

 thurrock.gov.uk

Evidence Pack

General Practice Patient Satisfaction Survey 2023

Thurrock Council Public Health

GP patient survey 2023: patient satisfaction with access and quality of general practice in Thurrock and consideration of three factors which may have influenced this

- The national survey is designed to adjust for differential response by age, and sex etc.
- It aims to achieve a sample size of approximately 100 responses from each practice.

We examined:

1. How Thurrock compared to the ICS and England
2. Differences among practices within Thurrock
3. Whether there was a relationship between satisfaction and other practice characteristics i.e. relative deprivation of population served, provision of appointment per head, and self reported prevalence of ill health

Interpretation of differences between a practice and ICS or England average, or between 2 practices:

- The confidence interval around the response to each question for a practice is approximately +/- 10%
- A difference in percentage satisfaction between practices only reaches statistical significance (at the 5% level) if it is more than 20%
- A difference in percentage satisfaction between Thurrock average and the ICS average reaches statistical significance if it is more than 3%
- A difference in percentage satisfaction between Thurrock average and the National average reaches statistical significance if it is more than 2%
- Only statistically significant differences are considered

The evidence is numbered for cross reference with the associated discussion paper.

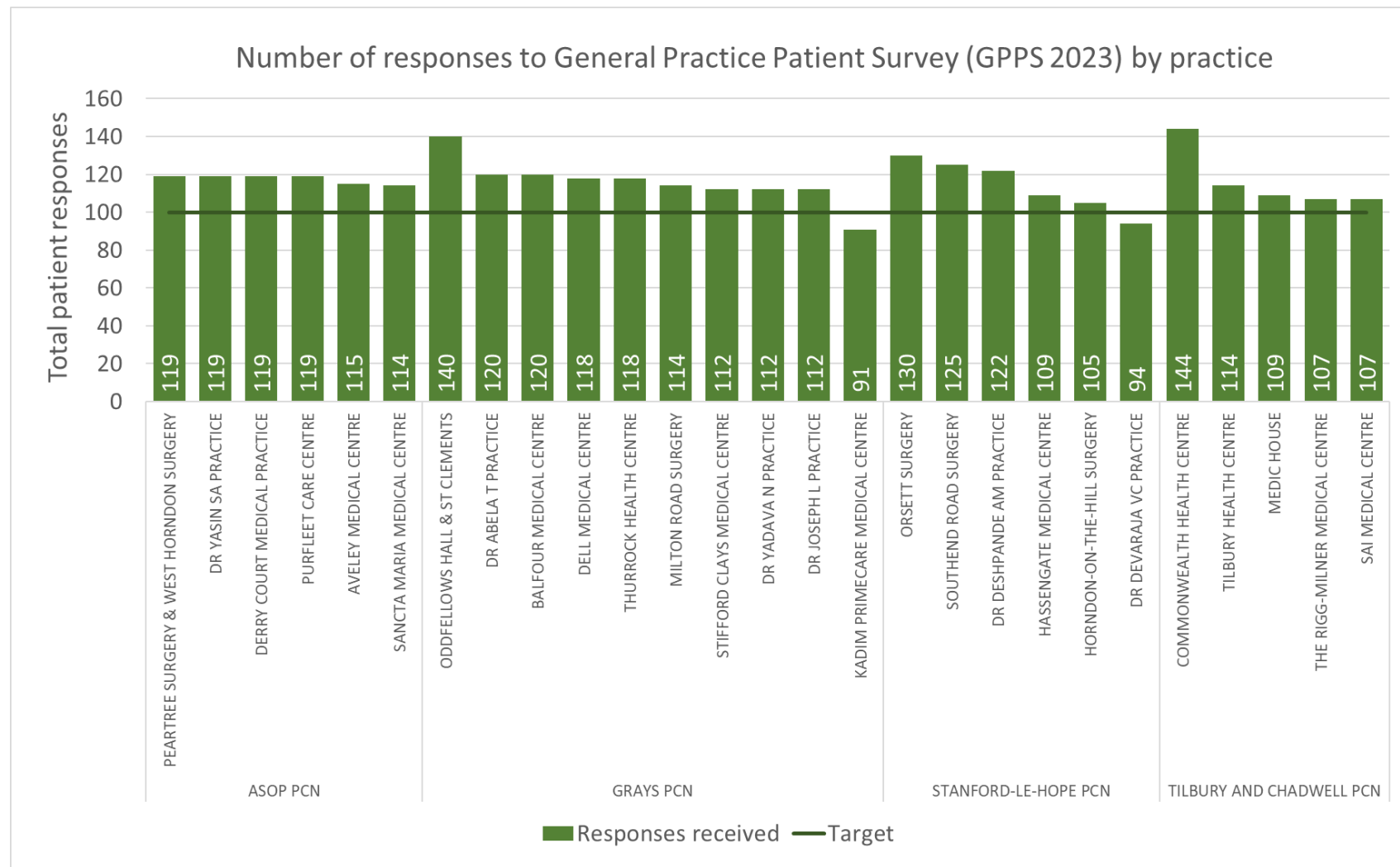
Survey response rate

Evidence Number: 1

Key points:

- 11,955 surveys were distributed to Thurrock patients, of which 3128 (26%) were returned
- Patients from all but two Thurrock practices returned the targeted 100+ responses, and there were 91 and 94 from the remaining practices

What does this mean? We can be 95% confident that the views within a practice are within around 10% of the sample response



Data Sources:

[Survey and Reports \(gp-patient.co.uk\)](https://gp-patient.co.uk)

Overall satisfaction with general practice

Evidence Number: 2a

Key points:

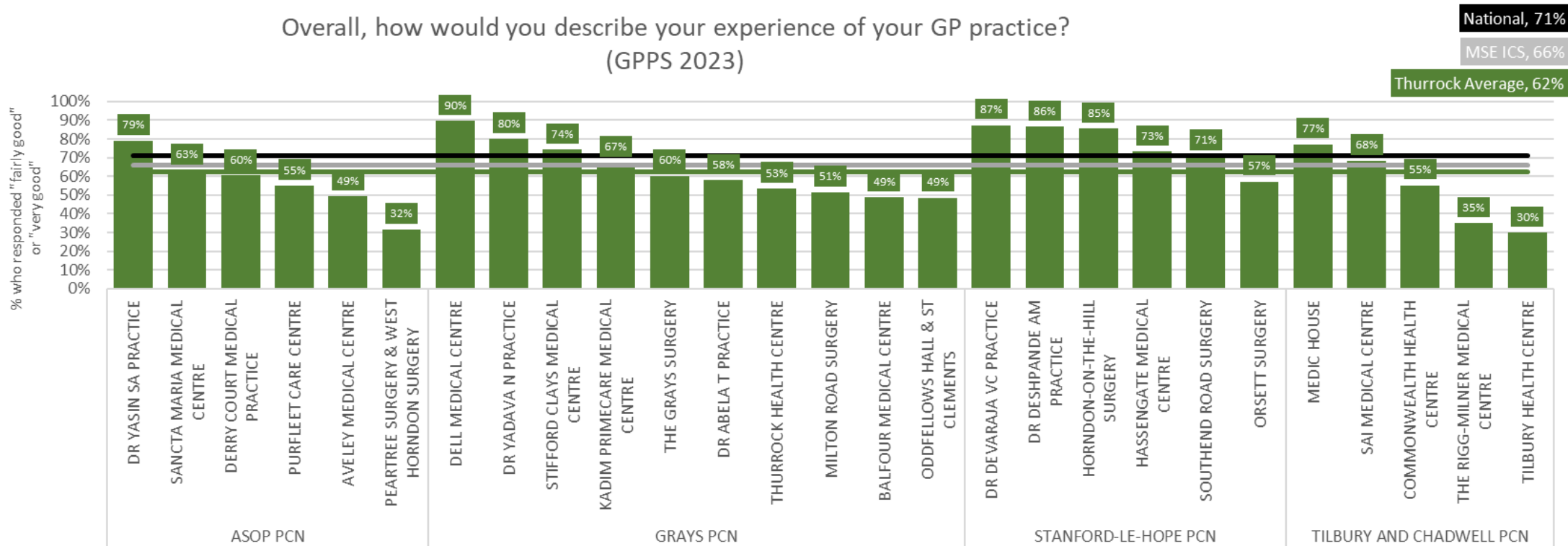
- Overall 'Good' GP satisfaction levels ranged among Thurrock practices from 30% to 90%
- On average, patients in Thurrock reported lower satisfaction with their practice than the England average (-9%) and MSE average
- 4 practices in Thurrock reported patient satisfaction above the England average, 14 below

Note:

Patients had the option of selecting 'Very Good', 'Fairly Good', 'Neither Good nor Poor', 'Fairly Poor', 'Very Poor'

Data Sources:

[Survey and Reports \(gp-patient.co.uk\)](https://gp-patient.co.uk)

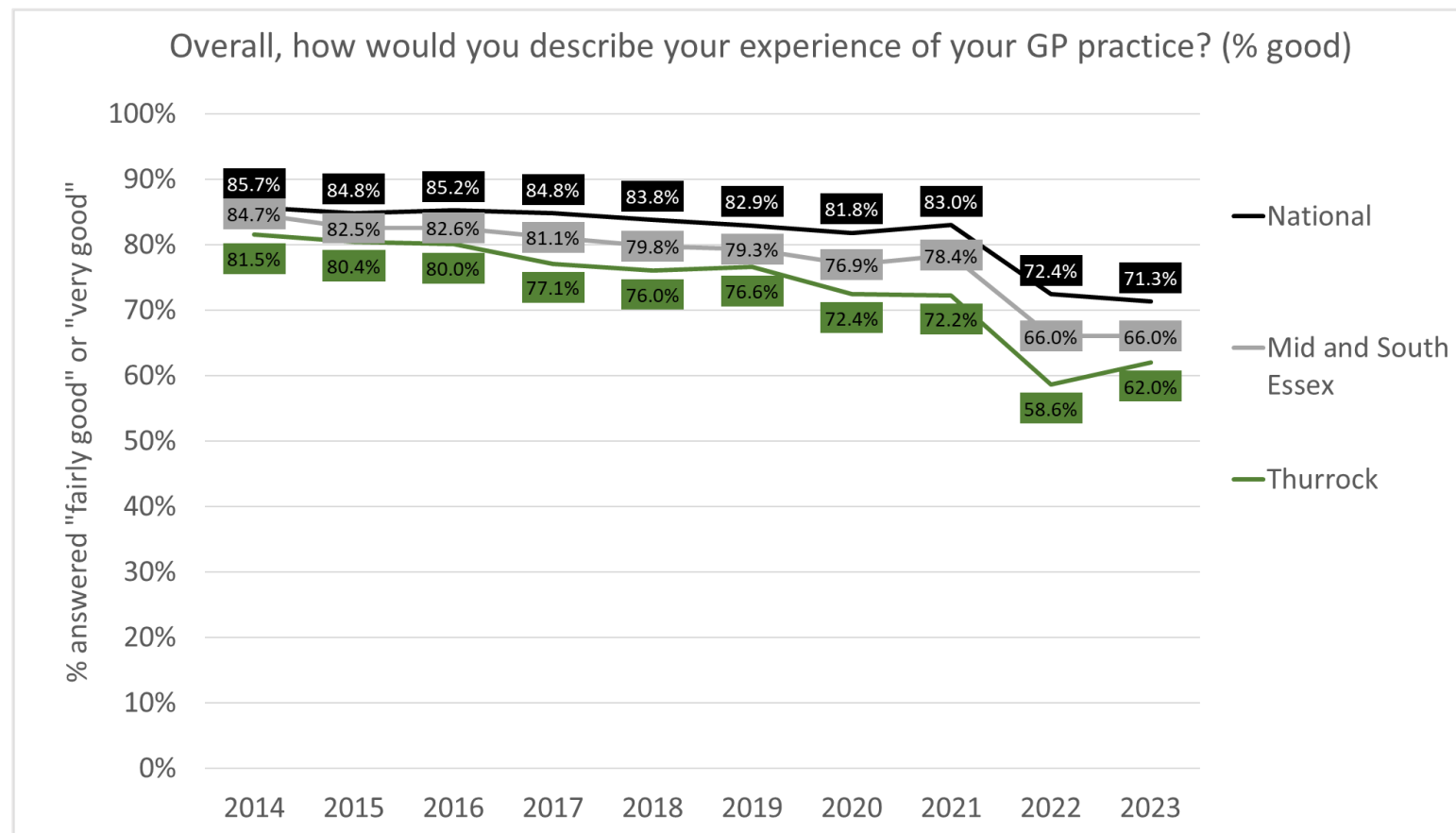


Trends in overall satisfaction with general practice

Evidence Number: 2b

Key points:

