

GP PATIENT SURVEY

SUSSEX ICS

Latest survey results

2023 Survey

Contents

GP PATIENT SURVEY

1 [Background, introduction and guidance](#)

2 [Overall experience of GP practice](#)

3 [Local GP services](#)

4 [Use of online services](#)

5 [Making an appointment](#)

6 [Satisfaction with general practice appointment times](#)

7 [Perceptions of care at patients' last appointment](#)

8 [Care and concern](#)

9 [Managing health conditions](#)

10 [Services when GP practice is closed](#)

11 [Statistical reliability](#)

12 [Want to know more?](#)

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 2023 GP Patient Survey for **SUSSEX ICS (Integrated Care System)**.
- In **SUSSEX ICS**, **53,642** questionnaires were sent out, and **19,006** were returned completed. This represents a response rate of **35%**.
- Where available, packs include trend data beginning in 2020. Where questions have changed significantly for the 2023 questionnaire, data will not be comparable to previous years.

The screenshot shows the first page of the GP Patient Survey questionnaire. At the top, it features the Ipsos and NHS logos. The title 'GP PATIENT SURVEY' is prominently displayed. Below the title, there is a header section with instructions: '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'. An 'Access code:' field is provided. The main content area is titled 'Your local GP services' and contains eight questions (Q1-Q8) with multiple-choice options. Q1 asks about the ease of getting through to someone at the GP practice on the phone. Q2 asks how helpful receptionists are. Q3 asks about the use of online services. Q4 asks about the ease of using the GP practice's website. Q5 asks about general practice appointment times. Q6 asks about satisfaction with appointment times. Q7 asks if there is a preferred GP. Q8 asks how often the preferred GP is seen or spoken to. At the bottom, it says 'Page 1' and 'Please turn over' with a right-pointing arrow.

Background information about the 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 2023 to ensure that it continued to reflect how primary care services are delivered and how patients experience them.
- The effect of the pandemic should be taken into account when looking at results over time.
- The latest 2023 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 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 dashboard providing more detail at PCN level can be found here: <https://www.gp-patient.co.uk/pcn-dashboard>.

Please note PCNs have been aligned to the ICS based on the Lead Sub ICB Location 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 unweighted base) is stated for each question.
- 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. 'Very good' and 'Fairly good', compared with the combined total 'Good'), 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:
 - 2023: refers to the 2023 survey (fieldwork 3 January to 3 April)
 - 2022: refers to the 2022 survey (fieldwork 10 January to 11 April)
 - 2021: refers to the 2021 survey (fieldwork 4 January to 6 April)
 - 2020: refers to the 2020 survey (fieldwork 2 January to 6 April)
 - Where available, ICS trends start from the 2020 survey. When looking at the results over time, please bear in mind that ICSs have developed as organisations during this period, including some boundary changes.
 - For further information on using the data please refer to the end of this slide pack.

Overall experience of GP practice

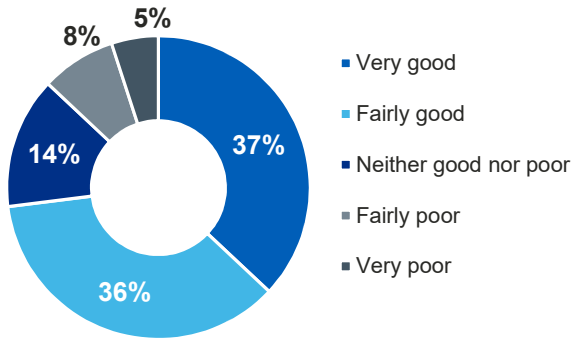


Overall experience of GP practice

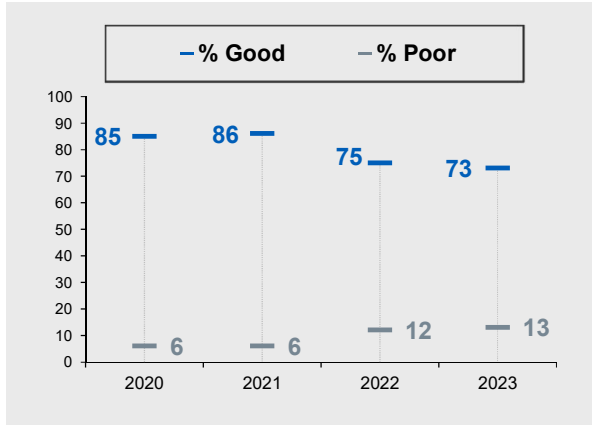
SUSSEX ICS

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

ICS result

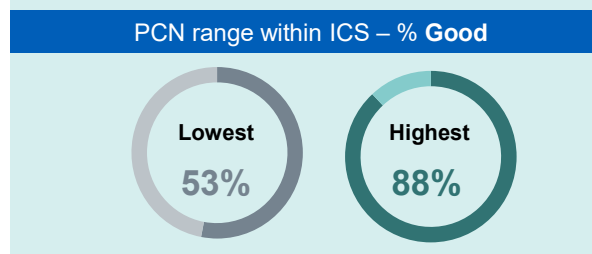


ICS result over time



Comparison of results

ICS		National	
Good	Poor	Good	Poor
73%	13%	71%	14%

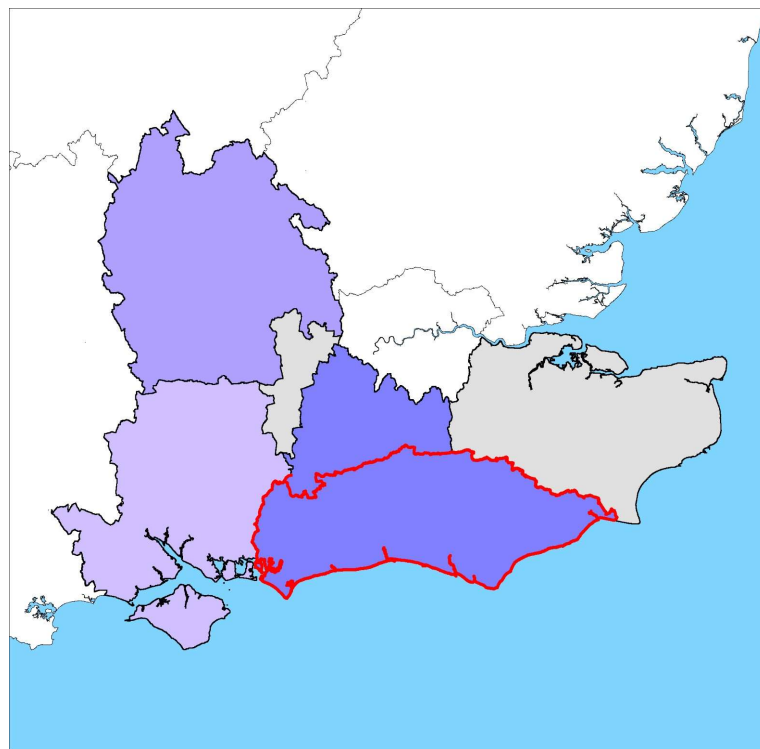


Base: Asked of all patients. National (749,020); ICS 2023 (18,735); ICS 2022 (17,889); ICS 2021 (22,546); ICS 2020 (19,426); PCN bases range from 180 to 1,061

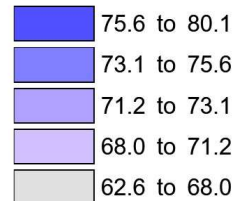
i %Good = %Very good + %Fairly good
%Poor = %Very poor + %Fairly poor

Overall experience: how the ICS results vary within the region

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



Overall experience of GP practice
% Good



Results range from

65%
to
74%

ICSs across England are divided into five groups (quintiles) based on their results, as shown in the key. The map shows the ICS results within this region based on these groups (the ICS represented by this pack is highlighted in red).

Comparisons are indicative only: differences may not be statistically significant

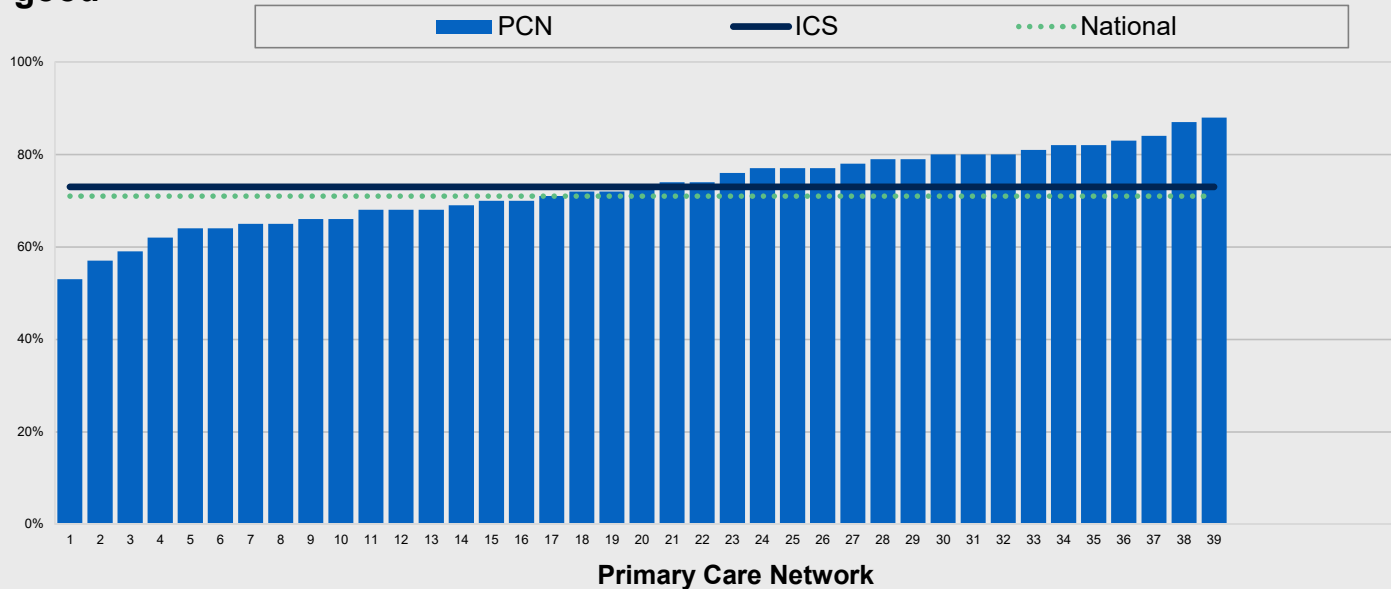
i %Good = %Very good + %Fairly good

Base: Asked of all patients. ICS bases range from 6,116 to 46,211

Overall experience: how the results vary by PCN within the ICS

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'



Base: Asked of all patients. National (749,020); ICS 2023 (18,735); PCN bases range from 180 to 1,061

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

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

i %Good = %Very good + %Fairly good



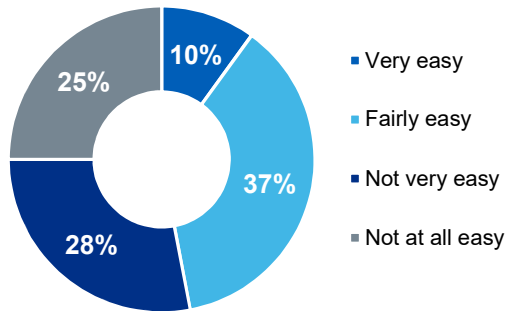
Local GP Services

Ease of getting through to GP practice on the phone

SUSSEX ICS

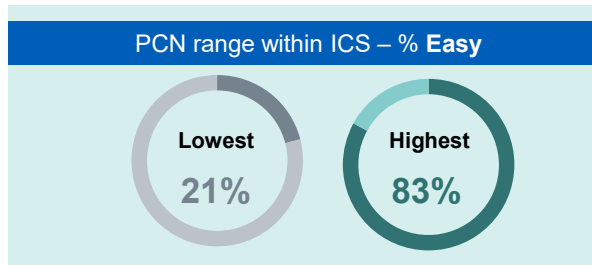
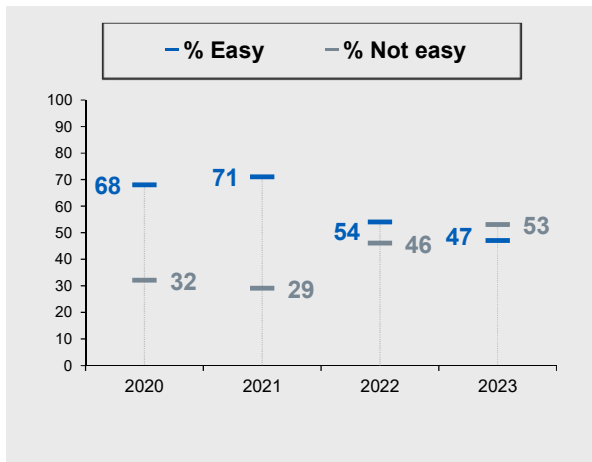
Q1. Generally, how easy is it to get through to someone at your GP practice on the phone?

