Healthier Together: BNSSG Integrated Care System

Latest survey results

2022 Survey

Contents

Ipsos

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 **Healthier Together: BNSSG Integrated Care System**.

- In **Healthier Together: BNSSG Integrated Care System, 27,874** questionnaires were sent out, and **8,622** were returned completed. This represents a response rate of **31%**.

- 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.

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.

Ipsos

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

- Very good — 40%
- Fairly good — 35%
- Neither good nor poor — 13%
- Fairly poor — 7%
- Very poor — 5%

ICS result over time

- % Good
- % Poor

	2020	2021	2022
% Good	82	84	75
% Poor	7	6	12

PCN range within ICS – % Good

Lowest: 62%

Highest: 89%

Comparison of results

ICS	
Good	Poor
75%	12%

National	
Good	Poor
72%	14%

%Good = %Very good + %Fairly good
%Poor = %Very poor' + %Fairly poor

Ipsos

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

	78.0 up to 80.9
	75.0 up to 78.0
	72.0 up to 75.0
	70.0 up to 72.0
	63.4 up to 70.0

Results range from

75%

to

81%

The ICS represented by this pack is highlighted in red

Comparisons are indicative only: differences may not be statistically significant

%Good = %Very good + %Fairly good

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

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'

Legend: ■ PCN ── ICS ····· National

Primary Care Network

Base: Asked of all patients: National (709,235); ICS (8,527); PCN bases range from 124 to 888
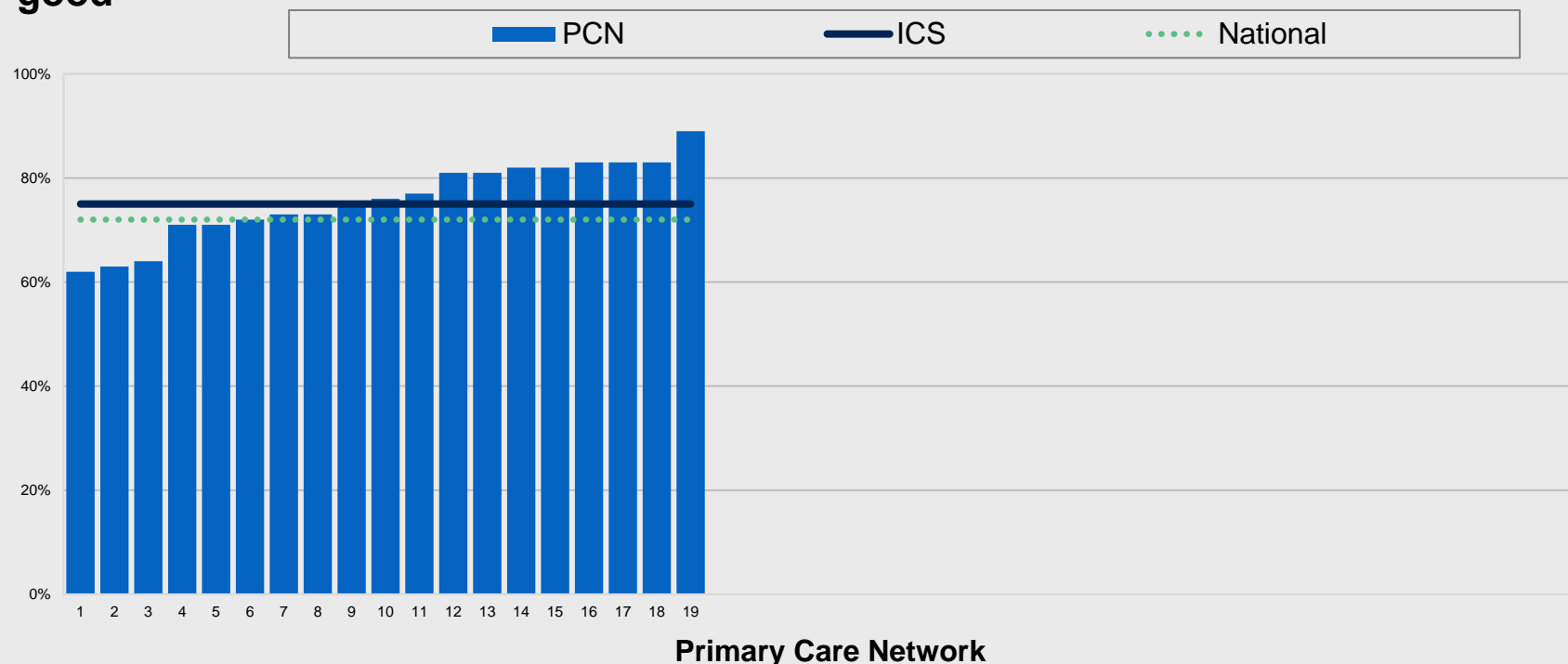
PCN	Name
1	NETWORK 4 (BNSSG) PCN
2	BRIDGE VIEW PCN
3	BRISTOL INNER CITY PCN
4	STOKES PCN
5	MENDIP VALE PCN
6	CONNEXUS PCN
7	PIER HEALTH PCN
8	SWIFT PCN
9	NORTHERN ARC PCN
10	FOSS (FIRECLAY & OLD SCHOOL SURGERY) PCN
11	HEALTHWEST PCN
12	4PCC (BNSSG) PCN
13	FABB (FISHPONDS, AIR BALLOON & BEECHWOOD) PCN
14	YATE & FRAMPTON PCN
15	SEVERNVALE PCN
16	PHOENIX (BNSSG) PCN
17	AFFINITY (BNSSG) PCN
18	GORDANO VALLEY PCN
19	TYNTESFIELD PCN

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

ⓘ %Good = %Very good + %Fairly good

Ipsos

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
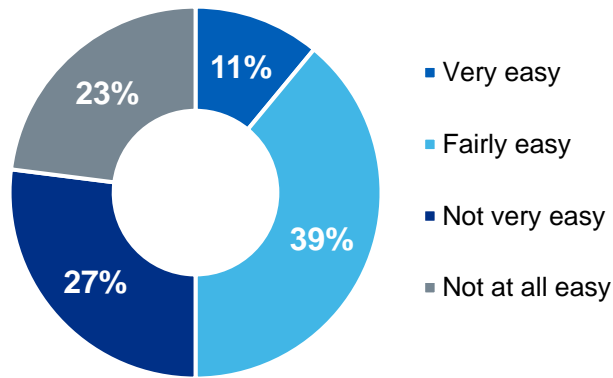
- 11% Very easy
- 39% Fairly easy
- 27% Not very easy
- 23% Not at all easy

Base: Asked of all patients. Patients who selected 'Haven't tried' have been excluded: National (687,159); ICS 2022 (8,152); ICS 2021 (9,572); ICS 2020 (8,226); PCN bases range from 116 to 856

ICS result over time
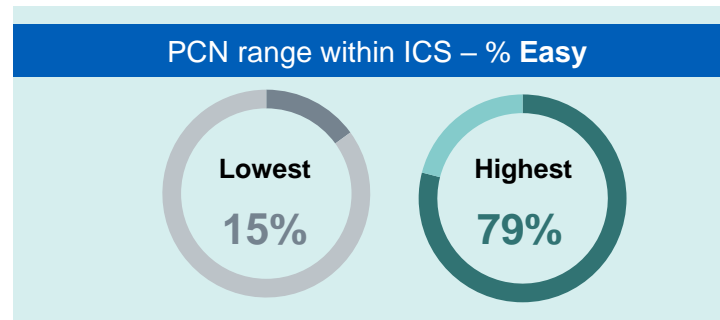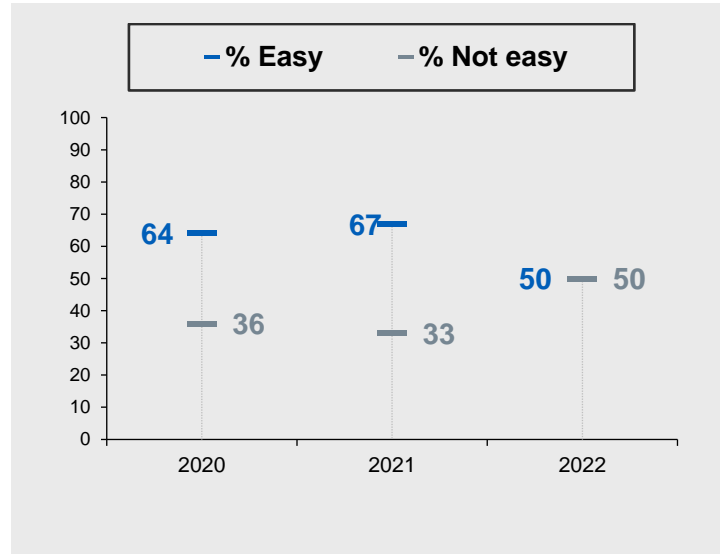
— % Easy   — % Not easy

Year	% Easy	% Not easy
2020	64	36
2021	67	33
2022	50	50

PCN range within ICS – % Easy

Lowest **15%**   Highest **79%**

Comparison of results

ICS	
Easy	**Not easy**
50%	50%

National	
Easy	**Not easy**
53%	47%

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

Ipsos

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
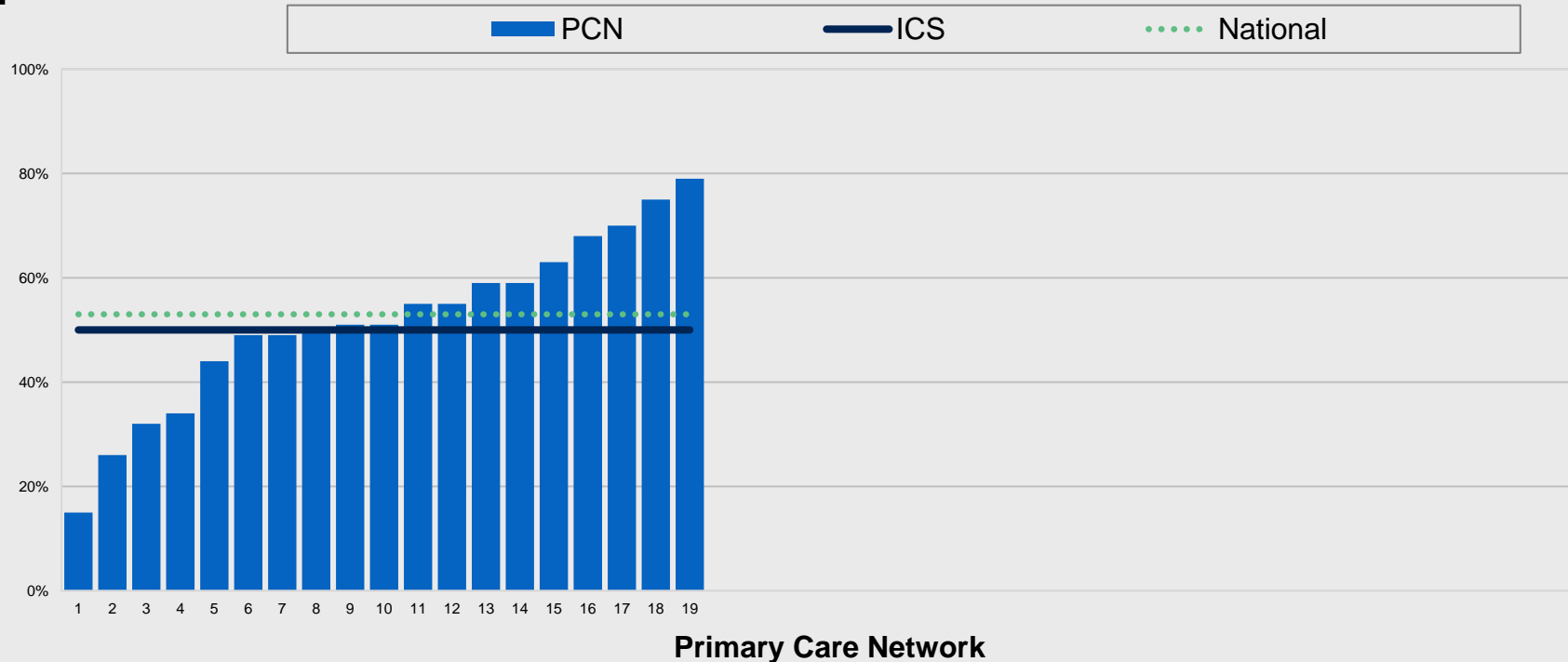
Legend: ■ PCN — ICS ⋯⋯ National

Primary Care Network

PCN	Name
1	BRIDGE VIEW PCN
2	MENDIP VALE PCN
3	BRISTOL INNER CITY PCN
4	NETWORK 4 (BNSSG) PCN
5	PIER HEALTH PCN
6	SWIFT PCN
7	FOSS (FIRECLAY & OLD SCHOOL SURGERY) PCN
8	4PCC (BNSSG) PCN
9	STOKES PCN
10	FABB (FISHPONDS, AIR BALLOON & BEECHWOOD) PCN
11	CONNEXUS PCN
12	GORDANO VALLEY PCN
13	HEALTHWEST PCN
14	PHOENIX (BNSSG) PCN
15	NORTHERN ARC PCN
16	SEVERNVALE PCN
17	YATE & FRAMPTON PCN
18	AFFINITY (BNSSG) PCN
19	TYNTESFIELD PCN

Base: Asked of all patients. Patients who selected 'Haven't tried' have been excluded: National (687,159); ICS (8,152); PCN bases range from 116 to 856

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
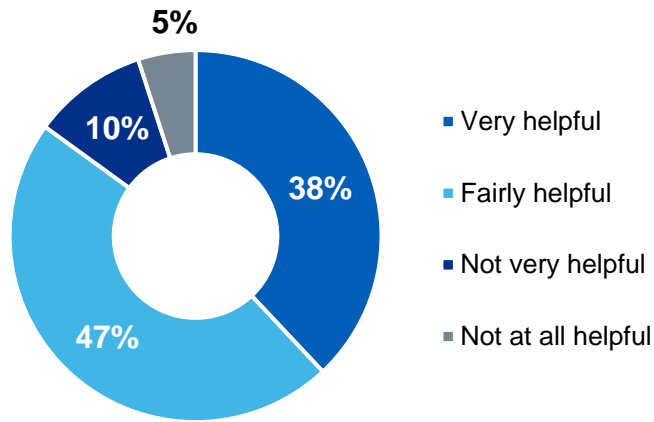
- Very helpful — 38%
- Fairly helpful — 47%
- Not very helpful — 10%
- Not at all helpful — 5%

ICS result over time

— % Helpful   — % Not helpful

	2020	2021	2022
% Helpful	90	90	85
% Not helpful	10	10	15

PCN range within ICS – % Helpful

Lowest **78%**

Highest **94%**

Comparison of results

ICS

Helpful	Not helpful
85%	15%

National

Helpful	Not helpful
82%	18%

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

Base: Asked of all patients. Patients who selected 'Don't know' have been excluded: National (685,426); ICS 2022 (8,189); ICS 2021 (9,666); ICS 2020 (8,455); PCN bases range from 119 to 850

Ipsos

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'