- Over the last decade reported satisfaction in Thurrock has been consistently lower than England and MSE
- The pattern year on year is similar for England, MSE and Thurrock and across all three there has been a downward trend in overall satisfaction with general practice since 2021
- Satisfaction with general practice is multifactorial and reflects local factors e.g. persistent difficulties in staff recruitment and factors in common with other areas e.g. impact of the pandemic



Note: MSE data for the period before the establishment of the ICS was derived from constituent CCGs

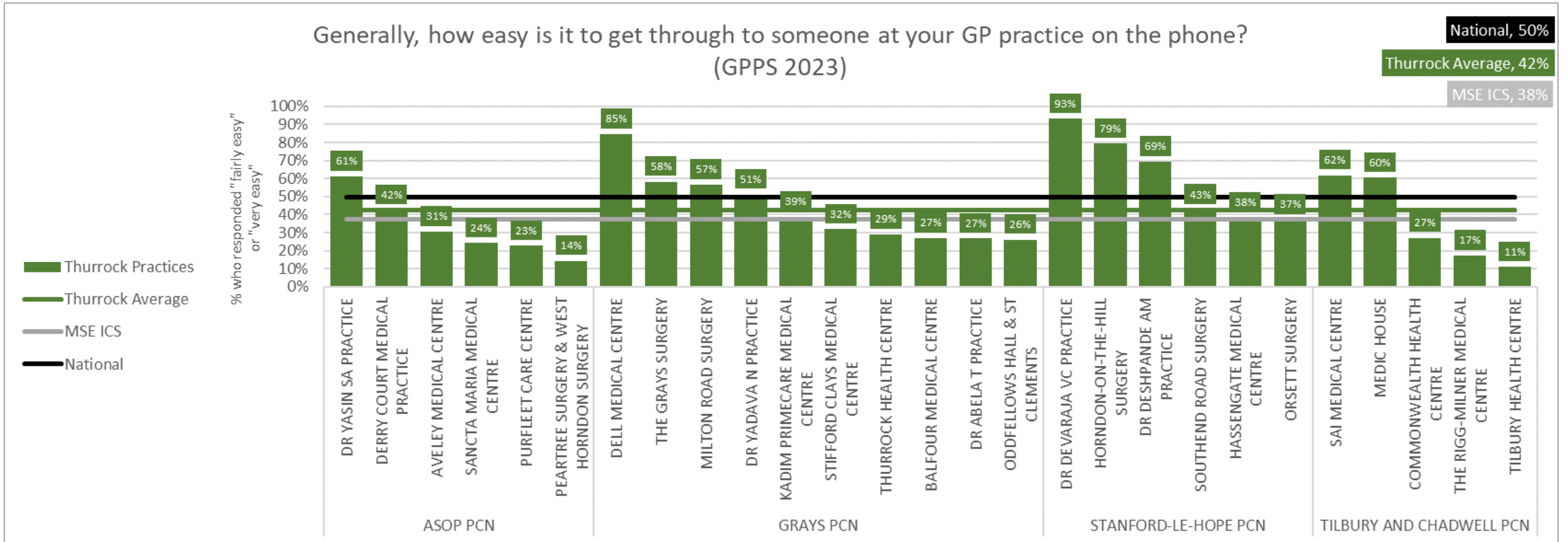
Satisfaction with contacting general practice by phone

Evidence Number: 3a

Key points:

- Reported ease of contacting a practice on the phone varied among practices from 11% to 93%
- On average Thurrock practices performed below the England average (-8%) but above the MSE average
- Seven practices reported overall performance above the England average and 15 practices below

Data Sources: [Survey and Reports \(gp-patient.co.uk\)](https://www.gp-patient.co.uk)



Satisfaction with available appointment times

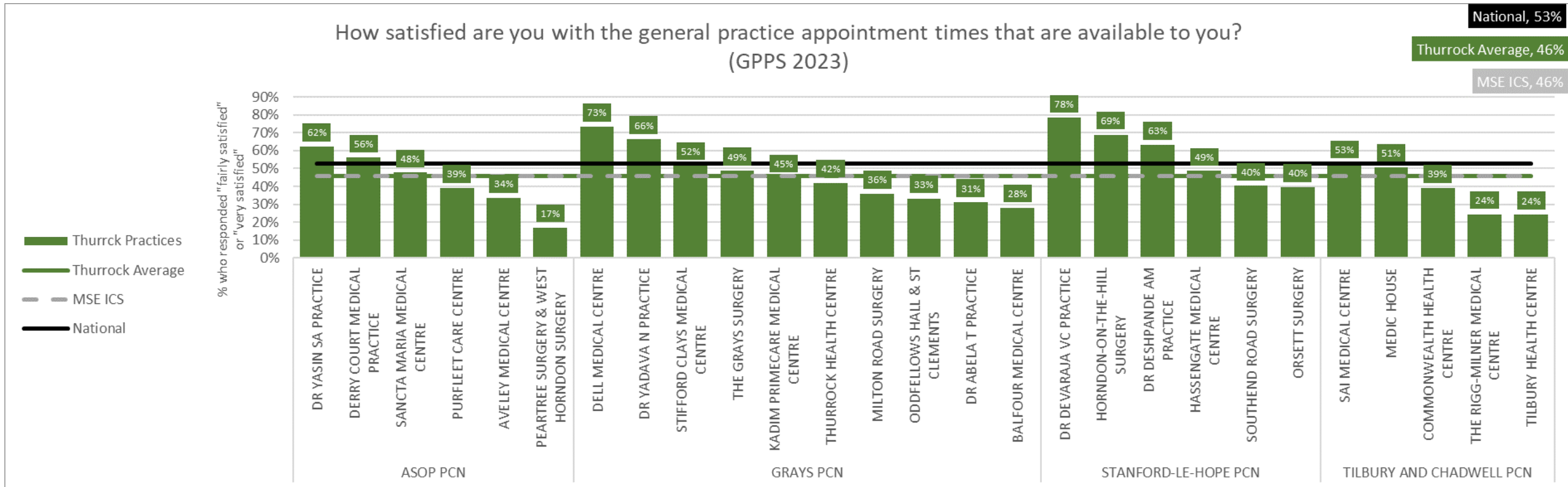
Evidence Number: 3b

Key points:

- Reported satisfaction with appointments times ranged among practices from 17% to 78%
- On average Thurrock performed below the England average (-8%) but similar to the MSE average
- Satisfaction was above the England average for 5 practices and below for 13

Notes: Core hours for all GPs - Monday to Friday 8am to 6.30pm. Extended week day evening and weekend access – varies between PCN and GP practice but always covers Saturday 9am to 5pm.

Data Sources: [Survey and Reports \(gp-patient.co.uk\)](http://gp-patient.co.uk)



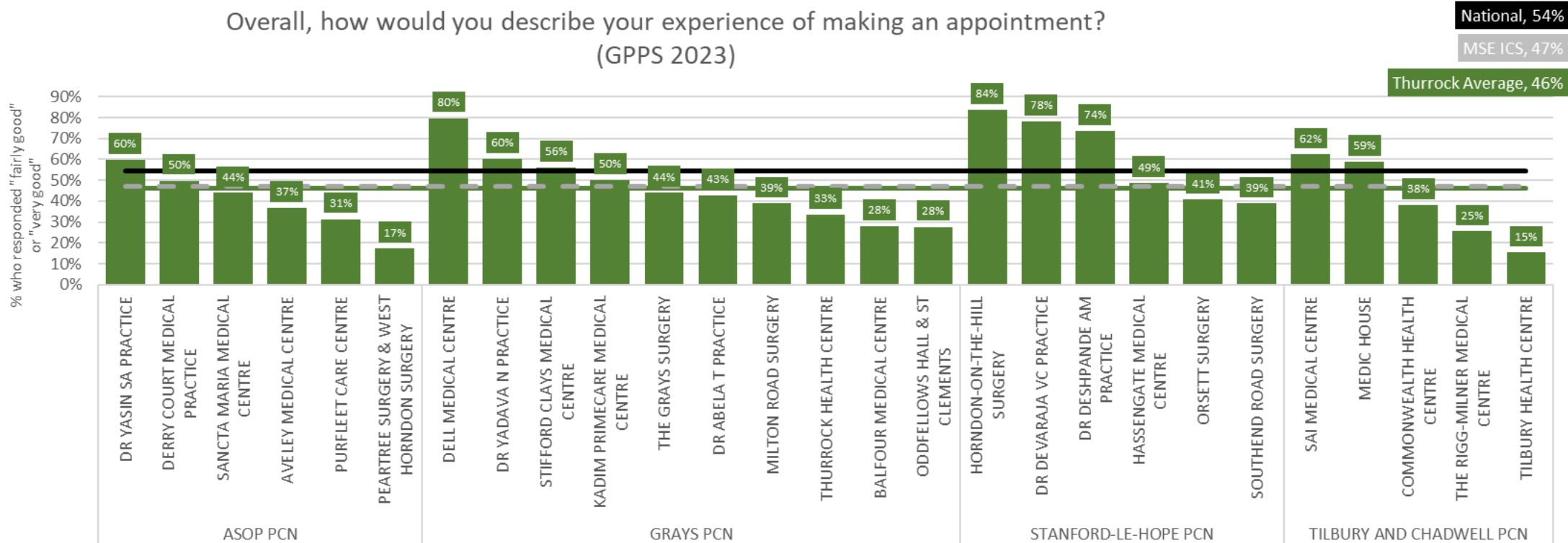
Satisfaction with experience of making appointments

Evidence Number: 3c

Key points:

- Satisfaction with the experience of making an appointment ranged among practices from 15% to 84%
- The Thurrock average was below the England average but similar to MSE
- 15 practices in Thurrock scored below the national average and 4 above

Data Sources: [Survey and Reports \(gp-patient.co.uk\)](https://gp-patient.co.uk)



Confidence and trust in healthcare professionals

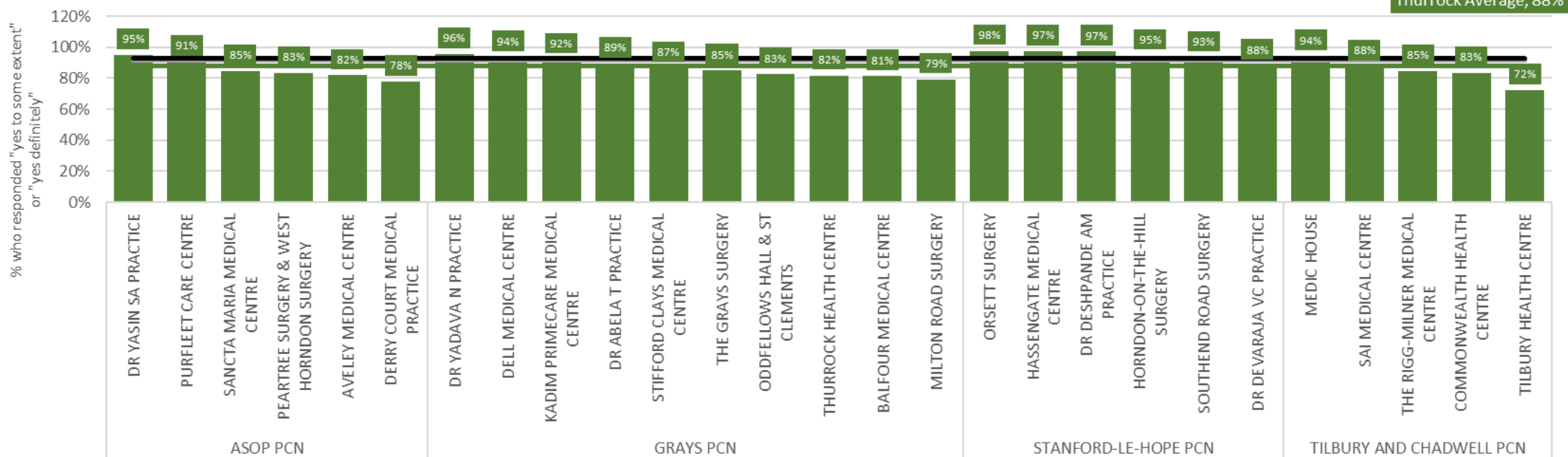
Evidence Number:4a

Key points:

- Patients' confidence and trust in their healthcare professional ranged from 72% to 98%
- The Thurrock average was below both the England (-5%) and MSE averages
- No practices scored above the England average, 7 scored below

Data Sources: [Survey and Reports \(gp-patient.co.uk\)](https://gp-patient.co.uk)

