

**Item: 8.5**

<b>Report to:</b>	<b>Primary Care Commissioning Committee</b>
<b>Date of Meeting:</b>	Friday 22 April 2022
<b>Title of Report:</b>	Primary Care Patient Experience - 21/22
<b>Presented by:</b>	Kate Memluks – Commissioning Lead - Quality
<b>Author:</b>	Kate Memluks – Commissioning Lead - Quality

**STATUS OF THE REPORT:**

To approve	<input type="checkbox"/>	To endorse	<input type="checkbox"/>
To ratify	<input type="checkbox"/>	To discuss	<input type="checkbox"/>
To consider	<input checked="" type="checkbox"/>	For information	<input type="checkbox"/>
To note	<input checked="" type="checkbox"/>		

**PURPOSE OF REPORT:**  
The purpose of this report is to provide members with a summary of the patient experience feedback in relation to Primary Care in Hull.

**RECOMMENDATIONS:**

- a The committee note the contents of the report.
- b The committee considers the contents of the report.

**REPORT EXEMPT FROM PUBLIC DISCLOSURE**      No  Yes

If yes, detail grounds for exemption

**CCG STRATEGIC OBJECTIVE**  
Successfully and effectively commissioning health services to meet the reasonable health needs of the people of Hull.

This report summarises patient and public views from several sources to monitor quality, inform decision making, and support the reduction of health inequalities through communities.

**IMPLICATIONS:**

Finance	None
HR	None
Quality	Providing quality services by listening to patient feedback to shape services available.
Safety	None

**ENGAGEMENT:** There are no engagement requirements identified with this report.

**LEGAL ISSUES:**

There are no legal issues identified with this report.

**EQUALITY AND DIVERSITY ISSUES:** *(summary of impact, if any, of CCG's duty to promote equality and diversity based on Equality Impact Analysis (EIA). All reports relating to new services, changes to existing services or CCG strategies / policies must have a valid EIA and will not be received by the Committee if this is not appended to the report)*

	<b>Tick relevant box</b>
An Equality Impact Analysis/Assessment is not required for this report.	X
An Equality Impact Analysis/Assessment has been completed and approved by the lead Director for Equality and Diversity. As a result of performing the analysis/assessment there are no actions arising from the analysis/assessment.	
An Equality Impact Analysis/Assessment has been completed and there are actions arising from the analysis/assessment and these are included in section xx in the enclosed report.	

**THE NHS CONSTITUTION:**

- 1) Quality of care and environment
- 2) Involvement in your healthcare and in the NHS

## PRIMARY CARE PATIENT EXPERIENCE REPORT 21/22

### 1. INTRODUCTION

The purpose of this report is to update members on the information available in relation to patient experience with Hull GP practices

Information has been sourced from Hull CCG Patient Relations, Healthwatch and the GP survey.

### 2. BACKGROUND

The Chair of the committee requested the report to bring together the sources of information to provide members with the themes and trends in relation to patient experience of GP practices in Hull.

### 3. INFORMATION

#### **Friends and Family Test (FFT)**

The requirement for Providers to submit Friends and Family Test (FFT) data to NHS England was suspended early in the COVID19 Pandemic to allow for staff resources to be diverted to dealing with the pandemic.

However, NHS England confirmed that the requirement for practices to report to commissioners regarding FFT returns has been reintroduced into the GP contract from 1 April 2022.

#### **Hull CCG PALS**

NHS Hull CCGs Patient Relations work in partnership with key providers including GP Practices, to ensure quality patient care is delivered, patient satisfaction is achieved and to identify when standards are not being achieved and concerns are raised.

Patient Relations work alongside the Quality Team within NHS Hull CCG, gaining valuable intelligence and in the sharing of information across health and social care systems. This function ensures oversight of information in relation to comments, compliments, concerns, complaints, and patient reported incidents. Complaints are formal expressions of dissatisfaction made by a patient, or their representative regarding a service provided or commissioned by NHS Hull CCG, or the specific behaviour of a member of staff, whereas concerns are an informal expression of dissatisfaction. NHS England are responsible for investigating and responding to Complaints.