Legend: PCN — ICS ····· National

Y-axis: 0%, 20%, 40%, 60%, 80%, 100%

X-axis: 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19

Primary Care Network
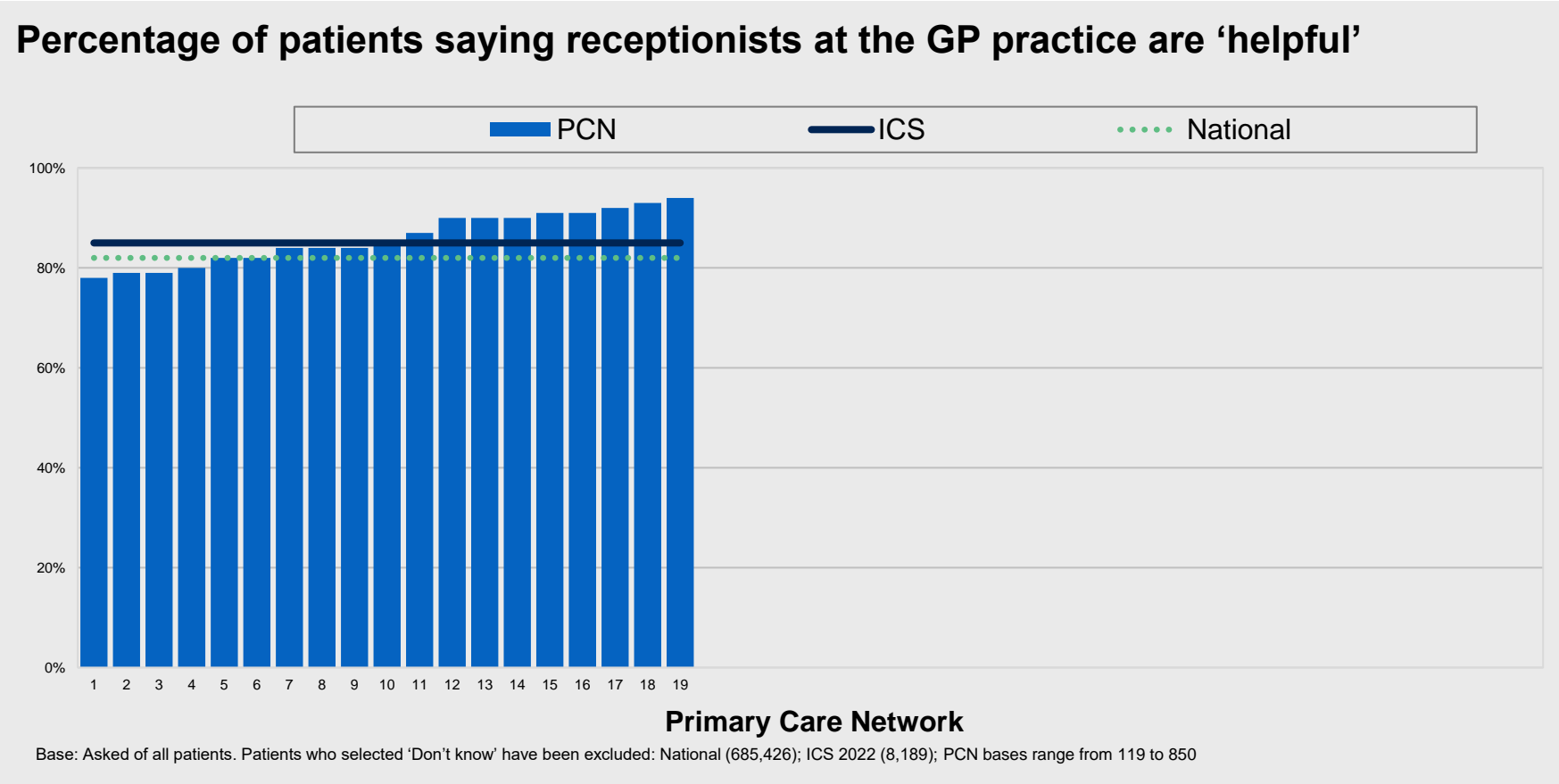
PCN	Name
1	PIER HEALTH PCN
2	BRISTOL INNER CITY PCN
3	NETWORK 4 (BNSSG) PCN
4	MENDIP VALE PCN
5	STOKES PCN
6	SWIFT PCN
7	CONNEXUS PCN
8	HEALTHWEST PCN
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17	YATE & FRAMPTON PCN
18	PHOENIX (BNSSG) PCN
19	TYNTESFIELD PCN

Base: Asked of all patients. Patients who selected 'Don't know' have been excluded: National (685,426); ICS 2022 (8,189); PCN bases range from 119 to 850

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

ⓘ %Helpful = %Very helpful + %Fairly helpful

Ipsos

Access to online services

Ipsos

Online service use

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

Base: Asked of all patients: National (706,605); ICS 2022 (8,514); PCN bases range from 125 to 885
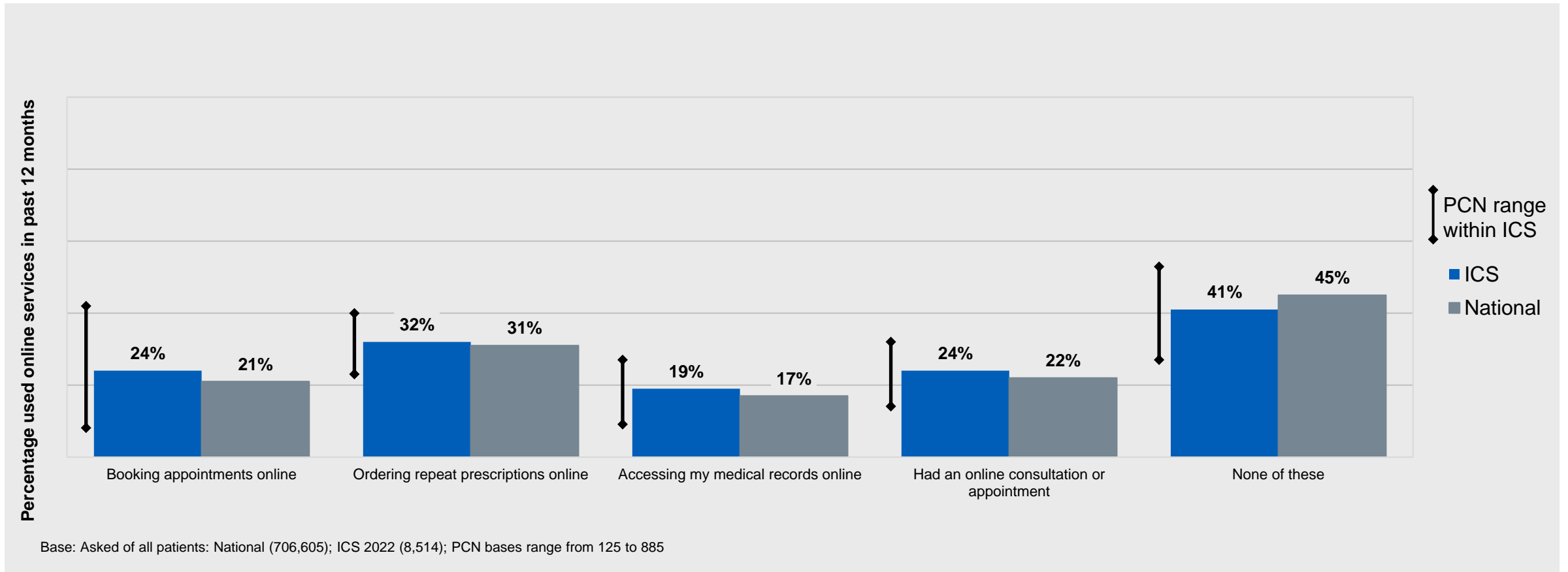
ⓘ Comparisons are indicative only: differences may not be statistically significant

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?[1]

ICS result

- Very easy — 19%
- Fairly easy — 49%
- Not very easy — 23%
- Not at all easy — 9%

ICS result over time

— % Easy   — % Not easy

Year	% Easy	% Not easy
2020	78	22
2021	75	25
2022	67	33

PCN range within ICS – % Easy

Lowest **54%**   Highest **76%**

Comparison of results

ICS	
Easy	**Not easy**
67%	33%

National	
Easy	**Not easy**
67%	33%

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

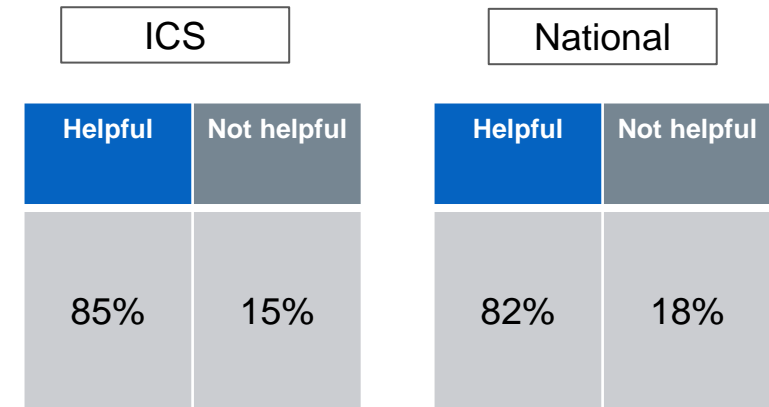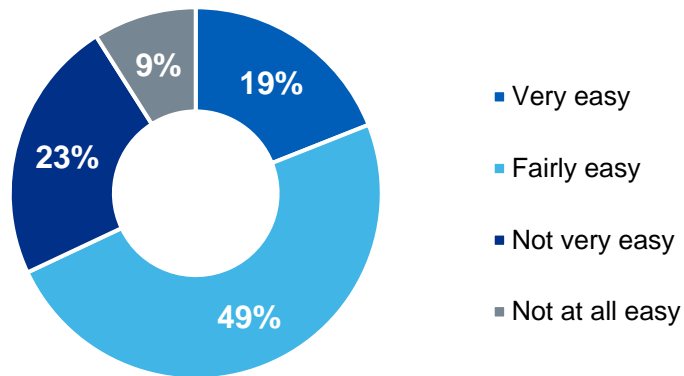[1]Excluding those who said 'Haven't tried' (35%).

Base: Asked of all patients. Patients who selected 'Haven't tried' have been excluded: National (381,986); ICS 2022 (5,013); ICS 2021 (5,139); ICS 2020 (3,607); PCN bases range from 67 to 583
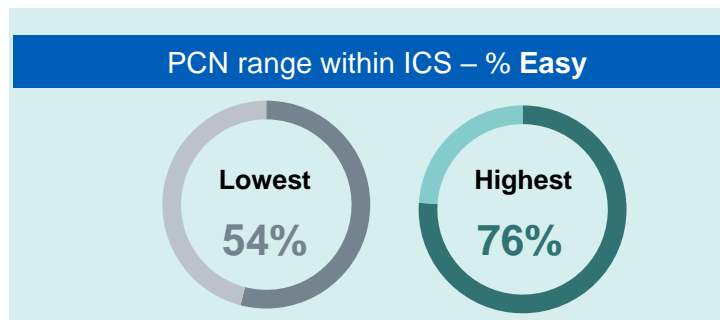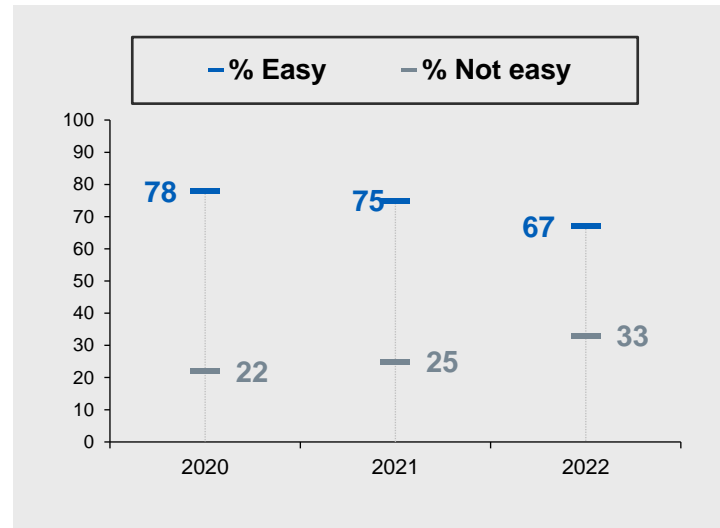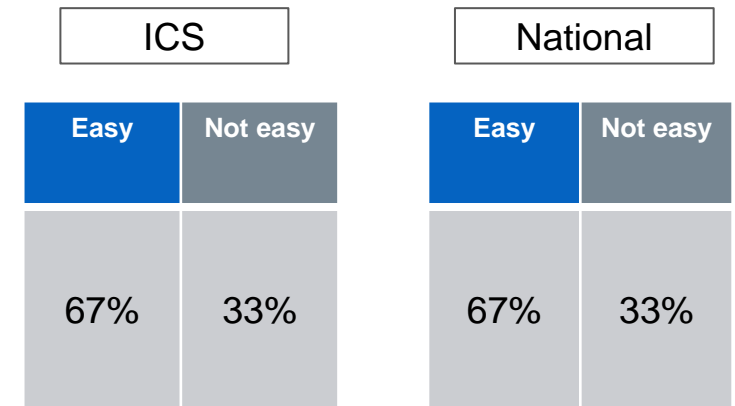
Ease of use of practice website:
how the PCNs within the ICS compare

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

Legend: ■ PCN ▬ ICS ⋯ National

Primary Care Network

Base: Asked of all patients. Patients who selected 'Haven't tried' have been excluded: National (381,986); ICS 2022 (5,013); PCN bases range from 67 to 583
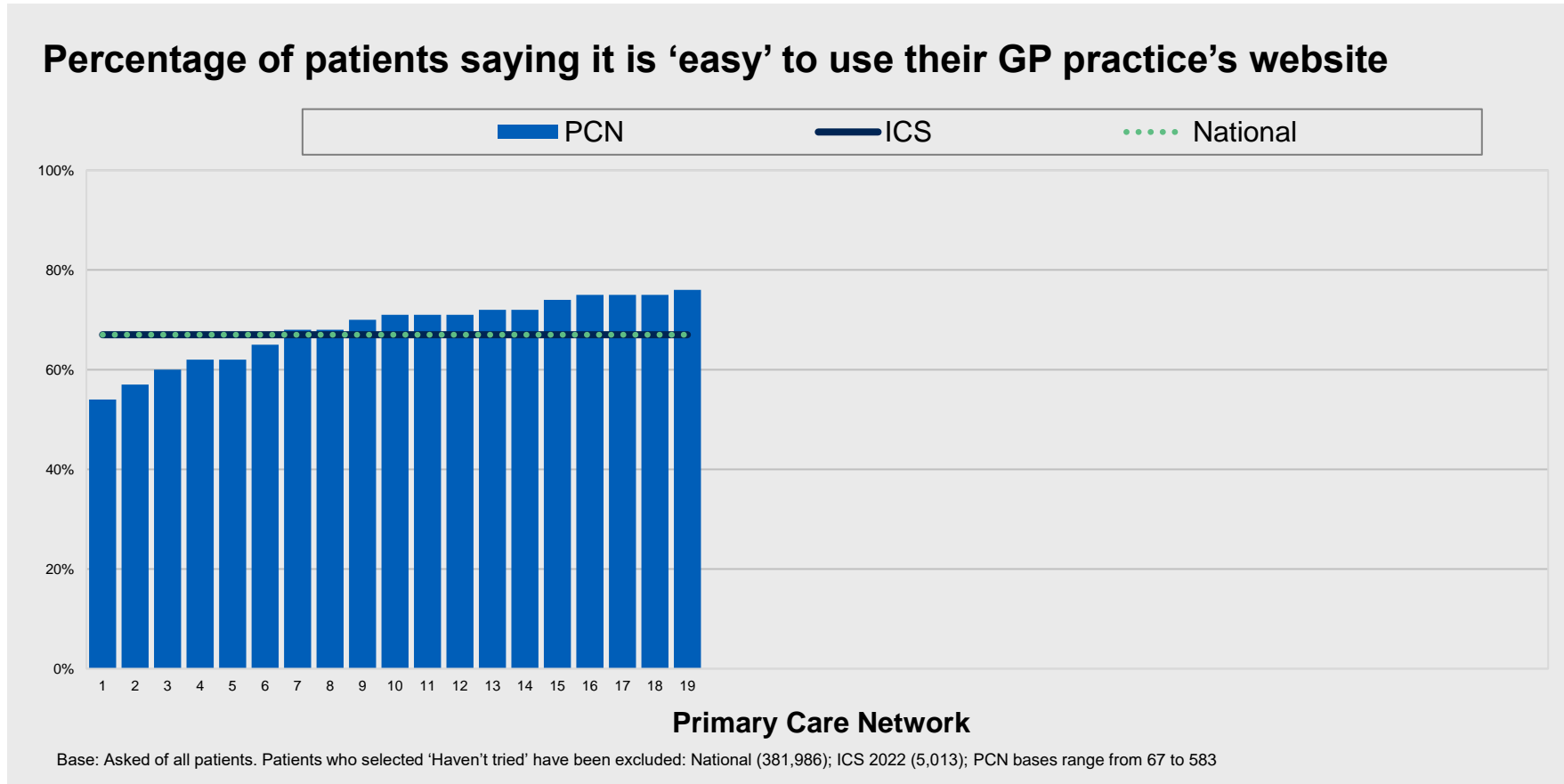
PCN	Name
1	BRISTOL INNER CITY PCN
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17	TYNTESFIELD PCN
18	AFFINITY (BNSSG) PCN
19	YATE & FRAMPTON PCN

