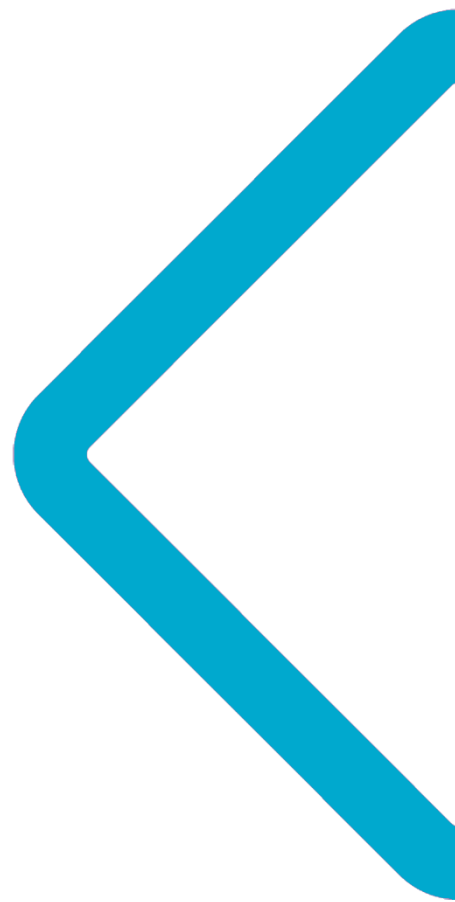


GP Patient Survey – 2022

**Halton Place – Widnes and Runcorn PCNs and GP
Practices**





GP Patient Survey - 2022

The GP Patient Survey is an annual survey taking place in England to gather data about patient's experiences of their GP practice. In Cheshire and Merseyside 134,514 questionnaires were sent out, with 38,417 returned (29% response rate). Although 38,417 responses seem a lot, this means that sample sizes at a practice level are relatively small.

A range of topics are covered by the questionnaire, and we can use the data to help improve services in three main ways:

- Comparing ICS data with the national result
- Comparing Place results within our ICS and;
- Comparing PCNs with Place and the ICS to identify who to learn from and who to consider supporting

Halton Place summary and next steps

Although slightly below the national and Cheshire and Merseyside average, Halton Place scores are broadly in line across the majority of indicators. The two main areas where Halton continues to perform low are:

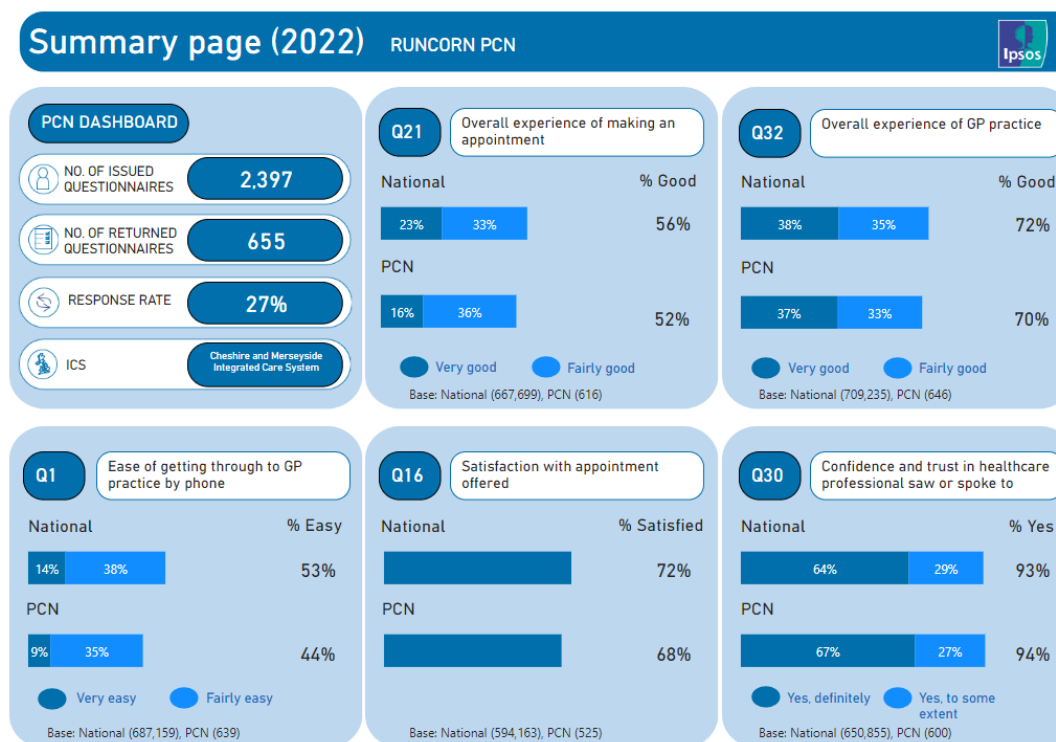
- Ease of getting through on the phone
There has been a steady decline over the last three years for Halton from 52% in 2020 to 40% in 2022.
- Experience of making an appointment
Again, the last three years show no improvement in the overall satisfaction with making an appointment, the data shows a decline from 60% in 2020 to 48% in 2022.

