

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?

01

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?

02

GP Patient Survey and NHS Patient Survey Programme

GP Patient Survey (GPPS)

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](https://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](https://www.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?

03

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 or nhssurveys.org/surveys/survey/04-maternity/

Mailing strategy

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.

Contact	Type	Content of contact - MATERNITY	Days from first mailing
1	Postal	Invitation letter Multi-language sheet	1
1.1	SMS	SMS reminder (if phone number available)	4
2	Postal	Reminder letter Multilanguage sheet	15
2.1	SMS	SMS reminder (if phone number available)	18
3	Postal	Reminder letter Questionnaire Freepost return envelope Multi-language sheet	29
4	Postal	Reminder letter Multilanguage sheet	43
4.1	SMS	SMS reminder (if phone number available)	46

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.

Contact	Type	Content of contact - GPPS	Days from first mailing
1	Postal	Invitation letter Questionnaire Freepost return envelope	1
1.1	SMS	SMS reminder (if phone number available)	8
2	Postal	Reminder letter Questionnaire Freepost return envelope	29
2.1	SMS	SMS reminder (if phone number available)	36
3	Postal	Reminder letter Questionnaire Freepost return envelope	57

Materials

The materials used by the two surveys are largely similar:

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

The image displays two documents related to the NHS GP Patient Survey. On the left is a paper questionnaire titled 'GP PATIENT SURVEY' from Ipsos MORI. It contains eight questions (Q1-Q8) with multiple-choice options. The questions cover topics such as the ease of getting through to a GP, the helpfulness of receptionists, the use of online services, and the ease of using the GP practice's website. On the right is a covering letter from Neil Churchill, Director of Patient Experience at NHS England. The letter explains the purpose of the survey, provides instructions on how to complete it (either by filling in the questionnaire or going online), and includes a link to the survey: <https://tx.vc.ir/2sQ6b/1u0P1n/7SWbbEM>. It also provides a freephone number: 0800 819 9135.

We recently sent you a letter about your experience of your GP practice. Please click on the link to give feedback via the NHS GP Patient Survey: <https://tx.vc.ir/2sQ6b/1u0P1n/7SWbbEM>. You don't need to enter your log-in details. Any questions? Please call Freephone [0800 819 9135](tel:08008199135). Thank you.

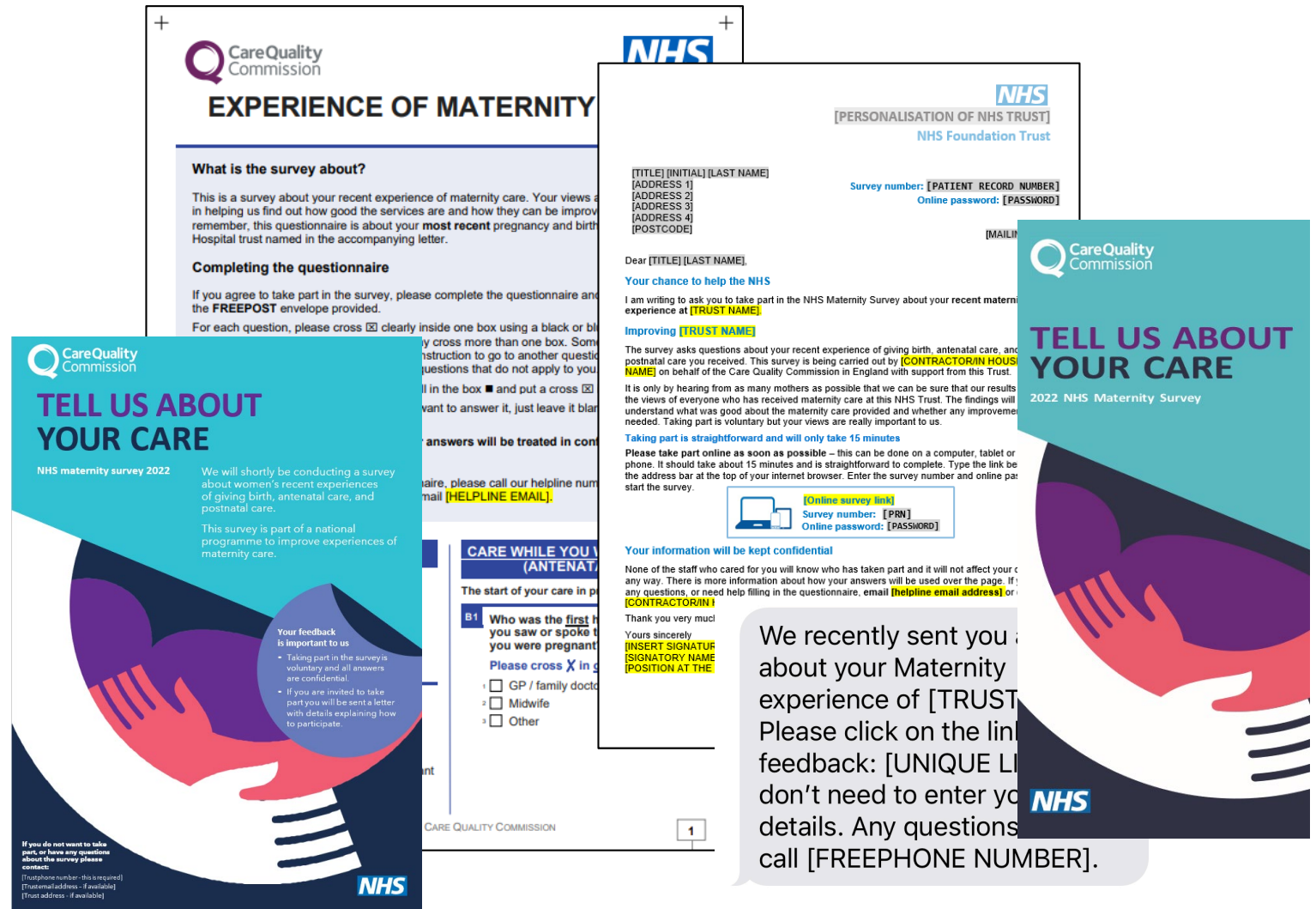
For all GPPS materials from previous years, head to: gp-patient.co.uk/surveysandreports

