

GP Patient Survey – Humber and North Yorkshire system 'headlines'

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

- **Three quarters of people described their GP practice experience as 'good' (75%),** 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** – though 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** – 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)
- **Approximately 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,** 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)
- **Nearly half of patients in Humber and North Yorkshire (45%) ordered repeat prescriptions online in the previous 12 months,** compared 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 in Humber and North Yorkshire (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' – percentages 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). Two thirds of these appointments (66%) were face-to-face
- In survey categories relating to patients' perception of care, while there was variation across PCNs, our ICS generally scored either 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, and**
 - **90% said their needs were met**
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- **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**
 - **Two thirds of people from Humber and North Yorkshire who responded to the survey (67%) said their experience of NHS dental services was good, though one in five people (22%) said it was poor**