ICS result



Base: Asked of all patients. Patients who selected 'Haven't tried' have been excluded. National (726,640); ICS 2023 (18,091); ICS 2022 (17,204); ICS 2021 (21,724); ICS 2020 (19,122); PCN bases range from 173 to 1,011

ICS result over time



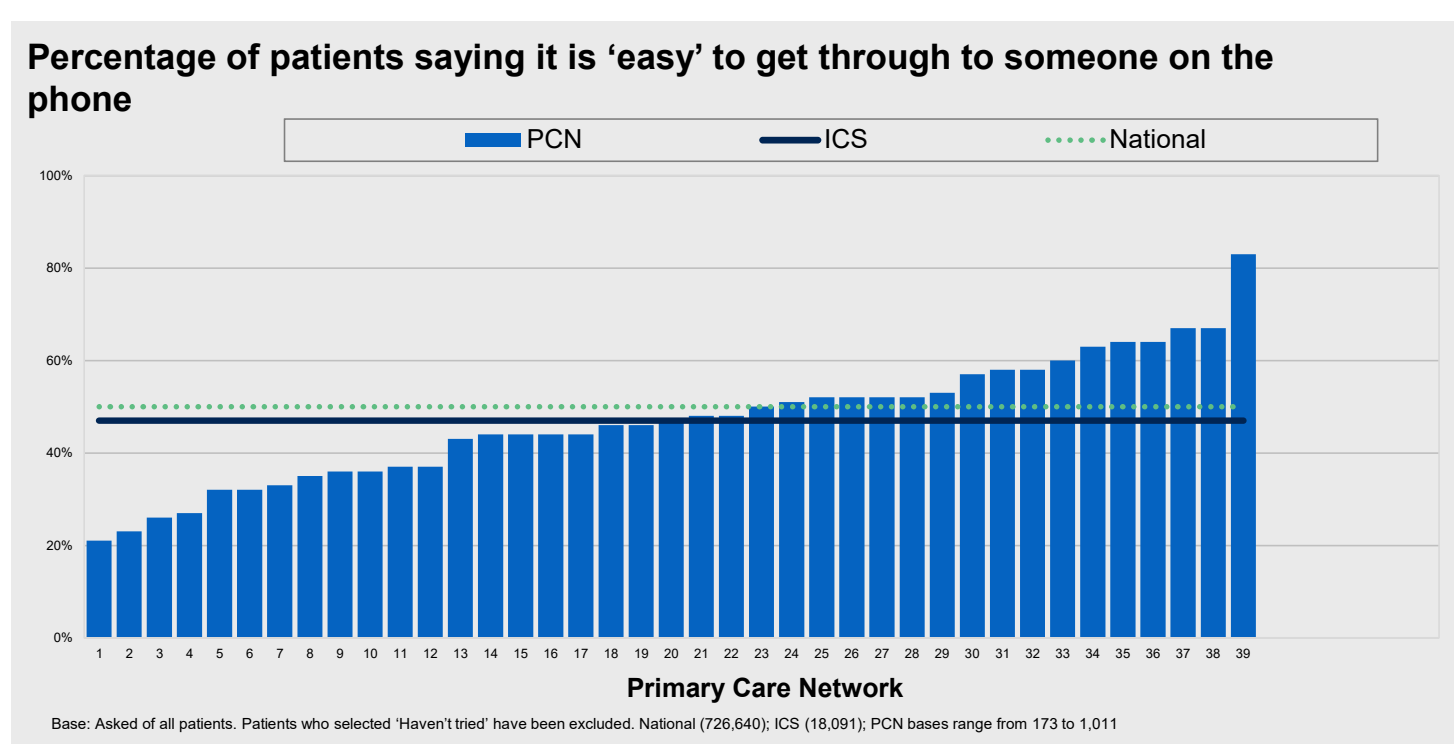
Comparison of results

ICS		National	
Easy	Not easy	Easy	Not easy
47%	53%	50%	50%

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 results vary by PCN within the ICS

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



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

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

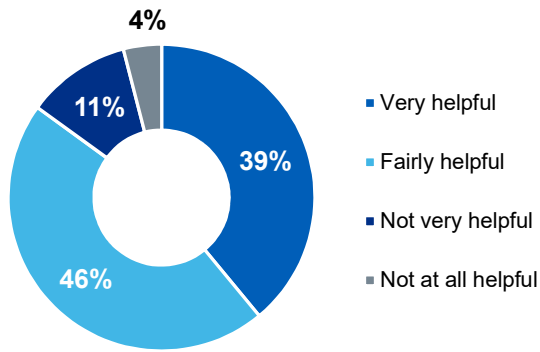


Helpfulness of receptionists at GP practice

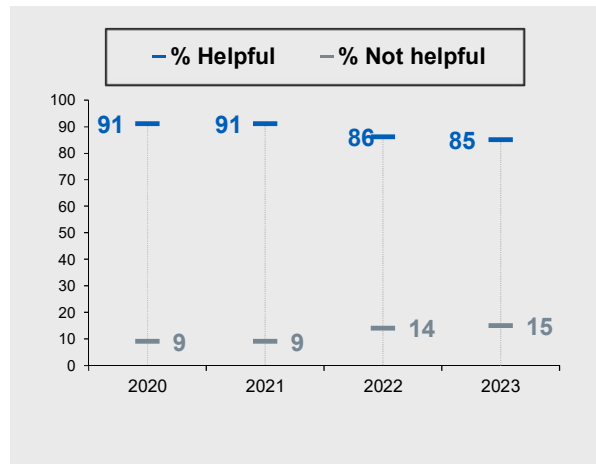
SUSSEX ICS

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

ICS result

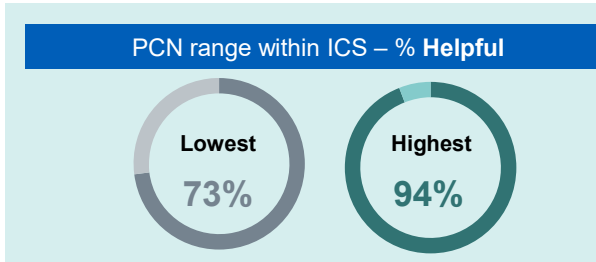


ICS result over time



Comparison of results

ICS		National	
Helpful	Not helpful	Helpful	Not helpful
85%	15%	82%	18%

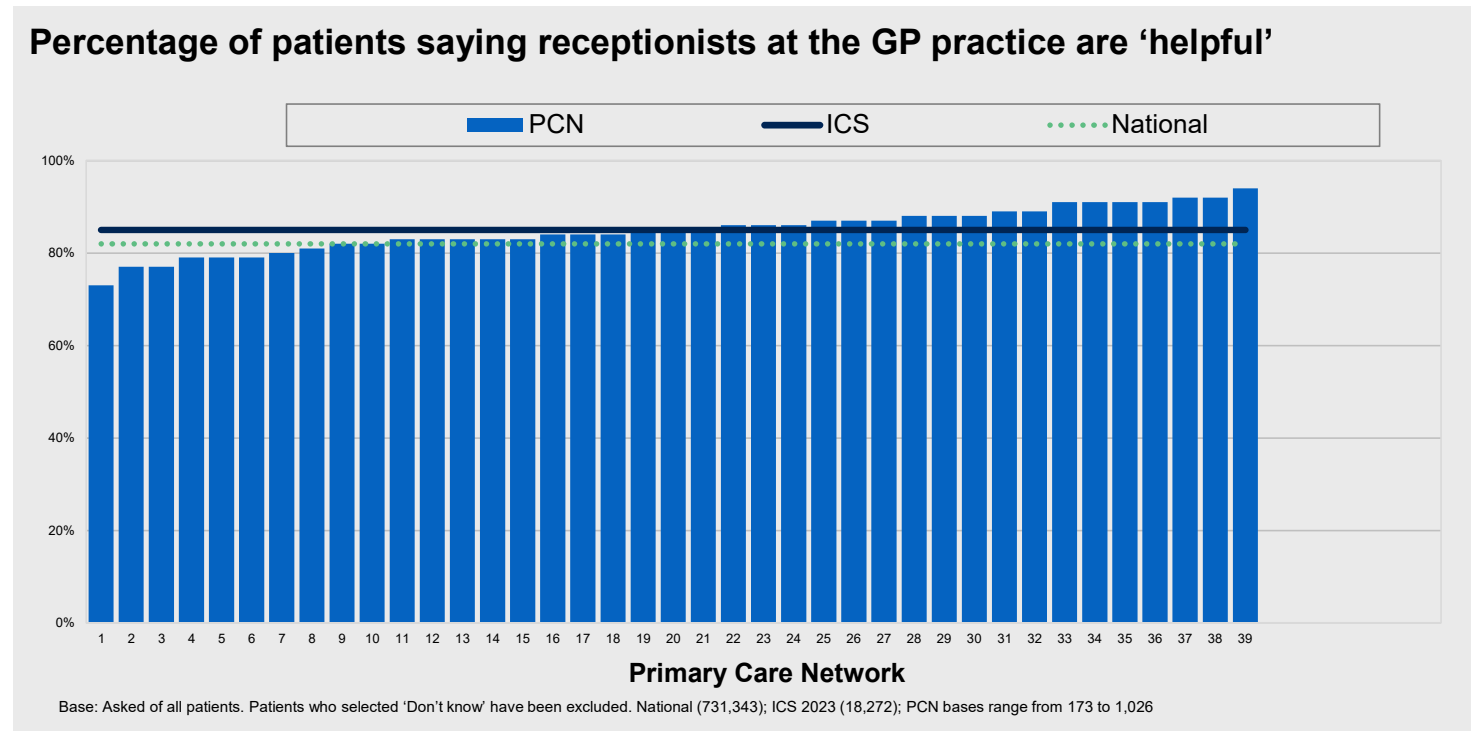


Base: Asked of all patients. Patients who selected 'Don't know' have been excluded. National (731,343); ICS 2023 (18,272); ICS 2022 (17,207); ICS 2021 (21,952); ICS 2020 (19,425); PCN bases range from 173 to 1,026

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

Helpfulness of receptionists at GP Practice: how the results vary by PCN within the ICS

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



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

i Comparisons are indicative only: differences may not be statistically significant
i %Helpful = %Very helpful + %Fairly helpful
16 © Ipsos | GP Patient Survey 2023 ICS Slidepacks | Version 1 | Public



Use of online services

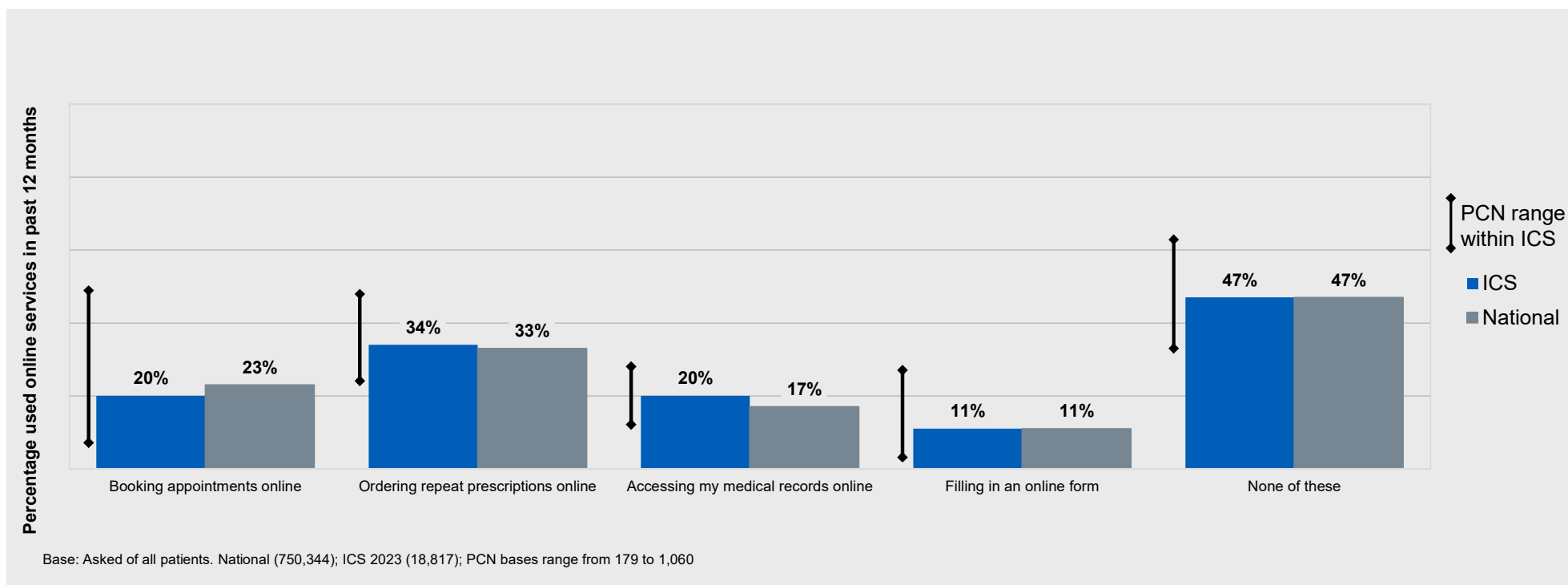


Online service use

SUSSEX ICS

GP PATIENT SURVEY

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

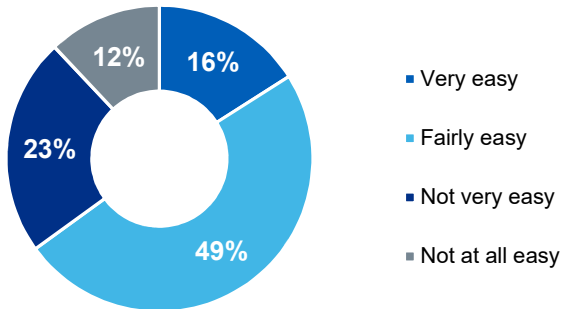


Ease of use of practice website

SUSSEX ICS

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

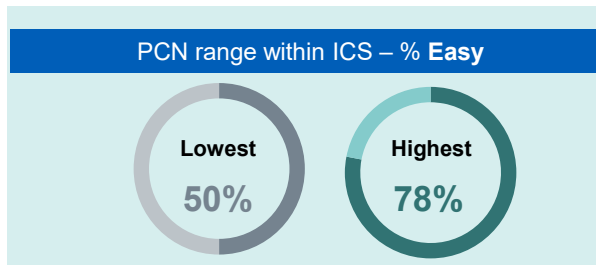
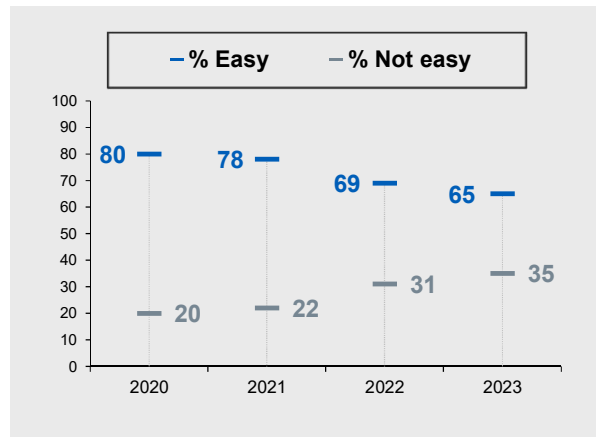
ICS result



