

GP PATIENT SURVEY

Sussex Integrated Care System

Latest survey results

2022 Survey

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GP PATIENT SURVEY

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Background, introduction and guidance



Introduction

- The GP Patient Survey (GPPS) is an England-wide survey, providing data about patients' experiences of their GP practices.
- This slide pack presents some of the key results from the 2022 GP Patient Survey for **Sussex Integrated Care System**.
- In **Sussex Integrated Care System**, **50,627** questionnaires were sent out, and **18,145** were returned completed. This represents a response rate of **36%**.
- Where available, packs include trend data beginning in 2020. Where questions have changed significantly for the 2022 questionnaire, data will not be comparable to previous years.

The screenshot shows the 'GP PATIENT SURVEY' interface. At the top, it says 'Ipsos MORI' and 'NHS'. Below that is the title 'GP PATIENT SURVEY'. Instructions state: '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'. There is an 'Access code' field with the value '891'. The survey is titled 'Your local GP services'. Questions include:

- 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** 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.
 Booking appointments online
 Ordering repeat prescriptions online
 Accessing my medical records online
 Had an online consultation or appointment (for example completed an online form or had a video call)
 None of these
- Q4** 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
- Q5** 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.
 Before 8am on at least one weekday
 Weekdays between 8am and 6.30pm
 After 6.30pm on a weekday
 On a Saturday
 On a Sunday
 Don't know
- Q6** How satisfied are you with the general practice appointment times that are available to you?
 Very satisfied
 Fairly satisfied
 Neither satisfied nor dissatisfied
 Fairly dissatisfied
 Very dissatisfied
 I'm not sure when I can get an appointment
- Q7** Is there a particular GP you usually prefer to see or speak to?
 Yes, for all appointments
 Yes, for some appointments but not others
 NoGo to Q9
 There is usually only one GP in my GP practiceGo to Q9
- Q8** How often do you see or speak to your preferred GP when you would like to?
 Always or almost always
 A lot of the time
 Some of the time
 Never or almost never
 I have not tried

Background information about the survey

GP PATIENT SURVEY

- The GP Patient Survey (GPPS) is an **annual** England-wide survey about **patients' experiences of their GP practice** and is administered by Ipsos on behalf of NHS England.
- The survey covers a range of topics including:
 - **Your local GP services**
 - **Making an appointment**
 - **Your last appointment**
 - **Overall experience**
 - **COVID-19**
 - **Your health**
 - **When your GP practice is closed**
 - **NHS Dentistry**
 - **Some questions about you (including relevant protected characteristics and demographics)**
- The survey provides data at **practice level** using a consistent methodology, which means it is comparable across organisations. The survey also provides data at **Primary care network (PCN)**, **Integrated care system (ICS)** and **National** level.
- Minor changes were made to the questionnaire in 2022 to ensure that it continued to reflect how primary care services are delivered and how patients experience them. This followed more substantial changes in 2021.
- The effect of the pandemic should be taken into account when looking at results over time.
- In 2018 the questionnaire was redeveloped in response to substantial changes to primary care services as set out in the [GP Forward View](#).
- The latest 2022 questionnaire including past versions, and the Technical Annex for further information about the survey can be found here: <https://gp-patient.co.uk/surveysandreports>.
- Survey considerations:
 - Sample sizes at practice level are relatively small.
 - The survey does not include qualitative data which limits the detail provided by the results.
 - The survey is conducted annually and provides a snapshot of patient experience at a given time.
- Data users are encouraged to use insight from GPPS as one element of evidence when considering patients' experiences of general practice in order to identify potential improvements and highlight best practice.

The next slide suggests ideas for how the data can be used to help to improve services.

How to use this data for improvement

The data in this slide pack can be used and interpreted to help to improve GP services, in the following ways:

- **Comparison of an ICS against the national result:** this allows benchmarking of the results to identify whether the ICS is performing well, poorly, or in line with the national picture. The ICS may wish to focus on areas where it compares less favourably.
- **Analysing trends in an ICS's results over time:** this provides a sense of the direction of the ICS's performance. The ICS may wish to focus on areas which have seen a decline in results over time.
- **Comparison of PCN's results within an ICS area:** this can identify PCNs in an area that seem to be over-performing or under-performing compared with others. The ICS may wish to work with individual PCNs: those that are performing particularly well may be able to highlight best practice, while those performing less well may be able to improve their performance.

An interactive report providing more detail at PCN level can be found here: <https://www.gp-patient.co.uk/pcn-report>.

Please note PCNs have been aligned to the ICS based on the Parent CCG identified by the NHS Digital ePCN mapping file accessed via the NHS Digital organisation data service. There were a very small number of PCNs which crossed ICS boundaries – if this is the case, this will be noted below.

Interpreting the results

- The number of participants answering each question (the base size) is stated for each question. The total number of responses is shown at the bottom of each chart.
- All comparisons are indicative only. Differences may not be statistically significant.
- For guidance on statistical reliability, or for details of where you can get more information about the survey, please refer to the end of this slide pack.
- Note on the presentation of the data:
 - A * represents a percentage greater than 0% but less than 0.5%
 - There are cases where percentages for each of the different responses to a question do not add to the combined percentage totals (e.g. 'Good (total)'), or where results do not sum to 100%. This may be due to computer rounding, the rounding of weighted data, or where questions allow for multiple responses.
 - In cases where fewer than 10 patients have answered a question, the data have been suppressed and results will not appear within the charts. This is to prevent individuals and their responses being identifiable in the data.
 - Please note on pie charts where the results are 2% or less, these labels are not shown. Hovering over the segment on the pie chart will show the percentage.
- Trends:
 - 2022: refers to the 2022 survey (fieldwork 10 January to 11 April 2022)
 - 2021: refers to the 2021 survey (fieldwork 4 January to 6 April 2021)
 - 2020: refers to the 2020 survey (fieldwork 2 January to 6 April 2020)
- For further information on using the data please refer to the end of this slide pack.

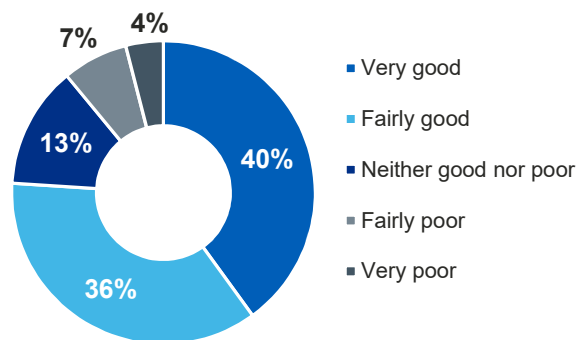
Overall experience of GP practice



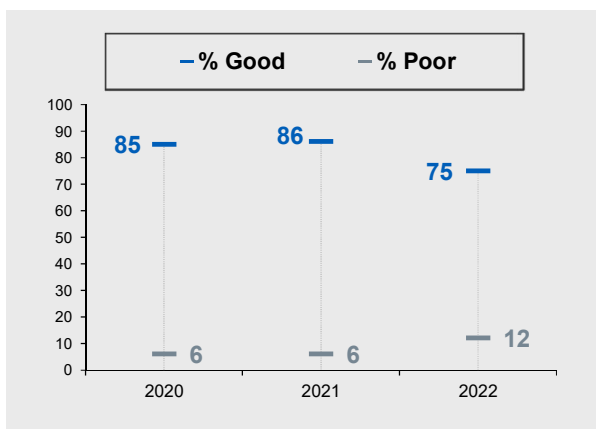
Overall experience of GP practice

Q32. Overall, how would you describe your experience of your GP practice?

ICS result

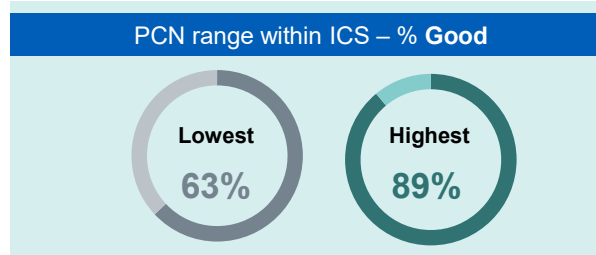


ICS result over time



Comparison of results

ICS		National	
Good	Poor	Good	Poor
75%	12%	72%	14%

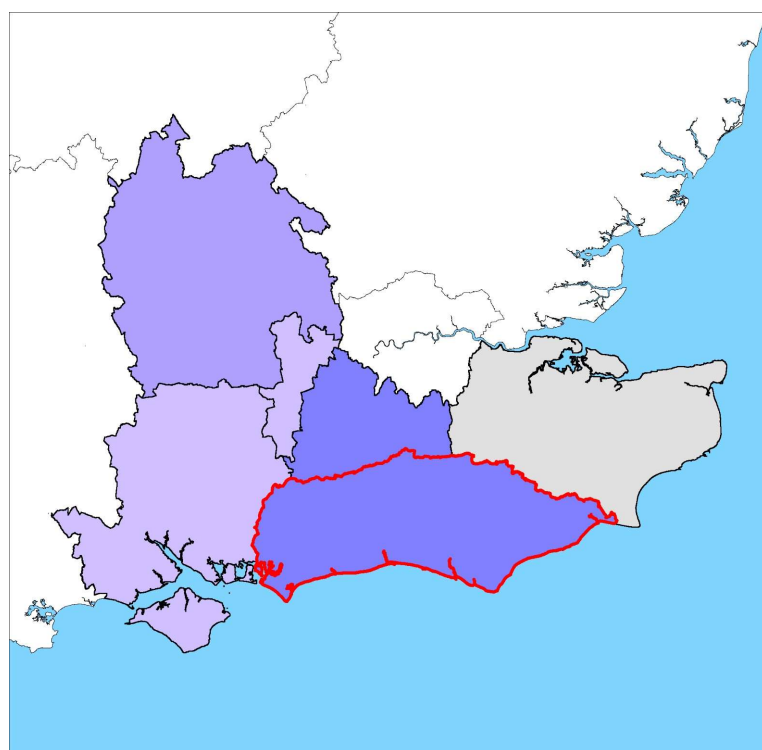


Base: Asked of all patients: National (709,235); ICS 2022 (17,889); ICS 2021 (22,546); ICS 2020 (19,426); PCN bases range from 166 to 1,015

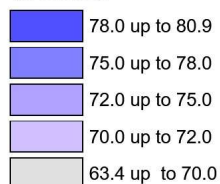
i %Good = %Very good + %Fairly good
 %Poor = %Very poor + %Fairly poor

Overall experience: how the ICS result compares to other ICSs within the region

Q32. Overall, how would you describe your experience of your GP practice?



July 2022 Overall experience of GP practice
% Good



Results range from

67%
to
75%

The ICS represented by this pack is highlighted in red
Comparisons are indicative only: differences may not be statistically significant

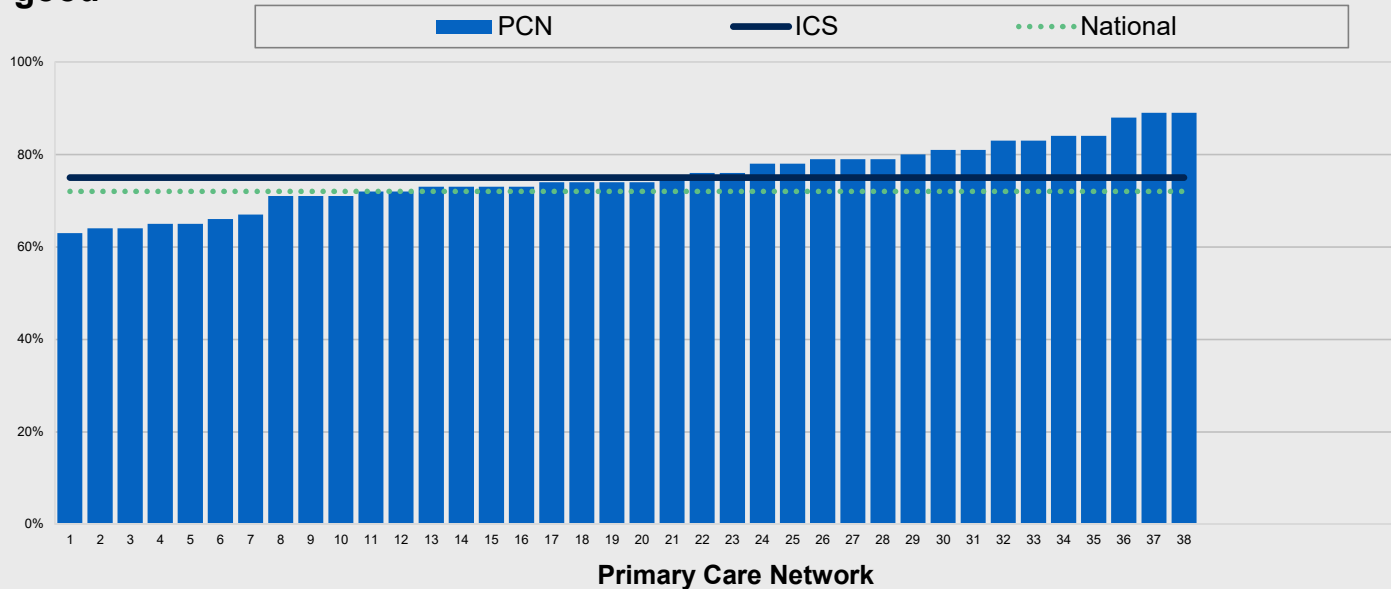
Base: All those completing a questionnaire: ICS bases range from 6,015 to 44,352

i %Good = %Very good + %Fairly good

Overall experience: how the PCNs within the ICS compare

Q32. Overall, how would you describe your experience of your GP practice?

Percentage of patients saying their overall experience of their GP practice was 'good'



PCN	Name
1	ANGMERING COPPICE FITZALAN (ACF) PCN
2	THE HAVENS PCN
3	HAILSHAM PCN
4	COASTAL AND SOUTH DOWNS PCN
5	HASTINGS & ST LEONARDS PCN
6	VICTORIA EASTBOURNE PCN
7	CRAWLEY CARE COLLABORATIVE PCN
8	HORSHAM CENTRAL PCN
9	SOUTH CRAWLEY PCN
10	EASTBOURNE EAST PCN
11	LANCING AND SOMPTING PCN
12	HORSHAM COLLABORATIVE PCN
13	REGIS HEALTHCARE PCN
14	BRIGHTON II PCN
15	FOUNDRY HEALTHCARE LEWES PCN
16	BRIGHTON CLUSTER 5 PCN
17	GISSBURY INTEGRATED CARE PCN
18	SEAFORD PCN
19	WEST HOVE PCN
20	CHICHESTER ALLIANCE OF MEDICAL PRACTICES PCN
21	HAYWARDS HEATH CENTRAL PCN
22	GREATER WEALDEN PCN
23	BEXHILL PCN
24	HAYWARDS HEATH VILLAGES PCN
25	EAST & CENTRAL BRIGHTON PCN
26	SHOREHAM AND SOUTHWICK PCN
27	CHANCOTNBURY PCN
28	EAST GRINSTEAD PCN
29	HEALTHY CRAWLEY PCN
30	GOLDSTONE PCN
31	ALPS GROUP PCN
32	CENTRAL WORTHING PRACTICES PCN
33	ARUN INTEGRATED CARE (AIC) PCN
34	PRESTON PARK COMMUNITY PCN
35	HIGH WEALD PCN
36	RURAL ROTHER PCN
37	BURGESS HILL & VILLAGES PCN
38	RURAL NORTH CHICHESTER PCN

Base: Asked of all patients: National (709,235); ICS (17,889); PCN bases range from 166 to 1,015

- i** Comparisons are indicative only: differences may not be statistically significant
- i** %Good = %Very good + %Fairly good



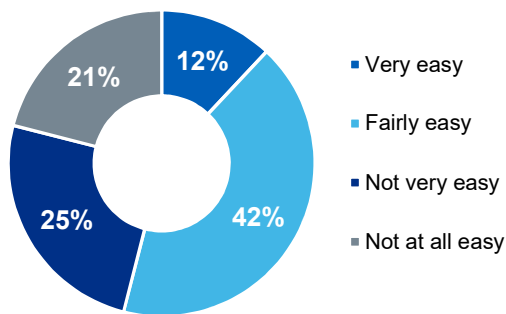
Local GP Services



Ease of getting through to GP practice on the phone

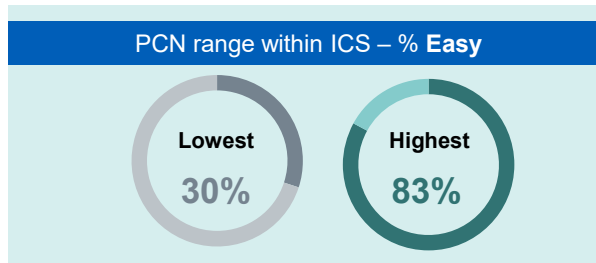
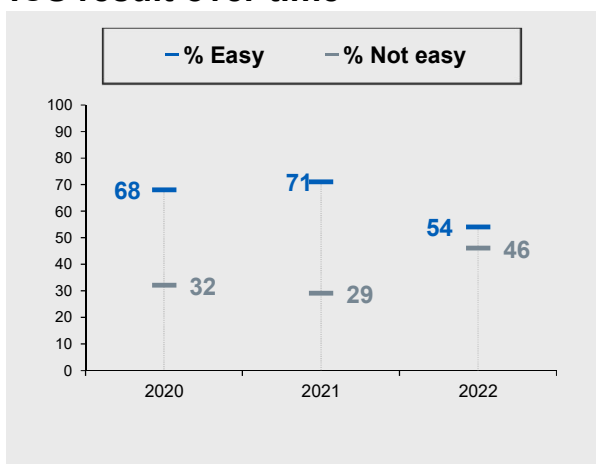
Q1. Generally, how easy is it to get through to someone at your GP practice on the phone?

