

**TO: HEALTH OVERVIEW AND SCRUTINY PANEL
13 MARCH 2014**

**THE PATIENTS' EXPERIENCE
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,
 - the current information from the NHS Choices website, for the NHS Foundation Trusts providing most secondary NHS services to Bracknell Forest residents.

2 RECOMMENDATION

That the Health Overview and Scrutiny Panel:

- 2.1 Reviews the GP Patient Survey results for Bracknell Forest, at Appendix 1.**
- 2.2 Considers further scrutiny of survey themes or individual GP practices where the survey results are markedly different to the England average.**
- 2.3 Considers the NHS Choices information concerning the nearby NHS Trusts, at Appendix 2.**
- 2.4 Determines whether to make any further enquiries based on the NHS Choices information.**

3 SUPPORTING INFORMATION

- 3.1 The Health O&S Panel has previously decided to obtain direct knowledge of the service user's perspective of public services, through a regular flow of relevant and timely information about the quality of NHS services provided to Bracknell Forest residents. This is to include the periodic GP survey and the NHS Choices information.

GP Patient Survey

- 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 2014 - December 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 (1,838 responses) are attached in graphical form, also showing the averages for England (943,138 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.

NHS Choices Website

- 3.5 NHS Choices (www.nhs.uk) is the UK's biggest health website. It provides a comprehensive health information service, including more than 20,000 regularly updated articles. There are also hundreds of thousands of entries in more than 50 directories that can be used to find, choose and compare health services in England.

The site draws together the knowledge and expertise of:

- NHS Evidence, formerly the National Library for Health
- the Health and Social Care Information Centre (HSCIC)
- the Care Quality Commission (CQC)
- many other health and social care organisations

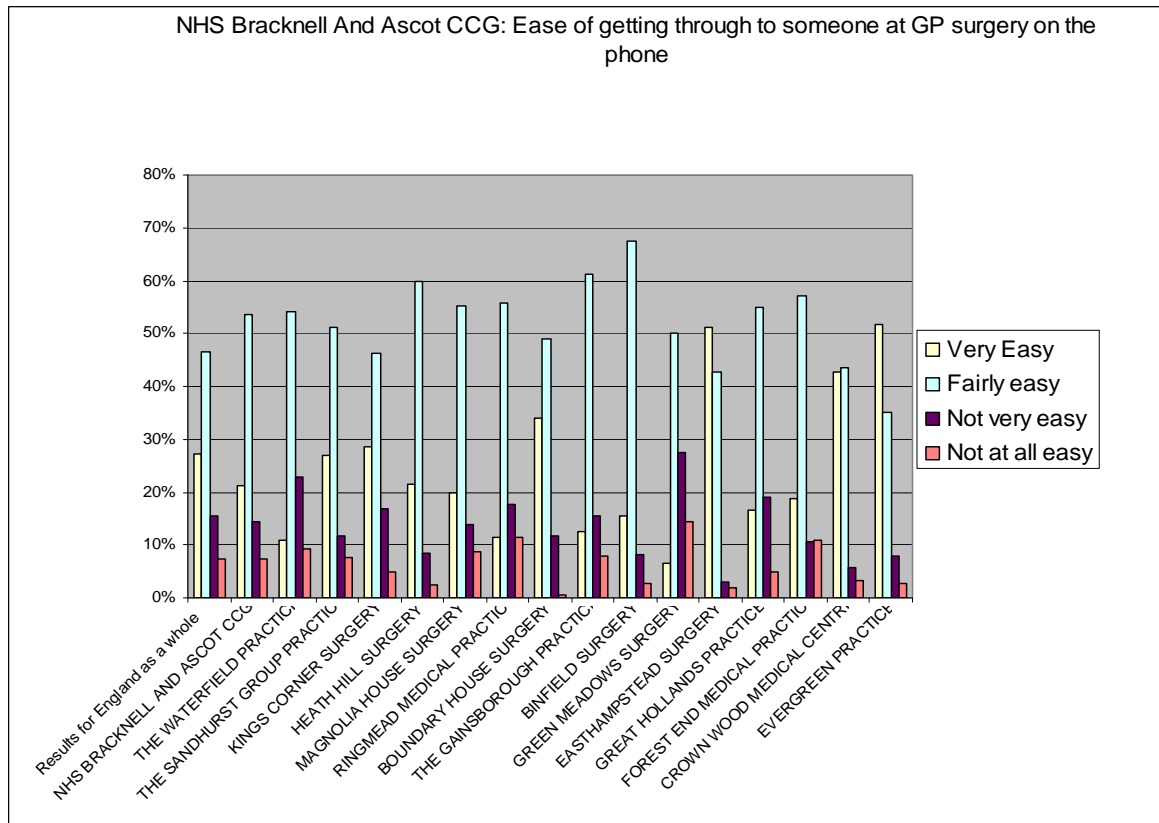
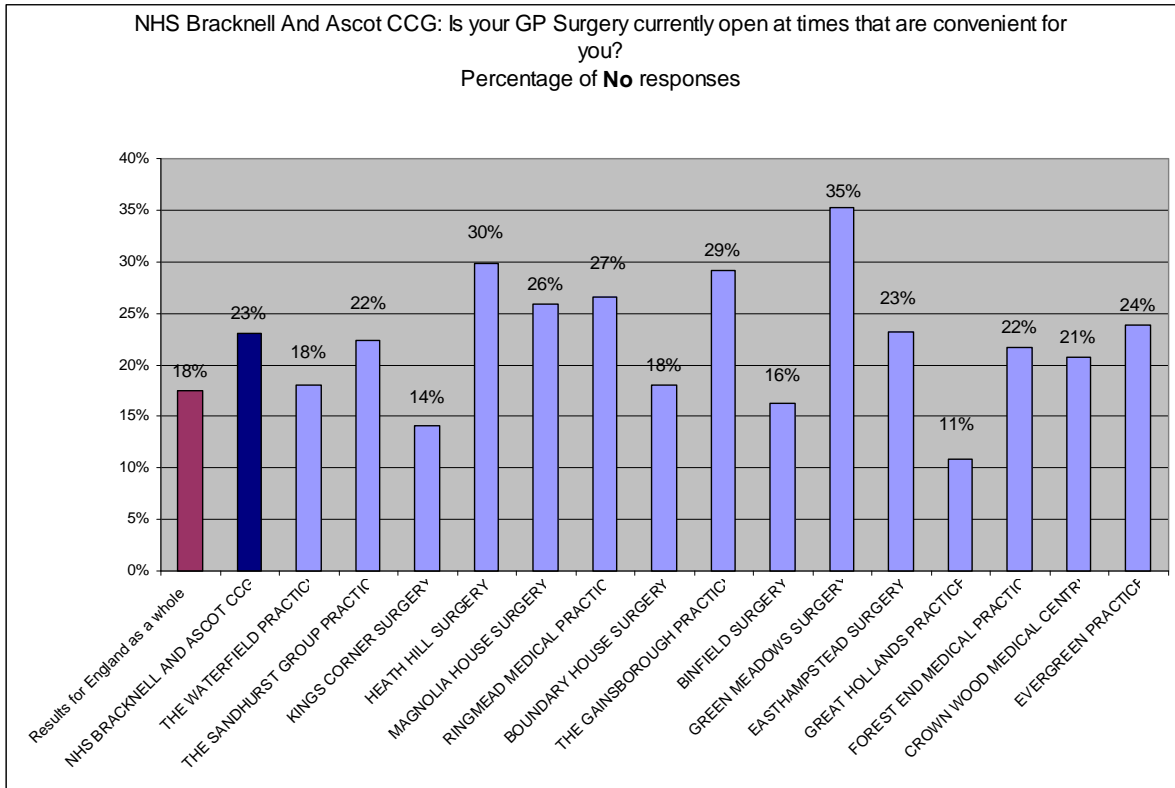
ALTERNATIVE OPTIONS CONSIDERED/ ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS/ EQUALITIES IMPACT ASSESSMENT/ STRATEGIC RISK MANAGEMENT ISSUES / OTHER OFFICERS/ CONSULTATION – Not applicable

