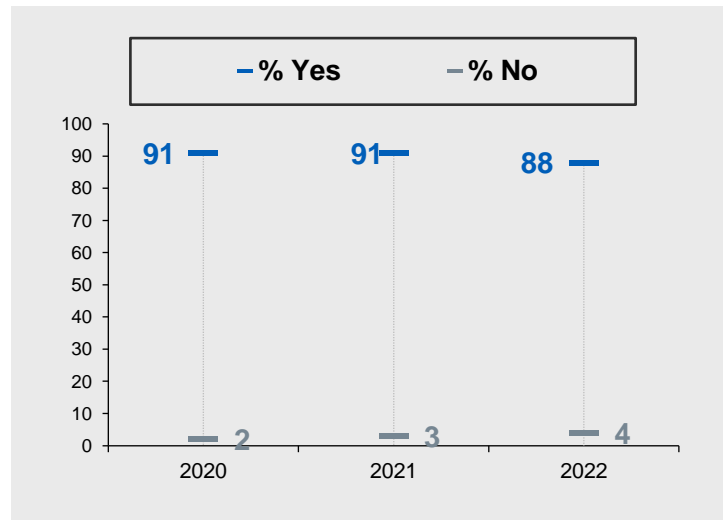
# Perceptions of care at patients' last appointment with a healthcare professional

Q27b. Last time you had a general practice appointment, how good was the healthcare professional at listening to you?

## ICS result



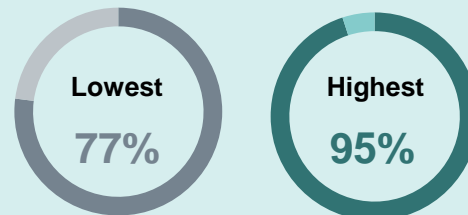
## ICS result over time



## Comparison of results

ICS		National	
Good	Poor	Good	Poor
88%	4%	85%	6%

### PCN range within ICS – % Yes



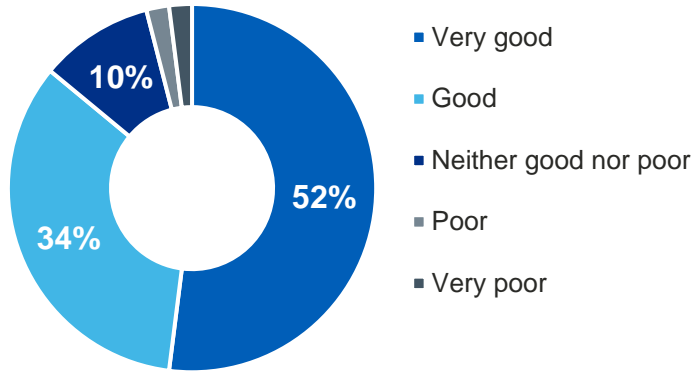
Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'Doesn't apply' have been excluded: National (652,716); ICS 2022 (10,324); ICS 2021 (12,599); ICS 2020 (10,695); PCN bases range from 135 to 715

**i** %Good = %Very good + %Good  
 %Poor = %Very poor + %Poor

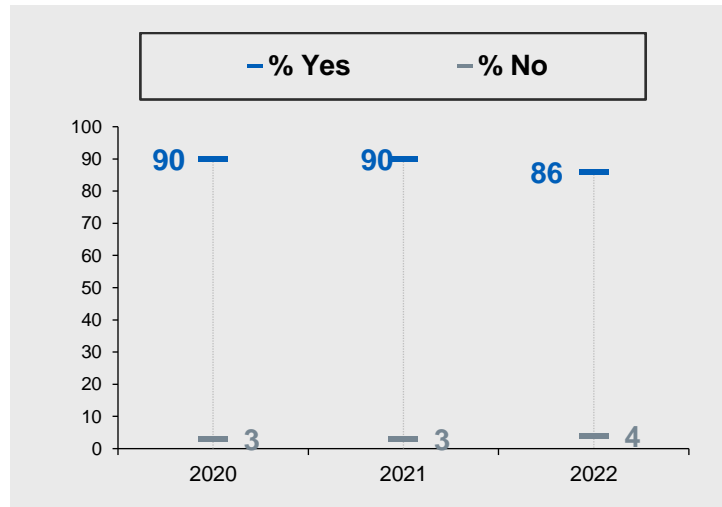
# Perceptions of care at patients' last appointment with a healthcare professional

Q27c. Last time you had a general practice appointment, how good was the healthcare professional at treating you with care and concern?

## ICS result

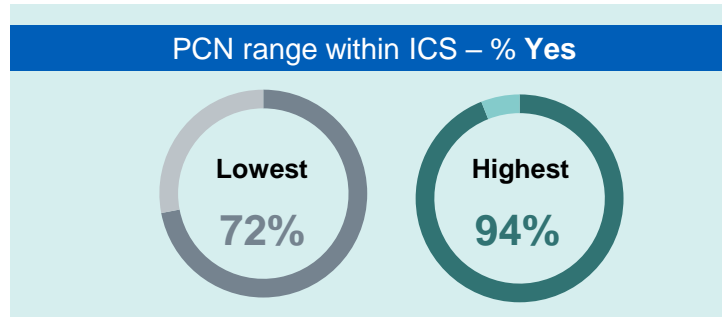


## ICS result over time



## Comparison of results

ICS		National	
Good	Poor	Good	Poor
86%	4%	83%	6%



**i** %Good = %Very good + %Good  
 %Poor = %Very poor + %Poor

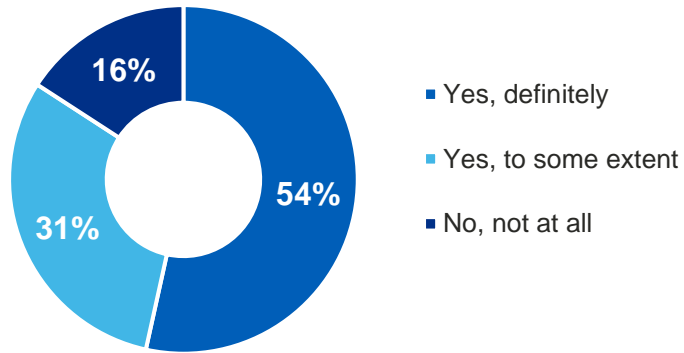


Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'Doesn't apply' have been excluded: National (640,504); ICS 2022 (10,173); ICS 2021 (12,752); ICS 2020 (10,725); PCN bases range from 132 to 699