ICS result



Base: Asked of all patients. Patients who selected 'Haven't tried' have been excluded: National (687,159); ICS 2022 (17,204); ICS 2021 (21,724); ICS 2020 (19,122); PCN bases range from 157 to 973

ICS result over time



Comparison of results

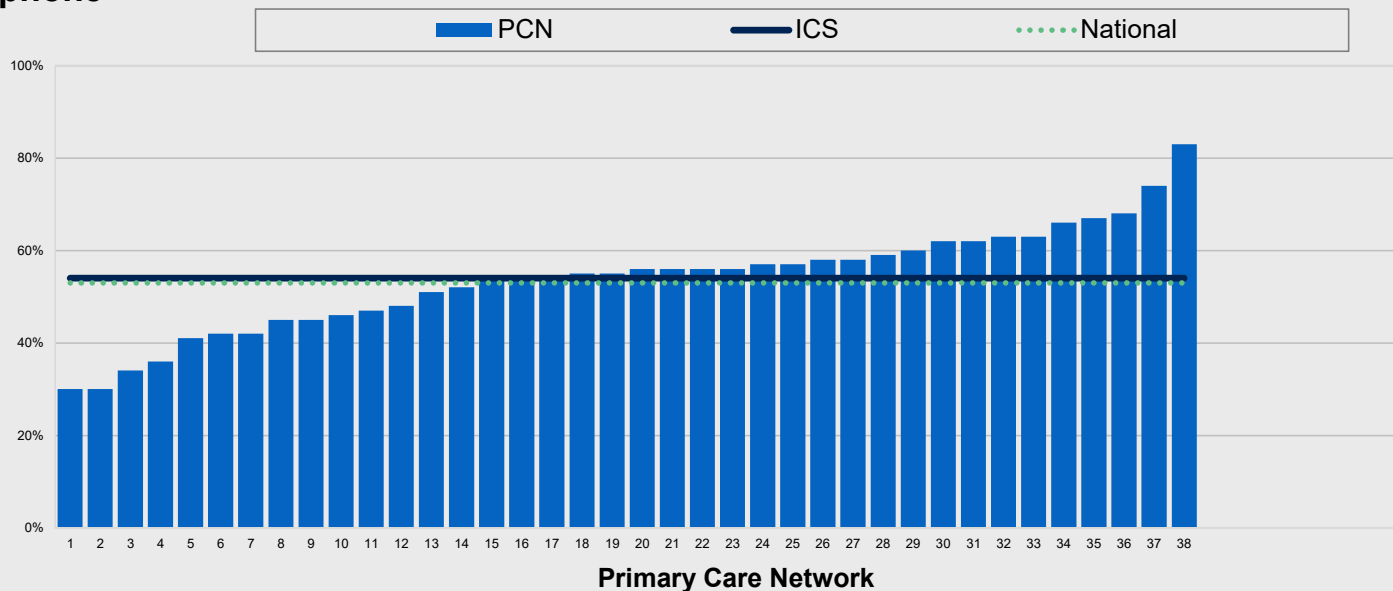
ICS		National	
Easy	Not easy	Easy	Not easy
54%	46%	53%	47%

i %Easy = %Very easy + %Fairly easy
 %Not easy = %Not very easy + %Not at all easy

Ease of getting through to GP practice on the phone: how the PCNs within the ICS compare

Q1. Generally, how easy is it to get through to someone at your GP practice on the phone?

Percentage of patients saying it is 'easy' to get through to someone on the phone



Base: Asked of all patients. Patients who selected 'Haven't tried' have been excluded: National (687,159); ICS (17,204); PCN bases range from 157 to 973

i Comparisons are indicative only: differences may not be statistically significant

i %Easy = %Very easy + %Fairly easy

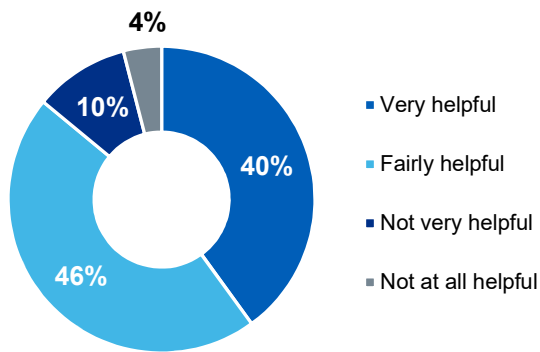
PCN	Name
1	ANGMERING COPPICE FITZALAN (ACF) PCN
2	VICTORIA EASTBOURNE PCN
3	THE HAVENS PCN
4	HASTINGS & ST LEONARDS PCN
5	EASTBOURNE EAST PCN
6	SEAFORD PCN
7	CRAWLEY CARE COLLABORATIVE PCN
8	FOUNDRY HEALTHCARE LEWES PCN
9	HAILSHAM PCN
10	COASTAL AND SOUTH DOWNS PCN
11	SOUTH CRAWLEY PCN
12	CENTRAL WORTHING PRACTICES PCN
13	WEST HOVE PCN
14	ALPS GROUP PCN
15	HAYWARDS HEATH VILLAGES PCN
16	CHICHESTER ALLIANCE OF MEDICAL PRACTICES PCN
17	GOLDSTONE PCN
18	GREATER WEALDEN PCN
19	CHANGTONBURY PCN
20	HAYWARDS HEATH CENTRAL PCN
21	REGIS HEALTHCARE PCN
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23	LANCING AND SOMPTING PCN
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26	HIGH WEALD PCN
27	HORSHAM COLLABORATIVE PCN
28	EAST & CENTRAL BRIGHTON PCN
29	CISSBURY INTEGRATED CARE PCN
30	EAST GRINSTEAD PCN
31	BEXHILL PCN
32	PRESTON PARK COMMUNITY PCN
33	ARUN INTEGRATED CARE (AIC) PCN
34	BRIGHTON CLUSTER 5 PCN
35	BURGESS HILL & VILLAGES PCN
36	HEALTHY CRAWLEY PCN
37	RURAL NORTH CHICHESTER PCN
38	RURAL ROTHER PCN



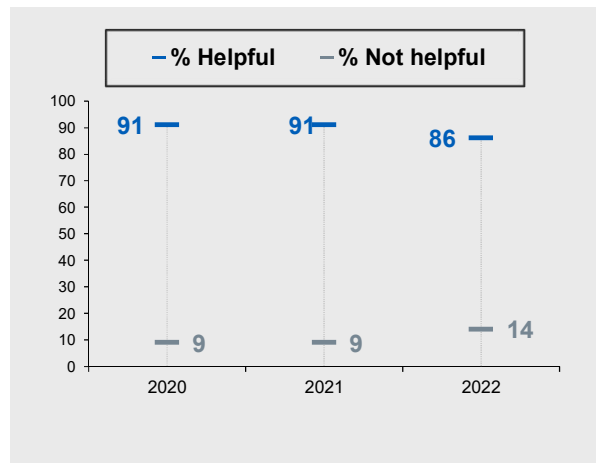
Helpfulness of receptionists at GP practice

Q2. How helpful do you find the receptionists at your GP practice?

ICS result

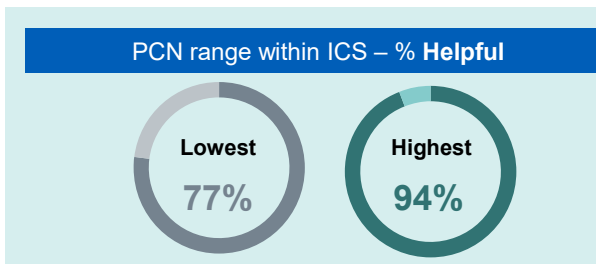


ICS result over time



Comparison of results

ICS		National	
Helpful	Not helpful	Helpful	Not helpful
86%	14%	82%	18%

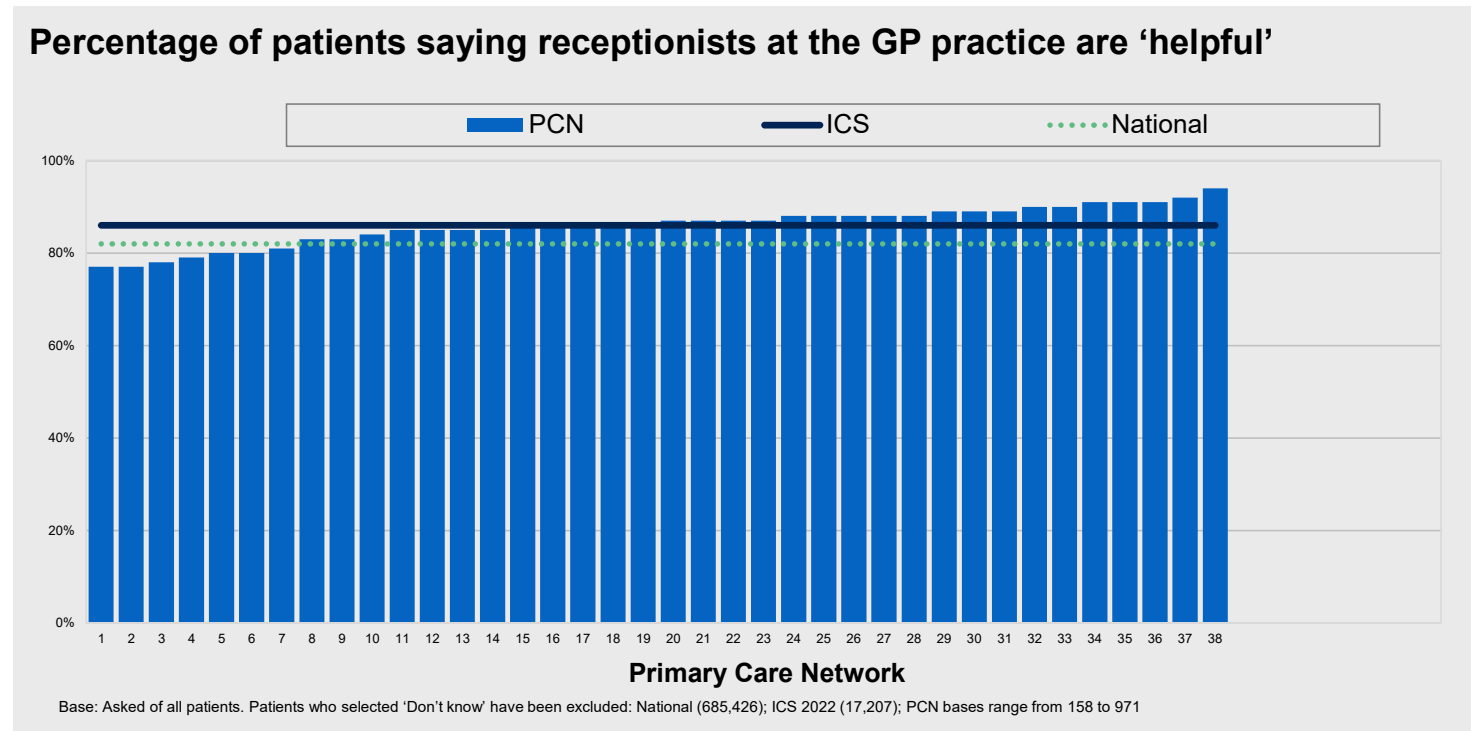


Base: Asked of all patients. Patients who selected 'Don't know' have been excluded: National (685,426); ICS 2022 (17,207); ICS 2021 (21,952); ICS 2020 (19,425); PCN bases range from 158 to 971

i %Helpful = %Very helpful + %Fairly helpful
 %Not helpful = %Not very helpful + %Not at all helpful

Helpfulness of receptionists at GP Practice: how the PCNs within the ICS compare

Q2. How helpful do you find the receptionists at your GP practice?



PCN	Name
1	COASTAL AND SOUTH DOWNS PCN
2	CRAWLEY CARE COLLABORATIVE PCN
3	ANGMERING COPPICE FITZALAN (ACF) PCN
4	VICTORIA EASTBOURNE PCN
5	THE HAVENS PCN
6	HASTINGS & ST LEONARDS PCN
7	SOUTH CRAWLEY PCN
8	CHICHESTER ALLIANCE OF MEDICAL PRACTICES PCN
9	HAILSHAM PCN
10	EASTBOURNE EAST PCN
11	REGIS HEALTHCARE PCN
12	WEST HOVE PCN
13	BRIGHTON II PCN
14	ALPS GROUP PCN
15	HAYWARDS HEATH VILLAGES PCN
16	HAYWARDS HEATH CENTRAL PCN
17	GREATER WEALDEN PCN
18	BEXHILL PCN
19	HORSHAM COLLABORATIVE PCN
20	HEALTHY CRAWLEY PCN
21	HORSHAM CENTRAL PCN
22	FOUNDRY HEALTHCARE LEWES PCN
23	EAST GRINSTEAD PCN
24	SEAFORD PCN
25	PRESTON PARK COMMUNITY PCN
26	EAST & CENTRAL BRIGHTON PCN
27	BRIGHTON CLUSTER 5 PCN
28	CHANCTONBURY PCN
29	SHOREHAM AND SOUTHWICK PCN
30	GOLDSTONE PCN
31	LANCING AND SOMPTING PCN
32	CISSBURY INTEGRATED CARE PCN
33	HIGH WEALD PCN
34	CENTRAL WORTHING PRACTICES PCN
35	ARUN INTEGRATED CARE (AIC) PCN
36	RURAL ROTHER PCN
37	BURGESS HILL & VILLAGES PCN
38	RURAL NORTH CHICHESTER PCN

i Comparisons are indicative only: differences may not be statistically significant
i %Helpful = %Very helpful + %Fairly helpful
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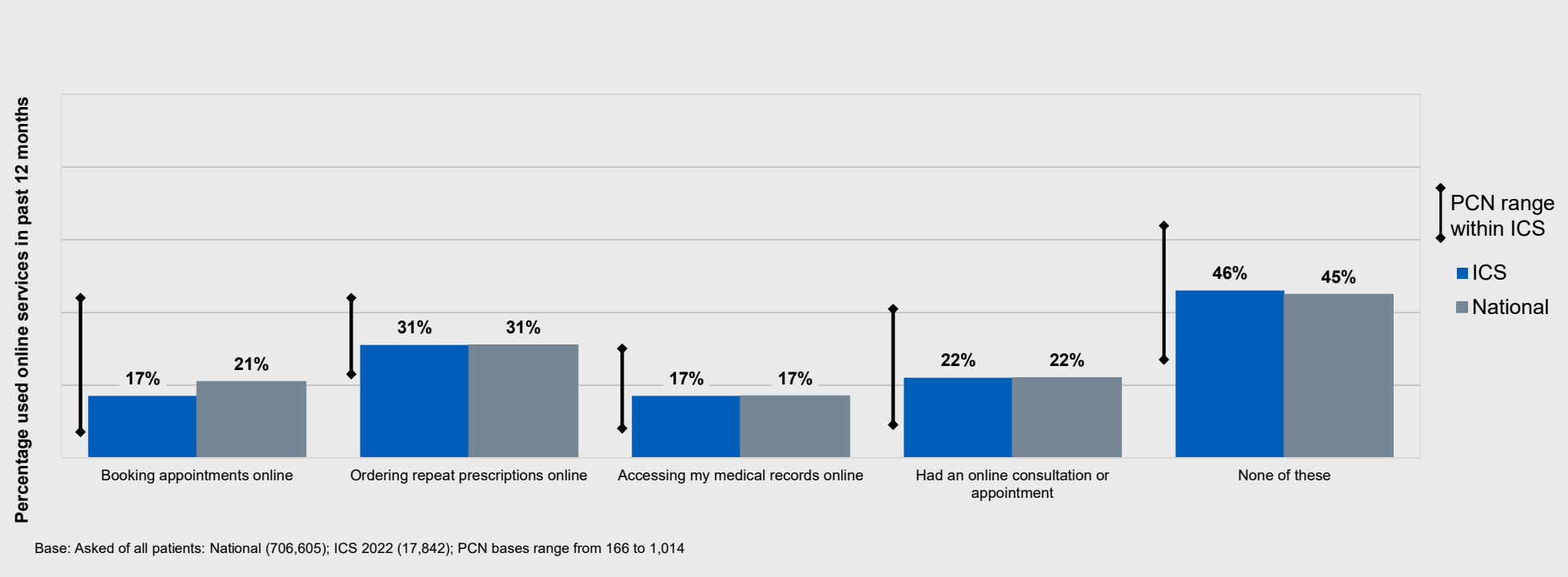


Access to online services



Online service use

Q3. Which of the following general practice online services have you used in the past 12 months?