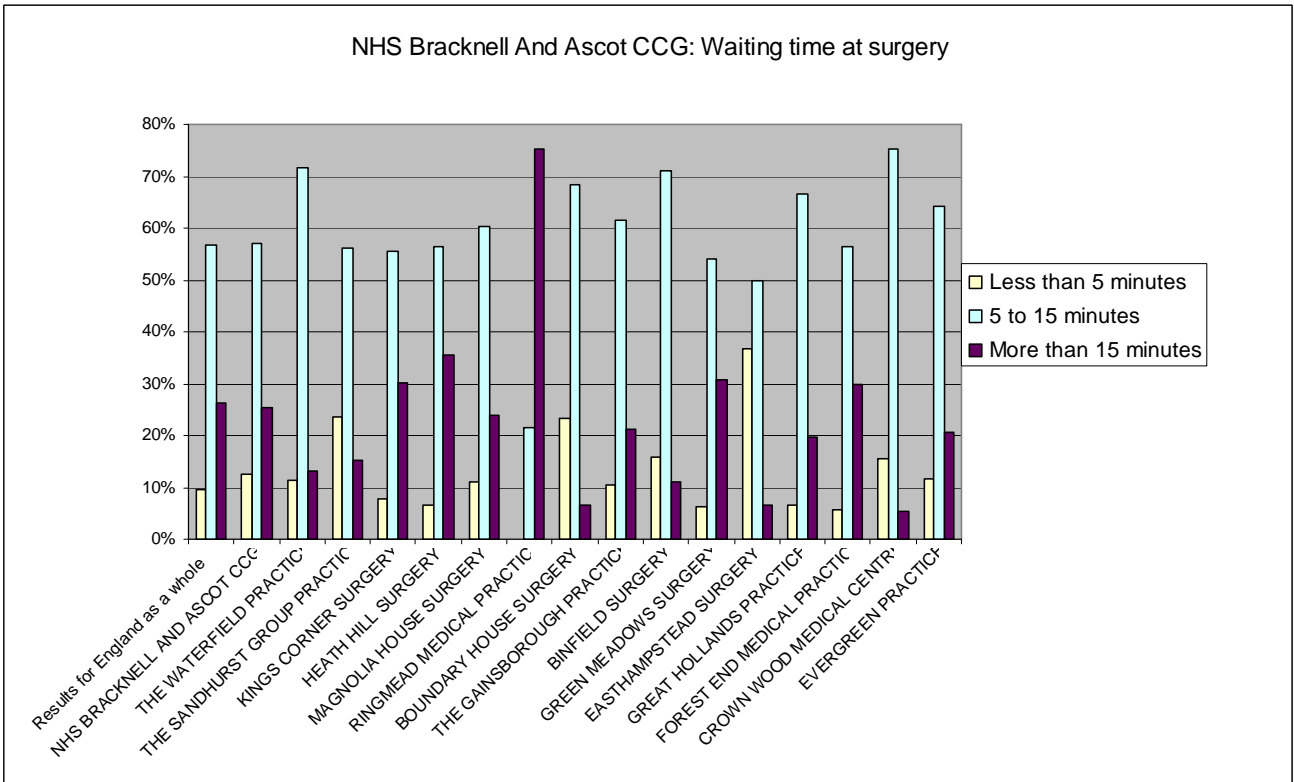
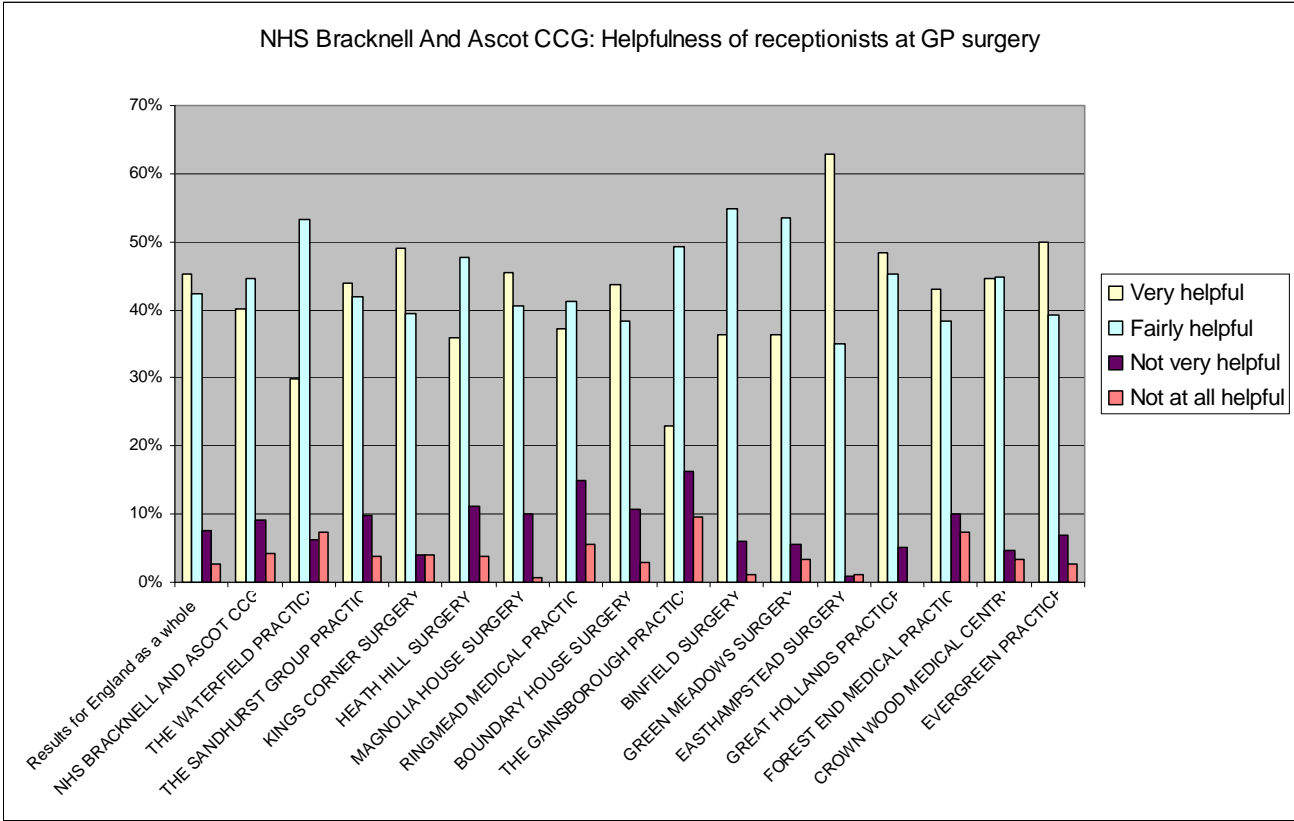
Contact for further information

