
Report To:	Inverclyde Integration Joint Board	Date:	18 August 2016
Report By:	Brian Moore Corporate Director (Chief Officer) Inverclyde Health and Social Care Partnership (HSCP)	Report No:	IJB/47/2016/HW
Contact Officer:	Helen Watson	Contact No:	01475 715285
Subject:	GP HEALTH AND CARE EXPERIENCE SURVEY 2015/16		

1.0 PURPOSE

- 1.1 The purpose of this report is to provide the Integration Joint Board with an overview analysis of the results of the GP Health and Care Experience Survey 2015/16.

2.0 SUMMARY

- 2.1 The Scottish Health and Care Experience Survey asks people about their experiences of their GP practice, as well as local care and support services provided by their local council and other organisations. The survey was posted to potential participants in early December 2015 to a random selection of people aged 17 and over who are registered with a GP practice in Scotland.
- 2.2 The overall Inverclyde results with regard to the National Wellbeing Outcomes provide a generally positive picture in comparison to the Scottish averages, with all but one outcome scoring at or above average.
- 2.3 The report, which can be found at <http://www.gov.scot/Topics/Statistics/Browse/Health/GPPatientExperienceSurvey>, indicates a number of areas for improvement, but also a number of areas where we compare favourably with the rest of Scotland.

3.0 RECOMMENDATIONS

- 3.1 The Integration Joint Board is asked to note the Inverclyde results of the survey, with a view to these being considered a baseline against which future survey results can be compared.

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4.0 BACKGROUND

- 4.1 The Scottish Health and Care Experience Survey asks people about their experiences of their GP practice, as well as local care and support services provided by their local council and other organisations. The survey was posted to potential participants in early December 2015 to a random selection of people aged 17 and over who are registered with a GP practice in Scotland. Questionnaires could either be sent back by post, or completed online.
- 4.2 The survey and sampling approach was developed by the Scottish Government in consultation with a range of stakeholders including NHS Boards, Integration Authorities and NHS National Services Scotland, and the results will be used to inform the national performance framework that gauges levels of delivery on the nine National Wellbeing Indicators. Table 1 below provides an indication of Inverclyde survey results for the questions that align to the National Wellbeing Outcomes. An asterisk (*) denotes that the result has not been tested for statistical significance, and an “s” in superscript indicates that the result is statistically significant.

Wellbeing Outcome	Overall Positive Score	%age Difference from the Scottish Average
I am able to look after my own health	90%	-4*
Service users are supported to live as independently as possible	88%	+5
Service users have a say in how their help, care or support is provided	85%	+7 ^s
Service users' health and care services seem to be well coordinated	79%	+4
Rating of overall help, care or support services	84%	+3
Rating of overall care provided by GP practice	87%	0
The help, care or support improves service users' quality of life	88%	+5
Carers feels supported to continue caring	46%	+5
Service users feel safe	87%	+3

Table 1: Inverclyde survey results relating to the National Wellbeing Outcomes

- 4.3 The overall Inverclyde results with regard to the National Wellbeing Outcomes provide a generally positive picture in comparison to the Scottish averages, with all but one outcome scoring at or above average. The one outcome showing below the Scottish average is the one relating to the perceived ability of people to look after their own health. In relation to service users having a say in how their help, care or support is provided, the Inverclyde score is 7 percentage points above the Scottish average which is statistically significant. This positive result will be used to help develop our local work on supported self-management, and will hopefully have a positive influence on the future views of people being able to look after their own health (outcome 1).

4.4 The survey provides reports for each of the 16 Inverclyde GP Practices, and results are summarised under five key themes as outlined in table 2.

Theme	Average Positive Responses (Inverclyde)	Inverclyde Range Between GP Practices	%age Points in Range	Scottish Average
Arranging to see a doctor	71%	37% - 99%	62	71%
Arranging to see a nurse	83%	63% - 97%	34	82%
Compassion and understanding	84%	71% - 90%	19	85%
GP Practice Care	88%	74% - 96%	22	86%
Out of Hours Care	73%	64% - 93%	29	71%

Table 2: Summary results from Inverclyde GP practices

4.5 Table 2 demonstrates that when considered across all 16 practices, Inverclyde GPs collectively score on or close to the Scottish average. However there are marked differences between practices as noted in the range of scores within each dimension, and the percentage points within these ranges. The most notable differences are reflected in the patient experience of arranging to see a doctor or nurse, with a range of 62 percentage points in the former and 34 percentage points in the latter. There is likely to be scope for narrowing the patient experience gap through cross-practice learning.