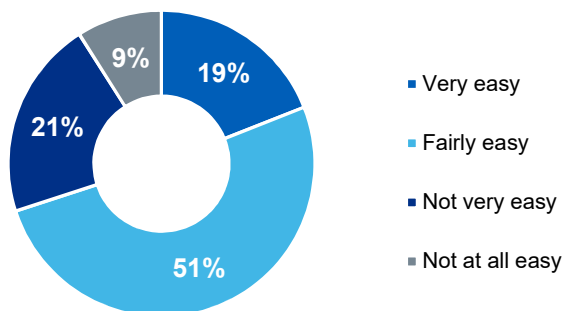
i Comparisons are indicative only; differences may not be statistically significant



Ease of use of practice website

Q4. How easy is it to use your GP practice's website to look for information or access services?¹

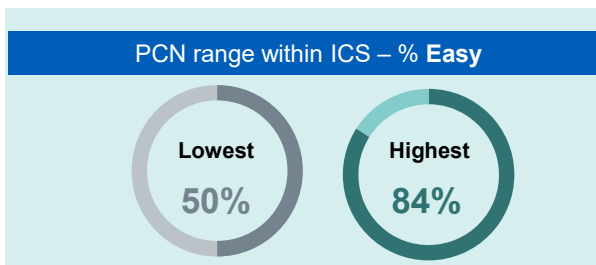
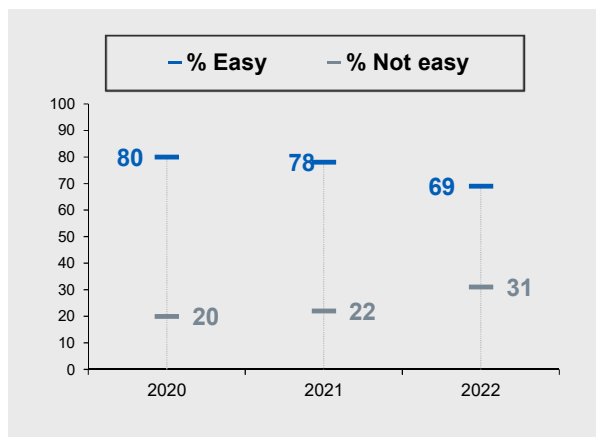
ICS result



¹Excluding those who said 'Haven't tried' (39%).

Base: Asked of all patients. Patients who selected 'Haven't tried' have been excluded: National (381,986); ICS 2022 (9,925); ICS 2021 (11,089); ICS 2020 (7,823); PCN bases range from 103 to 549

ICS result over time



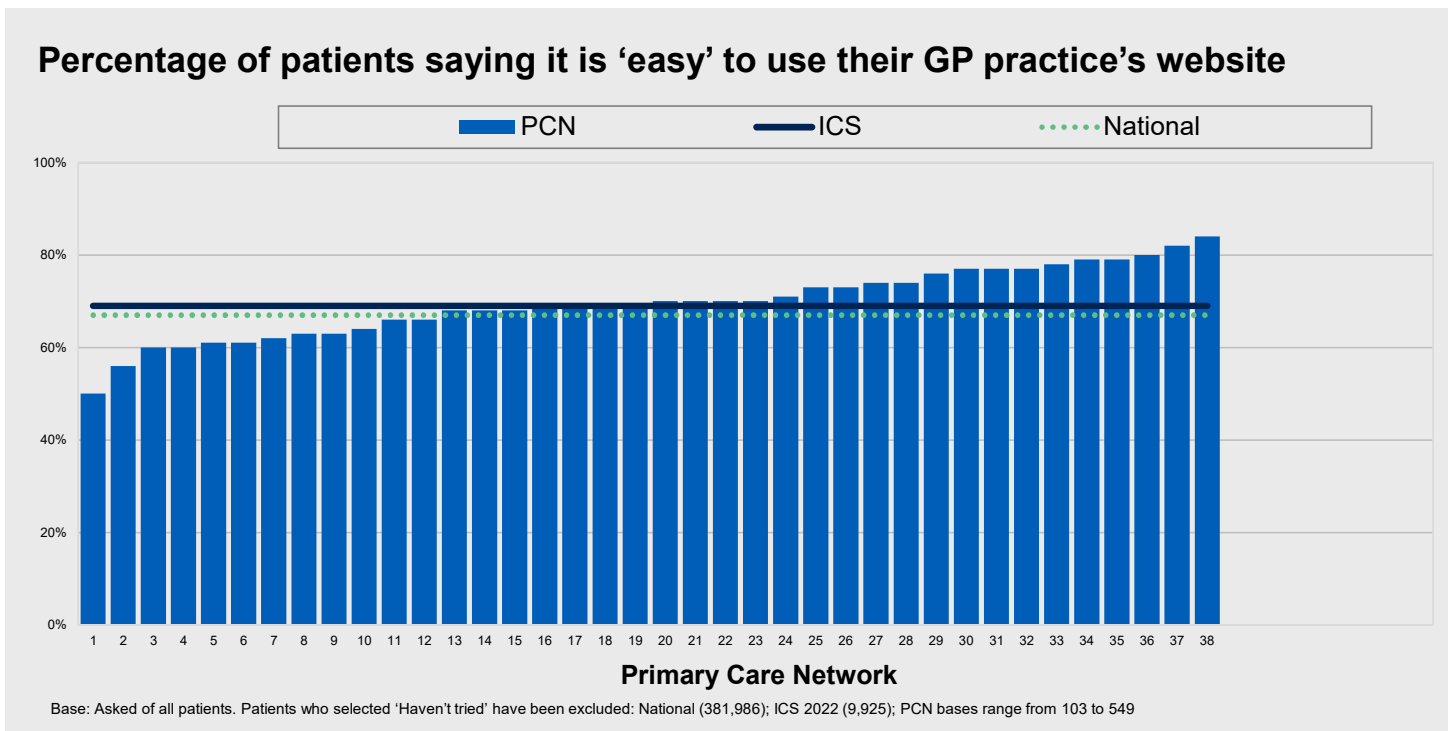
Comparison of results

ICS		National	
Easy	Not easy	Easy	Not easy
69%	31%	67%	33%

i %Easy = %Very easy + %Fairly easy
 %Not easy = %Not very easy + %Not at all easy

Ease of use of practice website: how the PCNs within the ICS compare

Q4. How easy is it to use your GP practice's website to look for information or access services?



PCN	Name
1	THE HAVENS PCN
2	HASTINGS & ST LEONARDS PCN
3	EASTBOURNE EAST PCN
4	BEXHILL PCN
5	BRIGHTON II PCN
6	HAILSHAM PCN
7	ANGMERING COPPICE FITZALAN (ACF) PCN
8	VICTORIA EASTBOURNE PCN
9	LANCING AND SOMPTING PCN
10	COASTAL AND SOUTH DOWNS PCN
11	HAYWARDS HEATH CENTRAL PCN
12	WEST HOVE PCN
13	REGIS HEALTHCARE PCN
14	CRAWLEY CARE COLLABORATIVE PCN
15	BRIGHTON CLUSTER 5 PCN
16	HORSHAM CENTRAL PCN
17	SOUTH CRAWLEY PCN
18	GREATER WEALDEN PCN
19	CHANCOTNBURY PCN
20	CHICHESTER ALLIANCE OF MEDICAL PRACTICES PCN
21	EAST & CENTRAL BRIGHTON PCN
22	SHOREHAM AND SOUTHWICK PCN
23	HORSHAM COLLABORATIVE PCN
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31	PRESTON PARK COMMUNITY PCN
32	HIGH WEALD PCN
33	ARUN INTEGRATED CARE (AIC) PCN
34	BURGESS HILL & VILLAGES PCN
35	RURAL ROTHER PCN
36	FOUNDRY HEALTHCARE LEWES PCN
37	RURAL NORTH CHICHESTER PCN
38	EAST GRINSTEAD PCN

i Comparisons are indicative only: differences may not be statistically significant

i %Easy = %Very easy + %Fairly easy



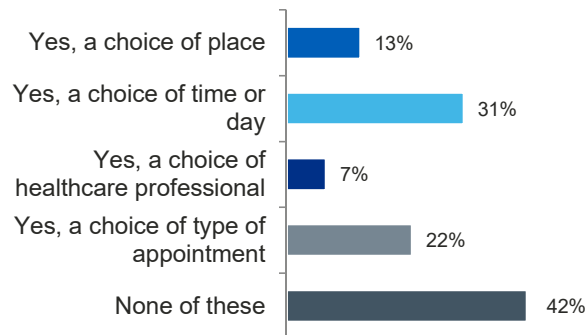
Making an appointment



Choice of appointment

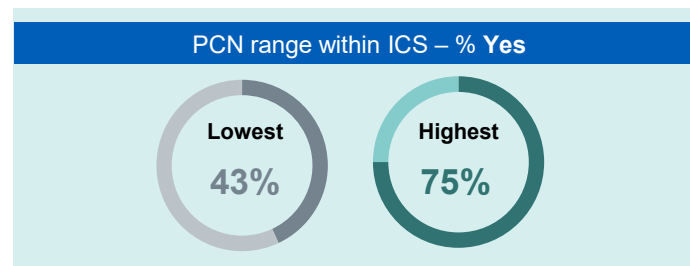
Q15. On this occasion (when you last tried to make a general practice appointment), were you offered any of the following choices of appointment?

ICS result



Comparison of results

ICS		National	
Yes	No	Yes	No
58%	42%	59%	41%



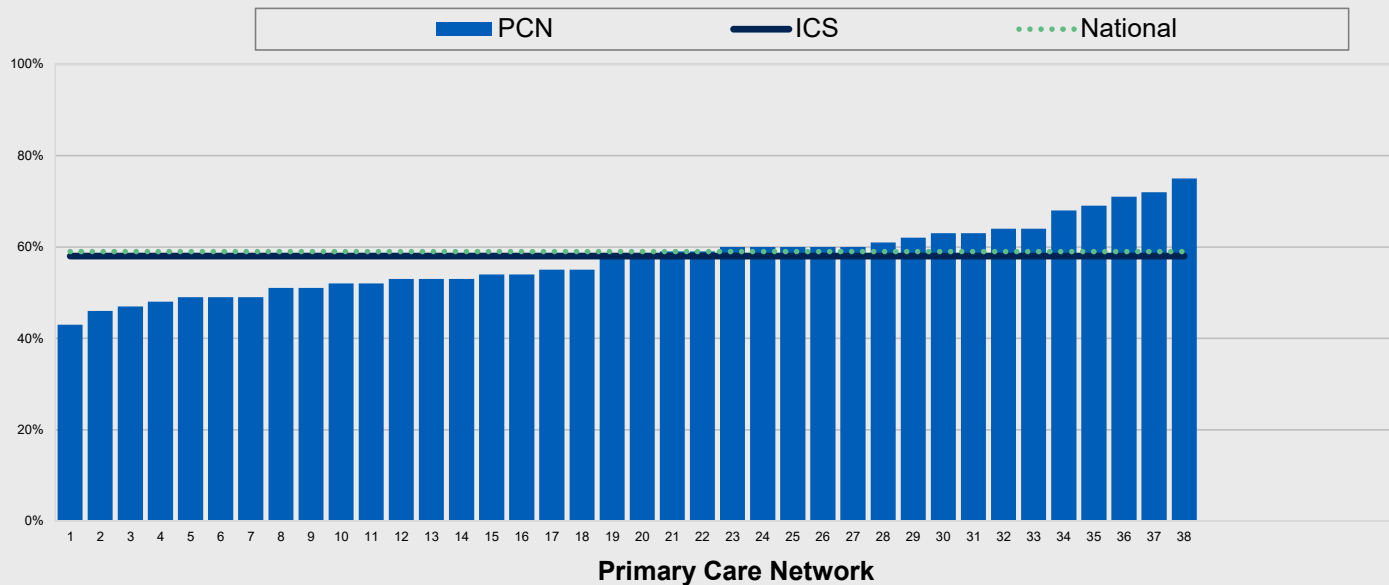
Base: Asked of patients who have tried to make an appointment since being registered with current GP practice. Patients who selected 'I did not need a choice' or 'Can't remember' have been excluded: National (530,428); ICS 2022 (13,185); PCN bases range from 119 to 741

i %Yes = %A choice of place + %A choice of time or day + %A choice of healthcare professional + %A choice of type of appointment

Choice of appointment: how the PCNs within the ICSs compare

Q15. On this occasion (when you last tried to make a general practice appointment), were you offered any of the following choices of appointment?

Percentage of patients saying 'yes' they were offered a choice of appointment



PCN	Name
1	HAILSHAM PCN
2	ANGMERING COPPICE FITZALAN (ACF) PCN
3	CRAWLEY CARE COLLABORATIVE PCN
4	THE HAVENS PCN
5	BRIGHTON II PCN
6	COASTAL AND SOUTH DOWNS PCN
7	HASTINGS & ST LEONARDS PCN
8	CHICHESTER ALLIANCE OF MEDICAL PRACTICES PCN
9	EASTBOURNE EAST PCN
10	SEAFORD PCN
11	VICTORIA EASTBOURNE PCN
12	CISSBURY INTEGRATED CARE PCN
13	HAYWARDS HEATH VILLAGES PCN
14	LANCING AND SOMPTING PCN
15	FOUNDRY HEALTHCARE LEWES PCN
16	EAST GRINSTEAD PCN
17	SOUTH CRAWLEY PCN
18	CHANCTONBURY PCN
19	WEST HOVE PCN
20	ALPS GROUP PCN
21	REGIS HEALTHCARE PCN
22	HORSHAM COLLABORATIVE PCN
23	HAYWARDS HEATH CENTRAL PCN
24	CENTRAL WORTHING PRACTICES PCN
25	GREATER WEALDEN PCN
26	SHOREHAM AND SOUTHWICK PCN
27	BRIGHTON CLUSTER 5 PCN
28	HIGH WEALD PCN
29	BEXHILL PCN
30	HEALTHY CRAWLEY PCN
31	HORSHAM CENTRAL PCN
32	ARUN INTEGRATED CARE (AIC) PCN
33	EAST & CENTRAL BRIGHTON PCN
34	RURAL NORTH CHICHESTER PCN
35	RURAL ROTHER PCN
36	BURGESS HILL & VILLAGES PCN
37	PRESTON PARK COMMUNITY PCN
38	GOLDSTONE PCN

Base: Asked of patients who have tried to make an appointment since being registered with current GP practice. Patients who selected 'I did not need a choice' or 'Can't remember' have been excluded: National (530,428); ICS 2022 (13,185); PCN bases range from 119 to 741

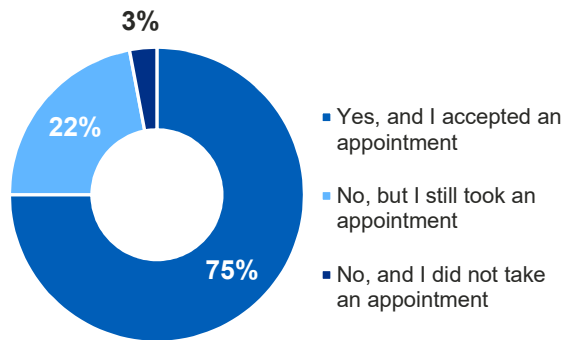
- i** Comparisons are indicative only: differences may not be statistically significant
- i** %Yes = %A choice of place + %A choice of time or day + %A choice of healthcare professional + %A choice of type of appointment