¹Excluding those who said 'Haven't tried' (40%)

Base: Asked of all patients. Patients who selected 'Haven't tried' have been excluded. National (405,797); ICS 2023 (10,431); ICS 2022 (9,925); ICS 2021 (11,089); ICS 2020 (7,823); PCN bases range from 92 to 595

ICS result over time



Comparison of results

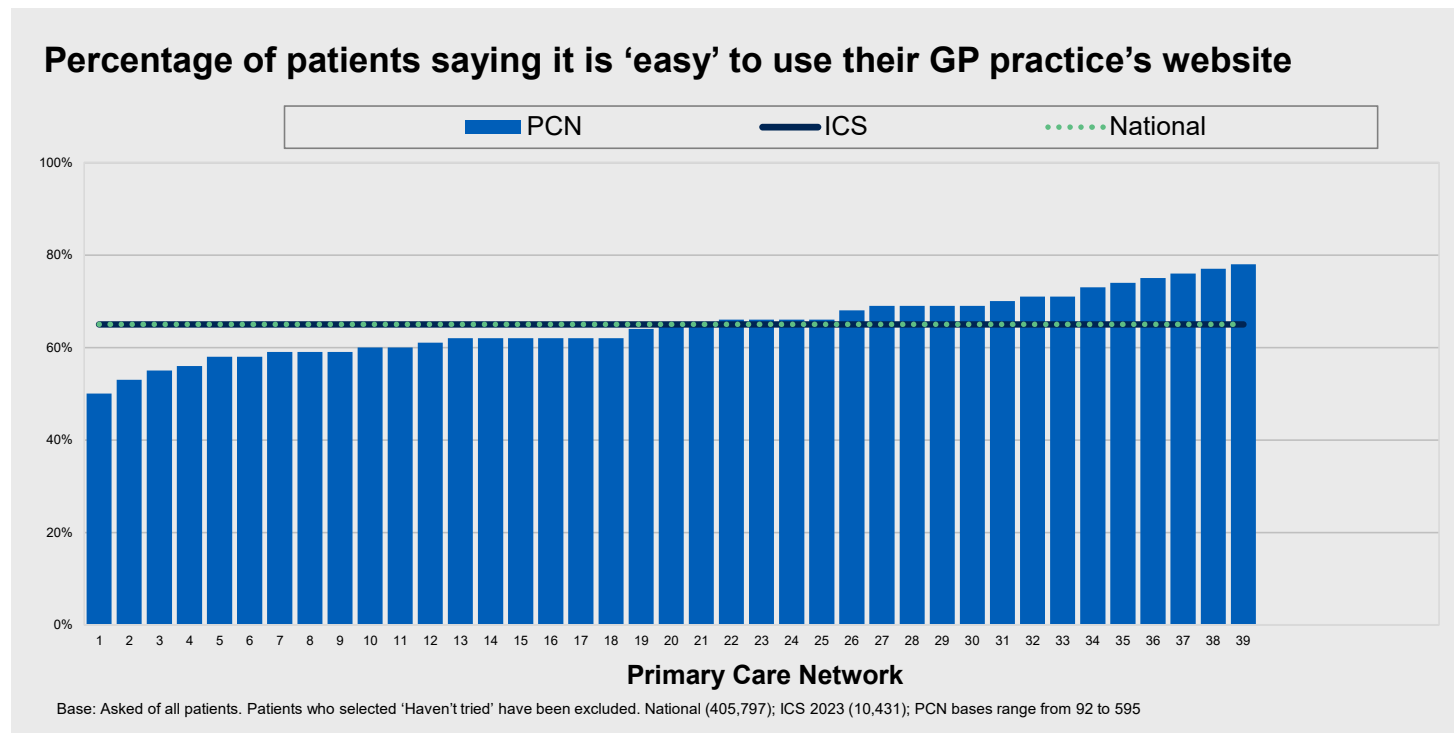
ICS		National	
Easy	Not easy	Easy	Not easy
65%	35%	65%	35%

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



Ease of use of practice website: how the results vary by PCN within the ICS

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



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

i Comparisons are indicative only: differences may not be statistically significant
i %Easy = %Very easy + %Fairly easy
20 © Ipsos | GP Patient Survey 2023 ICS Slidepacks | Version 1 | Public



Making an appointment

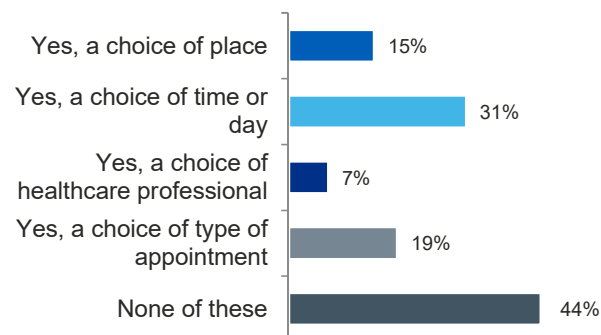


Choice of appointment

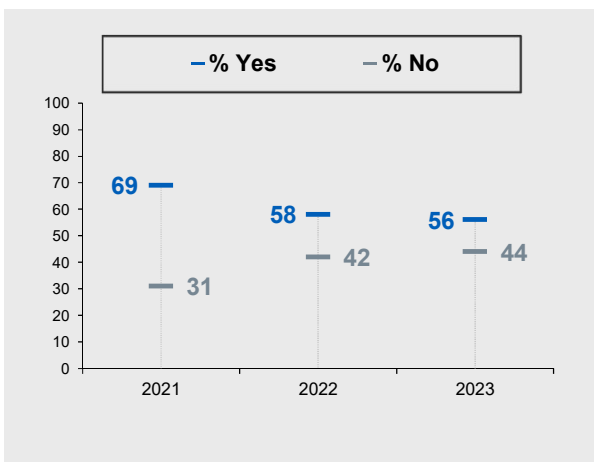
SUSSEX ICS

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



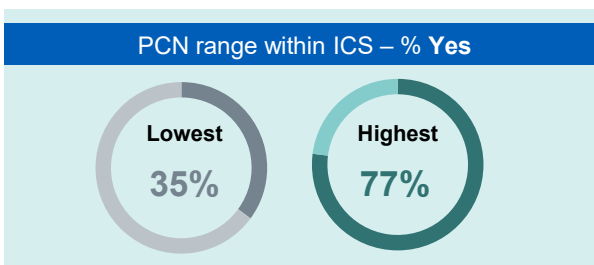
ICS result over time



Comparison of results

ICS		National	
Yes	No	Yes	No
56%	44%	59%	41%

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



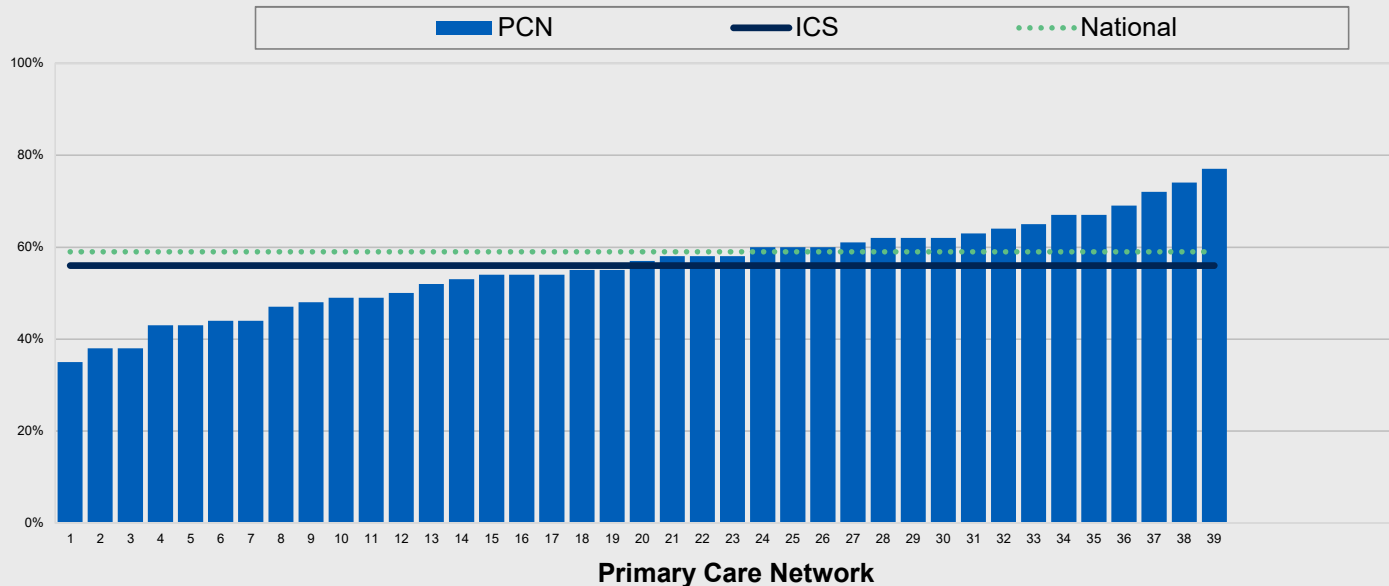
Base: Asked of patients who have tried to make an appointment since being registered with current GP practice. Patients who selected 'I did not need a choice' or 'Can't remember' have been excluded. National (565,787); ICS 2023 (14,074); ICS 2022 (13,185); ICS 2021 (15,532); PCN bases range from 121 to 769



Choice of appointment: how the results vary by PCN within the ICS

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	EAST GRINSTEAD PCN
2	ANGMERING COPPICE FITZALAN (ACF) PCN
3	FOUNDRY HEALTHCARE LEWES PCN
4	CRAWLEY CARE COLLABORATIVE PCN
5	LANCING AND SOMPTING PCN
6	VICTORIA EASTBOURNE PCN
7	HASTINGS & ST LEONARDS PCN
8	COASTAL AND SOUTH DOWNS PCN
9	HAYWARDS HEATH VILLAGES PCN
10	THE HAVENS PCN
11	EASTBOURNE EAST PCN
12	DEAN'S AND CENTRAL BRIGHTON PCN
13	GREATER WEALDEN PCN
14	HORSHAM COLLABORATIVE PCN
15	SEAFORD PCN
16	WEST HOVE PCN
17	HAILSHAM PCN
18	CISSBURY INTEGRATED CARE PCN
19	CHICHESTER ALLIANCE OF MEDICAL PRACTICES PCN
20	CENTRAL WORTHING PRACTICES PCN
21	REGIS HEALTHCARE PCN
22	HEALTHY CRAWLEY PCN
23	BEXHILL PCN
24	EAST & CENTRAL BRIGHTON PCN
25	SOUTH CRAWLEY PCN
26	SHOREHAM AND SOUTHWICK PCN
27	ARUN INTEGRATED CARE (AIC) PCN
28	HAYWARDS HEATH CENTRAL PCN
29	ALPS GROUP PCN
30	CHANCTONBURY PCN
31	GOLDSTONE PCN
32	HORSHAM CENTRAL PCN
33	HIGH WEALD PCN
34	PRESTON PARK COMMUNITY PCN
35	BOGNOR COASTAL ALLIANCE PCN
36	RURAL NORTH CHICHESTER PCN
37	NORTH & CENTRAL BRIGHTON PCN
38	BURGESS HILL & VILLAGES PCN
39	RURAL ROTHER 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 (565,787); ICS 2023 (14,074); PCN bases range from 121 to 769

- 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

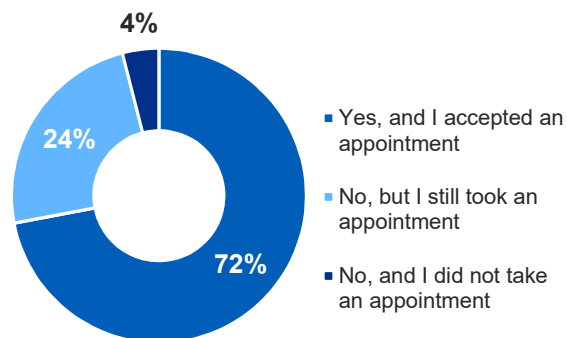


Satisfaction with appointment offered

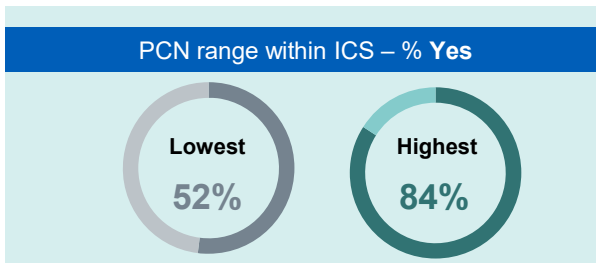
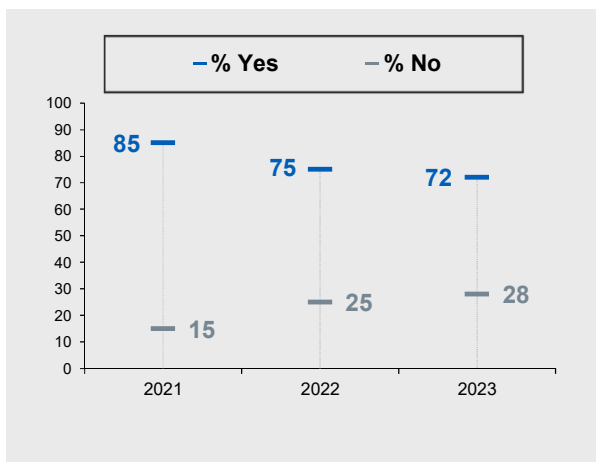
SUSSEX ICS

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

ICS result



ICS result over time



Comparison of results

ICS		
Yes, took appt	No, took appt	No, didn't take appt
72%	24%	4%

National		
Yes, took appt	No, took appt	No, didn't take appt
72%	24%	4%

¹Excluding those who said 'I was not offered an appointment' (13%)

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 (631,214); ICS 2023 (15,714); ICS 2022 (14,963); ICS 2021 (19,209); PCN bases range from 148 to 847