Richard Beaumont – 01344 352283

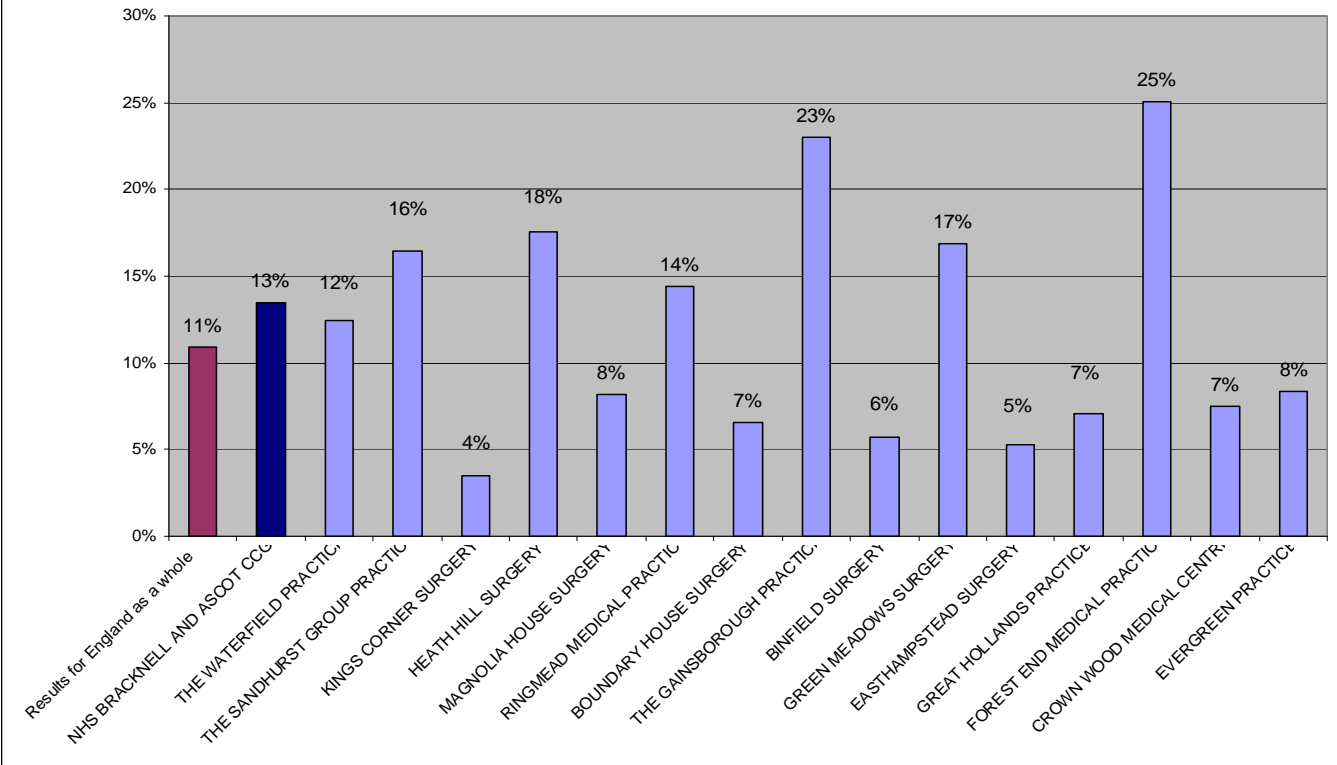
e-mail: richard.beaumont@bracknell-forest.gov.uk