Satisfaction with appointment offered

Q16. Were you satisfied with the appointment (or appointments) you were offered?¹

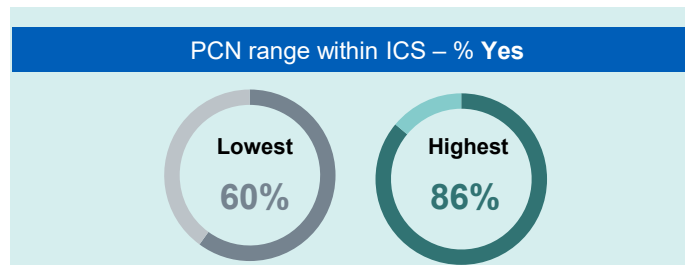
ICS result



Comparison of results

ICS			National		
Yes, took appt	No, took appt	No, didn't take appt	Yes, took appt	No, took appt	No, didn't take appt
75%	22%	3%	72%	24%	4%

PCN range within ICS – % Yes



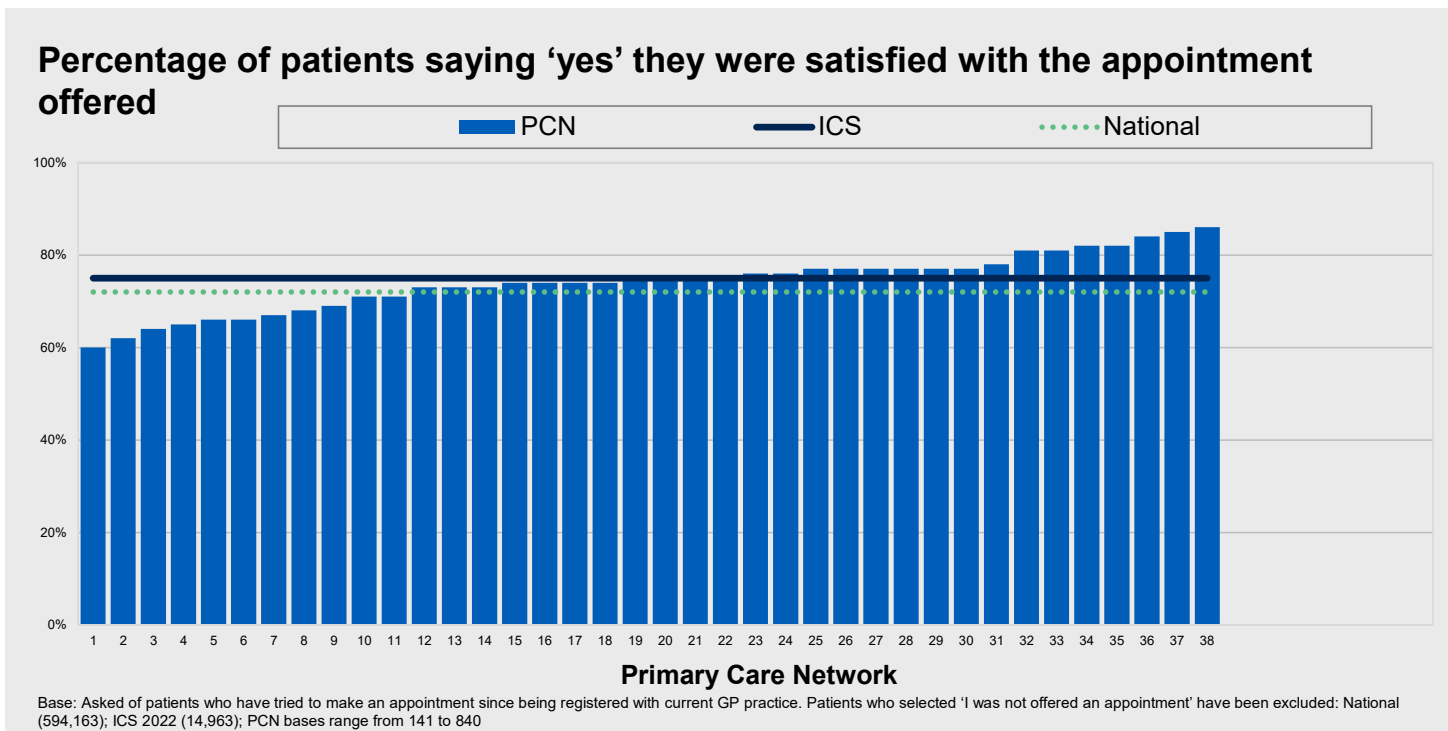
¹Excluding those who said 'I was not offered an appointment' (12%)

Base: Asked of patients who have tried to make an appointment since being registered with current GP practice. Patients who selected 'I was not offered an appointment' have been excluded: National (594,163); ICS 2022 (14,963); PCN bases range from 141 to 840

i %Yes = %Yes, and I accepted an appointment

Satisfaction with appointment offered: how the PCNs within the ICS compare

Q16. Were you satisfied with the appointment (or appointments) you were offered?



PCN	Name
1	VICTORIA EASTBOURNE PCN
2	HORSHAM COLLABORATIVE PCN
3	HEALTHY CRAWLEY PCN
4	ANGMERING COPPICE FITZALAN (ACF) PCN
5	BRIGHTON II PCN
6	CRAWLEY CARE COLLABORATIVE PCN
7	HAYWARDS HEATH VILLAGES PCN
8	EASTBOURNE EAST PCN
9	HAILSHAM PCN
10	SOUTH CRAWLEY PCN
11	COASTAL AND SOUTH DOWNS PCN
12	REGIS HEALTHCARE PCN
13	CHICHESTER ALLIANCE OF MEDICAL PRACTICES PCN
14	LANCING AND SOMPTING PCN
15	HAYWARDS HEATH CENTRAL PCN
16	SEAFORD PCN
17	HORSHAM CENTRAL PCN
18	HASTINGS & ST LEONARDS PCN
19	ARUN INTEGRATED CARE (AIC) PCN
20	GREATER WEALDEN PCN
21	FOUNDRY HEALTHCARE LEWES PCN
22	ALPS GROUP PCN
23	WEST HOVE PCN
24	EAST GRINSTEAD PCN
25	PRESTON PARK COMMUNITY PCN
26	CENTRAL WORTHING PRACTICES PCN
27	THE HAVENS PCN
28	EAST & CENTRAL BRIGHTON PCN
29	SHOREHAM AND SOUTHWICK PCN
30	CHANCTONBURY PCN
31	GOLDSTONE PCN
32	CISSBURY INTEGRATED CARE PCN
33	HIGH WEALD PCN
34	BURGESS HILL & VILLAGES PCN
35	BEXHILL PCN
36	BRIGHTON CLUSTER 5 PCN
37	RURAL ROTHER PCN
38	RURAL NORTH CHICHESTER PCN

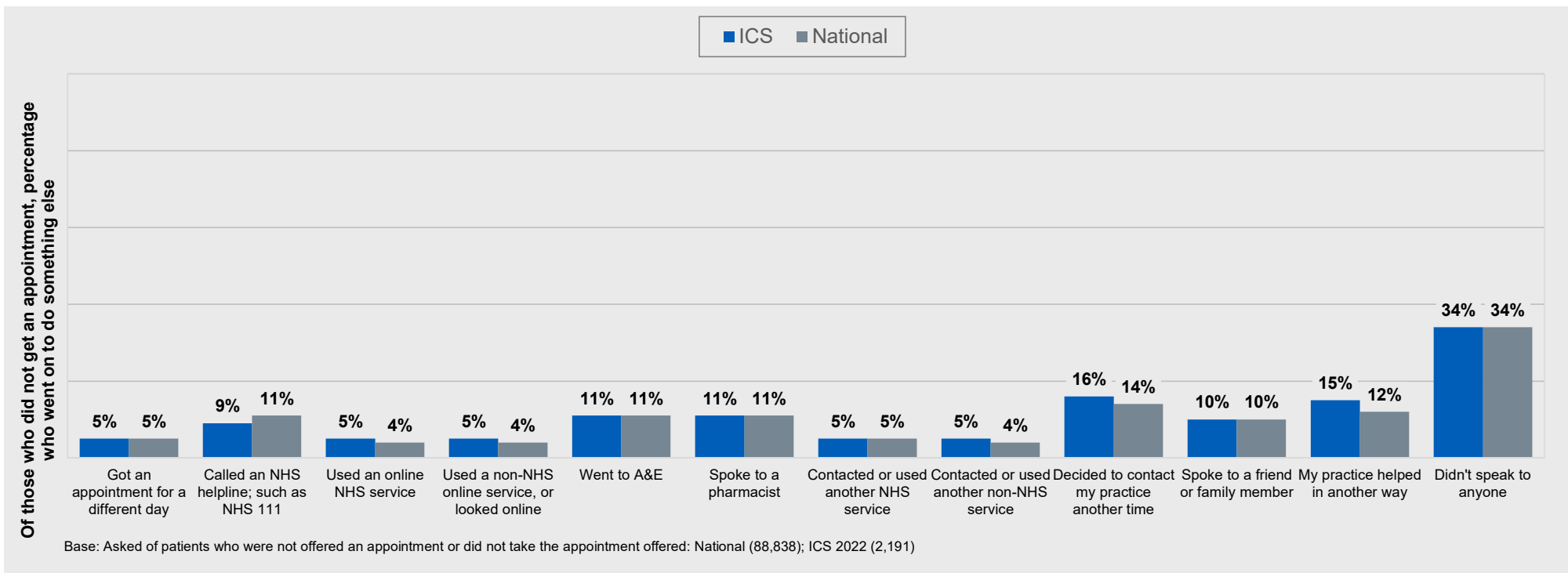
i Comparisons are indicative only: differences may not be statistically significant

i %Yes = %Yes, and I accepted an appointment



What patients do when they did not get an appointment

Q18. What did you do when you did not get an appointment?

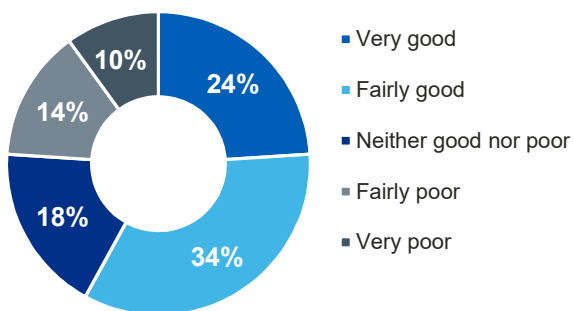


i Comparisons are indicative only: differences may not be statistically significant

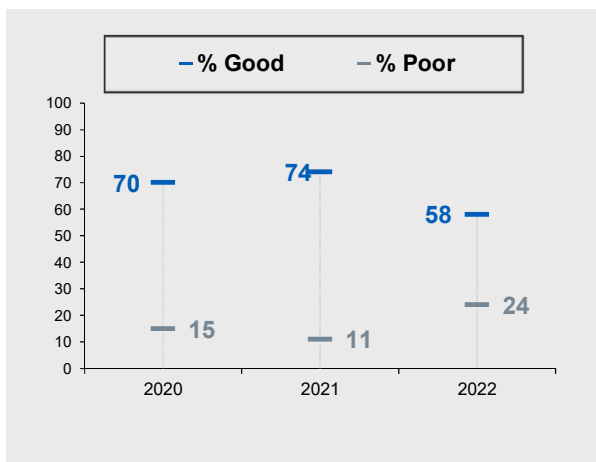
Overall experience of making an appointment

Q21. Overall, how would you describe your experience of making an appointment?

ICS result



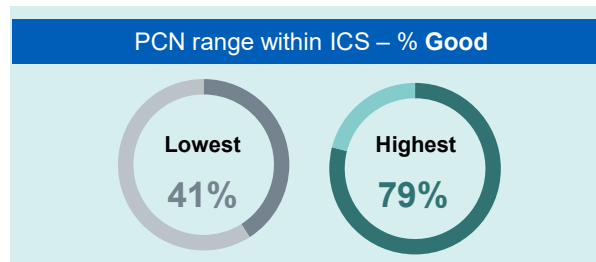
ICS result over time



Comparison of results

ICS		National	
Good	Poor	Good	Poor
58%	24%	56%	26%

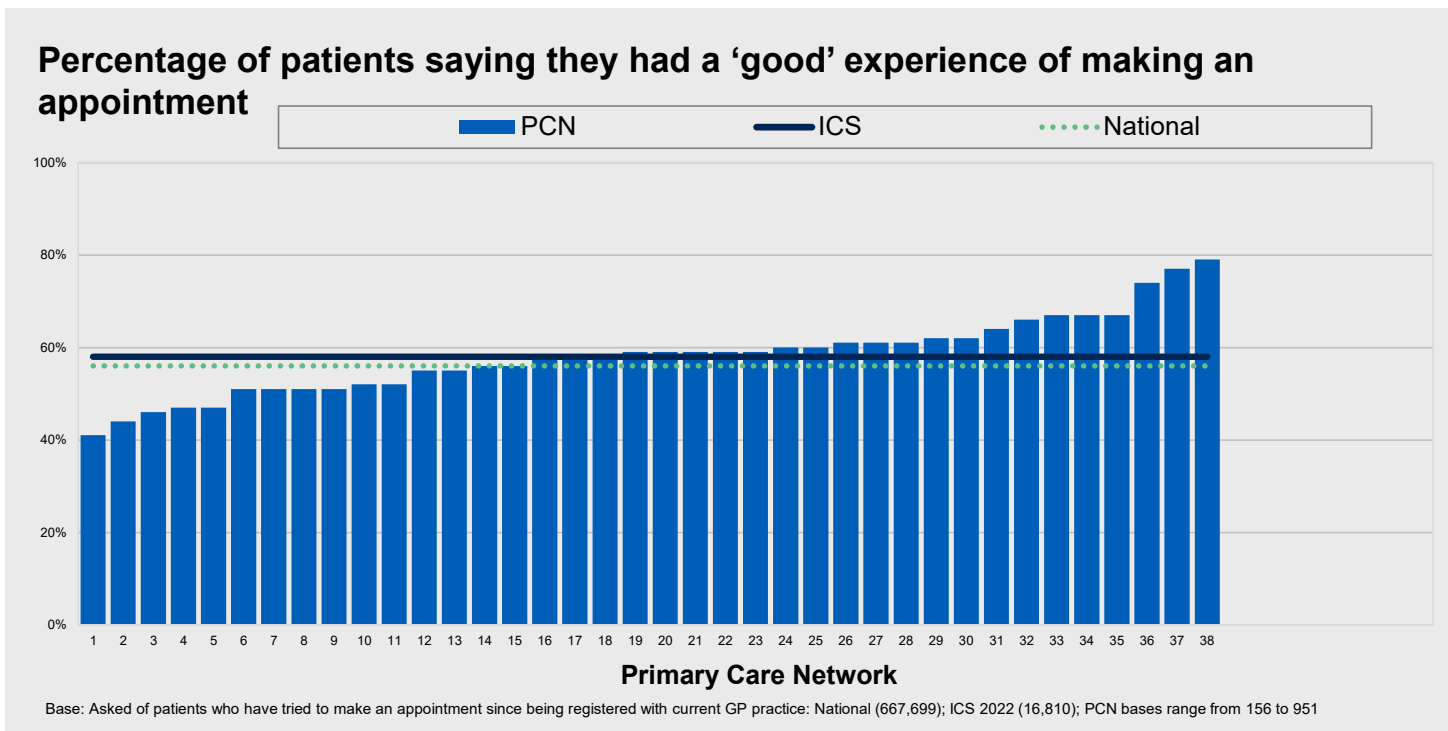
Base: Asked of patients who have tried to make an appointment since being registered with current GP practice: National (667,699); ICS 2022 (16,810); ICS 2021 (20,862); ICS 2020 (18,344); PCN bases range from 156 to 951



i %Good = %Very good + %Fairly good
%Poor = %Very poor + %Fairly poor

Overall experience of making an appointment: how the PCNs within the ICS compare

Q21. Overall, how would you describe your experience of making an appointment?