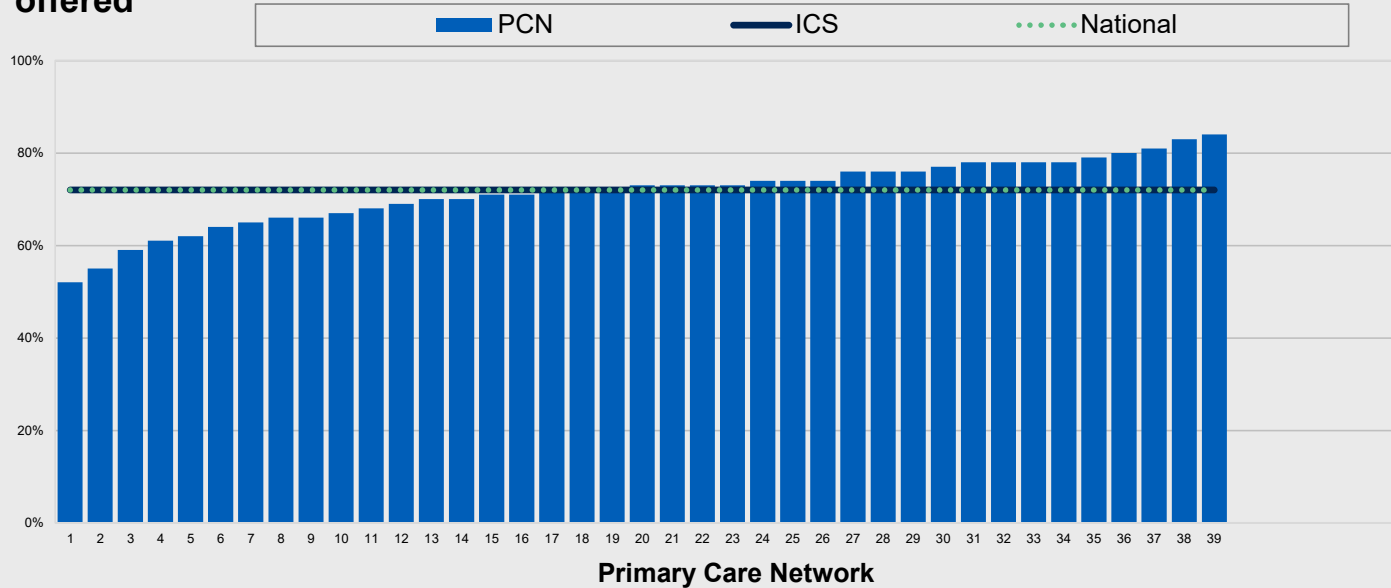
i %Yes = %Yes, and I accepted an appointment



Satisfaction with appointment offered: how the results vary by PCN within the ICS

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

Percentage of patients saying 'yes' they were satisfied with the appointment offered



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

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 (631,214); ICS 2023 (15,714); PCN bases range from 148 to 847

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

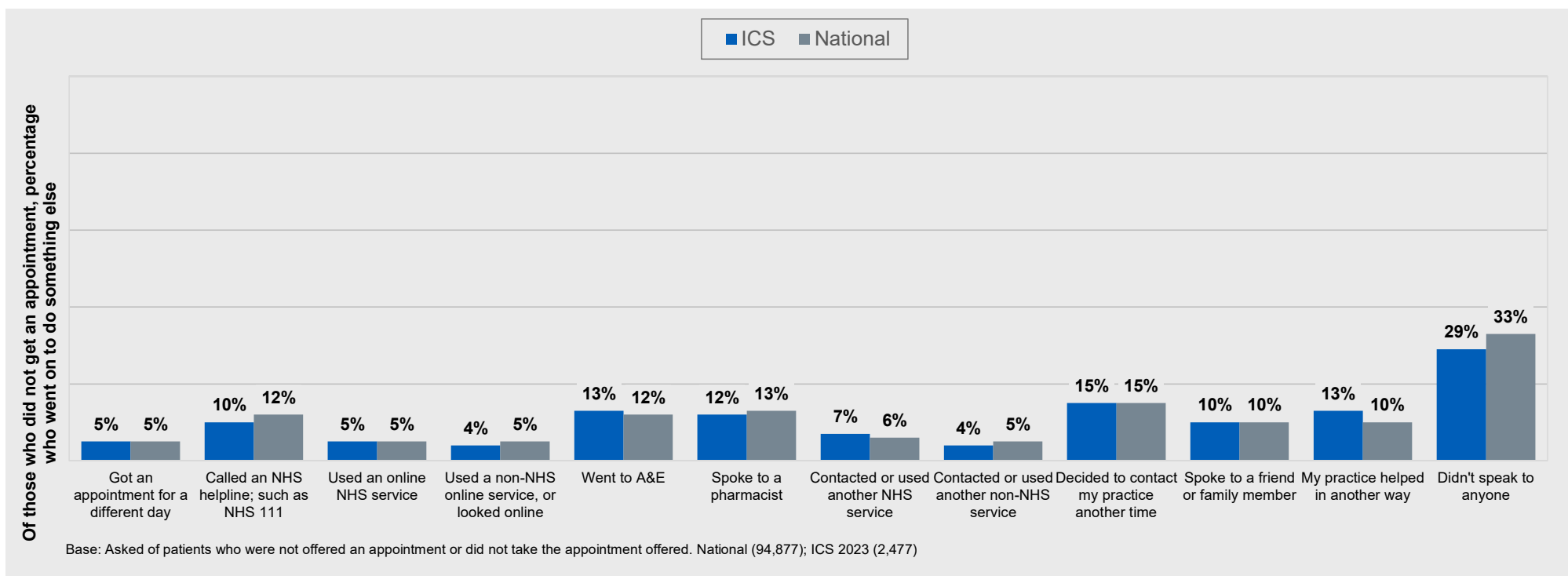
i %Yes = %Yes, and I accepted an appointment



What patients do when they did not get an appointment

SUSSEX ICS

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



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

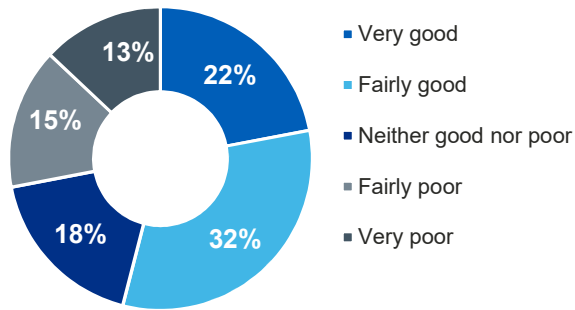


Overall experience of making an appointment

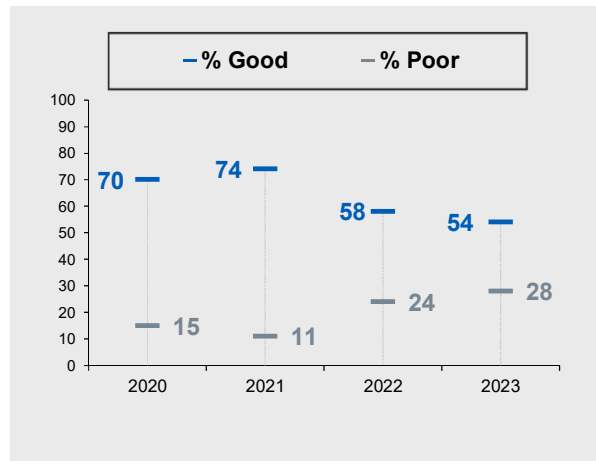
SUSSEX ICS

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

ICS result

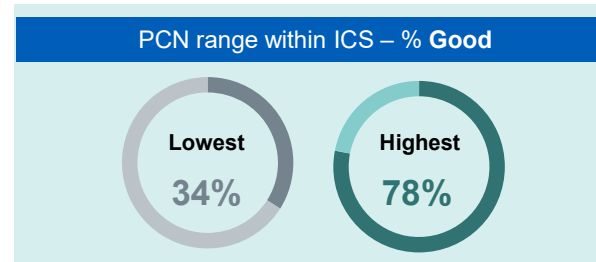


ICS result over time



Comparison of results

ICS		National	
Good	Poor	Good	Poor
54%	28%	54%	28%



Base: Asked of patients who have tried to make an appointment since being registered with current GP practice. National (710,610); ICS 2023 (17,773); ICS 2022 (16,810); ICS 2021 (20,862); ICS 2020 (18,344); PCN bases range from 163 to 984

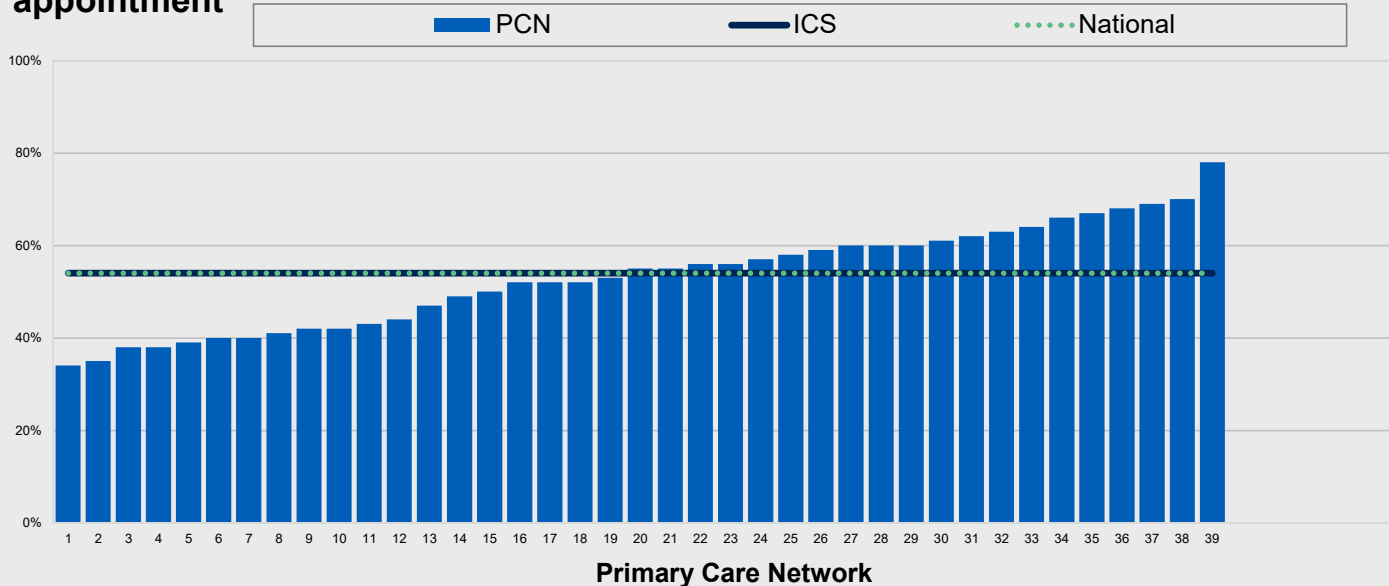
i %Good = %Very good + %Fairly good
%Poor = %Very poor + %Fairly poor



Overall experience of making an appointment: how the results vary by PCN within the ICS

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

Percentage of patients saying they had a 'good' experience of making an appointment



Base: Asked of patients who have tried to make an appointment since being registered with current GP practice. National (710,610); ICS 2023 (17,773); PCN bases range from 163 to 984

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

i %Good = %Very good + %Fairly good

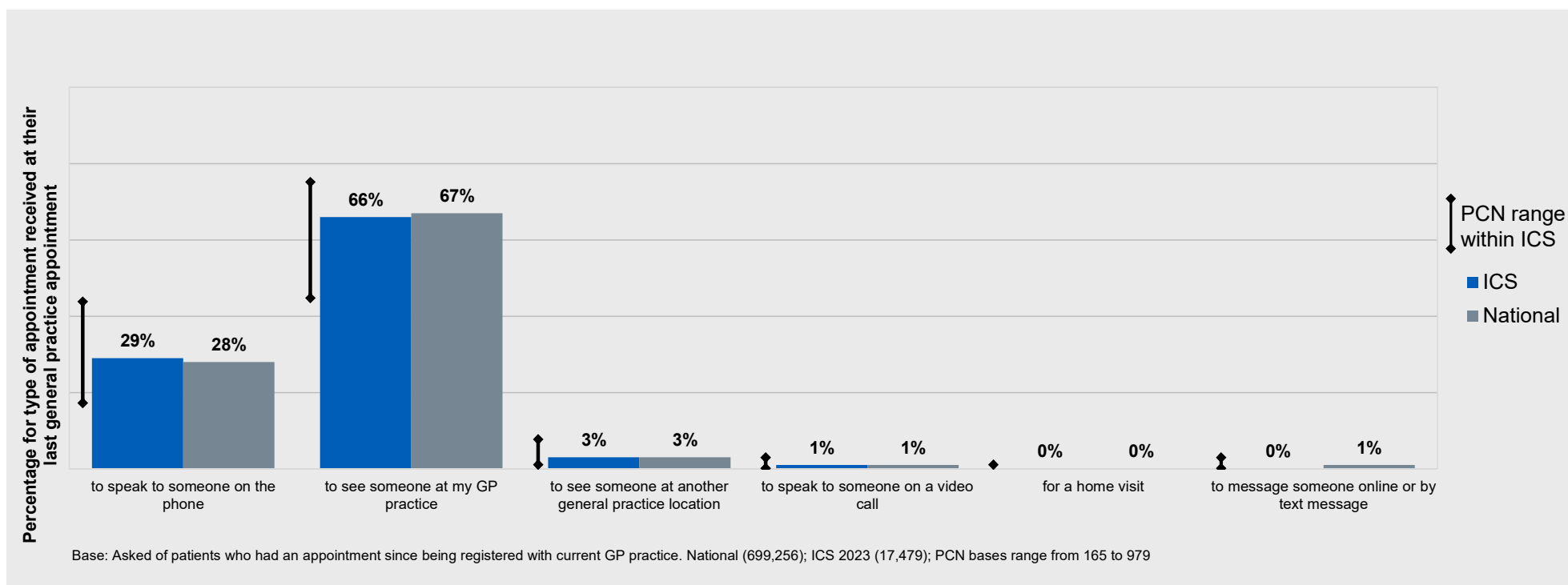
PCN	Name
1	EAST GRINSTEAD PCN
2	CRAWLEY CARE COLLABORATIVE PCN
3	SEAFORD PCN
4	FOUNDRY HEALTHCARE LEWES PCN
5	HAYWARDS HEATH VILLAGES PCN
6	VICTORIA EASTBOURNE PCN
7	EASTBOURNE EAST PCN
8	ANGMERING COPPICE FITZALAN (ACF) PCN
9	THE HAVENS PCN
10	LANCING AND SOMPTING PCN
11	HASTINGS & ST LEONARDS PCN
12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