4.6 Further detailed representation of the results is included at appendix one, where Inverclyde responses to each question from the survey are provided, alongside:

- the national average,
- national range, and
- Inverclyde's ranking in terms of positivity (with 1st denoting the most positive reported patient experience).

Each question has been categorised as red, amber or green, based on the level of drift (either way) from the national averages, and the overall ranking of Inverclyde in comparison to the other 30 HSCPs. In future years, analysis will be undertaken on comparisons within Inverclyde, using the current survey results as a baseline. This will help us identify improvements (or otherwise) locally.

4.7 Appendix 1 indicates a number of areas for improvement, but also a number of areas where we compare favourably with the rest of Scotland.

4.8 Areas for improvement

In response to the question "*If you ask to make an appointment with a doctor 3 or more working days in advance, does your GP practice allow you to?*", 67% of Inverclyde people responded positively. This compares to the national average of 77%, and Inverclyde ranked 28th out of 31 Partnerships.

In response to the question "*The last time you needed to see or speak to a doctor or nurse from your GP practice quite urgently, how long did you wait?*", 79% of Inverclyde people responded positively. This compares to the national average of 85%, and Inverclyde ranked 31st out of 31 Partnerships (worst).

In response to the question “Thinking of the last time you contacted this GP practice by phone, how easy was it for you to get through?”, 76% of Inverclyde people responded positively. This compares to the national average of 83%, and Inverclyde ranked 26th out of 31 Partnerships.

All of these questions relate to issues about contacting the practices and getting access to the primary care team. A review of contact processes, with learning from those practices where patients report a more positive experience might be beneficial. It should be noted that these areas do not relate to clinical care, but, rather, to administrative processes. As such, it could potentially be relatively straightforward to review and perhaps align these processes, to improve the patient experience.

4.9 Areas where positive experience is reported

In response to the question “The help, care or support improved or maintained my quality of life?”, 88% of Inverclyde people responded positively. This compares to the national average of 85%, and Inverclyde ranked 3rd out of 31 Partnerships.

In response to the question “I had a say in how my help, care or support was provided?”, 85% of Inverclyde people responded positively. This compares to the national average of 79%, and Inverclyde ranked 3rd out of 31 Partnerships.

In response to the question “I felt that the nurse had all the information needed to treat me?”, 95% of Inverclyde people responded positively. This compares to the national average of 93%, and Inverclyde ranked 2nd out of 31 Partnerships.

In response to the question “I felt confident in the nurses’ ability to treat me?”, 96% of Inverclyde people responded positively. This compares to the national average of 94%, and Inverclyde ranked 2nd out of 31 Partnerships.

These positive responses indicate that Inverclyde people feel included in negotiating their own care, and have confidence in the primary care team. That positivity can be built upon to help us to realise the nine National Wellbeing Outcomes at a local level, and to do this in the context of our Strategic Commissioning Themes.

5.0 IMPLICATIONS

FINANCE

5.1 Financial Implications:

There are no financial issues within this report.

One off Costs

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report £000	Virement From	Other Comments

Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact £000	Virement From (If Applicable)	Other Comments

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LEGAL

5.2 There are no legal issues within this report.

HUMAN RESOURCES

5.3 There are no human resources issues within this report.

EQUALITIES

5.4 There are no equality issues within this report.

Has an Equality Impact Assessment been carried out?

	YES (see attached appendix)
X	NO – This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy. Therefore, no Equality Impact Assessment is required.