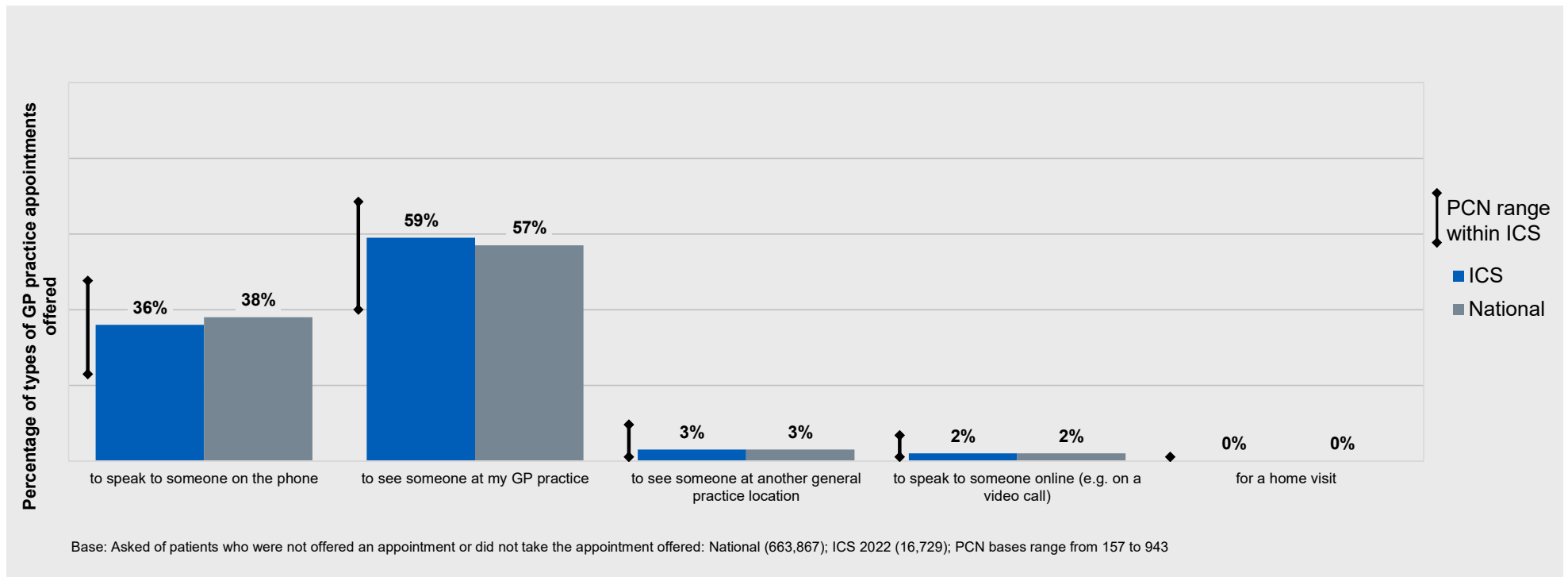
PCN	Name
1	ANGMERING COPPICE FITZALAN (ACF) PCN
2	THE HAVENS PCN
3	VICTORIA EASTBOURNE PCN
4	CRAWLEY CARE COLLABORATIVE PCN
5	HASTINGS & ST LEONARDS PCN
6	BRIGHTON II PCN
7	SOUTH CRAWLEY PCN
8	COASTAL AND SOUTH DOWNS PCN
9	HORSHAM COLLABORATIVE PCN
10	EASTBOURNE EAST PCN
11	HAILSHAM PCN
12	SEAFORD PCN
13	WEST HOVE PCN
14	CHICHESTER ALLIANCE OF MEDICAL PRACTICES PCN
15	FOUNDRY HEALTHCARE LEWES PCN
16	CISSBURY INTEGRATED CARE PCN
17	REGIS HEALTHCARE PCN
18	CHANCYTONBURY PCN
19	HAYWARDS HEATH CENTRAL PCN
20	HORSHAM CENTRAL PCN
21	GREATER WEALDEN PCN
22	ALPS GROUP PCN
23	LANCING AND SOMPTING PCN
24	HAYWARDS HEATH VILLAGES PCN
25	ARUN INTEGRATED CARE (AIC) PCN
26	HEALTHY CRAWLEY PCN
27	SHOREHAM AND SOUTHWICK PCN
28	EAST GRINSTEAD PCN
29	GOLDSTONE PCN
30	BEXHILL PCN
31	BRIGHTON CLUSTER 5 PCN
32	EAST & CENTRAL BRIGHTON PCN
33	PRESTON PARK COMMUNITY PCN
34	CENTRAL WORTHING PRACTICES PCN
35	HIGH WEALD PCN
36	BURGESS HILL & VILLAGES PCN
37	RURAL NORTH CHICHESTER PCN
38	RURAL ROTHER PCN

i Comparisons are indicative only: differences may not be statistically significant

i %Good = %Very good + %Fairly good

Type of appointment

Q23. What type of appointment was your last general practice appointment? An appointment...

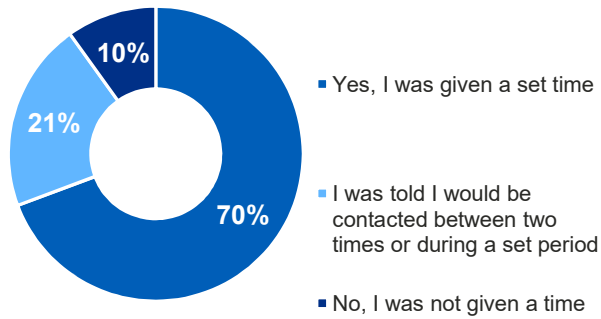


i Comparisons are indicative only: differences may not be statistically significant

Given a time for appointment

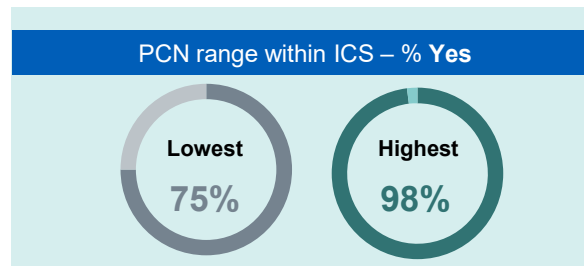
Q24. Were you given a time for the appointment?

ICS result



Comparison of results

ICS		National	
Yes	No	Yes	No
90%	10%	90%	10%



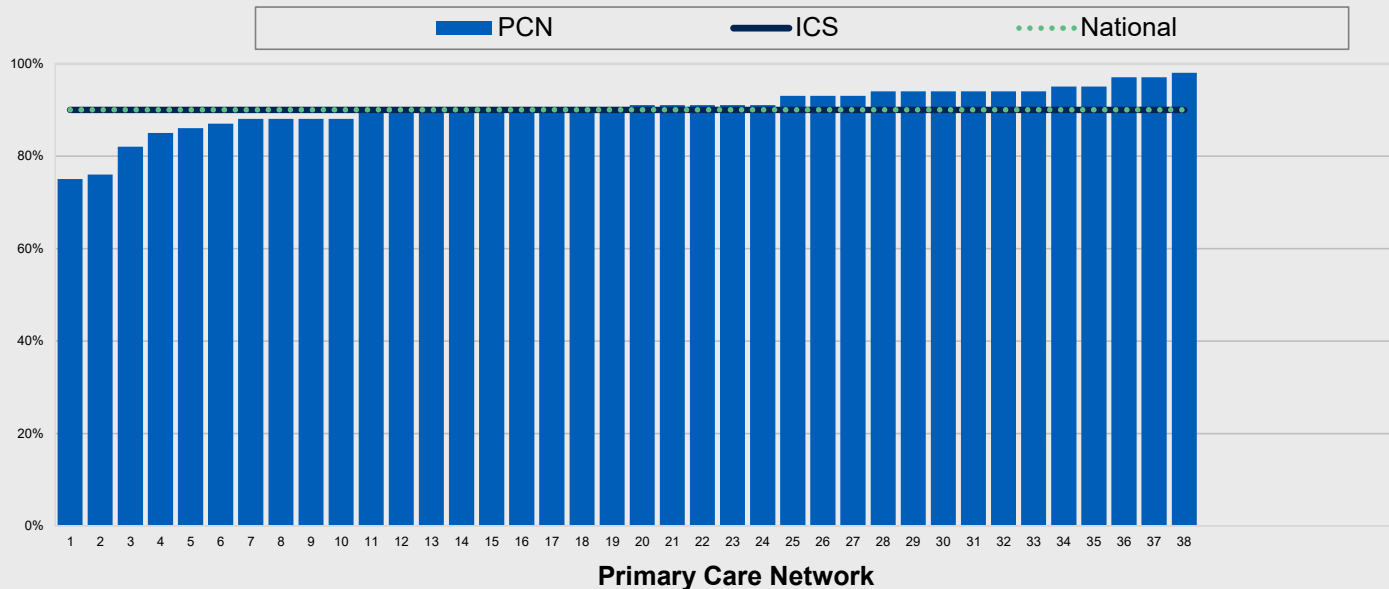
Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'Can't remember / don't know' have been excluded: National (640,472); ICS 2022 (16,210); PCN bases range from 147 to 925

i %Yes = %Yes, I was given a set time + %I was told I would be contacted between two times or during a set period

Given a time for appointment: how the PCNs within the ICS compare

Q24. Were you given a time for the appointment?

Percentage of patients saying 'yes' they were given a time for their appointment



Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'Can't remember / don't know' have been excluded: National (640,472); ICS 2022 (16,210); PCN bases range from 147 to 925

- i** Comparisons are indicative only: differences may not be statistically significant
- i** %Yes = %Yes, I was given a set time + %I was told I would be contacted between two times or during a set period

PCN	Name
1	EASTBOURNE EAST PCN
2	CISSBURY INTEGRATED CARE PCN
3	HASTINGS & ST LEONARDS PCN
4	ALPS GROUP PCN
5	WEST HOVE PCN
6	ANGMERING COPPICE FITZALAN (ACF) PCN
7	THE HAVENS PCN
8	BRIGHTON II PCN
9	SOUTH CRAWLEY PCN
10	LANCING AND SOMPTING PCN
11	HAYWARDS HEATH VILLAGES PCN
12	SEAFORD PCN
13	REGIS HEALTHCARE PCN
14	CENTRAL WORTHING PRACTICES PCN
15	HORSHAM CENTRAL PCN
16	FOUNDRY HEALTHCARE LEWES PCN
17	VICTORIA EASTBOURNE PCN
18	COASTAL AND SOUTH DOWNS PCN
19	CRAWLEY CARE COLLABORATIVE PCN
20	HEALTHY CRAWLEY PCN
21	CHICHESTER ALLIANCE OF MEDICAL PRACTICES PCN
22	RURAL NORTH CHICHESTER PCN
23	CHANCTONBURY PCN
24	HAILSHAM PCN
25	EAST & CENTRAL BRIGHTON PCN
26	SHOREHAM AND SOUTHWICK PCN
27	BEXHILL PCN
28	HAYWARDS HEATH CENTRAL PCN
29	ARUN INTEGRATED CARE (AIC) PCN
30	GREATER WEALDEN PCN
31	HIGH WEALD PCN
32	BRIGHTON CLUSTER 5 PCN
33	HORSHAM COLLABORATIVE PCN
34	BURGESS HILL & VILLAGES PCN
35	RURAL ROTHER PCN
36	GOLDSTONE PCN
37	EAST GRINSTEAD PCN
38	PRESTON PARK COMMUNITY PCN



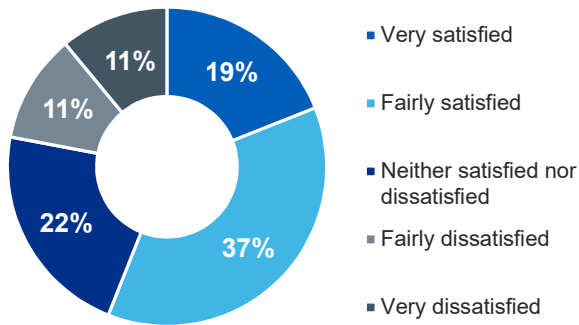
Satisfaction with general practice appointment times



Satisfaction with appointment times

Q6. How satisfied are you with the general practice appointment times that are available to you?¹

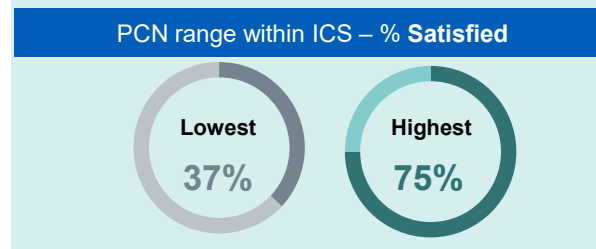
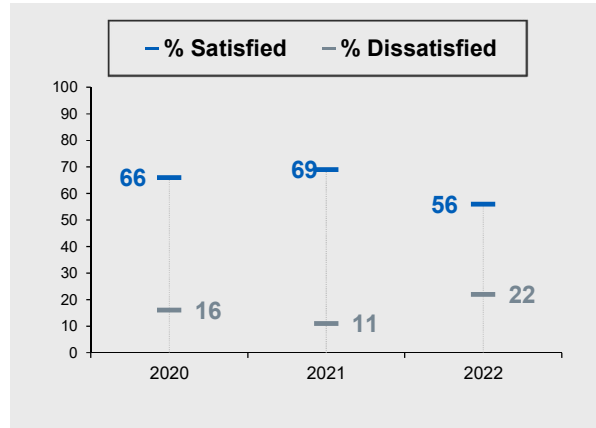
ICS result



¹Excluding those who said 'I'm not sure when I can get an appointment' (8%)

Base: Asked of all patients. Patients who selected 'I'm not sure when I can get an appointment' have been excluded: National (600,933); ICS 2022 (15,029); ICS 2021 (19,697); ICS 2020 (18,095); PCN bases range from 126 to 843

ICS result over time



Comparison of results

ICS		National	
Satisfied	Dissatisfied	Satisfied	Dissatisfied
56%	22%	55%	23%

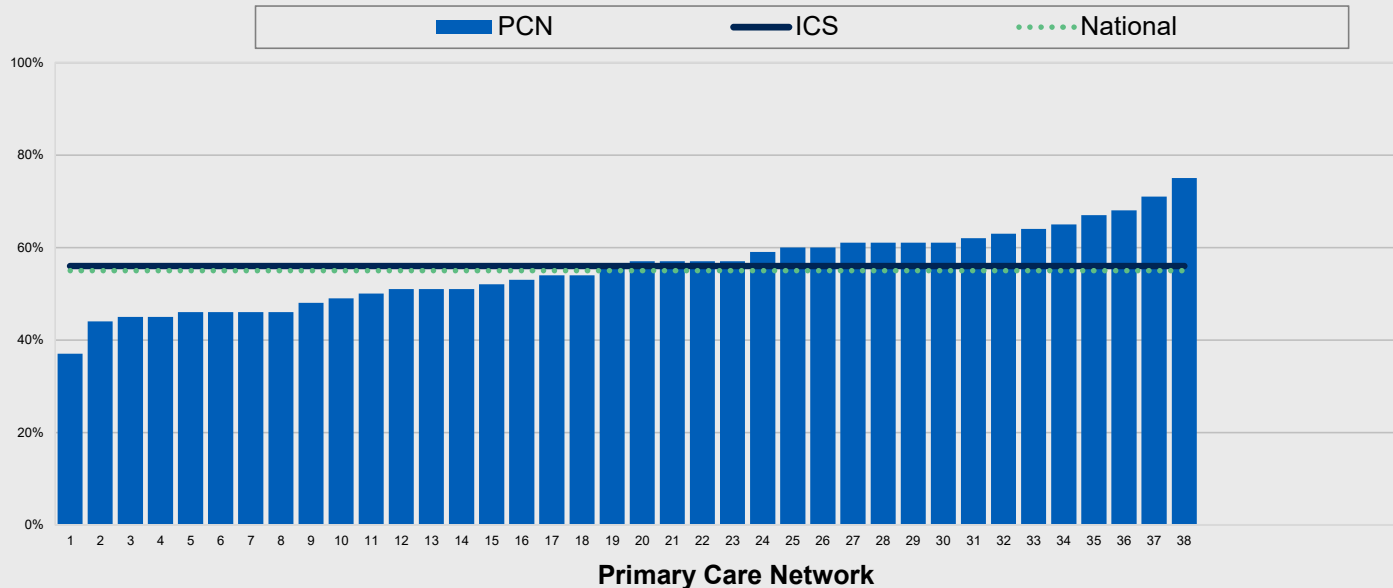
i %Satisfied = %Very satisfied + %Fairly satisfied
 %Dissatisfied = %Very dissatisfied + %Fairly dissatisfied



Satisfaction with appointment times: how the PCNs within the ICS compare

Q6. How satisfied are you with the general practice appointment times that are available to you?