The results of the 2022 GP Patient Survey demonstrate an overall drop in satisfaction with General Practice at both national and Cheshire and Merseyside region and is also reflected at Place and PCN level. Clearly, covid was a factor in some practices returning to normal and both the LMC and practices have stressed this. In Cheshire and Merseyside and in turn Halton, we aspire to having outstanding, high quality General Practice for the people we serve.

We can use these results to help inform and improve.

- Areas for development – further work with all PCNs and Practices to look at
 - Access by telephone
 - Appointment with preferred professional/convenient times and dates
 - More work to communicate benefit of other staff in the Additional roles
 - Encouragement of uptake of online services
- Further transformation and development areas – care navigation to support the public in making informed choices about 'where to go for care and why'
- More analysis at place level (in hand via BI team) to create a more useful tool for place and PCN/Practices to use
- Practices with biggest drops in indicators to be picked up via place teams for Quality and Contracting oversight
- Understand and map number of GPs/HPCs per population per PCN, particularly for those with lower results.

Runcorn PCN Results Summary Dashboard



The dashboard above confirms the broad alignment of Runcorn with the national picture and Table 3 below shows a similar picture when compared to Halton Place and Cheshire and Merseyside. In line with the national picture, Runcorn has seen a drop in scores relating to the ease of accessing a GP by phone and with the availability of appointments. Although this highlights an area to be addressed, this should be seen in the context of the unprecedented demand that GP services are continuing to experience, the impact of the Covid-19 pandemic and the below average response rate to the survey in this area compared with Cheshire and Merseyside.

The response rate for Runcorn averages at 27%, the individual practice response rates are below;

Practice name	Total survey forms issued	Total completed forms	Response rate (%)
Brookvale	416	111	27%
Castlefields	425	123	29%
Grove House	449	120	27%
Murdishaw	381	97	25%
Tower House	320	88	28%
Weaver Vale	406	116	29%

Summary of results for Runcorn PCN and practices

Of the 655 patient survey results received the demography of those respondents were as follows.

Female	52%
Male	48%
Prefer not to say	1%

White	96%
Other ethnicity	4%

Age 16-24	9%
25-34	15%
35-44	16%
45-54	20%
55-64	17%
65-74	15%
75-84	6%
85+	1%

Employed	58%
Unemployed	4%
Education	5%
Sick or disabled	6%
Retired	20%

There has been very little change over the above groupings in the last 3 years.

The data in Table 3 overleaf provides a summary of the main comparatives at practice, PCN, C&M and national level. In the main Runcorn PCN fairs favorable compared to place and is fairly in line with that of Cheshire and Merseyside however when reviewed by practice there is a range of results.

Tables 1 and 2 below highlight those practices that have scored highest or lowest compared with the other practices within the PCN footprint.

Table 1

Practice	Number of times scoring highest
Tower House	8/14
Brookvale	4/14
Weaver Vale	2/14
Castlefields	1/14

Table 2

Practice	Number of times scoring lowest
Murdishaw	9/14
Weaver Vale	2/14
Grove House	2/14
Brookvale	1/14

