

**TO: HEALTH OVERVIEW AND SCRUTINY PANEL
11 JULY 2013**

**GENERAL PRACTITIONER PATIENT SURVEY RESULTS
Assistant Chief Executive**

1 PURPOSE OF REPORT

- 1.1 This report invites the Health Overview and Scrutiny (O&S) Panel to review the latest survey responses given by patients of Bracknell Forest General Practitioner (GP) practices.

2 RECOMMENDATION

That the Health Overview and Scrutiny Panel:

- 2.1 Reviews the GP Patient Survey results for Bracknell Forest.**
- 2.2 Considers further scrutiny of survey themes or individual GP practices where the survey results are markedly different to the England average.**

3 SUPPORTING INFORMATION

- 3.1 The Health O&S Panel has shown a growing interest in gaining direct knowledge of the service user's perspective of public services, and the recent report by Robert Francis QC recommends fostering a culture where the patient is put first.
- 3.2 The GP Patient Survey is run every six months by NHS England. It is designed to give patients the opportunity to comment on their experience of their GP practice. Every 6 months, around 1.36 million questionnaires are sent out to adult patients, randomly selected from all patients registered with a GP in England. This means that each year around 2.7 million different patients in England are sent the questionnaire.
- 3.3 The survey asks patients about a range of issues related to their local GP surgery and other local NHS services. This includes questions about how easy or difficult it is for patients to make an appointment at their surgery, satisfaction with opening hours, and the quality of care received from their GP and practice nurses, amongst other things. Ipsos MORI, an independent survey agency, administers the survey on behalf of NHS England. The core of this questionnaire was developed by Ipsos MORI in conjunction with the University of Exeter Medical School and the General Practice and Primary Care Research Unit at the University of Cambridge.
- 3.4 The full results of the July 2012 - March 2013 GP Patient survey are accessible on the NHS England website at <http://www.gp-patient.co.uk/>. The survey results for 'core questions' for patients of the Bracknell Forest GP Practices (2,238 responses) are attached in graphical form, also showing the averages for England (937,247 responses) and the average for all GP practices in the Bracknell and Ascot Clinical Commissioning Group area. The survey includes additional questions, for example on people's preferences for the mode of contact with their surgery, also the frequency of their contact with their surgery.