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

ⓘ %Easy = %Very easy + %Fairly easy

Ipsos

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

- Yes, a choice of place — 14%
- Yes, a choice of time or day — 33%
- Yes, a choice of healthcare professional — 8%
- Yes, a choice of type of appointment — 24%
- None of these — 38%

Comparison of results

ICS	
Yes	**No**
62%	38%

National	
Yes	**No**
59%	41%

PCN range within ICS – % Yes

- Lowest **52%**
- Highest **75%**

%Yes = %A choice of place + %A choice of time or day + %A choice of healthcare professional + %A choice of type 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 (6,369); PCN bases range from 97 to 658

Ipsos

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

Legend: PCN (bar) — ICS (line) — National (dotted)

Primary Care Network
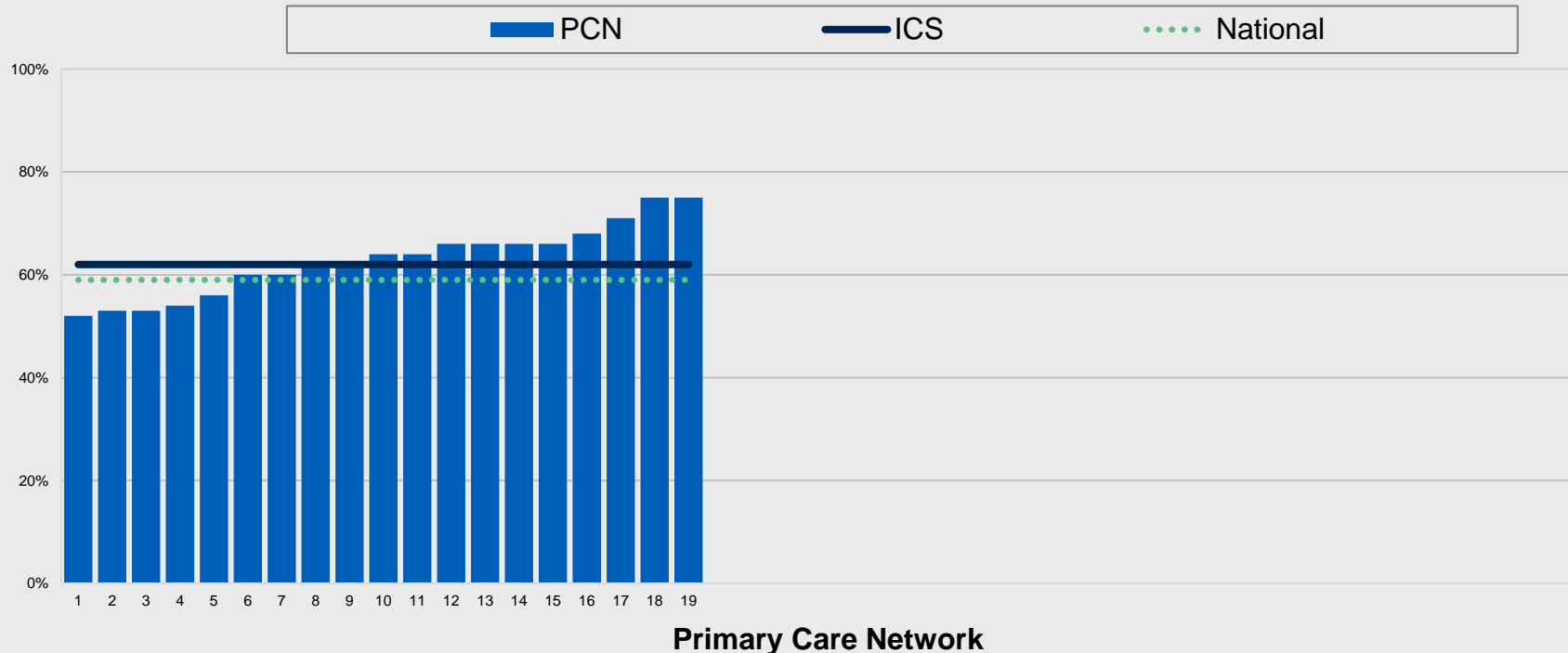
PCN	Name
1	BRISTOL INNER CITY PCN
2	HEALTHWEST PCN
3	MENDIP VALE PCN
4	BRIDGE VIEW PCN
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6	CONNEXUS PCN
7	SWIFT PCN
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13	SEVERNVALE PCN
14	GORDANO VALLEY PCN
15	FABB (FISHPONDS, AIR BALLOON & BEECHWOOD) PCN
16	AFFINITY (BNSSG) PCN
17	NORTHERN ARC PCN
18	TYNTESFIELD PCN
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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 (6,369); PCN bases range from 97 to 658

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?[1]

ICS result

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

4%
22%
74%

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

Lowest
52%

Highest
88%

[1]Excluding those who said 'I was not offered an appointment' (11%)

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 (7,118); PCN bases range from 101 to 727

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

Ipsos

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

Legend: ■ PCN — ICS ····· National

Primary Care Network
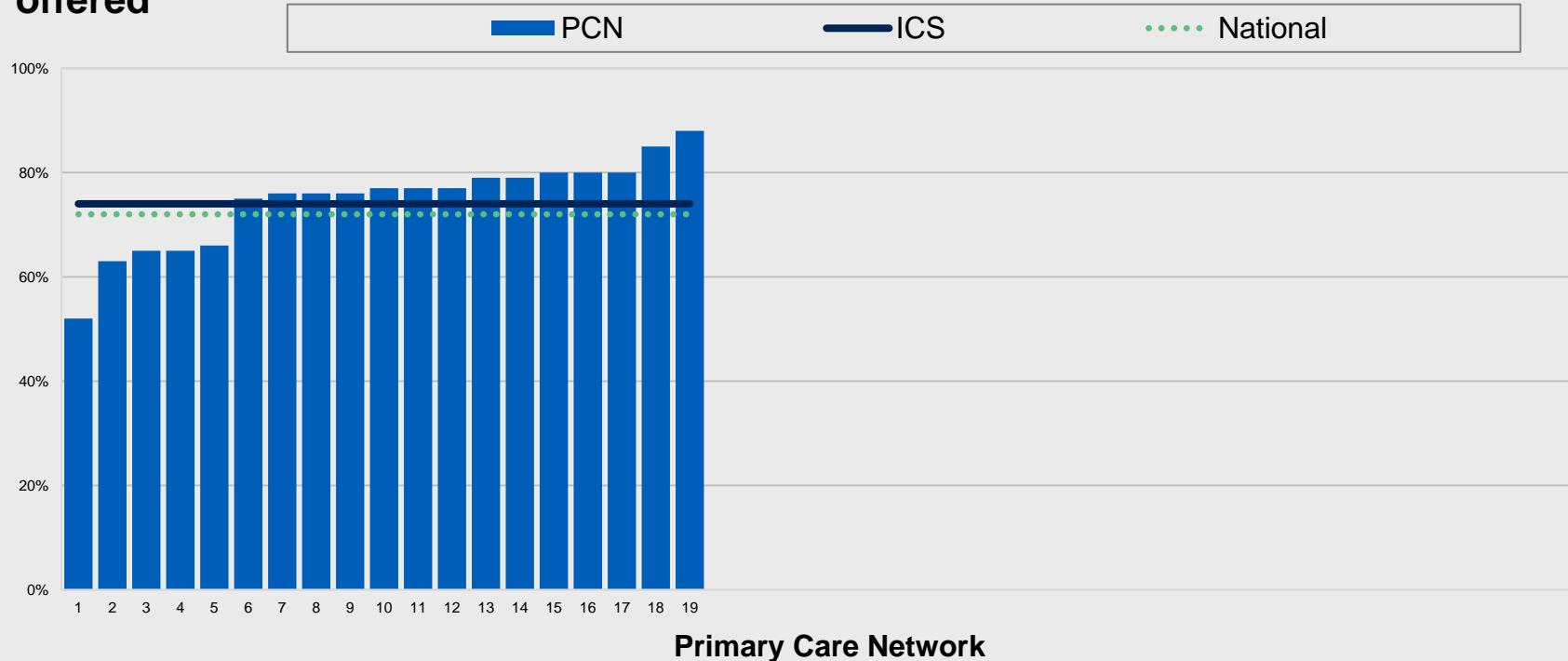
PCN	Name
1	MENDIP VALE PCN
2	BRISTOL INNER CITY PCN
3	CONNEXUS PCN
4	NETWORK 4 (BNSSG) PCN
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Base: Asked of patients who have tried to make an appointment since being registered with current GP practice. Patients who selected 'I was not offered an appointment' have been excluded: National (594,163); ICS 2022 (7,118); PCN bases range from 101 to 727

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

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

Ipsos

What patients do when they did not get an appointment

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

Legend: ■ ICS ■ National

Y-axis: Of those who did not get an appointment, percentage who went on to do something else

Category	ICS	National
Got an appointment for a different day	4%	5%
Called an NHS helpline; such as NHS 111	8%	11%
Used an online NHS service	4%	4%
Used a non-NHS online service, or looked online	5%	4%
Went to A&E	8%	11%
Spoke to a pharmacist	15%	11%
Contacted or used another NHS service	5%	5%
Contacted or used another non-NHS service	5%	4%
Decided to contact my practice another time	14%	14%
Spoke to a friend or family member	12%	10%
My practice helped in another way	15%	12%
Didn't speak to anyone	33%	34%

Base: Asked of patients who were not offered an appointment or did not take the appointment offered: National (88,838); ICS 2022 (1,032)

ⓘ 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 <u>making</u> an appointment?

ICS result
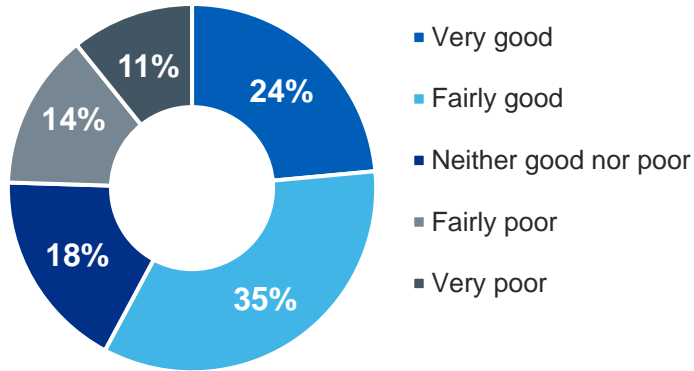
- Very good — 24%
- Fairly good — 35%
- Neither good nor poor — 18%
- Fairly poor — 14%
- Very poor — 11%

ICS result over time

— % Good   — % Poor

Year	% Good	% Poor
2020	66	16
2021	72	12
2022	58	24

PCN range within ICS – % **Good**

Lowest **32%**

Highest **83%**

Comparison of results

ICS

Good	Poor
58%	24%

National

Good	Poor
56%	26%

%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 (8,007); ICS 2021 (9,198); ICS 2020 (8,023); PCN bases range from 118 to 829
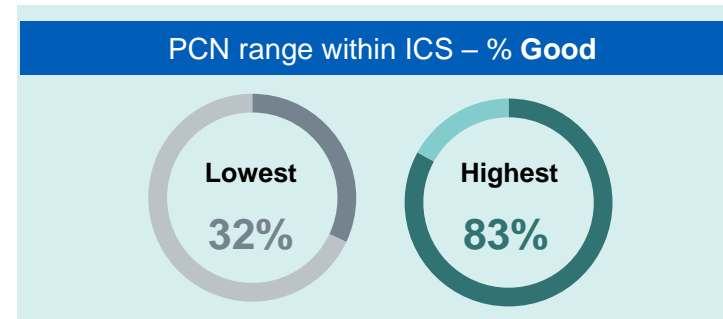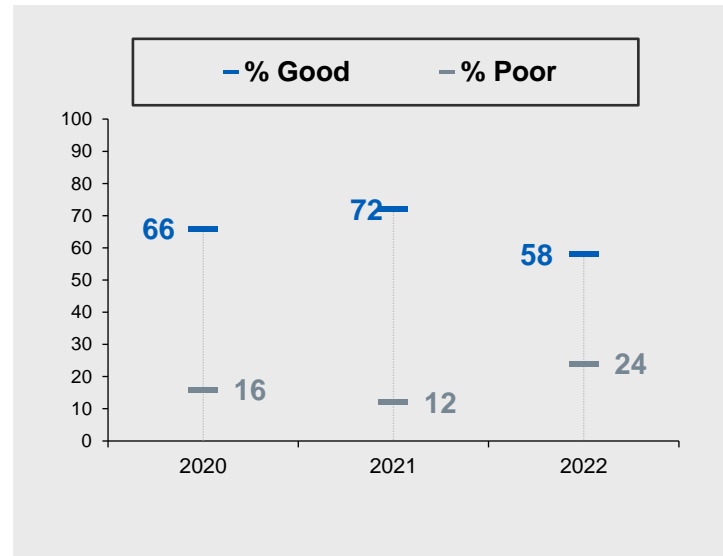
Overall experience of making an appointment: how the PCNs within the ICS compare

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
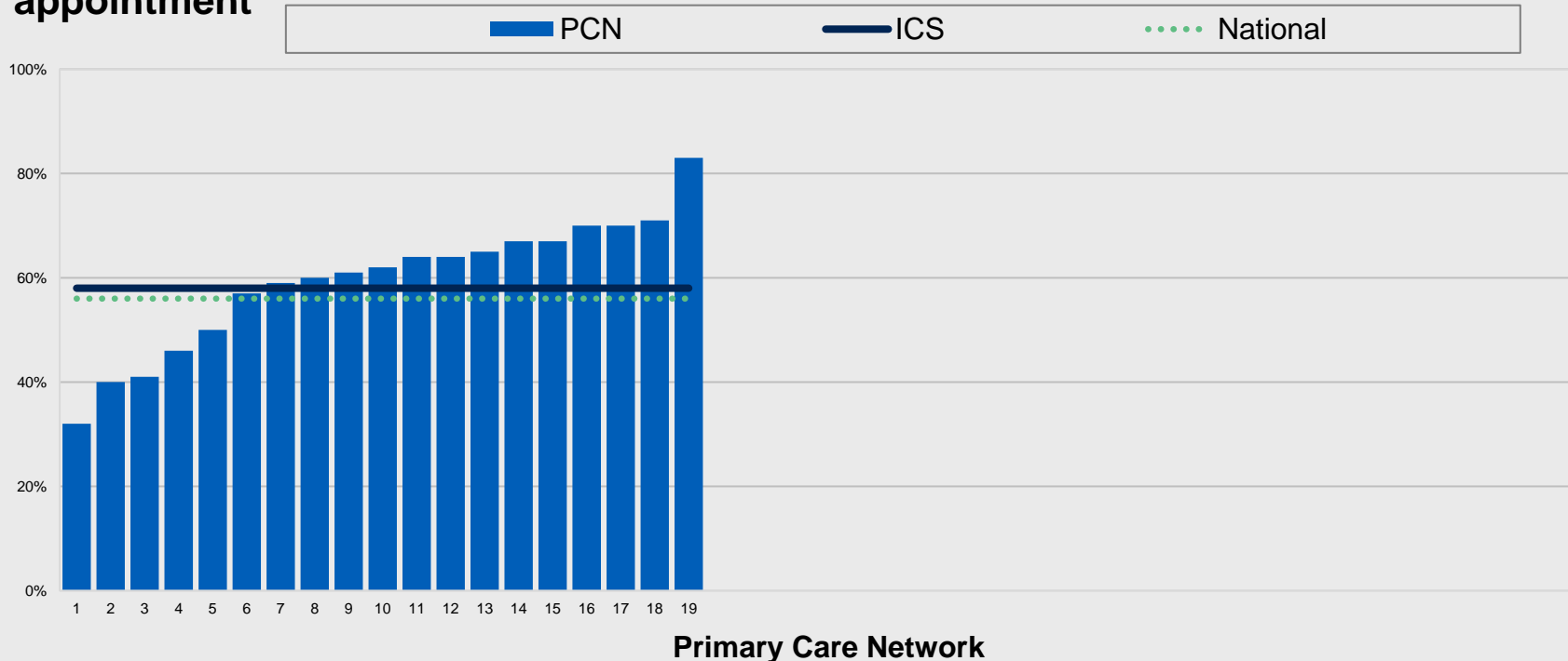
Legend: ▬ PCN ▬▬ ICS ····· National