During your last general practice appointment, did you have confidence and trust in the healthcare professional you saw or spoke to? (GPPS 2023)



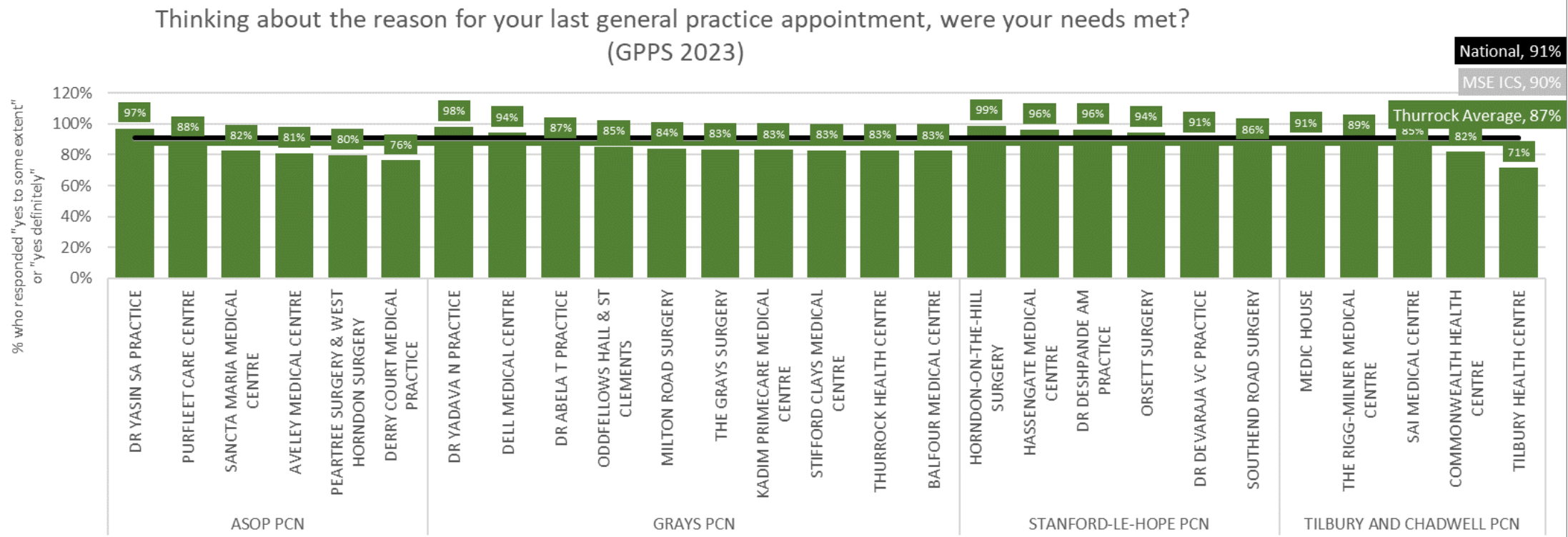
Patient satisfaction that their needs were met

Evidence Number: 4b

Key points:

- Response ranged among practices from 80% to 99%
- The Thurrock average was slightly below the England (-4%) and MSE averages
- No practices scored above the England average, 4 below

Data Sources: [Survey and Reports \(gp-patient.co.uk\)](http://Survey and Reports (gp-patient.co.uk))



Summary of benchmarking

- This slide shows for each question and each practice whether the response was statistically significantly different (at the 5% level) from the England average
- The ICS average was below the England average for ‘access by telephone’, ‘available appointment times’ and ‘overall experience making an appointment’
- The Thurrock average was below the England average for all questions, but there was considerable variation among practices
- 2 practices performed **below** the England average for **all** questions
- 8 practices performed **similar to or above** the England average for **all** questions

PCN	Practice	Local GP Services			Making an appointment	At your last appointment	
		Overall Satisfaction	Phones	Appointment Times		Confidence and trust	Needs met
ASOP PCN	AVELEY MEDICAL CENTRE	49%	31%	34%	37%	82%	81%
	DERRY COURT MEDICAL PRACTICE	60%	42%	56%	50%	78%	76%
	DR YASIN SA PRACTICE	79%	61%	62%	60%	95%	97%
	PEARTREE SURGERY & WEST HORNDON SURGERY	32%	14%	17%	17%	83%	80%
	PURFLEET CARE CENTRE	55%	23%	39%	31%	91%	88%
	SANCTA MARIA MEDICAL CENTRE	63%	24%	48%	44%	85%	82%
GRAYS PCN	BALFOUR MEDICAL CENTRE	49%	27%	28%	28%	81%	83%
	DELL MEDICAL CENTRE	90%	85%	73%	80%	94%	94%
	DR ABELA T PRACTICE	58%	27%	31%	43%	89%	87%
	DR YADAVA N PRACTICE	80%	51%	66%	60%	96%	98%
	KADIM PRIMECARE MEDICAL CENTRE	67%	39%	45%	50%	92%	83%
	MILTON ROAD SURGERY	51%	57%	36%	39%	79%	84%
	ODDFELLOWS HALL & ST CLEMENTS	49%	26%	33%	28%	83%	85%
	STIFFORD CLAYS MEDICAL CENTRE	74%	32%	52%	56%	87%	83%
	THE GRAYS SURGERY	60%	58%	49%	44%	85%	83%
	THURROCK HEALTH CENTRE	53%	29%	42%	33%	82%	83%
STANFORD-LE-HOPE PCN	DR DESHPANDE AM PRACTICE	86%	69%	63%	74%	97%	96%
	DR DEVARAJA VC PRACTICE	87%	93%	78%	78%	88%	91%
	HASSENGATE MEDICAL CENTRE	73%	38%	49%	49%	97%	96%
	HORNDON-ON-THE-HILL SURGERY	85%	79%	69%	84%	95%	99%
	ORSETT SURGERY	57%	37%	40%	41%	98%	94%
	SOUTHEND ROAD SURGERY	71%	43%	40%	39%	93%	86%
TILBURY AND CHADWELL PCN	COMMONWEALTH HEALTH CENTRE	55%	27%	39%	38%	83%	82%
	MEDIC HOUSE	77%	60%	51%	59%	94%	91%
	SAI MEDICAL CENTRE	68%	62%	53%	62%	88%	85%
	THE RIGG-MILNER MEDICAL CENTRE	35%	17%	24%	25%	85%	89%
	TILBURY HEALTH CENTRE	30%	11%	24%	15%	72%	71%
Comparators	Thurrock Average	62%	42%	46%	46%	88%	87%
	MID AND SOUTH ESSEX ICS	71%	38%	46%	47%	91%	90%
	England	66%	50%	53%	54%	93%	91%

Legend

- 1 Significantly worse than England
- 2 Not significantly different to England
- 3 Significantly better than England

Which characteristics were associated with patient satisfaction with general practice?

- We examined the potential association with three variables:
 - Index of Multiple Deprivation Score
 - The number of appointments per 10,000 patient population provided over this period
 - Self-reported ill health i.e. prevalence of long-term physical or mental health conditions, disabilities or illnesses
- Data sets were linked using GP practices in England as the unit of analysis
- We analysed the relationships using data for England since more data provides more power to detect potentially small associations
- 41 practices could not be included in the analyses due to missing data
- 22 practices (including 1 practice in Thurrock) were excluded due to extreme and unlikely values which were likely in error
- Note: an association between any two variables is not necessarily a causal relationship

Was overall patient satisfaction associated with deprivation score?

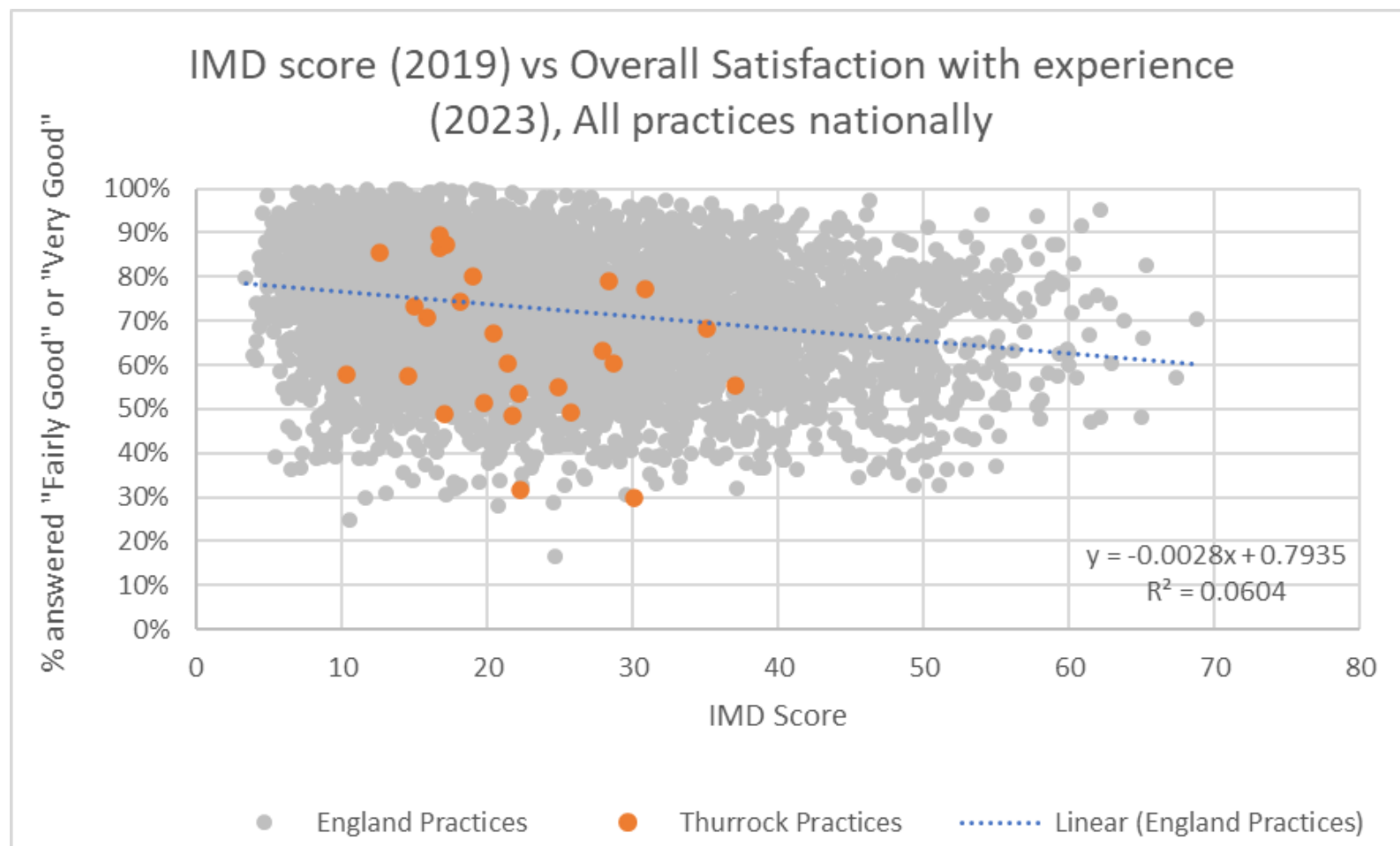
Evidence Number: 5a

What does it show?

- For any given level of deprivation, there was a wide range in patient satisfaction
- On average, for every 10 points increase in relative deprivation score, there was a 3% decrease in patient satisfaction

What does it mean?

Patients living in areas of higher deprivation are less likely to be satisfied with their practice, but while this trend is statistically significant, the effect is very small



Data sources:

[Survey and Reports \(gp-patient.co.uk\)](https://gp-patient.co.uk)

[National General Practice Profiles - Data - OHID \(phe.org.uk\)](https://phe.org.uk)

Notes and caveats:

1. Practice IMD calculated as weighted average based on LSOA of residence of patients.

Is overall satisfaction with GP practice associated with the provision of appointments?

Evidence Number: 5b

What does it show?

- For any given level of appointment provision there was a wide range in patient satisfaction
- On average, the % satisfaction increased by 2% for every increase of 1000 appointments per 10,000

What does it mean?

- Practices with higher levels of appointments received slightly higher ratings from patients in terms of overall satisfaction but there would have to be a very large increase in appointments to have a noticeable difference on reported satisfaction

Appointments per 10,000 registered (Jun 23) vs Overall Satisfaction with experience (2023), All England practices



Data sources:

[Survey and Reports \(gp-patient.co.uk\)](https://www.gp-patient.co.uk)

[Appointments in General Practice, June 2023 - NHS Digital](#)

[GP and GP practice related data - NHS Digital](#)

Notes and caveats:

1. Appointments per 10,000 calculated from appointments recorded and practice list size as recorded in June 2023.

Was overall patient satisfaction with higher in practices with higher levels of reported ill health?