GP Patient Survey Results for Bracknell Forest Practices July - December 2013: Core Questions

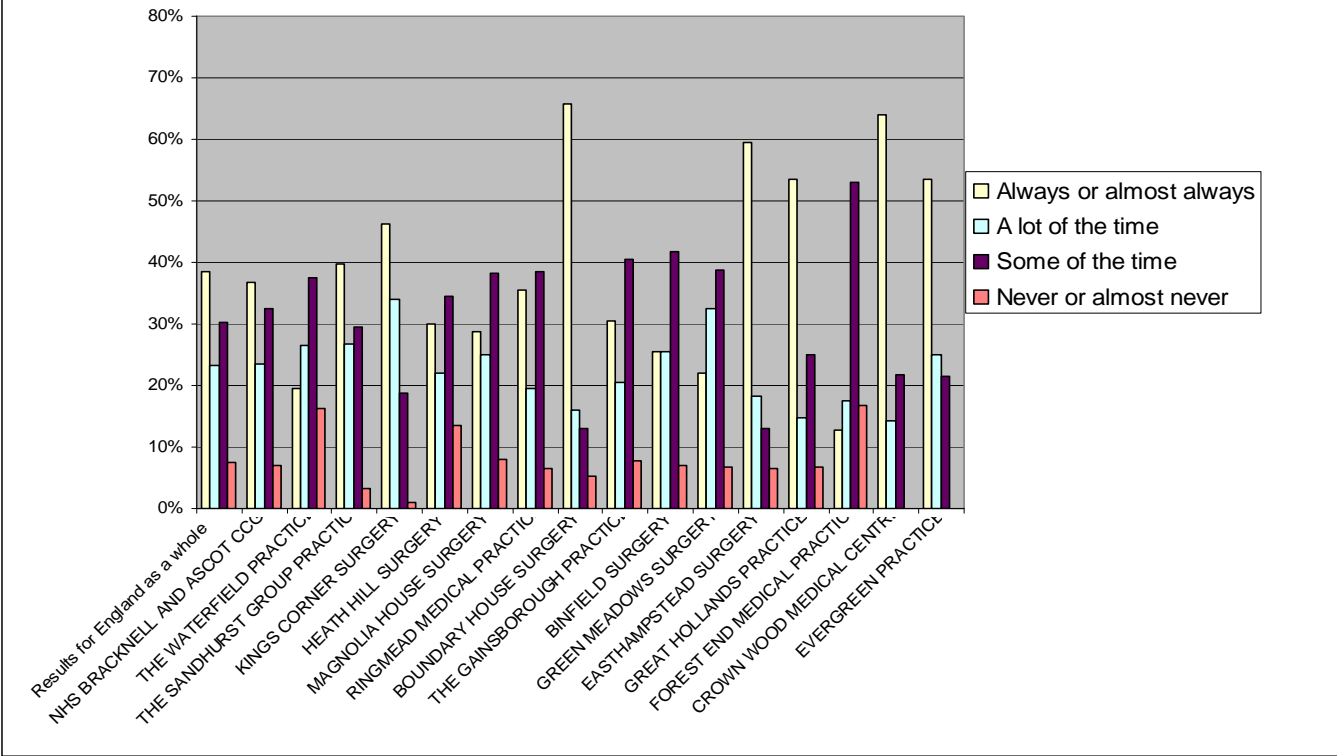


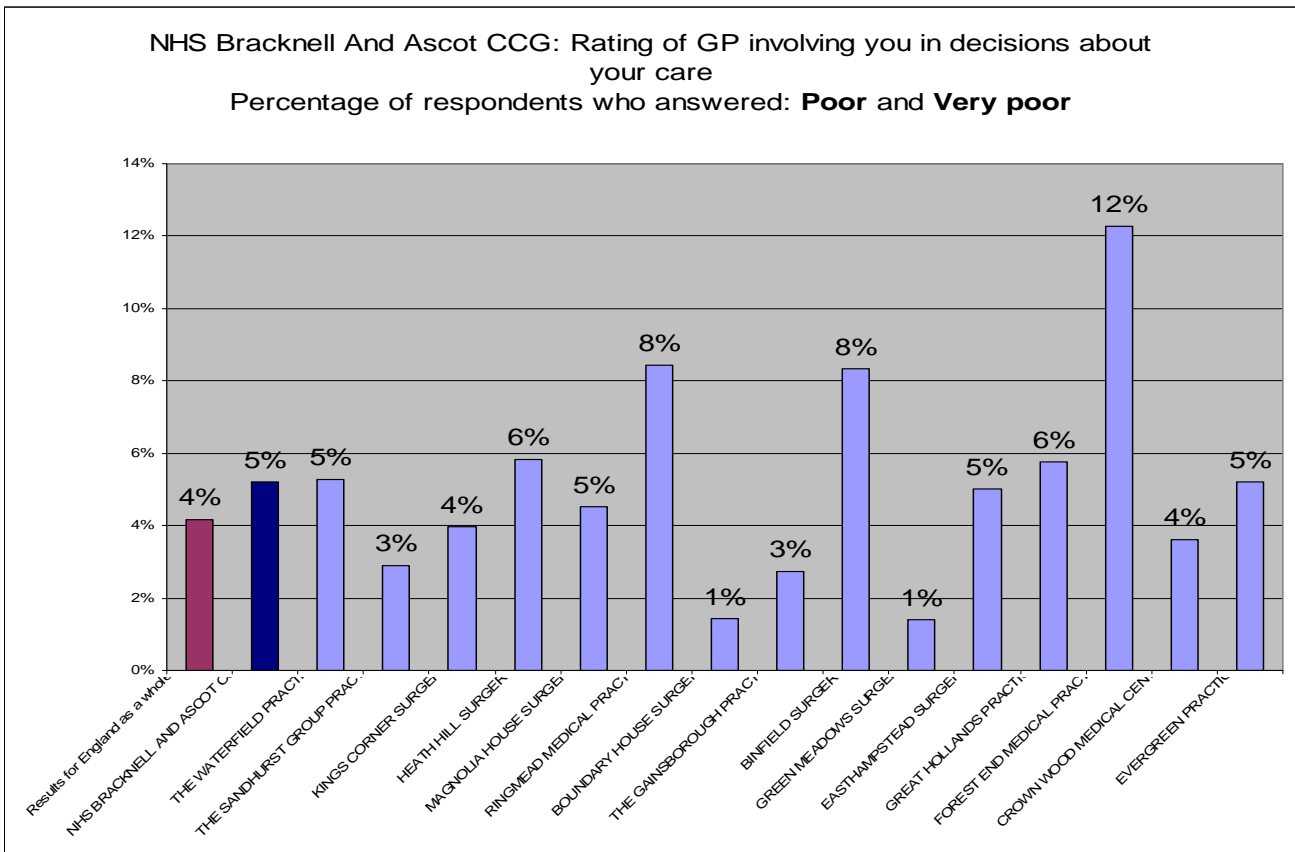
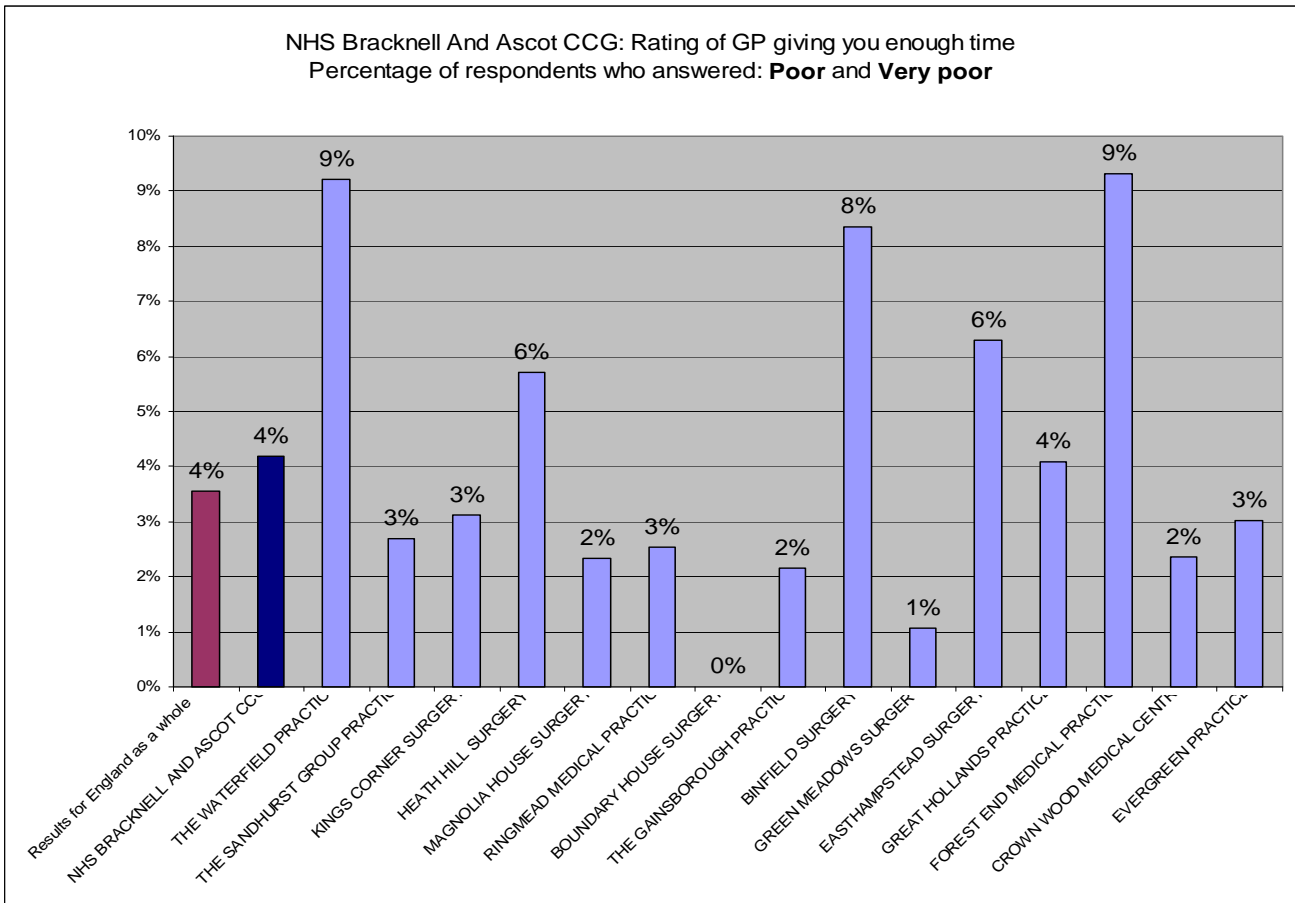


