

GP PATIENT SURVEY

NORTH CENTRAL LONDON 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 **NORTH CENTRAL LONDON ICS (Integrated Care System)**.
- In **NORTH CENTRAL LONDON ICS, 98,586** questionnaires were sent out, and **21,034** were returned completed. This represents a response rate of **21%**.
- 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 titled 'Your local GP services'. The main content area 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 online services used in the past 12 months. 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 patient sees or speaks to their preferred GP. The page number '1' is visible at the bottom right, along with a 'Please turn over' instruction and 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

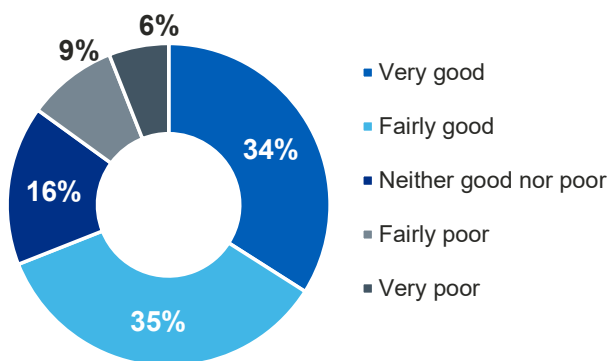


Overall experience of GP practice

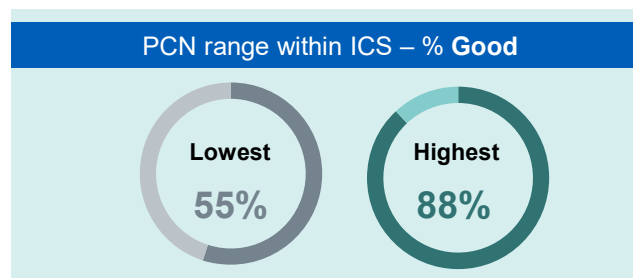
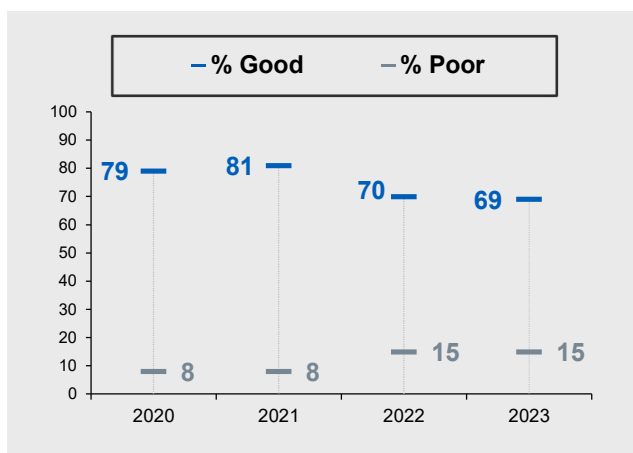
NORTH CENTRAL LONDON ICS

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

ICS result



ICS result over time



Comparison of results

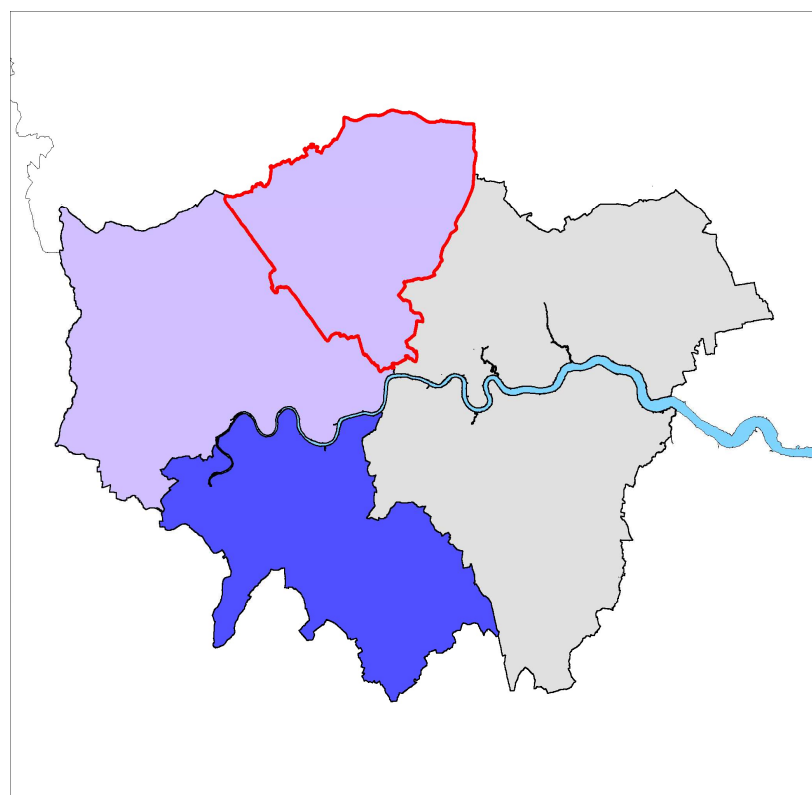
ICS		National	
Good	Poor	Good	Poor
69%	15%	71%	14%

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

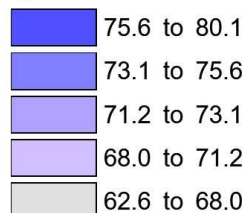
Base: Asked of all patients. National (749,020); ICS 2023 (20,703); ICS 2022 (18,775); ICS 2021 (22,554); ICS 2020 (19,333); PCN bases range from 160 to 1,422

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

64%
to
76%

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

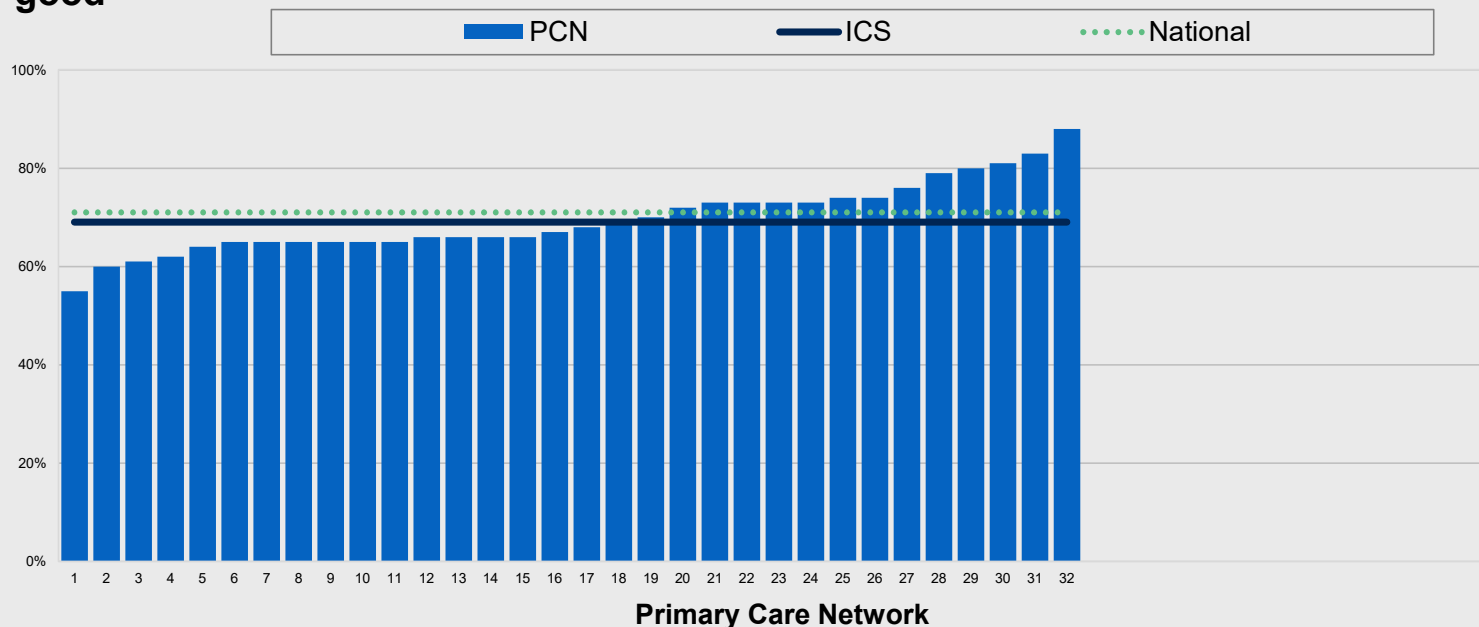
i %Good = %Very good + %Fairly good

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 (20,703); PCN bases range from 160 to 1,422

PCN	Name
1	BARNET 1D PCN
2	ENFIELD UNITY PCN
3	ENFIELD CARE NETWORK PCN
4	BARNET 3 PCN
5	HARINGEY - WELBOURNE PCN
6	NORTH 2 ISLINGTON PCN
7	BARNET 2 PCN
8	WEST AND CENTRAL PCN
9	HARINGEY - N15/SOUTH EAST PCN
10	BARNET 5 PCN
11	EDMONTON PCN
12	HARINGEY - EAST CENTRAL PCN
13	BARNET 4 PCN
14	CENTRAL CAMDEN PCN
15	HARINGEY - NORTH EAST PCN
16	HARINGEY - SOUTH WEST PCN
17	BARNET 6 PCN
18	KENTISH TOWN SOUTH PCN
19	ENFIELD SOUTH WEST PCN
20	CENTRAL 1 ISLINGTON PCN
21	BARNET 1W PCN
22	HARINGEY - NORTH CENTRAL PCN
23	CENTRAL 2 ISLINGTON PCN
24	WEST ENFIELD COLLABORATIVE PCN
25	CENTRAL HAMPSTEAD PCN
26	SOUTH ISLINGTON PCN
27	NORTH 1 ISLINGTON PCN
28	WEST CAMDEN PCN
29	KENTISH TOWN CENTRAL PCN
30	HARINGEY - NORTH WEST PCN
31	NORTH CAMDEN PCN
32	SOUTH CAMDEN PCN

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

i %Good = %Very good + %Fairly good



Local GP Services

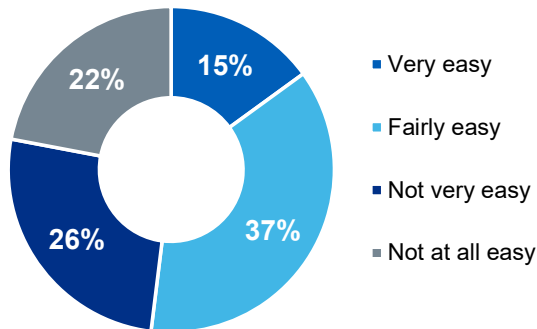


Ease of getting through to GP practice on the phone

NORTH CENTRAL LONDON ICS

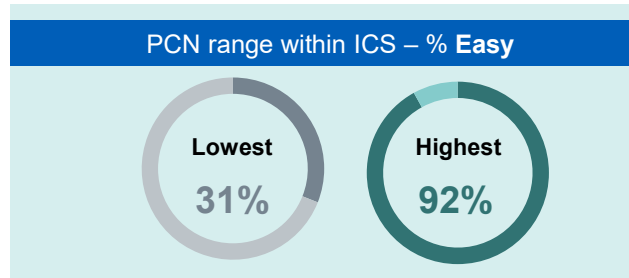
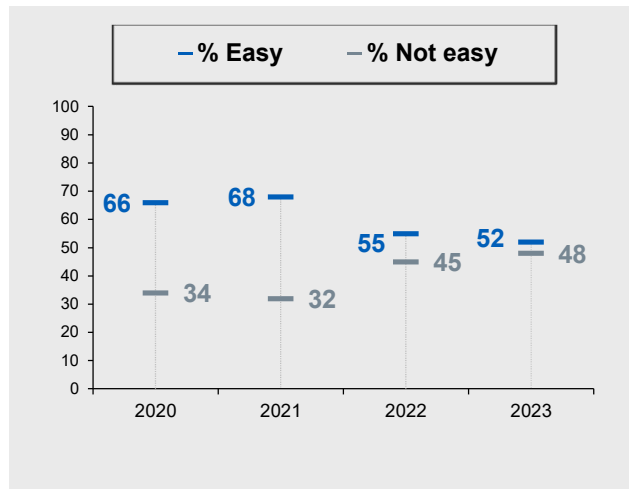
Q1. Generally, how easy is it to get through to someone at your GP practice on the phone?

ICS result



Base: Asked of all patients. Patients who selected 'Haven't tried' have been excluded. National (726,640); ICS 2023 (20,074); ICS 2022 (18,204); ICS 2021 (21,668); ICS 2020 (18,910); PCN bases range from 157 to 1,375

ICS result over time



Comparison of results

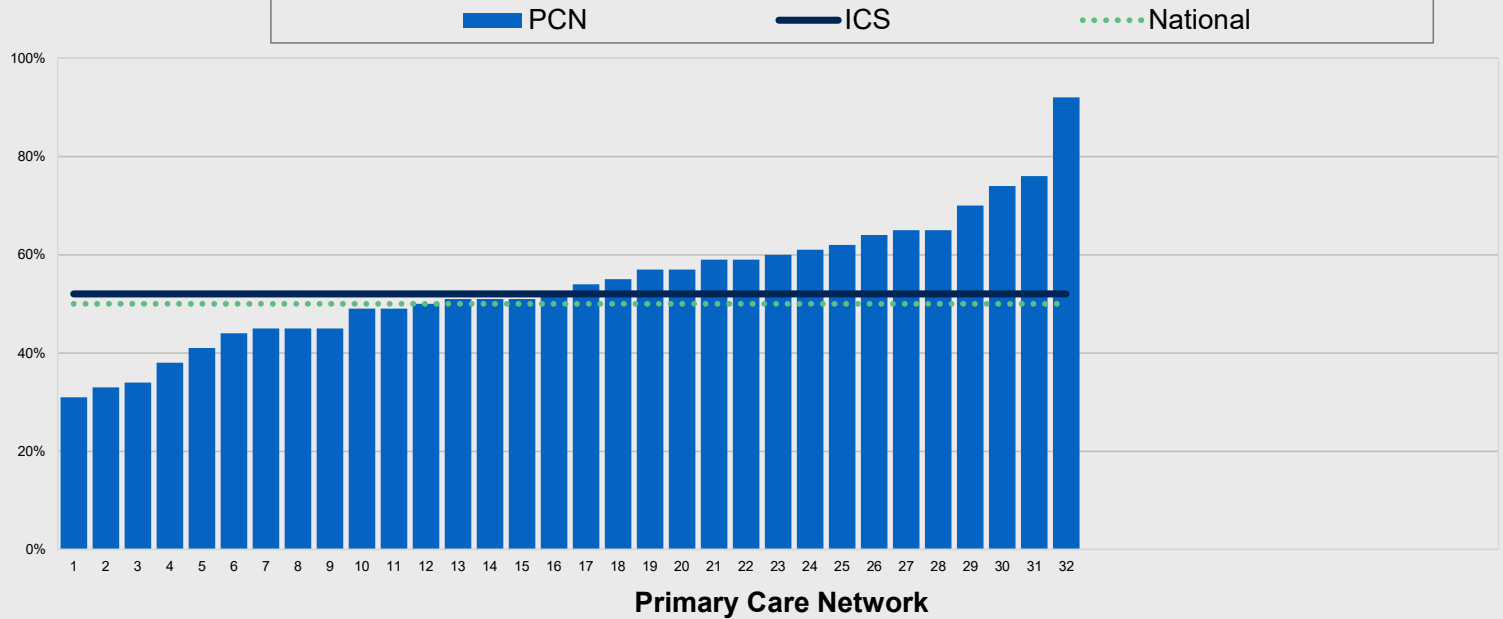
ICS		National	
Easy	Not easy	Easy	Not easy
52%	48%	50%	50%

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?