Type of appointment

SUSSEX ICS

GP PATIENT SURVEY

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



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



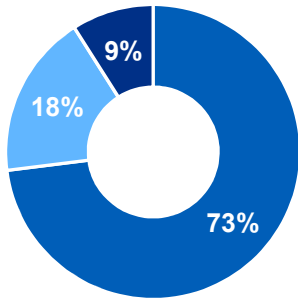
Given a time for appointment

SUSSEX ICS

GP PATIENT SURVEY

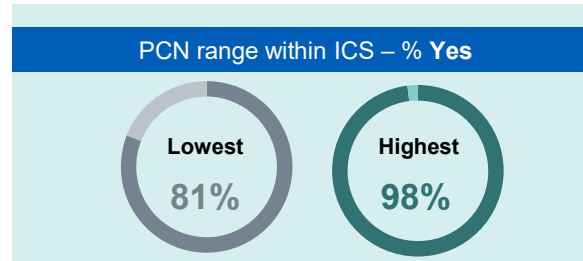
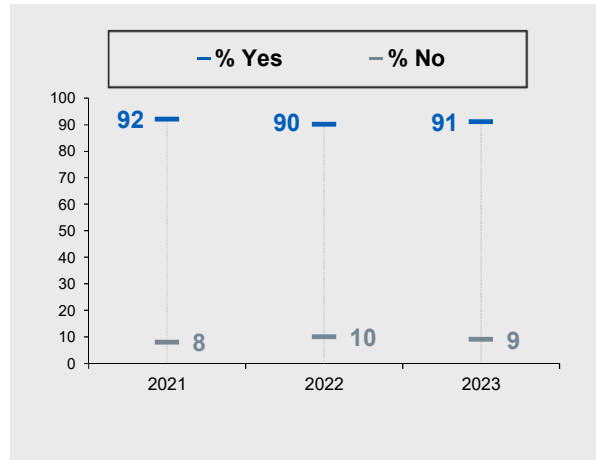
Q24. Were you given a time for the appointment?

ICS result



- Yes, I was given a set time
- I was told I would be contacted between two times or during a set period such as a morning or afternoon
- No, I was not given a time

ICS result over time



Comparison of results

ICS		National	
Yes	No	Yes	No
91%	9%	91%	9%



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

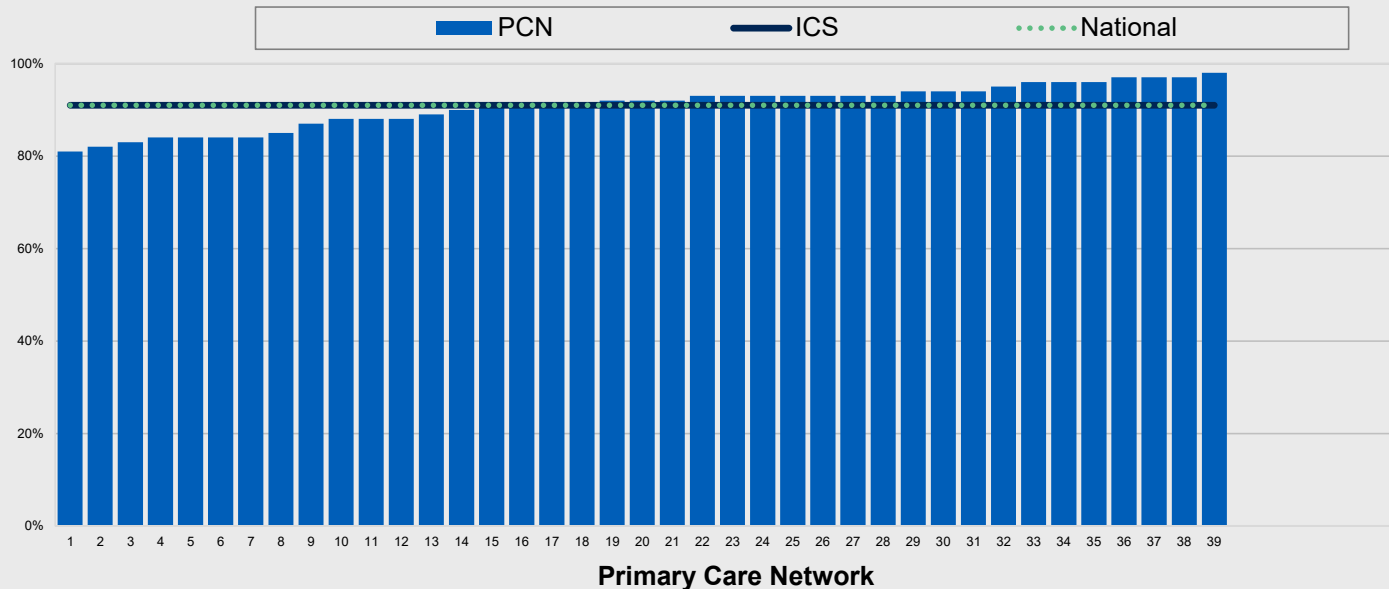
Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'Can't remember / don't know' have been excluded. National (678,212); ICS 2023 (17,051); ICS 2022 (16,210); ICS 2021 (20,223); PCN bases range from 154 to 966



Given a time for appointment: how the results vary by PCN within the ICS

Q24. Were you given a time for the appointment?

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



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

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 (678,212); ICS 2023 (17,051); PCN bases range from 154 to 966

- 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 such as a morning or afternoon



Satisfaction with general practice appointment times

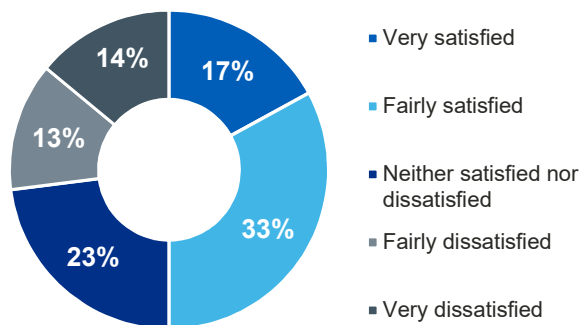


Satisfaction with appointment times

SUSSEX ICS

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

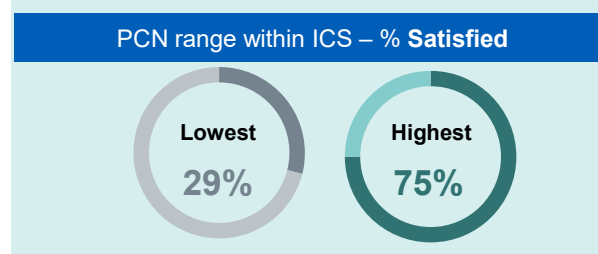
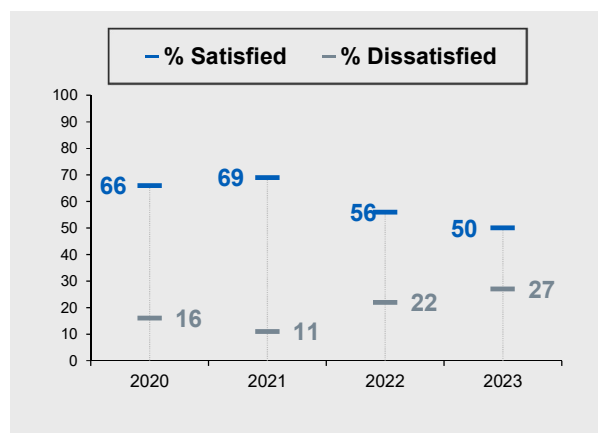
ICS result



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 (641,571); ICS 2023 (15,760); ICS 2022 (15,029); ICS 2021 (19,697); ICS 2020 (18,095); PCN bases range from 143 to 867

ICS result over time



Comparison of results

ICS		National	
Satisfied	Dissatisfied	Satisfied	Dissatisfied
50%	27%	53%	26%

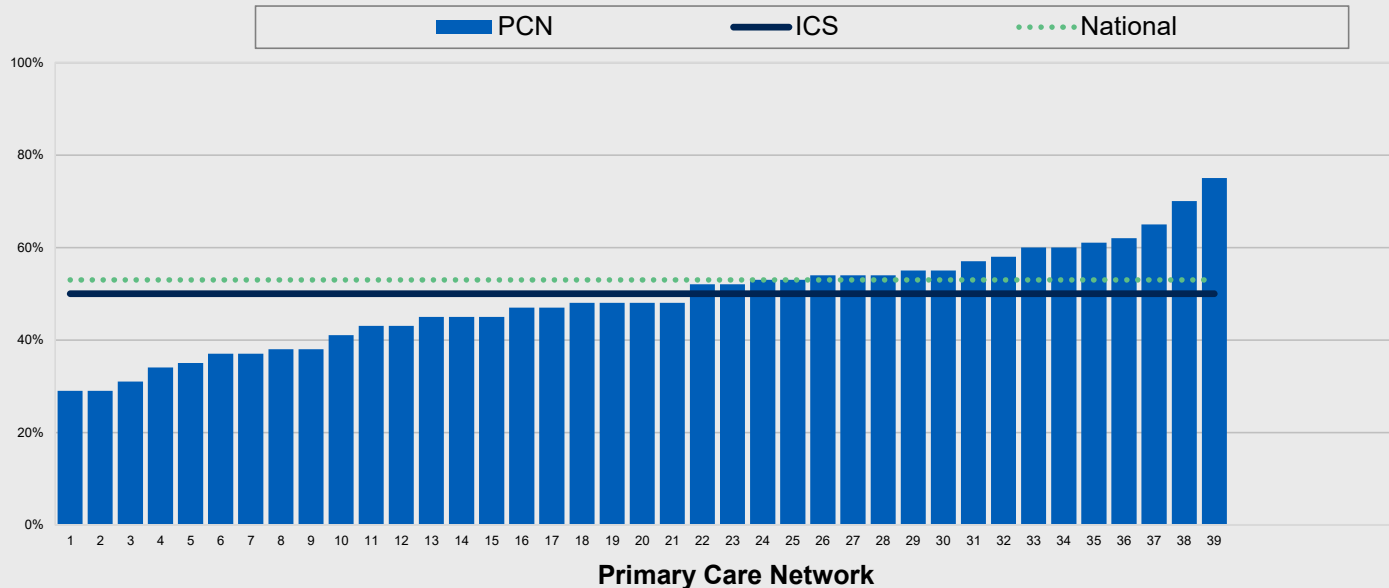
i %Satisfied = %Very satisfied + %Fairly satisfied
 %Dissatisfied = %Very dissatisfied + %Fairly dissatisfied



Satisfaction with appointment times: how the results vary by PCN within the ICS

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 (641,571); ICS 2023 (15,760); PCN bases range from 143 to 867

PCN	Name
1	HAYWARDS HEATH VILLAGES PCN
2	EAST GRINSTEAD PCN
3	FOUNDRY HEALTHCARE LEWES PCN
4	SEAFORD PCN
5	VICTORIA EASTBOURNE PCN
6	THE HAVENS PCN
7	CRAWLEY CARE COLLABORATIVE PCN
8	ANGMERING COPPICE FITZALAN (ACF) PCN
9	EASTBOURNE EAST PCN
10	LANCING AND SOMPTING PCN
11	HORSHAM COLLABORATIVE PCN
12	HASTINGS & ST LEONARDS PCN
13	DEAN'S AND CENTRAL BRIGHTON PCN
14	GREATER WEALDEN PCN
15	COASTAL AND SOUTH DOWNS PCN
16	HAYWARDS HEATH CENTRAL PCN
17	HAILSHAM PCN
18	REGIS HEALTHCARE PCN
19	CHICHESTER ALLIANCE OF MEDICAL PRACTICES PCN
20	SOUTH CRAWLEY PCN
21	CHANCTONBURY PCN
22	HEALTHY CRAWLEY PCN
23	HORSHAM CENTRAL PCN
24	SHOREHAM AND SOUTHWICK PCN
25	BEXHILL PCN
26	WEST HOVE PCN
27	ARUN INTEGRATED CARE (AIC) PCN
28	HIGH WEALD PCN
29	CENTRAL WORTHING PRACTICES PCN
30	EAST & CENTRAL BRIGHTON PCN
31	BURGESS HILL & VILLAGES PCN
32	CISSBURY INTEGRATED CARE PCN
33	RURAL NORTH CHICHESTER PCN
34	NORTH & CENTRAL BRIGHTON PCN
35	PRESTON PARK COMMUNITY PCN
36	ALPS GROUP PCN
37	GOLDSTONE PCN
38	BOGNOR COASTAL ALLIANCE PCN
39	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

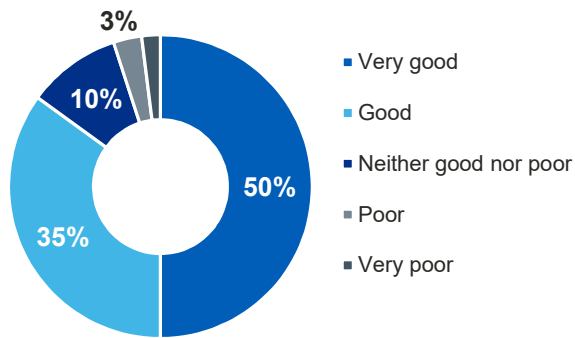
Given enough time by healthcare professional at last appointment

SUSSEX ICS

GP PATIENT SURVEY

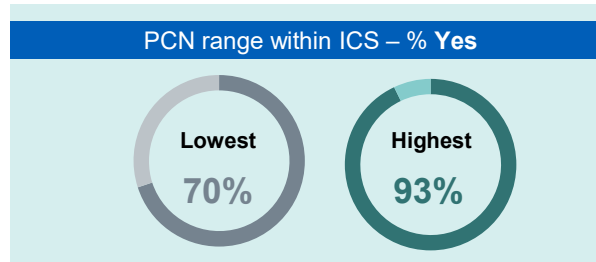
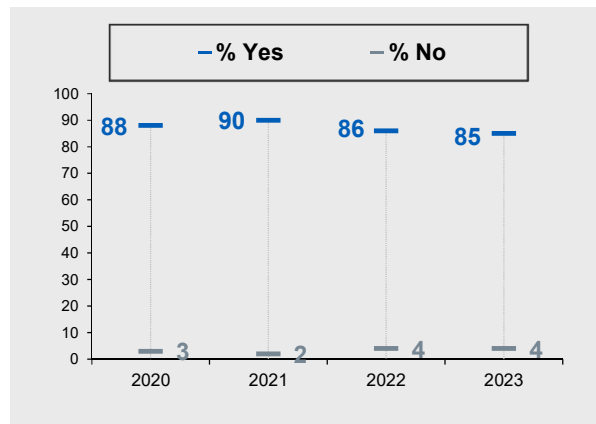
Q27a. Last time you had a general practice appointment, how good was the healthcare professional at giving you enough time?