# Mental health needs recognised and understood

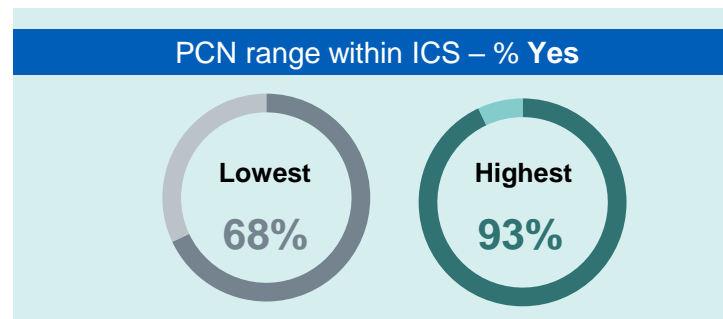
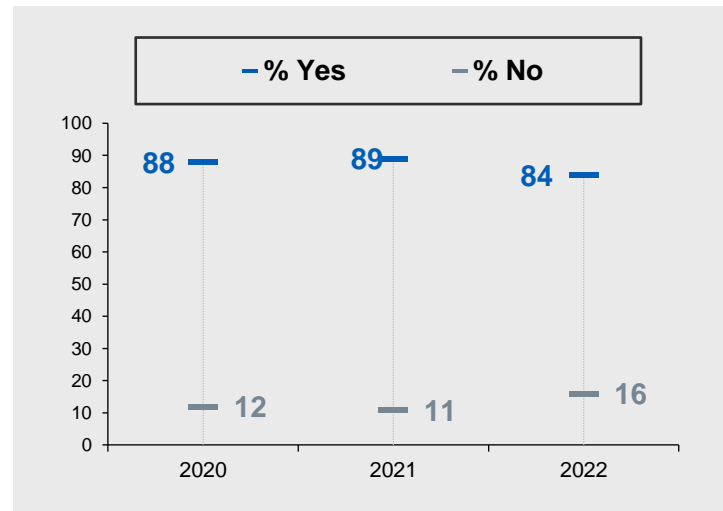
Q28. During your last general practice appointment, did you feel that the healthcare professional recognised and/or understood any mental health needs that you might have had?

## ICS result



Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'I did not have any mental health needs' or 'Did not apply to my last appointment' have been excluded: National (297,429); ICS 2022 (4,319); ICS 2021 (5,299); ICS 2020 (3,940); PCN bases range from 52 to 292

## ICS result over time



## Comparison of results

ICS		National	
Yes	No	Yes	No
84%	16%	81%	19%

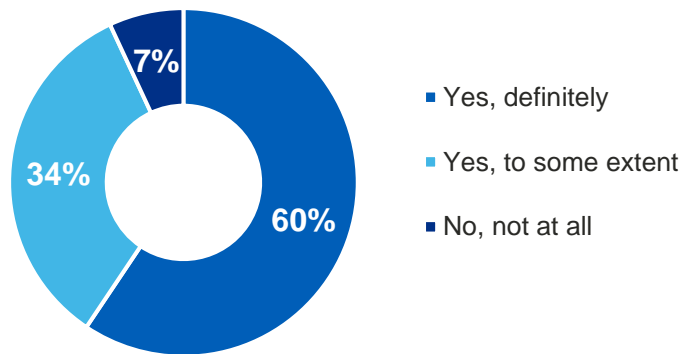
**i** %Yes = %Yes, definitely + %Yes, to some extent



# Perceptions of care at patients' last appointment with a healthcare professional

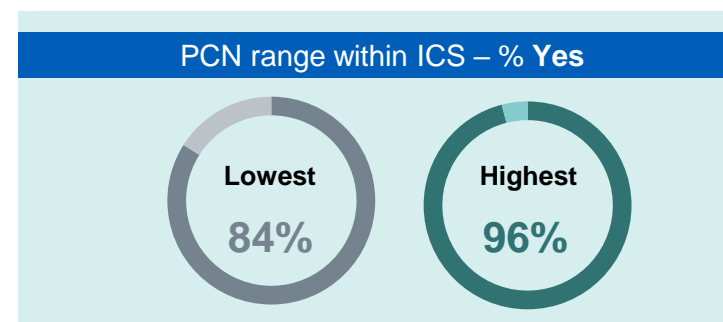
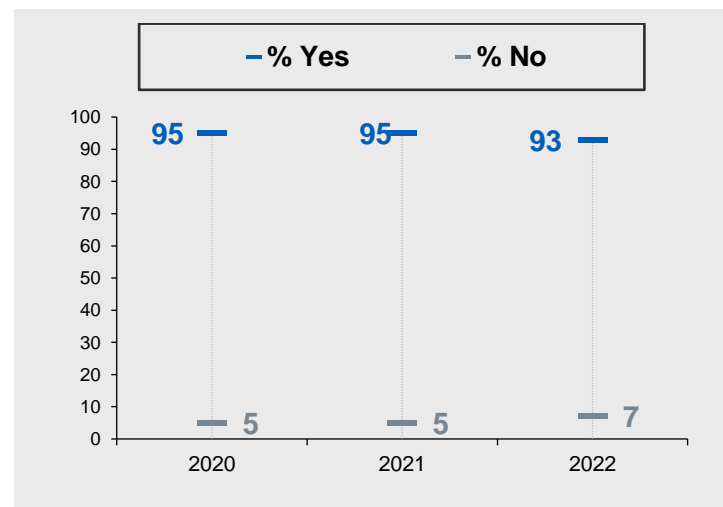
Q29. During your last general practice appointment, were you involved as much as you wanted to be in decisions about your care and treatment?

