



## Report to Healthier Communities & Adult Social Care Scrutiny & Policy Development Committee 23<sup>rd</sup> March 2016

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**Report of:** Policy & Improvement Officer

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**Subject:** Access to GP Services – additional information

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There are two data sources for useful additional information in regard to performance of local GP services: The Care Quality Commission inspection reports and the National Patient Survey: GP Patient Survey.

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### The Scrutiny Committee is being asked to:

- Note the information
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### The Care Quality Commission (CQC)

The CQC is the independent regulator of health and social care in England. On their website they state: 'we make sure care services are safe, caring, effective, responsive and well-led.' and; 'we monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and we publish what we find, including performance ratings to help people choose care.' In regard to GP services CQC inspect: NHS GP practices; NHS out of hours services; walk-in centres; and minor injury units. [www.cqc.org.uk](http://www.cqc.org.uk)

A scan of CQC inspection information on the website shows of around 20 NHS GP practices inspected recently in Sheffield – one rated inadequate (lowest rating) and one requiring improvement – the remainder good, none outstanding (highest rating). For the two lower rated practices the inspection reports note patient treatment satisfaction is good. With reference to appointments: one practice urgent appointments are available same day with any GP; one practice urgent appointments are easy, there can be a 3 week wait for routine appointments.

## National Patient Survey: GP Patient Survey

The GP Patient Survey is an independent survey run by IPSOS Mori on behalf of NHS England. It measures how people feel about their GP practice.

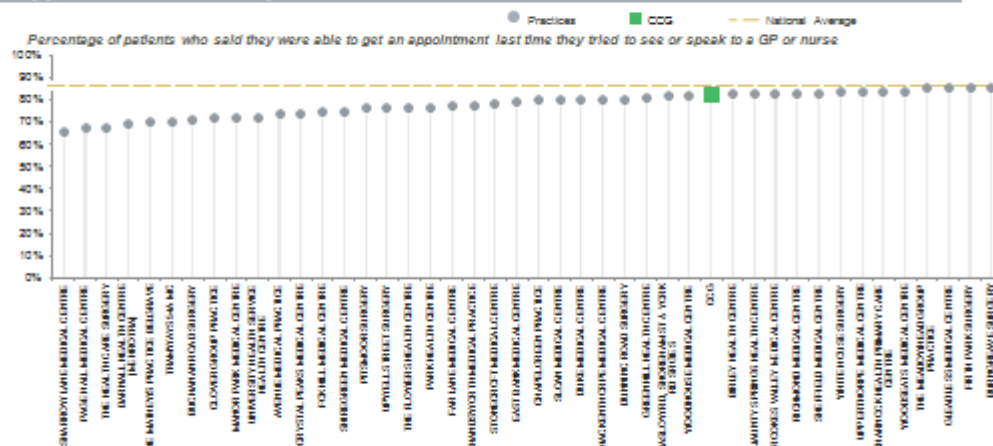
<https://gp-patient.co.uk/>

It asks questions on ‘experience of your GP surgery’ and ‘success in getting an appointment’ and provides ‘slide packs’ for each CCG – for the latter question in Sheffield the survey indicates a good satisfaction rate across the CCG of 85% at the latest survey compared with 84% in December 2013. The slide pack includes information by GP practice within Sheffield CCG – there are 3 slides for this question - for clarity they are best viewed online:

<https://gp-patient.co.uk/slidepacks/January2016#S> NHS SHEFFIELD CCG

### Success in getting an appointment: how the CCG's practices compare

The last time you wanted to see or speak to a GP or nurse, were you able to get an appointment to see or speak to someone?



Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: all those completing a questionnaire: National (612,027); CCG (6,136); Practice bases range from 29 to 132

W/yes = W/yes, but I had to call back closer to or on the day

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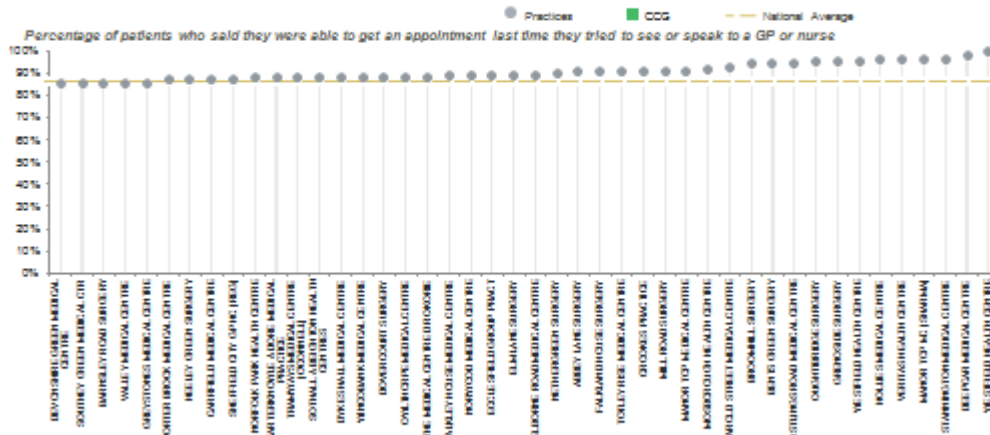
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Base: All those completing a questionnaire: National (815,027); CCG (8,198); Practice bases range from 29 to 159

W/ae = W/ae - W/ae, but I had to call back closer to or on the day

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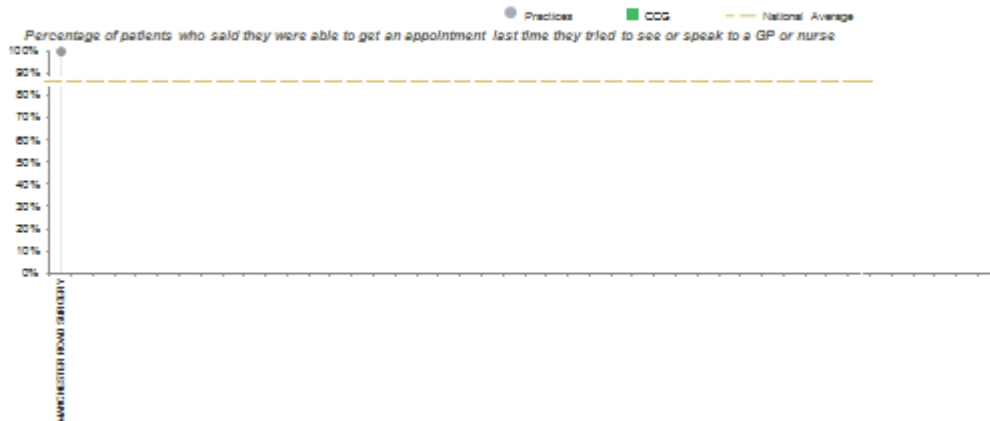
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