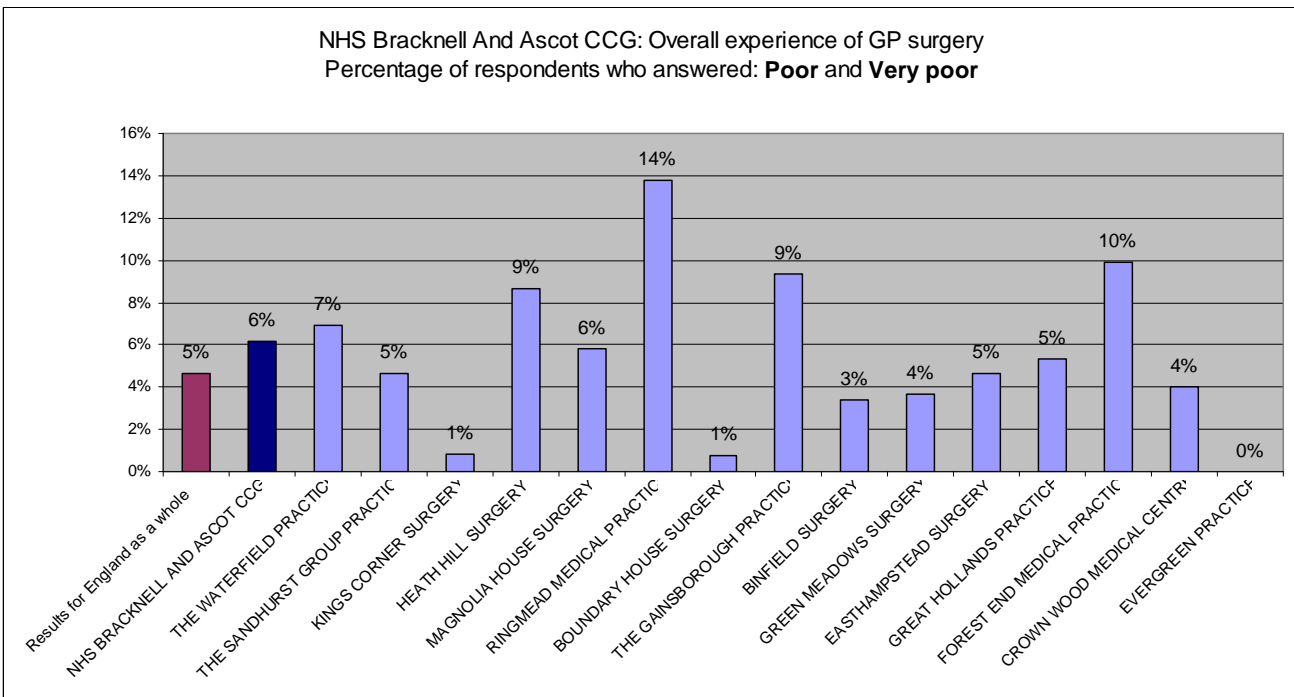
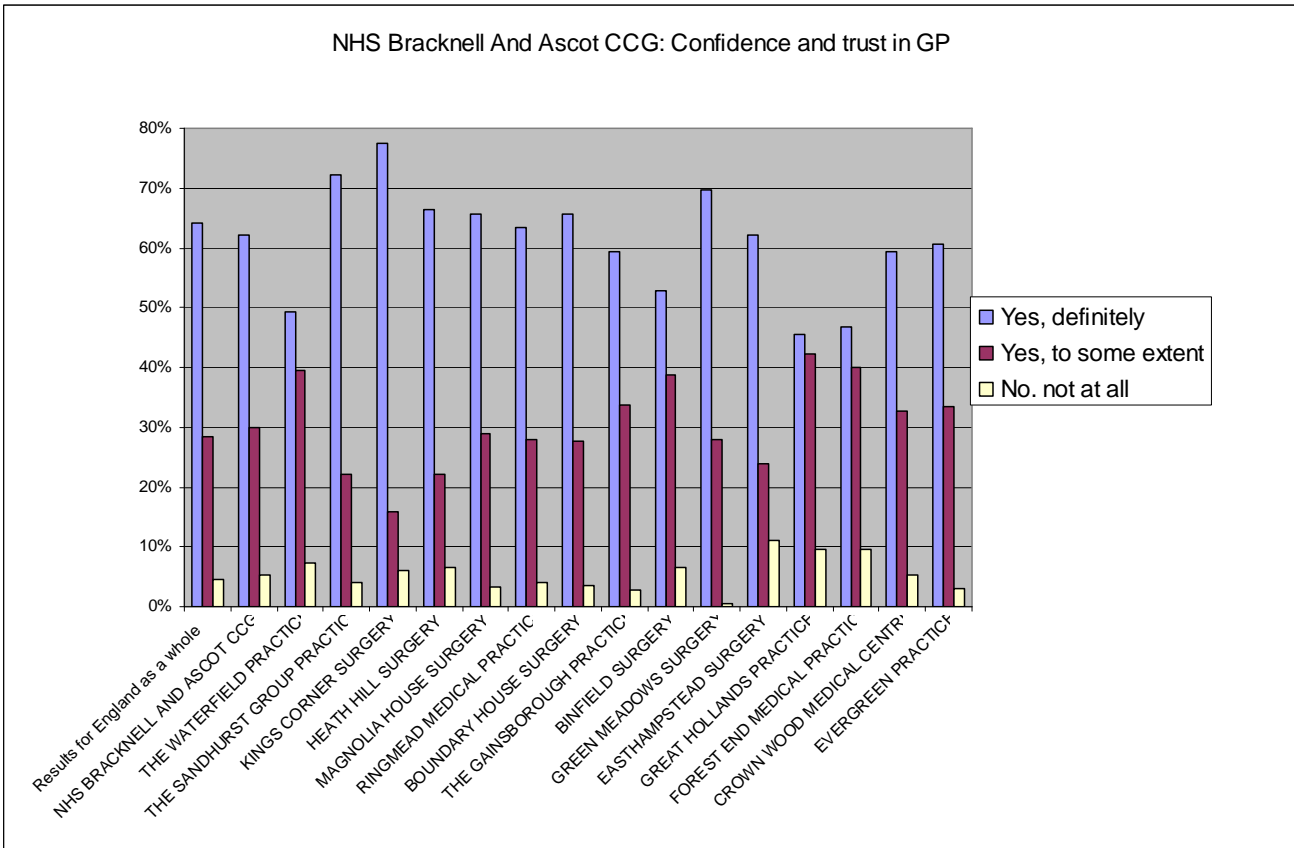
NHS Bracknell And Ascot CCG: Overall experience of making an appointment
Percentage of respondents who answered: **Poor** and **Very poor**