## ICS result



Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'Don't know / doesn't apply' have been excluded: National (587,718); ICS 2022 (9,223); ICS 2021 (11,292); ICS 2020 (9,558); PCN bases range from 110 to 619

## ICS result over time



## Comparison of results

ICS		National	
Yes	No	Yes	No
93%	7%	90%	10%

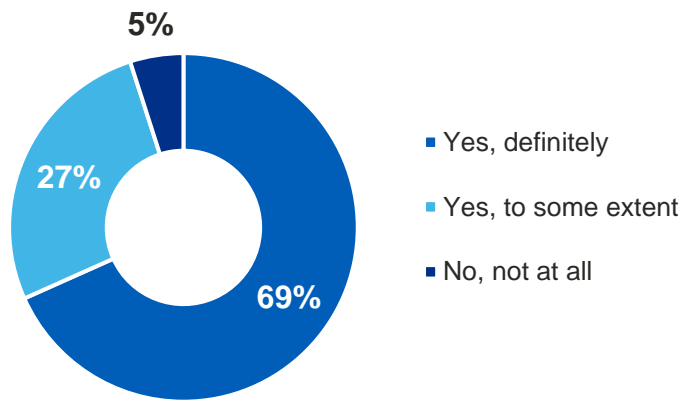
**i** %Yes = %Yes, definitely + %Yes, to some extent



# Perceptions of care at patients' last appointment with a healthcare professional

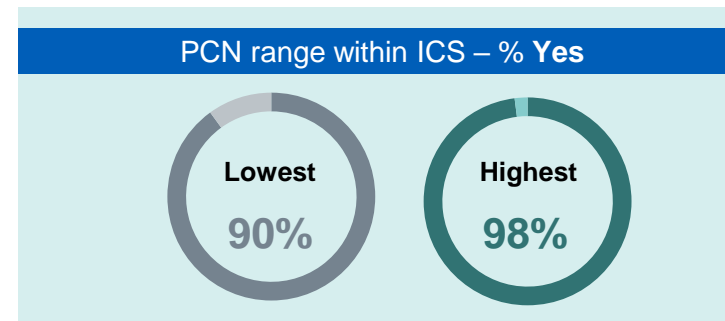
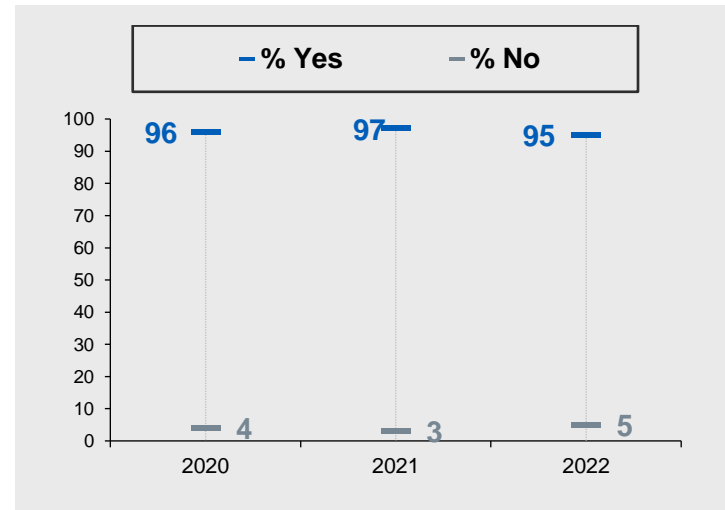
Q30. During your last general practice appointment, did you have confidence and trust in the healthcare professional you saw or spoke to?

## ICS result



Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'Don't know / doesn't apply' have been excluded: National (650,855); ICS 2022 (10,340); ICS 2021 (12,711); ICS 2020 (10,605); PCN bases range from 134 to 706

## ICS result over time



## Comparison of results

ICS		National	
Yes	No	Yes	No
95%	5%	93%	7%

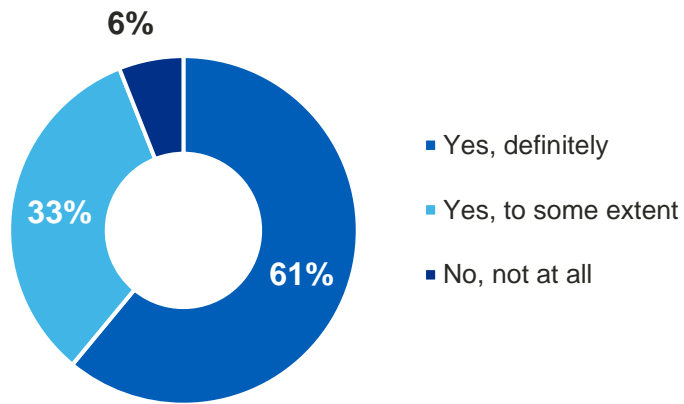
**i** %Yes = %Yes, definitely + %Yes, to some extent



# Perceptions of care at patients' last appointment with a healthcare professional

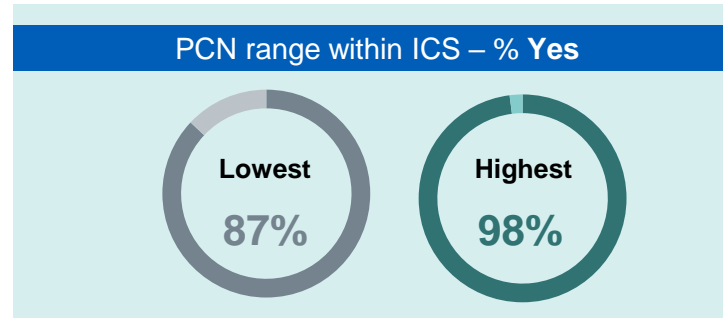
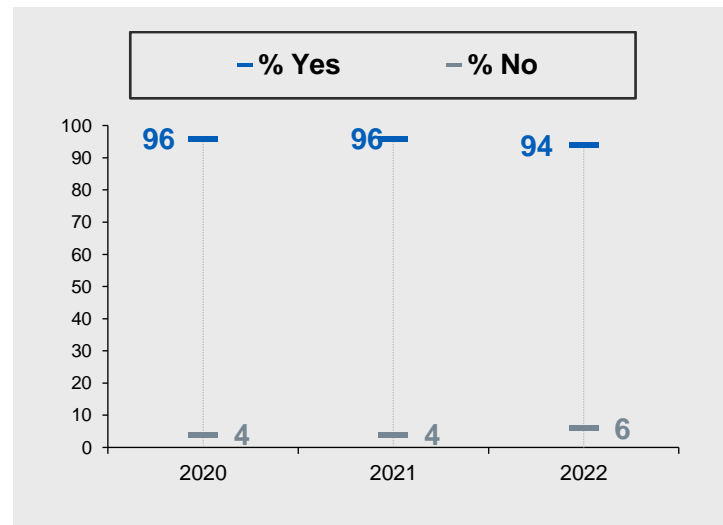
Q31. Thinking about the reason for your last general practice appointment, were your needs met?

## ICS result



Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'Don't know / doesn't apply' have been excluded: National (652,557); ICS 2022 (10,338); ICS 2021 (12,752); ICS 2020 (10,554); PCN bases range from 137 to 708

## ICS result over time



## Comparison of results

ICS		National	
Yes	No	Yes	No
94%	6%	91%	9%

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



# Care and concern





# Care and concern – in detail

GPSS can be used to look at how experience varies among different patient groups.