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 (726,640); ICS (20,074); PCN bases range from 157 to 1,375

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

i %Easy = %Very easy + %Fairly easy

PCN	Name
1	BARNET 1D PCN
2	ENFIELD UNITY PCN
3	KENTISH TOWN SOUTH PCN
4	BARNET 4 PCN
5	ENFIELD CARE NETWORK PCN
6	BARNET 3 PCN
7	BARNET 2 PCN
8	HARINGEY - N15/SOUTH EAST PCN
9	HARINGEY - NORTH EAST PCN
10	EDMONTON PCN
11	HARINGEY - WELBOURNE PCN
12	BARNET 5 PCN
13	HARINGEY - SOUTH WEST PCN
14	ENFIELD SOUTH WEST PCN
15	WESTFIELD COLLABORATIVE PCN
16	BARNET 1W PCN
17	BARNET 6 PCN
18	CENTRAL 1 ISLINGTON PCN
19	HARINGEY - EAST CENTRAL PCN
20	HARINGEY - NORTH CENTRAL PCN
21	NORTH 2 ISLINGTON PCN
22	WEST AND CENTRAL PCN
23	CENTRAL CAMDEN PCN
24	NORTH 1 ISLINGTON PCN
25	CENTRAL 2 ISLINGTON PCN
26	SOUTH ISLINGTON PCN
27	HARINGEY - NORTH WEST PCN
28	KENTISH TOWN CENTRAL PCN
29	WEST CAMDEN PCN
30	CENTRAL HAMPSTEAD PCN
31	NORTH CAMDEN PCN
32	SOUTH CAMDEN PCN

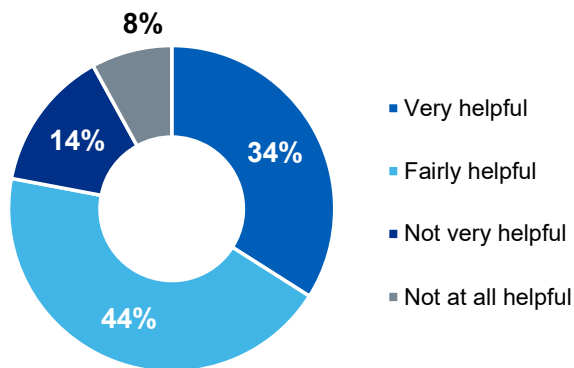


Helpfulness of receptionists at GP practice

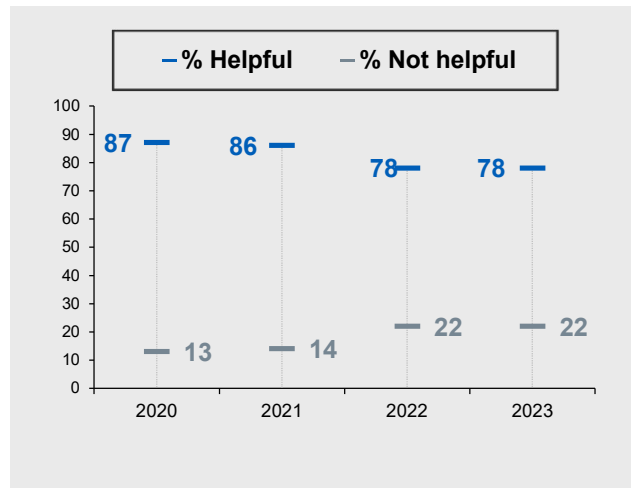
NORTH CENTRAL LONDON ICS

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

ICS result

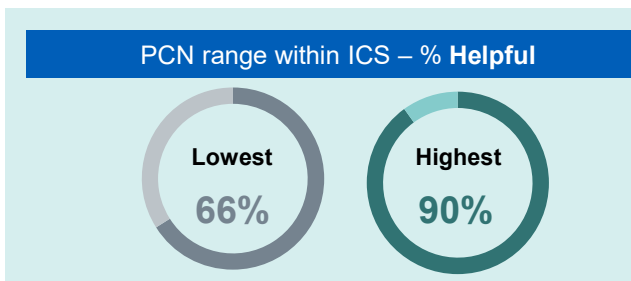


ICS result over time



Comparison of results

ICS		National	
Helpful	Not helpful	Helpful	Not helpful
78%	22%	82%	18%

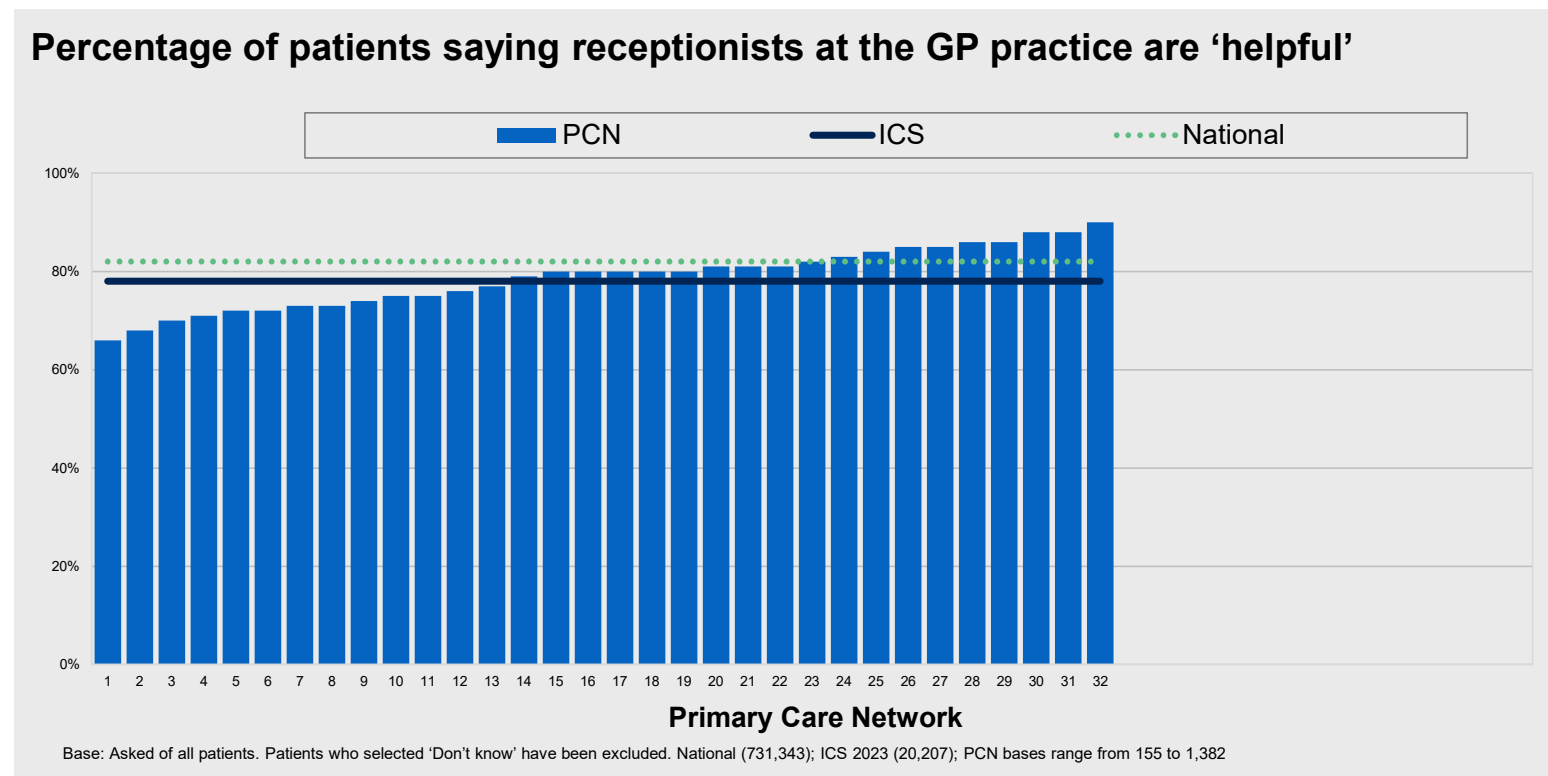


Base: Asked of all patients. Patients who selected 'Don't know' have been excluded. National (731,343); ICS 2023 (20,207); ICS 2022 (18,135); ICS 2021 (21,978); ICS 2020 (19,489); PCN bases range from 155 to 1,382

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	BARNET 1D PCN
2	ENFIELD UNITY PCN
3	HARINGEY - N15/SOUTH EAST PCN
4	WEST AND CENTRAL PCN
5	BARNET 5 PCN
6	ENFIELD CARE NETWORK PCN
7	BARNET 4 PCN
8	BARNET 3 PCN
9	EDMONTON PCN
10	BARNET 2 PCN
11	HARINGEY - WELBOURNE PCN
12	NORTH 2 ISLINGTON PCN
13	HARINGEY - NORTH EAST PCN
14	CENTRAL HAMPSTEAD PCN
15	BARNET 1W PCN
16	HARINGEY - EAST CENTRAL PCN
17	BARNET 6 PCN
18	ENFIELD SOUTH WEST PCN
19	WEST ENFIELD COLLABORATIVE PCN
20	HARINGEY - SOUTH WEST PCN
21	CENTRAL 2 ISLINGTON PCN
22	CENTRAL CAMDEN PCN
23	HARINGEY - NORTH CENTRAL PCN
24	NORTH 1 ISLINGTON PCN
25	CENTRAL 1 ISLINGTON PCN
26	KENTISH TOWN CENTRAL PCN
27	KENTISH TOWN SOUTH PCN
28	HARINGEY - NORTH WEST PCN
29	SOUTH ISLINGTON PCN
30	NORTH CAMDEN PCN
31	WEST CAMDEN PCN
32	SOUTH CAMDEN PCN

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

i %Helpful = %Very helpful + %Fairly helpful



Use of online services

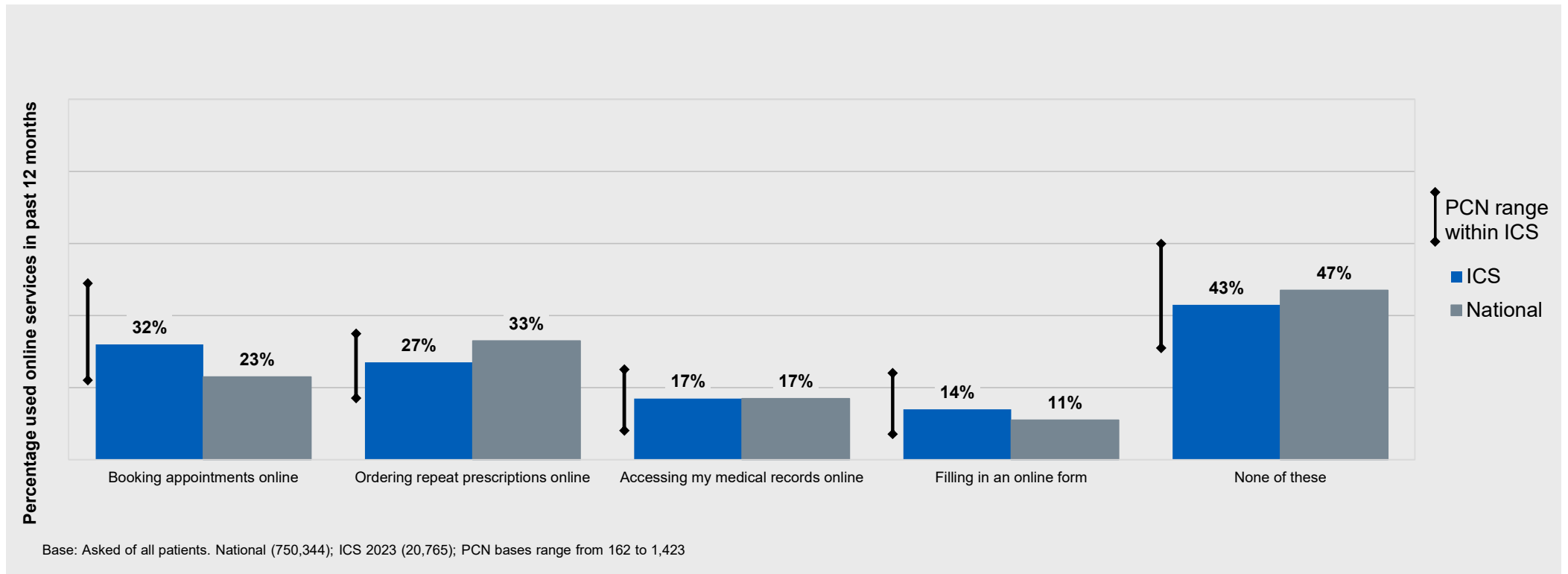


Online service use

NORTH CENTRAL LONDON ICS

GP PATIENT SURVEY

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



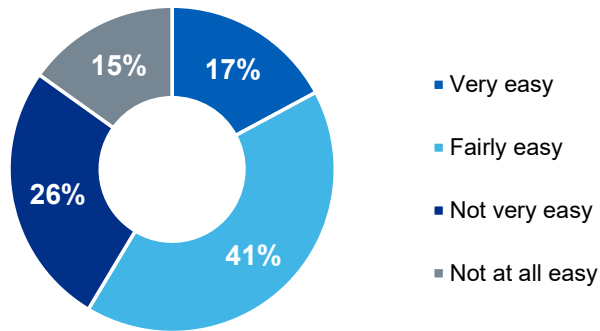
i Comparisons are indicative only; differences may not be statistically significant

Ease of use of practice website

NORTH CENTRAL LONDON ICS

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

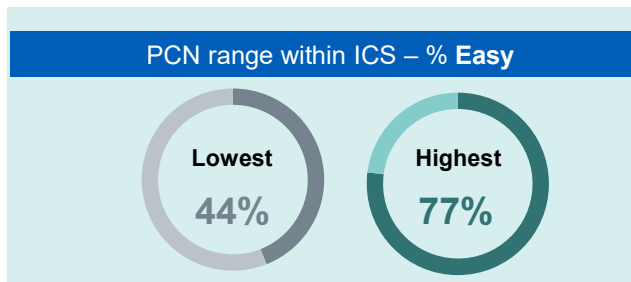
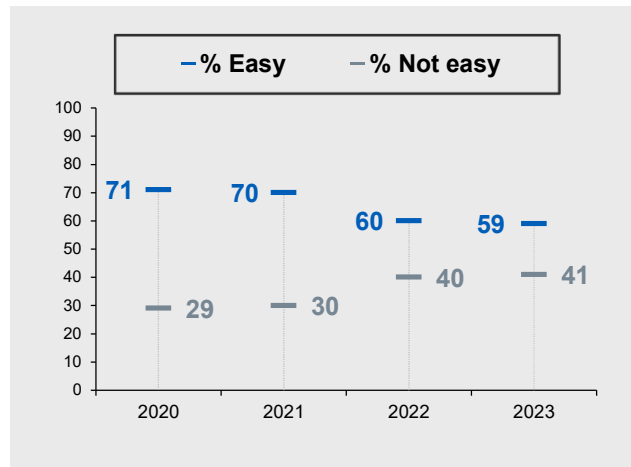
ICS result



¹Excluding those who said 'Haven't tried' (31%)

Base: Asked of all patients. Patients who selected 'Haven't tried' have been excluded. National (405,797); ICS 2023 (12,676); ICS 2022 (11,516); ICS 2021 (12,014); ICS 2020 (7,951); PCN bases range from 108 to 943

