



BURY
INTEGRATED CARE
PARTNERSHIP

General Practice Patient Survey

Part of Greater Manchester
Integrated Care Partnership



What is the General Practice Patient Survey



- The General Practice Patient Survey (GPPS) is an England-wide survey, providing practice-level data about patients' experiences of their GP practices.
- The GPPS measures patients' experiences across a range of topics, including:
 - Local GP services
 - Making an appointment
 - Patient's last appointment
 - Overall experience
 - COVID-19
 - Patient health
 - When your GP practice is closed
 - Demographics

Bury Integrated Care Partnership (Bury ICP) Results



- Each year, the surveys are sent out in January and the results cover the period of January to December the previous year
- In Greater Manchester Integrated Care Partnership (GM ICP), 202,165 questionnaires were sent out, and 46,871 were returned completed. This represents a response rate of 23%, a 1% decrease on 2022
- In Bury Integrated Care Partnership, 10,524 questionnaires were sent out, and 2,905 were returned completed. This represents a response rate of 28%, which, whilst a decrease of 2% on the response rate for 2022, it remains higher than the GM return rate for the survey

Results

Table 1 provides a summary of the main questions within the survey alongside the results for Bury ICP compared to national results and wider GM results.

	Bury Locality 2021	Bury Locality 2022	Bury Locality 2023	GM ICS 2023	National 2023
Q1. Ease of getting through to GP practice by phone	66%	43.7%	61%	51%	50%
Q2. How helpful do you find the receptionists at your GP practice	90%	83.1%	88%	81%	82%
Q4. How easy is it to use your GP practice's website to look for information or access services	77%	61.2%	72%	63%	65%
Q16. Satisfaction with appointment offered	70%	71%	71%	72%	72%
Q21. Overall experience of making an appointment	88%	51.8%	51%	55%	54%
Q28. Confidence and trust in healthcare professional saw or spoke to	96%	92.5%	91%	93%	93%
Q30. During your last general practice appointment, did you feel that the healthcare professional recognised and / or understood any mental health needs that you might have had	87%	79.8%	77%	81%	81%
Q32. Overall experience of GP practice	73%	67.3%	65%	71%	71%

Patient Satisfaction



The information below displays the main questions in the survey relating to patient satisfaction

GPPS Question	Bury Locality 2021	Bury Locality 2022	Bury Locality 2023	GM ICB 2023	National 2023
Q16. Satisfaction with appointment offered	70%	71%	71% 90% Knowsley Street 53% Peel GPs	72%	72%
Q21. Overall experience of making an appointment	88%	51.8%	51% 75% Townside 23% Ramsbottom	55%	54%
Q32. Overall experience of GP practice	73%	67.3%	65% 87% Townside 37% The Uplands	71%	71%

The results show that Bury Locality are slightly below both GM ICB and National average for all 3 questions, but as you can see there is vast variation in practice level scores which will be impacting the overall average

Access

The information below displays the main questions in the survey relating to patient access

GPPS Question	Bury Locality 2021	Bury Locality 2022	Bury Locality 2023	GM ICB 2023	National 2023
Q1. Ease of getting through to GP practice by phone	66%	43.7%	61% 91% Greylands 19% The Uplands	51%	50%
Q4. How easy is it to use your GP practice's website to look for information or access services	77%	61.2%	72% 79% Woodbank 40% The Elms	63%	65%

The results show for both questions Bury Locality average is higher than both GM ICB and National average which should be noted a positive result

Next Steps



To improve GPPS results in 2024 we need patients to see and feel the difference in the way they access and receive care

The following programmes of work are taking place in Bury to ensure this happens

Bury General Practice Strategy



The Bury General Practice Strategy has been structured to support both patients and practices to improve their experience. The 5 goals of the General Practice Strategy relate to, reinforce and support overall improved access and patient satisfaction:

- Develop and Promote a new model of general practice:
 - looking at new and different ways of working - moving general practice out of silos and into partnership with our wider system via neighbourhood integration, delivering services at scale, providing greater access for patients, embracing a digital first approach whilst tackling inequities for our patients on a borough wide footprint
- A resilient workforce and an attractive place to work
 - formulating a General Practice Workforce Strategy
 - the strategy articulates how we will support our member practices, both in terms of training and education but also with resilience, including support on how to attract and retain the best workforce

Bury General Practice Strategy



- Increase capacity within general practice and meet appropriate demand
 - focuses on communication and engagement with practices and wider system partners and has an element of effective pathway navigation in terms of triage training to ensure patients are triaged and directed to the most appropriate professional
- Strengthen the relationships between provider partners across the bury system
 - focuses on effective pathway navigation across the Bury system to improve the patient journey and the relationships between professionals in the system to ensure wrap around care, with the patient at the centre is achieved
- Improve outcomes for patients by reducing inequity and variation in access and quality of care
 - focuses on data and digital provide targeted prevention/intervention data, quality and assurance and effective pathway navigation to identify work that does not need to be done in general practice and develop solution