Primary Care Network

Base: Asked of patients who have tried to make an appointment since being registered with current GP practice: National (667,699); ICS 2022 (8,007); PCN bases range from 118 to 829

PCN	Name
1	BRIDGE VIEW PCN
2	BRISTOL INNER CITY PCN
3	MENDIP VALE PCN
4	NETWORK 4 (BNSSG) PCN
5	SWIFT PCN
6	STOKES PCN
7	CONNEXUS PCN
8	PIER HEALTH PCN
9	HEALTHWEST PCN
10	FOSS (FIRECLAY & OLD SCHOOL SURGERY) PCN
11	4PCC (BNSSG) PCN
12	FABB (FISHPONDS, AIR BALLOON & BEECHWOOD) PCN
13	NORTHERN ARC PCN
14	SEVERNVALE PCN
15	GORDANO VALLEY PCN
16	YATE & FRAMPTON PCN
17	AFFINITY (BNSSG) PCN
18	PHOENIX (BNSSG) PCN
19	TYNTESFIELD PCN

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

ⓘ %Good = %Very good + %Fairly good

Type of appointment

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

Percentage of types of GP practice appointments offered

	to speak to someone on the phone	to see someone at my GP practice	to see someone at another general practice location	to speak to someone online (e.g. on a video call)	for a home visit
ICS	38%	57%	3%	2%	0%
National	38%	57%	3%	2%	0%

PCN range within ICS
- ICS
- National

Base: Asked of patients who were not offered an appointment or did not take the appointment offered: National (663,867); ICS 2022 (8,006); PCN bases range from 116 to 826

ⓘ 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
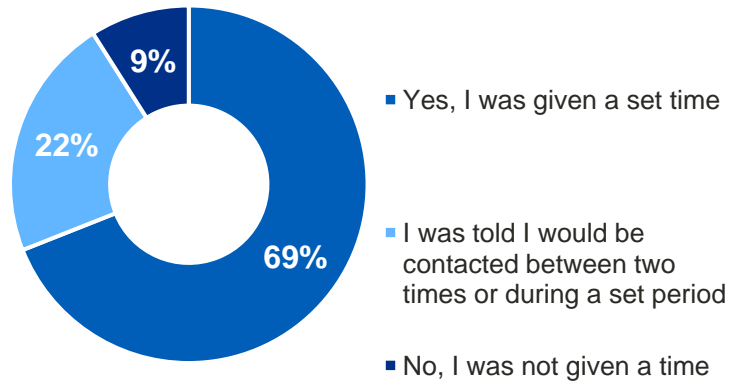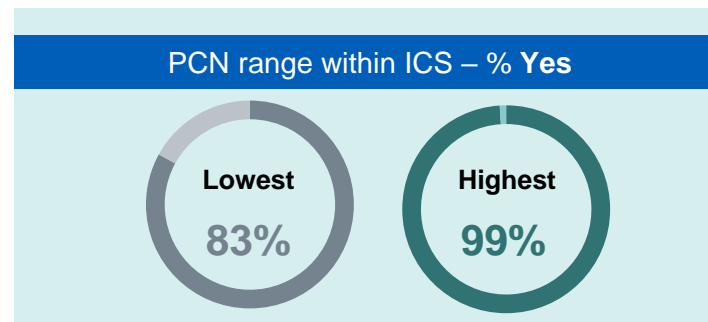
- Yes, I was given a set time
- I was told I would be contacted between two times or during a set period
- No, I was not given a time

9%
22%
69%

Comparison of results

ICS	
Yes	**No**
91%	9%

National	
Yes	**No**
90%	10%

PCN range within ICS – % **Yes**

Lowest
83%

Highest
99%

%Yes = %Yes, I was given a set time + %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 (7,722); PCN bases range from 115 to 792

Ipsos

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

Legend: PCN | ICS | National

Primary Care Network
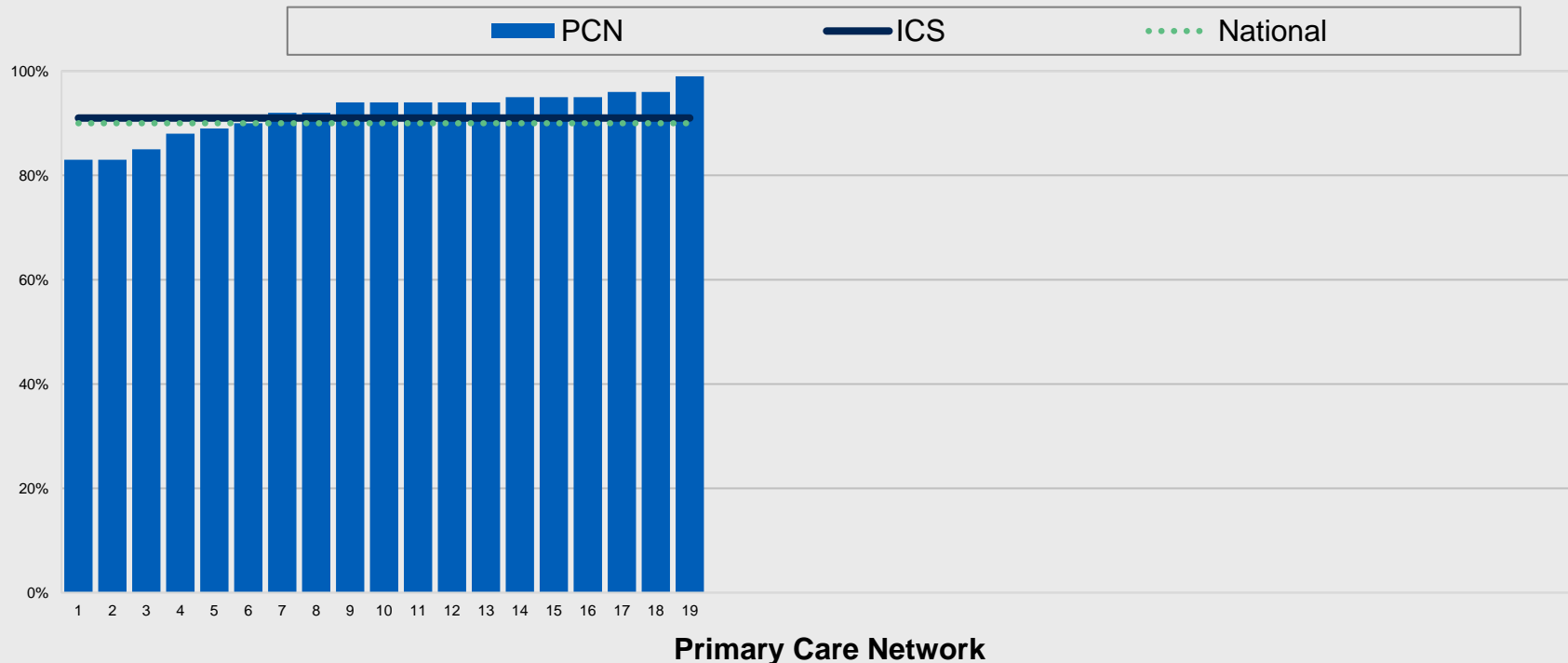
PCN	Name
1	STOKES PCN
2	PIER HEALTH PCN
3	BRISTOL INNER CITY PCN
4	NETWORK 4 (BNSSG) PCN
5	GORDANO VALLEY PCN
6	SWIFT PCN
7	CONNEXUS PCN
8	SEVERNVALE PCN
9	YATE & FRAMPTON PCN
10	4PCC (BNSSG) PCN
11	HEALTHWEST PCN
12	BRIDGE VIEW PCN
13	MENDIP VALE PCN
14	AFFINITY (BNSSG) PCN
15	NORTHERN ARC PCN
16	FOSS (FIRECLAY & OLD SCHOOL SURGERY) PCN
17	PHOENIX (BNSSG) PCN
18	FABB (FISHPONDS, AIR BALLOON & BEECHWOOD) PCN
19	TYNTESFIELD 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 (7,722); PCN bases range from 115 to 792

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

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

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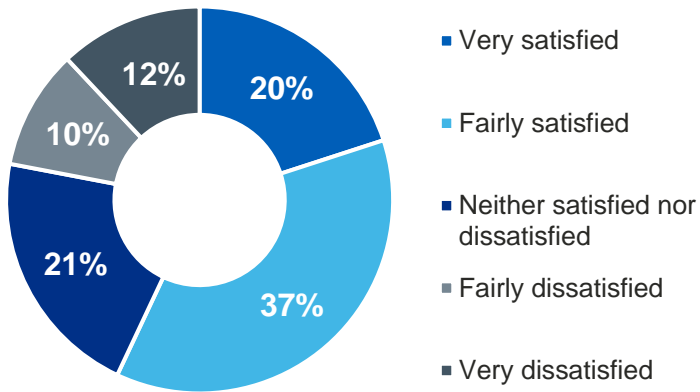# Satisfaction with general practice appointment times

Satisfaction with appointment times

Q6. How satisfied are you with the general practice appointment times that are available to you?[1]

ICS result

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

20%
37%
21%
10%
12%

ICS result over time

— % Satisfied   — % Dissatisfied

	2020	2021	2022
% Satisfied	62	67	57
% Dissatisfied	19	12	22

PCN range within ICS – % Satisfied

Lowest **39%**   Highest **77%**

Comparison of results

ICS	
Satisfied	**Dissatisfied**
57%	22%

National	
Satisfied	**Dissatisfied**
55%	23%

%Satisfied = %Very satisfied + %Fairly satisfied
%Dissatisfied = %Very dissatisfied + %Fairly dissatisfied
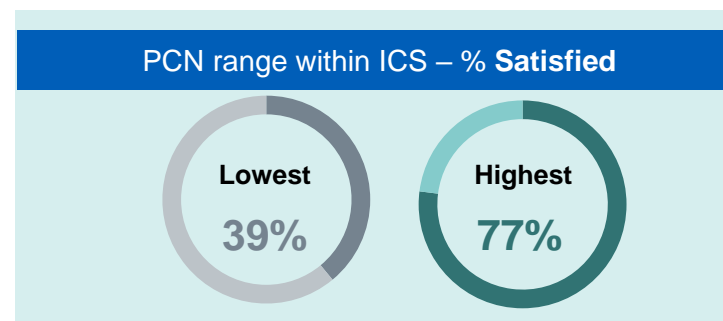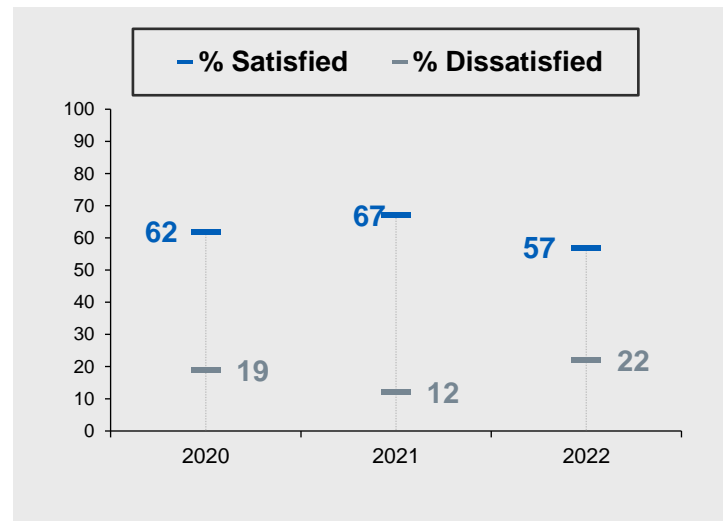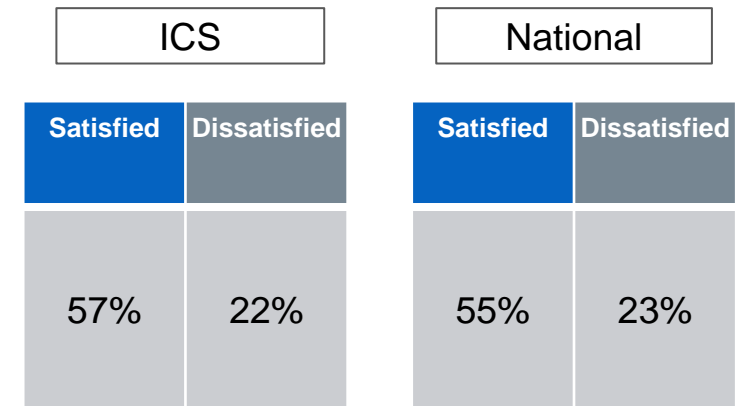
[1]Excluding those who said 'I'm not sure when I can get an appointment' (10%)

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 (7,044); ICS 2021 (8,560); ICS 2020 (7,777); PCN bases range from 102 to 721