ICS result over time



Comparison of results

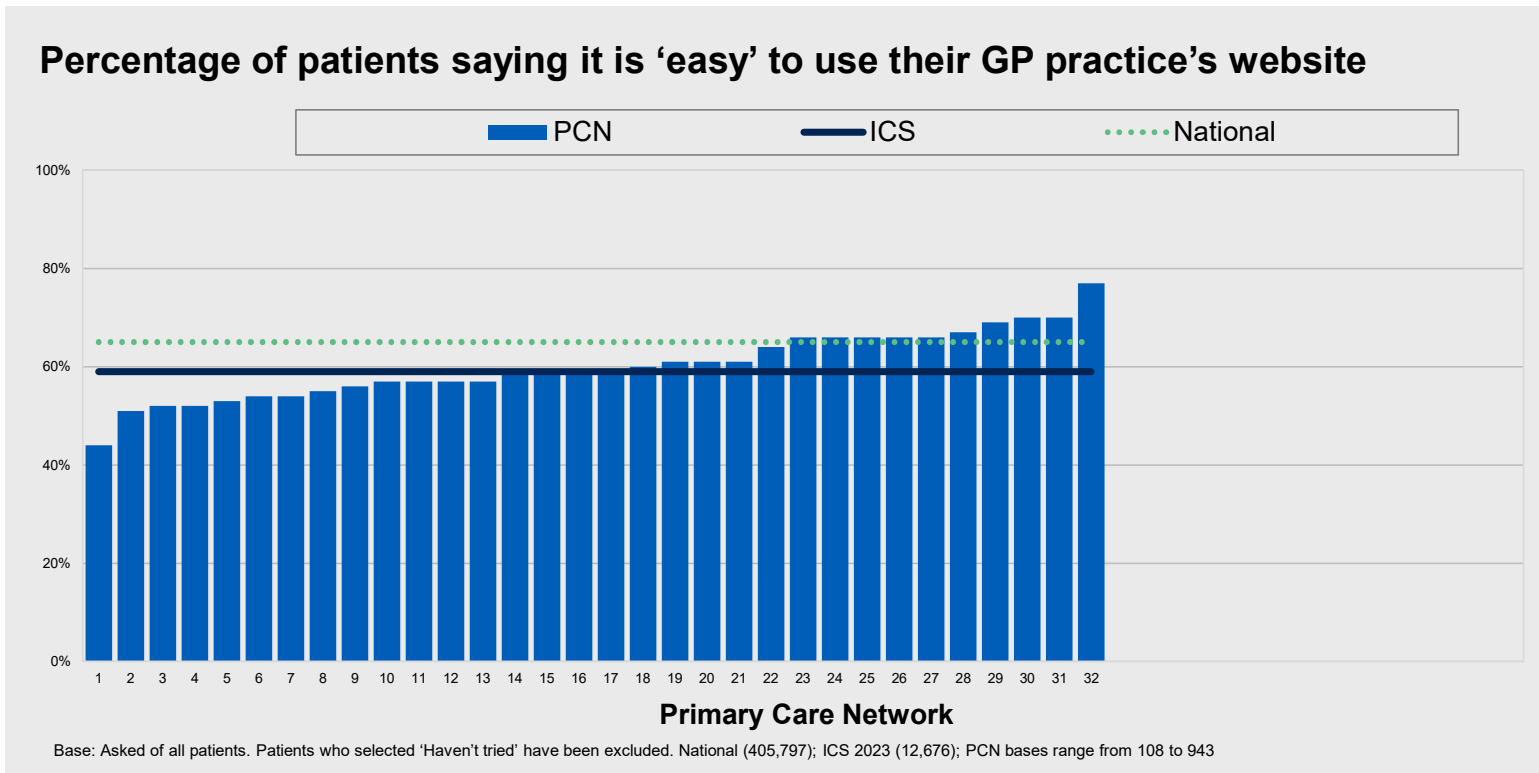
ICS		National	
Easy	Not easy	Easy	Not easy
59%	41%	65%	35%

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	ENFIELD UNITY PCN
2	BARNET 3 PCN
3	EDMONTON PCN
4	CENTRAL 2 ISLINGTON PCN
5	BARNET 1D PCN
6	ENFIELD SOUTH WEST PCN
7	SOUTH ISLINGTON PCN
8	KENTISH TOWN SOUTH PCN
9	HARINGEY - NORTH EAST PCN
10	NORTH 1 ISLINGTON PCN
11	CENTRAL 1 ISLINGTON PCN
12	WEST ENFIELD COLLABORATIVE PCN
13	ENFIELD CARE NETWORK PCN
14	BARNET 6 PCN
15	BARNET 2 PCN
16	HARINGEY - N15/SOUTH EAST PCN
17	CENTRAL CAMDEN PCN
18	HARINGEY - WELBOURNE PCN
19	HARINGEY - NORTH WEST PCN
20	BARNET 4 PCN
21	HARINGEY - NORTH CENTRAL PCN
22	SOUTH CAMDEN PCN
23	NORTH 2 ISLINGTON PCN
24	BARNET 1W PCN
25	HARINGEY - EAST CENTRAL PCN
26	WEST AND CENTRAL PCN
27	BARNET 5 PCN
28	WEST CAMDEN PCN
29	KENTISH TOWN CENTRAL PCN
30	HARINGEY - SOUTH WEST PCN
31	CENTRAL HAMPSTEAD PCN
32	NORTH CAMDEN PCN

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

i %Easy = %Very easy + %Fairly easy



Making an appointment

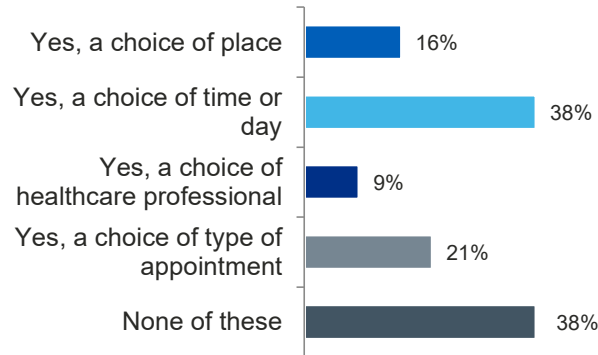


Choice of appointment

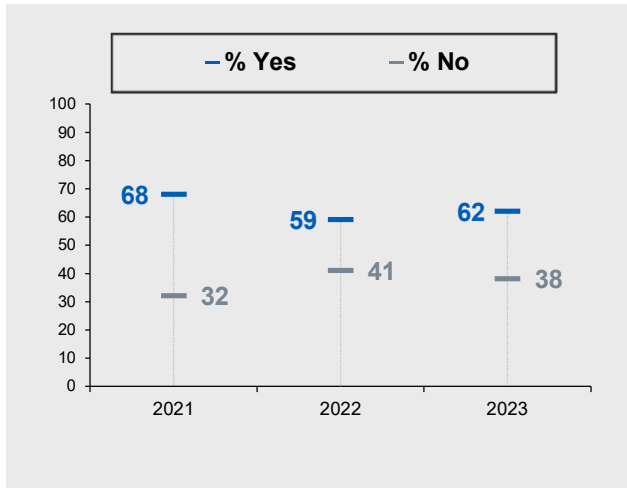
NORTH CENTRAL LONDON ICS

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



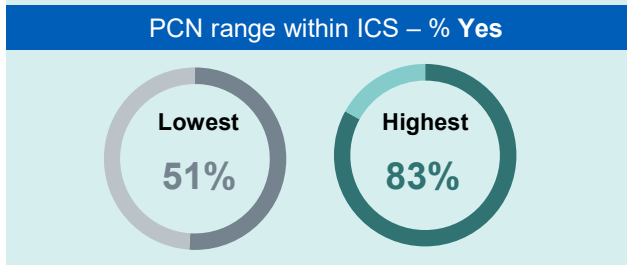
ICS result over time



Comparison of results

ICS		National	
Yes	No	Yes	No
62%	38%	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



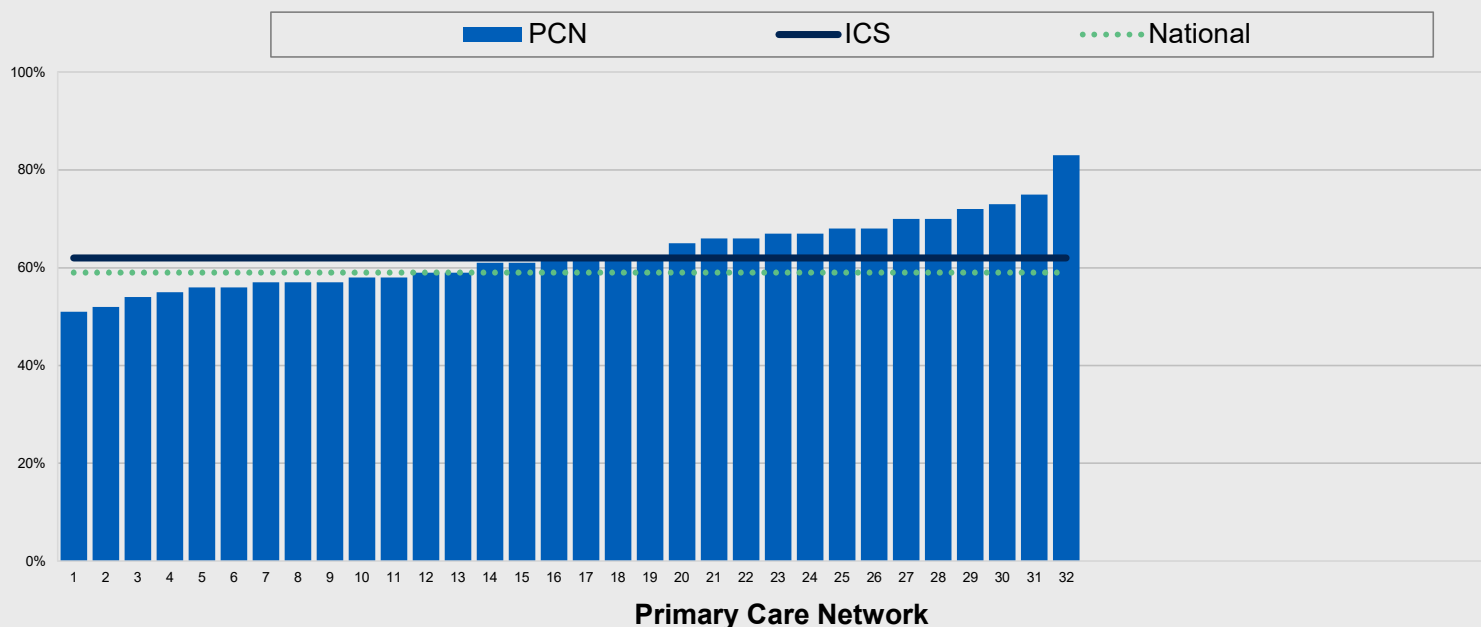
Base: Asked of patients who have tried to make an appointment since being registered with current GP practice. Patients who selected 'I did not need a choice' or 'Can't remember' have been excluded. National (565,787); ICS 2023 (15,854); ICS 2022 (14,280); ICS 2021 (15,879); PCN bases range from 122 to 1,089



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



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 (15,854); PCN bases range from 122 to 1,089

- 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

PCN	Name
1	WEST AND CENTRAL PCN
2	BARNET 3 PCN
3	BARNET 2 PCN
4	ENFIELD UNITY PCN
5	HARINGEY - WELBOURNE PCN
6	BARNET 1D PCN
7	HARINGEY - N15/SOUTH EAST PCN
8	EDMONTON PCN
9	WEST ENFIELD COLLABORATIVE PCN
10	BARNET 5 PCN
11	CENTRAL 1 ISLINGTON PCN
12	BARNET 4 PCN
13	ENFIELD CARE NETWORK PCN
14	CENTRAL 2 ISLINGTON PCN
15	KENTISH TOWN SOUTH PCN
16	HARINGEY - NORTH WEST PCN
17	HARINGEY - SOUTH WEST PCN
18	BARNET 6 PCN
19	HARINGEY - NORTH EAST PCN
20	BARNET 1W PCN
21	NORTH 2 ISLINGTON PCN
22	HARINGEY - NORTH CENTRAL PCN
23	HARINGEY - EAST CENTRAL PCN
24	ENFIELD SOUTH WEST PCN
25	NORTH 1 ISLINGTON PCN
26	CENTRAL CAMDEN PCN
27	KENTISH TOWN CENTRAL PCN
28	SOUTH ISLINGTON PCN
29	CENTRAL HAMPSTEAD PCN
30	NORTH CAMDEN PCN
31	WEST CAMDEN PCN
32	SOUTH CAMDEN PCN

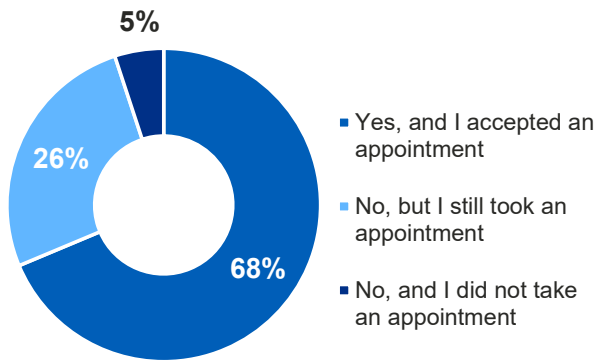


Satisfaction with appointment offered

NORTH CENTRAL LONDON ICS

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

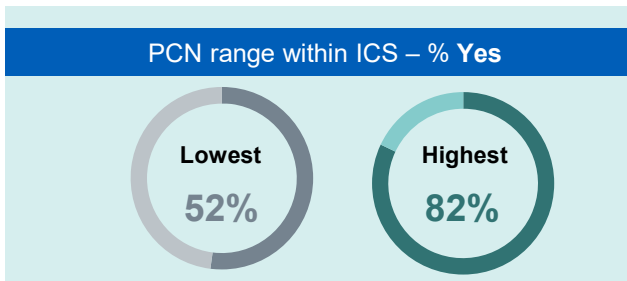
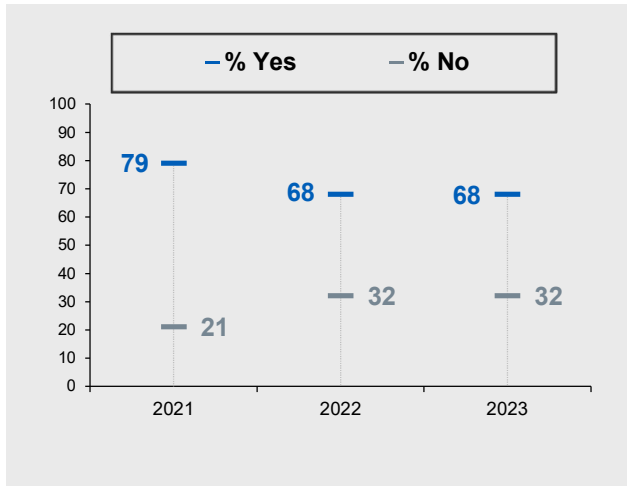
ICS result



¹Excluding those who said 'I was not offered an appointment' (11%)

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 (17,518); ICS 2022 (15,906); ICS 2021 (19,144); PCN bases range from 138 to 1,160