Unrestricted

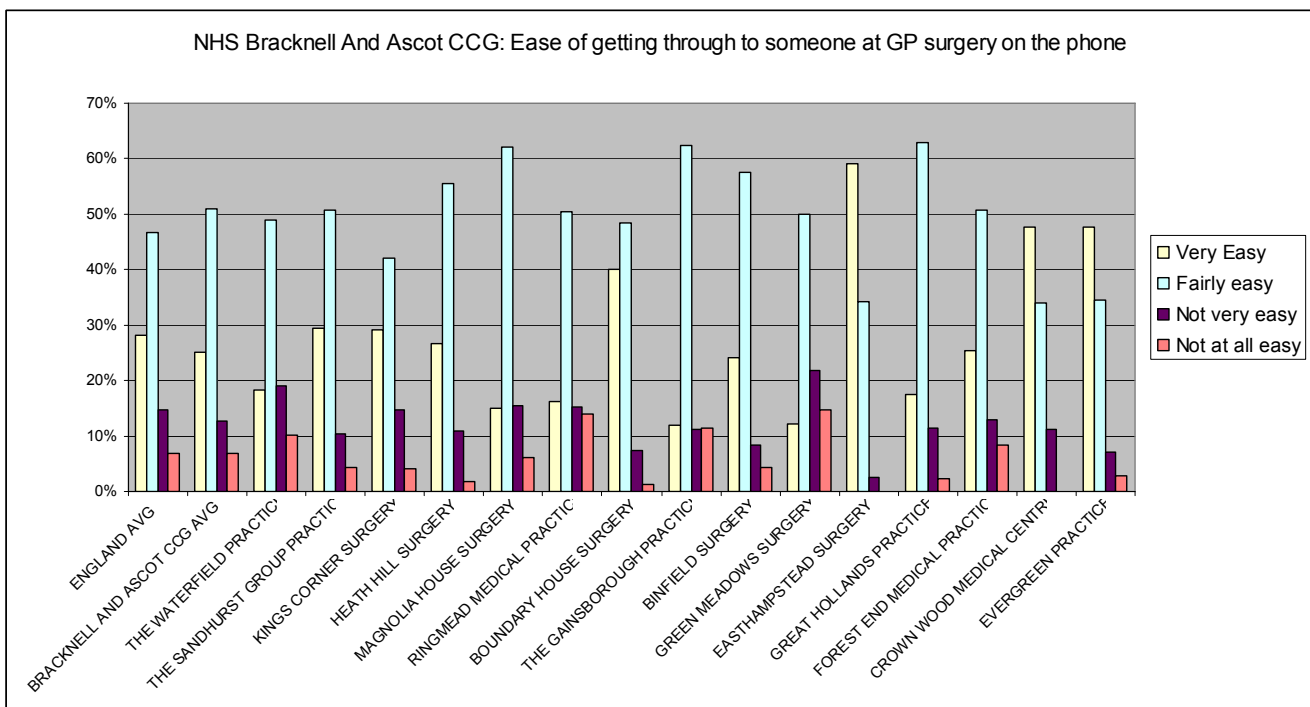
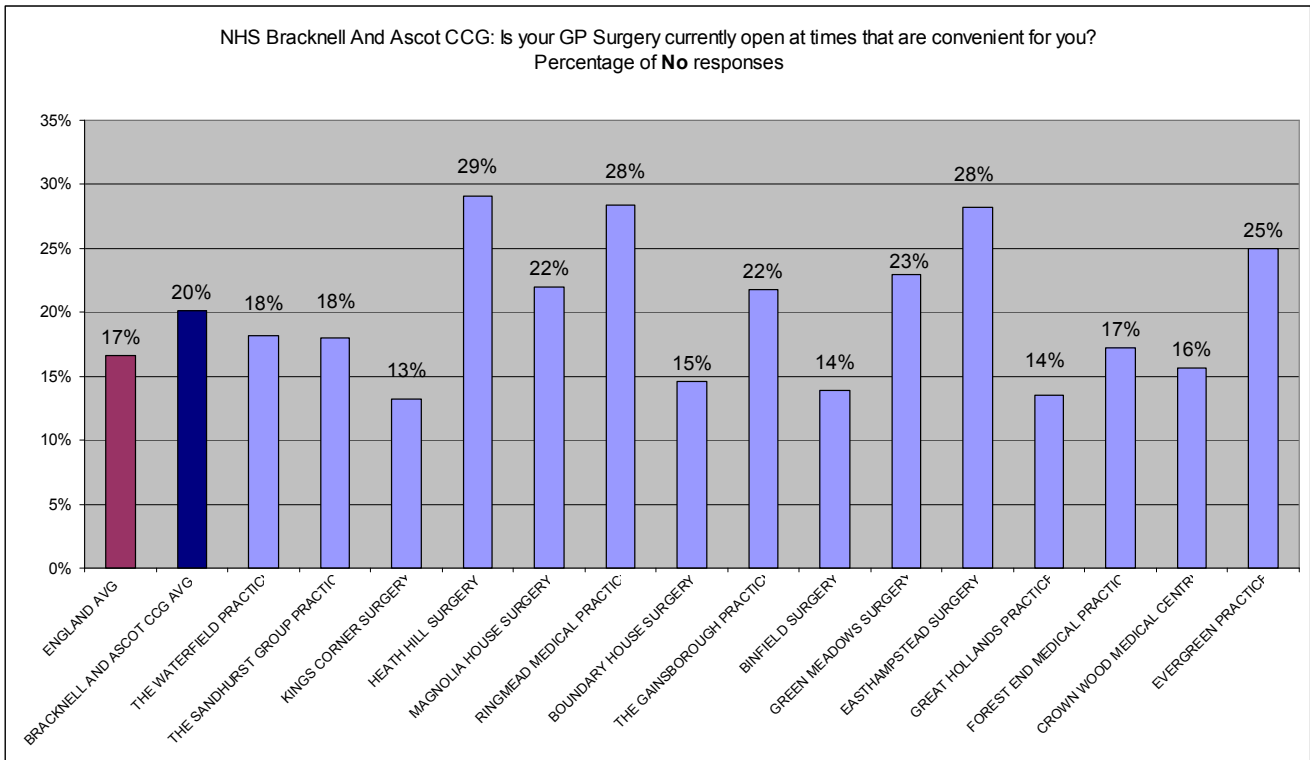
ALTERNATIVE OPTIONS CONSIDERED/ ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS/ EQUALITIES IMPACT ASSESSMENT/ STRATEGIC RISK MANAGEMENT ISSUES / OTHER OFFICERS/ CONSULTATION – Not applicable

