

Agenda Item No:	8
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<b>Report to:</b>	Humber and North Yorkshire Integrated Care Board
<b>Date of Meeting:</b>	14 August 2024
<b>Subject:</b>	<b>Voice of the Lived Experience – GP Patient Survey Results</b>
<b>Director Sponsor:</b>	Anja Hazebroek, Executive Director of Communications, Marketing and Media Relations and Dr Simon Stockhill, Primary Care Collaborative Lead
<b>Author:</b>	Tim Readman, Communications Manager

**STATUS OF THE REPORT:**

Approve  Discuss  Assurance  Information  A Regulatory Requirement

**SUMMARY OF REPORT:**

Meaningful engagement with our communities and people is vital to truly understand local sentiment, need, priorities, and concerns in Humber and North Yorkshire.

This month's report focuses on the findings of the latest GP Patient Survey (GPPS). GPPS is an England-wide survey, providing data about patients' experiences of their GP practices. The survey was sent to around 2.5 million patients aged 16 or over registered with a GP practice in England. The overall response rate to the survey is 27.3%, based on 699,790 completed surveys.

In Humber and North Yorkshire (HNY), 54,698 questionnaires were sent out, and 18,639 were returned completed. This represents a response rate of 34%.

The pack provides a summary of the feedback and is supported by a short film, speaking to patients across HNY about their experience of their GP practice.

**RECOMMENDATIONS:**

Members are asked to:  
i) Note and discuss the key themes.

**ICB STRATEGIC OBJECTIVE**

Leading for Excellence	<input type="checkbox"/>
Leading for Prevention	<input type="checkbox"/>
Leading for Sustainability	<input type="checkbox"/>
Voice at the Heart	<input checked="" type="checkbox"/>

<b>IMPLICATIONS</b> <i>(Please state N/A against any domain where none are identified)</i>	
Finance	N/A at present but and may have implications if particular themes and/or recommendations are progressed in the future.
Quality	Better understanding of public perceptions and experience is key to improving quality, access to care and reducing health inequalities.
HR	N/A at present.
Legal / Regulatory	The ICB is required to meet its statutory duties as part of the NHS Act to make arrangements to secure that people are appropriately 'involved' in planning, proposals and decisions regarding NHS services.
Data Protection / IG	N/A at present.
Health inequality / equality	Better understanding of public perceptions and experience is key to improving quality, access to care and reducing health inequalities.
Conflict of Interest Aspects	N/A at present.
Sustainability	N/A at present.

**ASSESSED RISK:** The primary risk is that the ICB fails to appropriately involve the public in its planning, proposals and decision regarding NHS services, as part of its statutory duty. Ensuring that the Voice of the Lived Experience is part of every Board agenda, and that the dashboard and key reports are brought to the Board's attention is a key part of the mitigation.

**MONITORING AND ASSURANCE:** *(Please summarise how implementation of the recommendations will be monitored and the assurances that can be taken from the report)*

As part of the task and finish group activity, governance and assurance is being reviewed.

**ENGAGEMENT:** *(Please provide details of any clinical, professional, or public involvement work undertaken or planned. Summarise feedback from engagement and explain how this has influenced your report. If you have not yet engaged with stakeholders include a summary of your plans.)*

The dashboard report summarises the engagement activity undertaken.

**REPORT EXEMPT FROM PUBLIC DISCLOSURE** No  Yes

If yes, please detail the specific grounds for exemption.