ICS result over time



Comparison of results

ICS

Yes, took apt	No, took apt	No, didn't take apt
68%	26%	5%

National

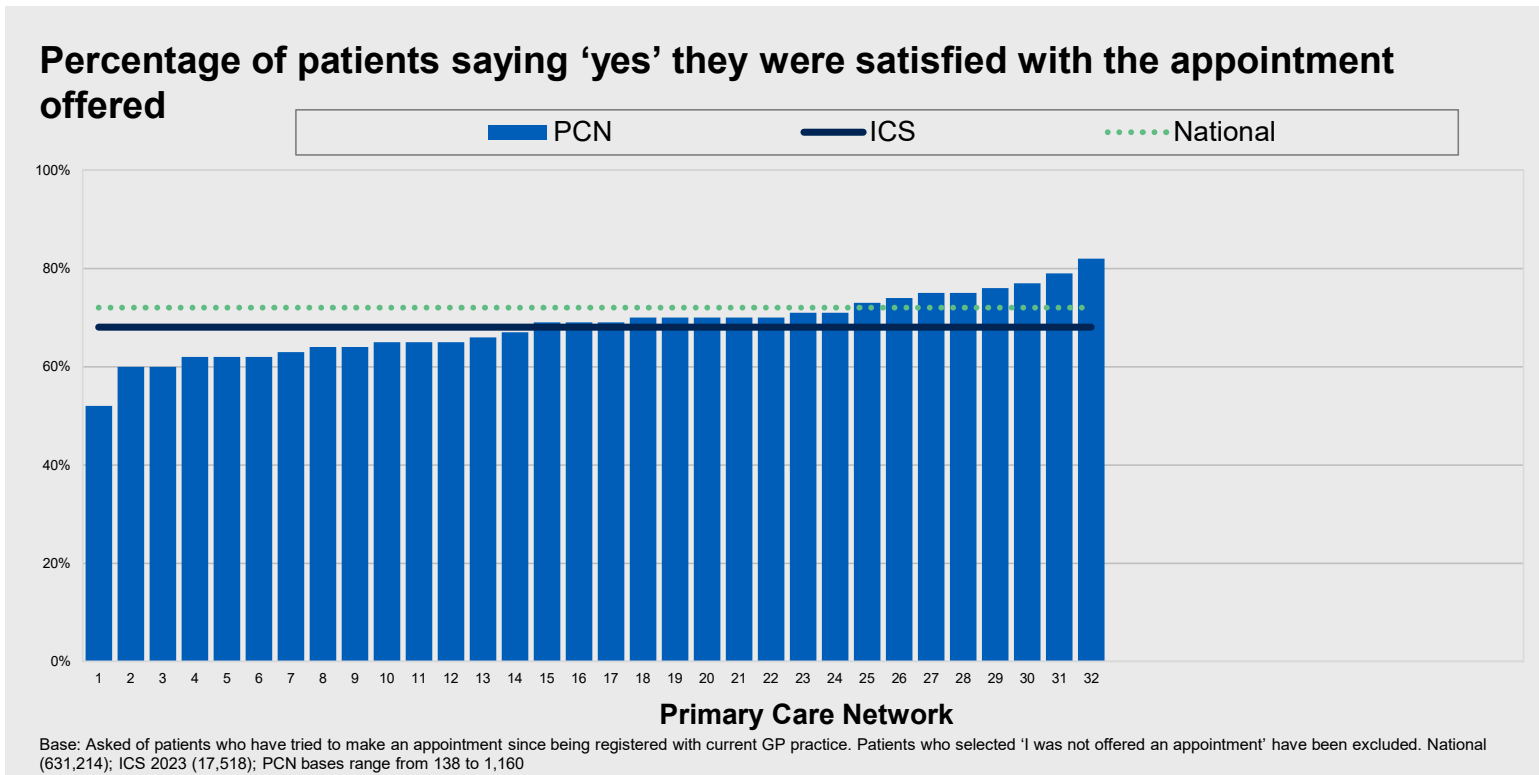
Yes, took apt	No, took apt	No, didn't take apt
72%	24%	4%

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?



PCN	Name
1	WEST AND CENTRAL PCN
2	ENFIELD UNITY PCN
3	ENFIELD CARE NETWORK PCN
4	HARINGEY - SOUTH WEST PCN
5	EDMONTON PCN
6	BARNET 3 PCN
7	WEST ENFIELD COLLABORATIVE PCN
8	BARNET 1D PCN
9	HARINGEY - NORTH EAST PCN
10	NORTH 2 ISLINGTON PCN
11	BARNET 6 PCN
12	BARNET 2 PCN
13	KENTISH TOWN SOUTH PCN
14	HARINGEY - WELBOURNE PCN
15	HARINGEY - N15/SOUTH EAST PCN
16	KENTISH TOWN CENTRAL PCN
17	CENTRAL 2 ISLINGTON PCN
18	HARINGEY - EAST CENTRAL PCN
19	ENFIELD SOUTH WEST PCN
20	BARNET 5 PCN
21	CENTRAL HAMPSTEAD PCN
22	WEST CAMDEN PCN
23	NORTH 1 ISLINGTON PCN
24	CENTRAL CAMDEN PCN
25	BARNET 4 PCN
26	HARINGEY - NORTH CENTRAL PCN
27	CENTRAL 1 ISLINGTON PCN
28	SOUTH ISLINGTON PCN
29	BARNET 1W PCN
30	HARINGEY - NORTH WEST PCN
31	NORTH CAMDEN PCN
32	SOUTH CAMDEN PCN

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

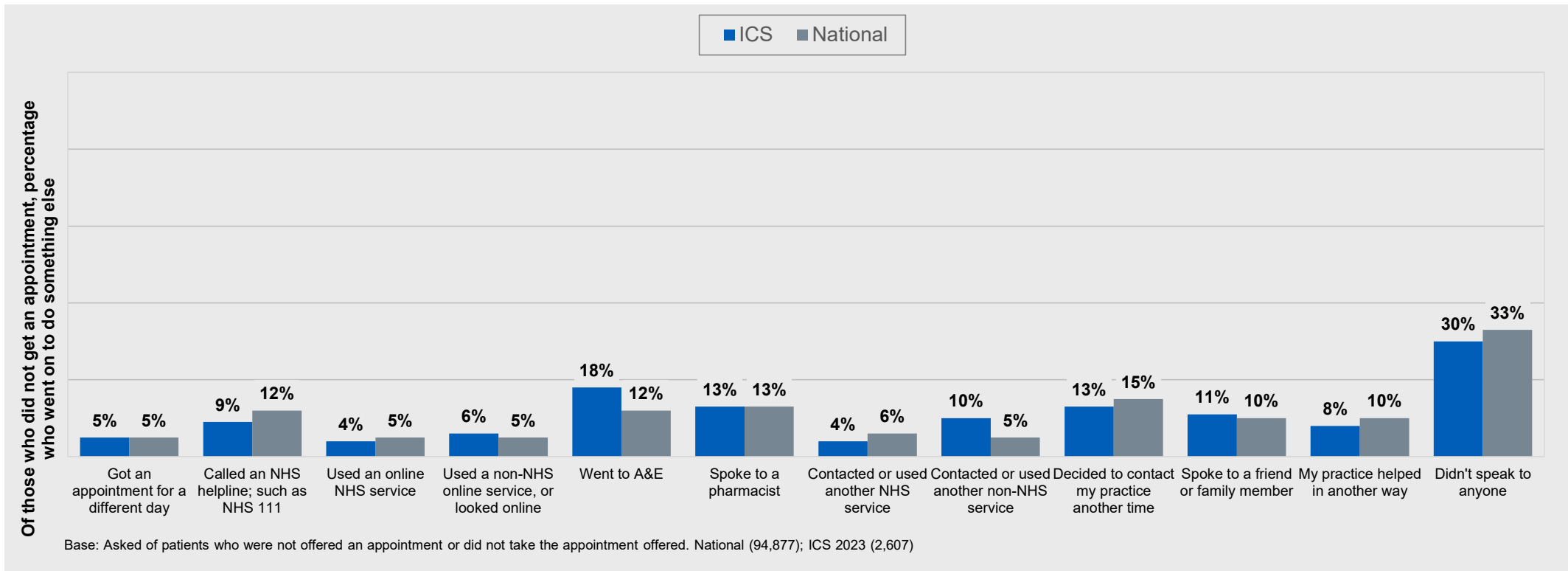
i %Yes = %Yes, and I accepted an appointment



What patients do when they did not get an appointment

NORTH CENTRAL LONDON ICS

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



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

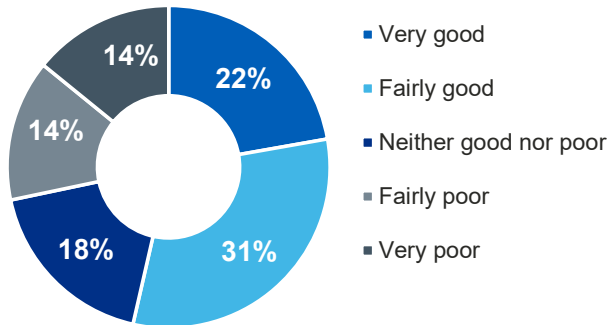


Overall experience of making an appointment

NORTH CENTRAL LONDON ICS

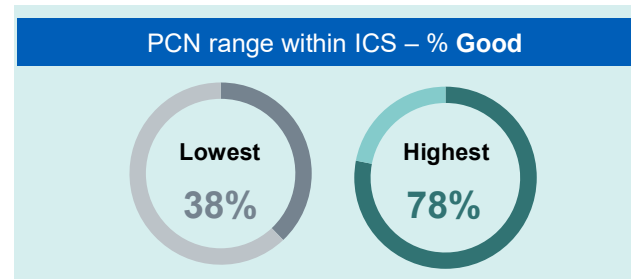
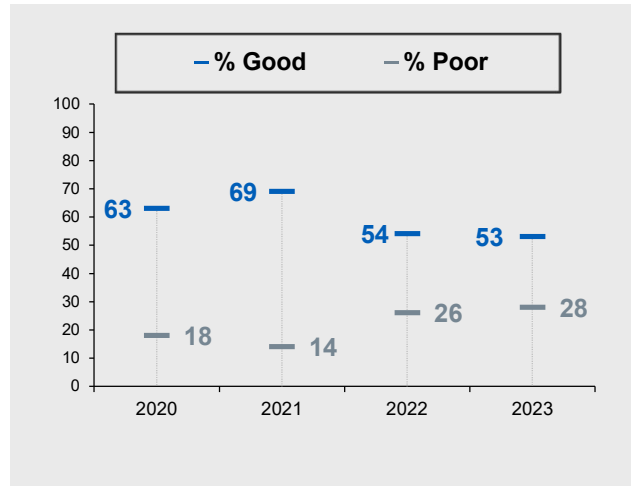
Q21. Overall, how would you describe your experience of making an appointment?

ICS result



Base: Asked of patients who have tried to make an appointment since being registered with current GP practice. National (710,610); ICS 2023 (19,594); ICS 2022 (17,645); ICS 2021 (20,584); ICS 2020 (18,184); PCN bases range from 148 to 1,357

ICS result over time



Comparison of results

ICS		National	
Good	Poor	Good	Poor
53%	28%	54%	28%

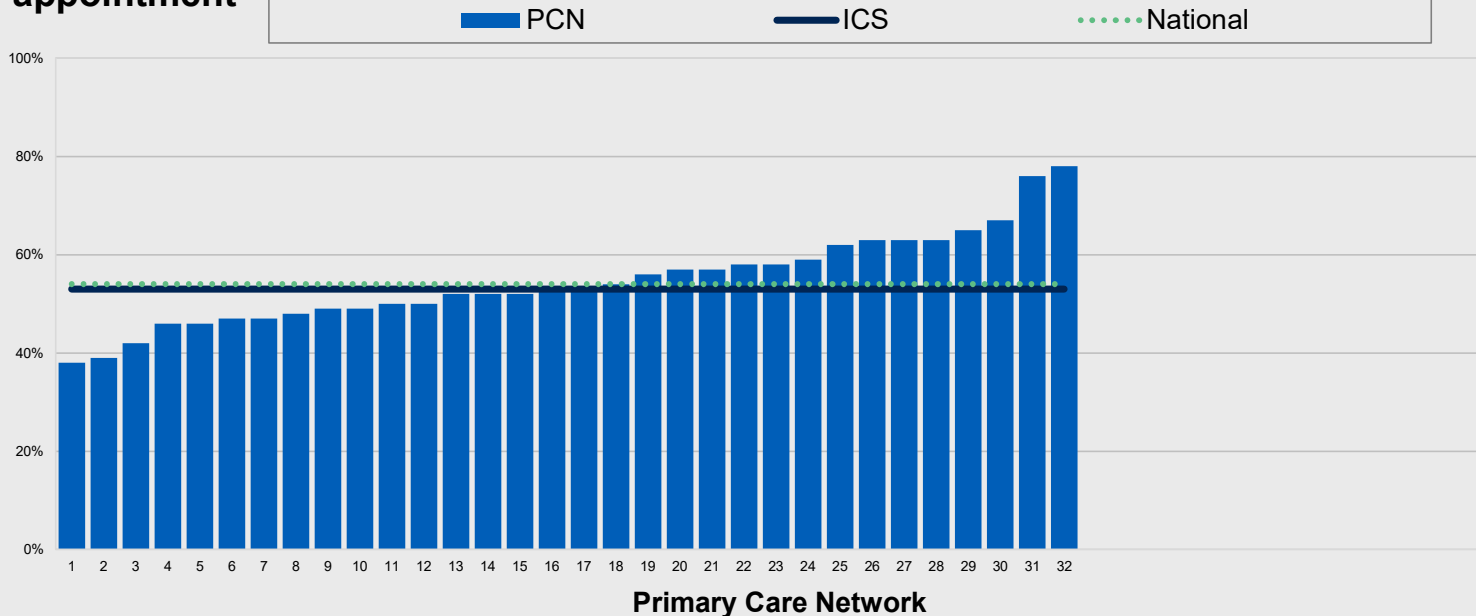
i %Good = %Very good + %Fairly good
 %Poor = %Very poor + %Fairly poor



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 (19,594); PCN bases range from 148 to 1,357

PCN	Name
1	ENFIELD UNITY PCN
2	BARNET 1D PCN
3	ENFIELD CARE NETWORK PCN
4	BARNET 4 PCN
5	BARNET 3 PCN
6	BARNET 2 PCN
7	HARINGEY - N15/SOUTH EAST PCN
8	EDMONTON PCN
9	WEST AND CENTRAL PCN
10	WEST ENFIELD COLLABORATIVE PCN
11	KENTISH TOWN SOUTH PCN
12	HARINGEY - WELBOURNE PCN
13	HARINGEY - SOUTH WEST PCN
14	BARNET 5 PCN
15	HARINGEY - NORTH EAST PCN
16	NORTH 2 ISLINGTON PCN
17	BARNET 6 PCN
18	ENFIELD SOUTH WEST PCN
19	CENTRAL 2 ISLINGTON PCN
20	HARINGEY - EAST CENTRAL PCN
21	CENTRAL 1 ISLINGTON PCN
22	BARNET 1W PCN
23	NORTH 1 ISLINGTON PCN
24	HARINGEY - NORTH CENTRAL PCN
25	KENTISH TOWN CENTRAL PCN
26	HARINGEY - NORTH WEST PCN
27	CENTRAL CAMDEN PCN
28	SOUTH ISLINGTON PCN
29	WEST CAMDEN PCN
30	CENTRAL HAMPSTEAD PCN
31	NORTH CAMDEN PCN
32	SOUTH CAMDEN PCN