Contact for further information

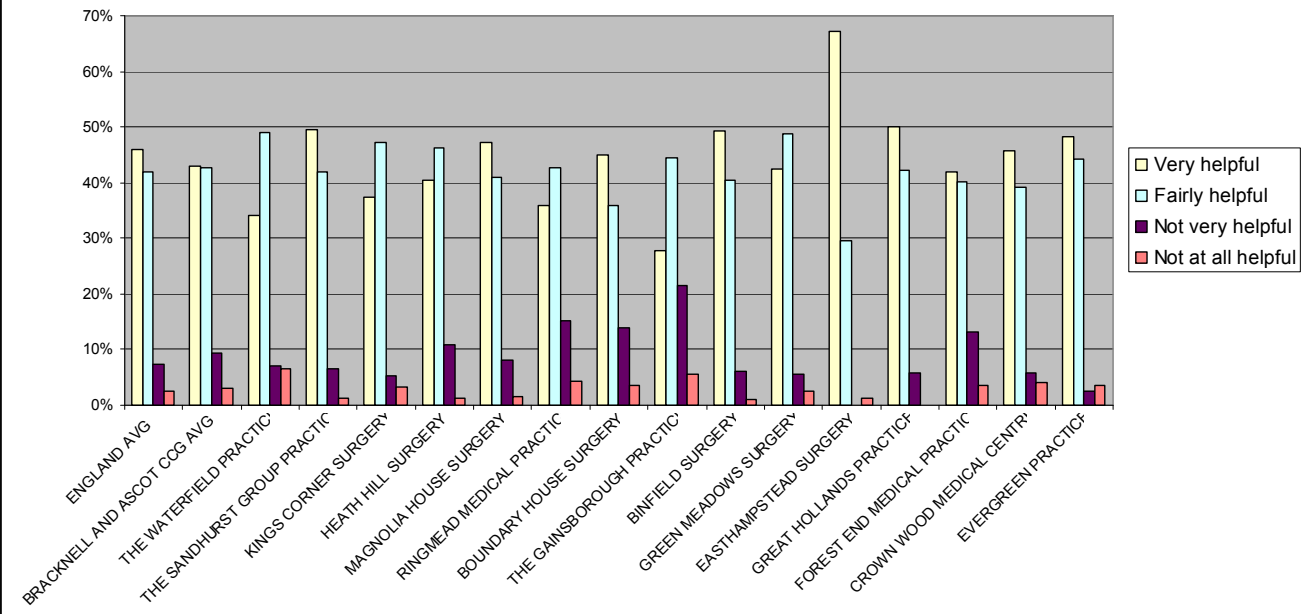
Richard Beaumont – 01344 352283

e-mail: richard.beaumont@bracknell-forest.gov.uk

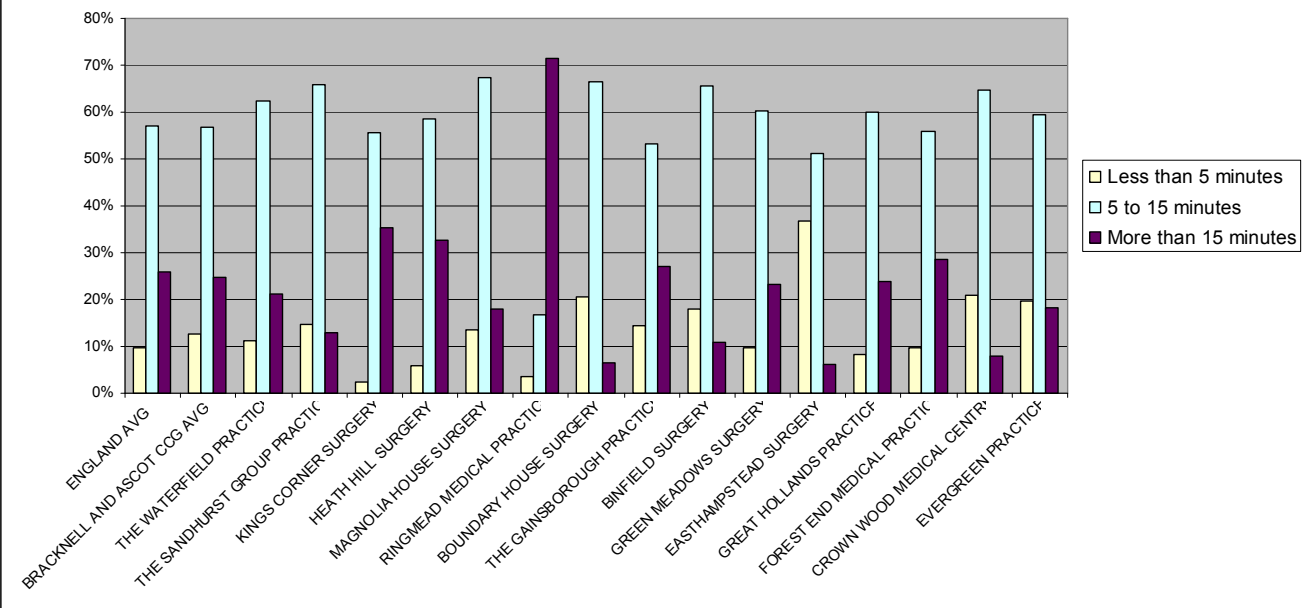
**GP Patient Survey Results for Bracknell Forest Practices July 2012 - March 2013:
Core Questions**