Percentage of patients saying they are 'satisfied' with the appointment times available



Base: Asked of all patients. Patients who selected 'I'm not sure when I can get an appointment' have been excluded: National (600,933); ICS 2022 (15,029); PCN bases range from 126 to 843

PCN	Name
1	THE HAVENS PCN
2	COASTAL AND SOUTH DOWNS PCN
3	BRIGHTON II PCN
4	VICTORIA EASTBOURNE PCN
5	ANGMERING COPPICE FITZALAN (ACF) PCN
6	SEAFORD PCN
7	EASTBOURNE EAST PCN
8	CRAWLEY CARE COLLABORATIVE PCN
9	HAYWARDS HEATH VILLAGES PCN
10	HASTINGS & ST LEONARDS PCN
11	SOUTH CRAWLEY PCN
12	HEALTHY CRAWLEY PCN
13	FOUNDRY HEALTHCARE LEWES PCN
14	HORSHAM COLLABORATIVE PCN
15	HAILSHAM PCN
16	WEST HOVE PCN
17	HAYWARDS HEATH CENTRAL PCN
18	EAST GRINSTEAD PCN
19	CHICHESTER ALLIANCE OF MEDICAL PRACTICES PCN
20	REGIS HEALTHCARE PCN
21	HORSHAM CENTRAL PCN
22	GREATER WEALDEN PCN
23	LANCING AND SOMPTING PCN
24	CHANCTONBURY PCN
25	ALPS GROUP PCN
26	BEXHILL PCN
27	CISSBURY INTEGRATED CARE PCN
28	CENTRAL WORTHING PRACTICES PCN
29	ARUN INTEGRATED CARE (AIC) PCN
30	HIGH WEALD PCN
31	SHOREHAM AND SOUTHWICK PCN
32	EAST & CENTRAL BRIGHTON PCN
33	GOLDSTONE PCN
34	BRIGHTON CLUSTER 5 PCN
35	BURGESS HILL & VILLAGES PCN
36	PRESTON PARK COMMUNITY PCN
37	RURAL NORTH CHICHESTER PCN
38	RURAL ROTHER PCN

i Comparisons are indicative only: differences may not be statistically significant

i %Satisfied = %Very satisfied + %Fairly satisfied

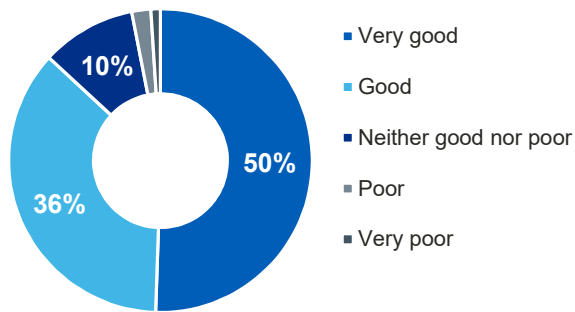


Perceptions of care at patients' last appointment

Perceptions of care at patients' last appointment with a healthcare professional

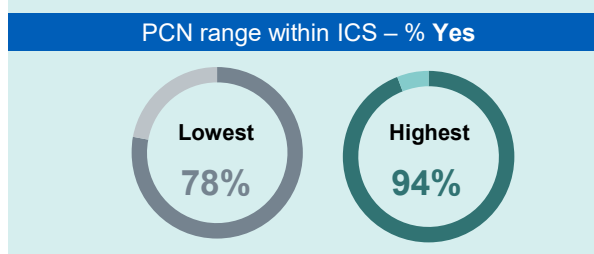
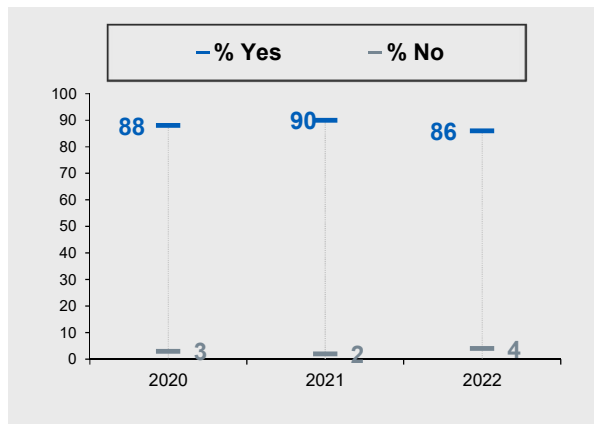
Q27a. Last time you had a general practice appointment, how good was the healthcare professional at giving you enough time?

ICS result



Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'Doesn't apply' have been excluded: National (663,252); ICS 2022 (16,704); ICS 2021 (20,936); ICS 2020 (18,582); PCN bases range from 153 to 946

ICS result over time



Comparison of results

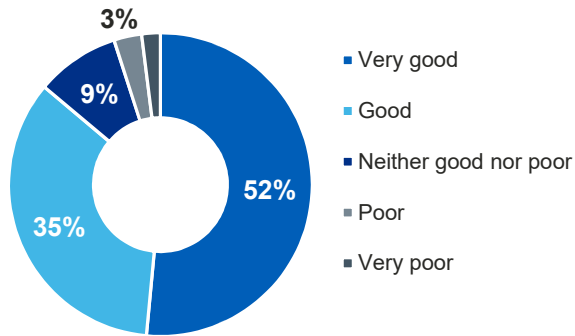
ICS		National	
Good	Poor	Good	Poor
86%	4%	83%	5%

i %Good = %Very good + %Good
 %Poor = %Very poor + %Poor

Perceptions of care at patients' last appointment with a healthcare professional

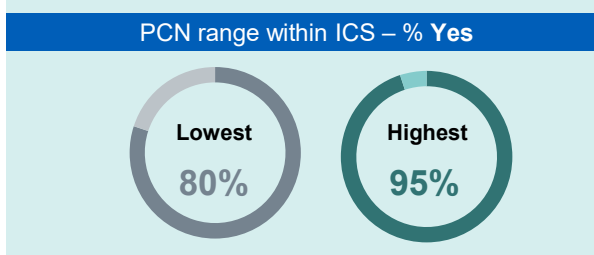
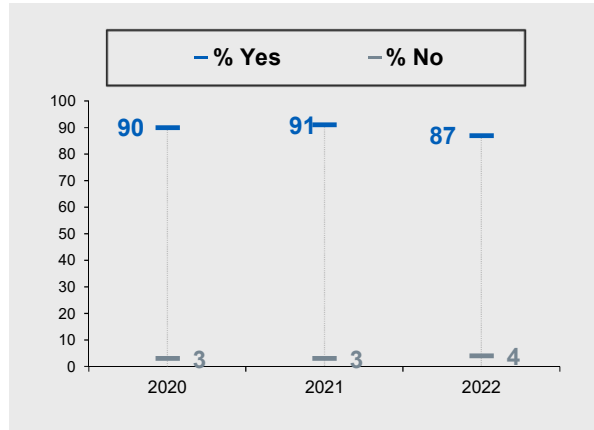
Q27b. Last time you had a general practice appointment, how good was the healthcare professional at listening to you?

ICS result



Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'Doesn't apply' have been excluded: National (652,716); ICS 2022 (16,457); ICS 2021 (20,559); ICS 2020 (18,541); PCN bases range from 152 to 930

ICS result over time



Comparison of results

ICS		National	
Good	Poor	Good	Poor
87%	4%	85%	6%

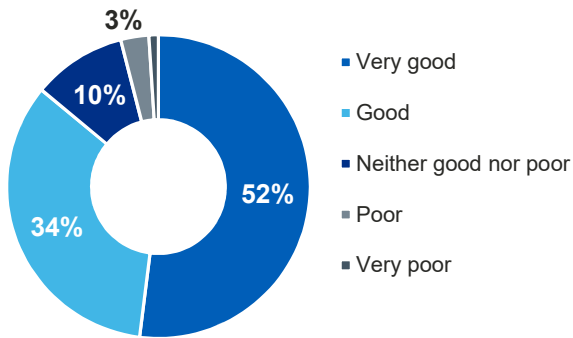
i %Good = %Very good + %Good
 %Poor = %Very poor + %Poor

Perceptions of care at patients' last appointment with a healthcare professional

GP PATIENT SURVEY

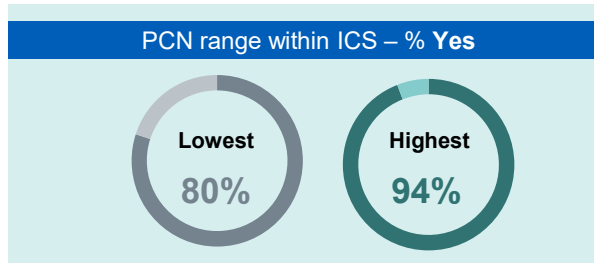
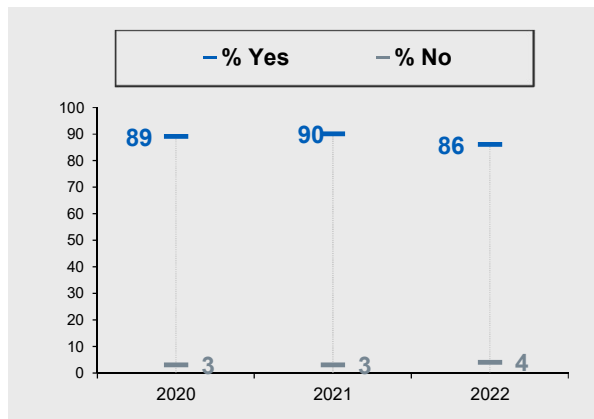
Q27c. Last time you had a general practice appointment, how good was the healthcare professional at treating you with care and concern?

ICS result



Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'Doesn't apply' have been excluded: National (640,504); ICS 2022 (16,225); ICS 2021 (20,775); ICS 2020 (18,554); PCN bases range from 151 to 924

ICS result over time



Comparison of results

ICS		National	
Good	Poor	Good	Poor
86%	4%	83%	6%

i %Good = %Very good + %Good
%Poor = %Very poor + %Poor

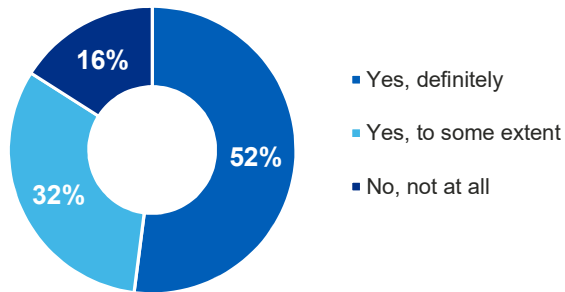


Mental health needs recognised and understood

GP PATIENT SURVEY

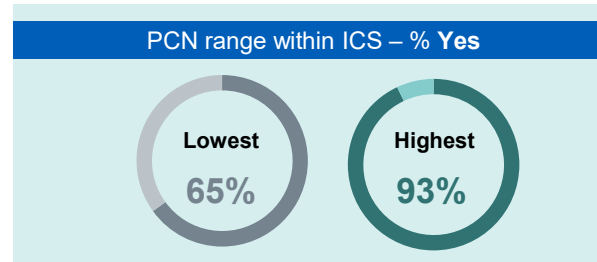
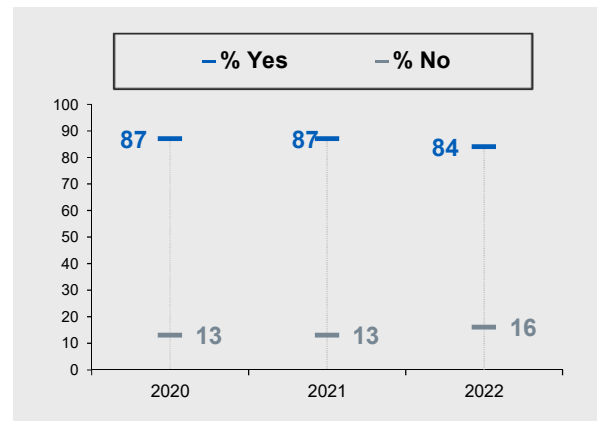
Q28. During your last general practice appointment, did you feel that the healthcare professional recognised and/or understood any mental health needs that you might have had?

ICS result



Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'I did not have any mental health needs' or 'Did not apply to my last appointment' have been excluded: National (297,429); ICS 2022 (6,873); ICS 2021 (8,688); ICS 2020 (7,019); PCN bases range from 60 to 420

ICS result over time



Comparison of results

ICS		National	
Yes	No	Yes	No
84%	16%	81%	19%

i %Yes = %Yes, definitely + %Yes, to some extent

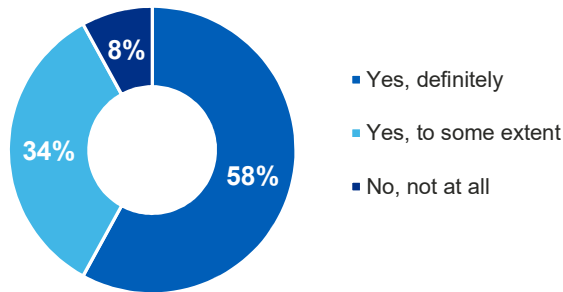


Perceptions of care at patients' last appointment with a healthcare professional

GP PATIENT SURVEY

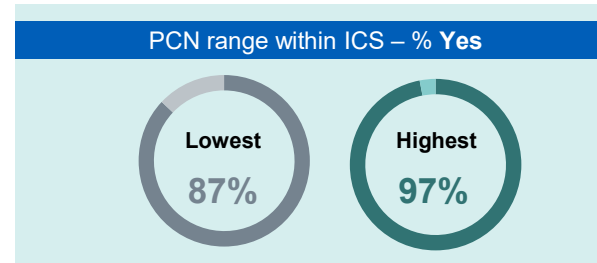
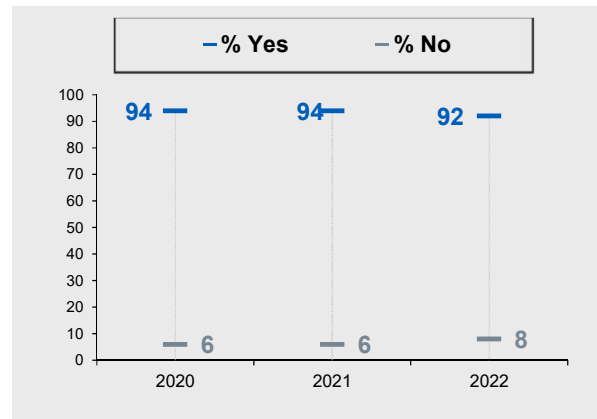
Q29. During your last general practice appointment, were you involved as much as you wanted to be in decisions about your care and treatment?

ICS result



Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'Don't know / doesn't apply' have been excluded: National (587,718); ICS 2022 (14,821); ICS 2021 (18,421); ICS 2020 (16,661); PCN bases range from 133 to 839

ICS result over time



Comparison of results

ICS		National	
Yes	No	Yes	No
92%	8%	90%	10%

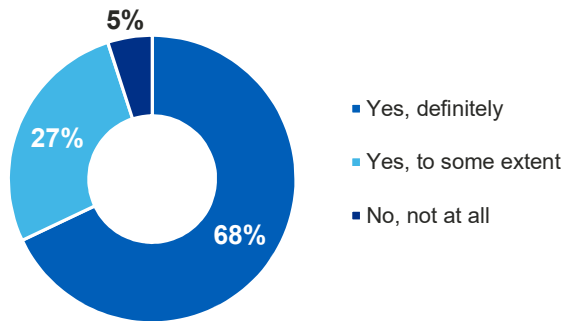
i %Yes = %Yes, definitely + %Yes, to some extent



Perceptions of care at patients' last appointment with a healthcare professional

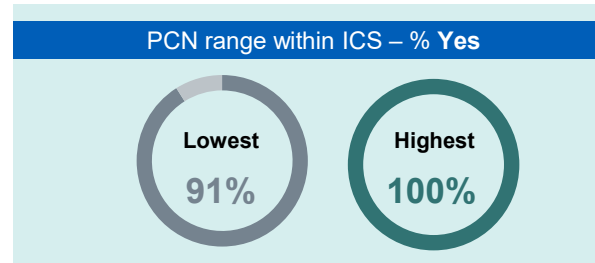
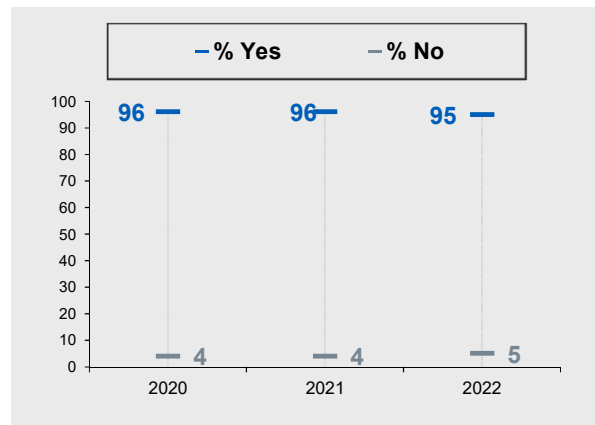
Q30. During your last general practice appointment, did you have confidence and trust in the healthcare professional you saw or spoke to?

