Understanding Patient Experience

An introduction to the GP Patient Survey and NHS Patient Survey Programme

UK Data Service Conference

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What is patient experience?
What is patient experience?

The sum of all *interactions*, shaped by an organization’s *culture*, that influence patient *perceptions* across the *continuum* of care.

- The Beryl Institute
What are the surveys?

GP Patient Survey and NHS Patient Survey Programme
The GP Patient Survey (GPPS) has been running since 2007, providing representative data about patient experience of primary care services in England.

Around 750,000 patients participate annually. Data is provided at practice, Primary Care Network (PCN), Integrated Care System (ICS) and national level.

In 2021...

2.4 million patients selected
6,658 practices
850,206 took part
35.5% response rate
5,261 took part using a language other than English
314,508 took part online
417 took part via the telephone helpline
187 used the BSL version

If you’d like to find out more, head to: [GP-patient.co.uk](http://GP-patient.co.uk)
GP Patient Survey (GPPS)

The programme is commissioned by NHS England (NHSE) and is used for a variety of activities, including:

- Service improvement
- Evaluation of health inequalities
- Regulation
- Policy measurement and development

If you’d like to find out more, head to: gp-patient.co.uk/uses-of-gpps
The NHS Patient Survey Programme (NPSP)

The NPSP, managed by the Care Quality Commission (CQC), allows patients and the public to feed back on their recent experiences of NHS services. The survey programme consists of five surveys that take place annually or every other year.

If you’d like to find out more, head to: cqc.org.uk/surveys
The NHS Patient Survey Programme (NPSP)

The Maternity survey has been running since 2007. It is designed to capture the views of individuals across the maternity pathway, providing important insights into their experiences and the quality of the care they receive at each stage (antenatal, labour and birth, and postnatal).

If you’d like to find out more, head to: nhssurveys.org/surveys/survey/04-maternity/
What is the method?
Robust and high quality sampling design

GPPS uses a **stratified random probability** sampling design

Maternity is a **census** of all mothers giving birth in NHS trusts in February

If you’d like to find out more, head to: [gp-patient.co.uk/surveysandreports](https://gp-patient.co.uk/surveysandreports) or [nhssurveys.org/surveys/survey/04-maternity/](https://nhssurveys.org/surveys/survey/04-maternity/)
The Maternity Survey uses a **sequential push-to-web approach**. It includes letters with a unique survey URL, SMS reminders with an individual survey link and paper questionnaires.

The GPPS survey uses a **simultaneous push-to-web approach**. It includes sending a combination of letters with an online survey link and paper questionnaires (both included in each mailing), and SMS reminders containing unique personal links.

### Mailing strategy

<table>
<thead>
<tr>
<th>Contact</th>
<th>Type</th>
<th>Content of contact - MATERNITY</th>
<th>Days from first mailing</th>
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<td>Invitation letter Multi-language sheet</td>
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<tr>
<td>3</td>
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<td>29</td>
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<td>SMS reminder (if phone number available)</td>
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<table>
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<th>Contact</th>
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<td>Reminder letter Questionnaire Freepost return envelope</td>
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Materials

The materials used by the two surveys are largely similar:

- a paper questionnaire
- covering letters with link to the online survey
- SMS reminders

For all GPPS materials from previous years, head to: gp-patient.co.uk/surveysandreports
The materials used by the two surveys are largely similar:

- a paper questionnaire
- covering letters with link to the online survey
- SMS reminders

The Maternity Survey additionally makes use of dissent posters to allow all mothers to opt-out, and young mothers’ leaflets, providing extra information to mothers aged 16 and 17, and allowing them to opt-out.

For all Maternity 2021 materials, head to: cqc.org.uk/publications/surveys/maternity-survey-2021 or nhssurveys.org/surveys/survey/04-maternity/
Accessibility

Additional languages

British Sign Language

Large print

Braille

Telephone helpline

Adjustable background colour

Screen-reader compatible

Adjustable font size

Language Line

Easy read

Accessibility

If you want a copy of the questionnaire in large print or Braille, call Freephone 0800 819 9135.
What can the data tell us?
What does GPPS cover?