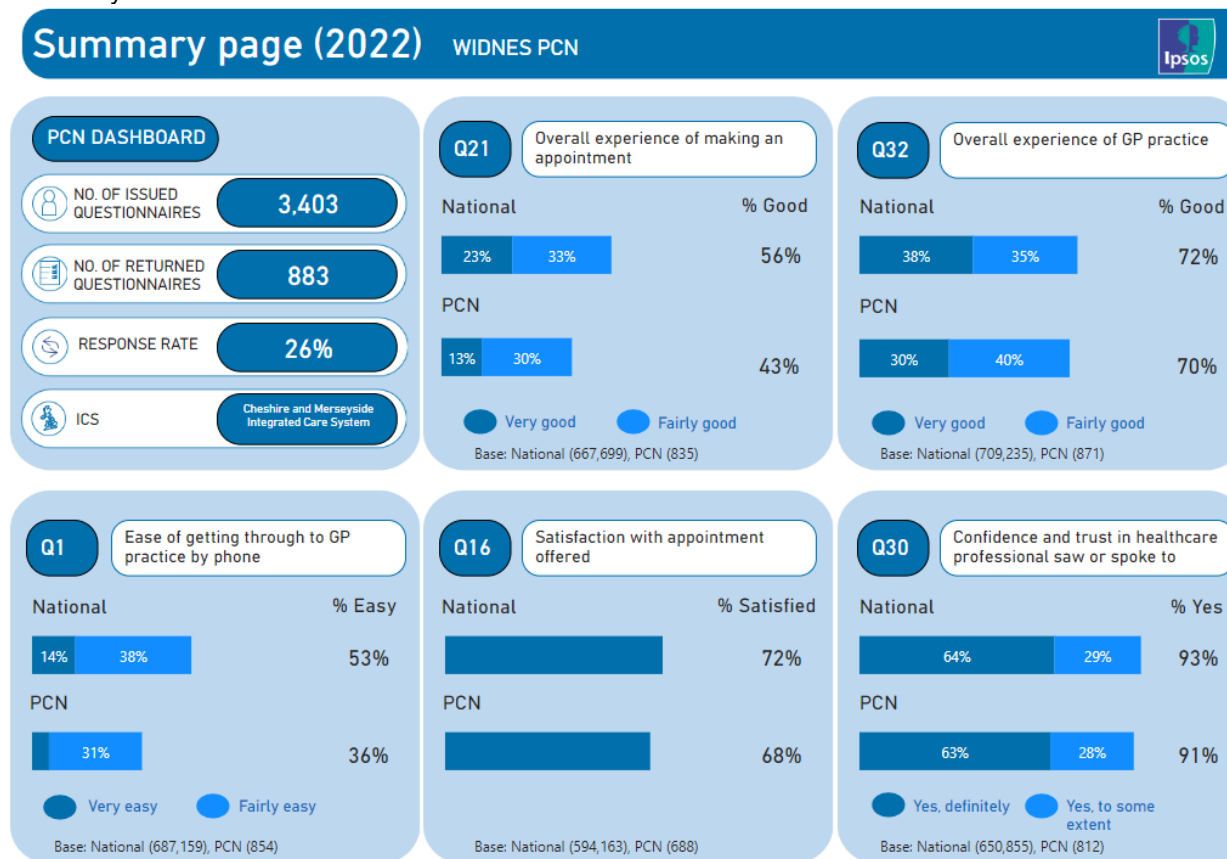
Although access seems to be the main concern in Runcorn it is pleasing to see that patient satisfaction in relation to the reception staff, the service received once an appointment is made and whether patient needs are being met are in line or better than that of the Cheshire and Merseyside and the national average.

Table 3

Question	National average 2022	C&M 2022	Halton Place 2022	Runcorn PCN 2022	Brookvale	Castlefields	Grove House	Murdish-aw	Tower House	Weaver Vale
Overall experience of GP (% saying 'good')	72	74	70	70	73	69	59	64	86	68
Ease of getting through on the phone (% saying 'easy')	53	51	40	44	60	36	42	29	55	41
Helpfulness of Receptionists (% saying 'helpful')	82	83	80	80	85	79	80	75	85	70
Ease of use of practice website (% saying 'easy')	67	68	66	67	70	66	64	48	90	57
Experience of making an appointment (% saying 'good')	56	55	48	52	54	50	49	46	66	40
Satisfaction with appointment times (% saying 'satisfied')	55	55	61	53	52	56	49	46	64	40
Was HCP good at listening to you (% saying 'yes')	85	86	85	86	87	84	84	74	94	84
Did HCP treat you with care and concerns? (% saying 'yes')	83	85	83	84	84	82	81	74	90	88
Did HCP recognise/understand mental health issue (% saying 'yes')	81	83	83	85	96	90	85	71	83	86
Were you involved in decision making? (% saying 'yes')	90	91	90	90	87	88	89	86	96	93
Did you have confidence and trust in HCP (% saying 'yes')	93	94	93	94	91	94	97	83	96	97
Were your needs met (% saying 'yes')	91	92	90	92	93	94	84	87	94	98
Have you had support from local services over last 12 months to help your long-term condition(s) (% saying 'yes')	65	64	63	61	41	75	61	62	52	70
Time taken to receive care when practice closed (% saying time taken was 'about right')	53	52	57	55	68	58	46	34	65	58

Key: C&M **below** national average, Place **below** the C&M average, PCN, **below** the Place average. Practices scores in **green** or **red** show the highest and lowest score across the PCN.