Ipsos

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

Legend: PCN | ICS | National
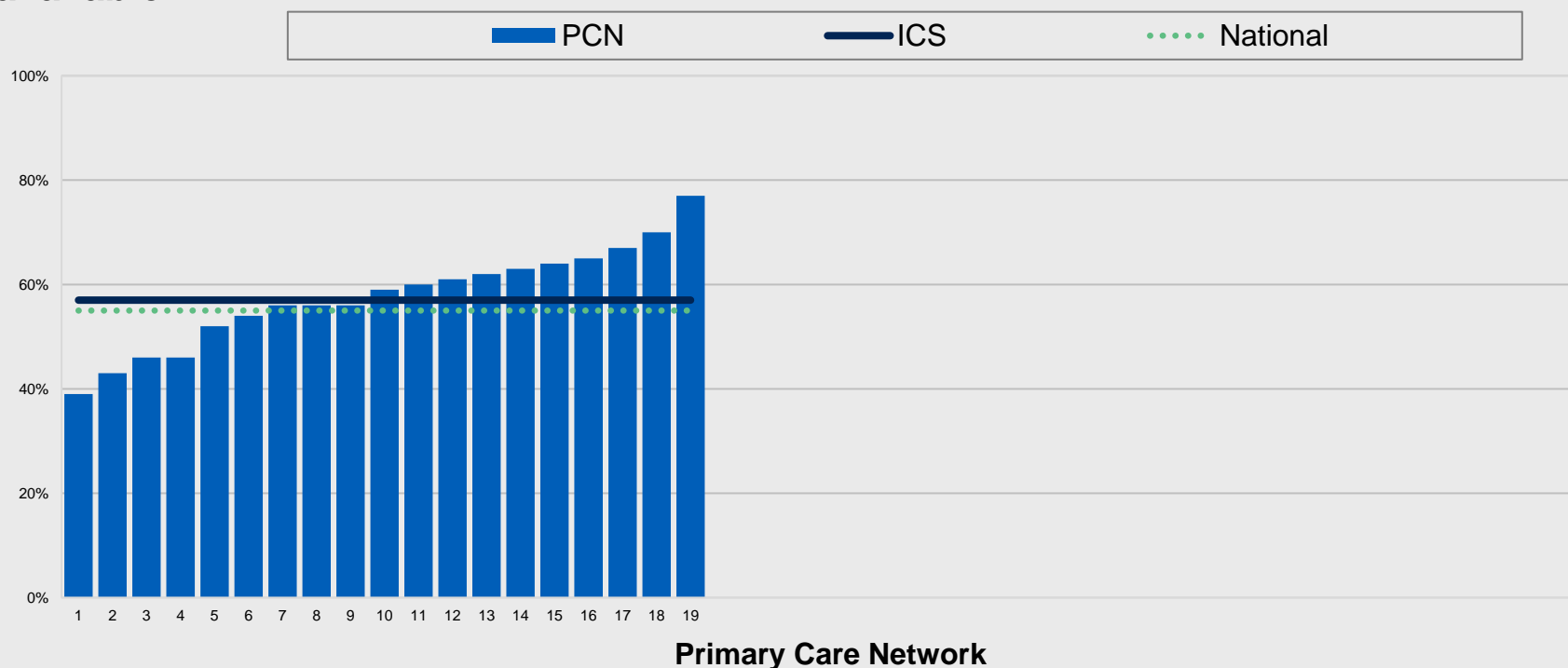
PCN	Name
1	BRIDGE VIEW PCN
2	BRISTOL INNER CITY PCN
3	NETWORK 4 (BNSSG) PCN
4	MENDIP VALE PCN
5	NORTHERN ARC PCN
6	SWIFT PCN
7	CONNEXUS PCN
8	4PCC (BNSSG) PCN
9	HEALTHWEST PCN
10	STOKES PCN
11	FOSS (FIRECLAY & OLD SCHOOL SURGERY) PCN
12	PIER HEALTH PCN
13	SEVERNVALE PCN
14	GORDANO VALLEY PCN
15	YATE & FRAMPTON PCN
16	AFFINITY (BNSSG) PCN
17	FABB (FISHPONDS, AIR BALLOON & BEECHWOOD) PCN
18	PHOENIX (BNSSG) PCN
19	TYNTESFIELD PCN

Primary Care Network

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 (7,044); PCN bases range from 102 to 721

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

ⓘ %Satisfied = %Very satisfied + %Fairly satisfied

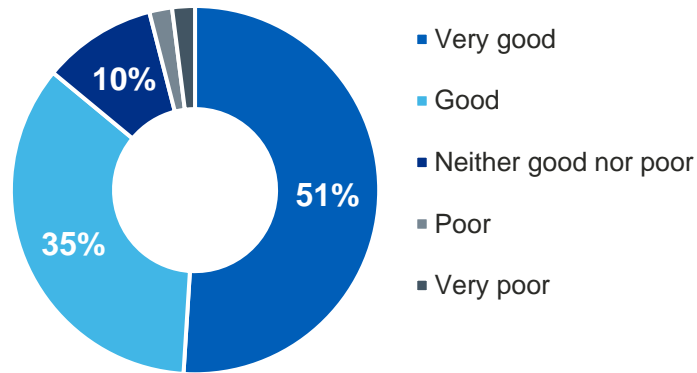© Ipsos | GP Patient Survey 2022 ICS Slidepacks | Version 1 | Public

Perceptions of care at patients' last appointment

Ipsos

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

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor

51% Very good
35% Good
10% Neither good nor poor

ICS result over time

— % Yes   — % No

Year	% Yes	% No
2020	87	4
2021	90	3
2022	86	4

PCN range within ICS – % Yes

Lowest
79%

Highest
93%

Comparison of results

ICS	
Good	**Poor**
86%	4%

National	
Good	**Poor**
83%	5%

%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 (7,989); ICS 2021 (9,200); ICS 2020 (8,109); PCN bases range from 118 to 827

Ipsos

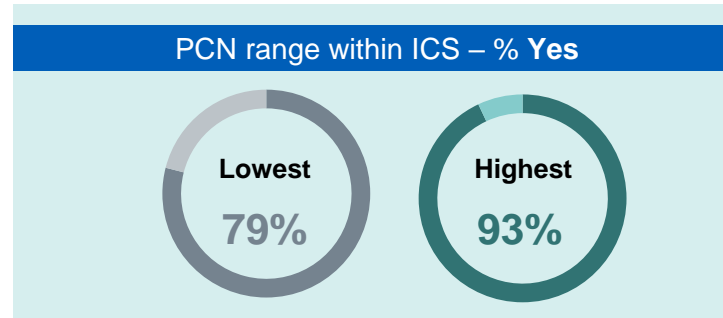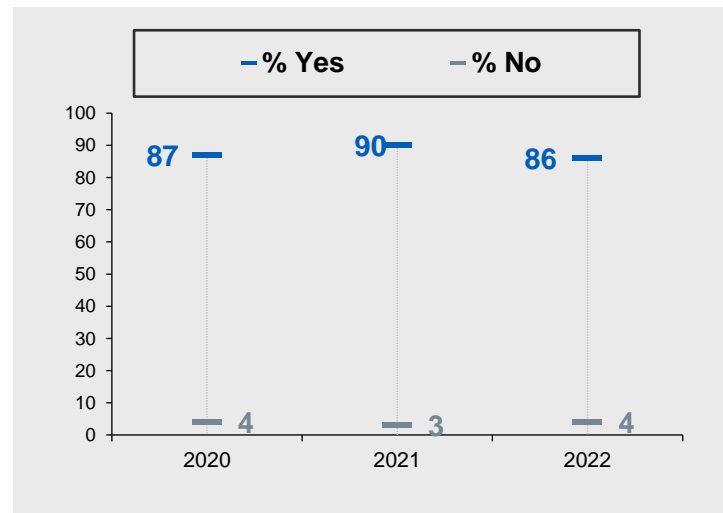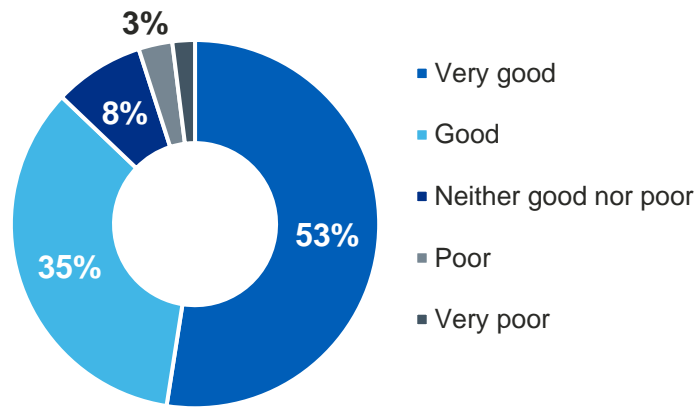# Perceptions of care at patients' last appointment with a healthcare professional

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

ICS result

- Very good — 53%
- Good — 35%
- Neither good nor poor — 8%
- Poor — 3%
- Very poor

ICS result over time

— % Yes   — % No

	2020	2021	2022
% Yes	89	91	87
% No	3	3	4

PCN range within ICS – % Yes

Lowest **80%**   Highest **93%**

Comparison of results

ICS	
Good	**Poor**
87%	4%

National	
Good	**Poor**
85%	6%

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 (7,868); ICS 2021 (9,043); ICS 2020 (8,071); PCN bases range from 117 to 814

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

Ipsos

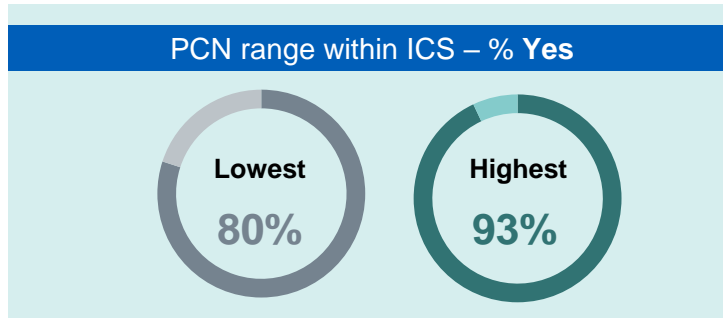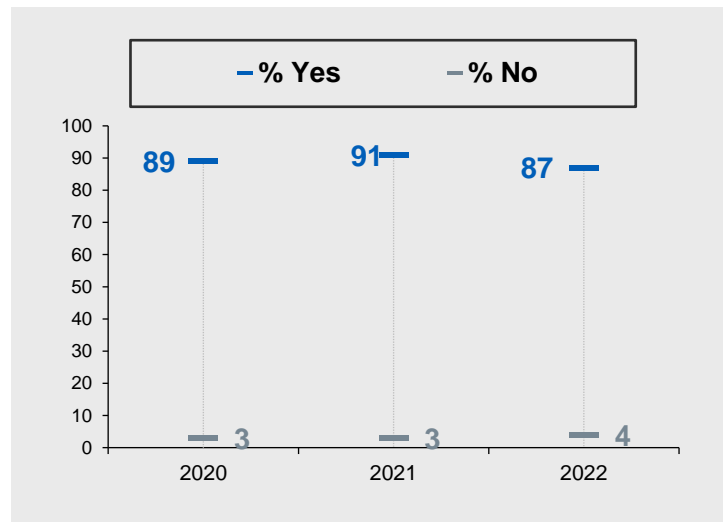# Perceptions of care at patients' last appointment with a healthcare professional

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

ICS result
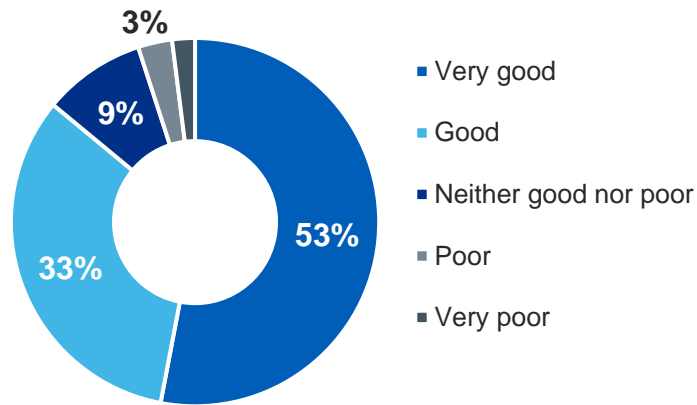
- Very good
- Good
- Neither good nor poor
- Poor
- Very poor

53%
33%
9%
3%

ICS result over time

— % Yes   — % No

88 (2020) 90 (2021) 86 (2022)
4 (2020)   4 (2021)   5 (2022)

PCN range within ICS – % Yes

Lowest **78%**

Highest **92%**

Comparison of results

ICS	
Good	**Poor**
86%	5%

National	
Good	**Poor**
83%	6%

%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 (7,747); ICS 2021 (9,120); ICS 2020 (8,085); PCN bases range from 112 to 794

Ipsos
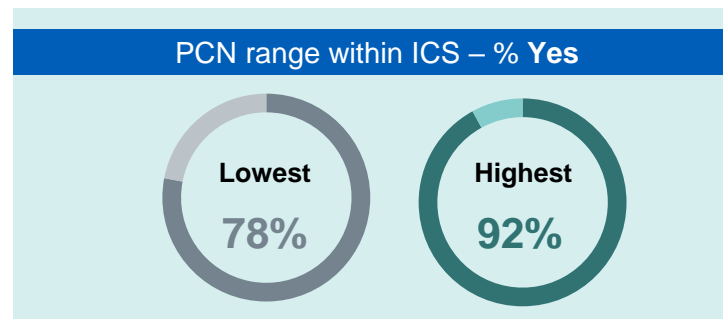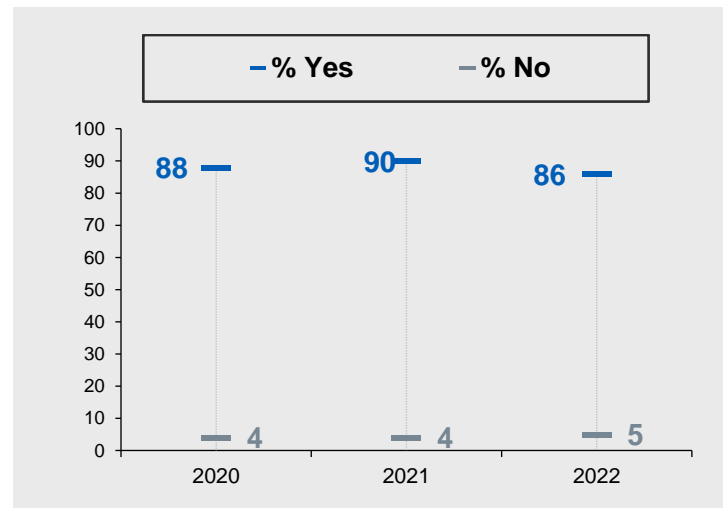
Mental health needs recognised and understood

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
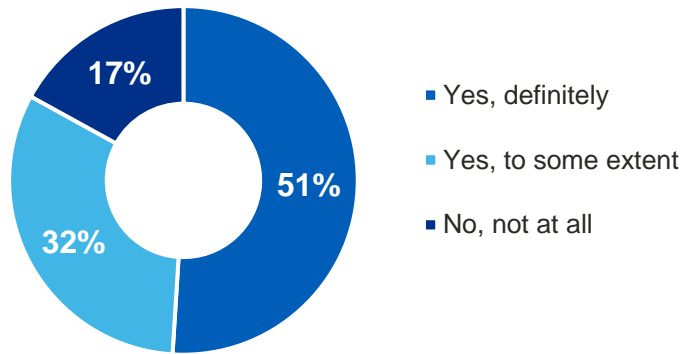
- 51% Yes, definitely
- 32% Yes, to some extent
- 17% No, not at all

ICS result over time

— % Yes	— % No

	2020	2021	2022
% Yes	88	88	83
% No	12	12	17

PCN range within ICS – % Yes

Lowest **75%**

Highest **92%**

Comparison of results

ICS	
Yes	No
83%	17%

National	
Yes	No
81%	19%

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

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 (3,560); ICS 2021 (4,045); ICS 2020 (3,248); PCN bases range from 52 to 431

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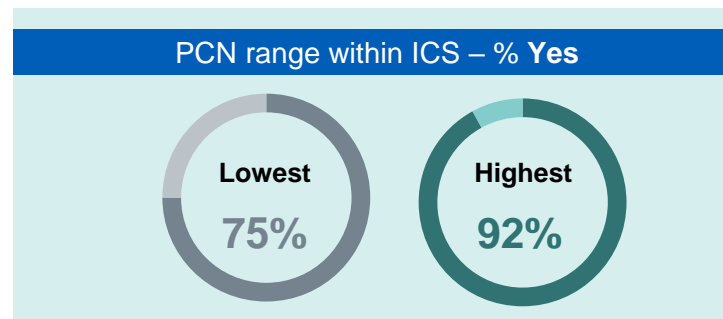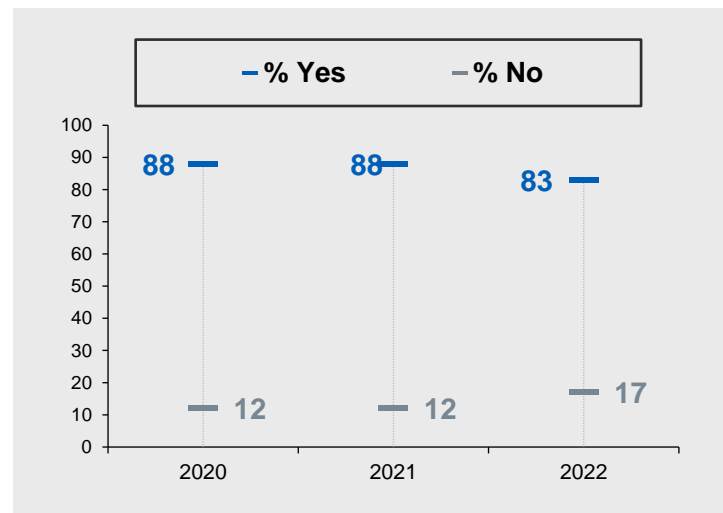
Perceptions of care at patients' last appointment with a healthcare professional