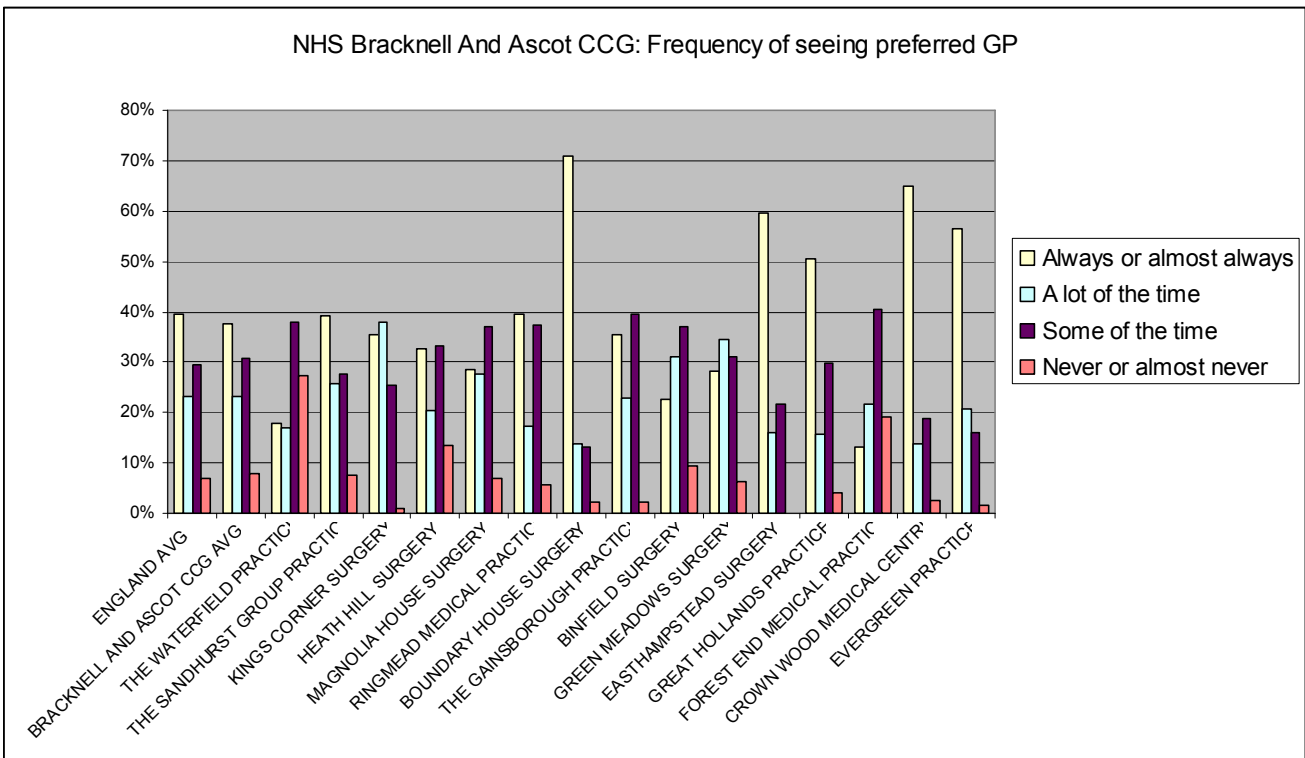
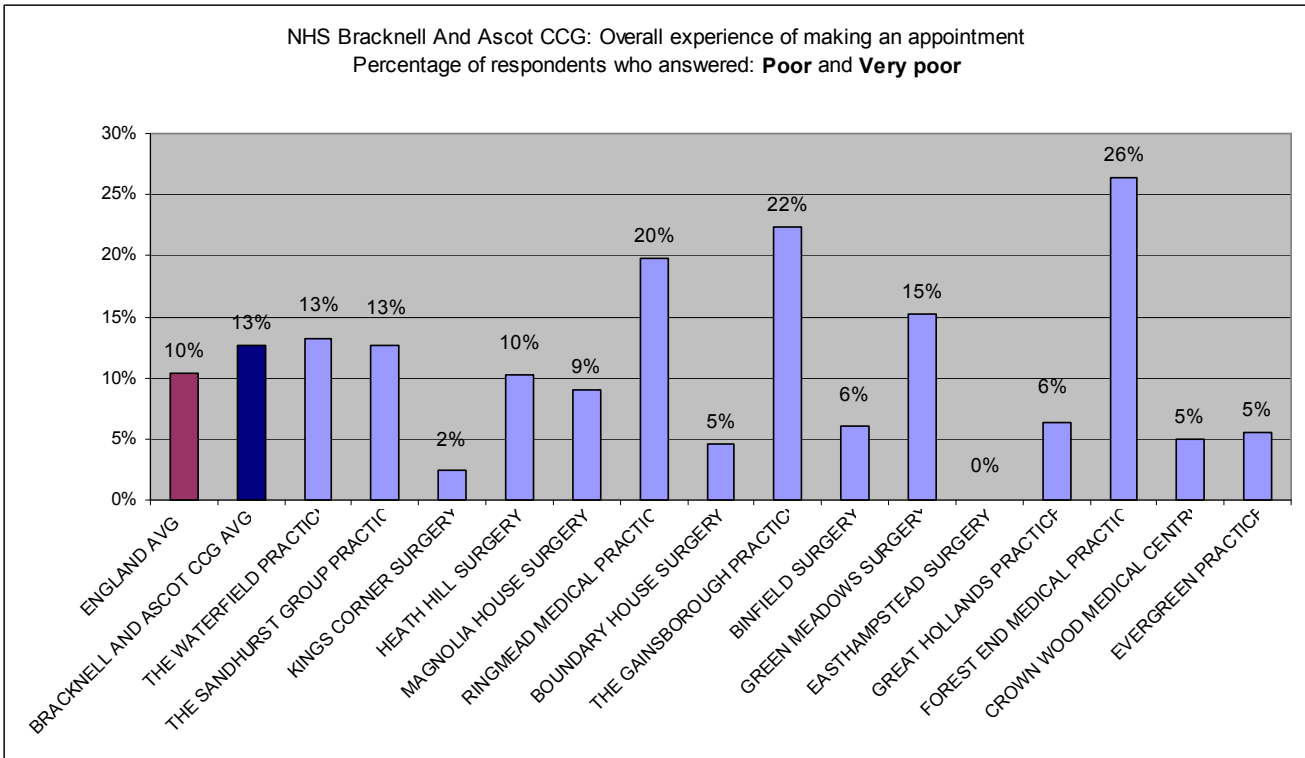
NHS Bracknell And Ascot CCG: Helpfulness of receptionists at GP surgery



