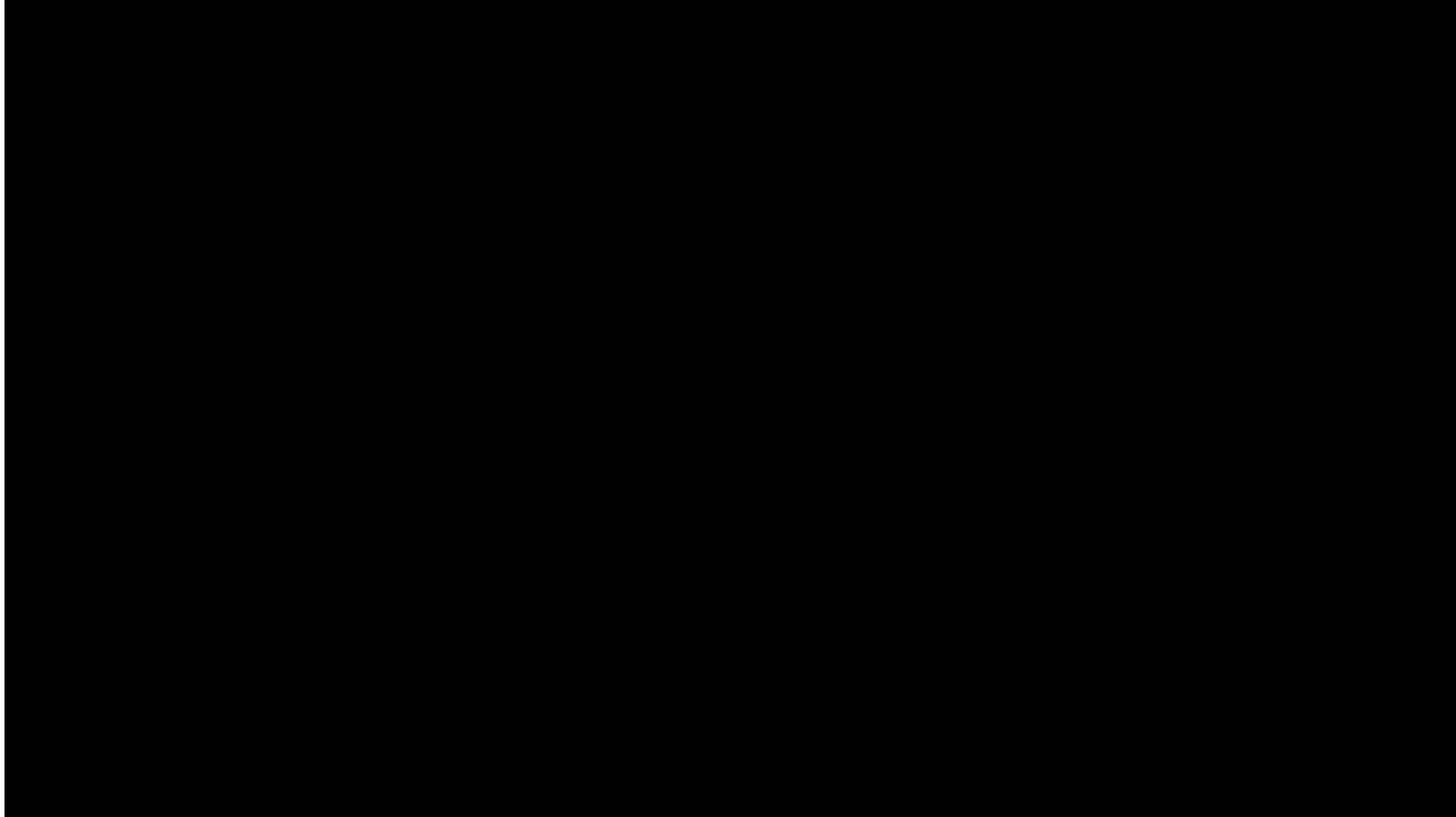


NHS Humber and North Yorkshire ICB  
Board meeting: Wednesday 14 August 2024

2024 GP Patient Survey results | Voice of Lived Experience

## Voice of Lived Experience: people's perceptions of GP practices



## Our challenges – public satisfaction with GP practices



General practices in Humber and North Yorkshire delivered more than 900,000 appointments in June 2024, according to [NHS Digital data](#), with more than half of those ‘same day’ or next day’. However, demand for appointments is outstripping supply, resulting in frustration for patients, unsustainable workload for staff, and inevitably, unmet need. In 2023-24 there were 11m+ GP practice appointments, which works out at 6.6 appointments a year for every one of our 1.7 million residents.