Details of PALS contacts received are shared with Primary Care Quality and Performance Committee and themes and trends are highlighted within the narrative report which compliments the Quality dashboard.

## **Primary Care PALS - 01.4.21 - 28.2.22**

256 contacts were received in relation to GP Practices in Hull during this period.

### Themes and trends

- Access due to changing way patients access services
- Reduction in face-to-face appointments and home visits due to COVID-19 restrictions
- Temporary site closures due to staffing pressures
- Communication
- Manner and attitude
- Clinical care and treatment
- Access to COVID vaccines
- Access to online records
- Delays in screening
- Delays in hospital appointments
- Delays in access to mental health services

### **GP Patient Survey – January to March 2021**

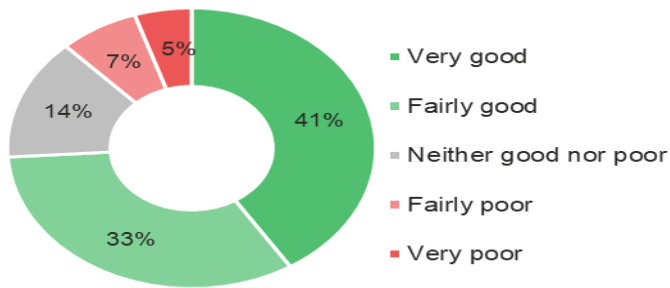
The GP Patient Survey (GPPS) is an England-wide survey, providing practice-level data about patients' experiences of their GP practices. Ipsos MORI administers the survey on behalf of NHS England.

In NHS HULL CCG, 12,458 questionnaires were sent out, and 4,224 were returned completed. This represents a response rate of 34%. The questionnaire was redeveloped in 2021 to reflect changes to primary care services as a result of the COVID-19 pandemic, the effect of which should be taken into account when looking at results over time.

Primary Care Quality and Performance Committee review the 2021 compared to 2020 Survey results percentage overall describe experience of GP Practice as Good, in March 2022 the results showed that patients reporting good for 11 out of the 32 practices had reduced with the other 16 showing as an increase.

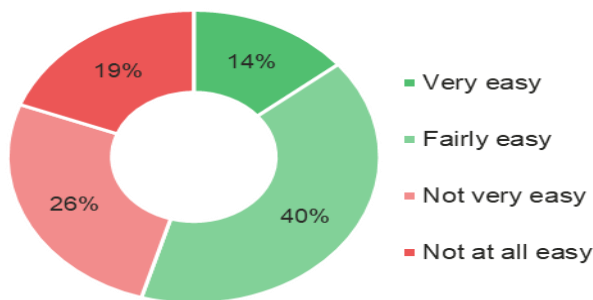
Below are the results for the CCG in relation to the key questions of the survey. Full results are available at <https://www.gp-patient.co.uk/surveysandreports> and can be filtered by CCG and GP Practice.

Overall, how would you describe your experience of your GP practice?  
74% responded positively, see below.



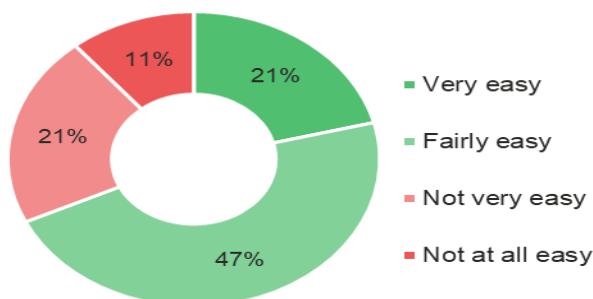
Generally, how easy is it to get through to someone at your GP practice on the phone?

54% responded positively.



