

2 November 2023		ITEM: 7
Health and Wellbeing Overview and Scrutiny Committee		
General Practice Patient Survey 2023		
Wards and communities affected: all	Key Decision: Not applicable	
Report of: Dr Jo Broadbent, Director of Public Health		
Accountable Assistant Director: Dr Sara Godward, Assistant Director of Public Health		
Accountable Director: Dr Jo Broadbent, Director of Public Health		
This report is Public		

Executive Summary

The General Practice Patient Survey provides nationally comparable patient feedback at practice, Primary Care Network, Integrated Care System and national level, and can be accessed publicly through the [GPPS website](#).

This item comprises a discussion paper and evidence pack which compare patient satisfaction with Thurrock practices to national and ICS averages and examines factors that may influence satisfaction.

On average the percentage of patients in Thurrock satisfied with their practice was lower than the England average (62% compared to 66%). This percentage varied among practices from 30% to 90%.

Greater satisfaction was reported (above 85%) in response to questions related to interactions with healthcare professionals than to questions related to access to an appointment (below <50%).

Satisfaction with general practice is multifactorial and reflects both local factors and factors in common with other areas e.g. impact of the pandemic. The contribution of deprivation, provision of appointments and ill health was small.

1. Recommendation(s)

- 1.1 **The committee is asked to consider the findings of the GP Patient Survey 2023 summarised in the attached report and evidence pack, and the implications for local NHS priorities.**

2. Introduction and background

- 2.1 This paper provides a descriptive analysis of patient satisfaction with Thurrock practices compared to national and ICS averages and factors which may influence patient response (deprivation, number of appointments per head and prevalence of ill health).
- 2.2 The paper includes guidance on the interpretation of the results including statistical significance and potential bias.

3. Issues, Options and Analysis of Options

- 3.1 On average the percentage of patients in Thurrock satisfied with their practice was lower than the England average (62% compared to 66%) but this percentage varied among practices from 30% to 90%.
- 3.2 Greater satisfaction was reported (above 85%) in response to questions related to the interactions with healthcare professionals than to questions related to access to an appointment (below <50%).
- 3.3 Satisfaction with general practice is multifactorial and reflects both local factors and factors in common with other areas e.g. impact of the pandemic. The individual contribution of deprivation, level of appointment provision and prevalence of ill health was small.
- 3.4 These findings provide confirmation of known issues in local access to general practice.

4. Reasons for Recommendation

- 4.1 To provide information to the committee on the satisfaction of Thurrock residents with GP services and consider next steps.

5. Consultation (including Overview and Scrutiny, if applicable)

- 5.1 This paper has been shared with Clinical Leaders in the Thurrock Alliance.

6. Impact on corporate policies, priorities, performance and community impact

- 6.1 The Council's priorities are informed by the health and wellbeing of its residents.
- 6.2 The Better Care Together Thurrock [Case for further change](#) document focusses on transforming Primary Care in Chapter 5 and Improved Health and Wellbeing through population health management in Chapter 6.

7. Implications

7.1 Financial

Implications verified by: Mike Jones
Head of Corporate Finance – Adults, Health and Housing

There are no direct financial implications for the Council. General practice is commissioned by NHS England.

7.2 Legal

Implications verified by: **Jayne Middleton-Albooye**
Interim Head of Legal Services

There are no direct legal implications for the Council. General practice is commissioned by NHS England. In accordance with the remit of the Health and Well-Being Overview and Scrutiny Committee, Members are asked to review and scrutinise the findings of the survey outlined in this report.

7.3 Diversity and Equality

Implications verified by: **Roxanne Scanlon**
Community Engagement and Project Monitoring Officer

The survey is designed to fairly represent the views of the residents served. The responses are weighted to reflect the population in terms of age, sex, ethnicity, deprivation, marital status, size of household, housing tenure and employment status. In addition, this analysis examined the role of deprivation on patient satisfaction, and found this association was small.

7.4 Other implications (where significant) – i.e. Staff, Health Inequalities, Sustainability, Crime and Disorder, or Impact on Looked After Children

none

8. Background papers used in preparing the report (including their location on the Council's website or identification whether any are exempt or protected by copyright):

The GP Patient Survey 2003 and previous years data can be accessed through the website [Survey and Reports \(gp-patient.co.uk\)](http://gp-patient.co.uk)

9. Appendices to the report

Discussion paper - GP Patient Survey 2023: an analysis of survey results describing patient satisfaction with GP access and quality in Thurrock, and the factors which may influence this.

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