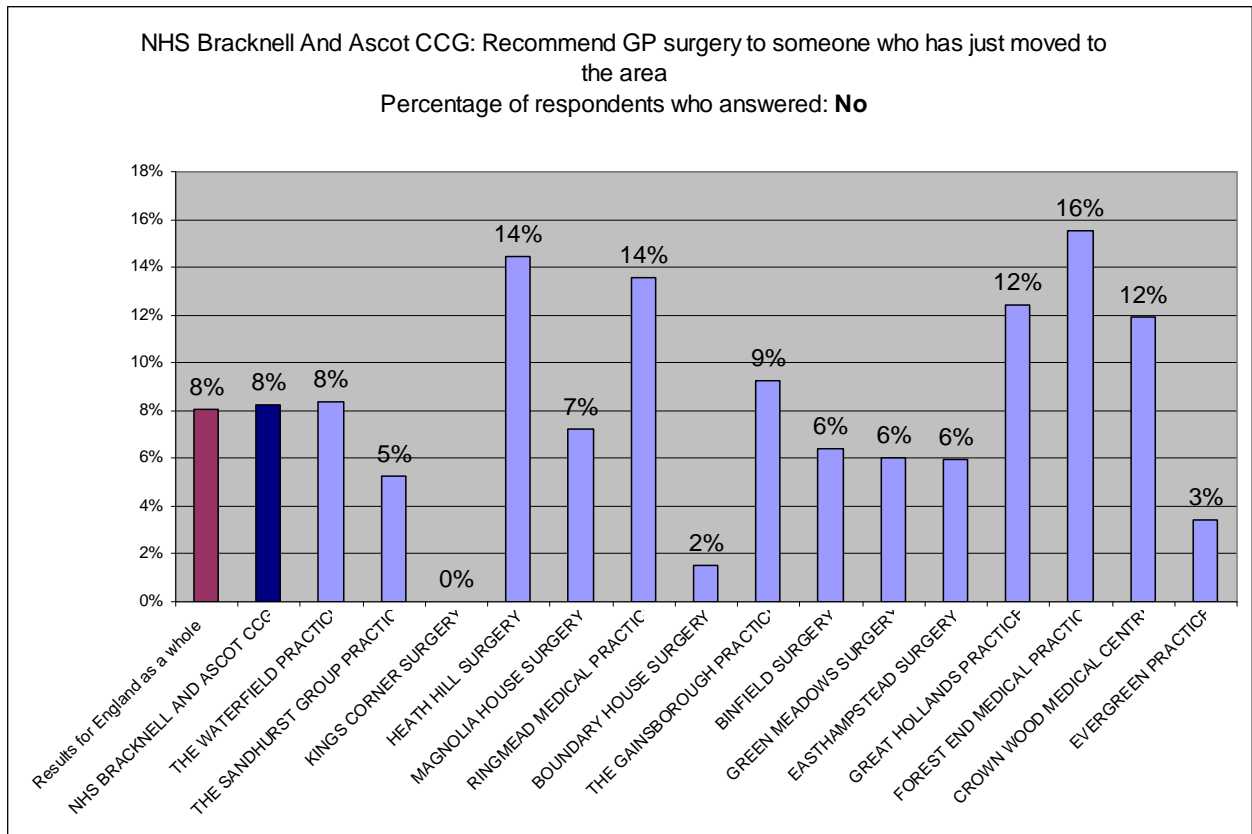


NHS Bracknell And Ascot CCG: Frequency of seeing preferred GP









Average CCG results compared to previous survey

Core questions	Result June 2013	Result December 2013	Performance Trend (key below)
Is your GP surgery currently open at times that are convenient for you?			
Percentage of respondents who answered: No	20	23	
Ease of getting through to someone at GP surgery on the phone.			
Percentage of respondents who answered			
- very easy	25	21	
- fairly easy	51	54	
- not very easy	13	14	
- not at all easy	7	7	
Helpfulness of receptionists at GP surgery.			
Percentage of respondents who answered			
- very helpful	43	40	
- fairly helpful	43	45	
- not very helpful	9	9	
- not at all helpful	3	4	
Waiting time at surgery.			
Percentage of respondents who answered			
- Less than 5 minutes	13	13	
- 5 to 15 minutes	57	57	
- More than 15 minutes	25	25	
Overall experience of making an appointment.			