Evidence Number: 5c

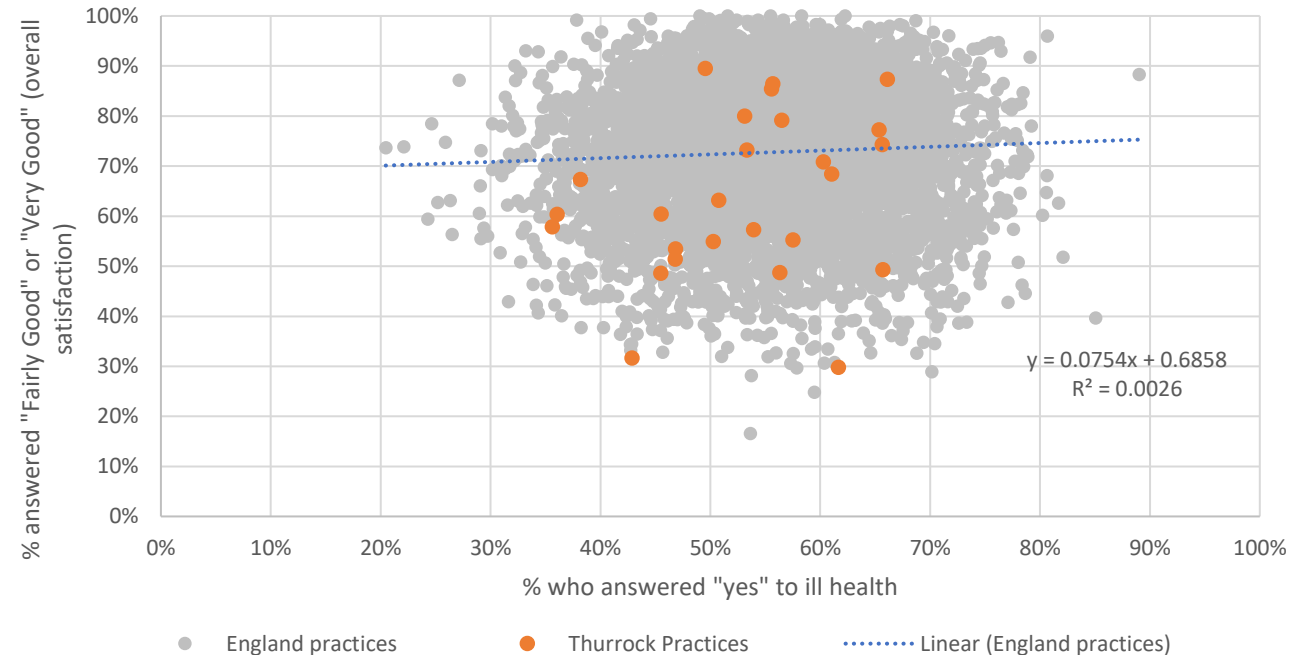
What does it show?

- For any given level of ill health there was a wide range in patient satisfaction
- For each 10% increase in people reporting ill health there was an 0.8% increase in overall satisfaction with the practice.

What does it mean?

- Practices with higher reported prevalence of ill health reported slightly overall higher satisfaction

Percentage of people who consider themselves to have a long-term physical or mental health condition, disability or illness (2023) vs Overall Satisfaction with experience (2023), All England practices



Data sources:

[Survey and Reports \(gp-patient.co.uk\)](https://www.gp-patient.co.uk)

Notes and caveats:

1. Ill health is self reported

2. Appointments per 10,000 calculated from appointments recorded and practice list size as recorded in June 2023.

Was there a relationship between ease of telephone access and deprivation?

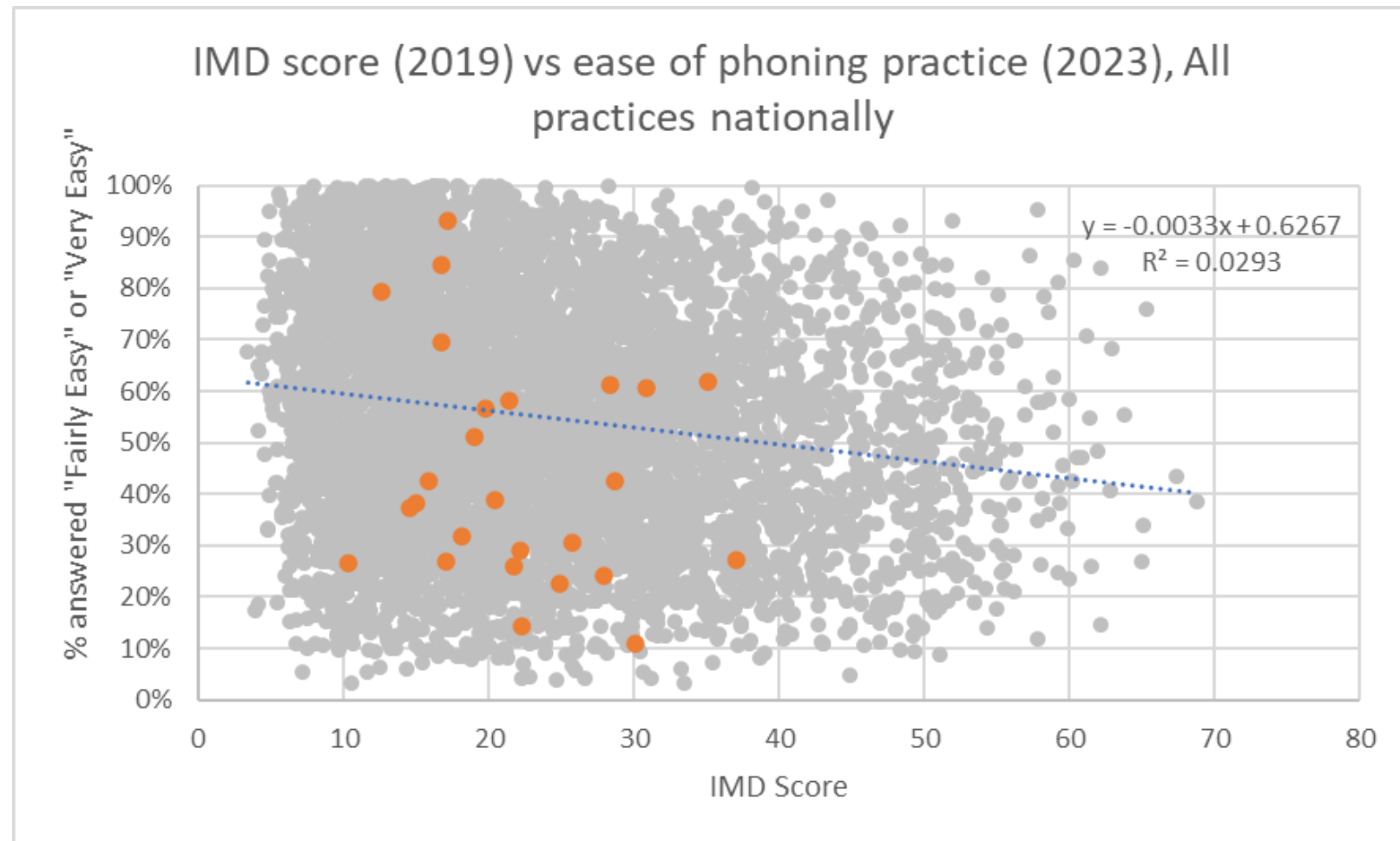
Evidence Number: 6a

What does it show?

- For any given level of deprivation, reported satisfaction varied widely
- On average, an increase in IMD score of 10 was associated with a 3% decrease in patient satisfaction

What does it mean?

- There was a trend for practices serving populations with higher levels of relative deprivation to be scored lower, but the effect was very small



Data sources:

[Survey and Reports \(gp-patient.co.uk\)](https://www.gp-patient.co.uk/survey-reports)

[National General Practice Profiles - Data - OHID \(phe.org.uk\)](https://pho.nhs.uk/national-general-practice-profiles-data)

Was telephone access reported to be easier in practices with greater provision of appointments?

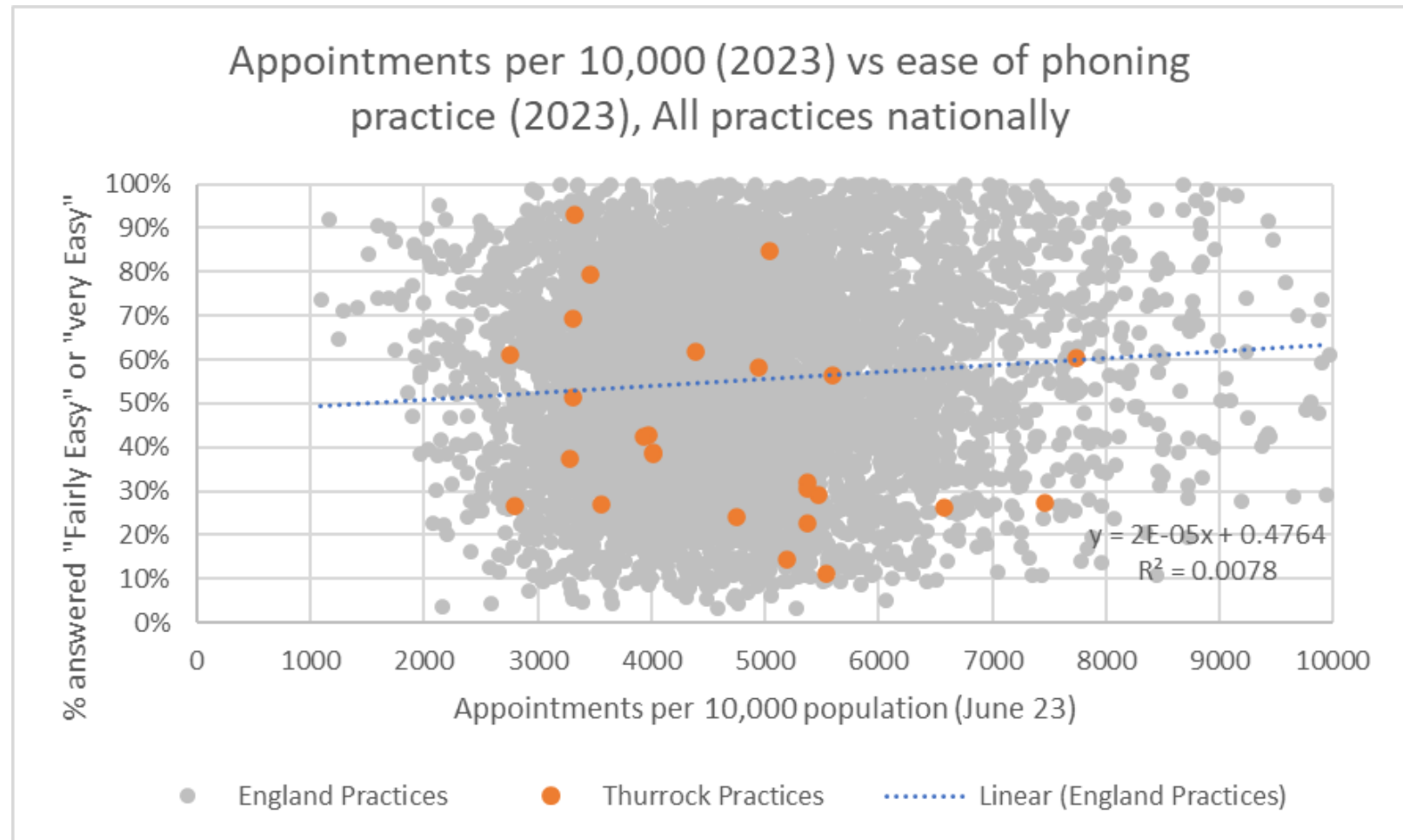
Evidence Number: 6b

What does it show?

- For any given level of provision, reported ease of telephone access varied widely
- On average, an increase in provision of appointments of 1000 (per 10,000) was associated with a 0.2% increase in patient satisfaction

What does it mean?

- There was a trend to greater satisfaction with more appointment provision but even at the extremes of provision, the difference in satisfaction was small



Data Sources:

[Survey and Reports \(gp-patient.co.uk\)](https://gp-patient.co.uk)

[Appointments in General Practice, June 2023 - NHS Digital](#)

[GP and GP practice related data - NHS Digital](#)

Notes and caveats:

1. Appointments per 10,000 calculated from appointments recorded and practice list size as recorded in June 2023.

Was telephone access reported to be easier in practices with a higher prevalence of self reported ill health?