CLINICAL OR CARE GOVERNANCE IMPLICATIONS

5.5 There are no governance issues within this report.

6.0 BACKGROUND PAPERS

6.1 None.

HSCP_Name	Question	Inverclyde % Positive	National Average Positive	National Range Positive	Inverclyde % Negative	National Average Negative	National Range Negative	Inverclyde Rank Positive	Comment
Inverclyde	Thinking of the last time you contacted this GP practice by phone, how easy was it for you to get through?	76	83	69-97	24	17	3-31	24th	Inverclyde is 7 points below the national average for positive scoring, and 7 points above the national average for negative scoring.
Inverclyde	The last time you phoned the GP practice, how helpful was the person who answered?	93	95	90-100	7	5	0-10	26th	Inverclyde is 2 points below the national average for positive scoring, and 2 points above the national average for negative scoring. Although the ranking of 26th (out of 31) might be regarded as disappointing, it should be noted that there is relatively low variation in scoring on this question. Inverclyde is 6 points below the national average for positive scoring, and 6 points above the national average for negative scoring. This has ranked Inverclyde as having the poorest patient experience out of all 31 partnerships on this question.
Inverclyde	The last time you needed to see or speak to a doctor or nurse from your GP practice quite urgently, how long did you wait?	79	85	79-94	21	15	6-21	31st	Inverclyde is 10 points below the national average for positive scoring, and 10 points above the national average for negative scoring. This has ranked Inverclyde as having the 3rd poorest patient experience out of all 31 partnerships on this question.
Inverclyde	If you ask to make an appointment with a doctor 3 or more working days in advance, does your GP practice allow you to?	67	77	55-98	33	23	2-45	28th	Inverclyde is 1 point below the national average for positive scoring, and 1 point above the national average for negative scoring.
Inverclyde	When you arrange to see a doctor at your GP practice can you usually see the doctor you prefer?	79	80	69-91	21	20	9-31	20th	Inverclyde equals the national average for positive scoring, and is 1 point below the national average for negative scoring.
Inverclyde	Thinking about the last time your GP practice referred you to other health care services, how would you rate the arrangements for getting to see other services?	78	78	71-87	6	7	3-11	14th	Inverclyde is 1 point below the national average for positive scoring, and 1 point above the national average for negative scoring.
Inverclyde	How helpful do you find the receptionists at your GP practice?	93	94	89-100	7	6	0-11	22nd	Inverclyde is 1 point below the national average for positive scoring, and 1 point above the national average for negative scoring.
Inverclyde	How do you feel about how long you usually have to wait to be seen after you arrive at your GP practice?	85	86	78-94	15	14	6-22	22nd	Inverclyde is 1 point below the national average for positive scoring, and 1 point above the national average for negative scoring.
Inverclyde	Are you involved as much as you want to be in decisions about your care and treatment? In the past year do you believe a mistake was made in your treatment or care by your GP practice (including for example in test results, medicines prescribed, diagnosis)?	59	63	55-74	5	4	1-7	25th	Inverclyde is 4 points below the national average for positive scoring, and 1 point above the national average for negative scoring.
Inverclyde	Were you satisfied with how it was dealt with overall?	94	94	92-96	6	6	4-8	12th	Inverclyde equals the national average for positive scoring, and equals the national average for negative scoring.
Inverclyde	Overall, how would you rate the care provided by your GP practice?	49	47	32-67	51	53	33-68	12th	Inverclyde is 2 points above the national average for positive scoring, and 2 points below the national average for negative scoring.
Inverclyde	Overall, how would you rate the care you experienced out of hours?	87	87	80-97	3	3	0-6	17th	Inverclyde equals the national average for positive scoring, and equals the national average for negative scoring.
Inverclyde	Overall, how would you rate the care you experienced out of hours?	72	72	65-79	9	11	7-17	15th	Inverclyde equals the national average for positive scoring, and is two points below the national average for negative scoring.