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
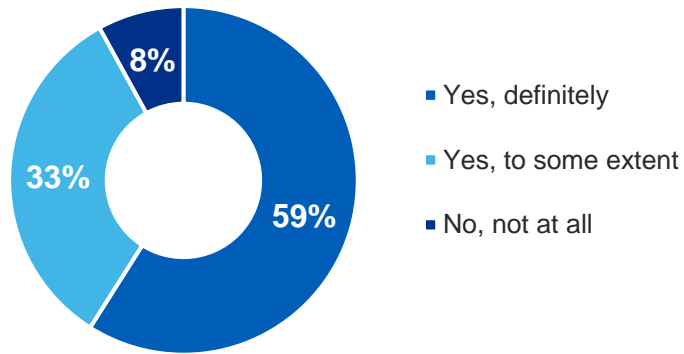
- Yes, definitely — 59%
- Yes, to some extent — 33%
- No, not at all — 8%

ICS result over time

— % Yes   — % No

	2020	2021	2022
% Yes	94	94	92
% No	6	6	8

PCN range within ICS – % Yes

Lowest 84%   Highest 96%

Comparison of results

ICS	
Yes	No
92%	8%

National	
Yes	No
90%	10%

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

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 (7,122); ICS 2021 (8,124); ICS 2020 (7,217); PCN bases range from 107 to 746

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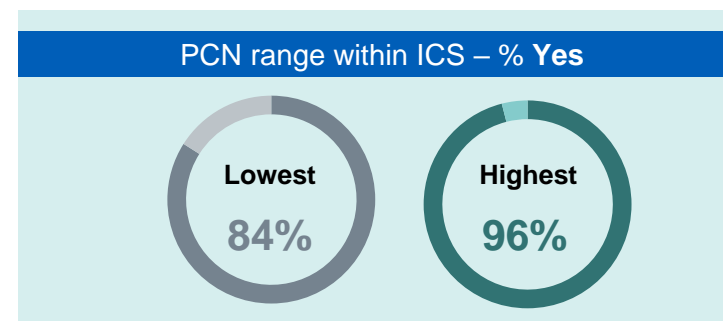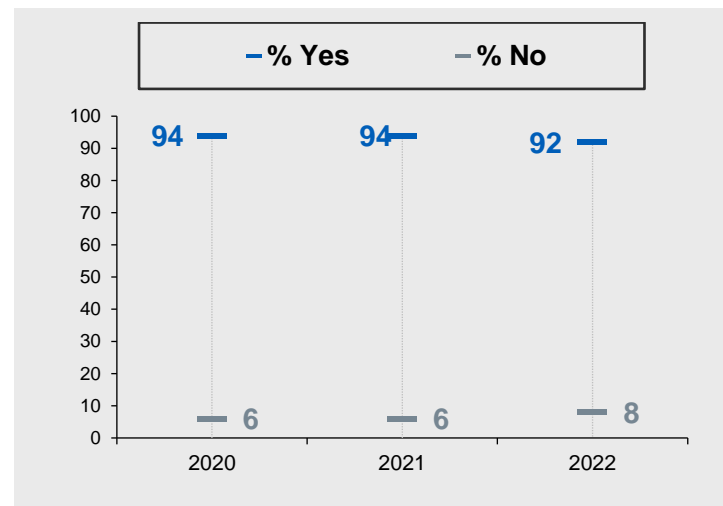
Perceptions of care at patients' last appointment with a healthcare professional

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

ICS result

- 5%
- 27%
- 68%

- Yes, definitely
- Yes, to some extent
- No, not at all

ICS result over time

— % Yes   — % No

	2020	2021	2022
% Yes	96	97	95
% No	4	3	5

PCN range within ICS – % **Yes**

Lowest	Highest
89%	98%

Comparison of results

ICS	
Yes	**No**
95%	5%

National	
Yes	**No**
93%	7%

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 (7,884); ICS 2021 (9,084); ICS 2020 (8,023); PCN bases range from 117 to 812
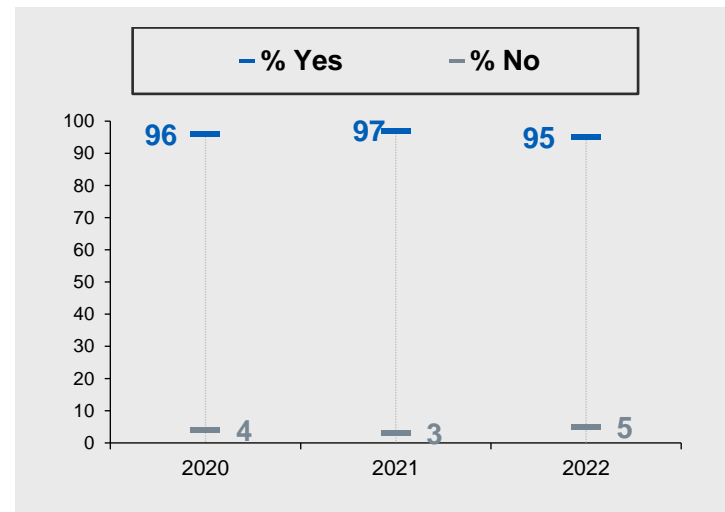
ⓘ %Yes = %Yes, definitely + %Yes, to some extent

Ipsos

Perceptions of care at patients' last appointment with a healthcare professional
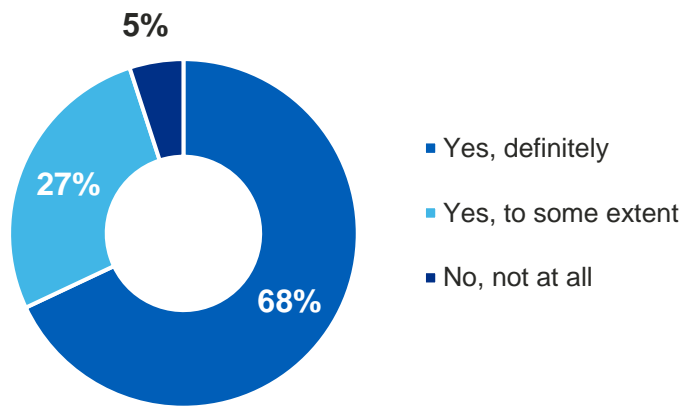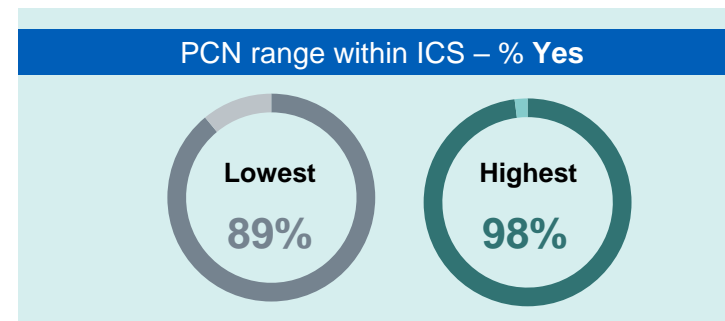
Q31. Thinking about the reason for your last general practice appointment, were your needs met?

ICS result
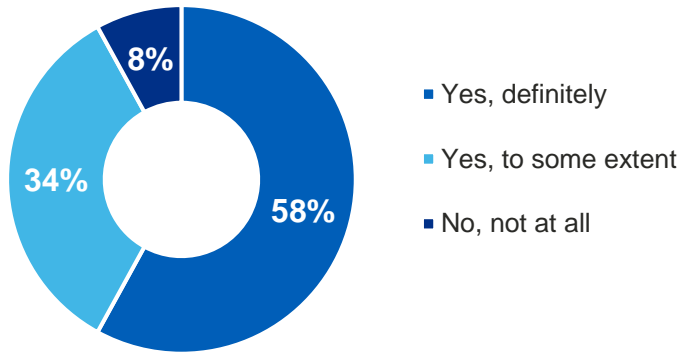
- Yes, definitely — 58%
- Yes, to some extent — 34%
- No, not at all — 8%

ICS result over time

— % Yes   — % No

	2020	2021	2022
% Yes	94	94	92
% No	6	6	8

PCN range within ICS – % Yes

Lowest **87%**

Highest **96%**

Comparison of results

ICS	
Yes	**No**
92%	8%

National	
Yes	**No**
91%	9%

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

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 (7,904); ICS 2021 (9,121); ICS 2020 (7,981); PCN bases range from 116 to 815

Ipsos
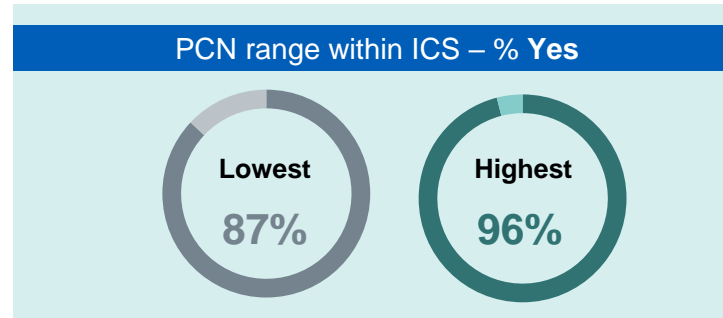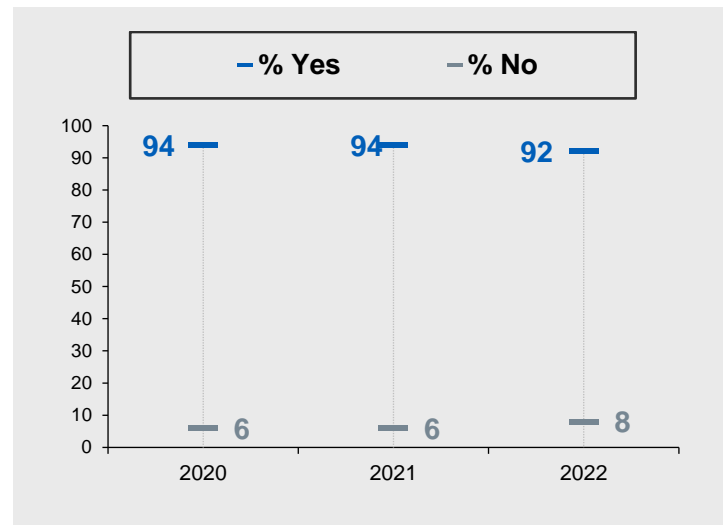
Care and concern

Care and concern – in detail

GPPS 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.

Q27. Last time you had a general practice appointment, how good was the healthcare professional at treating you with care and concern?
% Good[1] (total)

All patients (ICS)

	86%

Gender

Female	87%
Male	86%
Non-binary ~	
Prefer to self-describe ~	

Bases range from 8 to 3,945

Gender identity the same as sex registered at birth

Yes	87%
No	79%
Prefer not to say	82%

Bases range from 32 to 6,686

Sexuality

Heterosexual or straight	88%
Gay or lesbian	83%
Bisexual	75%
Other	67%
Prefer not to say	80%

Bases range from 37 to 6,284

Age

16 to 24	80%
25 to 34	83%
35 to 44	85%
45 to 54	88%
55 to 64	88%
65 to 74	90%
75 to 84	93%
85 and over	94%

Bases range from 230 to 1,395
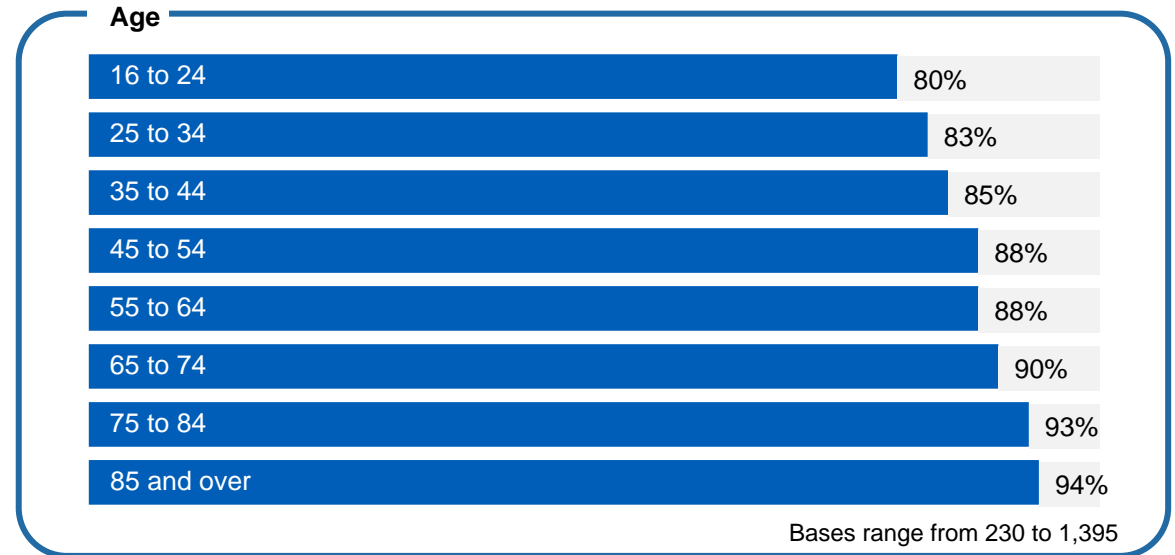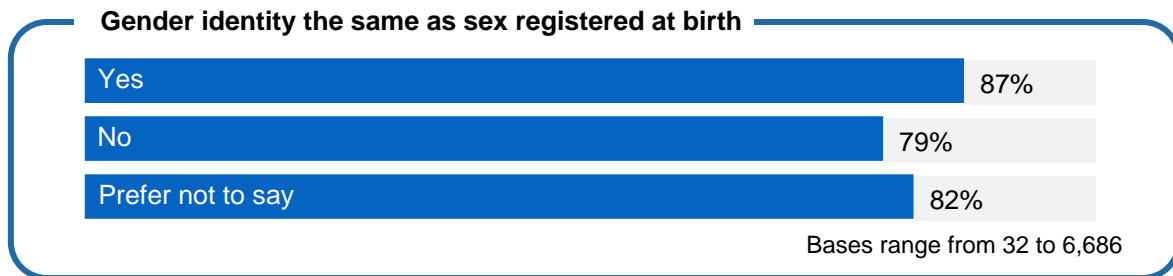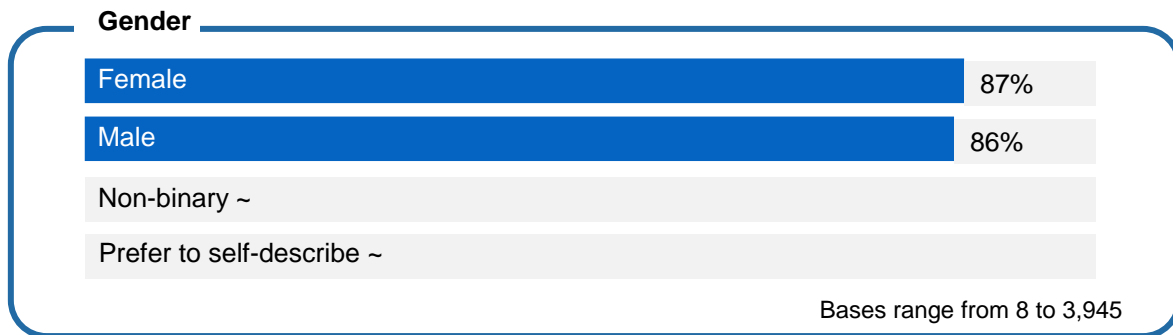
[1]Good = Very good % + Good %
~ Data suppressed due to receiving fewer than 10 responses
Base: asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'doesn't apply' have been excluded: ICS 2022 (6,833).