Evidence Number: 6c

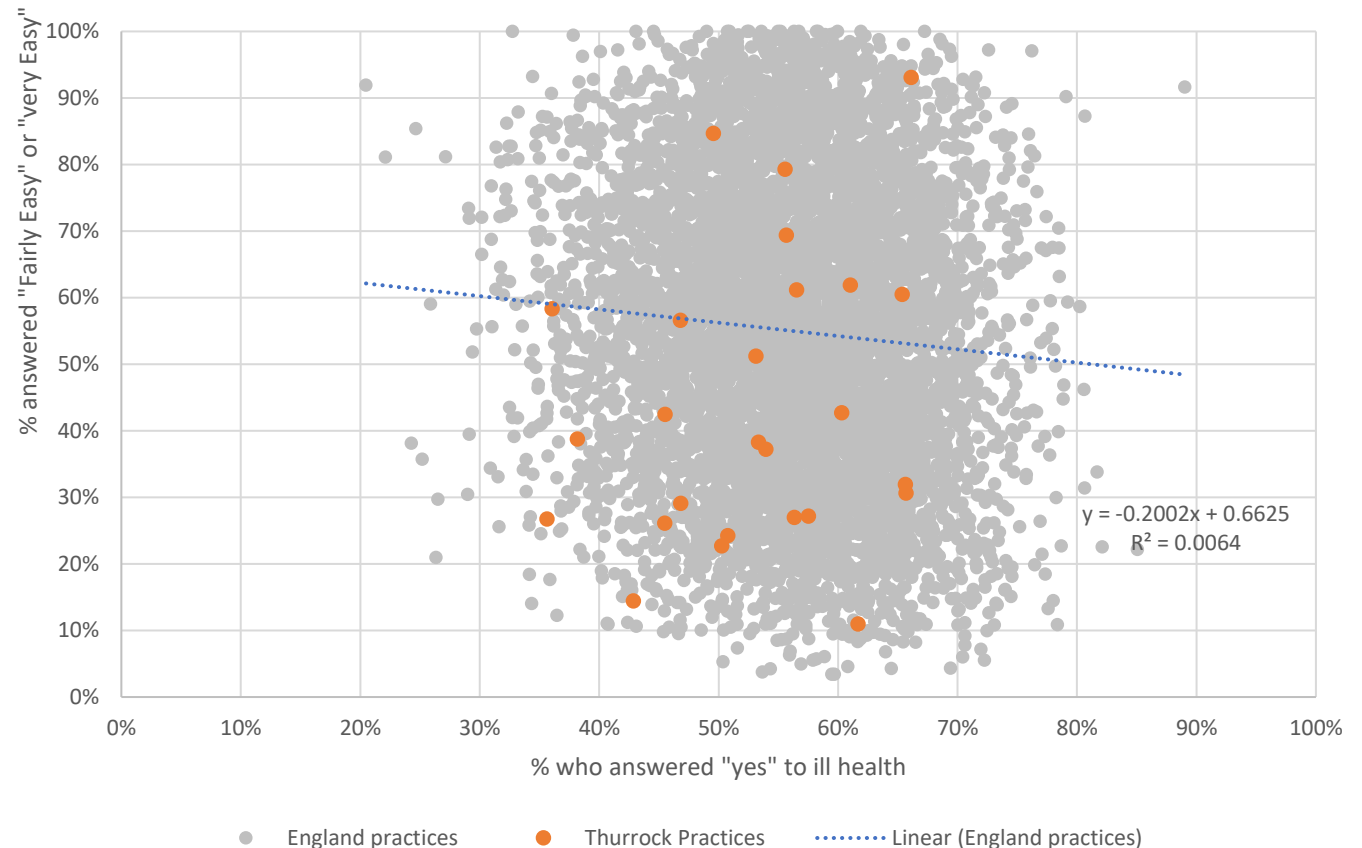
What does it show?

- For any given level of reported ill health, reported satisfaction with telephone access varied widely
- On average, there was a negative association between self-reported ill health and ease of access by phone. For each 10% increase in reported ill health reported ease of access by phone reduced by 2%

What does it mean?

- A small reduction in satisfaction with telephone access was reported in practices with higher levels of reported ill health

Percentage of people who consider themselves to have a long-term physical or mental health condition, disability or illness (2023) vs ease of phoning practice (2023), All practices nationally



Data Sources:

[Survey and Reports \(gp-patient.co.uk\)](https://www.gp-patient.co.uk)

Notes and caveats:

1. Ill health is self reported
2. Appointments per 10,000 calculated from appointments recorded and practice list size as recorded in June 2023

Was there a relationship between satisfaction with appointment times and deprivation?

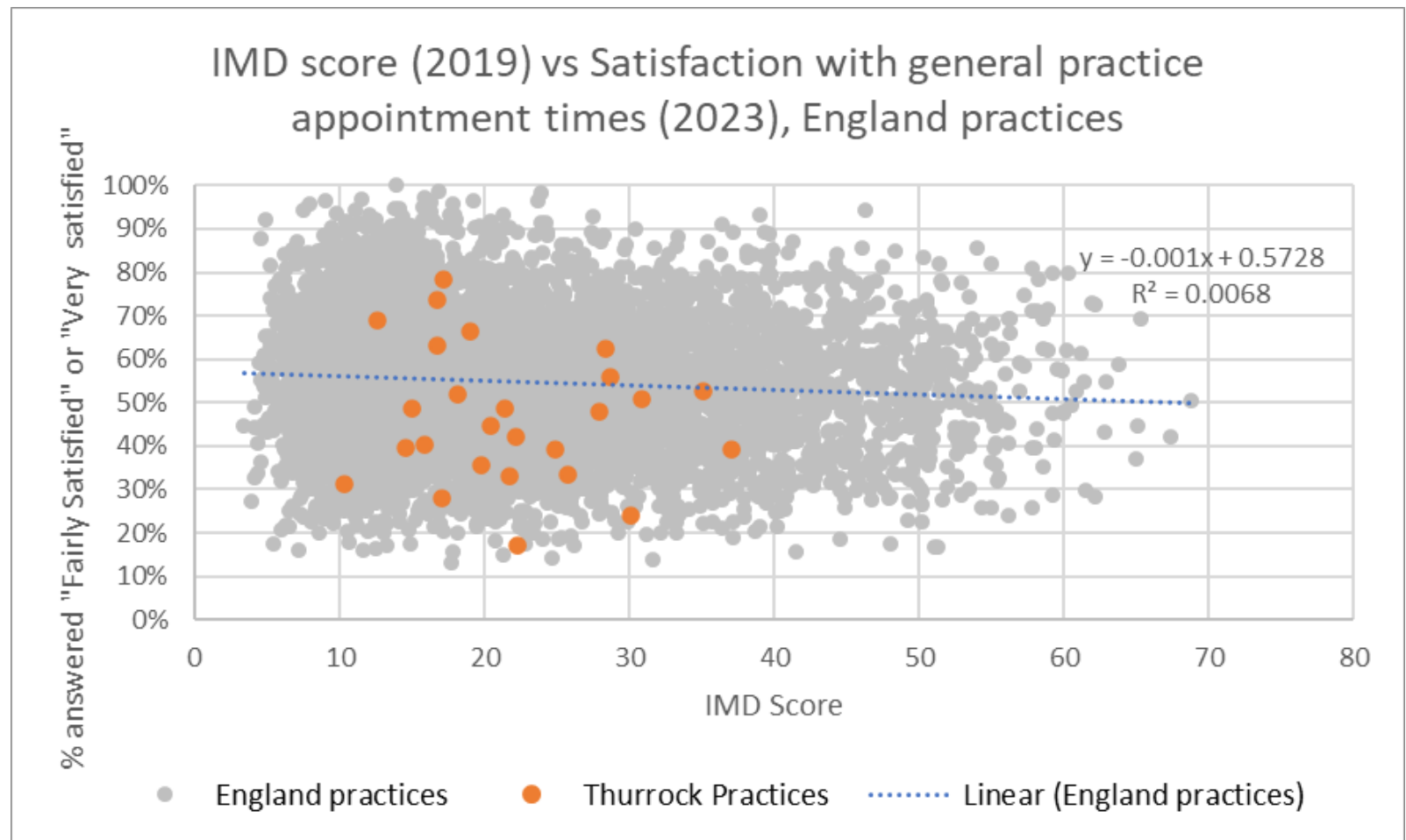
Evidence Number: 7a

What does it show?

- For any given level of relative deprivation, reported satisfaction with appointment times varied widely
- On average, a 10 point increase in deprivation was associated with 1% decrease in satisfaction with appointment times

What does it mean?

- There was a trend for practices serving populations of higher levels of higher deprivation to score lower, but this difference was very small



Data sources:

[Survey and Reports \(gp-patient.co.uk\)](https://www.gp-patient.co.uk/survey-reports)

[National General Practice Profiles - Data - OHID \(phe.org.uk\)](https://phedepartment.org.uk/national-general-practice-profiles-data)

Notes and caveats:

1. Appointment times refer to times of day in the week and weekend days.
2. Practice IMD calculated as weighted average based on LSOA of residence of patients.

Was satisfaction with general practice appointment times associated with level of provision of appointments?

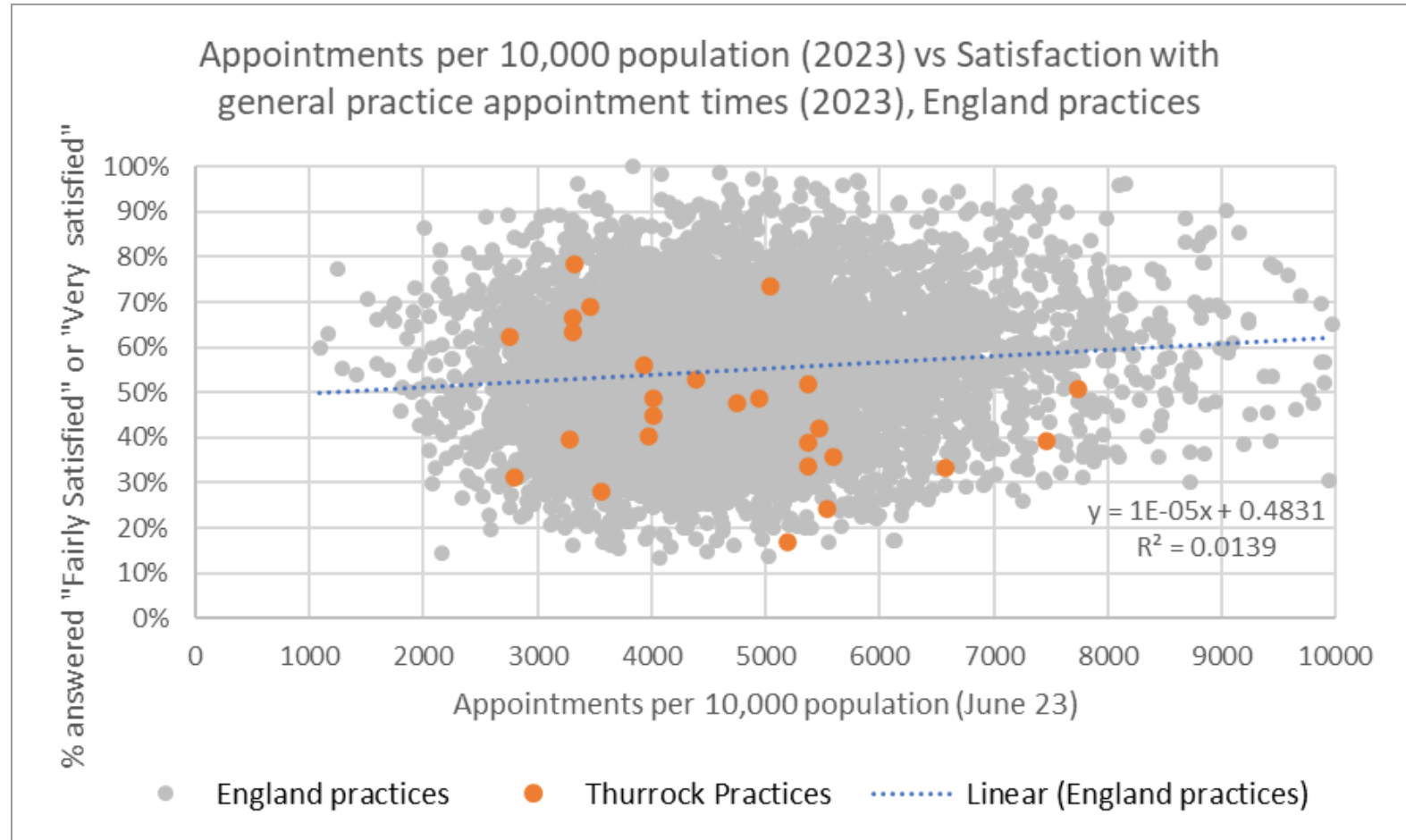
Evidence Number: 7b

What does it show?