Inverclyde	Overall, how would you rate your help, care or support services - excluding the care and help you get from friends and family?	84	82	73-88	3	5	1-11	6th	Inverclyde is 2 points above the national average for positive scoring, and 2 below the national average for negative scoring. Inverclyde equals the national average for positive scoring, and equals the national average for negative scoring.
Inverclyde	The doctor listened to me	95	95	93-98	2	2	1-3	13th	Inverclyde is one point above the national average for positive scoring, and equals the national average for negative scoring.
Inverclyde	I felt that the doctor had all the information needed to treat me	91	90	85-92	3	3	2-5	11th	Inverclyde is one point above the national average for positive scoring, and equals the national average for negative scoring.
Inverclyde	The doctor took account of the things that matter to me	88	87	84-91	3	3	2-5	10th	Inverclyde is one point above the national average for positive scoring, and equals the national average for negative scoring.
Inverclyde	The doctor talked in a way that helped me understand my condition and treatment	90	90	87-93	3	3	1-5	17th	Inverclyde equals the national average for positive scoring, and equals the national average for negative scoring.
Inverclyde	I felt confident in the doctors ability to treat me	91	90	87-93	3	3	2-5	9th	Inverclyde is one point above the national average for positive scoring, and equals the national average for negative scoring.
Inverclyde	I had enough time with the doctor	89	89	84-95	5	5	2-7	18th	Inverclyde equals the national average for positive scoring, and is 1 point below the national average for negative scoring.
Inverclyde	The nurse listened to me	96	96	94-98	0	1	0-2	7th	Inverclyde is 2 points above the national average for positive scoring, and 1 point below the national average for negative scoring.
Inverclyde	I felt that the nurse had all the information needed to treat me	95	93	91-95	1	2	1-3	2nd	Inverclyde is one point above the national average for positive scoring, and 1 point below the national average for negative scoring.
Inverclyde	The nurse took account of the things that matter to me	91	90	88-94	1	2	1-3	8th	Inverclyde is one point above the national average for positive scoring, and 1 point below the national average for negative scoring.
Inverclyde	The nurse talked in a way that helped me understand my condition and treatment	93	91	88-95	1	1	1-3	6th	Inverclyde is 2 points above the national average for positive scoring, and equal to the national average for negative scoring.
Inverclyde	I felt confident in the nurses ability to treat me	96	94	92-96	1	2	1-3	2nd	Inverclyde is 2 points above the national average for positive scoring, and 1 point below the national average for negative scoring.
Inverclyde	I had enough time with the nurse	96	96	93-98	1	1	0-2	12th	Inverclyde equals the national average for positive scoring, and equals the national average for negative scoring.
Inverclyde	It was explained to me why a test was needed	96	96	94-98	1	1	0-2	15th	Inverclyde equals the national average for positive scoring, and equals the national average for negative scoring.
Inverclyde	I was satisfied with the length of time I waited for my results	85	85	83-89	7	7	4-10	14th	Inverclyde equals the national average for positive scoring, and equals the national average for negative scoring.
Inverclyde	I was satisfied with the way I received my results	82	81	78-85	9	9	7-12	11th	Inverclyde is one point above the national average for positive scoring, and equal to the national average for negative scoring.
Inverclyde	The results of the test were explained to me in a way I could understand	82	81	76-86	7	8	5-11	13th	Inverclyde is one point above the national average for positive scoring, and 1 point below the national average for negative scoring.
Inverclyde	It was easy enough for me to get my medicines	96	96	94-97	3	2	1-4	25th	Inverclyde equals the national average for positive scoring, and is one point above the national average for negative scoring.
Inverclyde	I knew enough about what my medicines were for	97	97	95-99	1	1	0-2	20th	Inverclyde equals the national average for positive scoring, and equals the national average for negative scoring.

