

**TO: HEALTH OVERVIEW AND SCRUTINY PANEL
29 SEPTEMBER 2016**

**GENERAL PRACTITIONER PATIENT SURVEY
Assistant Chief Executive**

1 PURPOSE OF REPORT

- 1.1 This report invites the Health Overview and Scrutiny (O&S) Panel to consider the latest GP Patient survey results for Bracknell Forest GP practices.

2 RECOMMENDATION

That the Health Overview and Scrutiny Panel:

- 2.1 Reviews the latest GP Patient Survey results 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.

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.
- 3.2 The GP Patient Survey is run every six months by Ipsos Mori for NHS England. It is designed to give patients the opportunity to comment on their experience of their GP practice. Every 6 months, over one million questionnaires are sent out to adult patients, randomly selected from all patients registered with a GP in England. The latest survey consisted of around 2.15 million postal questionnaires sent out to adults registered with GP practices in England across two separate waves, from July to September 2015 and again from January to March 2016. Over 836,000 patients completed and returned a questionnaire, resulting in a national response rate of 38.9%.
- 3.3 The survey results published in July 2016 are based on aggregated data collected from the two most recent waves of the survey. This is to create sufficiently large sample sizes to publish statistically robust results at GP practice level. Results are also published at national and Clinical Commissioning Group level. Data are weighted by age and gender so that results resemble the eligible registered list population of each practice and CCG.
- 3.4 The full results of the GP Patient survey are accessible on the NHS England website at <http://www.gp-patient.co.uk/>. The highlight results for the Bracknell Forest GP Practices are at Appendix 1, showing comparisons to the averages for the Bracknell and Ascot Clinical Commissioning Group area and the England average. The Appendix also shows the current inspection ratings by the Care Quality Commission.

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



















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GP Patient Survey highlight results for GP Practices in Bracknell Forest, July 2016

Binfield Surgery	Care Quality Commission rating – Good		
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<p>Crowthorne (New Wokingham Road Surgery)</p>	<p>Care Quality Commission rating - Good</p>
<p>What this practice does best </p> <ul style="list-style-type: none"> 97% of respondents find it easy to get through to this surgery by phone <small>Local (CCG) average: 76% National average: 73%</small> <hr/> 80% of respondents with a preferred GP usually get to see or speak to that GP <small>Local (CCG) average: 66% National average: 59%</small> <hr/> 89% of respondents describe their experience of making an appointment as good <small>Local (CCG) average: 78% National average: 73%</small> 	<p>What this practice could improve </p> <ul style="list-style-type: none"> 81% of respondents say the last GP they saw or spoke to was good at explaining tests and treatments <small>Local (CCG) average: 88% National average: 86%</small> <hr/> 84% of respondents say the last GP they saw or spoke to was good at listening to them <small>Local (CCG) average: 90% National average: 89%</small> <hr/> 81% of respondents say the last GP they saw or spoke to was good at treating them with care and concern <small>Local (CCG) average: 85% National average: 85%</small>
<p>Crowthorne Heath Hill Surgery</p>	<p>Care Quality Commission rating - Good</p>
<p>What this practice does best </p> <ul style="list-style-type: none"> 83% of respondents find it easy to get through to this surgery by phone <small>Local (CCG) average: 71% National average: 73%</small> <hr/> 96% of respondents say the last GP they saw or spoke to was good at listening to them <small>Local (CCG) average: 88% National average: 89%</small> <hr/> 89% of respondents say the last GP they saw or spoke to was good at involving them in decisions about their care <small>Local (CCG) average: 81% National average: 82%</small> 	<p>What this practice could improve </p> <ul style="list-style-type: none"> 56% of respondents usually wait 15 minutes or less after their appointment time to be seen <small>Local (CCG) average: 70% National average: 65%</small> <hr/> 77% of respondents were able to get an appointment to see or speak to someone the last time they tried <small>Local (CCG) average: 86% National average: 85%</small> <hr/> 83% of respondents say the last appointment they got was convenient <small>Local (CCG) average: 90% National average: 92%</small>
<p>Easthampstead Surgery</p>	<p>Care Quality Commission rating – Inadequate</p>
<p>What this practice does best </p> <ul style="list-style-type: none"> 76% of respondents usually wait 15 minutes or less after their appointment time to be seen <small>Local (CCG) average: 70% National average: 65%</small> <hr/> 90% of respondents find the receptionists at this surgery helpful <small>Local (CCG) average: 85% National average: 87%</small> <hr/> 91% of respondents say the last nurse they saw or spoke to was good at treating them with care and concern <small>Local (CCG) average: 90% National average: 91%</small> 	<p>What this practice could improve </p> <ul style="list-style-type: none"> 66% of respondents would recommend this surgery to someone new to the area <small>Local (CCG) average: 77% National average: 78%</small> <hr/> 50% of respondents with a preferred GP usually get to see or speak to that GP <small>Local (CCG) average: 60% National average: 59%</small> <hr/> 70% of respondents say the last GP they saw or spoke to was good at involving them in decisions about their care <small>Local (CCG) average: 81% National average: 82%</small>