- For any given level of appointment provision, reported satisfaction varied widely
- On average, for an increase in appointment provision of 1000 (per 10,000 population) there was a 1% increase in satisfaction

What does it mean?

- There was a trend to higher satisfaction with more appointments but the effect was very small



Data sources:

[Survey and Reports \(gp-patient.co.uk\)](https://www.gp-patient.co.uk)

[Appointments in General Practice, June 2023 - NHS Digital](#)

[GP and GP practice related data - NHS Digital](#)

Notes and caveats:

1. Ill health is self reported
2. Appointments per 10,000 calculated from appointments recorded and practice list size as recorded in June 2023

Was there a relationship between satisfaction with appointment times and self report of ill health?

Evidence Number: 7c

What does it show?

- For any given level of reported ill health, reported satisfaction varied widely
- On average, for each 10% increase in self report of ill health, satisfaction decreased by -1%

What does it mean?

- There is a trend to reduced satisfaction with increased prevalence of ill health but the effect is small

Percentage of people who consider themselves to have a long-term physical or mental health condition, disability or illness (2023) vs Satisfaction with general practice appointment times (2023), England practices



Data sources:

[Survey and Reports \(gp-patient.co.uk\)](https://www.gp-patient.co.uk)

Notes and caveats:

1. Ill health is self reported

Was overall satisfaction with making an appointment associated with higher levels of deprivation?

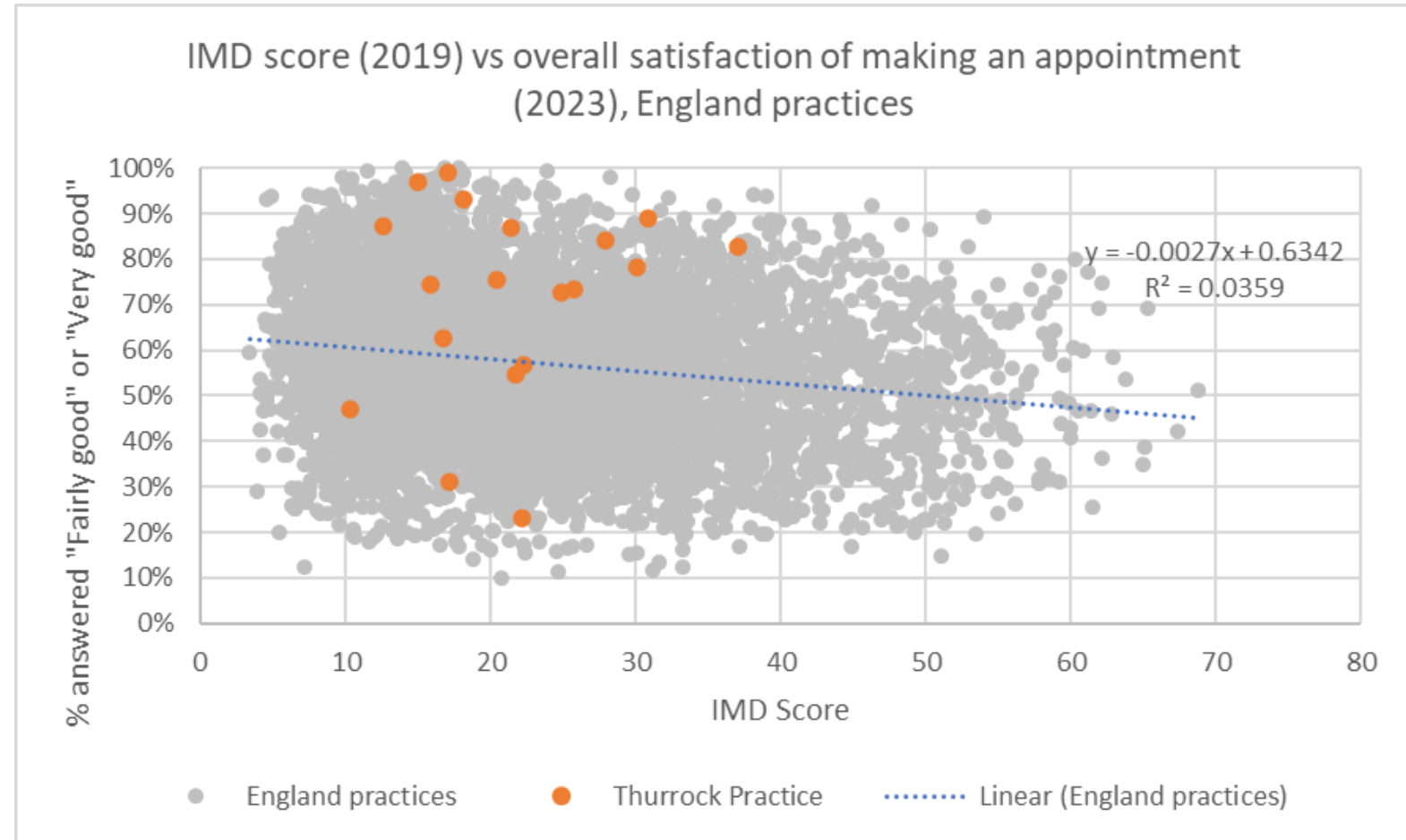
Evidence Number: 8a

What does it show?

- For any given level of relative deprivation, reported satisfaction varied widely
- On average, for every 10 increase in IMD score, the satisfaction decreased by 3%

What does it mean?

- There was a trend to lower satisfaction with higher relative deprivation but the effect is small



Data sources:

[Survey and Reports \(gp-patient.co.uk\)](https://gp-patient.co.uk)

[National General Practice Profiles - Data - OHID \(phe.org.uk\)](https://phe.org.uk)

Notes and caveats:

1. Appointments per 10,000 calculated from appointments recorded and practice list size as recorded in June 2023

Was there relationship between overall satisfaction with making an appointment and greater provision of appointments?

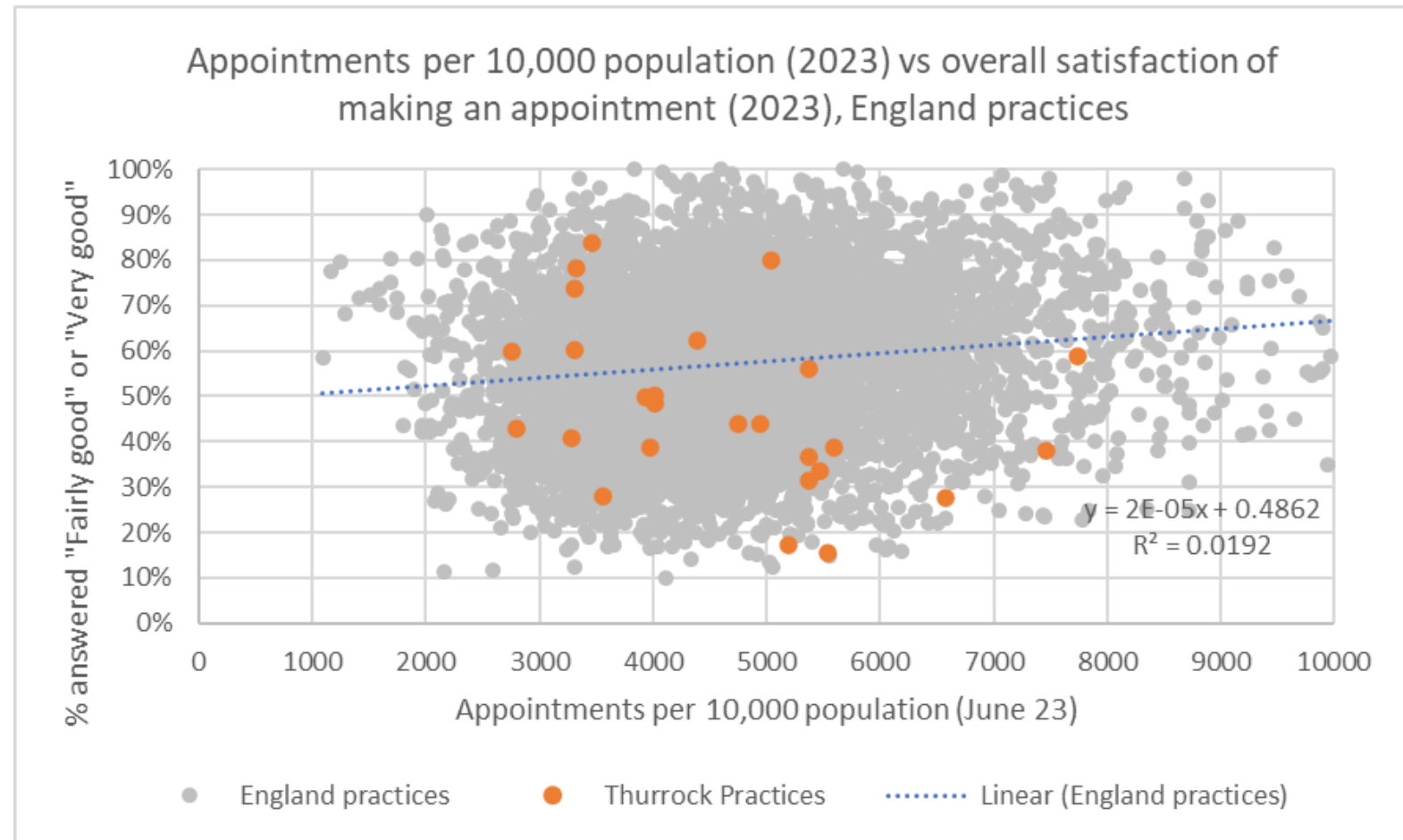
Evidence Number: 8b

What does it show?

- For any given level of appointments, reported satisfaction varied widely
- On average, for every increase in appointments per 10,000 population, the satisfaction increased by 2%

What does it mean?

- There was a trend of increased satisfaction with increased provision of appointments but the effect was small



Data sources:

[Survey and Reports \(gp-patient.co.uk\)](https://gp-patient.co.uk)

[Appointments in General Practice, June 2023 - NHS Digital](#)
[GP and GP practice related data - NHS Digital](#)

Notes and caveats:

1. Ill health is self reported
2. Appointments per 10,000 calculated from appointments recorded and practice list size as recorded in June 2023

Was there a relationship between overall satisfaction with making an appointment and self report of ill health?

Evidence Number: 8c

What does it show?

- For any given level of reported ill health, reported satisfaction varied widely
- On average, a 10% increase in self report of ill health was associated with a 0.5% decrease in satisfaction

What does it mean?

- There was a trend to reduced satisfaction with increased ill health but the effect is small

Percentage of people who consider themselves to have a long-term physical or mental health condition, disability or illness (2023) vs overall satisfaction of making an appointment (2023), England practices



Data sources:

[Survey and Reports \(gp-patient.co.uk\)](https://gp-patient.co.uk)

Notes and caveats:

1. Ill health is self reported

Was confidence and trust in healthcare professionals in associated with deprivation?