ICS result



Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'Don't know / doesn't apply' have been excluded: National (650,855); ICS 2022 (16,467); ICS 2021 (20,695); ICS 2020 (18,361); PCN bases range from 153 to 932

ICS result over time



Comparison of results

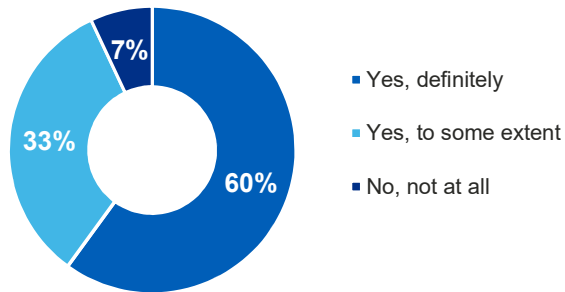
ICS		National	
Yes	No	Yes	No
95%	5%	93%	7%

i %Yes = %Yes, definitely + %Yes, to some extent

Perceptions of care at patients' last appointment with a healthcare professional

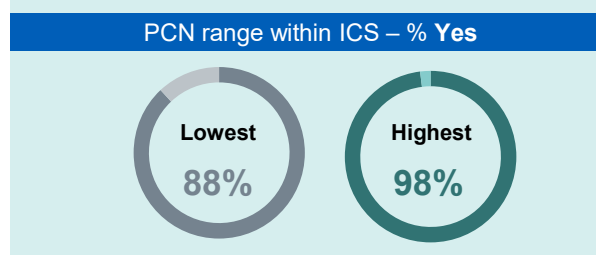
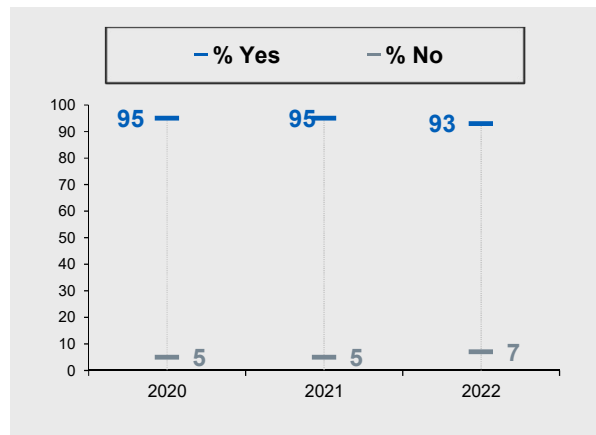
Q31. Thinking about the reason for your last general practice appointment, were your needs met?

ICS result



Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'Don't know / doesn't apply' have been excluded: National (652,557); ICS 2022 (16,512); ICS 2021 (20,698); ICS 2020 (18,285); PCN bases range from 156 to 936

ICS result over time



Comparison of results

ICS		National	
Yes	No	Yes	No
93%	7%	91%	9%

i %Yes = %Yes, definitely + %Yes, to some extent

Care and concern



Care and concern – in detail

GPPS can be used to look at how experience varies among different patient groups.

To demonstrate **one example** of this, the following three slides break down the results by a selection of key demographic variables for the question: “Last time you had a general practice appointment, how good was the healthcare professional at treating you with care and concern?”.

- The charts present a summary result of % Good: a combination of ‘% Very good’ and ‘% Good’.
- The answer options for each of the demographic questions are displayed in the order they appear in the questionnaire.

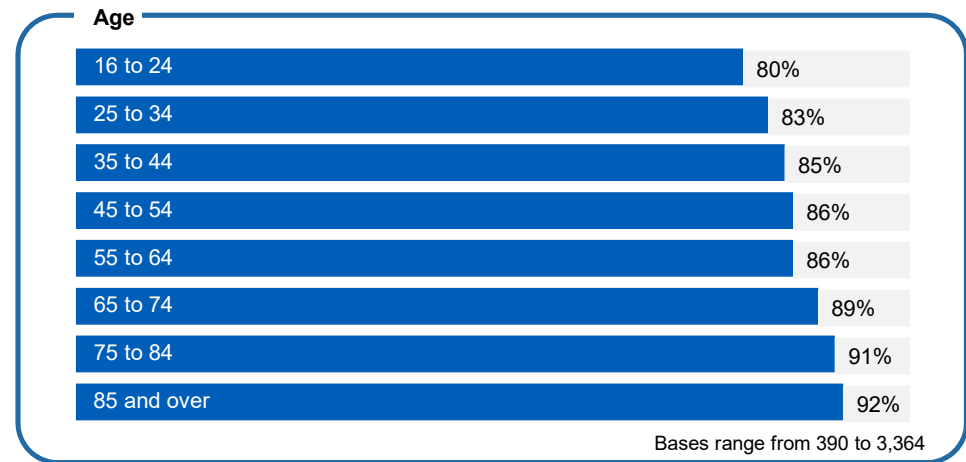
Please note all comparisons are indicative only. Differences in experience between different groups of patients may not be statistically significant and may be influenced by other factors.

To break down the survey results by patient demographics for **all other questions** at national, PCN and practice level, go to <https://gp-patient.co.uk/analysistool> or <https://gp-patient.co.uk/surveysandreports>.

For more information about demographic breakdowns at ICS level please contact the GP Patient Survey team at gppatientsurvey@ipsos.com.

Q27. Last time you had a general practice appointment, how good was the healthcare professional at treating you with care and concern? % Good¹ (total)

GP PATIENT SURVEY

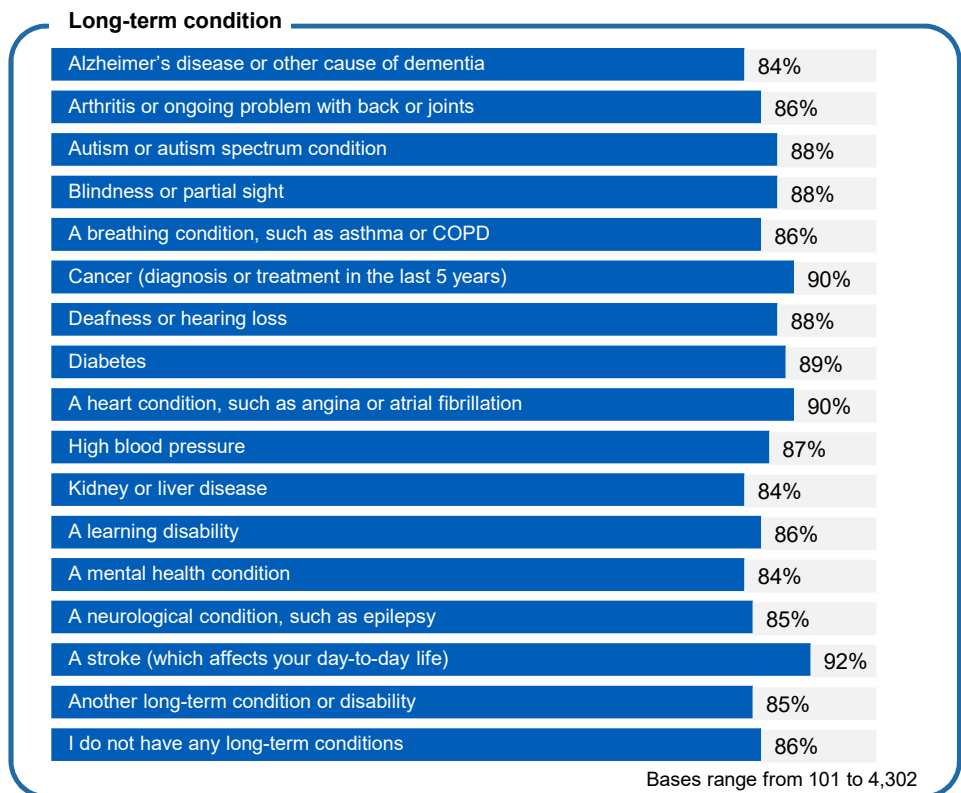
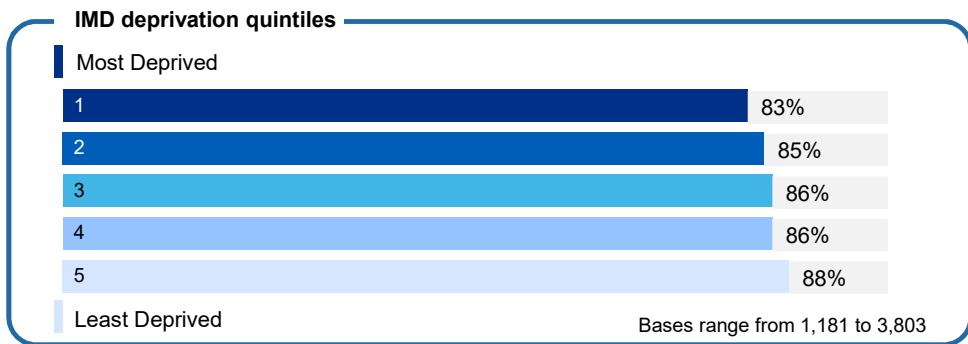


¹Good = Very good % + Good %
Base: asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'doesn't apply' have been excluded: ICS 2022 (14,275).



Q27. Last time you had a general practice appointment, how good was the healthcare professional at treating you with care and concern?

% Good¹ (total)

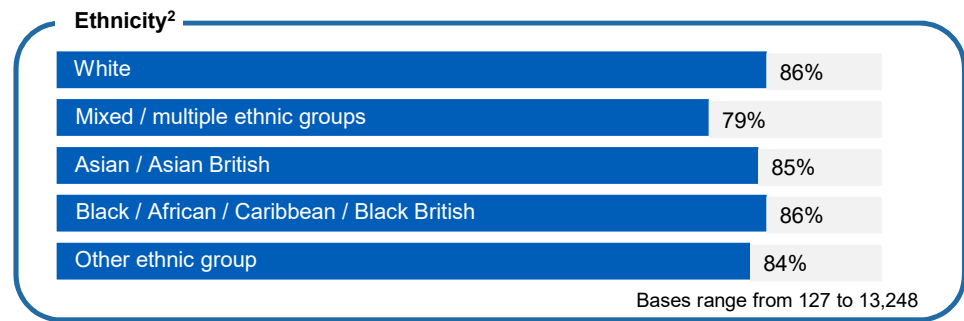
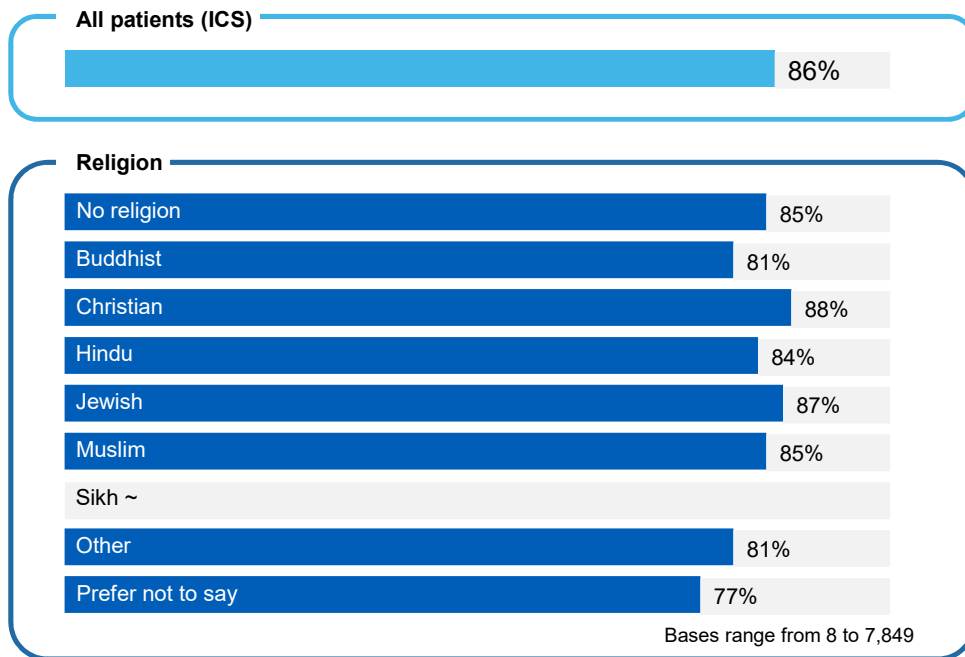


¹%Good = %Very good + %Good
²Disability = 'Yes, a lot' + 'Yes, a little' at Q38. Do any of these conditions reduce your ability to carry out your day-to-day activities?
 Base: asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'doesn't apply' have been excluded: ICS 2022 (14,275).



Q27. Last time you had a general practice appointment, how good was the healthcare professional at treating you with care and concern? % Good¹ (total)

GP PATIENT SURVEY



¹Good = Very good % + Good %

²A more detailed ethnicity breakdown is available, but individual base sizes may be too small for robust analysis

³Carer = Any 'yes' at Q58. Do you look after, or give any help or support to family members, friends, neighbours or others because of either: long-term physical or mental ill health / disability, or problems related to old age?

~ Data suppressed due to receiving fewer than 10 responses

Base: asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'doesn't apply' have been excluded: ICS 2022 (14,275).



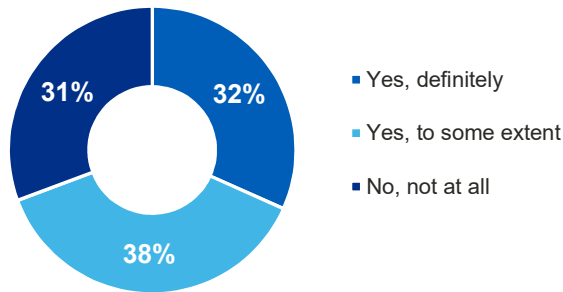
Managing health conditions



Support with managing long-term conditions, disabilities, or illnesses

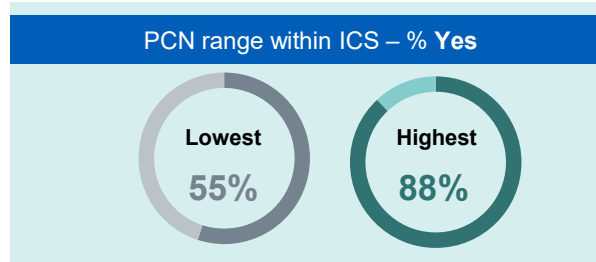
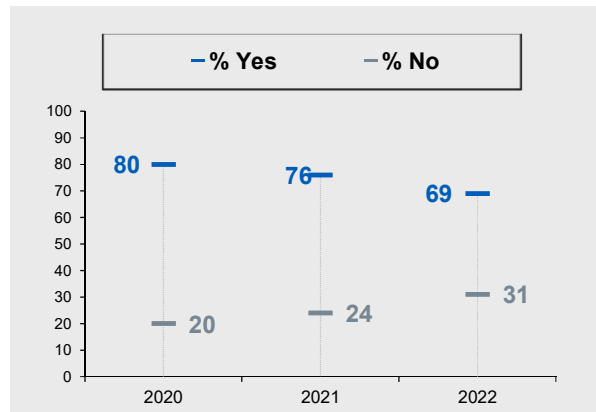
Q40. In the last 12 months, have you had enough support from local services or organisations to help you to manage your condition (or conditions)?

