



Introduction to the NHS England GP Patient Survey

Background

The GP Patient Survey (GPPS) has been conducted by Ipsos MORI, on behalf of NHS England, since 2007. The Survey questionnaire is sent annually between January and March to patients registered with GP practices across England and results are reported in July/August. The Survey questions were changed extensively in 2018 to reflect changes in the delivery of primary care services (e.g. Extended Access), so it is not advisable to make comparisons between 2018 and earlier surveys.

The GP Patient Survey assesses patients' experience of healthcare services provided by GP practices, including experience of access, making appointments, the quality of care received from healthcare professionals, patient health and experience of NHS services when their GP practice was closed. The survey also includes a number of questions assessing patients' experience of NHS dental services. ([NHS England](#))

NHS England is very keen to increase patient awareness of this independent survey as a 'driver' for improvement in primary health care. Most patients will only be interested in knowing how their practice compares with other local GP practices and the national picture. This information is [easily accessible](#).

Compare and contrast: your GP practice

The comparative information of interest to most patients is available [here](#). Keying in the name of a practice enables patients to look at the data for their practice and to compare it with other practices locally (i.e. same CCG area) and nationally. The **Practice Overview** tab highlights the areas of **best achievement** and **areas for improvement** (both in relation to their CCG area). **Patient Experiences** reports on the responses to 53 questions about NHS services and very detailed information can be obtained by clicking **Show breakdown**. It is worth noting that: *Comparisons to the local or national average may not be statistically significant¹.*

Navigating the GPPS website

The practice comparison page – [See how your GP practice is doing](#) etc. - appears to be the Home Page for the site, from where it is possible to go to a range of links including:

[Find survey data and materials](#) – for those interested in the full dataset including previous surveys, reports and infographics and technical statistical information.

[Analysis Tool](#) – a quick way of finding data by practice and CCG as well as creating your own comparisons.

¹ Further information about statistical significance can be found Slide 55 onwards in the [Barnet CCG slideset](#)

Practices in Barnet CCG - Having viewed your own practice, you are most likely to be interested in the report for Barnet CCG given in a Powerpoint slide presentation. These presentations are very detailed and it is a matter of looking through to find the information that interests you. The slides include visual representations of how local GP practices compare with each other in respect of some key questions.

GPSS – some basic statistics

- Postal questionnaire sent to about 2.2 million people registered at a GP practice
- Resulting in 758,165 responses (response rate 34.1%) by post, telephone or online
- 19,706 questionnaires sent out in Barnet; 6,021 completed (response rate 31%)
- Data is provided on a weighted/unweighted basis (weighted data adjusted to account for demographic/socio-economic differences and provide more reliable results²)

+ Ipsos MORI NHS +

GP PATIENT SURVEY

Please answer the questions below by putting an X in one box for each question unless more than one answer is allowed (these questions are clearly marked). We will keep your answers completely confidential.
If you would prefer to fill in the survey online, please go to www.gp-patient.co.uk.

Survey number: 1234567890 Online password: ABCDE

YOUR LOCAL GP SERVICES

Q1 Generally, how easy is it to get through to someone at your GP practice on the phone?
 Very easy
 Fairly easy
 Not very easy
 Not at all easy
 Haven't tried

Q2 How helpful do you find the receptionists at your GP practice?
 Very helpful
 Fairly helpful
 Not very helpful
 Not at all helpful
 Don't know

Q3 In the past 12 months, have you booked general practice appointments in any of the following ways?
 Please put an X in all the boxes that apply to you.
 In person
 By phone
 By automated telephone booking
 Online including on an app
 Via another route, such as NHS 111
 Don't apply / none of these

Q4 As far as you know, which of the following online services does your GP practice offer?
 By 'online' we mean on a website or smartphone app.
 Please put an X in all the boxes that apply to you.
 Booking appointments online
 Ordering repeat prescriptions online
 Accessing my medical records online
 None of these

Q5 Which of the following general practice online services have you used in the past 12 months?
 By 'online' we mean on a website or smartphone app.
 Please put an X in all the boxes that apply to you.
 Booking appointments online
 Ordering repeat prescriptions online
 Accessing my medical records online
 None of these

Q6 How easy is it to use your GP practice's website to look for information or access services?
 Very easy
 Fairly easy
 Not very easy
 Not at all easy
 Haven't tried

Q7 As far as you are aware, what general practice appointment times are available to you?
 Please put an X in all the boxes that apply to you.
 Before 9am on at least one weekday
 Weekdays between 9am and 5.30pm
 After 6.30pm on a weekday
 On a Saturday
 On a Sunday
 Don't know

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Further information

GP Patient Survey **Frequently Asked Questions** - <https://gp-patient.co.uk/faq>

[Infographic showing national information](#) (could be displayed as a poster)

² Further information about weighting can be found in the [FAQs](#)