Materials

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**

LANGUAGE HELP?

If you have any questions about this survey, or you would like help completing it, please call the FREEPHONE number on [\[INSERT HELPLINE\]](#) in order to speak to an interpreter. You can complete the survey online at [\[INSERT URL FOR ONLINE SURVEY\]](#)

إذا كان لديك أي استفسار بخصوص الاستبيان، أو ترغب في المساعدة في ملئه الاستبيان المرقي، يرجى الاتصال على خط المساعدة المجاني على الرقم [\[INSERT HELPLINE\]](#) للتحدث مع مترجم باللغة العربية. يمكنك إكمال الاستبيان عبر الإنترنت باللغة العربية على [\[INSERT URL FOR ONLINE SURVEY\]](#)

আপনার যদি এই সমীক্ষার বিষয়ে কোন প্রশ্ন থাকে অথবা আপনি যদি সহিষ্টি প্রক্রায়ী পূরণ করার জন্য কোন সাহায্য চান, তাহলে দয়া করে এই হিলাফোন [\[INSERT HELPLINE\]](#) কেবলমাত্র কোম্পানির সাথে কথা বলতে পারবেন। আপনি সমীক্ষাটি অনলাইনে [\[INSERT URL FOR ONLINE SURVEY\]](#) বাংলায় পূরণ করতে পারেন।

Si vous avez des questions au sujet de cette enquête ou que vous aimeriez recevoir de l'aide pour remplir le questionnaire ci-joint, veuillez appeler le service d'assistance téléphonique GRATUIT au [\[INSERT HELPLINE\]](#) afin de pouvoir parler à un interprète français. Vous pouvez répondre à l'enquête en ligne en français à l'adresse suivante: [\[INSERT URL FOR ONLINE SURVEY\]](#)

જો તમને આ સર્વેક્ષણ વિશે કોઈ પ્રશ્નો હોય, અથવા જો તમે પૂર્ણ કરવામાં તમને સહાયની જરૂર હોય, તો ગુજરાતીમાં કોઈ ફોનવિધિ સાથે વાત કરવા માટે કૃપા કરીને ફોન નંબર [\[INSERT HELPLINE\]](#) પર કોલ કરો. તમે ગુજરાતીમાં ઓનલાઇન સર્વેક્ષણ [\[INSERT URL FOR ONLINE SURVEY\]](#) પર પૂર્ણ કરી શકો છો.

W razie jakichkolwiek pytań dotyczących tej ankiety lub w celu uzyskania pomocy w jej wypełnieniu, prosimy o kontakt pod bezpłatnym numerem [\[INSERT HELPLINE\]](#), aby porozmawiać z tłumaczem w języku polskim. Ankieta w języku polskim dostępna jest online pod adresem [\[INSERT URL FOR ONLINE SURVEY\]](#)

Se tiver alguma pergunta sobre a sondagem, ou se precisar de ajuda para preencher o questionário por favor telefone para a linha GRATUITA de ajuda [\[INSERT HELPLINE\]](#) onde poderá falar em Português com um intérprete. Pode completar esta sondagem online em Português em [\[INSERT URL FOR ONLINE SURVEY\]](#)

ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਸਰਵੇਖਣ ਬਾਰੇ ਕੋਈ ਸਵਾਲ ਪੁੱਛਣਾ ਚਾਹੋ, ਤਾਂ ਇਸ ਨੂੰ ਭਰਨ ਵਿੱਚ ਮਦਦ ਲੈਣੀ ਚਾਹੋ, ਤਾਂ ਵਿਚਾਰ ਕਰੋ ਕੀ ਫੋਨ ਨੰਬਰ [\[INSERT HELPLINE\]](#) 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ ਜਿੱਥੇ ਤੁਸੀਂ ਇੱਕ ਦੁਬਾਰੀਏ ਨਾਲ ਪੰਜਾਬੀ ਵਿੱਚ ਗੱਲ ਕਰ ਸਕਦੇ ਹੋ। ਤੁਸੀਂ ਸਰਵੇਖਣ ਨੂੰ ਪੰਜਾਬੀ ਵਿੱਚ ਆਨਲਾਈਨ [\[INSERT URL FOR ONLINE SURVEY\]](#) 'ਤੇ ਜਾ ਕੇ ਪੂਰਾ ਕਰ ਸਕਦੇ ਹੋ।