Evergreen Practice	Care Quality Commission rating – Good
<p>What this practice does best ?</p> <ul style="list-style-type: none"> <li data-bbox="352 376 887 461"> <p> 86% of respondents with a preferred GP usually get to see or speak to that GP Local (CCG) average: 60% National average: 59%</p> <li data-bbox="352 506 887 591"> <p> 91% of respondents find it easy to get through to this surgery by phone Local (CCG) average: 71% National average: 73%</p> <li data-bbox="352 636 887 721"> <p> 84% of respondents describe their experience of making an appointment as good Local (CCG) average: 72% National average: 73%</p> 	<p>What this practice could improve ?</p> <ul style="list-style-type: none"> <li data-bbox="991 376 1525 461"> <p> 82% of respondents say the last nurse they saw or spoke to was good at listening to them Local (CCG) average: 90% National average: 91%</p> <li data-bbox="991 506 1525 591"> <p> 75% of respondents say the last GP they saw or spoke to was good at involving them in decisions about their care Local (CCG) average: 81% National average: 82%</p> <li data-bbox="991 636 1525 721"> <p> 79% of respondents say the last nurse they saw or spoke to was good at involving them in decisions about their care Local (CCG) average: 84% National average: 85%</p>
Forest End Medical Centre	Care Quality Commission rating – Good
<p>What this practice does best ?</p> <ul style="list-style-type: none"> <li data-bbox="352 994 887 1079"> <p> 71% of respondents usually wait 15 minutes or less after their appointment time to be seen Local (CCG) average: 70% National average: 65%</p> <li data-bbox="352 1124 887 1209"> <p> 82% of respondents say the last GP they saw or spoke to was good at involving them in decisions about their care Local (CCG) average: 81% National average: 82%</p> <li data-bbox="352 1254 887 1339"> <p> 84% of respondents say the last GP they saw or spoke to was good at treating them with care and concern Local (CCG) average: 84% National average: 85%</p> 	<p>What this practice could improve ?</p> <ul style="list-style-type: none"> <li data-bbox="991 994 1525 1079"> <p> 30% of respondents with a preferred GP usually get to see or speak to that GP Local (CCG) average: 80% National average: 59%</p> <li data-bbox="991 1124 1525 1209"> <p> 61% of respondents describe their experience of making an appointment as good Local (CCG) average: 72% National average: 73%</p> <li data-bbox="991 1254 1525 1339"> <p> 76% of respondents were able to get an appointment to see or speak to someone the last time they tried Local (CCG) average: 86% National average: 85%</p>
The Gainsborough Practice	Care Quality Commission rating – Good
<p>What this practice does best ?</p> <ul style="list-style-type: none"> <li data-bbox="352 1617 887 1702"> <p> 94% of respondents say the last GP they saw or spoke to was good at explaining tests and treatments Local (CCG) average: 84% National average: 86%</p> <li data-bbox="352 1747 887 1832"> <p> 92% of respondents say the last GP they saw or spoke to was good at giving them enough time Local (CCG) average: 85% National average: 87%</p> <li data-bbox="352 1877 887 1962"> <p> 92% of respondents say the last GP they saw or spoke to was good at listening to them Local (CCG) average: 88% National average: 89%</p> 	<p>What this practice could improve ?</p> <ul style="list-style-type: none"> <li data-bbox="991 1617 1525 1702"> <p> 78% of respondents find the receptionists at this surgery helpful Local (CCG) average: 85% National average: 87%</p> <li data-bbox="991 1747 1525 1832"> <p> 64% of respondents usually wait 15 minutes or less after their appointment time to be seen Local (CCG) average: 70% National average: 65%</p> <li data-bbox="991 1877 1525 1962"> <p> 68% of respondents are satisfied with the surgery's opening hours Local (CCG) average: 74% National average: 76%</p>

Great Hollands Health Centre	Care Quality Commission rating - Requires Improvement
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Ringmead Medical Practice	Care Quality Commission checks underway. Previous inspection in November 2013 concluded that all standards were being met
<div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <p>What this practice does best</p> <ul style="list-style-type: none">  96% of respondents say the last nurse they saw or spoke to was good at explaining tests and treatments <small>Local (CCG) average: 88% National average: 90%</small> <hr/>  96% of respondents say the last nurse they saw or spoke to was good at treating them with care and concern <small>Local (CCG) average: 90% National average: 91%</small> <hr/>  90% of respondents say the last nurse they saw or spoke to was good at involving them in decisions about their care <small>Local (CCG) average: 84% National average: 85%</small> </div> <div style="width: 48%;"> <p>What this practice could improve</p> <ul style="list-style-type: none">  44% of respondents usually wait 15 minutes or less after their appointment time to be seen <small>Local (CCG) average: 70% National average: 65%</small> <hr/>  46% of respondents with a preferred GP usually get to see or speak to that GP <small>Local (CCG) average: 60% National average: 59%</small> <hr/>  65% of respondents describe their experience of making an appointment as good <small>Local (CCG) average: 72% National average: 73%</small> </div> </div>	
The Sandhurst Group Practice	Care Quality Commission rating - Good
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The Waterfield Practice	Care Quality Commission rating – Good
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