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

i %Good = %Very good + %Fairly good

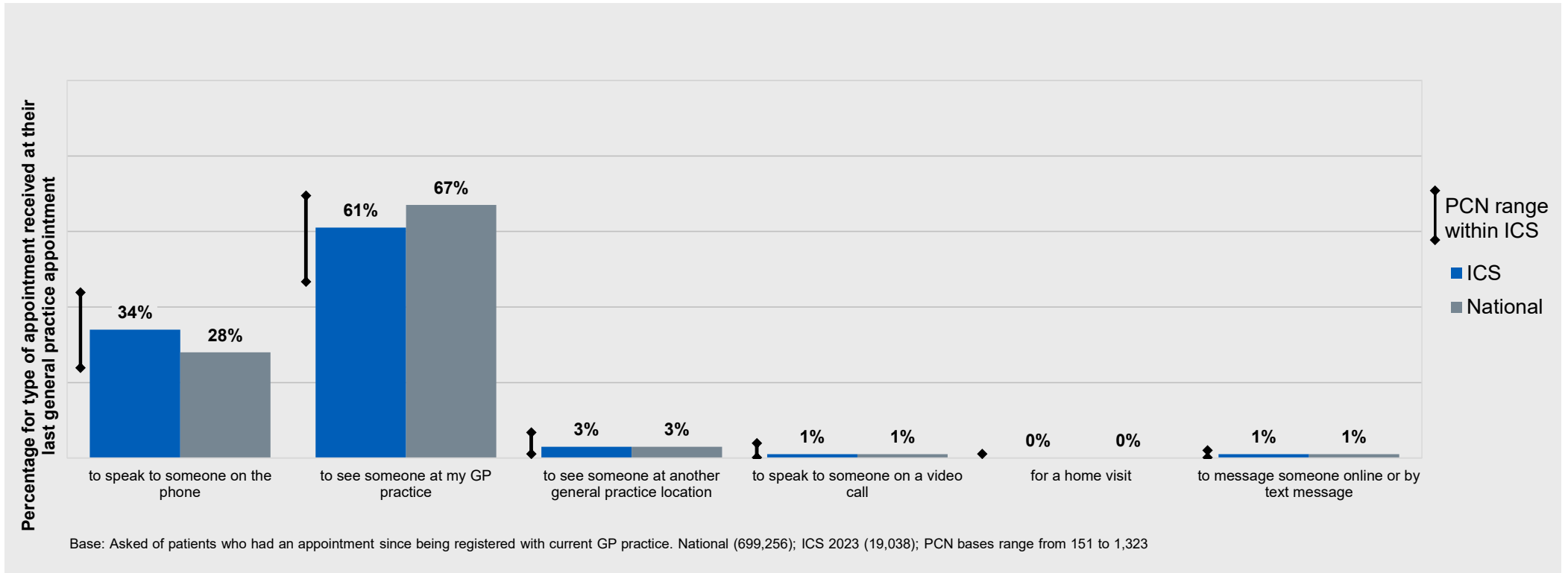


Type of appointment

NORTH CENTRAL LONDON 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

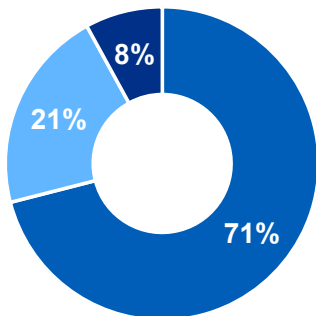


Given a time for appointment

NORTH CENTRAL LONDON ICS

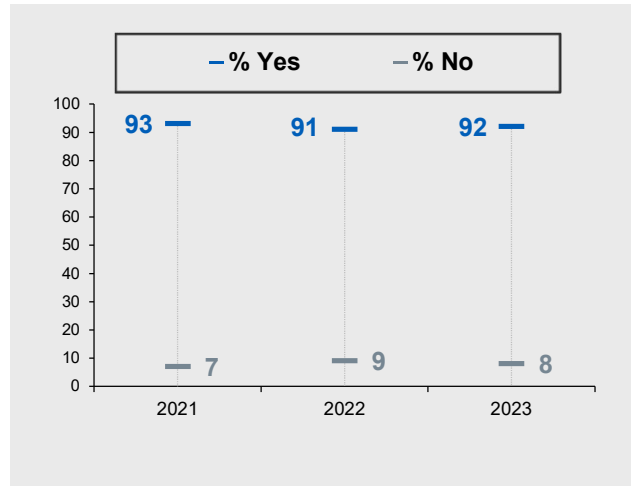
Q24. Were you given a time for the appointment?

ICS result

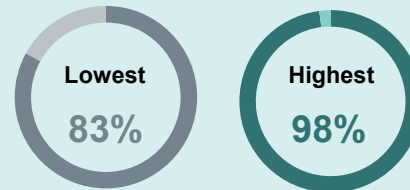


- Yes, I was given a set time
- I was told I would be contacted between two times or during a set period such as a morning or afternoon
- No, I was not given a time

ICS result over time



PCN range within ICS – % Yes



Comparison of results

ICS		National	
Yes	No	Yes	No
92%	8%	91%	9%

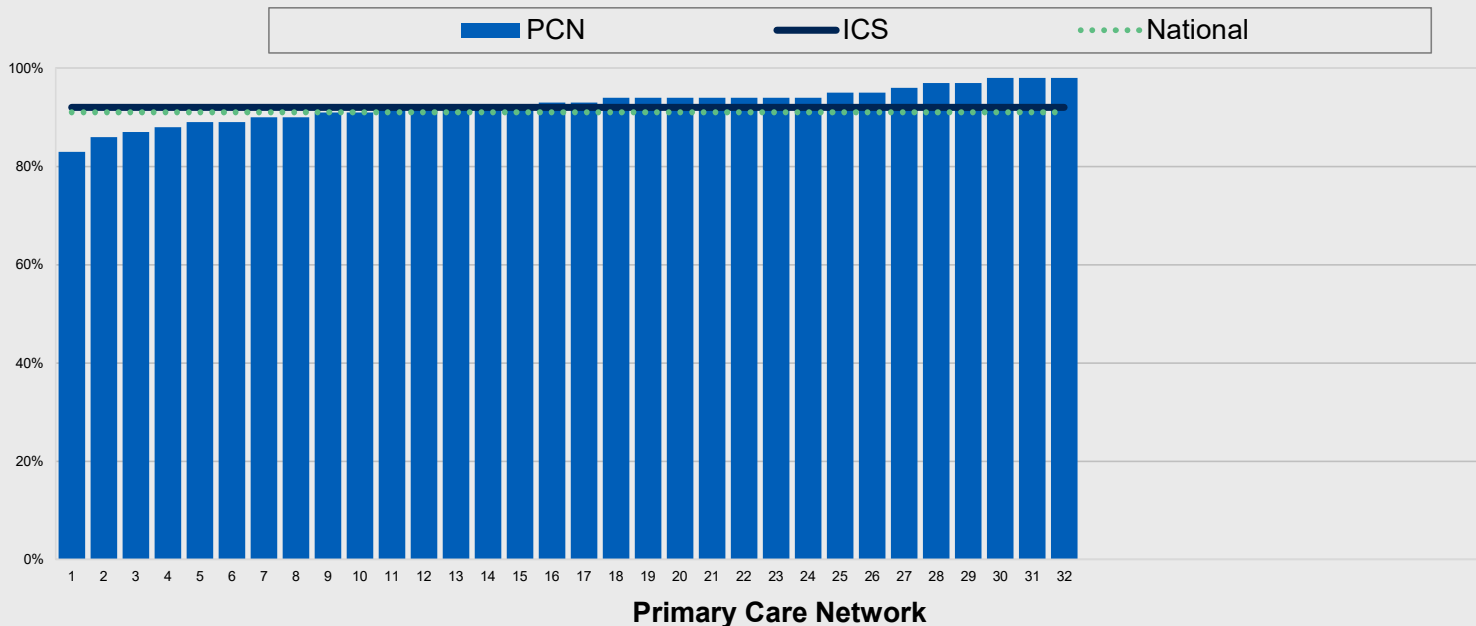
i %Yes = %Yes, I was given a set time + %I was told I would be contacted between two times or during a set period such as a morning or afternoon

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 (18,276); ICS 2022 (16,518); ICS 2021 (19,538); PCN bases range from 147 to 1,270

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	ENFIELD UNITY PCN
2	HARINGEY - WELBOURNE PCN
3	BARNET 1D PCN
4	HARINGEY - N15/SOUTH EAST PCN
5	NORTH 2 ISLINGTON PCN
6	BARNET 4 PCN
7	WEST AND CENTRAL PCN
8	HARINGEY - NORTH EAST PCN
9	ENFIELD SOUTH WEST PCN
10	ENFIELD CARE NETWORK PCN
11	BARNET 2 PCN
12	BARNET 5 PCN
13	EDMONTON PCN
14	BARNET 3 PCN
15	CENTRAL 1 ISLINGTON PCN
16	BARNET 6 PCN
17	CENTRAL 2 ISLINGTON PCN
18	HARINGEY - EAST CENTRAL PCN
19	HARINGEY - SOUTH WEST PCN
20	NORTH 1 ISLINGTON PCN
21	HARINGEY - NORTH CENTRAL PCN
22	KENTISH TOWN SOUTH PCN
23	WEST CAMDEN PCN
24	CENTRAL CAMDEN PCN
25	BARNET 1W PCN
26	CENTRAL HAMPSTEAD PCN
27	SOUTH ISLINGTON PCN
28	SOUTH CAMDEN PCN
29	NORTH CAMDEN PCN
30	HARINGEY - NORTH WEST PCN
31	KENTISH TOWN CENTRAL PCN
32	WEST ENFIELD COLLABORATIVE 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 (18,276); PCN bases range from 147 to 1,270



Comparisons are indicative only; differences may not be statistically significant



%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

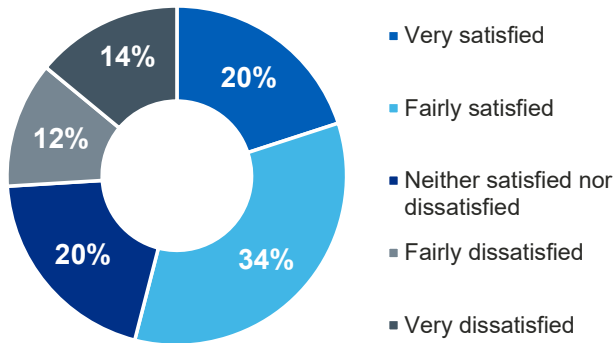


Satisfaction with appointment times

NORTH CENTRAL LONDON ICS

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

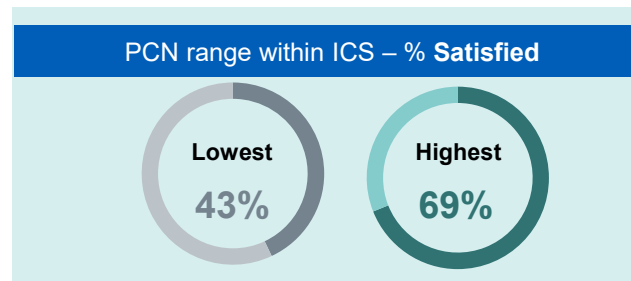
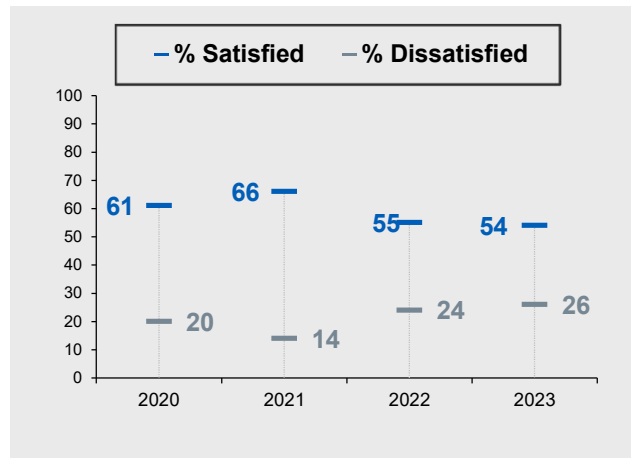
ICS result



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 (18,230); ICS 2022 (16,334); ICS 2021 (20,144); ICS 2020 (18,234); PCN bases range from 141 to 1,221

ICS result over time



Comparison of results

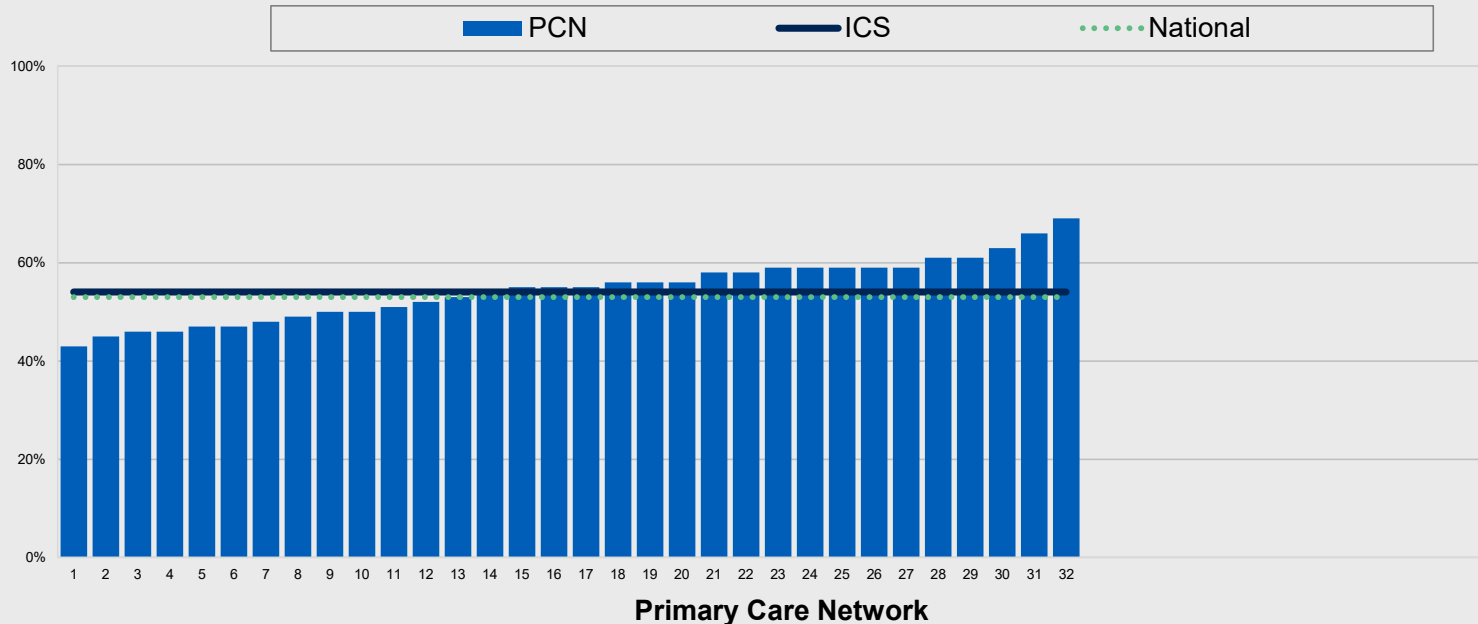
ICS		National	
Satisfied	Dissatisfied	Satisfied	Dissatisfied
54%	26%	53%	26%

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 (18,230); PCN bases range from 141 to 1,221

PCN	Name
1	BARNET 1D PCN
2	BARNET 2 PCN
3	ENFIELD UNITY PCN
4	KENTISH TOWN SOUTH PCN
5	BARNET 3 PCN
6	ENFIELD CARE NETWORK PCN
7	BARNET 4 PCN
8	WEST AND CENTRAL PCN
9	HARINGEY - SOUTH WEST PCN
10	WEST ENFIELD COLLABORATIVE PCN
11	HARINGEY - N15/SOUTH EAST PCN
12	HARINGEY - WELBOURNE PCN
13	BARNET 6 PCN
14	HARINGEY - EAST CENTRAL PCN
15	NORTH 2 ISLINGTON PCN
16	BARNET 5 PCN
17	CENTRAL 2 ISLINGTON PCN
18	EDMONTON PCN
19	CENTRAL 1 ISLINGTON PCN
20	SOUTH ISLINGTON PCN
21	NORTH 1 ISLINGTON PCN
22	HARINGEY - NORTH EAST PCN
23	ENFIELD SOUTH WEST PCN
24	KENTISH TOWN CENTRAL PCN
25	HARINGEY - NORTH CENTRAL PCN
26	WEST CAMDEN PCN
27	CENTRAL CAMDEN PCN
28	BARNET 1W PCN
29	HARINGEY - NORTH WEST PCN
30	CENTRAL HAMPSTEAD PCN
31	NORTH CAMDEN PCN
32	SOUTH CAMDEN 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