Si tiene alguna pregunta acerca de este cuestionario o necesita ayuda para rellenarlo, llame al número de teléfono gratuito [\[INSERT HELPLINE\]](#), donde podrá hablar con un intérprete español. Podrá completar el cuestionario online en español accediendo a [\[INSERT URL FOR ONLINE SURVEY\]](#)

اگر آپ کو اس بارے میں کوئی سوال ہو یا آپ کو اسے پُر کرنے میں مدد کی ضرورت ہو تو براہ مہربانی کسی مترجم سے رابطہ کریں۔ ہمارے ہاں مفت فون نمبر [\[INSERT HELPLINE\]](#) پر مکالمہ کر سکتے ہیں۔

如果您對此調查有句疑問，或需要協助來完成所附的問卷，請撥打此免費電話 [\[INSERT HELPLINE\]](#)，您將會獲得漢語廣東話口譯員的協助。

如果您對此調查有何疑問，或需要協助來完成所附的問卷，請撥打此免費電話 [\[INSERT HELPLINE\]](#)，您將會獲得漢語普通話口譯員的協助。

Bu anketle ilgili sorularınız varsa veya anketi doldurmak için yardım almak istiyorsanız burada belirtilen ÜCRETSİZ TELEFON NUMARASINI arayarak Türkçe konuşan bir tercümanla görüşebilirsiniz. [\[INSERT HELPLINE\]](#)

Se ha domande su questa indagine oppure necessita di assistenza per la compilazione del questionario allegato, La preghiamo di contattare il numero di assistenza gratuito [\[INSERT HELPLINE\]](#) per parlare con un interprete di lingua italiana.

Если у вас возникнут какие-либо вопросы по поводу настоящего опроса, или вам понадобится помощь в заполнении анкеты, пожалуйста, звоните на БЕСПЛАТНЫЙ НОМЕР [\[INSERT HELPLINE\]](#) чтобы поговорить с русским переводчиком.

اگر آپ کو اس بارے میں کوئی سوال ہو یا آپ کو اسے پُر کرنے میں مدد کی ضرورت ہو تو براہ مہربانی کسی مترجم سے رابطہ کریں۔ ہمارے ہاں مفت فون نمبر [\[INSERT HELPLINE\]](#) پر مکالمہ کر سکتے ہیں۔

இந்த கண்காட்சிக்குப் பற்றி உங்களுக்கு ஏதேனும் கேள்விகள் இருந்தால், அல்லது அதை முடிக்க உதவி பெற விரும்பினால், தயவுசெய்து தமிழில் ஒரு மொழிபெயர்ப்பாளரிடம் பேசு [\[INSERT HELPLINE\]](#) என்ற இலவச தொலைபேசி எண்ணை அழைக்கவும்.

हादतान्हादशहदतुर्जुमानसुमाालिह। [\[INSERT HELPLINE\]](#)


اگر تیر مورد این نظرسنجی سوالی دارید و یا برای پر کردن آن به کمک احتیاج دارید، لطفاً با شماره [\[INSERT HELPLINE\]](#) تماس بگیرید تا با یک مترجم شفاهی فارسی صحبت کنید.

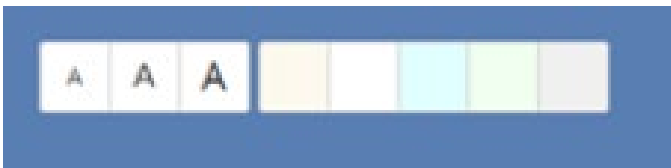
Haddii aad wax su'aalo ah ka qabtid daraasaddan, ama doonaysid in laga caawiyo buuxinta daraasadda, fadlan soo wac lambar TELEEFONKA BILAASHKA ah ee [\[INSERT HELPLINE\]](#) si aad ula hadashid turjumaan Soomaali ah.

LEARNING DIFFICULTY OR ACCESSIBILITY NEEDS?

If you need some help to fill in this survey, or if you want a copy of the questionnaire in easy read, large print or Braille, please call us [\[For free\]](#) on [\[INSERT HELPLINE\]](#) or email [\[INSERT HELPLINE EMAIL\]](#).