To demonstrate **one example** of this, the following three slides break down the results by a selection of key demographic variables for the question: “Last time you had a general practice appointment, how good was the healthcare professional at treating you with care and concern?”.

- The charts present a summary result of % Good: a combination of ‘% Very good’ and ‘% Good’.
- The answer options for each of the demographic questions are displayed in the order they appear in the questionnaire.

Please note all comparisons are indicative only. Differences in experience between different groups of patients may not be statistically significant and may be influenced by other factors.

To break down the survey results by patient demographics for **all other questions** at national, PCN and practice level, go to <https://gp-patient.co.uk/analysistool> or <https://gp-patient.co.uk/surveysandreports>.

For more information about demographic breakdowns at ICS level please contact the GP Patient Survey team at [gppatientsurvey@ipsos.com](mailto:gppatientsurvey@ipsos.com).

# Q27. Last time you had a general practice appointment, how good was the healthcare professional at treating you with care and concern?

## % Good<sup>1</sup> (total)

### All patients (ICS)



### Gender



Bases range from 11 to 5,194

### Gender identity the same as sex registered at birth



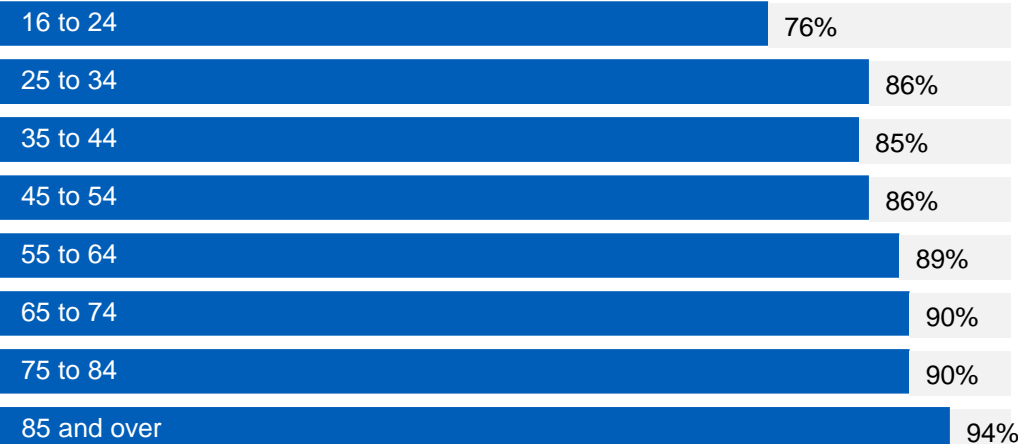
Bases range from 22 to 8,766

### Sexuality



Bases range from 46 to 8,331

### Age



Bases range from 254 to 2,029

<sup>1</sup>Good = Very good % + Good %

Base: asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'doesn't apply' have been excluded: ICS 2022 (8,940).

# Q27. Last time you had a general practice appointment, how good was the healthcare professional at treating you with care and concern?

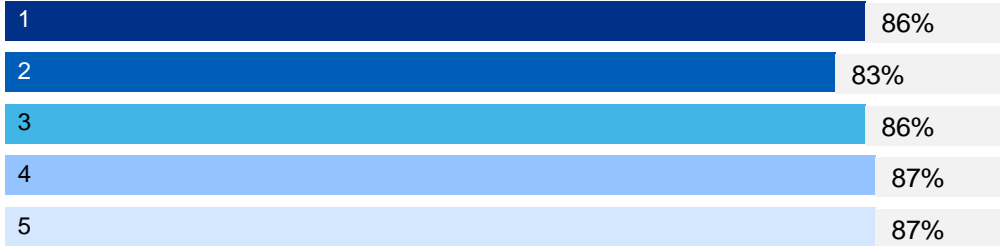
## % Good<sup>1</sup> (total)

### All patients (ICS)



### IMD deprivation quintiles

#### Most Deprived



#### Least Deprived

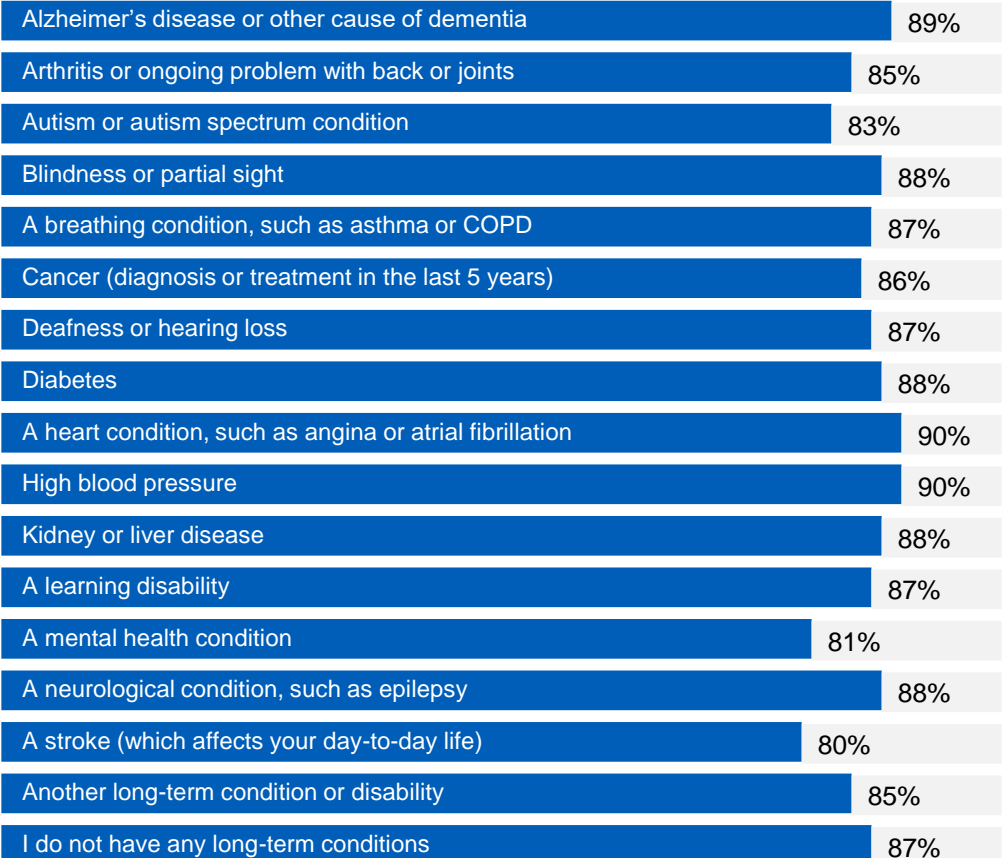
Bases range from 42 to 4,855

### Disability<sup>2</sup>



Base: 2,215

### Long-term condition



Bases range from 47 to 3,228

<sup>1</sup>%Good = %Very good + %Good

<sup>2</sup>Disability = 'Yes, a lot' + 'Yes, a little' at Q38. Do any of these conditions reduce your ability to carry out your day-to-day activities?