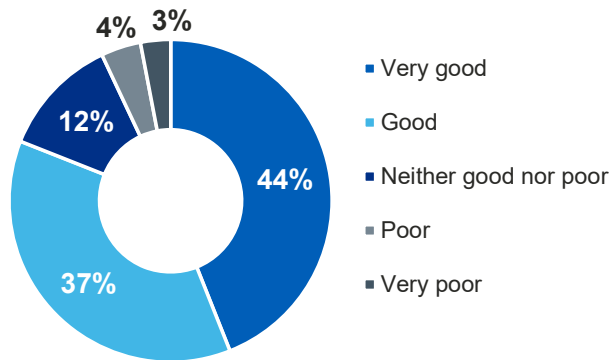


Given enough time by healthcare professional at last appointment

NORTH CENTRAL LONDON ICS

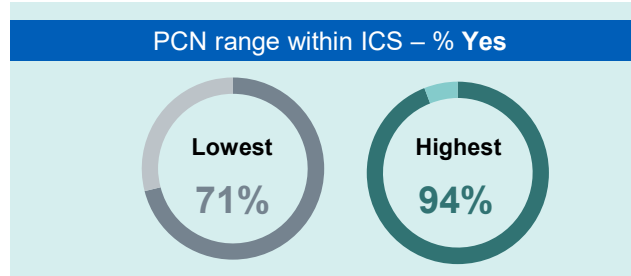
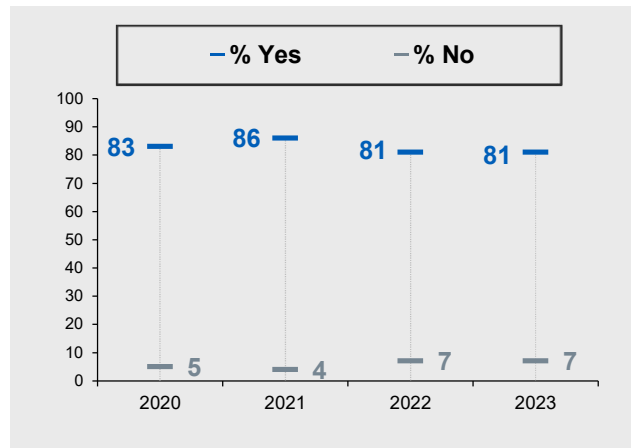
Q27a. Last time you had a general practice appointment, how good was the healthcare professional at giving you enough time?

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 (19,050); ICS 2022 (17,240); ICS 2021 (20,559); ICS 2020 (18,284); PCN bases range from 151 to 1,325

ICS result over time



Comparison of results

ICS		National	
Good	Poor	Good	Poor
81%	7%	84%	5%

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

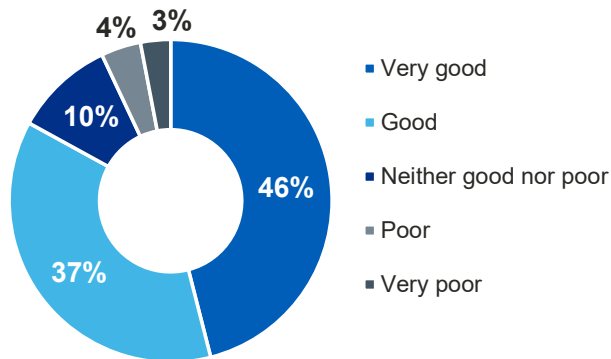


Listened to by healthcare professional at last appointment

NORTH CENTRAL LONDON ICS

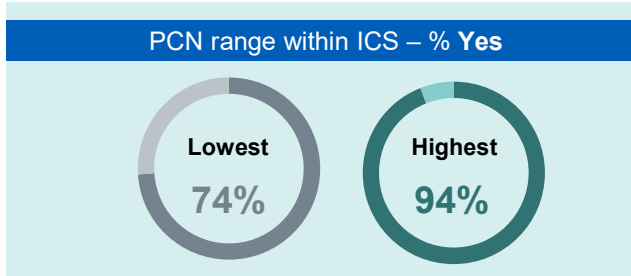
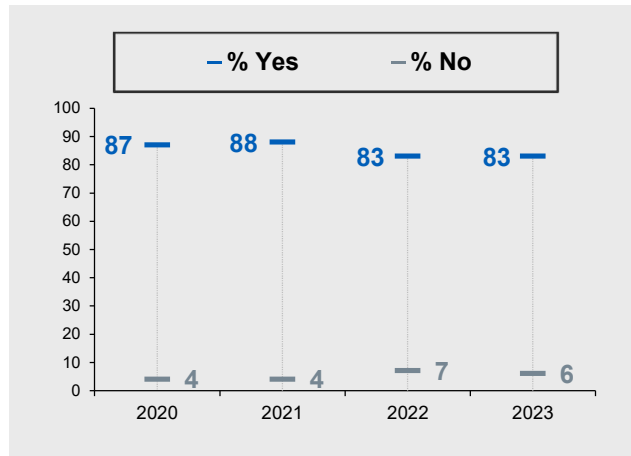
Q27b. Last time you had a general practice appointment, how good was the healthcare professional at listening to you?

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 (18,837); ICS 2022 (16,956); ICS 2021 (20,026); ICS 2020 (18,282); PCN bases range from 145 to 1,317

ICS result over time



Comparison of results

ICS		National	
Good	Poor	Good	Poor
83%	6%	85%	5%



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

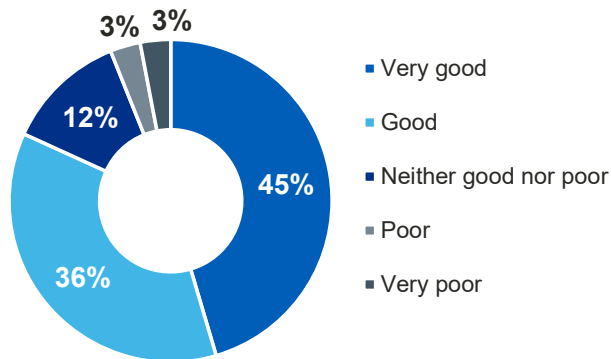
Treated with care and concern by healthcare professional at last appointment

GP PATIENT SURVEY

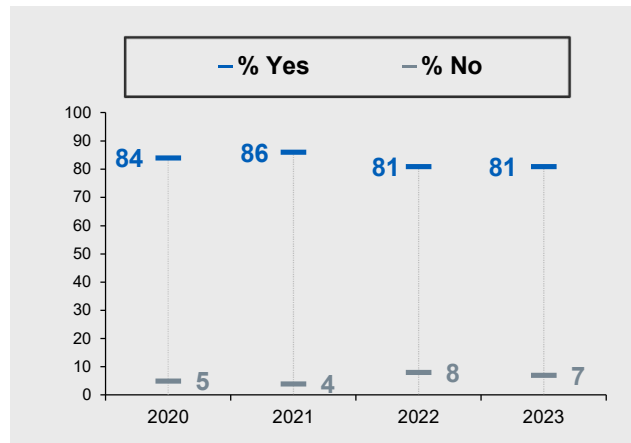
NORTH CENTRAL LONDON ICS

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

ICS result



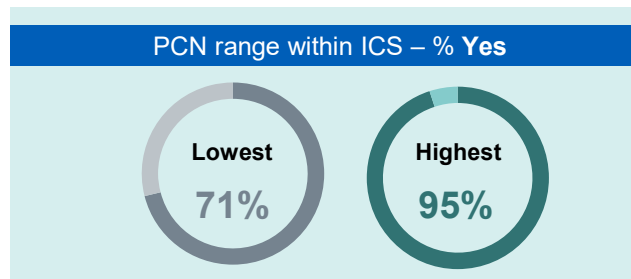
ICS result over time



Comparison of results

ICS		National	
Good	Poor	Good	Poor
81%	7%	84%	6%

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 (18,430); ICS 2022 (16,650); ICS 2021 (20,217); ICS 2020 (18,222); PCN bases range from 143 to 1,284



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



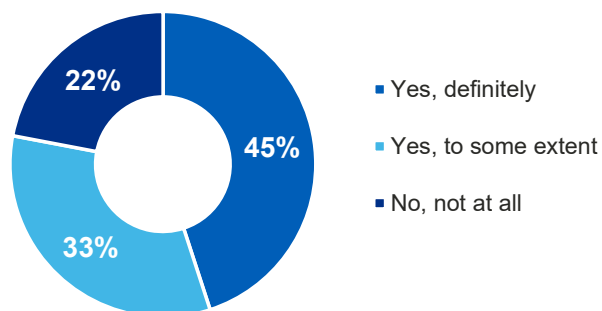
Mental health needs recognised or understood by healthcare professional at last appointment

NORTH CENTRAL LONDON ICS

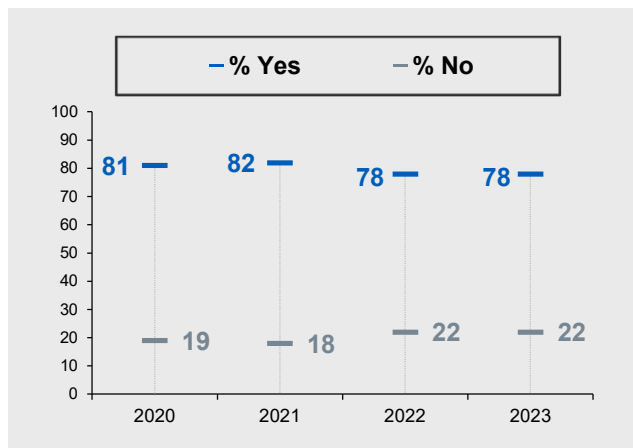
GP PATIENT SURVEY

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



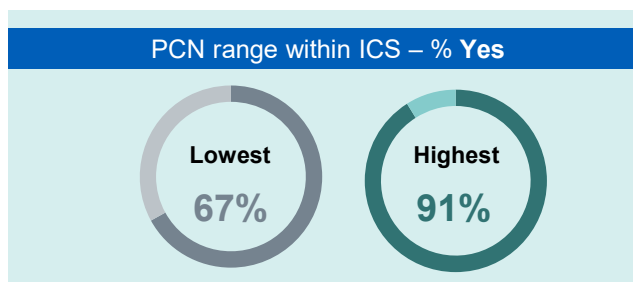
ICS result over time



Comparison of results

ICS		National	
Yes	No	Yes	No
78%	22%	81%	19%

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 (9,232); ICS 2022 (8,317); ICS 2021 (9,666); ICS 2020 (7,972); PCN bases range from 83 to 576



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



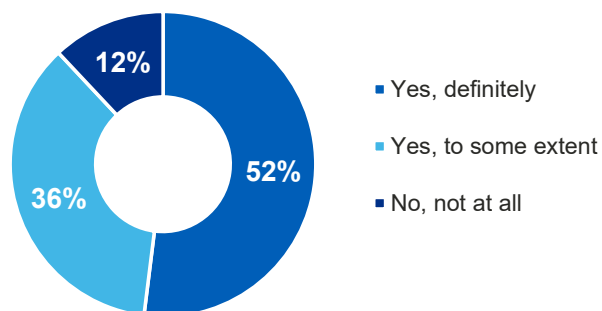
Involved in decisions about care and treatment at last appointment

NORTH CENTRAL LONDON ICS

GP PATIENT SURVEY

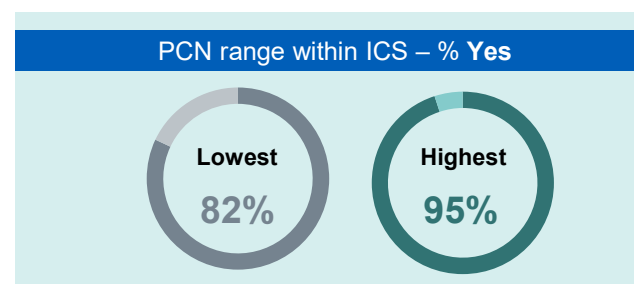
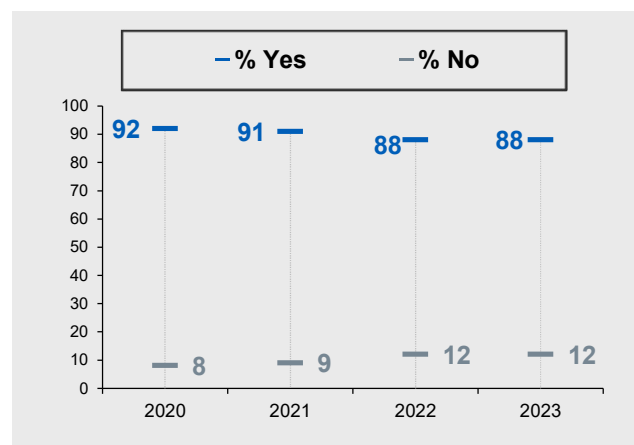
Q29. During your last general practice appointment, were you involved as much as you wanted to be in decisions about your care and treatment?

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 (16,949); ICS 2022 (15,338); ICS 2021 (18,089); ICS 2020 (16,286); PCN bases range from 139 to 1,189

ICS result over time



Comparison of results

ICS		National	
Yes	No	Yes	No
88%	12%	90%	10%

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



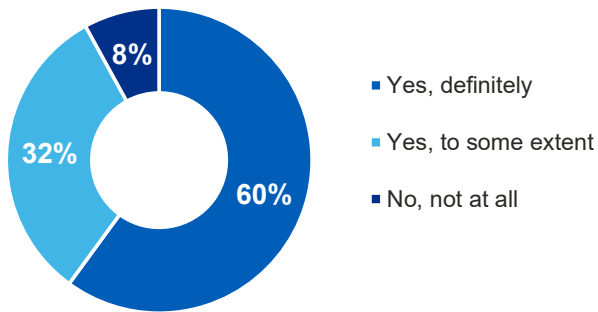
Confidence and trust in healthcare professional at last appointment

NORTH CENTRAL LONDON ICS

GP PATIENT SURVEY

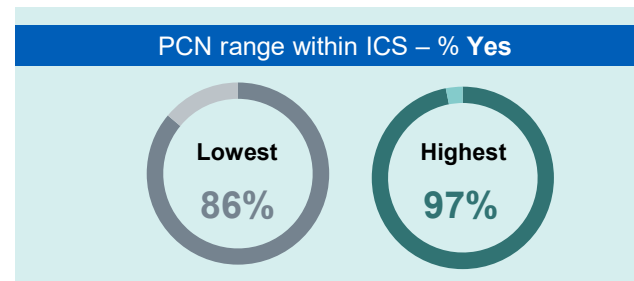
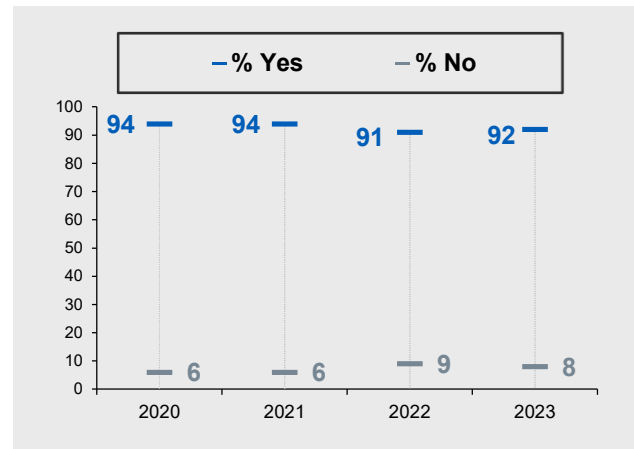
Q30. During your last general practice appointment, did you have confidence and trust in the healthcare professional you saw or spoke to?