Inverclyde	I knew enough about how and when to take my medicines	98	98	97-100	0	1	0-1	17th	Inverclyde equals the national average for positive scoring, and is one point below the national average for negative scoring.
Inverclyde	I knew enough about the possible side effects of my medicines	82	83	79-87	6	6	3-9	21st	Inverclyde is one point below the national average for positive scoring, and equal to the national average for negative scoring.
Inverclyde	I would know what to do if I had any problems with my medicines	90	90	86-94	4	3	2-5	13th	Inverclyde equals the national average for positive scoring, and is one point above the national average for negative scoring.
Inverclyde	I took my prescription as I was supposed to	98	98	97-99	1	1	0-1	20th	Inverclyde equals the national average for positive scoring, and equals the national average for negative scoring.
Inverclyde	I am treated with respect	91	92	88-98	3	2	0-4	22nd	Inverclyde is one point below the national average for positive scoring, and one point above the national average for negative scoring.
Inverclyde	I am treated with compassion and understanding	82	86	80-96	4	3	1-5	27th	Inverclyde is 4 points below the national average for positive scoring, and one point above the national average for negative scoring.
Inverclyde	The time I waited was reasonable	75	74	67-80	15	17	11-25	14th	Inverclyde is one point above the national average for positive scoring, and 2 points below the national average for negative scoring.
Inverclyde	I felt that the person had all the information needed to treat me	79	78	74-84	9	10	6-12	13th	Inverclyde is one point above the national average for positive scoring, and one point below the national average for negative scoring.
Inverclyde	I felt I was listened to	84	85	80-92	5	7	3-9	15th	Inverclyde is one point below the national average for positive scoring, and 2 points below the national average for negative scoring.
Inverclyde	Things were explained to me in a way I could understand	84	86	82-91	6	5	3-7	27th	Inverclyde is 2 points below the national average for positive scoring, and one point above the national average for negative scoring.
Inverclyde	I felt that the person who treated me was the right person	80	81	76-86	6	7	4-10	15th	Inverclyde is one point below the national average for positive scoring, and 1 point below the national average for negative scoring.
Inverclyde	I felt that I got the right treatment or advice	80	81	76-86	9	8	5-11	23rd	Inverclyde is one point below the national average for positive scoring, and 1 point above the national average for negative scoring.
Inverclyde	I felt that people took account of the things that matter to me	74	76	70-84	9	9	6-12	24th	Inverclyde is 2 points below the national average for positive scoring, and equal to the national average for negative scoring.
Inverclyde	People took account of the things that matter to me	88	86	80-92	4	4	0-8	10th	Inverclyde is 2 points above the national average for positive scoring, and equal to the national average for negative scoring.
Inverclyde	I had a say in how my help, care or support was provided	85	79	72-86	6	7	2-13	3rd	Inverclyde is 6 points above the national average for positive scoring, and one point below the national average for negative scoring.
Inverclyde	I was aware of the help, care and support options available to me	80	77	65-87	8	10	2-16	7th	Inverclyde is 3 points above the national average for positive scoring, and 2 points below the national average for negative scoring.

Inverclyde	I was treated with respect	92	92	86-92	1	2	0-6	11th	Inverclyde equals the national average for positive scoring, and is one point below the national average for negative scoring.
Inverclyde	I was treated with compassion and understanding	89	88	82-96	2	3	0-8	14th	Inverclyde is one point above the national average for positive scoring, and 1 point below the national average for negative scoring.
Inverclyde	My health and care services seemed to be well coordinated	79	76	60-85	7	9	4-15	11th	Inverclyde is 3 points above the national average for positive scoring, and 2 points below the national average for negative scoring.
Inverclyde	I was supported to live as independently as possible	88	84	78-92	5	4	1-9	9th	Inverclyde is 4 points above the national average for positive scoring, and one point above the national average for negative scoring.
Inverclyde	I felt safe	87	85	79-87	5	4	0-9	8th	Inverclyde is 2 points above the national average for positive scoring, and one point above the national average for negative scoring.
Inverclyde	The help, care or support improved or maintained my quality of life	88	85	77-92	3	4	0-7	3rd	Inverclyde is 3 points above the national average for positive scoring, and one point below the national average for negative scoring.
Inverclyde	I have a good balance between caring and other things in my life	70	69	62-78	10	13	8-20	10th	Inverclyde is one point above the national average for positive scoring, and 3 points below the national average for negative scoring.
Inverclyde	Caring has had a negative impact on my health and wellbeing	39	41	31-52	33	34	29-42	22nd	Inverclyde is 2 points below the national average for positive scoring, and one point below the national average for negative scoring.
Inverclyde	I have a say in services provided for the person I look after	49	51	41-62	18	20	13-28	18th	Inverclyde is 2 points below the national average for positive scoring, and 2 points below the national average for negative scoring.
Inverclyde	Local services are well coordinated for the person(s) I look after	44	44	35-58	20	22	17-28	13th	Inverclyde equals the national average for positive scoring, and is 2 points below the national average for negative scoring.
Inverclyde	I feel supported to continue caring	46	43	34-59	14	20	14-27	6th	Inverclyde is 3 points above the national average for positive scoring, and 6 points below the national average for negative scoring.
Inverclyde	Overall how would you rate the arrangements for getting to see a doctor and/or nurse in your GP practice? (Getting to see a doctor)	68	72	56-94	13	10	1-21	20th	Inverclyde is 4 points below the national average for positive scoring, and 3 points above the national average for negative scoring.
Inverclyde	Overall how would you rate the arrangements for getting to see a doctor and/or nurse in your GP practice? (Getting to see a nurse)	82	83	73-98	4	4	0-7	17th	Inverclyde is one point below the national average for positive scoring, and equals the national average for negative scoring.