

# Engagement report for the Quality and Patient Experience Committee

August 2020

## National GP Patient Survey (GPPS)

In July 2020 the England-wide GP Patient Survey (GPPS) published its results. It provides practice-level data about patients' experiences of their GP practices. Ipsos MORI administers the survey on behalf of NHS England. In NHS Vale of York 7,053 questionnaires were sent out, and 3,206 were returned completed. This represents a response rate of 45%.





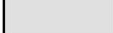
The survey asked patients about their local GP services, making an appointment, their last appointment, overall experience, their health and what they do when their GP practice is closed. Overall the satisfaction of experience of their local GP practice and decreased since 2018. There are some practices that had very positive results (98% satisfaction) and the lowest performing practice was at 50%. However, responses about quality of care – feeling listened to, involved in decision and being treated with care and concern still remained high.

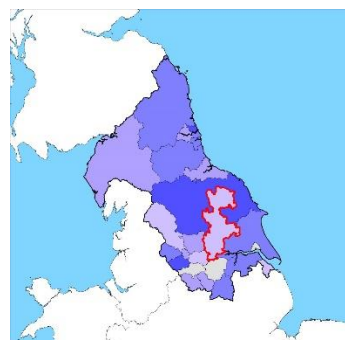
When asked about how they would describe the experience of their GP practice, 38% said very good, 41% fairly good, 12% neither good nor poor, 5% poor, 4% very poor. General satisfaction was 79%, down from 87% in 2018.

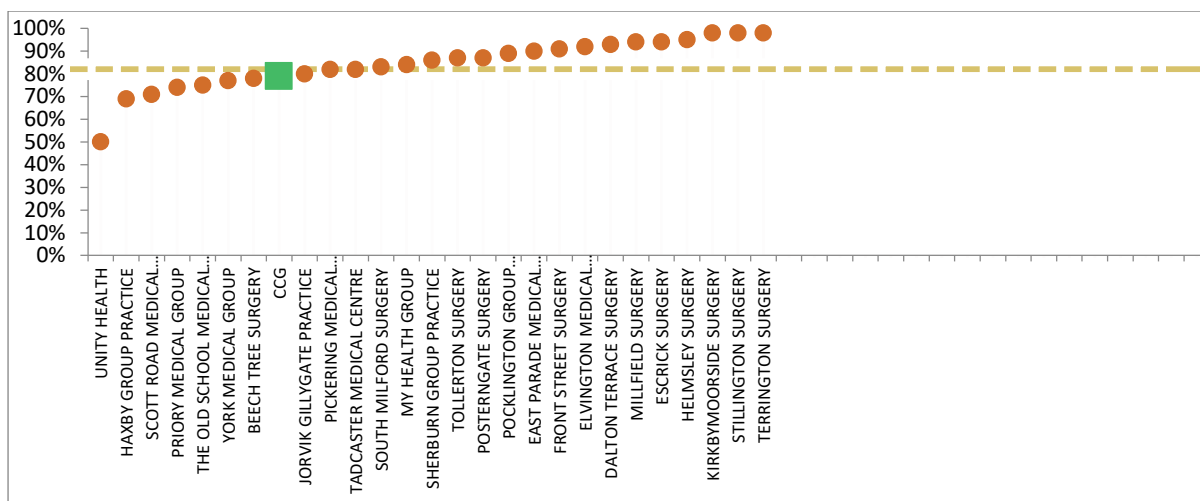
The full survey can be found here: <https://www.valeofyorkccg.nhs.uk/get-involved/engagement-surveys-and-consultations/previous-surveys-and-consultations/>

### Overall Experience of GP Practice

#### % Good

	85.2 up to 89.3
	82.7 up to 85.2
	80.6 up to 82.7
	78.3 up to 80.6
	70.5 up to 78.3