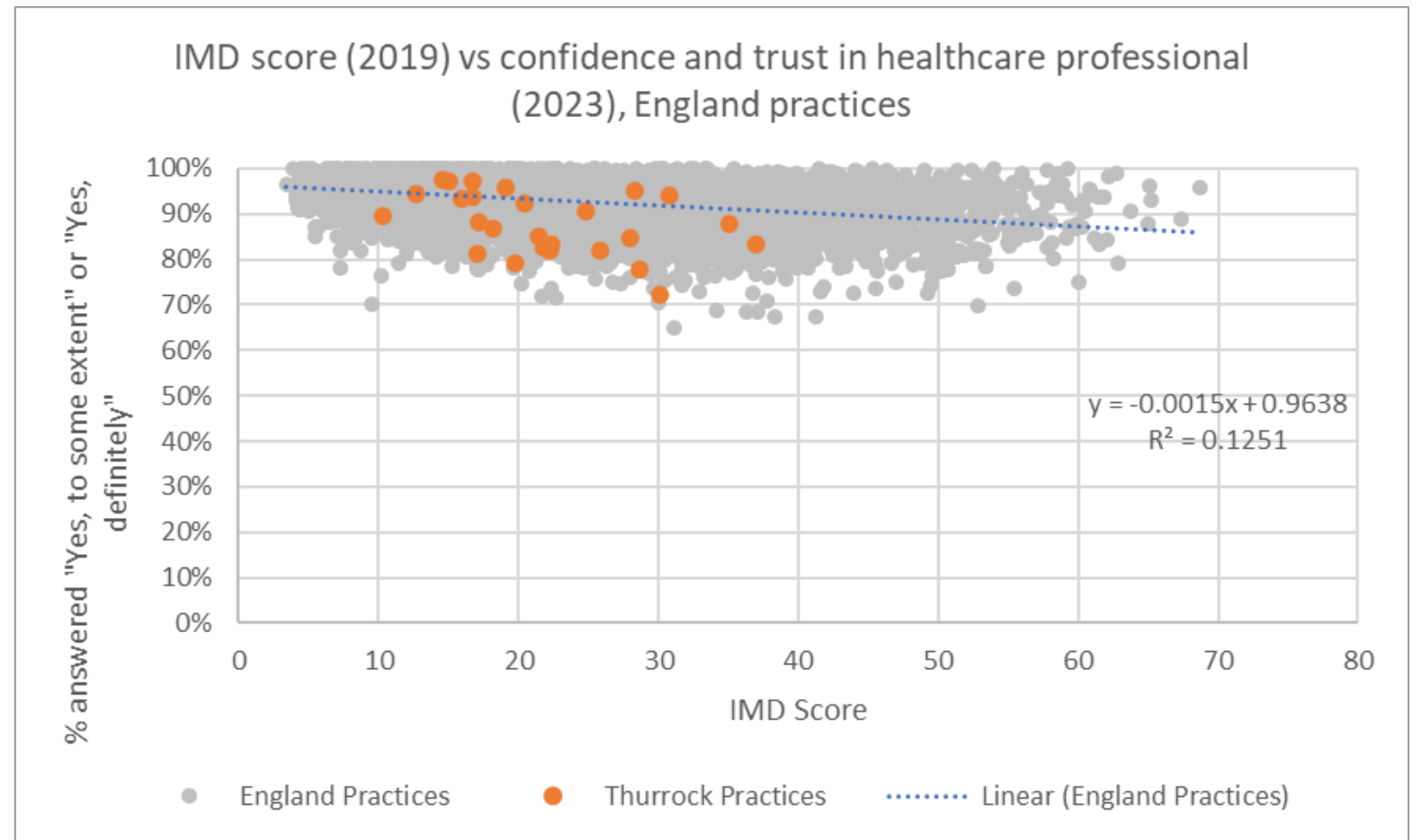
Evidence Number: 9a

What does it show?

- Trust levels were very high (>70%) for almost all practices and all Thurrock practices
- On average, trust fell by 2% for every 10 point increase in IMD score

What does it mean?

- There is a high level of trust in healthcare professionals in primary care
- Reported trust falls with increased relative deprivation but the effect was small



Data sources:

[Survey and Reports \(gp-patient.co.uk\)](https://gp-patient.co.uk)

[National General Practice Profiles - Data - OHID \(phe.org.uk\)](https://phe.org.uk)

Notes and caveats:

1. Appointments per 10,000 calculated from appointments recorded and practice list size as recorded in June 2023

Is confidence and trust in healthcare professionals in associated with higher levels of appointment provision?

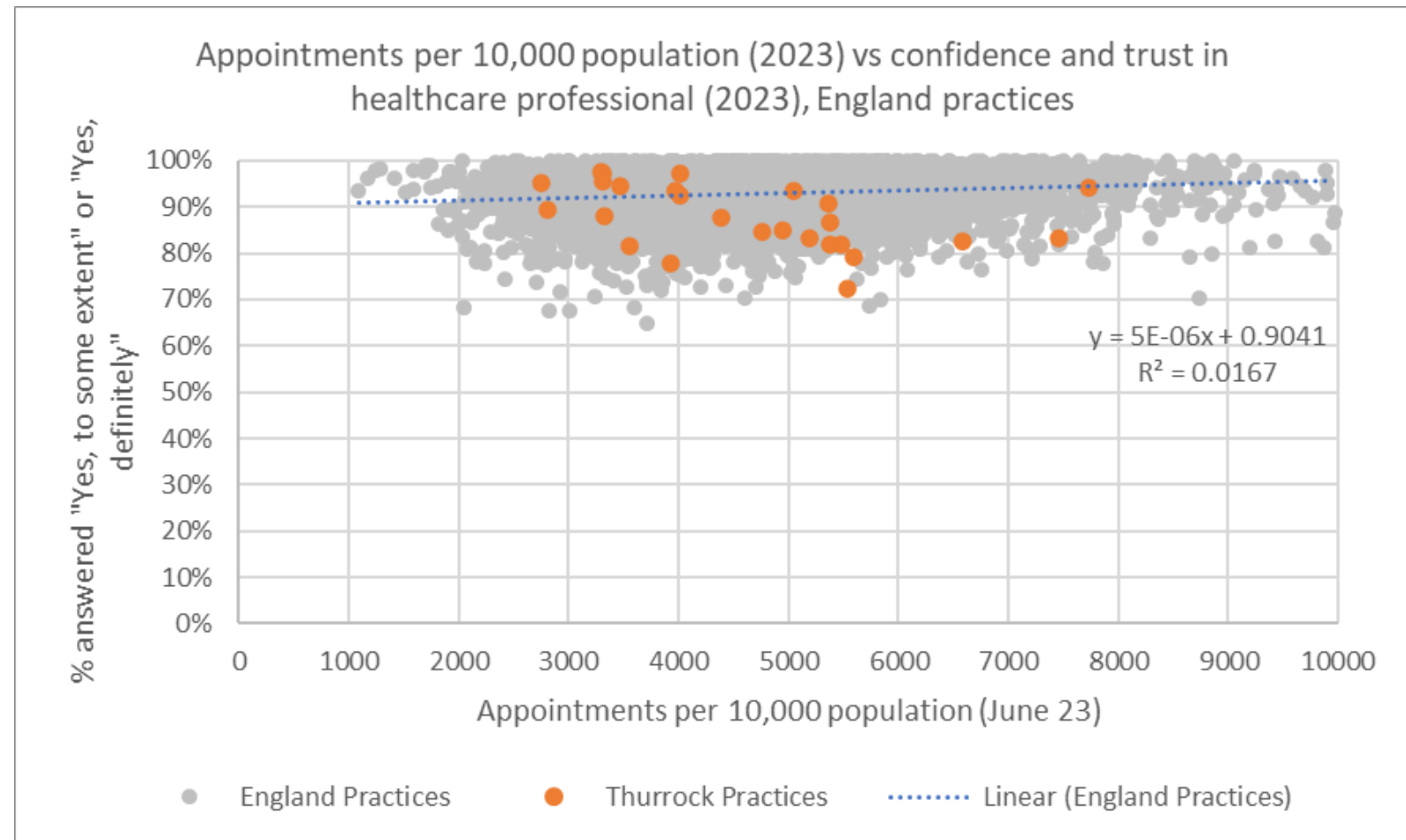
Evidence Number: 9b

What does it show?

- Trust levels were very high (>70%) for almost all practices and all Thurrock practices
- On average, trust increased by 0.5% for every 1000 more appointments offered (per 10, 1000 population)

What does it mean?

- There is a high level of trust in healthcare professionals in primary care
- Practices with higher levels of appointment provision tend to score higher but the effect is very small



Data sources:

[Survey and Reports \(gp-patient.co.uk\)](https://www.gp-patient.co.uk)

[Appointments in General Practice, June 2023 - NHS Digital](#)
[GP and GP practice related data - NHS Digital](#)

Notes and Caveats:

1. Appointments per 10,000 calculated from appointments recorded and practice list size as recorded in June 2023

Is there a relationship between the level of confidence and trust in healthcare professionals and prevalence of self reported ill health?

Evidence Number: 9c

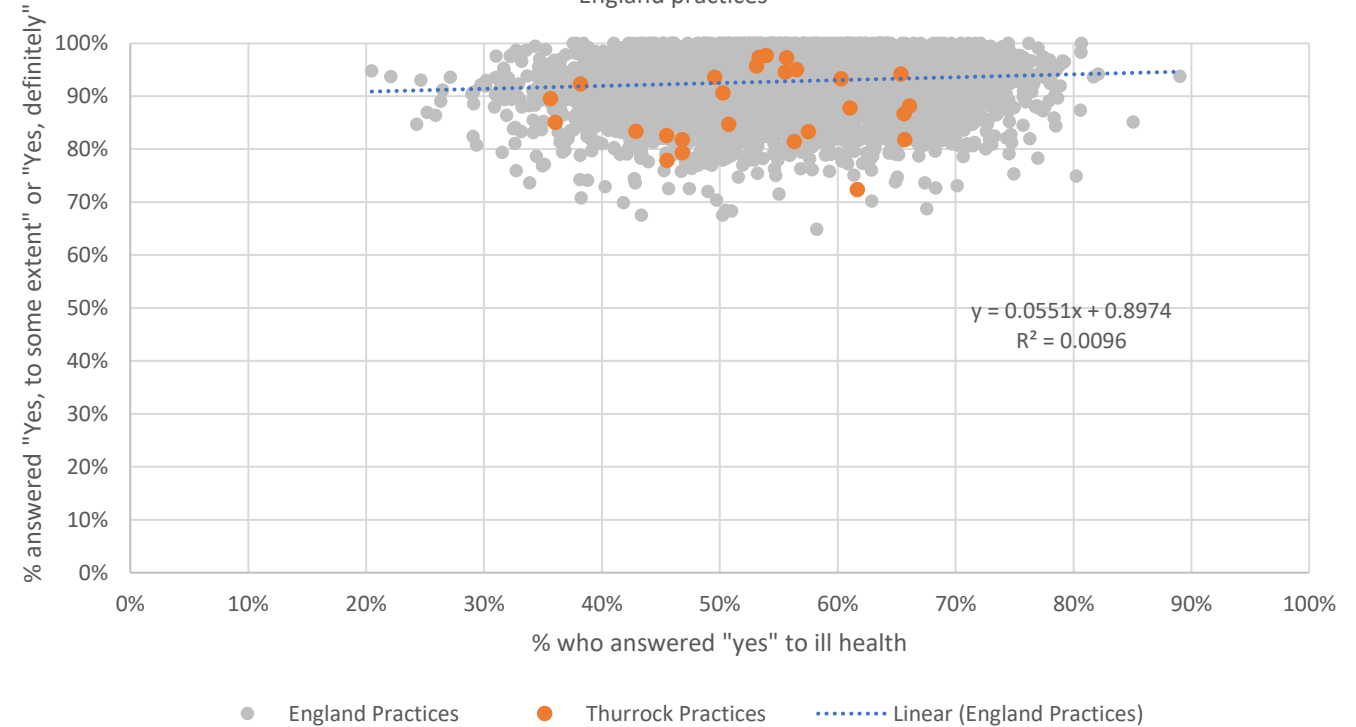
What does it show?

- Trust levels were very high (>70%) for almost all practices and all Thurrock practices
- On average, trust increased by 0.6% for every 10% increase in self report of ill health

What does it mean?

- There is a trend for increased trust with increased self report of ill health but the effect is small

Percentage of people who consider themselves to have a long-term physical or mental health condition, disability or illness (2023) vs confidence and trust in healthcare professional (2023), England practices



Data sources:

[Survey and Reports \(gp-patient.co.uk\)](https://gp-patient.co.uk)

Notes and caveats:

1. Ill health is self reported
2. Appointments per 10,000 calculated from appointments recorded and practice list size as recorded in June 2023

Was there a relationship between patients reporting their needs are met and deprivation?