العربية gppatient.co.uk/arabic 0800 819 9136	简体中文 gp-patient.co.uk/chinese 0800 819 9141	Soomaali gp-patient.co.uk/somali 0800 819 9146
বাংলা gp-patient.co.uk/bengali 0800 819 9137	Polski gp-patient.co.uk/polish 0800 819 9142	Español gp-patient.co.uk/spanish 0800 819 9147
Čeština gp-patient.co.uk/czech 0800 819 9138	Português gp-patient.co.uk/portuguese 0800 819 9143	Türkçe gp-patient.co.uk/turkish 0800 819 9148
Français gp-patient.co.uk/french 0800 819 9139	ਪੰਜਾਬੀ gp-patient.co.uk/punjabi 0800 819 9144	اردو gp-patient.co.uk/urdu 0800 819 9149
ગુજરાતી gp-patient.co.uk/gujarati 0800 819 9140	slovenčina gp-patient.co.uk/slovak 0800 819 9145	

 **If you want a copy of the questionnaire in large print or Braille, call Freephone 0800 819 9135.**



What can the data tell us?

04

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?

05

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

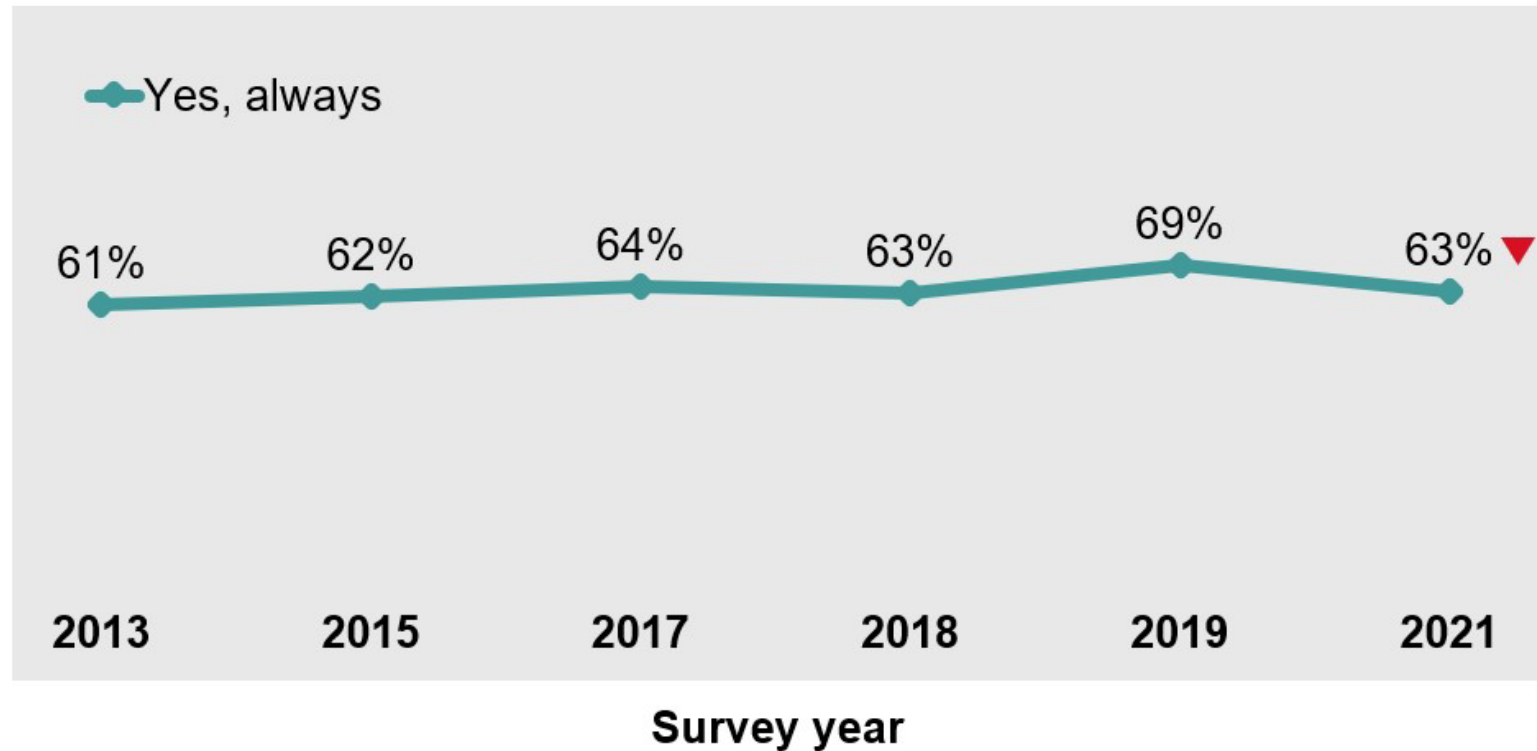
Understanding variation in organisations:

- CQC trust outputs are standardised
- GPPS practice outputs are NOT standardised