Modern General Practice



A Modern General Practice model is a way of organising work in general practice to help enable practices to provide fair and safe care, while also supporting the sustainability of services and an improved experience for both patients and staff. The model involves practices:

- having a full understanding of demand and available capacity;
- providing easy to use access routes to patients;
- collecting consistent information from the patient at the point of contact;
- improving management of non-patient facing workload to help release capacity;

All of this information will be used to give the most appropriate help to patients based on need, improving the patient journey and improving their overall experience in General Practice. The points above link in to the outcome measures and performance dashboard the Primary Care Team monitor (slide 12)

Capacity and Access Improvement Plan



Capacity and Access Improvement Plans aim to provide space, funding and license for PCNs to improve patients' access to care and reduce variation. The focus is on making improvements to help manage demand and improve patient experience of access, so patients can access care more equitably and safely, prioritised on clinical need

As part of those plans, the key areas of focus for the PCNs are:

Patient Experience of Contact

Ensure all practices submit FFT data to CQRS on monthly basis: look at plan around improving Friends and Family Test responses, improving uptake from patients and submissions from practices

Cloud-based telephony to be implemented across all PCN practices, to reduce wait times on hold to practices/help practices to better utilise resources at busier times of the day

All patients will be encouraged to use the NHS app and practices will promote the usage of this by enabling prescription requesting, messaging and appointment booking

Engagement sessions with all member practices to identify best practice and share ideas.

Ease of Contact and Demand Management

Improve ease of access - all PCN practices to meet England average of 53% in this area

EPS - increase number of patients enabled for online access and electronic prescription requests

Examine current utilisation data of ARRS staff and services and ensure equity of use across all PCN practices, with the aim of providing greater access in each

Care Navigation – The PCN practices will engage with training programmes and support to upskill staff in care navigation

Enhanced Access – All practice staff will be trained to book patients directly into enhanced access, roles available in enhanced access and what they can do.

Establish how many call handlers each practice uses and identify what times of the day more or less are deployed.

Accuracy of Recording in the Appointment Book

Improve recording of ARRS appointments, utilising single instance of clinical system i.e. GP Fed instance of EMIS, to create shared appointment book, thus more accurately recording GP practice activity

Explore possibilities to make Extended Access appointments 'online bookable' as a way of increasing patient access to online-bookable appointments

Appointments to be directly bookable through GP connect – allowing better access as patients can attend other practices if appropriate.

Outcome measures

The Primary Care Team have a performance dashboard, measuring a suite of outcomes throughout the year. The data displayed shows some of the indicators believed to be associated with positive patient satisfaction which demonstrate improvements in 23/24.

In addition to this, across the winter period, the Acute Respiratory Hub is operational and providing additional capacity 5 days per week as well as the GM surge hubs providing additional face to face capacity 7 days per week.

Measurable Indicators	Target	22/23 Baseline	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23
Increase in the uptake of the NHS App (13+)		55.26%	55.54%	55.85%	56.28%	56.62%	56.85%	57.01%	57.40%	57.64%
100% of practices offering patients the ability to book/cancel appointment online	100%	68%	72%	72%	72%	72%	76%	76%	76%	80%
Increase the % of patients who are enabled to book/cancel appointments online		15.50%	16.10%	16.60%	17.10%	17.60%	19.10%	19.50%	20.10%	29.50%
100% of practices offer patients the ability to order repeat prescriptions online	100%	96%	100%	100%	100%	100%	100%	100%	100%	100%
Increase the % of patients enabled to order repeat prescriptions online		28.70%	29.50%	30.40%	31.10%	31.70%	32.30%	32.80%	33.70%	34.20%
Increase in the % of patients who would recommend their practice to their F&F		89.00%	89.10%	89.20%	89.80%	90.70%	89.30%	91.20%	90.50%	89.50%
Increase monthly utilisation of Enhanced Access capacity across Bury		70%	79%	79%	73%	71%	72%	69%	68%	76%

* December data pending

2024 Survey



- As is usual process, the 2024 survey is sent out in January and the results will be published in July 2024
- The GPPS questionnaire is reviewed every year to ensure it remains relevant and the questionnaire has been re-developed for 2024
- The redevelopment is aligned with the evolving primary care landscape and takes into account the Delivery plan for Recovering Access to Primary Care, while meeting the requirements of data users
- There have been new questions added to the survey and previous questions revised, for example, there is a new question to capture main reason for contacting GP practice, which included options to identify whether this was for a new or existing health issue. In relation to access, the following changes have been implemented - Changed 'Making an appointment' section to 'Your last contact' to capture triage process, with some of the 'Making an appointment' questions moving to the 'Your last appointment' section
- Due to changing models of access, the majority of stakeholder comments focused on the first two sections of the existing questionnaire, including the need to understand patient journeys and how patients interact with their practice in order to support implementation of these changes
- Full details on the redevelopment can be found here [GPPS_2024_Questionnaire_redevelopment_report_PUBLIC\(gp-patient.co.uk\)](#)
- The Primary Care Team will analyse the results and continue to work with general practice on any future areas of development, based on the survey results