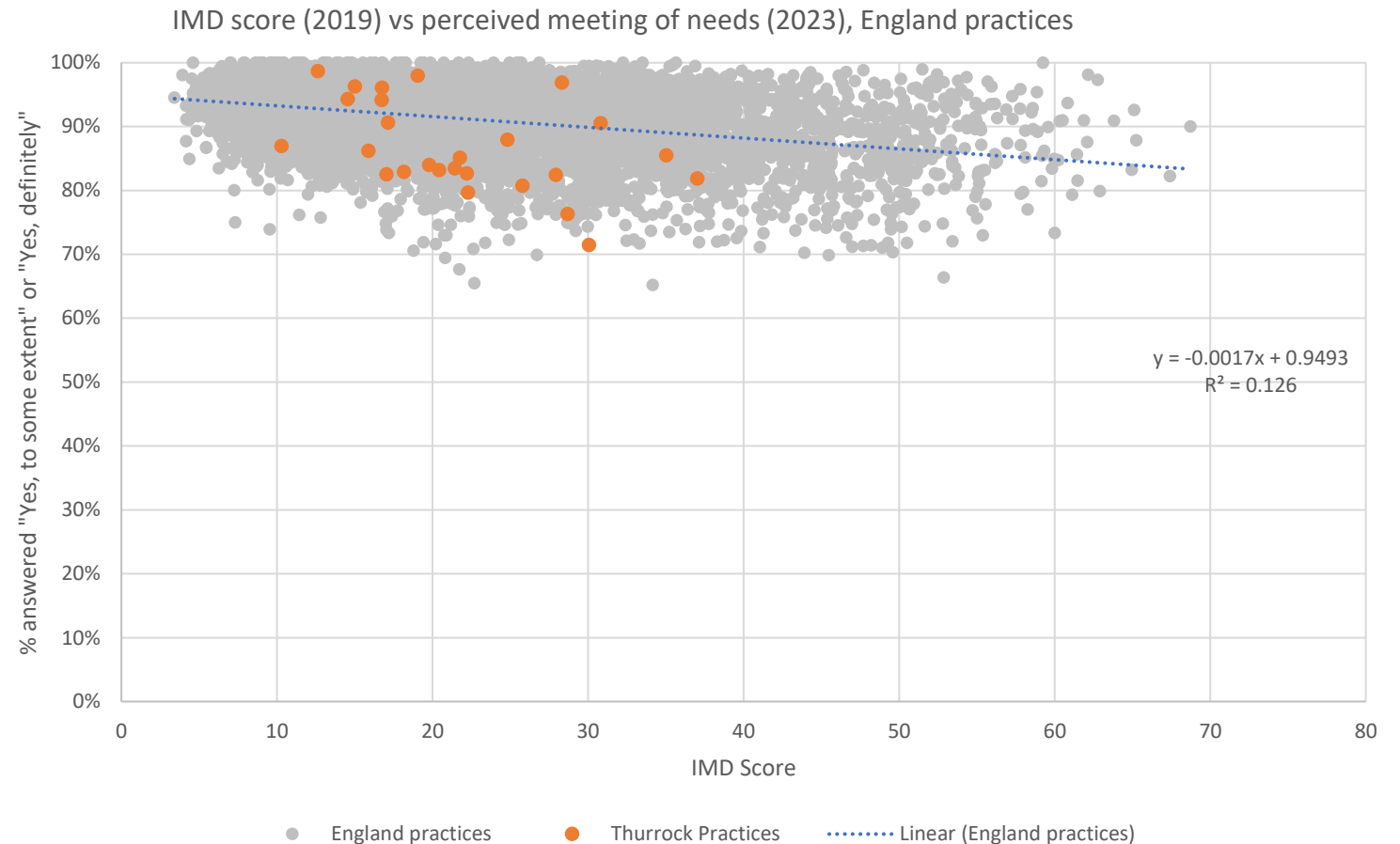
Evidence Number: 10a

What does it show?

- Patients reporting that their needs had been met at their last appointment was very high (>70%) for almost all practices and for all Thurrock practices
- On average, satisfaction decreased by 2% for every 10 points increase in IMD score

What does it mean?

- The majority of patients reported that their needs were met at their last appointment
- There is a trend for reduced satisfaction with greater relative deprivation but the effect is small



Data sources:

[Survey and Reports \(gp-patient.co.uk\)](https://gp-patient.co.uk)

[National General Practice Profiles - Data - OHID \(phe.org.uk\)](https://phe.org.uk)

Was there a relationship between patients reporting their needs were met and appointment provision?

Evidence Number: 10b

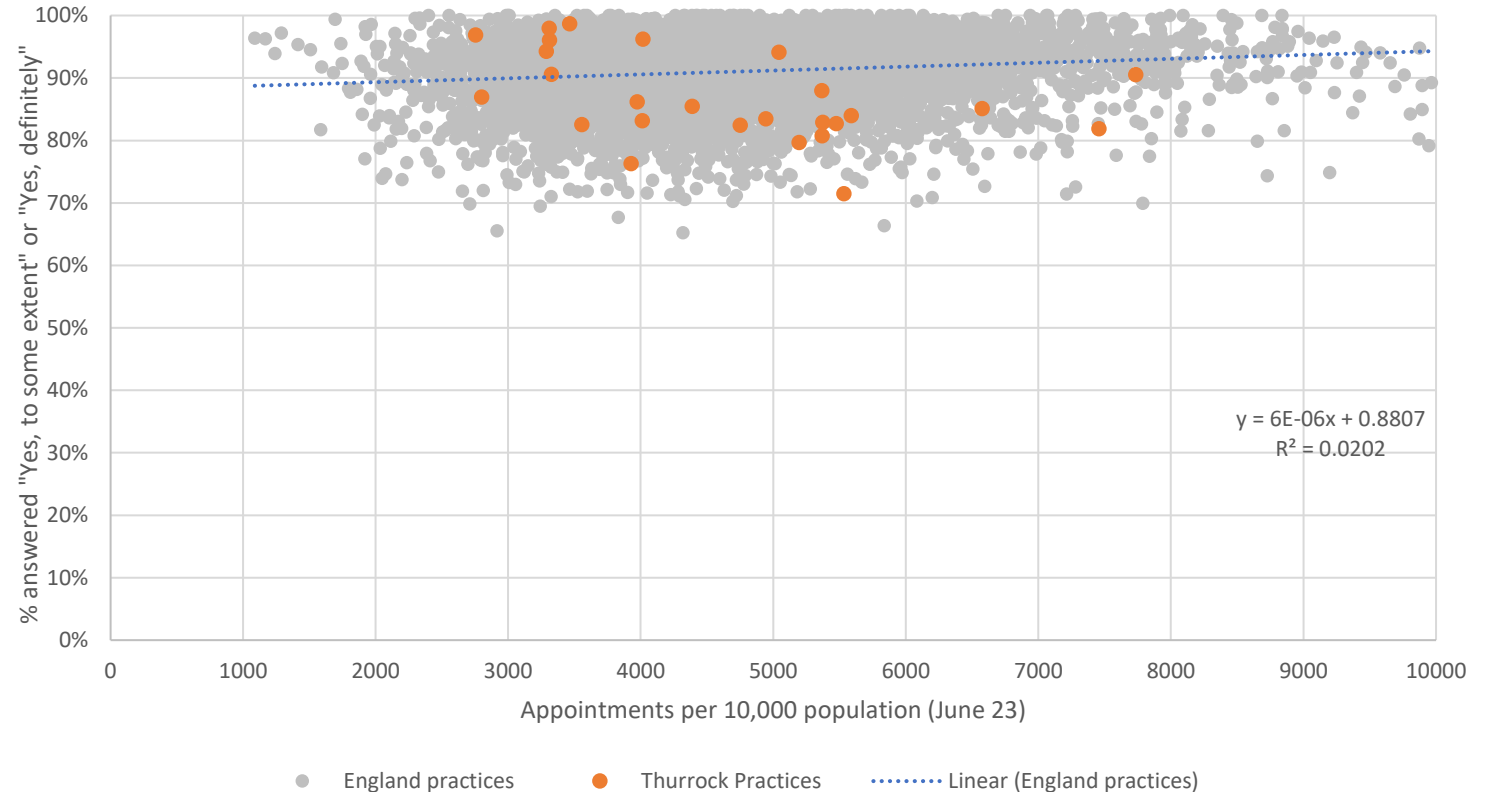
What does it show?

- Patients reporting that their needs were met at their last appointment was very high (>70%) for almost all practices and for all Thurrock practices
- On average, satisfaction increased by 0.6% for every 1000 more appointments (per 10,000)

What does it mean?

- The majority of patients reported that their needs were met at their last appointment
- There was a trend to greater satisfaction with increased provision of appointments but the effect was small

Appointments per 10,000 population (2023) vs perceived meeting of needs (2023), England practices



Data sources:

[Survey and Reports \(gp-patient.co.uk\)](https://gp-patient.co.uk)

[Appointments in General Practice, June 2023 - NHS Digital](#)

[GP and GP practice related data - NHS Digital](#)

Notes and caveats:

1. Appointments per 10,000 calculated from appointments recorded and practice list size as recorded in June 2023

Was there a relationship between patients reporting their needs were met and prevalence of ill health

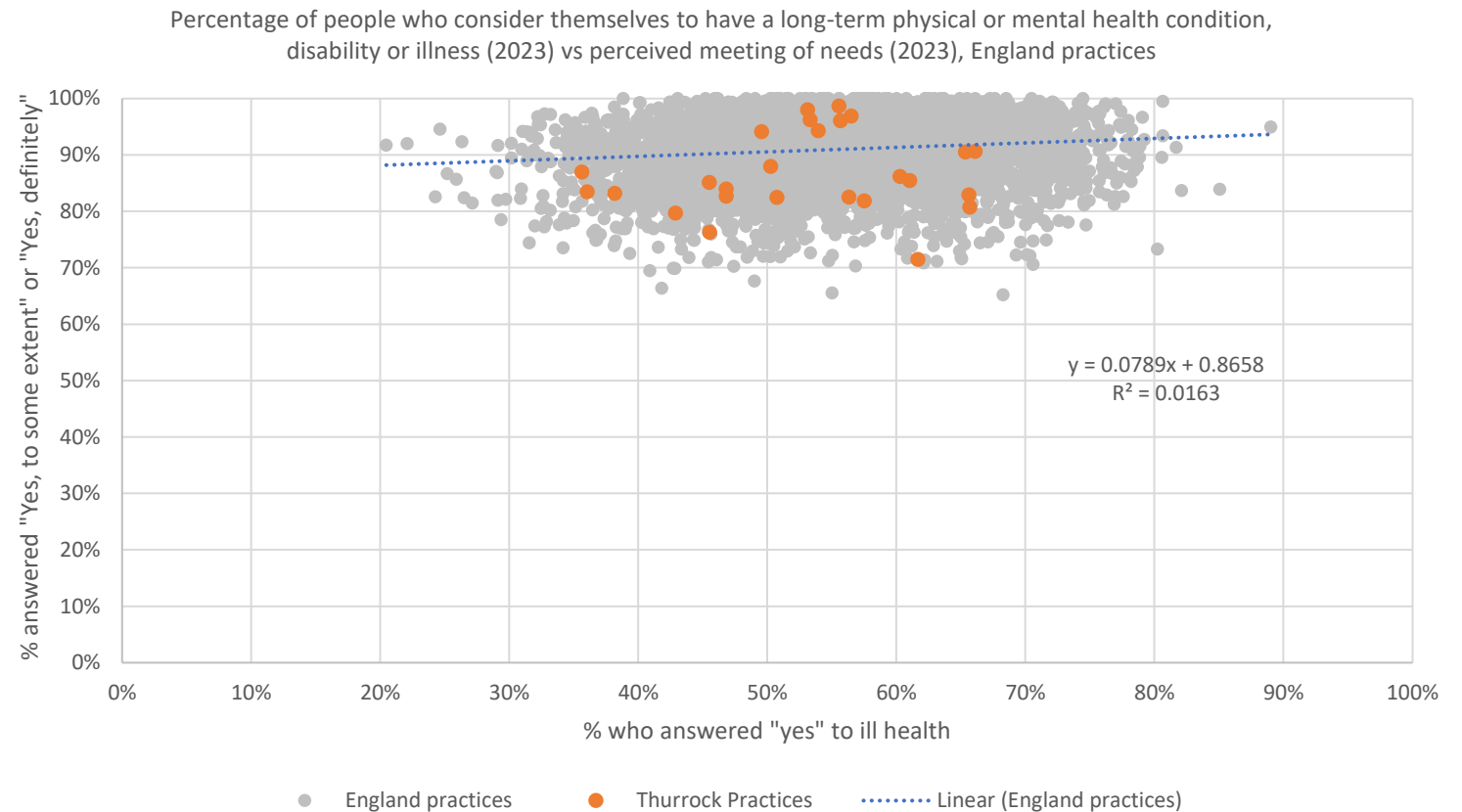
Evidence Number: 10c

What does it show?

- Patients reporting that their needs were met at their last appointment was very high (>70%) for almost all practices and for all Thurrock practices
- On average, satisfaction increased by 0.6% for every 10% increase in prevalence of ill health

What does it mean?

- The majority of patients reported that their needs were met at their last appointment
- There was a trend to greater satisfaction with greater prevalence of ill health but the effect was small



Data sources:

[Survey and Reports \(gp-patient.co.uk\)](https://gp-patient.co.uk)

[Appointments in General Practice, June 2023 - NHS Digital](#)

[GP and GP practice related data - NHS Digital](#)

Notes and caveats:

1. Ill health is self reported
2. Appointments per 10,000 calculated from appointments recorded and practice list size as recorded in June 2023

 thurrock.gov.uk