Understanding changes in feeding support in the first weeks post-birth

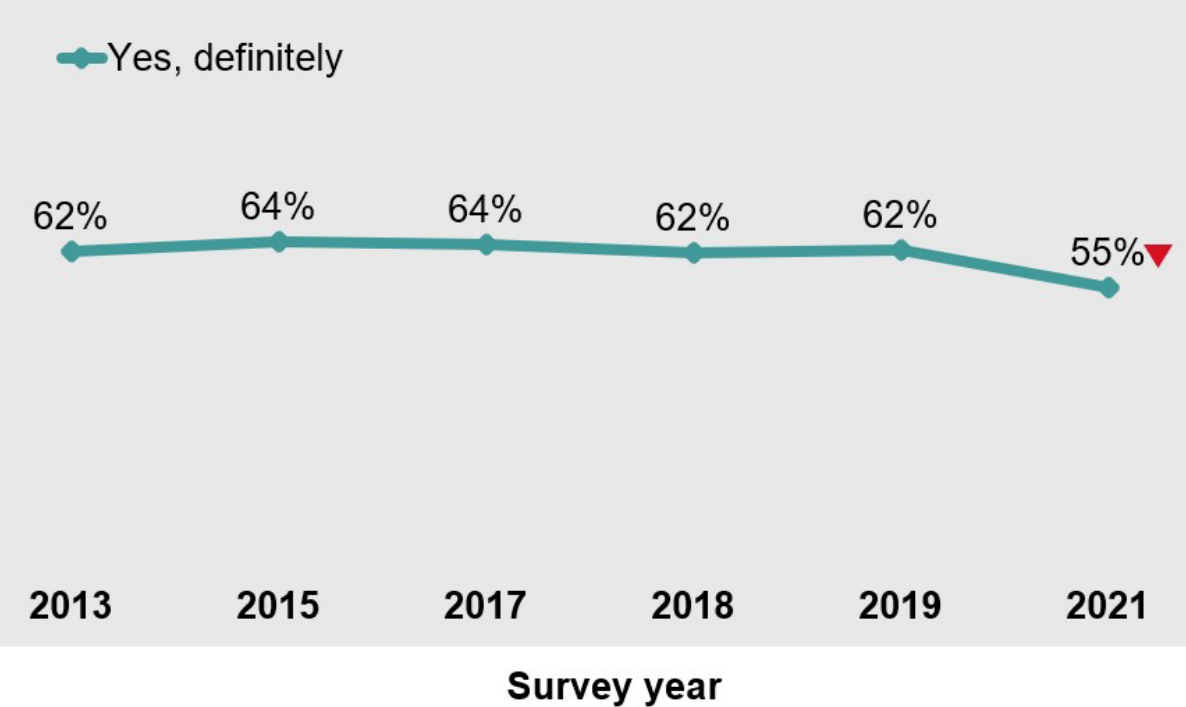
Did you feel that midwives and other health professionals gave you active support and encouragement about feeding your baby?



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?



To read the full blog, go to: ipsos.com/en-uk/what-does-nhs-maternity-survey-2021-tell-us-about-infant-feeding-during-pandemic