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 (699,079); ICS 2023 (17,508); ICS 2022 (16,704); ICS 2021 (20,936); ICS 2020 (18,582); PCN bases range from 166 to 979

ICS result over time



Comparison of results

ICS		National	
Good	Poor	Good	Poor
85%	4%	84%	5%

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

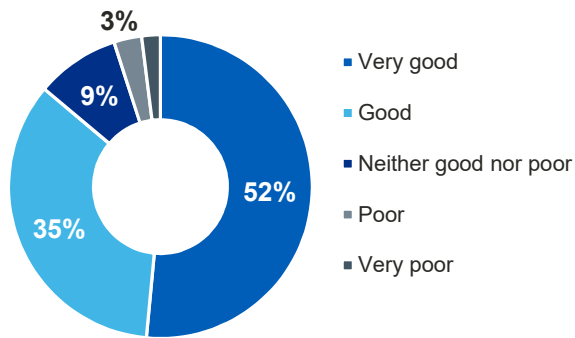


Listened to by healthcare professional at last appointment

SUSSEX ICS

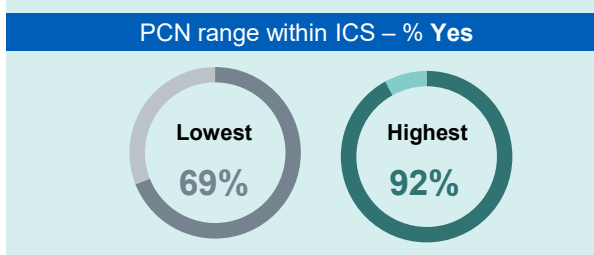
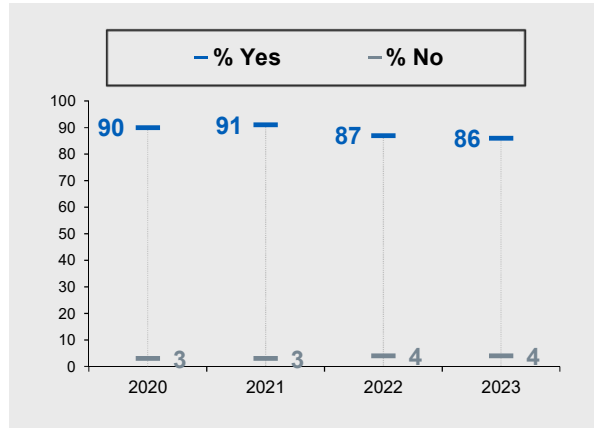
Q27b. Last time you had a general practice appointment, how good was the healthcare professional at listening to you?

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 (689,523); ICS 2023 (17,313); ICS 2022 (16,457); ICS 2021 (20,559); ICS 2020 (18,541); PCN bases range from 165 to 974

ICS result over time



Comparison of results

ICS		National	
Good	Poor	Good	Poor
86%	4%	85%	5%

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

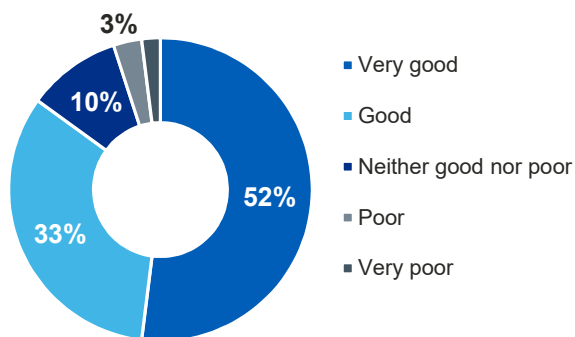
Treated with care and concern by healthcare professional at last appointment

SUSSEX ICS

GP PATIENT SURVEY

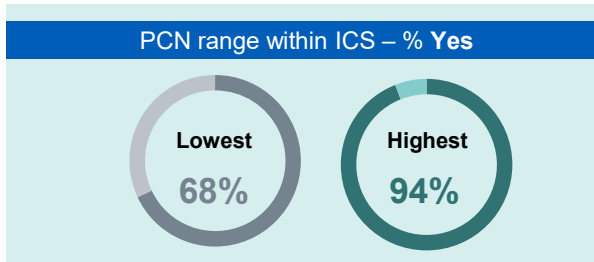
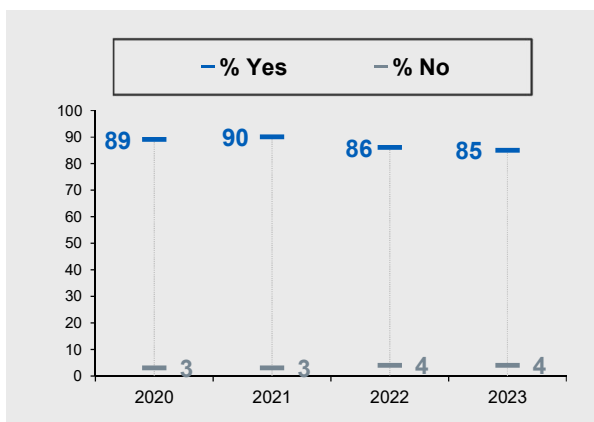
Q27c. Last time you had a general practice appointment, how good was the healthcare professional at treating you with care and concern?

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 (675,108); ICS 2023 (17,033); ICS 2022 (16,225); ICS 2021 (20,775); ICS 2020 (18,554); PCN bases range from 160 to 948

ICS result over time



Comparison of results

ICS		National	
Good	Poor	Good	Poor
85%	4%	84%	6%

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



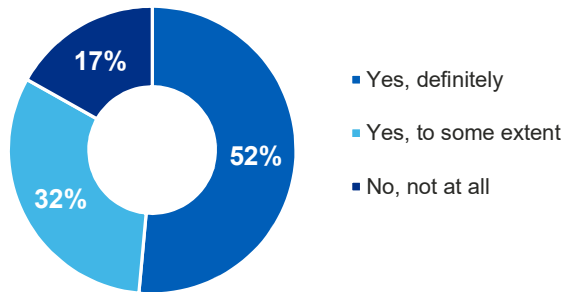
Mental health needs recognised or understood by healthcare professional at last appointment

SUSSEX ICS

GP PATIENT SURVEY

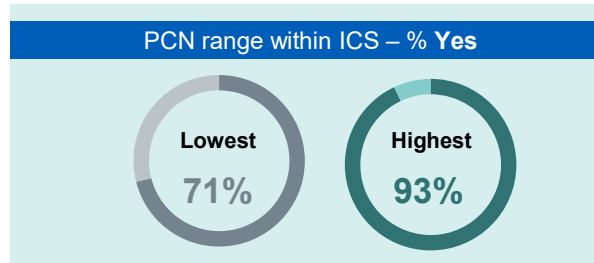
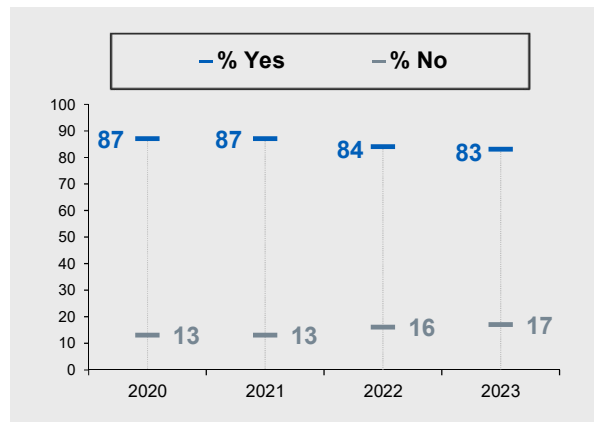
Q28. During your last general practice appointment, did you feel that the healthcare professional recognised and/or understood any mental health needs that you might have had?

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 (310,113); ICS 2023 (7,266); ICS 2022 (6,873); ICS 2021 (8,688); ICS 2020 (7,019); PCN bases range from 64 to 487

ICS result over time



Comparison of results

ICS		National	
Yes	No	Yes	No
83%	17%	81%	19%

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



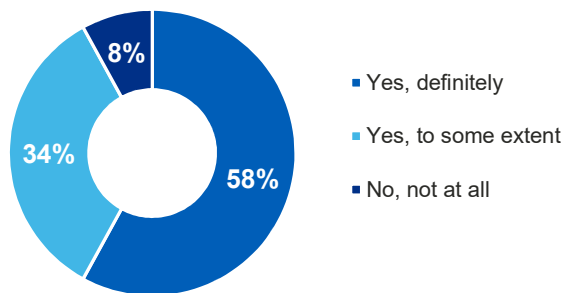
Involved in decisions about care and treatment at last appointment

SUSSEX ICS

GP PATIENT SURVEY

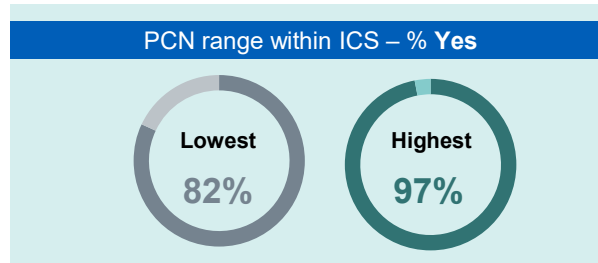
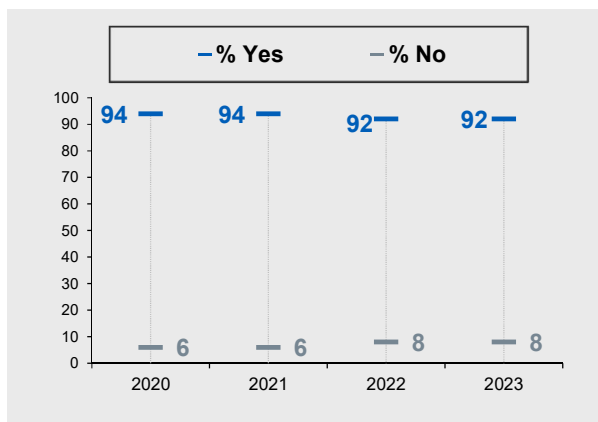
Q29. During your last general practice appointment, were you involved as much as you wanted to be in decisions about your care and treatment?

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 (622,446); ICS 2023 (15,537); ICS 2022 (14,821); ICS 2021 (18,421); ICS 2020 (16,661); PCN bases range from 151 to 861

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



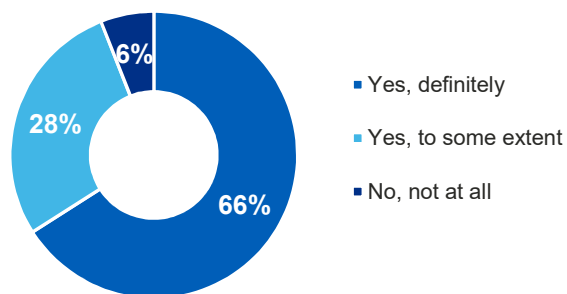
Confidence and trust in healthcare professional at last appointment

SUSSEX ICS

GP PATIENT SURVEY

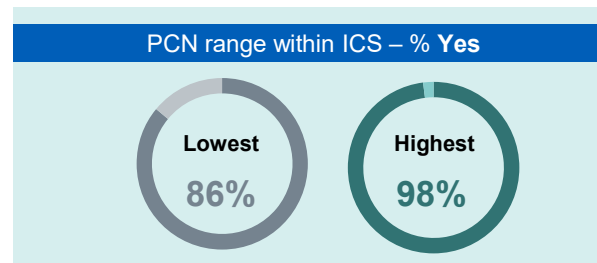
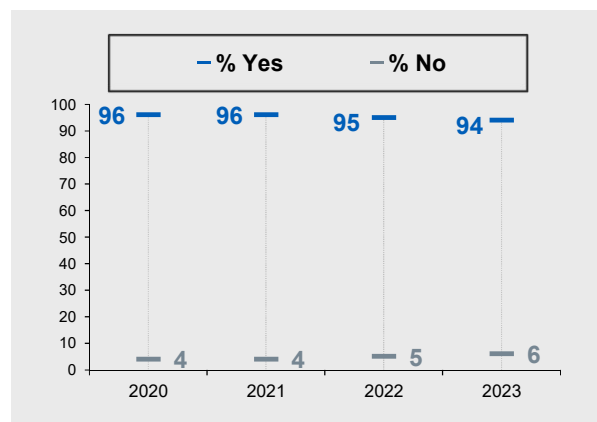
Q30. During your last general practice appointment, did you have confidence and trust in the healthcare professional you saw or spoke to?