Base: asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'doesn't apply' have been excluded: ICS 2022 (8,940).

# Q27. Last time you had a general practice appointment, how good was the healthcare professional at treating you with care and concern?

## % Good<sup>1</sup> (total)

### All patients (ICS)

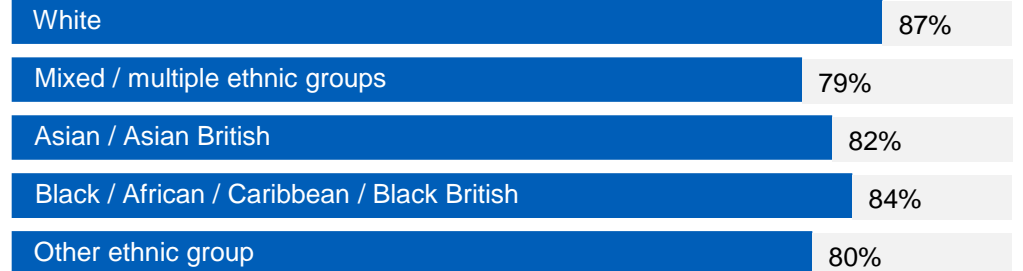


### Religion



Bases range from 28 to 5,292

### Ethnicity<sup>2</sup>



Bases range from 86 to 7,918

### Carer<sup>3</sup>



Bases range from 1,829 to 6,905

<sup>1</sup>Good = Very good % + Good %

<sup>2</sup>A more detailed ethnicity breakdown is available, but individual base sizes may be too small for robust analysis

<sup>3</sup>Carer = Any 'yes' at Q58. Do you look after, or give any help or support to family members, friends, neighbours or others because of either: long-term physical or mental ill health / disability, or problems related to old age?

Base: asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'doesn't apply' have been excluded: ICS 2022 (8,940).

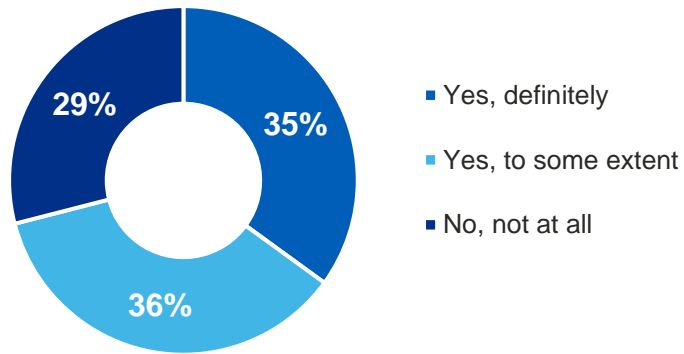
# Managing health conditions



# Support with managing long-term conditions, disabilities, or illnesses

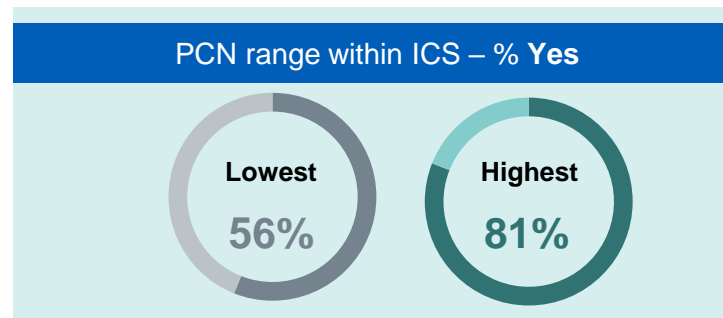
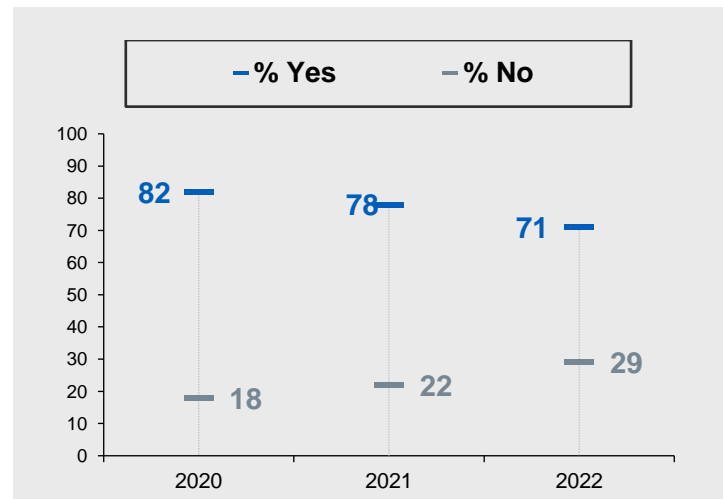
Q40. In the last 12 months, have you had enough support from local services or organisations to help you to manage your condition (or conditions)?