Ipsos

Q27. Last time you had a general practice appointment, how good was the healthcare professional at treating you with care and concern?
% Good[1] (total)

All patients (ICS)

86%

IMD deprivation quintiles

Most Deprived

1	80%
2	87%
3	89%
4	86%
5	89%

Least Deprived

Bases range from 1,118 to 1,870

Disability[2]

Yes — 83%

Base: 2,124

Long-term condition

Condition	%
Alzheimer's disease or other cause of dementia	93%
Arthritis or ongoing problem with back or joints	86%
Autism or autism spectrum condition	74%
Blindness or partial sight	92%
A breathing condition, such as asthma or COPD	85%
Cancer (diagnosis or treatment in the last 5 years)	92%
Deafness or hearing loss	91%
Diabetes	89%
A heart condition, such as angina or atrial fibrillation	87%
High blood pressure	88%
Kidney or liver disease	87%
A learning disability	77%
A mental health condition	81%
A neurological condition, such as epilepsy	89%
A stroke (which affects your day-to-day life)	82%
Another long-term condition or disability	85%
I do not have any long-term conditions	88%

Bases range from 30 to 2159

[1]%Good = %Very good + %Good
[2]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 (6,833).

Ipsos

Q27. Last time you had a general practice appointment, how good was the healthcare professional at treating you with care and concern?
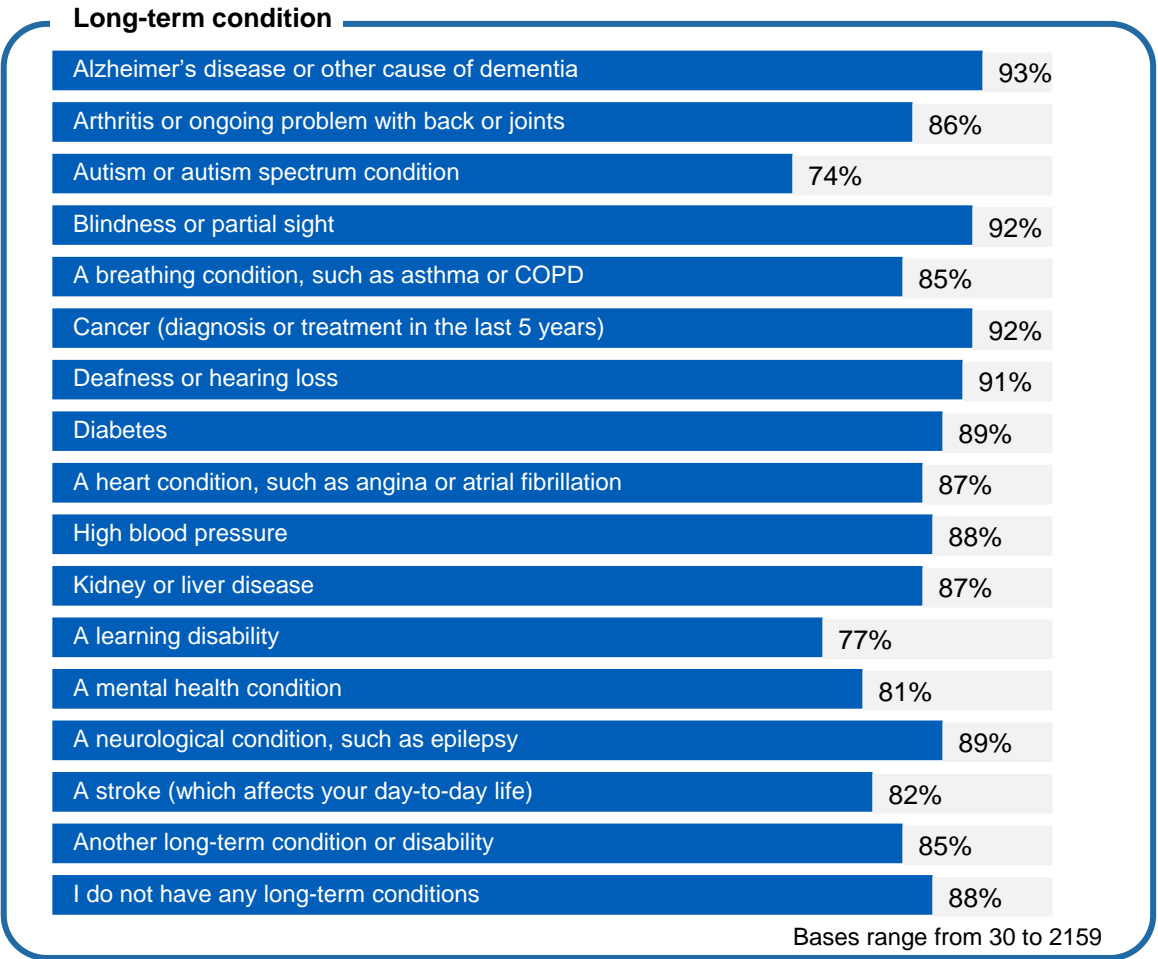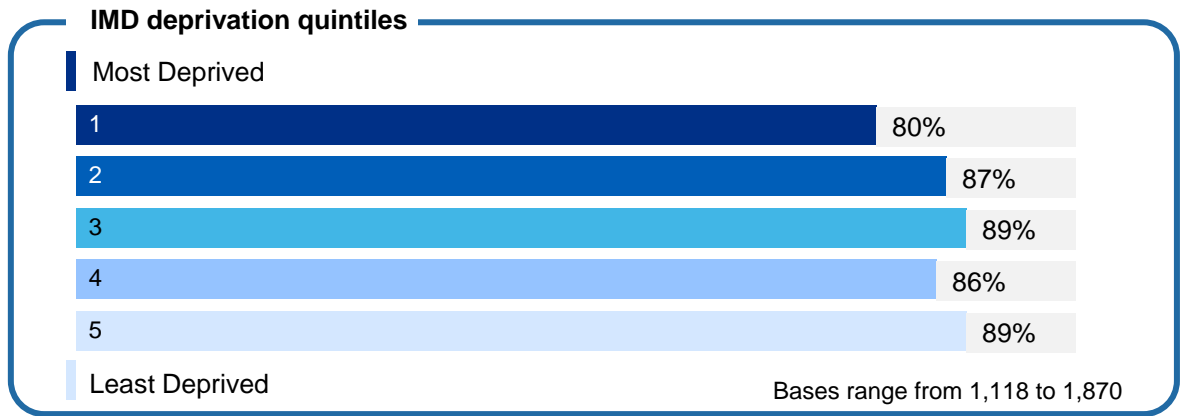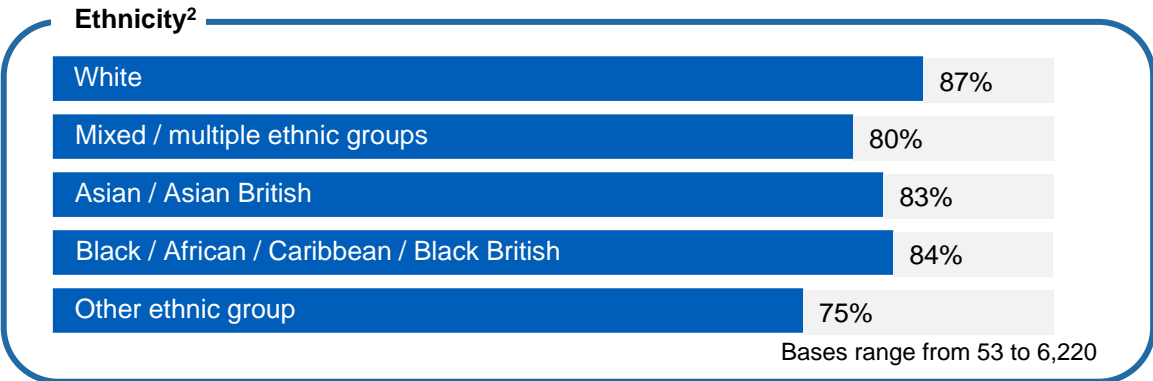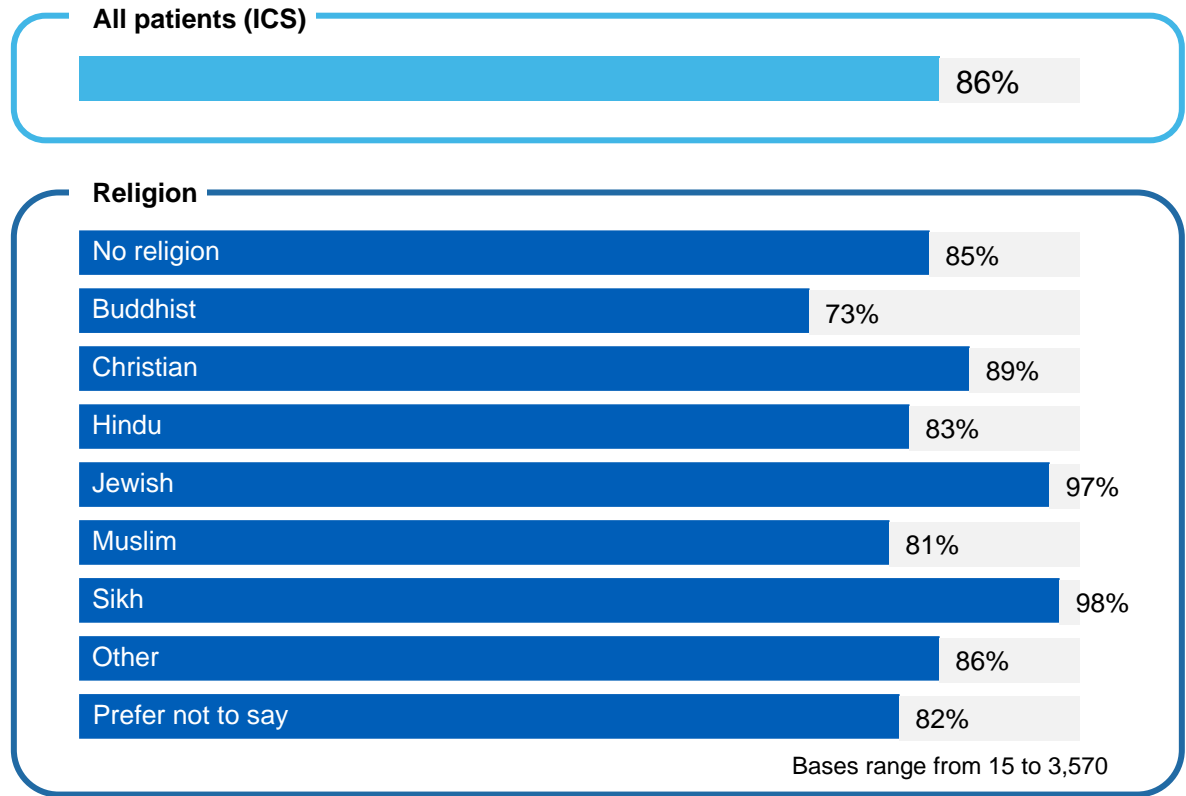## % Good[1] (total)

All patients (ICS)

All patients (ICS)	86%

Religion

No religion	85%
Buddhist	73%
Christian	89%
Hindu	83%
Jewish	97%
Muslim	81%
Sikh	98%
Other	86%
Prefer not to say	82%

Bases range from 15 to 3,570

Ethnicity[2]

White	87%
Mixed / multiple ethnic groups	80%
Asian / Asian British	83%
Black / African / Caribbean / Black British	84%
Other ethnic group	75%

Bases range from 53 to 6,220

Carer[3]

Yes	82%
No	87%

Bases range from 1,359 to 5,325

[1]Good = Very good % + Good %
[2]A more detailed ethnicity breakdown is available, but individual base sizes may be too small for robust analysis
[3]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 (6,833).
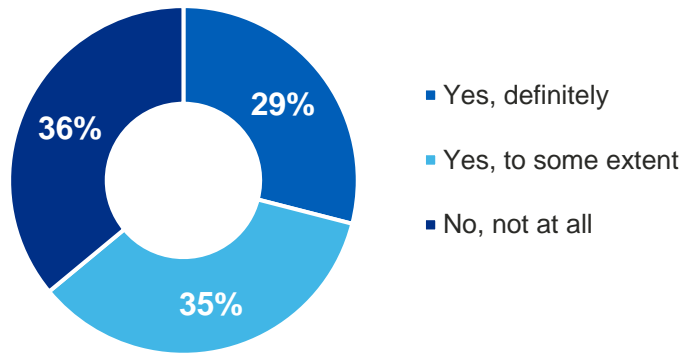
Ipsos

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

- Yes, definitely — 29%
- Yes, to some extent — 35%
- No, not at all — 36%

ICS result over time

— % Yes   — % No

	2020	2021	2022
% Yes	79	73	64
% No	21	27	36

PCN range within ICS – % Yes

Lowest **38%**   Highest **74%**

Comparison of results

ICS	
Yes	**No**
64%	36%

National	
Yes	**No**
65%	35%

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

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 (3,200); ICS 2021 (3,700); ICS 2020 (3,323); PCN bases range from 46 to 380

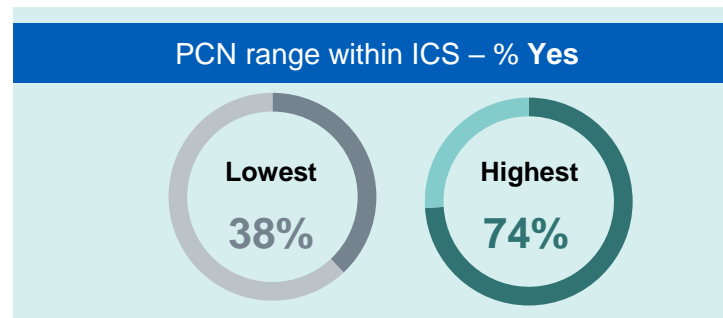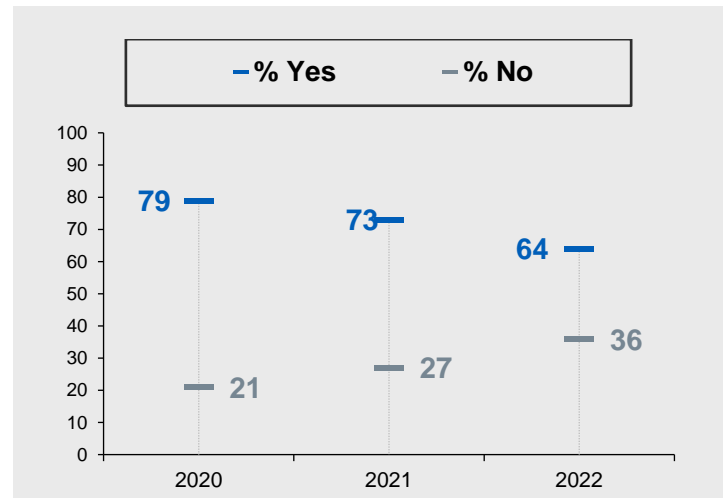# Support with managing long-term conditions, disabilities, or illnesses: how the PCNs within the ICS compare

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)