- When asked how easy is it to get through on the phone only 60% of respondents said easy, and 40% said not easy. This year's results were lower than previous years, suggesting that more people are finding it difficult to contact their GP practice. There were also lower satisfaction levels in the city centre larger practices and the GP practice associated with York University. However, once they got through 89% of respondents found the receptionists helpful.
- Only 54% of respondents were aware that they could book appointments online, 49% aware about ordering prescriptions online and just 26% were aware they could access their records online.
- 75% of respondents found their GP's website easy to find information and access services.
- When asked about whether they were offered choice of appointment, 50% were offered choice of time or date, 19% were offered choice of place and 9% were offered choice of health professional. 41% were not offered a choice of appointment. Overall satisfaction with choice of appointment has decreased from 66% in 2018 to 59% in 2020.
- Only 55% of respondents were satisfied with the GP practice appointments available to them, and in the lowest performing practice this was just 23%.
- When they had an appointment, the quality of care was positive. 87% of people felt they were given enough time, 89% felt they had been listened to and 88% felt they had been treated with care and concern, 92% felt involved in decisions about their treatment and 95% had trust in the healthcare professionals and 93% felt their needs were met.
- Regarding appointments, 59% of patients were offered a choice and 41% said they were not. For those patients who were not satisfied with the appointment and did not take it, 32% didn't see or speak to anyone, 22% decided to contact the practice another time, 12% spoke to a pharmacist, 12% got an

appointment on a different day, 8% called 111 and only 8% went to A&E (much lower than the national average of 13%).

- 68% were satisfied with the choice of appointment, 24% were not happy but still took the appointment and 8% didn't take the appointment.
- If their GP practice is closed 65% contacted the NHS by phone, 38% went to A&E, 14% went to the pharmacist and 12% used another NHS service.

## **Urgent care engagement review 2020**

Nationally, there is a focus on getting patients get the right care, in the right place and at the right time, and importantly as convenient for them as the seriousness of their condition allows. Within the Vale of York context, an opportunity has arisen to review the way that we provide urgent care in the area. As a result, we have taken the opportunity to carry out an initial scoping exercise to understand the needs of our population and how they access urgent and same day care.

As part of this report we have referenced a number of surveys and engagement activities which have taken place over the last two years with a focus on accessing GP services, out-of-hours and urgent care.

More information is on our webpage: <https://www.valeofyorkccg.nhs.uk/get-involved1/engagement-surveys-and-consultations/current-surveys-and-consultations/>

**The following documents and engagement activities were consulted as part of this report:**

- **April 2018:** Improving access to GP practices survey for evening and weekend appointments: <https://www.valeofyorkccg.nhs.uk/seecmsfile/?id=126>
- **June 2019:** Humber, Coast and Vale engagement about the long term plan, which included engagement around urgent care priorities across the patch [https://humbercoastandvale.org.uk/wp-content/uploads/2019/07/HCV-Engagement-Mapping-Report\\_final.pdf](https://humbercoastandvale.org.uk/wp-content/uploads/2019/07/HCV-Engagement-Mapping-Report_final.pdf)
- **August 2019:** Healthwatch York report on key messages from the NHS Long Term Plan Engagement Project in York <https://www.healthwatchyork.co.uk/wp-content/uploads/2019/08/Final-Key-messages-from-York-Long-Term-Plan-engagement.pdf>
- **August 2019:** Survey of patients attending A&E where we spoke to 103 patients over a 12 hour period: <https://www.valeofyorkccg.nhs.uk/seecmsfile/?id=123>
- **March 2020:** Healthwatch Children and Young People's report: <https://www.healthwatchyork.co.uk/wp-content/uploads/2020/03/Healthwatch-York-CAYP-report-A4-Final-Version33101.pdf>
- **May 2020:** Impact of covid-19 on health and wellbeing survey: <https://www.valeofyorkccg.nhs.uk/seecmsfile/?id=4154>

- **June 2020:** Urgent Care Survey. In June 2020 the CCG conducted a survey to find out what people do and where they go if they have an urgent health condition (that is not life threatening) and needs treating on the same day. We received 545 responses. It was shared with our stakeholder database and through our networks such as the maternity voices partnership, the carers centre, local businesses, patient participation groups, VCSE organisations, Healthwatch, the local authority and parish councils.  
<https://www.valeofyorkccg.nhs.uk/seecmsfile/?id=4224>
- **June 2020 Urgent Care interviews:** We commissioned Healthwatch to carry out an independent urgent care rapid assessment report, working with seldom heard and vulnerable groups to find out their experience of seeking medical help if they had an urgent health condition.  
<https://www.valeofyorkccg.nhs.uk/seecmsfile/?id=4223>
- **July 2020:** GP patient survey <https://gp-patient.co.uk/downloads/slidepacks/2020/03Q%20-%20NHS%20VALE%20OF%20YORK%20CCG.pptx>