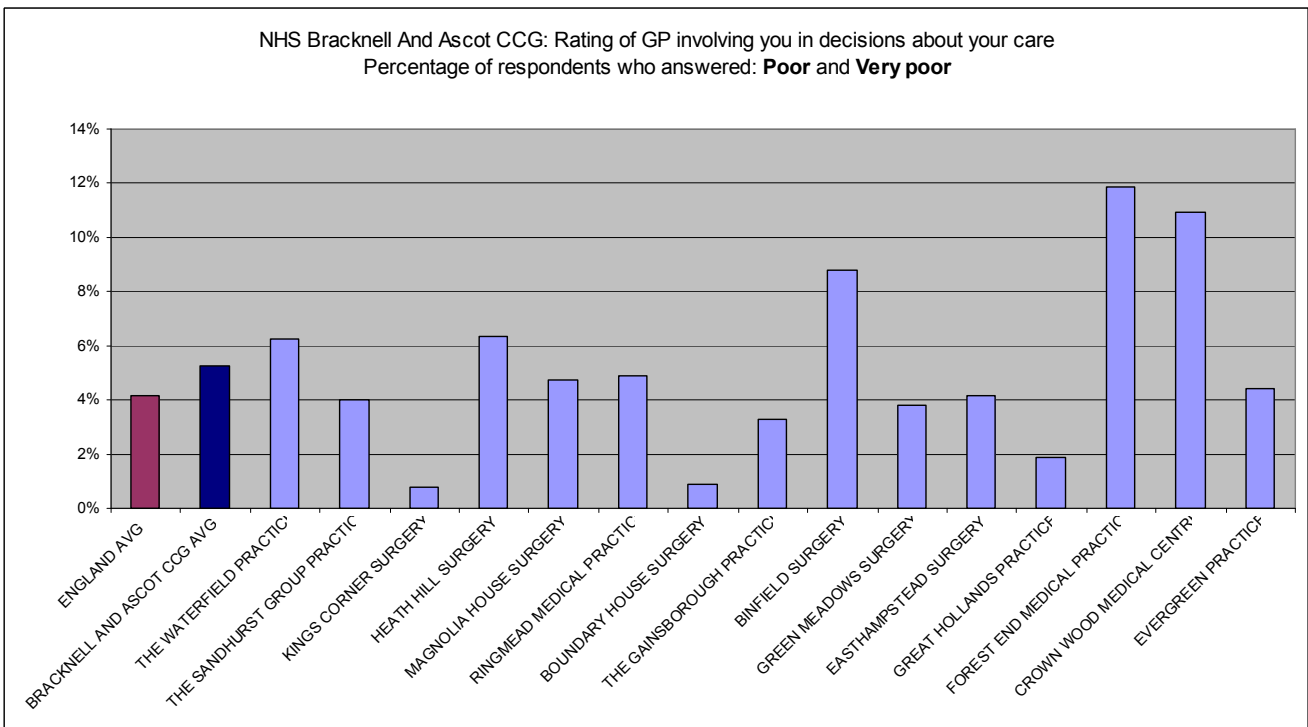
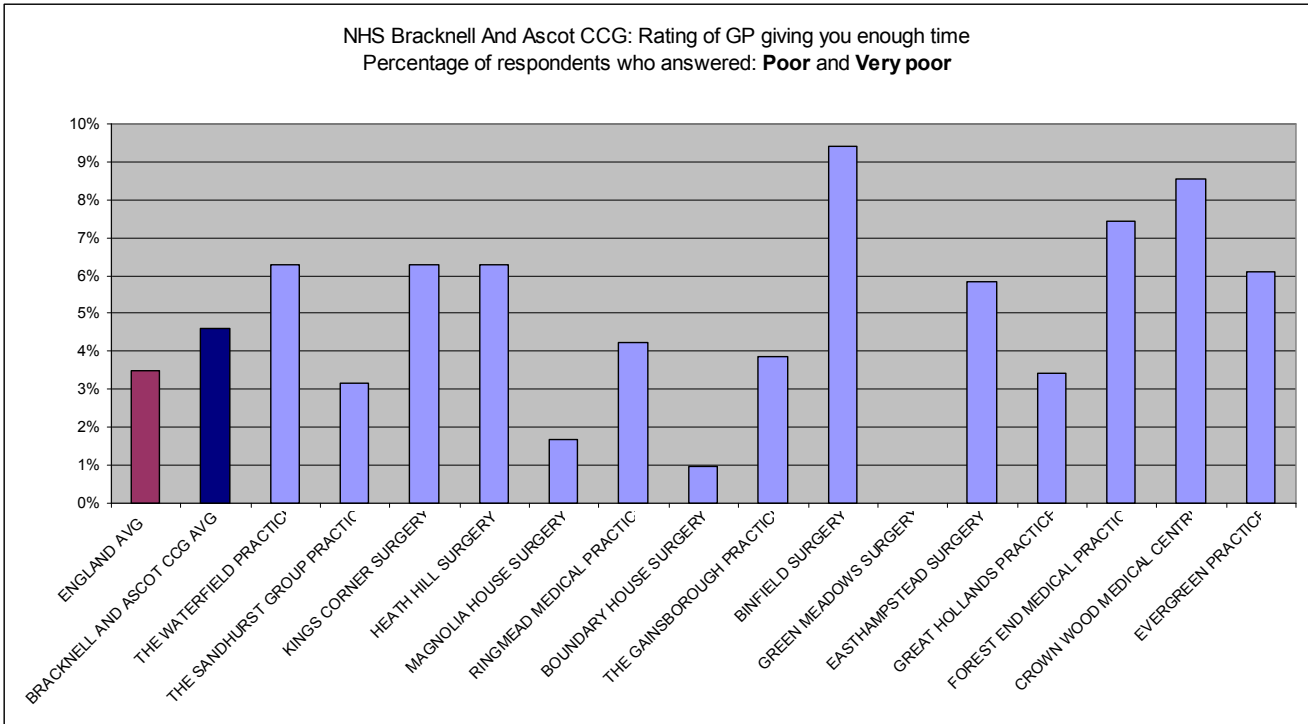
NHS Bracknell And Ascot CCG: Waiting time at surgery