**Primary Care**
- Making appointments
- Experience of appointments
- Experience of out of hours and dentistry
- Use of digital tools
- Long-term conditions, frailty and support

**Demographics:**
- Age
- Ethnicity
- Gender, sex and trans status
- Sexuality
- Religion or belief
- Deprivation
- Carer status
- Parent status
- Disability
- Working status
- Smoking status
What does the Maternity Survey cover?

**Maternity Care**
- Antenatal care
- Labour and birth
- Postnatal care in hospital
- Postnatal care in the community
- Infant feeding

**Demographics:**
- Age
- Ethnicity
- Gender, sex and trans status
- Sexuality
- Religion or belief
- Disability
- Parity
- Mode of labour
- Labour induction
How can we use it?
There are three main ways to use the data:

Understanding change over time:
- Aim to maintain trends
- But changes needed to reflect policy and experience (e.g. COVID)

Understanding health inequalities:
- Large range of demographic questions
- Additional local area statistics
- Detailed sample information for CQC

Understanding variation in organisations:
- CQC trust outputs are standardised
- GPPS practice outputs are NOT standardised
Understanding changes in feeding support in the first weeks post-birth

Did you feel that midwives and other health professionals gave you active support and encouragement about feeding your baby?

To read the full blog, go to: ipsos.com/en-uk/what-does-nhs-maternity-survey-2021-tell-us-about-infant-feeding-during-pandemic
Understanding changes in feeding support in the first weeks post-birth

In the six weeks after the birth of your baby did you receive help and advice from a midwife or health visitor about feeding your baby?

<table>
<thead>
<tr>
<th>Year</th>
<th>Yes, definitely</th>
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<tbody>
<tr>
<td>2013</td>
<td>62%</td>
</tr>
<tr>
<td>2015</td>
<td>64%</td>
</tr>
<tr>
<td>2017</td>
<td>64%</td>
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<td>2021</td>
<td>55%</td>
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Survey year

Understanding who is most likely to experience isolation

To read the full blog, go to: gp-patient.co.uk/251121_blog2IsolationV2
Carers and LTCs

Young carers – 16-24 (% isolated)

- 32% Caring responsibilities
- 21% No caring responsibilities

Long term condition (% isolated)

- 9% No LTC
- 30% Any LTC
- 45% Mental health condition
- 42% Autism
- 38% Learning disability

To read the full blog, go to: gp-patient.co.uk/251121_blog2IsolationV2
Understanding variation between organisations

Analysis tool

ppatient.co.uk/analysistool

Excel reports

ppatient.co.uk/surveysandreports

PowerPoint benchmarking reports

nhsurveys.org/all-files/04-maternity/05-benchmarks-reports/2021/

Excel benchmarking reports

nhsurveys.org/wp-content/surveys/04-maternity/04-analysis-reporting/2021/Benchmark20D ata.ods
Where can I get the data?
Available levels of data

**GPPS**
- National
- CCG (not from this year)
- ICS – new this year
- PCN – new this year
- Practice
- Respondent level

**Maternity**
- National
- Trust
- Respondent level
Top level analysis available online

Published data:
MAT:
https://nhssurveys.org/surveys/survey/04-maternity/
GPPS: https://www.gp-patient.co.uk/surveysandreports

Additionally, the GP Patient survey has an analysis tool available online. It covers trends, organisation comparisons, custom subgroups, crosstabs and filters. You can find it here:
https://www.gp-patient.co.uk/analysistool
What if I want to do more complex analysis?

You can access respondent-level data for any of the NPSP surveys directly from the UK Data Service catalogue (e.g. https://beta.ukdataservice.ac.uk/datacatalogue/studies/study?id=8947#!/details)

To request respondent level data from the GP patient survey, contact gppatientsurvey@ipsos.com and the team will support you through the application
ANY QUESTIONS?
THANK YOU.

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