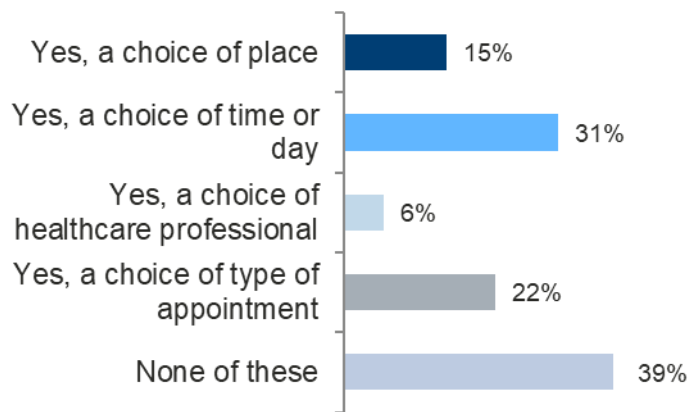
How easy is it to use your GP practice's website to look for information or access services?

68% responded positively

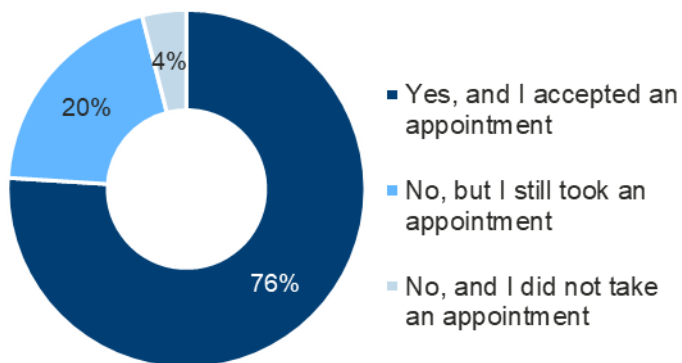


On this occasion (when you last tried to make a general practice appointment), were you offered any of the following choices of appointment?

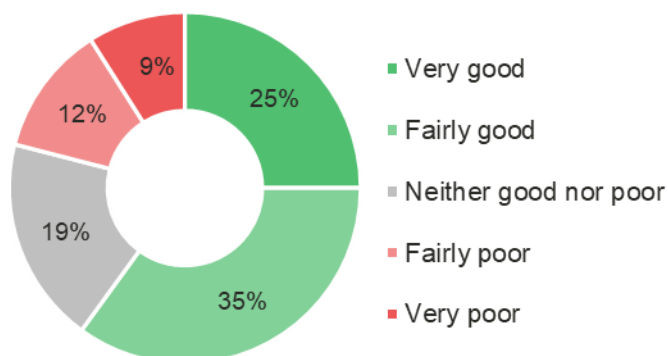
61% responded positively.



Were you satisfied with the appointment (or appointments) you were offered?  
76% responded positively.



Overall, how would you describe your experience of making an appointment?  
60% responded positively.



## Healthwatch Hull 21/22

Healthwatch is the independent consumer champion for people who use health and social care services.

The role of Healthwatch is to find out people's experiences of health and social care services with a view to making sure they are meeting people's needs, and to suggest or call for improvements where needed based on people's experiences.

Healthwatch have the power to make sure that people's voices are heard by the government and those running services. As well as seeking the public's views, they also encourage services to involve people in decisions that affect them.

The CCG Patient Relations Manager and the Commissioning Lead for Quality meet with the Lead for Healthwatch Hull monthly to review any reports received and discuss the actions that have been taken following receipt of the feedback.

NHS Hull CCG Primary Care Quality and Performance Committee review all Healthwatch reports relating to Primary Care and include Healthwatch in the membership for the committee. All monthly intelligence reports received are shared with the PCN Leads for them to review, provide feedback and discuss within their governance structures to encourage sharing good practice and lessons learnt.

Healthwatch will produce an annual report for 21/22 but this has not yet been published.

The themes and trends reported by Healthwatch in relation to GP practices in Hull include:

- Access to services
- Medication, prescriptions and dispensing
- Staffing - levels and training
- Staff Attitude
- Communication
- Administration
- Prescriptions
- Quality of Care / Support

#### **4. RECOMMENDATIONS**

It is recommended that the members note and consider the content of this report.