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 (18,512); ICS 2022 (16,786); ICS 2021 (20,022); ICS 2020 (17,812); PCN bases range from 146 to 1,286

ICS result over time



Comparison of results

ICS		National	
Yes	No	Yes	No
92%	8%	93%	7%

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

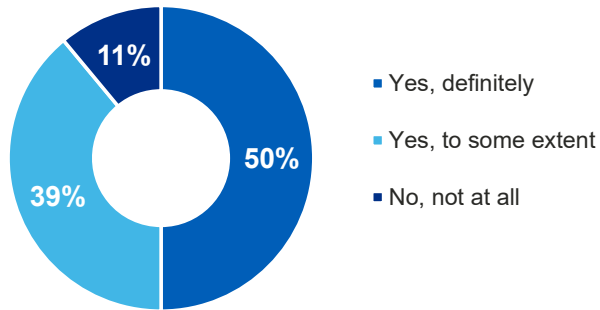


Needs met at last appointment

NORTH CENTRAL LONDON ICS

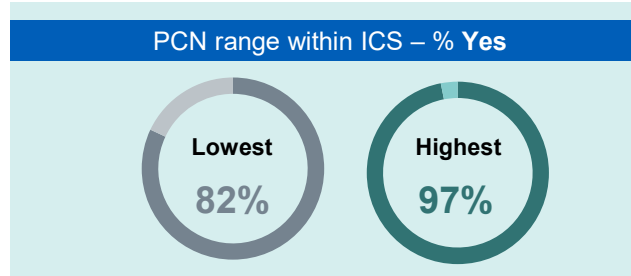
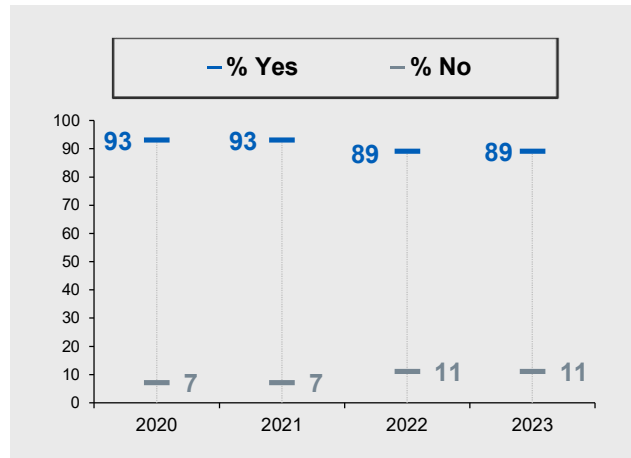
Q31. Thinking about the reason for your last general practice appointment, were your needs met?

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 (18,531); ICS 2022 (16,826); ICS 2021 (20,027); ICS 2020 (17,719); PCN bases range from 144 to 1,289

ICS result over time



Comparison of results

ICS		National	
Yes	No	Yes	No
89%	11%	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?”.

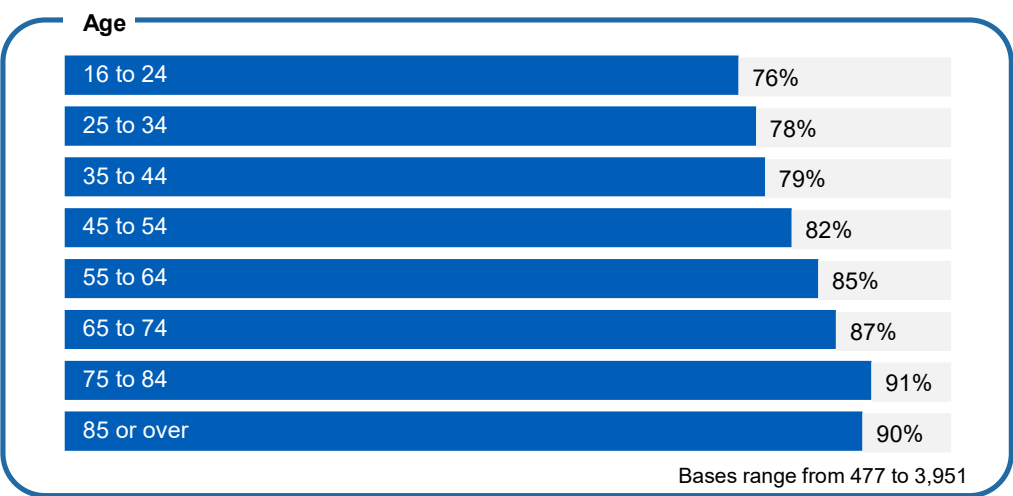
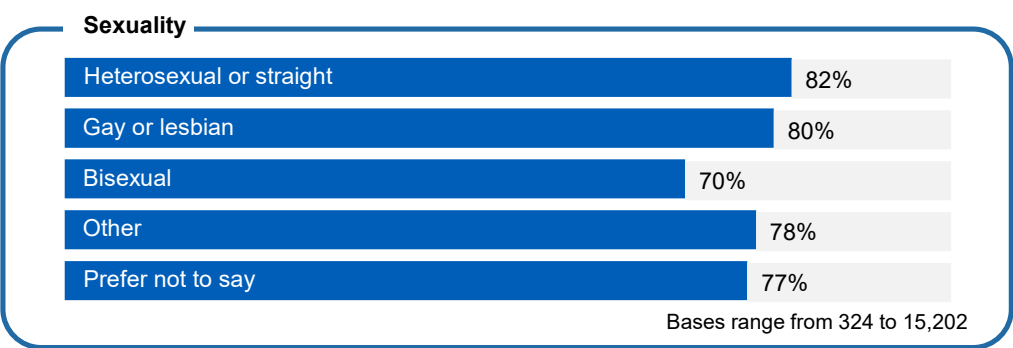
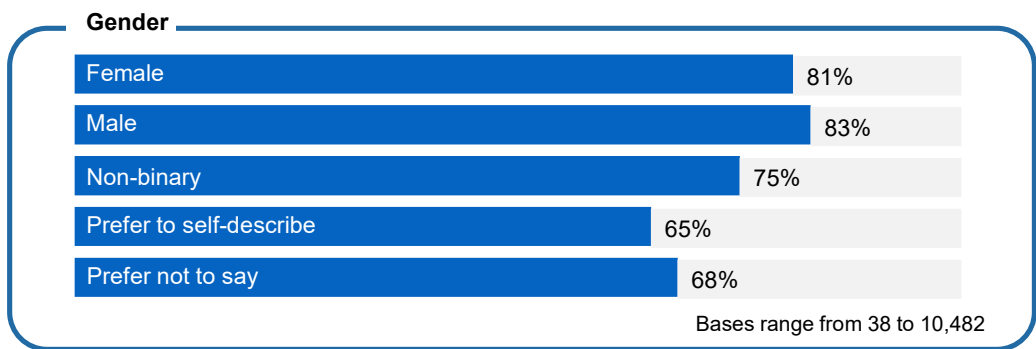
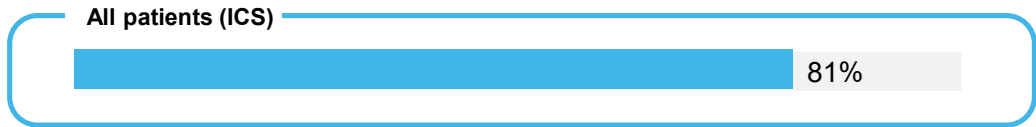
- The charts present a summary result of % Good: a combination of ‘% Very good’ and ‘% Good’.
- The answer options for each of the demographic questions are displayed in the order they appear in the questionnaire.

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)

NORTH CENTRAL LONDON ICS



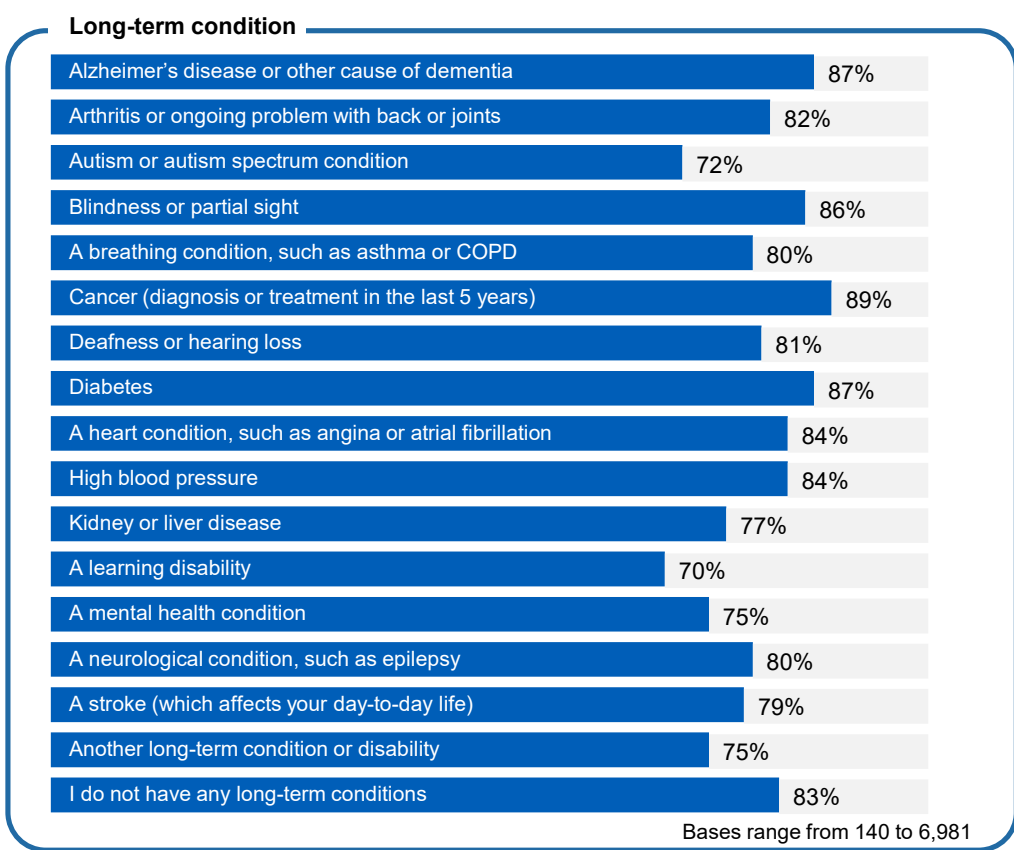
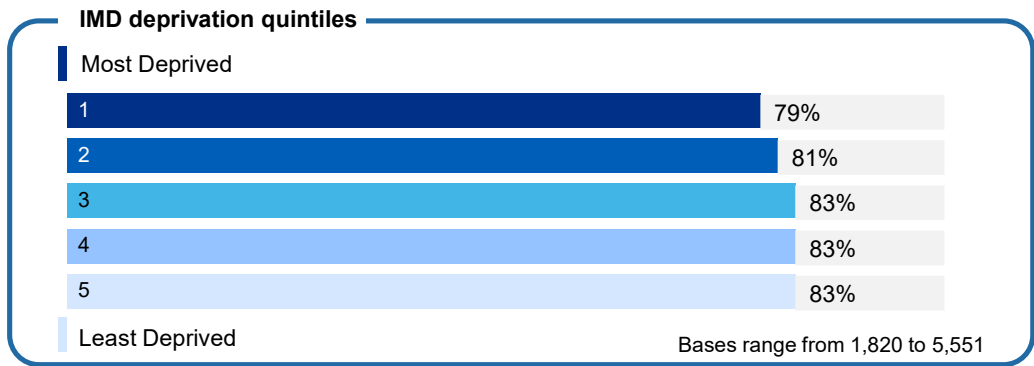
¹Good = Very good % + Good %
Base: Asked of patients who had an appointment since being registered with their current GP practice. Patients who selected 'Doesn't apply' have been excluded. ICS 2023 (18,430).



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

% Good¹ (total)

NORTH CENTRAL LONDON 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.

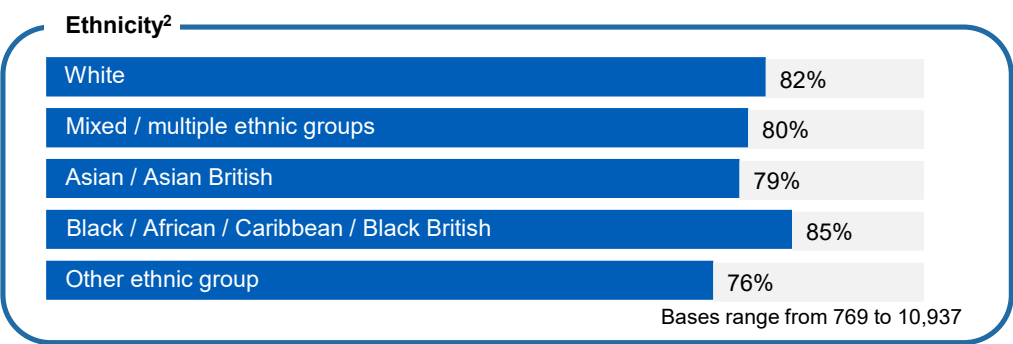
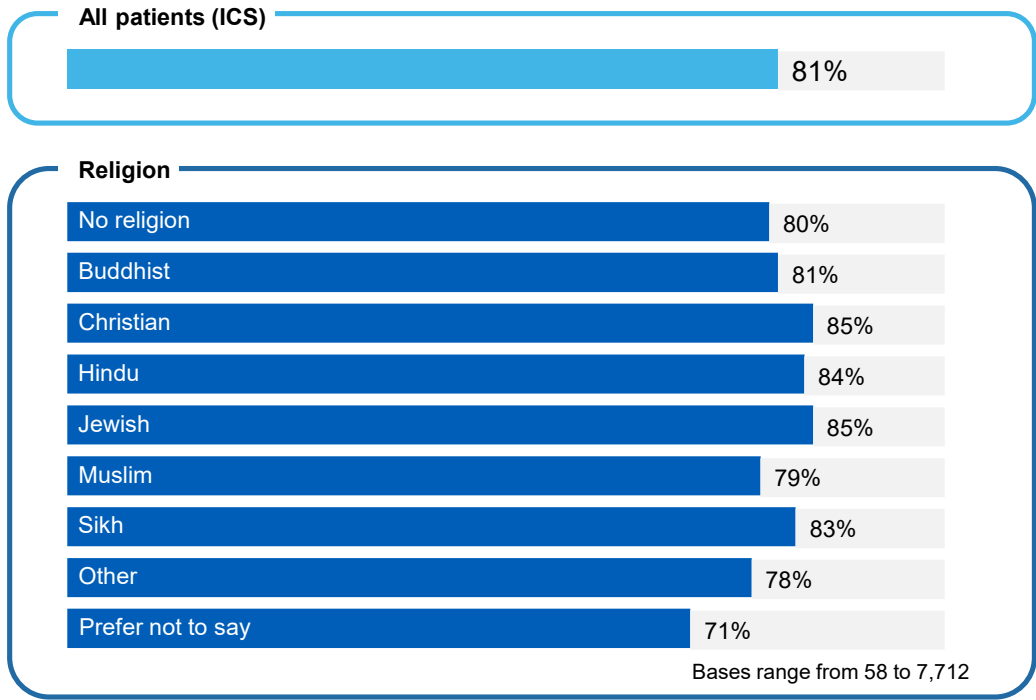
Base: Asked of patients who had an appointment since being registered with their current GP practice. Patients who selected 'Doesn't apply' have been excluded. ICS 2023 (18,430).