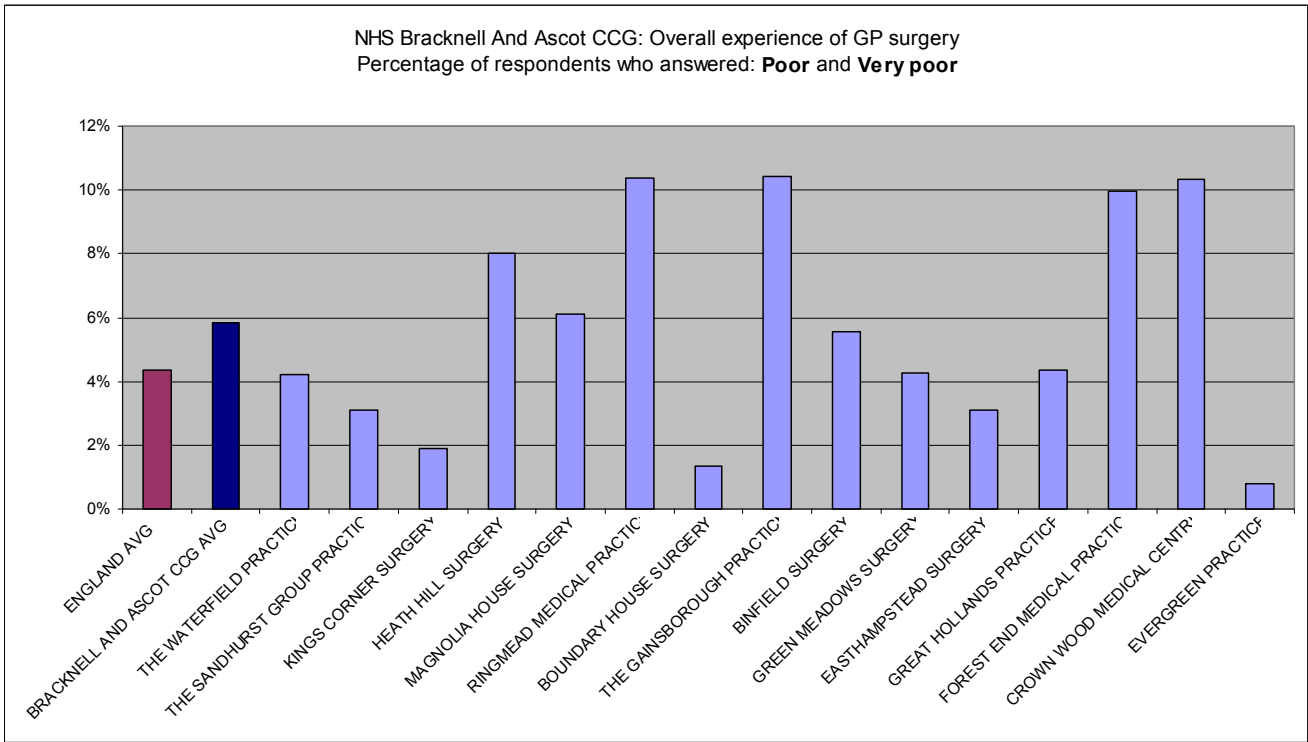
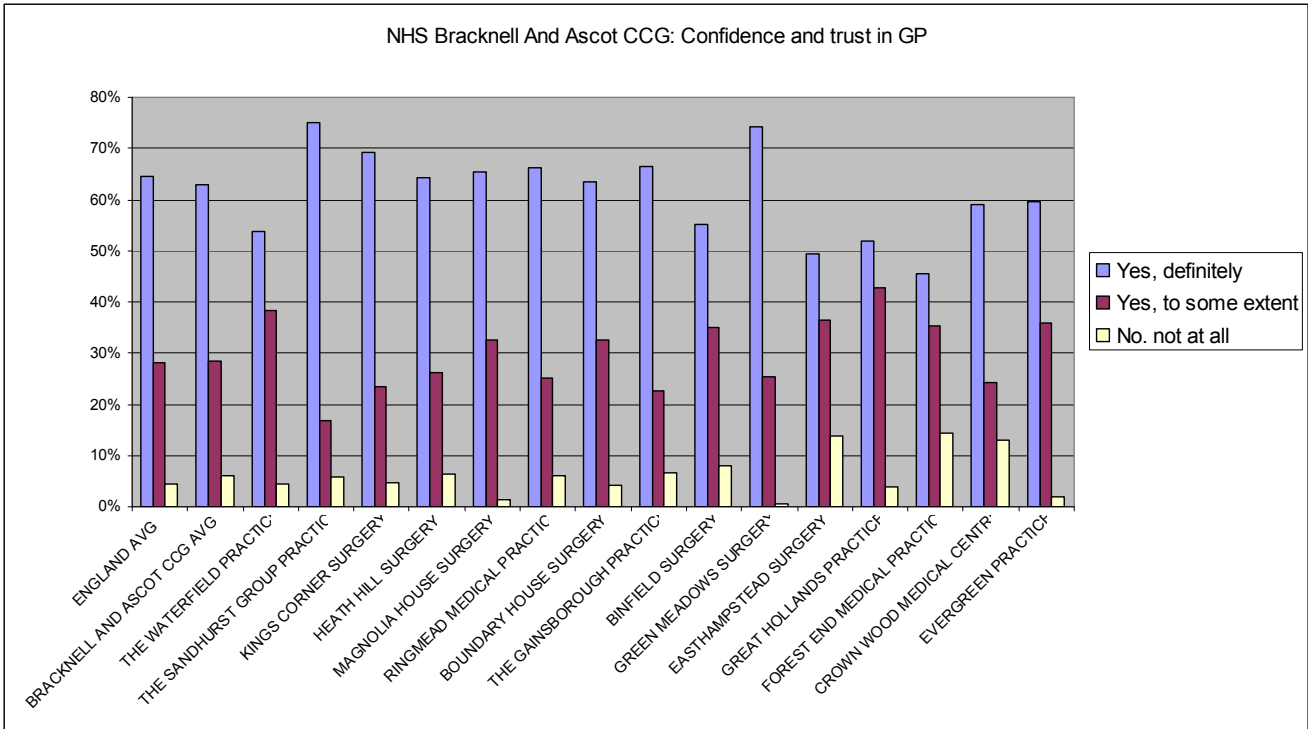
Unrestricted



Unrestricted



Unrestricted



Unrestricted