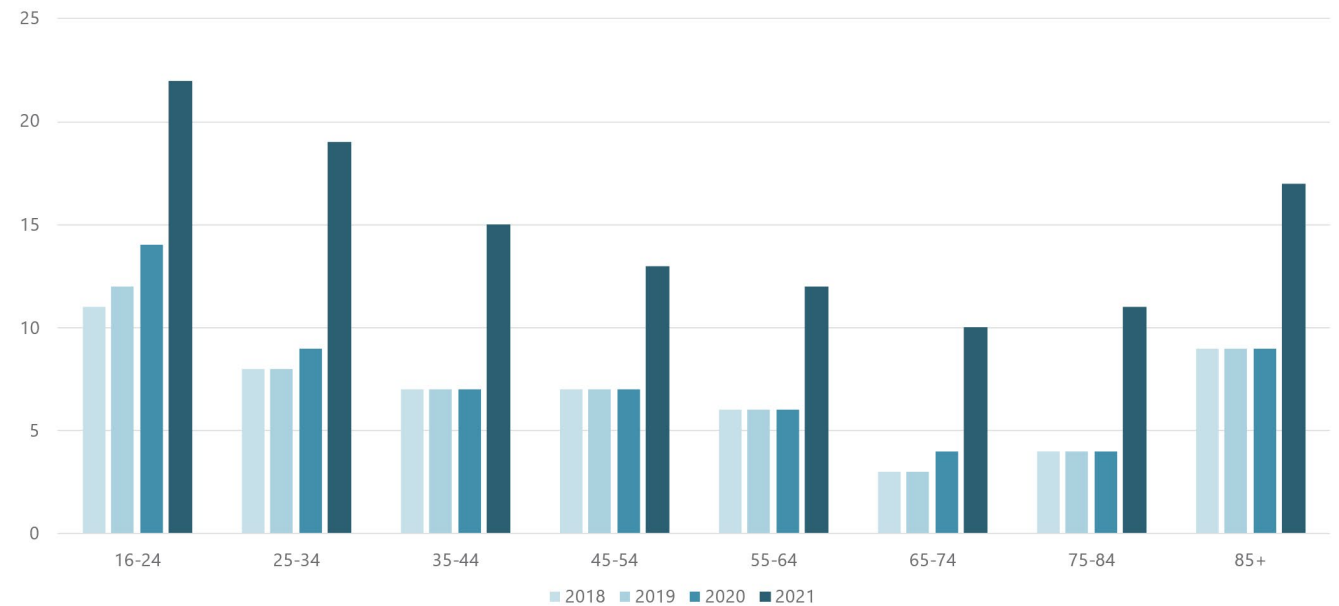





Understanding who is most likely to experience isolation

GP Patient Survey 2021

Those who felt isolated in the past 12 months - age



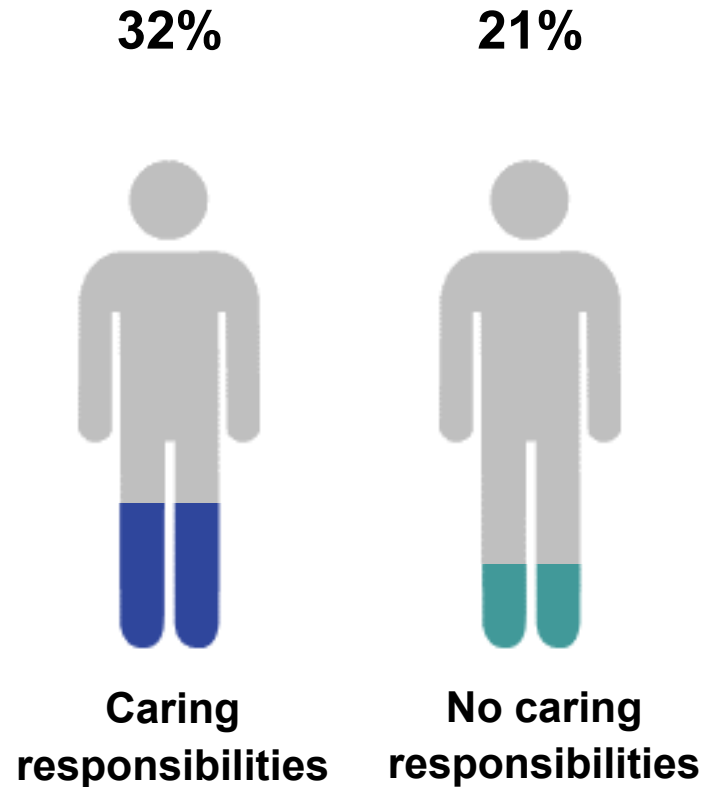
Data by Ipsos

Base: 2018 (735,425), 2019 (742,883), 2020 (711,735), 2021 (824,407) 

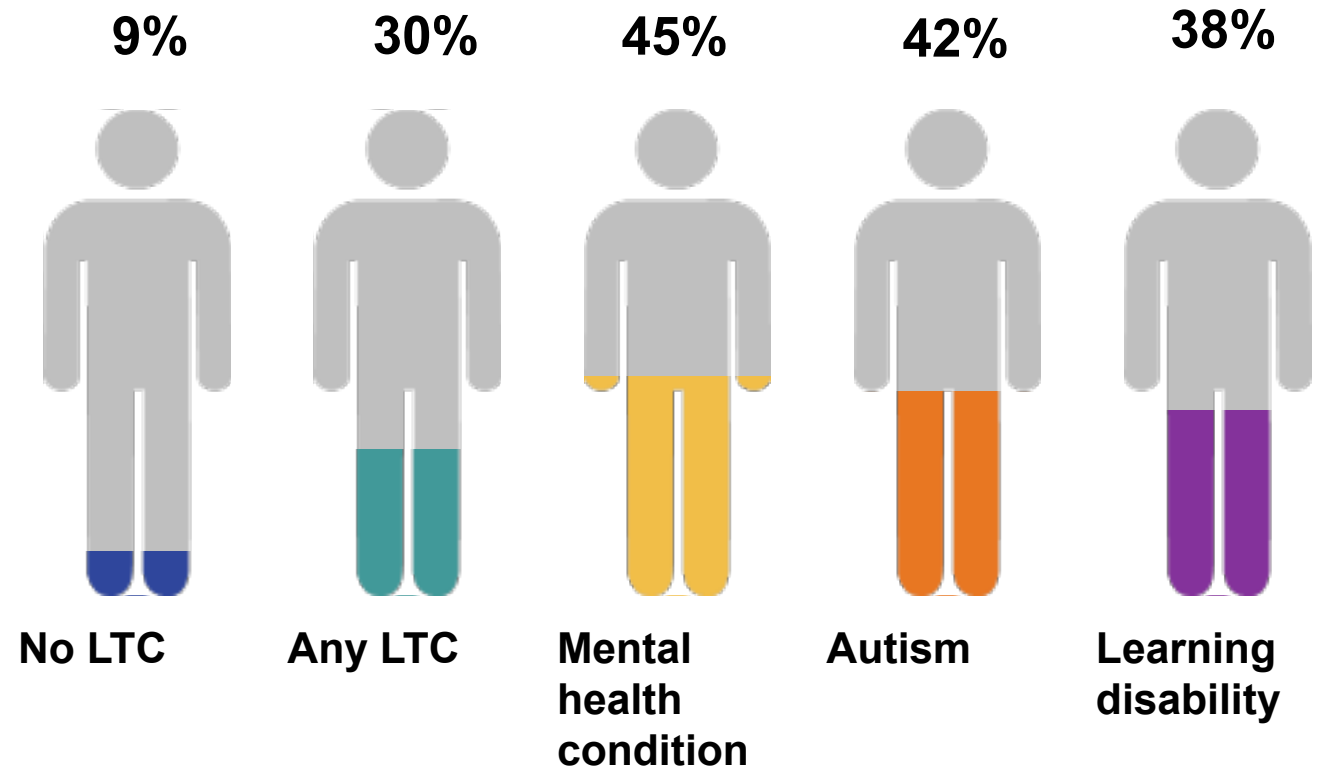
To read the full blog, go to: gp-patient.co.uk/251121_blog2IsolationV2