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

% Good¹ (total)

NORTH CENTRAL LONDON 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 (18,430).



Managing health conditions

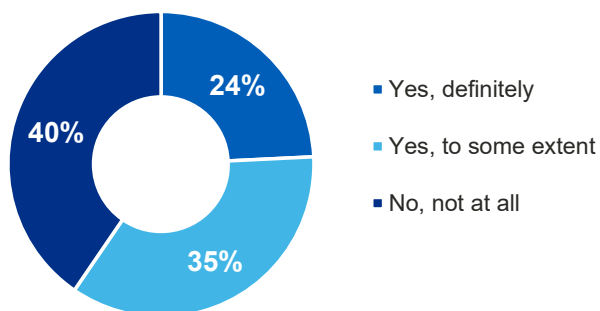


Support with managing long-term conditions, disabilities, or illnesses

NORTH CENTRAL LONDON ICS

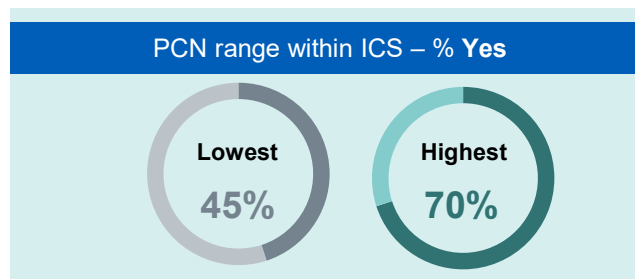
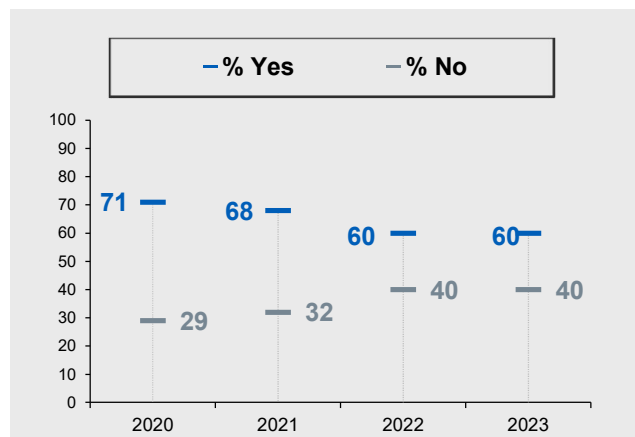
Q40. In the last 12 months, have you had enough support from local services or organisations to help you to manage your condition (or conditions)?

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 (293,843); ICS 2023 (7,454); ICS 2022 (6,522); ICS 2021 (7,287); ICS 2020 (6,680); PCN bases range from 60 to 482

ICS result over time



Comparison of results

ICS		National	
Yes	No	Yes	No
60%	40%	65%	35%

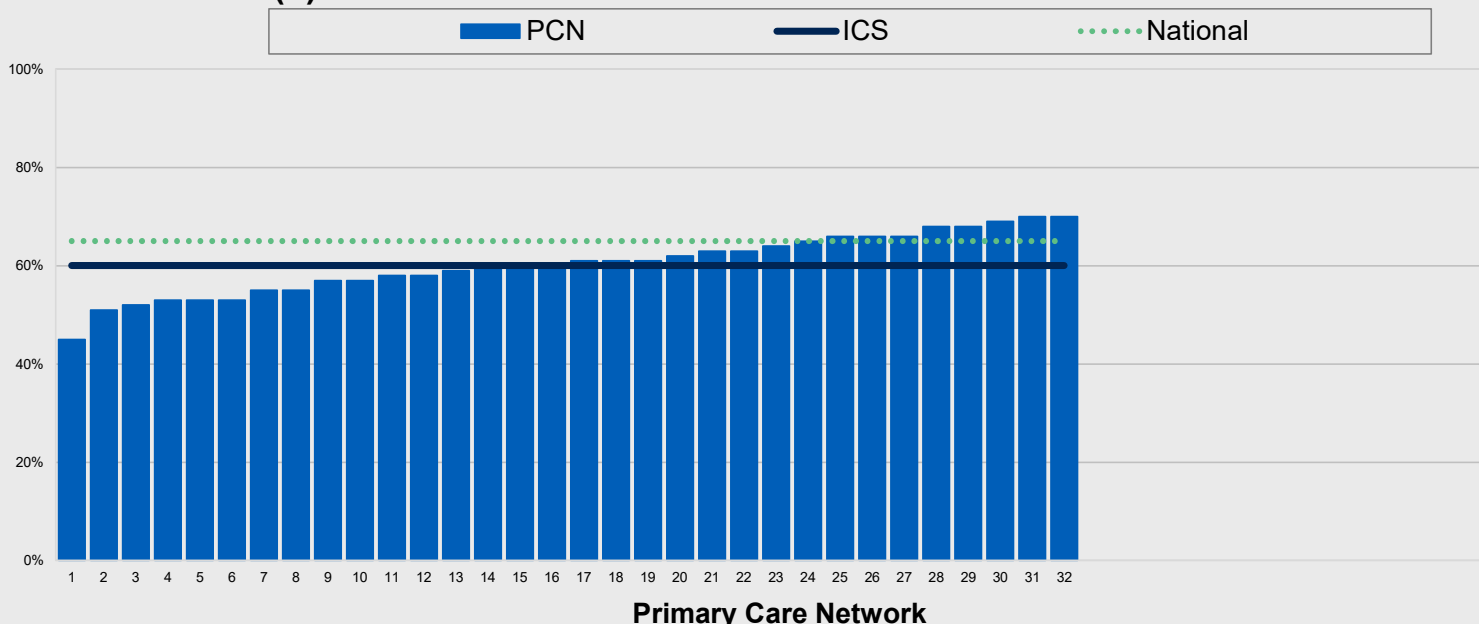
i %Yes = %Yes, definitely + %Yes, to some extent

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	WEST AND CENTRAL PCN
2	BARNET 1D PCN
3	EDMONTON PCN
4	NORTH 2 ISLINGTON PCN
5	ENFIELD CARE NETWORK PCN
6	CENTRAL CAMDEN PCN
7	NORTH 1 ISLINGTON PCN
8	ENFIELD UNITY PCN
9	BARNET 5 PCN
10	HARINGEY - NORTH EAST PCN
11	BARNET 1W PCN
12	HARINGEY - EAST CENTRAL PCN
13	SOUTH ISLINGTON PCN
14	ENFIELD SOUTH WEST PCN
15	HARINGEY - NORTH CENTRAL PCN
16	HARINGEY - WELBOURNE PCN
17	BARNET 6 PCN
18	BARNET 3 PCN
19	CENTRAL 1 ISLINGTON PCN
20	CENTRAL HAMPSTEAD PCN
21	BARNET 2 PCN
22	HARINGEY - N15/SOUTH EAST PCN
23	NORTH CAMDEN PCN
24	HARINGEY - SOUTH WEST PCN
25	HARINGEY - NORTH WEST PCN
26	KENTISH TOWN CENTRAL PCN
27	KENTISH TOWN SOUTH PCN
28	BARNET 4 PCN
29	WEST ENFIELD COLLABORATIVE PCN
30	WEST CAMDEN PCN
31	SOUTH CAMDEN PCN
32	CENTRAL 2 ISLINGTON 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 (7,454); PCN bases range from 60 to 482

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.

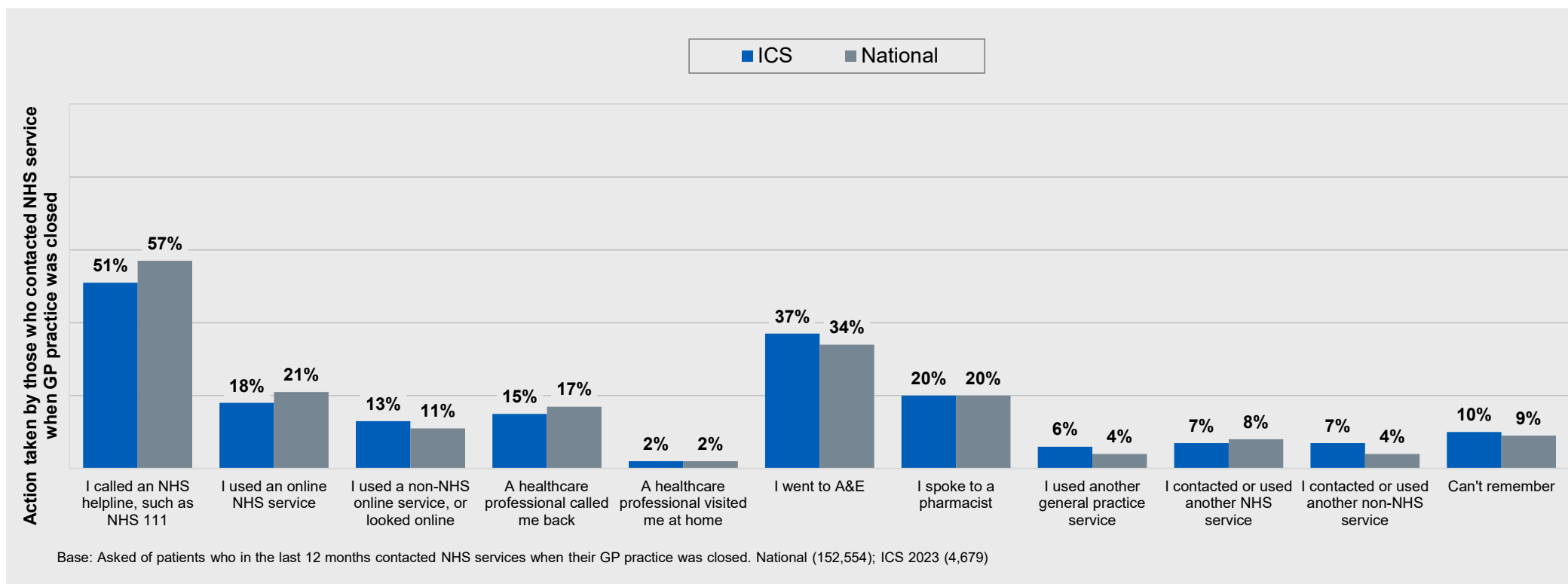
Please note that patients cannot always distinguish between these services and extended access appointments. Please view the results in this section with the configuration of your local services in mind.

Use of services when GP practice is closed

GP PATIENT SURVEY

NORTH CENTRAL LONDON 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

25% of patients in the past 12 months contacted an NHS service when they wanted to see a GP but their GP practice was closed.

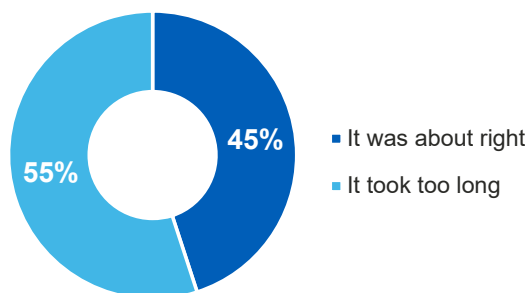


Time taken to receive care or advice when GP practice is closed

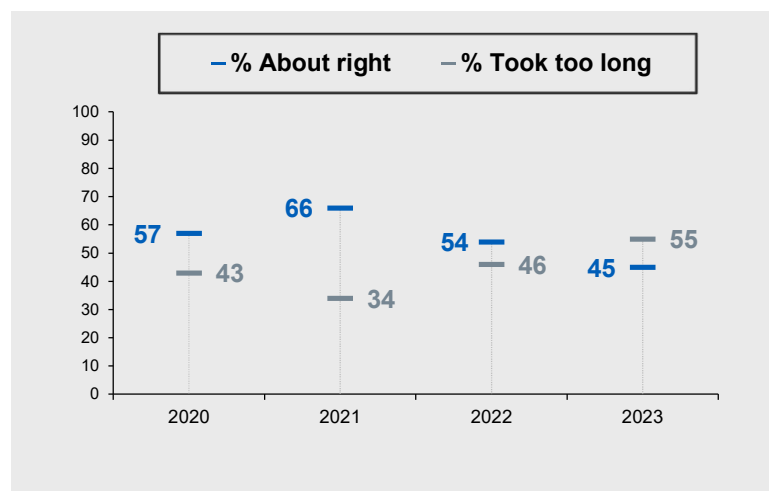
NORTH CENTRAL LONDON ICS

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
45%	55%	46%	54%

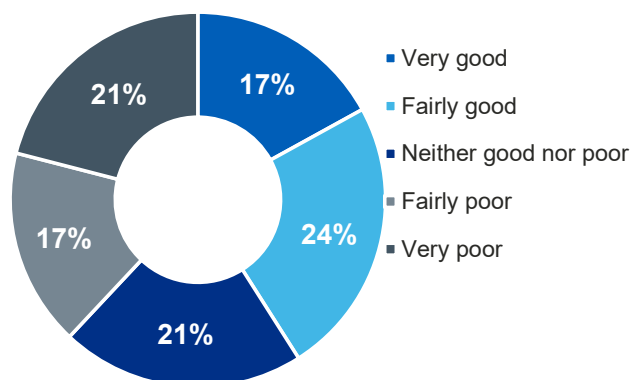
Base: Asked of patients who in the last 12 months contacted NHS services when their GP practice was closed. Patients who selected 'Don't know / doesn't apply' have been excluded. National (138,720); ICS 2023 (4,149); ICS 2022 (3,715); ICS 2021 (4,007); ICS 2020 (3,565).

Overall experience of services when GP practice is closed

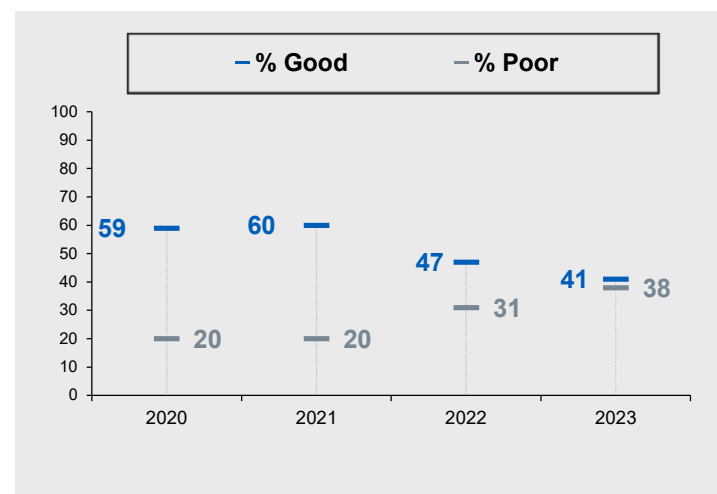
NORTH CENTRAL LONDON ICS

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%	38%	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 (4,404); ICS 2022 (3,992); ICS 2021 (4,308); ICS 2020 (3,711).

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

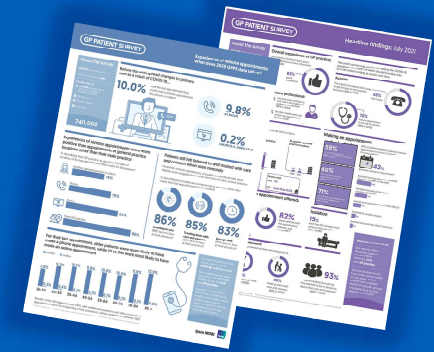
28.6%

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.