ICS result



Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'Don't know / can't say' have been excluded. National (686,133); ICS 2023 (17,295); ICS 2022 (16,467); ICS 2021 (20,695); ICS 2020 (18,361); PCN bases range from 162 to 969

ICS result over time



Comparison of results

ICS		National	
Yes	No	Yes	No
94%	6%	93%	7%

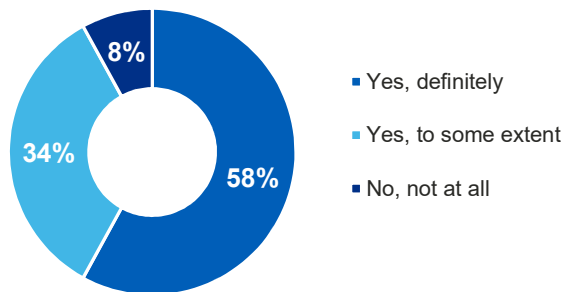
i %Yes = %Yes, definitely + %Yes, to some extent

Needs met at last appointment

SUSSEX ICS

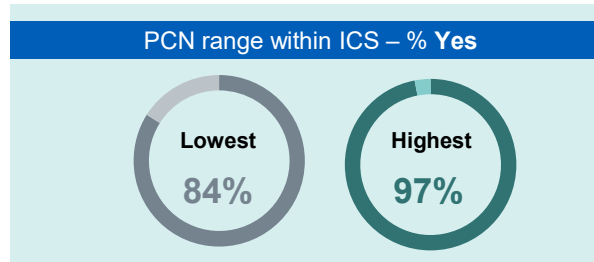
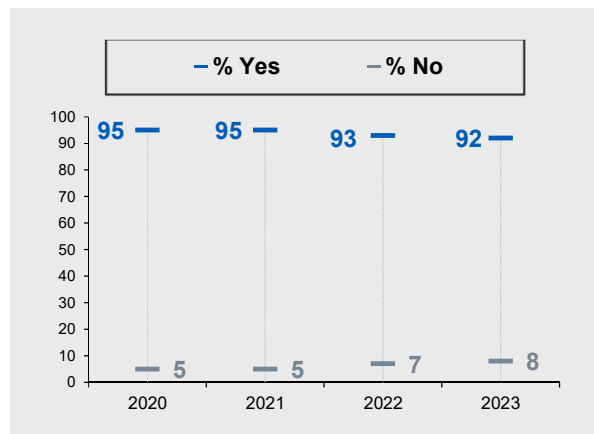
Q31. Thinking about the reason for your last general practice appointment, were your needs met?

ICS result



Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'Don't know / can't say' have been excluded. National (688,092); ICS 2023 (17,310); ICS 2022 (16,512); ICS 2021 (20,698); ICS 2020 (18,285); PCN bases range from 165 to 973

ICS result over time



Comparison of results

ICS		National	
Yes	No	Yes	No
92%	8%	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.

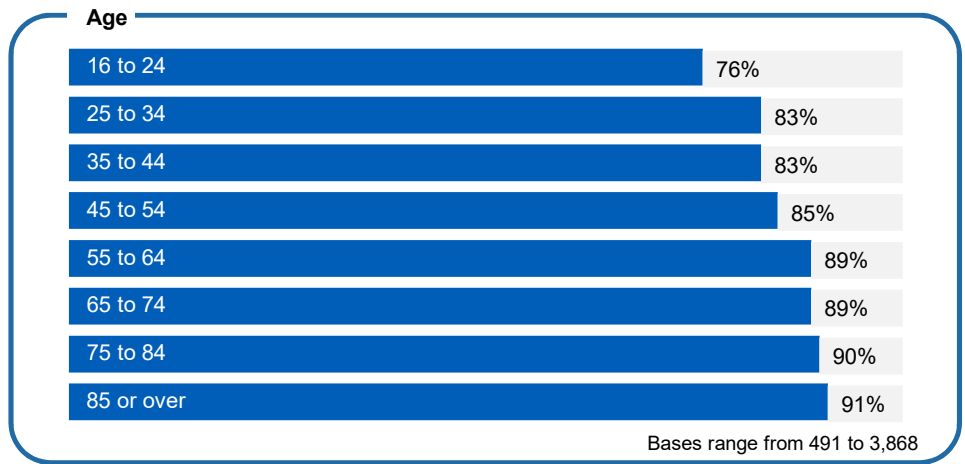
Please note all comparisons are indicative only. Differences in experience between different groups of patients may not be statistically significant and may be influenced by other factors.

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

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

% Good¹ (total)

SUSSEX ICS



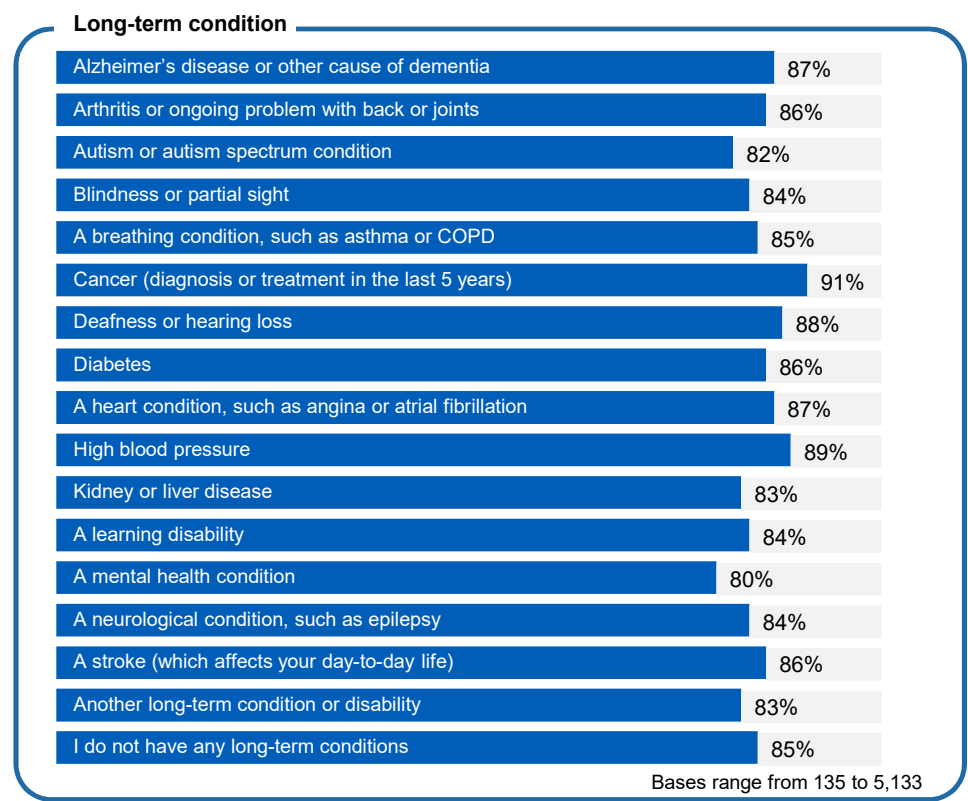
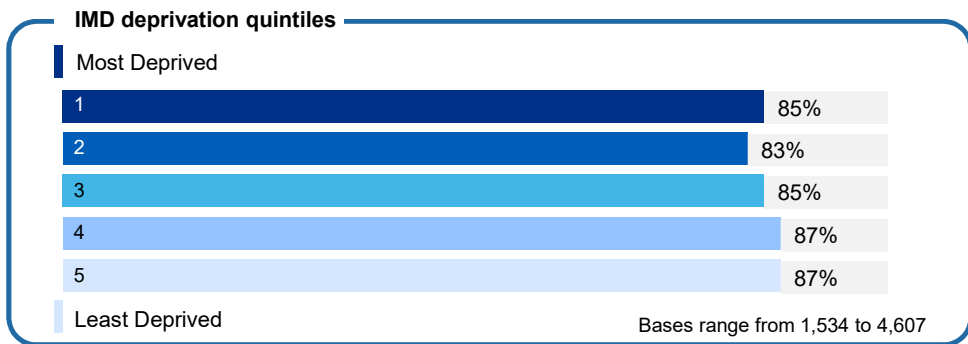
¹Good = Very good % + Good %
 Base: Asked of patients who had an appointment since being registered with their current GP practice.
 Patients who selected 'Doesn't apply' have been excluded. ICS 2023 (17,033).



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

% Good¹ (total)

SUSSEX ICS



¹%Good = %Very good + %Good

²Disability = 'Yes, a lot' + 'Yes, a little' at Q38. Do any of these conditions or illnesses reduce your ability to carry out your day-to-day activities? for patients identified as having a long-term condition, disability or, illness expected to last 12 months or more.

Base: Asked of patients who had an appointment since being registered with their current GP practice.

Patients who selected 'Doesn't apply' have been excluded. ICS 2023 (17,033).

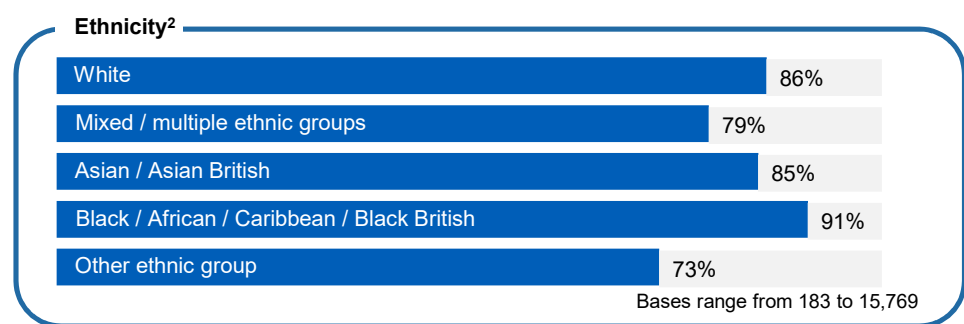
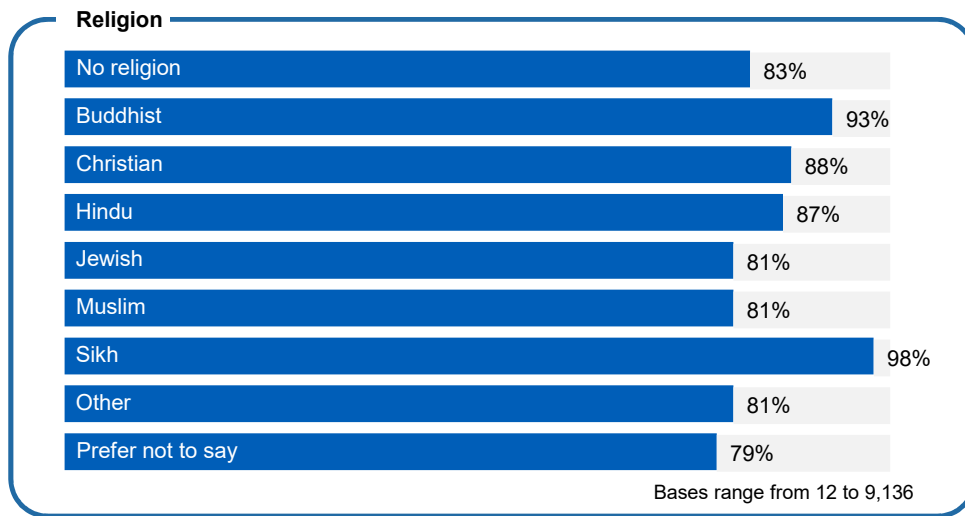


Q27. Last time you had a general practice appointment, how good was the healthcare professional at treating you with care and concern?

GP PATIENT SURVEY

% Good¹ (total)

SUSSEX ICS



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?

Base: Asked of patients who had an appointment since being registered with their current GP practice. Patients who selected 'Doesn't apply' have been excluded. ICS 2023 (17,033).



Managing health conditions



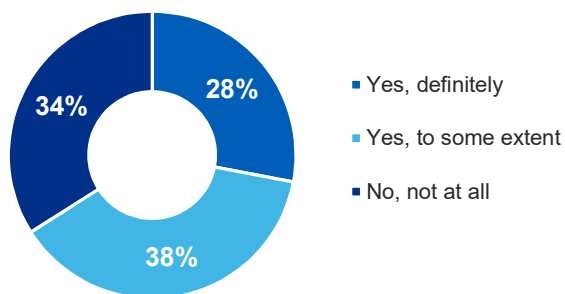
Support with managing long-term conditions, disabilities, or illnesses

SUSSEX ICS

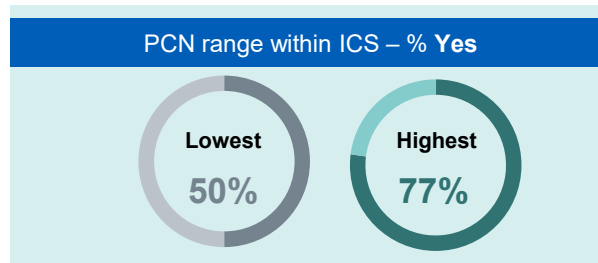
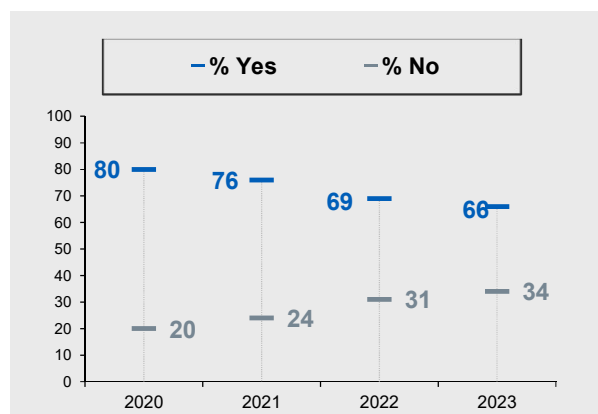
GP PATIENT SURVEY

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



ICS result over time



Comparison of results

ICS		National	
Yes	No	Yes	No
66%	34%	65%	35%

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

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 (293,843); ICS 2023 (7,223); ICS 2022 (6,678); ICS 2021 (8,205); ICS 2020 (7,799); PCN bases range from 69 to 434