Carers and LTCs

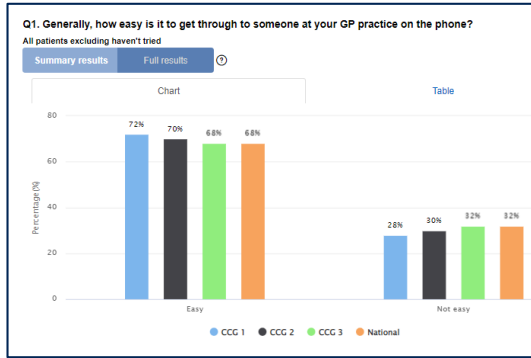
Young carers – 16-24 (% isolated)



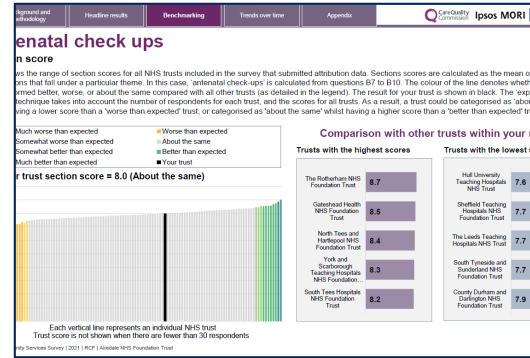
Long term condition (% isolated)



Understanding variation between organisations



Practice code	Practice name	Total survey forms distributed	Total completed forms received	Response rate (%)	Very easy	Easy	Not easy	Not very easy
Results for England as a whole								
		2,408,303	850,206	35%	842,114	165,368	973,408	163,052
YORKSHIRE REGION	AB4002 - THE BOTHWY PRACTICE	261	137	52%	88	48	36	2
YORKSHIRE REGION	AB4003 - LINTONVILLE MEDICAL GROUP	332	78	23%	198	27	122	43



TrustName	n_tpat	meanB3	119983
Manchester University NHS Foundation Trust	519	3.1590739557981	2.142
South Tyneside and Sunderland NHS Foundation Trust	165	3.4745107014794	2.079
University Hospitals Dorset NHS Foundation Trust	181	3.501407450257	1.951
Isle of Wight NHS Trust	51	4.2886332668786	1.608
Barts Health NHS Trust	442		
London North West University Healthcare NHS Trust	139	2.6728199864955	2.068
Royal Surrey County Hospital NHS Foundation Trust	167	3.5499794488216	2.030
Yeovil District Hospital NHS Foundation Trust	132	4.4900498025333	1.904
University Hospitals Bristol and Weston NHS Foundation Trust	153	3.8942905112650	1.976
Torbay and South Devon NHS Foundation Trust	180	4.8628304401447	1.962
Bradford Teaching Hospitals NHS Foundation Trust	108		
Mid and South Essex NHS Foundation Trust	257		
Royal Free London NHS Foundation Trust	305	3.225427222450	2.127
North Middlesex University Hospital NHS Trust	102		
The Hillingdon Hospitals NHS Foundation Trust	145	3.0250967678641	1.879
Kingston Hospital NHS Foundation Trust	242	4.1900229117114	1.978
Dorset County Hospital NHS Foundation Trust	137	4.1826071481740	1.999
Walsall Healthcare NHS Trust	112	3.3273661540841	2.019
Wirral University Teaching Hospital NHS Foundation Trust	138	3.7079266197629	1.891
St Helens and Knowsley Teaching Hospitals NHS Trust	131	3.2690951200807	2.069
Mid Cheshire Hospitals NHS Foundation Trust	147	3.7900466178198	1.985
Northern Devon Healthcare NHS Trust	122	4.1609562708441	1.922
Bedfordshire Hospitals NHS Foundation Trust	317	3.0073641526175	2.102
York and Scarborough Teaching Hospitals NHS Foundation Trust	188	3.2613991095676	2.009
Harrogate and District NHS Foundation Trust	165	3.2824918407366	2.000

Analysis tool

gp-patient.co.uk/analysisistool

Excel reports

gp-patient.co.uk/surveysandreports

PowerPoint benchmarking reports

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

Excel benchmarking reports

nhssurveys.org/wp-content/surveys/04-maternity/04-analysis-reporting/2021/Benchmark%20Data.ods

Where can I get the data?