Widnes PCN Results Summary Dashboard



Similar to Runcorn, the dashboard for Widnes PCN above confirms the broad alignment of place with the national picture, although slightly below the average on all summary metrics.

Table 3 below shows a similar picture when compared to both Halton Place and Cheshire and Merseyside.

In line with the national picture, Widnes has seen a drop in scores relating to the ease of accessing a GP by phone and with making an appointment. Although this highlights an area to be addressed, this should be seen in the context of the unprecedented demand that GP services are continuing to experience, the impact of the Covid-19 pandemic and the below average response rate to the survey in this area compared with Cheshire and Merseyside.

The response rate for Widnes averages at 26%, however there is a range in individual practice response rates from 19-33%.

Practice name	Total survey forms issued	Total completed forms	Response rate (%)
Bevan Group	332	111	33%
Fir Park	314	99	32%
The Beeches	432	136	31%
Peelhouse	380	109	29%
Newtown	450	110	24%
Hough Green	506	119	24%
Oaks Place	624	117	19%
Upton Rocks	365	82	22%

Summary of results for Widnes PCN and practices

Of the 883 patient survey results receive the demography of those respondents were as follows.

Female	52%
Male	46%
Prefer not to say	1%

White	96%
Other ethnicity	4%

Age 16-24	9%
25-34	14%
35-44	16%
45-54	17%
55-64	20%
65-74	14%
75-84	7%
85+	3%

Employed	56%
Unemployed	5%
Education	3%
Sick or disabled	9%
Retired	21%

There has been slight increase in female respondents and those of the older age groups over the last 3 years.

The data in Table 3 overleaf provides a summary of the main comparatives at practice, PCN, Place, C&M and national level. In the main Widnes PCN is slightly below average when compared with Halton Place and Cheshire and Merseyside however as seen with Runcorn PCN, when reviewed by practice there is a range of results.

Tables 1 and 2 below highlight those practices that have scored highest or lowest compared with the other practices within the PCN footprint.

Table 1

Practice	Number of times scoring highest
The Beeches	8/14
Oaks Place	3/14
Fir Park	3/14
Upton Rocks	1/14

Table 2

Practice	Number of times scoring lowest
Oaks Place	5/14
Peelhouse	3/14
Newtown	2/14
Bevan Group	2/14
Upton Rocks	2/14
Hough Green	1/14
The Beeches	1/14

Although access seems to be the main concern in Widnes it is pleasing to see that overall satisfaction levels, including appointment availability and service received during appointments are in line or better than that of the Cheshire and Merseyside and the national average. It is also worth noting that above average scores are seen for treatment of LTC's and access to services when a GP is closed.

Table 3

Question	National average 2022	C&M 2022	Halton Place 2022	Widnes PCN 2022	Bevan Group	Fir Park	Hough Green	Newtown	Oaks Place	Peel-house	Beeches	Upton Rocks
Overall experience of GP (% saying 'good')	72	74	70	70	65	77	76	52	72	70	81	61
Ease of getting through on the phone (% saying 'easy')	53	51	40	36	27	31	64	35	85	27	39	47
Helpfulness of Receptionists (% saying 'helpful')	82	83	80	79	80	75	85	86	88	77	78	71
Ease of use of practice website (% saying 'easy')	67	68	66	65	61	85	77	68	78	51	61	62
Experience of making an appointment (% saying 'good')	56	55	48	43	27	61	61	34	63	35	52	42
Satisfaction with appointment times (% saying 'satisfied')	55	55	61	68	59	91	72	57	84	57	75	53
Was HCP good at listening to you (% saying 'yes')	85	86	85	84	82	88	80	82	67	84	92	81
Did HCP treat you with care and concerns? (% saying 'yes')	83	85	83	82	81	88	75	80	71	81	93	77
Did HCP recognise/understand mental health issue (% saying 'yes')	81	83	83	80	84	80	70	73	64	78	90	80
Were you involved in decision making? (% saying 'yes')	90	91	90	89	93	91	85	79	81	88	94	85
Did you have confidence and trust in HCP (% saying 'yes')	93	94	93	91	92	93	86	97	73	89	95	89
Were your needs met (% saying 'yes')	91	92	90	88	90	93	82	90	79	85	93	86
Have you had support from local services over last 12 months to help your long-term condition(s) (% saying 'yes')	65	64	63	64	69	70	56	59	74	62	56	84
Time taken to receive care when practice closed (% saying time taken was 'about right')	53	52	57	59	76	45	46	48	89	43	95	65

Key: C&M below national average, Place below the C&M average, PCN, below the Place average.

Practices scores in green or red show the highest and lowest score across the PCN.