Percentage of respondents who answered: Poor	13	13	→
Frequency of seeing preferred GP.			
Percentage of respondents who answered			
- Always or most always	28	37	↗
- A lot of the time	23	23	→
- Some of the time	31	33	↘
- Never or almost never	8	7	↖
Rating of GP giving you enough time.			
Percentage of respondents who answered: Poor	5	4	↖
Rating of GP involving you in decisions about your care.			
Percentage of respondents who answered: Poor	5	5	→
Confidence and trust in GP.			
Percentage of respondents who answered			
- Yes, definitely.	63	62	↘
- Yes, to some extend.	28	30	↖
- No, not at all.	6	5	↖
Overall experience of GP surgery.			
Percentage of respondents who answered: Poor	6	6	→
Recommend GP surgery to someone who has just moved to the area.			
Percentage of respondents who answered: No	9	8	↖








Key

Comparison with previous survey	
Identifies performance trend	
↗	Performance has improved
→	Performance sustained
↘	Performance has declined








Appendix 2

NHS Choices users rating	Care Quality Commission national standards	Recommended by staff	Responding to patient safety alerts	Mortality rate
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Heatherwood Hospital				Remove
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<p>Tel: 01344 623 333 London Road Ascot Berkshire SL5 8AA 0.68 miles away Get directions</p> <p>  </p>	<p> 19 ratings Rate it yourself</p>	<p> Some standards not met Visit CQC profile</p>	<p>51 % of staff who would recommend this organisation</p>	<p> Good - All alerts signed off where deadline has passed</p>	<p> As expected in hospital and up to 30 days after discharge (1.0056)</p>
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Frimley Park Hospital				Remove
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<p>Tel: 01276604604 Portsmouth Road Frimley Surrey GU16 7UJ 7.05 miles away Get directions</p> <p>  </p>	<p> 161 ratings Rate it yourself</p>	<p> All standards met Visit CQC profile</p>	<p>84 % of staff who would recommend this organisation</p>	<p> Good - All alerts signed off where deadline has passed</p>	<p> As expected in hospital and up to 30 days after discharge (0.9277)</p>
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Unrestricted

NHS Choices users rating	Care Quality Commission national standards	Recommended by staff	Responding to patient safety alerts	Mortality rate
				


King Edward VII Hospital Remove

Tel: 01753 860441
St Leonards Road
Windsor
Berkshire
SL4 3DP
4.97 miles away | [Get directions](#)
  


10 ratings
[Rate it yourself](#)


All standards met
[Visit CQC profile](#)


51
% of staff who would recommend this organisation



Good - All alerts signed off where deadline has passed


As expected in hospital and up to 30 days after discharge (1.0056)

Upton Hospital Remove

Albert Street
Slough
Berkshire
SL1 2BJ
7.32 miles away | [Get directions](#)


7 ratings
[Rate it yourself](#)


All standards met
[Visit CQC profile](#)

64
% of staff who would recommend this organisation


Good - All alerts signed off where deadline has passed

n/a
Data not available

Unrestricted

NHS Choices users rating	Care Quality Commission national standards	Recommended by staff	Responding to patient safety alerts	Mortality rate
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St Marks Hospital [Remove](#)

Tel: 01628 632012

St. Marks Road
Maidenhead
Berkshire
Berkshire
SL6 6DU
8.42 miles away | [Get directions](#)



12 ratings
[Rate it yourself](#)



All standards met
[Visit CQC profile](#)

64

% of staff who would recommend this organisation



Good - All alerts signed off where deadline has passed

n/a

Data not available

Royal Berkshire Hospital [Remove](#)

Tel: 0118 322 5111

London Road
Reading
Berkshire
RG1 5AN
12.69 miles away | [Get directions](#)



180 ratings
[Rate it yourself](#)



All standards met
[Visit CQC profile](#)

73

% of staff who would recommend this organisation








Good - All alerts signed off where deadline has passed










As expected in hospital and up to 30 days after discharge (1.0668)







Unrestricted

NHS Choices users rating	Care Quality Commission national standards	Recommended by staff	Responding to patient safety alerts	Mortality rate
				

Wexham Park Hospital Remove

<p>Tel: 01753 633000 Wexham Park Hospital Wexham Slough Berkshire SL2 4HL 9.41 miles away Get directions</p> <p>  </p>	<p> 110 ratings Rate it yourself</p>	<p> Enforcement action in progress Visit CQC profile</p>	<p>51 % of staff who would recommend this organisation</p>	<p> Good - All alerts signed off where deadline has passed</p>	<p> As expected in hospital and up to 30 days after discharge (1.0056)</p>
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Prospect Park Hospital Remove

<p>Tel: 0118 960 5000 Honey End Lane Tilehurst Reading Berkshire RG30 4EJ 15.03 miles away Get directions</p> <p>  </p>	<p> 21 ratings Rate it yourself</p>	<p> Some standards not met Visit CQC profile</p>	<p>64 % of staff who would recommend this organisation</p>	<p> Good - All alerts signed off where deadline has passed</p>	<p>n/a Data not available</p>
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Explanatory Notes

NHS Choices User Ratings

The proportion of the people who rated this hospital on NHS Choices who would recommend the organisation's services to a friend.

Care Quality Commission National Standards

As the independent regulator for health and adult social care in England, CQC check whether services are meeting their national standards of quality and safety.

Recommended by Staff

This measure shows whether staff agreed that if a friend or relative needed treatment they would be happy with the standard of care provided by the trust. The results are taken from the 2010 national NHS staff survey.

Responding to Patient Safety Alerts

Whether an NHS organisation is signing off its response to patient safety alerts that are issued by the National Patient Safety Agency. The 'Poor' category shows that the organisations has not signed off as complete **one or more** safety alerts for which the deadline has passed, the 'Good' category shows that the organisation has signed off **all** alerts for which the deadline has passed.

Mortality Rate

Whether the rate of deaths for an NHS Trust is better or worse than expected for the Trust based on the type of cases treated. The adjusted mortality ratio reflects deaths in hospital and within 30 days of discharge.