ICS result



Base: Asked of patients with a long-term condition, illness, or disability. Patients who selected 'I haven't needed support' or 'Don't know / can't say' have been excluded: National (267,139); ICS 2022 (6,678); ICS 2021 (8,205); ICS 2020 (7,799); PCN bases range from 61 to 420

ICS result over time



Comparison of results

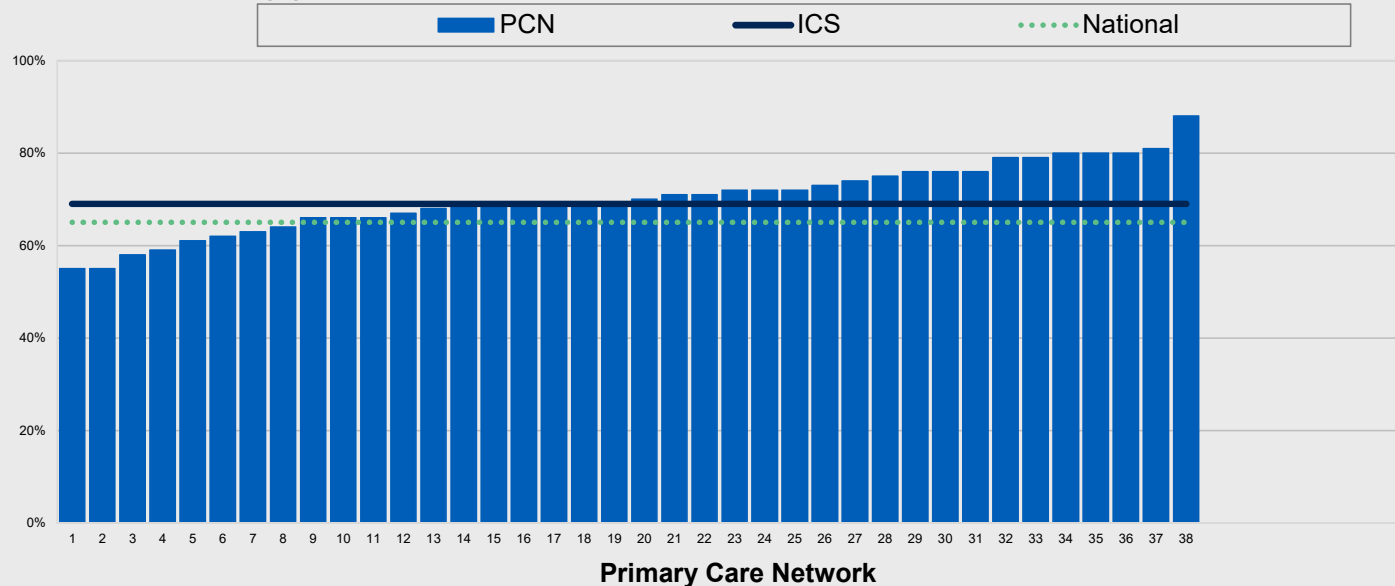
ICS		National	
Yes	No	Yes	No
69%	31%	65%	35%

i %Yes = %Yes, definitely + %Yes, to some extent

Support with managing long-term conditions, disabilities, or illnesses: how the PCNs within the ICS compare

Q40. In the last 12 months, have you had enough support from local services or organisations to help you to manage your condition (or conditions)?

Percentage of patients saying 'yes' they have had enough support to manage their condition(s)



PCN	Name
1	ANGMERING COPPICE FITZALAN (ACF) PCN
2	SOUTH CRAWLEY PCN
3	HASTINGS & ST LEONARDS PCN
4	GOLDSTONE PCN
5	THE HAVENS PCN
6	COASTAL AND SOUTH DOWNS PCN
7	REGIS HEALTHCARE PCN
8	VICTORIA EASTBOURNE PCN
9	CISSBURY INTEGRATED CARE PCN
10	CHICHESTER ALLIANCE OF MEDICAL PRACTICES PCN
11	HAILSHAM PCN
12	BRIGHTON II PCN
13	EAST & CENTRAL BRIGHTON PCN
14	HAYWARDS HEATH CENTRAL PCN
15	WEST HOVE PCN
16	SHOREHAM AND SOUTHWICK PCN
17	EASTBOURNE EAST PCN
18	CRAWLEY CARE COLLABORATIVE PCN
19	ALPS GROUP PCN
20	PRESTON PARK COMMUNITY PCN
21	CENTRAL WORTHING PRACTICES PCN
22	LANCING AND SOMPTING PCN
23	SEAFORD PCN
24	CHANCTONBURY PCN
25	HORSHAM COLLABORATIVE PCN
26	GREATER WEALDEN PCN
27	HORSHAM CENTRAL PCN
28	HAYWARDS HEATH VILLAGES PCN
29	ARUN INTEGRATED CARE (AIC) PCN
30	HIGH WEALD PCN
31	BRIGHTON CLUSTER 5 PCN
32	EAST GRINSTEAD PCN
33	BEXHILL PCN
34	HEALTHY CRAWLEY PCN
35	RURAL NORTH CHICHESTER PCN
36	FOUNDRY HEALTHCARE LEWES PCN
37	RURAL ROTHER PCN
38	BURGESS HILL & VILLAGES PCN

Base: Asked of patients with a long-term condition, illness, or disability. Patients who selected 'I haven't needed support' or 'Don't know / can't say' have been excluded: National (267,139); ICS 2022 (6,678); PCN bases range from 61 to 420

- i** Comparisons are indicative only: differences may not be statistically significant
 - i** %Yes = %Yes, definitely + %Yes, to some extent
- 50** © Ipsos | GP Patient Survey 2022 ICS Slidepacks | Version 1 | Public



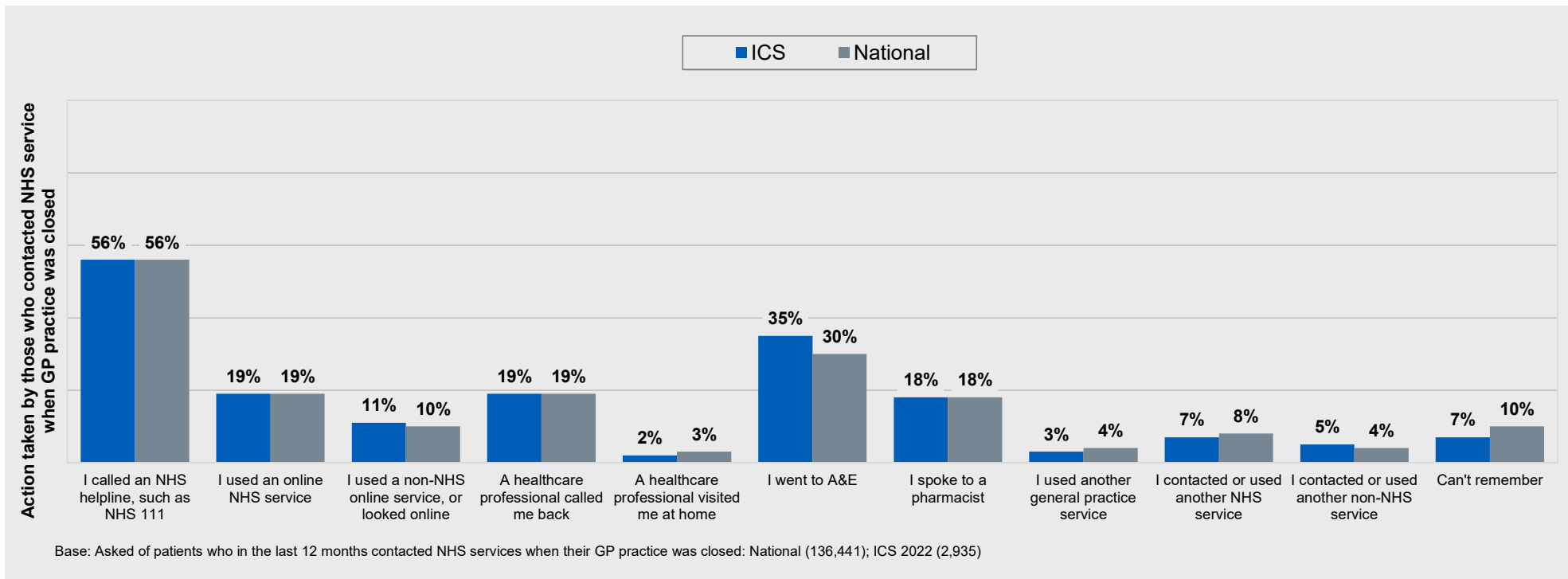
Services when GP practice is closed

These questions are only asked of those people who have recently used an NHS service when they wanted to see a GP but their GP practice was closed. As such, the base size is often too small to make meaningful comparisons at PCN level. The PCN range within ICS has therefore not been included for these questions.

Please note that patients cannot always distinguish between these services and extended access appointments. Please view the results in this section with the configuration of your local services in mind.

Use of services when GP practice is closed

Q45. Considering all of the services you contacted, which of the following happened on that occasion?

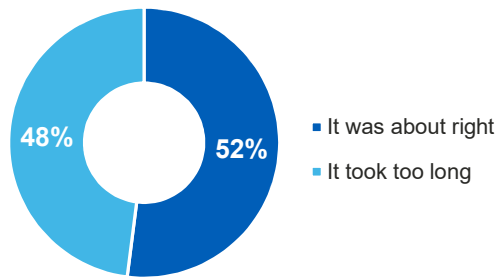


i Comparisons are indicative only: differences may not be statistically significant

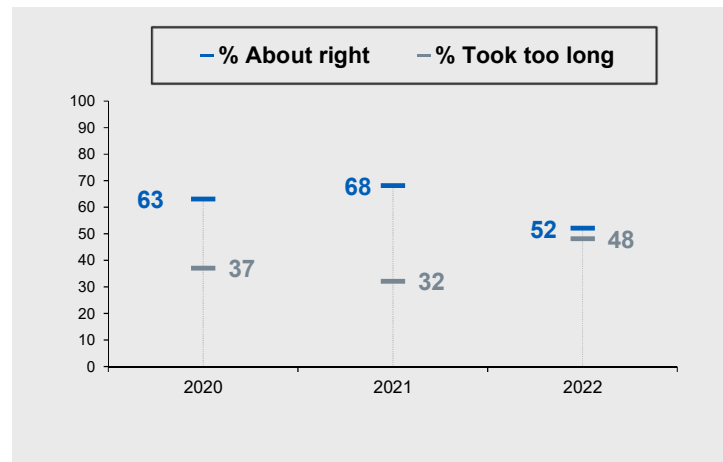
Time taken to receive care or advice when GP practice is closed

Q46. How do you feel about how quickly you received care or advice on that occasion?

ICS result



ICS result over time



Comparison of results

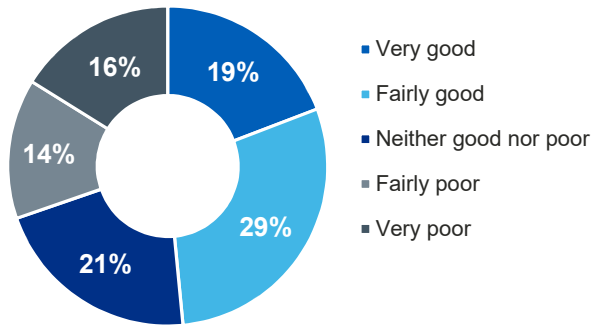
ICS		National	
About right	Took too long	About right	Took too long
52%	48%	53%	47%

Base: Asked of patients who in the last 12 months contacted NHS services when their GP practice was closed. Patients who selected 'Don't know / doesn't apply' have been excluded: National (123,066); ICS 2022 (2,668); ICS 2021 (3,141); ICS 2020 (3,038)

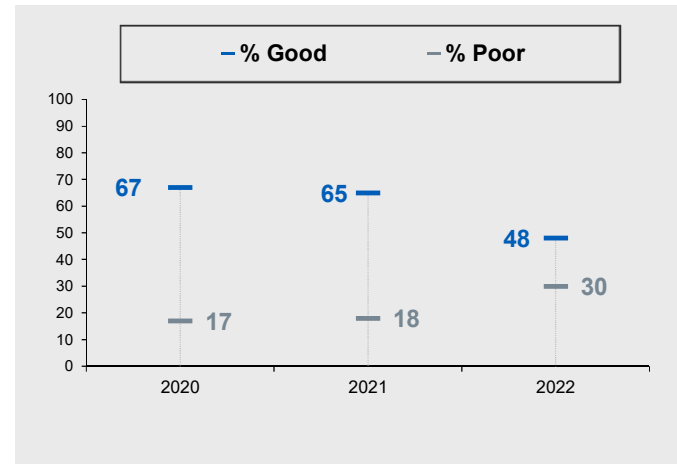
Overall experience of services when GP practice is closed

Q47. Overall, how would you describe your last experience of NHS services when you wanted to see a GP but your GP practice was closed?

ICS result



ICS result over time



Comparison of results

ICS		National	
Good	Poor	Good	Poor
48%	30%	50%	30%

Base: Asked of patients who in the last 12 months contacted NHS services when their GP practice was closed. Patients who selected 'Don't know / can't say' have been excluded: National (129,751); ICS 2022 (2,779); ICS 2021 (3,240); ICS 2020 (3,112)

i %Good = %Very good + %Fairly good
 %Poor = %Very poor + %Fairly poor

Statistical reliability



Statistical reliability

Participants in a survey such as GPPS represent only a sample of the total population of interest – this means we cannot be certain that the results of a question are exactly the same as if everybody within that population had taken part (“true values”).

However, we can estimate the true value by considering the size of the sample on which results are based, and the number of times a particular answer is given.

The confidence with which we make this estimate is usually chosen to be 95% – that is, the chances are 95 in 100 that the true value will fall within a specified range (the “95% confidence interval”).

This table gives examples of what the confidence intervals look like for an ICS and PCN with an average number of responses, as well as the confidence intervals at the national level.

An example of confidence intervals (at national, ICS and PCN level) based on the average number of responses to the question “Overall, how would you describe your experience of your GP practice?”

	Average sample size on which results are based	Approximate confidence intervals for percentages at or near these levels (expressed in percentage points)		
		Level 1: 10% or 90%	Level 2: 30% or 70%	Level 3: 50%
		+/-	+/-	+/-
National	719,137	0.10	0.16	0.17
ICS	17,122	0.65	0.99	1.08
PCN	566	3.35	5.06	5.52

For example, taking an ICS where 17,122 people responded and where 30% answered ‘Very good’ in response to ‘Overall, how would you describe your experience of making an appointment’, there is a 95% likelihood that the true value (which would have been obtained if the whole population had been interviewed) will fall within the range of +/-0.99 percentage points from that question’s result (i.e. between 29.01% and 30.99%).

When results are compared between separate groups within a sample, the difference may be “real” or it may occur by chance (because not everyone in the population has been interviewed).

Confidence intervals will be wider when results are based on smaller numbers e.g. practices where 100 patients or fewer responded to a question.

Want to know more?

Further information about the survey

GP PATIENT SURVEY

- The survey was sent to **c.2.5 million adult patients** registered with a GP practice.
- Participants are sent a **postal questionnaire**, also with the option of completing the survey online or via telephone.
- Past results dating back to 2007 are available for every practice in the UK. From 2017 the survey has been annual; previously it ran twice a year (June 2011 – July 2016), on a quarterly basis (April 2009 – March 2011) and annually (January 2007 – March 2009).
- For more information about the survey please visit <https://gp-patient.co.uk/>.
- The overall response rate to the survey is **29.1%**, based on **719,137** completed surveys.
- **Weights have been applied** to adjust the data to account for potential age and gender differences between the profile of all eligible patients in a practice and the patients who actually complete a questionnaire. Since the first wave of the 2011-2012 survey the weighting also takes into account neighbourhood statistics, such as levels of deprivation, in order to further improve the reliability of the findings.
- Further information on the survey including questionnaire design, sampling, communication with patients and practices, data collection, data analysis, response rates and reporting can be found in the technical annex for each survey year, available here: <https://gp-patient.co.uk/surveysandreports>.

c.2.5m

Surveys to adults registered with an English GP practice

719,137

Completed surveys in the 2022 publication

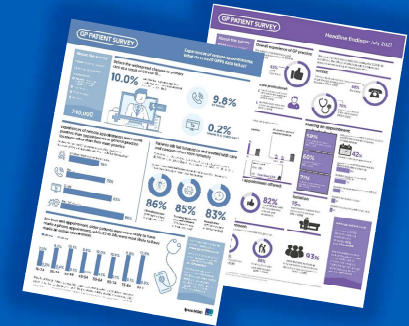
29.1%

National response rate

Where to go to do further analysis ...

GP PATIENT SURVEY

- For reports which show the results broken down by ICS, PCN and Practice, go to <https://gp-patient.co.uk/surveysandreports> - you can also see previous years' results here.
- To look at this year's survey data at a national, PCN or practice level, and filter on a specific participant group (e.g. by age), break down the survey results by survey question, or to create and compare different participant 'subgroups', go to <https://gp-patient.co.uk/analysistool/2022>.
- To look at results over time, and filter on a specific participant group, go to <https://gp-patient.co.uk/analysistool/trends>.
- For general FAQs about the GP Patient Survey, go to <https://gp-patient.co.uk/faq>.



For further information about the GP Patient Survey, please get in touch with the GPPS team at Ipsos MORI at gp.patient@ipsos.com

We would be interested to hear any feedback you have on this slide pack, so we can make improvements for the next publication.