These pressures are affecting patients’ experience of general practice. The most recent [GP Patient Survey](#) shows a link between people’s experience of accessing their practice to make an appointment and their overall experience with their practice.



We know there are significant challenges in general practice because of difficulties in recruiting and retaining GPs and other healthcare specialists, alongside a growing and increasingly complex workload. As a result, GPs are working harder than ever before, but patients are still finding it difficult to get appointments.

## The GP Patient Survey 2024



### What is the survey?

The GP Patient Survey (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.



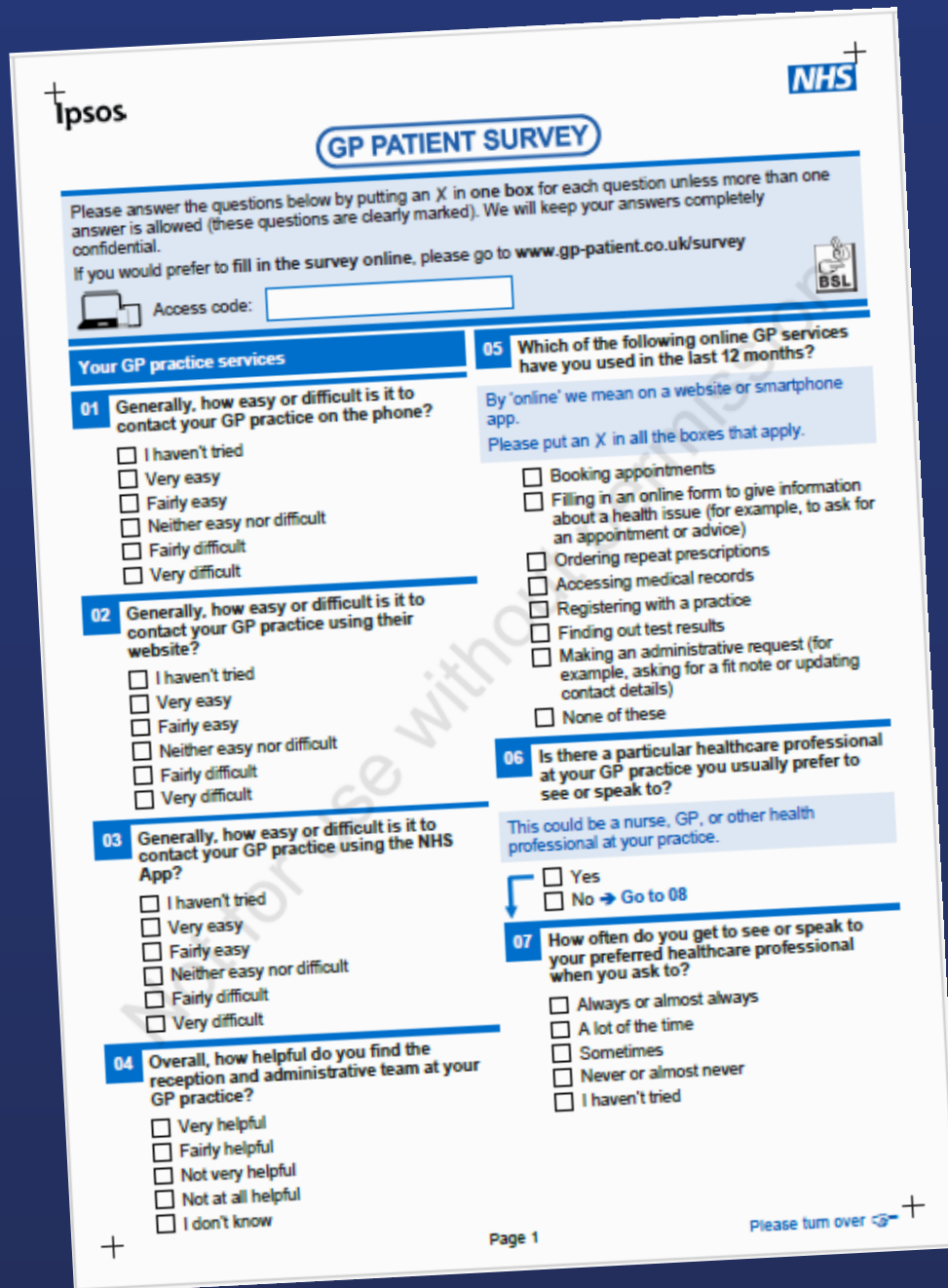
### What about Humber and North Yorkshire?

In our integrated care system, 54,698 questionnaires were sent out, and 18,639 were returned completed. This represents a response rate of 34%.



### Are we able to compare results with previous years?

The 2024 results are not comparable with previous years because of changes to the questionnaire to ensure it continued to reflect how primary care services are delivered and how patients experience them. The methodology of the survey was changed to an 'online first' approach.