Legend: PCN | ICS | National

Primary Care Network
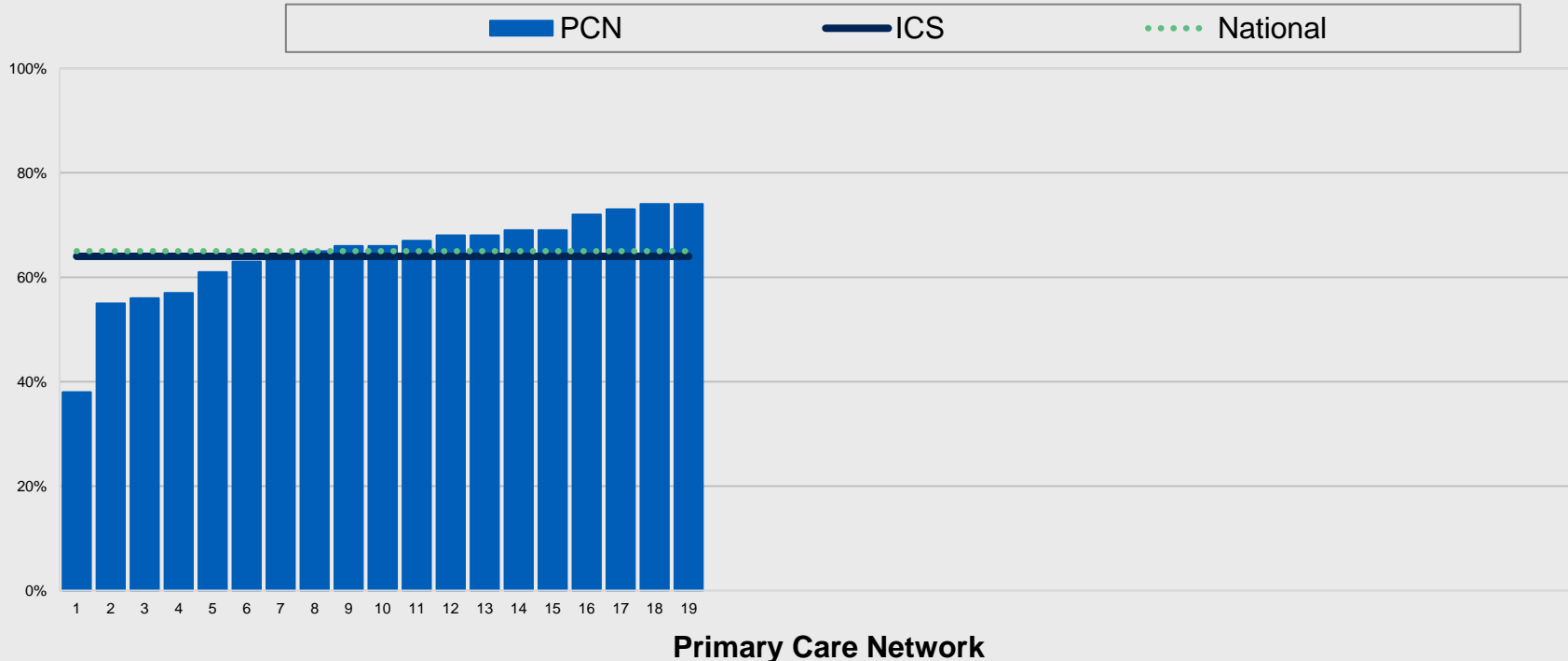
PCN	Name
1	MENDIP VALE PCN
2	FOSS (FIRECLAY & OLD SCHOOL SURGERY) PCN
3	BRISTOL INNER CITY PCN
4	NORTHERN ARC PCN
5	PIER HEALTH PCN
6	NETWORK 4 (BNSSG) PCN
7	SWIFT PCN
8	CONNEXUS PCN
9	AFFINITY (BNSSG) PCN
10	BRIDGE VIEW PCN
11	HEALTHWEST PCN
12	YATE & FRAMPTON PCN
13	PHOENIX (BNSSG) PCN
14	STOKES PCN
15	TYNTESFIELD PCN
16	FABB (FISHPONDS, AIR BALLOON & BEECHWOOD) PCN
17	4PCC (BNSSG) PCN
18	SEVERNVALE PCN
19	GORDANO VALLEY 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 (3,200); PCN bases range from 46 to 380

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

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

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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?

Legend: ■ ICS ■ National

Action taken by those who contacted NHS service when GP practice was closed:

Category	ICS	National
I called an NHS helpline, such as NHS 111	60%	56%
I used an online NHS service	22%	19%
I used a non-NHS online service, or looked online	15%	10%
A healthcare professional called me back	22%	19%
A healthcare professional visited me at home	4%	3%
I went to A&E	26%	30%
I spoke to a pharmacist	22%	18%
I used another general practice service	2%	4%
I contacted or used another NHS service	7%	8%
I contacted or used another non-NHS service	4%	4%
Can't remember	9%	10%

Base: Asked of patients who in the last 12 months contacted NHS services when their GP practice was closed: National (136,441); ICS 2022 (1,441)

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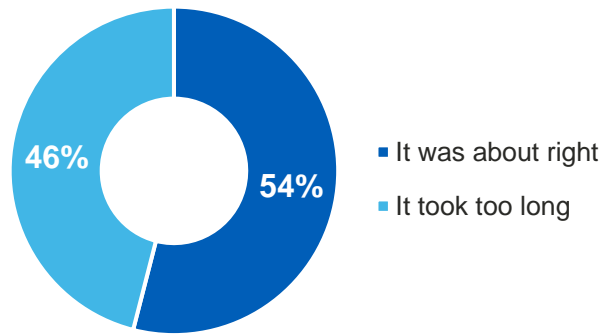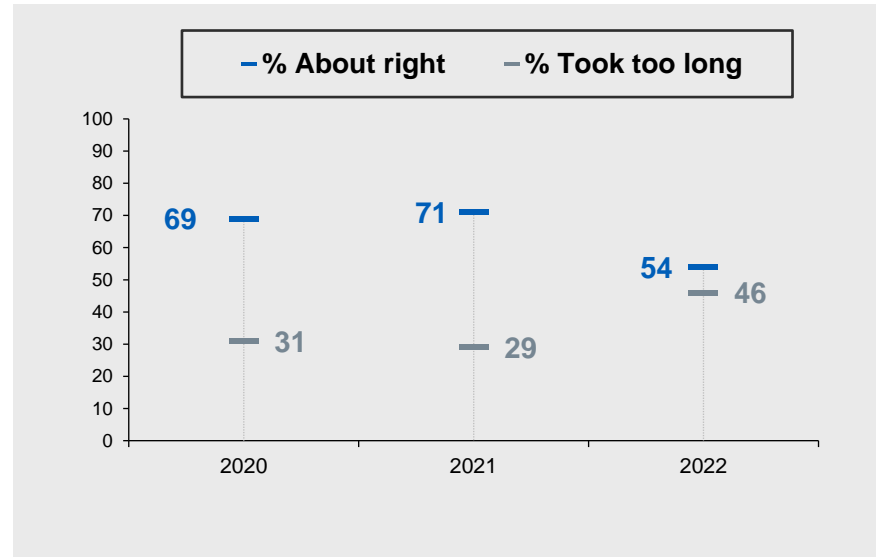
Ipsos

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

- 46% It was about right
- 54% It took too long

It was about right

It took too long

ICS result over time

— % About right   — % Took too long

	2020	2021	2022
% About right	69	71	54
% Took too long	31	29	46

Comparison of results

ICS	
About right	**Took too long**
54%	46%

National	
About right	**Took too long**
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 (1,312); ICS 2021 (1,503); ICS 2020 (1,434)
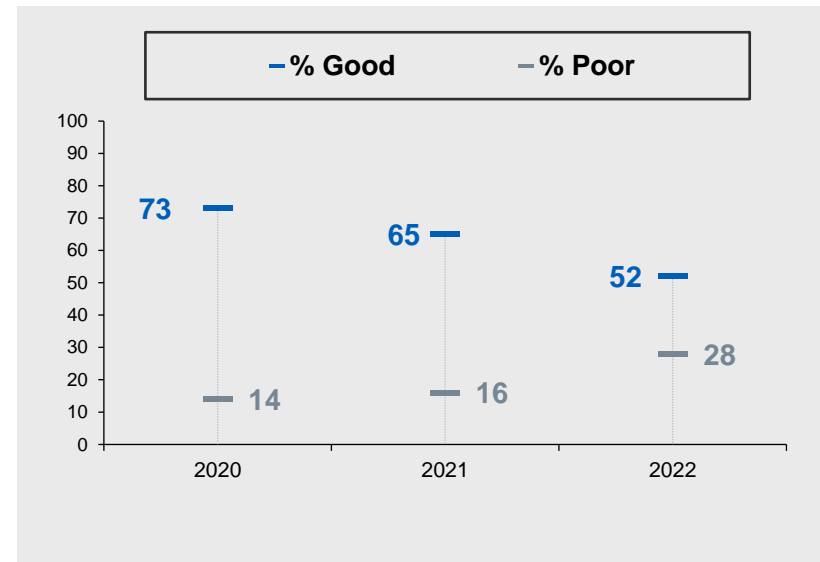
Ipsos

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?
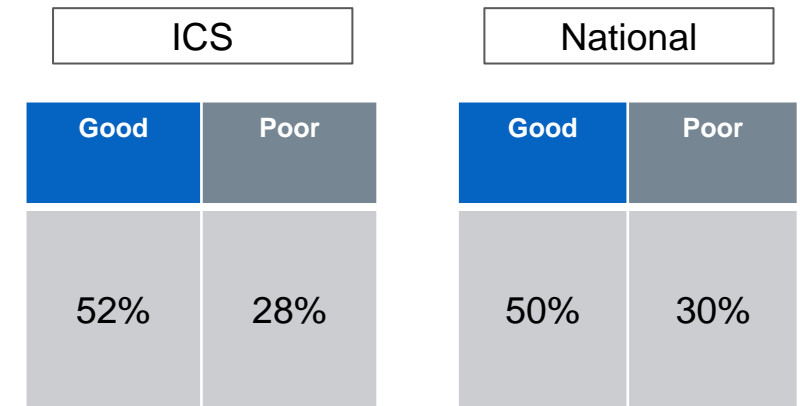
ICS result
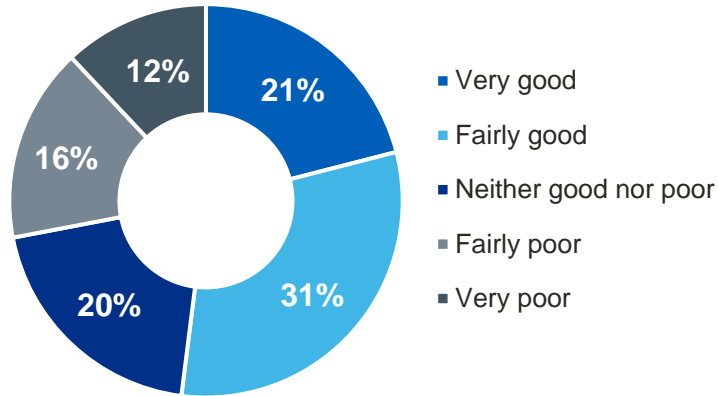
- 21% Very good
- 31% Fairly good
- 20% Neither good nor poor
- 16% Fairly poor
- 12% Very poor

ICS result over time

— % Good   — % Poor

Year	% Good	% Poor
2020	73	14
2021	65	16
2022	52	28

Comparison of results

ICS	
Good	**Poor**
52%	28%

National	
Good	**Poor**
50%	30%

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

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 (1,362); ICS 2021 (1,548); ICS 2020 (1,465)

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Statistical reliability

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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.

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Want to know more?
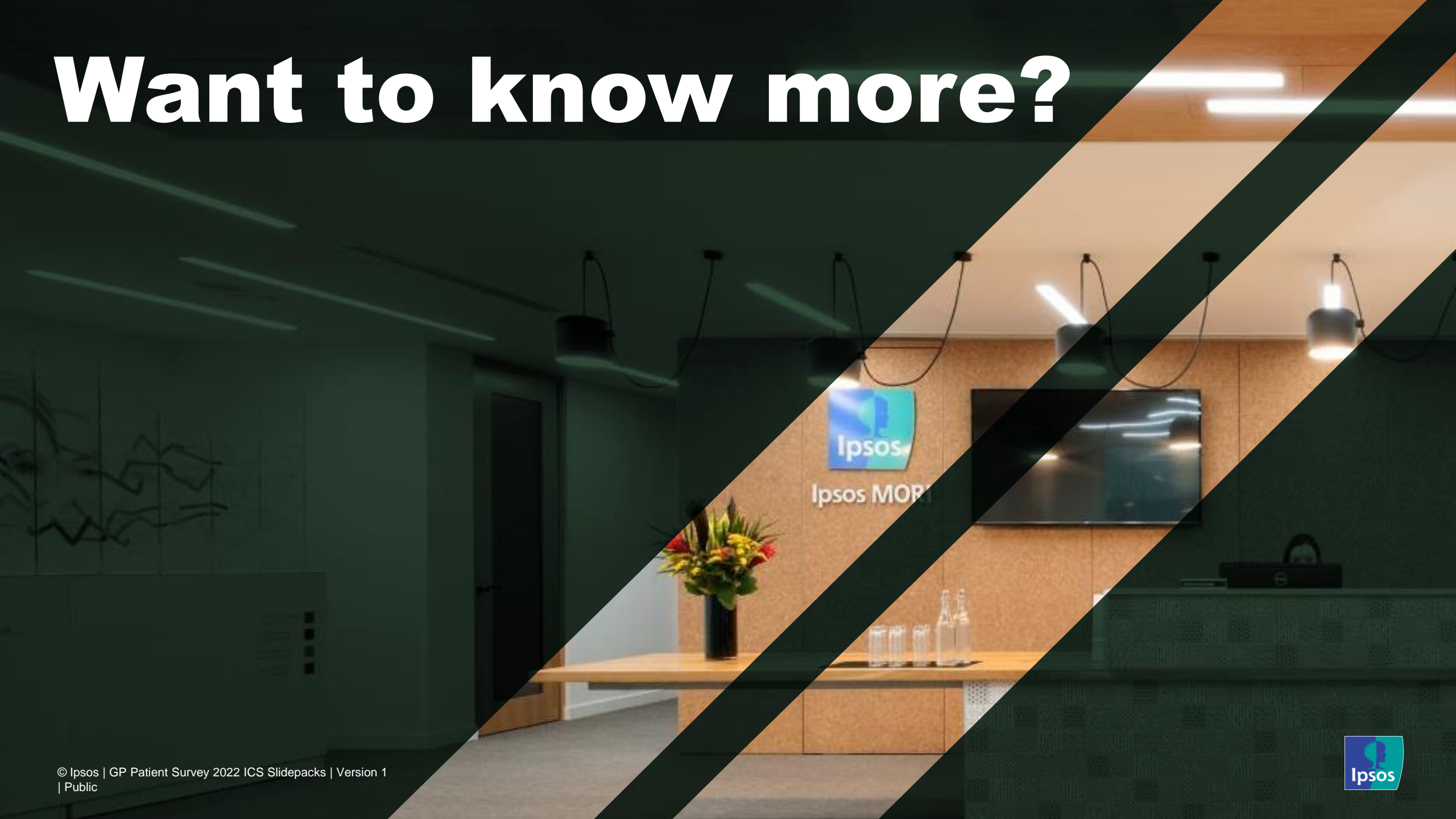
Further information about the survey

- 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.
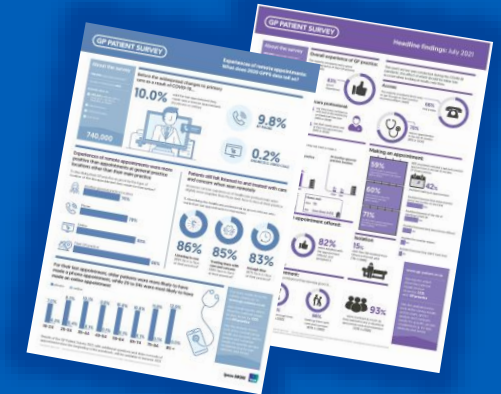
For further information about the GP Patient Survey, please get in touch with the GPPS team at Ipsos MORI at GPPatientSurvey@ipsos.com

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