06

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:

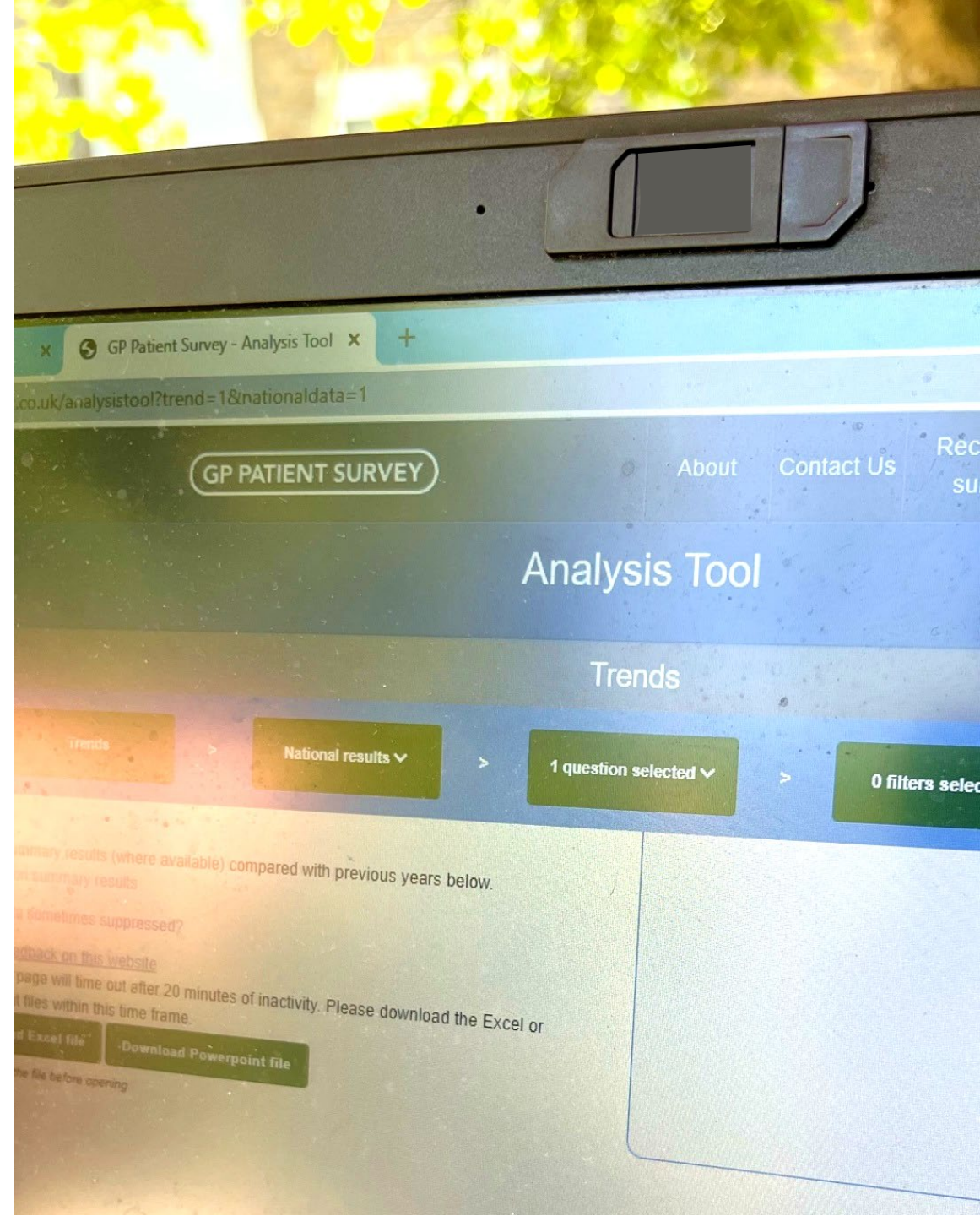
MAT:

<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

ustCode	String	3	
espondentID	String	14	
ample_MobileAvailable	Numeric	3	
ample_YearofBirth	Numeric	4	
ample_Gender	Numeric	3	
ample_Ethnic	String	5	
ample_TimeDelivery	String	5	
ample_DayDelivery	Numeric	3	
ample_MonthDelivery	Numeric	3	
ample_YearDelivery	Numeric	4	
ample_NumberBabies	Numeric	3	
ample_ADP	Numeric	3	
ample_MCS	Numeric	3	
ample_SiteCode	String	5	
ample_CCG	String	5	
ample_COVID19_Diagnosis	Numeric	3	
ample_COVID19_Treatment	Numeric	3	
tribution_Antenatal	Numeric	3	
tribution_Postnatal	Numeric	3	
yQRec	Numeric	3	
nthGP	Numeric	3	

ANY QUESTIONS?

THANK YOU.

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