**Ipsos** **NHS**

### GP PATIENT SURVEY

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

Access code:

**01** Generally, how easy or difficult is it to contact your GP practice on the phone?

I haven't tried  
 Very easy  
 Fairly easy  
 Neither easy nor difficult  
 Fairly difficult  
 Very difficult

**02** Generally, how easy or difficult is it to contact your GP practice using their website?

I haven't tried  
 Very easy  
 Fairly easy  
 Neither easy nor difficult  
 Fairly difficult  
 Very difficult

**03** Generally, how easy or difficult is it to contact your GP practice using the NHS App?

I haven't tried  
 Very easy  
 Fairly easy  
 Neither easy nor difficult  
 Fairly difficult  
 Very difficult

**04** Overall, how helpful do you find the reception and administrative team at your GP practice?

Very helpful  
 Fairly helpful  
 Not very helpful  
 Not at all helpful  
 I don't know

**05** Which of the following online GP services have you used in the last 12 months?

By 'online' we mean on a website or smartphone app.  
Please put an X in all the boxes that apply.

Booking appointments  
 Filling in an online form to give information about a health issue (for example, to ask for an appointment or advice)  
 Ordering repeat prescriptions  
 Accessing medical records  
 Registering with a practice  
 Finding out test results  
 Making an administrative request (for example, asking for a fit note or updating contact details)  
 None of these

**06** Is there a particular healthcare professional at your GP practice you usually prefer to see or speak to?

This could be a nurse, GP, or other health professional at your practice.

Yes  
 No → Go to 08

**07** How often do you get to see or speak to your preferred healthcare professional when you ask to?

Always or almost always  
 A lot of the time  
 Sometimes  
 Never or almost never  
 I haven't tried

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## The GP Patient Survey 2024: results



### Three quarters of people described their GP practice experience as 'good' (75%)

This is broadly in line with the national average (74%). Within individual PCNs in Humber and North Yorkshire, satisfaction levels ranged from 57% (Haxby Hull Group PCN) to 93% (Ripon and Masham PCN)



### Just over half of patients in Humber and North Yorkshire (51%) said it was easy to contact their GP practice on the phone

However, more than a third (38%) said it was difficult (the same as the national average). Within individual PCNs in Humber and North Yorkshire, satisfaction levels with GP practice contact ranged from 17% (Holderness Primary Care PCN) to 84% (Richmondshire PCN)



### More than half of patients in Humber and North Yorkshire (52%) said it was easy to contact their GP practice on their website

This is higher than the national average (48%). Amongst individual PCNs in our area, satisfaction levels with website access ranged from 14% (Hull Medicas PCN) to 81% (River and Wolds East Riding PCN)



### Around half of patients in Humber and North Yorkshire who responded to the survey (49%) said it was easy for them to contact their practice on the NHS App

This is higher than the national average (45%). Within individual PCNs in Humber and North Yorkshire, satisfaction levels ranged from 19% (Hull Medicas PCN) to 77% (Hambleton North PCN)

## The GP Patient Survey 2024: results



### Nearly half of patients in Humber and North Yorkshire (45%) ordered repeat prescriptions online in the previous 12 months

This compares to 40% nationally; 37% of people booked appointments online, 20% filled in an online form, 18% accessed medical records, and 21% found out test results. Almost one in five people (18%) used an online method to get in touch with their GP practice, when they last tried to contact them



### Two thirds of people in Humber and North Yorkshire (67%) said the wait for an available appointment 'was about right', with a third saying it 'took too long'

This is broadly in line with the national average. Within individual PCNs in Humber and North Yorkshire, satisfaction levels ranged from 48% (West Outer and North East York PCN) to 88% (Hambleton North PCN).



### In survey categories relating to perception of care, while there was variation across PCNs, our ICS scored either slightly above or in line with national averages:-

- 88% said the healthcare professional was good at listening
- 87% said they were treated with care and concern
- 73% said the healthcare professional was good at considering their mental wellbeing
- 92% felt the healthcare professional had all the information they needed
- 93% had trust and confidence in the healthcare professional they spoke to
- 91% said they were involved as much as they wanted to be in decisions about their care and treatment
- 90% said their needs were met

## The GP Patient Survey 2024: results



**70% of patients in Humber and North Yorkshire who provided a response to the GP Patient Survey said they had received enough support from local services/organisations to help them manage conditions or illnesses**

Amongst individual PCNs in Humber and North Yorkshire, satisfaction levels ranged from 48% (Haxby Hull Group PCN) to 83% (Whitby Coast and Moors PCN)



**88% of people in Humber and North Yorkshire say their experience of using pharmacy services was good**

This is slightly higher than the national average 87%. The same percentage of people within our ICS and nationally reported a poor experience (5%).