As part of the engagement work, we are committed to ensuring that we represent the views of our diverse population. During the covid-19 pandemic, although we were unable to host face-to-face engagement sessions, we worked with Healthwatch and the voluntary sector to access seldom heard communities, including some of the most vulnerable people in our population with multiple and complex needs. Healthwatch conducted a number of interviews and worked with Door 84 (youth centre), the Good Organisation (supporting people affected by homelessness), Lifting Voices up York, York CVS and the Complex Needs Network. It also used its links with young people groups and spoke to those who were receiving welfare checks. As part of the covid-19 impact survey, we held telephone interviews with the Carers Centre, Dementia Forward, advocacy services for deaf people, York Mind and carers and people with disabilities and mental health conditions.

Reviewing the thousands of conversations and feedback submissions from the Vale of York population, there are a number of key themes that emerge around the understanding of urgent care, when to access it and people's experience

- **The system is too confusing:** People are unsure about when to use NHS 111 service, when to call a GP or when to go to A&E. Difficulties 'navigating the system' and 'knowing where to go' were raised multiple respondents.
- **GP is the first choice for an urgent care need.**
- **There is lack of knowledge about Urgent Treatments Centres (UTC)**
- **People are unsure of where to go/how to access out-of-hours care.**
- **Travel and transport** was important to people.
- **Improved access:** People commented that they would welcome better access to GP services, via the telephone and outside of working hours.
- **Type of appointment:** People still prefer face-to-face as a means of having an appointment. However, since March 2020 and the covid-19 pandemic

there has been more of an uptake and satisfaction in telephone and digital consultations.

- **Range of professionals:** Respondents were happy to see a range of healthcare professionals for their urgent health need.
- **Using the telephone to get advice:** Generally people were used to accessing services via telephone. However, experience was much more positive if this was with a health care professional rather than a call taker.
- **Continuity of care and joined up care:** People commented that there needs to be more joined up sharing of records, otherwise and then you have to explain to every clinician about your conditions.
- **Better use of technology:** For some people access to the internet and technology was not difficult and in some circumstances, especially during the Covid-19 pandemic, it was preferred. However, It is important to be mindful to not digitally exclude patients. For those who had difficulties – cost, ease of use and access to good quality broadband were some of the main concerns.
- **Low awareness of online service, and appointments at the weekend and evenings through the GP surgery.**
- If people had a **child who was unwell**, they more likely to go to A&E.
- If people had a **mental health condition**, they would prefer to see someone they trust.
- **Better communication** was a key theme. People mentioned how communication could have been better, and finding out about where to go could be confusing. Young people also told us that information about their own care was not always provided in an easy to understand or accessible way.
- **Recognition of pharmacies** was high, and according to the 2020 urgent care survey 42% of people would chose to go to a pharmacy to try and treat and urgent medical condition.
- **People who access A&E are likely to have tried another healthcare option first**
- **Out of area patients**, such as tourists or business people told us that they had to go to A&E because they couldn't get appointments with local GPs, or get a prescription for medication.
- **Increase awareness of carers and vulnerable patients:** Awareness of their needs and providing clear information would improve the experiences when accessing health and care services.

## **Special Educational Needs and Disabilities (SEND)**

As part of the improvement work around SEND the CCG has been working in partnership with the City of York Council, health and care colleagues and families to

build a coproduction model for the city, and a comms and engagement strategy o help support this.

During July the CCG and CYC held four coproduction workshops to find out what people understood about the term co-production, the barriers and difficulties and how to successfully involve parents and families. The workshops were rich in feedback and are being used to help build a new coproduction model for York.

The SEND comms and engagement strategy is going to the SEND improvement board in August and is based on a vision to create an open, honest and well – communicated city.