## ICS result



Base: Asked of patients with a long-term condition, illness, or disability. Patients who selected 'I haven't needed support' or 'Don't know / can't say' have been excluded: National (267,139); ICS 2022 (3,585); ICS 2021 (4,526); ICS 2020 (4,038); PCN bases range from 57 to 234

## ICS result over time



## Comparison of results

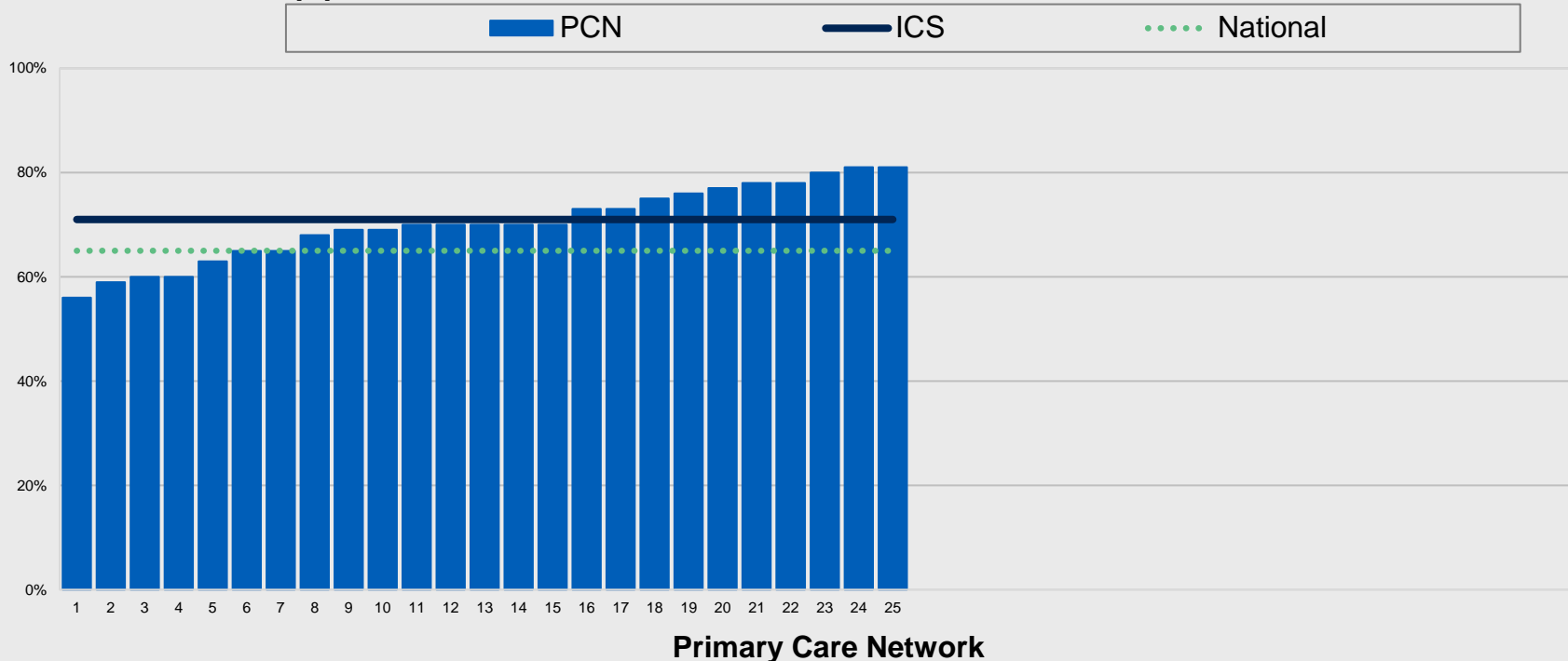
ICS		National	
Yes	No	Yes	No
71%	29%	65%	35%

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

# Support with managing long-term conditions, disabilities, or illnesses: how the PCNs within the ICS compare

Q40. In the last 12 months, have you had enough support from local services or organisations to help you to manage your condition (or conditions)?

Percentage of patients saying 'yes' they have had enough support to manage their condition(s)



PCN	Name
1	SASSE NETWORK 1 PCN
2	WOKING WISE 3 PCN
3	WALTON PRACTICES CONFEDERATION PCN
4	WB PCN
5	SASSE NETWORK 3 PCN
6	WOKING WISE 1 PCN
7	SASSE NETWORK 2 PCN
8	EAST ELMBRIDGE PCN
9	COCO PCN
10	HEALTHY HORLEY PCN
11	WHAM PCN
12	BANSTEAD HEALTHCARE PCN
13	INTEGRATED CARE PARTNERSHIP PCN
14	WOKING WISE 2 PCN
15	NORTH TANDRIDGE PCN
16	DORKING PCN
17	GRIPC PCN
18	SOUTH TANDRIDGE PCN
19	EPSOM PCN
20	WEST OF WAVERLEY PCN
21	CARE COLLABORATIVE (REDHILL) PCN
22	LEATHERHEAD PCN
23	GUILDFORD EAST PCN
24	REDHILL PHOENIX PCN
25	EAST WAVERLEY PCN

Base: Asked of patients with a long-term condition, illness, or disability. Patients who selected 'I haven't needed support' or 'Don't know / can't say' have been excluded: National (267,139); ICS 2022 (3,585); PCN bases range from 57 to 234