**Two thirds of people from Humber and North Yorkshire who responded to the survey (67%) said their experience of NHS dental services was good**

One in five people (22%) said it was poor. This compares to 69%, nationally, who reported a good experience, and 20% who said their experience was poor.

## How do age, sexuality, religion and long-term health shape perceptions of GP practices?



Patients who declared they had a disability and/or some long-term conditions were less likely to report a good experience. Although, it should be noted that this does not apply to all long-term conditions; patients with an LTC such as diabetes, high blood pressure, and cancer report were more likely to have a good experience than the ICS average of 87% (90%, 89%, and 90%, respectively).



Although the dataset is small, (between 0 – 0.5% of the overall responses) there is evidence to suggest that people who identify as ‘non-binary’ are less likely to feel that the healthcare professional was ‘good’ at treating them with care and concern – 51% versus an overall ICS average of 87%.



When looking at people’s overall experience when split into age ranges, there is a clear link between age and having a good experience – the % of patients saying the healthcare professional was good at treating them with care and concern, consistently increases through the age ranges – 81% for 16–24-year-olds, reaching 94% for the brackets 75-84 and 85 and over.



Some religious groups including Buddhist and Jewish scored 79% and 80% - lower than the ICS average of 87%; although, other religions (Muslim and Sikh) were above, with 91% and 93% respectively.



## Interpreting the GP Patient Survey results through the lens of Hart's 'Inverse Care Law'

### THE INVERSE CARE LAW

JULIAN TUDOR HART

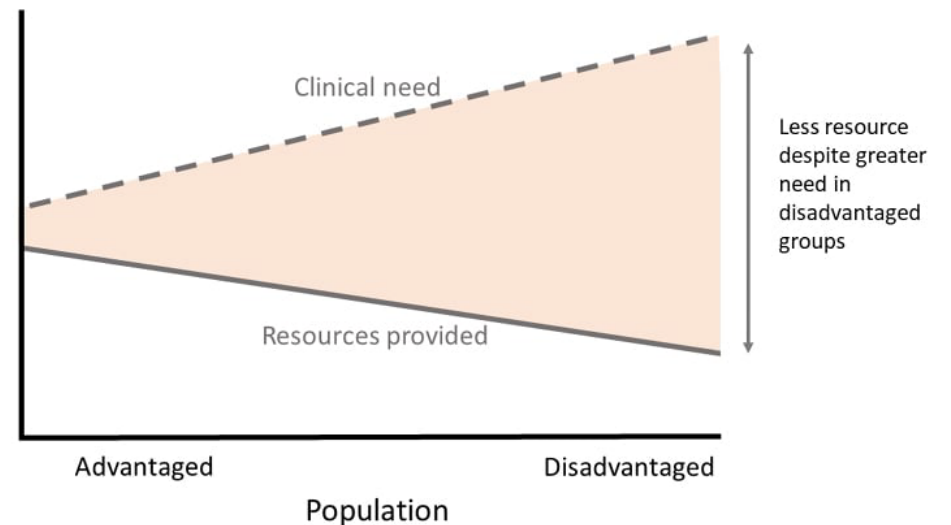
*Glyncorrwg Health Centre, Port Talbot, Glamorgan, Wales*

**Summary** The availability of good medical care tends to vary inversely with the need for it in the population served. This inverse care law operates more completely where medical care is most exposed to market forces, and less so where such exposure is reduced. The market distribution of medical care is a primitive and historically outdated social form, and any return to it would further exaggerate the maldistribution of medical resources.



### Why deprivation is a factor

Broadly speaking, in areas of highest deprivation we have fewer clinical staff serving populations where there is greatest need. In other words, the numbers of appointments available in some areas are not enough to meet demand. This 'Inverse Care Law' in action is partially reflected in the results of this year's GP Patient Survey with overall satisfaction levels tending to be lower in Primary Care Networks which look after patients in our most deprived areas, which experience the greatest recruitment difficulties, whilst caring for a local population with greater health needs.



## What are we doing to improve patient experiences?



### Patient access

- Improved telephone lines
- Promotion of online communication (App / website / triage systems)



### Appointment capacity

- as per Primary Care Access Recovery Plan
- Pharmacy First
- Increasing secondary / community / mental health self-referrals



### NHSE pilot sites – four PCN pilot sites in Humber and North Yorkshire, to test new approaches to managing workload demand in primary care, e.g.

- same day demand
- complex patient care
- population health, and
- routine admin processes



### Workforce recruitment and retention

- multiple schemes focussed on areas with fewer GPs and nurses per head of population