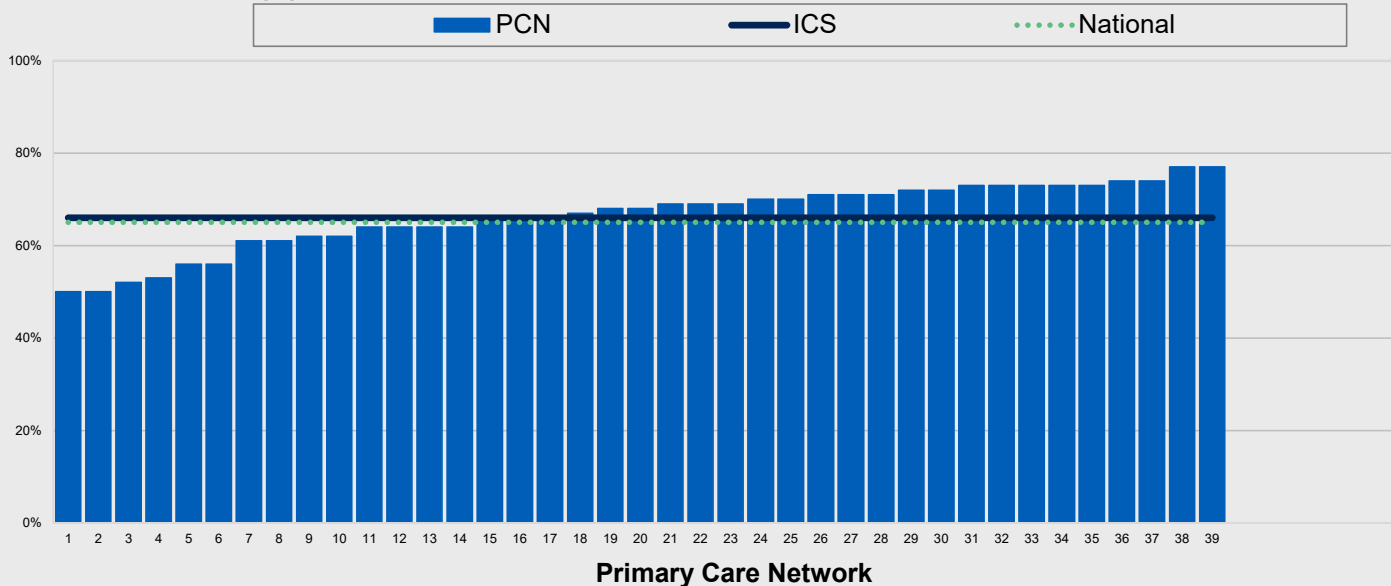


Support with managing long-term conditions, disabilities, or illnesses: how the results vary by PCN within the ICS

GP PATIENT SURVEY

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	EASTBOURNE EAST PCN
2	EAST GRINSTEAD PCN
3	CRAWLEY CARE COLLABORATIVE PCN
4	FOUNDRY HEALTHCARE LEWES PCN
5	DEAN'S AND CENTRAL BRIGHTON PCN
6	NORTH & CENTRAL BRIGHTON PCN
7	THE HAVENS PCN
8	HASTINGS & ST LEONARDS PCN
9	ANGMERING COPPICE FITZALAN (ACF) PCN
10	BEXHILL PCN
11	REGIS HEALTHCARE PCN
12	PRESTON PARK COMMUNITY PCN
13	EAST & CENTRAL BRIGHTON PCN
14	VICTORIA EASTBOURNE PCN
15	HAYWARDS HEATH CENTRAL PCN
16	CHANCTONBURY PCN
17	LANCING AND SOMPTING PCN
18	CISSBURY INTEGRATED CARE PCN
19	WEST HOVE PCN
20	GOLDSTONE PCN
21	SEAFORD PCN
22	SHOREHAM AND SOUTHWICK PCN
23	HORSHAM COLLABORATIVE PCN
24	SOUTH CRAWLEY PCN
25	HAILSHAM PCN
26	CHICHESTER ALLIANCE OF MEDICAL PRACTICES PCN
27	COASTAL AND SOUTH DOWNS PCN
28	BOGNOR COASTAL ALLIANCE PCN
29	HAYWARDS HEATH VILLAGES PCN
30	GREATER WEALDEN PCN
31	CENTRAL WORTHING PRACTICES PCN
32	HEALTHY CRAWLEY PCN
33	RURAL NORTH CHICHESTER PCN
34	ALPS GROUP PCN
35	HIGH WEALD PCN
36	BURGESS HILL & VILLAGES PCN
37	HORSHAM CENTRAL PCN
38	ARUN INTEGRATED CARE (AIC) PCN
39	RURAL ROTHER 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 (293,843); ICS 2023 (7,223); PCN bases range from 69 to 434

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

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



Services when GP practice is closed

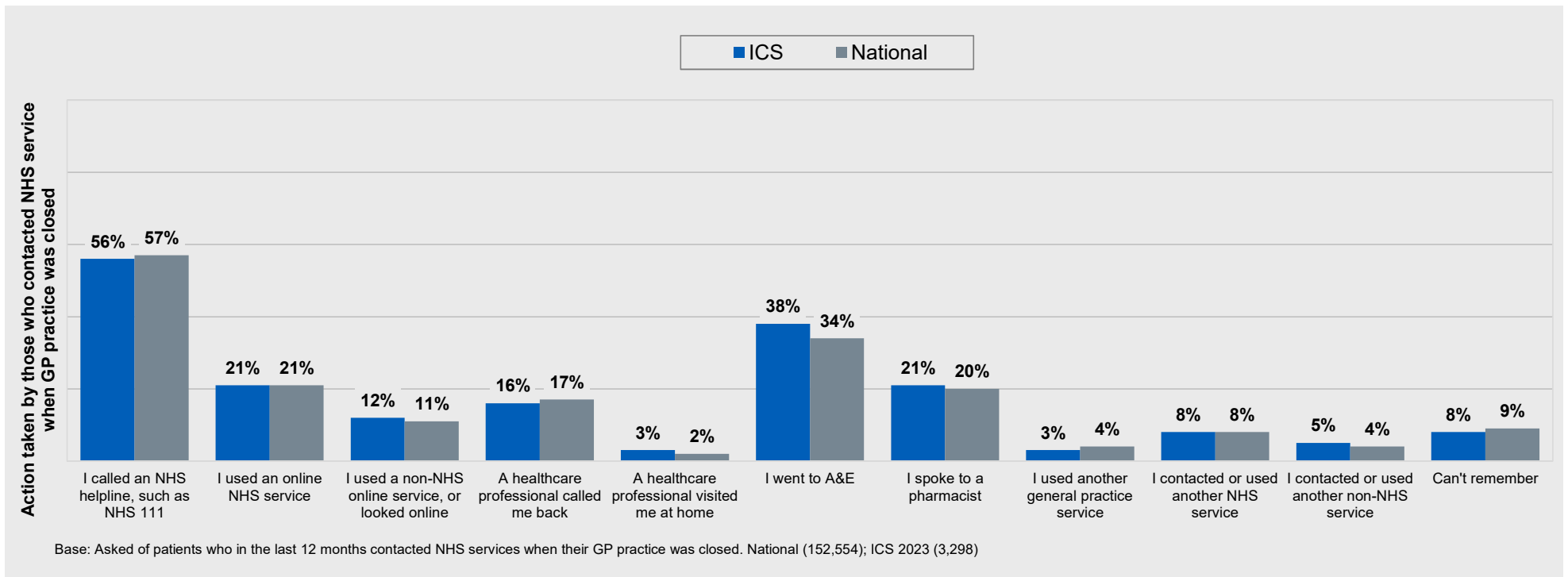
These questions are only asked of those people who have recently used an NHS service when they wanted to see a GP but their GP practice was closed. As such, the base size is often too small to make meaningful comparisons at PCN level. The PCN range within ICS has therefore not been included for these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

SUSSEX ICS

Q45. Considering all of the services you contacted, which of the following happened on that occasion?¹



i Comparisons are indicative only: differences may not be statistically significant
 21% of patients in the past 12 months contacted an NHS service when they wanted to see a GP but their GP practice was closed.

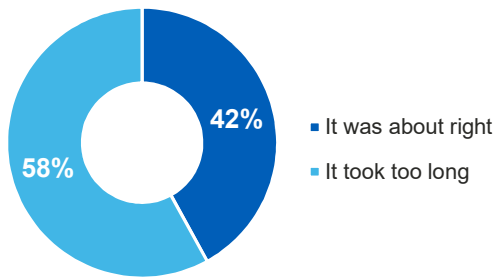


Time taken to receive care or advice when GP practice is closed

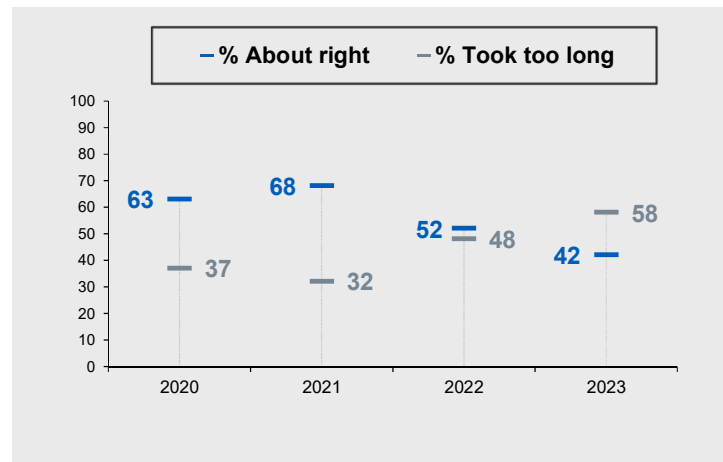
SUSSEX ICS

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
42%	58%	46%	54%

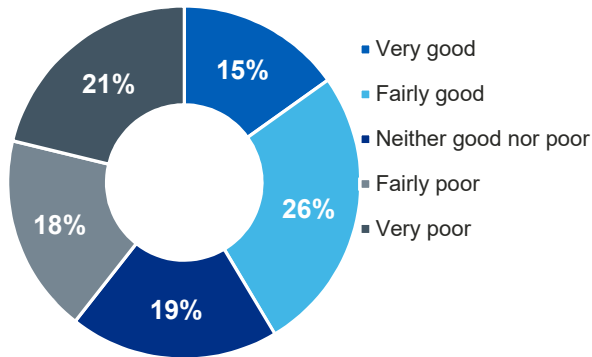
Base: Asked of patients who in the last 12 months contacted NHS services when their GP practice was closed. Patients who selected 'Don't know / doesn't apply' have been excluded. National (138,720); ICS 2023 (3,003); ICS 2022 (2,668); ICS 2021 (3,141); ICS 2020 (3,038).

Overall experience of services when GP practice is closed

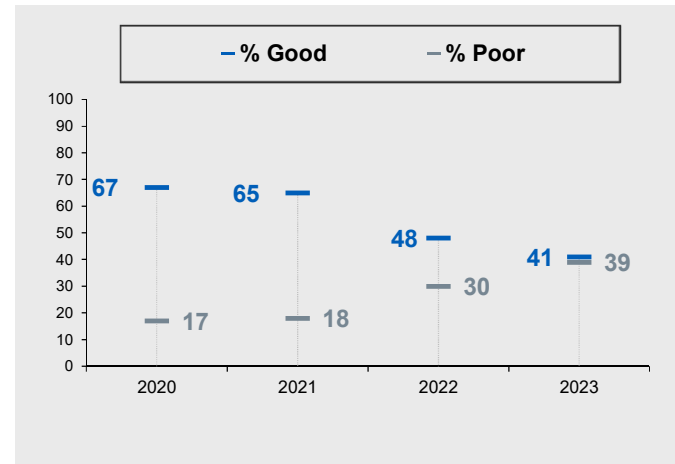
SUSSEX ICS

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
41%	39%	45%	35%

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 (145,323); ICS 2023 (3,135); 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, based on weighted data. Confidence intervals will be wider when results are based on a smaller number of responses.

An example of confidence intervals (at national, ICS and PCN level) with an average number of responses.

	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	759,149	0.10	0.15	0.17
ICS	17,122	0.66	1.00	1.09
PCN	592	3.23	4.94	5.39

For example, taking an ICS where 17,122 people responded and where 30% gave a particular answer, there is a 95% likelihood that the true value (which would have been obtained if the whole population had taken part in the survey) will fall within the range of +/-1.00 percentage points from that question’s result (i.e. between 29.00% and 31.00%).

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 taken part in the survey).

Want to know more?

Further information about the survey

GP PATIENT SURVEY

- The survey was sent to around **2.6 million patients aged 16 or over** registered with a GP practice in England.
- The overall response rate to the survey is **28.6%**, based on **759,149** completed surveys.
- Participants are sent a **postal questionnaire**, also with the option of completing the survey online or via telephone.
- The GP Patient Survey is conducted on an annual basis and has been since 2017.
- **Weights have been applied** to adjust the data to account for potential age and gender differences between the profile of eligible patients and the patients who actually complete a questionnaire. The weighting also takes into account

neighbourhood statistics, such as levels of deprivation, in order to further improve the reliability of the findings.

- For more information about the survey please visit <https://gp-patient.co.uk/>.
- For general FAQs about the GP Patient Survey, go to <https://gp-patient.co.uk/faq>.
- Further information about the methodology and technical information 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>.

2.6 million

Surveys sent to patients aged 16 or over registered with a GP practice in England

759,149

Completed surveys in the 2023 publication

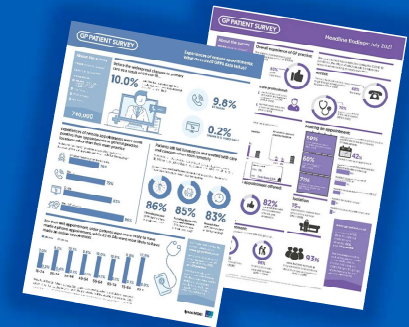
28.6%

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 for all questions, go to <https://gp-patient.co.uk/surveysandreports> - you can also see previous years' results here.
- To look at this year's survey data using the interactive analysis tool, go to <https://gp-patient.co.uk/analysistool>. Data can be analysed at national, ICS, PCN, or practice level.
- The analysis tool allows users to filter on a specific participant group (e.g. by age), break down the survey results by survey question, or to create and compare results by different participant 'subgroups'.
- To look at results over time, go to <https://gp-patient.co.uk/analysistool/trends>.



For further information about the GP Patient Survey, please get in touch with the GPPS team at Ipsos at

GPPatientSurvey@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.