**i** Comparisons are indicative only: differences may not be statistically significant

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





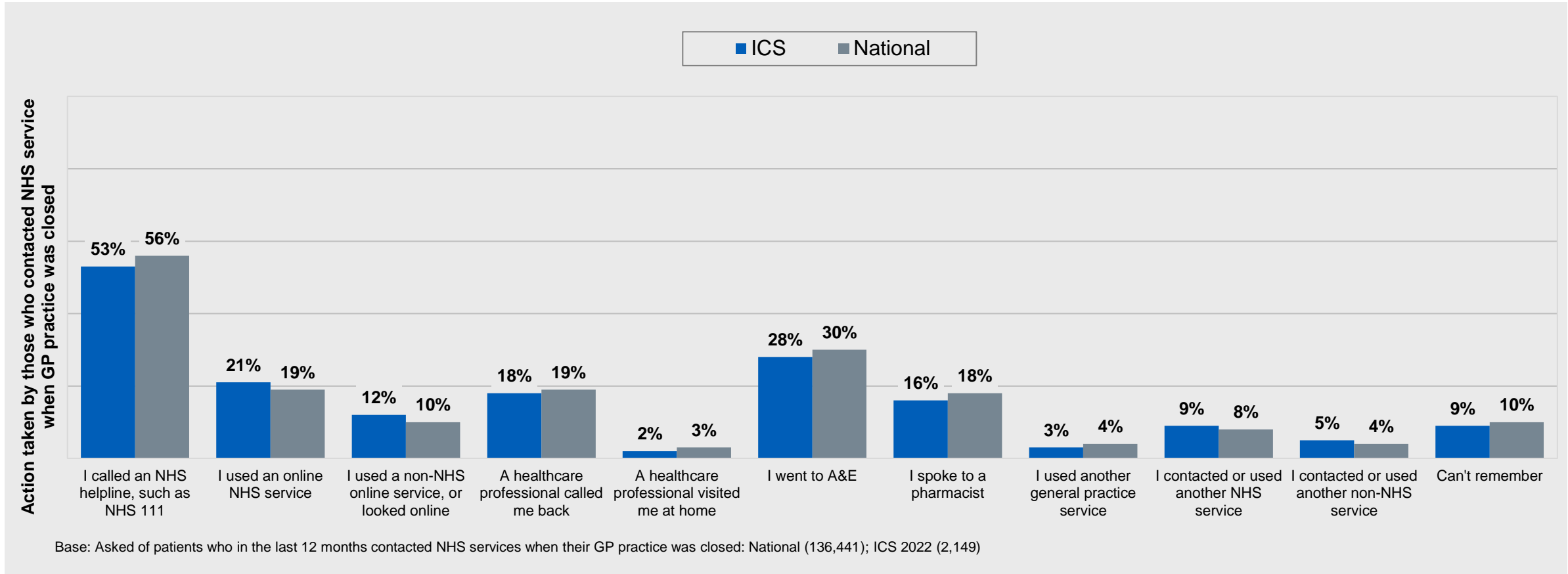
# Services when GP practice is closed

*These questions are only asked of those people who have recently used an NHS service when they wanted to see a GP but their GP practice was closed. As such, the base size is often too small to make meaningful comparisons at PCN level. The PCN range within ICS has therefore not been included for these questions.*

*Please note that patients cannot always distinguish between these services and extended access appointments. Please view the results in this section with the configuration of your local services in mind.*

# Use of services when GP practice is closed

Q45. Considering all of the services you contacted, which of the following happened on that occasion?

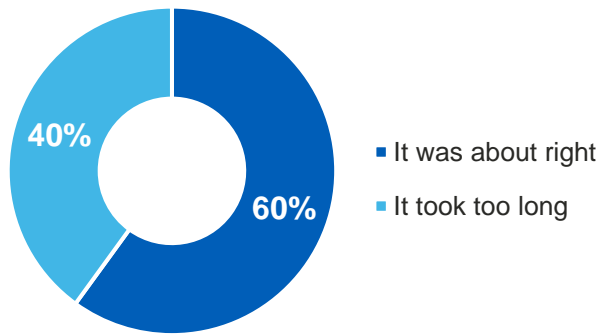


**i** Comparisons are indicative only: differences may not be statistically significant

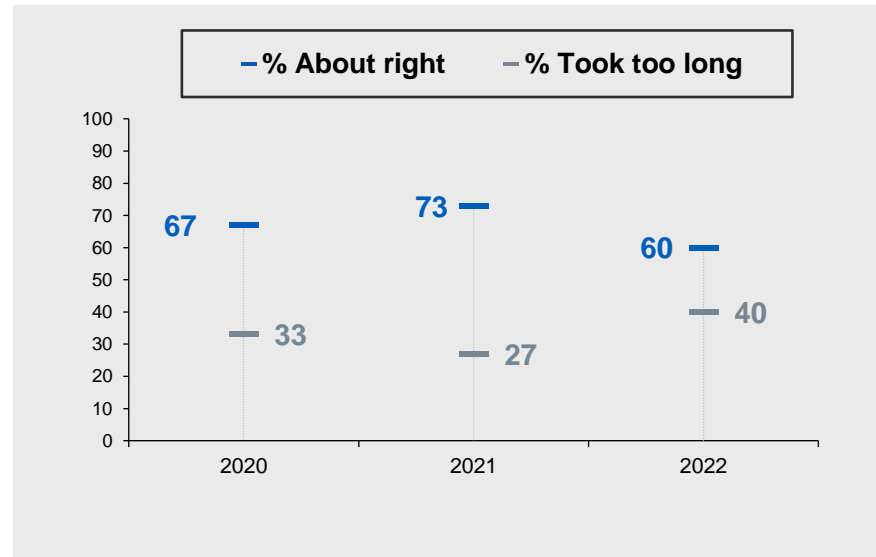
# Time taken to receive care or advice when GP practice is closed

Q46. How do you feel about how quickly you received care or advice on that occasion?

## ICS result



## ICS result over time



## Comparison of results

ICS		National	
About right	Took too long	About right	Took too long
60%	40%	53%	47%

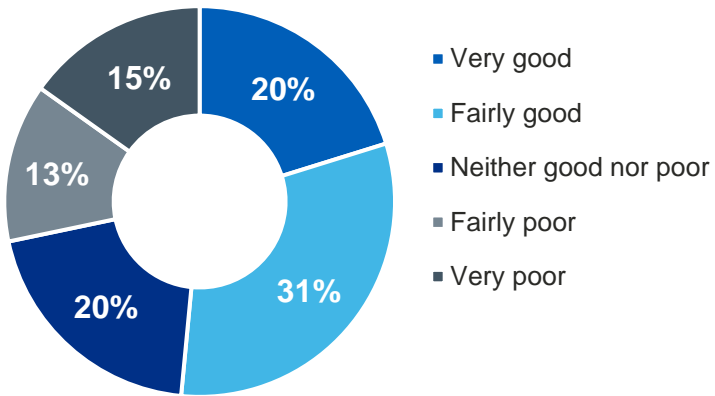
Base: Asked of patients who in the last 12 months contacted NHS services when their GP practice was closed. Patients who selected 'Don't know / doesn't apply' have been excluded: National (123,066); ICS 2022 (1,962); ICS 2021 (2,148); ICS 2020 (1,996)

# Overall experience of services when GP practice is closed

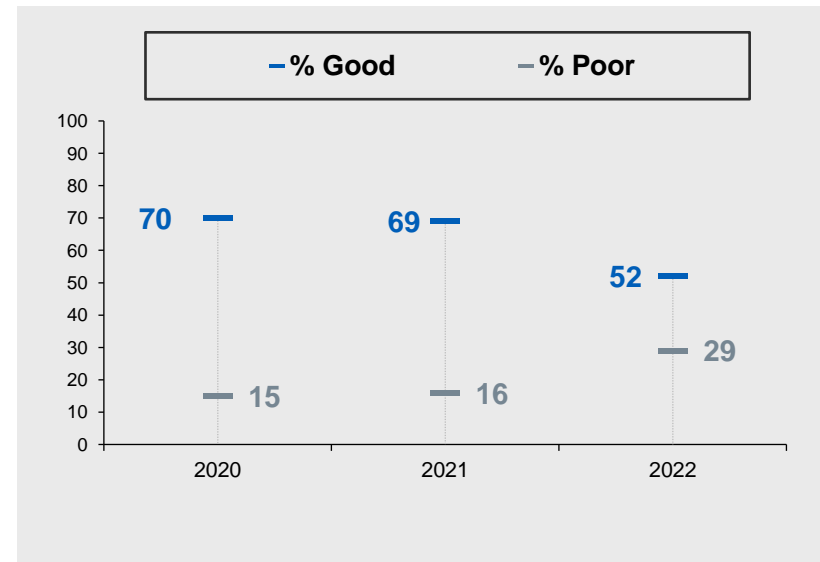
Q47. Overall, how would you describe your last experience of NHS services when you wanted to see a GP but your GP practice was closed?

## ICS result

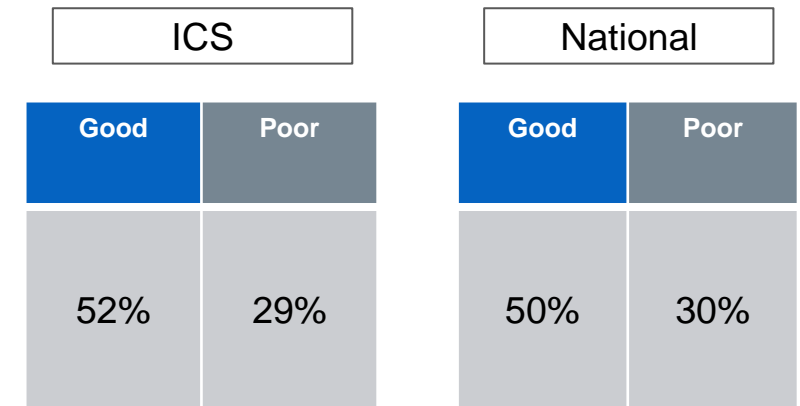
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## ICS result over time



## Comparison of results



Base: Asked of patients who in the last 12 months contacted NHS services when their GP practice was closed. Patients who selected 'Don't know / can't say' have been excluded: National (129,751); ICS 2022 (2,060); ICS 2021 (2,209); ICS 2020 (2,035)

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

# Statistical reliability





# Statistical reliability

Participants in a survey such as GPPS represent only a sample of the total population of interest – this means we cannot be certain that the results of a question are exactly the same as if everybody within that population had taken part (“true values”).

However, we can estimate the true value by considering the size of the sample on which results are based, and the number of times a particular answer is given.

The confidence with which we make this estimate is usually chosen to be 95% – that is, the chances are 95 in 100 that the true value will fall within a specified range (the “95% confidence interval”).

This table gives examples of what the confidence intervals look like for an ICS and PCN with an average number of responses, as well as the confidence intervals at the national level.

## An example of confidence intervals (at national, ICS and PCN level) based on the average number of responses to the question “Overall, how would you describe your experience of your GP practice?”

	Average sample size on which results are based	Approximate confidence intervals for percentages at or near these levels (expressed in percentage points)		
		Level 1: 10% or 90%	Level 2: 30% or 70%	Level 3: 50%
		+/-	+/-	+/-
National	719,137	0.10	0.16	0.17
ICS	17,122	0.65	0.99	1.08
PCN	566	3.35	5.06	5.52

For example, taking an ICS where 17,122 people responded and where 30% answered ‘Very good’ in response to ‘Overall, how would you describe your experience of making an appointment’, there is a 95% likelihood that the true value (which would have been obtained if the whole population had been interviewed) will fall within the range of +/-0.99 percentage points from that question’s result (i.e. between 29.01% and 30.99%).

When results are compared between separate groups within a sample, the difference may be “real” or it may occur by chance (because not everyone in the population has been interviewed).

Confidence intervals will be wider when results are based on smaller numbers e.g. practices where 100 patients or fewer responded to a question.

# Want to know more?

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# Further information about the survey

GP PATIENT SURVEY

- The survey was sent to **c.2.5 million adult patients** registered with a GP practice.
- Participants are sent a **postal questionnaire**, also with the option of completing the survey online or via telephone.
- Past results dating back to 2007 are available for every practice in the UK. From 2017 the survey has been annual; previously it ran twice a year (June 2011 – July 2016), on a quarterly basis (April 2009 – March 2011) and annually (January 2007 – March 2009).
- For more information about the survey please visit <https://gp-patient.co.uk/>.
- The overall response rate to the survey is **29.1%**, based on **719,137** completed surveys.
- **Weights have been applied** to adjust the data to account for potential age and gender differences between the profile of all eligible patients in a practice and the patients who actually complete a questionnaire. Since the first wave of the 2011-2012 survey the weighting also takes into account neighbourhood statistics, such as levels of deprivation, in order to further improve the reliability of the findings.
- Further information on the survey including questionnaire design, sampling, communication with patients and practices, data collection, data analysis, response rates and reporting can be found in the technical annex for each survey year, available here: <https://gp-patient.co.uk/surveysandreports>.

**c.2.5m**

Surveys to adults registered with an English GP practice

**719,137**

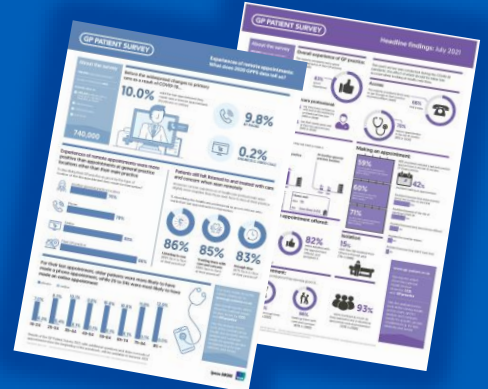
Completed surveys in the 2022 publication

**29.1%**

National response rate

# Where to go to do further analysis ...

- For reports which show the results broken down by ICS, PCN and Practice, go to <https://gp-patient.co.uk/surveysandreports> - you can also see previous years' results here.
- To look at this year's survey data at a national, PCN or practice level, and filter on a specific participant group (e.g. by age), break down the survey results by survey question, or to create and compare different participant 'subgroups', go to <https://gp-patient.co.uk/analysistool/2022>.
- To look at results over time, and filter on a specific participant group, go to <https://gp-patient.co.uk/analysistool/trends>.
- For general FAQs about the GP Patient Survey, go to <https://gp-patient.co.uk/faq>.



For further information about the GP Patient Survey, please get in touch with the GPPS team at Ipsos MORI at [GPPatientSurvey@ipsos.com](mailto:GPPatientSurvey@ipsos.com)

We would be interested to hear any feedback you have on this slide pack, so we can make improvements for the next publication.

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